User Guide: WISEid and WISEstaff System Alerts

Overview

System-generated alerts are a method of notifying a district that there are updates to their WISEid or WISEstaff data which require their attention. Alerts come in two parts: first is a message generated within WISEid / WISEstaff which can be viewed by anyone within the district; second is an email sent to notify district staff that there are alerts awaiting review. Based on the importance of the data affected, some emails are designed to automatically notify the district via email, while others are optional, allowing the district to opt in to receive emails.

Alerts are generated nightly, based on data changes or new data entry deadlines from the previous day.

Types of Alerts

There is a separate alert generated for each type of data affected.

- **WISEid Data**
  - New Change Request Comments - Student Data
  - Change Request Action Needed - Student Data
  - File Upload has Errors - Student Data
  - New Potential Matches - Student Data
- **WISEstaff Data**
  - Entity IDs are Missing
  - New Validation Errors / Warnings - Staff Data
  - Checklist Progress Alert
  - Agency Certification Needed
  - New Change Request Comments - Staff Data
  - Change Request Action Needed - Staff Data
  - New Potential Matches - Staff Data
  - File Upload has Errors - Staff Data

Viewing Alerts

1. A "New" icon will appear in the header section of the application near the Message Center option when you have unread alerts. Click the Message Center link and select Alerts to view a list of messages.

2. The alerts page will show a list of messages generated for your district. You'll see the subject of the alert and the date it occurred. New, unread alerts will have a "New!" label in red text next to the most recent occurrence date.
   ○ The Title of each alert will indicate the type of data affected.
   ○ The Important Information column contains more information about what the alert indicates and why it is important to address.

3. To view the affected data, click the alert title. The system will open the page where you can view data which needs updating.

Email Notifications

For users who do not work in the WISEid or WISEstaff application on a daily basis but may still have data changes which require their attention, they can be alerted by email that new alerts exist.

Alerts pertaining to data that has a specific deadline, like agency certification prior to a WISEstaff snapshot, will automatically generate an email to the email addresses listed as primary and secondary contacts within the WISEstaff or WISEid application.

For all other alert types, you can opt in to receive an email notification when your district has new alerts.

Opt in to Email Notifications
1. From the WISEid or WISEstaff tab, click the **Agency Notifications** link in the Message Center menu.
2. Click the **Add Email** button at the top of the page. An Email text field will display where you can enter the email address of the intended recipient (yourself or another district staff member). Click Update to save the email address or Cancel to disregard the email.
3. After an email record is added, you'll see a list of alert types that you can opt in for that email address to receive email notifications.
   ○ First, click the **Edit** button on the far right for the alert type you want to receive.
   ○ Next, click the checkbox in the Opt In column, then select the day/s of the week on which you want to receive email notifications. You may select more than one day or all days of the week.
   ○ Click the **Update** button to save your changes.

4. You may opt in to email notifications for any or all of the alert types listed.
5. If you have opted in an email address and you no longer want to receive email notifications for any alert types, click the **Delete Email** button to remove that email address from the email notification system.

Notifications by Email Alert Types
These alert types will automatically generate an email alert to the email addresses listed as primary and secondary contacts within the WISEid or WISEstaff application:
- Entity IDs are Missing
- WISEstaff Agency Certification Needed
- WISEstaff Checklist Progress Alert

These alert types have optional email notifications available to sign up for on the Agency Notifications page in WISEid or WISEstaff:
- File Upload has Errors - Staff Data
- File Upload has Errors - Student Data
- New Change Request Comments - Staff Data
- New Change Request Comments - Student Data
- Change Request Action Needed - Staff Data
- Change Request Action Needed - Student Data
- New Potential Matches - Staff Data
- New Potential Matches - Student Data
- New Validation Errors/Warnings - Staff Data