



Unified Emergency Alert Notifications Guide

SchoolMessenger

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Introduction

The Emergency Alert Notifications module allows you to create an alert that will be visible on all pages of your Presence site(s). This enables you to quickly and easily convey vital information to your users. Users that have been authorized to do so can create these alerts from within Presence or Communicate.

Who Should Use this Guide

This guide is written to be accessible to users of all technical backgrounds and it is intended for administrators who may need to send alerts.


Authorizing Users to Send Alerts

Generating Key in Presence

In order to authorize a user to send alerts, you must first log in to your Presence site and navigate to the System Administration page. If you have multiple sites, you will need to log in to your district site.

On the System Administration page, under the **External Broadcast Settings**, click **Manage Authorization for Publishing**.


On this page you will see a list of users that can be authorized to send alerts. A user will appear on this page if their account is an administrator on the site as well as on all of your child sites (assuming your site has any child sites).

 **Note:** *If you have multiple sites, depending on the way your user accounts have been created, you may not see any users listed on this page. If that happens, please contact our support team and they will assist you with adding authorized users.*

To give the user the ability to create alerts, click **Generate** to the right of their name.

USERS (1-20 OF 30)			
First Name	Last Name	Email	
Lillian	Woods	lwoods@yourexamplesite.org	Generate <input type="text"/> 
Henry	Gonzales	hgonzales@yourexamplesite.org	Re-Generate <input type="text" value="mP8GDAZBRzwTy7guz3lc7"/> 
Gerald	Lawson	glawson@yourexamplesite.org	Generate <input type="text"/> 
Karl	Nichols	knichols@yourexamplesite.org	Re-Generate <input type="text" value="YbeD7KILwVS/tx9eGbr4eso"/> 

This will generate a key for the user.

Click the  icon to the right of the user to copy the key to your clipboard.

Enable Posting to Presence for User Profiles in Communicate

Communicate system administrators can add a Presence Secret Key to a User's account. Before they can do that, they will need to enable Posting to Presence for the user's profile first.

Log into SchoolMessenger Communicate.

Click the **Admin** tab and then the **Profiles** subtab.

Click the **Edit** button to the right of the profile(s) that will be posting emergency alerts to Presence.

Under **Messaging Options**, check the box for **Post to Presence** to enable the ability to send alerts to Presence.



 **Note:** A configuration change to your account may be required. Please contact support if you don't see the option to **Post to Presence**.

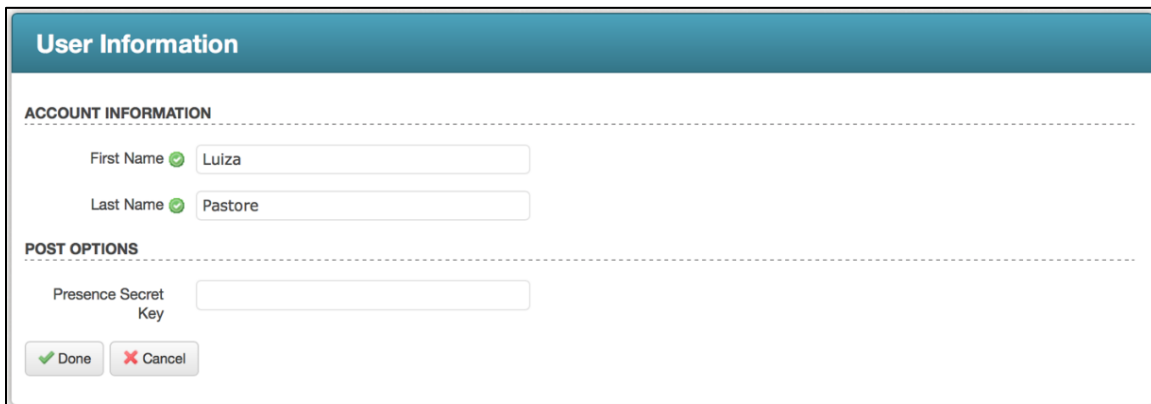
Users with a Presence-enabled profile will now have a field in their User settings for a **Presence Secret Key**.

