

# Open/Close Shades

## 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

Once Smart Shades are integrated with Alarm.com, they can be opened and closed using the Customer app and GoSafer Security customer portal.

|                     |            |
|---------------------|------------|
| Platform            | App + Web  |
| Content type        | Reference  |
| Source last updated | 2025-06-04 |

## Procedure

### To open and close shades using the Alarm.com app

1. Log in to the Alarm.com app.

### In the Shades card, tap

[Shades Open] to open the shades.

[Shades Closed] to close the shades.

Note: If the shade(s) on the account allows for specific degrees of control, use the slider below the name to select the desired percentage of opened or closed.

# To open and close shades using the GoSafer Security customer portal (powered by Alarm.com)

Note: The Shades card will not appear on the GoSafer Security customer portal (powered by Alarm.com) for Somfy shade control devices.

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

## In the Shades card, click

[Shades Open] to open the shades.

[Shades Closed] to close the shades.

Note: If the shade(s) on the account allows for specific degrees of control, use the slider below the name to select the desired percentage of opened or closed.

## Source and support

For GoSafer Security assistance, visit [gosafersupport.com](https://gosafersupport.com).

Original Alarm.com reference:  
[https://answers.alarm.com/Customer/Website\\_and\\_App/Home\\_Automation/Shade\\_Control/Open-Close\\_Shades](https://answers.alarm.com/Customer/Website_and_App/Home_Automation/Shade_Control/Open-Close_Shades)

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

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