

2021

Sending Alerts using the RAVE System for Local Public Health Agencies



Wisconsin Department of Health Services

Division of Public Health

Office of Preparedness of Emergency Health Care

P-01694 (01/2021)

SENDING ALERTS USING THE RAVE SYSTEM

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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

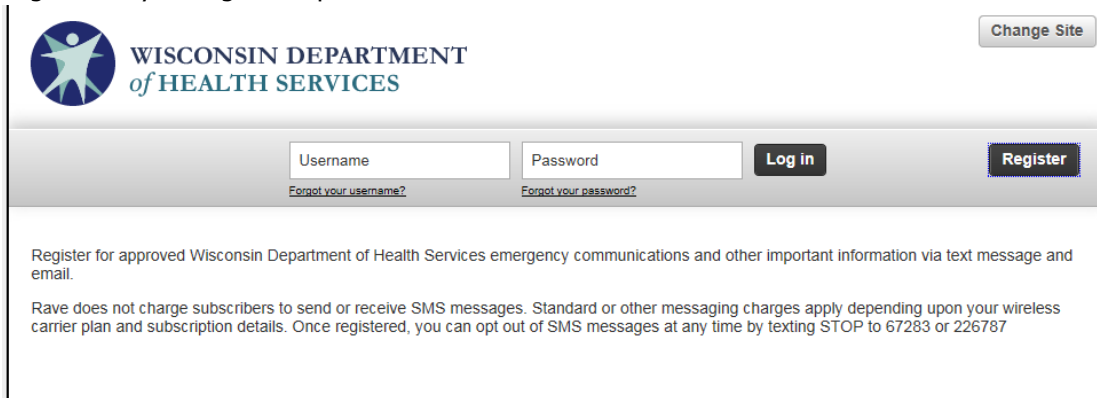
For more information on the RAVE system at Wisconsin Department of Health Services (DHS), contact:

Mandi Walsh

mandi.walsh@dhs.wisconsin.gov

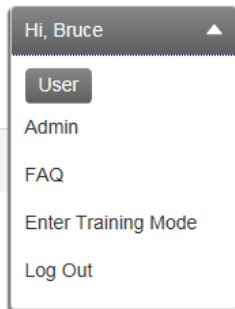
LOGGING IN TO RAVE

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



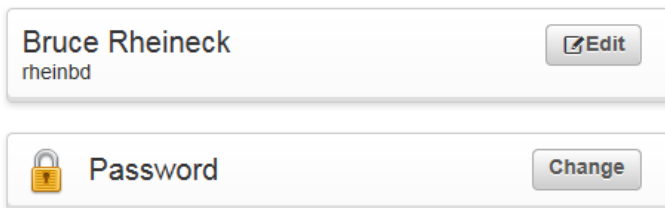
The screenshot shows the login page for the Wisconsin Department of Health Services. At the top left is the department's logo and name. To the right is a "Change Site" button. Below the header are two input fields: "Username" and "Password", each with a "Forgot your [username/password]?" link underneath. To the right of these fields are "Log in" and "Register" buttons. Below the login fields is a registration notice: "Register for approved Wisconsin Department of Health Services emergency communications and other important information via text message and email. Rave does not charge subscribers to send or receive SMS messages. Standard or other messaging charges apply depending upon your wireless carrier plan and subscription details. Once registered, you can opt out of SMS messages at any time by texting STOP to 67283 or 226787".

3. After you login for the first time, please update your temporary password. Select "User" under your name.



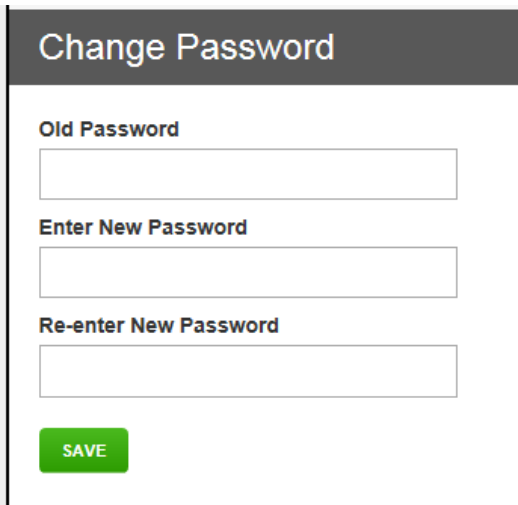
The screenshot shows a dropdown menu for a user profile. The menu is titled "Hi, Bruce" and contains the following options: "User", "Admin", "FAQ", "Enter Training Mode", and "Log Out".

