

Alerts provide real-time notification for driver and vehicle activity. You can set up an alert to be sent to one or more email addresses or SMS numbers. You can create an unlimited number of alerts for each **alert type**.

► To add an alert:

1. From the menu, click **Alerts**, and then click the alert type you want to configure. (Or try searching for the alert using the Search bar.)
2. Choose from the following options:

The following properties are available for all alerts:

- **Vehicle:** The vehicle/group that applies to the alert. The vehicle name and/or vehicle group (if applicable) will be visible in the email and/or SMS message after the Alert Subject.
- **Alert Subject:** The subject as it will appear in the email and/or SMS message.
- **Addresses:** The email address(es) and/or SMS number(s) where this alert will be sent. Separate multiple addresses and numbers by commas. The time stamp for when an alert notification occurs is formatted according to the **user's timezone** (who set up the alert).
- **Notify Driver:** Select this box to optionally send a custom message to the vehicle's driver. (You can assign **contact information** for the vehicle by choosing Edit from the vehicle card.)

Depending on the alert type you create, additional properties vary:

- **In-Cab Notify:** The in-cab notification method that should activate when the alert is triggered. (Must be installed in vehicle.)
- **Input:** The input type (e.g., door, PTO, etc.) as defined by your account at the time of device installation and the input state on which to alert (e.g., open/closed, on/off, etc.).
- **Idle Limit:** Minutes a vehicle must idle before an alert is triggered.
- **Weekdays:** The days the alert is in effect. Time options include All Day (24 hours), Off (reverts the selected days to indicate when the alert is NOT in effect), or Odd Hours (set time threshold for start and end). The times applied to the alert conditions uses the timezone on the account profile. If you are setting up an alert for vehicles that generally reside in a different timezone than you, consider adjusting the start and end time values according to the vehicles against which this alert is applied.
- **Weekends:** The days the alert is in effect on weekends. Time options include All Day (24 hours), Off (reverts the selected days to indicate when the alert is NOT in effect), or Odd Hours (set time threshold for start and end). The times applied to the alert conditions uses the timezone on the account profile. If you are setting up an alert for vehicles that generally reside in a different timezone than you, consider adjusting the start and end time values according to the vehicles against which this alert is applied.

- **Landmark:** The landmark in which (or outside of which) the alert is in effect. Options include Inside (the alert will only trigger if conditions exist inside the selected landmark or landmark group), Outside (the alert will only trigger if conditions exist outside the selected landmark), or N/A (the alert will trigger regardless of vehicle location).
- **Running:** Threshold in minutes since the last reported location.
- **Parked:** Threshold in days since the last reported location.
- **Violation Limit:** Threshold in MPH over the posted limit (greater than or equal to). Posted speed violations are calculated using the Inst speed value.
- **Alert Threshold:** Threshold in miles, hours, or days before service is overdue.
- **Speed Limit:** Threshold in MPH in speed (not related to posted limit). By default, conditions are based on Inst speed sample. This is valuable when you need to deduce that a violation occurred at a fixed time and location (e.g., speeding inside the boundaries of a relatively small landmark).
- **Stop Time:** Threshold in minutes since the vehicle has been stopped.
- **Stop Type:** Type of stop for which the alert is in effect. Options include Any (idle and ignition off), Idle (only), or Stop (ignition off only).
- **Switch Type:** Type of power loss event (Power Lost or Power Cycle). Power Lost indicates when a device may have been unplugged/unwired (relies on backup battery). Power Cycle indicates when all power is lost and regained. If the device has a backup battery, the alert will trigger only if all power (including backup battery) had been lost prior to regaining power.

The following properties are available for all alerts:

3. **Re-Notification Delay:** The minimum number of minutes between notifications for this alert. This option allows you to limit the frequency with which you receive alerts—especially for alerts that apply to a large group of vehicles. For example, if the Re-Notification Delay is set to 5 minutes, you will receive notifications no more than every 5 minutes. Any alerts that have accumulated during that time will be sent to you at once.
4. **Per-Vehicle Delay:** The minimum number of minutes between alerts for the same vehicle. This option allows you to limit the frequency with which you receive alerts per vehicle. For example, if you have one vehicle in a group that is constantly going in and out of a landmark, you may only want to receive a notification every 20 minutes whenever alert conditions are met for that vehicle instead of each time the vehicle triggers the alert.
5. **Active:** Temporarily turn on/off the alert.
6. Adjust additional alert settings as needed, and click **Create Alert**.

