

Alerts - Global Alerts (Contractors Only)

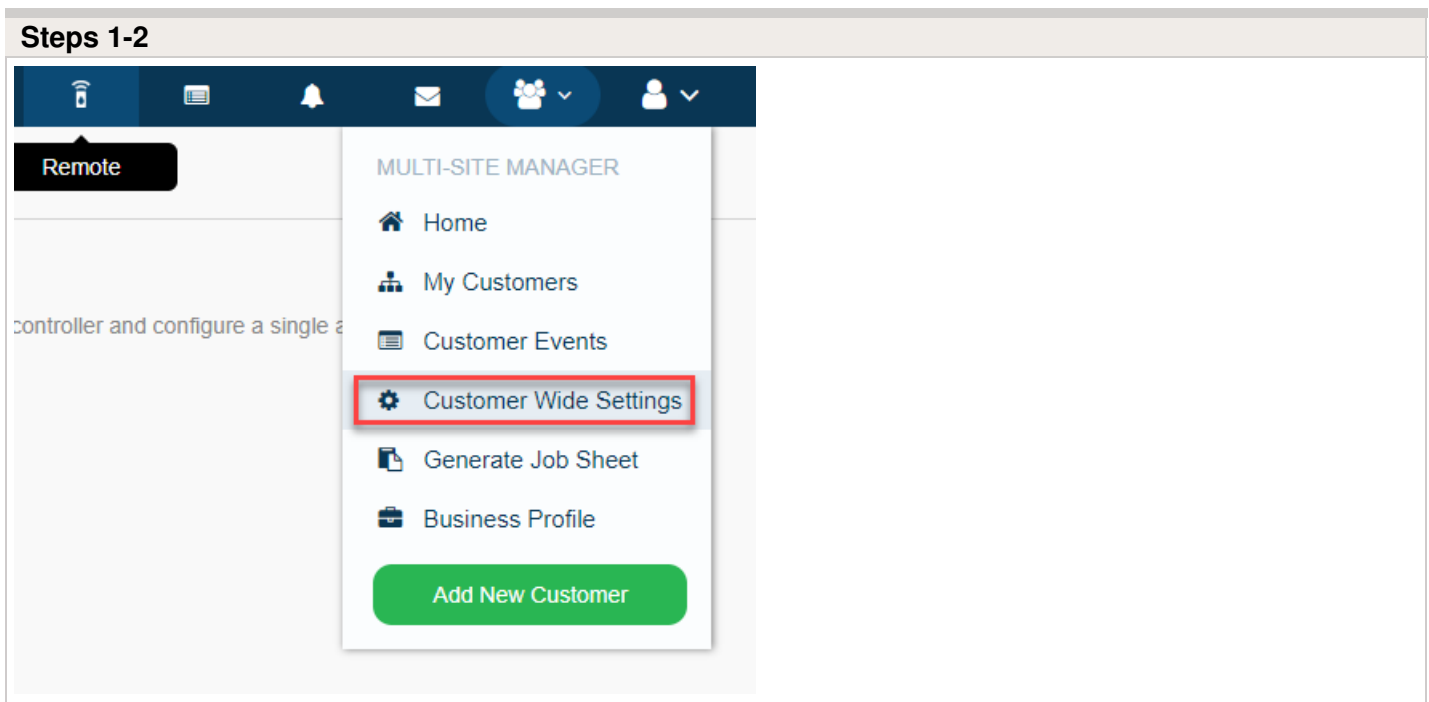
Contractors now have an option to set global alerts for new customers in the customer wide settings.

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 **"Manager"** icon on the upper right hand side.
2. Scroll down to the **"Customer Wide Settings"** section.
3. Click on the **"Global Alerts"** then **"Add New Alert."**
4. Next, assign **"Alert Name."**

Steps 1-2



The screenshot shows the Contractor Portal interface. At the top, there is a dark blue navigation bar with icons for Home, My Customers, Customer Events, Customer Wide Settings, Generate Job Sheet, and Business Profile. Below the navigation bar, there is a 'Remote' button and a 'MULTI-SITE MANAGER' section. The 'Customer Wide Settings' option is highlighted with a red box. Below the navigation bar, there is a green button labeled 'Add New Customer'.

Steps 3-4

Edit Alert ✕

Alert Name ▶ **Applies To** ▶ **Actions**

Alert Name

Alert Type

Wiring short (high current) to your solenoid ▼

High solenoid current caused by faulty wiring or faulty solenoid valve

Cancel < Prev Next > ✓ OK

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:

Add Alert ✕

Alert Name ▶ **Applies To** ▶ **Actions**

Applies to

Applies to all customers, controllers ▼

Cancel < Back Next > ✓ OK

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:

Edit Alert ✕


Alert Name ▶ **Applies To** ▶ **Actions**




- Add event to the event log
Add this alert to the controller's event log
- Send App notification
- Send SMS/Text notification

Cancel < Prev Next > ✓ OK

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.

 TOP 3 ALERTS

-  Wed 5th September @ 11:19am
HC Controller123agh (CEC Building - Hunter)
Low current detected for Zone Pool. This could indicate faulty wiring or a faulty solenoid.
-  Wed 5th September @ 11:15am
HC Controller123agh (CEC Building - Hunter)
Low current detected for Zone Side Garden. This could indicate faulty wiring or a faulty solenoid.
-  Wed 5th September @ 6:33am
HC Controller123agh (CEC Building - Hunter)
Low current detected for Zone Beds. This could indicate faulty wiring or a faulty solenoid.