

Health Alert Network

Table of Contents

ABOUT THE HAN	Pg.2
ACCESSING THE HAN APPLICATION	Pg.2
REGISTERING YOUR DEVICES	Pg.3
VIEWING HEALTH ALERTS FROM THE TXPHIN DASHBOARD	Pg.6
VIEW HEALTH ALERTS ON REGISTERED DEVICES	Pg.9
EMAIL DELIVERY	Pg.9
PHONE DELIVERY	Pg.11
SMS/BLACKBERRY PIN DELIVERY	Pg.12
FAX DELIVERY	Pg.12
HOW TO CREATE/SUBMIT A HEALTH ALERT	Pg.12
VIEWING ALERTS (SPECIAL FEATURES)	Pg.24
UPDATING ALERTS	Pg.27
CANCELLING ALERTS	Pg.30

Health Alert Network

ABOUT THE HAN

The Health Alert Network functions as the Texas PHIN's Health Alert component. This includes collaborating with federal, state, and city/county partners to develop protocols and stake holder relationships that will ensure a robust interoperable platform for the rapid exchange of public health information.

ACCESSING THE HAN APPLICATION

Once you are a registered PHIN user, you must “log-in” to the PHIN Dashboard at <https://www.txphin.org> by entering your username and password.



The screenshot shows the login interface for the Texas Public Health Information Network (PHIN). At the top, there is a header with the title "The Texas Public Health Information Network" and three images: a globe with a network overlay, a group of people icons connected by lines, and a row of megaphones. Below the header is the Texas Department of State Health Services logo. The main content area contains a description of the PHIN as an online portal for public health preparedness, a link to a tutorial, and a "Sign In to Your Account" section. The sign-in section includes fields for Email (containing "cashton@talho.org") and Password (masked with dots), a "Forgot password?" link, a "Remember me" checkbox, and a "Log In" button. A link to "Sign up" is also present next to the "Log In" button.

The Texas Public Health Information Network

TEXAS
Department of State Health Services

The Texas Public Health Information Network (PHIN) is an online portal containing a collection of applications which provide users with a range of functions to carry out public health preparedness goals and duties.
[Click here](#) for a tutorial on registering and navigating the PHIN.

To learn more about TXPHIN, please visit [About TXPHIN](#)

Sign In to Your Account

Email

Password

[Forgot password?](#)

☐ Remember me

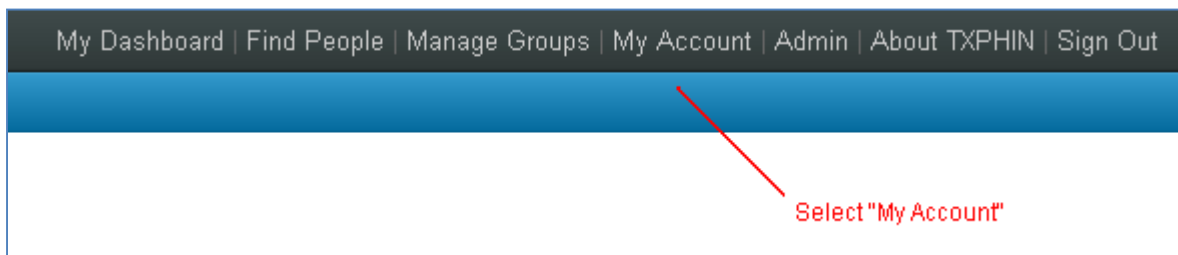
Need an account? [Sign up.](#)

When you are logged in, you can access the HAN by clicking on the “HAN” application on the top left corner of your Dashboard.



REGISTERING YOUR DEVICES

The TxPHIN offers the feature of registering multiple “Contact Devices” to receive Health Alerts. Your account email address is your primary contact device; however, you can add more email addresses if you like. There are also choices to add a phone device, Blackberry PIN messaging, regular text messaging and fax. To register your devices, select “My Account” on the top toolbar on the left side of your Dashboard.



First select “Add Device” in the lower left corner of your Profile page. Then choose the device that you want to add. Based on the device you selected, you will be prompted to enter additional information such as a phone number, Blackberry PIN, or email address. Once you have completed this entry, select “Add” and your device will be added to your list of selected devices. You may delete a device from your list at any time, thus disabling it from receiving Health Alerts, by selecting the “red circle with an X” to the right of the device to be deleted.

Editing this Profile

First Name

Claire

Last Name

Ashton

Preferred name to be displayed

Claire Ashton

Job description

Job title

Email address

cashton@talho.org

Password

••••••

Password Confirmation

••••••

Preferred language English ▼

Bio

Tell us a bit about yourself.

Photo

No
Photo
Uploaded

Browse...

Upload Picture

Public Profile

This is information you can choose to make public through the TXPhin directory. It is not required that you fill any part of this profile out, or that you make the information public if you do.

☐ Make this profile public?

Devices

cashton@talho.org



Add Device

First select "Add Device"

Devices

cashton@talho.org



Device Type

Select...
Select...
E-mail
Phone
SMS
Fax
Blackberry PIN

Second, select the device that you want to add

Devices

cashton@talho.org



Device Type

Phone

Phone

(512) 528-0000

[Add](#) [Cancel](#)

Then enter information into the required field and select "Add"

