



# MobileView® Instant Notifier Plus (Web)

*Powered by MobileView*

User Guide

**VERSION: 5.8 AND ABOVE**

0980-607 Rev C

KB Article: 15854

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# Instant Notifier Plus Web and Extension

Instant Notifier Plus (INF Plus), the web-based user interface, and Instant Notifier Plus Extension (INF Plus Extension) are used to monitor MobileView for alerts. They provide real-time alerts whenever specific events occur within the MobileView system. These alerts are automatically shown as either a pop-up message or by automatically opening the INF Plus interface with the current alert shown. Each alert includes detailed event and location information.

## Key Features:

- **Real-Time Alerts:** Instant Notifier Plus Extension sends immediate notifications to users, keeping them aware of important events as they happen.
- **Alert Status Indicators:** When using the INF Plus Extension, the browser toolbar icon displays the current alert status. It may show the number of active alerts, indicate that there are no alerts, or display a lost connection status if the MobileView server is unreachable.
- **Configurable Actions:** Admins can configure how Instant Notifier sends alerts by setting up specific actions within MobileView. This includes choosing alert types, sound settings, and specifying which users or departments should receive notifications.
- **Corrective Actions:** The INF Plus Web interface allows users to manage corrective actions for both individual and grouped events, helping ensure that all necessary steps are taken in response to alerts.
- **Grouped and Remind Me Alerts:** Alerts are grouped according to event. The "Remind Me" feature allows alerts to repeat at set intervals if a condition persists until resolved.
- **Map Location:** INF Plus Web displays the real-time location of alerting assets directly on the map for quick visual reference.
- **Dismissal and Removal of Alerts:** Users with appropriate permissions can dismiss and remove alerts from the system, ensuring that the alert list remains current and relevant.
- **Mobile Version:** Instant Notifier Plus Mobile displays the same alert details as INF Plus Web, and updates to the INF Plus Web Alerts page are automatically reflected in the mobile application. For more information, click [here](#).

## System Requirements

- MobileView 5.8 and above
- MobileView 5.8 MR1 and above is required to use SSO with the INF Plus Extension.



## Extension Requirements

- Chrome
- Edge

# Getting Started with Instant Notifier Plus

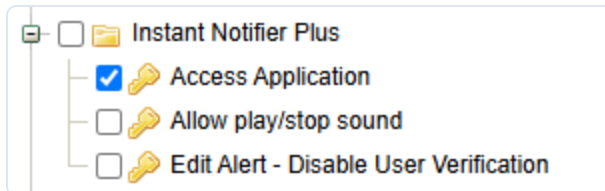
This section provides step-by-step instructions to help you enable, configure, and install [Instant Notifier Plus \(INF Plus\)](#) and Instant Notifier Plus Extension (INF Plus Extension).

Before using INF Plus, user roles must be assigned the required permissions. You will also learn how to install and pin the INF Plus Extension for receiving alert notifications.

## Assigning User Permissions and Roles

INF Plus is a permission-based application. While System Administrators have the required access by default, all other users must be granted the appropriate permissions to use INF Plus.

1. Navigate to **Administration > Users** tab.
2. Click **Roles and Permissions**.
3. Select the Role(s) to which to add the INF Plus permissions.
4. Click **Edit Role**.
5. Scroll down to **Instant Notifier Plus**.



6. The following permissions are available:
  - a. **Access Application:** This allows a user to access and use the INF Plus interface.
  - b. **Allow play/stop sound:** This shows the Alerts switch in the INF Plus interface for Alerts. The Alerts switch is set to off by default. The switch only controls the audio coming from the INF Plus interface, not from the INF Plus Extension. See [Managing Audio Alerts](#).
  - c. **Edit Alert - Disable User Verification:** If this is not checked, a user will not be able to save a corrective action and dismiss an alert. A user with the required permissions can enter their credentials to save and dismiss the alert. If this is checked, credentials will not be required.
  - d. **Save the role update.**
7. **Close** the Role Management dialog.

## Setting Up Single Sign-On (SSO)

Requires MobileView 5.8 MR1 and above.

The INF Plus Extension supports single sign-on (SSO) using the OIDC protocol. For more information about setting up SSO for the extension, see the [MobileView Admin online help site](#) or any MobileView Admin Guide from 5.8 MR1 and above.

## Instant Notifier Disconnect Event

Requires MobileView 5.8 MR1 and above.



**IMPORTANT:**

This feature monitors only the INF Plus Extension. If you use INF Plus without the extension, the system does not monitor it for disconnection. INF Plus mobile is also not supported.

System Admins can create an Instant Notifier Disconnect Event in MobileView. This event generates an alert when a logged-in user or computer disconnects from Instant Notifier. Disconnections may occur due to user logout, network issues, server problems, or system crashes.


The event can be configured to trigger after a specified duration—for example, if a user or computer remains disconnected for more than one minute. It can also be set to notify specific departments or users.

Each alert includes the name of the disconnected user or the IP address of the affected system, along with the time of disconnection.

For more information, refer the MobileView 5.8 MR1 and above Admin Guide.

## Downloading and Installing INF Plus Extension

The INF Plus Extension for Chrome and Microsoft Edge, enables users to receive alert notifications directly in their browser. The extension must be installed on any workstation that needs to receive these alerts.

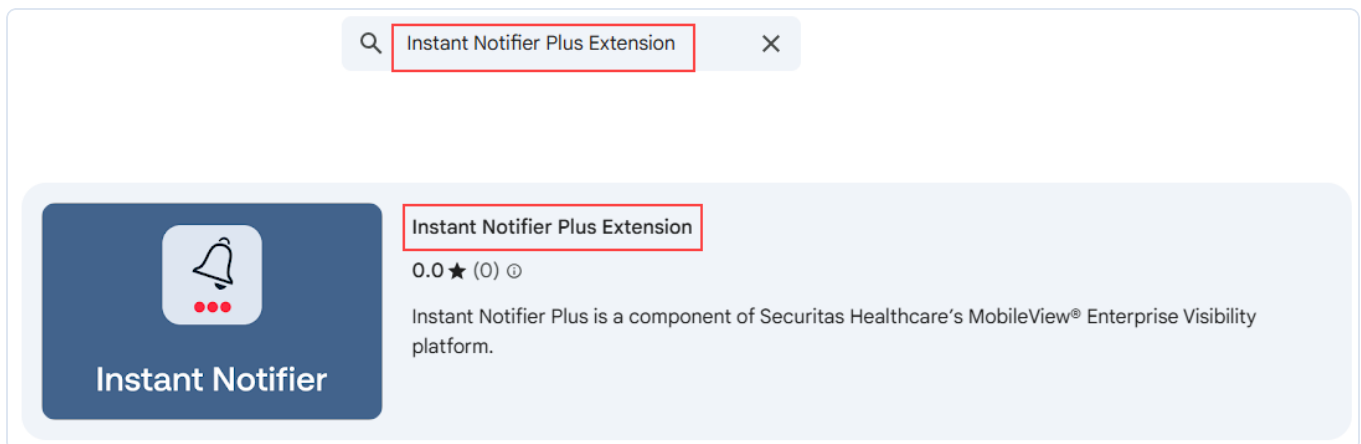
 **NOTE:** This step is optional but highly recommended. While the INF Plus interface can still be accessed without the extension, you will not receive alert notifications unless the extension is installed and active. If you decide not to use the extension, you will need to enable alerts from the INF Plus browser interface to receive notifications. See [Managing Audio Alerts](#).

### Quick Links

- [Installing INF Plus Extension for Microsoft Edge](#)
- [Pinning the INF Plus Extension to Chrome](#)
- [Installing INF Plus Extension for Microsoft Edge](#)
- [Pinning the INF Plus Extension to Microsoft Edge](#)

### Installing INF Plus Extension For Chrome

1. On the PC that has MobileView and INF Plus, open Chrome.
2. In the search bar, enter 'chromewebstore' and then press **Enter**.
3. Click **Chrome Web Store**.
4. In the search bar type 'Instant Notifier Plus Extension' and then press **Enter**.





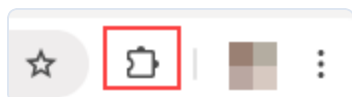
5. Click the **Instant Notifier** extension.
6. Click the **Add to Chrome** button.
7. When the **Proceed with caution** message appears, click **Continue to install**.
8. Click **Add extension**.
9. The extension has been added.

## Pinning The INF Plus Extension To Chrome

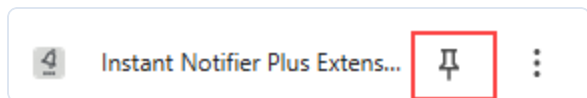
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To ensure quick access, pin the INF Plus Extension to your Chrome toolbar.

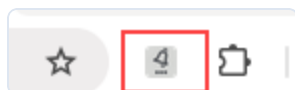
1. Next to your Chrome profile picture, click the **Extension** icon:



2. Locate the **Instant Notifier Plus Extension**, and click the pin icon.



3. The extension will now appear in your main Chrome toolbar.



4. The greyed-out icon indicates that the INF Plus Extension is not logged in to MobileView. See [INF Plus Extension Icons](#).

## Installing INF Plus Extension For Microsoft Edge

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1. On the PC that has MobileView and INF Plus, open Microsoft Edge.
2. Click the **Settings and more** menu, which looks like three horizontal dots (...) in the top-right corner of the browser.
3. Select **Extensions** from the dropdown menu.
4. Click **Get extensions for Microsoft Edge**.
5. In the search bar, enter '**Instant Notifier Plus Extension**', and then press **Enter**.
6. Click **Get** on the extension's page.



7. A pop-up appears asking for permissions. Click **Add** extension to install it.
8. A final confirmation will appear, showing that the extension has been added.

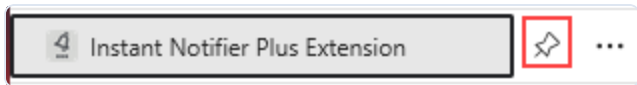
## Pinning The INF Plus Extension To Microsoft Edge

To ensure quick access, pin the INF Plus Extension to you Edge toolbar.

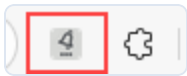
1. Next to your Edge profile picture, click the **Extension** icon.



2. Locate the **Instant Notifier Plus Extension**, and click the pin icon.



3. The extension will appear in the toolbar.





4. The greyed-out icon indicates that the INF Plus Extension is not logged in to MobileView. See [INF Plus Extension Icons](#).


## INF Plus Extension Icons

The INF Plus Extension displays various icons in your browser toolbar to indicate its current status. The table below explains the meaning of each icon:

Icon	Description
	You are not logged into the INF Plus Extension.
	The extension is attempting to reconnect to MobileView. See <a href="#">INF Plus Extension Connection Errors</a> .
	Indicates that the extension tried to reconnect a few times, but was unsuccessful. This icon is also shown if you have multiple servers, and one of them is not connecting. See <a href="#">INF Plus Extension Connection Errors</a>



Icon	Description
	You are logged in to the INF Plus Extension and MobileView, and there are no active alerts.
	An icon with a number indicates that there are active alerts, and the number represents how many alerts are currently present. If you have multiple servers, the number will indicate the total number of active alerts for all servers.

 **NOTE:** Hovering over the icon typically provides a tooltip with additional status information.

# Logging In and Out of the INF Plus Extension

This section explains how to log in and out of the [INF Plus Extension](#) as well as how to log in using [Single Sign-On \(SSO\)](#). Logging in is required to receive real-time alert notifications through the extension.

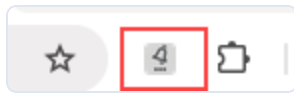
You can also monitor alerts from up to five servers MobileView simultaneously using a single instance of the extension. See [Adding Multiple MobileView Servers](#).

Logging out will stop notifications until you log back in again.

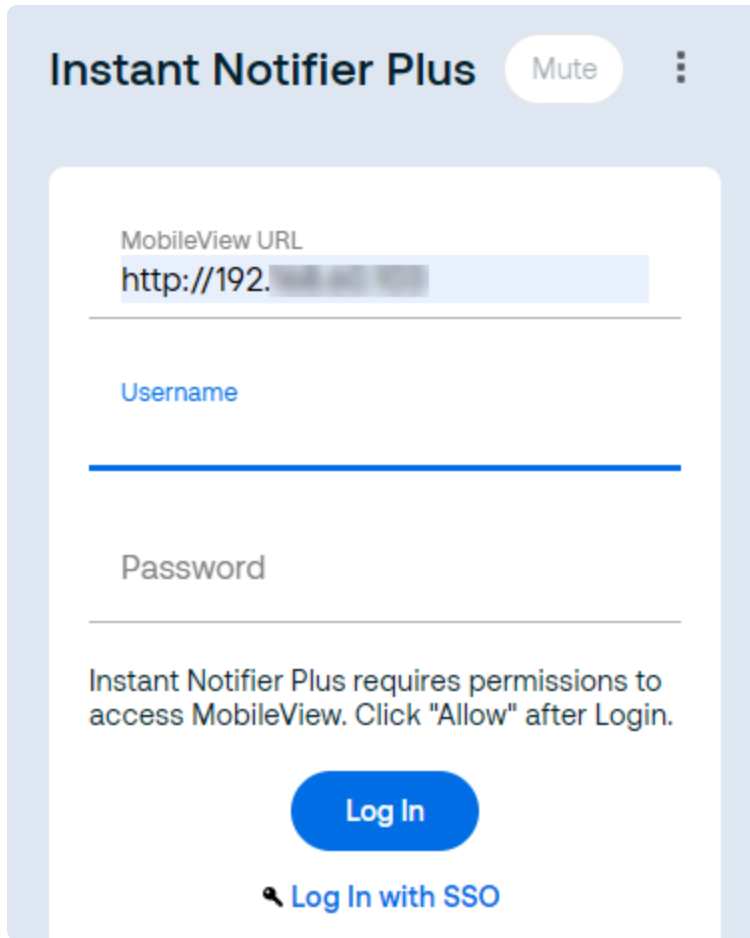
## Logging into the INF Plus Extension

After installing and [pinning](#) the [INF Plus Extension](#) in Chrome or Edge, you must log in using your MobileView credentials to enable alert notifications. You can use any user account that has permission to access INF Plus.

