# Monika Alarm Escalation Overview (Monika PC 1.5)

To help ensure that safety related alerts are acted upon promptly at this difficult time, the Monika System features an alert escalation system that sends email notifications to certain users after specified periods for which alerts remaining unacknowledged. Each level can comprise single or multiple users and the time period allowed between levels can be specified individually. Alerts are only escalated after a specified period of remaining unacknowledged and each level of escalation has its own specified period before it is raised to the next escalation level.

As the alarm needs to be acknowledged to prevent further escalation it is recommended that users on the escalation list have remote access to the system in order to view and acknowledge alarms.

Process

The diagram below summarises the escalation process.
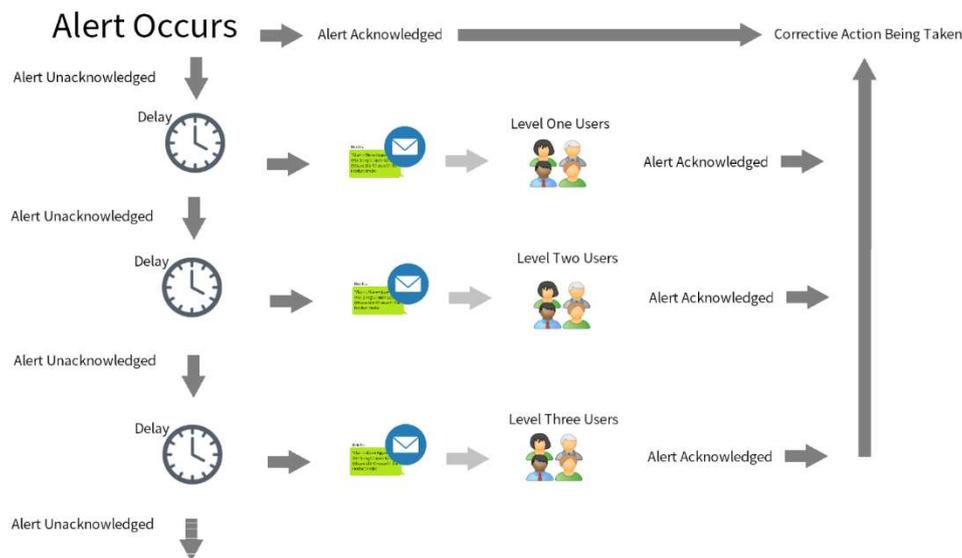
Example Email Alert Message:

"Dear User Name,
An alarm has been reported at 321 Labs that has reached escalation level 1. As a registered manager for this site it is your responsibility to ensure that this alarm is promptly investigated and that a corrective action is taken. Please contact relevant personnel on site immediately or, if appropriate, investigate the alarm yourself.
Alarm details
Alarm Type: Above upper limit
Site: 321 Labs
Location: Lab 1 << Drug Fridge Air Probe
Start Time: 12:31
Start Date: Thursday, May 26, 2018
Extremity*: 37.1 ℃
More information about this alarm such as temperature history reports or graphs

* The most deviated reading is taken only from readings up to the time at which this message was created."

Setting up the Process

Requirements

- Users requiring email alerts must have email addresses filled in. (By going to "**Users**", clicking on the required user and clicking "**Edit User**" and filling in the "**Email Address**" field for each user that needs a notification sent.)
- Email Account Settings in "**Email Account Settings**" must be Filled in (see Below)
- Schedule must be set for working Days
- Relaying alarms options need to be ticked for required units.
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Filling in Email Account Settings

Email Account Settings in "**Setup**"-> "**Operational Configuration**" ->Click on the "**Email"** tab Enter the following details:

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- **SMTP Server Hostname:**   in-v3.mailjet.com
- **Port Number:**   587
- **Use SSL:**   Yes (ticked)
- **Authentication Method:**   LOGIN
- **Username:**   c514730280046956cdeff2c70f4242dd
- **Password:**   90da68768df7e70a3c48c1530a781eac
- **From Address:**   alertescalation@monika.com (must be this from address)

Setting up a Schedule

So your Monika system knows when to send the email alerts a schedule needs to be setup. In the case of your business being closed due to the COVID-19 Outbreak, we'll setup a simple 24 hour a day 7 days a week schedule.

- Log in to your Monika system as normal.
- Go to "**Setup**" -> "**Alarm Schedule Management**".
- Click on the "**Relayed alarm schedule management**" tab.
- Click "**New Schedule**".
- In "**Alarm Schedule Name**" type "**24\7**".
- Leave the "**Schedule will be active"** at "*00:00*" and "*23:59*" in the "**From** and "**To**" fields.
- In the "**On these days**" section" tick all the tick boxes for all the days of the week.
- Finally click "**OK**".

Selecting Which units will send notifications

Once all of the above steps have been dealt with the final part is to enable notifications for particular units as you may not want warnings for them all. For example, you may have emptied all display units and only want to get alerts for the cold-rooms. You can do this by following the steps below.

- Log in to your Monika system as normal.
- Click the "**Site**" button.
- Click on a unit you wish to apply the email alert to and click "**Edit**".
- Click on the "**Next**" button 9 Times to take you through to the "*Selective Alarm Schedule*" window.
- Make sure either the "*Alarms Enabled at all times (default)*".
- Click "**Next**".
- On the "*Relayed alarm schedules*" make sure "24\7" is ticked.
- Click "**Next**".
- On the "**Alarm Delays**" window make sure all the ticks in the "**Relay?"** boxes are ticked for the relevant alerts (i.e. too warm, too cold etc).
- make sure "*Connected*" button is highlighted the "*Start connected\isolated*" window.
- Finally click "**Finish**".

Choosing Users to send notifications to

With all the above done you will now need to choose which users to send alerts to and how long to wait after the alert is generated, you can do this by doing the following:

- Log in to your Monika system as normal.
- Click **"Setup"**-> "**Operational Configuration"** ->Click on the "**Escalations"** tab.
- Check that the "Delay" after the alert is ok (the default is 60mins) and make sure only the "**Send Email**" tick box is ticked.
- Click the "**Select User >>**" box.
- This will bring up a list of all users and ones with an email filled in will be highlighted the rest are greyed out. Select the user you wish to send the email notifications to and click "**OK**" (You can set up to 2 other escalations in the same way.)

Once done the next time an alert happens an email will be sent to the relevant users for the units selected above. If you have any issues, please don't hesitate to call on 01664 420 022 for help and advice your Monika system.