Alerts and Safety Check

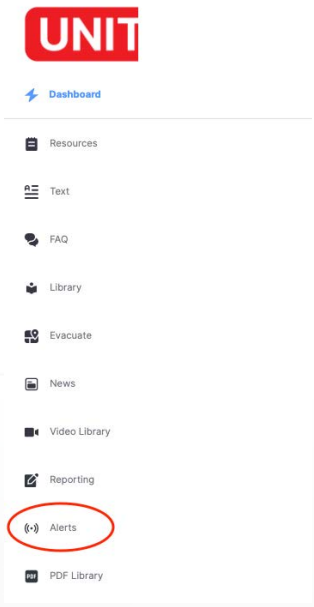
Use the Alerts module to notify app users about current or imminent incidents, emergencies and disasters. Admins can create an alert for a defined duration and for a specific event, and can update users as the situation changes.

Alert Examples:

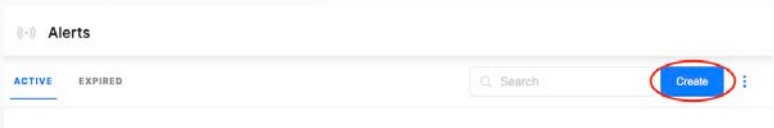
- Emergency managers and employers can advise users of imminent danger (both man-made and natural)
- Employers can advise employees of building closures
- Public Works departments can advise of local works in progress, road closures and issues impacting homes (e.g., water shutdowns or water advisories)
- Public Relations departments can advise of event changes or advisories

Creating a New Alert

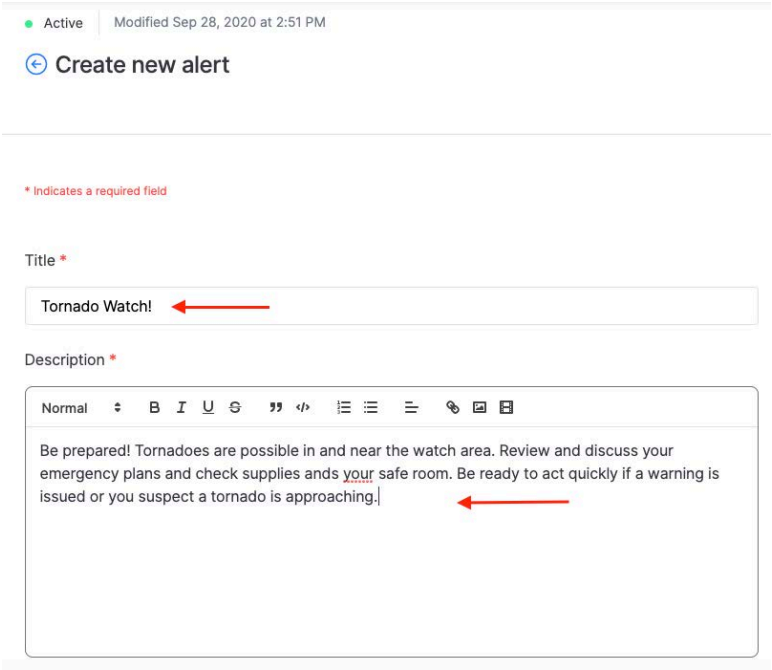
1. Select **ALERTS** from the menu on the left.



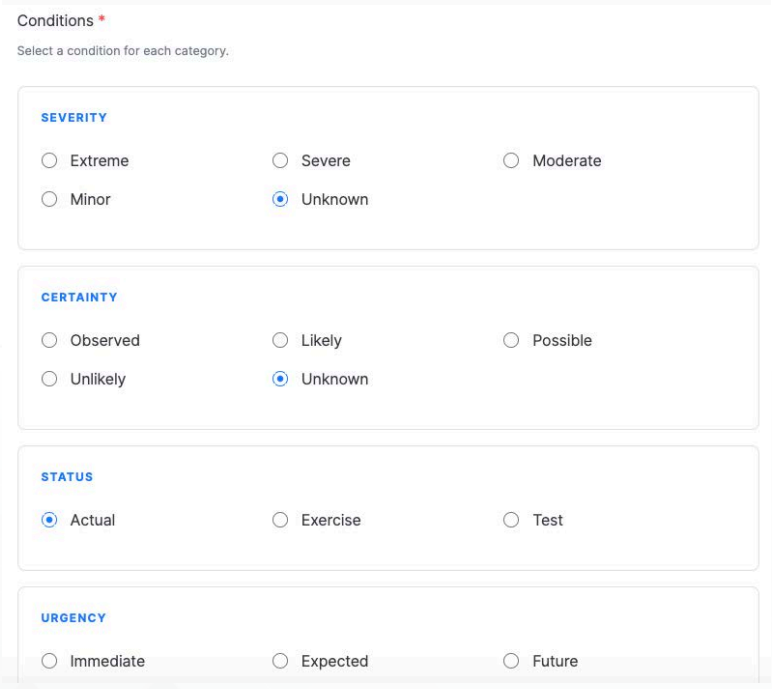
2. Click on the **CREATE** button in the top right corner to create a new alert.



