

Berks Alert Admin User Training



PUBLIC ALERT & NOTIFICATION SYSTEM

ALERTS DELIVERED TO YOUR PAGER, CELL PHONE AND E-MAIL FOR
PUBLIC SAFETY EMERGENCIES | ROAD CLOSURES
SEVERE WEATHER EVENTS

Logging In

- In web browser connect to:
<https://swift911v4.swiftreach.com>
 - ❖ *Google Chrome is preferred*
- Enter your provided Username and Password
- Click **Sign In**

SWIFT 911TM
Reach Thousands in Seconds!

Enter your credentials

Please enter your username and password to gain access to the system

Username

Password

Sign In

Keep me logged in

Forgot your password?

IMPORTANT NOTE: Agency Admins must also have a subscriber account in order to receive alerts. Subscriber and Admin Logins are NOT interchangeable. You must log into the admin webpage with your admin user name and password. You CANNOT log into the admin page with your subscriber user name and password and vice versa.

Change Password



- Click on the **Account Management**  icon.
- Select **Change Password**
- In the Change Your Password window enter your Old Password, then your New Password. You must enter the new password again in the Confirm New Password field.
- Password Requirements
 - ✓ Minimum of 7 characters
 - ✓ Include one uppercase letter
 - ✓ Include one lowercase letter
 - ✓ Include one number or special character

A screenshot of a 'Change Your Password' dialog box. The title bar is red with the text 'Change Your Password' and a question mark icon. Below the title bar, there is a message: 'New passwords are required to be a minimum of 7 characters in length.' There are three input fields: 'Old Password:', 'New Password:', and 'Confirm New Password:'. At the bottom, there are two buttons: 'Change Password' and 'Cancel'.

Contacts



- The contacts page provides access to all of your lists (*For Example: CO12 All Call, CO12 Fire Police, etc.*), allowing you to easily manage them.
- **Lists** – Contain distinct activities to help you manage contact lists.
 - ✓ **Manage Contact Lists** – Lists all of your contact lists allowing you to edit them or launch an alert.

Contacts

Managing Contacts

SWIFTREACH
NETWORKS
chiefuser (FD User) - Berks County, PA (202304) SIGN OUT SUPPORT ▾ LIVE HELP ?

SWIFT 911™
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[HOME](#) [ALERTING](#) [MESSAGES](#) [CONTACTS](#)

🏠 > **Contacts** > Manage Contacts
✅ ACTIVE ALERTS (0) ▾

Contact Lists
+ Add Contact List Contact Import Manager + Add List Group

Items Per Page: 10 ▾ Jump to Page: Page 1 ▾
3 total items. You Are Viewing Page 1 of 1

					Code	List Name	Type	Entries	Requests	Created	Created By	Updated	Changed By	
🔒	Delete	Edit	Properties	Access	Launch Alert	1539306	Test All Call	Contact List	1	0	6/16/2016 10:35:37 AM	cwood	7/27/2016 9:45:23 AM	chiefuser
🔒	Delete	Edit	Properties	Access	Launch Alert	1523886	Test Officers	Contact List	1	0	6/2/2016 10:12:25 AM	sr202304	7/27/2016 9:43:59 AM	chiefuser
🔒	Delete	Edit	Properties	Access	Launch Alert	1519906	Fire Department Member <input checked="" type="checkbox"/>	Contact List	99	0	5/27/2016 10:52:49 AM	cwood	7/28/2016 11:02:01 AM	chiefuser

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Contacts

Managing Contacts

Contact Lists						+ Add Contact List		Contact Import Manager		+ Add List Group				
Items Per Page: 10		Jump to Page: Page 1		3 total items. You Are Viewing Page 1 of 1										
					Code	List Name	Type	Entries	Requests	Created	Created By	Updated	Changed By	
	Delete	Edit	Properties	Access	Launch Alert	1539306	Test All Call	Contact List	1	0	6/16/2016 10:35:37 AM	cwood	7/27/2016 9:45:23 AM	chiefuser
	Delete	Edit	Properties	Access	Launch Alert	1523886	Test Officers	Contact List	1	0	6/2/2016 10:12:25 AM	sr202304	7/27/2016 9:43:59 AM	chiefuser
	Delete	Edit	Properties	Access	Launch Alert	1519906	Fire Department Member <input checked="" type="checkbox"/>	Contact List	99	0	5/27/2016 10:52:49 AM	cwood	7/28/2016 11:07:09 AM	chiefuser

Manage Contacts Fields:

- **Edit (button):** Allows you to view and manage contact information within a contact list. You can add new contacts, edit or remove existing contacts, as well as assign contacts to additional contact lists.
- **Properties (button):** DO NOT change these global settings as it is possible to inadvertently make your lists public.
- **Launch Alert (button):** Clicking this button brings you to the Quick Launch popup. This area allows you to add the message(s) and select when you want the alert to launch to the specified contact list.

Note: Agency Admins are not able to Delete or manage the Access of lists.

Contact Managing Contacts

Manage Contacts Restrictions:

- **Add Contact List (button):** DES Berks Alert Team Use Only.
- **Contact Import Manager (button):** Agency Admins must not use this feature as it may prevent subscribers from being able to create their own accounts.
- **Add List Group (button):** DES Berks Alert Team Use Only.

Manage Contacts

Edit Contact List

SWIFTRREACH
NETWORKS
chiefuser (FD User) - Berks County, PA (202304) SIGN OUT SUPPORT ▾ LIVE HELP ?

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HOME ALERTING MESSAGES CONTACTS
📁 👤 ✕

🏠 ▶ **Contacts** ▶ **Manage Contacts** ▶ Edit Contact List
✔️ ACTIVE ALERTS (0) ▾

List Created On: 6/16/2016 10:35:37 AM by cwood Last Updated On: 7/27/2016 9:45:23 AM by chiefuser

Out of 2 total contacts in this list, there are:

2 of 2 with Portal Accounts	2 of 2 that are Geo-coded	2 of 2 with Phone numbers
2 of 2 with SMS numbers	2 of 2 with E-Mail addresses	0 of 2 with Fax numbers
0 of 2 with Pagers		

List: Test All Call
+ Add Contact + Assign Contacts Import Multiple Contacts

Search List 🔍 Filter: - No Filter - ▾

Language Summary: English (1);

Items Per Page: 50 ▾ Jump to Page: Page 1 ▾ 1 total items. You Are Viewing Page 1 of 1

Delete	Edit	Subscriptions	Name	Primary Phone	Primary Email	Street	City	State	Postal
			Joe Firefighter 🌐	4849558977	berksalert@countyofberks.com	2561 Bernville Rd	Reading	PA	19605

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Manage Contacts

Edit Contact List – Cont'd

Contact Summary:

This field displays the number of contacts within the list that match a certain criteria since the list was last updated, such as the number of people who registered through the web portal (Portal Accounts ). This will also display the number of contacts within the list that have at least one SMS number, email address, phone number, fax number, or pager as well as those that have at least one geocoded address.

