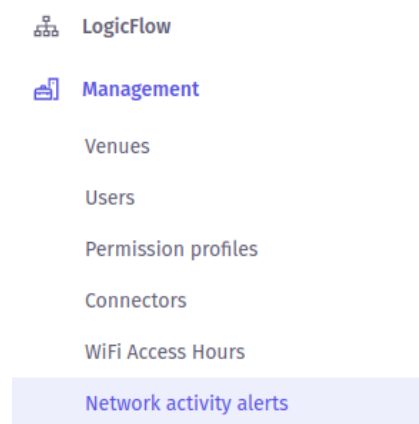




## Network activity alerts

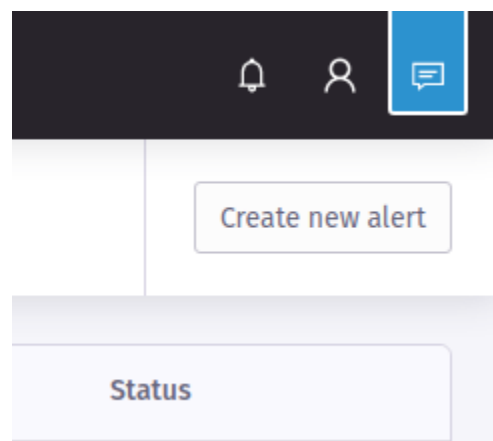
The Network activity alerts feature allows users to configure email alerts for when they have not had any WiFi logins at their venues within a given number of hours. This allows company, group, venue or network managers to receive early warnings when no end users have been seen logging on to the WiFi.

A new menu item of 'Network activity alerts' has been added to the 'Management' section of the customer Portal navigation menu:



## Create new alerts

The user can create a new alert by using the 'Create new alert' button at the top right of the user interface above the list.





After clicking the button the user will be presented with a form to create their new alert.

The screenshot shows a web interface for creating a new alert. At the top, there's a navigation bar with a menu icon, a search bar containing 'Acme', and notification, user, and message icons. Below this, the page title is 'Management Network activity alerts' with a 'Create new alert' button. The main form is titled 'New alert' and contains several sections: a toggle for 'Active' (checked), an 'ALERT NAME' text input with 'Acme new alert', an 'HOURS WITHOUT LOGIN' text input with '22', a 'SCOPE SELECTION' list where 'Acme' is selected, an 'ADD USERS' section with a search bar 'Acme' and one user 'Acme Owner' (acme-owner@demo.com) added, and a 'RECIPIENTS' section with a search bar 'Search users' and the message 'No users selected.' At the bottom of the form are 'Cancel' and 'Create alert' buttons.

### Active

This option allows the user to determine whether the alert will be 'Active' or 'Deactivated'. Users are able to create new alerts in either state.

### Alert name

This field allows the user to name their alert

### Hours without login

This field allows the user to set the number of hours without a WiFi login that the alert will observe. The user is able to enter a number between 1 and 168 hours (7 days).

### Scope selection

This option allows the user to choose the venue scope that the alert will cover. The options presented in this list are based on the current user's scope. For example, company and group managers are able to set high level scope choices here to cover multiple venues with a single



alert if they wish to do so. Venue managers will only ever see their own venue in this list where scope is limited to a single venue.

## Add users

This field allows the user to search for users based on name or email address at or under their current scope and add them as recipients of the alert. The user is also able to add themselves to the alert if they wish to.

## Recipients

This list displays all users that have been added to the alert as a recipient. The user is able to remove any recipients from the list before they create their alert.

## Update alerts

Users are able to update existing alerts by using the 'Edit' option from the alerts list or by clicking on the alert name in each row. The user will receive the same form when creating alerts and can update any aspect of their alert.

The screenshot shows a management interface for 'Network activity alerts'. The top navigation bar includes a menu icon, the text 'Acme', and notification, user, and chat icons. Below the navigation bar, the page title is 'Management Network activity alerts' with a 'Create new alert' button on the right. The main content area is titled 'Edit alert' and contains three sections: 1. 'Active' toggle (checked), 'ALERT NAME' field (containing 'Acme Fast Food no logins (24 hours)'), and 'HOURS WITHOUT LOGIN' field (containing '24'). 2. 'SCOPE SELECTION' dropdown menu with radio buttons for 'Acme', 'Acme Fast Food' (selected), 'Acme Golf', 'Acme Hospitals', 'Acme Hotels', 'Acme Leisure', 'Acme Restaurants', and 'Acme Retail'. 3. 'ADD USERS' and 'RECIPIENTS' sections, both with search bars. The 'RECIPIENTS' section shows one user, 'Acme Owner' (acme-owner@demo.com), with a red 'x' icon for removal. At the bottom, there are 'Cancel' and 'Update alert' buttons.

