

Create/edit a duress code remotely

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

Duress codes can be managed remotely using the website or app.

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

Procedure

Create/edit duress codes remotely

Duress codes can be managed remotely using the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com).

To create/edit duress codes using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].

3. Tap Users.
4. Tap to expand More.

If there is not a current duress code

1. Tap Add Duress User in More Options.

In the Duress Code Name field, enter the name of the duress code.

1. Tap Create.

In Access Code, enter the desired duress code or tap Generate Code to generate a random code.

In Security Panels, select the panel partitions to apply the duress code to.

1. Tap Save.

If there is an existing duress code

1. Tap Edit Duress User in More Options.
2. Tap [Access Code].

In Access Code, update the duress code as desired.

In Security Panels, select the panel partitions to apply the duress code to.

1. Tap Save.

To create/edit duress codes using the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Users.

3. Click to expand More.

If there is not a current duress code

1. Click Add Duress User.

In Duress Code Name, enter a name for the duress code.

1. Click Create.

In Access Code, enter the desired user code.

A new access code can also be generated by clicking Generate Code.

1. Click to select which devices and features the user will have access to.
2. Click Save.

If there is an existing duress code

1. Click Edit Duress User in More Options.
2. Click [Access Code].

In Access Code, update the duress code as desired.

In Security Panels, select the panel partitions to apply the duress code to.

1. Click Save.

Source and support

For GoSafer Security assistance, visit gosafersupport.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/User_Management/System_Users/Create%2F%2Fedit_a_duress_code_remotely

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

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