List Created On: 6/16/2016 10:35:37 AM by cwood Last Updated On: 7/27/2016 9:45:23 AM by chiefuser

HIDE ▲

Out of 2 total contacts in this list, there are:

2 of 2 with Portal Accounts

2 of 2 that are Geo-coded

2 of 2 with Phone numbers

2 of 2 with SMS numbers

2 of 2 with E-Mail addresses

0 of 2 with Fax numbers

0 of 2 with Pagers



Manage Contacts

Edit Contact List – Cont'd

List: Test All Call (1539306)								+ Add Contact	+ Assign Contacts	Import Multiple Contacts
Search List 🔍		Filter: - No Filter -								
Language Summary: English (1):										
Items Per Page: 50 ▼		Jump to Page: Page 1 ▼		1 total items. You Are Viewing Page 1 of 1						
Delete	Edit	Subscriptions	Name	Primary Phone	Primary Email	Street	City	State	Postal	
			Joe Firefighter 🌐	4849558977	berksalert@countyofberks.com	2561 Bernville Rd	Reading	PA	19605	

- **Delete (button):** Clicking this button will remove the contact from the list.
- **Edit (button):** Clicking this button will allow you view or edit the contact's information.
 - ✓ **Note:** This is the preferred method for adding or removing the contact from lists. **Step by Step instructions on how to subscribe contacts to your agency's lists are included in this training.**
- **Subscriptions (button):** Clicking this button allows you to see which lists the contact belongs to and assign or remove additional lists to the contact.
 - **Note:** This is **NOT** the preferred method for adding or removing contacts from lists.

Manage Contacts

Edit Contact List – Cont'd

- **Assign Contacts (button):** This allows you to search contact lists for contacts to assign to the list currently being edited.
- **Add Contact (button):** Clicking this button will allow you to manually enter contact information. **THIS IS NOT RECOMMENDED! DO NOT USE without discussion with the DES Berks Alert Team FIRST!**
 - ✓ Contacts that are added manually may have problems creating web portal accounts later on.
 - ✓ This may cause an issue when updating contact information for subscribers of multiple lists.
- **Import Multiple Contacts (button):** This allows multiple contacts to be imported view a comma delimited (.csv format) file into the contact list currently being edited. **DO NOT USE.** Contacts that are imported may have problems creating web portal accounts later on.
 - ✓ This may cause an issue when updating contact information for subscribers of multiple lists.

Note: See *Step-by-Step Instructions for Recommended method of managing contacts.*

Assigning Contacts to Lists

Individuals who register for BerksAlert through Swift911 can sign up for the following lists that are open to everyone:

- **Berks County Employee** – Individuals employed by the County of Berks.
- **EMS Member** – Members of EMS organizations in Berks County.
- **Fire Department Member** – Members of fire departments in Berks County.
- **Emergency Management Coordinators** – EMC's for a municipality or other agency.
- **Other Emergency Response Group** – Members or employees of other emergency response agencies in Berks County.
- **Weather Alerts**
 - Fire Weather Alerts (email and SMS)
 - Severe Weather Warnings (email and SMS)
 - Severe Weather Watches (email and SMS)

Agency Administrators are given access to edit the list(s) that correspond with their discipline.

For example: The fire agency admins will be given access to the Fire Department Member List.

These lists should be used to find your personnel and edit their subscriptions to include your agency's lists.

Assigning Contacts

Step 1

1. Click **Edit** for the public list that corresponds with your discipline. i.e.: Fire Department Member, EMS Member, etc.

Contact Lists											+ Add Contact List	Contact Import Manager	+ Add List Group
Items Per Page: 10			Jump to Page: Page 1			3 total items. You Are Viewing Page 1 of 1							
			Code	List Name	Type	Entries	Requests	Created	Created By	Updated	Changed By		
	Delete	Edit	1519906	Fire Department Member	Contact List	136	0	5/27/2016 10:52:49 AM	cwood	7/28/2016 8:51:19 PM	PORTAL		

Assigning Contacts Step 2

2. Click on **Edit** for the contact you want to add to your agency's list.

List: Fire Department Member (1519906)										+ Add Contact	+ Assign Contacts	Import Multiple Contacts	
Search List Showing search results for: firefighter in Name x										Filter: - No Filter -			SaveAs Sublist
Language Summary: English (700);													
Items Per Page: 10				Jump to Page: Page 1		3 total items. You Are Viewing Page 1 of 1							
			Name	Primary Phone	Primary Email	Street	City	State	Postal				
Delete	Edit	Subscriptions	Owen Firefighter	9995551515	owenfirefighter@gmail.com	123 Main St	Birdsboro	PA	19508				
Delete	Edit	Subscriptions	John Q Firefighter	9995551212	jfritz@countyofberks.com	2561 Bernville Rd	Reading	PA	19605				
Delete	Edit	Subscriptions	Joe Firefighter	4849558977	berksalert@countyofberks.com	2561 Bernville Rd	Reading	PA	19605				

Assigning Contacts

Step 3

3. Click on Assign Contact to List

Add/Edit Contact Form

User Information

Name: Tag: Preferred Language:

Phone Contact Devices

+ Add Phone

	Priority	Name	Phone	Extension	Type	AMD	TXT/SMS Enabled
Delete	UP DN	Mobile Phone	4849558977	x	Voice	Use Default	YES

Other Contact Methods

Email: Fax Number:
Pager: Provider:

Address Information

+ Add Address

	Geo	Profile	Address 1	Address 2	City	State	PostalCode
Delete	YES	Primary Address	2561 Bernville Rd		Reading	PA	19605

Contact List Membership

	Code	List Name	Address Profile
Delete	1485256	Berks Alert Master List	Primary Address
Delete	1519906	Fire Department Member	Primary Address
Delete	1521466	Severe Weather Watches - SMSText	Primary Address
Delete	1525256	Severe Weather Warnings - SMSText	Primary Address
Delete	1555186	Berks County Residential List	Primary Address
Delete	1567996	M - Bern	Primary Address

Show more contact options

Assigning Contacts

Steps 4 & 5

4. Select the desired list from the drop down and click **Assign List**.



The screenshot shows a dialog box titled "Assign Contact List" with a red header bar. Inside the dialog, there are two dropdown menus. The first is labeled "Contact List:" and has a small grid icon to its left; its value is "-- Select --". The second is labeled "Address Profile:" and has the value "Primary Address". At the bottom of the dialog, there are two buttons: "Assign List" and "Cancel".

