

Create a new group user

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

Creating individual user codes for each person in your group help keep your system secure.

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

Procedure

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

Creating individual user codes for each person in your group help keep your system secure.

Create a new group user

New group users can be created using the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com).

Expand all

To create a new group user using the Alarm.com app: **Icon Chevron Down**

1. Log in to the Alarm.com app.
2. Tap **Menu**.
3. Select the group from the locations dropdown menu.
4. Tap **Users**.
5. Tap **Add**.
6. Enter the user's first and last name, then tap **Create**.
7. In *Set Access Code*, enter the desired code or tap **Generate Code**, then click **Save and Continue**.
8. In *Set Access Period*, select the access type (i.e., *At All Times*, *Restricted Schedule*, or *Temporary Access*), then tap **Save and Continue**.
9. In *Access Type*, select the desired type of access for the user:
 - Select **Existing + Future** to grant access to all devices in all locations across all groups and automatically grant access to future devices, locations, and groups.
 - Select **All Existing Devices** to grant the user access to all currently existing devices, locations, and groups.
 - Select **Set By Location** to select the desired access based on location.
 - Select **No Device Access** to restrict access to all devices on all locations within any group.
10. Tap **Save**. The user code is sent to the panels at the selected locations to allow the user access. It takes a few minutes for the user code to download to the panel at each site.

Important: Do not make changes to the panel or send other remote commands during this time as this could result in codes not syncing properly.

11. Wait 5 minutes before testing the code at the panel. The duration it takes to push codes to the panel depends on the number of locations that need to be updated.

To create a new group user using the GoSafer Security customer portal (powered by Alarm.com):

Icn Chevron Down

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Select the group from the locations dropdown menu.
3. Click **Users**.
4. Click **Add User**.
5. Enter the user's first and last name, then click **Create**.
6. In *Access Code*, enter the desired code or click **Generate Code**, then click **Save and Continue**.
7. In *Set Access Period*, select the access type (i.e., *At All Times*, *Restricted Schedule*, or *Temporary Access*), then click **Save and Continue**.
8. In *Access Type*, select the desired type of access for the user:

- Select **Existing + Future** to grant access to all devices in all locations across all groups and automatically grant access to future devices, locations, and groups.
- Select **All Existing Devices** to grant the user access to all currently existing devices, locations, and groups.
- Select **Set By Location** to select the desired access based on location.
- Select **No Device Access** to grant the user no access to any devices on any locations within any group.

9. Click **Save**. The user code is sent to the panels at the selected locations to allow the user access. It takes a few minutes for the user code to download to the panel at each site.

Important: Do not make changes to the panel or send other remote commands during this time as this could result in codes not syncing properly.

10. Wait 5 minutes before testing the code at the panel. The duration it takes to push codes to the panel depends on the number of locations that need to be updated.

Additional resources

If this video is blocked by the publisher's privacy settings, [open it on the original Alarm.com article](#).

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

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

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

Revision #2

Created 2026-09-01 00:29:53 UTC by Jerdenn Calag

Updated 2026-09-01 22:40:12 UTC by Jerdenn Calag