

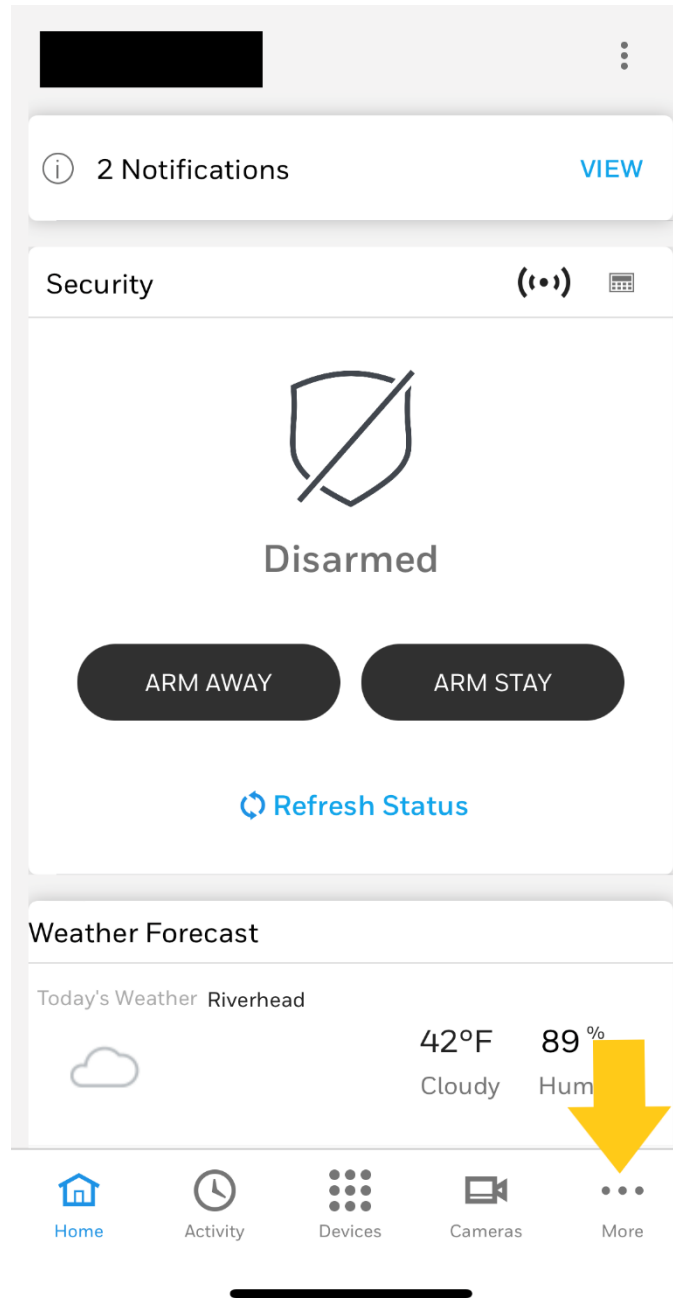


# **TOTAL CONNECT 2.0 USER GUIDE**


## **HOW TO ADD A NEW USER**

**STEP ONE:**


Open Total Connect 2.0 App and enter login credentials.  
In the bottom right corner, select "...More"




**STEP TWO:**  
Select "Settings"

-  Scenes


---

-  My Profile >



---

-  My Location >


---

-  Dealer >


---

-  Settings > 


---

-  Help

---

-  Rate Us >

---

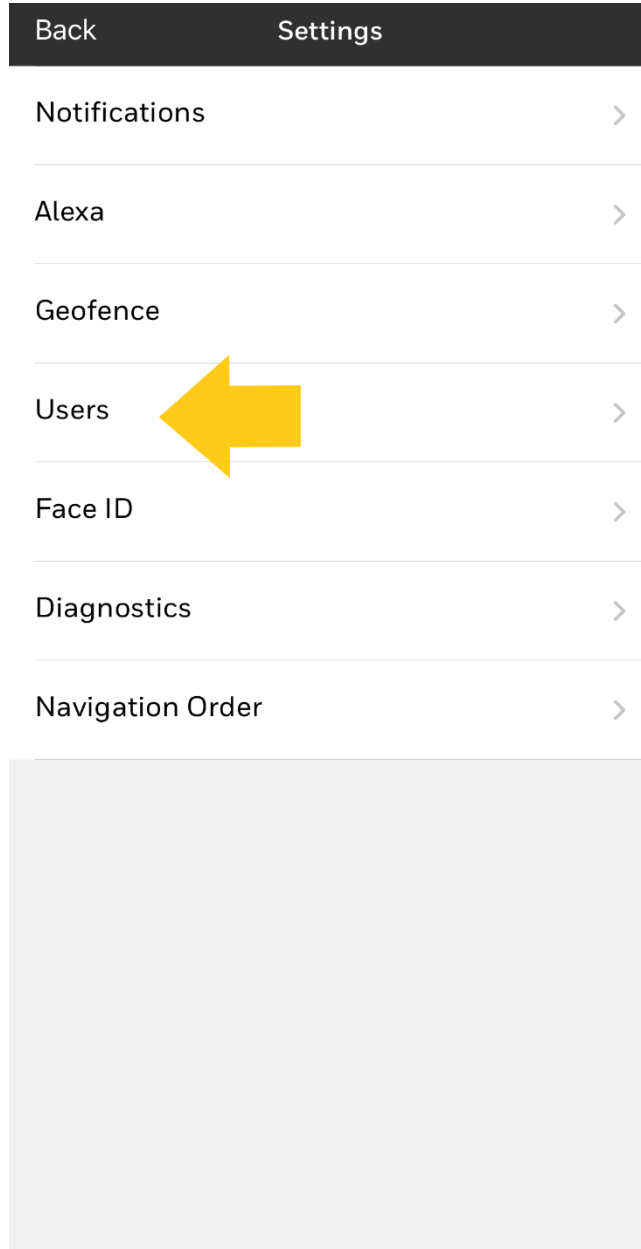
-  About >

Sign Out

TOTAL CONNECT 2.0

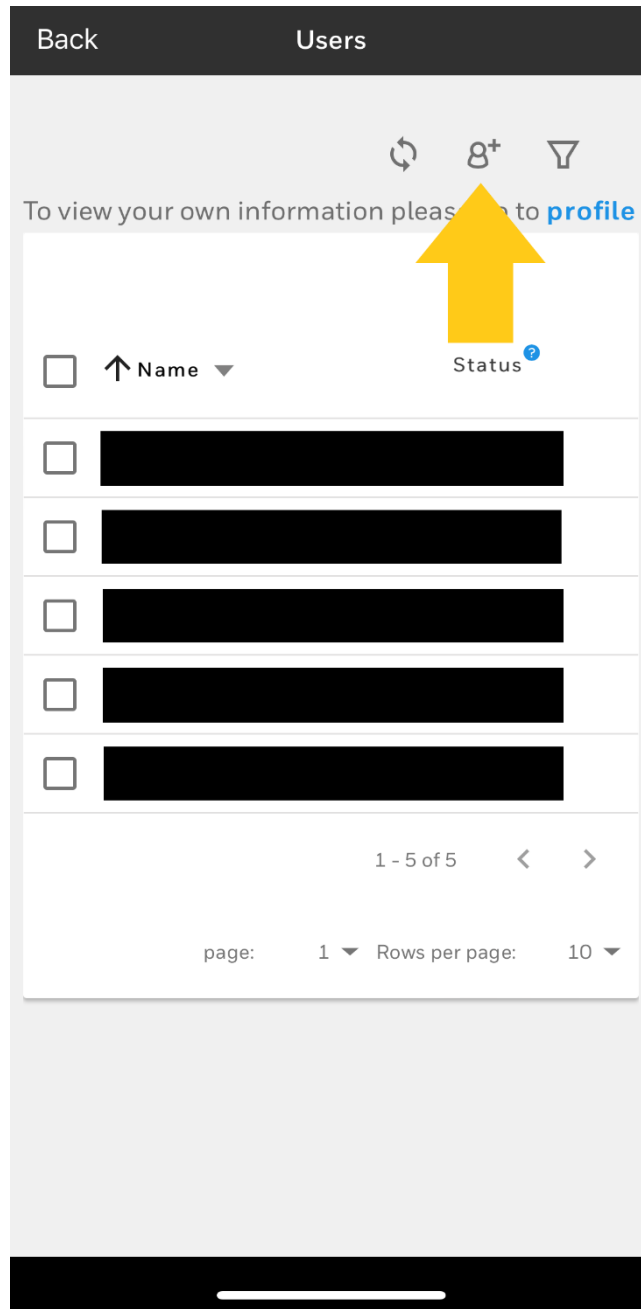


**STEP THREE:**  
Select "Users"



**STEP FOUR:**

Select "Add New User" (person icon with + sign)



