Guide For Site Administrators & Coordinators

Last Updated: June 2023

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System Requirements

- We designed PowerFTO to so users could access it on most modern web browsers. We currently test on the latest versions of Chrome, FireFox, Safari, and Edge. We do not currently support Internet Explorer, as it is scheduled to be discontinued.
- To access the software system, users need a standard internet connection. Bandwidth rates vary, but typical data usage is approximately 200 KB of data per user for an average visit. Most pages load with approximately 10-20 KB. Estimates do not include any specific file upload or download of data the user chooses to do.
- You aren't required to add any special browser plugins or add-ons to use your PowerFTO software. The same settings that allow you to access common websites like Facebook and Google should work for PowerFTO.

- We created the PowerFTO interface to adjust and adapt to mobile and tablet devices. We have customers actively using Chromebooks, iPads, as well as Android and iPhones to access their PowerFTO information.
- Keep in mind when accessing PowerFTO on a smaller screen, some functionality or features may be disabled due to the limited space on screen.
- To ensure you receive any email notifications from our system you should make sure your agency whitelists the following sites so they are not blocked by your network firewalls or spam filters: support@agency360.com, noreply@fto.powerdms.com, //app.agency360.com.

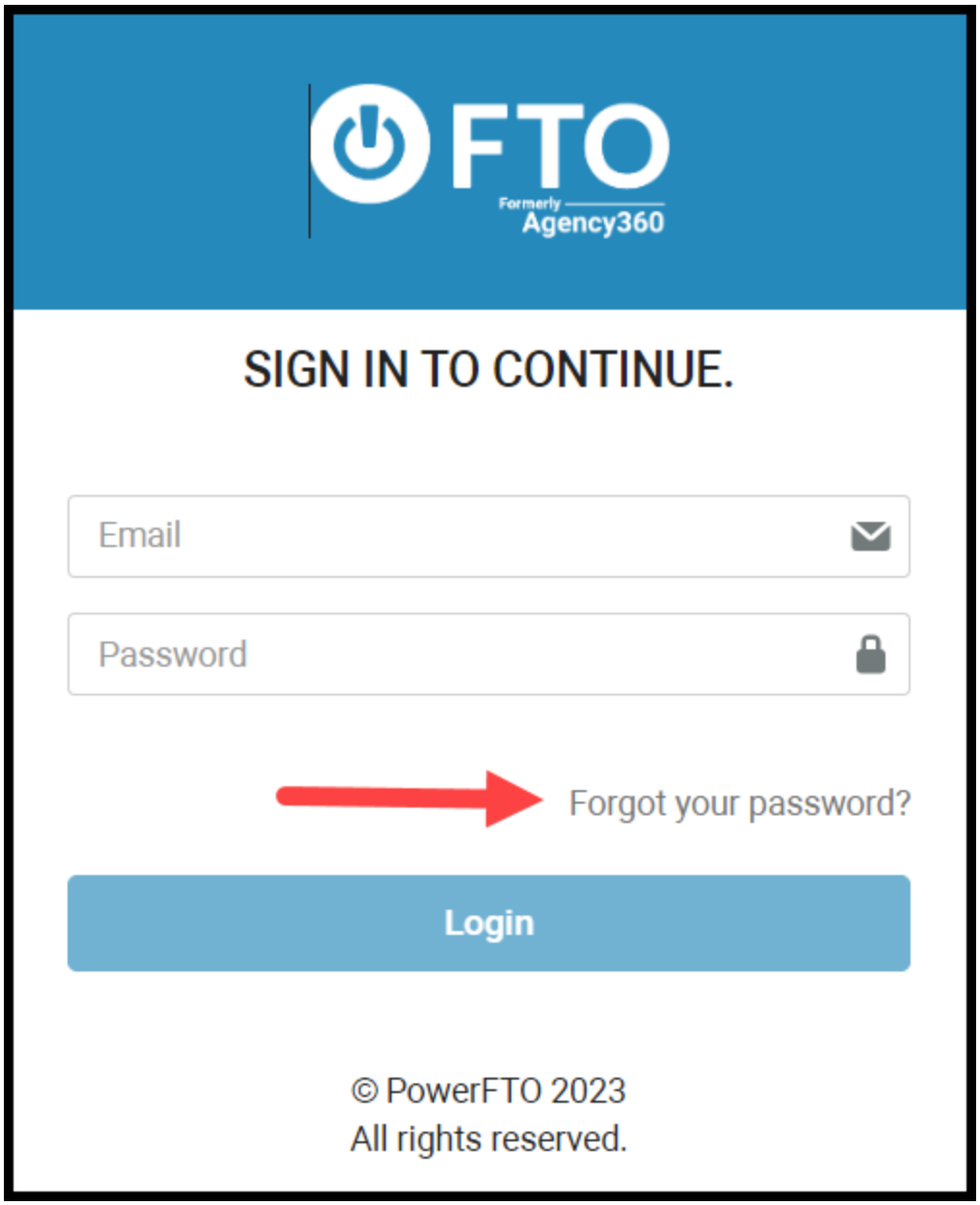
Questions?

If you need assistance, please contact support@powerdms.com or call 1-888-360-4289 during normal business hours M-F 9-5 EST.

Logging in & Getting Started

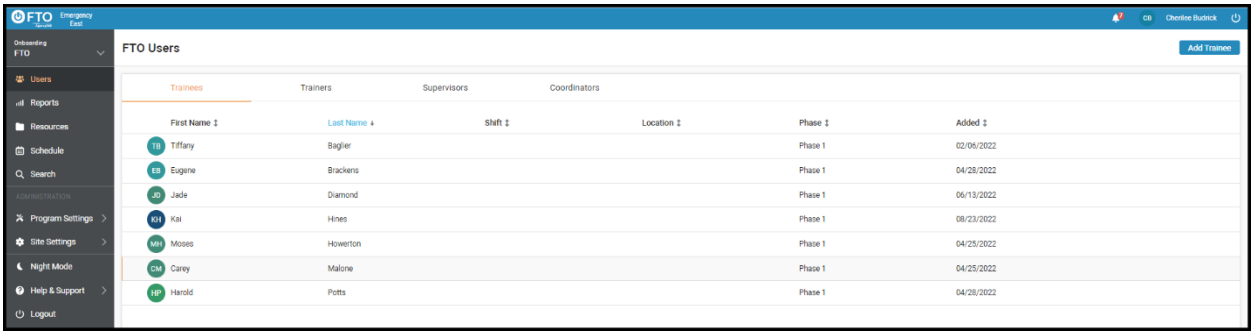
You will receive your login credentials via a special "kick off" call with one of our trainers or via an email announcing the creation of your new system.

1. To login, go to: https://app.agency360.com or click the login button on our home page at https://agency360.com. The following screen will appear. Enter your email address and password. If you forget your password, click **Forgot your password** to receive a reset link, via email. **Password** must be a minimum of 6 characters, letters and numbers only.



2. Once logged in, your site will automatically open to your **Users** page. You can add users by clicking the **Add Trainee** button in the upper right corner of your screen, or you can look at any user's information by clicking on that user's name.

Note: Site Administrators have access to all programs and **Coordinators** have access to only their assigned program(s)



User Roles, Their Definitions and Permissions

- **Site Administrator:** Has access to all programs and can act on the form in that stage.
- **Coordinator**: Anyone in that specific program with the coordinator role can act on the form in that stage.
- **Supervisor**: Anyone in the program with the Supervisor role can act on the form in that stage of the workflow. If the form creator selected the **Filter by Location** box then only Supervisors at the form subject's location will be able to access the form .
- **Trainer**: Anyone in the program with the **Trainer** role can act on the form in that stage. If the program creator selected the box to **Filter by Location** then only Trainers at the form subject's location will be able to access the form.
- **Trainee**: Anyone in the program as a **Trainee** can act on a form in that stage.
- **Form Creator**: User who created the form.
- **Form Subject**: Trainee who the form is created about. This keeps the form private and only the trainee the form is related to will receive notification and be able to sign off on the form.
- **Groups**: Your customized groups created under **Settings**.

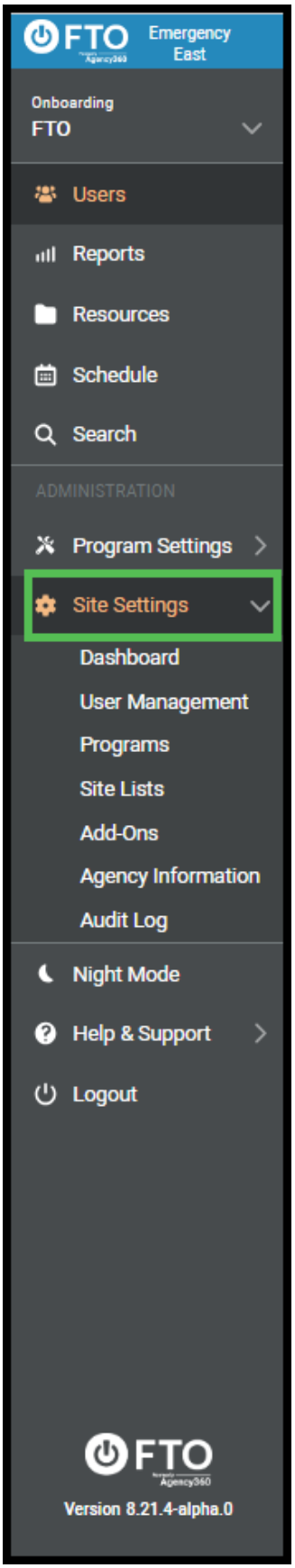
User roles in the PowerFTO determine what **Permissions** that user will have in the program. It is not necessarily the title that they hold at your agency. By default, there is one Site Admin role and four roles you can apply to each field training program.

- **Site Administrators** have access to all programs and to settings. They are allowed to do program set-up, manage user profiles, and add programs etc.
- **Coordinators** only have access to the program(s) they're assigned to. A coordinator has permission to change **Program Settings**, add users, and delete forms etc.
- **Supervisors** can view Trainers and Trainees in the program and fill out forms they have permission to create.
- **Trainers** can see a list of trainees and create forms as allowed by each form's workflow.
- **Trainees** only have access to their dashboard and their personal forms.

Note: Always work with a test trainee before adding live trainees to ensure your program operates as desired.

Site Settings

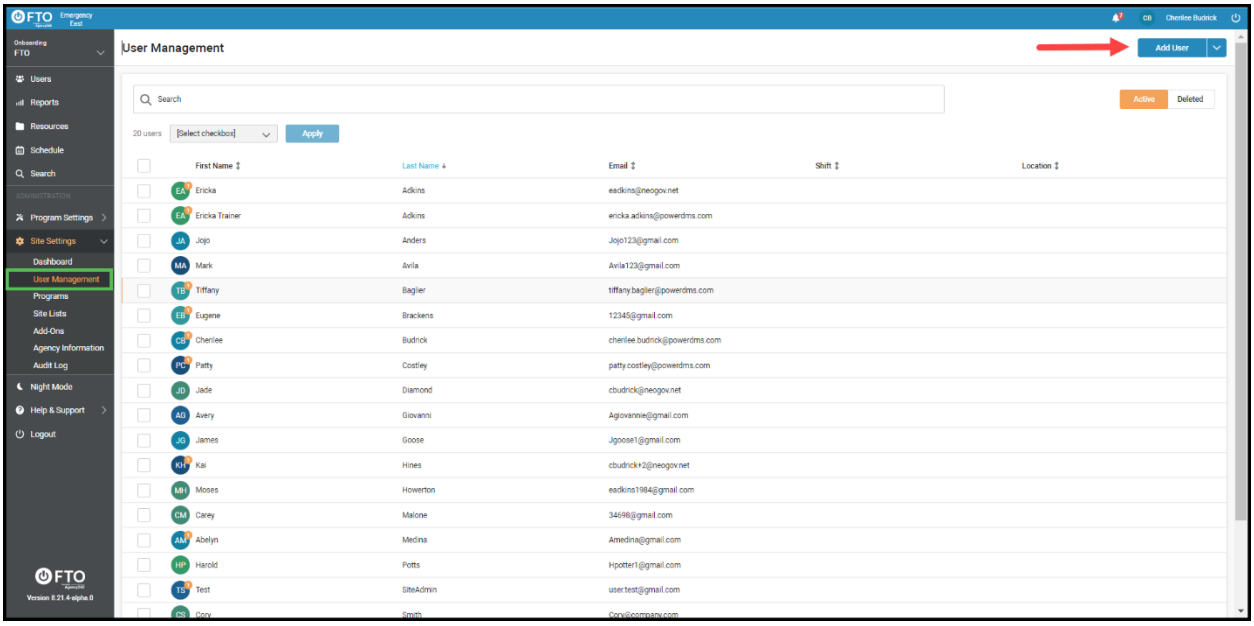
We designed the **Site Settings** menu to provide Site Administrators a place to control the global features of your PowerFTO system. This area includes universal settings regardless of how many programs you have or the specific customizations you made on to those programs. Only Site Administrators have access to **Site Settings** since this is a shared area for all programs.


FTO
Emergency East
Onboarding
FTO
Users
Reports
Resources
Schedule
Search
ADMINISTRATION
Program Settings
Site Settings
Dashboard
User Management
Programs
Site Lists
Add-Ons
Agency Information
Audit Log
Night Mode
Help & Support
Logout
FTO
Version 8.21.4-alpha.0

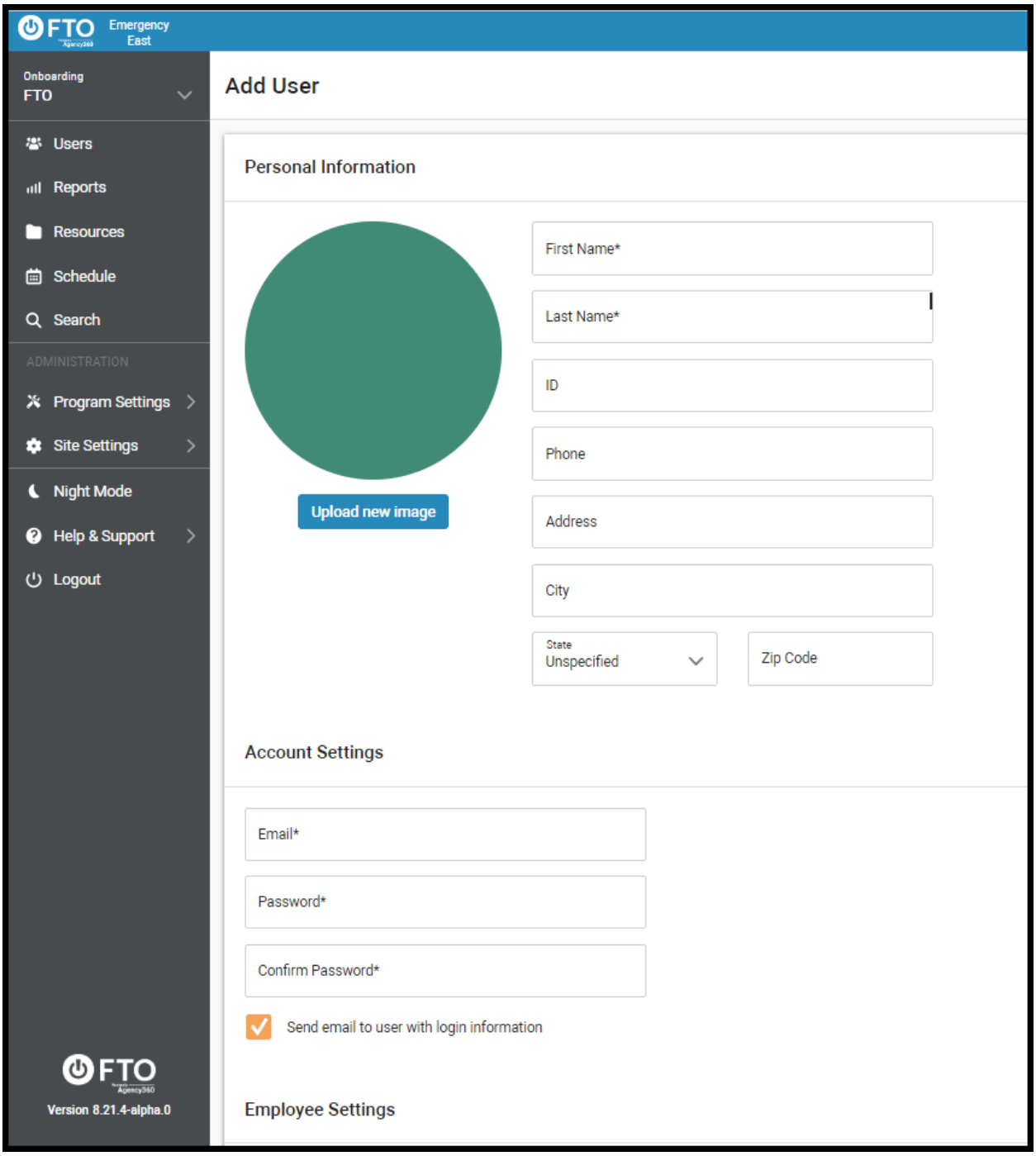
Site Settings - User Management

1. To manage your user profiles, from the menu under **Site Settings**, click **User Management**. The page that opens contains a list of all users in your system even if they are not yet assigned to any programs. You may click the **Add User** button in the upper right corner of your screen to input new users into your system. You may also click on an existing username to edit that user's information.

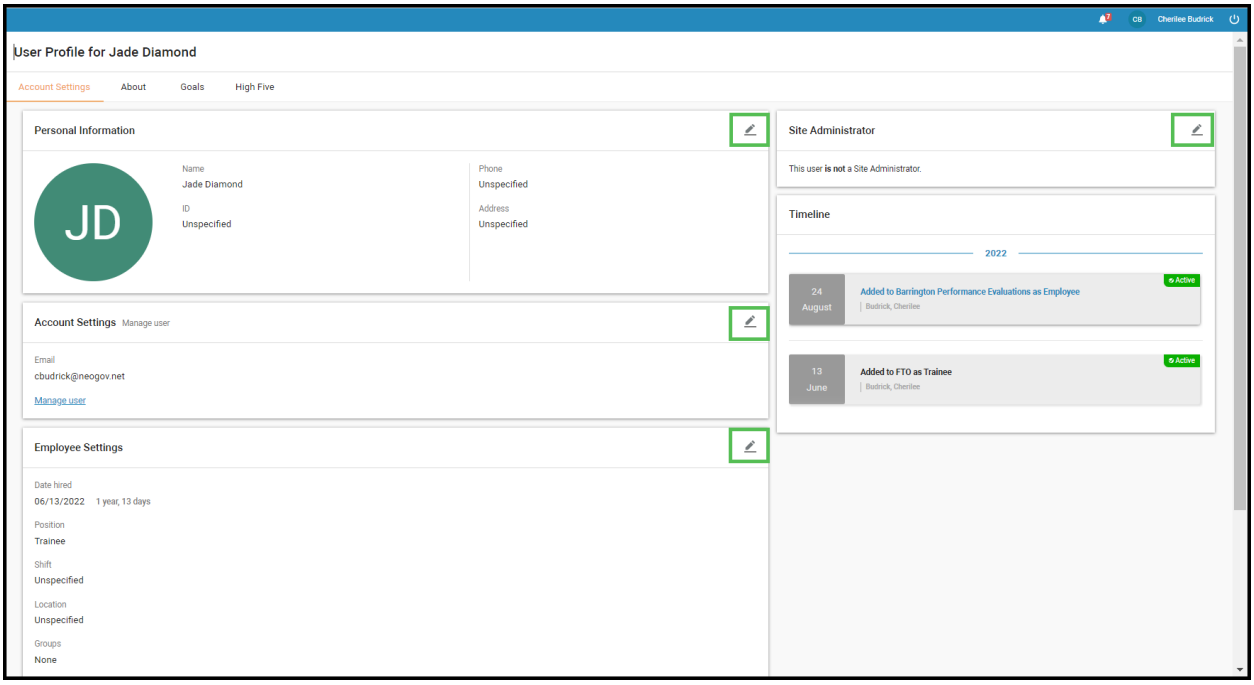
Note: Passwords must be 8 characters, require an uppercase letter and number but cannot use special characters. For password security, once the password is set up the password field will appear blank. Typing anything new into the password area will cause the password to reset.



2. In the box that appears, enter in all applicable user information to the corresponding fields. **First Name**, **Last Name**, **Email Address**, and **Password** are required fields. If you know what shift that employee will be working, you may want to include that here. You may also add an image of the **User** from this screen if desired by clicking the blue **Upload Image** button. When you are done filling in the information, click the **Save** button at the bottom of this screen.



3. If you decided to edit a current user's information by clicking that user's row, on the page that opens, you may click the pencil icon in the corner of each section to edit information within that section.