Adding Key to Communicate

Click the **Admin** tab and then the **Users** subtab.

Click the **Edit** button to the right of the authorized user.

Under **Post Options**, enter the user's **Presence Secret Key** in the field provided.



Click **Done** to add the key.

The user will now be able to send emergency alerts to Presence from Communicate.

Creating an Emergency Alert


Publishing an Alert from Communicate

Publishing an alert to Presence when creating a Broadcast is as simple as including any other destination type.

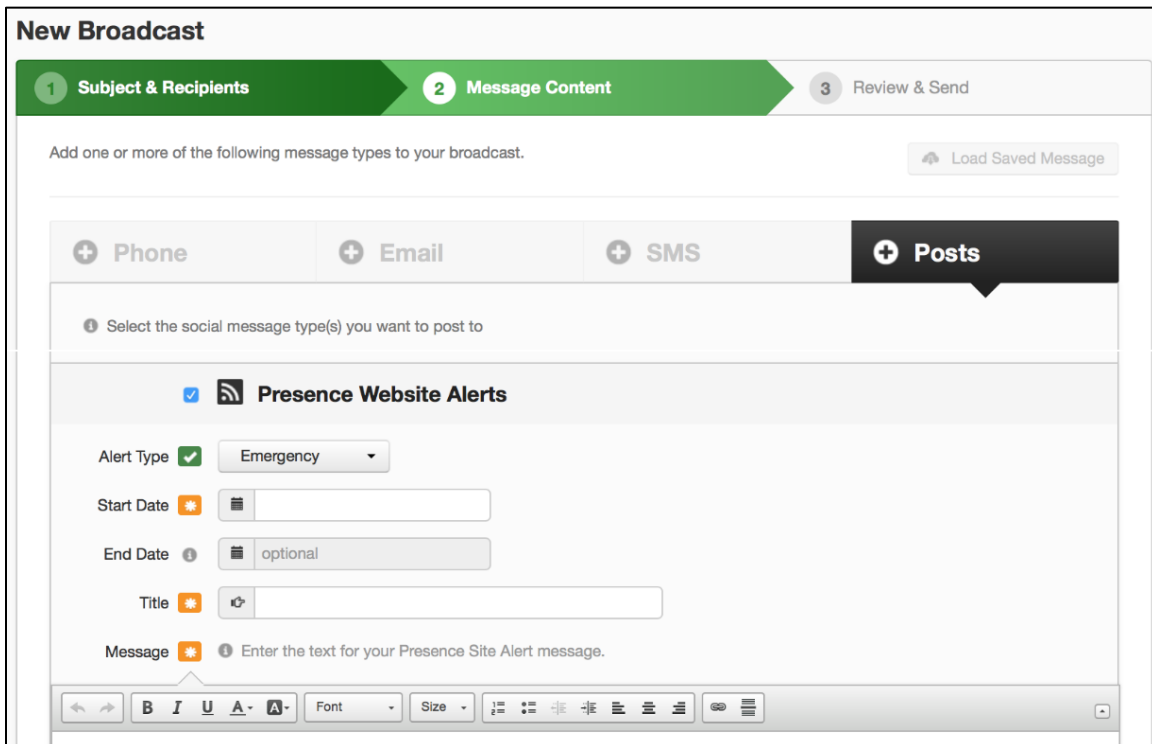
From the Communicate Dashboard, click the **New Broadcast** button.

During the **Message Content** step, click **Posts** and click **Presence Website Alerts**.

Specify the **Start Date** and **End Date** for the message.

 **Note:** *Selecting an end date is optional. If you don't provide an end date, the scheduled alert will never expire. The alert will remain indefinitely on the selected Presence site(s) until an authorized Presence administrator manually removes the alert.*

Enter the **Title** and **Message** for your alert.




New Broadcast

1 Subject & Recipients 2 Message Content 3 Review & Send

Add one or more of the following message types to your broadcast. Load Saved Message

+ Phone + Email + SMS + Posts

Select the social message type(s) you want to post to

 **Presence Website Alerts**

Alert Type Emergency

Start Date *

End Date ⓘ

Title *

Message * ⓘ Enter the text for your Presence Site Alert message.

