



**DEPARTMENT OF CONSUMER AFFAIRS
BUREAU OF SECURITY AND INVESTIGATIVE SERVICES**

P.O. Box 989002, West Sacramento, CA 95798-9002s

P (916) 322-4000 | P (800) 952-5210 | F (916) 575-7290 | www.bsis.ca.gov



Alarm Company Operator, Qualified Manager, or Alarm Agent FACTSHEET

Alarm Company Operator

An Alarm Company Operator operates a business that sells (at the buyer's home or business), installs, monitors, maintains, services, or responds to alarm systems or supervises such actions. (Retail stores do not have to be licensed if they sell alarm systems only at the store and do not perform any alarm company functions.)

In order for a company to seek licensure as an alarm company operator, the Qualified Manager (see below) must have passed the licensing examination.

In addition, each individual applicant, partner, or corporate officer must meet the following requirements:

- Be 18 or older
- Undergo a criminal history background check through the California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI). Applicants are responsible for paying all Live Scan, FBI and DOJ processing fees at the time of fingerprinting. For more information on the Live Scan process, the associated fees, visit the Bureau's website¹.

ALERT: Per FBI guidelines, you must submit your application to the Bureau before completing a criminal history background check. To prevent application processing delays, keep a copy of the Live Scan form, which must include the ATI number and the signature of the Live Scan Operator.

NOTE: You must complete a criminal history background check even if you have previously submitted fingerprints for another BSIS license, registration, certificate, or permit.

- Have committed no offense or violation of the Alarm Company Act that would be grounds for license suspension or revocation

To apply for a company license, submit:

- Completed application packet²
- Application fee and company license fee³,
- Two recent passport-quality photographs

¹ View more information at https://www.bsis.ca.gov/forms_pubs/livescan/index.shtml

² Access the Alarm Company application packet at https://www.bsis.ca.gov/forms_pubs/aco_app.pdf

³ View the Bureau's fees at https://www.bsis.ca.gov/forms_pubs/newfees.pdf

How to submit your application:

- Online through BreEZe⁴: The Bureau recommends submitting and paying for your application online as it bypasses the Cashiering Office, which can reduce the processing time by up to two weeks.
- By mail: submit all required documents and payment to:
Bureau of Security and Investigative Services
P.O. Box 989002
West Sacramento, CA 95798-9002

Note: Local authorities may require an alarm company operator to register locally and to get a business permit. They may also enact ordinances governing false alarm activations and responses, and they may require persons who own, lease, or rent alarm systems to get permits.

Qualified Manager

An individual, partnership, or corporation seeking a license as an alarm company operator must specify in the application the individual who will manage the business on a day-to-day basis. This individual is called the Qualified Manager. (An owner, partner, or corporate officer may serve as the qualified manager, or may hire someone to fill this role.) To be eligible to apply for licensure as a qualified manager, you must meet the following requirements:

- Be 18 or older
- Undergo a criminal history background check through the DOJ and the FBI. Applicants are responsible for paying all Live Scan, FBI and DOJ processing fees at the time of fingerprinting. For more information on the Live Scan process, the associated fees, visit the Bureau's website⁵.

ALERT: Per FBI guidelines, you must submit your application to the Bureau before completing a criminal history background check. To prevent application processing delays, keep a copy of the Live Scan form, which must include the ATI number and the signature of the Live Scan Operator.

NOTE: You must complete a criminal history background check even if you have previously submitted fingerprints for another BSIS license, registration, certificate, or permit.

- Have committed no offense or violation of the Alarm Company Act that would be grounds for license suspension or revocation
- Have two years (4,000 hours) of paid experience in alarm company work or the equivalent; and
- Pass a two-hour multiple-choice examination covering California law, the Alarm Company Act⁶, alarm agent requirements, weapons laws, business management, and Power to Arrest. A copy of the Alarm Company Act will be sent to you.

⁴ Apply online at <https://www.breeze.ca.gov>

⁵ View more information at https://www.bsis.ca.gov/forms_pubs/livescan/index.shtml

⁶ Review the Act at

https://leginfo.legislature.ca.gov/faces/codes_displayexpandedbranch.xhtml?tocCode=BPC&division=3.&title=&part=&chapter=11.6.&article=

To apply for a Qualified Manager certificate, submit:

- A completed application⁷,
- Two recent passport-quality photographs, and
- The application and examination fee⁸

How to submit your application:

- Online through BreEZe⁹: The Bureau recommends submitting and paying for your application online as it bypasses the Cashiering Office, which can reduce the processing time by up to two weeks.
- By mail: submit all required documents and payment to:

Bureau of Security and Investigative Services
P.O. Box 989002
West Sacramento, CA 95798-9002

Alarm Agent

An Alarm Agent is employed by an alarm company operator to sell (at the buyer's home or business), install, monitor, maintain, service, or respond to alarm systems or to supervise such actions. To be eligible to apply for registration as an alarm agent, you must meet the following requirements:

- Be 18 or older
- Undergo a criminal history background check through the DOJ and the FBI. Applicants are responsible for paying all Live Scan, FBI and DOJ processing fees at the time of fingerprinting. For more information on the Live Scan process, the associated fees, visit the Bureau's website¹⁰.

