CUSTOMER PORTAL INSTRUCTIONS

I. LOGGING IN

1. Visit our customer web portal which you can locate by going to www.MyAC3.com/support

2. Click on the CUSTOMER PORTAL icon

LOGIN CREDENTIALS *(obtain from support or your account manager)*

User Name _____
(usually your property # or account #)

Password _____
(usually your city name and 1 (i.e. CITYNAME1)

Passwords are usually UPPERCASE

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3. From here you can log in to the portal using your case sensitive username and password (usually UPPERCASE).

4. Once you are logged in, you will be on your Dashboard View

5. The Dashboard View will show you recent Customer Activity Log, Customer Status and the systems that we monitor for you .

6. To access other features including your Contact List, click on your customer account number and Property Name which is located on the far left panel, under My Dashboard which is highlighted in blue. Please see the image below to help locate.
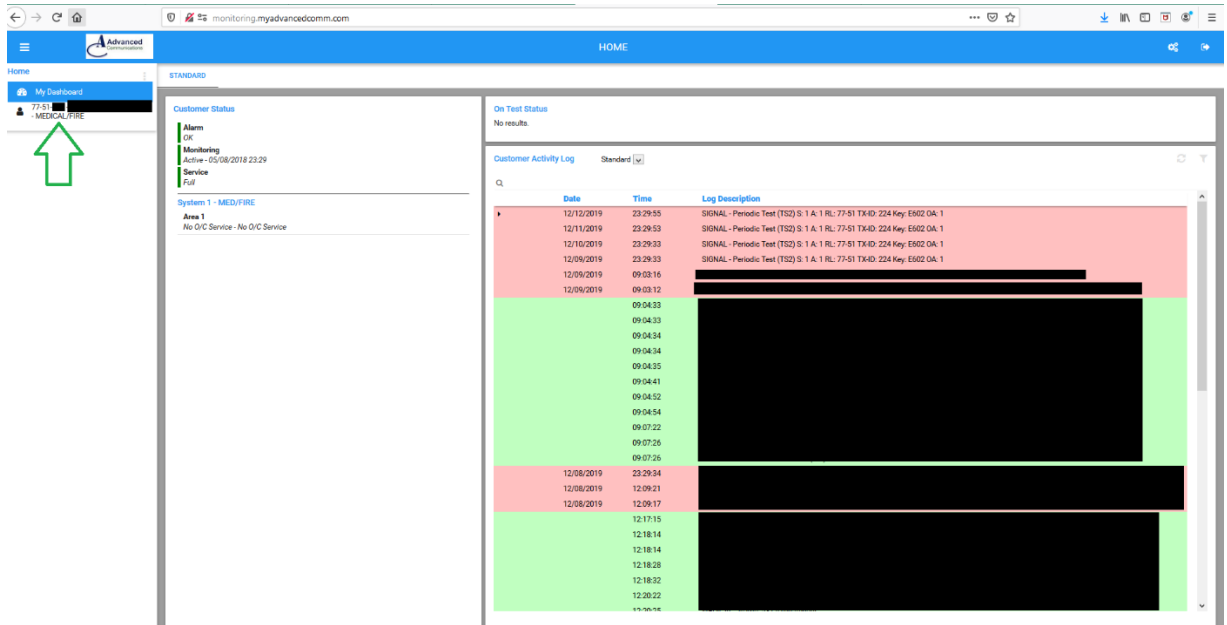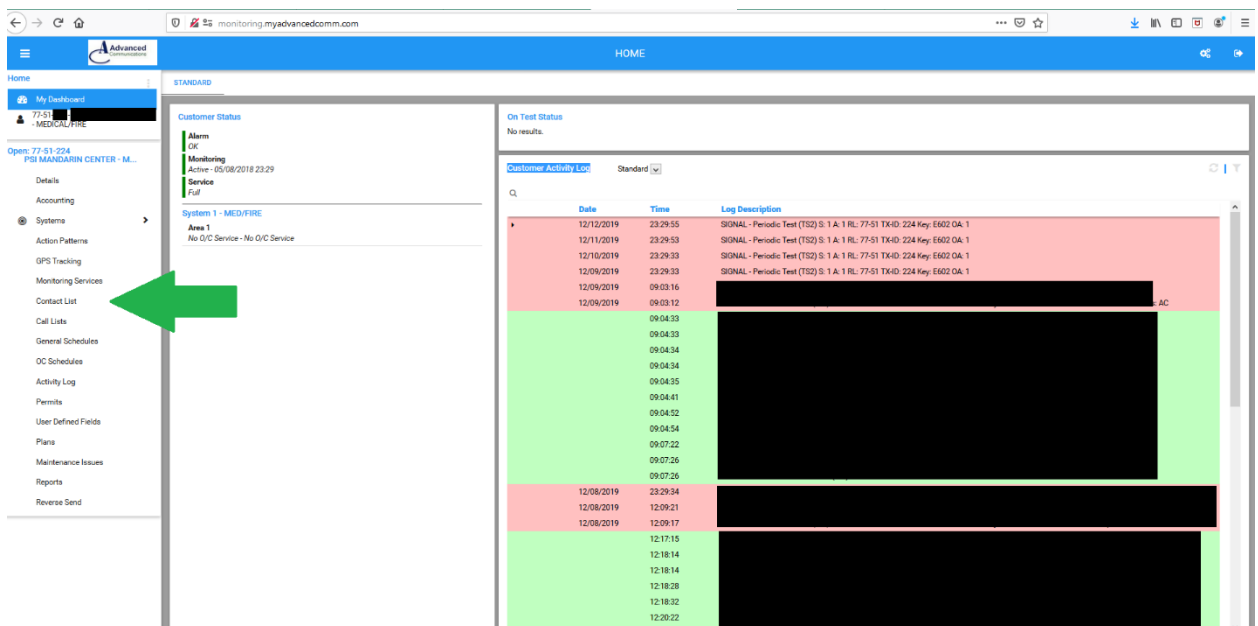
LOST USERNAME OR PASSWORD?

