Global Alerts – Best Practice

Contractors have the option to set global alerts for new customers in the customer wide settings. Global Alerts are alerts that you set one time and will apply to all of your customers.

Below is an example of the top **BEST PRACTICE ALERT** settings for starting out.

High Flow Alerts

We would recommend that you set two high flow alerts for your customer.

1. High Flow = 30% This is a an alert where you would want to monitor for the time being as it will log in your **EVENT** list but no need to send through as an in app alert. Click Multi-Site Manager > Maintenance > Events tabs to monitor.
2. High Flow = 50% This is a an alert where you would want to take action as it will be more crucial for the customer. It will log in your **EVENT** list and you will also want to send through as an in app **PHONE** alert. Click Multi-Site Manager > Maintenance > Events tabs to monitor as well.

Leak Detection

The best Leak detection alert is the one listed as slow leak.

NOTE: The value is 30 litres or 8 gallons and these are very fine tolerances that will suit most flow meters.

Current Alerts

These are simple to set with no ability to make any changes to them.

Internet connection

All customers will have a default of 1 day, so their internet would have to be disconnected for a minimum of 24 hours for them to receive an alert.

For your Global Alert Settings, we recommend you set this for 0.5 days. This will log every time your customers internet drops out for a period greater than 12 hours.

NOTE: No need to go less as the internet will drop out and the controller will reconnect automatically without any need for intervention.

Rain Sensor

Use the Rain Sensor Alert to log Rain Sensor changes. This will let you know when the sensor is either set or dry by customer. There is very little need to set this alert to your phone.

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Setting Up the Global Alert

When a new controller is created (Contractor Portal only), the controller will automatically get the contractor's global alerts. If you want to have different settings for a specific controller, then they can be changed in the normal way in the alert section.

Please view the steps to access this feature:

1. Click on the **MULTI SITE MANAGER** icon on the upper right hand side, then select **CUSTOMER WIDE SETTINGS.**
2. Click on the **GLOBAL ALERTS.**
3. Click on **ADD NEW ALERT.**

Steps 1-3

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On the next screen, select **APPLIES TO ALL CUSTOMERS** to apply this alert to all your customers and their controllers. If you add new customers, or if existing customers add controllers in the future, this alert will automatically be applied to them. Alternatively, click on the customers and controllers in the "available" box to apply the alert only to those customers or controllers.

Applies To:

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On the next screen, select the **ACTION** you want to take when the alert occurs. You can choose to create an event, receive an in-app notification or receive an SMS. For these customer-wide alerts, actions can only be sent to you, not to your customers.

Action:

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Your customers will also see these alerts on their own account, but they won't be able to edit or delete as this is only a feature you can access.

NOTE: The contractor and end-user alerts now include the name of the controller to make identifying problem sites easier.

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