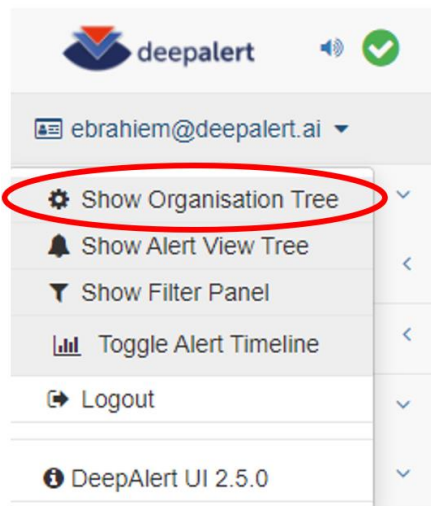ALWAYS LOOKING OUT FOR YOU

**How to create, view and edit alerts**

This document outlines the process on how to create, view and edit alerts

Create Alerts:
Login to the Deep Alert Admin Console, and click on the username located near the top left hand corner of the site.

You will be taken to your organization tree, where you will be able to see all the hubs within your organization and/or the other profiles and their hubs within your organization.
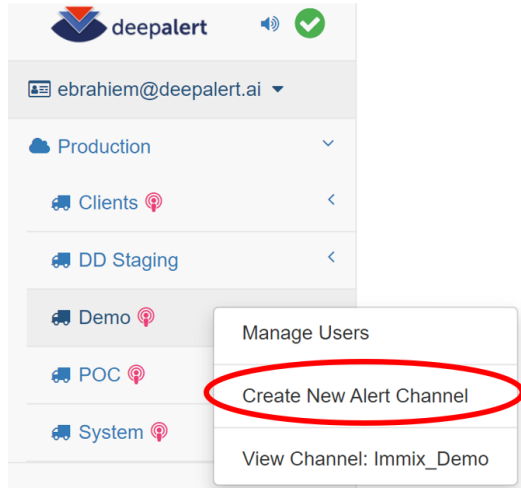
Right-Click on your profile and select "Create New Alert Channel".

An "Alert Channel" is a named entity that contains alert rules for specified cameras and the destination endpoints for the alert delivery.

Complete the following **"Channel Information"** for the Alert:

Name: A meaningful name for your Alert Channel, we have used **"Test"** in the example above

Description: This can be set to anything describing the Alert

Alert Confidence Threshold: 70% is an acceptable threshold. This controls how confident the cloud classifier needs to be before an alert is triggered for a class of object. Setting this to a high value e.g. 90% will mean that events where the classifier is less confident will not be shown.

Setting it to a low value e.g. 50% will mean that more events will be seen, but will include more nuisance alerts.

Timezone: Africa/Johannesburg (Default) or set to your respective time zone for the times shown on the alerts

SOP Note: Here you are able to enter a "standard operating procedure" (SOP) note within the alert channel, e.g. Call Manager or Call Mrs. Smith on the 082 000 0000". This is displayed on the alert web interface along with the alert.

Export Email Address: The comma-delimited list of email addresses entered here will be used as the recipient(s) for Images/Video clips exported directly using the "email" button from the alert web interface.

Next, select the **"Alert Channel Users"** you would like to add to your channel. These users are the users on the system that will be able to view the alerts for this alert channel on the alert web interface.

Next, select the **"Delivery Method(s)"** for the alerts. Alerts can be viewed from a wide range of platforms, including Telegram Groups, Web Console, or via a wide range of 3rd party Integration systems such as Immix, Milestone etc...

You can deliver to multiple endpoints, e.g. more than one Telegram Group and as well as the web interface.

If you have selected the Web option, all "Alert Channel Users" will be able to view this alert channel via the Alert View Tree.

If you choose the Telegram delivery method, you will need your Telegram's group ID. This can be found by searching for and adding the selected DeepAlert bot to your group in Telegram and then sending a message to which the bot will reply with the group ID. We provide a number of bots in order to spread the alerting load between them,

Once complete, click on the **"Create"** button to create the alert channel.

