Resetting your Pro Control App 'Cloud' Password
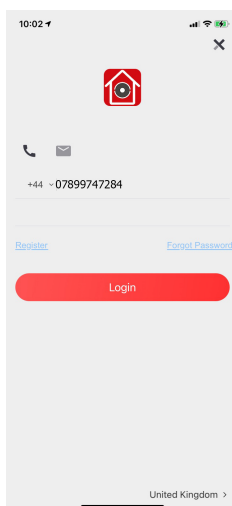
There are some occasions when you may need to log back into the **ProControl App,** this can be if you have accidentally logged out of the app or your phone has updated software and logged you out automatically. If you know your App Password (Not your actual alarm password) Click the **Red Login Bar** on your mobile device and enter your details.

 If you have forgotten your App Password click on the **Blue 'Forgot Password'** Link one the right hand side on your mobile device and follow the instructions to reset your password via mobile device. (You have the option to complete this via email if preferred)

The cloud server will text you an authorisation code which you need to input, once this is complete you can then reset your password accordingly. You will be required to use a capital letter, number and special character as part of your password.

Once reset you should then be able to log on to your security system as normal. If you have changed your mobile device and are logging back on to the app for the first time it may request you contact your installer to authorise the device onto the system. If you send a text to **07899 747 284** with your **Name**, **Address** & the **Number of the mobile device to be authorised** we will then verify the device is visible on the cloud app service authorise this onto your system.

PLEASE NOTE: *The above is for resetting your Cloud App Service Password Only, it is not to change your Alarm Password or Security Pin Code to your actual security system*

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