

Notifications

User Guide

Real-time bell notifications in the portal, Telegram alerts, and per-user preferences for morning brief, digest, and summary.

Quick Reference

Portal bell: Auto-polls every 60 seconds

Bot command: /notifications to manage preferences

Types: Morning brief, evening digest, weekly summary

Access: All users (managers, techs, clients)

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1. Overview

ArklyTech notifications keep everyone informed across two channels: the web portal and Telegram. Portal notifications appear as a bell icon with an unread count badge. Telegram notifications arrive as bot messages.

Notifications are triggered by status changes, tech assignments, manager notes, invoice payments, and scheduled daily messages.

2. Portal Notifications

The bell icon in the portal header shows your unread notification count. It auto-polls every 60 seconds for new notifications.

- Click the bell to see your notification list
- Each notification links directly to the relevant item
- Notifications are marked as read when you click them
- Managers see team-wide notifications; techs see their own

Tip: Keep the portal tab open during the workday. The 60-second polling ensures you see updates within a minute.

3. Telegram Notifications

The bot sends Telegram notifications for key events:

- Morning brief — daily safety tip + today's scheduled jobs (7am local)
- Evening digest — AI-generated summary of the day (5pm local, weekdays)
- Weekly summary — team activity overview (Monday mornings)
- Job assignments — when a manager assigns you a job
- Request updates — when a service request status changes

4. Notification Preferences

Type /notifications in the bot to manage which scheduled messages you receive. Each type can be toggled independently:

Morning brief	Daily safety tip + today's jobs
Evening digest	AI end-of-day summary
Weekly summary	Monday team activity overview

Note: Event-based notifications (job assignments, request updates) cannot be turned off — these are essential for workflow.

5. Quick Reference

View notifications	Click bell icon in portal header
Manage preferences	Type /notifications in bot
Set timezone	Type /timezone in bot
Turn off safety brief	Type /nosafety in bot