

# Notifications

Wed, Jan 17, 2024 [Work Order](#)

People subscribe to Notifications. Subscriptions are handled via the People module, and the subscription to Notifications means that those People will then receive Notifications via SMS or Email depending upon their preferences. This screen allows for the configuration of Notifications. Here, Users can decide what Notifications are used in the system and what each one is. Click the “Notification” button to view the Notifications currently in the system.

1. The first step is to select the Client that will be used. For information on how to do this, see the [Client Selection](#) page.
2. This is the Notifications screen. It's possible to tick and un-tick the desired Notifications depending on which types need to be available throughout the system. As with many other parts of the application, there is the ability to add items and edit items within the list using the "Add" and "Edit" buttons.

The screenshot shows a software interface for managing notifications. The main window is titled "Demo Commercial Notifications". It is divided into two sections. The left section, "Notifications", contains a list of two items: "Escalated Level 1" and "Escalated Level 2", both of which are checked. Above this list is an "Add" button with a dropdown arrow. Below the list is a search bar labeled "Find...". The right section, "Notification Details", shows the details for the selected "Escalated Level 1" notification. It includes a "Name" field with the value "Escalated Level 1" and a "Summary" field with the value "Abbreviation: EL 1". At the bottom right of the window are "Save" and "Cancel" buttons.

3. Click on “Add” to add a Notification. The “Add Notification” window will appear. Each of the fields on this screen are described below:

**Name:** The label for the notification

**Abbreviation:** An abbreviation for the notification label used in reporting

**Include Full History?** The notification that is sent will incorporate all notifications since the Work Order creation

**Remove on WO Closure?** When the Work Order is closed so will all open notifications

**Additional Date/Time?** The notification will ask for another date to be entered as part of submission e.g. building closure date

**Additional Mandatory?** This setting controls whether the additional date is mandatory

**Additional Date/Time Label:** This will prompt the user as to which date needs to be specified.

**Auto-Prompt On Creation?** This will automatically prompt the user to create a notification when the Work Order is raised. This will also enable the next two fields.

**Equipment/Service Types:** This will tie the notification to specific equipment/service type(s)

**Priorities:** This will tie the notification to a specific priority

4. Notifications can also be edited in the list by selecting a Notification and clicking the “Edit” button. The “Edit Notification” screen will appear and the details of the notification can be modified. Click “OK” when the changes have been made.

Edit Notification

Name	<input type="text" value="Escalation Level 1"/>
Abbreviation	<input type="text" value="EL1"/>
Include Full History?	<input checked="" type="checkbox"/>
Remove On WO Closure?	<input checked="" type="checkbox"/>
Additional Date/Time?	<input type="checkbox"/>
Additional Mandatory?	<input type="checkbox"/>
Additional Date/Time Label	<input type="text"/>
Auto-Prompt On Creation?	<input checked="" type="checkbox"/>
Equipment/Service Types	<input type="text" value="Click here to make a selection"/>
Priorities	<input type="text" value="Click here to make a selection"/>

OK Cancel

5. Once all the changes have been made, click "Save" to apply them.

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