Email us:
support@myadvancedcomm.com

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**7.** This will open a list underneath your property name with your portal options.

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II. VIEWING RESIDENT & EMERGENCY CONTACT INFORMATION

NOTE: Our portal is VIEW only. At this time, you can only view the information we have on file. To make data changes, please use the DATA CHANGE FORM on our support webpage.

1. Click on Contact List

2. This will open a panel to the right, which we will call Panel A, that will show your entire contact list. And to the right of Panel A is Panel B will show individual resident information.   You can simply click on any of the names in Panel A and their information will populate in Panel B.
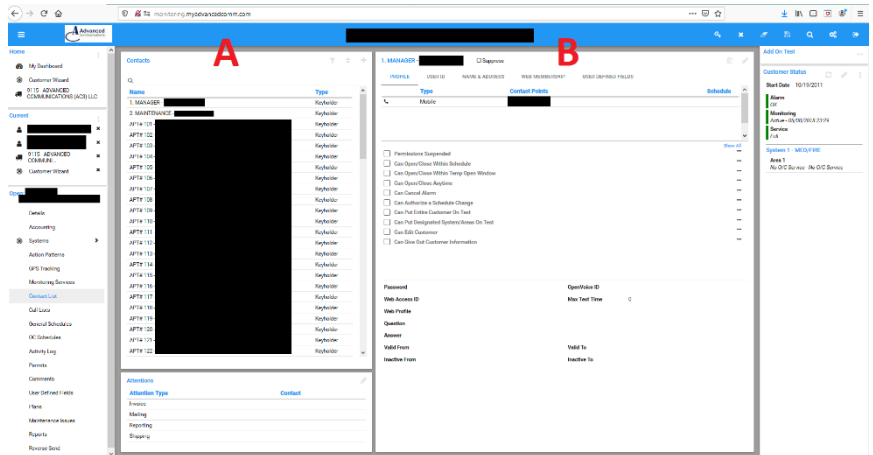
3. Once you have chosen a contact to VIEW and clicked on their Apt/Name in Panel A, hover in the top right-hand corner of Panel B.
