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Parent Interface

Instant Alert User Guide

When schedules change, buses run late, or emergencies occur, you need to be informed about your child's whereabouts and safety is paramount. Instant Alert enables schools to inform you about your students by bringing news to you directly. You can decide how and where to receive these messages.

This book is intended for parents and staff members who want to configure and set up an Instant Alert account. You will also learn about configuring devices on which to receive alerts and adding contacts who will have pickup rights for your child.

It includes the following sections:

- About the Instant Alert User
- Accessing Instant Alert If You Are a Staff Member
- Accessing Instant Alert If You Are a Parent
- Parent Related Functions
- Staff Related Functions

About the Instant Alert User

There are primarily three categories of users using Instant Alert.

1. Parents of children studying in schools/districts subscribed to Instant Alert
2. Staff members working in schools/districts subscribed to Instant Alert
3. Staff members whose children study in schools/districts subscribed to Instant Alert

For all practical purposes, categories one and three are considered one and the same

You must authenticate to the Instant Alert application as a parent before you can perform parent related functions.

You must authenticate to the Instant Alert application as a staff before you can perform staff related functions.

Parent

As parents of children studying in schools subscribed to Honeywell Instant Alert, you can create and manage your accounts by adding and/or editing personal information. You can configure devices and select a language to receive alerts.

Accessing Instant Alert as a Parent

If you are a first time user, you must authenticate to Instant Alert to gain access. Complete the following procedure to access the Instant Alert application if this is not the first time you are logging on:

1. Enter the URL for accessing the Instant Alert application in the Web browser.

Result: *The Instant Alert **Login** page is displayed.*

2. Enter **Login Name**.
3. Enter **Password**.
4. Click **Login**.

Result: *The **History of Alerts** page is displayed.*

Authenticating as a Parent

Complete the following procedure if you want to authenticate to Instant Alert:

1. Enter the URL for accessing the Instant Alert application in the Web browser.

Result: *The Instant Alert **Login** page is displayed.*

2. Click the **Parent** link under **New User? Sign up now!**

Result: *The **Authentication** page is displayed.*

3. Select the **State/Province** in which your child is studying. This is a mandatory requirement.
4. Select the **District** in which your child is studying. This is a mandatory requirement.
5. Enter the following information about your kid studying in a school/district. If more than one of your kids studies in a school/district, enter the name of any one:
 - **First Name** - This is a mandatory requirement.
 - **Last Name** - This is a mandatory requirement.
 - **Date of Birth** in mm/dd/yyyy format.
6. Click **Submit**.

Result: *If your kid belongs to a single family, the **Login Details** page appears.*

*If your kid belongs to multiple families, you need to enter your First Name and Last Name. If another person shares your first name and last name, the **Telephone (Home)** field is displayed. Enter your home telephone number and click **Submit**. The **Login Details** page appears.*

7. Enter a name with which you would like to access Instant Alert in the **Choose a User Name** field. This is a mandatory requirement.
8. Enter a password of your choice in the **Choose a Password** field.
9. Re-enter the password you have chosen in the **Re-enter Password** field.
10. Select a **Secret Question**.

Note: This question will be asked in case you forgot your password.

11. Enter an answer to the secret question.

Note: Enter an answer and remember it. This answer must be provided when you forget your password.

12. Enter your **Email Address**. The email address must be in the format emailid@domain.ext
13. Click **Submit** to complete the authentication process. The **Confirmation** page is displayed. You can click **Proceed** to log on to Instant Alert

or

Reset to enter new data

or

Cancel to return to the Login page.

Result: *The **My Family** page appears. You can view/edit details about yourself and your spouse provided your spouse's details are present in the school's database.*

Note: If your authentication is wrong, Instant Alert provides you the Help Desk address on the fourth wrong attempt.

Changing Your Password

Complete the following procedure to change the Instant Alert access password:

1. Click the **Change Password** link displayed on every page at the top right-hand corner.

Result: *The **Change Password** page is displayed.*

2. Enter **User Name**.
3. Enter **Old Password**.
4. Enter **New Password**. Your password must be at least seven characters long.
5. Re-enter the new password in the **Confirm New Password** field for confirmation.
6. Click **Change Password** to save the new password or **Reset** to enter a new password.

Result: *A success message is displayed after the password change.*

Getting a New Password

Complete the following procedure to obtain a new password in case you forget your existing password:

1. Enter the URL for accessing the Instant Alert application in the Web browser.

Result: *The Instant Alert **Login** page is displayed.*

2. Click the **Forgot Password** link.

Result: *The Instant Alert **Authentication** page is displayed.*

3. Select the **State/Province** in which your child is studying.
4. Select **School District/Private School** in which your child is studying.
5. Enter the following information about your child:

- **First Name**
 - **Last Name**
 - **Date of Birth** in mm/dd/yyyy format.
6. Click **Submit**.

Result: *If you had set a secret question and secret answer while authenticating to Instant Alert, enter the secret answer. The **Choose a Password** and **Re-enter Password** fields appear.*

7. Enter the new password in the **Choose a Password** field.
8. Enter the new password again in the **Re-enter Password** field.
9. Click **Submit**.

Result: *Your new password is displayed. Use this new password to log on to Instant Alert.*

Managing Alerts

Alerts are notifications sent to parents and school staff about children in case of changes in schedule or emergencies or any communication by the school.

Use the **Alert History** tab to:

- View the List of Alerts
- View Alert Details
- Delete Alerts

Use the **Alert Setup** tab to:

- Set Up Alert Receipt
- Delete Device Details
- Edit Device Details

Alert History

Use the **Alert History** tab to:

- View the List of Alerts
- View Alert Details
- Delete Alerts

Viewing the List of Alerts

After successfully logging on to Instant Alert as a parent, you will see the **History of Alerts** page. This page displays a list of alerts sent to you. You can choose alerts sent to you filtered by date, when the alert was sent, and the type of alert.

However, if you have clicked another tab and want to view the **History of Alerts**, complete the following procedure to view the list of alerts sent to you:

1. Click the **Alert History** tab.

Result: *The **History of Alerts** page is displayed.*

2. Select the **From** date by clicking the date picker and selecting a **From** date.
3. Select the **To** date by clicking the date picker and selecting a **To** date.
4. Select the **Alert Type**.

Note: **All** is the default selection. If you are interested in a certain type of alert sent to you, choose that type from the **Alert Type** list. Each school may have its own category of alerts listed in the **Alert Type** list.

Note: If you leave the date fields blank and click **View Alerts** all alerts until the current date are displayed.

5. Click **View Alerts**.

Result: *A list of alerts matching your search criteria is displayed.*

6. Click **Clear Search** if you feel you have entered the wrong criteria or if you feel you are done with a particular search and want to begin a fresh one.

Result: *All fields are cleared of the search criteria you have entered allowing you to begin a fresh search.*

Viewing Alert Details

Every alert sent to you contains information such as a description, the type of alert, date and time it was sent and so on.

Complete the following procedure to view the details of an alert:

1. Click the **Alert History** tab.

Result: *The **History of Alerts** page is displayed.*

2. Select the **From** date by clicking the date picker and selecting a **From** date.
3. Select the **To** date by clicking the date picker and selecting a **To** date.

Note: The **To** date cannot be earlier than the **From** date.

Example: If you want to see all alerts sent to you in the month of say November, select 1st November as the From date and 30th November as the To date.

4. Select the **Alert Type**. Every school/district may have its own category of alerts listed in the **Alert Type** list.
5. Click **View Alerts**.

Result: *A list of alerts matching your search criteria is displayed.*

6. Click an alert name to view its details.

Result: *The following details are displayed:*

- **Description**
- **Alert Type**

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- **Date**
 - **Time**
 - **Sent By**
 - **School Name**
 - **Text Message**
 - **Complete Message**
7. Click the **Back to Alert History List** link to view the **History of Alerts** list.

Deleting Alerts

Complete the following procedure to delete alerts that you have already read and acknowledged:

1. Click the **Alert History** tab.
*Result: The **History of Alerts** page is displayed.*
2. Select the **X** button next to the alert.
Result: A confirmation appears asking you to confirm the deletion.
3. Click **OK**. The alert is deleted permanently and a confirmation message appears.

Alert Setup

Use the **Alert Setup** tab to:

- Set Up Alert Receipt
- Delete Device Details
- Edit Device Details

Setting Up Alert Receipt

You can configure Instant Alert to send alerts to your telephone, Email, text messaging and/or pager.

Note: The devices already listed in the **Parent Profiles** page are added by default and you need not add them again.

Complete the following procedure to configure the alert:

1. Click the **Alert Setup** tab.
2. Select a device from the **Add New Device** list. You can choose to add a telephone, an email ID, a text messaging device, or a pager.
3. Enter **Device Details** for the device you just selected. If you selected a phone, text messaging device, or a pager, you must enter its number in the proper format. If you chose email as the new device you must enter an email ID in the proper format.

4. Select a name from the **Select Name** list. This list consists of your name, your spouse's name and the names of any other contact you might have specified.
5. Click **Add**.

Result: *The device is added to the list of devices under the name you have chosen.*
6. Select the check-box(es) corresponding to the alert types that you want to receive on the device you have added.

Example: If you have added a phone number and you want only High Importance alerts to be sent to your phone number, select the **High Importance** check-box corresponding to the phone number.
7. Repeat steps 2 to 6 to add as many devices on which you want to receive alerts.
8. Click **Update** to save the details you have entered. Click **Reset** in case you want to cancel the changes you have made and revert back to the old details.

Sending a Test Message

Complete the following procedure if you want to check how the message function works.

1. Click **Test Message**.

Result: *The **Send Test Message** dialog box appears with all the addresses of all text messaging devices (email, pager, or text messaging device) you have configured.*
2. Selecting **Routing Info** if you want to receive a test message on all device addresses you have configured or select the check box corresponding to the address on which you want to receive a test message.
3. Scroll down to the bottom of the **Send Test Message** dialog box and click **Send Test Message**.

Result: *A message is sent to the addresses you have selected. A confirmation message appears.*
4. Click **Close** to close the **Send Test Message** dialog box.

Deleting Device Details

If you no longer use a device on which you used to receive alerts, you may want to delete it from your account. For example, you may have terminated your mobile phone service. You may then want to remove your mobile phone address. Complete the following procedure to delete a device:

1. Click the **Alert Setup** tab.
2. Select the **X** button next to the device you want to delete.

Result: *A confirmation appears asking you to confirm the deletion.*
3. Click **OK**.

Result: *The device is deleted and a confirmation message appears.*

Editing Device Details

Complete the following procedure to modify the details of an already configured device:

1. Click the **Alert Setup** tab.
2. Edit the device address.
3. Select the alerts that you want to receive on the device.
4. Click **Update** to save the changes

or

Reset to cancel the changes.

My Family

Use the **My Family** tab to view or edit your profile and to view your child's profile. You can:

- View Parent Profiles
- View Student Profile
- Edit Parent Profile

Viewing Your Profile

The **Parent Profiles** list displays details about yourself, your spouse, and your children. Your name and that of your spouse's and the custody rights information for picking up your children from school are also displayed.

Complete the following procedure to view **Parent Profiles**:

1. Click the **My Family** tab.
- Result:** *The **Parent Profile** list is displayed. The list displays the following details:*
- **Parent:** The name of the parent.
 - **Student Name:** The name of the student.
 - **Custody Rights:** Indicates if the parent is the approver for all important activities/communication related to the associated student.

Viewing Student Profile

Complete the following procedure to view your child's profile:

1. Click the **My Family** tab.
- Result:** *The **Parent Profile** list is displayed.*
2. Click your child's name.

Result: *The **View Student Profile** page appears with the following details.*

- **Student Name**
 - **Date of Birth**
 - **Grade**
 - **School Name**
3. Click **OK** to return to the **Parent Profiles** page.

Editing Parent Profile

When your contact details such as home or mobile telephone numbers change you may want to update the same in the Instant Alert system. You can edit your profile to change your contact details such as your name, contact details, device information on which you will receive alert notifications, and the language in which you receive these notifications.

Complete the following procedure to edit your profile:

1. Click the **My Family** tab.

Result: *The **Parent Profiles** list is displayed.*

2. Click your name.

Result: *The **Edit Parent Profile** page is displayed with your contact details.*

3. Select/enter the following information:

- **First Name**
- **Last Name**
- **Telephone (Home)** - Your residence telephone number. It must be in the format (123) 555 - 0678. This is a mandatory requirement.
- **Telephone (Work)** - The telephone number of the place where you work. It must be in the format (123) 555 - 0678.
- **Mobile Phone** - Your mobile phone number. It must be in the format (123) 555 - 0678.

Note: In order to be able to receive text messages generated by Instant Alert on your mobile phone, you must select the name of your provider. To do this, select a mobile service provider's name from the list box next to the @ symbol. In case you don't find your mobile service provider's name select **Other**. A new text box appears. Enter the text address of your service provider in this text box. It should be in the format tendigitnumber@celltextaddress.extension

- **Email Address** - Your email ID on which you want to receive alerts.

Note: Your email ID must be of the format: emailid@domain.extension

- **Pager Address** - Your pager address on which you want to receive alerts in the form of email messages.

Note: Your pager ID must be in the format: tendigitnumber@domain.extension

- **Preferred Language** - The language you want to receive alerts in. You can choose to receive alerts in English or Spanish. This is a mandatory requirement.
4. Click **Save** to save the new information
- or
- Reset** to enter new data
- or
- Cancel** to return to the **Parent Profiles** page.

Managing Other Contacts

Use the **Other Contacts** tab to view or edit contact persons for receiving alerts in case you are out of town or if you would like another contact person to receive alerts from the school on a daily basis. You can add new contacts and configure the contact details and the device (telephone, Email, Text Message, Pager) addresses on which you want the contact to receive alerts.

- Viewing the List of Contacts
- Editing Contact Details
- Adding a New Contact
- Deleting a Contact

Viewing the List of Contacts

Complete the following procedure to view the **List of Contacts**:

1. Click the **Other Contacts** tab.

Result: *The **List of Contacts** appears with the following details:*

- **Contacts:** The name of the contact person.
- **Student Name:** Indicates the student to who this contact is associated with.
- **Relationship:** The relationship of this contact to the student.
- **Phone Number:** The telephone number of this contact.
- **Pickup Rights:** Indicates whether this contact has rights to pick up the student from school.

Adding a New Contact

Whenever you are out of town or in case you are busy and want another person to receive alerts and take appropriate action, you can nominate such a person(s) and add their contact details to Instant Alert. Complete the following procedure to add a new contact:

1. Click the **Other Contacts** tab.
2. Click **Add New Contact**.

Result: *The **Add New Contact** page is displayed.*

3. Select/Enter the following details for the new contact:
 - **First Name** - This is a mandatory requirement.
 - **Last Name** - This is a mandatory requirement.
 - **Telephone (Home) Number** - The contact person's residence telephone number. It must be in the format (123) 555 - 0678. This is a mandatory requirement.
 - **Telephone (Work) Number** - The telephone number of the place where the contact person works. It must be in the format (123) 555 - 0678.
 - **Mobile Phone Number** - The contact person's mobile phone number. It must be in the format (123) 555 - 0678
 - Note:** In order to be able to receive text messages generated by Instant Alert on the contact person's mobile phone, you must select the name of the contact person's provider. To do this, select a mobile service provider's name from the list box next to the @ symbol. In case you don't find the mobile service provider's name select **Other**. A new text box appears. Enter the name of the contact person's service provider in this text box. It should be in the format tendigitnumber@celltextaddress.extension
 - **Email Address** - The email ID on which your contact should receive alerts
 - Note:** The email ID must be in the format: emailid@domain.extension
 - **Pager Address** - The pager number on which the contact person should receive alerts in the form of email messages.
 - **Preferred Language** - The language (English or Spanish) in which your contact would like to receive alerts. This is a mandatory requirement.
4. Select how this new contact is related to the student by selecting from the **Relationship** list. If you do not find the relationship in this list, enter the relationship in the text-box provided.
5. Select the **Pick Up Rights** check-box if you want this contact to be able to pick up the child from school.
6. Click **Add** to save the details and add this contact

or

Reset to enter new data

or

Cancel to return to the **List of Contacts** page.

Note: You can configure a maximum of four contacts who will receive alerts.

Editing Contact Details

You can edit the details of a contact from the **List of Contacts** who will receive alerts in case you are out of town or if you would like them to receive alerts from the

school on a daily basis. Complete the following procedure to edit a new contact's details:

1. Click the **Other Contacts** tab.

Result: *The **List of Contacts** page appears.*

2. Click the name of the contact whose details you want to edit.

Result: *The **Edit Contact** page with the details of the contact person you have chosen is displayed.*

3. Select/Enter the following details for the contact:

- **First Name**
- **Last Name**
- **Telephone (Home) Number** - The residence telephone number of the contact person. It must be in the format (123) 555 - 0678. This is a mandatory requirement.
- **Telephone (Work) Number** - The telephone number of the place where your contact person works. It must be in the format (123) 555 - 0678.
- **Mobile Phone Number** - The contact person's mobile phone number. It must be in the format (123) 555 - 0678.

Note: In order to be able to receive text messages generated by Instant Alert on your contact's mobile phone, you must select the name of your contact person's provider. To do this, select a mobile service provider's name from the list box next to the @ symbol. In case you don't find your contact person's mobile service provider's name select **Other**. A new text box appears. Enter the name of the contact person's service provider in this text box. It should be in the format
tendigitnumber@celltextaddress.extension

- **Email Address** - The contact person's email ID on which he/she would like to receive alerts.

Note: The contact person's email ID must be in the format:
emailid@domain.extension

- **Pager Address** - The contact person's pager number on which he/she would like to receive alerts in the form of email messages.
- **Preferred language** - The language (English or Spanish) the contact person wants to receive alerts in.

4. Select relationship of this contact to the student by selecting from the list under **Relationship**. If you do not find the relationship in this list, select **Other** and enter the relationship in the text-box.
5. Check the **Pick Up Rights** check-box if you want the contact to be able to pick up the child from school.
6. Click **Save** to save the details

or

Reset to enter new data

or

Cancel to return to the **List of Contacts** page.

Note: You can configure a maximum of four contacts who will receive alerts.

Deleting a Contact

Complete the following procedure to delete a contact(s):

1. Click the **Other Contacts** tab.

Result: *The **List of Contacts** page appears.*

2. Click the **X** button next to the contact you want to delete.

Result: *The selected contact is deleted after confirmation and a success message is displayed after the deletion.*

Staff Interface

Staff

As a staff member working in a school subscribed to Honeywell Instant Alert, you can create and manage your account by adding and/or editing personal information. You can configure devices and select a language to receive alerts.

Accessing Instant Alert as a Staff Member

If you are a first time user, you must authenticate to Instant Alert to gain access. Complete the following procedure to access the Instant Alert application if this is not the first time you are logging on:

1. Enter the URL for accessing the Instant Alert application in the Web browser.

Result: *The Instant Alert **Login** page appears.*

2. Enter **Login Name**.
3. Enter **Password**.
4. Click **Login**.

Result: *If you are a staff member without any administrator privileges the **History of Alerts** page appears. If you have administrative privileges, proceed with step 5.*

5. Select **Staff**.

Result: *The **History of Alerts** page is displayed.*

Authenticating as a Staff Member

Complete the following procedure if you are a new user and want to authenticate to Instant Alert:

1. Enter the URL for accessing the Instant Alert application in the Web browser.

Result: *The Instant Alert **Login** page is displayed.*

2. Click the **School Staff** link under **New User? Sign up now!**

Result: *The **Authentication** page is displayed.*

3. Select the **State/Province** in which you work. This is mandatory.
4. Select the **District** in which you work.
5. Enter the following information about yourself:

- **First Name**
- **Last Name**

6. Click **Submit**.

Result: *The **Login Info** page appears if your name is not shared by another person in the school's database. If another person shares your first name and last name, the **Telephone (Home)** field is displayed. Enter your home telephone number and click **Submit**. The **Login Info** page appears.*

7. Enter a name with which you would like to access Instant Alert in the **Choose a User Name** field. This is a mandatory requirement.

8. Enter a password of your choice in the **Choose a Password** field. This is a mandatory requirement.

Note: Your password should be at least seven characters long.

9. Re-enter the password you have chosen in the **Re-enter Password** field. This is a mandatory requirement.

10. Select a **Secret Question**. This is a mandatory requirement.

Note: This question will be asked in case you forgot your password.

