

Change the monitoring station verbal passcode

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 the monitoring station calls, you will be asked to provide their verbal passcode to verify their identity, confirm if the alarm is valid, and cancel it if it is a false alarm.

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

Procedure

To change the verbal passcode using Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Monitoring Settings.
4. Tap Update Verbal Passcode.
5. Tap Confirm.

6. Enter the desired passcode in the Verbal Passcode field.

Re-enter the same password in the Confirm Verbal Passcode field. These must match in order to be saved.

1. Tap Done.

To change the verbal passcode 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 Location Settings.
5. Click Edit.
6. Enter the desired passcode in the Verbal Passcode field.

Re-enter the same password in the Confirm Verbal Passcode field. These must match in order to be saved.

1. Click Update.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/System_Management/System_Usage/Change_the_monitoring_station_verbal_passcode		

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

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