Af AlertFind

Mobile Guide

Version 1.4.1

Aurea

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Third-party Acknowledgments

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Contents

Chapter 1: About AlertFind

AlertFind® is intended to facilitate critical communications to recipients by automating the sending of notifications via multiple communication channels defined in each recipient's profile. These channels of communication include voice calls to land lines or mobile phones using TTS (text-to-speech) or recorded voice capabilities, SMS, email and fax.

AlertFind is used to receive and respond to notifications through email, phone, fax, pager, or SMS devices. See Respond to Notifications for information on how this works.

Organizations can allow users to manage their own personal data, and define contact information, weekend days, business hours, and the order in which AlertFind should contact personal devices. To manage this personal information, log into the AlertFind web interface. See Logging In and Edit Your Account Information for details.

AlertFind is delivered through an off-site hosting center. There is nothing to install in your environment. All of your interaction with AlertFind is through the web-based user interface.

Supported Browsers

To access AlertFind, use one of the following supported web browser, with cookies and JavaScript enabled. Other browsers may not work correctly with AlertFind:

- Microsoft® Internet Explorer™ version 11 or above
- Latest Mozilla® Firefox® release version
- Latest Google Chrome "Stable" version
- Apple® Safari™ version 5.0 and higher on the Macintosh™ only
- Edge Chromium

NOTE

AlertFind will work with earlier versions of the major browsers but the only actively tested and supported browsers are the versions listed above.

To view the online help, you must also have JavaScript enabled in your browser.

Logging In

We recommend to use the supported browsers to connect to AlertFind interface. Supported Browsers

AlertFind login screen

To log into AlertFind:

1. From a supported web browser, enter the web address provided by Support. The **Sign In** page appears.

2. Type the user name (usually primary work email address). If you do not know what your AlertFind user name is, contact the AlertFind administrator.

3. Type the password.

   If you have forgotten your password, click **Forgot your password?**. AlertFind sends a new password to the primary email address for the AlertFind account.

4. Click **Sign In**.

NOTE

AlertFind automatically logs you out after 10 minutes of inactivity.

Adjusting the Text Size

The size of text displayed in the AlertFind desktop Web interface can be adjusted using most web browsers' text size or zoom tools under the **View** menu.

Viewing the Help

To view online help, click **Help** at the top of the page. The help launches in a new web browser tab or window.

Using The AlertFind Interface

To navigate through AlertFind, use the navigation buttons at the top and the menu on the left side of the page.

My Account – Use the **My Account** item in the left navigation bar to access personal account information on the **My Account** page.

The Team Security Context is displayed in the top-right corner below the logo. This tells you the team which you are currently using to view data on. Because you can have different permissions on different teams, the team security context under which you are operating determines what actions you can take in AlertFind.

Logging Out

To log out of AlertFind, click **Logout** at the top of the page.
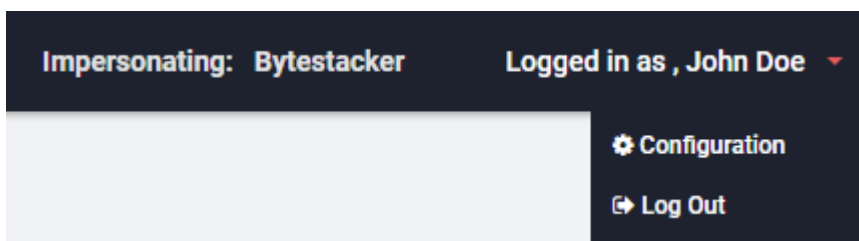
Logout option in the UI

Chapter 2: Your AlertFind Account

Your AlertFind account contains all of the information that AlertFind uses to contact you. Your organization determines which information you can change, which information your AlertFind administrator or team leader can change, and which information can only be changed by a data import from your organization into AlertFind.

Your user account contains three basic types of information:

- **Account Information**—Includes certain default user information, such as time zones and business hours. You can edit some account information by following the instructions under Edit Your Account Information.
- **Devices**—Includes all devices that AlertFind can use to deliver a notification to you. Devices include phones, email, pagers, SMS devices, faxes, and Blackberry devices. It is important that you keep this information up-to-date and correct so that AlertFind can always contact you. See Customize Your Devices.
- **Notification Profiles and Rules**—Includes definitions of what devices are used to deliver notifications to you according to the time of day, day of week, or holiday period when a notification is sent. You can customize notification profiles, but not rules. See Customize Notification Profiles and Rules.
- **Location Preferences** - Includes a map to specify your location.

Editing Your Account Information

Your organization sets certain default user information, such as time zones and business hours, for all of its users.

IMPORTANT

Only if your organization allows it and your account has required permissions, you can change this default information for your account.

See the following sections for instructions on each type of account information:

Editing Your Basic Information

Basic account information includes your full name, account description, email address, the user names you use to log into AlertFind, and your Hotline preferences.

