Contact your service provider

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

If you are unable to find an answer to your question in the Knowledge Base, you can contact your service provider for further assistance.

Platform	App + Web
Content type	Reference
Source last updated	2026-05-21

Procedure

To contact your service provider using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Support.
4. Select the desired way to contact your service provider:

Note: Depending on your service provider, all four options may not be available. If you are unable to contact your service provider, tap Help Documentation to access the Knowledge Base and enter a brief description of the device, its behavior, or identifying model number if applicable.

1. Tap Phone Number to view the contact information to contact your service provider.
2. Tap Email to send an email to your service provider.
3. Tap Support Website to visit your service provider's website.
4. Tap Support Ticket to provide the requested information in a ticket.

In the Name field, enter your name.

In the Email field, enter your email address.

In the Phone field, enter your phone number.

In the Subject field, enter a subject for the service request.

Using the Category dropdown menu, select the service request category.

Note: Selecting a category is not required, but it is recommended.

1. Tap Help Documentation to access a knowledge base for answers to common questions.

To contact your service provider 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 Support.

3. Select the desired way to contact your service provider:

Note: Depending on your service provider, all four options may not be available. If you are unable to contact your service provider, click Help Documentation to access the Knowledge Base and enter a brief description of the device, its behavior, or identifying model number if applicable.

1. Click Phone Number to view the contact information to contact your service provider.
2. Click Email to send an email to your service provider.
3. Click Support Website to visit your service provider's website.
4. Click Support Ticket to provide the requested information in a ticket.

In the Name field, enter your name.

In the Email field, enter your email address.

In the Phone field, enter your phone number.

In the Subject field, enter a subject for the service request.

Using the Category dropdown menu, select the service request category.

Note: Selecting a category is not required, but it is recommended.

In the Description field, provide details about the service request.

1. Click Submit.

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/Contact_your_service_provider

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

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