11. Enter an answer to the secret question. This is a mandatory requirement.

Note: Enter an answer and remember it. This answer must be provided when you forget your password.

12. Enter your **Email Address**. The email address must be in the format emailid@domain.ext

13. Click **Submit** to complete the authentication process. The **Confirmation** page is displayed. You can click **Proceed** to log on to Instant Alert

or

Reset to enter new data

or

Cancel to return to the Login page.

Result: *The **My Profile** page appears.*

Note: If your authentication is wrong, Instant Alert provides you the Help Desk address on the fourth wrong attempt.

Changing Your Password

Complete the following procedure to change the Instant Alert access password:

1. Click the **Change Password** link displayed on every page at the top right-hand corner.

Result: *The **Change Password** page is displayed.*

2. Enter **User Name**. This is a mandatory requirement.

3. Enter **Old Password**. This is a mandatory requirement.

4. Enter **New Password**. Your password must be at least seven characters long. This is a mandatory requirement.

5. Re-enter the new password in the **Confirm New Password** field for confirmation. This is a mandatory requirement.

6. Click **Change Password** to save the new password or **Reset** to enter a new password.

Result: *A success message is displayed after the password change.*

Getting a New Password

Complete the following procedure to obtain a new password in case you forget your existing password:

1. Enter the URL for accessing the Instant Alert application in the Web browser.

Result: *The Instant Alert **Login** page is displayed.*

2. Click the **Forgot Password** link.

Result: *The Instant Alert **Authentication** page is displayed.*

3. Select the **State/Province** in which you work.
4. Select **School District/Private School** in which you work.
5. Enter the following information:

- **First Name**
- **Last Name**

6. Click **Submit**.

Result: *The **Login Info** page appears if your name is not shared by another person in the school's database. If another person shares your first name and last name, the **Telephone (Home)** field is displayed. Enter your home telephone number and click **Submit**. If you had set a secret question and secret answer while authenticating to Instant Alert, enter the secret answer. The **Choose a Password** and **Re-enter Password** fields appear.*

7. Enter the new password in the **Choose a Password** field.
8. Enter the new password again in the **Re-enter Password** field.

Result: *Your new password is displayed. Use this new password to log on to Instant Alert.*

Managing Alerts

Alerts are notifications sent to you in case of changes in schedule or emergencies or any communication by the school.

Use the **Alert History** tab to:

- View the List of Alerts
- View Alert Details
- Delete Alerts

Use the **Alert Setup** tab to:

- Set Up Alert Receipt
- Delete Device Details
- Edit Device Details

Alert History

Use the **Alert History** tab to:

Staff Interface

- View the List of Alerts
- View Alert Details
- Delete Alerts

Viewing the List of Alerts

After successfully logging on to Instant Alert as a staff member, you will see the **History of Alerts** page. This page displays a list of alerts sent to you. You can choose alerts sent to you filtered by date, when the alert was sent, and the type of alert.

However, if you have clicked another tab and want to view the **History of Alerts**, complete the following procedure to view the list of alerts sent to you:

1. Click the **Alert History** tab.

Result: *The **History of Alerts** page is displayed.*

2. Select the **From** date by clicking the date picker and selecting a **From** date.
3. Select the **To** date by clicking the date picker and selecting a **To** date.
4. Select the **Alert Type**.

Note: **All** is the default selection. If you are interested in a certain type of alert sent to you, choose that type from the **Alert Type** list. Each school may have its own category of alerts listed in the **Alert Type** list.

Note: If you leave the date fields blank and click **View Alerts** all alerts until the current date are displayed.

5. Click **View Alerts**.

Result: *A list of alerts matching your search criteria is displayed.*

6. Click **Clear Search** if you feel you have entered the wrong criteria or if you feel you are done with a particular search and want to begin a fresh one.

Result: *All fields are cleared of the search criteria you have entered allowing you to begin a fresh search.*

Viewing Alert Details

Every alert sent to you contains information such as a description, the type of alert, date and time it was sent, and so on.

Complete the following procedure to view the details of an alert:

1. Click the **Alert History** tab.

Result: *The **History of Alerts** page is displayed.*

2. Select the **From** date by clicking the date picker and selecting a **From** date.
3. Select the **To** date by clicking the date picker and selecting a **To** date.

Note: The **To** date cannot be earlier than the **From** date.

Example: If you want to see all alerts sent to you in the month of say November, select 1st November as the From date and 30th November as the To date.

4. Select the **Alert Type**. Every school may have its own category of alerts listed in the **Alert Type** list.
5. Click **View Alerts**.

Result: *A list of alerts matching your search criteria is displayed.*

6. Click an alert name to view its details.

Result: *The following details are displayed:*

- **Description**
 - **Alert Type**
 - **Date**
 - **Time**
 - **Sent By**
 - **School Name**
 - **Text Message**
 - **Complete Message**
7. Click the **Back to Alert History List** link to view the **History of Alerts** list.

Deleting Alerts

Complete the following procedure to delete alerts that you have already read and acknowledged:

1. Click the **Alert History** tab.

Result: *The **History of Alerts** page is displayed.*

2. Select the **X** button next to the alert you want to delete.

Result: *A confirmation appears asking you to confirm the deletion.*

3. Click **OK**.

Result: *The alert is deleted and a confirmation message appears.*

Alert Setup

Use the **Alert Setup** tab to:

- Set Up Alert Receipt
- Delete Device Details
- Edit Device Details

Setting Up Alert Receipt

Staff Interface

You can configure Instant Alert to send alerts to your telephone, Email, mobile phone, and/or pager.

Note: The devices already listed in the **My Profile** page are added by default and you need not add them again.

Complete the following procedure to configure the alert:

1. Click the **Alert Setup** tab.
2. Select a device from the **Add New Device** list. You can choose to add a telephone, an email ID, a text messaging device, or a pager.
3. Enter **Device Details** for the device you just selected. If you selected a phone, text messaging device, or a pager, you must enter its address in the proper format. If you chose email as the new device you must enter an email ID in the proper format.
4. Select a name from the **Select Name** list. This list consists of the names of your name, your spouse's name and the names of any other contact you might have specified.
5. Click **Add**.

Result: *The device is added to the list of devices under the name you have chosen.*

6. Select the check-box(es) corresponding to the alert types that you want to receive on the device you have added.

Example: If you have added a phone number and you want only High Importance alerts to be sent to your phone number, select the **High Importance** check-box corresponding to the phone number.

7. Repeat steps 2 to 6 to add as many devices on which you want to receive alerts.
8. Click **Update** to save the details you have entered. Click **Reset** in case you want to cancel the changes you have made and revert back to the old details.

Sending a Test Message

Complete the following procedure if you want to check how the message function works:

1. Click **Test Message**.

Result: *The **Send Test Message** dialog box appears with all the numbers you have configured.*

2. Select **Routing Info** if you want to receive a test message on all device numbers you have configured or select the check box corresponding to the number on which you want to receive a test message.
3. Scroll down to the bottom of the **Send Test Message** dialog box and click **Send Test Message**.

Result: *A message is sent to the number(s) you have selected. A confirmation message appears.*

4. Click **Close** to close the **Send Test Message** dialog box.

Deleting Device Details

Complete the following procedure to delete a device:

1. Click the **Alert Setup** tab.
2. Select the **X** button next to the device you want to delete.

Result: *A confirmation appears asking you to confirm the deletion.*

3. Click **OK**.

Result: *The device is deleted and a confirmation message appears*

Edit Device Details

Complete the following procedure to modify the details of an already configured device:

1. Click the **Alert Setup** tab.

Result: *The **Alert Setup** page appears.*

2. Edit the device address.
3. Select the alerts that you want to receive on the device.
4. Click **Update** to save the changes

or

Reset to cancel the changes.

My Profile

The **My Profile** tab displays your details. You can view/edit your profile. Complete the following procedure to view/edit your profile:

1. Click the **My Profile** tab.

Result: *The **Staff Profile** page with your name appears.*

2. Click your name if you want to edit your profile.

Result: *The **Edit Staff Profile** page appears.*

3. Select/enter the following information:

- **First Name** - This is a mandatory requirement.
- **Last Name** - This is a mandatory requirement.
- **Telephone (Home)** - Your residence telephone number. It must be in the format (123) 555 - 0678. This is a mandatory requirement.
- **Telephone (Work)** - The telephone number of the place where you work. It must be in the format (123) 555 - 0678.
- **Mobile Phone** - Your mobile phone number. It must be in the format (123) 555 - 0678.

Note: In order to be able to receive text messages generated by Instant Alert on your mobile phone, you must select the name of your provider.

Staff Interface

To do this, select a mobile service provider's name from the list box next to the @ symbol. In case you don't find your mobile service provider's name select **Other**. A new text box appears. Enter the text address of your service provider in this text box. It should be of the format tendigitnumber@celltextaddress.extension

- **Email Address** - Your email ID on which you want to receive alerts.

Note: Your email ID must be of the format: emailid@domain.extension

- **Pager Address** - Your pager number on which you want to receive alerts in the form of email messages.

Note: Your pager ID must be of the format:
tendigitnumber@domain.extension

Preferred Language - The language you want to receive alerts in. You can choose to receive alerts in English or Spanish. This is a mandatory requirement.

4. Click **Save** to save the new information

or

Reset to enter new data

or

Cancel to return to the **Staff Profile** page.

School Administrator Interface

Instant Alert School Administrator

This book provides information related to various tasks that a School Administrator can perform. It includes the following sections:

- About Instant Alert
- About the School Administrator
- Accessing Instant Alert
- Changing the password
- Managing alerts
- Managing groups
- Managing profiles
- Viewing reports
- Managing configuration data

Introduction to Instant Alert

Honeywell Instant Alert for Schools is a reliable, fast, accurate, efficient, and flexible Web application for alerting parents in an emergency situation or for daily communication needs. It is a highly effective, automated notification system and helps provide vital information, using the following communication media:

- E-mail
- Phones
- Text messaging devices

About the School Administrator

A School Administrator is the administrator for an individual school. A school might be a private school or a public school within a district.

A School Administrator can perform the following tasks after authenticating to the Instant Alert application:

- Managing Alerts
- Managing Groups
- Managing Staff, Parent and Student Profiles
- Viewing Reports
- Managing Configuration Data

Accessing Instant Alert

Complete the following procedure to access the Instant Alert application:

1. Enter the URL for accessing the Instant Alert application in the Web browser.

Result: *The **Instant Alert Login** page is displayed.*

2. Enter **Login Name**.
3. Enter **Password**.
4. Click **Login**.
5. Select the required Role from the following list of roles:

- **Staff**
- **School Administrator**
- **Group Administrator**
- **District Administrator**

Result: *The **Customer ID** field appears.*

6. Enter the **Customer ID** assigned for the selected role and click **Submit**.

Result: *The **List of Alerts** is displayed.*

Changing the Password

Complete the following procedure to change the Instant Alert access password:

1. Click the **Change Password** link displayed on every page at the top right-hand corner.

Result: *The **Change Password** page is displayed.*

2. Enter **Old Password**.
3. Enter **New Password**. Your password must be at least seven characters long.
4. Re-enter the new password in the **Confirm New Password** field for confirmation.
5. Click **Change Password** to save the new password or **Reset** to enter a new password.

Result: *A success message is displayed after the password change.*

Managing Alerts

Alerts are notifications sent to users such as parents and school staff. Alerts are categorized based on the alert types configured using the Editing Configuration Data page.

The **Alerts** tab provides details about the alert notifications. It enables you to:

- View the List of Alerts
- Edit Alert Details
- Create New Alerts
- Delete Alerts

Viewing the List of Alerts

You can view the list of existing school-wide alerts. You can also:

- Sort the alert list based on **Alert Name** and **Creation Date**
- Perform a quick search to view specific alerts

Complete the following procedure to view an alert:

1. Click the **Alerts** tab.

Result: *The **List of Alerts** is displayed.*

The **List of Alerts** provides the following details:

- **Alert Name:** The name of the alert
- **Description:** The brief description of the alert
- **Alert Language:** The language to communicate the alert
- **Creation Date:** The alert creation date

To view a specific number of alerts in a single page, select a number from the **Number of Alerts per Page** drop-down list.

To navigate to a specific page, click the corresponding page number given below the alert list.

Click an alert to edit it.

Note: When a new school is added to Instant Alert, the School Admin views the list of pre-loaded alerts in the **List of Alerts**. These alerts may, however, be modified as desired by the School Administrator.

Sorting Alerts

Click **Alert Name** or **Creation Date** on the header to sort the alert list based on the respective fields in ascending or descending order.

Performing Quick Search

You can use the **Quick Search** option to search for a specific set of alerts. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the alert name you are trying to locate in the **Quick Search** field. For example, to search for an alert named "Bomb threat," you can type 'omb' in the **Quick Search** field.
2. Click **Search**.

Result: *The list of alerts matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all the alerts.

Creating New Alerts

Complete the following procedure to create or save and send a new alert:

1. Click the **Alerts** tab.
 2. Click **Create New Alert**.
- Result:** *The **Create New Alert** page appears.*
3. Enter the **Alert Name**.
 4. Select the **Alert Type**. This indicates the priority of the alert.
 5. Select the **Alert Language**. You can choose to send out alerts in English or Spanish. Based on your selection, the **Spanish Message** or **English Message** section with the **Description**, **Text Message**, and **Complete Message** fields appear. Ensure that you create and save alerts in both the languages independently.
 6. Select one or more **Recipient Groups** from the **Available Groups** list and use the > button to move them to the **Selected Groups** list.
 7. Select the **Voice Recording ID** check-box if you would like to include a human voice message with this alert.

Result: *The **Enter Recording ID** field appears.*

Note: Dial the toll-free number provided by the Honeywell champion and record the alert. After recording the message an ID is provided. Enter this recording ID while creating this alert.

8. Enter a **Description** for this alert.
9. Enter the text message for the text messaging device (pager/cell phone) notification in the **Text Message** field.
10. Enter the **Complete Message** for voice and email notifications. By default, the text message is present. You can also edit the complete message. For messages that are converted into voice messages, follow the specified guidelines.
11. Ignore this step and complete step 21 if you want to send this alert immediately. Click **Schedule this Alert** if you want to specify a time when this alert must be sent. The **Schedule Alert** page appears.

12. Select the **Time** you want this alert to be sent. You have two options:
Immediately: This is the default option. If you select **Immediately**, the alert is scheduled to be sent immediately after you select the **Save and Send** button.
Set Time: To choose any other date and time, select the **Set Time** option. The **Date** and time fields appear.
13. If you have selected the **Set Time** option, click the Date Picker to select the date when this alert must be sent.
14. Select the time when this alert must be sent.
15. Select one or more groups from the **Available Groups** list and use the > button to move them to the **Selected Groups** list.
16. Repeat steps 12 through 15 for every group that you want the alert to be sent to.
17. Click **Save Schedule**. The scheduled alert with the **Date**, **Time**, and **Groups** details is displayed in a tabular format.
18. To cancel alert sending to a group, select the group and click **Delete Checked**. A confirmation message appears. Click **OK** to confirm the deletion.
19. Click **OK** to save the schedule and return to the **Create New Alert page**,
or
click **Cancel** to revert to the last saved details.
20. Click the **Re-schedule** link and follow steps 11 through 19 to re-schedule this alert.
21. If you want to attach a file with the alert message, click **Browse** and select a file. You can attach only one attachment with an alert.
22. Click **Save Alert** to create a new alert (This button is available if you have not scheduled this alert),
or
click **Save and Send** to save and send it to the selected recipients,
or
click **Reset** to enter the new data,
or
click **Cancel** to return to the List of Alerts.

Result: *The created alerts are saved in the alert list and also in the alert history, if they are sent. A success message is displayed after the alert is saved/sent.*

Editing Alerts

You can edit, save, or save and send the existing alerts.

Complete the following procedure to edit and send an alert:

1. Click the **Alerts** tab.
Result: *The **List of Alerts** is displayed.*
2. Click a specific alert.
Result: *The corresponding **Edit Alert** page is displayed.*
3. View or modify the following details:

- **Alert Name:** The new name for the alert.
- **Alert Type:** Indicates the priority of the alert.
- **Alert Language:** The language to communicate the alert. You can send alerts in English and Spanish. Ensure that you create and save alerts in both the languages independently.

Note: Based on your selection, the **Spanish Message** or **English Message** section with the **Description**, **Text Message**, and **Complete Message** fields appear.

4. Select one or more **Recipient Groups** from the **Available Groups** list.
5. Select the **Voice Recording ID** check-box if you would like to include a human voice message with this alert.

Result: *The **Enter Recording ID** field appears.*

Note: Dial the toll-free number provided by the Honeywell champion and record the alert. After recording the message, an ID is provided. Enter this recording ID while creating this alert.

6. Enter a **Description** for this alert.
7. Enter the text message for the text messaging device (pager/cell phone) notification in the **Text Message** field.
8. Enter the **Complete Message** for voice and email notifications. By default, the text message is present. You can also edit the complete message. For messages that are converted into voice messages, follow the specified guidelines.
9. Ignore this step and complete step 19 if you want to send this alert immediately. Click **Schedule this Alert** if you want to specify/modify a time when this alert must be sent. The **Schedule Alert** page appears.
10. Select the **Time** you want this alert to be sent. You have two options:
 - Immediately:** This is the default option. If you select **Immediately**, the alert is scheduled to be sent immediately after you select the **Save and Send** button.
 - Set Time:** To choose any other date and time, select the **Set Time** option. The **Date** and time fields appear.
11. If you have selected the **Set Time** option, click the Date Picker to select the date when this alert must be sent.
12. Select the time when this alert must be sent.
13. Select one or more groups from the **Available Groups** list and use the > button to move them to the **Selected Groups** list.
14. Repeat steps 10 through 13 for every group that you want the alert to be sent to.
15. Click **Save Schedule**. The scheduled alert with the **Date**, **Time**, and **Groups** details is displayed in a tabular format.
16. To cancel alert sending to a group, select the group and click **Delete Checked**. A confirmation message appears. Click **OK** to confirm the deletion.
17. Click **OK** to save the schedule and return to the **Create New Alert** page, or click **Cancel** to revert to the last saved details.

18. Click the **Re-schedule** link and follow steps 9 through 17 to re-schedule this alert.
19. If you want to attach a file with the alert message, click **Browse** and select a file. You can attach only one attachment with an alert.
20. If you had already attached a file with this alert, the file name is displayed as a link along with the **Remove** button. Click **Remove** to remove the attachment. Follow step 18 to re-attach a file with this alert.
21. Click **Update** to save the alert details,
or
click **Save and Send** to save and also send it to the selected recipients,
or
click **Reset** to enter the new data,
or
click **Cancel** to return to the List of Alerts.

Result: *The modified alerts are saved in the alert list and also in the alert history, if they are sent. A success message is displayed after the alert is saved/sent.*

Deleting Alerts

Complete the following procedure to delete alerts:

1. Click the **Alerts** tab.

Result: *The **List of Alerts** is displayed.*

2. Select one or more alerts and click **Delete Checked** to delete the selected alerts

or

select the check box in the header and click **Delete Checked** to delete all the alerts.

Result: *The selected alerts are deleted after confirmation and a success message is displayed after the deletion.*

Guidelines for Creating Electronic Voice Alerts

When writing messages that will be converted to audio using Text-To-Speech technology, it is important to follow the following key points to improve the overall quality of the message spoken:

- Use Valid Sentence structure. For example, there should be 2 spaces between each sentence.
- Do not use abnormal punctuation. For example, characters such as, ! @ % \$ & may appear to the eye easily interpreted, however they will not be spoken correctly or properly. Furthermore, the use of a "!" will not alter the inflection of the voice, instead it will be spoken as "exclamation point. "Additionally, in an effort to ensure the greatest accuracy, clearly spell each word, for example, & = "and."

School Administrator Interface

- Do not write messages in capital letters. Save capital letters for acronyms. Any word with 3 letters or more, in all capitals will be spelled out as an acronym. If you need less than 3 letters of all caps, put a space between each letter to force the word to be spelled out.
- Abbreviations should be avoided unless they have been developed into the program at the application level, for example: "St." can mean street or saint. If found in an address, it will be spoken as street in most cases.
- States can be abbreviated, that is, "MN" will be spoken as "Minnesota."
- Do not use fractions or negative numbers unless spelled out. A " / " is read as a slash. For example, ½ = "one slash two."
- A " - " is read as "dash" unless it can be defined with confidence. that is, "April 3-4" will be read as "April third to fourth."
- Mixed alphanumeric sequences are spelled, divided into words, or in some cases read as whole words. Example: 1930s = nineteen thirties, VOS34 = vee oh ess thirty four.
- Dates should be written as "March 11, 2006" rather than "3/11/06."
- Do not use carriage returns, tabs or large amounts of spaces within the alert body.
 - Examples of how time should be written: "9:00pm", "9:00PM", "9:00 AM", "9 AM" and "9 A M".
 - Examples of how phone numbers should be written: "612-555-1234", "612 555-1234", "612.555.1234", and "6 1 2 5 5 1 2 3 4".

