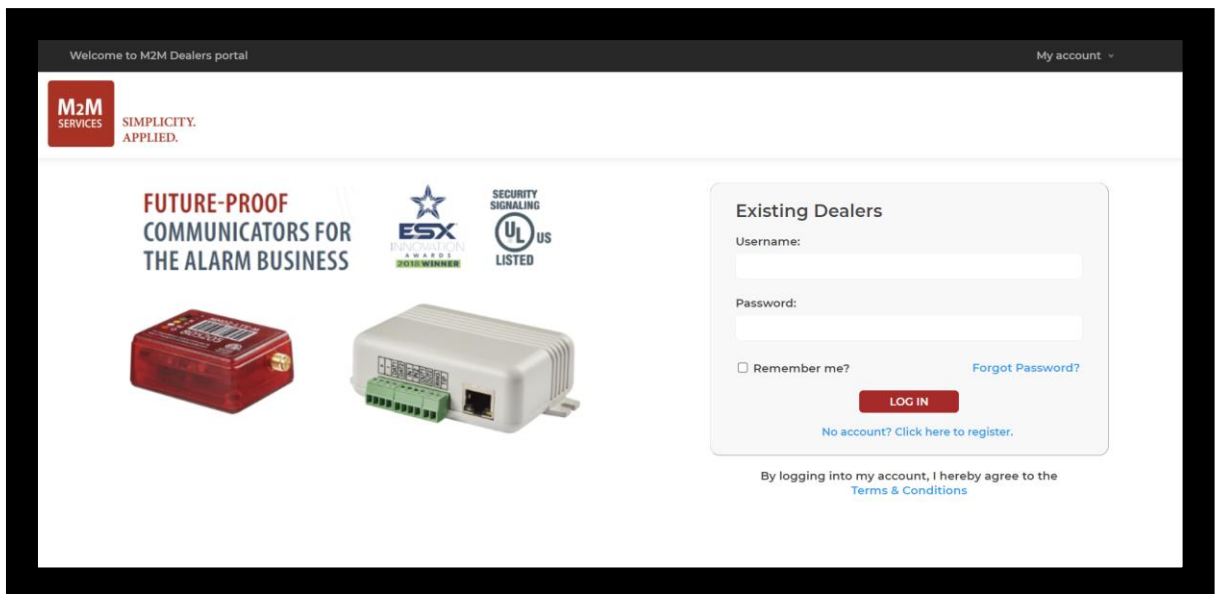


M2M Dealers Portal

User Guide



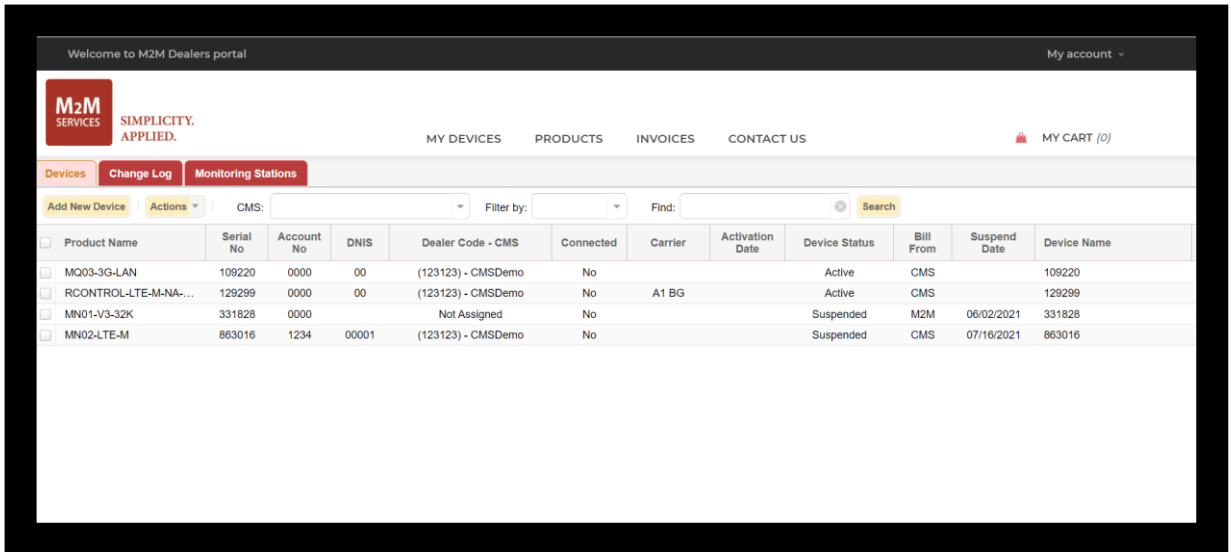
Updated: August 2021

Contents

1. [M2M Dealers Portal Basics](#)
2. [Register a New Dealer Account](#)
3. [Add a New Device](#)
4. [Add/Remove a Monitoring Station](#)
5. [Change Monitoring Station and Billing](#)
6. [Release a Device from a Monitoring Station](#)
7. [Use Device Dashboard](#)
8. [Add a Software Modem](#)
9. [Reactivate a Device](#)
10. [Suspend a Device](#)
11. [Remove a Device From Your Dealer Portal](#)
12. [Add a Credit Card to Your Payment Methods](#)
13. [Add/Remove Assistant Users](#)
14. [Change Log](#)

1. M2M Dealers Portal Basics

What is M2M Dealers?



M2M Dealers is a web portal that allows dealers to manage M2M Services devices, choose a billing method and pay directly for cellular service.

Manage devices:

- Manage all M2M devices from a single place.
- Easily assign devices to one or more monitoring stations or self-monitor.
- Add a software modem for remote UDL.
- Release and suspend devices and reactivate them at any time.
- Set a billing method – from your preferred monitoring station or from M2M Services.
- Remove devices from your list should you transfer them to another dealer.
- User device dashboard for device diagnostics and event monitoring.

Pay for cellular service:

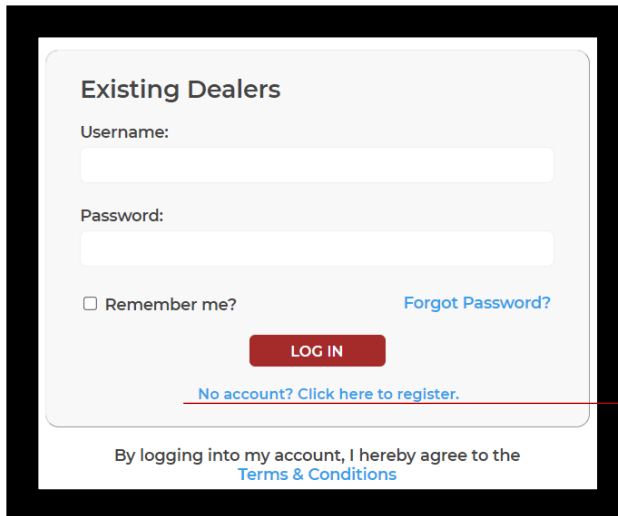
- Get billed for monthly cellular connectivity directly from M2M Services.
- Add a credit card to avoid missed or late monthly payments.

Admin features:

- Create accounts and assign permissions to other users from your team.

2. Register a New Dealer Account

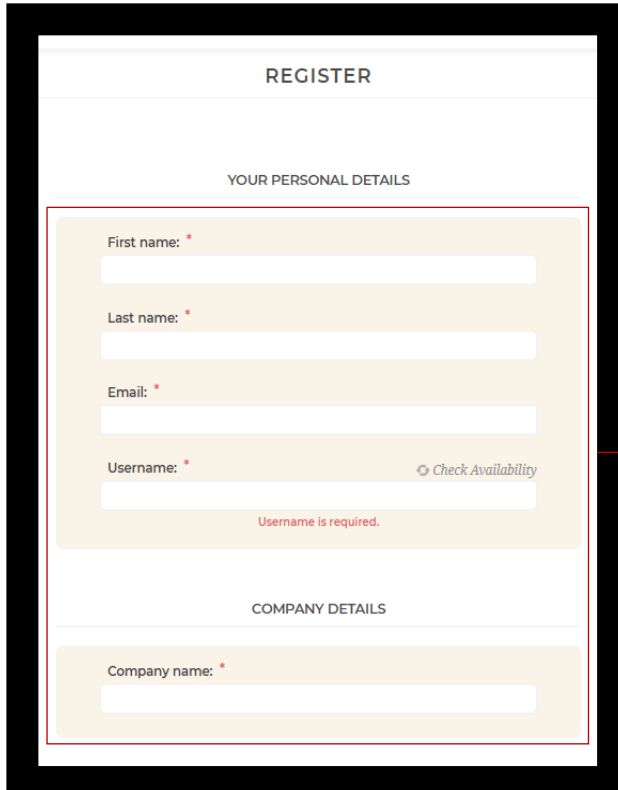
Go to www.m2mdealers.com and follow the link [No account? Click here to register](#) to open the registration form.



The screenshot shows a login form titled "Existing Dealers". It includes fields for "Username:" and "Password:". Below these fields are a checkbox for "Remember me?" and a link for "Forgot Password?". A red "LOG IN" button is centered below the fields. At the bottom of the form, there is a link: "[No account? Click here to register.](#)". Below the form, a disclaimer states: "By logging into my account, I hereby agree to the [Terms & Conditions](#)".

Follow this link to open the registration form

Fill in your personal and company details, including address, etc. All fields marked with an asterisk (*) are mandatory.



