HipLink Terminology

The main functionality of HipLink is to enable *Users* to send messages to *Receivers* registered with different *Carriers*. Each Carrier has one protocol assigned to it. In order to perform its tasks, HipLink uses a System Attendant, a Scheduler, and one or more Messengers. The number of Users, Receivers, and Messengers, type of protocols, and other features are defined by the License Key.

User	Initiates the message(s) or action(s). Each User must belong to a User Group and inherits the User Group permissions.
Receiver	The receiver is a device or system that receives a message. This can be a pager, smartphone, computer, fax, an automated alarm or signage, an iPod or any other device. Any number of Receivers may receive a message, notification, alarm or signal. Each Receiver is assigned to one Carrier. Receivers can be one-way or two-way. A two-way Receiver can respond to a message. The response is retrieved by HipLink and it can be used to trigger a predefined Response Action. The Response Action might be a command to be executed on the HipLink server.
Carrier	Carrier is the service provider that is assigned to a device. Examples of Carriers include AT&T, Sprint, T-Mobile, Verizon, or American Messaging.
Recipient Groups	Groups are used to organize Receivers in HipLink. The Group that a User belongs to designates the permissions for messages to be sent to that Receiver. Receivers can be assigned to simple groups (i.e., Receiver Groups), task-oriented groups (i.e., On-Duty Groups, Escalation Groups, Rotate Groups, and Follow-Me Groups), and logical groups (i.e., Departments). All types of Groups can contain other Groups as Members. • **Broadcast Groups** one message goes to all members. Can be static or dynamic • **On-Duty Groups** designate the working schedule for each Receiver and messages are sent only to the on-duty Receivers. • **Escalation Groups** designate Receivers that will get a message one at a time, after a specified delay. The escalation continues if the message confirmation is not received in time and is stopped once the message is acknowledged. • **Rotate Groups** allow you to send messages to different Receivers in a rotation. • **Follow-Me Groups** allow you to send messages to different Receivers depending on the time of day. • **Departments** designate what access Users have to certain Receivers and Groups.
Messenger	A Messenger takes messages from a queue and sends them to Carriers using specific protocols. Each Messenger has one protocol assigned to it. Messengers are services that handle the send message requests. A messenger will check the paging queue for message files, select only those messages that require its protocol, and use it to deliver the message to the Carrier.

Accounts

About

The Users are organized in User Groups which establish different levels of access to the HipLink features.
A typical HipLink User will not have permissions to see many of the settings, the services, and the queues. Users will need to know about the Send functionality.
It is necessary to log in to the HipLink system to begin. Your administrator will create a User account for you, with a User name and password to log in. It is strongly recommended that you change your password right away in the Settings menu.

- **Note 1:** A User account cannot be accessed by more than one User concurrently. The HipLink session may expire after an admin-configured period of inactivity.

- **Note 2:** There is a Temporary session check box on the Global Settings panel that enables HipLink to work with either permanent or temporary sessions. Please see the Global Settings section for details.

