



# CUSTOMER PORTAL INSTRUCTIONS

## I. LOGGING IN

**Make sure you are not using Microsoft Internet Explorer. Our software is not compatible with this browser.**

1. Visit our customer web portal which you can locate by going to <http://access.advcomm.cc/>
2. Click on the [CUSTOMER PORTAL ACCESS](#) link in the **USER TOOLS & FORMS** section

ADVCOMM Customer Access

**ADVANCED** Communications  
**ADVCOMM**  
1-866-442-5050  
support@myadvancedcomm.com  
[\[contact support\]](#)

---

Welcome to ADVCOMM! If you are in need of help from a direct care representative, please contact our support at 1-866-442-5050 Opt 2, Monday-Friday from 9am-5pm EST.

---

**CUSTOMER MESSAGES**

- **Battery Sale - Dec 1-Dec 31, 2019:** Need batteries for your wireless pullcords or pendants? Now is a good time to change out those batteries. Batteries are on sale for \$3.00/each. To order batteries, [click here!](#)
- **Account/call-in Passcode:** When asked for an account passcode, please use the [city name](#) in which your property is located.
- **Daily reports and real-time notifications:** will be emailed to you by DYNAMARK

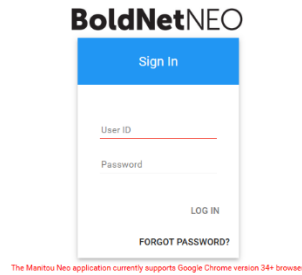
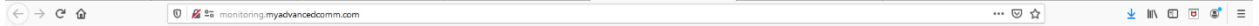
---

**USER TOOLS & FORMS**

- **CUSTOMER PORTAL ACCESS** You must use Google Chrome or Mozilla/FireFox  
For assistance accessing your account or for login reinitiate/test, please email [support@myadvancedcomm.com](mailto:support@myadvancedcomm.com)
- **Add/Remove/Change/Update Resident Contacts or Keyholders** electronic form for adding, removing or updating keyholders, residents and contacts.
- **Update Account Information** Make changes to management, maintenance, keyholder and other personnel contacts, alarm maintenance vendors and alarm protocols
- **Upload Report** Upload inspection/testing reports, and certificates (fire system, sprinkler/backflow, generator, elevator, boiler, etc.)
- **Contact Quality Control**
- **Request Report**
- [Click here for Frequently Asked Questions about alarm signals and case reasons](#)



# CUSTOMER PORTAL INSTRUCTIONS



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

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 .

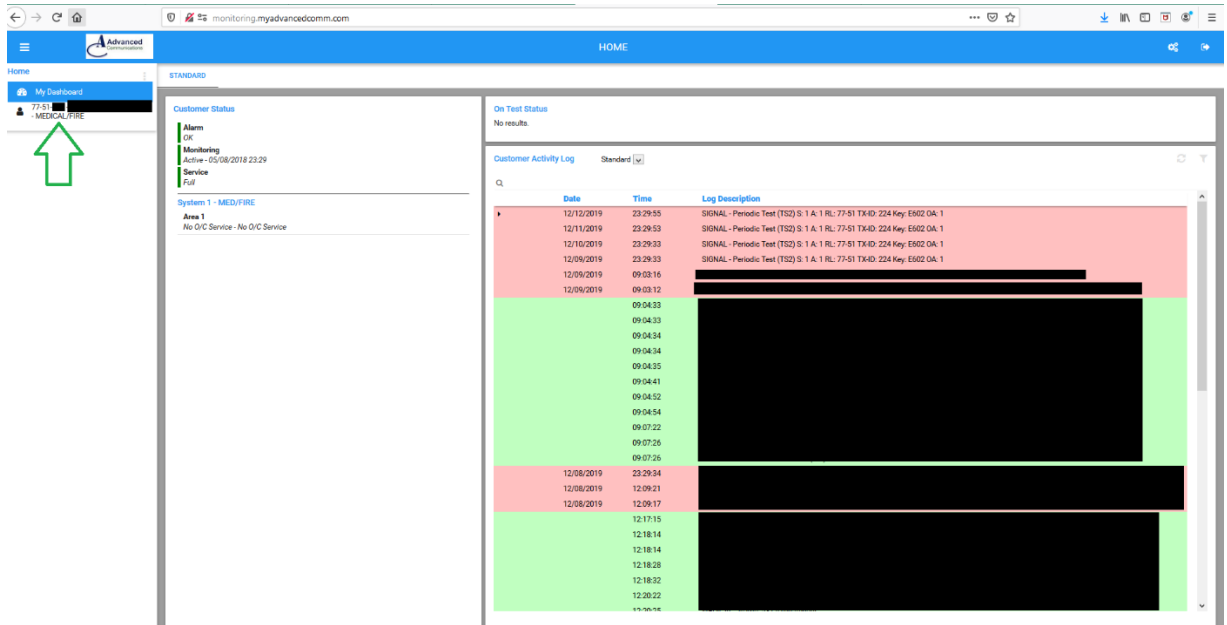
6. To access other features including your Contact List, click on your customer account number and Property Name which is located on the far left panel, under My Dashboard which is highlighted in blue. Please see the image below to help locate.

