

Why is the website saying the user code is invalid?

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

The user code is invalid error message is caused by an existing code that may be in conflict with a code you wish to add. The following are the typical causes of this conflict.

Platform	Customer Website
Content type	Troubleshooting
Source last updated	2022-01-25

Procedure

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

The *user code is invalid* error message is caused by an existing code that may be in conflict with a code you wish to add. The following are the typical causes of this conflict.

Duplicate code

duplicate code error
duplicate code error

The preceding error appears when either:

- A different user has the same exact user code, so a different one should be selected.
- The panel's duress code is the same as the user code being entered, so a different user code should be selected or the duress code should be changed.

Note: If the user does not have a preference, click **Generate Code** to generate a random available code for the user.

Five-button lock keypad

Five button keypad error
Five button keypad error

The preceding error appears when a Kwikset lock is attached to the system. Due to some Kwikset locks having two digits per button, there is an entry pattern limitation that decreases the number of possible codes on the system. For example, 1-3-5-7 has the same entry pattern as 2-4-6-8 so only one of these codes would be able to be used at a time. This limitation applies to all Kwikset locks regardless of physical button layout.

Note: This applies to all user codes on the account, not just user codes added to the lock.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/User_Management/System_Users/Why_is_the_website_saying_the_user_code_is_invalid

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

Revision #1

Created 2026-09-01 00:30:10 UTC by Jerdenn Calag

Updated 2026-09-01 16:40:43 UTC by Jerdenn Calag