False Alarm Prevention
Information for Alarm Users

IT IS EVERYONE'S RESPONSIBILITY TO

STOP

FALSE ALARMS

Provided as a Public Service by the False Alarm Reduction Association- www.faraonline.org

PASSWORD VS. PASSCODE: WHAT IS THE DIFFERENCE?

What is Your Identity Password?

When an alarm activation occurs and the alarm company calls, the alarm operator will ask, "What is your password?" Few customers will answer this question correctly on the first try. Your Identity Password is the word you gave your alarm company when you had the system installed, which identifies you to the alarm company as an authorized alarm user. It should be a word that is familiar to you and can easily be recalled. The Identity Password may be called a passcode, password, personal identification code (PIC) or personal identification number (PIN) by your alarm company. Your Identity Password is NOT your entry/exit code.

The Secret Code

When your alarm system was installed, the installer asked you to select a secret entry/exit code -- the sequence of numbers (usually 4 digits) that you press into the keypad to arm or disarm your system. You probably selected a number that would be easy to remember for you and others who would be using your system. When the alarm company calls, this may be the first number that you recall because you use it so frequently, but it is not your Identity Password. Remember, it is a secret code that only you and other authorized users of your alarm system know. The entry/exit code cannot identify you as an authorized user to the alarm monitoring company, because it is not on file with them.

Forgot Your Code? – Contact Your Alarm Company

The purpose of the password is to identify you as an authorized user, who can either verify or cancel an alarm. It is part of the account information your alarm monitoring company has on file. If you don't remember your password , contact your alarm company immediately and establish a new one that you will always remember in an emergency. Always keep the word simple so that it will be easy to remember!

Entry/Exit Passcode vs. Password

Know the difference between your secret entry/exit code, which is the **number** you enter on your key pad to turn your alarm system on and off and your password or identity code, which is the **word** that establishes you as an authorized alarm user to your alarm monitoring company. Knowing this difference can save precious minutes in an emergency situation and prevent costly false alarms.