



OnSolve Mobile

User Guide

Version 3.1 | July 2022

onsolve.com

OnSolve Mobile

User Guide

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July 2022

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Ormond Beach, FL 32174

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Introduction

OnSolve® is the market leader in cloud-based notification and collaboration tools capable of delivering critical notifications and alerts for any type of event.

The OnSolve Platform uses multi-modal communication to send emergency alerts and crisis communications simultaneously to thousands worldwide. OnSolve gives recipients the ability to respond in a variety of ways, providing critical information for business continuity, disaster recovery, and organizational efficiencies.

OnSolve Mobile gives authorized mobile users an easy and efficient way to send alerts directly from their smartphone and serves as a way for recipients to receive and view alerts they've been sent. There are two ways to use the OnSolve Mobile app. The first way is for recipients only. Authorized recipients can sign into the OnSolve Mobile app with either an SMS phone number or an email address to check in, send an SOS, report an incident as it occurs, or receive an alert. See [OnSolve Mobile for Recipients](#) for more information.

The other way to use the OnSolve Mobile app is for authorized senders only with a username and password. Almost every task that can be completed via the OnSolve Platform web user interface can also be completed using OnSolve Mobile, as well as check in, send an SOS, use the Life Check timer, or report an incident as it occurs. See [OnSolve Mobile for Senders](#) for more information.

Mobile Platform Requirements

- Apple iOS 10 and above.
- Android 5.0 and above.

Purpose of this Guide

The purpose of this *User Guide* is to:

- Provide recipients with instructions for setting up OnSolve Mobile and receiving and responding to alerts.
- Provide authorized users with instructions for setting up OnSolve Mobile and creating, sending, and managing alerts.
- Provide recipients and users with ways to report trouble, either personally or as a witness.

All other available features and tasks that can be done using OnSolve Mobile can also be done via the OnSolve Platform web user interface and are covered in the *OnSolve Platform Administrator Guide*.

Screenshots, any accompanying alternative text for accessibility, and other examples found in this guide are for illustration purposes only and do not necessarily reflect actual system values.

Customer Support Contacts

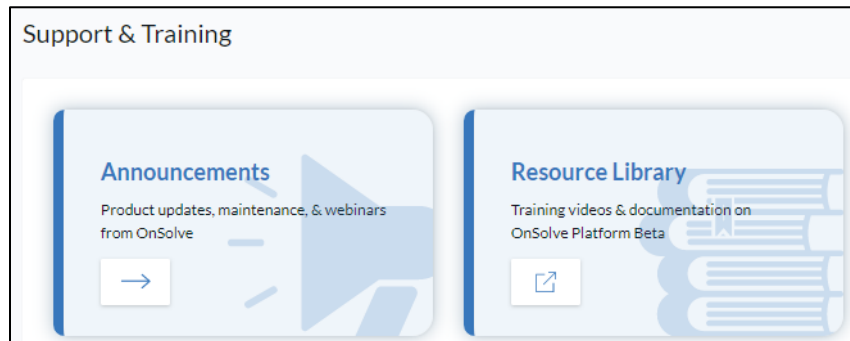
Phone: US Toll-free: +1 866-939-0911
 UK: +44 20 3318 3862

Email: support@onsolve.com

Web: www.onsolve.com/resources/support/

Support in the OnSolve Platform

Select **Support & Training** on the global navigation menu to access several support options.



Note: Only the **Announcements** feature is available when accessing the **Support & Training** menu via OnSolve Mobile.

Announcements

The **Announcements** option allows OnSolve to contact main account administrators and other authorized users with essential and helpful information regarding the Alerting Service.

Resource Library

The OnSolve **Resource Library** contains videos, links to the *OnSolve Platform Administrator Guide* and other documentation, and opportunities to register for live trainings.

Connect With Us Online

www.onsolve.com

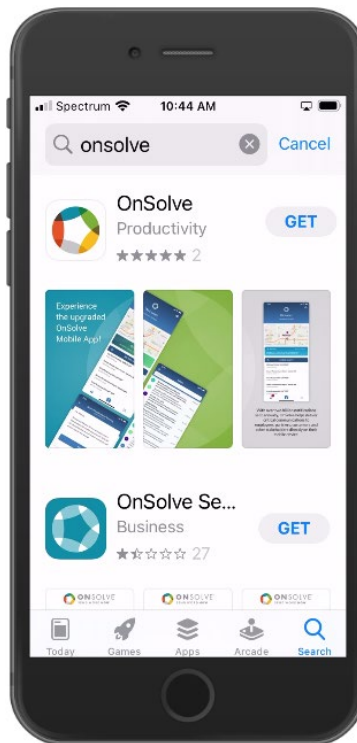
Twitter: @OnSolve

Blog: www.onsolve.com/blog

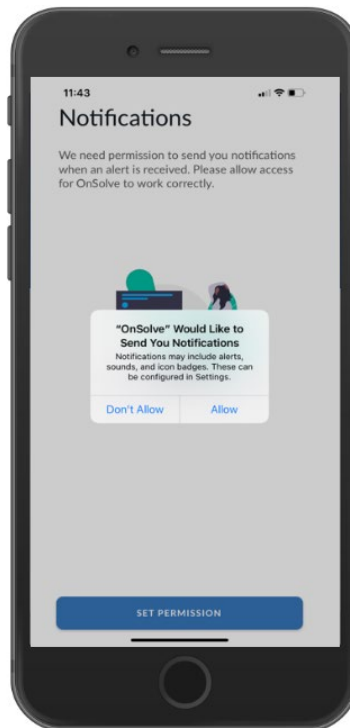
Section 1: OnSolve Mobile for Recipients

Download and Set Up OnSolve Mobile

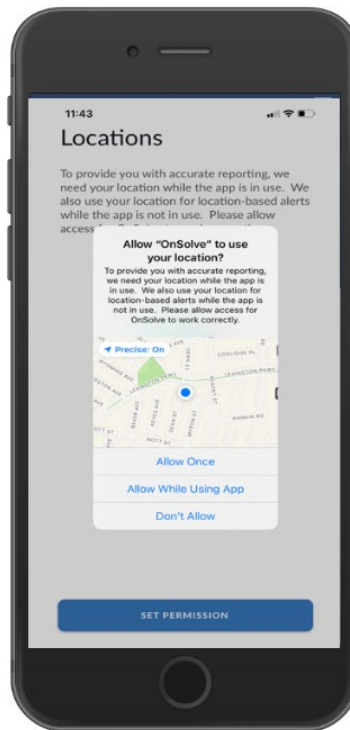
OnSolve Mobile is available for download in the App Store (iOS) or Google Play (Android). Search for “OnSolve.”



1. Upon opening the app, set notification permissions by tapping **Set Permission** and then choosing **Don't Allow** or **Allow**. OnSolve recommends allowing notifications so you can be notified of an alert when not using the app.



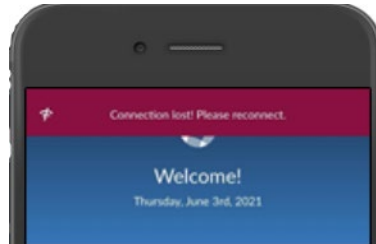
2. Then set location permissions by tapping **Set Permission** and then choosing **Allow Once**, **Allow While Using App**, or **Don't Allow**. OnSolve recommends selecting **Allow Once**, and once in the app, navigating to **App Settings > Location Services > Location**, and selecting **Always**.