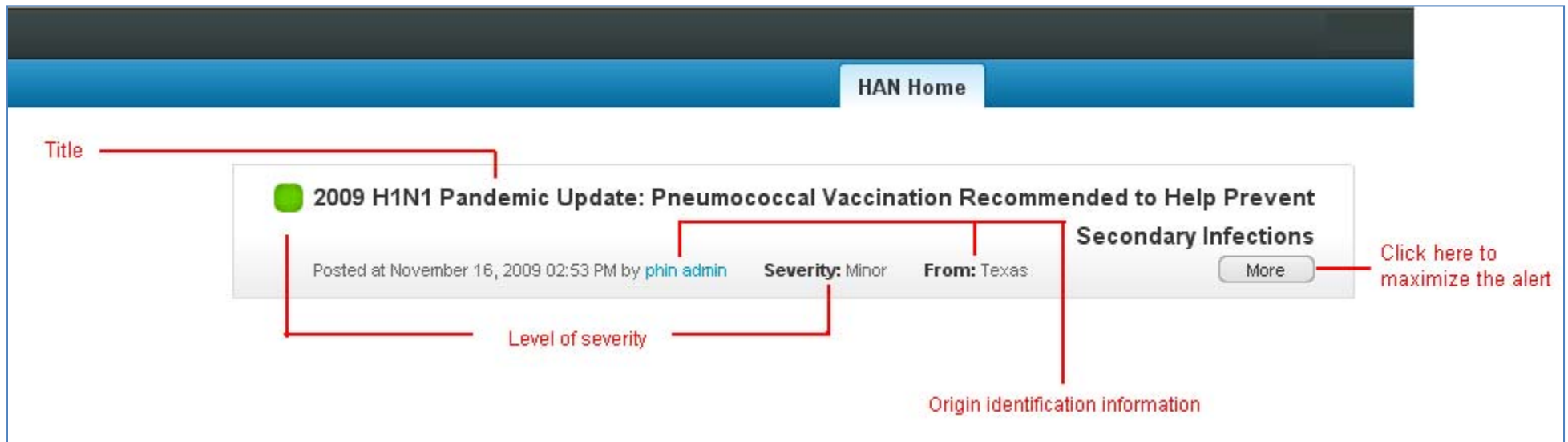
VIEWING HEALTH ALERTS FROM THE TXPHIN DASHBOARD

Only the “Health Alert and Communications Coordinator in Texas” role is able to send alerts. If you are assigned any other role you can only view alerts.

When you are logged in to the TxPHIN, you can access the HAN by clicking on the “HAN” application on the top left corner of your Dashboard.



You can then view alerts posted to your “HAN Home”. This “HAN Home” overview shows minimized versions of alerts from the jurisdiction in which you are assigned with each minimized alert containing a title, level of severity (denoted by both verbiage and coordinating color), and origin identification information.



For quick-reference use, each “level of severity” has a corresponding color, with “green alerts” being the most moderate and “red alerts” being the most extreme. If the “level of severity” is unknown it will appear as gray.

My Dash

HAN Home

TEST

Posted at December 02, 2009 04:40 PM by [Christina Widdows](#)

Status: [Test] Severity: Extreme From: Texas

More

Red = Extreme

TEST

Posted at December 02, 2009 04:39 PM by [Christina Widdows](#)

Status: [Test] Severity: Severe From: Texas

More

Orange = Severe

TEST

Posted at December 02, 2009 04:38 PM by [Christina Widdows](#)

Status: [Test] Severity: Moderate From: Texas

More

Yellow = Moderate

TEST

Posted at December 02, 2009 04:37 PM by [Christina Widdows](#)

Status: [Test] Severity: Minor From: Texas

More

Green = Minor

TEST

Posted at December 02, 2009 04:36 PM by [Christina Widdows](#)

Severity: Unknown From: Texas

More

Gray = Unknown

By clicking the “More” button on the right of each minimized alert, you can maximize the alert. Maximized alerts contain additional information fields including some that are primarily for Alerter posting and tracking purposes; alert ID, sensitivity, acknowledge. You can view the body of the message below the dotted line. When you have finished reading the alert, you can click the “Less” button to minimize it.

"Acknowledge" Test Alert[More](#)Posted at December 02, 2009 11:06 AM by [Christina Widdows](#) **Status:** [Test] **Severity:** Minor **From:** Texas**2009 H1N1 Pandemic Update: Pneumococcal Vaccination Recommended to Help Prevent Secondary Infections**Posted at November 16, 2009 02:53 PM by [phin admin](#) **Severity:** Minor **From:** Texas[Less](#)[Click here to minimize the alert](#)**Alert ID:** DSHS-2009-36 **Sensitive:** No[Alert ID](#)**Acknowledge:** Yes[Level of sensitivity](#)[Request for acknowledgment](#)

This alert is being sent to Regional Administrators of the Texas Health Alert Network, it is the responsibility of each regional administrator to review and determine if further distribution within your region is necessary and act by forwarding this alert.

This is an official CDC Health Advisory

2009 H1N1 Pandemic Update:
Pneumococcal Vaccination Recommended to Help Prevent
Secondary Infections

Summary of Recommendations: CDC's Advisory Committee on Immunization Practices (ACIP) recommends a single dose of pneumococcal polysaccharide vaccine (PPSV) for all people 65 years of age and older and for persons 2 through 64 years of age with certain high-risk conditions. Among those with high-risk conditions for pneumococcal disease, most are also at high risk for severe complications from influenza. Special emphasis should be placed on vaccinating adults under 65 years of age who have established high-risk conditions for pneumococcal disease; PPSV coverage among this group is low and this group may be more likely to develop secondary bacterial pneumonia after an influenza infection. All children younger than 5 years of age should continue

