

Unable to log in to the Customer 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 you are unable to log in to the GoSafer Security customer portal (powered by Alarm.com) or Alarm.com app, verify the username being used and reset the password.

Platform	App + Web
Content type	Reference
Source last updated	2025-06-24

Procedure

To verify the username using the GoSafer Security customer portal (powered by Alarm.com)

1. Go to the GoSafer Security customer portal (powered by Alarm.com) login page at www.alarm.com/login.
2. Click Login Help.

In Forgot your username?, enter the email address associated with the account.

1. Click Submit.

Check the email inbox (or other folders) for an email from Alarm.com containing the username associated with that email address.

To verify the username using the Alarm.com app

1. Go to the Alarm.com app.
2. Tap Forgot username or password.

In the Email or username field, enter the email address associated with the account.

1. Tap Next.

Check the email inbox (or other folders) for an email from Alarm.com containing the username associated with that email address.

To reset the password using the GoSafer Security customer portal (powered by Alarm.com)

1. Go to the GoSafer Security customer portal (powered by Alarm.com) login page at www.alarm.com/login.
2. Click Login Help.

In Forgot your password?, enter the username for the account.

1. Click Submit. A password reset link is emailed to the email address associated with the login.

To reset the password using the Alarm.com app

1. Go to the Alarm.com app.
2. Tap Forgot username or password.

In the Email or username field, enter the username or email address associated with the account.

1. Tap Next.

A password reset link is emailed to the email address associated with the login.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/User_Management/Web_App_Users/Unable_to_log_in_to_the_Customer_Website_or_app

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

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