5. Repeat steps 3 & 4 to assign additional lists to the contact.

Alerting



The alerting page contains various tools which allow you to create, schedule, and launch alerts and activities to help create and manage alerts quickly.

Alerting through Swift911 is diverse. This training will provide an in-depth look into the simplest forms of alerting, the Quick Alert Wizard and the Create Alert Wizard.

For more information about other forms of alerting including scheduling alerts see the help files on the Swift911 Admin website.

Alerting

- Create Alerts
- Manage Alerts
- Syndication Options
 - ✓ Facebook
 - ✓ Twitter

The screenshot displays the SWIFT 911 Alerting dashboard. At the top, the logo 'SWIFT 911™' is accompanied by the tagline 'Reach Thousands in Seconds!'. Navigation tabs include HOME, ALERTING (selected), MESSAGES, and CONTACTS. A user profile icon and a search icon are visible in the top right. Below the navigation bar, the page title 'Alerting' is shown next to a home icon. A status indicator shows 'ACTIVE ALERTS (0)'. The main content area is divided into three columns: 'Create', 'Manage', and 'Syndication'. The 'Create' column contains 'Alert Wizard', 'Quick Alert', 'Weather Alert', and 'Scenario'. The 'Manage' column contains 'Scheduled Alerts', 'Alert Scenarios', 'Conferences', 'Alert Triggers', 'Inbound Hotlines', and 'History and Reporting'. The 'Syndication' column contains 'Facebook Accounts', 'Twitter Accounts', 'RSS Channels', and 'CAP Channels'. A 'HIDE' button and a help icon are also present.

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HOME ALERTING MESSAGES CONTACTS

HOME > Alerting ACTIVE ALERTS (0) HIDE ?

Create

- Alert Wizard** **★ Info**
The **Create** section provides various **Alert Wizards** which allow easy creation of alerts using a full range of options.
- Quick Alert** **Quick Alert** lets you quickly send an alert using previously created messages and contact lists.
- Weather Alert** Use the **Manage** section to work with all your alerting tools; tools like **Alert Scenarios** which allow you to run multiple alerts in one job.
- Scenario** In the **Syndication** section you create and manage various social networks like **Facebook** and **Twitter**. Use **RSS** to send to desktops and **CAP** for emergency compliance.

Manage

- Scheduled Alerts**
- Alert Scenarios**
- Conferences**
- Alert Triggers**
- Inbound Hotlines**
- History and Reporting**

Syndication

- Facebook Accounts**
- Twitter Accounts**
- RSS Channels**
- CAP Channels**

Alerting Overview



- **Create** – Contains four distinct activities to help you create Alerts and Scenarios quickly and easily.
 - ✓ **Alert Wizard** – A step-by-step tool that guides you creating and sending out an alert.
 - ✓ **Quick Alert** – Allows you to create an on-the-spot message that can be sent out in multiple forms to a list.
 - ✓ **Weather Alerts** – Weather Alerts have already been established.
 - ✓ **Scenario** – Due to the complex nature of the alerts, scenarios will not be covered in this training. Additional information can be found on the help pages of the Swift911 admin page.

Quick Alert Wizard

The screenshot shows the 'Quick Alert Wizard' interface. At the top, there is a breadcrumb trail: Home > Alerting > Quick Alert Wizard. In the top right corner, there is a status indicator: 'ACTIVE ALERTS (0)' with a green checkmark and a dropdown arrow. Below this is a 'HIDE ▲' button. The main content area features a progress bar with four steps: '1 Step 1 Initial Message Options' (highlighted in blue), '2 Step 2 Create Messages', '3 Step 3 Launch Options', and '4 Step 4 Confirm / Launch' (with a question mark icon). Below the progress bar, the section is titled 'Select message types to create (All fields required)'. It contains two text input fields: 'Alert Name:' and 'Description:'. To the right of these fields are two information icons (i). Further right, there are eight checkboxes for message types: Voice, SMS/Text, E-Mail, Fax, Pager, Hot-Line, Facebook, and Twitter.

The Quick Alert Wizard allows you to quickly send out your on-the-spot messages using your contact list. The message you create within the Quick Alert Wizard will automatically be formatted for all message types you select.

NOTE: When creating your message content, characters will be counted and a summary of various message type limits will be displayed in real time. This lets you know if you're exceeding the maximum characters for any specific message type.

Quick Alert Wizard

Step 1 – Initial Message Options

- **Alert Name:** Enter the name you want to use to identify this alert in the alert scheduler and for future use. For example: Immediate Work Detail – Report to Station ASAP.
- **Description:** Use this field to add any other pertinent information about the Alert.
- **Message Type Checkboxes:** Select the message types you wish to send for this alert. **The Voice message type should ONLY be used by EMA personnel or EMCs who have received additional Alerting training.**
 - ✓ SMS/Text
 - ✓ Email
 - ✓ Pager
- **Select a contact list to send to:** Select the pre-existing contact list you want to alert from the dropdown menu. *For example: Co98 Fire All Call, Co98 Fire Officers.*
- **Include Roaming Users:** **DO NOT CHECK THIS BOX!!** This option should only be used by EMA personnel or EMCs who have received additional Alerting training.

Quick Alert Wizard

Step 1 – Initial Message Options Cont'd

➤ SMS/Text Message Options

- ✓ **From Name:** You can enter anything you want in this field to let the recipient know who the email was sent from. The default is set to display “Berks County DES.”

➤ Email Message Options

- ✓ **From Name:** You can enter anything you want in this field to let the recipient know who the email was sent from. The default is set to display “Berks County Department of Emergency Services.”
- ✓ **From Address:** This is where you would enter the email address that the recipients will see that the email was sent from. The default is set to display berksalert@countyofberks.com.

