

# Beyond - In-App Notifications

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## Overview

With in-app notifications, you are able to create, send, and receive custom notifications, all directly within Beyond.

Notification Topic	Notification Title	Notification Text	Delivery Location	Application	Last Sent	Status	Last Modified	
General	This is to all recipients	This is to all recipients	In-App	Beyond		Not Sent	June 16th 2026 11:21 AM	⋮
General	Client Visit Tomorrow	A client will be visiting the offic...	In-App	Beyond	June 8th 2026 12:39 PM	Sent	May 21st 2026 8:37 AM	⋮
General	Time Submission Reminder	Please remember to submit y...	In-App	Beyond	April 9th 2026 9:41 AM	Processing...	April 17th 2026 10:08 AM	⋮
Assignments	Test notification: all sales teams	Test notification: all sales tea...	In-App	Beyond	June 16th 2026 7:42 AM	Sent	June 16th 2026 7:42 AM	⋮
Customers	Test notification: all service re...	Test notification: all service re...	In-App	Beyond	June 16th 2026 7:42 AM	Sent	June 16th 2026 7:42 AM	⋮
General	Can I send notification to no a...	Can I send notification to no a...	In-App	Beyond	June 16th 2026 11:18 AM	Sent	June 16th 2026 11:17 AM	⋮
General	This is checking the status "Pr...	This is checking the status "Pr...	In-App	Beyond	June 16th 2026 11:15 AM	Sent	June 16th 2026 11:15 AM	⋮

**\*Note\*** In-app notifications are **only** available for TempWorks Hosted clients.

## Permission Requirements

To create and manage notifications, you will need to be a member of a Security Group that contains the "Can create and edit notifications" permission:

🔍 notifications



Can create and edit notifications  
Allows users to view, create, edit and manage notifications they own.

Optionally, with the "Can manage another user's notifications" permission, you will have the ability to edit and send notifications that had been created by another service rep:

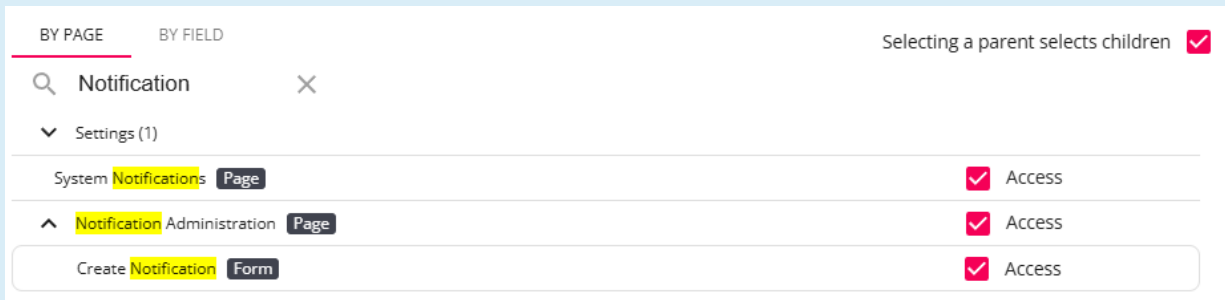
🔍 another user's notifications



Can manage another user's notifications  
Allows users to edit and send notifications created by another user.

Both the "Can create and edit notifications" and "Can manage another user's notifications" permissions are included within the "TempWorks Default - Administrator" Security Group.

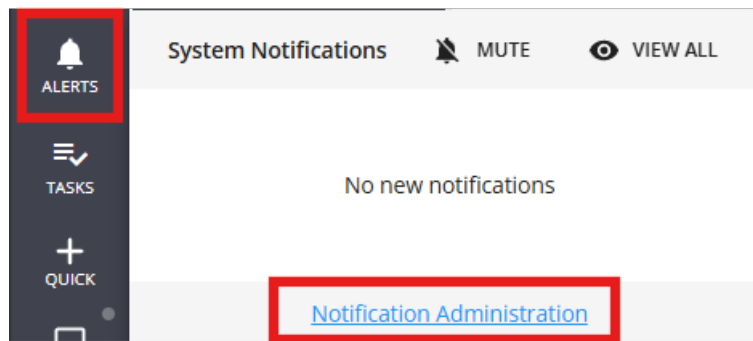
**\*Note\*** If you utilize custom Security Groups with Advanced Permissions, you will need to add the Access to the "System Notifications" and "Notification Administration" pages along with the "Create Notification" form to the Security Groups that require the functionality:



For more information on created custom Security Groups with Advanced Permissions, please see the following article titled "[Beyond - Creating Security Groups with Advanced Permissions](#)".

## Creating Notifications

To begin creating custom notifications, navigate to the "Alerts" bell on the left and select "Notification Administration":



Within the "Notifications" screen, select the "+ Notification" option at the top right to open the "Create Notification" window:

The screenshot shows the 'Create Notification' window. At the top right, there is a '+ ADD NOTIFICATION' button, highlighted with a red box. Below it is a table with the following columns: Notification Topic, Notification Title, Notification Text, Delivery Location, Application, Last Sent, Status, and Last Modified. The table contains one row of data.

Notification Topic	Notification Title	Notification Text	Delivery Location	Application	Last Sent	Status	Last Modified
General	Testing instant notification on ...	Testing instant notification on ...	In-App	Beyond	May 19th 2026 5:06 AM	Processing...	May 19th 2026 5:06 AM

Within the "Notification Details" step, enter/select the following:

- **Notification Type:** Used to categorize notifications by type/topic, making them easier to manage and organize.
  - General
  - Employees

- Customers
- Contacts
- Job Orders
- Assignments
- **Notification Title:** The name of the notification being created.
- **Notification Text:** The body of the notification that is being sent to the service rep(s).
- **Custom URL:** Allows the inclusion of a relevant link within the notification, directing the recipient to a specified web page.
- **Hyperlink Text:** The text that will show within the notification that contains the hyperlink provided within the "Custom URL" field.

**\*Note\*** Please keep in mind the following character limits within each field when composing your notification:

- **Notification Title:** Maximum 48 characters
- **Notification Text:** Maximum 256 characters
- **Hyperlink Text:** Maximum 48 characters; this field becomes required if a "Custom URL" is entered
- **Custom URL:** Maximum 2,000 characters; must begin with https://

Once all of the information has been entered, select "Next" to continue:

The screenshot shows a 'Create Notification' form with two steps: '1 Notification Details' and '2 Recipients'. The 'Notification Details' step is active. The form contains the following fields:

- Delivery Location:** In-App
- Application:** Beyond
- Notification Topic:** General
- Notification Title:** Time Submission Reminder
- Notification Text:** Please remember to submit your time by the end of the day
- Custom URL:** https://timesheet.com
- Hyperlink Text:** Click here

At the bottom right of the form, there are two buttons: 'CANCEL' and 'NEXT >'.

Within the "Recipients" step, you will see a preview of the notification along with the ability to select recipients for the notification:

Select the appropriate "Recipient Type" from the dropdown:

- Sales Team
- Service Representative
- Service Representative Team

**\*Note\*** The available recipients within each type are based on your current hierarchy when creating the notification.

**\*Note\*** To be able to send a notification, you must add at least one recipient by selecting "Add Recipient":

Only selecting a recipient does **not** add them to the recipient list.

**\*Note\*** If you have multiple types of recipients you want the notification to be sent to, you can add combinations of recipient types to your custom notification, ensuring you select "Add Recipient" before moving to the next type.

For example, we can begin by adding a few individual service representatives that we want the notification to be sent to and selecting "Add Recipient":

The screenshot shows the 'Create Notification' interface. At the top, there are two progress indicators: 'Notification Details' with a checkmark and '2 Recipients'. Below this is a 'Preview' section for a 'General' notification titled 'Time Submission Reminder' with the text 'Please remember to submit your time by the end of the day.' and a 'Click here' link. The 'Individual Recipients' section has a 'Recipient Type' dropdown set to 'Service Representative'. Below it, three service representatives are listed in a scrollable container: 'andrew.bridges', 'joshua.kramer', and 'Ivelina Kavalova'. A red box highlights the 'ADD RECIPIENT' button. At the bottom right, there are navigation buttons: 'CANCEL', '< PREVIOUS', 'SEND', and 'SAVE'.

