



System Health Notifications

360iQ's **System Health Notifications** feature is designed to alert you of important changes in your system health. These notifications are easy to configure and can save you hours of downtime, increasing your locations' efficiency.

Using **System Health Notifications**, you can configure the system to alert you via email or in-app push notifications when your system or cameras go offline.

Content

In this guide, we will cover the proceeding topics:

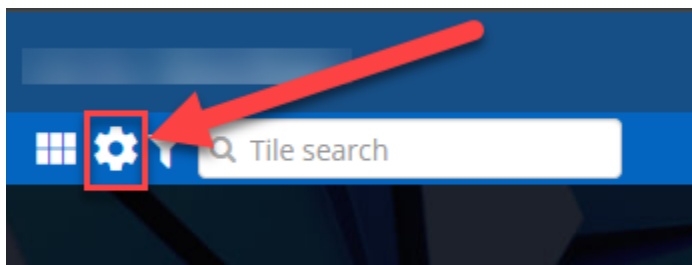
- [System/Camera Offline Notifications](#)
 - [How to Configure Alerts](#)
 - [How to Edit/Deleted Configured Alerts](#)

System/Camera Offline Notifications

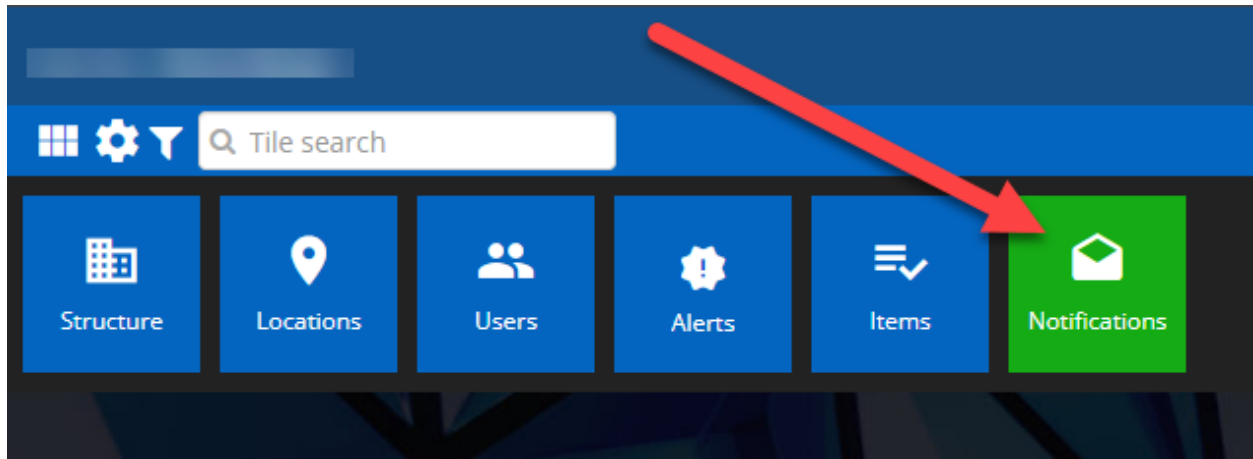
How to Configure Alerts

To configure **System/Camera Offline** notifications, follow these steps:

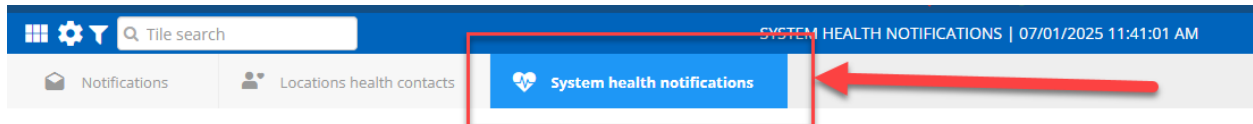
1. Log in to 360iQ: <https://app.go360iq.com/>.
2. Click the **Settings** (gear) icon in the top-left corner of the screen.



3. Click the **Notifications** tile.

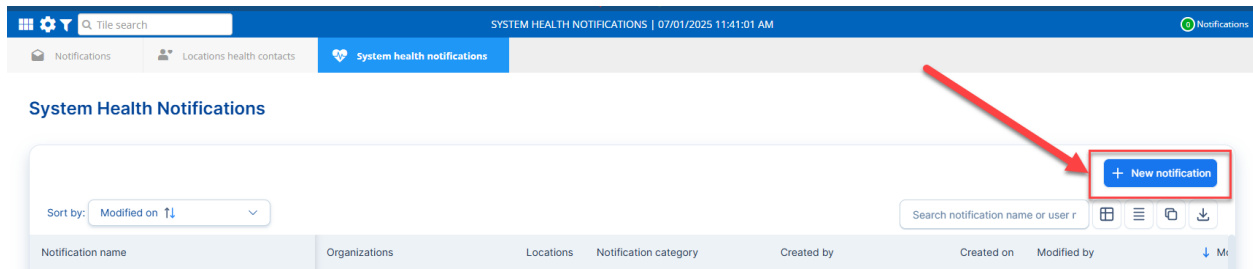


4. Click the **System Health Notifications** tab.



System Health Notifications

5. To create a new notification, click the **+ New notification** button in the top-right corner of the screen.



6. A menu will pop up. Choose your notification **Category** from the proceeding options:

- a. **System Offline:** When the system has been offline for a selected duration, you will be notified via email and push notifications.
- b. **Camera Offline:** When a camera has been offline for a selected duration, you will be notified via email and push notifications.

