

IRONSIGHT

 Notification User Guide

JOB NOTIFICATIONS AND HOW THEY WORK

There are various job notifications including push, in-app and email notifications.

Google Chrome

IronSight notifications only occur in the background, meaning if IronSight is open in the foreground a notification will not appear

Apple or Android Device

3:03

IronSight • 2 min

Job #16619: Schedule updated

Start: Aug 27, 2020 09:00

End: Aug 27, 2020 13:30

Gmail • adamj@ironsight.ca • 2 min

IronSight - noreply

Job #16619 - Update

REFERENCE GUIDE TO IRONSIGHT NOTIFICATIONS

Push Notifications are sent automatically

A user must be logged into IronSight to receive a push notification

Most Job Related Email Notifications need to be manually sent

Except an email notification that a new job is assigned to your company (if dispatcher email is provided)

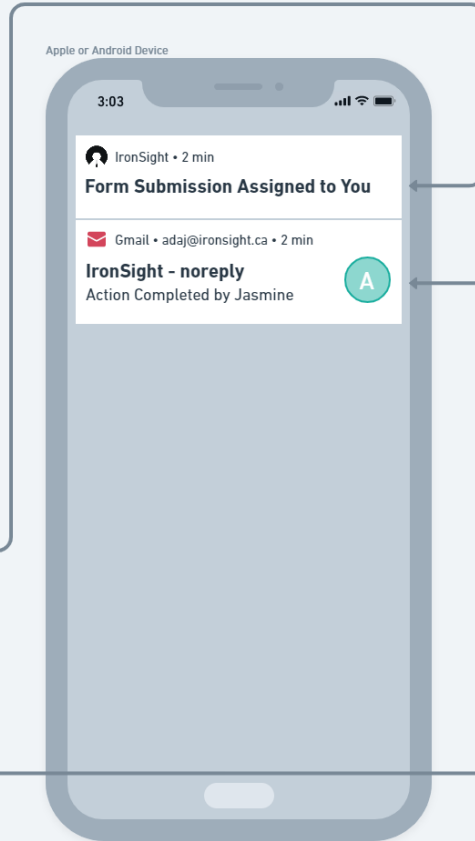
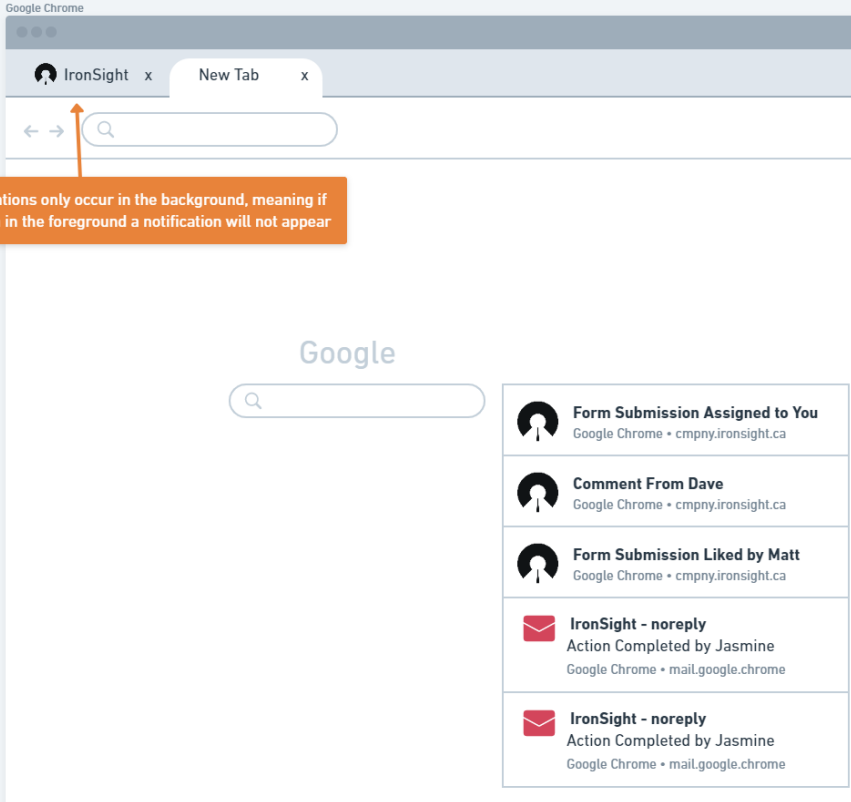
A user does not need to be logged into IronSight to receive an email notification

If your email notifications aren't showing up, check your junk / spam folder.

FORM NOTIFICATIONS AND HOW THEY WORK

There are various form related notifications including push, in-app and email notifications.

IronSight notifications only occur in the background, meaning if IronSight is open in the foreground a notification will not appear