Note: The exact options for location permissions may vary depending on your device's operating system.

Connectivity Requirements

Users must have a cell or Wi-Fi connection to use OnSolve Mobile. When there is no connection, the app displays a red banner warning:



Sign In

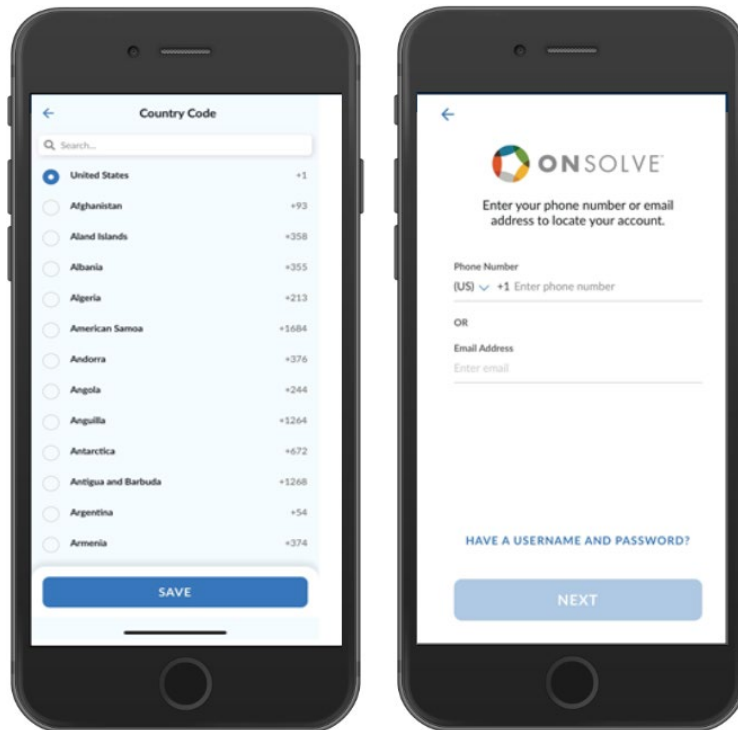
To sign in to OnSolve Mobile, recipients must be saved as contacts in their organization's OnSolve Platform account with saved device types of either SMS or email address, to which a verification code is sent.

To sign in

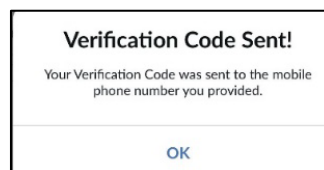
1. Open OnSolve Mobile.
2. Enter **Your OnSolve Workspace** and tap **Next**.



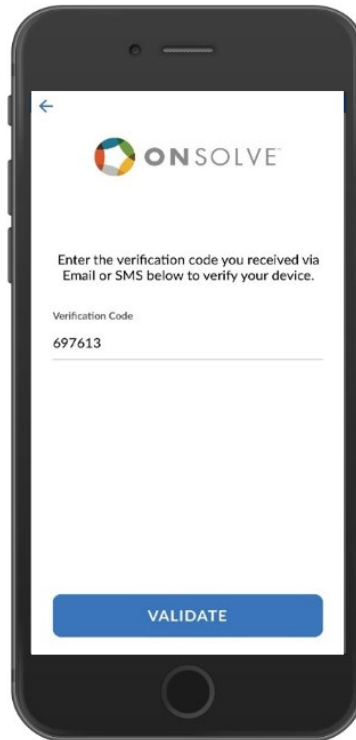
3. Enter a **Phone Number** or **Email Address** to which the verification code is sent by tapping on the relevant field. The chosen contact point must be saved in your contact record in your organization's OnSolve account. If choosing **Phone Number**, and the country code should not be +1 (United States), search for your desired country code by either scrolling through the alphabetical list or by searching by country name in the **Search...** field.
4. Then select **Save** to have the app remember that country code next time.



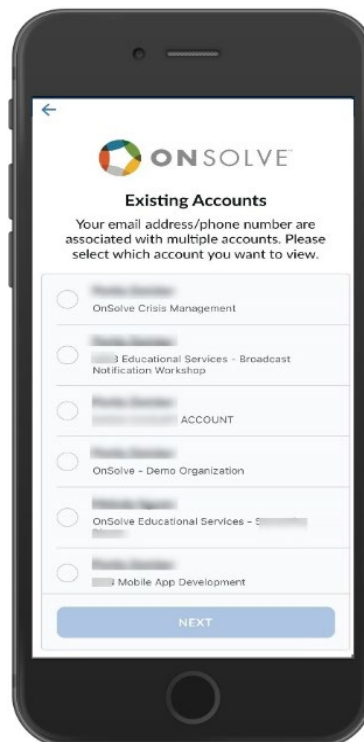
5. Tap **Next**, then **OK**.



6. Once you receive the verification code by email or SMS, enter it on the next screen and tap **Validate**.

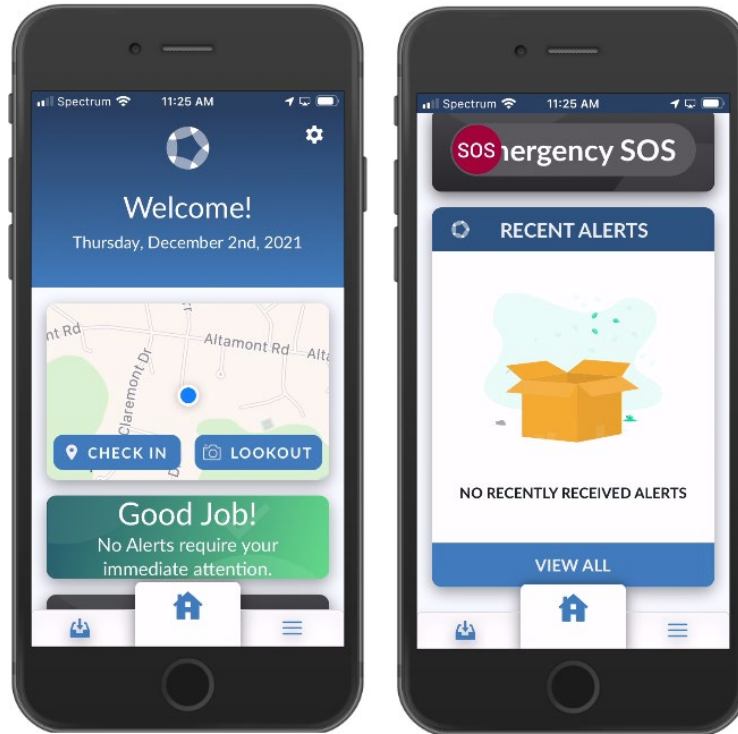


7. If your username has more than one account associated with it, select which of your accounts' inboxes should open and tap **Next**. OnSolve Mobile opens to the Dashboard.



Dashboard

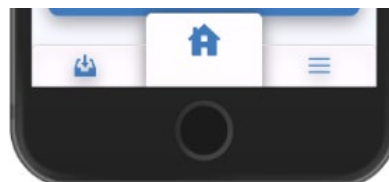
The OnSolve Mobile dashboard houses all the app’s functions, and you can access it at any time by tapping on the **Home** icon at the bottom of the screen.



