

View saved video

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

Saved video from cameras and video devices can be viewed from the app and website.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2026-06-18

Procedure

To view saved video using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Video].
3. Tap Saved.
4. Tap [Play] on the desired clip to play it.

To view saved video using the GoSafer Security customer portal (powered by

Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Video.
3. Click Saved Video Clips.
4. Click [Play] on the desired clip to play it.

To filter clips using the Alarm.com app

Note: The Alarm.com app returns a maximum of 50 clips per search. If you are having trouble finding the clip, use as narrow a date range as possible to ensure it appears.

1. Log in to the Alarm.com app.
2. Tap [Video].
3. Tap Saved.
4. Tap [Filter].
5. Choose any desired filters.
6. Tap Apply to filter the results.

Note: All filter preferences are removed after logging out or closing the Alarm.com app.

To filter clips using the GoSafer Security customer portal (powered by Alarm.com)

Note: The GoSafer Security customer portal (powered by Alarm.com) returns a maximum of 500 clips per search. If you are having trouble finding the clip, use as narrow a date range as possible to ensure it appears.

1. Log into the GoSafer Security customer portal (powered by Alarm.com).
2. Click Video.
3. Click Saved Video Clips.
4. Click Filter.
5. Choose any desired filters.
6. Click Apply to filter the results.

Note: Only the Other filter is saved for future visits to the page. All other filters must be selected again.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Video/Saved_Video/View_saved_video

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

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