REFERENCE GUIDE TO IRONSIGHT NOTIFICATIONS

Push Notifications are sent automatically

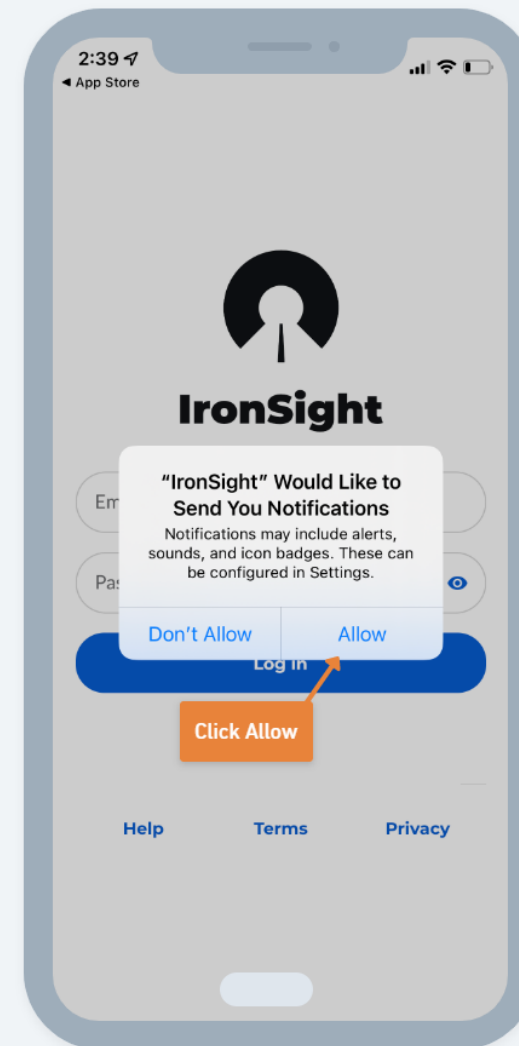
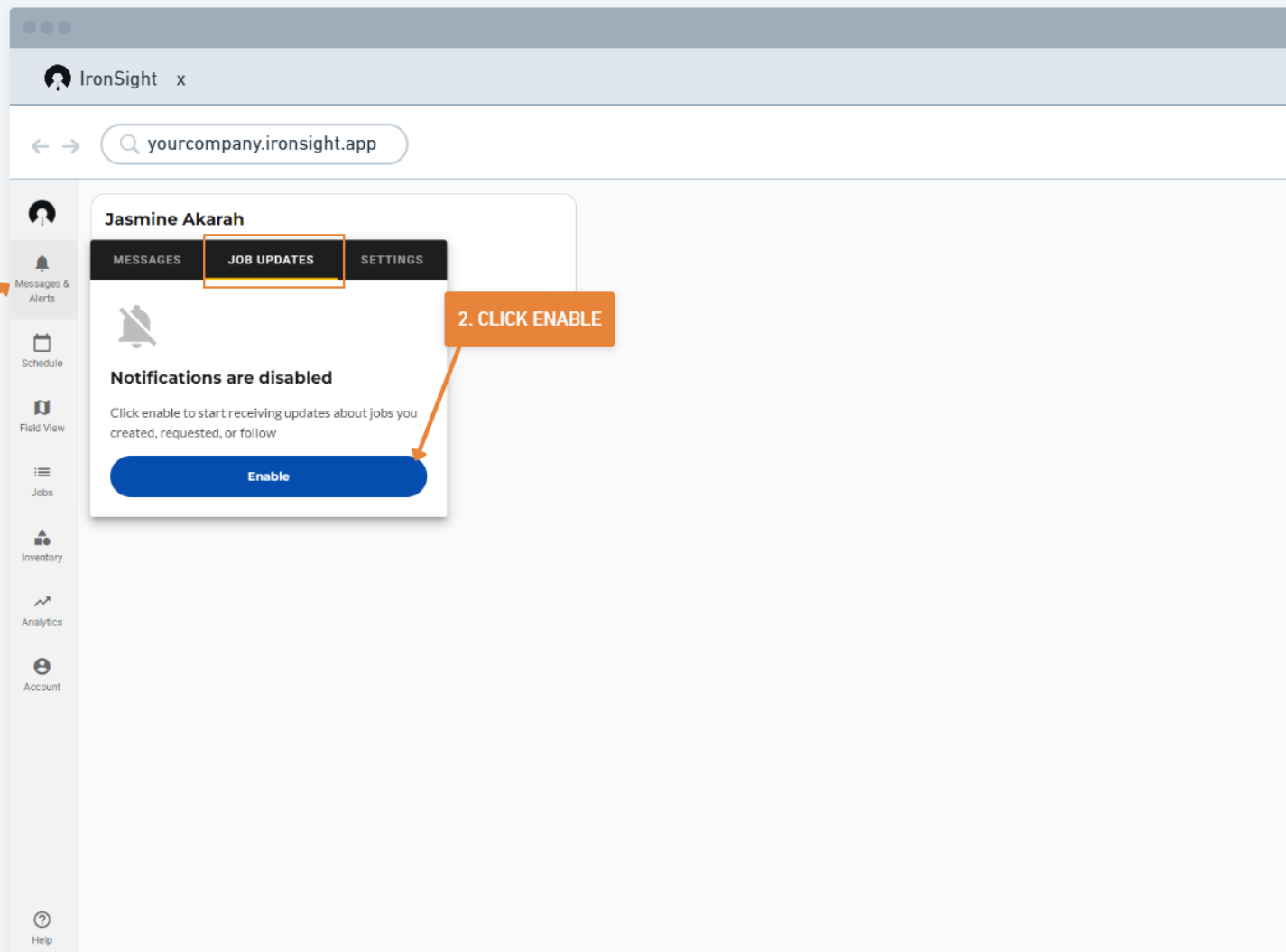
A user must be logged into IronSight to receive a push notification

Form Related Email Notifications are sent automatically

A user does not need to be logged into IronSight to receive an email notification
If your email notifications aren't showing up, check your junk / spam folder.

