

# Edit Notifications

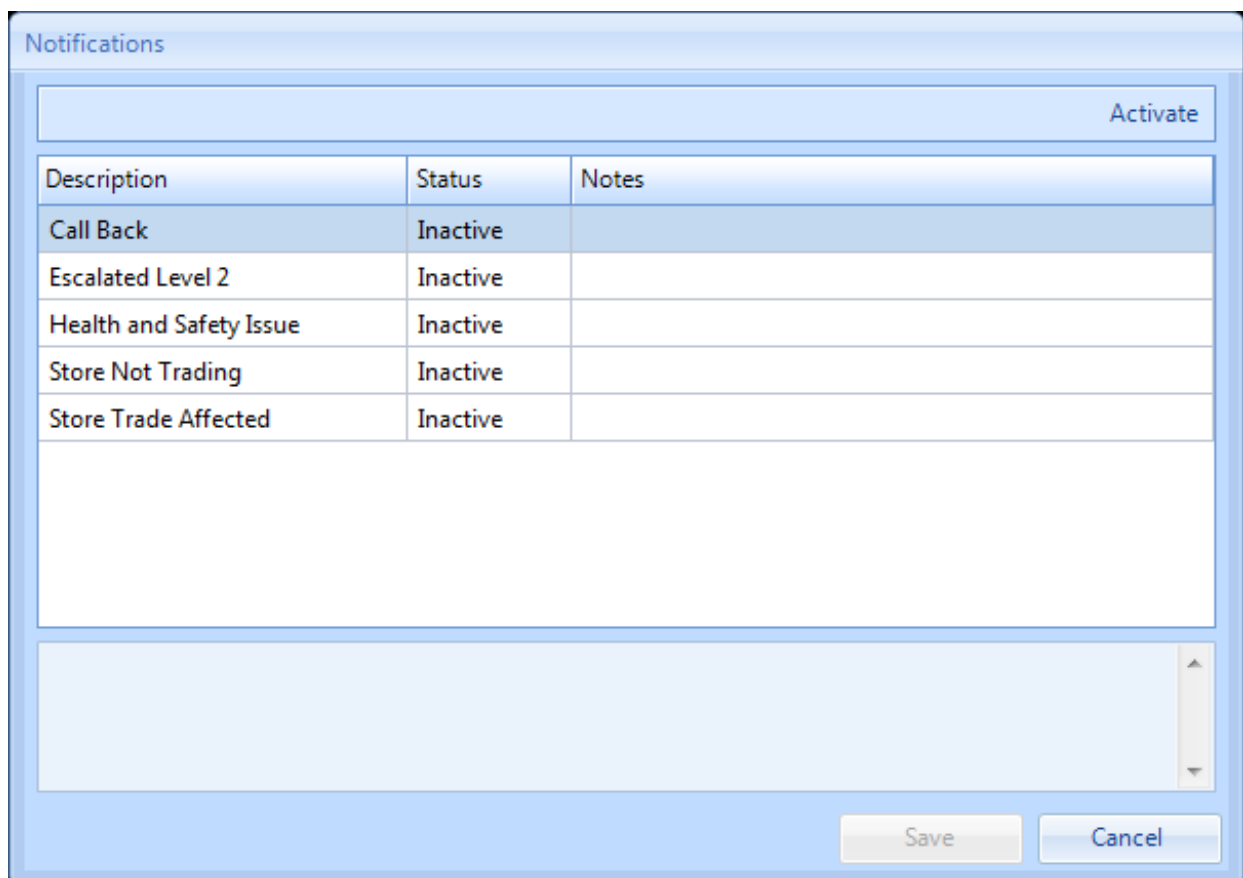
📅 Wed, Jan 17, 2024    📁 [Agent Actions - Reactive, Quote, PPM, Audit](#)

Notifications are used to highlight an issue with the site that the current Work Order relates to. If a Notification is selected then this will alert any of the Building Contacts who have subscribed to this Notification, by either Email or SMS depending on their preference.

To activate a Notification follow these steps:

1. From the Agent Actions menu select "Edit Notifications".
2. A list of Notifications available for the Work Order are displayed. A Notification will only be shown in the list when that Notification is present against at least one Building Contact on the Building for that Work Order.
3. Highlight the row of the Notification you would like to activate.
4. Click on the "Activate" button.

**Note:** If a Notification has already been set then highlighting that row will then give you a "Reset" button instead.



Description	Status	Notes
Call Back	Inactive	
Escalated Level 2	Inactive	
Health and Safety Issue	Inactive	
Store Not Trading	Inactive	
Store Trade Affected	Inactive	

5. This screen will open:

Activate Notification

Any notes can be entered here

OK Cancel

6. Enter any notes - these notes will be displayed in the events section of the Work Order and will go out in either the text message or on the email.

**Note:** Depending on the length of the notes it may be that only part of these are sent via text message. However, all of the notes will be sent via email.

7. Click on the "OK" button when any notes have been added.

8. The User will be taken to the previous screen. The bottom section of this screen will display all the notifications that will be sent after clicking the "Save" button.

Notifications

Reset

Description	Status	Notes
Call Back	Inactive	
Escalated Level 2	Inactive	
Health and Safety Issue	Active	Any notes can be entered here
Store Not Trading	Inactive	
Store Trade Affected	Inactive	

Customer Liaison Manager will receive an Email notification that Health and Safety Issue has been activated.  
 Derek Hobbs will receive an SMS notification that Health and Safety Issue has been activated.  
 Health and Safety Team will receive an Email notification that Health and Safety Issue has been

Save Cancel

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=291>