

What can I do if someone is not receiving email 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

If someone is not receiving email notifications, verify the following information. Note: If a Resolve button prompt is present next to a notification, this means the notification is currently enabled but does not have any recipients. Click Resolve and follow the prompts to add notification recipients.

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

Procedure

To verify the email notification is enabled using the Alarm.com app

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

3. Tap Notifications.
4. Tap [Settings].
5. Tap the notification you are expecting to receive.
6. Verify the notification is turned on.

If the notification is disabled, tap the toggle switch to enable it. The following image displays a toggle switch that is enabled:

[Notification Toggle Switch Enabled On Customer App]

In Recipients, verify your email address is listed as a recipient and spelled correctly.

If your email address is listed as a recipient

1. Verify you are not paused. Paused users are grayed out. In the following image, the email is active, and the mobile device is paused.

[Recipients Enabled And Disabled Example On Customer App]

Note: To verify if a user is paused, tap on the recipient and a message appears as shown in the following image

[Recipient Paused On Customer App]

If your email address is not listed as a recipient

In Recipients, tap Add.

1. Tap the recipients to select.

Once all desired recipients are selected in the Address Book, then click Close.

If the desired recipient is not listed in the Address Book

1. Tap Add Contact to add a new recipient address.
2. Enter the contact's information.
3. Tap Add Contact.
4. Verify all desired recipients are selected for the notification, then click Save.

To verify the email notification is enabled 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.
3. Click [Edit] on the notification you are expecting to receive.
4. Verify the notification is turned on.

If the notification is disabled, click the toggle switch to enable it.

Under Recipients, verify your email address is listed as a recipient and spelled correctly.

If your email address is listed as a recipient

Mouse over the address to verify that it's not paused. The following image is an example of what appears if the address is paused:

[Paused Notification Email]

If your email address is not listed as a recipient

1. Click Add.
2. Click the recipients to select. Selected recipients in the Address Book have a [Check] next to their address.

If the address to add is not listed in the Address Book

1. Click New to add a new recipient address.
2. Enter the contact's information.
3. Click Add Contact.
4. Verify all desired recipients are selected in the Address Book, then click Close.
5. Click Save.

To update an email address using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Users.
4. Tap the user to update.
5. Tap Email.
6. Update the user:

If the user's email address is incorrect, enter the correct email address under the Email Address text field.

If the user's email address is correct but disabled, click the toggle switch to enable the email address. The following image is an example of an email address that is enabled on the website:

[Edit Email Address (App)]

1. Click Save.

To update an email address 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 Users.

On the user to update, click [Edit].

1. Update the user:

If the user's email address is incorrect, enter the correct email address under the Email Address text field.

If the user's email address is correct but disabled, click the toggle switch to enable the email address. The following image is an example of an email address that is enabled on the website:

[Update User Page Email]

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/System_Management/Notifications/What_can_I_do_if_someone_is_not_receiving_email_notifications

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

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