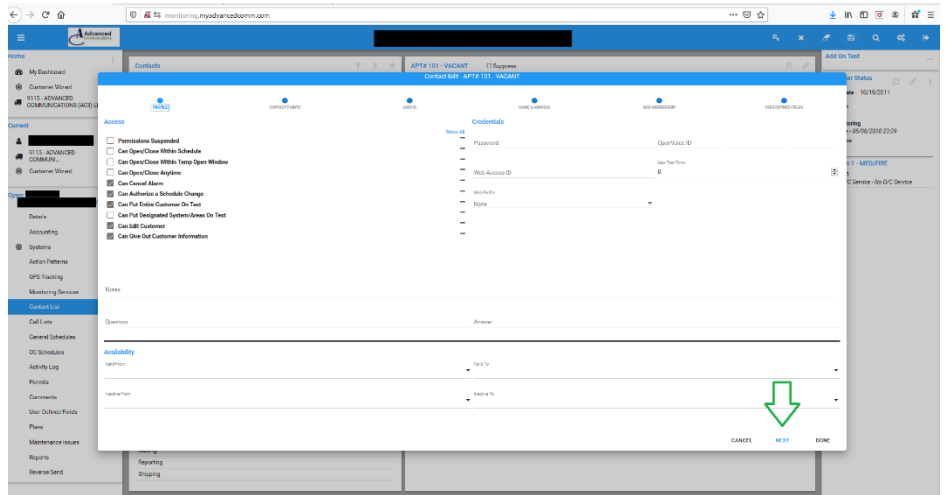
4. Another window will pop up and this is where you will be able to VIEW the name and phone number of the current resident.
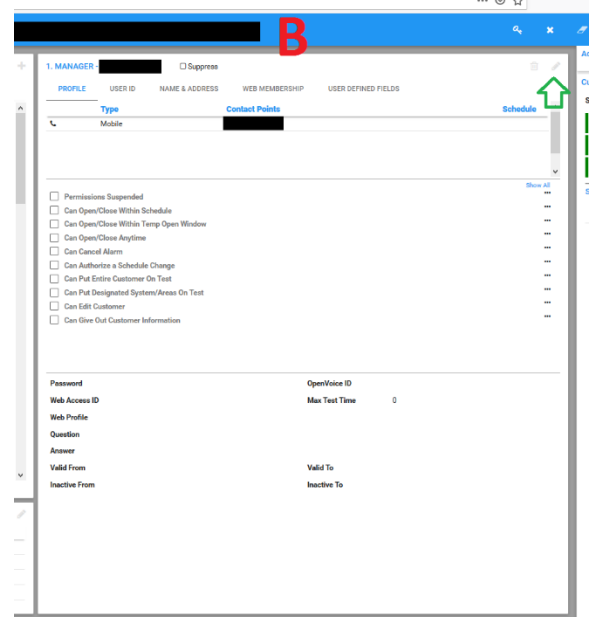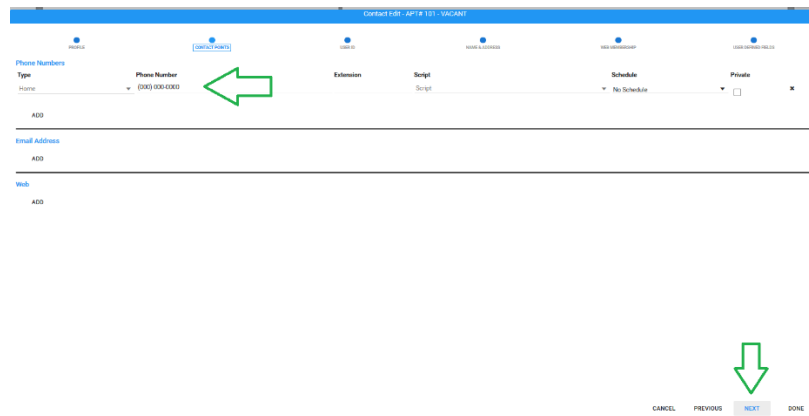
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5. The pop up will look like the image to the right. The bullets at the top represent the different sections you can VIEW. You will only need to worry about CONTACT POINTS and NAME & ADDRESS.

6. Click DONE when finished reviewing.

IMPORTANT: Do not delete or rename the Apartment numbers.

Contact support@myadvancedcomm.com if you need to add an apartment to your roster.

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TO MAKE DATA CHANGES – PLEASE RETURN BACK TO THE SUPPORT WEBSITE & REVIEW THE DATA CHANGE INSTRUCTIONS