WATrac CHEAT SHEET   Acknowledging Alerts

BEFORE YOU BEGIN:

- To receive alerts, you must have set up your account preferences. For instructions, see the cheat sheet *Updating Your Account*.

- To acknowledge an alert, you need to allow pop-ups windows from WATrac by disabling the pop-up blocker in your web browser settings.

RECEIVING AN ALERT NOTIFICATION

If you are already logged in, skip to step 3. Otherwise, follow the full instructions shown below.

1. Login to WATrac.

2. Click on the *Acknowledge* icon to the right of the message you are responding to.

   DO NOT click *Continue to WATrac* at the bottom of the screen.

3. Enter your Password in the pop-up & click **Acknowledge**.

ALERTS REQUIRING A RESPONSE

Some alerts may contain questions to be answered. For example, hospitals, or other groups tracking beds, may also be asked for bed information.

1. Login to WATrac.

2. Click on the Acknowledge icon that appears on your screen.

3. Answer any questions and/or enter bed counts (these appear in pop-up windows).

4. Enter your password in the pop-up box and click **Acknowledge Only** (if you are not the person updating the beds) or **Acknowledge and Update Beds** as appropriate.

THAT'S IT… ALERT ACKNOWLEDGED!!

ANATOMY OF AN ALERT BANNER

Active alert banners are displayed above the navigation bar on all WATrac pages.

Referring to the screenshot above, banners contain the following information:

1. Type of Alert and Name of the alert.
2. Alert message or description.
3. When the alert was issued and by whom. Update information will also be shown here.
4. Click on the icons from left to right to view:
   a. Alert report
   b. Location map
   c. Patient Tracking incident
   d. Attachments, e.g. pictures, documents
5. Number of active alerts. Click the left or right arrow to view each alert.

ANATOMY OF AN ALERT REPORT

Click on the banner icon, shown above, to open the report.

The report is divided into several sections. The top section contains the basic information about the alert—who created the alert, when, and the full content of the alert message:

The **History** section displays the full content of the original alert as well as all updates. Each update will have a separate entry in this section.

Map - click this link to open a map that graphically displays who the alert was sent to and if they have acknowledged the alert or not.

Notifications - this link provides a list of all users notified, method of notification, and the status of the acknowledgements.

The **File Attachments** section provides additional access to attachments and information about the size and who uploaded it.

The **Acknowledgements** section has three parts.

Agency Acknowledgements - shows all agencies that were sent the alert and the status of their acknowledgement. The -- indicates the alert has not yet been acknowledged.

Role Acknowledgements - displays roles that were notified. Each role lists the user notified and if the have acknowledged the alert.

User Acknowledgements - displays all users that were individually notified and the status of their acknowledgement.