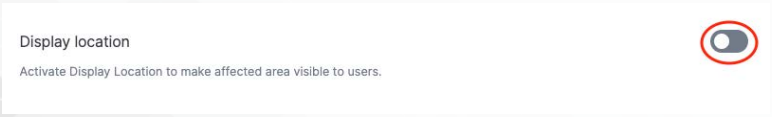
3. Add a **TITLE** and **DESCRIPTION** in the appropriate text boxes.



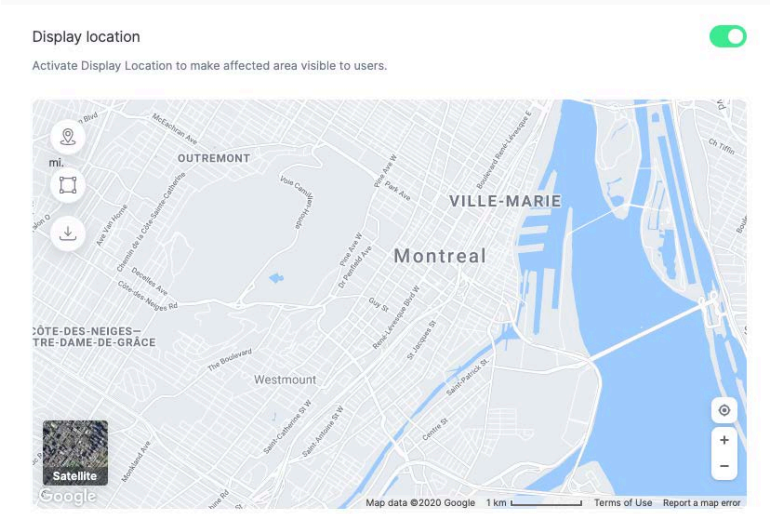
4. Next, set a condition for each category.



5. Slide the **DISPLAY LOCATION** button to **ON** if you want the app to display a map of the affected area to users on their device.

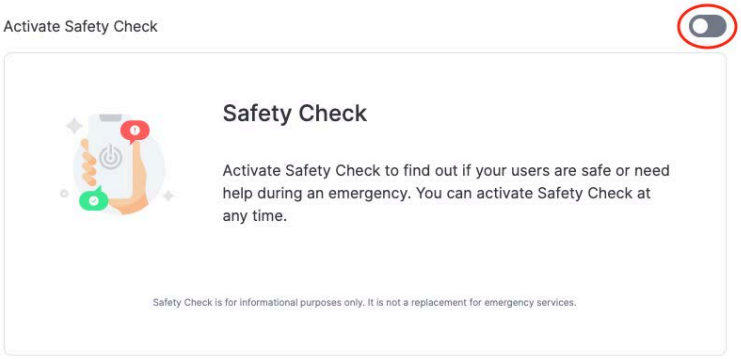


A map of the area will appear:

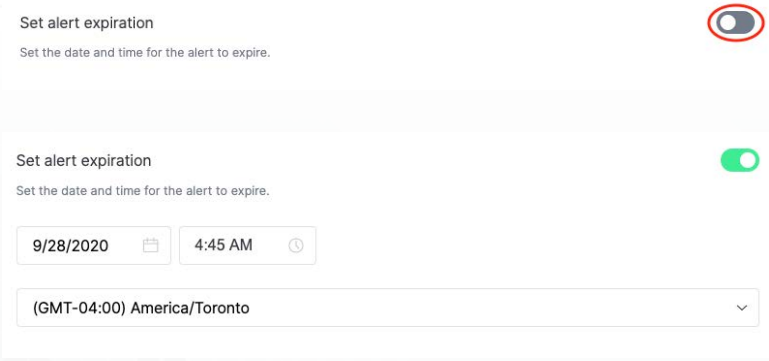


6. Slide the **ACTIVATE SAFETY CHECK** button **ON** if you want users to be able to report if they are safe or need help during an emergency.

   Note:
   See the Receiving Safety Check Notifications section below for information.