Email addresses and web addresses should be spoken accurately, but it is always good to test it before sending. Example: "https://instantalert.honeywell.com" will be spoken as "aitch tee tee pee es, instant alert dot Honeywell dot com."

Managing Groups

A Group is a set of users belonging to a specific category. For example, the students who are on the baseball team can be categorized as the Baseball Team Group.

The **Groups** tab provides information about the groups. It enables you to perform the following operations:

- Viewing the List of Groups
- Editing Groups
- Creating New Groups
- Deleting Groups

Viewing the List of Groups

You can view the list of groups for which you have administration rights available at the school level and modify them. You can also:

- Sort the group list based on **Group Name** and **Creation Date**
- Perform a quick search to view specific groups

Complete the following procedure to view the groups list:

1. Click **Groups** tab.

Result: The **List of Groups** appears with the following details:

- **Group Name:** The name of the group
- **Description:** The brief description of the group
- **Creation Date:** The date when the group was created
- **Group Size:** The number of people present in the group

Note: The **List of Groups** contains all groups including the default grade-level groups

Sorting Groups

Click **Group Name** or **Creation Date** on the header to sort the group list based on the respective fields in ascending or descending order.

Performing Quick Search

You can use the **Quick Search** option to search for a specific group. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the alert name in the **Quick Search** field. Example: To search for group with name Music you can type 'usi' in the **Quick Search** field.

Result: *The list of groups matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all the groups.

Viewing Group Details

The **View Group** page appears when you select the default group. Complete the following procedure to view the details of a group:

1. Click **Groups** tab.

Result: *The **List of Groups** appears.*

2. Click the name of a group whose details you want to view.

Result: *The **View Group** page for the selected group appears with the following details:*

If the selected group is a students' group:

- **Student Name**
- **Date of Birth**

If the selected group is a parents' group:

- **Profile Name**
- **Home Phone**

3. Click **OK** to return to the **List of Groups** page.

Creating New Groups

A School Administrator can create new groups. Complete the following procedure to create a new group:

1. Click the **Groups** Tab.
2. Click **Create New Group**.

Result: *The **Create New Group** page is displayed.*

3. Select the **Group Type**. You can choose from groups of parents/staff or group of students.
4. Enter the following details:
 - **Group Name:** The name for the group.
 - **Description:** The description for this group.
5. Select **Alert Authority** for the group. This group will then be able to receive this alert type and all alerts below this level.
6. Select **Group Administrator**. This list contains the names of all staff members with Group Administrator privileges.
7. Select **Group Members**.
8. Select one or more **Members** from the **Available Members** list and use the > button to move them to the **Selected Members** list.

9. Click **Save** to create a new group,
or
click **Reset** to enter the new data,
or
click **Cancel** to return to the **List of Groups** page.

Result: *The new group is created and added to the **List of Groups**. A success message is displayed after the group is created.*

Editing Groups

You only have the privilege of viewing details of default groups such as All Parents, All Students, All Faculty, and Grade Level Groups. Such groups cannot be modified and are grayed out.

Example: You can only view the details of groups such as All Faculty, All Parents, All Students, and Grade Level groups, as these are default groups. You can only modify details of a group that you have created, say for example, the Basketball group.

Complete the following procedure to edit a group that you have created:

1. Click the **Groups** Tab.

Result: *The **List of Groups** appears.*

2. Click the name of a group whose details you want to modify.

Result: *The **Edit Group** page appears.*

3. Modify the following details:

- **Group Name:** The new name for the group
 - **Description:** The brief description of the group
4. Select the **Alert Authority** for the group. This group will then be able to receive this alert type and all alerts below this level.
 5. Select **Group Administrator** for managing this group.
 6. Select the members you want to include in this group by selecting an option from the **Group Members** list
 7. Select the members you want to include in this group by selecting from the list of **Available Members** and use the > button to move them to the list of **Selected Members**.

8. Click **Save** to save the modifications

or

click **Reset** to enter the new data

or

click **Cancel** to return to the **List of Groups** page.

Result: *The modified group is saved in the groups list. A success message is displayed after the group is saved.*

Deleting Groups

You do not have the privilege of deleting groups created by the Instant Alert Administrator. Complete the following procedure to delete only those groups that you have created:

1. Click the **Groups** tab.

Result: *The **List of Groups** appears.*

2. Select one or more groups that you have created and click **Delete Checked**.

or

select the check box in the header and click **Delete Checked** to delete all the groups that you have created.

Result: *The selected groups are deleted after confirmation and a success message is displayed after the deletion.*

Note: You cannot delete default groups such as All Parents, All Students, All Faculty, and Grade Level Groups.

Managing Profiles

Use the **Profiles** tab to view profiles of parents, staff members and students. You can also create, edit and/or delete profiles of these categories of users. Learn how to:

- View Parent and Staff Profile List
- Viewing/Editing Parent Profile details
- Viewing/Editing Staff Profile Details
- View Student Profile List
- Viewing/Editing Student Profiles
- Create New Profiles
- Delete Profiles

Viewing Parent and Staff Profile List

You can view the profiles of all parents and staff present in a particular school. You can sort the profiles and also perform a quick search to view specific profiles.

Complete the following procedure to view the **List of Profiles**:

1. Click the **Profiles** tab.

Result: *The **List of Profiles** appears.*

2. Select the group whose details you want to view from the **Select Group** list.

The List of Profiles provides the following details:

- **Profiles:** The name of the person in charge of a student(s) or a staff member

- **Account Role:** The various accounts assigned to the profile. The account roles are:
 - Parent
 - Staff
 - Parent and staff
- **Associated Students:** The students associated with the profile
- **Language:** The language in which the students' parents receive alerts

To view a specific number of profiles in a single page, select the number from the **Number of Profiles per Page** drop-down list.

To navigate to a specific page, click the corresponding page number given below the alert list.

Click a **Profile Name** to view the related profile details.

Sorting Profiles

Click the **Profile Name** header to sort the respective fields in the list in alphabetically ascending or descending order based on the last name of the profile. By default, the sorting is in ascending order.

Performing Quick Search

You can use the **Quick Search** option to search for a specific set of profiles. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the profile name in the **Quick Search** field. Example: To search for John's profile, you can type 'ohn' in the **Quick Search** field.
2. Click **Search**.

Result: *The list of profiles matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all profiles.

Viewing Student Profile List

You can view the profiles of all students present in a particular school and the details of each profile. You can also:

- Sort the profile list based on the student's name
- Perform a quick search to view specific profiles

Complete the following procedure to view the list of student profiles:

1. Click the **Profiles** tab.

Result: *The list of student profiles appears.*

2. Click the **Student(s)** tab.

Result: *The list of student profiles appears with the following details:*

- **Student Name:** The name of the student
- **Grade:** The grade in which the student is studying

To view a specific number of profiles in a single page, select the number from the **Number of Profiles per Page** drop-down list.

To navigate to a specific page, click the corresponding page number given below the alert list.

Click a **Student Name**, to view the related profile details.

Sorting Profiles

Click the **Student Name** header to sort the respective fields in the list in alphabetically ascending or descending order based on the last name of the profile. By default, the sorting is in ascending order..

Performing Quick Search

You can use the **Quick Search** option to search for a specific set of profiles. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the profile name in the **Quick Search** field. For example: To search for John's profile you can type 'ohn' in the **Quick Search** field.
2. Click **Search**.

Result: *The list of profiles matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all the groups.

Editing Parent Profiles

Viewing/Editing Parent Details

Viewing List of Parent Profiles

Complete the following procedure to view/edit the profiles:

1. Click the **Profiles** tab.

Result: *The **List of Profiles** appears with the **Parent(s)/Staff** tab selected and displaying the list of all parents and staff associated with the school.*

2. Select an option from the **Select Group** list. The profiles of all members matching your search criteria appear in a tabular format with the following details:
 - **Profiles:** The names of parents/staff members associated to the school
 - **Account Role:** The type of role assigned to the users. The available roles are:

- Parent
 - Staff
 - Parent/staff
 - **Associated Students:** Students associated to a parent or parent/staff member
 - **Language:** The language in which the parents/staff member receive alerts
3. Click a **Profile Name** to view the related profile details.

Viewing/Editing Parent Profiles

To view/edit a parent's profile:

1. Click the name of a parent.
*Result: The **Edit Parent Profile** page appears.*
2. View/edit the following information:

First Parent Profile

- **First Name**
 - **Last Name**
 - **Account Role:** Non-editable in case the Account Role is Parent.
 - **School Role:** This field is non-editable.
 - **Relationship to Students:** Select an option from the **Relationship to Students** list.
 - **Telephone (Home):** The parent's residence telephone number. It must be in the format (123) 555 - 0678.
 - **Telephone (Work):** The telephone number of the place where the parent works. It must be in the format (123) 555 - 0678.
 - **Mobile Phone:** The parent's mobile phone number. It must be in the format (123) 555 - 0678. If you want this mobile phone to receive text messages, select the mobile service provider's name from the @ list.
 - **Email Address:** The parent's email ID on which he/she wants to receive alerts.
 - **Pager Address:** The parent's pager address on which he/she wants to receive alerts in the form of email messages.
3. Click the **Show Associated Group** link. The list of **Available Groups** and **Selected Groups** appears.
 4. Select a group from the **Available Groups** and click the > button to associate this parent with a group. The selected parent is associated with the group you have selected and is displayed in the **Selected Groups** list.

Second Parent Profile

5. Repeat steps 2 through 4 to edit the **Second Parent Profile**.

Modifying Login Details

6. To change the login details of the selected parent:
 1. If the parent has a secret question and secret answer, these fields are populated, else they are left blank.
 2. Enter a **Password**.
 3. Re-enter the same password in the **Confirm New password** field.

Modifying Associated Students

7. To change the list of associated students to this parent:
 1. Select the student(s) from the All Students list and click the > button. The selected students are moved to the Selected Students list.
8. Click **Save** to save the details
or
click **Reset** to enter new data
or
click **Cancel** to return to the **List of Profile** page.

Changing Single Parent Account Role

Changing Account Role

To edit a single parent account member's Account Role/Profile Type:

1. Navigate to the **Edit Parent Profile** page
2. Click the **Change Account Role/Profile Type** link.

Result: *The **Conversion of Profile** page appears.*

3. Select a conversion option and click **Next**. Based on your selection the appropriate page appears.

Converting to One Joint Account

1. View the following details:
 - **I want to:** Displays the conversion type
 - **Existing Profile:** Indicates the existing profile type
2. Select the **Account Role** for the single joint account holder.
3. The **School Role** is non-editable if the joint account holder was registered as a **Parent**. However, you can select a **School Role** if the single account holder was registered as a **Staff** or **Staff/Parent**.
4. Enter the following new parent details:
 - **First Name**
 - **Last Name**

- **Account Role**
 - **School Role:** This field is non-editable
 - **Telephone (Home):** The member's residence telephone number. It must be in the format (123) 555 - 0678
 - **Telephone (Work):** The telephone number of the place where the member works. It must be in the format (123) 555 - 0678
 - **Mobile Phone:** The member's mobile phone number. It must be in the format (123) 555 - 0678
 - **Email Address:** The member's email ID on which he/she wants to receive alerts
 - **Pager Address:** The member's pager address on which he/she wants to receive alerts in the form of email messages
5. Click the **Show Associated Group** link. The list of **Available Groups** and **Selected Groups** appears.
 6. Select a group from the **Available Groups** and click the > button to associate this member with a group. The selected member is associated with the group you have selected and is displayed in the **Selected Groups** list.
 7. Click **Convert** to save the details

or

click **Back** to return to the **Conversion of Profile** page

or

click **Cancel** to return to the **Edit Staff Profile** page.

Result: *The modified profile is saved in the profiles list. A success message is displayed after the profile is saved.*

Converting to Parent or Parent/Staff or Staff Account

1. View the following details:
 - **I want to:** Displays the conversion type
2. Select the **Account Role**.
3. Select a **School Role**. However, if the **Account Role** was **Parent**, the **School Role** is non-editable.
4. Click **Convert** to save the details

or

click **Back** to return to the **Conversion of Profile** page

or

click **Cancel** to return to the **Edit Staff Profile** page.

Result: *The modified profile is saved in the profiles list. A success message is displayed after the profile is saved.*

Changing Joint Account Role

Changing Account Role

To edit a joint account member's Account Role/Profile Type:

1. Navigate to the **Edit Parent Profile** page
2. Click the **Change Account Role/Profile Type** link.

Result: *The **Conversion of Profile** page appears.*

3. Select a conversion option and click **Next**. Based on your selection the appropriate page appears.

Converting to One Single Account

1. View the following details:
 - **I want to:** Displays the conversion type
2. Select the **Primary Account Holder** who will retain the current login information.
3. Select the **Account Role** for the primary account holder.
4. Select the **School Role** for the primary account holder.
5. Click **Convert** to save the details

or

click **Back** to return to the **Conversion of Profile** page

or

click **Cancel** to return to the **Edit Parent Profile** page.

Result: *The modified profile is saved in the profiles list. A success message is displayed after the profile is saved.*

Converting to Two Single Accounts

1. View the following details:
 - **I want to:** Displays the conversion type
2. Edit the following details of the first parent:
 - **Account Role:** Select the account role for this parent
 - **Primary Account Holder:** Check this option if this parent is the primary account holder who will retain the current login information
 - **Telephone (Home):** The member's residence telephone number. It must be in the format (123) 555 - 0678
 - **School Role:** This is non-editable if you chose **Account Role** as **Parent**. However, you can select a **School Role** if you chose **Account Role** as **Staff** or **Staff/Parent**

- **Students:** Select this check-box if you want this student to be associated with this parent
3. Repeat step 2 for the second parent.
 4. Click **Convert** to save the details

or

click **Back** to return to the **Conversion of Profile** page

or

click **Cancel** to return to the **Edit Parent Profile** page.

Result: *The modified profile is saved in the profiles list. A success message is displayed after the profile is saved.*

Converting to Two Joint Accounts

1. View the following details:
 - **I want to:** Displays the conversion type
2. View/modify the following Joint Account 1 information:
 - **Existing Profile:** View the name as registered in the existing profile
 - **Account Role:** Select an **Account Role** for this member
 - **School Role:** This field is non-editable if you selected **Parent** as the **Account Role**. However, you can select a **School Role** if you selected **Staff/parent** as the **Account Role**
 - **Primary Account Holder:** Select this check-box if you want to make this member the primary account holder
3. Enter the following new parent details:
 - **First Name**
 - **Last Name**
 - **Account Role:**
 - **School Role:** This field is non-editable if you selected **Parent** as the **Account Role**. However, you can select a **School Role** if you selected **Staff/parent** as the **Account Role**
 - **Telephone (Home):** The member's residence telephone number. It must be in the format (123) 555 - 0678
 - **Telephone (Work):** The telephone number of the place where the member works. It must be in the format (123) 555 - 0678
 - **Mobile Phone:** The member's mobile phone number. It must be in the format (123) 555 - 0678
 - **Email Address:** The member's email ID on which he/she wants to receive alerts
 - **Pager Address:** The member's pager address on which he/she wants to receive alerts in the form of email messages

- **Students:** The student(s) you want to associate with this profile
- 4. Click the **Show Associated Group** link. The list of **Available Groups** and **Selected Groups** appears.
- 5. Select a group from the **Available Groups** and click the > button to associate this member with a group. The selected member is associated with the group you have selected and is displayed in the **Selected Groups** list.
- 6. Repeat steps 2 through 4 for Joint Account 2.
- 7. Click **Convert** to save the details

or

click **Back** to return to the **Conversion of Profile** page

or

click **Cancel** to return to the **Edit Parent Profile** page.

Result: *The modified profile is saved in the profiles list. A success message is displayed after the profile is saved.*

Converting to One Joint and One Single Account

1. View the following details:
 - **I want to:** Displays the conversion type
2. View/modify the following **Joint Account** information:
 - **Existing Profile:** Select the name of the member who will own the joint account
 - **Account Role:** Select an **Account Role** for this member
 - **School Role:** This field is non-editable if you selected **Parent** as the **Account Role**. However, you can select a **School Role** if you selected **Staff/parent** as the **Account Role**
 - **Primary Account Holder:** Check this option if this parent is the primary account holder who will retain the current login information
3. Enter the following new parent details:
 - **First Name**
 - **Last Name**
 - **Account Role:**
 - **School Role:** This field is non-editable if you selected **Parent** as the **Account Role**. However, you can select a **School Role** if you selected **Staff/parent** as the **Account Role**
 - **Telephone (Home):** The member's residence telephone number. It must be in the format (123) 555 - 0678
 - **Telephone (Work):** The telephone number of the place where the member works. It must be in the format (123) 555 - 0678

- **Mobile Phone:** The member's mobile phone number. It must be in the format (123) 555 - 0678
 - **Email Address:** The member's email ID on which he/she wants to receive alerts
 - **Pager Address:** The member's pager address on which he/she wants to receive alerts in the form of email messages
4. Click the **Show Associated Group** link. The list of **Available Groups** and **Selected Groups** appears.
 5. Select a group from the **Available Groups** and click the > button to associate this member with a group. The selected member is associated with the group you have selected and is displayed in the **Selected Groups** list.
 6. Enter the following **Single Account Holder** information:
 - **Existing Profile:** Select the name of the member who will own the single account
 - **Account Role:** Select an **Account Role** for this member.
 - **School Role:** This field is non-editable if you selected **Parent** as the **Account Role**. However, you can select a **School Role** if you selected **Staff/parent** as the **Account Role**.
 - **Primary Account Holder:** Select this check-box if you want to make this member the primary account holder.
 - **Students:** Select this check-box if you want to associate the student with this profile.
 7. Click **Convert** to save the details
- or
- click **Back** to return to the **Conversion of Profile** page
- or
- click **Cancel** to return to the **Edit Parent Profile** page.

Result: *The modified profile is saved in the profiles list. A success message is displayed after the profile is saved.*

Converting to Parent or Parent/Staff Account

1. View the following details:
 - **I want to:** Displays the conversion type
 2. Select an **Account Role** for the first parent.
 3. The **School Role** is non-editable if you selected **Parent** as the **Account Role**. However, if you selected **Staff/Parent** as the **Account Role**, you can select a **School Role**.
 4. Repeat steps 2 and 3 for the second parent.
 5. Click **Convert** to save the details
- or

click **Back** to return to the **Conversion of Profile** page

or

click **Cancel** to return to the **Edit Parent Profile** page.

Result: *The modified profile is saved in the profiles list. A success message is displayed after the profile is saved.*

Editing Staff Profiles

To view/edit a staff member's profile:

1. Click the name of a staff member.

Result: *The **Edit Staff Profile** page appears.*

2. View/edit the following information:

- **First Name**
- **Last Name**
- **Account Role**
- **School Role:** Select the role this member will play at the school
- **Telephone (Home):** The staff member's residence telephone number. It must be in the format (123) 555 - 0678
- **Telephone (Work):** The telephone number of the place where the staff member works. It must be in the format (123) 555 - 0678.
- **Mobile Phone:** The staff member's mobile phone number. It must be in the format (123) 555 - 0678
- **Email Address:** The staff member's email ID on which he/she wants to receive alerts
- **Pager Address:** The staff member's pager address on which he/she wants to receive alerts in the form of email messages

3. Click the **Show Associated Group** link. The list of **Available Groups** and **Selected Groups** appears.
4. Select a group from the **Available Groups** and click the > button to associate this staff with a group. The selected parent is associated with the group you have selected and is displayed in the **Selected Groups** list.
5. Click **Save** to save the details

or

click **Reset** to enter new data

or

click **Cancel** to return to the **List of Profile** page.

