

Change a login name

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

Login names can be changed on the website and app.

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

Procedure

To change a login name using the Alarm.com app

Note: The only login name that can be changed is for the login used to access the Alarm.com app.

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Login Information.

4. Tap Login Name.

5. Enter the new login name in the Login Name field.

In the Current Password field, enter your current password.

1. Tap Save.

Note: If unable to change the login name, contact your service provider.

To change a login name using the GoSafer Security customer portal (powered by Alarm.com)

Note: The only login name that can be changed is for the login used to access 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 Login Information.

4. Click Login Name.

5. Enter the new login name in the Login Name field.

In the Current Password field, enter your current password.

1. Click Save.

Note: If unable to change the login name, contact your service provider.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/User_Management/Web_App_Users/Change_a_login_name

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

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