The Dashboard includes three sections:

- The top section shows the user’s location on the map (when location services are enabled), and the **Check In**, **SOS**, and **LookOut** features.
- The center section displays the most recently received alert. Tap on the alert to view details.
- The bottom section displays the five most recent alerts. Tap on any alert to view details. Tap **View All** at the bottom to view the **Inbox**.

The Dashboard also includes a direct link to the Inbox to the left of the Home icon and a hamburger menu to view all options to the right of the Home icon.

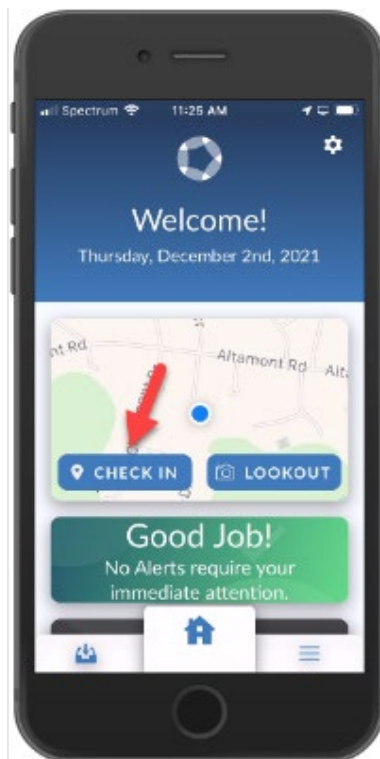


Check In

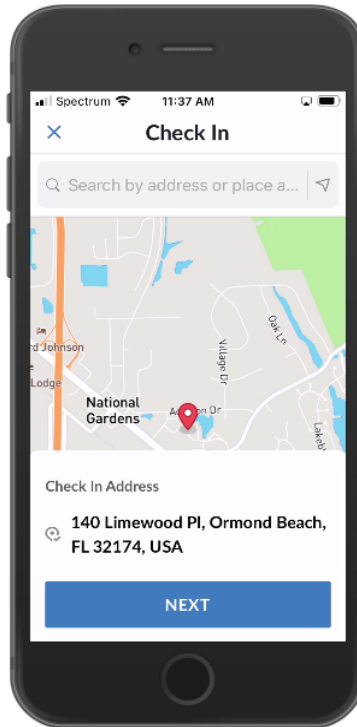
The Check In feature allows senders to use your location as a factor when determining if you should receive a particular alert. When a sender sends an alert to a map group that defines an area you have checked in to, you will receive the alert.

To check in

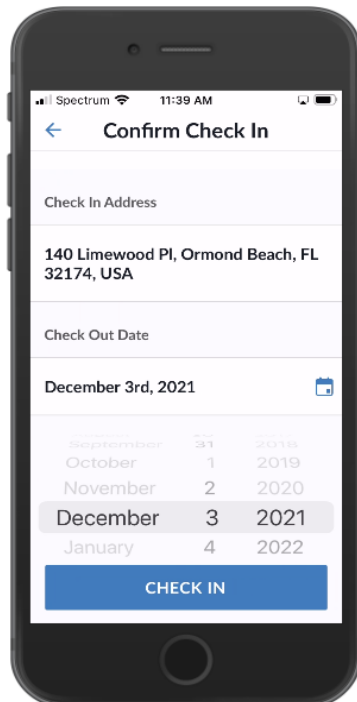
1. From the Dashboard, select **Check In**.



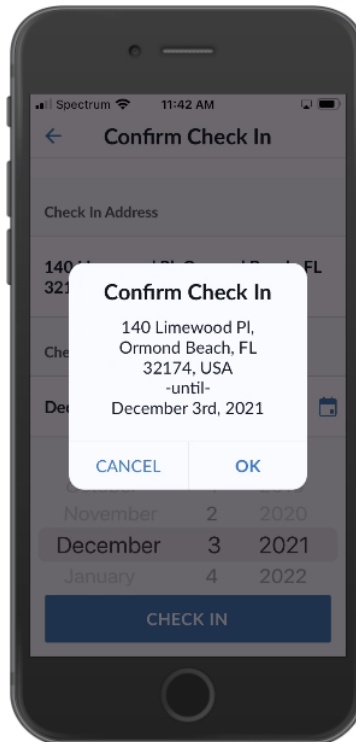
A map opens showing your location (blue dot). The app drops a pin on your detected location and displays your detected address.



2. If satisfied with the detected location, select **Next**. Or, either type in an address or tap elsewhere on the map to drop a pin.
3. Select your anticipated **Check Out Date** and select **Check In**.



4. Confirm by selecting **OK**.



You can check out at any time by selecting **Check Out** from the map on the Dashboard.

SOS

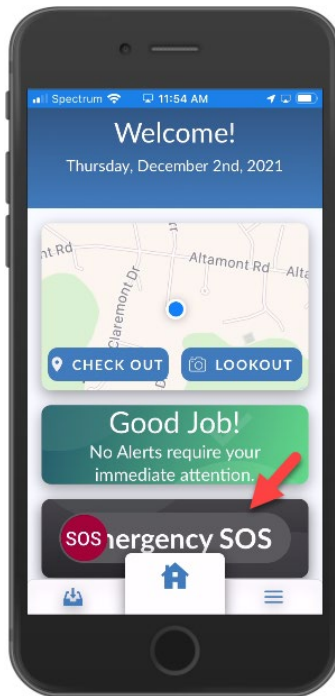
The SOS feature allows you to connect to the appropriate authority's emergency phone number in an urgent situation with a tap of a button.

Authorized users can assign incident-based alerts to divisions to capture SOS incidents as they happen. When you trigger an SOS incident, assigned recipients receive an alert sharing SOS-related information, like your incident information and location.

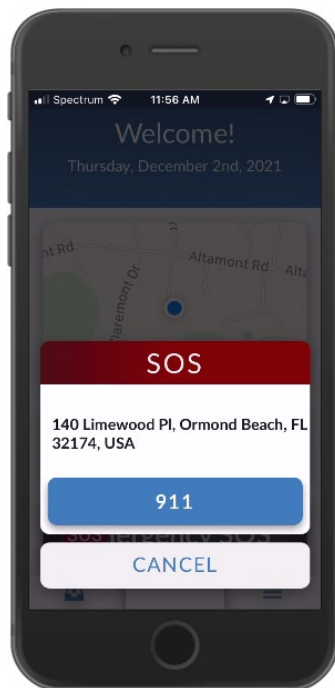
OnSolve recommends always having location services enabled on your mobile device when using the SOS feature.

