ConnectedCare

NOTIFICATION SET-UP WORKSHEET

CLIENT NAME: _____

Basic Alerts:

Up and About

This alert will be triggered if there has been a long period of no activity at home during the day

System is inactive for: _____ (hr) and _____ (minutes) (example: 1 hour)

[ ] All Times
[ ] Only During the Following Times
Days (circle): Everyday Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Starting at: _____am/pm
Ending at: _____am/pm

Away From Bed

This alert will be triggered if the client leaves their bed during the night and does not return.

When any of these sensors:
[X] Bed:
Is left open:
For this duration: _____ (min) (option 1-240 minutes)

[ ] All Times
[ ] Only During the Following Times

Days (circle): Everyday Monday Tuesday Wednesday Thursday Friday Saturday Sunday Starting at: _____am/pm
Ending at: _____am/pm

Still in Bed

This alert will be triggered if the client's bed sensor is still occupied at an unusual time.

When any of these sensors:
[X] Bed:

Is left closed:
For this duration: _____ (min) (option 1-240 minutes) – typical window is 30 minutes

[ ] All Times
[ ] Only During the Following Times

Days (circle): Everyday Monday Tuesday Wednesday Thursday Friday Saturday Sunday Starting at: _____am/pm
Ending at: _____am/pm

Example: If alert is set for 30 minutes (or chosen duration) starting at 11:00 to 11:30, the alert will be sent out if the sensor is occupied for set duration.

Safe Inside:

This alert will be triggered if the client opens the door at an unusual time during the night.

When any of these sensors open or are activated:
[X] Front Door

[ ] All Times
[ ] Only During the Following Times

Days (circle): Everyday Monday Tuesday Wednesday Thursday Friday Saturday Sunday Starting at: _____am/pm
Ending at: _____am/pm

Process:

When any of the alert parameters have been met, we will send a message through your selected notification method (automated phone call, text message or email) describing the alert and client name. When you answer the phone, the message will first tell you the client's name associated with the alert. You can use the legend under "Alerts" to determine which alert has been sent. If any part of the message is missed, you can use the text message as a backup. All of the information from the automated phone message will be repeated in the text message.

Restoral Messages:

Alarm.com sends a restoral message after the "Away From Bed", "Still in Bed" and "Up and About" alert ends. For an "Away From Bed" alert, a restoral message will be sent when the client has returned to their bed. For a "Still in Bed" alert, a restoral message will be sent after the client has left their bed. For an "Up and About" alert, a restoral message will be sent after activity resumes in the home. The restoral notice allows you to close the loop on an event and have proper documentation that the issue is resolved.