

Mobile Features

GoSafer Security procedures and references for Mobile Features.

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Mobile Features

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

This GoSafer Security section brings together resources for Mobile Features, including setup, configuration, everyday use, and troubleshooting. Choose the related page that matches your device, feature, or task, and follow the current manufacturer guidance linked on that page.

Platform	General / Device
Content type	Troubleshooting
Source last updated	2024-07-26

Procedure

Browse the related pages in this chapter to open the specific procedure, configuration guide, or troubleshooting article you need.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Mobile_Features

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Alarm.com Places

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

This GoSafer Security section brings together resources for Alarm.com Places, including setup, configuration, everyday use, and troubleshooting. Choose the related page that matches your device, feature, or task, and follow the current manufacturer guidance linked on that page.

Platform	Customer Website
Content type	Troubleshooting
Source last updated	2022-01-14

Procedure

Browse the related pages in this chapter to open the specific procedure, configuration guide, or troubleshooting article you need.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Alarm.com_Places

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Create/edit an Alarm.com Places light automation rule

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

Light Automation rules are used to turn on/off lights automatically at all times of day, on a set schedule, or based on your phone’s location. These location-based alerts can be configured from ...

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create an Alarm.com Places light automation rule

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Settings.
3. Click Places.

In Set up Geo-Features, click Light Automation Rules.

1. Enter a name for the new rule.

In Automate My, click to select Lights.

In When this even occurs, click to select People cross a Geo-Fence.

Use the Geo-Device dropdown menu to select the desired Geo-Device.

Use the Enters/Exits dropdown menu to select Enters or Exits.

Use the Geo-Fence dropdown menu to select the desired Geo-Fence.

If you need to update any Alarm.com Places information, click [Edit].

In the Perform this action, use the dropdown menus to select the desired light action and duration.

In Selected Devices, click to select the lights to be automated.

In During these time frames, click to select the time frame the rule is active

At All Times triggers the rule any time based on your Geo-Location.

Only During the Following Times allows you to define specific hours and days of the week you would like to apply the light automation rule.

Only after sunset activates the light automation rule if your Geo-Device crosses the Geo-Fence only after sunset.

1. Verify the rule is configured with the correct settings.
2. Click Save.

To edit an Alarm.com Places light automation rule

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Automation.
3. Click [Edit] for the automation rule to be updated.

In When this even occurs, verify People cross a Geo-Fence is selected.

Use the Geo-Device dropdown menu to select the desired Geo-Device.

Use the Enters/Exits dropdown menu to select the Enters or Exits.

Use the Geo-Fence dropdown menu to select the desired Geo-Fence.

If you need to update any Alarm.com Places information, click [Edit].

In Perform this action, use the dropdown menus to select the desired light action and duration.

In Selected Devices, click to select the lights to be automated.

In During these time frames, click to select the time frame the rule is active

At All Times triggers the rule any time of day based on your Geo-Location.

Only During the Following Times allows you to define specific hours and days of the week you would like to apply the light automation rule.

Only after sunset activates the light automation rule if your Geo-Device crosses the Geo-Fence only after sunset.

1. Verify the rule is updated with the correct settings.
2. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Alarm.com_Places/Create_edit_an_Alarm.com_Places_light_automation_rule

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Create/edit an Alarm.com Places lock reminder

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

Lock Reminders allow you to receive an alert when any of your locks are left unlocked for too long. These location-based alerts can be configured from the website to notify you at all times of day, ...

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create an Alarm.com Places lock reminder using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap  Menu .
3. Tap Notifications.
4. Tap  Settings .
5. Tap  Add .

6. Tap Lock Left Unlocked.

Name the new notification rule.

In When any of these locks, tap to select the locks to be monitored.

In Is Left Unlocked, tap to select either of the following

For this duration to specify how long a lock must be open before sending a notification.

When selected people cross a Geo-Fence to specify what Geo-Devices and Geo-Fences trigger a notification.

Note: If multiple devices are selected, the rule will be triggered when the last of these devices enters or exists the Geo-Fence.

In During this time frame, tap to select either of the following

At All Times will cause the rule to trigger any time of day based on your Geo-Location.

Only During the Following Times will allow you to define specific hours and days of the week you would like to receive the lock reminder.

To choose notification recipients, tap Add.

1. Tap the entries in the Address book that are to be notified, or tap Add Contact to add a new Address Book entry.
2. Tap Close.
3. Verify the notification is configured with the correct settings.
4. Tap Save.

