



## **USER GUIDE**

### **Chapter 10 Using E-Alerts**

**Schoolwires Academic Portal  
Version 4.2**

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## Introduction

With the **Schoolwires® E-Alerts** Premium Enhancement Module, you can use the **Academic Portal** to communicate with users of your website. There are two types of E-Alerts—Content E-Alerts and Broadcast E-Alerts.

### Content E-Alerts

Content E-Alerts allow editors to notify subscribers when they make changes to one of the three major components of the homepage, to *pages* within a *section* or to calendar events. Two actions are required to complete communication using Content E-Alerts:

- Registered users must subscribe to a homepage or *section*. Subscribing to a homepage or *section* is covered later in this chapter.
- An editor must create a Content E-Alert when a change is made to the homepage or *section* for which there are subscribers. This includes changes to calendar events.

The email message that subscribed users receive contains a link to the actual homepage or *section*, allowing them immediate and direct access.

Note: Content E-Alerts can be sent from within the **Schoolwires Editor** of one of the three major components of the homepage or from within the **Schoolwires Editor** on *pages* at the *section* level. They can also be sent from a calendar event. They do not require the use of the *Broadcast Alerts (E-Alerts)* task within the *Site* or *Subsite Workspace*.

### Broadcast E-Alerts

Broadcast E-Alerts allow Site Directors and Subsite Directors to quickly and easily send mass email messages. They can send these messages by entering the email addresses of the desired recipients or by using the viewing permissions (roles) for the desired recipients. They can use both methods simultaneously. Broadcast E-Alerts are accessed through the *Broadcast Alerts (E-Alerts)* task within the *Site* or *Subsite Workspace*.

An organization might use Broadcast E-Alerts to notify registered users of:

- School board meetings
- Cancellations due to weather conditions or utility service interruptions
- Date or location changes for an event
- Emergency management or public relations issues

If your organization has not purchased the *E-Alerts* module, the *Broadcast E-Alerts* task will not appear in the *Site* or *Subsite Workspace*. In addition, editors will not be able to send Content E-Alerts from within the **Editor** or a calendar event.

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## Using Content E-Alerts

### Introduction

Two actions are required to complete communication using Content E-Alerts:

- Registered users must subscribe to a homepage or *section*. They must have E-Alerts activated in their User Profiles in order to subscribe to any homepages or *sections*.
- An editor must create a Content E-Alert when a change is made to the homepage or *section* for which there are subscribers. This includes changes to calendar events.

### Subscribing to Content E-Alerts

To receive Content E-Alerts for a homepage or *section* when an editor changes content and sends a Content E-Alert:

1. Sign in to the website. Note: You must be a registered user to sign in.
2. Click on the *Access My Info* button on the *MyStart* bar. A User Profile like the one shown in Exhibit 10-1 will display. The *My Profile* tab will display at the top, and the *My E-Alerts & Subscriptions* tab will display at the bottom.

#### Notes:

- Content E-Alerts are activated in the User Profiles by default when new users are added or imported.
- The *Edit Subscriptions* button will not show on the User Profile unless Content E-Alerts is activated in the User Profile. In Exhibit 10-1, the *Edit Subscriptions* button does not appear.

**My Profile**

Please update your information in the form below.

\* = Required Field

**First Name:**  \*

**Last Name:**  \*

**Title:**

**Address 1:**

**Address 2:**

**City:**

**State:**

**Zip Code:**

**Phone:**

**Fax:**

**Email Address:**  \*

**Sign-In Name:**  \*

**Password:**  \*

**Confirm Password:**  \*

**My E-Alerts & Subscriptions**

Your E-Alerts are  on  off

Exhibit 10-1: User Profile

3. If your Content E-Alerts are off, click on the radio button to the left of “on.” If your Content E-Alerts are on and you simply want to modify your homepage and *section* subscription(s), skip to Step 6.
4. Click on the *Save* button. You will see a confirmation message like the one shown in Exhibit 10-2.



Exhibit 10-2: Profile change confirmation message

5. Click on the [Change your Profile](#) link. The *My Profile* tab of the User Profile window like the one shown in Exhibit 10-3 will display. Notice that the *Edit Subscriptions* button is now showing.

**My Profile**

Please update your information in the form below.

\* = Required Field

**First Name:**  \*

**Last Name:**  \*

**Title:**

**Address 1:**

**Address 2:**

**City:**

**State:**

**Zip Code:**

**Phone:**

**Fax:**

**Email Address:**  \*

**Sign-In Name:**  \*

**Password:**  \*

**Confirm Password:**  \*

**My E-Alerts & Subscriptions**

Your E-Alerts are  on  off **Edit Subscriptions**

Exhibit 10-3: User Profile with Edit Subscriptions button showing

6. Click on the *Edit Subscriptions* button. The User Profile will open to the *Edit Subscriptions* tab.

**My Profile** **Edit Subscriptions**

**Subscribe to our e-Alerts!**  
Select site areas that you would like to subscribe to. Subscribers will receive an eMail notification when important content is posted to this area of the website.

