

Commercial Monitoring - FAQs



Is the pricing for monitoring changing?

No, pricing will remain the same but you will now be charged on a pre-paid monthly basis as opposed to yearly.

Why am I now being billed monthly?

We've switched to monthly billing to make it easier to add and remove entities that you need to monitor on an ongoing basis. Instead of being locked in for a full year, you can now easily change the entities you need to monitor to cater to your business needs.

How does this affect my outstanding annual monitoring renewals that I have already paid for?

They will continue to be monitored and billed like normal until the annual expiration date in which they will automatically renew and be included in your monthly monitoring billing cycle.

Will all entities I currently monitor continue to be monitored automatically?

Yes, any entities included in your monitoring profiles are considered active and will continue to be monitored and billed at the start of each month.

Can I choose to stop monitoring entities at any time?

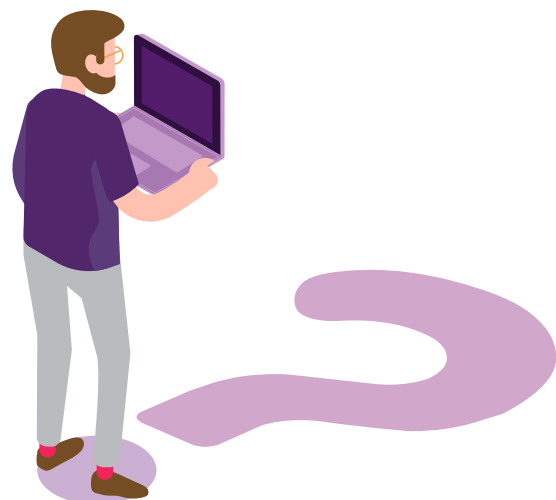
Yes. Simply select the entity from your entity monitoring list and 'remove'. The entity will then be removed from your monitoring profile at the start of the following month.

Can I choose to start monitoring new entities at any time?

Yes, you can add in new entities in bulk via the 'Upload' tab or search for entities individually and add them. You will then be charged at a pro-rata rate for the remaining days of the billing cycle.

Will I still receive email notifications for monitoring?

Yes, you can now customise who receives these alerts and whether you like to continue to receive them for each alert or prefer a summary email outlining all monitoring alerts on a daily or weekly basis. We've also added functionality to have these alerts be sent to email addresses separate from your illion login details, meaning you can have them sent to a shared inbox if your business requires multiple people to be notified of any alerts.



What is a personal profile? How is it different to a shared profile?

Personal profiles are private and unique to individual users. Only the user who created them can view, edit or receive notifications for this profile. Any changes made to a personal profile will only affect an individual user's monitoring profile.

Shared profiles are profiles that can be subscribed to and viewed by all users. They can be locked or unlocked to allow edits to the profile. An unlocked shared profile means any user can edit the profile whereas locked shared profiles only allow the creator to make relevant changes. Any changes made to a shared profile will affect all users that are subscribed to the profile.

How many users can subscribe to a shared profile?

There is no limit, shared profiles can be subscribed to by as many users as you need within your business.

Can I make changes to my monitoring profiles at any time?

Yes, you can add or remove alerts on your personal or shared monitoring profiles at any time. Alert updates are applied instantaneously, meaning you'll receive notifications on new alerts you've added straight away.

Is there a limit to how many personal or shared profiles I can create?

You can have as many as 10 for each different profile type.

What happened to my old monitoring profiles?

All profiles have been migrated to new shared profiles. All subscribed users will still be subscribed to these new profiles. They will have the same profile name, alert selection (or equivalent) and linked entities.

Will I still be able to see past alerts from the old monitoring profiles?

Yes, all alerts from your old profiles are now available in the Alert Detail tab, within the Notifications page of monitoring.

What happened to the notification centre?

The notification centre has been removed. This information can now be found in the Alert Summary and Alert detail tabs located within the Notifications page of monitoring.

Can I monitor international entities?

No, you can only monitor entities located in Australia or New Zealand.

What alerts will I receive?

You will receive alerts for all the personal and shared profiles that you are currently subscribed to.

I'm getting too many emails but I want to get all data, can I filter out what I am notified on?

Yes, with our new summary email functions you can select to receive daily or weekly summaries instead of notifications for each individual alert.