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Note: Technical Service is for alarm professionals only

NAPCO Tech Support

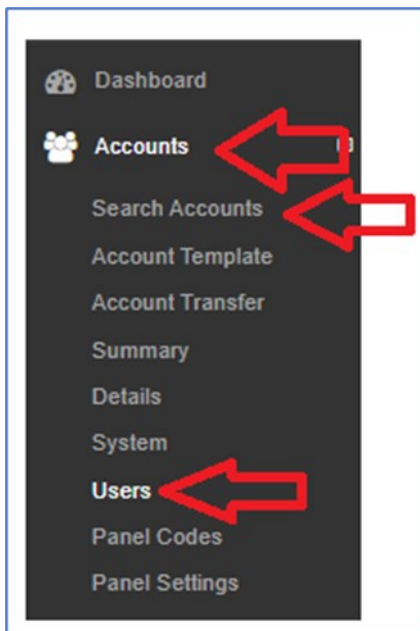
TECH TIP



Date: Thursday, October 12, 2023
Subject: Prima Security System: Set Up the Master User
Models: NAPCO Prima® Super Panel

When creating a Prima account, set up the Master user for app access.

1. After registering the Prima control panel at www.NapcoComNet.com, go to <https://napcoprime.pro>.



2. Select **Accounts** > **Search Accounts**, select the account and then select **Users**.
3. In the **Users** screen, find the row for the **Master**. Select the **Edit** button.

Priority	Name	Phone #	User ID	Panel Code	Start / End	M	
1	Master		Master	1992	Active	✓	<input type="button" value="Edit..."/> <input type="button" value="Delete..."/>



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Edit the **Master User ID** and create a password. **Note:** When the end user logs in for the first time, the Prima app will prompt them to create a new password.

Web Details

Web Username

Acceptable characters are numbers, letters, and the symbols "_", "*", ".", and "@".

Web Password

The password is required to have at least one capital letter, one lowercase letter, one number, and be at least 8 characters in length. Special characters are allowed.

Confirm Web Password

4. Additional users can be added if needed. If additional users are needed, we recommend having a Master user add them using the Prima app; this will allow the end user to manage their own login credentials.

Please note the following:

- Users added in the **Dealers** screen or from the app are automatically added to the Prima Super Panel.
- Users added from the Prima Super Panel are considered 'guest' users in the app and are not allowed to arm or disarm using the Prima app.