



Real Time Alerting for Retail Online Users

Quick Reference Guide

Establishing Alerts

To establish an alert, you must enroll in alerting and then for all subsequent alerts, you only have to define alert options.

To enroll in alerting

1. Log on to Retail Online. The system displays Retail Online Home page.
2. Click **Enroll**. The system displays the Enrollment page.
3. Specify how you would like to see your alerts. You can choose to receive alerts through email, text message, or both and you can also set up Do Not Disturb options for your alerts:

To receive alerts by email and set up Do Not Disturb options for these emails, complete steps a-e:

- a. In the Email section, click **Add Email** and specify your email address.
- b. Click **Send Activation Code**. The system sends an activation code to the email address that you defined and then it displays a message confirming that it has sent the activation code.
- c. Type the activation code that you received in the **Activation Code** field and click **Activate**. The system confirms that it has activated the email address and that the email address is ready for the Enterprise Alert Platform (EAP) User Interface program to use.
- d. To set up Do Not Disturb options, click **Setup**. The Do Not Disturb Options box appears.
- e. Specify the **Start Time**, **End Time**, and **Time Zone** values and click **Save**.

To receive alerts by text message and set up Do Not Disturb options for these text messages complete steps a-e:

- a. In the Text Message section, click **Add Mobile** and specify your mobile number.
- b. Click **Send Activation Code**. The system sends an activation code to the mobile number that you defined and then it displays a message confirming that it sent the activation code.

- c. Type the activation code that you received in the **Activation Code** field and click **Activate**. The system confirms that it has activated the mobile number and the mobile number is ready for by the Enterprise Alert Platform User Interface program to use.
 - d. To set up Do Not Disturb options, click **Setup**. The Do Not Disturb Options box appears.
 - e. Specify the **Start Time**, **End Time**, and **Time Zone** values and click **Save**.
4. Repeat step 3 to establish alerts for additional email addresses and mobile numbers.
 5. Click **Next** to save your contact options. The system displays the Alert Options page.

Note:

To delete a contact option, click the **Delete** button and then click **OK** on the resulting page. The system displays a message confirming the deletion.

To set up alert options

1. Locate the alert category to set up an alert.

Note:

The list of alerts in an alert category changes based on the alerts that you have access to.

2. Expand an alert category to view all of the alerts available for that category.
3. Subscribe to an alert and select your delivery preferences for receiving the alert.
4. Click **Save** to save your alerts. The system displays a confirmatory message that it saved the alert subscription.
5. Click **Next** to complete the initial setup. The system displays the Overview tab with the updated active alert.



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Viewing Alerts

You can view subscribed alerts in the Secure Inbox on the Home page. You can also view all the triggered alerts on the Sent Alert page in the Enterprise Alert Platform (EAP) User Interface program based on the preferences that you defined.

To view triggered alerts on the Home page

If you have Enterprise Alert Platform (EAP) User Interface program permissions and have elected to receive alerts on the Retail Online Home page, perform the following steps to view your alerts.

1. Sign on to Retail Online. The system displays the Retail Online Home page.

Note:

- The Secure Inbox section located on the Home page displays the last three alerts that you selected for the Enterprise Alert Platform to send to the Secure Inbox.
- The system lists the alert type, account type, account number, and alert details in the Secure Inbox.

2. Click **Mark as read** after reading an alert to close it. The Secure Inbox refreshes to display a new alert in the list.

To view triggered alerts on the Sent Alert page of the Enterprise Alert Platform User Interface program.

If you have Enterprise Alert Platform permissions, you can view triggered alerts on the Sent Alert page.

1. Sign on to Retail Online. The system displays the Retail Online Home page.
2. Click the **Manage Alerts** link at the top of the Secure Inbox.

Or

Click **Alerts** on the upper right corner of the Home page.

The system displays the Sent Alerts page.

Note:

- The Sent Alerts page displays the triggered alerts with the date, alert type, and alert details.
 - The system displays the unread triggered alert count next to the Alerts button on the upper right corner of the Home page.
3. Click **Mark As Read** on the alert to indicate that you have viewed it. The **Mark as Read** button name changes to **Mark As Unread**.

Note:

Clicking the **Mark As Unread** button again changes the button name to **Mark as Read**.

4. Click **Mark All As Read** to label all alerts in the list as read.
5. Click **View More Alerts**. The system refreshes the page displaying additional alerts that you have elected to receive.



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Editing Alerts

You can edit alerts on the Overview and the Alert Options pages of the Enterprise Alert Platform (EAP) User Interface program.

To edit an alert on the Overview page

1. Sign on to Retail Online. The system displays the Retail Online Home page.
2. Click the **Manage Alerts** link at the top of the Secure Inbox.

Or

Click **Alerts** on the right upper corner of the Home page.

The system displays the Sent Alerts page.

Note:

- The Sent Alerts page displays the triggered alerts with the date, alert type, and alert details.
 - The system displays the unread triggered alert count next to the Alerts button on the upper right corner of the Home page.
3. Click the **Overview** tab to access the Overview page and view the list of active alerts on your account.
 4. Click **Edit** for the alert you need to edit.
 5. Specify the new values and save the changes.

Note:

If you clear all of the check boxes or the **Sent Alert To** check box, the system no longer displays the alert on the Overview page.

To edit an alert on the Alert Options page

1. Sign on to Retail Online. The system displays the Retail Online Home page.
2. Click the **Manage Alerts** link at the top of the Secure Inbox.

Or

Click **Alerts** at the right upper corner of the Home page.

The system displays the Sent Alerts page.

Note:

- The Sent Alerts page displays the triggered alerts with the date, alert type, and alert details.
 - The system displays the unread triggered alert count next to the Alerts button on the upper right corner of the Home page.
3. Click the **Alert Options** tab to access the Alert Options page and view the list of active alerts on your account.
 4. Specify the new values and save the changes.

Note

If you clear all of the check boxes or the **Sent Alert To** check box, the system no longer displays the alert on the Overview page.



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Deleting Alerts

You can delete alerts on the Overview page of the Enterprise Alert Platform (EAP) User Interface program. You can also delete triggered alerts on the Sent Alert page.

To delete active alerts

1. Sign on to Retail Online. The system displays Retail Online Home page.
2. Click the **Manage Alerts** link at the top of the Secure Inbox.

Or

Click **Alerts** on the right upper corner of the Home page.

The system displays the Sent Alerts page.

Note:

- The Sent Alerts page displays the triggered alerts with the date, alert type, and alert details.
- The system displays the unread triggered alert count next to the Alerts button on the upper right corner of the Home page.

3. Click the **Overview** tab to display the Overview page and view the list of active alerts on your account.
4. Click **Delete** for the alert that you need to delete and the click **OK** in the resulting options box. The system a message confirming the deletion.

To delete triggered alerts

1. Sign on to Retail Online. The system displays the Retail Online Home page.
2. Click the **Manage Alerts** link at the top of the Secure Inbox.

Or

Click **Alerts** on the right upper corner of the Home page.

The system displays the Sent Alerts page.

Note:

- The Sent Alerts page displays the triggered alerts with the date, alert type, and alert details.
 - The system displays the unread triggered alert count next to the Alerts button on the upper right corner of the Home page.
3. Click **Delete** for the alert you want to delete.
 4. To delete all the alerts that the system displays in the list, click **Delete All** and click **OK** in the resulting options box. The system displays a message confirming the deletion.

Note:

The **Delete All** button does not delete the alerts that the system does not display on the Sent All page. After you delete the alerts that the system displays, the page refreshes to list next set of alerts.