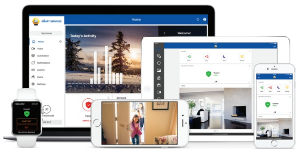
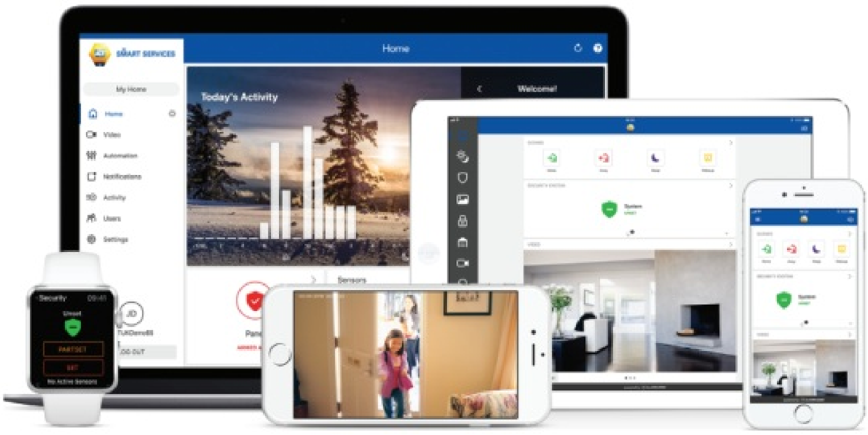


ADT Two Factor Authentication Smart Services Instructions

ADT Two Factor Authentication Smart Services



Contents

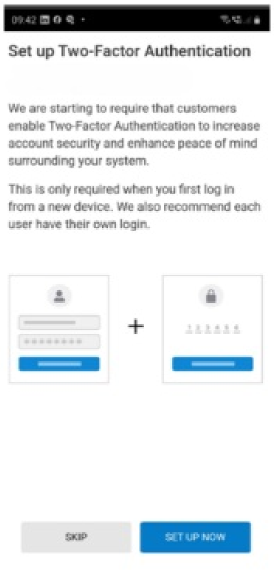
Important Information

Two Factor Authentication is a security measure for an account that requires the entry of an additional code, received as an SMS text message or email, after logging into an account with a username and password. Alternatively the code can also be generated using an authenticator if you already have one.

This is only required the first time you login into ADT Smart Services (either via our app or web portal) or if you are logging in from a new device.

SMART SERVICES APP

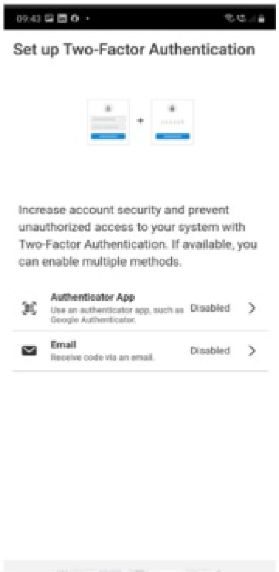
When your first login via the ADT Smart Services app you will be prompted to set up two factor authentication. Simply click the Set Up Now button to get started, then select either Authenticator App or Email.



Set up Two-Factor Authentication

We are starting to require that customers enable Two-Factor Authentication to increase account security and enhance peace of mind surrounding your system.

This is only required when you first log in from a new device. We also recommend each user have their own login.

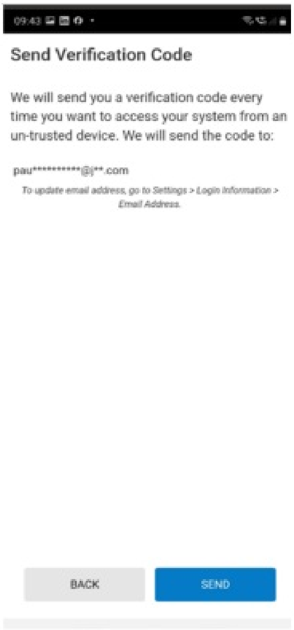


Set up Two-Factor Authentication

Increase account security and prevent unauthorized access to your system with Two-Factor Authentication. If available, you can enable multiple methods.

