

CivicPlus Modules  
Alerts Categories

Name	Description	Publishers	Authors	Notify Me Email	Notify Me SMS
<i>Amber Alert</i>		<i>Emergency Alert editors (WAPD Dispatch)</i>	<i>Police authors, police editors</i>	<i>yes</i>	<i>yes</i>
Flood Alert	receive updates when Flood Alert has been declared by the National Weather services	Emergency Alert editors (WAPD Dispatch)	none	yes	yes
<i>Public Safety Alerts</i>	<i>receive updates to improve crime awareness, public safety and citizen safety</i>	<i>Emergency Alert editors (WAPD Dispatch)</i>	<i>Police authors, police editors</i>	<i>yes</i>	<i>yes</i>
Refuse and Recycling Collection Updates	keep informed of changes to the refuse and recycling pickup schedule and collections, including dates for yard waste pickup and fall leaf collection, and changes when the set weekly schedule is modified for holidays	DPW editors	DPW authors	yes	yes
Snow Emergency	receive updates when a snow emergency is declared by the Director of Public Works, including information about parking restrictions during the snow emergency	Emergency Alert editors (WAPD Dispatch)	none	yes	yes
<i>Street Closings</i>	<i>receive updates when streets will be closed for construction projects</i>	<i>DPW editors, Engineering editors</i>	<i>none</i>	<i>yes</i>	<i>yes</i>
<b>Notes:</b>	The title of the alert is the default text message. When you send the alert, you will be able to edit the text message if you wish to add additional information.				
	Only Publishers can create and send the associated NotifyMe messages; authors can create an alert to be published. When the publisher publishes the alert, he/she will be prompted to send the NotifyMe messages.				
	<i>draft alert category, not published to site</i>				

## Alert Center module specifications

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1. Review the CivicPlus Module Details document in the Intranet IT Document Library to see Alert categories and permissions and associated NotifyMe groups.
2. To view the Alerts in an Alert category, click on the category name in the Administrative console for the Alert Center.
3. When viewing the Alert items in a category, click on the Alert title to view the alert, or select from the Actions menu.
4. To add an alert, click the Add Alert button in the Administrative console for the Alert category.
5. Alert standards:
  - a. Alert title is in title case.
  - b. Title should include enough information to stand on its own. You have up to 100 characters in the title, so use them all!
  - c. Brief description is required; full description is not.
  - d. Descriptions are displayed in paragraph format, so should be written in full sentences and no line breaking characters.
  - e. Read on text is [more >>] if you have included a full description
  - f. Alert Start and End date are required. If the end date is added with an end time of 11:59 pm, it will not show up when you edit the alert. This is being reviewed by CivicPlus, but in the meantime, if you want to be able to see the end time, put in 11:58 pm.
  - g. For Alerts that are displayed in the Alert Bar, select All Pages.
6. Subscriptions are set up in each category group in the Alerts module. Each time an item is published or unpublished in the Alerts module, you will be prompted to send a message to subscribers.
7. When sending a NotifyMe email and/or SMS message, you will be able to add comments and edit the text message.
8. Text messages should be limited to 160 characters. The default text message will be the same as the Alert item title, but you can edit it before sending to add more information.
9. To modify an alert item, you can either modify the alert item or add an update. Either is selected from the actions menu when viewing the Alert category items list. If an update is added, on the public site, the update will display in a boxed area below the Alert for emphasis.
10. To delete an alert, first unpublish the alert by selecting Unpublish from the actions menu when viewing the Alert category items list. After unpublishing, you will be able to delete the item from the same menu.
11. NotifyMe messages are not stored for Alert categories. If you want to see email or SMS messages sent from an Alert category, you will have to subscribe to the list. Although publishers may see the Go to Email List button when viewing the Administrative console for an Alert category, no items will be listed as NotifyMe messages are not stored for Alerts.
12. Category publishers can view NotifyMe subscribers and add subscribers to the list. To view the subscribers (or add new subscribers who don't want to sign up on the website), click the "Go to subscribers" button when you are viewing the Alert category in the Administrative console. If you don't see that button, you do not have permission to manage subscribers in that category.

