

Health Alert Network

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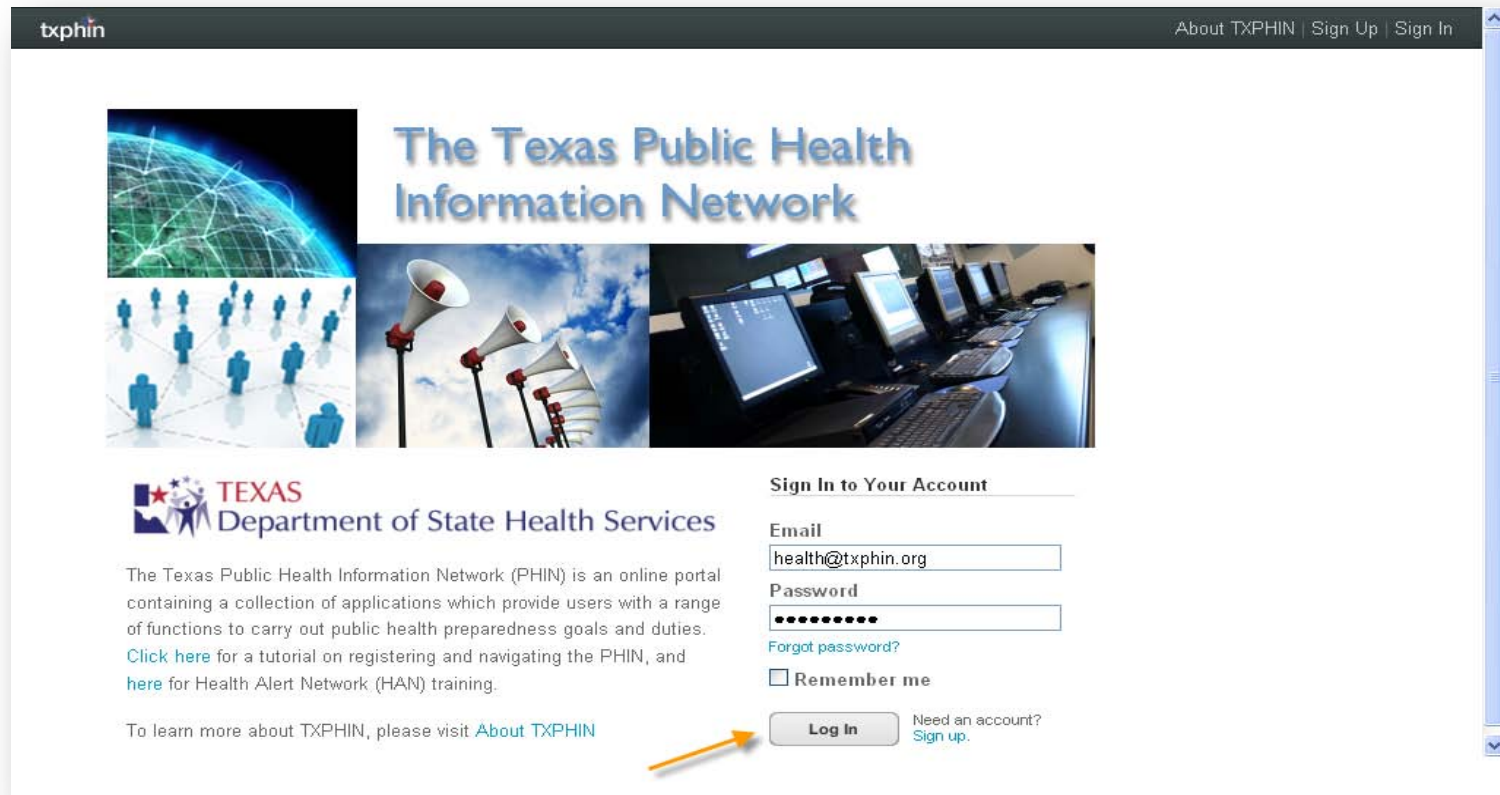
Health Alert Network

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.

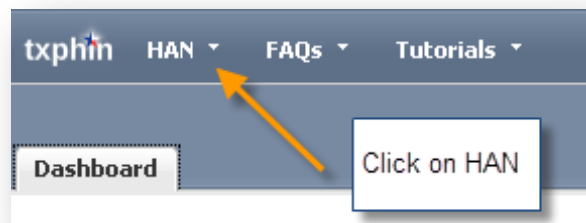
ACCESSING THE HAN APPLICATION

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.



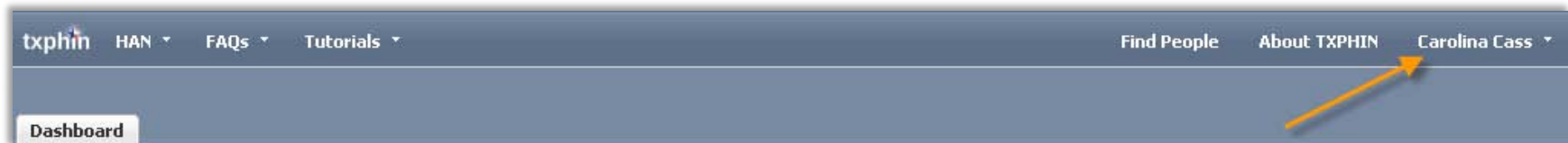
When you are logged in, you can

access the HAN by clicking on the "HAN" application on the top left corner of your Dashboard and selecting "HAN Alerts" from the drop down menu.



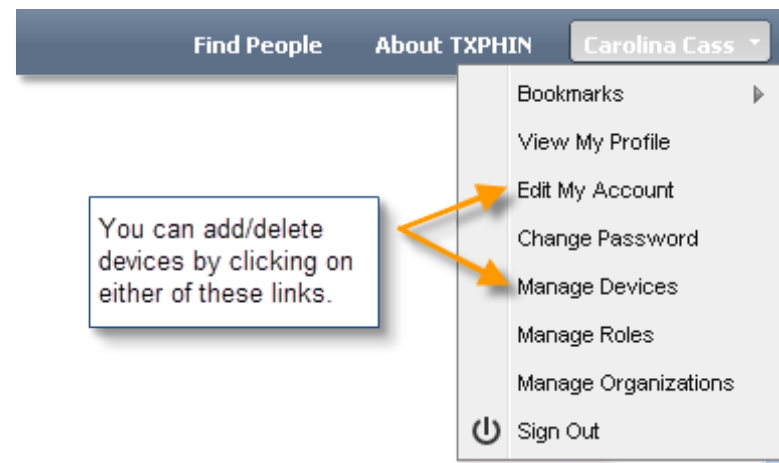
REGISTERING YOUR DEVICES

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, as well as phone, SMS, Fax and Blackberry PIN. To register your devices, select your name on the top right of the TxPHIN’s Navigation toolbar:

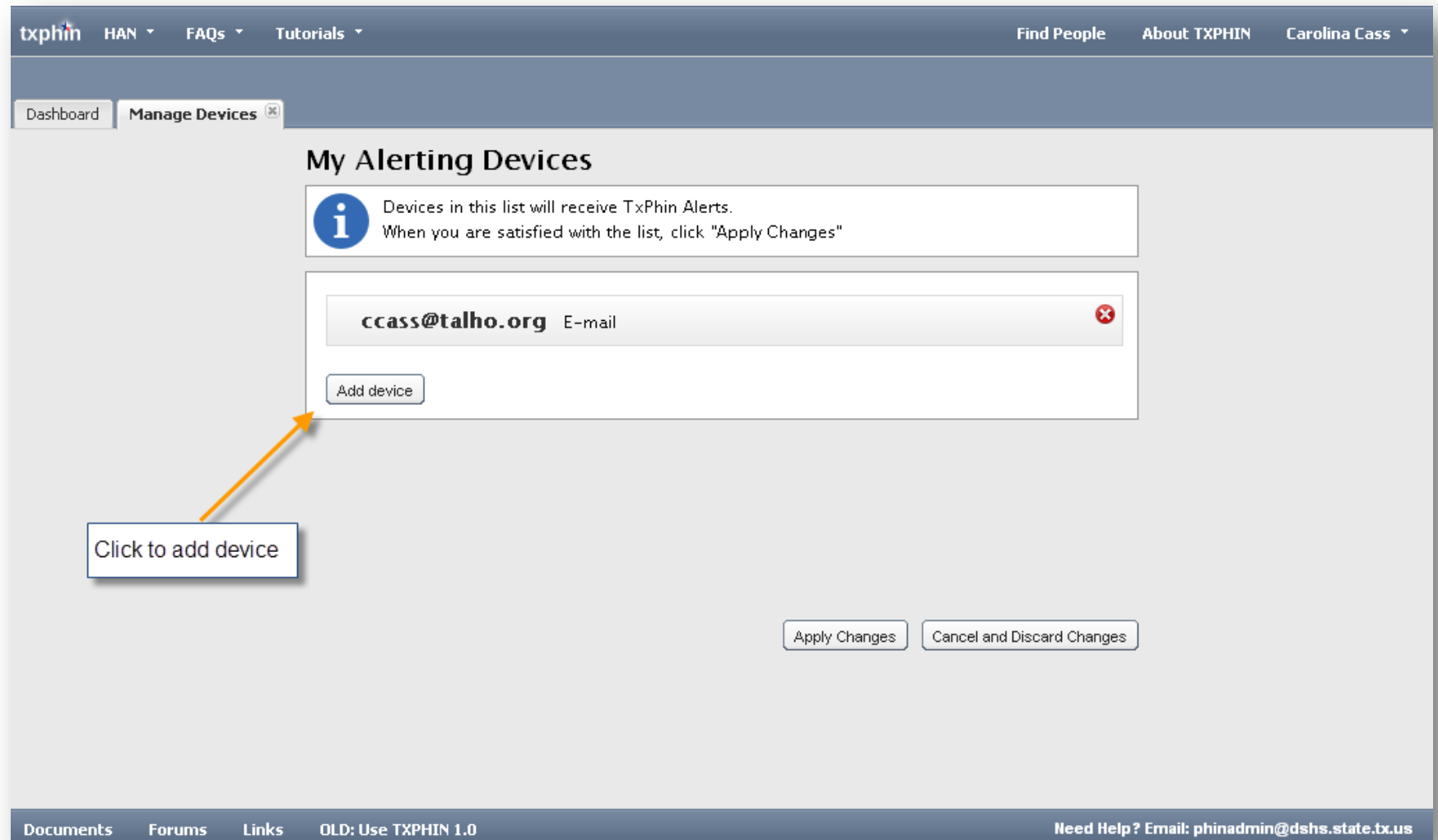


You can go two places from this menu that will give you access to adding/changing devices; “Edit My Account” and “Manage Devices”.

