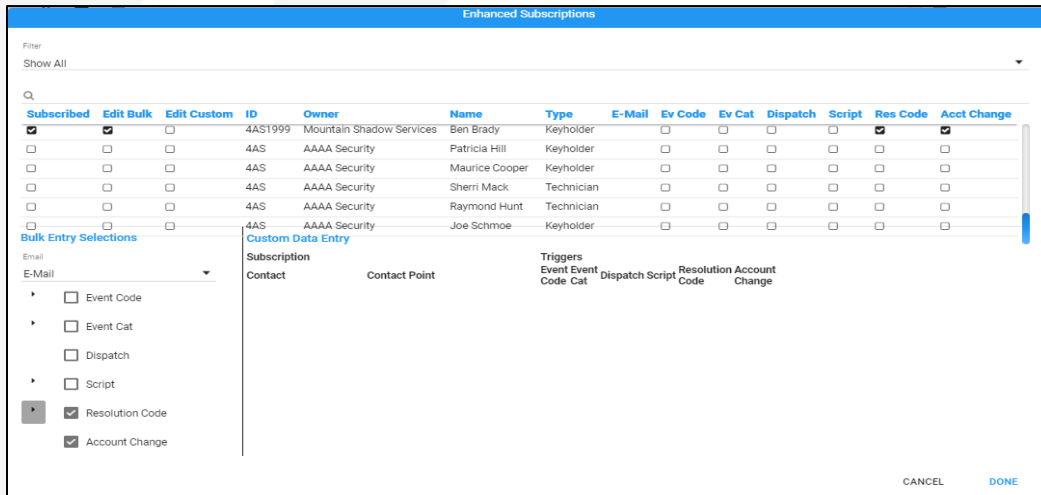


# Manitou Web Client – Enhanced Subscriptions – Customer Record Configuration

The Enhanced Subscription feature allows users to send automatic informational messages to the customer(s) in the Manitou system. These messages are predefined and utilized in Alarm Handling to send automated documentation of changes and updates to customer records. The following shows the steps for linking created messages to the Customer Enhanced Subscriptions:

## Instructions:

1. Navigate to the Enhanced Subscriptions form from within the Customer Record.
2. Click Edit.
3. If no users appear, drop down the filter that reads “Show Subscribed Only” and select “Show All”.
4. Select the appropriate person\* by clicking the Subscribed Check box. Repeat for all users necessary.
5. Select the appropriate destination for the messages.



6. Enable the boxes for which notifications should be sent out (per person).
7. When done, click Done.
8. Save the record.

## Additional Notes:

- \*For the notifications to work, the user must have an external notification pathway, such as email or fax.
- Edit Bulk – Changes made to all persons at the same time.
- Edit Custom – Changes made to the individual person.
- Saving the record commits this request to the database. Any time the account experiences any of the set items, the notification automatically sends.