AtHoc Administrative Training

Admin Guide

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Purpose of this Guide:

The purpose of this guide is to provide AtHoc alert administrators a reference guide for sending AtHoc alerts and managing the alert process within the system.

Alert Permissions in the AtHoc System:

We have granted specific users the ability to send alerts in the AtHoc system. Within those permissions we have separated them down further so that some users will have the ability to send alerts to the entire court and others will only have the ability to send alerts to a specific building, such as only to FMHJ. Even further, in other cases, we allow for some users to send alerts to specific divisions at a particular building. Finally, we have allowed some users to send alerts to the entire court but only for very specific purposes such as IT related alerts.

Alerting Users Who Are Not Located in the Building for the Alert:

Within the AtHoc system you can only be a member of one organizational location, for example, just LHJ or FMHJ. When you send alerts, you typically select the location to be alerted. Because of this, we have created a special group called **"All Bldg. Alert Users."** This group will contain users who should receive alerts for all buildings and departments even if their account is not set to that particular organizational location. For example, if a user is in the All Bldg. Alert Users group and their organization was set to CAYMC but an alert went out to PEN, that user will still get the PEN alert. It is also possible to include specific individuals in alerts as one-offs.

Ways to Send Alerts:

Within AtHoc there are a few different ways to send alerts. Here we will discuss two options we have setup in the system. Option one will be a **"Blank"** alert option. This option is a bit more involved but will allow you to create the alert from scratch and set custom parameters. Option two will be a pre-defined alert template that already has the options configured. This type of alert is called a **"Quick Publish"** alert and just requires you to make some simple choices to the alert and then send it. Option two is obviously the fastest and simplest way to send off an alert.

To send an alert you first need to go to the AtHoc web URL. You can reach this URL from any browser anywhere as long as you can get to the internet. The URL will take you to the log on screen where you can log on and access the system at an administrator level to send alerts. The web URL is
https://alerts5.athoc.com

Creating and Sending Blank Alerts:

Although, as mentioned above, we have set up predefined alerts in the system, these make it quick and easy to send out alerts through the **"Quick Published"** alerts. However, it is always a good idea to understand how to create an alert from scratch. Although creating an alert from scratch is a bit more complicated, it is not hard and will allow you, if needed, to send out any type of alert with any message at any time.

To create and send a blank alert: (assumes you are logged into AtHoc with your Admin account)

First: Go to "Alerts" and then "New Alert" -

Next: Go to Create Blank Alert -

Next: Fill out the "Content" part of the Alert -

New Alert based on [New Aler...   Test Alert   Cancel   Save as Draft   Review and Publish ⊖

▼ Content   ●

| Severity | Informational ⌄ | Type | Transportation ⌄ | English (US) |

Title *   [Enter Title]   ⊞

Body   [Enter Body]   ⊞

Response Options   Custom Response Options   ⌄

           1   Enter Response Text   ⊞   ☐ Call Bridge   ▬

           Add Response Option

More Info Link   [   ]   Test URL

           ⁂ Choose from Dropbox
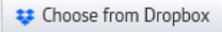
Location   ⚲ Add

In the above box you will fill out the parameters of the alert you want to send. Start by selecting the **"Severity"** and the **"Type."** Next, type in a title for the alert and then type what you want the alert message to say. Then, if you would like, you can set up a Custom Response Option with or without placeholders **(see custom Response Options below)**. Also you may add in a web URL link and/or a specific location the alert will target. **(Typically, we will not use the location option.)** Note that the **"Review and Publish"** button in the upper right has a red indicator. This means that not all the necessary information and or parameters are filled out in the alert. Once they are completed, this button will turn green and the alert will be ready to send.

If you want to set a response option or options, you can simply click the **"Response Options"** drop down list to use a pre-configured list of options. In the box below you will see the list of options that are available from the drop-down menu.

If you like, you can add additional custom response options. You can do this by clicking on the **"Add Response Options"** link.

