How to Create and Edit an Alert in Cloud

Care Planning · https://cclearninghub.co.uk/docs/how-to-create-and-edit-an-alert-in-cloud/

How to Create and Edit an Alert in Cloud



Kieran Worth

This guide explains how to create and manage alerts within the Care Planning section of the Admin app.

Alerts and notifications ensure that important incidents and updates are communicated quickly to the right staff members. This improves response times, enhances communication across your team, and supports compliance by ensuring critical information is shared and acted upon promptly.

By following this guide, you will learn how to:

- Create a new alert with customised categories and conditions
- Define when and how alerts are triggered
- Set up and manage staff message groups
- Assign alerts to the appropriate team members
- Configure visibility and sign-off requirements
- Edit, review, or remove existing alerts

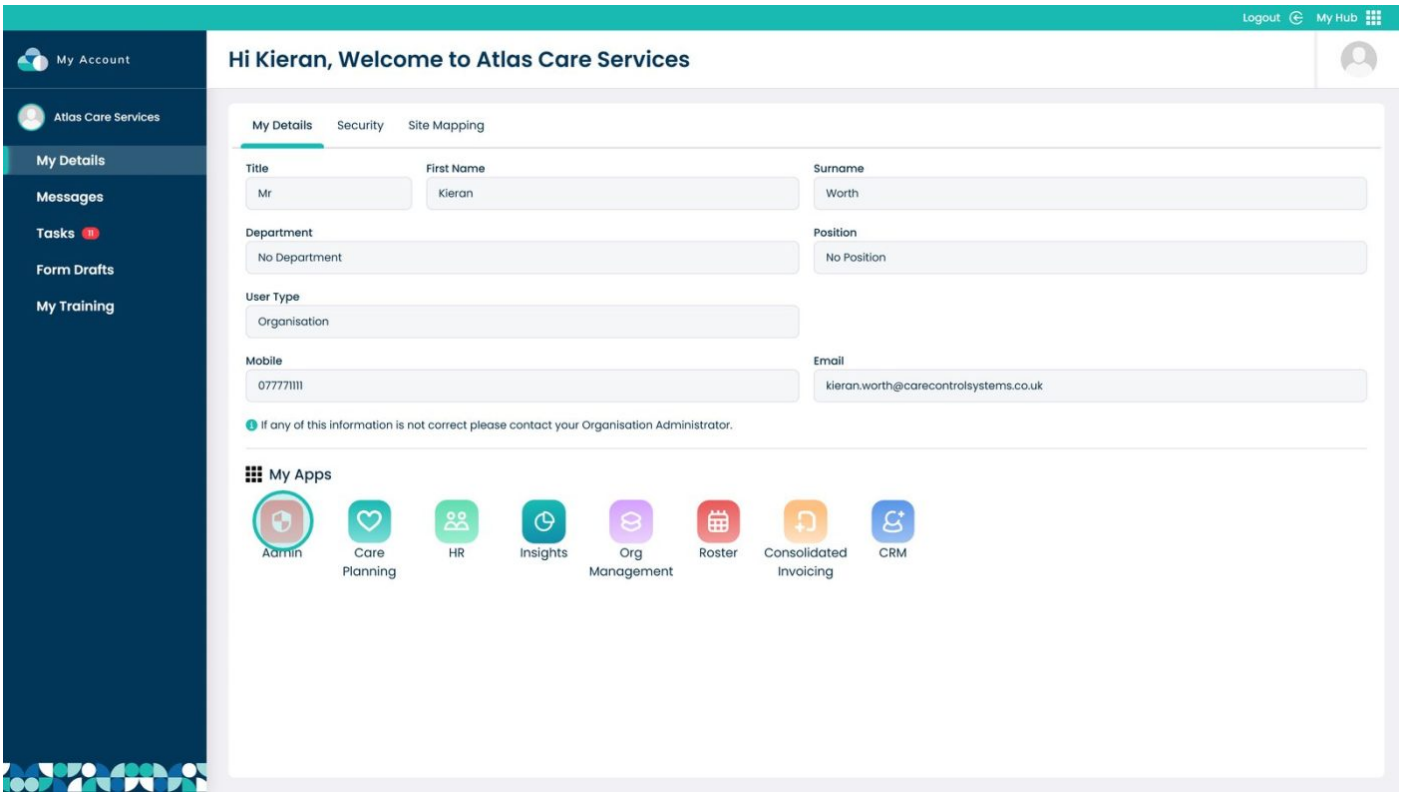
This ensures that the right people are notified at the right time, helping your team respond effectively, maintain compliance, and deliver safe, high-quality care.

Interactive Guide

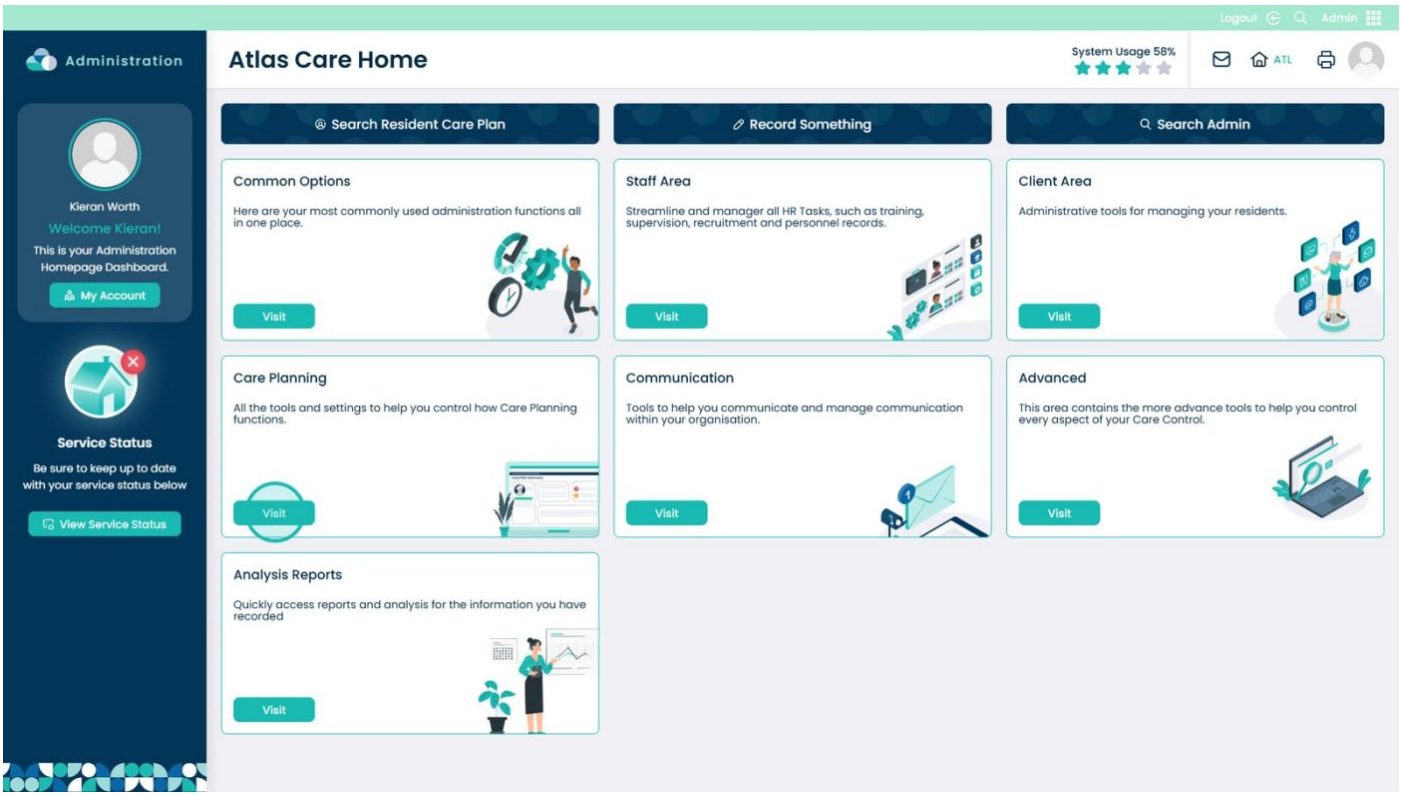
Embedded media:
https://demo.arcade.software/omxZP6nPH99nT4YssYzi?embed&embed_mobile=tab&embed_desktop=inline&show_copy_lin

