



**Amatra SmartSource™
for
Mass Notification**

User Guide

<http://www.amatra.com>

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1. LOGIN

- 1.1. Go to the Amatra SmartSource™ Web Page
- 1.2. Enter the '**User Id**' and '**Password**'. To accomplish Administrative functions you need to log in with existing administrator account. See *Figure 1: Login Page*

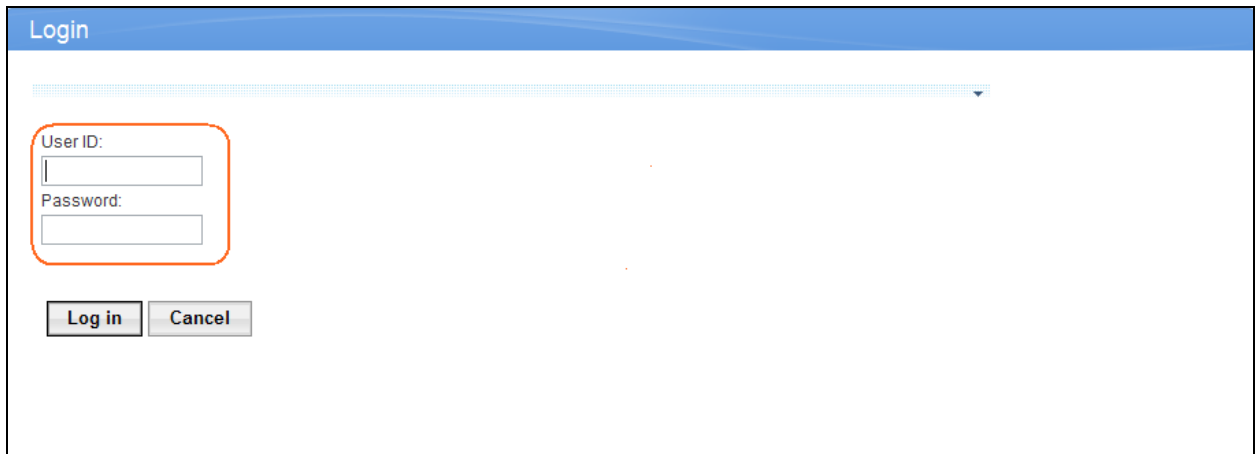


Figure 1: Login Page

- 1.3. On successful Login the Welcome Page is displayed. See *Figure 2: Welcome Page*

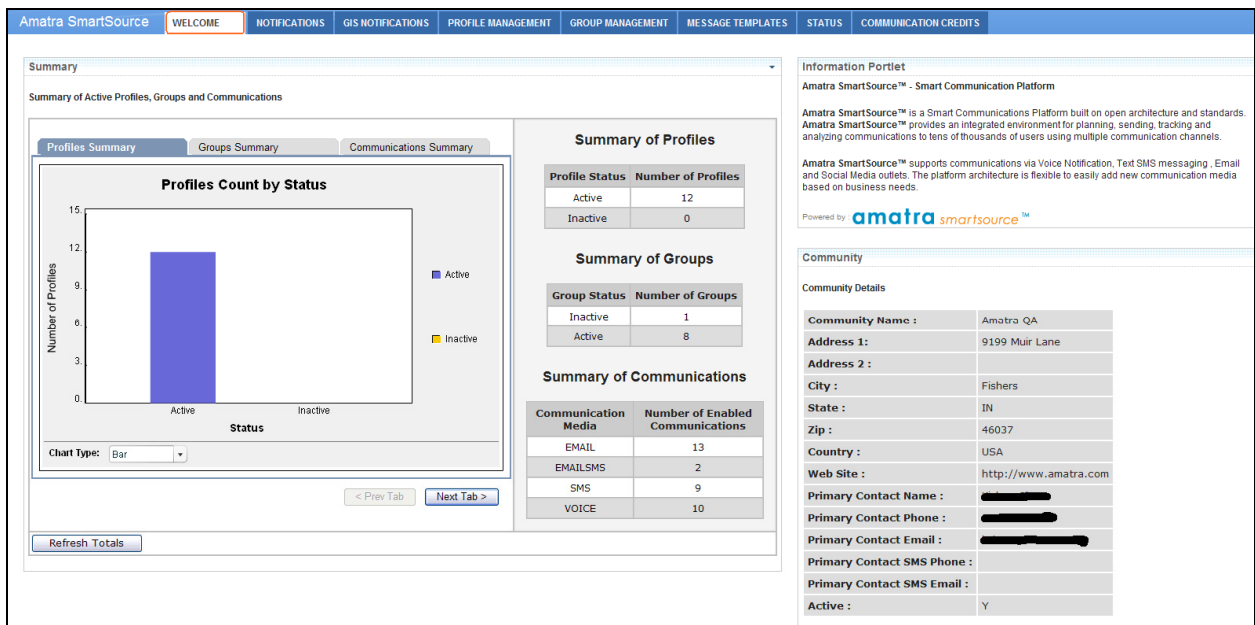


Figure 2: Welcome Page

- 1.4. The Summary Portlet (See *Figure 3: Summary Portlet*) on the Welcome Page provides graphical and tabular summary details of the active profiles, groups and communications for the community. Click on the '**Profile Summary**', '**Group Summary**' and '**Communications**

Summary tabs to see a graphical representation. After adding new profiles, groups and communications click on **'Refresh Totals'** to see the updated totals.

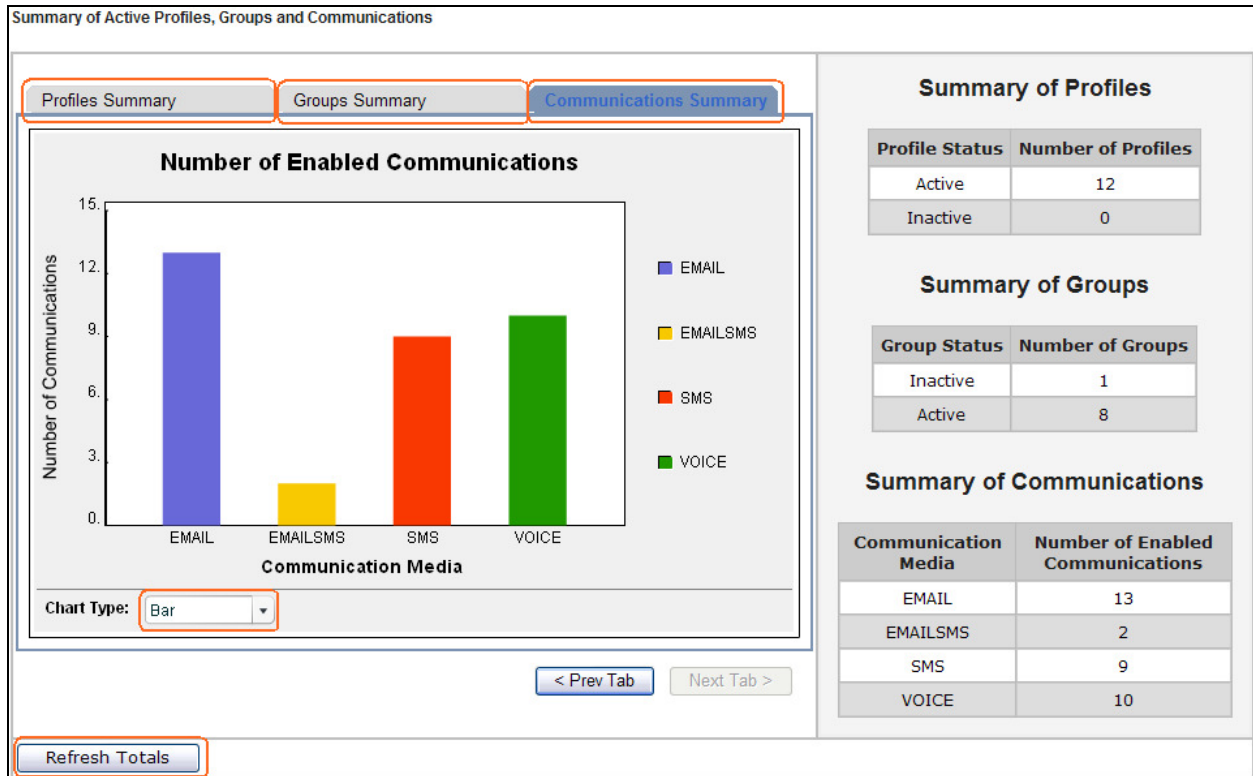


Figure 3: Summary Portlet

2. CHANGE PASSWORD

- 2.1. To change the login password click on the '**Edit My Profile**' link in the upper right hand corner.
See *Figure 4: Portal Administration Links*

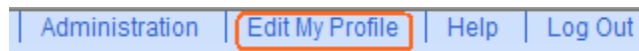


Figure 4: Portal Administration Links

- 2.2. Enter '**Password**' and '**Confirm Password**' and click '**OK**'. Refer to *Figure 5: Edit My Profile*

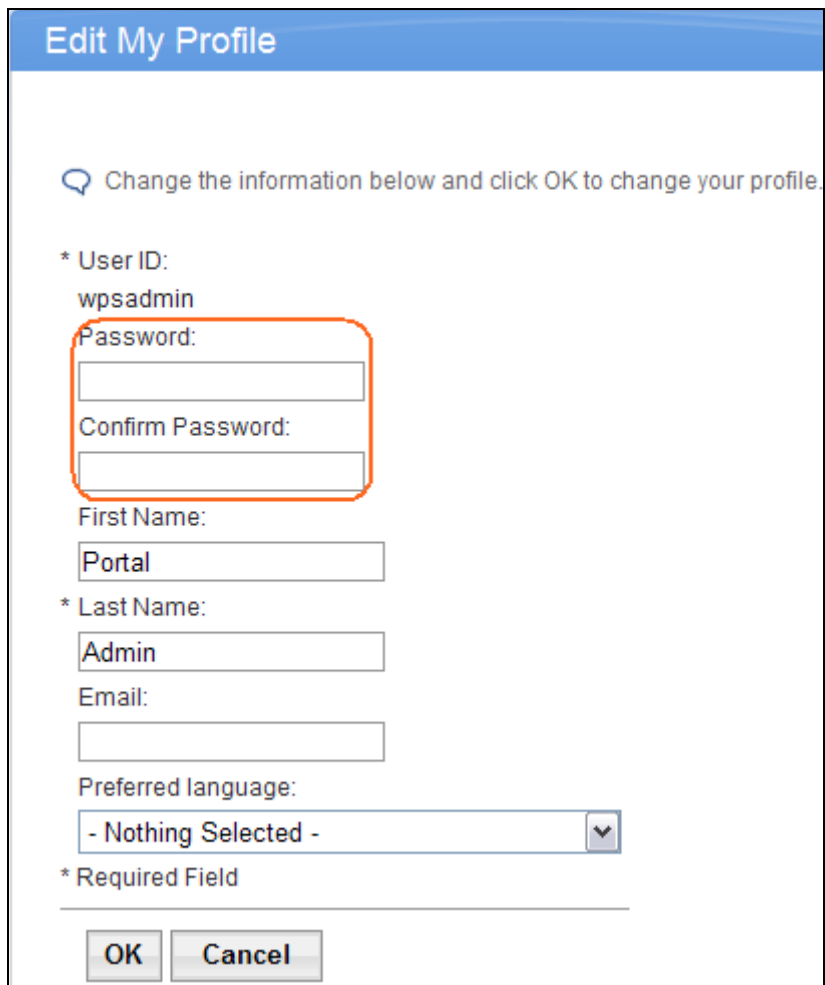


Figure 5: Edit My Profile

3. NOTIFICATIONS - SENDING NOTIFICATIONS

- 3.1. Click on the '**Notification**' Tab. Refer to *Figure 6: Navigation Tabs*. You need to be authorized to access this functionality.



