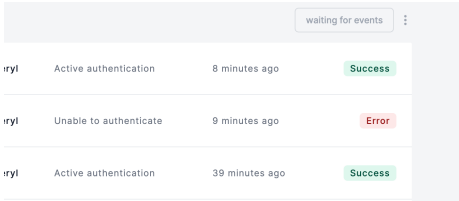
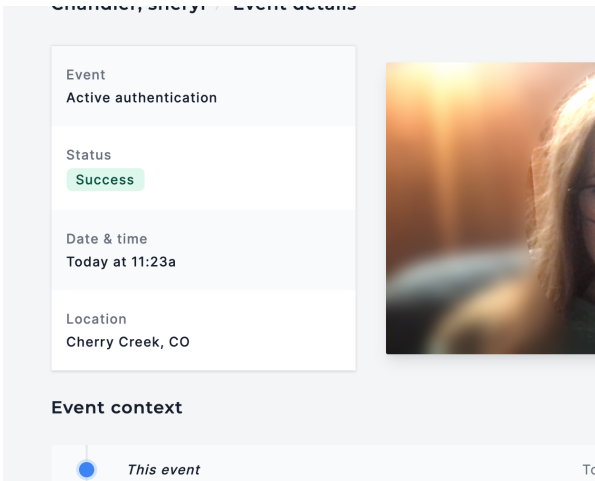


Remote by Journey

Event Guide

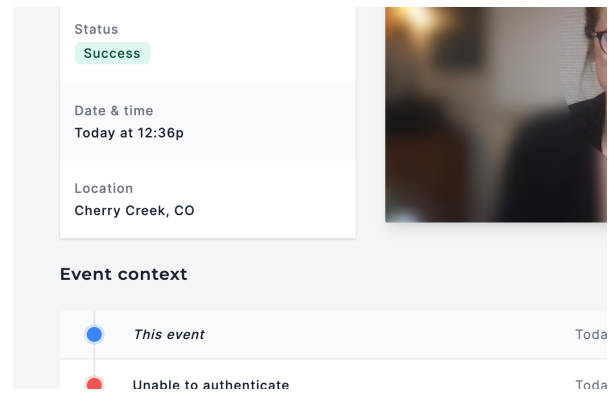
Review and understand an agent's event detail summary. The dashboard displays events of the last 30 days.

Field																	
Event Review different event types. Use the left and right arrow keys to navigate between events.	 <table><thead><tr><th></th><th></th><th></th><th></th></tr></thead><tbody><tr><td>ryl</td><td>Active authentication</td><td>8 minutes ago</td><td>Success</td></tr><tr><td>ryl</td><td>Unable to authenticate</td><td>9 minutes ago</td><td>Error</td></tr><tr><td>ryl</td><td>Active authentication</td><td>39 minutes ago</td><td>Success</td></tr></tbody></table>					ryl	Active authentication	8 minutes ago	Success	ryl	Unable to authenticate	9 minutes ago	Error	ryl	Active authentication	39 minutes ago	Success
ryl	Active authentication	8 minutes ago	Success														
ryl	Unable to authenticate	9 minutes ago	Error														
ryl	Active authentication	39 minutes ago	Success														
Status Select the event row to review the status of an individual event.																	
Date & time Review the Date & time of an event.																	

Location

Determine If the location is legitimate or unauthorized.

An unauthorized location triggers an anomaly.



The UI mockup displays an event card with the following details:

- Status:** Success (indicated by a green pill)
- Date & time:** Today at 12:36p
- Location:** Cherry Creek, CO
- Event context:** A timeline showing two events:
 - This event:** Represented by a blue dot, occurring at the top of the timeline.
 - Unable to authenticate:** Represented by a red dot, occurring below the first event.

A blurred image of a person's face is visible in the top right corner of the card.

Event Context

Events are meant to be evaluated within the overall context of workflow. Some anomalies are to be expected as they are part of a normal work day. Alerts and errors are gauged in the context of an agent's overall performance.

Anomalies

An alert appears for events outside the normal called anomalies including:

1. **New location detected**
2. **Unable to authenticate**

Note: There is never an image for this event.

3. **Multiple faces detected**

Event Types

These are the types that can be passed in the **type** field of the webhook payload.

Note: New event types will be added as needed.

enrollment: A user does their initial enrollment.

active_auth: A user actively authenticates when they start a work session. This can be thought of as logging in at the beginning of the day or after lunch.

passive_auth: A user has been passively authenticated while they are in a work session.

new_location: We have detected a significant change in location. A `new\_location` event type will always be accompanied by a `location` key with coordinates.

unable_to_passively_auth: If we're unable to authenticate the user within the duration set in account settings, we'll send a webhook with this type.

multiple_faces: Multiple faces were detected.

test_event: This is the event type if you send yourself a test webhook request from the admin panel.