iStatus Alerts Setup Guide

About iStatus IntelligentAlerts™

iStatus holds a magnitude of value when it comes to the IntelligentAlerts component. It keeps iStatus users up to date about critical iStatus events and allows information to be delivered directly to you via email and push notifications.
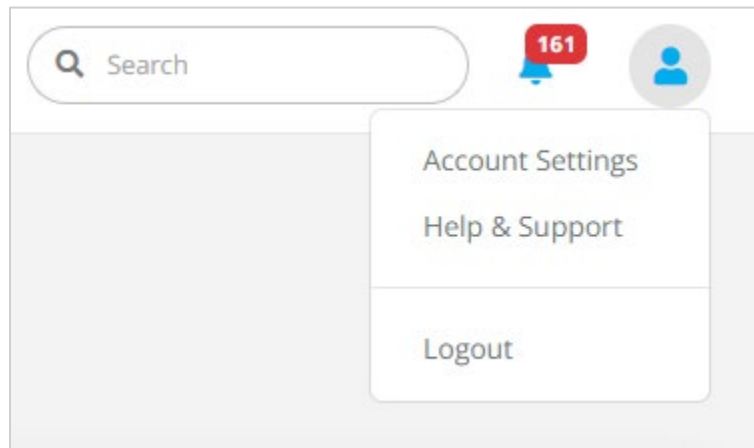
This brief guide will show you how to customize your alert settings and preferences.

Your Profile Page

1. In the iStatus Dashboard, you should notice a header that has an icon that looks like a person:
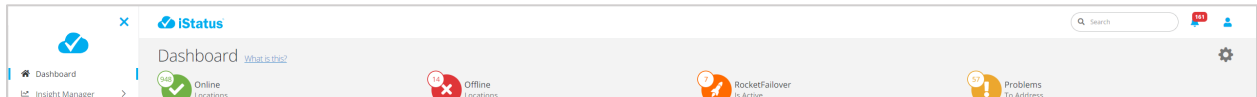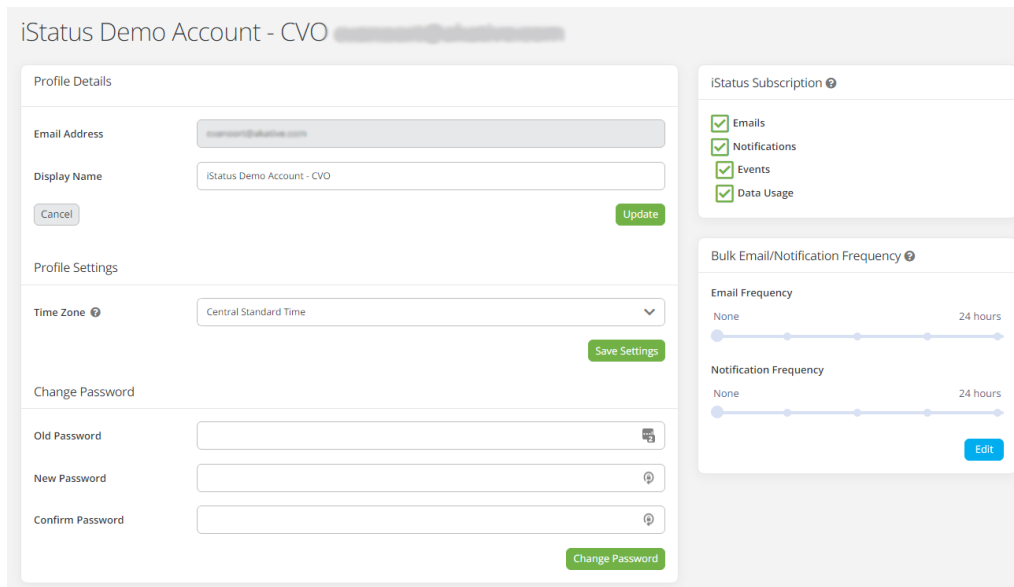

   Click on the icon. A dropdown will show the following options:

   Click on 'Account Settings'

   On this page, you can select your timezone, change your password, update your display name, set up your bulk notification/email frequency, and select specific types of notifications you'd like to receive.