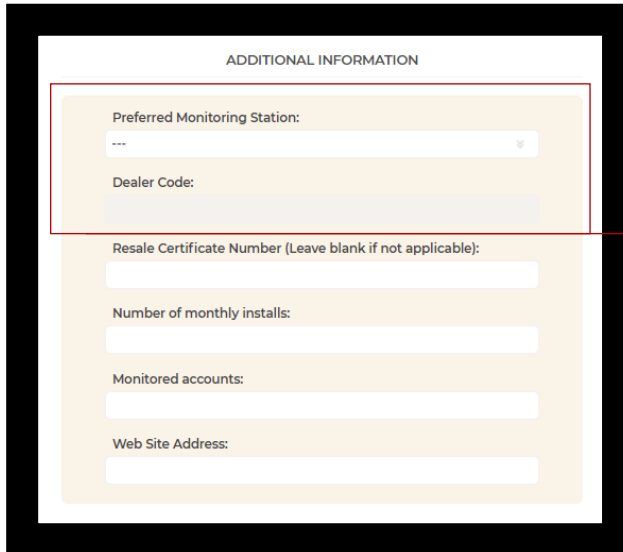
The screenshot shows a registration form titled "REGISTER". The form is divided into two sections: "YOUR PERSONAL DETAILS" and "COMPANY DETAILS". The "YOUR PERSONAL DETAILS" section includes fields for "First name: *", "Last name: *", "Email: *", and "Username: *". The "Username" field has a "Check Availability" button and a red error message below it that says "Username is required.". The "COMPANY DETAILS" section includes a field for "Company name: *".

Fill in your personal and company details

Register a New Dealer Account

Choose a **Preferred Monitoring Station** and add your **Dealer Code**. You can obtain the **Dealer Code** only from your monitoring station.

You can register without specifying a Monitoring station and do that after registration from **My Devices>Monitoring Stations>Add a CMS**. See [4. Add/Remove a Monitoring Station](#) for more information.



ADDITIONAL INFORMATION

Preferred Monitoring Station:

Dealer Code:

Resale Certificate Number (Leave blank if not applicable):

Number of monthly installs:

Monitored accounts:

Web Site Address:

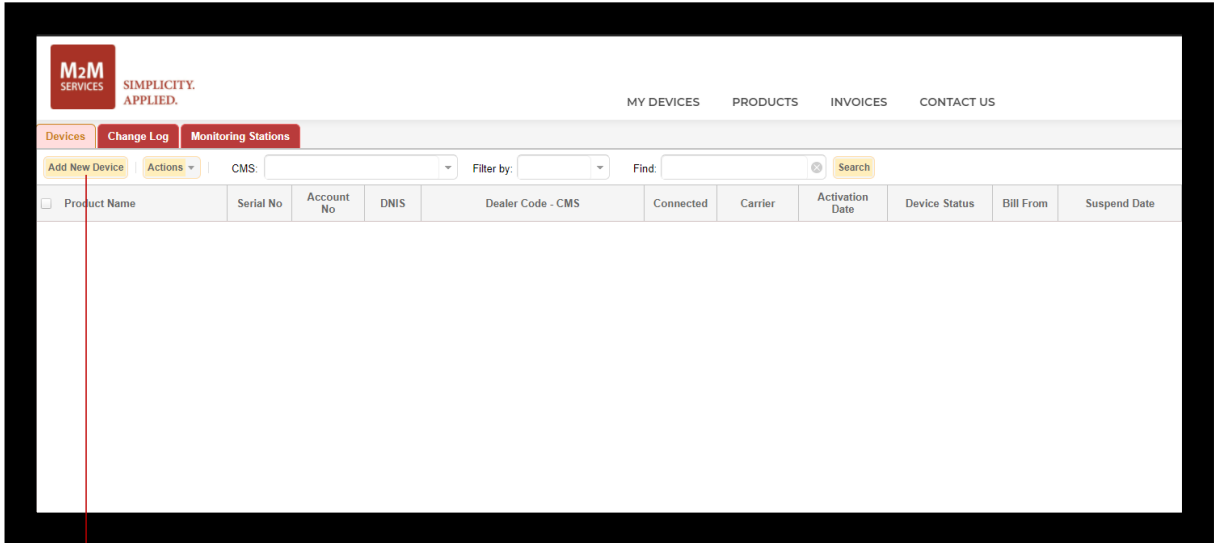
Fill in the Dealer Code provided by the Monitoring Station

Note: Upon registration, you will receive an email with an activation link from M2M Services. If you have added a preferred monitoring station at this step, you should receive an email with an approval (or rejections) from your preferred monitoring station.

3. Add a Device

Go to [My Devices>Devices](#) and click the [Add New Device](#) button. To add a device, you will need the device's serial number and config key printed on the Quick Installation Guide.

If you do not see your preferred monitoring station in the list, you could add it from the tab [Monitoring stations>Add CMS](#).



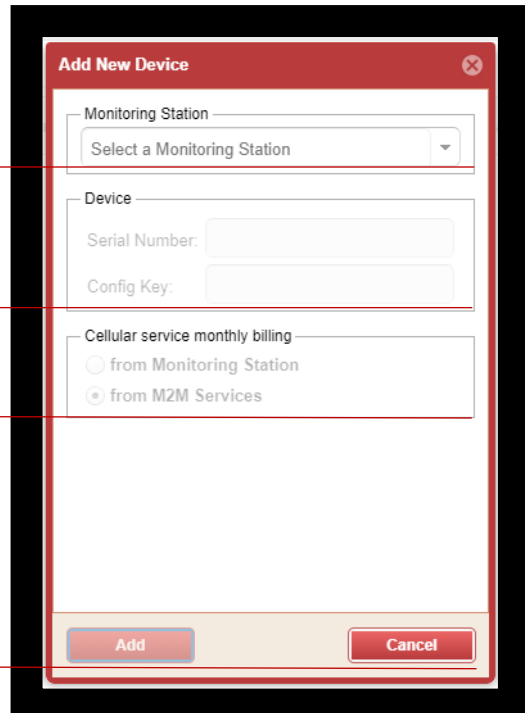
Click the [Add New Device](#) button in tab [Devices](#)

Choose a [Monitoring Station](#) from the list or leave None

Fill in the device [Serial Number](#) and [Config Key](#)

Choose who will bill you for this device

Click [Add](#) to confirm



Add a Device

If you have purchased a device with a 12-month **Prepayment**, you could see when the prepaid period expires as well as how many prepaid months are left directly from the **Device List**.

Note: Suspending a device does not extend its prepaid period.

See **Prepayment End Date** and **Prepaid Months** left

Welcome to M2M Dealers portal My account

M2M SERVICES SIMPLICITY. APPLIED.

MY DEVICES PRODUCTS INVOICES CONTACT US MY CART (0)

Devices Change Log Monitoring Stations

Add New Device Actions CMS: Filter by: Find: Search

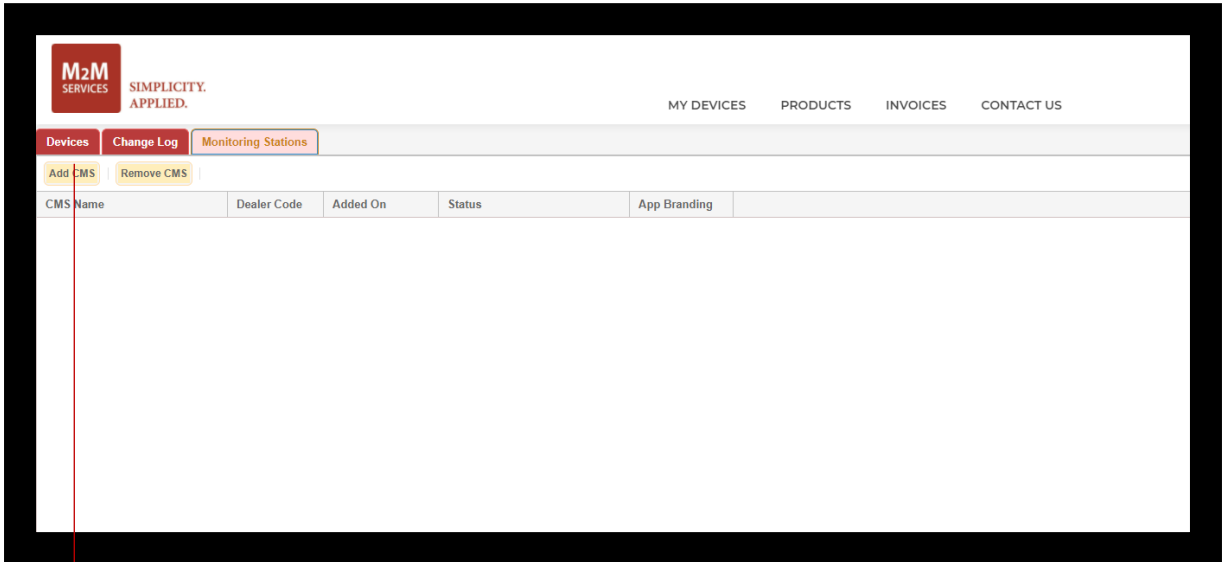
Product Name	Serial No	Account No	DNIS	Dealer Code - CMS	Connected	Carrier	Activation Date	Device Status	Bill From	Suspend Date	Device Name	Prepayment End Date	Prepaid Months
MN02-LTE-M-AV	857618	1509	01001	(219001) - CMS - Critic...	Yes	AT&T	07/03/2021	Active	CMS		857618		0
MQ03-LTE-M-FIRE-AV	173328	1497	01001	(219001) - CMS - Critic...	Yes	Verizon	05/27/2021	Active	CMS		173328	05/01/2022	9
MQ03-LTE-M-FIRE-AV	173512	1497	01001	(219001) - CMS - Critic...	No	AT&T	12/30/2020	Active	CMS		173512		0
MQ03-LTE-M-AV-R1	176978	1508	01001	(219001) - CMS - Critic...	Yes	AT&T	06/06/2021	Active	CMS		176978	06/01/2022	10
MQ03-LTE-M-FIRE-AV	190260	1511	01001	(219001) - CMS - Critic...	No	Verizon		Active	CMS		190260		0
MQ03-LTE-M-FIRE-AV	190375	1510	01001	(219001) - CMS - Critic...	Yes	AT&T	07/29/2021	Active	CMS		190375		0

4. Add/Remove a Monitoring Station

In **My Devices**, go to tab **Monitoring Stations**, click **Add CMS** to add a new monitoring station.

