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

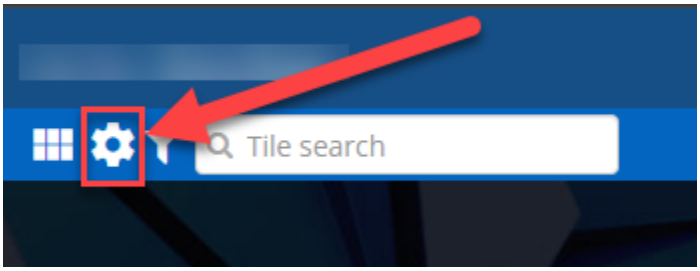
In this guide, we will cover the proceeding topics:

- System/Camera Offline Notifications
- POS Integration Notifications
- Disk Health Notifications
- How to Edit/Delete Configured Alerts

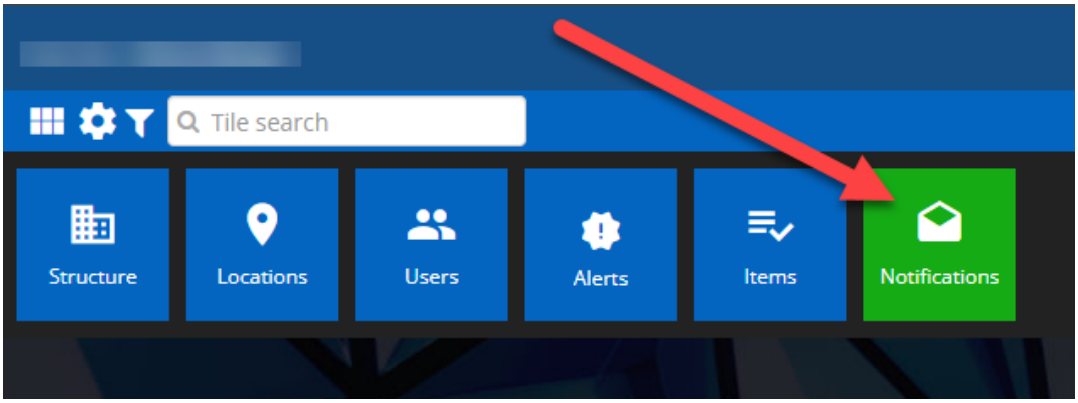
System/Camera Offline Notifications

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

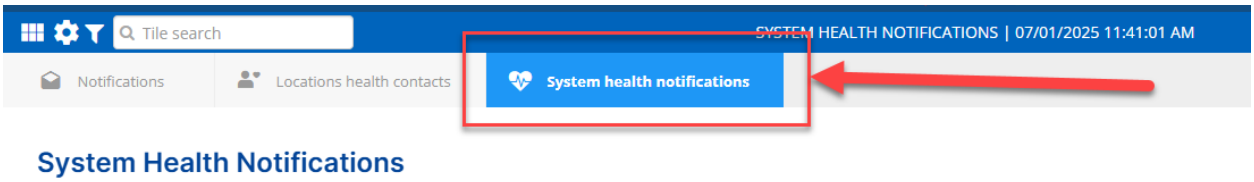
1. Log in to 360iQ: https://app.go360iq.com/.
2. Click the **Settings** (gear) icon in the top-left corner of the screen.



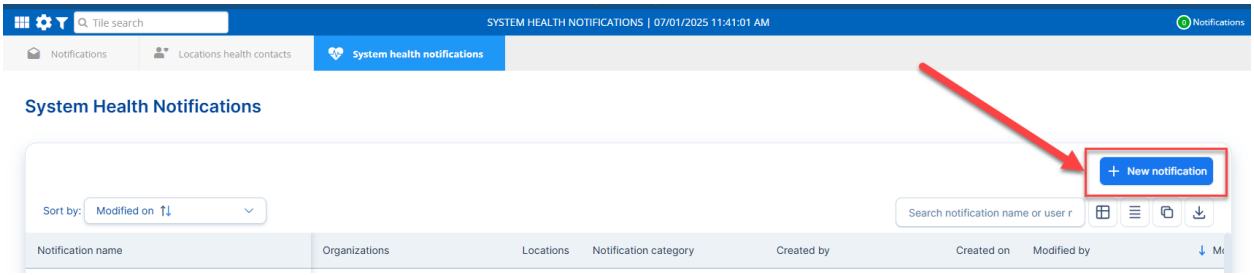
3. Click the **Notifications** tile.



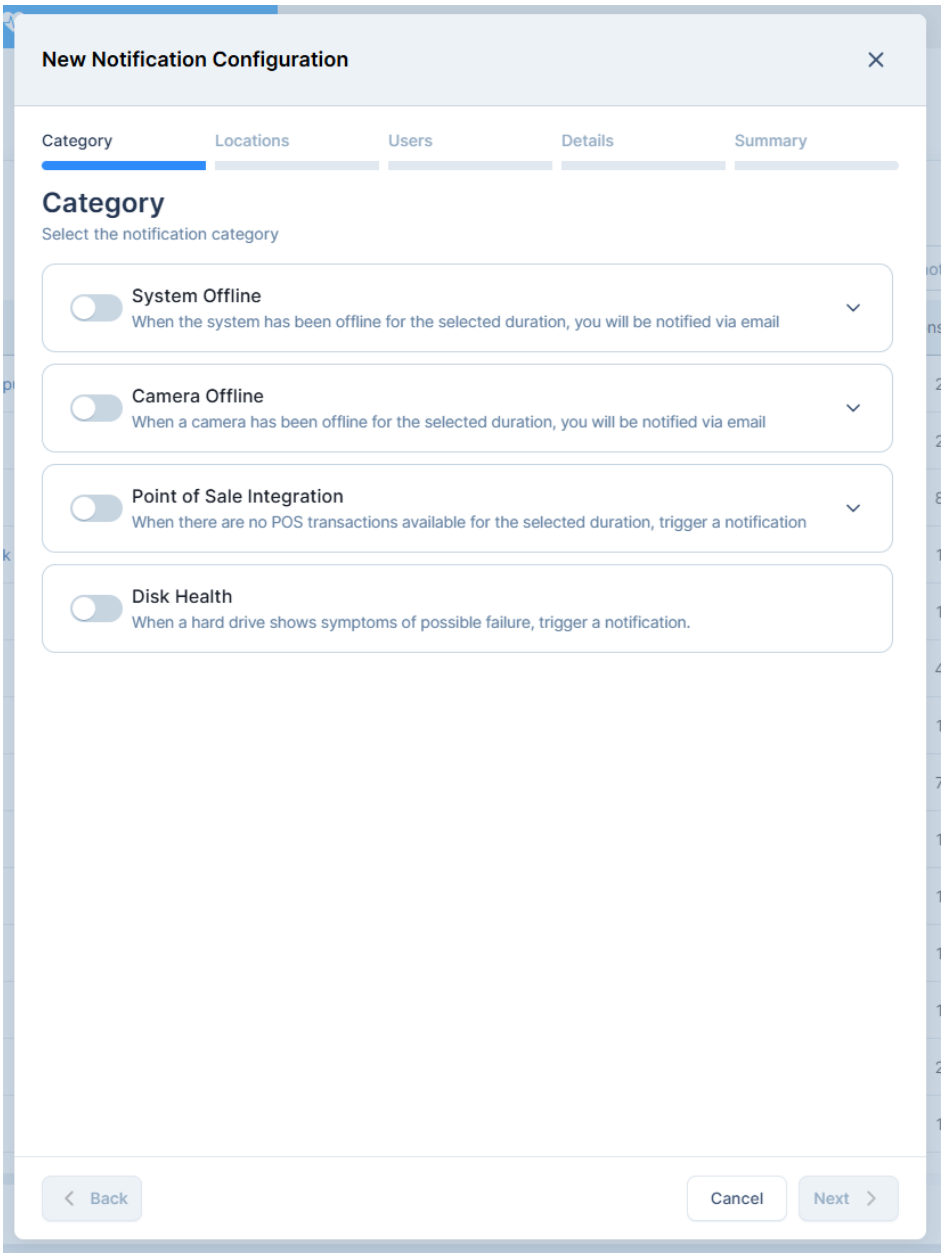
4. Click the **System Health Notifications** tab.



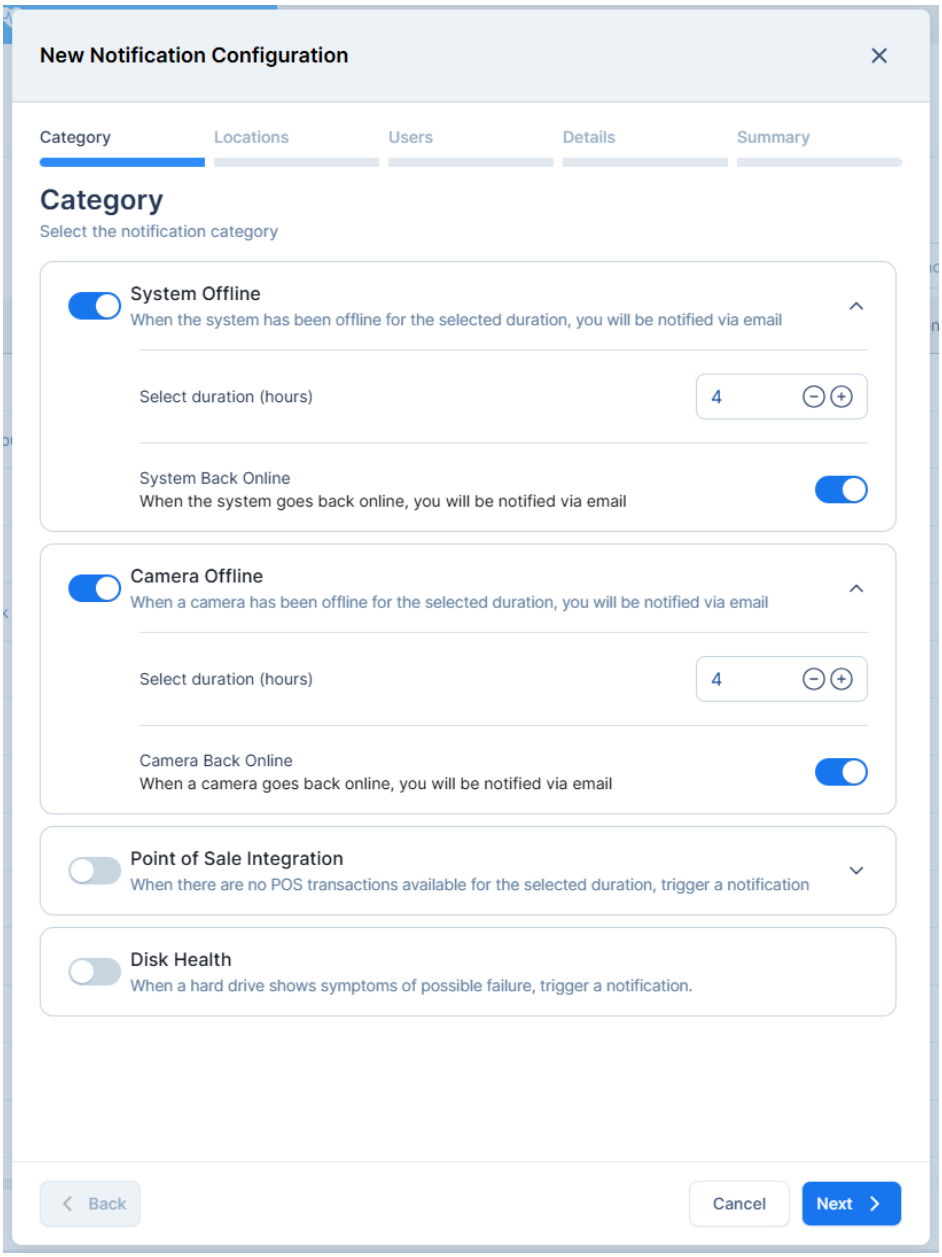
5. To create a new notification, click the **+ New notification** button in the top-right corner of the screen.