   We don't currently allow email address changes within the iStatus dashboard.
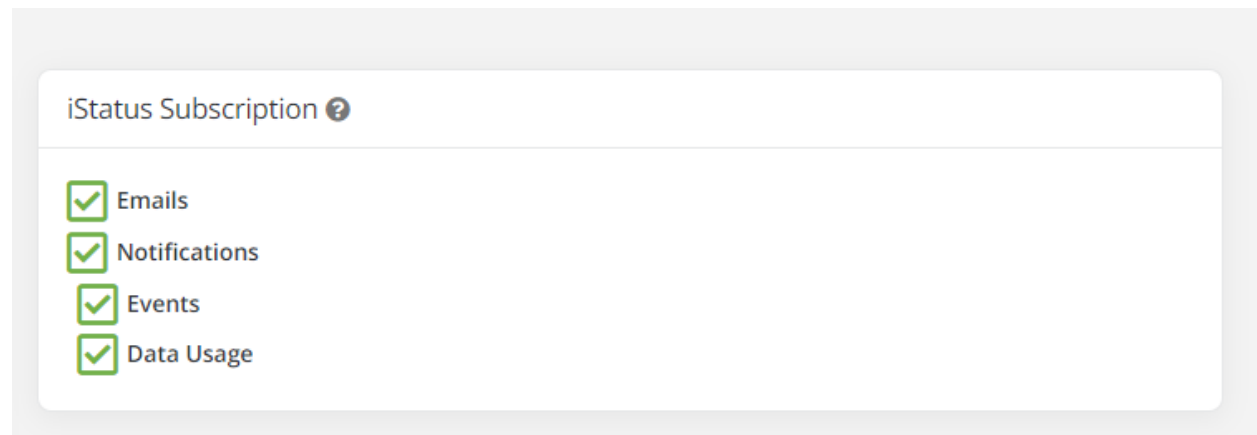
If your bulk notification and email frequency are set to none, you will receive event emails one by one rather than in bulk. If you notice you are getting too many events in your email inbox and push devices than you desire, set these bulk frequency settings, and we will send you bulk notifications for the frequencies you specified.

Changing values within the iStatus subscription will control what you receive at a site-wide level. Only change these if you desire to receive/not receive notifications of these types from ALL contact lists.

By changing your contact list-level settings, you can control what you receive from specific contact lists

Contact Lists ⊘

Thinix Developers
Thinix Developers ⛭
- ☑ Emails
- ☑ Notifications
  - ☑ Events
  - ☑ Data Usage

RDI Support Staff
RDI ⛭
- ☑ Emails
- ☑ Notifications
  - ☑ Events
  - ☑ Data Usage

Thinix Ames
Thinix Developers ⛭
- ☑ Emails
- ☑ Notifications
  - ☑ Events
  - ☑ Data Usage

Ames People
RDI ⛭
- ☑ Emails
- ☑ Notifications
  - ☑ Events
  - ☑ Data Usage

UG - No Alerts
Upsilon Group ⛭
- ☑ Emails
- ☑ Notifications
  - ☑ Events
  - ☑ Data Usage

