Create and manage Multi-Level Enterprise Groups

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

Multi-Level Enterprise Groups are higher-level groups that allow users with Multi-Level Enterprise Groups to view and access individual Enterprise groups and the locations within each group. To help with understanding this page, note the following terms:

Platform	Customer Website
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.

Multi-Level Enterprise Groups are higher-level groups that allow users with *Multi-Level Enterprise Groups* to view and access individual Enterprise groups and the locations within each group.

To help with understanding this page, note the following terms:

- Enterprise group - Any group of one or more properties created in Alarm.com.

- Multi-Level Enterprise Group - A higher-level group created in Alarm.com that contains multiple groups within it.
- Subgroup - An Enterprise group contained within a Multi-Level Enterprise Group.
- Standalone group - An Enterprise group not contained within a Multi-Level Enterprise Group.
- Location - A single property.
- Administrator login - A login with all permissions active.
- Parent login - A login that has visibility to all Enterprise groups in the Multi-Level Enterprise Group.

Create a Multi-Level Enterprise Group

Multi-Level Enterprise Groups can be created by adding multiple groups into one higher-level view or by subdividing the current group into easy-to-manage subgroups. Multi-Level Enterprise Groups can be created using the GoSafer Security customer portal (powered by Alarm.com).

https://player.vimeo.com/video/874907037?badge=0autopause=0&quality_selector=1&progress_bar=1&player_id=0&app_id=58479

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Expand all

Add multiple groups into one higher-level view **Icn Chevron Down**

Adding multiple groups into one higher-level view is useful if there are multiple groups in the multi-system access dropdown menu. These groups can be added to a new Multi-Level Enterprise Group.

To create a Multi-Level Enterprise Group by adding multiple groups into one higher-level view:

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Verify the Enterprise name is selected, and not a location name. When the Enterprise group is selected, a *Locations* option shows in the menu instead of *Home*.
    - If a location is selected, use the dropdown menu to select the Enterprise group. Enterprise groups have **Group Property** next to the Enterprise name, whereas locations will have **Icn Enterprise Open** for commercial accounts or **Single Property** for residential accounts next to the location name.
    - If the option to select an Enterprise group is not showing, verify the login being used has access to the Enterprise group.
3. Click **Manage Groups**.
4. Click **+ Enterprise Group**.
5. In the *New Enterprise Group* field, enter a name for the new Multi-Level Enterprise Group.
6. In *Group Type*, select **Group containing other groups** to contain other groups, then select the groups to be added.

7. Click **Save**.
8. In *Elevate Additional Child Group Logins*, click to select any other Administrator logins that you want to elevate to parent logins.
9. Click **Move**.

   Note: This action can be changed, and logins can always be promoted to the Multi-Level Enterprise Group manually later.

10. The process is complete. The Multi-Level Enterprise Group will be listed In the upper-left dropdown, and the list of subgroups will be listed below.

    Note: There may be a delay between creating the new Multi-Level Enterprise Group Enterprise and when it appears on the Partner Portal. Refresh the information through the Partner Portal to check for updates.

When the Multi-Level Enterprise Group creation is successful, a list of subgroups contained within the Multi-Level Enterprise Group will appear. Click to expand **Down** to the left of the group name to display the list of systems within that subgroup.

Subdivide the current group into easy-to-manage subgroups **Icn Chevron Down**

Subdividing the current group into easy-to-manage subgroups is useful when the user has one group that is very large.

To create a Multi-Level Enterprise Group by subdividing the current group:

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Verify the Enterprise name is selected, and not a location name. When the Enterprise group is selected, a *Locations* option shows in the menu instead of *Home*.
    - If a location is selected, use the dropdown menu to select the Enterprise group. Enterprise groups have **Group Property** next to the Enterprise name, whereas locations will have **Icn Enterprise Open** for commercial accounts or **Single Property** for residential accounts next to the location name.
    - If the option to select an Enterprise group is not showing, verify the login being used has access to the Enterprise group.
3. Click **Manage Groups**.
4. Click **+ Subgroup**.

