



Managing Alarm Recipients



A guide to managing alarm recipients in Real-Time Online

There are two parts to this guide. The first is setting up **Alarm Recipients**, where you can decide who receives notifications and warnings. The recipients set up here will receive notifications whenever *any* alarm is triggered.

The second part will focus on a more detailed **escalation flow**, where you can narrow down who receives alarm notifications for specific sensors and when.

Setting up alarm recipients



Step 1

Click on **'System Setup'** in the side menu, then **click 'Alarm Recipients'**.

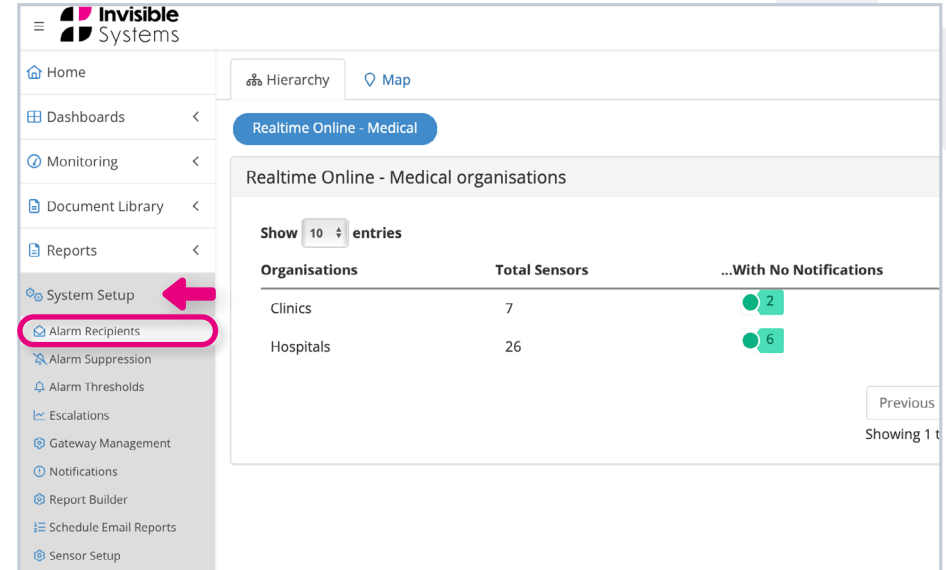
Step 2

Here you can **choose who receives alerts when an alarm is triggered**. This counts for threshold alarms (when a sensor slips out of its safe limits), as well as healthy state alarms and warnings.

Under the **'Alarms' section**, you will find four boxes: 'Email addresses', 'Plain text email addresses', 'SMS numbers' and 'Text to speech numbers'.

Click on a box to add users. E.g. To choose who receives email alerts for alarms, click the 'Email addresses' box. To choose who receives alerts by text, click the 'SMS numbers' box, etc.

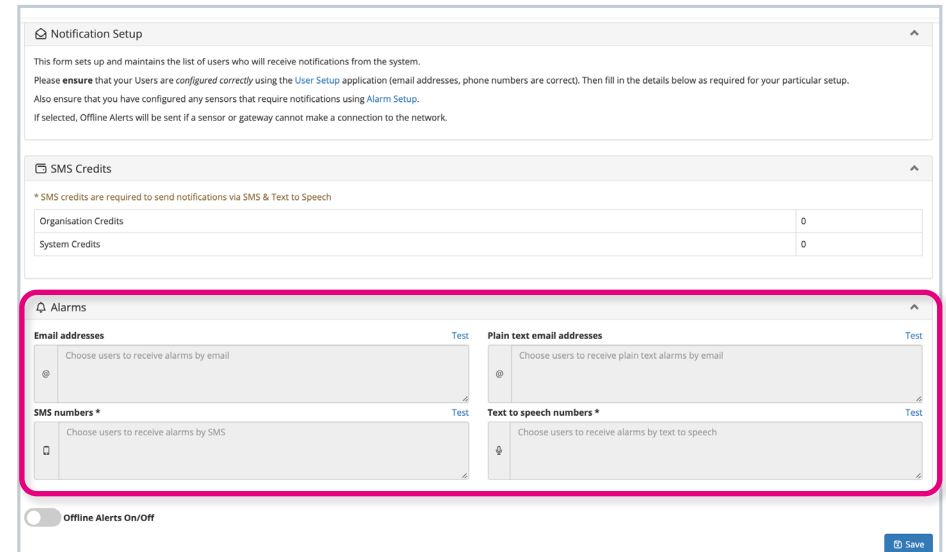
(SMS alerts require credit to be added.)



The screenshot shows the Invisible Systems dashboard. On the left, the 'System Setup' menu is open, and 'Alarm Recipients' is highlighted with a red circle and a red arrow. The main content area displays 'Realtime Online - Medical organisations' with a table showing the status of various organisations.

Organisations	Total Sensors	...With No Notifications
Clinics	7	2
Hospitals	26	6

Buttons for 'Show 10 entries', 'Previous', and 'Showing 1 to' are visible.



The screenshot shows the 'Notification Setup' form. It includes sections for 'SMS Credits', 'Email addresses', 'Plain text email addresses', 'SMS numbers', and 'Text to speech numbers'. The 'Email addresses' and 'SMS numbers' sections are highlighted with a red box. The 'SMS numbers' section includes a note: '* SMS credits are required to send notifications via SMS & Text to Speech'.

At the bottom, there is a toggle for 'Offline Alerts On/Off' and a 'Save' button.

Step 3

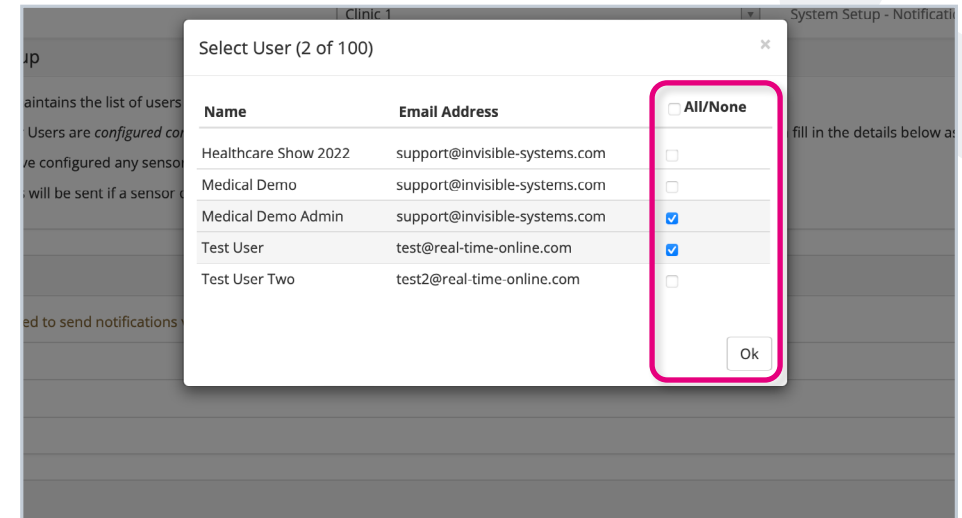
Once you have clicked on one of the four boxes, you will see a window displaying a list of users.

