View and manage events

Learn how to investigate and manage alert events in Cloud Plus, including reviewing event details, notification history, and updating an event as your investigation progresses.

Written By: Jason



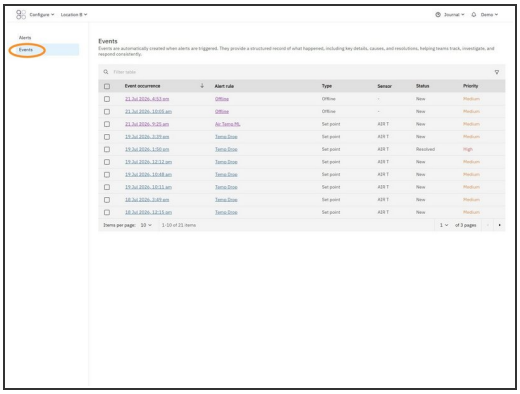
INTRODUCTION

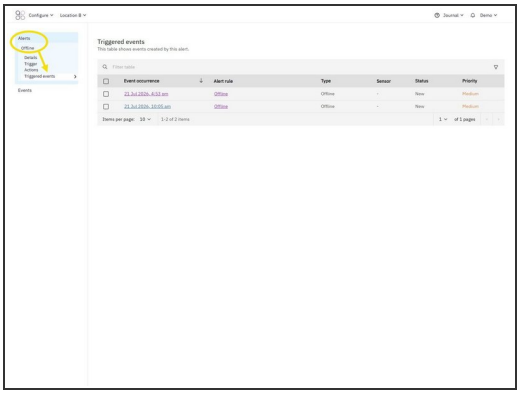
When an alert is triggered, Aeroqual Cloud automatically creates an associated event. Events provide a structured record of what happened, making it easier to investigate alert conditions, confirm notifications were sent, and track the progress of an investigation over time.

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Step 1 — Open the Events page

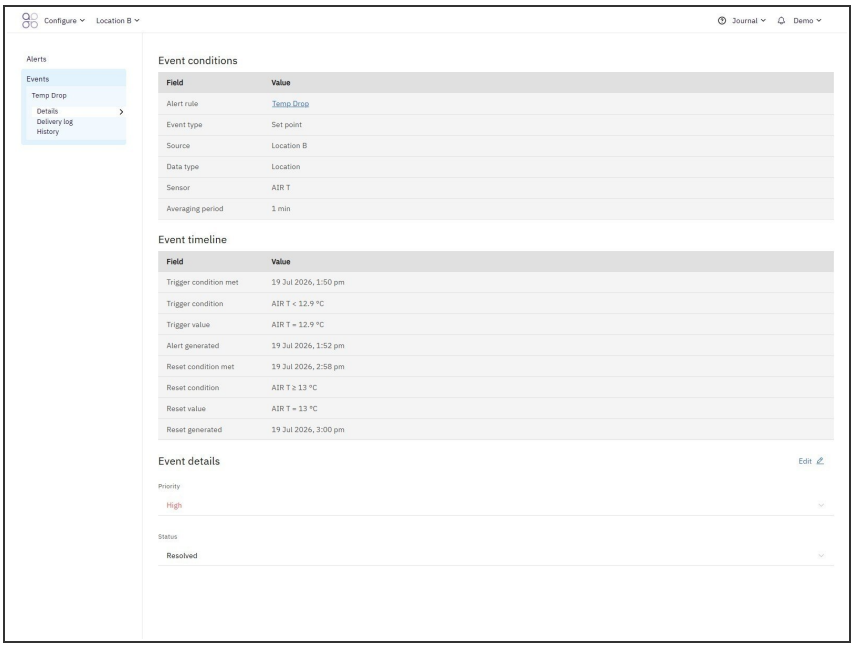






- Navigate to desired instrument or monitoring location and select **Configure**.
- Select **Events** from the left navigation menu.
- The Events page displays all events that have occurred for the selected instrument or monitoring location. Each row represents a single event.
- Click on the event occurrence timestamp to open a specific event.
- Select **Events** in the left navigation menu at any time to return to the Events table.
- To view events generated by a single alert, you can filter the events table or open **Alerts**, select the required alert, then select **Triggered events** from the side navigation menu.