Authenticator App
Use an authenticator app, such as Google Authenticator. — Disabled

Email
Receive code via an email. — Disabled

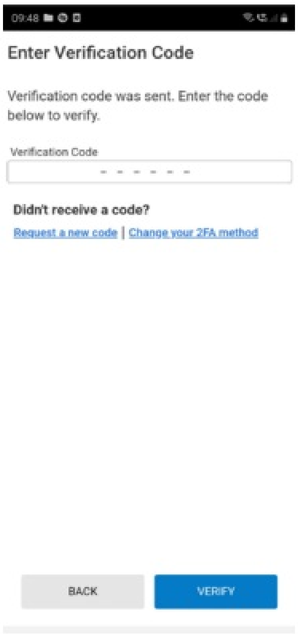


Send Verification Code

We will send you a verification code every time you want to access your system from an un-trusted device. We will send the code to:

pau**********@j**.com

To update email address, go to Settings > Login Information > Email Address.



Enter Verification Code

Verification code was sent. Enter the code below to verify.

Verification Code: - - - - - -

Didn't receive a code?

Request a new code | Change your 2FA method

If you choose to authenticate via email the verification code will be sent to the email address linked to your ADT Smart Services account.

Once you have clicked the send button you will need to access your emails and retrieve the verification code.

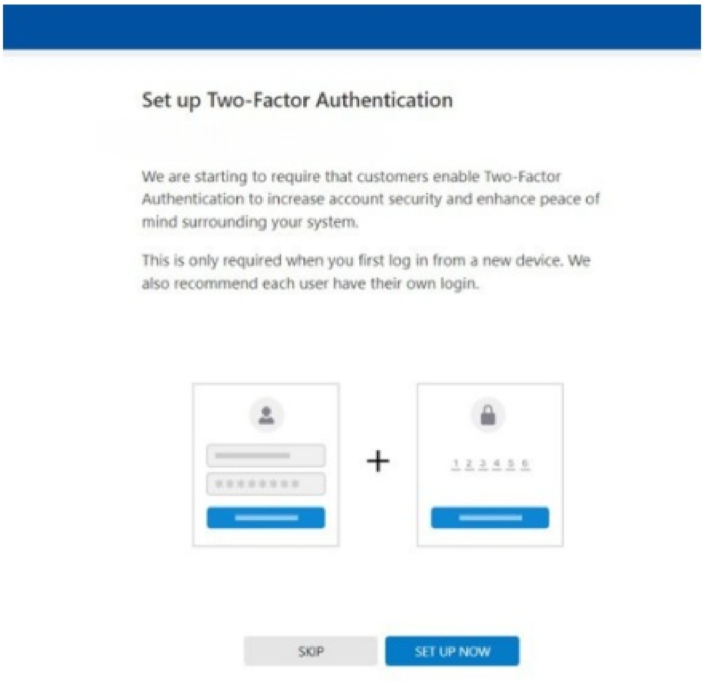
To complete the verification process enter the code in the screen and then click verify.

If you did not receive the code there is the option to re-send or choose another method.

We never recommend sharing login details. If you currently have multiple members of your household using the same user name and password, please ensure each user has their own.

SMART SERVICES WEB PORTAL

When you first log into www.smartservices.adt.co.uk you will be prompted to set up two way authentication. Its quick and easy to get set up simply click the Set Up Now button to get started

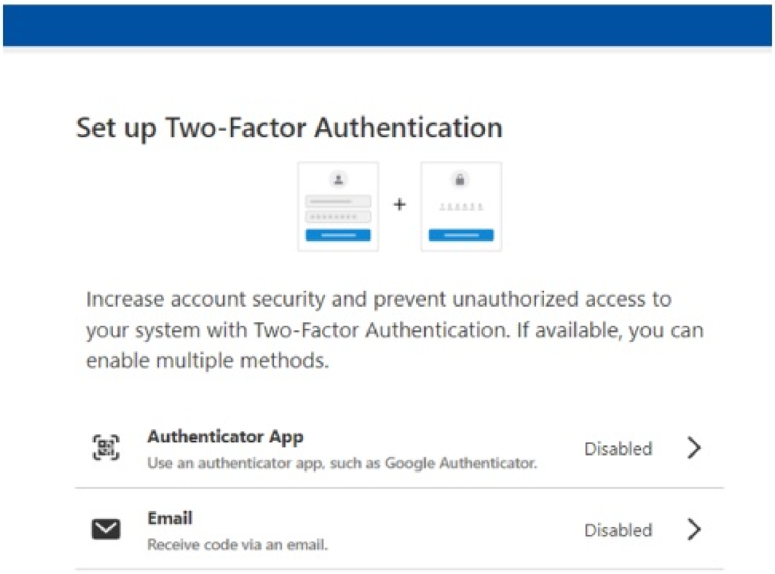


Set up Two-Factor Authentication

We are starting to require that customers enable Two-Factor Authentication to increase account security and enhance peace of mind surrounding your system.

