



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.

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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

I Agree

- Complete the Alarm Location Information section (fields in red are required)

Alarm Location Information * * refers to address where the alarm system is installed

Location Type s

Last Name

First Name

Suite (if applicable) Numbers and/or letters only (e.g. 'A2' or '5')

Street Number Numbers only (0 - 9)

Street Name

City State Zip

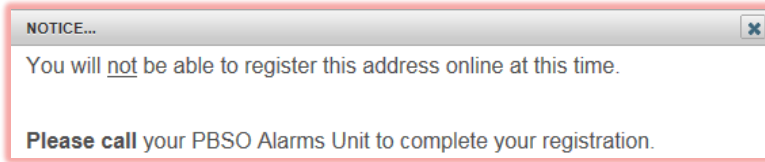
Main Phone

Other Phone

Email address
Providing your email account authorizes the sending of future emails to you

Required fields marked in RED

- 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)

Mailing/Billing Information * Use Alarmed Location Information

* refers to the person / address where correspondence and statements will be mailed

Last Name

First Name

Street Number

Street Name

Suite

City State Zip

Home Phone

Work Phone

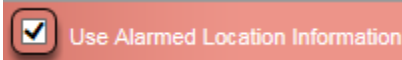
Cell Phone

Other Phone

Email Address

Required fields marked in RED

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



- Complete the Contact/Keyholder Information section, if applicable

Contact/Keyholder Information * * refers to person(s) to respond if called by law enforcement

Contact 1:

Last Name

First Name

Home Phone

Cell Phone

Contact 2:

Last Name

First Name

Home Phone

Cell Phone

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

- Complete the Alarm Company Information Section

Alarm Company Information * * refers to contracted Alarm Companies

Monitored By

Sold By

- If your alarm was sold and is monitored by the same company, select the same company for both drop downs

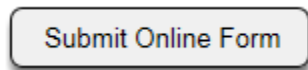
- Complete the Special Conditions section, if applicable

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

- Create a password

- 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



- 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 5/19/2016 3:56 PM

To: **Alarms DL**

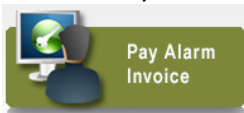
Thank you for registering online.

Your Permit/Account Number is: 205391

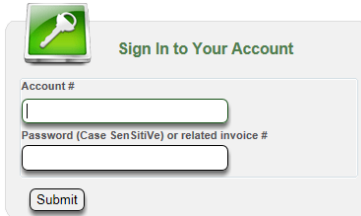
NOTE: Your account is not active until you make your first payment, at which time you are responsible for supplying your alarm/monitoring company with your permit number.

VIEW AND PAY FEES OR FINES ASSESSED TO MY ACCOUNT

- Go to <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

Account #

Password (Case SenSitiVe) or related invoice #

- 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

Current Outstanding \$75.00

Select one or more invoices to pay at this time

Select	Invoice No	Charged	Owed	Letter
<input type="checkbox"/>		\$50.00	\$50.00	<False Alarm Summary>
<input type="checkbox"/>		\$25.00	\$25.00	Renewal

No more than 50 invoices can be selected for payment at a time
 Alarm and any related Collections invoices must be paid together

- 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

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

Please enter your information below.

Billing Contact Billing Address

Florida

- 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

There will be a service fee of 2.5% or a minimum of \$1.00 for using this system with a Credit Card or a fee of \$1.25 if paying by eCheck. This fee is not charged nor collected by the Palm Beach County Sheriff's Office but by the payment processor (Forte). Should you have any questions regarding your bill, please call our office at: 561-688-3695.

Credit Card

Please fill in the green fields below

Card Number* CVV*

Card Holder Name*

Expires 5 - May 2016

Single payment

Payment Amount: 75.00
Service Fee: 1.88
Total: 76.88

CONTINUE

- 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

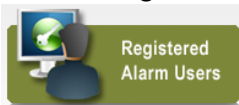
- To confirm payment was received, you will be immediately redirected to view the Current Outstanding amount and the last payment received

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



- Enter your Account # and Password or related invoice # and click Submit

Sign In to Your Account

Account #

Password (Case SenSiTiVe) or related invoice #

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 User Information

- Update information as necessary and click Submit

- To update your password, click Change Password in the navigation pane

Change Password

- 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 ! @ # \$ %

VIEW GENERAL INFORMATION AND FEES

- Go to <http://www.pbso.org/index.cfm?fa=alarmunit&id=358>

VIEW THE COUNTY ORDINANCE REGARDING BURGLAR ALARMS

- Go to <http://www.pbso.org/documents/alarmordinance.pdf>

VIEW BURGLAR ALARM FAQs

- Go to <http://www.pbso.org/index.cfm?fa=alarmunit&id=361>