

# Which notifications are available for Access Control?

## 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

Standard and commercial notifications are available to create for Access Control.

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

## Procedure

System Event notifications

## This notification can alert customers for two event types

Malfunction (loss of communication)

This will alert users when the controller is unable to communicate with Alarm.com.

Tamper

This will alert users when the access controller reports a tamper.

# To create malfunction and/or tamper notifications 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 New Notification.
4. Click System Event.
5. Enter a name for the notification.
6. Click to select the events to be notified for.

For malfunction notifications, click to select the A device is in malfunction checkbox.

For tamper notifications, click to select the Someone tries to tamper with a device checkbox.

1. Click Add, then select the recipients to be notified.
2. Click Save.

## Access notifications

This will send a notification when specific people enter an access-controlled door during a specified timeframe.

# To create Access notifications 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 New Notification.
4. Click Business.

5. Click Access.

6. Enter a name for the notification.

In When, click to select which doors will trigger the notification.

In Is Accessed by, click to select which users will trigger the notification.

In During this time frame, click to select the time frame the notification will be active.

In Recipients, click Add to select the desired recipients to be notified, then click Close.

1. Click Save.

#### Unauthorized Access Attempt notifications

This will send a notification when somebody tries to use a badge with an inactive card.

## To create Unauthorized Access Attempt notifications 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 New Notification.

4. Click Business.

5. Click Unauthorized Access Attempt.

6. Enter a name for the notification.

In Send a notification when somebody tries to badge in with an inactive card at the following doors, click to select which doors will trigger the notification.

In During this time frame, click to select the time frame the notification will be active.

In Recipients, click Add to select the desired recipients to be notified, then click Close.

1. Click Save.

#### Door Forced Open notifications

This will send a notification when a door has been opened without badging in or triggering a request-to-exit device.

**Note:** This notification will only appear for accounts where an access door has been programmed to use a door sensor.

## To create Door Forced Open notifications 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 New Notification.
4. Click Business.
5. Click Door Forced Open.
6. Enter a name for the notification.

In **When**, click to select which doors will trigger the notification.

In **During this time frame**, click to select the time frame the notification will be active.

In **Recipients**, click **Add** to select the desired recipients to be notified, then click **Close**.

1. Click **Save**.

### Door Held Open notifications

This will send a notification when a door has been propped open.

**Note:** This notification will only appear for accounts where an access door has been programmed to use a door sensor.

## To create Door Held Open notifications 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 New Notification.
4. Click Business.
5. Click Door Held Open.
6. Enter a name for the notification.

In **When**, click to select which doors will trigger the notification.

In **During this time frame**, click to select the time frame the notification will be active.

In **Recipients**, click **Add** to select the desired recipients to be notified, then click **Close**.

1. Click **Save**.

### Door Left Unlocked notifications

This will send a notification when any door is left unlocked at a specified time.

**Note:** This notification will only appear for accounts where an access door has been programmed to use a door sensor.

# To create Door Left Unlocked notifications 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 New Notification.
4. Click Business.
5. Click Door Left Unlocked.
6. Enter a name for the notification.

In When any of these doors, click to select which doors will trigger the notification.

Using the Are not locked at dropdowns, click to select the time when the doors should be locked.

In During this time frame, click to select the time frame the notification will be active.

In Recipients, click Add to select the desired recipients to be notified, then click Close.

1. Click Save.

Door Activity notifications

This will send a notification when any door is locked or unlocked.

**Note:** This notification will only appear for accounts where an access door has been programmed to use a door sensor.

# To create Door Activity notifications 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 New Notification.
4. Click Business.
5. Click Door Activity.
6. Enter a name for the notification.

In When, click to select which doors will trigger the notification.

In Is, click to select whether the door being locked or unlocked will trigger the notification.

In During this time frame, click to select the time frame the notification will be active.

In Recipients, click Add to select the desired recipients to be notified, then click Close.

1. Click Save.

## User Access Start/Expire notifications

This will send a notification when a user's access credentials are about to start or expire with the option to manage access.

# To create User Access Start/Expire notifications 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 New Notification.

4. Click Business.
5. Click User Access Start/Expire.
6. Enter a name for the notification.

In When a user's access is about to, click to select either Start or Expire.

Using the Notify dropdown menu, select when to notify the user 1 day before, 2 days before, or 3 days before.

In Recipients, click Add to select the desired recipients to be notified, then click Close.

1. Click Save.

## Source and support

For GoSafer Security assistance, visit [gosafersecurity.com](https://gosafersecurity.com).

Original Alarm.com reference:  
[https://answers.alarm.com/Customer/Website\\_and\\_App/Commercial/Access\\_Control/Which\\_notifications\\_are\\_available\\_for\\_Access\\_Control](https://answers.alarm.com/Customer/Website_and_App/Commercial/Access_Control/Which_notifications_are_available_for_Access_Control)

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

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Revision #1

Created 2026-09-01 00:29:51 UTC by Jerdenn Calag

Updated 2026-09-01 00:29:51 UTC by Jerdenn Calag