How to View Past Alerts

In this video we will show you how to see the messages a user has sent as well as the messages a user has received. First let's talk about how to view the messages that a user has sent. Only administrators and level 2 users who have been given permissions to send messages can send messages to other users. To see the alerts that have been sent hover over "alerts" and select "past alerts" from the drop-down menu.

You will then see a complete list of all the alerts sent by your account. If you click on "sent by" tab this will organize your alerts not by date sent, but by who sent the message. If you'd like to see what alerts a user has received simply find your user by hovering over "users" and clicking on "view users" from the drop-down menu. Once you've found the user you'd like to view click on their dashboard icon to the right. Now that you're in their dashboard you can click on "message history". This will pull up any past alerts that have been sent to this specific user.

Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at support@highgroundsolutions.com.