To create an Alarm.com Places lock reminder using the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Settings.
3. Click Places.
4. Click Lock Reminders.

Name the new notification rule.

In When any of these locks, select the locks to be monitored.

In Is Left Unlocked, click to select either of the following

For this duration to specify how long a lock must be open before sending a notification.

When selected people cross a Geo-Fence to specify what Geo-Devices and Geo-Fences trigger a notification.

Note: If multiple devices are selected, the rule will be triggered when the last of these devices enters or exists the Geo-Fence.

In During this time frame, click to select either of the following

At All Times will cause the rule to trigger anytime of day based on your Geo-Location.

Only During the Following Times will allow you to define specific hours and days of the week you would like to receive the lock reminder.

To choose notification recipients, click Add.

1. Click the entries in the Address book that are to be notified, or click New to add a new Address Book entry.
2. Click Close.
3. Verify the notification is configured with the correct settings.
4. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Alarm.com_Places/Create_edit_an_Alarm.com_Places_lock_reminder

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Create/edit an Alarm.com Places pause video recording rule

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

Pause video recording rules are used to pause Video Recording Rules based on your phone’s location or security system status (Armed Stay or Disarmed), preventing video clips from being captured....

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create/edit an Alarm.com Places pause video recording rule

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Settings.

3. Click Places.
4. Click Pause Video Recordings.
5. Click [Edit] on the video recording rule to apply a pause rule to it.

In At home settings

1. Click to select Do not record when any of the Geo-Devices.

Use the Geo-Devices dropdown menu to select the Geo-Devices to trigger the rule.

Important: If multiple Geo-Devices are selected, it will require the last of these devices to enter or exit the Geo-Fence before the rule is triggered.

Use the Geo-Fence dropdown menu to select the Geo-Fence to trigger the rule.

1. Verify the recording rule is set up with the correct settings.
2. Click Save Rule.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Alarm.com_Places/Create_edit_an_Alarm.com_Places_pause_video_recording_rule

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Create/edit an Alarm.com Places sensor reminder

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

Alarm.com Places Sensor reminders allow you to receive an alert when any door, cabinet or window sensor is left open for too long. These location-based alerts can be configured from the website to ...

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create an Alarm.com Places sensor reminder using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Notifications.
4. Tap [Settings].

5. Tap [Add] to create a new notification.

6. Tap Sensor Left Open.

Name the new notification.

In When any of these sensors, tap to select the sensors that will send notifications.

In Is Left Open, tap to select one of the following

For this duration to select the amount of time the sensor must remain open before sending the notification.

When selected people cross a Geo-Fence to select the Geo Device.

Note: If multiple devices are selected, the rule will be triggered when the last of these devices enters or exits the Geo-Fence.

To choose notification recipients, tap Add.

1. Tap the entries in the Address Book that are to be notified, or tap Add Contact to add a new Address Book entry.
2. Tap Close.
3. Verify the notification is configured with the correct settings.
4. Tap Save.

To create an Alarm.com Places sensor reminder using the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Settings.

3. Click Places.

In Set-up Rules & Reminders, click Sensor Reminders.

Name the new notification.

In When any of these sensors, click to select the sensors that will send notifications.

In Is Left Open, click to select one of the following

For this duration to select the amount of time the sensor must remain open before sending the notification.

When selected people cross a Geo-Fence to select the Geo Device.

Note: If multiple devices are selected, the rule will be triggered when the last of these devices enters or exits the Geo-Fence.

In During this time frame, click to select when the sensor reminder rule will be active.

At all times will cause the rule to trigger any time of day based on your location.

Only during the following times will allow you to define specific hours and days of the week you would like to receive the sensor reminder.

To choose notification recipients, click Add.

1. Click the entries in the Address Book that are to be notified, or click New to add a new Address Book entry.
2. Click Close.
3. Verify the notification is configured with the correct settings.
4. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Alarm.com_Places/Create_edit_an_Alarm.com_Places_sensor_reminder

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Create/edit an Alarm.com Places thermostat override rule

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

Alarm.com Places Thermostat Override rules work with your Thermostat Schedule to automatically control the temperature in your home or business based on your phone’s location to help save on ...