Happy Valley School District  Site and Subsite drop-down list

<input checked="" type="checkbox"/>	Happy Valley School District homepage
<b>Academics</b>	
<input type="checkbox"/>	Curriculum Guides
<input type="checkbox"/>	Honor Roll 2006-2007
<b>Activities</b>	
<input type="checkbox"/>	Athletics
<input type="checkbox"/>	Extracurricular
<input checked="" type="checkbox"/>	Music
<b>Our District</b>	
<input type="checkbox"/>	Our History
<input type="checkbox"/>	The Future
<input type="checkbox"/>	Today
<b>Staff</b>	
<input type="checkbox"/>	Staff Directory
<input type="checkbox"/>	Teacher Directory

**Exhibit 10-4: Edit Subscriptions tab in the User Profile**

7. Use the drop-down list to select the *site* or *subsite* containing the homepage or *section(s)* to which you want to subscribe.
8. Click in the box to right of each homepage or *section* to which you want to subscribe. In the example above, the user is subscribing to the District homepage and Music *section*.
9. Repeats Steps 7 and 8 until you have completed subscribing.

- 
10. Click on the *Subscribe* button at the bottom of the window. You will see a confirmation message like the one shown in Exhibit 10-5. You will now receive an email when an editor for the homepages or *sections* to which you subscribed changes the content and sends a Content E-Alert.



**Exhibit 10-5: Profile change confirmation message**

11. You may click on the [Change your Profile](#) link to go back into your User Profile OR you may click on an item in the *MyStart* bar or the *Channel* bar.



## Creating a Content E-Alert

In order for subscribers to receive a Content E-Alert when a change is made to a homepage or *section*, an editor must create a Content E-Alert.

To create an E-Alert for subscribers:

1. Access the *page* or calendar event from which you wish to send a Content E-Alert. A **Schoolwires Editor** like the one shown in Exhibit 10-6 for a *page* or an event like the one shown in Exhibit 10-7 will display. Note: The **Editor** that displays depends on the *page* type. It will also be affected by the settings like whether formatting is restricted. See Chapter 8: “Working with the **Schoolwires® Editor**” for more information.

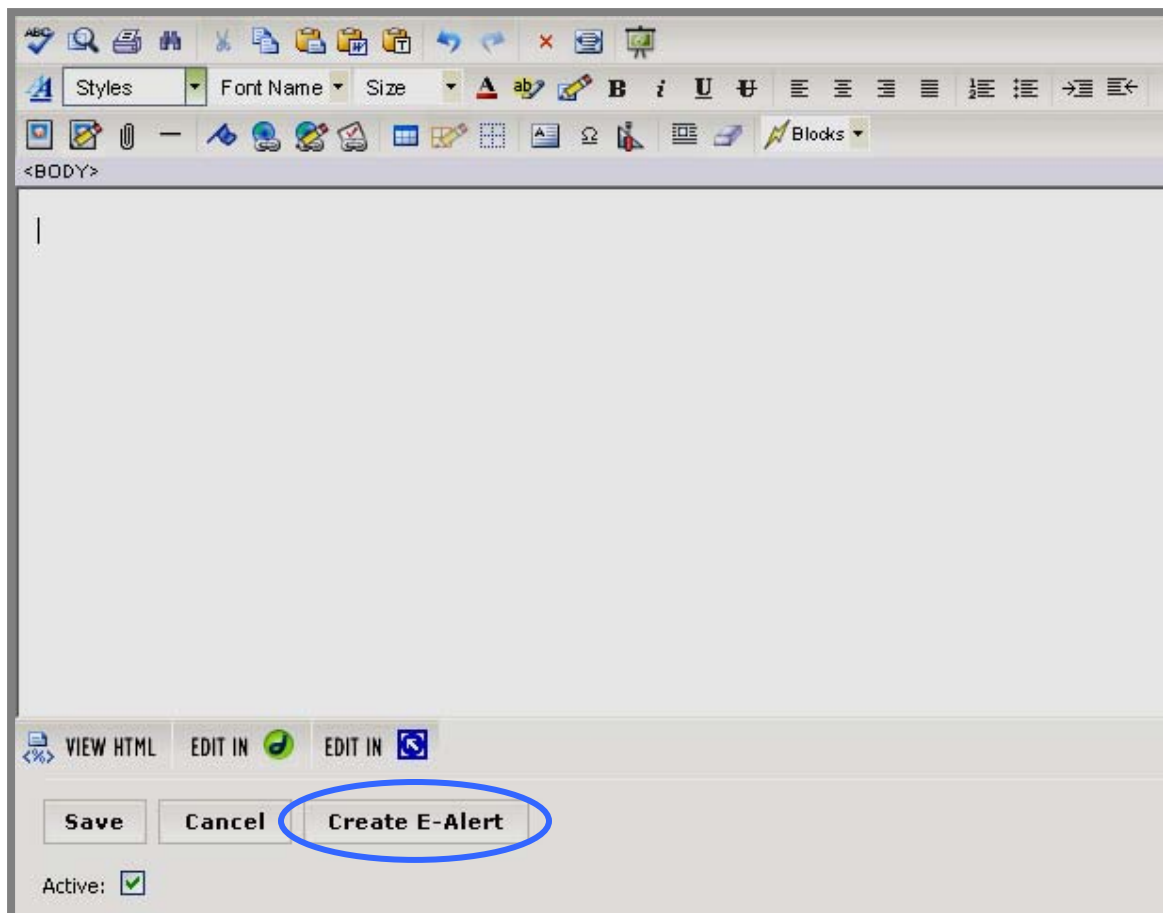


Exhibit 10-6: Schoolwires Editor

Event    Contact & Location    Attachments    Roles    Registration

All fields marked with an asterisk (\*) are required.

