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AlertLink Connect Overview

Global AlertLink (version 7.09.03 and later) supports the Global AlertLink Connect Mobile Application (AlertLink Connect). The following document will explain how to register and use this new feature.

In GAL Release 7.09.03, Mobile Push technology is available as a Contact Method. Mobile Push technology means that a GAL message is "pushed" directly to a mobile device without going through a mail server, SMS aggregator or gateway. Messages can be pushed to smartphones and tablets.

Signup & Registration

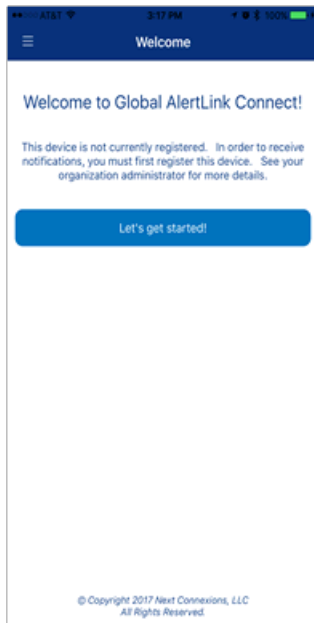
After downloading AlertLink Connect to your smartphone or tablet from the Apple App Store ( ) or Google Play Store (



), you must register your device.

Depending on your phone's settings, the device may or may not automatically update the application when new versions are released.

1. Click on the application and you will see the following screen:



2. After clicking Let's Get Started, the user will be asked to enter the following information on the Registration screen.
 - a. The URL of their GAL server, i.e. mycompany.alertlink.com (Note: You do not need to enter www or https:// with the URL).
 - b. The name of the device that will be registered. This name will appear in the Contact Methods tab (Figure 8) for the user that is registering.
 - c. Either their Email Address **OR** one of their SMS phone numbers that matches the device information in the User's Contact Methods.

Note: International SMS numbers must include the + country code format.

AT&T 3:17 PM 100%

< Welcome Registration

Step 1 of 2

Registration is a two step process.

STEP 1
Using the information provided by your organization administrator, complete the form below and click submit. You must enter the Organization URL and either an email address or SMS number. The email address or SMS number must match the device information in your organization's Global AlertLink system. If you have questions about this, please contact your organization administrator.

Organizational URL:
i.e. mycompany.alertlink.com

Device Alias:
i.e. John's Personal Cell Phone

You may enter one of the following:

Email Address:
i.e. myname@xyz.com

SMS #:
i.e. 555-555-5555

- The following screen will appear informing the User that a Token has been sent to the device entered in the Registration screen. Click OK. A screen will pop up informing the user that a Token has been sent to the Contact Method selected during Registration. Click OK.

AT&T 3:18 PM 100%

< Welcome Registration

Using the information provided by your organization administrator, complete the form below and click submit. You must enter the Organization URL and either an email address or SMS number. The email address or SMS number must match the device information in your organization's Global AlertLink system. If you have questions about this, please contact your organization administrator.

Organizational URL:
http://

Device:
My iPhone

You may enter one of the following:

Email Address:
Please SMS to use E-mail Address

SMS #:
5558675309

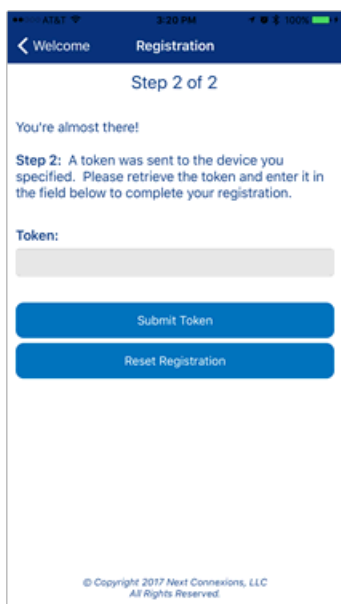
Submit Registration

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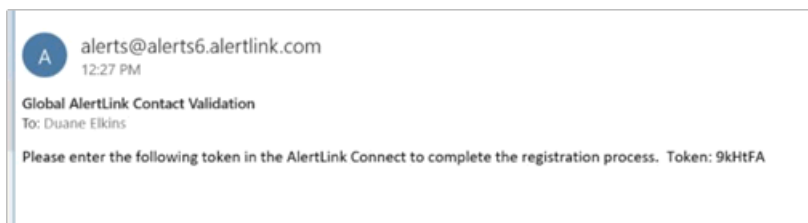
Registration
A registration token will be sent to the device you provided. This token will only be valid for 15 minutes.