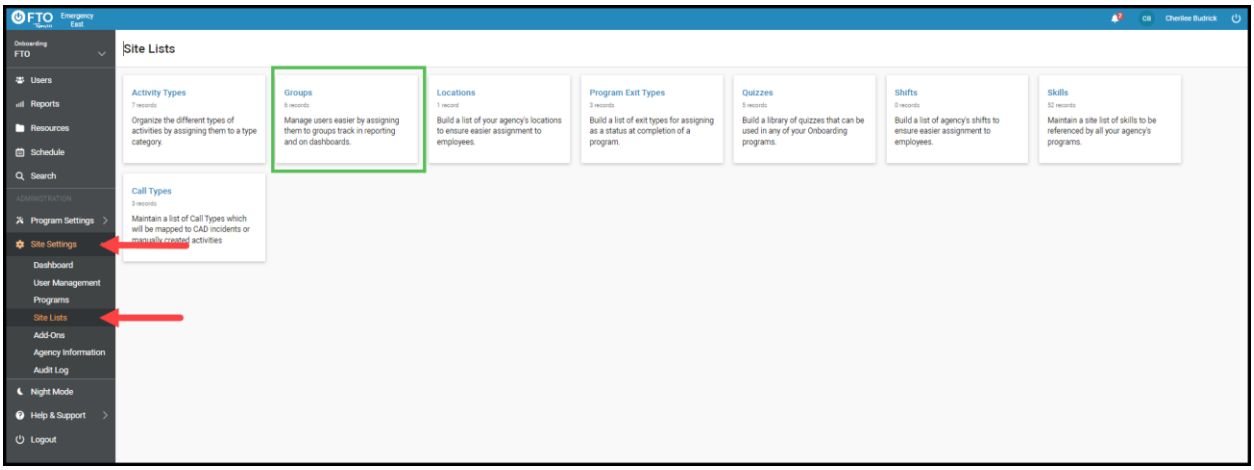


Note: Before adding users (Trainers, Supervisors and Coordinators) to a program, you'll want to:

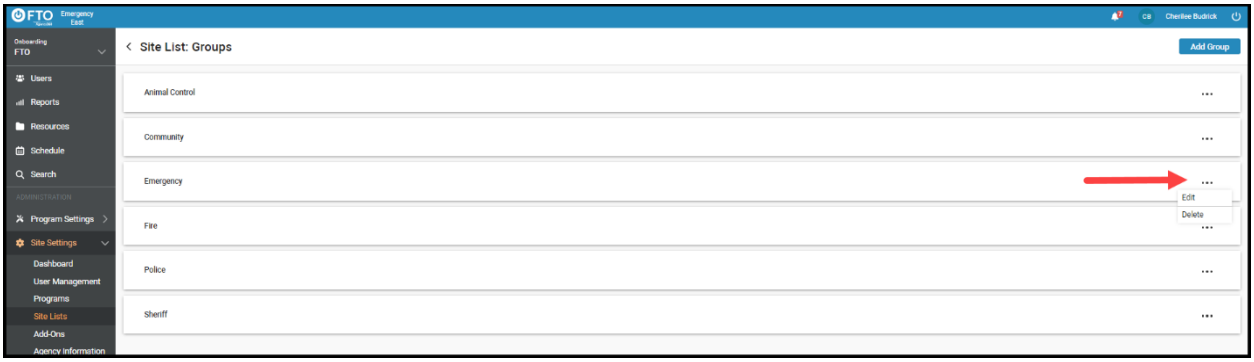
1. Make sure your agency's groups, shifts, and locations are configured correctly.
2. Create a "Test Trainee" to ensure your program setup is configured how you like.
3. By doing this now, it'll save you the work of having to edit users later. If your program is all set up and you are ready to enter users, please skip to **Users**.

Site Settings - Groups

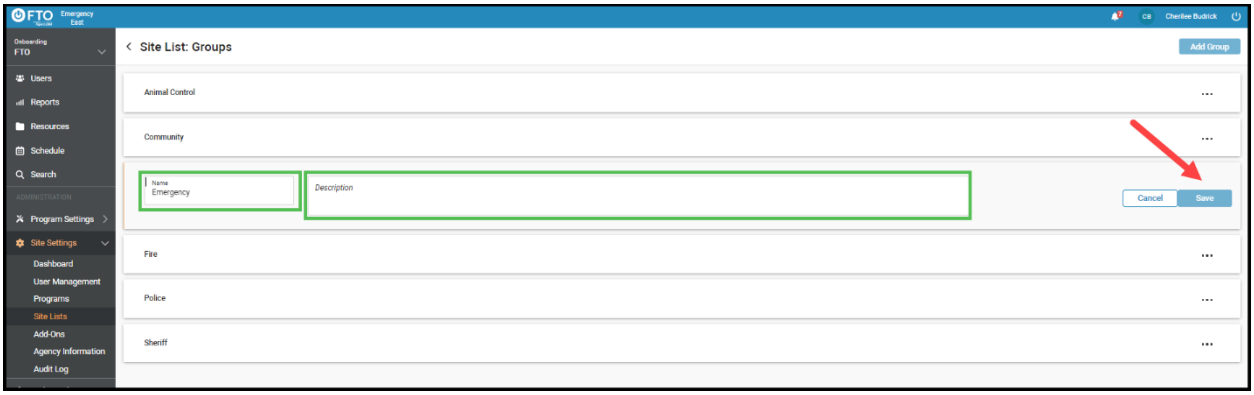
1. **Groups** is where you can put users into a collection of your choice to use for reporting or workflow purposes. Everyone included in each group would be included in any report or workflow you created that includes that group. You can find Groups under **Site Settings>Site Lists>Groups**.



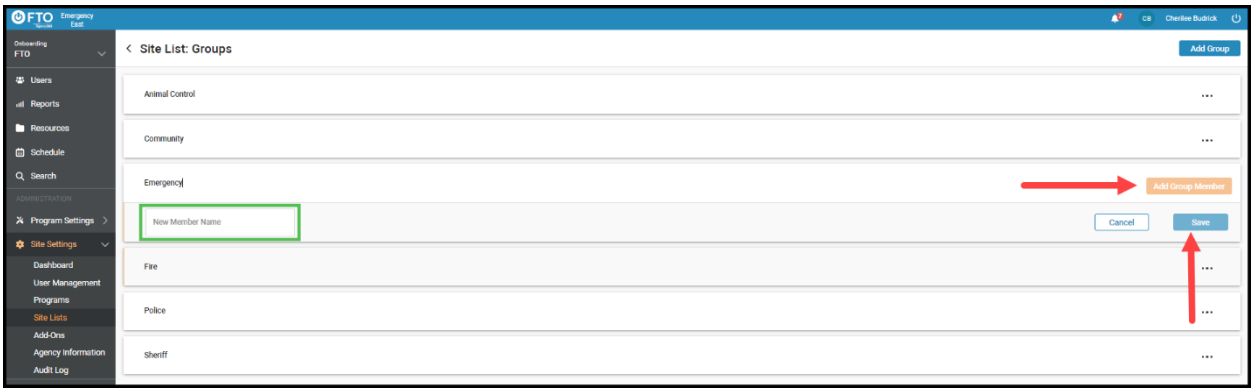
2. When you click the box for **Groups**, you may see existing group names. To edit these names, you can click the three-dot icon at the end of each group row and click **Edit**.



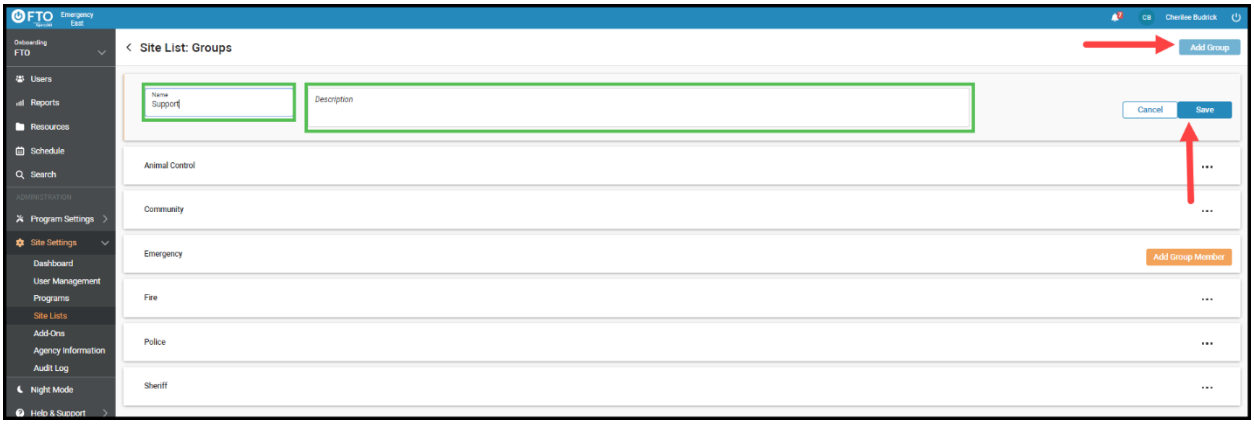
3. You can then make change directly into the fields. You to change the group **Name** or add a **Description**. Click **Save** when you are done.



4. If you want to add members to an existing group, just click on the group name row and then you will have the option to click **Add Group Member.** You can then choose the users you would like to add to the group by typing their names into the field one at a time, and clicking **Save** when you are done.

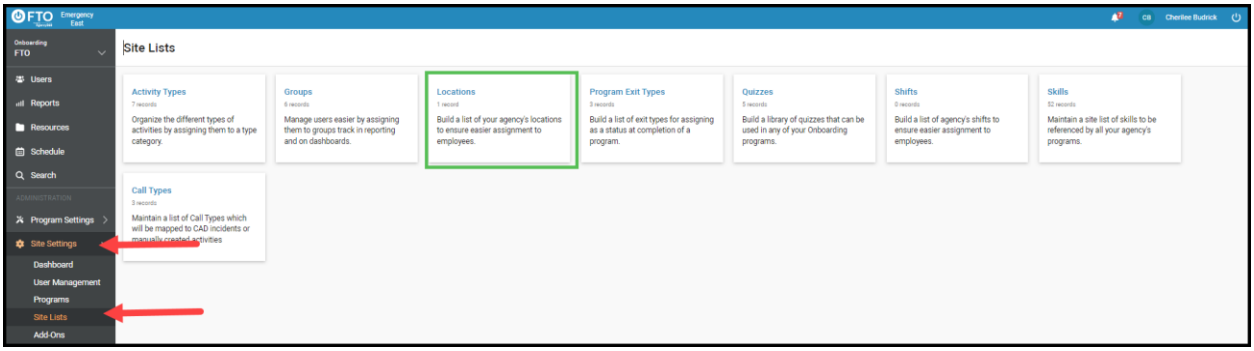


5. If you want to create a new **Group**, you can click the blue **Add Group** button in the upper right corner of your screen. Type the name of the new group into the corresponding field and click **Save**. You can then add members to this group by following step 4 for the new group.

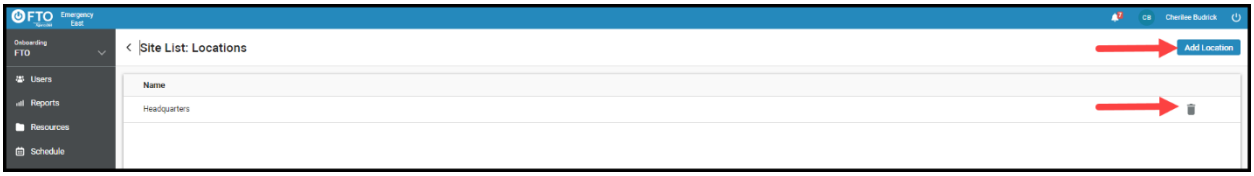


Site Settings - Locations

1. **Locations** are any place, substation, or district your employees are assigned to. You can find **Locations** in the menu on the left side of your screen under **Site Settings>Lists>Locations.**

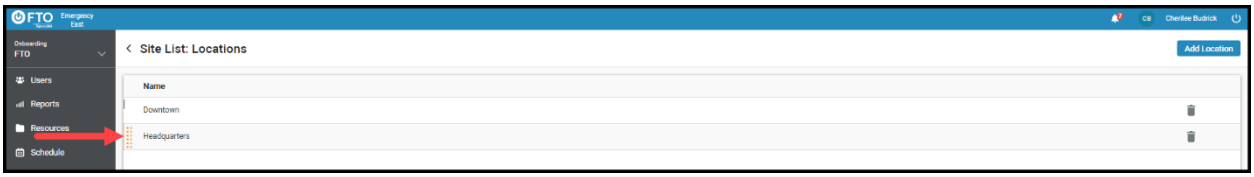


2. You can delete a location by clicking the trash can icon at the end of any existing location row. You can add locations by clicking the blue **Add Locations** button in the upper right corner of your screen.



3. After entering the new location **Name** click **Save** to the right of your new **Location** row. You may go through this process again to add as many locations as makes sense for your organization.

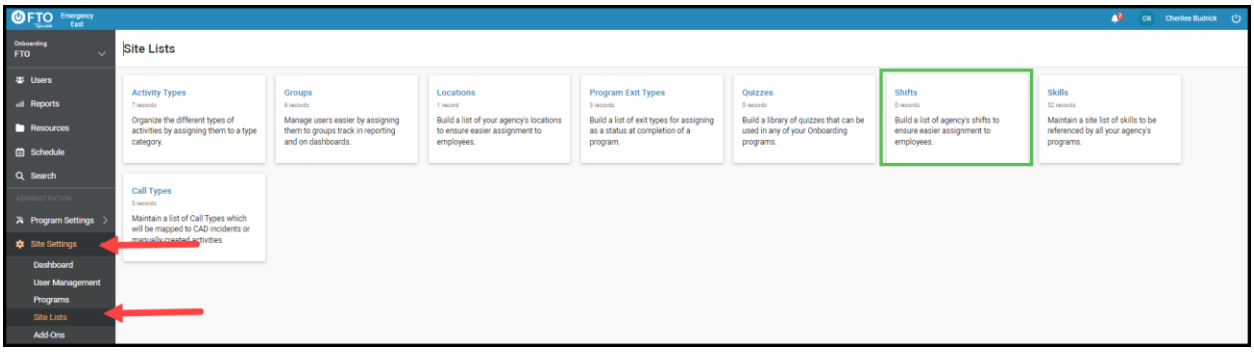
4. You should now see your new location in your **Locations** list. If you'd like to change the order of the locations, you can hover over the left side of the row you'd like to move until you see a box of orange dots appear. You can then drag and drop the row to where you'd like it.



Note: If you'd like to learn how to search and filter users by location, see the **Programs** section below.

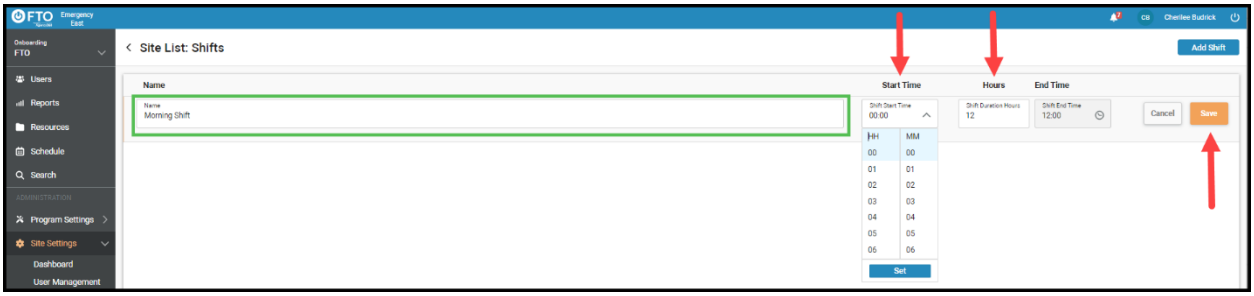
Site Settings - Shifts

1. A shift is the period of time employees typically work. You can find **Shifts** in your left-side menu under **Site Settings>Site Lists>Shifts**.

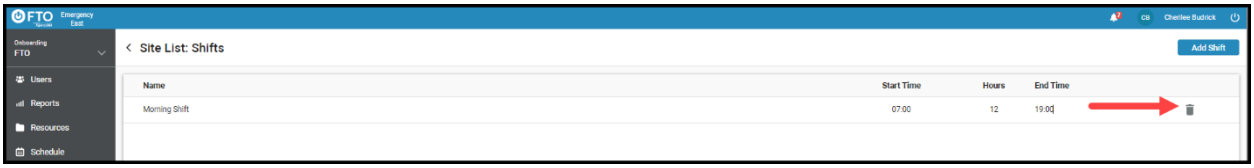


2. Once you click the **Shifts** box, you should see a list of your existing shifts, or if you have none entered yet, the page will be blank. You can add shifts by clicking the blue **Add Shift** button in the upper right corner of your screen.

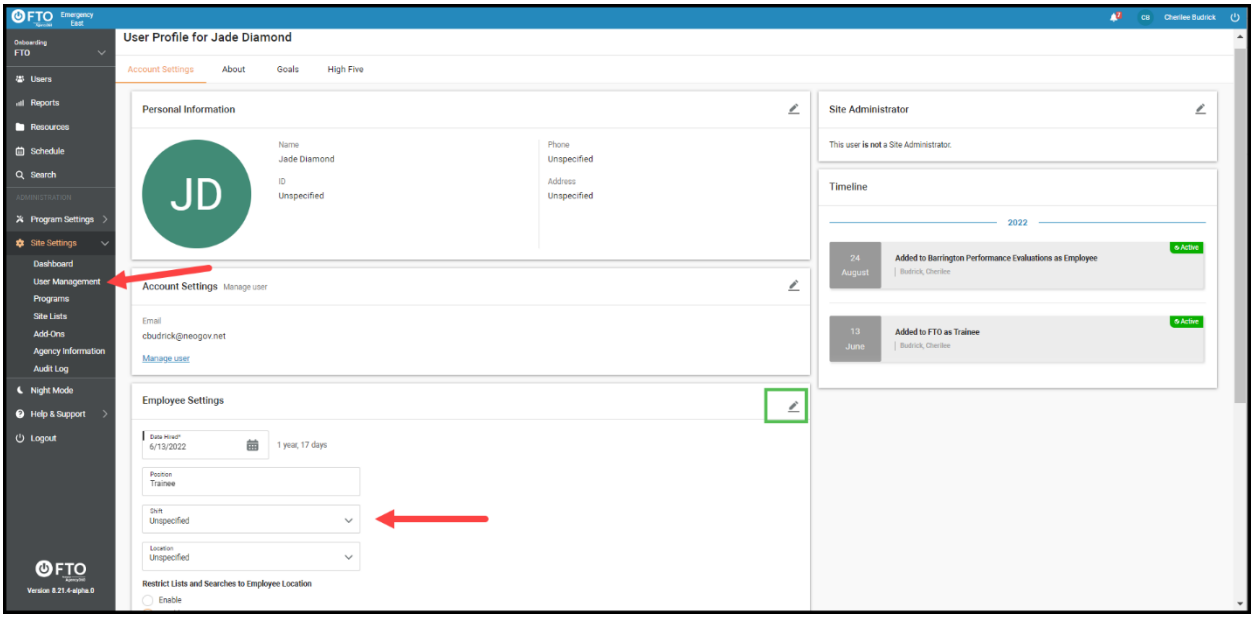
3. On the page that opens, you can enter a shift **Name** and **Start Time** by clicking the appropriate drop -menu. The system tracks hours in military time. The shift **Hours** is automatically set to 12 hour duration by default. The system allows for up to 24-hour shifts. If you like to adjust the shift **Hours**, just enter the correct duration into the corresponding field. You will notice that your shift **End Time** automatically populates. Click **Save** at the end of this row when you are done entering your information.



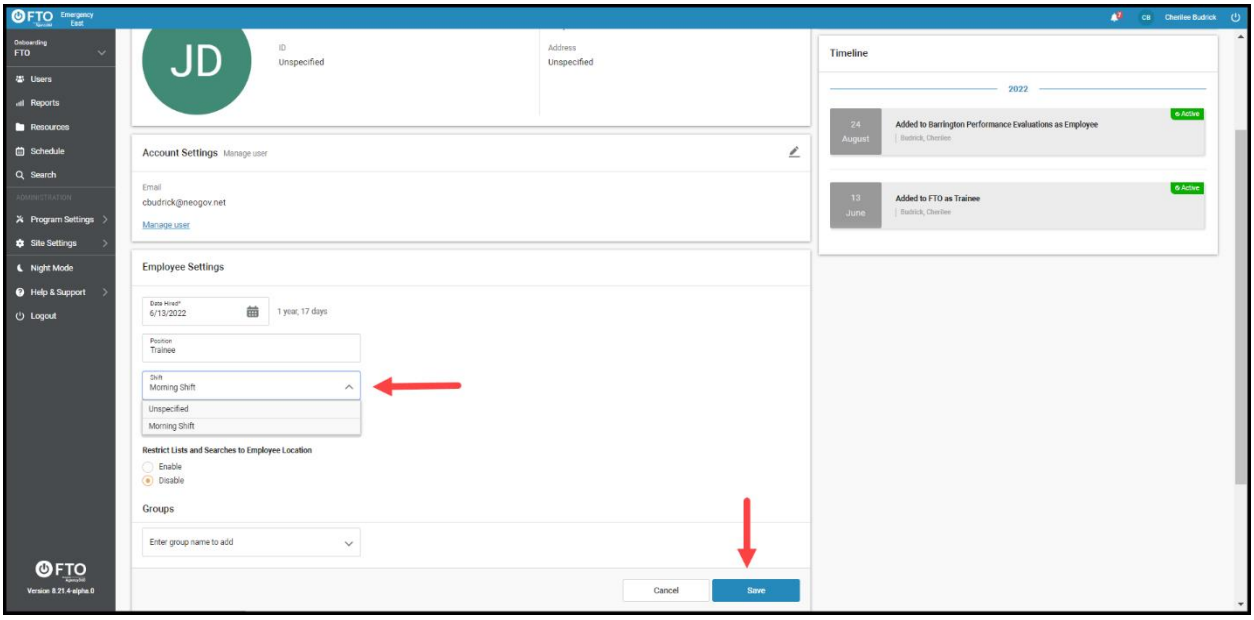
4. If you'd like to edit any shift information at any point, you may click the shift row you want to edit, and it will open to the screen above. Click **Save** after you make any changes. If you want to delete any shift, you can click the trash can icon the right of any shift row and it will be removed.



5. To assign a shift to employees (trainees, trainers etc.) go to Site Settings>User Management then click on the appropriate employee's name row. On the screen the appears, click the pencil icon in the upper right corner of the Employee Settings box.

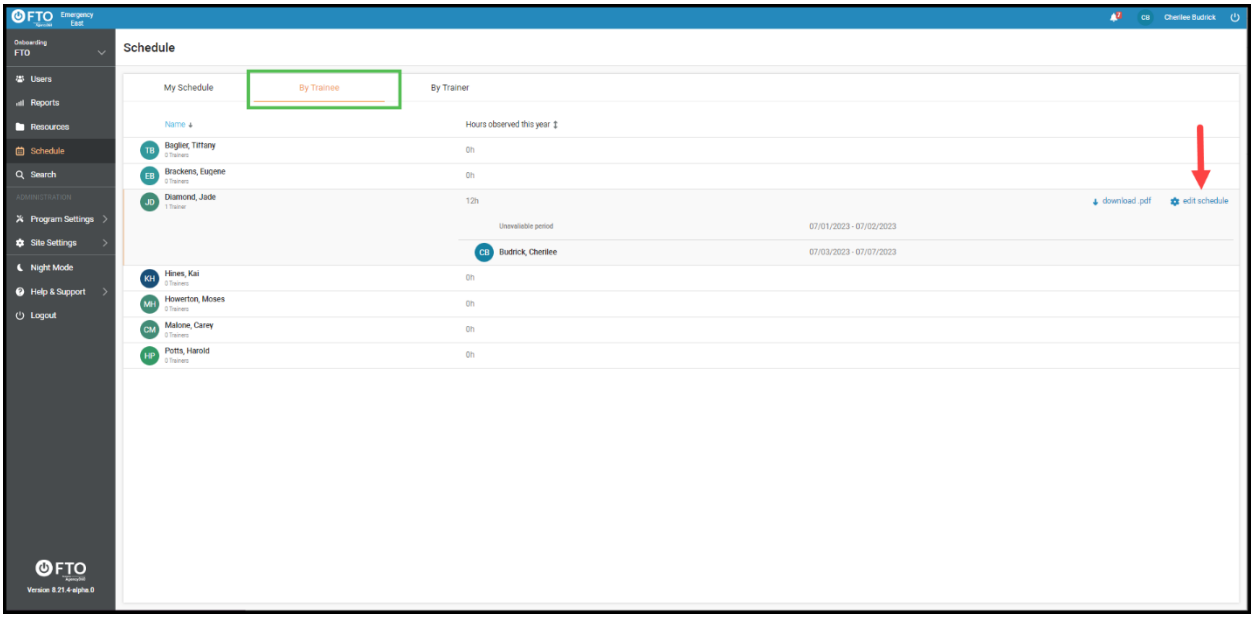


6. From the **Shift** drop-down menu, you can select the shift you'd like to assign. Remember to click **Save** when you are done.



