IMPORTANT NOTES

In the case of the death of a person (child, student or adult), One automatically generates a system warning that displays on the person's record. For more information, refer to the section on *Managing a Deceased Person Record.*

Where an SQL script is used in an alert, this should be carried out by a System Administrator only, who is fully aware of its implications. Capita cannot accept responsibility for data problems caused as a result of not following this advice.

This reference guide does not cover alerts that are sent to caseworkers regarding a student's attendance. For full set up instructions on setting up this type of alert, refer to the *Configuring Attendance Alert* technical guide available on the **One Publications** website via **Technical | Installation and Configuration Instructions**.

Alerts are created to advise or warn users of changes in field values within a record. Alerts are displayed as an email, a popup message or a workflow message on the System Administrator's **My Home Page**.

A number of predefined alerts are included in the One installation. Predefined alerts are always active and cannot be edited or deleted. For more information, refer to the section on *Viewing Predefined Alerts*.

One enables users to create the following alert types:

- Trigger alerts are created if the data is persistent, such as a base closure or the death of a student. The trigger fires every time a user accesses the record. See *RG_ Admin_Creating Trigger Alerts*.

- SQL alerts are created on the basis of a user enquiry to a particular focus. For example, a user may select an option to view the details of a student. See *RG_ Admin_Creating SQL Alerts.*

- Scheduled alerts set a date, time and frequency when an alert is to be executed. See *RG_ Admin_Creating Scheduled Alerts.*

Alerts can be stored against individual records. This functionality is available by clicking the **Alerts** button at the top of the page in many areas of the system. For more information, see *RG_Common_Using the Alerts button.*

Viewing Predefined Alerts

Predefined alerts are available in the v4 Client via **Tools | Administration | Alert Definition | Maintain Alert**.

Select a predefined alert to view the **Alert Definition** details on the **Action** panel.

Predefined alerts are always active and cannot be edited or deleted.

When a predefined alert is triggered, the results display on the System Administrator's **My Workflow Messages** section of the **My Home Page**.

Managing a Deceased Person Record

In the case of the death of a person (child, student or adult), One automatically generates a system warning that displays on the person's record; it does <u>not</u> display as a popup, email or workflow message. This warning is generated if a person's record is made inactive and the **Inactive Reason** is **Deceased**.

To manage a deceased person's record:

1. Select **Focus | People | Person / ICS Person / Student** to display the **Person Details** page.

2. On the **Person Profile** panel, select a cross in the **Active** check box to make the record inactive.

3. Select **Inactive Reason** as **Deceased.**

4. Select an **Inactive Date**.

5. On the **Deceased Details** panel, select a **Date Deceased** - mandatory.

6. Select a **Date Notified** - mandatory.

7. Select a **Date Confirmed**. If the death is unconfirmed, the record does <u>not </u>display the **D Flag** in the person search.

8. Click the **Save** button. The following message displays: Do you wish to copy inactive date/reason to school history end date/reason? Select **Yes** or **No**.
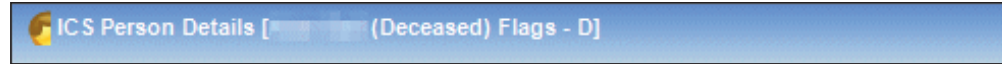
An <u>unconfirmed</u> death displays the following information at the <u>top of the page</u> on the Person/Student/ICS Person record.
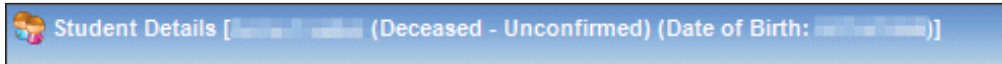
A <u>confirmed</u> death displays the following information at the <u>top of the page</u> on the Person/Student record.

The ICS Person record displays **Flags - D** at the <u>top of the page</u>.

Related Reference Guides:
- RG_Administration_Creating Trigger Alerts
- RG_Administration_Creating SQL Alerts
- RG_Administration_Creating Scheduled Alerts
- RG_Common_Using the Alerts button.

More Information:
- *Configuring Attendance Alert* technical guide available on the **One Publications** website via **Technical | Installation and Configuration Instructions**.