Text based guide

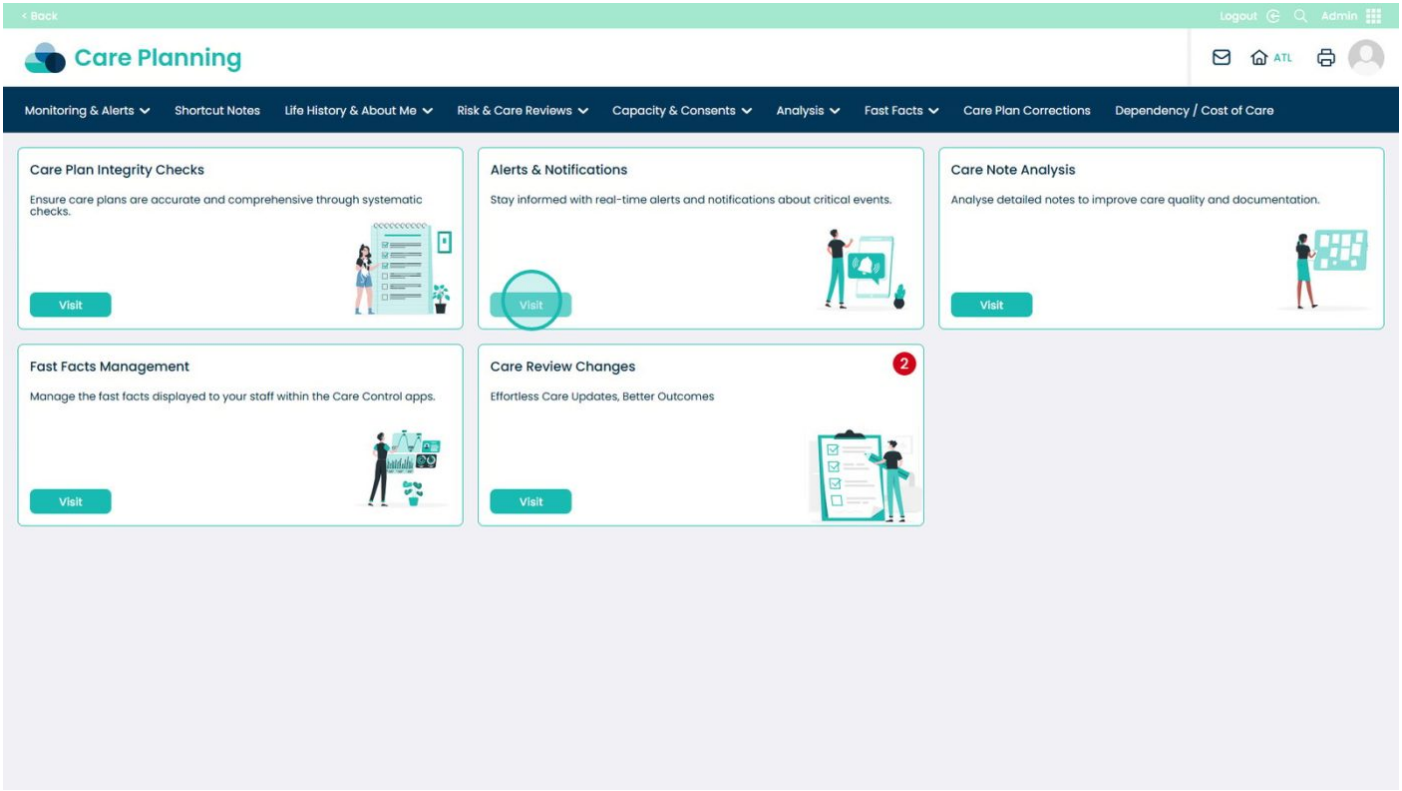
Start by launching the Admin app to access core administrative features.



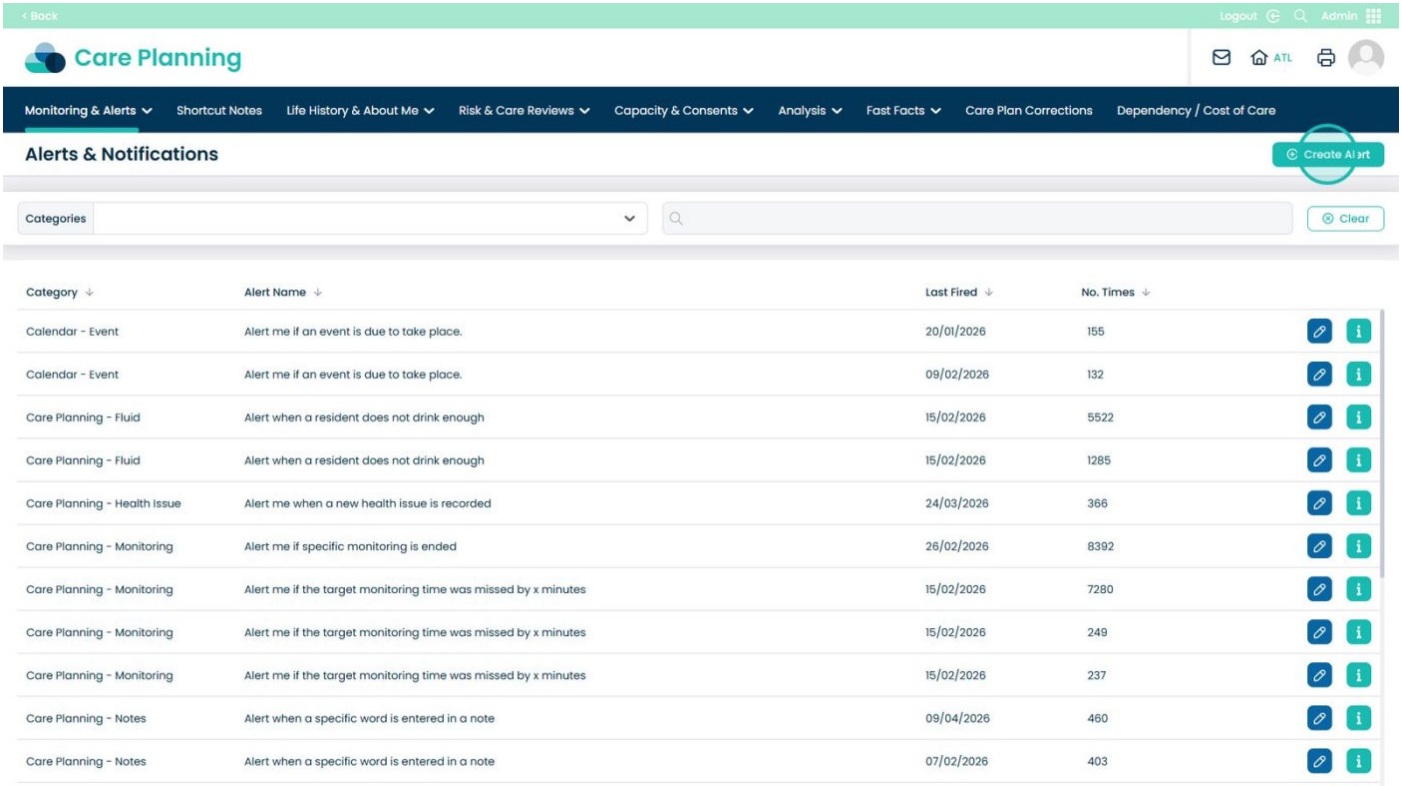
Click on the Care Planning ‘Visit’ button to manage all care-related configurations.



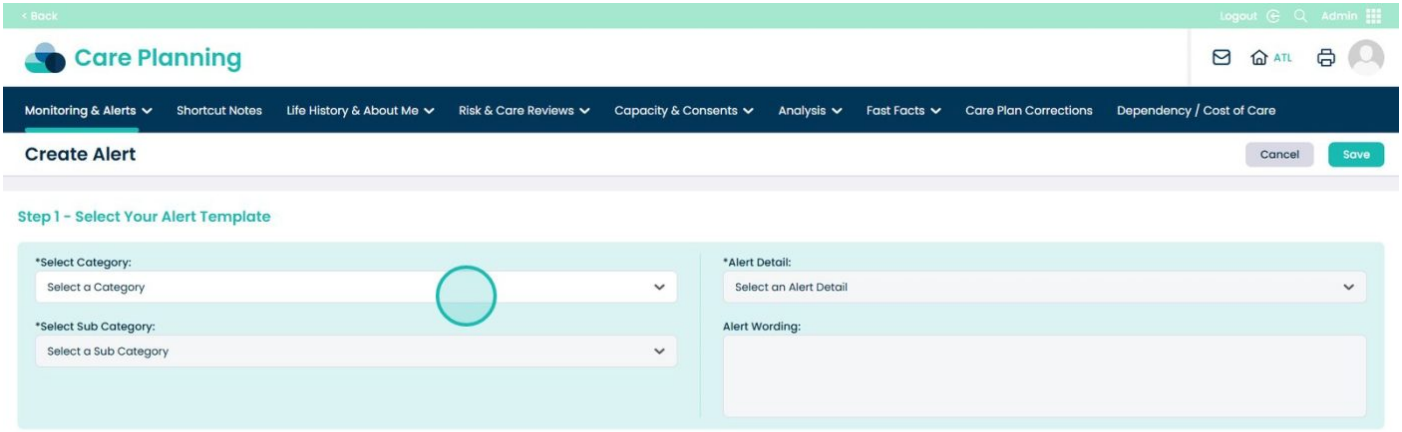
Select ‘Alerts & Notifications’ to view and manage critical care alerts.



