

Wellness

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Wellness

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 GoSafer Security section brings together resources for Wellness, including setup, configuration, everyday use, and troubleshooting. Choose the related page that matches your device, feature, or task, and follow the current manufacturer guidance linked on that page.

Platform	General / Device
Content type	How-to / Configuration
Source last updated	2022-01-31

Procedure

Browse the related pages in this chapter to open the specific procedure, configuration guide, or troubleshooting article you need.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference: https://answers.alarm.com/Customer/Website_and_App/Wellness

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

Edit a Wellness sensor name

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

Wellness sensor names can be edited for easier system management.

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To edit a wellness sensor name

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

On the Sensors card, click [Details].

In Sensor Name, enter the new sensor name for the sensor to update.

1. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

[https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Management/Edit a Wellness_sensor_name](https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Management/Edit_a_Wellness_sensor_name)

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

View Wellness behaviors

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

Wellness behaviors help users understand average daily behaviors and if behaviors are deviating from the norm.

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

Procedure

To view Wellness behaviors using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap Wellness.
3. Tap Behaviors.

The graph will display unusual, notable, and routine behaviors over the specified period of time.

To view Wellness behaviors 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. Click Wellness.
4. Click Behaviors.

The graph will display unusual, notable, and routine behaviors over the specified period of time.

Note: Using the Select a View dropdown menu, click View Behaviors to show possible irregularities in a daily routine.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Management/View_Wellness_behaviors		

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

View Wellness trends

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

Wellness behaviors help users understand changing behavior trends.

Platform	Customer Website
Content type	Reference
Source last updated	2025-06-04

Procedure

To view wellness trends

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Activity.
3. Click Wellness.
4. Click Behaviors.

Using the Select a View dropdown menu, click View trends to show possible emerging behavioral changes.

The Trends page defaults to show the past week's behaviors. To change the date range of the graph, click on the first calendar [Date Picker] to select a starting date and then click on the second calendar [Date Picker] to select an ending date.

While in Trends view, you have the ability to mouse over a specific data point to see the actual value, instead of its relative position on the graph. When you mouse over a specific data point, it displays the date the point represents and the value it represents.

[Wellness Trends]

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Management/View_Wellness_trends		

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

View the Wellness activity report

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

Wellness activity reports help users understand room and sensor activity.

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

Procedure

To view the wellness activity report using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap Wellness.
3. Tap Daily Sensor Activity.

View activity based on sensor or room.

1. Tap Sensor to view daily sensor activity on an individual sensor level.

2. Tap Room to view the daily sensor activity on a room-by-room basis.

To view the wellness activity report 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. Click Wellness.

Using the Select a View dropdown menu, select either

Activity by Sensor to show activity by the specific sensor name.

Activity by Room to show activity by sensors assigned to specific rooms.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Management/View_the_Wellness_activity_report

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

Wellness Management

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 GoSafer Security section brings together resources for Wellness Management, including setup, configuration, everyday use, and troubleshooting. Choose the related page that matches your device, feature, or task, and follow the current manufacturer guidance linked on that page.

Platform	General / Device
Content type	How-to / Configuration
Source last updated	2022-01-31

Procedure

Browse the related pages in this chapter to open the specific procedure, configuration guide, or troubleshooting article you need.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Management

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

Create/edit a Missed Medication or Sensor Not Activated notification

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 missed medication or sensor not activated notification can notify users if a sensor such as a medication cabinet door sensor is not activated during the specified timeframe.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create/edit a Missed Medication or Sensor Not Activated notification using the Alarm.com app

1. Log in to the Alarm.com app.

2. Tap [Menu].
3. Tap Notifications.
4. Tap [Settings].

To edit a notification, tap to select the Missed Medication or Sensor Not Activated notification to configure.

To create a new notification if there is no notification created yet

1. Tap [Add].
2. Tap Use A Template.

In Wellness, tap More.

1. Tap Missed Medication or Sensor Not Activated.

Name the new notification rule.

In When any of these sensors are not activated, tap to select the sensors you would like to receive notifications from.

In During this time frame, select the days of the week the notification is active.

Using the Starting at dropdown menu, select the time the notification begins activation for the selected days of the week.

Using the Ending at dropdown menu, select the time the notification is deactivated for the selected days of the

week.