Step 2 — Review the event details

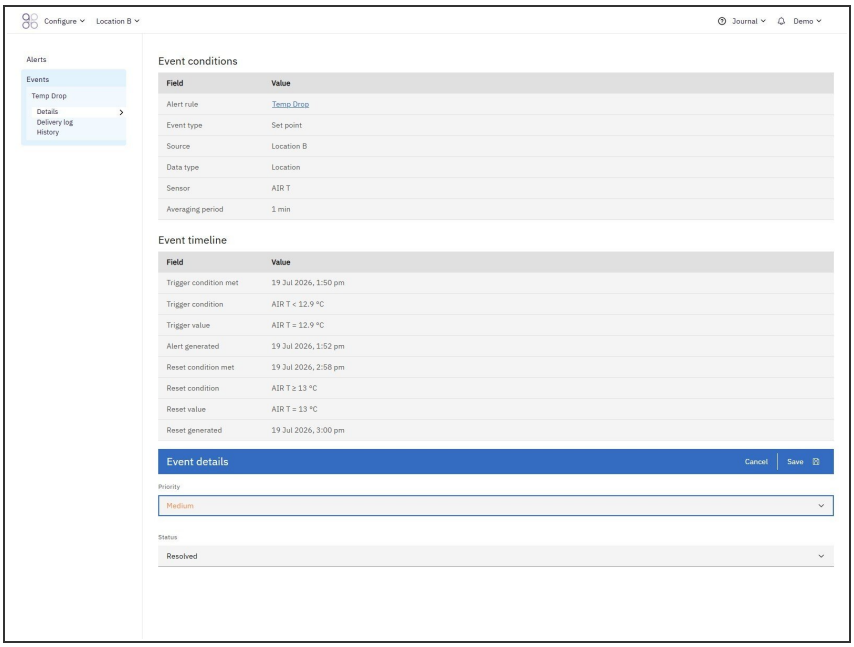


- After opening an event, the **Details** page provides information about why the event occurred.
- The **Event Conditions** section summarises the alert configuration that generated the event.
- The **Event Timeline** shows information about when the event occurred and when it was resolved.

ⓘ While an event is still active, the reset fields remain blank until the alert condition clears the reset point.

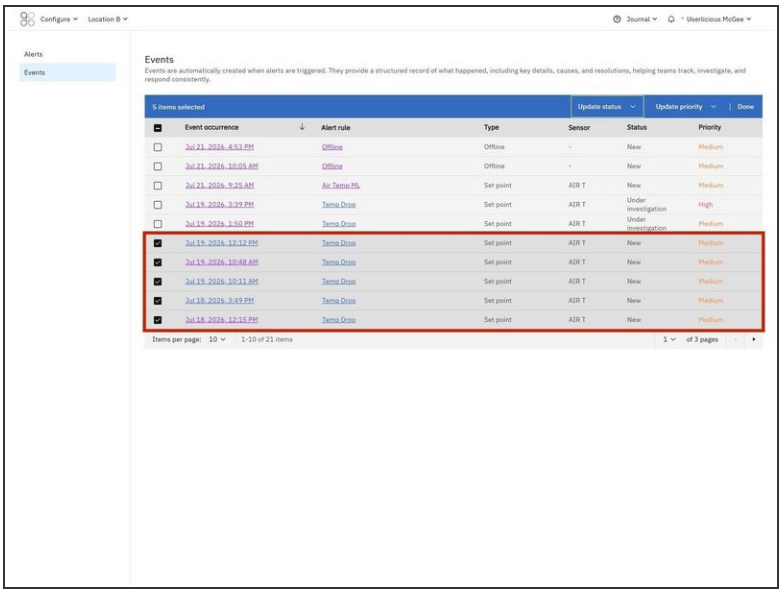
- All dates and times are shown using the timezone configured for the selected instrument or monitoring location (project timezone).

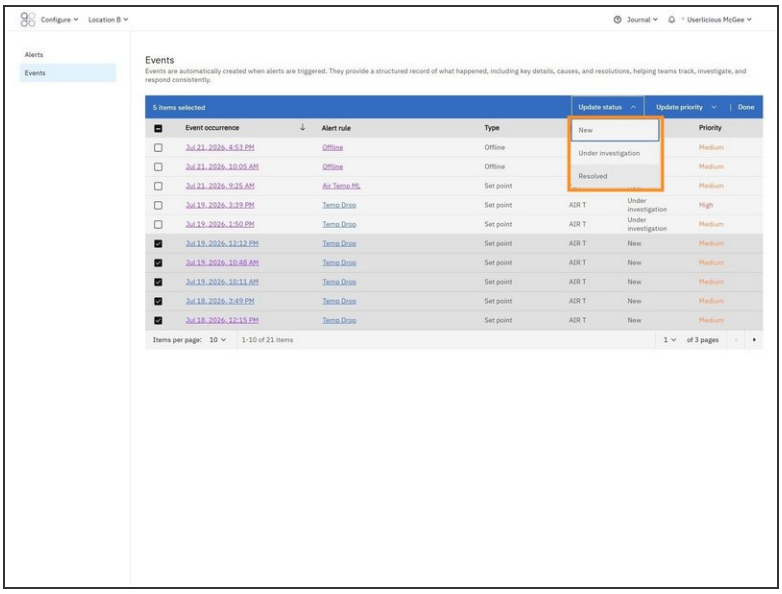
Step 3 — Update the event



- As an investigation progresses, you can update the event to reflect its current status.
- Select **Edit**, then update the event as required.
- You can change both the **Status** and **Priority** of the event.
- When you've finished making changes, save the event.