Note: You will need a **Dealer Code** provided by your monitoring station. Adding a new monitoring station is pending approval.

If you still do not see your monitoring station in the list, please contact support@m2mservices.com.

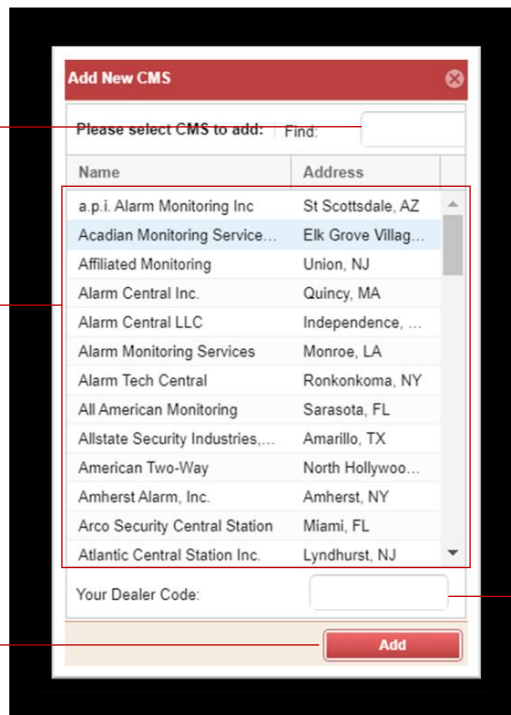


Click **Add CMS** in tab Monitoring Stations

Use **Find** to narrow down the list of monitoring stations

Select the monitoring station from the list.

Click **Add** or cancel with the **X** icon on the top-right.



Fill in your **Dealer Code**

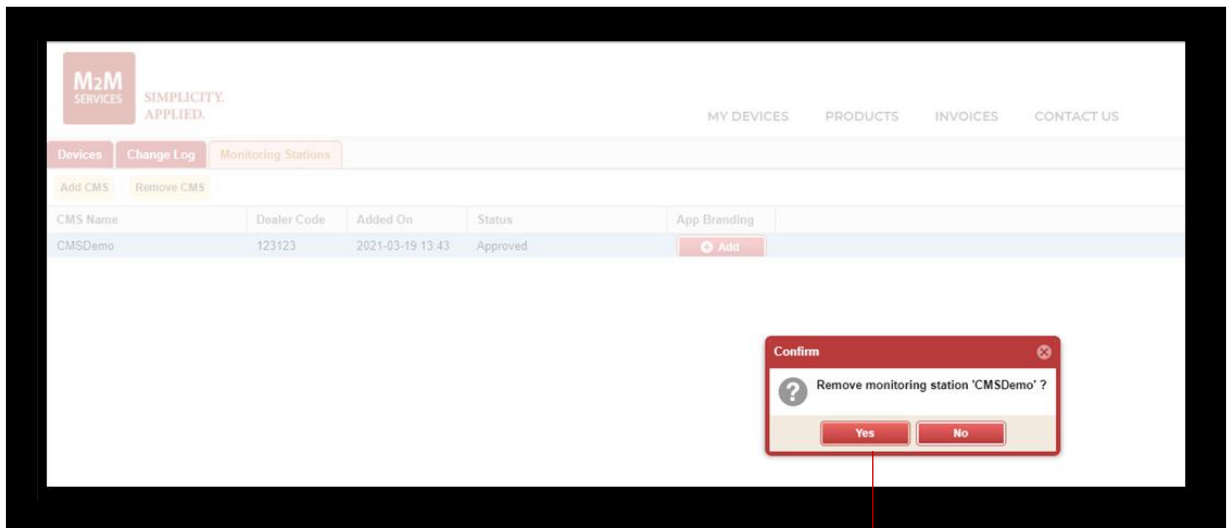
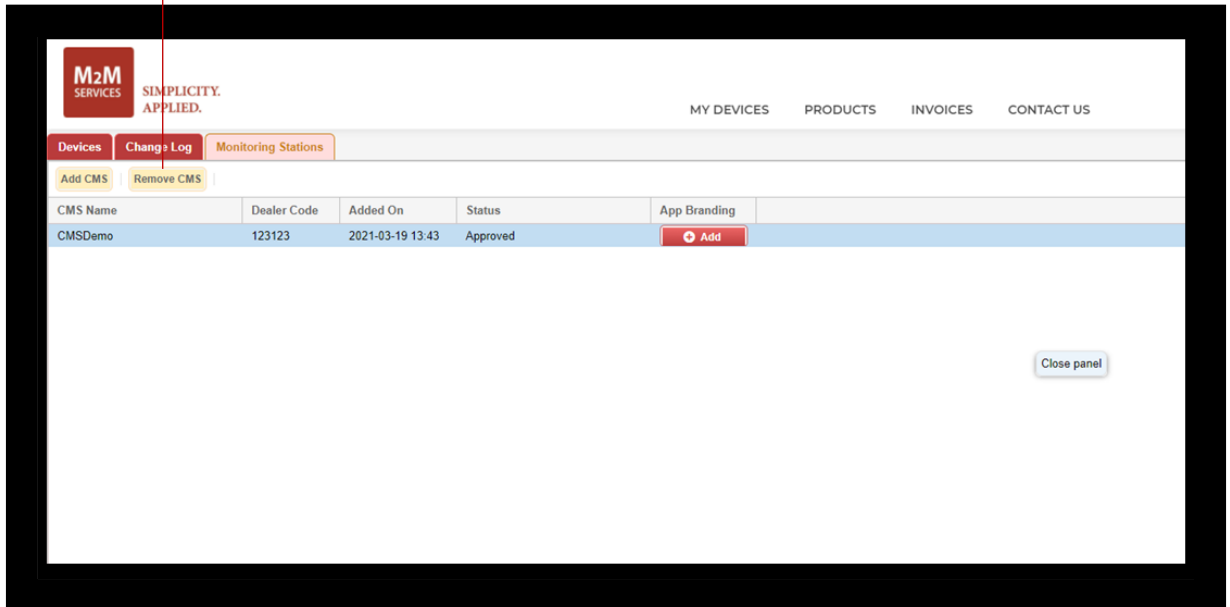
Add/Remove a Monitoring Station

To remove a monitoring station from your list, select the one that you wish to remove from the list and click **Remove CMS**.

You will need to confirm your selection in the next step.

NOTE: You need to release all devices from the monitoring station before you can delete it.

Select the monitoring station
and click **Remove CMS**

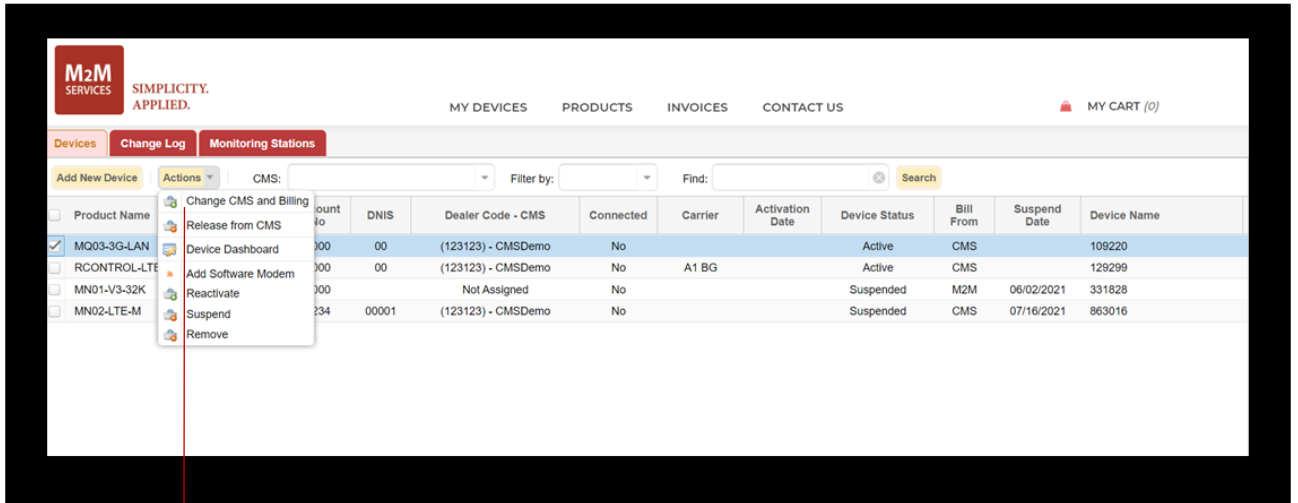


Click **Yes** to confirm removal

5. Change Monitoring Station and Billing

In **My Devices**, go to tab **Devices** and select the device you want to change the billing for.

Then, from the dropdown **Actions**, select **Change CMS and Billing**.



