

Berks Alert

Berks County Admin Training

***SWIFT* 911**

Reach Thousands in Seconds

Logging In

- In web browser connect to:
<https://swift911v4.swiftreach.com>
 - ❖ *Google Chrome is preferred*
- Enter your Username and Password
- Click *Sign In*

SWIFT 911™
Reach Thousands in Seconds!

Enter your credentials

Please enter your username and password to gain access to the system

Username

Password





Sign In


Keep me logged in

[Forgot your password?](#)




IMPORTANT NOTE: Agency Admins must also have a **subscriber account** in order to receive alerts. Subscriber and Admin Logins are **NOT** interchangeable. You must log into the admin webpage with your admin user name and password. You **CANNOT** log into the admin page with your subscriber user name and password and vice versa.

Home Page Overview









HOME ALERTING MESSAGES CONTACTS   

 ACTIVE ALERTS (0) HIDE ▲ ?

Home

 Get the FREE **Swift911™ Mobile App** for   

Alerting

 Create Alert Wizard	 Quick Alert
 Quick Launch	 Weather Alert Wizard
 Manage Scenario	 Launch Scenario
 Manage Inbound Hotlines	 Reporting

Messages





★ Info
Alert Wizards allow the creation of alerts using a full range of options.

Quick Alert, Launch Alert and Launch Scenario let you quickly send an alert using previously created messages and contact lists.





Use the **Messages** section to **Create** and **Manage** all your alert messages and templates.

Message types include seven types of **Voice** messages, Email, Text/SMS, Fax, Pager, Facebook, Twitter, RSS and CAP.

In the **Contacts** section you can create and manage your contact lists as well as create filters based on mapping data. You can also manage your do-not-call lists.

 Manage Messages
 Create Voice
 Create Email
 Create Text/SMS

Contacts

 Manage Contacts
 Import Contacts
 Mapping
 Lookup Contacts


SLIM™

! SLIM™ Incident Manager




★ SLIM™ Info
The **Swiftreach Lockdown Incident Management** section is where you can create and manage incidents utilizing an easy-to-use interface.

Call us or contact support for more information.



Check out our SLIM video!



Alert Status

 active	 scheduled	 recent
--	---	--

System Status

 notices	 need recording
---	--

Change Password



- Click on the *Account Management* icon .
- Select *Change Password*
- In the Change Your Password window enter your Old Password, then your New Password. You must enter the new password again in the Confirm New Password field.
- Password Requirements
 - ✓ Minimum of 7 characters
 - ✓ Include one uppercase letter
 - ✓ Include one lowercase letter
 - ✓ Include one number or special character

Change Your Password ? ✕

New passwords are required to be a minimum of 7 characters in length.

Old Password:

New Password:

Confirm New Password:

Contacts



The contacts page provides access to all of your lists (e.g., *Berks Co. Clerk of Courts, Berks Co. Archives, Berks Co. Adult Probation, etc.*), allowing you to easily manage them.

- ✓ County Departments with multiple offices are separated by each location (e.g., BCDA District Attorney – North Campus and BCDA District Attorney – Downtown) so location based notifications can be sent.
 - ✓ County Departments with multiple locations will have a List Group that will allow notifications to be sent to the entire department regardless of office location.
 - ✓ Larger County Departments may also have additional lists for their different divisions to assist with their operations.
- **Note:** You will only have permission to edit and send alerts for your department.
-

Contacts: Managing Contacts

Contact Lists

+ Add Contact List

Contact Import Manager

+ Add List Group

Items Per Page: 15 ▾ Jump to Page: Page 1 ▾						571 total items. You Are Viewing Page 1 of 39								
					Code	List Name	Type	Entries	Requests	Created	Created By	Updated	Changed By	
	Delete	Edit	Properties	Access	Launch Alert	1808996	Berks Co. DES	Contact List	1	0	3/16/2017 4:35:56 PM	nlopez	4/24/2017 1:49:59 PM	nlopez
	Delete	Edit	Properties	Access	Launch Alert	1808436	County of Berks Other Locations	List Group	N/A	0	3/16/2017 3:05:41 PM	nlopez	3/16/2017 3:05:41 PM	nlopez
	Delete	Edit	Properties	Access	Launch Alert	1808426	FTC Berks Co Fire Training Center Site Monitors	Contact List	0	0	3/16/2017 3:04:22 PM	nlopez	3/16/2017 3:04:22 PM	nlopez
	Delete	Edit	Properties	Access	Launch Alert	1808416	FTC Berks Co Fire Training Center Burn Facilitators	Contact List	0	0	3/16/2017 3:03:43 PM	nlopez	3/16/2017 3:03:43 PM	nlopez
	Delete	Edit	Properties	Access	Launch Alert	1808406	Berks Co. Fire Training Center	List Group	N/A	0	3/16/2017 3:02:20 PM	nlopez	3/16/2017 3:02:20 PM	nlopez
	Delete	Edit	Properties	Access	Launch Alert	1808396	County of Berks Services Center Departments	List Group	N/A	0	3/16/2017 3:01:04 PM	nlopez	3/16/2017 3:01:04 PM	nlopez
	Delete	Edit	Properties	Access	Launch Alert	1808376	County of Berks North Campus	List Group	N/A	0	3/16/2017 2:59:54 PM	nlopez	3/16/2017 2:59:54 PM	nlopez
	Delete	Edit	Properties	Access	Launch Alert	1808366	County of Berks Downtown Complex	List Group	N/A	0	3/16/2017 2:59:35 PM	nlopez	3/16/2017 2:59:35 PM	nlopez
	Delete	Edit	Properties	Access	Launch Alert	1808346	County of Berks Courthouse Departments	List Group	N/A	0	3/16/2017 2:59:03 PM	nlopez	3/16/2017 2:59:03 PM	nlopez
	Delete	Edit	Properties	Access	Launch Alert	1808266	Berks Co. Sheriff Office	List Group	N/A	0	3/16/2017 2:52:54 PM	nlopez	3/16/2017 2:52:54 PM	nlopez
	Delete	Edit	Properties	Access	Launch Alert	1808256	Berks Co. Veterans Affairs	Contact List	0	0	3/16/2017 2:51:07 PM	nlopez	3/16/2017 2:51:07 PM	nlopez