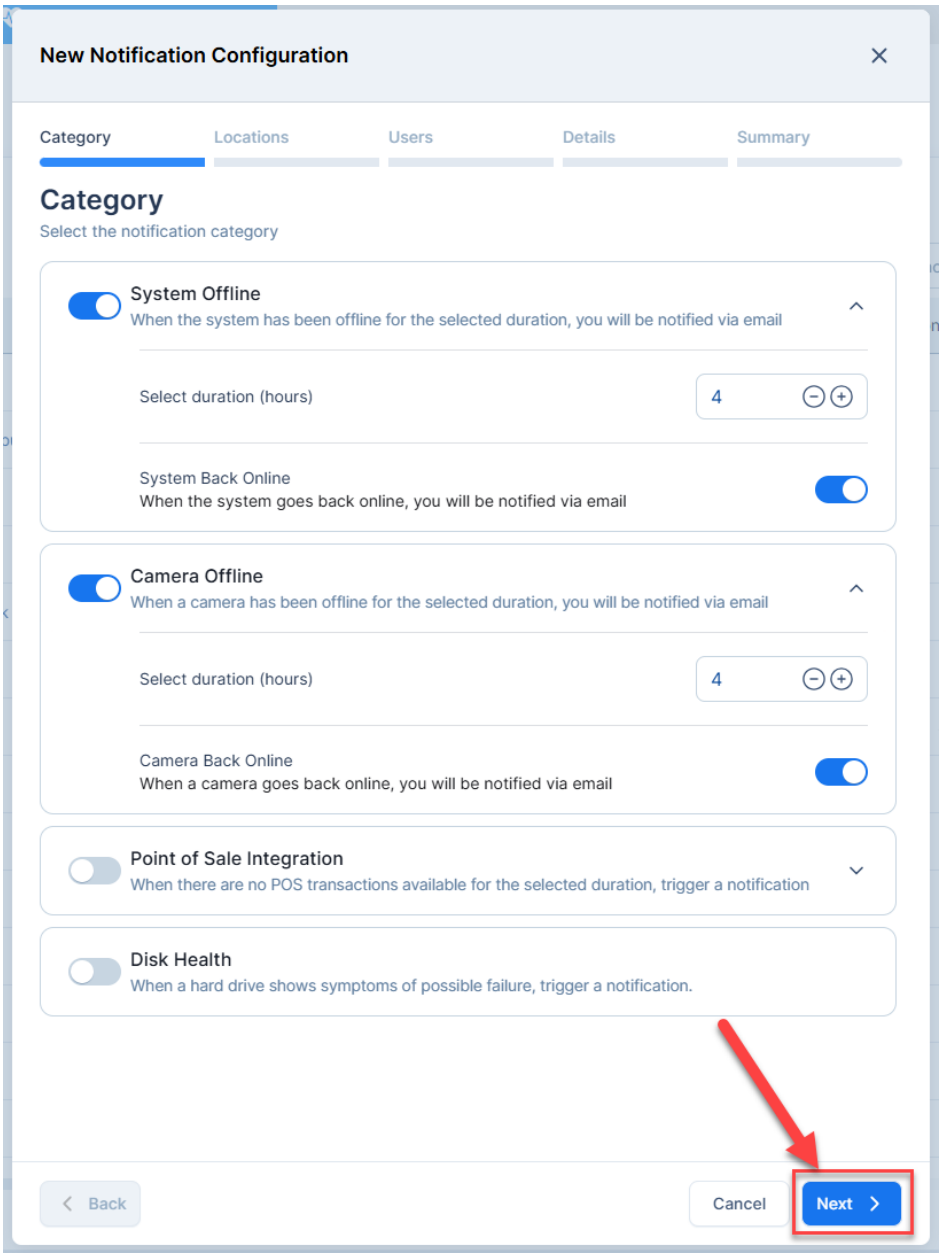
6. A menu will pop up. Choose your notification **Category** from the proceeding options:
    a. **System Offline**: When the system has been offline for a selected duration, you will be notified via email and push notifications.
    b. **Camera Offline**: When a camera has been offline for a selected duration, you will be notified via email and push notifications.



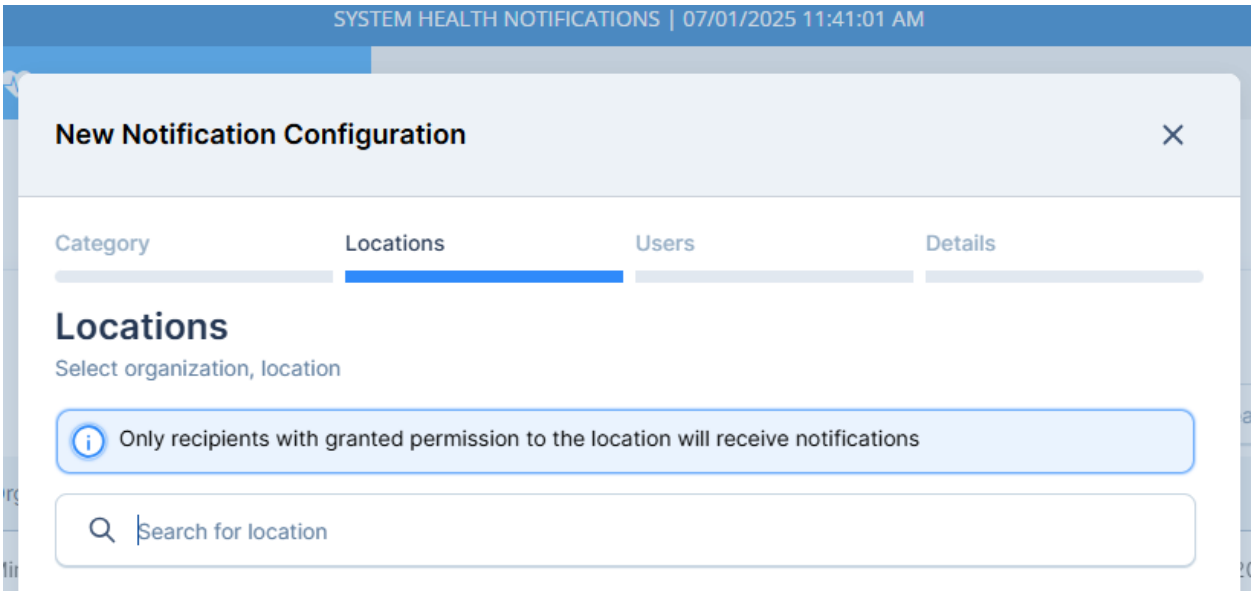
7. Configure the parameters. These include the following:
    a. **Select duration**: Select the amount of time for which the system/camera must be offline before an alert is triggered.
    b. **System/Camera Back Online**: When a system/camera goes back online, you will be notified via email and push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



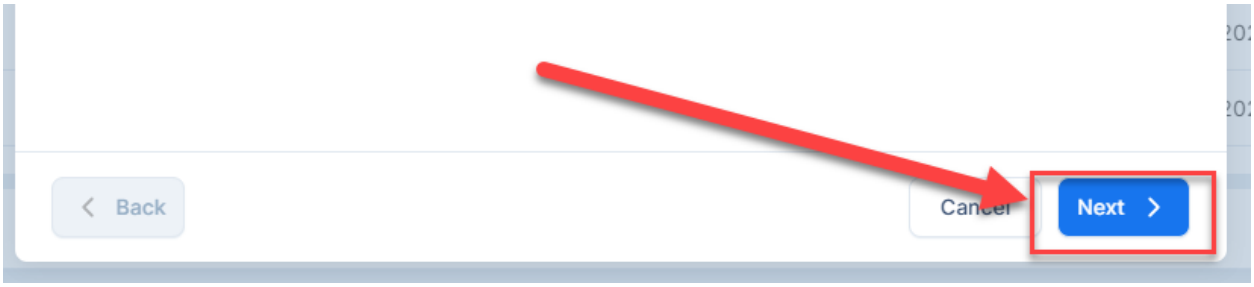
8. Click the **Next** button.