Figure 6: Navigation Tabs

- 3.2. Sending Notifications is a 4 Step Process: 1) Select Incident, 2) Select Groups 3) Create/Select Message 4) Confirm and Send Notification

Notification Step 1: Create New Incident or Select existing Incident

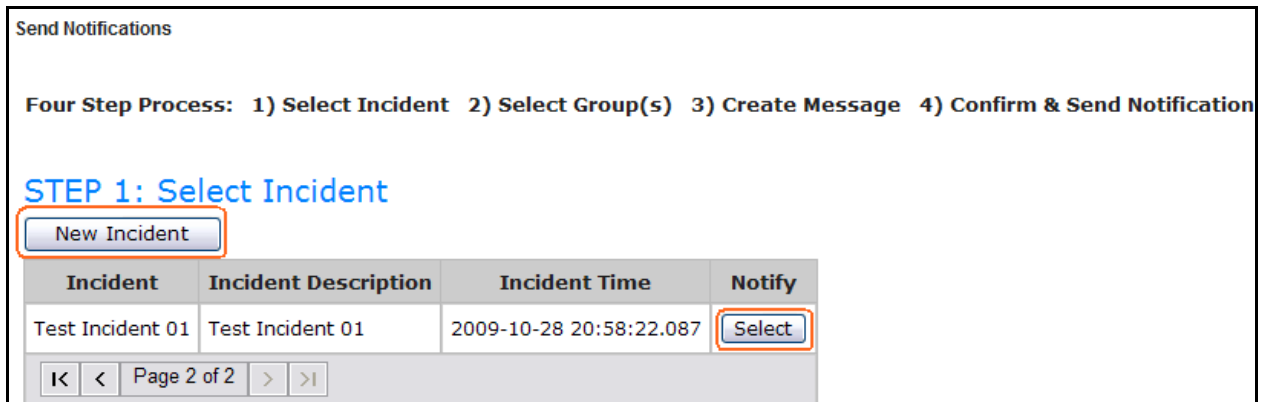


Figure 7: Select Incident Page

- 3.3. To create a new Incident click on the '**New Incident**' button. Refer *Figure 7: Select Incident Page*. This brings up the '**Create New Incident**' page. See *Figure 8: Create New Incident Page*
- 3.4. On the '**Create New Incident**' page enter the appropriate information and click '**Create Incident**'. Refer *Figure 8: Create New Incident Page*

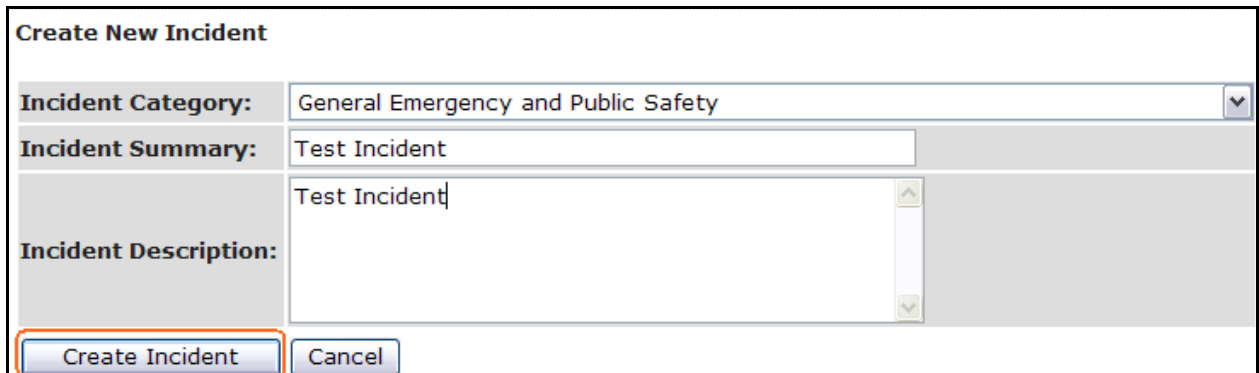


Figure 8: Create New Incident Page

- 3.5. Once the new Incident is created it is displayed in the list of Incidents and can be selected for notification. Refer *Figure 7: Select Incident Page*.
- 3.6. To select an existing incident click on the **'Select'** button corresponding to the incident you wish to select. Refer to *Figure 7: Select Incident Page*
- 3.7. Clicking **'Select'** on an existing Incident will list previous notifications sent for that Incident. Click on **'Go to Step 2: Select Group(s)'** button. Refer *Figure 9: Notification Step 1 - Select Incident*

Previous Message(s) associated with Incident

Message Sender	Message subject	Message	Communication Medium	Social Media	Message Created
wpsadmin	Flood Advisory	Flood Advisory is in place. Employees are recommended to work from home.	'VOICE'		2010-03-13 20:22:18.321
wpsadmin	Test Template	This is a test message from the Emergency Notification System.	'EMAIL', 'SMS', 'VOICE'		2009-11-26 04:39:45.978
wpsadmin	Test Template	This is a test message from the Emergency Notification System. from France	'EMAIL', 'SMS', 'VOICE'		2009-11-24 02:45:09.176
wpsadmin	Test Template	This is a test message from the Emergency Notification System.	'EMAIL', 'SMS', 'VOICE'		2009-11-23 12:38:49.294

[Go To Step 2: Select Group\(s\)](#)

Figure 9: Notification Step 1 - Select Incident

Notification Step 2: Select the Groups

- 3.8. Select the groups that need to be notified and click **'Select Group(s) and Go to Step 3: Notification Message'** button. Refer *Figure 10: Notification Step 2 - Select Groups*

Notification

STEP 2: Select Group(s) to be Notified.

Selected Incident: Test Incident [Change Incident](#)

Select Group(s) from List

Group Name	Group Description	Group Type	Group Access	Active	Select
Amatra Demo Group	Amatra Demo Group	WEB-GROUP	PUBLIC	Y	☒
Test GIS Group	Test GIS Group{GeoCodes : [40.09,-85.7],[40.11,-85.5],[39.95,-85.6],[39.96,-85.8]}	GIS-GROUP	PUBLIC	Y	☐
WEB-GRP-1	WEB-GRP-1	PEOPLE	PUBLIC	Y	☐
WEB-GRP-10	WEB-GRP-10	WEB-GROUP	PUBLIC	Y	☐
WEB-GRP-11	WEB-GRP-11	PEOPLE	PUBLIC	Y	☐
WEB-GRP-12	WEB-GRP-12	PEOPLE	PUBLIC	Y	☐
WEB-GRP-13	WEB-GRP-13	WEB-GROUP	PUBLIC	Y	☐
WEB-GRP-14	WEB-GRP-14	WEB-GROUP	PUBLIC	Y	☐
WEB-GRP-15	WEB-GRP-15	WEB-GROUP	PUBLIC	Y	☐
WEB-GRP-16	WEB-GRP-16	PEOPLE	PUBLIC	Y	☐

[Previous](#)
[First](#)
[Page 1 of 3](#)
[Next](#)
[Last](#)

[Select Group\(s\) and Go To Step 3: Notification Message](#)

Figure 10: Notification Step 2 - Select Groups

Notification Step 3: Select the Message

- 3.9. Create a new message by typing a message in the **'Message'** text box and a subject in the **'Message Subject'** or Select an existing Template by clicking on the **'Select'** button next to the appropriate template. Template contents can be modified once selected.
- 3.10. Select the Email Template in case of Email Notifications.
- 3.11. Select the Communication Mediums and Social Media (if community is subscribed for Social Media Notification option).
- 3.12. The Incident and Groups to notify can be changed if required by clicking the associated **'Change Incident'** or **'Change Groups'** buttons.
- 3.13. Click on **'Confirm Notification'** to go to next step. Refer to

Notification

STEP 3: Select Message.

Selected Incident:
Test Incident
Change Incident

Selected Groups:
Amatra Demo Group
Change Groups

Select an Email Template:
Amatra Mass Notification Template

Select Message

Template Subject	Template Message	Communication Mediums	Status	Select
Test Message	Test Message	ALL	FINAL	Select

Page 1 of 1

Message Subject:
Test Message

Message:

Sms/Voice Message Limit: 160 chars || Email Limit: 500 chars
This is a test message. Please do not respond.

Communication Mediums:

☐ EMAIL
☐ EMAILSMS
☐ SMS
☐ VOICE
☒ ALL

Social Media:

☐ BLOGGER
☐ FACEBOOK
☐ TWITTER
☒ ALL

Confirm Notification

3.14.

3.15. Figure 11: Notification Step 3 - Select Message.

Notification

STEP 3: Select Message.

Selected Incident:

Test Incident

Change Incident

Selected Groups:

Amatra Demo Group

Change Groups

Select an Email Template:

Amatra Mass Notification Template

Select Message

Template Subject	Template Message	Communication Mediums	Status	Select
Test Message	Test Message	ALL	FINAL	Select

<<

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>>

Message Subject:

Test Message

Message:

Sms/Voice Message Limit: **160 chars** || Email Limit: **500 chars**
This is a test message. Please do not respond.

Communication Mediums:

☐ EMAIL
☐ EMAILSMS
☐ SMS
☐ VOICE
☒ ALL

Social Media:

☐ BLOGGER
☐ FACEBOOK
☐ TWITTER
☒ ALL

Confirm Notification

Figure 11: Notification Step 3 - Select Message

Notification Step 4: Confirm and Send Notifications

- 3.16. Review the Notification and click **'Notify'**. The Notification process will begin. See *Figure 12A: Notification Step 4 - Confirm and Send Notifications*

Notification

Notification Summary

Incident:	Test Incident
Groups to Notify:	Amatra Demo Group
Message Subject:	Test Message
Message:	This is a test message. Please do not respond.
Communication Media:	'EMAIL','EMAILSMS','SMS','VOICE'
Social Media:	'BLOGGER','FACEBOOK','TWITTER'
Email Template:	Amatra Mass Notification Template

Summary of Selected Notifications

Communication Medium	Number of Notifications	Credits Available	Notification Status
EMAIL	2	11992	READY FOR DISPATCH - SUFFICIENT CREDITS AVAILABLE
EMAILSMS	1	11996	READY FOR DISPATCH - SUFFICIENT CREDITS AVAILABLE
SMS	1	5997	READY FOR DISPATCH - SUFFICIENT CREDITS AVAILABLE
VOICE	1	5997	READY FOR DISPATCH - SUFFICIENT CREDITS AVAILABLE

Figure 12A: Notification Step 4 - Confirm and Send Notifications

- 3.17. Review the Notification and click **'Notify'**. The Notification process will begin. See *Figure 12B: Notification Status Message*.

Notification Status

Notification Message Created. Notification Message associated with Selected Groups. Notification Initiated.

Figure 12B: Notification Status Message

Notification Status

Notification Message Created. Notification Message associated with Selected Groups. Notification Initiated.

Figure 12C: Notification Status Message – Post Message to IPAWS-OPEN

- 3.18. If the community is enabled to post messages to IPAWS-OPEN then the button **'Post Message to IPAWS-OPEN'** is displayed as shown in *Figure 12C: Notification Status Message – Post Message to IPAWS-OPEN*.

4. MESSAGE TEMPLATES – CREATE/EDIT TEMPLATES

- 4.1. Click on '**Message Template**' tab to access Message Templates functionality. Refer to *Figure 13: Navigation Tabs*



Figure 13: Navigation Tabs

- 4.2. To create a new Template click on the '**Create Message Template**' button. To edit an existing template, click on the '**Edit**' button corresponding to the Template. Refer to *Figure 34: Message Templates*.

