



Intelligent Notification

User-Guide V12

MIR3 Initiator Guide

Revision History

<u>Revision Number/ Date</u>	<u>Revised By</u>	<u>Changes Made</u>
V7: 11/29/16	Lori Gorman	Added Table of Contents; revised device priority instruction/image
V8 01/27/17	Lori Gorman	Added Build Groups Instructions
V9 10/30/17	Lori Gorman	Updated Placeholder information to Initiator Form details
v10 1/18/19	Lori Gorman	Add character restrictions for SMS texts
v11 4/19/22	Heather Volkomer	Added details of single sign on through ID.Delaware.gov
v12 5/10/22	Claudette Wus	Added mobile app screenshots

Table of Contents

Unit 1: Introduction	4
What is the Intelligent Notification System?	4
User Interface	5
Login	5
Logout	
Unit 2: Dashboard	7
User Interface and Navigation	11
Tabs	12
Notifications	13
Users/ Groups	14
Administration	16
Profile	17
User Name Drop-Down	20
Documentation	21
Contact Support	22
Unit3: Notifications	23
Notification Definitions	25
Quick Launch	26
View REPORT:STATUS SUMMARY	27
SMS	30
Add New Notifications	31
Details	31
Recipients	32
Message & Response Options	34
Initiator Forms (Placeholders)	37
Device Priority	38
Extended Options	39
Initiating a Saved Notification	40
Scheduling a Saved Notification	44
Initiating a Notification by Telephone/Email	46
Unit 4: Notification Groups	47
Add New Notification Group	47
Delete a Notification Group	49
Unit 5: Search and Delete	50
Standard Searches	50
Deleting Data	53
Unit 6: Notification Retrieval	54
Notification Inbox	54
Email Notifications	57
Telephonic Devices	59
Two-Way SMS Devices	59
Smart Retrieval	59
Impact of Caller ID (ANI) Blocking	61
Unit 7: Mobile App	62
Mobile App Functions	63
Reports in Mobile App	64

Introduction

What is the Intelligent Notification System?

The Intelligent Notification System is a web-based Notification service, offering immediate and simultaneous one-to-many communications using wired and wireless communication devices (telephones, Short Message Service (SMS) devices, email, pagers, and faxes). It provides automated and remote problem-solving capabilities to improve communication in large organizations—both internally and externally. It enables the Recipient to send an immediate reply to resolve the issue and/or convey a new status condition to the appropriate people and systems. The service provides Recipient response functionality to close the communication loop between Initiator (sender) and Recipient (receiver).

The System sends time-sensitive Notifications through a number of devices, including cell and land line telephones, one- or two-way SMS devices, email, one- or two-way pagers, and faxes. Messages may be sent to all communication devices at the same time, or in any defined order.

- Automatically delivers messages to telephony, SMS, email, pager, and fax devices.
- Tracks delivery of Notifications in real time.
- Allows Recipients to select any number of predefined response choices.
- Securely stores and manages user contact data.
- Provides for grouping of users to better organize contacting Recipients.
- Provides for grouping of Notifications allowing delivery of different messages to different groups of Recipients and Devices.

User Interface

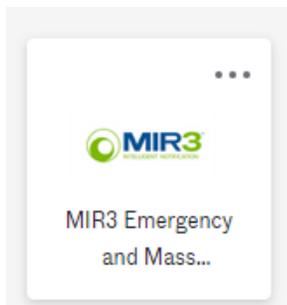
Administrators and Initiators must log into the User Interface to access functions within the application.

- Administrators must log in to perform administrative functions (such as Enterprise Access Control).
- Initiators may launch Notifications using devices (telephones, pagers), email clients, or email-enabled devices without logging on.
- Recipients usually receive messages using telephonic devices (telephones, pagers), email clients, or email-enabled devices.

Login - Computer

Log in using the following steps:

1. Enter <https://id.delaware.gov> into an Internet browser:
 - Login using your state email address and network password.
 - Click on the MIR3 Emergency and Mass Notification tile.
 - Password resets would require a change of your network password. Contact your local IT support group for network password resets.



Logout

Logout is located in the upper right corner on the primary navigation bar. Click the displayed user name drop-down and select **Log Out**.

Terminating/closing the browser connection will automatically log a user out.

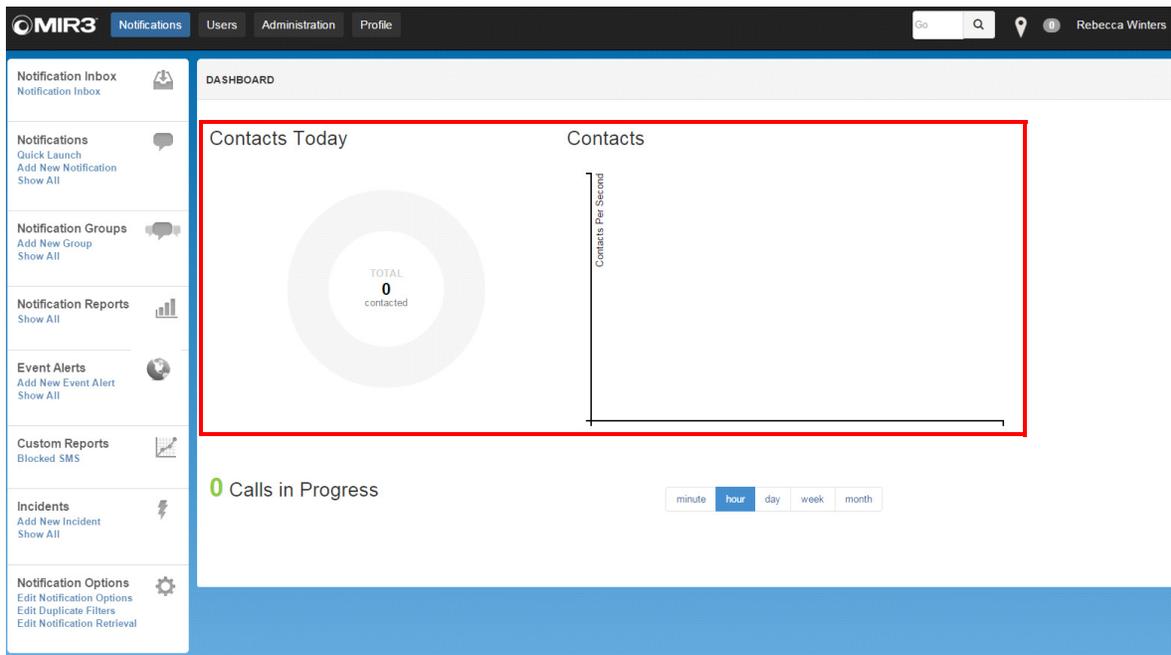
- If a user logs onto the System and becomes inactive for 8-10 minutes, the session will time out. A new login will be required.
- Entering a **Username** and **Password** will restart the session.

Web Interface Login

Dashboard

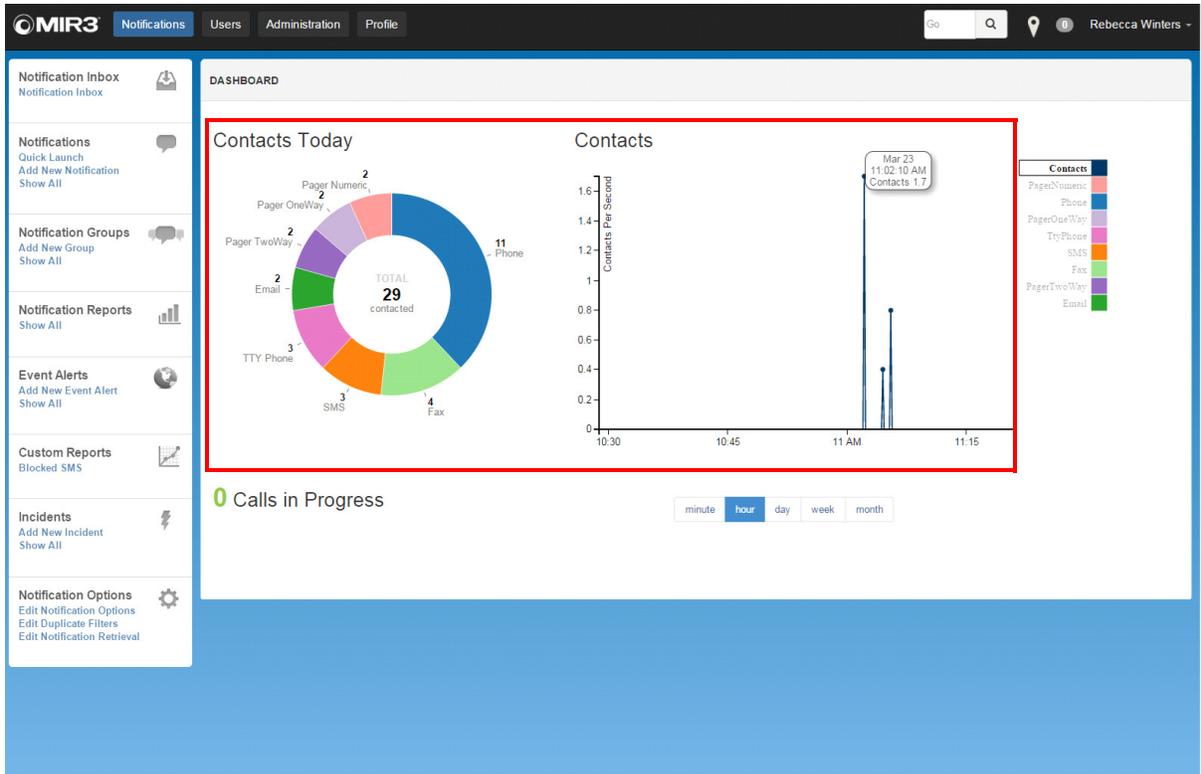
Dashboard provides an overview of Notifications sent, the device(s) through which they were sent, and the time they were sent. Generally, it indicates whether or not the system is working properly.

The following shows an initial Dashboard screen as it appears with no Notifications sent:



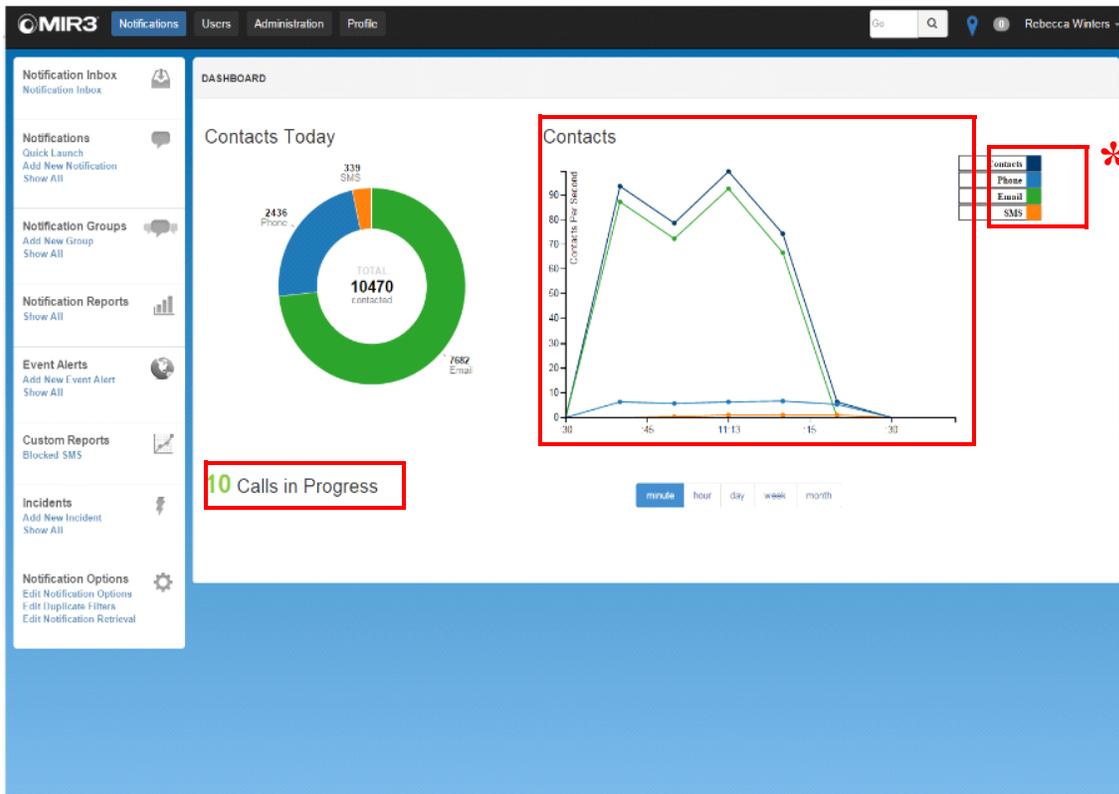
DASHBOARD Display - No Calls Sent

The following Dashboard screens show Notifications in progress or those sent, Contacts made, Devices used to send Notifications, time and date sent, and rate at which they were sent.



Dashboard Screen Showing Calls Sent

1. **Contacts Today:** Total number of Contacts made during the current minute, day, hour, week, or month, and the devices through which they were sent.



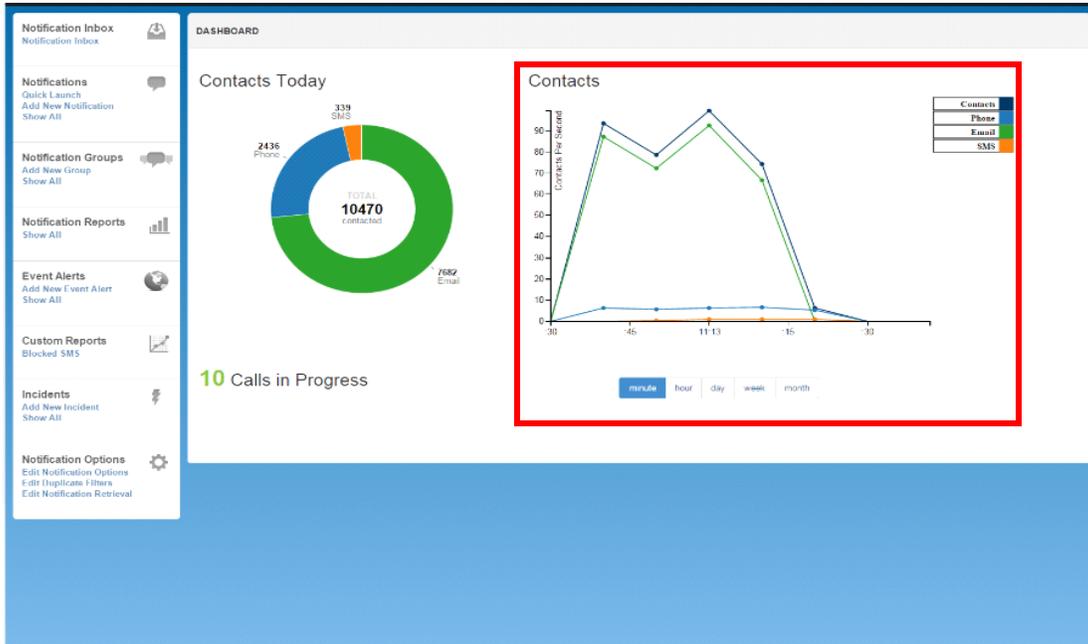
Dashboard Graph Showing Calls in Progress

2. Current **Calls in Progress**.
3. Rate of **Contacts** (minute, hour, day, week, month) are shown in the area above.
4. Click a Device to display in the line graph.

NOTE

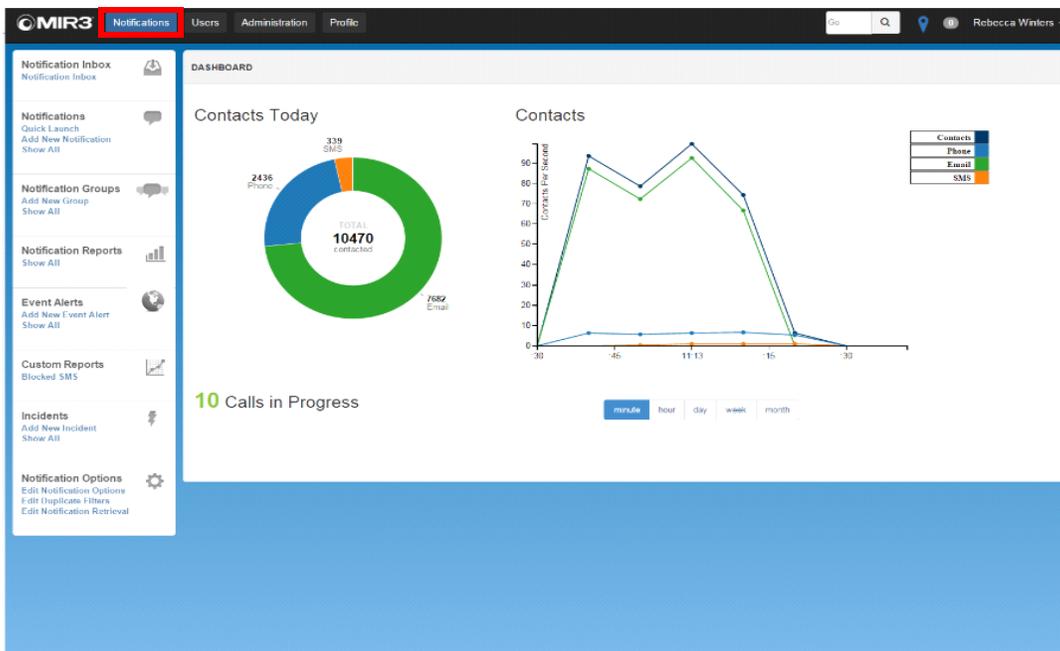
Email, Phones, and Faxes are listed in the legend to the right of the graph and may also include Mobile App, DeskAlert, and Blackberry P2D. **Inactive Contacts** in the Legend are grayed out. The figure below shows **Active Contacts** for purposes of illustration.





