



Email On Evaluation Submit, Comment or Action

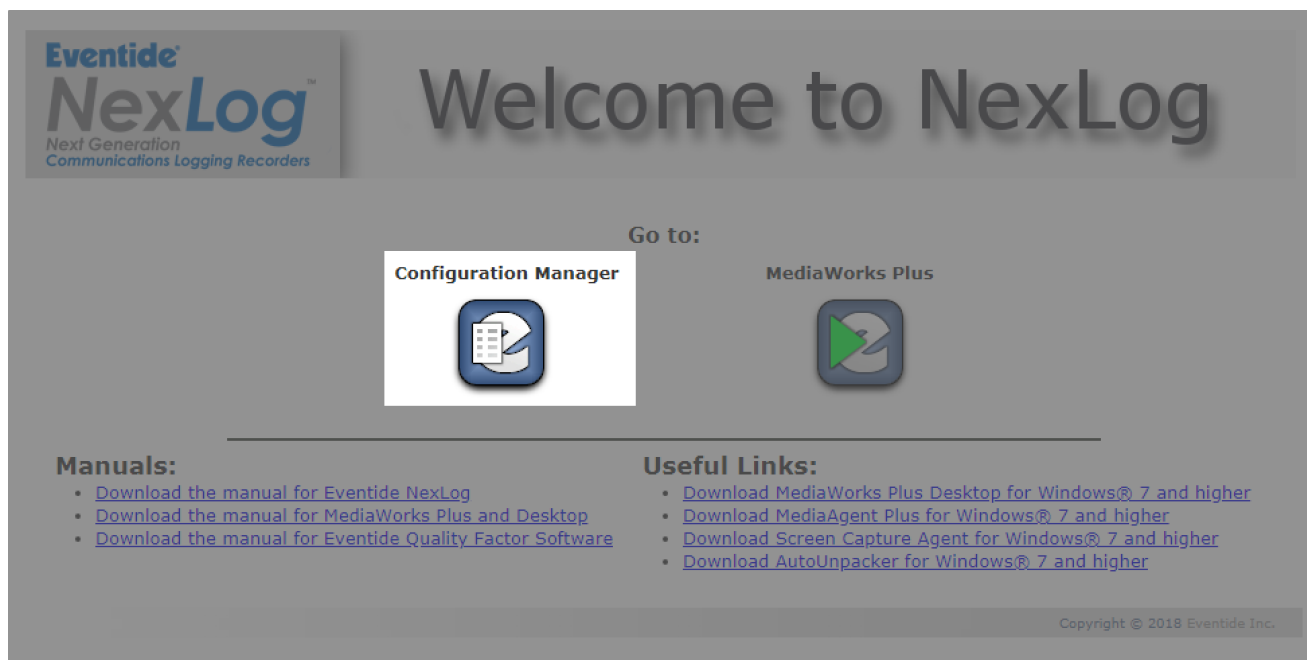
Enabling Email Notifications For Evaluations

To be able to send email notifications when an evaluation is submitted, commented on, or action taken the Eventide NexLog Recorder requires that the following settings are properly configured in the Eventide NexLog Configuration Manager.

1. SMTP Email Settings
 - Note: An Email user login account to the mail server is required
2. NexLog User Account with correct email address configured
3. Quality Factor Agent ID associated with NexLog User Account
4. Published Evaluation Form has recipients selected in its Email Options section of Form Options configuration

Log into Eventide NexLog Configuration Manager

Log into the Eventide NexLog Configuration Manager with a user account that has NexLog Administrator privileges.



