False Alarm Prevention
Information for Alarm Users

FARA
FALSE ALARM REDUCTION ASSOCIATION

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 because they so rarely have to use it. 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 can be easily recalled by any person normally on the premises to either verify or cancel an alarm. The Identity Password may be called a password, personal identification code (PIC) or personal identification number (PIN) by your alarm company. Your Identity Password is NOT your entry/exit Passcode.

What is Your Entry/Exit Passcode?

When your alarm system was installed, the installer asked you to select a secret entry/exit Passcode – 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 regularly using your system. However, the Passcode is not recorded anywhere and it is not on file with the alarm monitoring company. When the alarm monitoring company calls after an alarm activation occurs, your Passcode may be the first thing that you recall, simply because you use it so frequently. But remember, your entry/exit Passcode is not your Password.

Forgot Your Password or Passcode? – Contact Your Alarm Company

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. This can often be done over the phone or by faxing or emailing the information to the alarm company. However, when you need to change your Passcode, this requires a technician to access your alarm system to reprogram the number. The technician may be able to access the system electronically from his/her office through the phone lines or the internet. If that is not possible, then a service call will have to be scheduled for the technician to come to your premise.

Entry/Exit Passcode vs. Password

Know the difference between your secret entry/exit Passcode, 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.