Result: *The modified profile is saved in the profiles list. A success message is displayed after the profile is saved.*

Changing Account Role

To edit a staff member's Account Role/Profile Type:

1. Navigate to the **Edit Staff Profile** page.
2. Click the **Change Account Role/Profile Type** link.

Result: *The **Conversion of Profile** page appears.*

3. Select a conversion option and click **Next**. Based on your selection the appropriate page appears.

Changing Account Role

To edit a staff member's Account Role/Profile Type:

1. Navigate to the **Edit Staff Profile** page.
2. Click the **Change Account Role/Profile Type** link.

Result: *The **Conversion of Profile** page appears.*

3. Select a conversion option and click **Next**. Based on your selection the appropriate page appears.

Converting to One Joint Account

1. View the following details:
 - **I want to:** Displays the conversion type
 - **Existing Profile:** Indicates the existing profile type
2. Select the **Profile Type**.
3. Enter the following details:
 - **First Name**
 - **Last Name**
 - **Account Role**
 - **School Role:** Select the role this member will play at the school
 - **Telephone (Home):** The member's residence telephone number. It must be in the format (123) 555 - 0678
 - **Telephone (Work):** The telephone number of the place where the member works. It must be in the format (123) 555 - 0678
 - **Mobile Phone:** The member's mobile phone number. It must be in the format (123) 555 - 0678
 - **Email Address:** The member's email ID on which he/she wants to receive alerts
 - **Pager Address:** The member's pager address on which he/she wants to receive alerts in the form of email messages
4. Click the **Show Associated Group** link. The list of **Available Groups** and **Selected Groups** appears.

5. Select a group from the **Available Groups** and click the > button to associate this member with a group. The selected member is associated with the group you have selected and is displayed in the **Selected Groups** list.
6. To enter/modify the details for a student:

1. Enter the following details in case you want to add a new student:
 - **First Name**
 - **Last Name**
 - **Date of Birth:** Enter the date of birth in the month-date-year format.
 - **Grade Level:** Select a **Grade Level** from the list.

or

2. Select existing student(s) in case the student's name is already present in the school's database:

Click the **Select Students** link. The **All Students** and **Selected Students** lists appear.

Select the student(s) name(s) you want to add and click the > button.

7. Click **Convert** to save the details

or

click **Back** to return to the **Conversion of Profile** page

or

click **Cancel** to return to the **Edit Staff Profile** page.

Result: *The modified profile is saved in the profiles list. A success message is displayed after the profile is saved.*

Converting to Single Parent or Parent/Staff Account

1. View the following details:
 - **I want to:** Displays the conversion type
2. Select the **Account Role**.
3. To enter/modify the details for a student:
 1. Enter the following details in case you want to add a new student:
 - **First Name**
 - **Last Name**
 - **Date of Birth:** Enter the date of birth in the month-date-year format
 - **Grade Level:** Select a **Grade Level** from the list

or

2. Select existing student(s) in case the student's name is already present in the school's database:

Click the **Select Students** link. The **All Students** and **Selected Students** lists appear.

Select the student(s) name(s) you want to add and click the > button.

4. Click **Convert** to save the details

or

click **Back** to return to the **Conversion of Profile** page

or

click **Cancel** to return to the **Edit Staff Profile** page.

Result: *The modified profile is saved in the profiles list. A success message is displayed after the profile is saved.*

Viewing/Editing Student Profiles

You can view/edit the student profiles for a particular school and the details of each profile. Complete the following procedure to view/edit the profile list:

1. Click the **Profiles** tab.

Result: *The **List of Profiles** appears.*

2. Click the **Student** tab.

Result: *The list of student profiles appears.*

3. Click a student's name to view the related profile.

Result: *The corresponding **Edit Student Profile** page appears with the following details:.*

- **First Name**
 - **Last Name**
 - **Date of Birth:** The student's date of birth in MM/DD/YYYY format
 - **Grade Level:** The grade in which the student is studying
4. Select one or more groups from the **Available Groups** list and click > to move it to the **Selected Groups** list.
 5. Click **Update** to save the modifications

or

click **Reset** to enter the new data

or

click **Cancel** to return to the **List of Profiles** page.

Result: *The modified profile is saved in the list of profiles. A success message is displayed after the profile is saved.*

Creating New Profiles

Complete the following procedure to create a new profile:

1. Click **Profiles**.

Result: *The **List of Profiles** appears.*

2. Click **Create New Profile**.

Result: *The **Profile Type** and **Account Type** selection page appears.*

3. Select one of the following **Profile Types**

- Parent
- Staff
- Student

Note: You can create a new student profile only if the student details are not already present.

4. If the profile type is **Parent**, select one of the following **Account Types**:

- **Single** - assigned if the user is a single parent
- **Joint** - assigned if the user holds a joint account

5. Click **Go**

Result : *The corresponding **Create Profile** page is displayed.*

Complete one of the following procedures depending on the selected profile type and account type.

Profile Type as Parent and Account Type as Single

Adding Students

Selecting Students

Profile Type as Parent and Account Type as Joint

Profile Type as Staff

Profile Type as Student

Deleting Profiles

Complete the following procedure to delete a profile:

1. Click the **Profiles** tab.

Result: *The **List of Profiles** appears.*

2. Select one or more profiles and click **Delete Checked**

or

select the check box in the header and click **Delete Checked** to delete all the profiles.

Result: *The selected profiles are deleted after confirmation and a success message is displayed after the deletion.*

To delete a student profile, select the student tab and repeat the above procedure.

Note: When you are deleting a family, ensure you delete the parents' details first and then the students'.

Viewing Reports

You can view the following reports related to school-wide alerts, child pickup information, registration status, and alert settings:

- Alert history
- Emergency and Child Pickup Contacts information
- Registration status
- Alert Setting information

Viewing Alert History

Complete the following procedure to view the history of alerts:

1. Click the **Reports** tab.

Result: *The **Alert History** page is displayed.*

2. Select one or more of the following conditions to view specific alerts:
 - To view the alert history for a specific alert type, select the **Alert Type** from the drop-down list
 - To view the history of alerts generated after a specific date, select the **From** date
 - To view the history of alerts generated before a specific date, select the **To** date
 - To view the history of alerts generated between specific dates, select the **From** and **To** dates
3. Click **View Reports**.

Result: *The alert history is displayed based on the selected conditions. The last ten alerts are displayed by default.*

The alert history provides the following details:

- **Alert Name:** The name of the alert
- **Alert Type:** The type of the alert
- **Sent Date:** The date on which the alert was sent

To view a specific number of alerts in a single page, select a number from the **Number of Alerts per Page** drop-down list.

To navigate to a specific page, click the corresponding page number given below the alert list

Click an alert name to view its related alert details.

Sorting Alert History

Click **Sent Date** on the header to sort it in ascending or descending order.

Viewing Alert History Report Details

Complete the following procedure to view the alert history report details:

1. Click the **Reports** tab.

Result: *The **Alerts History** page appears.*

2. Select one or more of the following conditions to view specific alerts.
 - To view the alert history for a specific alert type, select the **Alert Type** from the drop-down list
 - To view the history of alerts generated after a specific date, select the **From Date**
 - To view the history of alerts generated before a specific date, select the **To Date**
 - To view the history of alerts generated between specific dates, select the **From** and **To** Dates
3. Click **View Reports**.

Result: *The **Alert History** is displayed based on the selected conditions.*

4. Click an alert name to view the related alert details.

Result: *The corresponding **Sent History Details** page is displayed.*

The **Sent History** tab provides the following information:

- **Sender:** The person who had sent the alert
- **Date:** The date on which the alert was sent
- **Alert Type:** The type of the alert
- **Alert Name:** Name of the alert
- **Description:** A brief description of the alert
- **Cell Text:** The message sent as text messaging device notification
- **Complete Message:** The message sent as phone and e-mail notification.
- **To (Groups):** The groups to which the alert was sent
- **Email Attachment:** The file that you sent along with the alert message. You can click the attachment link and open or save the attachment
- **Voice Recording:** Indicates if Voice Recording is available for this alert or not

Select **Alert Status** from the following:

- **Sent:** The list of parents to whom the alert was sent
- **Not Sent:** The list of parents to whom the alert was not sent

The report displays the following information in a tabular format:

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- For Sent alert status the following information is displayed:
 - **Recipient:** The parents and school staff to whom this alert was sent
 - **Student:** The name of the student.
 - **Devices:** The contact devices the recipient had configured to receive this particular type of alert.
- For Not Sent alert status the following information is displayed:
 - **Recipient:** The parents and school staff to whom this alert was sent
 - **Student:** The name of the student.
 - **Phone:** The phone number the recipient had configured to receive this particular type of alert.

By default, the alert status is set to **Sent**.

The **Recipient History** tab provides the following information in a tabular format:

- **Recipient:** The name of the recipient.
- **Students:** The students associated with this profile.
- **Phone:** The phone number of the recipient.
- **Status:** Indicates the delivery status of the receipt.
- **Description:** Brief description of the status of the receipt.
- **Email Attachment:** The file that you sent along with the alert message. You can click the attachment link and open or save the attachment
- **Voice Recording:** Indicates if Voice Recording is available for this alert or not

See the Alert History Report Status Details section for more information about how to interpret common Status and Further Information messages.

The following **Sent History** details are also displayed.

- **Sender:** The person who had sent the alert
- **Date:** The date on which the alert was sent
- **Alert Type:** The type of the alert
- **Alert Name:** Name of the alert
- **Description:** A brief description of the alert
- **Text Message:** The message sent as text messaging device notification
- **Complete Message:** The message sent as phone and e-mail notification.
- **To (Groups):** The groups to which the alert was sent
- **Email Attachment:** The file that you sent along with the alert message. You can click the attachment link and open or save the attachment
- **Voice Recording:** Indicates if Voice Recording is available for this alert or not

Quick Search

You can use the **Quick Search** option to search for a specific set of reports. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the recipient's name you are trying to locate in the Quick Search field. For example, to search for a recipient named "Bobby," you can type 'obb' in the Quick Search field.
or
Enter a minimum of three consecutive digits of the contact phone number of the student you are trying to locate in the Quick Search field. For example, to search for a student whose contact phone number you remember as having the digits 545, type '545' in the Quick Search field.
2. Click **Search**.

Result: *The list of reports matching your search criteria is displayed. Use the **Clear Search** link to clear the search criteria you entered.*

Sorting Alert History

Click **Recipient** link on the header to sort in ascending or descending order.

Viewing Emergency and Pickup Contacts Information

The Emergency and Pickup Contacts report provides the details about the person in charge of picking up the student, the relationship of the person with the student and this person's contact phone number. The parents designate pickup rights to other people within their online profile.

Complete the following procedure to view the Emergency and Pickup Contacts report:

1. Click the **Reports** tab.
Result: *The **Alert History** page appears.*
2. Click the **Emergency and Pickup Contacts** tab.
3. Select a group for which you want to generate the report from the Select Group list.

Result: *The emergency and pickup contacts information is displayed in a tabular format with the following details: :*

- **Student(s):** The name of the student(s)
- **Contact Name:** The name of the emergency contact
- **Relationship:** The person's relationship with the student
- **Rights:** The custody/pickup rights status of the person associated with the student
- **Device Type:** The device for sending emergency communication

- **Device Information:** The phone number or text messaging address of the emergency contact

Quick Search

You can use the Quick Search option to search for a specific set of reports. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the student's name you are trying to locate in the Quick Search field. For example, to search for a recipient named "Bobby," you can type 'obb' in the Quick Search field.
or
Enter a minimum of three consecutive digits of the contact phone number of the student you are trying to locate in the Quick Search field. For example, to search for a student whose contact phone number you remember as having the digits 545, type '545' in the Quick Search field.
2. Click Search.

Result: The list of reports matching your search criteria is displayed. Use the **Clear Search** link to clear the search criteria you entered.

Viewing Registration Status

The registration status report provides the account holder details containing the associated students, registration status, device type, and contact number or email address.

Complete the following procedure to view the registration status information:

1. Click the **Reports** tab.

Result: *The **Alert History** page appears.*

2. Click the **Registration Status** tab.

Result: *The registration status information is displayed in a tabular format with the following details:*

- **Account Holder:** The name of the account holder
- **Student:** The student(s) associated to this account
- **Registration Status:** The Instant Alert registration status of a specific user. Unregistered users will receive only mandatory (red) alerts
- **Devices:** The devices for sending school communication
- **Routing Information:** The phone number or text messaging address

Sorting Registration Status Information

Click **Account Holder**, **Student** or **Registration Status** on the header to sort the registration status report based on the respective fields in ascending or descending order.

Viewing Alert Settings Information

The **Alert Settings** report provides a report of users, the devices they have configured, device details, and alert types configured.

Complete the following procedure to view the alert settings information:

1. Click the **Reports** tab.

Result: *The **Alert History** page appears.*

2. Click the **Alert Settings** tab.

Result: *The information is displayed with the following details:*

- **Name:** The name of the parent or staff member
- **Alert Settings**
 - **Device List:** The list of devices configured by a user to receive alerts
 - **Device Details:** The device information such as number or text messaging address
 - **Alert Type:** the type of alert configured to be sent on a particular device

Sorting Alert Settings

Click **Name** on the header to sort the alert settings report based in ascending or descending order.

Managing Configuration Data

The **Configuration** tab enables you to add, modify, or delete data present in the following configuration tables:

Note: Only private school administrators can view or modify configuration data. For public schools, the district administrator can perform these functions.

- **Alert Type:** provides information about the various types of alerts that can be sent. You can edit the alert name and alert description.
- **Grade Levels:** provides information about the grades present in the school. You can edit the grade name and description. You can also add and delete a grade.
- **School Roles:** provides information about the different roles assigned to the people associated with the school. Some of the school roles can be teacher, athletic coach, parent and principal. You can edit, add or delete a role.

To access a configuration table, perform the following tasks:

- Viewing Configuration Table
- Editing Configuration Table

Viewing the List of System Tables

You can view the configuration information related to alert types, grade levels, and school roles. Complete the following procedure to view a configuration table:

1. Click the **Configuration** tab.

Result: *The list of system tables appears.*

2. Select a table type from the **Select Configuration Table** list:
 - **Alert Types**
 - **Grade Levels**
 - **School Roles**

Result: *The selected configuration table with the following information appears in a tabular format:*

- **Name:** The name representing configuration data in the configuration table. For example: Mandatory is a type of alert
- **Description:** The description for the configuration data
- **Priority:** The priority assigned to the grade. This column is shown only if you select **Grade Levels** from the **Select Configuration Table** list
- **Date of Creation:** The date when the configuration data was created

To view a specific number of configuration data in a single page, select a number from the **Number of Records per Page** drop-down list.

Performing Quick Search

You can use the **Quick Search** option to search for a specific set of configuration data. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the configuration data in the **Quick Search** field. Example: To search for Principal, you can type 'rin' in the **Quick Search** field.
2. Click **Search**.

Result: *The list with items matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all profiles.

Editing Configuration Data

You can edit the name and description information for the data within a system table. Complete the following procedure to edit a system table:

1. Click the **Configuration** tab.

Result: *The list of system tables appears.*

2. Select one of the following configuration tables from the drop-down list:
 - **Alert Type**
 - **Grade Levels**
 - **School Roles**

Result: *The selected configuration table appears in a tabular format.*

3. Click a name to edit the corresponding configuration data.

Result: *The **Edit Configuration Data** page appears.*

4. Enter the new **Name**.
5. Enter the new **Description**. If the configuration type is **Alert Types**, you cannot edit the **Description**.
6. Click **Save** to update the changes

or

click **Reset** to enter new data

or

click **Cancel** to return to the list of system tables page.

Result: *The configuration data is modified in the respective configuration table and a success message is displayed.*

Adding Configuration Data

Complete the following procedure to add configuration data to Alert Types, Grade Levels, or School Roles:

1. Click the **Configuration** tab.
2. Click the **Add Configuration Data**.
*Result: The **Add New Configuration Data** page appears.*
3. Select an option from the **Configuration Table** list. Depending upon the option selected the description/alert code field appears.
4. Enter the following details:
 - **Name:** The configuration data name
 - **Description:** The configuration data description. In case of School Role or Grade Level
 - **Alert Code:** In case of Alert Type
5. Click **Save** to save the new configuration data

or

click **Reset** to enter new data

or

click **Cancel** to return to the configuration list page.

Result: The new configuration data is added to the respective configuration table and a success message is displayed.

Note: You can add a maximum of five alert types. You cannot add an alert type with the same alert code twice. Example: If you have a School Closure alert with the code red, you cannot have another alert, say, Transportation alert also with the code red.

Deleting Configuration Data

Complete the following procedure to delete configuration data:

1. Click the **Configuration** tab.
*Result: The **list of system tables** appears.*
2. Select an option from the **Select Configuration Table** list:
 - **Alert Types**
 - **Grade Levels**
 - **School Roles**

Result: The selected configuration table is displayed.

3. Check one or more configuration data that you want to delete and click **Delete Checked**

or

select the check box in the header and click **Delete Checked** to delete all the configuration

data.

Result: *The selected data is deleted after confirmation and a success message is displayed after the deletion.*

Note: You cannot delete a configuration data type (alert type, grade level, school roles) if it is associated to any item in the database.

You cannot delete an Alert Type if it is coded Red.

Prioritizing Grades

Complete the following procedure to prioritize grades for your school:

1. Click the **Configuration** tab.

Result: *The list of system tables appears.*

2. Click the **Prioritize Grade** tab.

Result: *The Prioritize Grade page with the existing priority of grades appears.*

3. Select a school from the **Select School** list.

Result: *The available grades and their priority levels for the selected school are displayed.*

4. Select the grades you want to edit from the **Select Grades** list and use the > button to move them to the **Selected Grades** list. You will notice the same is reflected in the **Prioritize Grades** list also

Use the < button to move a grade from the **Selected Grades** list to the **Select Grades** list.

5. To move a grade up or down and change its priority, select a grade from the **Prioritize Grades** list and click the **Up** or **Down** button till the selected grade is at a position of your choice. Repeat this step until you have the grade priority you want. Grade levels should be in priority of graduating level, that is, K - 1 - 2 - 3 - 4 - 5, and so on.

6. Click **Save** to save the changes

or

click **Reset** to revert back to the original priority.

Result: *The grades are prioritized according to your choice and a confirmation message is displayed.*

Viewing/Editing School District Details

Complete the following procedure to view/edit details of schools in a district/private school:

1. Click the **Configuration** tab.

Result: *The **List of School Districts** appears.*

2. Click the **Edit School District** tab.

Result: *The list of schools associated with the district appears with the following information in a tabular format:*

- **School Name**

- **English Preamble**
 - **English Postamble**
 - **Spanish Preamble**
 - **Spanish Postamble**
 - **Caller ID**
3. Click the name of a school whose details you want to edit.

Result: *The **Edit School District** page appears.*

4. Modify the following fields:

- **English Preamble:** The information you enter here will precede the alert message. For example, you may want to set a preamble for your alerts such as, "This is to bring to your notice that". If you set a preamble such as this, every alert will begin with the words, "This is to bring to your notice that".

Note: The preamble you specify is applicable to school-level alerts only.

- **English Postamble:** The information you enter here will come at the end of the alert message. For example, you may want to set a postamble for your alerts such as, "Thanks, and have a nice day". If you set a postamble such as this, every alert will end with the words, "Thanks, and have a nice day".

Note: The postamble you specify is applicable to school level alerts only.

- **Spanish Preamble:** The information you enter here will precede alert messages sent out in Spanish.
- **Spanish Postamble:** The information you enter here will come at the end of the alert messages sent in Spanish.
- **Caller ID** - The unique customer identification number given to every school.

5. Click **Update** to save the changes

or

click **Reset** to enter the new data

or

click **Cancel** to return to the **School District List** page.

Result: *The modified school details are saved and the **List of School Districts** is displayed.*

Group Administrator Interface

Instant Alert Group Administrator Guide

This book provides information related to various tasks that a Group Administrator can perform. It includes the following sections:

- About Instant Alert
- About Group Administrator
- Accessing Instant Alert
- Changing the Password
- Managing Alerts
- Managing Groups
- Viewing Profiles
- Viewing Reports

Introduction to Instant Alert

Honeywell Instant Alert for Schools is a reliable, fast, accurate, efficient, and flexible Web application for alerting parents in an emergency situation or for daily communication needs. It is a highly effective automated notification system and helps to provide vital information, using the following communication media:

- E-mail
- Phones
- Text messaging devices

About the Group Administrator

A Group Administrator is the administrator of one or more individual groups in the school. A Group Administrator can create, modify, or delete sub-groups within groups to which he has administrative privileges. Alerts to groups for which he/she has administrative privileges and to sub-groups created by himself/herself can be sent. However, a Group Administrator cannot create, modify, or delete information pertaining to groups that are created by a School Administrator.

