1. Getting Started

Install the app, sign in, and learn the basic navigation and system status indicators.

- Install the App and Sign In
- App Tour: The Areas You Will Use Most
- Understand System Status

Install the App and Sign In

GoSafer Security Customer Onboarding

> *Alarm.com features may vary based on your service package, installed equipment, permissions, and app version.*

Before you begin

- Have your GoSafer Security welcome email or username available.
- Use a phone or tablet that you control.
- Make sure the device has internet access and can receive email or text messages if verification is required.

Sign-in steps

1. Install the official Alarm.com app from your device’s app store.
2. Open the app and enter the username associated with your GoSafer Security account.
3. Enter your password. Do not share it with other users.
4. Complete any verification prompt shown on your device.
5. Confirm that the property name and system status are correct.
6. Enable biometric sign-in only on a personal, secured device.

> Create separate logins for other adults or staff members instead of sharing one password. Separate logins make permissions easier to manage and activity easier to understand.

Need help?

Contact GoSafer Security through your normal support channel or visit gosafersecurity.com. For an active alarm or emergency, follow your emergency plan and contact emergency services when appropriate.

App Tour: The Areas You Will Use Most

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Main areas

Home or Dashboard	Shows system status and quick controls for available devices.
Security System	Arm, disarm, and review sensor or system conditions.
Activity	Review recent events such as arming, disarming, doors, locks, and automation activity.
Notifications	Choose which events send push, email, or text alerts.
Video	View live video and saved clips when cameras are included.
Users	Manage approved users, login access, and available codes.
Automation	Control connected devices and configure simple rules or schedules.

> The names and positions of icons can change between app versions. If an instruction refers to an icon that is not visible, open the [Menu] or look for the feature name in the main navigation.

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Understand System Status

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Common status messages

Disarmed	The security system is not armed. Connected devices and notifications may still operate.
Armed Stay	Typically used when people remain inside. Interior motion behavior depends on system programming.
Armed Away	Typically used when everyone leaves. Interior and perimeter protection may be active.
Entry Delay	The system is allowing a short period to disarm after an entry door is opened.
Sensor Open	A door, window, or monitored point is currently open.
Trouble or Malfunction	A device, connection, battery, or panel condition needs attention.

> Do not ignore repeated trouble conditions. Review the displayed message and contact GoSafer Security when the cause is unclear or the condition returns.

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