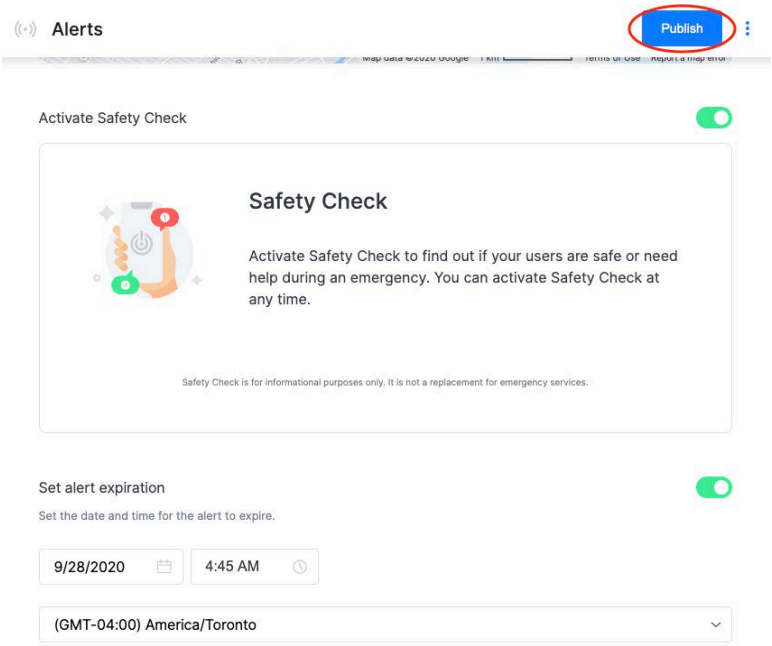


7. Slide the **SET ALERT EXPIRATION** button to on if you want to set a date and time for the alert to expire. Set the date and time in the appropriate boxes that appear.

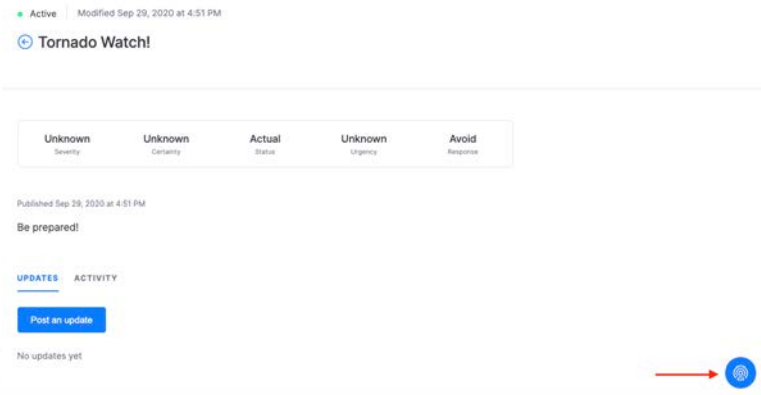


8. Click **PUBLISH** in the top-right corner to save and publish your alert.

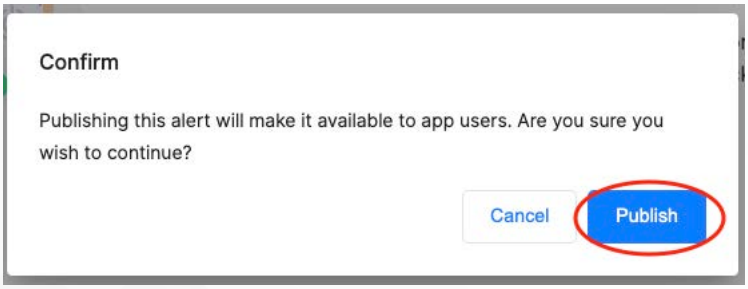
   (Or select the **3 DOTS** in the top-right corner to discard the alert.)



Note:
Activate the Safety Check at anytime by double-clicking the published alert in the main Alert menu, and selecting the blue icon in the bottom-right corner.

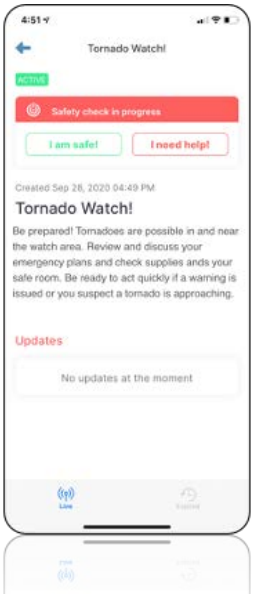


9. Select **PUBLISH** in the popup window to confirm.



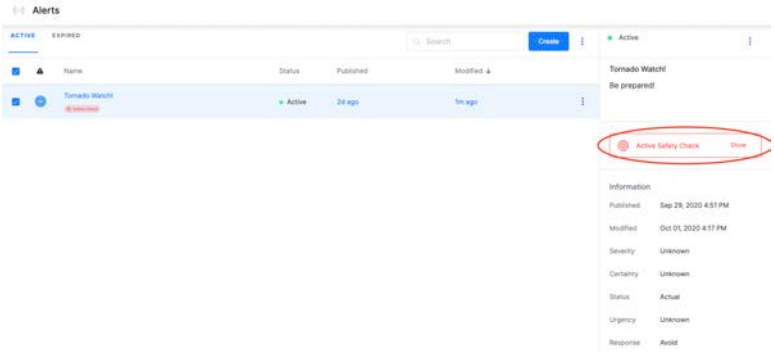
And you're done!