A Group Administrator can perform the following tasks after authenticating to the Instant Alert application:

- Manage Alerts
- Manage Groups
- View Profiles
- View Reports

Accessing Instant Alert

Complete the following procedure to access the Instant Alert application:

1. Enter the URL for accessing the Instant Alert application in the Web browser.

Result: *The **Instant Alert Login** page is displayed.*

2. Enter **Login Name**.
3. Enter **Password**.
4. Click **Login**.
5. Select the required Role from the following list of roles:

- **Staff**
- **School Administrator**
- **Group Administrator**
- **District Administrator**

Result: *The **Customer ID** field appears.*

6. Enter the **Customer ID** assigned for the selected role and click **Submit**.

Result: *The **List of Alerts** is displayed.*

Changing the Password

Complete the following procedure to change the Instant Alert access password:

1. Click the **Change Password** link displayed on every page at the top right-hand corner.

Result: *The **Change Password** page is displayed.*

2. Enter **Old Password**.
3. Enter **New Password**. Your password must be at least seven characters long.
4. Re-enter the new password in the **Confirm New Password** field for confirmation.
5. Click **Change Password** to save the new password or **Reset** to enter a new password.

Result: *A success message is displayed after the password change.*

Managing Alerts

Alerts are notifications sent to users such as parents and school staff. Alerts are categorized based on the alert types configured using the Editing Configuration Data page.

The Alerts tab provides details about the alert notifications. It enables you to perform the following operations:

- Viewing the List of Alerts

- Editing Alerts
- Creating New Alerts
- Deleting Alerts

Viewing the List of Alerts

As a Group Administrator, you can view the list of alerts that you create. You can also:

- Sort the alert list based on **Alert Name** and **Creation Date**
- Perform a quick search to view specific alerts

Complete the following procedure to view an alert:

1. Click the **Alerts** tab.

Result: *The **List of Alerts** appears.*

The **List of Alerts** provides the following details:

- **Alert Name:** The name of the alert
- **Description:** The brief description of the alert
- **Alert Language:** The language to communicate the alert
- **Creation Date:** The alert creation date

To view a specific number of alerts in a single page, select the number from the **Number of Alerts per Page** drop-down list.

To navigate to a specific page, click the corresponding page number given below the alert list.

Click an alert to edit it.

Sorting Alerts

Click **Alert Name** or **Creation Date** on the header to sort the alert list based on the respective fields in ascending or descending order.

Performing Quick Search

You can use the **Quick Search** option to search for a specific set of alerts. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the alert name you are trying to locate in the **Quick Search** field. For example, to search for an alert named "Bomb threat," you can type 'omb' in the **Quick Search** field.
2. Click **Search**.

Result: *The list of alerts matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all the alerts.

Creating New Alerts

You can only send alerts to groups for which you have administrative privileges and for sub-groups that you create. Complete the following procedure to create or save and send a new alert:

1. Click the **Alerts** tab.
2. Click the **Create New Alert** tab.

Result: *The **Create New Alerts** page appears.*

3. Enter the following details:

- **Alert Name:** The name of the alert
- **Alert Type:** The list provides alert levels less than or equal to the alert authority assigned to your groups to which you have administrative privileges. For example, if you have rights to create a Transportation alert, only alerts of type Transportation/Activities/General communication can be created

Note: Each school may have its own list of alert types

- **Alert Language:** The language to communicate the alert. You can send alerts in English or Spanish. Ensure that you create and save alerts in both the languages independently

Note: Based on your selection, the **Spanish Message** or **English Message** section with the **Description**, **Text Message**, and **Complete Message** fields appear.

4. Select one or more **Recipient Groups** from the **Available Groups** list.
5. Select the **Voice Recording ID** check-box if you would like to include a human voice message with this alert.

Result: *The **Enter Recording ID** field appears.*

Note: Dial the toll-free number provided by the Honeywell champion and record the alert. After recording the message, an ID is provided. Enter this recording ID while creating this alert.

6. Enter a **Description** for this alert.
7. Enter the text message for text messaging device (pager/cell phone) notification in the **Text Message** field.
8. Enter the **Complete Message** for phone and email notification. By default, the text message is present. You can also edit the complete message. For messages that are converted into voice messages, follow the specified guidelines.
9. Ignore this step and complete step 17 if you want to send this alert immediately. Click **Schedule this Alert** if you want to specify a time when this alert must be sent. The **Schedule Alert** page appears.
10. Select the **Time** you want this alert to be sent. You have two options:
 - Immediately:** This is the default option. If you select **Immediately**, the alert is scheduled to be sent immediately after you select the **Save and Send** button.

Set Time: To choose any other date and time, select the **Set Time** option. The **Date** and time fields appear.

11. If you have selected the **Set Time** option, click the Date Picker to select the date when this alert must be sent.
12. Select the time when this alert must be sent.
13. Select one or more groups from the **Available Groups** list and use the > button to move them to the **Selected Groups** list.
14. Repeat steps 8 through 11 for every group that you want the alert to be sent to.
15. Click **Save Schedule**. The scheduled alert with the **Date**, **Time**, and **Groups** details is displayed in a tabular format.
16. To cancel alert sending to a group, select the group and click **Delete Checked**. A confirmation message appears. Click **OK** to confirm the deletion.
17. Click **OK** to save the schedule and return to the **Create New Alert** page, or click **Cancel** to revert to the last saved details.
18. Click the **Re-schedule** link and follow steps 8 through 15 to re-schedule this alert.
19. If you want to attach a file with the alert message, click **Browse** and select a file. You can attach only one attachment with an alert.
20. Click **Save Alert** to create a new alert (This button is available if you have not scheduled this alert), or click **Save and Send** to save and send it immediately to the selected recipients, or click **Reset** to enter the new data, or click **Cancel** to return to the **List of Alerts**

Result: *The modified alerts are saved in the alert list and also in the alert history, if they are sent. A success message is displayed after the alert is saved /sent.*

Editing Alerts

You can edit, save, or save and send the existing group level alerts for which you have administrative privileges or to sub-groups that you create.

Complete the following procedure to edit and send an alert:

1. Click the **Alerts** tab.

Result: *The **List of Alerts** appears.*

2. Click a specific alert.

Result: *The corresponding **Edit Alerts** page appears.*

3. View or modify the following details:

- **Alert Name:** The new name for the alert

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- **Alert Type:** The list provides alert levels less than or equal to the alert authority assigned to your groups to which you have administrative privileges. For example, if you have rights to create a Transportation alert, only alerts of type Transportation/Activities/General communication can be created

Note: Each school may have its own list of alert types

- **Alert Language:** The language to communicate the alert. You can send alerts in English and Spanish. Ensure that you create and save alerts in both the languages independently

Note: Based on your selection, the **Spanish Message** or **English Message** section with the **Description**, **Text Message**, and **Complete Message** fields appear.

4. Select one or more **Recipient Groups** from the **Available Groups** list.
5. Select the **Voice Recording ID** check-box if you would like to include a human voice message with this alert.

Result: *The **Enter Recording ID** field appears.*

Note: Dial the toll-free number provided by the Honeywell champion and record the alert. After recording the message, an ID is provided. Enter this recording ID while creating this alert.

6. Enter a **Description** for the alert.
7. Enter the text message for text messaging device (pager/cell phone) notification in the **Text Message** field.
8. Enter the **Complete Message** for phone and email notifications. By default, the text message is present. You can also edit the complete message. For messages that are converted into voice messages, follow the specified guidelines.
9. Ignore this step and complete step 19 if you want to send this alert immediately. Click **Schedule this Alert** if you want to specify/modify a time when this alert must be sent. The **Schedule Alert** page appears.
10. Select the **Time** you want this alert to be sent. You have two options:
Immediately: This is the default option. If you select **Immediately**, the alert is scheduled to be sent immediately after you select the **Save and Send** button.
SetTime: To choose any other date and time, select the **SetTime** option. The **Date** and time fields appear.
11. If you have selected the **SetTime** option, click the Date Picker to select the date when this alert must be sent.
12. Select the time when this alert must be sent.
13. Select one or more groups from the **Available Groups** list and use the > button to move them to the **Selected Groups** list.
14. Repeat steps 10 through 13 for every group that you want the alert to be sent to.
15. Click **Save Schedule**. The scheduled alert with the **Date**, **Time**, and **Groups** details is displayed in a tabular format.

16. To cancel alert sending to a group, select the group and click **Delete Checked**. A confirmation message appears. Click **OK** to confirm the deletion.
17. Click **OK** to save the schedule and return to the **Create New Alert** page, or click **Cancel** to revert to the last saved details.
18. Click the **Re-schedule** link and follow steps 9 through 17 to re-schedule this alert.
19. If you want to attach a file with the alert message, click **Browse** and select a file. You can attach only one attachment with an alert.
20. If you had already attached a file with this alert, the file name is displayed as a link along with the **Remove** button. Click **Remove** to remove the attachment. Follow step 18 to re-attach a file with this alert.
21. Click **Update** to save the alert
 - or
 - click **Save and Send** to save and also send it to the selected recipients
 - or
 - click **Reset** to enter the new data
 - or
 - click **Cancel** to return to the **List of Alerts** page.

Result: *The modified alerts are saved in the alert list and also in the alert history, if they are sent. A success message is displayed after the alert is saved /sent.*

Deleting Alerts

You can only delete alerts that you have created and sent to the sub-groups that you have created. Complete the following procedure to delete alerts:

1. Click the **Alerts** tab.

Result: *The **List of Alerts** appears.*

2. Select one or more alerts and click **Delete Checked** to delete the selected alerts

or

select the check box in the header and click **Delete Checked** to delete all the alerts.

Result: *The selected alerts are deleted after confirmation and a success message is displayed after the deletion.*

Guidelines for Creating Electronic Voice Alerts

When writing messages that will be converted to audio using Text-To-Speech technology, it is important to follow the following key points to improve the overall quality of the message spoken:

- Use Valid Sentence structure. For example, there should be 2 spaces between each sentence.

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- Do not use abnormal punctuation. For example, characters such as, ! @ % \$ & may appear to the eye easily interpreted, however they will not be spoken correctly or properly. Furthermore, the use of a "!" will not alter the inflection of the voice, instead it will be spoken as "exclamation point. "Additionally, in an effort to ensure the greatest accuracy, clearly spell each word, for example, & = "and."
- Do not write messages in capital letters. Save capital letters for acronyms. Any word with 3 letters or more, in all capitals will be spelled out as an acronym. If you need less than 3 letters of all caps, put a space between each letter to force the word to be spelled out.
- Abbreviations should be avoided unless they have been developed into the program at the application level, for example: "St." can mean street or saint. If found in an address, it will be spoken as street in most cases.
- States can be abbreviated, that is, "MN" will be spoken as "Minnesota."
- Do not use fractions or negative numbers unless spelled out. A " / " is read as a slash. For example, ½ = "one slash two."
- A " - " is read as "dash" unless it can be defined with confidence. that is, "April 3-4" will be read as "April third to fourth."
- Mixed alphanumeric sequences are spelled, divided into words, or in some cases read as whole words. Example: 1930s = nineteen thirties, VOS34 = vee oh ess thirty four.
- Dates should be written as "March 11, 2006" rather than "3/11/06."
- Do not use carriage returns, tabs or large amounts of spaces within the alert body.
 - Examples of how time should be written: "9:00pm", "9:00PM", "9:00 AM", "9 AM" and "9 A M".
 - Examples of how phone numbers should be written: "612-555-1234", "612 555-1234", "612.555.1234", and "6 1 2 5 5 5 1 2 3 4".

Email addresses and web addresses should be spoken accurately, but it is always good to test it before sending. Example: "https://instantalert.honeywell.com" will be spoken as "aitch tee tee pee es, instant alert dot Honeywell dot com."

Managing Groups

A Group is a set of users belonging to a specific category. For example, the students who are on the baseball team of a school can be categorized as the Baseball Team Group.

The Groups tab provides details about the groups. You can:

- View the List of Groups
- View Group Details
- Create New Sub-Groups

- View/Edit Sub-Group Details
- Delete Sub-Groups

Viewing the List of Groups

You can only view the list of groups for which you have administration rights available at the school level. You can modify only sub-groups that you have created but not for groups that have been created by the School Administrator. You can also:

- Sort the group list based on **Group Name** and **Creation Date**
- Perform a quick search to view specific groups

Complete the following procedure to view the groups list:

1. Click **Groups** tab.

Result: *The **List of Groups** appears.*

The **List of Groups** provides the following details:

- **Group Name:** The name of the group
- **Description:** The brief description of the group
- **Creation Date:** The date when the group was created
- **Group Size:** The number of people present in the group

Sorting Groups

Click **Group Name** or **Creation Date** on the header to sort the alert list based on the respective fields in ascending or descending order.

Performing Quick Search

You can use the **Quick Search** option to search for a specific set of groups.

Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the group name you are trying to locate in the **Quick Search** field. For example, to search for a group named "Basketball group," you can type 'ask' in the **Quick Search** field.
2. Click **Search**.

Result: *The list of groups matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all the groups.

Viewing Group Details

You can view the details of groups for which you have administration rights available at the school level and sub-groups that you have created. You may only view details of groups created by the School Administrator. The **View Group** page appears when you select the default group.

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Complete the following procedure to view the details of a group:

1. Click the **Groups** tab.

Result: *The **List of Groups** appears*

2. Click the name of a group whose details you want to view.

Result: *The **View Group** page for the selected group appears with the following details.*

If the selected group is a students' group:

- **Student Name**
- **Date of Birth**

If the selected group is a parents' group:

- **Profile Name**
- **Home Phone**

3. Click **Back** to return to the **List of Groups**.

Creating New Sub Groups

As a Group Administrator you can create sub-groups under groups to which you have administrative privileges. Example: If you are the sports coach of your school and the School Administrator has provided you the Group Administrator privilege for a group called the Sports Group, you can create sub groups under the Sports group such as Baseball group, Basketball group and so on.

Complete the following procedure to create a new sub-group:

1. Click the **Groups** tab.

Result: *The **List of Groups** appears*

2. Click the **Create New Sub-Group** tab.

Result: *The **Create New Sub-Group** page appears.*

3. Select a group from the **Select Group** list.
4. The **Group Type** is non-editable and is grayed out.
5. Enter a **Group Name**.
6. Enter a **Description** for the group.
7. The **Group Administrator** field has your name and is non-editable.
8. The **Alert Authority** option is disabled. It is set to the same option as selected by the School Administrator for this sub group.
9. Select **Group Members**.
10. Select one or more **Members** from the **Available Members** list and use the > button to move them to the **Selected Members** list.
11. Click **Save** to create a new sub-group

or

click **Reset** to enter the new data

or

click **Cancel** to return to the **List of Groups** page.

Result: *The new sub-group is created and added to the **List of Groups** under the group to which it belongs. A success message is displayed after the group is created.*

Viewing/Editing Sub-Group Details

As a Group Administrator you can view/edit sub groups that you have created. Complete the following procedure to view/edit a sub-group's details:

1. Click the **Groups** tab.

Result: *The **List of Groups** appears*

2. Click the name of a sub-group which you have created and whose details you want to view.

Result: *The **Edit Sub-Group** page for the corresponding sub-group appears.*

3. View/edit the following:

- **Select Group:** is grayed out and is non-editable
- **Group Type:** is grayed out and is non-editable
- **Group Name:** The name of the group
- **Description:** A brief description of the group
- **Group Administrator:** The name of the group administrator. It is grayed out and is non-editable
- **Alert Authority:** This option is disabled. It will be set to the same option as selected by the School Administrator for this sub group.
- **Group Members:** To include to a group, select the members from the list of **Available Members** and select the > button to move them to the list of **Selected Members**
To remove members from a group, select the members from the **Selected Members** list and use the < button to move them back to the list of **Available Members**

4. Click **Save** to save the new details

or

click **Reset** to enter the new data

or

click **Cancel** to return to the **List of Groups** page.

Deleting Sub-Groups

You cannot delete groups created by the School Administrator. You can only delete sub-groups that you have created. Complete the following procedure to delete a sub-group:

Group Administrator Interface

1. Click the **Groups** tab.

Result: *The **List of Groups** appears.*

2. Select one or more sub-groups that you have created and click **Delete Checked**

or

select the check box in the header and click **Delete Checked** to delete all the sub-groups that you have created.

Result: *The selected groups are deleted after confirmation and a success message is displayed after the deletion.*

Note: You cannot delete groups created by the School Administrator. Such groups are non-editable and you can only view information pertaining to such groups.

Note: If a School Administrator deletes a group, all sub-groups that have been created under this group are also deleted.

Viewing Profiles

Use the **Profiles** tab to view profiles of parents, staff members, and students belonging to groups and sub-groups for which you have administration rights available at the school level.

- Viewing Parent and Staff Profiles
- Viewing Parent and Staff Details
- Viewing Student Profile List
- Viewing Student Profiles

Viewing Parent and Staff Profile List

You can view the profiles of parents and staff present in a particular group for which you have administrative privileges or sub-groups that you have created. You can sort the profiles and also perform a quick search to view specific profiles.

Complete the following procedure to view the **List of Profiles**:

1. Click the **Profiles** tab.

Result: *The **List of Profiles** appears.*

2. Select the group whose details you want to view from the **Select Group** list.

The **List of Profiles** provides the following details:

- **Profiles:** The name of the person in charge of a student(s) or a staff member
- **Account Role:** The various accounts assigned to the profile. The account roles are:
 - Parent
 - Staff

- Parent and staff
 - **Associated Students:** The students associated with the profile
 - **Language:** The language in which the students' parents receive alerts
- To view a specific number of profiles in a single page, select the number from the **Number of Profiles per Page** drop-down list.
- To navigate to a specific page, click the corresponding page number given below the alert list.
- Click a **Profile Name** to view the related profile details.

Sorting Profiles

Click the **Student Name** header to sort the respective fields in the list in alphabetically ascending or descending order based on the last name of the profile. By default, the sorting is in ascending order.

Quick Search

You can use the **Quick Search** option to search for a specific set of reports. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the recipient's name you are trying to locate in the Quick Search field. For example, to search for a recipient named "Bobby," you can type 'obb' in the Quick Search field.
2. Click **Search**.

Result: ***The list of reports matching your search criteria is displayed. Use the Clear Search link to clear the search criteria you entered.***

Viewing Parent and Staff Details

You can view the profiles of parents and staff present in a particular group for which you have administrative privileges. Complete the following procedure to view profiles of parents and/or staff members belonging to a group:

1. Click the **Profiles** tab.

Result: *The **List of Profiles** appears with the **Parent(s)/Staff** tab selected and displaying the list of all parents and staff associated with the groups to which you have administrator privileges.*
2. Select an option from the **Select Group** list. The profiles of all members matching your search criteria appear in a tabular format with the following details:
 - **Profiles:** The names of parents/staff members associated to the group.
 - **Account Role:** The type of role assigned to the user. The available roles are:
 - Parent
 - Staff
 - Parent/Staff

- **Associated Students:** The students associated to a particular profile
 - **Language:** The language in which the students' parents receive alerts
3. Click a **Profile Name** to view the related profile details.

Viewing Parent Profiles

To view a parent's profile:

1. Click the name of a parent.

Result: *The **View Parent Profile** page appears.*

2. View the following details

- **Profile Type**
- **Account Type:** The type of user account. The user account types are:
 - **Single** - assigned if the user is a single parent
 - **Joint** - assigned if the user holds a joint account

- **Associated Students**

3. Click **OK** to return to the **List of Profiles** page.

To view the details of a parent:

1. Click the name of the parent on the **List of Parent Profiles** page.

Result: *The **View Parent Profile** page appears.*

2. Click the name of the parent shown as a link.

Result: *The **View Parent Profile** for the corresponding parent appears.*

3. View the following:

- **First Name**
- **Last Name**
- **Account Role**
- **School Role**
- **Relationship to Students**
- **Telephone (Home):** The parent's residence telephone number. It is in the format (123) 555 - 0678
- **Telephone (Work):** The telephone number of the place where the parent works. It is in the format (123) 555 - 0678
- **Mobile Phone:** The parent's mobile phone number. It is in the format (123) 555 - 0678
- **Email Address:** The parent's email ID on which he/she wants to receive alerts
- **Pager Address:** The parent's pager address on which he/she wants to receive alerts in the form of email messages

4. Click **OK** to return to the **View Parent Profile** page.

5. Click **OK** to return to the **List of Profiles** page.

Viewing Staff Profiles

To view a staff member's profile:

1. Click the name of the staff member. The **View Staff Profile** page appears.
2. View the details and click **OK** to return to the **List of Profiles** page.

