

What can I do if someone is not receiving push 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

If push notifications are not being received on a smartphone or tablet, try the following troubleshooting steps. Note: If a Resolve button prompt is present next to a notification, this means the notification is currently enabled but does not have any recipients. Click Resolve and follow the prompts to add notification recipients.

Platform	App + Web
Content type	Troubleshooting
Source last updated	2025-10-03

Procedure

To verify notifications are enabled using the Alarm.com app

1. Log in to the Alarm.com app.

2. Tap [Menu].
3. Tap Notifications.
4. Tap [Settings].
5. Tap the desired notification to verify.
6. Verify the notification toggle switch is toggled ON.

If the notification is toggled off, click the toggle switch to enable the notification. Allow a few minutes for it to save, and then test the notification.

Flick to scroll to verify desired push devices are shown under Recipients.

If desired push devices are not showing

In Recipients, tap Add.

1. Tap to select the desired push devices.
2. Tap Close.
3. Tap Save to save any changes made. Allow a few minutes for it to save, and then test the notification.

To verify notifications are enabled 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 Notifications.
3. Verify the desired notification is toggled on.

If the notification is toggled off, click the toggle switch to enable the notification. Allow a few minutes for it to save, and then test the notification.

1. Click [Edit] for the desired notification to verify.

In Recipients, verify desired push devices are shown.

If desired push devices are not showing

In Recipients, click Add.

1. Click to select the desired push devices.
2. Click Close.
3. Click Save. Allow a few minutes for it to save, and then test the notification.

To verify events are reporting using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Date Picker].
3. Verify the events that you want push notifications for (e.g., Arming reminder, system armed away, sensor opened/closed, etc.) are appearing in the History.

Flick down to refresh the history.

To verify events are reporting 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 Activity.
3. Verify the events that you want push notifications for (e.g., Arming reminder, system armed away, sensor opened/closed, etc.) are appearing on the Activity page.

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_push_notifications

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

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