To edit your basic information:

1. Log in to AlertFind, then click **My Account** from the navigation menu. Your **User Overview** page appears.

2. Click **Edit** at the top of the **User Overview** page. The **Edit User Overview** page appears.

3. To change your name, type your name in the **Full Name** field.

4. The **Description** field can be used for many things. If your company has a policy regarding what type of information should be recorded in the **Description** field (such as `CPR-trained`), type that information in the field. This field is optional.

5. Use the **Primary Email Address** field to change your *primary email address*, which is used for all password resets or reminders. This field is required. By default, this is your work address.

6. Usually, your user name is the same as your work email address. Your organization may allow you to configure additional user names for AlertFind. To add, remove, or change a user name:

   1. Click the **Usernames** field to bring up the **Username Editor**. Use the **Add**, **Edit**, or **Delete** buttons to perform user name actions.

   2. For adding or editing a user name, first type in the portion of your email address that appears before the `@` symbol, such as `johnsmith` or `john_smith`. AlertFind user names cannot include spaces, but they can include most special characters, such as underscores (_) or exclamation marks (!). Then select the domain for this email address using the drop-down list. The domain is the part of the email address that appears after the `@` symbol, such as `companyname.com`.

   3. Click **OK** to submit the user name changes.

7. The **Status** section is automatically populated by the system, and there are no changes for you to make.

8. Under the **Preferences** section, you can set your Hotline preferences, including your preferred **Hotline Phone Number** and **Preferred Voice**.

   These settings only set the voice and language for notifications you receive. The voice and language you hear when you call into the Hotline is determined by the Hotline phone number. Your organization may have multiple phone numbers for multiple languages. Contact your AlertFind administrator or team leader to request a Hotline phone number for a different language.

9. Click **Save** to save your changes and return to the **User Overview** page.

Editing Your Time and Date Preferences

Your initial time and date preferences are set according to the defaults for your organization. You can change them from the defaults, or return them to the organization defaults, at any time.

To edit your time and date preferences:

1. Log in to AlertFind, then click **My Account** from the navigation menu. Your **User Overview** page appears.

2. Click **Time and Date Preferences** from the list of User Editor options. The **Time and Date Preferences** page appears.

3. Click **Edit**.

4. You can accept the default time zone for your organization or choose another time zone for your location from the **Time Zone** drop-down list.

To reset your time zone to the organization default, click the **Use Default** button next to the **Time Zone** field.

5. You can accept the default business hours for your organization or configure custom hours for yourself. To configure custom hours, use the **Business Hours Start** and **Business Hours End** drop-down lists.

To reset your business hours to the organization default, click the **Use Default** button next to the **Business Hours Start** and **Business Hours End** drop-down lists.

6. Accept the default weekend days for your organization or configure custom weekend days for yourself.

To configure weekend days, check each day that is a weekend day for you. Unchecked days are considered business days, and checked days are considered weekend days. To reset your weekend days to the organization default, click the **Use Default** button next to the **Weekend Days** check boxes.

7. Click **Save** to save your changes and return to the **User Overview** page.

Entering or Editing Your Location Preference

For you to receive map-based notifications:

- The administrator must have enabled map-based notifications.
- You (or your administrator) must enter your geographical location in the User Editor **Location Preference** window. If it is not entered, use the following procedure to enter it.

To enter or change your location preference:

1. In the left-hand menu bar, Administration section, select **My Account**.

2. On the **User Editor** page, select **Location Preference**.

A map is displayed. If the browser asks if you want to share your location, answering *Yes* centers the map at your current location.