Users

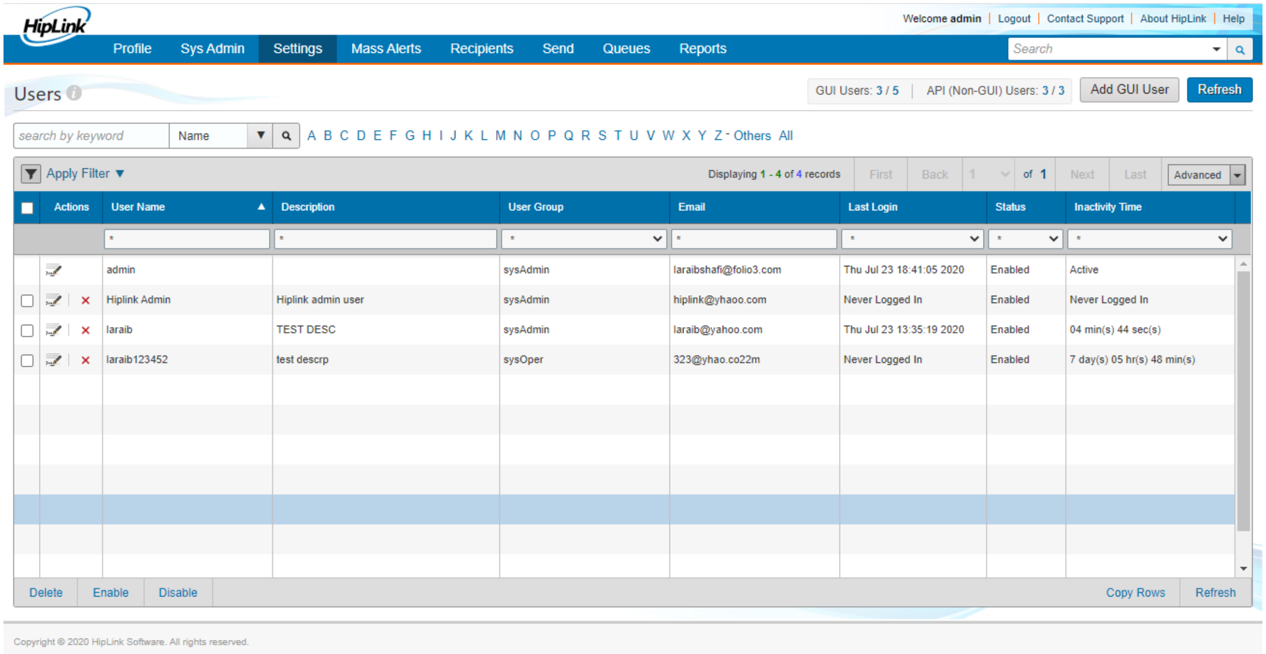
A user accesses HipLink using their username and password. Different users have different privileges to HipLink. The privileges of the User Group will determine which menus and panels a user has access to.
User panel displays all the users of HipLink. This panel allows adding, modifying, deleting, or disabling HipLink users. It is available to all users belonging to sysAdmin User Group. For non-sysAdmin users, the panel is available if the users have following privileges:

- Manage Users within this User Group: allows a user to manage users in their own User Group.
- Assign User Group Permissions -> Manage User Group: allows a user to manage users in other User Groups (except for sysAdmin group)

The panel contains the following columns:

1. **Edit**: Clicking on this button directs the user to Edit User page for the selected user.
2. **User Name**: Displays user name.
3. **Description**: Displays user description.
4. **User Group**: Displays user group that the user belongs to.
5. **Email**: Displays email address of the user.
6. **Last Login**: Displays last login time for the user.
7. **Status**: Displays the status of the user. This is described in detail below.
8. **Inactivity Time**: Displays the time for which the user had been inactive. (For logged out users, this displays the time since the user last logout. For logged in users, this displays the time since the user last performed activity on HipLink GUI, if the time since last activity exceeded 10 seconds)

By default, the user records are sorted on User Name. You can sort users on any column in ascending or descending order by clicking the button at the top of each column.
The columns on User panel can be resized and relocated to suit user's needs.



TO SORT USERS:

- On Users panel, click on the button at the top of each column to sort the records in ascending order.
- Click on the button again to sort in descending order.

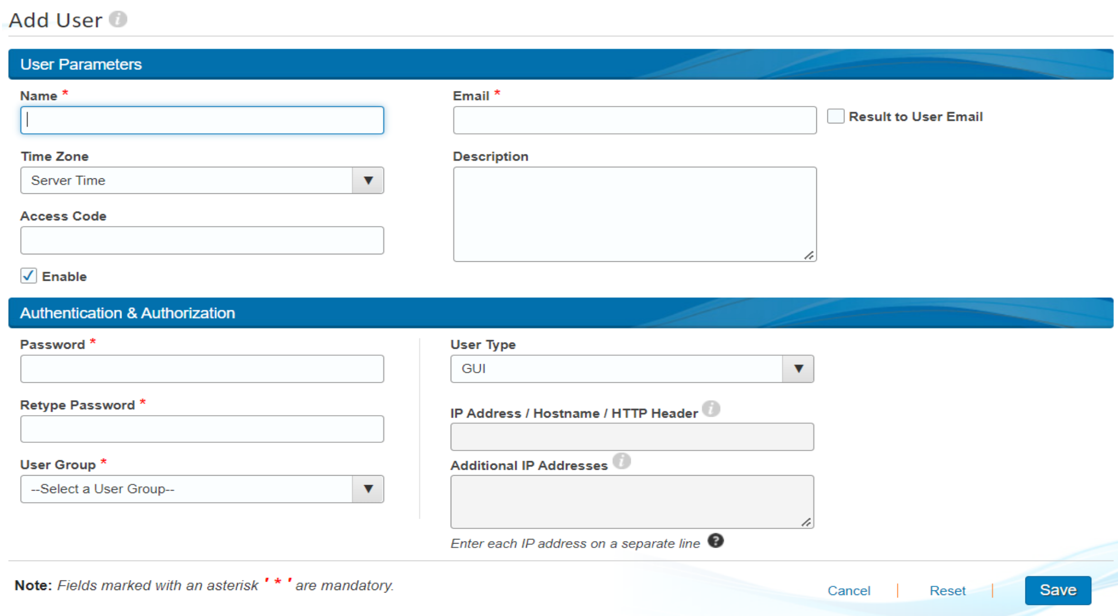
TO FILTER USERS:

- Enter key words in the first box of User Name, Description, or Email columns, or select a value from User Groups or Status columns.
- Press Enter to filter by your criteria.
- HipLink will search for users with this specific text, refresh the page, and display the results.
- To perform a wildcard search, use an * as a prefix, suffix, or both. For example, entering Tech* in the filter box in a particular column, may return records with the words Technical, Technician, Tech Service, etc.
- Click on Clear Filter button to clear filter from the grid and reload all the records.
- To perform filtering on Last Login, select one of the values for the drop-down:
  - Within N days: Enter the number of days in the pop-up; select time unit from the drop down (mins/ hours/ days). This will display all the Users that have logged in within the given time.
  - Before N days: This will display all the Users that have logged in before the given time.
  - Exactly N days ago: This will display all the Users that have logged in exactly n days ago.
  - Range: Specify the range of days in which Users have logged in. Will display all the Users that have logged-in in the given range.
  - Never Logged In: This will display all the Users that have never logged in to HipLink.
- For managing a large number of Users use either the simple Alphabetical Filtering feature (e.g., by pressing one of the links A, B, C … Z, and Others), or the advanced Search feature to display only the information that you need (e.g., enter a keyword and press the Find button). Select the link All to display all the available users.

TO COPY USER RECORDS:

- Select a row by clicking it or select multiple rows by holding down either the Shift or Ctrl key while clicking on the rows.
- Click Copy Rows link at the top of data grid. This would copy the data in selected rows on your clipboard.

TO ADD A NEW USER:



1. From the Users screen, click Users button on the top right of the screen.
2. Enter a unique Name for this user (mandatory).
3. Enter a Description for this user (optional).
4. Enter a Password for this user (mandatory).
5. Retype the Password (mandatory).
6. Enter the user's Email address (mandatory).
7. Select a User Group from the drop-down menu (mandatory).
8. Enter the Access Code for this user (optional but mandatory if the NetIQ User ID was entered). The Access Code is a 4 and up to 10-digit code used for authentication of Users that execute actions or send messages remotely through a 3rd party interface, for example email or the Voice Module. If the Access Code is set, it means that the User has permissions to send messages or execute actions using either a two-way device or another software application.
9. Select a User Group from the drop-down menu (mandatory).
10. Select the User Type from the drop-down menu: GUI user (default), Non-GUI, or both.
11. For a User of type API (Non-GUI) or both, enter the IP Address or Host Name of the computer where the external application is running (mandatory).
12. For a user of type API (Non-GUI) or both, user can also be assigned "Additional IP Addresses". This is for providing fail-over purpose and is applicable for integrations with Web Services API and WCTP Gateway only. By default, one additional IP address is included with the API license. Additional IP addresses can be added for additional application access and are controlled through the license key in the system. An API user can have a maximum of 127 additional IP addresses defined.

13. Set the Time Zone. Select the Server Time or a different time zone if it was defined.
    1. Time Zones are defined in the Settings menu.
14. Click the Save button.

HipLink allows users to be disabled at the time of adding them. Unchecking the Enabled box when creating a new user will disable this account once it has been created.
Note: *Users belonging to sysAdmin group cannot be disabled*

TO MODIFY A USER:

1. From the Settings menu, click User within the navigation menu.
2. On the User Panel, find the User name you want to modify and click the Edit icon.
3. On the Edit User Account page, edit the Users' Parameters.
4. Click the Save button to submit your changes and return to the Users Panel, click the Reset button to fill in the previous values, or the Cancel button to return without saving.