1. Tap Add to select recipients to be notified.
2. Tap the entries in the Address Book that are to be notified, or tap Add Contact to add a new Address Book entry.

Once all desired recipients are selected, tap Close.

1. Verify the notification is configured with the correct settings.
2. Tap Save.

To create/edit a Missed Medication or Sensor Not Activated notification 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.

To edit a notification, click [Edit] for the Missed Medication or Sensor Not Activated notification to configure.

To create a new notification if there is no notification created yet

1. Click New Notification.
2. Click Wellness.
3. Click Missed Medication or Sensor Not Activated.

Name the notification rule.

In When any of these sensors are not activated, click to select the sensors you would like to receive notifications from.

In During this time frame, select the days of the week the notification is active.

Using the Starting at dropdown menu, select the time the notification begins activation for the selected days of the week.

Using the Ending at dropdown menu, select the time the notification is deactivated for the selected days of the week.

1. Click Add to select recipients to be notified.
2. Click the entries in the Address Book that are to be notified, or click New to add a new Address Book entry.

Once all desired recipients are selected, click Close.

1. Verify the notification is configured with the correct settings.
2. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Notifications/Create%2F%2Fedit_a_Missed_Medication_or_Sensor_Not_Activated_notification		

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

Create/edit a Personal Emergency notification

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 emergency notification can notify users when a personal emergency button is pressed.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create/edit a Personal Emergency notification using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Notifications.
4. Tap [Settings].

To edit a notification, tap to select the personal emergency notification to configure.

To create a new notification if there is not an up and about notification yet

1. Tap [Add].
2. Tap Use A Template.

In Wellness, tap More.

1. Tap Personal Emergency.

Name the new notification rule.

In When Alarm type of, tap to select the alarm type you would like to receive notifications from.

Using the Is reported by dropdown menu, select the sensors that affect the notification.

1. Tap Add to select recipients to be notified.
2. Tap the entries in the Address Book that are to be notified, or tap Add Contact to add a new Address Book entry.

Once all desired recipients are selected, tap Close.

1. Verify the notification is configured with the correct settings.
2. Tap Save.

To create/edit a Personal Emergency notification 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.

To edit a notification, click [Edit] for the personal emergency notification to configure.

To create a new notification if there is not an away from bed notification yet

1. Click New Notification.
2. Click Wellness.
3. Click Personal Emergency.

Name the notification rule.

In When Alarm type of, click to select the alarm type you would like to receive notifications from.

Using the Is reported by dropdown menu, select the sensors that affect the notification.

1. Click Add to select recipients to be notified.

2. Click the entries in the Address Book that are to be notified, or click New to add a new Address Book entry.

Once all desired recipients are selected, click Close.

1. Verify the notification is configured with the correct settings.
2. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Notifications/Create-edit_a_Personal_Emergency_notification

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

Create/edit a Safe Inside notification

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 safe inside notification can notify users when a sensor is open or activated.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create/edit a Safe Inside notification using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Notifications.
4. Tap [Settings].

To edit a notification, tap to select the safe inside notification to configure.

To create a new notification if there is not an up and about notification yet

1. Tap [Add].
2. Tap Use A Template.

In Wellness, tap More.

1. Tap Safe Inside.

Name the new notification rule.

In When any of these sensors open or are activated, tap to select the sensors you would like to receive notifications from.

In During this time frame, select either

At All Times to notify you any time of the day when it is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

In Notification Filtering, tap to select desired settings.

1. Tap Add to select who is notified.
2. Tap the entries in the Address Book that are to be notified, or tap Add Contact to add a new Address Book entry.

Once all desired recipients are selected, tap Close.

1. Verify the notification is configured with the correct settings.
2. Tap Save.

To create/edit a Safe Inside notification 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.

To edit a notification, click [Edit] for the safe inside notification to configure.

To create a new notification if there is not a safe inside notification yet

1. Click New Notification.
2. Click Wellness.
3. Click Safe Inside.

Name the notification rule.

In When any of these sensors open or are activated, click to select the sensors you would like to receive notifications from.

In During this time frame, select either

At All Times to notify you any time of the day when it is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

In Notification Filtering, click to select desired settings.

1. Click Add to select recipients to be notified.

2. Click the entries in the Address Book that are to be notified, or click New to add a new Address Book entry.

Once all desired recipients are selected, click Close.