The screenshot shows the M2M Services web interface. At the top, there is a navigation bar with 'MY DEVICES', 'PRODUCTS', 'INVOICES', and 'CONTACT US'. Below this is a 'Devices' tab with sub-tabs for 'Change Log' and 'Monitoring Stations'. A table lists devices with columns for Product Name, Quantity, DNIS, Dealer Code - CMS, Connected, Carrier, Activation Date, Device Status, Bill From, Suspend Date, and Device Name. The first row is selected, and an 'Actions' dropdown menu is open over it, showing options like 'Change CMS and Billing', 'Release from CMS', 'Device Dashboard', 'Add Software Modem', 'Reactivate', 'Suspend', and 'Remove'. A red line points from the 'Change CMS and Billing' option to the text below.

Product Name	Quantity	DNIS	Dealer Code - CMS	Connected	Carrier	Activation Date	Device Status	Bill From	Suspend Date	Device Name
MQ03-3G-LAN	100	00	(123123) - CMSDemo	No			Active	CMS		109220
RCONTROL-LTE	100	00	(123123) - CMSDemo	No	A1 BG		Active	CMS		129299
MN01-V3-32K	100		Not Assigned	No			Suspended	M2M	06/02/2021	331828
MN02-LTE-M	234	00001	(123123) - CMSDemo	No			Suspended	CMS	07/16/2021	863016

Select the device and click Change CMS and Billing

M2M Dealers presents dealers with the following options regarding monitoring and billing for cellular service:

1. Monitor with your preferred monitoring station and be billed for cellular service from them.
2. Monitor with your preferred monitoring station and be billed for cellular service from M2M Services (note: this option is available only when you have NOT purchased the device from the selected monitoring station).
3. Self-monitor and be billed for cellular service from M2M Services.

On the next page, you will find a step-by-step guide how to navigate to each of the above options.

Note: In order to be billed from M2M Services you will need to add a credit card for recurring payments. Please see [11. Add a Credit Card to Your Payment Methods](#) for more information.

Change Monitoring Station and Billing

Option 1: Both Monitoring and Billing from a Monitoring station

Select the monitoring station

Make sure you read the **Billing details** before you confirm

Change CMS and Billing

Monitoring Station
(123123) - CMSDemd

Cellular service monthly billing
 from Monitoring Station
 from M2M Services

Billing details
You will be billed by the selected monitoring station. Please contact them for the applicable Terms and Conditions.

Save Cancel

Tick **from Monitoring Station** in the field **Cellular service monthly billing**

Confirm selection by clicking **Save**

Option 2: Monitoring with a Monitoring Station and Billing from M2M Services

Select the monitoring station

Make sure you read the **Billing details** before you confirm

Change CMS and Billing

Monitoring Station
(123123) - CMSDemd

Cellular service monthly billing
 from Monitoring Station
 from M2M Services

Billing details
MN01-V3-32K – You will be billed \$3.00/month starting in on September 2021. Cellular service continues until cancelled.
By selecting to be billed from M2M Services, you agree to our [Terms and Conditions](#) and [Payments User Agreement](#) and authorize us to charge card ending in ****1936, exp. 12/22.

Save Cancel

Tick **from M2M Services** in the field **Cellular service monthly billing**

Confirm selection by clicking **Save**

Change Monitoring Station and Billing

Option 3: Self-monitoring and Billing from M2M Services

Select **None** in the field
Monitoring station

Make sure you read the
Billing details before you
confirm

Change CMS and Billing

Monitoring Station
-None-

Cellular service monthly billing
 from Monitoring Station
 from M2M Services

Billing details
MQ03-3G-LAN – You will be billed \$3.00/month starting in on September 2021. Cellular service continues until cancelled.

By selecting to be billed from M2M Services, you agree to our [Terms and Conditions](#) and [Payments User Agreement](#) and authorize us to charge card ending in ***1936, exp. 12/22.

Save Cancel

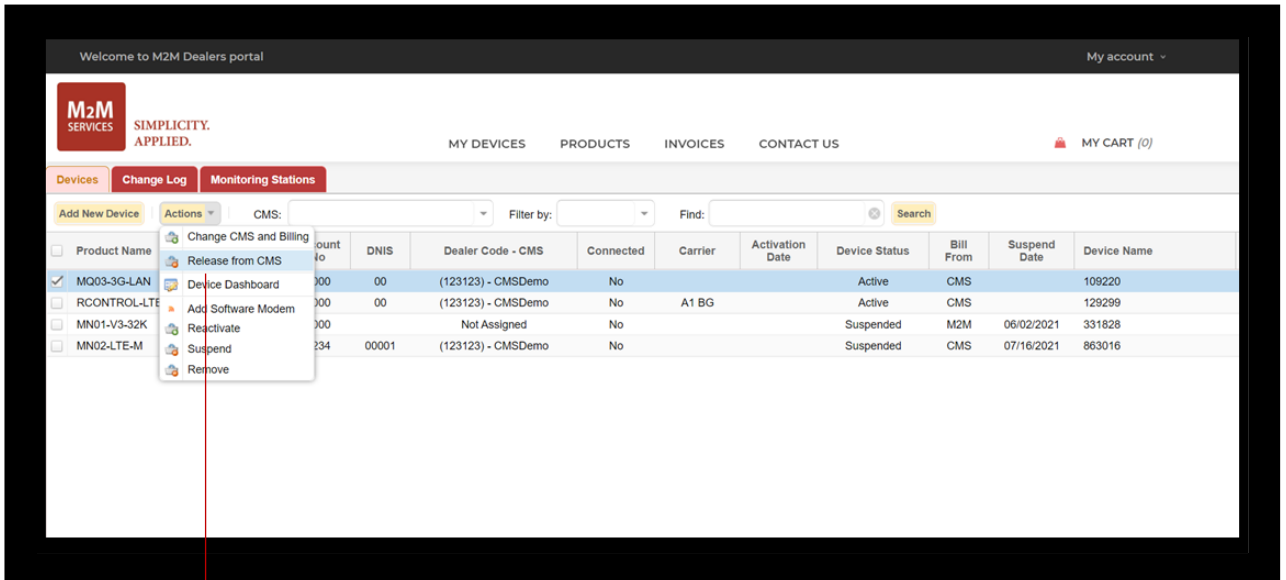
Tick **from M2M Services** in
the field **Cellular service
monthly billing**

Confirm selection by
clicking **Save**

6. Release a Device from a Monitoring Station

In **My Devices**, go to tab **Devices** and select the device you want to release.

Then, from the dropdown **Actions**, select **Release from CMS**.



Select the device and click Release from CMS

In the dialogue, choose between the following options:

1. Release the device from the monitoring station and suspend it temporary or indefinitely.
2. Release the device from the monitoring station and continue billing from M2M Services.

Note: In order to be billed from M2M Services you will need to add a credit card for recurring payments. Please see [11. Add a Credit Card to Your Payment Methods](#) for more information.

Also note that Reactivating a once suspended device may incur a fee from your monitoring station. Please contact the monitoring station for the applicable terms and conditions.

Release a Device from a Monitoring Station

Release from CMS

Monitoring Station
(123123) - CMSDemo

Cellular service monthly billing

Release and suspend
 Release and start billing from M2M

Billing details

You are releasing this device from (123123) - CMSDemo and suspending cellular service.

Note that you can reactivate the device for free within the current billing period (8/1/2021 .. 8/31/2021) and from the next billing period onward, you may be charged reactivation fee by your central monitoring station.

Release Cancel

Select one of the options:
Release and suspend or **Release and start billing from M2M**

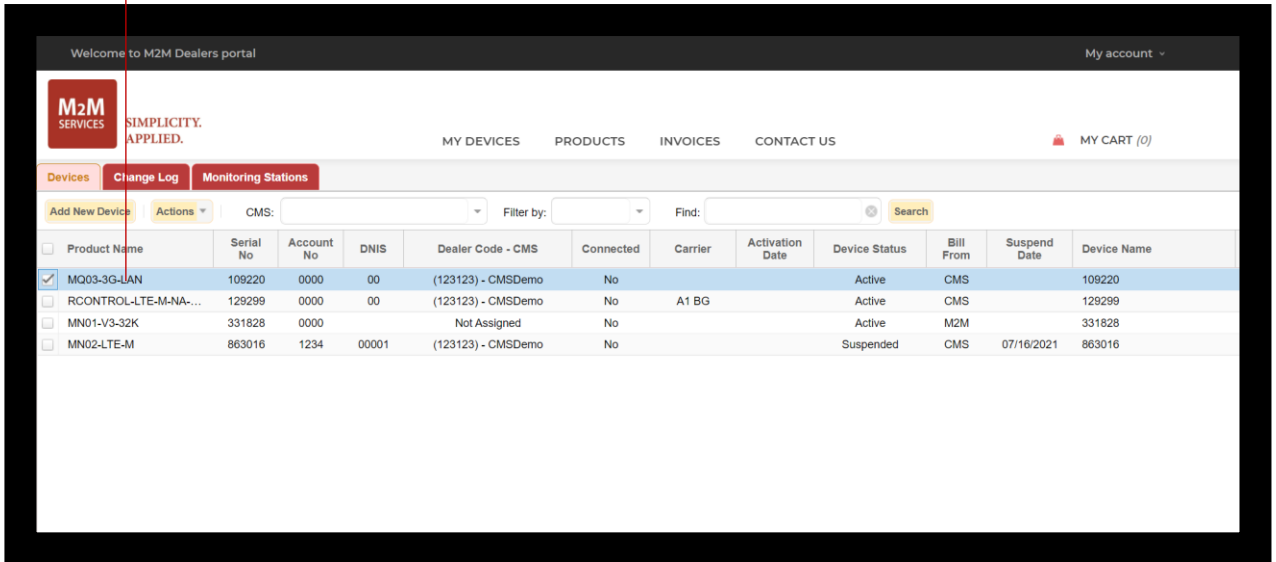
Make sure you read the **Billing details** before you confirm

Confirm selection by clicking **Save**

7. Use Device Dashboard

Device Dashboard can be accessed by double-clicking on any device added to your list ([My Devices](#)>[Devices](#)).