3. In the **Search Address** text box, enter your address.

The location is indicated by an icon on the map.
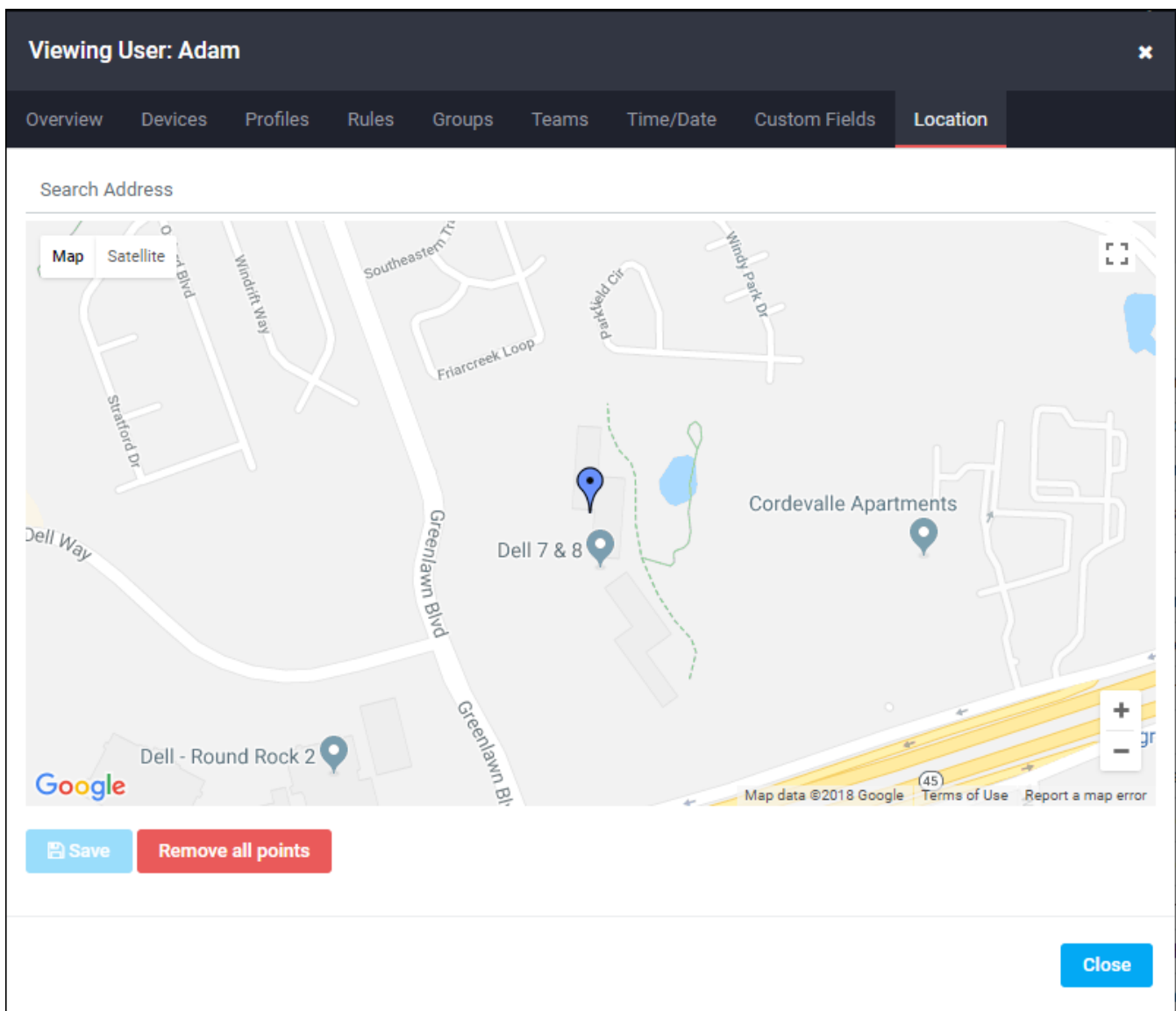
You can grab the location marker icon (click and hold) and move the icon to another location. For instance, if your location is not searchable in Google maps, enter an address that is close to your location and then grab the icon and move it to the desired location.

If you are changing locations, both the new icon and the old icon is shown until you click **Save**, which causes the old icon to disappear. Only one location can be active at a time.

4. Click **Save** to save the location or click **Remove all points** to clear all location markers.

Changing Your Password

To change your password:

1. Log in to AlertFind, then click **My Account** from the navigation menu. Your **User Overview** page appears.

2. Click **Change Password** at the top of the **User Overview** page.

3. Enter your new password into the **New Password** and **Confirm Password** fields.

4. Click **Save** to save your changes and return to the **User Overview** page.

NOTE

If you forget your password, click the **Forgot your password?** link on the login page. AlertFind then sends a new password to the primary email address for your AlertFind account.

Changing Your PIN

You use your PIN to access your Hotline notification Inbox and to hear or read notifications that require authentication. The person sending each notification determines whether you must authenticate yourself before you hear or read the notification.

To change your PIN:

1. Log in to AlertFind, then click **My Account** from the navigation menu. Your **User Overview** page appears.

2. Click **Change PIN** at the top of the **User Overview** page.

3. Enter your new PIN into the **New PIN** and **Confirm PIN** fields.

4. Click **Save** to save your changes and return to the **User Overview** page.

Downloading Your Account Information

You can download a user report containing your account information as a comma separated values (CSV) file.

To download your account information:

1. Log in to AlertFind, then click **My Account** from the navigation menu. Your **User Overview** page appears.

2. Click **Report** at the top of the **User Overview** page.

3. Follow the dialog box instructions to save or open the CSV file.

Customizing Your Devices

In AlertFind, a *device* is a phone number, email address, pager number, SMS address, fax number, or Blackberry device address. The devices configured in your AlertFind account provide AlertFind the information it needs to deliver notifications to you. It is important that this information be up-to-date and correct so that AlertFind can always contact you.

Your organization configures a set of *standard devices* that are available in every user account. You can also add other devices if you want to provide AlertFind more ways to contact you.

The types of standard devices that you may see in your **Notification Devices** list include:

- **Phone Devices**—Phone devices can receive voice notifications. Configure phone devices using a telephone number, such as `555-555-1111`.

- **Email Devices**—An email device can receive email notifications using an email address such as `user1@genericorp.com`. You can also receive email notifications on some cell phone devices by configuring an email device that uses your cell phone's email address, such as `5555551111@-carrier.com`.