➤ Pager Message Options

- ✓ **From:** This is where you would enter the phone number that the recipients will see that the page was sent from.

Quick Alert Wizard

Step 1 – Initial Message Options Cont'd

1 Step 1
Initial Message Options

2 Step 2
Create Messages

3 Step 3
Launch Options

4 Step 4
Confirm / Launch

Select message types to create (All fields required) [? help](#)

Alert Name: ⓘ

Description: ⓘ

Voice SMS/Text E-Mail Fax

Pager Hot-Line Facebook Twitter

Select a contact list to send to

ⓘ

Include Roaming Users

Text/SMS message options:

From Name: ⓘ

Email message options:

From Name: ⓘ

From Address: ⓘ

[Previous](#) [Next](#) [Launch](#)

Quick Alert Wizard

Step 2 – Create Message

This is where you will type out the message you would like to send to all of the media types you selected in Step 1. As you type your message the available characters for the message types will count down. Your message should only be as long as the message type you've selected in Step 1 that allows the least characters. The following is displayed below the message box and updates automatically as you type.

1 Step 1
Initial Message Options

2 Step 2
Create Messages

3 Step 3
Launch Options

4 Step 4
Confirm / Launch

Enter message content [? help](#)

Message Text For All Selected Message Types:

This is a test quick alert of the new Berks Alert system.

4039 Chars Remaining (Full Message)
942 Chars Remaining (Facebook Fan Page)
443 Chars Remaining (Facebook Personal Page)
83 Chars Remaining (Twitter/SMS/Text/Pager Message)

[Previous](#) [Next](#) [Launch](#)

Quick Alert Wizard

Step 3 – Launch Options

In this step you will be choosing when you would like the Alert to go out. You can either send the Alert out immediately, schedule the Alert to go out at a future date and time, schedule the Alert to reoccur every week at a designated day and time, or schedule the Alert to reoccur every month at a designated date and time.

The screenshot shows a four-step wizard interface. Step 1 (Initial Message Options) and Step 2 (Create Messages) are in green boxes. Step 3 (Launch Options) is in a blue box and is the current step. Step 4 (Confirm / Launch) is in a white box with a question mark icon. Below the steps is a section titled "Schedule When to Launch Your Alert" with a help icon. Underneath, there is a "Set Launch Schedule:" label with an information icon, followed by four radio button options: "Run Immediately" (selected), "Run Once", "Run Weekly", and "Run Monthly".

1 Step 1
Initial Message Options

2 Step 2
Create Messages

3 Step 3
Launch Options

4 Step 4
Confirm / Launch

Schedule When to Launch Your Alert [? help](#)

Set Launch Schedule: [i](#)

Run Immediately Run Once Run Weekly Run Monthly

Quick Alert Wizard

Step 4 – Confirm / Launch

In this step you will be able to confirm that all of the information about the Alert is correct by looking through the different options you have selected. Once you are comfortable that all of the information is correct, you can hit the **Launch** button to launch your Alert. If you notice something you wish to change in your Alert, you can go back to any step in the wizard by either clicking the green box for the specific step you would like to go back to, or simply click the **Previous** button.

1 Step 1
Initial Message Options 2 Step 2
Create Messages 3 Step 3
Launch Options 4 Step 4
Confirm / Launch

Confirmation of options and content ? help

Confirm everything is correct for this alert. Click the "Previous" button to make changes or "Launch" to add the alert to the schedule queue.

STEP 1 OPTIONS - Initial Message Options
Alert Name: Test Alert
Description: Test Alert
Contact List: 1539306: Test All Call
Roaming Users: Not Alerting Roaming Mobile Users
Message Types: SMS,Email

STEP 2 OPTIONS - Message Content
Long Message: [57 Characters] This is a test quick alert of the new Berks Alert system.
Short Message: N/A

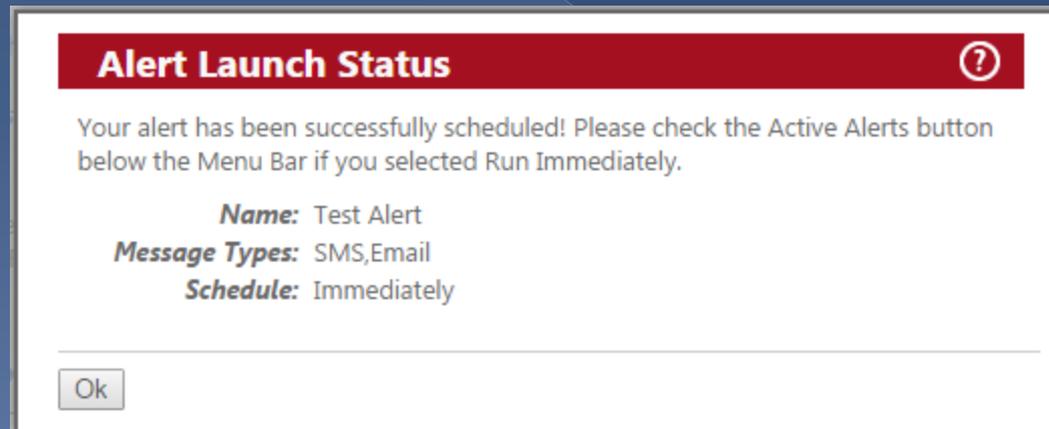
STEP 3 OPTIONS - Launch/Scheduling
Alert Will Run: Immediately

Previous Next Launch

Quick Alert Wizard

Step 5 – Launch Alert Status

Your alert has been successfully scheduled. Clicking **Ok** will close the popup and bring you to the Manage Scheduled Alerts page.



Create Alert Wizard

The Create Alert Wizard is a tool which gives you a step-by-step guide to creating and sending out Alerts by using existing lists and messages or creating new messages from within the wizard.

In this training we will review how to create the following message types:

- Email
- SMS/Text
- Pager

The screenshot displays the 'Create Alert Wizard' interface. At the top, there is a breadcrumb trail: 'Alerting > Create Alert Wizard'. On the right, there is a status indicator 'ACTIVE ALERTS (0)' and a 'HIDE' button. Below this, there are four steps: '1 Step 1 Alert Information' (highlighted in blue), '2 Step 2 Select Message(s)', '3 Step 3 Schedule Launch', and '4 Step 4 Confirm And Launch'. A 'help' icon is visible next to Step 4. The main content area is titled 'Information about your alert' and contains an 'Alert Name' input field. Below this is a section titled 'Select Who To Alert' which includes a 'Contact List' dropdown menu (currently showing '-- Select --'), '+ List' and '+ New' buttons, and a message 'No items to display.'. There are also checkboxes for 'Use Map', 'Filter Contacts', and 'Include Roaming Users'. At the bottom, there are 'Previous', 'Next', and 'Launch' buttons.

