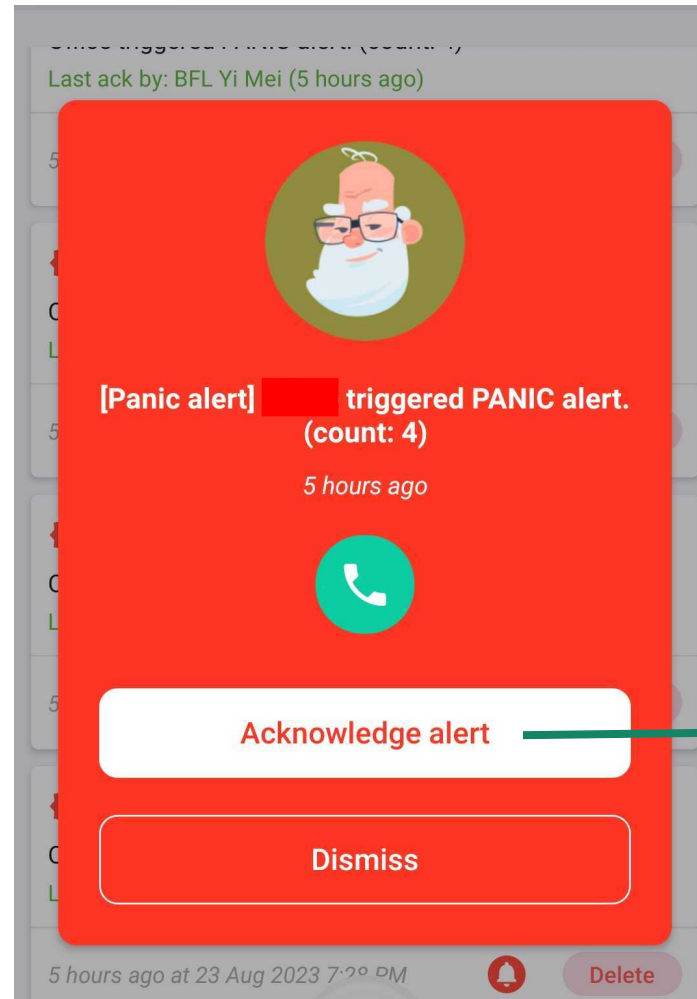


Acknowledging Alerts

There are default Alert Rules (User screen → Setup → Alert Rules) pre-set in the system. User can change these Alert Rules as necessarily.

For default configuration, alert rules are set to send reminder alerts at 5 minutes interval, up to 12 times. This means, when an alert being triggered (e.g. pressed emergency button), alert will be sent immediately to all caregivers and if no caregivers acknowledged to the alert, system will send reminder alerts at the set interval.

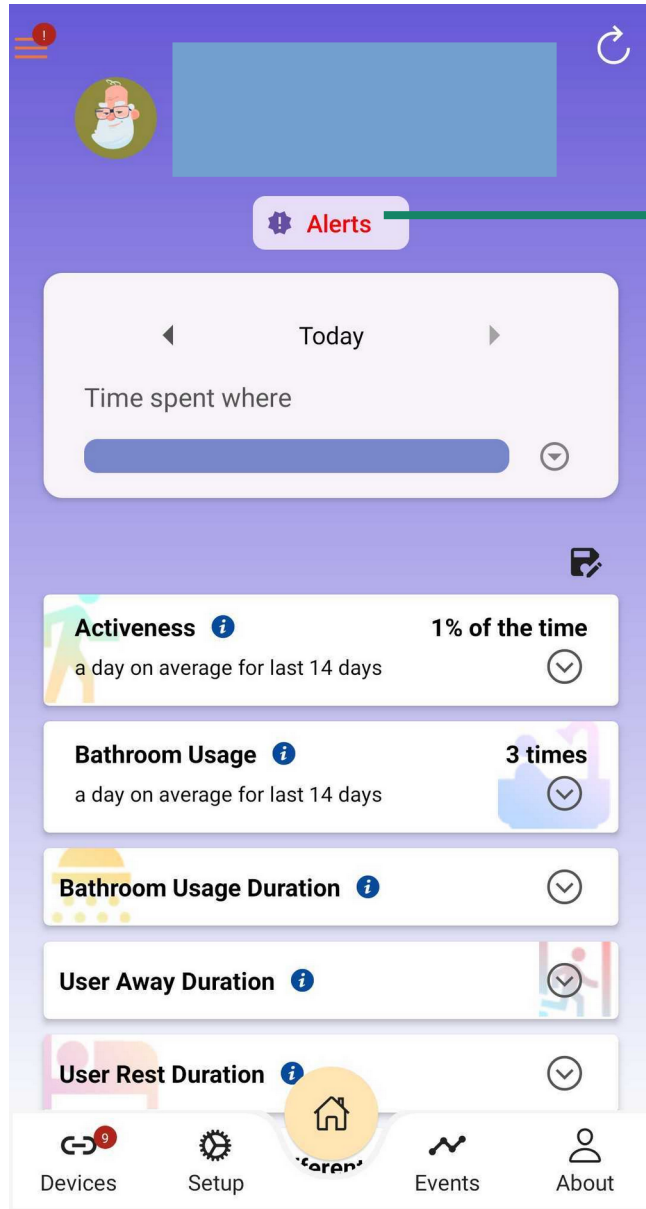
The reminder alerts will stop if any of the caregivers acknowledged to the alerts, or up to maximum of 12 times reminder alerts (e.g. Count: 12)



Press on "Acknowledge alert" in the popup screen, or through Events page (see next slide).

Example app notification pop-up screen when emergency button is pressed

Acknowledging Alerts



When there are alerts to be acknowledged, Alerts button will show up in User home screen.

In the Events→Alerts screen, tap on the Bell icon to bring up the pop-up screen and press Acknowledge alert to acknowledge the alert.

The last caregiver acknowledging to the alert will appear here as "Last ack by:"