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

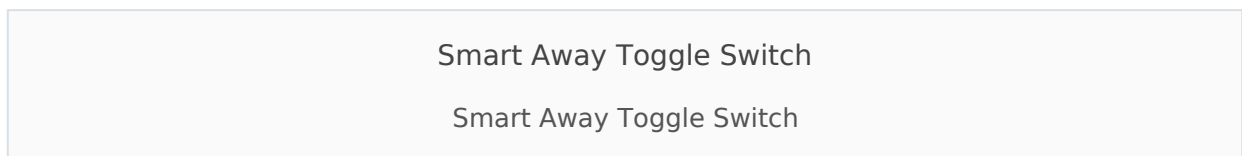
Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

Alarm.com Places Thermostat Override rules work with your Thermostat Schedule to automatically control the temperature in your home or business based on your phone’s location to help save on energy costs. Your thermostat schedule resumes as soon as the system is disarmed or when your

mobile devices enter the Geo-Fence. Thermostat Override rules can be set up on the GoSafer Security customer portal (powered by Alarm.com).

To create/edit an Alarm.com Places thermostat override rule:

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Settings.
3. Click Places.
4. In *Set up Rules & Reminders*, click **Smart Away** Thermostat Override.
5. Click the thermostat override toggle switch to enable the rule. The following image is an example of the thermostat override rule successfully enabled:



6. Click to select All of the selected Geo-Devices.
7. Using the *Geo-Devices* dropdown menu, select which Geo-Devices will trigger the thermostat override.

Important: If multiple Geo-Devices are selected, it will require the last of these devices to enter or exit the Geo-Fence before the rule is triggered.

8. Using the Geo-Fence dropdown menu, select which Geo-Fence to apply to the thermostat override rule.

9. Click Save Schedule.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Alarm.com_Places/Create_edit_an_Alarm.com_Places_thermostat_override_rule

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Geo-Service device is malfunctioning

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

One common cause for a Geo-Service device malfunctioning is that the device may have been deleted but not completely removed from the account. The best way to clear a Geo-Service device malfunction is to completely remove the device from the account before attempting to reattach the device to the account. It is recommended to remove Geo-Devices that are not active or currently in use on the account in order to avoid Geo-Service device malfunctions. For more information about how to remove a Geo-Device, see [Delete a Geo-Device](#). For more information about how to manage the Geo-Devices on an account, see [Geo-Devices](#).

Platform	App + Web
Content type	Troubleshooting
Source last updated	2025-06-04

Procedure

To clear a Geo-Service device malfunction

Note: Clearing the Geo-Service device in malfunction trouble condition only clears the trouble condition once. The following steps need to be used each time the trouble condition occurs.

Complete the following steps for all Geo-Devices that are in malfunction or no longer in use on the account

1. Log in to the Alarm.com app on the device in malfunction.
2. Tap [Menu].
3. Tap App Settings.
4. Tap Location Services.
5. Tap the toggle to turn Location Services off.

Log out of the Alarm.com app.

1. Log in to the GoSafer Security customer portal (powered by Alarm.com). Refresh the page if you were already logged in.
2. Click Settings.
3. Click Places.

If the malfunctioning/not in use device is listed in Geo-Devices

1. Click the desired device.
2. Click [Delete] to remove the Geo-Device from the account.
3. Click Ok.

While staying logged into the GoSafer Security customer portal (powered by Alarm.com), log in to the Alarm.com app once again on the Geo-Service device.

1. Tap [Menu].
2. Tap App Settings.
3. Tap Location Services.
4. Tap the toggle to turn Location Services on.

On the GoSafer Security customer portal (powered by Alarm.com), refresh the page or log in if necessary.

Make sure the device is showing in the Geo-Devices.

If the trouble condition persists after troubleshooting, contact your service provider.

To disable the malfunction report

If you do not want a malfunction report, you can turn off the report using the GoSafer Security customer portal (powered by Alarm.com).

Important: This only applies to Android devices.

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Settings.
3. Click Geo-Services
4. Click the name of the Geo-Device to be edited.
5. Click to deselect Report Malfunction if Device fails to check in for 24 hours.
6. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferservice.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Alarm.com_Places/Geo-Service_device_is_malfunctioning

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Troubleshooting Alarm.com Places

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

By enabling Location Services on mobile devices, the device is allowed to check-in and relay its location relative to the radio tower or router the device connected to. For this feature, enable Alarm.com Places on your mobile devices and ensure that you have a data connection (e.g., 3G, 4G LTE, Wi-Fi).