Cancel OK

- Enter the Token you received and click Submit. Tokens are 6 characters and if you enter an incorrect Token, Registration will fail.



This is an example of an email containing the Token (Figure 6).



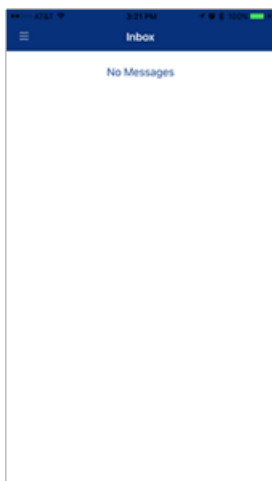
If your device is successfully registered, a confirmation message is displayed.

User's Contact Methods and labeled with the Alias name entered in Figure 2. Once your device is registered and the Mobile Push device is created in Contact Methods, it is ready to receive notifications and messages from GAL.

Note: Mobile Push devices cannot be imported like phone numbers and email addresses, the only way to create this Contact Method is for the User to register their device(s).

The Icon and Device Alias Name highlighted below in the Contact Methods screen, is created when you Register your Device(s) with AlertLink Connect. The Mobile Push Device uses the same Icon as your other Mobile Device Types.

At this point, your Application's Inbox is created and Registration is complete.



Push Notifications Overview

Currently, the user of the mobile push device is not authenticating (logging in) to GAL to respond to Messages, Task Assignments, Decisions, or Status Changes. Therefore, GAL will not return Status Updates to the user's mobile push device. For example, when you update a Task Assignment, the user will not see the status of the task's progress; only their last response.

Currently, Review Reminders and Form Assignment Notifications will not be delivered to mobile push devices.

The user interface for AlertLink Connect is currently only available in English. Messages and Task Notifications can be sent in any supported language.

Migrate to Push

Mobile Push devices will be sent the Message Text entered in the Full Text Tab in step 1 of Message Setup.

With the introduction of AlertLink Connect, the size of the Push Message is calculated differently. Push messages are limited by total size of the message and not necessarily character count. In addition, a push message size includes the numbers of the characters in the Response options (this is not the case with SMS, Email, and Voice).

We have also limited the number of characters that will be delivered in the Subject line for a push message to 50. These 50 characters will be displayed in the Inbox. The message Subject line will be counted in the overall size of the message.

Keep this in mind when composing new push messages, adding push devices to existing messages, and when using Message Substitution. The total size of the message being generated could be much larger than the count of the number of characters in the full text box in step 1 of Message Setup.

We recommend that push message size (Subject, Message Text, and Response Options) do not exceed 1450 characters. This the current limit for iOS. Android devices will accept a larger message size. If a push message exceeds the message size for the device, it will be truncated.

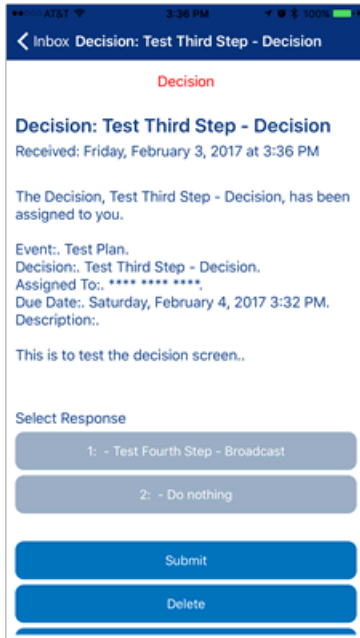
Note: There is a configuration setting that specifies what to say when the Message is truncated.