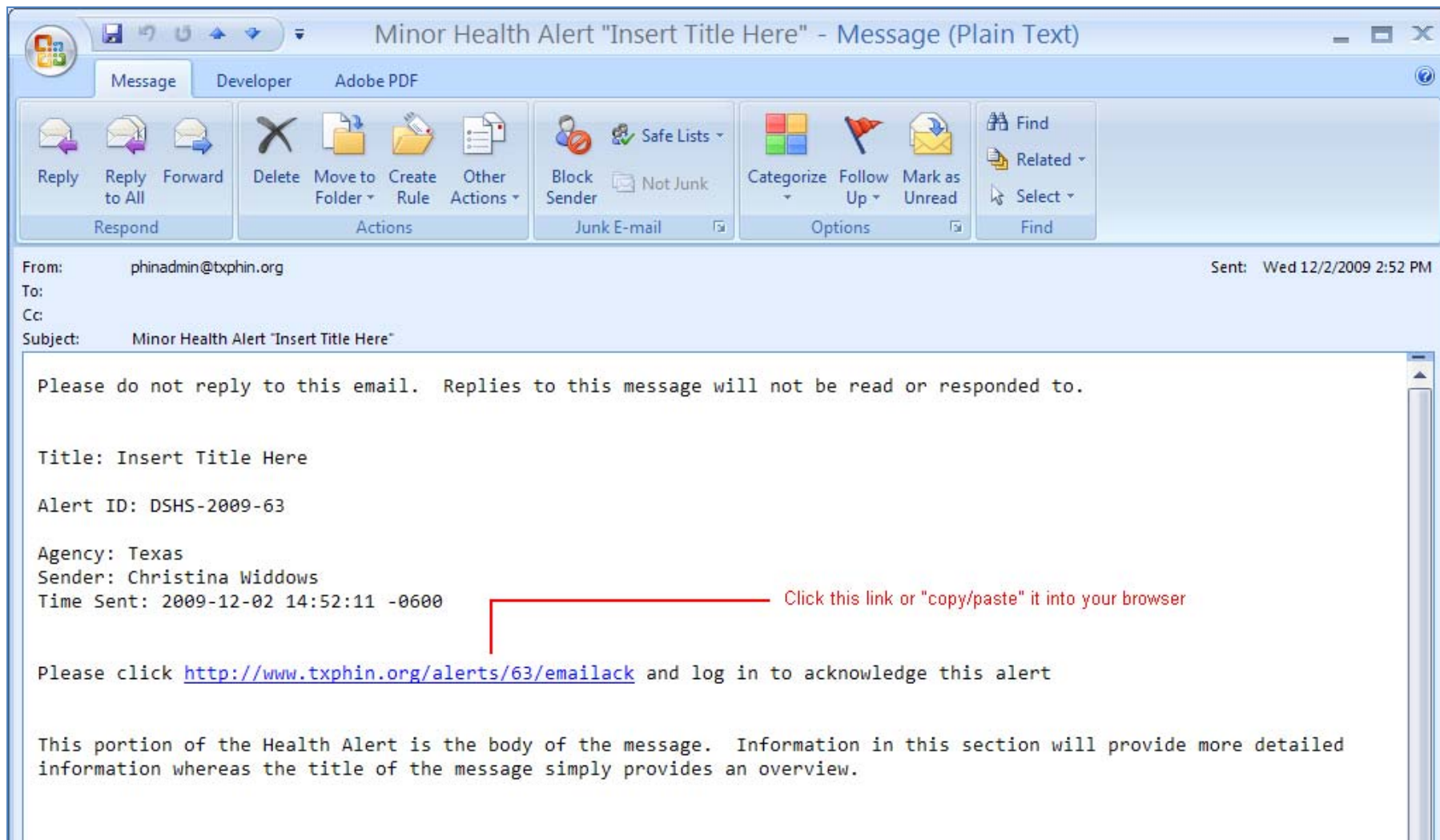
[Body of the message](#)

HEALTH ALERTS ON REGISTERED DEVICES

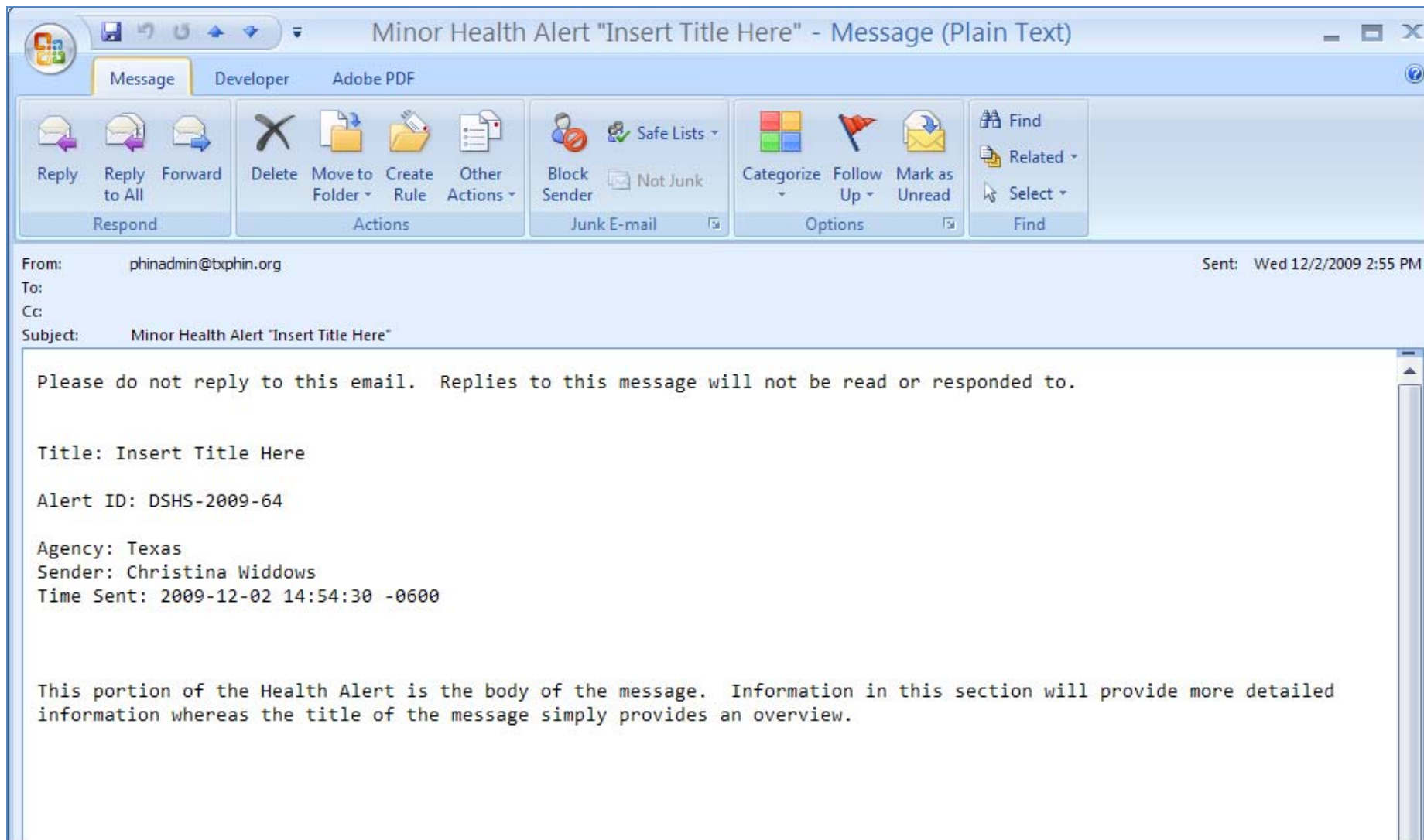
While you can login to TxPHIN at any time to view Health Alerts from your “HAN Home” page, the Health Alerts that you receive on “registered device(s)” will each have a unique delivery method depending on which device(s) you selected. Please do not reply to email, SMS, Blackberry PIN, or fax messages as they are sent from an automated system.