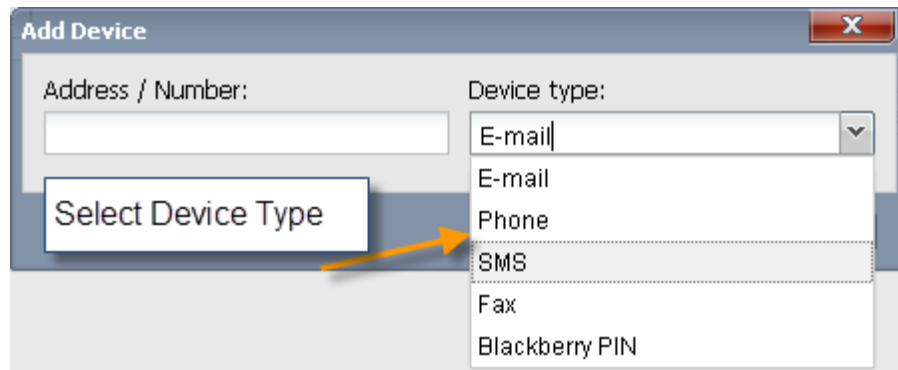
Since we covered how this was done via “Edit my Account” let’s try it though “Managing Devices.”



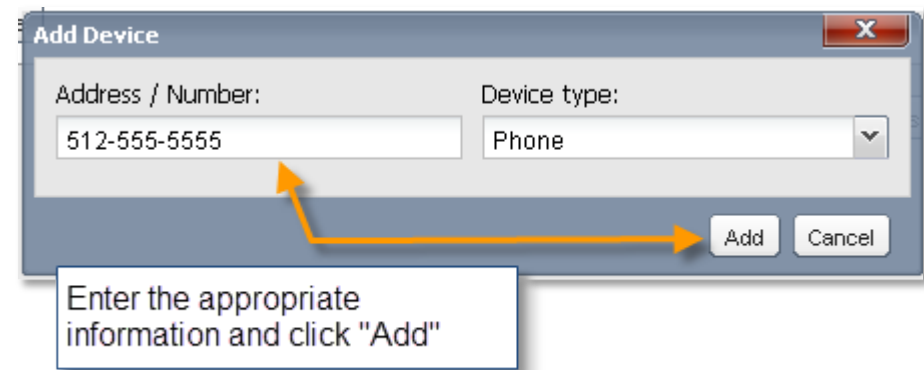
When you click on “Manage Devices” this screen will appear:



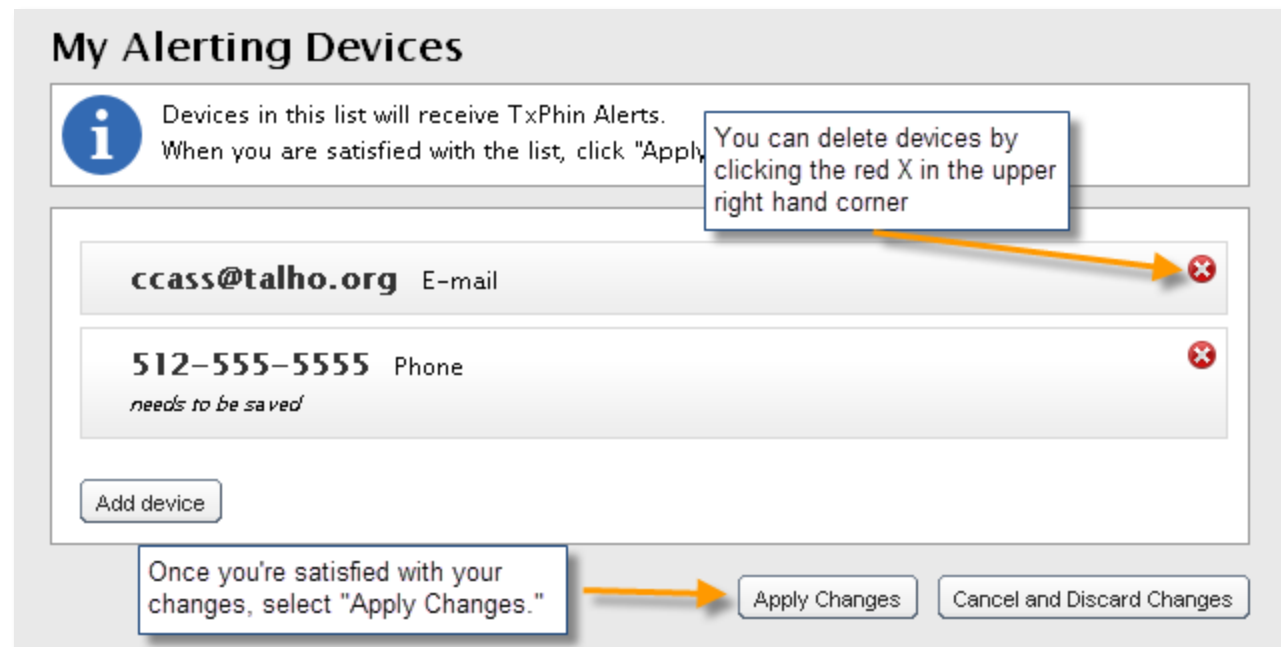
First select “Add Device”. Then choose the device you want to add. Based on the device you selected, you will be prompted to enter additional information such as a phone number, Blackberry PIN, or email address. Once you have completed this entry, select “Add” and your device will be added to your list of selected devices. When your changes are complete, click “Apply Changes.” If you need to delete a device, click the red X in the upper right hand corner of that device’s information.



The screenshot shows the 'Add Device' dialog box. The 'Address / Number' field is empty. The 'Device type' dropdown menu is open, showing options: E-mail, Phone, SMS, Fax, and Blackberry PIN. An orange arrow points from a text box labeled 'Select Device Type' to the dropdown menu.



The screenshot shows the 'Add Device' dialog box. The 'Address / Number' field is filled with '512-555-5555'. The 'Device type' dropdown menu is set to 'Phone'. An orange arrow points from a text box labeled 'Enter the appropriate information and click "Add"' to the 'Add' button.

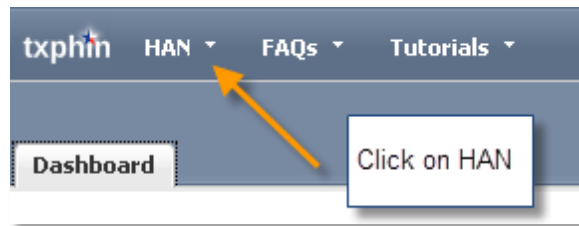


The screenshot shows the 'My Alerting Devices' page. It features a list of devices with their contact information and device type. The first device is 'ccass@talho.org' (E-mail) and the second is '512-555-5555' (Phone). Both have a red X icon in the upper right corner. An orange arrow points from a text box labeled 'You can delete devices by clicking the red X in the upper right hand corner' to the red X of the first device. At the bottom, there is an 'Add device' button and two buttons: 'Apply Changes' and 'Cancel and Discard Changes'. An orange arrow points from a text box labeled 'Once you're satisfied with your changes, select "Apply Changes."' to the 'Apply Changes' button.

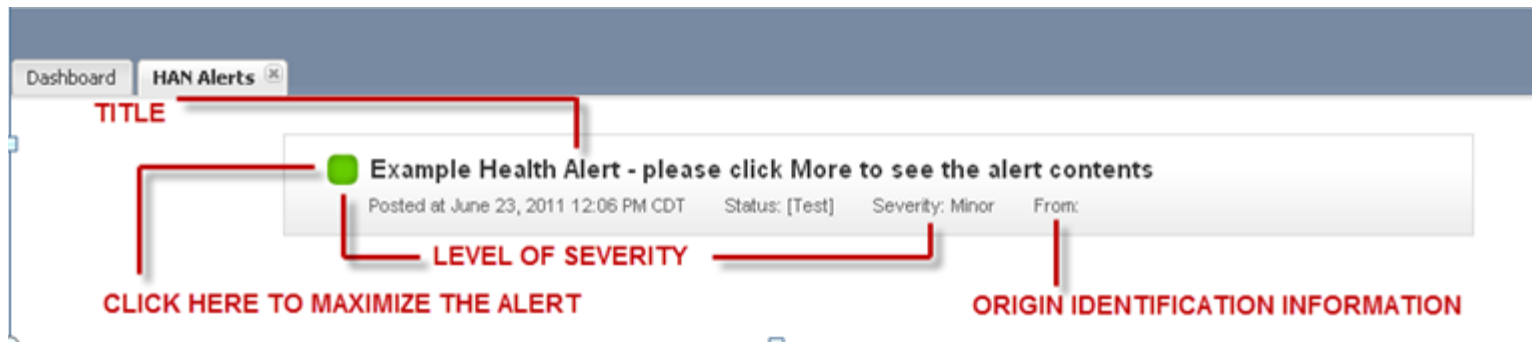
VIEWING HEALTH ALERTS FROM THE TXPHIN DASHBOARD

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 TxPHIN toolbar. Then select “HAN Alerts” from the drop down menu.



You can then view alerts posted to your “HAN Home.” Each minimized alert contains a title, level of severity (denoted by both verbiage and coordinating color), and origin identification information.



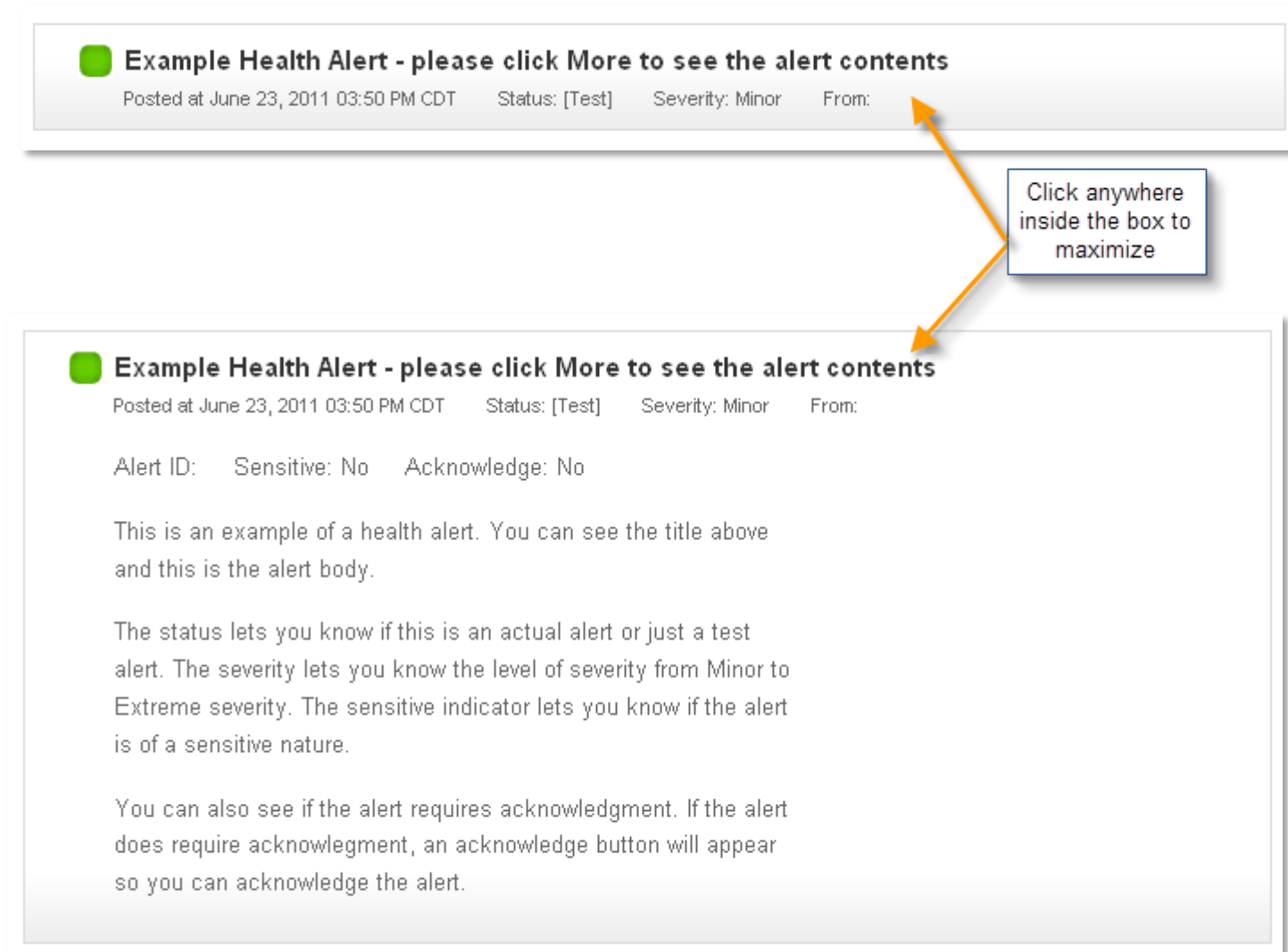
For quick-reference use, each “level of severity” has a corresponding color, with “green alerts” being the most moderate and “red alerts” being the most extreme. If the “level of severity is unknown it will appear as gray.

