

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.

Revision #1

Created 2026-09-01 12:04:39 UTC by Jerdenn Calag

Updated 2026-09-01 12:04:39 UTC by Jerdenn Calag