TO DELETE A USER:

1. From the Settings menu, click Users in the navigation bar.
2. On Users Panel, select the User you want to remove.
3. Click the Delete button.
4. Click OK button to confirm deletion or click Cancel to revoke this action.

TO DISABLE A USER:

1. From the Settings menu, click Users on the left navigation bar.
2. On Users Panel, select the User you want to disable.
3. Click Disable button.
4. Click the OK button to confirm disable or click Cancel to revoke this action.

Note: *You can add more than one User with administrator privileges, and you can modify the predefined admin User. However, you cannot delete the pre-defined User, admin. The logged-on Users will be deleted after confirmation. Also, Users with administrative privileges (belonging to sysAdmin group) cannot be disabled.*

User Groups

A User Group defines the level of access that a User will have to the HipLink features. Administrators can create new User Groups, in addition to the predefined groups: sysAdmin, sysOper, and usrSend. All the existing User Groups are displayed as entries in the User Group drop-down menu on the Add/Edit User Account page.

DEFAULT USER GROUPS

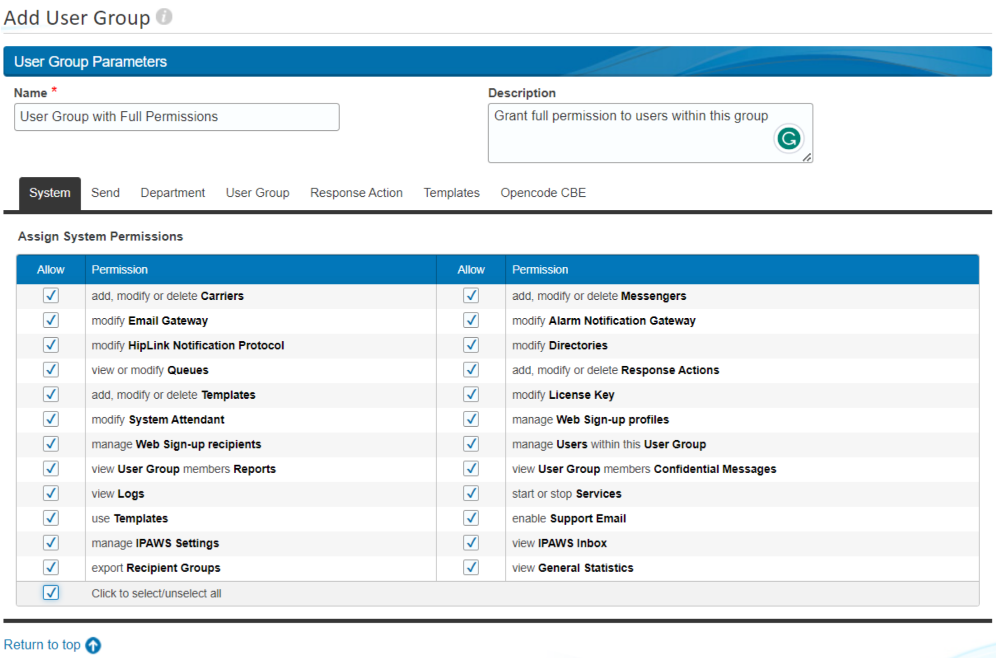
HipLink comes with the following predefined User Groups:

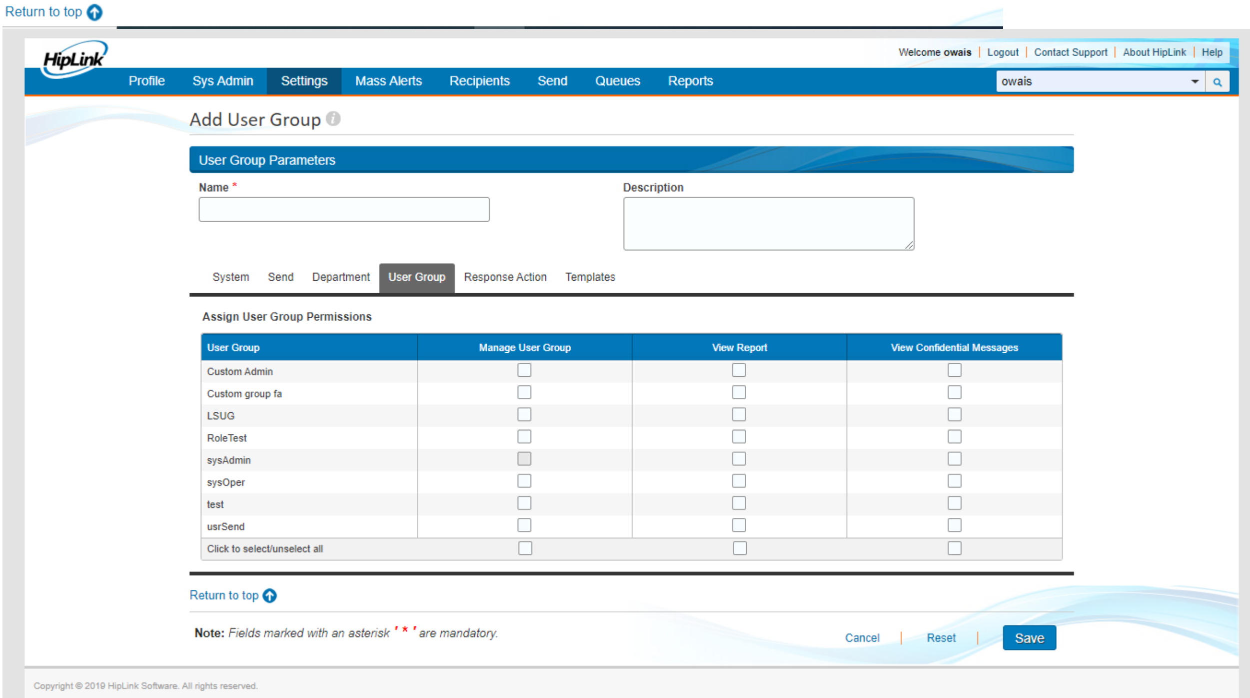
- The sysAdmin User Group gives system administrators access to all functions in the Settings menu, Stats, and Reports. This group cannot be edited or deleted.
- The sysOper User Group gives system operator's access to the Send, Receiver, Groups, Logs, Services, Queues, and Reports from this group.
- The usrSend User Group gives normal Users access to all functions in the Send menu, Reports from this group, and it allows them to change their password in the Settings menu.

TO ADD A NEW USER GROUP:

1. From the Settings menu, click User Groups within the navigation menu.
2. On the User Group Panel, click the Add Group button to reach the Add User Group page.

3. Enter a unique Name for this User Group (mandatory).
4. Enter a Description for this User Group (optional).
5. Check the permission settings you wish to assign to this User Group. These permissions allow the Users assigned to this User Group to access specific menus and panels, which are used to manage and operate the HipLink application.
6. Click the Save button.





Check the permissions settings for each User Group.

Note: *The Departments, Template, and Email Gateway features are enabled by the License Key. If the Department feature is enabled there is a Default Department already defined in the*

HipLink database. Also, while creating User Groups, System Administrators have the option to allow for non-admins to view reports for messages sent by all System Administrators in HipLink. This is useful when viewing reports of messages sent by HipLink APIs which are run using System Administrator's credentials.

TO MODIFY A USER GROUP:

1. From the Settings menu, click User Groups within the navigation menu.
2. On the User Group Panel, find the User Group name you want to modify and click the Edit icon in the Actions column.
3. On the Edit User Group page, edit the User Group Parameters and/or the Permission Settings.
4. Click the Save button to submit your changes and return to the User Groups Panel, click the Reset button to fill in the previous values, or the Cancel button to return without saving.

To delete a User Group:

1. From the Settings menu, click User Groups within the navigation menu.
2. On the User Group Panel, select the User Group you want to delete and click the Delete icon. You can also delete multiple User Groups by clicking the check-box next to each group, and then clicking the Delete button.
3. Click the OK button to confirm deletion or click Cancel to revoke this action.