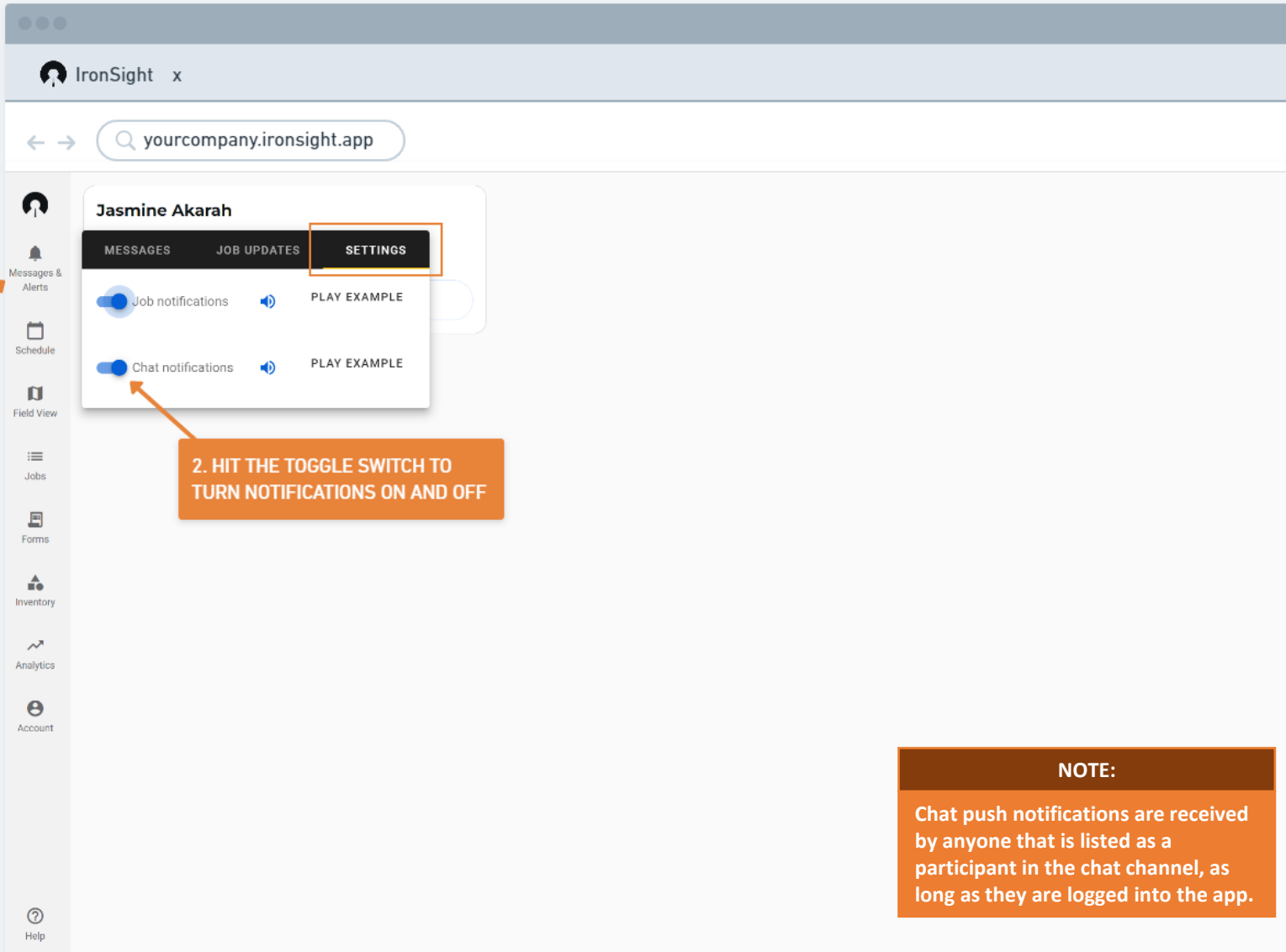
Enabling Notifications as a New User

When logging in to IronSight for the first time, your web-browser or mobile phone would prompt you to enable notifications.



Toggling Job and Chat Notifications ON/OFF

You can choose to turn on/off job and chat notifications through the messages and alerts tab.



The screenshot shows the IronSight web application interface. On the left is a vertical sidebar with icons for Messages & Alerts, Schedule, Field View, Jobs, Forms, Inventory, Analytics, Account, and Help. The main content area displays the profile of 'Jasmine Akarah' with three tabs: 'MESSAGES', 'JOB UPDATES', and 'SETTINGS'. The 'SETTINGS' tab is highlighted with an orange box. Below the tabs are two notification settings, each with a toggle switch and a 'PLAY EXAMPLE' button. The 'Job notifications' toggle is currently turned on, and the 'Chat notifications' toggle is also turned on. An orange arrow points from the 'Messages & Alerts' icon in the sidebar to the 'SETTINGS' tab. Another orange arrow points from the 'Chat notifications' toggle switch to a text box.

1. CLICK MESSAGES & ALERTS

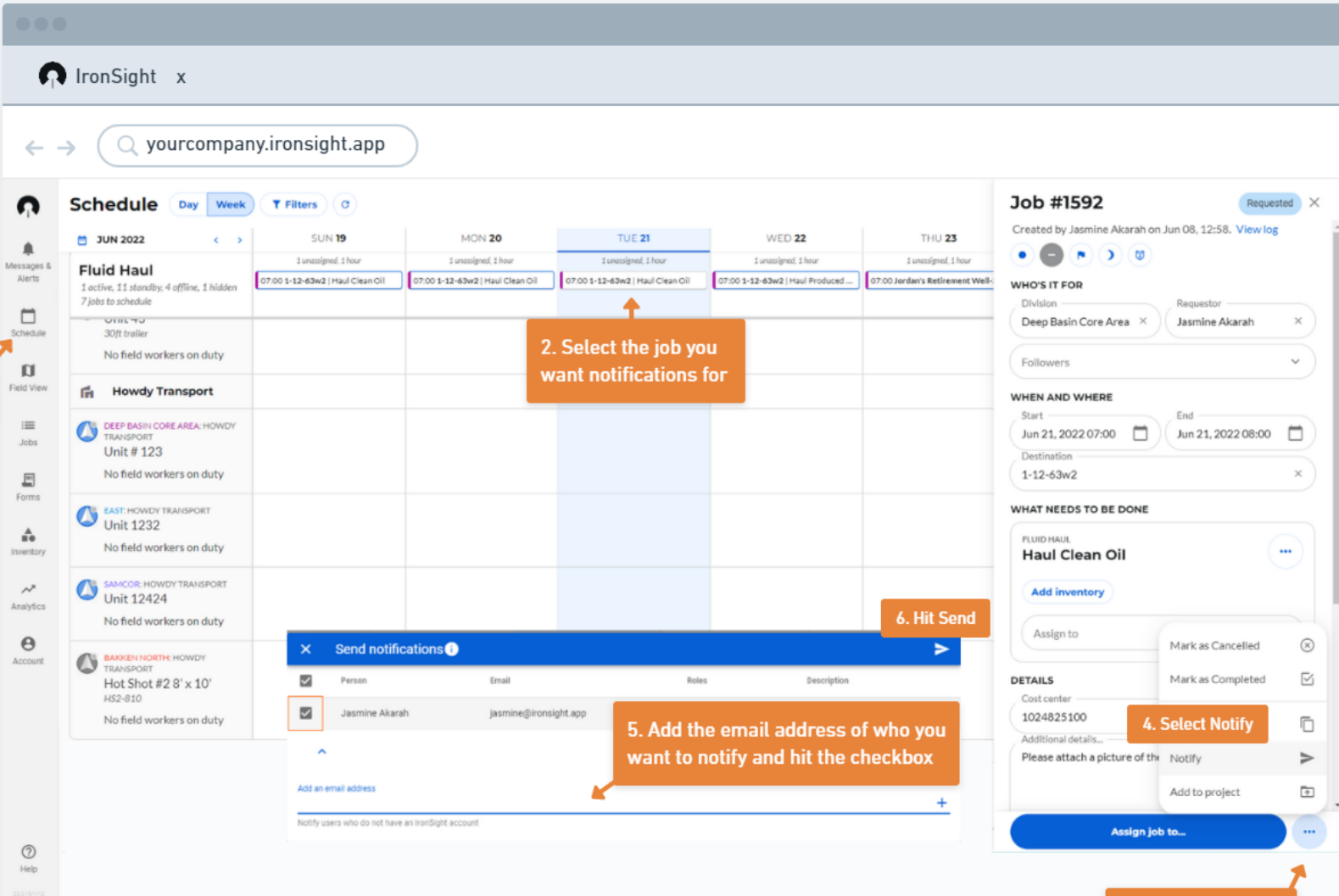
2. HIT THE TOGGLE SWITCH TO TURN NOTIFICATIONS ON AND OFF