Now that you have created the channel, it is time to set up the alerting rules and/or schedules. The following section will appear below your channel's details section.
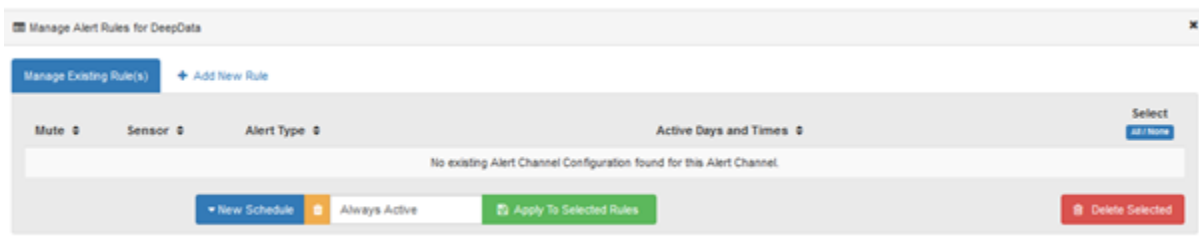
The example above shows no rules currently exist for the channel, as there aren't any listed within the Manage Existing Rule(s) tab.

Click on **"Add New Rule"**. You will be able to select the Sensor, Alert type and Set the Schedule.


Click on **"Select Sensor"** and select a specific set of sensors (cameras) to be included in your alert channel. You can either search for them or use the scroll feature to find them. Click on the sensor you would like and it will appear with a black tick next to it. You can select multiple sensors if you wish. Or click on "Select All' to select all the sensors. Note that sensors can be included in multiple alert channels which gives a lot of flexibility around alerting.
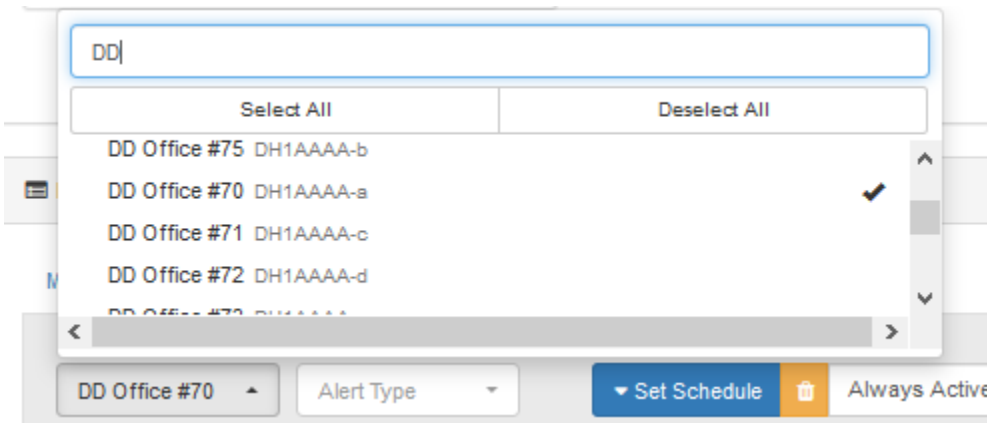
Next, Click on the **"Alert Type"** field and choose the type of alerts you would like to be alerted for, within the channel. Selected types will have a tick next to them. We have included an alert type within the channel setup that will just trigger on motion i.e. will ignore the classifier, so that is a good one to view if you want to see the inherent limitations of the motion trigger system, but note that this will result in a lot of alerting and will override any other alert rules. When adding rules, either select for the "People" related rules "All People" of select individual people rules (not both). Similar for vehicles and animals.
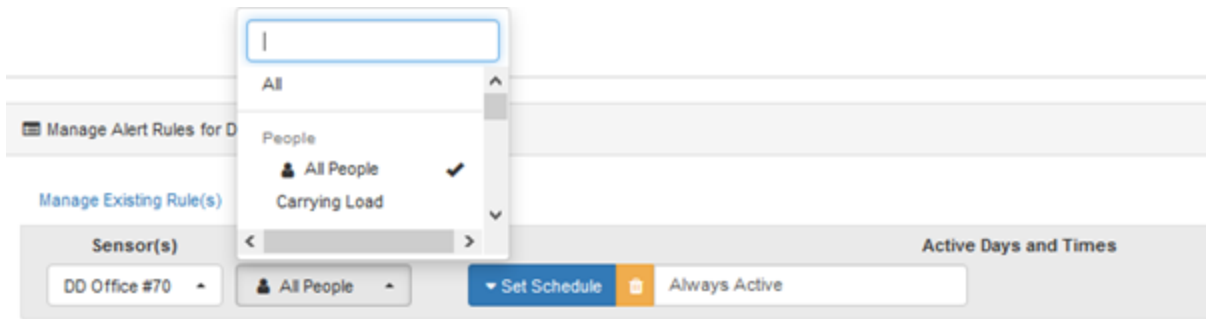
The Motion Trigger alert type is right at the bottom of the list:
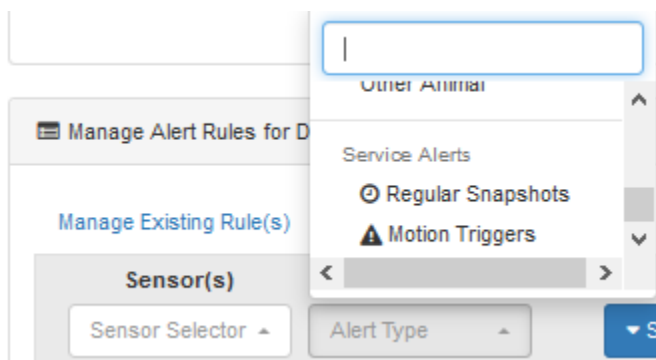
Next, set the schedule by clicking on the **"Set Schedule"** button. The following section will appear allowing to set the schedules for various days of the week:

Monday would already have the edit mode open. You can now set the time you would like to be alerted for, with the blue bar, by dragging it to the time slot required. You can shorten and/or lengthen the bar as well, by clicking on the left arrow, on the right hand side within the bar.
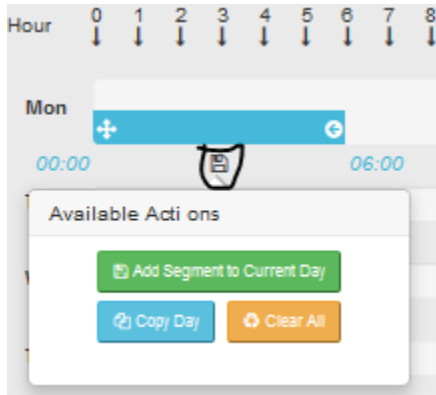

So, to set an alert from 00:00 to 06:00 drag the bar all the way to the left so that it starts at 00:00.
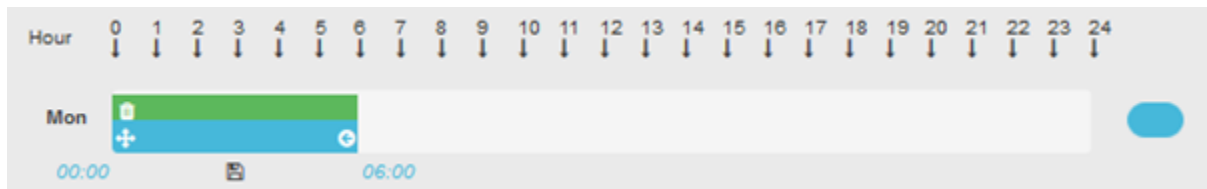

Then click the left pointing arrow in the bar as shown above and drag it to the left to 06:00.