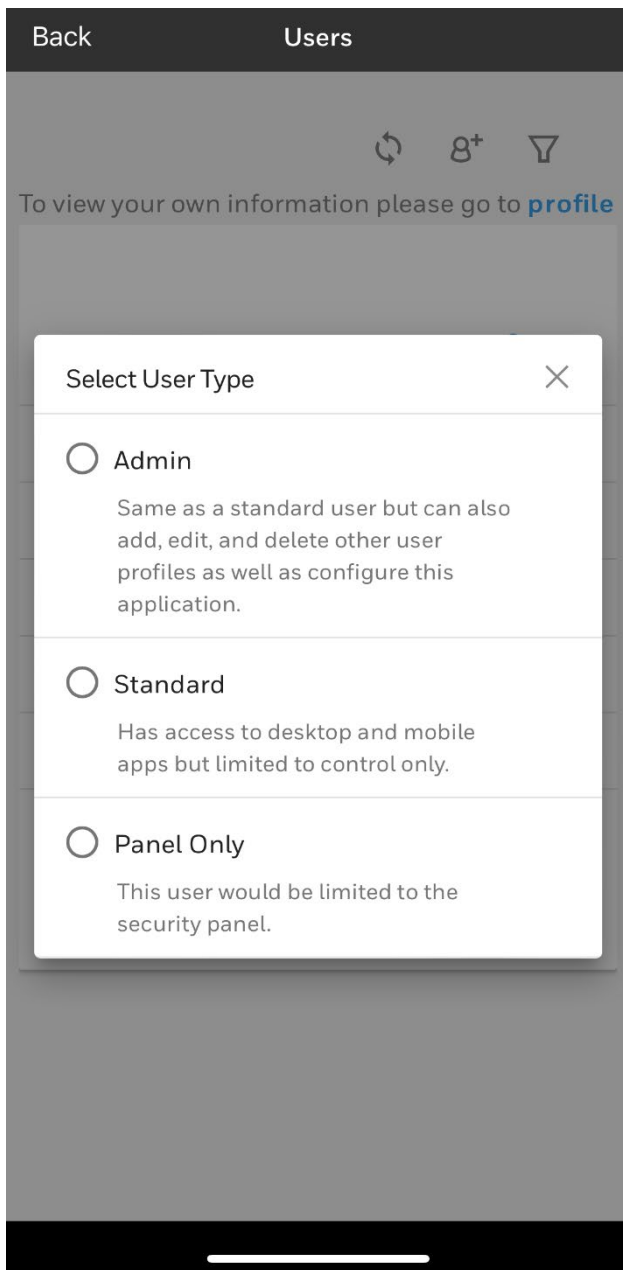
**STEP FIVE:**

Select user type from the choices below:

**Admin** – User has full clearance to add/edit/delete users  
(ex. spouse, family member, etc.)

**Standard** – User can arm/disarm the system remotely via mobile app or desktop but cannot  
add/edit or delete users  
(ex. house manager, employee, etc.)

**Panel Only** - User **does not** have access to total connect app and can only physically enter the  
code at the keypad (ex. cleaning company, housekeeper, babysitter, etc.)



IF YOU SELECTED ADMIN,  
CONTINUE TO STEP SIX.

IF YOU SELECTED STANDARD,  
CONTINUE TO STEP SIX.

IF YOU SELECTED PANEL ONLY,  
CONTINUE TO STEP EIGHT.

**STEP SIX:**

Enter the new user's credentials

- First Name
- Last Name
- Username

Select "Continue"

Continue entering the new user's credentials

- Email Address

The screenshot shows the 'Users' screen with a 'Back' button in the top left. Below the header is a camera icon with the word 'Add' underneath. The form contains the following fields and options:

- First Name \***: A text input field.
- Last Name \***: A text input field.
- Username \***: A text input field.
- User Type \***: A dropdown menu with 'Standard' selected.
- Notification Language ?**: A dropdown menu with 'English' selected.
- Time Format \***: A dropdown menu with '12 hour' selected.
- Prompt for user code**: A toggle switch that is currently turned off.
- Below the toggle: 'Require user to enter their 4 digit user code to arm or disarm the system'.

At the bottom of the form are two buttons: 'CANCEL' and 'CONTINUE'.

The screenshot shows the 'Users' screen with a 'Back' button in the top left. The screen displays a progress indicator with three steps:

1. User Information (checked)
2. Contact Information (active step)
3. User Access

Under the 'Contact Information' step, there is a note: 'At least one contact required.' followed by a question mark icon. Below this is an 'Email \*' field with a trash icon to its right. A message below the field reads: 'Push notifications can be enabled in the mobile app by going to Notification Settings'. At the bottom of this section are two buttons: 'ADD SMS' and 'ADD EMAIL'. At the very bottom of the screen are three buttons: a back arrow, 'CANCEL', and 'CONTINUE'.

**CONTINUE TO STEP SEVEN.**

**STEP SEVEN:**

Select the applicable location(s)

Enter 4-digit user code

Select "Create User" in top right corner

The new user has been successfully created

Back Users

CANCEL CREATE USER

✓ User Information

✓ Contact Information

3 User Access

Select the locations to which this user should have access

Security Panel

User code (4-digit)

Devices

Video DoorBell

Create another user



**STEP EIGHT:**

**\*FOR PANEL ONLY USERS\***

Select the applicable location(s)