NOTE:

Chat push notifications are received by anyone that is listed as a participant in the chat channel, as long as they are logged into the app.

Email Notifications for Job Updates - Web

Email Notifications can be sent using the web platform and the mobile app



The screenshot displays the IronSight web interface. On the left, a sidebar contains navigation icons for Messages & Alerts, Schedule, Field View, Jobs, Forms, Inventory, Analytics, and Account. The main area shows a 'Schedule' view for June 2022, with a grid of jobs across days from Sunday to Thursday. A job titled 'Fluid Haul' is highlighted on Tuesday, June 21st. On the right, a detailed view for 'Job #1592' is shown, including fields for 'WHO'S IT FOR' (Division: Deep Basin Core Area, Requestor: Jasmine Akarah), 'WHEN AND WHERE' (Start/End times and Destination), and 'WHAT NEEDS TO BE DONE' (Fluid Haul, Haul Clean Oil). A 'DETAILS' section at the bottom right shows cost center and additional details. An orange callout box labeled '1. Select the schedule tab' points to the 'Schedule' icon in the sidebar. Another orange callout box labeled '2. Select the job you want notifications for' points to the 'Fluid Haul' job in the schedule grid. A third orange callout box labeled '3. Click the 3 Dots' points to the three-dot menu icon in the job details panel. A fourth orange callout box labeled '4. Select Notify' points to the 'Notify' option in the dropdown menu. A fifth orange callout box labeled '5. Add the email address of who you want to notify and hit the checkbox' points to the 'Add an email address' field in the 'Send notifications' dialog. A sixth orange callout box labeled '6. Hit Send' points to the 'Send' button in the dialog. The 'Send notifications' dialog is open, showing a table with columns for Person, Email, Roles, and Description. It lists 'Jasmine Akarah' with email 'jasmine@ironsight.app' and a checked checkbox. Below the table is a field to 'Add an email address' and a note 'Notify users who do not have an IronSight account'.

1. Select the schedule tab

2. Select the job you want notifications for

3. Click the 3 Dots

4. Select Notify

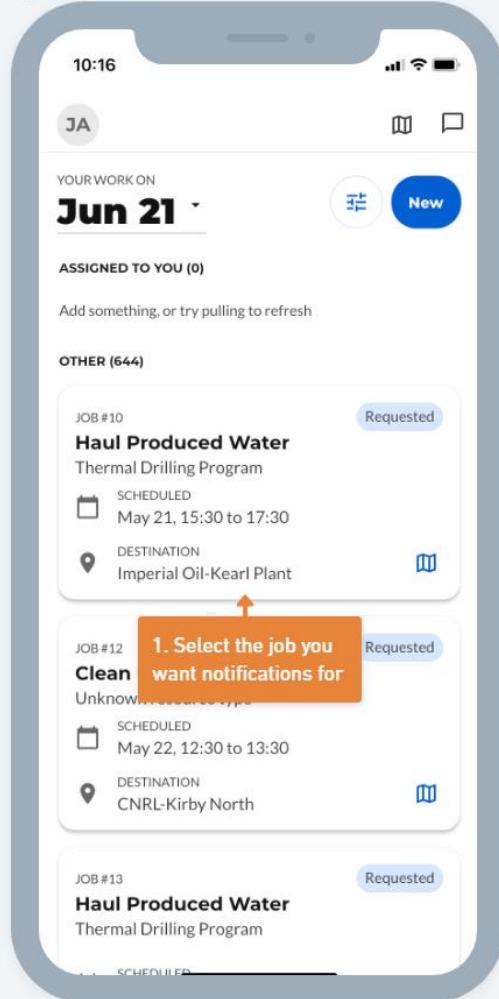
5. Add the email address of who you want to notify and hit the checkbox

