2023

Sending Alerts using the RAVE System for Local Public Health Agencies

SENDING ALERTS USING THE RAVE SYSTEM

TABLE OF CONTENTS

SUPPORT DOCUMENTATION

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:

Mandi Walsh
mandi.walsh@dhs.wisconsin.gov

LOGGING IN TO RAVE

1. Go to https://www.getrave.com/login/widhs
2. Log in with your login and password.

WISCONSIN DEPARTMENT *of* **HEALTH SERVICES**

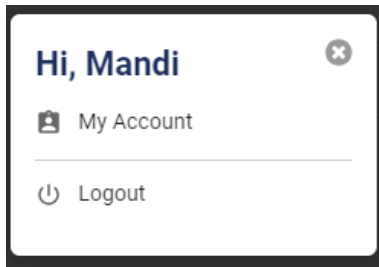CHANGE SITE   REGISTER

Please Log In

| Username | Password | **LOG IN** |

Forgot your username?   Forgot your password?

3. After you login for the first time, please update your temporary password. Click the 👤 icon in the upper right corner. Select "**My Account**" under your name.

Hi, Mandi   ⊗

👤 My Account

⏻ Logout

4. Select "**Change**" to the right of Password.

🔒 Password   CHANGE

5. Enter your temporary password and new password, then select "**Save**."

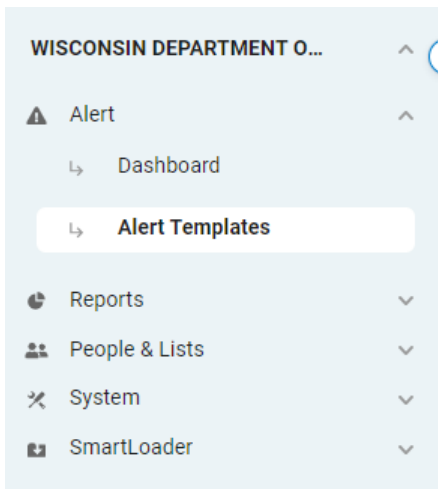**Change Password**

Old password
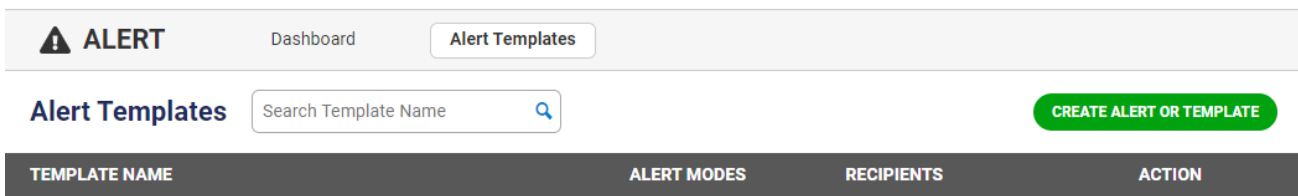
Enter New Password

Re-enter New Password

SAVE

HOW TO CREATE AN ALERT TEMPLATE

1. To begin sending an alert, select "**Alert Templates**" in the left-hand navigator.

2. Select the "**Create Alert or Template**" button or find an existing template in the list on this page.

3. Enter a name for this alert.

4. Click the drop-down arrow to select the type of alert you wish to send.
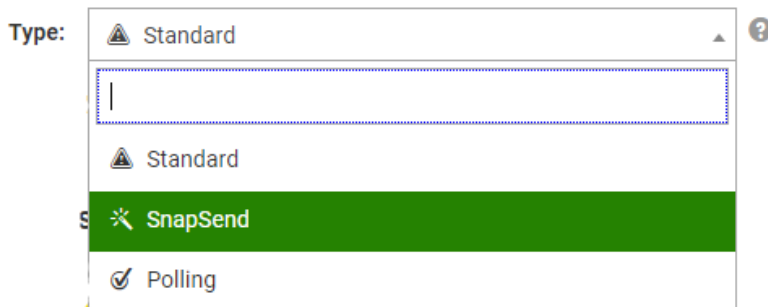
a. **Standard:** This alert supports all modes (text, email, and voice) and content. This alert type is best suited for alerts that are not requesting recipients to provide a response. For more information on sending standard alerts, view the section on "Sending a Standard Alert."

b. **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). This is the least commonly used alert type.

c. **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 poll alerts, view the section on "Sending a Polling Alert."

5. The "Alert Methods" section will have you choose how you send the alert. The options for the DHS include text, email, and voice messaging.