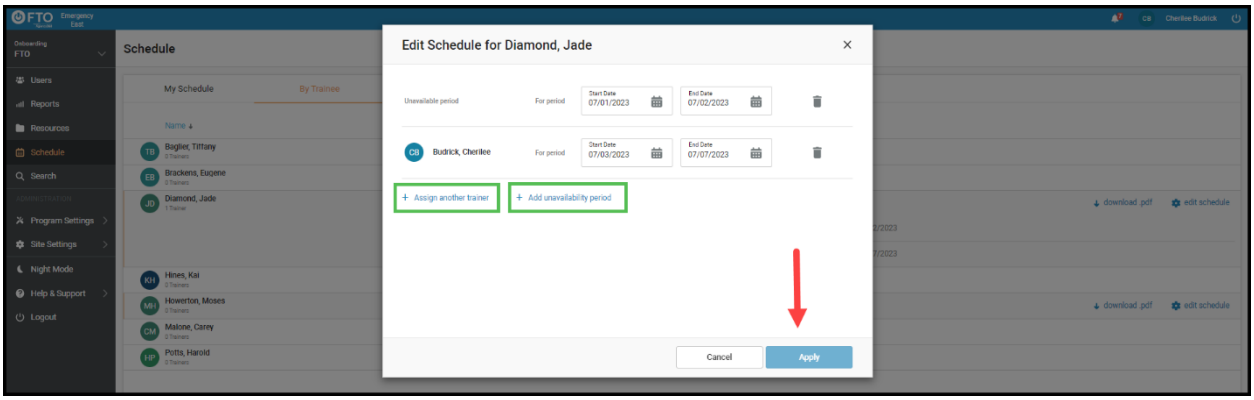
7. To see that employee's shift, enter time they are not available to work or to assign a trainer to that trainee, you can go to **Schedule** in your left side menu, click the employee category you want to schedule (we've chosen **By Trainee** below), then click the employee **Name** row and the **edit schedule** link to the right of that row.

   You can also choose to **download pdf** from here, which will give you an electronic download of that employee's schedule. You can also print this if you'd like a hard copy.

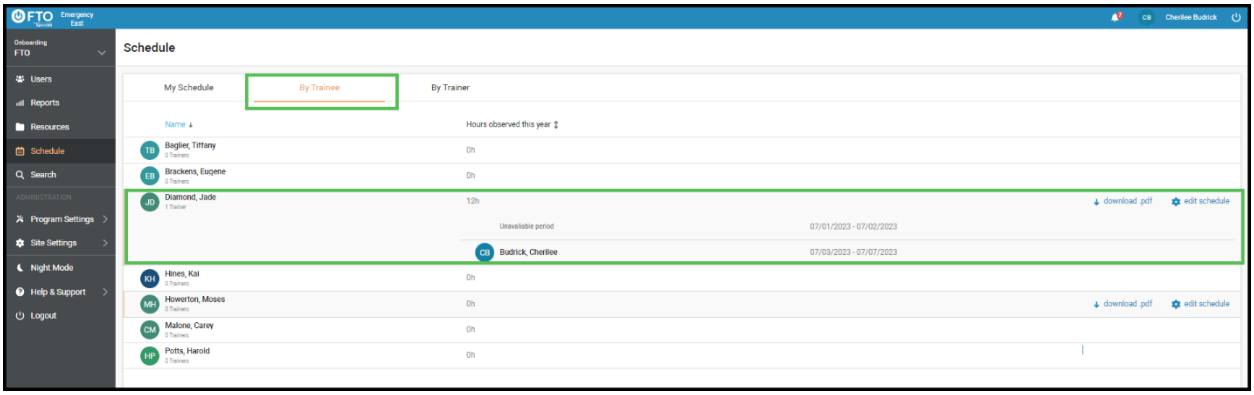


8. When that employee's schedule window opens, you can click either **Assign another trainer** or **Add unavailability period**. A row will appear where you can select the appropriate dates for either category. Click A**pply** when you are done. You may also

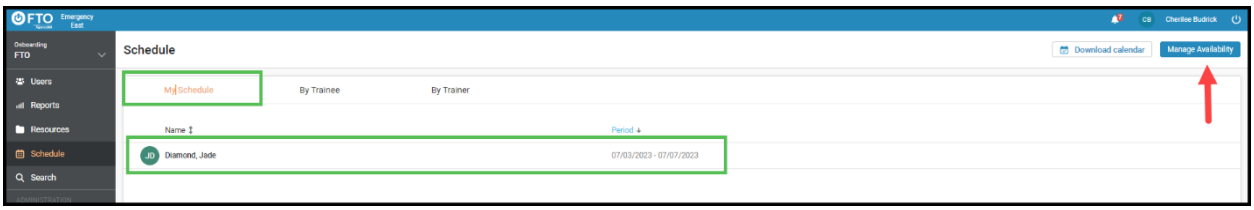
delete any scheduled days by clicking the trash can icon to the right of the appropriate row.



9. That employee's name and schedule will now automatically appear under their name in the **By Trainee** tab as well as under the **My Schedule** tab. When filling in **Daily Observations** and other forms, the **Shift** field auto-populates with the shift you assigned.



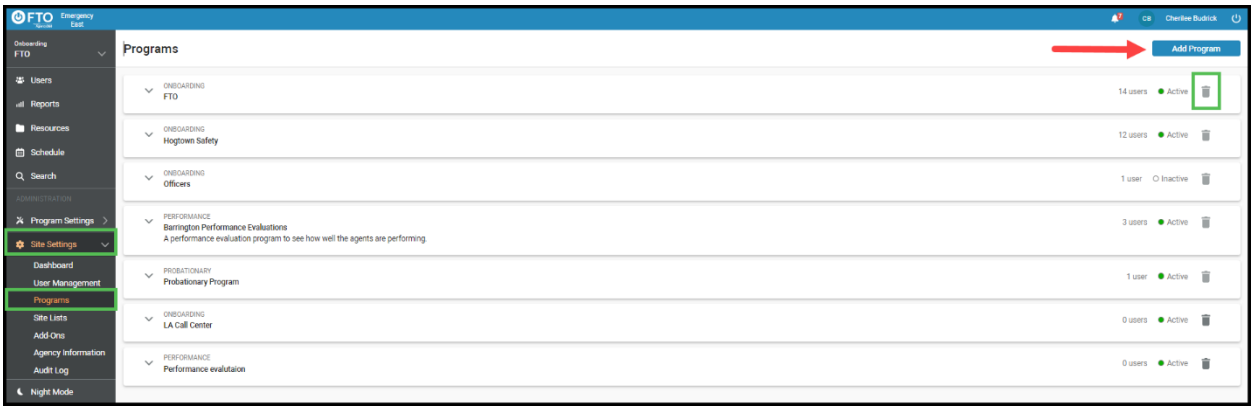
10. From under the **My Schedule** tab, you'll also have the option to edit this shift or **Manage Availability** by clicking the blue button in the upper right corner of this screen.



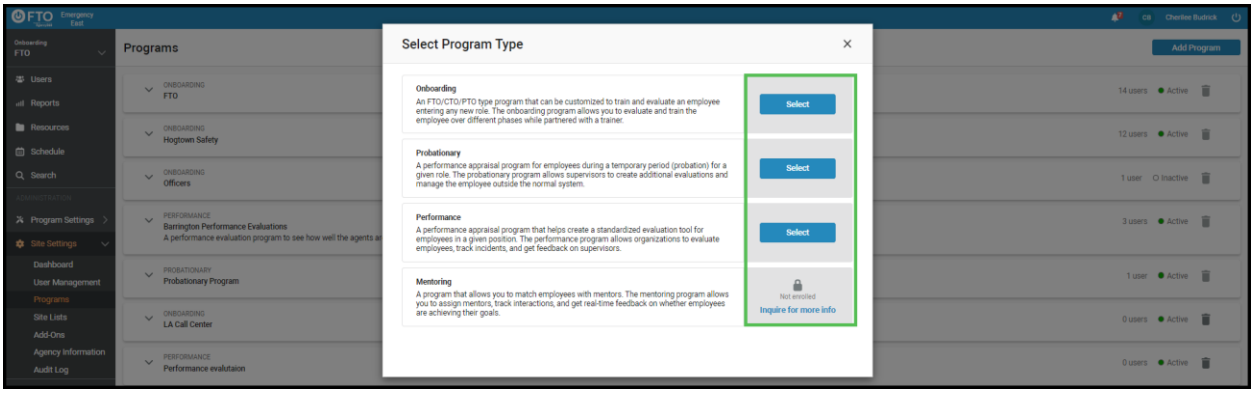
Program Settings

The basic version of PowerFTO allows you to have one onboarding program. If your organization subscribes to PowerFTO Professional or Enterprise versions, you will have the ability to create multiple onboarding programs.

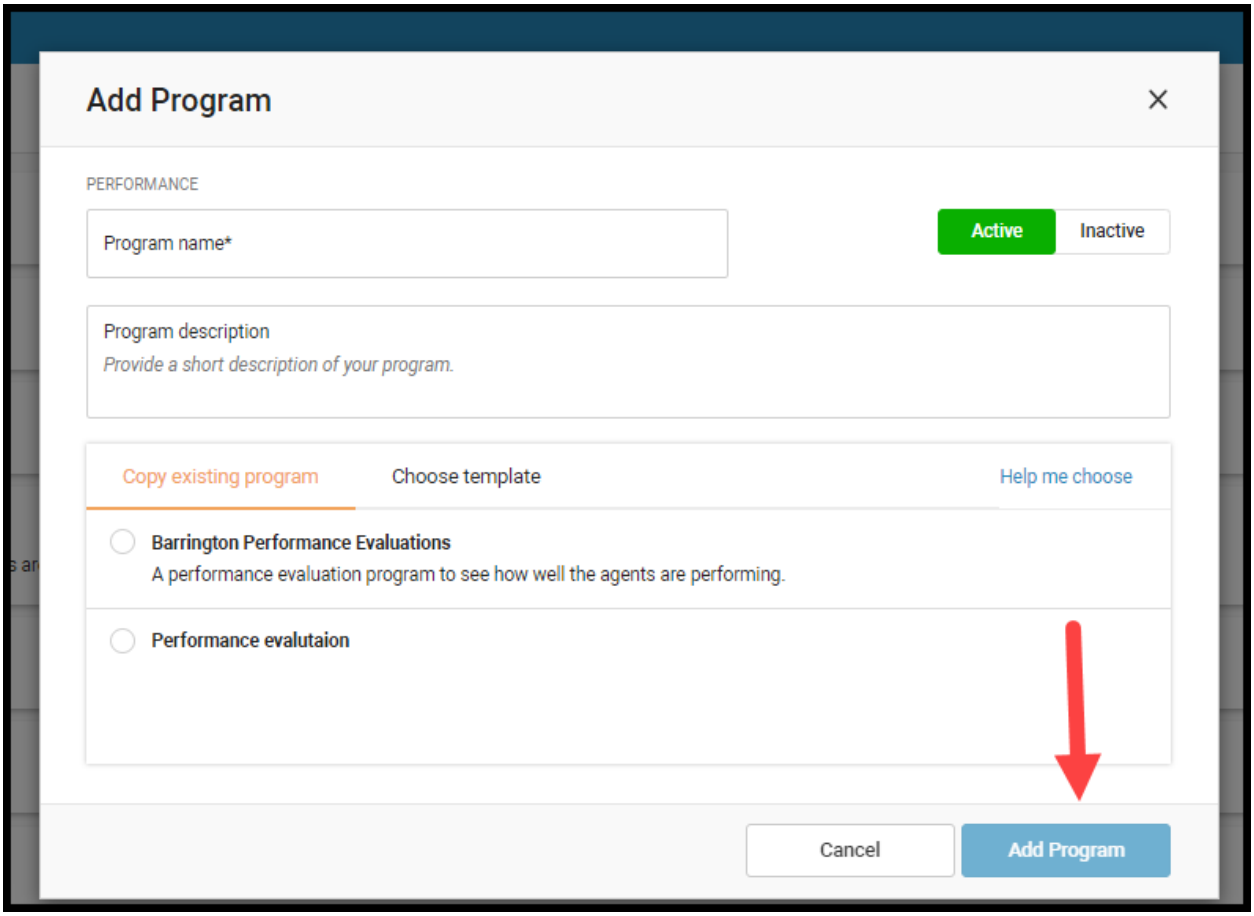
1. Most agencies have some sort field training (onboarding) program for new hires, but with PowerFTO you can also create custom onboarding programs for any new role. To create a new program in PowerFTO, select **Site Settings** then **Programs** in the menu on the left-side of your screen. Your current programs will display on the screen. To delete any program you can click the trash can at the right end of that program's row. To create a new program click the blue Add Program button in the upper right corner of your screen.



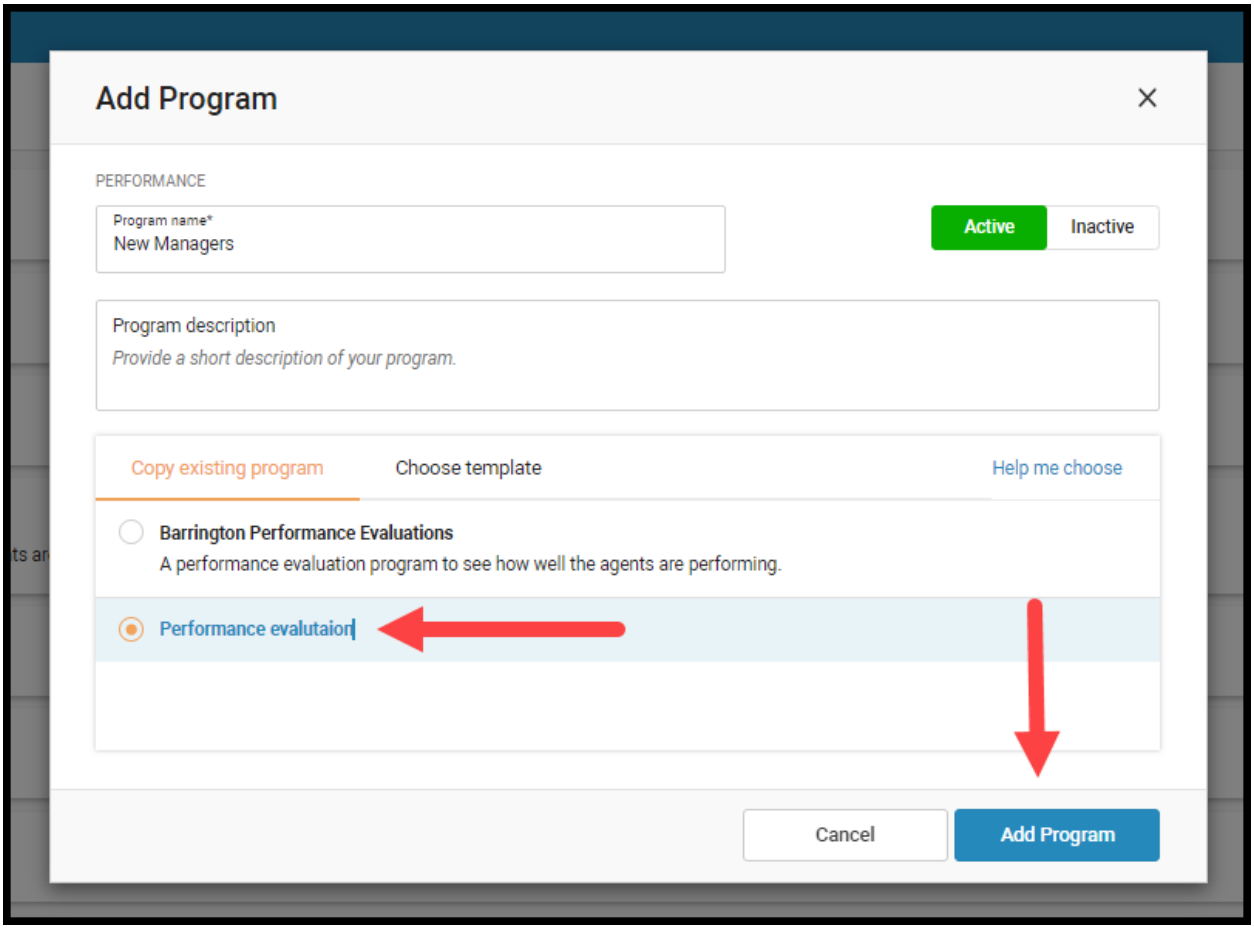
2. From the pop-up window, click the **Select** button to the right of the program you'd like to edit a template from.



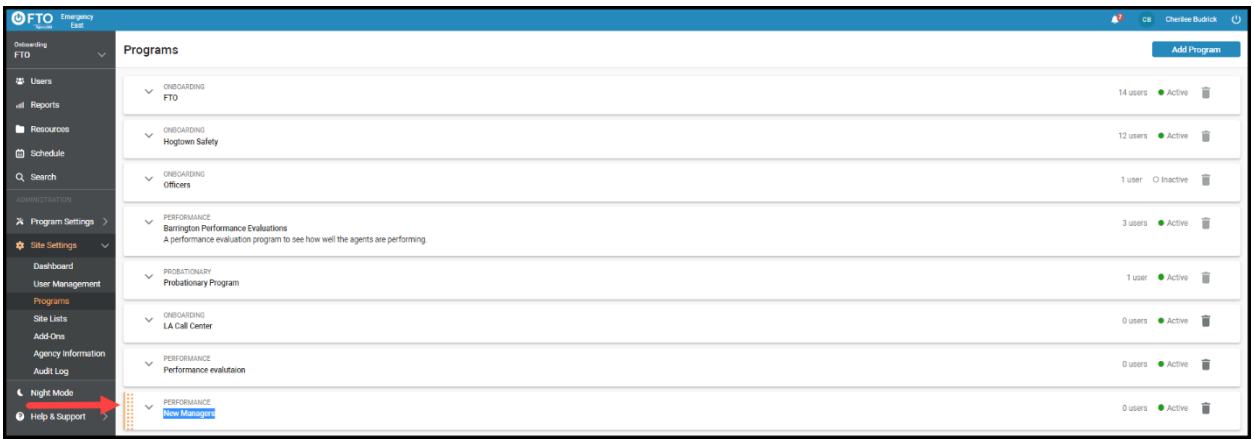
3. In the next pop up, you can fill in the new **Program name, Program description**, decide whether you want this template to be **Active or Inactive**, then select the radio button next to the program option you'd like to use. You can choose to **Copy an Existing program**, **Choose template** or **Help me choose**.



4. If you choose to **Copy existing program**, after clicking the radio button next to the existing program you'd like to copy, click the **Add program** button at the bottom of the window. If you want to **Choose template**, please skip to step 7.

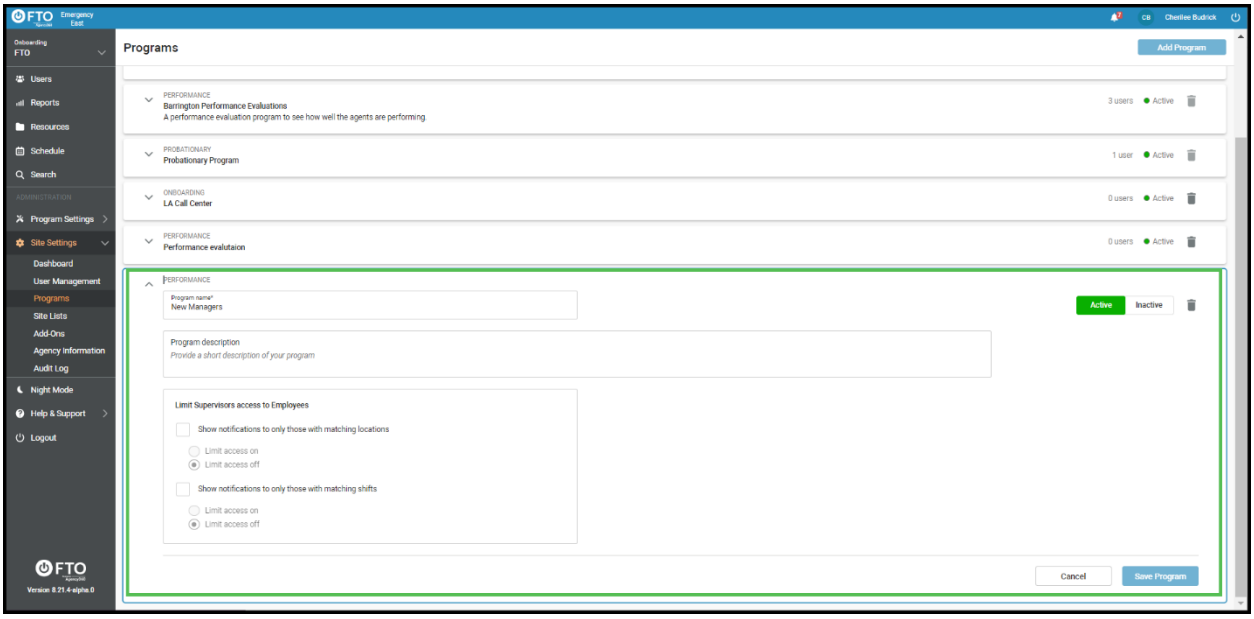


5. You should then see your new program listed under your **Programs** list. To change the order of your list, hover over the name of the program you want to move until an orange dotted box appears, then drag the line to the position you'd like it.