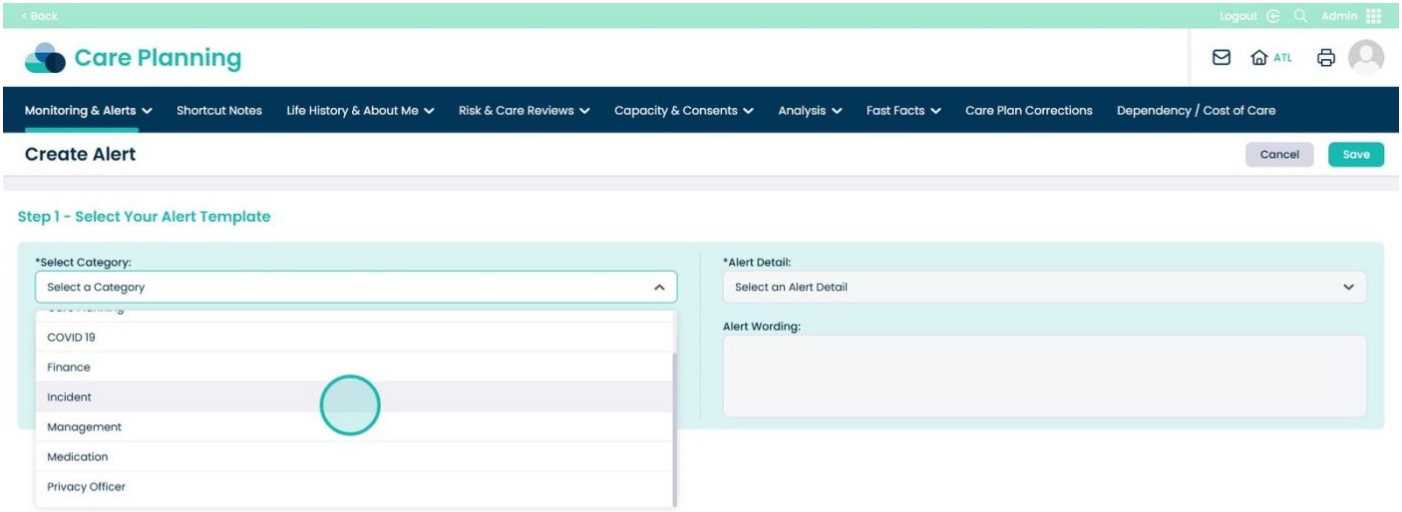
Click ‘Create Alert’ to set up a new custom notification.



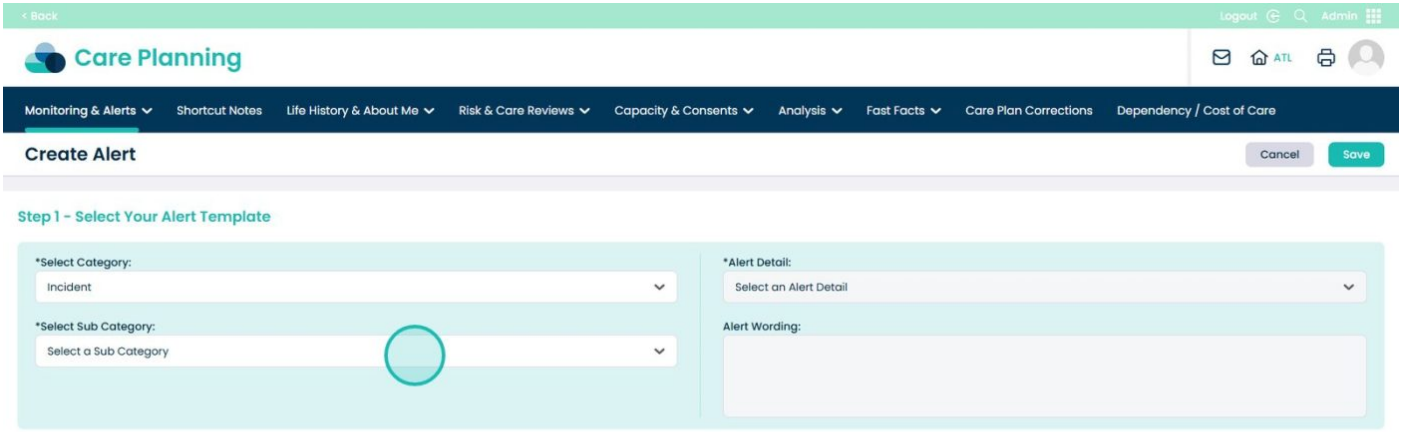
Open the ‘Select a Category’ dropdown.



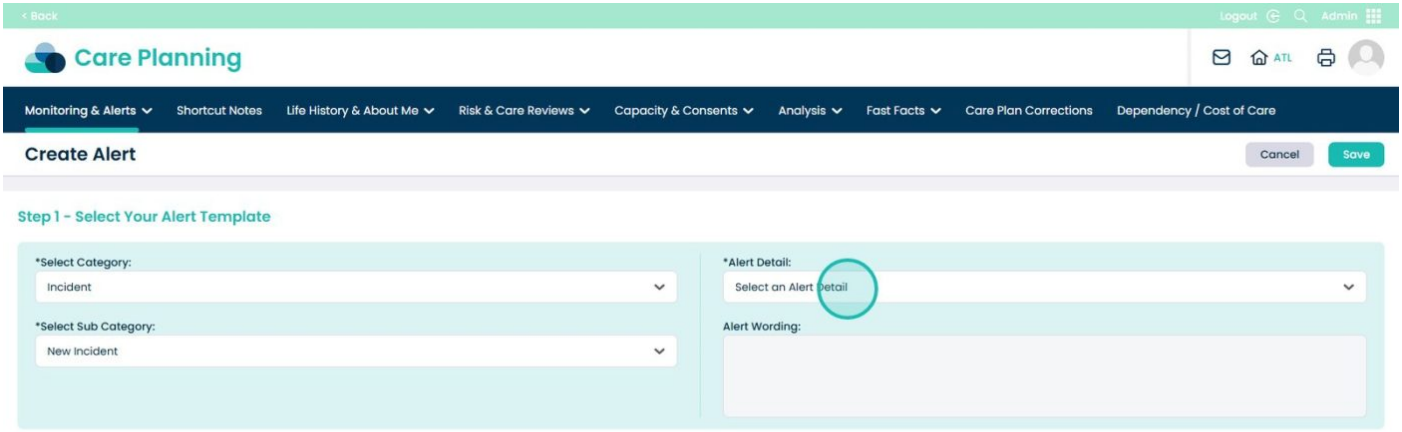
Choose an option from the dropdown list.