Contacts: Managing Contacts

Contact Lists						+ Add Contact List	Contact Import Manager	+ Add List Group						
Items Per Page: 10		Jump to Page: Page 27		571 total items. You Are Viewing Page 27 of 58										
					Code	List Name	Type	Entries	Requests	Created	Created By	Updated	Changed By	
	Delete	Edit	Properties	Access	Launch Alert	1554626	CO95 SE Berks Brush TF3 Members	Contact List	0	0	7/14/2016 11:19:18 AM	cwanner	7/14/2016 11:19:18 AM	cwanner
	Delete	Edit	Properties	Access	Launch Alert	1554606	CO95 SE Berks Brush TF2 Members	Contact List	0	0	7/14/2016 11:17:25 AM	cwanner	7/14/2016 11:17:25 AM	cwanner
	Delete	Edit	Properties	Access	Launch Alert	1554576	CO49 SE Berks Tanker TF Members	Contact List	16	0	7/14/2016 11:13:32 AM	cwanner	7/14/2016 11:13:32 AM	cwanner
	Delete	Edit	Properties	Access	Launch Alert	1554566	CO55 Z4 Tanker TF Members	Contact List	1	0	7/14/2016 11:10:31 AM	cwanner	7/14/2016 11:10:31 AM	cwanner
	Delete	Edit	Properties	Access	Launch Alert	1554546	CO77 Z2 Tanker TF Members	Contact List	12	0	7/14/2016 11:07:02 AM	cwanner	7/14/2016 11:07:02 AM	cwanner
	Delete	Edit	Properties	Access	Launch Alert	1554516	CO55 Z2 Tanker TF Members	Contact List	1	0	7/14/2016 11:04:43 AM	cwanner	7/14/2016 11:04:43 AM	cwanner
	Delete	Edit	Properties	Access	Launch Alert	1551786	Berks County Employee <input checked="" type="checkbox"/>	Contact List	247	0	7/6/2016 10:14:59 AM	cwood	1/17/2017 12:46:39 PM	FACIL

Manage Contacts Fields:

- **Edit (button):** Allows you to view and manage contact information within a contact list. You can add new contacts, edit or remove existing contacts, as well as assign contacts to additional contact lists.
- **Properties (button):** **DO NOT** change these global settings as it is possible to inadvertently make your lists public.
- **Launch Alert (button):** Clicking this button brings you to the Quick Launch popup. This area allows you to add the message(s) and select when you want the alert to launch to the specified contact list.

Note: Agency Admins are not able to Delete or manage the Access of lists.

Contacts: Managing Contacts

Manage Contacts Restrictions:

- **Add Contact List (button):** DES Berks Alert Team Use Only.
 - **Contact Import Manager (button):** Agency Admins *must not* use this feature as it may prevent subscribers from being able to create their own accounts.
 - **Add List Group (button):** DES Berks Alert Team Use Only.
-

Manage Contacts: Edit Contact List

SWIFTRREACH
NETWORKS
NLOPEZ (Nelson Lopez) - Berks County, PA (202304) SIGN OUT SUPPORT ▼ LIVE HELP ?

SWIFT911™
Reach Thousands in Seconds!

HOME
ALERTING
MESSAGES
CONTACTS
📁
👤
✂️

🏠 ▶ **Contacts** ▶ **Manage Contacts** ▶ Edit Contact List
🟢 ACTIVE ALERTS (0) ▼

HIDE ▲

List Created On: 7/6/2016 10:14:59 AM by cwood **Last Updated On:** 1/17/2017 12:46:39 PM by FACIL

Out of 247 total contacts in this list, there are:

247 of 247 with Portal Accounts	247 of 247 that are Geo-coded	244 of 247 with Phone numbers
219 of 247 with SMS numbers	246 of 247 with E-Mail addresses	1 of 247 with Fax numbers
4 of 247 with Pagers		

List: Berks County Employee (1551786)

+ Add Contact
+ Assign Contacts
Import Multiple Contacts

Search List 🔍 *Showing search results for: berks in Name x* Filter: - No Filter - ▼ SaveAs Sublist


Language Summary: English (247);

Items Per Page: 10 ▼ Jump to Page: Page 1 ▼ 1 total items. You Are Viewing Page 1 of 1

	Delete	Edit	Subscriptions	Name	Primary Phone	Primary Email	Street	City	State	Postal
				Berks Employee 🌐	4849558976	berksalert@countyofberks.com	2561 Bernville Rd	Reading	Pa	19605

Manage Contacts: Edit Contact List

Contact Summary

This field displays the number of contacts within the list that match a certain criteria since the list was last updated, such as the number of people who registered through the web portal (Portal Accounts ). This will also display the number of contacts within the list that have at least one SMS number, email address, phone number, fax number, or pager as well as those that have at least one geocoded address.

