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Sending Alerts using the RAVE System

Wisconsin Department of Health Services
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SENDING ALERTS USING THE RAVE SYSTEM

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CONTACT INFORMATION

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

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SUPPORT DOCUMENTATION

WALLET CARDS

- RAVE Mobile Login Instructions
- RAVE Emergency Login Instructions

TRAINING

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

RAVE TECHNICAL SUPPORT

- Email: TECHSUPPORT@RAVEMOBILESAFETY.COM

EMERGENCY RAVE NUMBER

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

BASICS

1. Sections
   a. Template Name

      Example Alert Template
      18 characters left

   b. Alert Methods

      2 Alert Methods

   c. Delivery Targets

      3 Delivery Targets

2. Colors
   a. Green—Everything in this section is good

3. Methods available to RAVE
   a. Text
   b. Email
   c. Voice
   d. RSS
   e. Twitter
   f. Facebook
   g. CAP Outbound (Common Alerting Protocol)

4. Targets—If added via daily STAR update process
   a. Registration email—Business email address
b. Alternate email 1—Home email address  
c. Alternate email 2—Other email address  
d. Mobile 1—Work phone type. State-issued mobile device  
e. Mobile 2—Mobile phone type. Personal mobile device  
f. Mobile 3—Not collected in STAR  
g. Land line 1—Business phone type. State desk phone  
h. Land line 2—Home phone type. Personal non-mobile phone  
i. Land line 3—Not collected in STAR

**SENDING AN ALERT**

1. Navigate to the Alert Templates section under the Alerts tab

   ![Alert Templates section](image)

2. Click the button to the right of the required template.

3. To not send the alert, click at the bottom of the screen.

4. To send the message, immediately click at the bottom of the screen, you will get a confirmation screen before the alert is sent.

5. 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.

6. Review the confirmation screen.
7. Click **SEND THIS ALERT!**

![Alert Sent
Click the button to edit the SMS text for the alert.](image)

**EDITING THE ALERT**

**EDITING THE TEXT MESSAGE**

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

![Overwrite all alert methods with this text - warning: this will change all messages](image)

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. Ensure Messaging Protocol is set to **Send via SMPP.**
4. To ensure complete and consistent message delivery, your text message may not contain the following characters: `< > ~ _ $ @ or emojis
5. 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:

<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 to be sent
2. Select the appropriate Email Profile
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 a Conference Blast or Call Responses
3. Select the appropriate Voice Message Profile.
4. Add any necessary notes.
5. Make any necessary changes to the call options.
   a. Call Retries
   b. Call Retry Wait Interval
   c. Caller ID
   d. Extension Dialing Pause
e. Message Replays

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**

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**EDITING DELIVERY TARGETS**

Click **EDIT** to the right of **Delivery Targets**

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**EDITING PEOPLE / LISTS TO BE NOTIFIED**

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

3. The system also lists all targeted recipients in another container, remove each by clicking the X next to their name.
EDITING DEVICES TO ALERT

1. Open the devices page by clicking
2. Select items as appropriate from the following options:

CHANGING ALERT EXPIRATION TIME

1. By default, the system will attempt to resend unsuccessful alerts for 8 hours.
2. On either page click
3. Change the length of time to continue retrying delivery.

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 column to view and download details about all user responses for each method.