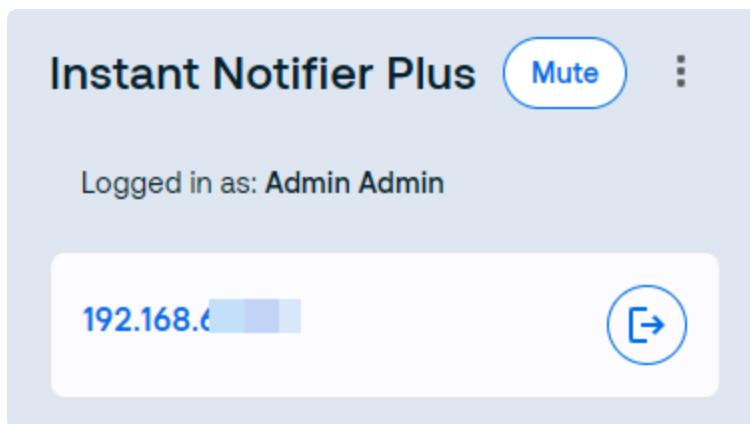
1. Click the pinned [INF Plus Extension](#) icon in your Chrome or Edge toolbar.



2. Enter the following:
  - a. **MobileView URL** – The URL of the MobileView system.
  - b. **Username and Password** (the user must have permission to use INF Plus):
    - For non SSO login - Use any user credentials.
    - For SSO login - Enter your SSO credentials (username/email and password).



3. Click **Log In** for non SSO logins, or **Log In with SSO** for SSO logins.
4. Click **Allow** on the permissions message (if requested).
5. Once you are logged in successfully, you will see an Instant Notifier Plus Extension dialog that shows the user it is logged in under and the MobileView URL.



6. To add more servers, see [Adding Multiple MobileView Servers](#)

## Logging Out of the INF Plus Extension or Servers

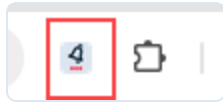
You can log out of the INF Plus Extension or a specific server at any time.

To fully log out of the extension, you must log out of each server individually. If you have only one server, logging out of that server logs you out of the extension.



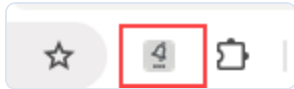
**NOTE:** Once logged out, you will no longer receive alert notifications through the extension.

1. From your Chrome or Edge browser, click the pinned INF Plus Extension icon.



2. Click the logout icon  for the server you want to log out of.

3. If you logged out of a specific server, the others will remain (if available). If you logged out of all the servers, the INF Plus Extension icon will become greyed-out.



# Adding Multiple MobileView Servers

The [INF Plus extension](#) allows you to monitor alerts from up to five MobileView servers simultaneously using a single instance of the extension in one browser. This removes the need to install or sign in to multiple copies of the extension.

Once you log in to your first MobileView server (see [Logging In and Out of the INF Plus Extension](#)) you can add more MobileView servers to monitor. When you add a server, the extension prompts you to log in to that server to confirm access. Each added server must use the same username and password or SSO credentials as the first server you logged in to. The extension uses one set of credentials across all servers.



**IMPORTANT:**

If you add a server using its IP address and then add the same server again using its hostname, the connection will fail. This can result in connection issues.



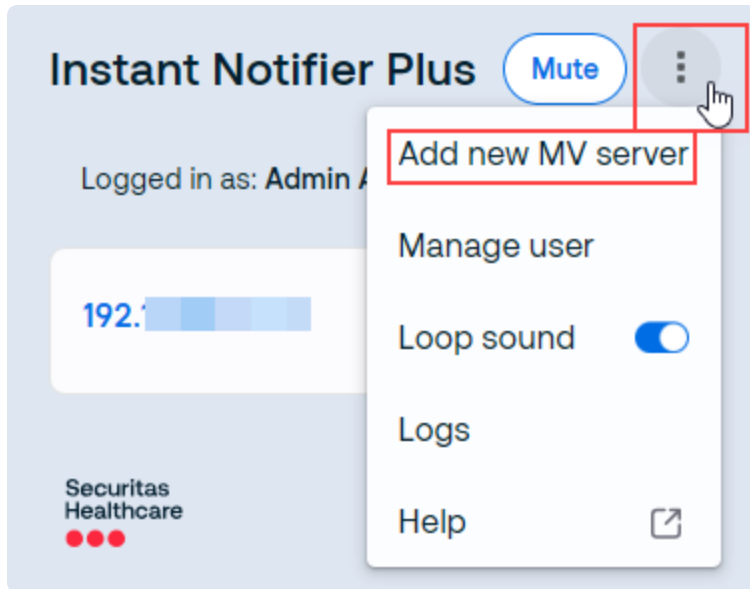
**NOTE:**

If the credentials of the added servers do not match, the servers will not be added and the error will occur.

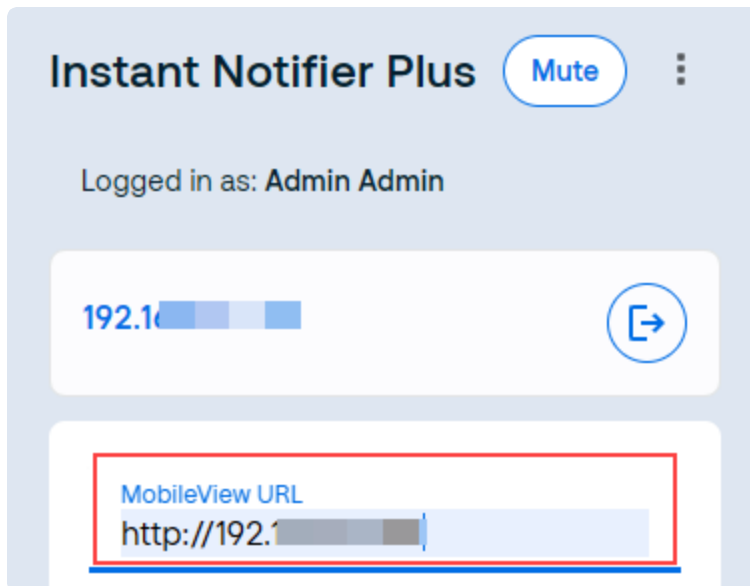
1. Click the pinned **INF Plus Extension** icon in your Chrome or Edge toolbar.



2. Click the **Menu** option and select **Add new MV server**.



3. Enter the MobileView server's URL to monitor.  
Click **Log In** for Non-SSO logins.  
Click **Log In With SSO** if you are using an SSO login.



4. If you receive an error saying **Please check Login credentials**, it means the URL does not have the same log in credentials as your first MobileView server.
5. If you are requested to allow permissions, select **Allow**.
6. To add more servers, repeat steps 2 to 6.
7. You will now be monitoring all your added servers.

**Instant Notifier Plus** Mute ⋮

Logged in as: **MobileView Admin**

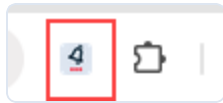
- 192.1... ➔
- 12** New alerts ➔
- 01048 ➔

# INF Plus Extension Menu Options

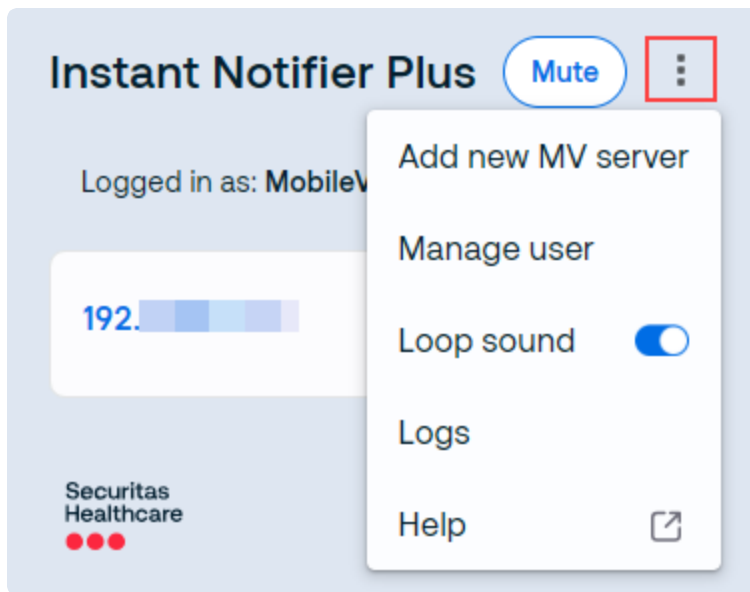
The [Instant Notifier Plus Extension](#) includes a menu that allows you to add additional MobileView servers, manage user log in credentials, configure alert sound settings, download logs for troubleshooting, and access the online help site for additional support and documentation.

## Accessing the INF Plus Extension Menu

1. From your Chrome or Edge browser, click the pinned **INF Plus Extension** icon.



2. Click the **Menu** icon.
3. The menu options are shown.



4. To **Add new MV servers**, see [Adding Multiple MobileView Servers](#)
5. To **Manage user** log in credentials, see [Managing User Credentials](#).



**NOTE:**

The **Manage User** option is not available if you are logged in via SSO.



6. For the **Loop Sound** option, see [Loop Sound Behavior \(INF Plus Extension\)](#).
7. To download logs for troubleshooting, click **Logs**.
8. For documentation and online help, click **Help**.

# Managing User Credentials

The **Managing User** option is not available if you are logged in via SSO.

From the [INF Plus extension](#) you can update the username and password that the extension uses for all added MobileView servers. The extension uses one set of credentials across all servers.



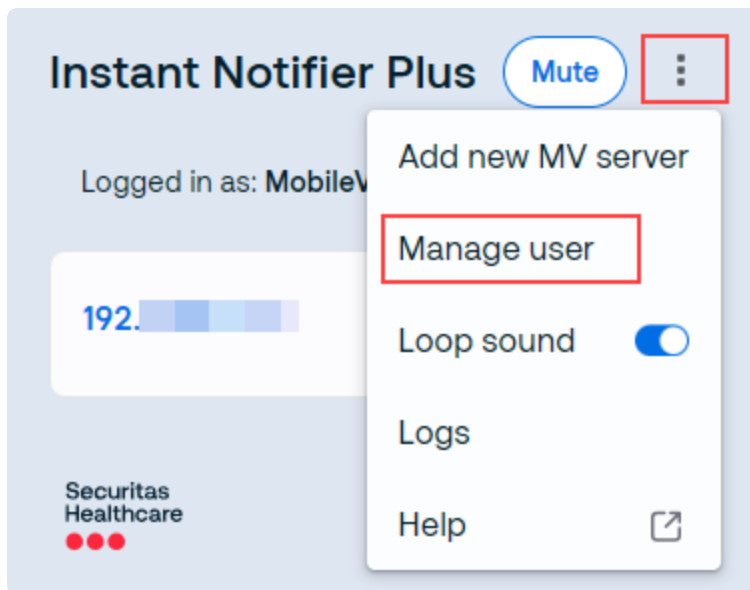
**NOTE THE FOLLOWING:**

- The updated credentials must be valid for every added server.
- If authentication fails on any server, an error will identify which server(s) failed.
- Monitoring pauses during the reload and resumes after reconnection.
- Changing credentials does not add or remove servers; your server list remains the same.

1. Click the pinned **INF Plus Extension** icon in your Chrome or Edge toolbar.



2. Click the **Menu** option and select **Manage user**.



3. Enter the new log in details, and then click **Save**.

Instant Notifier Plus Mute ⋮

Logged in as: **MobileView Admin**

Username  
system

Password

Cancel Save

4. If you have multiple servers, and you receive an error, it means the credentials are not valid for that server. In this case enter in the correct credentials.

## Loop Sound Behavior (INF Plus Extension)

The Loop Sound toggle switch is available in the [INF Plus Extension](#) menu (see [Accessing the INF Plus Extension Menu](#)) and controls whether alert notifications repeat continuously or play once per alert.

- **Enabled** (default setting):  
Alert notifications will repeat continuously until the alert is either dismissed or muted. The alert sound will continue even if the PC is locked or the browser is closed.
- **Disabled**:  
Alert notifications will play once per alert trigger and will not repeat.




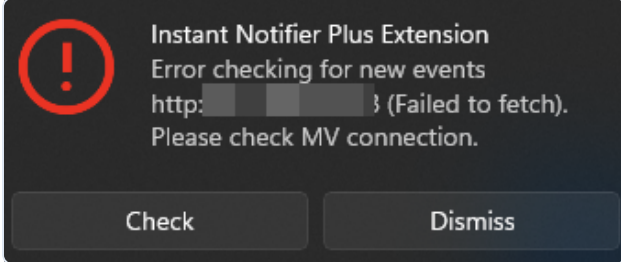
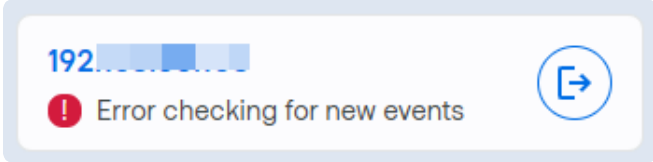
**NOTE:** This setting only affects the repetition of alert notifications from the INF Plus Extension. It does not mute alerts or prevent future alerts from sounding.