**Date:\*** 12/01/2006 (mm/dd/yyyy)

**Event Title:\*** Friday Free Reading Time

**Start Time:** 2 PM :00  
 No Specific Time

**End Time:** 3 PM :00  
 No Ending Time

**Recurrence:** Today only

**Stop Date:** (mm/dd/yyyy)  
 Required for recurring event

**Description:**

<BODY>

**Website Address:**

Separate multiple URLs with semicolons.

**Category:** -None-

Request posting to Schoolwires SP2 AP4 Routing Test Site calendar.

Save    Cancel    **Create E-Alert...**

Exhibit 10-7: Create E-Alert button on a calendar event

- When you have made the necessary changes, click on the *Create Alert* button. A *Send* window like the one shown in Exhibit 10-8 will display.



Exhibit 10-8: Send window for Content E-Alert

**Note:** **Schoolwires** recommends that you place your cursor before the message in this window and type a message to the subscribers that details the changes. This is particularly important when you send a Content E-Alert for an event since the subscriber will only receive a link to the calendar *page* and not to the specific event.

3. Click on the *Send* button. A confirmation message like the one shown in Exhibit 10-9 will display. Subscribers will receive an email message notifying them of the change. The email message will contain a link to the update *page*, allowing subscribers to access it immediately.



**Exhibit 10-9: Confirmation message**

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## Using Broadcast E-Alerts

### Introduction

Broadcast E-Alerts allow Site Directors and Subsite Directors to quickly and easily send mass email messages. They can send these messages by entering the email addresses of the desired recipients or by using the viewing permissions (roles) for the desired recipients. They can use both methods simultaneously.

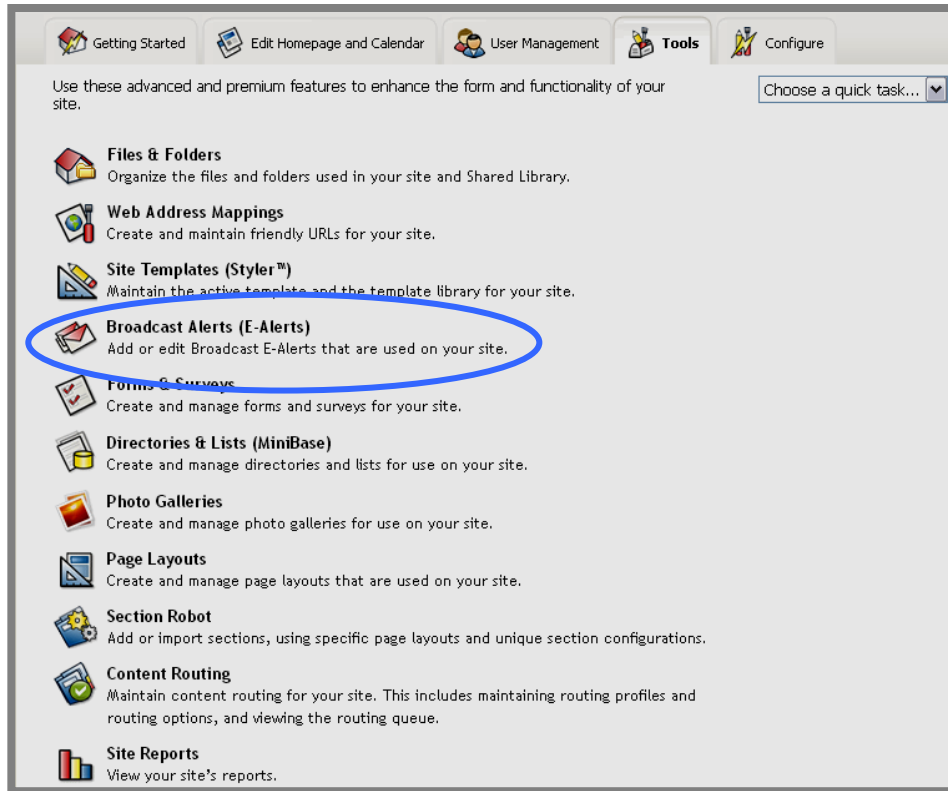
Note: Any registered user can receive a Broadcast E-Alert. A registered user cannot opt out of Broadcast E-Alerts. Site Directors or Subsite Directors determine who should receive a particular Broadcast Alert.

Broadcast E-Alerts can help your organization increase operational effectiveness and flexibility. Just as content created within the **Academic Portal** can be scheduled to be activated at a future date and time, Broadcast E-Alerts can be created in advance and set up to become active on a future date.