Viewing Alerts

Displaying all 8 han alerts

 Test	Posted at June 27, 2011 10:17 AM CDT by Carolina Cass	Status: [Test] Severity: Unknown From: Armstrong	View Update Cancel	Gray = Unknown
 Test	Posted at June 27, 2011 10:17 AM CDT by Carolina Cass	Status: [Test] Severity: Severe From: Armstrong	View Update Cancel	Orange = Severe
 Test	Posted at June 27, 2011 10:16 AM CDT by Carolina Cass	Status: [Test] Severity: Extreme From: Armstrong	View Update Cancel	Red = Extreme
 TEST	Posted at June 24, 2011 03:35 PM CDT by Carolina Cass	Status: [Test] Severity: Moderate From: Armstrong	View Update Cancel	Yellow = Moderate
 Test	Posted at June 24, 2011 03:12 PM CDT by Carolina Cass Acknowledgments: 0%	Status: [Test] Severity: Minor From: Armstrong	View Update Cancel	Green = Minor

By clicking inside the 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, and Acknowledge. You can view to body of the message below. When you have finished reading the alert, click anywhere inside the box to minimize it.



Example Health Alert - please click More to see the alert contents

Posted at June 23, 2011 03:50 PM CDT Status: [Test] Severity: Minor From:

Alert ID

Alert ID: Sensitive: No Acknowledge: No

Request for acknowledgment

Level of Sensitivity

This is an example of a health alert. You can see the title above and this is the alert body.

The status lets you know if this is an actual alert or just a test alert. The severity lets you know the level of severity from Minor to Extreme severity. The sensitive indicator lets you know if the alert is of a sensitive nature.

You can also see if the alert requires acknowledgment. If the alert does require acknowledgment, an acknowledge button will appear so you can acknowledge the alert.

Click
anywhere to
minimize

Body of the message

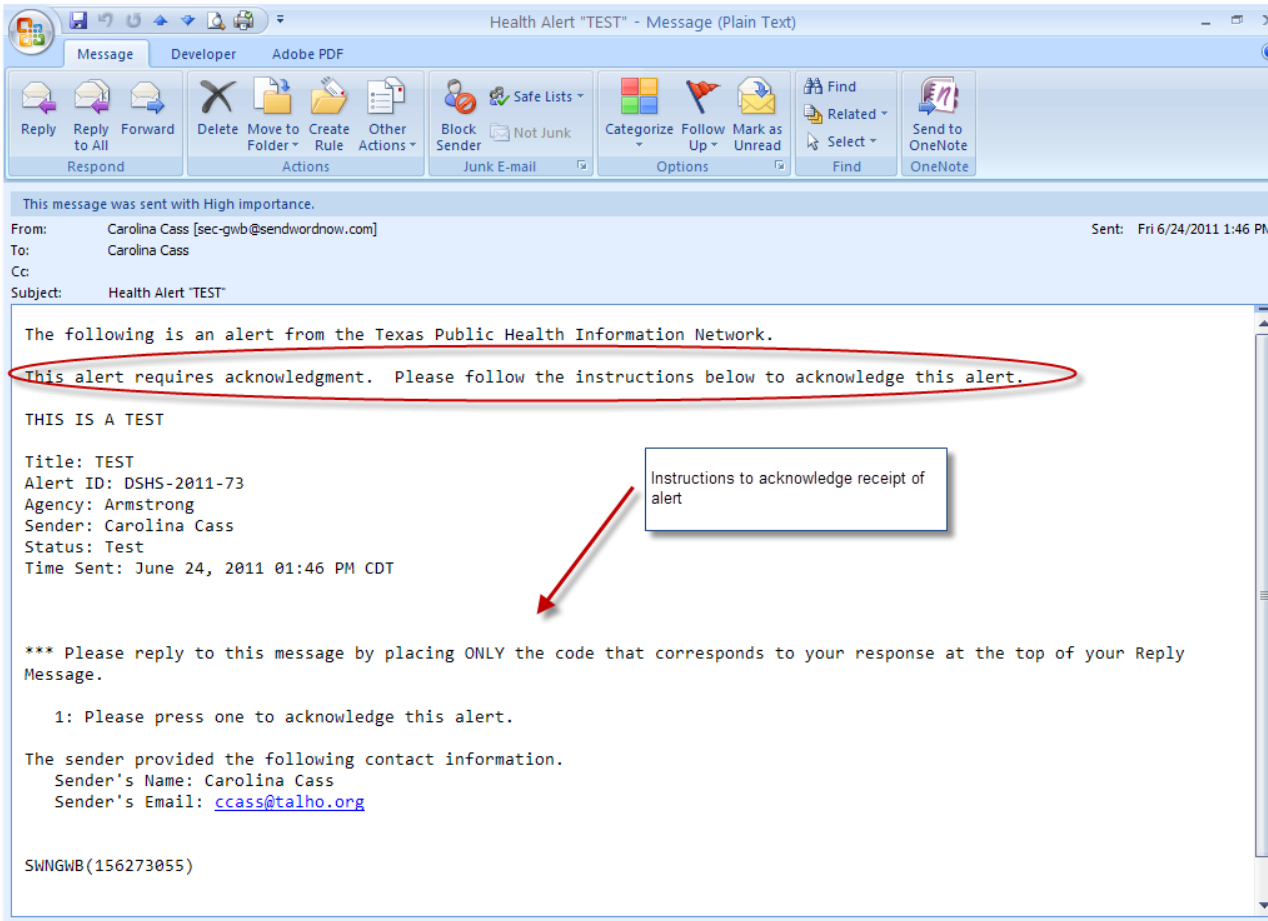
VIEW HEALTH ALERTS ON REGISTERED DEVICES

While you can login to TxPHIN at any time to view Health Alerts from your “HAN Alerts” 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.

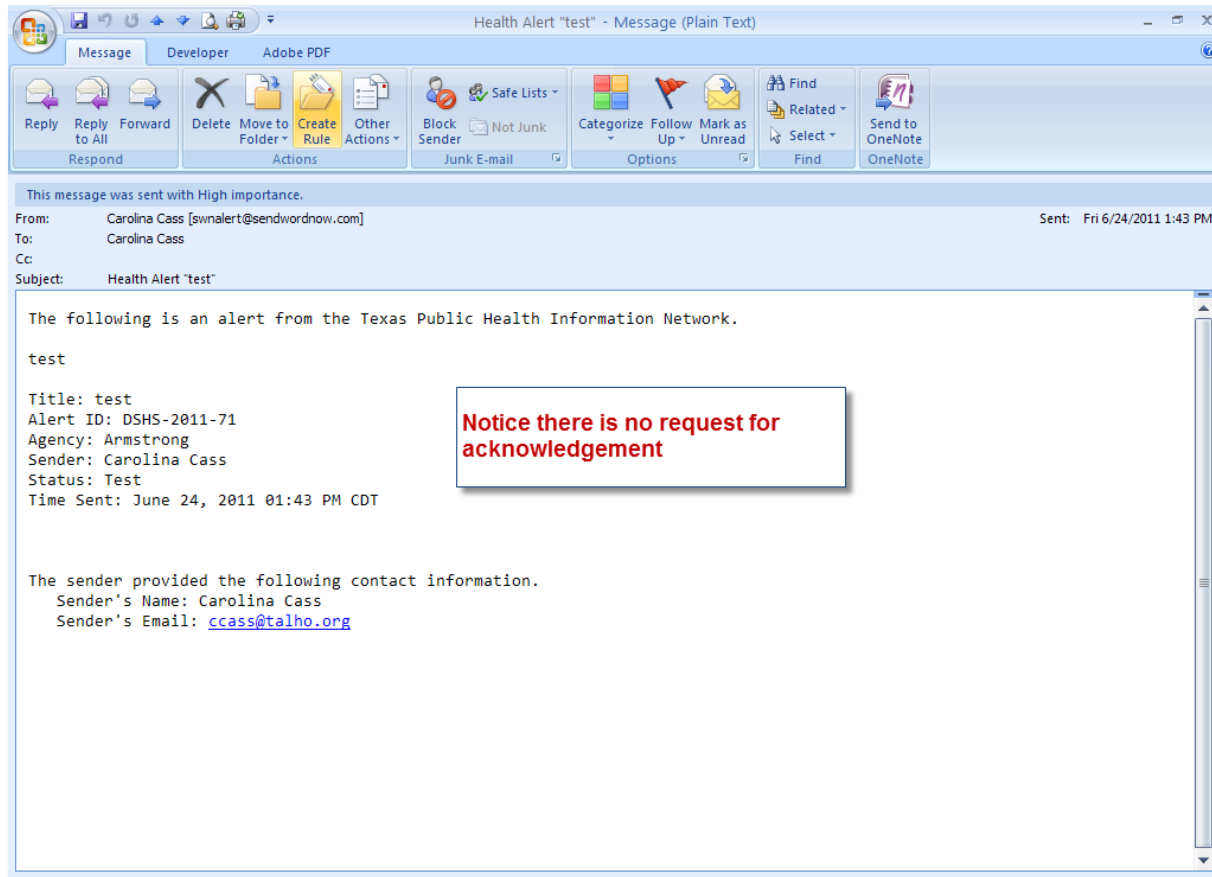
EMAIL DELIVERY

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** “Acknowledgement,” you will receive an email notification from

phinadmin@txphin.org that contains the Health Alert and also prompts you to follow instructions 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. 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 on the “HAN Alerts” page. If you do not answer your phone, the Health Alert information will be left on your voicemail.

