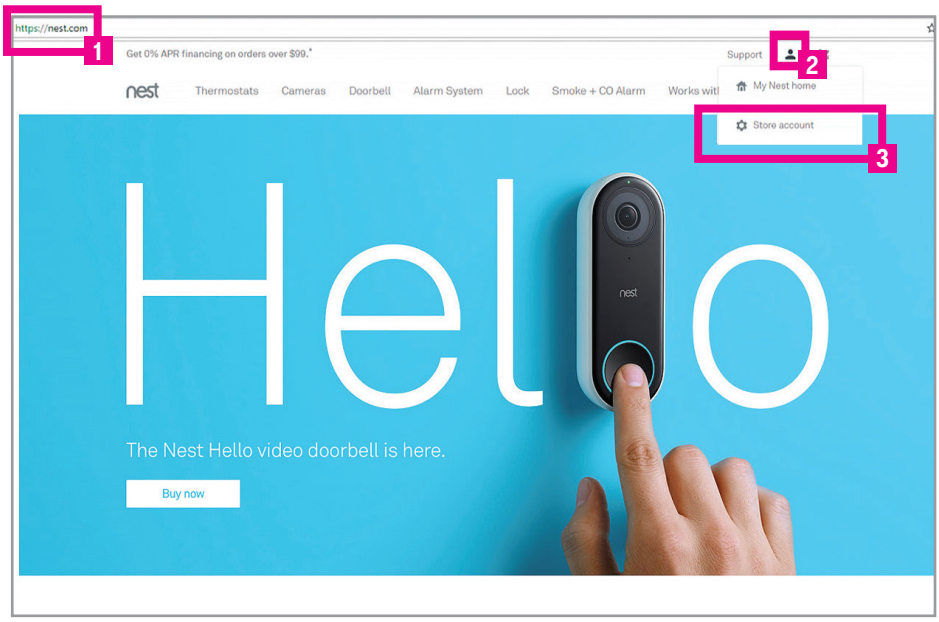
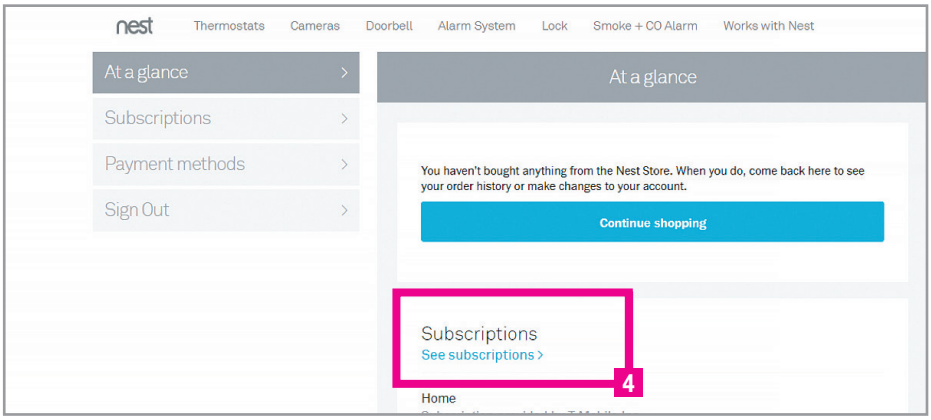
To check if your T-Mobile and Nest services are active, follow these steps on Nest.com or the Nest app:



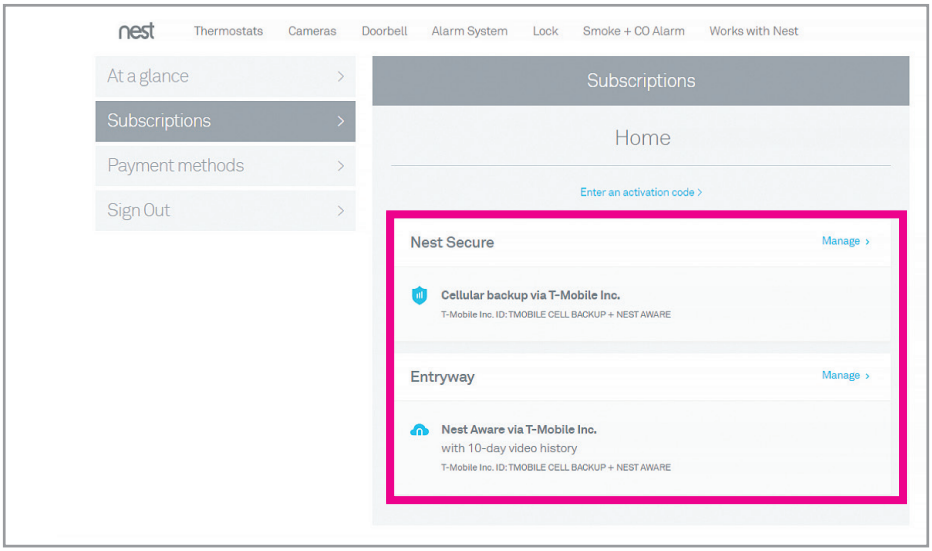
Nest.com

1. Go to nest.com.
2. Click on [icon of person] in top nav bar and select "Store Account."
3. Sign in to Store Account.



Once signed in, you will be in the "At a glance" screen

4. Go to "Subscriptions" and click on "See subscriptions."

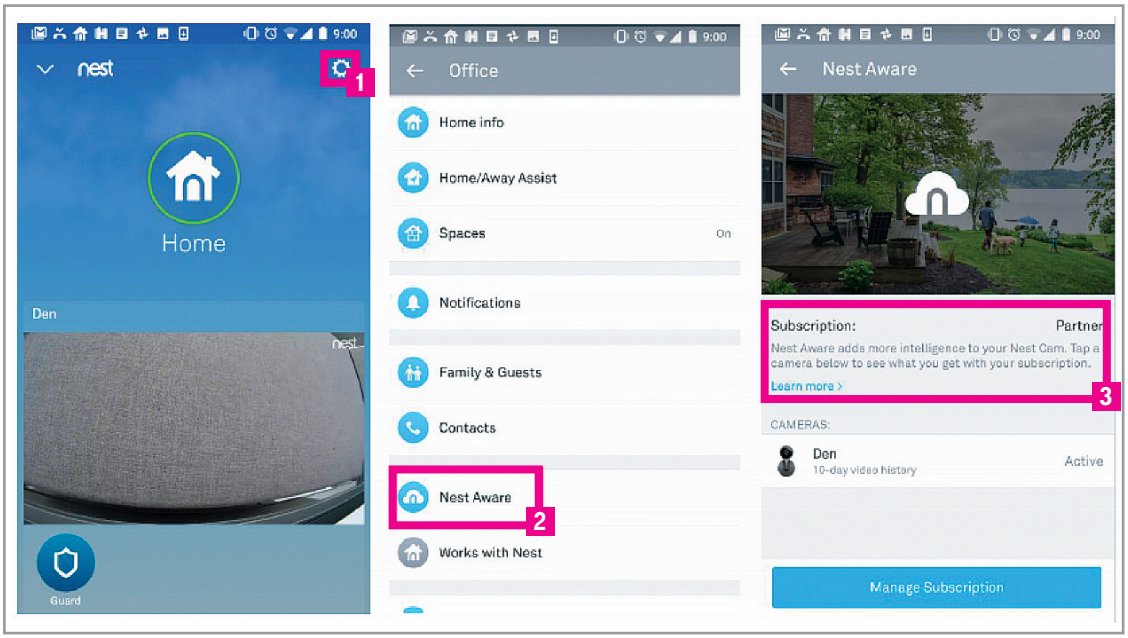


If your service is active, you should see two active subscriptions:

- Cellular backup via T-Mobile Inc.
- Nest Aware via T-Mobile Inc.

If your service is not active, go back to the T-Mobile activation portal (https://www.t-mobile.com/nestactivation), click on "activate manually online," follow the steps listed and your service will be automatically activated.

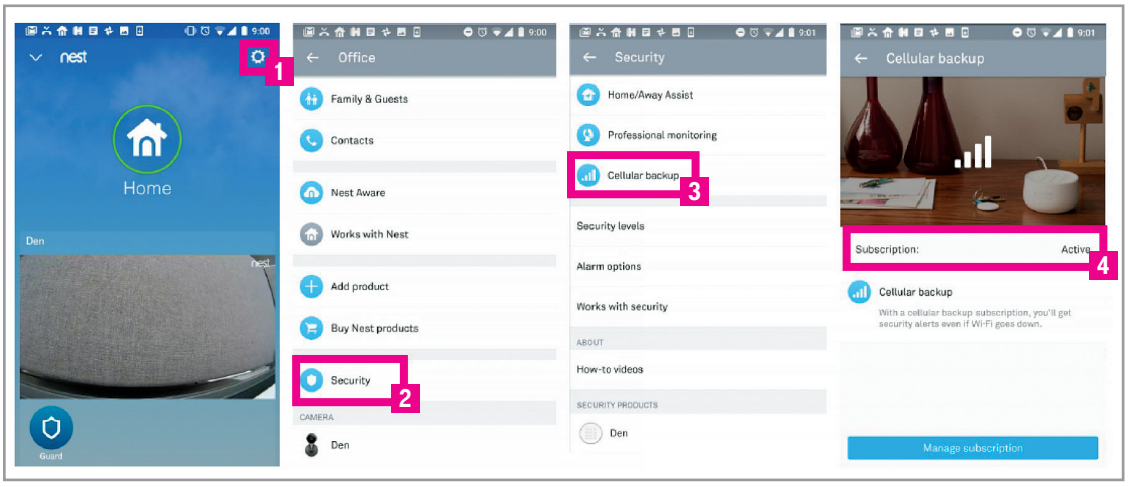
To check if your T-Mobile and Nest services are active, follow these steps on Nest.com or the Nest app:



Nest app

Launch the Nest app on your mobile device

1. Click on settings in top right corner.
2. Click on Nest Aware.
3. If your subscription is active, you will see "Subscription: Partner."



Next, to check if your cellular backup is active, go back to the home page of the app

1. Click on settings in top right corner.
2. Click on "Security."
3. Click on "Cellular backup."
4. If your subscription is active, you will see "Subscription: Active."