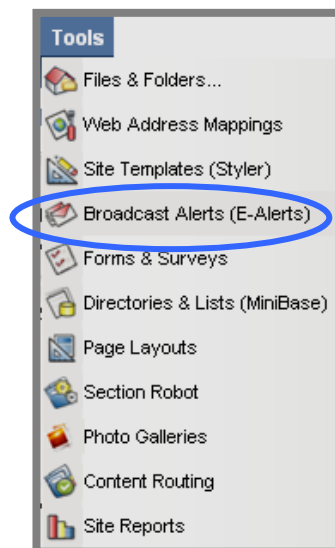
### Sending a Broadcast E-Alert

To send a Broadcast E-Alert:

1. Access the *Site* or *Subsite Workspace*.
2. Click on the *Tools* tab or the *Tools* drop-down menu. When using the *Tools* tab, a window like the one shown in Exhibit 10-10 will display. When using the *Tools* drop-down menu, a window like the one shown in Exhibit 10-11 will display.



**Exhibit 10-10: Tools tab of Site Workspace**



**Exhibit 10-11: Tools drop-down menu of Site Workspace**

- Click on the *Broadcast Alerts (E-Alerts)* task. A *Manage E-Alert* window like the one shown in Exhibit 10-12 will display.

**New Alert** Search... Reset Search

**Manage E-Alert**  
E-Alerts are listed below.

Subject	Sender	Creation Date	Send Date	
Weather Alert 11-20-06	jdoe@schoolwires.com	11/19/2006	11/19/2006 4:15:00 PM	Copy Delete
December School Board Meeting Reminder	jdoe@schoolwires.com	11/19/2006		Edit Copy Delete

Page: 1 of 1

**Exhibit 10-12: Manage E-Alert window**

- Click on the *New Alert* button. A *New Alert* window like the one shown in Exhibit 10-13 will display. The window will open on the *Alert* tab.

**New Alert**  
Enter alert information below.

**Alert** Alert Body Distribution Test

**Message Type & Send Date:**  
1 - Immediate [v] [ ]

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**Sender Name:**  
[ ]

**Sender Email:**  
[ ]

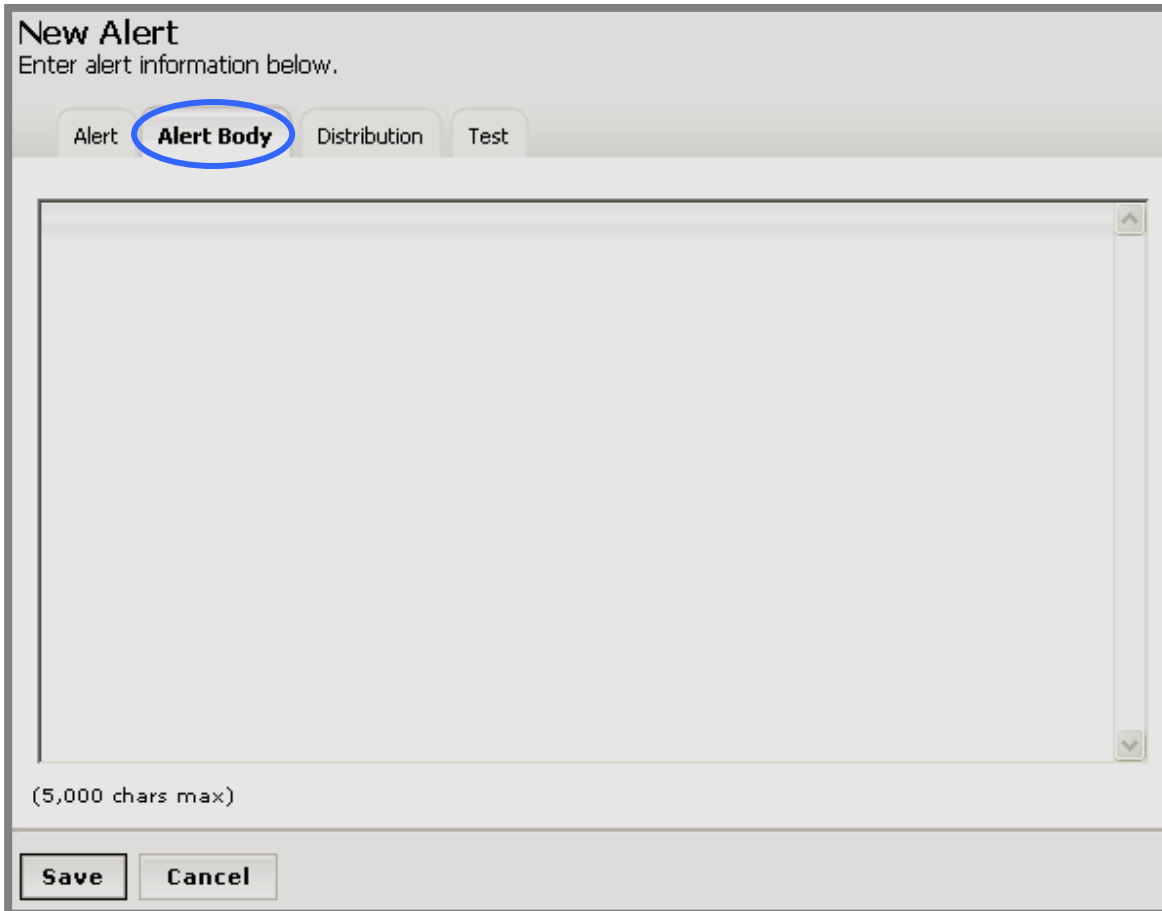
**Subject:**  
[ ]

