Service Appointments

Service appointments can be made through Customer Care and some appointments can be rescheduled or canceled online.

If you have scheduled a service appointment, your appointment reminder will appear as a notification in two locations on the Overview page: above the dashboard and in the System Information section.

**Service Appointment ETAs**

Service calls are scheduled for windows of time, typically four hours long. Your technician will arrive sometime within that window of time.

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 in to MyADT.com. Upon login, you will see a message confirming your appointment day and time window.

**Rescheduling Online**

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 call: 1.800.238.2727.*

Appointments are visible on the Overview page as shown on the following page.
Canceling Online
If your appointment can be canceled online, you will see a ‘Cancel’ link in the System Information section. Click on the link. Your appointment will be canceled 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, please call: 1.800.238.2727.