

Go Safer Security Customer Onboarding

A friendly, practical introduction to everyday Alarm.com use for new GoSafer Security customers. Covers app basics, security controls, notifications, simple automations, video, connected devices, privacy, and support.

- [Start Here: Welcome to GoSafer Security](#)
- [20-Minute Customer Onboarding Session](#)
- [1. Getting Started](#)
 - [Install the App and Sign In](#)
 - [App Tour: The Areas You Will Use Most](#)
 - [Understand System Status](#)
- [2. Everyday Security](#)
 - [Arm and Disarm the System](#)
 - [Review Activity and Event History](#)
 - [Users, Logins, and Access Codes](#)
 - [Notifications: Start with the Essentials](#)
- [3. Simple Automations](#)
 - [Automation Basics: Rules, Schedules, and Scenes](#)
 - [Three Recommended Starter Automations](#)
 - [Location-Based Features and Reminders](#)
 - [Connected Devices: Locks, Lights, Thermostats, and Garage](#)

- [Video and Doorbell Basics](#)

- [4. Help and Next Steps](#)

- [Quick Troubleshooting](#)
- [Account Security and Privacy](#)
- [First-Week Customer Checklist](#)

Start Here: Welcome to GoSafer Security

GoSafer Security Customer Onboarding

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

Welcome

Your Alarm.com system brings security, video, access, and connected-device controls into one app. This onboarding guide covers the functions most customers use every day and helps you choose a few simple automations without overwhelming you.

By the end of onboarding, you should be able to

- Sign in and recognize the main areas of the Alarm.com app.
- Arm and disarm the system confidently.
- Review recent activity and understand common system status messages.
- Manage basic notifications and approved users.
- Use available locks, lights, thermostats, garage controls, or cameras.
- Create one or two simple rules or schedules that fit your routine.
- Know when to contact GoSafer Security for assistance.

Important expectations

Your account may not show every feature described in this guide. Available controls depend on your equipment and service plan. Start with the basics, test changes while you are at the property, and add advanced automation only after you are comfortable with everyday operation.

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.

20-Minute Customer Onboarding Session

GoSafer Security Customer Onboarding

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

Suggested session flow

0-3 minutes	Confirm the customer can sign in and sees the correct property.
3-7 minutes	Demonstrate system status, arming, disarming, and recent activity.
7-11 minutes	Review users, access codes, and notification recipients.
11-16 minutes	Demonstrate available cameras and connected devices.
16-19 minutes	Create one useful automation or reminder together.
19-20 minutes	Complete the checklist and explain how to request support.

Trainer prompts

- Which family members, employees, or trusted contacts need access?
- Which events should create a notification, and who should receive it?
- What is one repeated routine the customer would like to automate?
- Does the customer understand the difference between an app notification and a monitored alarm event?
- Can the customer locate their support channel and emergency instructions?

Do not ask customers to say passwords, PINs, or private access codes aloud. Let them enter sensitive information directly on their own device.

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.

1. Getting Started

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

1. Getting Started

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 gosaferssecurity.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

GoSafer Security Customer Onboarding

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

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.

Need help?

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

Understand System Status

GoSafer Security Customer Onboarding

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

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.

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.

2. Everyday Security

The essential actions customers use most often: arming, disarming, activity, users, and notifications.

Arm and Disarm the System

GoSafer Security Customer Onboarding

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

Arm the system

1. Open the Alarm.com app and verify the correct property.
2. Review any open sensor message before arming.
3. Tap the security system card or arming control.
4. Choose **Stay** or **Away** based on whether people will remain inside.
5. Confirm the system begins its exit delay or shows the expected armed status.

Disarm the system

1. Open the app or use an approved keypad method.
2. Tap **Disarm**.
3. Enter an authorized code if requested.
4. Verify the status changes to **Disarmed**.

Never disarm the system for someone whose identity or authorization you cannot verify. If an alarm is active, follow the instructions from your monitoring provider and GoSafer Security.

Need help?

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

Review Activity and Event History

GoSafer Security Customer Onboarding

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

Use Activity when you want to answer

- Who armed or disarmed the system?
- When was a door, lock, or garage device used?
- Did the event that should have triggered a notification actually occur?
- Was a device command completed or unsuccessful?
- When did a trouble condition begin?

Basic steps

1. Open the app.
2. Tap **Activity** or the activity icon.
3. Use available filters to narrow the events.
4. Tap an event to view additional detail when available.
5. Record the date, time, and device name before contacting support.

Need help?

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

Users, Logins, and Access Codes

GoSafer Security Customer Onboarding

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

Use separate access for each person

Give each regular user their own login or access code whenever your system supports it. This lets you remove one person without affecting everyone and makes activity records more meaningful.

Before adding a user

- Confirm the person should have access.
- Choose only the permissions they need.
- Set a schedule for temporary or limited access when available.
- Avoid predictable codes such as addresses, birthdays, or repeated digits.
- Remove access promptly when it is no longer needed.