To send an SOS

1. On the app dashboard, swipe the red **SOS** button to the right to trigger an SOS during an emergency.



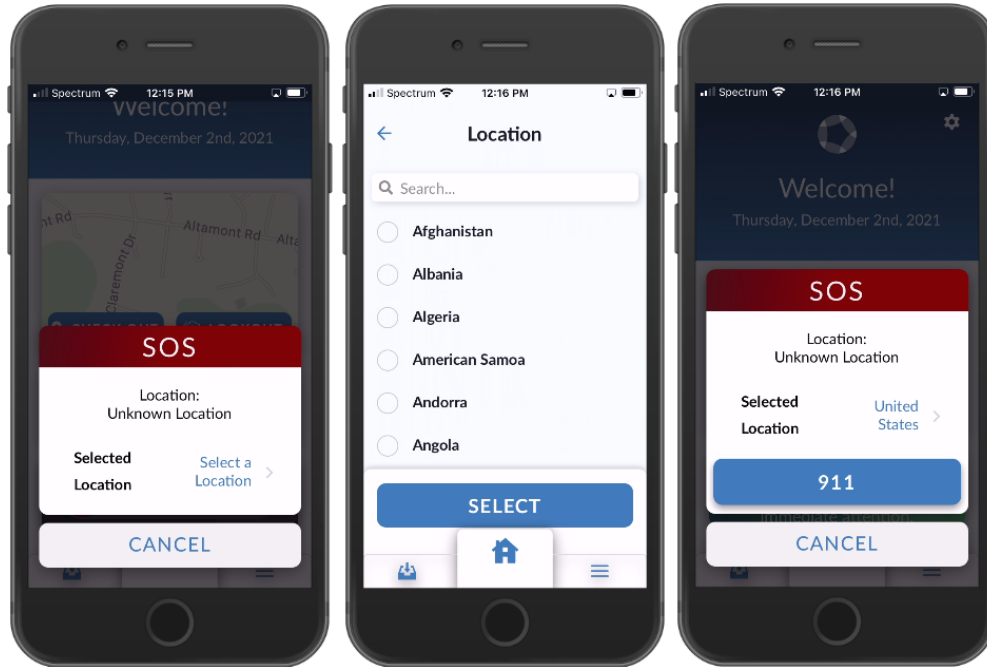
2. If location permissions are enabled on your mobile device, the **SOS** dialog box opens, showing your location information. Tap the blue emergency services button to connect to the emergency phone number on the screen. Your location and SOS are shared in an alert to assigned recipients within your organization.



3. Select **Cancel** at any time to return to the Dashboard without placing an emergency call.

To send an SOS when location services are disabled on your device

1. Tap **Select a Location**.
2. Choose the country you are in using the drop-down list by tapping **Select**.



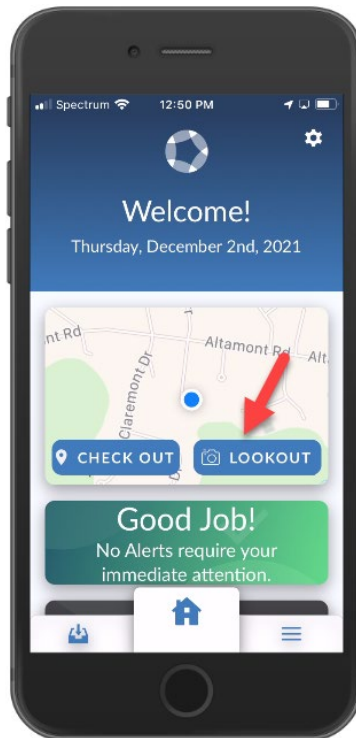
3. Tap the blue emergency services button. The number is based on the country you selected. The country and SOS incident are shared in an alert to assigned recipients within your organization.

LookOut

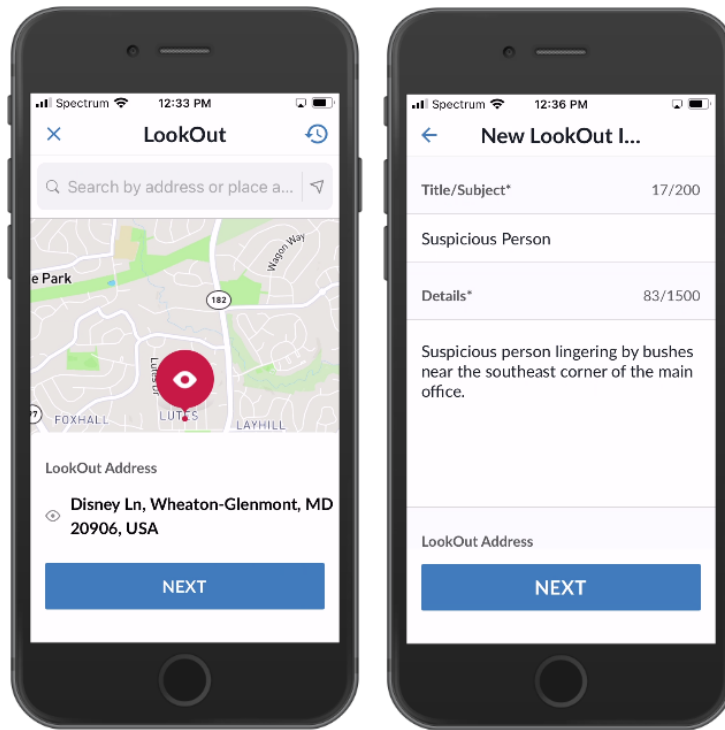
The Lookout feature allows you to report suspicious activities or emergency incidents and send location-specific information in real-time via the mobile app. When you report a LookOut incident from the app, an alert is immediately sent to associated recipient accounts and the app **Inbox**.

To send a LookOut incident

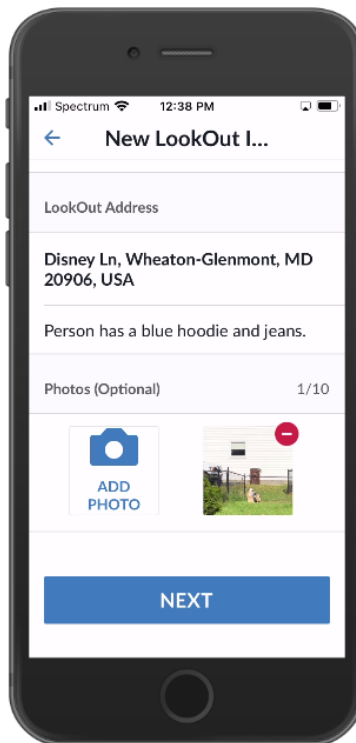
1. From the Dashboard, tap the **LookOut** button.



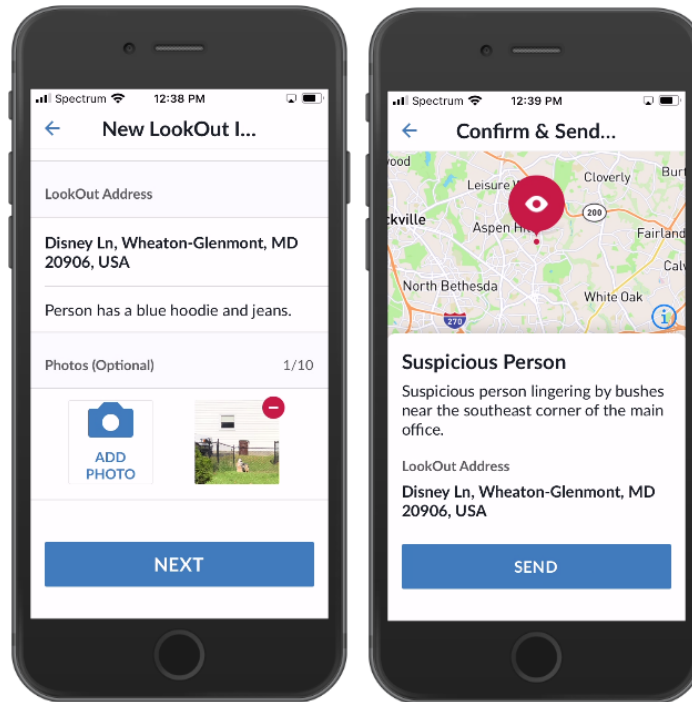
2. Confirm your LookOut address by tapping **Next**. Use the **Search** field if another address is desired.
3. Add a **Title/Subject** (200-character max.) and **Details** (1500-character max.) for the incident.