You will then need to add the segment by clicking on the save/disk icon which will bring up the option to save the segment.
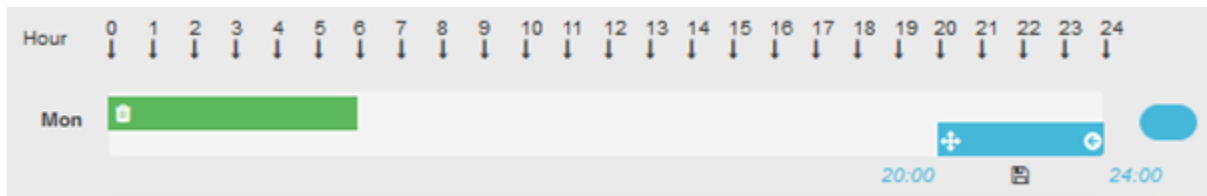

Next click on **"Add Segment to Current Day"**. That will add a green segment on top of the bar to indicate the alert schedule.


You can now add another segment to the day, by dragging the bar and shortening/lengthening the bar as before. For instance, if you would like to be alerted between 20:00 and 24:00/00:00 as well, drag the bar all the way to the right of the day.
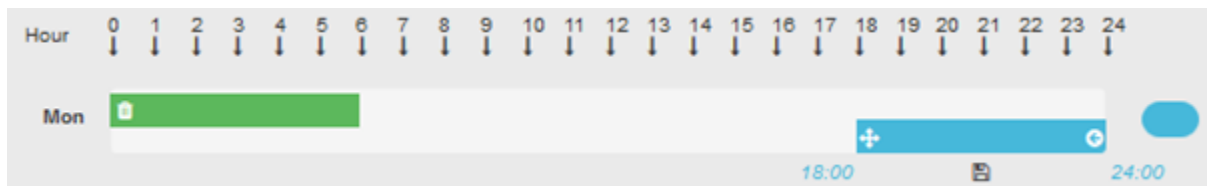

Then shorten the bar, and drag until you cover the 20:00 until the 24:00 segment of the day.