1. Verify the notification is configured with the correct settings.
2. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Notifications/Create-edit_a_Safe_Inside_notification

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

Create/edit a Sensor Activity notification

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 sensor activity notification can notify users if a contact sensor is opened or a motion sensor is activated.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create/edit a Sensor Activity notification using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Notifications.
4. Tap [Settings].

To edit a notification, tap to select the sensor activity notification to configure.

To create a new notification if there is not an up and about notification yet

1. Tap [Add].
2. Tap Use A Template.

In Wellness, tap More.

1. Tap Sensor Activity.

Name the new notification rule.

In When any of these sensors open or are activated, tap to select the sensors you would like to receive notifications from.

In During this time frame, select either

At All Times to notify you any time of the day when it is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

1. Tap Add to select who is notified.
2. Tap the entries in the Address Book that are to be notified, or tap Add Contact to add a new Address Book entry.

Once all desired recipients are selected, tap Close.

1. Verify the notification is configured with the correct settings.
2. Tap Save.

To create/edit a Sensor Activity notification 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.

To edit a notification, click [Edit] for the sensor activity notification to configure.

To create a new notification if there is not one created yet

1. Click New Notification.
2. Click Wellness.
3. Click Sensor Activity.

Name the notification rule.

In When any of these sensors open or are activated, click to select the sensors you would like to receive notifications from.

In During this time frame, select either

At All Times to notify you any time of the day when it is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

1. Click Add to select who is notified.

2. Click the entries in the Address Book that are to be notified, or click New to add a new Address Book entry.

Once all desired recipients are selected, click Close.

1. Verify the notification is configured with the correct settings.
2. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Notifications/Create%2F%2Fedit_a_Sensor_Activity_notification		

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

Create/edit a Sensor Closed or Occupied notification

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 Sensor Closed or Occupied notification can notify users if a sensor is closed or occupied.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create/edit Sensor Closed or Occupied notification using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Notifications.
4. Tap [Settings].

To edit a notification, tap to select the sensor closed or occupied notification to configure.

To create a new notification if there is not an up and about notification yet

1. Tap [Add].
2. Tap Use A Template.

In Wellness, tap More.

1. Tap Sensor Closed or Occupied.

Name the new notification rule.

In When any of these sensors close or are occupied, tap to select the sensors you would like to receive notifications from.

In During this time frame, select either

At All Times to notify you any time of the day when the notification is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

1. Tap Add to select who is notified.
2. Tap the entries in the Address Book that are to be notified, or tap Add Contact to add a new Address Book entry.

Once all desired recipients are selected, tap Close.

1. Verify the notification is configured with the correct settings.
2. Tap Save.

To create/edit Sensor Closed or Occupied notification 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.

To edit a notification, click [Edit] for the sensor closed or occupied notification to configure.

To create a new notification if there is not a sensor closed or occupied notification yet

1. Click New Notification.
2. Click Wellness.
3. Click Sensor Closed or Occupied.

Name the notification rule.

In When any of these sensors close or are occupied, click to select the sensors you would like to receive notifications from.

In During this time frame, select either

At All Times to notify you any time of the day when it is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

1. Click Add to select who is notified.

2. Click the entries in the Address Book that are to be notified, or click New to add a new Address Book entry.

Once all desired recipients are selected, click Close.

1. Verify the notification is configured with the correct settings.
2. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Notifications/Create%2F%2Fedit_a_Sensor_Closed_or_Occupied_notification

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

Create/edit a Sensor Left Closed or Occupied notification

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 Sensor Left Closed or Occupied notification can notify users if a sensor is closed or activated for longer than a specified duration.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create/edit a Sensor Left Closed or Occupied notification using the Alarm.com app

1. Log in to the Alarm.com app.

2. Tap [Menu].
3. Tap Notifications.
4. Tap [Settings].

To edit a notification, tap to select the sensor left closed or occupied notification to configure.

To create a new notification if one has not been created yet

1. Tap [Add].
2. Tap Use A Template.

In Wellness, tap More.

1. Tap Sensor Left Closed Or Occupied.

Name the new notification rule.

In When any of these sensors, tap to select the sensors you would like to receive notifications from.

Using the Is Left Closed for this duration dropdown menu, select the amount of time the sensor must remain close to trigger the notification.