Select users by ticking the checkbox next to their name. You can select or deselect all users by checking the 'All/None' box at the top.

Once you have chosen your recipients, click 'Ok'.

Please note:

You must ensure that contact details for each user are up to date and populated. If you want a recipient to receive an SMS alert when an alarm goes off but you don't have their mobile phone number on the system, they won't receive this. See our 'Adding and Managing Users' guide for details on how to add/edit contact details.



SMS Credits

* SMS credits are required to send notifications via SMS & Text to Speech

Organisation Credits

System Credits

Alarms

Email addresses Test

Medical Demo Admin (support@invisible-systems.com)
Test User (test@real-time-online.com)

SMS numbers * Test

Choose users to receive alarms by SMS

Plain text email addresses

Choose users to receive p

Text to speech numbers *

Choose users to receive al

☐ Offline Alerts On/Off

Step 4

You can also **choose who receives offline alerts**, i.e. who will receive an alert when a device hasn't sent out a message after a certain amount of time. See the 'Adding and Managing Alarms' guide for more information on setting up offline alerts.

Turn offline alerts on or off by clicking the switch. If switching on, you will be able to add recipients here in the same way outlined in steps 2 to 3.

Step 5

Once you have added all recipients for each mode of alarm notification, **click 'Save'** in the bottom right-hand corner.

The screenshot shows the 'Alarms' settings page. At the top, there's a section for 'Email addresses' with a 'Test' button. Below it is a section for 'SMS numbers *' with a 'Test' button. At the bottom, there's a toggle switch labeled 'Offline Alerts On/Off' which is currently turned off. This switch is highlighted with a pink rectangular box.



The screenshot shows the 'Offline Alerts' settings page. At the top, there's a toggle switch labeled 'Offline Alerts On/Off' which is now turned on. Below it, there's a section for 'Email addresses' with a 'Test' button, containing two entries: 'Medical Demo Admin (support@invisible-systems.com)' and 'Test User (test@real-time-online.com)'. To the right is a section for 'SMS numbers *' with a 'Test' button and a placeholder text 'Choose users to receive offline alerts by SM'.



The screenshot shows the 'Alarms' settings page with all sections expanded. The 'Email addresses' section contains the same two entries. The 'SMS numbers *' section has a 'Test' button and a placeholder. The 'Plain text email addresses' section has a 'Test' button and a placeholder. The 'Text to speech numbers *' section has a 'Test' button and a placeholder. At the bottom right, there's a blue 'Save' button, which is highlighted with a pink rectangular box.

Setting up an escalation flow



About Alarm Escalations

Similar to the Alarm Recipients page, the Escalations page allows you to choose which users will be sent notifications when alarms are triggered. **The main difference is that the Escalations page allows you to create escalation flows with many more features.**

For example, you may want to set up a flow that sends an email alert to chosen staff members as soon as an alarm is triggered. If the alarm still hasn't been acknowledged after 30 minutes of it going off, you can set up another email and SMS alert to be sent to department managers. If the alarm still has not been acknowledged after 2 hours of it being triggered, you may choose to send an SMS alert to the department head.

You can also **use the escalations feature to set up reminders to acknowledge an alarm,** e.g. send an SMS alert to certain staff members every hour after an alarm has been triggered until the alarm is acknowledged.

When an **alarm is acknowledged,** the **escalation process will stop.**

One thing to note is that unlike the Alarm Recipients page, the Escalations page **does not support warnings, healthy state alarms, or offline alerts** - only threshold alarms.

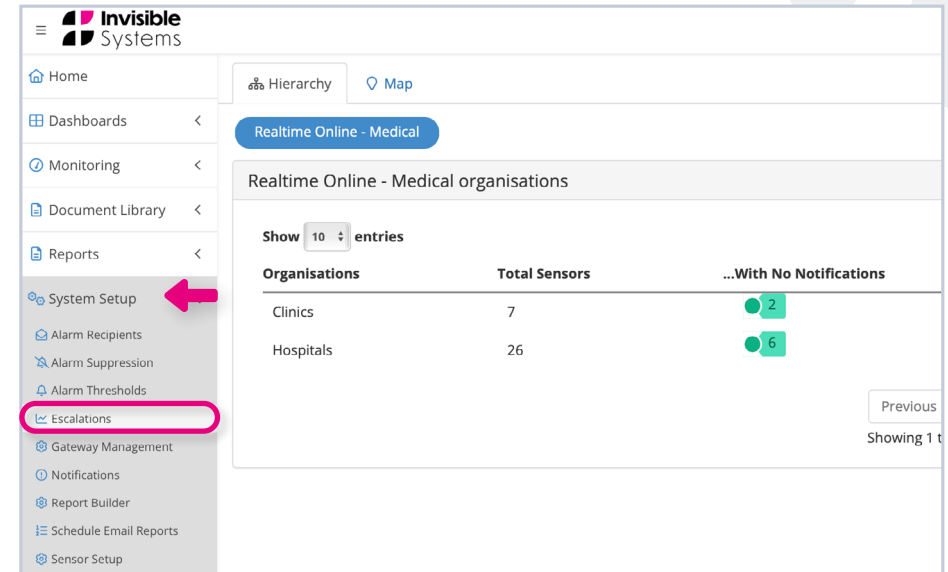
Step 1

Click on **'System Setup'** in the side menu, then **click 'Escalations'**.

Step 2

This page displays all of your current escalation flows. If you haven't added any yet, it will appear blank.

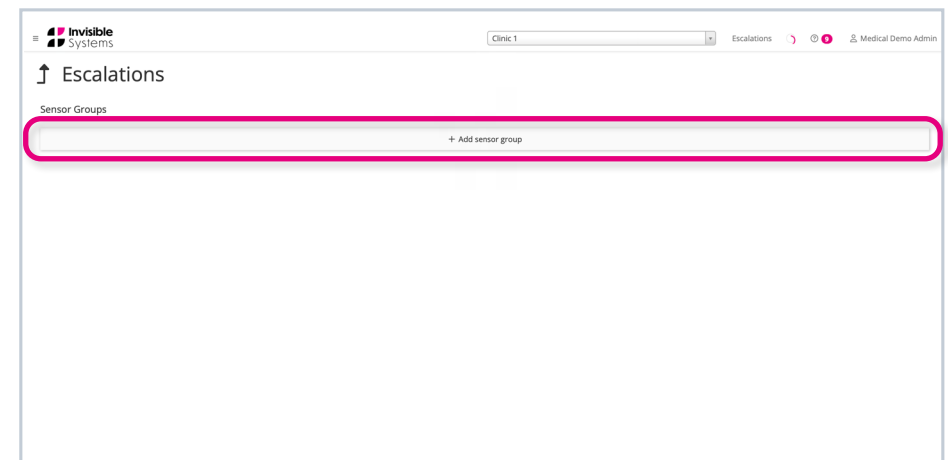
To add a new sensor group and flow, **click 'Add sensor group'**.



