

Two Factor Authentication Set Up Instructions



GET MORE THAN AN ALARM FROM YOUR SMART
HOME SECURITY SYSTEM



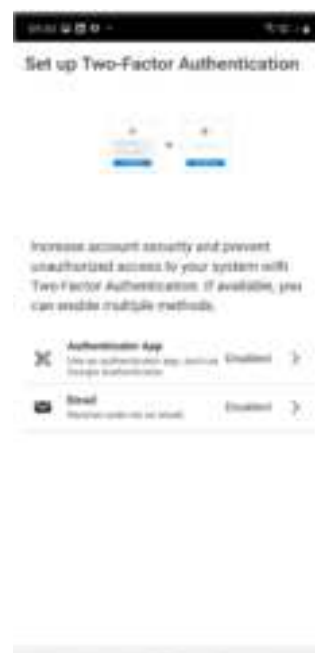
Two Factor Authentication

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.

1 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](#).



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.

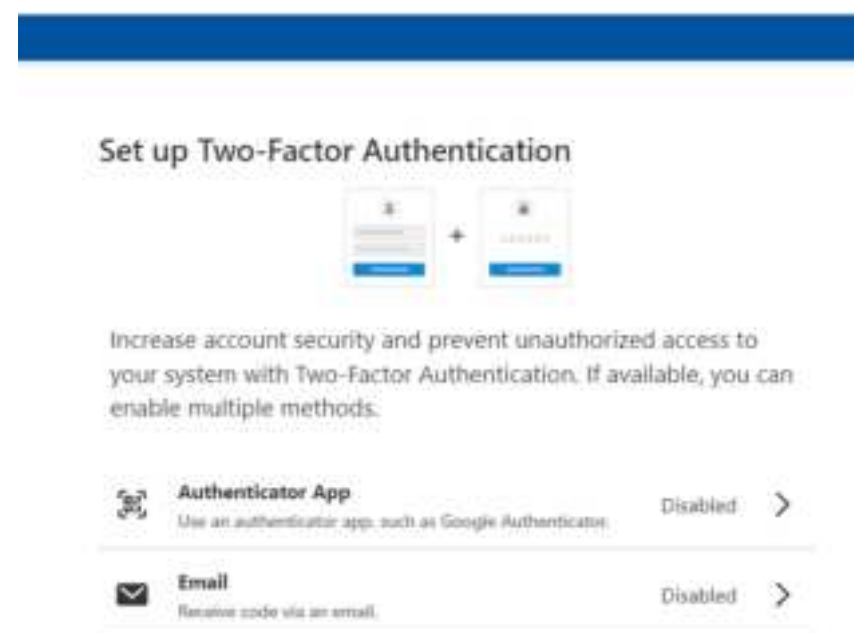
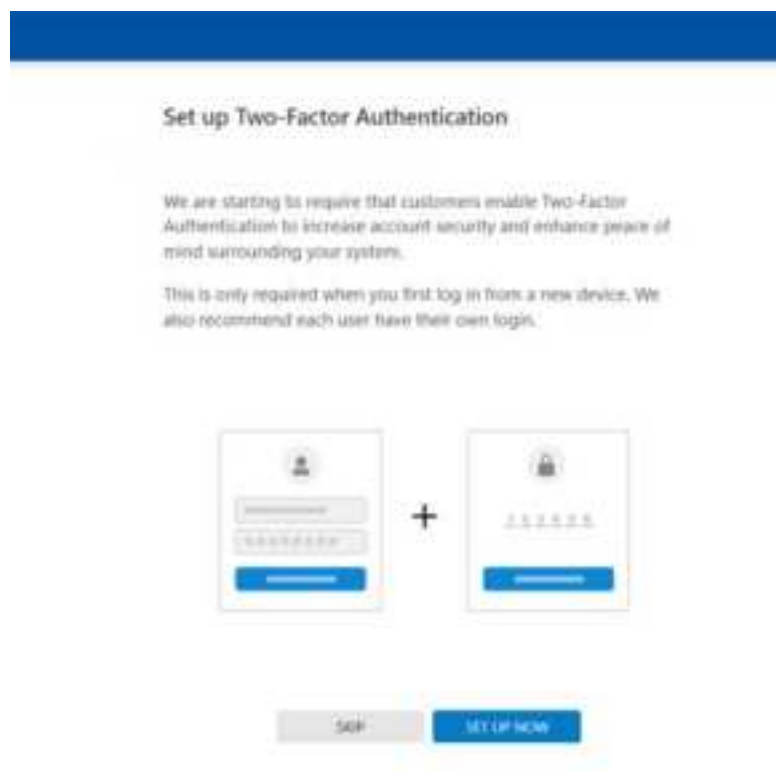
We never recommend sharing login details. If you currently have multiple members of your household using the same user name and password, please ensure each user has their own.