**LOST USERNAME OR PASSWORD?**

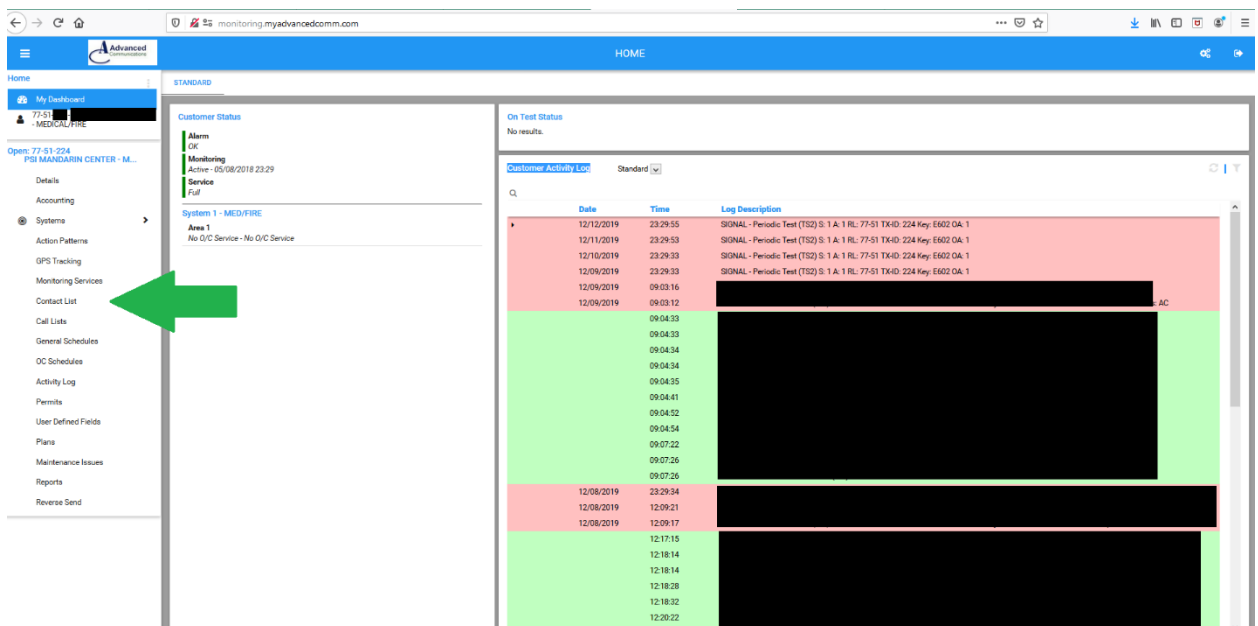
Email us:  
[support@myadvancedcomm.com](mailto:support@myadvancedcomm.com)