Default
Thinix Developers ⛭
- ☑ Emails
- ☑ Notifications
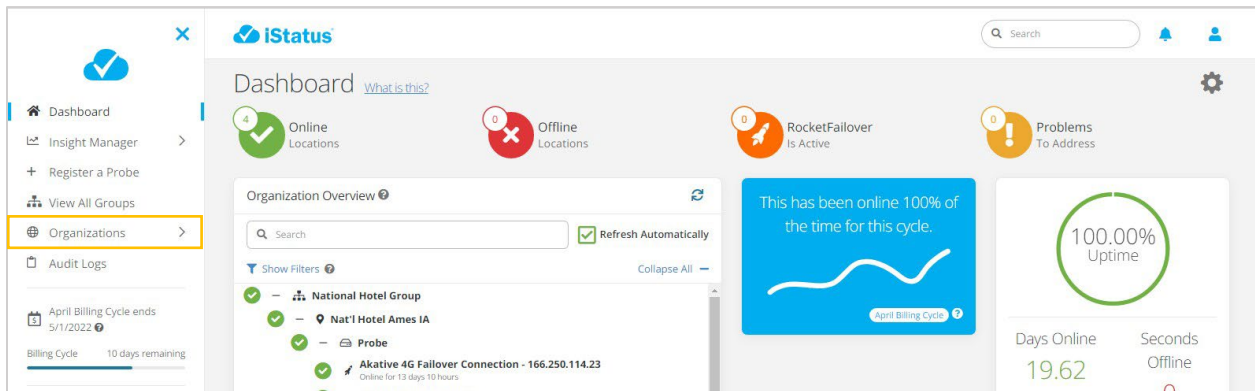 - ☑ Events
  - ☑ Data Usage

Sherry
Thinix Developers ⛭

Report Contact Lists ⊘

You are not subscribed to any report lists.

For example, if you uncheck emails from a specific contact list within this list, you will no longer receive any emails from anything sent through that specific contact list. Likewise, if you turn off emails in the 'iStatus Subscription' box, you will no longer receive any emails from any contact lists.