We also know that outside of those individual service reps, we want the notification sent to our Northeast branch. We will select the "Service Representative Team" option within the "Recipient Type" dropdown, find our intended team, and select "Add Recipient":

This screenshot shows the 'Individual Recipients' section. The 'Recipient Type' dropdown is now set to 'Service Representative Team'. Below it, a scrollable container shows one team added: 'High Tech NE'. A red box highlights the 'ADD RECIPIENT' button. Below this, a section titled 'Selected Service Representatives (3)' shows three recipients: 'andrew.bridges', 'Ivelina Kavalova', and 'joshua.kramer'. A 'CLEAR ALL' link is visible at the bottom right of this section.

Once complete, we will see both the individual service reps along with the service rep team added as recipients to our notification:

### Create Notification

✓ Notification Details ————— 2 Recipients

#### Preview

• **General** **Time Submission Reminder**  
Please remember to submit your time by the end of the day.  
[Click here](#)

#### Individual Recipients

Recipient Type  
Select Recipient Type

ADD RECIPIENT

Selected Service Representatives (3) ^

[CLEAR ALL](#)

andrew.bridges x Ivelina Kavalova x joshua.kramer x

---

Selected Service Representative Team (1) ^

[CLEAR ALL](#)

High Tech NE x

CANCEL < PREVIOUS SEND SAVE

Once the intended recipients have been added, select one of the following options:

- **Send:** Sends the notification to the recipients selected.
- **Save:** Saves the notification to be sent at a later time from the "Notifications Administration" window.

**\*Note\*** Notifications can be saved with or without recipients added.

### Create Notification

Notification Details 2 Recipients

Preview

**General** Time Submission Reminder

Please remember to submit your time by the end of the day.

[Click here](#)

Individual Recipients

Recipient Type  
Select Recipient Type ▼

ADD RECIPIENT

Selected Service Representatives (3) ^

[CLEAR ALL](#)

andrew.bridges ✕   lvelina Kavalova ✕   joshua.kramer ✕

Selected Service Representative Team (1) ^

[CLEAR ALL](#)

High Tech NE ✕

CANCEL < PREVIOUS **SEND** **SAVE**

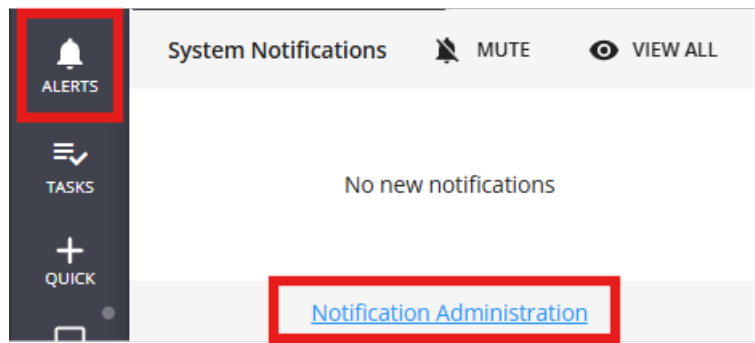
## Sending Notifications

Notifications can be sent via two methods:






- Within the "Create Notification" window (as explained within the previous section of this article)
- Within the Notification Administration grid

**\*Note\*** At this time, notifications are sent instantly and once (unable to be scheduled as recurring).

Navigate to the "Alerts" bell on the left and select "Notification Administration":



Within the "Notifications" screen, select the  to the right of the notification and select "Send":

Notification Topic	Notification Title	Notification Text	Delivery Location	Application	Last Sent	Status	Last Modified	
General	Time Submission Reminder	Please remember to submit y...	In-App	Beyond		Not Sent	June 23rd 2026 10:04 PM	
General	Testing instant notification on ...	Testing instant notification on ...	In-App	Beyond	May 19th 2026 5:06 AM	Processing...	May 19th 2026	 Edit  Copy  Pin to Top  Send

Verify the notification along with the recipient(s) and select "Send" to send the notification:

### Send Notification

**Preview**

• **General** **Time Submission Reminder**

Please remember to submit your time by the end of the day.

