# Configure your Alert Groups and Automatic Alerts
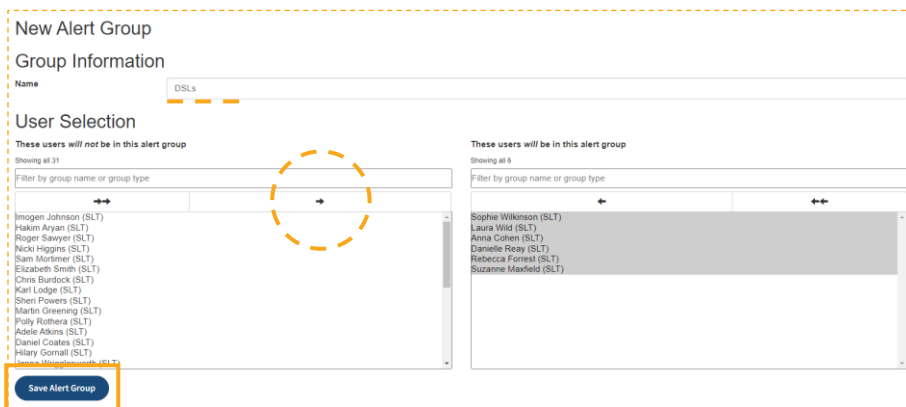
Alert Groups

Alert Groups can be created within CPOMS by an <u>Admin Key Holder</u> so that when any member of staff creates an incident, they can select to alert groups of staff, rather than having to alert each person in turn. For example, were a school to have 3 Designated Safeguarding Leads, all 3 of them can be alerted to an incident at the same time, at the click of a button.

<u>Alert Groups must be configured **by the school** from within **your own version of CPOMS**.</u>
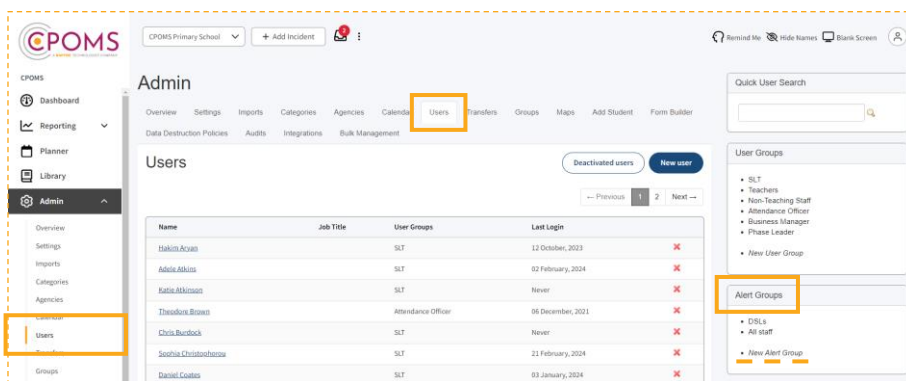
© You can create an **Alert Group** within your system, by accessing the **'Admin'** area, **'Users'** tab. Within **'Alert Groups'**, select **'New Alert Group'**.

© Firstly, enter your new Alert Group **'Name'** *i.e. SLT, DSLs.*

© Next, use the arrow(s) to move across the members of staff that you wish to be in the Alert Group, to the box on the right. Using the search bar, you may search by the user's name or by the names of User Groups, *e.g. SLT*, to move multiple members of staff at once, using the double arrow.

© Click **'Save Alert Group'.**

Once saved, when a member of staff adds an incident to CPOMS, they will now be able to select an **Alert Group**, as per the screenshot below.


CPOMS - Automatic Alerts and Alert Groups
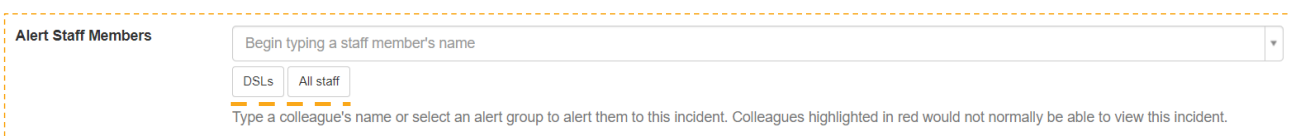
Automatic Alerts