Enter 4-digit user code

Select "Create User" in top right corner

The new user has been successfully created

Back Users

CANCEL CREATE USER

1 User Information

Add

First Name \*

Last Name \*

User Type \*

2 User Access

Select the locations to which this user should have access

Security Panel

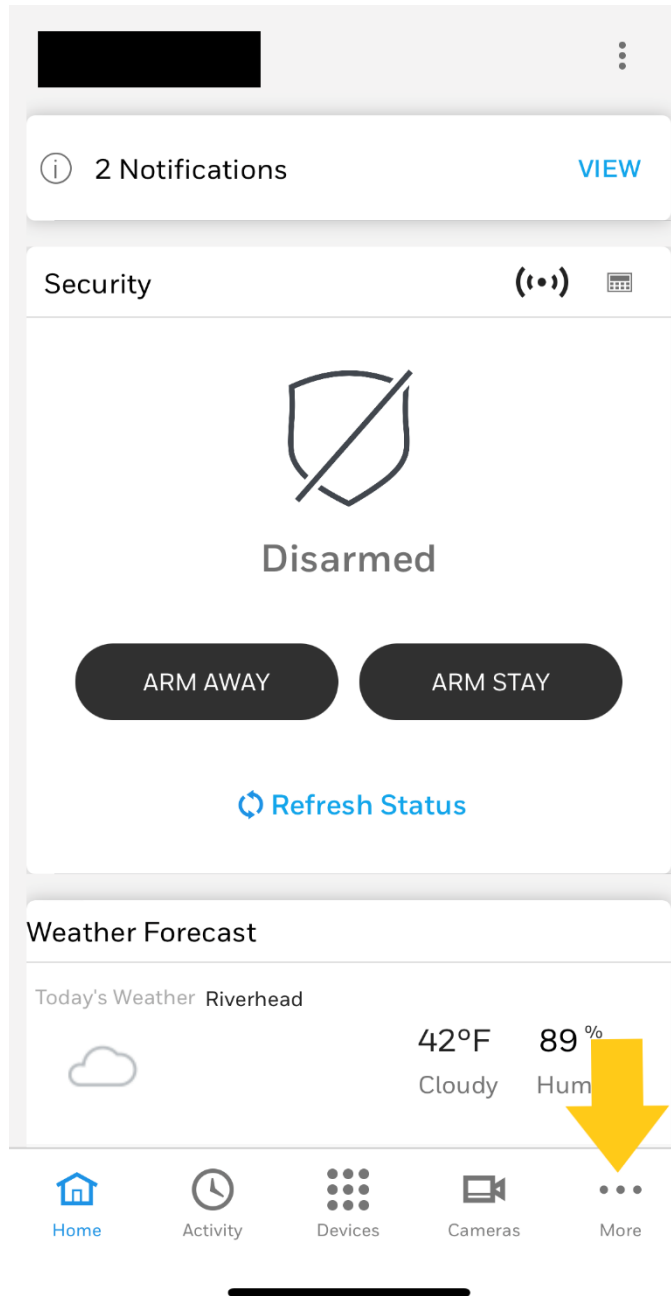
User code (4-digit)




**TOTAL CONNECT 2.0 USER GUIDE**  
**HOW TO DISABLE/DELETE AN EXISTING USER**

**STEP ONE:**

Open Total Connect 2.0 App and enter login credentials.  
In the bottom right corner, select "...More"



**STEP TWO:**  
Select "Settings"


 Scenes

 My Profile >

 My Location >

 Dealer >

 Settings >

 Help

 Rate Us >

 About >

Sign Out

TOTAL CONNECT 2.0



Home



Activity



Devices

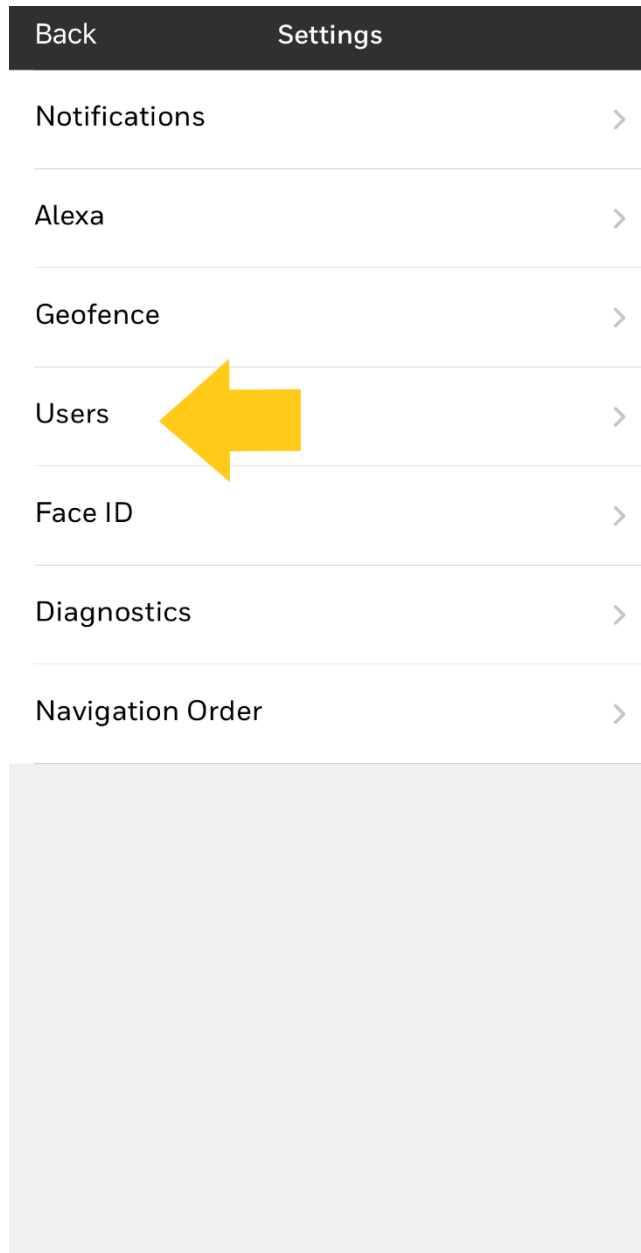


Cameras



More

**STEP THREE:**  
Select "Users"



#### STEP FOUR:

Tap the user's name that you would like to delete

---

**\*IF YOU WOULD LIKE TO TEMPORARILY DISABLE THE USER\***

Click the toggle next to "User Status" where it currently reads "Enabled"

A warning message will pop up stating that the user will be disabled and deleted from the panel

Select "Disable Users"

---

**\*IF YOU WOULD LIKE TO PERMANENTLY DELETE THE USER\***

Select "Delete User"

A warning message will pop up confirming that you would like to delete the user

Select "Yes"



**TOTAL CONNECT 2.0 USER GUIDE**  
**HOW TO RESET LOGIN CREDENTIALS**

**STEP ONE:**

Open Total Connect 2.0 App  
Select "Problems Signing In?"

**resideo**

total connect 2.0

Username

Password

Keep me signed in

SIGN IN

Problems Signing In?