## Alert Center Module



### With the Alert Center Module You Can:

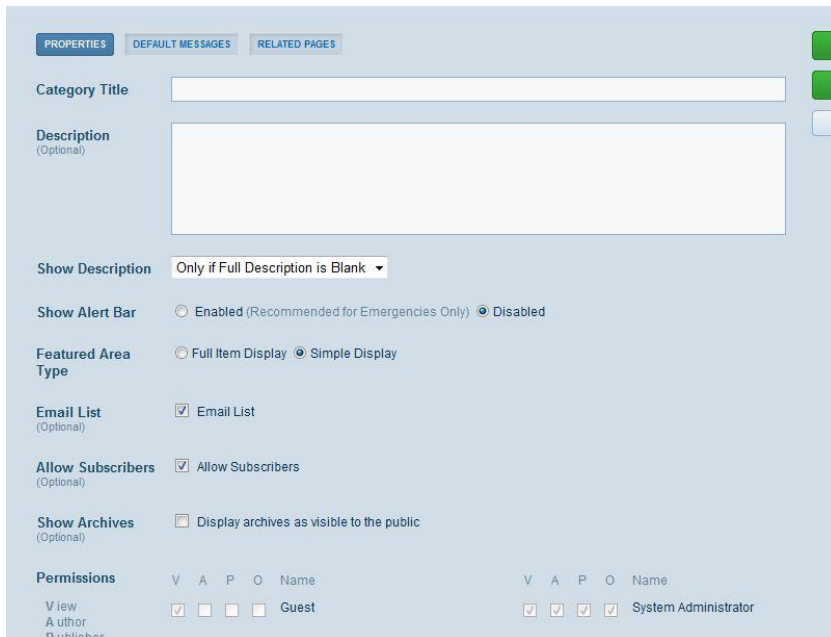
- Alert your constituents of any emergencies.
- Easily update the details of existing alerts.
- Display the alerts in a variety of ways.

### Section 1: Creating / Adding a Category

Note: Only System Administrators can add Alert Center Categories.

#### Access the Alert Center Module

1. Log in to the admin side of the website.
2. Select **Modules > Alert Center**.
3. Select **Add Category**. The next screen will be similar to Fig. 1-1.



**Fig. 1-1**

4. **Category Title** – This is a required field

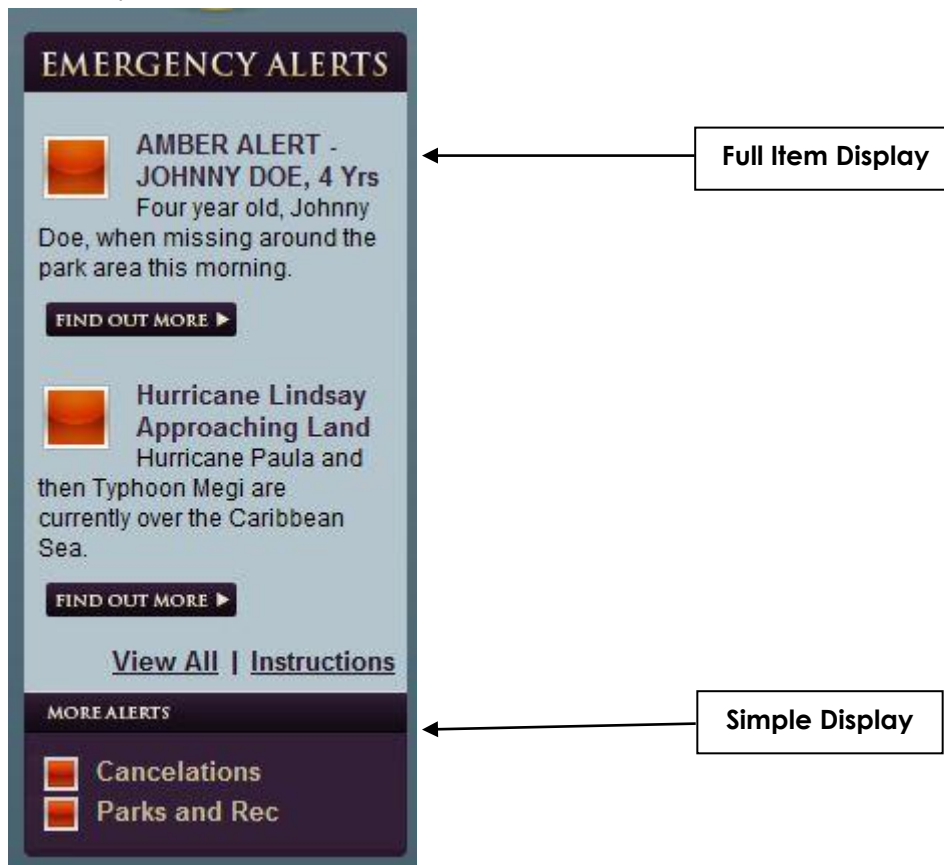
5. **Description** – Optional field that will display if this is listed in Notify Me
6. **Show Description** – Can choose Never, Always or Only if Full Description is Blank. If set to Always, then both the Short and Full Description would display on the listings
7. **Show Alert Bar** – If enabled, then Alerts from this Category can show in the Alert Bar at the top of the window.