If you disable the **Loop Sound** setting and then re-enable it, the looped sound will only apply to new alerts triggered after the setting is turned back on.

# INF Plus Extension Connection Errors

The following explains possible [INF Plus Extension](#) error messages. Error messages are shown as pop-up notifications on your PC and in the INF Plus Extension.

 **EXAMPLE:**

<p><b>PC Notification Error Message</b></p> 	<p><b>INF Plus Extension Error Message</b></p> 
---	---

 **NOTE:** If connection errors persist for an extended period, check your network connection or contact your system administrator.

Error Message	Comments
<b>Error checking for new events....</b>	This error appears if the INF Plus Extension loses connection with MobileView.  This notification indicates that, after multiple retries, the extension was unable to reconnect to MobileView. However, even after the notification appears, the extension will continue attempting to reconnect in the background. Once a connection to MobileView is successfully re-established, the error notification will automatically stop.
<b>Unable to auto log in</b>	This error appears if the INF Plus Extension is unable to log-in to MobileView.  Check that the MobileView server is up and running and that the log in credentials are correct.
<b>Please check log in credentials</b>	This error appears in the Extension if your log in credentials are incorrect. It also occurs when you add multiple MobileView servers that use different log in credentials.
<b>Alerting service is not ready yet. Connection failed.</b>	This error appears in the Extension if there is an issue connecting to the MobileView alerting service. Try restarting the <b>mv_alerting</b> service from the Task Manager.
<b>Alerting service error</b>	This error appears in the Extension if there is an issue connecting to the MobileView alerting service. Try restarting the <b>mv_alerting</b> service from the Task Manager.

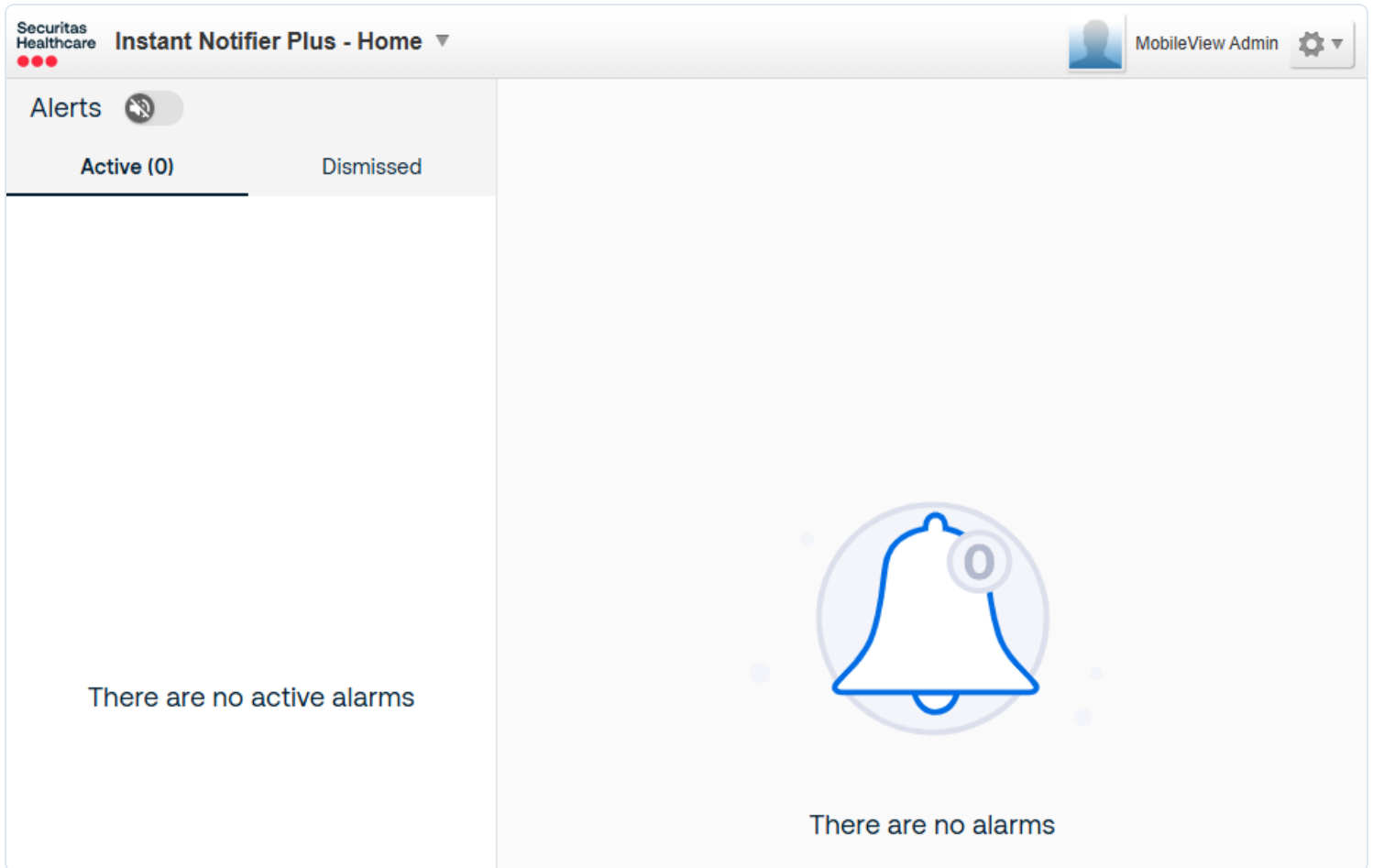


Error Message	Comments
<p><b>Failed to validate the extension version</b></p>	<p>Ensure you are running the latest extension version.</p>
<p><b>SSO log in is not available for this MobileView server</b></p>	<p>Ensure SSO is enabled for the required MobileView server.</p>
<p><b>You are already logged in to this MobileView server. Please enter a different server.</b></p>	<p>This error occurs if you add a server that you are already monitoring.</p>

# Accessing the INF Plus Interface

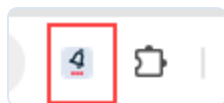
The [Instant Notifier Plus](#) (INF Plus) interface can be accessed from either the [INF Plus Extension](#), in your browser, or directly through the MobileView interface.

When opening the interface, you may see active alerts, or the interface may display a "There are no alarms" message if there are currently no alerts.



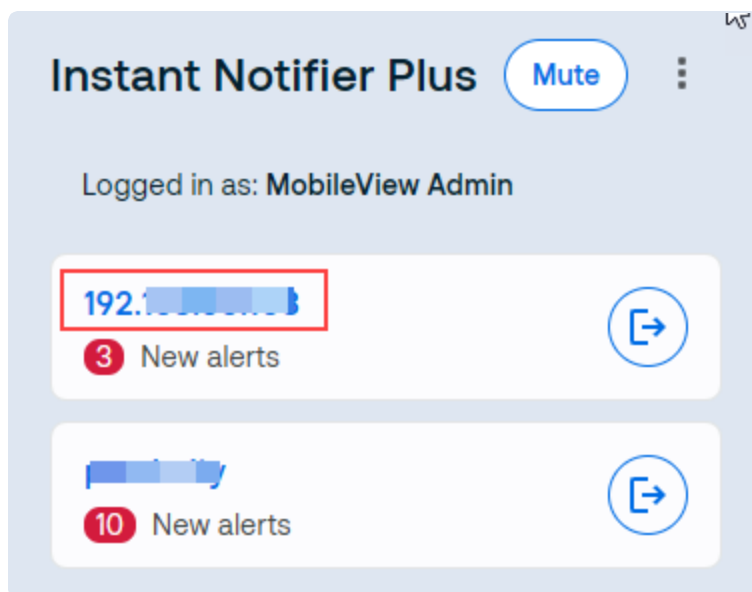
## Accessing INF Plus from the Extension

1. From your Chrome or Edge browser, click the pinned **INF Plus Extension** icon.



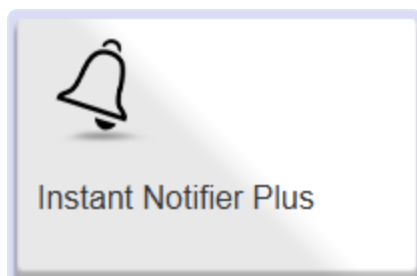


2. Click the link of the required server to open the INF Plus interface.



## Accessing INF Plus from MobileView

1. Open **MobileView** and login.
2. From the **Welcome** page, click the **Instant Notifier Plus** tile.



# The Instant Notifier Plus Web Interface

The [Instant Notifier Plus interface](#) displays active alerts and highlights them on the [map](#). You can view the event that triggered each alert, see detailed alert information, and access the alert's properties. The interface allows you to:

- View Active Alerts. See [Active Alerts](#)
- Dismiss alerts. See [Dismissing Alerts](#)
- View dismissed alerts and their associated details. See [Viewing Dismissed Alerts](#)
- Add corrective actions. See [Adding, Viewing, and Updating Corrective Actions in INF Plus](#)
- Acknowledge alerts, such as staff duress alerts. See [Acknowledging Duress Calls](#)
- Enable or disable alert sounds. See [Managing Audio Alerts](#)
- Mute active alerts. See [Muting Active Audio Alerts](#)

The screenshot displays the Instant Notifier Plus web interface. On the left, there is an 'Alerts' sidebar with a toggle for 'Alerts' (currently off) and two tabs: 'Active (6)' and 'Dismissed'. Under the 'Active' tab, there is a 'Dismiss All' button and a list of alerts: 'DURESS CALL (2)', 'TEMPERATURE EVENT (1)', 'HUMIDITY EVENT (1)', 'STAFF ASSIST (1)', and 'INFO (1)'. The 'TEMPERATURE EVENT (1)' is selected, showing a detailed view for 'Temperature Event' on '12/11/25 3:18:43 PM'. The main area shows a floor map with a red circle indicating the alert location. At the top of the map area are controls for 'Current Location', 'Fit to Screen', 'Zoom In', and 'Zoom Out'. Below the map, a detailed alert panel is visible for 'Last Location: Building/Floor 2/FloorMap'. This panel includes a 'Mute' button, 'Corrective actions (0)', and a 'Dismiss' button. The alert details are as follows:

Property	Value
Current Status	Inspection Needed
Elapsed Time	3 minutes
Time	12/11/25 3:18:43 PM
Last Reminder Time	
Priority	High
Name	Pharmacy Fridge-2B
Category	Temp & Humidity

A 'Show All' link is also present at the bottom right of the alert details panel.

# Using the INF Plus Map

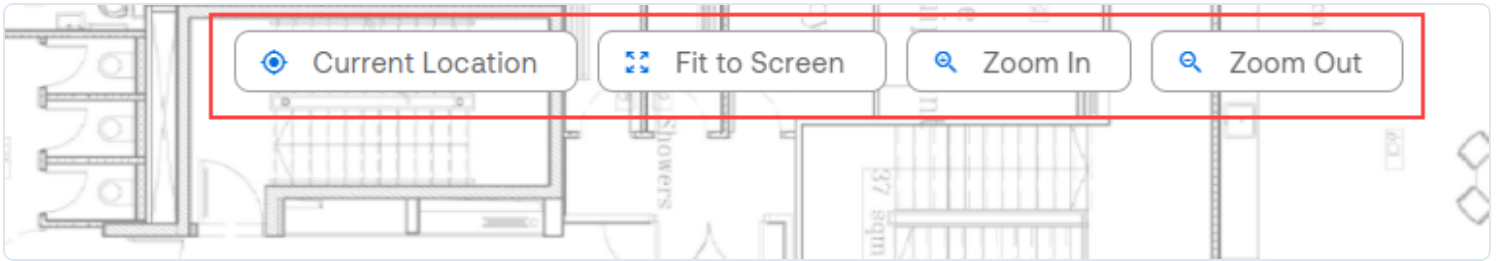
The **INF Plus** map displays the real-time location of alerting assets. It includes various controls that allow you to interact with the map, adjust your view, and better monitor alerts.

Using the map controls, you can:

- View an alert's current location.
- Fit the map to your screen.
- Zoom in and zoom out.

You can also use your mouse to navigate:

- Click and drag to move the map.
- Scroll the mouse wheel to zoom in or out.



## Map Options

Option	Description
Current Location	Zooms in directly on the asset that triggered the alert.
Fit to Screen	Adjusts the map to fit the full screen view.
Zoom In	Zooms in closer to the map location.
Zoom Out	Zooms out for a wider view of the map.

## Mouse Controls

- **Move the map:**  
Left-click the mouse and hold, then drag the mouse to move the map in any direction.
- **Zoom in and out:**  
Place the mouse pointer over the map and use the mouse scroll wheel to zoom in and out.

# About INF Plus Extension Alert Notifications

This section explains how alert notifications work when using the [INF Plus Extension](#) in conjunction with the MobileView. It covers how alerts are presented based on your activity—whether you are within MobileView, using another application, if the Chrome or Edge browser is closed, or if the PC is locked.

