

# MessageOne AlertFind User Manual for Adelphi University

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## About AlertFind®

AlertFind enables Adelphi University's University enable the University to send urgent notifications to students and staff via their preferred communications channels, including text or voice messages to a cell phone, home phone, and/or email. Your primary use of AlertFind is as a notification recipient. But if necessary, you can respond to a notification email, pager notification, SMS device notification, fax, or phone call if instructed.

You can also define your contact information, weekend days, work hours, and the order in which devices should be contacted. To manage your personal information in your account, you must log in to the AlertFind Web-based interface through eCampus or by going to <https://af2.messageone.com>

## Supported Browsers & Systems

You must have a supported web browser to view AlertFind and manage your account. You must have JavaScript enabled in your browser to use the online Help.

These following browsers are supported by AlertFind (other browsers might work, but unpredictable behavior might occur):

- Mozilla Firefox version 2.0.0.3 and higher
- Microsoft Internet Explorer v. 6.x and higher
- Apple Safari version 2.0 and higher

To listen to AlertFind messages that are voice recordings on your PC, you must have QuickTime installed. You can download QuickTime from this location:

<http://www.apple.com/quicktime/download/win.html>.

**Note:** Microsoft Windows Vista is not supported

## Registering for AlertFind

You'll find the MessageOne AlertFind link in eCampus under the Services tab. Click to access the MessageOne Log In page in order to verify and update your contact information. If it's your first time using the service, you can [request](#) a temporary password by email (your Adelphi email address is your username). Once you receive your password, [log in](#) to authenticate your registration. Don't forget to change your temporary password after your first login.

A screenshot of the AlertFind web interface. The header shows the 'AlertFind by MessageOne' logo. Below the header is a section titled 'Email New Password'. The text in this section reads: 'Please type in your AlertFind user name, typically, your e-mail address. AlertFind will automatically generate a temporary password and immediately send it to your primary e-mail address.' There is a text input field labeled 'Username:' and a 'Send Now' button to its right.

### What if I forget my password?

Go to the login page, accessible from the Services tab on eCampus. Click the "Forgot your [password?](#)" link on the login page. A new temporary password will be sent to your Adelphi email Address. Please change it to a new password upon logging in.

**Note:** You are automatically logged out of AlertFind after 30 minutes of inactivity.

To log out of AlertFind, click the **Log Out** button at the top of the page.



### Emergency Notifications

You can receive notifications by phone, voice mail, email, pager, SMS (text message), fax, and Blackberry device. Any device defined in your account can be contacted according to your personal escalation (see "[Defining Personal Escalations](#)").

#### Phone Notifications

When you receive a phone notification, answer the phone and follow the spoken prompts to respond to the notification. AlertFind identifies itself and reads the message to you using its Text-to-Speech (TTS) engine. If an audio message was sent to you, you hear the message as it was recorded or the .wav file that was sent. If the notification requires that you 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.

**Note:** If there are attachments to the message and AlertFind contacts you on a voice or pager device, it tells you to check your email to view the attachments.

If AlertFind leaves a voicemail for you, it reads the message (unless authentication is required) and leaves the Hotline phone number for you. Call this number to respond to the notification.

#### Email Notifications

When you receive an email notification, the message contains instructions about how to respond to the notification. You can click the link to go to the AlertFind confirmation page or you can reply to the message.

If the email requires that you authenticate with a PIN to view the message, the email you receive includes a link to the page where you enter your PIN. After entering a valid PIN, you can read the message.

If the message is an audio message, the .wav file is included as an attachment to the message. Open the attachment to hear the message.

### **Sending Email to Your Phone**

To use this feature, your carrier must support an email address for your phone. This provides one-way SMTP-to-SMS messaging.

### **Pager Notifications**

If you receive a notification on an alphanumeric pager, the notification includes instructions to call the Hotline number in order to hear the message.

### **Optional Short-Message-Service (SMS) Notifications**

When you receive an SMS (aka text message) notification, AlertFind attempts to deliver the content in a single message. However, some SMS carriers restrict the number of characters you can receive at one time. If this is the case with your carrier, AlertFind must divide the content into multiple messages.