The new alert will be listed under the **My Alerts** tab. The Alert Card indicates the details of the alert,

including the number of times the alert has been triggered. When the alert is triggered, the vehicle or vehicle group is included, along with the details of the alert (e.g., date, timezone, location, etc.).



Note. Allow 'alerts@[provider].com' to ensure you receive email alerts. Reply 'STOP' to stop receiving future SMS messages.

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EXAMPLE

Drivers at Company XYZ are not allowed to use delivery vehicles on weekends or between the hours of 9:00 PM and 4:00 AM. XYZ's owner (Bob) wants to his Delivery Manager (Tom Jones) to be notified immediately via email and SMS whenever a violation occurs. XYZ's owner also wants to notify the driver.

► To create a new alert:

1. From the portal, hover over the **Account** menu, click **Manage Alerts**, and click **Open**.

The Alerts Manager page opens in a new browser tab.

1. From the Alerts List grid, click **New Alert** (green plus sign) next to the alert type you want to create. In the Company XYZ example, we choose the Odd-Hours alert.
2. Choose from the following options:

The following properties are available for all alerts:

- **Vehicle:** The vehicle/group that applies to the alert. The vehicle name and/or vehicle group (if applicable) will be visible in the email and/or SMS message after the Alert Subject. (In the Company XYZ example, we chose the Delivery group.)
- **Alert Subject:** The subject as it will appear in the email and/or SMS message.
- **Addresses:** The email address(es) and/or SMS number(s) where this alert will be sent. Separate multiple addresses and numbers by commas. The time stamp for when an alert notification occurs is formatted according to the **user's timezone** (who set up the alert).
- **Notify Driver:** Select this box to optionally send a custom message to the vehicle's driver. You can assign contact information for the **driver** or the **vehicle**. If a driver is assigned, the system uses the driver's contact info, alert preferences (Email and/or SMS), and timezone (format of the driver's alert time stamp only; driver's timezone is not considered in the alert thresholds). If no driver is assigned or no contact information is available for the assigned driver, the system uses the vehicle's contact info and alert preferences. If you want to notify both the driver and vehicle contact (if different), you must choose to notify the driver and then enter the vehicle contact

number separately in the Address box.

(In the Company XYZ example, we added, “Why are you driving?”)

- **Repeat Delay:** The minimum number of minutes between notifications for this alert. This option allows you to limit the frequency with which you receive alerts—especially for alerts that apply to a large group of vehicles. For example, if the Repeat Delay is set to 5 minutes, you will receive notifications no more than every 5 minutes. Any alerts that have accumulated during that time will be sent to you at once.
- **Per-Vehicle Delay:** The minimum number of minutes between alerts for the same vehicle. This option allows you to limit the frequency with which you receive alerts per vehicle. For example, if you have one vehicle in a group that is constantly going in and out of a landmark, you may only want to receive a notification every 20 minutes whenever alert conditions are met for that vehicle instead of each time the vehicle triggers the alert.
- **Active:** Temporarily turn on/off the alert.

Depending on the alert type you create, additional properties vary:

- **In-Cab Notify:** The in-cab notification method that should activate when the alert is triggered. (Must be installed in vehicle.)
- **Input:** The input type (e.g., door, PTO, etc.) as defined by your account at the time of device installation and the input state on which to alert (e.g., open/closed, on/off, etc.).
- **Idle Limit:** Minutes a vehicle must idle before an alert is triggered.
- **Push to Manager App:** Send push notification to the Manager App. **Only** available for Ignition Alert.
- **Weekdays:** The days the alert is in effect. Time options include All Day (24 hours), Off (reverts the selected days to indicate when the alert is NOT in effect), or Odd Hours (set time threshold for start and end). The times applied to the alert conditions uses the timezone on the account profile. If you are setting up an alert for vehicles that generally reside in a different timezone than you, consider adjusting the start and end time values according to the vehicles against which this alert is applied. (In the Company XYZ example, we set the After option to 21:00 (i.e., 9:00 PM) and the Before option to 4:00.)
- **Weekends:** The days the alert is in effect on weekends. Time options include All Day (24 hours), Off (reverts the selected days to indicate when the alert is NOT in effect), or Odd Hours (set time threshold for start and end). The times applied to the alert conditions uses the timezone on the account profile. If you are setting up an alert for vehicles that generally reside in a different timezone than you, consider adjusting the start and end time values according to the vehicles against which this alert is applied.
- **Landmark:** The landmark in which (or outside of which) the alert is in effect. Options include Inside (the

alert will only trigger if conditions exist inside the selected landmark or landmark group), Outside (the alert will only trigger if conditions exist outside the selected landmark), or N/A (the alert will trigger regardless of vehicle location). If your account is configured for **attributes**, you can provide extra information whenever an **applicable landmark alert** is triggered—like a gate code or a note about a safety concern at the property (e.g., guard dog).

