

What can I do if someone is not receiving notifications?

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

There are a few possible reasons someone may not receive notifications. The causes vary depending on what type of notification should be sent. Select any of the following links to see recommended troubleshooting for receiving each type of notification:

Platform	App + Web
Content type	Troubleshooting
Source last updated	2021-12-06

Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

Yes. If the desired carrier is not listed when adding a cell phone number for text notifications, you can use the phone's email address (SMS/SMTP format, i.e., 1234567890@vtext.com) so the recipient can be configured for email notifications that they will receive to their phone as a text message.

Note: This feature may not be available based on the carrier. Contact your cellular provider for additional assistance.

For most mobile carriers' SMS email addresses, refer to NotePage's [SMTP Email Delivery address formats](#). Alternatively, you can send a text message from that phone to an email address and use the *from* address on the email.

Note: SMS (text notifications) is only available in the United States and Canada. It is recommended to use push notifications for accounts outside the United States and Canada.

Add the mobile carrier SMS email address as contact information

A mobile carrier SMS email address can be added as contact information using the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com).

Expand all

To add the mobile carrier SMS email address as contact information using the Alarm.com app:

Icn Chevron Down

1. Log in to the Alarm.com app.
2. Tap **Menu**.
3. Tap **Users**.
4. Tap to select the user to edit. If the user is not created yet, tap **Add** to create a new user.

5. Tap **Add Contact**.
6. Tap **Email Address** to add the mobile carrier SMS email address for the user's phone.
7. In *Email Address*, enter the user's mobile carrier SMS email address (i.e., 1234567890@vtext.com).
8. Using the *Email Format* dropdown menu, select the format the user would like to receive notifications.
 - It is recommended to select **Plain Text** since the notification is being sent to a phone as a text message.
9. Verify all user information is correct.
10. Tap **Save** to update the user's information. Then add the new contact information to the notifications the user wants to receive.

To add the mobile carrier SMS email address as contact information using the GoSafer Security customer portal (powered by Alarm.com):

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1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Users**.
3. Click  for the user to edit. If the user is not created yet, then click **Add** to create a new user.
4. In *Contact Information*, click **Add**.

5. Click **Email Address** to add the mobile carrier SMS email address for the user's phone.
6. In *Email Address* enter the user's mobile carrier SMS email address (i.e., 1234567890@vtext.com).
7. Using the *Email Format* dropdown menu, select the format the user would like to receive notifications.
 - It is recommended to select **Plain Text** since the notification is being sent to a phone as a text message.
8. Verify all user information is correct.
9. Click **Save** to update the user's information. Then add the new contact information to the notifications the user wants to receive.

Add the mobile carrier SMS email address as a notification recipient

Once the mobile carrier SMS email address is added as contact information as instructed in [To add the mobile carrier SMS email address as contact information](#), the user can now be added as a recipient to notifications.

A mobile carrier SMS email address can be added as a notification recipient using the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com).

To add the mobile carrier SMS email address as a notification recipient using the Alarm.com app:

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1. Log in to the Alarm.com app.
2. Tap **Menu**.
3. Tap **Notifications**.
4. Tap **Settings**.
5. Tap the notification the user would like to receive text notifications for (e.g., Arming Event).
6. In *Recipients*, tap **Add**.
7. In the *Address Book*, tap to select the mobile carrier SMS email address for the user.
The following image is an example where only the mobile carrier SMS email address is selected as a recipient:

Example Address book

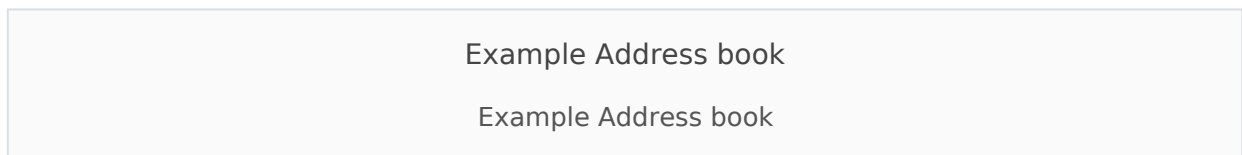
Example Address book

8. Tap **Close** to exit out of the *Address Book*.
9. Tap **Save**.

To add the mobile carrier SMS email address as a notification recipient using the Alarm.com app:

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1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Notifications**.
3. Click **Edit** to configure the notification the user would like to receive text notifications for (e.g., Arming Event).
4. In *Recipients*, click **Add**.
5. In the *Address Book*, click to select the mobile carrier SMS email address for the user.
The following image is an example where only the mobile carrier SMS email address is selected as a recipient:



6. Click **Close** to exit out of the *Address Book*.
7. Click **Save**.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/System_Management/Notifications/What_can_I_do_if_someone_is_not_receiving_notifications

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

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