



Change the Monitoring Station verbal passcode on a customer account

In case of an emergency where a customer is unable to disarm their system, they can add a passcode to be said verbally when the Monitoring Station calls. Only the correct passcode can conceal an alarm, so if the wrong passcode is provided, authorities will be dispatched. This can be added and modified from the Customer Website.

To change the verbal passcode on an account:

1. Log into the Customer Website.
2. Click **Settings**.
3. Click **Monitoring Station**.
4. Enter the desired passcode in the **Secret Passcode** field.
5. Re-enter the same password in the **Confirm Passcode** field. These must match in order to be saved.
6. Click **Update**.

