NAPCO Tech Support

TECH TIP
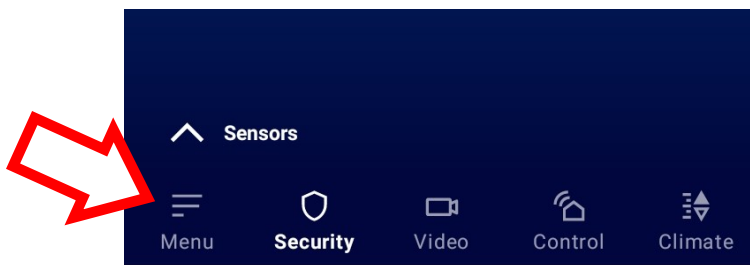
Date: Thursday, October 12, 2023

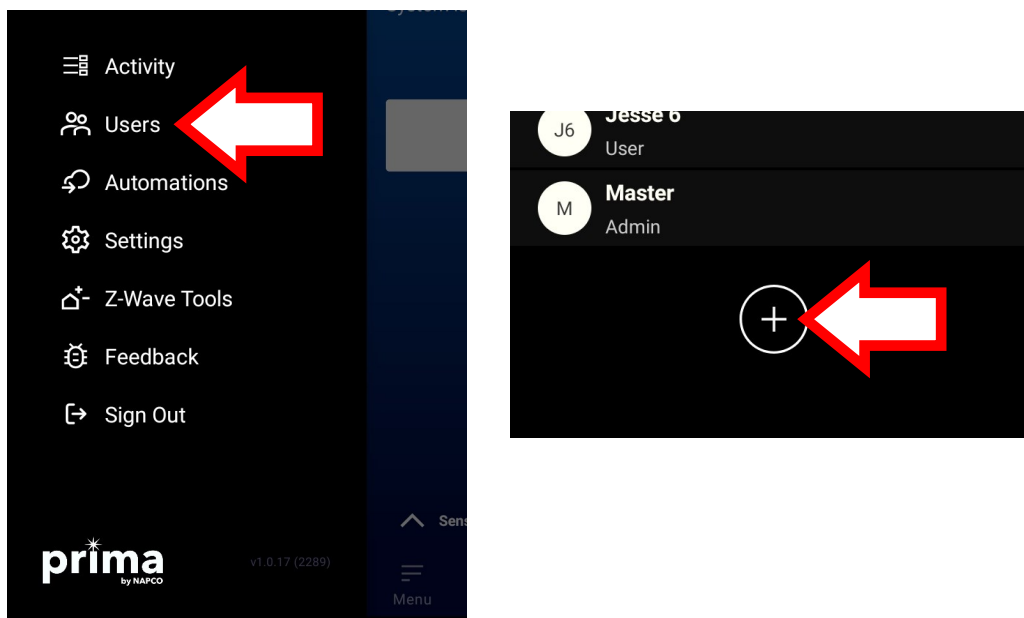**Subject:**   Add Users with the Prima App

Models: NAPCO Prima® Super Panel

Only an administrator with a Master login can add new users.

1. Select the 'menu' icon at the bottom left.

2. Select **Users**, then tap the plus sign [**+**] to add users.

3. Select the **User Type**.

4. Enter all other required information. **Note:** When the end user logs in for the first time, the Prima app will prompt them to create a new password.

5. Tap **Enter access code** (this user arm disarm code must be at least 4 characters in length). When finished, tap **Create User**.

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.