

Create and manage Multi-Level Enterprise Groups

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

Multi-Level Enterprise Groups are higher-level groups that allow users with Multi-Level Enterprise Groups to view and access individual Enterprise groups and the locations within each group. To help with understanding this page, note the following terms:

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

Procedure

1. Add multiple groups into one higher-level view
2. Adding multiple groups into one higher-level view is useful if there are multiple groups in the multi-system access dropdown menu. These groups can be added to a new Multi-Level Enterprise Group.

To create a Multi-Level Enterprise Group by adding multiple groups into one higher-

level view

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Verify the Enterprise name is selected, and not a location name. When the Enterprise group is selected, a Locations option shows in the menu instead of Home.

If a location is selected, use the dropdown menu to select the Enterprise group. Enterprise groups have [Group Property] next to the Enterprise name, whereas locations will have [Enterprise Open] for commercial accounts or [Single Property] for residential accounts next to the location name.

If the option to select an Enterprise group is not showing, verify the login being used has access to the Enterprise group.

1. Click Manage Groups.
2. Click + Enterprise Group.

In the New Enterprise Group field, enter a name for the new Multi-Level Enterprise Group.

In Group Type, select Group containing other groups to contain other groups, then select the groups to be added.

1. Click Save.

In Elevate Additional Child Group Logins, click to select any other Administrator logins that you want to elevate to parent logins.

1. Click Move.

Note: This action can be changed, and logins can always be promoted to the Multi-Level Enterprise Group manually later.

The process is complete. The Multi-Level Enterprise Group will be listed in the upper-left dropdown, and the list of subgroups will be listed below.

Note: There may be a delay between creating the new Multi-Level Enterprise Group Enterprise and when it appears on the Partner Portal. Refresh the information through the Partner Portal to check for updates.

When the Multi-Level Enterprise Group creation is successful, a list of subgroups contained within the Multi-Level Enterprise Group will appear. Click to expand [Down] to the left of the group name to display the list of systems within that subgroup.

Subdivide the current group into easy-to-manage subgroups

Subdividing the current group into easy-to-manage subgroups is useful when the user has one group that is very large.

To create a Multi-Level Enterprise Group by subdividing the current group

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Verify the Enterprise name is selected, and not a location name. When the Enterprise group is selected, a Locations option shows in the menu instead of Home.

If a location is selected, use the dropdown menu to select the Enterprise group. Enterprise groups have [Group Property] next to the Enterprise name, whereas locations will have [Enterprise Open] for commercial accounts or [Single Property] for residential accounts next to the location name.

If the option to select an Enterprise group is not showing, verify the login being used has access to the Enterprise group.

1. Click Manage Groups.
2. Click + Subgroup.

Note: The current group will be elevated and become a Multi-Level Enterprise Group.

1. Enter a name for the subgroup, then click Save.

Note: Click [More Options] to create additional subgroups and split up the one large group into multiple subgroups. For instructions on creating additional subgroups, see the video below.

Create a Multi-Level Enterprise Group with few locations

Creating a Multi-Level Enterprise Group by adding multiple groups into one higher-level view or by subdividing the current group into easy-to-manage subgroups is helpful when there are many groups and locations. For accounts that have few locations, a Multi-Level Enterprise Group can be created separately.

To create a Multi-Level Enterprise Group with few locations

1. Verify that an Enterprise Group has been created. For more information, see [Create a new Enterprise group](#).
2. Log in to the GoSafer Security customer portal (powered by Alarm.com).
3. Verify the Enterprise name is selected, and not a location name. When the Enterprise group is selected, a Locations option shows in the menu instead of Home.

If a location is selected, use the dropdown menu to select the Enterprise group. Enterprise groups have [Group Property] next to the Enterprise name, whereas locations will have [Enterprise Open] for commercial accounts or [Single Property] for residential accounts next to the location name.

If the option to select an Enterprise group is not showing, verify the login being used has access to the Enterprise group.

1. Click Manage Groups.
2. Click + Enterprise Group.

In the New Enterprise Group field, enter a name for the new Multi-Level Enterprise Group.

In Group Type, select Group containing other groups, then select the existing Enterprise Group.

1. Click Save.

In Elevate Additional Child Group Logins, click to select any other Administrator logins that you want to elevate to parent logins.

1. Click Move.

Note: This action can be changed, and logins can always be promoted to the Multi-Level Enterprise Group manually later.

The process is complete. The first subgroup will be listed below.

Note: There may be a delay between creating the new Multi-Level Enterprise Group Enterprise and when it appears on the Partner Portal. Refresh the information through the Partner Portal to check for updates.

When the Multi-Level Enterprise Group creation is successful, a list of subgroups contained within the Multi-Level Enterprise Group will appear. Click to expand [Down] to the left of the group name to display the list of systems within that subgroup.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/Commercial/Multi-Location_Management/Create_and_manage_Multi-Level_Enterprise_Groups		

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

Revision #1

Created 2026-09-01 00:29:53 UTC by Jerdenn Calag

Updated 2026-09-01 00:29:53 UTC by Jerdenn Calag