Create a new Enterprise group

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

A new Enterprise group can be created if your account is not yet associated to a group.

Platform	Customer Website
Content type	How-to / Configuration
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Procedure

> **Step-by-step guide:** Screenshots and videos are placed with the instruction they illustrate.

Caution: This process cannot be automatically reversed. Once a user is deleted from the single system level, they must be manually recreated if something goes wrong. There is no rollback option. Before proceeding, export your panel slot numbers as a reference record. For more information, see Set up an Enterprise user.

Enterprise groups allows you to manage security, automation, and business intelligence across two or more locations. You can also conveniently view the status and recent activity for multiple systems on one page.

For more information about Enterprise groups, see What is an Enterprise group?.

Note: Depending on your service package, additional tools may be available to help with larger user migrations. The *Promote users* feature can automatically move users from the single system level to the Enterprise level and detect duplicate users across locations. This feature requires the *Access Plan User Management (APUM)* add-on, which is not included by default. Contact your service provider to find out if this option is available on your account. For more information, see Promote users.

Prepare Enterprise information

Prior to creating an Enterprise group, it is recommended to prepare the following information:

- A naming convention for group names (e.g., region, manager's name, store number, etc.).
- A list of all the locations to be added to each group.
- A list of Enterprise users vs. Single-System users.
- A list of Enterprise users that will be added to each group.
- A list of the locations each user can access.
- If applicable, list the specific times users can access the locations (e.g., employee's panel/lock code will work from 7:00 AM - 8:00 PM M-F). This feature is available on all compatible locks and select security panels.
- Determine the types of notifications (e.g., open/close, alarms, etc.) to use and who should receive them.
- List the business hours for each location. A template can be made to apply to locations that have the same business hours.
- Determine which account is the primary login (e.g., corporate office, headquarters, etc.). Create the first Enterprise Group under this account. The primary login for the first system will be the default administrator login for the Enterprise group.

Note: The default administrator login can be changed a later time. For more information see To create a new group login.

Expand all

Configure an Enterprise group

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Locations may be put into at most one Enterprise group. This can be done using the GoSafer Security customer portal (powered by Alarm.com).

Note: The accounts must be with the same dealer to be added to the same group. For accounts with different dealers, Cross-Dealer Enterprise Groups are supported in some cases. For more information, see Cross-Dealer Groups.

For more information about adding locations to an existing Enterprise group, see Add a new location to a group.

For more information about creating an Enterprise group, see Create a new Enterprise group.

Set up an Enterprise user

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To allow user access to the panel locally on-site, create a new group user to add new user codes locally to the system. Creating a group user code does not give the user remote access to the GoSafer Security customer portal (powered by Alarm.com) and Alarm.com app for the system. For more information about adding group users, see Create a new group user.

To allow user remote access to the system using the Alarm.com app and GoSafer Security customer portal (powered by Alarm.com), create a new group login for the system. Creating a group login does not give the user a local code for on-site access to the panel. For more information about adding a group login, see Create a new group login.

Some best practices for setting up Enterprise users:

- Before you begin, export the current panel slot numbers as a backup reference. This report shows all users and their assigned slot numbers across all systems in the group. If users need to be manually restored after an error, this file will be the only reference. PIN codes are not included in the export. For more information, see Export panel slot numbers for a group.
- Determine which account will be the primary login (e.g., corporate office, headquarters). Create the first Enterprise group under this account. The primary login will have administrator rights to manage the Enterprise group.
- An Enterprise user can be granted access to multiple locations within a group of locations. An Enterprise Administrator can configure permissions for Enterprise Users so that they have access to all locations, some locations, or no locations within a group. One possible reason to set up an Enterprise User without access to any locations would be for them to receive notifications but not be able to disarm a system.
- Enterprise users with location access need a user code. Once added through the Alarm.com GoSafer Security customer portal (powered by Alarm.com), this user code is pushed to the alarm panel for each location where they will be granted access to panels, keypads, or smart locks.
- Add an email and/or phone number of the Enterprise user so they can receive email/text notifications (e.g., alarms, open/close emails).
- If applicable, add cards and PIN codes to allow Access Control users to gain access to doors with card readers or keypads.
- If you have existing User codes on the Single System level that you would like span across multiple locations, the users must be deleted from individual locations and recreated on the Enterprise Group level.
- Removing users from a single system and adding to Enterprise:
    - If the user is currently receiving text or push notifications, please make note of their mobile carrier and other details that will need to be entered again when

the user is recreated.

