

Trigger a panic using the 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

The In-App Panel Panic monitoring station supported feature can expedite the dispatch of emergency personnel when help is needed at home. When the panel is not in arm’s reach, and the keyfob is ...

Platform	Mobile App
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.

The In-App Panel Panic and In-App Property Panic monitoring station supported features can expedite the dispatch of emergency personnel when help is needed at your account's location. If enabled on your account, In-App Panics are available on the home dashboard of the Alarm.com app.

Important: Sending a panic with the In-App Panic interface will act as if a panic is being sent from the account location. Emergency personnel will not arrive at your geographic location. They will only go to the address listed on your monitoring station account. It is encouraged to keep that information up-to-date.

Triggering a panic

This feature depends on if your account has a security panel. For more information about opting-in to the In-App Panic feature, contact your service provider.

Expand all

If your account has a security panel:

Icn Chevron Up

Considerations:

- Some panels send an audible alarm when *Police*, *Fire*, or *Auxiliary* panics are sent.
- If your account has Two-Way Voice enabled, Two-Way Voice is initiated through the panel when a Police Panic is sent.

To trigger a panel panic:

1. Log in to the Alarm.com app.

Important: To interact with In-App Panel Panic, a customer login with Master, Full Control, or Custom logins with the *In-App Panel Panic* permission must be used. Any other permission level cannot view or use the feature.

2. In the *Security System* card, tap **Panic**.
3. Press and hold the type of panic to be triggered.

In app Panel panic sending a Silent Police Panic

In app Panel panic sending a Silent Police Panic

4. After a 3 second countdown in which the panic can be canceled or immediately sent, the panic is sent to the monitoring station and an audible alarm occurs at the panel, if applicable.

In app Panel panic Silent Police Panic sent

In app Panel panic Silent Police Panic sent

5. Tap **Close** to wait for assistance or **Disarm** to disarm the panel.
 - Tapping **Disarm** will negate the panic signal that was triggered.

If your account does not have a security panel: **Icon Chevron Up**

To trigger a property panic:

1. Log in to the Alarm.com app.
 - Only the primary login is able to interact with In-App Property Panic. Secondary logins cannot view or use the feature.
2. In the Panic card, tap and hold the type of panic to be triggered.

In App property Panic card Holding Police
In App property Panic card Holding Police

3. A 3 second countdown screen appears. Tap **Cancel** to cancel the panic, or **Send Now** to immediately send the panic.

In App property Panic Countdown screen
In App property Panic Countdown screen

4. After the 3 second countdown, tap **Close** to wait for assistance.

In App property Panic Close screen
In App property Panic Close screen

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/System_Management/System_Usage/Trigger_a_panic_using_the_app

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

Revision #1

Created 2026-09-01 00:30:08 UTC by Jerdenn Calag

Updated 2026-09-01 16:40:47 UTC by Jerdenn Calag