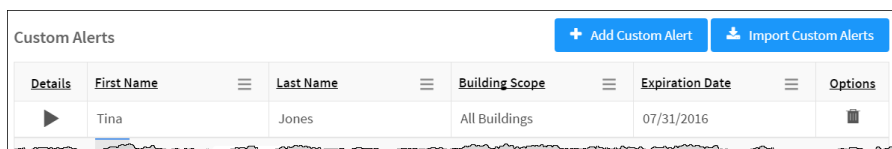


Add Custom Alert

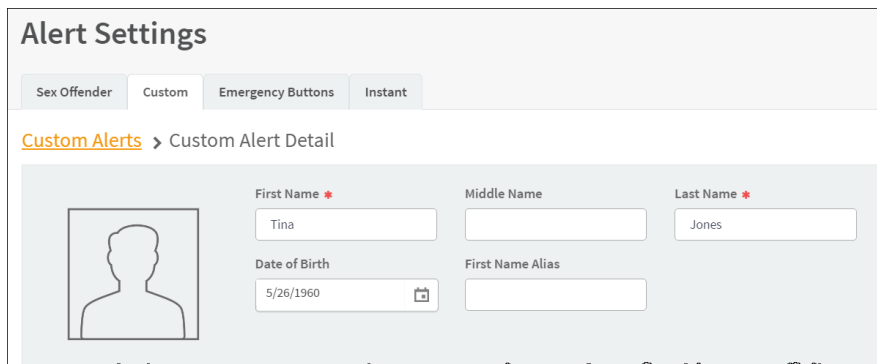
Perform the following steps to create a custom alert.

1. In the navigation menu, select **Admin > Alert Settings**.
2. Click the **Custom** tab.
3. In the **Custom Alerts** area, click **Add Custom Alert**.



| Details | First Name | Last Name | Building Scope | Expiration Date | Options |
|---------|------------|-----------|----------------|-----------------|---------|
| | Tina | Jones | All Buildings | 07/31/2016 | |

4. On the **Custom Alert Detail** workspace, use one of the following methods to specify the information about the person for whom you are creating a custom alert:



Alert Settings

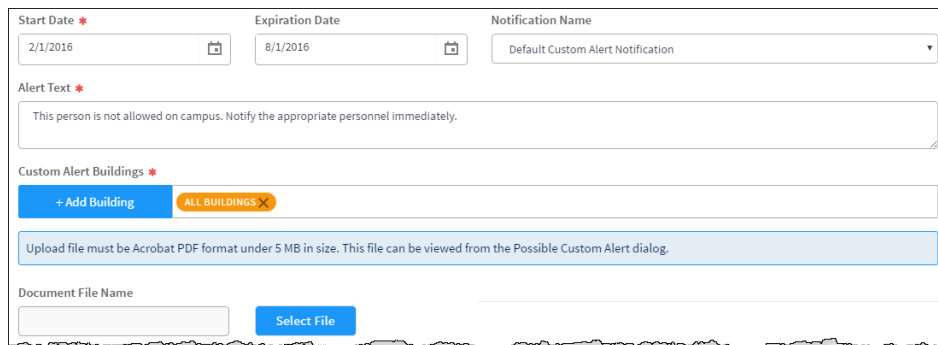
Sex Offender | Custom | Emergency Buttons | Instant

[Custom Alerts](#) > Custom Alert Detail

- **Find** – If the person has previously signed in to the building, enter their name (or a portion of their name) in the text box and click **Find**.
If more than one record is returned, click the **Select** icon to display their information in a Detail view.
- **Manual Entry** – If the person has not previously signed in to the building, manually enter the person's information in the following fields:
 - ◆ **First Name** – Enter the first name of the person in the alert.
 - ◆ **Middle Name** – Enter the middle name of the person in the alert.
 - ◆ **Last Name** – Enter the last name of the person in the alert.
 - ◆ **Date of Birth** – Select the date of birth from the calendar.

- ◆ **First Name Alias** – If the person in the alert is known by another first name, enter it in this field.

5. Enter the alert information:



The screenshot shows a web form for configuring an alert. It includes the following fields and controls:

- Start Date ***: A date picker field with the value 2/1/2016.
- Expiration Date**: A date picker field with the value 8/1/2016.
- Notification Name**: A dropdown menu currently showing "Default Custom Alert Notification".
- Alert Text ***: A text area containing the message: "This person is not allowed on campus. Notify the appropriate personnel immediately."
- Custom Alert Buildings ***: A section with a "+ Add Building" button, an "ALL BUILDINGS X" button, and a text area. Below this is a blue informational message: "Upload file must be Acrobat PDF format under 5 MB in size. This file can be viewed from the Possible Custom Alert dialog."
- Document File Name**: A text input field with a "Select File" button next to it.

- **Start Date** – Select the date from the calendar to indicate the date the alert should become active.
- **Expiration Date** – Select the date from the calendar to indicate the date the alert should become inactive. If left blank, the alert will not be expired until you enter an expiration date or delete the alert.
- **Notification Name** – Select the notification that contains the default notification message and who to notify.

Note If you want notifications to be sent when the alert is issued, you must complete the information in the Custom Alert Notification prior to adding the custom alert.

- **Alert Text** – Enter the information that displays in the **Notes** field on the Possible Custom Alert. This is the information that is visible to the Entry Admin when signing in the person.
 - **Custom Alert Buildings** – Click **Add Building** and select the buildings where the alert is active.
6. If you want to upload and associate a document with the custom alert so that document is available to the Front Desk operator when there is a positive match, click **Select File**, navigate to the PDF document, and click **Open**. The file is uploaded and the document name displays in the **Document File Name** field.

If the document is no longer relevant and you want to remove it, click **Delete File** (the **Delete File** button only displays if there is a document uploaded).

7. In the **Courtesy Notification** area, enter the following information for external notification when the alert is triggered:



The screenshot shows a form titled "Courtesy Notification" with four input fields: "Name", "Email", "Text Messaging Phone", and "Relationship". Below the fields are two buttons: "Save" (blue) and "Cancel" (grey).

- **Name** – First and last name of the person to be notified.
 - **Email** – If preferred method of contact is email, enter their email address.
 - **Text Messaging Phone** – If preferred method of contact is text message, enter their mobile phone number.
 - **Relationship** – Enter their relationship.
8. Click **Save**.

A confirmation message displays in the lower right corner of the screen indicating the alert was successfully added.