TEST DRIVE

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**FOR A FORGOTTEN USERNAME CONTINUE TO STEP TWO.**

**FOR A FORGOTTEN PASSWORD CONTINUE TO STEP THREE.**

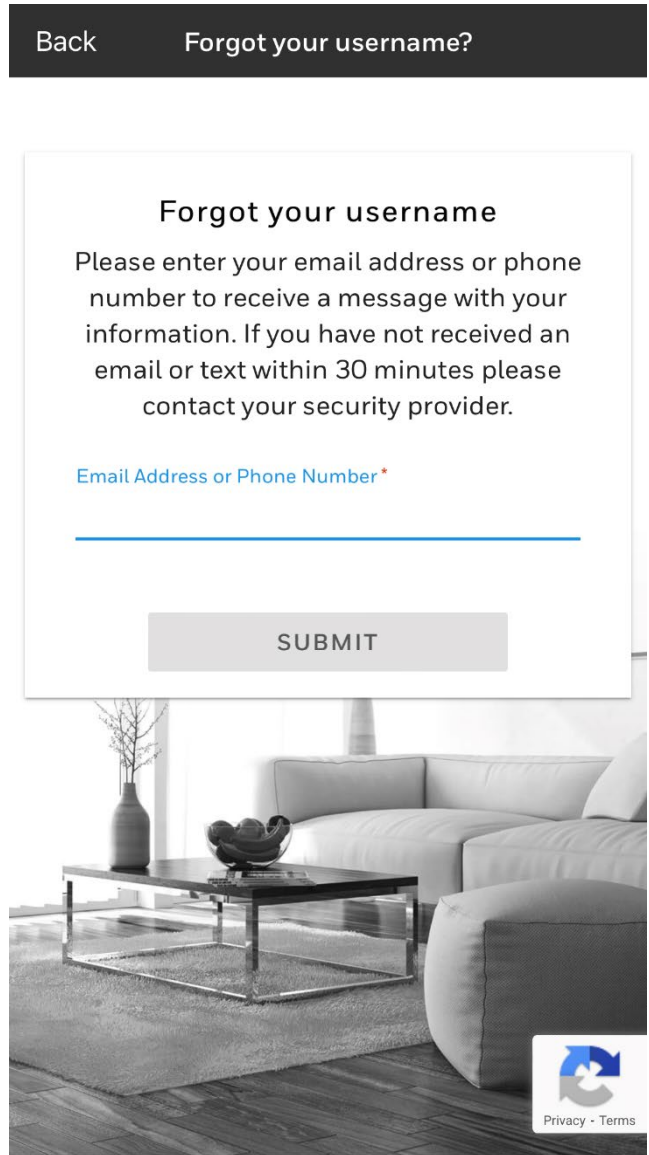
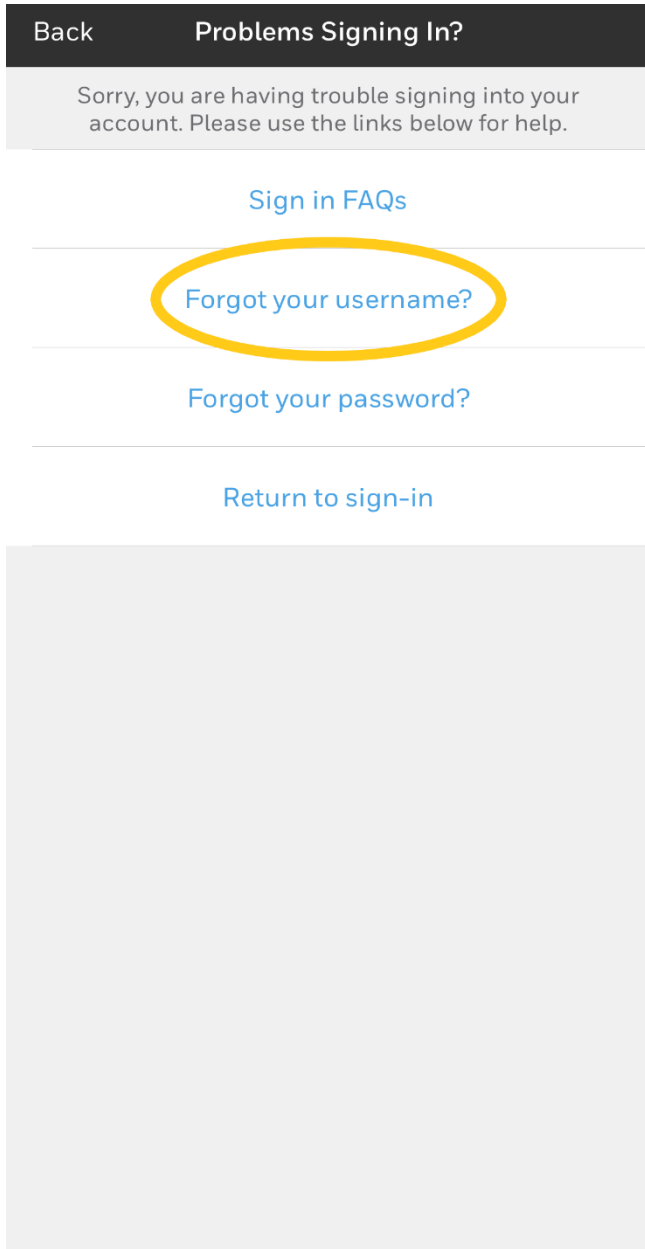


**STEP TWO:**

If you do not know your username, select “Forgot your username?”

Enter email address or phone number as prompted.

A link to reset your username will be emailed to the entered address.

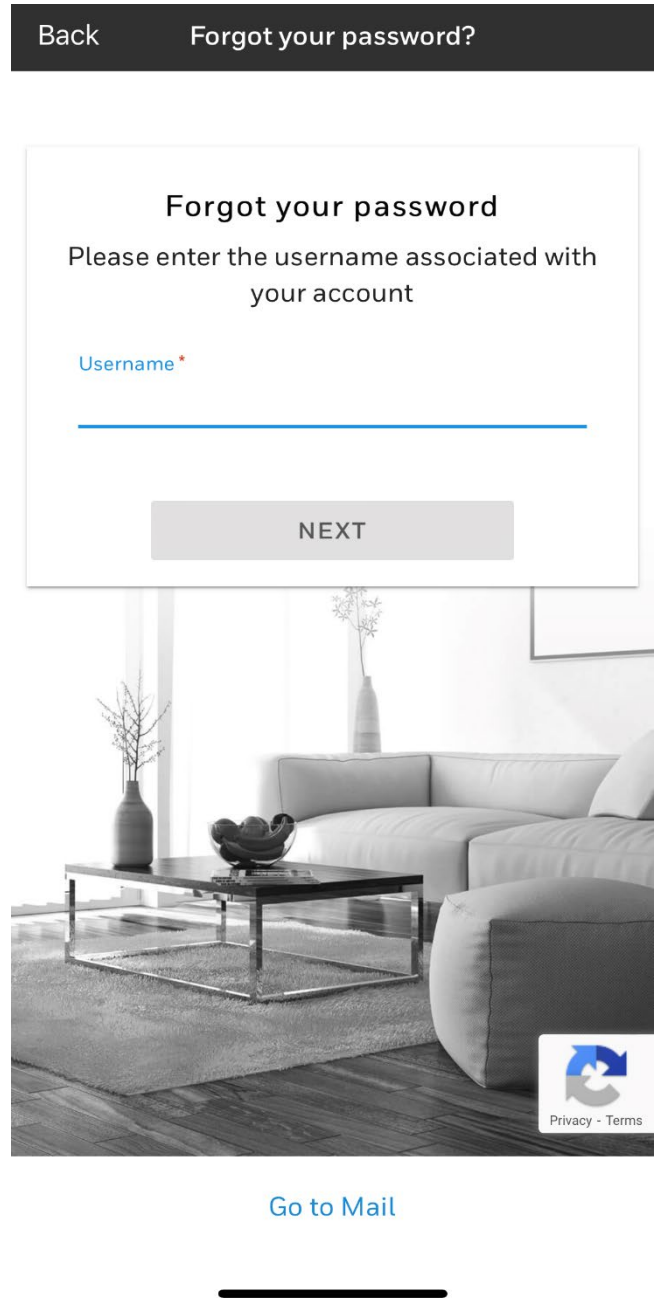
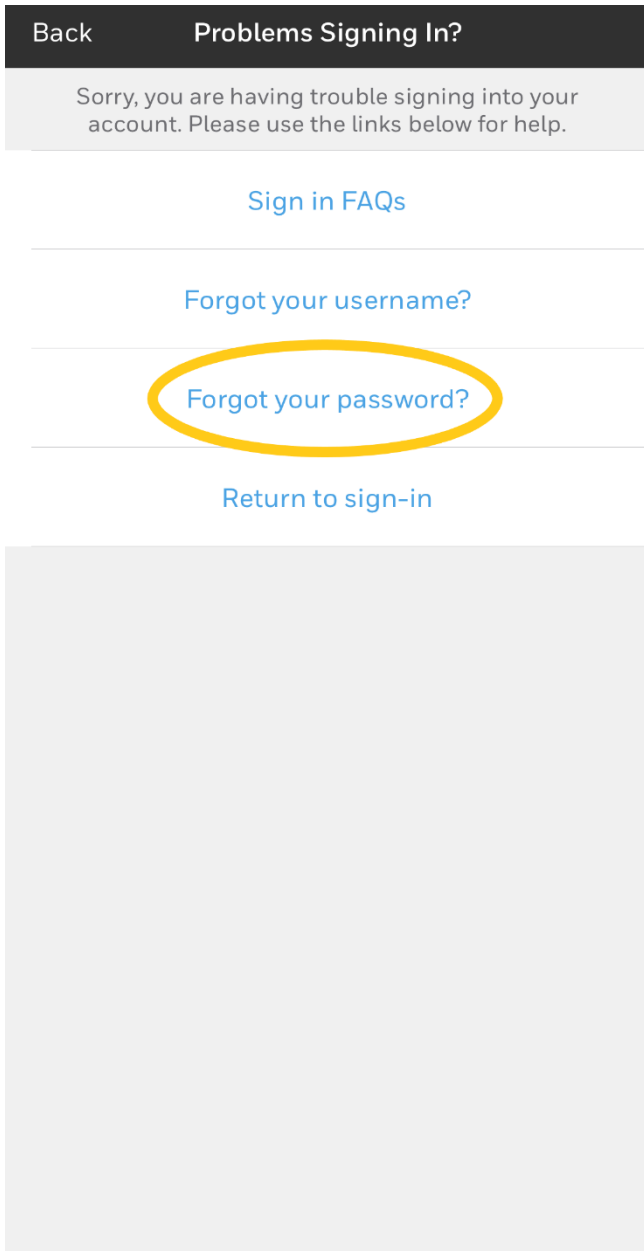