- **SMS Devices**—SMS devices can receive short text notifications sent through an SMS gateway. Configure an SMS device using a telephone number, such as `555-555-1111`.

- **Mobile Email Devices**—Mobile email devices can receive short email messages through an SMTP email gateway. These devices are different from regular email devices (such as BlackBerry devices) in that they usually display a limited number of characters for each message and they cannot process graphics or attachments. In this way, messages sent to mobile email devices function similarly to those sent to SMS devices. Configure a mobile email device using your mobile email device's email address, such as `5555551111@carrier.com`.

- **Pager Devices**—Pager devices can receive short text notifications. Configure pager devices using a telephone number, such as `555-555-1111`.

- **Fax Devices**—Fax devices can receive document-based notifications sent from one fax device to another. Configure a fax device using a telephone number, such as `555-555-1111`.

You can find information about the devices in your account in the **Notification Devices** section of your user account page. There, you can also add new devices, enable or disable devices, and update device information.

The status of each device in your list is indicated by the following text:

- Devices listed in all **black text** are configured and enabled, and are ready to receive notifications.

- Devices displaying **Not Configured** in red text cannot receive notifications until they are configured. See Configure a Standard Device.

- Devices listed in **gray text** with the label **(disabled)** next to the device name are configured but disabled. These devices cannot receive notifications until they are enabled. See Enable or Disable a Device.

Your organization may also allow you to add *custom devices* to your list. See Add a Custom Device for instructions.

Configuring a Standard Device

When you view your list of **Notification Devices**, you will notice that unconfigured devices show the label **Not Configured** in red text. These devices cannot receive

notifications until they are configured.

To configure a device:

1. Log in to AlertFind, then click **My Account** from the navigation menu. Your **User Overview** page appears.

2. Click **Notification Devices** from the list of User Editor options. The **Notification Devices** page appears.

3. Select the device you want to configure, then double-click it, or click the **Edit/Configure** button. Provide the necessary configuration information in the dialog box that appears.

    1. To configure an **email address** or **WAP-enabled cell phone**:

        1. Type a valid **Email Address**. This field is required.

        2. To add this device but disable it, click **Disable** at the top of the **Create Device** page. Your device will be added but will be unable to receive notifications until you enable it. See Enable or Disable a Device.

        3. Click **Save** to return to the **Notification Devices** list.

    2. To configure a new **voice phone number**:

NOTE

If you work in a large office with many other AlertFind users, you may consider using a number other than your desk phone number as your primary work phone number. This is because AlertFind contacts all users simultaneously, and your organization's phone system can become overloaded by a large number of incoming phone calls.

        1. Select **US/Canada** or **Other**. The **Phone Number** entry field changes depending on your choice.

NOTE

The correct format for **Other** phone numbers is:

```
[COUNTRY_CODE][CITY AREA_CODE][PHONE_NUMBER]
```

Numbers that include '0' between the country code and the city/area code are invalid in AlertFind. For example, the phone number 44(0) 207 333 4444 is invalid.

However, a UK number such as 44 20 7333 4444 is valid. In this example, the area code for London (20) is separated by spaces from the rest of the phone number. AlertFind will eliminate spaces so that number will become 442073334444.

        2. Enter a valid telephone number. This field is required.

        3. To set advanced dialing options required to reach this phone device, check **Use advanced dialing options** and set any advanced options.

NOTE

When AlertFind calls an office phone, it can encounter an automated system that requires an extension number to be dialed. AlertFind will dial the extension and

wait for the user to pick up. If the time to connect is too long, then AlertFind will assume the caller did not pick up and will attempt to leave a voicemail. The amount of delay depends on the PBX.

To add additional delays to the post-dial string to extend the AlertFind timeout time, in the Use advanced dialing options dialog box, insert additional commas (,) in the Post-dial field. One comma indicates a pause of one second.

4. To add this device but disable it, click **Disable** at the top of the **Create Device** page. Your device will be added but will be unable to receive notifications until you enable it. See Enable or Disable a Device.

5. Click **Save** to return to the **Notification Devices** list.

3. To configure a new alphanumeric or numeric **pager number**:

1. Select **US/Canada** or **Other**. The **Pager Number** entry field changes depending on your choice.

2. Enter a valid pager number. This field is required.

3. Enter a **PIN**, if this pager requires one.

4. Select the **Carrier** from the drop-down list.

5. Set the **Pager Type** to either `Alphanumeric` or `Numeric`.

6. To add this device but disable it, click **Disable** at the top of the **Create Device** page. Your device will be added but will be unable to receive notifications until you enable it. See Enable or Disable a Device.

7. Click **Save** to return to the **Notification Devices** list.

4. To configure a new **SMS device**:

1. Select **US/Canada** or **Other**. The **SMS Phone Number** entry field changes depending on your choice.

2. Enter a valid **SMS Phone Number**. This field is required.

3. Choose an option for **Max Length Handling**.

Depending on the maximum message lengths imposed by your carrier, you can choose to receive all characters of a message, split messages into multiple chunks, or to truncate messages after a certain number of characters. For splitting or truncation options, you must provide the number of characters allowed before messages are chunked or truncated. You can leave this field blank to use the default method for your organization.

