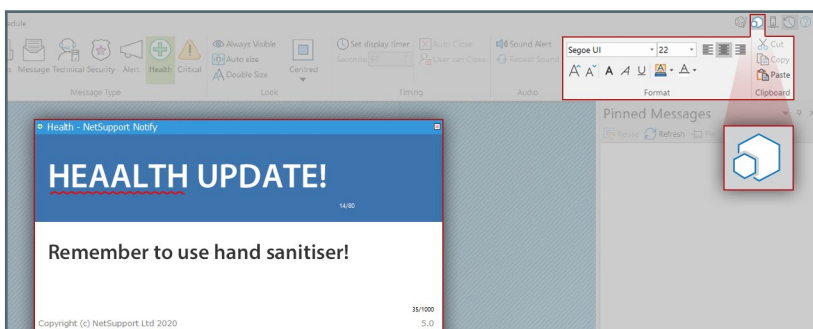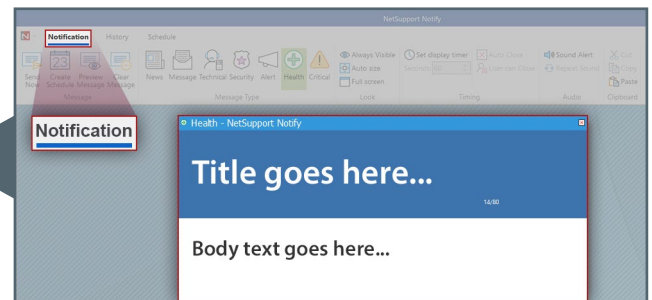# Feature sheet

NetSupport Notify

## NetSupport Notify – Creating a Notification

▶ Create a notification

Select the **Notification tab** in the Console and simply add the title and message directly into the Notification window in the Console.

If you click on the '**advanced**' icon, you can access text options as well as **spell check**.

If you would like to **reuse** a notification, go to the **History tab**, select the notification and click **Reuse**. The Console will appear with the selected notification message.
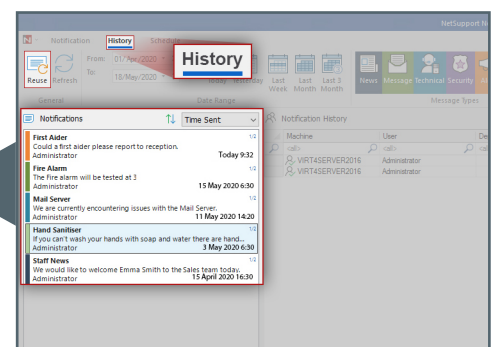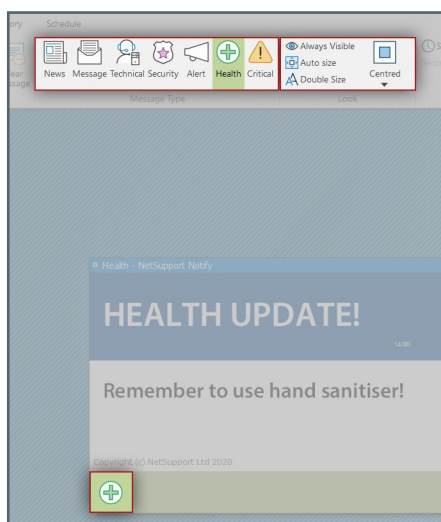
▶ Choose the type of notification

Choose the type of notification to send by selecting the appropriate icon from the Notification Type section in the ribbon. You can choose from News, Alert, Technical, Security, Critical, Health (these names can be changed in Customise mode, if required) – or you can create your own set of notification types in Customise mode (using your own text, fonts, colour and icons) to suit the type of notification you wish to send out.

Next, choose how the notification is displayed: its visibility, size, location on screen, time of display, audio and user acknowledgement.