# CUSTOMER PORTAL INSTRUCTIONS



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



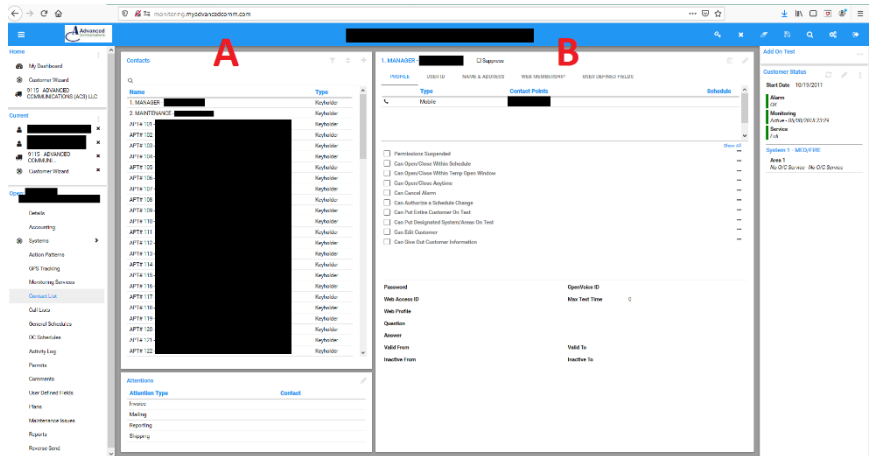


# CUSTOMER PORTAL INSTRUCTIONS

## II. UPDATING RESIDENT & EMERGENCY CONTACT INFORMATION

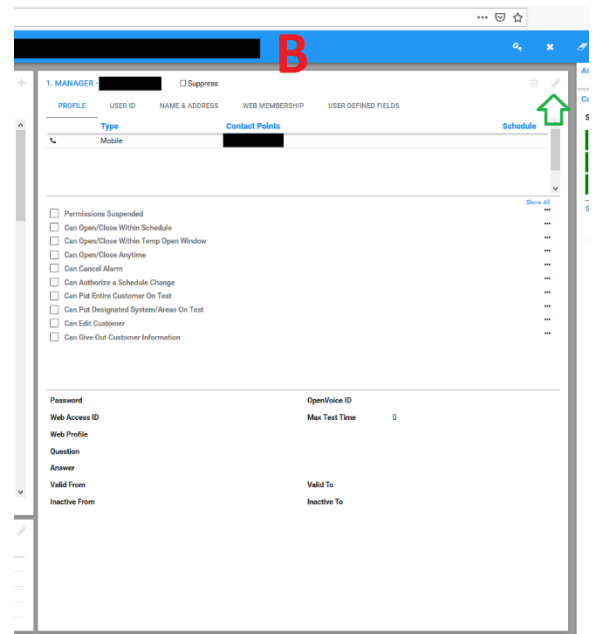
1. Click on Contact List

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 edit and clicked on their Apt/Name in Panel A, hover in the top right-hand corner of Panel B. There will be two icons—a trash can and a pencil. Click on the pencil to edit the entry.

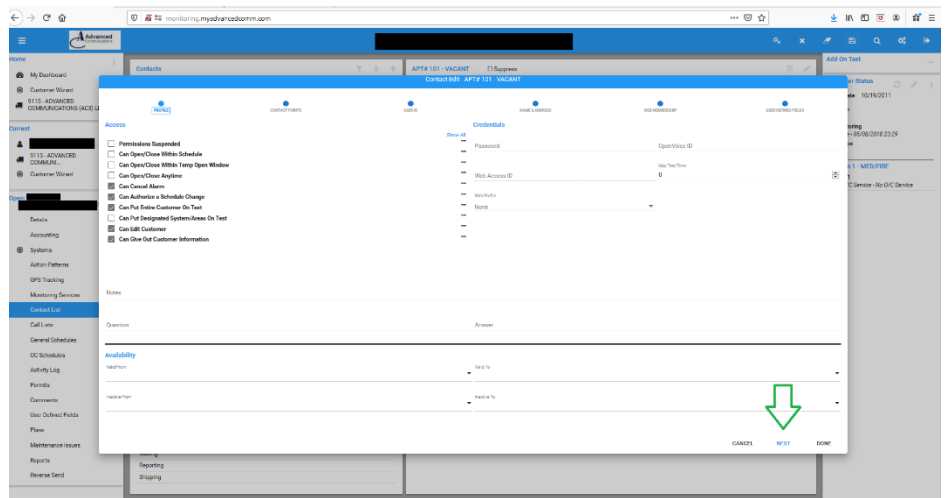
4. Another window will pop up and this is where you will be able to edit the name and phone number of the current resident.



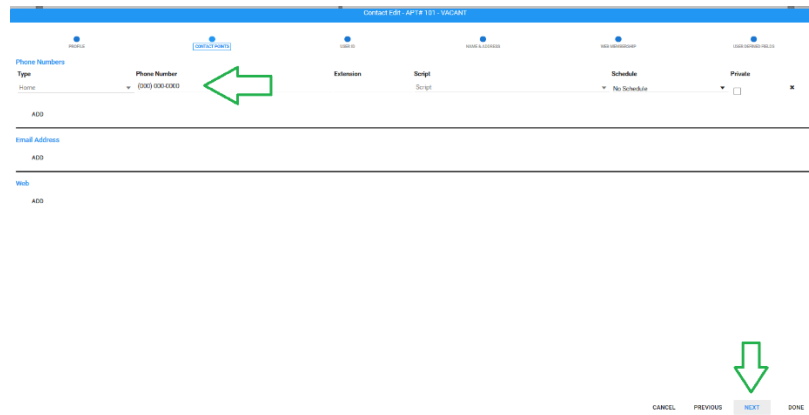


# CUSTOMER PORTAL INSTRUCTIONS

5. The pop up will look like the image to the right. The bullets at the top represent the different sections you can edit. You will only need to worry about CONTACT POINTS and NAME & ADDRESS. Click on **NEXT**, located at the bottom right of the pop up window, to navigate to these sections.



