

1 Which monitorees are eligible for notifications?

Monitoree notification eligibility status is determined by the factors listed below:

| Workflow | Exposure Monitoring | Isolation Monitoring |
|---------------------------------------|--|--|
| Self-Reporter (Not in a household) | Monitoree will receive a notification today if ALL of the following are true: <ul style="list-style-type: none"> ✓ No reports submitted today ✓ No previous automated contact attempts today ✓ Monitoring Status = Actively Monitoring ✓ End of Monitoring Date has not passed OR Continuous Exposure is enabled ✓ Monitoree has a valid Preferred Reporting Method (not "Unknown" or "Opt-out) and required contact information ✓ Notifications are not paused | Monitoree will receive a notification today if ALL of the following are true: <ul style="list-style-type: none"> ✓ No reports submitted today ✓ No previous automated contact attempts today ✓ Monitoring Status = Actively Monitoring ✓ Monitoree has a valid Preferred Reporting Method (not "Unknown" or "Opt-out) and required contact information ✓ Notifications are not paused |
| Head of Household (HoH) | Head of Household will receive a notification today if ALL of the following are true: <ul style="list-style-type: none"> ✓ No reports submitted today ✓ No previous automated contact attempts today ✓ Monitoree has a valid Preferred Reporting Method (not "Unknown" or "Opt-out) and required contact information ✓ Notifications are not paused ✓ Monitoring Status = Actively Monitoring ✓ End of Monitoring Date has not passed OR Continuous Exposure is enabled OR if ANY household member is eligible AND the first four bullets above are true | Head of Household will receive a notification today if ALL of the following are true: <ul style="list-style-type: none"> ✓ No reports submitted today ✓ No previous automated contact attempts today ✓ Monitoring Status = Actively Monitoring ✓ Monitoree has a valid Preferred Reporting Method (not "Unknown" or "Opt-out) and required contact information ✓ Notifications are not paused OR if ANY household member is eligible AND HoH notifications are not paused |
| Non-Head Household Member | Head of Household will receive a notification for this monitoree today if ALL of the following are true: <ul style="list-style-type: none"> ✓ No reports submitted today ✓ No previous automated contact attempts to HoH today ✓ Monitoring Status = Actively Monitoring ✓ End of Monitoring Date has not passed OR Continuous Exposure is enabled ✓ HoH has a valid Preferred Reporting Method and associated contact information ✓ Notifications are not paused for the HoH | Head of Household will receive a notification for this monitoree today if ALL of the following are true: <ul style="list-style-type: none"> ✓ No reports submitted today ✓ No previous automated contact attempts to HOH today ✓ Monitoring Status = Actively Monitoring ✓ HoH has a valid Preferred Reporting Method and associated contact information ✓ Notifications are not paused for the HoH |

2 Where can I find information about a monitoree's notification eligibility?

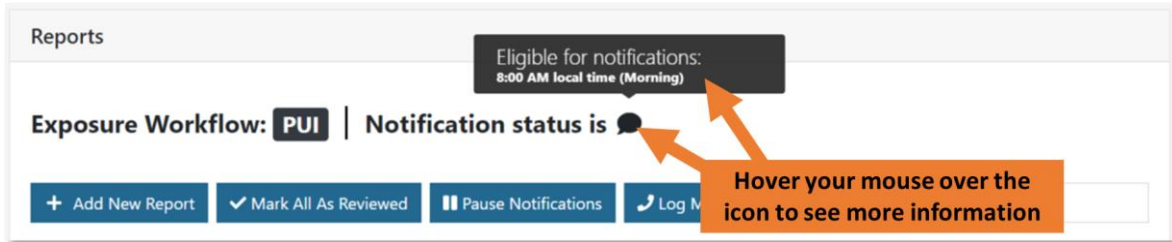
A monitoree's notification eligibility status can be found in two places:

- On the dashboard:

| Monitoree | Jurisdiction | Assigned User | State/Local ID | Date of Birth | End of Monitoring | Monitoring Plan | Re ID | Notification eligibility status |
|---------------|--------------|---------------|----------------|---------------|---------------------|-----------------|-------|---------------------------------|
| Maximus, Test | State 1 | | | 11/06/2020 | Continuous Exposure | | 6 | non reporting |
| Test, Dummy | USA | | | 05/20/1978 | Continuous | None | 72 | 11/12/2020 Exposure non |



- In the reports section of their record:



You can hover your mouse over the status icon to see more information

3 What do the different notification eligibility status icons mean?

| Icon | Meaning |
|------|--|
| | Monitoree is eligible to receive notifications from the system and is scheduled to receive one later today. |
| | The monitoree is eligible to receive notifications and has already responded today |
| | The monitoree is eligible to receive notifications and the system is waiting for a response. |
| | The monitoree is not eligible to receive notifications from the system |
| | The monitoree is in a household, but not the Head of Household, so they will not receive notifications directly from the system. The Head of Household receives notifications instead. |

4 How can users pause or turn off notifications to a monitoree?

Users can stop notifications from being sent to a monitoree in one of three ways:

By Closing a Monitoree's Record

- Closed monitorees (i.e., Monitoring Status = "Not Monitoring") do not receive notifications. If the monitoree is a Head of Household, they will continue to receive notifications for eligible household members.
- Users can close a monitoree by opening their record, navigating to **Monitoring Actions**, and changing their Monitoring Status to "Not Monitoring" **OR** by using the **Bulk Actions** feature on the Dashboard.

By Clicking the "Pause Notifications" Button

- Users can pause a monitoree's notifications by clicking the **Pause Notifications** button located above the Reports table. Sara Alert will not send notifications until the **Resume Notifications** button is pressed.
- Pausing notifications for a Head of Household will prevent notifications from being sent for all household members. Pausing notifications for non-Head Household members or Closed monitorees is not supported.

By Changing the Preferred Reporting Method to "Unknown" or "Opt-Out"

- Users can prevent notifications from being sent by changing a monitoree's Preferred Reporting Method to "Unknown" or "Opt-Out." There is no need to delete the monitoree's telephone number or email. For Heads of Households, this will prevent notifications from being sent for all household members.

5 How can monitorees control if Sara Alert can send them notifications?

- Monitorees who report via **SMS Texted Weblink** or **SMS Text Message** can block text messages from Sara Alert by replying "**STOP**" to any notification from the system. Texting "**START**" will allow Sara Alert to resume sending messages. Monitorees who report via **E-mailed Weblink** or **Telephone Call** cannot pause or turn off notifications using this method.
- Users should take steps above before recommending this method to block messages.