

Sensor is showing incorrect status on the website or app

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

If a panel is reporting the correct sensor status but the Alarm.com app and GoSafer Security customer portal (powered by Alarm.com) are not, try the following steps.

Platform	App + Web
Content type	Troubleshooting
Source last updated	2023-11-15

Procedure

1. Verify sensor status

Trip the sensor, and verify the status is reporting properly at the panel.

Note: Allow a few minutes for the status to display on Alarm.com.

Refresh the equipment list page

To refresh the Alarm.com app, swipe down on the screen. A refreshing icon will become visible and will spin before refreshing the Alarm.com app.

To refresh the GoSafer Security customer portal (powered by Alarm.com), click [Refresh] on any page on the GoSafer Security customer portal (powered by Alarm.com).

1. Disable/enable Sensor Activity Monitoring

If the preceding steps have not corrected the status, refresh Sensor Activity Monitoring.

To refresh Sensor Activity Monitoring

1. Disable Sensor Activity Monitoring on the sensor. For instructions on enabling or disabling Sensor Activity Monitoring, see Turn sensor activity monitoring on/off.

It may take a few minutes for Sensor Activity Monitoring to disable. Refresh the Equipment List page to verify that Sensor Activity Monitoring is disabled.

Once disabled, re-enable Sensor Activity Monitoring again.

After a few minutes, refresh the equipment list page to verify that Sensor Activity monitoring is re-enabled.

Once enabled, verify the sensor is reporting the correct status.

Trip the sensor again to test that it is properly reporting its status.

Contact your service provider

For additional troubleshooting steps or information about sensor statuses, contact your service provider.

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/System_Management/System_Usage/Sensor_is_showing_incorrect_status_on_the_website_or_app

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

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