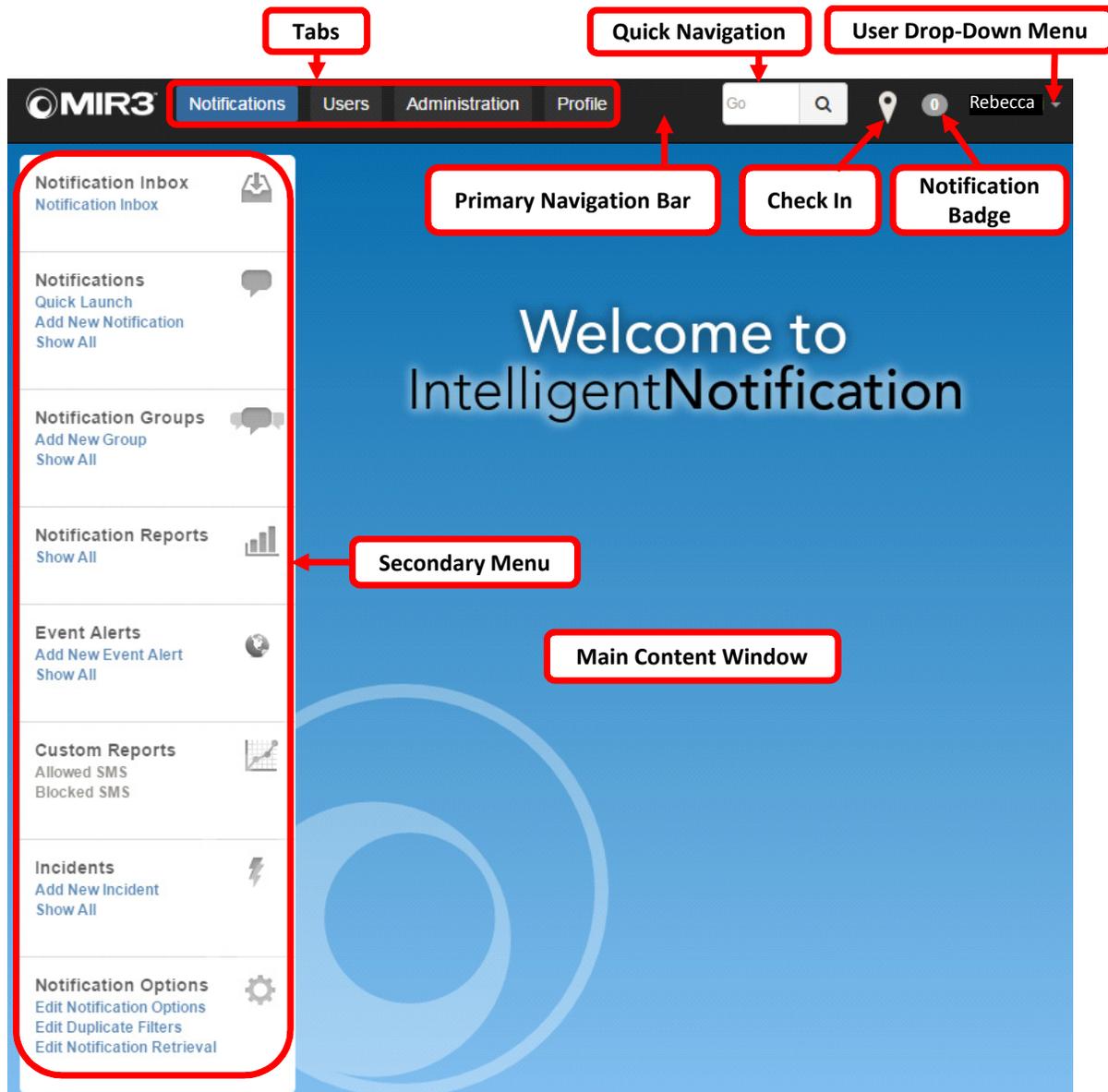
Dashboard Showing Devices Used and Time Notifications Were Sent

5. The dots and lines within the Contacts graph show the actual time and rates specific Notifications were sent.
6. Hover over one of the dots in the graph to see tool tip detail of the Notification (date, time, device). Information refreshes every 10 seconds.
7. Use mouse to zoom and drag on a dot.
8. Return to Dashboard by clicking **Notifications** on the main menu.



User Interface and Navigation

Access to various screens and functions are granted depending how a System Administrator sets a User's role and permissions. The figure below illustrates various components of the System. See definitions for each area in following the screen image.



Intelligent Notification Home Screen - System Components

- **Notification Badge** - The numbered circle to the left of the User Name drop-down displays the number of unread Notifications in a User's Inbox.
- **Quick Navigation** - Enter a character string to search for a specific screen.

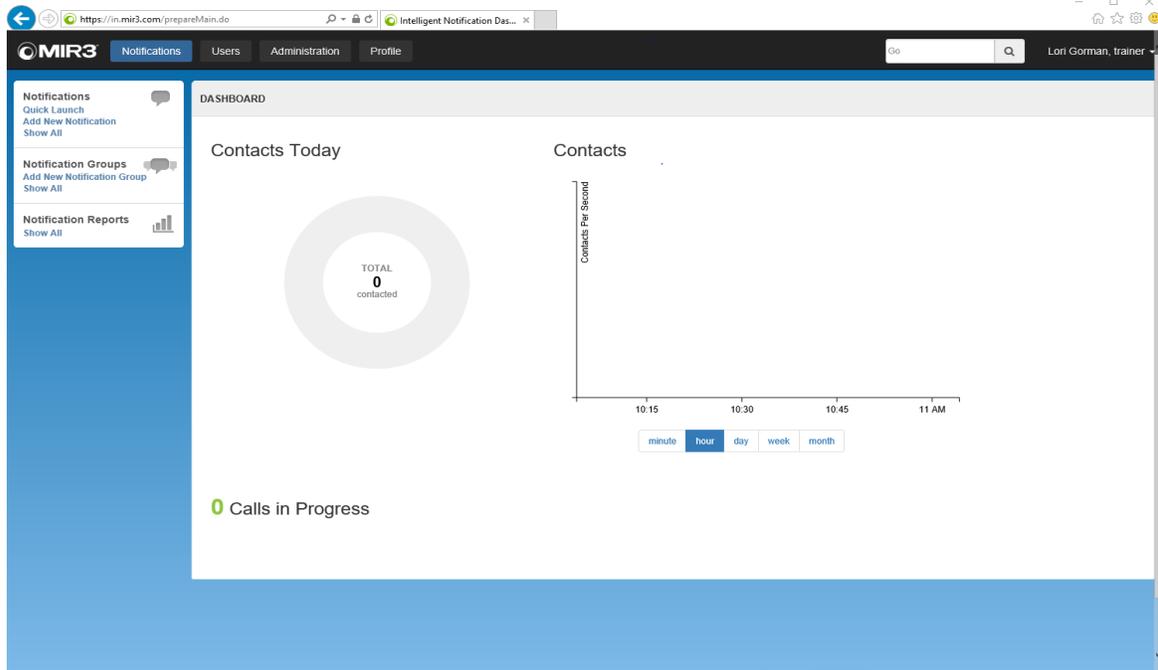
For example, type **Notif** in the Quick navigation box and click on the search icon. All screens containing the specified character string display in a selection box. Only those functions to which the logged-in User has security access are displayed.

- **Check In** - Allows Users to add a temporary address so they can receive Notifications for that region for a specific period of time.
- **Secondary Menu** - Displays links to available tasks within the chosen tab from the Primary Navigation Bar.
- **Main Content Window** - Enter information in this area. The screen changes depending on the task selected from the Secondary Menu and the permissions granted to the logged-in User.

- **Tabs** - The Notifications, Users, Administration, and Profile tabs serve as the primary entrance to other screens within the system.
- **Primary Navigation Bar** - Allows access to major functional areas in the System, as follows:
 - **Notifications** - Contains links to Notifications, Notification groups, Notification reports, Incidents, and Notification options.
 - **Users** - Contains links to User Profiles, User Groups, User Schedules, Roles, and User options.
 - **Administration** - Contains links to reports, divisions, topics, types, phone, verbiage, and map
 - **Profile** - This tab connects to the current User's Profile. **Use this tab to change your Password, PIN, and Telephony ID.**
 - **User Drop-Down Menu** - Displays the name of the logged-in User. When clicking the User name drop-down, a menu appears with **About, Documentation, Contact Support,** and **Logout** selections.
- **Send Test to Me** - sends a test notification for purposes of content review and error-free transmission to one or more devices (as defined by the User in that specific Notification).

Notification Tab:

This tab is used to launch Notifications, select notifications within your Division and View Notification Reports



Notifications: Dashboard

Secondary Menu: Notifications

Notification Options:

Lists available options for activating notifications. This includes Quick Launch, Add New Notification (for creating a new detailed notification), and Show All which displays all saved notifications for an organization.

Notification Groups:

When an organization has multiple saved notifications, they can be grouped for easier location. For example: if several saved notifications are created for a specific event such as a system test, you may group those notifications according to the test date. You may create new notification groups or view those notification groups already created.

Notification Reports:

To view a list of the notifications previously initiated you will select the Notification Reports option. To review the results of a specific Notification, select the desired notification.

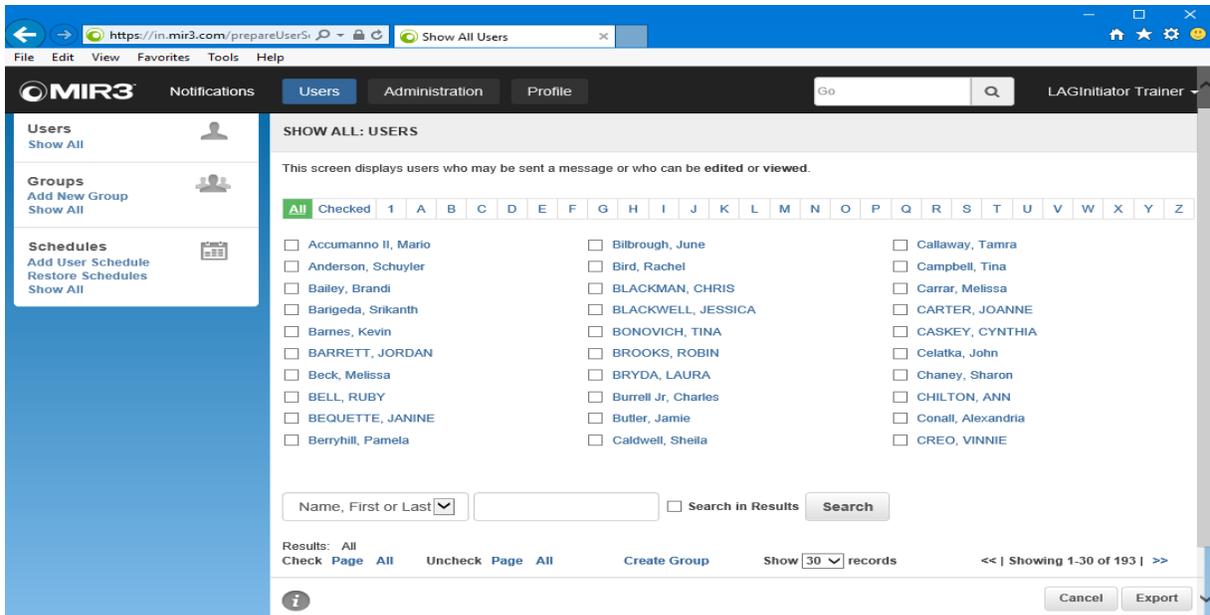
The screenshot shows the 'SHOW ALL: NOTIFICATION REPORTS' page in the MIR3 application. The page includes a search bar and a navigation menu. Below the search bar, there is a table with columns for 'Title', 'Issued', 'Responded', 'Type', and 'Completed'. The table lists five notification reports, all of which are of type 'Broadcast'. The table also includes checkboxes for each row and a 'Checked' column with a value of 1. The table is filtered by 'All' and 'Checked'.

Title	Issued	Responded	Type	Completed
<input type="checkbox"/> DTI MAINTENANCE HAS BEEN...	11/20/16 07:01 AM	19	Broadcast	11/20/2016 7:44 AM
<input type="checkbox"/> TESTING HAS BEEN CANCELLE...	11/19/16 10:27 AM	1	Broadcast	11/19/2016 10:38 AM
<input type="checkbox"/> DELAY IN TESTING FOR DTI MA...	11/19/16 10:23 AM	1	Broadcast	11/19/2016 10:24 AM
<input type="checkbox"/> DTI MAINTENANCE HAS BEEN...	11/19/16 10:13 AM	0	Broadcast	11/19/2016 10:25 AM
<input type="checkbox"/> TESTING HAS BEEN CANCELLE...	11/19/16 10:12 AM	0	Broadcast	11/19/2016 10:25 AM

Notifications: Notification Reports

User Tab:

This tab is used to view Users and Groups assigned within your Division. Information displayed on this screen is restricted based on Security Permissions.



Users: Dashboard

Secondary Menu: Users

Users:

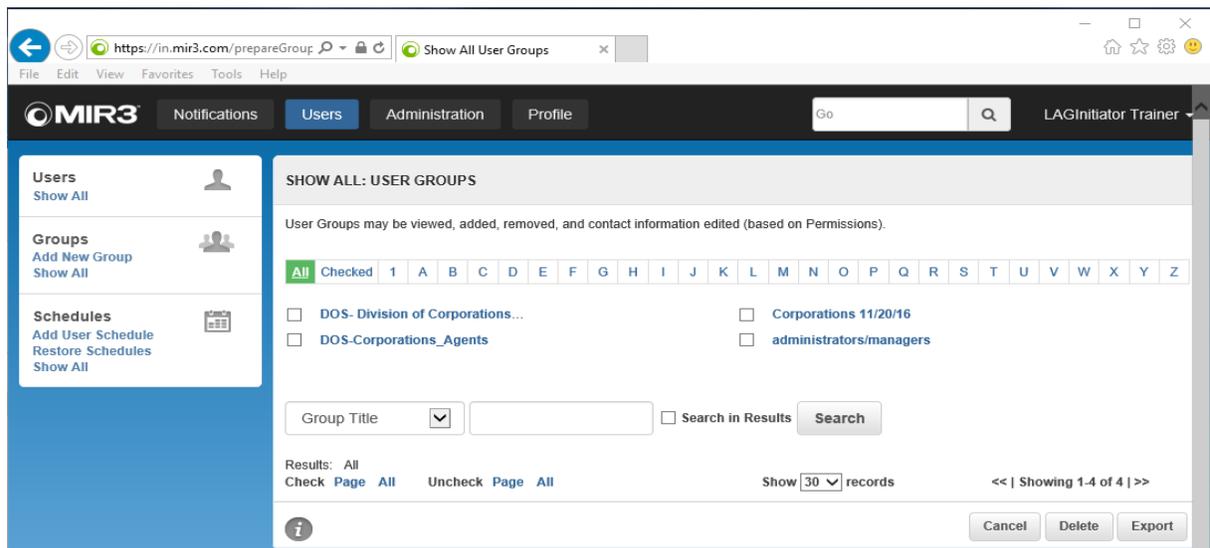
Lists all users. Although all users are listed, initiators will not be able to view the contact information for those individuals whose security does not match. Security is determined according to user DDS. **All user contact information MUST BE UPDATED IN THE PLANNING TOOL ONLY!**

Groups:

Users can be organized into groups for easier recipient selection. For example, you may wish to create a Manager Group or a specific Crisis Management Team group which can be quickly selected when initiating a notification. Groups may be created Dynamically (using a defined criteria which allows new users that fit the criteria to be automatically added to the group) or Statically (users are added by manually selecting them). Your liaison has created a dynamic user group created for your organization. **You may add users to a group that are not under your DDS by contacting your DTI Liaison (for example: including IT that have been ITC Consolidated or HR users to a Crisis Management Team).**

Schedules:

Organizations may add schedules for specific user selections such as after-hour coverage, etc.



Groups: Dashboard

Secondary Menu: Groups

Add New Group:

To create a new group select the Add New Group option from the secondary menu. You may then give the group a title. If the group is to be dynamic, check the dynamic group box. The Division field will already be completed based on your DDS.

You will now start selecting users from the Recipients tab. Use the Search option to locate specific users by first or last name. You may change the search criteria by selecting the drop down menu in the Search Criteria box. You may view the selected recipients by clicking on the Checked option just below the Recipients tab.

The screenshot shows the 'ADD: NEW GROUP' interface. The 'Title' field contains 'Test'. The 'Dynamic Group' checkbox is checked. The 'Division' is set to 'DOS-Corporations-Corporations'. The 'Recipients' tab is active, showing a list of users with checkboxes. The search criteria dropdown is set to 'Name, First or Last'. The interface includes a navigation sidebar on the left and a top navigation bar with 'MIR3' branding.

New Group: Dashboard

Assigning Dynamic Criteria:

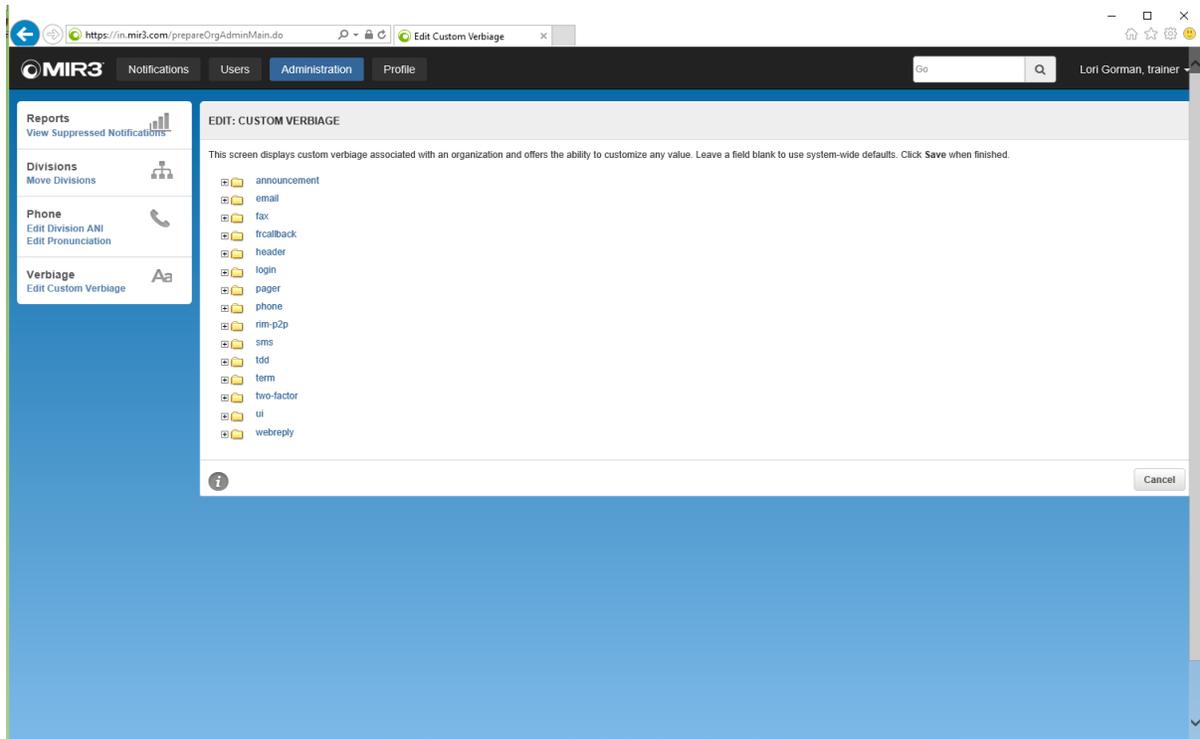
When creating a dynamic group, you must assign the criteria you wish to use. This can be any field that is captured by crisis communication tool: DDS (Province), Job Title, Last Name Etc. To assign the criteria, select the Advanced Search drop down. Select the criteria drop down box to select your desired field and provide the desired field. Select Add.