Create Alert Wizard

Step 1 – Alert Information

In this step you will be naming your Alert, providing a description of what the Alert is , and choosing the list you will be sending the Alert to.

- **Name the Alert:** Best practice is to name the alert something that you will instantly know what the alert was if you see the name.
- **Choose the list you are sending the alert to:** Remember you can choose more than 1 list by selecting each list from the dropdown and clicking the **+List** button for each, so they appear below.
 - ✓ **Option 1. Use Map:** This option should only be used by EMA personnel or EMCs who have received additional Alerting training.
 - ✓ **Option 2. Filter Contacts:** This option is not currently being used.
 - ✓ **Option 3. Include Roaming Users:** This option should only be used by EMA personnel or EMCs who have received additional Alerting training.

Create Alert Wizard

Step 1 – Alert Information Cont'd

- **Alert Name:** Enter the name you want to use to identify this alert in the alert scheduler and for future use. *For Example: "Immediate Work Detail at Station"*
- **Contact List:** Select the contact list you want to alert from the dropdown menu. You may add multiple lists to your alert.
 - ✓ **+List** (button): Clicking this button will add the selected list to the alert.
 - ✓ **+New** (button): Agency Admin Users should not use this option.
 - ✓ **Remove** (button): Clicking this button will remove the contact list from your alert.
- **Filter Contacts:** This is not currently being used.
- **Use Map & Include Roaming Users:** **DO NOT USE!** These options should only be used by EMA personnel or EMCs who have received additional Alerting training.

Create Alert Wizard

Step 1 – Alert Information Cont'd

Information about your alert ? help

Alert Name: ⓘ

– **Select Who To Alert** –

Contact List:  ⓘ

Contact List(s) to Alert	
<input type="button" value="Remove"/>	1539306: Test All Call

Use Map ⓘ Filter Contacts ⓘ **Include Roaming Users** 

Create Alert Wizard

Step 2 – Select Message(s)

In this step, you will be selecting one or more messages to be sent out for the Alert.

The Voice message type should ONLY be used by EMA personnel or EMCs who have received additional Alerting training.

NOTE: Only one message is required to be selected for this step, any more than one message selected is optional.

1 Step 1 Alert Information

2 Step 2 Select Message(s)

3 Step 3 Schedule Launch

4 Step 4 Confirm And Launch

What message(s) will you send? [? help](#)

Voice: -- Select -- [i](#)

Email: -- Select -- [i](#)

SMS/Text: -- Select -- [i](#)

Pager: -- Select -- [i](#)

Fax: -- Select -- [i](#)

View Syndication Options

Create Alert Wizard Message Types - Email

Select an email message from the dropdown menu or create a new message using the New button.

Create Quick Email Message:

In this window you can create an Email Message to not only use in Create Alert Wizard, but also to use for future Alerts if desired.

Create Quick Email Message

Email Name: Immediate Work Detail **Description:** Immediate Work Detail
From Name: Fire Company **From Email:** fireofficer@firecompany.com

— **Message Content** —

Message Subject: Immediate Work Detail

Rich Text Editor:

Attention All Personnel:
Report to Station for an Immediate Work Detail.

body p

Apply Cancel

Create Alert Wizard

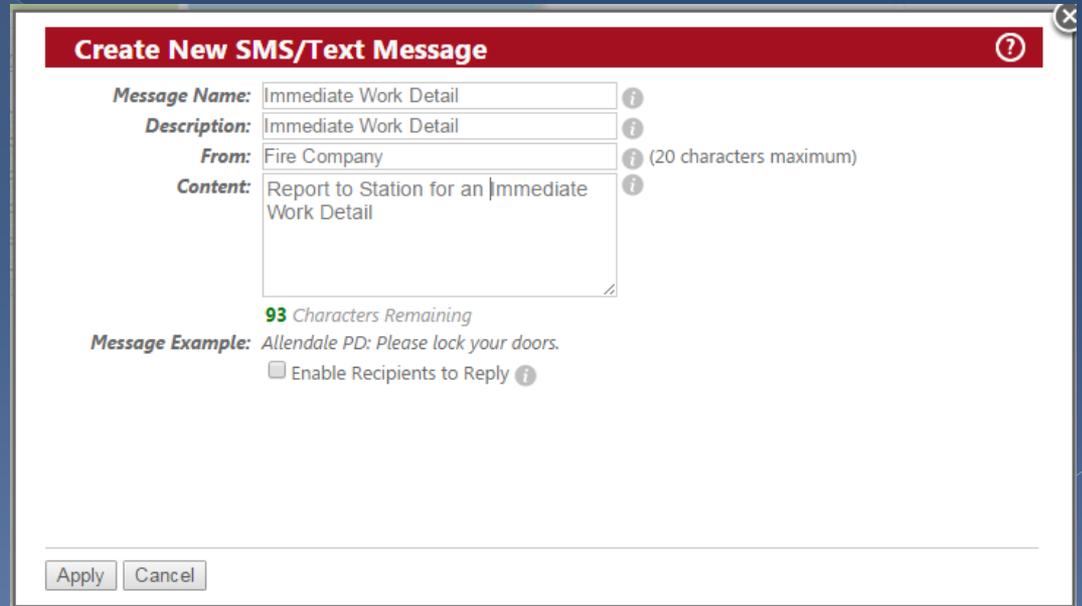
Message Types – SMS/Text

Select a text/SMS message from the dropdown menu or create a new message.

Create New SMS/Text Message:

In this window you can create an SMS/Text Message to not only use in Create Alert Wizard, but also to use for future Alerts if desired.

The SMS/Text Message is a message you create to be sent to the recipient's phone via SMS in an Alert.



The screenshot shows a dialog box titled "Create New SMS/Text Message" with a red header bar. It contains the following fields and options:

- Message Name:** Immediate Work Detail (with an information icon)
- Description:** Immediate Work Detail (with an information icon)
- From:** Fire Company (with an information icon and "(20 characters maximum)")
- Content:** Report to Station for an Immediate Work Detail (with an information icon)
- Message Example:** Allendale PD: Please lock your doors.
- Enable Recipients to Reply (with an information icon)

Below the content field, it displays "93 Characters Remaining". At the bottom of the dialog are "Apply" and "Cancel" buttons.