Double-click on any device to open the [dashboard](#)



Welcome to M2M Dealers portal My account ▾

M2M SERVICES SIMPLICITY. APPLIED.

MY DEVICES PRODUCTS INVOICES CONTACT US 🛒 MY CART (0)

Devices Change Log Monitoring Stations

Add New Device Actions ▾ CMS: Filter by: Find: Search

<input type="checkbox"/>	Product Name	Serial No	Account No	DNIS	Dealer Code - CMS	Connected	Carrier	Activation Date	Device Status	Bill From	Suspend Date	Device Name
<input checked="" type="checkbox"/>	MQ03-3G-LAN	109220	0000	00	(123123) - CMSDemo	No			Active	CMS		109220
<input type="checkbox"/>	RCONTROL-LTE-M-NA...	129299	0000	00	(123123) - CMSDemo	No	A1 BG		Active	CMS		129299
<input type="checkbox"/>	MN01-V3-32K	331828	0000		Not Assigned	No			Active	M2M		331828
<input type="checkbox"/>	MN02-LTE-M	863016	1234	00001	(123123) - CMSDemo	No			Suspended	CMS	07/16/2021	863016

The [Device Dashboard](#) is divided into two tabs:

1. [Settings](#) - provides access to device diagnostics and configuration
2. [Events](#) - shows events back in time (up to 12 months) registered via the device on the customer's premises.

Individual configuration options are explained on the next page.

Tab Settings

The screenshot displays the 'Settings' tab of the m2mdealers.com dashboard. At the top, there are tabs for 'Settings' and 'Events', along with 'Auto Sync', 'Reload', and 'Close' buttons. Below the tabs are three status indicators: 'AT&T' with a signal strength icon, '13.73V' with a battery icon, and 'IN1' with a signal icon. The main content area is divided into four sections:

- Device Details:** Name: 000000, Serial No: 000000, Last Comm: 8/25/2021 15:46:19, Prepayment: None, IMEI: 866425034906000, Version: 9.1.30, Sync State: Confirm: 7/8/2019 20:17:31. Includes links for 'Advanced Actions...' and 'Advanced Settings...'.
- Reporting Settings:** Account No: From Panel: BS-39 9083_9083, Dealer: M2M_Dealer, RRRLL: 00000, Dial capture: Auto(CID/SIA/FF), Report to: Monitoring Station, Online Date: None. Includes a link for 'Release from Monitoring'.
- SIMs Settings:** Slot: Slot 1, In Use: YES, MSIS: +467191202497007, ICCID: 89462038008000838834, APN: m2m.tele2.com, Mode: MANUAL (AT&T), Backup Slot: Slot 2, Backup In Use: NO, Backup MSIS: 89430103218247271544, Backup ICCID: 89430103218247271544, Backup APN: mbb-world.com, Backup Mode: MANUAL (AT&T, T-Mobile USA). Includes a link for 'Deactivate device'.
- End User Accounts:** Users: u000000, Notifications: Allowed: Push, Email. Includes a link for 'End User Accounts...'.

The fields that can be configured are:

1. **Name** – You can customize the name of the device. The new name will be visible in the **Device list** and the RControl mobile app and becomes searchable.
2. **Account No** – By default, the M2M radios report the account number set in the alarm panel. You can overwrite this number with another one that you configure on the device.
3. **End user accounts** – here you can create new, add existing or delete end user accounts on the M2M device. By default, the devices are manufactured with one predefined master user account for the end user app whose credentials are printed on the device's manual.

Other useful indicators:

1. The cellular operator to which the device is currently connected (top-left).
2. The signal level and the status of the inputs (also top-left)
3. The device's Serial Number
4. IMEI
5. SIM card details

Use Device Dashboard

Tab Events

Select **Events** to see all events registered on this device on the customer's premises

Define **Time frame** (12 months back in time) for events to be displayed.

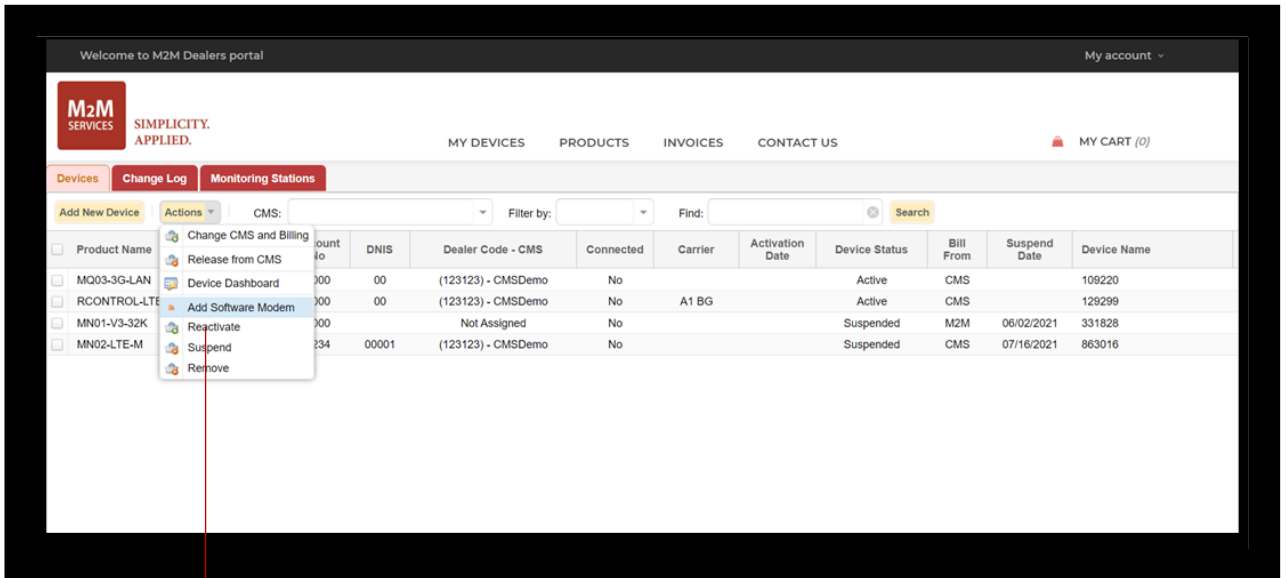
The screenshot displays the 'Events' tab in a dashboard. At the top, there are tabs for 'Settings' and 'Events'. The 'Events' tab is active. Below the tabs, there are three status indicators: 'AT&T' with a signal strength icon, '13.73V' with a battery icon, and 'IN1' with a lock icon. To the right, there are controls for 'Interval' (set to 'Custom'), 'From' (6/9/2020), 'To' (8/25/2021), and buttons for 'Auto Sync', 'Reload', and 'Close'. The main area is a table of events.

Time (UTC)	Time	Code	Message	Level
8/25/2021 12:11:16	8/25/2021 15:11:16	9083 18 1 401 01 040 F	Disarmed by user 040	Info
8/24/2021 20:37:00	8/24/2021 23:37:00	9083 18 3 401 01 040 D	Armed in Area 1 by user 040	Info
8/24/2021 12:59:37	8/24/2021 15:59:37	9083 18 1 401 01 040 F	Disarmed by user 040	Info
8/23/2021 22:02:29	8/24/2021 01:02:29	9083 18 3 401 01 040 D	Armed in Area 1 by user 040	Info
8/23/2021 21:08:00	8/24/2021 00:08:00	9083 18 1 401 01 040 F	Disarmed by user 040	Info
8/23/2021 20:55:25	8/23/2021 23:55:25	9083 18 3 401 01 001 1	Armed in Area 1 by user 001	Info
8/23/2021 13:44:37	8/23/2021 16:44:37	9083 18 1 401 01 001 3	Disarmed by user 001	Info
8/20/2021 21:29:22	8/21/2021 00:29:22	9083 18 3 401 01 002 F	Armed in Area 1 by user 002	Info
8/20/2021 19:46:19	8/20/2021 22:46:19	9083 18 1 401 01 002 2	Disarmed by user 002	Info
8/19/2021 20:05:25	8/19/2021 23:05:25	9083 18 3 401 01 001 1	Armed in Area 1 by user 001	Info
8/19/2021 13:38:58	8/19/2021 16:38:58	9083 18 1 401 01 001 3	Disarmed by user 001	Info
8/19/2021 12:51:43	8/19/2021 15:51:43	9083 18 3 401 01 040 D	Armed in Area 1 by user 040	Info
8/19/2021 12:45:14	8/19/2021 15:45:14	9083 18 1 401 01 040 F	Disarmed by user 040	Info
8/18/2021 20:42:11	8/18/2021 23:42:11	9083 18 3 401 01 040 D	Armed in Area 1 by user 040	Info
8/18/2021 20:38:53	8/18/2021 23:38:53	9083 18 1 400 01 501 E	Open in Area 1 by user u811236	Info
8/18/2021 20:23:59	8/18/2021 23:23:59	9083 18 3 400 01 501 C	Close in Area 1 by user u811236	Info
8/18/2021 16:05:59	8/18/2021 19:05:59	9083 18 1 401 01 040 F	Disarmed by user 040	Info
8/17/2021 23:29:52	8/18/2021 02:29:52	9083 18 3 401 01 004 D	Armed in Area 1 by user 004	Info
8/17/2021 13:47:29	8/17/2021 16:47:29	9083 18 1 401 01 001 3	Disarmed by user 001	Info
8/16/2021 22:38:51	8/17/2021 01:38:51	9083 18 3 401 01 002 F	Armed in Area 1 by user 002	Info
8/16/2021 22:36:19	8/17/2021 01:36:19	9083 18 1 401 01 002 2	Disarmed by user 002	Info
8/16/2021 21:08:22	8/17/2021 00:08:22	9083 18 3 401 01 002 F	Armed in Area 1 by user 002	Info

8. Add a Software Modem

Software modems are used for remote Upload and Download (UDL) for selected panels. For a comprehensive list of selected panels, please see our [Panel Compatibility List](https://support.m2mservices.com) on support.m2mservices.com.