The screenshot shows the 'Invisible Systems' interface. The left sidebar has a 'System Setup' menu with 'Escalations' highlighted. The main content area is titled 'Realtime Online - Medical organisations' and displays a table with the following data:

Organisations	Total Sensors	...With No Notifications
Clinics	7	2
Hospitals	26	6

Buttons for 'Hierarchy', 'Map', and 'Realtime Online - Medical' are visible at the top. A 'Previous' button and 'Showing 1 t' are at the bottom right.



The screenshot shows the 'Escalations' page. The header includes 'Clinic 1', 'Escalations', and 'Medical Demo Admin'. The main content area is titled 'Sensor Groups' and features a pink box highlighting the '+ Add sensor group' button.

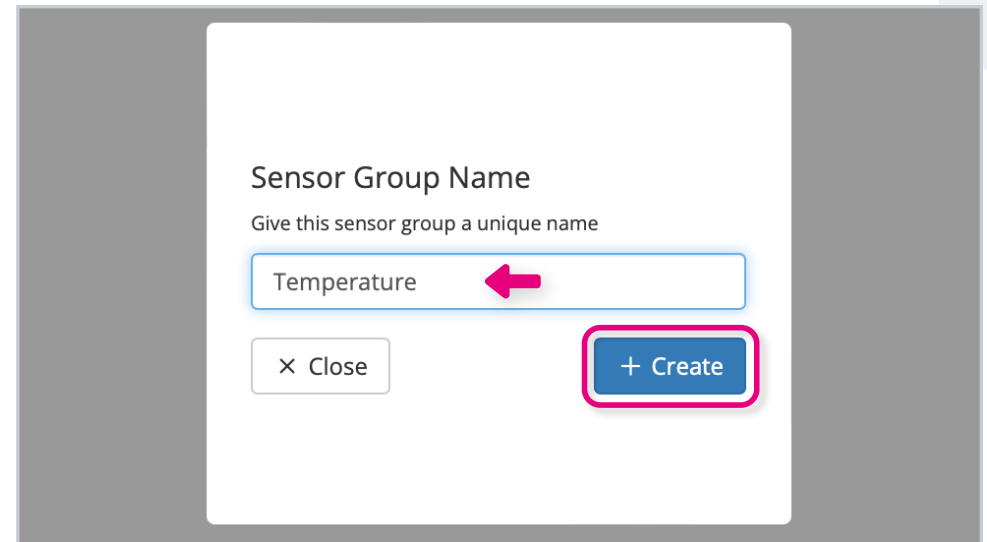
Step 3

A window will appear asking you to name your sensor group. **Type in a relevant name** and **click 'Create'**.

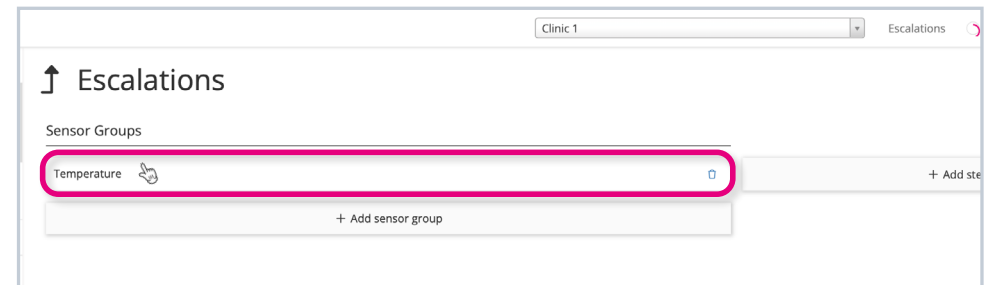
Step 4

Your new sensor group will then appear on the Escalations page.

To **add sensors to your sensor group**, simply **click on the group**.



A dialog box titled "Sensor Group Name" with the instruction "Give this sensor group a unique name". It features a text input field containing the word "Temperature", a "× Close" button, and a blue "+ Create" button. A pink arrow points to the input field, and a pink rectangle highlights the "+ Create" button.



A screenshot of the "Escalations" page. At the top, there is a dropdown menu set to "Clinic 1" and a "Escalations" header with a refresh icon. Below the header, the "Sensor Groups" section displays a list with one item, "Temperature", which is highlighted with a pink rectangle and has a hand cursor icon over it. To the right of the list is a "+ Add step" button. Below the list is a "+ Add sensor group" button.

Step 5

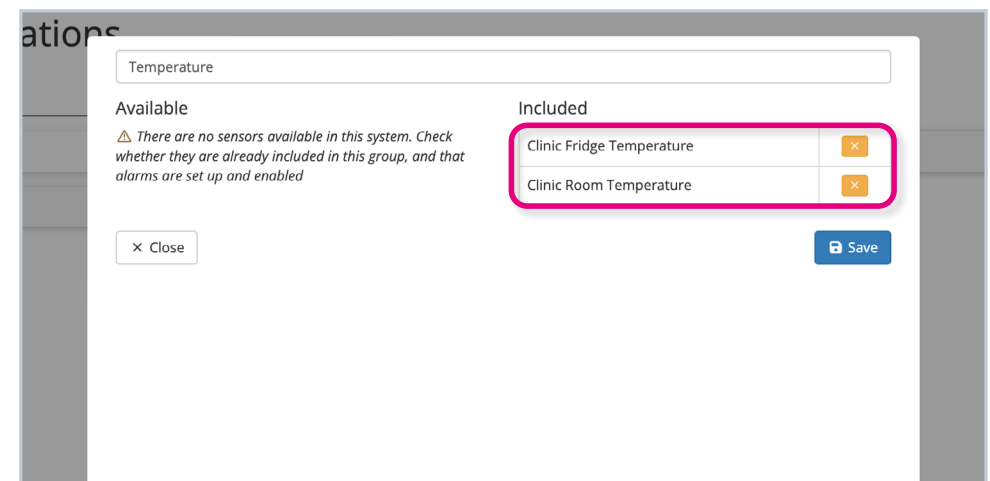
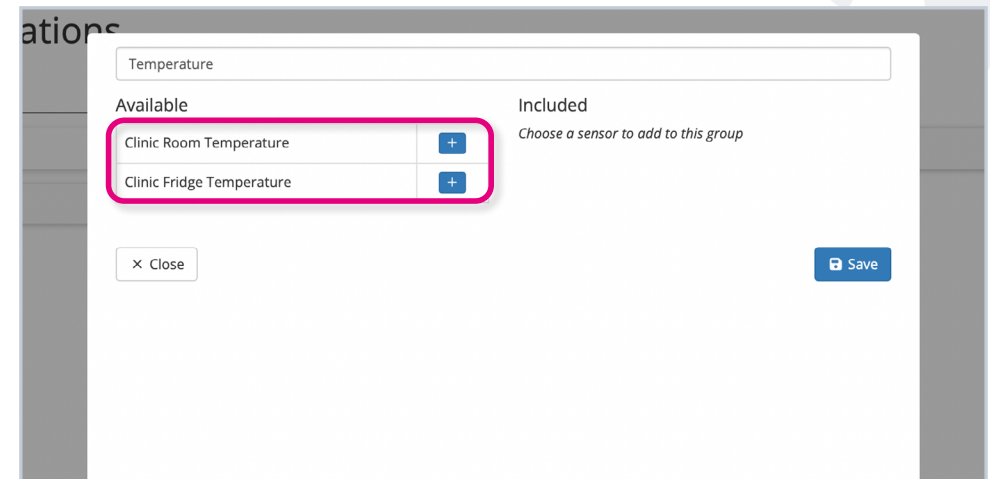
You will see a window showing available sensors for your system. Choose which sensors you want to add by **clicking the + icon next to each one**.