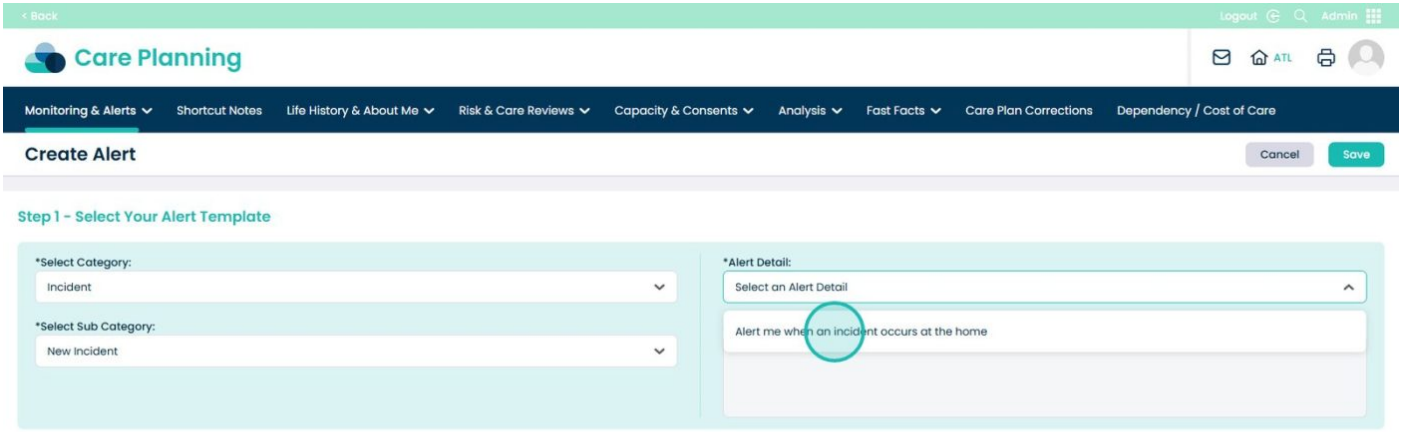
Select a subcategory of the alert.



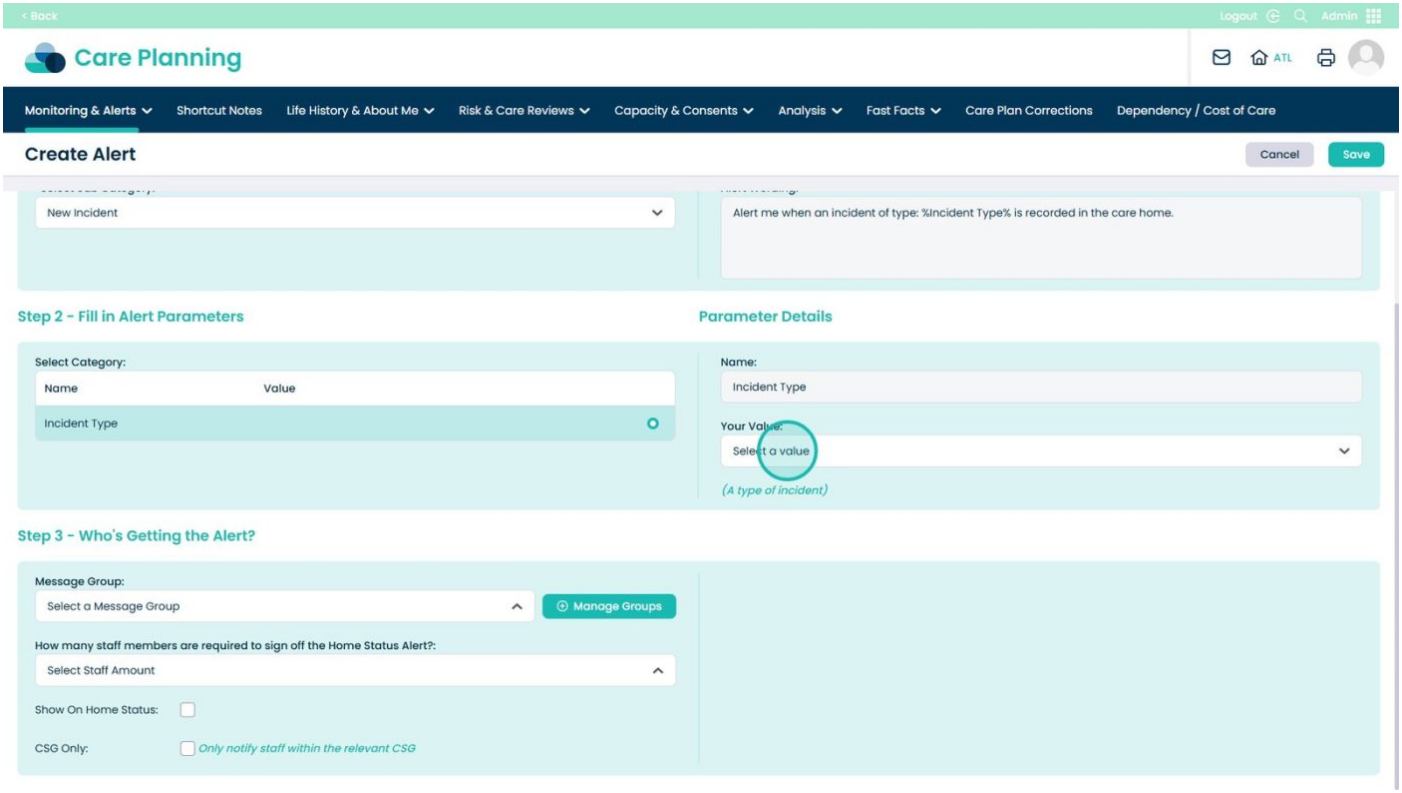
Enter key alert details.



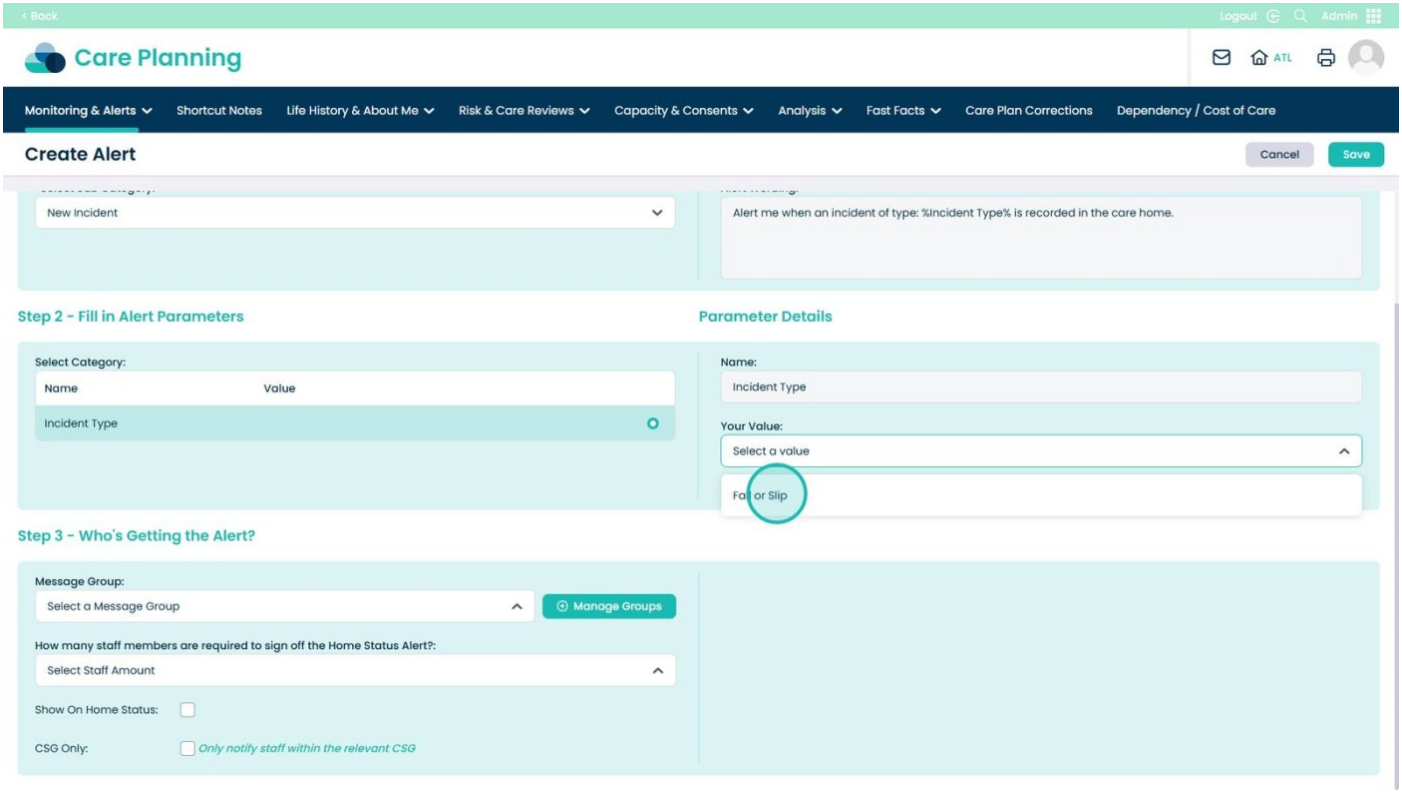
Enable notifications if required.