Go to **My Devices>Devices** and then click **Actions**. From the dropdown, select **Add Software Modem**.



Select **Add Software Modem** from **My Devices>Devices>Actions**

M2M Dealers presents dealers with the following options regarding monthly billing for a software modem:

1. Billing from your preferred monitoring station.
2. Billing from M2M Services

On the next page, you will find a step-by-step guide how to navigate to each of the above options. Should you work with more than one monitoring station, you can select the one you want to be billing you for this software modem.

Note: In order to be billed from M2M Services you will need to add a credit card for recurring payments. Please see [11. Add a Credit Card to Your Payment Methods](#) for more information.

Add a Software Modem

Option 1: Choose Billing from a Monitoring station

Tick **from Monitoring Station** to be billed from your preferred monitoring station

Select the monitoring station you want to be billed from

The screenshot shows a dialog box titled "Add Software Modem" with a close button (X) in the top right corner. It contains two radio button options under the heading "Monthly billing": "from Monitoring Station" (which is selected) and "from M2M Services". Below these options is a text block: "You will be billed by the selected monitoring station. Please contact them for the applicable Terms and Conditions." Underneath is a "Monitoring Station" dropdown menu with the selected value "(123123) - CMSDemo". At the bottom of the dialog are two buttons: "Add" and "Cancel".

Make sure you read the **Billing details** before you confirm

Confirm selection by clicking **Save**

Option 2: Choose Billing from M2M Services

Tick **from M2M Services**

Monitoring station field is disabled for this option

The screenshot shows a dialog box titled "Add Software Modem" with a close button (X) in the top right corner. It contains two radio button options under the heading "Monthly billing": "from Monitoring Station" and "from M2M Services" (which is selected). Below these options is a text block: "SW-MODEM – You will be billed \$10.00/month starting in August 2021. Cellular service continues until cancelled." Underneath is another text block: "By selecting to be billed from M2M Services, you agree to our Terms and Conditions and Payments User Agreement and authorize us to charge a card ending in 1936, exp. 12/2022." Below this is a "Monitoring Station" dropdown menu which is disabled. At the bottom of the dialog are two buttons: "Add" and "Cancel".

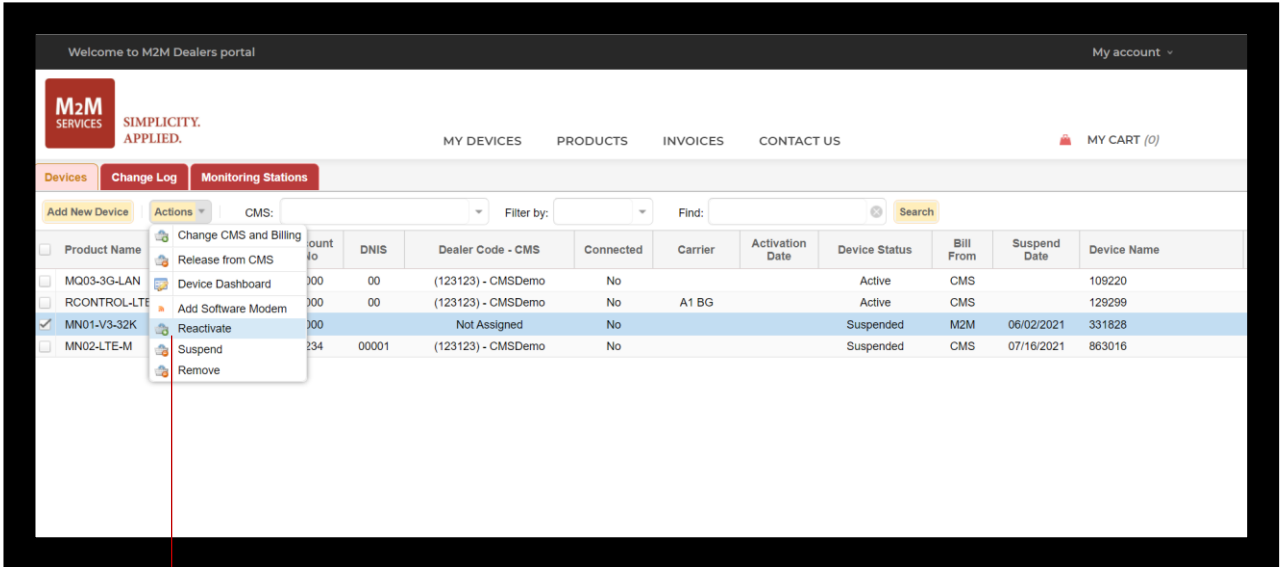
Make sure you read the **Billing details** before you confirm

Confirm selection by clicking **Save**

9. Reactivate a Device

In **My Devices**, go to tab **Devices** and select the suspended device you want to reactivate.

Then, from the dropdown **Actions**, select **Reactivate**.

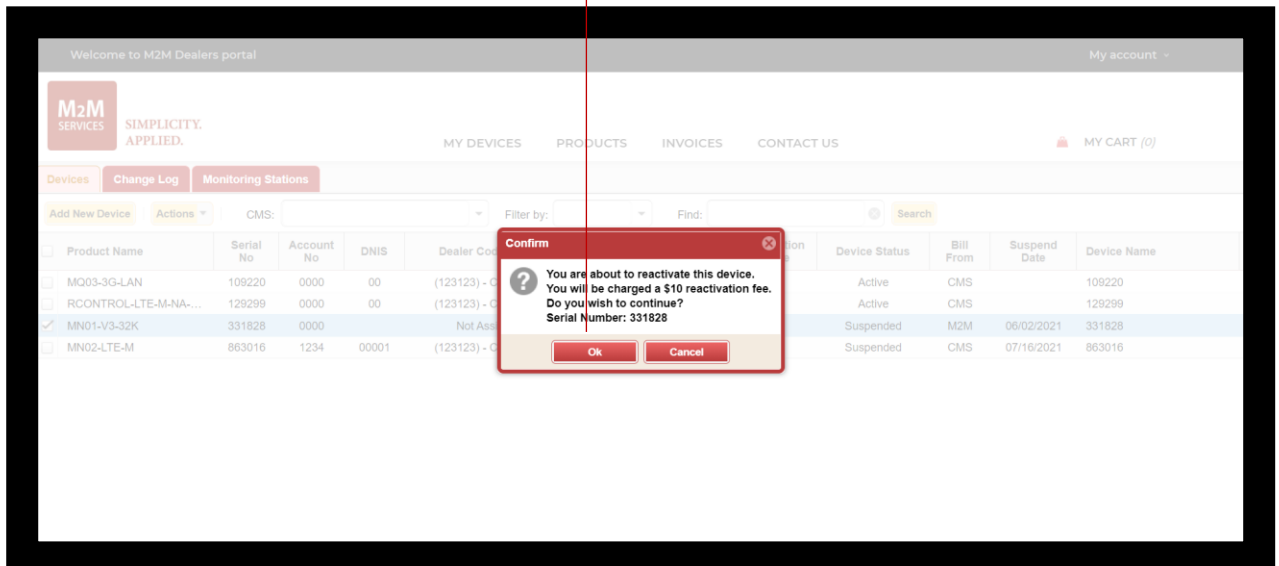


Select **Reactivate** from **My Devices>Devices>Actions**

As a next step, you will need to confirm your selection. Bear in mind that a reactivation fee may apply.

Note: In order to reactivate a device with billing from M2M Services, you will need to have a credit card saved on the M2M Dealers. Please see [11. Add a Credit Card to Your Payment Methods](#) for more information.