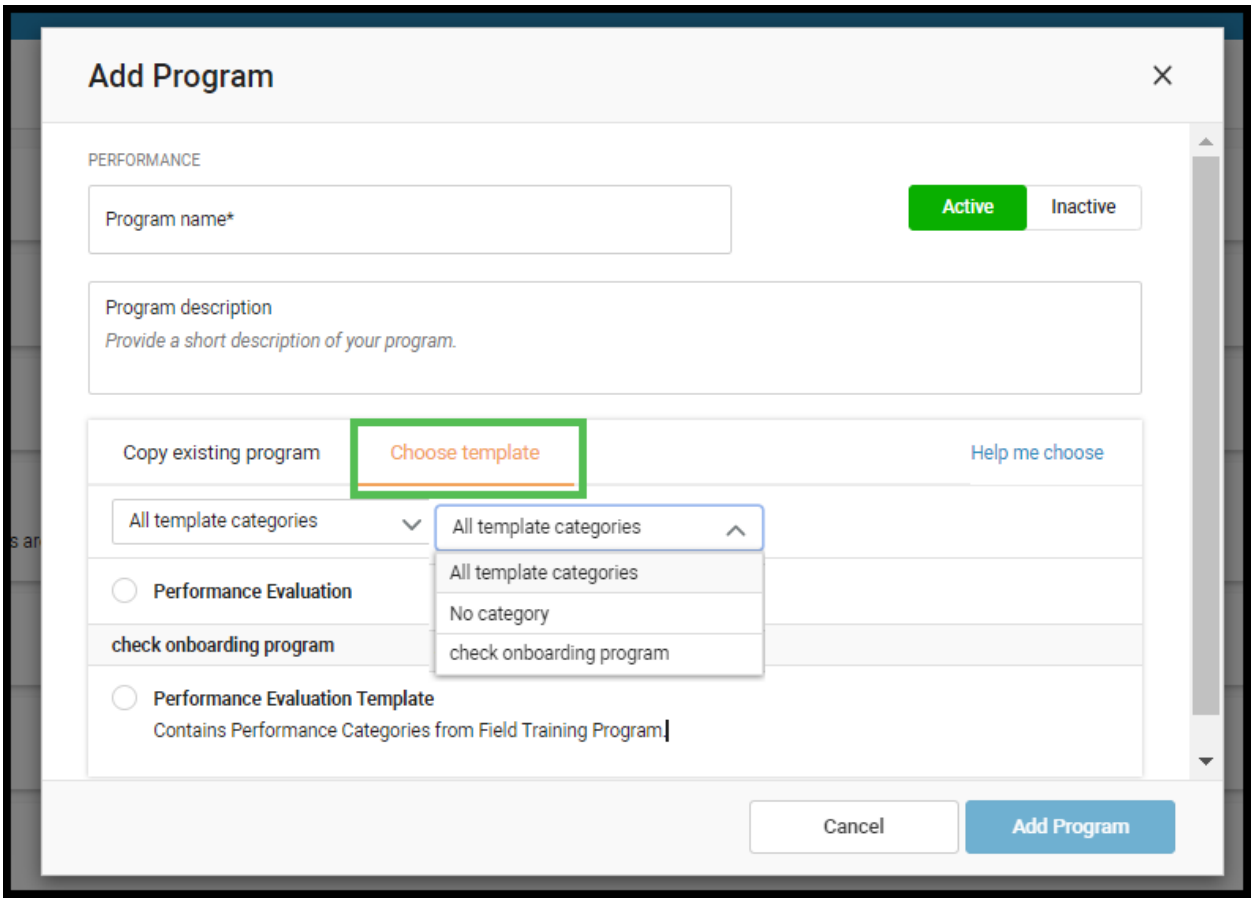


6. To edit your program, click the program row and its details will open in a drop-down box below the program title. You can also decide how you whether you want to **Limit Supervisors access to Employees** by choosing whether to **Show notifications to only**

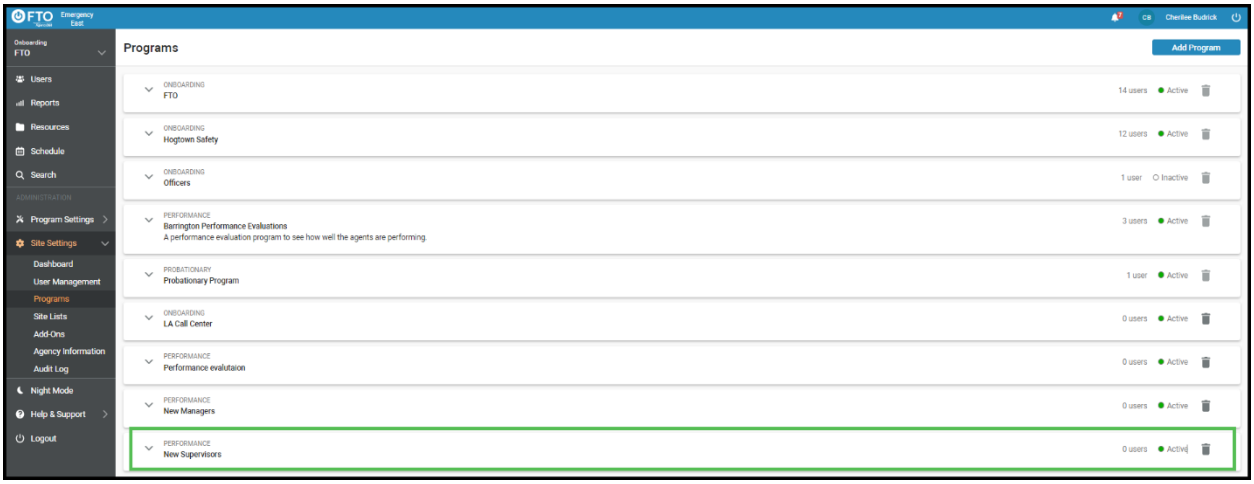
those with matching locations OR **Show notifications to only those with matching shifts**. When you're done making changes, click the **Save Program** button in the bottom right corner of the box.



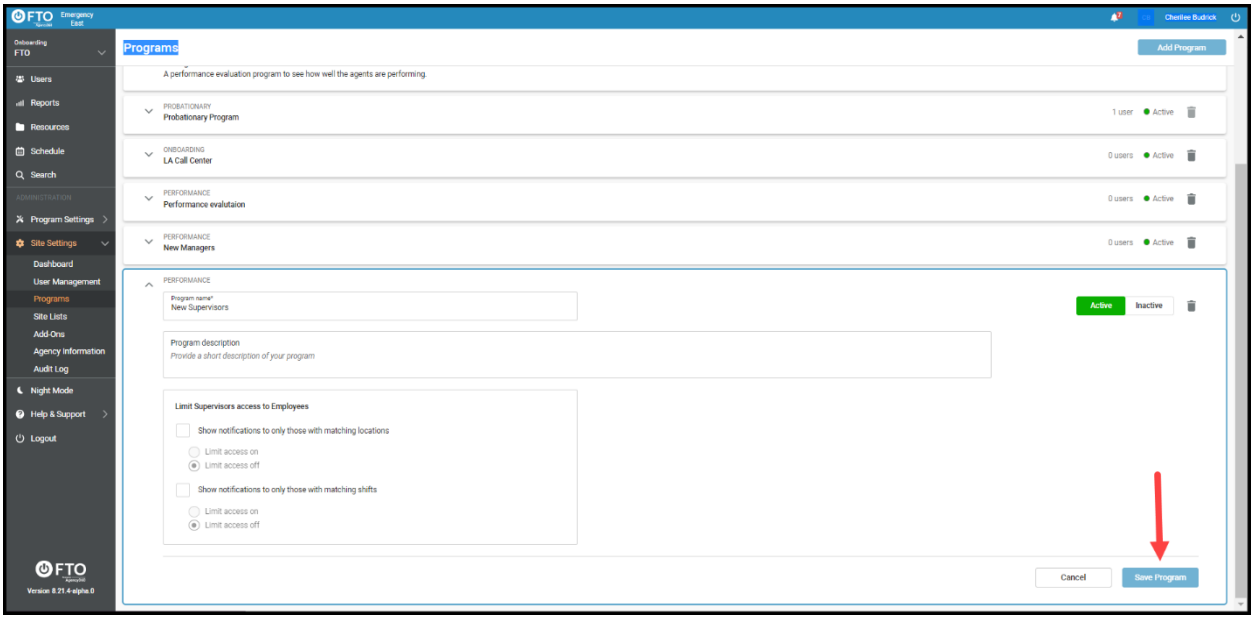
7. If you selected **Choose template** you will then have the option to select what type of templates you want to see and choose from by using the All template categories drop-down menu. Then all templates from just that category will appear below. You can choose from any existing templates within your PowerFTO system. You may also decide from here whether you want this new program to be **Active** or **Inactive**. After you make the appropriate selections, click the **Add Program** button at the bottom of the box.



8. Your new program based on an existing template will now appear under your **Programs** list.



9. To edit your program, click the program row and its details will open in a drop-down box below the program title. For more information on what you can edit here and how to save changes, see Step 6 above.

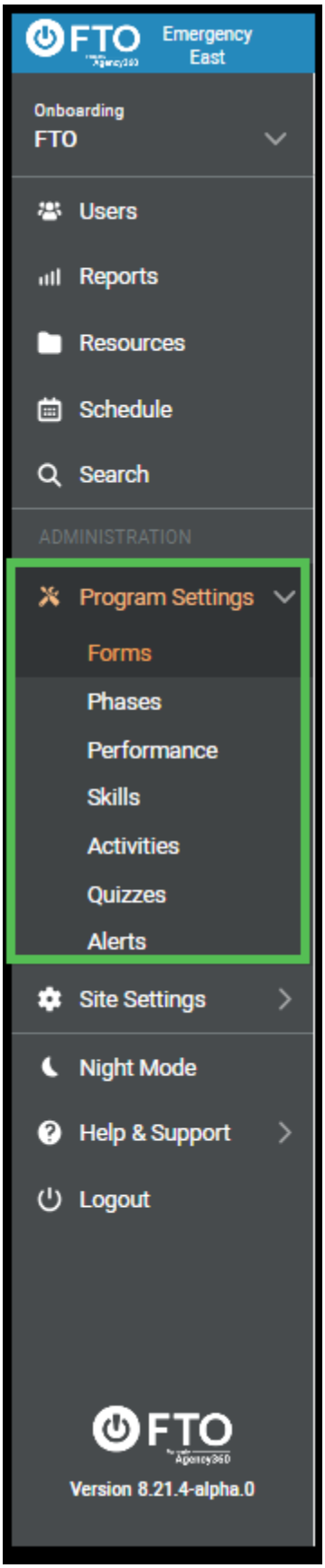


Program Settings

You can create and manage most programs through the options in the **Program Settings** drop-down menu on the left-side of your screen. Only Site Admins and Coordinators, can access the **Program Settings** menu.

Whether you choose to use a template or start your program from scratch, setup is similar. If you use a template, we recommend you still read through all the preset details on each program section: **Forms**, **Phases**, **Performance**, **Skills**, **Activities**, **Quizzes** and **Alerts** to make sure they're correct and customized to your organization's specific needs.

Note: If you copy and paste a policy that has linked text, the links won't work automatically. You'll need to manually link the text within the new program. You can do this by highlighting the word and clicking the link button. Then, you'll see a pop up come up where you can insert the url.


FTO
Emergency East
Onboarding
FTO
Users
Reports
Resources
Schedule
Search
ADMINISTRATION
Program Settings
Forms
Phases
Performance
Skills
Activities
Quizzes
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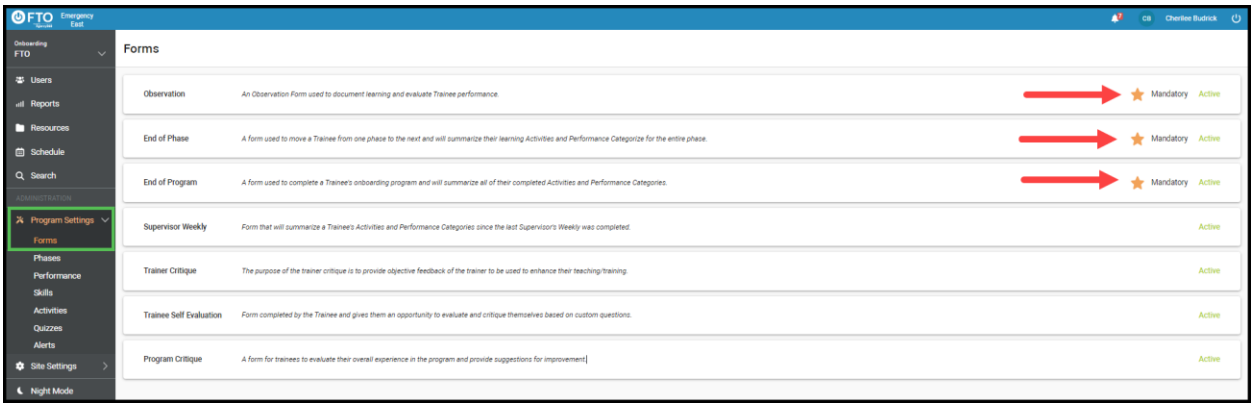
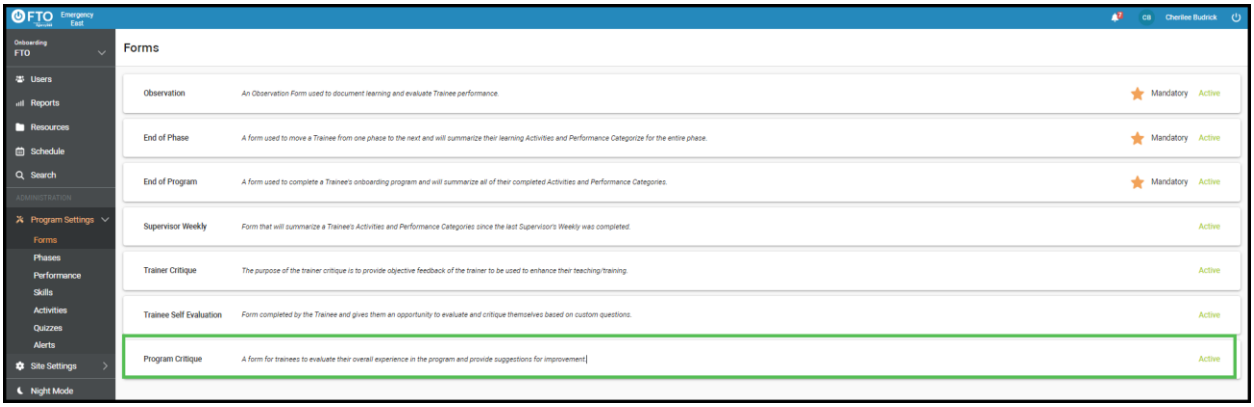
FTO
Version 8.21.4-alpha.0

Program Settings- Forms

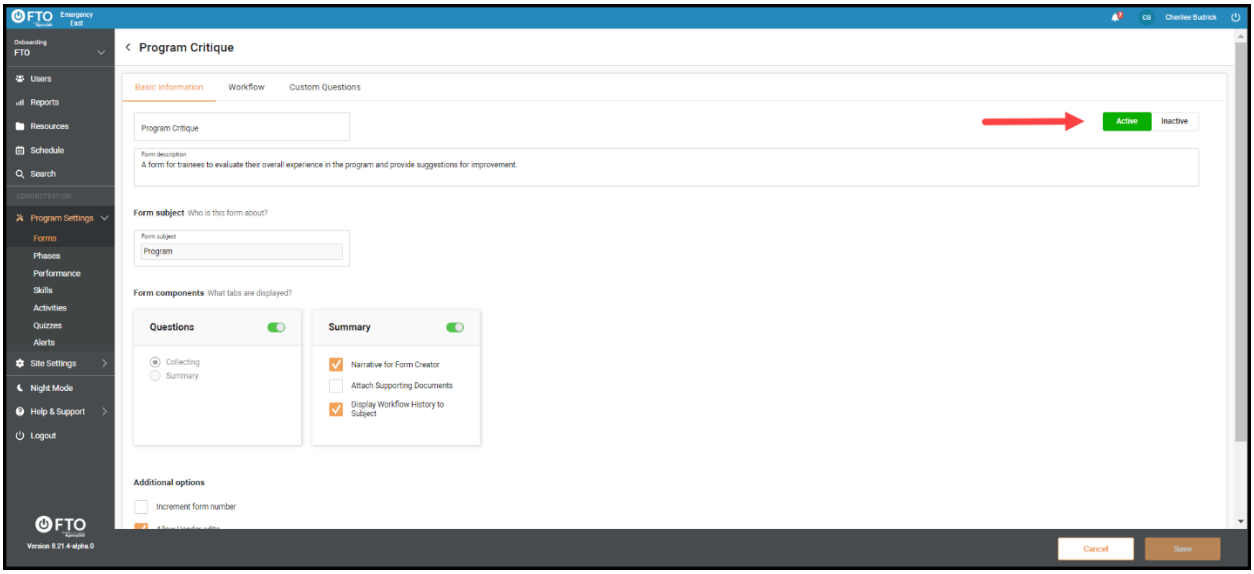
1. You can find forms in your left-side menu under **Program Settings> Forms**. Here you can customize all forms that are a part of your program. PowerFTO provides a set of commonly used forms, which you can pick and choose the ones you would like to use. Or you can click the blue **Add Program** button in the upper right corner of your screen to create a new program. The core forms users generally utilize the most are **Observation Report**, **End of Phase** and **End of Program** forms. These are mandatory forms you are not able to deactivate.



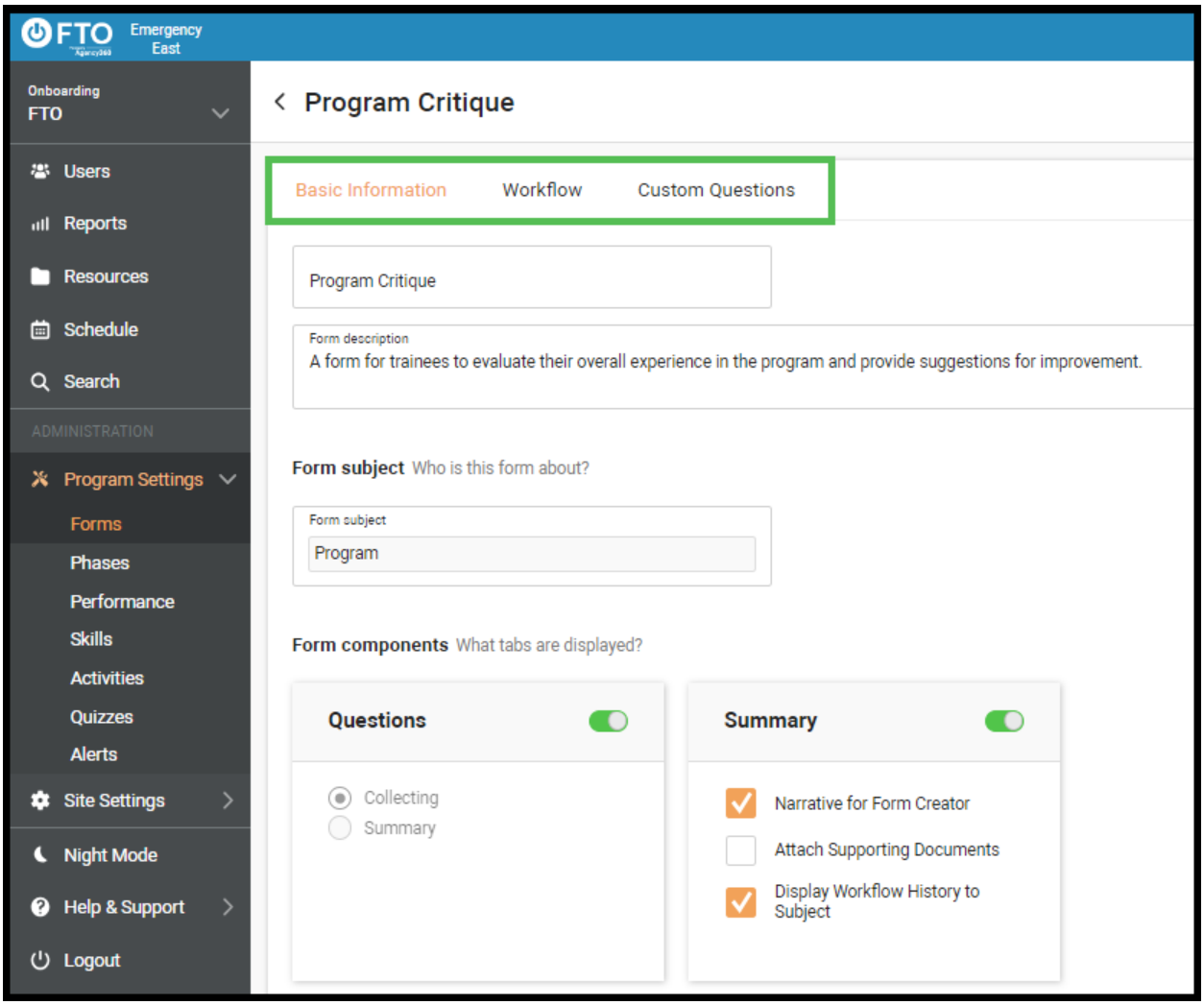
2. Other optional forms such as the **Supervisor Review** and **Program Critique** forms allow you to make **Inactive** if desired. Click the form title you want to make **Active** or **Inactive.**



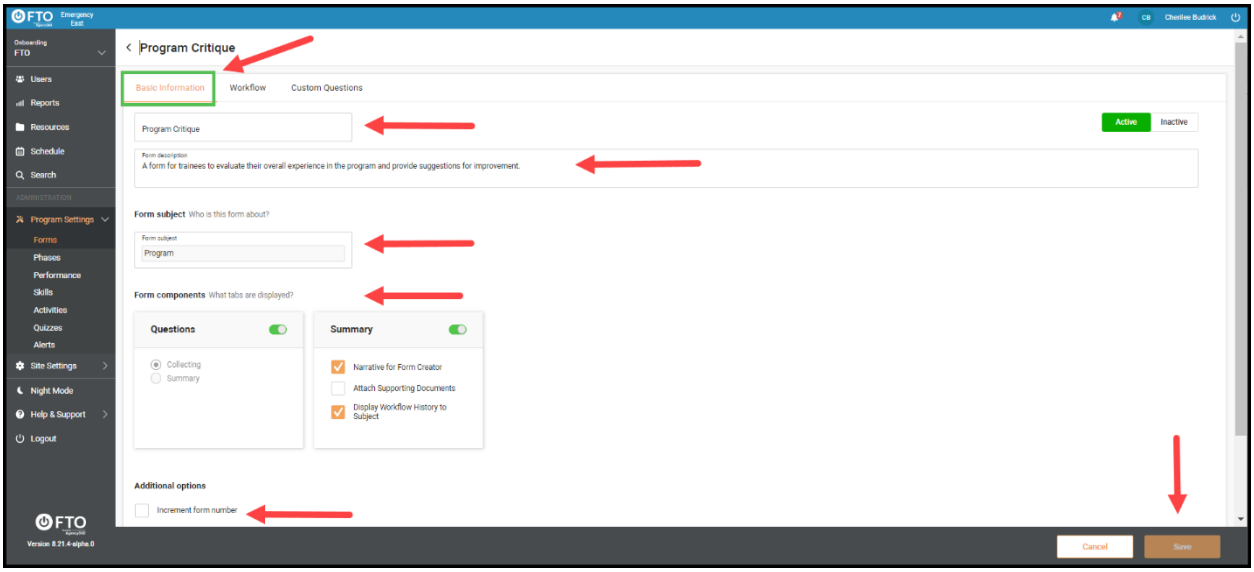
3. On the screen that opens, check the appropriate **Active** or **Inactive** button in the upper right corner of that form's screen. You may change this setting at any point as you need by going through this step again.