When an alert is triggered and you are *logged* into the INF Plus Extension, the system responds based on your current activity:

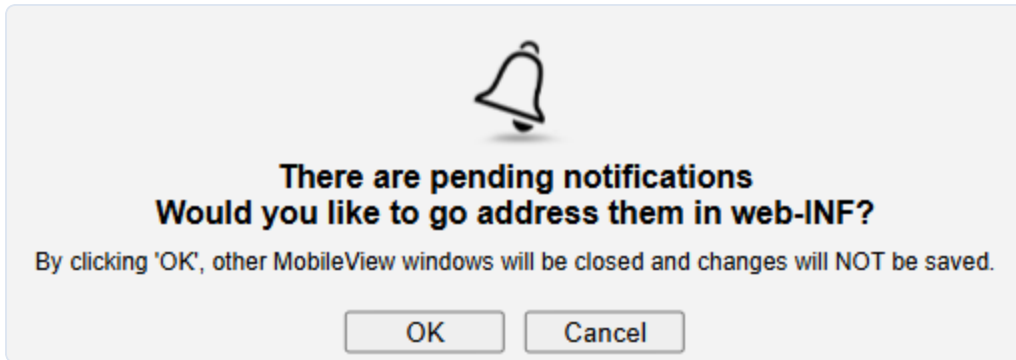


**NOTE:** Notifications only appear if you are logged into the INF Plus Extension.

## While Using MobileView

If you are actively using the MobileView application:

A "Pending Notifications" message will appear directly within MobileView.



This message displays regardless of which page or module you are currently viewing in MobileView.

When the "Pending Notifications" message appears, you have two options:

- Click **OK**.  
This opens the INF Plus interface and shows the alert with the alert selected. See [Active Alerts](#).
- Click **Cancel**.  
This dismisses the message only; however, the alert audio will continue to play, from the INF Plus Extension (if set to loop sound) until:

You dismiss the alert.

**-OR-**

The audio is manually muted from within the INF Plus Extension. See [Managing Audio Alerts](#) and [Muting Active Audio Alerts](#).

## When Not Using MobileView

If you are not in the MobileView application, are using another application, or if the Chrome or Edge browser is closed:

The INF Plus interface page will automatically open in your browser displaying the alert with the alert selected. See [Active Alerts](#) and [Selecting and Viewing Alerts](#).

### If the PC is Locked

In this scenario, only the alert audio will play. As soon as you unlock the PC, the alert screen will be displayed with the alert selected. See [Active Alerts](#) and [Selecting and Viewing Alerts](#).

## Toolbar Notification Indicator

The INF Plus Extension icon in your Chrome or Edge toolbar will display the number of active alerts in red, serving as a visual indicator of current alerts. If you have multiple servers added, the total number of active alerts for all servers is shown.



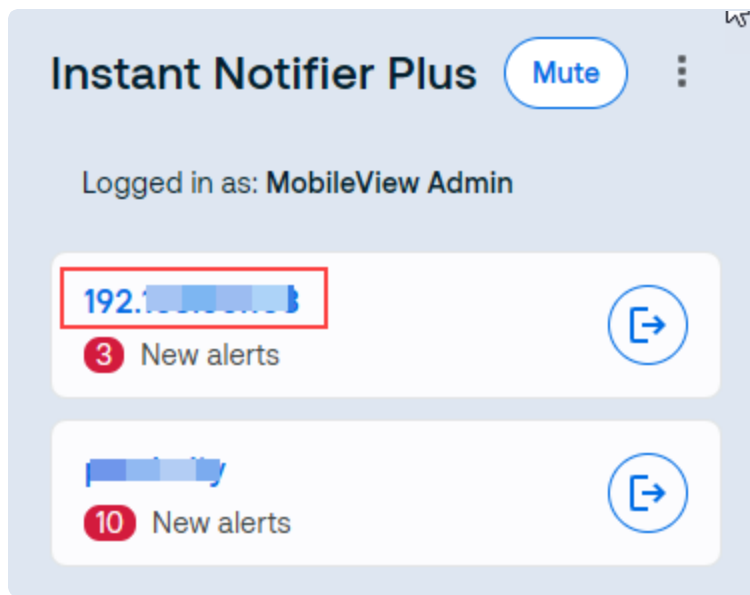
## Viewing Alerts via the INF Plus Extension Icon

To view alerts from the INF Plus Extension icon:

1. Click the **INF Plus Extension** icon in your Chrome or Edge browser's toolbar.



2. Click the link of the required server to open the INF Plus interface and view the alert details.



3. The INF Plus interface opens. See [The Instant Notifier Plus Web Interface](#).

# Managing Audio Alerts

This section explains how audio alerts are handled in [Instant Notifier Plus](#) (INF Plus) and the INF Plus Extension.

Understanding how audio is managed will help you avoid duplicated notifications (echoing) and configure your system correctly for your needs.

## How Audio Alerts Work

- The INF Plus Extension is the primary source of audio alerts.
- By default, audio alerts are disabled in the INF Plus interface to prevent duplicated audio notifications when both the Extension and the interface audio is active.
- If the Extension is not installed, you must enable audio alerts directly from the INF Plus interface to receive audio notifications. See [Enabling and Disabling Audio Alerts in the INF Plus Interface](#).
- **Audio alerts in the INF Plus interface are permission-controlled. If you do not have permission, the Alerts toggle is not available.**



**NOTE:** Enabling audio alerts in both the Extension and the INF Plus interface will cause duplicate audio notifications.

## Choosing the Correct Configuration

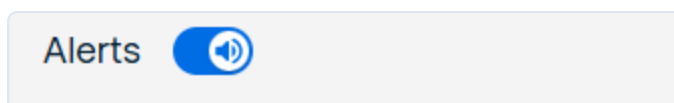
- **When using the Extension:** Keep the INF Plus interface Alerts toggle off to avoid duplicates.
- **When using the interface only (without the Extension):** Turn the INF Plus interface Alerts toggle on to receive audio.

## Enabling and Disabling Audio Alerts in the INF Plus Interface

If you are using the INF Plus interface without the INF Plus Extension, then you must enable this option to receive audio notifications.

Disable the Alerts option if you are using the INF Plus Extension to receive audio notifications and don't want to receive duplicate alerts.

1. From the **INF Plus interface**, toggle the **Alerts** switch On.





2. Once you enable the **Alerts** option, only new alerts will sound.
3. To disable alerts from the interface, toggle the **Alerts** switch Off.



**NOTE THE FOLLOWING:**

- Disabling Alerts stops audio for future alerts only. Any currently active alerts continue to sound until you mute or dismiss them.
- When you re-enable Alerts, only alerts triggered after re-enabling will play sound. Previously muted or currently active alerts will not resume audio.

# Muting Active Audio Alerts

INF Plus audio alerts can be muted from the INF Plus Extension or the [INF Plus interface](#). Muting silences only active alerts for all monitored servers, and does not affect future alerts.

## Quick Links

- [Muting Alert Audio from the INF Plus Extension](#)
- [Muting Alert Audio from the INF Plus Interface](#)

## Muting Alert Audio from the INF Plus Extension

When an alert is triggered, an audio notification will play to notify you of an alert. The audio will play according to the Loop Settings (See [Loop Sound Behavior \(INF Plus Extension\)](#)) If the Loop Sound is on (default), the audio notification will repeat. You can mute the alert audio from the extension by doing the following:

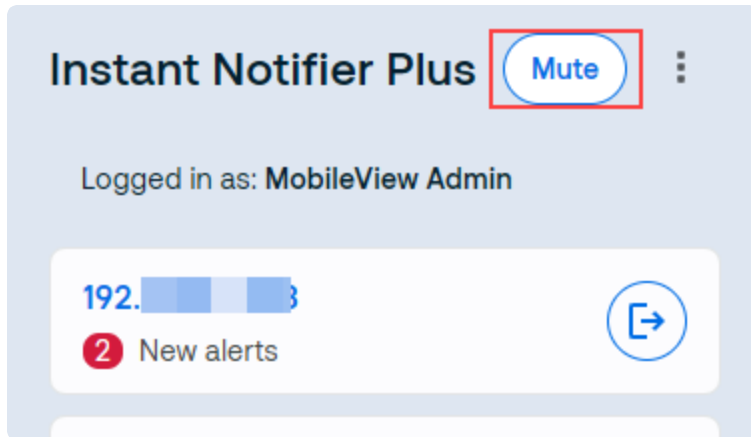


**NOTE:** Muting audio from the extension only silences the current alert notifications for all monitored servers. It does not dismiss the alert and does not prevent future alerts from sounding. Once alerts are muted, any new alert notifications will still sound.

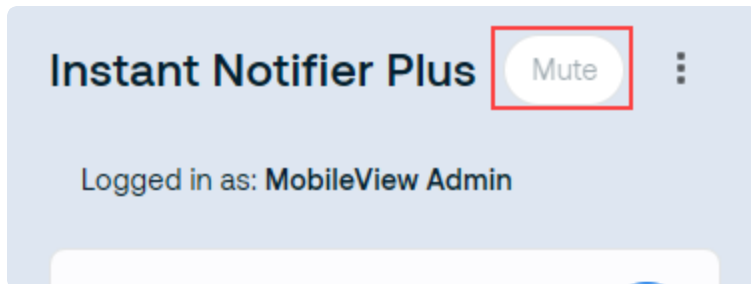
1. Click the **INF Plus Extension** icon in your Chrome or Edge browser's toolbar.



2. Click the **Mute** button. This mutes all current alerts from all monitored servers, until the next alert arrives.



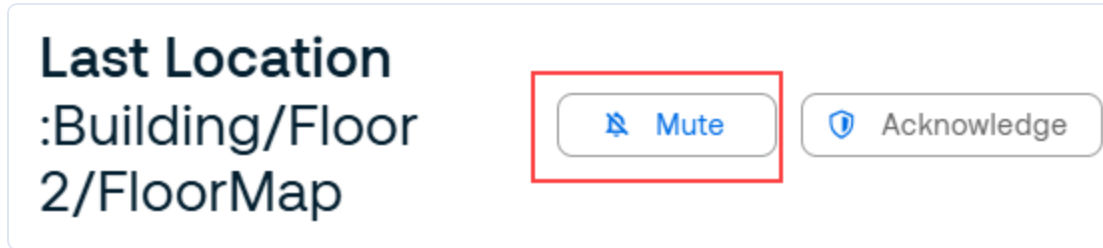
3. The mute option will be shown as greyed out once the audio is muted.



## Muting Alert Audio from the INF Plus Interface

Alert audio can also be muted directly from the INF Plus browser interface. When an alert is triggered, your browser opens and displays the alert. You can mute the alert there. Muting alerts affects all current alerts from all monitored servers until a new alert arrives.

1. In the INF Plus interface, select an alert.
2. From the information section click the **Mute** button.



- This mutes all currently active alerts.
- New alerts will still trigger audio notifications.

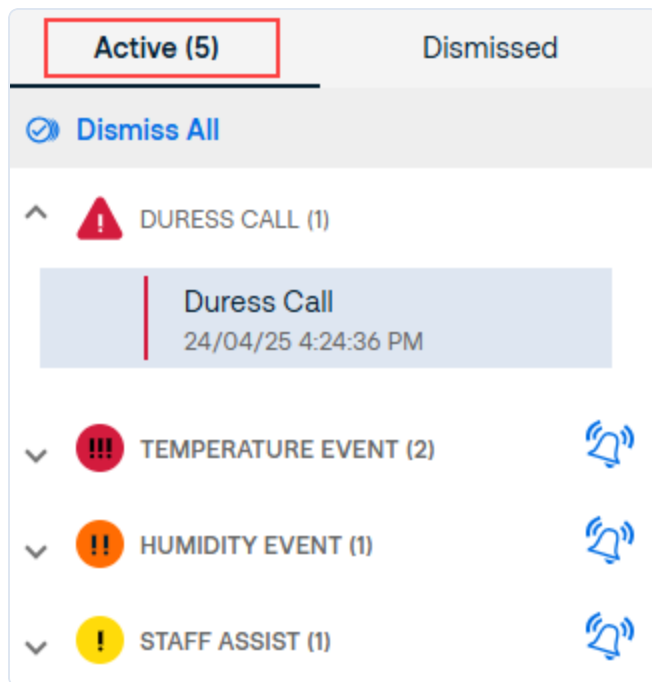
# Active Alerts

The Active tab in [Instant Notifier Plus Web](#), provides a real-time view of all current alerts generated by MobileView. Alerts are automatically displayed in this tab as they occur and are organized by priority level and event group, helping you quickly identify and respond to the most critical issues.

In addition to real-time updates, the Active tab shows the total number of active alerts and uses visual indicators, such as bell icons and bold text, to highlight new or unviewed alerts.

- Alerts with a bell icon indicate the alert is active and has not been viewed.
- Alerts without a bell icon indicate the alert is still active but has been viewed.

For more information see [Bell Icon Behavior in INF Plus](#).



From the **Active** tab, you can:

- See alerts sorted by priority. See [Alert Priority and Visual Indicators](#)
- View and select alerts for more information. See [Selecting and Viewing Alerts](#).
- Dismiss individual alerts or entire groups. See [Dismissing Alerts](#)
  - » Alerts that are not dismissed are classified as pending alerts. See [About Pending Alerts](#).
- See alerts grouped by event name. See [Alert Grouping](#)

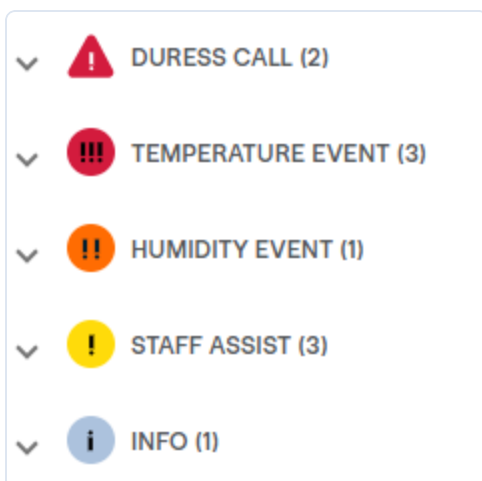
## Alert Priority and Visual Indicators

Alerts in [INF Plus](#) are shown in the active tab in priority order, ensuring that the most urgent events are always visible at the top of the list. Alert priority is defined during event configuration in MobileView.