SMS (TEXT) / BLACKBERRY PIN DELIVERY

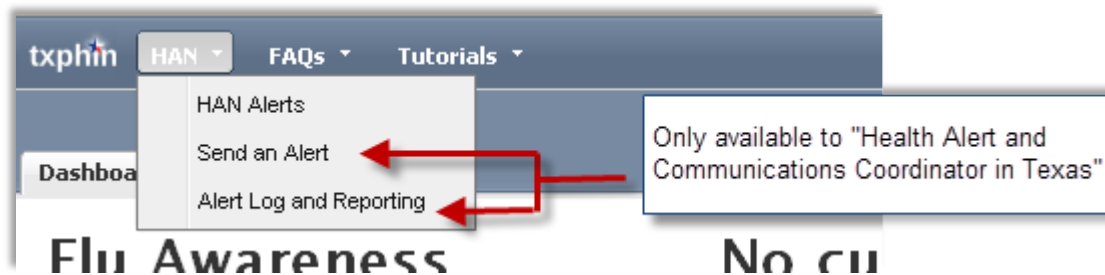
If you have chosen “SMS” or “Blackberry PIN” as a registered device, then you will receive Health Alerts to your phone via text message (SMS) or peer-to-peer text message (Blackberry PIN). This form of message will contain the Alerter’s name and contact information, and an abbreviated version of the 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 Alerts” page.

FAX

If you have chose “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.

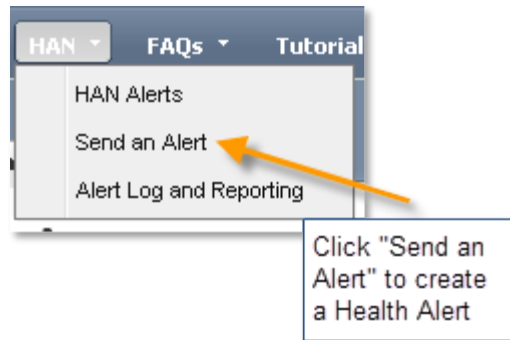
HOW TO CREATE/SUBMIT A HEALTH ALERT

Only those who are assigned the role of “Health Alert and Communications Coordinator” are able to **send** alerts. If you posses this role then login to TxPHIN and click on the “HAN” application at the top left hand corner of your home TxPHIN toolbar. As a “Health Alert and Communications Coordinator” you will see the additional options “Send an Alert” and “Alert Logs and Reporting.”



If the “Send an Alert” and “View Alerts” options are not visible to you from the “HAN” drop down menu, then you have not been assigned the role of “Health Alert and Communications Coordinator.”

To send a Health Alert, click “Send an Alert.” You will have to complete 3 steps in order to send your alert; (1) Alert Details, (2) Recipients, (3) Preview.



ALERT DETAILS

First, you will need to fill out the “Alert Details” form. Here you will enter 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.

txphin HAN ▾ FAQs ▾ Tutorials ▾ Find People Admin ▾ About TXPHIN Carolina Cass ▾

Dashboard Send Alert ✕

Alert Details Recipients Preview

Enter a Title

Title:

The title must be 46 characters or less including whitespace

Message:

Enter your alert text

(0 characters)
Any message larger than 580 characters including whitespace will cause the message to be truncated and recipients will need to visit the TXPhin website to view the entire message contents.

Short Message:

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

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) and Blackberry PIN.
Maximum length: 160 characters.

Jurisdiction:

Status:

Severity:

Delivery Time:

Acknowledgement:

☐ Disable Cross-Jurisdictional Alerting

☐ Sensitive (confidential)

Communication Methods:

☐ E-mail

☐ Phone

☐ SMS

☐ Fax

☐ Blackberry PIN

Before moving on, you will need to make some additional selections

STOP

Documents Forums Links OLD: Use TXPHIN 1.0 Need Help? Email: phinadmin@dshs.state.tx.us

Before moving on the step 2, “Recipients,” 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 “Alert Details” screen.

Jurisdiction: Armstrong

Status: Actual

Severity: Minor

Delivery Time:

Acknowledgement: None

☐ Disable Cross-Jurisdictional Alerting

☐ Sensitive (confidential)

Communication Methods:

☐ E-mail

☐ Phone

☐ SMS

☐ Fax

☐ Blackberry PIN

In the “**Jurisdiction**” pull-down menu, select the authority on whose behalf you are sending the alert.

Jurisdiction: Armstrong

Status: Armstrong

(Only approved jurisdictions will appear in this menu.)

Next, select the “**Status**” of your alert.

Jurisdiction: Armstrong

Status: Actual

Severity: Minor

Delivery Time: 72 hours

Acknowledgement: None

☐ Sensitive (confidential)

Communication Methods:

☐ E-mail

☐ Phone

☐ SMS

☐ Fax

☐ Blackberry PIN

Status: Test

Severity: Actual

Delivery Time: Exercise

Acknowledgement: Test

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, select “Test.”

After that, select the level of “**Severity**” for your alert.

The screenshot shows a form with the following fields: Jurisdiction (Armstrong), Status (Actual), Severity (Minor), Delivery Time (72 hours), and Acknowledgement (None). The Severity dropdown menu is open, showing options: Minor, Extreme, Severe, Moderate, and Unknown. An orange arrow points from a callout box "Click to select Severity" to the Severity dropdown. Another orange arrow points from a callout box "Select the level of severity of your alert" to the dropdown list. Below the form, there is a section for Communication Methods with checkboxes for E-mail, Phone, SMS, Fax, and Blackberry PIN.

Click to select Severity

Select the level of severity of 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 select “Unknown.”

The following pull-down menu, “Delivery Time,” refers to the turn-around time expected for acknowledgment for recipients.

The screenshot shows the same form as before, but with the Delivery Time dropdown menu open. The dropdown list shows options: 15 minutes, 30 minutes, 45 minutes, 60 minutes, 75 minutes, 90 minutes, 24 hours, and 72 hours. An orange arrow points from a callout box "Click to select Delivery Time" to the Delivery Time dropdown. Another orange arrow points from a callout box "Select a delivery time for your alert" to the dropdown list. Below the form, there is a section for Communication Methods with checkboxes for Phone, SMS, Fax, and Blackberry PIN.

Click to select Delivery Time

Select a delivery time for your alert

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.”

You have the option to require acknowledgement (receipt) of your alert.

Jurisdiction:

Status:

Severity:

Delivery Time:

Acknowledgement:

☐ Disable Cross-Jurisdictional Alerting

☐ Sensitive (confidential)

Communication Methods:

☐ SMS

☐ Fax

☐ Blackberry PIN

Click to select Acknowledgment

Acknowledgement:

None

Normal

Advanced

Email

Select type of acknowledgment

There are three choices for acknowledgment; (1) None, (2) Normal, (3) Advanced.

If you select “None,” the recipient will not be prompted to acknowledge receipt of the alert. If you select “Normal,” the recipient will receive a notice to respond with only one response code.

*** Please reply to this message by placing ONLY the code that corresponds to your response at the top of your Reply Message.

1: Please press one to acknowledge this alert.

The sender provided the following contact information.

Sender's Name: Carolina Cass

Sender's Email: ccass@talho.org

Only one code

If you select “Advanced,” you will notice that two message fields will appear on the screen between the “Message” and “Short Message” fields.

Message:



(0 characters)

Any message larger than 580 characters including whitespace will cause the message to be truncated and recipients will need to visit the TXPhin website to view the entire message contents.

Alert Response 1:

Alert Response 2:

+ Add another response

Short Message:

When the recipient receives an acknowledge request of this kind, they are given two codes. They are to choose the one that corresponds with their response.

*** Please reply to this message by placing ONLY the code that corresponds to your response at the top of your Reply Message.

1: Test

2: Test

Two options, of which only the **most appropriate one** is chosen

You have the option to make your alert “Sensitive (Confidential).”

Jurisdiction:

Status:

Severity:

Delivery Time:

Acknowledgement:

☐ Disable Cross-Jurisdictional Alerting
☐ Sensitive (confidential)

Communication Methods:

☐ E-mail
☐ Phone
☐ SMS
☐ Fax
☐ Blackberry PIN

Click to make your alert 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.

The following is an alert from the Texas Public Health Information Network.

Alert ID: DSHS-2011-78
 Status: Test
 Sensitive: use secure means of retrieval

Please visit <https://www.txphin.org/han> to securely view this alert.

The sender provided the following contact information.
 Sender's Name: Carolina Cass
 Sender's Email: ccass@talho.org

Notice, the email prompts you click the link to view the alert securely

“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.

Jurisdiction:

Status:

Severity:

Delivery Time:

Acknowledgement:

☐ Disable Cross-Jurisdictional Alerting
☐ Sensitive (confidential)

Communication Methods:

☒ E-mail
☐ Phone
☐ SMS
☐ Fax
☐ Blackberry PIN

Choose one or more communication method

Communication Methods:

☒ E-mail
☒ Phone
☐ SMS
☐ Fax
☐ Blackberry PIN

Caller ID:

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

One you've moved on to the next step, if you want to return to another, click the desired step at the top of the form:



DO NOT hit “back” on your browser. Doing so will result in the loss of your entry.

Find People Admin About TXPHIN Carolina Cass

Delivery Method: 15 minutes

Acknowledgement: None

Communication Methods:

- ☒ E-mail
- ☐ Phone
- ☐ SMS
- ☐ Fax
- ☐ Blackberry PIN

When you have completed the "Alert Details" form, click "Next" at the lower right hand side of the screen to continue on to "Recipients"

Next

Need Help? Email: phinadmin@dshs.state.tx.us

After clicking “Next” at the bottom right hand side of your screen, you will move on to the “Recipients” page that allows you to choose the recipients for your alert. When identifying your audience, you can choose from “Jurisdictions”, “Roles”, “Groups/Organizations”, and/or “Users”.

RECIPIENTS

The screenshot shows the TXPHIN web application interface. At the top, there is a navigation bar with links for HAN, FAQs, Tutorials, Find People, Admin, About TXPHIN, and Carolina Cass. Below this is a secondary bar with 'Dashboard' and 'Send Alert' buttons. The main content area has three tabs: 'Alert Details', 'Recipients' (which is circled in red), and 'Preview'. On the left, under the 'Recipients' tab, there is a 'Jurisdictions' list with checkboxes and dropdown arrows for Federal, Texas, and various regions (1, 2/3, 4/5 North, 6/5 South, 7, 8, 9/10, 11, and Louisiana). Below this is a search bar with a 'Clear Search' button. Further down are links for 'Roles', 'Groups/Organizations', and 'Users', each with an orange arrow pointing to it. A text box on the left states: 'You can pick your recipients by Jurisdiction, Role, Group/Organization or User'. On the right, under the 'Preview' tab, is a 'Recipient Preview' box containing the text: 'Once you've selected a recipient, they will appear in this box'. At the bottom right of the preview box are 'Back' and 'Next' buttons. The footer contains links for Documents, Forums, Links, and a note about the TXPHIN version, along with a help email address.

