H&W Alarm Customer Portal Instructions

Log in to http://hwalarm.alarmbiller.com/

You will know you have logged in correctly if this is the screen you see. Click on New Customer Registration at the bottom right corner of the box.

The New Customer Registration page is where you will enter your customer registration information You can find the Customer # and Registration Key on any invoice. A sample list shown below.

The Customer # is found at the top and the Registration Key is at the bottom of the invoice. Each are circled in red. *Make sure to use a valid email as a temporary password will be emailed to you.*

If you have made a mistake on the page, when you click CREATE, a red box will appear to show you what you need to fix. Click CREATE

The box below will appear letting you know your registration was successful and advising you an email has been sent to you. Check your email for your username and temporary password in order to log in. Using your username and temporary password and click Log In.

The next screen will ask you to change your password. Make sure you meet the password requirements as outlined in the ? beside Reset Password. Re-enter your password in the second box to confirm. Click Reset Password.

There will be a message advising your password was successfully changed. Now type in your username and password and click Log In.

Next, Alarm Biller will ask you to read and agree to the terms and condition before continuing.
If you agree with the terms and conditions, scroll to the bottom and click Check [ ] and I AGREE.

You have now made it to your H&W Alarm Biller home page.

From here you can:

*View open invoices, proposal or payment history.

*Add or update credit card or eCheck information at the CC/eChecks tab. *Click New Credit Card to add a credit card. Be sure to use the credit card billing address and click Save after entering your new card information. This card may be used for any open invoices.*

*Pay open invoice by going to the Invoice Tab and clicking Pay It.

 *Update your billing address, or contact information by clicking the Edit tab.

Be sure to LOGOUT when you leave this site. This is an overview of the Customer Portal site. Please let us know if you have any questions.

Thanks,
Joyce Graves, Office Manager
H&W Alarm, 407-696-4411
joyce@hwalarm.com