Note: For additional information about enabling recipients to reply see the help files on the admin website.

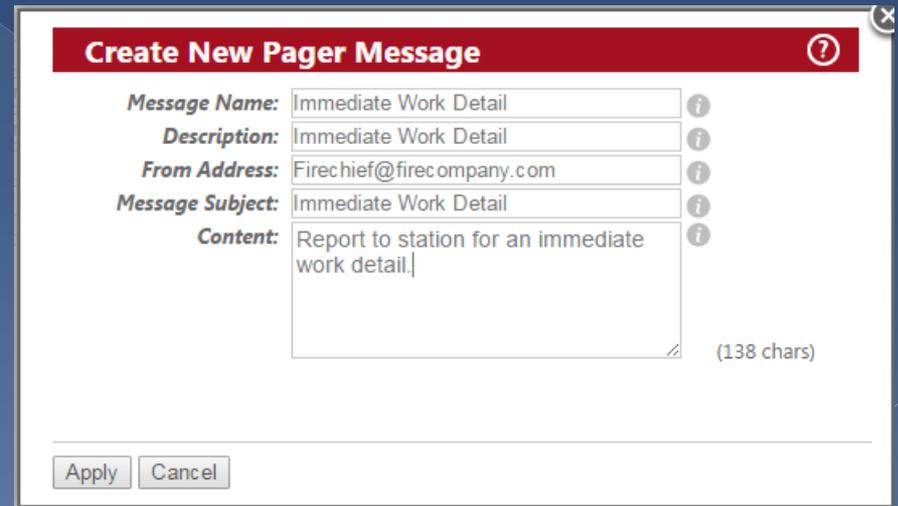
Create Alert Wizard

Message Types - Pager

Select a pager message from the dropdown menu or create a new message.

Create New Pager Message:

In this window you can create a Pager Message to not only use in Create Alerts Wizard, but also to use for future Alerts if desired.



The screenshot shows a dialog box titled "Create New Pager Message" with a red header bar. The dialog contains several input fields, each with an information icon (i) to its right:

- Message Name:** Immediate Work Detail
- Description:** Immediate Work Detail
- From Address:** Firechief@firecompany.com
- Message Subject:** Immediate Work Detail
- Content:** Report to station for an immediate work detail. (138 chars)

At the bottom of the dialog, there are two buttons: "Apply" and "Cancel".

Create Alert Wizard

Step 3 – Schedule Launch

In this step you will be choosing when you would like the Alert to go out. You can either send the Alert out immediately, schedule the Alert to go out at a future date and time, or schedule a recurring Alert.

1 Step 1
Alert Information

2 Step 2
Select Message(s)

3 Step 3
Schedule Launch

4 Step 4
Confirm And Launch

Schedule When to Launch Your Alert [? help](#)

Set Launch Schedule: ⓘ

Run Immediately Run Once Run Weekly Run Monthly

Create Alert Wizard

Step 4 – Confirm and Launch

In this step you will be able to confirm that all of the information about the Alert is correct by looking through the different options you have selected. Once you are comfortable that all of the information is correct, you can hit the **Launch** button to launch your Alert. If you notice something you wish to change in your Alert, you can go back to any step in the wizard by either clicking the green box for the specific step you would like to go back to, or simply click the **Previous** button.

1 Step 1
Alert Information

2 Step 2
Select Message(s)

3 Step 3
Schedule Launch

4 Step 4
Confirm And Launch ?

Confirm Alert Options and Launch ? help

Please confirm your alert options below:

— **Step 1 (Alert Information)** —

Alert Name: Test Alert for Admin Training

Lists Being Notified: 1539306: Test All Call **Using Map?** No **Contact Filter?** No

Roaming Users: Not Alerting Roaming Mobile Users

— **Step 2 (Messages)** —

Voice: N/A	Facebook: N/A
E-mail: 5963656: Immediate Work Detail	Twitter: N/A
Text/SMS: 5963856: Immediate Work Detail	RSS: N/A
Pager: 5963866: Immediate Work Detail	CAP: N/A
Fax: N/A	Hot-Line: N/A

— **Step 3 (Launch Schedule)** —

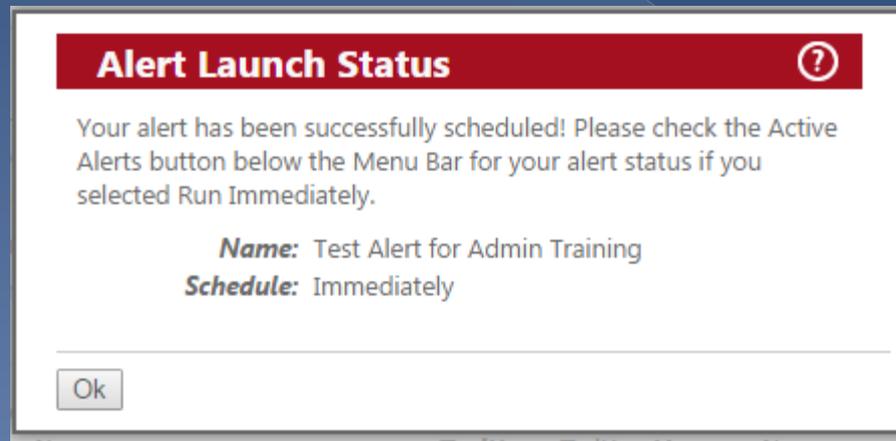
Alert Will Run: Immediately

Previous **Next** **Launch**

Create Alert Wizard

Alert Launch Status

Alert Launch Status: Your alert has been successfully scheduled! Please check the Active Alerts button below the Menu bar if you selected Run Immediately and you will be brought to the Manage Scheduled Alerts page.



