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Subscription Categories Overview

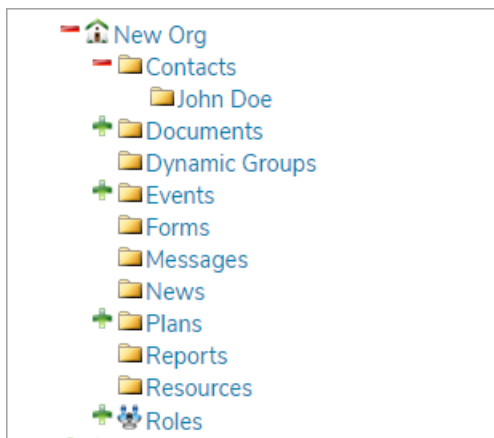
Global AlertLink supports subscriptions to messages. Subscriptions is a process that allows contacts to receive updates sent to a specific folder for a specific reason (category). **A subscription is a combination of a category and a share.**

As an example, a contact may "subscribe" (be shared into) to a folder titled "Corporate Headquarters" for messages with a category of "Weather." This allows the contact to receive "Weather" messages sent to the "Corporate Headquarters" folder without receiving other types of messages. Subscriptions can be used to filter the types of messages an individual receives so that they receive only those messages they are interested in. Part of this process is the ability to specify device preferences for subscriptions as well. These are referred to as "Subscription Category Preferences."

This allows contacts to specify which devices they want to receive messages on for different categories of subscriptions.

Create a Subscription Category

1. To create a subscription, hover your cursor over Admin, then click System Management.
2. In the structure pane, create a new folder in the Contacts folder of the appropriate org.



3. Navigate to the org, click Contacts in the navigation bar, then click Share.

Contacts

FilterAddShareRefresh

First Name	Last Name ↑	Title	Actions
John	Doe		
Jane	Doe		

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4. [Share](#) the contact record with the folder created in step 2 above.
5. Open the contact record, then click the Shares tab.
6. Click the pencil icon beside the share made in step 4.
7. Select a category from the Subscription Category dropdown menu.

Contacts

General Contact-Methods Account Photo Relationships **Shares** Forms Locations Properties

Item ↓	Original Location	Shared Location	Subscription Category	Action
John Doe	Contacts	John Doe	General ▼	

Page size 10 ▼ << < Page 1 of 1 > >> Displaying 1 - 1 of 1

8. Click the Contact-Methods tab.

9. Click Add in the Subscription Category Preferences section, then add the category configured in step 7 above.

Contacts

General **Contact-Methods** Account Photo Relationships Shares Forms Locations Properties

Add a New Contact Method for John Doe

Select Device Type: Email ▼

Select Method Type: Work Email ▼

Email: ?

Add

Display	Primary Email	Primary Phone	Preferred	Delete
johndoe@example.com	☐	☐	☒	

Subscription Category Preferences

Subscription Category	Preferred Methods	Delete
General		

Add

10. Click the icon, then select the method(s) that should receive messages from the selected

subscription category.

Subscription Category Preferences

Subscription Category

General

Add

Work Email - johndoe@example.com

Home Email - johndoehome@example.com

Delete

11. Create a new message. In [Step 3: Message Settings](#), add the category selected in step 7 above.

Send Ad Hoc Message

Step 1: Compose Message

Step 2: Select Recipients

Step 3: Message Settings

Step 4: Confirm & Send

Provider Set: Custom

Phone System: System 7

Email System: System 7

SMS Gateway: System 7

Delay Between Attempts: 120

Maximum Attempts: 1

Email/SMS Language: English - United States

Email Prefix: ACFC

Phone Language/Gender: US Male

Custom Caller ID: 7193252630

Days Message is open: 2

Available Categories

General

Miscellaneous

Test

Weather

Browse

Filter - Results

Filter

Reset

Current Categories

General

Subscription categories require a system configuration setting which determines who will receive subscription messages.