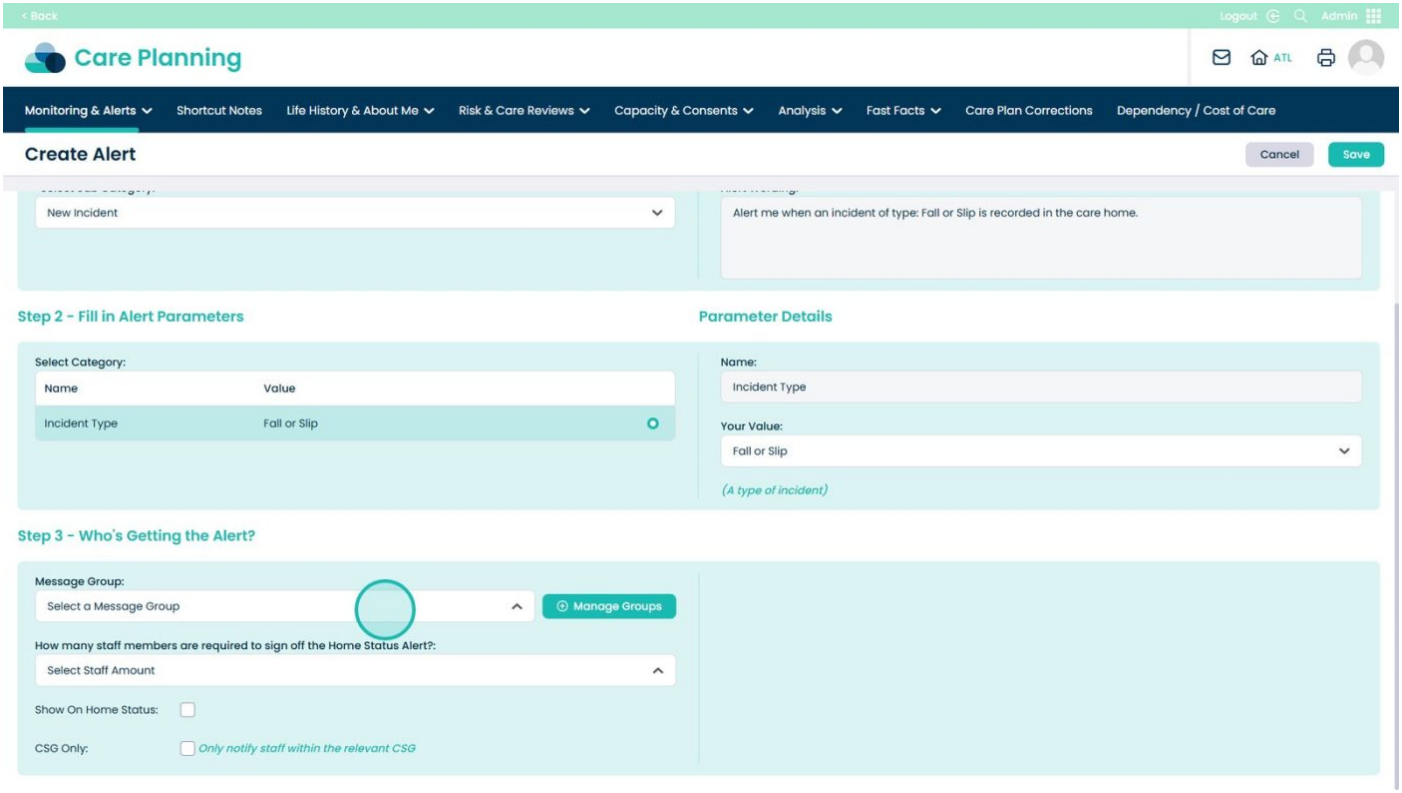
Choose the relevant incident type.



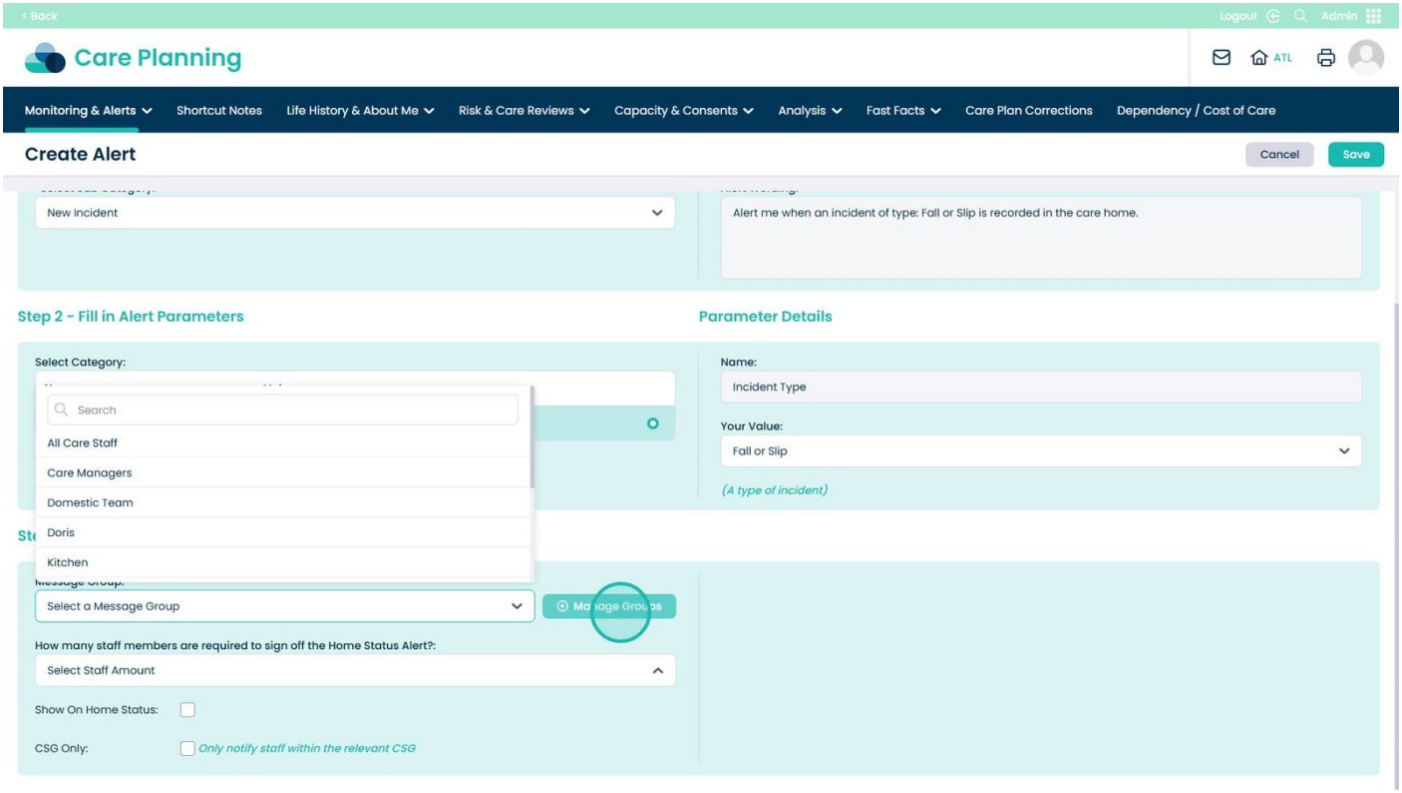
Select an area from the list.



