

Web/App Users

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

Web/App Users Landing Page

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2026-02-17

Procedure

User guides

1. Add a mobile phone number to receive SMS notifications
- Mobile phone numbers can be added to a user's contact information so that they can receive SMS notifications.
- Android Quick Access Device Controls
- App settings transfer
- Best practices when changing phones
- When switching to a different phone for any reason, there are a few things to be aware of to ensure minimal disruption of your service. The following are suggestions for information and features that should be verified when the swapping to a different phone.
- Change a login name
- Login names can be changed on the website and app.
- Change a phone number
- The primary phone number associated with the property location can be changed on the website.
- Change an email address
- Keeping email addresses updated helps keep the system secure.
- Change how the Welcome card appears on the website
- Change language preference
- User language preferences change the language of the website and the user's notifications.
- Change or reset a

passwordUpdating user passwords for website and app users helps keep the system secure.Change security questionsUpdating security questions and their answers helps keep the system secure.Change the name of a mobile deviceThe name of a mobile push notification device can be updated using the app or website.Configure a number passcode for the appContact your service providerIf you are unable to find an answer to your question in the Knowledge Base, you can contact your service provider for further assistance.Create a secondary loginIndividual logins for each website and app user can be created from the website.Delete a loginDeleting unused website and app logins helps keep the system secure.Log all devices out of the website and appUsers who have lost their phone, or need to disable a login, can log out all devices so others can no longer access the app, including those who use the Keep me logged in feature without re-entering the password.Enable Two Factor AuthenticationTwo Factor Authentication adds an extra layer of security to protect access to your system.Export panel slot numbers for a single locationThe panel slot numbers report shows all users and user codes associated with the system at a single location.iOS Alarm.com System Control widgetiOS Live Activities for In-Progress Device CommandsiOS Quick ControlsiPhone's Home Screen Quick Actions feature for the Alarm.com appLaunch the app or website tourIf you would you like to learn more about how to navigate the website or app, you can launch the interactive tour.Manage login permissions for secondary loginsLogin permissions for new or existing secondary accounts can be managed using the website.Rearrange Home page of website or appCards displayed on the GoSafer Security customer portal and app, such as Panel, Sensors, and Recent Activity, can be rearranged based on your preferences.Safety Button widgetSaved Clips widget for iOSTransfer app settings from a previously connected device to a new deviceApp Settings Migration allows end users who have either switched phones or deleted and re-downloaded the mobile app to avoid creating multiple instances of the same device under the User - Push Devices as well as the Geo-Services Device list on the website.Unable to log in to the GoSafer Security customer portal or app

Frequently asked questions

Can I create multiple logins for my account?Can logins have access to only specific system partitions?Do the app and website update in real time?How can I set up fingerprint scanning on

Android?How can I set up Touch ID or Face ID for iOS?How do I change the language of the customer app?How do I change the language of the website?How do I find mobile app version on my device?Is the Alarm.com iOS Today View Widget a supported feature?Is there a limit to how many logins can be created for a customer account?There is no limit to how many logins you can create for your account to access the Customer app or GoSafer Security customer portal.What are the login name and password requirements?There are various requirements when changing a login name or password.What can I do if I can't find the password reset email?What is Two Factor Authentication?

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

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

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

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