    Note: The current group will be elevated and become a Multi-Level Enterprise Group.

5. Enter a name for the subgroup, then click **Save**.

Note: Click **More options** to create additional subgroups and split up the one large group into multiple subgroups. For instructions on creating additional subgroups, see the video below.

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Create a Multi-Level Enterprise Group with few locations Icn Chevron Down

Creating a Multi-Level Enterprise Group by adding multiple groups into one higher-level view or by subdividing the current group into easy-to-manage subgroups is helpful when there are many groups and locations. For accounts that have few locations, a Multi-Level Enterprise Group can be created separately.

To create a Multi-Level Enterprise Group with few locations:

1. Verify that an Enterprise Group has been created. For more information, see Create a new Enterprise group.
2. Log in to the GoSafer Security customer portal (powered by Alarm.com).
3. Verify the Enterprise name is selected, and not a location name. When the Enterprise group is selected, a *Locations* option shows in the menu instead of *Home*.
    - If a location is selected, use the dropdown menu to select the Enterprise group. Enterprise groups have **Group Property** next to the Enterprise name, whereas locations will have **Icn Enterprise Open** for commercial accounts or **Single Property** for residential accounts next to the location name.

- If the option to select an Enterprise group is not showing, verify the login being used has access to the Enterprise group.

4. Click **Manage Groups**.
5. Click **+ Enterprise Group**.
6. In the *New Enterprise Group* field, enter a name for the new Multi-Level Enterprise Group.
7. In *Group Type*, select **Group containing other groups**, then select the existing Enterprise Group.
8. Click **Save**.
9. In *Elevate Additional Child Group Logins*, click to select any other Administrator logins that you want to elevate to parent logins.
10. Click **Move**.

    Note: This action can be changed, and logins can always be promoted to the Multi-Level Enterprise Group manually later.

11. The process is complete. The first subgroup will be listed below.

    Note: There may be a delay between creating the new Multi-Level Enterprise Group Enterprise and when it appears on the Partner Portal. Refresh the information through the Partner Portal to check for updates.

12. When the Multi-Level Enterprise Group creation is successful, a list of subgroups contained within the Multi-Level Enterprise Group will appear. Click to expand **Down** to the left of the group name to display the list of systems within that subgroup.

Move an existing standalone group into an existing Multi-Level Enterprise Group

To move an existing standalone group into an existing Multi-Level Enterprise Group, the Multi-Level Enterprise Group Administrator login must first be granted access to the standalone group.

To grant the Multi-Level Enterprise Group Administrator login access to the standalone group:

1. Log in to the GoSafer Security customer portal (powered by Alarm.com) with an Administrator login for the existing standalone group.
2. Click Users.
3. Click Manage Logins.
4. Click Add Group Login.
5. Click to select Enter login and email of an existing login, and enter the login name and email address of the Administrator login for the Multi-Level Enterprise Group.

To add a standalone group to a Multi-Level Enterprise Group:

1. Login to the GoSafer Security customer portal (powered by Alarm.com) using the Administrator login for the Multi-Level Enterprise Group.
2. Using the dropdown menu, select the standalone group.

3. Click Manage Groups.
4. Click **More options**.
5. Click Move.
6. Select the Multi-Level Enterprise Group. This will grant them access to all of the other subgroups in the Multi-Level Enterprise Group.

   Important: The login must have access to at least one Multi-Level Enterprise Group for anything to display.

7. Click **Next**.
8. Select which logins to elevate to Multi-Level Enterprise Group Logins.
9. Click Move.
10. The standalone group will now be a subgroup of the Multi-Level Enterprise Group.

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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_and_manage_Multi-Level_Enterprise_Groups

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 22:39:58 UTC by Jerdenn Calag