[Go to Mail](#)

**IF YOU NO LONGER HAVE ACCESS TO YOUR EMAIL OR WOULD LIKE TO CHANGE THE EMAIL ADDRESS ASSOCIATED WITH YOUR TC ACCOUNT, PLEASE CONTACT OUR OFFICE AT 631-727-2728 EXT. 5.**

**STEP THREE:**

If you do not know your username, select “Forgot your password?”  
Enter username as prompted.  
A link to reset your password will be emailed to the entered address.



**IF YOU NO LONGER HAVE ACCESS TO YOUR EMAIL OR WOULD LIKE TO CHANGE THE EMAIL ADDRESS ASSOCIATED WITH YOUR TC ACCOUNT, PLEASE CONTACT OUR OFFICE AT 631-727-2728 EXT. 5.**



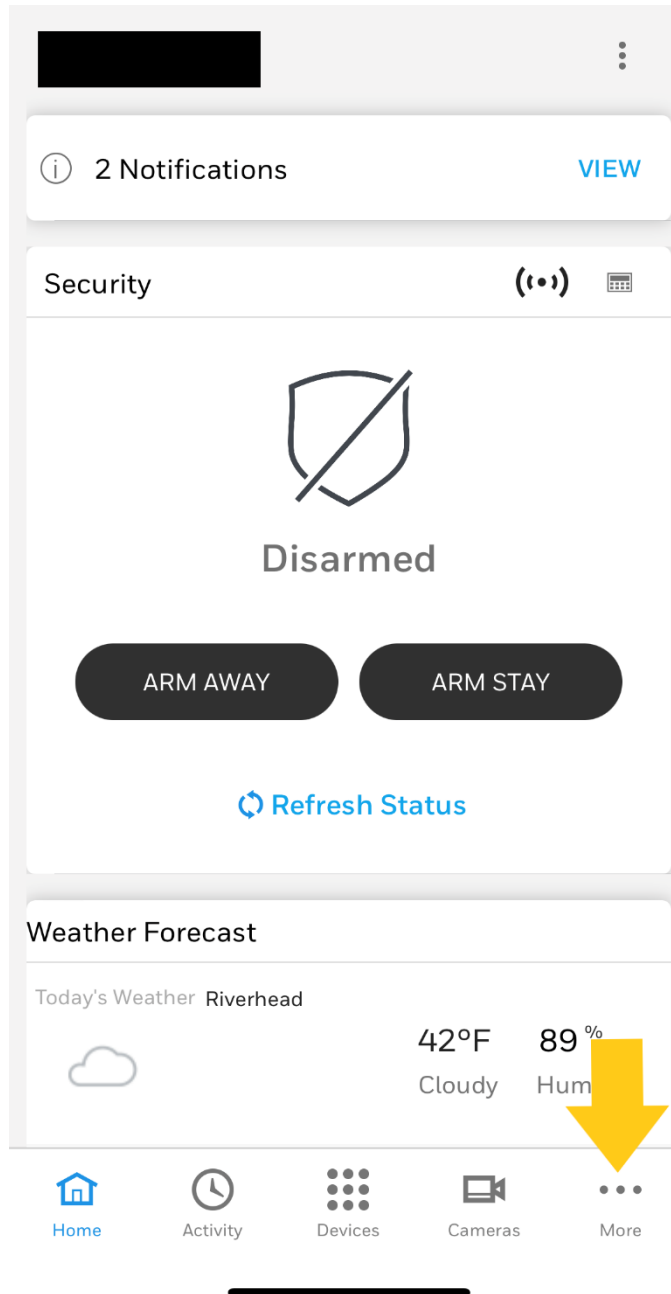
## **TOTAL CONNECT 2.0 USER GUIDE**

**HOW TO SYNC PANEL AND/OR USERS**

**\*IN THE EVENT OF A MASTER CODE OR USER CODE CHANGE**

**STEP ONE:**

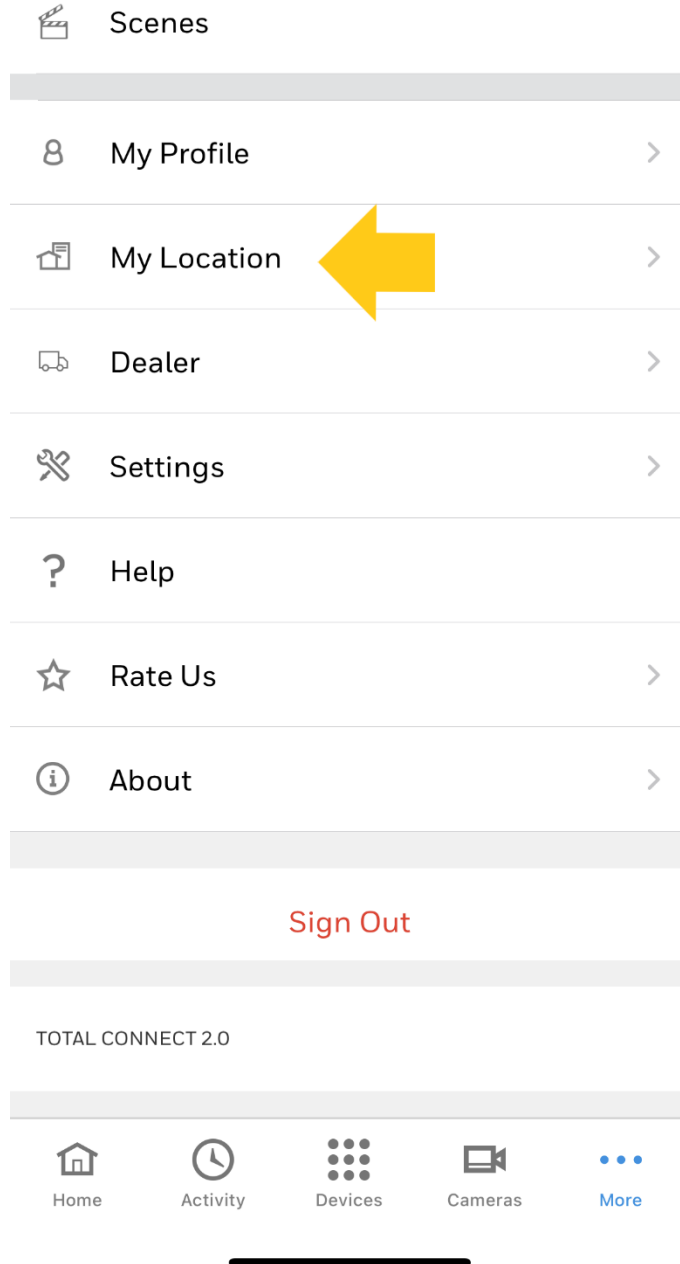
Open Total Connect 2.0 App and enter login credentials.  
In the bottom right corner, select "...More"