Once you click you will notice that another options box drops down. We can again add the canned options from the drop-down list, or we can create our own custom text.

Once completed, users who get the alert will be able to respond to the alert with the specific response options we created. Users can do this in the alert message they receive. For example, a user may press "1" on the phone or email or text "1" back from the alert he/she receives.

Next: Fill out the Target Users part of the Alert -

In the box below you will fill out the **"Target Users"** part of the alert. For this part you select the users you want to get the alert. (You may be limited on what user groups you can select depending on your permissions in the system.) Here, in this example, we see we are selecting the distribution list **"By Groups"** by going to **3RDCC** and then **CAYMC** and **CAYMC Users**. So this alert will go to all of the **CAYMC Users**. You will also notice that you could select the alert to go to only specific users, a specific location, or even an advanced query of combinations. **(We typically will only send alerts by Groups)**.

You will also notice that we have a big green and red circle on the screen. That pie chart is showing us a view of how many users will receive the alert and, out of those users, how may will get the alert based on the default device selection.

Next: Select "Select Personal Devices" and we will choose how the alert will be delivered to the users -

In the box below you will fill out the **"Select Personal Devices"** subsection of the **"Targeted Users"** part of the alert. For this part you select the way the alert will get delivered to the users. The Default is the **"Desktop App"** that is installed on all the users' PCs who have AtHoc **(except county clerks)**. This will trigger the app to alert the user at their desktop. However, as you can see, we have many other ways to alert the users. Oftentimes just using the desktop app will not be the best choice. For example, if we were alerting users of a Court closure due to weather on a Sunday night, we would not want to use the Desktop app. The App will only set the alert to go off on the users' computers and, obviously, they will not be at their desks so no one would get the alert. You can see we have several other **"Personal device"** options from which to choose. You can select one, multiples, or all at the same time.

In box below we now see that after selecting multiple **"Personal Devices,"** our Pie chart now shows 100% reachable for the users.
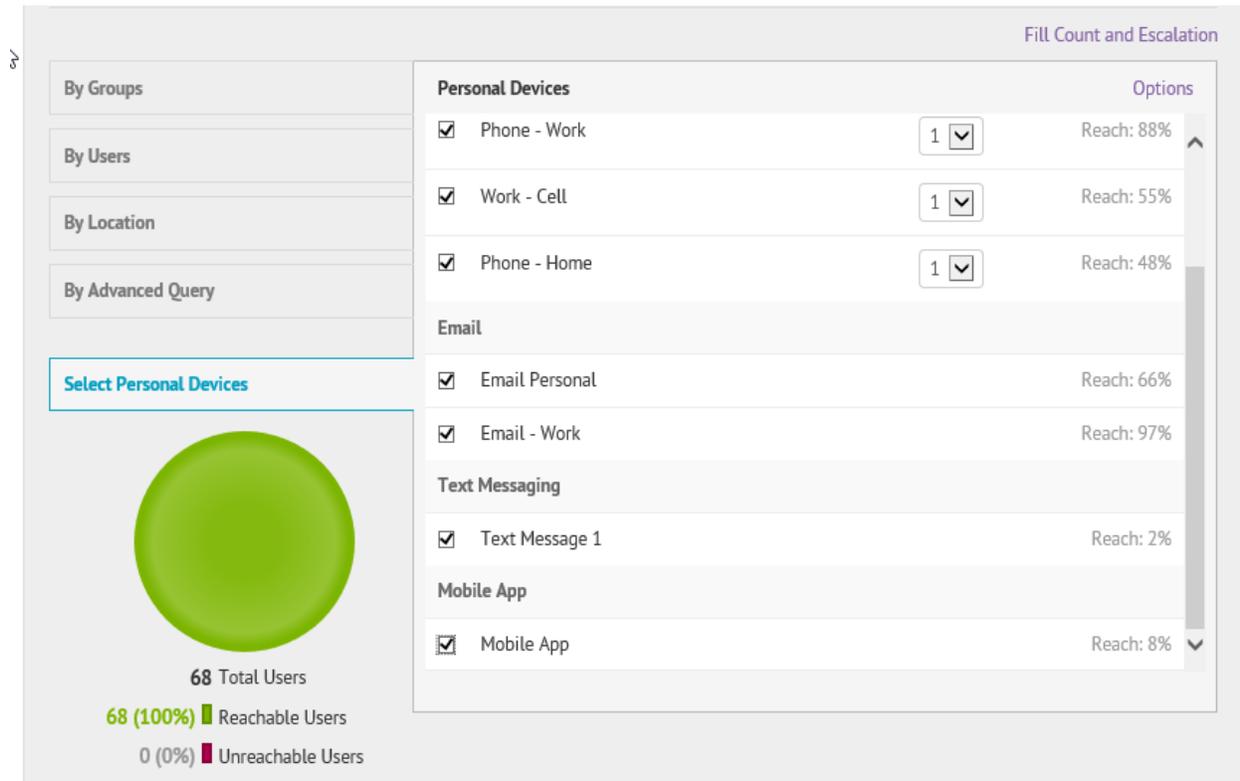
In the box below you will see several sections. We are currently not using the **"Target Organizations (0 Organizations)"** or the **"Mass Devices"** sections. We do use the **"Schedule"** section expanded below.