The screenshot shows the Eventide NexLog Configuration Manager login page. The page has a grey background with a white header area. On the left, there is a logo for "Eventide NexLog" with the tagline "Next Generation Communications Logging Recorders". In the center, the text "Welcome to NexLog" is displayed in a large, bold, sans-serif font. Below this, there is a "Go to:" section with two options: "Configuration Manager" and "MediaWorks Plus". Each option has a corresponding icon: a blue square with a white document icon for Configuration Manager, and a green square with a white play button icon for MediaWorks Plus. Below the "Go to:" section, there are two columns of links. The left column is titled "Manuals:" and contains three links: "Download the manual for Eventide NexLog", "Download the manual for MediaWorks Plus and Desktop", and "Download the manual for Eventide Quality Factor Software". The right column is titled "Useful Links:" and contains four links: "Download MediaWorks Plus Desktop for Windows® 7 and higher", "Download MediaAgent Plus for Windows® 7 and higher", "Download Screen Capture Agent for Windows® 7 and higher", and "Download AutoUnpacker for Windows® 7 and higher". At the bottom right of the page, there is a small copyright notice: "Copyright © 2018 Eventide Inc."



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Verify SMTP Mail Settings

Select **Alerts and Logs** from the left menu and then **Email** under that to display/configure SMTP Email Settings. Verify settings are enabled and login account and password are correct and click **Save** if you've made any changes or **Cancel** to not alter any existing settings if they are already correct.

Eventide
NexLog[™]
Next Generation
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Active Alarms

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Alert Codes

Logging

GPIO

Email

Audit History

Client Activity

Users and Security

Utilities

Quality Factor Software

Change Password

EMAIL SETTINGS

☒ Enabled

From address: NexLog@example.net

Reply to address: ITSupport@example.net

Send error to address: ITSupport@example.net

SMTP host: 192.168.1.204

SMTP login: Eventide

SMTP password:

SMTP local host name:

SMTP port: 25

☐ Force TLS

Save

Cancel

Send Test Email



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Verify User Account and Email Address

In order for a user to receive email notifications their email address must be correctly entered in their user profile. While logged into the Eventide NexLog Configuration Manager, select **Users and Security**¹ from the left menu and then **Users**² under that to display list of users configured in the system. If your system utilizes a NexLog Access Bridge ensure that all NAB sources are connected by clicking **Connect**³ button in upper right if need be. Highlight **Username**⁴ that you want to edit and click the **Edit User**⁵ button at the bottom of user list. At the bottom of the **USER INFO** tab ensure the correct **Email**⁶ address is entered and click **Save** button if any changes were made.

The screenshot displays the Eventide NexLog Configuration Manager interface. The left sidebar contains a navigation menu with the following items: Home, System, Basic Reports, Enhanced Reports, Networking, Recording, Archiving, Alerts and Logs, **1 Users and Security**, **2 Users**, System Security, Active Directory, User Groups, Permissions, Utilities, Quality Factor Software, and Change Password. The main content area is titled "Configuration Manager" and includes a status bar indicating "1 out of 1 NAB sources are connected." Below this is a table of users with columns for Username, Admin, LDAP, Groups, and Account Status. The user "Eventide" is highlighted with a red box and a red "4" next to it. Below the table are buttons for "Search by Username...", "Add User", "Edit User" (with a red "5" next to it), "Delete User", "Change password", and "Permissions". The "Edit User" button is clicked, opening a "USER INFO" tab. This tab contains fields for Username (Eventide), Force password change at next login (checkbox), First name, Middle name, Last name, Suffix, and Email (Eventide@example.com). The Email field is highlighted with a red box and a red "6" next to it.

Eventide NexLog™
Next Generation Communications Logging Recorders

Configuration Manager

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1 out of 1 NAB sources are connected. Eventide Connect

Username	Admin	LDAP	Groups	Account Status
4 Eventide	Yes	No		Enabled

Search by Username... Add User Edit User 5 Delete User Change password Permissions

1 out of 1 NAB sources are connected.

USER INFO PERMISSIONS ACCOUNT SETTINGS RESOURCE PERMISSIONS SEARCH FILTERS

Username: Eventide

Force password change at next login ☐

First name:

Middle name:

Last name:

Suffix:

6 Email: Eventide@example.com

Proceed to next page to verify Quality Factor Agent to User Account Association.



