

Multi-Level Enterprise Groups on Mobile

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

Multi-Level Enterprise Groups are available using the Alarm.com app enabling customers to view organizational hierarchy, manage users, and have a unified platform for their multi-location business. This ensures access and location management are effectively and seamlessly managed in one place by a single person or group of administrators. For more information about creating Enterprise Groups, see [Create and manage Multi-Level Enterprise Groups](#). To help with understanding this page, note the following terms:

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

How it works

Customers can assign a three-tiered organization on the GoSafer Security customer portal (powered by Alarm.com) and view their Multi-Level Enterprise Groups on their mobile device. A new hierarchy of dropdown menus will appear on the Alarm.com app, which includes an overview of each subgroup and individual location. The mobile navigation menu will be manageable across large groups and display business status, alarm panels, and access points for each location. Now,

customers will have a single unified platform, with the added convenience of mobile view.

Features

See all Locations across all Subgroups displayed on a single page of the Alarm.com for Business platform

Display business status, alarm panels, and access points for each Location within each Subgroup

Create and manage Access Plans and assign as needed to the Parent Group, Subgroup(s), or Location(s)

1. Select and deploy User Access by Parent Group, Subgroup, Location, or device

To access Multi-Level Enterprise Groups using the Alarm.com Alarm.com app

1. Log in to the Alarm.com Alarm.com app.
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 [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 being used has access to the Enterprise group.

1. Tap Locations.
2. Tap Manage Groups.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Commercial/Multi-Location_Management/Elevated_Enterprise_Groups_on_Mobile

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

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