Notifications in the application

What notifications can be received in the application and how to handle them.

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Unresolved hits in monitoring cases

This documentation, including images, videos and text, is accurate as of Version 5.12 of Pascal.

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When cases are being monitored, a notification is shown if there are unresolved hits in the case.

You can open the Notifications section by selecting the bell icon in the top left of the screen. This button is visible in the whole application except when the Resolving panel is open.

The notification will be displayed in the Notifications dialog in the Action needed section. Here, you can also see the last time the case was searched. When a notification has a red circle on the left side, it indicates that this case has one or more unresolved high-risk hits. In that case, the resolve button is also displayed in red. When no red circle on the left side is present, and the resolve button is displayed in blue, there are unresolved hits present. However, none of the unresolved hits has a high or very high risk associated to it.

When selecting the Resolve button next to the notification, you are taken to the specific case with the unresolved hits.

Notifications

Monitoring

🔵 Also show collaborated cases

🔴 **15 unresolved hits for case John Doe**
a day ago

[Resolve]

🔴 **6 unresolved hits for case Jane Doe**
a day ago

[Resolve]

Expired and almost expired passports

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When a passport is added in a case, notifications keep you up to date when the passport is almost expired or already expired.

A notification will appear when the passport expires in 30 days. The notification will be sent to the assignee of the case. If a group is assigned to the case, all users in this group will get the notification.

You can open the Notifications section by selecting the bell icon in the top left of the screen. This button is visible in the whole application except when the Resolving panel is open.

The notification will be displayed in the Notifications dialog at the top of the Action needed section. Here, you can also see how long it will take until the passport will expire. When the passport is already expired, the expiry date displayed will be in the past.

When selecting the Resolve button next to the notification, you are taken to the specific case of the (almost) expired passport. Here, you can update the passport with a new one.

Notifications

Expired passports

👤 John Doe

in 3 days

Resolve

Monitoring

⚪ Also show collaborated cases

🔴 7 unresolved hits for case John Doe

a few seconds ago

Resolve

🔴 6 unresolved hits for case Jane Doe

a day ago

Resolve

Monitoring reports

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When a case is being monitored, reports of the findings are generated frequently. The frequency depends on the set monitoring frequency in the Configuration section in the Settings.

You can open the Notifications section by selecting the bell icon in the top left of the screen. This button is visible in the whole application except when the Resolving panel is open.

The notification will be displayed in the Notifications dialog in the Messages section. Here, you can see the last monitoring report generated and the time the report was generated. When the Open report button is selected, you are taken to the monitoring report. From here, you can see which cases have been monitored and you can navigate to the cases to resolve the newly found hits.

After the report has been viewed, the notification will move from Unread to Read.

Notifications

Action needed **3**

Messages **1**

Unread

✓ Mark all as read

A monitoring report was generated on 27/02/2023 with findings

8 hours ago

Open report

Read

No read messages

Other notifications

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Besides the monitoring reports, expired passports and monitoring cases notifications, other notifications can also be received in the Messages section in the Notifications panel.

Other notification that can be received are:

- User approval - If Microsoft Azure integration is set up, a new user approval request can be received when someone from your Microsoft Azure environment wants to join the Pascal environment. To receive these notifications, the Microsoft Azure Integration needs to be set up and the setting to receive approvals needs to be enabled for notifications.
- Case assigned - When a case is assigned to you, or to a group you are a part of by someone else in your Pascal environment, a message about the action can be viewed.
- Finished importing - When you import cases into your Pascal environment, a message about the action is sent to the user who imported the cases.

Notifications

Action needed 🔴2   Messages 🔵3

Unread   ✓ Mark all as read

Your cases have been successfully imported
3 minutes ago

The case Jane Doe was assigned to Second User by First User
37 minutes ago   [Open case]

A user apporval request was received
37 minutes ago   [Review]

Read

Pascal has generated a daily monitoring report.
7 hours ago   [Open report]

Pascal has generated a daily monitoring report.
a day ago   [Open report]