Move/remove a location from a group

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

Locations can be moved between groups or removed from a group using the website.

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

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

Enterprise locations can be moved between groups or removed from a group using the GoSafer Security customer portal (powered by Alarm.com).

Note: A location retains information associated with it (e.g., reports, notifications, users, etc.) when it is moved between groups.

To move a location between groups:

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Verify the Enterprise name is selected, and not a location name. When the Enterprise group is selected, a *Locations* option shows in the menu instead of *Home*.
    - If a location is selected, use the dropdown menu to select the Enterprise group. Enterprise groups have **Group Property** next to the Enterprise name, whereas locations will have **Icn Enterprise Open** for commercial accounts or **Single Property** for residential accounts next to the location name.
    - If the option to select an Enterprise group is not showing, verify the login has access to the Enterprise group.
3. Click **Manage Groups**.
4. Select the desired locations to move.
5. Click Move.
6. Select the group to move the locations to.
7. Click Next.
8. Click to select whether or not users associated with the moving location should retain access to the location.

    Note: Only group-level users can be selected to retain access to a location.

9. Click Move.

To remove a location from a group:

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Verify the Enterprise name is selected, and not a location name. When the Enterprise group is selected, a *Locations* option shows in the menu instead of *Home*.
    - If a location is selected, use the dropdown menu to select the Enterprise group. Enterprise groups have **Group Property** next to the Enterprise name, whereas locations will have **Icn Enterprise Open** for commercial accounts or **Single Property** for residential accounts next to the location name.
    - If the option to select an Enterprise group is not showing, verify the login has access to the Enterprise group.
3. Click **Manage Groups**.
4. Select the desired locations to remove.
5. Click Remove.
6. Click to select whether or not users associated with the moving location should retain access to the location.

    Note: Only group-level users can be selected to retain access to a location.

7. Click **Remove**.

Enterprise Remote Locations

Enterprise Remote Locations

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference: https://answers.alarm.com/Customer/Website_and_App/Commercial/Multi-Location_Management/Move_or_remove_a_location_from_a_group

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

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