Once you have added them, they will appear beneath 'Included' on the right-hand side. If you want to **remove a sensor from the sensor group**, click on the **X icon**.

Click 'Save'.

Please note:

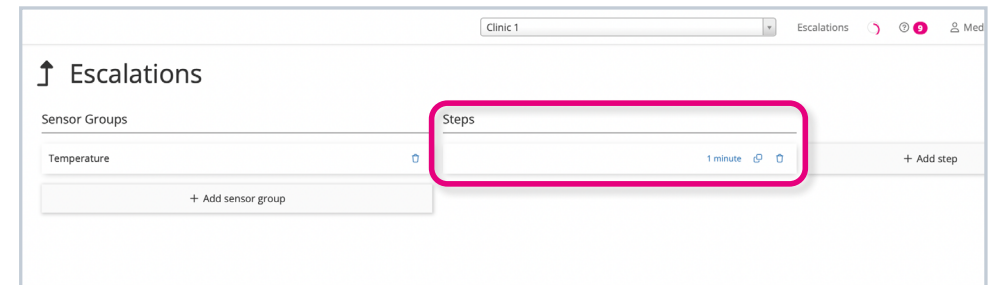
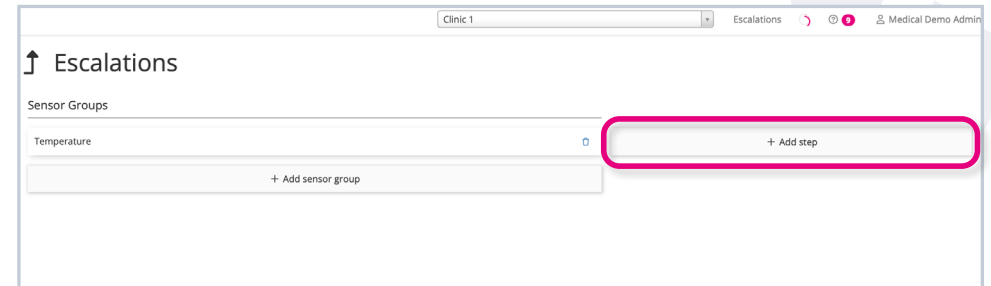
If a sensor is not enabled on the Alarm Thresholds page, you won't be able to add them here. See the 'Adding and Managing Alarms' guide to find out how to enable an alarm for a sensor.



Step 6

You will now be able to add steps to your escalation flow for the sensor group. The escalation flow will begin if an alarm is triggered for any of the sensors in that sensor group.

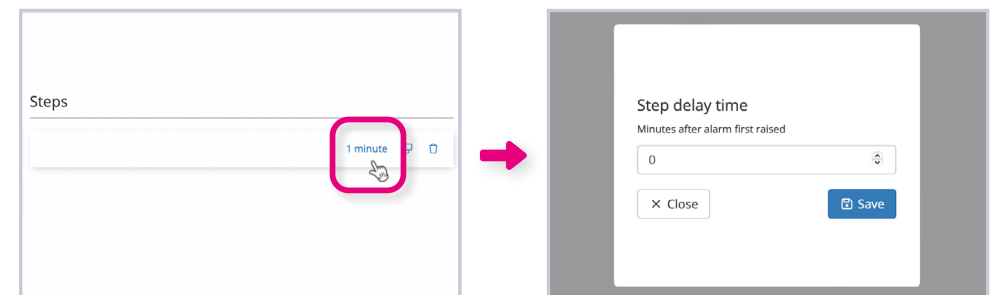
Add a step by **clicking 'Add step'**. A new step will then appear under a 'Steps' column.



Step 7

The time displayed on the step is the amount of time that has passed since the alarm was first triggered (*not* since the last step). To edit this delay, **click on the time and choose a new delay**, then **click 'Save'**.

In this example, the delay is changed from 1 minute to 0 minutes, i.e. it will be triggered immediately following an alarm.

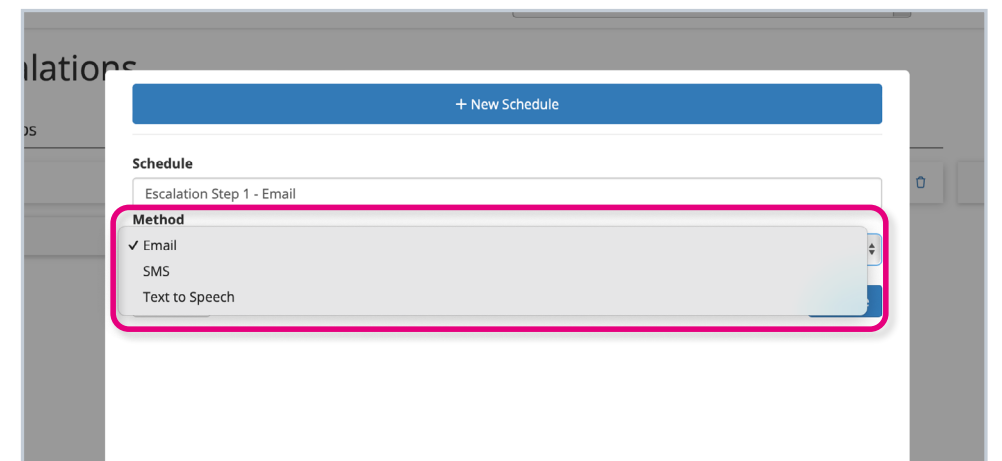
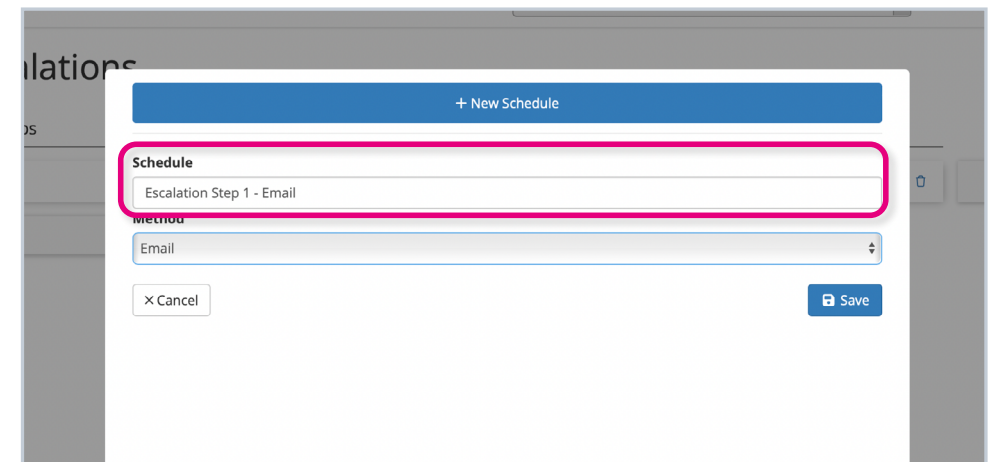