Save Cancel

**Exhibit 10-13: Alert tab for a new Broadcast E-Alert**

- 
5. Complete the fields on the *Alert* tab.
    - a. Message Type drop-down list:
      - i. *Immediate*: This message type is to be used for Broadcast E-Alerts that need to be deployed immediately, such as emergency communications.
      - ii. *Specific Date*: This message type allows Broadcast E-Alerts to be set up in advance and sent on a specific date in the future.
      - iii. *Batch*: This message type sends accumulated Broadcast E-Alerts at four minute intervals in an effort to provide an element of network bandwidth utilization sensitivity.
      - iv. *Pending*: This message type stores unfinished or draft versions of Broadcast E-Alerts.
    - b. Send Date: Enter the date you want the Broadcast E-Alert to be sent. The Broadcast E-Alert will be sent at midnight of the date you enter. Note: Use this for Broadcast E-Alerts with the *Specific Date* message type.
    - c. Sender Name (required): Enter the name of the person responsible for sending the Broadcast E-Alert.
    - d. Sender Email (required): Enter the email address of the person responsible for sending the Broadcast E-Alert.
    - e. Subject (required): Enter a concise subject line for the Broadcast E-Alert.
  6. Click on the *Alert Body* tab. A window like the one shown in Exhibit 10-14 will display. Enter the information that you would like to send. This is required.

Note: There is a 5,000 character limit on the information you can enter on the *Alert Body* tab.



The screenshot shows a web form titled "New Alert" with the instruction "Enter alert information below." There are four tabs: "Alert", "Alert Body", "Distribution", and "Test". The "Alert Body" tab is selected and circled in blue. Below the tabs is a large, empty text area for entering the alert body. At the bottom left of the text area, it says "(5,000 chars max)". At the bottom of the form are two buttons: "Save" and "Cancel".

**Exhibit 10-14: Alert Body tab for a new Broadcast E-Alert**

7. Click on the *Distribution* tab. A window like the one shown in Exhibit 10-15 will display. There are two distribution methods available. You can:
  - a. Enter a list of recipients' email addresses.

**TIP:** The email addresses must be separated by commas with no spaces before or after the commas or within the email addresses.
  - b. Click on the checkbox to the left of the viewing permissions (roles) of the users who should receive the Broadcast E-Alert.

**Note:** You can use the two methods together. In Exhibit 10-15, for example, the Broadcast E-Alert will go to the three email addresses in the Recipients field AND to all registered users with the Teacher or Staff viewing permission (role) assigned in their User Profiles.



The screenshot shows the 'New Alert' form with the 'Distribution' tab selected. The form has four tabs: 'Alert', 'Alert Body', 'Distribution', and 'Test'. The 'Distribution' tab is circled in blue. Below the tabs, the text 'Recipients: (comma delimited list)' is displayed above a text input field containing the email addresses 'jdoe@schoolwires.com,bharris@schoolwires,kholmes@schoolwires.com'. Below this, the 'User Roles' section contains a grid of checkboxes for various roles: Technical Staff, Registered Guest, \*INTRANET ACCT\*, Teacher, Parent, Student, Staff, and Administrators. The 'Teacher' and 'Staff' checkboxes are checked. At the bottom of the form are 'Save' and 'Cancel' buttons.

