

Add/delete door lock user codes

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

Once created, user codes can be added to or deleted from a door lock using the app and website.

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

Procedure

To add or delete door lock user codes using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Users.
4. Tap to select the user to manage lock access.

If the user has not yet been created, tap [Add].

1. Tap [Access Code].

In Access Code, enter the user's desired code.

1. Tap to toggle which devices to grant access to.
2. Tap Save. Allow a few minutes for the changes to send to the lock.

If the user should only have access to the devices during specific times, tap Time to select the user's access period to the device. Once the desired access period is selected, tap Save.

To add or delete door lock user codes 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 Users.
3. Click [More Options] on the desired user.
4. Click [Edit] to edit user information.
5. Click [Access Code].

In Access Code, enter the desired user code.

A new access code can also be generated by clicking Generate Code.

1. Click to select which devices and features the user will have access to.
2. Click Save to send the changes to the system. Allow a few minutes for the changes to send to the lock.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Home_Automation/Locks/Add_delete_door_lock_user_codes

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

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