Step 8

To **create a schedule for a step**, simply click on that step.

Type in a relevant name for the schedule, then select **the method through which the alert will be sent out**, i.e. via email, SMS or TTS (Text to Speech).

Click 'Save'.



Step 9

You can then narrow down the **times and days** that the alarm notification would be sent out.

Use the arrows next to each day to **specify start and end times**.

You can check the box under the **'All day'** column to ensure **alerts are sent out whatever the time of day**.

Similarly, check the box under **'None'** to ensure **no alerts are sent out at any time** during that day.

You can also **add more rows for each day** if multiple time windows are needed. Simply click the blue 'Add' button. To remove a row, click the orange X button.

Escalation Step 1 - Email

+ New Schedule

Edit 0 users Duplicate

Schedule Name
Escalation Step 1 - Email

Method
Email

Schedule Details ☐ Recurring (24-7)

	Start	End (exclusive)	All day	None	
Mon	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add X
Tue	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add X
Wed	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add X
Thur	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add X
Fri	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add X
Sat			<input type="checkbox"/>	<input checked="" type="checkbox"/>	+ Add X
Sun			<input type="checkbox"/>	<input checked="" type="checkbox"/>	+ Add X

X Close Save

Method
Email

Schedule Details ☐ Recurring (24-7)

	Start	End (exclusive)	All day	None	
Mon	09:00	12:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add X
Mon	15:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add X
Tue	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add X
Wed	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add X
Thur	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add X
Fri	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add X
Sat			<input type="checkbox"/>	<input type="checkbox"/>	+ Add X

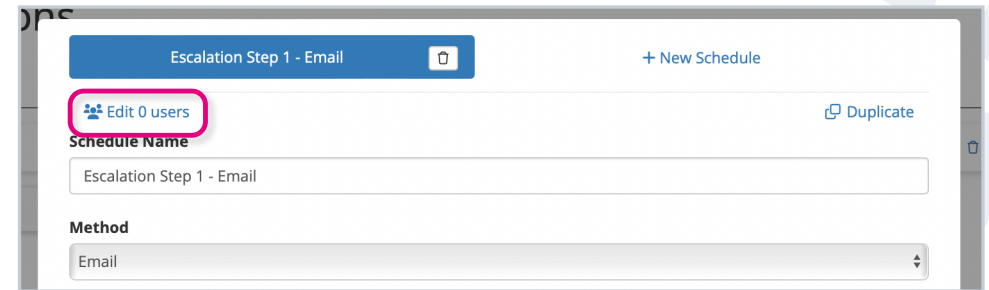
Step 10

Once you've chosen your days and times, it's time to select which users will receive alerts on this schedule.

Click the 'Edit x users' button above 'Schedule Name'.

Here, you can **name this user group** to make it easy to find later on when creating other schedules.

For example, you could have a user group for the Office Hours Team, the Out-of-Hours Team, and the Weekend team (if applicable to your business).



