



# 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.

With 360iQ's **System Health Notifications**, you can easily monitor your overall System Health, along with POS Integrations and disks.

## Content

In this guide, we will cover the proceeding topics:

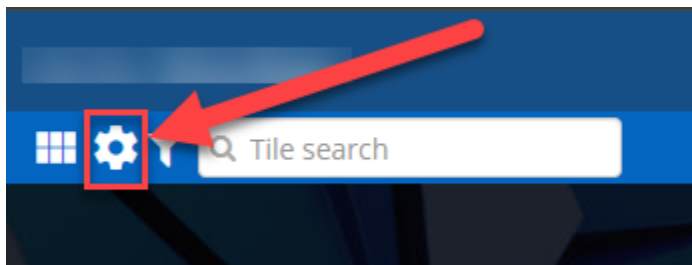
- [System/Camera Offline Notifications](#)
- [POS Integration Notifications](#)
- [Disk Health Notifications](#)
- [How to Edit/Delete Configured Alerts](#)

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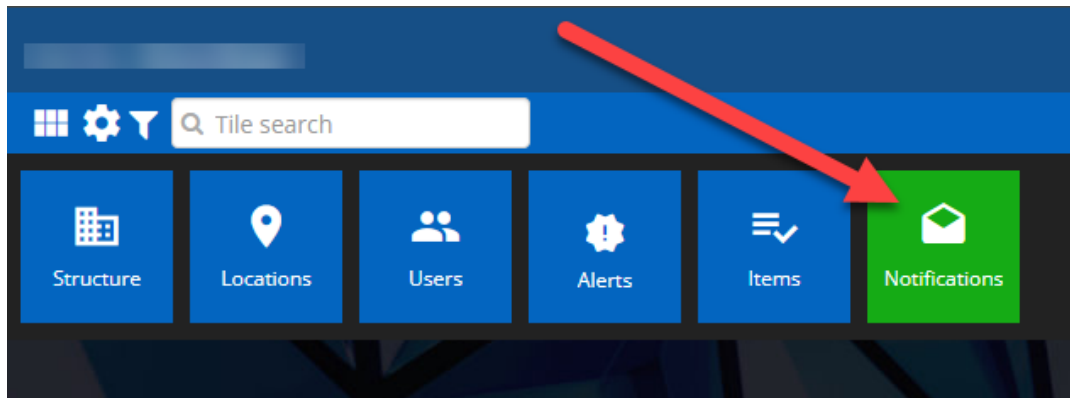
## System/Camera Offline Notifications

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

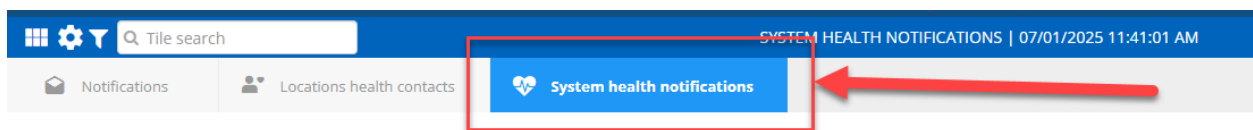
1. Log in to 360iQ: <https://app.go360iq.com/>.
2. Click the **Settings** (gear) icon in the top-left corner of the screen.