- **One Time:** Alert one time then deactivate.
- **Running:** Threshold in minutes since the last reported location.
- **Parked:** Threshold in days since the last reported location.
- **Violation Limit (speed):** Threshold in MPH over the posted limit (greater than or equal to). Posted speed violations are calculated using the Inst speed value.
- **Violation Limit (accel/decel):** Threshold in Gs. The DOT defines harsh (not dangerous) braking as .45 g incidents (your average NYC cab driver). Harsh acceleration is typically set at a lower g-force threshold (.35 g incidents).
- **Alert Threshold:** Threshold in miles, hours, or days before service is overdue.
- **Speed Limit:** Threshold in MPH in speed (not related to posted limit). By default, conditions are based on Inst speed sample. This is valuable when you need to deduce that a violation occurred at a fixed time and location (e.g., speeding inside the boundaries of a relatively small landmark).
- **Stop Time:** Threshold in minutes since the vehicle has been stopped.
- **Stop Type:** Type of stop for which the alert is in effect. Options include Any (idle and ignition off), Idle (only), or Stop (ignition off only).
- **Switch Type:** Type of power loss event (Power Lost or Power Cycle). Power Lost indicates when a device may have been unplugged/unwired (relies on backup battery). Power Cycle indicates when all power is lost and regained. If the device has a backup battery, the alert will trigger only if all power (including backup battery) had been lost prior to regaining power.
- **Diagnostic Type:** Type of diagnostic (Temperature Sensor, Coolant Temperature, Engine Speed).
- **Threshold:** Threshold for Diagnostic Type (see above).

-
1. Adjust additional alert settings as needed, and click **Create Alert**.

New Odd-Hours Alert

Create new *Odd-Hours Alert*

Vehicle

ALL VEHICLES

Alert Subject

ODD HOURS ALERT

Addresses

tom.jones@xyz.demo

Enter one or more email addresses or SMS numbers

Notify Driver

☐ send with note:

to current driver or the contact info for the vehicle

Weekdays

Sun M T W Th F Sat

☐ ☒ ☒ ☒ ☒ ☒ ☐

☐ All Day ☐ Off ☒ Odd Hours

after 16:00 and before 4:00

Weekends

Sun M T W Th F Sat

☒ ☐ ☐ ☐ ☐ ☐ ☒

☒ All Day ☐ Off ☐ Odd Hours

Landmark

☐ Inside ☐ Outside ☒ N/A

One Time

☐ Alert one time then deactivate

Repeat Delay

2

Minimum minutes between alerts

Per-Vehicle

☒ Delay 20

Minimum for the same vehicle



☐ Once Do Not Repeat Notification

Active

☒ yes ☐ no ☐ apply date range

Create New Alert

The new alert will be listed in the Active Alerts grid, which includes the details of the alert and the number of times the alert has been triggered.

Active Alerts			
<div> <div>Alert Type: - ALL TYPES -</div> <div>Active: <input checked="" type="checkbox"/></div> <div>Subject: Odd Hours <small>* for wildcard</small></div> <div>All Users: <input type="checkbox"/></div> <div>Vehicle Group: - ALL GROUPS -</div> <div>Address: <input type="text"/></div> <div>filter</div> </div>			
Subject	Vehicle	Options	Active
ODD HOURS ALERT	Delivery group	21:00 to 4:00 M-F, All day weekends	yes  

The next time any vehicle(s) in the Delivery group trigger this alert according to the odd hours Bob set (using Bob's timezone), Tom Jones will receive the following notifications (email and SMS):

Odd Hours Alert (xyz_admin)

Delivery

'TR-150' was moving 81 mph (66 avg) at 23:05.

Odd Hours Alert (xyz_admin)

Delivery

'TR-150' was moving 81 mph (66 avg) [at 23:05](#).

If a message was sent to the driver, the the time the alert violation occurred (according to Bob's timezone) will be converted to the driver's timezone (if set in [driver's profile](#)).

Odd Hours Alert (gpsinsight)

'Why are you driving'

Kristin Lisson (FLATBED-31, [602-555-3843](#)) was moving 55 mph (16 avg) [from 2:48 AM to 2:52 AM](#).