Message Templates

Create Message Template

Template Subject	Template Message	Communication Medium	Status	Edit
Test Template	This is a test message from the Emergency Notification System.	All	FINAL	Edit
Amatra Brand	Amatra's brand is going to lead the marketing and public sector areas within one year.	all	REVIEW	Edit
Return on Premium Promotion	Return on Premium Life Insurance is an easy way to protect your family and get your money back on policy maturity.	ALL, Facebook, Twitter, Blog	FINAL	Edit
Flood Advisory	Flood Advisory is in place. Employees are recommended to work from home.	ALL	FINAL	Edit

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Figure 34: Message Templates

- 4.3. Enter the appropriate information to create/edit a message template and click '**Update**'. Refer to *Figure 45: Create/Edit Message Template*
- 4.4. The Status presents the options '**Draft**', '**Review**' and '**Final**'.
- 4.5. **Note:** Only templates with '**Final**' status will be shown in the Notifications step
- 4.6. The applicable communication media (e.g. **SMS**, **VOICE**, **EMAIL**, **FACEBOOK**, **TWITTER**, **BLOGGER**, **ALL**) for the template can be specified in the '**Communication Medium**' text field. Enter '**All**' if the specified text applies to all communication media types.

Create/Edit Message Template

Template Subject:	Test Template
Status:	Final
Template Message:	Sms/Voice Message Limit: 160 chars Email Limit: 500 chars This is a test message from the Emergency Notification System.
Communication Medium:	All

Back to Message Templates

Update

Figure 45: Create/Edit Message Template

5. STATUS

- 5.1. To check the Status of Sent Notifications click on the **'Status'** tab. Refer to *Figure 56: Navigation Tabs*

WELCOME	NOTIFICATIONS	GIS NOTIFICATIONS	PROFILE MANAGEMENT	GROUP MANAGEMENT	MESSAGE TEMPLATES	STATUS	COMMUNICATION CREDITS
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Figure 56: Navigation Tabs

- 5.2. Select the Incident to check status by clicking on the **'Select'** button. Refer *Figure 67: Status of Sent Notifications*.

Status of Sent Notifications			
Select Incident			
Incident Description	Incident Type	Incident Time	Status
Test Incident 01	Test Incident 01	2009-10-28 20:58:22.087	Select
< < Page 2 of 2 > >			

Figure 67: Status of Sent Notifications

- 5.3. The list of messages associated with the Incident will be displayed. Click **'Get Status'** next to the message for which Status needs to be displayed. If a particular notification was cancelled then the status bar indicates the cancelled status. Refer *Figure 78: Messages associated with Incident*.

Message(s) associated with Incident Fire test							
Message Sequence	Message Sender	Message subject	Message	Communication Medium	Social Media	Message Created	Status
5	wpsadmin	Test Template	This is a test message from the Emergency Notification System.	'EMAIL', 'EMAILSMS', 'SMS', 'VOICE'	'BLOGGER', 'FACEBOOK', 'TWITTER'	2010-05-05 16:55:23.974	NOTIFICATION CANCELLED BY SENDER
4	wpsadmin	Flood Advisory	Flood Advisory is in place. Employees are recommended to work from home.	'VOICE'		2010-03-13 20:22:18.321	Get Status
3	wpsadmin	Test Template	This is a test message from the Emergency Notification System.	'EMAIL', 'SMS', 'VOICE'		2009-11-26 04:39:45.978	Get Status
2	wpsadmin	Test Template	This is a test message from the Emergency Notification System. from France	'EMAIL', 'SMS', 'VOICE'		2009-11-24 02:45:09.176	Get Status
1	wpsadmin	Test Template	This is a test message from the Emergency Notification System.	'EMAIL', 'SMS', 'VOICE'		2009-11-23 12:38:49.294	Get Status
< < Page 1 of 1 > >							

Figure 78: Messages associated with Incident

- 5.4. On clicking **'Get Status'** the status details for the corresponding message is displayed as shown in *Figure 19: Message Status - Communication Medium Summary and Notification Details* and *Figure 8: Message Status - Status Summary & Social Media Notification Details*.

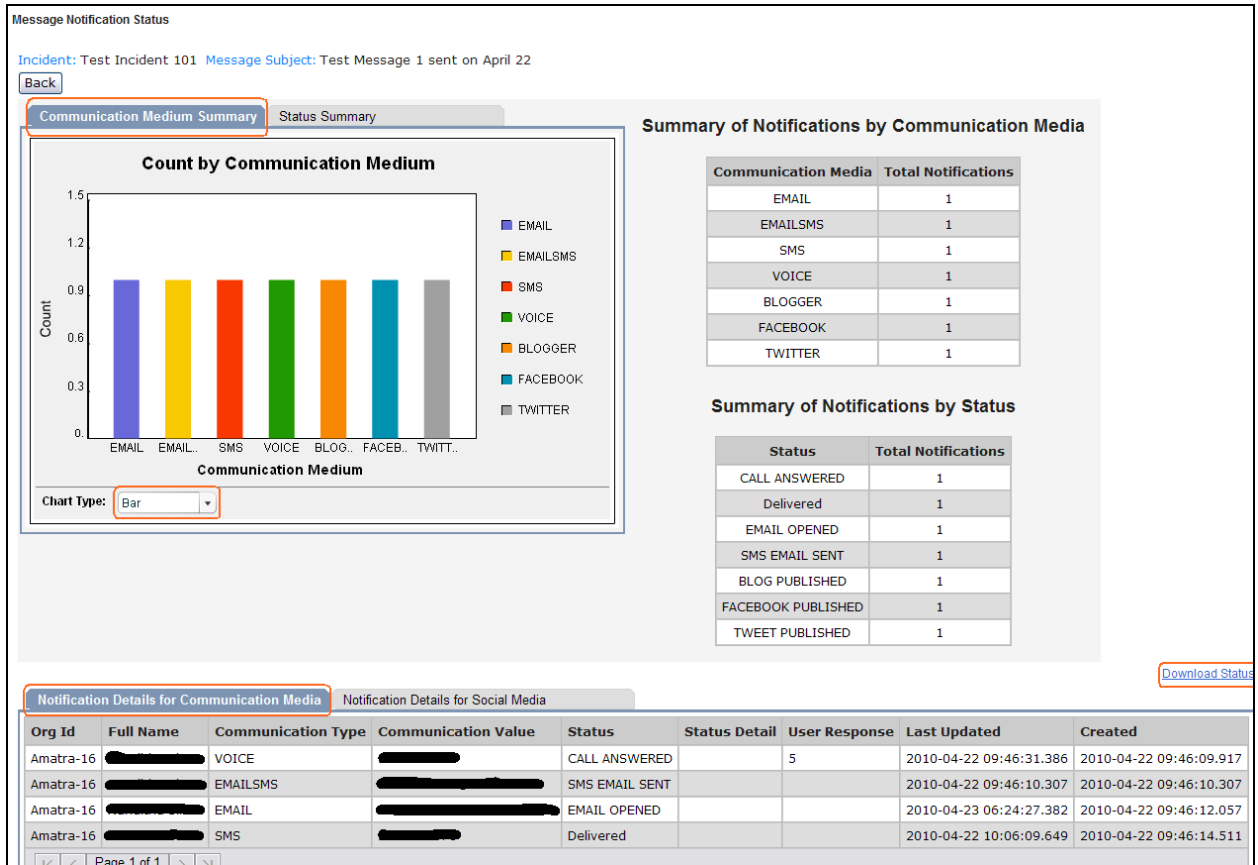


Figure 19: Message Status - Communication Medium Summary and Notification Details

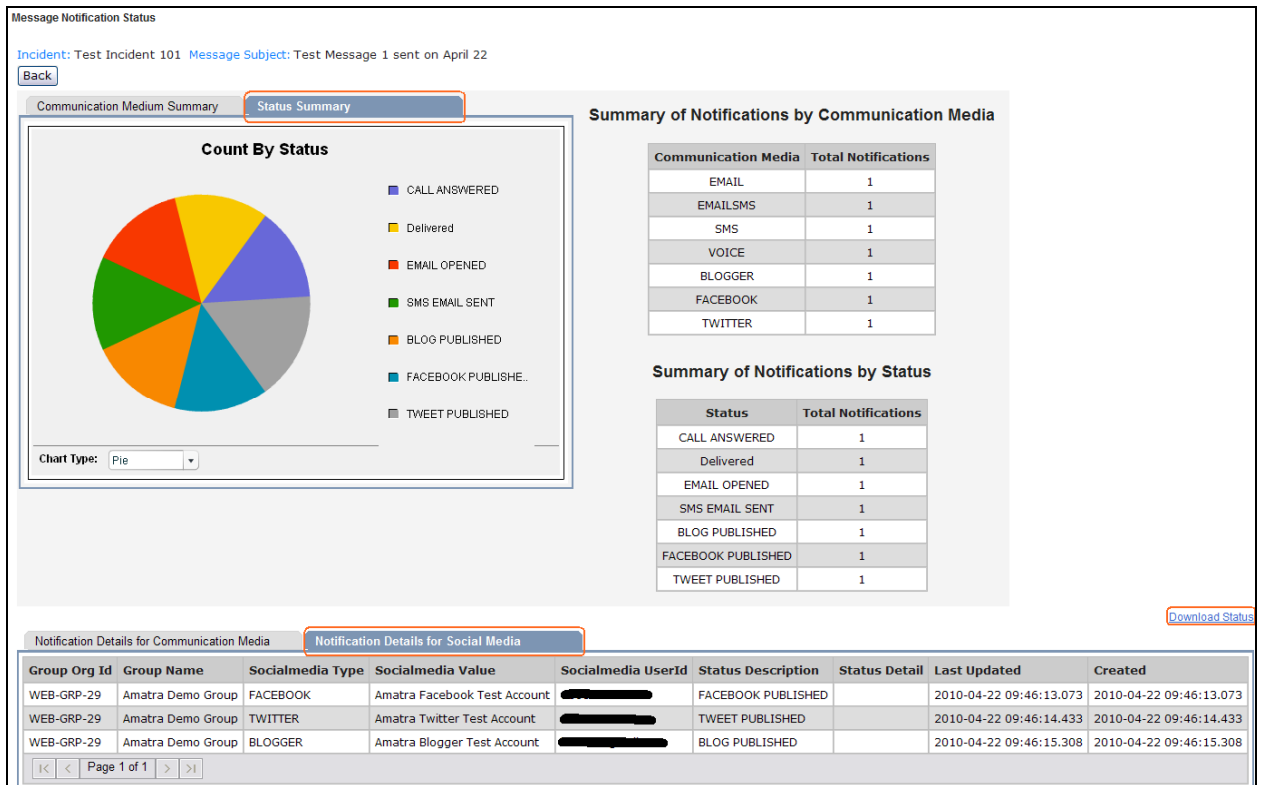


Figure 8: Message Status - Status Summary & Social Media Notification Details

6. PROFILE MANAGEMENT

The Profile Management feature allows the system administrator to Edit User Profiles and Add/Edit Communications for the User Profiles.