AlertFind cannot control the order in which you receive multi-part SMS notifications. It does append "Message **x** of **y**" to the message subject so that you can read the contents in sequence.

### **Blackberry Notifications**

Blackberry notifications can be received as emails or as phone calls. Respond to them as you would those types of notifications.

### **Hotline**

Hotline phone numbers allow you to hear announcements and notifications from Adelphi. Follow the voice prompts to listen to notifications. Use the keypad of your phone to make menu selections and to enter any requested information.

## **Managing Your Account**

Your AlertFind account contains all of the information that AlertFind uses to contact you, as well as the toll-free number that you call to contact the Hotline. Information that you can change is determined by system administrators, therefore, you might not be able to change everything that appears on the My Account page.

To access your account information, log in to AlertFind through eCampus. The homepage has three main sections:

- **My Account**—use this panel to change your username or email address, and to customize your AlertFind work schedule.
- **Devices**—use this panel to add, edit, delete, configure, and enable or disable notification devices. Devices include phones, email, pagers, SMS devices, faxes, and Blackberry devices.
- **Personal Escalations**—use this panel to personalize the order in which AlertFind contacts your devices.

## Editing Account Information

When AlertFind is deployed, certain information, such as work hours and weekend days, is set to Adelphi's default settings. For example, you might want to set the time of day that you start and end work, or your personal weekend days (perhaps you are off on Monday and Tuesday, instead of Saturday and Sunday). AlertFind uses this information to determine which personal escalation is in effect at any time. More information about personal escalations is under "Defining Personal Escalations".

Your account also contains information about the devices (phones, pagers, email addresses, etc.) that AlertFind uses to contact you. It is important that you keep this information up to date and correct so that AlertFind can always contact you.

### To edit your account information:

- Click **Edit** at the top of the **My Account** page. The **User Details** page appears.
- To change the email address to which your password is mailed if you forget it, type the new email address in the **Email** field.
- Select either **Use default weekend days** (typically Saturday and Sunday) or **Use customized weekend days**.
- If you select **Use customized weekend days**, a new field appears.
- In this example, Monday and Tuesday are selected as "weekend days." This enables you to customize your work week.
- For **Business Hours Start**: select either **Use Default** (8:00 a.m) or **Use Custom**.
- If you select **Use Custom**, the time of day field appears. Use the arrows to select when you start your work day.
- For **Business Hours End**: select either **Use Default** (6:00 p.m.) or **Use Custom**.
- Click **OK** to save your entries or click **Cancel** to discard all of your changes.

## Changing Your Password

### To change your password:

1. On the **My Account** page, click the **Change Password** button. The **Change Password for User** page appears.
2. Type your new password in the **New Password** field.
3. Type your password again in the **Confirm** field to confirm that it is correct.
4. Click **OK** to save the new password, or click **Cancel** to discard your changes. The **My Account** page appears. The next time you log in, use your new password.

## Creating a Download Report

You can download a user report, which is a comma-separated (.csv) file containing your account information.

### To create a download report:

1. On the **My Account** page, click **Download**.
2. The file download dialog asks you if you want to save or open the report. Click **Open** to view the report, or click **Save** to navigate to where you want to save the report. The default name of the report is <username>.csv.

## Working with Devices

Devices include phones, email, pagers, SMS (text messaging) devices, faxes, and Blackberry devices.

The information that you define for your devices is essential to AlertFind. This is the information AlertFind uses when it attempts to deliver a notification to you. Define as many devices as possible for each type of personal escalation (Business Hours Escalation, After Hours Escalation, Weekend Escalation). For more information about how to define personal escalations see "Defining Personal Escalations".

Device information is displayed in the **Devices** panel on the **My Account** page.

The list of devices you see might differ based on the defaults in place for Adelphi.

- Black text indicates a configured, enabled device that is ready to receive notifications.
- Gray, italic text indicates a device that is configured but disabled. This device cannot receive notifications.
- Red, italic text indicates a device that is not configured. This device cannot receive notifications.

You can do several things in this panel. You can add new devices, configure devices, enable a disabled device, or disable a device that is enabled.