**FOR MASTER CODE CHANGE, CONTINUE TO STEP TWO.**

**FOR USER CODE CHANGE, CONTINUE TO STEP FOUR.**

**STEP TWO:**  
**\*FOR MASTER CODE ONLY\***  
Select "My Location"



**STEP THREE:**

**\*FOR MASTER CODE ONLY\***

Scroll down to the bottom

Enter new 4-digit code

Select "Sync Users"

Select "Sync Panel"

Back My Location

SAVE

Time Zone  
(GMT-05:00) Eastern Time (US & Canada) ▾

Sync Status Synced

Temperature Unit :  Fahrenheit  
 Celsius

**My Access**

Security Panel

User code (4-digit)  
[REDACTED] [SHOW](#)

Slot number  
[REDACTED]


Devices

Video DoorBell


**SYNC USERS** **SYNC PANEL**

**REFRESH STATUS** ?


**STEP FOUR:**  
**\*FOR USER CODES\***  
Select "Settings"

-  Scenes


---

-  My Profile >



---

-  My Location >


---

-  Dealer >


---

-  Settings > 


---

-  Help

---

-  Rate Us >

---

-  About >

Sign Out

TOTAL CONNECT 2.0



Home



Activity



Devices

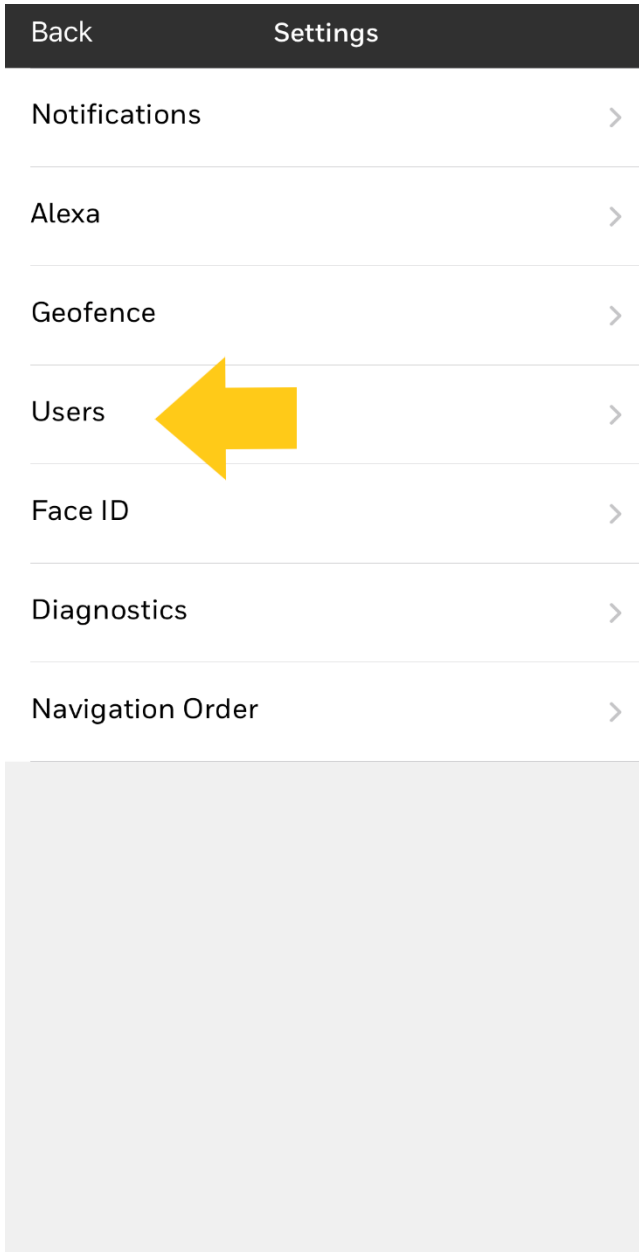


Cameras



More

**STEP FIVE:**  
**\*FOR USER CODES\***  
Select "Users"





**STEP SIX:**

**Tap the user's name that you would like to update**

Scroll down to the bottom  
Enter new 4-digit code  
Select "Save" in upper right corner

Back Users

CANCEL SAVE

Panel Only

User Status <sup>?</sup> Enabled

DELETE USER

Access <sup>?</sup>

Select the locations to which this user should have access

Security Panel

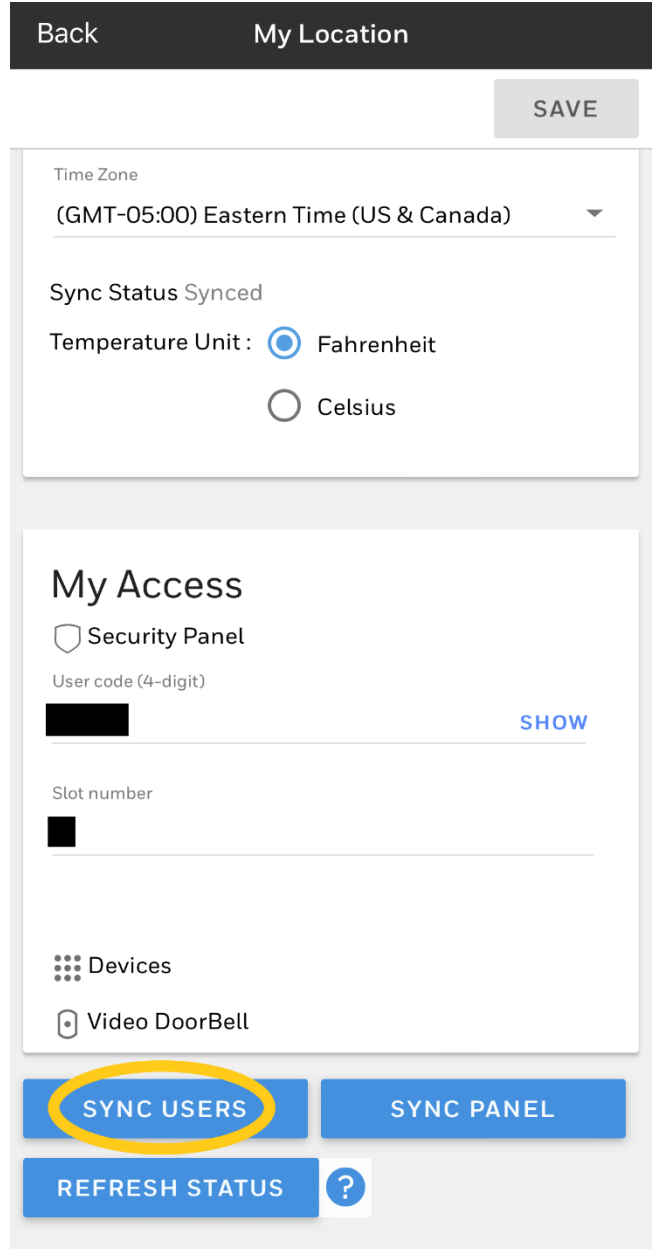
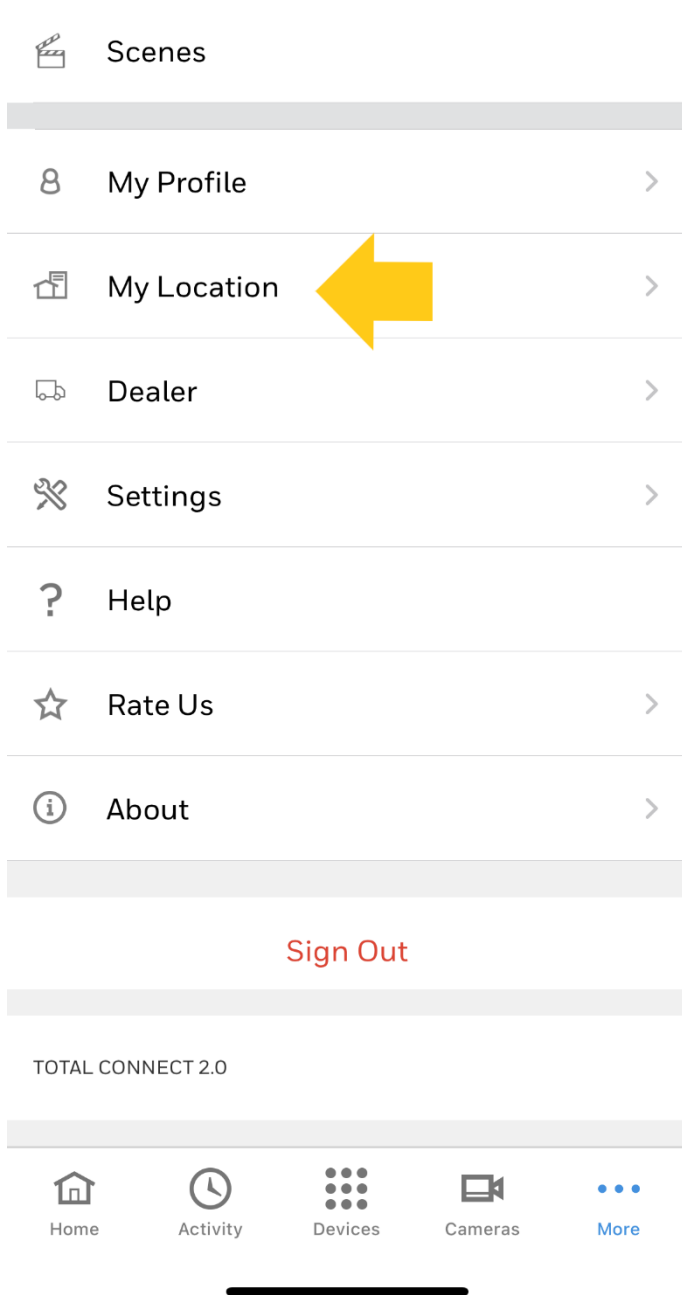
User code (4-digit)  Slot number