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



The screenshot shows two user profile elements. The first is a box containing the name "Bruce Rheineck" and the email "rheinbd", with an "Edit" button to the right. The second is a box containing a lock icon and the word "Password", with a "Change" button to the right.

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

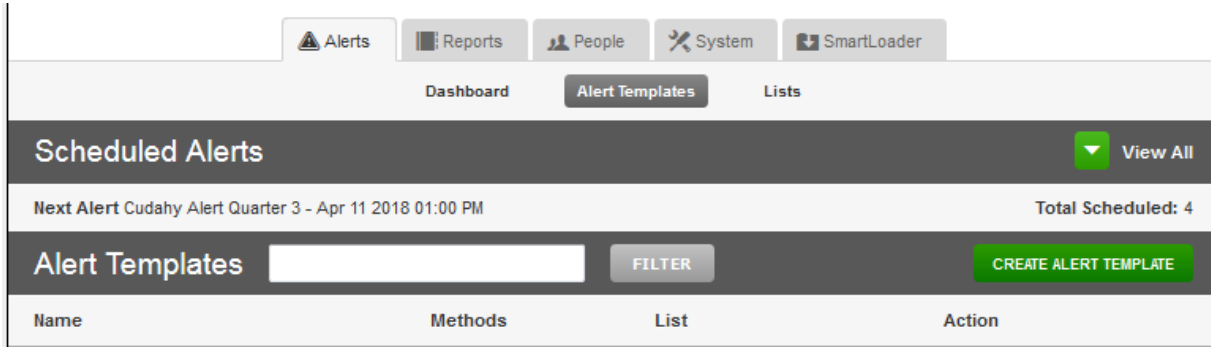


The screenshot shows the "Change Password" form. It has a dark header with the title "Change Password". Below the header are three input fields: "Old Password", "Enter New Password", and "Re-enter New Password". At the bottom left of the form is a green "SAVE" button.

SENDING AN ALERT USING TEMPLATES

HOW TO CREATE AN ALERT TEMPLATE

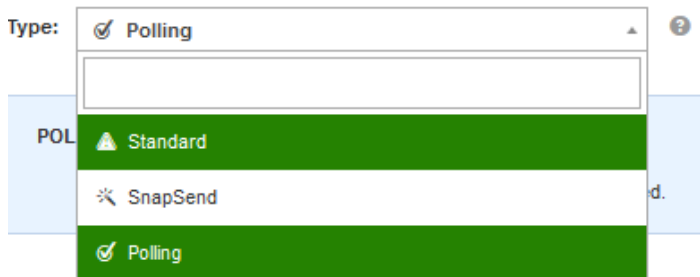
1. To begin sending an alert, either create a new template by selecting the **Create Alert Template** button in the Alert tab, or finding an existing template in the list on this page.



2. Select a template name.



3. 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 is the most common of the alerts.
 - 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).
 - 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 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.

2 Choose Alert Modes [MORE INFO](#)



- 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.

2 Choose Alert Modes [MORE INFO](#)



- 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/email you want to send the alert.

3 Delivery Targets [ADD](#)

Summary

- ➔ Alert Methods need to be selected
- ➔ Delivery Targets need to be added

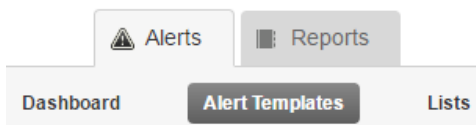
Tags [EDIT](#)

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

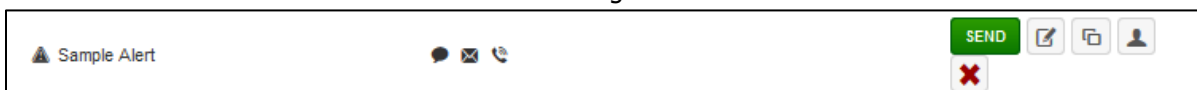
[SAVE TEMPLATE](#)

SENDING A STANDARD ALERT

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

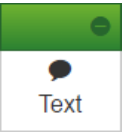


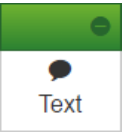
- Click the [Send](#) button to the right of your template. **This will NOT automatically send the alert.** You will have a chance to edit the whole alert before sending.