Your Alert will appear in the portal like so:



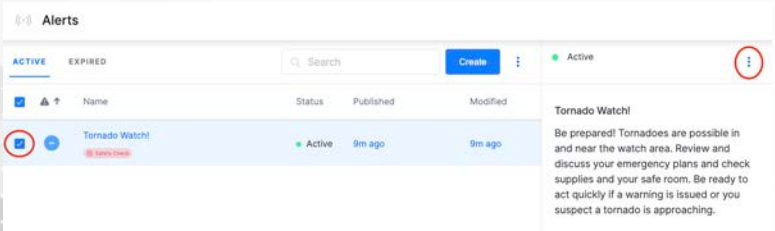
Viewing SAFETY CHECKSv

1. In the main Alert menu, select on the appropriate alert in the first column, then click on **SHOW** in the **ALERT SAFETY CHECK** box in the right-hand column.



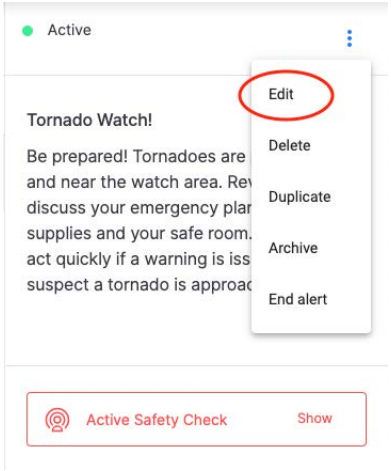
EDITING, DELETING, ARCHIVING, DUPLICATING or ENDING an Alert

In the main Alerts menu, select the alert you want to modify and click on the **THREE DOTS** in the top right-hand corner.



To EDIT an alert:

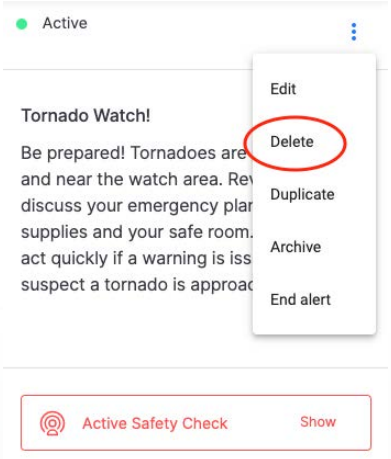
1. Select **EDIT** from the dropdown menu.



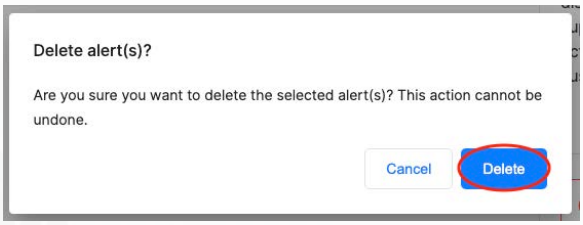
2. Follow STEPS 3-9 above to edit and republish the alert.

To DELETE an alert:

1. Select **DELETE** from the dropdown menu.

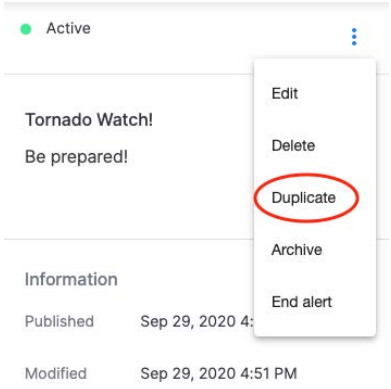


2. Select **DELETE** in the popup window to confirm your selection.

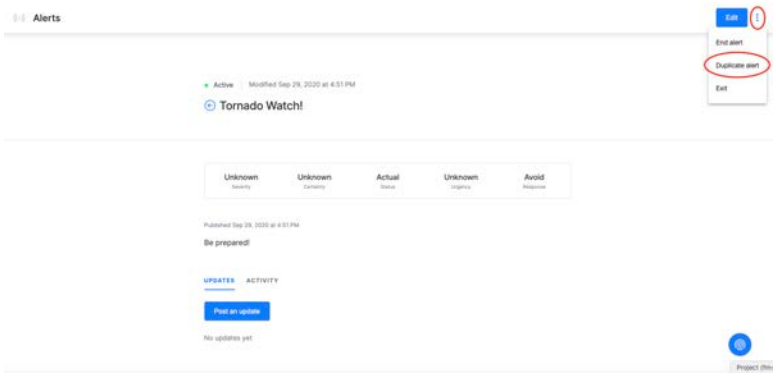


To DUPLICATE an alert:

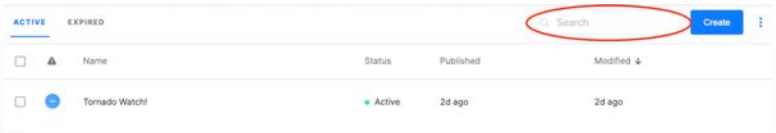
1. Select **DUPLICATE** from the dropdown menu and click **DUPLICATE** in the popup window to confirm your selection



2. Follow STEPS 3-9 in the Creating a New Alert section to make edits and publish the new alert.



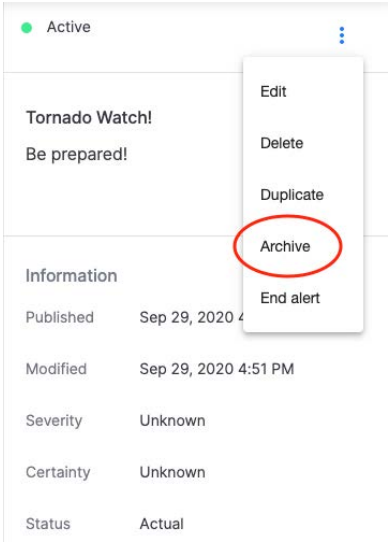
Note:
You can also duplicate an alert from within the alert's main page. Double-click it in the Alert menu, select the ***THREE DOTS*** *in the right-hand corner of the new page and click on* ***DUPLICATE*** *in the dropdown list.*



NOTE:
Search for a specific alert by typing a keyword(s) in the SEARCH box in the main menu and pressing ***ENTER****.*

To ARCHIVE an alert:

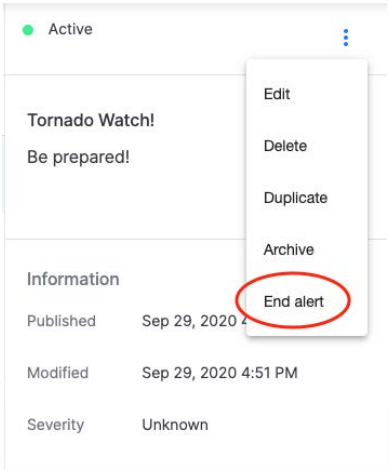
1. Select **ARCHIVE** from the dropdown menu and click **ARCHIVE** in the popup window to confirm your selection.



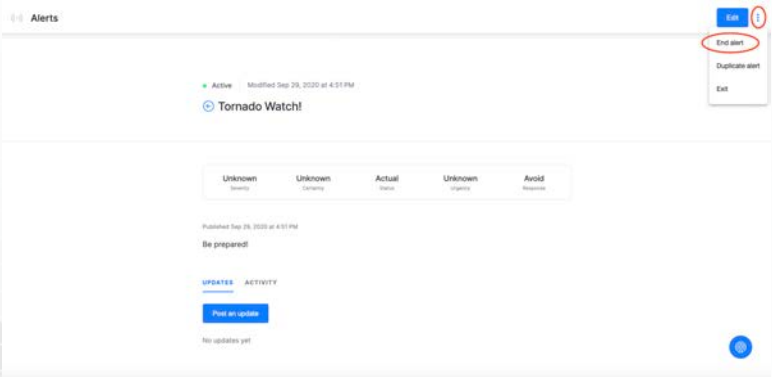
NOTE:
Archive an old/expired alert to remove it from all users' devices and save it to the archives list.

ENDING an Alert

1. Select **END ALERT** from the dropdown menu and click **END ALERT** in the popup window to confirm your selection.

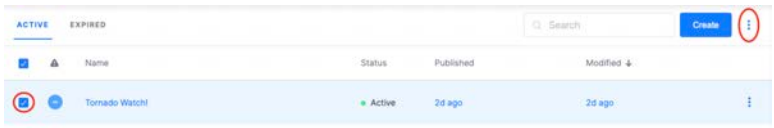


Note:
You can also end an alert from within the alert's main page. Double-click it in the Alert menu, select the ***THREE DOTS*** *in the right-hand corner of the new page and click on* ***END ALERT*** *in the dropdown list.*



