

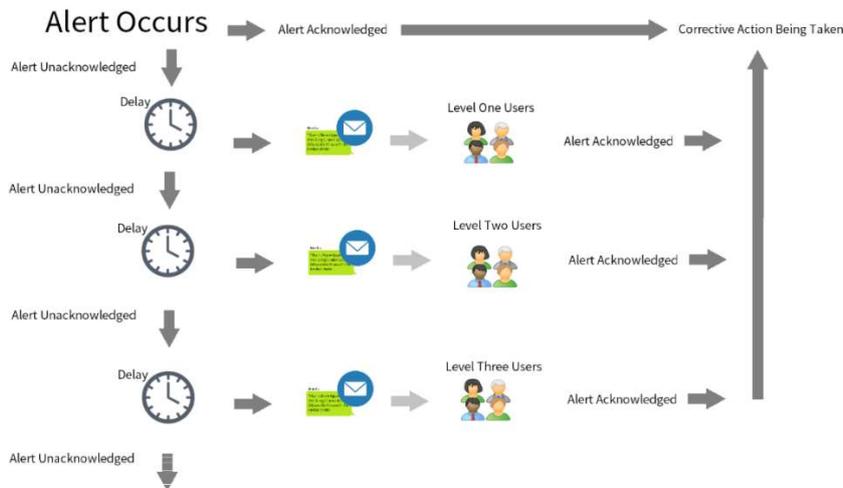
Monika Alarm Escalation Overview (Monika 2.6 and Above)

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 remain 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 °C
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 “**Setup**” -> “**Users**” and filling in the “**Email**” field for each user that needs a notification sent.)
- Email Account Settings in “**Setup**”-> “**Email Account Settings**” must be filled in (see Below)
- Schedule must be set for working days
- Escalation Levels must be set for the length of time till message is sent.
- Relaying alarms options need to be ticked for required units.

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Filling in Email Account Settings

Go to **“Setup”** -> **“Email account settings”**

Enter the following details:

- **SMTP Server Hostname:** in-v3.mailjet.com
- **Port Number:** 587
- **Use SSL:** Yes (ticked)
- **Authentication Method:** LOGIN
- **Requires Login:** Yes (ticked)
- **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”** -> **“Schedule”**.
- Click **“Add”**.
- Leave the **“Owner (Site)”** as **“<Global>”**.
- In **“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 **“Save”**.

Setting up a “Level” and applying users to it

- Log in to your Monika system as normal.
- Select the Site you wish to set the email alerts for from the **“<Overview>”** box.
- Go to **“Setup”** -> **“Current Site”**.
- Click on the **“Escalations”** Tab on the lower part of the **“Edit Site”** window.
- Click the **“Levels”** button.
- Click **“Add”**.
- In **“Level”** type **“1”**
- In **“Delay”** type **“1”** – this will mean the first email will be send 1 minute after the delay period (usually 60mins), if the alert is not acknowledged.
- Click **“Save”**.
- Next click the **“27\7”** entry in the **“Time Period”** box then click the **“1”** entry in the Levels box then click **“Edit”**
- You can now click all the users who wish to receive an email (**PLEASE NOTE:** Make sure the user you select have a valid email address Next to them in **“Setup”** -> **“Users”**)

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.
- Select the Site you wish to set the email alerts for from the **“<Overview>”** box.
- Go to the **“Live Monitoring”** tab and double left click a unit you wish to get email alerts for.
- Click the **“Setup”** box.
- Click the **“Sensors”** Tab on the lower part of the **“Edit unit”** window.
- Left click to select the **“Product”** Sensor and click **“Edit”**.
- Make sure the **“Is Critical”**, **“Relay lower-limit alarm”**, **“Relay upper-limit alarm”** and **“Relay Fault alarm”** options are ticked and left click **“Save”**.

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 on your Monika system.