

Account setup - Initial login

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 article details steps for a new customer, starting by accessing the welcome letter, with a walkthrough for account access and set-up via the Alarm.com Customer app.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2024-12-06

Procedure

To set up a new login using a physical Welcome Letter

A printed Welcome Letter will provide the new account's username, as well as a temporary password. Navigate to the website provided in the Welcome Letter and use the provided username and temporary password to log in for the first time.

Once logged into the account for the first time, change the temporary password to a custom password. For more information about how to change the password on an account, see [Change or reset a password](#).

The following is an example of a printed Welcome Letter

To set up a new login using an email Welcome Letter

A Welcome Letter sent by email contains the new account login name, as well as a link that leads to the account's password set up.

The following is an example of an emailed Welcome Letter

[Email Welcome Letter]

Review login name

Review or modify your login name, then tap Save.

[Mobile User Name New User]

**Note: This step will not display for logins
set up with SSO.**

Create a password

Create a password for the account, then tap Save.

Important: The password must contain at least 1 number, symbol, letter, and at least 10 characters. It is not recommended to use personal identifying information to ensure maximum security.

[1. Password 1B]

Note: This step will not display for logins set up with SSO.

1. Select a security question
2. Select a security question for the account, enter an answer, then tap Save.

[2. Security Question]

Note: This step will not display for logins set up with SSO.

Configure Two Factor Authentication

In Two Factor Authentication, tap Set up now to set up Two Factor Authentication.

For more information, see [What is Two Factor Authentication?](#).

[Updated 2Fa]

1. Verify the email address

To verify the email address

In the Primary Email Address field, enter the email address associated with the account.

1. Tap Send Email.

Access the email and locate the verification email.

1. Tap Verify.

[Email Verification]

Note: this section will not display if using an emailed Welcome Letter.

Agree to the terms

View the subscription agreement, then tap I agree.

Monitoring station emergency contacts

1. Update the emergency contacts for your monitoring station.

Note: This only applies to customers with monitoring stations who support this feature.

To update monitoring station emergency contacts

1. Select Add Contact.

Note: On the Alarm.com app, there is an option to add from contacts or to add manually. If adding from contacts, select the correct contacts, then continue to add emergency contacts.

1. Enter the first and last name of the emergency contact.
2. Enter the desired phone numbers and select the Phone Type.

In Verbal Passcode, enter the desired verbal passcode for each contact.

1. Select Save.

[Mobile Edit Emergency Contact (1)]

After adding the desired emergency contacts, select Next.

[Mobile Emergency Contact (2)]

Set up arming reminder

Note: Setting up an arming reminder only applies to security accounts. It does not apply to standalone or automation/awareness accounts.

To set up an arming reminder for your system

Note: Select Skip to set your arming reminder up later.

1. Select the time you expect to arm.
2. Choose when you'd like the arming reminder to be active:
3. Select All Times to have the arming reminder active 7 days a week.
4. Select Custom to select which days the arming reminder should be active.
5. Select which recipients should receive the reminder.
6. Select Enable.

[Mobile Arming Reminder (2) 1 (1)]

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[Mobile Arming Reminder (2) 1 (1)]

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/System_Management/System_Usage/Account_setup_Initial_login

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

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