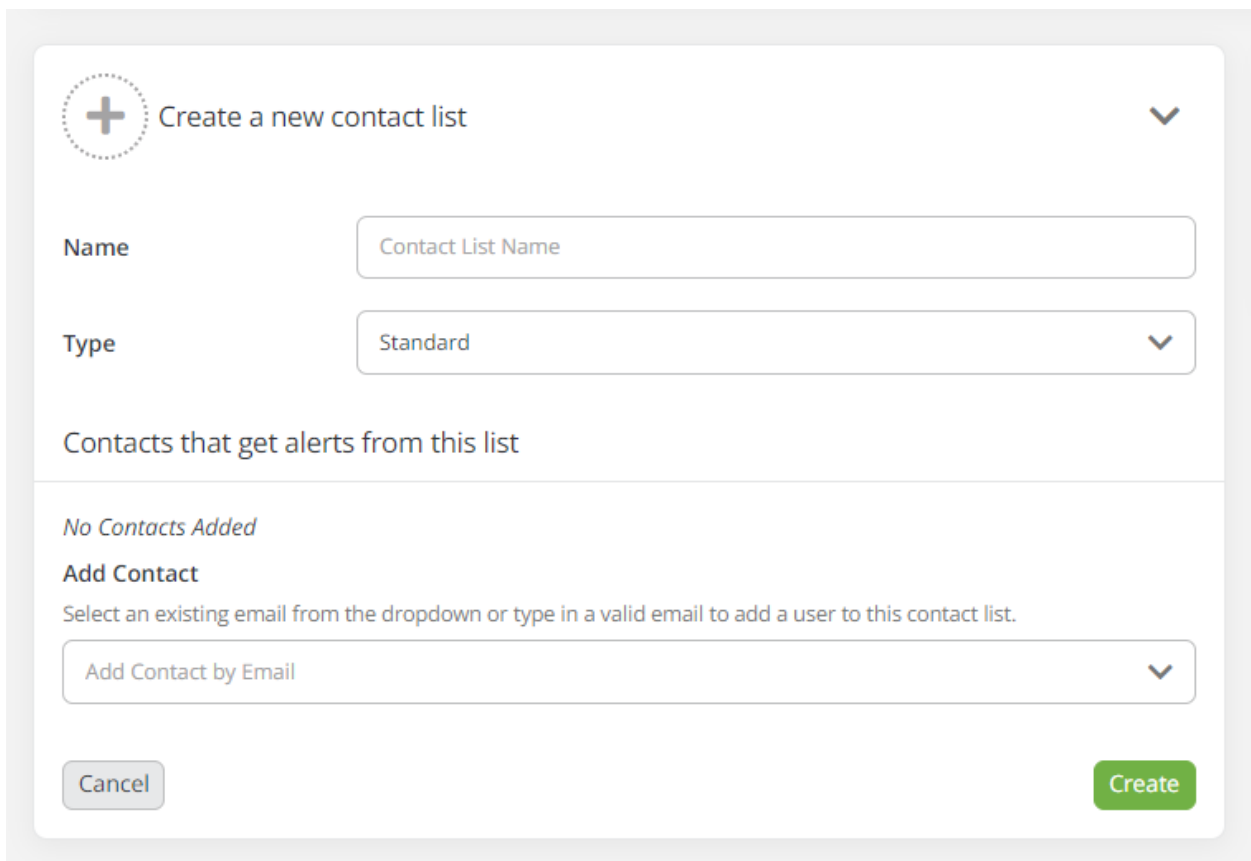## Organization Contact Lists

2. Select 'Organization' on the iStatus Dashboard

From the dropdown, select 'Contacts & Notifications'
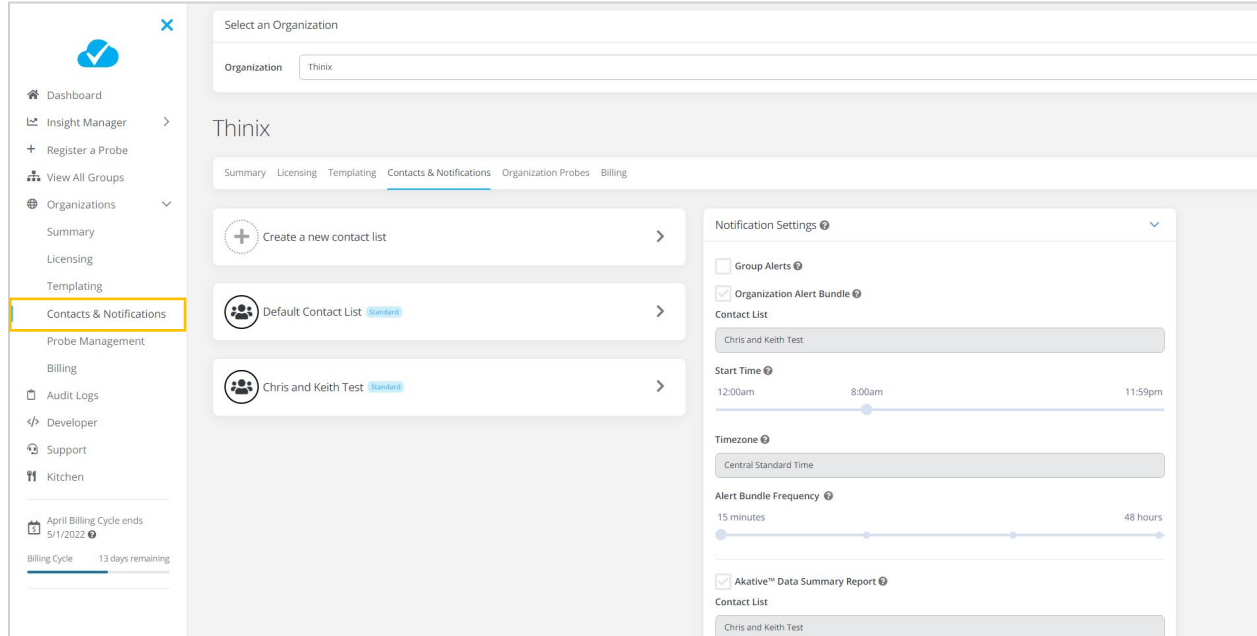
You can create a new contact list by clicking 'Create a new Contact list.'

The type of contact list can be specified. Currently, there's a standard and billing contact list

You can add users to an existing contact list by clicking on the contact list and selecting 'edit.'

Here, you can also delete the list:

After adding new contacts, click save to save the contacts to the contact list. Those users should now receive any emails set to flow through this contact list.

