

New Genetec Account creation or migration

FAQ

Introducing the new Genetec Account. We're improving the way you access Genetec services with single sign-on to make it easier and adding multifactor authentication to make it more secure. Whether you're migrating your existing account, or creating a new one, your account will become your passport to a new Genetec digital experience.

I just want to register for the channel partner event. Do I have to do this now?

Yes, please! By completing a few simple steps, you'll have a new secure account that will give you access to the event registration as well as single sign-on access to the Genetec applications and portals you already access. Once your account is created, you'll be ready to register for the event.

What can I access with my new account as of today?

If you migrated an existing portal account, your old password will no longer work. Use your newly created or updated credentials to access the:

- Channel Partner Portal
- Genetec Technical Assistance Portal (GTAP)
- TechDoc Hub
- Service Availability Monitor

Login for all other products or platforms remains the same for now, but it won't be long before you'll be able to access all of our products and support platforms by logging into your Genetec Account.

Examples of how you can use your account:

- To access product support
- To get project quotes
- To access Genetec events
- And more

How do I log into my existing portal services?

Simply enter your email on the existing portal.genetec.com page and follow the steps to access your services. Login for all other products or platforms remains the same for now.

How will this new account be more secure?

During the registration process, we'll ask you to provide a mobile phone number in addition to your email address so we can send verification codes to you to access your account. Adding a second authentication factor has been shown to [prevent all automated bot attacks and most bulk phishing attacks](#). We will also be introducing support for digital authenticators, as well as hardware authentication devices such as Yubikeys, in the coming year.

Who do I contact if I'm having trouble accessing my account or need help?

Please [fill in this form](#) and select, "Portal login issue" and a member of our support team will get back to you.

Can I use a personal (Gmail, Hotmail, etc.) email address?

Please use your corporate email address as this will facilitate access to Genetec services.

Can I use the same password I'm already using for Genetec services?

Please choose a new password. We highly recommend [using a password manager](#) to generate a unique, strong password that you don't have to remember.