



Service Appointments

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Overview

If you are experiencing technical difficulties with your system and believe you need a service appointment, please [contact customer service](#).

If you have an upcoming service appointment, your appointment information will appear as an alert when you log in to MyADT, and some appointments can be rescheduled from MyADT.

Appointment ETAs

Service calls are scheduled for windows of time, typically four hours long. Unfortunately, we are unable to provide you with an exact time because of variations in how long it may take the technician to complete preceding appointments.

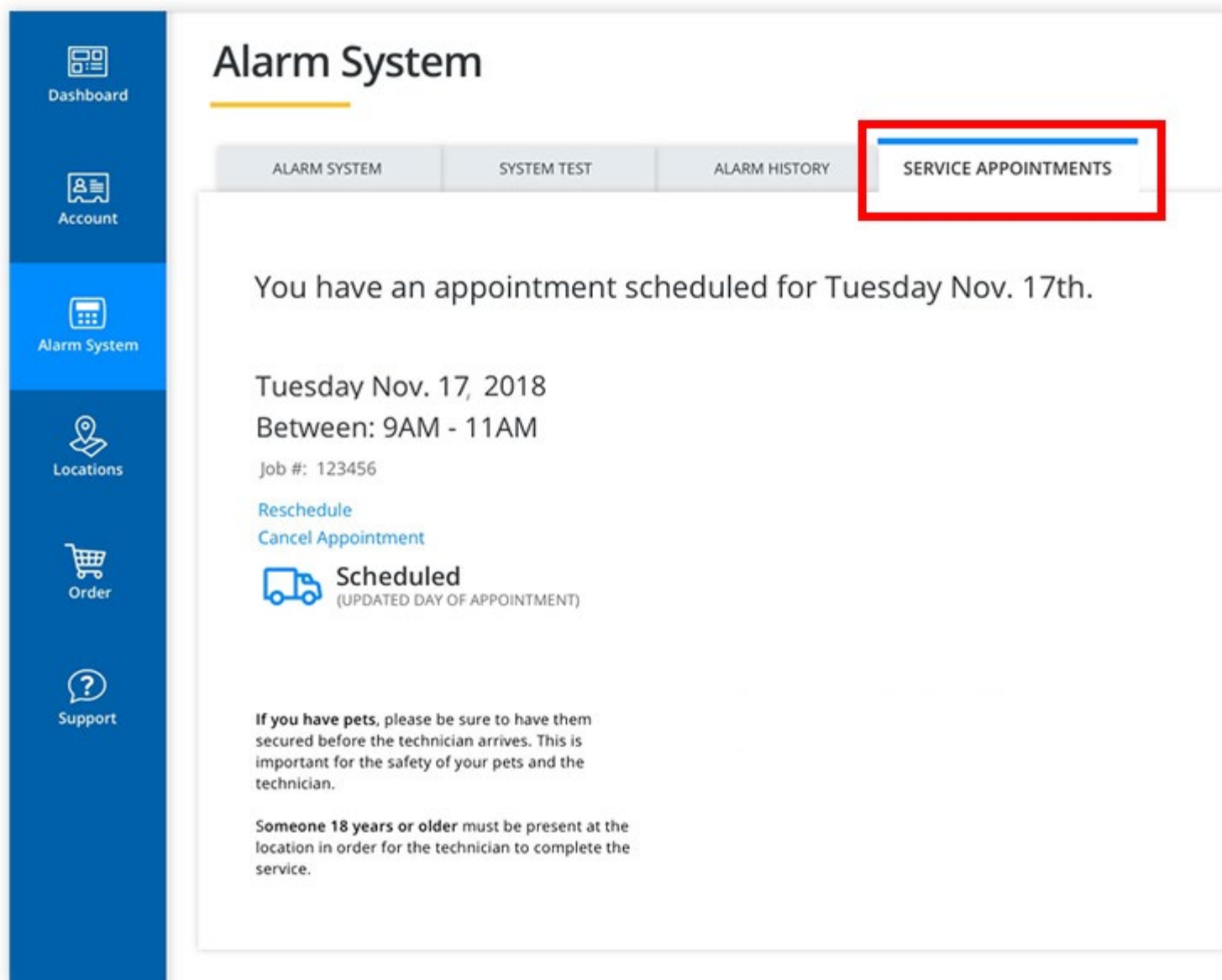
If you would like to confirm that your appointment is still on our schedule, you can do so by [logging into MyADT.com](#). Upon login, you will see a message confirming your appointment day and time window.

Rescheduling Appointments

If your appointment can be rescheduled online, you will see a 'Reschedule' link in the System Information section. Click on the link and choose your preferred date and time. Your appointment will be rescheduled and you will receive a confirmation email from noreply@adt.com.

Note: Some appointments cannot be rescheduled online. If a 'Reschedule' link does not appear to the right of your appointment reminder in the System Information section, please [contact us](#) to reschedule.

Appointments are visible on the Overview page as shown below.



The screenshot shows the ADT Alarm System web interface. On the left is a blue sidebar with navigation links: Dashboard, Account, Alarm System (highlighted), Locations, Order, and Support. The main content area is titled "Alarm System" and has four tabs: ALARM SYSTEM, SYSTEM TEST, ALARM HISTORY, and SERVICE APPOINTMENTS (highlighted with a red box). The SERVICE APPOINTMENTS section displays a message: "You have an appointment scheduled for Tuesday Nov. 17th." Below this, it shows the date "Tuesday Nov. 17, 2018" and the time "Between: 9AM - 11AM". The job number is "Job #: 123456". There are links for "Reschedule" and "Cancel Appointment". A truck icon is next to the word "Scheduled" with the text "(UPDATED DAY OF APPOINTMENT)" below it. At the bottom, there are two paragraphs of text: "If you have pets, please be sure to have them secured before the technician arrives. This is important for the safety of your pets and the technician." and "Someone 18 years or older must be present at the location in order for the technician to complete the service."

Cancelling Appointments

If your appointment can be cancelled online, you will see a 'Cancel' link in the System Information section. Click on the link. Your appointment will be cancelled and you will receive a confirmation email from noreply@adt.com.

Note: Some appointments cannot be canceled online. If a 'Cancel' link does not appear to the right of your appointment reminder in the System Information section, and you need to make a change to it, please [contact customer service](#).

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