



Safety Net Alliance of Northern Kentucky Web Portal Alerts Training

Updated January 2014

What is an Alert?

An alert is a technical capability of the SNA web portal to push information to members. Instead of going to the web site, information automatically arrives in member e-mail inboxes. Alerts may be simple info sharing or requests for assistance. Here is an example of what an alert might look like in your personal inbox.

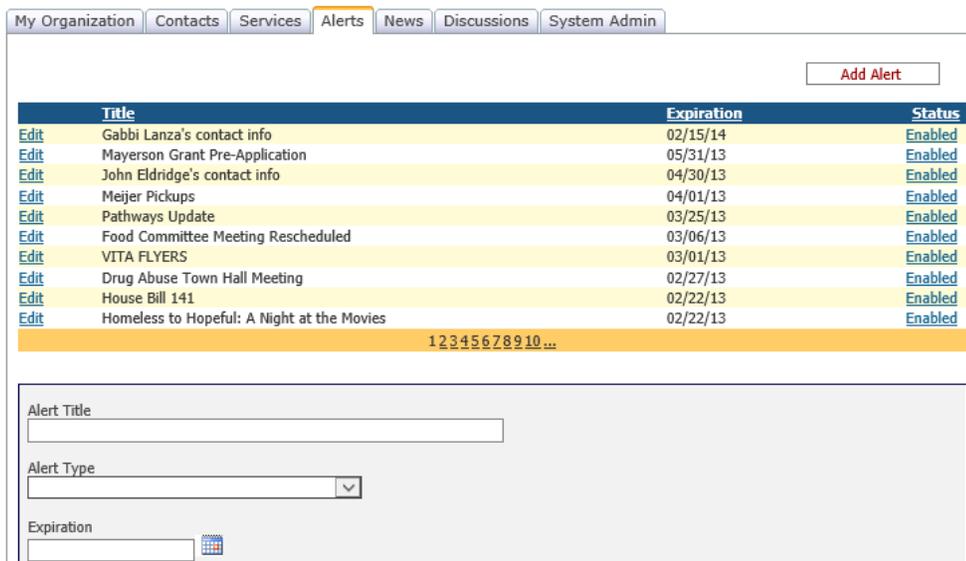


Why Alerts Are Important?

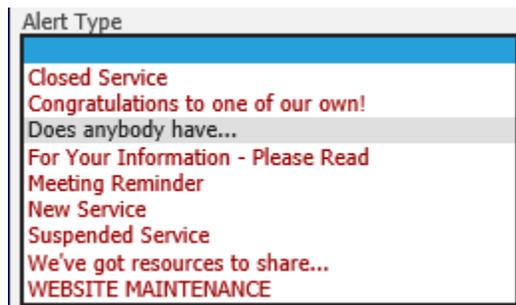
Alerts build a stronger, more effective network by enabling easy information sharing. The Alert system was created to improve agency effectiveness by increasing productivity through fewer phone calls and faster problem solving.

How to Send an Alert?

- Go to the SNA web site home page: <http://nkysafetynet.org/>
- Login on the Member Login page. Click on the Alerts tab, as shown below. Click on the Add Alert button; wait a few seconds for the text in the form to not appear faded.



- Add in the information for your alert, including:
 - Alert Title. Add a short but descriptive title, just a few words.
 - Alert Type. Select from the drop-down menu:



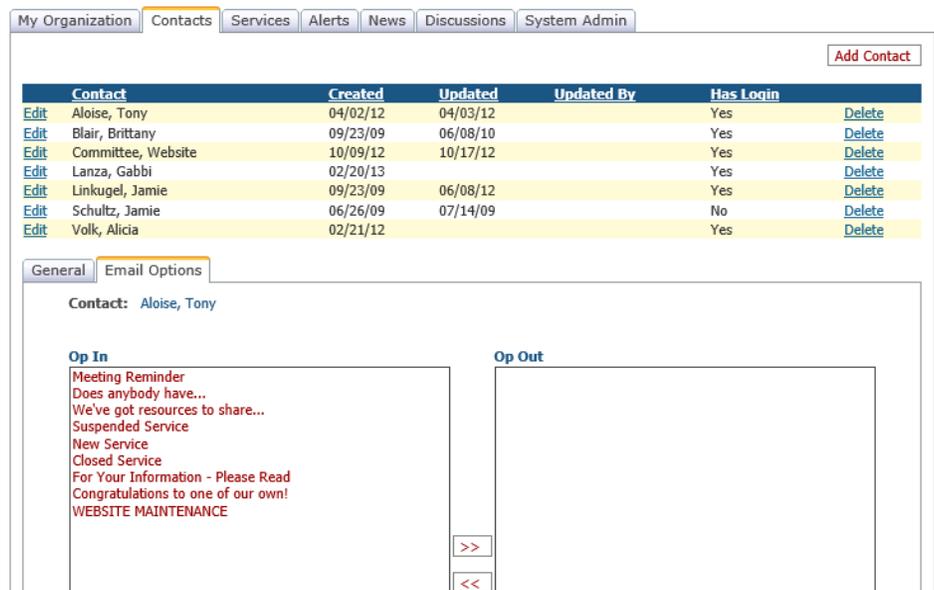
- Expiration. This is the date you would like the alert taken down automatically from the site. *Example: if you are posting an alert for an event, the expiration date could be the day of the event or the day after.*
 - E-Mail Address. Your e-mail address is automatically added as the originator. If you are not the appropriate person to contact, you must add the contact person's information into the "Description" field.
 - Add to Discussion Page? This is your choice if you would like to engage your colleagues in publicly communicating about your alert. You can select the "Yes" button so any person may see your alert. Select "No" if you prefer a more private form of communication over email.
 - Follow Discussion by E-Mail? If you chose "Yes" above, please also choose "Yes" here so you will be notified via email when someone does respond to your Discussion thread.
 - Description. Put as much information as possible to let people know about the event or resource information you're posting. Be especially sure to include contact information. *Tip: To ensure proper spelling and grammar, you can write the alert in Word and then cut and paste into the Description field.*
- The last step is just to click "Save Alert," which may take a minute to process. The page will turn blank and you will receive your own alert via email once it has saved.

How to Receive E-Mails When New Alerts Are Posted?

The following instructions are for editing your personal information. If you are editing for someone else, see the Admin manual.

- Login using the "Member Login" button on the right side of the homepage.
- Click on the "Email Options" tab. Your page should now look like this:

- To add the types of alerts that you would like to receive e-mails about, click on the type of alert and move it to the left or right using the pointing arrows. We recommend putting all alert types in the "Opt In" box so that you will receive e-mails on ALL alerts posted on the Safety Net Alliance website.



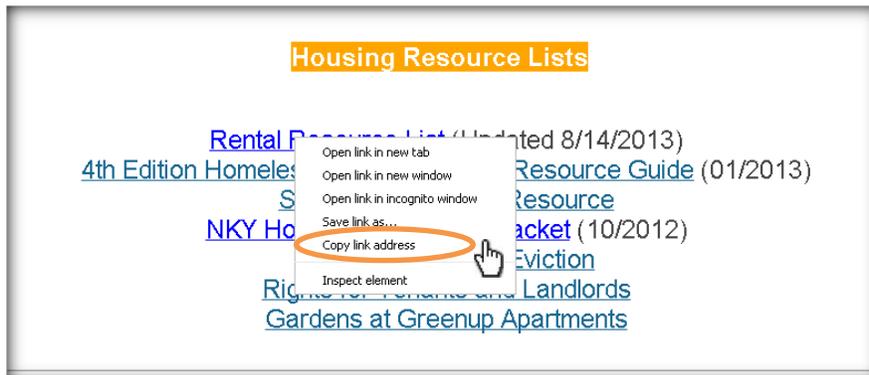
HOW TO ADD A LINK IN ALERTS

Want to send a link to a flyer in your alert? Here's how:

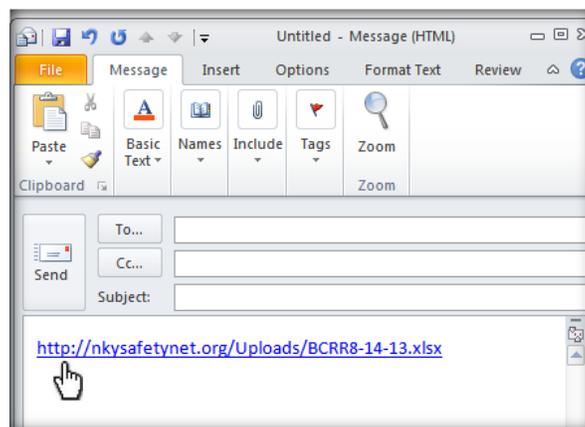
- **EMAIL** the flyer or document as an attachment to the Super Admin at nkysafetynet@gmail.com
 - The Admin will upload the document and add it to the Resource List
 - Then, you can **FIND** the document on the Resource List



- **RIGHT-CLICK** on the title
 - Select **COPY LINK ADDRESS** from the drop-down window



- Once you copy the address, you can **RIGHT-CLICK** to **PASTE** the link wherever it needs to go!



Please report any bugs or problems to the Super Admin at nkysafetynet@gmail.com.