List Created On: 7/6/2016 10:14:59 AM by cwood **Last Updated On:** 1/17/2017 12:46:39 PM by FACIL

Out of 247 total contacts in this list, there are:

247 of 247 with Portal Accounts	247 of 247 that are Geo-coded	244 of 247 with Phone numbers
219 of 247 with SMS numbers	246 of 247 with E-Mail addresses	1 of 247 with Fax numbers
4 of 247 with Pagers		

HIDE ▲

?

Manage Contacts: Edit Contact List

List: Berks County Employee (1551786) + Add Contact + Assign Contacts Import Multiple Contacts

Search List 🔍 Showing search results for: *berks in Name* x Filter: - No Filter - SaveAs Sublist

Language Summary: English (247):

Items Per Page: 10 ▾ Jump to Page: Page 1 ▾ 1 total items. You Are Viewing Page 1 of 1

			Name ↕	Primary Phone ↕	Primary Email ↕	Street ↕	City ↕	State ↕	Postal ↕
Delete	Edit	Subscriptions	Berks Employee 🌐	4849558976	berksalert@countyofberks.com	2561 Bernville Rd	Reading	Pa	19605

- **Delete (button):** Clicking this button will remove the contact from the list.
- **Edit (button):** Clicking this button will allow you to view or edit the contact's information.
 - ✓ **Note:** This is the preferred method for adding or removing the contact from lists. **Step by Step instructions on how to subscribe contacts to your agency's lists are included in this training.**
- **Subscriptions (button):** Clicking this button allows you to see which lists the contact belongs to and assign or remove additional lists to the contact.
 - **Note:** This is **NOT** the preferred method for adding or removing contacts from lists.

Manage Contacts: Edit Contact List

- **Assign Contacts (button):** This allows you to search contact lists for contacts to assign to the list currently being edited.

- **Add Contact (button):** Clicking this button will allow you to manually enter contact information. **THIS IS NOT RECOMMENDED! DO NOT USE without discussion with the DES Berks Alert Team FIRST!**
 - ✓ Contacts that are added manually may have problems creating web portal accounts later on.
 - ✓ This may cause an issue when updating contact information for subscribers of multiple lists.

- **Import Multiple Contacts (button):** This allows multiple contacts to be imported via a comma delimited (.csv format) file into the contact list currently being edited. **DO NOT USE.** Contacts that are imported may have problems creating web portal accounts later on.
 - ✓ This may cause an issue when updating contact information for subscribers of multiple lists.

Note: See *Step-by-Step Instructions for Recommended method of managing contacts.*

Assigning Contacts to Lists

Individuals who register for BerksAlert through Swift911 can sign up for the following lists that are open to everyone:

- **Berks County Employee** – Individuals employed by the County of Berks.
- **EMS Member** – Members of EMS organizations in Berks County.
- **Fire Department Member** – Members of fire departments in Berks County.
- **Emergency Management Coordinators** – EMC's for a municipality or other agency.
- **Other Emergency Response Group** – Members or employees of other emergency response agencies in Berks County.
- **Weather Alerts**
 - Fire Weather Alerts (email and SMS)
 - Severe Weather Warnings (email and SMS)
 - Severe Weather Watches (email and SMS)

Agency Administrators are given access to edit the list(s) that correspond with their discipline.

For example: The fire agency admins will be given access to the Fire Department Member List.

These lists should be used to find your personnel and edit their subscriptions to include your agency's lists.

Assigning Contacts: Step 1

- Click *Edit* for the public list that corresponds with your discipline. In this case, you will all click edit for “Berks County Employee”

Contact Lists						+ Add Contact List	Contact Import Manager	+ Add List Group						
Items Per Page:	15	Jump to Page:	Page 18	571 total items. You Are Viewing Page 18 of 39										
				Code	List Name	Type	Entries	Requests	Created	Created By	Updated	Changed By		
	Delete	Edit	Properties	Access	Launch Alert	1555296	EMA21 All Call	Contact List	0	0	7/15/2016 10:39:07 AM	cwanner	7/15/2016 10:39:07 AM	cwanner
	Delete	Edit	Properties	Access	Launch Alert	1555276	EMA19 All Call	Contact List	0	0	7/15/2016 10:37:53 AM	cwanner	7/15/2016 10:37:53 AM	cwanner
	Delete	Edit	Properties	Access	Launch Alert	1551786	Berks County Employee	Contact List	247	0	7/6/2016 10:14:59 AM	cwood	1/17/2017 12:46:39 PM	FACIL

Assigning Contacts: Step 2

- Next, you need to locate the employee you want to add to your list. The easiest way this can be done is using the search feature, and searching by name.

