Alerts Configuration

- Email Alert List
- Manage Email Warnings

Email Alert List

> The Email Alert List feature allows administrators to define a specific set of email addresses that will receive automated warning notifications from the system. Its primary purpose is to ensure that designated personnel are promptly alerted to important system events or potential issues, enabling timely intervention and management. This article is intended for OperationsCommander (OPSCOM) administrators responsible for configuring system alerts and communications.

Setup and Configuration

This feature is a core administrative tool used to establish the routing for critical system notifications.

Admin Side: Administrators must have the appropriate system role permissions enabled to access the alerts configuration menus and manage the recipient list.

Using this Feature

Administrators can use the following instructions to navigate the management interface to seamlessly add, edit, or delete recipient email addresses.

Accessing the Management Interface

1. Hover over **System Configuration**, click **Alerts**, then **Email Alert List**.

> The Manage Alert Emails page primarily displays active contacts. However, you can enable the **Toggle Archived** checkbox at the top of the page if you want to view a history of inactive email addresses.

Adding an Email Address

1. Click the **Add Alert Email** button.
2. Enter the desired email address into the input text box.
3. Enable the **Active** checkbox to ensure it can receive messages.
4. Click the **Save Changes** button to add the email address to the list.

Editing an Email Address

1. Locate the specific email address you wish to modify in the list.
2. Click the **Edit** button next to the entry.
3. Make the desired changes to the email address in the text box.
4. Enable or disable the **Active** checkbox as necessary to pause or resume alerts for this user.
5. Click the **Save Changes** button to update the entry.

Deleting an Email Address

1. Locate the specific email address you wish to remove from the list.
2. Click the **Delete** button next to the entry.
3. Click the **Delete** button in the confirmation window to finalize the removal, or click **Cancel** to return to the previous page without deleting.

Best Practices and Considerations

- **Target designated recipients: Only add email addresses of personnel who are responsible for monitoring and acting upon system warnings.** Sending alerts to staff members who do not manage the system can lead to alert fatigue.
- **Monitor alerts regularly: Periodically review the emails sent to these addresses and the list itself.** This ensures all recipients are current and the warnings are being received and actioned appropriately by your team.
- **Leverage group email addresses: Consider using a distribution list or group email address (e.g., ops-alerts@yourcompany.com) if multiple individuals need to receive the same warnings.** This significantly simplifies management, as you only need to update the group's membership in your organization's IT email system, rather than continuously updating OPSCOM.
- **Ensure data validation: Ensure that all entered email addresses are valid and actively monitored.** Incorrectly typed emails will result in missed critical alerts and potential system management delays.

Manage Email Warnings

> The Manage Email Warnings feature allows administrators to define and manage a list of email addresses that will receive critical system alerts. Its primary purpose is to ensure that designated personnel are promptly notified of important events, such as security breaches, system errors, or specific operational triggers, enabling swift response and management. This article is intended for OperationsCommander (OPSCOM) administrators responsible for configuring system alerts and communications.

Setup and Configuration

This feature is a core administrative tool used to establish the routing for critical system notifications.

Admin Side: Administrators must have the appropriate system role permissions enabled to access the alerts configuration menus and manage the recipient list.

Using this Feature

Administrators can use the following instructions to navigate the management interface to seamlessly add, edit, or delete recipient email addresses.

Accessing the Management Interface

1. Hover over **System Configuration**, click **Alerts**, then **Manage Email Warnings**.

Adding an Email Address

1. Click the **Add Warning Email** button.
2. Enter the desired email address into the input text box.
3. Click the **Save Changes** button to add the email address to the list.

Editing an Email Address

1. Locate the specific email address you wish to modify in the list.
2. Click the **Edit** button next to the entry.
3. Make the desired changes to the email address in the text box.
4. Click the **Save Changes** button to update the entry.

Deleting an Email Address

1. Locate the specific email address you wish to remove from the list.
2. Click the **Delete** button next to the entry.
3. Click the **Delete** button in the confirmation window to finalize the removal, or click the **Cancel** button to return to the previous page without deleting.

Best Practices and Considerations

- **Target designated recipients: Only add email addresses of personnel who are responsible for monitoring and acting upon system warnings.** Sending alerts to staff members who do not actively manage the system can lead to alert fatigue.
- **Monitor alerts regularly: Periodically review the emails sent to these addresses and the list itself.** This ensures all recipients are current and the warnings are being received and actioned appropriately by your team.

- **Leverage group email addresses: Consider using a distribution list or group email address (e.g., ops-alerts@yourcompany.com) if multiple individuals need to receive the same warnings.** This significantly simplifies management, as you only need to update the group's membership in your organization's IT email system, rather than continuously updating OPSCOM.
- **Ensure data validation: Ensure that all entered email addresses are valid and actively monitored.** Incorrectly typed emails will result in missed critical alerts and potential system management delays.