Configuration Setting	Subscription Message Recipients
Local	Only contacts subscribed to "General" in the Contacts folder.
Ancestors	Contacts subscribed to "General" in the Contacts folder and any contacts that have that subscription category in any contact folder "above" the contacts folder in Chuck Test.
Descendants (default setting)	Contacts subscribed to "General" in the Contacts folder and any contacts that have that subscription category in any contact folder below Chuck Test.
Both	Contacts subscribed to "General" in the Contacts folder and any contacts that have that subscription category in any contact folder above or below Chuck Test.

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Subscription Registration Portals

This is an example of a subscription registration portal. The portal allows contacts to subscribe to folders and categories without logging in directly to the application. This makes it very easy for your contacts to manage their own subscriptions.

Associate

Subscriptions

Matt Spencer2

Please select the subscription items for which you would like to receive alerts. You may elect to receive alerts from one or more of the below items.

Subscription Items

   **Contacts**

Browse

Filter - Results

Filter

Please select the alert types and delivery methods for the alerts and items selected above.

<<< Page 1 of 1 3 >>> Filter:

Categories	Mobile Phone	Work SMS	Work Email	Home Phone	Alt Email
Emergency	OFF	OFF	OFF	OFF	OFF
General	OFF	OFF	OFF	OFF	OFF

Save

Reset

Logoff

If you have any questions regarding subscription categories and subscription registration portals, contact us at support@resolver.com.

Self-Registration Portals

If you have a lot of contacts/customers and you want to enable them to add/change/delete their own information and contact methods, Global AlertLink can develop a self-registration Portal (SRP) to accomplish this task. SRPs can be customized and utilize multiple Web Service APIs to accomplish various tasks.

SRPs basically allow a user to login to GAL and maintain their information (e.g. locations, contact methods, custom fields, etc.). SRPs honor GAL security and permissions and only allow the user access to the data and organizations that they are authorized to view and edit.

Below are some examples of an SRP. In all these examples, users must log into Global AlertLink, using their normal GAL user name and password, to access the SRP.

Associate

Subscriptions

Associate Address Information

First Name | Matt

Last Name | Spencer2

City

State

Zip

Country

These fields are directly pulled from PeopleSoft®. If any of the information is incorrect or out of date, please correct them in PeopleSoft®.

Associate Contact Information

Work Mobile

Work SMS

Work Desk Phone

Home Phone

Work Email

These fields come from PeopleSoft® and must be changed there if needed.

Preferred Method

Select Method...

Preferred Email

Select Email Address...

Preferred Phone

Select Phone...

Alternate Email*

Alternate Phone*

Alternate SMS*

Skillsets

☐ CPR

☐ Medical Certification

☐ Multi-Lingual

*These fields must be manually filled IF they are not registered in PeopleSoft®.

Save

Reset

Logoff

[Opt Out](#)

Support Account

Contact Information

SMS Number 1 SMS Number 2 Email 1 Email 2

(Please note: the text alert uses the same text number tied to other text messages such as your . Associates may wish to adjust their incoming caller information to avoid any confusion if they have already pre-programmed this number.)

Save

Reset

Logoff

Associate

Subscriptions

Childcare

Associate

Preference* Preferred Method Preferred Email Preferred Phone First Name Last Name Work Mobile Alternate Phone Work SMS Alternate SMS Work Desk Phone Home Phone Work Email Alternate Email Daycare Site ☐☐

Please visit the Associate tab if you need to update the Associate contact information.

Alternate Contacts

Contact Preference Preferred Method Preferred Email Preferred Phone First Name* Middle Initial Last Name* Work Mobile Alternate Phone Work SMS Alternate SMS Work Desk Phone Home Phone* Work Email Alternate Email* [Delete](#)

Asterisk fields are required.

Save

Reset

Logoff

Self Registration Portal

Login Name:

Password:

Logon

[Forgot password?](#)

This site is intended only for use by those individuals authorized by _____ and may contain information which is privileged, confidential, proprietary or exempt from disclosure under applicable law. Unauthorized access will be prosecuted to the fullest extent allowable by law. [TEST]

