

VTMC

Acknowledging Alarms

Presented by
Control Solutions
(503) 410-5996

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Acknowledging Alarms

- Under Alert Status you will either have an Active Alert, a Non-Reset Alert, or an Open Alert
- Click on the alert you want to see

Alert Status	Alert Status	Alert Status
  1 Active User Alert	  1 Non-Reset User Alert	  1 Open User Alert
  No Open User Alerts	  No Open User Alerts	  No Open User Alerts



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Acknowledging Alarms

- Click on the spy glass under “ACTION” to view further alert details

Region 6 Georgia VFC » Actionable User Alerts

[View All User Alerts](#) | [View Active User Alerts](#) | [View Non-Reset User Alerts](#) | [View Open User Alerts](#) | [View Closed User Alerts](#)

Active Alerts

Alert ID	Location	Zone	Alert	Alert Occured	Alert Acked	System Reset	Docs Recorded	Alert Closed	Action
2559	Pediatric H.C	600029RG#2	Temp above value: 8.0 °C	about 1 month ago Dec 29 2017 19:05:00	✘	✘	✘	✘	

Non-Reset Alerts

Alert ID	Location	Zone	Alert	Alert Occured	Alert Acked	System Reset	Docs Recorded	Alert Closed	Action
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No Non-Reset User Alerts are currently available.

Open Alerts

Alert ID	Location	Zone	Alert	Alert Occured	Alert Acked	System Reset	Docs Recorded	Alert Closed	Action
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No Open User Alerts are currently available.

[View All User Alerts](#) | [View Active User Alerts](#) | [View Non-Reset User Alerts](#) | [View Open User Alerts](#) | [View Closed User Alerts](#)



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User Alert Details

[View Actionable User Alerts](#) | [View All User Alerts](#) | [View Active User Alerts](#) | [View Non-Reset User Alerts](#) | [View Open User Alerts](#) | [View Closed User Alerts](#)

ALERT ID 2559
USER ALERT Temperature running critically above alert value of: 8.0 °C
LOCATION 600029 Pediatric Health Center » 600029RG#2 » CTEMP
DETECTED about 1 month ago - Dec 29 2017 19:05:00
REPORTED 26 days ago - Jan 03 2018 09:00:18
SEVERITY CRITICAL

Step 1 & 2: ✘ Acknowledge

Step 3: ✘ Document

Step 4: ✘ Close

Alert Process

Step	User	Comment/Documentation	Noted
The resolution process has not been started for this alert.			

Users Notified

User	Type/Address/Number	Attempt Number	Time Attempted
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- Go through each Step



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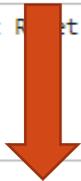
Acknowledging Alarms

Step 1 & 2: Acknowledge-Reset User Alert

ALERT ID 2559
USER ALERT Temperature running critically above alert value of: 8.0 °C
LOCATION 600029 Pediatric Health Center » 600029RG#2 » CTEMP
DETECTED about 1 month ago - Dec 29 2017 19:05:00
REPORTED 26 days ago - Jan 03 2018 09:00:18

COMMENT/DOCUMENTATION

Alert Reset and returned to normal operation



ACKNOWLEDGE-RESET ALERT

CANCEL

By clicking the 'Acknowledge-Reset Alert' button above, you are notifying the system that you are aware of this issue. You are also returning the system to normal operation with this one step. A separate 'Reset' step is not needed for this alert. Once complete, this step will allow the system to generate a new alert if the problem happens again. You can add or change comments as necessary or just accept the default value.

- Step 1 & 2:
Acknowledge and
Reset the VTMC Alert



Control Solutions, Inc.

888-311-0636

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Step 3: Document User Alert

ALERT ID	880
USER ALERT	Temperature running critically above alert value of: -15.0 °C
LOCATION	Glennville » 292118FZ » CTEMP
DETECTED	1 day ago - May 29 2017 04:10:00
REPORTED	about 9 hours ago - May 30 2017 08:34:21

COMMENT/DOCUMENTATION

Document the issues found and corrective actions taken in the space above. More than one record can be attached to a single alert before it is closed. For auditing reasons these records cannot be changed once entered. If there is an error, additional records can be entered to correct mistakes.

ALERT REASONS

- Contacted State or Local Health Dept
- Contacted Vaccine Manufacturer(s)
- Defrost Cycle
- Door Left Open/Ajar
- Freezer Failure
- Inventory Change
- Inventory in Quarantine
- Label Vaccine Inventory "DO NOT USE"
- Monthly Maintenance
- Not Enough Water Bottles/Ice Packs
- Power Failure
- Thermometer Inappropriately Located
- Tripped Circuit Breaker
- Unit is Too Full, Blocking Airflow
- Unit Unplugged
- Validation Activity



- Step 3: Select as many reasons necessary. Document why the logger went into excursion and if the issue was resolved



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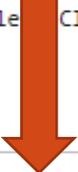
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Step 4: Close User Alert

ALERT ID 3737
USER ALERT Temperature running critically above alert value of: -15.0 °C
LOCATION 103050 Low Country Health Care System Inc » 103050FZ » CTEMP
DETECTED about 18 hours ago - Jan 28 2018 22:25:00
REPORTED about 4 hours ago - Jan 29 2018 12:25:28

COMMENT/DOCUMENTATION

Alert Closed



CLOSE ALERT **CANCEL**

By closing the alert you are notifying the system that the issue has been fully resolved and that all documentation is complete. Once closed, no further notes or comments can be attached to this alert. In the text box above, you can add or change comments as necessary or just accept the default value.

ONCE CLOSED, THIS ALERT BECOMES A PERMANENT RECORD AND NO FURTHER COMMENTS CAN BE ADDED.

- Step 4: Click on Close Alert



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Alert Status

  No Open User Alerts

  No Open User Alerts

- Once the Alert has been closed you should see “No Open User Alerts” under “Alert Status”

