

Browser – Notification management

The browser allows administrators to manage alarm notifications for sites on the webeye cms system.

Accessing the notification settings

Notifications are set up on a per site basis, this means that the notifications are set up within the site record. Please refer to the 'Browser – Manage' manual for instructions on how to access the site record. After the site record is loaded, to access notification management, click on the 'Notifications' navigation tab.

A page similar to the one picture below will be shown.



Store 103: Alarm notifications for Mansfield 103

Site details

Edit

Archive this site

Alarm history

TrackMe history

Devices on site

Auditing

Notifications

Big security >>> National Companies >>> Tesco >>> Nottinghamshire >>> Mansfield 103 >>> Store 103

This screen can be used to manage those users who want to receive notifications to their smart devices when alarms occur for this site. Webeye cr notifications about alarms on this site to users within the hierarchy of this site. The table below shows the group currently being viewed. You can us hierarchy and assign alarm notifications to users for this site as appropriate. Please note that alarm notifications refers to the webeye cms smart ph Alarm List.

Big security >>> National Companies >>> Tesco >>> Nottinghamshire >>> Mansfield 103

Users from group Mansfield 103 registered to receive notifications from Store 103

Users found in this group: 4
Use the table below to change the type of notifications users receive when an alarm is activated.

Username	App notification	SMS notification	Block status	Alarm type
mansfielduser1@mansfield.com	✓	✓	Unblocked	SAM Click here to change to WEM
mansfielduser2@mansfield.com	✓	✗	Unblocked	WEM Click here to change to SAM
mansfielduser3@mansfield.com	✗	✓	Unblocked	SAM Click here to change to WEM
mansfielduser4@mansfield.com	✗	✗	Unblocked	SAM Click here to change to WEM

Above: the Notifications page within the site record.

Layout of the notification settings

Please see the below image for references within the notifications page, these references will be explained in greater detail later in this document.

Big security >>> National Companies >>> Tesco >>> Nottinghamshire >>> Mansfield 103 >>> Store 103

Site location breadcrumbs

This screen can be used to manage those users who want to receive notifications to their smart devices when alarms occur for this site. Webeye can send notifications about alarms on this site to users within the hierarchy of this site. The table below shows the group currently being viewed. You can use the hierarchy and assign alarm notifications to users for this site as appropriate. Please note that alarm notifications refers to the webeye cms smart phone Alarm List.

Big security >>> National Companies >>> Tesco >>> Nottinghamshire >>> Mansfield 103

User group selection

Users from group Mansfield 103 registered to receive notifications from Store 103

Users found in this group: 4
Use the table below to change the type of notifications users receive when an alarm is activated.

Username

App notification status

SMS notification status

Username	App notification	SMS notification	Block status	Alarm type
mansfielduser1@mansfield.com	✓	✓	Unblocked	SAM Click here to change to WEM
mansfielduser2@mansfield.com	✓	✗	Unblocked	WEM Click here to change to SAM
mansfielduser3@mansfield.com	✗	✓	Unblocked	SAM Click here to change to WEM
mansfielduser4@mansfield.com	✗	✗	Unblocked	SAM Click here to change to WEM

Block status

Alarm type

Site location breadcrumbs

The site location breadcrumbs show where the site resides in your hierarchy. In this case it shows that 'Store 103', is a site in the group 'Mansfield 103'. 'Mansfield 103' is a subgroup of 'Nottinghamshire', this continues until the root group of the currently logged in user is reached. Each of the group names are links, upon clicking a group name, you will be taken to that group within manage.

User group selection

The user group selection is similar to the site location breadcrumbs, however, instead of navigating you to the manage section, clicking upon a group name will show the users associated with that group. For example the image currently shows the users for the 'Mansfield 103' group, however if 'Tesco' was clicked, the users for the 'Tesco' group would be displayed instead. This allows configuration of notifications for any user that can access the site within the hierarchy, regardless of whether they reside in the group with the site or a group several tiers above the site. Please see the 'Webeye hierarchy explanation' document for further information on the webeye hierarchy.

The text below the user group selection indicates what group is current selected. For example, in the above image the text displays 'Users from group Mansfield 103', if however the 'Tesco' group was selected, it would instead display 'Users from group Tesco'.

Username

The username forms part of the notifications table. Usernames displayed in this table are users that are found within the currently selected group. Usernames for the group will still be displayed regardless of whether they can receive alarms for the site or have registered on the webeyecms smartphone application.

The username identifies individual users and allows you to setup personalised notification settings for each user.

App notification status

The app notification status forms part of the notifications table. The app notification refers to receiving a notification on a smartphone with the webeyecms application. When enabled, alarms will generate a push notification that gets sent to the smartphone. When the smartphone receives this notification, it will generate a loud siren alerting its user the alarm. When disabled, alarms will not generate a push notification, meaning the phone will not siren, however if the user manually goes into their alarm list and refreshes it, the alarm will still appear.

The current state of the app notification is shown by either a green tick, showing it is enabled, or a red cross, showing it is disabled. To change the state of the notification, simply click on the tick or cross, the page will refresh and the icon will change, the state is now changed and no further action needs to be taken.

SMS notification status

The sms notification status forms part of the notifications table. The SMS notification refers to receiving a SMS (text) message after an alarm is generated. The SMS notification is effected by other settings for the user, please see the below table for possibilities of receiving an SMS.

Alarm type	App notification status	SMS notification status	Result
SAM	Enabled	Enabled	After the alarm is generated firstly an app notification is sent, if after 90 seconds the alarm has not been closed, an SMS is sent.
SAM	Disabled	Enabled	An SMS is sent as soon as the alarm is generated, including a link to view the alarm in a mobile browser.
SAM	Disabled	Disabled	No SMS is sent at all during the entire alarm process.
WEM	Enabled	Enabled	After the alarm is generated firstly an app notification is sent, if after 90 seconds the alarm has not been viewed, an SMS is sent.
WEM	Disabled	Enabled	An SMS is sent as soon as the alarm is generated, including a link to view the alarm in a mobile browser.
WEM	Disabled	Disabled	No SMS is sent at all during the entire alarm process.

The current state of the SMS notification is shown by either a green tick, showing it is enabled, or a red cross, showing it is disabled. To change the state of the notification, simply click on the tick or cross, the page will refresh and the icon will change, the state is now changed and no further action needs to be taken.

Block status

The block status forms part of the notifications table. The block status shows whether the user has blocked all notifications for this particular site. If the block status is 'BLOCKED' no notifications will be sent to the user, by any method, regardless of whether they are enabled or not. However if the block status is 'Unblocked', notifications will be sent to the user only if they are enabled.

The block status can only be configured by the smartphone application, the browser simply shows the block state. If a user is not receiving notifications but is enabled for either app or sms notifications, ensure the block status is 'Unblocked'.

Alarm type

The alarm type forms part of the notifications table. The alarm type shows what type of alarm that the user will receive, please see the 'SAMs and WEMs Explained' document for more information in regards to SAMs and WEMs.

The alarm type can be changed on a per site basis for users, the current alarm type is shown in non bold lettering, for example 'SAM'. To switch the current alarm type, click the 'Click here to change to WEM/SAM' link, this will refresh the page and the user will now be on the alternate alarm type, as confirmed by the 'Alarm type' column updating.