NotiFind

New User Interface
Mobile App
Auxiliary Services
June 2014 Instructions
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**NOTE:** When printing this guide, the screenshots may be hard to read due to the colors used on the new interface.
Main page

This will be the look of the new login page.
** Note: When individual logins are activated in late July, you will be able to use the “forgot your password?” link and reset your own password.
This is the main page. The icons are the top are different and the system jumps right into notifications. Most users will not see the “Administration” icon.
User info

If you need to change your password or dialin credentials, you should click on the “User icon”
The options on this screen allow you to change your password
Change the security recovery question (which you will need to set)
Or create/change your dial in credentials. You need these if you wish to call in the alert.
You can also see your contact information by clicking on the “Your contact information” on the left side.
Notifications

The notification screen starts out with “Saved Events”
** After July 31, 2014 – You will only see “Saved Events” that you created or were assigned

Notice the menu on the left side
Click on “Create new notification”
The screen looks very similar ... there some new things

Drop box for notification type – you will use the default “general notification”
Step 2: You can add an email or fax attachment
Step 3: You can add your lists and contacts by clicking on “edit” and a pop-up box comes on the screen
Step 3: You can also exclude a contact if needed
Step 4: Escalation items – You will use escalation rules, all devices of select devices
Step 4: Sender information MUST remain the same. DO NOT CHANGE THIS INFORMATION!!! (Screen shot is an example and not the real information)

Schedule – allows you to schedule this event to happen at different times. This is great if you want to use it for test purposes or issuing a communication piece at a specific time

Follow-up activations – this is a tool to only use if you are polling contacts

Save – you have the option to create “Saved Events” from any notification

Send now – moves the notification to alert
Example running a test message

Entered the subject and message
To add a list we need to click on “edit” by lists to choose the list.
Click on the “+” by Custom Lists

You’ll see the lists available
Check the box for the list and click on “Update”
Now let’s add a contact by clicking on “edit” by include contacts

All contacts will show up. You can search by using the search field or alphabet

Check the contact and the box below shows up
You will need to choose their devices... I strongly suggest always use “As if they were a contact of this list”
Chose the list

This shows if you want only a certain device for that specific contact
When you are done, click on “update”
Exclude contacts

NotiFind now allows you to exclude a contact. Click “edit” by exclude and the contact box comes up. Find the contact and check the box by their name. Then press “update”
Step 4 screen shots for example

Step 4 screen shots for example
Schedule screen shot for example
Follow up screen shot for example
Follow up screen shot for example
Save vs. Send Now

You can decide to save the notification or send it immediately.
If you want to save it, always check the box to only allow changes by the owner...
Press save
After saving, the system will allow you to send it immediately.

If you chose “send now” the following screens are the same.
Track delivery

Here you see the delivery info, to update click on “refresh”
You can open more info by clicking on the headings.
You can drill down information by the device and even search for a particular person.

You can expand the message information and reports.
This is a test message from the North Dakota University System. If this were an emergency there were be more instructions and screaming on the phone. Again, this is a test message do not freak out. This concludes the test.

Responses:
No: 0
Yes: 0

Reports

Follow-Up Activations – Delivery Report
HTML EXCEL PDF
Follow-Up Activations – Response Summary
HTML EXCEL PDF
Follow-Up Activations – Summary Report
HTML EXCEL
One Click Delivery Report CHPE
HTML EXCEL PDF
One Click Delivery Report - Negative Responses by Contact HPE
HTML EXCEL PDF
One Click Delivery Report - Positive Responses by Contact HPE
HTML EXCEL PDF
One Click Delivery Report - Responses by Contact HPE
HTML CSV EXCEL PDF
One Click Delivery Report - Unresponsive by Contact HPE
CSV
Click on “Notification history” to see the various histories or use the search box to find specific items
Create follow-up activations

This is to be used only if you are asking a question
Recordings

You can import a recording...
Or you can call it in if you have the dial-in account and pin
Contacts & lists

Remember – contacts come in through other systems... do not edit contacts in NotiFind, the information will be overwritten by the other system imports.
Student information in NotiFind is protected and cannot be used for any other purpose but for NotiFind.

Click on “Contacts & Lists”
This is the screen from “Contacts” on the left menu
You can search for contacts

*** You will not be able to “Create new contacts,” that option will be disabled. Any deleted contacts will be re-imported by the databases
Notification lists

Click on “lists” to see the lists out there.
Notice the menu on the left
If you have created lists or have some assigned to you, they will be under “my lists” on the side menu.
Create new list

Click on “Create new list”
Add a list name and dial-in ID. The dial-in ID is required if you wish to call in the list, and escalation is needed as well (although not shown on the screen shot)
Press “create”
The items are the same from the previous NotiFind version
Add contacts to your list – click on “add contacts”
Check the box by the contact(s) need and click on “add to list”
You may need to search using the search tool... always use “begins with” since formal names are in the system
Add lists to your list – click on “add lists...”

