

Create a secondary login

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

Individual logins for each website and app user can be created from the website.

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.

Individual logins for GoSafer Security customer portal (powered by Alarm.com) and Alarm.com app users can only be created using the GoSafer Security customer portal (powered by Alarm.com). If the desired login name is not accepted, it may already be in use. For more information about login requirements, see [What are the login name and password requirements?](#).

There is no limit to the number of logins that can be created. For information about creating a login for an Enterprise group, see [Create a new group login](#).

Note: Only logins with Master Control permissions can create new logins. For further assistance, contact the account administrator.

To create a secondary login:

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Users**.
3. Click **Manage Logins**.
4. Click **Add a Login**.
5. In the *Email Address* field, enter the new login's email address.
6. In the *Login Name* field, enter the desired login name.
7. Using the *Language Preference* dropdown menu, select the desired language preference.
8. Click **Save**.
9. On the *Manage Login Permissions* page, select either **Master Control**, **Full Control**, **Read Only**, **Limited Device Access**, or **Custom**. This will give the login permission to access various website features. For a description of each permission, see [Permissions](#).
 - If no permissions are selected and saved:
 - On the GoSafer Security customer portal (powered by Alarm.com), the login is able to view only the welcome card, sensors, and activity. The login is not able to perform any changes except to their *Login Information*.
 - On the Alarm.com app, the login is able to view only trouble alerts, weather, and history. The login is not able to perform any changes except to their *App Settings*.
10. Click **Save**.

Note: New logins receive an email containing their login name, a link to set up a new password, and a link to download the Alarm.com app. If this email is not being received, confirm the email

address for the new login is entered correctly and/or have the user check their junk/spam folder. The email link is valid for 24 hours.

Permissions

Permission	Description
<i>Master Control</i>	<p>Logins with Master Control will have all of the permissions of the primary account user, including the ability to manage website logins and change profile information such as the primary email address and phone number for the account.</p> <p>Master Control logins will not receive certain types of account notifications that go only to the primary user (e.g., user code changes and invalid email addresses for secondary contacts).</p>
<i>Full Control</i>	<p>Logins with Full Control will have all of the <i>Full Control</i> permissions described in the <i>Custom</i> permissions sections, along with most of the GoSafer Security customer portal (powered by Alarm.com) and mobile app functionality available to the primary account user.</p> <p>They will not have the ability to manage website logins, and they will not receive certain types of account notifications that go only to the primary user (e.g., user code changes and invalid email addresses for secondary contacts).</p>
<i>Read Only</i>	<p>Logins with Read Only permissions will be able to see most of the GoSafer Security customer portal (powered by Alarm.com) pages and settings for the account, including the User Codes and Live/Saved Video pages, but will not be able to make any changes to account settings, arming state, device status or view saved video. These logins cannot see the Manage Logins page.</p>
<i>Limited Device Access</i>	<p>Logins with limited device access will only be able to control and observe the specified devices.</p> <p>Note: Access to view the account's activity (i.e., Activity, Reports, Wellness, etc.) is restricted on the GoSafer Security customer portal (powered by Alarm.com) and app when the Limited Device Access permission is chosen.</p>
<i>Custom</i>	<p>You can create a Custom role to fit your exact requirements for this login. Use the checkboxes below to include a specific type of permission, and then decide what level of control to provide the login (<i>Read Only</i> or <i>Full Control</i>). You can always come back and change this in the future.</p> <p>Note: You will be able to view additional website and mobile content not listed in the Custom permissions, such as current system status, system history, their own password settings, and the system equipment list.</p>

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/User_Management/Web_App_Users/Create_a_secondary_login

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

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