Escalation Step 1 - Email

+ New Schedule

Edit 0 users

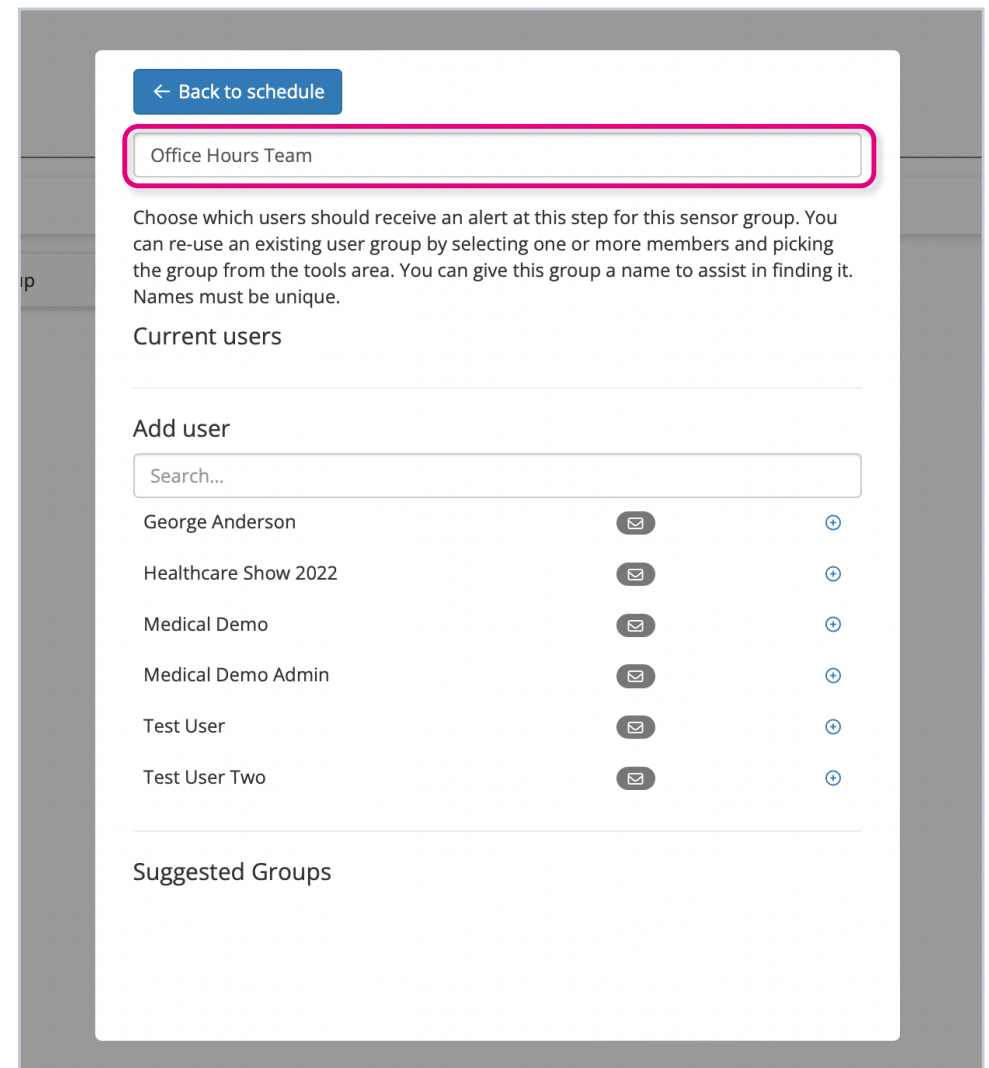
Duplicate

Schedule Name

Escalation Step 1 - Email

Method

Email



← Back to schedule

Office Hours Team

Choose which users should receive an alert at this step for this sensor group. You can re-use an existing user group by selecting one or more members and picking the group from the tools area. You can give this group a name to assist in finding it. Names must be unique.

Current users

Add user

Search...

George Anderson		
Healthcare Show 2022		
Medical Demo		
Medical Demo Admin		
Test User		
Test User Two		

Suggested Groups

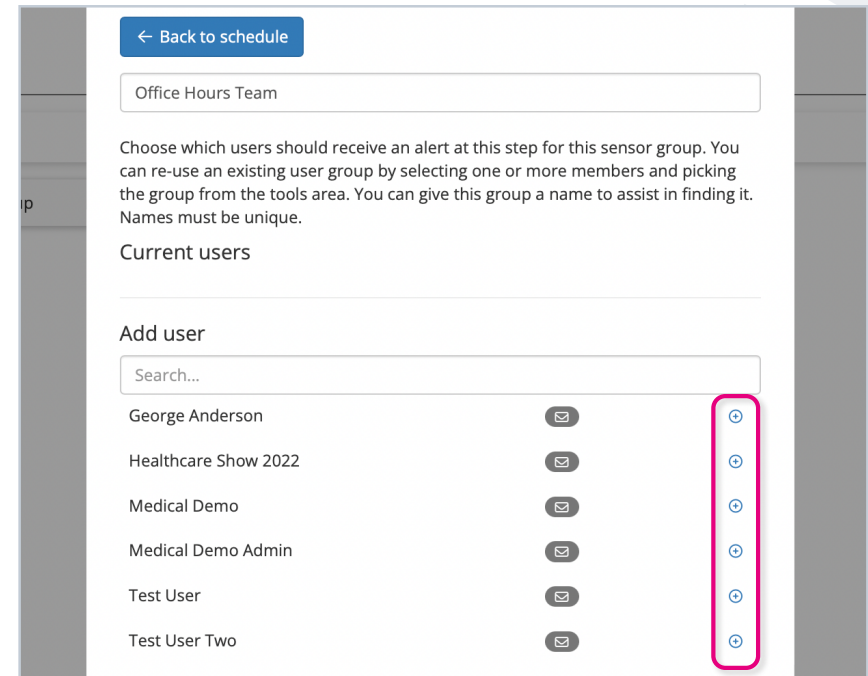
Click the + icon to add a user to the group.

They will then appear under 'Current users'.

If you wish to remove a user from this group, click the bin icon.

The icons next to each user show which contact details are on the system, e.g. in this example, the mail icon indicates that their email address is on the system.

Once you have added all users to this schedule, you must click 'Back to schedule' in the top left-hand corner. This will take you back to the schedule timings page.



← Back to schedule

Office Hours Team

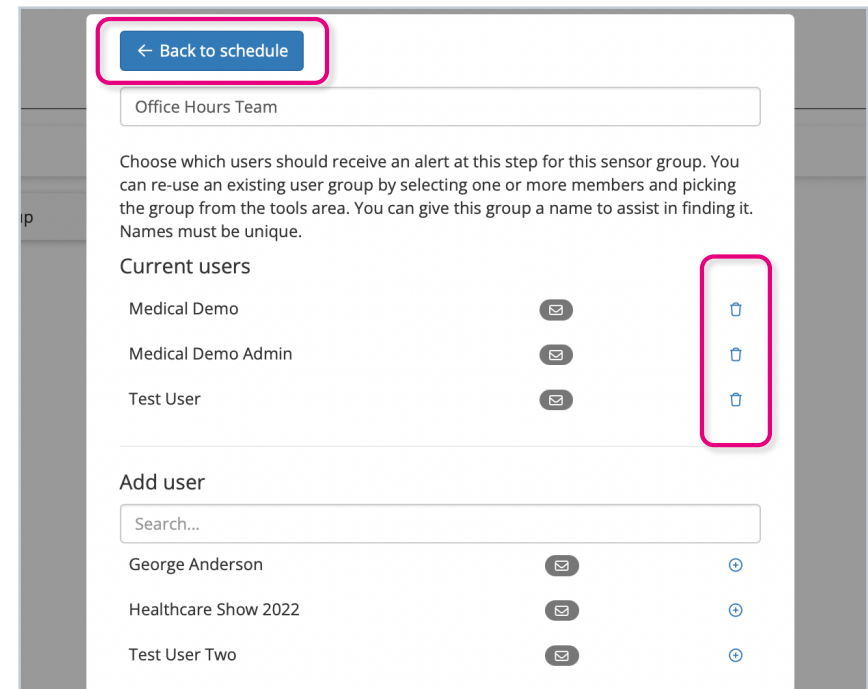
Choose which users should receive an alert at this step for this sensor group. You can re-use an existing user group by selecting one or more members and picking the group from the tools area. You can give this group a name to assist in finding it. Names must be unique.

Current users

Add user

Search...

George Anderson	✉	+
Healthcare Show 2022	✉	+
Medical Demo	✉	+
Medical Demo Admin	✉	+
Test User	✉	+
Test User Two	✉	+



← Back to schedule

Office Hours Team

Choose which users should receive an alert at this step for this sensor group. You can re-use an existing user group by selecting one or more members and picking the group from the tools area. You can give this group a name to assist in finding it. Names must be unique.

Current users

Medical Demo	✉	🗑
Medical Demo Admin	✉	🗑
Test User	✉	🗑

Add user

Search...

George Anderson	✉	+
Healthcare Show 2022	✉	+
Test User Two	✉	+

Step 11

You can add multiple schedules for each step. This comes in useful in various circumstances. See the next page for examples.

To add a new schedule, **click the 'Add new schedule' tab** at the top of the current schedule's window.

Follow the same steps as before - name your schedule, add timings, and choose which users will receive alerts on this schedule.