4. Once your form is open, you will notice it has three tabs that you can toggle through to edit different components of the form. These tabs are **Basic Information**, **Workflow**, and (depending on the form) **Custom Questions**. At the bottom of each tab is a Save button. Don't forget to click this when you are done with your edits under each tab.

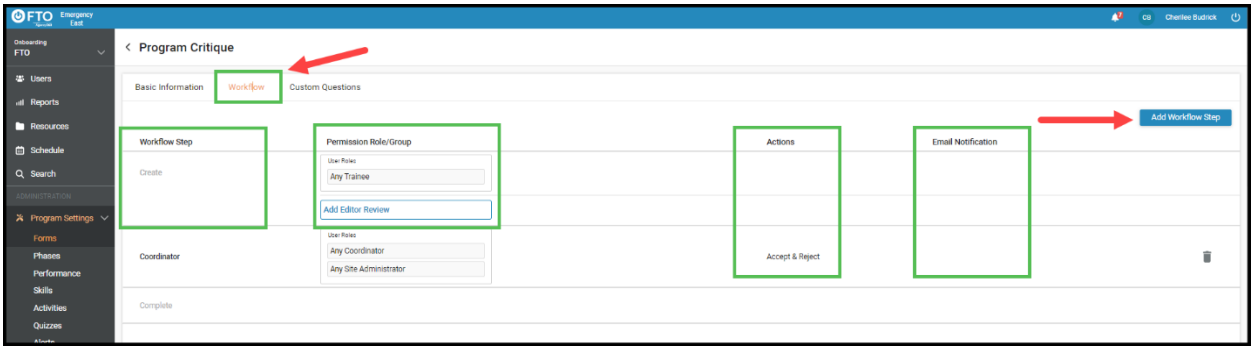


5. Under the **Basic Information** tab, you can customize your **Form Name**, **Form Description**, **Form Subject**, **Form Components,** and **frequency-** whether you want to **Increment form number**. When you're done making changes, click the **Save** button in the bottom right of the screen.

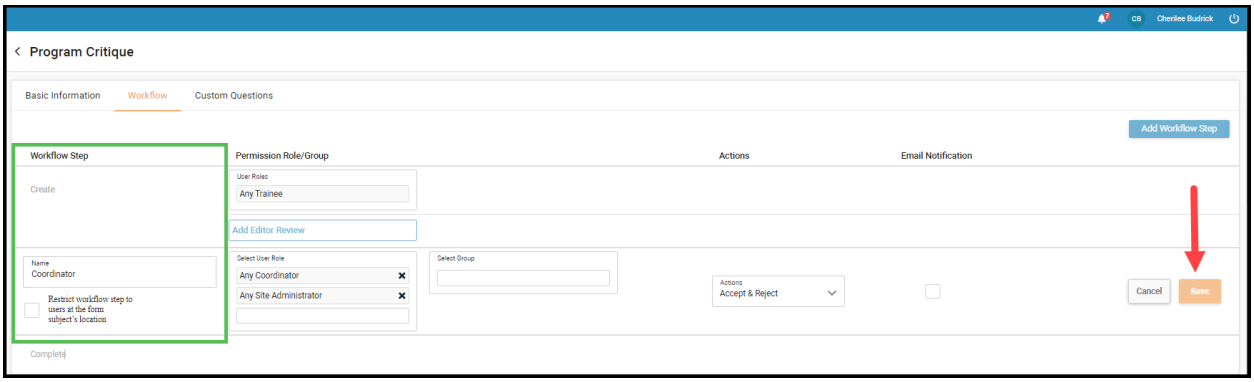


6. Next, click the Workflow tab to customize it. On this page, you can create **Workflow Steps**, decide which **Permissions** you'll allow for the **Role** or **Group** at each step, choose which **Actions** you want to allow participants at each step to be able to choose from (**Accept** or **Accept & Reject** a form) and whether those roles should receive an **Email Notification**. You may also click the blue **Add Workflow Step** button in the upper right corner of your screen if you want to add any more steps to your workflow.

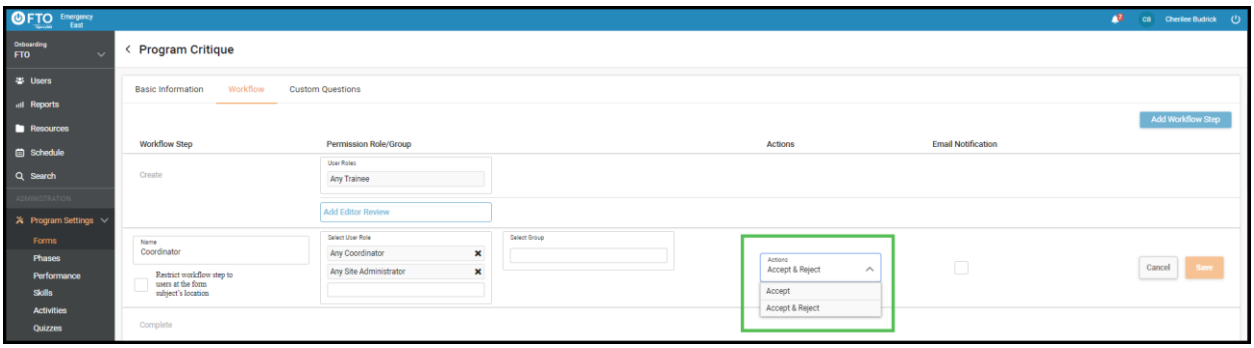
   Organizations often use this to collect "electronic signatures" or approval of any form that holds the different roles accountable for the material in the form.



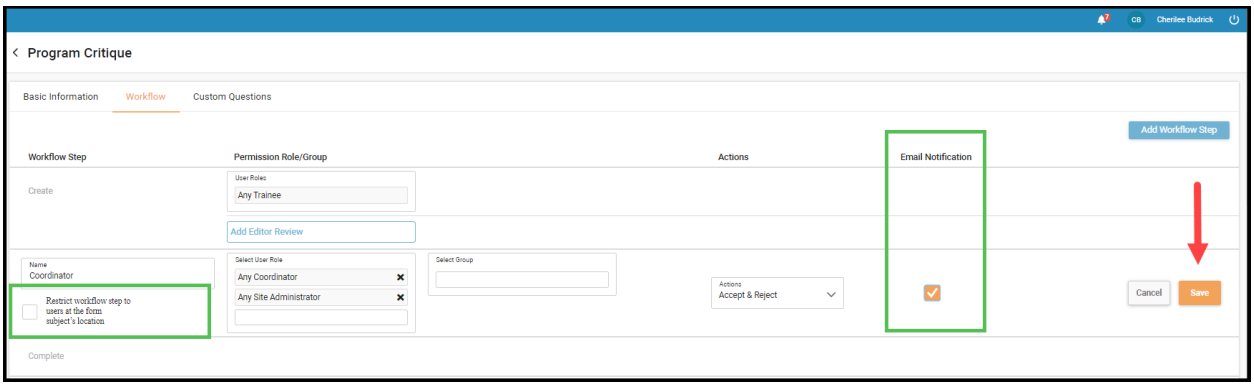
7. To edit any section, click the row you'd like and it will transform to editable fields. You'll notice a **Select Group** option appears. Your first **Workflow Step** should be **Create**. You will also notice at the bottom of each **Workflow Step** is an option to **Restrict workflow step to users at the form subject's location.** If you click this box, only users in the workflow at the subject's location will receive email notifications they are part of a workflow and it is at their step.



8. Under the **Actions** column, click the drop-down menu and select whether you want your participants to be able to just **Accept** the workflow or **Accept & Reject** it.

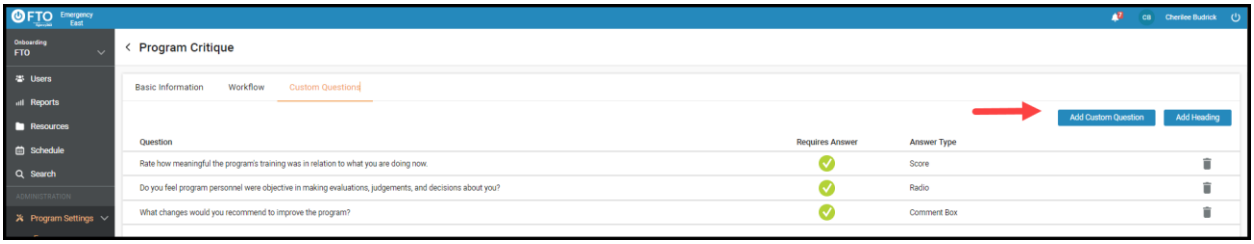


9. If you'd like all users in that step to receive a notification when the form reaches their stage of the workflow for review, click the box in the **Email Notification** column. If you turn on email notifications on the **Create** step, the workflow creator will receive an email any time a participant decides to **Reject** the form. Remember to click the **Save** button at the bottom right of the screen when you are done making changes.

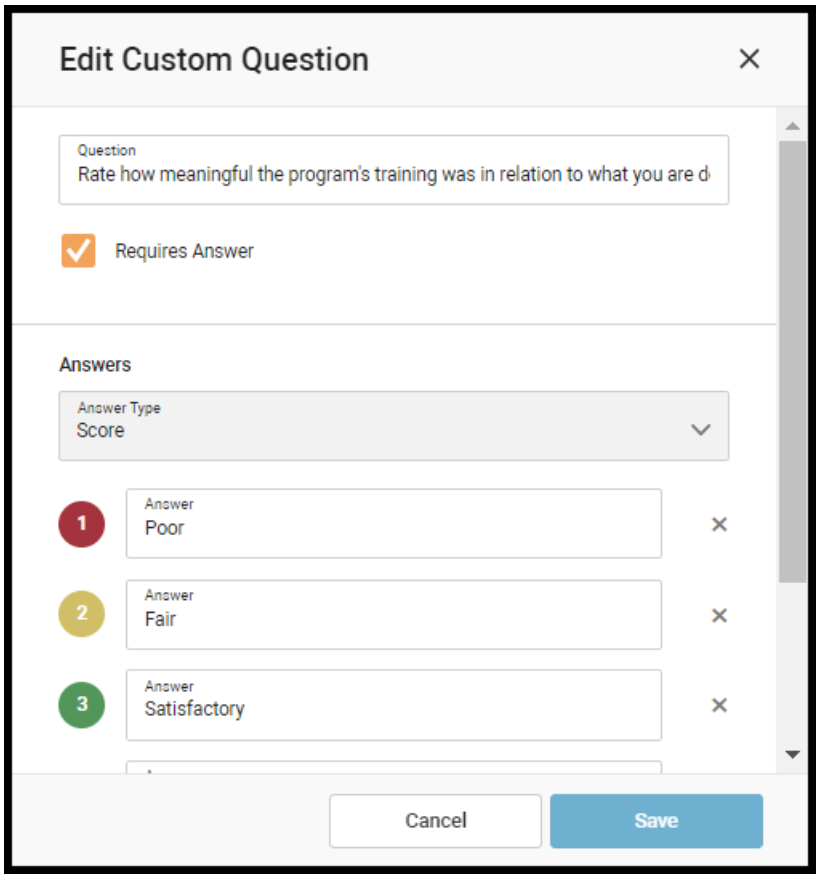


10. Under the **Custom Questions** tab, if your form has this section, you will find two buttons in the upper right corner of your screen. One is to **Add Custom Question** and the other is **to Add Heading**, if you'd like to label any set of questions. From this screen you can also view existing questions, see whether each question **Requires Answer** and which

Answer Type the question asks for. You can also delete any question here by clicking the trash can at the end of each row.

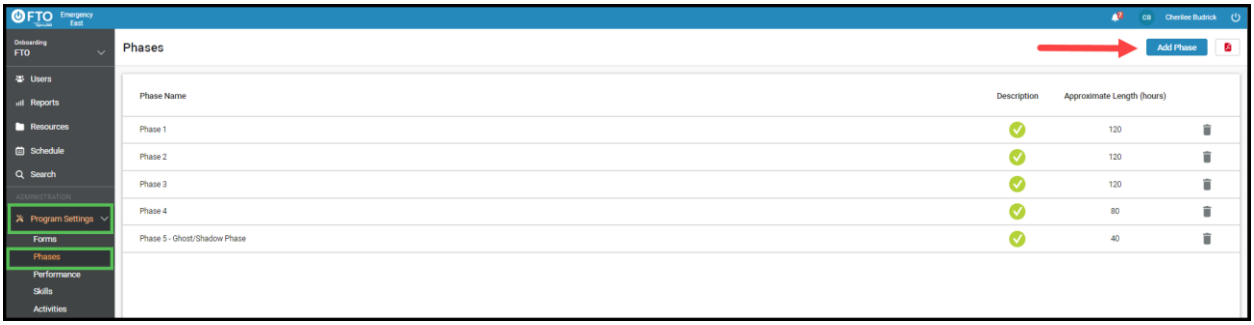


11. To edit an existing question, click on the question and then in the box that appears, you can change the question phrasing, change whether it is required, change how it is scored and you may change the possible answers. Remember to click **Save** at the bottom of the box when you are done making your changes.

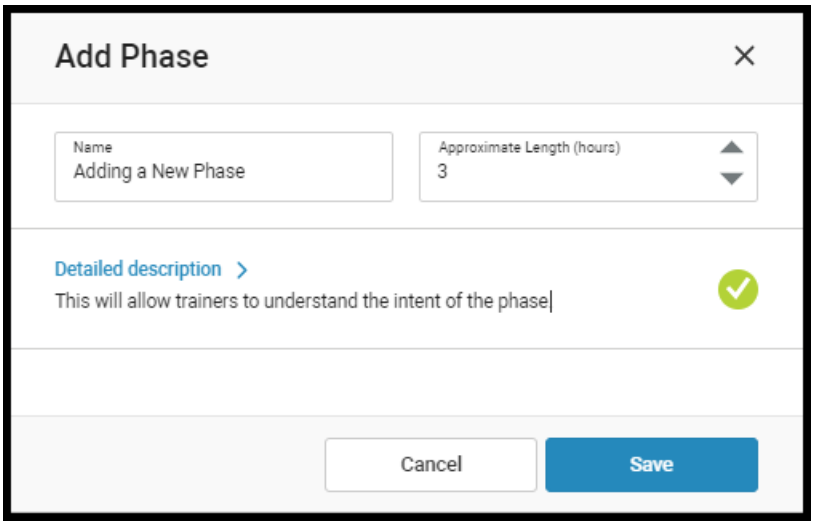


Program Settings - Phases

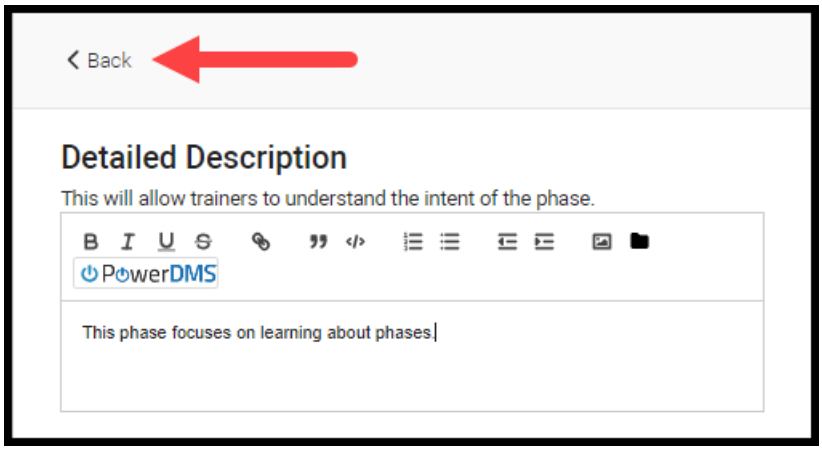
1. You can find phases in your left-side menu under **Program Settings>Phases**. Phases are the steps, sections or training blocks of your program. Adding phases can allow your program to have depth and structure. You can add a new phase by clicking the blue **Add Phase** button in the upper right corner of your screen.



2. In the box that opens, click in the fields to add the applicable information.



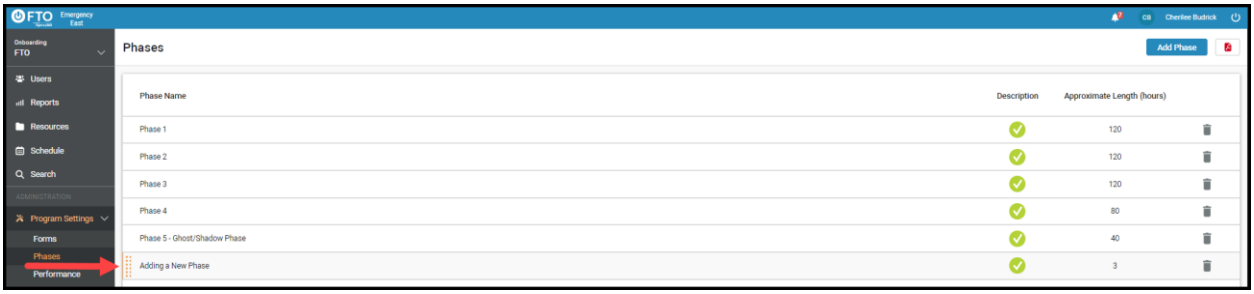
3. When you click the **Description** box, a new text field will open for you to type directly into. When you are done adding your description text, click the **Back** button in the upper left corner of the box.



4. To edit an existing phase, from your **Phases** page, click on its row. In the box that appears you can rename phases, create a description of each phase and assign an

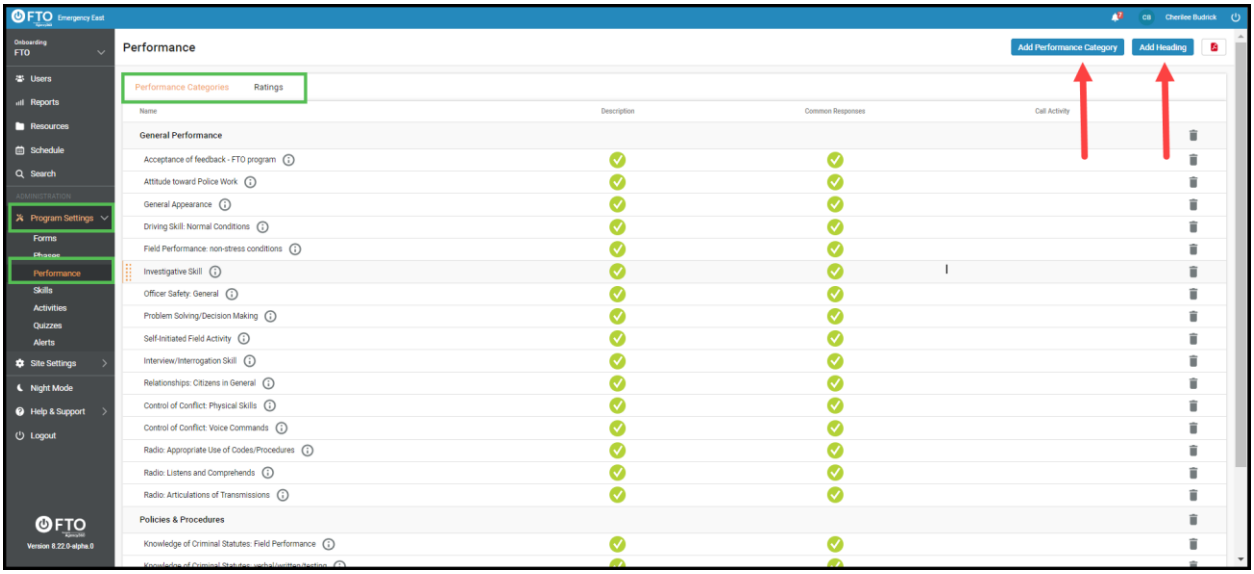
approximate phase length in hours. Descriptions are accessible on the trainee dashboard. After making changes, don't forget to click the **Save** button.

5. If you'd like to change the order of the phases in your program you can hover over the line that you want to move until a box of orange dots appears, then drag and drop the phase to the order you want.

