

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 gosaferssecurity.com. For an active alarm or emergency, follow your emergency plan and contact emergency services when appropriate.

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