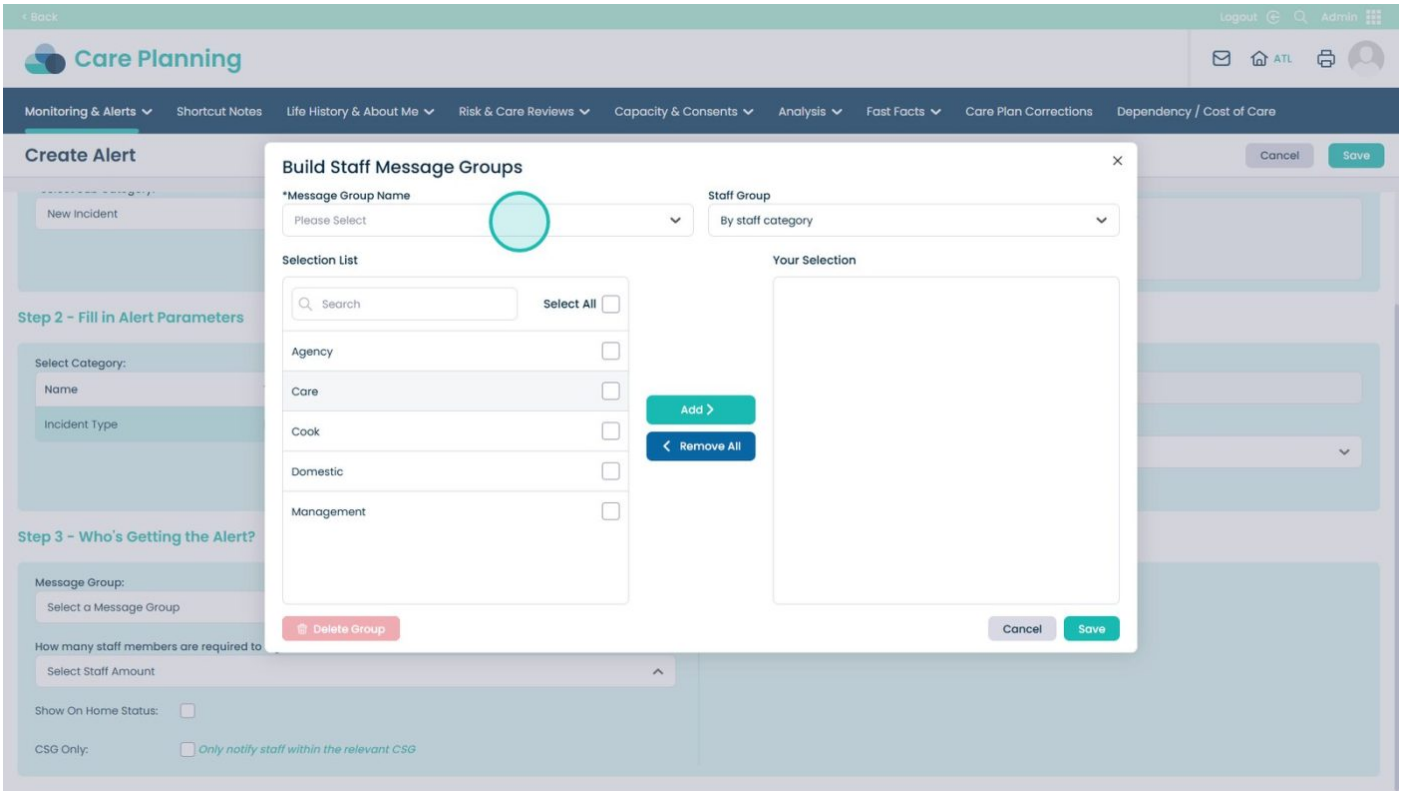
Select a message group for notifications.



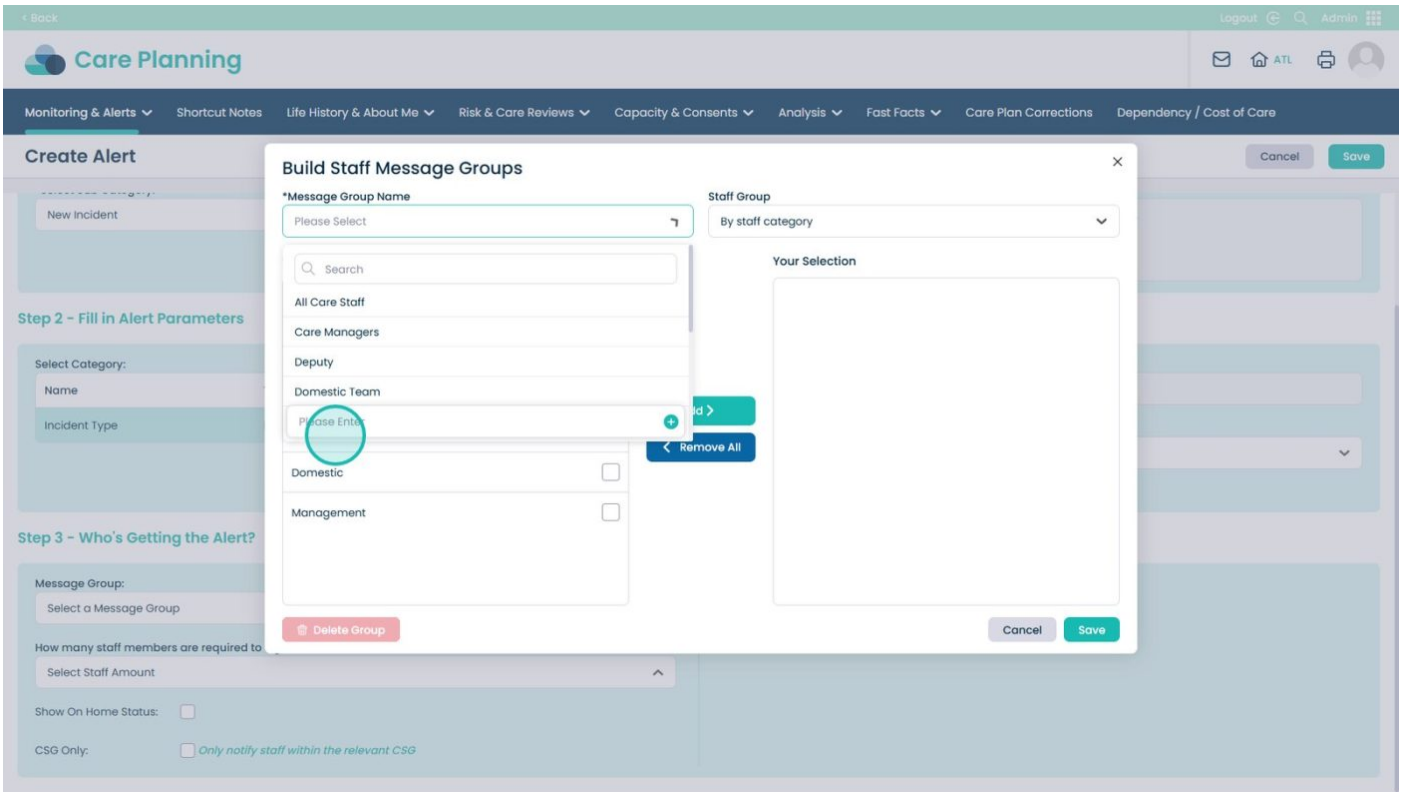
Click ‘Manage Groups’ to customise staff groups.



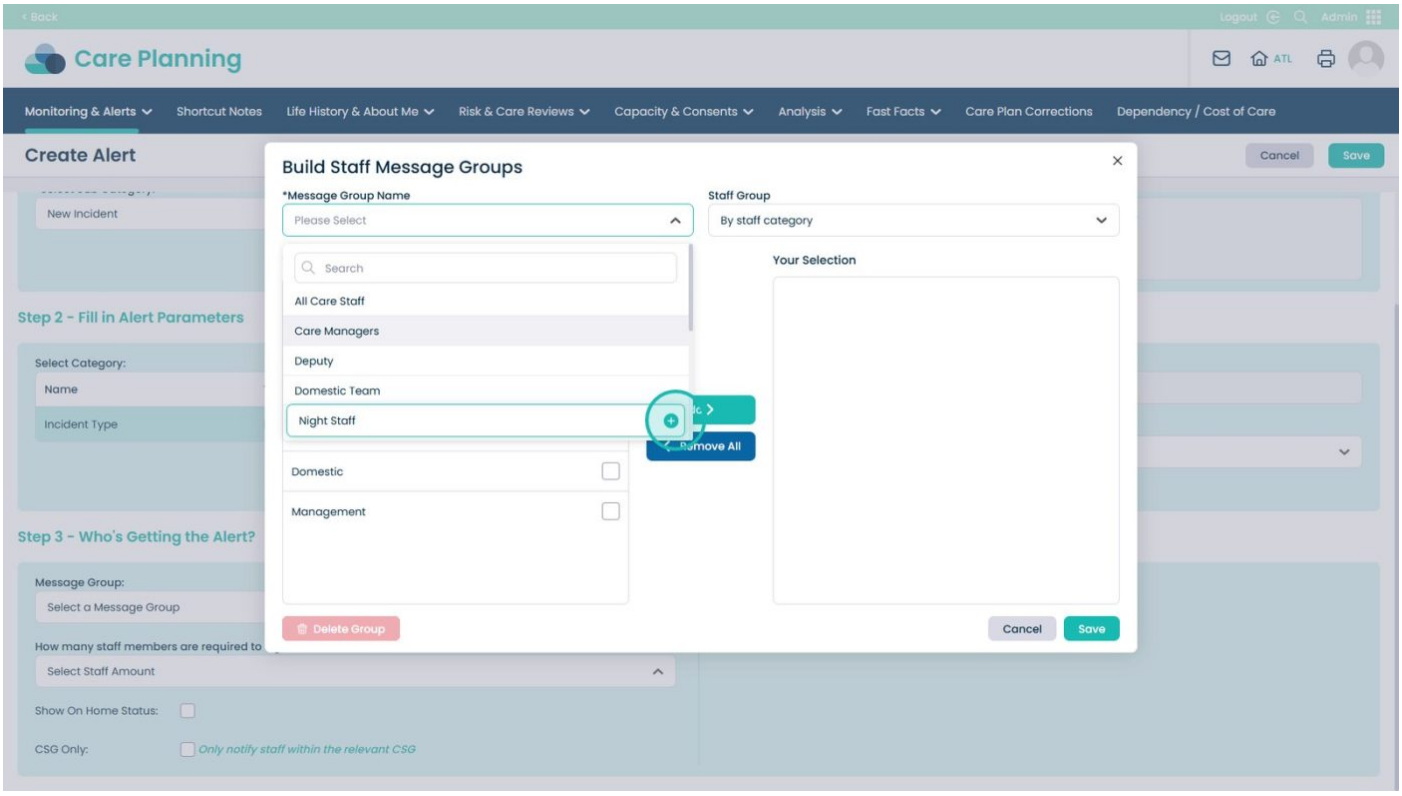
Open the message group dropdown.