You may choose multiple criteria by using the AND or the OR criteria options.

The screenshot shows the 'Advanced Search' criteria selection interface. The query is 'Division = DOS-Corporations-Corporations'. The search criteria dropdown menu is set to 'Job Title'. The interface includes a navigation sidebar on the left and a top navigation bar with 'MIR3' branding.

Administration Tab:

This tab view is used to Edit Division ANI, Edit Pronunciations and Edit Custom Verbiage for notifications.



Administration: Dashboard

Secondary Menu: Administration

Reports: View Suppressed Notifications

Notifications that have are no longer on the notifications tab can be located here.

Divisions: Move Divisions

IF Initiator has access to more than one Division, you may move notifications from one Division to another.

Phone:

To change the Division ANI (display name/number that appears on caller ID) or add specific pronunciation you may select the appropriate secondary option. To view instructions on how to edit these fields, click on the Information Icon. 

Verbiage:

You may edit specific message verbiage used by the Crisis Communication Tool such as the message greeting (Hello vs. Hi); include Logos, etc. through the custom verbiage options under the Administration tab. For additional information on custom verbiage select the Information Icon or view of the many Training videos available under the User Drop-Down Menu.

Profile:

This tab view is used to Change Password, Change PIN, and Change Telephony ID

EDIT: USER

Contacts on a User List may be edited on this screen (based on Permissions).
An area code must be included when entering a phone number.
Click **More Devices** to add additional phone and email addresses.
Click **Save**.

General Address Alternates Locations Subscriptions Permission Preferences User References

Role: Custom Role
* Language: English (US)
* First Name: Lori
* Last Name: Gorman, trainer
Company: DTI
Job Title:
Division: State of Delaware
* Time Zone: (-05:00) Eastern (N. America)
Telephony ID: 053-001-354
Employee ID:
Login Access?
* Username: LAGplanbuilder.trainer

Device	Number/Address	Description	Private
SMS	302-535-0364	302-535-0364	<input type="checkbox"/>
Personal Cell	302-535-0364	302-535-0364	<input type="checkbox"/>
Work Phone	302-739-9668	302-739-9668	<input type="checkbox"/>
Work Email	lori.gorman@sta... lori.gorman@sta...		<input type="checkbox"/>

Cancel

Profile: Dashboard

Secondary Menu: Profile

Profile: My Profile

This tab displays the initiators profile along with contact information, Permissions and and additional information. **ALL CONTACT MUST BE UPDATED IN THE PLANNING TOOL!**

Security:

Use this menu to Change your Password, Change your PIN, or Change your Telephony ID by selecting the appropriate menu. Remember you must SAVE any changes for them to take effect.

Locations: Default Location

This menu can be used to set up a default priority specific to the initiator. This will over-ride the notification device priority and is NOT recommended.

Main Content: Add New Notification

To create a new Notification

The screenshot shows the 'ADD: NEW NOTIFICATION' screen in the MIR3 application. The interface includes a navigation bar at the top with tabs for 'Notifications', 'Users', 'Administration', and 'Profile'. The main content area is divided into several sections:

- Title Bar:** Located at the top, it contains the title 'ADD: NEW NOTIFICATION', a search bar, and buttons for 'Send Test To Me', 'Cancel', 'Save', and 'Send'.
- Collapsible/Expandable Sections:** These sections are located in the middle and bottom of the main content area. They include 'Details', 'Recipients', 'Message & Response Options', 'Placeholders', 'Device Priority', 'Extended Options', and 'Topics'. Each section has a down arrow on its right side to indicate it can be expanded.
- Up/Down Arrows:** A red arrow points up from the 'Collapsible/Expandable Sections' label to the 'Details' section, and another red arrow points down from the 'Collapsible/Expandable Sections' label to the 'Extended Options' section. A third red arrow points right from the 'Up/Down Arrows' label to the down arrow of the 'Extended Options' section.

The 'Details' section contains the following fields:

- Notification Title:
- Division:
- Notification Method:
- Description:

The 'Recipients' section contains a list of recipients.

The 'Message & Response Options' section contains a list of options.

The 'Placeholders' section contains a list of placeholders.

The 'Device Priority' section contains a list of priorities.

The 'Extended Options' section contains a list of options.

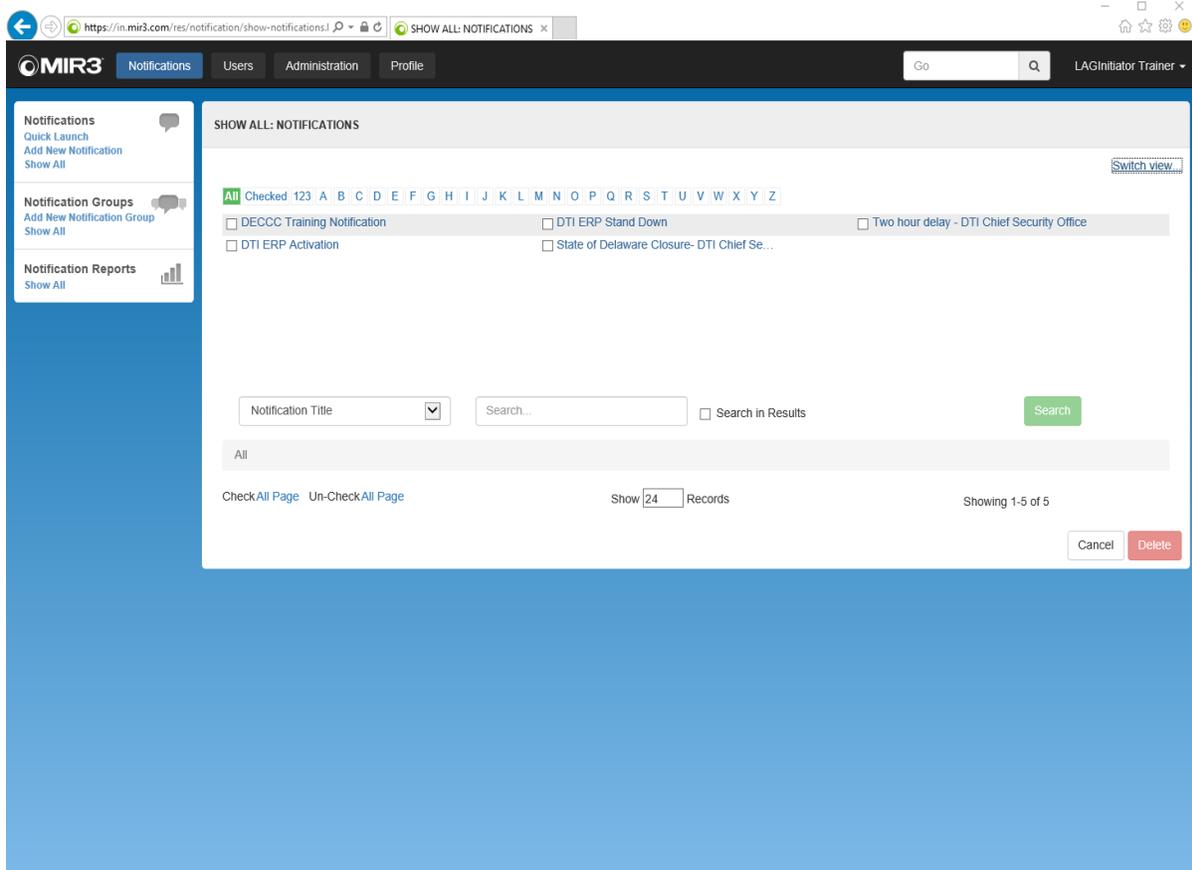
The 'Topics' section contains a list of topics.

ADD: NEW NOTIFICATION Screen Components

- **Title Bar** - The name of the current screen, as well as the **Save**, **Send**, and **Cancel** buttons.
- **Collapsible/Expandable Sections** - These sections are the various elements of Composing a Notification. Click a down arrow (shown on the left side of the screen) to open each section.
- **Up/Down Arrows** - Clicking on a down arrow opens the related section.

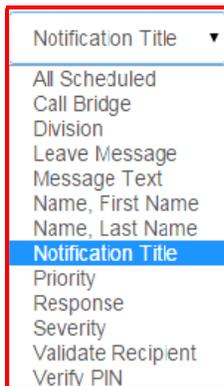
Main Content: Show All Notifications

To select a notification previously created



SHOW ALL: Notifications

- **Alphanumeric Search Bar** - When selecting the letter or number combination to search, the System returns a list of matching values.
- **All** - Returns a list of all records on file.
- **Checked** - Returns a listed of selected entries.
- **Notification Title:** offers a drop-down with a variety of search options, as shown in the figure below.



User Name Drop-Down

The User Name Drop-Down is located in the upper right corner of the Main Content Screen (shown below) with access to the following: **About**, **Documentation**, **Contact Support**, and **Logout**.

About

The **About** link (in the Username drop-down on the Home screen) displays a dialog containing the **Username (role)**, **Organization**, **Division**, **Version**, and system **Build Date**. Click the **X** in the upper right of the About content window to return to the Main Content Window.

The screenshot shows the MIR3 dashboard interface. At the top right, a user profile dropdown menu is open, showing options: About, What's new in 4.3, Documentation, Contact Support, and Log Out. A red arrow points to the 'About' option. In the center, an 'About' dialog box is displayed with the following information:

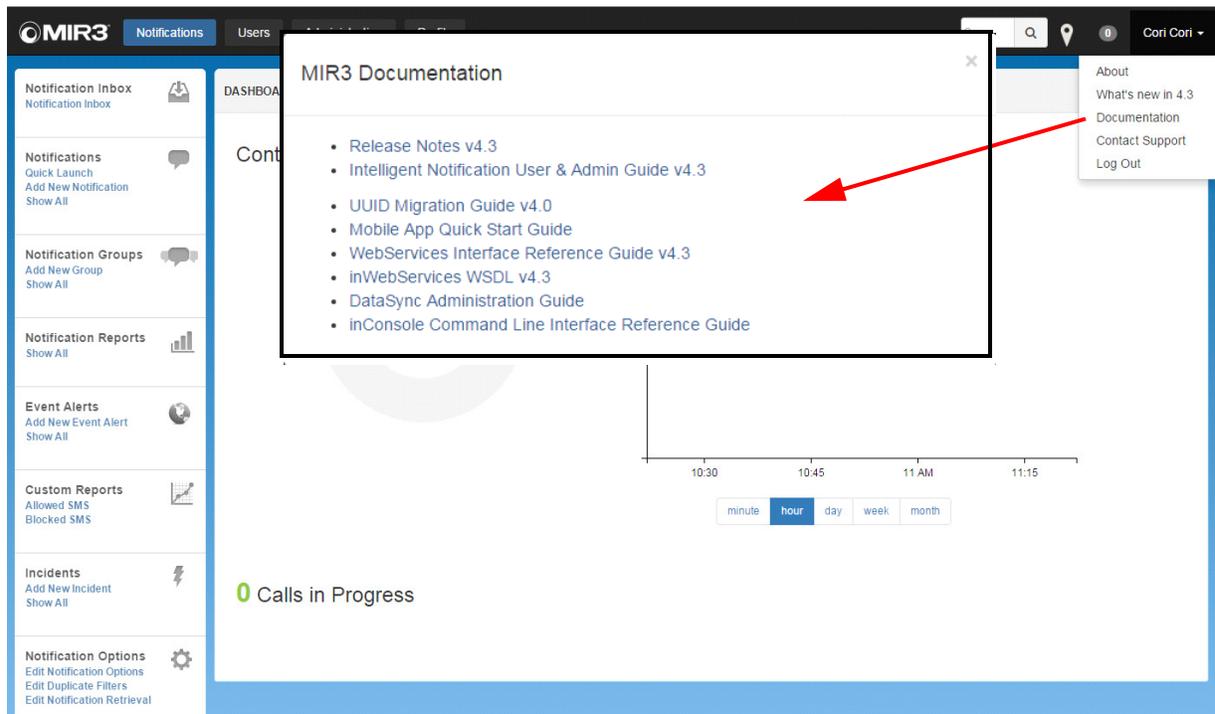
Username:	cori (Administrator)
Organization:	Cori (291)
Division:	Cori
Version:	Event_Alerts_4.3.34
Build Date:	July 28, 2015 5:05 PM

The background dashboard shows a 'Contact' section with a circular gauge indicating 'TOTAL 0 contacted' and a line graph showing 'Calls in Progress'.

User Drop-Down: About

Documentation

The **Documentation** link contains access to a variety of MIR3 **Documentation**, as shown below. Click the **x** in the upper right of the message to return to the Main Content Window.



User Drop-Down: Documentation

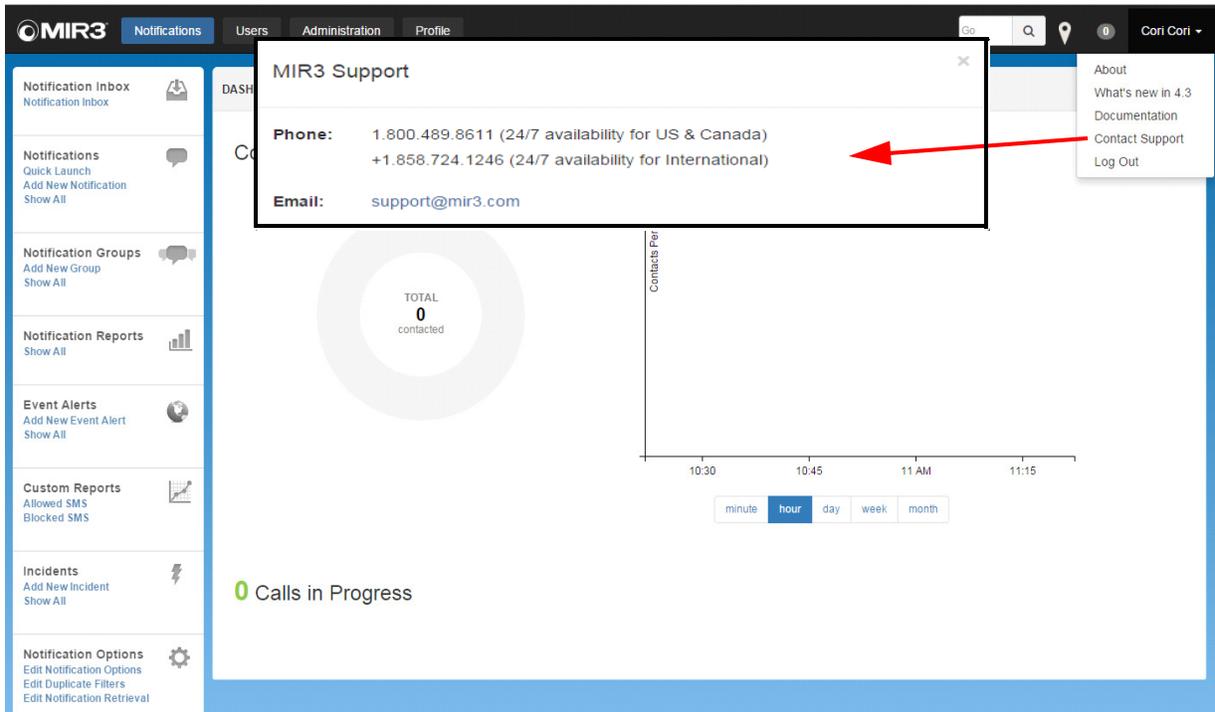
Documents may be downloaded, viewed, or printed in PDF format by clicking one of the document links. Click the **x** in the upper right of the message to return to the **Main Content Window**.

Training

The **Training** link contains access to a variety of MIR3 **Training modules**. Users may view recorded training modules or schedule to attend a live web-ex training. Training topics cover all aspects of the MIR3 communications tool. Click the **x** in the upper right of the message to return to the Main Content Window.

Contact Support

The **Contact Support** link may be used to access the Contact MIR3 Support dialog, as shown below.



The screenshot displays the MIR3 web application interface. At the top, there is a navigation bar with tabs for 'Notifications', 'Users', 'Administration', and 'Profile'. The user's name 'Cori Cori' is visible in the top right corner. A dropdown menu is open, showing options: 'About', 'What's new in 4.3', 'Documentation', 'Contact Support', and 'Log Out'. A red arrow points from the 'Contact Support' option to a modal dialog box titled 'MIR3 Support'. The dialog box contains the following information:

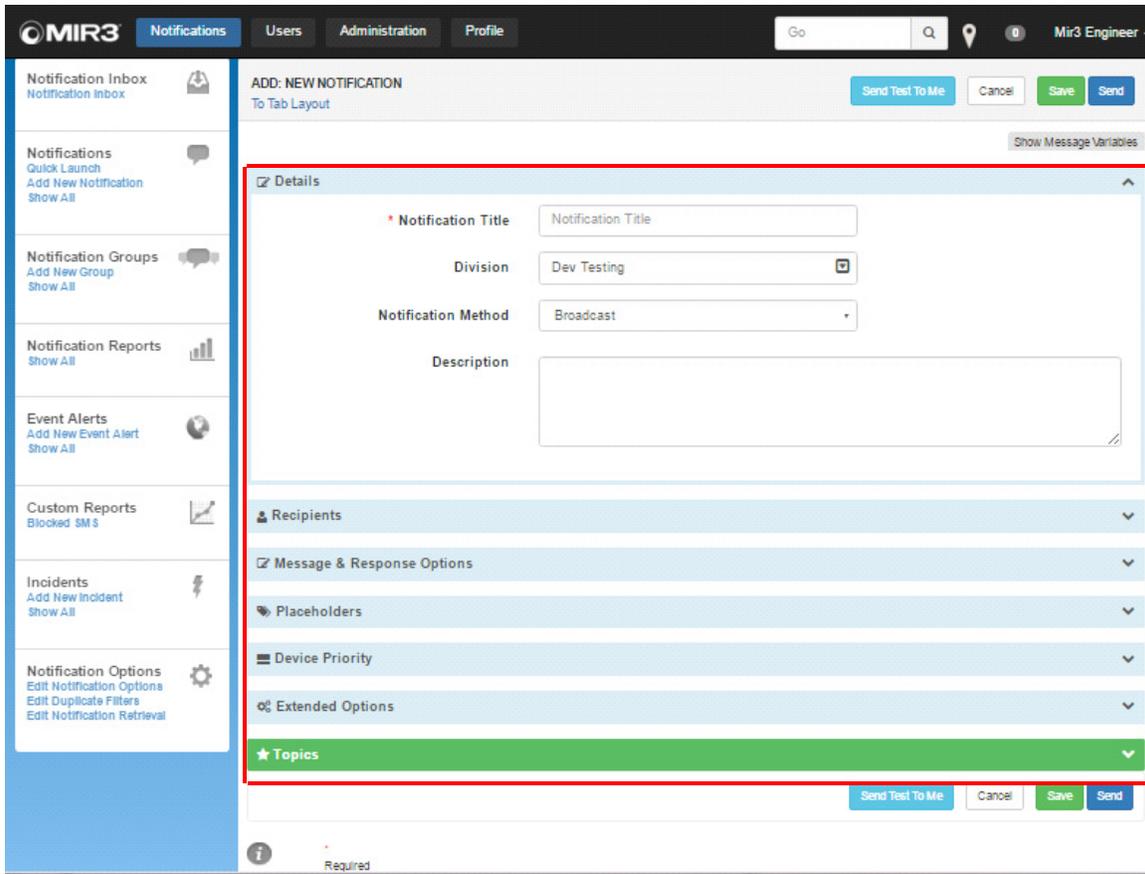
- Phone:** 1.800.489.8611 (24/7 availability for US & Canada)
+1.858.724.1246 (24/7 availability for International)
- Email:** support@mir3.com

The background of the application shows a dashboard with various widgets: 'Notification Inbox', 'Notifications', 'Notification Groups', 'Notification Reports', 'Event Alerts', 'Custom Reports', 'Incidents', and 'Notification Options'. A central widget displays 'TOTAL 0 contacted' with a circular progress indicator. Below this, there is a line graph titled 'Contacts Per' with a time axis from 10:30 to 11:15 and a legend for 'minute', 'hour', 'day', 'week', and 'month'. At the bottom, it shows '0 Calls in Progress'.