To view the details of a staff member:

1. Click the name of the staff member on the **List of Parent Profiles** page.

Result: *The **View Staff Profile** page appears.*

2. View the following:
 - First Name
 - Last Name
 - Account Role
 - School Role
 - Available Groups
 - **Selected Groups**
 - **Telephone (Home):** The staff member's residence telephone number. It is in the format (123) 555 - 0678
 - **Telephone (Work):** The telephone number of the place where the staff member works. It is in the format (123) 555 - 0678
 - **Mobile Phone:** The staff member's mobile phone number. It is in the format (123) 555 - 0678
 - **Email Address:** The staff member's email ID on which he/she wants to receive alerts
 - **Pager Address:** The staff member's pager address on which he/she wants to receive alerts in the form of email messages
3. Click **OK** to return to the **View Staff Profile** page.
4. Click **OK** to return to the **List of Profiles** page.

Viewing Student Profile List

You can view the profiles of all students present in the sub-group for a particular school and the details of each profile. You can also:

- Sort the profile list based on Student's Name
- Perform a quick search to view specific profiles.

Complete the following procedure to view the list of student profiles:

1. Click the **Profiles** tab.

Result: *The **List of Parent(s)/Staff Profiles** appears.*

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2. Click the **Student(s)** tab.

Result: *The list of student profiles appears with the following details:*

- **Student Name:** The name of the student
- **Grade:** The grade in which the student is studying

To view a specific number of profiles in a single page, select the number from the **Number of Profiles per Page** drop-down list.

To navigate to a specific page, click the corresponding page number given below the alert list.

Click a **Student Name** to view the related profile details.

Sorting Profiles

Click the **Student Name** header to sort the respective fields in the list in alphabetically ascending or descending order based on the last name of the profile. By default, the sorting is in ascending order.

Performing Quick Search

You can use the **Quick Search** option to search for a specific set of reports. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the student's name you are trying to locate in the Quick Search field. For example, to search for a recipient named "Bobby," you can type 'obb' in the Quick Search field.
2. Click **Search**.

Result: *The list of profiles matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all the groups.

Viewing Student Profiles

You can view the profiles of students belonging to a group for which you have administrative rights and the sub-groups that you have created.

Complete the following procedure to view the student profile list:

1. Click the **Profiles** tab.

Result: *The **List of Profiles** appears.*

2. Click the **Student** tab.

Result: *The list of student profiles appears.*

3. Click a student's name to view the related profile.

Result: *The corresponding **View Student Profile** page appears with the following details:.*

- **First Name**

- **Last Name**
 - **Date of Birth**
 - **Grade Level:** The grade in which the student is studying
 - **Available Groups**
 - **Selected Groups**
4. Click **OK** to return to the **List of Profiles** page.

Viewing Reports

You can view the following reports related to group-wide alerts, alert report details, registration status, child pickup information, emergency contact information, and alert settings information for the groups for which you have administrative rights or for sub-groups that you have created:

- Alert History
- Alert History Report Details
- Emergency Pickup and Contacts Information
- Registration Status
- Alert Settings Information

Viewing Alert History

You can view the list of alerts sent by you to members of groups for which you have administrative privileges or sub-groups that you have created. Complete the following procedure to view the history of alerts:

1. Click the **Reports** tab.

Result: *The **Alert History** page is displayed.*

2. Select one or more of the following conditions to view specific alerts:
 - To view the alert history for a specific alert type, select the **Alert Type** from the drop-down list
 - To view the history of alerts generated after a specific date, select the **From** date
 - To view the history of alerts generated before a specific date, select the **To** date
 - To view the history of alerts generated between specific dates, select the **From** and **To** dates
3. Click **View Reports**.

Result: *The alert history is displayed based on the selected conditions. The last ten alerts are displayed by default.*

The alert history provides the following details:

- **Alert Name:** The name of the alert

- **Alert Type:** The type of the alert
- **Sent Date:** The date on which the alert was sent

To view a specific number of alerts in a single page, select a number from the **Number of Alerts per Page** drop-down list.

To navigate to a specific page, click the corresponding page number given below the alert list.

Click an alert name to view its details.

Sorting Alert History

Click **Sent Date** on the header to sort it in ascending or descending order.

Viewing Alert History Report Details

You can view the details of alerts sent by you to members of groups for which you have administrative privileges or sub-groups that you have created.

Complete the following procedure to view the alert history report details:

1. Click the **Reports** tab.

Result: *The **Alerts History** page appears.*

2. Select one or more of the following conditions to view specific alerts.
 - To view the alert history for a specific alert type, select the **Alert Type** from the drop-down list
 - To view the history of alerts generated after a specific date, select the **From Date**
 - To view the history of alerts generated before a specific date, select the **To Date**
 - To view the history of alerts generated between specific dates, select the **From** and **To** Dates
3. Click **View Reports**.

Result: *The **Alert History** is displayed based on the selected conditions.*

4. Click an alert name to view the related alert details.

Result: *The corresponding **Sent History Details** page is displayed.*

The **Sent History** tab provides the following information:

- **Sender:** The person who had sent the alert
- **Date:** The date on which the alert was sent
- **Alert Type:** The type of the alert
- **Alert Name:** Name of the alert
- **Description:** A brief description of the alert
- **Cell Text:** The message sent as text messaging device notification

- **Complete Message:** The message sent as phone and e-mail notification.
- **To (Groups):** The groups to which the alert was sent
- **Email Attachment:** The file that you sent along with the alert message. You can click the attachment link and open or save the attachment
- **Voice Recording:** Indicates if Voice Recording is available for this alert or not

Select **Alert Status** from the following:

- **Sent:** The list of parents to whom the alert was sent
- **Not Sent:** The list of parents to whom the alert was not sent

The report displays the following information in a tabular format:

- For the **Sent** alert status, the following information is displayed:
 - **Recipient:** The parents and school staff to whom this alert was sent
 - **Student:** The name of the student.
 - **Devices:** The contact devices the recipient had configured to receive this particular type of alert.
- For the **Not Sent** alert status, the following information is displayed:
 - **Recipient:** The parents and school staff to whom this alert was sent
 - **Student:** The name of the student.
 - **Phone:** The phone number the recipient had configured to receive this particular type of alert.

By default, the alert status is set to **Sent**.

The **Recipient History** tab provides the following information in a tabular format:

- **Recipient:** The name of the recipient.
- **Students:** The students associated with this profile.
- **Phone:** The phone number of the recipient.
- **Status:** Indicates the delivery status of the receipt.
- **Description:** Brief description of the status of the receipt.
- **Email Attachment:** The file that you sent along with the alert message. You can click the attachment link and open or save the attachment
- **Voice Recording:** Indicates if Voice Recording is available for this alert or not

The following **Sent History** details are also displayed.

- **Sender:** The person who had sent the alert
- **Date:** The date on which the alert was sent
- **Alert Type:** The type of the alert

Group Administrator Interface

- **Alert Name:** Name of the alert
- **Description:** A brief description of the alert
- **Text Message:** The message sent as text messaging device notification
- **Complete Message:** The message sent as phone and e-mail notification.
- **To (Groups):** The groups to which the alert was sent
- **Email Attachment:** The file that you sent along with the alert message. You can click the attachment link and open or save the attachment
- **Voice Recording:** Indicates if Voice Recording is available for this alert or not

Quick Search

You can use the **Quick Search** option to search for a specific set of reports. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the recipient's name you are trying to locate in the Quick Search field. For example, to search for a recipient named "Bobby," you can type 'obb' in the Quick Search field.
or
Enter a minimum of three consecutive digits of the contact phone number of the recipient you are trying to locate in the Quick Search field. For example, to search for a student whose contact phone number you remember as having the digits 545, type '545' in the Quick Search field.
2. Click **Search**.

Result: *The list of reports matching your search criteria is displayed. Use the **Clear Search** link to clear the search criteria you entered.*

Sorting Alert History

Click **Recipient** link on the header to sort in ascending or descending order.

Viewing Emergency and Pickup Contacts Information

The Emergency and Pickup Contacts report provides the details about the person in charge of picking up the student, the relationship of the person with the student and this person's contact phone number. The parents designate pickup rights to other people within their online profile.

Complete the following procedure to view the Emergency Pickup and Contacts information:

1. Click the **Reports** tab.
Result: *The **Alert History** page appears.*
2. Click the **Emergency Contacts** tab.
3. Select a group for which you want to generate the report from the **Select Group** list.

Result: *The emergency contacts information is displayed in a tabular format with the following details:*

- **Student(s):** The name of the student(s)
- **Contact Name:** The name of the emergency contact
- **Relationship:** The person's relationship with the student
- **Rights:** The custody/pickup rights status of the person associated with the student
- **Device Type:** The device for sending emergency communication
- **Device Information:** The phone number or text messaging address of the emergency contact

Quick Search

You can use the Quick Search option to search for a specific set of reports. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the recipient's name you are trying to locate in the Quick Search field. For example, to search for a recipient named "Bobby," you can type 'obb' in the Quick Search field.
or
Enter a minimum of three consecutive digits of the contact phone number of the recipient you are trying to locate in the Quick Search field. For example, to search for a student whose contact phone number you remember as having the digits 545, type '545' in the Quick Search field.
2. Click **Search**.

Result: The list of reports matching your search criteria is displayed. Use the **Clear Search** link to clear the search criteria you entered.

Viewing Registration Status

The registration status report provides the account holder details containing the associated students, registration status, device type, and contact number or email address of members belonging to groups to which you have administrative privileges or for sub-groups that you create.

Complete the following procedure to view the registration status information:

1. Click the **Reports** tab.

Result: *The **Alert History** page appears.*

2. Click the **Registration Status** tab.

Result: *The registration status information is displayed in a tabular format with the following details:*

- **Account Holder:** The name of the account holder
- **Student:** The student(s) associated to this account

- **Registration Status:** The Instant Alert registration status of a specific user. Unregistered users will receive only mandatory (red) alerts
- **Devices:** The devices for sending school communication
- **Routing Information:** The phone number or text messaging address

Sorting Registration Status Information

Click **Account Holder**, **Student** or **Registration Status** on the header to sort the registration status report based on the respective fields in ascending or descending order.

Viewing Alert Settings Information

The **Alert Settings** report provides a report of users, the devices they have configured, device details, and alert types configured for members belonging to groups to which you have administrative privileges or for sub-groups that you create.

Complete the following procedure to view the alert settings information:

1. Click the **Reports** tab.

Result: *The **Alert History** page appears.*

2. Click the **Alert Settings** tab.

Result: *The information is displayed with the following details:*

- **Name:** The name of the parent or staff member
- **Alert Settings**
 - **Device List:** The list of devices configured by a user to receive alerts
 - **Device Details:** The device information such as number or text messaging address
 - **Alert Type:** The type of alert configured to be sent on a particular device

Sorting Alert Settings

Click **Name** on the header to sort the alert settings report based in ascending or descending order.

District Administrator Interface

Instant Alert District Administrator Guide

This book provides information related to various tasks that a District Administrator can perform. It includes the following sections:

- About Instant Alert
- About District Administrator
- Accessing the Instant Alert Application
- Changing the Password
- Managing Alerts
- Viewing Staff, Parent and Student Profiles
- Viewing Alert History
- Managing Configuration Data
- Prioritize Grades
- Edit School District Details

Introduction to Instant Alert

Honeywell Instant Alert for Schools is a reliable, fast, accurate, efficient, and flexible Web application for alerting parents in an emergency situation or for daily communication needs. It is a highly effective automated notification system and helps to provide vital information, using the following communication media:

- E-mail
- Phones
- Text messaging devices

About the District Administrator

A District Administrator is the administrator for an entire school district. A school district comprises of several public schools.

As a District Administrator you can perform the following tasks after authenticating to the Instant Alert application:

- Managing Alerts
- Viewing Staff, Parent and Student Profiles
- Viewing Alert History
- Managing System Configuration Data

Accessing Instant Alert

Complete the following procedure to access the Instant Alert application:

1. Enter the URL for accessing the Instant Alert application in the Web browser.

Result: *The Instant Alert **Login** page is displayed.*

2. Enter **Login Name**.
3. Enter **Password**.
4. Click **Login**.
5. Select the required **Role** from the following list of roles:

- **Staff**
- **School Administrator**
- **Group Administrator**
- **District Administrator**

Result: *The **Customer ID** field appears.*

6. Enter the **Customer ID** assigned for the selected role and click **Submit**.

Result: *The **List of Alerts** is displayed.*

Changing the Password

Complete the following procedure to change the Instant Alert access password:

1. Click the **Change Password** link displayed on every page at the top right-hand corner.

Result: *The **Change Password** page is displayed.*

2. Enter **Old Password**.
3. Enter **New Password**. Your password must be at least seven characters long.
4. Re-enter the new password in the **Confirm New Password** field for confirmation.
5. Click **Change Password** to save the new password or **Reset** to enter a new password.

Result: *A success message is displayed after the password change.*

Managing Alerts

Alerts are notifications sent to users such as parents and school staff. Alerts are categorized based on the alert types configured using the Editing Configuration Data page.

The **Alerts** tab provides details about the alert notifications. It enables you to perform the following operations:

- Viewing the List of Alerts

- Editing Alerts
- Creating New Alerts
- Deleting Alerts

Viewing the List of Alerts

You can view the list of existing district-wide alerts. You can also:

- Sort the alert list based on **Alert Name** and **Creation Date**
- Perform a quick search to view specific alerts

Complete the following procedure to view an alert:

1. Click the **Alerts** tab.

Result: *The **List of Alerts** appears.*

The **List of Alerts** provides the following details:

- **Alert Name:** The name of the alert
- **Description:** The brief description of the alert
- **Alert Language:** The language to communicate the alert
- **Creation Date:** The alert creation date

To view a specific number of alerts in a single page, select a number from the **Number of Alerts per Page** drop-down list.

To navigate to a specific page, click the corresponding page number given below the alert list.

Click an alert to edit it.

Sorting Alerts

Click **Alert Name** or **Creation Date** on the header to sort the alert list based on the respective fields in ascending or descending order.

Performing Quick Search

You can use the **Quick Search** option to search for a specific set of alerts. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the alert name you are trying to locate in the **Quick Search** field. For example, to search for an alert named "Bomb threat," you can type 'omb' in the **Quick Search** field.
2. Click **Search**.

Result: *The list of alerts matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all the alerts.

Creating New Alerts

Complete the following procedure to create or save and send a new district-level alert:

1. Click the **Alerts** tab.
2. Click **Create New Alert**.

Result: *The **Create New Alert** page appears.*

3. Enter the **Alert Name**.
4. Select the **Alert Type**. This indicates the priority of the alert.
5. Select the **Alert Language**. You can choose to send out alerts in English or Spanish. Based on your selection, the **Spanish Message** or **English Message** section with the **Description**, **Text Message**, and **Complete Message** fields appear. Ensure that you create and save alerts in both the languages independently.
6. Select one or more **Recipient Groups** from the **Available Groups** list and use the > button to move them to the **Selected Groups** list.

Note: The **Available Groups** list consists of district-wide groups such as user-defined groups, All Students, All Parents, and All Staff groups.

7. Select the **Voice Recording ID** check-box if you would like to include a human voice message with this alert.

Result: *The **Enter Recording ID** field appears.*

Note: Dial the toll-free number provided by the Honeywell champion and record the alert. After recording the message an ID is provided. Enter this recording ID while creating this alert.

8. Enter a **Description** for this alert.
9. Enter the text message for text messaging device (pager/cell phone) notification in the **Text Message** field.
10. Enter the **Complete Message** for voice and email notifications. By default, the text message is present. You can also edit the complete message. For messages that are converted into voice messages, follow the specified guidelines.
11. Ignore this step and complete step 21 if you want to send this alert immediately. Click **Schedule this Alert** if you want to specify a time when this alert must be sent. The **Schedule Alert** page appears.
12. Select the **Time** you want this alert to be sent. You have two options:
 - Immediately:** This is the default option. If you select Immediately, the alert is scheduled to be sent immediately after you select the Save and Send button.
 - Set Time:** To choose any other date and time, select the **Set Time** option. The **Date** and time fields appear.
13. If you have selected the **Set Time** option, click the Date Picker to select the date when this alert must be sent.
14. Select the time when this alert must be sent.
15. Select one or more groups from the **Available Groups** list and use the > button to move them to the **Selected Groups** list.

District Administrator Interface

16. Repeat steps 12 through 15 for every group that you want the alert to be sent to.
17. Click **Save Schedule**. The scheduled alert with the **Date**, **Time**, and **Groups** details is displayed in a tabular format.
18. To cancel alert sending to a group, select the group and click **Delete Checked**. A confirmation message appears. Click **OK** to confirm the deletion.
19. Click **OK** to save the schedule and return to the Create New Alert page, or click **Cancel** to revert to the last saved details.
20. Click the **Re-schedule** link and follow steps 11 through 19 to re-schedule this alert.
21. If you want to attach a file with the alert message, click **Browse** and select a file. You can attach only one attachment with an alert.
22. Click **Save Alert** to create a new alert (This button is available if you have not scheduled this alert), or click **Save and Send** to save and send it to the selected recipients, or click **Reset** to enter the new data, or click **Cancel** to return to the List of Alerts.

Result: *The created alerts are saved in the alert list and also in the alert history, if they are sent. A success message is displayed after the alert is saved/sent.*

Note: The system will not allow you to **Save** an alert or **Save and Send** an alert if the recipient groups contains All Parents and All Students together. You must choose only one of the two with other groups to **Save**, or **Save and Send** an alert.

Editing Alerts

You can edit, save, or save and send the existing alerts. Complete the following procedure to edit and send an alert:

1. Click the **Alerts** tab.

Result: *The **List of Alerts** is displayed.*

2. Click a specific alert.

Result: *The corresponding **Edit Alert** page is displayed.*

3. View or modify the following details:

- **Alert Name:** The new name for the alert
- **Alert Type:** Indicates the priority of the alert
- **Alert Language:** The language to communicate the alert. You can send alerts in English and Spanish. Ensure that you create and save alerts in both the languages independently

Note: Based on your selection, the **Spanish Message** or **English Message** section with the **Description**, **Text Message**, and **Complete Message** fields appear.

4. Select one or more **Recipient Groups** from the **Available Groups** list.

Note: The **Available Groups** list consists of district-wide groups such as user-defined groups, All Students, All Parents, and All Staff groups.

5. Select the **Voice Recording ID** check-box if you would like to include a human voice message with this alert.

Result: *The **Enter Recording ID** field appears.*

Note: Dial the toll-free number provided by the Honeywell champion and record the alert. After recording the message, an ID is provided. Enter this recording ID while creating this alert.

6. Enter a **Description** for this alert.
7. Enter the text message for text messaging device (pager/cell phone) notification in the **Text Message** field.
8. Enter the **Complete Message** for voice and email notifications. By default, the text message is present. You can also edit the complete message. For messages that are converted into voice messages, follow the specified guidelines.
9. Ignore this step and complete step 19 if you want to send this alert immediately. Click **Schedule this Alert** if you want to specify/modify a time when this alert must be sent. The **Schedule Alert** page appears.
10. Select the **Time** you want this alert to be sent. You have two options:
 - Immediately:** This is the default option. If you select **Immediately**, the alert is scheduled to be sent immediately after you select the **Save and Send** button.
 - Set Time:** To choose any other date and time, select the **Set Time** option. The **Date** and time fields appear.
11. If you have selected the **Set Time** option, click the Date Picker to select the date when this alert must be sent.
12. Select the time when this alert must be sent.
13. Select one or more groups from the **Available Groups** list and use the > button to move them to the **Selected Groups** list.
14. Repeat steps 10 through 13 for every group that you want the alert to be sent to.
15. Click **Save Schedule**. The scheduled alert with the **Date**, **Time**, and **Groups** details is displayed in a tabular format.
16. To cancel alert sending to a group, select the group and click **Delete Checked**. A confirmation message appears. Click **OK** to confirm the deletion.
17. Click **OK** to save the schedule and return to the Create New Alert page, or click **Cancel** to revert to the last saved details.
18. Click the **Re-schedule** link and follow steps 9 through 17 to re-schedule this alert.