In During this time frame, select either

At All Times to notify you any time of the day when it is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

1. Tap Add to select who is notified.

2. Tap the entries in the Address Book that are to be notified, or tap Add Contact to add a new Address Book entry.

Once all desired recipients are selected, tap Close.

1. Verify the notification is configured with the correct settings.
2. Tap Save.

To create/edit a Sensor Left Closed or Occupied notification 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.

To edit a notification, click [Edit] for the sensor left closed or occupied notification to configure.

To create a new notification if one has not been created yet

1. Click New Notification.
2. Click Wellness.
3. Click Sensor Left Closed or Occupied.

Name the notification rule.

In When any of these sensors, click to select the sensors you would like to receive notifications from.

Using the Is Left Closed for this duration dropdown menu, select the amount of time the sensor must remain close to trigger the notification.

In During this time frame, select either

At All Times to notify you any time of the day when it is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

1. Click Add to select who is notified.
2. Click the entries in the Address Book that are to be notified, or click New to add a new Address Book entry.

Once all desired recipients are selected, click Close.

1. Verify the notification is configured with the correct settings.
2. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Notifications/Create%2F%2Fedit_a_Sensor_Left_Closed_or_Occupied_notification

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

Create/edit a Sensor Left Open or Vacant notification

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 Sensor Left Open or Vacant notification can notify users if a sensor is left open or unactivated for a specified duration.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create/edit a Sensor Left Open or Vacant notification using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Notifications.

4. Tap [Settings].

To edit a notification, tap to select the sensor left open or vacant notification to configure.

To create a new notification if there is not an up and about notification yet

1. Tap [Add].
2. Tap Use A Template.

In Wellness, tap More.

1. Tap Away From Bed.

Name the new notification rule.

In When any of these sensors, tap to select the sensors you would like to receive notifications from.

In Is Left Open, select either

For this duration to select an amount of time in minutes the sensor must remain open before sending the notification.

When selected people cross a Geo-Fence to select Geo-Devices and its action with a specified Geo-Fence that triggers the notification.

In During this time frame, select either

At All Times to notify you any time of the day when it is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

1. Tap Add to select who is notified.
2. Tap the entries in the Address Book that are to be notified, or tap Add Contact to add a new Address Book entry.

Once all desired recipients are selected, tap Close.

1. Verify the notification is configured with the correct settings.
2. Tap Save.

To create/edit a Sensor Left Open or Vacant notification 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.

To edit a notification, click [Edit] for the sensor left open or vacant notification to configure.

To create a new notification if there is not a sensor left open or vacant notification yet

1. Click New Notification.
2. Click Wellness.
3. Click Sensor left open or Vacant.

Name the notification rule.

In When any of these sensors, click to select the sensors you would like to receive notifications from.

In Is Left Open, select either

For this duration to select an amount of time in minutes the sensor must remain open before sending the notification.

When selected people cross a Geo-Fence to select Geo-Devices and its action with a specified Geo-Fence that triggers the notification.

In During this time frame, select either

At All Times to notify you any time of the day when it is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

1. Click Add to select who is notified.
2. Click the entries in the Address Book that are to be notified, or click New to add a new Address Book entry.

Once all desired recipients are selected, click Close.

1. Verify the notification is configured with the correct settings.
2. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Notifications/Create%2F%2Fedit_a_Sensor_Left_Open_or_Vacant_notification

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

Create/edit a Still in Bed notification

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 Still in Bed notification can notify users if a bed sensor is activated longer than a specified duration.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create/edit a Still in Bed notification using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Notifications.
4. Tap [Settings].

To edit a notification, tap to select the still in bed notification to configure.

To create a new notification if there is not an up and about notification yet

1. Tap [Add].
2. Tap Use A Template.

In Wellness, tap More.

1. Tap Still in Bed.

Name the new notification rule.

In When any of these sensors, tap to select the sensors you would like to receive notifications from.

Using the Is Left Open for this duration dropdown menu, select the amount of time the sensor must remain closed before sending the notification.

In During this time frame, select either

At All Times to notify you any time of the day when it is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

1. Tap Add to select who is notified.
2. Tap the entries in the Address Book that are to be notified, or tap Add Contact to add a new Address Book entry.

Once all desired recipients are selected, tap Close.

1. Verify the notification is configured with the correct settings.
2. Tap Save.

To create/edit a Still in Bed notification 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.

