Nighthawk SECURITY

...keeping a watchful eye

Customer Portal: Getting Started

YOUR ACCOUNT IS READY. LOG IN TODAY.

Your invoices, documents and account details are already waiting in the portal. Registering takes about five minutes, and once you're in you can pay online, set up autopay and see everything we've sent you in one place.

What the portal does

Nighthawk Security bills through AlarmBiller, and the online customer portal is where you view your account, pay your bill, and manage your service. **Register today so your account is ready when you need it.** Once registered, you can:

- View invoices and payment history
- See proposals plus attached brochures and documents
- Pay online and save a credit card or eCheck
- Turn on autopay so your bill is paid automatically
- Request service and update your contact information
- Link more than one Nighthawk account to one login

Before you start

Have these ready; registration takes about five minutes.

- **Your registration key.** It's printed on every Nighthawk invoice and proposal.
- **An email address you can open right now.** AlarmBiller emails you to activate the account.
- **A computer or phone with a current web browser** (Chrome, Edge, Safari or Firefox).

Can't find your registration key? Call or text **(866) 472-3525** or email sales@mynighthawk.com and we'll get it to you right away.

1 Register your account (first time only)

1. Go to **www.mynighthawk.com**, scroll to the bottom of the page and click **Customer Portal Login** (or go straight to nighthawksecurity.alarmbiller.com).
2. On the login screen, click **New Customer Registration**.
3. Fill in the required fields on the form, including your email address (use your own; each email can only be tied to one portal login).
4. Enter your **registration key** from any Nighthawk invoice or proposal.
5. Click **Create**.
6. Look for the confirmation message: *User registration was successful. An email has been sent.*
7. Open your email inbox and find the message from AlarmBiller. Check your spam or junk folder if it isn't there within a few minutes.
8. Follow the instructions in that email to activate your account and set your password.

2 Log in

1. Go to **www.mynighthawk.com** and click **Customer Portal Login** at the bottom of the page, or go straight to nighthawksecurity.alarmbiller.com (bookmark it for next time).
2. Enter the **email address** you registered with.
3. Enter your **password**.
4. Click **Login**.
5. You'll land on your account. From the tabs you can view invoices, make a payment, save a card or eCheck, and turn on autopay.

Have more than one Nighthawk account (for example, home and business)? After logging in, open the **Accounts** tab to link them under the same login.

3 View your proposal and documents

1. After logging in, click the **Proposals** tab.
2. Open your proposal to see the equipment, pricing and monitoring we recommended.
3. Open the **Documents** tab for brochures, spec sheets and other files we've attached for you.
4. Questions, or ready to move forward? Call or text **(866) 472-3525**.

We'll keep adding documents here as your project moves along, so check back after installation too.

Trouble logging in?

Problem	What to do
No activation email	Check spam/junk, wait 10 minutes, then contact Nighthawk to confirm the email on your account.
Registration key not accepted	Re-type it from any Nighthawk invoice or proposal with no extra spaces, or ask Nighthawk for your key.
Forgot your password	Use the forgot-password link on the login screen, or ask Nighthawk to reset it for you.
Page won't load or keeps logging you out	Try a private/incognito browser window, or clear your browser's cache and cookies.

Still stuck? We'll get you in. Call or text **(866) 472-3525** or email **sales@mynighthawk.com**, Monday to Friday, 9am to 5pm local time. Have your name and account address handy.