Configure a number passcode for the app

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

You can set up an optional passcode lock in the settings of the Alarm.com app. Once enabled, there is a prompt asking for a four-digit code before accessing the Alarm.com app. Note: Enabling the passcode option keeps you logged into the Alarm.com app, but prompts a passcode every time the Alarm.com app is opened.

Platform	Mobile App
Content type	Troubleshooting
Source last updated	2025-08-01

Procedure

1. Enable the passcode

The passcode for the Alarm.com app can be enabled using the Alarm.com app.

To enable the passcode

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

3. Tap App Settings.
4. Tap Passcode.
5. Tap the Passcode Access toggle switch to enable the feature.

Note: If the Keep my logged in option is not enabled when logging in, there is a prompt to enter your password before enabling the desired passcode.

1. Enter in the desired four-digit passcode, and then re-enter the passcode to verify it.

Note: The passcode can be any four-digit number.

Passcode access is now enabled, so now any time the Alarm.com app is opened on the device, it prompts to enter the established four-digit passcode to access the Alarm.com app.

Note: The passcode can be updated by disabling it and then re-enabling it.

1. Disable the passcode

The passcode can be disabled using the Alarm.com app. It can be disabled using the passcode or without it.

Note: After five failed passcode attempts, the Alarm.com app disables Passcode Access on the device due to too many incorrect attempts and returns the user to the standard login page.

To disable the passcode using the passcode

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap App Settings.

4. Tap Passcode.
5. Tap the Passcode Access toggle switch to disable the feature.
6. Enter the current passcode to disable the feature.

To disable the passcode without the passcode

1. Tap to open the Alarm.com app.

On the Enter your passcode page, tap Cancel.

1. Tap Log Out to turn off Passcode Access on the device and return to the standard login page.

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/Configure_a_number_passcode_for_the_app

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

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