List: Berks County Employee (1551786) + Add Contact + Assign Contacts Import Multiple Contacts

Search List *Showing search results for: Berks in Name x* **Filter:** - No Filter - SaveAs Sublist

Language Summary: English (247);

Items Per Page: 10 Jump to Page: Page 1 1 total items. You Are Viewing Page 1 of 1

	Name	Primary Phone	Primary Email	Street	City	State	Postal		
Delete	Edit	Subscriptions	Berks Employee	4849558976	berksalert@countyofberks.com	2561 Bernville Rd	Reading	Pa	19605

Search Contacts

Search: Name ▼ **For:** Berks ✕

Search Cancel

Assigning Contacts: Step 3

- Click on *Edit* for the contact you want to add to your agency's list.

List: Berks County Employee (1551786) [+ Add Contact](#) [+ Assign Contacts](#) [Import Multiple Contacts](#)

Search List Showing search results for: *Berks in Name* x Filter: SaveAs Sublist

Language Summary: English (247);

Items Per Page: Jump to Page: 1 total items. You Are Viewing Page 1 of 1

	Name	Primary Phone	Primary Email	Street	City	State	Postal
Delete	Berks Employee	4849558976	berksalert@countyofberks.com	2561 Bernville Rd	Reading	Pa	19605

Assigning Contacts: Step 4

- Click on *Assign Contact to List*

Add/Edit Contact Form

User Information ⓘ

Name: Tag: Preferred Language: ▼

Phone Contact Devices ⓘ

+ Add Phone

		Priority	Name	Phone	Extension	Type	AMD	TXT/SMS Enabled
Delete	Edit	UP DN	Mobile Phone	4849558976	x	Voice	Use Default	YES

Other Contact Methods ⓘ

Email: Fax Number:
Pager: Provider: ▼

Address Information ⓘ

+ Add Address

		Geo	Profile	Address 1	Address 2	City	State	PostalCode
Delete	Edit	YES	Primary Address	2561 Bernville Rd		Reading	Pa	19605

Contact List Membership ⓘ

Assign Contact to List

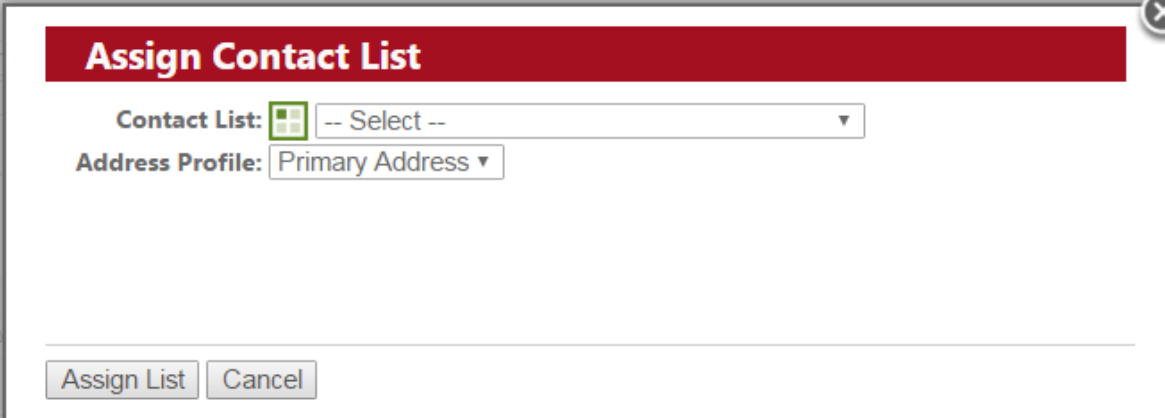
	Code	List Name	Address Profile
Delete	1485256	Berks Alert Master List	Primary Address
Delete	1551786	Berks County Employee	Primary Address

Show more contact options

Save Changes

Assigning Contacts: Step 5

- Select the desired list from the drop down and click *Assign List*.



The screenshot shows a dialog box titled "Assign Contact List" with a red header bar. Inside the dialog, there are two fields: "Contact List:" with a green grid icon and a dropdown menu showing "-- Select --", and "Address Profile:" with a dropdown menu showing "Primary Address". At the bottom of the dialog, there are two buttons: "Assign List" and "Cancel".

Repeat steps 3 & 4 to assign additional lists to the contact.

Assigning Contacts: Step 6

- Once you've added the employee to your list, click Save Changes at the bottom of the contact form. This will take you back to the Edit Contact List window.

Add/Edit Contact Form

— User Information

Name: Tag: Preferred Language:

— Phone Contact Devices

+ Add Phone

		Priority	Name	Phone	Extension	Type	AMD	TXT/SMS Enabled
Delete	Edit	UP DN	Mobile Phone	4849558976	x	Voice	Use Default	YES

— Other Contact Methods

Email: Fax Number:
Pager: Provider:

— Address Information

+ Add Address

		Geo	Profile	Address 1	Address 2	City	State	PostalCode
Delete	Edit	YES	Primary Address	2561 Bernville Rd		Reading	Pa	19605

— Contact List Membership

Assign Contact to List

	Code	List Name	Address Profile
Delete	1485256	Berks Alert Master List	Primary Address
Delete	1551786	Berks County Employee	Primary Address

Show more contact options

Save Changes

Alerting



Reach Thousands in Seconds!

