

SECURE 24 | Command Customer Form

Installation date: _____

Keep this printed form in a secure location. Do not photograph, email, or upload completed passwords or alarm codes to the training website.

Important websites

myadt.com — Billing, contacts, system test, insurance certificates.

control.adt.com — ADT Control account management and separate user logins.

home.google.com — Supported Google Nest camera viewing on a computer.

MyADT account

Username / email: _____

Password: _____

ADT Control app and website

Username / email: _____

Password: _____

Google Home account linked to ADT

Google email: _____

Password: _____

Basic alarm terms

Disarmed: Intrusion protection is off; installed life-safety devices remain active.

Arm Stay: Typically protects perimeter doors/windows while allowing movement inside.

Arm Away: Typically protects perimeter and interior motion zones.

Everyday reminders

- Arm/disarm on the panel or in the ADT Control app.
- Add or change security codes: ADT Control app → Menu → Users.
- Add a separate ADT Control login: control.adt.com → Add User.
- Connected locks/lights: panel Automation button or ADT Control app.
- Connected garage door openers: ADT Control app only.
- Google Nest cameras: Google Home app (not ADT Control).

Support: First 90 days — Secure 24: 1-866-203-7387 | After 90 days — ADT: 855-756-3163

SCAN FOR CUSTOMER TRAINING

secure24-customer-training.pages.dev

