



ADT Select User Manual Residential

Always There[®]





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FOREWORD

ADT Select is designed to allow users the convenience and freedom to be able to access their account with ADT Security.

The user has the advantage of being able to access the following information and amend as required.

- Update Emergency Contacts
- Update Site Phone Number
- View Billing History
- Make a Payment Online
- Update Direct Debit Details
- View Recent Event History
- Submit a "Contact US" request
- Update Medical information

This service will be available 24 hours a day 7 days a week and is provided to allow the greater control over your information.

Rather than contact the Security Response Centre, you will be able to log onto the ADT Select website and have the information right in front of you, saving time and giving you peace of mind.

Through this module you will learn how to navigate the ADT Select website and view the different features that are available.

LOGGING IN.

Logging into the system is relatively simple and can be explained as a similar process as accessing internet banking or any other website that requires a user name and password.

The user enters an IP address into their internet browser

Address <http://s00030/E62201201/login.aspx>

ADT Select Online Customer Service

Self Service Account Management Login

Welcome to the Alarm Monitoring Center

Once you log in you will have the ability to review your account information, update your emergency contact data, ask questions, and notify us about any concerns or im

Note: Your password is your site voice code that ADT request when your alarm activates

Account ID / CS Number -- or -- Phone#

Voice Code

[Forgot My Password](#)

Notice: This site uses JavaScript to provide you with better features and enhanced navigation. If JavaScript has been disabled in your browser you will not be able to access some of the features on this site.

<https://www.adtselect.com.au>

The ADT Select page will come up and the customer can now log onto the system using their premise phone number and voice code.

ADT Select Online Customer Service

Self Service Account Management Login

Welcome to the Alarm Monitoring Center

Once you log in you will have the ability to review your account information, update your emergency contact data, ask questions, and notify us about any concerns or im

Note: Your password is your site voice code that ADT request when your alarm activates

Account ID / CS Number -- or -- Phone#

Voice Code

[Forgot My Password](#)

Notice: This site uses JavaScript to provide you with better features and enhanced navigation. If JavaScript has been disabled in your browser you will not be able to access some of the features on this site.

HOME PAGE

From the ADT Select Home page, residential customers can access account information, alarm history, payment information and their password settings. The SRC can also be contacted regarding various issues.

ADT Select Online Customer Service

Account Information - Residential ADT Select CS#: N074875

Home
Emergency Contacts
Recent Alarm, Signal History
Billing Information
Change Your Voicecode
Contact Us
IndiPendant User - Update Medical Info
Sign Out

Residential ADT Select
38 South Street
RYDALMERE, NSW 2116

131005
[Update Site Phone Number](#)

Billing Information [details](#)
Last Payment: \$ 20.00 04/01/2008
Outstanding Account Balance: \$ 66.22

Emergency Contacts [more...](#)

Contact	Phone Number	Type	Addl. Phone	Type
Broggs, Joe	04 0000 0000	Mobile		
Gilmore, Happy	04 1111 1111	Mobile	02 9988 7766	
Lukic, Richard	04 1236 7957	Mobile	02 9414 2438	Other
Menoque, Dann	02 8686 6666			
Pacino, Al	02 1122 3344			

Powered By MASweb

Navigation buttons: back, forward, refresh, home, help, exit

Use the navigation menu on the left side of the window to perform ADT Select functions.

The top of the Home Page displays a summary of site information, billing information and emergency contact information.

You can use the navigation buttons to go back or forward, refresh, go to the home page, view online help for the current page, and exit from ADT Select.

Update Site Phone Number

Users can update the premise phone number for their account by using the **Update Site Phone Number** link on the home page.

The screenshot shows the ADT Select Online Customer Service interface. The page title is "Residential ADT Select" with account number CS#: N074875. The main content area displays account details, including the address "38 South Street, RYDALMERE, NSW 2116" and the phone number "131005". A link labeled "Update Site Phone Number" is circled in red. The left sidebar contains navigation links such as "Home", "Emergency Contacts", "Recent Alarm Signal History", "Billing Information", "Change Your Voicecode", "Contact Us", "IndiPendant User - Update Medical Info", and "Sign Out". The right sidebar shows "Billing Information" with details like "Last Payment: \$ 20.00 04/01/2008" and "Outstanding Account Balance: \$ 66.22". Below the main content is a table of "Emergency Contacts" with columns for Contact, Phone Number, Type, Addl. Phone, and Type.