3. Click the **Notifications** tile.

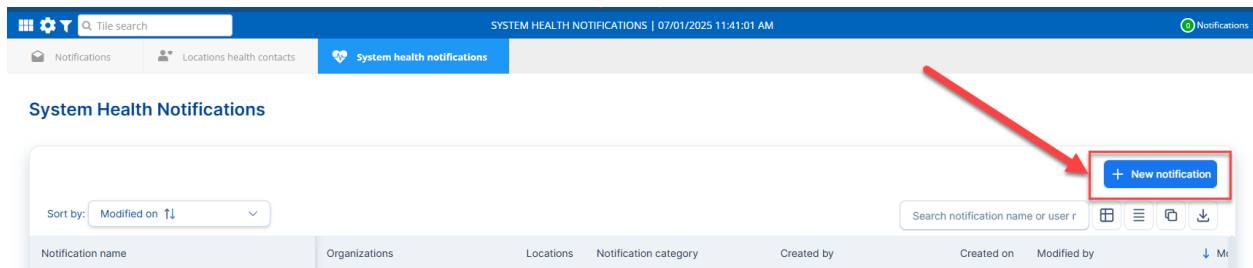


4. Click the **System Health Notifications** tab.



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

New Notification Configuration

Category

Locations

Users

Details

Summary

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

▼

☐

Point of Sale Integration

When there are no POS transactions available for the selected duration, trigger a notification

▼

☐

Disk Health

When a hard drive shows symptoms of possible failure, trigger a notification.

< Back

Cancel

Next >

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.

New Notification Configuration

Category

Locations

Users

Details

Summary

## 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

☒

☐

Point of Sale Integration

When there are no POS transactions available for the selected duration, trigger a notification

☐

Disk Health

When a hard drive shows symptoms of possible failure, trigger a notification.

< Back

Cancel

Next >

8. Click the **Next** button.

### New Notification Configuration

CategoryLocationsUsersDetailsSummary

## 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☒

☐ **Point of Sale Integration**  
When there are no POS transactions available for the selected duration, trigger a notification

☐ **Disk Health**  
When a hard drive shows symptoms of possible failure, trigger a notification.

< 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.

**Note: Users** selection respects 360iQ's permission structure. Any users who do not have access to a selected location will not receive notifications for that location. This structure does not apply for non-360iQ users.

New Notification Configuration

Category

Locations

Users

Details

### Users

Select recipient and notification type

i

Only recipients with granted permission to the location will receive notifications

Q

Search name or email address...

360iQ Users

Show Selected

Name	Email address	Push notification	Email notification
		<div><div></div></div>	<div><div></div></div>
		<div><div></div></div>	<div><div></div></div>
		<div><div></div></div>	<div><div></div></div>
		<div><div></div></div>	<div><div></div></div>
		<div><div></div></div>	<div><div></div></div>
		<div><div></div></div>	<div><div></div></div>
		<div><div></div></div>	<div><div></div></div>

Non 360iQ Users

Email address

+ Add

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"/>

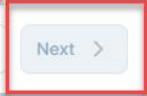
### Non 360iQ Users

+ 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

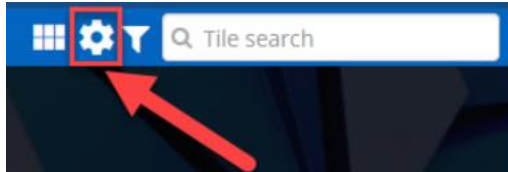
< Back      Cancel      **Save notification**

## POS Integration Notifications

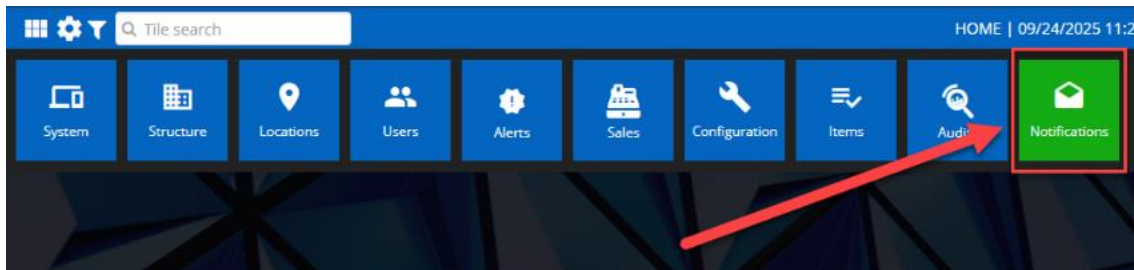
A **POS malfunction** in 360iQ occurs when 360iQ stops receiving POS data. When a malfunction happens, you can configure **System Health** notifications to alert you when a POS goes offline for a selected duration.