Platform	App + Web
Content type	Troubleshooting
Source last updated	2025-06-04

Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

By enabling Location Services on mobile devices, the device is allowed to check-in and relay its location relative to the radio tower or router the device connected to. For this feature, enable Alarm.com Places on your mobile devices and ensure that you have a data connection (e.g., 3G, 4G LTE, Wi-Fi).

Alarm.com Places tips

- The lower the data connection and/or coverage in the area, the less accurate Alarm.com Places will be. The more data connection and/or coverage in the areas, the more accurate Alarm.com Places will be.
- Staying close to Geo-Fences, or only barely crossing it can mean that the Geo-Device will never triangulate outside of the Geo-Fence. This can cause notifications or actions to incorrectly trigger or not trigger occur at all.
- Increasing the Geo-Fence radius provides more accurate notifications based on location.
- Wi-Fi can be used as data connection for triangulation. The device does not need to be connected for triangulation to occur.
- The more accurate Geo-Fence radius sizes are around or larger than 2 to 2.5 miles radius. The minimum radius can be one mile but is not recommended.

Note: If the customer account is in Canada, the minimum distance is 1.5 kilometers for a Geo-Fence.

To manage Alarm.com Places using the GoSafer Security customer portal (powered by Alarm.com):

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Settings**.
3. Click **Places**.

Important: Only the login permissions of Master Control, Full Control, and Custom with *Notification settings* enabled can manage Alarm.com Places on a customer account.

Troubleshooting Alarm.com Places:

Verify Alarm.com Places is set up properly

Verify you have the proper Alarm.com Places notifications and rules set up on your account. For more information, see [Configure Alarm.com Places](#).

Verify Location Services is turned on

Verify Location Services is turned on for the device and also for the Alarm.com app. For more information on enabling Alarm.com Places in the app, see [Add a new Geo-Device](#).

Important: iPhones and Android phones also require Location Services to be turned on specifically for the Alarm.com app through phone settings.

To enable Location Services on an Android phone:

Note: These steps may vary depending on the model of the Android phone.

1. Tap to open the **Settings** application.

2. Tap **Connections**.
3. Tap the **Location** toggle switch to enable Location Services.

To enable Location Services on an iPhone:

Important: In order for this option to appear, Alarm.com Places needs to be enabled on the app.

1. Tap to open the iPhone's **Settings** application.
2. Tap **Alarm.com**.
3. Tap **Location**.
4. In *Allow Location Access*, tap **Always**.

Verify the correct device is enabled for Alarm.com Places

The user can verify the correct device is enabled by turning Alarm.com Places off in the app, then log in to the website to verify a correlating device was paused. A device that is paused will be grayed out.

In the following image, the Geo-Device named *iPhone* is enabled and the Geo-Device named *Samsung* is disabled.

Geo Device Samsung is disabled
Geo Device Samsung is disabled

Important: Remember to re-enable the Geo-Device in the Alarm.com app after this test.

Increase the Geo-Fence size

Increase the Geo-Fence size to a minimum of 2 to 2.5-mile radius. If it is already set to a 2.5-mile radius, increase the Geo-Fence radius to 5 miles.

Enable Wi-Fi on the Geo-Device

Enable Wi-Fi on the phone that is a Geo-Device on the account. This may help with triangulation if there are not many towers in that area. Turning on Bluetooth can also help.

Note: The Geo-Device is not required to be connected to a Wi-Fi or Bluetooth network to function.

Verify settings that can affect Alarm.com Places on Android devices

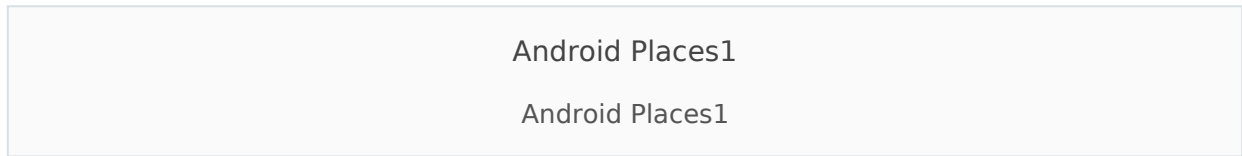
For Android phones, there are several settings that can affect consistent Alarm.com Places functionality. The Alarm.com app also displays possible settings that are affecting functionality.