Contact	Phone Number	Type	Addl. Phone	Type
Bloogs, Joe	04 0000 0000	Mobile		
Gilmore, Happy	04 1111 1111	Mobile	02 9988 7766	
Lukic, Richard	04 1236 7957	Mobile	02 9414 2438	Other
Mencoue, Dann	02 6666 6666			
Pacino, Al	02 1122 3344			

After they enter their changes, they can click [Save Changes] at the bottom of the page to save the information.

The screenshot shows the "Update Account Information" page for Residential ADT Select (CS#: N074875). The page displays account details and a form for updating the phone number. The "Phone Number" field is highlighted in yellow and contains the value "13 1005". A note below the form states: "Note: Phone number must be a direct line to the site." At the bottom of the form are "Save Changes" and "Cancel" buttons.

Name	Residential ADT Select
Address 1	38 South Street
City	RYDALMERE
State	NSW
Post Code	2116
Phone Number	13 1005

EMERGENCY CONTACT INFORMATION

Users can add, change, modify and end date emergency contacts for their account. Users can access the contacts page using the **Emergency Contacts** Link, on the ADT Select home page.

ADT Select Online Customer Service

Account Information - Residential ADT Select CS#: N074875

Home
Emergency Contacts
 Recent Alarm Signal
 History
 Billing Information
 Change Your Voicecode
 Contact Us
 Indipendant User - Update Medical Info
 Sign Out

Residential ADT Select
 38 South Street
 RYDALMERE, NSW 2116

131005
[Update Site Phone Number](#)

Billing Information [details](#)
 Last Payment: \$ 20.00 04/01/2008
 Outstanding Account Balance: \$ 66.22

Emergency Contacts [more...](#)

Contact	Phone Number	Type	Addl. Phone	Type
Bloggs, Joe	04 0000 0000	Mobile		
Gilmore, Happy	04 1111 1111	Mobile	02 9988 7766	
Luksic, Richard	04 1236 7957	Mobile	02 9414 2438	Other
Menoque, Dannj	02 6666 6666			
Pacino, Al	02 1122 3344			

Whilst in the contacts page, users will be able to make changes to specific contacts.

ADT Select Online Customer Service

Contacts - Residential ADT Select CS#: N074875

Home
Emergency Contacts
 Recent Alarm Signal
 History
 Billing Information
 Change Your Voicecode
 Contact Us
 Indipendant User - Update Medical Info
 Sign Out

CONTACTS:

Contact	CS Seq#	Password	Email Address	Phone Number	Addl. Phone	End Date
Bloggs, Joe	20	BLOGGS		04 0000 0000		Permanent [X]
Gilmore, Happy	50	DAD		04 1111 1111	02 9988 7766	Permanent [X]
Luksic, Richard	10	TEST	rluksic@tycoint.com	04 1236 7957	02 9414 2438	Permanent [X]
Menoque, Dannj	60	DAN		02 6666 6666		Permanent [X]
Pacino, Al	30	SISTER		02 1122 3344		Permanent [X]
Thorpe, Ian	70	THORPE		02 7777 777		Permanent [X]
Whelan, Gary	40	MUM		04 9999 9999		Permanent [X]

Save Cancel [Add a New Contact](#)

[How to remove a contact from your call list?](#)
[How to Re-order your call list?](#)

Note: The Calling Sequence No is the order in which ADT will phone your Contacts in the event of an Alarm Act. The Lowest number is called first, eg 10, 20, then 30. To add a number inbetween contacts you can use any number but before contact 20

[How to remove a contact from your call list?](#)
[How to Re-order your call list?](#)

There are 2 help links showing how to end date a contact and also how to re-order the call list.

ADDING A NEW CONTACT

To add a new emergency contact, click on the **Add a New Contact** link (circled below)

ADT Select Online Customer Service

Contacts - Residential ADT Select CS#: N074875

Contact	CS Seq#	Password	Email Address	Phone Number	Addl. Phone	End Date
Bloggs, Joe	20	BLOGGS		04 0000 0000		Permanent
Gilmore, Hapov	50	DAD		04 1111 1111	02 9988 7766	Permanent
Luksic, Richard	10	TEST	rluksic@tycoint.com	04 1236 7957	02 9414 2438	Permanent
Mencoue, Danni	60	DAN		02 6666 6666		Permanent
Pacino, Al	30	SISTER		02 1122 3344		Permanent
Thorpe, Ian	70	THORPE		02 7777 7777		Permanent
Whelan, Gary	40	MUM		04 9999 9999		Permanent

Save Cancel **Add a New Contact**

[How to remove a contact from your call list?](#)

[How to Re-order your call list?](#)

Note: The Calling Sequence No. is the order in which ADT will phone your Contacts in the event of an Alarm Activation. Please ensure that a Calling Sequence No. is entered for all Contacts on your Call List. The Lowest number is called first, eg 10, 20, then 30. To add a number inbetween contacts you can use any whole number between existing Calling Sequence No's, eg 15 would be called after contact 10 but before contact 20.