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

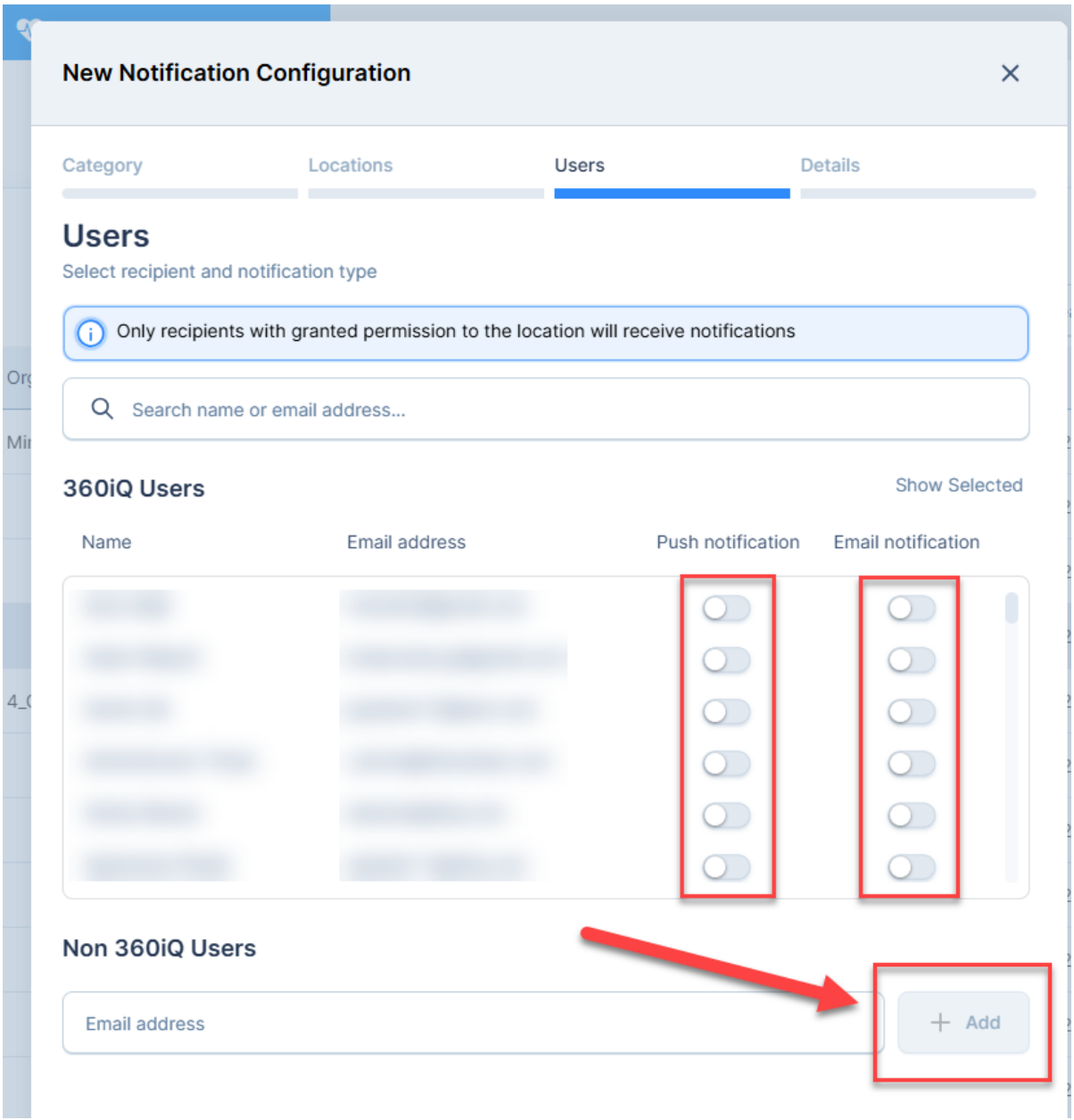


10. Click **Next** to continue.

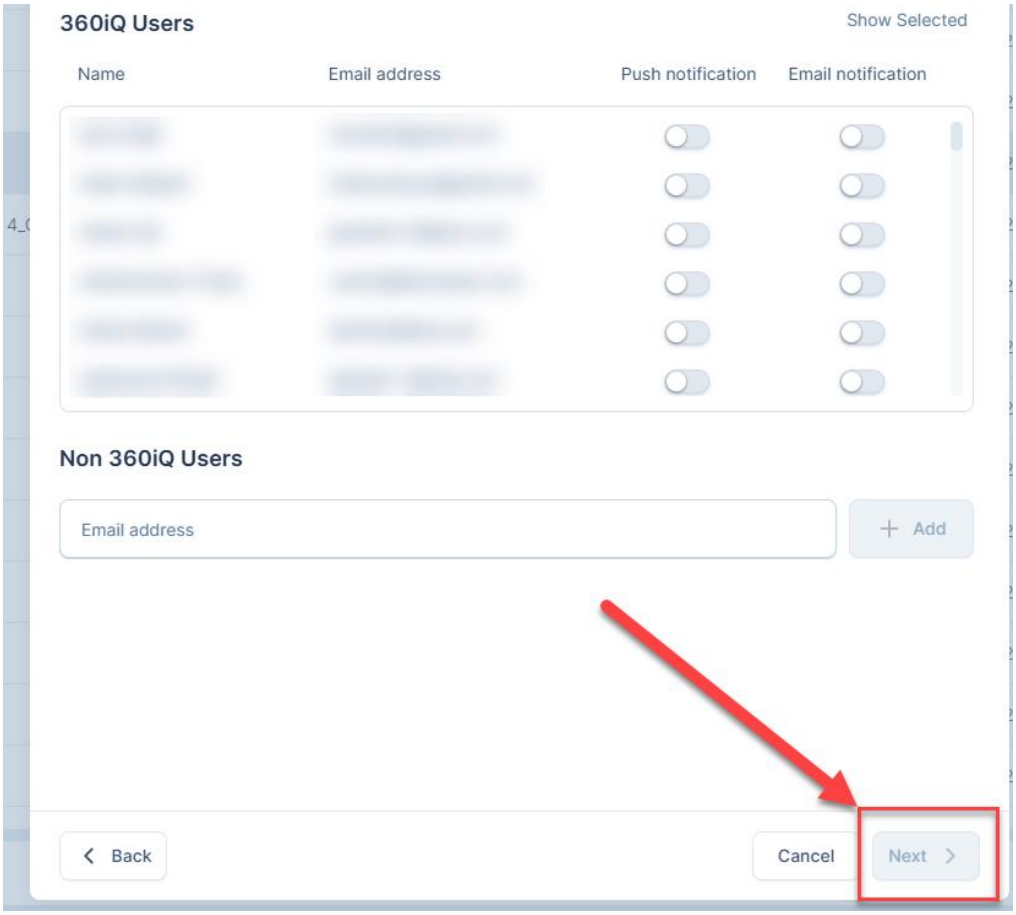


11. Select which users to notify. For each user, flip the toggle to configure whether they will receive **Push and/or Email notifications**. If you would like to add users outside of 360iQ, enter their **Email address** and click **+ Add** to add them.

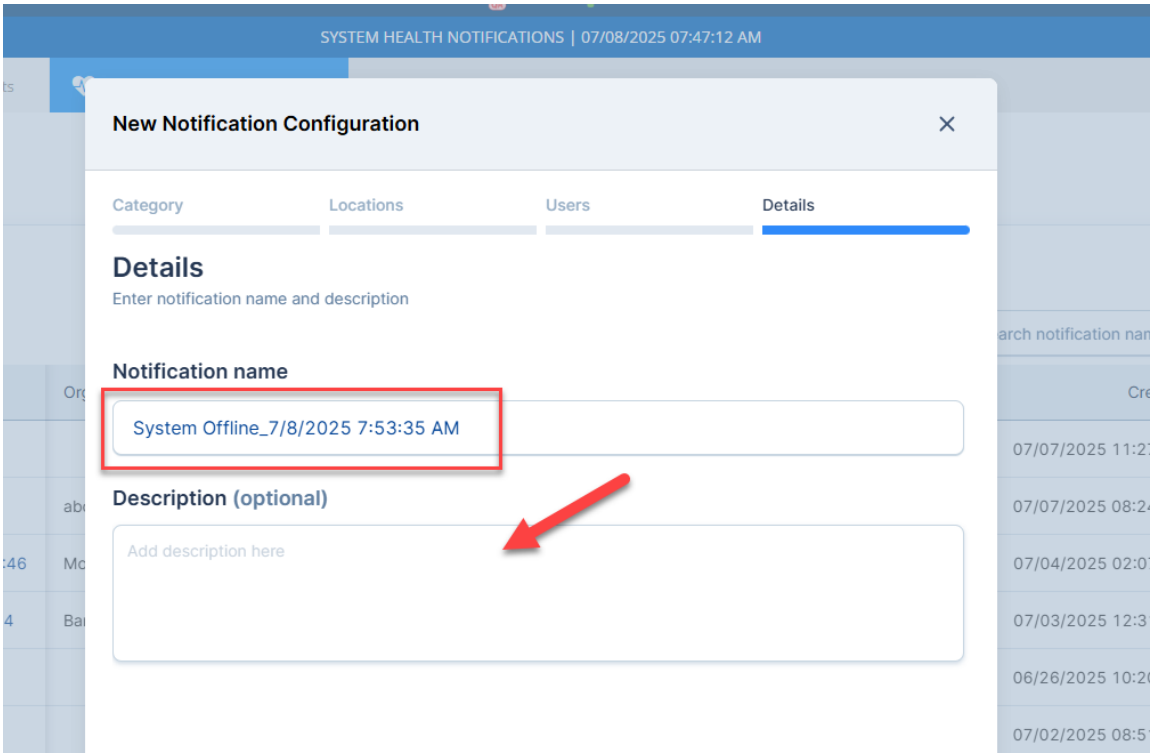
Note: **Users** selection respects 360iQ's permission structure. Any users who do not have access to a selected location will not receive notifications for that location. This structure does not apply for non-360iQ users.



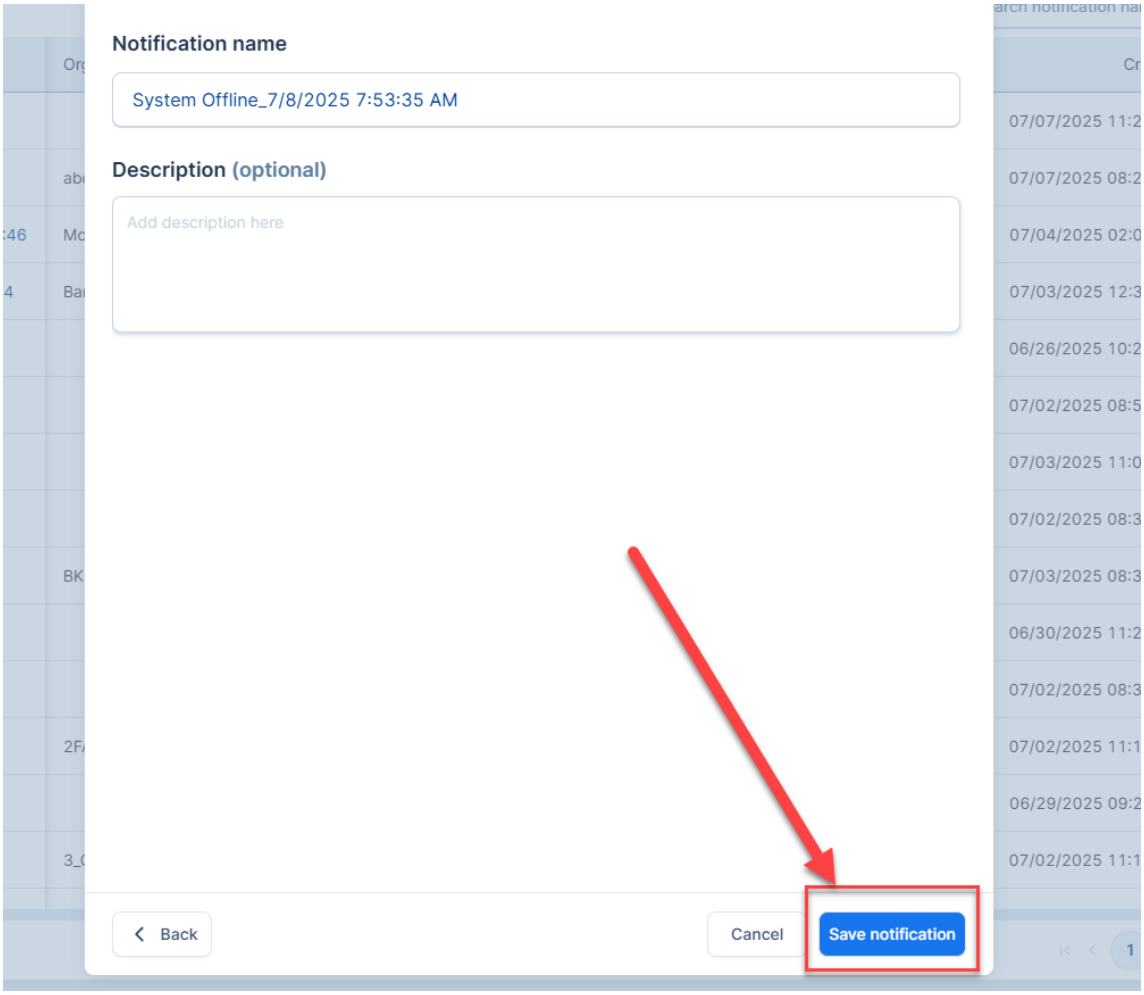
12. Click the **Next** button.