Note. Allow 'alerts@[provider].com' to ensure you receive email alerts. Reply 'STOP' to stop receiving future SMS messages.

More reference materials:

- Not receiving alerts? View [Editing an Alert](#).
- Getting too many alerts? Check out [Editing an Alert](#).

Alerts provide real-time notification for driver and vehicle activity. You can set up alerts to be sent to one or more email addresses or SMS numbers. You can create an unlimited number of alerts for each [alert type](#).

EXAMPLE

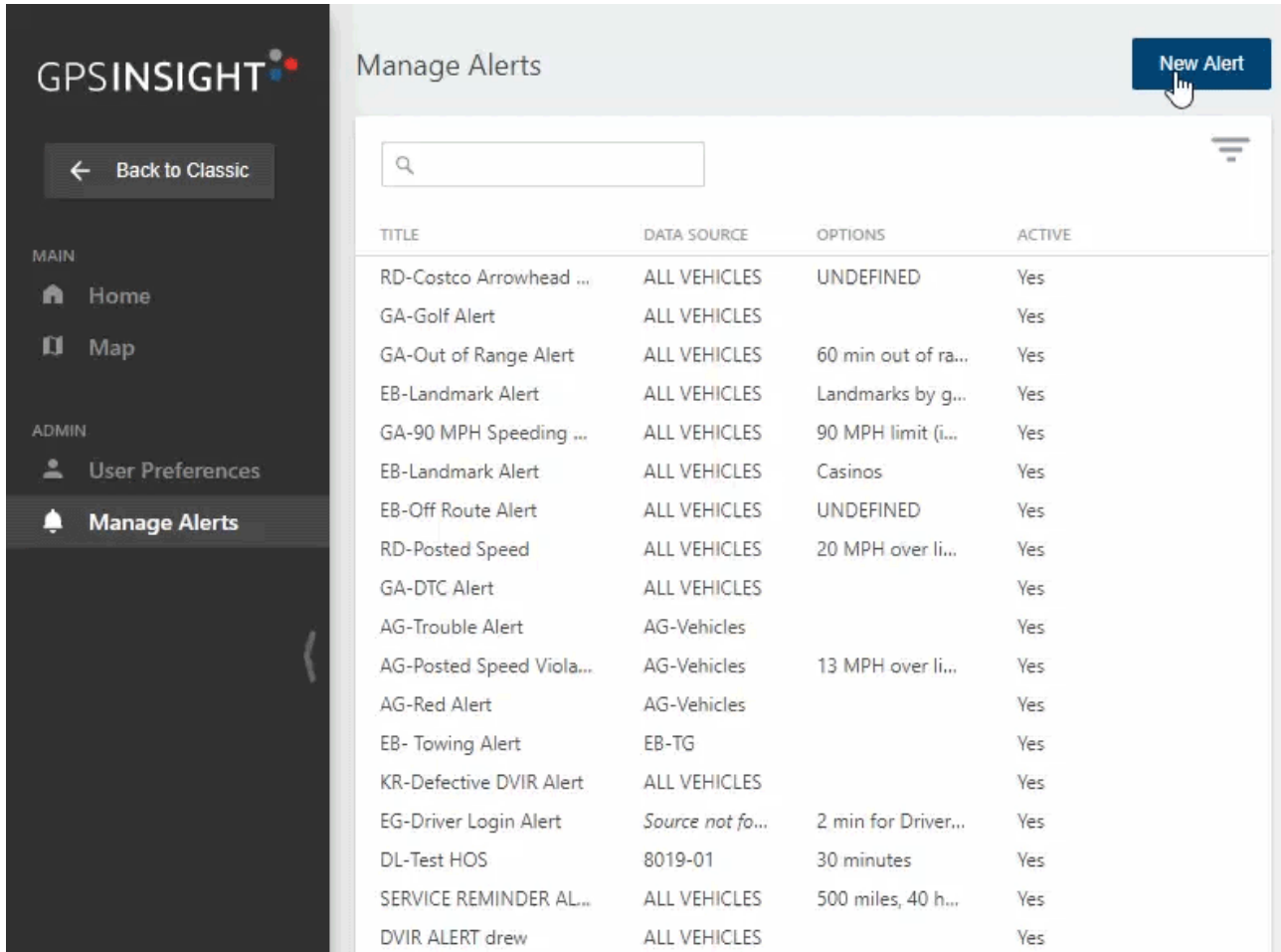
Drivers at Company XYZ are not allowed to use delivery vehicles on weekends or between the hours of 9:00 PM and 4:00 AM. XYZ's owner (Bob) wants to his Delivery Manager (Tom Jones) to be notified immediately via email and SMS whenever a violation occurs. XYZ's owner also wants to notify the driver.