Basic user review

1. Open [Menu] and select **Users**.
2. Review the displayed users and contact details.
3. Open the user you want to add or change.
4. Confirm login, code, device, and notification permissions.
5. Save the changes and test access while an authorized person is present.

Need help?

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

Notifications: Start with the Essentials

GoSafer Security Customer Onboarding

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

Recommended starter notifications

- System alarm or monitored event notifications.
- Arming and disarming activity that matters to your household or business.
- Door, garage, gate, or lock left open/unlocked reminders when supported.
- Device trouble, offline, or low-battery notifications.
- Doorbell button or camera event notifications when video is included.

Create or review a notification

1. Open **Notifications**.
2. Choose an existing notification or create a new one.
3. Select the event or device that should trigger it.
4. Choose the recipients.
5. Choose push, email, or text delivery as available.
6. Set a schedule or filter so the alert is useful and not excessive.
7. Save and perform a safe test.

Start with a small number of important notifications. Too many alerts can make customers ignore the ones that matter.

Need help?

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

3. Simple Automations

Create a few practical rules and schedules that make the system easier to use.

Automation Basics: Rules, Schedules, and Scenes

GoSafer Security Customer Onboarding

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

Three simple concepts

Rule	When a selected event happens, perform an action. Example: When the system arms Away, turn selected lights off.
Schedule	Perform an action at selected times. Example: Turn the porch light on at sunset and off at bedtime.
Scene	Run several approved actions together from one control. Example: Bedtime can lock a door, turn off lights, and adjust a thermostat.

Safe setup pattern

1. Choose one repeated routine.
2. Use only devices you can safely test.
3. Define the trigger, action, and schedule clearly.
4. Save the automation.
5. Test it while you are present.
6. Review Activity to confirm it ran.
7. Adjust or disable it if the result is unexpected.

Avoid automating actions that could create a safety risk or prevent someone from entering or leaving. Keep emergency, fire, and life-safety behavior under approved system programming.

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.

Three Recommended Starter Automations

GoSafer Security Customer Onboarding

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

1. Away routine

When the security system is armed Away, turn off selected lights, adjust the thermostat to an energy-saving setting, and confirm compatible locks or garage devices are secure.

2. Evening exterior light schedule

Turn selected exterior lights on near sunset and off at a chosen time. Review seasonal behavior and make sure the schedule does not affect indoor sleeping areas.

3. Open or unlocked reminder

Send a notification if a supported garage door, gate, door, or lock remains open or unlocked longer than expected.

Setup checklist

- Keep the first rule simple.
- Name it in plain language.
- Choose only necessary recipients.
- Test it once while on site.
- Show the customer how to disable it.

Need help?

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

Location-Based Features and Reminders

GoSafer Security Customer Onboarding

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

What location-based features can do

- Remind you if the system is disarmed when your phone leaves an area.
- Adjust a thermostat or selected devices based on arrival or departure.
- Pause or change selected behavior when approved devices are near the property.

Before enabling

1. Confirm the customer understands that phone location permission is required.
2. Choose which phones are allowed to participate.
3. Set location permission according to the feature's instructions.
4. Confirm battery-saving settings do not prevent background location updates.
5. Test arrival and departure behavior.
6. Disable the feature if it creates unwanted reminders or actions.

Location behavior depends on phone settings, permissions, connectivity, and battery management. Treat location-based actions as convenience features—not as the only method of securing the property.

Need help?

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

Connected Devices: Locks, Lights, Thermostats, and Garage

GoSafer Security Customer Onboarding

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

Everyday controls

- Check current device status before sending a command.
- Use clear device names such as “Front Door Lock” or “Upstairs Thermostat.”
- Wait for the app to confirm a command completed.
- Review Activity if a command appears unsuccessful.
- Do not repeatedly send commands when a device is offline or in malfunction.

Good first demonstrations

1. Lock and unlock one approved door while standing nearby.
2. Turn one connected light on and off.
3. Adjust the thermostat one or two degrees, then return it to the preferred setting.
4. Open or close a supported garage device only when the area is visible and clear.

5. Show the customer where device battery or malfunction status appears.

Need help?

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

Video and Doorbell Basics

GoSafer Security Customer Onboarding

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

Basic video functions

- View live video.
- Answer a supported doorbell call.
- Review saved clips or event thumbnails when included.
- Create a basic doorbell or camera notification.
- Check camera connectivity and recording status.

Basic app steps

1. Open [Video].
2. Select the desired camera.
3. Use [Settings] only when a configuration change is needed.
4. Verify the camera name, image, and time are correct.
5. Test notifications or recording behavior without creating a false emergency.

Respect privacy. Only place cameras in lawful, appropriate locations; limit access to approved users; and explain audio or recording features to occupants and visitors as required.

Need help?

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

4. Help and Next Steps

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

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

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.

Need help?

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

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.

Need help?

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