Next: Select "Schedule" and we will choose when to send the alert and how long the alert will be active -

In the box below we can set when we want the alert to start. This can be immediately by selecting the option **"As soon as I click the 'Publish' button.**" Alternately, we can set a specific date and time for the alert to go off. Next, we can select the **"Alert Duration."** This will tell the system how long we would like the alert to be active. All this means is that the alert will keep trying to reach users for the time listed. However, generally, it only takes about 2 to 5 minutes for every user in the Court to get an alert.

Notice that we can choose Hour, Minute, or Days for the alert duration. It is also possible to set recurring alerts.

Next: Select the "Review and Publish" button to review the alert -

Now that we have all the parameters set, we can review and publish the alert. To do this go all the way back up to the top and click on the **"Review and Publish"** button. Note this will **NOT Publish the alert** but will just take you to a review screen. Also notice that the **"Review and Publish"** button is now showing green.
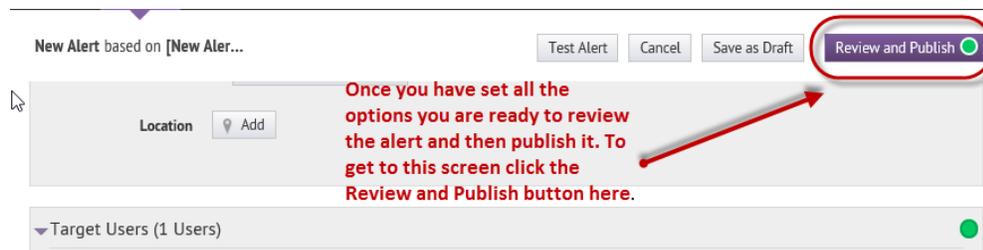
Next: Finally publish the alert by clicking on the "Publish" button -

Finally, after you have reviewed the alert, you can click the **"publish"** button to send the alert out.

After the alert is published, the following screen will come up. This is the screen you get when an alert is in progress. You can see several things from this box. You can see how many users were targeted, how many users the alert has currently been sent to, and if any failed. Also if you have a response option set up, you can see not only how many users got the alert but also how many have responded. Finally, at the top right of the screen, you will see you have **"End Alert"** and **"Advanced Reports"** buttons you can use. The **"End Alert"** button will stop the alert at any time before the alert duration is up. The **"Advanced Reports"** button will allow you to pull up and export reports about the alert itself.