Messages



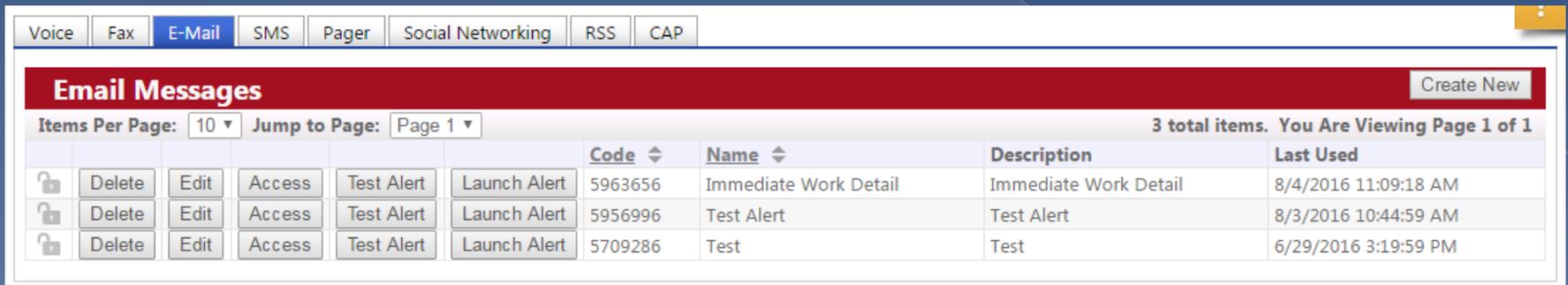
The Messages page provides access to all of your messages and message templates, allowing you to easily manage all your voice, text/SMS, email, fax, pager, syndication feed messages.

- **Create Voice** – **DO NOT USE!** This option should only be used by EMA personnel or EMCs who have received additional Alerting training.
- **Create Other** – Allows you to create and edit messages other than voice. For additional information about this area see the help files on the admin website.
- **Manage** – Allows you to view and edit messages.

Messages

Manage Messages

The Manage Messages page allows you to view and manage all of your messages. From here you have the ability to create new messages as well as view, edit, delete, test, and launch an alert to your saved messages.



The screenshot displays a web interface for managing messages. At the top, there are navigation tabs for Voice, Fax, E-Mail (selected), SMS, Pager, Social Networking, RSS, and CAP. Below the tabs is a red header bar with the text "Email Messages" and a "Create New" button. Underneath the header, there are controls for "Items Per Page" (set to 10) and "Jump to Page" (set to Page 1). To the right of these controls, it says "3 total items. You Are Viewing Page 1 of 1". The main content is a table with three rows of message data. Each row has a lock icon, a set of action buttons (Delete, Edit, Access, Test Alert, Launch Alert), and columns for Code, Name, Description, and Last Used.

						Code ↕	Name ↕	Description	Last Used
	Delete	Edit	Access	Test Alert	Launch Alert	5963656	Immediate Work Detail	Immediate Work Detail	8/4/2016 11:09:18 AM
	Delete	Edit	Access	Test Alert	Launch Alert	5956996	Test Alert	Test Alert	8/3/2016 10:44:59 AM
	Delete	Edit	Access	Test Alert	Launch Alert	5709286	Test	Test	6/29/2016 3:19:59 PM

Manage Messages

Delete

Delete (button): Permanently deletes the message in the coinciding row.

Note: *Once a message is deleted it can no longer be used again and must be re-created from scratch.*



Manage Messages

Edit

Edit (button):
Opens the Edit Message page for the selected message.

Message Form

Use Template: - Select Template - ⓘ

Message Name: Immediate Work Detail ⓘ

Description: Immediate Work Detail ⓘ

From Name: Fire Company ⓘ

From Email Address: fireoffic.er@firecompany.com ⓘ

Language Support ⓘ

Supported Language(s): English

Default Language: English

Message Content

English **Message Subject:** Immediate Work Detail ⓘ

Manage Messages

Test Alert

Test Alert (button): Allows you to send your message to your email address or cell phone and view your message in real time.

Test Alert

A test alert will be sent using the contact information that you provide below.

Testing E-mail: [5963656] Immediate Work Detail

Language: English ⓘ

Email Address: ⓘ

Test Alert

A test alert will be sent using the contact information that you provide below.

Testing SMS: [5963856] Immediate Work Detail

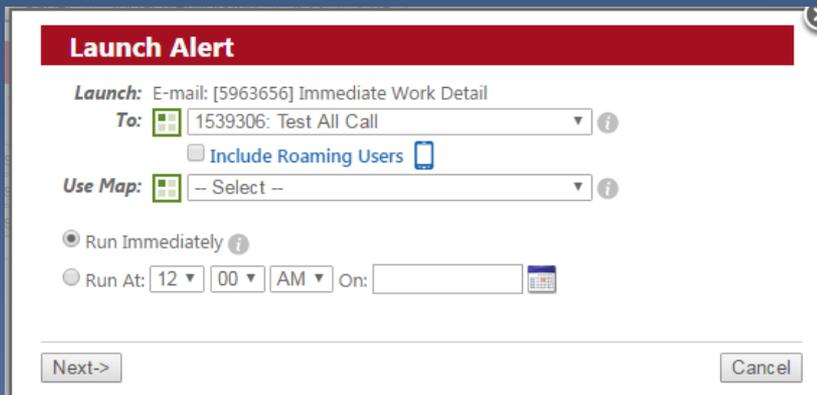
Language: English ⓘ

SMS Number: ⓘ

Manage Messages

Launch Alert

Launch Alert (button): Opens the Launch Alert window to allow you to add a contact list and select when you want the alert to launch the specified message.



Launch Alert

Launch: E-mail: [5963656] Immediate Work Detail

To: [+] 1539306: Test All Call [i]

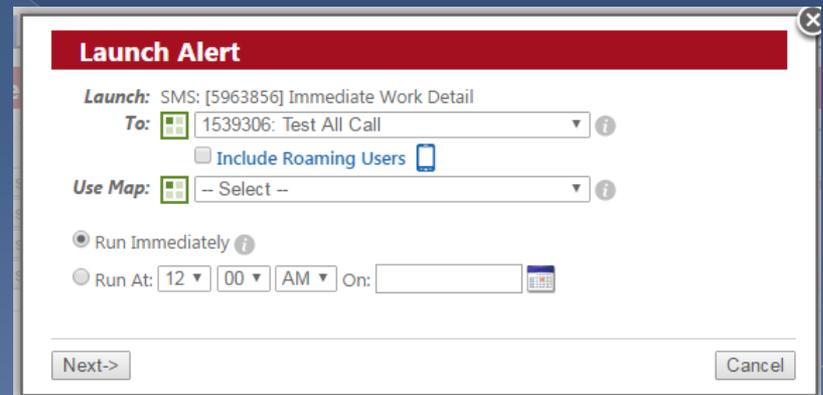
Include Roaming Users [📱]