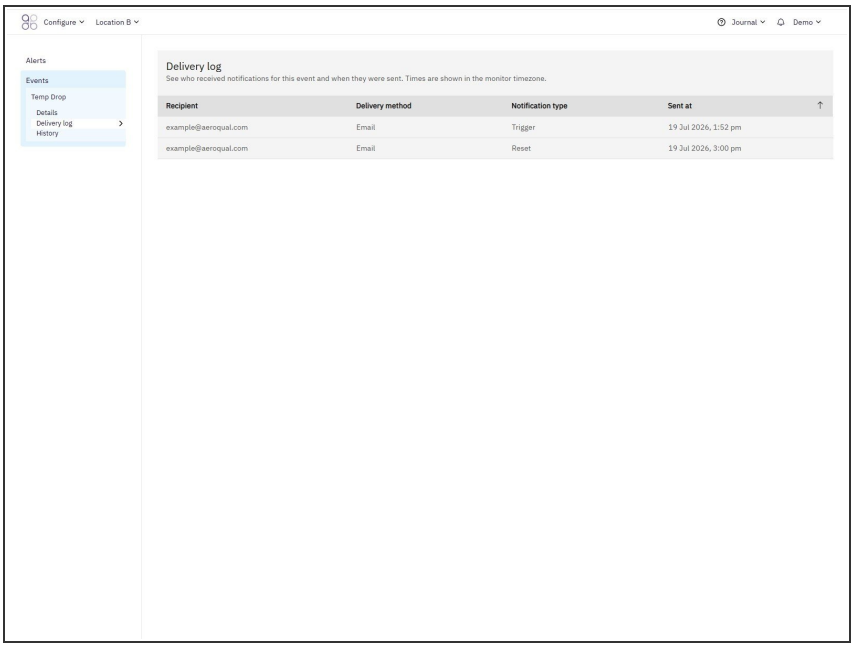
Step 4 — Bulk update multiple events





- Return to the **Events** table by selecting **Events** in the left navigation menu.
- Select one or more events using the checkboxes in the first column.
- Select **Update status** to change the status of all selected events.
- Select **Update priority** to change the priority of all selected events.
- Select **Done** to exit bulk edit mode.

Step 5 — Review the delivery log

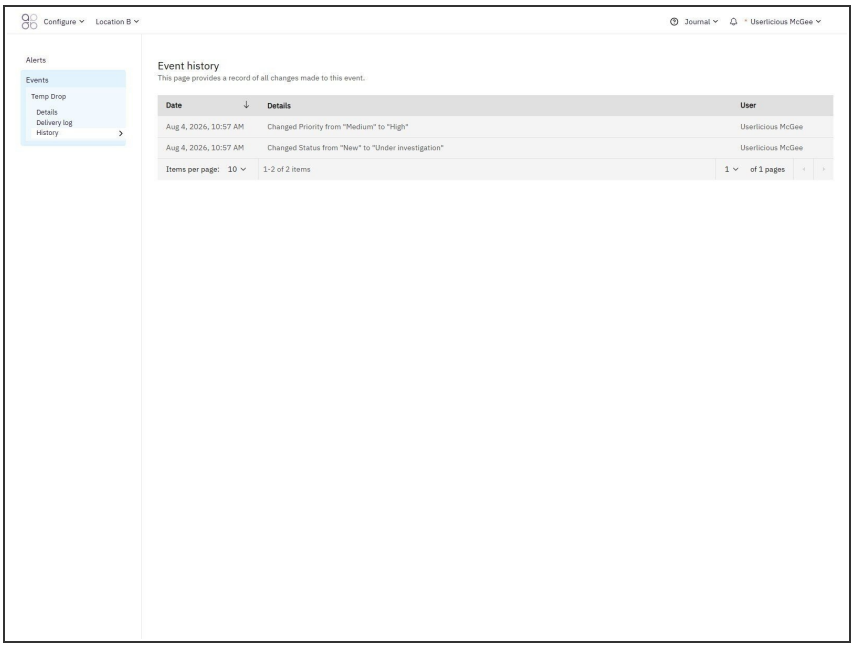


- Select **Delivery Log** from the navigation menu.
- The Delivery Log shows every notification that was generated for the event. This page is useful for confirming who received notifications and when they were sent.

ⓘ The Delivery log confirms that a notification was sent from Aeroqual Cloud. It does not confirm that the message was successfully delivered, as email or SMS providers may block or filter messages.

ⓘ Reset notifications only appear in the delivery log after the alert reset conditions have been met.

Step 6 — Review the event history



- Select **History** from the navigation menu.
- The Event History provides an audit trail of changes made to the event.
- Use the Event History to review who updated the event and when.

For further support, contact Aeroqual Support.