To configure these notifications, proceed as follows:

1. From the **Home Screen** or **Quick bar**, click the **Settings** icon.



2. Click the **Notifications** tile.



3. Click the **System health notifications** tab.



Super Administrator | Michal Kuc 360iQ SYSTEM HEALTH NOTIFICATIONS | 10/10/2025 01:09:07 PM

Notifications Locations health contacts System health notifications

### System Health Notifications

Sort by: Modified on Search notification name or user name

[+ New notification](#)

Notification name	Organizations	Locations	Notification category	Created by	Created on	Modified by
System Offline_8/4/2025 2:56:29 PM		4	Controller Offline		08/04/2025 12:56:25 PM	08/04/2025 12:56:25 PM
System Offline_8/4/2025 10:25:39 AM		7	Controller Offline		08/04/2025 08:25:36 AM	08/04/2025 08:25:36 AM
System Offline_6/26/2025 1:37:46 PM		2	Controller Offline		06/26/2025 11:37:52 AM	07/02/2025 08:51:36 AM
System Offline, Camera Offline_9/07/2025 12:59:47		1	Controller Offline, Camera Offline		07/09/2025 11:00:01 AM	07/09/2025 11:00:01 AM
System Offline, Camera Offline_3/08/2025 14:30:44		1	Controller Offline		07/03/2025 12:31:33 PM	07/03/2025 12:31:33 PM
TEST0		19	Controller Offline, Camera Offline		06/26/2025 10:20:41 AM	07/02/2025 08:51:36 AM
System Offline_2/07/2025 10:51:36		19	Controller Offline		07/02/2025 08:51:36 AM	07/02/2025 08:51:36 AM
System Offline_7/3/2025 10:37:25 AM		3	Controller Offline		07/03/2025 08:37:25 AM	07/03/2025 08:37:25 AM
TEST_YY		14	Controller Offline, Camera Offline		06/30/2025 11:27:25 AM	07/02/2025 08:36:08 AM
hhhhh		1	Controller Offline		07/02/2025 08:36:08 AM	07/02/2025 08:36:08 AM
Change name test		5	Controller Offline		07/02/2025 11:12:31 AM	07/02/2025 11:12:31 AM
testets333		4	Controller Offline		06/29/2025 09:25:20 PM	07/02/2025 11:18:30 AM
System Offline_2/07/2025 13:18:30		2	Controller Offline		07/02/2025 11:18:30 AM	07/02/2025 11:18:30 AM
testts		1	Controller Offline, Camera Offline		07/02/2025 08:53:28 AM	07/02/2025 08:53:28 AM