See Fig. 1-2



Fig. 1-2

8. **Featured Area Type** – How the Alerts would display in the Feature section of the related pages. See Image below to see difference (Note: the display will also depend on the design of the website in question)



9. **Email List** – Click to allow Admin users to send out notification emails from this category.

10. **Allow Subscribers** – Click to allow users to subscribe to Calendar in the Notify Me module

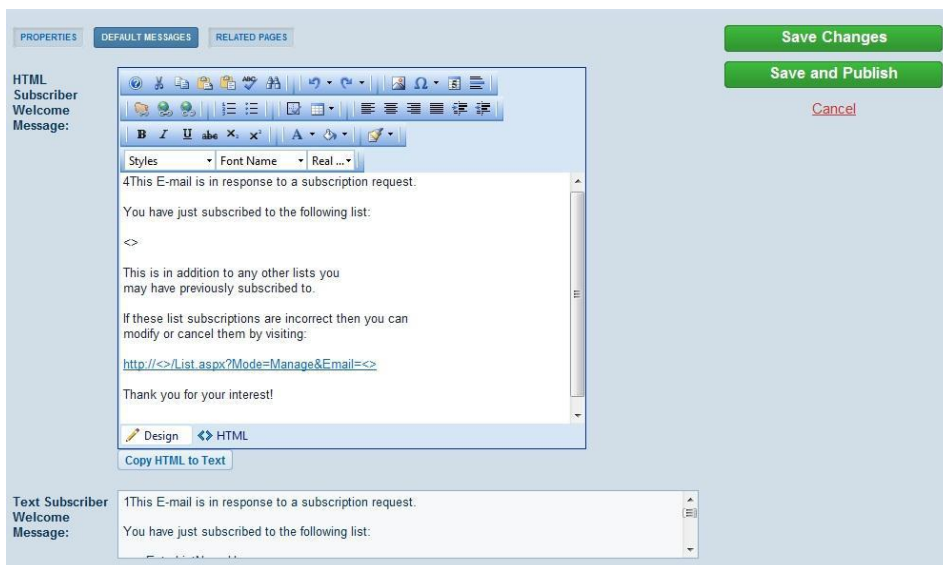
Note: You must have the Notify Me module for this function.

11. **Permissions** – Setting permissions at the folder level is suggested.

- View – May view the live side only
- Author – Submit new items, modify / delete unpublished items
- Publisher – Publish new items, modify / delete unpublished items, modify / delete published items, accept / reject submitted items
- Owner – Publish new items, modify / delete unpublished items, modify / delete published items, accept / reject submitted items, create / modify categories and assign category permissions

12. **Default Messages** Tab – This allows you to set/change the default message that is sent when a person subscribes to your Alert category, and the header and footer that accompany each notification that will be sent.

- If you change the content you must select the tab Copy HTML to Text. This will allow your changes to be copied to the text version of the email. See Fig. 1-3.



**Fig. 1-3**

13. Save Options to complete creating the Category:

- Cancel – Will delete what you've done
- Save – Will save the work as an unpublished draft
- Save & Submit – Will save the work as an unpublished draft and notify a publisher that it is ready for review (option is for Authors only)
- Save & Publish – Will save the work and publish it for viewing.  
Note: A category must be published and have at least one published alert in it before it will show on the live side of the website.

## Section 2: Adding an Alert.

Access the Alert Center module.

