Create a system user code

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

New system user codes can be created using the app or 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.

New system user codes can be created using the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com).

Important: User codes cannot be edited while the security system is armed. Verify the security system is disarmed before attempting to edit a user code remotely.

Create new system user codes

The following processes will allow for user codes to be set with a manually entered user code. For more information about creating a randomly generated user code, see Generate and share system

user codes.

To create new system user codes for single systems using the Alarm.com app:

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1. Log in to the Alarm.com app.
2. Tap **Menu**.
3. Tap **Users**.
4. Tap **Add**.
5. Enter the user's first and last name, and then tap **Create**.
6. In *Access Code*, enter the user's desired code.
7. Tap the toggle switch for the devices (i.e., panel partitions and locks) to enable/disable access for the user's code.
8. Tap **Save**. Allow a few minutes for the new user code to be active at the panel.
9. To add user contact information, tap **Add Contact**.
    1. Then tap either:
        - **Mobile Number**. Enter the mobile number, and select the *Country* and *Carrier* using the dropdown menus.
        - **Email Address**. Enter the email address, and select the *Email Format* using the dropdown menu.
    2. Tap **Save** to add the new contact information.

Allow a few minutes for new user codes to be active at the panel. If the new user code does not work at the panel or you have additional questions, contact your service provider.

https://player.vimeo.com/video/1004193662?badge=0autopause=0&player_id=0&app_id=58479

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

To create new system user codes for single systems using the GoSafer Security customer portal (powered by Alarm.com):

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1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Users**.
3. Click **Add User**.
4. Enter the user's first and last name, and then click **Create**.
5. In *Access Code*, enter the user's desired code.
6. Click the toggle switch for the devices (i.e., panel partitions and locks) to enable/disable access for the user's code.
7. Click **Save**. Allow a few minutes for the new user code to be active at the panel.
8. To add user contact information, click **Add Contact**.
    1. Then click either:

- **Mobile Number** to add a mobile number. Then enter the mobile number and select the *Country* and *Carrier* using the dropdown menus.
- **Email Address** to add an email address. Then enter the email address and select the *Email Format* using the dropdown menu.

2. Click **Save** to add the new contact information.

Allow a few minutes for new user codes to be active at the panel. If the new user code does not work at the panel or you have additional questions, contact your service provider.

https://player.vimeo.com/video/444340907

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Create user on website

Create user on website

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference: https://answers.alarm.com/Customer/Website_and_App/User_Management/System_Users/Create_a_

system_user_code

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

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