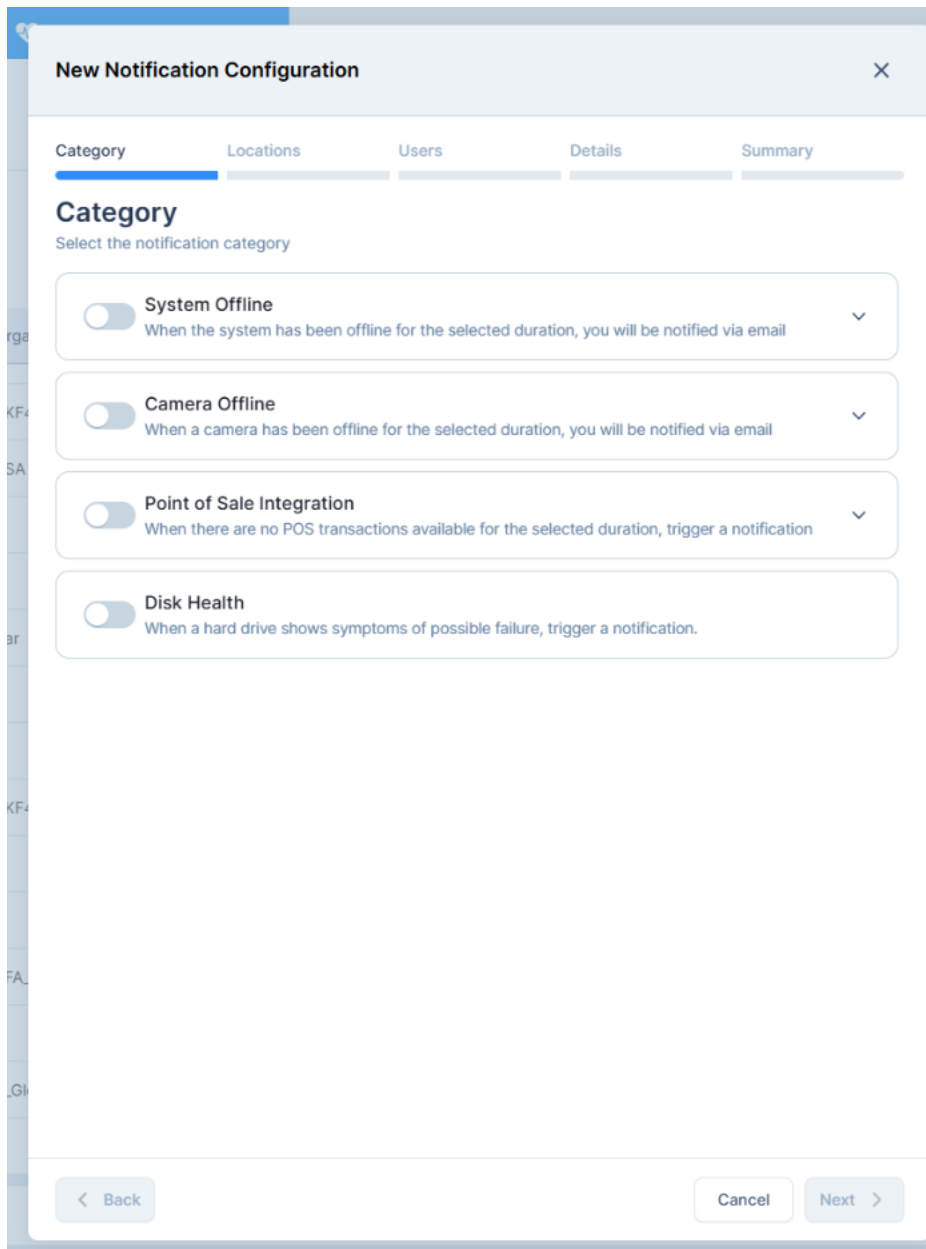
Show: 25 showing 1-25 of 61 Page: 1 of 3

1.87.0.21 (0.55.0.0) Windows NT Copyright © 2007 - 2025 DTIQ™. All rights reserved.

4. To configure a new notification, click the blue **+ New notification** button.



5. A modal will pop up. Start by selecting the **notification category (POS Offline)**. A notification will be triggered when no POS transactions are available for the selected duration.



The image shows a 'New Notification Configuration' dialog box with a close button (X) in the top right corner. It features a tabbed interface with five tabs: 'Category' (selected), 'Locations', 'Users', 'Details', and 'Summary'. Under the 'Category' tab, there is a heading 'Category' and a subtext 'Select the notification category'. Below this, there are four notification categories, each with a toggle switch and a description:

- System Offline**: When the system has been offline for the selected duration, you will be notified via email. (Toggle is off)
- Camera Offline**: When a camera has been offline for the selected duration, you will be notified via email. (Toggle is off)
- Point of Sale Integration**: When there are no POS transactions available for the selected duration, trigger a notification. (Toggle is off)
- Disk Health**: When a hard drive shows symptoms of possible failure, trigger a notification. (Toggle is off)

At the bottom of the dialog, there are three buttons: '< Back', 'Cancel', and 'Next >'.