- For Concord and Neo panels must be disarmed when adding or removing users.
- Once a user is added to Enterprise, do not arm, enter programming, send other remote commands, or power cycle the panel for 5 to 10 minutes after adding a user.
- After a user is deleted, select the refresh icon on the top right corner of the webpage. If this is not done, the GoSafer Security customer portal (powered by Alarm.com) may display a warning message saying the code is already in use when you try to recreate the user in the Enterprise.

Add business hours **Icn Chevron Down**

Business hours make it easier to configure and manage commercial features like reporting, arming schedules, auto re-arming, and notifications.

For information about creating a business hours template to apply to locations, see Create a Business Hours Template.

Add reports **Icn Chevron Down**

Smarter Business Reports allow further awareness of what is happening at each location. For information about enabling reports, see Enable Smarter Business Reports.

Add notifications **Icn Chevron Down**

By setting up notifications, you will have constant awareness of what is happening at your business, even when you are not there. For more information about creating and editing

notifications, see Create/edit Enterprise Notifications.

For more information about the different types of notifications that can be created, see Enterprise Location Management.

Enterprise group best practices

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There are various ways to set up Enterprise groups and get the most from them depending on the customer's situation.

Scenario 1

Various managers can be given different levels of access to specific locations.

Example: The customer has 8 restaurants and each restaurant has its own manager and staff. There are also 2 regional managers. The customer wants the owner and regional manager to to oversee and control access to all locations while allowing each individual manager to control access and staffing for their specific location.

For this example, it is recommended that the owner and regional managers be given logins to the Enterprise group and have their user profiles created at the Enterprise level. Their Enterprise login will allow them to manage each of the properties based on the login permissions and their Enterprise user profiles can be given access to any device that exists in the group from the Enterprise level.

The owner or regional manager can then give individual store managers login access to their specific location so they can manage their staff at the single system level. The Enterprise logins can still make changes if needed, and any access granted to the Enterprise Users cannot be overridden by a single system login.

Scenario 2

Employee access may vary or change frequently.

Example: The customer manages eight warehouses with minimal local staffing but has a network of 30 drivers that may need access to one or multiple sites at any given time.

For this example, it is recommended to create the majority of the user profiles on the Enterprise level. The drivers may need access to multiple sites at a time, so managing them at the Enterprise level would allow the customer to grant a specific driver access to multiple properties using a few clicks. It is recommended to limit the number of single system users to avoid duplicate users and credentials from being created by accident. For this type of setup, it is not uncommon for only the default master user to exist on most of the properties.

Video tutorials Icn Chevron Down

Create an Enterprise Group

https://player.vimeo.com/video/800620872?h=884eff00e4badge=0&autopause=0&player_id=0&app_id=58479

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Add a Location to an Enterprise Group

https://player.vimeo.com/video/800616151?h=0e36acb531badge=0&autopause=0&player_id=0&app_id=58479

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Move a location between Enterprise Groups

https://player.vimeo.com/video/800623030?h=1e0388c669badge=0&autopause=0&player_id=0&app_id=58479

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Add a User Code to multiple locations

https://player.vimeo.com/video/800626087?h=1fa452f3e9badge=0&autopause=0&player_id=0&app_id=58479

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Add a Login to Multiple Locations

https://player.vimeo.com/video/800625971?h=acee0959a2badge=0&autopause=0&player_id=0&app_id=58479

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Using the Location Summary Page

All locations in a group can be viewed using the GoSafer Security customer portal (powered by Alarm.com). For more information, see View group Locations.

https://player.vimeo.com/video/800626844?h=880f32abdcbadge=0&autopause=0&player_id=0&app_id=58479

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Create a Smarter Business Report

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Create Enterprise Notifications

https://player.vimeo.com/video/800626510?h=81082ccc99badge=0&autopause=0&player_id=0&app_id=58479

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Enterprise Camera Groups

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Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference: https://answers.alarm.com/Customer/Website_and_App/Commercial/Multi-Location_Management/Create_a_new_Enterprise_group

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

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