

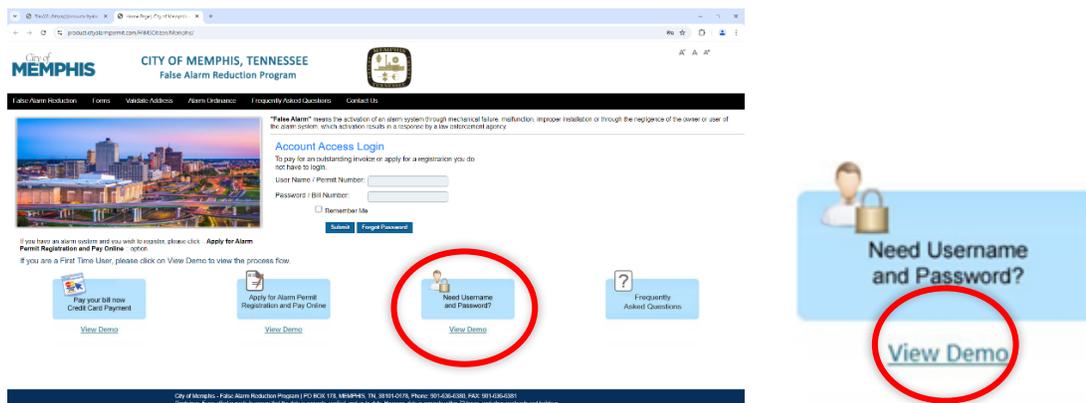
CoM False Alarm Management System

Citizen Portal: Login Instructions

Step 1. Need a Username and Password

Navigate to [City of Memphis FAMS Citizen Portal](#). On the Citizen portal's homepage, click View Demo or "Need Username and Password?"

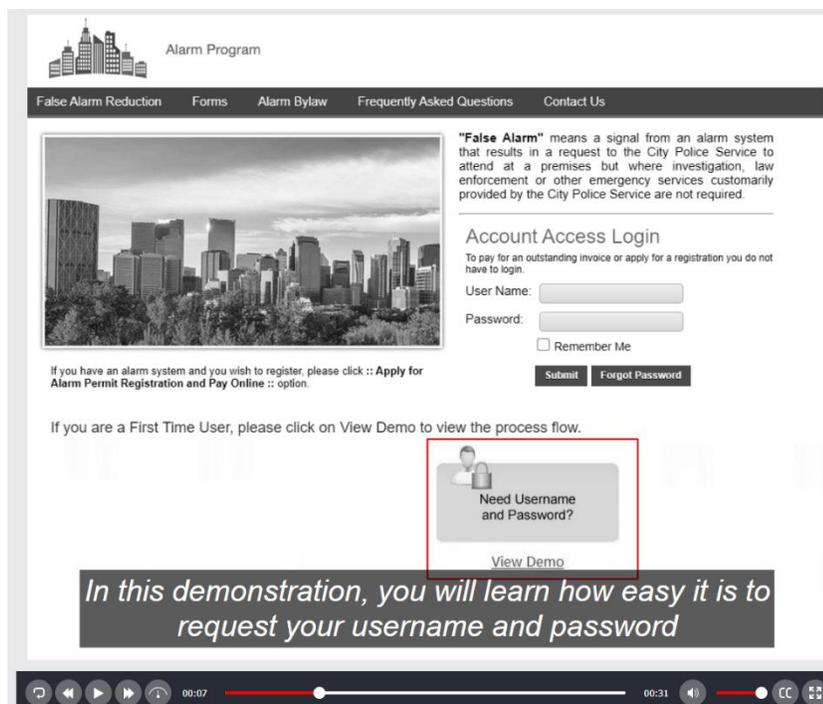
Homepage



1.a. View Demo

Click View Demo under Need Username and Password to watch a short video with instructions for requesting your username and password.

Demo



1.b. Request a Username and Password

On the homepage, click Need Username and Password? to make your request. Type your Account Number (Permit Number) and enter the Verification Code on the screen. Click Email Username and Password. Click OK on Email has been sent successfully.

Click Email Username and Password

Account Registration | City of M x +

product.cityalarmpermit.com/FAMSCitizen/Memphis/NeedLoginPassword.htm

NEED USER LOGIN PASSWORD

If you need your user name and password, complete the details below. The user name and password will be sent to the registered email address.

Account Number (Permit Number) *

Help Text: Enter the verification code you see on the screen.

Verification Code *

City of Memphis - False Alarm Reduction Program | PO BOX 178, MEMPHIS, TN, 38101-0178, Phone: 901-636-6380, FAX: 901-636-6381
Disclaimer: Every effort is made to ensure that the data is accurate, verified, and up-to-date. However, data is accurate within 72 hours, excluding weekends and holidays.