6.1. Click on the **'Profile Management'** tab in the navigation as shown in *Figure 9: Navigation Tabs*.



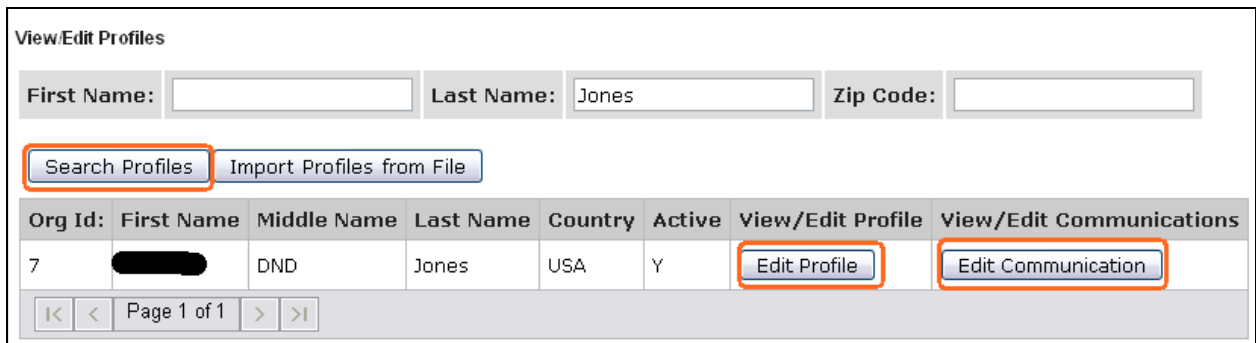
Figure 9: Navigation Tabs

6.2. To see a list of all profiles leave the search filters blank and click on **'Search Profiles'** as shown in *Figure 10: List all profiles*



Figure 10: List all profiles

6.3. To search for specific profiles enter wild cards in the **'First Name'**, **'Last Name'**, and **'Zip Code'** fields and click **'Search Profiles'** as shown in *Figure 11: List Profiles based on Search Criteria*



Org Id	First Name	Middle Name	Last Name	Country	Active	View/Edit Profile	View/Edit Communications
7	[REDACTED]	DND	Jones	USA	Y	Edit Profile	Edit Communication

Figure 11: List Profiles based on Search Criteria

6.4. The listed profiles can be edited or new communication media can be added for each profile.
6.5.

Edit Profile

6.6. To Edit profile click on the **'Edit Profile'** button as shown in *Figure 11: List Profiles based on Search Criteria*.

6.7. This brings up the Profile View page showing the details of the profile. Refer *Figure 12: Profile View*. Click on the **'Edit Profile'** button to edit the profile.

Profile View

Organization Id:	Amatra-04
Community:	1
First Name:	[REDACTED]
Middle Name:	
Last Name:	[REDACTED]
Date of Birth:	[REDACTED]
Gender:	M
Preferred Language:	English
Address 1:	[REDACTED]
Address 2:	[REDACTED]
Zip Code:	[REDACTED]
City:	[REDACTED]
State:	[REDACTED]
Country:	[REDACTED]
Active:	Y
Latitude:	0.0
Longitude:	0.0
Change Log:	Updated by wpsadmin : ONline
Last Updated:	2010-04-27 13:42:21.720006
Created:	2009-07-10 15:53:03.406

Back To Profiles
Edit Profile

Figure 12: Profile View

- 6.8. On clicking on the **'Edit Profile'** button the profile details are displayed as shown in *Figure 25: Edit Profile*. Enter the fields and click on **'Update'**.
- 6.9. The 'Date of Birth' field should be a valid date format such as *yyyy-mm-dd* or *mm/dd/yyyy*.
- 6.10. The **'latitude'** field should be a valid decimal from -90.0000 to +90.0000 including 0. Leave **blank** for **none**.
- 6.11. The **'longitude'** field should be a valid decimal from -180.000 to +180.000 including 0. Leave **blank** for **none**.

Update Profile

* indicates required fields

Organization Id:	Amatra-04
First Name: *	
Last Name: *	
Middle Name:	
Date of Birth: *	
Gender: *	M
Preferred Language: *	English
Address 1: *	
Address 2:	
Zip Code: *	
City: *	
State: *	
Country: *	
Active: *	Yes
Latitude: (Range:-90.000 to +90.000, blank for none)	39.8
Longitude: (Range:-180.000 to +180.000, blank for none)	89.9
Change Log: *	updated

Back to View Profile

Update

Figure 13: Edit Profile

Edit Communications

- 6.12. To edit communications click on **'Edit Communications'** as shown in *Figure 11: List Profiles based on Search Criteria*. This brings up the Communications screen as shown in *Figure 14: Communications*.

Communications

Profile Name: [REDACTED]

[Back to Profiles](#)
[Add Communication](#)

Communication Medium	Communication Value	Active	OPTED IN	Edit
BUSINESS EMAIL	info@amatra.com	Y	Y	Edit
WORK PHONE	8883334444	Y	Y	Edit
SMS PHONE	8883334444	Y	Y	Edit
SMS EMAIL	8883334444@tmomail.net	Y	Y	Edit

[|<](#)
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[Back to Profiles](#)
[Add Communication](#)

Figure 14: Communications

- 6.13. To add communications click on **'Add Communication'** or to edit communication click on **'Edit'** as shown in *Figure 14: Communications*. This leads to the Edit/Create Communication page as shown in *Figure 15: Edit/Create Communication*.

Edit/Create Communication

Profile Name: [REDACTED]

Communication Medium: WORK PHONE

Communication Value: 8883334444

Preferred: Yes ▼

Active: Yes ▼

Opt In: Yes ▼

Change Log: updated

[Back To Communications](#)
[Update Communication](#)

Figure 15: Edit/Create Communication

- 6.14. Enter valid values for the communications. Phone numbers and SMS Phone numbers should be numeric digits including the area code. International phone numbers (outside US) should be prefixed with a “+” (plus) symbol e.g. +99999999999.

7. GROUP MANAGEMENT

7.1. In the navigation click on the ‘**Group Management**’ Tab as shown in *Figure 16: Navigation Tabs*.

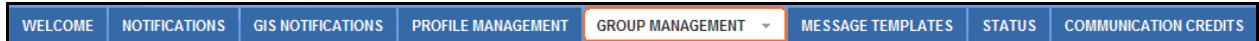


Figure 16: Navigation Tabs

7.2. On the Manage Groups page shown in *Figure 29: Manage Groups* click on ‘**Search**’ to see a list of all the groups.

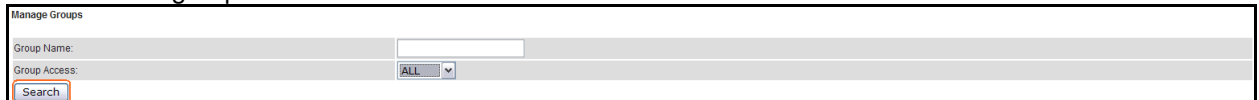


Figure 29: Manage Groups

7.3. Additional search filters can also be specified as in the ‘**Group Name**’ and ‘**Group Access**’ to bring up a subset of groups.

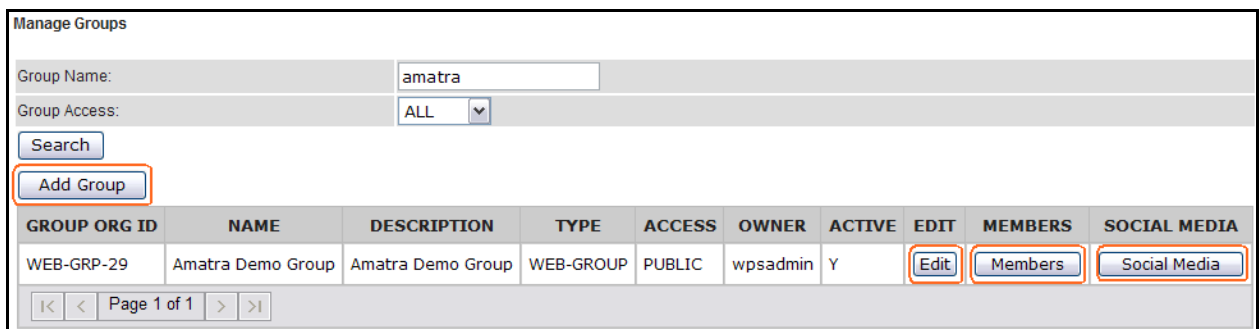


Figure 17: Groups List

Add/Edit Groups

7.4. To add a new group click on ‘**Add Group**’ as shown in *Figure 17: Groups List*. This brings up the Group Create/Edit page shown in *Figure 18: Group Create/Edit*.

7.5. To edit an existing group click on ‘**Edit**’ corresponding to the group as shown in *Figure 17: Groups List*. This brings up the Group Create/Edit page shown in *Figure 18: Group Create/Edit*.

7.6. On the Group Create/Edit page shown in *Figure 18: Group Create/Edit* enter the ‘**Group Name**’, ‘**Group Description**’, select the ‘**Group Type**’ and ‘**Group Access**’ (*Public* – Visible to all logged in users, *Private* – visible only to the user who created the Group), ‘**Active**’ (*Yes/No*) and ‘**Change Log**’ and click on ‘**Update**’.

Group Create/Edit

Owner Id:	wpsadmin
Group Name	Amatra Demo Group
Group Description:	Amatra Demo Group
Group Type	People
Group Access:	Public
Active:	Yes
Change Log:	updated

Back
Update

Figure 18: Group Create/Edit

Manage Group Members

- 7.7. On the Manage Groups page shown in *Figure 17: Groups List* click on **'Members'**. This brings up the Group Members page shown in *Figure 19: Group Members*.
- 7.8. Click **'Search Current Member(s)'** to see a list of the all the members or specify the search criteria in the **'First Name'**, **'Last Name'** and **'Zip Code'** fields.

Group Members

Group Name: Amatra Demo Group

First Name: Last Name: Zip Code:

Org Id:	Last Name:	First Name:	Middle Name:	Zip Code:	Date of Birth:	Remove
Amatra-14	██████	██████	██	46037	██████	☐
Amatra-01	██████	██████		46037	██████	☐
Amatra-16	██████	██████	██	46037	██████	☐

Figure 19: Group Members

- 7.9. To add members to a group click on **'Add Members'** as shown in *Figure 20: Group Members - Add Members* to bring up the Add Members Page as shown in *Figure 21: Add Members*.

Group Members

Group Name: Amatra Demo Group

First Name: Last Name: Zip Code:

Org Id:	Last Name:	First Name:	Middle Name:	Zip Code:	Date of Birth:	Remove
Amatra-14	██████	██████	██	46037	██████	☐
Amatra-01	██████	██████		46037	██████	☐
Amatra-16	██████	██████	██	46037	██████	☐

Figure 20: Group Members - Add Members

- 7.10. Select the members to add by clicking on the **'Add'** check box next to the member's name and click on **'Add Selected Members'** as shown in *Figure 21: Add Members*.

Add Members

Group Name: Amatra Demo Group

First Name: Last Name: Zip Code:

Org Id:	First Name:	Last Name:	Middle Name:	Gender	Date of Birth	Zip Code	Add
Amatra-16	██████	██████	██████	M	██████	46037	☒
Amatra-13	██████	██████	██████	M	██████	3006	☐
Amatra-12	██████	██████	██████	M	██████	46038	☒

Figure 21: Add Members

- 7.11. Once the members are added to the group a message indicating **'Members Added to Group'** is displayed as shown in *Figure 22: Add Members - Message*. Click on **'Back To Members'** to go back to the Group Members page.

Add Members

Group Name: Amatra Demo Group

First Name: Last Name: Zip Code:

Org Id:	First Name:	Last Name:	Middle Name:	Gender	Date of Birth	Zip Code	Add
Amatra-13	██████	██████	██████	M	██████	██████	☐

Members Added to Group

Figure 22: Add Members - Message

- 7.12. To remove members from a group on the Group Members page select the members and click **'Remove Selected'** as shown in *Figure 23: Group Members - Remove Members*.

