ALARMS CUSTOMER WEBSITE GUIDE

https://alarms.pbso.org

Click below to go directly to each section within this user guide. For any additional questions or to check jurisdiction with the Alarms Unit directly, please contact (561) 688-3695 or alarms@pbso.org.

- APPLY FOR A NEW PERMIT
- VIEW AND PAY FEES OR FINES ASSESSED TO MY ACCOUNT
- UPDATE PROFILE INFORMATION OR PASSWORD FOR AN EXISTING ACCOUNT
- VIEW GENERAL INFORMATION AND FEES
- VIEW THE COUNTY ORDINANCE REGARDING BURGLAR ALARMS
- VIEW BURGLAR ALARM FAQs

APPLY FOR A NEW PERMIT

- Go to https://alarms.pbso.org
- Click the Apply for New Permit button
- Read the Terms and Conditions and click I Agree
- Complete the Alarm Location Information section (fields in red are required)

![Alarm Location Information Form](image-url)
• If you receive this notification, please contact the Alarm Unit at (561) 688-3695.

• Complete the Mailing/Billing Information section (fields in red are required)

• If this information is the same as the above section, check Use Alarmed Location Information

• Complete the Contact/Keyholder Information section, if applicable

• Although it is recommended, you are not required to enter additional contact information

• Complete the Alarm Company Information Section

• If your alarm was sold and is monitored by the same company, select the same company for both drop downs
• Complete the Special Conditions section, if applicable

  ![Special Conditions](image)

  - List any special conditions, including, but not limited to: seniors in the building, pets, hazardous chemicals, weapons in the home, etc.

• Create a password

  ![Password](image)

  - The length of the password is between 8 and 15 characters and must include:
    - One or more numeric (0-9)
    - One or more lower case (a-z)
    - One or more UPPPER Case (A-Z)
    - One or more special characters ! @ # $ %

• Click Submit Online Form

  ![Submit Online Form](image)

  - You will receive a message prompting you to print a copy of the form for your records and Log In to make your first payment.

  Return to Main screen  Click here to Sign In...

  Thank you for registering online. Please print a copy of this form for your records and please note that your account is automatically placed on Hold until you Log In and make your first payment.

• You will receive a confirmation e-mail with your permit #

  Thank you for registering online.  
  Alarms DL  
  Sent: Thu 3/28/2013 3:56 PM  
  To: Alarms DL

  Your Permit/Account Number is: 205391

**NOTE:** Your account is **not active** until you make your first payment, at which time you are responsible for supplying your alarm/monitoring company with your permit number.

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**VIEW AND PAY FEES OR FINES ASSESSED TO MY ACCOUNT**

• Go to [https://alarms.pbso.org](https://alarms.pbso.org)
• Click the Pay Alarm Invoice button
• Enter your Account # and Password or related invoice # and click Submit

  ![Sign in to Your Account](image)

  - Your Account # is your permit #
    - Your Account # can be located on your returned application or invoice; if you do not know your Account #, please call the Alarms Unit at (561) 688-3695
    - The password you created or any open invoice # can be entered in conjunction with your Account # to sign in
  - You will see your account information with the Current Outstanding amount; click Pay Now
    - Current Outstanding $75.00 Pay Now

• Select which invoice(s) you would like to pay and click Continue

  ![Select one or more invoices to pay at this time](image)

  - If you have multiple invoices, your account will not be satisfied until all invoices are paid
  - You cannot partially pay on a single invoice

• You will be prompted that you will be redirected to the Forte Online Payment Portal; click Continue

  ![Forte Online Payment Portal](image)

  - In order to protect your online payment information, you will now be directed to the Forte online payment portal pages. All payment information will be entered on that site which will appear in a new window for you. Successful payments made through the online portal will be reflected in your account within 24 hours.

  - Click the continue button when ready

• The Billing Information will auto populate with information on your account; click Continue

  ![Billing Information](image)

  - You will see your Order and Transaction information and will have the ability to type any applicable comments; click Continue
• Enter your payment information; click Continue

![Payment Information]

• You will have a chance to review all of the information entered; once confirmed to be accurate, check the authorization box and click Submit Payment

![Review & Submit]

  I authorize my account to be charged in accordance to the following
  Terms and Conditions for the payment(s) indicated above.

![Submit Payment]

• To confirm payment was received, you will be immediately redirected to view the Current Outstanding amount and the last payment received

  Current Outstanding: $0.00

  Latest Payment Processed:
  Invoice(s) Paid: 2249598, 2281355
  Payment Type: Online
  Amount Paid: $75.00
  Date Paid: 5/20/2016

UPDATE PROFILE INFORMATION OR PASSWORD FOR AN EXISTING ACCOUNT

• Go to https://alarms.pbso.org
• Click the Registered Alarm Users button

![Sign in to Your Account]

• Enter your Account # and Password or related invoice # and click Submit
Your Account # is your permit #

- Your Account # can be located on your returned application or invoice; if you do not know your Account #, please call the Alarms Unit at (561) 688-3695.
- The password you created or any open invoice # can be entered in conjunction with your Account # to sign in.

- To update your profile information, click Update User Information in the navigation pane.
  - Update information as necessary and click Submit.

- To update your password, click Change Password in the navigation pane.
  - Enter your current and new passwords and click Submit.
  - The length of the password is between 8 and 15 characters and must include:
    - One or more numeric (0-9)
    - One or more lower case (a-z)
    - One or more UPPPER Case (A-Z)
    - One or more special characters ! @ # $ %

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**VIEW GENERAL INFORMATION AND FEES**

- Go to [http://www.pbso.org/index.cfm?fa=alarmunit&id=358](http://www.pbso.org/index.cfm?fa=alarmunit&id=358)

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**VIEW THE COUNTY ORDINANCE REGARDING BURGLAR ALARMS**

- Go to [http://www.pbso.org/documents/alarmordinance.pdf](http://www.pbso.org/documents/alarmordinance.pdf)

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**VIEW BURGLAR ALARM FAQs**

- Go to [http://www.pbso.org/index.cfm?fa=alarmunit&id=361](http://www.pbso.org/index.cfm?fa=alarmunit&id=361)