HOME ALERTING MESSAGES CONTACTS

ACTIVE ALERTS (0)

Alerting

Create

Alert Wizard
★ Info
The **Create** section provides various **Alert Wizards** which allow easy creation of alerts using a full range of options.

Quick Alert
Quick Alert lets you quickly send an alert using previously created messages and contact lists.

Weather Alert
Use the **Manage** section to work with all your alerting tools; tools like **Alert Scenarios** which allow you to run multiple alerts in one job.

Scenario
In the **Syndication** section you create and manage various social networks like **Facebook** and **Twitter**. Use **RSS** to send to desktops and **CAP** for emergency compliance.

Manage

Scheduled Alerts

Alert Scenarios

Conferences

Alert Triggers

Inbound Hotlines

History and Reporting

Syndication

Facebook Accounts

Twitter Accounts

RSS Channels

CAP Channels

Alerting Overview



- **Create** – Contains four distinct activities to help you create Alerts and Scenarios quickly and easily.
 - ✓ **Alert Wizard** – A step-by-step tool that guides you through creating and sending out an alert.
 - ✓ **Quick Alert** – Allows you to create an on-the-spot message that can be sent out in multiple forms to a list.
 - ✓ **Weather Alerts** – Weather Alerts have already been established.
 - ✓ **Scenario** – Due to the complex nature of the alerts, scenarios will not be covered in this training. Additional information can be found on the help pages of the Swift911 admin page.
-

Quick Alert Wizard

The screenshot shows the 'Quick Alert Wizard' interface. At the top, there is a navigation bar with a home icon, 'Alerting', and 'Quick Alert Wizard'. On the right, there is a status indicator 'ACTIVE ALERTS (0)' and a 'HIDE' button. Below the navigation bar, there are four steps: 'Step 1 Initial Message Options' (highlighted in blue), 'Step 2 Create Messages', 'Step 3 Launch Options', and 'Step 4 Confirm / Launch' (with a question mark icon). The main content area is titled 'Select message types to create (All fields required)'. It contains two text input fields: 'Alert Name:' and 'Description:'. To the right of these fields are eight checkboxes for message types: Voice, SMS/Text, E-Mail, Fax, Pager, Hot-Line, Facebook, and Twitter. There are also information icons (i) next to the input fields.

The Quick Alert Wizard allows you to quickly send out your on-the-spot messages using your contact list. The message you create within the Quick Alert Wizard will automatically be formatted for all message types you select.

NOTE: When creating your message content, characters will be counted and a summary of various message type limits will be displayed in real time. This lets you know if you're exceeding the maximum characters for any specific message type.

Quick Alert Wizard

Step 1 – Initial Message Options

- **Alert Name:** Enter the name you want to use to identify this alert in the alert scheduler and for future use. *For example: Due to weather conditions, County Offices will be closed.*
 - **Description:** Use this field to add any other pertinent information about the Alert.
 - **Message Type Checkboxes:** Select the message types you wish to send for this alert. **The Voice message type should ONLY be used by EMA personnel, or EMCs who have received additional Alerting training.**
 - ✓ SMS/Text
 - ✓ Email
 - ✓ Pager
 - **Select a contact list to send to:** Select the pre-existing contact list you want to alert from the dropdown menu. *For example: Berks Co. Adult Probation.*
 - **Include Roaming Users:** **DO NOT CHECK THIS BOX!!** This option should only be used by EMA personnel or EMCs who have received additional Alerting training.
-

Quick Alert Wizard

Step 1 – Initial Message Options

➤ SMS/Text Message Options

- ✓ **From Name:** You can enter anything you want in this field to let the recipient know who the text was sent from. The default is set to display “Berks County DES.”

➤ Email Message Options

- ✓ **From Name:** You can enter anything you want in this field to let the recipient know who the email was sent from. The default is set to display “Berks County Department of Emergency Services.”
- ✓ **From Address:** This is where you would enter the email address that the recipients will see that the email was sent from. The default is set to display berksalert@countyofberks.com.

➤ Pager Message Options

- ✓ **From:** This is where you would enter the phone number that the recipients will see that the page was sent from.
-

Quick Alert Wizard: Step 1 – Initial Options

1 Step 1
Initial Message Options

2 Step 2
Create Messages

3 Step 3
Launch Options

4 Step 4
Confirm / Launch

Select message types to create (All fields required)

? help

Alert Name: ⓘ
Description: ⓘ

Voice SMS/Text E-Mail Fax
 Pager Hot-Line Facebook Twitter

Select a contact list to send to

ⓘ

Include Roaming Users

Text/SMS message options:

From Name: ⓘ

Email message options:

From Name: ⓘ

From Address: ⓘ

Previous

Next

Launch

Quick Alert Wizard: Step 2 – Create Message

This is where you will type out the message you would like to send to all of the media types you selected in Step 1. As you type your message the available characters for the message types will count down. Your message should only be as long as the message type you've selected in Step 1 that allows the least characters. The following is displayed below the message box and updates automatically as you type.

