How to Manage Users and Logins in ADT Control

1. How do I view and manage users on ADT Control?

In the Control Portal, you can manage users by selecting the **Users** tab on the left-hand side and then **Users** on the top navigation. You can see how many users exist on the account near the search bar on the upper left-hand side and view their user codes by selecting the **Show User Codes** button on the top-right.

In the Control app, you can manage users by selecting the menu icon on the top-left corner and then selecting **Users.**

Note: If you have multiple locations, please confirm user information for each site.

How To Add A New User

Note: When adding a new user, the primary user will receive an email notification that a new **user** was added.

On the Portal
1. Select the **Add User** button on the top-right
2. Enter in the new users first name, last name, and language preference

3. Press the **+Add** button to add in the users contact information. You can add in their mobile number (SMS) and/or their email address.
4. Select access point(s) for the new user
5. Input a new access code.
6. After adding a code, you can opt to allow the code to work at all times by selecting **At all times** or at certain times by selecting **Limit access times**. If selecting to limit access times, then select the days, start, and end times the access code should work.
7. Press **Save**.

On the App
1. On the Users list, select the **+** button on the top-right corner
2. Add in the new users first name and last name. Press **Create** on the top-right corner.
3. Create a new access code for the user. If unsure of what to input, select the **Generate Code** button under the code field.
4. Select the applicable Security Panels and devices you want the user to have access to by sliding the bar next to it to the right. Then press the **Save** button on the top-right.
5. In the User Profile, you can adjust any of the information previously input as well as add contact information by selecting the **+ Add Contact** button and then entering a mobile number (SMS) and/or email address. You can also adjust the user's access times by selecting the **Time** button.

How To Delete A User

On the Portal
1. On the Users list, select the trash button on the right of the user you wish to delete.
2. A pop-up window will appear prompting you to confirm deleting the user and all their addresses. Select the **Delete User** button.
Note: Deleting a user will remove any access control associated with that user.

On the App
1. On the Users list, select the **...** button to the right of the user you wish to edit information for.
2. On the bottom pop-up, select the **Delete** button.

3. A pop-up window will appear prompting you to confirm deleting the user. Select the **Delete** button.

How To Edit A User

On the Portal
1. On the Users list, select the pencil button on the right of the user you wish to edit information for.
2. Edit the name, contact information, and/or access control of the user.
3. Press the **Save** button.

On the App
1. On the Users list, select the **...** button to the right of the user you wish to edit information for.
2. On the bottom pop-up, select the **Edit** button.
3. Edit the name, contact information, and/or access control of the user.
4. Press the back button on the top-left corner to return to the Users list.

2. How do I view and manage logins on ADT Control?

In the ADT Control Portal, you can create and manage individual logins for each portal and app user. There is no limit on logins that can be created. You can access the logins by selecting the **Users** tab on the left-hand side and then **Manage Logins** on the top navigation.

Add Login
1. Select the **Add A Login** button on the lower-right corner
2. Enter in the email address and login name you wish to create. Then press the **Save** button.
   Note: An email will be sent to confirm the new user and to finish creating their new login.
3. In the next screen, select the type of permissions you want the user to have.
   Note: If no permissions are selected and saved, the login will have limited views and ability to make changes on both the app and portal.
4. Press the **Save** button.

Delete Login
1. On the Manage Logins page, select the trash can icon to the right of the login you wish to delete.
2. A pop-up window will appear prompting you to delete the login. Select **OK**.

Edit Login Permissions
1. On the Manage Logins page, select the Login Name of the user you wish to edit login permissions information for.
2. Select the Permission you want the login to have. Press the **Save** button.

3. What do I do if I don't recognize a user registered on my account?

If you see unknown activity, delete the user and call us immediately at 1-800-ADT-ASAP.