1. GAL customers must have their users download AlertLink Connect from Apple or Google.
2. After the User Registers their device with GAL, Broadcast Messages in Plans must be changed to include the Mobile Push device. Users will automatically receive Task, Decision and Event Status Change Notifications on their Mobile Push device, in addition, to their primary email and preferred device, starting in GAL Release 7.09.03.
3. Mobile Push device(s) must be added to Subscription Categories.
4. GAL Reports that use Contact Method and Response Data Types may need to be updated to include the Mobile Push device type and statuses.
5. Forms (ISF, SRP, Custom Form Query in Editors/Dashboards) may need to be changed to include the Mobile Push device type and statuses.

Decision & Task Assignment Notifications

Decision Assignment Notifications

When a user is sent a decision assignment to their push device, the user is presented with their decision options and given the opportunity to submit their choice.

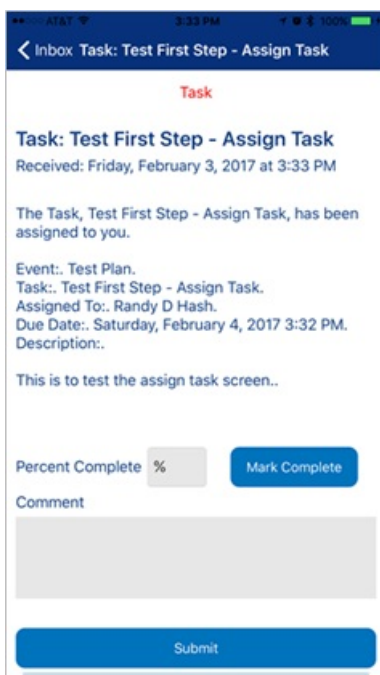


The screenshot shows a mobile app interface for a decision assignment. At the top, the status bar shows AT&T, 3:36 PM, and 100% battery. The app header is "Inbox Decision: Test Third Step - Decision". Below the header, the word "Decision" is displayed in red. The main title is "Decision: Test Third Step - Decision" with a subtitle "Received: Friday, February 3, 2017 at 3:36 PM". The body text states: "The Decision, Test Third Step - Decision, has been assigned to you." followed by event details: "Event: Test Plan. Decision: Test Third Step - Decision. Assigned To: *****. Due Date: Saturday, February 4, 2017 3:32 PM. Description:." Below this, it says "This is to test the decision screen..". A section titled "Select Response" contains two buttons: "1: - Test Fourth Step - Broadcast" and "2: - Do nothing". At the bottom are two large blue buttons: "Submit" and "Delete".

Like messages with responses, once the user submits their decision, the message in the Inbox will have an arrow beside it indicating that a response has been submitted. When the user clicks on this decision, they will see what choice they submitted, the Submit button will disappear, and they will not be allowed to change their choice.

Task Assignment Notifications

When a task assignment is sent to AlertLink Connect, it appears as shown in the following screen. The user is now able to mark the progress of the task and provide comments in the text box, then click the Submit button. When the user completes a task, the Submit button is no longer visible.



The screenshot shows a mobile app interface for a task assignment. At the top, the status bar shows AT&T, 3:33 PM, and 100% battery. The app header is "Inbox Task: Test First Step - Assign Task". Below the header, the word "Task" is displayed in red. The main title is "Task: Test First Step - Assign Task" with a subtitle "Received: Friday, February 3, 2017 at 3:33 PM". The body text states: "The Task, Test First Step - Assign Task, has been assigned to you." followed by event details: "Event: Test Plan. Task: Test First Step - Assign Task. Assigned To: Randy D Hash. Due Date: Saturday, February 4, 2017 3:32 PM. Description:." Below this, it says "This is to test the assign task screen..". A section titled "Percent Complete" has a text input field with a percentage sign and a blue "Mark Complete" button. Below that is a "Comment" section with a large text input area. At the bottom is a large blue "Submit" button.

Task assignments, like message responses and decisions, will remember the previous response, in this case, Percent Complete and Comment, that

the user entered. The user can click Mark Complete and 100 will be automatically entered into the Percent Complete box. The user can then enter any additional comments and click Submit to complete their Task.