**New Alert**  
Enter alert information below.

Alert Alert Body **Distribution** Test

**Recipients:**  
*(comma delimited list)*

jdoe@schoolwires.com,bharris@schoolwires,kholmes@schoolwires.com

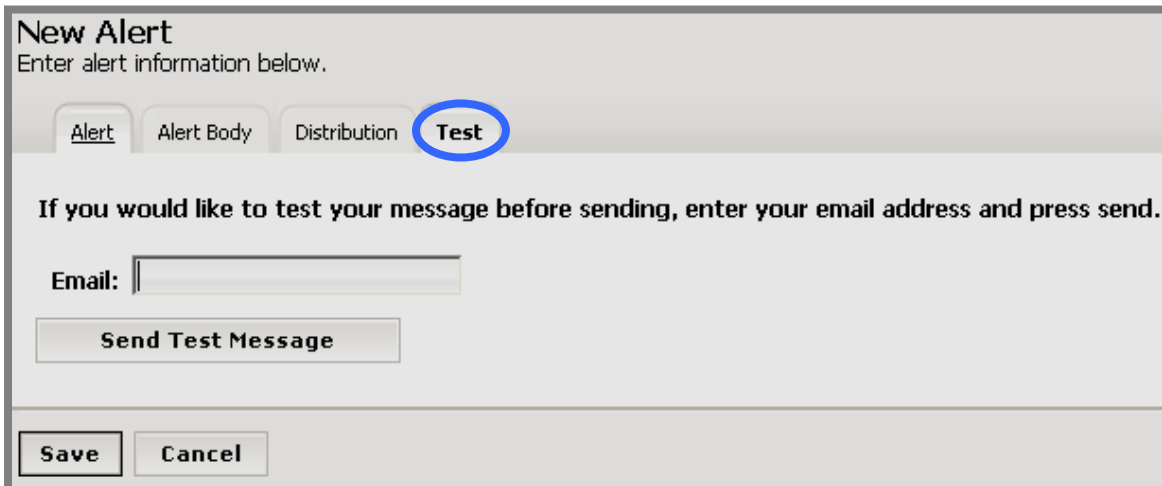
**User Roles:**

<input type="checkbox"/> Technical Staff	<input type="checkbox"/> Registered Guest	<input type="checkbox"/> *INTRANET ACCT*
<input checked="" type="checkbox"/> Teacher	<input type="checkbox"/> Parent	<input type="checkbox"/> Student
<input checked="" type="checkbox"/> Staff	<input type="checkbox"/> Administrators	

Save Cancel

**Exhibit 10-15: Distribution tab for a new alert**

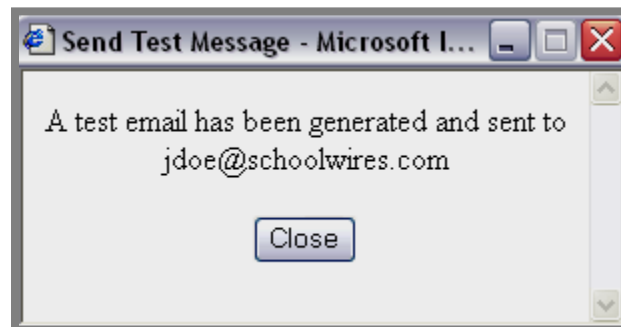
8. You can elect to send a test message prior to sending the Broadcast E-Alert. If you do not want to send a test message, skip to Step 9. If you want to send a test message, click on the *Test* tab. A window like the one shown in Exhibit 10-16 will display.



The screenshot shows a 'New Alert' dialog box with four tabs: 'Alert', 'Alert Body', 'Distribution', and 'Test'. The 'Test' tab is selected and circled in blue. Below the tabs, there is a text prompt: 'If you would like to test your message before sending, enter your email address and press send.' Below this prompt is an 'Email:' label followed by an empty text input field. Underneath the input field is a button labeled 'Send Test Message'. At the bottom of the dialog box are two buttons: 'Save' and 'Cancel'.

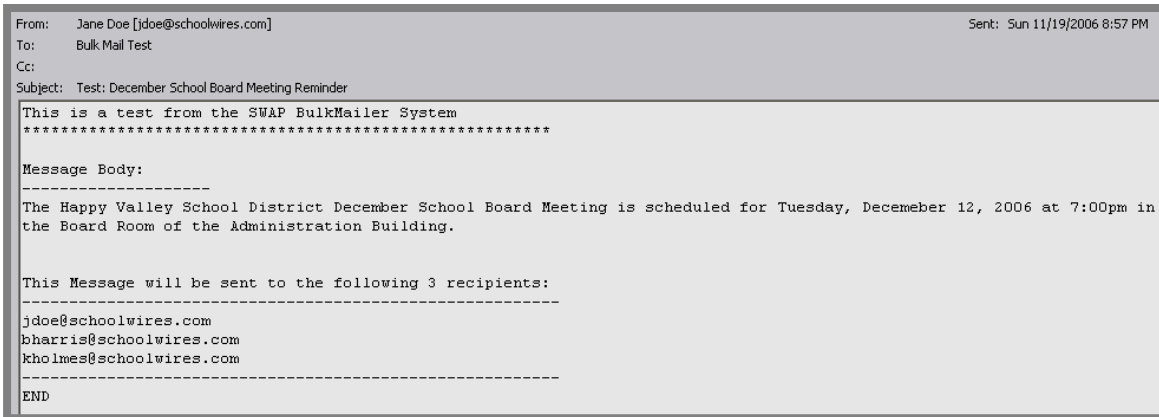
**Exhibit 10-16: Test tab for a new alert**

- a. Enter the email address to which you would like the test message sent.
- b. Click on the *Send Test Message* button. You will receive a confirmation message similar to the one shown in Exhibit 10-17 that the test message has been generated and sent to the email address you entered on the *Test* tab.
- c. Click on the *Close* button.



**Exhibit 10-17: Confirmation message for test E-Alert**

- d. You may access the email account to which you sent the test message to review it. The test message will be similar to the one shown in Exhibit 10-18.



**Exhibit 10-18: Sample of a test Broadcast E-Alert**

Note: If you click on the *Save* button before you receive and review the test message, your Broadcast E-Alert will be sent according to the message type you selected. **Schoolwires** recommends you either make the message type *Pending* or review the test message prior to clicking on the *Save* button.

9. When you are finished working with the Broadcast E-Alert, click on the *Save* button. The *Manage E-Alert* window will return as the active window with the newly created Broadcast E-Alert appearing in the list. The Broadcast E-Alert will be sent according to the message type you selected.