To verify Alarm.com app settings on an Android device:

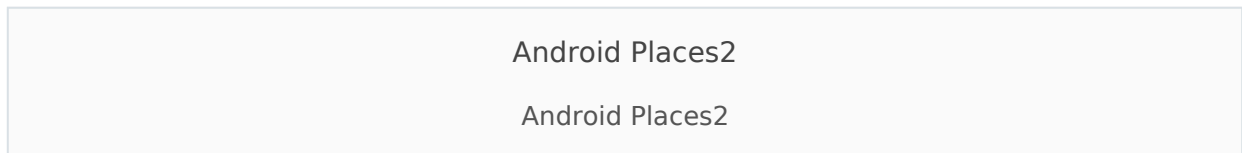
1. Log in to the Alarm.com app.
2. Tap .
3. Tap **Places**.

4. Tap **Manage my location settings**.

5. In *Location Services*, tap **Resolve detected issues**.



6. In *Resolve Issues*, tap **Details** next to an existing issue to resolve it.



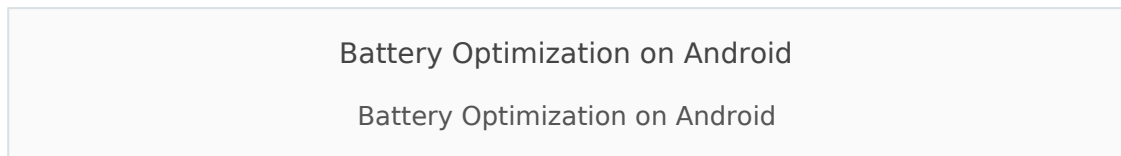
Verify the Android device settings have the best corresponding values:

Note: The names of settings may vary on Android devices.

- *Location* or *Location services* should be toggled on.
- *Locating method* or *Location mode* should be set to high accuracy.
- *Wi-Fi scanning* and *Bluetooth scanning*, which may be in the *Improve accuracy* setting, should both be toggled on.
- *Power saving mode* and *Ultra power saving mode* should both be toggled off.
- *Battery optimization* or *Optimize battery usage*, which may be in the menu option of the *Battery* setting, should be toggled off for the Alarm.com app, Google Play Services, Wi-Fi, and Bluetooth.

- When selecting the option to *Turn Battery Optimization for this App Off* from the Alarm.com app, the phone displays the devices that do not have optimization on. Tap the arrow under *Battery optimization* to select **All Apps**, then tap **Alarm.com** to verify that *Don't Optimize* is selected.

The following image is an example of turning off battery optimization on an Android device:



For information on how to clear Geo-Device malfunctions, see [Geo-Service device is malfunctioning](#).

If the issue is still unresolved:

Important: Perform the following steps in this order:

1. Disable Alarm.com Places in the Alarm.com app.

- To disable Alarm.com Places:

1. Log in to the Alarm.com app.
2. Tap .
3. Tap **Places**.

4. Tap **Manage my location settings**.
 5. Tap the *Location Services* toggle switch to disable it.
-
2. Delete the Geo-Device on the GoSafer Security customer portal (powered by Alarm.com).
 3. Force close the Alarm.com app.
 4. Re-enable Alarm.com Places in the Alarm.com app.
 5. Add the device back to the Geo-Fence rules or notifications.
 6. Sync the Geo-Device by crossing in and out of the Geo-Fence.
 7. Test by crossing the fence again.

Note: Alarm.com Places uses triangulation to conserve battery power. The device should pass a significant distance over the Geo-Fence in either direction to register crossing the Geo-Fence.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Alarm.com_Places/Trouble shooting Alarm.com Places		

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Edit a Geo-Device

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

A Geo-Device is a geographically aware iPhone or Android device that can be configured to automate your devices and initiate notifications based on the location of the Geo-Device relative to your ...

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-11-05

Procedure

To edit a Geo-Device using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap App Settings.
4. Tap Device Name.
5. Enter the desired name for the mobile device.

To edit a Geo-Device using the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Settings.
3. Click Places.

In Manage Devices, click the name of the Geo-Device to be edited.

In the Edit Device Name field, enter the desired name for the Geo-Device.

1. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Geo-Devices/Edit_a_Geo-Device

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Geo-Devices

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

This GoSafer Security section brings together resources for Geo-Devices, including setup, configuration, everyday use, and troubleshooting. Choose the related page that matches your device, feature, or task, and follow the current manufacturer guidance linked on that page.

Platform	General / Device
Content type	How-to / Configuration
Source last updated	2022-01-14

Procedure

Browse the related pages in this chapter to open the specific procedure, configuration guide, or troubleshooting article you need.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Geo-Devices

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

What login permissions does a secondary user login need to use Alarm.com Places?