6. Click **NEXT** once and you will be on the CONTACT POINTS window. Here you can enter the resident's phone number. Once you've updated the phone number, click **NEXT** two times to navigate to the NAME & ADDRESS SECTION.





## CUSTOMER PORTAL INSTRUCTIONS

7. From here, you can enter the resident's name. Once you have finished updated the entry, click DONE at the bottom right hand corner

The screenshot shows a web form titled "Contact Edit - AP/T# 101 - VACANT". The form has several sections: "CONTACT INFO" with fields for Name (containing "APT# 101 - VACANT"), Title, and Job Title; "ADDRESS" with fields for Street 1, Street 2, City, County/Zip, State (United States of America), and Zip Code; "GEOGRAPHY" with fields for Latitude and Longitude; "COUNTRY" (United States of America); "TIME ZONE" (GMT-05:00 - Eastern Time (US & Canada)); and "LANGUAGE" (English (United States)). At the bottom right, there are buttons for CANCEL, PREVIOUS, NEXT, and DONE. A green arrow points to the Name field, and another green arrow points to the DONE button.

**IMPORTANT:** Do not delete or rename the Apartment numbers.

Contact [support@myadvancedcomm.com](mailto:support@myadvancedcomm.com) if you need to add an apartment to your roster.

### VACANT UNIT ?

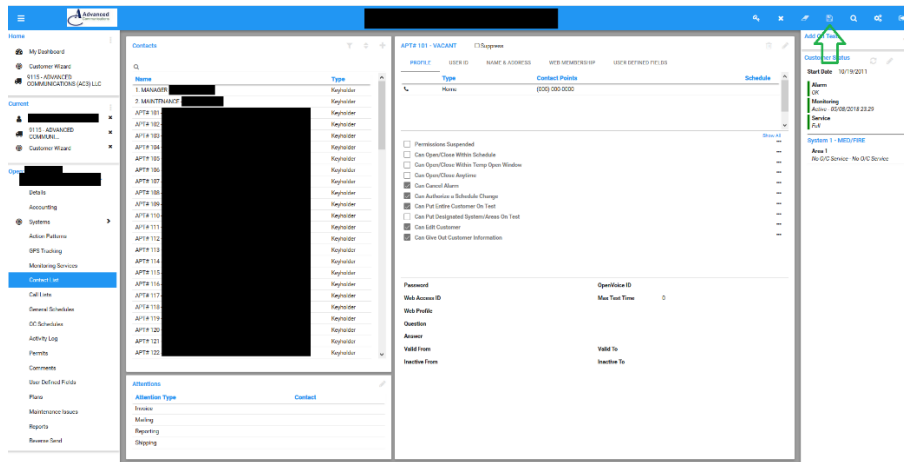
1. Replace the resident's name with **VACANT**
  2. Replace the resident's phone number with **000-000-0000**
- \* You may also do this when the resident does not have a phone number!**



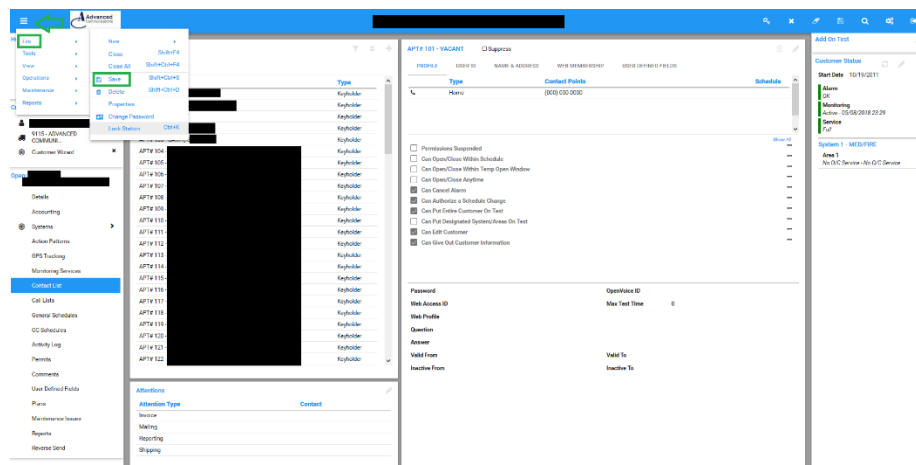
# CUSTOMER PORTAL INSTRUCTIONS

8. **MAKE SURE YOU SAVE YOUR CHANGES!** There are two ways to do this.

8a. Click on the save icon at the very top right corner, located in the blue header.



8b. Click on the Icon in the top left corner which will open a menu of options. Choose File, then Save.



Thanks for using our Customer Web Portal!