User Drop-down: Contact Support

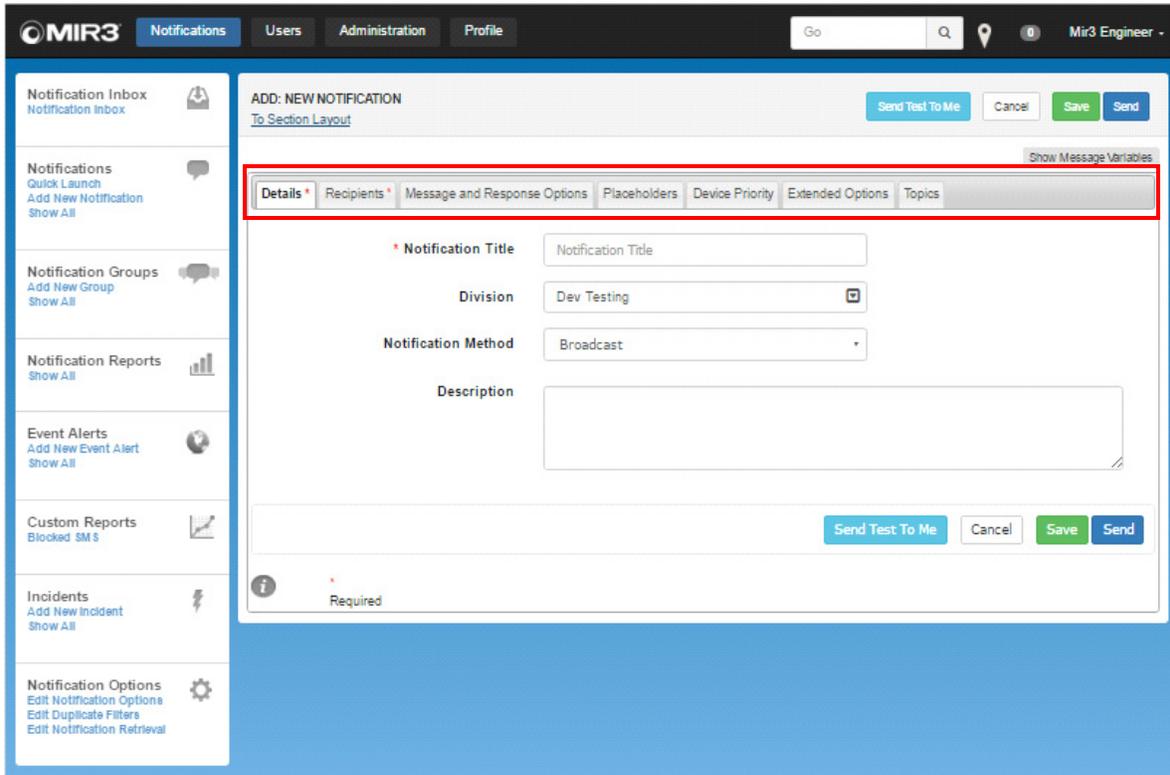
Notifications

This section describes how to **Create, Save, and Send** a Notification. The ADD: NEW NOTIFICATION screen features two layouts - **Section** or **Tab**. The Section layout requires scrolling to reach each of the sections appearing under **Details**, as shown below. Click **To Tab Layout** to change this view.



ADD: NEW NOTIFICATION Screen (Section Layout)

An alternative view offers each section in Tab Layout across the top of the ADD: NEW NOTIFICATION screen, as follows:



ADD: NEW NOTIFICATION Screen (Tab Layout)

Notification Definitions

Notification Methods:

BROADCAST - Broadcast sends a Notification to all chosen Recipients at one time.

FIRST RESPONSE - First Response limits the number of responses to a single successful response by an individual from a Recipient list.

CALLOUT SCREEN - Delivers a Notification and receives a specified number of successful responses from a group of Recipients. Use this option to request more than one volunteer. The following fields appear when selecting the Callout Notification option:

Total Successful Responses: _____

Total Contacted at Once _____ All

BULLETIN BOARD - Creates Notifications placed on a telephony "bulletin board." Notifications can be directed at specific business units and geographic locations. These types of Notifications are never directly transmitted to Recipients' assigned devices but are placed on the "bulletin board." Recipients dial into the telephony bulletin board (usually through an assigned toll-free telephone number) to retrieve messages.

Options for Initiating a Message:

QUICK LAUNCH: This option works well for quickly initiating a broadcast message to a group of recipients. When activating a message from the MIR3 APP, this is the only option of initiation. However you are limited in the response options and customization available when activating a quick launch.

ADD NEW NOTIFICATION: This option allows for the detailed creation of a notification including the customization of notification methods, multiple response options and extended options.

SAVED NOTIFICATIONS: You may edit and initiate previous notifications that have been created within your Division. This option allows you to select a notification, edit and save it under a new name while keeping all pre-defined options.

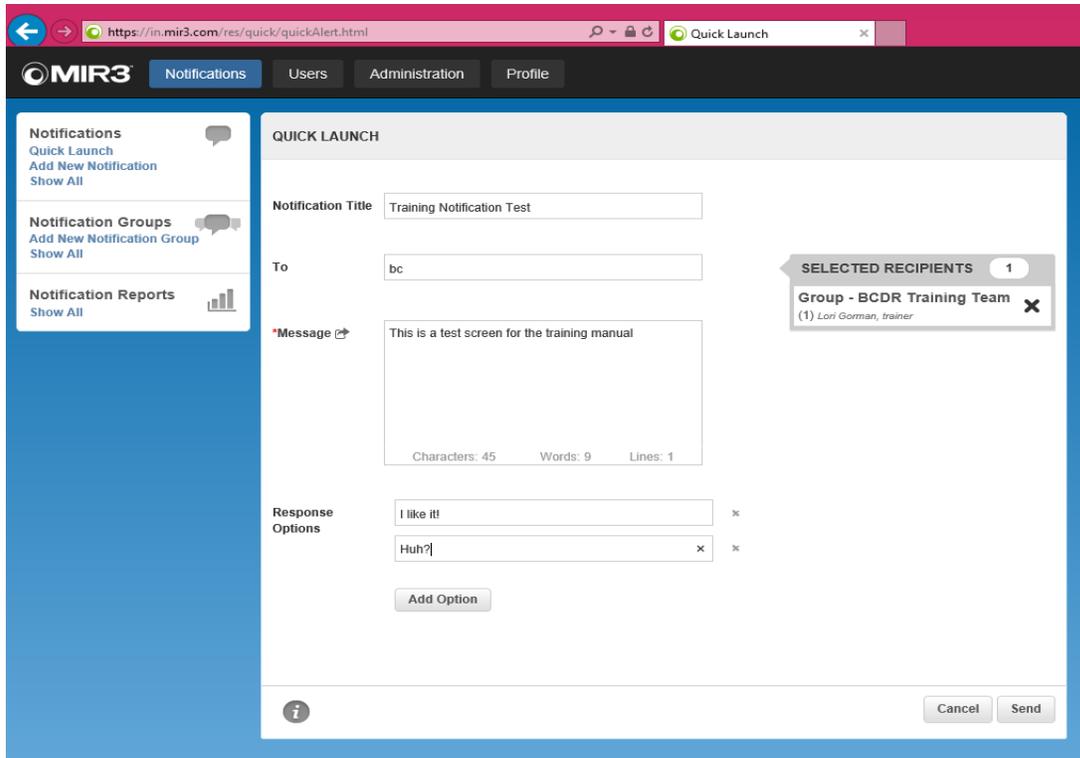
NOTIFICATION TEMPLATES: The System Administrator may create notification templates for your organization that will allow you to swiftly initiate a pre-defined message to multiple user groups within your Division. Two Notification templates have been created and assigned to every Organization:

- State of Delaware
- Closure Two Hour Delay

Quick Launch

Quick Launch shows the Recipient's Job Title when searching Recipients

1. Enter a Recipient's Name in the **To** field. (The name appears after entering the first few letters of a name if it has been saved in the User Profile.)
2. A full Recipient Name and Job Title appear in a drop-down directly below the **To** field, and then in the **Selected Recipients** drop-down, as shown in the screen below.
3. Complete the Message field and response options.
4. Select Send

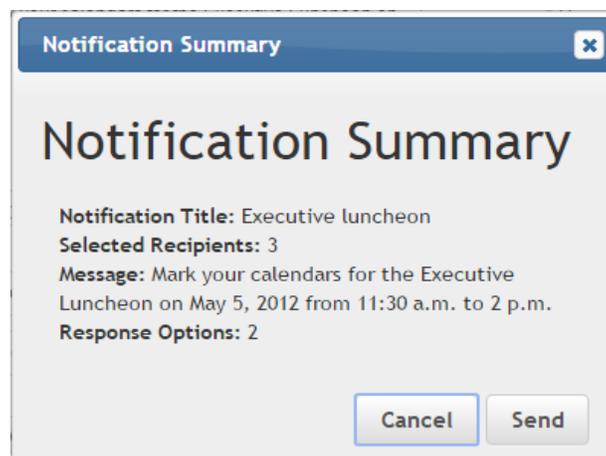


The screenshot shows the 'QUICK LAUNCH' interface within the MIR3 application. The browser address bar shows 'https://in.mir3.com/res/quick/quickAlert.html'. The interface includes a navigation menu with 'Notifications', 'Users', 'Administration', and 'Profile'. On the left, there are sections for 'Notifications', 'Notification Groups', and 'Notification Reports'. The main area contains the following fields:

- Notification Title:** Training Notification Test
- To:** bc
- Message:** This is a test screen for the training manual. (Character count: 45, Word count: 9, Line count: 1)
- Response Options:** I like it! and Huh? (with an 'Add Option' button)
- SELECTED RECIPIENTS:** 1 Group - BCDR Training Team (1) Lori Gorman, trainer

At the bottom right, there are 'Cancel' and 'Send' buttons.

The following Summary displays the Recipients to whom the Notification will be sent:



The 'Notification Summary' dialog box displays the following information:

- Notification Title:** Executive luncheon
- Selected Recipients:** 3
- Message:** Mark your calendars for the Executive Luncheon on May 5, 2012 from 11:30 a.m. to 2 p.m.
- Response Options:** 2

At the bottom, there are 'Cancel' and 'Send' buttons.

View REPORT: STATUS SUMMARY

To check the Status of a Notification, such as if a Notification was sent successfully and how many Recipients received it, follow the steps below:

1. Click **Show All** under **Notification Reports**. A list of sent Notifications appears in a screen similar to the following:

The screenshot shows the MIR3 interface with the 'Notifications' tab selected. The main content area displays 'SHOW ALL: NOTIFICATION REPORTS'. Below this, there is a search bar and a table of notification reports. The table has columns for Title, Issued, Responded, Type, and Completed. The table contains 20 rows of data, all with the title 'Test Weather Alert' and type 'Broadcast'. The 'Issued' column shows dates from 7/28/15 to 7/27/15. The 'Responded' column shows 0 for all entries. The 'Completed' column shows 'In Progress' for most entries, with some showing specific completion times on 07/27/15.

Title	Issued	Responded	Type	Completed
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input type="checkbox"/> Test Weather Alert	7/28/15 10:05 AM	0	Broadcast	In Progress
<input checked="" type="checkbox"/> Test Weather Alert	7/27/15 06:06 PM	0	Broadcast	In Progress
<input checked="" type="checkbox"/> Test Weather Alert	7/27/15 05:22 PM	0	Broadcast	07/27/15 6:22 PM
<input checked="" type="checkbox"/> Test Weather Alert	7/27/15 05:22 PM	0	Broadcast	07/27/15 6:22 PM
<input type="checkbox"/> Test Weather Alert	7/27/15 05:22 PM	0	Broadcast	07/27/15 6:22 PM
<input type="checkbox"/> Test Weather Alert	7/27/15 04:58 PM	0	Broadcast	In Progress

2. Click a Notification to view its Report similar to the one below.

The screenshot shows the MIR3 Notifications interface. The left sidebar contains navigation options: Notification Inbox, Notifications (Quick Launch, Add New Notification, Show All), Notification Groups (Add New Notification Group, Show All), Notification Reports (Show All), Events (Add New Event, Show All), Incidents (Add New Incident, Show All), and Notification Options (Edit Notification Options, Edit Duplicate Filters, Edit Notification Retrieval). The main content area is titled 'REPORT: STATUS SUMMARY' and displays details for a notification: 'Test Weather Alert' initiated by Fran Tonello on 7/29/2015. It includes a 'Notification in Progress' status, message content ('Test message from Weather alerts'), and a 'Weather Alert' event for a flood advisory. A 'Statistics' section shows a table of response data.

Totals	Total Recipients	Total Contacted	Total Responded
	2	1	0

Responses	Percent	Total
Response 1:	0%	0
No Response	50%	1
Not Contacted	50%	1
Total	100%	2

REPORT: STATUS SUMMARY

3. Select the Statistics Drop down arrow to view detailed information regarding individual recipient contact details.

The screenshot shows the MIR3 Notifications interface. The top navigation bar includes 'MIR3', 'Notifications', 'Users', 'Administration', and 'Profile'. A search bar and user profile 'Rebecca Winters' are also visible. The left sidebar contains various notification management options like 'Quick Launch', 'Add New Notification', 'Notification Groups', 'Notification Reports', 'Event Alerts', 'Custom Reports', 'Incidents', and 'Notification Options'. The main content area displays notification details for 'Latest news', including the initiator 'Rebecca Winters', date '9/2/2015', and report ID. A 'Notification in Progress' status is highlighted in green. Below this, there's a message: 'Please be sure to check the bulletin board for the latest company news.' and a response: 'Got it!'. The 'Statistics' section shows various metrics like Responses (0), Total Calls (0), Total Emails (3), etc. The 'Recipient Details' section includes a filter box and a table of recipients and their response status.

Notification Title: Latest news
Initiated By: Rebecca Winters
Date Issued: 9/2/2015
Completed: --
Report ID: 0026ce5f-0003-3000-80d8-7dab5524dd5f
Phone Time: 00:00:00

Notification in Progress
Time Issued: 02:08:46 PM
Completed: --
Type: Broadcast
Expedited Delivery: Standard

Message: Please be sure to check the bulletin board for the latest company news.
Response 1: Got it!

Statistics

Responses:	0	SMS:	0	Invalid Response:	0
Total Calls:	0	Hang Up:	0	VoiceMail:	0
Total Emails:	3	No Answer:	0	Left Message:	0
Total Pages:	0	Busy:	0	Wrong Address/Tel #:	0
Total Faxes:	0	Not at this Location:	0	Other:	6
Blackberry:	0	Mobile App:	0		

Recipient Details

Recipients	Time Issued	Response Receiv	Responses
Lorraine Moriarty	09-02-15 14:08:47	---	r3.com Identical Device Suppressed
	09-02-15 14:18:47	---	r3.com Identical Device Suppressed
	09-02-15 14:28:47	---	r3.com Identical Device Suppressed
Monica Moriarty	09-02-15 14:08:47	---	r3.com Identical Device Suppressed
	09-02-15 14:18:47	---	r3.com Identical Device Suppressed
	09-02-15 14:28:47	---	r3.com Identical Device Suppressed
Rebecca Winters	09-02-15 14:08:48	---	r3.com Email Sent
	09-02-15 14:18:48	---	r3.com Email Sent
	09-02-15 14:28:49	---	cori.brown@mir3.com Email Sent

Showing 1 - 3

Notification in Progress: Recipient Details

SMS Status

SMS status(es) appear on the REPORTS: STATUS SUMMARY screen and would include one of the following:

- **SMS Sent:** The SMS message has been delivered from MIR3 to the Aggregator. This is simply a generic message stating the SMS had been sent from the MIR3 platform to our SMS Aggregator partners. No additional information is provided and this should not be interpreted as an indication that the device actually received the message. **API Code is SMS_SENT**
- **SMS Rejected:** As it states, the SMS message was rejected by the Aggregator, likely due to a bad address or formatting problem. API Code is **SMS_REJECTED**
- **SMS with Aggregator:** The Aggregator has acknowledged receipt of the SMS message; however it has not responded to MIR3 that the message was successfully delivered to the recipient. API Code is **SMS_SERVER_ACK**
- **SMS Blocked:** The device address is on the MIR3 SMS blacklist. API Code is **SMS_DEACTIVATED**
- **SMS with Carrier:** The SMS message has been passed from the MIR3 platform to the Aggregator, and then on to the in-country Operator/Carrier. The last known status of the message was that it was with the Operator/Carrier awaiting delivery to the end users device. API Code is **SMS_SERVER_C_ACK**
- **SMS Delivered:** The SMS message according to the Operator/Carrier has been sent to the end users device for delivery. API Code is **SMS_HANDSET_ACK**

A complete list follows here:

SMS_SENT

SMS_REJECTED

SMS_SERVER_ACK

SMS_SERVER_C_ACK

SMS_HANDSET_ACK

SMS_INVALID_RESPONSE- recipient responded with an invalid response option
RESPONDED

SENDING_FAILED - shouldn't happen under normal circumstances, means something failed

SMS_DEACTIVATED - on our blacklist

NOT_OPTED_IN - your organization has SMS opt-in enabled and this device hasn't opted in.