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Verify Quality Factor Agent is Associated to an Eventide User Account

While logged into the Eventide NexLog Configuration Manager select **Quality Factor Software**¹ from the left menu and then **Agents**² under that to display list of configured Agents in the system and their Associated Username. Highlight the **Agent ID**³ you want to edit and click the **Edit Agent**⁴ button at the bottom of the list.

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Forms

Completed Evaluations

2 Agents

Groups and Schedules

Agent Mapping

Change Password

Agent Id ▲	Agent Name	Associated Username
ANYBACK	AUSTIN ANYBACK	ANYBACK
APAIL	Austin Paul	APAIL
APFER	ANDREA PFER	APFER
AREAS	ALEX AREAS	AREAS
ATLERLEY	ANDREW TLERLEY	ATLERLEY
ATZIMMANN	ANN ZIMMANN	ATZIMMANN
SALEIN	BETH ALEXIN	SALEIN
SCALTRI	Brian CARL	[None]
SHENMAN	BRIITANY SHENMAN	SHENMAN
SCHAEFER	BRANDY SCHAEFER	SCHAEFER
CEUCKLES	Courtney Buckles	CEUCKLES
CHORQUEZ	CYNTHIA RODRIGUEZ	CHORQUEZ
CSINGLETON	CATHY SINGLETON	CSINGLETON
CTURNER	CAROLYN TURNER	CTURNER
DRONE	DARLA RONE	DRONE
DSCHABLE	DEBRA SCHABLE	DSCHABLE
ENORALES	EMILY NORALES	ENORALES
ETHESSAN	ERICA THESSAN	ETHESSAN
3 Eventide	Eventide	Eventide

Search By Agent ID...

Add Agent

Edit Agent **4**

Delete Agent

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On the **EDIT AGENT** page use the dropdown box next to **Associated User Account** to verify/select that the correct user whose email address was verified from earlier is selected and click the **Submit** button.

EDIT AGENT

AgentID:

Eventide

Agent Name:

Eventide

Associated User Account

Eventide ▼

Submit

Cancel

Verify Email Options in Evaluation Forms

While logged into Configuration Manager select **Quality Factor Software**¹ from the left menu and then **Forms**² to display list of Evaluation Forms and their status. Highlight the Form³ you want to edit and click the **Edit Form**⁴ button at the bottom.

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Show Filters

Name ▲	Revision	Published	In Use
³ Call Taking Evaluation	1	Yes	Yes
Call Taking for EMS Incid...	1	No	No
Call Taking for Fire Incid...	1	No	No
Call Taking for Police Inc...	1	No	No

Add Form

⁴Edit Form

Copy Form

Delete Form

Format for Printing

Export Form and Associated Questions

Import Form

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Email On Evaluation Submit, Comment or Action

Select the **FORMS OPTIONS** tab¹ at the top and in the **Email Options**² section select which recipients should be emailed. To configure more than one recipient at a time, use the ctrl key and click to highlight³ multiple recipients.

FORM CONFIGURATION **1 FORM OPTIONS**

Comment Options

Evaluation Comment Mode: Multiple Comments With Actions ▼

☒ Enable Comment Acknowledgement

☒ Allow Comment Modification

☒ Enable Agent Digital Signature

☐ Lock Evaluation After Being Signed

Other Options

☒ Enable Evaluation Live Scoring

☐ Enable Option To View All Possible Conditional Questions In Evaluation

2 Email Options

Email on Evaluation Submit: **3** Agent
Evaluator
Agent's Group Leaders
Super Evaluators
Admins ▼

Email on Comments/Actions: Agent
Evaluator
Agent's Group Leaders
Super Evaluators
Admins ▼

Email on Score Lower than: 0 % Agent
Evaluator
Agent's Group Leaders
Super Evaluators
Admins ▼

For additional inquiries you can
contact us at:
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