The screenshot shows a four-step wizard interface. Step 1, 'Initial Message Options', is highlighted in green. Step 2, 'Create Messages', is highlighted in blue and is the current step. Step 3, 'Launch Options', and Step 4, 'Confirm / Launch', are in white. Below the steps is a form titled 'Enter message content' with a '? help' link. The form contains a text input field with the text 'This is a test of the Berks Alert System|'. Below the input field, there is a list of character counts for different message types: 4055 Chars Remaining (Full Message), 958 Chars Remaining (Facebook Fan Page), 459 Chars Remaining (Facebook Personal Page), and 99 Chars Remaining (Twitter/SMS/Text/Pager Message). At the bottom of the form are three buttons: 'Previous', 'Next', and 'Launch'.

1 Step 1
Initial Message Options

2 Step 2
Create Messages

3 Step 3
Launch Options

4 Step 4
Confirm / Launch

Enter message content [? help](#)

Message Text For All Selected Message Types:

This is a test of the Berks Alert System|

4055 Chars Remaining (Full Message)
958 Chars Remaining (Facebook Fan Page)
459 Chars Remaining (Facebook Personal Page)
99 Chars Remaining (Twitter/SMS/Text/Pager Message)

Previous **Next** **Launch**

Quick Alert Wizard: Step 3 – Launch Options

In this step you will be choosing when you would like the Alert to go out. You can either send the alert out immediately, schedule the alert to go out at a future date and time, schedule the alert to reoccur every week at a designated day and time, or schedule the Alert to reoccur every month at a designated date and time.

1 Step 1 Initial Message Options 2 Step 2 Create Messages **3 Step 3 Launch Options** 4 Step 4 Confirm / Launch

Schedule When to Launch Your Alert ? help

Set Launch Schedule: ⓘ

Run Immediately Run Once Run Weekly Run Monthly

Schedule When to Launch Your Alert

Set Launch Schedule: ⓘ

Run Immediately Run Once Run Weekly Run Monthly

AT: 12 ▾ 00 ▾ AM ▾

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Quick Alert Wizard: Step 4 – Confirm / Launch

In this step you will be able to confirm that all of the information about the Alert is correct by looking through the different options you have selected. Once you are comfortable that all of the information is correct, you can hit the **Launch** button to launch your Alert. If you notice something you wish to change in your Alert, you can go back to any step in the wizard by either clicking the green box for the specific step you would like to go back to, or simply click the **Previous** button.

1 Step 1
Initial Message Options

2 Step 2
Create Messages

3 Step 3
Launch Options

4 Step 4
Confirm / Launch

Confirmation of options and content [? help](#)

Confirm everything is correct for this alert. Click the "Previous" button to make changes or "Launch" to add the alert to the schedule queue.

STEP 1 OPTIONS - Initial Message Options

- Alert Name:** Test Alert
- Description:** Test Alert
- Contact List:** 1807776: Berks Co. Heim
- Roaming Users:** Not Alerting Roaming Mobile Users
- Message Types:** SMS,Email

STEP 2 OPTIONS - Message Content

- Long Message:** [41 Characters] This is a test of the Berks Alert System.
- Short Message:** N/A

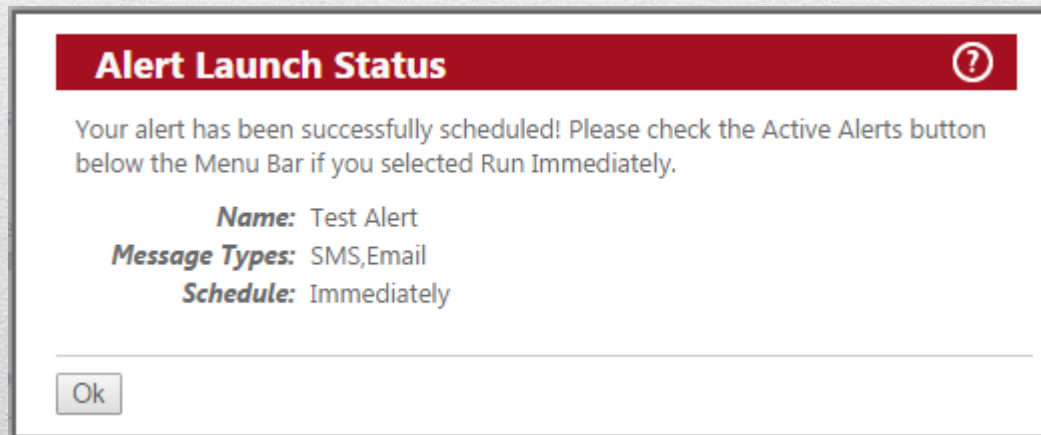
STEP 3 OPTIONS - Launch/Scheduling

- Alert Will Run:** Immediately

Previous **Next** **Launch**

Quick Alert Wizard: Step 5 – Alert Launch Status

Your alert has been successfully scheduled. Clicking *Ok* will close the popup and bring you to the Manage Scheduled Alerts page.



Messages Overview

Home > Messages

ACTIVE ALERTS (0)

HIDE ▲

?

Create Voice

- Voice Message
- Secure Voice
- Conference
- Voice Link
- Feedback
- Home Alone Monitoring
- Custom Call-Flow

Create Other

- Text/SMS Message
- Email
- Fax
- Pager
- Facebook
- Twitter
- RSS
- CAP

Manage

- All Messages
- Templates
- Categories

★ Info

The **Create Voice** section is where you will create all your voice messages. Available message types include seven types of voice messages!