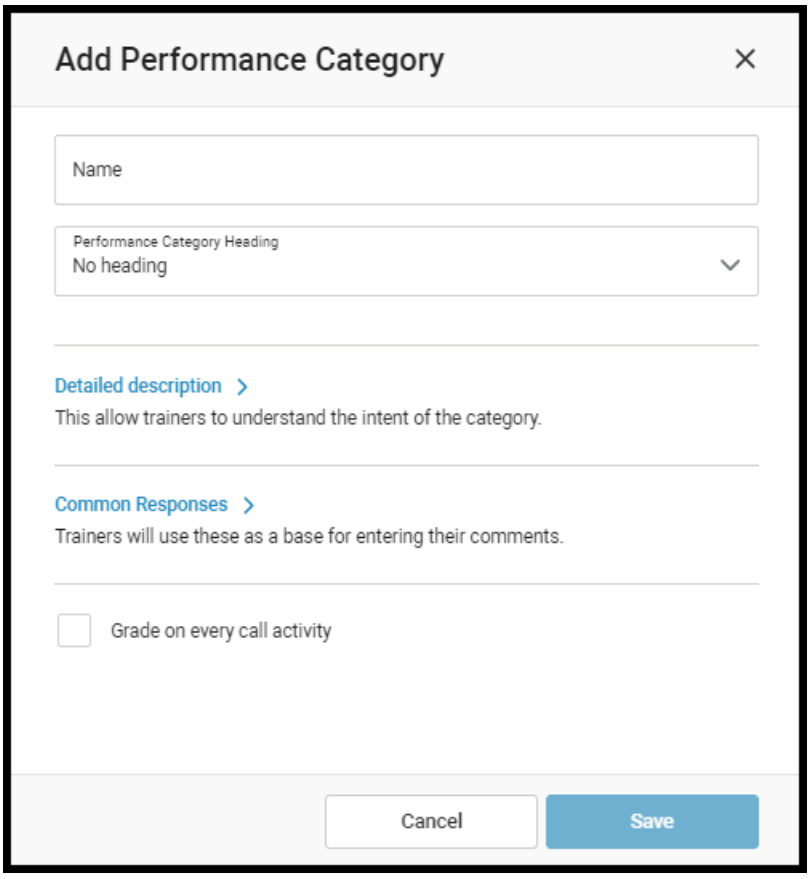


Program Settings - Performance

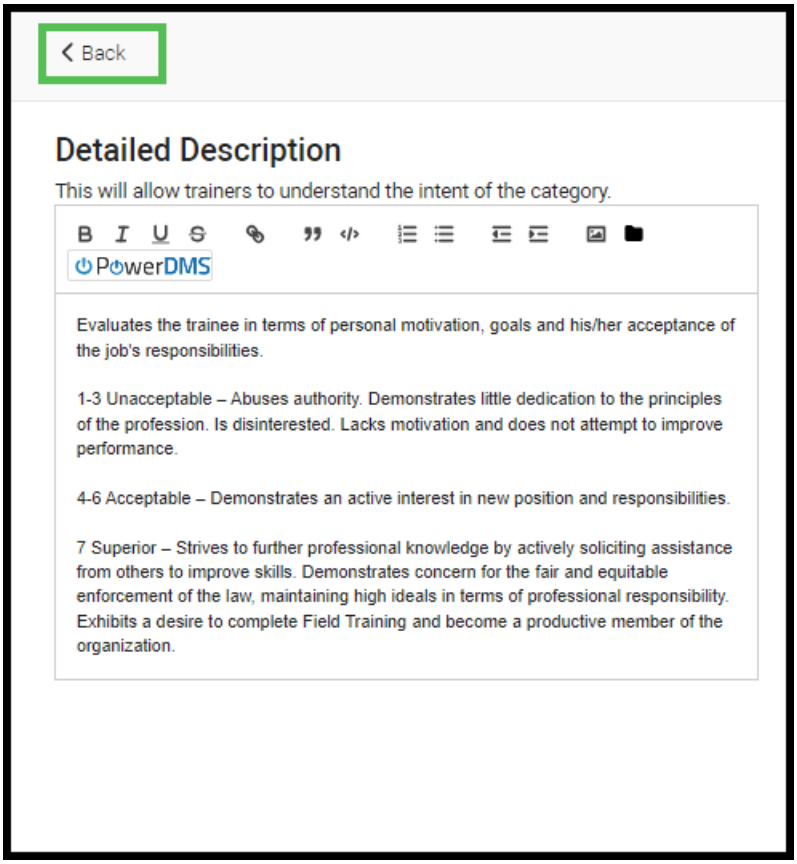
1. From the **Program Settings** drop-down menu, click **Performance** to find the various trainee performance categories. This section gives trainees an at-a-glance view of how they are performing on their different graded skills within their training program. This section has two main tabs to navigate. **Performance Categories** which lists all the graded categories and **Ratings**, which shows what each rating means. If you want to add more **Performance Categories**, click the **Add Performance Category** button in the upper right corner of your screen. To edit an existing category, just click on its line.



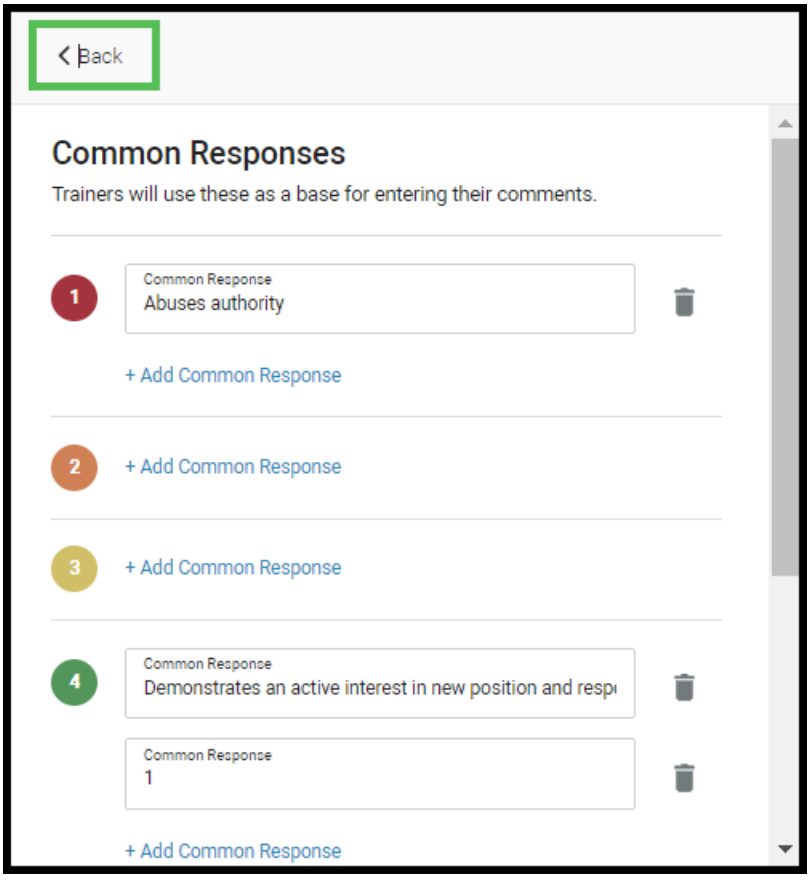
2. In the box that appears, fill in the applicable category **Name**, **Performance Category Heading**, **Detailed Description**, **Common Responses** and you can decide if you want the category to **Grade on every call activity**.



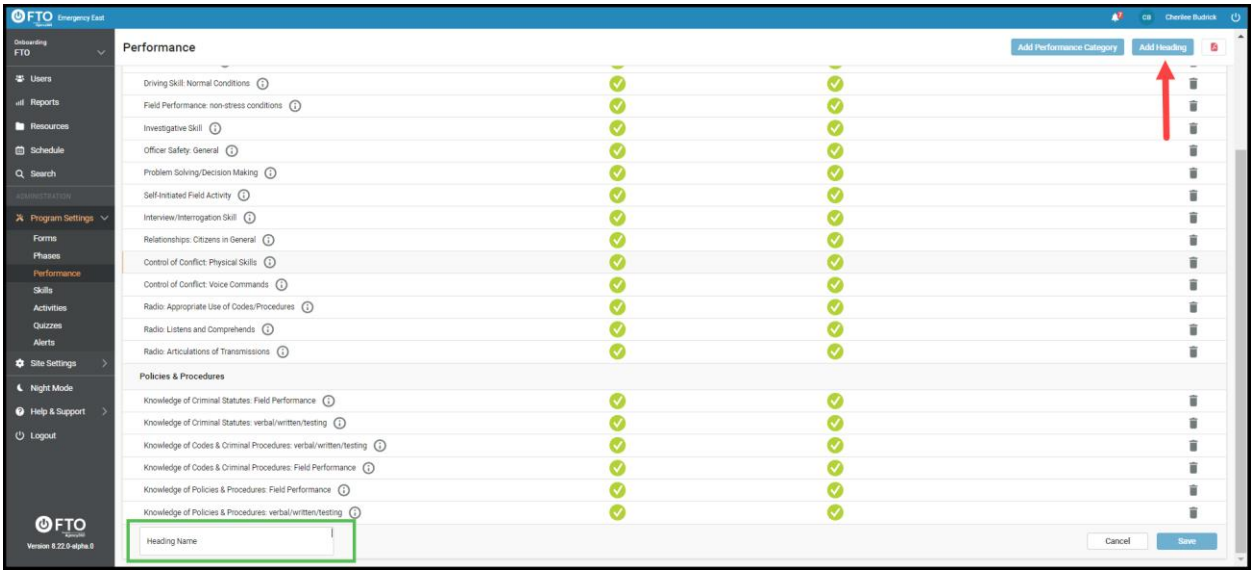
3. When you click the **Detailed Description** field, an editing box will open for you to enter applicable text. This section should include your guidelines for the trainer on how to rate each trainee for that performance category. Trainers will have access to this information anywhere the performance categories are displayed. Click the **Back** button when you are done.



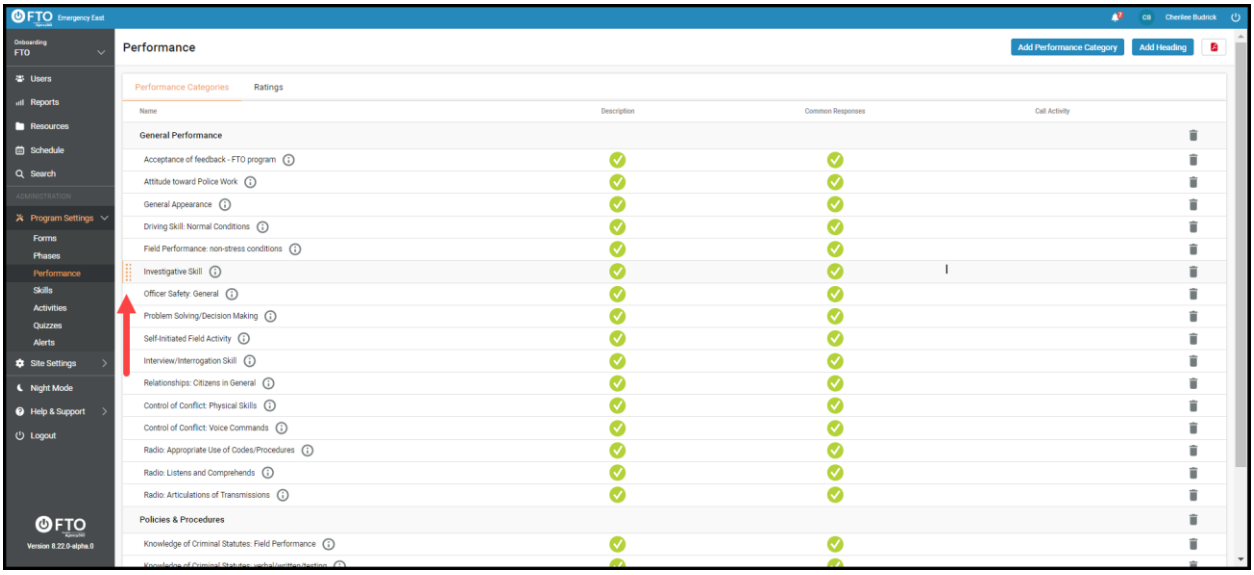
4. If you click the **Common Responses** field, a box opens. If this is a new performance category, this section will be blank here. If you are making changes to an existing response, you can edit it by clicking directly in the field and typing your desired text. Common Responses can be helpful for trainers to have easy options to choose from, preventing typos, saving time and can also prompt trainers if they are unsure of what to say. Trainers can choose from these pre-defined responses or enter their own comments. To add new reusable comments, click the **Add Common Response** link under the appropriate number and put your desired text into the field that opens. Click the **Back** button when you are done. After deciding whether you want this to **Grade on every call activity**, click **Save**.



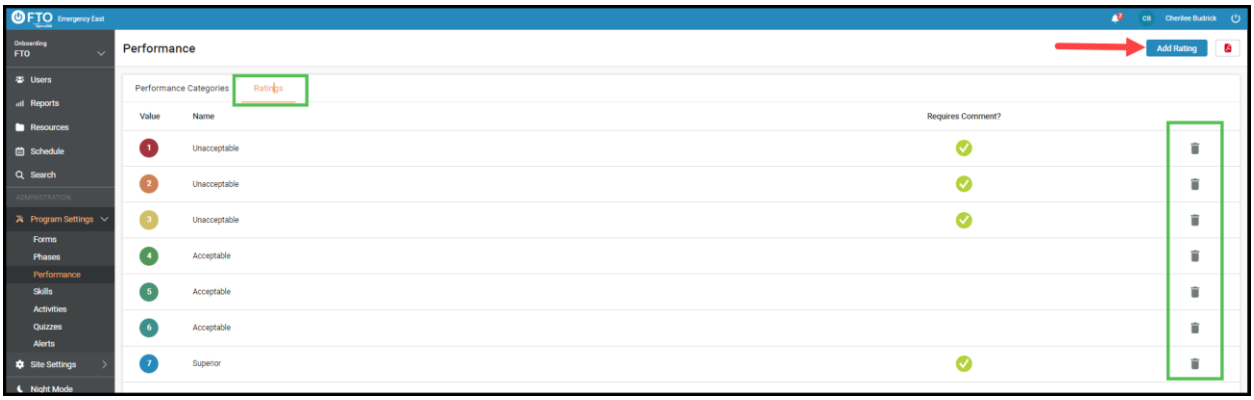
5. If you want to organize your categories under different headings, you can click the blue **Add Heading** button in the upper right corner of your screen and then type directly into the box that appears. Click **Save** when you are done.



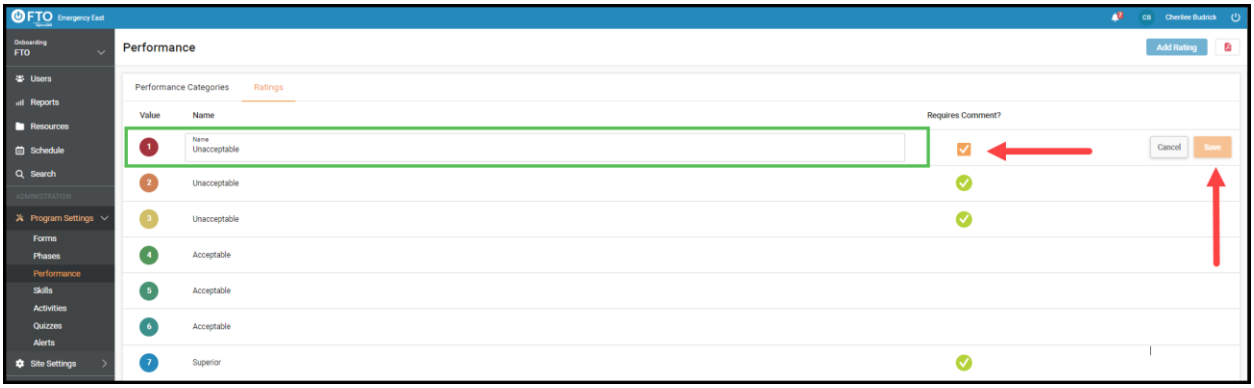
6. If you'd like to re-order the **Performance Categories** or **Headings**, hover over the line you want to move until an orange dotted box appears, then drag and drop the line where you'd like it.



7. To customize your rating scale click the **Ratings** tab at the top of your **Performance** screen. To add a new rating, click the blue **Add New Rating** button in the upper right corner of your screen. To delete a rating, click the trash can icon at the end of the applicable row.

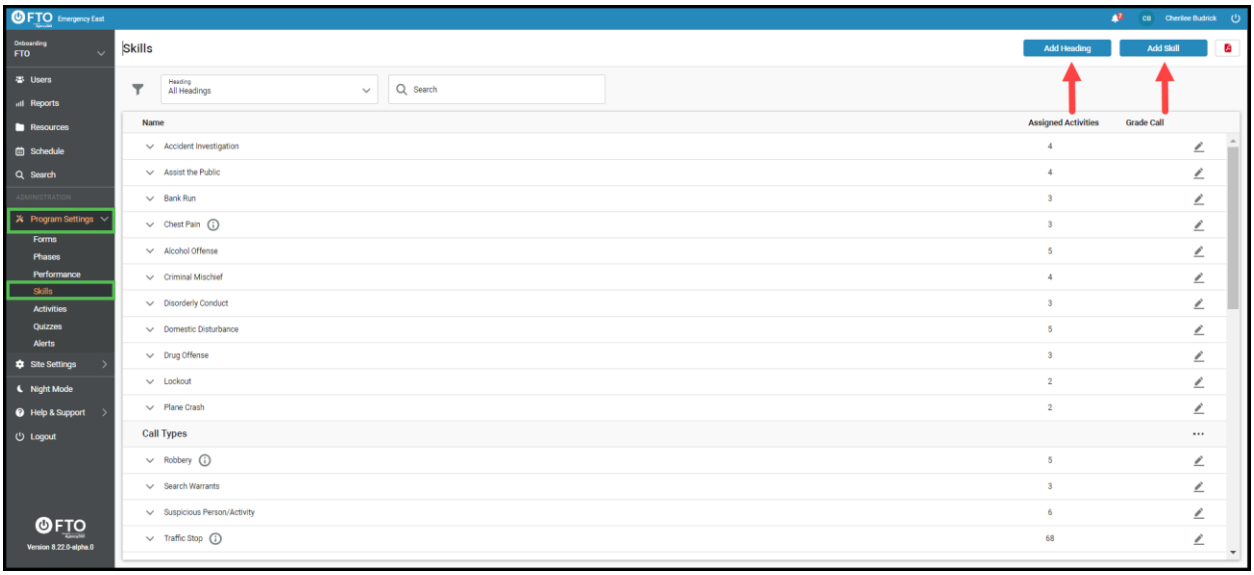


8. To edit a rating, click directly in the line you want to edit and enter your text in the field. To require comments for a specific rating, check the **Requires Comment** box. Click the **Save** button at the end of each row when you are done.

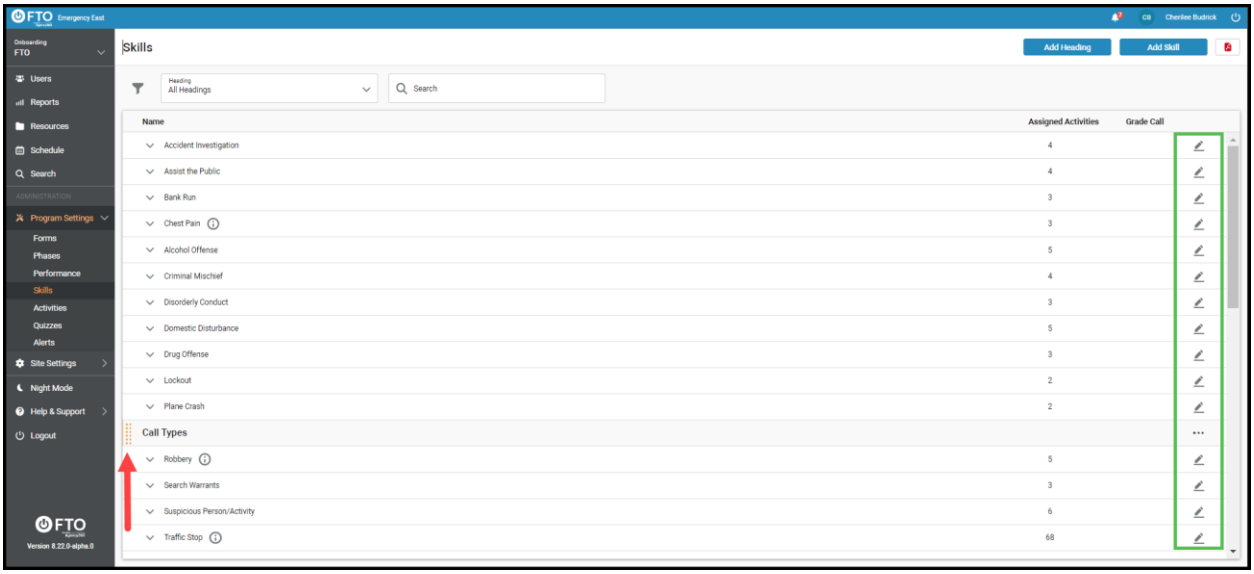


Program Settings - Skills

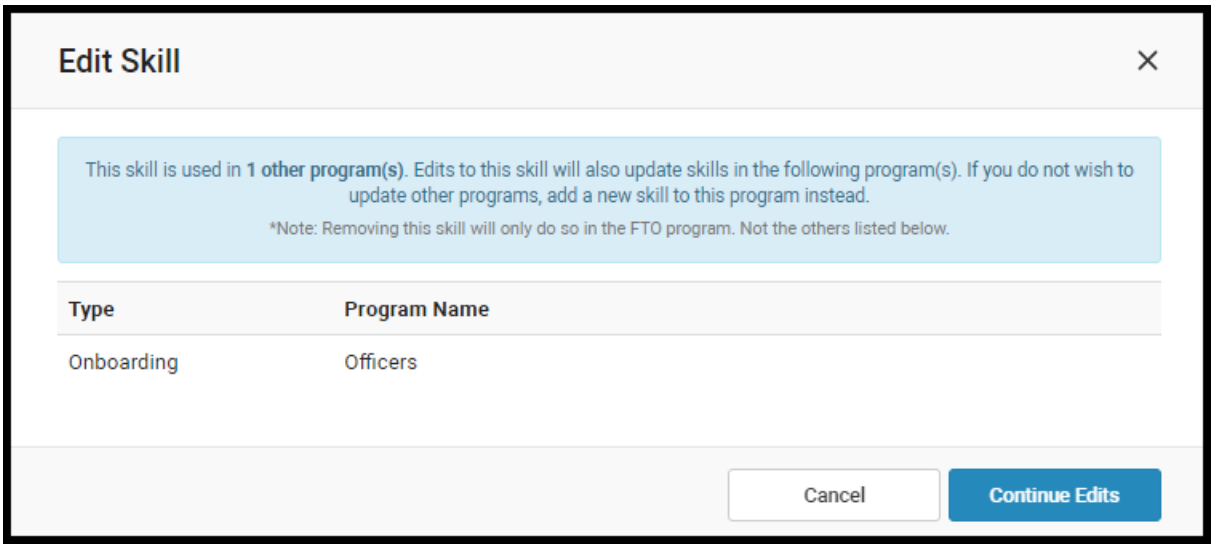
1. Under **Program Settings**>**Skills** you can find specific techniques, tactics, policies or other information a trainee must know to operate at the expected standard and perform the job well. You can click the blue **Add Heading** button in the upper right corner of your screen to add a new skill category heading. Click the blue **Add Skill** button to add a new skill.