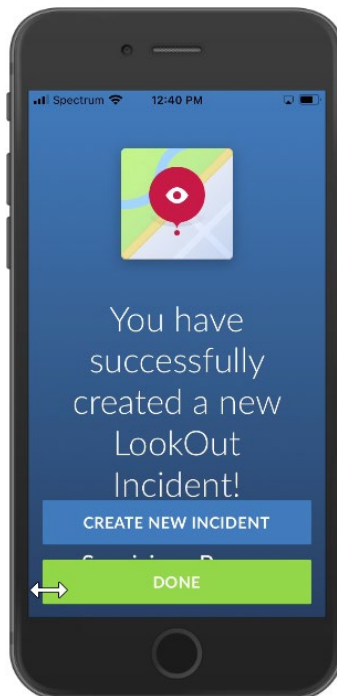
4. **Add any additional location information** (optional) that may be helpful in describing where the incident is happening.



5. Tap **Add Photo** to include an image related to the incident and tap **Next**.
6. Review the information on the **Confirm & Send Lookout** screen and tap **Send**.



7. You have successfully created a new LookOut incident. Tap **Create New Incident** or **Done** to return to the dashboard screen.



Inbox

The OnSolve Mobile Inbox houses all alerts and incidents you have received that were sent via the OnSolve Platform. View the inbox by:

- Tapping the **Inbox** icon at the bottom of the Dashboard.
- Tapping the hamburger menu at the bottom of the Dashboard, then tapping **Inbox**.
- Tapping **View All** from the **Recent Alerts** section.

Receive an Alert

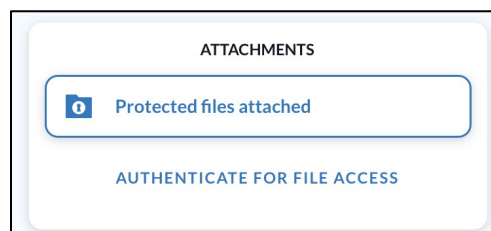
When an alert is sent to OnSolve Mobile, the recipient receives a push notification provided the recipient has a cell or Wi-Fi connection, and the recipient's native notification settings are set as such. See [App Settings](#) for more details.

Open an Alert

When a push notification from OnSolve Mobile appears on your phone, you can tap on the notification, and OnSolve Mobile opens to that alert's details, including any lockbox files the sender may have included.

View a Lockbox File

If the sender has included a lockbox file with the alert, you see that in the details and can tap to view the file. If you have been idle for a while, you may need to reauthenticate to view the file.



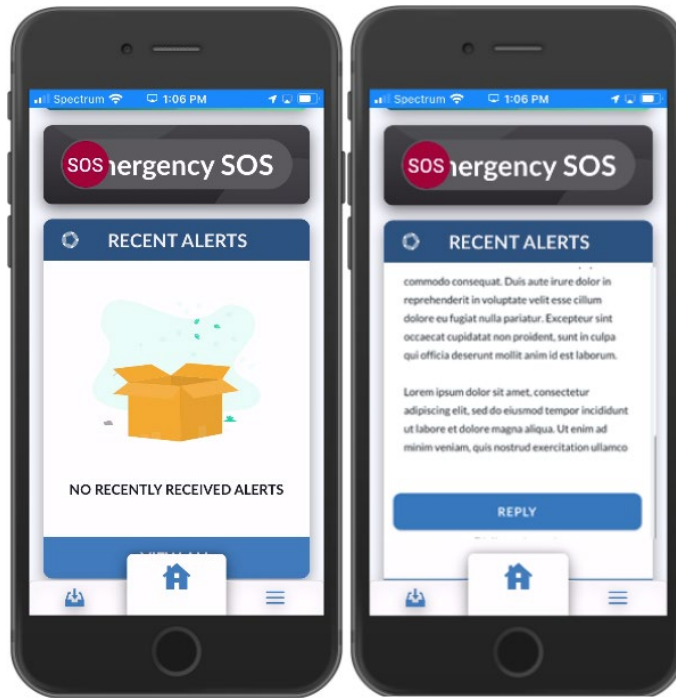
To reauthenticate

1. Tap **Authenticate for File Access**. The **Sign In** screen opens.
2. Sign in as you normally do. The app opens back up to the alert details screen, and you can tap on the lockbox file to view it.

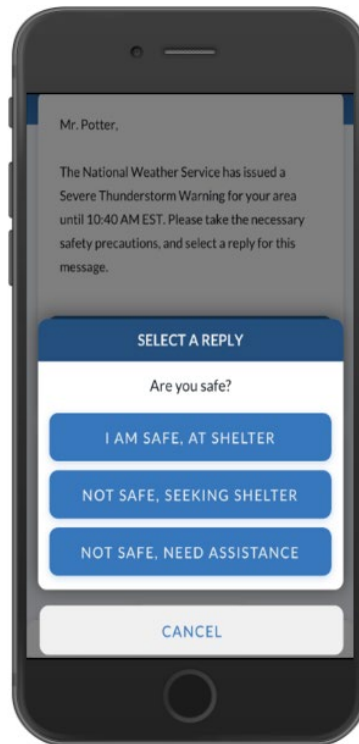
Respond to an Alert

When an alert contains response options, you can respond via OnSolve Mobile, in the same way you would via Email or SMS.

1. From the **Alert Details** screen, scroll to the bottom of the message content and tap **Reply**.



2. Choose a response.



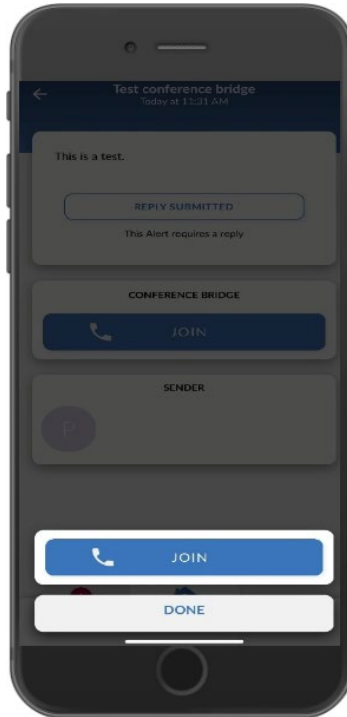
3. Confirm the response.



The response option screen may include other aspects, such as a request for you to join a conference bridge or answer a follow-up question. Continue below to see how to respond to these.

Join a Conference Bridge

You may receive an alert that, once you respond, asks you to join a conference call. After selecting your response, tap **Join**. Confirm on your phone that you want to dial the provided number.

