

Integrate OpenEye Cloud Connect with Alarm.com

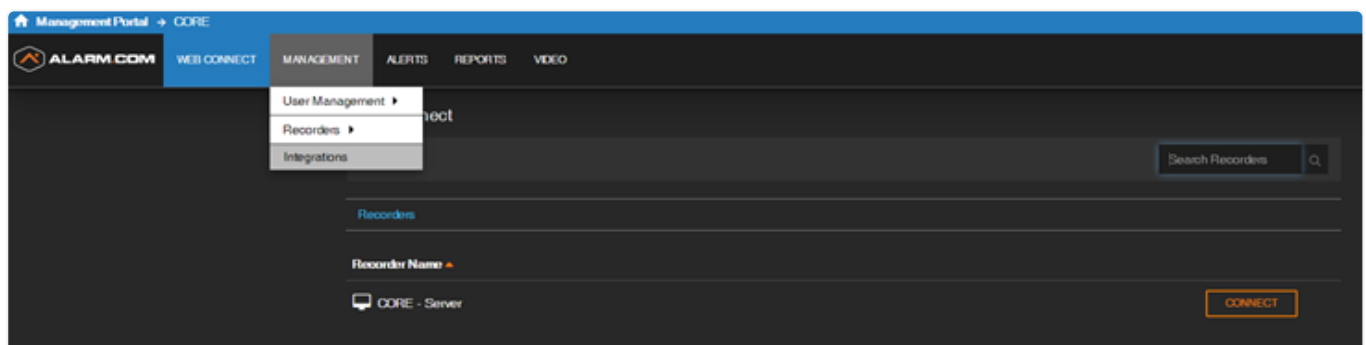
Requirements

- One of the following service packages:
 - *Commercial*
 - *Commercial Plus*
 - *Smarter Access Control*
- The *OpenEye Cloud Connect* service package add-on
- OpenEye OWS 24/7 subscription plan
- Customer app version 4.15.1+ (Android) and 4.17.2+ (iOS) to use the feature on a mobile device

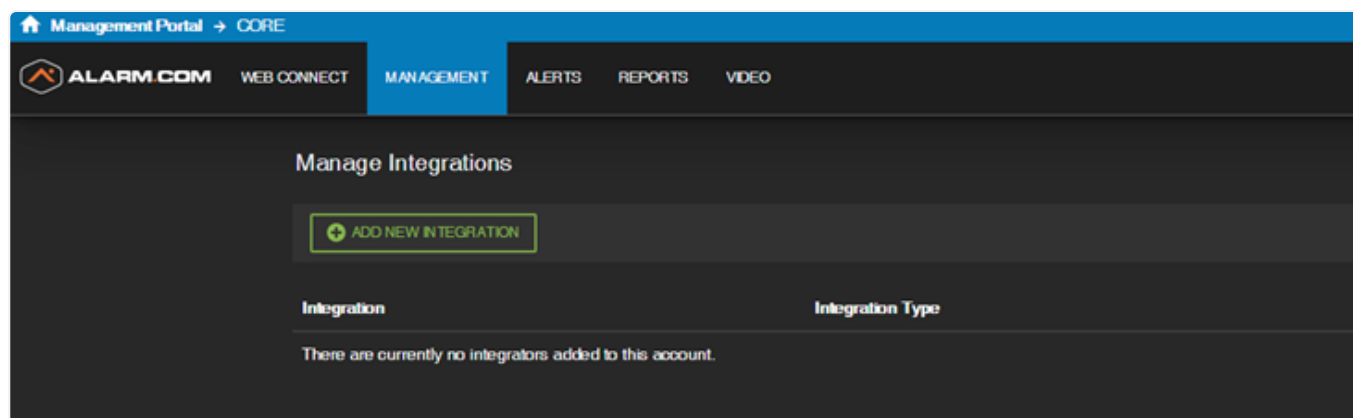
To configure OpenEye Web Service (OWS) with Alarm.com:

Important: An account set up with OWS can add Alarm.com cameras, but all links in the *Activity* and *History* pages will redirect the user to the OpenEye platform (e.g., if there is an SVR enrolled, links in the *Activity* and *History* pages redirect to the OpenEye platform instead of the SVR timeline).

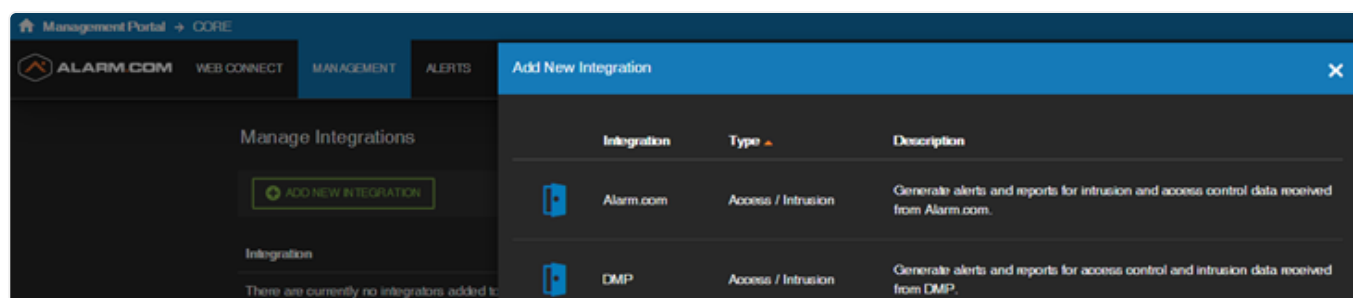
1. Log in to the OpenEye Web Service (OWS) account.
2. Find the account to integrate.
3. Mouse over *Management*, then click **Integrations**.