To edit a notification, click [Edit] for the still in bed notification to configure.

To create a new notification if one has not been created yet

1. Click New Notification.
2. Click Wellness.
3. Click Still In Bed.

Name the notification rule.

In When any of these sensors, click to select the sensors you would like to receive notifications from.

Using the Is Left Open for this duration dropdown menu, select the amount of time the sensor must remain closed before sending the notification.

In During this time frame, select either

At All Times to notify you any time of the day when it is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

1. Click Add to select who is notified.
2. Click the entries in the Address Book that are to be notified, or click New to add a new Address Book entry.

Once all desired recipients are selected, click Close.

1. Verify the notification is configured with the correct settings.
2. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Notifications/Create-edit_a_Still_in_Bed_notification

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

Create/edit an Away From Bed notification

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

An Away From Bed notification can notify users if a bed sensor is unoccupied for a specified duration in a specific timeframe.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create/edit an Away From Bed notification using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Notifications.
4. Tap [Settings].

To edit a notification, tap to select the Away From Bed notification to configure.

To create a new notification if there is not an Away From Bed notification yet

1. Tap [Add].
2. Tap Use A Template.

In Wellness, tap More.

1. Tap Away From Bed.

Name the new notification rule.

In When any of these sensors, tap to select the sensors you would like to receive notifications from.

In Is Left Open, select either

For this duration to select an amount of time in minutes the sensor must remain open before sending the notification.

When selected people cross a Geo-Fence to select Geo-Devices and its action with a specified Geo-Fence that triggers the notification.

In During this time frame, select either

At All Times to notify you any time of the day when it is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

1. Tap Add to select who is notified.
2. Tap the entries in the Address Book that are to be notified, or tap Add Contact to add a new Address Book entry.

Once all desired recipients are selected, tap Close.

1. Verify the notification is configured with the correct settings.
2. Tap Save.

To create/edit an Away From Bed notification 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.

To edit a notification, click [Edit] for the Away From Bed notification to configure.

To create a new notification if there is not an Away From Bed notification yet

1. Click New Notification.
2. Click Wellness.
3. Click Away From Bed.

Name the notification rule.

In When any of these sensors, click to select the sensors you would like to receive notifications from.

In Is Left Open, select either

For this duration to select an amount of time in minutes the sensor must remain open before sending the notification.

When selected people cross a Geo-Fence to select Geo-Devices and its action with a specified Geo-Fence that triggers the notification.

In During this time frame, select either

At All Times to notify you any time of the day when it is triggered.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

1. Click Add to select who is notified.
2. Click the entries in the Address Book that are to be notified, or click New to add a new Address Book entry.

Once all desired recipients are selected, click Close.

1. Verify the notification is configured with the correct settings.
2. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Notifications/Create%2F%2Fedit_an_Away_From_Bed_notification

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

Create/edit an Up and About notification

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

An up and about notification can notify users if there has been a long period of no activity at the home.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create/edit an Up and About notification using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Notifications.
4. Tap [Settings].

To edit a notification, tap to select the Up and About notification to configure.

To create a new notification if there is not an Up and About notification yet

1. Tap [Add].
2. Tap Use A Template.

In Wellness, tap More.

1. Tap Up And About.
2. Enter the desired name for the notification rule.

Using the System is inactive for dropdown menus, configure the required inactivity duration.

In During this time frame, select either

At All Times to notify you any time of the day the system is inactive for the set time.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

In Recipients, tap Add to select recipients to be notified.

1. Tap the entries in the Address Book that are to be notified, or tap Add Contact to add a new Address Book entry.

Once all desired recipients are selected, tap Close.

1. Verify the notification is configured with the correct settings.
2. Tap Save.

To create/edit an Up and About notification 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.

To edit a notification, click [Edit] for the Up and About notification to configure.

To create a new notification if there is not an Up and About notification yet

1. Click New Notification.
2. Click Wellness.
3. Click Up And About.
4. Enter the desired name for the notification rule.

Using the System is inactive for dropdown menus, configure the required inactivity duration.

In During this time frame, select either

At All Times to notify you any time of the day the system is inactive for the set time.

Only During the Following Times to set up notifications to only take place during certain hours of the day.

In Recipients, click Add to select recipients to be notified.

1. Click the entries in the Address Book that are to be notified, or click New to add a new Address Book entry.

Once all desired recipients are selected, click Close.