Task

Task: Test First Step - Assign Task
Received: Friday, February 3, 2017 at 3:33 PM

The Task, Test First Step - Assign Task, has been assigned to you.

Event: Test Plan.
Task: Test First Step - Assign Task.
Assigned To: Randy D Hash.
Due Date: Saturday, February 4, 2017 3:32 PM.
Description: This is to test the assign task screen..

Percent Complete 100

Comment

The task is completely done!

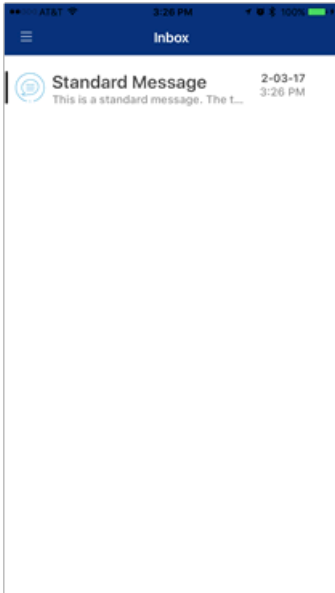
Delete

If the user clicks on this task assignment in their Inbox, the Submit button will no longer be visible and no additional responses will be allowed.

Message Push Notifications

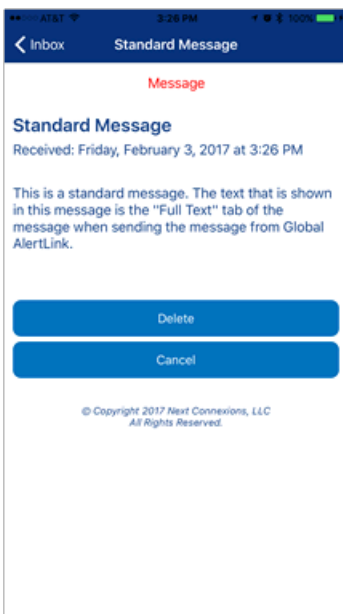
To send ad hoc messages or broadcast messages to a Mobile Push Device Contact Method, the User must select Mobile Push in Step 2 of the Message Setup. Existing Plans that have Broadcast Messages must be updated to include the Mobile Push Contact Method.

When an ad hoc or broadcast message is sent to the mobile push device, it will show up in the Inbox. If the message has not been read, there will be a vertical bar beside the message and it will be bold highlighted.

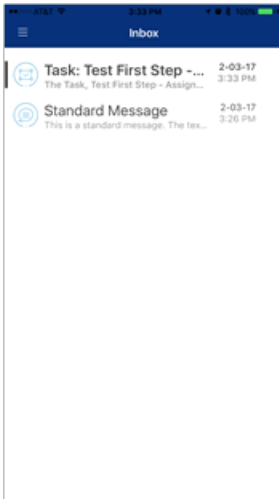


Messages that have reached the Inbox, but not read, will have a device status of Push Success in Global AlertLink.

Click on the Message in the Inbox and you will see the Details on this screen (Figure 14). The red Letters at the top of the screen indicate that this is a Message (ad hoc or Broadcast) along with the title and message text. If the message text is long, the user can scroll down the screen to see the entire message and response details.



The User can click Delete to remove the message from the Inbox or Cancel to leave the message in the Inbox. Notice the message is no longer highlighted and the vertical bar has been removed.



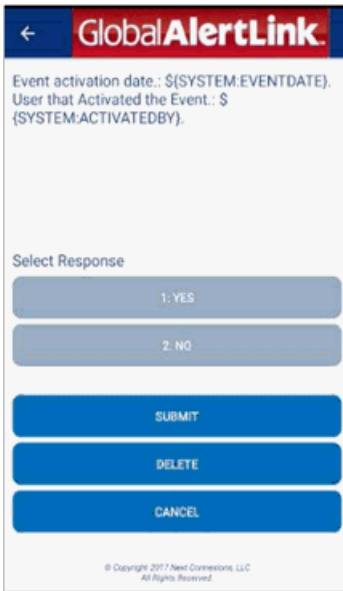
This Inbox has a message and a task assignment. Notice the differences in the icons. Each message type will have a unique Icon so the user will be able to easily identify what types of messages they have in their Inbox.