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Dashboard Send Alert ✕

Alert Details **Recipients** Preview

Jurisdictions

- ☐ Federal ▾
- ☐ Texas ▾
- ☐ + Region 1 ▾
- ☐ + Region 2/3 ▾
- ☐ + Region 4/5 North ▾
- ☐ + Region 6/5 South ▾
- ☐ + Region 7 ▾
- ☐ + Region 8 ▾
- ☐ + Region 9/10 ▾
- ☐ + Region 11 ▾
- ☐ + Louisiana ▾

Search: Clear Search

Roles

Groups/Organizations

Users

You can pick your recipients by Jurisdiction, Role, Group/Organization or User

Recipient Preview

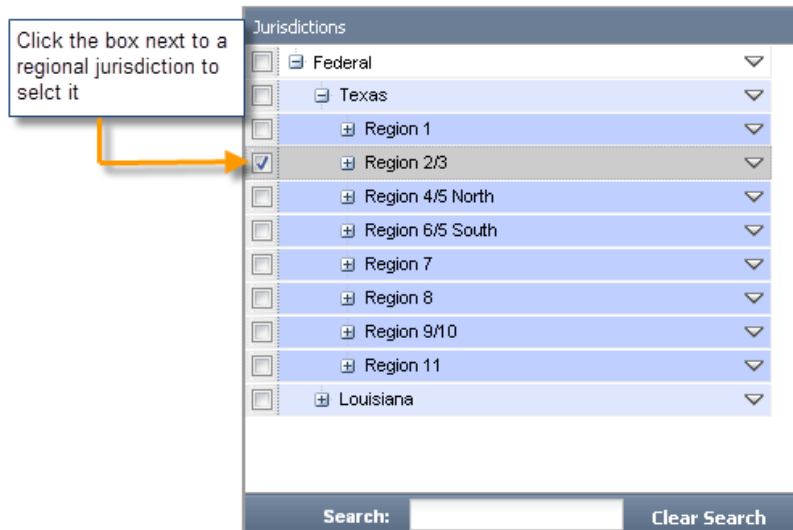
Once you've selected a recipient, they will appear in this box

Back Next

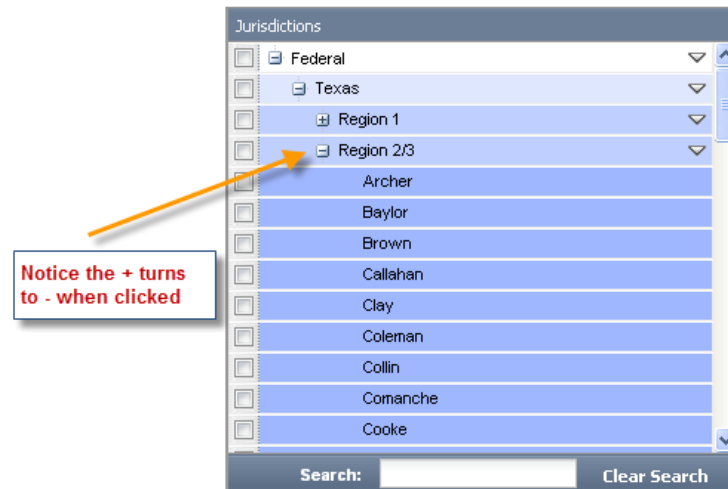
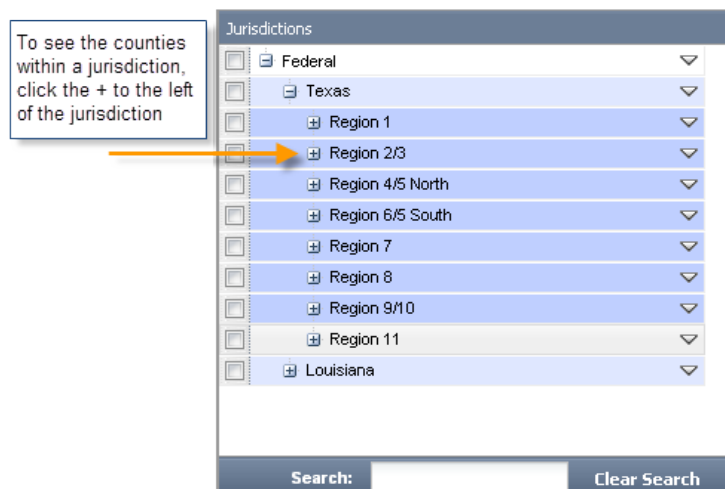
Documents Forums Links OLD: Use TXPHIN 1.0 Need Help? Email: phinadmin@dshs.state.tx.us

SELECTING BY JURISDICTION

Select the Jurisdiction(s) you would like to send the alert to by checking the appropriate box or boxes within the “Jurisdictions” menu.

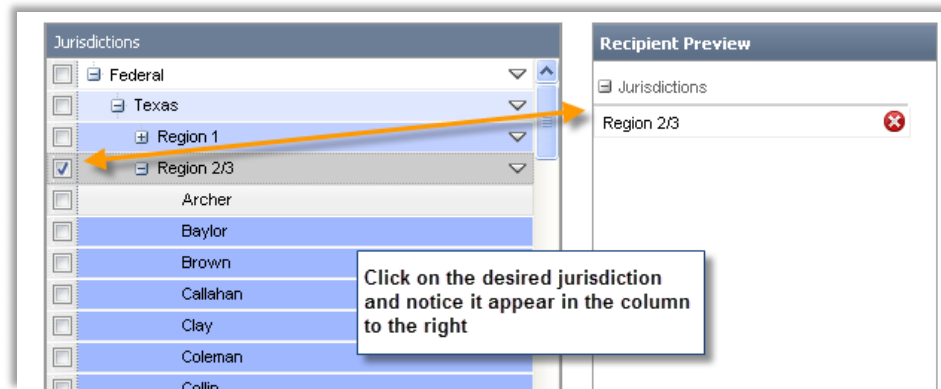


Each county within a jurisdiction is itemized below its parent jurisdiction and can be accessed by clicking on the + (plus sign) found to the left of the parent jurisdiction.

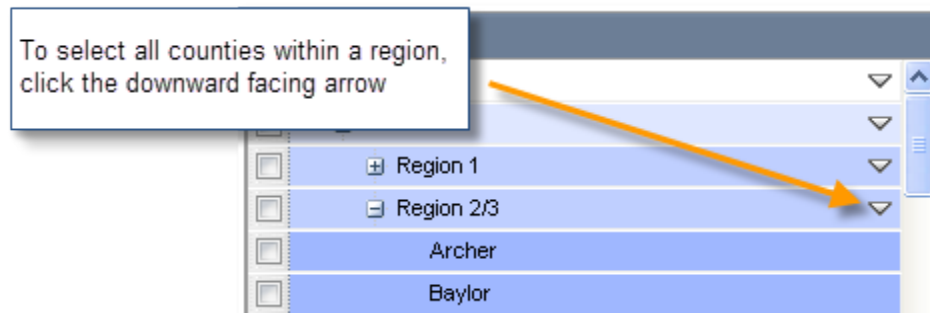


If you want to send an alert to an entire region, you have two options:

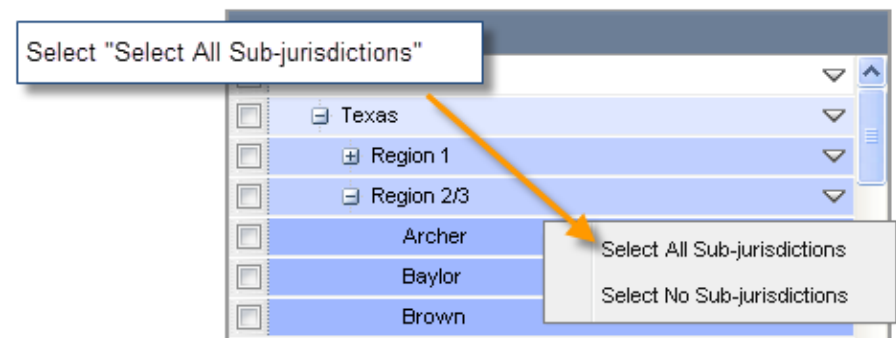
1. Click the box next to the region(s) you want to alert. You will see that region appear in the “Recipient Preview” column to the right.

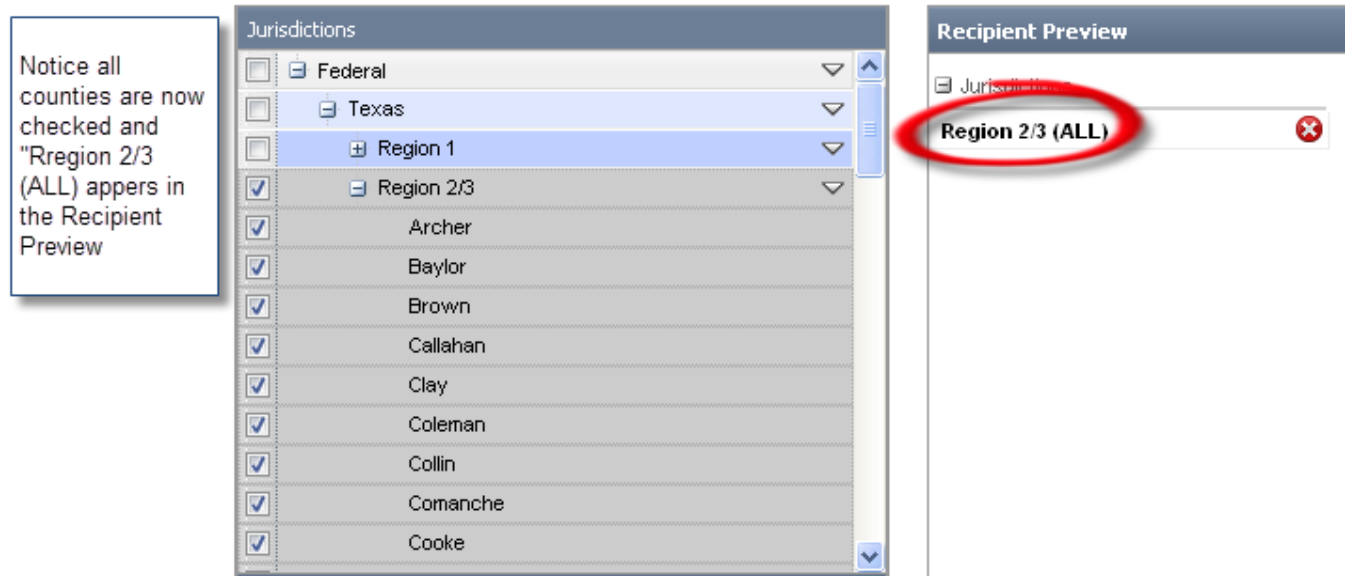


2. To the left of the jurisdiction name is a downward facing arrow:

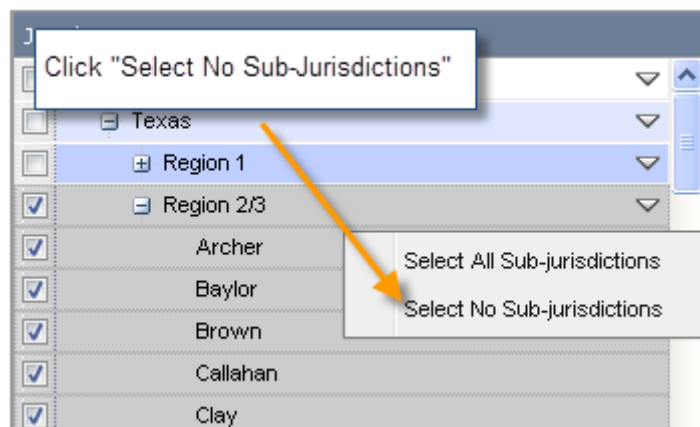


A pull-down menu will appear giving you two choices. To select all counties in that jurisdiction, click “Select All Sub-jurisdictions”:

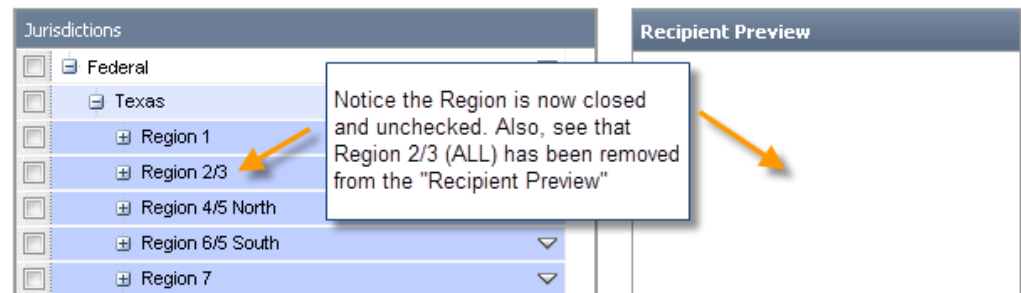




If you want to de-select all counties in a region, select "Select No Sub-jurisdictions" from the pull down menu at the arrow to the right of the region.

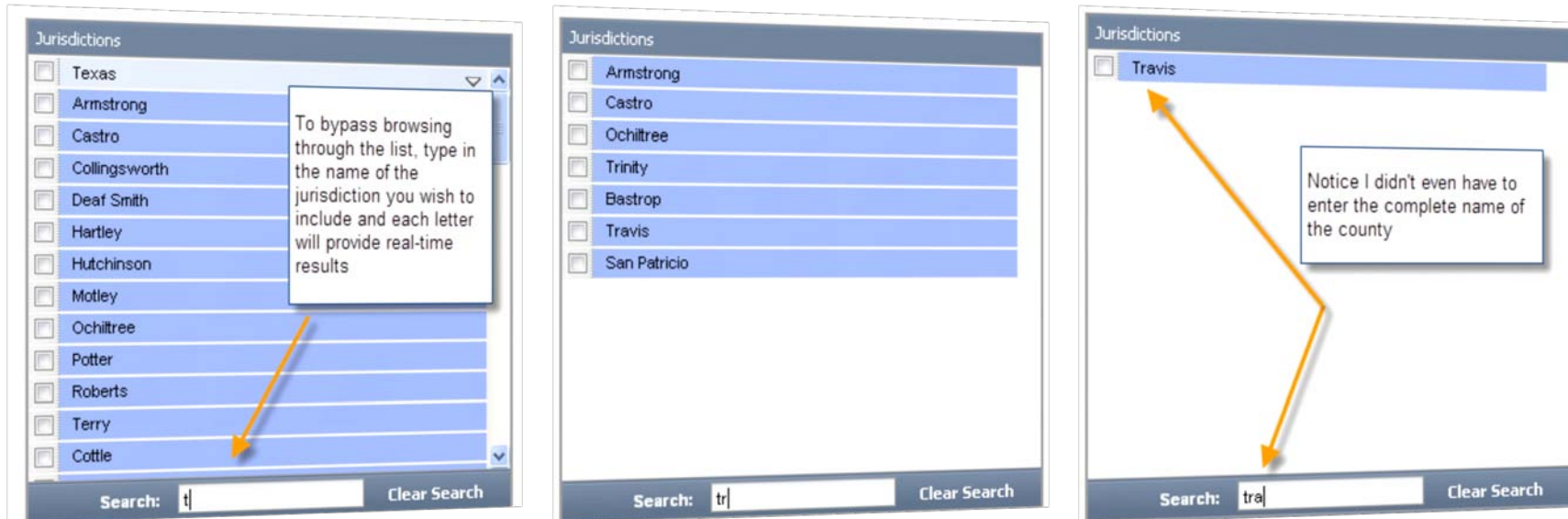


The Region will close and be removed from the "Recipient Preview" column.

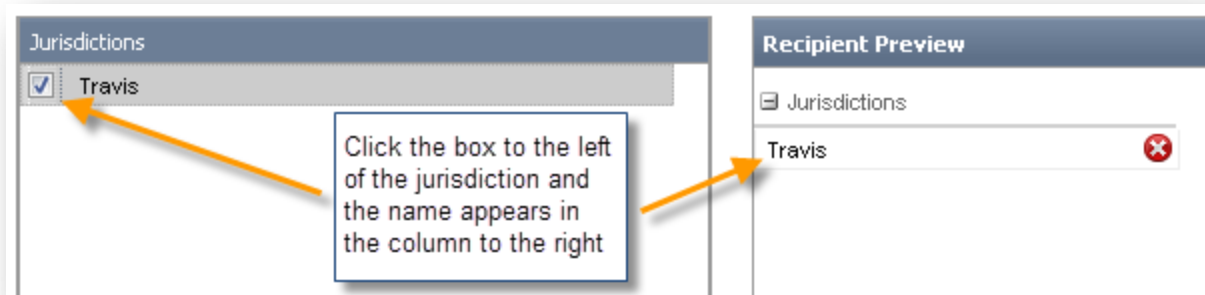


To send alerts by individual jurisdictions you can search through the various regions and click on individual counties, or you may type the name of the jurisdiction you wish to include and each letter will provide real-time results. The Search bar is found at the bottom of the “Jurisdictions” filter.

Ex: Travis County is entered into the search box:



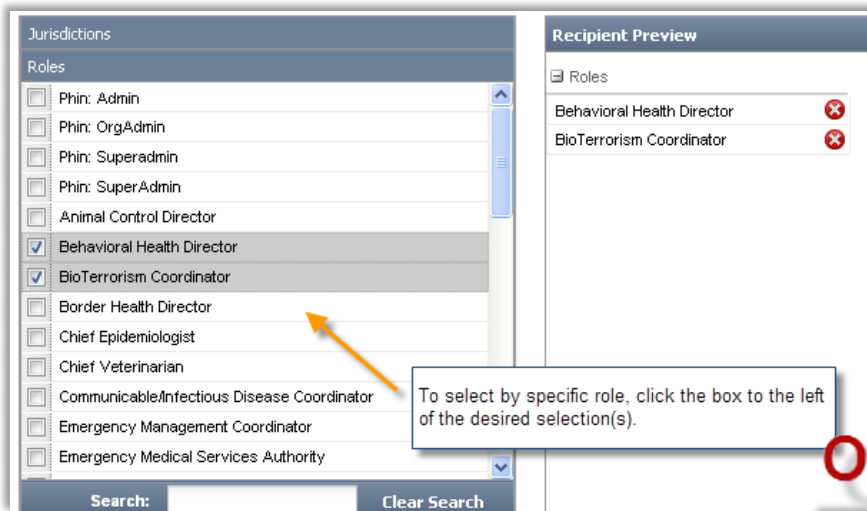
Click the box next to the Jurisdiction name and their name will appear in the “Recipient Preview” column.



SELECTING BY ROLE

If you want to send your alert only to recipients in specific roles, check the roles using the same method as above. The Roles option is found directly below Jurisdictions.

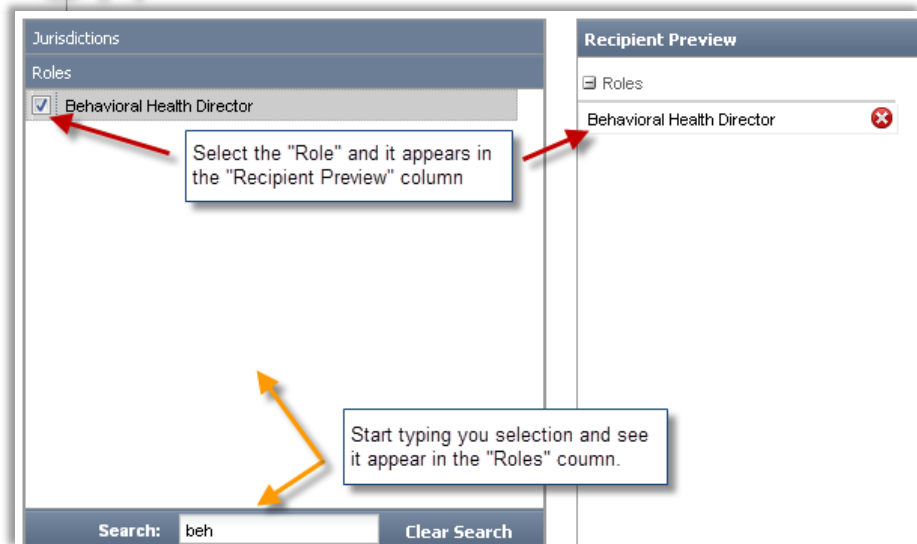
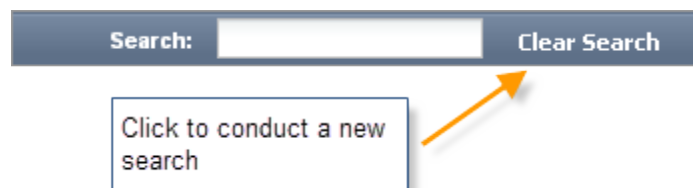
Select a Role by clicking the box to the left of the desired selection(s)....



OR

Use the "Search" bar as just shown for Jurisdictions!

When using the search function for multiple selections, just click "Clear Search" found to the right of the search bar and enter your new search.