360iQ Users
Show Selected
Name
Email address
Push notification
Email notification
Non 360iQ Users
Email address
Add
Back
Cancel
Next

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



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

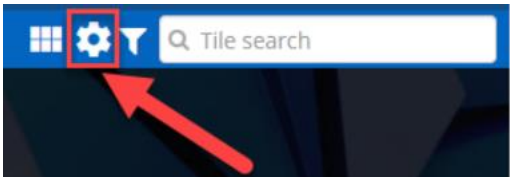


POS Integration Notifications

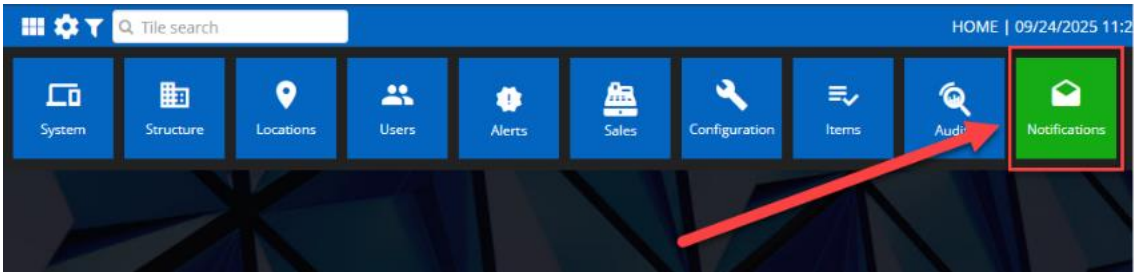
A **POS malfunction** in 360iQ occurs when 360iQ stops receiving POS data. When a malfunction happens, you can configure **System Health** notifications to alert you when a POS goes offline for a selected duration.

To configure these notifications, proceed as follows:

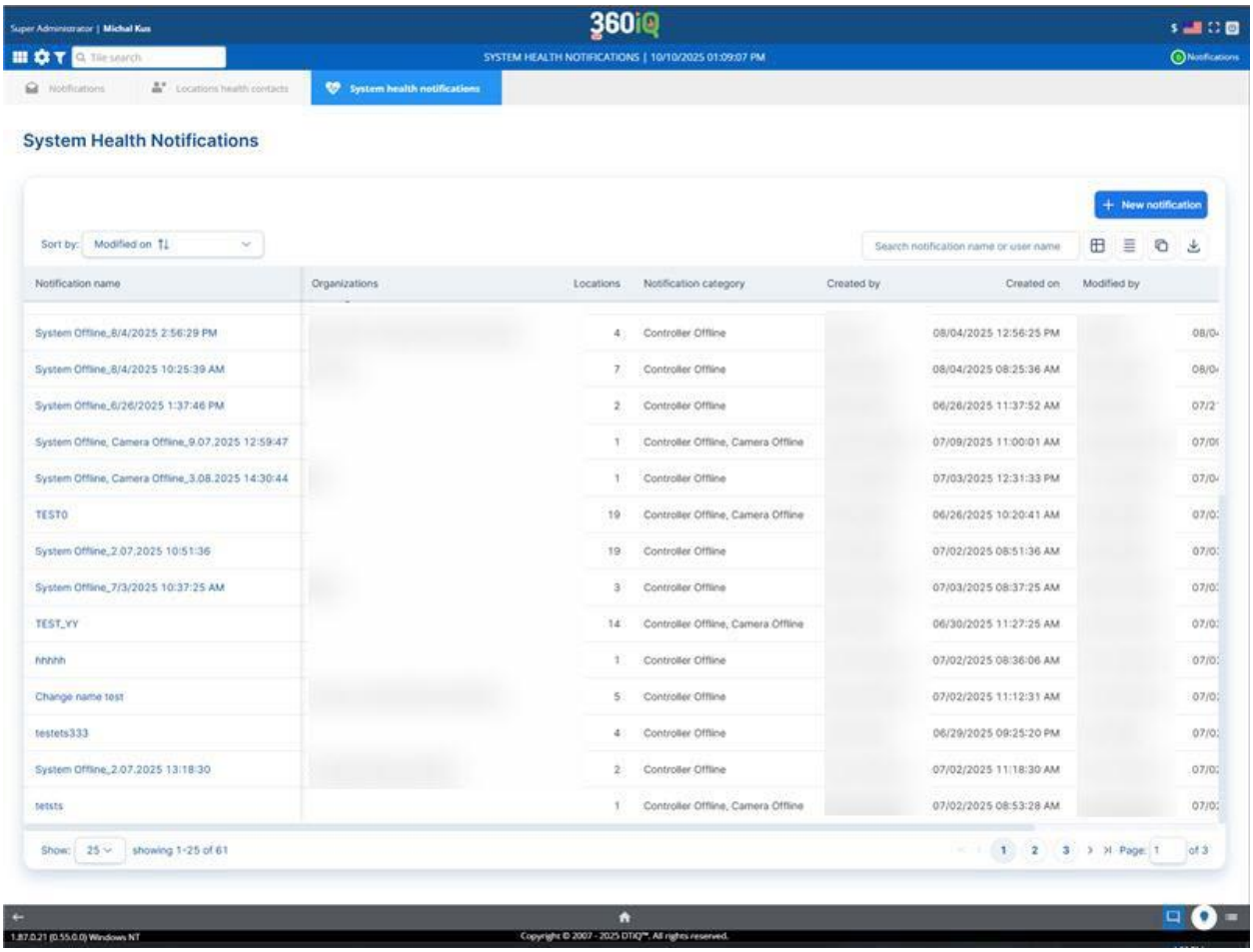
1. From the **Home Screen** or **Quick bar**, click the **Settings** icon.