It is important to note that when any type of message has been read, the Device Status in GAL, changes to Push Read. Users will be able to determine if a push message has reached the device Inbox and if the message has been read. This will be useful when reporting the details of push messages.

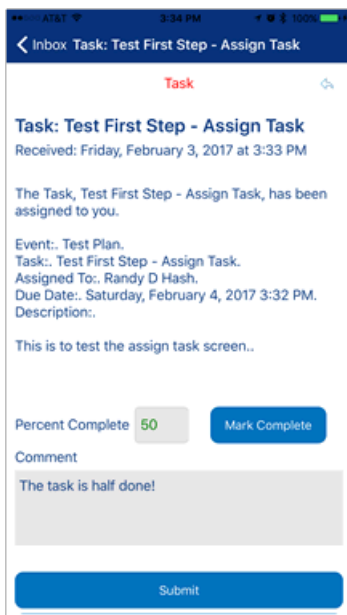
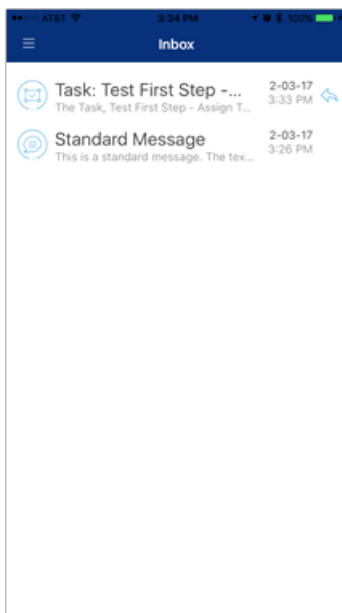
Messages with Response Options

When a message is sent with response options and opened in AlertLink Connect, the user can select their response, click Submit, then the confirmation screen pops up. If the user clicks OK, a screen will appear indicating that the response was successfully sent.

Note: The submit button will not be visible when it can no longer be used, i.e. when a Response has been successfully sent.



When you return to the Inbox, the user will see an arrow beside the message which indicates that the user responded. If the user clicks on the message in the Inbox, the message details will also contain the arrow and highlight which response was selected.



Push Troubleshooting

Push technology should be significantly faster than SMS or email, but like SMS, push technology is not a guaranteed delivery.

- If a mobile push device is not showing that the message has been delivered or read, GAL Support will be able to view error logs to determine the cause.
- If the status of the push device is "No Status", the push message has been successfully handed off to Firebase or Apple and is waiting on the mobile push device to receive the message.
- The only way a status is delivered to GAL is from the device itself. If the device is powered off, GAL will not get a status until the device is powered on. This is different than email or SMS, which provide statuses once the message is received by the email or text aggregator.
- If the status of the push device is "Push Fail", the push message was unable to be delivered to the endpoint (mobile push device). This could mean that the registration information stored in Global AlertLink is not correct for your phone and you need to re-register your device.
- On both Apple APNS servers and Firebase FCM servers, push notifications are held for 28 days (defined as 28 days to Apple and 4 weeks to FCM) which means that a device could receive a push notification after the event is over if the message is still open.

Maximum Retries in step 3 of the Message Setup works the same way for mobile push devices.

AlertLink Connect User Interface

The following icons can be found in the application:

	AdHoc/Broadcast Message
	Decision Assignment Notification
	Task
	Event Status Change
	Weather Alert
	AlertLink Connect Application
	Message Response Sent

The application Menu allows you to see your notifications and to de-register your push device from GAL.



When de-registering a device, the user is asked to confirm their decision. When they click OK, the user is informed that their device has been removed from GAL and is returned to AlertLink Connect Getting Started screen

Device Registration Troubleshooting

The device will not register if the URL is incorrect, the Contact Method is invalid, or if there is a duplicated contact method in GAL (e.g. same email address used for multiple users). The other possibility for non-registration is a bad token or an expired token. An error message will be displayed in each case.