Below is what the screen looks like if you click **"Advance Reports."**

Sending Quick Publish Alerts –

Next we will show you how to send a **Quick Publish** alert from the system. Again, quick publish alerts are prebuilt alerts that are faster and easier to send out. To send a quick publish alert, you go to the home screen and then to the **"Quick Publish"** section. There you scroll to select the alert you want to send and click **"Publish"**

Again, clicking the publish button will not publish the alert but, as before, will take you to the **"Review and Publish"** screen. This is the same as we saw with the manual **"Blank Alerts".** So we already looked at this; it is the same screen with the same functionality we saw above.

When you start sending alerts, there is a way to see the alerts that have been set. Also, if you move to other screens while an alert is active, there is a way to get back to the active alert. To see sent alerts or to get back to an active alert, click on the **"Sent Alerts"** button from Alerts.
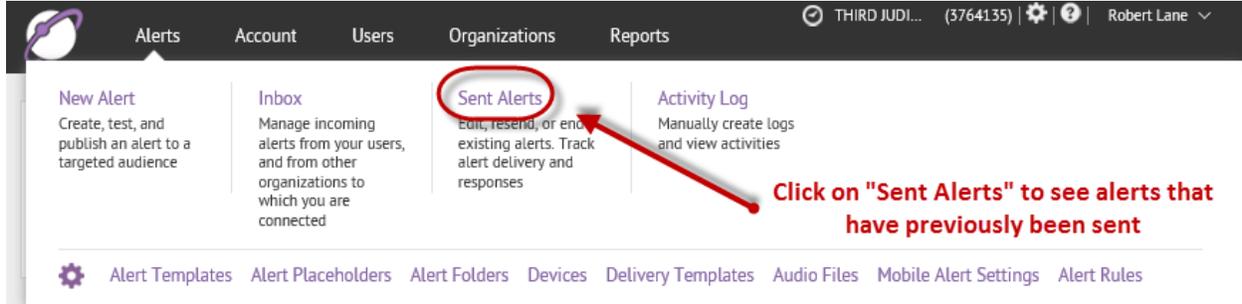
This is what the Sent Alerts section looks like.

Sent Alerts

Showing 1 - 48 of 48 alerts   0 selected

	Alert Title	Status	Start Time ▼	Publisher	Targeted	Sent	Responded	Error
☐	LHJ Power Update	Ended	08/16/2018 20:19:19	Robert Lane	121	120	21	
☐	LHJ Power is out in Bldg A.	Ended	08/16/2018 10:16:36	Robert Lane	120	119	21	
☐	USMEPCOM - Lansing MEPS wo...	Ended	08/15/2018 09:28:46	USMEPCOM - L...	1	0	0	
☐	LHJ Power Update	Ended	08/12/2018 18:36:33	Robert Lane	121	120	21	
☐	LHJ Power Update	Ended	08/09/2018 19:28:42	Robert Lane	122	121	8	
☐	LHJ Power Update	Ended	08/08/2018 22:43:41	Robert Lane	120	119	3	
☐	LHJ Power Update	Ended	08/08/2018 06:36:24	Robert Lane	117	115	19	
☐	test	Ended	06/19/2018 10:47:02	Robert Lane	3	3	2	
☐	test	Ended	06/18/2018 14:17:43	Robert Lane	1	1	1	
☐	3 R D C C Weather Alert - Court...	Ended	05/14/2018 13:17:11	Robert Lane	1	1	1	
☐	3 R D C C Weather Alert - Court...	Ended	05/14/2018 12:50:31	Robert Lane	1	1	1	
☐	LHJ Fire Drill	Ended	03/22/2018 14:35:14	Robert Lane	103	103	10	
☐	Court closed because of Weather	Ended	02/09/2018 05:54:22	Robert Lane	374	365	87	
☐	Test for AtHoc PEN-FOC	Ended	11/20/2017 13:43:58	Robert Lane	112	112	69	
☐	Test for AtHoc at LHJ	Ended	10/31/2017 14:08:59	Robert Lane	1	1	1	

