

ATTENTION

SMARTVIEW HUB ACCOUNTS ARE MANDATORY FOR ALL COMPANIES PROVIDING MONITORING SERVICES FOR SMARTVIEW 2 HARDWARE.

WITHOUT AN ACCOUNT, THE VIDEO FEED FROM THE HARDWARE WILL BE UNAVAILABLE DURING AN EMERGENCY CALL.

GIVE THIS SETUP GUIDE TO THE APPOINTED ADMINISTRATOR FOR THE MONITORING COMPANY.

TO ENSURE A SUCCESSFUL SETUP, WE RECOMMENDED STARTING THIS PROCESS AT LEAST 48 HOURS BEFORE INSTALL OR INSPECTION.

SmartView Monitoring Company Registration Guide



For same-day registrations, please call our Customer Service team at 1-800-451-1460 ext. 4

Items Required:

- Web Browser
- E-mail Account
- Administrator Contact Information
- Billing Contact Information and Payment Information

Registration Steps:

1. Open up the web browser and navigate to smartviewhub.com.
2. Under the login box, click "Register for an Account".
3. Click the "Begin Registration" box under the Monitoring Service Provider option.
4. Click "Continue" after reading through the billing information pop-up.
5. Read through the items required for registration, then click "Next". If you are unable to provide these items, please do not continue with the registration and contact the appropriate party with your company who can complete and provide the required items.
6. Enter company information in registration form fields, then click the "Next" button.
7. Enter the account administrator contact information. If the account administrator and the billing administrator are the same, check the box next to "Billing Contact same as above".
8. Enter the contact information for the billing administrator.
9. If tax exempt, check the box next to "Yes, I am tax exempt".
NOTE: Tax exemption will require proof of tax exemption status to be provided to RATH.
10. Check the box next to "I'm not a robot" and complete the captcha.
11. Click "Submit" to finish registration.
12. Registration forms will be reviewed by the RATH by AVIRE customer service team. After review, they will send over a link via e-mail to the account administrator contact provided in step 7 to sign the platform terms and conditions and the subscription conditions.
13. After the terms have been signed, another link will be sent via e-mail for payment information. RATH currently accepts credit card and ACH payments.
NOTE: Payment is processed on the 8th of every month.
14. Once the terms have been signed and payment provided, SmartView Hub accounts will be created within 24 business operating hours.
15. Once the account has been created the account administrator will receive an e-mail prompting them to create a password to log in to the site.

For full operating and account instructions for the SmartView Hub, please see the SmartView Hub user guide available on smartviewhub.com.