

Invalid Contact Information

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

Invalid Contact Information indicates that an email or text recipient is not receiving automated notifications.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2026-04-10

Procedure

To resolve an email or text recipient with Invalid Contact Information using the Alarm.com app

1. Navigate to the Alarm.com app.
2. Tap Users.
3. Tap the user with the email address or phone number that was listed in the Invalid Contact Information notification.
4. Tap the email address or phone number.

5. Verify the email address or phone number is entered correctly and the email domain or cell provider is accurate.
6. Verify the toggle switch is set to Enabled.
7. Tap Save.

To resolve an email or text recipient with Invalid Contact Information using the GoSafer Security customer portal (powered by Alarm.com):

1. Navigate to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Users.
3. Click the user with the email address or phone number that was listed in the Invalid Contact Information notification.
4. Click the email address or phone number.
5. Verify the email address or phone number is entered correctly and the email domain or cell provider is accurate.
6. Verify the toggle switch is set to Enabled.
7. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/System_Management/Notifications/Invalid_Contact_Information

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

Revision #1

Created 2026-09-01 00:30:04 UTC by Jerdenn Calag

Updated 2026-09-01 00:30:04 UTC by Jerdenn Calag