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

By default, Master Control and Full Control permissions have Alarm.com Places capability enabled.

Platform	General / Device
Content type	How-to / Configuration
Source last updated	2023-02-15

Procedure

For Custom permissions, the Notification Settings feature must be selected to enable Alarm.com Places capability.

Full Control allows the user to enable Alarm.com Places and also make changes to the account's notifications.

Read Only allows the user to enable Alarm.com Places on their app, but they are not able to make changes to notifications.

For Read Only or Limited Device Access permissions, the user is able to view Alarm.com Places but is not capable of enabling it on their mobile device.

For more information about how to configure permissions for a secondary user, see Manage login permissions for secondary logins.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Geo-Devices/What_login_permissions_does_a_secondary_user_login_need_to_use_Geo-Services		

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Create/edit a Geo-Fence

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

A Geo-Fence is a virtual geographic boundary that by default, is set up around your installation address and lets you create location-based alerts and rules based on the location of one or more ...

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

A Geo-Fence is a virtual geographic boundary that by default, is set up around your installation address and lets you create location-based alerts and rules. Geo-Fence alerts and rules are based on the location of one or more mobile devices, also known as Geo-Devices. Using the GoSafer Security customer portal (powered by Alarm.com), you can edit the Geo-Fence location, name, and radius.

For more information about what a Geo-Fence is, see [What is a Geo-Fence?](#).

Create a Geo-Fence **Icon Chevron Up**

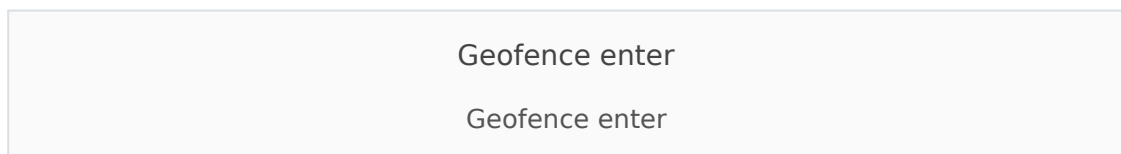
To create a Geo-Fence using the Alarm.com app:

1. Log in to the Alarm.com app.
 2. Tap **Menu**.
 3. Tap **Places**.
 4. Tap **Add**.
 5. The center of the fence defaults to the system's installation address. To move the fence location, perform either of the following:
 - Tap and drag the map to move the location marker.
 - Enter a specific address.
 6. To adjust the radius, either pinch the Geo-Fence, enter the desired radius in the *Adjust Radius* field (in miles), or tap **Add** or **Minus** to adjust the distance.
- Note:** The minimum Geo-Fence radius is 1 mile (1.6 kilometers), and the maximum is 100 miles (160 kilometers). If the account is in Canada, the minimum radius is 1.5 kilometers and the maximum is 150 kilometers.
7. In the *Name* field, enter a name for the Geo-Fence.
 8. Tap **Save**.

To create a Geo-Fence using the GoSafer Security customer portal (powered by Alarm.com):

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Settings**.
3. Click **Places**.
4. In *Manage Places*, click **Add a Fence**.
5. The center of the fence defaults to the system's installation address. To move the fence location, perform either of the following:

- Click and drag the location marker on the map.
- Enter a specific address in the *Move fence location to* field and click



Geofence enter

Geofence enter

6. In the *Fence Name* field, enter a name for the Geo-Fence.
7. To adjust the radius, either click and drag the Geo-Fence anchors on the map overlay, or enter the desired radius in the *Geo-Fence Radius* field (in miles).

Note: The minimum Geo-Fence radius is 1 mile (1.6 kilometers), and the maximum is 100 miles (160 kilometers). If the account is in Canada, the minimum radius is 1.5 kilometers and the maximum is 150 kilometers.

8. Click **Save**.

Edit a Geo-Fence **Icon Chevron Up**

To edit a Geo-Fence using the Alarm.com app:

1. Log in to the Alarm.com app.
2. Tap **Menu**.
3. Tap **Places**.
4. In *Places*, tap the desired Geo-Fence to edit.
5. Tap **Edit Place**.
6. To move the fence location, perform either of the following:
 - Tap and drag the map to move the location marker.
 - Enter a specific address.
7. To adjust the radius, either pinch the Geo-Fence, enter the desired radius in the *Adjust Radius* field (in miles), or tap **Add** or **Minus** to adjust the distance.