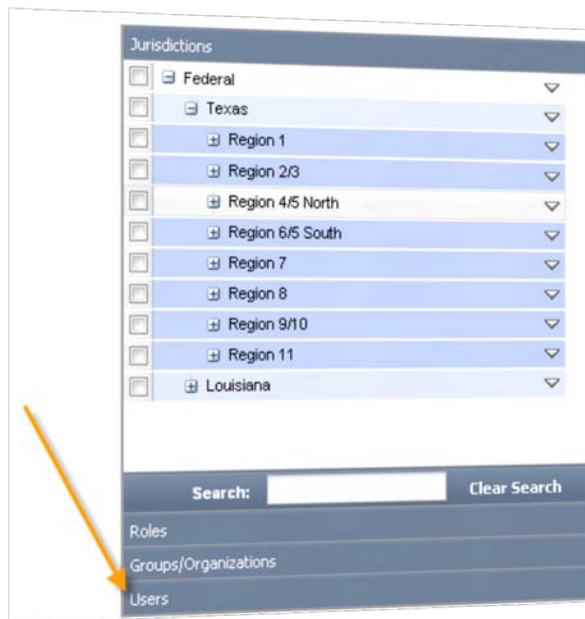


SELECTING BY GROUP/ORGANIZATION

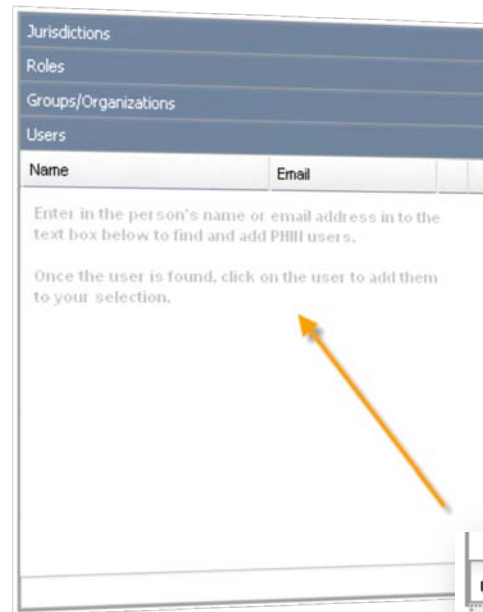
This is an optional search that you may wish to utilize when alerting a complex group of individuals. A group is a pre-determined distribution list often comprised of many different roles and jurisdictions.

SELECTING BY USER

To add specific individuals, locate the “Users” option found at the bottom of the screen.



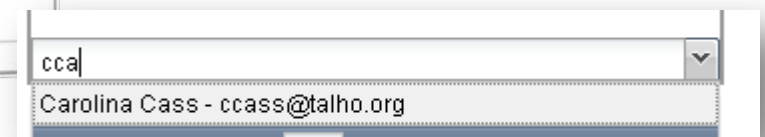
Once open, you will notice that you are given instructions on how to conduct your search.



Enter in the person's name or email address in to the text box below to find and add PHII users.

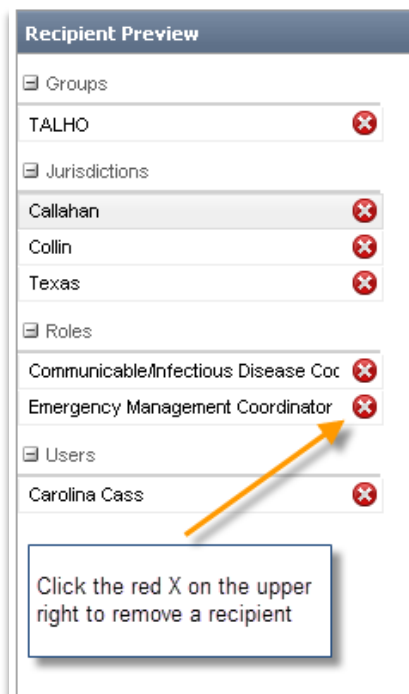
Once the user is found, click on the user to add them to your selection.

Start entering the individuals email or name and selections will appear below.

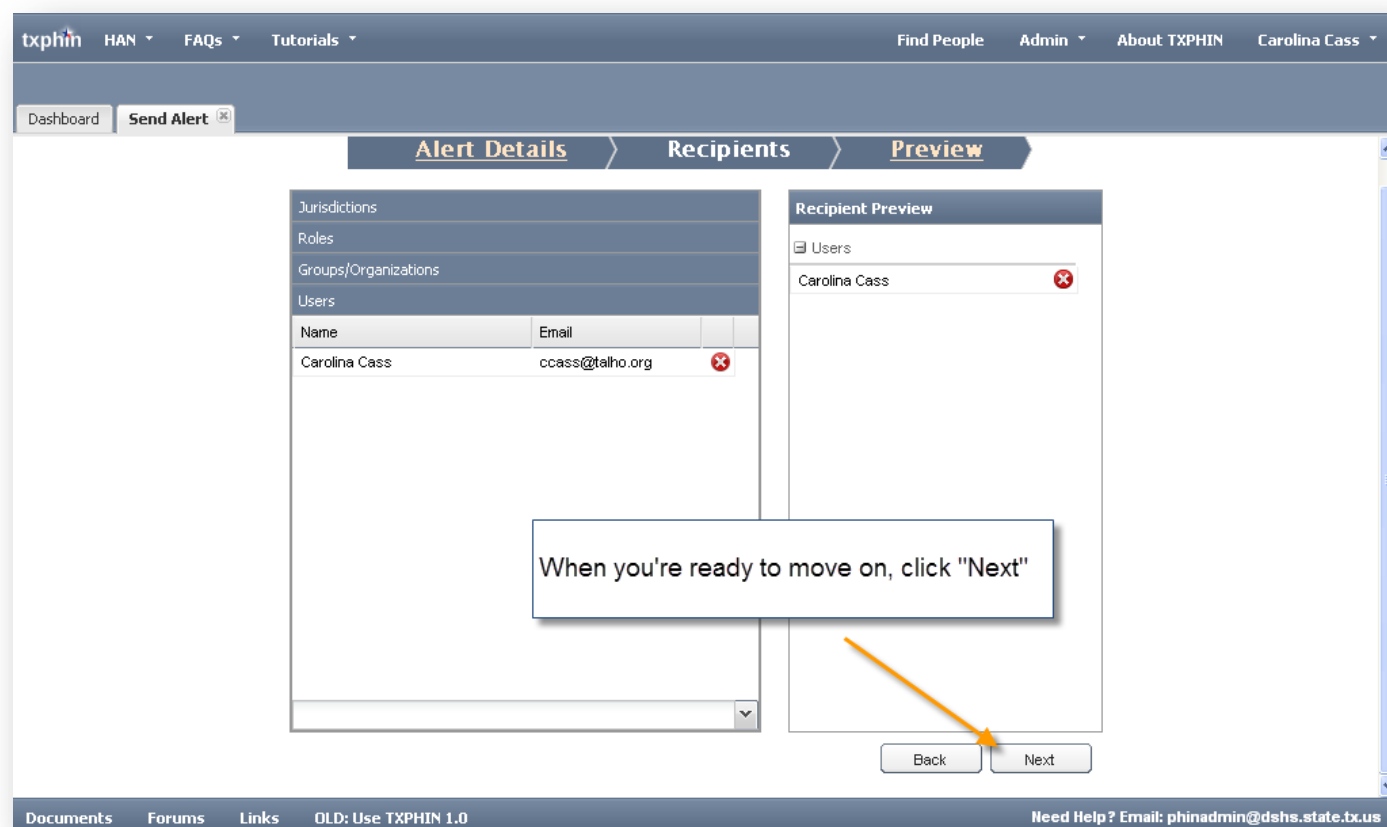


When you see the individual you're looking for, click on their name to add them to your recipients list.

To delete recipients from the “Recipient Preview”, just click the red X found to the upper right of the name of the jurisdiction, role, organization, and/or user you wish to remove.



Now you are ready to preview your alert before sending. To move on, click “Next” at the bottom right of your screen.



PREVIEW

After clicking “Next” on the bottom right of the screen you will have the opportunity to preview your alert prior to sending.

txphin HAN ▾ FAQs ▾ Tutorials ▾ Find People Admin ▾ About TXPHIN Carolina Cass ▾

Dashboard Send Alert ✕

Alert Details **Recipients** **Preview**

This is a Preview: Please review carefully before sending.

Alert Title:	Test	Severity:	Minor
Message:	This is a test message	Status:	Test
Short Text:		Acknowledge:	None
Disable Cross-Jurisdictional alerting?:	No	Sensitive (confidential):	No
Total Recipients:	1	Delivery Time:	15 minutes
		Methods:	Email

Alert Recipients (Primary Audience) ▾

Back Send Alert

To view recipients click anywhere along the "Alert Recipients" bar

You can see the list of recipients by clicking the “Alert Recipients (Primary Audience)” bar. Once clicked, the list of recipients will appear below the bar. To close it up, just click the bar again.

Alert Recipients (Primary Audience) ▴

Recipients

[Carolina Cass](#)

Audiences

Users

[Carolina Cass](#)

To close viewing the recipient names just click on the "Alert Recipients" bar again.

Page 1 of 1

If you need to make any changes, you can maneuver to the appropriate area by clicking “back” at the bottom right of the screen, to the left of “Send Alert”

OR

By clicking the name of the sections you wish to return to at the top of the screen.

The screenshot shows the TXPHIN 'Send Alert' interface. At the top, there is a navigation bar with links: txphin, HAN, FAQs, Tutorials, Find People, Admin, About TXPHIN, and Carolina Cass. Below this, a breadcrumb trail shows 'Dashboard' and 'Send Alert'. The main content area is divided into three sections: 'Alert Details', 'Recipients', and 'Preview'. The 'Alert Details' section contains fields for Alert Title (Test), Message (This is a test message), Short Text, Disable Cross-Jurisdictional alerting? (No), and Total Recipients (1). The 'Recipients' section shows 'Alert Recipients (Primary Audience)'. The 'Preview' section displays a summary of the alert: Severity: Minor, Status: Test, Acknowledge: None, Sensitive (confidential): No, Delivery Time: 15 minutes, and Methods: Email. A warning message states: 'This is a Preview: Please review carefully before sending.' At the bottom, there are two buttons: 'Back' and 'Send Alert'. A box labeled 'Click to return to previous sections' has arrows pointing to the 'Alert Details', 'Recipients', and 'Preview' sections. A red arrow points to the 'Send Alert' button.

txphin HAN FAQs Tutorials Find People Admin About TXPHIN Carolina Cass

Dashboard Send Alert

Alert Details **Recipients** **Preview**

This is a Preview: Please review carefully before sending.