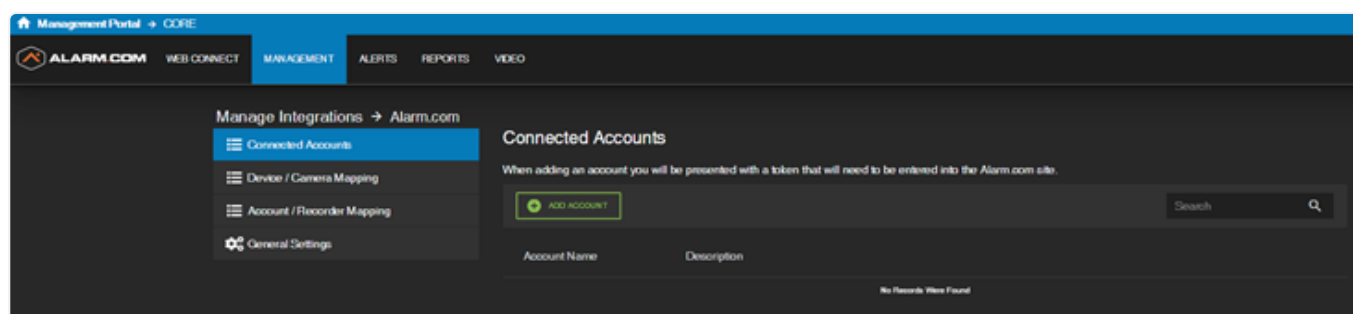
4. Click **Add New Integration**.



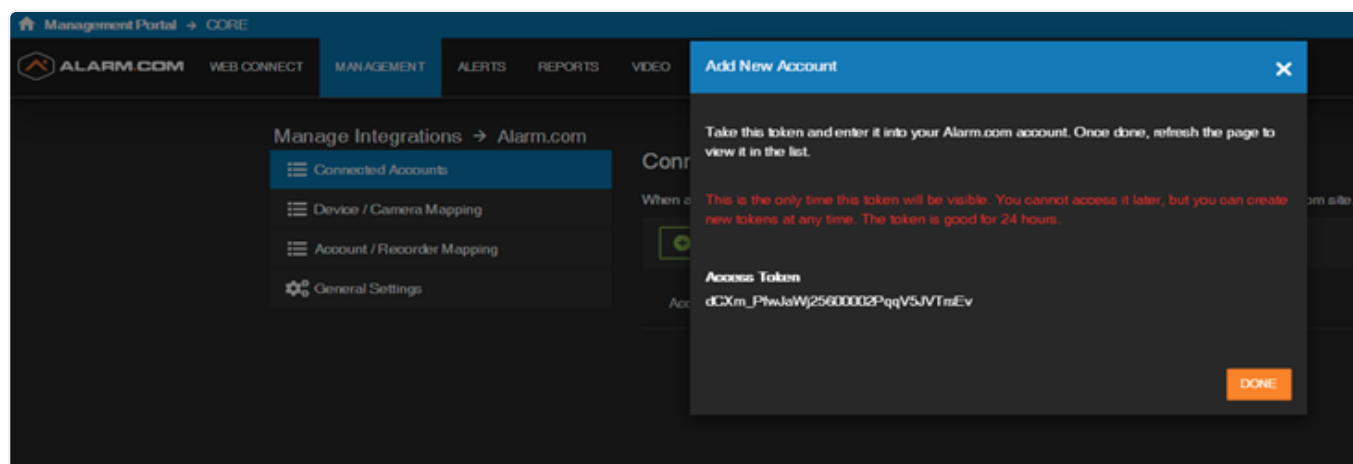
5. In *Add New Integration*, click **Alarm.com**.