EMAIL DELIVERY:

As a default, Health Alerts will always go to the email address that corresponds with your user account. When receiving a Health Alert via email you can expect one of two scenarios. If the Alerter requests “Acknowledgment”, you will receive an email notification from phinadmin@txphin.org that contains the Health Alert and also prompts you to follow a link in order to acknowledge that you have read the Health Alert.



If the Alerter does not request "Acknowledgment" you will receive an email notification from phinadmin@txphin.org that contains the Health Alert with no direction to follow a link. The presence or absence of the link is for acknowledgment purposes only. The Health Alert otherwise looks the same.



PHONE DELIVERY:

If you have chosen "Phone" as a registered device and if the Alerter has chosen to include "Phone" as an alerting method for a particular alert, your phone will ring when a Health Alert is sent and when you answer an automated attendant will announce the Alerter's name and contact information, as well as an abbreviated version of the Health Alert. The automated attendant may prompt you to acknowledge receipt of the Health Alert by pressing a number on your phone. You will also have the option to replay Health Alerts. As a registered device, phones only receive short versions of Health Alerts so you may want to login to TxPHIN and read the extended version from the "HAN Home" page. If you do not answer your phone, the Health Alert information will be left on your voicemail.

SMS (TEXT)/ BLACKBERRY PIN DELIVERY:

If you have chosen “SMS” or “Blackberry PIN” as a registered device, then you will receive Health Alerts to your phone via text message (SMS) or peer-to-peer text message (Blackberry PIN). This form of message will contain the Alerter’s name and contact information, and an abbreviated version of the Health Alert. “SMS” messages and “Blackberry PIN” messages are short versions of Health Alerts so you may want to login to TxPHIN and read the extended version from the “HAN Home” page.

FAX:

If you have chosen “Fax” as a registered device and if the Alerter has chosen to include “Fax” as a communication method for a particular alert then you will receive hard-copy Health Alerts via fax.

HOW TO SUBMIT A HEALTH ALERT

Only those who are assigned the role of “Health Alert and Communications Coordinator in Texas” are able to send alerts. If you possess this role then login to TxPHIN and click on the “HAN” application on the top left hand corner of your home screen. As a “Health Alert and Communications Coordinator in Texas” you will see the additional tabs “Send an Alert” and “View Alerts”. If the “Send an Alert” and “View Alerts” tabs are not visible to you from the “HAN” application, then you have not been assigned the role of “Health Alert and Communications Coordinator in Texas”.

The screenshot displays the TxPHIN web application interface. At the top, there is a dark navigation bar with the 'txphin' logo and the 'HAN' application selected. To the right of the logo are links for 'Rollcall' and 'FAQs'. Further right, in a lighter blue bar, are links for 'My Dashboard', 'Find People', 'My Account', 'About TXPHIN', and 'Sign Out'. Below this, a blue sub-navigation bar contains three tabs: 'HAN Home', 'Send an Alert' (which is highlighted), and 'View Alerts'. A red line points from the 'HAN' tab in the top bar to the 'Send an Alert' tab. Below the tabs, a test alert is displayed with a green status icon and the text 'This is a test'. The alert details include 'Posted at December 02, 2009 03:59 PM by Christina Widdows', 'Severity: Minor', and 'From: Texas'. A 'More' button is located to the right of the alert. A red line points from the 'Send an Alert' tab to the alert details. A red text box on the right side of the screenshot states: 'These applications are only visible to you if you have the role of "Health Alert and Communications Coordinator in Texas"'. A red text box at the bottom left of the screenshot states: 'Select the "HAN" application'.

To send a Health Alert, click on the “Send Alert” tab. You will have to complete 3 steps in order send your alert; (1) Details, (2) Audience (3) Preview. First you will need to fill out the “Details” form. Here you will fill out the title and message of your alert using the boxes available. Provide a brief title to your alert in the “title” box and a more detailed message in the “message” box. If this alert will also be sent to mobile or SMS capable devices, you can provide a brief message/description of the alert in the “Short Message” box. This field allows the use of a shorter message that will be used for certain devices with message

length limitations, e.g., SMS (text messaging). If the “short message” field is blank, the regular “message” body will be used for short-message devices, possibly truncating the message. The limit for short messages is 160 characters.

The 3 steps to complete an alert

Create a New Alert Message

1. Details

2. Audience

3. Preview

Title

Enter a title

Enter a brief title for your alert here.

Message

Enter your alert text

Enter a more detailed message in this field. This is the body of your alert.

