

Notification Backup



Sage's Notification Backup ensures that resident alerts are always delivered to an available care team member. The backup process activates automatically when the designated notification recipients are not on shift and a resident needs assistance.

Who Gets Notified and When

First **Zone**

If the assigned care team members are not on shift, all care team members in the resident's care zone will be notified.

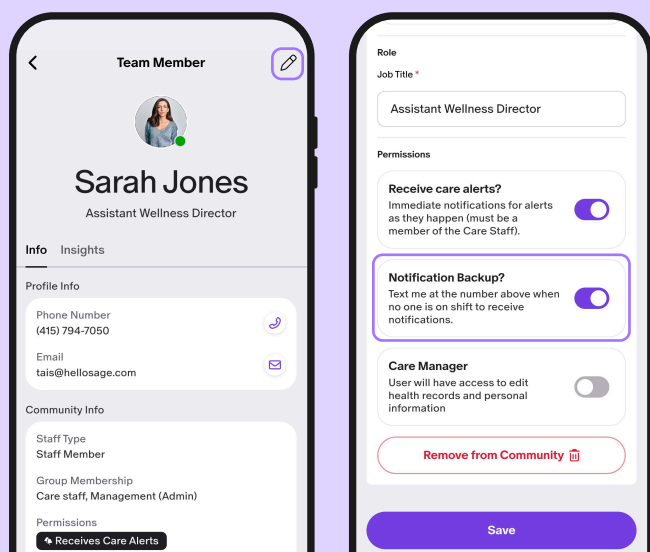
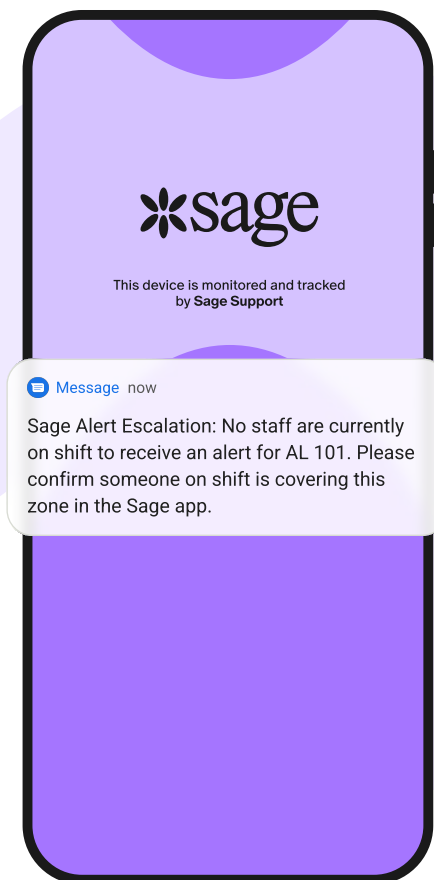
Next **Shift**

If no care team members are on shift within the resident's care zone, all on-shift care team members will be notified.

Last **Manager**

If no care team members are on shift in Sage when a resident needs assistance, managers who have opted into Notification Backup will be notified via their provided phone number.

As a manager if you would like to receive these notifications, follow the steps below.



How to Opt into Manager Backup

Manager Backup will not happen automatically. In order to get these notifications:

1. Go to your profile on the Today Page (not pictured)
2. Select View Profile and then edit
3. In the Permissions section, switch the toggle ON for Notification Backup
4. Tap Save