

# Roadpost Support Center

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## Creating Global Event Notifications from the Options tab [GPv3]

Lu Parente - 2018-05-29 - in How-To

**Global Event Notifications** allow Administrators and Monitors to configure notifications which are sent to **Contacts** or **Distribution Lists** when specific events have been triggered from the device or GeoPro web app. These notifications include: **when an emergency is declared or cancelled, when a check-in schedule has been enabled or disabled, when a device has checked-in or missed a check-in, when a device has crossed a geofence**, and many more. You can also invoke a command when an event notification is triggered. These commands include: **send a check-in request, send a location request, start and stop tracking**. The Global Address Book is used to create Contacts and Distribution Lists so that they are available when creating or managing your Global Event Notifications.

At the time of registration, we took the liberty to pre-configure some of the most common types of Global Event Notifications using your Escalation Contacts. Depending on the device types that were activated at the time of registration, these notifications include, **Emergency, Missed Check-In** and **Man-Down** event notifications.

This article explains how to create Global Event Notifications.

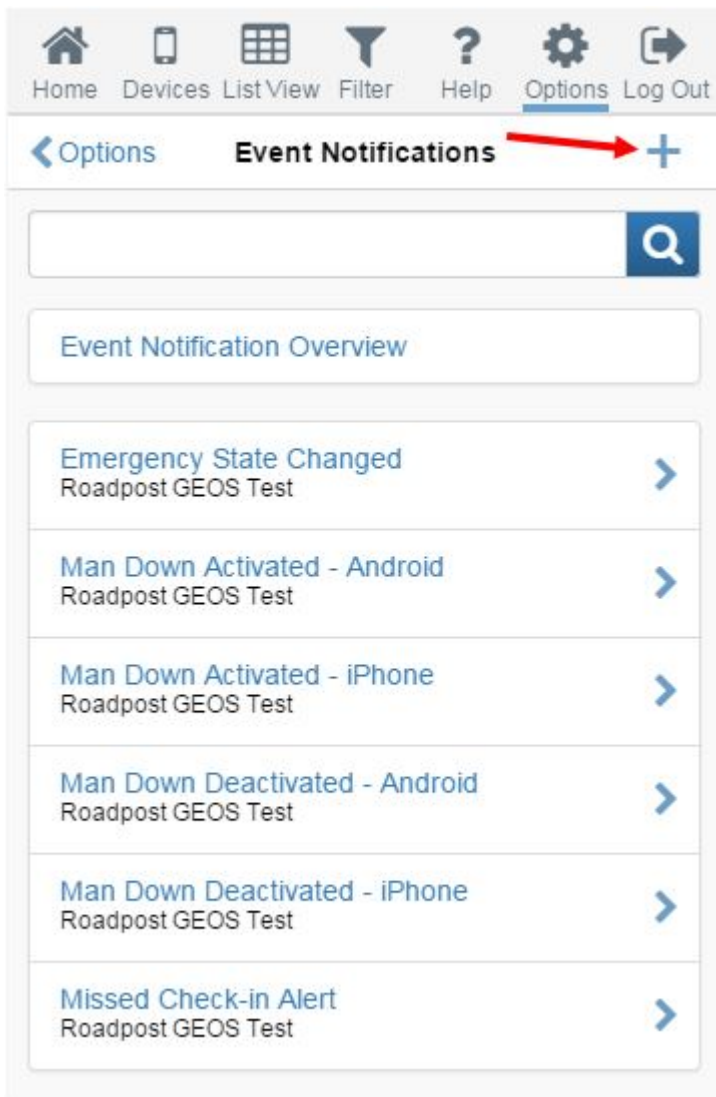
1. To create a new global event notification, navigate to the **Options** tab and select **Global Event Notifications**.

### Options

- My Profile >
- Users >
- Groups >
- Global Address Book >
- Global Event Notifications >
- Global Canned Messages >
- Check-In Schedules >
- Synchronization Tools >
- Tracks >
- Geofences >
- Points of Interest >
- Account Management >
- Log a Support Request

2. The Global Event Notifications page will be displayed. You now have the ability to **add**, **edit**, and **delete** Global Event Notifications.

To add a Global Event Notification, select the + in the top right corner.



