

Alert - 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

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Steps 3-4

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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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