Other Response Options:

Operator Intercept: the number you are trying to reach has been disconnected or is invalid.

Call Completed- Message played: the recipient has listened to the message.

Disconnected: the recipient disconnected the call prior to the complete message being delivered

Identical Device Suppressed: the contact number listed has already been contacted. This occurs if the same number is listed for multiple recipients or under multiple devices for the same recipient.

ADD NEW NOTIFICATION:

Click **Add New Notification** in the Secondary Menu. The **ADD NEW NOTIFICATION** screen appears.

Details

Set the Notification Title, Division, Method and Description:

1. Enter the **Notification Title**.
2. Enter a **Division Name** name or select one from the drop-down. This will pre-populate based on your permissions.
3. Select one of the **Notification Methods** from the drop-down, as follows.
 - **BROADCAST** - Broadcast sends a Notification to all chosen Recipients at one time.
 - **FIRST RESPONSE** - First Response limits the number of responses to a single successful response by an individual from a Recipient list.
 - **CALLOUT SCREEN** - Delivers a Notification and receives a specified number of successful responses from a group of Recipients. Use this option to request more than one volunteer. The following fields appear when selecting the Callout Notification option:
 - **BULLETIN BOARD** - Creates Notifications placed on a telephony "bulletin board." Notifications can be directed at specific business units and geographic locations. These types of Notifications are never directly transmitted to Recipients' assigned devices but are placed on the "bulletin board." Recipients dial into the telephony bulletin board (usually through an assigned toll-free telephone number) to retrieve messages.
4. Use the **Description Field** to add instructions, notes, and other information related to a Notification.

The screenshot displays the 'ADD: NEW NOTIFICATION' form in a web browser. The browser address bar shows 'https://in.mir3.com/res/notification/compose.html'. The page title is 'Compose Notification'. The navigation bar includes 'MIR3', 'Notifications', 'Users', 'Administration', and 'Profile'. A search bar and user name 'Lori Gorman, trainer' are also visible. The left sidebar contains 'Notifications', 'Notification Groups', and 'Notification Reports'. The main form area has tabs for 'Details', 'Recipients', 'Message and Response Options', 'Placeholders', 'Device Priority', and 'Extended Options'. The 'Details' tab is active, showing fields for 'Notification Title' (required), 'Division' (Department of Technology and Information), 'Notification Method' (Broadcast), and 'Description'. There are 'Send Test To Me', 'Cancel', 'Save', and 'Send' buttons at the bottom of the form. A legend indicates that an asterisk (*) denotes a required field.

ADD: NEW NOTIFICATION: Tab layout

Recipients

Send a Notification to a **Recipient** or **Group** through one of the following methods:

Current restrictions limit selection to PRE-DEFINED groups.

1. Select a check box next to the name of a recent Recipient (e.g., Rebecca Winters).
2. Select a letter of the first or last name on the alphanumeric search bar.
3. Select a given search field and criteria. Click **Search**.
4. Click the check box to search results.
5. Select **All** to add all Recipients.
6. Select **All Checked** to add only those Recipients checked.
7. Select the drop-down menu to Search on criteria other than **Name, First or Last**.

The screenshot shows the 'ADD: NEW NOTIFICATION' interface in the MIR3 system, specifically the 'Recipients' tab. The interface includes a navigation menu on the left with options for Notifications, Notification Groups, and Notification Reports. The main content area is titled 'ADD: NEW NOTIFICATION' and 'To Section Layout'. It features a 'Send Test To Me' button, a 'Cancel' button, and 'Save' and 'Send' buttons. Below the title, there are tabs for 'Details', 'Recipients', 'Message and Response Options', 'Placeholders', 'Device Priority', and 'Extended Options'. The 'Recipients' tab is active, showing a 'Recipients' section with a 'Duration' field set to '024:00' and a search bar. The search bar has a dropdown menu set to 'Name, First or Last' and a 'Search' button. Below the search bar, there are several checkboxes for selecting recipients: 'BCDR Team', 'BCDR Training Team', 'DECCC meeting', and 'Senior Leadership'. At the bottom, there are buttons for 'Check All Page', 'Un-Check All Page', 'Show 30 Records', and 'Showing 1-4 of 4'. A legend at the bottom left indicates that an asterisk (*) denotes a required field.

ADD: NEW NOTIFICATION: Recipients Tab

To Add Report Recipients:

1. Select the Add Report Recipients Option. This displays a second Tab for selecting Users or User Groups to receive notification reports.
2. Click the check box next to the desired report recipients.

Duration

If **Broadcast** or **Bulletin Board** is selected as the **Notification Method** field in the **Compose Notification** screen, broadcast duration determines the total length of time that an active notification will continue to attempt to contact Recipients with the selected settings, and will remain available in the voice message system (the notification will be active).

Default duration for the State of Delaware is 24 hours.

The screenshot shows a web interface for managing recipients. At the top, there are buttons for '+ Add Report Recipients', 'Create New User', and 'Create New Group'. Below these is a 'Recipients' section with a search bar and a table of recipient groups. The 'Duration' field is highlighted with a red box and contains the value '001:00' with a 'hh:mm' format indicator. The table below has columns for 'Name, First or Last', 'Search...', and 'Search in Results'. The table lists various recipient groups like 'mapgroup1', 'April', 'August', 'December', 'February', and 'February 2015' with associated dates and names. At the bottom, there are pagination controls showing 'Showing 1-18 of 18' records.

Duration Field

When a notification becomes inactive, remaining calls will be canceled and messages stored from phone retrieval will no longer be selectable.

- For **Broadcast** notifications, the duration determines the total length of time that an active notification will continue to attempt to contact Recipients with the selected parameters, and will remain available in the voice message system. When a notification becomes inactive, any remaining calls will be canceled, any messages stored will no longer be selectable.
- Note, however, that as soon as all Recipients respond to a **Broadcast** notification, the system terminates broadcast of the notification earlier than the calculated expiration time.

Message & Response Options

This section serves as the message entry point and also offers choices for **Response Options**.

NOTE

Different messages may be sent to different device types.

The screenshot shows the 'ADD: NEW NOTIFICATION' form in the MIR3 application, specifically the 'Message and Response Options' tab. The form is titled 'ADD: NEW NOTIFICATION' and includes a 'To Section Layout' link. At the top right, there are buttons for 'Send Test To Me', 'Cancel', 'Save', and 'Send'. Below the title bar, there are tabs for 'Details', 'Recipients', 'Message and Response Options', 'Placeholders', 'Device Priority', and 'Extended Options'. The 'Message and Response Options' tab is active. In this tab, there is a dropdown menu labeled 'Add Language/Device' with a red box around it and an arrow pointing to it from the text 'Message Device Options'. Below this dropdown, there are three language/device options: 'English (US)', 'English (US) Phone', and 'English (US) SMS'. The 'English (US) Phone' option is highlighted with a red box. Below these options, there is a text area for the 'Main message' with a character count of '0 characters'. There is also an 'Upload Email Attachment' button. At the bottom of the form, there is a section for 'Response Option' with a dropdown menu set to 'Action (None)' and a 'Cascade' button. There is also an 'Add Response Option' button. At the bottom right, there are buttons for 'Send Test To Me', 'Cancel', 'Save', and 'Send'. A legend at the bottom left indicates that an asterisk (*) denotes a required field.

Add New Notification: Message Tab

Enter a message (50,000 characters) into the **Main message** section. The character count will be tracked just above and to the right of the Main message field.

NOTE

When drafting a message, special thought should be made concerning what devices will be used to receive the message. Email message may be longer than voice messages. **Messages intended for SMS text should not exceed 160 characters or the recipients' carrier may truncate the message decreasing the effectiveness of the communication.**

Response Options

This Communications Tool permits for a variety of Response Option Types. You may add additional Response Options by clicking on the Response Option Box.

Action (None): The recipient may indicate their response with no further action required.

Call Bridge: The recipient may indicate their response and immediately be placed into a call bridge at the number provided in the system with any other recipients that select the same option.

The screenshot shows a configuration interface for a response option. At the top, there is a row of four input fields: a number '1', a text box containing 'Let's discuss this', a dropdown menu set to 'Call Bridge', and a text box containing '777-888-9999'. To the right of these fields is a 'Cascade' button and a trash icon. Below this row is a button labeled 'Add Response Option'. At the bottom right of the interface are four buttons: 'Send Test To Me', 'Cancel', 'Save', and 'Send'.

Follow Up: When the recipient indicates a specific response to the first question, they may be prompted additional questions. You may have as many additional options as you require. For Example: if the recipient indicates that they Love IT! they will be asked to indicate which training session they wish to attend. If the recipient indicates that they Hate It! They will not be asked any further questions.

The screenshot displays a multi-step configuration interface for a response option. At the top, there are language and channel selection options: 'English (US)', 'English (US) Phone', and 'English (US) SMS'. Below this, a message preview area shows the text 'Please indicate your feelings regarding the new Crisis Communication Tool.' with a '74 characters' indicator. An 'Upload Email Attachment' button is present. The main configuration area starts with a row containing a number '1', a text box 'I Love It!', a dropdown menu 'Follow Up', and a 'Cascade' button. Below this is a section for follow-up questions, starting with the text 'Choose from Multiple Choice or Free Form responses.' and a '63 characters' indicator. A question preview reads 'Which of the following training dates would you like to attend?'. Below the question is a 'Multiple Choice' dropdown menu. Two response options are listed: '1 June 1st' and '2 June 2nd', each with a 'Cascade' button. At the bottom, there is an 'Add Response Option' button, an 'Add Follow Up' button, and a second row of configuration fields: a number '2', a text box 'I Hate It!', a dropdown menu 'Action (None)', and a 'Cascade' button. Another 'Add Response Option' button is at the very bottom.

Note:

Only recipients responding using voice communication and email devices will be able to respond to follow-up questions as SMS Text is not a two-way communication.

Recipient Not Available: The recipient may indicate that this contact is not a valid method for the desired individual. This will appear on the notification report to allow the initiator to verify the correct contact information for future notifications for the intended recipient.

Cascade

Cascade appears in the **Message & Response Options** area. It allows multi-level launching of specific Notifications (or Notification Groups) contingent upon specific responses to an initial Notification.

1. Select the **Message & Response Options** tab. The following screen appears:
2. Indicate the Desired Option and select Cascade.

Details Recipients **Message and Response Options** Placeholders Device Priority Extended Options

Add Language/Device

English (US) English (US) Phone English (US) SMS

This default message will be sent to devices that have not been customized. 43 characters

There is 6 feet of snow in the parking lot!

+ Upload Email Attachment

1 .initiate Two hour Delay Action (None) Cascade

2 Bring your shovels Action (None) Cascade

Add Response Option

Send Test To Me Cancel Save Send

Required

Add new Notification: Message and Response Options

3. Select the message that should be activated if the Recipient indicates this response. **NOTE: The cascaded message will be sent to those recipients that have been saved to that notification.**

Choose Notification for Cascade

All 123 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

DECCC Training Notification DTI ERP Stand Down Two hour delay - DTI Chief Se...

DTI ERP Activation State of Delaware Closure- D...

Title Search... Search in Results Search

All

Show 30 Records Showing 1-5 of 5

Cancel

Message & Response Options/Cascade Screen

Initiator Forms (Placeholders)

The initiator form feature is located under the Notifications Tab on the **Add New Notification** screen. Initiator Forms are created as part of a notification and allow for the customization of notifications based on 3 elements: Questions, Initiator Instructions, and the ability to add additional recipients. The Question element is essentially a place holder for information that can be added to a notification at a specific time. This includes things such as incident type, date, locations, etc. These can be text, multiple choice, and check-box options. The Initiator instruction element is simply text or instructions that display for the initiator when the notification is sent. For example you may wish to create initiator instructions related to a Date question indicating the specific format to be entered- Enter the date of the event in the following format: Day of Week, Month DD, YEAR. The final element is the ability to add recipients to a notification directly from the activation screen. This is useful for notifications with a Location option, that would be sent to different recipients based on the location selected.

A detailed set of instructions on using this option, see the Initiator Forms User Guide found under the Documents link under the User Drop-down menu.

Device Priority

The **Device Priority** screen features drag and drop functionality. Devices will automatically display according to the default priority. You may change the priority by dragging and dropping devices into the desired priority column, or into the OFF column. The User Current Setting column will display any devices that were set according to the specific user preferences. **The User Current Setting column should be cleared and all devices moved into the OFF or PRIORITY columns for all notifications.**

[Show Message Variables](#)

Details * Recipients * Message and Response Options * Placeholders Device Priority Extended Options

Override Default Status Only

Drag and drop each device type under the column number representing the desired priority.

[Disable All](#) [Reset to Notification Default](#) [Add Priority](#)

User Current Setting	OFF	1	2	3	4	5	6	7	

[Send Test to Me](#) [Cancel](#) [Delete](#) [Schedule](#) [Copy](#) [Save](#) [Send](#)

*Required

Device Priority Screen

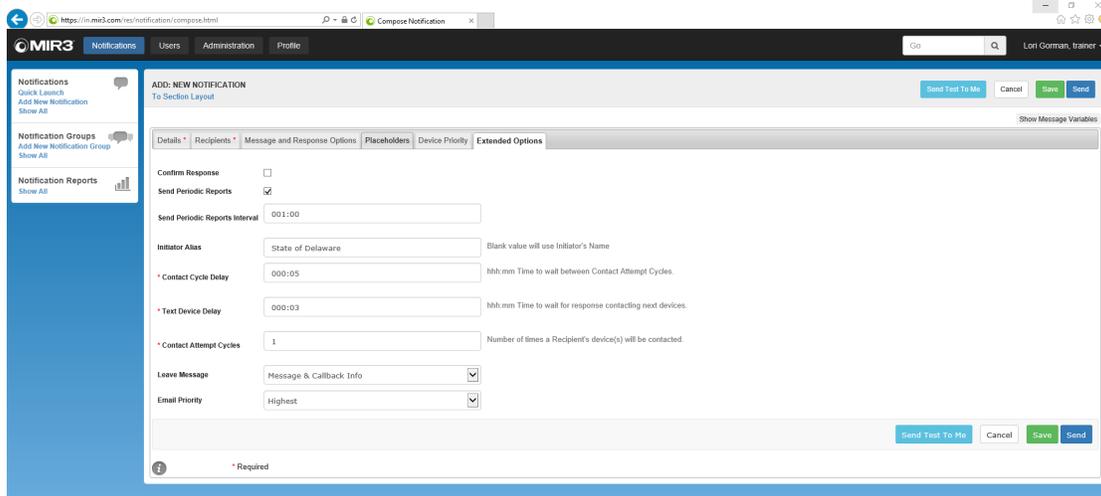
1. Click **Disable All** to deactivate the Priority for all devices.
2. Click **Reset to Default** to change a Priority to the default Priority.
3. Click the **Add Priority** link in the upper right-hand corner of the screen to create additional Priorities (higher than 5, or higher than the numbers displayed).

NOTE

You may place multiple devices in a single priority column to have them contacted simultaneously.

Extended Options

Prior to sending a Notification, a variety of options may be set on the **Extended Options** screen based on User preferences. Definitions for each of these items that appear within the Extended Options screen are defined below.



Extended Options

Confirm Response: Select the Confirm Response check box to designate if a Recipient should be able to change their response to the options presented. Example: I respond yes via phone to the question I can report to work. Then I change my response to NO, I am not able to report to work via an email notification.

Send Periodic Reports: At specific intervals, sends a report generated by the system to Users who were selected with the Report Recipient feature. If selected you will be able to set an interval time.

Send Periodic Reports Interval: If Send Periodic Reports is selected, set the interval time at which reports are sent. Send a report at designated intervals. For example, if a Report lasts one hour, the Initiator may send a Report every 10 minutes (00:10).

Initiator Alias: Alias names can be used on all types of Notifications and can be up to 80 characters in length. When used, the Alias Name will be indicated in messages where the Initiator first and last name are indicated by default. **You may wish to list your organization name as the initiation Alias for your messages.**

Contact Cycle Delay: In the Contact Cycle Delay (hh:mm) field, specify the amount of time (in hours and minutes) the system waits between consecutive contact attempt cycles.

Text Device Delay: In the Text Device Delay field, specify the amount of time (in hours and minutes) to wait between two consecutive attempts to contact text-based devices.

Contact Attempt Cycles: Defines the number of contact attempts the System will use to try Recipient devices again. **The State of Delaware default for this field is a single cycle.**

Leave Message: In the Leave Message field, specify if the System should leave a message and/or callback information when a Recipient doesn't respond to a Notification and it rolls over to voice mail.

Email Priority: Designate a priority for an email by selecting one of the options from the drop-down, as shown below:

Initiating a Saved Notification

The **SHOW ALL: NOTIFICATIONS** screen offers a link between two views:

- The default screen (Screen 1) for a simple search is shown below. The drop-down arrow next to the Notification title in Screen 1 allows sorting of the Notifications (ascending/descending).