Note: *You cannot delete a User Group that still has Users assigned to it. You have to reassign these Users to other User Groups.*

DEPARTMENT PERMISSION SETTINGS:

On the Add/Edit User Group page, the HipLink administrator can set permissions that allow a user to view the settings and send messages to the members and guests of a Department, and also manage (i.e., add, delete, and modify) the members of each Department.
Any existing Departments are available within the drop-down box located at the bottom of the screen. By selecting a Department and them pressing the Add Department button, you are able to adjust the permissions for the current user group and how it interacts with that Department.
Note: *For more details about Department Permission Settings see the Departments/Send and Manage Permissions section.*

USER GROUP PERMISSION SETTINGS:

On the Add/Edit User Group page, the HipLink administrator can set permissions for the Users of that group to be able to manage (i.e., create, edit, delete) Users assigned to other User Groups, and to view reports of the messages sent by the members of these User Groups.
This feature is aimed to help the HipLink administrator delegate User management functions to other users. The existing User Groups are displayed in a table where the permissions can be enabled or disabled using check boxes.
Note: *The All Users selection within the Reports Menu gives a User access to see the status of messages sent by Users assigned to User Groups for which he/she has the View Report permission enabled*

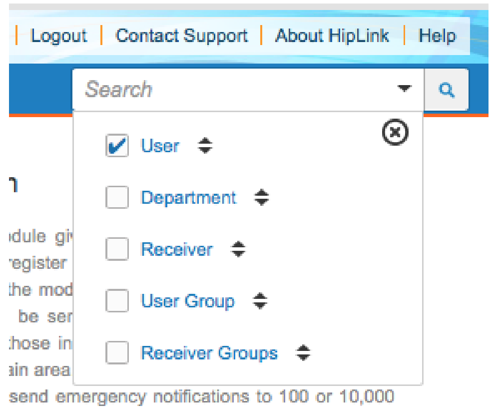
Searching for a User

The Search function allows you to search the HipLink database for entries matching specified criteria such as User name, User Group, Receiver, Receiver Groups, description, or email address.

For example, if you want to look for all the Users that start with John, you select User as your search criteria and enter John as your search text. This would bring up all of the Users starting with the word John.

TO PERFORM SEARCH:

1. Locate the Search box at the top right corner of any page within the HipLink console
2. Click the drop-down box and select the criteria you wish to use in your query.
3. Type in your search keywords in the search box and press enter, or you can click on the magnifying glass button to the right of the search box.



Mobile User Groups

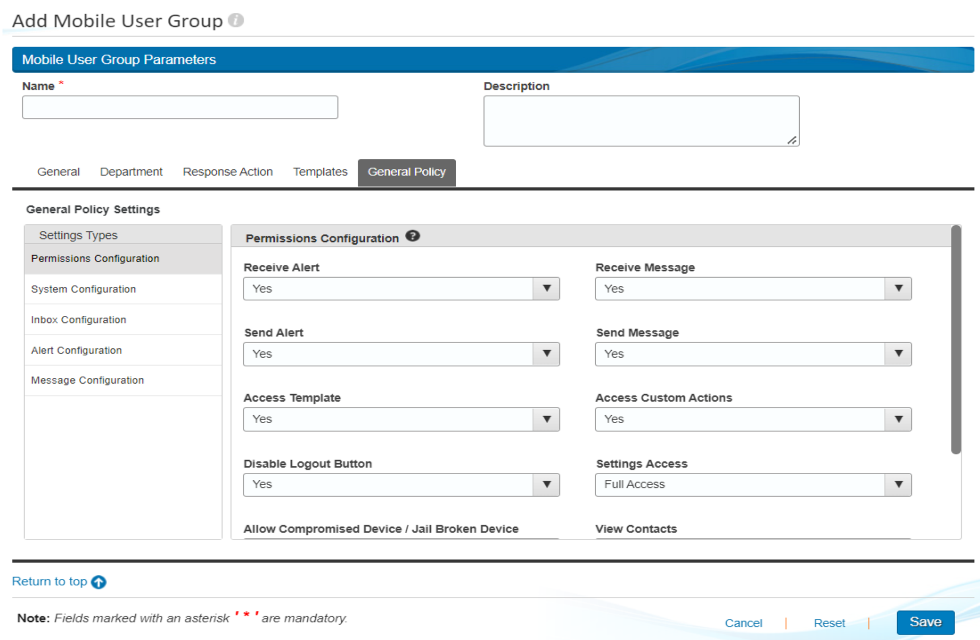
Mobile user defines the level of access that a HipLink Mobile Receiver has to features and contacts. Administrators can create new Mobile User Groups in addition to the predefined group: Basic Mobile User Group. All existing Mobile User Groups are displayed as entries in the drop-down field on HipLink Mobile Receiver Add/Edit page. In addition to that, Permissions of Department, Templates, Response Action, General Policy and few General Settings for HipLink Mobile Client are controlled from Mobile User Group.