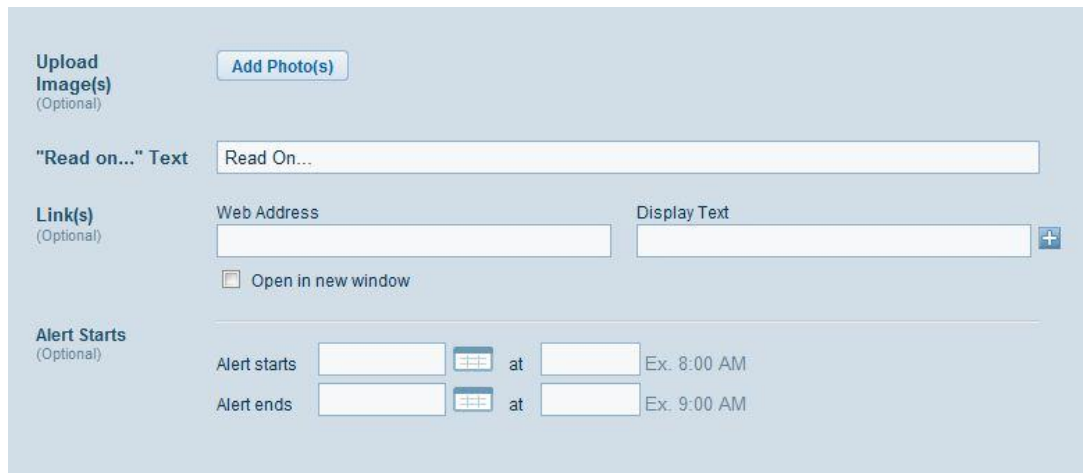
1. Log in to the admin side of the website.
2. Select **Modules > Alert Center**.
3. Click the **Add Alert** button.
4. There are two required fields, Title and Brief Description. The rest of the fields are optional (See Fig. 2-1).
  - **Title** – Place the title of the alert in this field.
  - **Brief Description** – Type a brief description of the alert in this field. You are limited to 250 characters.



The screenshot shows a form with four main sections. The 'Title' section has a text input field with a character count of 'You have 100 characters left'. The 'Brief Description' section has a larger text area with a character count of 'You have 250 characters left'. The 'Full Description' section is labeled '(Optional)' and has a large text area. The 'Alert Bar' section has three radio button options: 'None' (selected), 'All Pages', and 'Home Page Only'.

**Fig. 2-1**

- **Full Description** – Type the Full Description of the alert in this field.
  - **Alert Bar** – You can decide whether you want the alert to display in the Alert Bar on no pages, all pages, or only the Home Page.
5. If you select **Show Additional Details** at the bottom, the following will be available as options (See Fig. 2-2):
    - **Upload Image(s)** – Add related photos the alert.
    - **“Read On...” Text** – Determine how the link will be displayed if there is a Full Description.
    - **Link(s)** – Add related links regarding this alert. You can click the plus-sign to the right of the Display Text to add additional links.
    - **Alert Starts** – When the alert will display on the front-end of the website.
    - **Alert Ends** – When the alert will end on the front-end of the website.



The screenshot shows a form with the following sections:

- Upload Image(s)** (Optional): Includes an "Add Photo(s)" button.
- "Read on..." Text**: A text input field with "Read On..." as a placeholder.
- Link(s)** (Optional): Includes a "Web Address" input field, a "Display Text" input field with a plus icon, and a checkbox for "Open in new window".
- Alert Starts** (Optional): Includes "Alert starts" and "Alert ends" fields, each with a calendar icon and a time field. Examples are "Ex. 8:00 AM" and "Ex. 9:00 AM".

**Fig 2-1**

6. Cancel – Will delete what you have done
7. Save Changes – Will save any changes you have made to the file
8. Saving or Canceling will bring you to the previous screen
9. Select **Save & Publish**. Authors select **Save & Submit**.

### Section 3: Adding Updates to an Alert

#### Access the Alert Center Module

1. Log in to the admin side of the website.
2. Select **Modules > Alert Center**
3. Move your pointer over the Alert.
4. Select **Add Updates** from the buttons that display (see Fig. 3-1)
5. Enter your update and link if desired.
6. **Save** will save the update without sending out a notification to Subscribers.



7. **Save and Send** will save the update and send a Notify Me notification to " " ' > this category.