Once happy click on the save/disk icon again and click on the **"Add segment to Current day"** button. A green segment will be added above the bar again to indicate the schedule set.
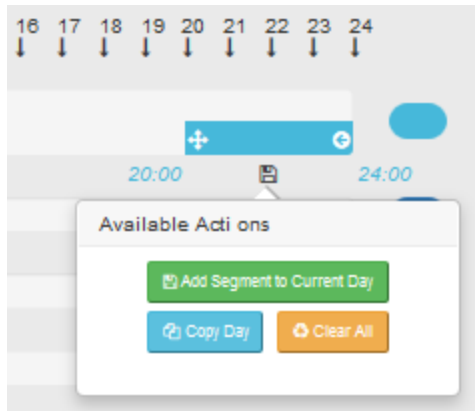
If you would like to have the same schedule set for each day of the week, then click on the **"Copy Day"** button to copy the schedule to the rest of the days. You will end up with the following schedule:
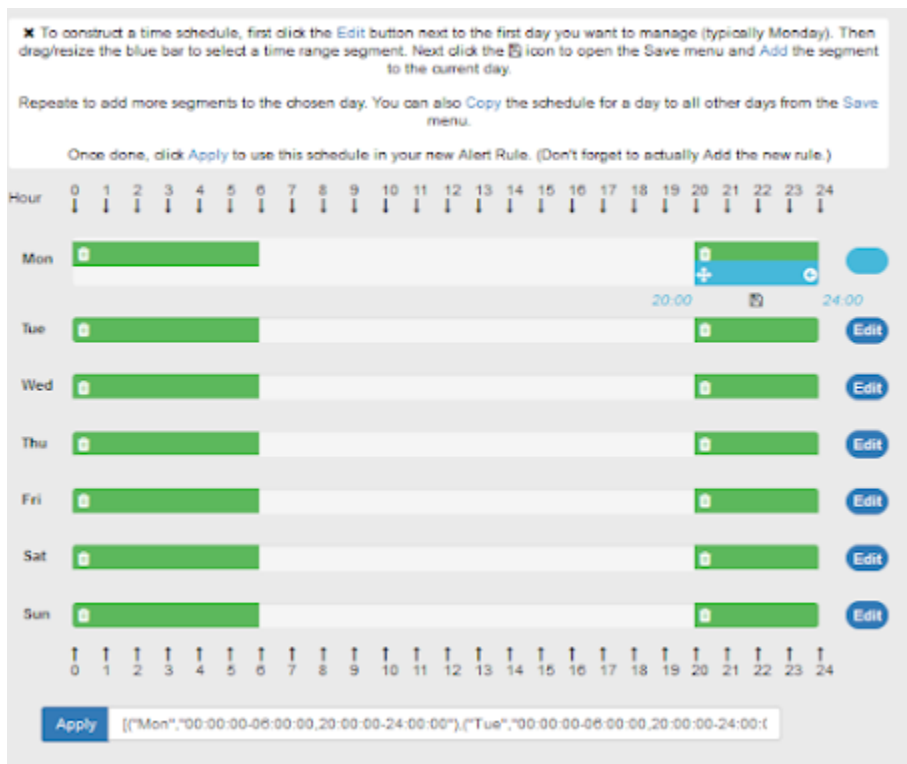
Alternatively, you can click on the edit button on the right hand side of the day, if you would like to set different schedules for different days.
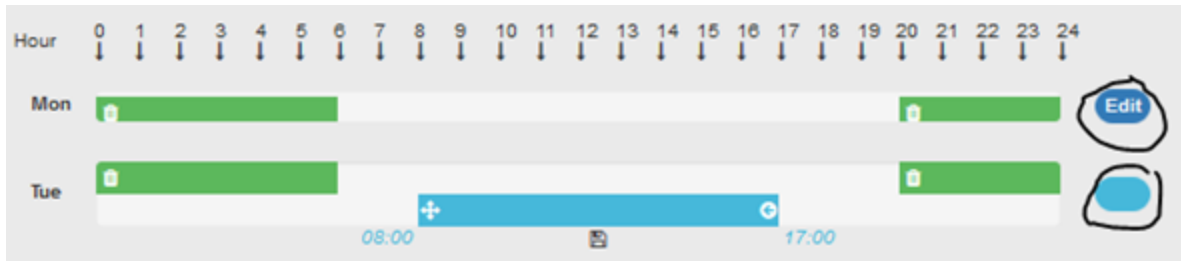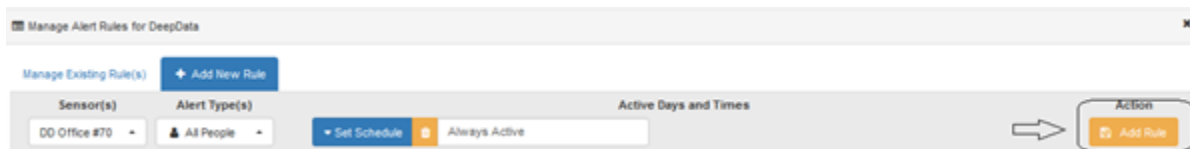
Once you are happy with the schedule, click on the blue "**Apply**" button at the bottom of the schedule to apply.
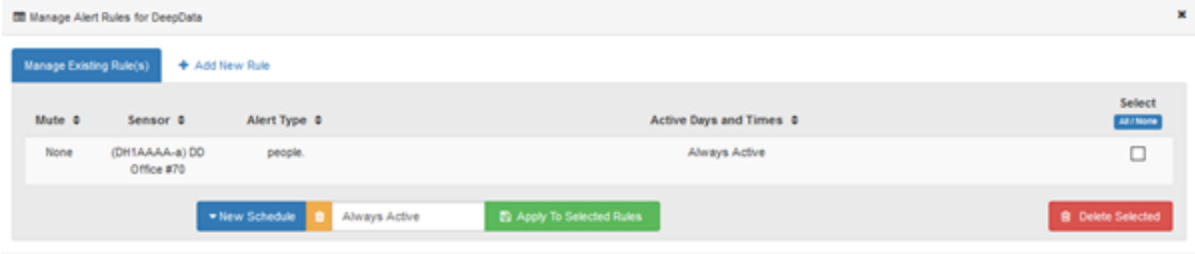

Then click on the orange **"Add Rule"** button on the right hand side.