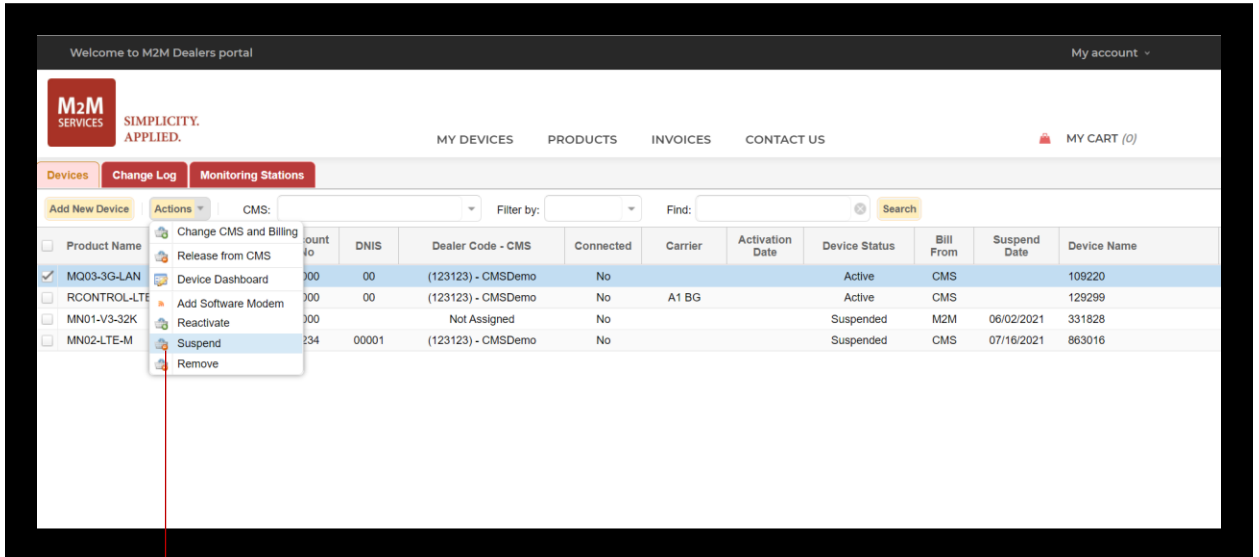
Click **OK** to confirm reactivation



10. Suspend a Device

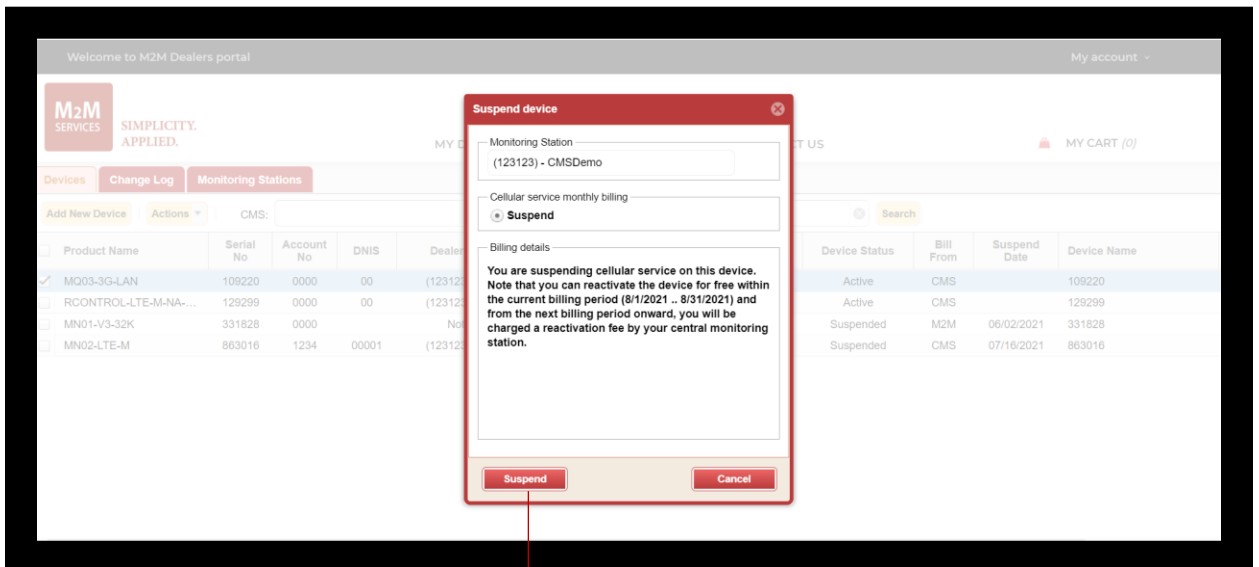
In **My Devices**, go to tab **Devices** and select the device you want to suspend.

Then, from the dropdown **Actions**, select **Suspend**.



Mark the device and select Suspend from the dropdown Actions

Note: In order to reactivate a device, once suspended, and continue with billing from M2M Services, you will need to have a credit card saved on the M2M Dealers. Please see [11. Add a Credit Card to Your Payment Methods](#) for more information.

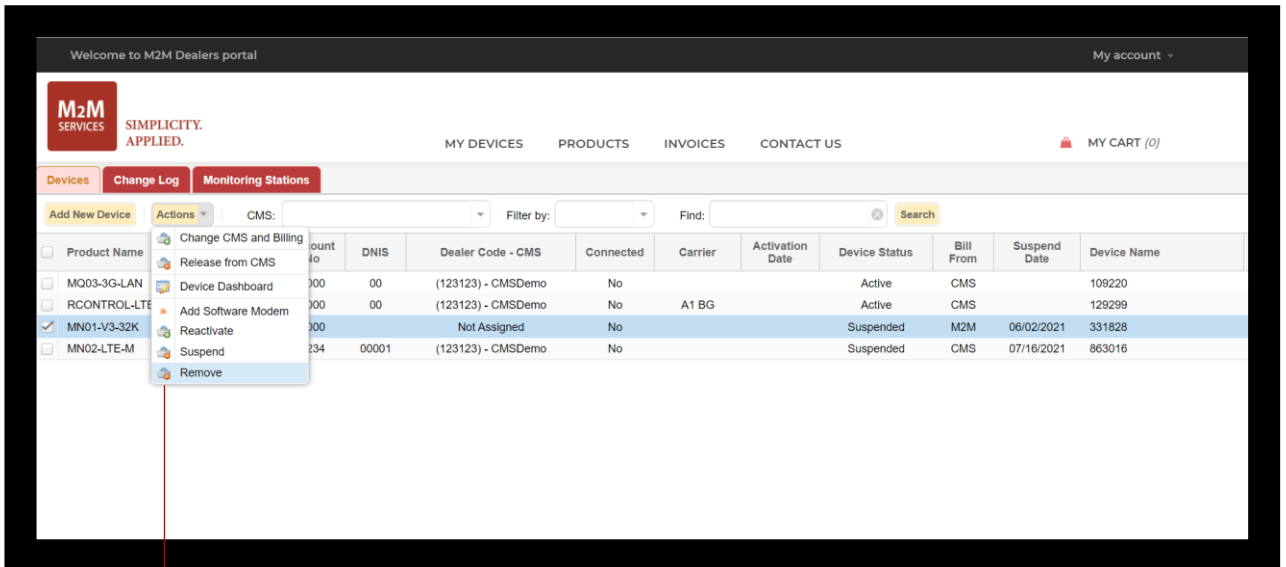


Click **Suspend** to confirm selection

11. Remove a Device from m2mdealers.com

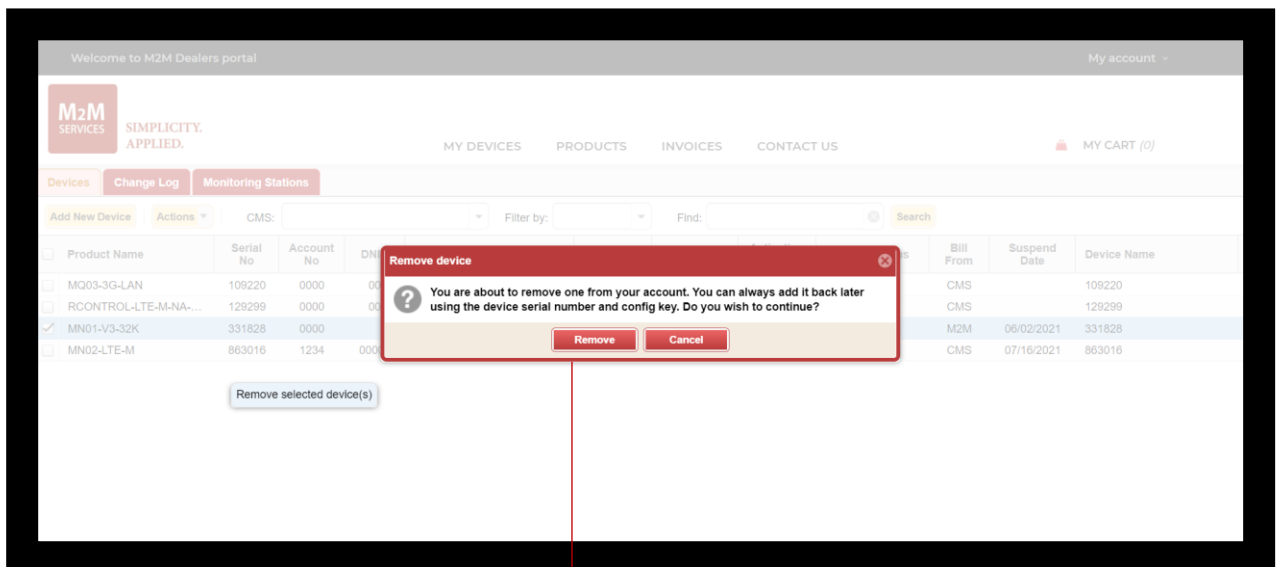
My Devices, go to tab **Devices** and select the device you want to remove. Make sure that the device is with status **Not Assigned** and **Suspended**.

Then, from the dropdown **Actions**, select **Remove**.



Mark the device and then select **Remove** from **My Devices>Devices>Actions**

As a next step, you will need to confirm your selection. Bear in mind that if you remove a device, you will need the device's **Serial Number** and **Config Key** to add it back.