Notification Settings ⊘ ⌄

☐ Group Alerts ⊘

☑ Organization Alert Bundle ⊘

Contact List

| Chris and Keith Test |

Start Time ⊘

12:00am   8:00am   11:59pm

Timezone ⊘

| Central Standard Time |

Alert Bundle Frequency ⊘

15 minutes   48 hours

☑ Akative™ Data Summary Report ⊘

Contact List

| Chris and Keith Test |

Frequency ⊘

| Weekly |

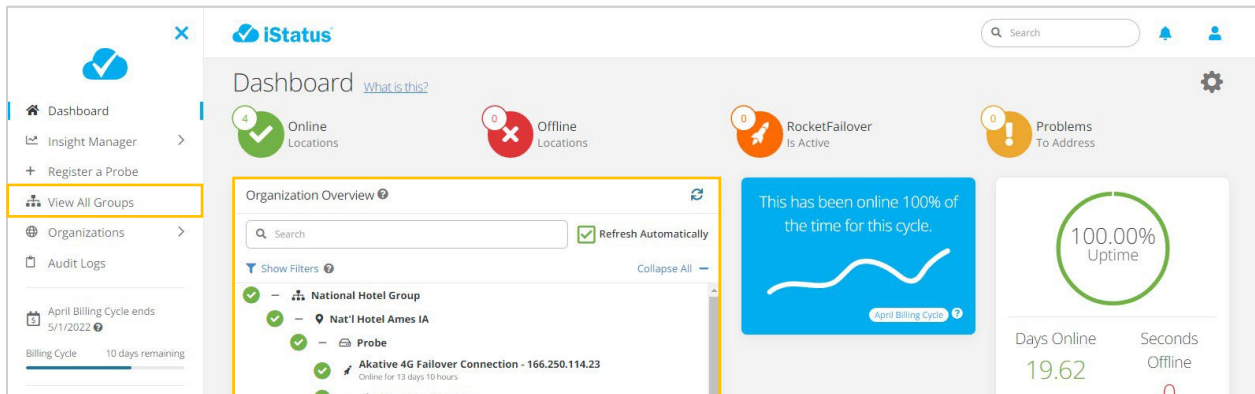☑ Morning Reports ⊘

Contact List

| Chris and Keith Test |

Edit

In the notification settings component, you can adjust settings such as whether to receive 'Group Alerts,' whether to receive an Organization Alert bundle and when those should be sent out. You can also set the default timezone of this Organization for alert purposes and the frequency to receive these. Akative data summary reports will summarize all of your group's data usage for billing purposes, and the morning report will give you a report every morning summarizing all of the events from your groups over the night.
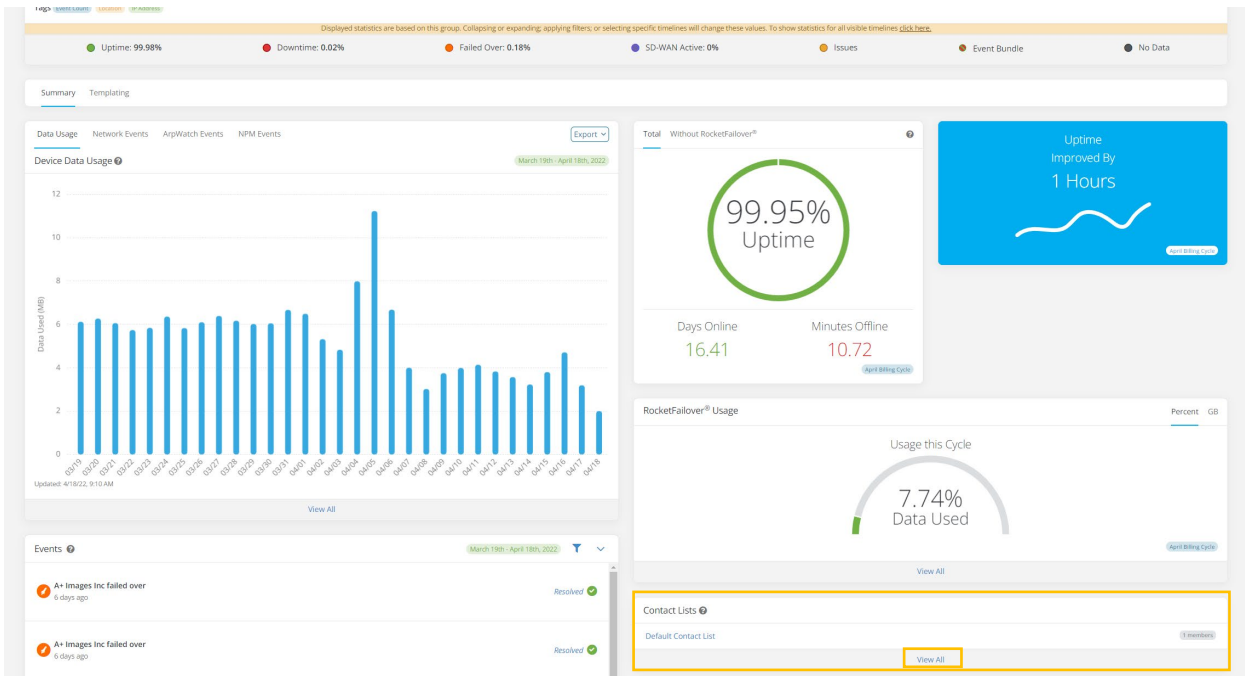
Group Contact Lists