NOTE

- SMS messages have a 140-byte limit and are delivered in 140-byte chunks. To send messages larger than 140 bytes, devices and carriers either truncate the message or send the message in chunks of a specified length. Chunk sizes are determined by the device, by the carrier or by user settings. This means, if chunk sizes are not specified, for a languages that use single-byte character sets (such as English, Spanish, French, and German), only the first

160 characters of the message will be delivered. For languages that use double-byte character sets (such as Hindi, Korean, Chinese, and Japanese) only the first 70 characters of the message will be delivered.

- AlertFind sets chunking size defaults at 160 characters. If your organization sends SMS messages using double-byte character sets, you should consider changing these defaults to 70 characters to ensure that the full messages are delivered. In the **Edit Standard SMS Device** dialog box, select `Split mes-sage into smaller chunks of:` Then enter `70` in the **characters** number box and click **Save**.

- The system measures a single chunk's size as the number of characters in the **message header**, plus the number of characters to convey the portion of the **message subject** or **message body**. For example, each chunk includes the header **From {company notification system} (x of y)** plus **part of user-defined subject** or **message**. If the header length is greater than the configured chunk size, the message will not be sent.

    4. To add this device but disable it, click **Disable** at the top of the **Create Device** page. Your device will be added but will be unable to receive notifications until you enable it. See [Enable or Disable a Device](#).

    5. Click **Save** to return to the **Notification Devices** list.

5. To configure a new **fax number**:

    1. Select **US/Canada** or **Other**. The **Fax Number** entry field changes depending on your choice.

    2. Enter a valid **Fax Number**. This field is required.

    3. To add this device but disable it, click **Disable** at the top of the **Create Device** page. Your device will be added but will be unable to receive notifications until you enable it. See [Enable or Disable a Device](#).

    4. Click **Save** to return to the **Notification Devices** list.

6. To configure a new **mobile email device**:

    1. Enter a valid **Email Address** for the mobile email device. This field is required.

    2. Choose an option for **Max Length Handling**.

        Depending on the maximum message lengths imposed by your carrier, you can choose to receive all characters of a message, split messages into multiple chunks, or to truncate messages after a certain number of characters. For splitting or truncation options, you must provide the number of characters allowed before messages are chunked or truncated. You can leave this field blank to use the default method for your organization.

    3. To add this device but disable it, click **Disable** at the top of the **Create Device** page. Your device will be added but will be unable to receive

notifications until you enable it. See Enable or Disable a Device.

4. Click **Save** to return to the **Notification Devices** list.

4. When you return to the **Notification Devices** list, the configured device now shows up in all black text, without the **Not Configured** label. You can add this device to a notification profile by following the instructions under Customize a Notification Profile.

You can keep this device configured but disabled to avoid receiving notifications on it. See Enable or Disable a Device.

Adding a Custom Device

Your organization configures a set of *standard devices* that are available to every user. You can also add other devices if you want to provide AlertFind more ways to contact you.

These other devices you add to your account are considered *custom devices*. After you create a custom device, you must add it to a notification profile to receive notifications on it. See Customize a Notification Profile for more information.

NOTE

AlertFind can send email notifications to phone devices (such as cell phones or Blackberry devices) that support SMTP. To receive a notification on a cell phone in email format instead as a phone call, you must configure the phone as an email device using the email address assigned by your carrier.

To add a custom device:

1. Log in to AlertFind, then click **My Account** from the navigation menu. Your **User Overview** page appears.

2. Click **Notification Devices** from the list of User Editor options. The **Notification Devices** page appears.

3. To add a new device, click **+ New**. A list of available devices appears.

4. Choose the device to add from the drop-down list, then follow the instructions below for each type of device:

   - To add an **email address** or **WAP/SMTP-enabled cell phone**:

     1. Type a device **Name** to identify this email address. This field is required.

     2. Type a valid **Email Address**. This field is required.

     3. To add this device but disable it, click **Disable** at the top of the **Create Device** page. Your device will be added but will be unable to receive notifications until you enable it. See Enable or Disable a Device.

     4. Click **Save** to return to the **Notification Devices** list.

   - To add a new **voice phone number**:

1. Type a device **Name** to identify this phone number. This field is required.

2. Select **US/Canada** or **Other**. The **Phone Number** entry field changes depending on your choice.

NOTE

The correct format for **Other** phone numbers is:

`[COUNTRY_CODE][CITY AREA_CODE][PHONE_NUMBER]`

Numbers that include '0' between the country code and the city/area code are invalid in AlertFind. For example, the phone number 44(0) 207 333 4444 is invalid.

However, a UK number such as 44 20 7333 4444 is valid. In this example, the area code for London (20) is separated by spaces from the rest of the phone number. AlertFind will eliminate spaces so that number will become 442073334444.