Priority Levels (from highest to lowest):

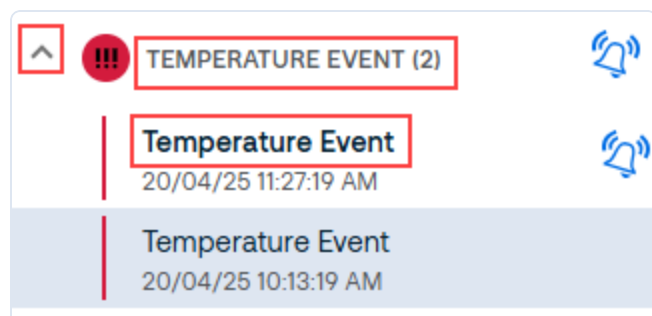
- Critical
- High
- Medium
- Low
- Info

Each alert includes a colored icon on the left that represents its priority level.



## Alert Grouping

In [INF Plus](#), alerts in the [active](#) tab are automatically grouped by the configured even name in MobileView. For example, if you name an event a "Temperature Event", all these events will appear together in a single expandable group.



- The number of alerts in each group is displayed next to the group title.
- Click the arrow next to the group name to expand or collapse the list.
- The most recent alert in each group appears at the top of the group list.
- If the alert has not been selected and viewed, it will be in bold text with a bell icon. See [Selecting and Viewing Alerts](#)

# Selecting and Viewing Alerts

In [Instant Notifier Plus](#), when you select an alert in the Active tab, the system highlights the alert's location on the [map](#) and opens the event information section, where additional details are displayed.

This section explains how to interact with alerts—such as selecting, hovering, and viewing asset details and corrective action instructions, as well as how alert selection behavior is handled automatically under various conditions.

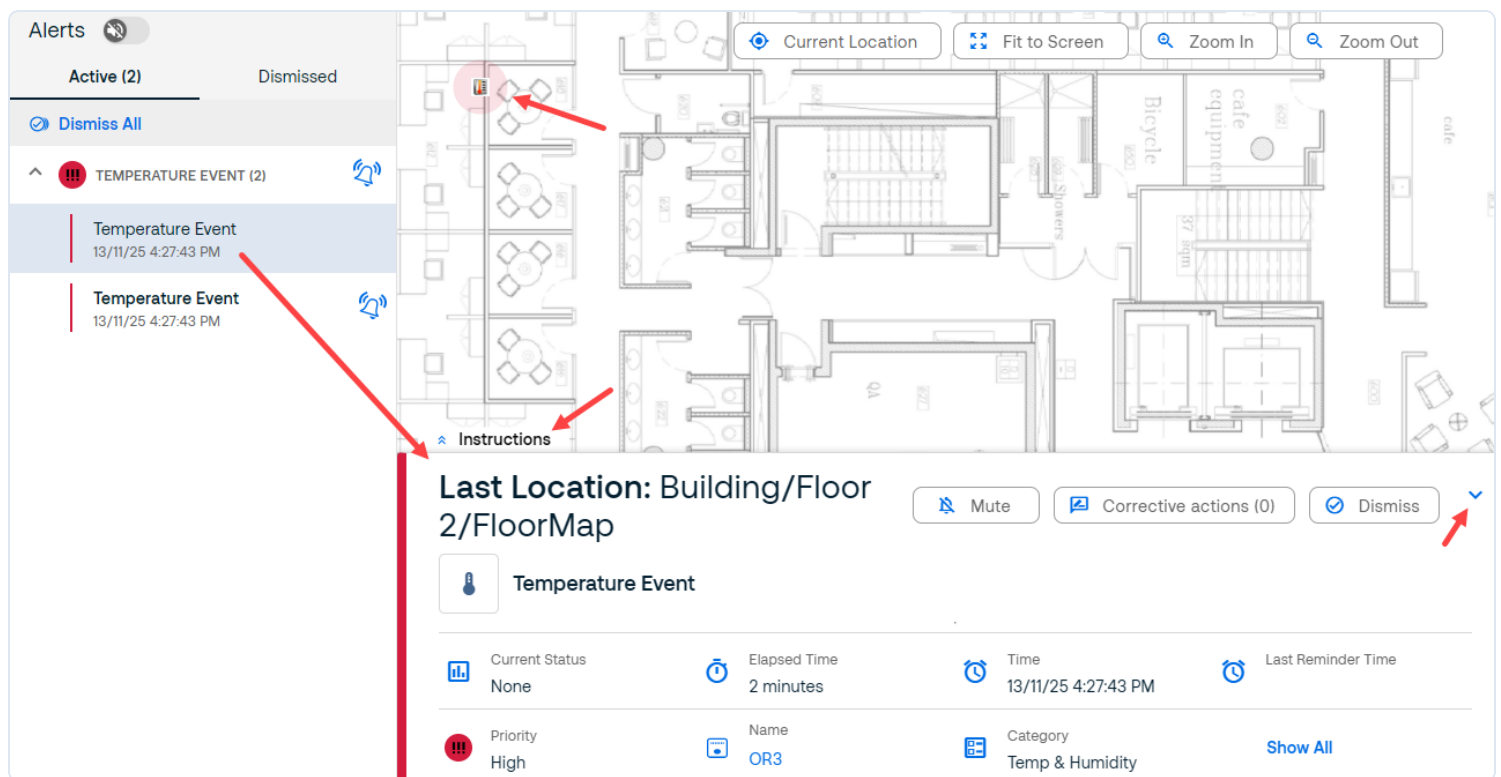
## Selecting an Alert in the Active Tab

Clicking an alert in the Active tab selects it, highlights the alert's location on the map using a pulsating colored circle, and opens the event information section with additional details.



**NOTE:**

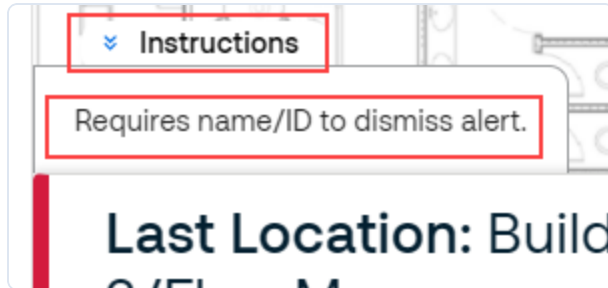
Selecting an alert may also remove its bell icon. For more information see [Bell Icon Behavior in INF Plus](#).



The event information section shows additional details about the triggering event:

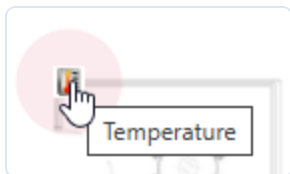


- These fields are defined in the event’s **Action** tab during configuration in MobileView.
- Click **Show All** to expand and view more alert details.
- Swipe up to view more alert details.
- Click the down arrow to collapse the additional information.
- You can also add [corrective actions](#), [dismiss](#) the alerts, and [acknowledge duress calls](#).
- If the alert requires a corrective action, you can view the details by clicking the **Instructions** option.



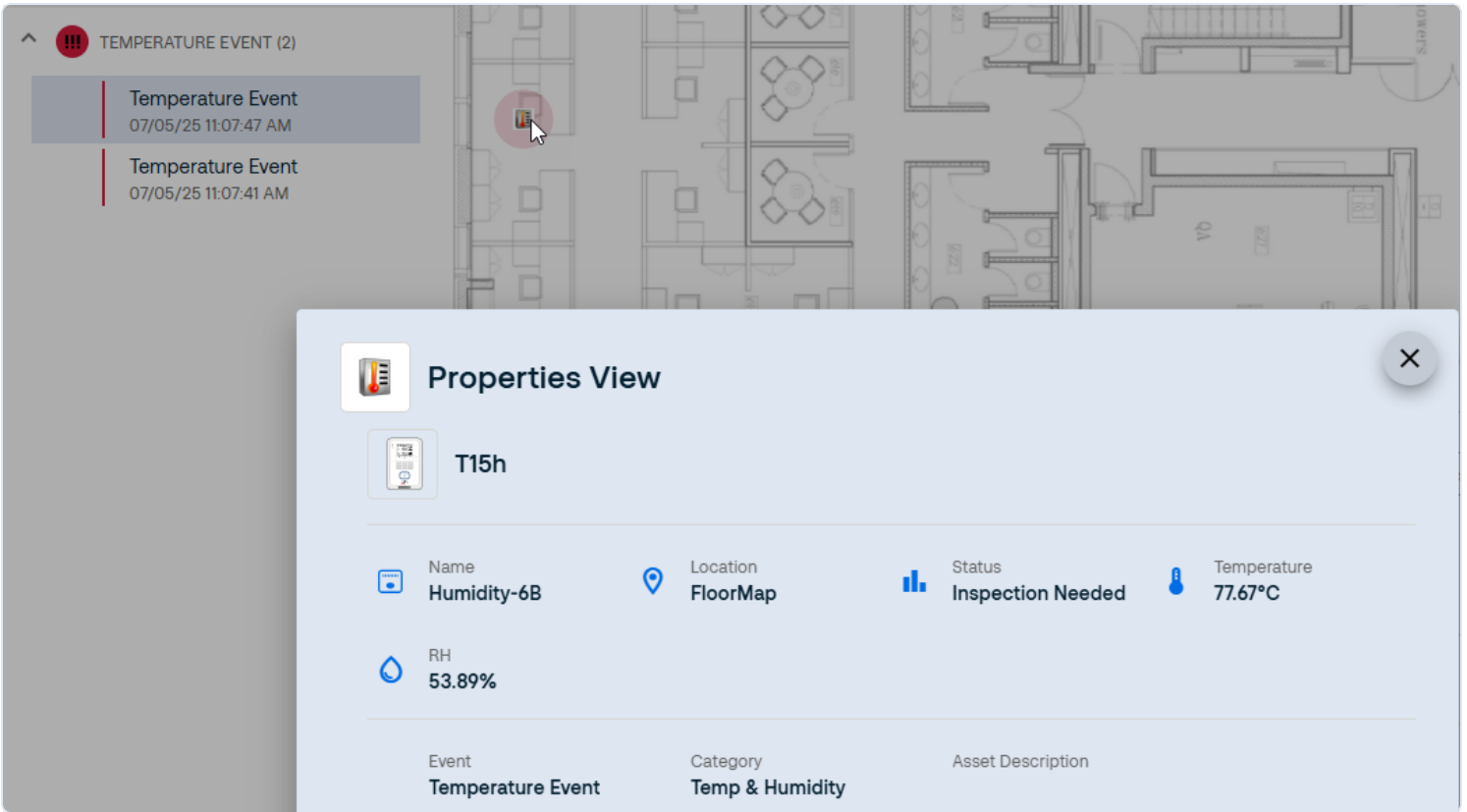
## Hovering over an Alert on the Map

When you hover over an alert on the map, the name of the asset that triggered the alert is displayed.



## Viewing Asset Details from the Map

On the map if you click the asset that triggered the alert, the **Asset Properties View** opens, showing detailed information about the asset.



## Selected Alert Behavior

This section explains how alerts are automatically selected in the INF Plus interface based on your current activity and system state. These behaviors are designed to help you stay focused on the most relevant active alert.

The tables below summarize how alert selection behaves under various scenarios:

## When an Alert Is Triggered

Scenario	What Happens	What Happens in INF Plus
New alert is triggered while INF Plus is <b>not</b> open (you may be using another application).	<p>- The browser opens automatically due to a new alert.</p> <p><b>-OR-</b></p> <p>-A Pending Notification message appears. User clicks <b>OK</b>.</p>	The new alert is automatically selected when INF Plus opens.
New alert is triggered while actively using INF Plus.	INF Plus is already open and active.	<p>If you already have a selected alert, it will remain selected. New alerts will:</p> <ul style="list-style-type: none"> <li>- Appear at the top of their group (if expanded)</li> <li>- Be shown in bold text with a bell icon (if unviewed)</li> <li>- Show a bell icon on the group name (if the group is collapsed)</li> </ul> <p>Selection behavior depends on whether:</p> <ul style="list-style-type: none"> <li>- The group containing the new alert is open</li> <li>- There are any alerts present</li> <li>- Another alert is currently selected</li> </ul>

## When an Active Alert is Dismissed

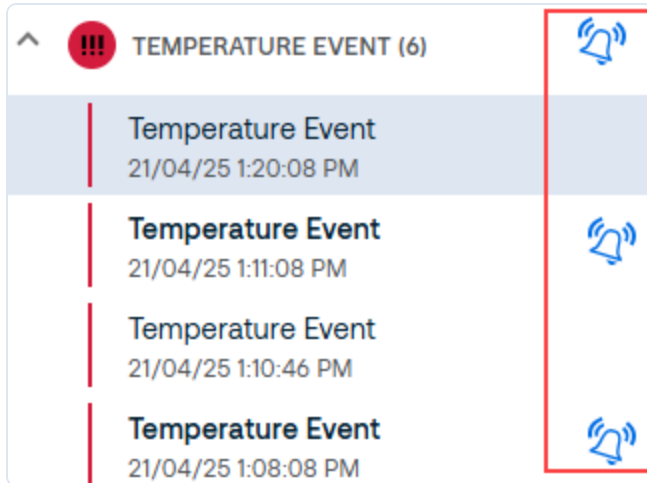
Scenario	What Happens	What Happens in INF Plus
Currently selected alert is dismissed (by user or someone else).	Alert is removed from the Active tab.	The system automatically selects the next highest-priority active alert.

