Create and Send Ad-Hoc Notifications

The standard notification channels include internal messages and emails. Other channels such as voice messages, text messages, and so on, can be set up as an upgrade.

When you create a notification, you can send it using one or more channels that are configured for your organization.

Note: The channels that are configured for your notifications appear on the *New Notification* page.

Notifications that you receive through WebEOC, by sending a message internally, appear in your WebEOC Inbox, or in a web or mobile application. Notifications that you send to other people are stored in your *Sent* folder. By default, messages are listed in chronological order with the most recent message at the top. Each sent notification contains detailed information about notification delivery statuses and recipient responses.
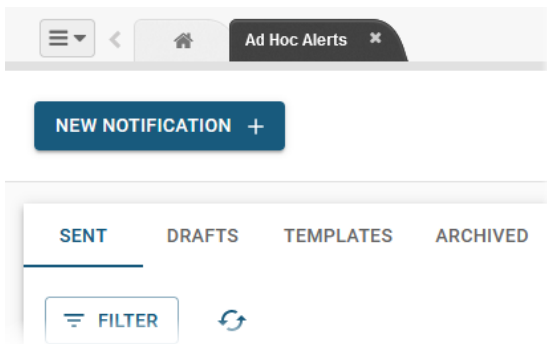
Drafts and templates folders allow you to store and reuse notifications that are not yet complete, or have been saved as a template.

To create and send a notification

1. In the *Plugins* section of the control panel menu, click **Ad Hoc Alerts**.

2. In the **Ad Hoc Alerts** tab, click **New Notification +.**

Helpful Links

Juvare.com

Juvare Support Center

Juvare Training Center

Community Resources

3. In the *Create a New Notification* page, to compose a new notification, click **New Notification**, or select a template to use a notification that you have saved as a template.
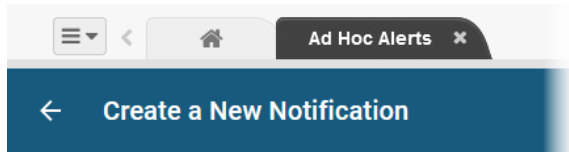
4. In the *New Notification* page, complete the fields to compose the message and determine the message characteristics.

Field	Description	Valid Values or Example
Sender	Identifies who sent the notification.	• Myself • Select Organization
Subject	The subject of the notification.	200 alphanumeric characters
Message type	The reason or purpose of the notification. The message type appears in front of the subject to quickly indicate the purpose of the notification.	• Alert • Advisory • Exercise • Test
Recipients	The intended recipients of the notification. **Tip:** The number of recipients is displayed below the **Recipients** field. Click the link to view details.	Select from available individuals, positions, groups, and organization notification groups
External Recipient Options	Allows you to download a template and/or upload a list of external recipients via a comma-separated values (CSV) file.	• Download CSVTemplate • Upload CSV
Delivery Methods	The channels you want to use to send the notification. The standard notification channels include internal messages and emails. Other channels such as voice messages, text messages, and so on, can be set up as an upgrade. **Tip:** To clear a selection, click the selection again.	Actual setup depends on your configuration but can include: • Email • Voice messages • Text messages • Others
Send this message internally	Sends the notification to the user's WebEOC Inbox.	• Selected =Yes • Not selected = No
Email	The contents of the email notification. **Note**: Use the ${responseUrl} placeholder to insert a link that recipients can click to enter their response. If you do not insert the placeholder, the link is automatically added to the end of the notification.	2500 alphanumeric characters
Text /Voice	The contents of the text or voice notification.	2500 alphanumeric characters
Responses	Whether you want recipients to respond to the notification.	Select the checkbox to allow responses.
Response options	If you allow responses, add one or more options that the recipient can select for the response.	100 alphanumeric characters

	Click **Add Response** to add fields that you can populate.		
Availa ble for respo nse	The number of hours the recipient has to respond to the notification.	1 – 24	
Voice follow-up options	Whether you want to send the notification to all delivery channels at the same time, or separately (for example, first send the email, next send the text message, and then send the voice message).	Number of times to call: • Do not repeat • 1 • 2 • 3 Time between calls: • 1 minute • 2 minutes • 3 minutes • 5 minutes • 10 minutes	
Send date & time	Whether you want to send the notification immediately, or specify a later date and time.	• Selected = Send immediately • Not selected = Schedule for a later date and time	
Delive ry order	Whether you want to send the notification to all delivery channels at the same time or first email, then text, and then voice.	• Blast = Send to all delivery methods at the same time • Escalation = Send to one delivery method at a time	

5. Click one of the three options:
    - **Template Options**: **Save as Template** to save the notification for reuse. The template is stored in the *Templates* folder.
    - **Save as Draft** to save the notification to your *Drafts* folder. In your *Drafts* folder, click the ellipsis to edit or delete the draft.
    - **Review and Send** to test the notification by sending it to a recipient, and/or review the notification and send it. In your *Sent* folder, click the notification to view notification delivery statuses and recipient responses.