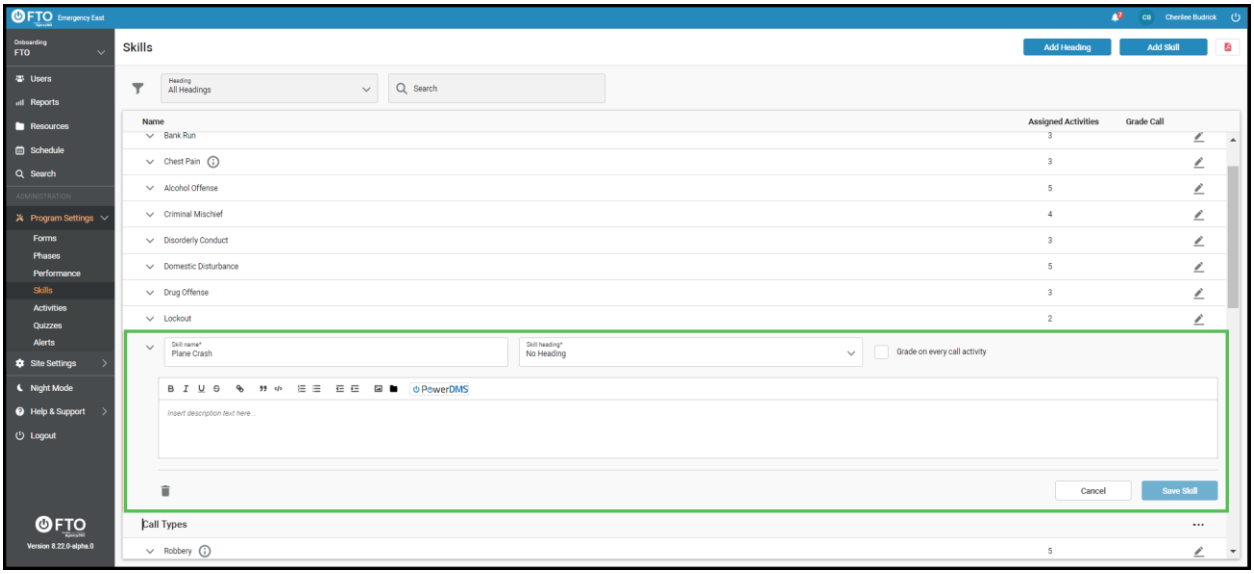
2. To change the order of your skills and headers you can hover over the line you want to move until an orange dotted box appears and then drag and drop each line where you'd like it. To edit an existing skill, click the pencil icon at the end of the applicable row.



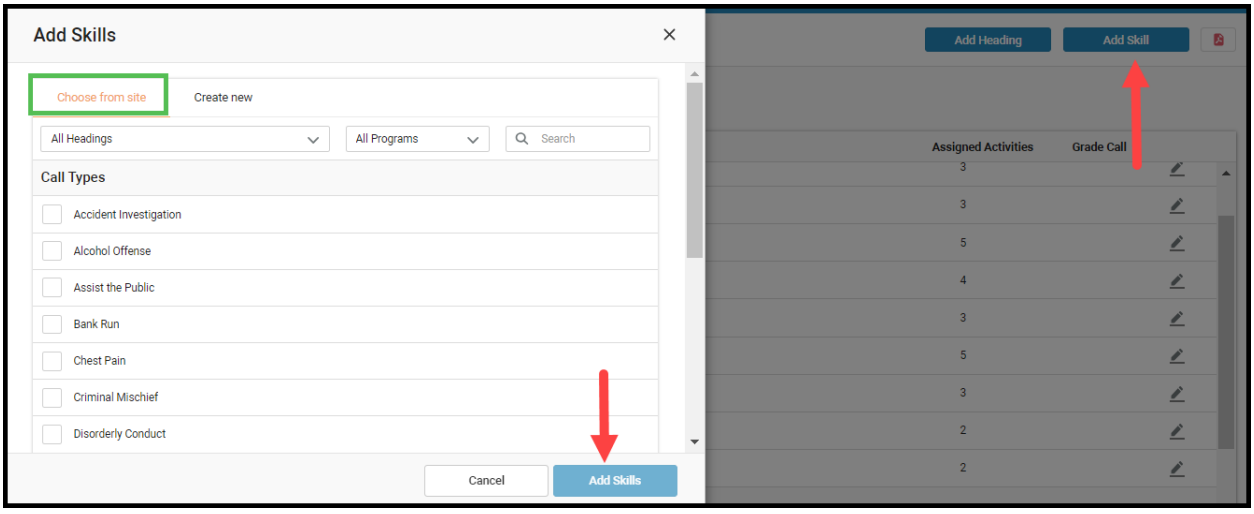
3. If this skill is attached to more than one program, a box will open warning you that you are changing this skill for all programs it is attached to. You can click **Cancel** to stop the edit or click **Continue Edits** if you'd like changes for this skill to go into effect for all programs it is attached to.



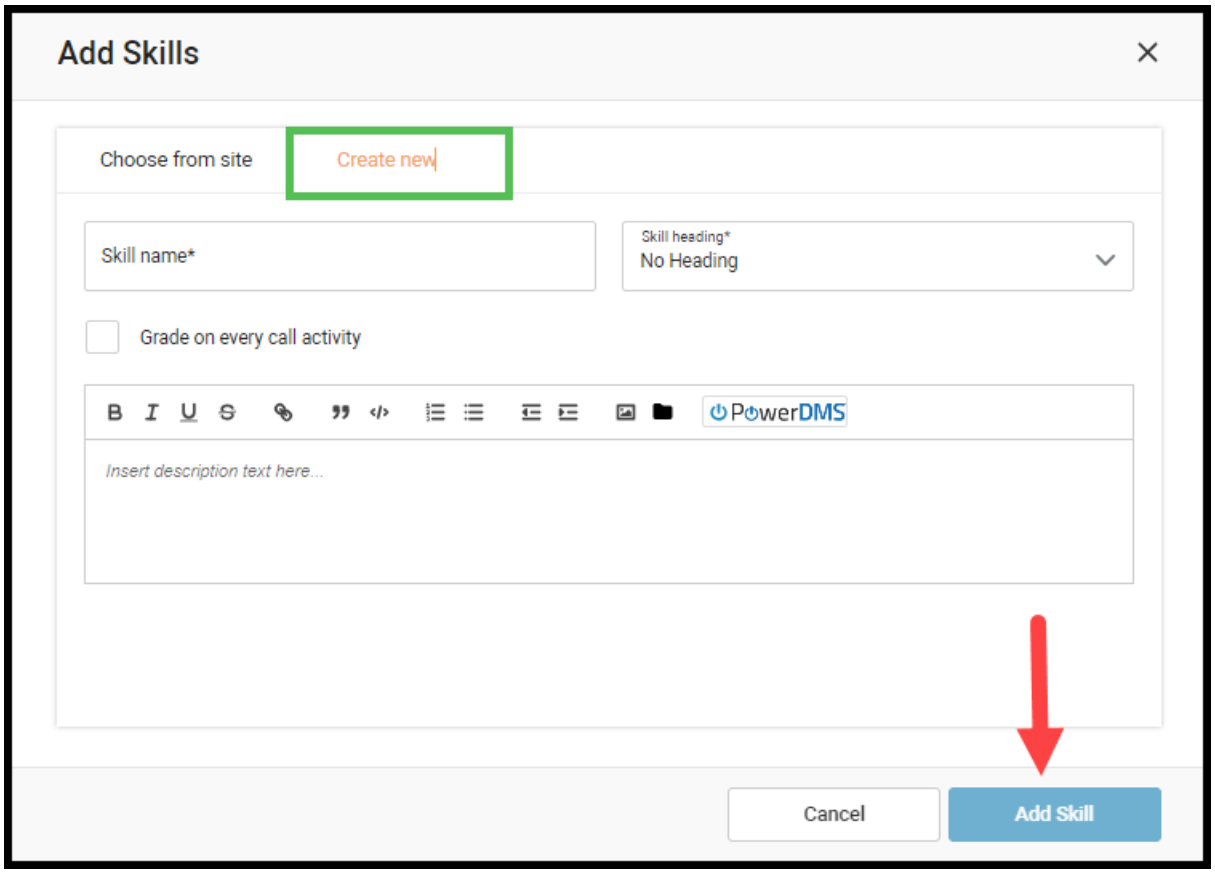
4. If you decide to continue edit, the fields in each line will open allowing you to type directly into the **Skill Name**, **Skill Heading** and description boxes or to click the box to make sure this skill will **Grade on every call activity.** To save your changes click the blue **Save Skill** button in the bottom right of your screen. To delete the entry you can click the trash can icon in the bottom left of the editing box. Or you may click **Cancel** and the skill will revert back to its original settings.



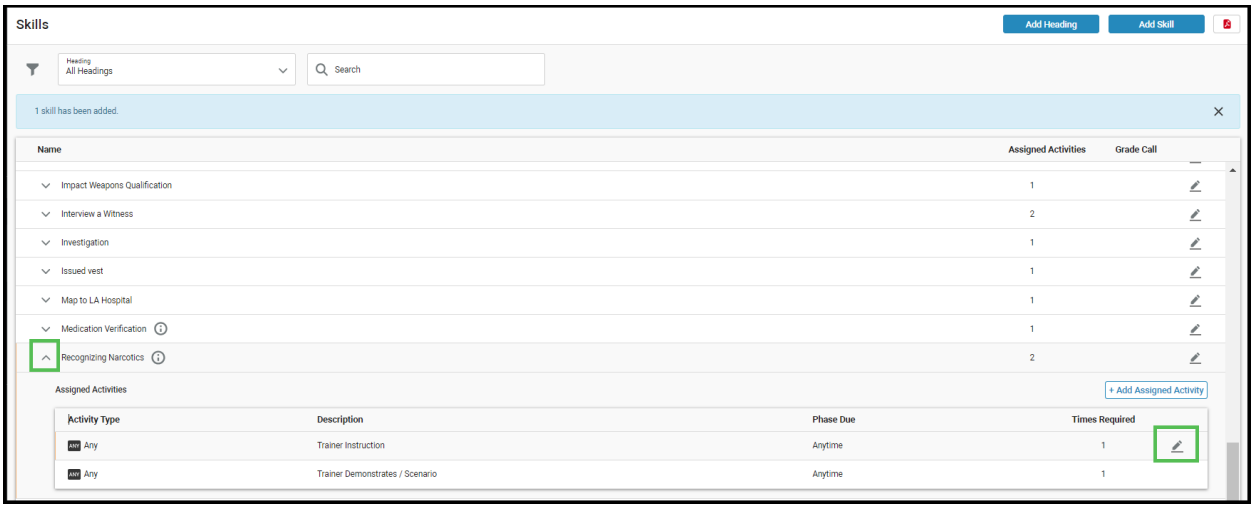
5. To add a new skill click the blue **Add Skill** button. In the box that appears, it opens to its Choose from site tab. This allows you to pick from an existing list of skills, select an existing heading you want it to sit under from the **All Headings** drop-down menu, then choose the program you want to connect it to with the **Programs** drop-Down menu. When you're done making your selections, click the blue **Add Skills** button at the bottom of the box.



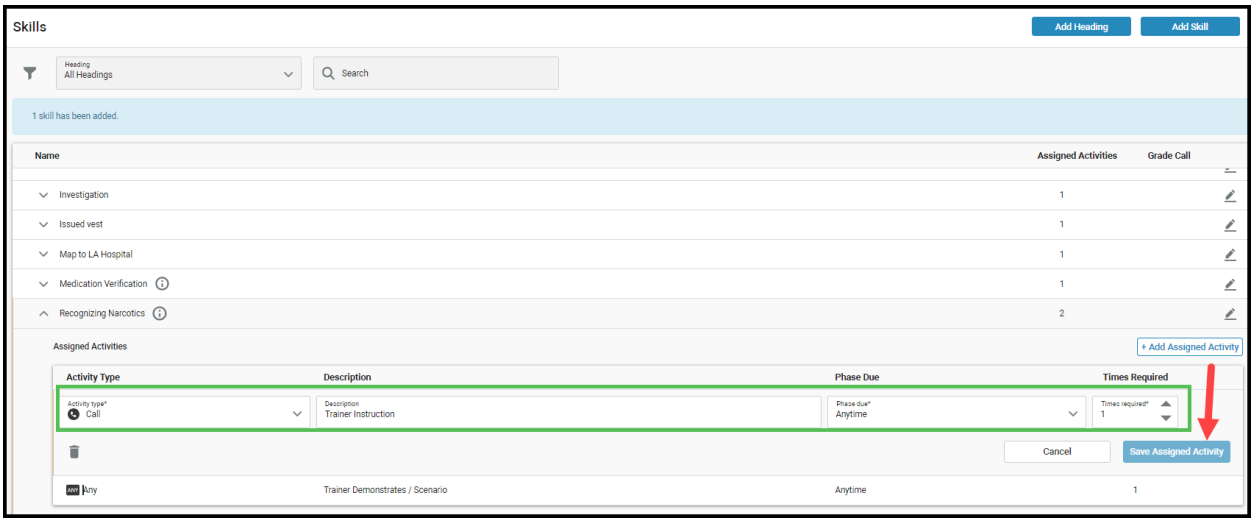
6. If you want to create a skill that doesn't yet exist, click the **Create New** tab then type your **Skill name**, choose your **Skill heading** from the drop-down menu, decide if you want to check the box next to **Grade on every call activity**, add a description and then click the blue **Add Skill** button at the bottom of the box.



7. To edit **Assigned Activities** sections under different headers or skill topics, click the drop-down menu for the section your skill activity lives under, then hover over the row you want to edit and click the pencil icon that appears to the right of that row.



8. Next, you can type directly into the fields that appear for **Activity Type**, **Description**, **Phase Due** and **Times Required**. Click **Save Assigned Activity** when you are done making changes.

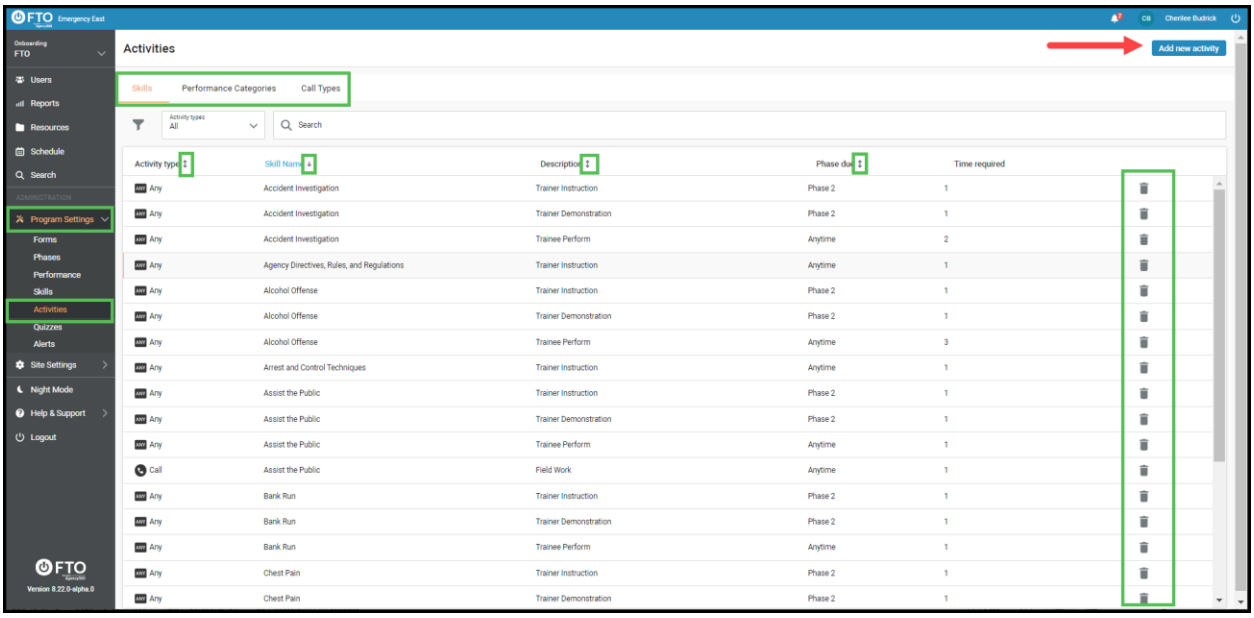


9. If you would like to add a new activity to any section, once you click the drop-down menu for that section, click the **Add Assigned Activity** button to the right of that box. type directly into the fields that appear for **Activity Type**, **Description**, **Phase Due** and **Times Required**. Click **Save Assigned Activity** when you are done making changes.

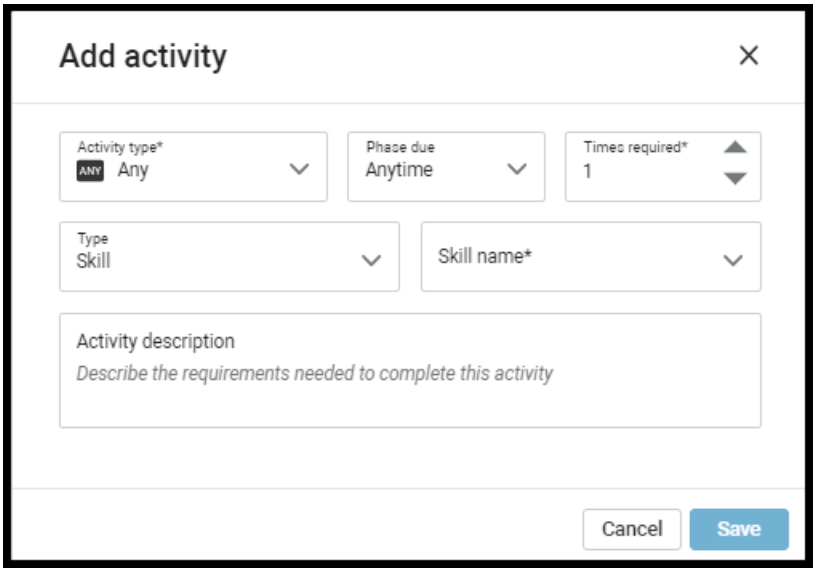
Program Settings- Activities

1. To add the number of times trainees should practice a specific skill, you must attach the skill to an activity. You will need to create new **Activities** for each skill. This allows you to specify how and when trainers should cover certain skills. If you don't create these assignments with specific information about how and when trainers should covere the assignment, trainers will need to decide on their own how to teach this skill to meet the requirement.

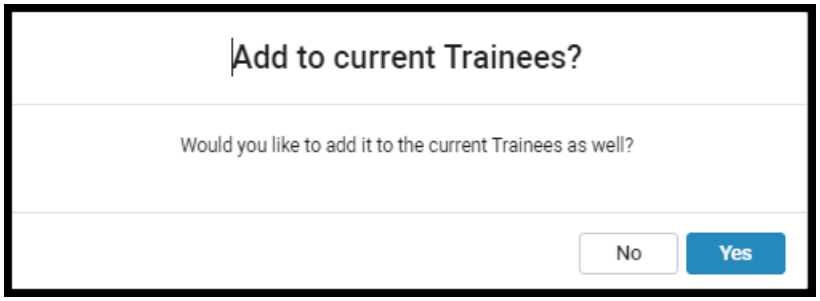
   You can find your activities under **Program Settings**> **Activities** in your left-side menu. You will notice this page opens to the **Skills** tab. There are also a **Performance Categories** and **Call Types** tabs on this page. If you want to delete any activity, you can click the trash can icon at the end of its row. You can use the arrows next to each column header to reorder the activities based on that header. If you want to add a new activity you can click the blue **Add new activity** button in the upper right corner of your screen.



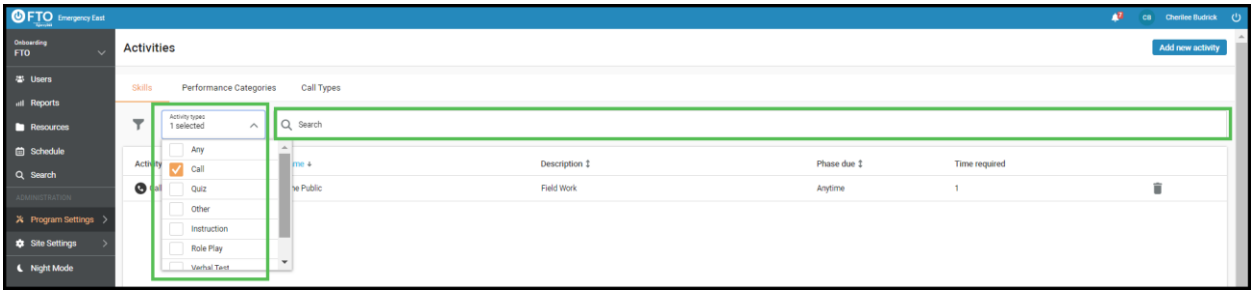
2. Once you click the button to add and activity, a box will appear allowing you to enter from their respective drop-down menus, the **Activity type**, **Phase due**, **Times required**, **Type**, and **Skill name**. You may also add an **Activity description** here by typing your text directly into the provided field. Click **Save** when you are done entering the information. Repeat to create as many **Activities** as you need related to this skill.



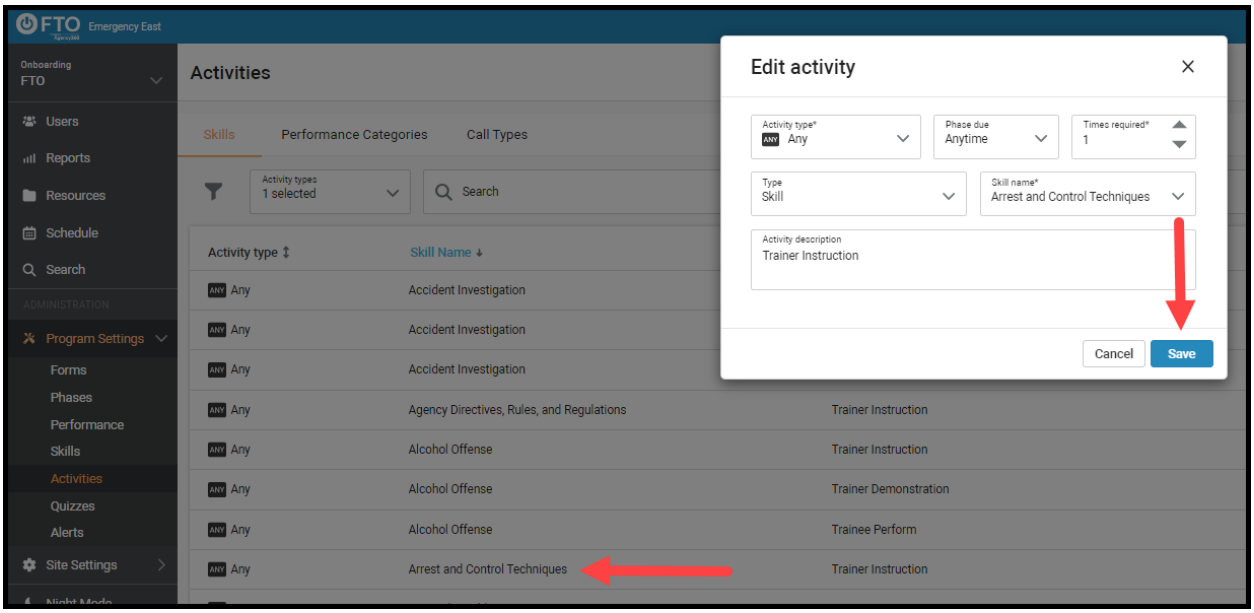
3. The system may ask you if you want to add this task to the workload of current trainees. If you click **Yes**, the trainees currently in your program will see this new task in their activity list. If you click **No**, then the activity will be added to the list of **Activities** one may choose from for future use but will not be added to any current trainee programs.