## Alerts list

The default view for the feature is the alerts list which lists all current alerts that have been created at or under the user's scope.



Management

Network activity alerts Create new alert

Alert name	Hours without login	Last edited	Scope	Users	Status
Acme no logins (14 hours)	14	13 Dec 2019, 20:44 Created: 13 Dec 2019	Acme	1	Active
Acme Fast Food no logins (24 hours)	24	13 Dec 2019, 20:46 Created: 13 Dec 2019	Acme > Acme Fast Food	1	Active

< 1 >

### Alert name

This column lists the name of the alert. Users can define their own names when creating or updating alerts.

### Hours without login

This column lists the number of hours without a WiFi login that the alert is observing. The alert will trigger when this threshold is exceeded.

### Last edited

This column lists the date and time that the alert was last updated and the date that the alert was created.

### Scope

This column lists the venue scope that the alert covers. This could be a company, group or single venue scope.

### User

This column indicates the number of users that are configured to receive the alert email when any of the venues in the scope exceed the alert threshold.

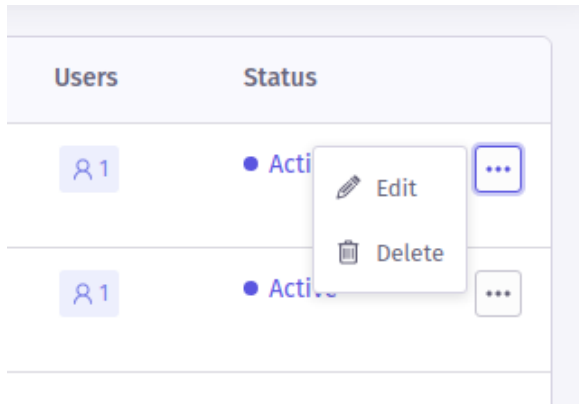
### Status

This column indicates whether the alert is 'Active' or 'Deactivated'. Alerts can be deactivated if users do not want the alert to observe last login times and dispatch alert email.



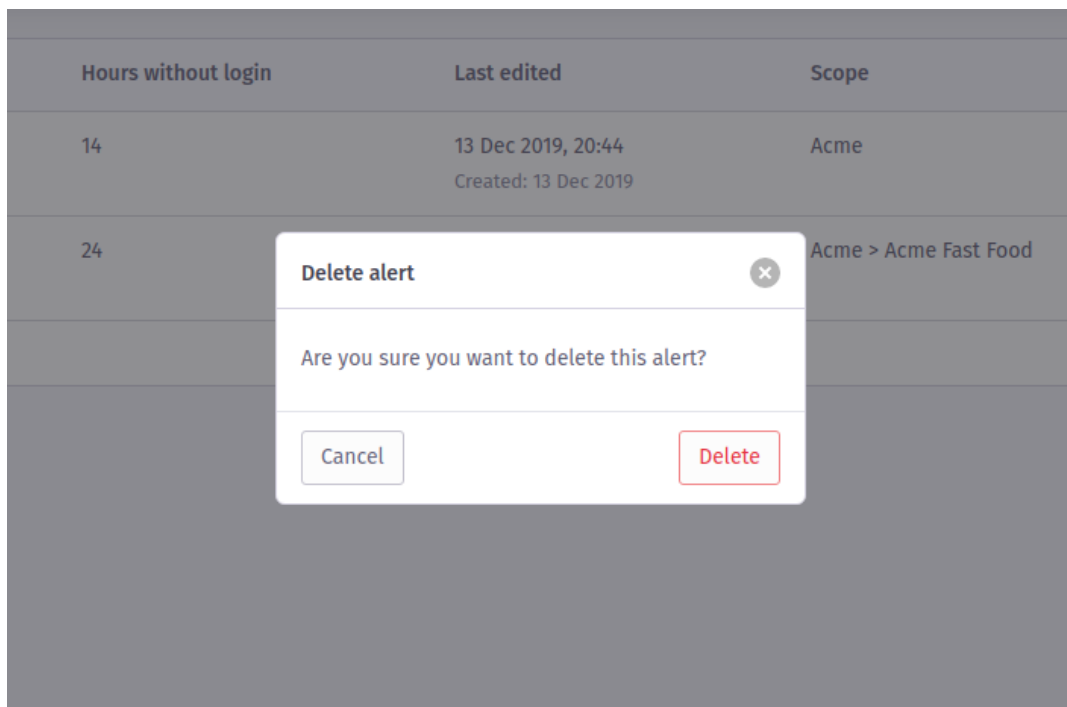
## Alert options

The final column in each table row provides further options for the user to 'Edit' or 'Delete' alerts.



