
Add an Access Control Access Plan

Before a user can be granted access to a door, they must be a part of an Access Plan. Access Plans can be created from the *User Access* section of the Alarm.com Customer website or Customer app.

An Access Plan consists of the following:

Timetable

Select the times the users in the plan can be granted entry to an access control door.

Note: Timetables can contain a maximum of 12 time blocks.

Access Points

Select which doors will be part of the Access Plan. You will also see the option to include panel or partition access as well as Z-Wave locks.

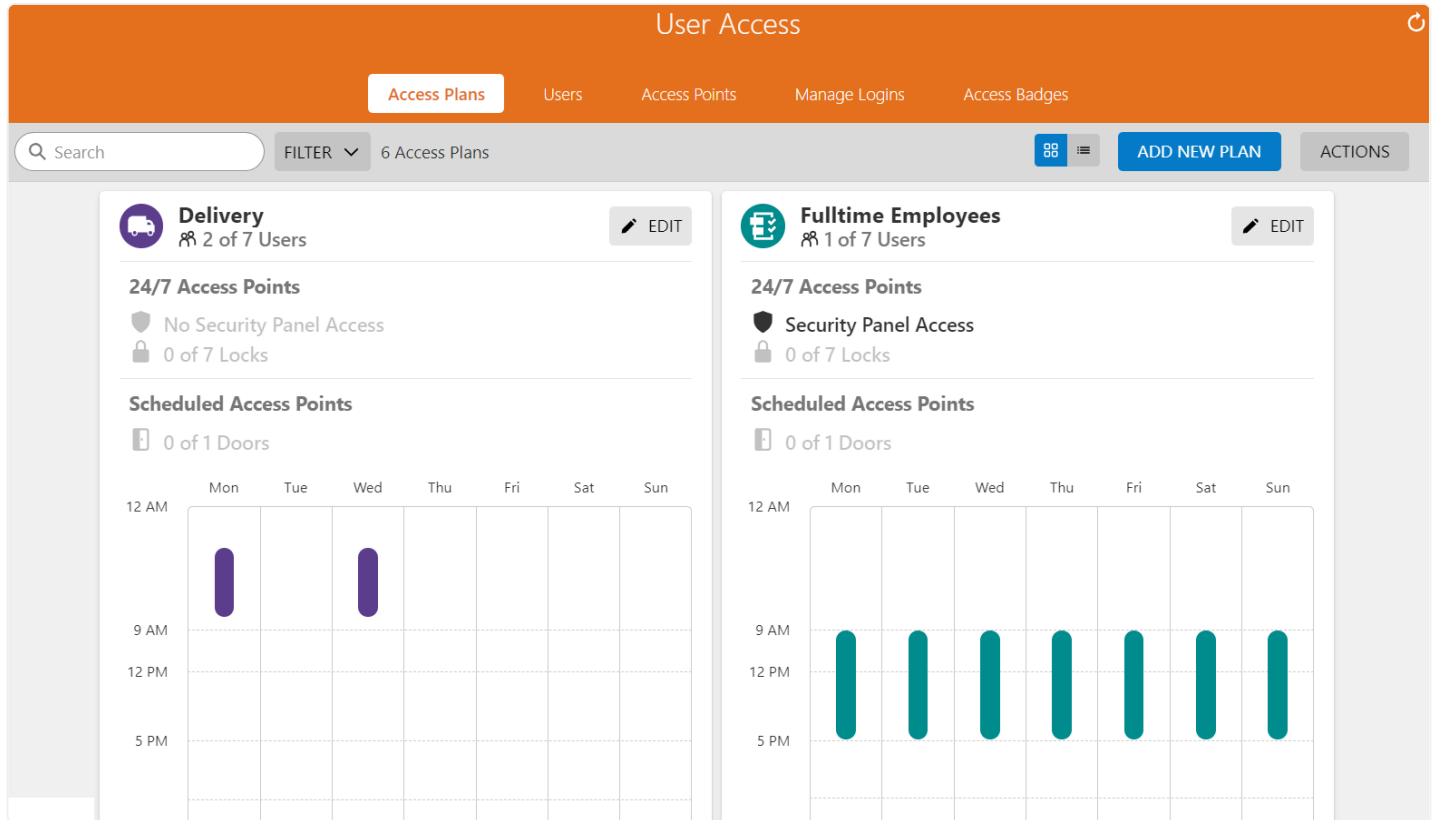
Note: Panel and Z-Wave lock access does not follow the timetable, and users will be able to use either 24/7.