6. Hit Send

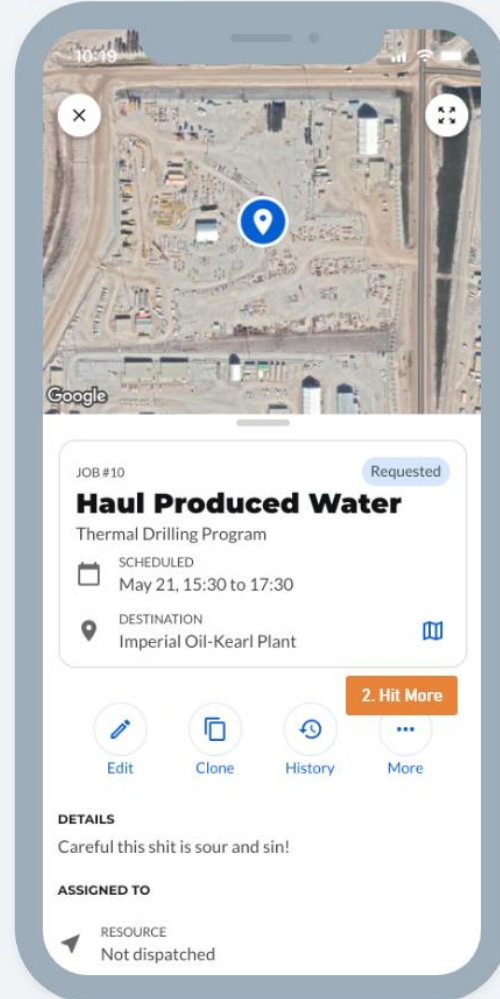
Email Notifications for Job Updates - Mobile