**Fig. 3-1**

### Section 4: Modifying an Existing Alert

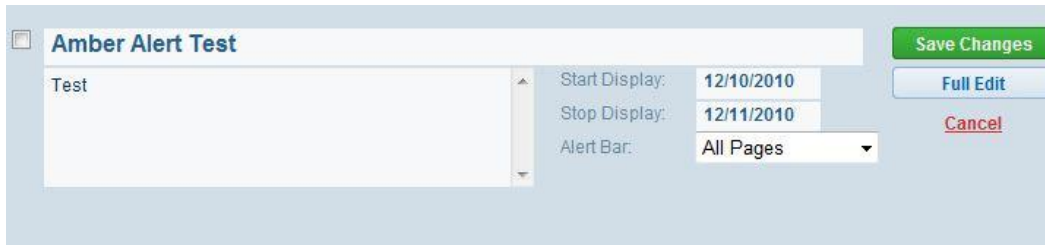
#### Access the Alert Center Module

1. Log in to the admin side of your website.
2. Go to **Modules > Alert Center**.
3. Choose a category.

4. Find the alert you wish to modify. There are two ways to modify the alert:

5. **Quick Edit** (Fig. 4.1)

- Click on the title of the alert to enter Quick Edit mode
- Change the title, description, alert start/end date, and/or Alert Bar.
- Click **Save Changes**



The screenshot shows a user interface for editing an alert. At the top left, there is a checkbox and the title "Amber Alert Test". Below the title is a text area containing the word "Test". To the right of the text area are three fields: "Start Display:" with the value "12/10/2010", "Stop Display:" with the value "12/11/2010", and "Alert Bar:" with a dropdown menu showing "All Pages". On the far right, there are three buttons: a green "Save Changes" button at the top, a blue "Full Edit" button in the middle, and a red "Cancel" link at the bottom.

**Fig. 4-1**

6. **Full Edit**

- Hover over the event you wish to edit and click Full Edit.
- Refer to Section 2, steps 1-9 to complete Full Edit.



The email below is a sample Alert email from the CivicPlus test site.

Highlighting indicates the source of information included in the email

**Yellow highlight:** header and footer added to category default message template

**Green highlight:** added by CivicPlus, part of the email template that we cannot edit

**Turquoise highlight:** added by CivicPlus using data that was entered in the Alert Item form (Title, Brief Description and Lin fields).

From: **Weather Related Alerts [mailto:listserv@civicplus.com]** [from Alert category name]

Sent: Thursday, November 29, 2012 2:43 PM

To: Kathryn Perrone

Subject: **Alert Winter Weather Travel Advisory For cp-Sales4.civicplus.com** [from Alert item title] + SiteURL

**View this in your browser <http://cp-Sales4.civicplus.com/AlertCenter.aspx?AID=1>**

This complimentary message is being sent to opt-in subscribers who might be interested in its content. If you do not wish to continue receiving these messages, please accept our apologies, and unsubscribe by following the instructions at the bottom of this message. [from default message header for Alert category]

\* \* \* \* \*

**Updates to the message would appear here with the update date and the update message**

**September 25, 2012 10:13 AM** – [from Alert item created date]

**Winter Weather Travel Advisory <http://cp-Sales4.civicplus.com/AlertCenter.aspx?AID=1>** [Alert item title]

**All travelers are encouraged to change their plans. The national weather service has issued a travel advisory encouraging all citizens to remain indoors and only...** [Alert item brief description]

• **National Weather Service <http://www.weather.gov>** [Alert item link]

**<http://cp-Sales4.civicplus.com/Images/AlertCenter\1\ThumbNails\images\_113x60\_thumb\_113x60\_thumb.jpg>**

**You are receiving this message because you are subscribed to Weather Related Alerts on cp-Sales4.civicplus.com. To unsubscribe, click the following link:**

**http://cp-Sales4.civicplus.com/list.aspx?mode=del**

**If clicking the link doesn't work, please copy and paste the link into your browser.**

\* \* \* \* \*

This complimentary message is being sent to opt-in subscribers who might be interested in its content. If you do not wish to continue receiving these messages, please accept our apologies, and unsubscribe by visiting our website at:

<http://cp-Sales4.civicplus.com/list.asp?mode=del>

Please note, we will not sell or give your e-mail address to any organization without your explicit permission. **[from default message footer for Alert category]**