2. Click the **Notifications** tile.

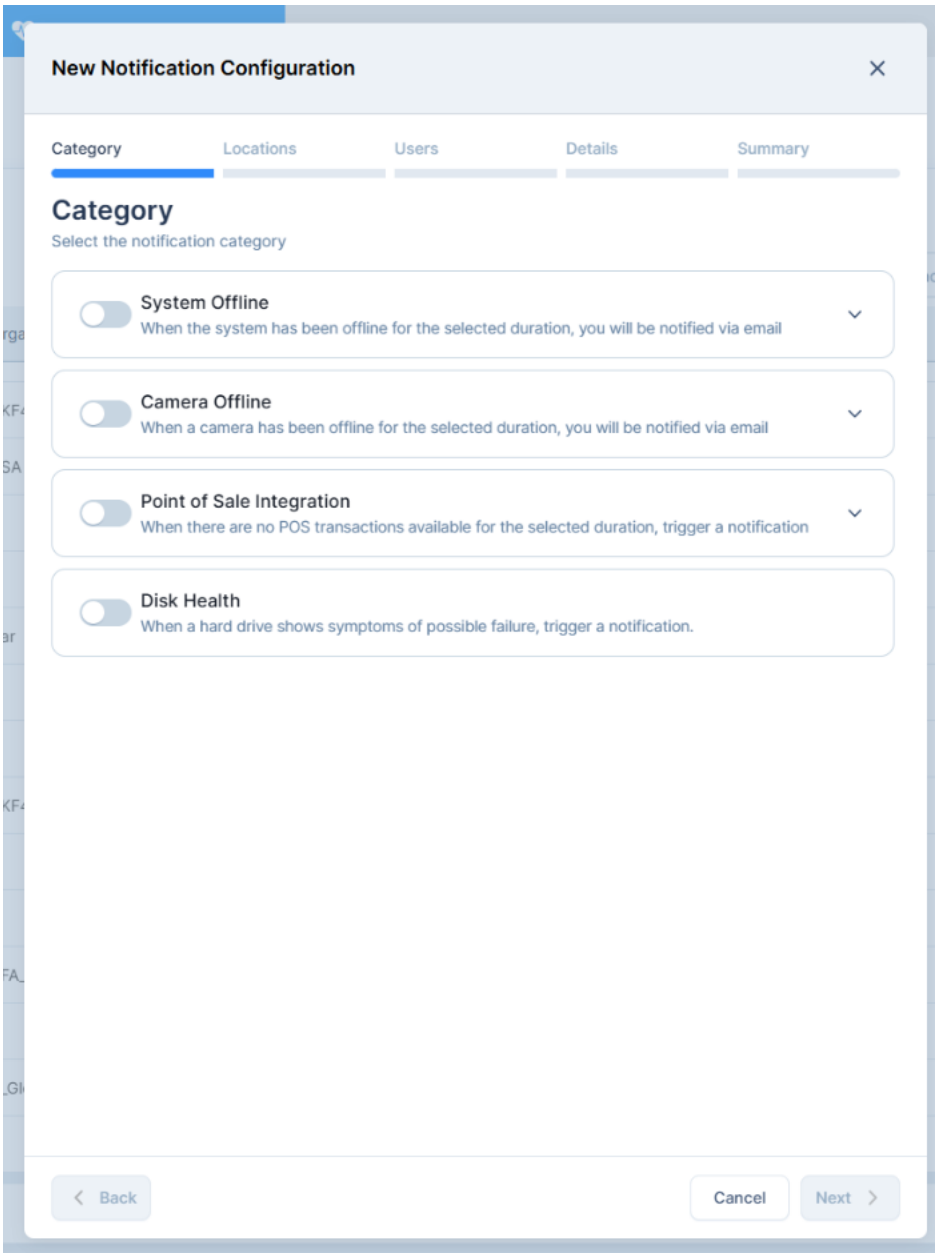


3. Click the **System health notifications** tab.



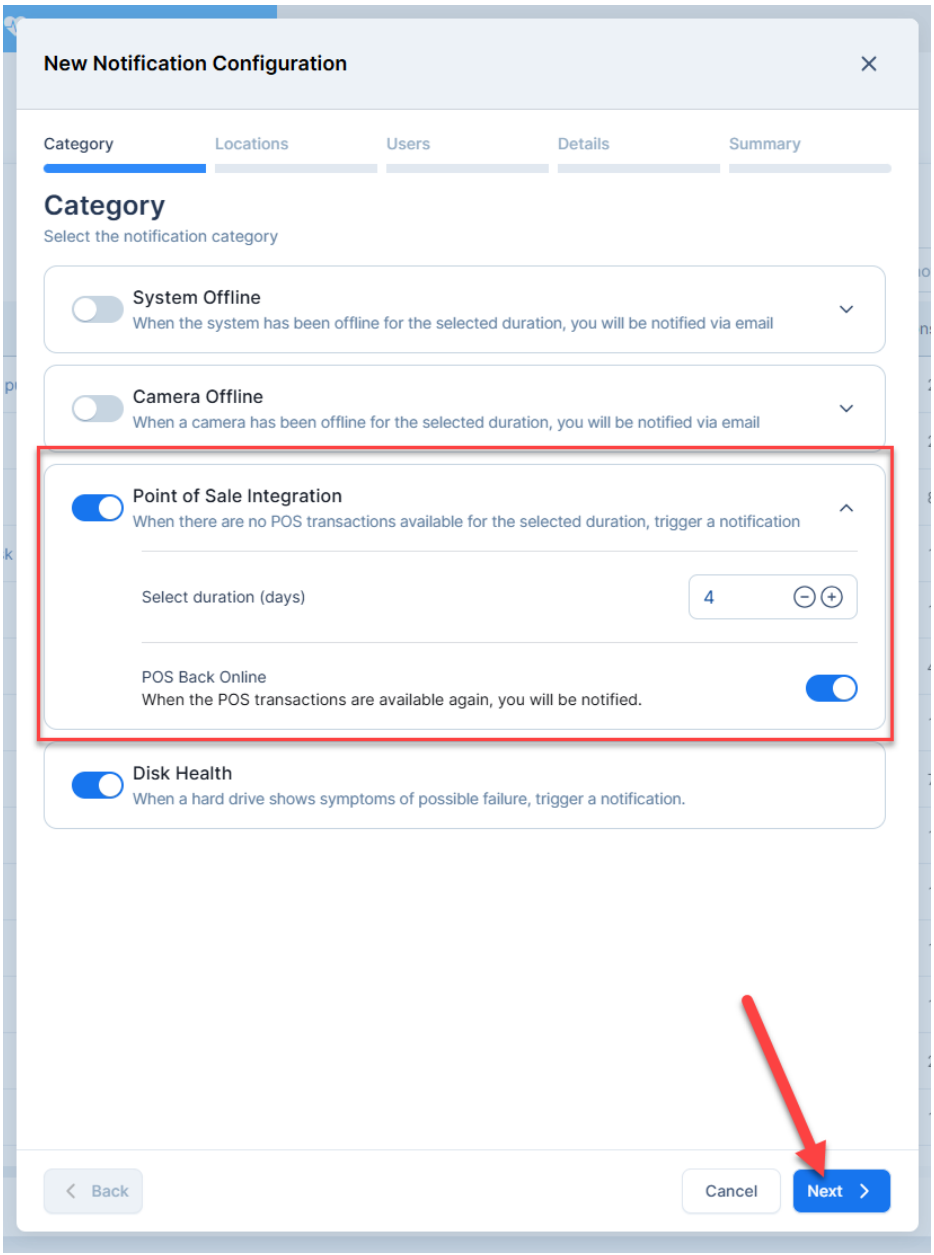
4. To configure a new notification, click the blue **+ New notification** button.

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.

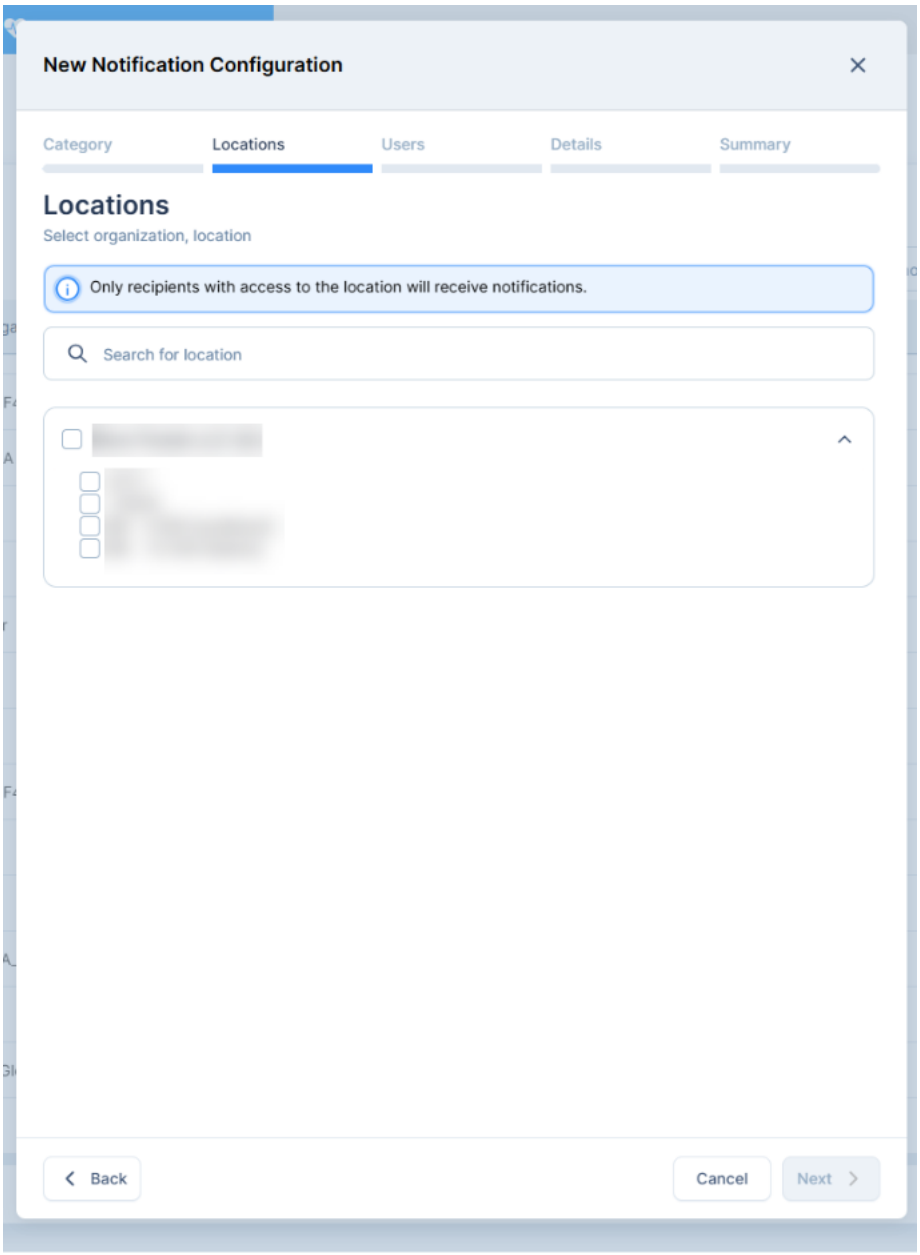


Select your **duration (in days)**.

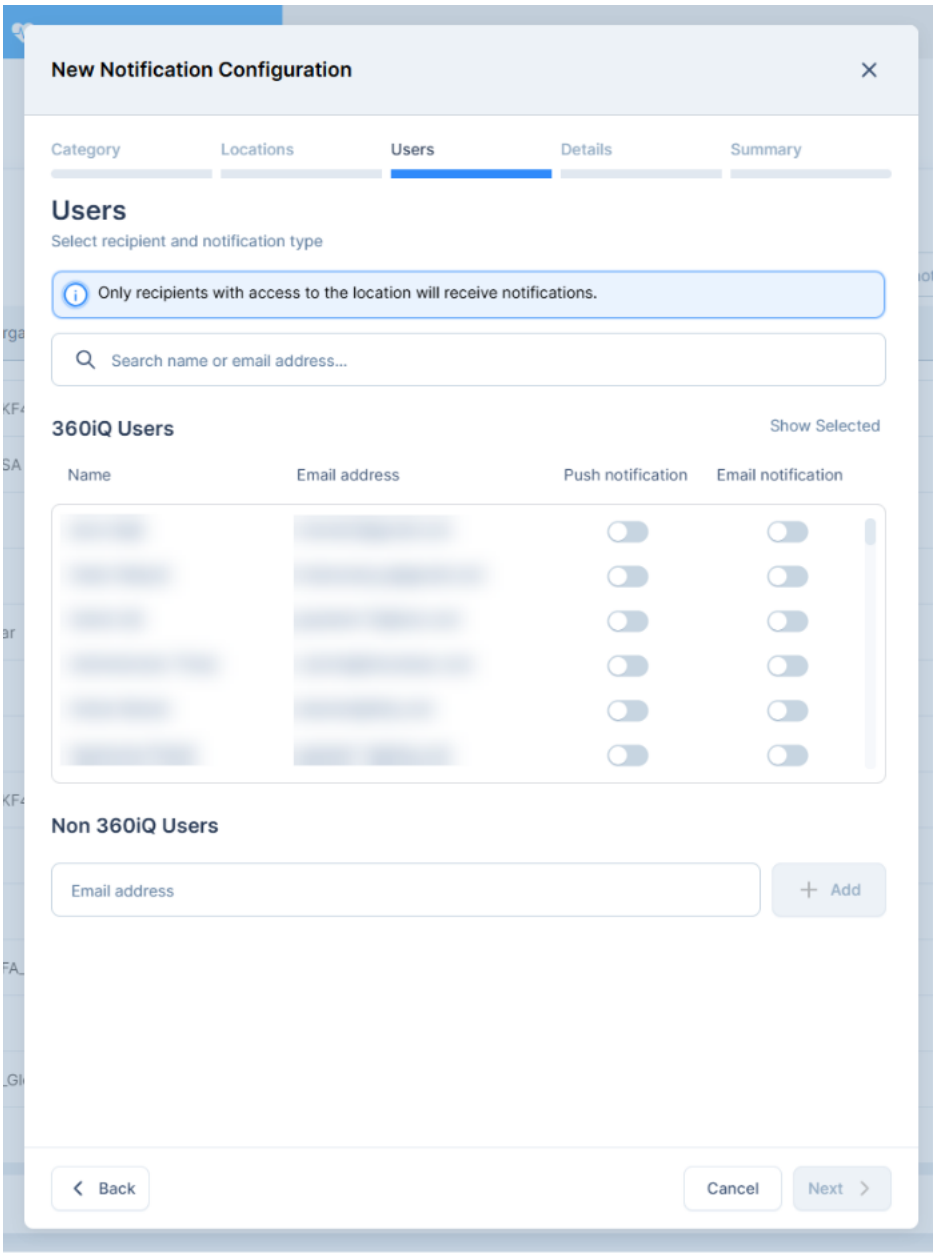
To receive a notification when POS transactions are available again, flip the toggle beside **POS Back Online**. Then, click **Next**.