IMPORTANT: All text and voice messages **must** contain one of three key words: **urgent, critical, or emergency**. One of these three words must be somewhere in all text and voice messages, including for drill or practice alerts.
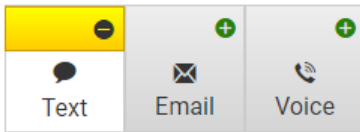

Note: Email is not the preferred method of sending standard alerts if you are requesting a response back from the recipient. The system sends the alert email from a default RAVE email, and when someone responds to the email, you cannot check the responses. If you'd like to utilize email and receive a response from the recipient, please utilize the polling alert type.

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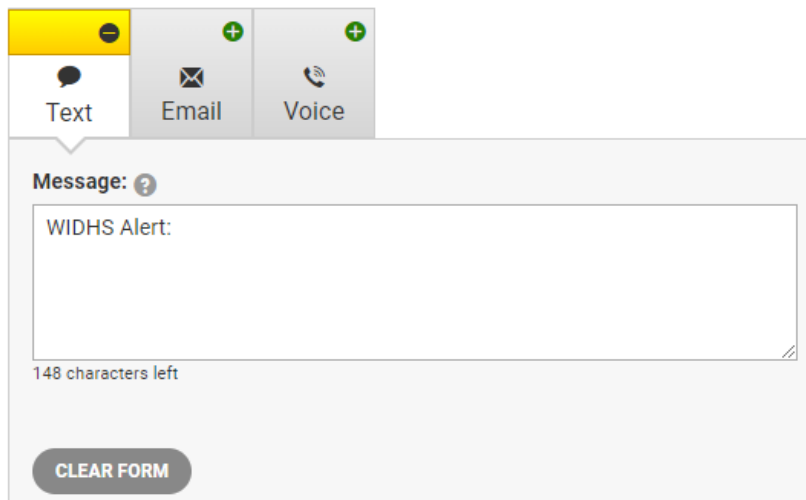
7. The final section of the alert template is the "Delivery Targets." In this tab you will be able to select which list of people and what phone number or email you want to send the alert.

Summary
➡ Alert Details need to be entered
➡ Alert Methods need to be selected
➡ Delivery Targets need to be added

Tags EDIT ❓

8. To save the template for later, select "**Save Template**" on the bottom of this screen.


SENDING A STANDARD ALERT

1. Navigate to the "**Alert Templates**" section in the left-hand navigator. Find your existing alert template in the list on this page and click the **"Select"** button, or select **"Create Alert or Template."**
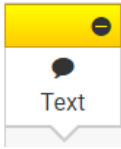   **Note:** Selecting your existing alert template will NOT automatically send the alert. You will have a chance to edit the alert before sending.
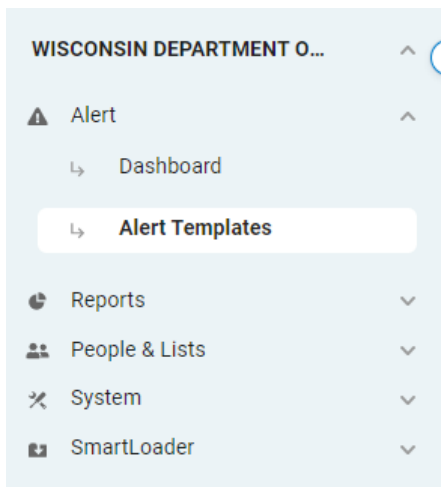
2. The same alert template set up will appear. You will then be able to edit the alert messages and the delivery targets.

EDITING THE TEXT MESSAGE
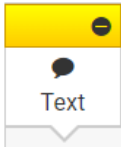
1. Click the ![Text button] button to edit the SMS text for the alert.

Message: ❓

```
WIDHS Alert:
```

148 characters left

[CLEAR FORM]

2. Edit the message to be sent.
   a. **IMPORTANT:** Your text message **must** contain one of three key words: **urgent, critical, or emergency**. One of these three words must be somewhere in your text message, including for drill or practice alerts.
   b. A count of remaining characters will be displayed under the text area.
   c. Make sure to include any response you would like in the message.
   d. To ensure complete and consistent message delivery, your text message may not contain the following characters:
      < > ~ _ $ @ or emojis
   e. Alerts will not process the reply if:
      i. The response starts with a number.
      ii. The response is a single alphabetic character, such as 'y' or 'n'
      iii. The first word of the response is a RAVE SMS reserved word:

alert	cancel	end	help	info
issues	noreply	quit	rave	raveuser
stop	suggestions	support	unsubscribe	
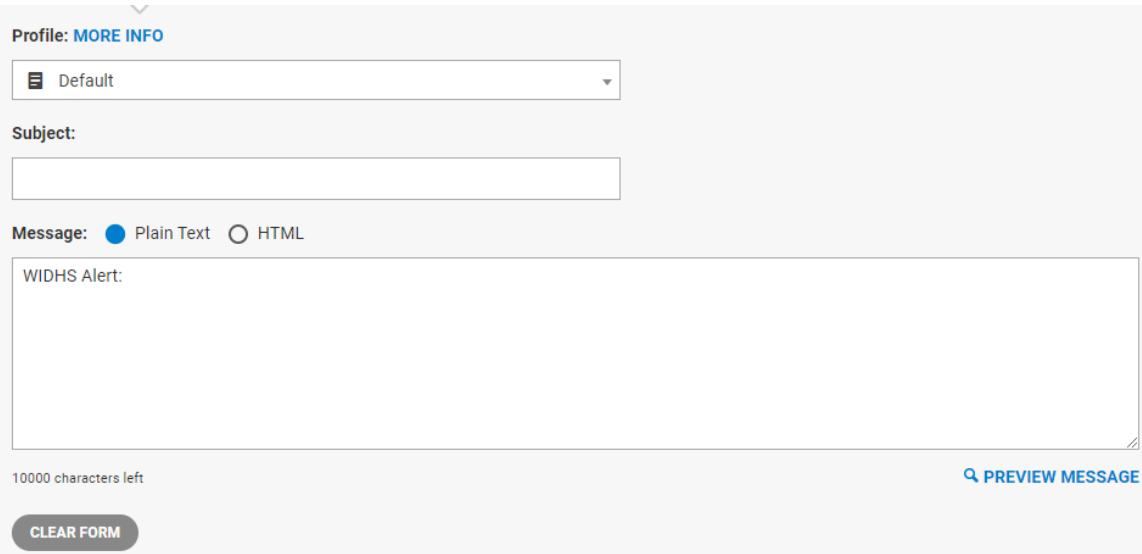
EDITING THE EMAIL MESSAGE

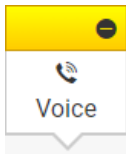1. Click the [Email] button to edit the email text for the alert.

Profile: MORE INFO

> ☰ Default ▾

Subject:

> [   ]

Message: ● Plain Text ○ HTML

> WIDHS Alert:

10000 characters left   Q PREVIEW MESSAGE

CLEAR FORM

2. Select the appropriate Email Profile.
3. Edit the Subject and Message to be sent.

Note: Email is not the preferred method of sending standard alerts if you are requesting a response back from the recipient. The system sends the alert email from a default RAVE email, and when someone responds to the email, you cannot check the responses. If you'd like to utilize email and receive a response from the recipient, please utilize the polling alert type.

EDITING THE VOICE MESSAGE
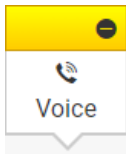
1. Click the [Voice] button to edit the voice message for the alert.

Voice Format:
- ○ Voice Recording   [REVIEW RECORDING]
- ◉ Convert Text to Speech

Enter Text and TTY/TDD Message:

WIDHS Alert:

2988 characters left

Voice Message Profile:

Default ▾ MORE INFO

Notes /Script:

Optional

1000 characters left

Manage Called Party Responses ▾

[CLEAR FORM]

2. Ensure the Voice Format is set to "**Convert Text to Speech.**"
3. Edit the message—See below if requesting call responses.
   IMPORTANT: Your voice message **must** contain one of three key words: **urgent, critical, or emergency**. One of these three words must be somewhere in your voice message, including for drill or practice alerts.

4. Select the appropriate Voice Message Profile. "Default" is the most common selection. Selecting "No Profile" will allow you to specify the call options:
   a. **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.
   b. **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.
   c. **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.*
   d. **Extension Dialing Pause:** make sure this is set to "0."
   e. **Message Replays:** how many times the message will replay each call
5. Add any necessary notes/script. These notes will not be in the message and are for the alert sender only.
6. Edit the "**Manage Called Party Responses**" section if you will be collecting responses via the call.
   a. In your message, make sure to include text for each option (for example, Press 1 to indicate …, 2 for …, and so on).
   b. Check the options you wish to collect and enter the corresponding value.