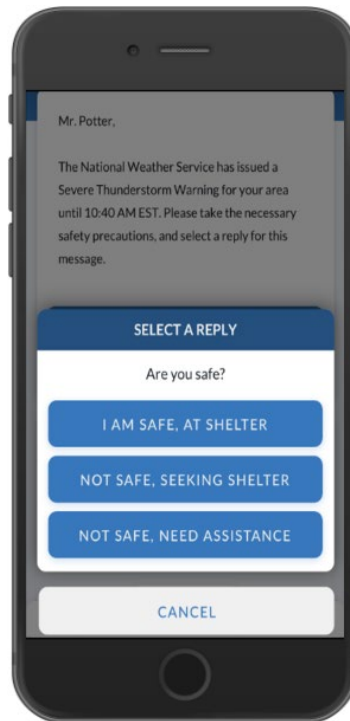


Answer a Follow-Up Question

Depending on how the alert was set up, you may receive more questions after replying to the first alert's question. You could see any of the following:

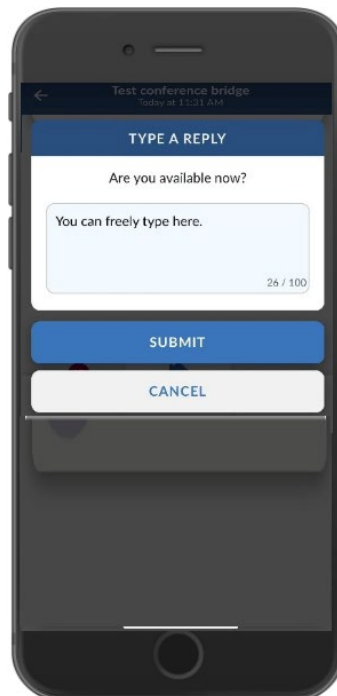
Multiple Choice Response

The alert sender may give you several response options from which to choose, and these look just like the initial response options. Tap a response and then confirm.



Free-Form Response

The alert sender may give you the option to freely compose your response. Tap **Submit** when finished, and then **Confirm**.



Voice Response

The alert sender may want you to call in and record your response. In this case, the initial alert—not the follow-up—asks you to dial the number provided.

1. Dial the provided number, and when prompted, enter your Telephony ID.
2. Listen to the alert and response options.
3. Choose your response option.
4. Depending on your response option, you may be asked a follow-up question and asked to record your response. Do so after the tone.



App Settings

The Settings section offers general app settings, links to support, and copyright and privacy information.

From the Dashboard, tap the hamburger menu, and then tap **App Settings**.

General

Account

Tap on **Account** to change to any other account you have with OnSolve that uses the same email address for signing in.

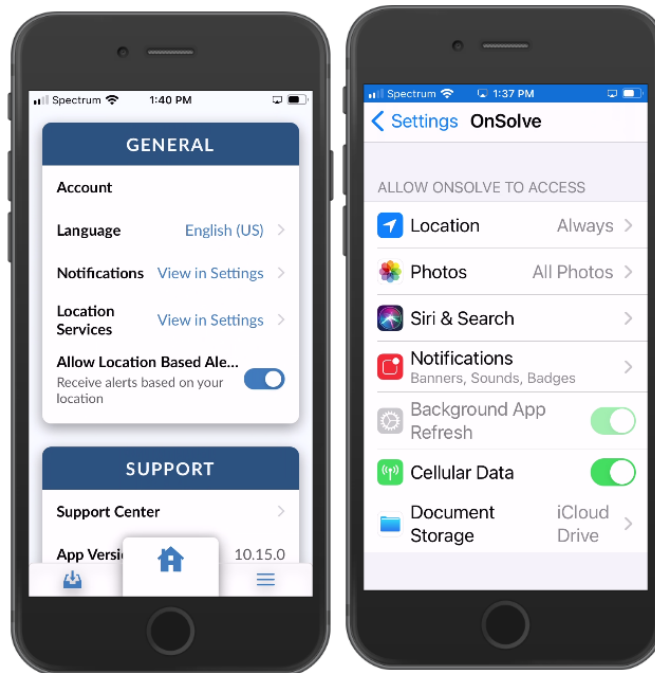
Language

Tap **Language** to select any of the 29 available languages. Tap **Save**.

Notifications and Location Services

The **Notifications** and **Location Services** settings are tied to your phone's settings.

For either menu item, tap **View in Settings** to navigate to your phone's settings and make any desired changes, such as allowing OnSolve Mobile to detect location **Always**, **While Using the App**, or **Never** (not recommended). OnSolve recommends keeping this set to **Always**.



Allow Location-Based Alerts

Make sure this setting is toggled on so that you receive location-based alerts.

Note: If this setting is toggled on, but your location services are set to “Never,” you will not receive location-based alerts.

Support

To get support for OnSolve Mobile, tap **Support Center**. Find support phone numbers and the support email, accessible directly from your phone.

Check that OnSolve Mobile is up to date under **App Version**.

About

View OnSolve’s **Copyright Notice** and **Privacy and Terms**.

Sign Out

Tap **Sign Out** and then **Confirm** to sign out of OnSolve Mobile.

Section 2: OnSolve Mobile for Senders

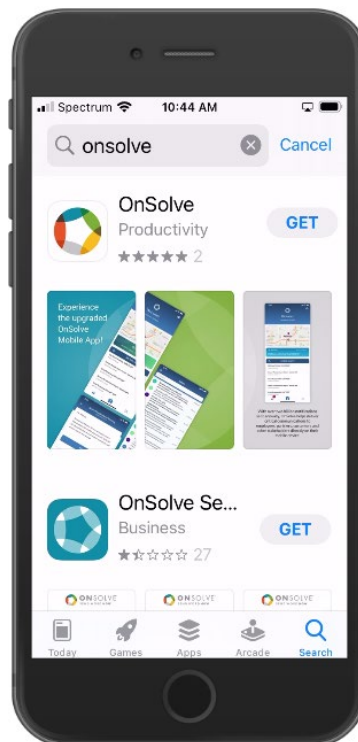
Overview

While almost every task that can be completed via the OnSolve Platform web user interface can also be completed using OnSolve Mobile, this section of the guide covers only the most frequently used OnSolve Mobile tasks: creating, sending, and managing alerts and incidents.

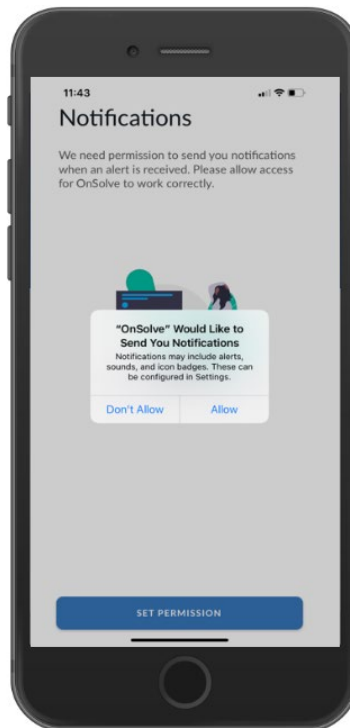
Refer to the *OnSolve Platform Administrator Guide* for all other features and tasks.

Download and Set Up OnSolve Mobile

OnSolve Mobile is available for download in the App Store (iOS) or Google Play (Android). Search for “OnSolve.”

