



NAPCO

NAPCO SECURITY TECHNOLOGIES, INC.

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Note: Technical Service is for alarm professionals only

NAPCO Tech Support

TECH TIP



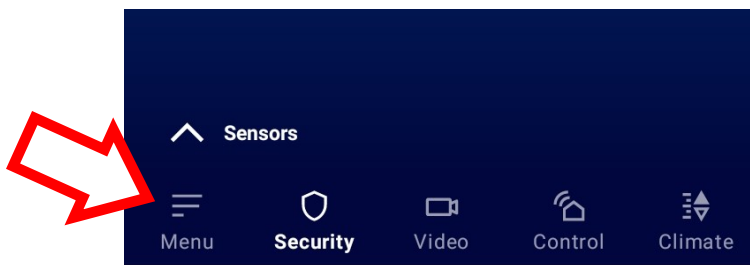
Date: Thursday, October 12, 2023

Subject: Add Users with the Prima App

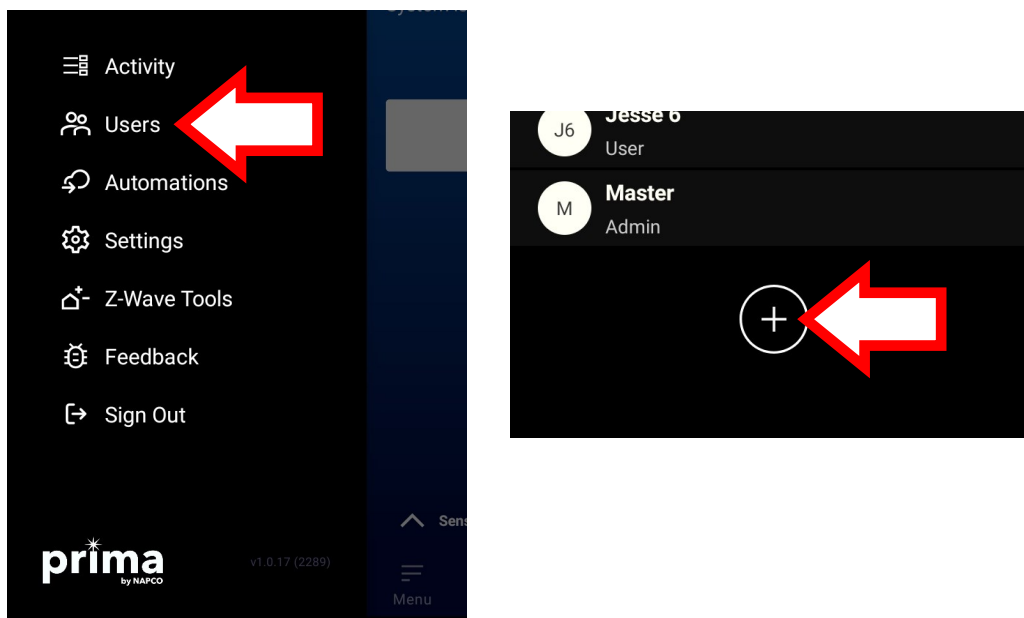
Models: NAPCO Prima® Super Panel

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**.





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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**.

←

New User

U +

ACCESS LEVEL

User type* **User**

PROFILE INFORMATION

Full name* **Full name**

Username* **Username**

App password* **Password**

App password* **Verify 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.

Email* **Email**

Mobile **Phone number**

SECURITY PANEL

Panel Access **Enter access code**

Access code must be 4 characters in length.

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.