

Commercial report does not have a PDF attachment

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

Commercial reports can be viewed as a web version using a browser or as a downloadable PDF file. However, as of October 13, 2022, reports that were not created or modified since June 22, 2020 have had their PDF email attachments removed. If a customer is no longer receiving a PDF attachment with their report and they want to be receiving the PDF, they can edit the report and reattach the PDF using the GoSafer Security customer portal (powered by Alarm.com) or Alarm.com app.

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

Procedure

To attach a PDF 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 Activity.
3. Click Reports.
4. Select the desired report.

Using the Attachments dropdown menu, select Attach PDF.

1. Click Save.

To attach a PDF using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Reports.
4. Tap [Edit] next to the desired report.

Using the Attachments dropdown menu, select Attach PDF.

1. Tap Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Commercial/Commercial_Management/Commercial_report_does_not_have_a_PDF_attachment

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

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