► To create a new alert:

1. From the Homepage, click the Alerts card or the Manage Alerts tab.

The Manage Alerts page opens.

1. Click **New Alert** in the top right-hand corner, and select the Alert you want to create. In the Company XYZ example, we choose the Odd-Hours alert.



TITLE	DATA SOURCE	OPTIONS	ACTIVE
RD-Costco Arrowhead ...	ALL VEHICLES	UNDEFINED	Yes
GA-Golf Alert	ALL VEHICLES		Yes
GA-Out of Range Alert	ALL VEHICLES	60 min out of ra...	Yes
EB-Landmark Alert	ALL VEHICLES	Landmarks by g...	Yes
GA-90 MPH Speeding ...	ALL VEHICLES	90 MPH limit (i...	Yes
EB-Landmark Alert	ALL VEHICLES	Casinos	Yes
EB-Off Route Alert	ALL VEHICLES	UNDEFINED	Yes
RD-Posted Speed	ALL VEHICLES	20 MPH over li...	Yes
GA-DTC Alert	ALL VEHICLES		Yes
AG-Trouble Alert	AG-Vehicles		Yes
AG-Posted Speed Viola...	AG-Vehicles	13 MPH over li...	Yes
AG-Red Alert	AG-Vehicles		Yes
EB- Towing Alert	EB-TG		Yes
KR-Defective DVIR Alert	ALL VEHICLES		Yes
EG-Driver Login Alert	Source not fo...	2 min for Driver...	Yes
DL-Test HOS	8019-01	30 minutes	Yes
SERVICE REMINDER AL...	ALL VEHICLES	500 miles, 40 h...	Yes
DVIR ALERT drew	ALL VEHICLES		Yes

2. Choose from the following options:

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- **Addresses:** The email address(es) and/or SMS number(s) where this alert will be sent. Separate multiple addresses and numbers by commas. The time stamp for when an alert notification occurs is formatted according to the **user's timezone** (who set up the alert). If you select a hierarchy node in the Vehicle option, the Addresses defaults to use an address **attribute hierarchy** (if available). You can override the hierarchy list from the drop-down.
- **Notify Driver:** Select this box to optionally send a custom message to the vehicle's driver. You can assign contact information for the **driver** or the **vehicle**. If a driver is assigned, the system uses

the driver's contact info, alert preferences (Email and/or SMS), and timezone (format of the driver's alert time stamp only; driver's timezone is not considered in the alert thresholds). If no driver is assigned or no contact information is available for the assigned driver, the system uses the vehicle's contact info and alert preferences. If you want to notify both the driver and vehicle contact (if different), you must choose to notify the driver and then enter the vehicle contact number separately in the Address box.

(In the Company XYZ example, we added, "Why are you driving?")

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- **Diagnostic Type:** Type of diagnostic (Temperature Sensor, Coolant Temperature, Engine Speed).
- **Threshold:** Threshold for Diagnostic Type (see above).

1. Adjust additional alert settings as needed, and click **Create Alert**.

Adding an Alert

Link: <https://help.responsiblefleet.com/docs/about-alerts/adding-an-alert/> Last Updated: October 18th, 2016

Odd-Hours Alert

Alert Title:

Data Source:

1 Vehicle 2323

[Change](#)

Notification:

☐ Web Portal ☒ Manager App ☒ Email

Separate by commas to add multiple.

☒ Text

Separate by commas to add multiple.

☐ In-Cab

Notification: ☐ Only send alert once per off-hours time span

Active:

Yes

No

Apply Date

ADVANCED OPTIONS

Active:

Su ☒ Mo ☐ Tu ☐ We ☐ Th ☐ Fr ☐ Sa ☒

1:00 PM - 11:00 PM

☐ Use different times for some days

Landmarks:

Ignore

Inside

Outside

One Time: ☐

Repeat Delay:

120

 Minutes

Per Vehicle Delay:

20

 Minutes

Previous

Create Alert

The new alert will be listed in the Manage Alerts grid, which includes the details of the alert.

Manage Alerts [New Alert](#)

TITLE	DATA SOURCE	OPTIONS	ACTIVE
ODD HOURS	2323	1PM to 11PM SunSat, No week...	Yes

☐ Show all

1 2 3 4

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