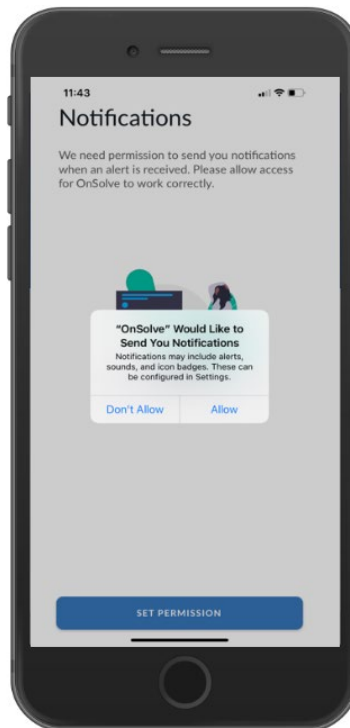


1. Upon opening the app, set notification permissions by tapping **Set Permission** and then choosing **Don't Allow** or **Allow**. OnSolve recommends allowing notifications so that you can be notified of an alert when not using the app.



2. Set location permissions by tapping **Set Permission** and then choosing **Allow Once**, **Allow While Using App**, or **Don't Allow**.

OnSolve recommends selecting **Allow Once**, and once the app is fully set up, navigating to **App Settings > Location Services > Location** and selecting **Always**.



Note: The exact options for location permissions may vary depending on your device’s operating system.

Connectivity Requirements

Users must have a cell or Wi-Fi connection to use OnSolve Mobile. When there is no connection, OnSolve Mobile displays a red banner warning.

Sign In

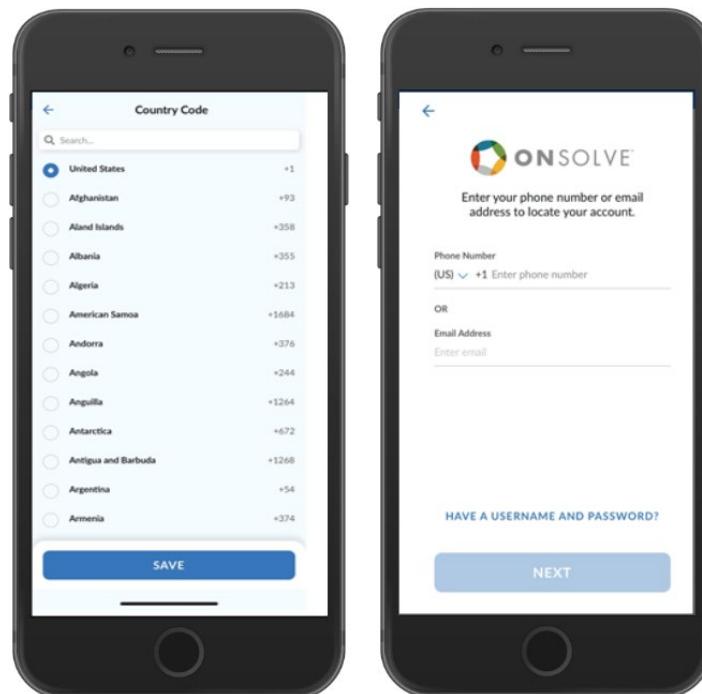
To use OnSolve Mobile as a sender, you must be an authorized user in your organization’s OnSolve Platform account.

To sign in

1. Open OnSolve Mobile.
2. Enter **Your OnSolve Workspace** and tap **Next**.

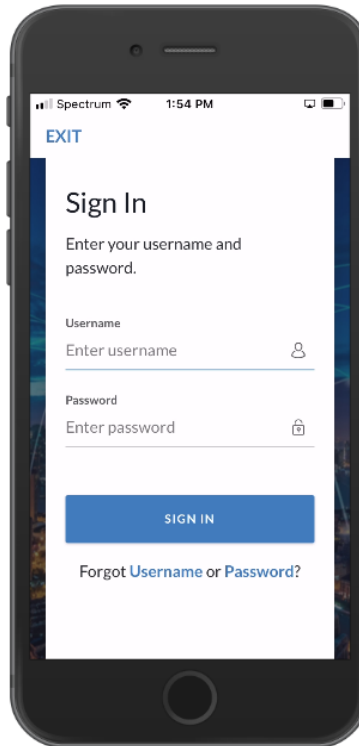


3. If your workspace exists in more than one regional environment (or datacenter), choose which region you want to use and select **Next**. For instance, a .net account in the United States or a .ca account in Canada.



4. Tap **Have a Username and Password?**

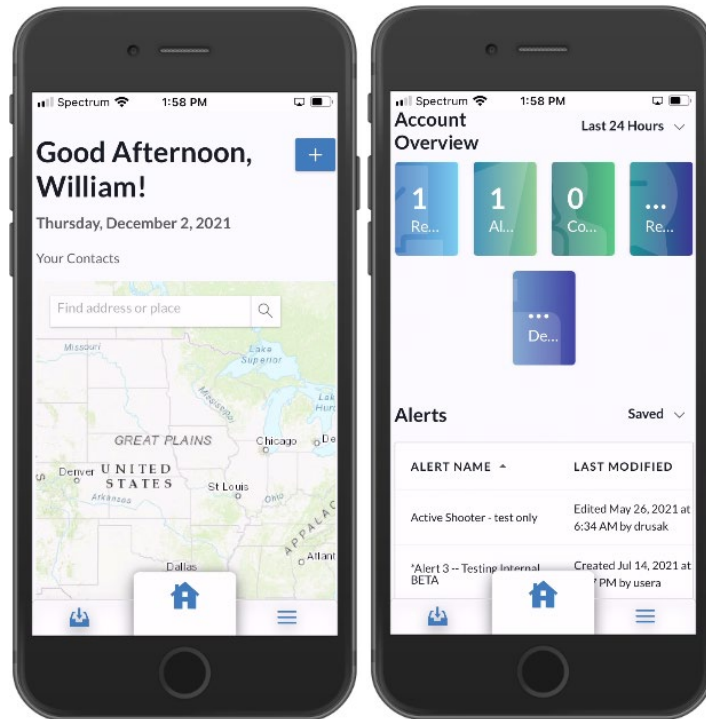
Enter your **Username** and **Password**, the same credentials you use for the OnSolve Platform, and tap **Sign In**. The app opens to the Dashboard.



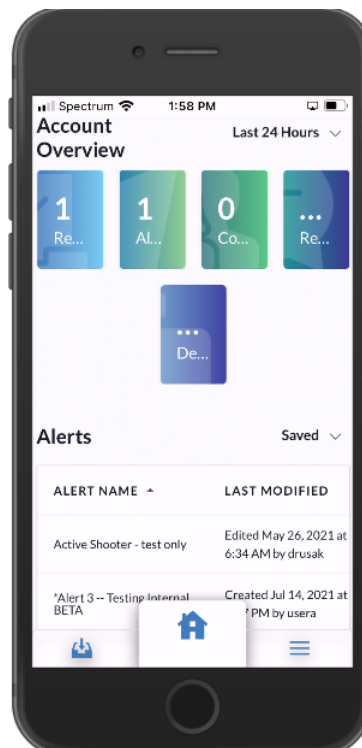
Dashboard

The Dashboard is built to show all the same information as your Dashboard on the OnSolve Platform:

- **Contacts Map.** At the top of the Dashboard is the Contacts Map. Contacts with saved locations are represented on the map by blue circles. A number in the circle indicates a cluster of contacts with the same saved location.
 - Zoom in and out on the map by using the **+** and **-** buttons or by using a pinching motion with your fingers.
 - Move the center of the map by dragging your finger across the screen.
 - Pinpoint an address by entering it in the available text field.



