

## Mass Notification

AtHoc's network-centric mass notification solution allows private and public organizations to alert and communicate with anyone they need to in any location in emergencies or daily operations. With AtHoc you can launch mass alerts across diverse communication devices, issue "report for duty" communications to off-facility personnel, view personnel status via real-time response tracking capability, and more.

The AtHoc solution helps WA-COP stakeholders communicate more effectively during day-to-day operations and in emergency situations.

## Log in to AtHoc:

1. Using Microsoft Internet Explorer, go to <https://alerts1.athoc.com> (or click the AtHoc login link on wa-cop.org or in the CommandBridge menu bar).
2. Log in with your username and password.
3. Email [bobp@wa-cop.org](mailto:bobp@wa-cop.org) if you have further questions.

The screenshot shows the AtHoc IWSAlerts web application interface. The top navigation bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. The main header displays 'AtHoc IWSAlerts™' and 'UNCLASSIFIED - FOUO Contains Personal Data - Privacy Act of 1974 Applies (5 USC 552a)'. Below the header, the user is identified as 'Neal Fontana' and the system is identified as 'Puget Sound MCOP (2209904)'. The interface includes a left-hand menu bar, a main content area with a 'Hello Neal Fontana' greeting and login history, a 'Latest Alerts' table, a 'Quick Publish' section, and a 'Reporting Highlights' section.

**Menu Bar – The Studio section provides access to the main alerts area.**

**Scenario Manager is the main working area for alerts.**

**Quick Publish – The Quick Publish area lets you to create a new alert from scratch or access a predefined alert scenario.**

**Click Create to start a new alert.**

**Click Review & Publish or Edit & Publish to go to a predefined alert.**

Alert Header	Channel	Published Time	Sent	Responded	No Response

Create New Alert	Fire	Suspicious Package
<a href="#">Create</a>	<a href="#">Review &amp; Publish</a>	<a href="#">Review &amp; Publish</a>
	<a href="#">Edit &amp; Publish</a>	<a href="#">Edit &amp; Publish</a>

For a list of all enabled Scenarios go to [Scenario Publisher](#)

Online Users
1
0

12am 4am 8am 12pm 4pm 8pm  
[[UTC-08:00] Pacific Time (US & Canada)]

Operation	Steps
Send a Predefined Alert	<ol style="list-style-type: none"> <li>If you are not in Scenario Manager, go to the menu bar section and click <b>Studio</b> then <b>Scenario Manager</b>.</li> <li>In the Quick Publish area, click <b>Review &amp; Publish</b> located to the right of the alert you want to send.</li> <li>Review the alert and click the <input type="button" value="Publish"/> button (see screen 1 below).</li> </ol>
Edit a Predefined Alert	<ol style="list-style-type: none"> <li>If you are not in Scenario Manager, go to the menu bar section and click <b>Studio</b> then <b>Scenario Manager</b>.</li> <li>In the Quick Publish area, click <b>Edit &amp; Publish</b> located to the right of the alert you want to send.</li> <li>Click on the section you want to edit (see Screen 2 below).</li> <li>Edit the information and click the <input type="button" value="Review &amp; Publish"/> button.</li> <li>Review the alert and click the <input type="button" value="Publish"/> button (see screen 1 below).</li> </ol>
Create a New Alert	<ol style="list-style-type: none"> <li>If you are not in Scenario Manager, go to the menu bar section and click <b>Studio</b> then <b>Scenario Manager</b>.</li> <li>In the Quick Publish area, click <b>Create</b> located to the right of Create New Alert.</li> <li>Add information to each section (same sections as in screen 2).</li> <li>Review &amp; Publish as above.</li> </ol>
Review Alert Reports	<ol style="list-style-type: none"> <li>You will automatically be taken to the Alert Manager after you publish an alert.</li> <li>To review alert reports, click <b>Publisher</b> in the menu bar and then click <b>Alert Manager</b> (see screen 3).</li> </ol>

**Screen 1**

UNCLASSIFIED - FOUO Contains Personal Data - Privacy Act of 1974 Applies (5 USC 552a)  
 AtHoc IWSAlerts : Puget Sound MCOP (2209904) | Log out Bob Passemier  
 11/12/2014 09:29:36 (UTC-08:00) Pacific Time (US & Canada)

Publisher - Alert Publisher

**Publish a Scenario - Review : AMSC Demo - Terminal 18 Fire**  
 In English (United States)

Content

Alert Title: TEST...Fire - Terminal 18  
 Alert Body: A fire has been reported at the SW corner of Terminal 18. Please use caution when responding to the area.  
 [Additional Instructions] This is only a test.  
 Target URL: https://www.google.com/maps/dir//47.5726048,-122.3463603/@47.5725696,-122.3510792,787m/data=!3m1!1e3!4m2!4m1!3a0?hl=en  
 Response Options:  
 1. Responding now  
 2. Unable to Respond  
 3. Join Conference Call - 800-977-8002 X 845112#  
 Channel: System Default

**Screen 2**

UNCLASSIFIED - FOUO Contains Personal Data - Privacy Act of 1974 Applies (5 USC 552a)  
 AtHoc IWSAlerts : Puget Sound MCOP (2209904) | Log out Bob Passemier  
 11/12/2014 09:40:23 (UTC-08:00) Pacific Time (US & Canada)

Publisher - Alert Publisher

**Publish a Scenario : AMSC Demo - Terminal 18 Fire**  
 In English (United States)

Scenario

Name: AMSC Demo - Terminal 18  
 Description:  
 Channel: System Default

Ready For Publishing

Content  Ready

Alert Title: TEST...Fire - Terminal 18  
 Alert Body: A fire has been reported at the SW corner of Terminal 18. Please use caution when responding to the area.  
 [Additional Instructions] This is only a test.  
 Target URL: https://www.google.com/maps/dir//47.5726048,-122.3463603/@47.5725696,-122.3510792,787m/data=!3m1!1e3!4m2!4m1!3a0?hl=en  
 Response Options:

Response Text	Type
1. Responding now	Normal
2. Unable to Respond	Normal
3. Join Conference Call	Call Bridge

Call Bridge: 800-977-8002 Pass Code: 845112#

Targeting  Ready  
 Devices  Ready  
 Schedule and Advanced Options  Ready

Click the section heading to drop down the extended information.

Edit the information in the section.

**Screen 3**

Please report your status (Alert ID: 1053269, Channel: Personnel Accountability) Status: Live

Tracking Details Info

Select a Report - Delivery Summary

See how well the alert is doing - this bar chart displays an overview of the alert's progress displaying number of users targeted, sent and responded including breakdown of all the responses. Result based targeting may be initiated by clicking on the number. The number of targeted users and the number of users to whom the alert is sent may be different. [Learn Why](#)

Category	Count	Percentage
Targeted:	1410	
Sent:	1381	
Responded:	1311	94.93% of sent
Rsp1: I am OK and at primary lo...	286	36.92% of sent
Rsp2: I am OK in a displaced lo...	322	23.68% of sent
Rsp3: I need help. Please conta...	158	14.34% of sent
No-Rsp:	20	5.07% of sent

The alert is live. Report updates every 1 minute. [Pause Auto Refresh](#) [Refresh Now](#)  
 Report generated on: 03/24/2014 11:32:59  
 Alerts sent to shared phone numbers are combined and delivered as a single alert.