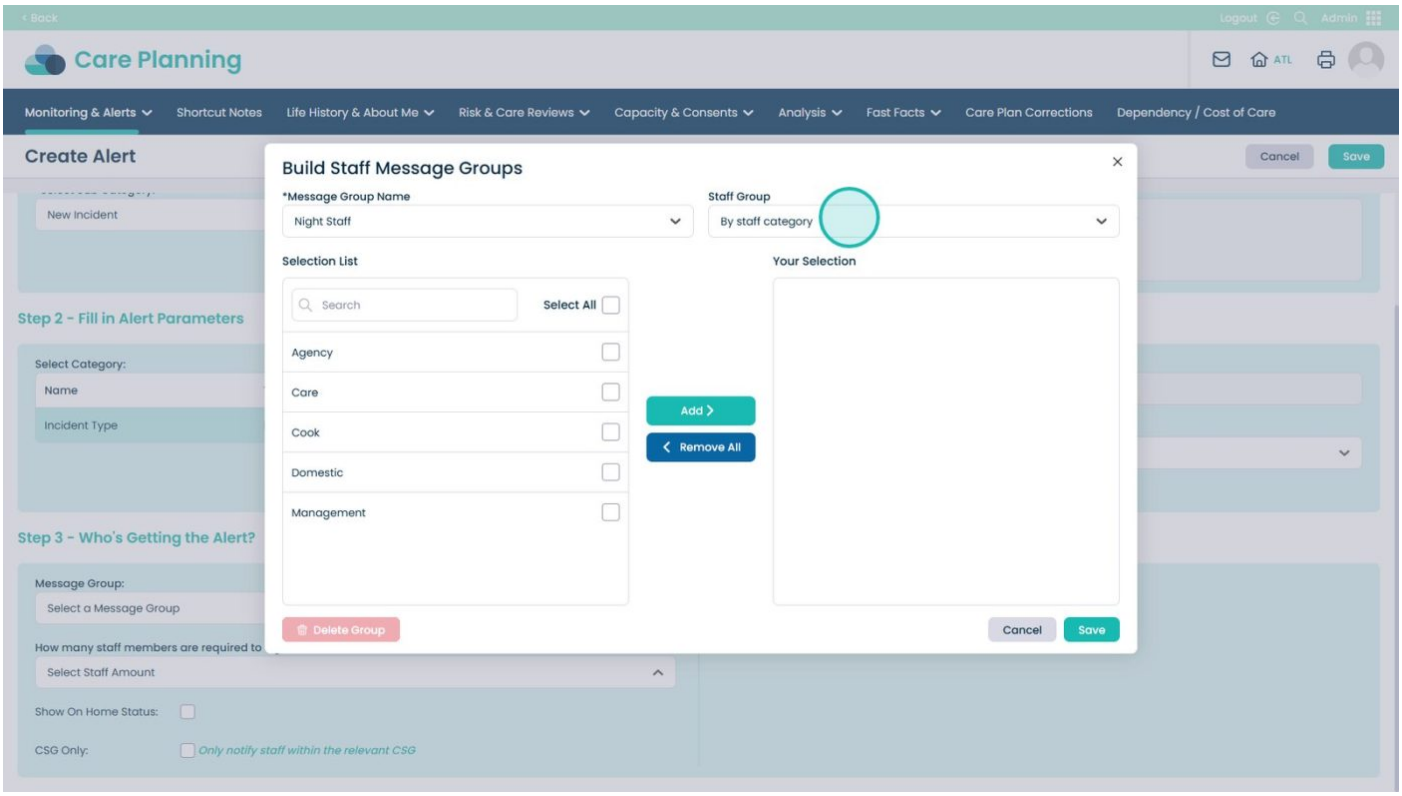
Enter a group name.



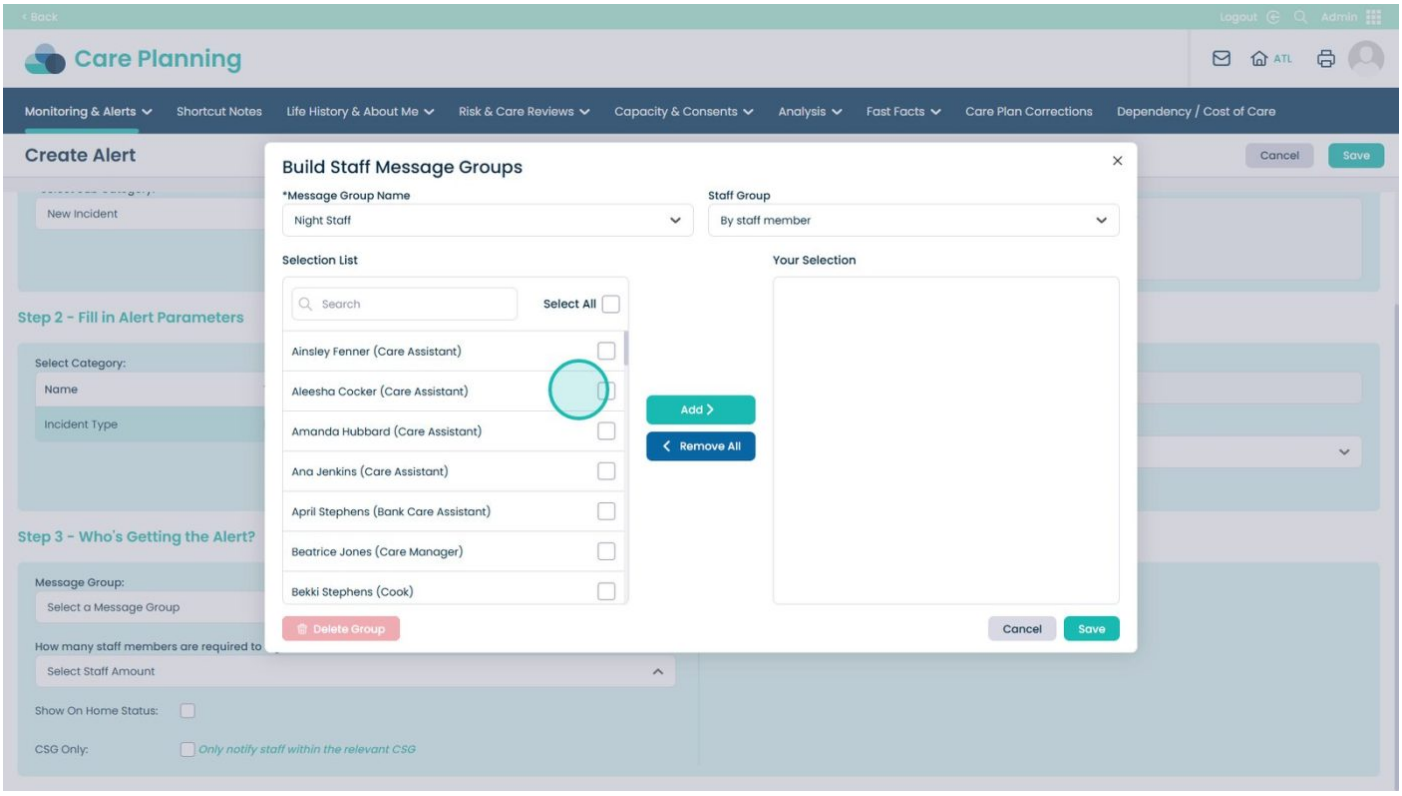
Add staff members to the group.