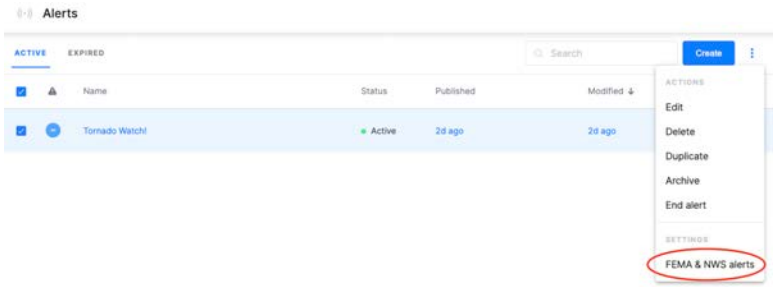
Receiving NWS & FEMA Alerts

1. In the main Alert menu, select the alert for which you want to receive NWS and FEMA alerts, and select the **THREE DOTS** in the top-right corner of the column

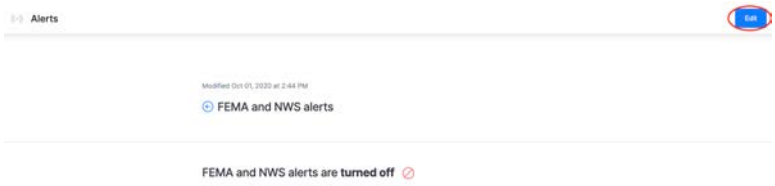


2. Select **FEMA & NWS ALERTS** from the dropdown menu.

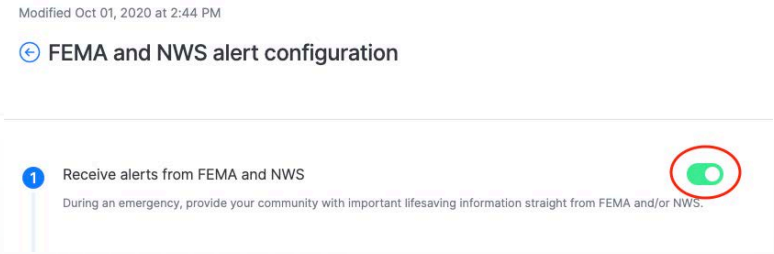
   Note:
   You can also click this icon to edit, delete, archive, duplicate or end an alert.



3. Click on the **EDIT** button in the top-right corner of the new page.

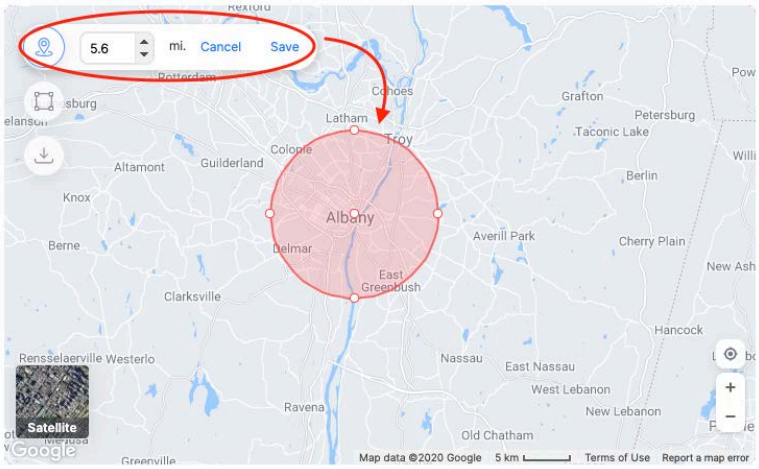


4. Slide the button next to **Receive alerts from FEMA and NWS** to **ON**.

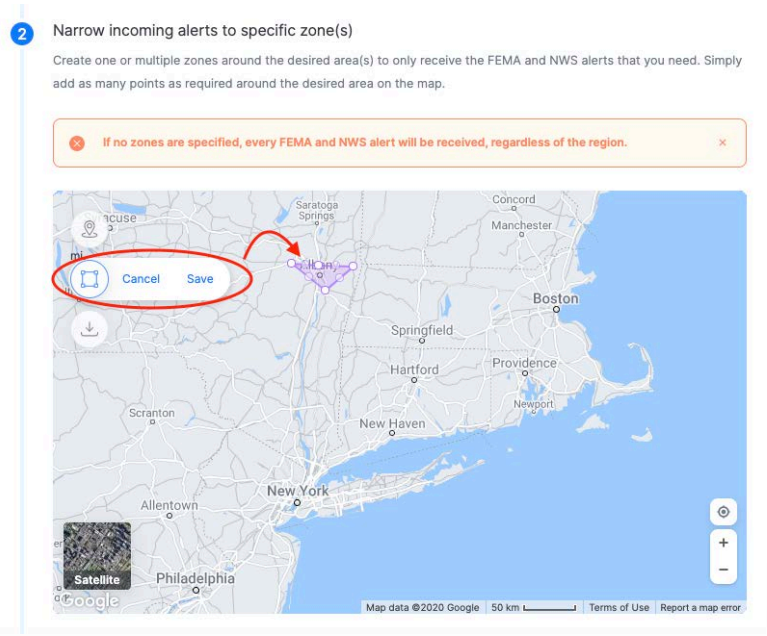


5. In the map section, set a zone for which to receive alerts. (If no zone is specified, alerts will be received for every region.) You can do this in 3 ways:

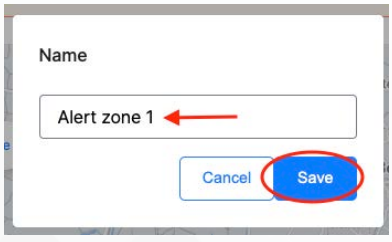
a) Select the **PIN DROP** icon on the left and use your mouse to cover the area you want to receive alerts for. You can also use the number box on the left to specify the exact mileage you want covered. Then, press **SAVE**.



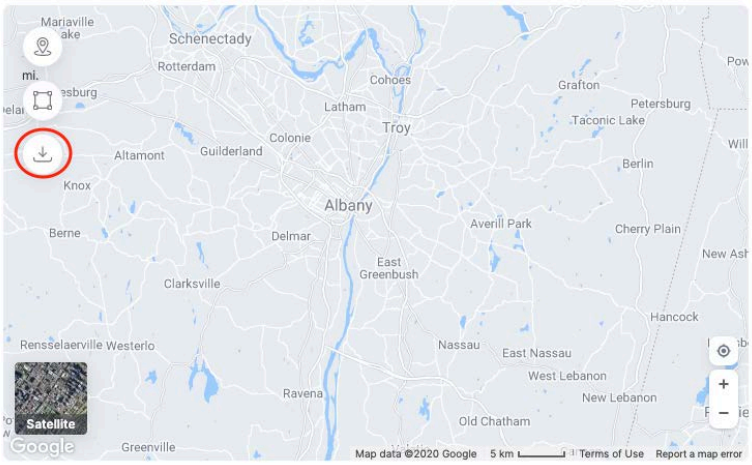
b) Select the **SQUARE** icon on the left and plot points on the map of the area you want to receive alerts for. (If no zone is specified, alerts will be received for every region.) Then, press **SAVE**.

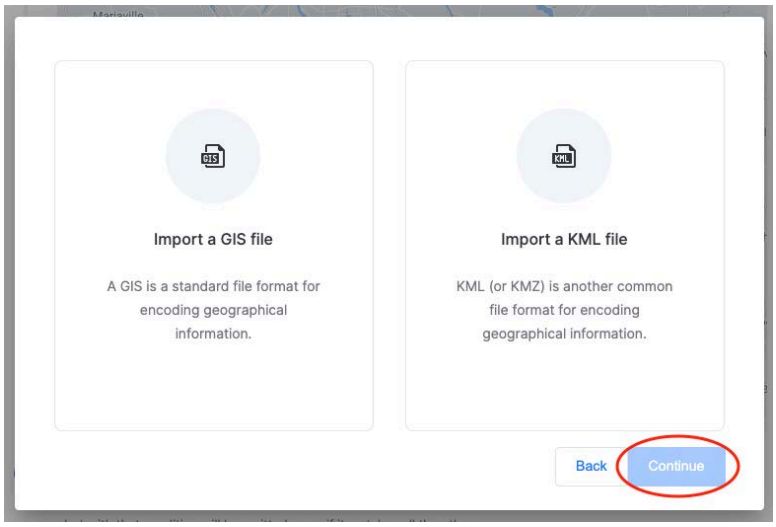


Name the alert zone in the popup window and press **SAVE**.