## Working with Broadcast E-Alerts

Once a Broadcast E-Alert has been created, you may want to:

- Edit a Broadcast E-Alert that has not yet been sent
- Copy a Broadcast E-Alert
- Search for a Broadcast E-Alert
- Delete a Broadcast E-Alert

### *Editing a Broadcast E-Alert*

You can only edit a Broadcast E-Alert if it has not been sent. To edit a Broadcast E-Alert:

1. Access the *Site* or *Subsite Workspace*.
2. Click on the *Broadcast Alerts (E-Alerts)* task on the *Tools* tab or the *Tools* drop-down menu. A *Manage E-Alert* window like the one shown in Exhibit 10-19 will display. Notice that the *Edit* button does not appear next to the first Broadcast E-Alert because it has already been sent.

The screenshot shows a web interface for managing E-Alerts. At the top, there are buttons for 'New Alert', 'Search...', and 'Reset Search'. Below this is the title 'Manage E-Alert' and the text 'E-Alerts are listed below.' A table displays the following data:

Subject	Sender	Creation Date	Send Date	
Weather Alert 11-20-06	jdoe@schoolwires.com	11/19/2006	11/19/2006 4:15:00 PM	Copy Delete
December School Board Meeting Reminder	jdoe@schoolwires.com	11/19/2006		Edit Copy Delete

The 'Edit' button for the second alert is circled in blue. At the bottom of the window, it says 'Page: 1 of 1'.

**Exhibit 10-19: Manage E-Alert window**

3. Click on the *Edit* button to the right of the Broadcast E-Alert you wish to edit. An *Edit Alert* window like the one shown in Exhibit 10-20 will display.

**Edit Alert**  
Edit alert information below.

**Alert** Alert Body Distribution Test

**Message Type & Send Date:**  
2 - Specific Date 11/30/2006

**Sender Name:**  
Jane Doe

**Sender Email:**  
jdoe@schoolwires.com

**Subject:**  
December School Board Meeting Reminder

Save Cancel

**Exhibit 10-20: Edit Alert window**

4. Make the required changes on each of the tabs.
5. Send a test message if desired.
6. Click on the *Save* button. The *Manage E-Alert* window will return as the active window. The Broadcast E-Alert will be sent according to the message type you selected.

### Copying a Broadcast E-Alert

You can copy a Broadcast E-Alert. To copy a Broadcast E-Alert:

1. Access the *Site* or *Subsite Workspace*.
2. Click on the *Broadcast Alerts (E-Alerts)* task on the *Tools* tab or the *Tools* drop-down menu. A *Manage E-Alert* window like the one shown in Exhibit 10-21 will display.



**Exhibit 10-21: Manage E-Alert window**

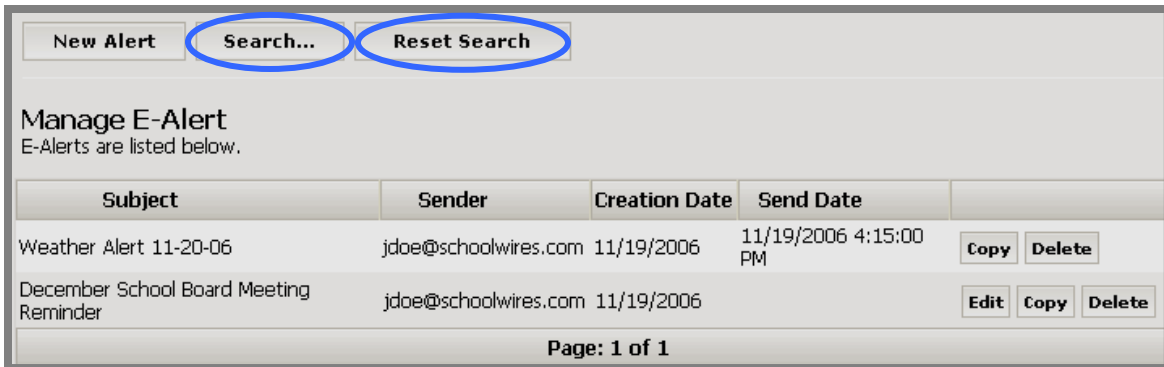
3. Click on the *Copy* button to the right of the Broadcast E-Alert you wish to copy. The *Edit Alert* window for the copy of the Broadcast E-Alert will display.
4. Make any changes that are required.
 

**TIP:** Be certain that the message type is correct before clicking on the Save button. Immediate message types will be sent when you click the Save button. Remember you are working with the copy of the original message.
5. Click on the *Save* button. The *Manage E-Alert* window will return as the active window. The copy of the Broadcast E-Alert will appear on the list. It will be sent according to the message type you selected.

