

# SurfProtect Quantum Real-time Alerts

*Introducing SurfProtect Quantum; Real-time Alerts  
the latest addition to our content filtering solution.*

## How does it work?

Since 2004 SurfProtect has filtered the internet for your pupils, the way you want it to. SurfProtect Quantum introduced traffic logs and Analytics to let you see how your connection was being used. But now Real-time Alerts takes this one step further and sends a notification to you or a designated colleague when a pupil's online behaviour may be a cause for concern and need intervention.

## Incidents

An Incident is a single online activity that has been deemed as potentially harmful. There are two types of Incident:

- 1. Websites** - Attempts to directly access a restricted site (typing the url into an address bar).
  - » Restricted sites are websites containing material of an Adult nature, Proxy services or Self-harm/Suicide.
  - » Notifications will be generated after a minimum number of unique attempts have been made (differs per severity of category)
- 2. Keyword alerts** - The user has used a restricted keyword in their search term at least three times within a 30 minute session. (Single searches will not generate an Incident unless it is in the high risk category).
  - » Keywords included are those from the Intolerance, Extremism and Adult categories.

Keywords can be set per user group (e.g. year group or teachers etc.) allowing greater flexibility and less notifications triggered by users who are permitted greater access than others.

When an Incident occurs, an email alert is sent to the designated Safeguarding contact, providing them with the necessary information to instantly review the incident and take appropriate action.

## Alerts

Email notifications are limited to one email per day, per username, per Incident (subsequent Incidents for the same nature, user and day will not trigger an alert, but will be recorded).

## Reports

A daily report email summarises all Incidents recorded that day. Reports can also be generated within your SurfProtect panel spanning any required time period you require.