

Can single system user codes be replaced with Enterprise 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

No. Single system user codes cannot be replaced with Enterprise user codes. To replace a single system user with an Enterprise equivalent, the user for the single system user must be deleted and then recreated at the Enterprise level using the GoSafer Security customer portal (powered by Alarm.com).

Platform	Customer Website
Content type	Troubleshooting
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Procedure

To delete a single system user

Before you begin, export the current panel slot numbers as a backup reference. This report shows all users and their assigned slot numbers across all systems in the group. If users need to be manually restored after an error, this file will be the only reference. PIN codes are not included in

the export. For more information, see Export panel slot numbers for a group.

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

Use the dropdown menu to select the single system location.

Note: Enterprise groups have [Group Property] next to the Enterprise name, whereas locations will have [Enterprise Open] for commercial accounts or [Single Property] for residential accounts next to the location name.

1. Click Users.
2. Click [More Options] next to the desired user, then click Delete.

Create and update users at the Enterprise level

Users can be created and existing users can be updated using the GoSafer Security customer portal (powered by Alarm.com).

To create a user at the Enterprise level

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

Use the dropdown menu to select the Enterprise group.

Note: Enterprise groups have [Group Property] next to the Enterprise name, whereas locations will have [Enterprise Open] for commercial accounts or [Single Property] for residential accounts next to the location name.

1. Click Users.
2. Click Add User.
3. Enter the desired name for the user, then click Create.

In Set Access Code, enter the desired code or click Generate Code, then click Save and Continue.

In Set Access Period, select the schedule or time frame the user will have access for, then click Save and Continue. For more information about scheduled or temporary panel users, see Configure Scheduled and Temporary panel user codes.

In Access Type, select the desired access type.

1. Select Existing + Future to grant access to all devices in all locations across all groups and automatically grant access to future devices, locations, and groups.
2. Select All Existing Devices to grant the user access to all currently existing devices, locations, and groups.
3. Select Set By Location to select the desired access based on location.
4. Select No Device Access to restrict access to all devices on all locations within any group.
5. Click Save. The user code is sent to the panels at the selected locations to allow the user access. It takes a few minutes for the user code to download to the panel at each site.

Important: Do not make changes to the panel or send other remote commands during this time as this could result in codes not syncing properly.

1. Wait 5 minutes before testing the code at the panel. The duration it takes to push codes to the panel depends on the number of locations that need to be updated.

To edit an existing user at the Enterprise level

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

Use the dropdown menu to select the Enterprise group.

Note: Enterprise groups have [Group Property] next to the Enterprise name, whereas locations will have [Enterprise Open] for commercial accounts or [Single Property] for residential accounts next to the location name.

1. Click Users.
2. Click [More Options] next to the desired user, then click Edit.

In Access Information, click Access Code.

In Set Access Code, enter the desired code or click Generate Code, then click Save and Continue.

In Access Information, click Access Period.

In Set Access Period, select the schedule or time frame the user will have access for, then click Save and Continue. For more information about scheduled or temporary panel users, see Configure Scheduled and Temporary panel user codes.

In Access Information, click Access Type.

In Access Type, select the desired access type.

1. Select Existing + Future to grant access to all devices in all locations across all groups and automatically grant access to future devices, locations, and groups.
2. Select All Existing Devices to grant the user access to all currently existing devices, locations, and groups.
3. Select Set By Location to select the desired access based on location.
4. Select No Device Access to restrict access to all devices on all locations within any group.

Important: Do not make changes to the panel or send other remote commands during this time as this could result in codes not syncing properly.

1. Wait 5 minutes before testing the code at the panel. The duration it takes to push codes to the panel depends on the number of locations that need to be updated.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Commercial/Multi-Location_Management/Can_single_system_user_codes_be_replaced_with_Enterprise_user_codes

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

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