ASSURANCE NM Instructions

SENDING A MESSAGE

Go to: https://assurancenm.sungardas.com/

Enter your Username and Password then click Login.

Click on Send A Message
Chose the group and/or groups you would like the message to be sent to. Then click Next.

This screen indicates what list(s) you have selected to receive the message. Then click Next.
Enter your name. Please do not enter in anything in the for the number because that will show up on caller IDs and employees/students may become confused. The email field is optional but remember that will show up when the notification is sent out. Currently, 701-328-0911 and the nd911_emergencynotification@nd.gov are set up to come across on caller IDs and emails.

Then chose between Single Body or By Device (you have the option to send a different message to each device available). Then type you message in the Message box. There is a limit of 1,000 characters.
Then select to send the message to All Devices, Voice, Text, or By Label. Then click Send Message.

After you hit Send Message then you will be taken to Message History screen. Click on the blue hyper link to view information about your message.
Assurance NM will automatically take you into the Alert Summary tab. This tab provides an overview of information about the message.
The Recipient Status tab provides a status of each device. There is a Refresh Rate available to have the system refresh the information at a selected time. There is also the option to stop the notification by clicking on Cancel Uncompleted Attempts.

If you click on the blue hyper link under the Status for a specific number you could view additional information about the system attempting to contact a device.
Detailed status of what the system encountered when attempting to contact a device.

The Delivery Statistics tab provides a percentage of messages that were delivered by device.
The Reports tab will allow you to run reports.

Type in a Report Name.
Choose the format you would like the report generated in. The report can be generated in PDF, CSV, Excel 2003, and Excel 2007.

In order to ensure the report encompasses the information you are wanting on the report it is recommended that both check boxes below are checked. Then click on Create Report.
When the report is done generating click on View Report.
INITIATING A RECORDED CALL

Type in your name. Then type in the message box. The message box is required. You don’t need to type your entire message. For example you can just put “Test” in there. Then select the labels you would like the message to be sent to. Then select Voice Recording.
Click on the red dot next to Record Over the Phone.

Then the screen below will show up.
Enter the number you would like the system to call you at to record your message. Include the area code. Then click Call. Your phone will ring with in seconds of pushing Call. Follow the prompts to only record the message NOT the introduction. The introduction is programed into Assurance NM. So you will want to Press 2.

The message below will appear while the system is working to call you. Don’t hit OK until your message has been accepted by the system.
Then after your message has been accepted and you hit OK your recorded message will show up below. The select the labels you would like to send the message too. Then click Send Message.
EXECUTING A SCENARIO

Click on Execute Scenario. The scenarios will need to be created by an administrator and then your account will be assigned to your specific scenario(s).

Click the radio button next to the scenario you would like to use. Then click Next.
This screen will indicate what groups and/or contacts you have assigned to the scenario. Then click Next.

The next screen will provide you a list of contacts that are associated with the scenario. Then click Next.
This screen will show your message, which you have the option to modify if you would like. Then click Send Message.

Then you will be taken into the Message History screen.
ACTIVATING ASSURANCE NM WITH THE MOBILE APP

Download the Assurance NM app from the app store. The app is free. Click on the app to open it.
Then enter your user name and password which is going to be the same as logging in on the computer. Then click on Login.
After successfully entering your user name and password the app automatically opens your History screen. You have the option to look at previous messages and send another message. To send another message click on New Message.

<table>
<thead>
<tr>
<th>Time</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Today</strong></td>
<td></td>
</tr>
<tr>
<td>3:20 PM 6/25</td>
<td><em>Message from Assuranc...</em></td>
</tr>
<tr>
<td></td>
<td>This is a test of the building alert for the</td>
</tr>
<tr>
<td></td>
<td>Life Skills and Transition Center. No acti...</td>
</tr>
<tr>
<td><strong>Yesterday</strong></td>
<td></td>
</tr>
<tr>
<td>3:42 PM 6/24</td>
<td><em>Test - Dawn</em></td>
</tr>
<tr>
<td></td>
<td>This is a test of the building alert.</td>
</tr>
<tr>
<td>9:03 AM 6/24</td>
<td><em>Message from Assuranc...</em></td>
</tr>
<tr>
<td></td>
<td>test</td>
</tr>
<tr>
<td>8:28 AM 6/24</td>
<td><em>Message from Assuranc...</em></td>
</tr>
<tr>
<td></td>
<td>Test</td>
</tr>
<tr>
<td><strong>This Week</strong></td>
<td></td>
</tr>
<tr>
<td>1:57 PM 6/23</td>
<td><em>Message from Assuranc...</em></td>
</tr>
<tr>
<td></td>
<td>This is a test of the building alert.</td>
</tr>
<tr>
<td><strong>Last Week</strong></td>
<td></td>
</tr>
<tr>
<td>3:20 PM 6/19</td>
<td><em>Message from Assuranc...</em></td>
</tr>
<tr>
<td></td>
<td>We are planning on having donuts for our</td>
</tr>
</tbody>
</table>

**New Message**  **Execute Scenario**
Then put a check mark next to the group you would like to send the message to. Then click Next.

- MASTER
  - All contacts from all groups...

- GROUP_MGR
  - System generated group for...

- BSCStudents
  - Bismarck State College Students...

- CollegeofScienceStudents
  - ND State College of Science...

- DakotaCollegeStudents
  - Dakota College at Bottineau

- DawnTest
  - Test Group for Dawn
Then you can send the message to All Devices, Text Only, Voice Only, or Specify Devices.
After you have chosen the devices then click done.
Type in the subject and message. Please review your message and then hit Send.

Building alert

This is a building alert.

FEATURES

Get Word Back

Conference

IMS

Off

Off

Off
This is the screen you will see when the system is working on send the message you composed.

Subject: Building alert
Message: Sending Message... This is a building alert.