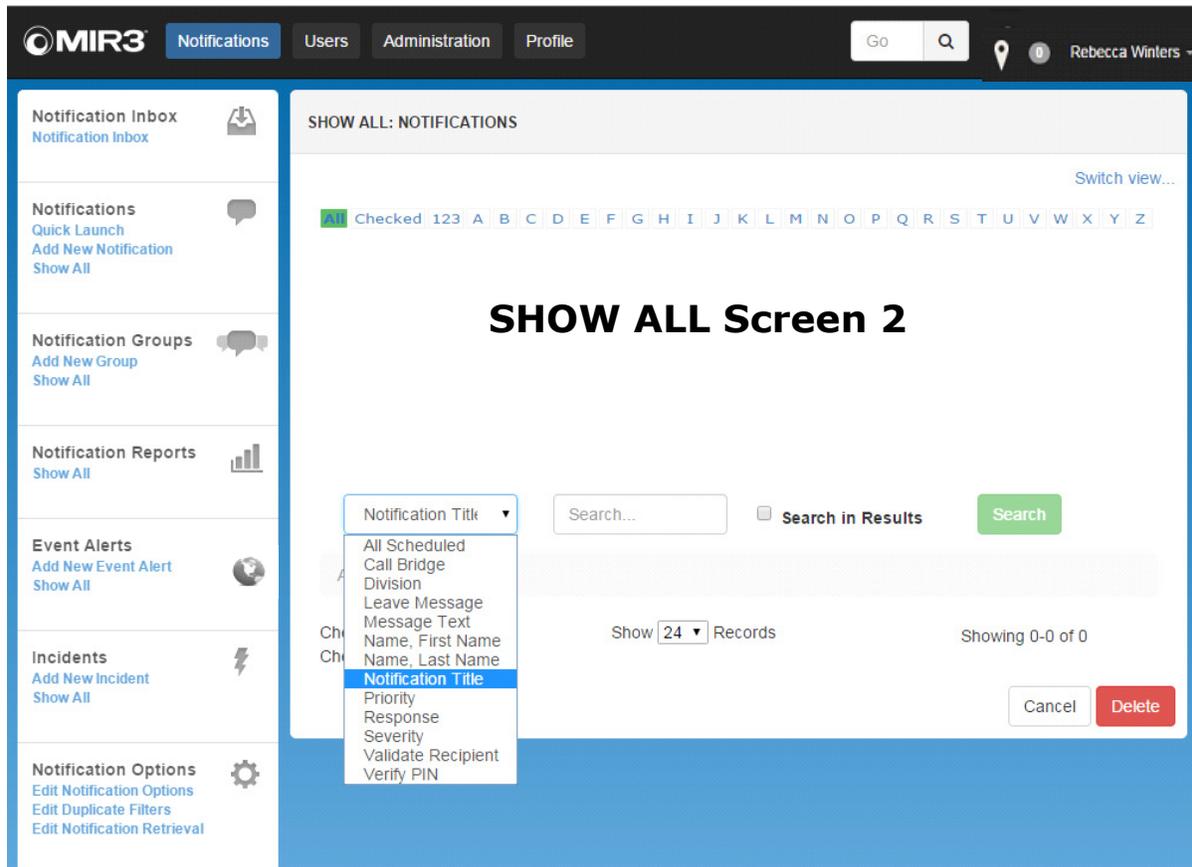
The screenshot displays the 'SHOW ALL: NOTIFICATIONS' interface. The top navigation bar includes the MIR3 logo and tabs for 'Notifications', 'Users', 'Administration', and 'Profile'. A search bar and user profile 'Rebecca Winters' are on the right. The left sidebar contains menu items: 'Notification Inbox', 'Notifications', 'Notification Groups', 'Notification Reports', 'Event Alerts', 'Incidents', and 'Notification Options'. The main content area is titled 'SHOW ALL: NOTIFICATIONS' and features a search bar, a 'Switch view...' button (highlighted with a red box), and a table of notifications. The table has columns for 'Notification' and 'Last Modified', listing 'Executive Luncheon' and 'Expense Reports'. A pagination bar at the bottom shows 'Showing 1-2 of 2'.

Notification	Last Modified
Executive Luncheon	4/22/15
Expense Reports	4/21/15

SHOW ALL Screen 1

SHOW ALL Notifications Screen 1

- Click **Switch View** to navigate to the second screen (Screen 2), which provides a more specific search, as shown below. The Notification Title drop-down contains a list of potential search categories.

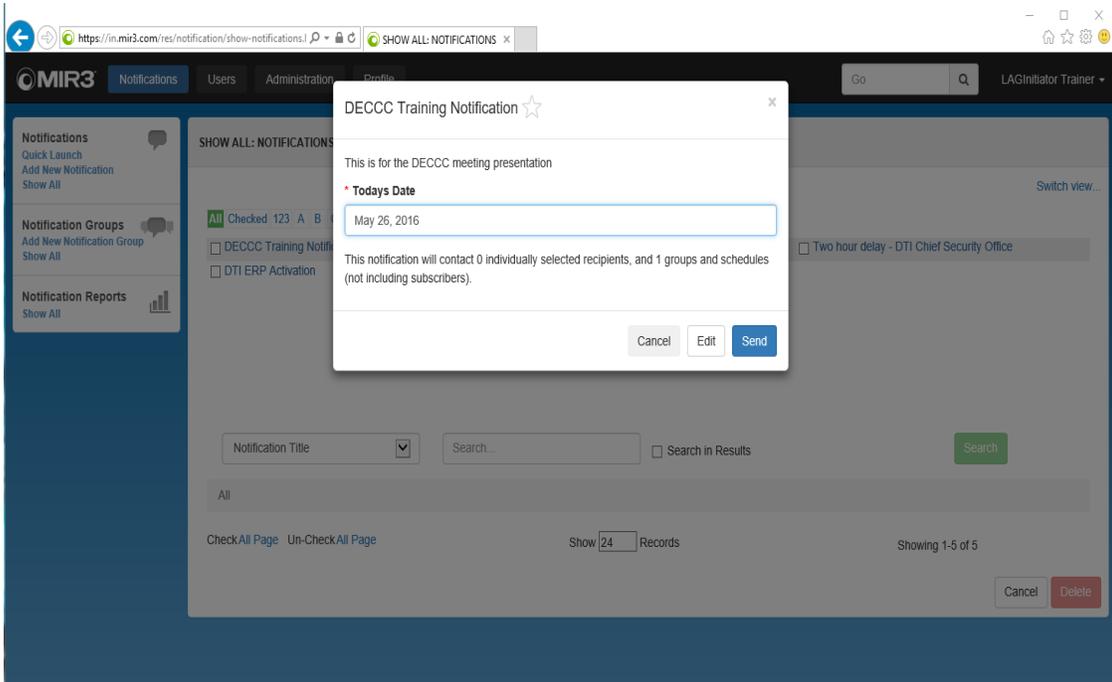


SHOW ALL Notifications Screen 2

Select the desired Notification for **Activation** or **Editing**.

You may complete any placeholder information and send the message by selecting the **SEND** button.

Or you may Edit the existing Notification for immediate or future use by selecting the **EDIT** button.

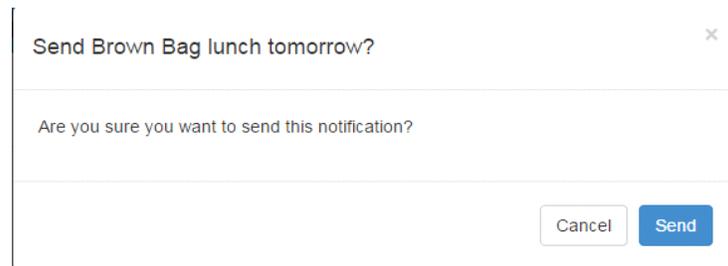


Saved Notifications: Activation or Editing screen

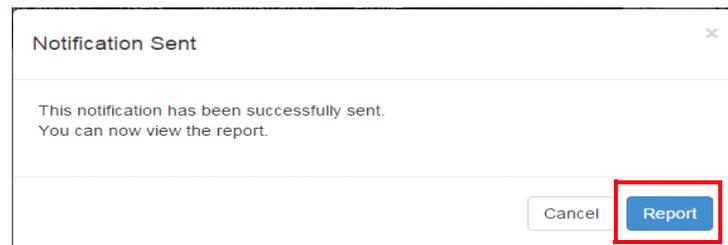
Note

If sending a saved notification, best practices recommend that you first **EDIT** and then **SAVE** the notification under a new unique name. All Notifications must be given a unique name in the MIR3 tool.

1. Click the **Send** button and the following confirmation message appears:



2. Click **Send** again (a second time). Another confirmation message appears.



3. Click the **Report** button to view a report of the sent Notification. (See **View REPORT: STATUS SUMMARY** on the next page.)

Note

Whenever sending a Notification from ADD: NEW NOTIFICATION or EDIT: NOTIFICATION, a drop-down shows the number of Recipients or Groups to whom the message will be sent. Always verify the correct number of recipients/groups are displayed for your message!

Scheduling a Saved Notification

You may choose to schedule a notification to be sent at a future date and time.

1. Select the notification that you wish to schedule and select **EDIT**.
2. Click **Schedule** on the Scheduling screen similar to the following:

The screenshot shows the 'EDIT NOTIFICATION' interface in the MIR3 system. The top navigation bar includes 'MIR3', 'Notifications', 'Users', 'Administration', and 'Profile'. The main content area is titled 'EDIT NOTIFICATION' and contains a warning message: 'Warning: No recipients have been selected to receive this notification. You will not be able to send this notification until you have selected recipients.' Below the warning, there are tabs for 'Details', 'Recipients', 'Message and Response Options', 'Placeholders', 'Device Priority', and 'Extended Options'. The 'Details' tab is active, showing the following fields: 'Notification Title' (Two hour delay - DTI Chief Security Office), 'Division' (DTI-Security Office-Chief Security Officer), 'Notification Method' (Broadcast), and 'Description' (This message is to notify recipients about a 2-hour delay affecting all three counties.). At the top right of the form, there are buttons for 'Send Test To Me', 'Cancel', 'Delete', 'Schedule', 'Copy', 'Save', and 'Send'. The 'Schedule' button is highlighted with a red box and a red arrow pointing to it. At the bottom left, there is an information icon and a note: '* Required'.

Edit Notification screen

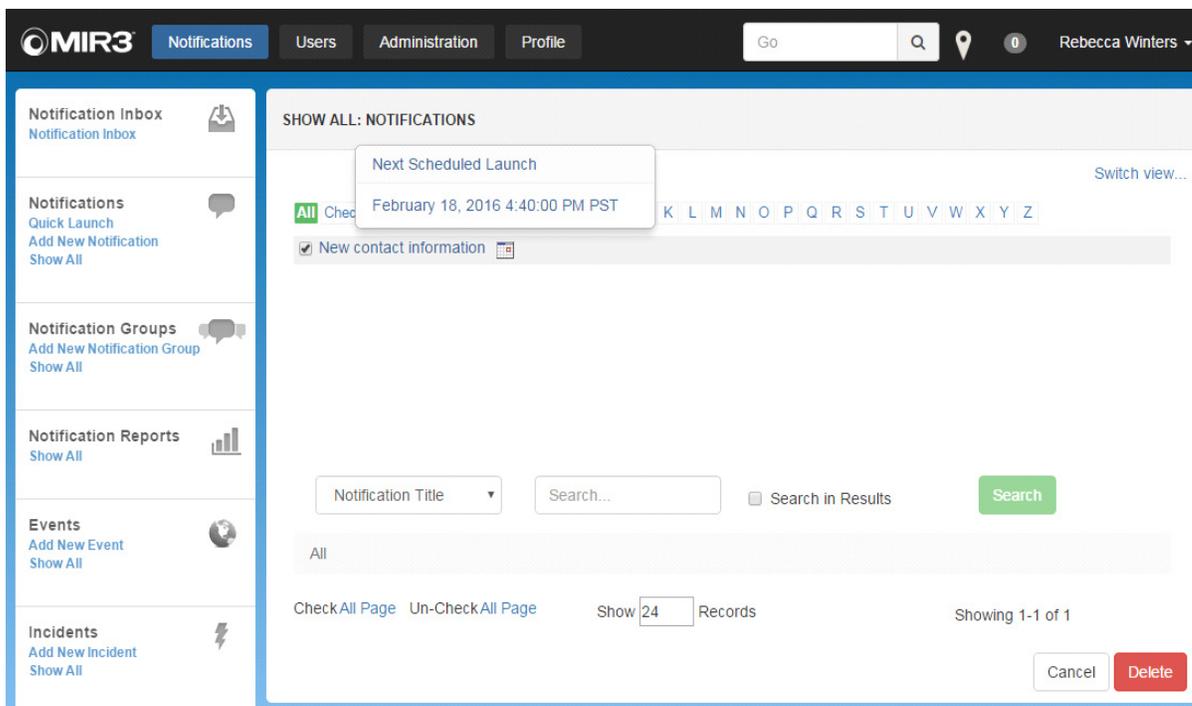
- On the **SCHEDULE NOTIFICATION** screen, click the check box to schedule a Notification to be sent.

Schedule Notification screen

- Enter the appropriate **Time Zone**, **Send Time**, **Launch Date**, and **End Date**.
- Click **Save**. The Notification will launch at the time specified.
- After Scheduling a Notification, return to **Show All: Notifications**. A calendar icon/link displays next to the Scheduled Notification, as shown in the screen below.

Notification	Last Modified
Expense Reports 	4/21/15
Executive Luncheon	4/22/15

9. Clicking on the Calendar icon will display a screen with a Scheduled Send date for the Notification, as shown in the following screen.



Show All Notifications screen

Initiating a Notification by Telephone:

This option permits an initiator to activate a saved notification by telephone:

1. Call the MIR3 activation line **800-330-5889**. Initiator must have the following information to activate a notification:
 - a. **Telephony ID**
 - b. **PIN: default is 9999**
 - c. **Notification Title**
2. Follow the prompts activate the saved notifications. Note that the prompts will allow you to review the recipients and listen to the content of the message; however, the notification will send using the options selected when the notification was built.

Initiating a Notification by Email:

This option permits an initiator with the assigned permission to activate a saved notification by email:

1. Send an email to your `username@notify.mir3.com`. (example: `Jane.Doe@notify.mir3.com`)
 - a. The email must be sent using the email address on file for the initiator.
2. Provide the Notification Title in the subject line of the email. Note: spelling and spacing must be exact, but it is NOT case sensitive.
3. The body of the email will be added to the message content.

Notification Groups

Create **Notification Groups** to streamline the Notification-sending process. By adding individual Notifications with different messages for different Recipients into a Notification Group, many Notifications may be sent as quickly as a single Notification. This function is especially unique when used with the Cascade feature.

Add New Group

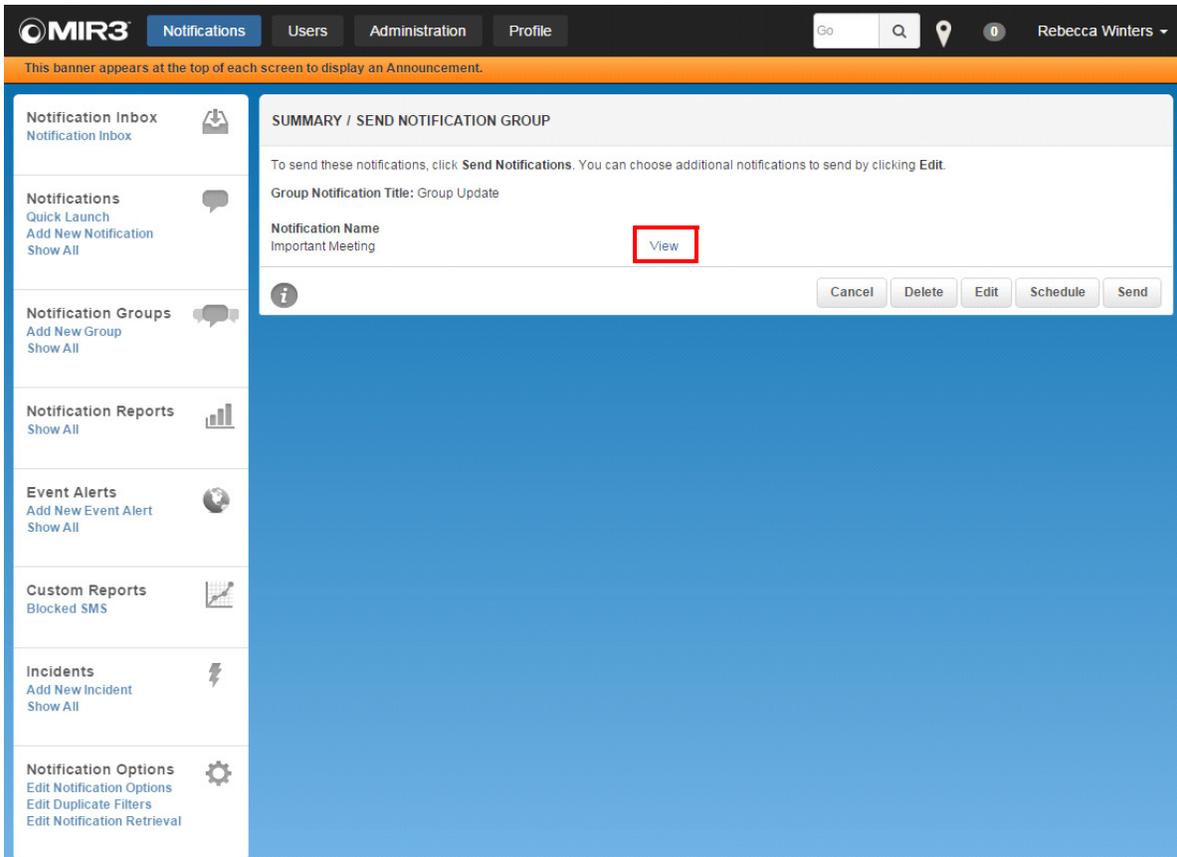
Create Notification Groups containing any of the Notifications already shown in the **ADD: NEW NOTIFICATION GROUP** screen.

1. Click the **Notifications** tab on the primary navigation bar.
2. On the Secondary menu, click **Add New Group**.

The screenshot displays the 'ADD: NEW NOTIFICATION GROUP' screen in the MIR3 system. The navigation bar at the top includes 'MIR3', 'Notifications' (highlighted), 'Users', 'Administration', and 'Profile'. A search bar and user profile 'Rebecca Winters' are also visible. The left sidebar contains 'Notification Inbox', 'Notifications', 'Notification Groups' (with 'Add New Notification Group' highlighted), 'Notification Reports', and 'Events'. The main content area is titled 'NOTIFICATION GROUP' and features a form with the following elements: a 'Notification Group Title' field, a 'Division' dropdown menu set to 'Winters Inc', a search bar with 'Notification Title' and 'Search...' options, and a 'Search' button. Below the search bar, there are 'Check All Page' and 'Un-Check All Page' buttons, a 'Show 24 Records' dropdown, and a 'Showing 0-0 of 0' indicator. At the bottom right, there are 'Cancel' and 'Save' buttons, with 'Save' highlighted in red.

ADD: NEW NOTIFICATION GROUP Screen

3. In the **Notification Group Title** field, enter the name of the Notification group (e.g., "Educational Services").
4. In the **Division** field, select the Division to which the **Notification Group** is being assigned.
5. Select the Notifications to be sent by clicking the check box next to a Notification.
6. Click **Save**. The **SUMMARY / SEND NOTIFICATION GROUP** screen appears, as follows.