Alternatively, if you wish to be alerted at all times (24/7, 365), you may leave it as **"Always Active".**

If you choose to leave it as Always Active, you may complete the process by clicking on the **"Add Rule"** button.

For a single camera/sensor and class, your alert schedule should now look like the following:

You may set up alerts to cater to your needs.

To delete a schedule. Select the particular schedule or select them all by clicking on the blue **"All / none"** button.
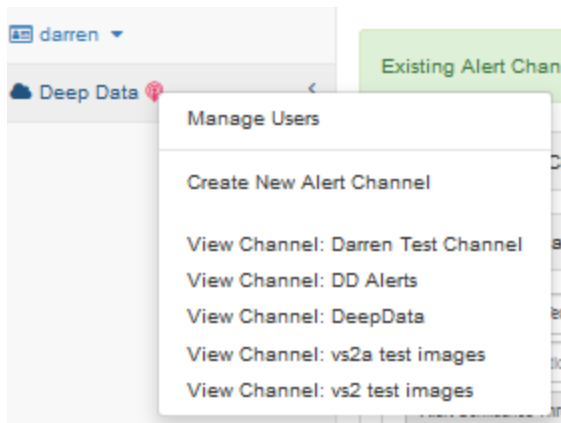

Then click on the red **"Delete Selected"** button.

View and Edit Alert rules:

To **View/Edit** existing rules, right click on your profile and you will see an option to create a new alert channel or view an existing one. Click on the channel you would like to view.

You will now be able to delete and/or set new schedules to the alert channel within the **"Manage Existing Rule(s)"** tab which the system will automatically default to when viewing your channel. If not then select that button.
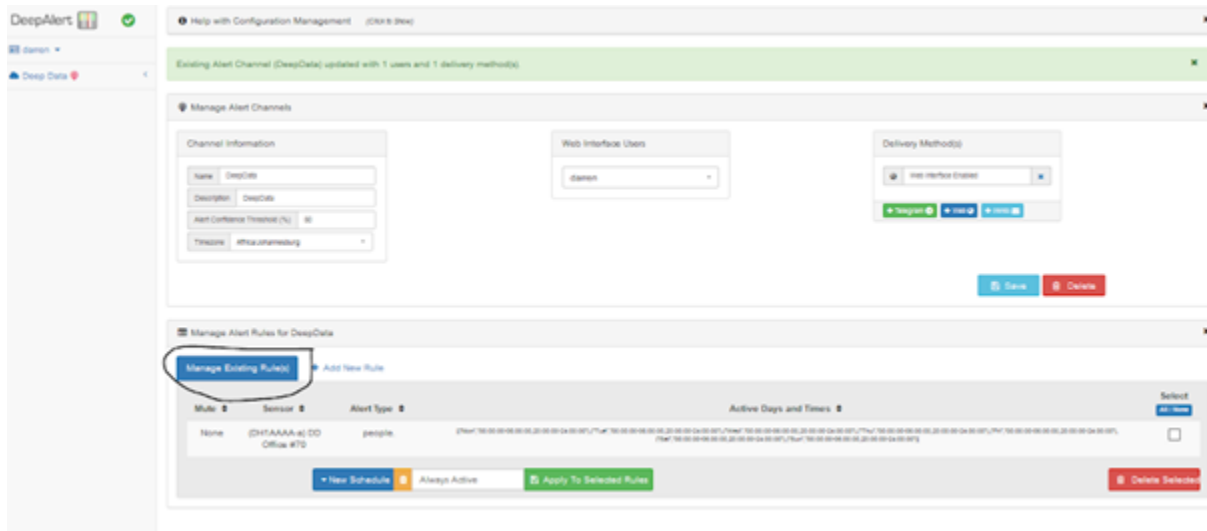
Note: Changes to alert rules are live within ~2 mins.