SYSTEM HEALTH NOTIFICATIONS | 07/01/2025 11:41:01 AM

New Notification Configuration

CategoryLocationsUsersDetails

Category

Select the notification category

☐

System Offline
When the system has been offline for the selected duration, you will be notified via email

▼

☐

Camera Offline
When a camera has been offline for the selected duration, you will be notified via email

▼

7. Configure the parameters. These include the following:

- a. **Select duration:** Select the amount of time for which the system/camera must be offline before an alert is triggered.
- b. **System/Camera Back Online:** When a system/camera goes back online, you will be notified via email and push notifications.

SYSTEM HEALTH NOTIFICATIONS | 07/01/2025 11:41:01 AM

New Notification Configuration

Category Locations Users Details

Category

Select the notification category

☒ **System Offline**
When the system has been offline for the selected duration, you will be notified via email

Select duration (hours)

System Back Online
When the system goes back online, you will be notified via email ☒

☒ **Camera Offline**
When a camera has been offline for the selected duration, you will be notified via email

Select duration (hours)

Camera Back Online
When a camera goes back online, you will be notified via email ☒

8. Click the **Next** button.

New Notification Configuration

Category

Locations

Users

Details

Category

Select the notification category

System Offline

When the system has been offline for the selected duration, you will be notified via email

Select duration (hours)

4

-

+

System Back Online

When the system goes back online, you will be notified via email

Camera Offline

When a camera has been offline for the selected duration, you will be notified via email

Select duration (hours)

4

-

+

Camera Back Online

When a camera goes back online, you will be notified via email

< Back

Cancel

Next >

9. Select your **organization** and choose which **locations** to include in the configuration.

SYSTEM HEALTH NOTIFICATIONS | 07/01/2025 11:41:01 AM

New Notification Configuration

Category Locations Users Details

Locations

Select organization, location

i Only recipients with granted permission to the location will receive notifications

🔍 Search for location

10. Click **Next** to continue.

< Back Cancel **Next >**

11. Select which users to notify. For each user, flip the toggle to configure whether they will receive **Push and/or Email notifications**. If you would like to add users outside of 360iQ, enter their **Email address** and click **+ Add** to add them.

12. Click the **Next** button.

360iQ Users

Show Selected

Name	Email address	Push notification	Email notification
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>

Non 360iQ Users

+ Add

< Back

Cancel

Next >

13. Configure the notification name and add a description (optional) if desired.

SYSTEM HEALTH NOTIFICATIONS | 07/08/2025 07:47:12 AM

New Notification Configuration

Category Locations Users **Details**

Details


Enter notification name and description

Notification name

System Offline_7/8/2025 7:53:35 AM

Description (optional)

Add description here



14. To finish, click **Save notification**.

Notification name

System Offline_7/8/2025 7:53:35 AM

Description (optional)

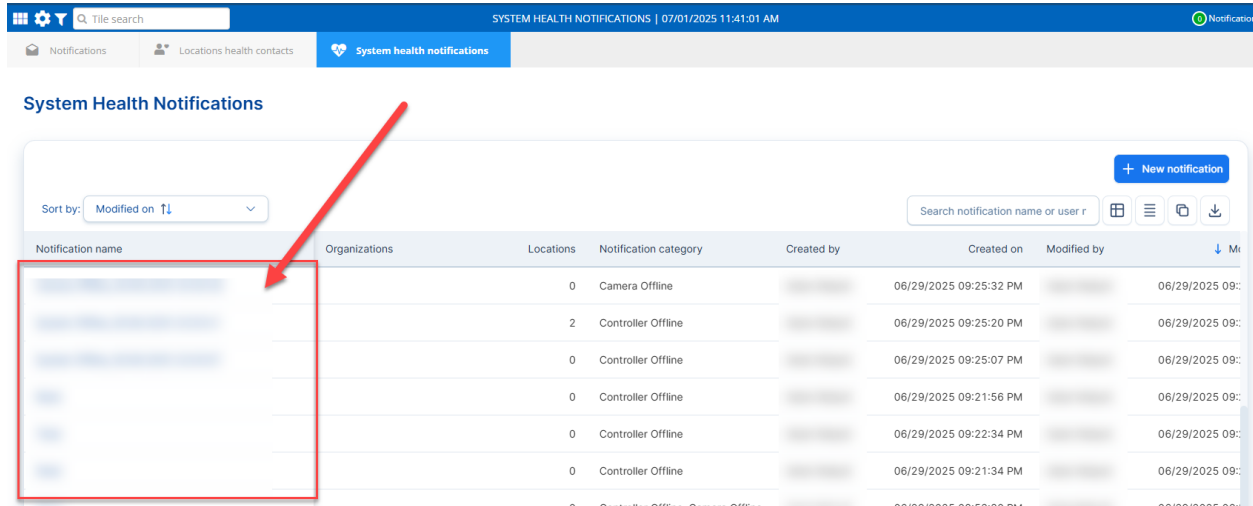
Add description here

< Back Cancel Save notification

How to Edit/Delete Configured Alerts

To edit or delete a previously configured system or camera alert, take these steps:

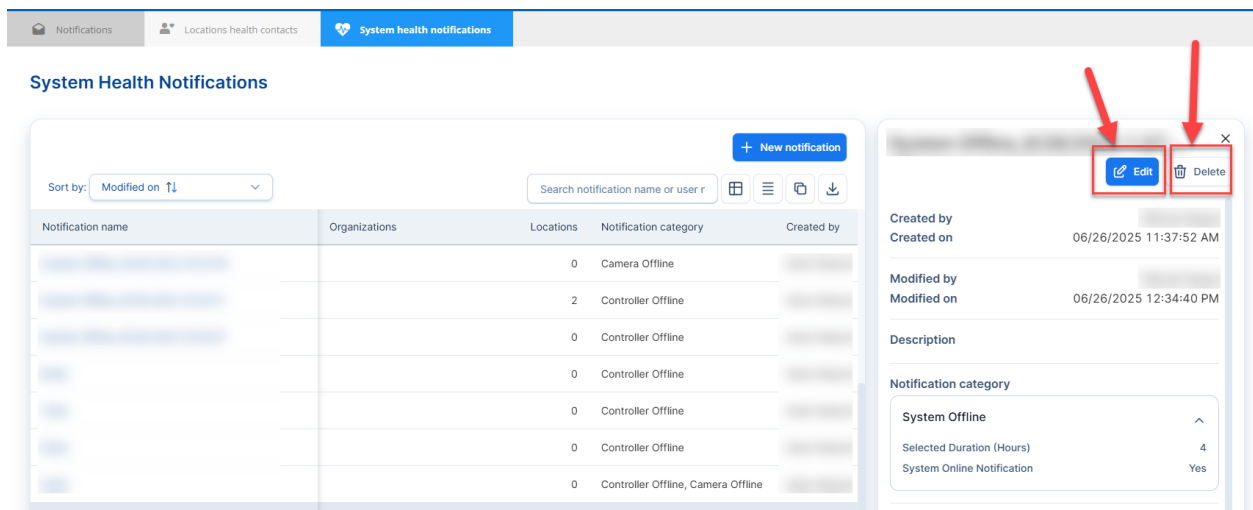
1. Select your desired notification from the table and click the name.



The screenshot shows the 'System Health Notifications' interface. At the top, there's a navigation bar with 'Notifications', 'Locations health contacts', and 'System health notifications' (selected). Below the navigation bar, there's a 'System Health Notifications' section. It includes a 'Sort by: Modified on ↑↓' dropdown, a search bar 'Search notification name or user r', and a '+ New notification' button. The main part is a table with columns: Notification name, Organizations, Locations, Notification category, Created by, Created on, Modified by, and a download icon. A red box highlights the 'Notification name' column, and a red arrow points to one of the entries.

Notification name	Organizations	Locations	Notification category	Created by	Created on	Modified by	Download
		0	Camera Offline		06/29/2025 09:25:32 PM		
		2	Controller Offline		06/29/2025 09:25:20 PM		
		0	Controller Offline		06/29/2025 09:25:07 PM		
		0	Controller Offline		06/29/2025 09:21:56 PM		
		0	Controller Offline		06/29/2025 09:22:34 PM		
		0	Controller Offline		06/29/2025 09:21:34 PM		
		0	Controller Offline, Camera Offline		06/29/2025 09:23:30 PM		

2. A side panel will pop up. To edit the notification, click the **Edit** button. To delete it, click **Delete**.



The screenshot shows the 'System Health Notifications' interface with a side panel open. The side panel displays details for a selected notification, including 'Created by', 'Created on', 'Modified by', 'Modified on', 'Description', and 'Notification category'. The 'Notification category' section shows 'System Offline' with a duration of 4 hours and a 'System Online Notification' checkbox checked. Red arrows point to the 'Edit' and 'Delete' buttons in the side panel.

Notification name	Organizations	Locations	Notification category	Created by
		0	Camera Offline	
		2	Controller Offline	
		0	Controller Offline	
		0	Controller Offline	
		0	Controller Offline	
		0	Controller Offline	
		0	Controller Offline, Camera Offline	

Created by

Created on 06/26/2025 11:37:52 AM

Modified by

Modified on 06/26/2025 12:34:40 PM

Description

Notification category

System Offline

Selected Duration (Hours) 4

System Online Notification Yes

For additional information or questions, please contact **Support** at support@dtiq.com or your **Customer Experience Team** at csr@dtiq.com.



800.933.8388 | info@dtiq.com | www.DTiQ.com