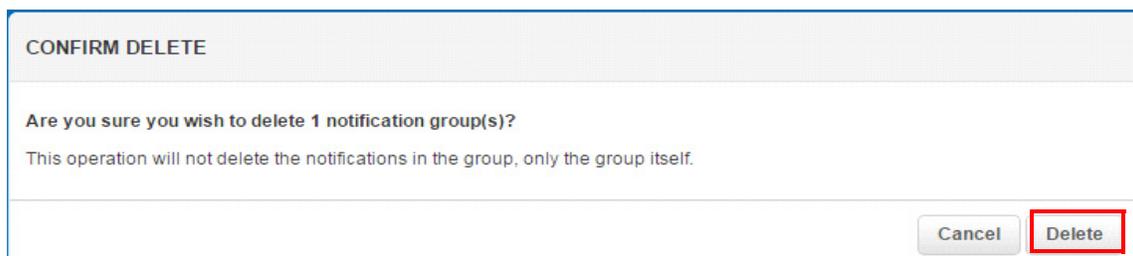


7. Click **View** to verify the Notification contains necessary information.
8. Click **Send**.

Delete a Notification Group

To Delete a Notification, go to the **Show All** screen under **Notification Groups** and follow the steps below:

1. Click the check box next to the Notification Group to be deleted.
2. Click the **Delete** button. A **Confirm Delete** message appears as shown below.



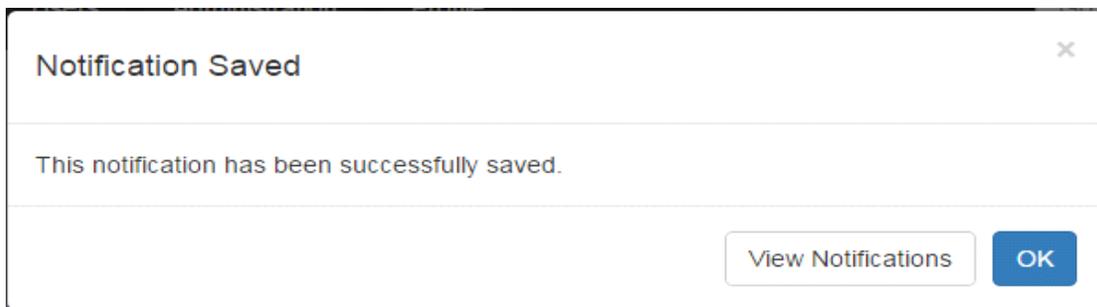
Delete a Notification from a Group

To Delete a Notification from a Group, go to **Show All** under **Notification Groups**.

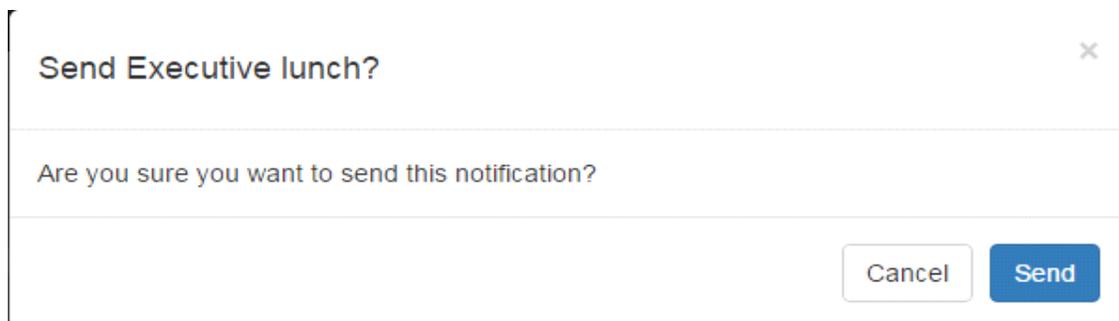
1. Click a **Group**. The SUMMARY/SEND NOTIFICATION GROUP screen appears.
2. Click a Notification. The list of Notifications included for that Group will display.

Edit a Notification

1. Click **SHOW ALL: NOTIFICATIONS**.
2. Click the **Title** of the Notification to be edited. A screen similar to the following will display:
3. Click the **Edit** button. The **Edit Notification** screen appears containing the Notification sent.
4. Revise the Notification, as needed.
5. Click **Save**. The following dialog will display:



6. Click **OK**.
7. Click **Send**. The following dialog appears asking for confirmation:

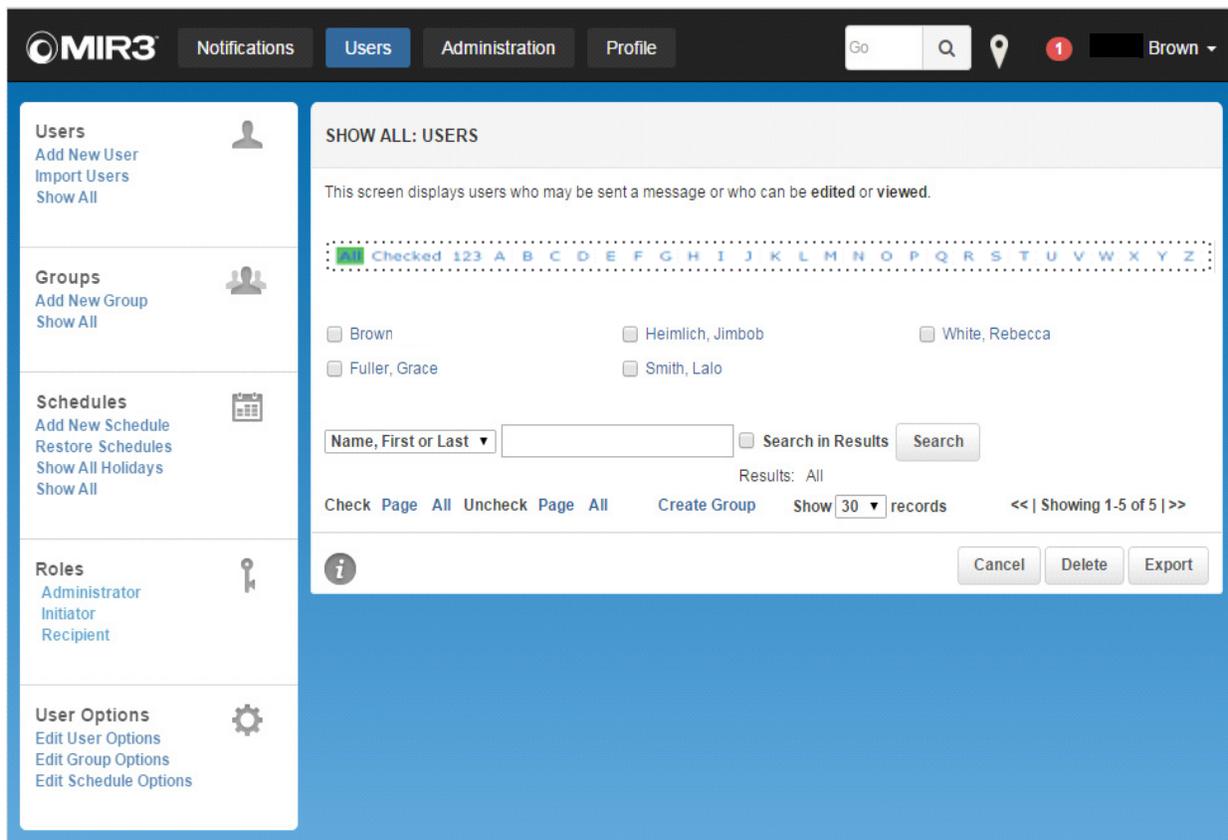


8. Click **Send** to confirm.

Search & Delete

Standard Searches

Users may locate specific information by using the Standard Search function to find Notifications, Notification Groups, Users, User Groups, disabled devices, User Roles, and other information.



Standard Search Function in the System

The standard Search function includes several search elements, as follows:

Alphanumeric Search Bar

The alphanumeric bar appears at the top of a Search screen. When selecting the letter or number combination to search, the System returns a list of matching values.



Alphanumeric Search Bar

All Search Link

When clicking **All** at the left end of the alphanumeric bar the System returns a list of all records on file. See **Performing Searches** on the next page.

All Checked Link

When clicking **All Checked**, the System searches previously selected entries from a list.

Search Button

The standard **Search** button allows searching for specific records using certain search criteria as **First Name, Last Name, Building, Phone Number, and Role**.

Performing Searches

Use the following steps to perform Searches:

1. Click the **Notifications** or **Users** buttons on the primary navigation bar.
2. Click the **Show All** link under one of the following menus:
 - Notifications
 - Notification Groups
 - Notification Reports
 - Incidents
 - Users
 - Groups
 - Schedules
 - Map Groups
3. To display all records (in this case, all Users), click **All**.
4. To display all records starting with a specific letter, click the appropriate letter to the right of **All**. For example, click **M** to display all records starting with the letter "M."



The standard search function also allows a search for specific records using specific search criteria (search criteria in search combo boxes throughout the System appear in alphabetical order (A to Z)).

1. Select a field to search in the drop-down field to the left of **Search**.
2. Enter the search information in the input field to the right.
 - The search is *not* case sensitive. Entering **T** or **t** returns the same results.
 - Entering ***m** or ***M** searches for entries with character **M** at the end. If entering **m*** or **M***, the search returns a list of all entries with **M** as the leading character.
 - To search for specific values such as numbered buildings (e.g., Building 1), the search value must be entered with quotation marks e.g., "1". If no quotation marks are used, the search returns every match with a 1 (e.g., 14, 114, 1140).

3. Click **Search** after entering the desired search criteria; the Search screen then displays the records matching the specified search criteria.
4. In the **Show Records** drop-down, select the number of records (30, 60, or 90) to display when the System returns the search results.

The <<Showing n-n of n>> banner at the bottom right corner of the Search screen indicates the number of selected records, and the specific returned records displayed on the current screen. For example, showing 1 – 30 of 100 indicates the first 30 of 100 selected records are displayed on the current screen. Click << to return to a previous screen of selected records, or click >> to advance to the next screen of selected records.

5. Click the desired record to view additional data for one of the selected records.
6. Click the check boxes to the left of the desired individual records to select multiple records from the list of records returned based on the search criteria.
7. Click **Check** to select all returned records displayed on the current screen. Conversely, click **Uncheck** to clear previously selected check boxes.
8. If the search returns results in multiple screens, click **Check All** to select all of the returned records. Conversely, click **Uncheck All** to clear all previously selected check boxes.
9. On the **Show All Users** screen, clicking the **Create Group** link allows access to the **Add New Group** screen to create a group for a series of selected Users in the **Show All Users** screen.

Sometimes a search may result in the selection of too many records. To narrow the search results, additional searches may be performed by selecting the **Search in Results** check box. This allows a search for records only within the current records returned from previous search query. A different field may be selected from the drop-down menu to conduct additional search queries. For example, after selecting all User profiles starting with the letter "A," a search may be performed for records within that group in a specific country, city, or facility. Perform consecutive searches and progressively filter the selected group of records until the desired information is found.

After conducting additional search queries, a breadcrumb trail appears below the Search area showing the search sequence, the fields, and queries. This trail can be depicted as **Results: All > 'First or Last='M'**. If an additional query results in the return of no records, click any of the previous queries links highlighted in the bread crumb trail. This allows quick backtracking and conducts a different query without having to start the query trail from the beginning.

Deleting Data- This feature is restricted!

When choosing to delete an item from the System, the following message displays: **Are you sure you wish to delete this record?** This pop-up dialog requests confirmation to delete the selected item.

- Click **Delete** to remove the item. A confirmation may appear acknowledging deletion or removal of the item.
- Click **Cancel** to stop removal of an item.

Notification Retrieval

Notification Retrieval Methods

Open (pending) Notifications can be retrieved on the following types of devices:

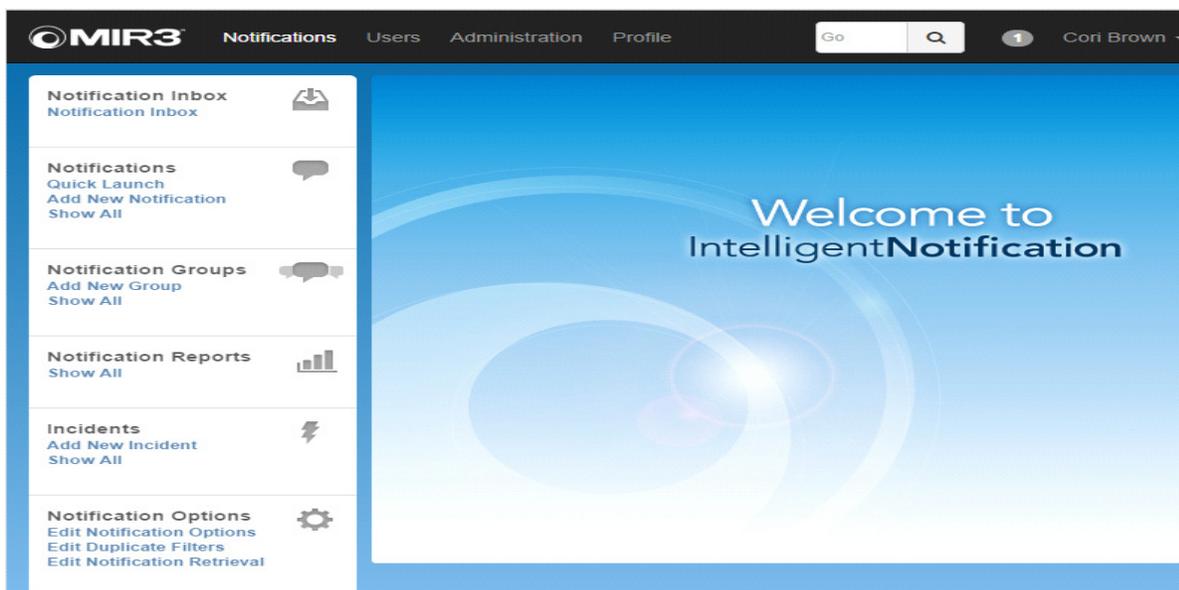
- Notification Inbox
- Email Clients and Devices
- Telephonic Devices
- Two-Way SMS Devices
- Pager and Fax Devices

Using the Notification Inbox

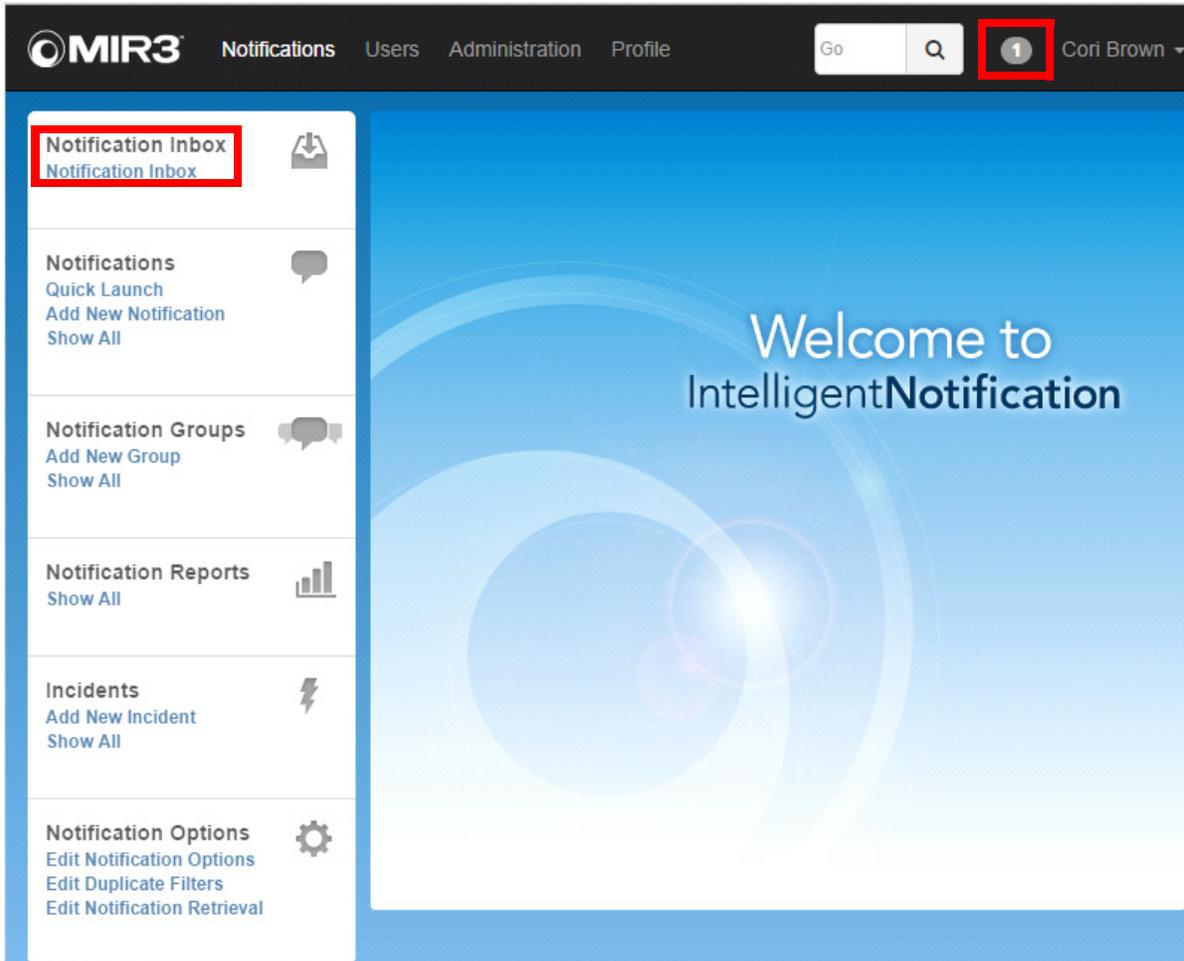
After logging in, a Recipient can view and respond to open (pending) Notifications in the **Notification Inbox**.