Additional text will go here. Additional text will go here. Additional text will go here. Additional text will go here. Additional text will go here. Additional text will go here. Additional text will go here. Additional text will go here. Additional text will go here.

Short message

This field allows the use of a shorter message that will be used for certain devices with message length limitations, e.g., SMS (text messaging). If this field is blank, the regular message body (above) will be used for short-message devices, possibly truncating the message.

Maximum length: 160 characters.

Enter a "short version" of alert text for SMS devices (optional)

Enter a brief version of your message here.**Select an Audience >**

Texas Jurisdiction

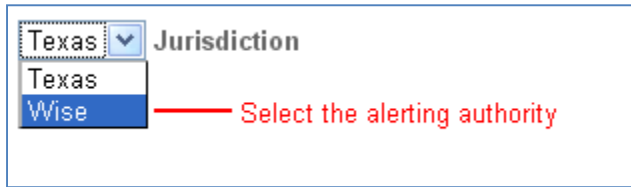
Actual Status

Minor Severity

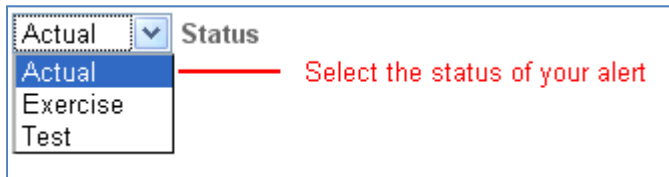
15 minutes Delivery time

☒ Requires acknowledgement☐ Sensitive (Confidential)**Communication Methods**☐ E-mail☐ Phone☐ SMS☐ Fax☐ Blackberry PIN

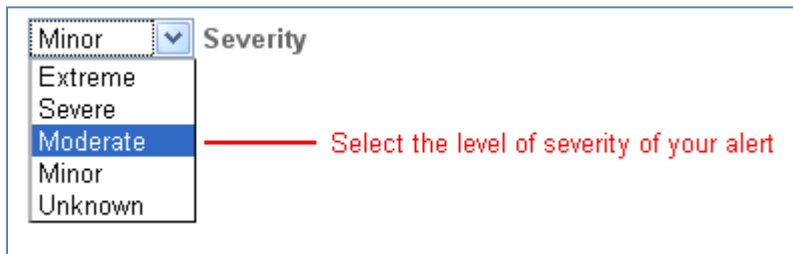
Before moving on to step 2, “Audience”, you will need to make a few more selections from a series of pull-down menus and check-boxes located on the right side of the “Details” screen. In the “Jurisdiction” pull-down menu, select the authority on whose behalf you are sending the alert. Only approved jurisdictions will appear in this menu.



Next, select the “Status” of your alert. You may choose 1 of 3 options; (1) Actual, (2) Exercise, (3) Test. An “Actual” alert is a standard alert while an “Exercise” alert can be utilized for event simulations. If you need to send a test alert then select “Test”.



After that, select the level of “Severity” for your alert. You may choose 1 of 5 options; (1) Extreme, (2) Severe, (3) Moderate, (4) Minor, (5) Unknown. If you are unsure of the level of severity of your alert, then select “Unknown”.



The following pull-down menu, “Delivery time”, refers to the turn-around time expected for acknowledgment from recipients. On time-sensitive alerts, for example, you might select “15 minutes” whereas alerts that are less pressing might have a delivery time of “72 hours”.

72 hours ▾ Delivery time

- 15 minutes
- 60 minutes
- 24 hours
- 72 hours
- 73 hours

Select a delivery time for your alert

You have the option to require acknowledgment (receipt) of your alert. If you desire acknowledgment then check the “Request Acknowledgment” box.

☒ Requires acknowledgement

If you want acknowledgment that recipients received your alert, check this box.

You have the option to make your alert “Sensitive (Confidential)”. By checking this option, the body of the alert will not appear in any email, phone, or SMS/Blackberry PIN. Instead, recipients will be notified that they have received an alert and will be prompted to login securely to TxPHIN to view the Health Alert from the “Han” application Dashboard.

☒ Sensitive (Confidential)

If you want to allow access to an alert only when a recipient is securely logged in to TxPHIN, check this box.

To complete the “Details” form, choose one of 5 “Communication methods”; (1) Email, (2) Phone, (3) SMS, (4) Fax, (5) Blackberry PIN. If you only want to communicate via email, then select “email”. If you want to communicate by phone, SMS, or Blackberry PIN, you will be prompted to enter your phone number so that recipients can see the origin of the alert. You must select at least one “Communication method” although you can simultaneously choose up to 5 methods at a time.

Communication Methods

<input checked="" type="checkbox"/> E-mail
<input type="checkbox"/> Phone
<input type="checkbox"/> SMS
<input type="checkbox"/> Fax
<input type="checkbox"/> Blackberry PIN

4114114111 **Caller ID**
(numbers only, no country code or dashes)

Communication Methods

<input checked="" type="checkbox"/> E-mail
<input checked="" type="checkbox"/> Phone
<input type="checkbox"/> SMS
<input type="checkbox"/> Fax
<input type="checkbox"/> Blackberry PIN

You can choose up to 5 methods of communication by checking each corresponding box.

If you choose phone, SMS, or Blackberry PIN, then enter your phone number which will appear on recipients' incoming calls and texts.

When you have completed the “Details” form, click on the “Select an audience” option on the bottom of your screen. Should you decide to return to the “Details” form or wish to move between the “Details”, “Audience” and “Preview” options, you can do so by use of the specialized toolbar below. Do not hit “back” on your browser. Doing so will result in the loss of your entry.