## Behavior When Switching Tabs

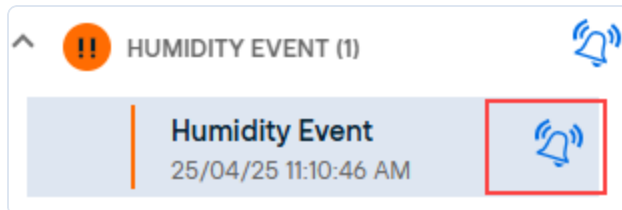
Scenario	What Happens	What Happens in INF Plus
User switches from Dismissed tab to Active tab.	User navigates back to the Active tab.	<ul style="list-style-type: none"> <li>- If active alerts are present: the highest-priority alert is selected automatically</li> <li>- If no alerts are present: the "No Alerts Present" screen is displayed</li> </ul>

## Bell Icon Behavior in INF Plus

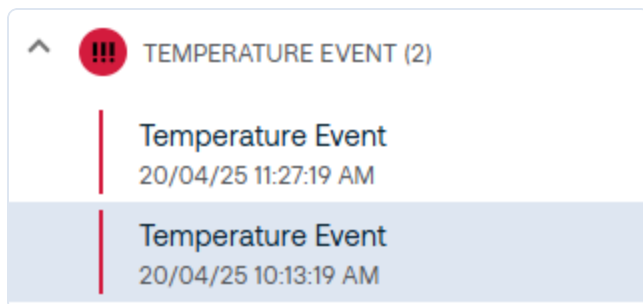
In [INF Plus](#), each alert group and individual alert in the [Active](#) tab includes a bell icon. This icon indicates whether the alert has been viewed or not viewed, but does not reflect whether it has been dismissed.



- When you select an alert, and there are other active alerts, the selected alert's bell icon disappears, indicating the alert has been viewed but not dismissed. See [Selecting and Viewing Alerts](#).
- If there is only one active alert, the bell icon remains until the alert is dismissed.



- Alerts without a bell icon have already been viewed but remain active until manually dismissed.



- When all alerts within a group have been viewed, the group's bell icon also disappears.
- If at least one alert in the group remains unviewed, the bell icon will remain visible for that group.



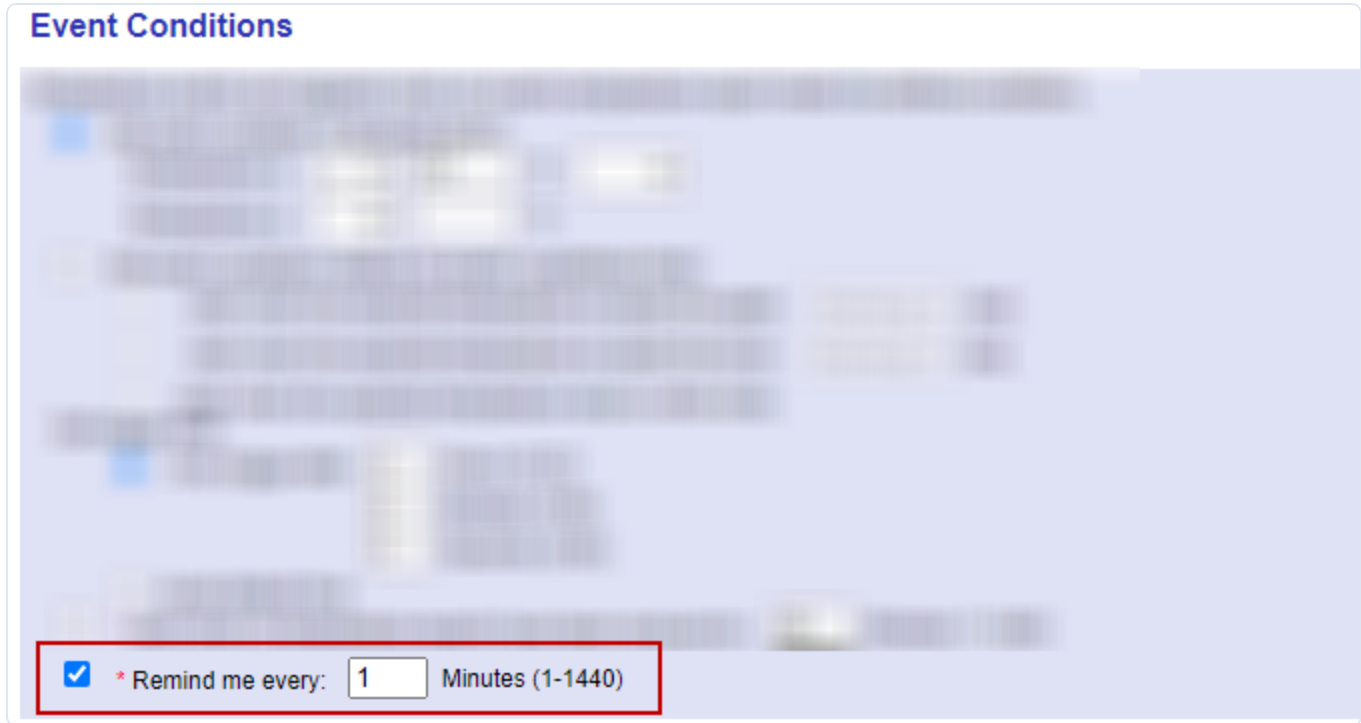
Alert list interface showing four event types:

- ▼ DURESS CALL (2)
- ▼ TEMPERATURE EVENT (6)
- ▼ HUMIDITY EVENT (2)
- ▼ STAFF ASSIST (2)

- If [Remind Me](#) is enabled for the event, the bell icon will reappear for the alert when the reminder is sent—even if the alert was previously viewed.

## Remind Me Alerts in INF Plus

The Remind me every Event Condition option in MobileView (available only for specific Events) allows you to specify the interval at which the alert is repeated if the condition persists. This is configured when you configure the event in MobileView.



When the Remind me every option is enabled and set, only one event is triggered. However, reminder alerts will continue to be sent at the specified interval until either:

- The triggering condition returns to normal, or
- The alert is manually [dismissed](#).

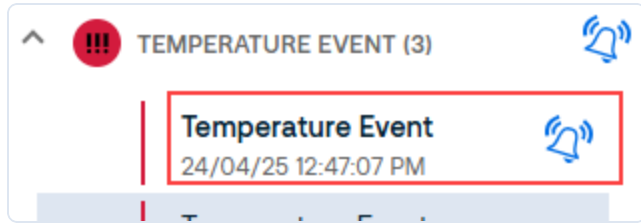
## How Reminder Alerts Appear in INF Plus

In [INF Plus](#), reminder alerts are visually indicated within the original alert entry, and in the Last Reminder Time field—they do not appear as new or separate alerts. This prevents duplicate entries in the [Active](#) tab.

## Visual Indicators for Reminder Alerts

When a reminder is triggered:

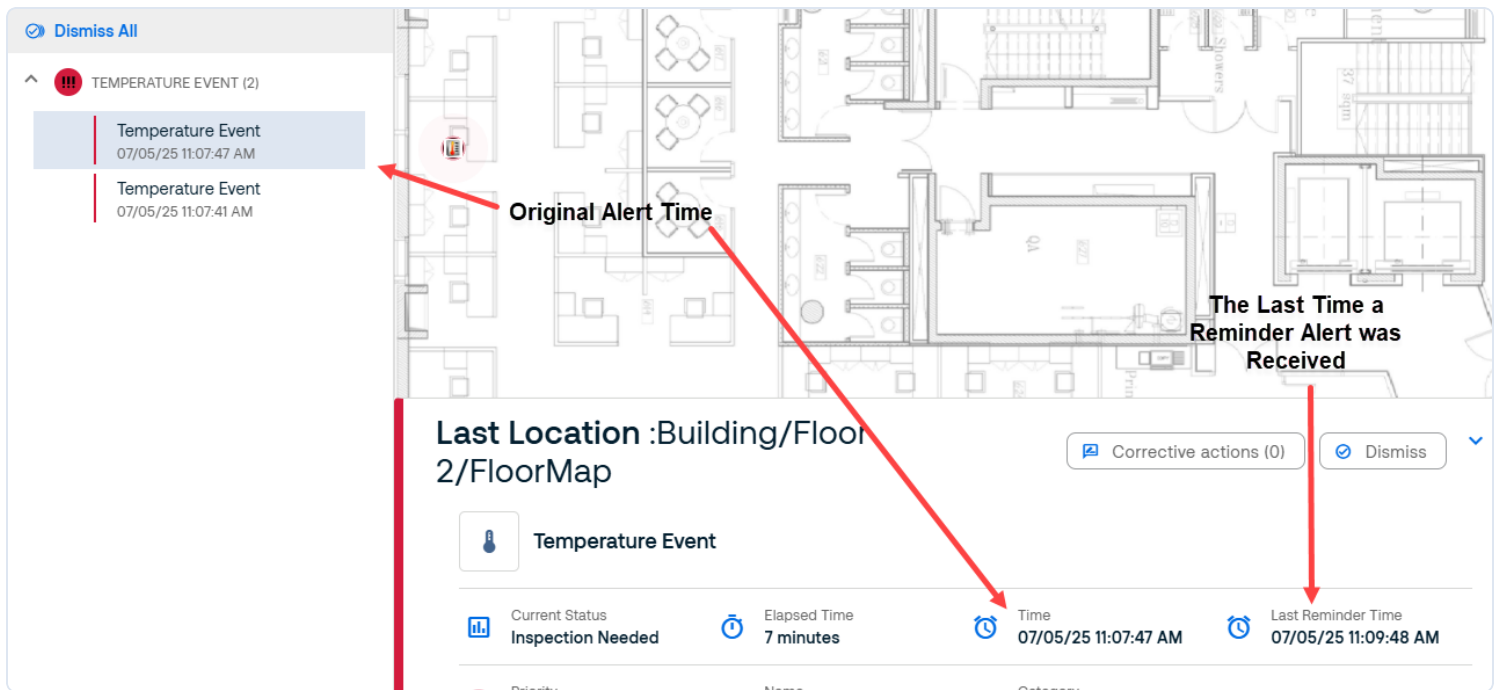
- A bell icon reappears on the original alert.
- The alert text is shown in bold.



## Last Reminder Time Field

The **Last Reminder Time** field in the event information section, is updated each time a reminder is triggered, regardless of whether the alert has been viewed or not. This field helps track when the most recent reminder occurred.

The time of the original alert does not change and always shows the time the alert was first triggered. Only the **Last Reminder Time** is updated with each reminder cycle, and continues to update until the condition returns to normal or the alert is dismissed.



The Last Reminder Time is shown by default in the alert details panel.

You can customize visible fields by navigating to: **Event > Actions > Selected Alert Fields**

# Acknowledging Duress Calls

Duress Call events are triggered when a staff member presses the call button on their Staff Protection tag. These events are received in [Instant Notifier Plus](#) and can be acknowledged by authorized personnel, such as security staff.

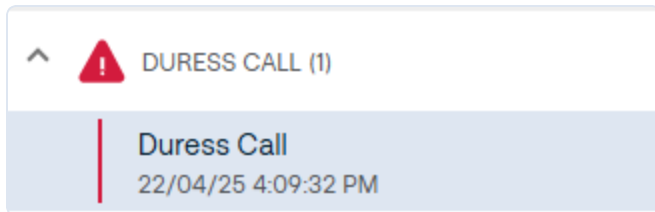
Acknowledging a duress call in INF Plus sends a confirmation signal back to the tag, notifying the staff member that help is on the way. This acknowledgment may be delivered via vibration, audible tone, or other configured feedback on the tag itself.

Duress calls are typically classified as Critical priority events to ensure they appear at the top of alert lists.

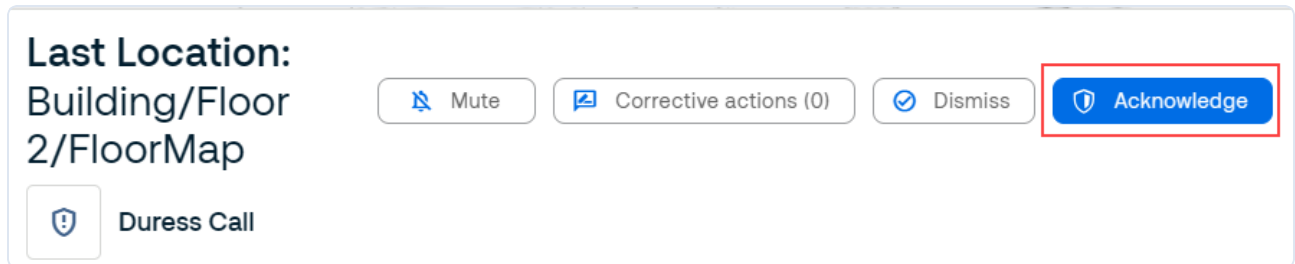
## How to Acknowledge a Duress Call

When a duress call is received in INF Plus:

1. From the **Active** tab, select the alert to view its details.



2. In the event information section, click the **Acknowledge** button.



3. A confirmation dialog will appear. Click **OK** to send the acknowledgment.
4. Dismiss the alert according to company procedures.

# Dismissing Alerts

This section explains how to dismiss alerts in [Instant Notifier Plus](#)—either individually, by group, or all at once.

When an alert is dismissed in Instant Notifier Plus, it is marked as Dismissed for all users, and its status is also updated in MobileView. Some alerts may require a [Corrective Action](#) before they can be dismissed. If the alert is not dismissed, it will stay as a pending alert. See [About Pending Alerts](#)



**IMPORTANT:**

Required Permissions:

If you don't have the following permissions, you will be unable to dismiss the alert.

- Edit Alert - Disable User Verification
- Edit Alert



**NOTE:** You can add a corrective action to an alert without dismissing it. This is done by changing the **Alert Status** to **Pending** in the **Add Corrective Action** screen.