View new Notifications by following the steps below:

1. Click the **Notifications** button, located on the primary navigation bar.

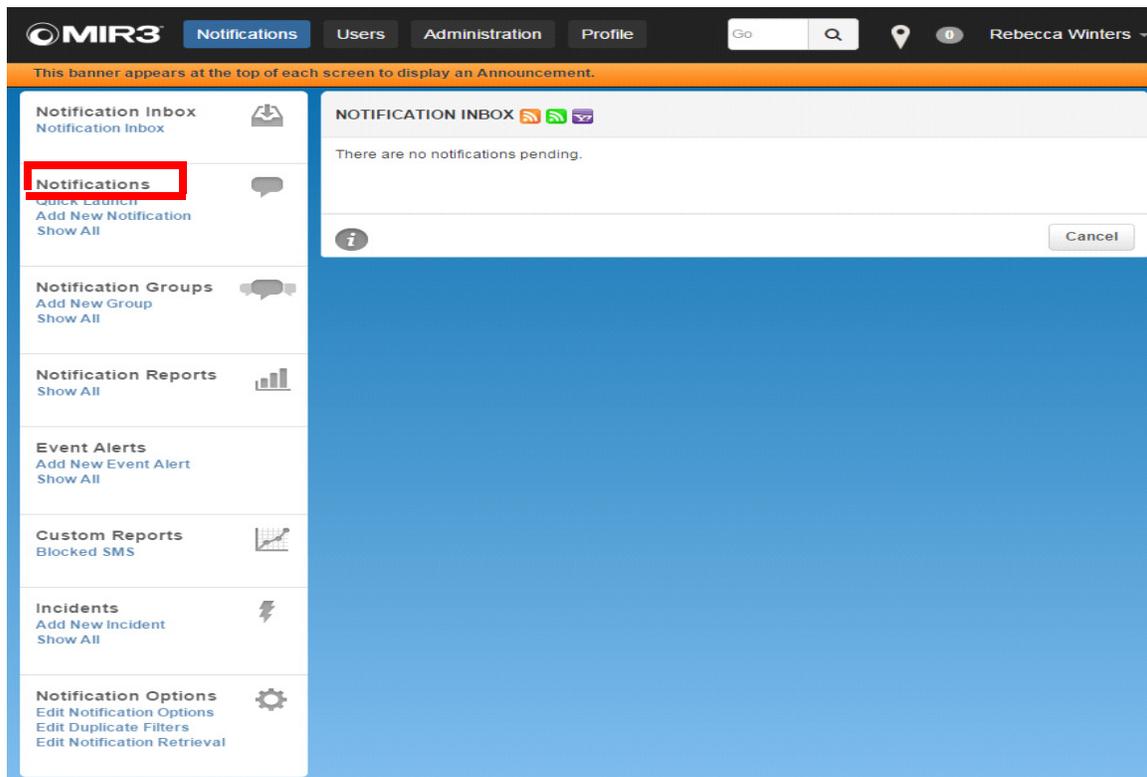


2. On the secondary menu, click **Notification Inbox**. This link is located below the Notification Inbox heading. Note the small circle to the left of the user name; it shows the number of unread messages, if any.



Notification Inbox - Unread Messages

3. The Notification Inbox displays open Notifications sent to a logged on User. It displays the following information.



4. To view the contents of a specific Notification and respond to it, click the appropriate link under the Notification Title field.

5. Select the appropriate Response Option if there are additional responses.

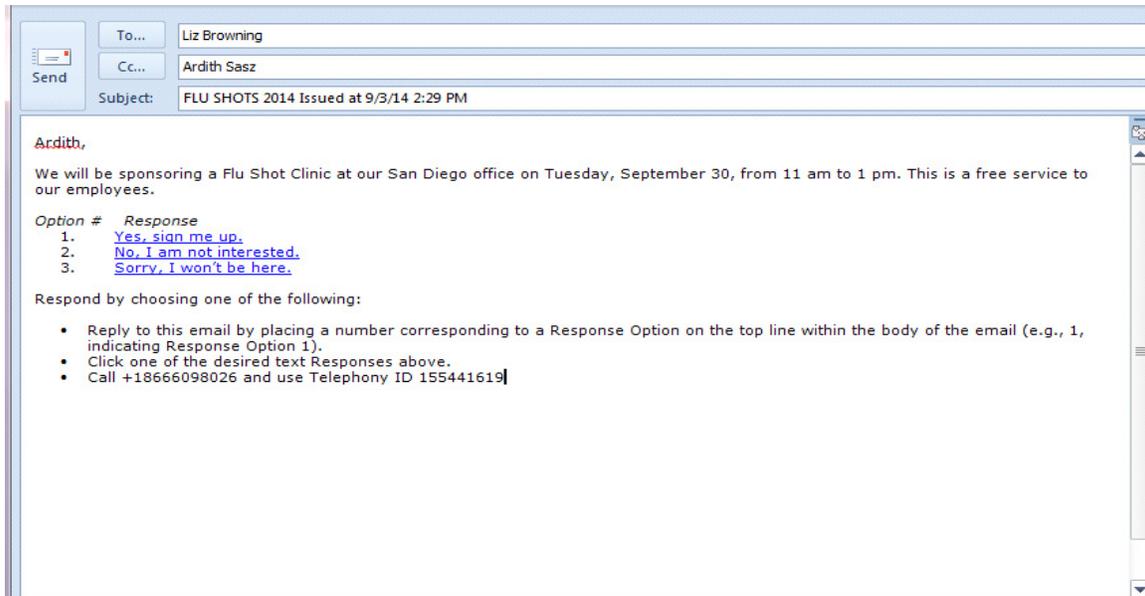
6. Click Save.

7. After responses have been accepted, the following message appears: Your Response has been accepted. Thank you.

8. Click OK to return to the Notification Inbox.

Email Clients and Devices

When Notifications are sent via email, the System generates email similar to the following example.



Email Notification

- If the Notification contains Call-Bridging Response Options, the following text also appears in the email, and contains directions on how to perform call-bridging tasks:

You may respond by doing one of the following:

- * **Reply to this email with the corresponding number to your response on the top line of the email, e.g., 1 or 2.**
- * **Call 1-866-609-8026**
- * **Click one of the desired text Responses above.**

Respond to email Notifications by telephony device or by directly responding to the email:

1. To respond by telephony device, call the toll-free phone number listed in the email and enter the Notification ID (also supplied in the email). Using a touch-tone keypad, follow the prompts and enter the appropriate responses.
2. Respond directly to the email without exiting the email client, click the link for the appropriate Response Option. For example, referring to the email Notification requesting a response to an inquiry about working over the holiday weekend, click one of the three links provided in the email to indicate a response.
3. If the option link selected includes follow-up questions, a dialog screen may appear (if designated by the Initiator of the Notification) allowing a response. If the Initiator has requested entry of a free-form text response to the follow up question, the following dialog is displayed:
 - The dialog displays the follow-up question (shown above) and, if designated by the Notification Initiator, supplies an entry field key in a free-form text response.
 - Click **Save**.
 - If the Initiator has requested **entry of time** (in Military format), a confirmation dialog appears with a follow-up question and an entry field to key in a time response. If the work shift begins at 8:00 a.m., enter 0800; if a work shift begins at 6:30 p.m., enter 1830 (Military Time).
 - Click **Save**.
4. Select a response to the follow-up question in the dialog that appears.
5. Additional screens may appear displaying the associated follow-up questions (if any) for the selected response. Select them in the same manner, and click **Save** after completing each screen. After responses have been accepted, the following message appears: **Your Response has been accepted. Thank you.**
6. Click **OK** to return to the email client.
7. If attempting to respond to a Notification after a response has already been sent, the following message displays:

"Your response has not been accepted, because you have already responded to this notification."
8. If attempting to select a response to an email Notification already closed, the following message displays:

"Your response could not be accepted, because this notification has already been closed."

Telephonic Devices

To respond to Notifications on telephony devices, follow the steps below:

1. If prompted, select the language in which the Notification should be delivered (optional).
2. To respond as the intended Recipient, enter an assigned Personal Identification Number (PIN) or telephony ID, if prompted. The System disconnects after five attempts to enter the correct PIN or telephony ID.
3. Using Text-To-Speech (TTS), the System delivers the Notification message, or indicates how many pending Notifications are available for retrieval.
 - If more than one Notification is pending, the TTS engine pronounces the titles of available Notifications.
 - Select the number corresponding to the Notification (Notification 1, Notification 2). Note that it also states the time and date of each Notification sent.
4. Using the touch-tone keypad, follow the prompts and enter the appropriate responses to respond to the Notification. These are usually single character key entries (e.g., 1, 2) corresponding to the order in which the Response Options were originally entered into the Notification.
5. If the Notification message requests a recorded voice response be left, record a message at the tone. After recording a response and pressing #, the following option selections play:
 - If the Notification requests a telephone number be left, enter the number using the keypad.
 - The Notification message will confirm entering a valid telephone number. Press 1 to preview this recording.
 - Press 2 to re-record.
 - Press any other key to save the recording.
6. If necessary, press 0 (zero) to hear the message again, or remain on the call to listen to any remaining Notifications. The System will disconnect only after pending Notifications are played and acknowledged.

Two-Way SMS Devices

Respond to Notifications using two-way SMS devices, as follows:

- From the SMS device, select **Reply**.
- Enter the **Response Option** number for the appropriate response to the Notification. These are usually single character key entries (e.g., 1, 2, a, b) corresponding to the order in which the Response Options were originally entered into the Notification.
- Press **Send**.

Pager and Fax Devices

After receiving a Notification via a pager or fax device, a pager or fax cannot be used to respond to it. To respond, call the 800 toll-free phone number listed on the pager or on the faxed Notification, and enter the Notification ID (also supplied in the Notification text). Using a touch-tone keypad, follow the prompts and enter the appropriate responses.

Smart Retrieval

The Smart Retrieval function provides a simple solution to shorten the response time after a Notification has been left on a Recipient's voice message System.

- The Recipient dials the MIR3 telephone number (located on Caller ID (ANI)) using the telephony device contacted.
- The System validates the Recipient by matching the incoming Caller ID (ANI) number for the Recipient to the Device Address, located in the Recipient's profile.
- Once the validation is made, the Recipient can retrieve and respond to his or her Notification, without being prompted to enter the Call Back ID number. This eliminates the need for the Recipient to write or enter long strings of numbers to retrieve the Notification.

NOTE

Caller ID displays the phone number calling. **ANI** is an older form of Caller ID.

Responding to a Notification

When a Notification is received on a Recipient's phone and the Recipient does not answer the incoming call, a message is left on the voice mail of the Recipient.

- To retrieve the Notification without dialing into the voice mail for the telephony device, the Recipient dials the MIR3 retrieval system number displayed on Caller ID (ANI) by either selecting redial or manually redialing the MIR3 retrieval number.
- Recipients may call the MIR3 retrieval number using the same phone or any other telephony device listed in the User profile. This ensures being placed quickly into the MIR3 retrieval system to listen to the Notification without being prompted to enter any numbers.

Smart Retrieval Best Practices

The following subsections apply to the use of Smart Retrieval:

- Use of Telephone Devices Not Listed in a User Profile
- Impact of Caller ID (ANI) Blocking
- Impact of DID Extensions
- Impact of Custom Caller ID (ANI)
- Impact of Encrypted Device Addresses
- No International Notifications Support
- Support for Multiple Notifications

Use of Telephone Devices Not Listed in a User Profile

Notifications cannot be automatically received on a phone device not listed in a User profile, although Recipient can retrieve a Notification using any telephony device.

- The incoming Caller ID (ANI) number will not be recognized by the MIR3 retrieval system and it will not be able to automatically authenticate the Recipient.
- If choosing to respond with a phone device not listed in a profile, ensure the MIR3 Call Back ID number (Telephony ID or Notification ID) will authenticate in the System and retrieve a Notification.

Impact of Caller ID (ANI) Blocking

- If Caller ID (ANI) Blocking is enabled, it will prevent the MIR3 retrieval system from determining who is querying the System. This prevents validation of the Recipient.
- If the System is unable to accurately authenticate the Recipient, the retrieval system will prompt the Recipient for a MIR3 Call Back ID number (Telephony ID or Notification ID).

Impact of DID Extensions

Phone extensions may cause retrieval issues because a Recipient may respond using the corporate phone system to which a Notification was delivered; however, a corporate phone system may have only one D.I.D. (Direct Inward Dial) number not tied to the Recipient's extension. This prevents the System from authenticating the incoming call to the correct Recipient. If the System is unable to accurately authenticate the Recipient, the retrieval system will immediately prompt the Recipient for entry of the MIR3 Call Back ID number (Telephony ID or Notification ID).

Impact of Custom Caller ID (ANI)

Smart Retrieval does not work for organizations and divisions using a custom Caller ID (ANI). If redialing or manually calling a custom Caller ID (ANI) number, it will not contact the MIR3 retrieval system. Instead it will contact the custom Caller ID (ANI) number. A Notification can still be retrieved and Smart Retrieval used if a custom Caller ID (ANI) has been set up. This requires manually dialing the MIR3 retrieval number using the contacted telephony device located in a user profile.

Impact of Encrypted Device Addresses

The System contains a function for encrypting device addresses for an organization. If device addresses are encrypted, the database only stores the encrypted information. This prevents access to sensitive device address information if attempts are made by unauthorized persons to access the database. However, if the device addresses are encrypted, searches for a given device address are disabled and Smart Retrieval will not work.

No International Notifications Support

Smart Retrieval is currently not supported for retrieval of Notifications outside of the U.S. and Canada.

Support for Multiple Notifications

Smart Retrieval can be used to retrieve multiple Notifications (the retrieval system indicates how many Notifications are waiting to be heard).

OnSolve MIR3 Mobile App

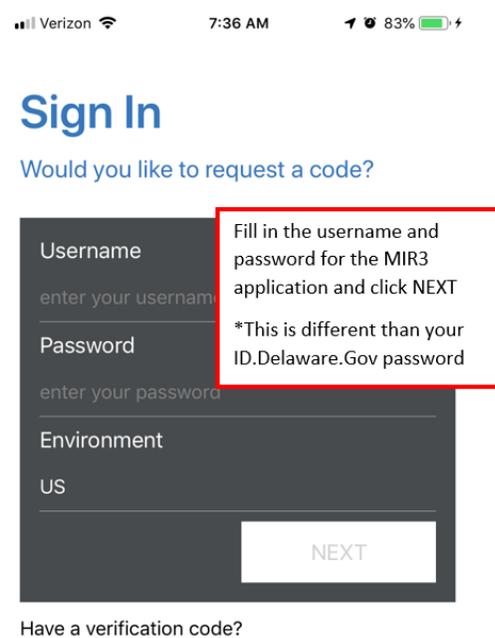
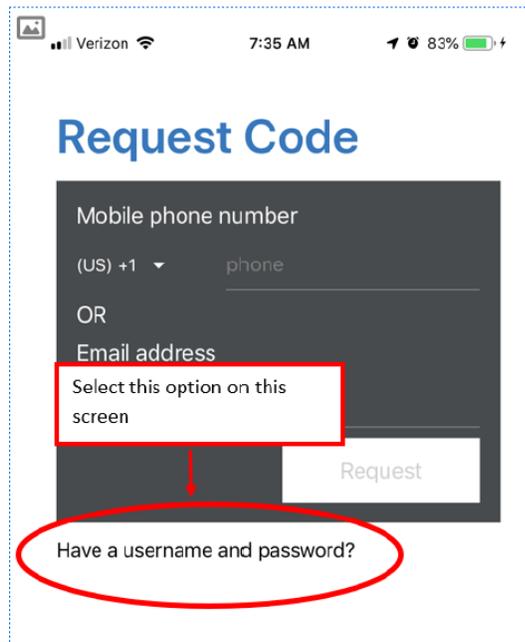
Access

Available download for iOS and Android devices



Logging In

Select the option "Have a username and password?" then enter your username and password

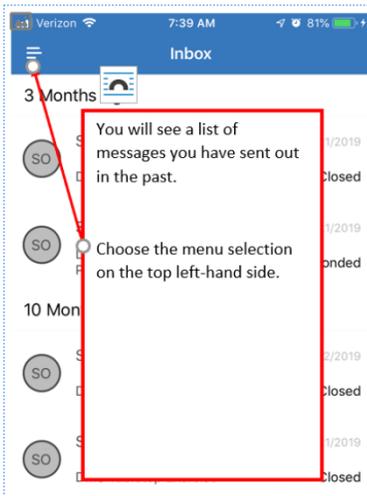


*NOTE:

The password is different than your ID.Delaware.Gov password. If you do not remember your password, you will need to reset it accessing MIR3 through an Internet Browser to do this. See page 17 of this document that references password resets on the Administration Tab -> Profile -> Security

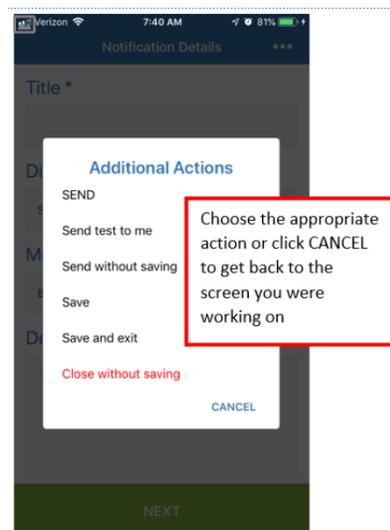
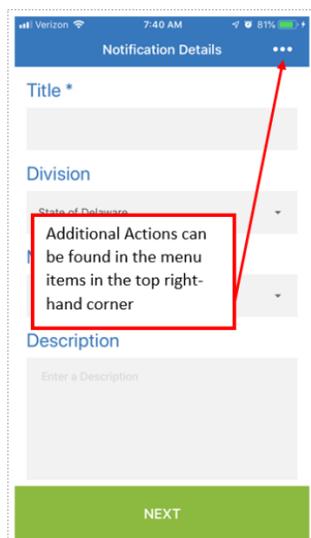
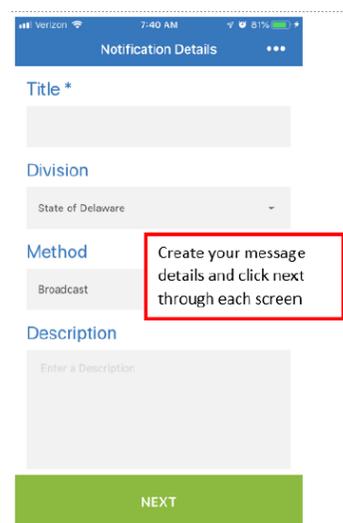
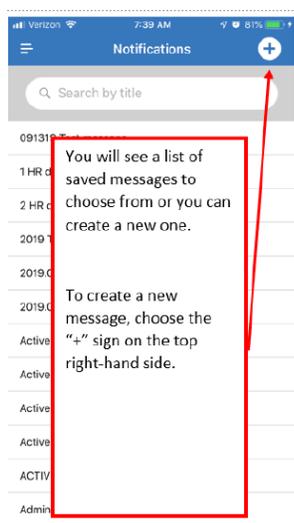
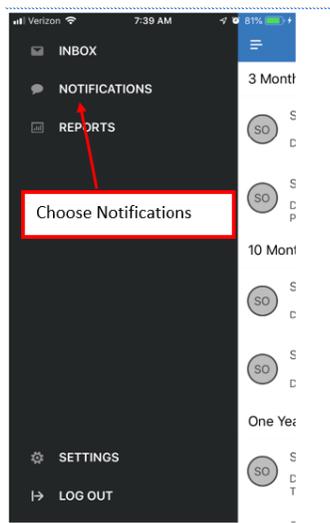
Mobile App Functions

Select the menu option for a list of various options.



Sending Notifications

Select the Notification option from the menu then choose either a saved notification or create a new one.



Reviewing Reports in Mobile App

Select the Notification option from the menu then choose a saved notification or create a new one.

