

Why does the Activity show "Failed Access" when scanning an Access Control card?

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

This message indicates that a known user's card or pin has attempted to access the listed door and failed, or the credential used is not associated with a user. Complete the following troubleshooting if the Activity shows Failed Access.

Platform	App + Web
Content type	Troubleshooting
Source last updated	2025-06-04

Procedure

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

This message indicates that a known user's card or pin has attempted to access the listed door and failed, or the credential used is not associated with a user.

Complete the following troubleshooting if the Activity shows *Failed Access*.

Verify the credential being used is associated with a user

Expand all

To verify the credential using the GoSafer Security customer portal (powered by Alarm.com):

Icn Chevron Down

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 user in question.
5. Verify the credential (Badge or Pin Number) displays on the *User Profile*.

To verify the credential using the Alarm.com app:

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1. Log in to the Alarm.com app.
2. Tap **Menu**.
3. Tap User Access.
4. Tap **Down** next to Access Plans.
5. Tap Users.
6. Tap **More options** next to the user in question.
7. Verify the credential (Badge or Pin Number) displays on the User Profile.

If the credential being used is not associated with a user, see [Assign an Access Control card or PIN to a user](#).

Verify the user and their credentials are part of an Access Plan that includes the door they are trying to access

To verify the user and their credentials using the GoSafer Security customer portal (powered by Alarm.com): **Icn Chevron Down**

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).

2. Click User Access.
3. Verify the doors are associated with the access plan.

UserUI8
UserUI8

4. Click Edit, followed by Users.

UserUI9
UserUI9

5. Verify that the User is selected in the Users List.

UserUI10
UserUI10

To verify the user and their credentials using the Alarm.com app:

Icon Chevron Down

1. Log in to the Alarm.com app.
2. Tap **Menu**.
3. Tap User Access.
4. Verify the doors are associated with the access plan.
5. Tap Edit, and then select Users.
6. Verify that the user is selected in the *Users List*.

If the user is not a part of the correct access plan or the doors are not associated with the plan, [Add an Access Control Access Plan](#).

Verify the user is allowed access to that door according to the timetable

To verify the user is allowed access 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 User Access.
3. Verify that the timetable is active for the current time and or day.

UserUI14

UserUI14

To verify the user is allowed access using the Alarm.com app:

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1. Log in to the Alarm.com app.
2. Tap **Menu**.
3. Tap User Access.
4. Verify that the timetable is active for the current time and or day.

If the current timetable is not correct, see [Add an Access Control Access Plan](#) to adjust the timetable.

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/Why_does_the_Activity_show_Failed_Access_when_scanning_an_Access_Control_card

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

Revision #1

Created 2026-09-01 00:29:51 UTC by Jerdenn Calag

Updated 2026-09-01 16:40:45 UTC by Jerdenn Calag