Change or reset a password

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

Updating user passwords for website and app users helps keep the system secure.

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

Procedure

To change your password while logged in using the Alarm.com app

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

In the Current Password field, enter the current password.

In the New Password field, enter the new password.

In the Verify Password field, enter the new password again.

1. Tap to select Log out all devices if it is desired to log out all devices that are using the current password.

This option is useful when a password change is performed because of a device change or a lost/compromised device.

1. Tap Save.

To change your password while logged in 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 Login Information.
4. Click Password.

In the Current Password field, enter the current password.

In the New Password field, enter the new password.

In the Verify Password field, enter the new password again.

1. Click to select Log out all devices if it is desired to log out all devices that are using the current password.

This option is useful when a password change is performed because of a device change or a lost/compromised device.

1. Click Save.

To reset your password using the Alarm.com app

1. Open the Alarm.com app.
2. Tap Forgot username or password.

In Help us recognize you, enter the email address or username associated with the account, then tap Next.

If the information entered is associated with an account, an email is sent with steps to reset your password, or remind you of your username.

Note: If you do not receive the password reset email, check the junk folder and verify that the email address was entered correctly.

1. Tap Reset Password.

Note: The password reset email will include any accounts associated with the email address and include the option to reset those account passwords. If there is only one account associated with the email address, the username will be displayed in the email.

Follow the prompts in the email to reset your password.

To reset your password using a web browser

Access the Login Help page.

In Forgot your password?, enter your username, then click Submit.

Note: If you do not know your username, enter your email address in Forgot your username?.

If the information entered is associated with an account, an email is sent with steps to reset your password, or remind you of your username.

Note: If the password reset email is not received, check the junk folder and verify the email address was entered corrected.Click Forgot username password enter your username.

1. Click Change Password.

Note: The password reset email will include any accounts associated with the email address and include the option to reset those account passwords. If there is only one account associated with the email address, the username will be displayed in the email.

Follow the prompts in the email to reset your password.

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

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

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

Revision #1
Created 2026-09-01 00:30:11 UTC by Jerdenn Calag
Updated 2026-09-01 00:30:11 UTC by Jerdenn Calag