



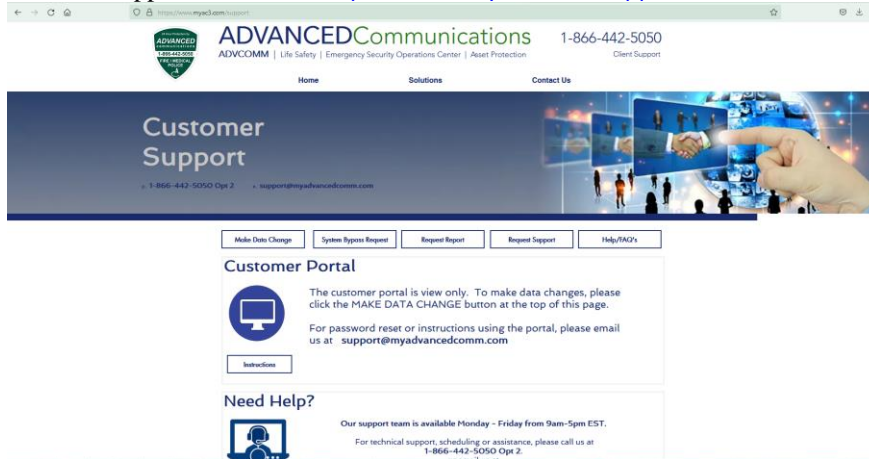
ADVANCED Communications (AC3)

Emergency & Security Operations Centers | Life Safety | Asset Protection

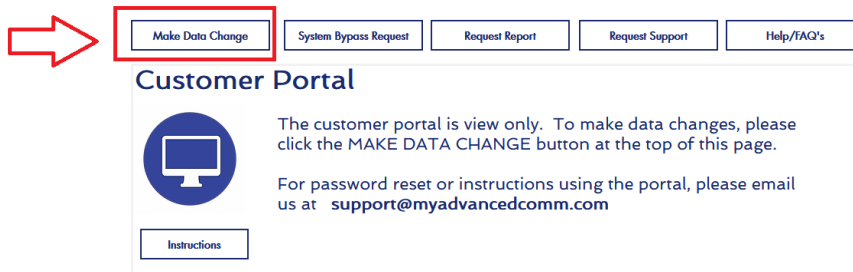
1-866-442-5050

DATA CHANGE INSTRUCTIONS

Visit our Customer Support website at <https://www.myac3.com/support>.



1. Click on the **Make Data Change** button to access the online form.



2. Accurately fill out the required fields (property NAME, your name, and your email)

Data Change Form

This form is used to update resident, staff and keyholders on alarm monitoring accounts. To remove a resident, enter "VACANT" as the name. For staff removal, please add in the 'Note' section "remove", etc.

Account/Property NAME (do NOT use account number, property ID/code or management company name) *

Enter a value for this field.

If property, use property name (do NOT use property ID/code or management company name)

Your Name *

Email *

RESIDENT DATA CHANGE/ENROLLMENT - Please make as many changes on the same form by pressing the ADD button.
Only submit information for the current occupant or vacancy. Previous resident or keyholder information is not needed

- To update resident information, refer to the **RESIDENT CHANGE/ENROLLMENT** section, and click on **Add/Update Residents/Keyholder**.

A pop-up will appear with a sub form to fill out for each entry. When you have filled out all the information for that apartment/resident click **DONE** at the bottom of the form. This will take you back to the original form.

From here you can add additional entries for any other resident/apartment by clicking **Add/Update Resident/Keyholder** once again. You can add up to 10 entries per form.

4. To update information for authorized keyholders (staff and emergency contacts for the property), refer to the **AUTHORIZED KEYHOLDERS (Responders, Staff/Personnel)** section, and click on **Add Entry**.

A pop-up will appear with a sub form to fill out for each entry. When you have filled out all the information for each new or updated keyholder, click **DONE** at the bottom of the form. This will take you back to the original form.

Data Change Form
This form is used to update resident, staff and keyholders on alarm monitoring accounts. To remove a resident, enter "VACANT" as the name. For staff removal, please add in the 'Note' section 'remove', etc.

Account/Property NAME (do NOT use account number, property ID/code or management company name) *
[Text Field]
Enter a value for this field.
If property, use property name (do NOT use property ID/code or management company name)

Your Name *
[Text Field]

Email *
[Text Field]

RESIDENT DATA CHANGE/ENROLLMENT - Please make as many changes on the same form by pressing the ADD button.
Only submit information for the current occupant or vacancy. Previous resident or keyholder information is not needed

[+]
Add/Update Resident/Keyholder

Please UPDATE entry for resident or vacancy change. There is no need to enter previous resident information. We just need current information for that unit.

AUTHORIZED KEYHOLDERS (Responders, Staff/Personnel)

[+]
Add Entry

Please list any person authorized on your account.

Optional: You may upload file document of data changes (i.e. using the master file that we send monthly). Please mark **ONLY** the changes that need updated.

Please note: we cannot accept an entire resident directory - you must verify the changes that need updated

Drag & Drop (or) [Choose File\(s\)](#)

Please use this section if you wish to upload a data change document.

[SUBMIT]

AUTHORIZED KEYHOLDERS (Responders, Staff/Personnel)
Please list any person authorized on your account.

Record Type *
[Select]

Name
First [Text Field] Last [Text Field]

Check here if this person can respond to alarms

Check here if this person is authorized to cancel alarms

Title/Position
[Text Field]

Phone 1
[Text Field]

Phone 1 Type
[Select]

Phone 2
[Text Field]

Phone 2 Type
[Select]

Email
[Text Field]

[Done]

5. When you have made all necessary entries, scroll to the bottom of the **Data Change Form** and click **Submit**. The form will be sent to our data team, who will make changes within **24 Business Hours**.

Data Change Form

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Account/Property NAME (do NOT use account number, property ID/code or management company name) *

Enter a value for this field.
If property, use property name (do NOT use property ID/code or management company name)

Your Name *

Email *

RESIDENT DATA CHANGE/ENROLLMENT - Please make as many changes on the same form by pressing the ADD button.
Only submit information for the current occupant or vacancy. Previous resident or keyholder information is not needed

+

Add/Update Resident/Keyholder

Please UPDATE entry for resident or vacancy change. There is no need to enter previous resident information. We just need current information for that unit.

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