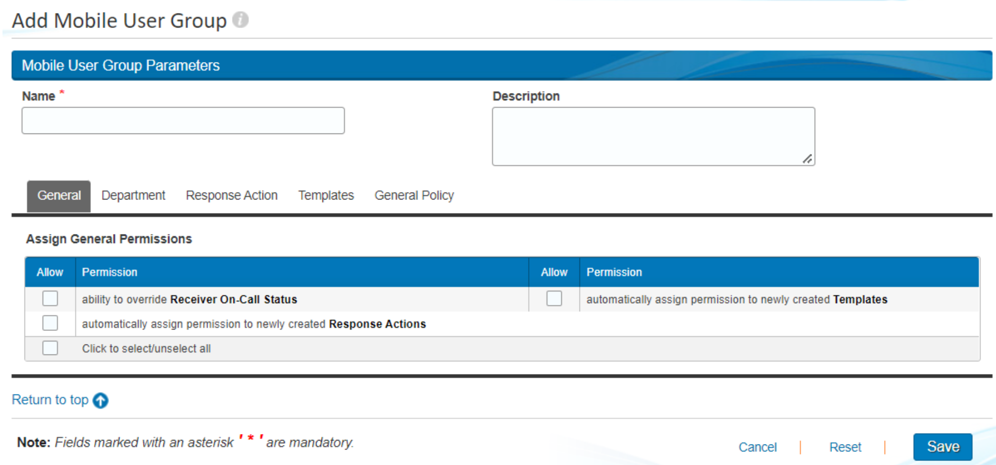
DEFAULT MOBILE USER GROUPS

Default Mobile User Group gives HipLink Mobile receiver access to receive alerts and messages. The group cannot be edited or deleted.

TO ADD A NEW MOBILE USER GROUP:

1. From the Settings menu, click Mobile User Groups in the navigation menu.
2. On the Mobile User Groups Panel, click the Add Mobile User Group button to launch the Add Mobile User Group page.
3. Enter a unique Name for this Mobile User Group (mandatory).
4. Enter a Description for this Mobile User Group (optional).
5. In each tab, Department, Response Actions, Templates, General Policy and General. Permissions selections can be made.
6. Select the permissions settings of General Policy you wish to assign to this Mobile User Group. These permissions allow the HipLink Mobile Receivers to access specific menus available on HipLink Mobile Client.
7. Click Save button.





TO MODIFY A MOBILE USER GROUP:

1. From the Settings menu, click Mobile User Groups within the navigation menu.
2. On the Mobile User Group Panel, find the Mobile User Group name you want to modify and click the Edit icon in the Actions column.
3. On the Edit Mobile User Group page, edit the Mobile User Group Parameters and/or the Permission Settings.
4. Click the Save button to submit your changes and return to the Mobile User Groups Panel, click the Reset button to fill in the previous values, or the Cancel button to return without saving.

TO DELETE A MOBILE USER GROUP:

1. From the Settings menu, click Mobile User Groups within the navigation menu.
2. On the Mobile User Group Panel, select the Mobile User Group you want to delete and click the Delete icon. You can also delete multiple Mobile User Groups by clicking the check-box next to each group, and then clicking the Delete button.
3. Click the OK button to confirm deletion or click Cancel to revoke this action.

Note: *You cannot delete a Mobile User Group that still has Receiver assigned to it. You have to reassign these Receiver to other Mobile User Groups.*

DEPARTMENT PERMISSION SETTINGS:

On the Add/Edit Mobile User Group page, the HipLink administrator can set permissions that allow a HipLink Mobile receiver to send alert and message to the Receiver and Receiver Group of a Department.

Any existing Departments are available within the drop-down box located at the bottom of the screen. By selecting a Department and them pressing the Add Department button, you are able to adjust the permissions for the current mobile user group and how it interacts with that Department.

RESPONSE ACTION PERMISSION SETTINGS:

On the Add/Edit Mobile User Group page, the HipLink administrator can set permissions that allow a HipLink Mobile receiver to view and execute a response action. Any existing response action are listed on the Response Action tab; Permissions can be assigned by checking the checkbox against the response action.

TEMPLETE PERMISSION SETTINGS:

On the Add/Edit Mobile User Group page, the HipLink administrator can set permissions that allow a HNP receiver to view and use a template. Any existing response action are listed on the Template tab. Permissions can be assigned by checking the checkbox against the Template.