3. Enter a valid telephone number. This field is required.

4. To set advanced dialing options required to reach this phone device, check **Use advanced dialing options** and set any advanced options.

NOTE

When AlertFind calls an office phone, it can encounter an automated system that requires an extension number to be dialed. AlertFind will dial the extension and wait for the user to pick up. If the time to connect is too long, then AlertFind will assume the caller did not pick up and will attempt to leave a voicemail. The amount of delay depends on the PBX.

To add additional delays to the post-dial string to extend the AlertFind timeout time, in the Use advanced dialing options dialog box, insert additional commas (,) in the Post-dial field. One comma indicates a pause of one second.

5. To add this device but disable it, click **Disable** at the top of the **Create Device** page. Your device will be added but will be unable to receive notifications until you enable it. See Enable or Disable a Device.

6. Click **Save** to return to the **Notification Devices** list.

- To add a new alphanumeric or numeric **pager number**:

1. Type a device **Name** to identify this pager. This field is required.

2. Select **US/Canada** or **Other**. The **Pager Number** entry field changes depending on your choice.

3. Enter a valid pager number. This field is required.

4. Enter a **PIN**, if this pager requires one.

5. Select the **Carrier** from the drop-down list.

6. Set the **Pager Type** to either `Alphanumeric` or `Numeric`.

7. To add this device but disable it, click **Disable** at the top of the **Create Device** page. Your device will be added but will be unable to receive notifications until you enable it. See [Enable or Disable a Device](#).

8. Click **Save** to return to the **Notification Devices** list.

- To add a new **SMS device**:

  1. Type a device **Name** to identify this SMS device. This field is required.

  2. Select **US/Canada** or **Other**. The **SMS Phone Number** entry field changes depending on your choice.

  3. Enter a valid **SMS Phone Number**. This field is required.

  4. Choose an option for **Max Length Handling**.

     Depending on the maximum message lengths imposed by your carrier, you can choose to receive all characters of a message, split messages into multiple chunks, or to truncate messages after a certain number of characters. For splitting or truncation options, you must provide the number of characters allowed before messages are chunked or truncated. You can leave this field blank to use the default method for your organization.

NOTE

- SMS messages have a 140-byte limit and are delivered in 140-byte chunks. To send messages larger than 140 bytes, devices and carriers either truncate the message or send the message in chunks of a specified length. Chunk sizes are determined by the device, by the carrier or by user settings. This means, if chunk sizes are not specified, for a languages that use single-byte character sets (such as English, Spanish, French, and German), only the first 160 characters of the message will be delivered. For languages that use double-byte character sets (such as Hindi, Korean, Chinese, and Japanese) only the first 70 characters of the message will be delivered.

- AlertFind sets chunking size defaults at 160 characters. If your organization sends SMS messages using double-byte character sets, you should consider changing these defaults to 70 characters to ensure that the full messages are delivered. In the **Edit Standard SMS Device** dialog box, select `Split mes-sage into smaller chunks of:` Then enter `70` in the **characters** number box and click **Save**.

- The system measures a single chunk's size as the number of characters in the **message header**, plus the number of characters to convey the portion of the **message subject** or **message body**. For example, each chunk includes the header **From {company notification system} (x of y)** plus **part of user-defined subject** or **message**. If the header length is greater than the configured chunk size, the message will not be sent.

  5. To add this device but disable it, click **Disable** at the top of the **Create Device** page. Your device will be added but will be unable to receive

notifications until you enable it. See Enable or Disable a Device.

6. Click **Save** to return to the **Notification Devices** list.

- To add a new **fax number**:

  1. Type a device **Name** to identify this fax line. This field is required.

  2. Select **US/Canada** or **Other**. The **Fax Number** entry field changes depending on your choice.

  3. Enter a valid **Fax Number**. This field is required.

  4. To add this device but disable it, click **Disable** at the top of the **Create Device** page. Your device will be added but will be unable to receive notifications until you enable it. See Enable or Disable a Device.

  5. Click **Save** to return to the **Notification Devices** list.

- To add a new **mobile email device**:

  1. Type a device **Name** to identify this mobile email device. This field is required.

  2. Enter a valid **Email Address** for the mobile email device. This field is required.

  3. Choose an option for **Max Length Handling**.

     Depending on the maximum message lengths imposed by your carrier, you can choose to receive all characters of a message, split messages into multiple chunks, or to truncate messages after a certain number of characters. For splitting or truncation options, you must provide the number of characters allowed before messages are chunked or truncated. You can leave this field blank to use the default method for your organization.

  4. To add this device but disable it, click **Disable** at the top of the **Create Device** page. Your device will be added but will be unable to receive notifications until you enable it. See Enable or Disable a Device.

  5. Click **Save** to return to the **Notification Devices** list.

5. To receive notifications on custom devices, you must enable them and add them to a notification profile. See Enable or Disable a Device and Customize a Notification Profile.

Enabling or Disabling a Device

When you view your **Notification Devices** list, you will notice that disabled devices a listed in *gray* text, with the label **(disabled)** next to the device name. These devices are configured, but cannot receive notifications until they are enabled.