- 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



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

English

Overwrite all alert methods with this text - warning: this will change all messages

THIS IS ONLY A DRILL
This is a required quarterly drill of the Strategic
National Stockpile program. Please reply "Yes" to confirm.
THIS IS ONLY A DRILL

8 characters left

To ensure complete and consistent message delivery, your text message may not contain the following characters:
< > ~ _ \$ @ or emojis

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 alphabetic characters, such as 'y' or 'n'
 - c. The first word is a Rave SMS reserved word:

alert	cancel	end	help	info
issues	noreply	quit	rave	raveuser
stop	suggestions	support	unsubscribe	

EDITING THE EMAIL MESSAGE

Subject:

This is a test from Rave Mobile Safety

Message:

THIS IS ONLY A DRILL

This is a required quarterly drill of the Strategic National Stockpile program. The purpose is to test designated staff's ability to assist in an incident necessitating medical countermeasures distribution. The CDC performance measure is for staff to able to respond within one hour. After acknowledgement of this notification, no further action is needed.

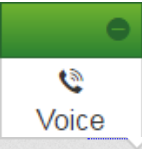
9540 characters left

CLEAR FORM

1. Edit the Subject and Message 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



Voice Format:
 Voice Recording
 Convert Text to Speech REVIEW RECORDING

Enter Text and TTY/TDD Message:

THIS IS ONLY A DRILL

This is a required quarterly drill of the Strategic National Stockpile program. The purpose is to test designated staff's ability to assist in an incident necessitating medical countermeasures distribution. The CDC performance measure is for

2517 characters left

Voice Message Profile:
Select a voice message profile ▼

Notes /Script:
Required ▼

992 characters left

Call Retries: 3 ?

Call Retry Wait Interval: 10 Minutes ?

Caller ID: 6082661865 ?

Extension Dialing Pause: 0 Seconds ?

Message Replays: 0 ?

Use Introductory Recorded Message (if present) ?

Conference Blast ?

Manage Called Party Responses ^

<input checked="" type="checkbox"/> 1 I received the message	<input type="checkbox"/> 2 	<input type="checkbox"/> 3
<input type="checkbox"/> 4 	<input type="checkbox"/> 5 	<input type="checkbox"/> 6
<input type="checkbox"/> 7 	<input type="checkbox"/> 8 	<input type="checkbox"/> 9
	<input type="checkbox"/> 0 	

CLEAR FORM

1. Ensure the Voice Format is set to **Convert Text to Speech**.
2. Edit the message—See below if using a Conference Blast or Call Responses
3. Select the appropriate Voice Message Profile.
 - a. Selecting **"No Profile"** will bring up the **"Managed 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.
 - 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
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 response 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**

EDITING PEOPLE / LISTS TO BE NOTIFIED

1. Select the "Add" button.



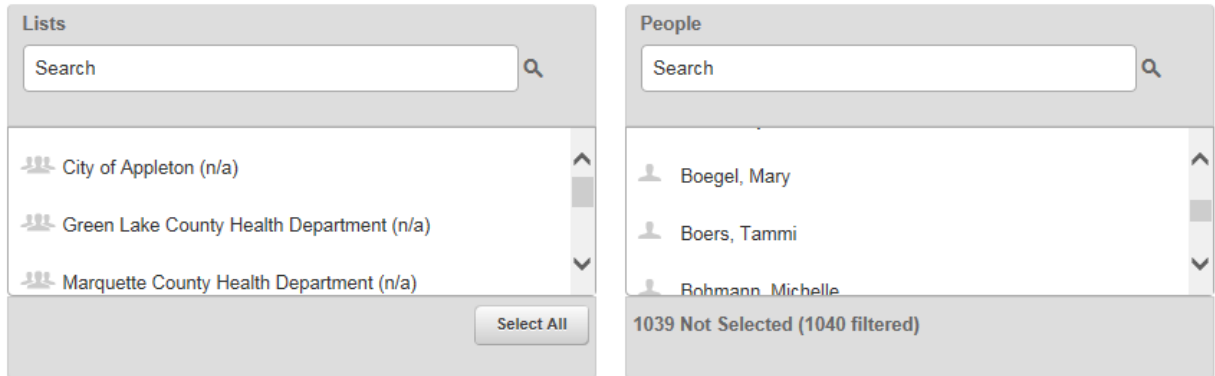
Summary

- ➔ Alert Methods need to be selected
- ➔ Delivery Targets need to be added

Tags [EDIT](#) [?](#)

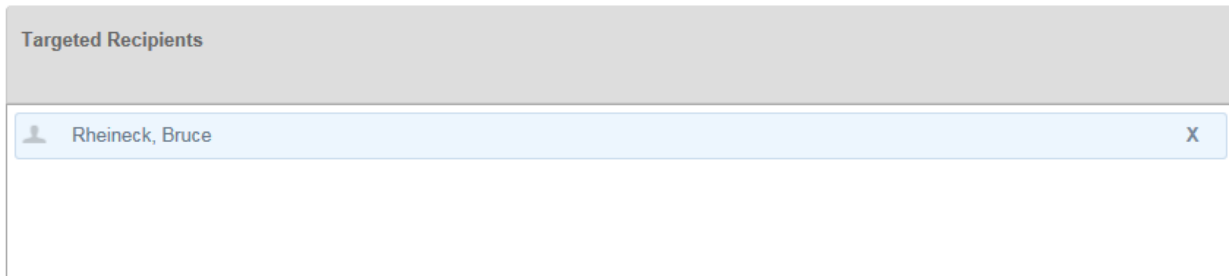


2. Open the People/Lists page by clicking
3. Add or remove lists or individuals by searching and clicking their name. If the value is highlighted in blue, it is



selected:

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



EDITING DEVICES TO ALERT

FILTERS

1. Open the devices page by clicking
2. Select the **"Device"** radio button.
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.

Your Business Profile should contain only work-related contact information that will be accessible to only PCA Portal members.

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	<input type="text"/>
Extension	<input type="text"/>
Office Mobile Phone	<input type="text"/>
Fax	<input type="text"/>

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)
Emergency Call List Ranking	Not part of emergency call list
Home Phone	<input type="text"/>
Personal Mobile Phone	<input type="text"/>
Other Phone	<input type="text"/>
Personal Email	mikthelen2012@gmail.com
Health Officer	<input type="checkbox"/> 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.

Landline 1

Mobile 1

Landline 2

Mobile 2

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 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 EDIT

Summary

➤ 1 Recipients

➤ 3 Device Targets

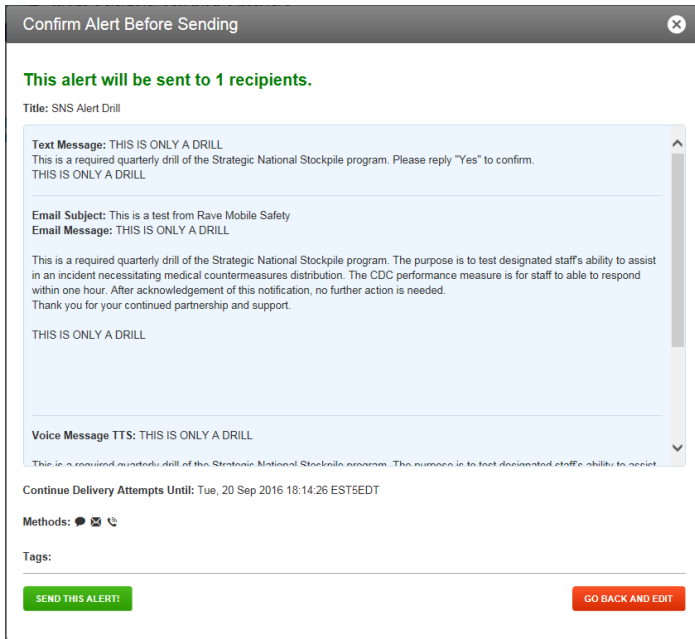
Tags EDIT ?

CONTINUE


SCHEDULE

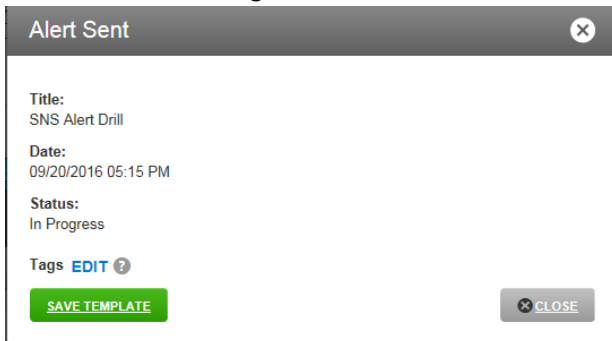
SAVE TEMPLATE

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."



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 AN POLLING ALERT

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

CREATE ALERT TEMPLATE

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 question 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.
 - 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.

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:

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 delete 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:

Edit Poll Details

Question: 1489 characters left

Answer Options:

Single Answer
 Multiple Answer
 Free Form

Answer 1

Answer 2

Answer 3

Answer 4

Add Answer (up to 10)

Location Options:

Not Requested
 Optional (Location is recorded if provided)
 Required

Duration:

Alert Expiration
 Time Period
 Quota

Days
 Hours
 Minutes

Conclusion Message:

A Recipients view or hear this question at the start of the poll

B Add pre-set answers or a freeform text box


C You can request or require location info




D You can set how a poll ends and an conclusion message

7. Save or poll as a template or continue to set distribution modes to send the poll. You can distribute polls by Text, Email, and Voice messages.
8. Choose recipients in step 3.
9. Select send to distribute your poll.

ALERT REPORTS



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.