This is only required when you first log in from a new device. We also recommend each user have their own login.

Next you will be asked to chose how you would like to authenticate, either by an Authenticator app or Email.



Set up Two-Factor Authentication

Increase account security and prevent unauthorized access to your system with Two-Factor Authentication. If available, you can enable multiple methods.

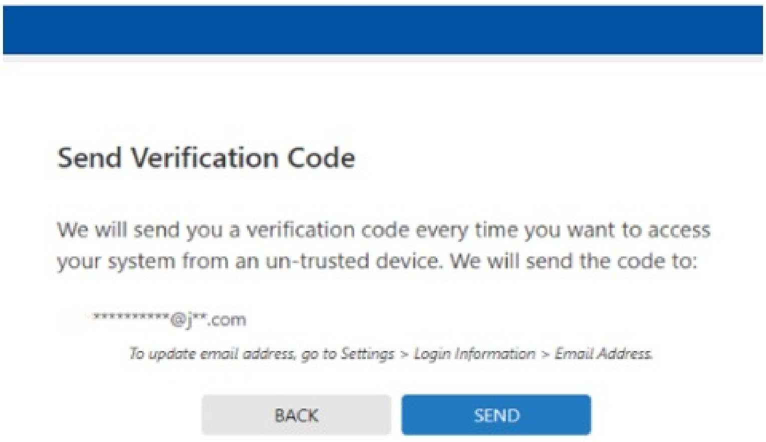
Authenticator App Disabled
Use an authenticator app, such as Google Authenticator.

Email Disabled
Receive code via an email.

Please note if you do not have an authenticator app already you can download one such as Google Authenticator. ADT does not manage authenticator app access.

If you choose to authenticate via email the verification code will be sent to the email address linked to your ADT Smart Services account.

Once you have clicked the send button you will need to access your emails and retrieve the verification code.



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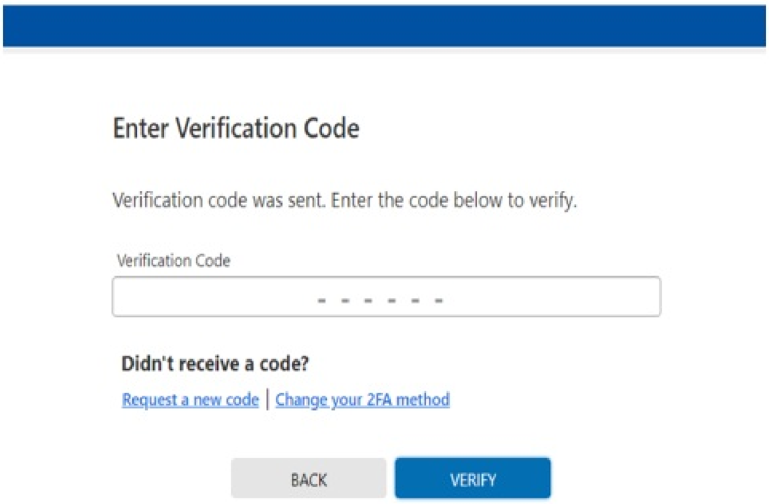

Enter Verification Code

Verification code was sent. Enter the code below to verify.

Verification Code: - - - - - -

Didn't receive a code?

If you choose to authenticate via an authenticator app such as Google Authenticator to you will need to log into that app, retrieve the code.

Documents / Resources

	[ADT Two Factor Authentication Smart Services](#) [pdf] Instructions Two Factor Authentication Smart Services, Factor Authentication Smart Services, Authentication Smart Services, Smart Services, Services

References

- **User Manual**

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