Select your **duration (in days)**.

To receive a notification when POS transactions are available again, flip the toggle beside **POS Back Online**. Then, click **Next**.

New Notification Configuration

Category

Locations

Users

Details

Summary

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

Point of Sale Integration

When there are no POS transactions available for the selected duration, trigger a notification

Select duration (days)

4

POS Back Online

When the POS transactions are available again, you will be notified.

Disk Health

When a hard drive shows symptoms of possible failure, trigger a notification.

< Back

Cancel

Next >

6. Select your desired **Locations**. **Note:** Only recipients with access to the location will receive notifications. Then, click **Next**.

New Notification Configuration

Category

Locations

Users

Details

Summary

Locations

Select organization, location

Only recipients with access to the location will receive notifications.

Search for location

< Back

Cancel

Next >

- Choose which **Users** will be notified and which notification type to use for each user. **Note:** Only recipients with access to the location will receive notifications. Then, click **Next**.

New Notification Configuration

Category

Locations

Users

Details

Summary

### Users

Select recipient and notification type

Only recipients with access to the location will receive notifications.

Search name or email address...

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

Email address

+ Add

< Back

Cancel

Next >

- In the **Details** section, enter a **name** and a **description** for the notification. Then, click **Next**.



New Notification Configuration

Category

Locations

Users

Details

Summary

Details

Enter notification name and description

Notification name

Point of Sale Integration\_10/10/2025 2:02:25 PM

Description (optional)

Add description here

< Back

Cancel

Next >

9. Review the **Summary**. Once you are satisfied with your choices, click **Save notification**.

The screenshot shows a 'New Notification Configuration' dialog box with a close button (X) in the top right corner. The dialog has five tabs: 'Category', 'Locations', 'Users', 'Details', and 'Summary'. The 'Summary' tab is selected and highlighted with a blue underline. Below the tabs, the 'Summary' section contains the following fields:

- Name:** Point of Sale Integration\_10/10/2025 2:02:25 PM
- Notification category:** A dropdown menu showing 'Point of Sale Integration' with a downward arrow.
- Locations:** A dropdown menu showing 'Locations (1)' with a downward arrow.
- 360iQ Users:** A table with four columns: 'Name', 'Email address', 'Push notification', and 'Email notification'. It contains one row of data.

Name	Email address	Push notification	Email notification
abcd efgh	mamak2@gmail.com	✓	✗

At the bottom of the dialog, there are three buttons: a 'Back' button with a left arrow, a 'Cancel' button, and a 'Save notification' button. A red arrow points to the 'Save notification' button.

10. You will now be notified according to the parameters of the notification you created.

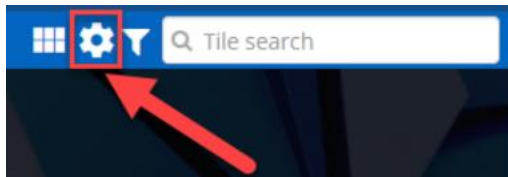
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## Disk Health Notifications

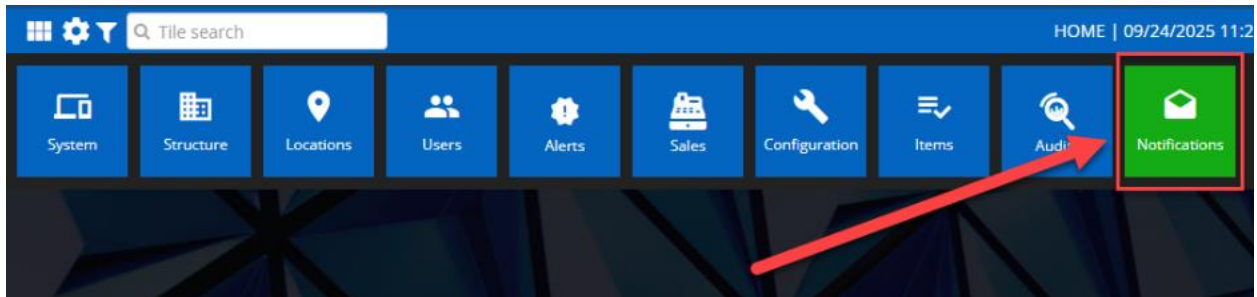
You can also configure **System Health Notifications** to alert you when your hard drive health declines.