The screenshot shows the TXPhin website's 'alerts/new' page in a Mozilla Firefox browser. At the top, there is a navigation bar with three steps: '1. Details', '2. Audience', and '3. Preview'. A red bracket connects these steps to a text annotation: 'To move between these 3 steps, choose your selection on this toolbar'. Another red line points from the 'back' button in the browser's address bar to a text annotation: 'Pressing "back" on your browser will result in the loss of your entry.' The browser's address bar shows the URL 'https://www.txphin.org/alerts/new#'. The page header includes the TXPhin logo and navigation links: 'txphin', 'HAN', 'Rollcall', 'FAQs', and 'My Dash'. Below the header, there are three buttons: 'HAN Home', 'Send an Alert', and 'View Alerts'. The main heading of the page is 'Create a New Alert Message'.

1. Details 2. Audience 3. Preview

To move between these 3 steps, choose your selection on this toolbar

Pressing "back" on your browser will result in the loss of your entry.

TXPhin: alerts/new - Mozilla Firefox

File Edit View History Bookmarks Yahoo! Tools Help

https://www.txphin.org/alerts/new#

Google!

Search Web Mail Shopping Personal

txphin HAN Rollcall FAQs My Dash

HAN Home Send an Alert View Alerts

Create a New Alert Message

After clicking the “select an audience” button at the bottom of the “Details” form, you will move on to the “Audience” page that allows you to choose the recipients for your alert. When identifying your audience, you can choose from “Jurisdictions”, “Limit Roles”, and “Groups” (if applicable).

Jurisdictions:

Select the Jurisdiction(s) you would like to send the alert to by checking the appropriate box or boxes within the “Jurisdictions” menu. Each county within a jurisdiction is itemized below its parent jurisdiction and can be accessed by clicking on the arrow to the right of the parent jurisdiction. To select all counties under a parent jurisdiction click “select all children” or to select only specific counties, click the boxes next to the counties you wish to include.

A quick search feature is available for Jurisdictions, Roles, and Groups. This is referred to as “filtering”. If you choose to use this feature, locate the box under each column labeled “Filter this List” and type in your desired text. The list in the column above will change with each letter that is typed in to provide real-time results.

Create a New Alert Message

1. Details

2. Audience

3. Preview

Jurisdictions

Limit Roles

Groups

Check the box next to a regional jurisdiction to select it.

Select the arrow next to a region and a list of itemized counties will appear.

To include all of the counties, hit the "select all children" link

To select individual counties, check the box next to the county you wish to include.

To bypass browsing through the list, type in the name of the jurisdiction you wish to include and each letter will provide real-time results. (optional feature)

<input type="checkbox"/>	Federal
<input type="checkbox"/>	Texas
<input checked="" type="checkbox"/>	Region 1
<input type="checkbox"/>	Region 2/3
<input type="checkbox"/>	Region 4/5 North
<input checked="" type="checkbox"/>	Region 6/5 South
Select all children...	
<input type="checkbox"/>	Austin
<input type="checkbox"/>	Brazoria
<input type="checkbox"/>	Chambers
<input type="checkbox"/>	Colorado
<input type="checkbox"/>	...
<input type="text"/>	Filter this List

<input type="checkbox"/>	Animal Control Director
<input type="checkbox"/>	Behavioral Health Director
<input type="checkbox"/>	BioTerrorism Coordinator
<input type="checkbox"/>	Border Health Director
<input type="checkbox"/>	Chief Epidemiologist
<input type="checkbox"/>	Chief Veterinarian
<input type="checkbox"/>	Communicable/Infectious Disease Coordinator
<input type="checkbox"/>	Emergency Management Coordinator
<input type="checkbox"/>	Emergency Medical Services Authority
<input type="checkbox"/>	Emergency Operations Center
<input type="text"/>	Filter this List

<input type="checkbox"/>	Comal County Public Health
<input type="checkbox"/>	HAN Coordinators All
<input type="checkbox"/>	Region 1
<input type="checkbox"/>	Region 11
<input type="checkbox"/>	Region 2/3
<input type="checkbox"/>	Region 4/5 North
<input type="checkbox"/>	Region 6/5 South
<input type="checkbox"/>	Region 7
<input type="checkbox"/>	Region 8
<input type="checkbox"/>	Region 9/10
<input type="text"/>	Filter this List

People

Add

Existing

[Preview Message](#)

Limit Roles:

Next, if you want to send your alert only to recipients in specific roles, check the roles using the same method as above. You can use the “Filter this List” box below the “Limit Roles” column for a quick search by typing in the name of the role you are searching for.

Groups:

“Groups” is an optional column that you may wish to utilize when alerting a complex group of individuals. A group is a pre-determined distribution list often comprised of many different roles and jurisdictions.

Add People:

To add individuals, locate the “People” box underneath the columns listed above. If you know the email addresses or names of the users you would like to send the alert to, type each, separated by a comma, in this box. This option also has a filtering feature that will provide you with a drop-down list of possible names with each letter you type. You do not need to do anything to activate this feature. If the user(s) whom you wish to send the alert to appear in the drop down list, simply click on their name(s) and they will be automatically added to the list. To remove someone from this list, click the ‘x’ located at the end of the user’s name.

Type in the name or email address of the person you want to add.

If the person is a registered TxPHIN user, their information will appear in a list as you type. Select the name you want to choose.

People

Add

Claire
Claire
Claire Bellott
Claire Rea
Claire Ashton
Claire (C.J.) Klamo
Claire Page
Claire Thompson

To add the next person, type in their name or email address (as demonstrated above).

Once selected, the person's name should look like this.

People

Add

Claire Ashton x Jason
Jason
Jason Phipps
Jason Phipps
Jason Phipps
Jason Phipps admin/alertter in Williamson
Jason Lamers
jason earl matherne
Jason Paltjon
Jason Garza

Now you are ready to preview your alert before sending. Click on the “Preview Message” option on the bottom of the “Select an Audience” screen. Here you can see how your alert will be viewed by others. If you are satisfied with your alert, click the “Send alert” option at the bottom of this screen. If you need to make additional edits to your alert, click on the “Edit this alert” option on the bottom of the screen. This option will take you back to the first form “Details”. If you need to change the message portion, you can add text or delete previously entered text for the message part of your alert here. To move to the second form, click on the “Select an Audience” option located at the bottom of the “Details” screen. Here you can add or remove Jurisdictions, Roles, Groups and/or people whom this alert will be sent to. If you do not need to edit this tier or if you are done editing, click on the “Preview” tab located at the top of the screen and you will be directed back to the final step where you can send the alert. Click on the “Send Alert” option at the bottom of this screen and your alert will be sent as specified. You will receive an email notification at your registered email address when your alert is sent.