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Reporting -

There are several reports that can be looked at in the system. To get to reports click the report link from the home page.
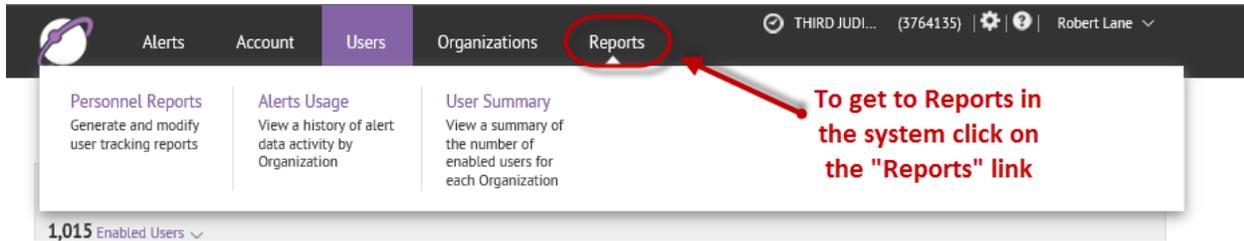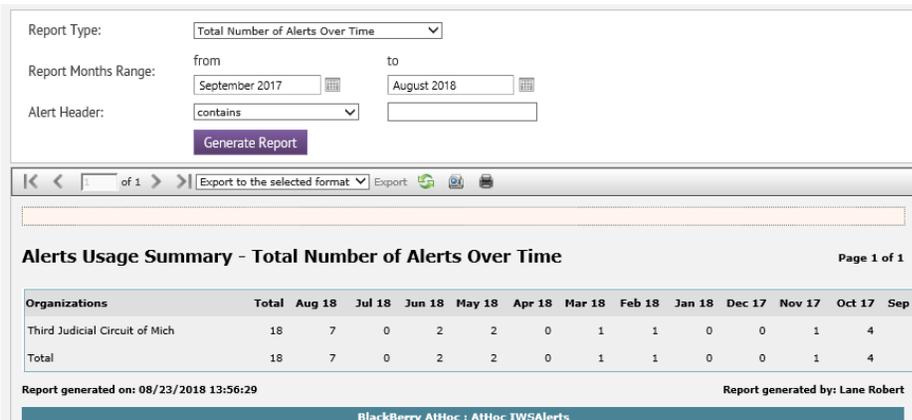

From the reporting section you can see we have three main report types
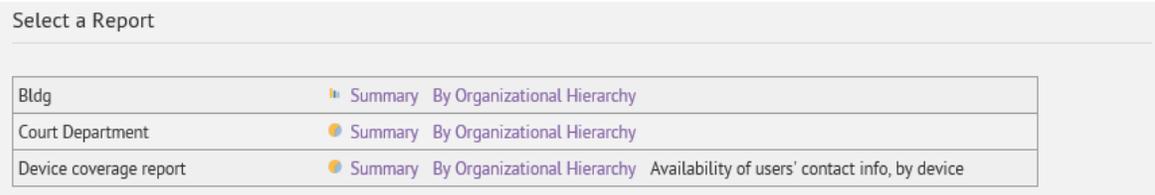
Here are examples of what each report type looks like.

User Summary

Here we see a couple screen shots of the Personnel Report/Bldg. Summary. Also note that any report may be exported to Excel, PDF, or printed from the system.

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How to get help -

To get to help in the system click on this little "?" in the upper right of the program. These top Icons are on every screen as you move through the system.

Here we see how the help section of the program looks. It is a typical help system much like any other application you have used.

The AtHoc Phone App -

The AtHoc system has a phone-based app for Androids as well as Apple phones. To use the app, download it from the app store on your phone and install it. The app is called **Black Berry AtHOC;** it is **NOT** the **AtHOC Dynamics app (that is an older app)**. When you install the app, it will ask for the site or org code for the site. For the court our code is simply **3RDCC**. You can see in the screen shot below the site code is listed on the main page of the system.

The phone app can be used to receive alerts. It may also be used in sending alerts if you have been given permission to do that.