[Click here](#)

**Individual Recipients**

Recipient Type  
 Select Recipient Type ▼

**ADD RECIPIENT**

Selected Service Representatives (3) ▲

**CLEAR ALL**

andrew.bridges ×
lvelina.kavalova ×
joshua.kramer ×

Selected Service Representative Team (1) ▲

**CLEAR ALL**

High Tech NE ×

**CANCEL** **SEND**

**\*Note\*** If you modify the recipient list when sending a notification directly from the Notification Administration grid, your changes will **not override and replace** the original recipient list.



Once notifications are sent, they will be given a specific status:

- **Processing:** Indicates the notification is in the process of being sent to the recipient(s).
- **Sent:** Indicates a notification has been sent successfully to the recipient(s).
- **Failed:** Indicates a notification has **not** been sent to the recipient(s).

Creation Hier	Owner	Notification Topic	Notification Title	Notification Text	Status	Last Sent ↓	Last Modified	
System (System)	Ivelina Kavalova	General	Ivelina testing sending notification	Ivelina testing sending notifica...	Processing...	June 16th 2026 12:03 PM	June 16th 2026	⋮
System (System)	Unknown User	General	Eli Testing real-time send	Eli Testing real-time send	Sent	June 15th 2026 9:10 PM	June 15th 2026	⋮
System (System)	Ivelina Kavalova	General	Ivelina demoing the statuses - empty te...	Ivelina demoing the statuses - ...	Failed	June 16th 2026 12:04 PM	June 15th 2026	⋮

**\*Note\*** An example of a notification failing to send is when there are no members within a selected service rep team as a recipient.

## Receiving and Viewing Notifications

Notifications are delivered in real time to users who are actively logged in to Beyond at the moment the notification is sent:

[+ ADD NOTIFICATION](#)

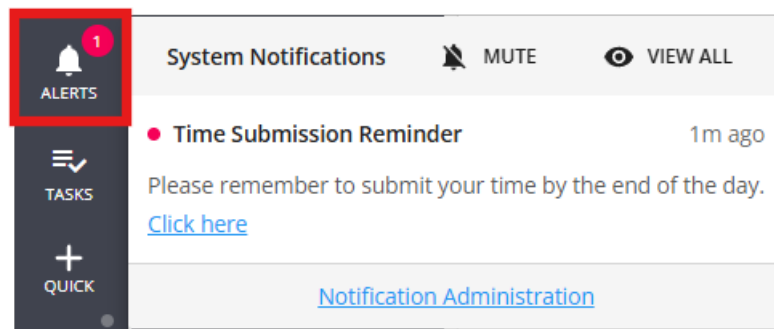
Notification Topic	Notification Title	Notification Text	Delivery Location	Application	Last Sent	Status	Last Modified	
General	Time Submission Reminder	Please remember to submit y...	In-App	Beyond	June 23rd 2026 10:13 PM	Sent	June 23rd 2026 10:04 PM	⋮
General	Testing instant notification on ...	Testing instant notification on ...	In-App	Beyond	May 19th 2026 5:06 AM	Processing...	May 19th 2026 5:06 AM	⋮

New notification received![SEE NOTIFICATION](#)