Devices listed in *black* text are enabled and can receive notifications. You can disable these devices if you no longer want to receive notifications on them.

To enable or disable a device:

1. Log in to AlertFind, then click **My Account** from the navigation menu. Your **User Overview** page appears.

2. Click **Notification Devices** from the list of User Editor options. The **Notification Devices** page appears.

3. Select the device that you want to enable or disable.

4. To enable a disabled device, click the **Enable** button at the top of the **Notification Devices** list. The enabled device is listed in *black* text.

5. To disable an enabled device, click the **Disable** button at the top of the **Notification Devices** list. The disabled device is listed in *gray* text, with the label **(disabled)** next to the device name.

Deleting a Device

To stop receiving notifications on a device, consider disabling it instead of deleting it. Disabled devices cannot receive notifications, but they remain in your account in case you want to re-enable them later. See Enable or Disable a Device.

To delete a device:

1. Log in to AlertFind, then click **My Account** from the navigation menu. Your **User Overview** page appears.

2. Click **Notification Devices** from the list of User Editor options. The **Notification Devices** page appears.

3. Select the device that you want to delete.

4. Click the **Delete/Reset** button at the top of the **Notification Devices** list.

When you reset a *standard* device (those that your organization requires in your user account), the configuration information for the device is removed, and the device appears as unconfigured in the **Notification Devices** list. You cannot fully delete a standard device. To use a disabled standard device, reconfigure it using the instructions under Configure a Standard Device.

When you delete a *custom* device (one that you created in addition to the standard list), it is completely removed from the **Notification Devices** list. To add the device back to the list, follow the instructions under Add a Custom Device.

Customizing Notification Profiles and Rules

Notification **profiles** define the order in which devices should be contacted for a notification and how much time should lapse between a notification being sent to the next device in the list. By default, your organization populates your account with a set of basic notification profiles.

If your organization allows it, you can customize your notification profiles. See Customize a Notification Profile. If you decide to remove your customizations and reset the profile to the company default, you can do this by following the instructions under Reset a Notification Profile.

Notification **rules** define which notification profile is used to contact users during a notification sent at a specific time of day, day of the week, or holiday period. Notification rules are generally company-wide and you cannot edit them, but you can view the list of rules defined by your organization. See View Notification Rules.

Customizing a Notification Profile

Your organization defines notification **profiles** that determine the order in which devices should be contacted for a notification. You can modify your default notification profile so that notifications are sent to different devices, or in a different order, or with a different amount of delay time between devices being contacted.

To customize a notification profile:

1. Log in to AlertFind, then click **My Account** from the navigation menu. Your **User Overview** page appears.

2. Click **Notification Profiles** from the list of User Editor options. The **Notification Profile** page lists all of the notification profiles defined by your organization.

3. Select the profile that you want to customize, then click **Configure**. The **Edit Notification Profile** page appears. On the left side is the list of all possible devices and delays that you can add to the profile. On the right side is the current list of devices and delays defined for the profile.

4. To add a device or delay to the profile, select or drag it from the list on the left to the list on the right, or double-click a device in the left column to add it to the list in the right column.

5. To remove a device or delay from the profile, select it in the right list and click **Remove**.

6. Click **Save** to save the customized profile. The profile now shows the label **(User Configured)** in the Notification Profile list.

Resetting a Notification Profile

You can reset a customized notification profile to use the default settings used by your organization.

To reset a notification profile to the organization default:

1. Log in to AlertFind, then click **My Account** from the navigation menu. Your **User Overview** page appears.

2. Click **Notification Profiles** from the list of User Editor options. The **Notification Profile** page lists all of the notification profiles defined for your account. Any profiles that you have customized show the label **(User Configured)** in the Notification Profile list.

3. Select the configured profile that you want to reset to company defaults, then click **Reset**.

4. Confirm that you want to reset the profile. The profile is returned to the company defaults, and the **(User Configured)** label disappears from the Notification Profile list.

Viewing Notification Rules

Notification **rules** define which notification profile is used to contact users during a notification sent at a specific time of day, day of the week, or holiday period. Notification rules are generally company-wide and you cannot edit them, but you can view the list of rules defined by your organization.

To view the list of notification rules:

1. Log in to AlertFind, then click **My Account** from the navigation menu. Your **User Overview** page appears.

2. Click **Notification Rules** from the list of User Editor options. The **Notification Rules** page lists all of the notification rules defined by your organization and the notification profile used to deliver notifications sent during those rule periods.

Chapter 3: Notifications

This section includes the following topics:

Responding to Notifications

Responding to a Notification is important, because it informs your organization that you have received the information in the Notification. The following sections explain how you respond to Notifications received on different types of devices.

Phone Notifications

When you receive a phone Notification, answer the phone and follow the spoken prompts.

AlertFind identifies itself and for Notifications that require you to identify yourself or authenticate with a valid PIN, AlertFind asks you to enter this information using the keypad of your phone before it reads the message.

