High Ground University

Account – How to Receive Alert Reports via Email

Ever wonder about the success of your alert but forget to login and check the results? In this video, we will discuss How to Receive Alert Delivery Reports via Email.

First locate and select the Account tab in the menu bar. Then select "Account Details" from the drop-down menu. Once the Account Details screen appears, click the "Edit Account Details" button at the bottom of the page.

Next, locate the "Email Results To" box, then enter the email address you wish to receive the Alert Delivery Receipts. After entering the email address, click the "update" button on the bottom of the screen to save your preferences.

Once these steps are complete, all alerts sent will receive an "Alert Results" email between 30-120 minutes after the alert was sent.

It's important to note that all alert results will still be available for viewing in the Past Alerts screen. Simply hover over the Alerts tab and select "Past Alerts" from the drop-down menu. Next select the alert you would like to review then click the hyperlinked number under "View Results" to see the report.

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