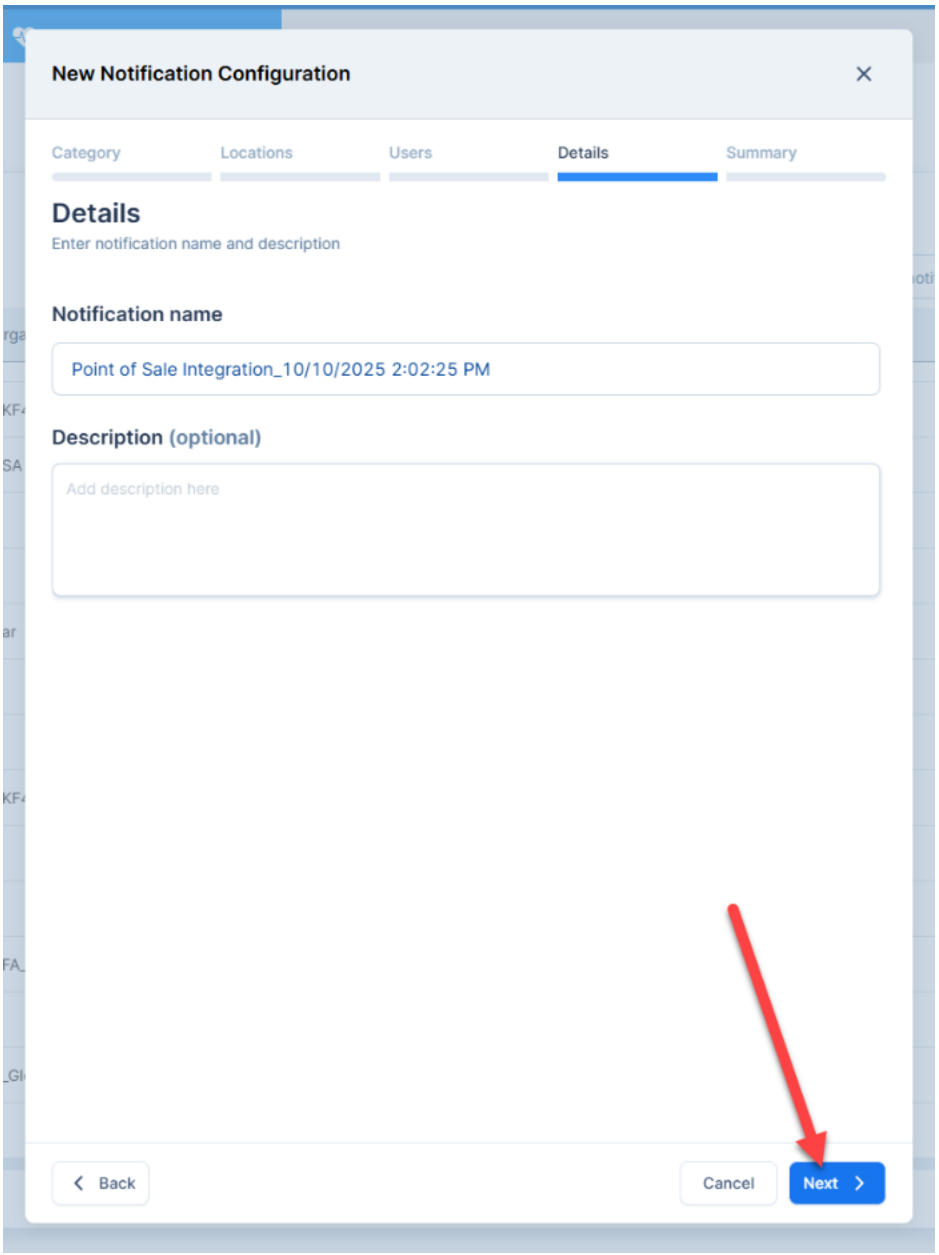
6. Select your desired **Locations**. **Note**: Only recipients with access to the location will receive notifications. Then, click **Next**.



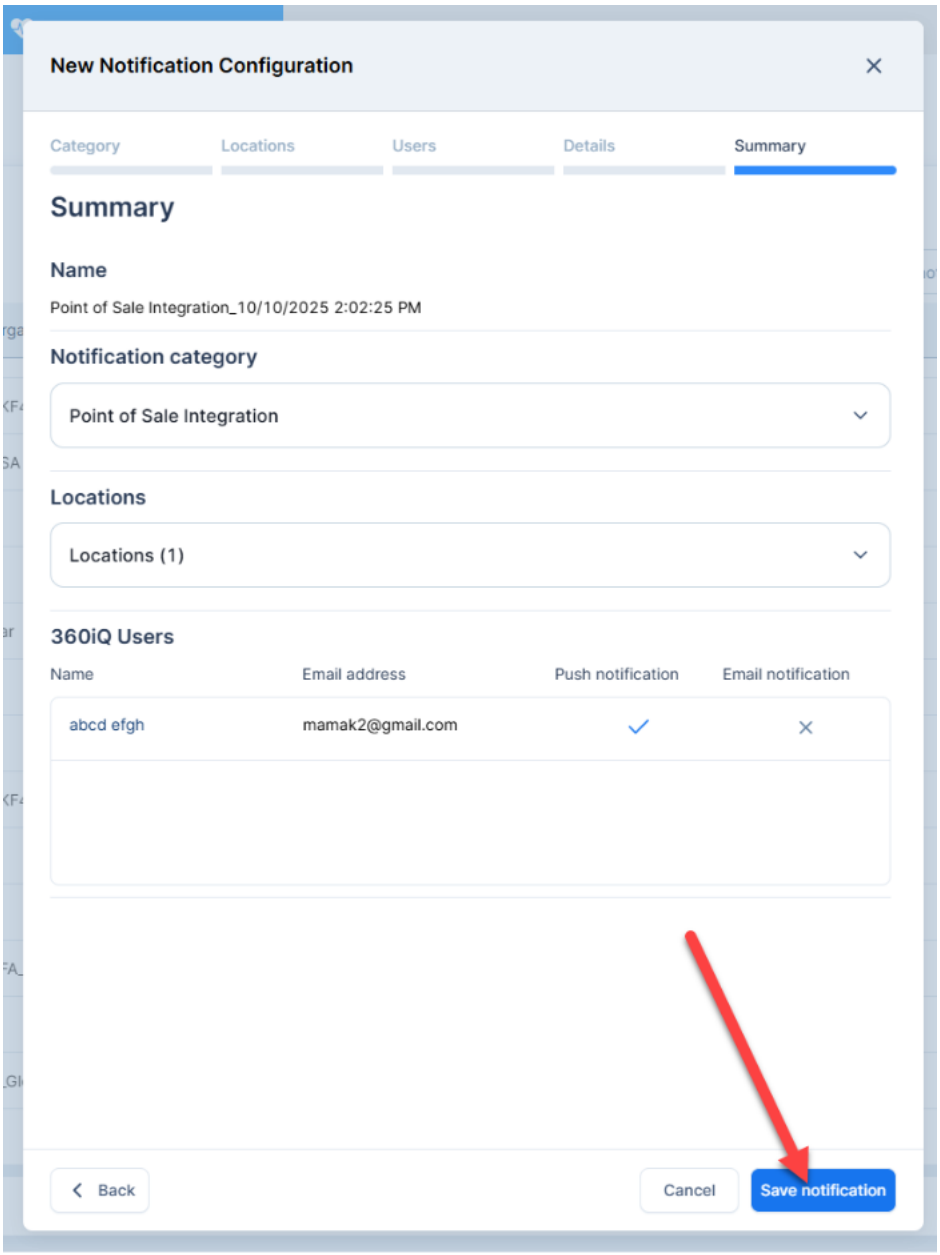
7. Choose which **Users** will be notified and which notification type to use for each user. **Note**: Only recipients with access to the location will receive notifications. Then, click **Next**.



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



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



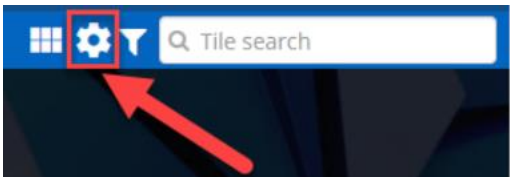
10. You will now be notified according to the parameters of the notification you created.

Disk Health Notifications

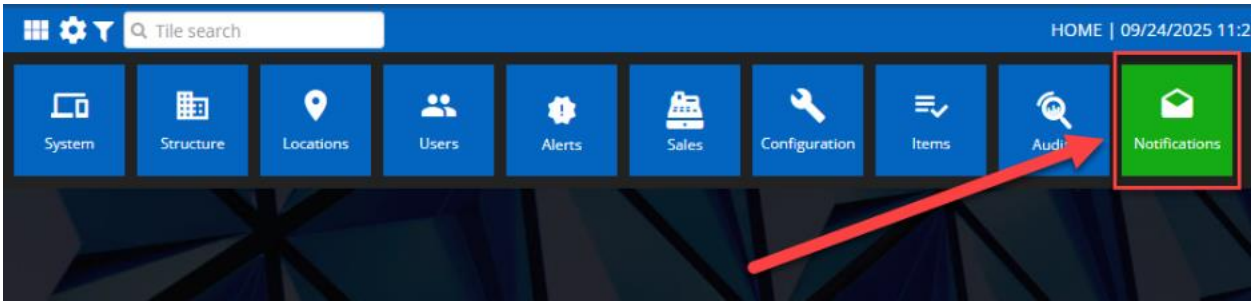
You can also configure **System Health Notifications to** alert you when your hard drive health declines.