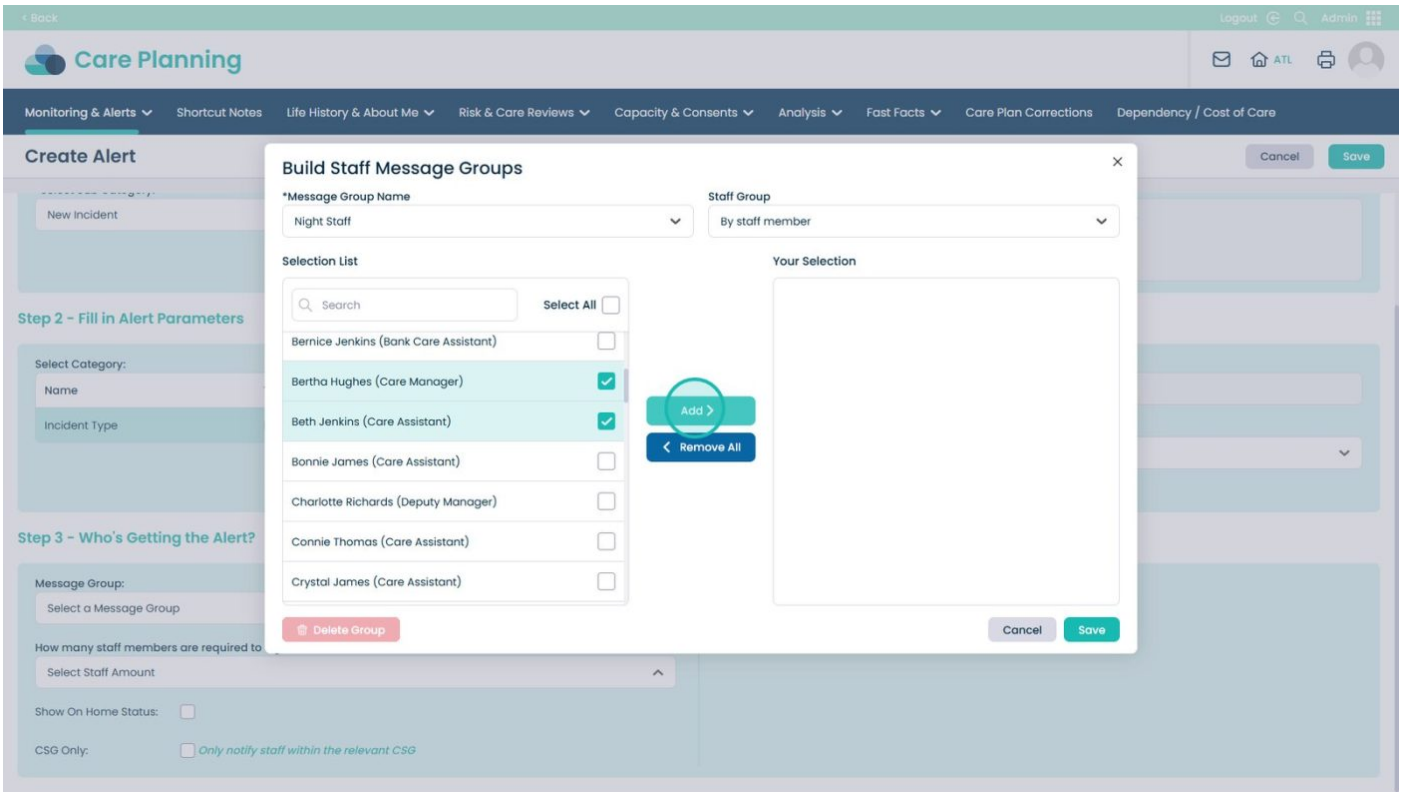
Adjust grouping options as required.



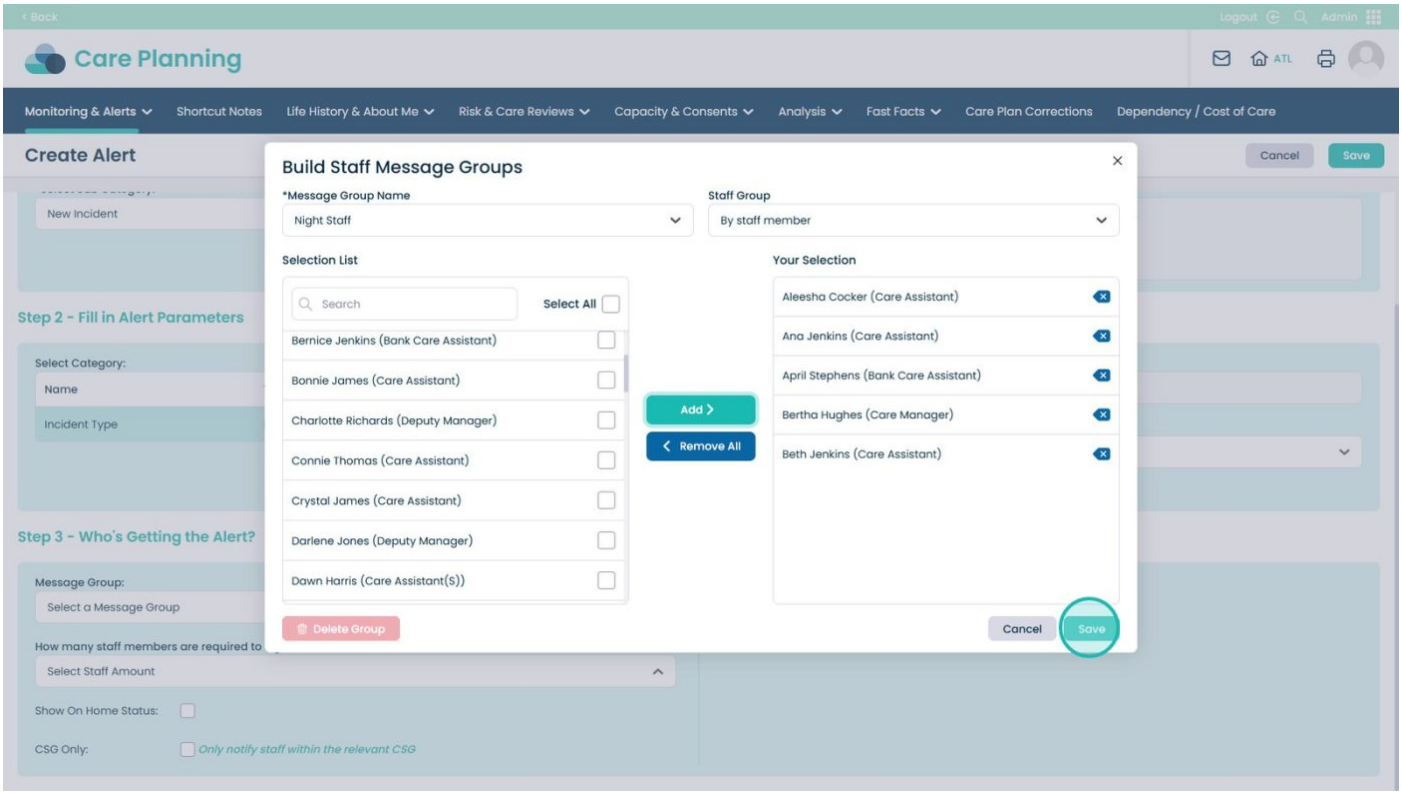
Select staff members for notifications.



Click ‘Add’ to include selected staff.



Save the message group.



Choose how many staff are required for sign-off.

Select the sign-off option.

Enable visibility on the home screen if required.

Enable CSG-only visibility if required.

Click ‘Save’ to finalise the alert.

Edit an existing alert using the pen icon.

Modify or delete the alert as required.

Save or cancel your changes.

Click the information icon to view alert details.

Review detailed alert information.

Close the information window.

Return to the alerts list.

Review your alerts to ensure everything is configured correctly.

Was it helpful ?

- Happy
- Normal
- Sad

Table of Contents

↑ Top