You can **navigate between schedules** by clicking on the relevant tab at the top of the window.

Always remember to **click 'Save'** once you've finished editing schedules.

This screenshot shows the top of the 'Escalation Step 1 - Email' window. At the top, there is a blue header bar with the title 'Escalation Step 1 - Email' and a trash icon. To the right of the header is a pink-outlined button labeled '+ New Schedule'. Below the header, there is a link 'Edit 3 users' and a 'Duplicate' icon. The 'Schedule Name' field contains 'Escalation Step 1 - Email'. The 'Method' dropdown menu is set to 'Email'.

This screenshot shows the 'Escalation Step 1 - Email' window with a new schedule added. The 'Schedule' field now contains 'Escalation Step 1 - Email - Out of Hours'. The 'Method' dropdown menu is still set to 'Email'. At the bottom, there are 'X Cancel' and 'Save' buttons.

This screenshot shows the 'Escalation Step 1 - Email' window with the 'Schedule Details' table. The table has columns for 'Start', 'End (exclusive)', 'All day', 'None', and '+ Add'/'x' buttons. The 'Recurring (24-7)' checkbox is checked. The table shows the following data:

	Start	End (exclusive)	All day	None	
Mon	17:00	09:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add x
Tue	17:00	09:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add x
Wed	17:00	09:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add x
Thur	17:00	09:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add x
Fri	17:00	09:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add x
Sat			<input type="checkbox"/>	<input checked="" type="checkbox"/>	+ Add x
Sun			<input type="checkbox"/>	<input checked="" type="checkbox"/>	+ Add x

At the bottom, there are 'X Close' and 'Save' buttons.

Example

In this case, four schedules have been set up for the first step of the escalation process.

Escalation Step 1 - Email. This email alert will be sent to users who work normal office hours. They will only receive this alert during their office hours, e.g. 9am-5pm.

Escalation Step 1 - Email - Out of Hours. This email alert will be sent to users who work outside of normal office hours (i.e. a night team). They will only receive this alert during out-of-hours times, e.g. 5pm-9am.

Escalation Step 1 - Email - Weekend. This email alert will be sent to users who work at the weekends. They will only receive this alert during their office hours, e.g. 9am-5pm on Saturdays and Sundays.

Escalation Step 1 - SMS - Team Leader. This SMS alert will be sent to a specified team leader. They will only receive this alert during their office hours, e.g. 9am-5pm in this instance.

Escalation Step 1 - Email Escalation Step 1 - Email - Out of Hours Escalation Step 1 - Email - Weekend Escalation Step 1 - SMS - Team Leader + New Schedule

Edit 1 user Duplicate

Schedule Name

Escalation Step 1 - SMS - Team Leader

Method

SMS

Schedule Details ☒ Recurring (24-7)

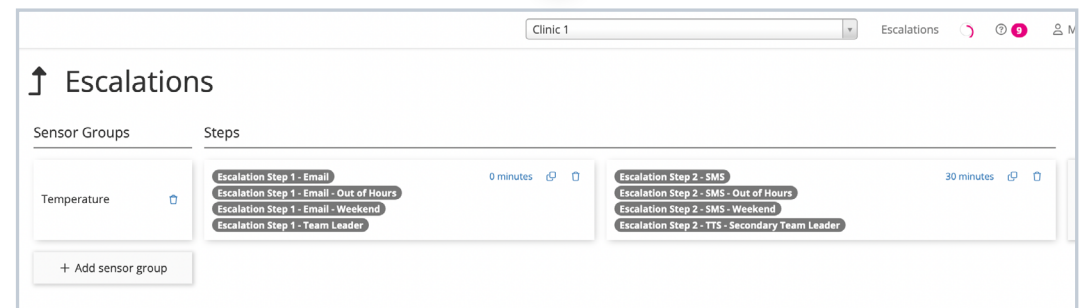
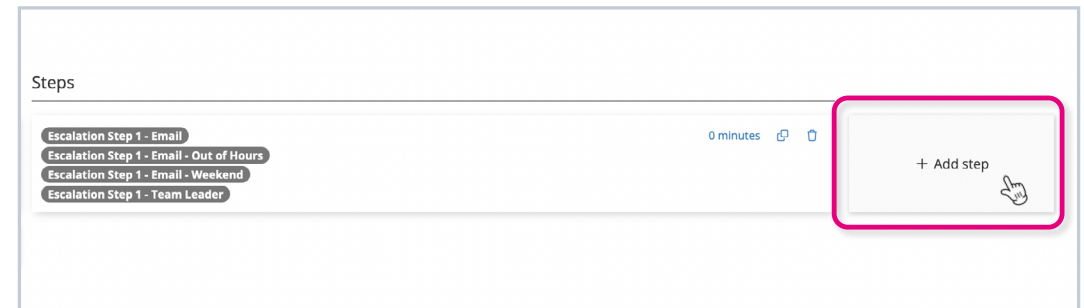
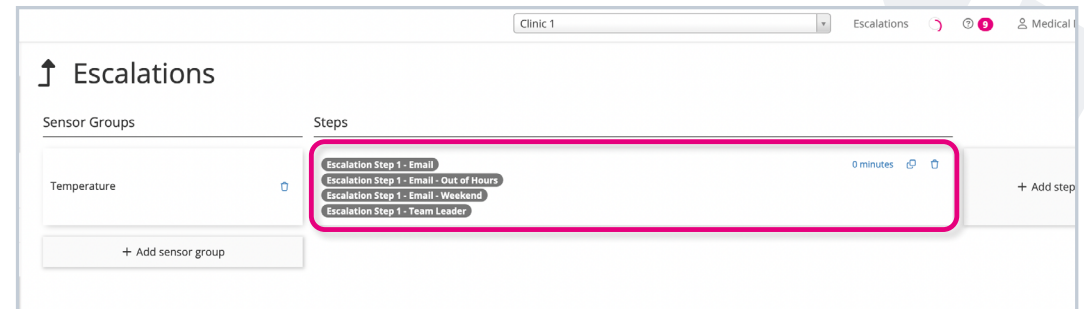
	Start	End (exclusive)	All day	None	
Mon	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add ×
Tue	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add ×
Wed	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add ×
Thur	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add ×
Fri	09:00	17:00	<input type="checkbox"/>	<input type="checkbox"/>	+ Add ×
Sat			<input type="checkbox"/>	<input checked="" type="checkbox"/>	+ Add ×
Sun			<input type="checkbox"/>	<input checked="" type="checkbox"/>	+ Add ×

Step 12

Once you have finished adding/editing all schedules for a step and clicked 'Save', the **step will appear on the Escalations page** as part of the sensor group's process flow.

Within each step, you'll be able to see the names of each schedule you've created.