Note: The minimum Geo-Fence radius is 1 mile (1.6 kilometers), and the maximum is 100 miles (160 kilometers). If the account is in Canada, the minimum radius is 1.5 kilometers and the maximum is 150 kilometers.

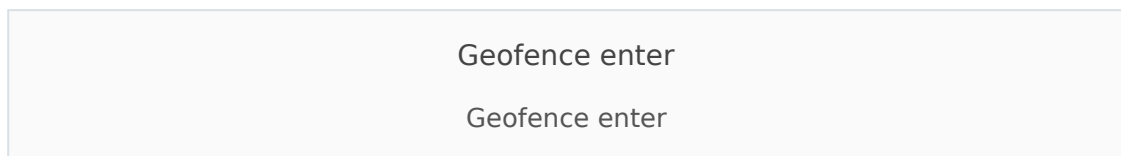
8. In the *Name* field, enter a name for the Geo-Fence.

Note: The default Geo-Fence cannot be renamed or deleted.

9. Click **Save**.

To edit a Geo-Fence using the GoSafer Security customer portal (powered by Alarm.com):

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Settings**.
3. Click **Places**.
4. In Manage Places, click the desired Geo-Fence to edit.
5. To move the fence location, perform either of the following:
 - Click and drag the location marker on the map.
 - Enter a specific address in the *Move fence location to* field and click



Geofence enter

Geofence enter

6. In the *Fence Name* field, enter a name for the Geo-Fence.
7. To adjust the radius, either click and drag the Geo-Fence anchors on the map overlay, or enter the desired radius in the *Geo-Fence Radius* field (in miles).

Note: The minimum Geo-Fence radius is 1 mile (1.6 kilometers), and the maximum is 100 miles (160 kilometers). If the account is in Canada, the minimum radius is 1.5 kilometers and the maximum is 150 kilometers.

8. Click **Save**.

The following image is an example of the map that appears to edit the Geo-Fence:



Delete a Geo-Fence

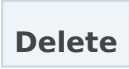
To delete a Geo-Fence using the Alarm.com app:

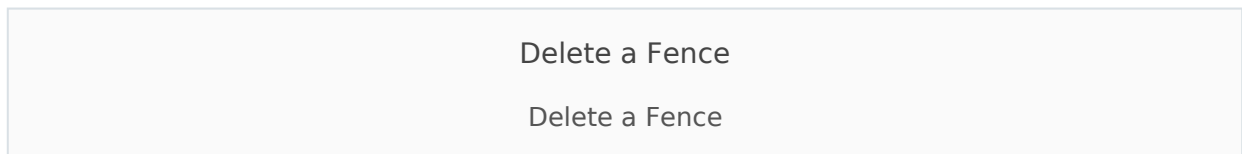
Note: The default Geo-Fence cannot be renamed or deleted.

1. Log in to the Alarm.com app.
2. Tap .
3. Tap **Places**.
4. In *Places*, tap the desired Geo-Fence.
5. Tap **Edit Place**.
6. Tap **Delete Place**.
7. Tap **Delete Place** when prompted to confirm that you want to delete the Geo-Fence.

To delete a Geo-Fence using the GoSafer Security customer portal (powered by Alarm.com):

Note: The default Geo-Fence can be edited, but not deleted.

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Settings**.
3. Click **Places**.
4. In Manage Places, click the name of the Geo-Fence to be deleted.
5. Click .
6. Click **Ok** when prompted to confirm that you want to delete the Geo-Fence.



Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Geo-Fences/Create%2F%2Fedit_a_Geo-Fence

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Delete a Geo-Fence

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

Geo-Fences can be managed or deleted from the website.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

A Geo-Fence is a virtual geographic boundary that by default, is set up around your installation address. This feature allows you to create location-based alerts and rules based on the location of one or more phones (Geo-Devices). A Geo-Fence can only be deleted using the GoSafer Security customer portal (powered by Alarm.com).

For more information about what Geo-Fences are, see [What is a Geo-Fence?](#).

Important: Deleting a Geo-Fence also deletes any rules or notifications that are dependent on the Geo-Fence.

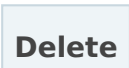
To delete a Geo-Fence using the Alarm.com app:

Note: The default Geo-Fence cannot be renamed or deleted.

1. Log in to the Alarm.com app.
2. Tap .
3. Tap **Places**.
4. In *Places*, tap the name of the Geo-Fence to be deleted.
5. Tap **Edit Place**.
6. Tap **Delete Place**.
7. Tap **Delete Place** when prompted to confirm that you want to delete the Geo-Fence.