Create a New Alert Message

1. Details

2. Audience

3. Preview

Your headline goes here.

This is where the body of your alert will go.

Short Message: Short alerts go here.

Jurisdictions: Region 1 and Region 6/5 South

Roles: None

People: Jason Phipps and Claire Ashton

Jurisdictions: None

Roles: None

People: No additional people selected

Severity Minor

Status Test

Acknowledge No

Sensitive No

Delivery Time 72 hours

Methods E-mail

Caller ID 4114114111

< Edit this Alert

Send this Alert

If you are dissatisfied with the way your message will be viewed by recipients, then click here to return to the previous screens to make edits.

When you are satisfied with the way your message will be viewed by recipients, then click here to send the alert.

VIEWING ALERTS (SPECIAL FEATURES)

If you have the “Health Alert and Communications Coordinator in Texas” role, which allows you to send alerts, you will also have a “View Alerts” tab available to you that has special features. These features are only available to Alerters.

The screenshot shows the txphin HAN interface. The top navigation bar includes 'txphin', 'HAN', 'Rollcall', and 'FAQs'. Below this, a secondary bar contains 'HAN Home', 'Send an Alert', and 'View Alerts'. The 'View Alerts' tab is active. A red line connects this tab to a callout box on the left that reads: 'If you are able to send alerts, you will also have this tab that gives you additional viewing features.'

Viewing Alerts

This is a test alert

More

View

Update

Cancel

Posted at December 04, 2009 01:07 PM by [Claire Ashton](#) **Status:** [Test] **Severity:** Minor **From:** Texas

First, click the “More” button, which will maximize the alert you are viewing. As a Health Alert and Communications Coordinator in Texas” role, if you opted to “Require acknowledgment” when you were constructing your alert, you will have 4 additional fields that are visible to you that are not visible to standard users; (1) Status, (2) Acknowledgments, (3) Acknowledgments (by jurisdiction), and (4) Acknowledgments (by device).

The “Status” field will reflect that status you selected when constructing the alert (e.g. Extreme, Severe, Moderate, Minor, and Unknown). Below the “Posted date and time” information in the alert, you will see an “Acknowledgment” percentage that reflects the overall percentage of recipients who have acknowledged your alert. On the right side of the alert, these percentages are itemized by both jurisdiction and by registered device. If you did not choose “Require acknowledgment”, these percentages will not be present.

To minimize the alert, simply click on the “Less” button.

Viewing Alerts

For additional alert features, click here.

This is a test alert.

Posted at December 04, 2009 01:40 PM by [Claire Ashton](#)

Status: [Test]

Severity: Minor

From: Texas

Acknowledgments: 0%

More

View

Update

Cancel

Viewing Alerts

This is the status of your alert.

Click here to minimize the alert.

This is a test alert.

Posted at December 04, 2009 01:40 PM by [Claire Ashton](#)

Status: [Test]

Severity: Minor

From: Texas

Acknowledgments: 0%

Alert ID: DSHS-2009-82

Sensitive: No

Acknowledge: Yes

This is the body of a test alert.

Less

View

Update

Cancel

This is the overall percentage of recipients who have acknowledged your alert.

Acknowledgments (by jurisdiction)

Texas 0%

Tarrant 0%

This is the percentage of recipients who have acknowledged your alert, itemized by jurisdiction.

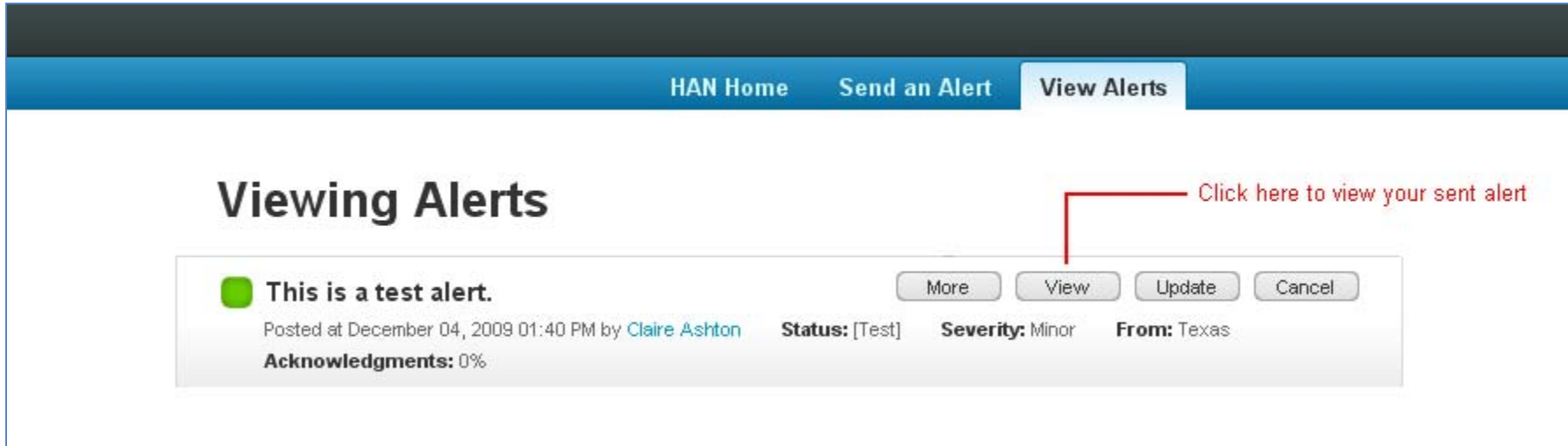
Acknowledgments (by device)