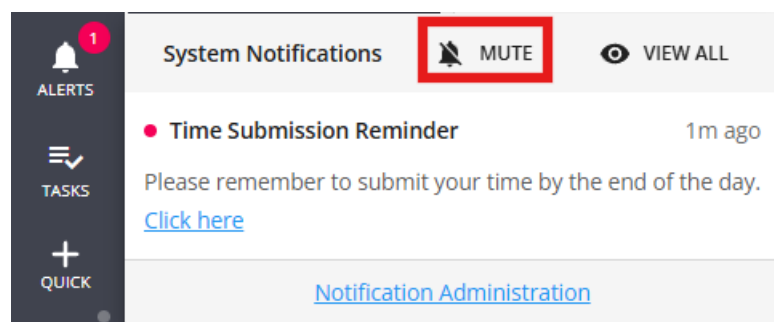
Rows per page: 20 ▾ 1-2 of 2 < 1 >

**\*Note\*** If you are logged out or disconnected when a notification is delivered, you will not receive the pop-up alert within the application. However, the notification will still be saved to your inbox and will appear the next time you log in and visit the System Notifications page.

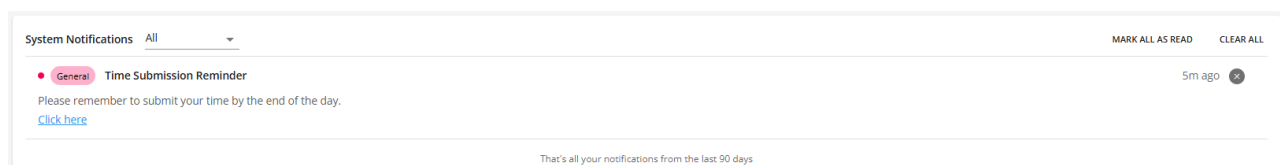
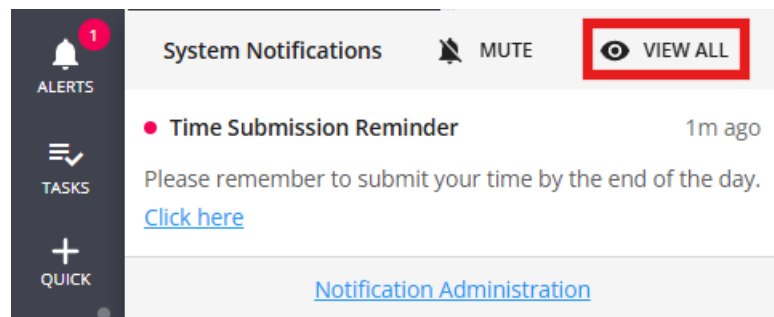
Navigating to the "Alerts" bell on the left will display your five most recent notifications, along with a badge count of unread notifications:



Selecting "Mute" will suppress the pop-up alert within the application and does **not** remove notifications from your inbox:



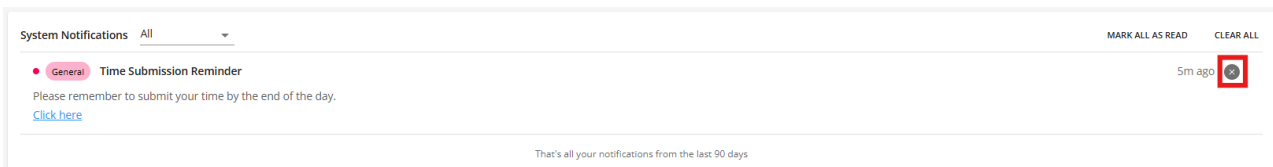
Select "View All" to see your entire notification history on the "System Notifications" page:



**\*Note\*** The "System Notifications" page displays notifications received within the past 90 days.

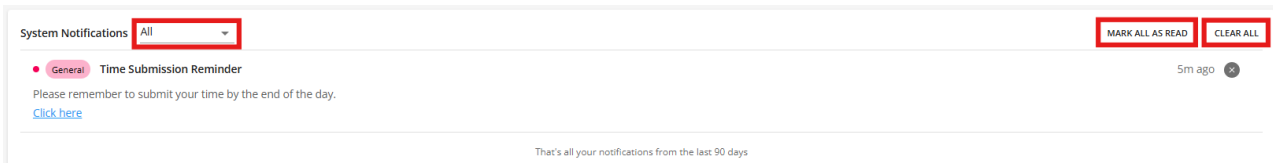
Notifications older than 90 days will no longer appear in your inbox.

