



Account: How to Reset My Password

How to reset your MyADT password

1. To reset your MyADT password, visit the [MyADT Account Login](#).
2. Select **Forgot Your Password?** under the Login to your MyADT Account section of the home page.

The screenshot shows the MyADT Login page. At the top right is the My ADT logo. The main heading is "Login". Below it are two input fields: "Email Address" and "Password" (with an eye icon for visibility). There is a "Remember Me" checkbox and a "Forgot Password?" link highlighted with a red box. Below these is a blue "Log In" button. At the bottom, there is a link for "No account? Register" and a disclaimer: "By logging into my account, I hereby agree to the [Site Usage Agreement](#)".

3. Select **Email** to have a password reset email sent to your email address, or select **Security Question** to reset your password and bypass the email completely.

The screenshot shows the "Forgot Password?" page. At the top right is the My ADT logo. The main heading is "Forgot Password?". Below it is the text "Reset my password using:". There are two buttons: "Email" and "Security Question", both highlighted with a red box. At the bottom right is a "Cancel" link.



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4. Enter the address used when registering at MyADT.com and click **Verify**.
5. A link will be sent to your email with instructions on resetting your password.
6. You will then be prompted to setup your new MyADT Security Question.

ADT verbal password management

An ADT Verbal Security Password will be requested by one of our Emergency Dispatch Operators to confirm your identity when an Alarm Event is triggered by your Home Monitoring System, or if you log on to MyADT.com to chat with a representative, or call [1-800-ADT-ASAP](tel:1-800-ADT-ASAP), to make changes to your account.

To update your Verbal Security Password, follow these steps:

1. Sign into your MyADT Account
2. Select the **Account** tab
3. Select the **Profile** tab
4. Press **Edit** on the Verbal Security Password box
5. Enter your new Verbal Security Password
6. Press **Update**

Verbal Security Password

A 3-10 character code that you would provide to a Customer Care Representative during an alarm event. Can contain both numbers and letters. Do not use words that could cause confusion during an alarm event such as "fire", "hello" or "okay".

Verbal Security Password
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Cancel Update

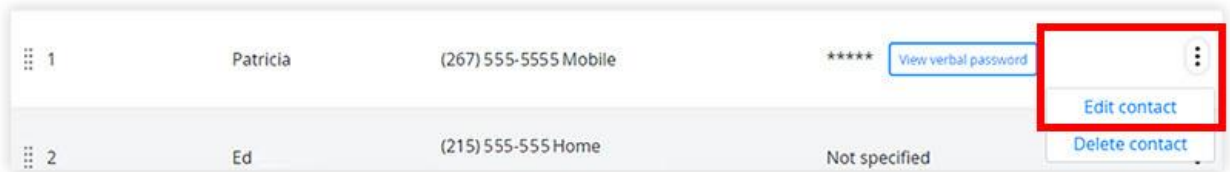
You can also manage verbal security passwords on the Emergency Contacts tab.

1. Select the **Account** tab.



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2. Select the **Emergency Contacts** tab.
3. Press the **3 dots** edit icon to the right of the name you want to edit.
4. Select **Edit**.



5. Enter your new Verbal Security Password.
6. Press **Done**.



If you lose or forget your Verbal Security Password, you may also log on to [MyADT.com](https://www.myadt.com) to chat with a representative, or call [1-800-ADT-ASAP](tel:1-800-ADT-ASAP) for assistance in establishing a new password.