# ionMy Alerts & Reminders
## RIGHT MESSAGE. RIGHT TIME. RIGHT PERSON.

ionMy | Governance, Risk & Compliance

*ionMy's intelligent alert and reminder system keeps everyone connected, informed, and on time, transforming how organisations communicate and respond.*



## Custom Rules for Real-World Workflows

ionMy lets you design alerts around your business rules: who gets notified, when, and how. From daily reminders to event-based triggers, you define the logic.

✓ Configure workflow-driven timing and recipients

✓ Set content templates and URLs that take users straight to the right record

✓ Apply secure access options for external participants

**Every email becomes part of the record, timestamped, traceable, and auditable.**

## Multiple Delivery Channels, One Connected System

Whether through email, SMS, or the in-system in-tray, ionMy ensures no message is missed. You can notify internal staff, contractors, or external stakeholders with the delivery method that suits them best.
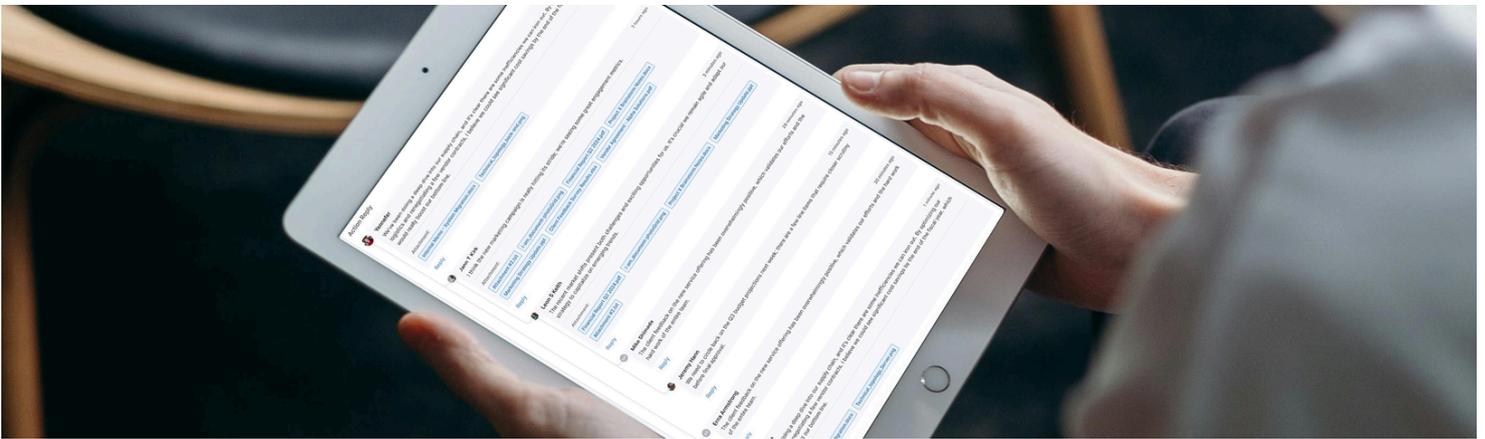
✉ Seamless email integration

📱 SMS delivery for mobile users

🔔 Configurable delivery preferences per alert type

# Escalate Information Through Your Organisation

ionMy mirrors your organisational hierarchy so alerts can move automatically up the chain. When a trigger occurs, notifications cascade through defined levels, ensuring visibility and accountability across teams.

# Two-Way Communication, No Data Lost

ionMy's exclusive reply-capable email alerts allow users to respond directly to an alert. Replies are automatically captured and posted back into the correct record, maintaining a complete audit trail and eliminating manual data entry.



# Automation That Fits Your Rhythm

Alerts can be event-based (triggered immediately when conditions are met) or timed (scheduled to run daily at 5 AM AEST). This flexibility ensures your workflows align with both operational urgency and routine communication.

# Free Your Team from Manual Follow-Ups

By automating alerts, reminders, and acknowledgements, ionMy reduces admin load and ensures timely action across your organisation. Staff spend less time chasing updates and more time on high-value work.

# Be Informed. Be Responsive. Be ionMy.

Empower your organisation with alerts and reminders that ensure nothing slips through the cracks, ever.