SHOW

DELETED CODE

**STEP SEVEN:**

- Return to "Home" screen
- Select "...More" in bottom right corner
- Select "My Location"
- Scroll down to bottom of screen
- Select "Sync Users"
- Select "Sync Panel"

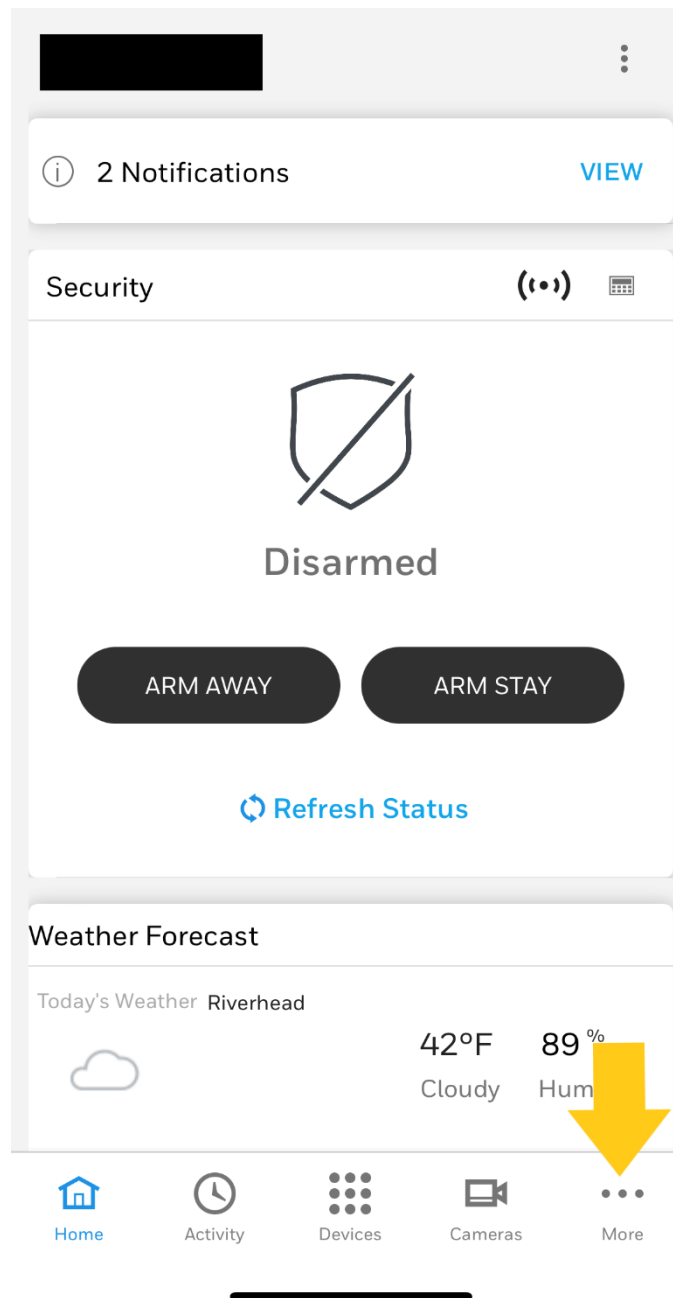





**TOTAL CONNECT 2.0 USER GUIDE**  
**HOW TO SYNC YOUR PANEL**

**STEP ONE:**

Open Total Connect 2.0 App and enter login credentials.  
In the bottom right corner, select “...More”



**STEP TWO:**  
Select "My Location"

 Scenes

 My Profile >

 My Location >



 Dealer >

 Settings >

 Help

 Rate Us >

 About >

Sign Out

TOTAL CONNECT 2.0

 Home

 Activity

 Devices

 Cameras

 More

**STEP THREE:**  
Select "Sync Panel"

Back My Location

SAVE

Time Zone  
(GMT-05:00) Eastern Time (US & Canada) ▼

Sync Status Synced

Temperature Unit :  Fahrenheit  
 Celsius

**My Access**

Security Panel

User code (4-digit)  
[REDACTED] [SHOW](#)

Slot number  
[REDACTED]