3. To go to a group contact list, go to the Group page via the 'View All Groups' link or the 'Organization Overview'.

On the group page, you can see all of the contact lists in the group via the 'Contact Lists' component. You can go to the contact management component by clicking 'View All' or by clicking any existing contact list names.

Once on the contact management page, you can see contacts that are bound to all of the contact lists and create a new contact list.
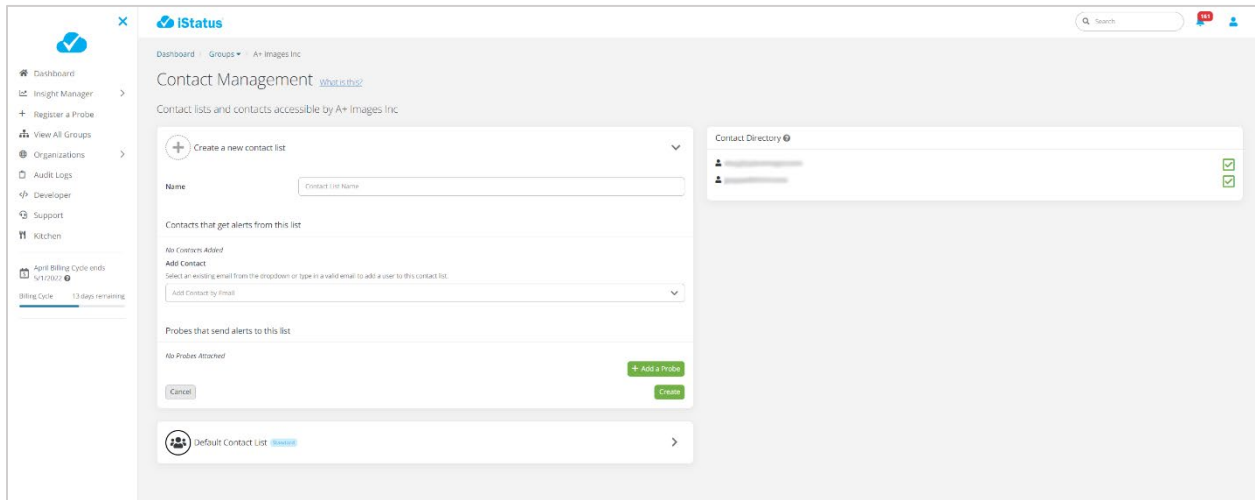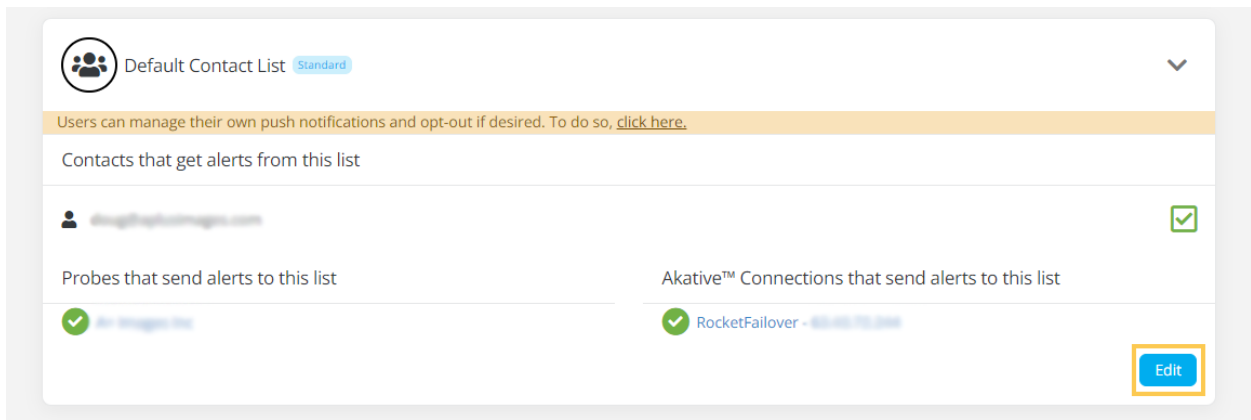