## Dismissing Individual Alerts

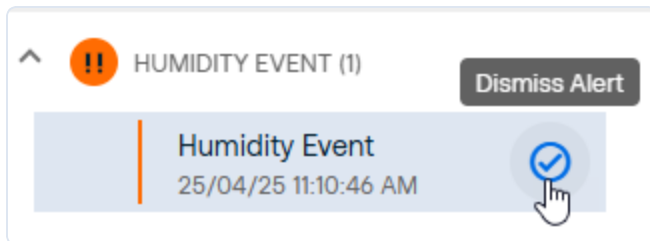


**NOTE:**

The Dismiss action is unavailable if you don't have the required permissions.

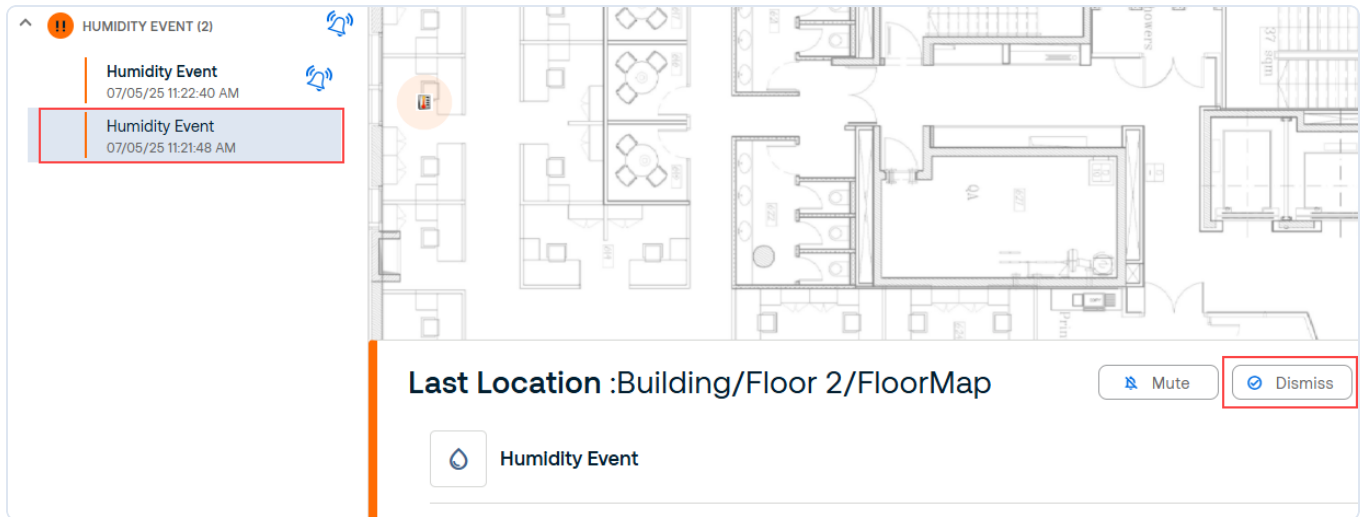
You can dismiss individual alerts from the [Active](#) tab in two ways:

1. Hover over the alert and click the tick icon.



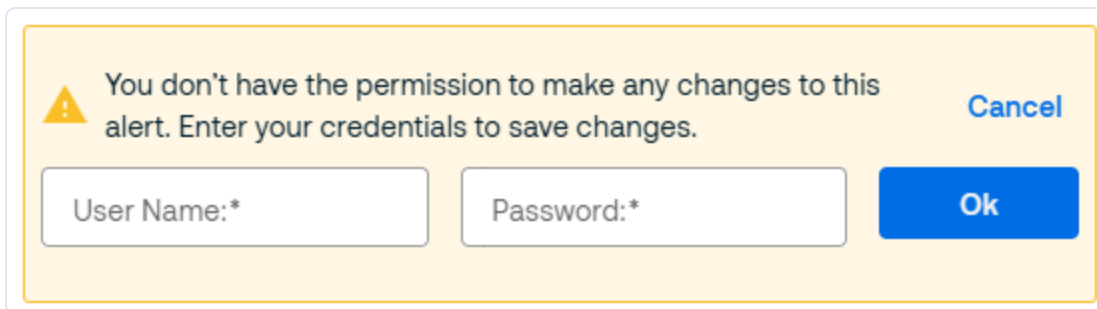
-OR-

2. Select the alert, go to the event information section, and click the **Dismiss** button.



3. In both cases, a confirmation dialog appears. Click **OK** to confirm, or **Cancel** to cancel the dismissal.

If you do not have permission to dismiss an alert, a warning message will appear. A user with the required permissions can enter their credentials to dismiss the alert.



4. If the alert requires a corrective action, review the **Corrective Action Instructions**, if available, and perform steps 5 to 7 below. For more information on Corrective Actions, see [Adding, Viewing, and Updating Corrective Actions in INF Plus](#).
5. Change the **Alert Status** to either **Pending** or **Dismissed** (default). If you want to just add a corrective action and do not want to dismiss the alert now, then select pending. If you want to add a corrective action and dismiss the alert, then select dismissed.
6. Select the **Action Taken**. Multiple actions can be selected if required.
7. Explain the action taken in the **Notes** section.
8. The alert is dismissed only after the corrective action is entered and saved.

## Dismissing a Group of Alerts

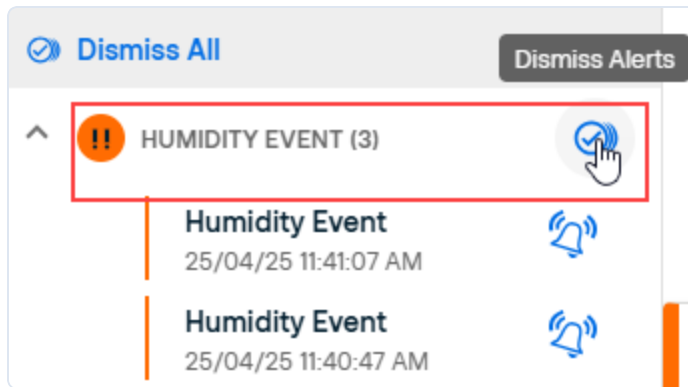


**NOTE:**

The Dismiss action is unavailable if you don't have the required permissions.

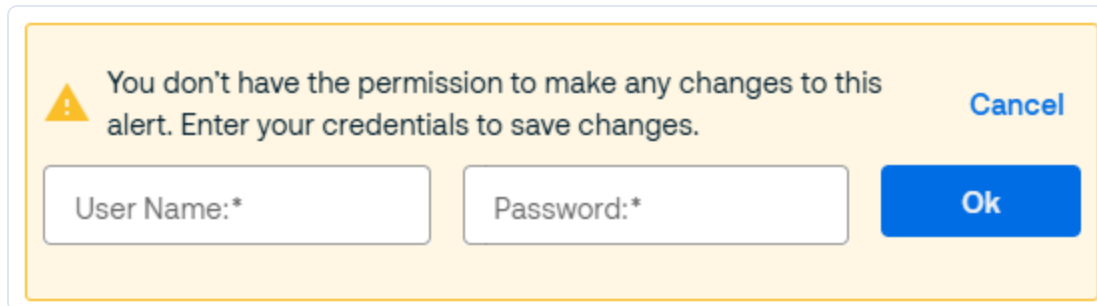
You can dismiss a group of alerts from the [Active](#) tab. When dismissing a group, if the alert requires a corrective action, you will be prompted to enter the required details before you can dismiss the group of alerts. This adds a corrective action to the group of alerts.

1. Hover over the alert group title in the Active tab.



2. Click the tick icon for the group.

If you do not have permission to dismiss an alert, a warning message will appear. A user with the required permissions can enter their credentials to dismiss the alert.



3. In the confirmation dialog, click **OK** to confirm, or **Cancel** to cancel the dismissal.
4. If the group of alerts requires a corrective actions, perform steps 5 to 7 below. For more information on Corrective Actions, see [Adding, Viewing, and Updating Corrective Actions in INF Plus](#).



5. Change the **Alert Status** to either **Pending** or **Dismissed** (default). If you want to just add a corrective action and do not want to dismiss the alert now, then select pending. If you want to add a corrective action and dismiss the alert, then select dismissed.
6. Select the **Action Taken**. Multiple actions can be selected if required.
7. Explain the action taken in the **Notes** section.
8. The group of alerts is dismissed only after the corrective action is entered and saved.

## Dismissing All Alerts



**NOTE:**

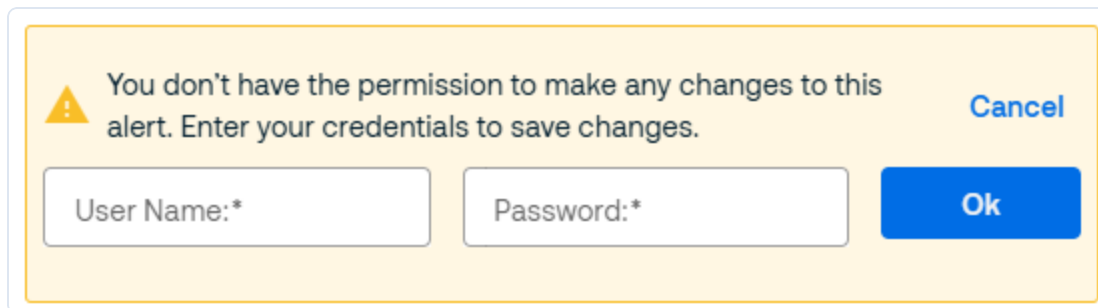
When using the Dismiss All action, a message will appear if any alerts require corrective actions. If you do not have permission to dismiss alerts, a warning message will also appear.

To dismiss all active alerts at once:

1. Click the **Dismiss All** button in the Active tab.



If you do not have permission to dismiss an alert, a warning message will appear. A user with the required permissions can enter their credentials to dismiss the alert.



2. Confirm the dismissal when prompted.
3. If any alerts require corrective actions, a message will appear notifying you. In this case, click **Close** on the message, then locate the individual alert or alert group and add the required corrective action. Then dismiss the alert or alert group.



## Dismiss Alerts

2 alerts require corrective action, please provide corrective actions and dismiss alerts.

Close

# Adding, Viewing, and Updating Corrective Actions in INF Plus

Corrective actions in [Instant Notifier Plus](#), are essential steps taken in response to events, ensuring that issues are addressed promptly and effectively.

Corrective Actions are typically added when dismissing alerts (see [Dismissing Alerts](#)), but can also be added or updated for alerts in both the Active tab (without dismissing the alert), and Dismissed tab.



**IMPORTANT:**

Required Permissions:

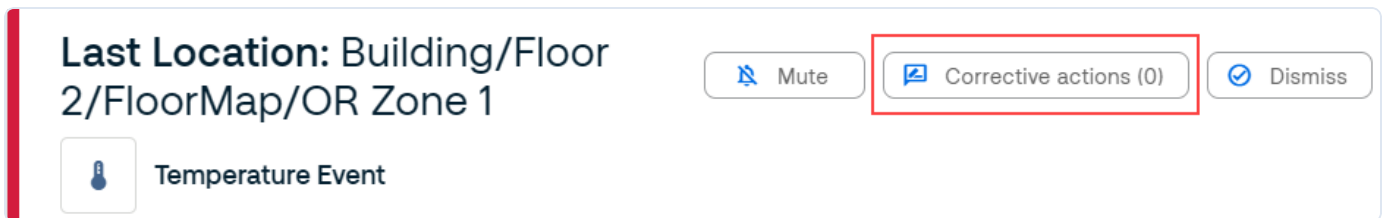
If you don't have the following permission, you will be unable to save the Corrective Action and dismiss the alert.

- **Edit Alert - Disable User Verification**

## Adding Corrective Actions to Active Alerts

To add a corrective action to an active alert:

1. Go to the **Active** tab and select the required alert.
2. If the alert requires a Corrective Action, the **Corrective Action** button appears in the event information section.



3. Click the **Corrective Action** button.
4. The **Add Corrective Actions** screen opens.

### Add Corrective Actions

**Alert Details**

Event	Asset
Temperature Event	Temperature
Last Location	Time
Building/Floor 2/FloorMap	25/04/25 11:48:07 AM

---

**Instructions:**

Requires name/ID to dismiss alert.

---

Change Alert Status to

Pending

Action Taken\*

Notes\*

Cancel Save

5. Perform the following:
  - Review the **Instructions**, if available.
  - Change the **Alert Status** to either:
    - » **Pending** – the alert will stay in the **Active** tab after saving. See [About Pending Alerts](#).
    - » **Dismissed** – the alert will be dismissed and moved to the **Dismissed** tab after saving.



- Select the **Action Taken**. You may select multiple actions if applicable.
- Enter relevant details in the **Notes** field.

If you do not have permission to dismiss an alert, a warning message will appear. A user with the required permissions can enter their credentials to save and dismiss the alert.

A warning dialog box with a yellow background and a yellow border. It contains a yellow triangle icon with an exclamation mark on the left. The text reads: "You don't have the permission to make any changes to this alert. Enter your credentials to save changes." To the right of the text is a blue "Cancel" button. Below the text are two input fields: "User Name:\*" and "Password:\*". To the right of these fields is a blue "Ok" button.

6. Click **Save** to apply or **Cancel**.

## Viewing and Updating Corrective Actions

Alerts that have corrective actions can be viewed and updated from both the Active and Dismissed tabs. This allows you to review past actions, make updates, and—if needed—change the alert’s status.

- In the **Active** tab, you may have current alerts with corrective actions that were added while the alert is still active. These can be viewed or updated.
- In the **Dismissed** tab, alerts with corrective actions can also viewed or updated. Additionally, a dismissed alert can be changed back to pending, which moves it back to the Active tab.