EDITING PEOPLE AND LISTS TO BE NOTIFIED

1. Select the "**Add**" button.

3 Delivery Targets ADD

Summary
➡ Alert Details need to be entered
➡ Alert Methods need to be selected
➡ Delivery Targets need to be added

Tags EDIT ❓

2. Open the People/Lists page by clicking **PEOPLE / LISTS** . Select the "**Select People / Lists**" radio button.

○ Everyone ● Select 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:

Lists	People
Search 🔍	Search 🔍
👥 City of Appleton (n/a)	👤 Boegel, Mary
👥 Green Lake County Health Department (n/a)	👤 Boers, Tammi
👥 Marquette County Health Department (n/a)	👤 Bohmann, Michelle
Select All	1039 Not Selected (1040 filtered)

4. The system also lists all targeted recipients in another container. Remove each by clicking the X next to their name.

Targeted Recipients

👤 Walsh, Mandi   X

EDITING DEVICES TO ALERT

1. Open the devices page by clicking [FILTERS] within the "Set Delivery Targets" section.
2. Select the "**Device**" radio button.

   ○ Geography ● Device

3. Select devices as appropriate from the following options:

Text
- ○ All Text Devices   ● Select Text Devices
  - ☑ Mobile 1   ☐ Mobile 2
  - ☐ Mobile 3

Email
- ○ All Mailboxes   ● Select Mailboxes
  - ☑ Registration Email   ☐ Alternate Email 1
  - ☐ Alternate Email 2

Voice
- ○ All Voice Devices   ● Select Voice Devices
  - ☑ Mobile 1   ☑ Mobile 2
  - ☑ Mobile 3   ☐ Land line 1
  - ☐ Land line 2   ☐ Land line 3

The devices listed above come from the PCA Portal's directory and the alerting partners directory (see below).

The form image shows a Business Profile and Alerting Profile with fields:

First Name: Margaret
Last Name: Thelen
Job Title: Information Systems and Alerting Coordinator
Organization: Wisconsin Department of Health Services (DHS)
Sub Organization: OPEHC
Office Email: margaret.thelen@wi.gov
Office Phone: [Landline 1] — Please use numbers only: 1234567890
Extension: Enter numbers only
Office Mobile Phone: [Mobile 1] — numbers only: 1234567890
Fax: Please use numbers only: 1234567890

Stop and Submit only Business Profile

Alerting Profile

▪ Your 'Alerting Profile' should contain off-hours contact information. This information will be kept private and accessed only for emergency notification purposes.

▪ By completing an 'Alerting Profile', your contact information (both Business and Alerting Profile) will be transferred into the RAVE alerting system.

▪ Most PCA members do not need to access the RAVE alerting system. Only if you are responsible for sending alerts on the behalf of your organization. All alerting contact information should be entered and updated here.

Alerting Jurisdiction: Wisconsin Department of Health Services (DHS) — Please select the Public Health Jurisdiction from which you should receive alerts.

Emergency Call List Ranking: Not part of emergency call list — Please select your agency's internal order/rank* of contact for emergency situations or select "Not part of emergency call list"
*(Consultation with your local Health Officer regarding your ranking is recommended)

Home Phone: [Landline 2]
Personal Mobile Phone: [Mobile 2]
Other Phone:
Personal Email: mkthelen2012@gmail.com
Health Officer: Check if you serve as your jurisdiction's Health Officer

Alerting Groups - (OPTIONAL) Some local jurisdiction use these roles for alerting purposes. Please check appropriate roles in which you serve.

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 expiration of your alert.

Set Expiration Time ▲

Select Expiration for Alert
Continue message delivery attempts for:

0 ⌄ Days   8 ⌄ Hours   0 ⌄ Minutes

5. Click "**Save**" to continue.

YOU ARE NOW READY TO SEND THE ALERT!

6. Select the "**Continue**" button on the bottom of the screen.

CONTINUE   SCHEDULE   SAVE TEMPLATE

7. 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**."

8. Click "**SEND THIS ALERT!**"

9. To schedule the message for a later date and time, click **SCHEDULE** 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. Select "**Alert Templates**" in the left-hand navigator, and "**Create Alert or Template**" button.
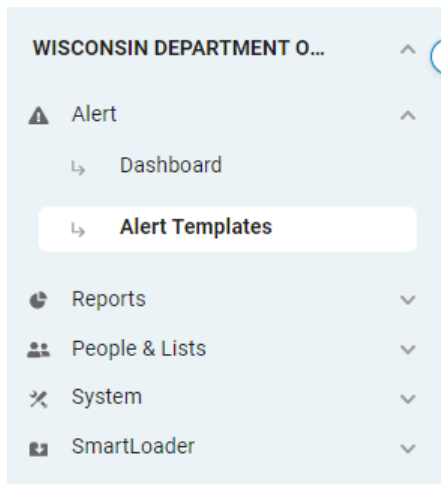
2. Name your poll in the "Name" field, and select "**Polling**" in the "Type" dropdown menu. This opens the polling interface, allowing you to configure details for your poll question and answers.
3. Select "**Edit Poll Details**" or the "**Edit**" link in the Poll Summary field. The Edit Poll Details window opens.