19. If you want to attach a file with the alert message, click **Browse** and select a file. You can attach only one attachment with an alert.
20. If you had already attached a file with this alert, the file name is displayed as a link along with the **Remove** button. Click **Remove** to remove the attachment. Follow step 18 to re-attach a file with this alert.
21. Click **Update** to save the alert details,
or
click **Save and Send** to save and also send it to the selected recipients,
or
click **Reset** to enter the new data,
or
click **Cancel** to return to the List of Alerts.

Result: *The modified alerts are saved in the alert list and also in the alert history, if they are sent. A success message is displayed after the alert is saved/sent.*

Note: The system will not allow you to **Save** or **Save and Send** an alert if the recipient groups contains All Parents and All Students together. You must choose only one of the two with other groups to **Save** or **Save and Send** an alert.

Deleting Alerts

Complete the following procedure to delete alerts:

1. Click the **Alerts** tab.

Result: *The **List of Alerts** is displayed.*

2. Select one or more alerts and click **Delete Checked** to delete the selected alerts

or

select the check box in the header and click **Delete Checked** to delete all the alerts.

Result: *The selected alerts are deleted after confirmation and a success message is displayed after the deletion.*

Guidelines for Creating Electronic Voice Alerts

When writing messages that will be converted to audio using Text-To-Speech technology, it is important to follow the following key points to improve the overall quality of the message spoken:

- Use Valid Sentence structure. For example, there should be 2 spaces between each sentence.
- Do not use abnormal punctuation. For example, characters such as, ! @ % \$ & may appear to the eye easily interpreted, however they will not be spoken correctly or properly. Furthermore, the use of a "!" will not alter the inflection of the voice, instead it will be spoken as "exclamation point. "Additionally, in an effort to ensure the greatest accuracy, clearly spell each word, for example, & = "and."

- Do not write messages in capital letters. Save capital letters for acronyms. Any word with 3 letters or more, in all capitals will be spelled out as an acronym. If you need less than 3 letters of all caps, put a space between each letter to force the word to be spelled out.
- Abbreviations should be avoided unless they have been developed into the program at the application level, for example: "St." can mean street or saint. If found in an address, it will be spoken as street in most cases.
- States can be abbreviated, that is, "MN" will be spoken as "Minnesota."
- Do not use fractions or negative numbers unless spelled out. A " / " is read as a slash. For example, ½ = "one slash two."
- A " - " is read as "dash" unless it can be defined with confidence. that is, "April 3-4" will be read as "April third to fourth."
- Mixed alphanumeric sequences are spelled, divided into words, or in some cases read as whole words. Example: 1930s = nineteen thirties, VOS34 = vee oh ess thirty four.
- Dates should be written as "March 11, 2006" rather than "3/11/06."
- Do not use carriage returns, tabs or large amounts of spaces within the alert body.
 - Examples of how time should be written: "9:00pm", "9:00PM", "9:00 AM", "9 AM" and "9 A M".
 - Examples of how phone numbers should be written: "612-555-1234", "612 555-1234", "612.555.1234", and "6 1 2 5 5 1 2 3 4".

Email addresses and web addresses should be spoken accurately, but it is always good to test it before sending. Example: "https://instantalert.honeywell.com" will be spoken as "aitch tee tee pee es, instant alert dot Honeywell dot com."

Managing Groups

A Group is a set of users belonging to a specific category. You can create groups of parents/staff members or students across schools. You can:

- View the List of Groups
- Create New Groups
- Edit Groups
- Delete Groups

Viewing the List of Groups

You can view the list of existing groups. You can also:

- Sort the alert list based on **Group Name** and **Creation Date**
- Perform a quick search to view specific groups

Complete the following procedure to view a group:

1. Click the **Groups** tab.

Result: *The **List of Groups** appears.*

The **List of Groups** provides the following details:

- **Group Name:** The name of the group
- **Description:** The brief description of the group
- **Creation Date:** The alert creation date
- **Group Size:** The size of the group

Note: Even though the All Staff, All Parents, and All Students groups are not listed here, you are able to send alerts to these groups.

To view a specific number of groups in a single page, select a number from the **Number of Groups per Page** drop-down list.

To navigate to a specific page, click the corresponding page number given below the group list.

Click a group to edit it.

Sorting Groups

Click **Group Name** or **Creation Date** on the header to sort the group list based on the respective fields in ascending or descending order.

Performing Quick Search

You can use the **Quick Search** option to search for a specific set of groups.

Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the group name you are trying to locate in the **Quick Search** field. For example, to search for a group named "Principal," you can type 'rin' in the **Quick Search** field.
2. Click **Search**.

Result: *The list of group matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all the groups.

Creating New Groups

Complete the following procedure to create a new group:

1. Click the **Groups** tab.

Result: *The **List of Groups** appears*

2. Click the **Create New Group** tab.

Result: *The **Create New Group** page appears.*

3. Select a type from the **Select Group Type** list.
 4. Select a school from the **School Name** list.
 5. Enter a **Group Name**.
 6. Enter a **Description** for the group.
 7. The **Group Administrator** field has your name and is non-editable.
 8. Select **Alert Authority** for the group. The option you select here decides which groups receive this alert type.
 9. Select **Group Members**. This list is populated based on your selection from the **Group Type** and **School Name**.
 10. Select one or more **Members** from the **Available Members** list and use the > button to move them to the **Selected Members** list.
 11. Repeat this procedure until you have added all necessary names from across the district.
 12. Click **Save** to create a new group
- or
- click **Reset** to enter the new data
- or
- click **Cancel** to return to the **List of Groups** page.

Result: *The new group is created and added to the **List of Groups**. A success message is displayed after the group is created.*

Editing Groups

Complete the following procedure to edit a group's details:

1. Click the **Groups** tab.

Result: *The **List of Groups** appears*
2. Click the name of a group whose details you want to edit.

Result: *The **Edit Group** page for the corresponding group appears.*
3. View/edit the following:
 - **Select Group Type:** is grayed out and is non-editable
 - **School Name**
 - **Group Name:** The name of the group
 - **Description:** A brief description of the group
 - **Alert Authority:** The option you select here decides which groups receive this alert type
 - **Group Administrator:** The name of the group administrator. It is grayed out and is non-editable
 - **Group Members:** The group members list is based on the school. Each school may have its own members' lists such as All Students, All Staff, and so on. When a **Group Members** option is selected, the names of all

members belonging to that group are listed in the list of **Available Members**.

- To include members in a group, select the members from the list of **Available Members** and select the > button to move them to the list of **Selected Members**
To remove members from a group, select the members from the **Selected Members** list and use the < button to move them back to the list of **Available Members**
4. Click **Save** to create a new group
or
click **Reset** to enter the new data
or
click **Cancel** to return to the **List of Groups** page.

Deleting Groups

Complete the following procedure to delete a group:

1. Click the **Groups** tab.
Result: *The **List of Groups** appears.*
2. Select one or more groups that you have created and click **Delete Checked**
or
select the check box in the header and click **Delete Checked** to delete all groups in the **List of Groups**.
Result: *The selected groups are deleted after confirmation and a success message is displayed after the deletion.*

Viewing Profiles

Use the **Profiles** tab to view profiles of parents, staff members, and students belonging to schools in your district.

- View Parent and Staff Profile List
- View Parent and Staff Profile Details
- View Student Profile List
- View Student Profiles

Viewing Parent and Staff Profile List

You can view the profiles of parents and staff present in a school within your district. You can sort the profiles and also perform a quick search to view specific profiles.

Complete the following procedure to view the **List of Profiles**:

1. Click the **Profiles** tab.

Result: *The **List of Profiles** page appears.*

2. Select the school whose details you want to view from the **Select School** list.

The **List of Profiles** provides the following details:

- **Profiles:** The name of the person in charge of a student(s) or a staff member
- **Account Role:** The various accounts assigned to the profile. The account roles are:
 - Parent
 - Staff
 - Parent and staff
- **Associated Students:** The students associated with the profile
- **Language:** The language in which the students' parents receive alerts

To view a specific number of profiles in a single page, select the number from the **Number of Profiles per Page** drop-down list.

To navigate to a specific page, click the corresponding page number given below the list of profiles.

Click a **Profile Name** to view the related profile details.

Sorting Profiles

Click the **Profile Name** header to sort the respective fields in the list in alphabetically ascending or descending order based on the last name of the profile. By default, the sorting is in ascending order.

Performing Quick Search

You can use the **Quick Search** option to search for a specific set of reports. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the recipient's name you are trying to locate in the Quick Search field. For example, to search for a recipient named "Bobby," you can type 'obb' in the Quick Search field.
2. Click **Search**.

Result: *The list of profiles matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all profiles.

Viewing Parent and Staff Details

You can view the profiles of parents and staff members present in a school within your district. Complete the following procedure to view profiles of parents and/or staff members belonging to a school:

1. Click the **Profiles** tab.

Result: *The **List of Profiles** appears with the **Parent(s)/Staff** tab selected and displaying the list of all parents and staff associated with schools within your district.*

2. Select a school from the **Select School** list. The profiles of all members matching your search criteria appear in a tabular format with the following details:
 - **Profiles:** The names of parents/staff members associated to the school
 - **Account Role:** The type of role assigned to the users. The available roles are:
 - Parent
 - Staff
 - Parent/staff
 - **Associated Students:** Students associated to a parent or parent/staff member
 - **Language:** The language in which the parents/staff member receive alerts
3. Click a **Profile Name** to view the related profile details.

Viewing Parent Profiles

To view a parent's profile:

1. Click the name of a parent.

Result: *The **View Parent Profile** page appears.*

2. View the following details:

- **Profile Type**
 - **Account Type:** The type of user account. The user account types are:
 - **Single** - assigned if the user is a single parent
 - **Joint** - assigned if the user holds a joint account
 - **Associated Students**
3. Click **OK** to return to the **List of Profiles** page.

To view the details of a parent:

1. Click the name of the parent on the **List of Parent Profiles** page.

Result: *The **View Parent Profile** page appears.*

2. Click the name of the parent shown as a link.

Result: *The **View Parent Profile** for the corresponding parent appears.*

3. View the following:

- **First Name**
 - **Last Name**
 - **Account Role**
 - **School Role**
 - **Relationship to Students**
 - **Custody Right**
 - **Groups**
 - **Telephone (Home):** The parent's residence telephone number. It is in the format (123) 555 - 0678
 - **Telephone (Work):** The telephone number of the place where the parent works. It is in the format (123) 555 - 0678
 - **Mobile Phone:** The parent's mobile phone number. It is in the format (123) 555 - 0678
 - **Email Address:** The parent's email ID on which he/she wants to receive alerts
 - **Pager Address:** The parent's pager address on which he/she wants to receive alerts in the form of email messages
4. Click **OK** to return to the **View Parent Profile** page.
5. Click **OK** to return to the **List of Profiles** page.

Viewing Staff Profiles

To view a staff member's profile:

1. Click the name of the staff member. The **View Staff Profile** page appears.
2. View the details and click **OK** to return to the **List of Profiles** page.

To view the details of a staff member:

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1. Click the name of the staff member on the **List of Parent Profiles** page.
Result: *The **View Staff Profile** page appears.*
2. View the following:
 - **First Name**
 - **Last Name**
 - **Account Role**
 - **School Role**
 - **Available Groups**
 - **Selected Groups**
 - **Telephone (Home):** The staff member's residence telephone number. It is in the format (123) 555 - 0678
 - **Telephone (Work):** The telephone number of the place where the staff member works. It is in the format (123) 555 - 0678
 - **Mobile Phone:** The staff member's mobile phone number. It is in the format (123) 555 - 0678
 - **Email Address:** The staff member's email ID on which he/she wants to receive alerts
 - **Pager Address:** The staff member's pager address on which he/she wants to receive alerts in the form of email messages
3. Click **OK** to return to the **View Staff Profile** page.
4. Click **OK** to return to the **List of Profiles** page.

Viewing Student Profile List

You can view the profiles of all students within a school in your district and the details of each profile. You can also:

- Sort the profile list based on Student's Name
- Perform a quick search to view specific profiles.

Complete the following procedure to view the list of student profiles:

1. Click the **Profiles** tab.

Result: *The **List of Parent(s)/Staff Profiles** appears.*

2. Click the **Student(s)** tab.

Result: *The list of student profiles appears with the following details:*

- **Student Name:** The name of the student
- **Grade:** The grade in which the student is studying

To view a specific number of profiles in a single page, select a number from the **Number of Profiles per Page** drop-down list.

To navigate to a specific page, click the corresponding page number given below the list of profiles.

Click a **Student Name** to view the related profile details.

Sorting Profiles

Click the **Student Name** header to sort the respective fields in ascending or descending order. By default, the sorting is in ascending order.

Performing Quick Search

You can use the **Quick Search** option to search for a specific set of reports. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the student's name you are trying to locate in the Quick Search field. For example, to search for a recipient named "Bobby," you can type 'obb' in the Quick Search field.
2. Click **Search**.

Result: *The list of profiles matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all the groups.

Viewing Student Profiles

You can view the profiles of students within a school in your district.

Complete the following procedure to view the student profile list:

1. Click the **Profiles** tab.

Result: *The **List of Profiles** appears.*

2. Click the **Student** tab.

Result: *The list of student profiles appears.*

3. Click a student's name to view the related profile.

Result: *The corresponding **View Student Profile** page appears with the following details:.*

- **First Name**
 - **Last Name**
 - **Date of Birth**
 - **Grade Level:** The grade in which the student is studying
 - **Available Groups**
 - **Selected Groups**
4. Click **OK** to return to the **List of Profiles** page.

Viewing Reports

You can view the alert history report containing the list of district-wide alerts of a specific type sent on a specific date.

- View Alert History
- View Alert History Report Details

Viewing Alert History

The **Alert History** report provides information about alerts sent to members. You can select a particular alert type and view alerts of types sent between a time period. Complete the following procedure to view the history of alerts:

1. Click the **Reports** tab.

Result: *The **Alert History** page is displayed.*

2. Select one or more of the following conditions to view specific alerts:

- To view the alert history for a specific alert type, select the **Alert Type** from the drop-down list
- To view the history of alerts generated after a specific date, select the **From** date
- To view the history of alerts generated before a specific date, select the **To** date
- To view the history of alerts generated between specific dates, select the **From** and **To** dates

3. Click **View Reports**.

Result: *The alert history is displayed based on the selected conditions. The last ten alerts are displayed by default.*

The alert history provides the following details:

- **Alert Name:** The name of the alert
- **Alert Type:** The type of the alert
- **Sent Date:** The date on which the alert was sent

To view a specific number of alerts in a single page, select a number from the **Number of Alerts per Page** drop-down list.

To navigate to a specific page, click the corresponding page number given below the alert list

Click an alert name to view its related alert details.

Sorting Alert History

Click **Sent Date** on the header to sort it in ascending or descending order.

Viewing Alert History Report Details

Complete the following procedure to view the Alert History Report details:

1. Click the **Reports** tab.

Result: *The **Alerts History** page appears.*

2. Select one or more of the following conditions to view specific alerts.
 - To view the alert history for a specific alert type, select the **Alert Type** from the drop-down list
 - To view the history of alerts generated after a specific date, select the **From Date**
 - To view the history of alerts generated before a specific date, select the **To Date**
 - To view the history of alerts generated between specific dates, select the **From and To Dates**
3. Click **View Reports**.

Result: *The **Alert History** is displayed based on the selected conditions.*

4. Click an alert name to view the related alert details.

Result: *The corresponding **Alert Report Details** page is displayed.*

The **Sent History** tab provides the following information:

- **Sender:** The person who had sent the alert
 - **Sent:** The date and time the alert was sent
 - **Alert Type:** The type of the alert
 - **Alert Name**
 - **Description:** A brief description of the alert
 - **Text Message:** The message sent as text messaging device notification
 - **Complete Message:** The message sent as phone and email notification
 - **To (Groups):** The groups to which the alert was sent
 - **Number of alerts sent**
 - **Email Attachment:** The file that you sent along with the alert message. You can click the attachment link and open or save the attachment
 - **Voice Recording:** Indicates if Voice Recording is available for this alert or not
5. Select a school from the **Select School** list.
 6. Select **Alert Status**.
 7. The report displays the following information for the selected school in a tabular format:

If you selected **Not Sent**, the following information is displayed:

- **Recipients**

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- **Students**
- **Phone**

If you selected **Sent**, the following information is displayed:

- **Recipients**
- **Students**
- **Phone**
- **Email**
- **Pager**
- **Cell Text**

The **Recipient History** tab provides the following information in a tabular format:

- **Recipient:** The name of the recipient.
- **Students:** The students associated with this profile.
- **Phone:** The phone number of the recipient.
- **Status:** Indicates the delivery status of the receipt.
- **Description:** Brief description of the status of the receipt
- **Email Attachment:** The file that you sent along with the alert message. You can click the attachment link and open or save the attachment
- **Voice Recording:** Indicates if Voice Recording is available for this alert or not

See the Alert History Report Status Details section for more information about how to interpret common Status and Further Information messages.

The following **Sent History** details are also displayed.

- **Sender:** The person who had sent the alert
- **Date:** The date on which the alert was sent
- **Alert Type:** The type of the alert
- **Alert Name:** Name of the alert
- **Description:** A brief description of the alert
- **Text Message:** The message sent as text messaging device notification
- **Complete Message:** The message sent as phone and e-mail notification
- **To (Groups):** The groups to which the alert was sent
- **Email Attachment:** The file that you sent along with the alert message. You can click the attachment link and open or save the attachment
- **Voice Recording:** Indicates if Voice Recording is available for this alert or not

Quick Search

You can use the **Quick Search** option to search for a specific set of reports. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the recipient's name you are trying to locate in the Quick Search field. For example, to search for a recipient named "Bobby," you can type 'obb' in the Quick Search field.
or
Enter a minimum of three consecutive digits of the contact phone number of the student you are trying to locate in the Quick Search field. For example, to search for a recipient whose contact phone number you remember as having the digits 545, type '545' in the Quick Search field.
2. Click **Search**.

Result: *The list of reports matching your search criteria is displayed. Use the **Clear Search** link to clear the search criteria you entered.*

Sorting Alert History

Click **Recipient** link on the header to sort in ascending or descending order.

Managing Configuration Data

Use the **Configuration** tab to add, modify, or delete data present in the following configuration tables:

- **Alert Type:** provides information about the types of alerts that can be sent. You can edit the alert type name. You can also add and delete an alert type.
- **Grade Levels:** provides information about the grades present in the school. You can edit the grade name and description. You can also add and delete a grade.
- **School Roles:** provides information about the different roles assigned to the people associated with the school. Some of the school roles can be teacher, athletic coach, parent, and principal. You can edit, add, or delete a school role.

Access a configuration table and:

- View the List of System Tables
- Edit Configuration Table
- Add Configuration Data
- Delete Configuration Data

Additionally, you can also use the **Configuration** tab to:

- Prioritize Grades
- Edit School District Details

Viewing the List of System Tables

You can view the configuration information related to alert types, grade levels, and school roles. Complete the following procedure to view a configuration table:

1. Click the **Configuration** tab.

Result: *The list of system tables appears.*

2. Select a table type from the **Select Configuration Table** list:

- **Alert Types**
- **Grade Levels**
- **School Roles**

Result: *The selected configuration table with the following information appears in a tabular format:*

- **Name:** The name representing configuration data in the configuration table. For example: Mandatory is a type of alert
- **Description:** The description for the configuration data
- **Date of Creation:** The date when the configuration data was created

To view a specific number of configuration data in a single page, select a number from the **Number of Records per Page** drop-down list.

Performing Quick Search

You can use the **Quick Search** option to search for a specific set of configuration data. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the configuration data in the **Quick Search** field. Example: To search for Principal, you can type 'rin' in the **Quick Search** field.
2. Click **Search**.

Result: *The list with items matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all profiles.

Editing Configuration Data

You can edit the name and description information for the data within a system table. Complete the following procedure to edit a system table:

1. Click the **Configuration** tab.

Result: *The list of system tables appears.*

2. Select one of the following configuration tables from the drop-down list:
 - **Alert Type**
 - **Grade Levels**

- **School Roles**

Result: *The selected configuration table appears in a tabular format.*

3. Click a name to edit the corresponding configuration data.

Result: *The **Edit Configuration Data** page appears.*

4. Enter the new **Name**.
5. Enter the new **Description**. If the configuration type is **Alert Types**, you cannot edit the **Description**.
6. Click **Save** to update the changes

or

click **Reset** to enter new data

or

click **Cancel** to return to the list of system tables page.

