
Create/configure a notification

Notifications can be created to notify users of different system activities.

For more information on how to add users, see [Add/Edit secondary user information using the Customer Website](#).

Create/edit a notification

To create/edit a notification using the customer website: ^

1. Log into the customer website.
2. Click **Notifications**.
3. Click  on the notification to edit.
 - If the notification is not created yet, click **New Notification** and then click to select the type of notification to create (e.g., *Alarm*, *Arming Event*, *Arming Reminder*, *Sensor Activity*, *System Event*, *Video Callout*, etc.).
4. Enter the desired name for the notification.
5. Configure the notification as desired.
 - Some notifications allow for notification filtering. For more information, see [What is notification filtering?](#).
6. In *Recipients*, click **Add** to select which contacts receive the notification.
7. Click to select the entries in the *Address Book* to be notified.
 - If a contact is not listed:
 - a. Click **New** to add a new Address Book entry.
 - b. Enter the new contact's information, then click **Add Contact**.
 - To remove recipients, click  to remove the desired notification recipient.
8. Click **Close**.
9. Verify the notification is configured with the desired settings.
10. Click **Save**.

Note: Notifications can be deleted from the *Notifications* page by clicking  on the notification to be deleted. Some notifications are created by default and cannot be deleted. If the remove icon is not present on a notification, click the toggle switch to turn the notification off.

To create/edit a notification using the customer app: ^

1. Log into the customer app.
2. Tap .
3. Tap **Notifications**.
4. Tap .
5. Tap to select the notification to edit.
 - If the notification is not created yet, tap  and then tap to select the type of notification to create (e.g., *Alarm, Arming Event, Arming Reminder, Sensor Activity, System Event, Video Callout*, etc.).
6. Enter the desired name for the notification.
7. Configure the notification as desired.
 - Some notifications allow for notification filtering. For more information, see [What is notification filtering?](#).
8. In *Recipients*, tap **Add** to select which contacts receive the notification.
9. Tap to select the entries in the *Address Book* to be notified, then tap **Close**.
 - If a contact is not listed:
 - a. Tap **Add Contact** to add a new Address Book entry.
 - b. Enter the new contact's information, then tap **Add Contact**.
 - To remove recipients, tap  to remove the desired notification recipient.
10. Verify the notification is configured with the desired settings.
11. Tap **Save**.

Note: Notifications can be deleted from the *Notifications* section by tapping , selecting the desired notification, and then tapping . Some notifications are created by default and cannot be deleted. If the remove icon is not present on a notification, click the toggle switch to turn the notification off.