

Manage Access Plans

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

Access Plans allow users to have access to specific doors at specific times. Access Plans can be managed using the Alarm.com app and GoSafer Security customer portal (powered by Alarm.com). For more information, see [Add an Access Plan](#). Advanced filters can be used to locate a specific user or subset of users. For more information, see [Search for users with filters](#). Note: Changes to User Access will be sent to the system after 2 minutes of inactivity on the page.

Platform	App + Web
Content type	How-to / Configuration
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Procedure

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

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Advanced filters can be used to locate a specific user or subset of users. For more information, see [Search for users with filters](#).

Note: Changes to User Access will be sent to the system after 2 minutes of inactivity on the page.

Access Plans Updated

Access Plans Updated

Note: To view a list of all Access Plans, click

List

 using the GoSafer Security customer portal (powered by Alarm.com) or tap **Actions**, then **List Layout** using the Alarm.com app.

Access Plan

An Access Plan consists of the following:

Timetable	<p>Select the times the users in the plan can be granted entry to an access control door.</p> <p>Note: Timetables can contain a maximum of 12 time blocks.</p>
Users	<p>Select which users will be allowed access to which access points and when.</p>
Access Points	<p>Select which doors will be part of the Access Plan. Panel, partition, and Z-Wave locks access can also be selected.</p> <p>Note: Panel and Z-Wave lock access do not follow the timetable, and users will be able to use either 24/7.</p> <div>Access Points</div> <div>Access Points</div>
Schedules	<p>Each day can have the same timetable or a unique schedule. Begin creating timetables by selecting one day of the week – the <i>Edit Time Block</i> window will appear. Choose the start and stop times, then schedules can be copied across other days using the <i>Edit Time Block</i> window if desired.</p> <p>Note: Although you have the option of extending a timetable beyond a 24-hour period, it is a best practice to set the time block for the same day.</p>

Plans can also be paused on days when the business will not be open or employees do not need to access the business.

1. Navigate to the *User Access* page.
2. Click **Manage Holidays**.
3. Name the holiday, select its date from the calendar, then click **Save**.
4. Select which Access Plans you would like to pause on that date, then click **Save**.

Best practices

- Identify Access Points and access credentials (badges or pin codes) before adding users and Access Plans to the account.
- Quickly add new badges by scanning at a card reader using the Alarm.com app.
- Focus each Access Plan on a common theme, such as employee type, door (access point), or schedule.
- Each user must have the correct credential type for all Access Points in the plans they are added to. Before creating an Access Plan, verify that each user has the correct access credentials.

Add an Access Plan

Access Plans can be created from the *User Access* section of the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com).

Expand all

To add an Access Plan using the Alarm.com app: **Icn Chevron Down**

Note: These instructions apply to single-system Access Plans. For information about Enterprise Access Plans, see [What is an Enterprise Access Plan?](#).

1. Log in to the Alarm.com app.
2. Tap **Icn Menu**.
3. Tap **User Access**.
4. Tap **Actions**, then select **Add New Plan**.
5. Select an icon and enter a name for the Access Plan, then tap **Next**.
6. Tap **Add Users**.
7. Select which users to add to the plan, then tap **Save**.
8. Tap **Add Access Points**.
9. Select which Access Points to include in the plan, then tap **Save**.
10. Tap **Add Schedule**.
11. Select a schedule to apply to the plan, then tap **Save**.
12. Review the finalized Access Plan, then tap **Save**.

To add an Access Plan using the GoSafer Security customer portal (powered by Alarm.com): **Icn Chevron Down**

Note: These instructions apply to single-system Access Plans. For information about Enterprise Access Plans, see [What is an Enterprise Access Plan?](#).

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **User Access**.
3. Click **Add New Plan**.
4. Select an icon and enter a name for the Access Plan, then click **Next**.
5. Click **Add Users**.
6. Select which users to add to the plan, then click **Save**.
7. Click **Add Access Points**.
8. Select which Access Points to include in the plan, then click **Save**.
9. Click **Add Schedule**.
10. Select a schedule to apply to the plan, then click **Save**.
11. Review the finalized Access Plan, then click **Save**.

Search for users with filters

Filters can be used to search for a specific user or subset of users using the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com).

The following advanced search filters are available to locate users:

- Credentials
 - Search for users that have a badge, pin, or mobile credential.
 - Search by card credential number in the search bar to locate the card owner.
- Contact Information
 - Search for users that have a mobile number or email address.

- Access Periods
 - Search for users that have an expired credential or a future credential start date.
- User Statuses
 - Search for users that are paused.
 - Search for users that use the extended unlock time feature.
 - Search for users that are Anti-Passback exempt.
 - Search for users that are a Mobile Credential user.
- Access Points
 - Search for users that have access to the selected Access Point (i.e., Access Control door, panel partition, or Z-Wave lock).
- User Groups
 - Search for users that are part of a specific User Group.
- Access Plans
 - Search for users that are part of a specific Access Plan.
- User Information
 - Search for users that have specific user information.

To search for users with filters using the Alarm.com app: Icn Chevron Up

1. Log in to the Alarm.com app.

2. Tap **Icon Menu**.
3. Tap User Access.
4. Tap **Access Plans**.
5. Tap Users.
6. Tap **Icon Chevron Down**.
7. Select the desired filters.
8. Once the desired filters are selected, tap out of the current dropdown to update the list.

To search for users with filters using the GoSafer Security customer portal (powered by Alarm.com):

Icon Chevron Up

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click User Access.
3. Click Users.
4. Click Filter.
5. Select the desired filters.
6. Once the desired filters are selected, click out of the current dropdown to update the list.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Commercial/Access_Control/Manage_Access_Plans

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

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