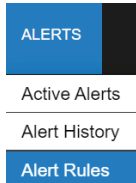


ADDING CARDHOLDERS TO AN ALERT RULE

CREATE A NEW DOOR ACCESS ALERT RULE

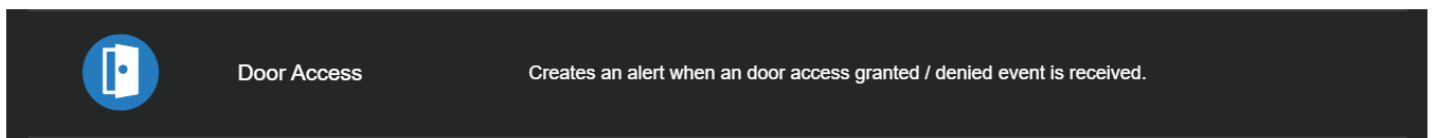
To set up Alerts, select the **Alerts** option, and then **Alert Rules**.



1. In **Alert Rules** select **Add New Rule**.



2. Select **Door Access** and click **Next**.



3. Enter a **Name** and **Description**, then click **Add**.

ADD CARDHOLDERS TO AN ALERT RULE

Click **Rule Definition** on the navigation sidebar.

1. Choose **Include all cardholders** or **Select specific cardholders**.

A screenshot of the 'Alert Rules - Door Access' configuration page. The left sidebar has three tabs: 'Rule Definition' (selected), 'Users / Notifications', and 'General Info'. The main area is titled 'RULE DEFINITION' and contains several sections: 'Event Group' with a table listing 'Access Denied' (All Event Types) and 'Access Granted' (Granted); 'WITH THESE USERS' with radio buttons for 'Include all cardholders' (selected) and 'Select specific cardholders'; 'WITH THESE READERS' with radio buttons for 'Include all readers' (selected) and 'Select specific readers'; 'DURING THIS TIME' with a time range selector (12:00 AM to 12:00 AM) and a weekly schedule grid (Su-Mo-Tu-We-Th-Fr-Sa) with checkboxes; and 'Intrusion Area Armed' with a dropdown menu set to 'Armed and Disarmed'. A small note at the bottom states: 'Only generates the alert if the associated intrusion area is in the selected armed state.'

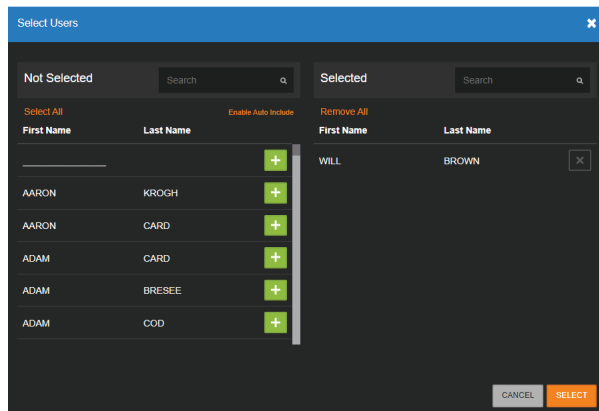
Note

If **Select specific cardholders** is chosen, alerts for Access Granted and Access Denied events are only generated by the users listed in Rule Definitions.

2. To add specific cardholders, click .

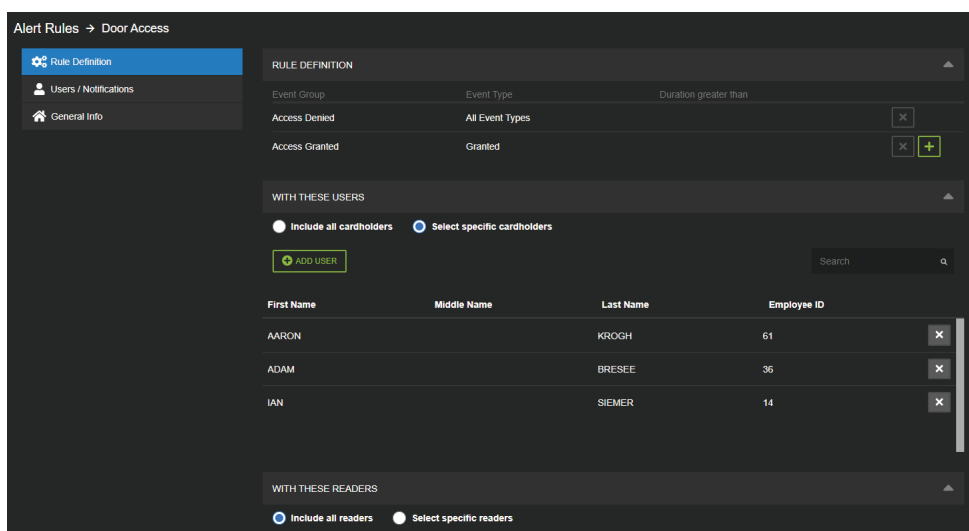
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- After adding users, click **Select**.



The 'Select Users' dialog box is shown with a dark theme. It has two main sections: 'Not Selected' and 'Selected'. The 'Not Selected' section has a search bar and a table with columns 'First Name' and 'Last Name'. It lists several users with green '+' buttons next to them. The 'Selected' section also has a search bar and a table with columns 'First Name' and 'Last Name', showing one user 'WILL BROWN' with a grey 'x' button next to it. At the bottom right are 'CANCEL' and 'SELECT' buttons.