Search for the lists by opening “my lists” or “custom list” by clicking on the “+”
Check the box by the list and choose “add to list”
Add selection criteria (ask for help) to your list

IF there is a criteria selection set up --- DO NOT CHANGE IT --- these are often done for specific purposes

Do not change the “All” lists developed for the campuses (Including ALL, Employees, Students)
Escalations

Click on “escalations” then click on “create new escalations” in the upper right.
Title the escalation and choose the “all at once” or “one at a time”

You will need to select when certain methods will be used... here’s what each one means

We selected the method... now pick the devices by checking them
To add another layer press the "+"
We’ve added a second layer and want to “save” click on “save”
You can add as many layers as needed

We highly suggest testing your escalation out on a campus wide or team test prior to using it for other purposes
Click on the reports icon at the top
The only option that is available at this time is the “create new report”
Add a report name, and then scroll down to find the report
“Delivery report by notification HPE” is the most common, press “next”
Choose the format you desire, press next.
Change the time zone from Eastern to Central if it is incorrect

Press next
Now you will need to select the notification by clicking on select.
Choose the notification you ran, and press “add to report”
Press next

The system will bring up your information if you want the report emailed... chose which email (otherwise download it), and click next.

Email is best for the large campuses since the system may take some time to process everything.
The system is creating the report. Press submit.
You can wait to download the report by hitting refresh or check email.
Here you would click download to get the report

Here is the email screen:

From: Moen, Dawn M.
Subject: NDUS11_2014-06-05.pdf
To: Me <david.klein@ndus.edu>

Your report is attached.

-----
Powered by VaroII1
Here is the report from the email:

<table>
<thead>
<tr>
<th>Name</th>
<th>Device</th>
<th>Delivered Time</th>
<th>Result</th>
<th>Detailed Result</th>
<th>Result Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Klein, David</td>
<td>Cell Phone (7014900986)</td>
<td>06/05/2014 09:39:16 AM</td>
<td>Sent</td>
<td>Voice Mail</td>
<td>Voice message successfully delivered to voice mail</td>
</tr>
<tr>
<td></td>
<td>Home Email (<a href="mailto:vcsouike@hotmail.com">vcsouike@hotmail.com</a>)</td>
<td>06/05/2014 09:39:10 AM</td>
<td>Sent</td>
<td>Sent</td>
<td>Email successfully sent</td>
</tr>
<tr>
<td></td>
<td>SMS (70149000986)</td>
<td>06/05/2014 09:39:16 AM</td>
<td>Sent</td>
<td>Sent</td>
<td>SMS sent</td>
</tr>
<tr>
<td></td>
<td>Work Email (<a href="mailto:david.klein@ndus.edu">david.klein@ndus.edu</a>)</td>
<td>06/05/2014 09:39:18 AM</td>
<td>Sent</td>
<td>Sent</td>
<td>Email successfully sent</td>
</tr>
<tr>
<td>Moen, Dawn</td>
<td>Cell Phone (701/391-5445)</td>
<td>06/05/2014 09:39:16 AM</td>
<td>Sent</td>
<td>Voice Mail</td>
<td>Voice message successfully delivered to voice mail</td>
</tr>
<tr>
<td></td>
<td></td>
<td>06/05/2014 09:39:18 AM</td>
<td>Sent</td>
<td>Sent</td>
<td>Email successfully sent</td>
</tr>
</tbody>
</table>
Mobile app

Search in the Droid or Apple App stores for NotiFind

Contact us as you will need the domain
Your username & password will be the same as the one you use online
*** Once we give you the domain, press “save domain” so you do not need to re-enter it each time
Press “login”
Press “login”
Main screen
Press “general notification”
Enter the notification information

Subject: *

Message: *

Body Recording:

-- None --

Polling Question

Notify  Track  Report  Info  Sign Out
This is a test

Message: *

This is a test of Notifind. Please follow the instructions carefully. Run around and cluck like a chicken. This concludes the test.

Field is required.
Now you will need to select your lists or contacts
First we will look at contacts
So find the contacts, check the boxes and press “next”
### All Lists

<table>
<thead>
<tr>
<th>SELECT</th>
<th>LIST NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td></td>
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<tr>
<td>E</td>
<td></td>
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<tr>
<td>F</td>
<td></td>
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<tr>
<td>G</td>
<td></td>
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<td>H</td>
<td></td>
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<tr>
<td>I</td>
<td></td>
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<td>J</td>
<td></td>
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<td>K</td>
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<td>M</td>
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<td>N</td>
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<td>O</td>
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<td>P</td>
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<td>Q</td>
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<td>R</td>
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<td>V</td>
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<td>W</td>
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<td>X</td>
<td></td>
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<tr>
<td>Y</td>
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<td>Z</td>
<td></td>
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<tr>
<td>1</td>
<td></td>
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<td>2</td>
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<td>3</td>
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<td>5</td>
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<td>6</td>
<td></td>
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<tr>
<td>7</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

**Custom Lists**

Showing 0 to 0 of 0 lists

**Buttons:**

- CANCEL
- UPDATE

**Navigation Icons:**

- Notify
- Track
- Report
- Info
- Sign Out
Find the lists, check the box, and press “update”
Screen shot showing checked box
Back to screen, now click “next”
Now you need to choose using escalation rules, devices, etc.
Scroll down
Sender Information:

Name:
State of North Dakota

Caller ID:

Email: *
dmmoen@nd.gov

Do not change the sender information, press “next”
Subject:
Test
Body:
Rann ghcbh gyg

Are you sure you want to send this notification now?