Devices

Video DoorBell

SYNC USERS SYNC PANEL

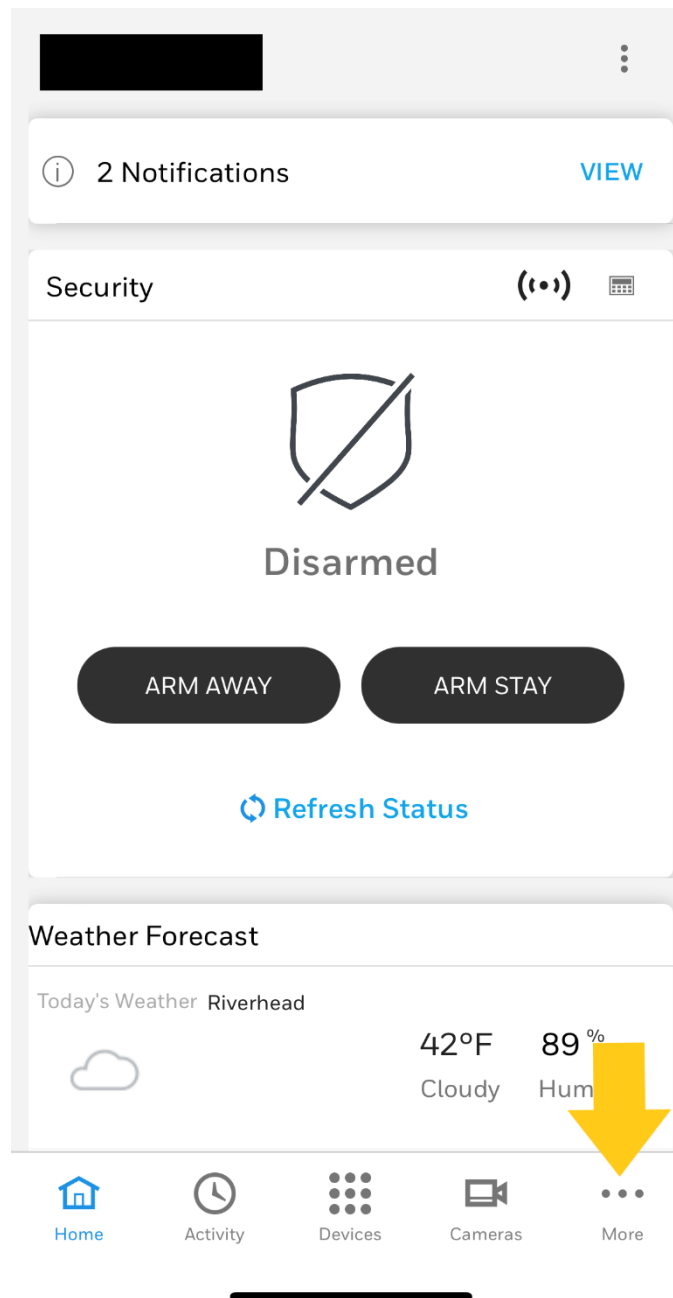
REFRESH STATUS ?



**TOTAL CONNECT 2.0 USER GUIDE**  
**HOW TO ADJUST/DISABLE NOTIFICATIONS**


**STEP ONE:**

Open Total Connect 2.0 App and enter login credentials.  
In the bottom right corner, select “...More”






**STEP TWO:**  
Select "Settings"

 Scenes

 My Profile >

 My Location >

 Settings >

 Help

 Rate Us >

 About >

Sign Out

TOTAL CONNECT 2.0

  
Home

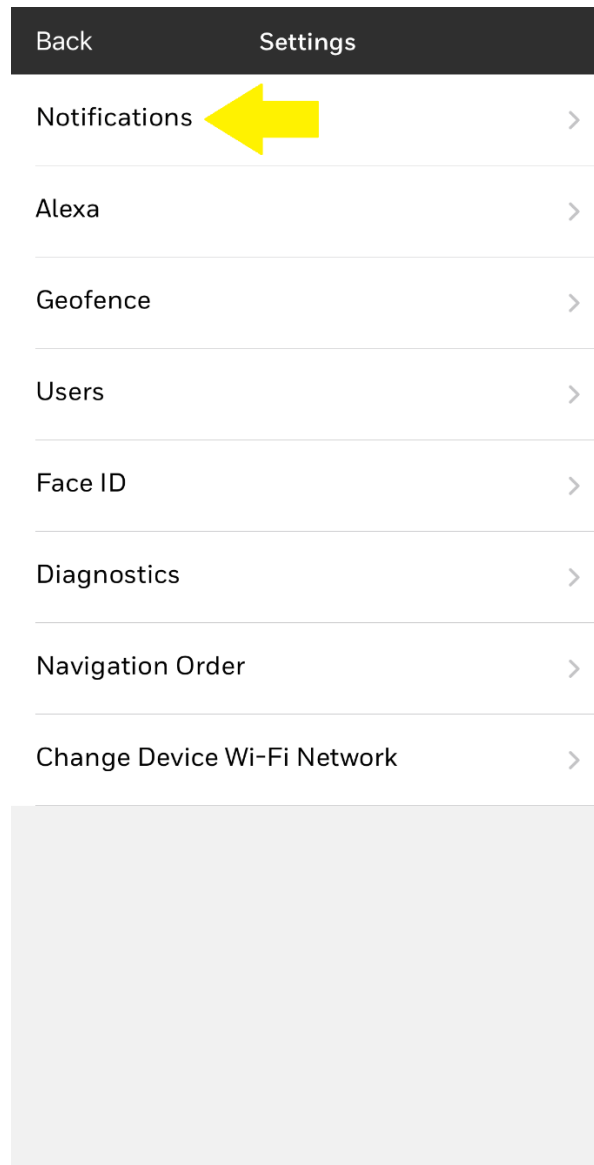
  
Activity

  
Devices

  
Cameras

  
More

**STEP THREE:**  
Select “Notifications”

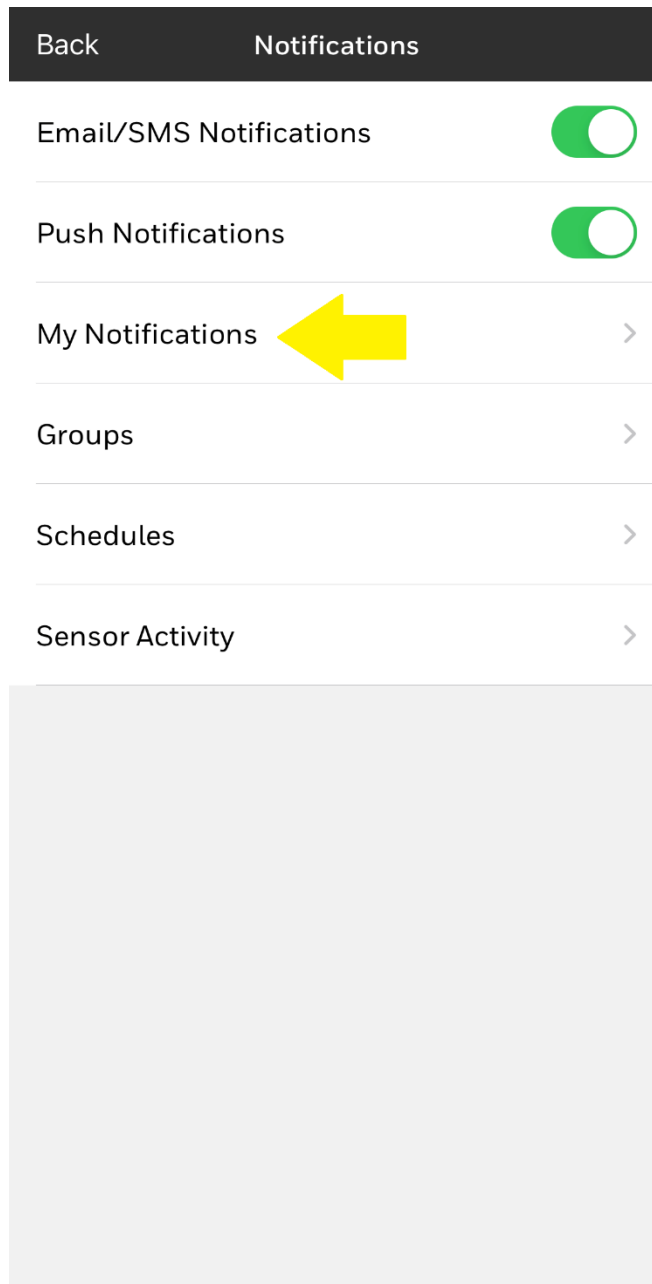


**STEP FOUR:**

Select "My Notifications"

Note: Users can disable ALL future notifications by clicking on the green toggles for Email/SMS or Push.

\*The toggle will turn gray when the feature is inactive.



**STEP FIVE:**

Scroll down the list and tap the blue toggle to disable notifications for specific events, troubles, alarms, etc. The toggle will turn gray when inactive.