4. Configure the available poll settings. Poll questions can be up to 1500 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 ⊗

Question: 1487 characters left

Are you okay?|

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 allowing them to choose more than one.

Answer Options:

◯ Single Answer ⦿ Multiple Answer ◯ Free Form

6. On single and 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 red **X** button to the right of the answer box.

Answer Options:

⦿ Single Answer ◯ Multiple Answer ◯ Free Form

⋮ Answer 1 [   ] ❌

⋮ Answer 2 [   ] ❌

➕ **Add Answer** (up to 10)

In summary:

7. Save your poll as a template or continue to set distribution modes to send the poll. You can distribute polls by text, email, and voice messages.

> **IMPORTANT:** Your text and voice messages **must** contain one of three key words: **urgent, critical, or emergency**. One of these three words must be somewhere in your text and voice message, including for drill or practice alerts.

8. Choose delivery targets in step 3.
9. Select "**Send**" to distribute your poll.

ALERT REPORTS

After sending an alert, review the alert reports to ensure that messages were appropriately delivered and to review individual responses.

REPORTS FOR STANDARD ALERTS

Note: Individual email responses are unable to be recorded and reviewed via RAVE if sent via a standard alert. Email is not the preferred method of sending standard alerts because the system sends the alert email from a default RAVE email, and when someone responds to the email, you cannot check the responses. If you'd like to utilize email and receive a response from the recipient, please utilize the polling alert type.
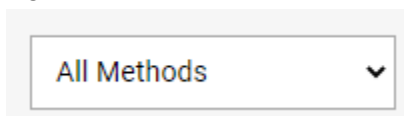
1. Navigate to "**Alert History**" in the left-hand navigator.
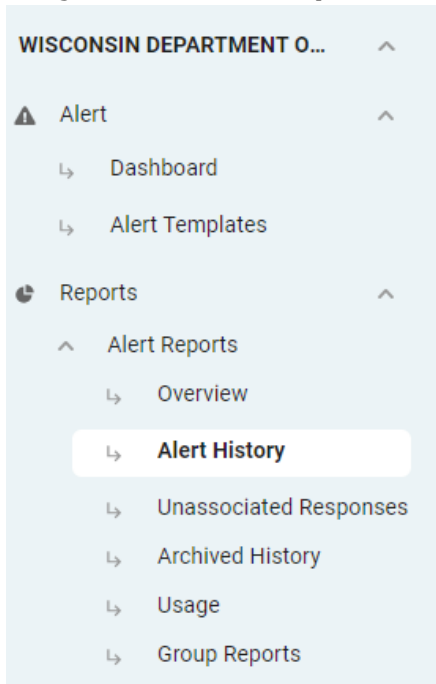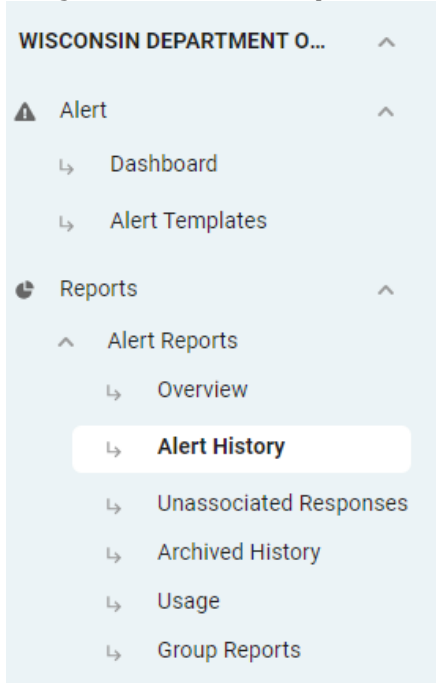
2. Click the 🔍 icon next to the specific alert.

3. Click [Download Alert Summary] to generate 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.

4. Click the hyperlinked number under the **RESPONSES** column to view and download details about all user responses for each method. Use the drop-down menu in the right-most column to indicate which response types to view.

> All Methods ▼

REPORTS FOR POLLING ALERTS

1. Navigate to "**Alert History**" in the left-hand navigator.

2. Click the icon next to the specific alert.

3. Select **"Viewing Alert Summary"** to see the full dropdown menu. Utilize the poll charts, poll answers, or poll map features as needed. To generate a Comma Separate Value (CSV) file containing who was notified and their responses, select **"Download Poll Results."**