Not Selected		Selected	
First Name	Last Name	First Name	Last Name
		WILL	BROWN
AARON	KROGH		
AARON	CARD		
ADAM	CARD		
ADAM	BRESEE		
ADAM	COD		



The 'Alert Rules - Door Access' configuration screen is shown. It has a sidebar with 'Rule Definition', 'Users / Notifications', and 'General Info'. The main area is titled 'RULE DEFINITION' and contains a table for rule conditions. Below this is a section 'WITH THESE USERS' with radio buttons for 'Include all cardholders' and 'Select specific cardholders'. A table lists selected users with columns for First Name, Middle Name, Last Name, and Employee ID. At the bottom is a section 'WITH THESE READERS' with radio buttons for 'Include all readers' and 'Select specific readers'.

Event Group	Event Type	Duration greater than
Access Denied	All Event Types	
Access Granted	Granted	

First Name	Middle Name	Last Name	Employee ID
AARON		KROGH	61
ADAM		BRESEE	36
IAN		SIEMER	14

Rules can further be defined by Event Group and Type, all or specific readers, time, and area. After the rule is defined, click **SAVE**.

ADD USERS TO AN ALERT RULE

Note

Adding Users to a rule will not automatically grant them permission to view alerts for cameras and recorders they have access to. Users need to have permission in the User Group rule 'View Alerts'. Check the permission under *Settings > User Groups > [User Group Name] Edit > Web Services Permissions > Alerts > View Alerts*.

Click **Users / Notifications** on the navigation sidebar.

1. Click **Add User** or **Add Group**.
2. Check the box next to each **User** or **User Group** who will receive emails and/or push notifications when the alert is triggered.

Alert Rules → Front Door

Users / Notifications

300 Seconds to wait before sending additional notifications
After sending a notification, this option will prevent additional notifications from being sent for the duration specified. While notification throttling is active, alerts will continue to generate and be available for review in Alert History.

12 Maximum number of notifications that can be sent per hour
Maximum number of notifications that can be sent for the same recorder in any given hour. While notification throttling is active, alerts will continue to generate and be available for review in Alert History.

CANCEL SAVE

Adding Users / User Groups to this Alert Rule will allow the user to view them. Select which types of notifications users will receive by checking the alert notification boxes below.

ADD GROUP ADD USER Search

User / Group Name	Email	Type	Email Alert	Push Alert	Client Alert
Hal Harth	algarth@openeye.net	User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

3. Click **Add** when finished.

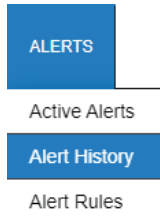
Note

To receive email alerts, push alerts or client alerts, Email Alert, Push Alert or Client Alert boxes must be checked. Simply adding a user only gives them access to see this alert's history.

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ALERT HISTORY

In OWS, select **Alerts > Alert History**. In Alert History, all Alert events created by associated recorders that have rules assigned.



APPLY ACCESS / INTRUSION USER FILTER

1. Click **SHOW FILTERS** for the Filters dropdown.

A screenshot of the 'Alert History' filter form. The form is titled 'Alert History' and has a 'HIDE FILTERS' button in the top right. It contains several filter fields: Recorder Name, Recorder ID, Location ID, Alert Type, Alert Rule, Event Type, Date Range (with 'To' and 'From' date pickers), Time (with 'To' and 'From' time pickers), Recorder Time, Duration, Acknowledgement State, Alert Severity, and Access / Intrusion User (which is highlighted with a red box). There are also radio buttons for 'Show my Alert Rules' and 'Show all Alert Rules'. At the bottom, there are 'EXPORT', 'CLEAR', and 'APPLY' buttons.

2. Select or enter the User Name of a cardholder.

A screenshot of the 'Access / Intrusion User' dropdown menu. The menu is open, showing a list of users: OKERT CARD, REMOTE USER, RICH SALVATI, RICK SHEPPARD, ROWENA PETERS, and RYAN CHAN CARD.

3. From the filtered list, click **View** on an alert to see **Alert Details**.

A screenshot of the 'Alert History' table in the OpenEye interface. The table has columns: Recorder Name, Recorder ID, Alert, Event, Alert Created, Last Updated, Duration, and Details. There are two rows of data. The first row shows 'Site #193 - Va...' as the Recorder Name, '193-01' as the Recorder ID, 'Door Access' as the Alert, and 'Access Gra...' as the Event. The second row is identical. Each row has a 'VIEW' button in the 'Details' column. The table is part of a larger interface with a top navigation bar and a sidebar.

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ALERT DETAILS

Alert Details provides a full screen image and lists information on the event including the cardholder name. The Acknowledgment State can be changed, Notes can be added, and Related Events can also be viewed in Alert Details.

[Alert History](#) → Access Granted

Access Granted

This alert indicates that a user was granted access to an area after providing valid credentials.



Alert Acknowledgements

Acknowledgement State

Open (Not Acknowledged) | ▾

Event Type
Access Granted

Event Start
01/26/2021 03:38:35PM PST (Recorder Time)

Last Updated
01/26/2021 03:38:35PM PST (Recorder Time)

Alert Created
01/26/2021 03:38:35PM PST (Recorder Time)

Show UTC Time

Camera
South Door Outside

Door
DMP 12345 / 15 - SOUTH DEV ACCESS DOOR

Username
TIM BYBEE CARD

User ID
1021

Recorder
Madson Intrusion & Analytics

Recorder ID
193-01

Account
(Madson Headquarters) - (Dynamic)

Account ID
DYNAMIC

Alert Type
NOTICE

Alert Rule
Access Granted - Dev Door