

# What to do in case of payment failure

## Octalarm Connect

Occasionally, a payment for Octalarm Connect via direct debit fails.

**What now and perhaps more importantly: will my alert still work?**

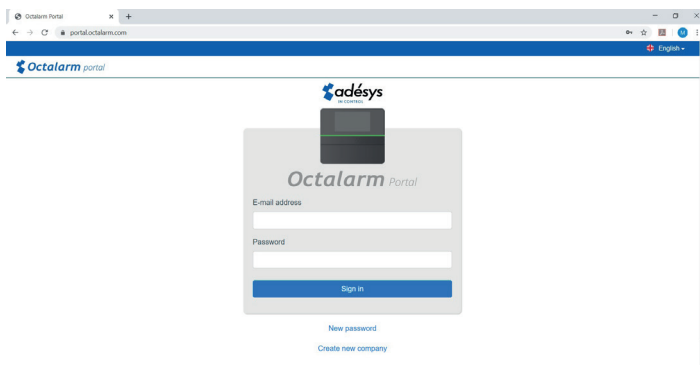
First of all, we want to reassure you that you do not have to worry about the operation of your Octalarm-Touch. We attach great importance to the safety of alarms and will therefore not simply proceed to terminate Octalarm Connect.

**But what should you do now?**

Just in 4 steps, your payment is arranged again and your subscription guaranteed.

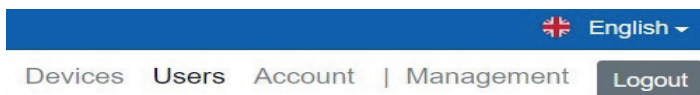
### Step 1

Log in to <https://portal.octalarm.com> with your Email address and password.



### Step 2

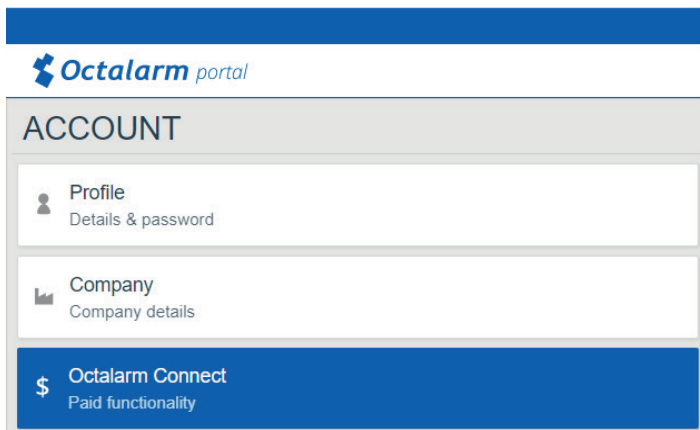
Click on the 'Account' tab.



An overview of all account data that has been created will appear now.

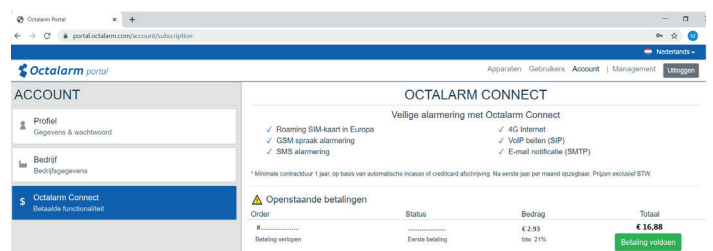
### Step 3

Select Octalarm Connect.



### Step 4

On the right a window will appear where you can view the payment.



- Green button "complete payment" is available: you can process the payment again.
- No green button available: please try again later. After a time window of up to 1 working day, the bank releases the payment function to process the payment manually.

**!** The account number with which you make this payment will be used for future direct debits.