EDIT  SAVE  SEND NOW

The screen will show your message and ask if you want to save or send now
Here are the delivery summary screens
Here are the delivery summary screens

<table>
<thead>
<tr>
<th>Processed:</th>
<th>1 of 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email:</td>
<td>1 of 2</td>
</tr>
<tr>
<td>Delivered:</td>
<td>1 of 2</td>
</tr>
<tr>
<td>In Progress:</td>
<td>1</td>
</tr>
<tr>
<td>Undeliverable:</td>
<td>0</td>
</tr>
<tr>
<td>Cancelled:</td>
<td>0</td>
</tr>
</tbody>
</table>
Here are the delivery summary screens.
You can use a saved event if needed. The app will return you to the screen above. When finished click on "Sign Out"
Submitting a help ticket

We want all trouble tickets, help requests, system access requests, and other general questions sent through the university system help desk. Go to http://helpdesk.ndus.edu

Click on “Submit a Ticket”
Complete the form, upload any files, and hit “submit ticket”

You will receive email updates on the ticket of when it was assigned and completed
Non-employee lists

The non-employee list is for people who are employed at the campus but not campus employees or emergency contacts that are not in HRMS. Here are some examples:

- Campus food service (contractors like Sodexo, Aramark, etc)
- Local police departments (non emergency numbers)
- Research companies on campus
- Daycare or headstart providers on campus
- Special agencies that may need alerts to protect themselves in an emergency (human service centers, public schools)
- Dorm phones or common phones in a department that are not tied to an employee

If you are unsure, contact the NotiFind administrators to ask. Remember, you will need to make sure the information is current!

https://sits.ndus.edu/sits-departments/alt/notifind/
Fields marked with an * are required

This form is used by non-campus employees who are located on a campus or have a direct relation to the campus, and require emergency notifications.

Name

First Name *  Last Name *

Campus Information

Campus Location *

University System

Subagency *

What is the status of your information *

- New Sign-Up
- Continuing
- Change of Information
Complete the information on the list and submit
Searching for a non-employee

If you need to check if a non-employee is on the list, you can search the current file, by clicking on “Search Submissions” now type in part or all of a name and search. This will tell you if the person or contact is in the system.
NotiFind instructions online

NotiFind instructions will be available online at [https://sits.ndus.edu/sits-departments/alt/notifind/](https://sits.ndus.edu/sits-departments/alt/notifind/)
Setting personal information

Once you have your individual login, you need to set up some personal information in order to use the phone-in feature and to reset your password.

First, create a password recovery security question.
Either select a question or create one:

Here’s the questions you can use... we suggest using something that is easier to remember, but something that is not available online or used often.
You can also change the dial-in credentials.

You will need an account and PIN. If there is a number showing in the dial-in account, we have set it for you. We suggest using your employee ID.
Press “Save” after adding the info
Resetting password

If you forgot your password and have an individual sign-in here’s what

At the login page, click on “forgot your password?”

Type in your username and press “continue”
Type in the security question answer and press “recover password”

The system will send you an email with a temporary password
You will need to type your current password (sent via email) and a new password. Press “Save”.
Broadcast messaging

Campuses can use broadcast messaging to automatically post to campus signage, websites, and other devices. Sub-admins will need to work with your IT / Core Technical Service provides to ensure this service works properly.

ALSO – Check with your campus on if broadcast messaging will automatically post directly to Facebook, Twitter, etc.

This screenshot shows you test broadcast messages
Now click on “Create New Broadcast Message”
This screen shows for Bismarck State College... but all campuses will be in there...
Select the campus and press “next”
The feed can only use a headline that is used on signage, websites, etc. The message should be short and give instruction (do not send people to another place to look for information). There are more characters available than text messaging, giving you more room for the message.

Complete the headline
This test headline reads “This is an alert for the B S C Campus. Tornado warning. Take shelter immediately.”
Below the headline you notice timing methods. This is available if you are testing or want to alert people of a temporary emergency to detour, etc.
By selecting none, the alert stays on until someone else removes it.
Onset – “none” means it is immediately posted
In this example we are saying that the tornado warning expires at 12:00 PM – noon and want the alert to stop at that time. Select the time and date.
Make sure the time zone is GMT