Group Members

Group Name: Amatra Demo Group [Add Members](#)

First Name: Last Name: Zip Code:

[Search Current Member\(s\)](#)

[Back to Groups](#) [Remove Selected](#)

Org Id:	Last Name:	First Name:	Middle Name:	Zip Code:	Date of Birth:	Remove
Amatra-14				46037		☒
Amatra-01				46037		☐
Amatra-16				46037		☒

[Back to Groups](#) [Remove Selected](#)

Figure 23: Group Members - Remove Members

Manage Group Social Media Assignment

- 7.13. To add/edit Social Media to a group click on **'Social Media'** as shown in *Figure 17: Groups List*. This brings up the Social Media page shown in *Figure 24: Social Media*

Social Media

Group Name: Amatra Demo Group

Group Owner Id: wpsadmin

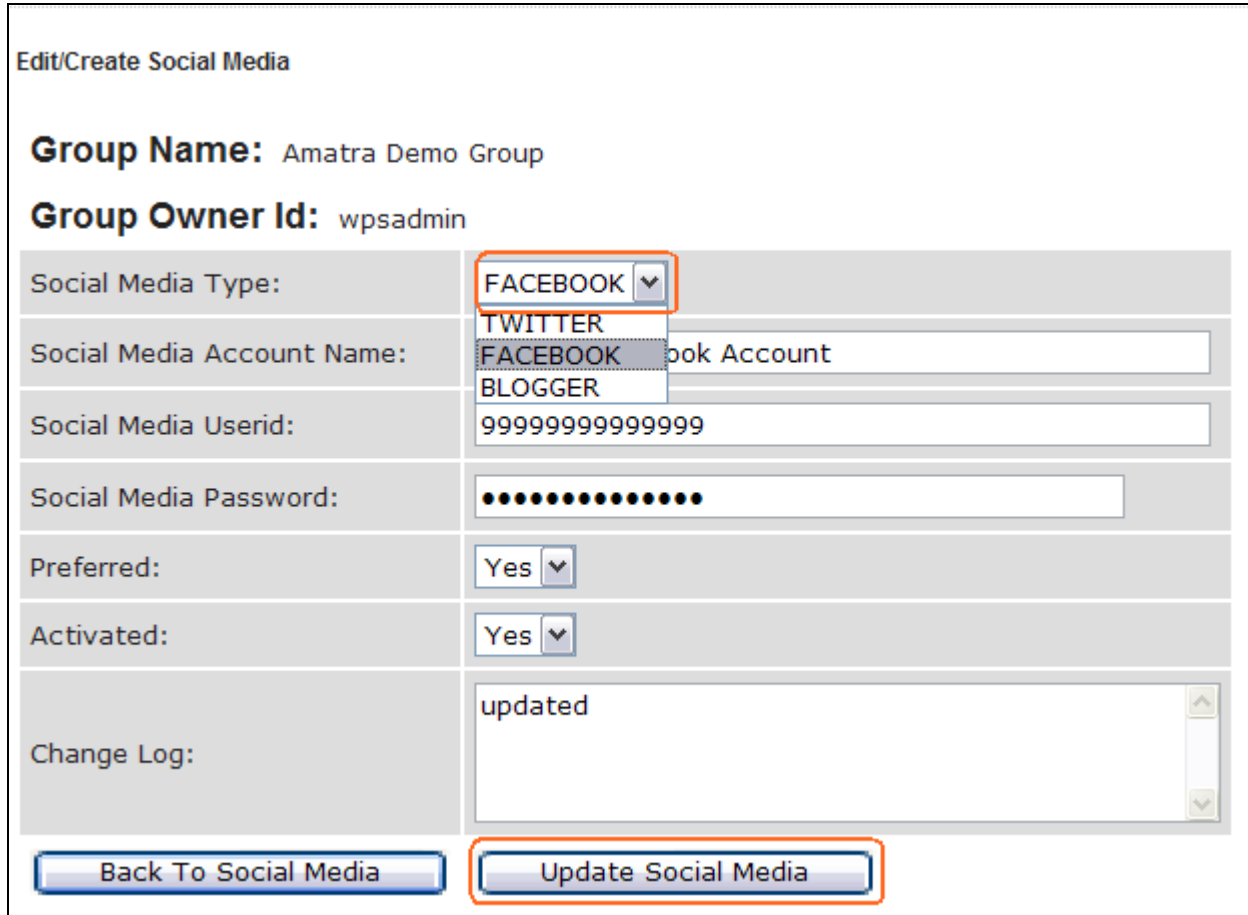
[Back To Groups](#) [Add Social Media](#)

Social Media Type	Social Media Account	Active	Edit
TWITTER	Amatra Twitter Test Account	Y	Edit
FACEBOOK	Amatra Facebook Test Account	Y	Edit
BLOGGER	Amatra Blogger Test Account	Y	Edit

[Back To Groups](#) [Add Social Media](#)

Figure 24: Social Media

- 7.14. To add Social Media to a group click on **'Add Social Media'** as shown in *Figure 24: Social Media*. This brings up the Edit/Create Social Media page shown in *Figure 25: Create Social Media*.



Edit/Create Social Media

Group Name: Amatra Demo Group

Group Owner Id: wpsadmin

Social Media Type: FACEBOOK ▼

Social Media Account Name: TWITTER
FACEBOOK Book Account
BLOGGER

Social Media Userid: 9999999999999999

Social Media Password: ●●●●●●●●●●

Preferred: Yes ▼

Activated: Yes ▼

Change Log: updated

[Back To Social Media](#) [Update Social Media](#)

Figure 25: Create Social Media

- 7.15. On the Edit/Create Social Media page shown in *Figure 25: Create Social Media* select the **'Social Media Type'** from the drop down. Enter the **'Social Media Account Name'** which can be any name identifying the account. Enter the **'Social Media Userid'** and **'Social Media Password'**. Select Yes/No for the drop down fields **'Preferred'** and **'Active'** and enter information in the **'Change Log'**. Click on **'Update Social Media'**.
- 7.16. To edit Social Media for a group click on **'Edit'** next to the Social Media to be edited as shown in *Figure 24: Social Media*. This brings up the Edit/Create Social Media page shown in *Figure 39: Edit Social Media*.
- 7.17. On the Edit/Create Social Media page shown in *Figure 39: Edit Social Media* edit the **'Social Media Account Name'** which can be any name identifying the account. Edit the **'Social Media Userid'** and **'Social Media Password'**. Select Yes/No for the drop down fields **'Preferred'** and **'Active'** and enter information in the **'Change Log'**. Click on **'Update Social Media'**.

Edit/Create Social Media

Group Name: Amatra Demo Group

Group Owner Id: wpsadmin

Social Media Type:	TWITTER
Social Media Account Name:	Amatra Twitter Test Account
Social Media Userid:	AmatraTestUser
Social Media Password:	••••••••
Preferred:	Yes ▼
Activated:	Yes ▼
Change Log:	updated

Figure 39: Edit Social Media

8. GIS NOTIFICATIONS

- 8.1. To send out geographically targeted notifications click on **'GIS NOTIFICATIONS'** in the navigation as shown in *Figure 26: Navigation Tabs*.



Figure 26: Navigation Tabs

- 8.2. To bring up a specific geographic location on the map as shown in *Figure 27: Address Search on Map* enter the address in the **'Search for an address'** field and click **'Search'**. (If exact address is unknown even City, State or Zip information will bring up a map).

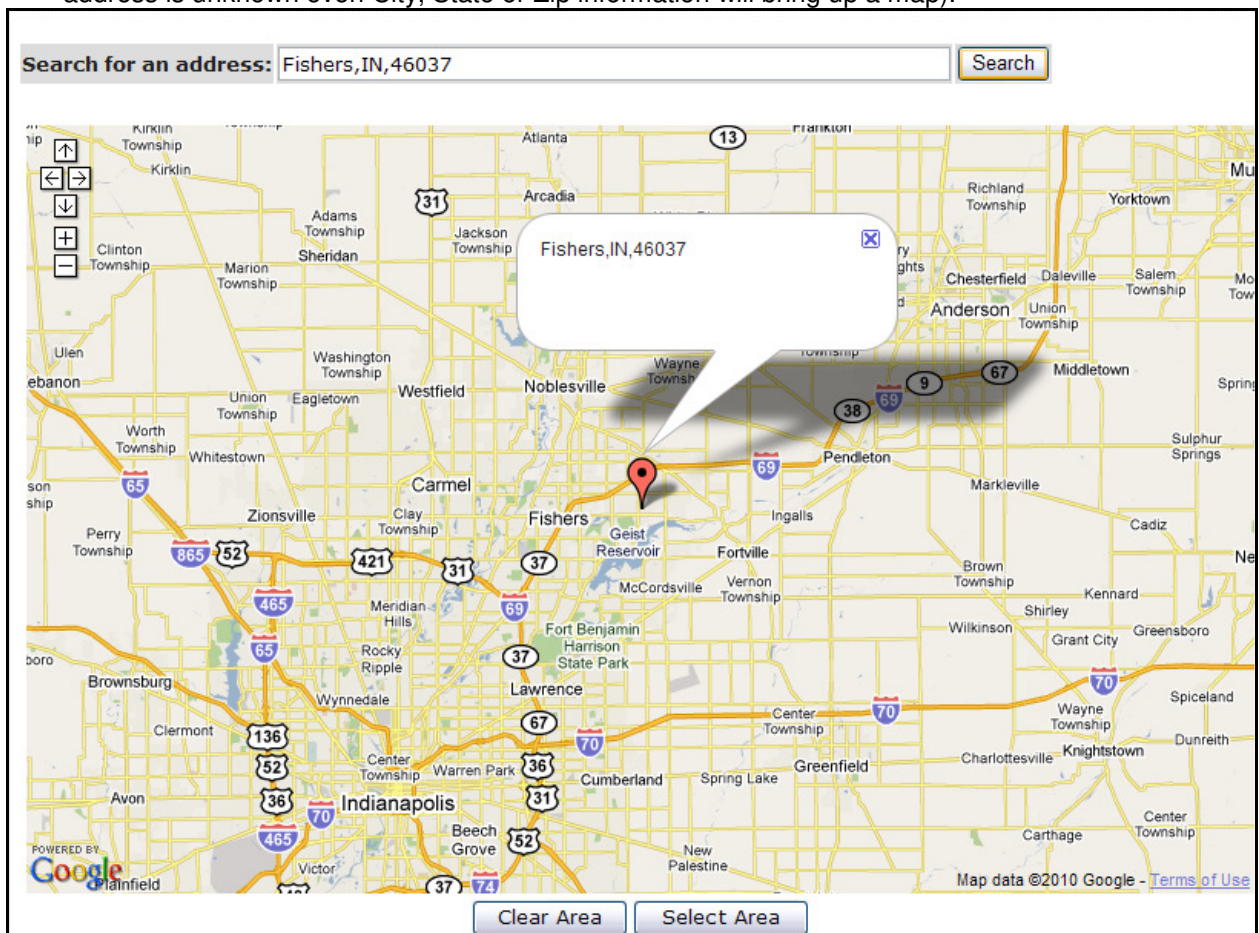


Figure 27: Address Search on Map

- 8.3. To select an area on the map Click at four (4) different points on the map to create a polygon area which represents the coverage area to which notifications need to be sent as shown in *Figure 28: Polygon Area Selection on Map*.

