Alarm Portal FAQs

How do I update my contact Information?

Updates to alarm company contact information such as modifications to address, name, phone, etc. cannot be made from within the portal. If you need to make changes to your alarm company contact, please contact alarm.program@sfgov.org for assistance.

How do I update a license contact information?

Updates to license contact information such as modifications to address, name, phone, etc. cannot be made from within the portal. If you need to make any non-status change updates to a license, please contact alarm.program@sfgov.org for assistance.

What does the different license status mean?

Unregistered – Indicates the license has been requested and issue, but a registration payment has not yet been received for the current year. Licenses in unregistered status that have not been billed will appear on your next statement request.

Registered – Indicates the license is currently active and a payment has been received for the current year.

Inactivated – Indicates the license is no longer in active status. Related to this status you can see the date when the license was inactivated. This license will not show up on any future statement requests.

Refused – Indicates the license contact refused to make a payment for the license registration fee. Licenses in this status are treated the same as inactivated licenses. These licenses will appear on each annual renewal. If the license contact refuses again for the annual registration, please uncheck the box next to the license when creating an annual statement.

When will a license be billed?

After a license is created it will be in "Unregistered" status. The next time a statement is created this license will automatically appear on the list of licenses to be billed. Annual (next year) registrations will include all licenses with a status of Unregistered, Registered, or Refused.

What does the statement status "Open Request" mean?

A statement with a status of "Open Request" indicates the statement creation process has been initiated but not yet submitted for statement creation. When a statement is in this status you can add new licenses, change license status, and check/uncheck the licenses you would like to pay for on this statement. All updates and changes will be reflected here and automatically saved until you are ready to submit the statement for creation.

Why can't I create a new Statement?

If you do not have an option to create a new statement this indicates either you already have a statement for that year in "Open Request" status, "Pending Processing" or you have pending license status updates that need to complete processing before you can create a new statement.

How can I tell if a license has already been billed/paid?

To determine if a license has been billed or paid go to the license tab, search for the license in question, click on the license number and check to see if there is an invoice for the year in question. If there is an invoice it indicates the license has been billed. If the license has been paid, the status will be "Registered".

How can I tell if my payment has been received?

Go to the statement tab, find the statement in question and check the statement status. If the statement has a status of "Paid" that indicates payment has been received and processed.

Why does one of my licenses have a lock icon for a status?

If you see a lock icon next to you license this is an indicator that there is either a statement request processing which locks changes to licenses or there is a change pending to the specific license. The lock icon will go way after all outstanding requests are processed.

What to do if I accidently inactivated the wrong license?

If you accidently change a status to inactivated and need to re-activate the license you will need to send email to alarm.program@sfgov.org for assistance.

What to do if I accidently submitted a statement before I was ready?

Once a statement has been submitted the process cannot be reverted. If you need to add additional licenses, please create a second statement and send both payment stubs with payment. If there is a license on the statement which you did not intend to be billed please send email to alarm.program@sfgov.org for assistance.

What browsers are supported to access the alarm portal?

The following browsers are supported: Firefox 30+ and Chrome 36+.

Retrieving a forgotten password

If you forgot your password please go to: http://www.sftreasurer.org/business/taxes-fees/emergency-alarm-and-false-alarm-information and select the "Alarm Company Self Service Portal" link. Follow the prompts and enter your alarm company contact email to have your password reset.