Use Map: [+] -- Select -- [i]

Run Immediately [i]

Run At: 12 ▾ 00 ▾ AM ▾ On: [] [📅]

Next-> [Cancel]



Launch Alert

Launch: SMS: [5963856] Immediate Work Detail

To: [+] 1539306: Test All Call [i]

Include Roaming Users [📱]

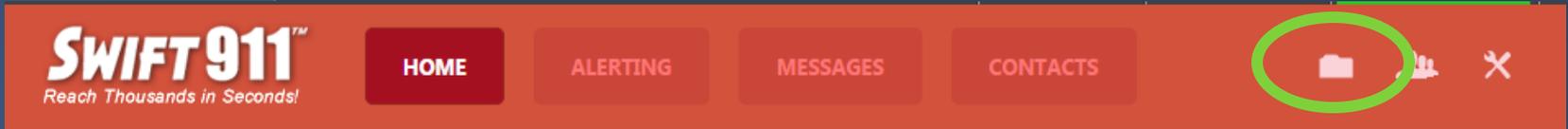
Use Map: [+] -- Select -- [i]

Run Immediately [i]

Run At: 12 ▾ 00 ▾ AM ▾ On: [] [📅]

Next-> [Cancel]

Help Center



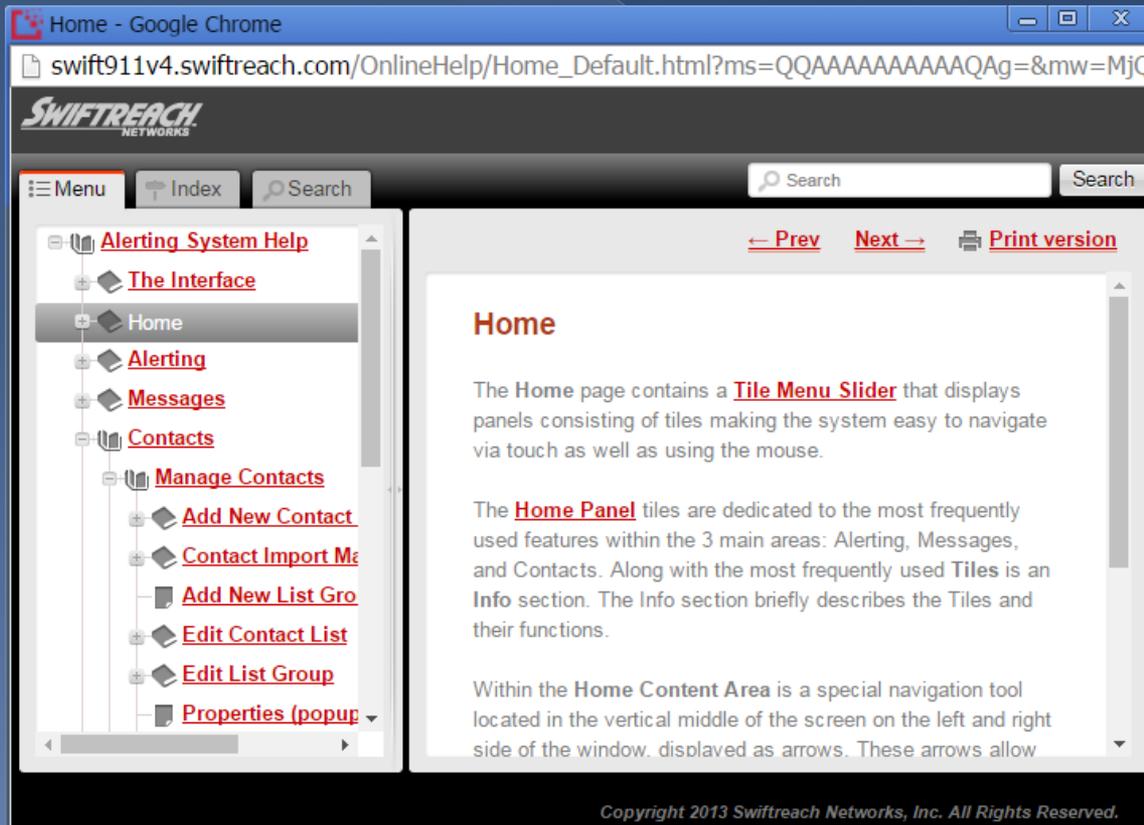
- The Help Center contains documents, manuals, online training and short video tutorials to help you use the system more effectively.



A screenshot of the Swift911 Help Center interface. At the top left is a home icon and the text "Help Center". At the top right is a dropdown menu for "ACTIVE ALERTS (0)". Below this is a "HIDE" button. The main content is divided into two columns. The left column has three sections: "LIVE Online Training" with a "Swift911 Training (Basic)" item (a WebEx icon), "Training Videos" with a "Swift911 Mobile App" item (a video icon), and "Help Videos" with a "Creating a Basic Alert" item (a video icon). The right column is titled "Documents" and contains a list of document links: "Messages & Alerting Best Practices", "Contact Import Guide", "Contact Import Template", "User Administration Guide", "Web Portal Guide", and "Contact Management Overview". Each document link has a corresponding icon (DOC or CSV) and a brief description.

Online Help Center

- The online help center is accessible by clicking on the help icon .



The screenshot shows a web browser window titled "Home - Google Chrome" with the URL `swift911v4.swiftreach.com/OnlineHelp/Home_Default.html?ms=QQAAAAAAAAAAQAg=&mw=MjQ`. The page features the Swiftreach Networks logo at the top left. Below the logo is a navigation bar with a "Menu" button, an "Index" button, and a search box. A left-hand sidebar contains a tree view of help topics, including "Alerting System Help", "The Interface", "Home", "Alerting", "Messages", "Contacts", "Manage Contacts", "Add New Contact", "Contact Import M...", "Add New List Gro...", "Edit Contact List", "Edit List Group", and "Properties (popup)". The main content area is titled "Home" and contains text explaining the "Tile Menu Slider" and "Home Panel" tiles. At the top of the main content area are navigation links: "← Prev", "Next →", and "Print version".



Frequently Asked Questions

Coming Soon!



Questions or Comments

The Berks Alert Team can be reached at:
berksalert@countyofberks.com