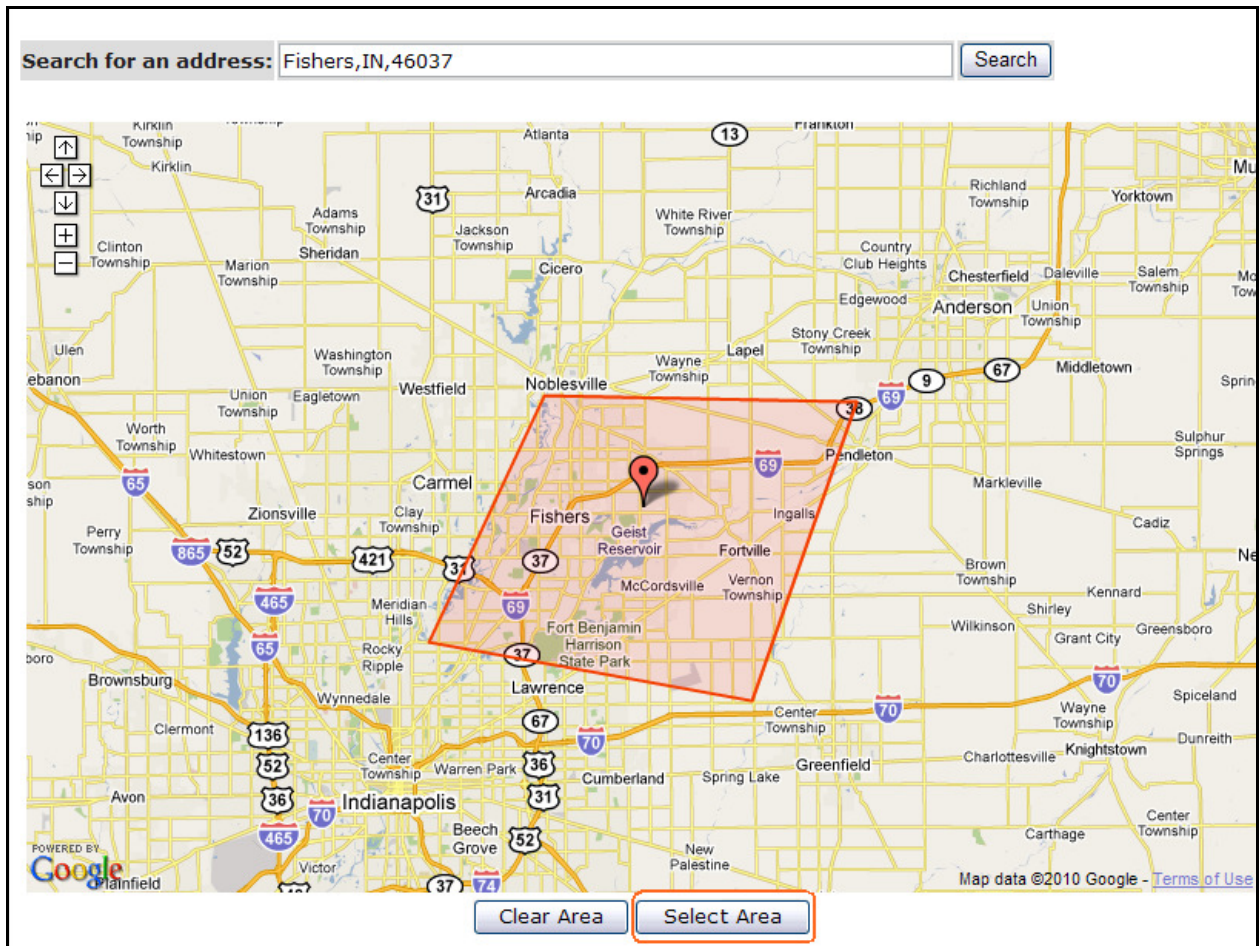


Figure 28: Polygon Area Selection on Map

- 8.4. If the selected area does not contain user profiles that are active the system does NOT allow the creation of a new GIS group and displays a message indicating there are **'No active profiles in the selected map area - GIS Notification group will not be created'** as shown in Figure 29: *No Active Profiles in Selected Area.*

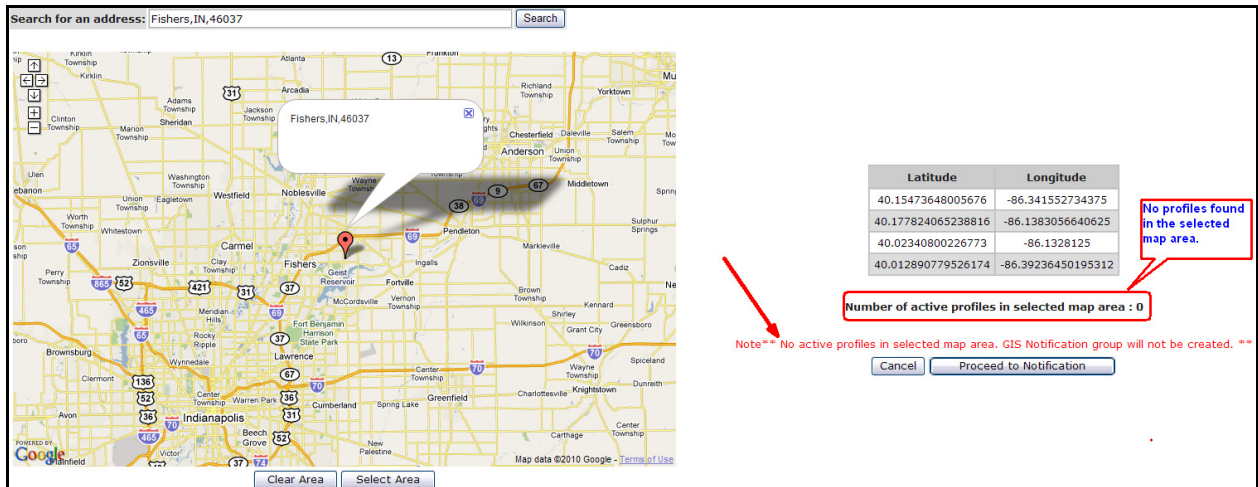


Figure 29: No Active Profiles in Selected Area

- 8.5. If the selected area contains user profiles that are active the number of active profiles is displayed and the system allows the creation of a new GIS group as shown in *Figure 30: Create GIS Group*. Enter the 'Group Name' and 'Group Description' and click on 'Proceed to Notification'.

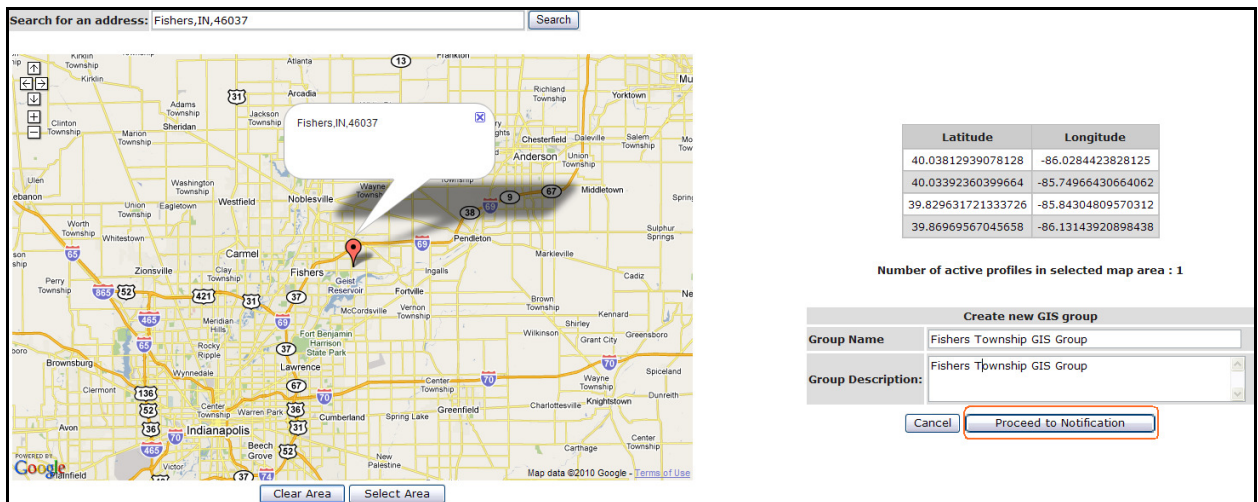


Figure 30: Create GIS Group

- 8.6. On clicking 'Proceed to Notification' from the GIS Notification page the navigation proceeds through the all same the steps for notification as detailed in section 3. **NOTIFICATIONS - SENDING NOTIFICATIONS.**
- 8.7. In the section *Notification Step 2: Select the Groups* when doing a GIS Notification the 'Selected GIS group' is displayed as shown in *Figure 31: Selected GIS Group in Notification*. The system allows selection of additional groups for notification or to 'Skip to Step 3: Notification Message'.

STEP 2: Select Group(s) to be Notified.

Selected Incident: Test Incident 101 Selected GIS Group Change Incident

Selected GIS group : Fishers Township GIS Group Fishers Township GIS Group{GeoCodes : [40.03,-86.0],[40.03,-85.7],[39.82,-85.8],[39.86,-86.1]}

Skip To Step 3: Notification Message

Select Group(s) from List

Group Name	Group Description	Group Type	Group Access	Active	Select
Amatra Demo Group	Amatra Demo Group	WEB-GROUP	PUBLIC	Y	☐
Fishers Temp Group	Fishers Temp Group{GeoCodes : [39.99,-86.0],[39.98,-85.9],[39.85,-85.8],[39.91,-86.1]}	GIS-GROUP	PUBLIC	Y	☐
██████████	██████████	WEB-GROUP	PUBLIC	Y	☐
██████████	██████████	WEB-GROUP	PUBLIC	Y	☐
██████████	██████████	PEOPLE	PUBLIC	Y	☐
Marketing Group Demo	Marketing Group Demo	WEB-GROUP	PUBLIC	Y	☐
██████████	██████████ {GeoCodes : [-37.7,144.8],[-37.9,144.9],[-37.8,145.1],[-37.7,145.0]}	GIS-GROUP	PUBLIC	Y	☐
██████████	██████████	WEB-GROUP	PUBLIC	Y	☐

Page 1 of 1

Select Group(s) and Go To Step 3: Notification Message

Select additional groups for notification if desired.

Figure 31: Selected GIS Group in Notification

8.8. **Note:** Since GIS Groups do not have any Social Media setting configured for the group Social Media notification for this group will be ineffective. To configure Social Media for a GIS Group follow the steps detailed in section *Manage Group Social Media Assignment*.

9. COMMUNICATION CREDITS

- 9.1. To see the number of credits used, remaining and purchased click on ‘**Communication Credits**’ in the navigation as shown in *Figure 32: Navigation Tabs*.

WELCOME	NOTIFICATIONS	GIS NOTIFICATIONS	PROFILE MANAGEMENT	GROUP MANAGEMENT	MESSAGE TEMPLATES	STATUS	COMMUNICATION CREDITS
---------	---------------	-------------------	--------------------	------------------	-------------------	--------	-----------------------

Figure 32: Navigation Tabs

- 9.2. The Communication Credit Details page shows the Number of Credits Used, Credits Remaining, Credits Purchased and Overage Credits if any for the various Communication Media as shown in *Figure 33: Communication Credit Details*.

Communication Credit Details				
Community Name: Amatra QA				
Communication Medium	Credits Used	Credits Remaining	Credits Purchased	Overage Credits
VOICE	73	5927	6000	0
SMS	51	5949	6000	0
EMAIL	57	11943	12000	0
EMAILSMS	31	11969	12000	0

Figure 33: Communication Credit Details

10. INTEGRATED PUBLIC ALERT WARNING SYSTEM (IPAWS) – OPEN PLATFORM FOR EMERGENCY NETWORKS (OPEN)

- 10.1 To post an alert to IPAWS-OPEN or retrieve alerts from IPAWS-OPEN select the IPAWS-OPEN tab from the portal navigation menu.



Figure 34: Portal Navigation Tab - IPAWS-OPEN

- 10.2 The IPAWS-OPEN Page can also be entered through the **Notifications** or the **GIS Notifications** workflow after the alert is dispatched to subscribers via various communication media. In such a case if the community is enabled to post messages to IPAWS-OPEN then the button **'Post Message to IPAWS-OPEN'** is displayed on the Notification Status page. See *Figure 35: Notification Status Message – Post Message to IPAWS-OPEN*.