ALERT: Per FBI guidelines, you must submit your application to the Bureau before completing a criminal history background check. To prevent application processing delays, keep a copy of the Live Scan form, which must include the ATI number and the signature of the Live Scan Operator.

NOTE: You must complete a criminal history background check even if you have previously submitted fingerprints for another BSIS license, registration, certificate, or permit.

- Pass the Power to Arrest examination (if your duties will include responding to alarm activations). This follows an eight-hour training course covering responsibilities and ethics in citizen's arrest, relationship with police, limitations on Power to Arrest, restrictions on searches and seizures, criminal and civil liabilities, terrorism, code of ethics and personal and employer liability. The training and exam may be administered by any licensed alarm

⁷ Access the Alarm Company Operator and Qualified Manager application packet at https://www.bsis.ca.gov/forms_pubs/aco_app.pdf

⁸ View the Bureau's fees at https://www.bsis.ca.gov/forms_pubs/newfees.pdf

⁹ Apply online at <https://www.breeze.ca.gov>

¹⁰ View more information at https://www.bsis.ca.gov/forms_pubs/livescan/index.shtml

company operator or qualified manager. A copy of the Alarm Company Act¹¹ will be provided on request for a fee.

To apply for an Alarm Agent registration, submit:

- A completed application¹², and
- The registration fee¹³

How to submit your application:

- Online through BreEZe¹⁴: The Bureau recommends submitting and paying for your application online as it bypasses the Cashiering Office, which can reduce the processing time by up to two weeks.
- By mail: submit all required documents and payment to:
Bureau of Security and Investigative Services
P.O. Box 989002
West Sacramento, CA 95798-9002

Once you have submitted your application and the appropriate fees, you may work with a temporary registration card as an unarmed alarm agent if you have not been convicted of a crime.

Applications for registration as an alarm agent are available on the Bureau's website¹⁵.

Firearms Permit

Whether you work as an alarm agent, alarm company operator, or qualified manager, you may not carry a gun on duty without having been issued a firearms permit by the Department of Consumer Affairs.

To apply for a firearms permit, you must:

- Be at least 21 years of age,
- Be a citizen or have permanent legal alien status,
- Pass a course given by a Bureau-certified firearms training instructor in the carrying and use of firearms. The 14-hour firearms (8 hours classroom, 6 hours range) training course covers moral and legal aspects, firearms nomenclature, weapons handling and shooting fundamentals, emergency procedures, and range training. The course must be given by a Bureau-certified firearms training instructor at a Bureau-certified training facility. Written and range exams are administered at the end of the course. Costs of training are determined by the training facility.

¹¹ View the Alarm Act online at https://www.bsis.ca.gov/about_us/laws/alarm_law.shtml

¹² View the application at https://www.bsis.ca.gov/forms_pubs/ace_initial.pdf

¹³ View the Bureau's fees at https://www.bsis.ca.gov/forms_pubs/newfees.pdf

¹⁴ Apply online at <https://www.breeze.ca.gov>

¹⁵ View the application at https://www.bsis.ca.gov/forms_pubs/ace_initial.pdf

- Submit a firearms permit application¹⁶ and application fee¹⁷
- Undergo a criminal history background check through the FBI and California DOJ. Applicants are responsible for paying all Live Scan, FBI and DOJ processing fees at the time of fingerprinting. For more information on the Live Scan process, the associated fees, visit the Bureau's website¹⁸.

ALERT: Per FBI guidelines, you must submit your application to the Bureau before completing a criminal history background check. To prevent application processing delays, keep a copy of the Live Scan form, which must include the ATI number and the signature of the Live Scan Operator.

NOTE: You must complete a criminal history background check even if you have previously submitted fingerprints for another BSIS license, registration, certificate, or permit

Note: A firearms permit expires two years from the date of issuance. An applicant must requalify four times during the life of the permit: twice during the first year after the date of issuance, and twice during the second year. Requalifications must be at least four months apart.

Protection of the public shall be the highest priority for the Bureau of Security and Investigative Services in exercising licensing, regulatory and disciplinary functions. Whenever the protection of the public is consistent with other interests sought to be promoted, the protection of the public shall be paramount.

¹⁶ Access the initial firearms application at https://www.bsis.ca.gov/forms_pubs/fq_initial.pdf

¹⁷ View the Bureau's fees at https://www.bsis.ca.gov/forms_pubs/newfees.pdf

¹⁸ View more information at https://www.bsis.ca.gov/forms_pubs/livescan/index.shtml