Result: *The configuration data is modified in the respective configuration table and a success message is displayed.*

Adding Configuration Data

Complete the following procedure to add configuration data to Alert Types, Grade Levels, or School Roles:

1. Click the **Configuration** tab.
2. Click the **Add Configuration Data**.

Result: *The **Add New Configuration Data** page appears.*

3. Select an option from the **Configuration Table** list. Depending upon the option selected the description/alert code field appears.
4. Enter the following details:
 - **Name:** The configuration data name
 - **Description:** Appears in case of School Role or Grade Level.
 - **Alert Code:** Appears in case of Alert Type
5. Click **Save** to save the new configuration data

or

click **Reset** to enter new data

or

click **Cancel** to return to the configuration list page.

Result: *The new configuration data is added to the respective configuration table and a success message is displayed.*

Note: You can add a maximum of five alert types. You cannot add an alert type with the same alert code twice. Example: If you have a School Closure alert with the code red, you cannot have another alert, say, Transportation alert also with the code red.

Deleting Configuration Data

Complete the following procedure to delete configuration data:

1. Click the **Configuration** tab.

Result: *The **list of system tables** appears.*

2. Select an option from the **Select Configuration Table** list:

- **Alert Types**
- **Grade Levels**
- **School Roles**

Result: *The selected configuration table is displayed.*

3. Check one or more configuration data that you want to delete and click **Delete Checked**

or

select the check box in the header and click **Delete Checked** to delete all the configuration

data.

Result: *The selected data is deleted after confirmation and a success message is displayed after the deletion.*

Note: You cannot delete a configuration data type (alert type, grade level, school roles) if it is associated to any item in the database.

You cannot delete an Alert Type if it is coded Red.

Prioritizing Grades

Complete the following procedure to prioritize grades for schools within your district:

1. Click the **Configuration** tab.

Result: *The list of system tables appears.*

2. Click the **Prioritize Grade** tab.

Result: *The Prioritize Grade page with the existing priority of grades appears.*

3. Select a school from the **Select School** list.

Result: *The available grades and their priority levels for the selected school are displayed.*

4. Select the grades you want to edit from the **Select Grades** list and use the > button to move them to the **Selected Grades** list. You will notice the same is reflected in the **Prioritize Grades** list also
Use the < button to move a grade from the **Selected Grades** list to the **Select Grades** list.
5. To move a grade up or down and change its priority, select a grade from the **Prioritize Grades** list and click the **Up** or **Down** button till the selected grade is at a position of your choice. Repeat this step until you have the

grade priority you want. Grade levels should be in priority of graduating level, that is, K - 1 - 2 - 3 - 4 - 5, and so on.

6. Click **Save** to save the changes

or

click **Reset** to revert back to the original priority.

Result: *The grades are prioritized according to your choice and a confirmation message is displayed.*

Viewing/Editing School District Details

Complete the following procedure to view/edit details of schools in a district/private school:

1. Click the **Configuration** tab.

Result: *The **List of School Districts** appears.*

2. Click the **Edit School District** tab.

Result: *The list of schools associated with the district appears with the following information in a tabular format:*

- **School Name**
- **English Preamble**
- **English Postamble**
- **Spanish Preamble**
- **Spanish Postamble**
- **Caller ID**

3. Click the name of a school whose details you want to edit.

Result: *The **Edit School District** page appears.*

4. Modify the following fields:

- **English Preamble:** The information you enter here will precede the alert message. For example, you may want to set a preamble for your alerts such as, "This is to bring to your notice that". If you set a preamble such as this, every alert will begin with the words, "This is to bring to your notice that".

Note: The preamble you specify is applicable to school-level alerts only.

- **English Postamble:** The information you enter here will come at the end of the alert message. For example, you may want to set a postamble for your alerts such as, "Thanks, and have a nice day". If you set a postamble such as this, every alert will end with the words, "Thanks, and have a nice day".

Note: The postamble you specify is applicable to school level alerts only.

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- **Spanish Preamble:** The information you enter here will precede alert messages sent out in Spanish.
 - **Spanish Postamble:** The information you enter here will come at the end of the alert messages sent in Spanish.
 - **Caller ID -** The unique customer identification number given to every school.
5. Click **Update** to save the changes

or

click **Reset** to enter the new data

or

click **Cancel** to return to the **School District List** page.

Result: *The modified school details are saved and the **List of School Districts** is displayed.*

Managing Configuration Data of Integration District

The Configuration tab enables you to view data present in the grade Levels and School Roles configuration tables. You can also edit Alert Types data.

Note: Only private school administrators can view or modify configuration data. For public schools, the district administrator can perform these functions

- **Alert Type:** provides information about the various types of alerts that can be sent. You can edit the alert name.
- **Grade Levels:** provides information about the grades present in the school. You can view the grade name and description.
- **School Roles:** provides information about the different roles assigned to the people associated with the school. Some of the school roles can be teacher, athletic coach, parent and principal.

Viewing the List of System Tables

You can view the configuration information related to alert types, grade levels, and school roles. Complete the following procedure to view a configuration table:

1. Click the **Configuration** tab.

Result: *The list of system tables appears.*

2. Select a table type from the **Select Configuration Table** list:

- **Alert Types**
- **Grade Levels**
- **School Roles**

Result: *The selected configuration table with the following information appears in a tabular format:*

- **Name:** The name representing configuration data in the configuration table. For example: Mandatory is a type of alert
- **Description:** The description for the configuration data
- **Priority:** The priority assigned to the grade. This column is shown only if you select **Grade Levels** from the **Select Configuration Table** list
- **Date of Creation:** The date when the configuration data was created

To view a specific number of configuration data in a single page, select a number from the **Number of Records per Page** drop-down list.

Performing Quick Search

You can use the **Quick Search** option to search for a specific set of configuration data. Complete the following procedure to perform a quick search:

1. Enter a minimum of three consecutive letters of the configuration data in the **Quick Search** field. Example: To search for Principal, you can type 'rin' in the **Quick Search** field.
2. Click **Search**.

Result: *The list with items matching your search criteria is displayed and the **Clear Search** link appears.*

Click **Clear Search** to clear the search option and view all profiles.

Editing Configuration Data

You can only edit the name of an Alert Type. Complete the following procedure to edit the Alert Type name:

1. Click the **Configuration** tab.
2. Select Alert Type from the **Select Configuration Table** list.

Result: *The list of system tables appears.*

3. Click an alert type name to edit it.

Result: *The **Edit Configuration Data** page appears.*

4. Enter the new **Name**.
5. Click **Save** to update the changes

or

click **Reset** to enter new data

or

click **Cancel** to return to the list of system tables page.

Result: *The configuration data is modified in the respective configuration table and a success message is displayed.*

Adding Configuration Data

You can add configuration data for Alert Types. You cannot add or modify configuration data of types Grade Levels or School Roles.

1. Click the **Configuration** tab.
 2. Click the **Add Configuration Data**.
- Result:** *The **Add New Configuration Data** page appears.*
3. Select **Alert Types** from the **Configuration Table** list. The Name/Alert Code field appears.
 4. Enter the following details:
 - **Name:** The configuration data name
 - **Alert Code**

5. Click **Save** to save the new configuration data

or

click **Reset** to enter new data

or

click **Cancel** to return to the configuration list page.

Result: *The new configuration data is added to the respective configuration table and a success message is displayed.*

Note: You can add a maximum of five alert types. You cannot add an alert type with the same alert code twice. Example: If you have a School Closure alert with the code red, you cannot have another alert, say, Transportation alert also with the code red.

Deleting Configuration Data

Complete the following procedure to delete configuration data:

1. Click the **Configuration** tab.

Result: *The list of system tables appears.*

2. Select an option from the **Select Configuration Table** list:

- **Alert Types**
- **Grade Levels**
- **School Roles**

Result: *The selected configuration table is displayed.*

3. Check one or more configuration data that you want to delete and click **Delete Checked**

or

select the check box in the header and click **Delete Checked** to delete all the configuration data.

Result: *The selected data is deleted after confirmation and a success message is displayed after the deletion.*

Note: You cannot delete a configuration data type (alert type, grade level, school roles) if it is associated to any item in the database.

You cannot delete an Alert Type if it is coded Red.

You cannot delete Grade Levels and School Roles in case of Integration districts

Prioritizing Grades

Complete the following procedure to view grade priority for schools within your district:

1. Click the **Configuration** tab.

Result: *The list of system tables appears.*

2. Click the **Prioritize Grade** tab.

Result: *The Prioritize Grade page with the existing priority of grades appears.*

3. Select a school from the **Select School** list.

Result: *The available grades and their priority levels for the selected school are displayed.*

4. The existing grade levels and their priority is displayed.
5. Click **OK** to return to the **List of System Tables**.

Viewing/Editing School District Details

Complete the following procedure to view/edit details of schools in a district/private school:

1. Click the **Configuration** tab.

Result: *The **List of School Districts** appears.*

2. Click the **Edit School District** tab.

Result: *The list of schools associated with the district appears with the following information in a tabular format:*

- **School Name**
- **English Preamble**
- **English Postamble**
- **Spanish Preamble**
- **Spanish Postamble**
- **Caller ID**

3. Click the name of a school whose details you want to edit.

Result: *The **Edit School District** page appears.*

4. Modify the following fields:

- **English Preamble:** The information you enter here will precede the alert message. For example, you may want to set a preamble for your alerts such as, "This is to bring to your notice that". If you set a preamble such as this, every alert will begin with the words, "This is to bring to your notice that".

Note: The preamble you specify is applicable to school-level alerts only.

- **English Postamble:** The information you enter here will come at the end of the alert message. For example, you may want to set a postamble for your alerts such as, "Thanks, and have a nice day". If you set a postamble such as this, every alert will end with the words, "Thanks, and have a nice day".

Note: The postamble you specify is applicable to school level alerts only.

- **Spanish Preamble:** The information you enter here will precede alert messages sent out in Spanish.

- **Spanish Postamble:** The information you enter here will come at the end of the alert messages sent in Spanish.
 - **Caller ID** - The unique customer identification number given to every school.
5. Click **Update** to save the changes
- or
- click **Reset** to enter the new data
- or
- click **Cancel** to return to the **School District List** page.

Result: *The modified school details are saved and the **List of School Districts** is displayed.*

Appendix

Alert History Status Report Details

The following table indicates how to interpret the Status and Further Information message columns displayed along with the Receipt History details.

STATUS	FURTHER INFORMATION	MEANING	FREQUENCY
Acknowledged	None	A person answered the phone and pressed ' 1 ' to acknowledge receipt of the message or ' * ' to repeat the message.	Most used
Cancel Pending	None	Cancel has been requested by Honeywell.	
Cancelled	None	An alert was never sent and was instead canceled by Honeywell.	
Initial	None	The call has not yet been processed.	Most used
Not Sent	Bad Phone Number	An alert is in the process of being delivered - still trying to reach this number - initial results indicate a bad number.	Most used
Not Sent	Busy	An alert is in the process of being delivered - line is currently busy.	Most used
Not Sent	Fast Busy	An alert is in the process of being delivered - number is probably out of service.	Most used
Not Sent	No Answer	An alert is in the process of being delivered - there is no answer yet.	Most used
Not Used	None	An alert will not be delivered.	
Operator Call	None	Successful third-party call.	
Sent	Answering Machine	Message was delivered to an answering machine or voicemail.	Most used
Sent	Incomplete Message Delivered	A person answered the phone but hung up during the message.	Most used
Sent	None	A person answered the phone but did not press any key.	Most used

STATUS	FURTHER INFORMATION	MEANING	FREQUENCY
Sent Not Verified	Answering Machine	A message was left on an answering machine with an access code.	
Undeliverable	Bad Phone Number	Bad phone number - message will not reach the recipient on this number.	Most used
Undeliverable	Busy	Alert cannot be delivered - the line is busy.	Most used
Undeliverable	Fast Busy	Alert cannot be delivered - the line is out of service.	
Undeliverable	Hangup	A person answered the phone but hung up during the preamble.	Most used
Undeliverable	Modem	A modem answered the call.	
Undeliverable	No Answer	No answer at this number.	Most used
Undeliverable	Unable to Complete	Alert cannot be delivered - unable to complete this call.	

Frequently Asked Questions

Alert Content

Q: Exactly how many characters can be in the SMS message to be fully received?

A: Approximately (140) characters total, which would include the Subject Line characters. However, cell phones do not receive messages consistently. At times, AT&T cell phones receive the Subject Line text and the SMS Message, at other times they do not receive the Subject Line. To be sure, use (140) characters total for the Subject Line and SMS Message.

Q: How long can the voice and email messages be?

A: The complete message field can contain up to (2500) characters. This is the text that is sent to email addresses and is electronically converted into a voice message. If you use the recorded voice, the message length limit is five minutes.

Q: Does the voice translate from English to Spanish?

A: No, we have an English voice that reads English words and a Spanish voice that reads Spanish.

Q: How do parents receive a Spanish alert?

A: Groups do not need to be separated into English and Spanish groups. However, an English and a Spanish alert do need to be sent to the same group. Those parents who have selected to receive Spanish in their profile will be flagged and will receive the Spanish alert. Those parents who have selected the default English selection in their profile will receive the English alert. A second option is to have everyone default to English, and speak the alert in English and Spanish in the recorded message.

Q: Can I send an attachment to the email addresses?

A: Yes. You may attach .doc, .xls, .txt and .pdf files less than 100 KB in size. You can also include a website address in your email messages. If the alert recipient's email allows it, the address will appear as a hyper link in their email message.

Q: Sometimes I can save and send alerts that contain apostrophes and other times I cannot. What's wrong?

A: If you type your alert message directly into Instant Alert, the apostrophes will save and send correctly. However, if you use a different program to type your messages and then copy and paste them into Instant Alert, the apostrophes may not work depending on what program you are using. If you are using Word, the apostrophes from it will not work in Instant Alert. However, if you use Notepad or WordPad, these apostrophes will work in the Instant Alert message fields.

Q: What kinds of alerts are your other customers sending?

A: Our customers are using Instant Alert for many different scenarios. The most common ones are: weather delays and closings, bus delays, meeting and PTA notifications, student testing dates, attendance, discipline, missing assignments, picture days, concerts, sporting events and welcome back to school messages. The

more you use Instant Alert, the more parents will become involved not only with Instant Alert itself, but with the school in general.

Alert Sending and Receiving

Q: The phone lines are down and the power is out. How do I send an alert?

A: Call our help desk at the number listed at the end of this document. Have your user name, password, and customer ID available as the staff members will ask you for this information. Tell them the alert message you would like to send and the groups to which the alert should be sent. They will create and send a new alert, or edit and send an existing alert for you as long as you supply them with the correct user name, password and customer ID.

Q: What if the power and phone lines go out while an alert is being sent?

A: If power is still available at the phone provider, the phone will "ring" and then get transferred to voice mail either instantly as if the customer was on the phone, or after a number of rings depending on how their voice mail is set up. If power is not available at the phone provider, the systems that take the voice mail would be down so the out bound phone call would most likely get either a "No Answer" or "Busy" or "Operator Intercept" message.

Q: What happens if the phone dialer encounters a busy signal?

A: Should a call reach a busy signal, the system will try the call a total of 8 times, waiting 1 minute, 3 minutes, 5 minutes and then 10 minutes between calls. On non-answers, the system will try the call a total of four times, waiting 15 minutes between calls. If the call reaches a voicemail system or answering machine, it will leave a message.

Q: Can I get a report of completed calls after I send an alert?

A: Yes. This information may be found in the Alert Receipt Report under Alert History.

Q: Can I get a report of received emails after I send an alert?

A: No, the technology is not currently available to create such a report. Not all email systems have the ability to send receipt messages back to the sender. The Alert History Report shows the email addresses to which the alert was sent.

Q: How many e-mail and text messages can be sent per minute?

A: Our system is designed to send out 6,400 text messages per minute. However, receipt of the text messages is dependent on overall e-mail traffic and the receiver's text messaging system. Think of our e-mail system – some days we can get e-mail from the outside world instantaneously, while other days it can take hours. At times Cingular cell phones receive text alerts immediately from Instant Alert and at other times it takes a few minutes.

Q: How many voice messages can be sent per minute?

A: The Instant Alert system is currently designed with the potential to send 100,000 thirty-second phone calls in 15 minutes. Through our relationship with Envoy Worldwide, the system is scalable to larger call volumes as customer volume grows. Calls are made in the order in which the phone numbers enter the calling queue from

the database. Call delivery speed and percentage of successful deliveries can be affected by local phone company switching station capacity and inbound traffic at the time an alert is sent.

Q: In what order are the phone numbers dialed?

A: The numbers are dialed in the order they are put in queue – first in, first out.

Q: Can I change the preamble and caller ID for each school in my district?

A: You can change the preamble and caller ID for each school within a district as well as the district itself. The district administrator can do this under Configuration / Edit School District. The preamble will only be read if you are sending an electronic voice message. If you are sending a recorded voice message, be sure to introduce yourself and the school/district you are calling from.

Q: How do the email alerts get through spam blockers?

A: We have made arrangements with some email providers, such as AOL, to allow our emails into their system without the spam designation. We have been unable to make arrangements with other providers, such as Earthlink. Systems such as Earthlink let the user create their own list of allowable email addresses. When we send an email alert to an Earthlink email address for the first time, an email is sent to our Instant Alert mailbox that says the mailbox owner has to grant us permission. The email also contains a link that we use to request that the mailbox owner allows our messages to come through. Honeywell monitors the Instant Alert mailbox for these return messages every business day.

Q: Can your calls get through telezappers?

A: Yes.

Q: I didn't receive a phone call.

A: Make sure that your profile is set up to receive the type of alert that was sent.

Q: When I answered the phone call, the voice started over. What's wrong?

A: The phone dialing system detected noise on your line, such as talking, coughing or typing. It assumed you were in a noisy area and you could not hear the message, so it started over for you.

Q: I didn't receive an e-mail.

A: Make sure that your profile is set up to receive the type of alert that was sent. Also make sure that the text address you entered is correct.

Q: Can we send alerts to international phone numbers?

A: No, Instant Alert is not capable of sending alerts to phone numbers outside of the United States. However, an international cell phone can receive text alert via cell text messaging.

Q: The electronic text-to-speech pronunciation of my school's name does not sound correct. How can I get this fixed?

A: Please contact your site Champion and Honeywell will get the proper pronunciation of your school name into the custom dictionary of our voice provider.

Registration

Q: I'm trying to register and I received an error that says "Invalid login details." What do I do?

A: This error means that you have chosen a login name that someone else has already chosen. Choose a more complex login name, such as a first and last name combination, or add a number to your name.

Q: Are there any restrictions to the user name and password?

A: User names need to be unique across the database. They are not case sensitive. Passwords are case sensitive and need to be between 7 and 17 characters long.

Q: How do my staff members register?

A: Staff members do not have to register if the school chose to have user IDs and passwords pre-assigned during the loading of your database. You may choose to give us user IDs and passwords for your staff members before the load so we can assign them an ID and password combination that they might be using for another application so that it is easier for them to remember. You may also choose to have the Instant Alert system randomly assign user IDs and passwords to the staff members. In either case, you will need to distribute this information to the staff members. Your third option is to have us load the staff members without any user ID and password information. In this case, the staff members would go to the Instant Alert home page and register themselves. If a person joins the staff after the initial Instant Alert load, first add them into the Profiles list via the School Administrator interface. Then the new staff member may register herself/himself.

Parent Online Profile

Q: How many phone numbers can a family have?

A: A family may receive alerts on an unlimited amount of phone numbers.

Q: How many text addresses can a family have?

A: A family may receive alerts on an unlimited amount of text devices.

Q: A parent has added a phone number to their profile. Why don't they appear in the "Mobile Phone" or "Work Phone" fields in the parent's Account Details in their online profile, or on the parent's profile in the school admin interface?

A: The parent added these numbers in their Alert Setup page instead of their My Family page. Therefore, the numbers are in the parent's profile and most likely are receiving alerts if they were set up properly, but they will not show up in the appropriate field in the interface.

Filename: IAV4.0_Parent.doc
Directory: C:\Documents and Settings\e351684\Desktop
Template: C:\Documents and Settings\e351684\Application
Data\Microsoft\Templates\Normal.dot
Title: Instant Alert User Guide
Subject:
Author: E337376
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