## Delete alerts

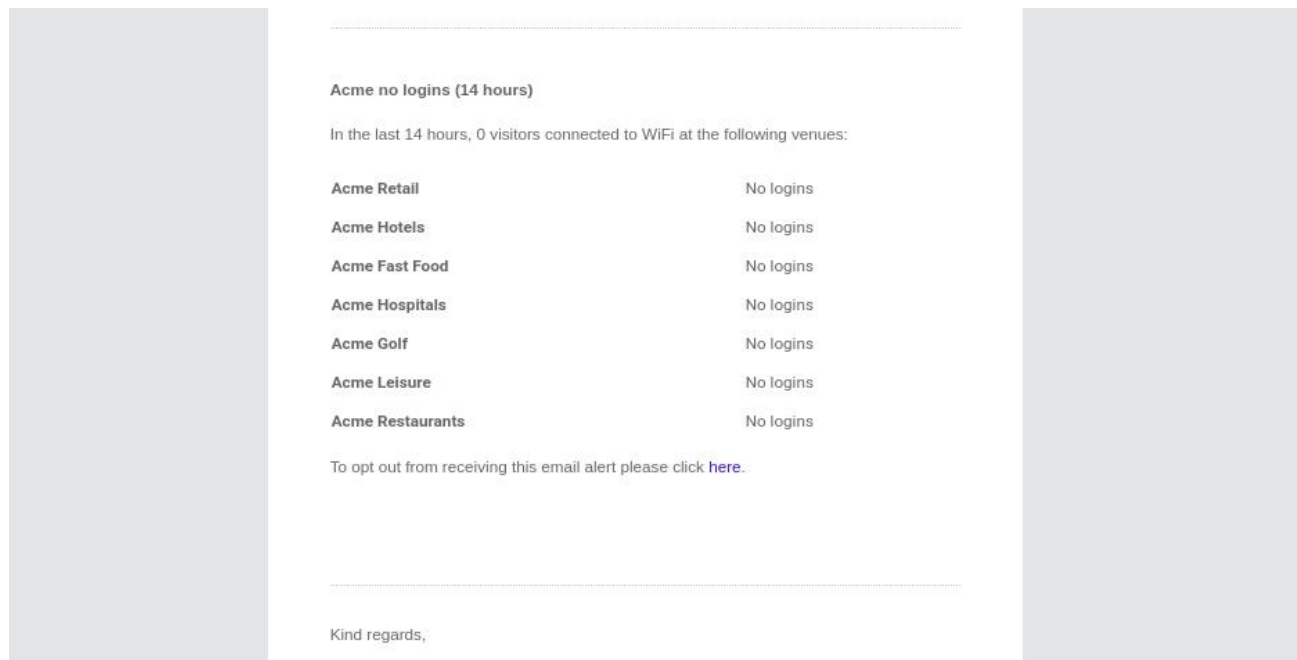
The user can delete existing alerts by using the 'Delete' option found in the alerts list for each alert. The user will be asked for confirmation when deleting an alert.





## Alert email

Each active alert is checked at 10-minute intervals to see if any of the venues in its scope have exceeded the configured number of hours without a WiFi login. If any of the venues in scope of the alert have not had any logins have exceeded the alert threshold then an alert email will be sent to all recipients warning them of the fact. The email is branded with a white label logo and will list all venues that have exceeded the threshold.



If a venue has not had a single login then the email will say 'No logins' to the right of the venue name. If the venue has had logins then the email will list the last WiFi login time for the venue in the venue's local time zone.

Recipients will receive a maximum of 1 email per hour, per alert where the alert threshold is continually exceeded for any of the venues in scope of the alert.

The recipient is able to opt out from receiving the alert if they wish to do so by using the opt out link in the email.