Automatic Alerts can also be setup within CPOMS so that when a new incident is added against a specific category, student or tutor group, a certain individual(s) will then be notified automatically.
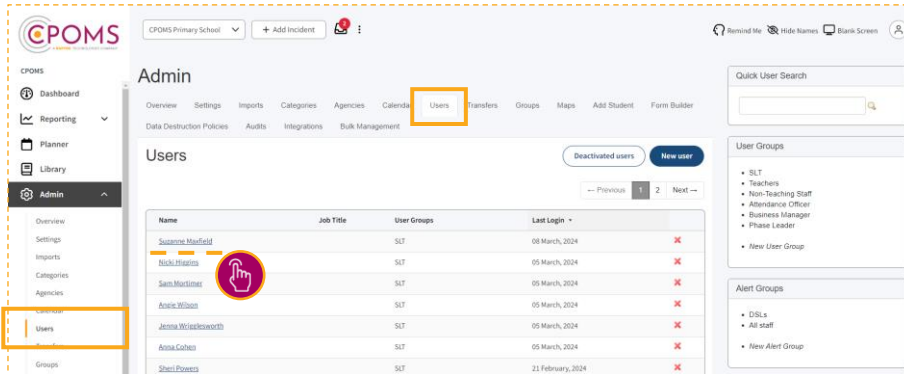
Ⓒ You can set up **Automatic Alerts** within your system, by accessing the **'Admin'** area, **'Users'** tab, and clicking on the user's name, into their profile.
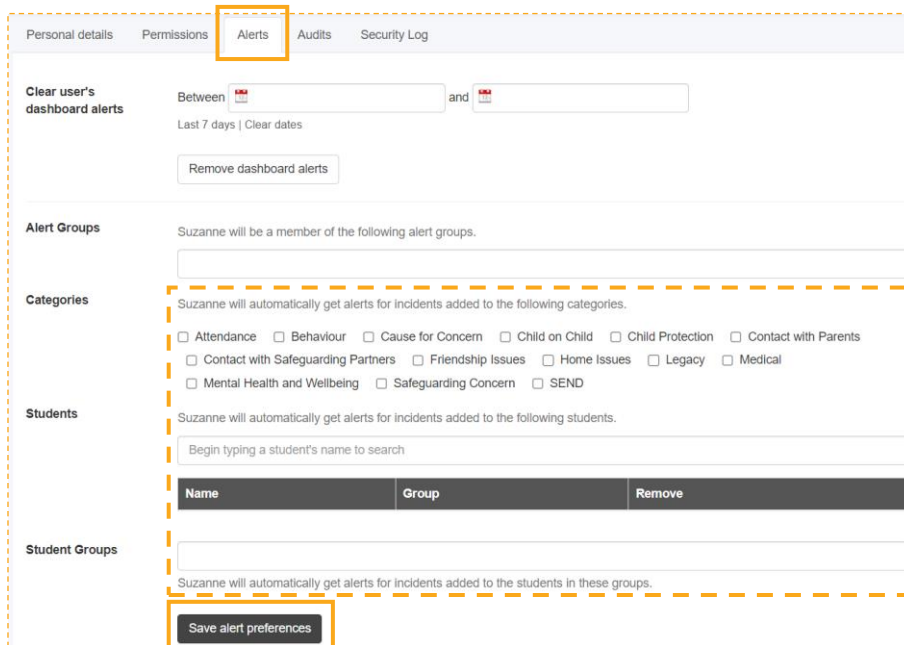
Ⓒ Within the user's profile, select the **'Alerts'** tab.

Ⓒ Within this section you can tick by category, enter a student's name, or select by student group *e.g. a Teachers class/ form for example.*

Ⓒ Once you have selected the relevant alerts, click **'Save alert preferences'**.

The specific user(s) will then appear as a 'configured alert' as soon as the relevant student, or category is selected.

This process needs to be completed within each individual user's profile that requires to receive any automatic alerts.

ⓘ *Please note, Automatic Alerts will only send to the user if the Category Permissions 'View Students' and 'View Incidents' are selected in their User Group, against each category name that you would like them to receive alerts for automatically.*

You can check User Group permissions, via the 'Admin' area > 'Users' tab, by clicking on their User Group name to the right.

Please be aware, if the System Permissions 'View student details' and 'View students list', under General, are also ticked the user will be able to access any chosen categories if they have/ create a key (two factor authentication).

Enforce at least one alert for all incidents

You may also choose to **'Enforce at least one alert for all incidents'** within the **'Admin'** area > **'Settings'** tab by ticking the option here and saving. This means an incident cannot be submitted without an alert being chosen.

For further assistance on any of the above please do not hesitate to contact us on

01756 797766 or **support@cpoms.co.uk**.

CPOMS
A RAPTOR COMPANY

www.cpoms.co.uk