To configure notifications for declining disk health, proceed as follows:

1. From the **Home Screen** or **Quick bar**, click the **Settings** icon.



2. Click the **Notifications** tile.



3. To configure a new notification, click the blue **+ New notification** button.



4. A modal will pop up. Start by selecting the **notification category (HDD Health)**. A notification will be triggered when one of the hard drives shows symptoms of possible failure. Then, click **Next**.

**New Notification Configuration** [X]

Category    Locations    Users    Details    Summary

**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
- ☐ **Point of Sale Integration**  
When there are no POS transactions available for the selected duration, trigger a notification
- ☒ **Disk Health**  
When a hard drive shows symptoms of possible failure, trigger a notification.

< Back    Cancel    **Next >**

5. Next, select your **Locations**. Then, click **Next**.

New Notification Configuration

Category

Locations

Users

Details

Summary

Locations

Select organization, location

Only recipients with access to the location will receive notifications.

Search for location

< Back

Cancel

Next >

6. Select the **Users** who will be alerted when the hard disk health declines. **Note:** Only recipients with granted permission to the location will receive notifications. Then, click **Next**.

New Notification Configuration

Category

Locations

Users

Details

Summary

### Users

Select recipient and notification type

Only recipients with access to the location will receive notifications.

Search name or email address...

360iQ Users

Show Selected

Name	Email address	Push notification	Email notification
		<div></div>	<div></div>
		<div></div>	<div></div>
		<div></div>	<div></div>
		<div></div>	<div></div>
		<div></div>	<div></div>
		<div></div>	<div></div>

Non 360iQ Users

Email address

+ Add

< Back

Cancel

Next >

- In the **Details** section, enter a **name** and a **description** for the notification. Then, click **Next**.

New Notification Configuration

Category

Locations

Users

Details

Summary

Details

Enter notification name and description

Notification name

Disk Health\_10/10/2025 2:02:25 PM

Description (optional)

Add description here

< Back

Cancel

Next >

8. Review the **Summary**. Once you are satisfied with your choices, click **Save notification**.

The screenshot shows a 'New Notification Configuration' dialog box with a close button (X) in the top right corner. It features five tabs: 'Category', 'Locations', 'Users', 'Details' (which is selected and highlighted with a blue underline), and 'Summary'. Below the tabs, the 'Details' section is titled 'Enter notification name and description'. It contains two input fields: 'Notification name' with the text 'Disk Health\_10/10/2025 2:02:25 PM' and 'Description (optional)' with the placeholder text 'Add description here'. At the bottom of the dialog, there are three buttons: '< Back', 'Cancel', and 'Next >'. A red arrow points to the 'Next >' button.

9. You will now be notified according to the parameters of the notification you created.

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## 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.



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

Notifications Locations health contacts **System health notifications**

### System Health Notifications

Sort by: Modified on ↑↓

+ New notification

Search notification name or user r

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

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

Notifications Locations health contacts **System health notifications**

### System Health Notifications

Sort by: Modified on ↑↓

+ New notification

Search notification name or user r

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](mailto:support@dtiq.com) or your **Customer Experience Team** at [csr@dtiq.com](mailto:csr@dtiq.com).



800.933.8388 | [info@dtiq.com](mailto:info@dtiq.com) | [www.DTiQ.com](http://www.DTiQ.com)