To create a new contact list, click the create button and add any users you would like to the contact list. By adding a probe to the contact list, you will bind that probe to this contact list, and any events that occur for that probe will now be sent to this contact list.
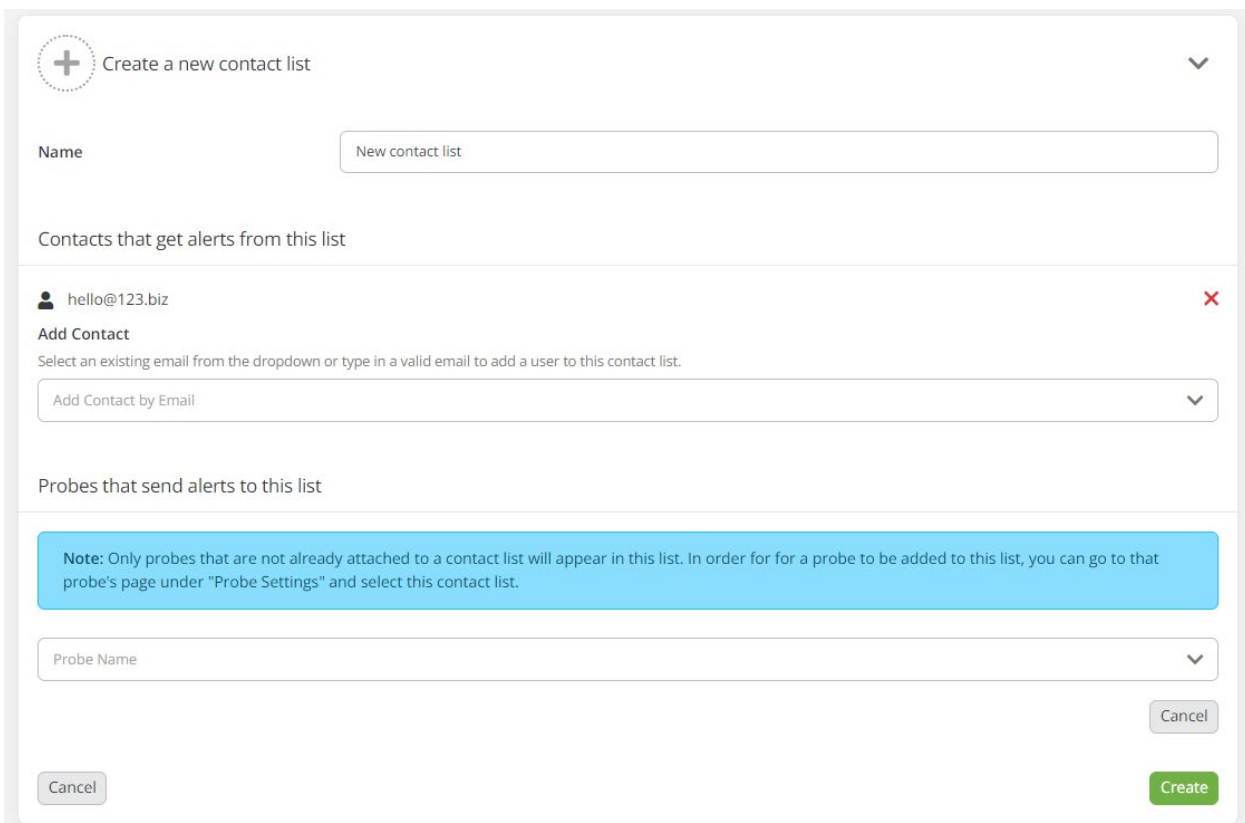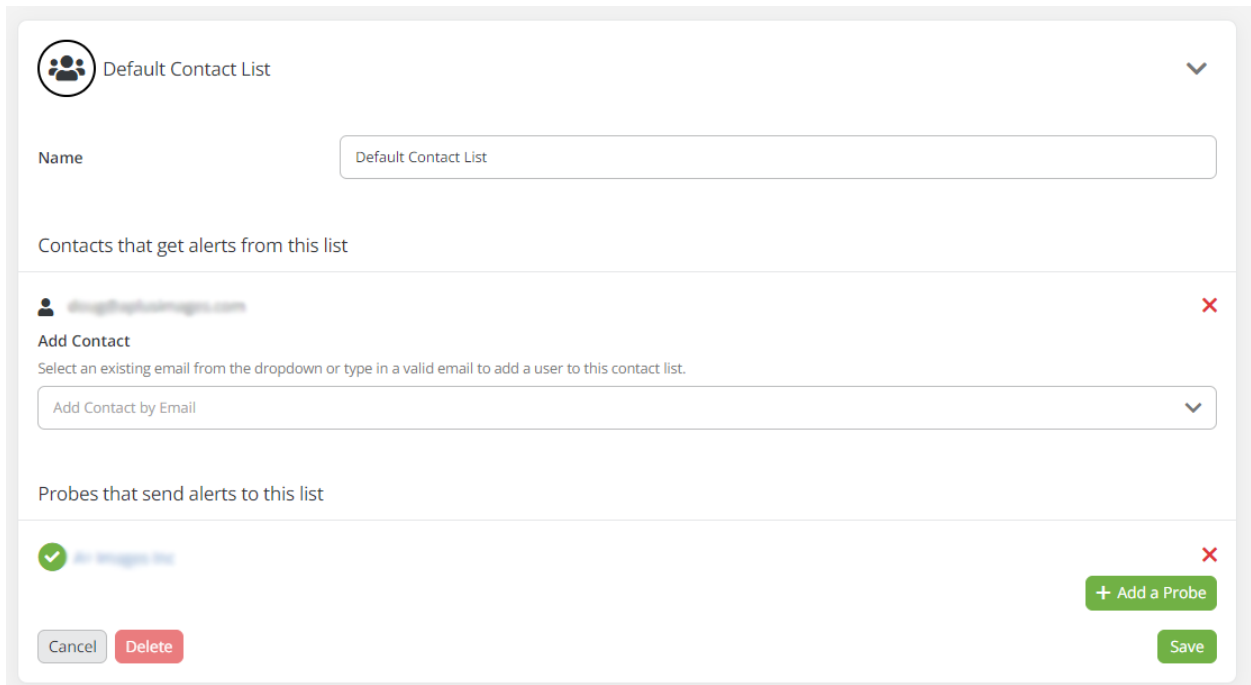

By default, only probes that are not already bound to a contact list will be able to be bound to a new contact list.

To edit an existing contact list, click on it, then click edit.

Here, you can add new contacts or remove the probe that sends alerts to this list:

Once you have your contact list configured the way you'd like, hit save, and you should be all set up and ready to go!