Within the "System Notifications" page, you can select individual notifications to be marked as "read" and you can remove notifications from the list by selecting the "X" at the top right of the notification:



You also have the following options:

- **Filter:** You can filter received notifications by “Unread” or “All”.
- **Mark All As Read:** Marks all notifications you’ve ever received as "read".
- **Clear All:** Removes all notifications you’ve ever received from your list.



# Managing Notifications

Within the "Notifications Administration" page, you will have the ability to add, edit, copy, pin, and send notifications:

Notification Topic	Notification Title	Notification Text	Delivery Location	Application	Last Sent	Status	Last Modified	
General	Time Submission Reminder	Please remember to submit y...	In-App	Beyond	June 23rd 2026 10:13 PM	Sent	June 23rd 2026 10:04 PM	⋮
General	Testing instant notification on ...	Testing instant notification on ...	In-App	Beyond	May 19th 2026 5:06 AM	Processing...	May 19th 2026	<ul style="list-style-type: none"> <li>Edit</li> <li>Copy</li> <li>Pin to Top</li> <li>Send</li> </ul>

## Edit Notifications

When editing notifications, please keep in mind the following:

- You need to be at the same hierarchy level or higher compared to the notification itself, including for notifications you own.
- To edit notifications owned by other users, you need to be a member of a Security Group with the “Can manage another user’s notifications” permission.

## Copy Notifications

When copying notifications, please keep in mind the following:

- Anyone with access to the "Notification Administration" page can copy an existing notification, no additional permissions required.
- Copying a notification replicates the "Notification Details" step of the "Create Notification" window,

including the Notification Type, Title, Text, and URL (if applicable). The recipient list will need to be added manually.

## Pin Notifications

Use the "Pin" option to keep important notifications readily accessible at the top of the "Notification Administration" grid:

Notification Topic	Notification Title	Notification Text	Delivery Location	Application	Last Sent	Status	Last Modified	
General	This is to all recipients	This is to all recipients	In-App	Beyond		Not Sent	June 16th 2026 11:21 AM	⋮
General	Client Visit Tomorrow	A client will be visiting the offic...	In-App	Beyond	June 8th 2026 12:39 PM	Sent	May 21st 2026 8:37 AM	⋮
General	Time Submission Reminder	Please remember to submit y...	In-App	Beyond	April 9th 2026 9:41 AM	Processing...	April 17th 2026 10:08 AM	⋮
General	Can I send notification to no a...	Can I send notification to no a...	In-App	Beyond	June 16th 2026 11:18 AM	Sent	June 16th 2026 11:17 AM	⋮
General	This is checking the status "Pr...	This is checking the status "Pr...	In-App	Beyond	June 16th 2026 11:15 AM	Sent	June 16th 2026	⋮
Employees	This is the TCT for In-App Notifi...	This is the TCT for In-App Notifi...	In-App	Beyond	June 16th 2026 11:12 AM	Sent	June 16th 2026	⋮
General	Test	Test	In-App	Beyond	June 16th 2026 10:53 AM	Sent	June 16th 2026	⋮

Edit  
Copy  
Pin to Top  
Send

When pinning notifications, please keep in mind the following:

- You can pin up to 5 notifications at one time.
- If you have already have 5 notifications pinned, you must unpin an existing notification before you can pin another.
- Pinned notifications are tied to your user account across all hierarchy levels. This means:
  - If you pin 5 notifications while working at one hierarchy level, those pins count toward your limit regardless of which hierarchy level you are currently located within.
  - When you switch to a different hierarchy level, some or all of your pinned notifications may not be visible at that level, however, your 5-pin limit is still considered full.
  - As a result, the ability to pin additional notifications will be disabled even if no pinned items are visible in your current view.
  - To free up a pin slot, navigate back to the hierarchy level where the notification was originally pinned and unpin it from that view.

## Related Articles