4. Help and Next Steps

Troubleshoot common issues, protect the account, and complete the onboarding checklist.

- Quick Troubleshooting
- Account Security and Privacy
- First-Week Customer Checklist

Quick Troubleshooting

GoSafer Security Customer Onboarding

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

If the app or command is not working

1. Confirm the phone has internet access.
2. Close and reopen the app.
3. Verify you selected the correct property and device.
4. Check Activity for the command or event.
5. Review any trouble, malfunction, low-battery, or offline message.
6. Wait briefly before retrying a command once.
7. Restart the phone if app behavior continues.
8. Contact GoSafer Security with the device name, time, and displayed message.

If a notification was not received

- Confirm the expected event appears in Activity.
- Confirm the recipient and delivery method are enabled.
- Check phone notification permissions and Focus/Do Not Disturb settings.
- Check email spam or junk folders.
- Confirm the phone number, carrier, or email address is correct.

> Do not factory-reset, remove, or re-enroll security equipment unless GoSafer Security instructs you to do so.

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.

Account Security and Privacy

GoSafer Security Customer Onboarding

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Protect the account

- Use a unique password that is not used on another service.
- Enable available multi-factor or verification options.
- Use separate logins instead of sharing a password.
- Remove former residents, employees, vendors, or temporary users promptly.
- Review users and notification recipients periodically.
- Keep phones and tablets protected with a passcode or biometric lock.
- Do not approve unexpected sign-in or verification requests.

Protect cameras and access controls

- Grant only necessary permissions.
- Do not share clips or access details casually.
- Use lawful and appropriate camera placement.
- Review temporary access after the approved period ends.
- Report suspected unauthorized access to GoSafer Security promptly.

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First-Week Customer Checklist

GoSafer Security Customer Onboarding

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

Complete during onboarding

- ☐ Customer can sign in on their own device.
- ☐ Customer recognizes Disarmed, Stay, Away, and trouble conditions.
- ☐ Customer successfully arms and disarms during a safe test.
- ☐ Approved users and codes are reviewed.
- ☐ Essential notification recipients are confirmed.
- ☐ Available cameras and connected devices are demonstrated.
- ☐ One useful automation or reminder is tested.
- ☐ Customer knows how to review Activity.
- ☐ Customer knows how to contact GoSafer Security.

Review after several days

- ☐ Notifications are helpful and not excessive.
- ☐ Device names are clear.
- ☐ Automations run at the expected time.
- ☐ Temporary users or codes are still appropriate.

- ☐ No repeated trouble or offline conditions remain.

> Keep onboarding practical. A customer who confidently uses five essential features is better prepared than a customer who was shown every advanced option at once.

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