In the **Create Other** section you create all your other message types; such as text messages, emails, (using a full featured editor) as well as your syndication messages like **Facebook** and **Twitter**.

Manage all your messages in one place! You will be able to see every message type on the **All Messages** screen.

Templates and Categories can also be accessed in the **Manage** section.

Message Status

0 need recording

Messages

The Messages page provides access to all of your messages and message templates, allowing you to easily manage all your voice, text/SMS, email, fax, pager, syndication feed messages.

- **Create Voice** – **Do not use this option.** This option should only be used by EMA personnel or EMCs who have received additional Alerting training.
 - **Create Other** – Allows you to create and edit Text/SMS, Email, Pager, and other text related messages. For additional information about this area see the help files on the admin website.
 - **Manage** – Allows you to view and edit messages.
-

Messages: Manage Messages

The Manage Messages page allows you to view and manage all of your messages. Click on a tab above the message list to select the type of message you want to create/edit. From there, you'll have the ability to create new messages as well as view, edit, delete, test, and launch an alert to your saved messages.

Note: *Once a message is deleted it can no longer be used again and must be re-created from scratch.*

Voice	Fax	E-Mail	SMS	Pager	Social Networking	RSS	CAP		
Email Messages Create New									
Items Per Page: 10		Jump to Page: Page 1		3 total items. You Are Viewing Page 1 of 1					
					Code	Name	Description	Last Used	
	Delete	Edit	Access	Test Alert	Launch Alert	5963656	Immediate Work Detail	Immediate Work Detail	8/4/2016 11:09:18 AM
	Delete	Edit	Access	Test Alert	Launch Alert	5956996	Test Alert	Test Alert	8/3/2016 10:44:59 AM
	Delete	Edit	Access	Test Alert	Launch Alert	5709286	Test	Test	6/29/2016 3:19:59 PM

Manage Messages: Edit

Edit (button):

Opens the Edit Message page for the selected message.

Text/SMS

Message Form

Use Template: - Select Template - ⓘ

Message Name: Weather Emergency ⓘ

Description: Weather Emergency ⓘ

From Prefix: Berks County ⓘ (20 characters maximum)

Content: Attention all Services Center Staff.
Due to weather, County Offices will be closed. ⓘ

57 Characters Remaining (of 140)

Enable Recipients to Reply ⓘ

Email

Message Form

Use Template: - Select Template - ⓘ

Message Name: Weather Emergency ⓘ

Description: Weather Emergency ⓘ

From Name: Berks County ⓘ

From Email Address: berksalert@countyofberks.com ⓘ

Language Support ⓘ

Supported Language(s): English

Default Language: English

Message Content

English

Message Subject: ATV training ⓘ

ⓘ

Styles - Normal - Font - Size - A- A+

Attention all Services Center staff. Due to weather conditions, County Offices will be closed.

body p

Manage Messages: Test Alert

Test Alert (button): Allows you to send your message to your email address or cell phone and view your message in real time.

Test Alert

A test alert will be sent using the contact information that you provide below.

Testing E-mail: [5963656] Immediate Work Detail

Language: English ⓘ

Email Address: ⓘ

Test Alert

A test alert will be sent using the contact information that you provide below.

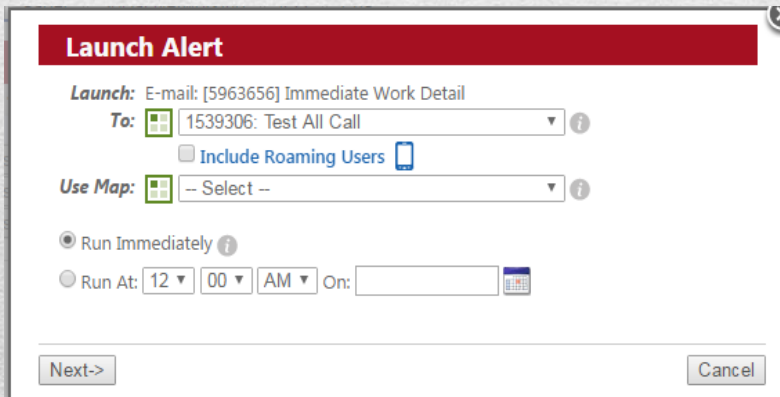
Testing SMS: [5963856] Immediate Work Detail

Language: English ⓘ

SMS Number: ⓘ

Manage Messages: Launch Alert

Launch Alert (button): Opens the Launch Alert window to allow you to add a contact list and select when you want the alert to launch the specified message.