Alert Title: Test
 Message: This is a test message
 Short Text:
 Disable Cross-Jurisdictional alerting?: No
 Total Recipients: 1

Severity: Minor
 Status: Test
 Acknowledge: None
 Sensitive (confidential): No
 Delivery Time: 15 minutes
 Methods: Email

Alert Recipients (Primary Audience)

Click to return to previous sections

Back Send Alert

Documents Forums Links OLD: Use TXPHIN 1.0 Need Help? Email: phinadmin@dshs.state.tx.us

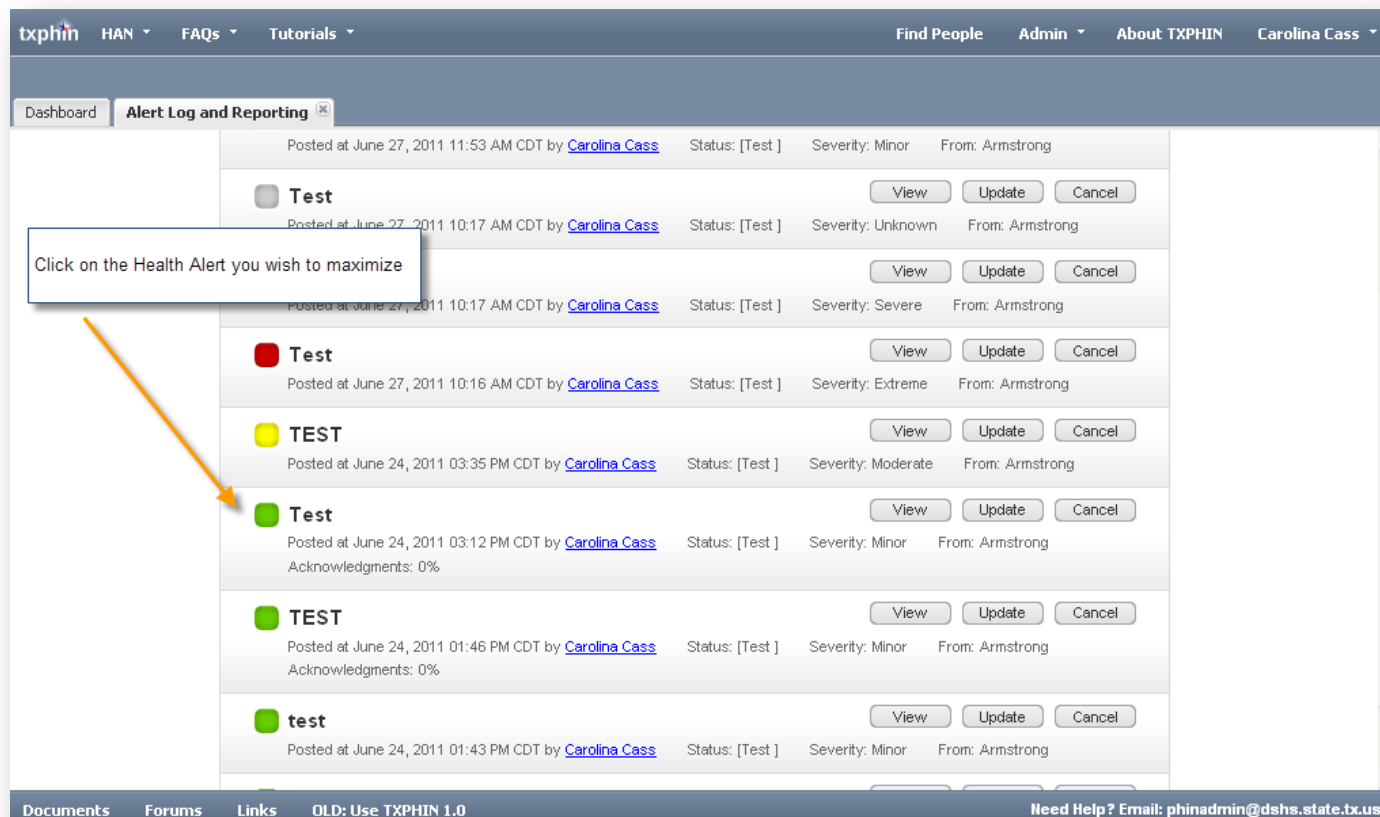
When you are satisfied with your alert, click on “Send Alert.”

VIEWING ALERTS (SPECIAL FEATURES)

If you have the “Health Alert and Communications Coordinator” role, which allows you to SEND alerts, you will also have an “Alert Log and Reporting” option available to you that has special features. **These features are only available to Alerters.** If you have this privilege, the option can be found on the HAN pull-down menu on the TxPHIN toolbar.



First, click on the alert you are viewing to maximize it.



If you as a Health Alert and Communications Coordinator” 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 (by jurisdiction), (3) Acknowledgments (by device), (4) Acknowledgment (by alert response).

The “Status” field will reflect that status you selected when constructing the alert (e.g. Actual, Exercise, and Test). Below the “Posted date and time” information in the alert, you will see an “Acknowledgement” 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 chose the “Advanced” acknowledgment option, you will also have the percentage itemized by alert response. If you did not choose to require an acknowledgment, these percentages will not be present. To minimize the alert, simply click anywhere in the alert box.

Test This is the status of your alert View Update Cancel

Posted at June 24, 2011 03:12 PM CDT by [Carolina Cass](#) Status: [Test] Severity: Minor From: Armstrong

Acknowledgments: 0% This is the overall percentage of recipients who have acknowledged your alert.

Alert ID: DSHS-2011-75 Sensitive: No

Acknowledge: Advanced

Test

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

Acknowledgments (by jurisdiction)

Armstrong

0%

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

Acknowledgments (by device)

E-mail

0%

Console

0%

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

Acknowledgments (by alert response)

Test

0%

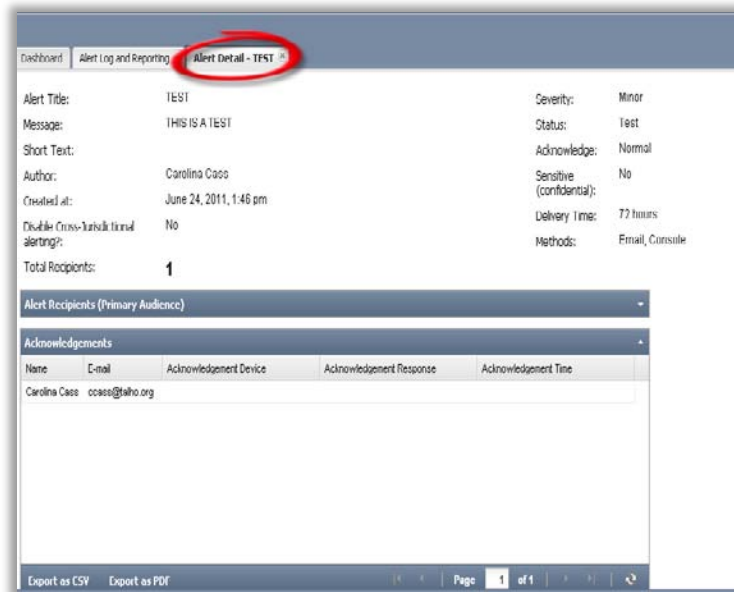
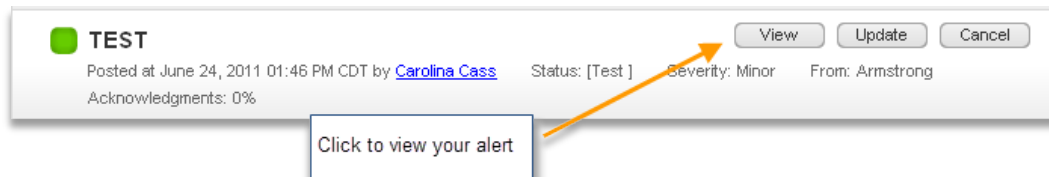
Test

0%

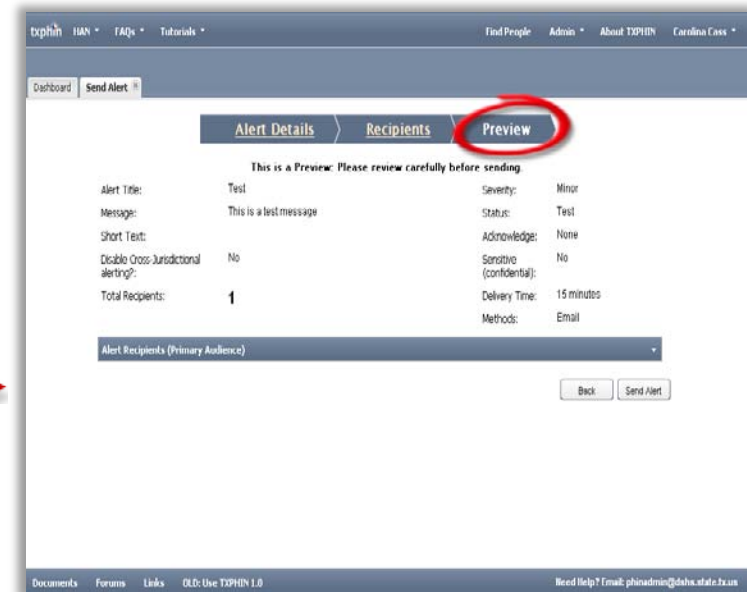
NOTE: This will only be seen when you opt for ADVANCED acknowledgment

VIEW

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



Note: the “Alert Detail” screen is similar to the “Preview” screen you viewed when creating your alert.



UPDATE

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 “Alert Details” screen where you can change the body of the message of your alert.

TEST
 Posted at June 24, 2011 01:46 PM CDT by [Carolina Cass](#) Status: [Test] Severity: Minor From: Armstrong
 Acknowledgments: 0%

View Update Cancel

Click to update or change your alert

Dashboard Alert Log and Reporting **Create an Alert Update**

The title will reflect that this is an update to an existing alert

Title: [Update] - TEST

Message: THIS IS A TEST

(0 characters)
 Any message larger than 580 characters including whitespace will cause the message to be truncated and recipients will need to visit the TXPhin website to view the entire message contents.

Short Message:

This field allows the use of a shorter message that will be used for

Jurisdiction: Armstrong
 Severity: Minor
 Delivery Time: 72 hours
 Acknowledgement: None

☐ Disable Cross-Jurisdictional Alerting
☐ Sensitive (confidential)

Revise your message by altering the text

Revise your message by altering the text

Revise your message by changing any of these options

Note that there is no “Recipients” option. 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”, “Acknowledgment”, and “Sensitive (Confidential)” fields in the “Update” screen.

When you have complete revision(s) to your message, click the “Next” button at the bottom right of your screen.

Details
Preview

This is a Preview: Please review carefully before sending.

Alert Title:	[Update] - TEST	Severity:	Minor
Message:	THIS IS A TEST	Status:	Test
Short Text:		Acknowledge:	None
Disable Cross-Jurisdictional alerting?:	No	Sensitive (confidential):	No
Total Recipients:	1	Delivery Time:	72 hours
		Methods:	Email, Console

Alert Recipients (Primary Audience)

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

When you are satisfied with your update, click here

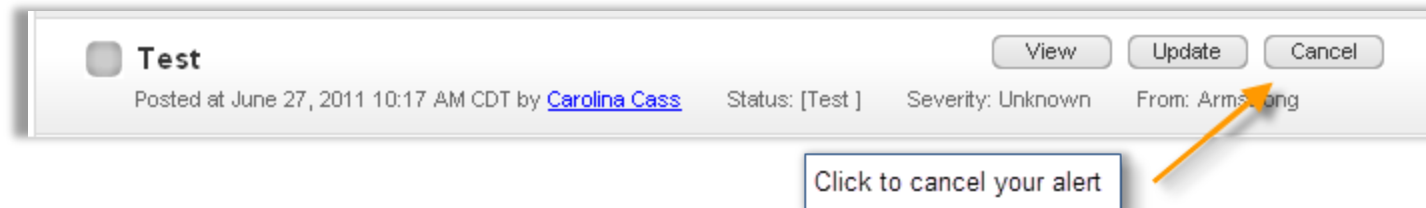
Back
Send Alert

Proofread your message, and either click “Back” at the bottom right of the screen (or “Details” at the top of the screen) – to edit your update, or “Send Alert.”

Your updated alert will be sent 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.**

CANCEL

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.**

