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Implementation Guide Overview

This guide is intended to help you during the initial phase of implementing Global AlertLink and includes information on site and folder structure, roles, users, devices, and data.

This information should be used with the user guide help for specific procedural tasks. Please consult [Resolver Support](#) for specific items.

Site Architecture

The architecture of the site is easily customized to match that of your organization. Each organizational unit defined in the hierarchy is a dedicated work area within the Global AlertLink application. You may assign permissions to the organizational unit, store data, plans and incidents within the dedicated work area.

Tips

- Remember that when you create an organizational unit, you are creating a dedicated work area within Global AlertLink.
- You may assign permission to each organizational unit and functions and folders within each organizational unit.
- There are no limits on the number of organizational units or levels. We do recommend that you limit the number of levels for usability.
- Information may be shared or cross linked from one organizational unit to another.
- Consult your Implementation Manager for assistance.

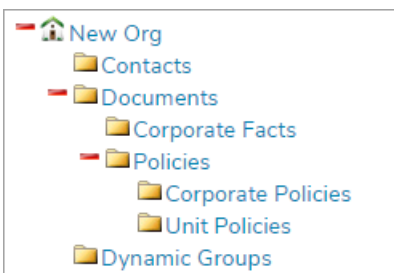
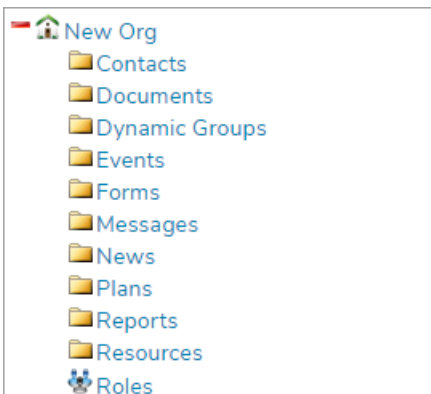
For instructions on how to create organizations, please see the **Administration and Managing Organizational Structure** section of the help.

Folder Structure

In addition to the hierarchy of the organizational units, you may define a folder structure within each organizational unit and the respective data store component. The following items allow folders:

- Contacts
- Documents
- Dynamic Groups
- Events
- Forms
- Messages
- News
- Plans
- Reports
- Resources

The folder structure provides a framework for storing data or items within the application. There are no limits to the number of folders or levels of folders.



Tips

- You may define folder structures unique to each organizational unit.
- You may assign permission to folder structures.
- Each component within a work area allows for folders.
- There are no limits on the number of folders or levels.
- For contacts, folders may serve as groups for message distribution.

- A record may be shared in more than one folder.
- Consult your Implementation Manager for assistance.

For instructions on how to create folders, please see the **Administration and Managing Organizational Structure** section of the help.

Security Roles

Security Roles make managing users and permissions easier. You may create an unlimited number of security roles and use these roles to manage permissions within the application.

Tips

- Use security roles to define security for a specific role or use as a security group to define security for an entire set of users.
- Security may be inherited from parent organizations, so defining security at the parent can automatically flow down to all sub-units and folders.
- If you have multiple organizational units and users specific to those organizational units, you may consider creating security roles for each organization unit.
- Remember, any user assigned to the security role, automatically maintains that roles security permissions.
- Consult your Implementation Manager for assistance.

For instructions on how to create security roles, please see the **Administration and Security Roles** section of the help. To assign permissions, please see the **Administration and Manage Permissions** section of the help.

Users

A user is defined as an individual login account to the Global AlertLink application. You may create user accounts through the administrative feature and assign permissions as needed.

Tips

- Be sure to use valid passwords for user accounts.
- Assigning a user to a security role will automatically provide that user with the same permissions as the security role.
- Your contract may only allow for a certain number of users; however, the administrator may be able to add new users beyond the contracted amount.
- You may assign permissions to a security role or directly to a user account.
- Consult your Implementation Manager for assistance.

For instructions on how to create folders, please see the **Folders** section of the help. To assign permissions, please see the **Administration and Manage Permissions** section of the help.

Devices

Global AlertLink offers unlimited contact records and unlimited devices. As part of your initial setup, you should consider the device types and labels that should be applied. Our base implementation supports the following device types:

- Phone
- E-mail
- SMS
- Pager

In addition, each device may have multiple labels. For example:

- Home Phone
- Mobile Phone
- Work Phone

You should define the device types for which you will maintain data as well as the labels for the device types. Please consult Global AlertLink for other devices.

Tips

- By choosing only the device types you wish to support, it reduces the options in the administrative interface.
- Be sure to create labels that are logical and relevant to your organization.
- Your contract may include transaction fees for SMS and phone notifications.
- You may set preferred devices in addition to listing devices. Preferred devices may be changed on an individual basis.
- Consult your Implementation Manager for assistance.

Devices may only be configured by your support team. Please consult Global AlertLink for implementation of devices.

Referential Data

Global AlertLink allows you to maintain a number of referential data elements for use throughout the system. These include:

Interruption Level

Interruption level defines the status of an organizational unit. You may assign any number of interruption levels. Both plans and events use interruption levels for classification. The interruption level is directly linked to the vital signs dashboard. Interruption level is a global setting.

Severity Level

Severity level is a classification used for plans and events. You may define any number of severity levels. Severity level is a global setting.

Countries

You may define and order the countries listed in the contact section of the system. Countries are a global setting.

State or Provinces

You may define and order the states and/or provinces listed in the contact section of the system. States or provinces are a global setting.

Prefixes

You may define and order the prefixes listed in the contact section of the system. Prefixes are a global setting.

Suffixes

You may define and order the suffixes listed in the contact section of the system. Suffixes are a global setting.

Organization Types

Organization type is a classification for further defining the organizational units created in the system architecture. Organization type is a global setting.

Resource Types

Resource type is a classification for further defining the resources in each organizational unit. Resource type is a global setting.

Resource Priorities

Resource priorities are used for classifying the recovery priority of a resource in each organizational unit. Resource priority is a global setting.

Document Categories

Document categories provide additional categorization and searching for documents stored in each organizational unit. Document category is a global setting.

Password Question

Password question allows you to define the possible password confirmation questions used when users request their password from the system.

System Name

System name allows you to define the company name and introduction information located on the login screen.

For instructions on referential data, please see the **Administration and Referential Data** section of the help.