The message is played for you to hear. Messages may include prerecorded audio messages or text that is read by the text-to-speech (TTS) engine.

- If the Notification includes attachments, AlertFind directs you to check your email to view the attachments.
- If the Notification includes a poll or survey where you are required to respond to the questions, enter your response using your phone's keypad
- If AlertFind leaves a voice mail for you, it plays the message (unless authentication is required) and leaves the Hotline or Hotline Pro phone number for you to call to provide your response.

Email Notifications

When you receive an email Notification, open the email to read the message.

To respond to the Notification, follow the instructions provided. You may be asked to either click a link in the email's body or reply to the message to confirm you received the message.

If the email Notification requires authentication with a PIN to view the Notification's message body, the email will include a link to a website where you must enter your PIN before reading the message on the website.

Email Notifications may also contain audio file attachments (WAV files). Open the audio attachment in a media player to hear the message.

When responding to a poll or survey, you may be given the opportunity to add additional information to your response. If so, type that information in the text box that appears when you click the email confirmation link.

Short Message Service (SMS) or "Text" Notifications

When an SMS or "Text" Notification is sent, AlertFind attempts to deliver all of the message content in a single message. However, some SMS carriers restrict the number of characters you can receive in one message. If this is the case with your carrier, AlertFind splits the content into multiple messages or truncates the message after a certain number of characters. By default, AlertFind uses the message splitting or truncation options for your organization. You can set your own options by following the instructions for setting the **Max Length Handling** field under Configure a Standard Device or Add a Custom Device.

When you receive an SMS Notification, open it to read the message.

To respond to the Notification, follow the instructions provided. You may be asked to reply to the message with a specific code to confirm you received the message.

If the Notification requires authentication to view the message body, an initial SMS message will be sent with instructions to reply with your PIN. If you PIN is correct, the Notification message will be sent in a new SMS message.

If the Notification contains and attachment, poll or survey, you will be directed to check your email or call the Hotline or Hotline Pro phone number for the information.

Mobile Email Notifications

A Mobile Email Device is any device (such as a cell phone or pager) that can receive only simple, plain-text emails. These devices are different from regular email devices (smart phone devices) in that they usually display a limited number of characters for each message and they cannot process graphics or attachments. In this way, messages sent to mobile email devices function similarly to those sent to SMS devices.

When you receive a mobile email Notification, AlertFind attempts to deliver the content in a single message. However, some mobile email devices restrict the number of characters you can receive at one time. If this is the case with your carrier, AlertFind splits the content into multiple messages or truncates the message after a certain number of characters. By default, AlertFind uses the message splitting or truncation options for your organization. You can set your own options by following the instructions for setting the **Max Length Handling** field under Configure a Standard Device or Add a Custom Device.

When you receive a mobile email Notification, open it to read the message.

To respond to the Notification:

- If the Notification requires authentication to view the message body, an initial mobile email will be sent with instructions to call the Hotline or Hotline Pro phone number.
- If the Notification contains and attachment, poll or survey, you will be directed to check your regular email or call the Hotline or Hotline Pro phone number for the information.

Pager Notifications

When you receive a Notification on an *alphanumeric* pager, the Notification includes instructions to call the Hotline or Hotline Pro to hear the message.

- If you receive a Notification on a *numeric* pager, the Hotline or Hotline Pro phone number appears.
- If the pager Notification requires authentication, respond with a PIN number when you call.
- If the Notification has attachments, the message you hear when you call will tell you to check your email to view the attachments.

Fax Notifications

When you receive a fax Notification, the message is included in the fax, unless the message requires authentication.

If an authentication PIN is required for the Notification, you must call the Hotline or Hotline Pro phone number to listen to the message.

Using Hotline or Hotline Pro

Your organization uses either Hotline or Hotline Pro, which provide phone numbers you can call to hear and respond to Notifications, polls, and surveys.

Your Hotline Inbox keeps an archive of confirmed Notifications that have been sent to you within the last 30 days. You must enter your PIN to listen to Notifications saved in your Inbox, or to any other Notification that requires authentication.

To use Hotline or Hotline Pro, call the phone number provided by your organization. Follow the voice prompts to listen and respond to Notifications. Use your telephone keypad to make menu selections and to enter any requested information.

Recording a Message

Some AlertFind Notifications instruct AlertFind to call you and ask you to record a message to be included with a Notification. When this occurs, the person creating the Notification should contact you beforehand to tell you that you will be receiving a call from Hotline or Hotline Pro.

NOTE

The person composing the Notification cannot send the Notification until you finish your recording. For this reason, you should complete your recording as soon as possible.

When you receive the call from Hotline or Hotline Pro asking you to record a Notification message, AlertFind identifies itself and states that it is calling to record a message. Follow the voice prompts to record your message. Speak slowly and clearly so that recipients of the Notification will be able to understand the message. AlertFind replays the message so that you can confirm it. When you are satisfied with the recording, press **1** on your phone's keypad to save it.

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