▶ Customise

NetSupport Notify allows you to fully customise the notification live on the screen.
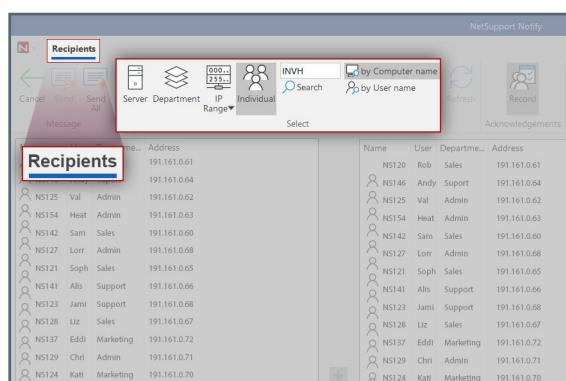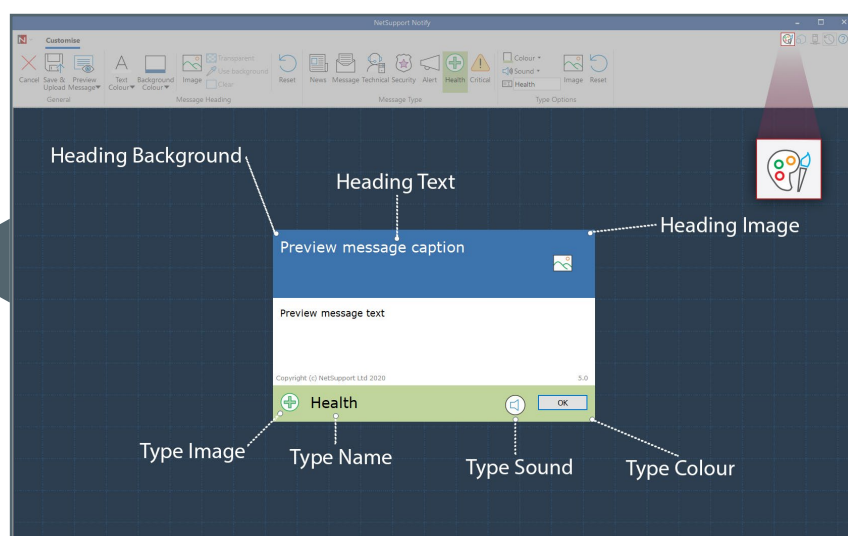
▶ Choose recipients

Once you are ready to send the notification to users, click Send Now. The Recipients tab appears and from here, you can decide who to send the notification to. You can send to selected users, server, department, individual Agent (username/machine name) or IP range.

Or select Send All to send to all connected Agents.

▶ Schedule

NetSupport Notify allows you to schedule notifications to be sent at a specific time or date (hourly, weekly, daily, or every xx minutes), and also schedule routine notifications that need to be sent on a recurring basis.
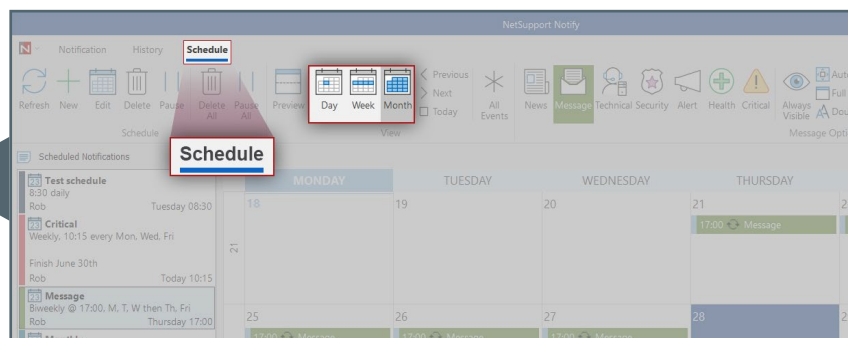
▶ Notification history

NetSupport Notify provides a History dialog of all previously sent notifications that includes each message's title and first line, the username of the sender, the date and time it was sent and the number of recipients who have acknowledged it.