Launch Alert

Launch: E-mail: [5963656] Immediate Work Detail

To: [1539306: Test All Call] ⓘ

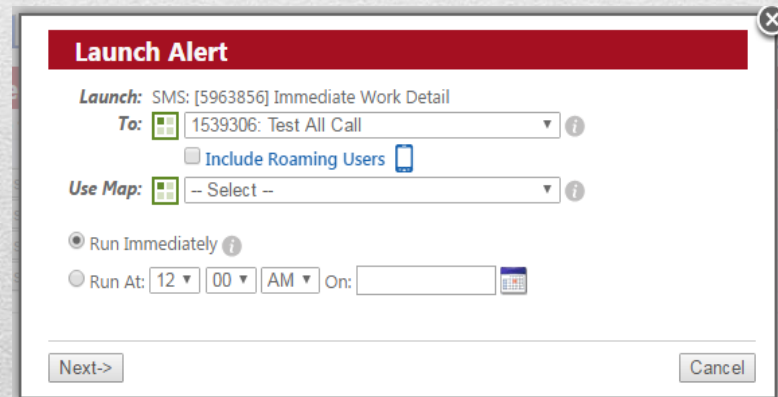
Include Roaming Users ⓘ

Use Map: [-- Select --] ⓘ

Run Immediately ⓘ

Run At: [12] [00] [AM] On: [] ⓘ

Next-> Cancel



Launch Alert

Launch: SMS: [5963856] Immediate Work Detail

To: [1539306: Test All Call] ⓘ

Include Roaming Users ⓘ

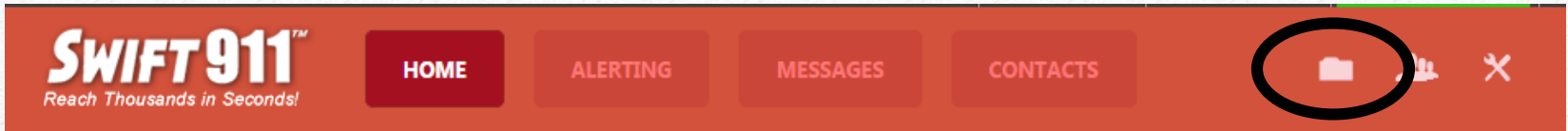
Use Map: [-- Select --] ⓘ

Run Immediately ⓘ

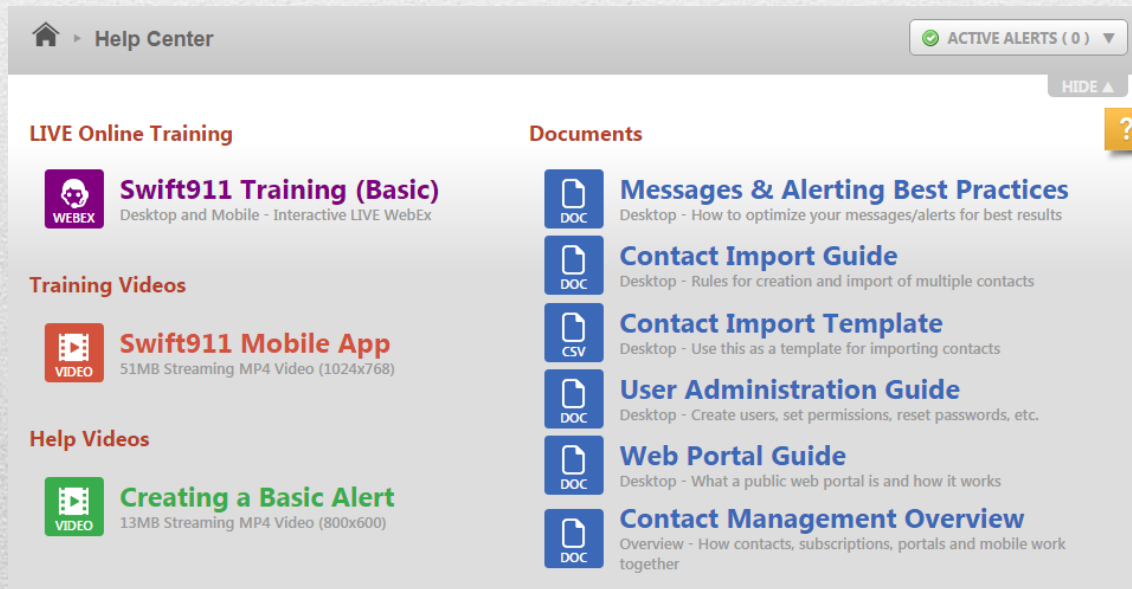
Run At: [12] [00] [AM] On: [] ⓘ

Next-> Cancel

Help Center




- The Help Center contains documents, manuals, online training and short video tutorials to help you use the system more effectively.



Online Help Center



- The online help center is accessible by clicking on the help icon  .

A screenshot of a web browser window showing the Swiftreach Networks Online Help Center. The browser title is "Home - Google Chrome" and the address bar shows the URL "swift911v4.swiftreach.com/OnlineHelp/Home_Default.html?ms=QQAAAAAAAAAAQAg=&mw=MjQ". The page features the Swiftreach Networks logo at the top left. Below the logo is a navigation menu with "Menu", "Index", and "Search" options. The main content area is titled "Home" and contains text describing the "Tile Menu Slider" and "Home Panel" tiles. The footer of the page reads "Copyright 2013 Swiftreach Networks, Inc. All Rights Reserved." The browser window also shows navigation controls like "Prev", "Next", and "Print version" at the top right of the content area.

Questions or Comments?

The Berks Alert Team can be reached at:

berksalert@countyofberks.com

Ben Ross: 610-374-4800 Ext. 8216

Christina Wood: 610-347-4800 Ext. 8218

