

What can I do if I can't find the password reset email?

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

When resetting your password, a temporary password reset link will be emailed to the email address associated with the login. For more information about how to reset your password, see [Change or reset a password](#).

Platform	General / Device
Content type	Troubleshooting
Source last updated	2024-07-26

Procedure

If the password reset email cannot be found after resetting the password

1. Verify the correct login name is being used.

To do this, request the login name by entering the associated email address on the Login Help, then checking the Login Name recovery email.

1. Verify the correct email address is being used.

If your email address needs to be updated, contact your service provider.

1. Verify the email was not placed into a folder other than the inbox (e.g., spam, junk, promotions, receipts, etc.).

Perform a search in the spam/junk folder (as these results do not populate during inbox searches) for words like password, reset, or notifications@alarm.com (or service provider's custom from address).

1. Verify the email was not placed into another folder using a filter or rule.

Rules and filters may not be able to be viewed or managed using a mobile device. To avoid this issue, access the email account using a computer.

1. Verify the blocked sender list does not include the Alarm.com domain.
2. Verify the inbox is not full, and other emails can be received.

If the email account is a private email address (i.e., not public like Gmail or Yahoo), verify there is no firewall or email filtering.

For more information, contact the email host's IT professional. Additional tests can be conducted by changing the email address to a more popular email service like Hotmail, Gmail, Yahoo, etc., then requesting the password reset again.

Contact the email provider for more troubleshooting steps regarding missing emails.

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/What_can_I_do_if_I_cant_find_the_password_reset_email

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

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