*Searching for a Broadcast E-Alert*

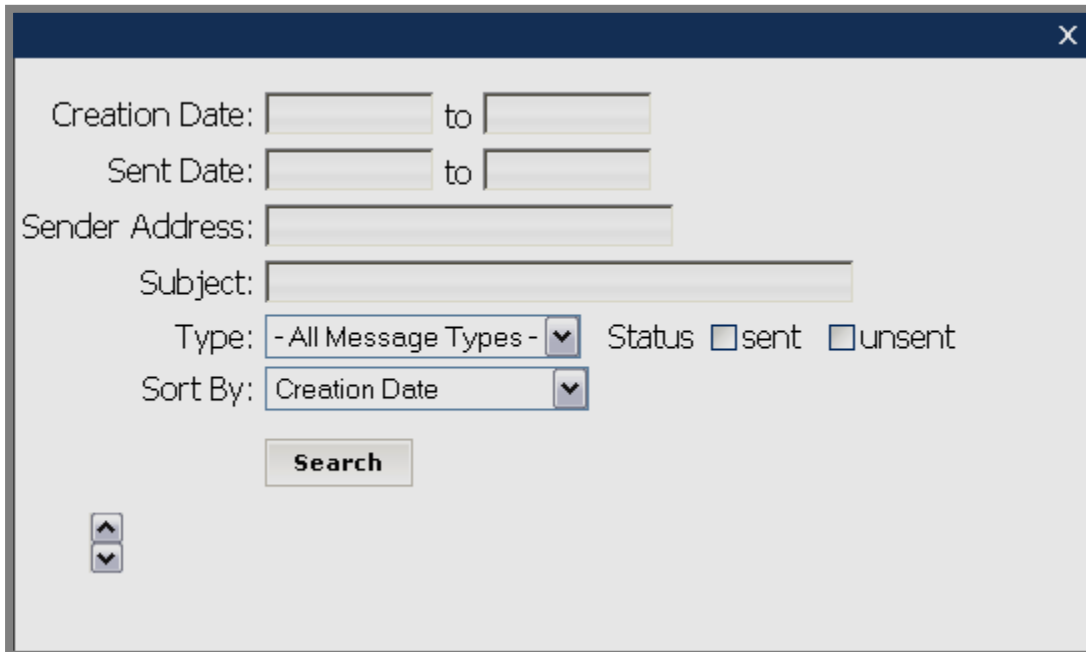
To search for Broadcast E-Alerts:

1. Access the *Site* or *Subsite Workspace*.
2. Click on the *Broadcast Alerts (E-Alerts)* task on the *Tools* tab or the *Tools* drop-down menu. A *Manage E-Alert* window like the one shown in Exhibit 10-22 will display.



**Exhibit 10-22: Manage E-Alert window**

3. Click on the *Search* button. A *Search* window like the one shown in Exhibit 10-23 will display.



**Exhibit 10-23: Broadcast E-Alert Search window**

4. Select the search criteria you wish to use. You can use:
  - a. Creation date range
  - b. Sent date range
  - c. Sender address
  - d. Subject
  - e. Message type
  - f. Status
5. If you wish to sort the search results in a particular order, choose the order from the Sort By drop-down list. You may choose to sort by:
  - a. Creation date (default)
  - b. Sent date
  - c. Sender email address
  - d. Subject
6. Click on the *Search* button. The *Manage E-Alert* window will return as the active window with the results of the search displayed in the selected sort order.
7. To restore the *Manage E-Alerts* window to the complete list of all Broadcast E-Alerts, click on the *Reset Search* button. The *Manage E-Alert* window will refresh and all Broadcast E-Alerts will appear.

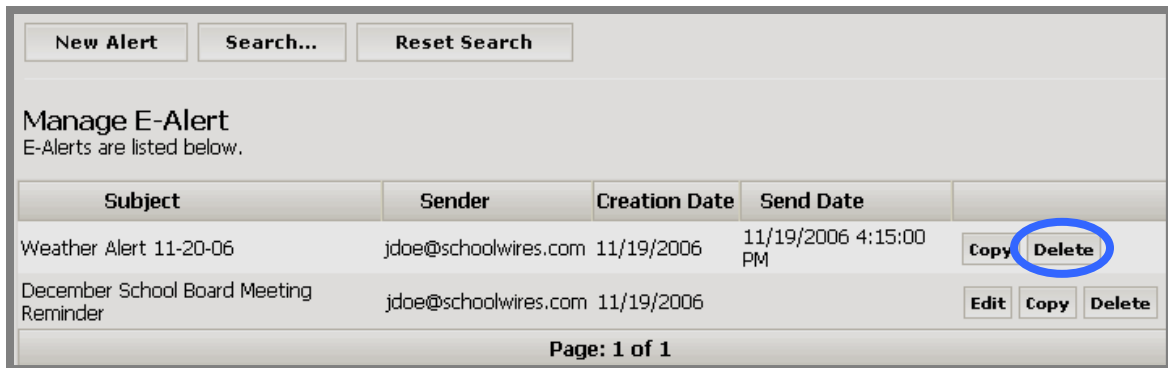


## Deleting a Broadcast E-Alert

You can delete a Broadcast E-Alert at any time. If no send date displays for a Broadcast E-Alert that you delete, it will not be sent.

To delete a Broadcast E-Alert:

1. Access the *Site* or *Subsite Workspace*.
2. Click on the *Broadcast Alerts (E-Alerts)* task on the *Tools* tab or the *Tools* drop-down menu. A *Manage E-Alert* window like the one shown in Exhibit 10-24 will display.



**Exhibit 10-24: Manage E-Alert window**

3. Click on the *Delete* button to the right of the Broadcast E-Alert you wish to delete. The *Manage E-Alert* window will refresh and that Broadcast E-Alert will no longer appear on the list.