Rich text editor toolbar: Bold, Italic, Underline, Text Color, Background Color, Font, Size, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Image, Video, Table, Table of Contents, Print, Close.


Choose the Presence website(s) where you want the alert to appear.

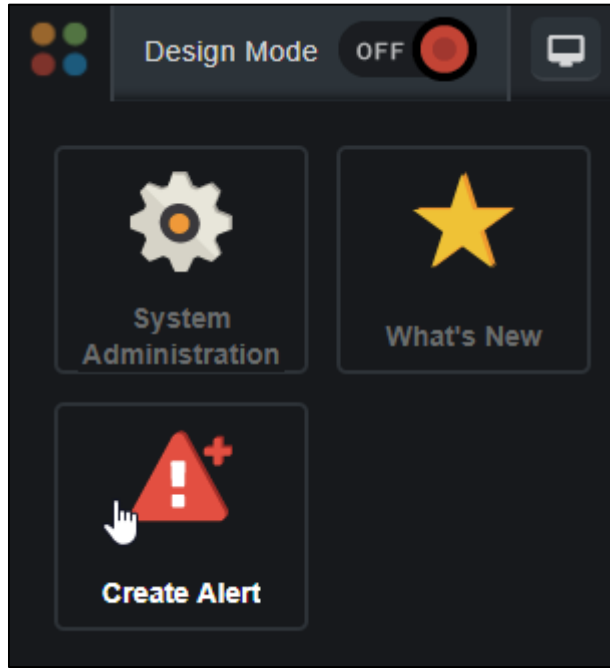
Click **Save** and continue adding content for the other destinations you wish to include.

Send your broadcast as usual. When you do so, the alert will then appear on the selected Presence site(s).

Publishing an Alert from Presence


To create an emergency alert in Presence, log in to the Presence site as one of the authorized users.

Hover over the  icon and click the **Create Alert** shortcut.



Fill out the **Title** and **Body** for your alert.

Title <input type="text" value="Closures due to Inclement Weather"/>
Body <input type="text" value="Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec vitae tempus augue. Maecenas fermentum gravida nisi, et cursus dui mattis ut. Aenean dignissim id eros nec consectetur. Pellentesque non nunc nec nisi mattis venenatis. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Ut faucibus convallis ultrices. In id dui sit amet nunc imperdiet iaculis vitae iaculis velit."/>

 **Note:** While the **Body** field does not have a Rich Text editor, it does support the use of manually added HTML. For example, if you want the body to include a link, you can add `Just an Example` within the **Body**.

Click in the **Expiry** field to set the date and time when the alert should stop appearing.

January 2019						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Time :

Once you are ready to create the alert, click **Post**.

▲ Create Alert

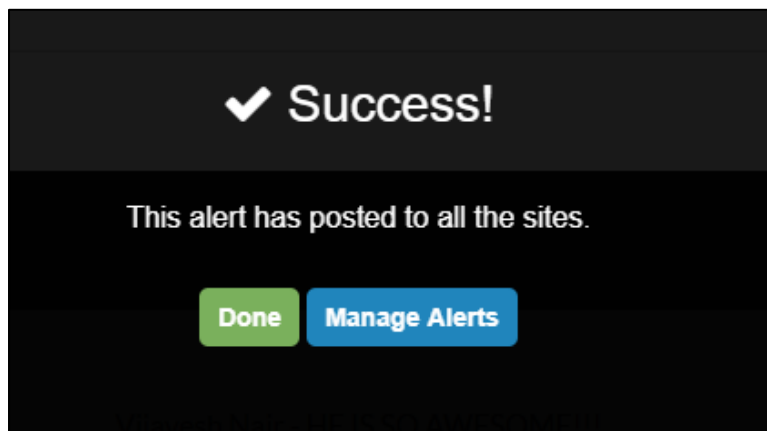
Title

Body

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec vitae tempus augue. Maecenas fermentum gravida nisi, et cursus dui mattis ut. Aenean dignissim id eros nec consectetur. Pellentesque non nunc nec nisi mattis venenatis. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Ut faucibus convallis ultrices. In id dui sit amet nunc imperdiet iaculis vitae iaculis velit.

