



Missing Report Alerts

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Missing Report Alerts

The Missing Report Alerts feature enables users to receive a notification (via email, text message or both) when a report has not been submitted by a predefined time. In order to use the missing report alert functionality, you will first need to set up the days your location is open.

Setting Up Your Operational Days

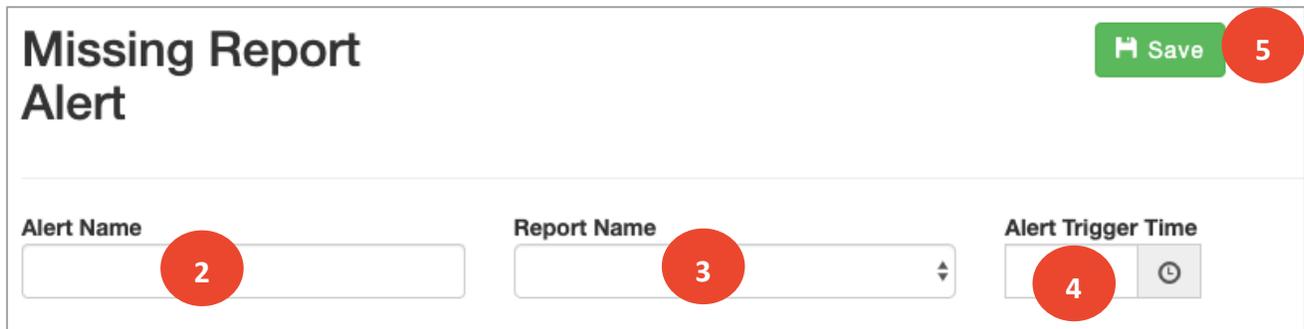
1. Login to the manager dashboard at resort.edgeauditor.com and navigate to *Reports > View All & Manage > Operational Days*.
2. Click the days on the calendar that your location is open (calendar will always default to the current month. Once clicked on, the day you selected will be shaded in green. If the day was selected by mistake or your resort’s operating days change, just click on the day again to remove the shading and have the day marked as closed. Once you click somewhere else on the screen outside of the calendar you will see the day is no longer shaded. There is no need to save; all changes are automatically saved.
 - To select multiple days at a time, simply click on a day within the calendar and drag your cursor across the days to select more than one at a time.
3. Use the arrows at the top left of the calendar to scroll back/forth between the different months.
4. Clicking the “today” button will always send you back to the current month.



Creating Your Missing Report Alerts

Now that your operational days are setup (they can be modified at any time), it's time to create your missing report alerts.

1. Go to *Reports > Missing Report Alerts* and click the *New Alert* button.
2. Add a name for your missing report alert (e.g. *Missing Park Inspection - South Park*).
3. From the drop down, select the report you want to create the alert for (e.g. *Park Inspection - South Park*).
4. Select the desired time you want the alert to generate each day your resort is open. The alert will generate at this time only if the required report has not already been submitted for the day.
 - If your resort requires inspections to be submitted in the AM and PM, EDGEauditor recommends creating 2 identical reports and then differentiating them by the title (e.g, "AM - Park Inspection - South Park" and "PM - Park Inspection - South Park")
5. Click *Save* when finished.



The screenshot shows a form titled "Missing Report Alert". In the top right corner, there is a green "Save" button with a red circle containing the number 5 next to it. Below the title, there are three input fields: "Alert Name" with a red circle containing the number 2, "Report Name" with a red circle containing the number 3, and "Alert Trigger Time" with a red circle containing the number 4. The "Alert Trigger Time" field includes a clock icon.

Once you have the alert created you can subscribe to it via email, text or both from the main missing report alert screen.

Managing Missing Report Alerts

1. Go to *Reports > Missing Report Alerts*.
2. Click the **Subscribe** button to subscribe to an alert.
3. Click the **Unsubscribe** button to unsubscribe from an alert at any time.
4. To modify an existing alert, click the edit icon; to delete an alert click the trash icon.

Missing Report Alerts + New Alert

Search:

ALERT NAME ↓	EMAIL SUBSCRIPTION	TEXT SUBSCRIPTION	EDIT	DELETE
Daily Trail Check - Report Missing	Unsubscribe	Unsubscribe		
Missing Building Inspection	Subscribe	Subscribe		
Missing Park Inspection - The Wolverine	Subscribe	Subscribe		
Missing Roads & Lots Report	Unsubscribe	Unsubscribe		

Important Notes About Missing Report Alerts

- When subscribing to an alert, it will be sent to the email and/or mobile phone number associated with that user's profile.
- For a missing report alert to work, there has to be at least 1 submission already completed for that report.
- For the missing report alert(s) to generate, your location must be marked as open for that day (via the Operational Days functionality described on page 2).

Technical Escalation Process

Escalations may be required when team members encounter technical issues within the application. Before contacting EDGEauditor support, please ensure you:

1. Determine if the issue is isolated to a single or handful of devices or affecting all tablets.
2. Armed with the above information, contact your IT resource so they can do some internal troubleshooting first in the event it is internet related.

If your internal IT department cannot resolve the issue, please follow these steps for incident reporting to EDGEauditor:

- Go to <https://edgeauditor.zendesk.com/hc/en-us/requests/new> and complete the required information in order to submit your ticket. The more information you are able to provide the easier it will be for the support team to troubleshoot. Otherwise, you can open a ticket by sending an email to support@edgeauditor.com.
- For severity Level 1 Service Incidents (defined below), please call 1-866-485-3571.

Business Hours Support

- For severity Level 1 Service Incidents, support is available 24 hours a day, seven days a week.
- All other service incidents will be handled during EDGEauditor business hours:
 - 9:00am to 5:00pm ET Monday to Friday (except statutory holidays observed in the province of Ontario, Canada)

After Business Hours Support

EDGEauditor provides after hours technical support should resorts encounter Level 1 Service Incidents, which are defined as:

- Application is not accessible on all devices.
- Application is accessible but major functions (e.g., saving) are unusable to the extent that the normal business use of the application is significantly impeded.

For support after hours and during statutory holidays, please call 1-866-485-3571 or send an email to support@edgeauditor.com