1. Verify the notification is configured with the correct settings.
2. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Notifications/Create_edit_an_Up_and_About_notification		

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

Wellness 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

This GoSafer Security section brings together resources for Wellness Notifications, including setup, configuration, everyday use, and troubleshooting. Choose the related page that matches your device, feature, or task, and follow the current manufacturer guidance linked on that page.

Platform	General / Device
Content type	How-to / Configuration
Source last updated	2022-01-31

Procedure

Browse the related pages in this chapter to open the specific procedure, configuration guide, or troubleshooting article you need.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_Notifications

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

Alarm.com Wellcam

Installation - Configure Two-Way Audio

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 Wellcam allows you to stay connected to your families while away and establish peace of mind. Stay closer to loved ones even when they might not be present. Use the Wellcam's Video ...

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2022-01-31

Procedure

Configure Two-Way Audio calls using the Alarm.com app

Configure Two-Way Audio calls using the GoSafer Security customer portal (powered by Alarm.com)

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_video/04Alarm.com_Wellcam_Installation_-_Configure_Two-Way_Audio

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

Alarm.com Wellcam Installation - Connect to Wi-Fi

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

When adding the Wellcam to the account, first connect the camera to the location's network. The following videos explain the steps needed to successfully pair the camera to the router using either Access Point (AP) Mode or WPS Mode.

Platform	General / Device
Content type	Reference
Source last updated	2024-07-30

Procedure

Connect to Wi-Fi using AP Mode

Connect to Wi-Fi using WPS Mode

Not all routers support WPS. For further support with pairing the camera, view the AP Mode video.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_video/02Alarm.com_Wellcam_Installation_-_Connect_to_Wi-Fi

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

Alarm.com Wellcam Installation - Enroll to an account

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

Adding the Wellcam to Alarm.com is easy. Before being able to view Live Video and Saved Clips, the camera must be enrolled to the account. The following video explains how to attach the camera to ...

Platform	General / Device
Content type	Reference
Source last updated	2022-01-31

Procedure

Enrolling to the customer account

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

[https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_video/03Alarm.com_Wel
Icam_Installation_-_Enroll_to_an_account](https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_video/03Alarm.com_Wel
Icam_Installation_-_Enroll_to_an_account)

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

Alarm.com Wellcam

Installation - Placing the Wellcam

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

Before installing the Wellcam, find an ideal location for phoning your family. Maintaining high-quality video calls is important to seeing and hearing loved ones on the other end. Verify that the ...

Platform	General / Device
Content type	How-to / Configuration
Source last updated	2022-01-31

Procedure

Before installing the Wellcam, find an ideal location for phoning your family.

Maintaining high-quality video calls is important to seeing and hearing loved ones on the other end. Verify that the location has sufficient internet bandwidth.

The following video contains details about identifying ideal placement conditions and learning how to run a speed test.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
[https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_video/01Alarm.com_Wellcam_Installation - Placing the Wellcam](https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_video/01Alarm.com_Wellcam_Installation_-_Placing_the_Wellcam)

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

Alarm.com Wellcam Installation - Using Two-Way Audio

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 Wellcam allows you to stay connected to your family while away and establish peace of mind. Stay closer to loved ones even when they might not be present. The following video shows the Video Callout notification in action. For more information about creating a Video Callout notification, see Alarm.com Wellcam Installation - Configure Two-Way Audio.

Platform	General / Device
Content type	How-to / Configuration
Source last updated	2022-01-31

Procedure

The Wellcam allows you to stay connected to your family while away and establish peace of mind. Stay closer to loved ones even when they might not be present.

The following video shows the Video Callout notification in action. For more information about creating a Video Callout notification, see Alarm.com Wellcam Installation - Configure Two-Way Audio.

Using Two-Way Audio

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_video/Alarm.com_Wellcam_Installation_-_Using_Two-Way_Audio

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

Wellness video

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 GoSafer Security section brings together resources for Wellness video, including setup, configuration, everyday use, and troubleshooting. Choose the related page that matches your device, feature, or task, and follow the current manufacturer guidance linked on that page.

Platform	General / Device
Content type	How-to / Configuration
Source last updated	2022-01-31

Procedure

Browse the related pages in this chapter to open the specific procedure, configuration guide, or troubleshooting article you need.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Wellness/Wellness_video

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