Two Factor Authentication

2 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

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

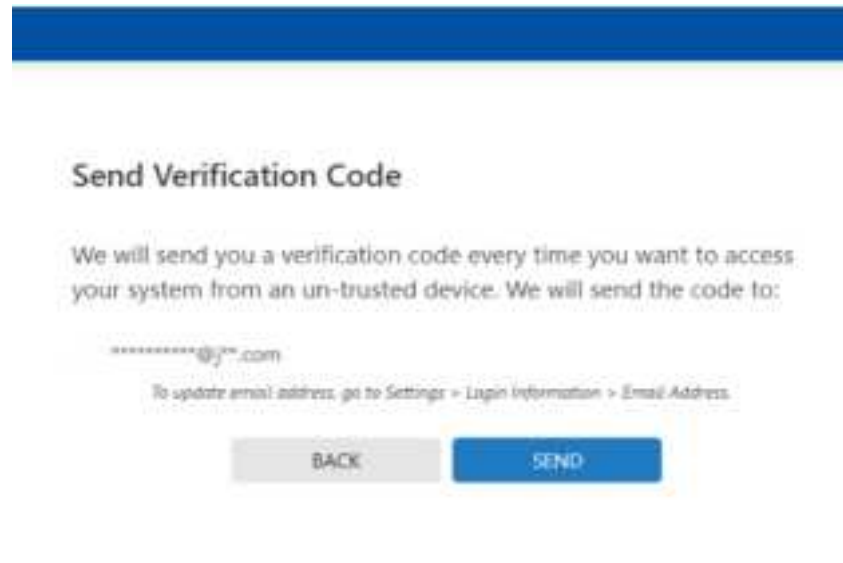


Please note if you do not have an authenticator app already you can download one such as Google Authenticator. ADT does not manage authenticator app access.

Two Factor Authentication

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

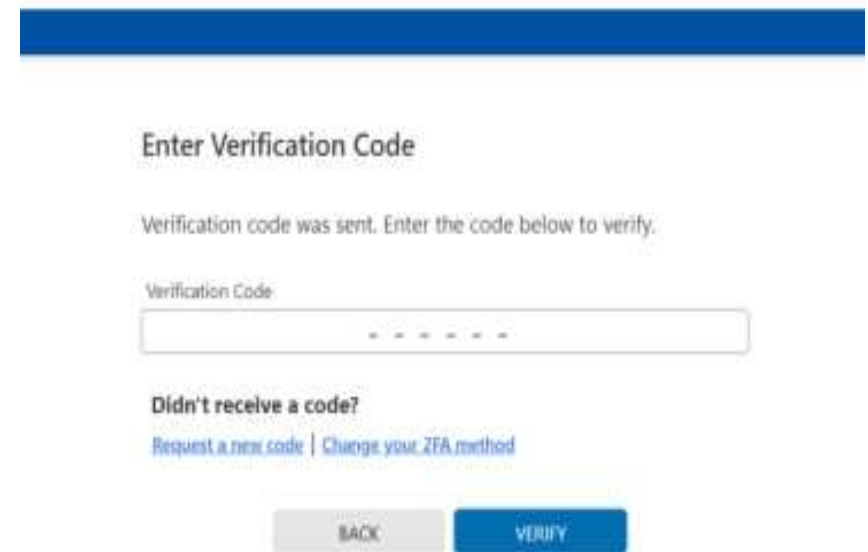
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If you choose to authenticate via an authenticator app such as Google Authenticator to you will need to log into that app, retrieve the code.