

How does the user find out about a fault?

heatapp! users can find out about a fault in three different ways.

In the app, all malfunctions are displayed in the top middle, in the form of a warning triangle. If the triangle is touched, more detailed information about the fault is displayed. All users of a heatapp! system can see these fault messages.

It is also possible to send fault messages as push notifications to a terminal device. These push notifications are sent to terminal devices for which a login has been made to the corresponding system while the app is closed. No push notification is sent when the app is open.

heatapp! can send faults by e-mail independently of push notifications and fault messages in the app. These fault e-mails are sent directly to the specified e-mail address.

To activate push messages or malfunctions by e-mail, please log in to the app as a expert or operator and select Settings/System/Notifications.

To send the malfunctions by e-mail, enter the desired e-mail address in the corresponding field and save it. You can also enter several e-mail addresses.

To send the push notifications, select which users are to receive the fault message and save the settings.

ATTENTION: Saving users for push messages and e-mail notifications is done via different save buttons.

Mail notifications

Here you can specify e-mail addresses, to which error messages, notifications and other information is

Admin Admin ▼

e-mail:

Add a new e-mail address

Save e-mail addresses

User accounts

Here you can select users that should receive a push notification.

Admin Admin

Owner Owner

Save user accounts