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Sending Alerts using the RAVE System

Wisconsin Department of Health Services
Division of Public Health
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SENDING ALERTS USING THE RAVE SYSTEM

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SUPPORT DOCUMENTATION

RAVE WALLET CARDS

- RAVE Mobile Login Instructions: http://ravemobilesafety.box.com/shared/static/k7f8i1q6zb7vototlasdu0cfch5yxz9y.pdf
- RAVE Emergency Login Instructions: https://ravemobilesafety.box.com/shared/static/5onv2ryrqc4lnqty4sc5.pdf

RAVE TRAINING

- All administrators and alert senders must complete training.
- Link to sign up for courses: https://ravemobilesafety.litmos.com/self-signup
- Course Code: RAVEALERT
- The following link provides ongoing access to courses once you have registered: http://training.ravemobilesafety.com.

RAVE TECHNICAL SUPPORT

1. Email: TECHSUPPORT@RAVEMOBILESAFETY.COM

EMERGENCY RAVE NUMBER

2. Only to be used when RAVE access via internet is unavailable: 888-605-7163

WISCONSIN DHS CONTACT INFORMATION

For more information on the RAVE system at Wisconsin Department of Health Services (DHS), contact:

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LOGGING IN TO RAVE

1. Go to https://www.getrave.com/login/widhs
2. Log in with your login and password.
3. After you login for the first time, please update your temporary password. Select “User” under your name.
4. Select “Change” to the right of “Password.”
5. Enter your temporary password and new password, then select “SAVE.”
SENDING AN ALERT USING TEMPLATES

HOW TO CREATE AN ALERT TEMPLATE

1. To begin sending an alert, either create a new template by selecting the “Create Alert Template” button in the Alert tab, or finding an existing template in the list on this page.

![Image of Alert Templates interface]

2. Select a template name.

![Template selection interface]

3. Click the drop down arrow to select the type of alert you wish to send. Types of alerts are defined below.

- **Standard**: This alert supports all modes (text, email, and voice) and content. This is the most common of the alerts.
- **SnapSend**: This kind of alert simplifies some of the alert template processes. Message content is stored as a short and long message and is automatically included in any selected communication modes (i.e. text uses the short message and emails use the long message).
- **Poll**: This alert asks recipients a question and lets the recipient choose an answer(s) which are collected in specific reports for easy analysis. For more information on sending alerts, view the section on “Sending a Polling Alert.”

4. The “Alert Methods” section will have you choose how you send the alert. The options for the DHS include: text, email, and voice messaging.

![Alert modes selection interface]
5. When you click on the any of the alert modes, a new drop down box will appear to edit your alerts. In further sections, we will describe how to edit your alerts before sending.

   **Choose Alert Modes**

   ![Alert Modes Interface](Image)

   ② Choose Alert Modes  MORE INFO

   Text  Email  Voice

   Message:  

   6. The final section of the alert template is the “Delivery Targets.” In this tab you will be able to select which list of people and what phone number or email you want to use to send the alert.

   **Delivery Targets**

   ![Delivery Targets Interface](Image)

   3  Delivery Targets  ADD

   7. To save the template for later, select “Save Template” on the bottom of this screen.

   ![Save Template Button](Image)

SENDING A STANDARD ALERT

1. Navigate to the “Alert Templates” section under the “Alerts” tab. Find your existing alert template in the list on this page.

   ![Alert Templates Interface](Image)

2. Click the “Send” button to the right of your template. **This will NOT automatically send the alert.** You will have a chance to edit the whole alert before sending.

   ![Alert Sending Interface](Image)

3. The same alert template set up will appear. You will then be able to edit the alert messages and the delivery targets.

EDITING THE TEXT MESSAGE
1. Uncheck “Overwrite all alert methods with this text.”
2. Edit the message to be sent.
   a. A count of remaining characters will be displayed under the text area.
   b. Make sure to include any response you would like in the message
3. To ensure complete and consistent message delivery, your text message may not contain the following characters:
   < > ~ _ $ @ or emojis
4. Alerts will not receive the reply if:
   a. The response starts with a number.
   b. Single letter responses, such as “y” or “n”
   c. The first word is a Rave SMS reserved word:

<table>
<thead>
<tr>
<th>alert</th>
<th>cancel</th>
<th>end</th>
<th>help</th>
<th>info</th>
</tr>
</thead>
<tbody>
<tr>
<td>issues</td>
<td>noreply</td>
<td>quit</td>
<td>rave</td>
<td>raveuser</td>
</tr>
<tr>
<td>stop</td>
<td>suggestions</td>
<td>support</td>
<td>unsubscribe</td>
<td></td>
</tr>
</tbody>
</table>

**EDITING THE EMAIL MESSAGE**

Click the button to edit the email text for the alert.

1. Edit the “Subject” and “Message” fields to be sent.
2. Select the appropriate “Email Profile.”
Note: Email is not the preferred method of sending alerts because the system sends the alert email from a default RAVE email. When someone responds to the email, you cannot check the responses.

