

What is a Personal Access Plan?

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

A Personal Access Plan applies to a single user and can be used to give a user scheduled Z-Wave lock and panel access. These devices cannot be scheduled using standard access plans due to scheduling incompatibilities between Z-Wave locks, panels, and Access Control doors. It is not possible to use Personal Access Plans for accounts with only Access Control doors securing all perimeter entrances, as they would become difficult to manage, and the Access Control schedules will naturally limit when users can access interior Z-Wave locks and the panel. Note: A user has one Personal Access Plan and they cannot be deleted.

Platform	App + Web
Content type	How-to / Configuration
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Procedure

To manage a Personal Access Plan using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap User Access.
4. Tap [Down], then tap Users.
5. Tap [More Options] next to the desired user, then tap [Edit].

Important: A PIN is required before a Personal Access Plan can be configured. To add a PIN, click Add Credential, then click PIN.

In Access Plans, tap Manage Access.

1. Tap Edit next to the desired user to manage their Personal Access Plan.

Note: If the Personal Access Plan has not been configured, the user will proceed to the initial configuration process. If the Personal Access Plan has already been configured, the options Access Points, Schedule, and Clear Plan will be available.

1. Tap Add Access Points to select the desired access points, then tap Save.
2. Tap Add Schedule to select the desired access times, then tap Save.
3. Tap Clear Plan to clear the user's Personal Access Plan.
4. Tap Save.

To manage a Personal Access Plan 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 User Access.
3. Click Users.
4. Click [More Options] next to the desired user, then click [Edit].

Important: A PIN is required before a Personal Access Plan can be configured. To add a PIN, tap Add Credential, then tap PIN.

In Access Plans, click Manage Access.

1. Click Edit next to the desired user to manage their Personal Access Plan.

Note: If the Personal Access Plan has not been configured, the user will proceed to the initial configuration process. If the Personal Access Plan has already been configured, the options Access Points, Schedule, and Clear Plan will be available.

1. Click Access Points to select the desired access points, then click Save.
2. Click Schedule to select the desired access times, then click Save.
3. Click Clear Plan to clear the user's Personal Access Plan.
4. Click Save.

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Commercial/Access_Control/What_is_a_Personal_Access_Plan

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

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