Enter the new contacts details, they can click [Save Changes] at the bottom of the page to save the information.

ADT Select Online Customer Service

Emergency Contact Details - ADT Select Staff Training CS#: 2221111

Required fields are marked with an asterisk (*)

First Name Last Name

Password Type

Relation

Does this Person Have a Key to the Premises? Yes No

EMAIL ADDRESSES

Email Address

PHONE NUMBERS WILL BE CALLED IN THE ORDER LISTED BELOW:

Phone *	Phone Type
<input type="text"/>	<input type="text" value="(none)"/>
<input type="text"/>	<input type="text" value="(none)"/>
<input type="text"/>	<input type="text" value="(none)"/>
<input type="text"/>	<input type="text" value="(none)"/>
<input type="text"/>	<input type="text" value="(none)"/>

Save Changes Cancel

RECENT ALARM HISTORY

Users can view their recent alarm history using the **Recent Alarm Signal History** Link.

The screenshot shows the ADT Select Online Customer Service interface. The left navigation menu has the following items: Home, **Recent Alarm Signal History** (circled in red), Billing Information, Change Your Voicecode, Contact Us, Indipendant User - Update Medical Info, and Sign Out. The main content area displays account information for 'Residential ADT Select' with address '38 South Street, RYDALMERE, NSW 2116' and phone number '131005'. It also shows a table of emergency contacts and billing information.

The screenshot shows the 'Recent Event History' page for 'Residential ADT Select'. A callout box with a red arrow points to the 'Alarm Event Codes' link in the top left of the main content area. The callout text reads: 'The user can click on the **Alarm Event codes** link to give definitions of all the alarm signals that may be received.'

Event Date	Zone	Event	Comment	User#	User
02/04/2008 13:23:05		Full Clear	FullClear		
02/04/2008 11:50:43		Timer Test Not Received	Timer Test 02/04/2008		
28/03/2008 09:49:43		No Timer Test Received			
25/03/2008 09:45:52		Timer Test Not Received	Late Time		
16/03/2008 03:01:47	S024	Test Signal	AUTO TEST		
09/03/2008 03:01:46	S024	Test Signal	AUTO TEST		
02/03/2008 03:01:44	S024	Test Signal	AUTO TEST		
24/02/2008 03:01:45	S024	Test Signal	AUTO TEST		
17/02/2008 03:01:43	S024	Test Signal	AUTO TEST		
10/02/2008 03:01:43	S024	Test Signal	AUTO TEST		
03/02/2008 03:01:44	S024	Test Signal	AUTO TEST		
27/01/2008 03:01:44	S024	Test Signal	AUTO TEST		
20/01/2008 03:01:43	S024	Test Signal	AUTO TEST		
13/01/2008 03:01:45	S024	Test Signal	AUTO TEST		
06/01/2008 03:01:45	S024	Test Signal	AUTO TEST		
30/12/2007 03:01:45	S024	Test Signal	AUTO TEST		
28/12/2007 17:33:36	1	Unbypass	ENTRY DOOR REED		
28/12/2007 17:23:35	1	Zone Bypass	ENTRY DOOR REED		
23/12/2007 03:01:44	S024	Test Signal	AUTO TEST		
16/12/2007 03:01:45	S024	Test Signal	AUTO TEST		
09/12/2007 12:10:58	1	Unbypass	ENTRY DOOR REED		
09/12/2007 11:52:38	1	Zone Bypass	ENTRY DOOR REED		
09/12/2007 03:01:44	S024	Test Signal	AUTO TEST		
02/12/2007 03:01:43	S024	Test Signal	AUTO TEST		
25/11/2007 03:01:45	S024	Test Signal	AUTO TEST		

BILLING INFORMATION

Users can view the billing details for their account using the **Billing Information** link on the home page.