Users

Select which users will be allowed access to which access points and when.

Note: If a security panel is included in the access plan, the number of users will be limited by the number of user codes the panel is capable of storing. For more information, see [User code compatibility by panel](#).

Example Access Plan configuration:



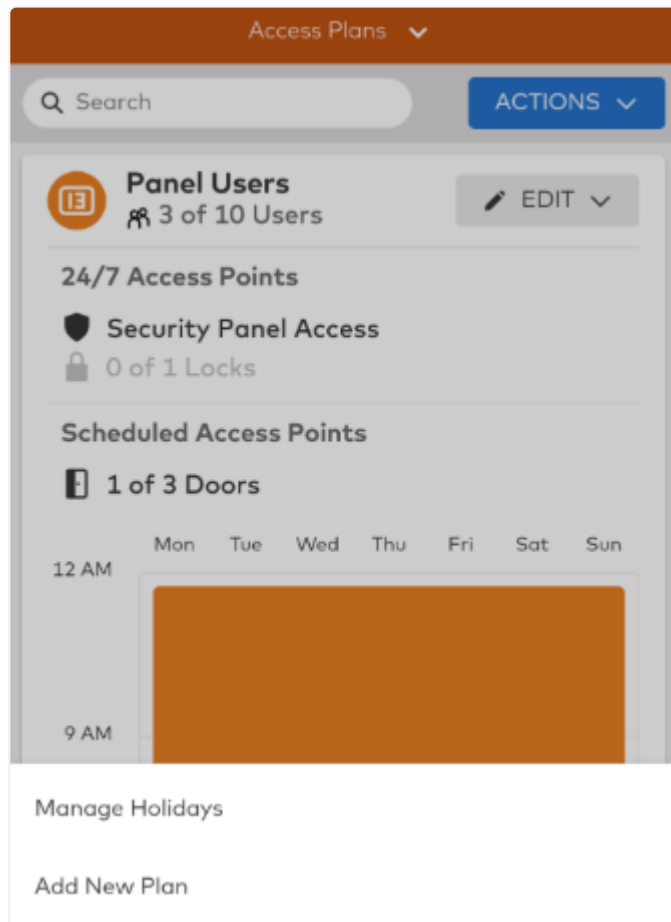
Note: To view a list of all Access Plans, click  using the Customer website or tap **Actions**, then **List Layout** using the Customer app.

To add an Access Plan using the Customer website:

1. Log in to the Customer website.
2. Click **User Access**.
3. Click **Add New Plan**.
4. Select an icon and enter a name for the Access Plan, then click **Next**.
5. Click **Add Users**.
6. Select which users to add to the plan, then click **Save**.
7. Click **Add Access Points**.
8. Select which Access Points to include in the plan, then click **Save**.
9. Click **Add Schedule**.
10. Select a schedule to apply to the plan, then click **Save**.
11. Review the finalized Access Plan, then click **Save**.

To add an Access Plan using the Customer app:

1. Log in to the Customer app.
2. Tap .
3. Tap **User Access**.
4. Tap **Actions**, then select **Add New Plan**.



5. Select an icon and enter a name for the Access Plan, then tap **Next**.
6. Tap **Add Users**.
7. Select which users to add to the plan, then tap **Save**.
8. Tap **Add Access Points**.
9. Select which Access Points to include in the plan, then tap **Save**.
10. Tap **Add Schedule**.
11. Select a schedule to apply to the plan, then tap **Save**.
12. Review the finalized Access Plan, then tap **Save**.