

# Change the monitoring station emergency contact information

## 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

When a monitoring station contact list is outdated or incorrect, the monitoring station may call the wrong numbers to address an alarm event. The Emergency Contact Management integration puts this ...

|                     |                        |
|---------------------|------------------------|
| Platform            | App + Web              |
| Content type        | How-to / Configuration |
| Source last updated | 2025-10-07             |

## Procedure

## To change the emergency contact information using the Alarm.com app

Note: Up to three emergency contacts can be attached to an account by default. To add more than three emergency contacts, contact your service provider.

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

In Emergency Contacts, tap Add Contact.

1. Tap either of the following to add contacts:
2. Add Manually to create a contact from scratch.
3. Add from Contacts to automatically add a contact from the device address book.
4. Tap Sort to arrange the contact list priority as desired.

**Important:** The monitoring station contacts the attached numbers in the order they appear in the list.

1. Tap and drag [Reorder] for each contact to rearrange the list.

**To change the emergency contact information using the GoSafer Security customer portal (powered by Alarm.com)**

Note: Up to three emergency contacts can be attached to an account by default. To add more than three emergency contacts, contact your service provider.

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Settings.
3. Click Monitoring Station.
4. Click Emergency Contacts.
5. Click + Contact.

6. Enter the first and last name of the emergency contact.
7. Click + Phone Number.
8. Enter the desired phone numbers and select the Phone Type.

In Verbal Passcode, enter the desired verbal passcode for each contact.

1. Click Save.

The contact order is the order in which the monitoring station will attempt to contact the provided numbers (i.e., If 1 is chosen, that person is contacted first). For steps on re-ordering Emergency Contacts, proceed to Configure Emergency Contact lists using the GoSafer Security customer portal (powered by Alarm.com).

## To edit the contact list order 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 Monitoring Station.
4. Click Emergency Contacts.
5. Click [Reorder Mode].
6. Click and drag [Reorder] to reorder the contact list as desired.

Note: It is not possible to move contacts between lists with these steps. To move contacts between lists, proceed to To move existing contacts from one list to the other using the GoSafer Security customer portal (powered by Alarm.com).

1. Click Save.

## To move existing contacts from one list to the other 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 Monitoring Station.
4. Click Emergency Contacts.
5. Click [Down] for the desired contact.
6. Click Edit.
7. Click Move to After Dispatch or Move to Before Dispatch as applicable.
8. Click Save.

## To change ECV emergency contact information using the Alarm.com app

Note: Up to three contacts can be attached for contact before and after law enforcement dispatch. To add more than three emergency contacts before and after dispatch, contact your service provider.

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

In Prior to Dispatch, tap Add Contact to add contacts that will be notified before dispatch.

1. Tap either of the following to add contacts:
2. Add Manually to create a contact from scratch.
3. Add from Contacts to automatically add a contact from the device address book.

In After Dispatch, tap Add Contact to add contacts that will be notified after dispatch.

1. Tap either of the following to add contacts:

2. Add Manually to create a contact from scratch.
3. Add from Contacts to automatically add a contact from the device address book.
4. Tap Sort to arrange the contact list priority as desired.

**Important:** The monitoring station contacts the attached numbers in the order they appear in the list.

1. Tap and drag [Reorder] for each contact to rearrange the list.

## To change ECV emergency contact information using the GoSafer Security customer portal (powered by Alarm.com)

Note: Up to three contacts can be attached for contact before and after law enforcement dispatch. To add more than three emergency contacts before and after dispatch, contact your service provider.

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Settings.
3. Click Monitoring Station.
4. Click Emergency Contacts.
5. Click + Contact.

Using the When to Contact dropdown menu, select Before Dispatch or After Dispatch.

1. Enter the first and last name of the emergency contact.

Use the first dropdown menu to select the number of contacts to be called before dispatch.

1. Click + Phone Number.
2. Enter the desired phone numbers and select the Phone Type.

In Verbal Passcode, enter the desired verbal passcode for each contact.

1. Click Save.

The contact order is the order in which the monitoring station attempts to contact the provided numbers (i.e., If 1 is chosen, that person is contacted first). For steps on re-ordering Emergency Contacts, proceed to Configure Emergency Contact lists using the GoSafer Security customer portal (powered by Alarm.com).

## Source and support

For GoSafer Security assistance, visit [gosaferssecurity.com](https://gosaferssecurity.com).

Original Alarm.com reference:  
[https://answers.alarm.com/Customer/Website\\_and\\_App/System\\_Management/System\\_Usage/Change\\_the\\_monitoring\\_station\\_emergency\\_contact\\_information](https://answers.alarm.com/Customer/Website_and_App/System_Management/System_Usage/Change_the_monitoring_station_emergency_contact_information)

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

---

Revision #1

Created 2026-09-01 00:30:06 UTC by Jerdenn Calag

Updated 2026-09-01 00:30:06 UTC by Jerdenn Calag