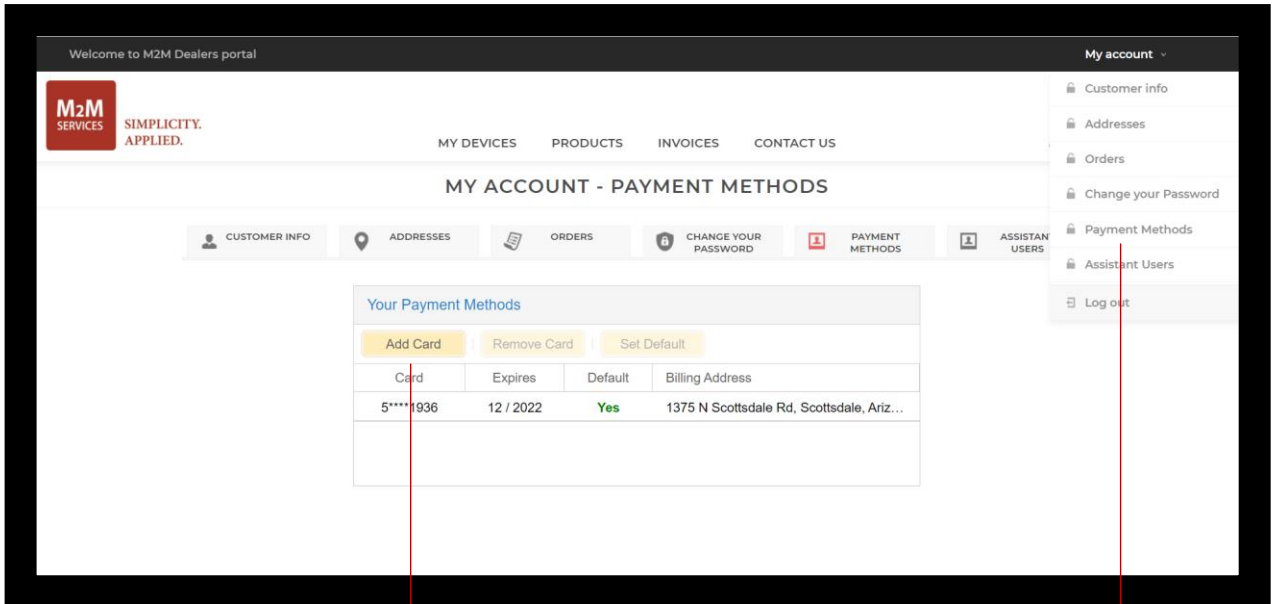


Click **Remove**

12. Add a Credit Card to your Payment Methods

Go to the **My Account** dropdown and select **Payment Method**.

Then, from the main window, select **Add Card**.



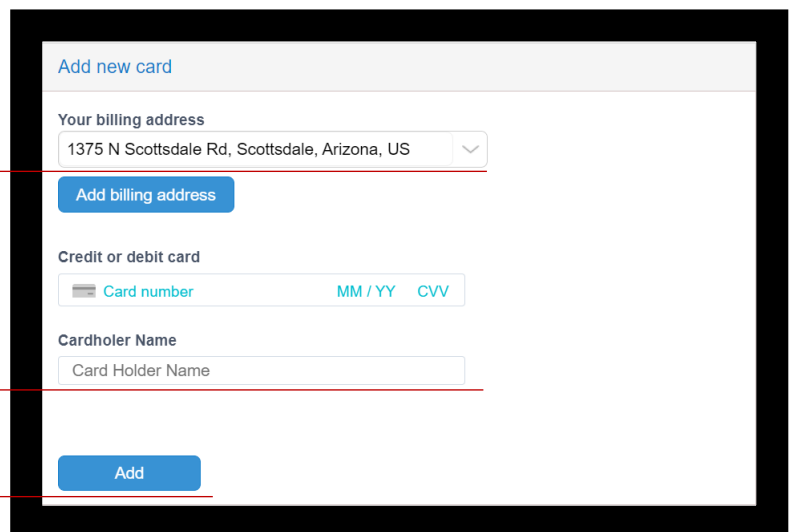
Click **Add Card** to add a new credit card

Navigate to **Payment Methods** from My Account

Choose a Billing Address from the dropdown or **Add a new Billing Address**

Fill in your **Credit Card Details** and **Cardholder name**

Click **Add** to add the new credit card

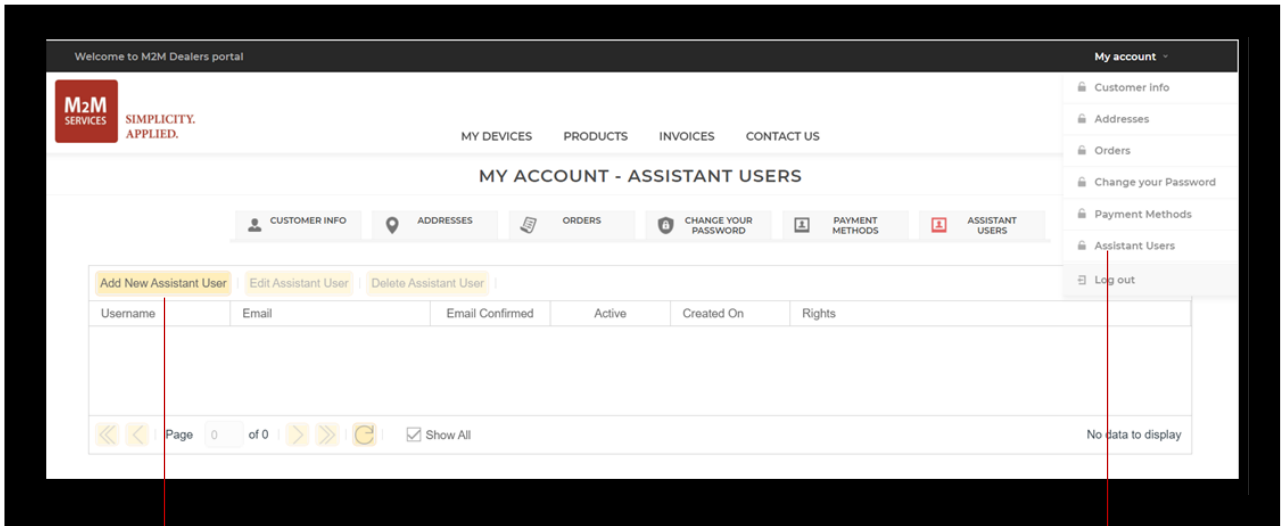


Note: If your credit card expires, is blocked or removed, your active cellular service subscriptions with billing from M2M Services will be affected. Therefore, we advise to add a backup credit card.

13. Add/Remove Assistant Users

Go to the **My Account** dropdown and select **Assistant Users**.

Then, from the main window, select **Add New Assistant User**.



Click **Add New Assistant User** to open the fill-in form

Navigate to **Assistant Users** from My Account dropdown

Note:

1. **Invoices and Payments** gives users permission to see Invoices, add or change Payment Methods.
2. With **ReadOnly** users can see information but not manage devices on the Portal.
3. **Device Control** gives users permission to add, remove and manage Devices but without access to Invoices, Add or Change Payment Methods.

Fill in a **Username** and the **Email Address** of the user you are adding

Select which **modules** will be available to the user

Choose a **Password** for this user

Click **Submit** to add the user

14. Change Log

Go to [My Devices>Change Log](#) to see a detailed list of actions triggered by the Dealer Portal user. Actions that are process or pending approval can be reverted by clicking the **Cancel** button.

Cancel actions that are in process or pending approval

Request Type	Created On	Id	Status	Cancel	Last Change Date	Description
Suspend Device	2021-07-21 16:30	8155	New	Cancel		Suspend 109220
Suspend Device	2021-07-21 16:24	8154	Canceled by U...		2021-07-21 16:28	Suspend 109220
Suspend Device	2021-07-21 15:53	8153	Complete		2021-07-21 16:06	Suspend 109220
Suspend Device	2021-07-21 15:37	8149	Canceled by U...		2021-07-21 15:46	Suspend 109220
Remove Device	2021-07-16 12:28	7925	Info			Remove 863016
Release Device from CMS	2021-06-22 12:58	7222	Release OK		2021-06-22 12:59	Release 331828 from CMSDemo
Change Device CMS	2021-06-03 15:01	6688	Assign OK		2021-06-03 15:01	Move 129299 from CMSDemo to - with billing from M2M
Change Device CMS	2021-06-02 17:38	6642	Info			Change billing of 331828 to M2M
Change Device CMS	2021-05-20 12:24	6252	Info			Move 129299 from Not Assigned to CMSDemo - 123123 with billing from M2M
Change Device CMS	2021-05-20 12:17	6251	Info			Move 109220 from Not Assigned to CMSDemo - 123123 with billing from M2M
Change Device CMS	2021-05-17 19:29	6193	Assign OK		2021-05-17 19:35	Move 129299 from CMSDemo to - with billing from M2M
Change Device CMS	2021-05-17 19:29	6192	Info			Move 129299 from Not Assigned to CMSDemo - 123123 with billing from M2M
Change Device CMS	2021-05-17 18:50	6190	Assign OK		2021-05-17 19:01	Move 129299 from CMSDemo to - with billing from M2M
Change Device CMS	2021-05-17 18:32	6188	Assign OK		2021-05-17 18:33	Move 109220 from CMSDemo to - with billing from M2M
Release Device from CMS	2021-05-17 16:42	6173	Canceled by U...		2021-07-21 15:51	Release 863016 from CMSDemo
Change Device CMS	2021-05-17 16:40	6172	Canceled by U...		2021-05-17 18:32	Move 109220 from CMSDemo to - with billing from M2M

Type of actions that have been triggered by a user request

Description contains the device **Serial Number**

Tip:

Use the columns filter to sort descending by **Created On** to allocate the most recent actions.