Email Notifications can be sent using the web platform and the mobile app

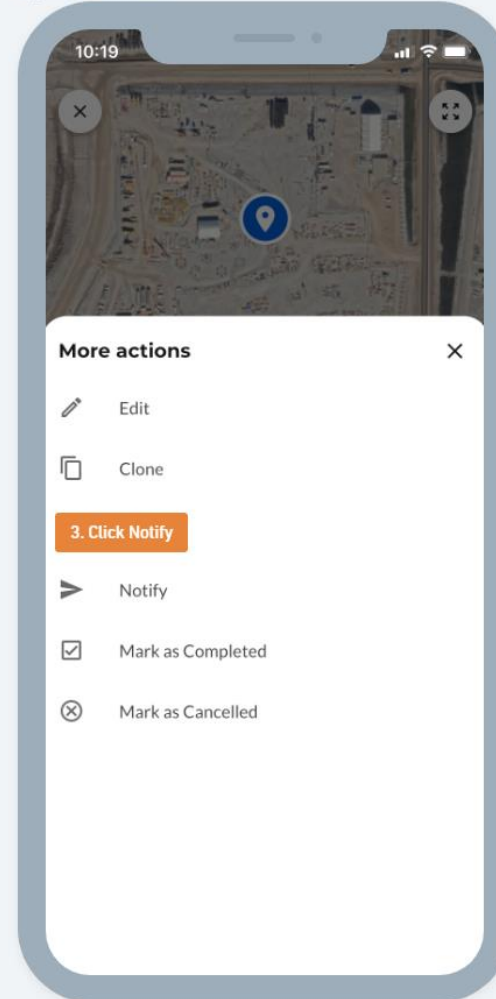
Apple or Android Device



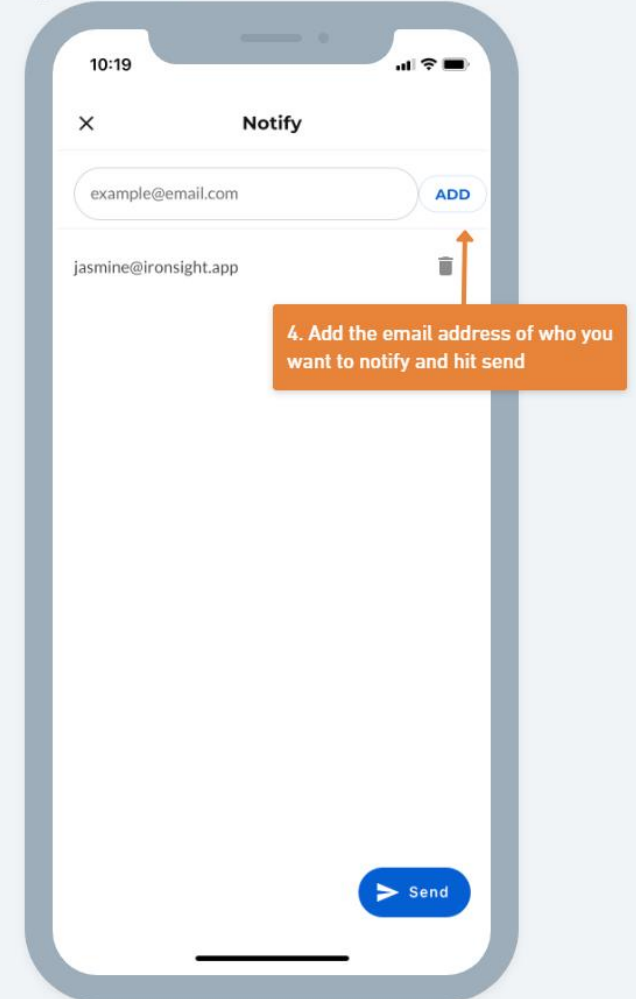
Apple or Android Device



Apple or Android Device



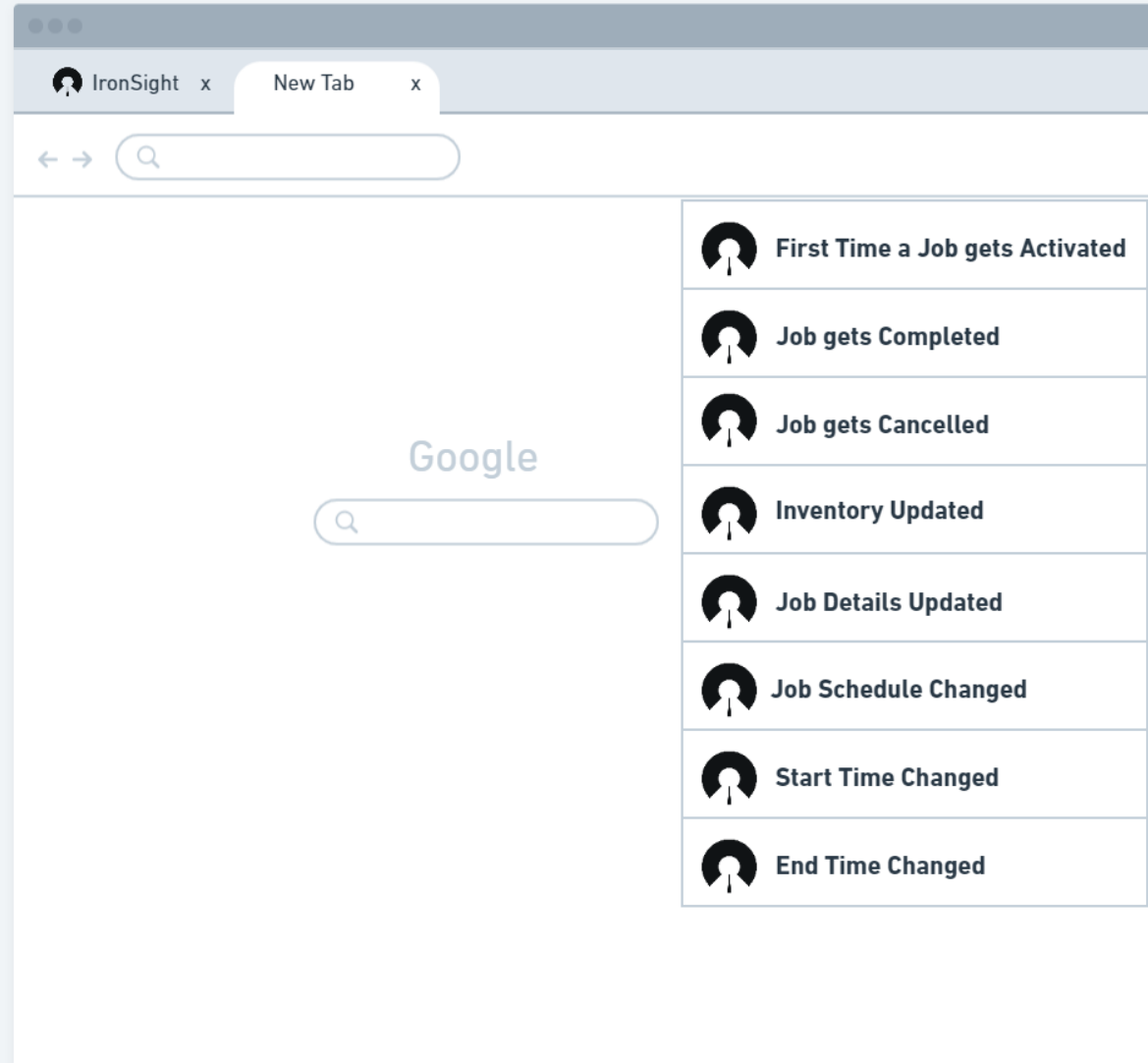
Apple or Android Device



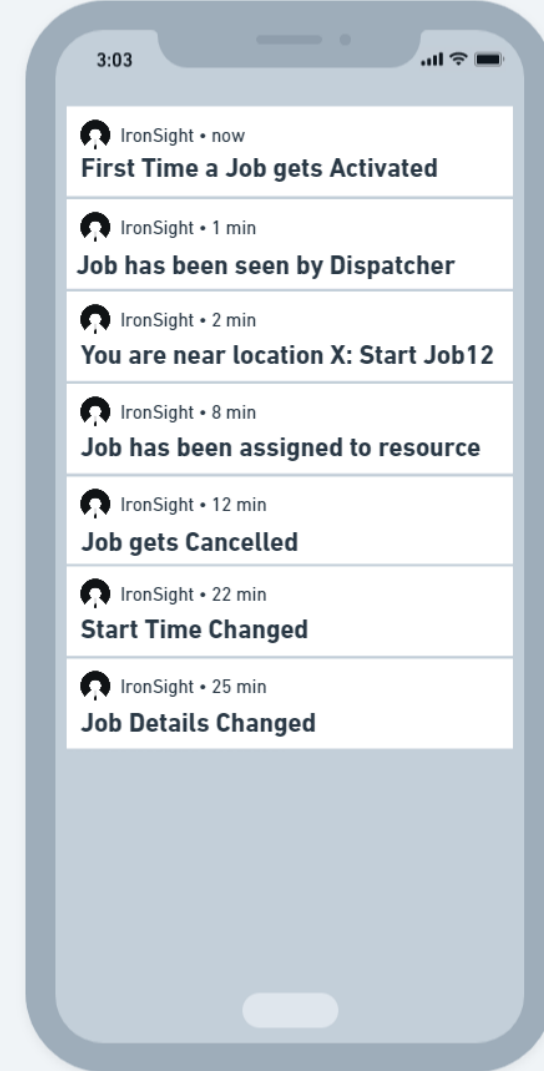


Push Notification Guide

Job Level Push Notifications are triggered when:



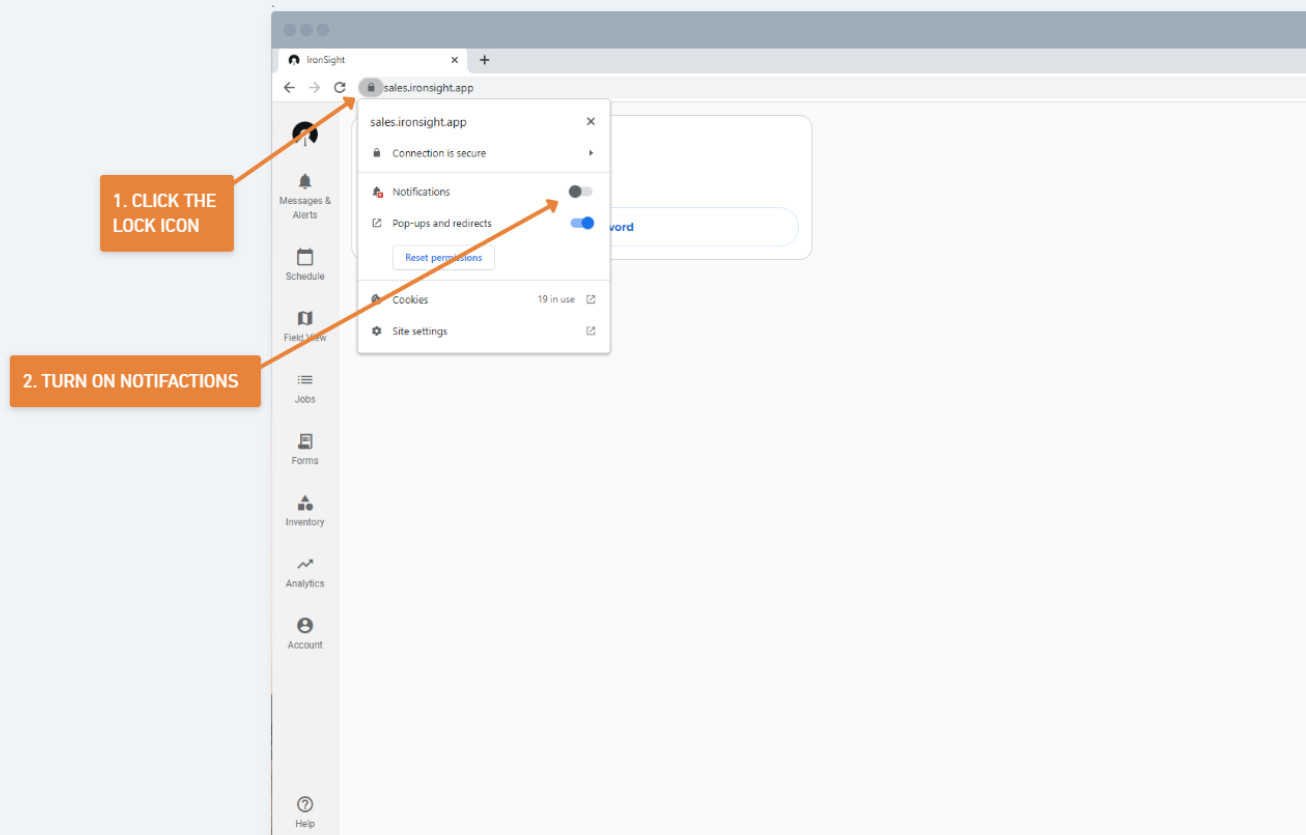
Apple or Android Device





TROUBLESHOOTING

IF YOU ARE NOT RECEIVING WEB NOTIFICATIONS ON GOOGLE CHROME
(OUR RECOMMENDED BROWSER) TRY THIS:



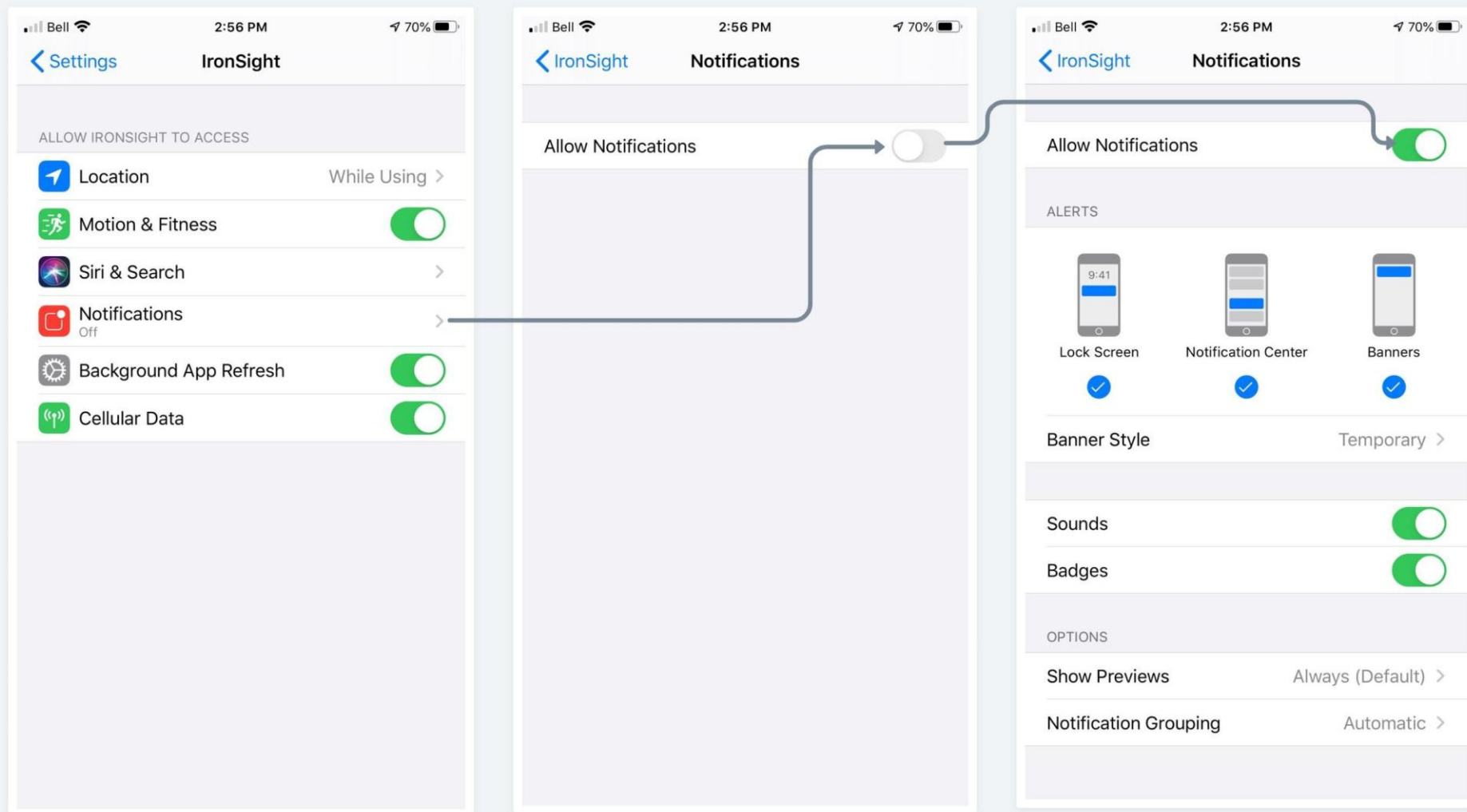
NOTE THAT TO RECEIVE A WEB NOTIFICATION IN IRONSIGHT'S DISPATCH HUB YOU MUST:

1. Be listed as a customer, follower, creator, or operator on the job
2. Have IronSight notifications allowed (see page 3)
3. Have IronSight in the background (We've made this design decision to reduce the amount of visual noise. When IronSight is in the foreground, important updates are brought to a user's attention in less intrusive ways, such as the red dot that appears when a new chat message arrives.)



TROUBLESHOOTING

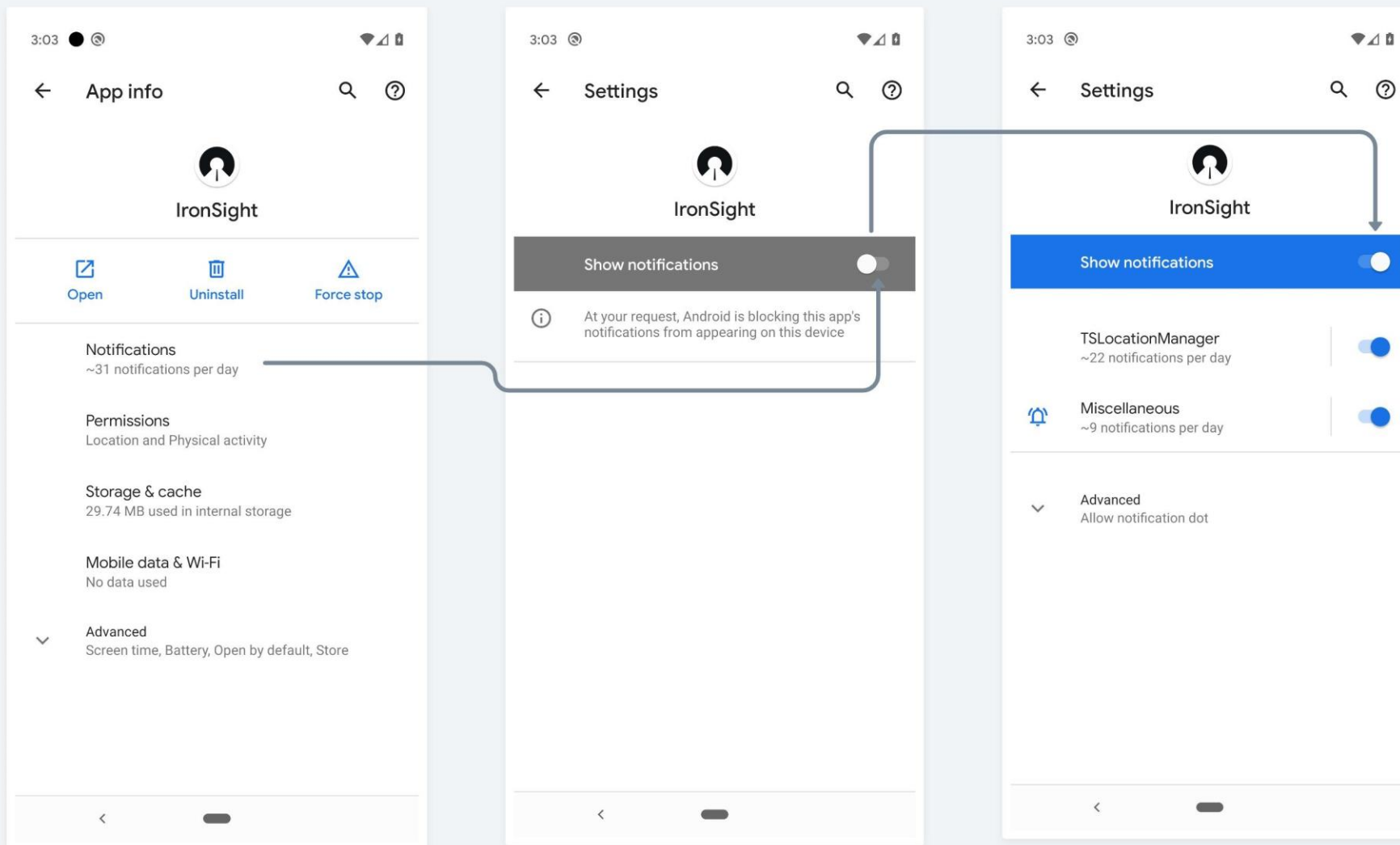
IF YOU ARE NOT RECEIVING PUSH NOTIFICATIONS ON AN IOS DEVICE, TRY THIS IN YOUR DEVICE SETTINGS:





TROUBLESHOOTING

IF YOU ARE NOT RECEIVING PUSH NOTIFICATIONS ON AN ANDROID DEVICE, TRY THIS IN YOUR DEVICE SETTINGS:



QUESTIONS?

 support@ironsight.app