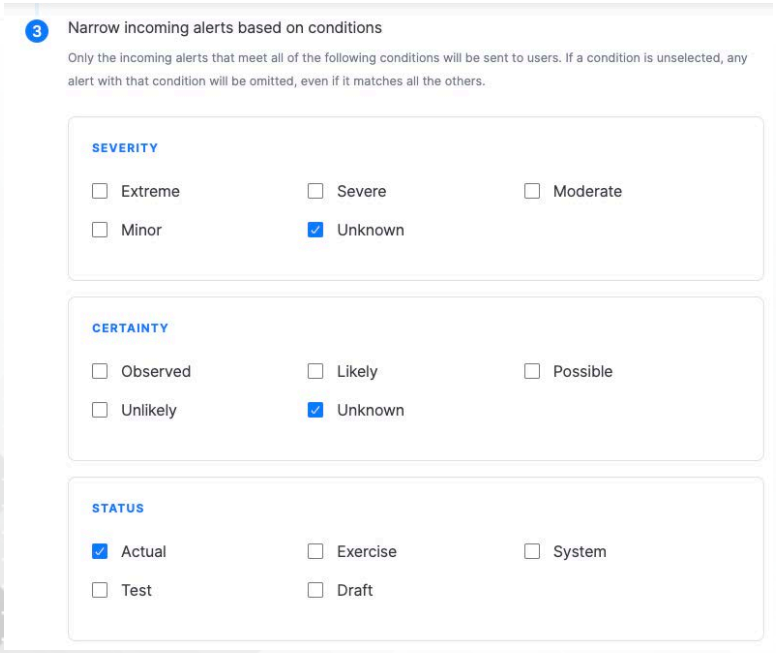


c) Select the **DOWNLOAD** icon the left and import your own GIS or KML files and press **CONTINUE**.

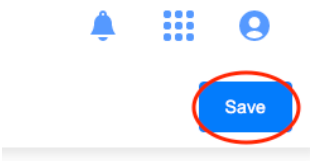




6. Narrow down which alerts your receiving by setting conditions based on: **SEVERITY**, **CERTAINTY**, **STATUS**, **URGENCY** and **RESPONSE**.

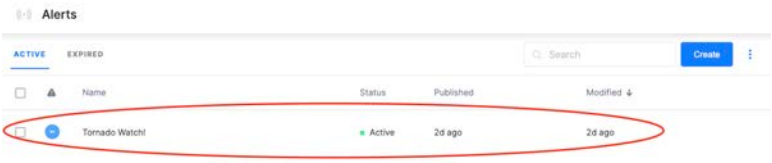


7. Click **SAVE** in the top-right corner.

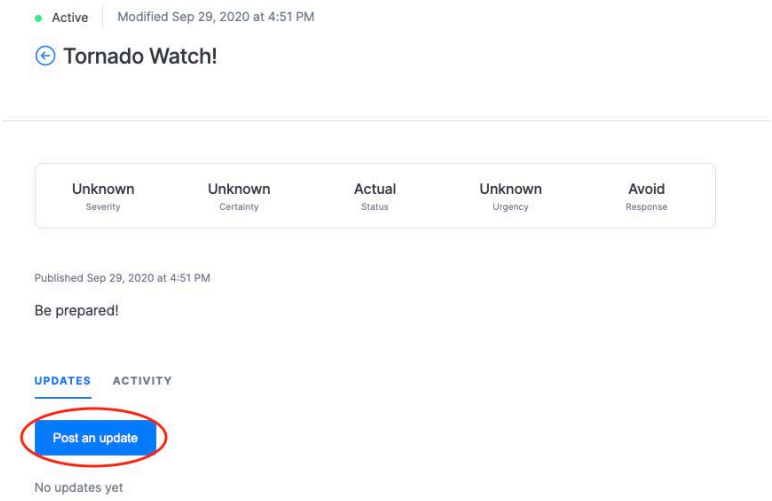
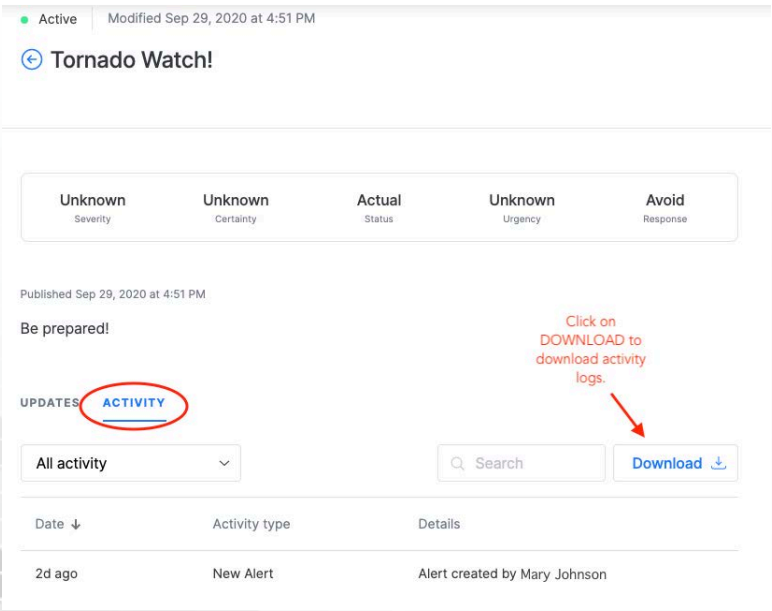


UPDATING an Alert

1. In the main **ALERT** menu, double-click on the alert you would like to update.



2. In the new window, select **POST AN UPDATE** on the bottom left.



Note:
*To view activity logs of live updates, select **ACTIVITY** at the bottom of the specific alert's main page. All activity related to the alert will be listed in order according to the most recent date/time.*