

Safety Button

The Safety Button allows the user to connect to police, fire, or emergency medical help with the press of a button in the customer app.

If the user feels unsafe, but is not ready to call 911, they can simply hold down the Safety Button. Once they release the button, they can either cancel the event within 10 seconds or communicate with a trained operator, who can dispatch responders directly to the user's real-time location. In the event the customer is unable to communicate, emergency responders will be automatically summoned.

Requirements

- The *In-App Safety Button* service package add-on with the corresponding number of desired licenses.
 - Android/iOS version 5.3.1 or later.
 - Precise location must be enabled within the customer app. For more information, see [How do I adjust the location settings for my device?](#)
 - An individual login to the Alarm.com customer app.
 - In order to facilitate emergency response, the Safety Button creates a device specific link to each login.
 - Multiple users are able to use Safety Button on an Alarm.com account as long as they have their own login credentials and an available license. For more information on creating Secondary Logins, see [Create a login for the Customer Website](#).
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Features

- Personal safety with professional response, all within the customer app - no additional hardware required
 - Smarter, more advanced way to connect to police, fire, or emergency medical help when you need it
 - Use Safety Button when you feel scared but are not ready to call 911
 - Quickly get help in any situation without the need to dial 911 or make a call or text
 - Text dispatchers and responders in an emergency, just in case you can't or don't want to talk
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To set up the Safety Button:

1. Log into the customer app.
 2. In *Set up Safety Button*, tap **Get Started**.
 3. Tap **Continue**.
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4. Enter your phone number, then tap **Next**.
5. You will receive a 6-digit verification code by text message. Enter that code, then tap **Verify**.
6. Enter your first and last name.
7. Sharing your location is required for accuracy and success of this feature.
 - If location settings have not yet been enabled, tap **Ok**, then tap **Allow while using the App**.
 - It is required to update the location permissions to **Always** so emergency responders are provided an accurate location. Tap **Go To Settings** and change the location permissions to **Always** and tap the *Precise Location* toggle switch to enable it.
8. Once this is changed, return to the customer app, then tap **Next**.
9. Practice pressing and holding the **Hold until safe** button and then releasing when instructed.
10. An image of your location will display. Tap **What If I Don't Need Help?**.
11. Enter your 4-digit PIN, then tap **Create**.
12. Tap **Done**.

To use the Safety Button:

1. Log into the customer app.
2. Tap **Safety Button**.
3. Tap and hold down the button.
4. When *Enter PIN if safe* displays, the PIN code can be entered within 10 seconds to cancel the alert.
 - If the event is not canceled, a trained operator will receive an emergency request with your name, phone number, GPS coordinates, and PIN code. The operator will then send an SMS text message and attempt a call to confirm if help is needed. If there is no response from the SMS, the operator will attempt to call.

Note: An active event can be canceled by tapping **I don't need help**. This will prompt the user to verify the cancellation using their PIN code.

- If there is no response or the event is still not canceled, an emergency response will be dispatched to the last known GPS location.

Note: After a call is placed to the user, the user can still choose to reply by text. If no response is given to either method of communication, an emergency response will be dispatched.

Frequently asked questions

Expand all

Does the safety button replace calling 911? ▾

No. The Safety Button is not a replacement for calling 911. However, the Safety Button uses modern technology to make it advantageous for our mobile and connected world:

- Safety Button allows users to communicate with help using text
- Safety Button provides highly accurate location data as well as other vital information from the customer's smart device and the customer app, which can help in an emergency, and can be shared with local first responders in the event help is needed

How do I adjust the location settings for my device? ▾

Note: The process to adjust location settings may vary based on the device.

Android

1. Tap **Settings**.
2. Tap **Apps**.
3. Tap **Alarm.com**.
4. Tap **Permissions**.
5. Tap to enable the *Location* toggle switch.

iOS

1. Tap **Settings**.
2. Tap **Alarm.com**.
3. Tap **Location**.
4. In *Allow location access*, select **Always**.
5. Tap to enable the *Precise Location* toggle switch.

How do I determine the number of licenses needed in the Service Package? ▾

Licenses refer to the number of individual devices that are using the Safety Button. The number of licenses selected should correspond to the number of individuals who will be using the feature.

Can all logins view Safety Button? ▾

Logins are only able to view the Safety Button feature if there are available licenses. Additionally, logins must be *Master Control*, *Full Control*, or *Custom* logins with the *Manage Safety Button* permission enabled.

Is it possible to remove a login from using the Safety Button feature? ▾

Yes. The Primary User, or logins with the custom *Manage Safety Button* permission are able to remove logins to free up licenses for the Safety Button feature.

To remove a login:

1. Log into the customer app.
2. Tap Safety Button.
3. Tap .
4. Tap **Manage Subscription**.
5. Tap **Disable** to disable the feature for the desired login.