

# How do I give a user access to only view live or saved video?

## 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

Using custom permissions, logins can be restricted to only viewing live and saved video. Note: A user with the View Live/Saved Video custom permission will have access to view all available cameras.

|                            |                  |
|----------------------------|------------------|
| <b>Platform</b>            | Customer Website |
| <b>Content type</b>        | Reference        |
| <b>Source last updated</b> | 2025-06-04       |

## Procedure

### To restrict a login's access

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

4. Click the login name to be restricted.

In Permission, click to select Custom.

In Feature Permissions, click to select View Live/Saved Video.

1. Click Save.

For any questions or if this option is unavailable, contact your service provider.

## Source and support

For GoSafer Security assistance, visit [gosafersecurity.com](https://gosafersecurity.com).

Original Alarm.com reference:  
[https://answers.alarm.com/Customer/Website\\_and\\_App/Video/Live\\_Video/How do I give a user access to only view live or saved video%3F](https://answers.alarm.com/Customer/Website_and_App/Video/Live_Video/How_do_I_give_a_user_access_to_only_view_live_or_saved_video%3F)

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

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Revision #1

Created 2026-09-01 00:30:13 UTC by Jerdenn Calag

Updated 2026-09-01 00:30:13 UTC by Jerdenn Calag