### Configuring a Device

**To configure a device** (Unconfigured devices are displayed in red, italic text):

1. Click the **Configure** button beside the device information. The **Device Details** page appears.
2. Complete other fields in the **Device Information** panel. The fields that are available depend on the type of device you are adding.
  - a. To configure an email address, type the email address in the format [name@domain.com](#).
  - b. To configure a phone device, select US/Canada or International. Type the phone number, including the country code for international numbers. To define any keys that must be pressed after dialing the call (to accommodate extension numbers or to send calls immediately to voice mail), click the **Advanced** selection box and complete the fields that appear.
  - c. To configure a pager, select US/Canada or International. Type the phone number, including the country code for international numbers. If this device has a PIN, type the PIN. Select a carrier from the dropdown list. Select the type of pager (alphanumeric or numeric only).
  - d. To configure an SMS device, select US/Canada or International. Type the phone number, including the country code for international numbers. If you know the maximum message length that this device can receive, type that number in the **Maximum SMS Length** field. Otherwise, leave this field blank to use the default value of 160 characters. If you receive a notification that is longer than the number used here, the message is delivered as multiple messages. AlertFind appends Message [x] of [y] to each part of the message so that you can read the parts in order.
3. To configure a fax device, select US/Canada or International. Type the phone number, including the country code for international numbers.

## Enabling or Disabling a Device

Devices that are enabled can receive notifications. If you want to “turn off” a device so that it cannot receive notifications, disable it.

### To enable or disable a device:

1. On the **My Account** page, locate the **Devices** panel.
2. Locate the device you want to enable or disable.
3. If the device is currently enabled, the **Disable** button appears. If the device is currently disabled, the **Enable** button appears.
4. Click the appropriate button. The device information is now displayed in black text if you enabled the device, or in gray text if you disabled it.

## Deleting a Device

### To delete a device:

1. Locate the **Devices** panel.
2. Locate the configured device that you want to delete. Both enabled and disabled devices can be deleted.
3. Click the red **Delete** button beside the device information.
4. If you delete a default device, it now appears as unconfigured in your **Devices** panel.

If you delete a custom device, it no longer appears in your **Devices** panel.

## Defining Personal Escalations

When you define personal escalations, you tell AlertFind in what order it should contact specific devices during business hours, after hours, and on weekends. For example, you might want to use your work email address as your first contact device during work hours, and your home phone number as your first contact device on weekends. These hours are defined on the **My Account** page.

If a personal escalation has been defined, the name of the escalation appears in black text. If the escalation has not been defined, or if it contains only disabled or unconfigured devices, it appears in red, italic text. The personal escalation currently in effect has a green check to the left of it.

### Note: Avoiding Incoming Call Overload

It is best to use another device instead of your work phone number as your primary work contact. This is because AlertFind contacts all users simultaneously, and Adelphi’s phone system might become overloaded by the large number of messages.

### To define your personal escalations:

1. On the **My Account** page, locate the **Personal Escalations** panel.
2. To view the devices in a specific escalation, click the turn-down arrow to the left of the escalation name. Devices in this escalation appear. Configured devices appear in black text; unconfigured devices appear in red text.
3. To change the order in which devices are contacted, click the **Customize** button. The **Personal Escalation Details** page appears. Notice that the **Name** field reminds you which escalation you are working with.
4. Use the drop-down list to select a device. Repeat this for all drop-down lists. If you select a disabled or unconfigured device, remember to go back to the **Devices** panel and enable or configure the device so that it can receive notifications.

5. To include a delay between contacting devices, type a number in the “**after n minutes escalate to**” field. For example, you might set up AlertFind to call your home phone 10 minutes after it calls your cell phone.
6. To delete a device, click **Delete**. The device is removed from this escalation though it remains in your **Devices** list so that it can be added to this or another escalation at another time.
7. To add a new device, click + **Add New Device**. A new device field with a drop-down list appears.
8. Click **OK** to save your changes or click **Cancel** to discard your changes.
9. The **My Account** page appears. The **Customize** button has changed to two buttons: **Edit** and **Use Standard**.
10. Click **Edit** when you need to change your personal escalations. Click **Use Standard** to discard your personalized escalation and use the defaults as defined by Adelphi.