**EDITING THE VOICE MESSAGE**

Click the **button to edit the voice message for the alert.**

1. Ensure the "Voice Format" is set to “Convert Text to Speech.”
2. Edit the message—see below if using “Conference Blast” or “Call Responses.”
3. Select the appropriate Voice Message Profile.
   a. Selecting “No Profile” will bring up the “Manage Call Party Responses” section.
4. Add any necessary notes/script. These notes will not be in the message and are for the alert sender only.
5. Make any necessary changes to the call options. Definitions are listed below.
   - **Call Retries:** the number of times the system should retry calling a phone number, which is either unreachable, or for which the alert recipient did not provide a correct response.
   - **Call Retry Wait Interval:** the minimum number of minutes to wait between call retries. This is only for the voice option and will not affect the order that the devices are alerted.
   - **Caller ID:** the phone number that the voice call comes from. Be sure to change the Caller ID to something that your jurisdiction will recognize when alerts are sent from that number.
   - **Extension Dialing Pause:** Make sure this is set to “0.”
   - **Message Replays:** how many times the message will replay each call.
6. Ensure “User Introductory Recorded Message” is unchecked.
7. If you will be using a conference bridge, check “Conference Blast:”
   a. In your message, make sure to include the text “Press 1 to join the conference call.”
   b. Enter the bridge phone number and code.
   c. You cannot use both “Conference Blast” and “Managed Responses.”
8. If you will be collecting responses via the call:
   a. In your message, make sure to include text for each option, i.e., “Press 1 to indicate …,” “2 for …,” etc.
   b. Check the options you wish to collect and enter the corresponding value.
   c. You cannot use both “Conference Blast” and “Managed Responses”

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**EDITING PEOPLE / LISTS TO BE NOTIFIED**

1. Select the “Add” button.

   ![Delivery Targets](image)

   **Summary**
   - Alert Methods need to be selected
   - Delivery Targets need to be added

   ![Edit Tags](image)

2. Open the “People/Lists” page by clicking **PEOPLE/LISTS**.
3. Add or remove lists or individuals by searching and clicking their name. If the value is highlighted in blue, it is selected:

   ![Search](image)

   ![People](image)

   ![Lists](image)

4. The system also lists all targeted recipients in another container; remove each by clicking the “X” next to their name.
1. Open the devices page by clicking
2. Select the “Device” radio button.
3. Select devices as appropriate from the following options:

The devices listed above come from the PCA portal’s directory and the Alerting Partners directory.
4. Select the down arrow next to “Set Expiration Time.” Here you can set how long to keep your alert active. If there is an hour response window, set this to “1” hour. Most messages are delivered instantaneously; any messages that are not will be retried until this timer signals the expiration of your alert.

Set Expiration Time ▲

Select Expiration for Alert
Continue message delivery attempts for:

0 ▼ Days 1 ▼ Hours 0 ▼ Minutes ▶

SAVE

5. Click Save to continue.

YOU ARE NOW READY TO SEND THE ALERT!

Select the “Continue” button on the bottom of the screen.

3 Delivery Targets ▼

Summary
1 Recipients
3 Device Targets
Tags ▼

CONTINUE ▼ SCHEDULE ▼ SAVE TEMPLATE

6. A screen will pop up showing a summary of your alert. Review before sending, and if edits need to be made, select “Go Back and Edit.”

Confirm Alert Before Sending ▼

This alert will be sent to 1 recipients.

7. Click “SEND THIS ALERT!”
8. To schedule the message for a later date and time, click and then pick the date and time to begin notification. You will get a confirmation screen before it is scheduled.

SENDING A POLLING ALERT

A poll is a type of alert where you ask recipients a question and they send back answers. You can configure single and multiple-choice answers, or a freeform text field. When recipients answer your poll, Rave Alert collects their answers in a dedicated report for easy analysis.

From this report, you can launch a follow-up alert to all recipients who didn’t answer the poll, all recipients who did, or recipients who chose a particular answer.

You can also request or require a recipient’s current location with their poll response. Location data shows on a map in poll reports, so you know where recipients are when they answer.

You can create a poll from the same interface you use to create standard alerts by changing the alert type.

CREATING A POLLING ALERT

1. Open the “Alerts” tab and select the “Create Alert Template” button.

2. Name your poll in the “Alert Name” field and select “Polling” in the “Alert Type” dropdown menu. This opens the polling interface, allowing you to configure details for your poll, like questions and answers.

3. Select “Edit Poll Details” or the “Edit” link in the “Poll Summary” field. The “Edit Poll Details” window opens.
4. You are now able to configure your poll. Configure available poll settings. Poll questions can be up to 500 characters. You can ask one question per poll.

**Note:** On polls distributed by SMS and email, the question shows at the top of the web form. On polls distributed by voice message, this question plays before the answer options.

![Edit Poll Details](image1)

5. To configure the possible answers, you can either set poll answers for recipients to choose from or offer a free-form text box for them to enter any answer. When you pre-set poll answers, you can restrict recipients to choosing one answer or allow them to choose more than one.

![Answer Options](image2)

6. On multiple answer polls, you can set up to 10 potential answers.
   - **To add** an answer, select the “Add Answer” button and type your answer in the answer box.
   - **To remove** an answer, select the delete button to the right of the answer box.

![Answer Options](image3)

**In summary:**
7. Save the poll as a template or continue to set distribution modes to send the poll. You can distribute polls by text, email, and voice messages.
9. Select “Send” to distribute your poll.

**ALERT REPORTS**

1. Navigate to the Reports tab.

2. Click the icon next to the specific alert.
   - generates a comma-separated value (CSV) file containing who was notified, how many of each device type were targeted for those users, and how many messages were delivered.
   - generates a CSV containing more detailed information about the specific mode’s notification to each user and device.
   - will display an analysis of users, messages, and delivery rate for each notification method.
   - Click the number under the **RESPONSES** column to view and download details about all user responses for each method.