3. You can now define the details for the new Global Event Notification by using the wizard. Start by specifying the event trigger from the drop down on the **Events** tab, then press **Next**.

← Event Notifications **New Event Notification**

Events Applies to Actions Name Summary

Match the following event

**Emergency**  
 When the device emergency state changes  
 When the device sends an emergency message  
 When the device sends an emergency cancel message  
 When the device is in emergency mode  
 When the device activates man down mode  
 When the device deactivates man down mode  
**Check-In**  
 When the device checks-in  
 When the device becomes overdue  
 When the device becomes not overdue  
 When the device is overdue  
 When the device starts monitoring mode  
 When the device stops monitoring mode or checks out  
 When the check-in schedule is enabled for the device  
 When the check-in schedule is disabled for the device  
 When a check-in request is sent to the device via the portal  
**Message**  
 When message text

4. Select which devices can trigger the notification whether it be for all devices on the tenant/account, a specific group of devices, or selected devices, then press **Next**.

← Event Notifications **New Event Notification**

Events Applies to Actions Name Summary

Tenant or Group

Devices

5. Select the recipients that you would like to receive the notification from the **Actions** drop down.

← Event Notifications **New Event Notification**

Events	Applies to	Actions	Name	Summary
Raise Alert				
Raise an Alert on Dashboard				<input type="checkbox"/>
Actions				
<input type="text"/>				
<b>+ Add Action</b>				
<a href="#">&lt; Previous</a>		<a href="#">Next &gt;</a>		

If you haven't added the recipient to the Global Address Book and they do not appear in your recipient list, you add a new contact by selecting **Add New Global Contact**. This will allow you to create and add a contact to the Global Address Book on the fly without having to leave the event notification wizard. When ready, press **Next**.

← Event Notifications **New Event Notification**

Events	Applies to	Actions	Name	Summary
Raise Alert				
Raise an Alert on Dashboard				<input type="checkbox"/>
Actions				
Add New Global Contact				
<input type="text" value="Enter contact name"/>				
Email		<input type="text" value="Enter email"/>		
<b>+ Add Action</b>				
<a href="#">&lt; Previous</a>		<a href="#">Next &gt;</a>		

You can also have the event notification engine automatically send a command to the device that triggered the notification. Select the desired command from the list and when ready, press **Next**.

Events	Applies to	Actions	Name	Summary
Raise Alert				
Raise an Alert on Dashboard				<input type="checkbox"/>
Actions				
<input type="text"/>				
Assigned user's manager SMS				
Assigned user's emergency contacts SMS				
<b>Notify Other Devices</b>				
Notify devices in 5 km radius				
Notify devices in 10 km radius				
Notify devices in 20 km radius				
Notify devices in 50 km radius				
Notify devices in 100 km radius				
Notify other devices in the same group				
<b>Send Command to Device</b>				
<b>Send check-in request to device</b>				
Send location request to device				
Start tracking at a frequency of 1 minute				
Start tracking at a frequency of 5 minutes				
Start tracking at a frequency of 15 minutes				
Start tracking at a frequency of 30 minutes				
Start tracking at a frequency of 1 hour				
Start tracking at a frequency of 12 hours				
Start tracking at a frequency of 24 hours				
Stop tracking				

6. Give your notification a name. The name of the notification will appear in the header of the notification that will be sent to your recipients. Be sure to choose a name that fits the type of notification being generated. Enter the name in the **Notification Name** field then press **Next**.

← Event Notifications **New Event Notification**

Events	Applies to	Actions	Name	Summary
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Notification name

Overdue Check-In

Text to include in notification message

*Enter optional text that will be included in notification message*

Notification State

Notification Enabled

← Previous **Next** >

7. Review the details of your event notification. When finished, press **OK** to save your changes.

← Event Notifications **New Event Notification**

Events	Applies to	Actions	Name	Summary
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**EVENTS**  
When the device becomes overdue

**APPLIES TO**  
This event notification applies to all devices from tenant LP Demo PRD [Test Acct]

**ALERT**  
An alert will not be raised on the dashboard.

**RECIPIENTS**  
Send a message to EscalationContacts

**NAME**  
The notification is named Overdue Check-In

← Previous **OK**

8. You're done! When any of the event notifications are triggered, a notification will be sent to the defined recipient(s).