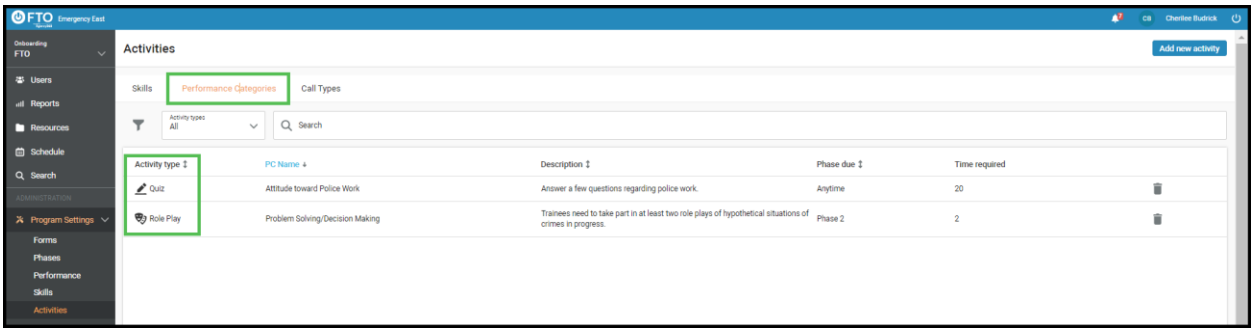
4. If you want to find a specific activity, you can use the drop-down filters at the top of the list to narrow down the list by **Activity type**, or if you know the name of the activity or key words, you may type that into the **Search** field.



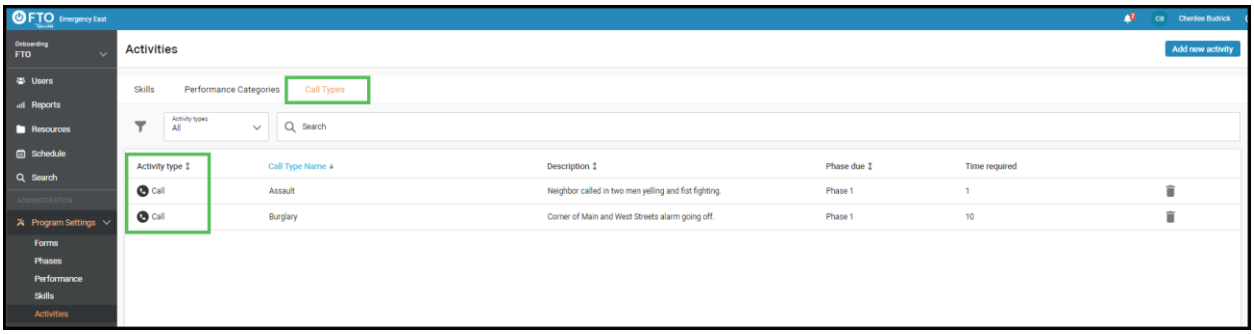
5. To edit an existing activity, click on the row of the activity you want to edit and then in the box that pops up, change the information as you'd like and then click **Save**.



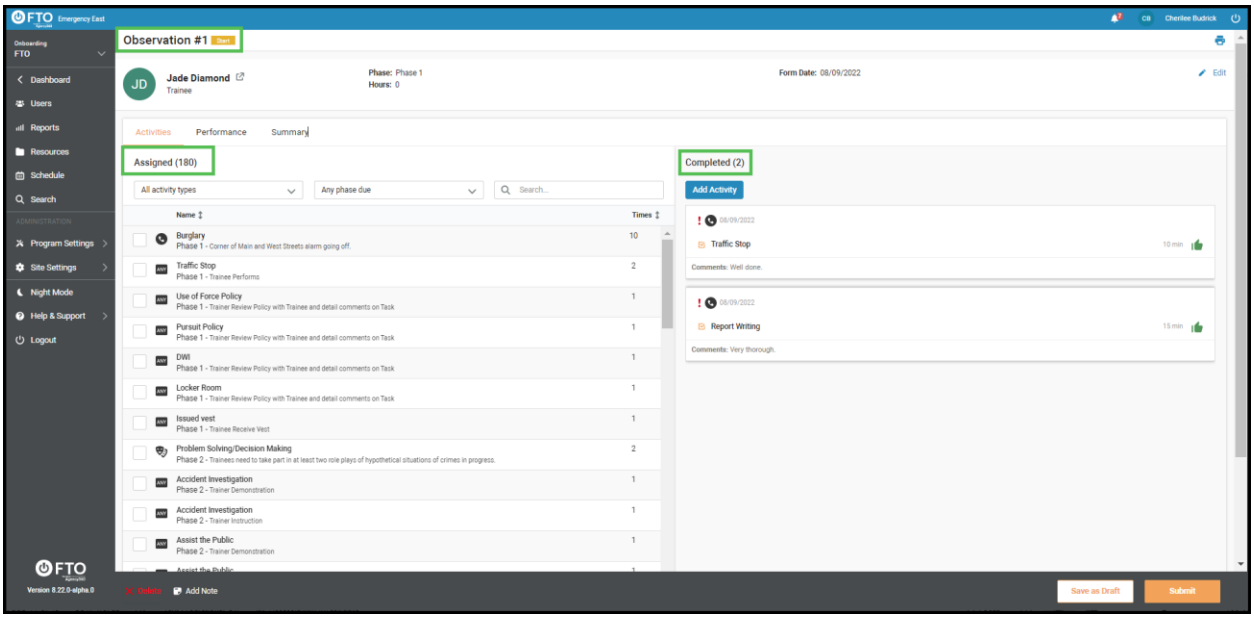
6. Next you can look at Performance **Categories** by clicking its corresponding tab at the top of the page. This page will show you a list of all current activities related to trainee performance. To edit any, follow the directions in step 5. To delete any, click the trash can at the end of its row.



7. Under the **Call Types** tab you will see only the activities that were categorized as a call in their **Activity Type** field.



8. Trainers are able to see training assignments from the **Activities** tab of an **Observation Form** for each trainee.



Program Settings - Quizzes

To learn more about quizzes, please see our Related Article: *How to Create or Edit a Quiz.*

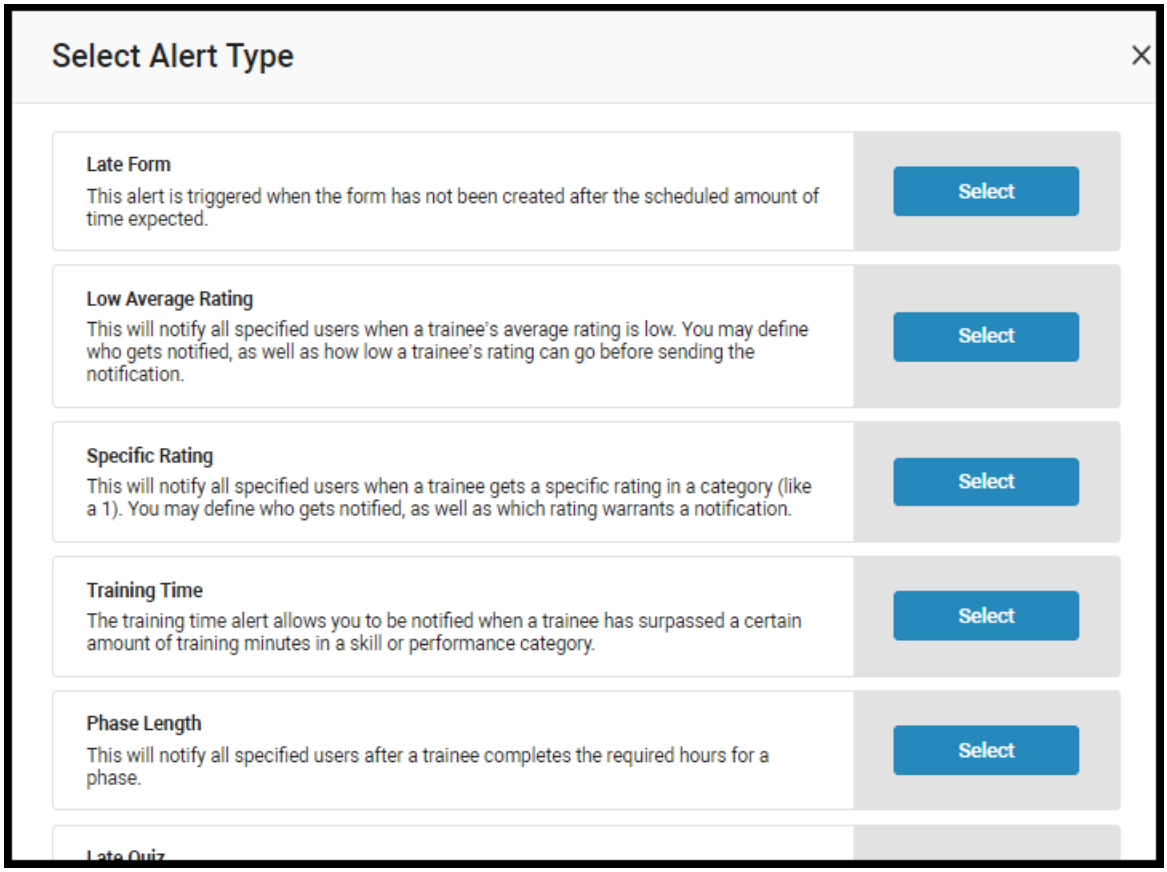
Program Setup - Alerts

1. You can find Alerts under the Program Settings drop-down menu on the left side of your screen, then click Alerts. Alerts are an objective way to notify trainers about a trainee's scores. For example, you may want to create an alert so trainers receive notification if a trainee continuously has low performance scores. You could call this a **Not Responding to Training (NRT)** alert. In **Alerts** you can customize what types of scores and additional training trigger an alert to go out. To delete an existing alert, you can click the trash can icon at the end of its row. To create a new alert, click the blue Add Alert button in the upper right corner of your screen.

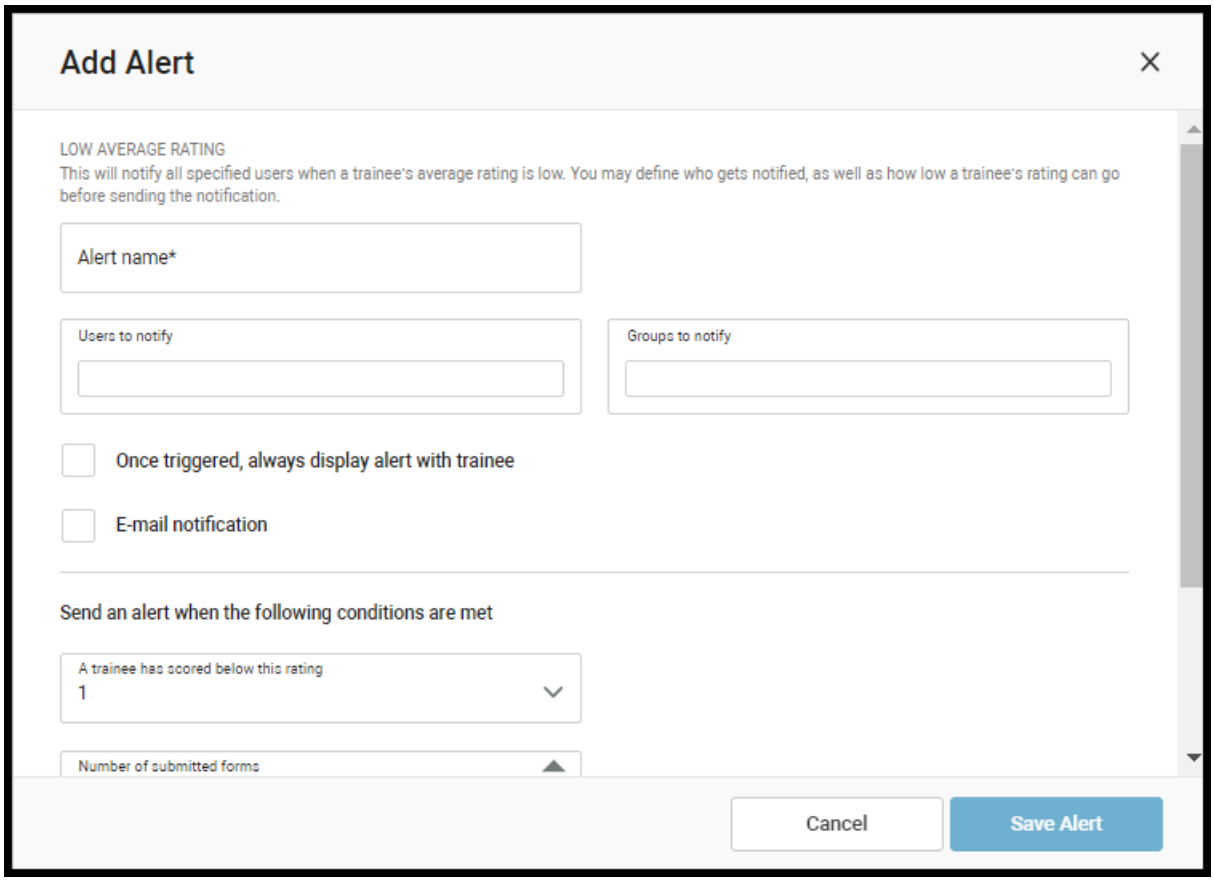
2. After clicking the button to add an alert, a box will open giving you the six different types of alerts that exist in your system. You can choose from the following **Alert Types**:

   - **Late Form**- Is triggered when the form isn't created before the scheduled time ends.
   - **Low Average Rating**- Notifies specified users when a trainee's average rating is low. You may define who gets notified, as well as how low a trainee's rating can go before sending the notification.
   - **Specific Rating**- Notifies all specified users when a trainee gets a specific rating in a specific category. You may define who gets notified, as well as which rating warrants a notification.
   - **Training Time**- Notifies you when a trainee surpasses your set amount of training minutes in a skill or performance category.
   - **Phase Length**- Notifies all specified users after a trainee completes the required hours for a phase.
   - **Late Quiz**- Triggered when a trainee doesn't submit their quiz before the scheduled amount of time runs out.

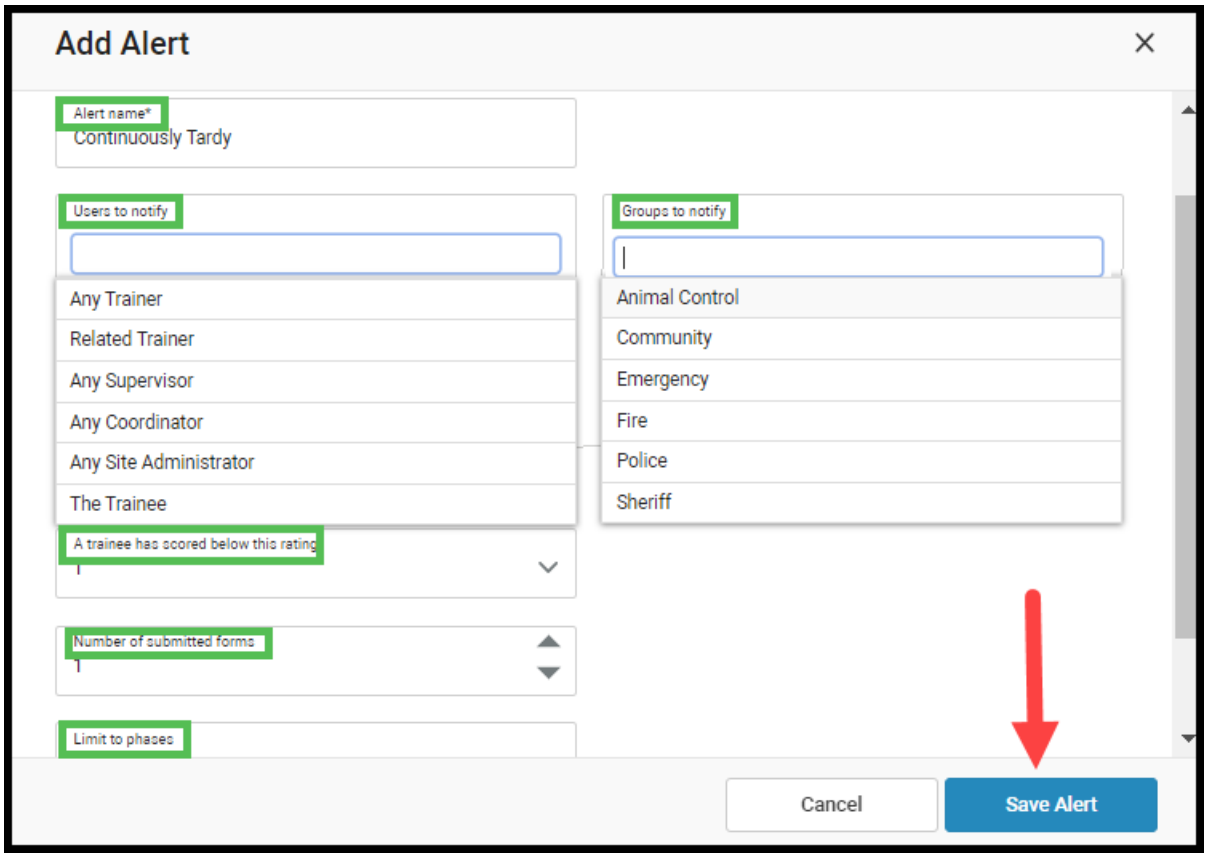
Be sure to scroll down to see all available alerts to choose from. Click the **Select** button next to the alert you want to create.



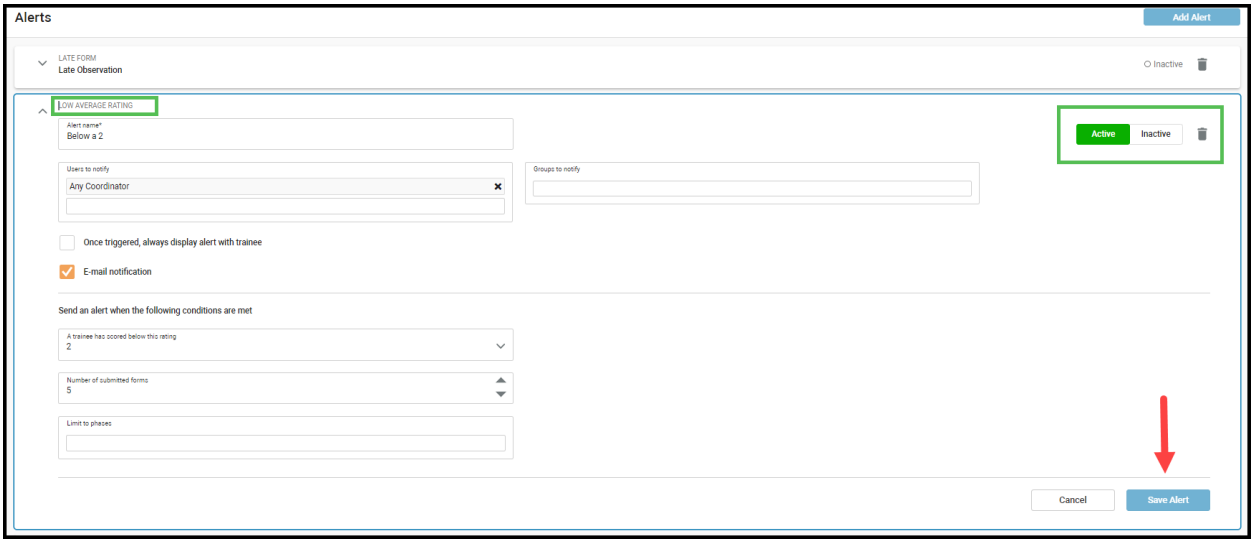
3. For this example, we chose the Low Average Rating alert. Another box opens with fields you can edit related to that alert. Be sure to scroll down to fill in all necessary fields.



4. You will need to enter an **Alert Name**, choose from the drop-down menus which **Users to notify** and which **Groups to notify**. You can then check the box for how you want your notification to work. You can decide that you **want Once triggered, always display alert with trainee** and **Email notification**. Next you can set when you want to **Send an alert when the following conditions are met**. You can choose from the drop-down menus where you want to set your standard in the **A trainee has scored below this rating** field, **Number of submitted forms** field and **Limit to phases** field. When you're done making your selections, click the **Save Alert** button at the bottom right of the box.



5. To edit an existing alert, click on the alert row you want to edit and then make your changes directly in the fields that appear. You can also change whether you want this alert to be **Active** or **Inactive** from here by clicking the appropriate button in the upper right corner of your editing box. You may also delete this alert by clicking the trash can icon. We don't recommend deleting alerts, as they will then be gone forever. If you may use an alert again, but don't want to use it now, we recommend just making the alert **Inactive**. Then you won't have to recreate it in the future if you decide you want to use it again. Remember to click **Save Alert** when you are done making changes.


Alerts
Add Alert
LATE FORM
Late Observation
Inactive
LOW AVERAGE RATING
Alert name*
Below a 2
Active
Inactive
Users to notify
Any Coordinator
Groups to notify
Once triggered, always display alert with trainee
E-mail notification
Send an alert when the following conditions are met
A trainee has scored below this rating
2
Number of submitted forms
5
Limit to phases
Cancel
Save Alert