A search facility is provided so you can quickly find specific notifications.
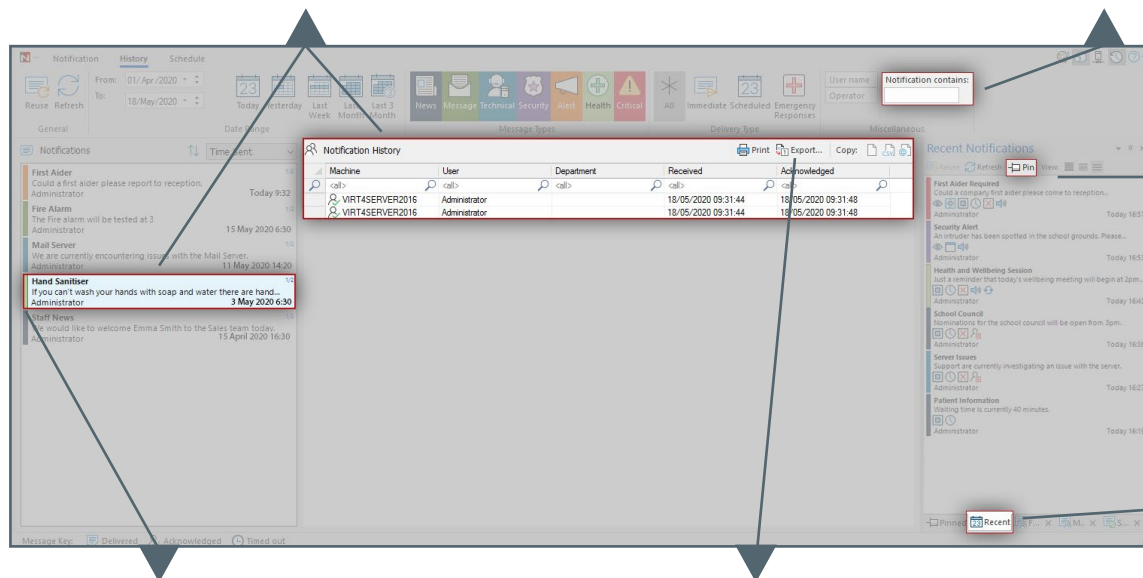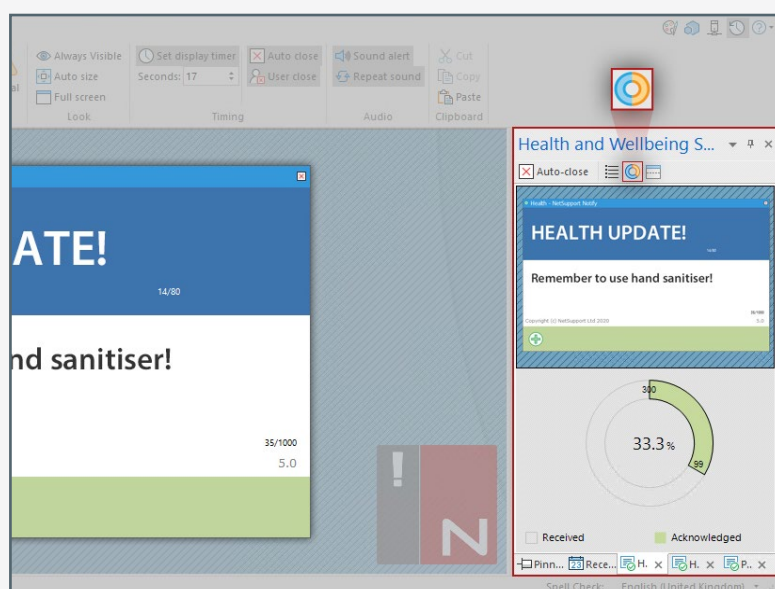
Notifications can be 'pinned', allowing you to easily access essential or frequently used messages.

The history items are colour-coded according to the notification type.

And, for your convenience, a selected notification history can be printed, exported to a .csv file or copied by clicking the appropriate icon.

▶ Real-time tracking

When the notification is sent, a notification progress chart is automatically created and updates in realtime to show the message being delivered and then acknowledged.

This can be accessed from the 'Recent Messages' pane where the last 5 notifications sent are accessible as tabs at the bottom – as well as from the icon above.