To delete a Geo-Fence using the GoSafer Security customer portal (powered by Alarm.com):

Note: The default Geo-Fence cannot be renamed or deleted.

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Settings**.
3. Click **Places**.
4. In *Manage Places*, click the name of the Geo-Fence to be deleted.
5. Click .
6. Click Ok when prompted to confirm that you want to delete the Geo-Fence.

Delete a Fence

Delete a Fence

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Geo-Fences/Delete_a_Geo-Fence

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Geo-Fences

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

This GoSafer Security section brings together resources for Geo-Fences, including setup, configuration, everyday use, and troubleshooting. Choose the related page that matches your device, feature, or task, and follow the current manufacturer guidance linked on that page.

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2022-01-14

Procedure

Browse the related pages in this chapter to open the specific procedure, configuration guide, or troubleshooting article you need.

Source and support

For GoSafer Security assistance, visit [gosaferssecurity.com](https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Geo-Fences).

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Geo-Fences

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

What is a Geo-Fence?

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

A Geo-Fence is a circular area defined by the user. This area is used as a reference to determine if a Geo-Device (e.g., a mobile device associated with the account) is inside or outside this area. Based on this, it is possible to create automation rules, reminders, and notifications. For example, a thermostat can be set to specific temperatures based on whether the Geo-Device is inside or outside the radius of the Geo-Fence. [Geo Fence]

Platform	General / Device
Content type	How-to / Configuration
Source last updated	2023-10-31

Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

A Geo-Fence is a virtual geographic boundary that by default, is set up around your installation address. This feature allows you to create location-based alerts and rules based on the location of one or more phones (Geo-Devices). A Geo-Fence can only be deleted using the GoSafer Security customer portal (powered by Alarm.com).

For more information about what Geo-Fences are, see [What is a Geo-Fence?](#).

Important: Deleting a Geo-Fence also deletes any rules or notifications that are dependent on the Geo-Fence.

To delete a Geo-Fence using the Alarm.com app:

Note: The default Geo-Fence cannot be renamed or deleted.

1. Log in to the Alarm.com app.
2. Tap .
3. Tap **Places**.
4. In *Places*, tap the name of the Geo-Fence to be deleted.
5. Tap **Edit Place**.
6. Tap **Delete Place**.
7. Tap **Delete Place** when prompted to confirm that you want to delete the Geo-Fence.

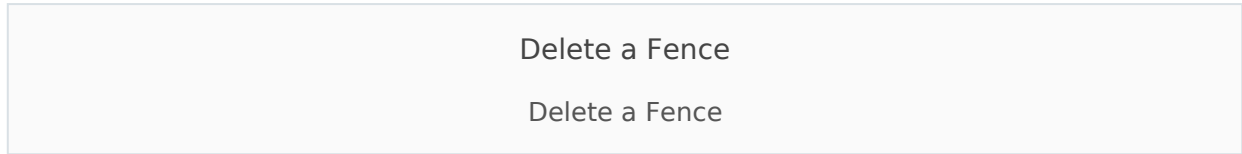
To delete a Geo-Fence using the GoSafer Security customer portal (powered by Alarm.com):

Note: The default Geo-Fence cannot be renamed or deleted.

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Settings**.
3. Click **Places**.
4. In *Manage Places*, click the name of the Geo-Fence to be deleted.

5. Click **Delete**.

6. Click Ok when prompted to confirm that you want to delete the Geo-Fence.



Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Geo-Fences/What_is_a_Geo-Fence

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

What is the minimum and maximum size of a Geo-Fence?

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

The size of a Geo-Fence refers to its radius. The minimum radius is 1.6 kilometers (or one mile), and the maximum radius is 160 kilometers (or 100 miles). However, it is not recommended to use an excessively wide radius. Note: If using an account in Canada, the minimum distance is 1.5 kilometers for a Geo-Fence.

Platform	General / Device
Content type	FAQ / Explanation
Source last updated	2022-07-11

Procedure

The size of a Geo-Fence refers to its radius. The minimum radius is 1.6 kilometers (or one mile), and the maximum radius is 160 kilometers (or 100 miles). However, it is not recommended to use an excessively wide radius.

Note: If using an account in Canada, the minimum distance is 1.5 kilometers for a Geo-Fence.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Geo-Fences/What_is_the_minimum_and_maximum_size_of_a_Geo-Fence

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.