ADT Select Online Customer Service Powered By MASweb

Billing Information - Residential ADT Select CS#: N074875

Home
Emergency Contacts
Recent Alarm Signal History
Billing Information
Change Your Voicecode
Contact Us
IndiPendant User - Update Medical Info
Sign Out

Residential ADT Select
 38 South Street
 RYDALMERE, NSW 2116

Outstanding Account Balance: \$ 66.22
 Last Payment Amount: \$ 20.00
 Last Transaction Date: 04/01/2008

[Make a Credit Card Payment](#)
[Update your Credit Card/Direct Debit Details](#)

Invoice Date	Invoice#	Amount	Invoice Balance	Comment
01/01/2008	13112093	20.00	20.00	Employee Mon GST Excl
01/02/2008	13173545	20.00	20.00	Employee Mon GST Excl
03/03/2008	13221334	20.00	20.00	Employee Mon GST Excl
25/06/2008	13273497	60.00	60.00	Employee Mon GST Excl
08/07/2008	13335777	20.00	20.00	Employee Mon GST Excl

Above is the most recent billing information for your account if you are currently on a Direct Debit Plan, then your account may look overdue till the next payment is deducted. If you have any questions contact ADT on 131-005, or online form to [Contact Us](#)

[View Online Statement](#)

When the user clicks on **Make a Credit Card Payment** link, the following page will appear. Enter all the required fields and then click [next]

ADT Select Online Customer Service

Online Payment

Step 1 of 3 - Enter Payment Details

Invoice Number:

Payment Amount:

Cardholder Name:

Credit Card Number:

Expiry Date (MM/YY): 01 / 08

Card Verification Value: [Whats this](#)

Contact Phone Number:

NEXT →

CONTACT US

Users can send a message to ADT using the **Contact Us** link.

ADT Select Online Customer Service

Powered By MASweb

Contact Us - Residential ADT Select CS#: N074875

Home
Emergency Contacts
Recent Alarm Signal History
Billing Information
Change Your Voicecode
Contact Us
IndiPendant User - Update Medical Info
Sign Out

Your Email Address
riksic@tycoint.com

Type of Inquiry
 Billing
 Contact
 General
 Service and Equipment

Message
 I need a technician to attend my site asap. My alarm system is false alarming.
 Please call me on 131 005.

Submit Message

Once the user submits a message they will receive a receipt of message being sent.

ADT Select Online Customer Service

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Message Confirmation - Residential ADT Select CS#: N074875

Home
Emergency Contacts
Recent Alarm Signal History
Billing Information
Change Your Voicecode
Contact Us
IndiPendant User - Update Medical Info
Sign Out

The following message has been sent:

Subject:
Service and Equipment

Message:
I need a technician to attend my site asap. My alarm system is false alarming. Please call me on 131 005.

You will receive confirmation of the message and we will respond within 24 hours.

INDIPENDANT USER

To update medical information for any IndiPendant users, click the **IndiPendant User – Update Medical Info** link.

ADT Select Online Customer Service

Patients - Residential ADT Select CS#: N074875

Home
Emergency Contacts
Recent Alarm Signal History
Billing Information
Change Your Voicecode
Contact Us
IndiPendant User - Update Medical Info
Sign Out

CONTACTS:

Contact	CS Seq#	Password	Email Address	Phone Number	Addr. Phone	End Date
Gilmore, Happy	50	DAD		04 1111 1111	02 9988 7766	Permanent

Save Cancel Add a New Contact

[How to remove a contact from your call list?](#)
[How to Re-order your call list?](#)

Note: The Calling Sequence No. is the order in which ADT will phone your Contacts in the event of an Alarm Activation. Please ensure that a Calling Sequence No. is entered for all Contacts on your Call List. The Lowest number is called first, eg 10, 20, then 30. To add a number inbetween contacts you can use any whole number between existing Calling Sequence No's, eg 15 would be called after contact 10 but before contact 20

Click on the contacts name and then click on **Medical Information** to make updates.

Emergency Contact Details - Residential ADT Select CS#: N074875

Home
Emergency Contacts
Recent Alarm Signal History
Billing Information
Change Your Voicecode
Contact Us
IndiPendant User - Update Medical Info
Sign Out

Required fields are marked with an asterisk (*)

First Name: Happy Last Name: Gilmore
Password: DAD Type: Medical Pendant User
Relation: (none)
Does this Person Have a Key to the Premises? * Yes No

EMAIL ADDRESSES

Email Address

PHONE NUMBERS WILL BE CALLED IN THE ORDER LISTED BELOW:

Phone *	Phone Type
04 1111 1111	Mobile
02 9988 7766	Home Phone
	(none)
	(none)
	(none)

Save Changes Cancel Add

[MEDICAL INFORMATION - click here](#)

The following pop up box will appear. Users are now able to update any medical information that would be important for ADT when actioning a medical alarm.

Patient Medical Information - Microsoft Internet Explorer

Patient Medical Information

Birth Date: 01/01/1978 Age Gender Male Female

Language: English (United States)

Special Needs: Wheelchair

Location of Meds: Next to Bed and also on top of the fridge

History: Had a car crash.

CONDITIONS **MEDICATIONS** **ALLERGIES**

Back problems: Panadol

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