## Viewing and Updating from the Active Tab

To view or update a corrective action for an active alert:

1. Go to the **Active** tab and select the required alert.
2. In the event information section, click the **Corrective Actions** button. The button will display the number of existing corrective actions in brackets, if any, for example: Corrective Actions (2).

An alert card with a white background and a light blue border. The top left text reads "Last Location :Building/Floor 2/FloorMap". To the right of this text is a button with a document icon and the text "Corrective actions (2)". To the right of that button is a "Dismiss" button with a blue checkmark icon. Below the location text is a temperature icon and the text "Temperature Event".

- In the **Add Corrective Actions** screen, scroll to the **Actions History** section and click the down arrow to expand it. This section displays all previous corrective actions taken for the alert, including the date, time, action taken, and user.

^ **Actions History**


- 25/04/25 2:26:52 PM  
MobileView Admin  
  
Action Taken:  
Name/ID of person who dismissed the event  
  
Mary 22661 inspecting this alert.

---

- 25/04/25 2:29:24 PM  
MobileView Admin  
  
Action Taken:  
Name/ID of person who dismissed the event  
  
Mary 22661 Inspection complete. Issue with the AC. Alert will be dismissed when issue is corrected.

- To update the corrective action:
  - Review the existing **Instructions**, if available.
  - Change the **Alert Status** to either:
    - » **Pending** – the alert will stay in the **Active** tab after saving. See [About Pending Alerts](#).
    - » **Dismissed** – the alert will be dismissed and moved to the **Dismissed** tab after saving.
  - Select the **Action Taken**. You may select multiple actions if applicable.
  - Enter relevant details in the **Notes** field.

If you do not have permission to dismiss an alert, a warning message will appear. A user with the required permissions can enter their credentials to save and dismiss the alert.

 You don't have the permission to make any changes to this alert. Enter your credentials to save changes. [Cancel](#)

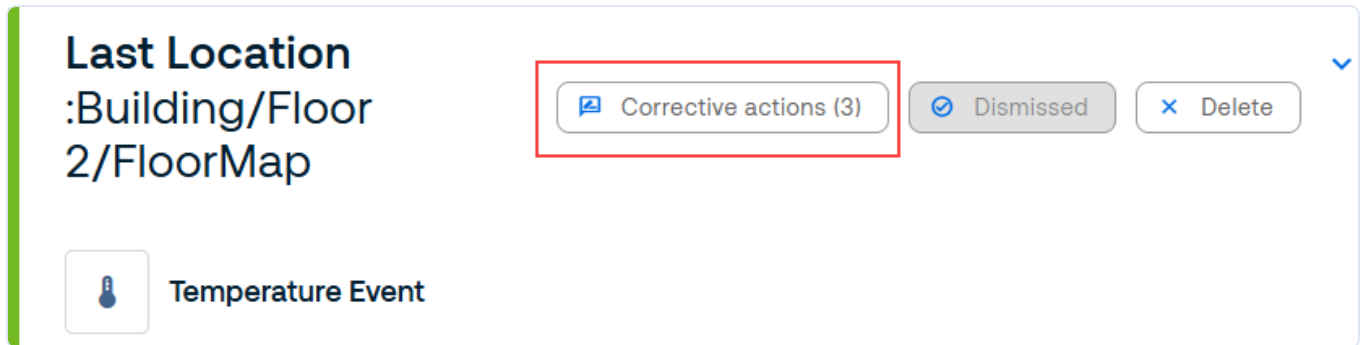


5. Click **Save** to apply the updates or **Cancel**.

## Viewing and Updating from the Dismissed Tab

To view or update a corrective action for a Dismissed alert:

1. Go to the **Dismissed** tab and select the alert with a corrective action.
2. In the event information section, click the **Corrective Action** button. The button will display the number of existing corrective actions in brackets, if any—for example: Corrective Actions (3).



3. In the **Add Corrective Actions** screen, scroll to the **Action History** section and click the down arrow to expand it. This section displays all previous corrective actions taken for the alert, including the date, time, action taken, and user.

^ **Actions History**

- 25/04/25 2:29:24 PM  
MobileView Admin  
  
Action Taken:  
Name/ID of person who dismissed the event  
  
Mary 22661 Inspection complete. Issue with the AC. Alert will be dismissed when issue is corrected.

---

- 25/04/25 2:26:52 PM  
MobileView Admin  
  
Action Taken:  
Name/ID of person who dismissed the event  
  
Mary 22661 inspecting this alert.

---

- 25/04/25 2:36:27 PM  
MobileView Admin  
  
Action Taken:  
Name/ID of person who dismissed the event  
  
Mary 22661 Issue has been resolved. Dismissing the alert.

4. To update the corrective action:
- Review the existing instructions, if available.
  - Change the **Alert Status** to either:
    - » **Pending** – the alert will move back to the Active tab after saving.
    - » **Dismissed** – keeps the alert in the Dismissed tab.
  - Select the **Action Taken**. You may select multiple actions if applicable.
  - Enter relevant details in the **Notes** field.

If you do not have permission to dismiss an alert, a warning message will appear. A user with the required permissions can enter their credentials to save and dismiss the alert.

You don't have the permission to make any changes to this alert. Enter your credentials to save changes.

Cancel

User Name:\* Password:\* Ok

5. Click **Save** to apply the updates or **Cancel**.

# Viewing Dismissed Alerts

In [INF Plus](#), once alerts are dismissed, they are moved to the [Dismissed](#) tab, where all previously dismissed alerts can be reviewed.

- Dismissed alerts are grouped in the same way as alerts in the Active tab—typically by event name.
- You can remove dismissed alerts individually, by group, or all at once.
- Alerts with [Corrective Actions](#) can be viewed and updated if needed before being deleted.
- By default, dismissed alerts are automatically deleted after 8 hours.

The screenshot shows a user interface for viewing dismissed alerts. At the top, there are two tabs: 'Active (4)' and 'Dismissed'. The 'Dismissed' tab is selected and underlined. Below the tabs is a grey bar with a trash can icon and the text 'Delete All'. The main content area displays a list of three alert groups, each with a downward arrow on the left, a green checkmark in a circle, and the event name followed by a count in parentheses: 'DURESS CALL (1)', 'TEMPERATURE EVENT (2)', and 'HUMIDITY EVENT (2)'.

## Deleting Dismissed Alerts

By default, dismissed alerts in [INF Plus](#) are automatically deleted after 8 hours. However, you can also manually delete dismissed alerts at any time. Alerts can be deleted individually, by group, or all at once from the [Dismissed](#) tab.

If an alert or group of alerts includes corrective actions, you will have the option to view or update the corrective actions before completing the deletion. Updating corrective actions is optional—you can choose to proceed with deletion without making changes.

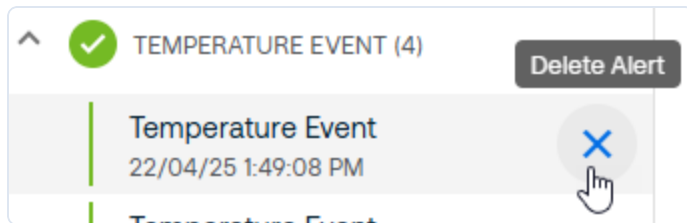


**NOTE:** Dismissing alerts requires the **Enable Alert Deletion** option to be enabled in the MobileView system settings. If this option is not enabled on your system, you will not be able to delete alerts. Please contact your system administrator for assistance. Additionally, you will require the **Delete Alert** permission.

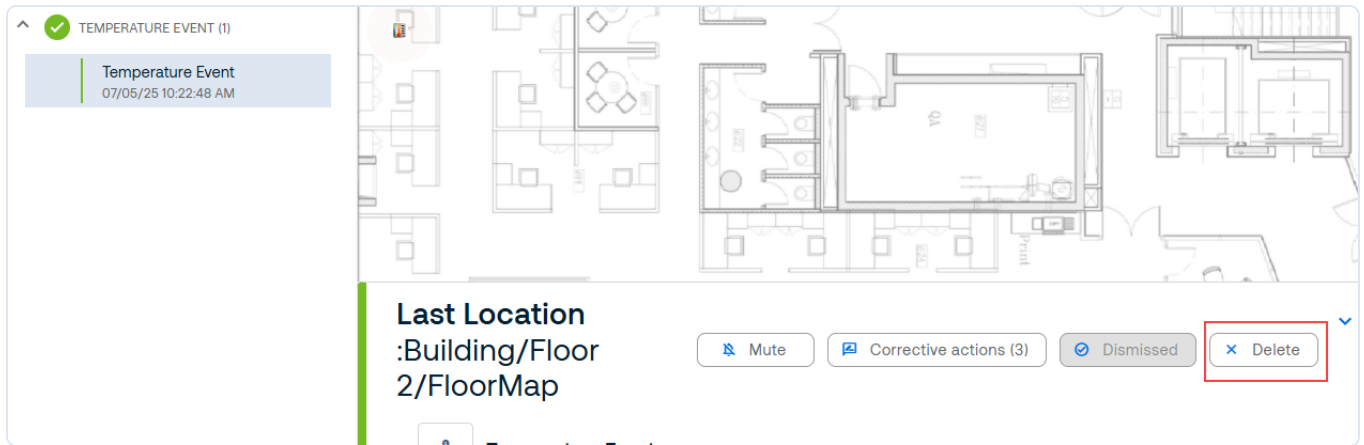
## Deleting Individual Alerts

Individual alerts can be manually deleted from the Dismissed tab. If an alert has a corrective action, you will have the option to review or update it before deletion.

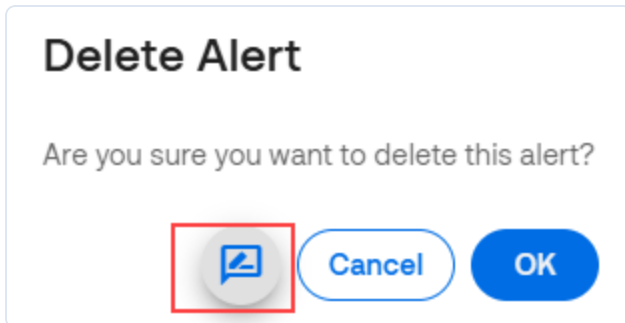
1. From the **Dismissed** tab, hover over the alert you want to delete.



2. Click the cross (x) icon to delete the alert.
3. You can also select the alert you want to delete, and click the **Delete** button in the event information section.



4. If the alert has a corrective action then see step 6 below.
5. If there is no corrective action, or if you do not want to update the corrective action, then click **OK** to proceed.
6. If the alert has a corrective action:
  - A comment icon will appear in the **Delete Alert** message.
  - To update or view the corrective action before deletion:
    - a. Click the comment icon.



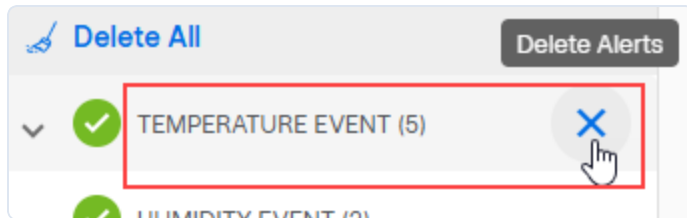
- b. Edit the corrective action as needed or scroll down and open the **Action History** section to view previous corrective actions for the alert.
- c. Click **Save** or **Cancel** in the corrective action dialog.
- d. Then click **OK** to confirm and delete the alert.

## Deleting a Group of Alerts

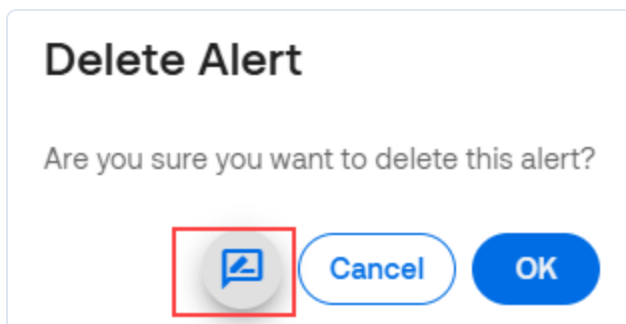
A group of alerts can be manually deleted from the Dismissed tab. If the event associated with the group includes a corrective action, you will have the option to update it before completing the deletion—but it is not required.

**NOTE:** When viewing a group's corrective actions, you cannot access or view the **Action History**. Action History is only available when managing individual alert corrective actions.

1. From the **Dismissed** tab, hover over the alert group you want to delete.



2. Click the cross (x) icon to delete the alert.
3. If the alert has a corrective action and you want to update it, then see step 5 below.
4. If there is no corrective action, or if you do not want to update the corrective action, then click **OK** to proceed.
5. If the alert group has corrective actions:
  - A comment icon will appear in the **Delete Alert** message.
  - To update the corrective actions before deletion:
    - a. Click the comment icon.



- b. Edit the corrective action as needed.
- c. Click **Save** or **Cancel** in the corrective action dialog.
- d. Then click **OK** to confirm and delete the alert.

## Deleting all Alerts at Once

All dismissed alerts can be deleted at once by clicking **Delete All**.



**NOTE:** The **Delete All** option is greyed out if the **Enable Alert Deletion** option is not enabled in the MobileView system settings and you don't have the **Delete Alert** permission. Please contact your system administrator for assistance.

## About Pending Alerts

In [INF Plus](#), pending alerts are alerts that have not been dismissed. These alerts are repeated at predefined intervals until they are [dismissed](#) or expire.

By default:

- The reminder interval is set to 10 minutes.
- Alerts automatically expire after 60 minutes and are removed from all lists.

These settings may vary based on system configuration.



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