To add a new step, **simply click 'Add step' and follow the same process outlined in steps 7 to 11.**



Step 13

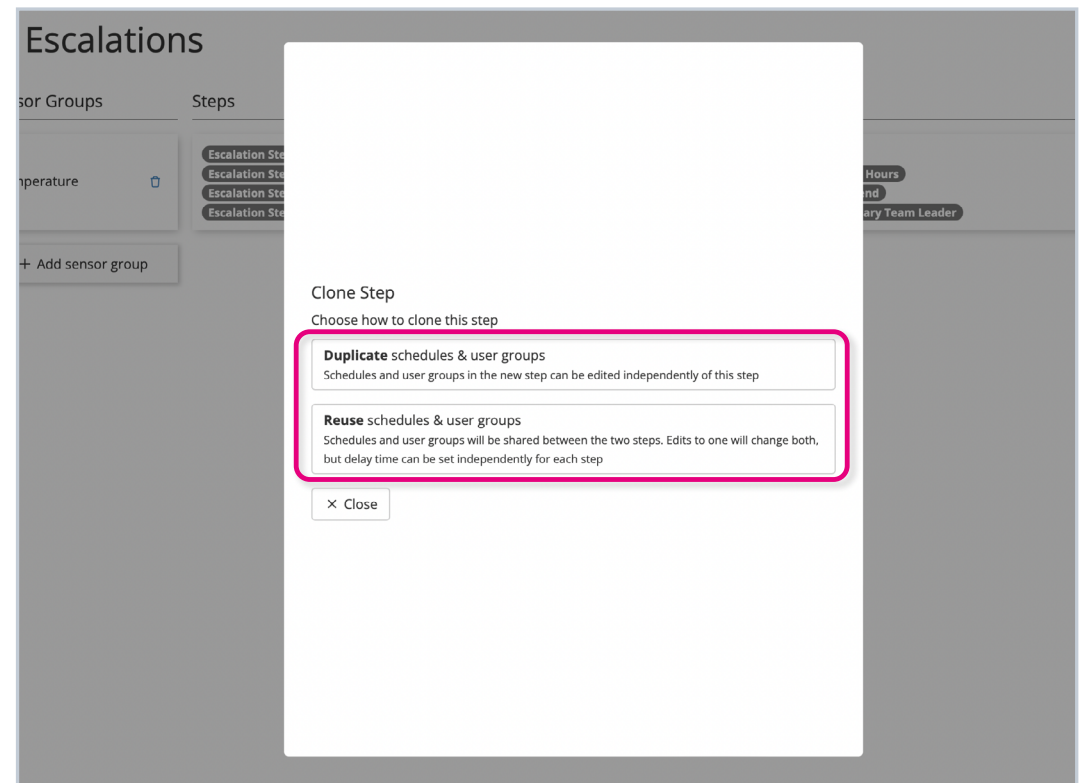
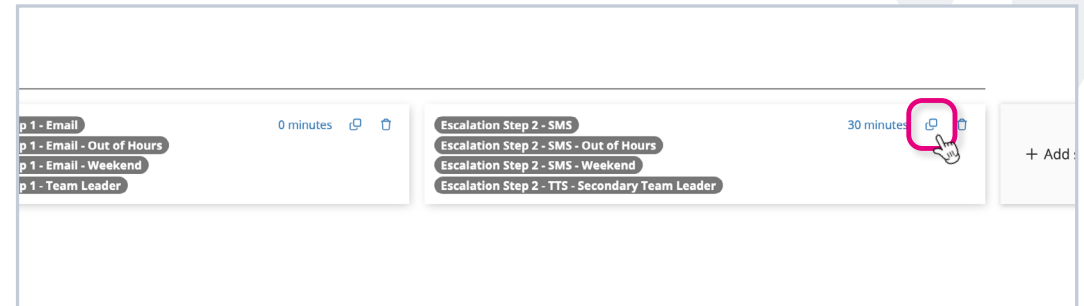
To make things easier, you can also duplicate steps. To do this, **click on the copy icon** on the step you wish to clone.

Step 14

You will see two options: 'Duplicate' and 'Reuse'.

It's **recommended that you click 'Duplicate' for most cases**. This will replicate everything from that step but allow you to go into user groups and edit them without it affecting the user group in the step you have copied.

'Reuse' copies everything across but the user groups between each step will be linked, i.e. if you make a change to the user group in one step, it will be reflected in the other.



Step 15

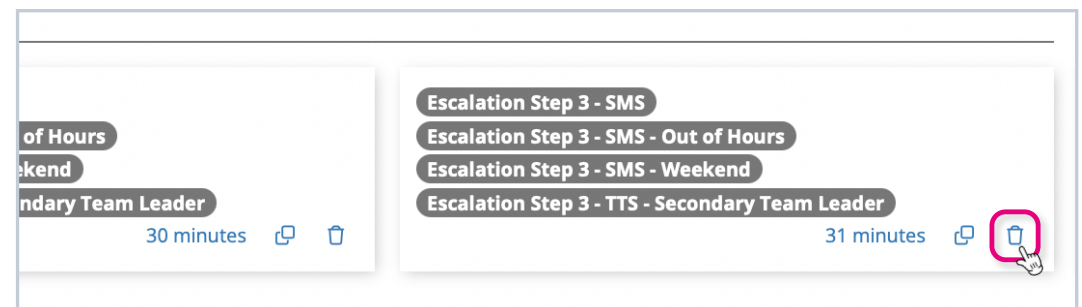
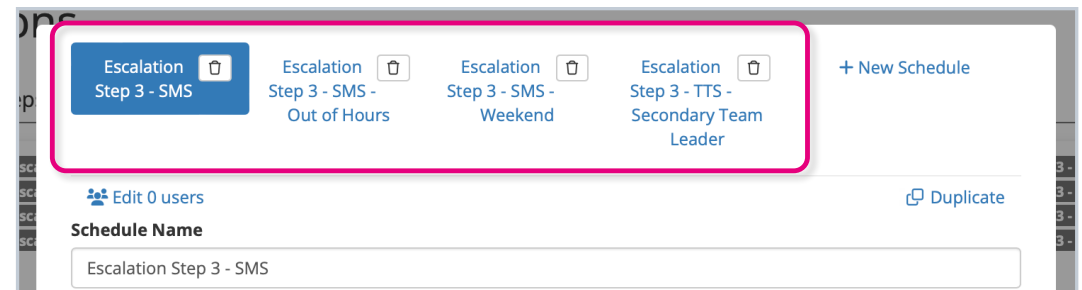
Once you have duplicated the step, it will **appear as part of the escalation flow** on the Escalations page.

You can then go in and **make any changes necessary**, e.g. change the delay time, edit timings and user groups, add extra schedules, etc. Do this by following the same processes outlined in steps 7 to 11.

Step 16

To **edit a step at any time**, simply click on it and then **select the relevant tab** at the top of the window to edit a schedule.

To delete a step, **click the bin icon**.



If you require any additional training, please contact
help@invisible-systems.com