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

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

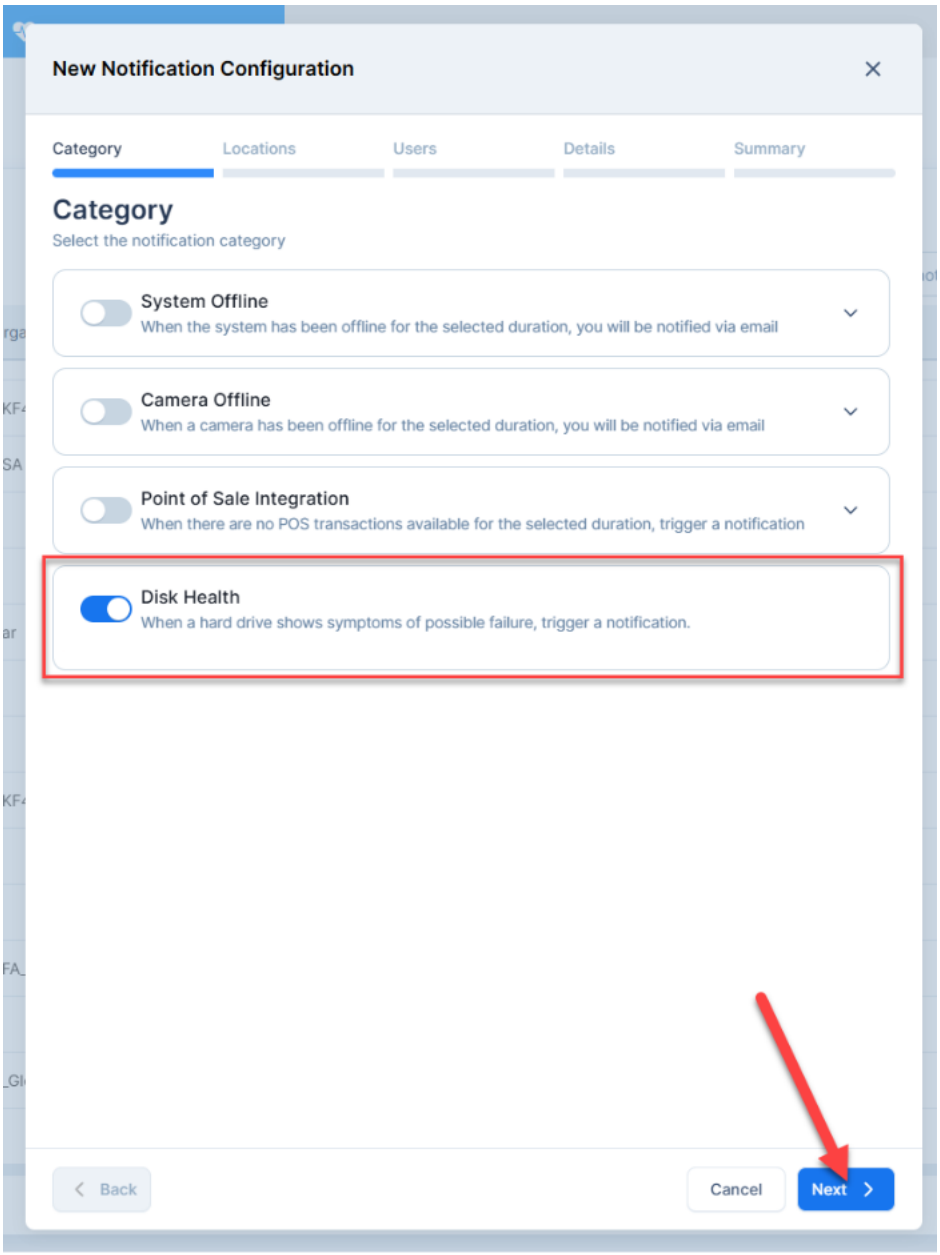


2. Click the **Notifications** tile.

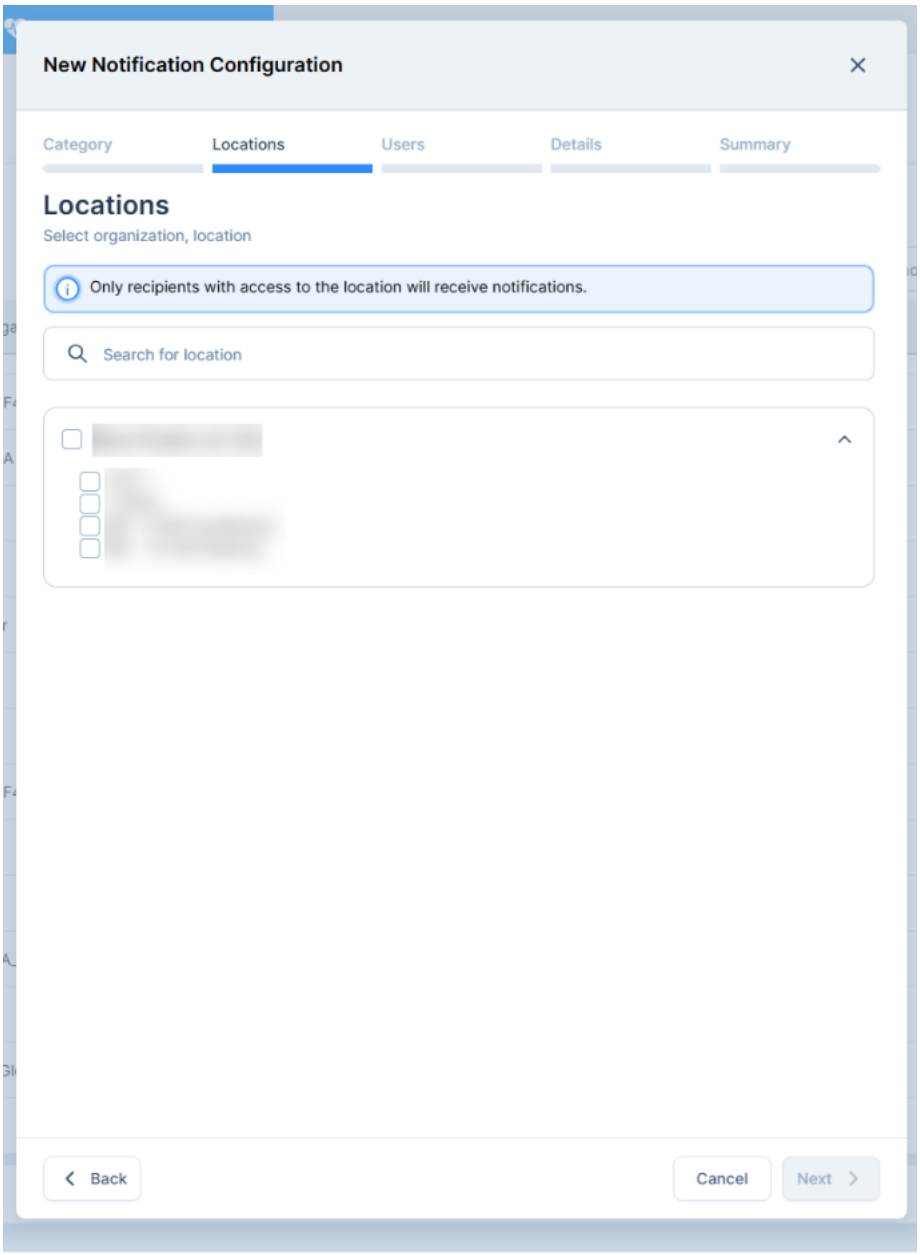


3. To configure a new notification, click the blue **+ New notification** button.

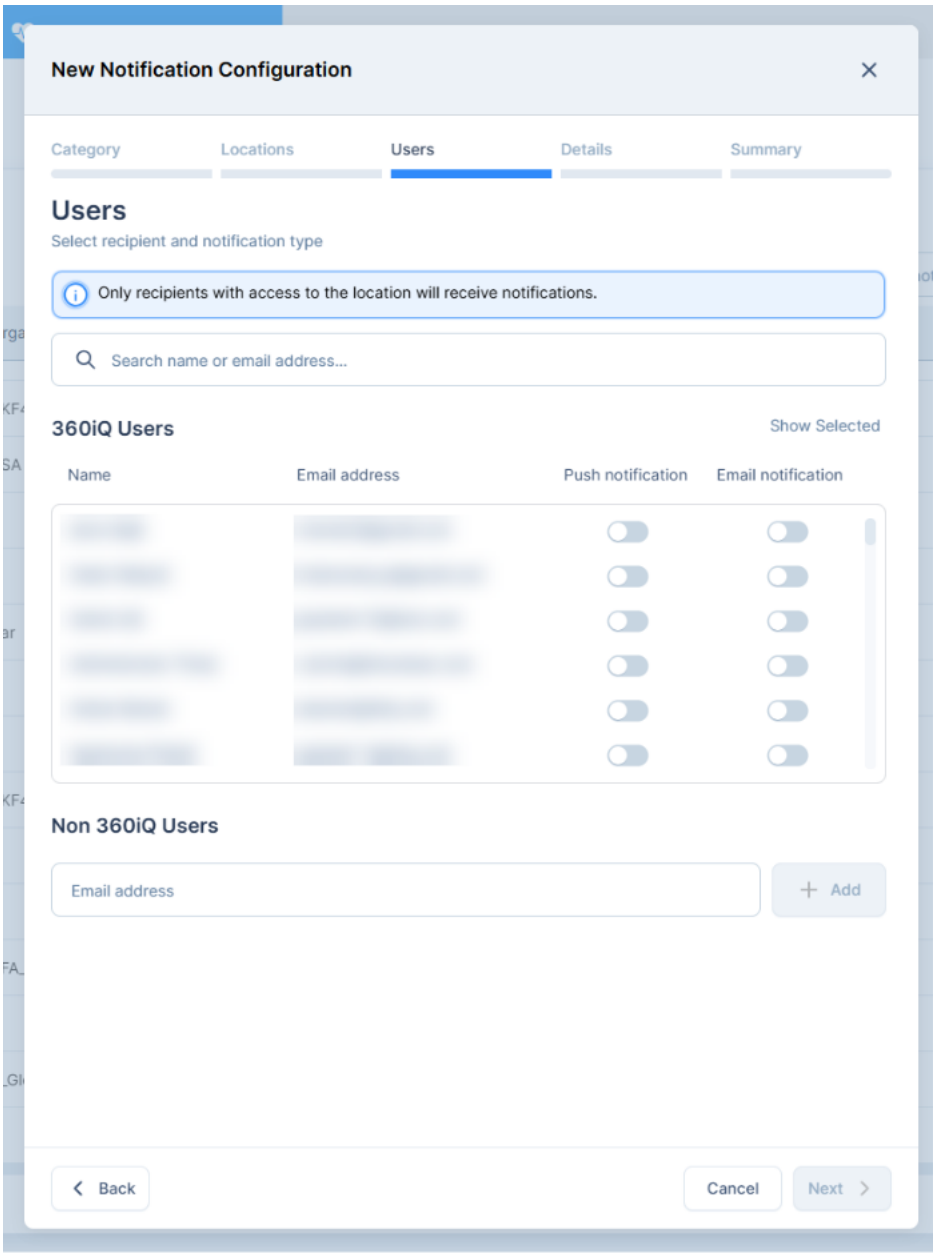
4. A modal will pop up. Start by selecting the **notification category (HDD Health)**. A notification will be triggered when one of the hard drives shows symptoms of possible failure. Then, click **Next**.