Figure 35: Notification Status Message – Post Message to IPAWS-OPEN

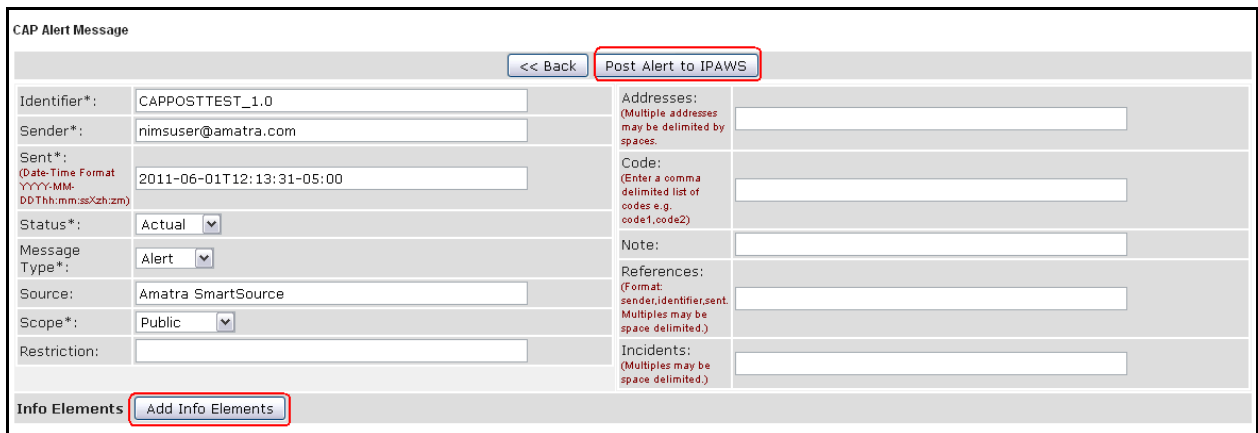
- 10.3 The **IPAWS-OPEN** Page allows the user to select from the following operations (See *Figure 36: IPAWS-OPEN Menu*):
- Post a Common Alerting Protocol (CAP) message to IPAWS-OPEN
 - Retrieve/edit/update CAP messages from IPAWS-OPEN.



Figure 36: IPAWS-OPEN Menu

Post CAP Message to IPAWS-OPEN

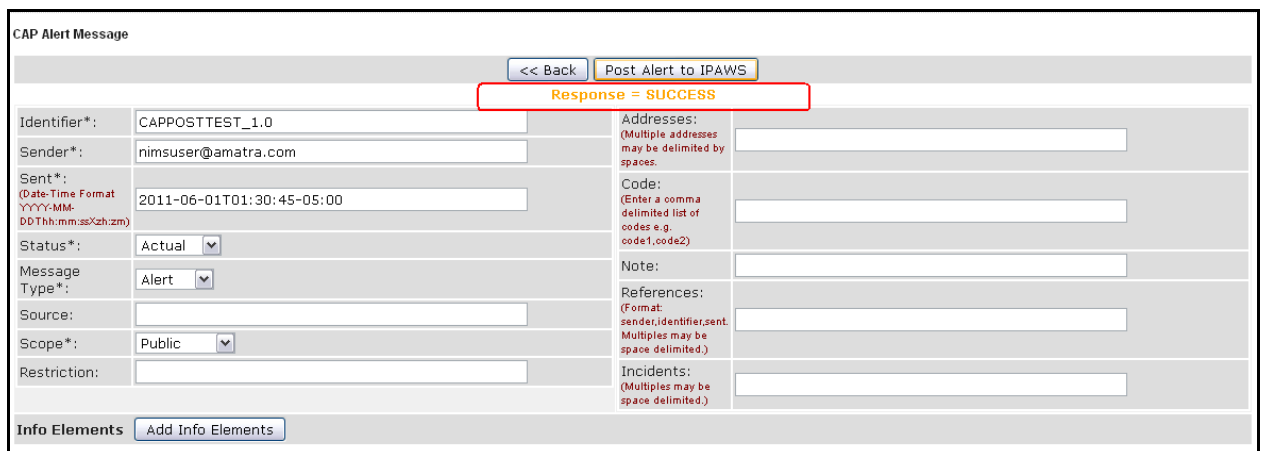
- 10.4 To post a CAP Message to IPAWS-OPEN select the CAP protocol from the drop down list and click on **Submit**. See *Figure 36: IPAWS-OPEN Menu*.
- 10.5 This brings up the CAP Alert Message page shown in figure below. This page contains all the fields pertaining to a CAP Alert message.
- 10.6 User can place the cursor over a field to read the detailed description of the field. The description also details the CAP conformance specifications for the respective field.
- 10.7 Clicking on any of the buttons on the page will trigger the validations for the fields displayed on the page. The button action will not be performed until all the validation criteria are met.



The screenshot shows the 'CAP Alert Message' form. At the top, there are two buttons: '<< Back' and 'Post Alert to IPAWS'. The form is divided into two main sections. The left section contains fields for: Identifier* (CAPPOSTTEST_1.0), Sender* (nimsuser@amatra.com), Sent* (Date-Time Format YYYY-MM-DDThh:mm:ssZ, 2011-06-01T12:13:31-05:00), Status* (Actual), Message Type* (Alert), Source* (Amatra SmartSource), Scope* (Public), and Restriction*. The right section contains fields for: Addresses* (Multiple addresses may be delimited by spaces), Code* (Enter a comma delimited list of codes e.g. code1,code2), Note*, References* (Format: sender,identifier,sent. Multiples may be space delimited.), and Incidents* (Multiples may be space delimited.). At the bottom left, there is an 'Info Elements' section with an 'Add Info Elements' button.

Figure 37A: CAP Alert Message

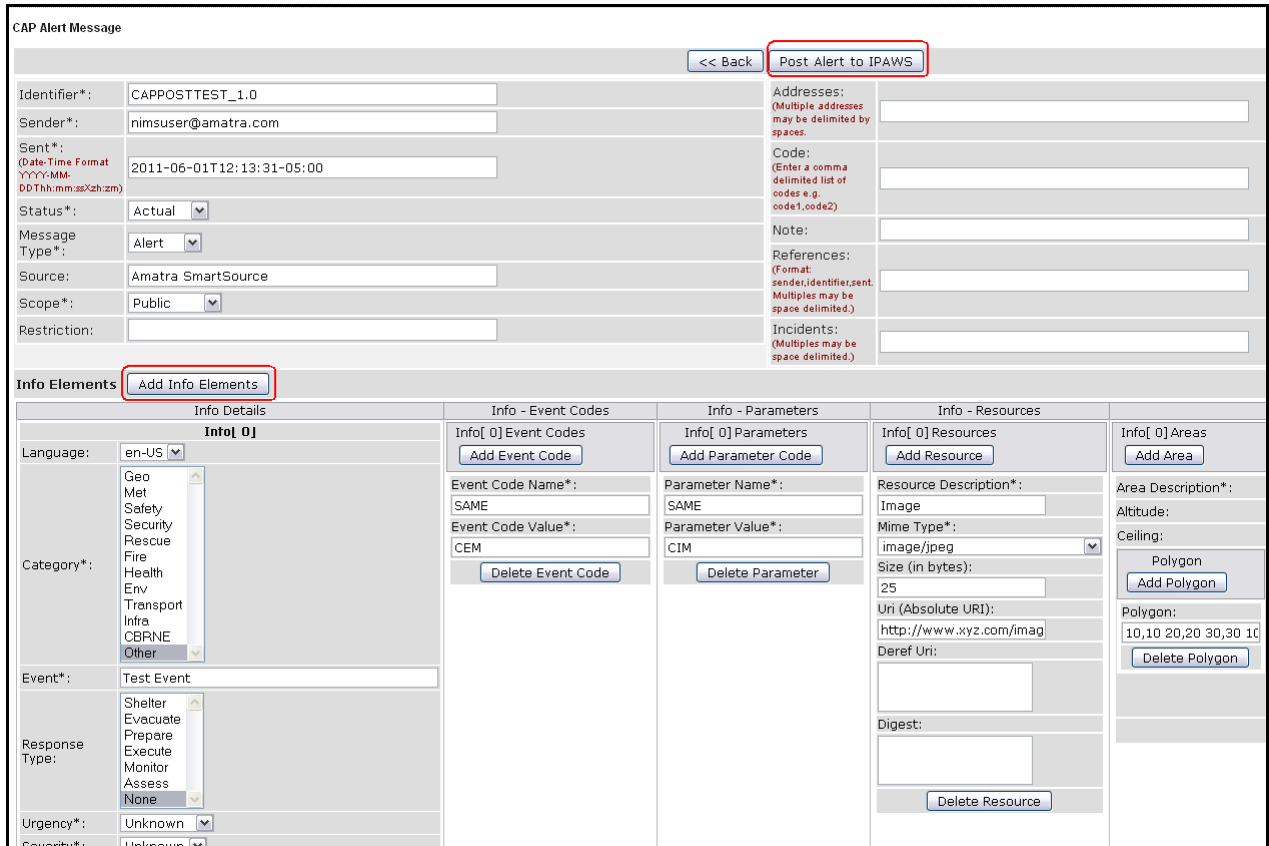
- 10.8 Clicking on **Post Alert to IPAWS** will post the contents of the Alert message and the Response is displayed in the Message pane as shown in *Figure 38B: CAP Alert Message Posted to IPAWS-OPEN*.



The screenshot shows the 'CAP Alert Message' form after the 'Post Alert to IPAWS' button has been clicked. A red box highlights the message 'Response = SUCCESS' in the top right area. The form fields are the same as in Figure 37A, but the 'Status*' field is now set to 'Actual' and the 'Message Type*' is 'Alert'. The 'Info Elements' section at the bottom left still contains the 'Add Info Elements' button.

Figure 38B: CAP Alert Message Posted to IPAWS-OPEN

10.9 A CAP Alert Message can contain zero or more Info Elements. Clicking on **Add Info Elements** will add Info elements to this Alert message. *Figure 39: CAP Alert Message with Info* shows an Alert element with an Info added.



The screenshot shows the 'CAP Alert Message' form. At the top right, there are buttons for '<< Back' and 'Post Alert to IPAWS'. The form contains several input fields for alert details: Identifier*, Sender*, Sent* (Date-Time Format), Status*, Message Type*, Source, Scope*, and Restriction. Below these is the 'Info Elements' section, which has a red box around the 'Add Info Elements' button. This section is divided into five sub-sections: Info Details, Info - Event Codes, Info - Parameters, Info - Resources, and Info [0] Areas. Each sub-section contains specific fields for configuring that type of info element, such as Language, Category*, Event*, Response Type, Event Code Name*, Event Code Value*, Parameter Name*, Parameter Value*, Resource Description*, Mime Type*, Size, Uri, Digest, Area Description*, Altitude, Ceiling, and Polygon. Buttons for 'Add Event Code', 'Delete Event Code', 'Add Parameter Code', 'Delete Parameter', 'Add Resource', 'Delete Resource', 'Add Area', and 'Delete Polygon' are also present.

Figure 39: CAP Alert Message with Info

10.10 *Figure 40: Info Element* shows the Info Element in more detail. The Info element can contain zero or more sub-elements such as **Event Codes**, **Parameters**, **Resources** and **Areas**. Clicking on **Delete Info** button will delete the Info element.