Expiry

The alert will now be displayed to any users that visit the site (or any child sites) between now and the expiry date you have set.





Removing an Alert

Normally the Emergency Alerts will be visible in Presence from when you first post them until the expiry date and time you have set. However, in some cases you may wish to remove an alert early (for example, if the information presented is no longer relevant or becomes out of date).


To remove an alert, log in to your Presence site.

Go to the System Administration page and, under the **External Broadcast Settings**, click **Manage Emergency Alerts**.

Any and all active alerts will be listed within **Active Alerts**.

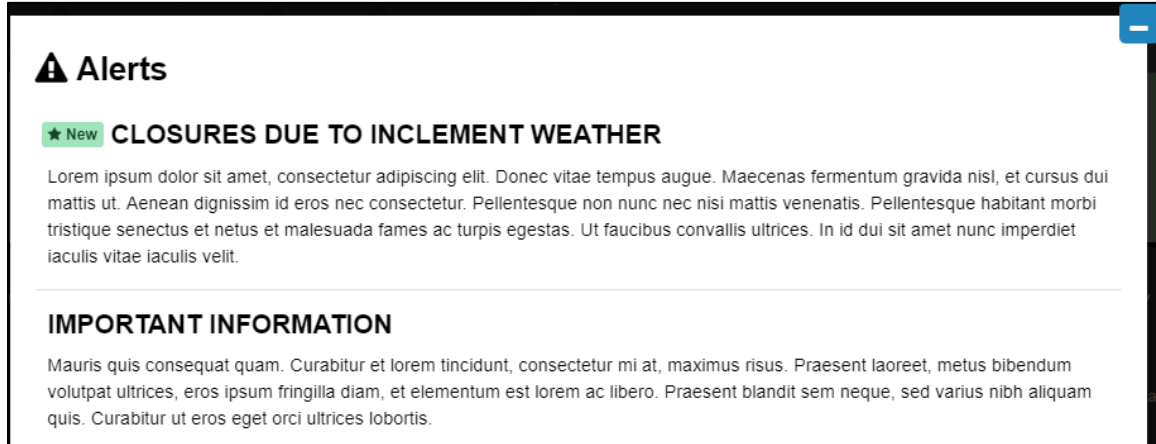
ACTIVE ALERTS			
Title	Message	Expiry	
Closures due to Inclement Weather	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec vitae tempus augue. Maecenas fermentum gravida nisl, et cursus dui mattis ut. Aenean dignissim id eros nec consectetur. Pellentesque non nunc nec nisi mattis venenatis. Pellentesque habitant morbi tristique senectus et netus et males...	05-January-19 07:30 AM	
Important Information	Nulla tristique magna dolor, commodo finibus arcu condimentum a. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nam rhoncus vulputate gravida. Curabitur mollis venenatis odio vel aliquet. Phasellus aliquam et eros vitae pharetra. Aenean ornare tincidunt justo id fringilla.	30-January-19 10:00 AM	

If you wish to remove an alert, click the  icon to the right of the alert you wish to remove.


 **Note:** Only active alerts will be listed on the Manage Emergency Alerts page. Once the expiry date and time for an alert have passed, the alert will automatically be removed.

Viewing Alerts

If there are any active emergency notifications set, then when you first navigate to any of your Presence sites a modal will appear to display the notification(s).



If this is the first time you are viewing the alert, it will also have a **★ New** icon to the left of the alert's title.

Once you have viewed the alert, you can click the  icon in the top right of the alert window. The alerts will now be minimized to the bottom right corner of the page.



If you click on the minimized alert icon, the alerts will be displayed again.

The alerts will stay minimized while you navigate around the site and won't open again until you leave the site and return (or visit the site from a new browser or tab).