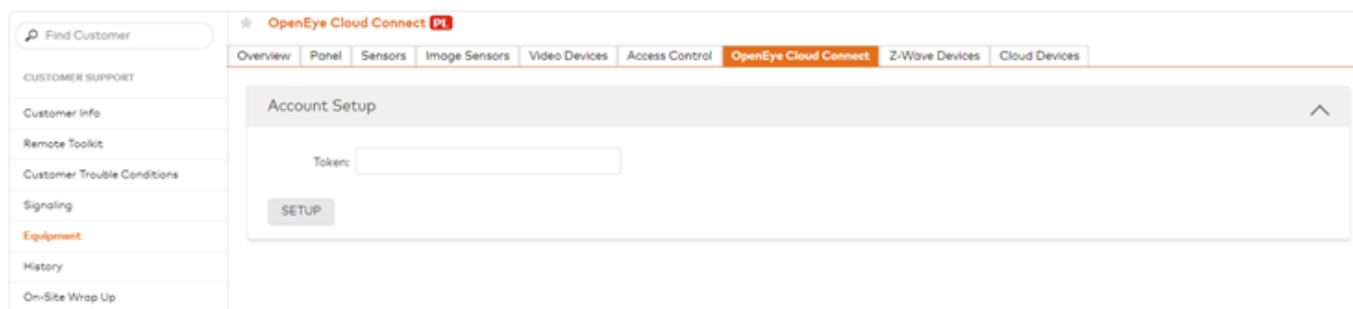
6. Click **Next**. The system then navigates to the *General Settings* page.
7. Click **Connected Accounts**.



8. Click **+ Add Account**.



9. Copy the Access Token.
10. Log in to the Partner Portal.
11. Find the customer account.
12. Click **Equipment**.
13. Click **OpenEye Cloud Connect**. If the tab is missing, verify that the *OpenEye Cloud Connect* service package add-on is enabled on the account.



14. In the *Token* field, paste the Access Token.
15. Click **Setup**. The message *Successfully added ows api credentials for unit* should appear below the page title. If additional messages appear and the *Token* field is still there, see [Troubleshooting](#).

OpenEye Cloud Connect Information

Connect Alarm.com and OpenEye systems together for an integrated customer experience. Connecting enables users to jump from events in the Alarm.com activity history over to corresponding video within OpenEye. Alarm.com system events can also be viewed from OpenEye's customer interface for searching, notifications, and more. [Learn More](#)

General Information	
STATUS On	ENTERPRISE SYNC Off
INTEGRATION ID 000000	SETUP DATE 2/2/2022 1:42:09 pm

Equipment List		✓
LAST SENT 1/19/2022 3:21:19 pm	LAST ACKNOWLEDGED 1/19/2022 3:21:19 pm	

User List		✓
LAST SENT 4/21/2021 9:03:04 am	LAST ACKNOWLEDGED 4/21/2021 9:03:04 am	

Events		✓
LAST SENT 9/27/2021 12:18:55 pm	LAST ACKNOWLEDGED 9/27/2021 12:18:55 pm	

Troubleshooting

[Reinitialize](#)

Manage Integration

[Toggle Integration Status](#)
[Remove Connection](#)

Additional OpenEye configuration

For more information about device mapping and alert and rule creation on the OpenEye platform, refer to OpenEye support.

View relevant OpenEye video using the *Activity* page

Using the Customer website:

- Log in to the Customer website.
- Click **Activity**.
- Click  to open the OpenEye platform and view video captured during the event.

WEDNESDAY, JAN 27, 2021 ^

8:15 PM


Panel

Not Closed on Time



Using the Customer app:

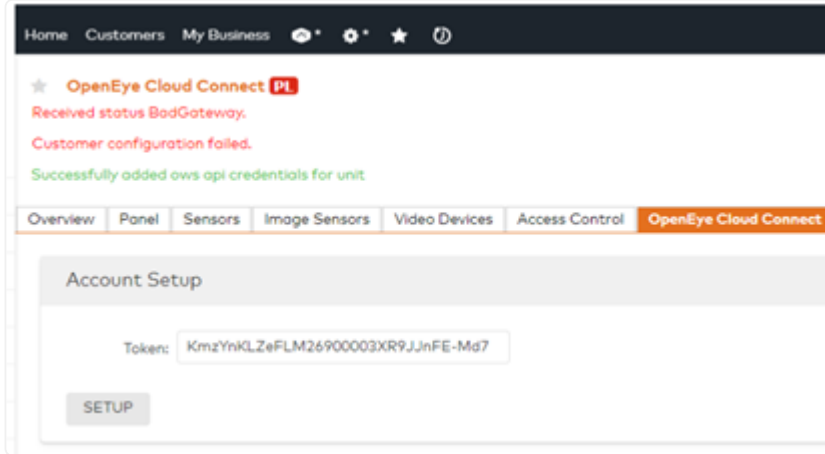
- Log in to the Customer app.

https://answers.alarm.com/Partner/Installation_and_Troubleshooting/Video_Devices/General_Video_Information/Integrate_O...

Updated: Mon, 15 Dec 2025 21:14:54 GMT

- Tap **Activity**.
- Tap ∞ to open the OpenEye app and view video captured during the event.

Troubleshooting



1. If the configuration fails on the Partner Portal (i.e., additional error messages appear below the page title), click ∞ to reload the page.
2. Verify that the token is entered correctly.
3. Click **Setup**.
4. The Alarm.com account should appear in the *Connected Accounts* list on the OpenEye Web Service website.