Click OK

Account Registration | City of M x +

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product.cityalarmpermit.com says

NE Email has been sent successfully.

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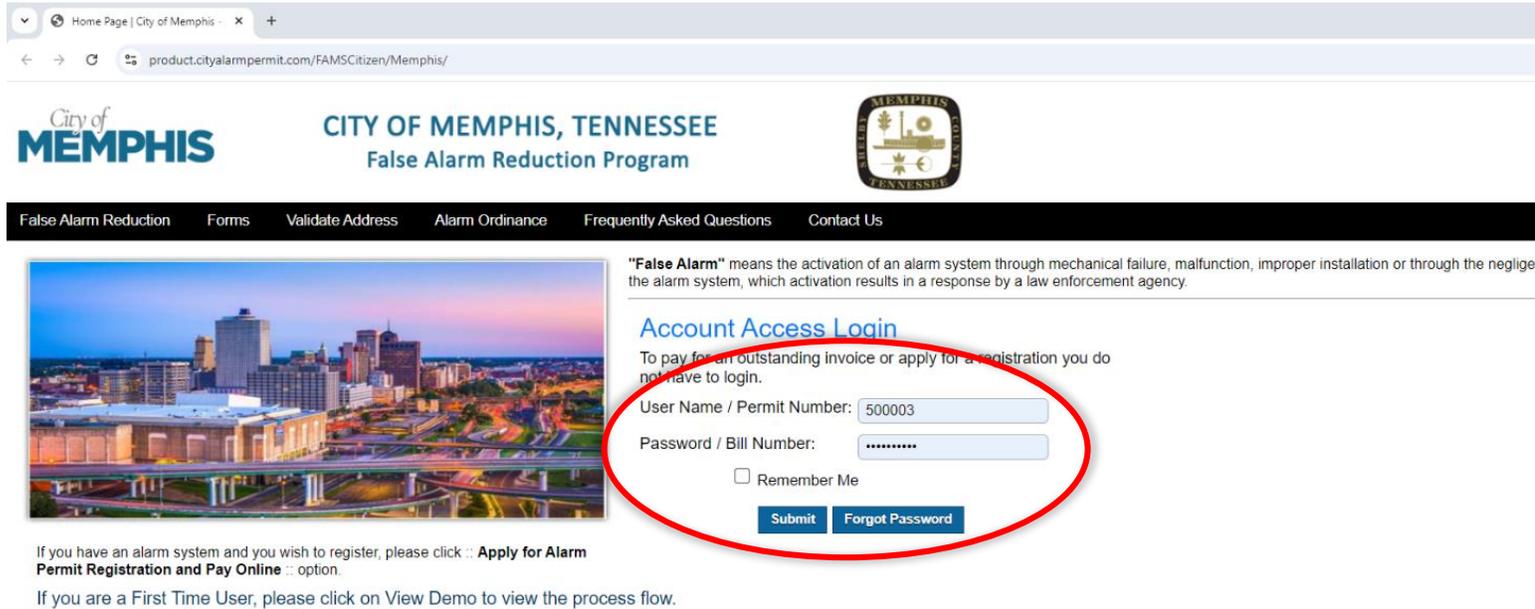
1.c. Username and Password Login Details

You will receive an email from MetroAlarms@Memphistn.gov thanking you for registering and your username and password.

Step 2. Account Access Login

On the homepage, type your username or permit number and password into the field. Then click Submit to complete logging in.

Account Access Login



The screenshot shows a web browser window with the URL `product.cityalarmpermit.com/FAMSCitizen/Memphis/`. The page header includes the City of Memphis logo, the text "CITY OF MEMPHIS, TENNESSEE False Alarm Reduction Program", and the official seal. A navigation bar contains links for "False Alarm Reduction", "Forms", "Validate Address", "Alarm Ordinance", "Frequently Asked Questions", and "Contact Us".

The main content area features a cityscape image on the left and a text definition of "False Alarm" on the right. The central focus is the "Account Access Login" form, which is circled in red. The form includes the following elements:

- Text: "To pay for an outstanding invoice or apply for a registration you do not have to login."
- Input field: "User Name / Permit Number:" with the value "500003".
- Input field: "Password / Bill Number:" with masked characters "*****".
- Checkbox: "Remember Me" (unchecked).
- Buttons: "Submit" and "Forgot Password".

Below the form, there are two lines of text:

- "If you have an alarm system and you wish to register, please click :: **Apply for Alarm Permit Registration and Pay Online** :: option."
- "If you are a First Time User, please click on View Demo to view the process flow."