

How can a user code be given access to specific security panel partitions?

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

A user code can be given access to particular panel partitions of a single system if desired.

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

Procedure

To give new users access to specific partitions using the Alarm.com app

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.

In Access Code, enter the user's desired code.

In Security Panels, tap to toggle the desired system partitions for access.

1. Tap Save. Allow a few minutes for the new user code to be active at the panel.

To add user contact information, tap Add Contact.

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.

1. Tap Save to add the new contact information.

To give new users access to specific partitions 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 Add User.

4. Enter the user's first and last name in the First Name and Last Name fields.

5. Click Create.

To update the language preference

1. Click Language Preference.
2. Click to select the user's language preference.
3. Click Save.

To add contact information, Click Add Contact. Then click to select either

Mobile Number to add the user's phone number. This allows the user to be set up with SMS text notifications to their phone.

In Mobile Number (SMS) enter the user's phone number.

Using the Country dropdown menu, select the country the mobile number is from.

Using the Carrier dropdown menu, select the cellular provider of the mobile number. If the provider is not listed but the user wants to receive SMS text notifications, see [Create text \(SMS\) notifications](#) when a cell carrier is not an option.

1. Click Save.

Note: SMS (text notifications) is only available in the United States and Canada. It is recommended to use push notifications for accounts outside the United States and Canada.

Email Address to add the user's email address. This allows the user to be set up with email notifications.

In Email Address enter the user's email address.

Using the Email Format dropdown menu, select the format the user would like to receive email notifications (i.e., HTML, Email Format, or Plain Text).

1. Click Save.
2. Click Panels.

In Security Panels, click to toggle the desired system partitions for access.

1. Click Save. The user code is sent only to the partitions the user has been given access to.

To give existing users access to specific partitions using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Users.
4. Tap to select the desired user.
5. Tap Panels.

In Security Panels, tap to toggle the desired system partitions for access.

1. Tap Save. The user code is sent only to the partitions that the user code has been given access.

To give existing users access to specific partitions 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 the desired user to be edited.
4. Click Panels.

In Security Panels, click to toggle the desired system partitions for access.

1. Click Save. The user code is sent only to the partitions the user has been given access to.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

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

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

Revision #1

Created 2026-09-01 00:30:10 UTC by Jerdenn Calag

Updated 2026-09-01 00:30:10 UTC by Jerdenn Calag