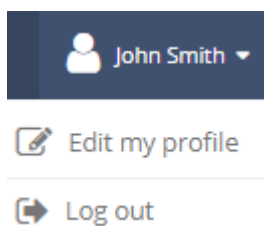# HOW TO… USE ALARMS

Alarm notifications:

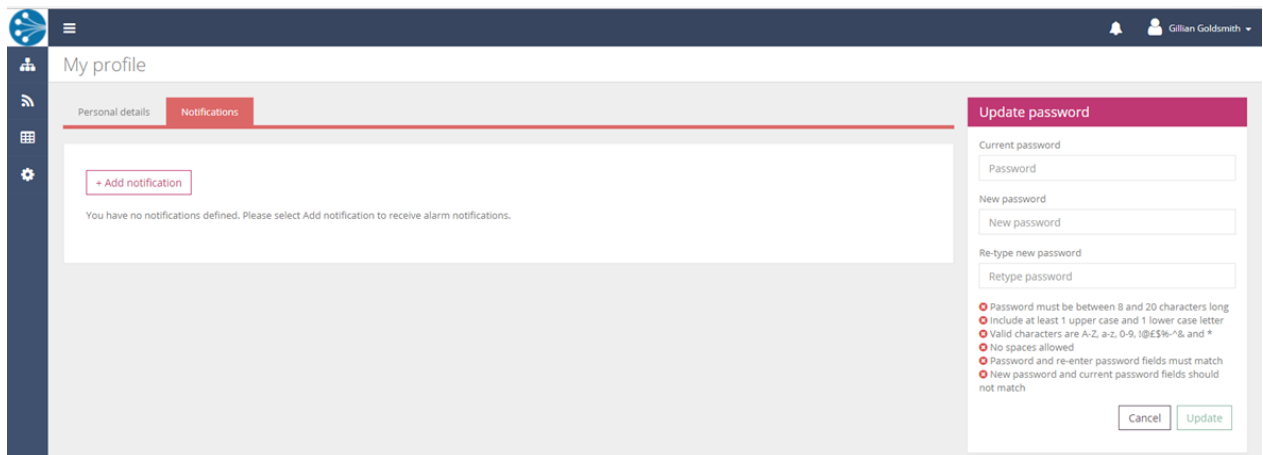To be notified of an alarm by email or SMS, a notification must be created in each user's profile.

In the top right corner of the dashboard, click on the user name and then Edit my profile:
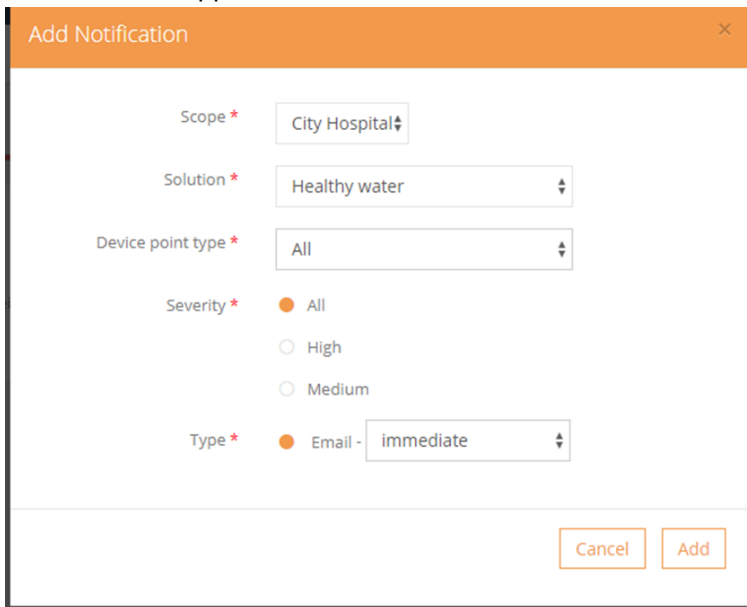

Here you will be able to click on a **Notifications** tab.

All currently configured notifications will be displayed at the top of the panel. You can delete these as needed.

To add a notification, click on the **+Add Notification** box:

This menu will appear:

- **Scope** – You will receive notifications for any alarms generated against device points within the selected part of the hierarchy. Use the refine option to filter through the hierarchy.

- **Solution** – Select the category Healthy water.

- **Device point type** – Select the type of water system device, as appropriate (e.g. calorifier, cold water tank, incoming mains, internal pipework, riser cupboard, shower, TMV wash hand basin or wash hand basin).

- **Severity** – Assign the severity status of the alarm, as appropriate (All, High or Medium)

- **Type** – You can choose the timeframe after which you will receive notification via Email (Immediate, 15 minutes, 60 minutes, 3 hours or 24 hours). You can add multiple notification settings, if required.

Regardless of your own notification settings, any generated alarms will be visible in LinkThru for you to review and manage.

Viewing alarms:

Click on the alarm icon in the top right of the screen to see the alarm name and the date it was raised.

Selecting an alarm will take you to the alarms tab view within the analysis page for the device point the alarm was raised for.

The alarms tab provides more information about the alarm. If LinkThru detects that the alarm has been resolved, then you will have the option to accept it and add comments.

When accepting an alarm a log will be created with the user's name, date and time. A complete audit history of all alarms is maintained.

Alarms can be viewed at any point in the hierarchy.

A summary is given on the left of the page as you navigate through the hierarchy and by clicking on the dashboard button more details will be shown.