

How do I make sure my account is secure?

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

This guide outlines best practices for improving the security of an Alarm.com account and monitored system.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2026-03-06

Procedure

Create unique user codes for each individual who needs access to the security system

If other people are going to have access to your property and will need to disarm the security system, give them each their own user code. This will ensure you always know who disarmed your system.

For more information, see: [Create a system user code.](#)

Create specific logins for each person who accesses the website and mobile applications

If other people are going to have regular access to your account, it is recommended to give them each their own secondary login. This will ensure you always know who logged in. Additionally, you

can limit their access to specific devices within your system.

For more information, see

Create a login for the GoSafer Security customer portal (powered by Alarm.com)

Manage login permissions for secondary logins

Passwords

Regularly updating user passwords for Alarm.com app and GoSafer Security customer portal (powered by Alarm.com) users helps keep your account more secure. When creating new passwords, remember:

The new password cannot be the same as the previous password.

The new password must be at least 10 characters, including at least one letter, one number, and one special character.

It is recommended to only use passwords that are indicated as Strong by the password strength indicator.

It is recommended to make your password for your online account different from other passwords you use.

For more information, see [Change or reset a password](#).

Two-factor authentication

Two-Factor Authentication adds an extra layer of security to protect access to your system. This makes it harder for unauthorized persons or potential intruders to gain access to your system, so your system and your property can be even more secure. Whenever you sign into your system from a new or untrusted device, you'll have to enter both your password and a one-time code sent to your mobile phone or email.

For more information, see [Enable Two-Factor Authentication](#).

Push Notifications

Use push notifications for instant, reliable notifications about your account and system. To receive Push Notifications for an account, enable the feature for each mobile device that will receive push notifications.

For more information, see [How can a device start receiving Push Notifications](#).

Successful and Unsuccessful Login Attempt notifications

You can use the System Event Notification to set up notifications for login attempts as well as other events so you are always aware of what is happening with your system.

For more information, see [Create a system event notification](#).

User Code created or updated notifications

We automatically send System Awareness notifications to the primary email of a user's account when certain actions occur. These default notifications cannot be configured or disabled and are always sent whenever certain actions occur on a user's account.

For more information, see [Default System Awareness Notifications](#).

Unexpected Activity Alerts (Events)

Our platform works in the background to analyze system data and learn the normal activity patterns of a property. The system can then send notifications whenever unusual activity occurs in a home or business. Unexpected Activity notifications are intended to provide information only.

For more information, see [Configure Unexpected Activity Alert notifications](#).

Sensor and Arming Activity Notifications

You can customize which system activity events trigger notifications to be sent to you through the Alarm.com app and GoSafer Security customer portal (powered by Alarm.com).

For more information see

[Create an arming event notification](#)

[Create a sensor activity notification](#)

[Create a system event notification](#)

[Create an alarm notification](#)

[Review system activity regularly](#)

The system activity history shows system, GoSafer Security customer portal (powered by Alarm.com), and user activity that has occurred within the past 60 days. The system activity

history is useful for accessing the information you need, storing key records, and gaining new insights for your system.

For more information, see [View the system activity history](#).

Set up Touch ID or Face ID

This will require an additional step of verification before someone can access your account on your mobile device.

For more information, see

[How can I set up fingerprint scanning on Android?](#)

[How can I set up Touch ID or Face ID for iOS?](#)

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/System_Management/System_Usage/How do I make sure my account is secure		

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

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