E-mail 0%

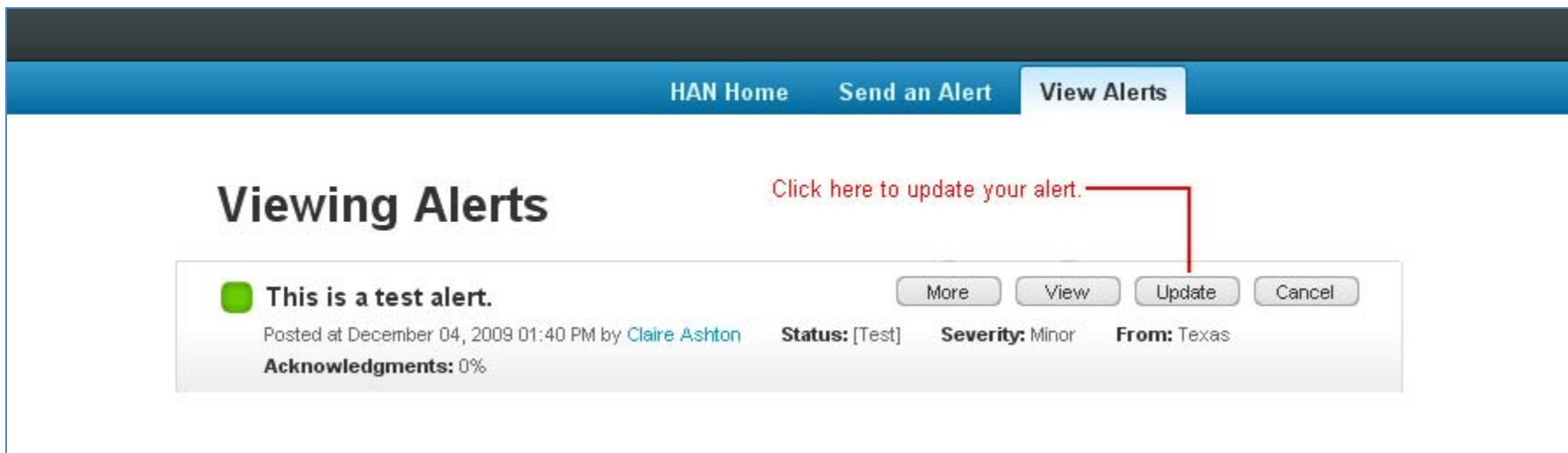
Console 0%

This is the percentage of recipients who have acknowledged your alert, itemized by device.

The “View” button allows you to view your alert, including the body of the message, similar to the “Preview” screen you viewed when constructing your alert. Click the “View” button to read your alert.



After posting an alert, you may decide later on that you want to make an update or change to your alert. Click the “Update” button and you will be directed to an “Update” version of the “Details” screen where you can change the body of the message of your alert.



You will not be able to change the headline or the audience of your alert. You can only change the long and short versions of the message, the “Severity”, “Delivery Time”, “Requires Acknowledgment” and “Sensitive (Confidential)” fields in the “Update” screen. When you have completed revision(s) to your message, click the “Preview” button at the bottom of your screen.

Create an Alert Update

1. Details

3. Preview

[Update] - This is a test alert.

Message

This is the body of a test alert.

Minor



Severity

72 hours



Delivery time



Requires acknowledgement



Sensitive (Confidential)

Short message

This field allows the use of a shorter message that will be used for certain devices with message length limitations, e.g., SMS (text messaging). If this field is blank, the regular message body (above) will be used for short-message devices, possibly truncating the message.

Maximum length: 160 characters.

This is a short alert.

Preview Message

The headline will reflect that this is an update to an existing alert.

Revise your message by changing any of these options

Revise your message by altering the text.

Revise your message by altering the text.

When revisions are complete, click here to preview your alert.

Proofread your message, and either click “Edit this alert” or “Send this alert”.

[HAN Home](#) [Send an Alert](#) [View Alerts](#)

Create an Alert Update

1. Details

3. Preview

[Update] - This is a test alert.

This is the body of a test alert.

Short Message: This is a short alert.

Jurisdictions: None

Roles: None

People: Christina Widdows

< Edit this Alert

Send this Alert

When you are satisfied with your update, click here.

If you would like to make revisions to your update, click here.


Severity	Minor
Status	Test
Acknowledge	Yes
Sensitive	No
Delivery Time	72 hours
Methods	E-mail and Console
Caller ID	4114114111

Your updated alert will be send with your revisions and the word “Update” in brackets next to the alert title. **Be advised that you may only make 1 update to an alert.**

To cancel an alert, click on the “Cancel” button and follow the same process you followed to post an update from the “Update” screen. Once a cancellation is submitted, your alert will remain in queue on the “View Alerts” screen but will now contain the word “Cancelled” in brackets next to the alert title. Recipients of the alert will see the “Cancelled” status. Once an alert is cancelled it cannot be altered.


[HAN Home](#) [Send an Alert](#) [View Alerts](#)

Viewing Alerts

 **[Cancel] - This is a test alert.**


Posted at December 04, 2009 03:58 PM by [Claire Ashton](#) **Status:** [Test] **Severity:** Minor **From:** Texas
Acknowledgments: 0%

[More](#) [View](#)

 **[Update] - This is a test alert.**

Posted at December 04, 2009 03:58 PM by [Claire Ashton](#) **Status:** [Test] **Severity:** Minor **From:** Texas
Acknowledgments: 0%

[More](#) [View](#)

 **This is a test alert.**

Posted at December 04, 2009 01:40 PM by [Claire Ashton](#) **Status:** [Test] **Severity:** Minor **From:** Texas
Acknowledgments: 0%

[More](#) [View](#)

Updates and cancellations will appear in brackets next to the alert title.