

Invalid Contact Information

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

Invalid Contact Information indicates that an email or text recipient is not receiving automated notifications.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2026-04-10

Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

Invalid Contact Information indicates that an email or text recipient is not receiving automated notifications. For more information about troubleshooting email or text notifications, see [Additional troubleshooting](#).

Note: It is recommended to use push notifications as they provide a more reliable notification experience. For more information about setting up push notifications, see [How can a device start receiving Push Notifications?](#).

Invalid Contact Information examples

Email

The following is an example of an *Invalid Contact Information* email a user will receive when their email information is invalid.

Email
Email

Text (SMS)

The following is an example of an *Invalid Contact Information* email a user will receive when their SMS information is invalid.

General SMS
General SMS

Resolve an email or text recipient with Invalid Contact Information

An email or text recipient with *Invalid Contact Information* can be resolved using the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com).

To resolve an email or text recipient with Invalid Contact Information using the Alarm.com app:

Icn Chevron Up

1. Navigate to the Alarm.com app.
2. Tap **Users**.
3. Tap the user with the email address or phone number that was listed in the *Invalid Contact Information* notification.
4. Tap the email address or phone number.
5. Verify the email address or phone number is entered correctly and the email domain or cell provider is accurate.
6. Verify the toggle switch is set to **Enabled**.
7. Tap **Save**.

To resolve an email or text recipient with Invalid Contact Information using the GoSafer Security customer portal (powered by Alarm.com):

Icn Chevron Up

1. Navigate to the GoSafer Security customer portal (powered by Alarm.com).

2. Click **Users**.
3. Click the user with the email address or phone number that was listed in the *Invalid Contact Information* notification.
4. Click the email address or phone number.
5. Verify the email address or phone number is entered correctly and the email domain or cell provider is accurate.
6. Verify the toggle switch is set to **Enabled**.
7. Click **Save**.

Additional troubleshooting

Text notifications

1. Restart the device and confirm it has a reliable cellular connection.
2. If the device has only opted into video notifications with thumbnails, set the notifications to text-only. Notifications with thumbnails are sent as MMS notifications which may have more limitations that would need further troubleshooting from the cellular provider.
3. Contact the cellular provider to ensure shortcode and email-to-text messages are enabled on the cellular service package.

Note: If there is difficulty receiving SMS/MMS notifications and the device is using Sprint or T-Mobile as a cellular provider, it is recommended to opt into push notifications as an alternative due to email-to-text restrictions with these providers that interfere with the delivery of notifications. For more information about setting up push notifications, see [How can a device start receiving Push Notifications?](#).

Email notifications

1. Verify there are no rules or filters that could block incoming emails.
2. Verify the inbox has not reached its capacity.
3. Verify there are no firewalls or security add-ins to the email inbox that may be blocking notifications. If a private email domain is being used (e.g., work email), contact an IT professional.
4. If the preceding steps do not resolve the behavior, contact the email domain's support team.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/System_Management/Notifications/Invalid_Contact_Information

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

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