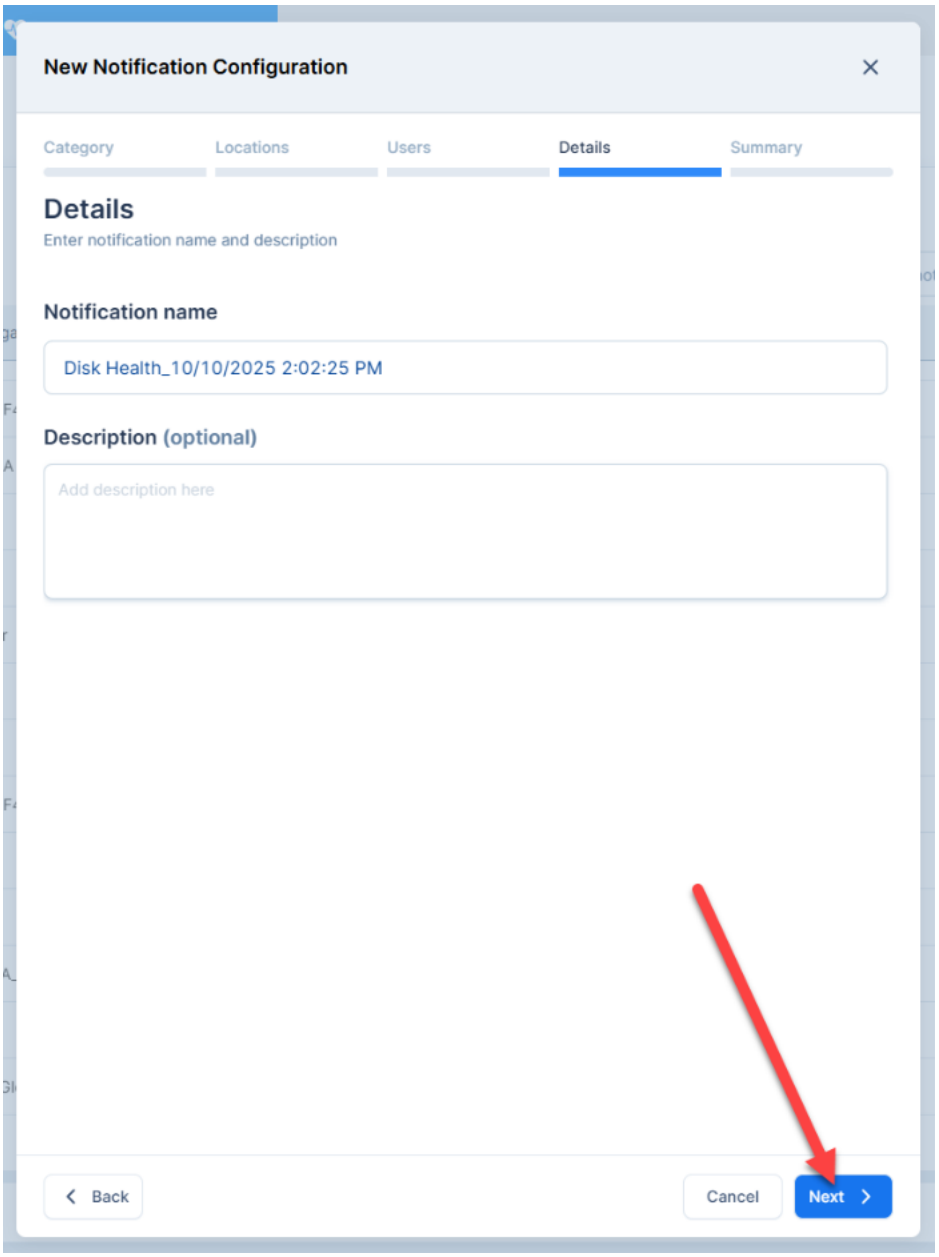
5. Next, select your **Locations**. Then, click **Next**.



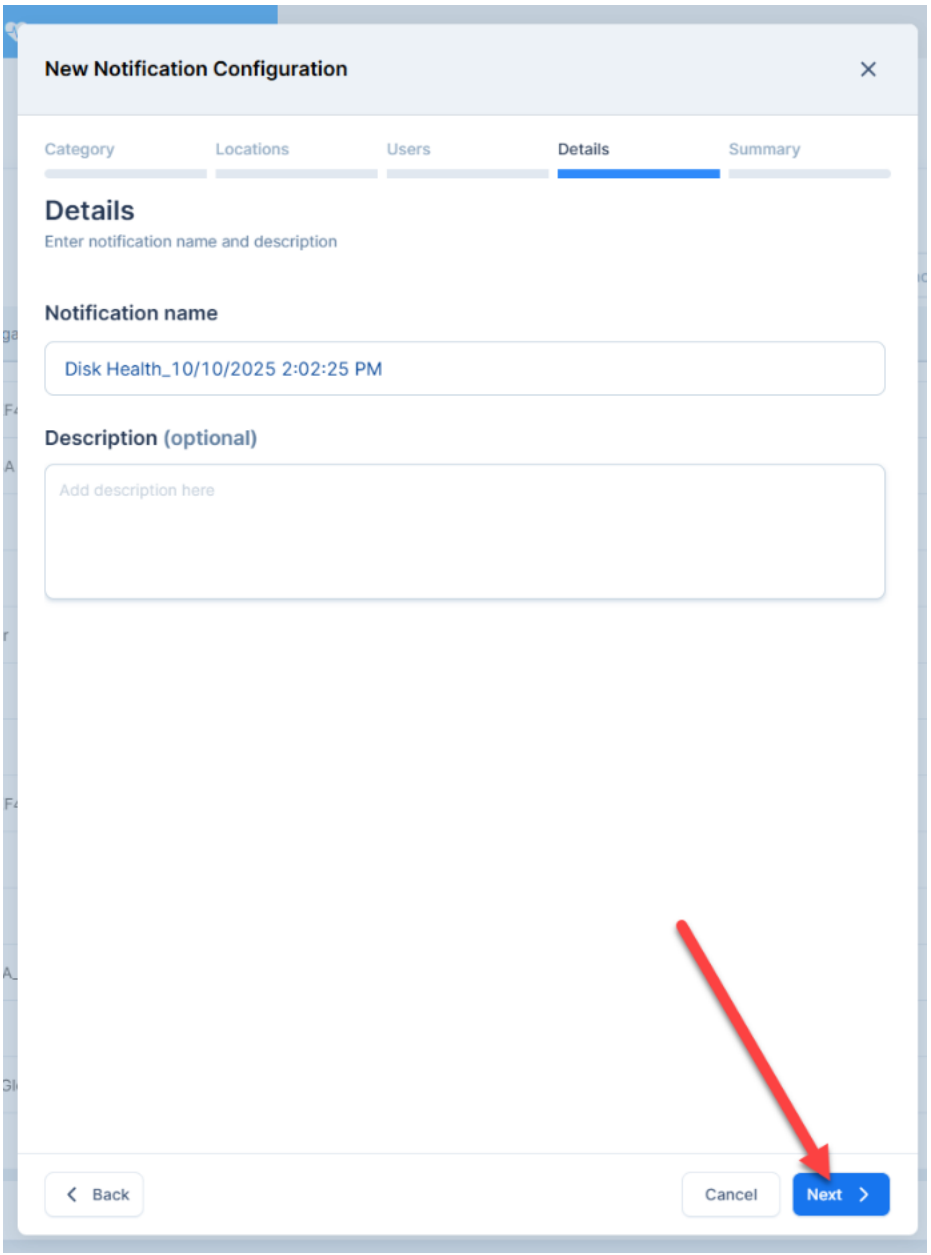
6. Select the **Users** who will be alerted when the hard disk health declines. **Note**: Only recipients with granted permission to the location will receive notifications. Then, click **Next**.



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



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

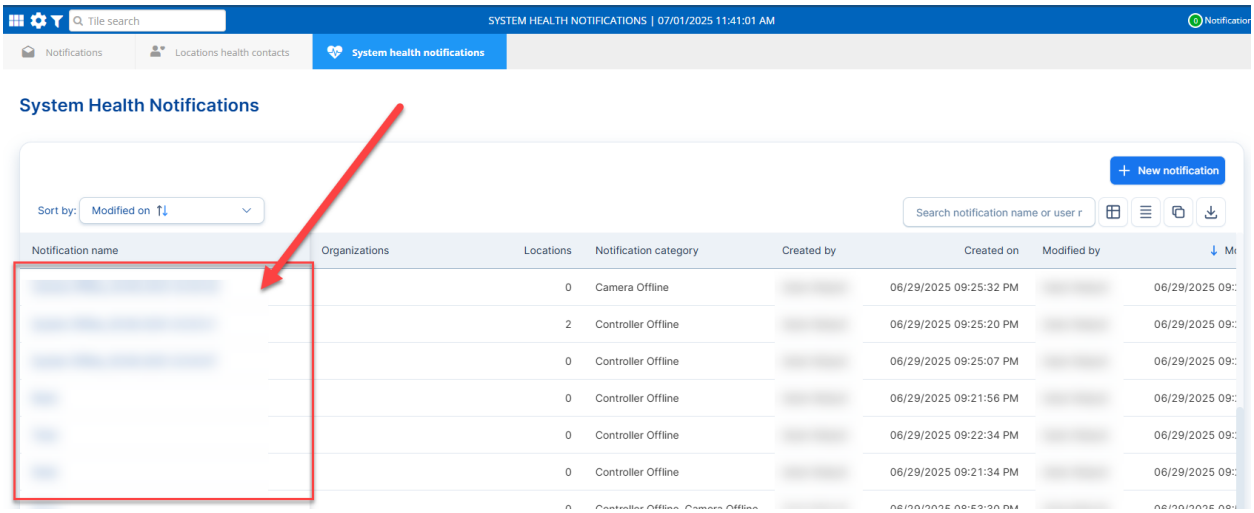


9. You will now be notified according to the parameters of the notification you created.

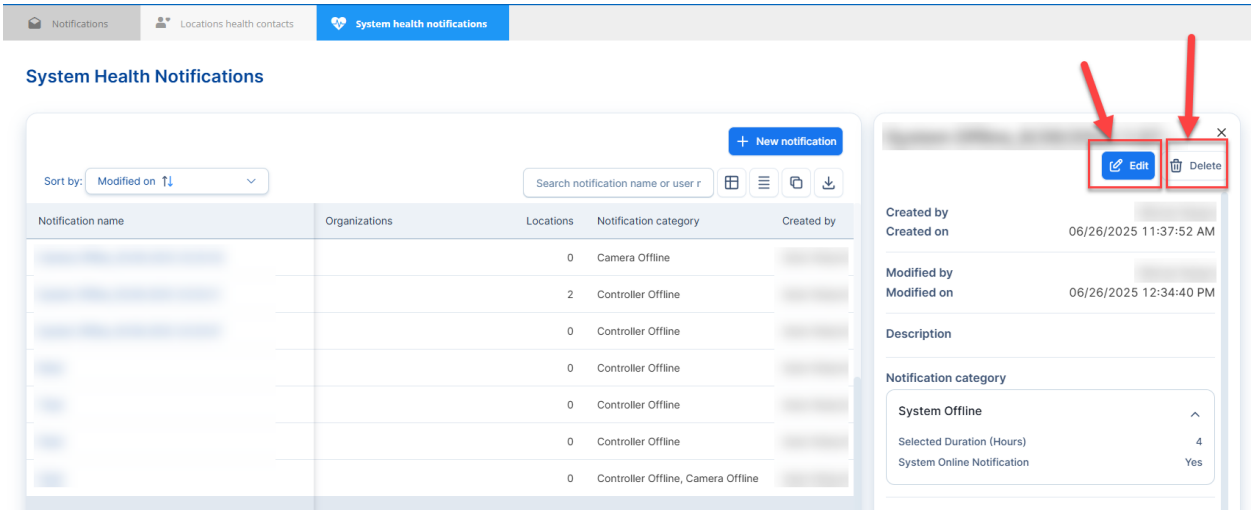
How to Edit/Delete Configured Alerts

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.



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



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

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