

# Event Alerts

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## NO CHANGES TO ALERTS WITHIN 5 MINUTES OF SEND TIME

When amending or deleting an alert designed to appear in either an Attendee App or an Organizer App (or both), **you're unable to edit or remove the alert within five minutes of the send time.**

If you try to make changes or delete an alert within 5 minutes of the alert being scheduled to send, this may **appear to work, but doesn't have time to take effect.**

You can enable EventsAir to send out an Alert according to many user or system defined parameters. Some of the many Alerts you can set include:

- Alerts when a pre-planned communication is sent. You will also be able to view the final number of communications that went out.
- Alerts when a payment is due.
- Alerts if a conference hotel fills and is now in an oversell situation.
- Alerts for any function, accommodation or registration category that has inventory. Alerts are sent at a predefined level of inventory remaining.
- Alerts when a specific registration form is submitted.
- Alerts when a specific registration category is registered.
- Alerts when an exhibitor stand or sponsorship type is reserved.
- Much more!

## Sections of the Event Alerts Panel

The opening view provides a listing of only high or critical alerts. Selecting **All** will display a complete listing of all Event alerts defined by the meeting organizer. Data you can refine or view in the **All** view includes:

- **Alert Filter** – this search filter lets you view or filter for specific alert categories.
- **Export to Excel** – this option lets you export all Alert information to an Excel spreadsheet.
- **Current and Past Views** – choosing either Current or Past will display the appropriate Alerts for that status.
- **Clear Alert** – in the expanded view of Event Alerts, you can select alerts you do not wish to see any more (past alerts) and then select the **Clear Alert** button in the lower left corner of the Event Alert screen.

## Alert Filter

When you are viewing the full Event Alerts Panel, you have an Alert Filter option. Selecting this option lets you view a selection of Alert Filters, as shown below.

## Filter

Details

Alert Level	Please select...	
Alert Date	DD/MM/YYYY	to DD/MM/YYYY
Alert Time		to
Description		
Source		
Cleared By	Please select...	
Cleared Date	DD/MM/YYYY	to DD/MM/YYYY
Cleared Time		to

Clear

Apply

## Registration and Check-in Alerts

Organizer-defined alerts are alerts that are defined for specific registration and alert scenarios. For example:

- **Interactive Site Alerts** – these are generated when an attendee completes a specified Interactive Site.
- **Specific Attendee Check-in Alerts** – these alerts are generated when a specific attendee checks into your event.
- **Attendee Registration Type Check-in Alerts** – these alerts are similar to Specific Attendee Check-in Alerts, but are assigned to a specific registration type, such as VIP or Exhibitor categories.
- **Expected Attendee Alerts** – these alerts are defined when you do not have an inventory, but still want to manage attendance in a more general way. For example, if you have a meal defined and you enter an Expected Number of Attendees to be 500, you can set a milestone of 25%. This milestone will generate a new alert at 25%, 50%, 75% and 100%, giving you a heads-up as your numbers increase.

### *For more information:*

- [Configuring Alerts in EventsAir](#)