Info[0]		Info[0] Event Codes	Info[0] Parameters	Info[0] Resources	Info[0] Areas
Language:	en-US	Add Event Code	Add Parameter Code	Add Resource	Add Area
Category*:	Geo Met Safety Security Rescue Fire Health Env Transport Infra CBRNE Other	Event Code Name*: SAME	Parameter Name*: SAME	Resource Description*: Image	Area Description*:
Event*:	Test Event	Event Code Value*: CEM	Parameter Value*: CIM	Mime Type*: image/jpeg	Altitude:
Response Type:	Shelter Evacuate Prepare Execute Monitor Assess None	Delete Event Code	Delete Parameter	Size (in bytes): 25	Ceiling: Polygon Add Polygon
Urgency*:	Unknown			Uri (Absolute URI): http://www.xyz.com/imag	Polygon: 10,10 20,20 30,30 1
Severity*:	Unknown			Deref Uri: 	Delete Polygon
Certainty*:	Unknown			Digest: 	
Audience:				Delete Resource	
Effective*: (Date-Time Format YYYY-MM DDThh:mm:ssZzz:mm)	2011-06-01T12:13:31-05:00				
Onset*: (Date-Time Format YYYY-MM DDThh:mm:ssZzz:mm)	2011-06-01T12:13:31-05:00				
Expires*: (Date-Time Format YYYY-MM DDThh:mm:ssZzz:mm)	2011-06-02T12:13:31-05:00				
Sender Name:					
Headline:					
Description:					
Instruction:					
Web (Absolute URI):	http://www.xyz.com				
Contact:					
Delete Info					

Figure 40: Info Element

10.11 *Figure 41: Info - Event Codes, Parameters, Resources and Area Elements* shows the Info Element sub elements such as **Event Codes**, **Parameters**, **Resources** and **Areas**. Clicking on the corresponding **Add** buttons adds additional sub elements to the Info element while the **Delete** button will delete the sub elements from the main Info element.

Info - Event Codes	Info - Parameters	Info - Resources	Info - Geographical Area
Add Event Code	Add Parameter Code	Add Resource	Add Area
Event Code Name*: SAME	Parameter Name*: SAME	Resource Description*: Image	Area Description*: Texas Region
Event Code Value*: CEM	Parameter Value*: CIM	Mime Type*: image/jpeg	Altitude:
Delete Event Code	Delete Parameter	Size (in bytes): 25	Ceiling: Polygon Add Polygon
		Uri (Absolute URI): http://www.xyz.com/imag	Circle Add Circle
		Deref Uri: 	Geocode Add Geocode
		Digest: 	Polygon: 10,10 20,20 30,30 10
		Delete Resource	Circle: 10,20 50
			Delete Polygon
			Delete Circle
			Geocode Name: SAME
			Geocode Value: 006113
			Delete Geocode
			Delete Area

Figure 41: Info - Event Codes, Parameters, Resources and Area Elements

Retrieve CAP Messages from IPAWS-OPEN

10.12 To retrieve CAP Messages from IPAWS-OPEN select the retrieval criteria i.e. By Senders, COG IDs or Message IDs. Enter the values to search by and click **Submit**. See *Figure 42: Retrieve CAP Messages from IPAWS-OPEN*.

10.13 On submitting the request to IPAWS-OPEN a response containing the list of Alert Summary objects matching the Search Criteria is returned. See *Figure 42: Retrieve CAP Messages from IPAWS-OPEN*.

10.14 The user can perform the following operations on the returned list:

- View the details of the Alert objects:* Clicking on **View** will take the user to a View Page showing all the details of the Alert Object. The user cannot modify the Alert object in this mode.
- Update/Cancel the Alert Object:* Clicking on **Update** or **Cancel** takes the User to a detailed editable view of the Alert object which can be reposted to IPAWS-OPEN.

IPAWS-OPEN

Post Message to IPAWS-OPEN

Select protocol: CAP

Submit

Retrieve Messages from IPAWS-OPEN

Select retrieval criteria: Get Messages by Senders

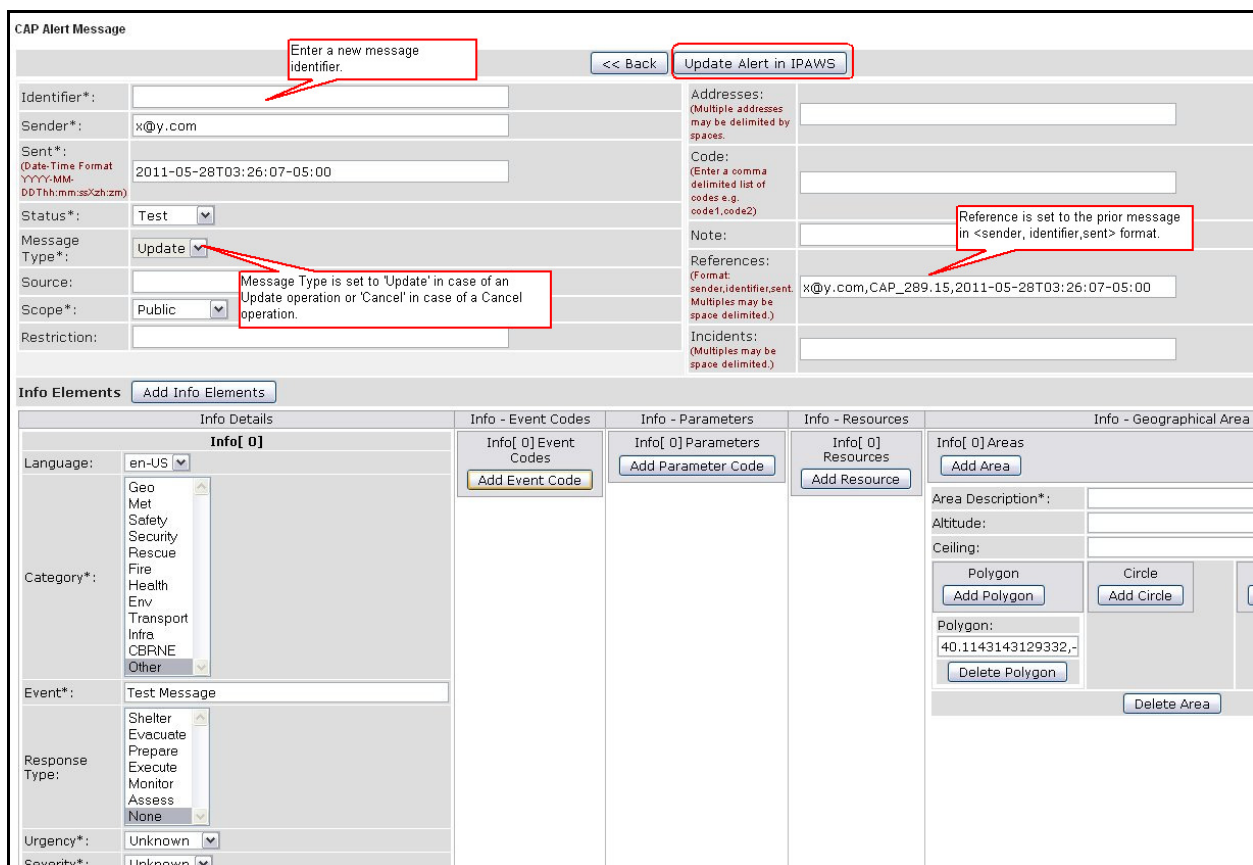
Enter values for selected criteria: x@y.com

Submit

List of Messages from IPAWS-OPEN											
View/Update	Message ID	COG Name	Headline	Sender	Sent	Status	Message Type	Scope	Incidents	Profile Code	EAS Org
View Alert Update Alert Cancel Alert	CAPTST	DM-Services Training COG - TEST TDL		x@y.com	2011-05-31T16:20:00-00:07	Test	Alert	Public		IPAWS Profile Not In Use	
View Alert Update Alert Cancel Alert	TESTCAP1.2	DM-Services Training COG - TEST TDL	No Headline	x@y.com	2011-05-29T17:44:00-00:06	Test	Alert	Public		IPAWS Profile Not In Use	Not Intended for EAS and/or HazCollect
View Alert Update Alert Cancel Alert	CAP_289.15	DM-Services Training COG - TEST TDL	Test Message	x@y.com	2011-05-28T08:26:00-00:07	Test	Alert	Public		IPAWS Profile Not In Use	Not Intended for EAS and/or HazCollect
View Alert Update Alert Cancel Alert	CAP1.2	DM-Services Training COG - TEST TDL	No Headline	x@y.com	2011-05-26T12:40:00-00:12	Actual	Alert	Public		IPAWS Profile Not In Use	Not Intended for EAS and/or HazCollect
View Alert Update Alert Cancel Alert	ipaws-ui-test-01.5	DM-Services Training COG - TEST TDL	CAP Test	x@y.com	2011-05-08T20:12:00-00:15	Test	Alert	Public	Incident1 & Incident 2	IPAWS Profile Not In Use	Not Intended for EAS and/or HazCollect
View Alert Update Alert Cancel Alert	ipaws-ui-test-01.4	DM-Services Training COG - TEST TDL		x@y.com	2011-05-08T20:12:00-00:15	Test	Alert	Public	Incident1 & Incident 2	IPAWS Profile Not In Use	
View Alert Update Alert	ipaws-ui-test-01.2	DM-Services Training COG - TEST TDL		x@y.com	2011-05-08T20:12:00-00:15	Test	Alert	Public	Incident1 & Incident 2	IPAWS Profile Not In	

Figure 42: Retrieve CAP Messages from IPAWS-OPEN

- 10.15 *Figure 43: Update CAP Alert Message* shows the **Update View** of the CAP Alert message. The **Message Type** is automatically set to '**Update**' and the **Reference** field is automatically set to reference the previous messages in the <sender,identifier,sent> format.
- 10.16 The user has to enter a new identifier for the Update message. When the user clicks on **Update Alert in IPAWS** the message is posted to IPAWS.
- 10.17 To Cancel an Alert the user can click on **Cancel** on the corresponding alert in the IPAWS-OPEN page. This brings up the editable view of the page with **Message Type** pre-populated to "**Cancel**" and **Reference** field set to reference prior messages. The user will need to enter a new message identifier and submit the request.



The screenshot shows the 'CAP Alert Message' form in the 'Update View'. The form is divided into several sections:

- Header:** Includes a title bar 'CAP Alert Message' and two buttons: '<< Back' and 'Update Alert in IPAWS'.
- Form Fields:**
 - Identifier*:** A text input field with a red box and arrow pointing to it, labeled 'Enter a new message identifier'.
 - Sender*:** A text input field containing 'x@y.com'.
 - Sent*:** A text input field containing '2011-05-28T03:26:07-05:00'.
 - Status*:** A dropdown menu with 'Test' selected.
 - Message Type*:** A dropdown menu with 'Update' selected. A red box and arrow point to it, labeled 'Message Type is set to 'Update' in case of an Update operation or 'Cancel' in case of a Cancel operation'.
 - Source:** A text input field.
 - Scope*:** A dropdown menu with 'Public' selected.
 - Restriction:** A text input field.
 - Addresses:** A text input field.
 - Code:** A text input field.
 - Note:** A text input field.
 - References:** A text input field containing 'x@y.com,CAP_289.15,2011-05-28T03:26:07-05:00'. A red box and arrow point to it, labeled 'Reference is set to the prior message in <sender, identifier,sent> format'.
 - Incidents:** A text input field.
- Info Elements:** A section with a button 'Add Info Elements' and several sub-sections:
 - Info Details:** Includes 'Language' (en-US), 'Category*' (a list of categories like Geo, Met, Safety, etc.), 'Event*' (Test Message), 'Response Type' (a list of response types like Shelter, Evacuate, etc.), 'Urgency*' (Unknown), and 'Severity*' (Unknown).
 - Info - Event Codes:** Includes 'Info[0] Event Codes' and a button 'Add Event Code'.
 - Info - Parameters:** Includes 'Info[0] Parameters' and a button 'Add Parameter Code'.
 - Info - Resources:** Includes 'Info[0] Resources' and a button 'Add Resource'.
 - Info - Geographical Area:** Includes 'Info[0] Areas' and a button 'Add Area'. It also has fields for 'Area Description*', 'Altitude', 'Ceiling', and buttons for 'Add Polygon', 'Add Circle', 'Delete Polygon', and 'Delete Area'.

Figure 43: Update CAP Alert Message