- **Account Overview.** Under the Contacts Map is the **Account Overview**. The data displayed here is based on the division you, the logged-in user, is assigned to.
 - The Account Overview consists of five data cards: **Reached**, **Alerts Sent**, **Contacts Added**, **Responded**, and **Delivered**.
 - Use the drop-down list to change the data timeframe. Options are the last 24 hours, 7 days, 2 weeks, or 30 days.
- **Alerts.** At the bottom of the dashboard screen is the account's recent **Alerts**. By default, this table lists the 25 most recently saved alerts with columns for **Alert Name**, **Last Modified**, **Alert Type**, **Status**, number of **Recipients**, and **Actions**.
 - Use the drop-down list at the top right of the table to view the 25 most recently **Scheduled** or **Sent** alerts.
 - At the bottom of the table is a link to **View Saved**, **Scheduled**, or **Sent Alerts**. Follow this link to go to the relevant tab of the Alerts table on the **Alerts** screen.
 - In this release, you can send alerts straight from the Dashboard by tapping **Send** from the **Actions** column. See [Send from the Dashboard](#) for more information.



Global Navigation

The bottom of the OnSolve Mobile screen always shows:

- The Inbox.
- The notification bell (in a future release).
- The Home button. Tap the home button to return to the Dashboard.
- The navigation menu. Tap the navigation menu to view all the menus in the left-hand navigation of the OnSolve Platform: **Alerts**, **Contacts**, **Schedules**, **Reports**, **Subscriptions**, **Incident Management**, **Configure**, **Settings**, and **Support & Training**.

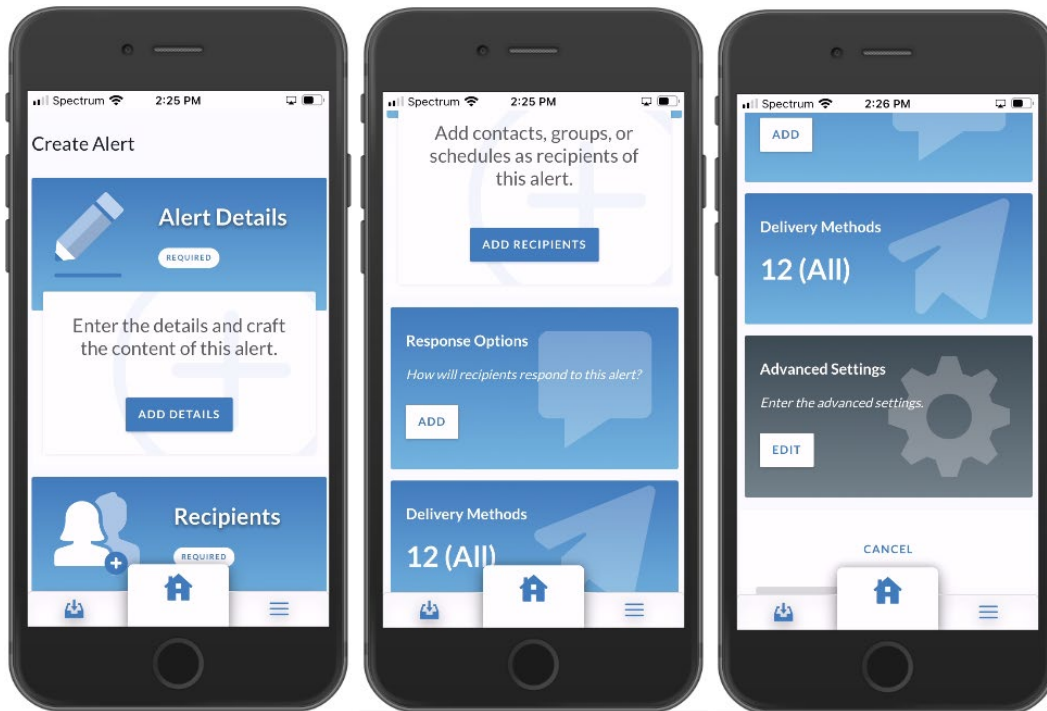
Create an Alert

An alert is a voice or text communication composed by an administrator or authorized user to one or more designated recipients in the organization's account and delivered via the OnSolve Platform. OnSolve verifies alert delivery and status in real-time, recording and presenting voice and text responses as they are generated.

A regular alert is the traditional multi-component alert sent from the OnSolve Platform. Traditional alerts include a flexible variety of sending options, with alert delivery to multiple groups at one time, recipient selection and device label specification, and optional features such as Response Options, Conference Bridge, Customizable Alert Introduction, and Cascade.

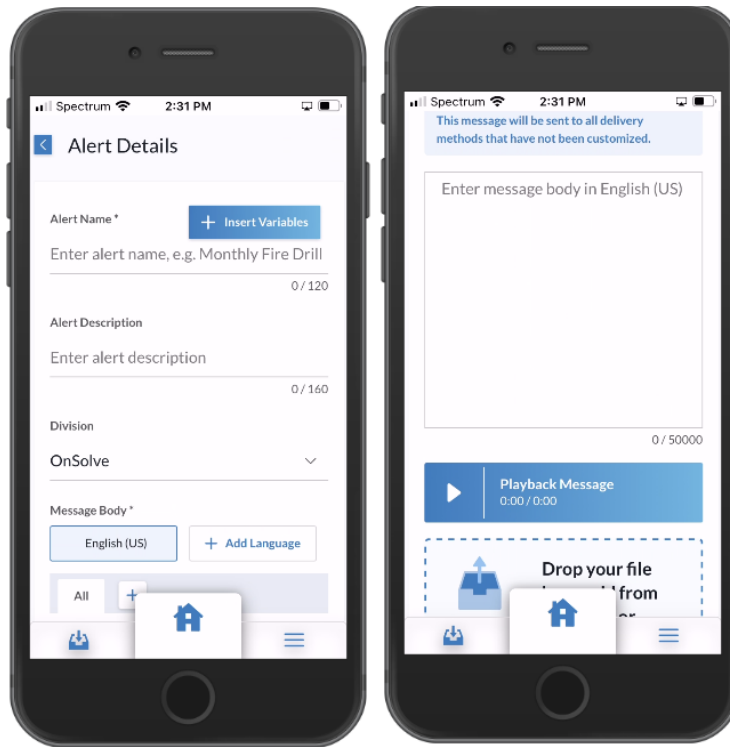
Create an alert by tapping the **+** on the Dashboard or going to the navigation menu, tapping **Alerts**, and then **+**. Starting with a scenario from the **Scenario Library** is also an option.

The alert-sending process is comprised of five components: **Alert Details**, **Recipients**, **Response Options** (optional with a Broadcast alert, required with a Quota alert), **Delivery Methods** (optional), and **Advanced Settings** (optional). Users can start with any of these components and complete them in any order. As each required component is completed, it is marked **Complete**.



Alert Details

You have the choice of starting a new alert from scratch or selecting a scenario from the Scenario Library. See [Scenario Library](#) for more information.



To start a new alert from scratch

1. Tap **Add Details**.
2. Enter an **Alert Name**.
3. Enter an **Alert Description**.
4. Select the **Division** to which this alert should be accessible.
5. Compose the **Message Body**. Optionally, use the following message composition features:
 - Customize by device type by tapping the **+** next to the **All** tab and selecting the desired device type. A new tab opens to compose the alert to be sent to that device type. Text entered in the **All** tab copies over to the new tabs and can be edited. Device types currently available for customization are:

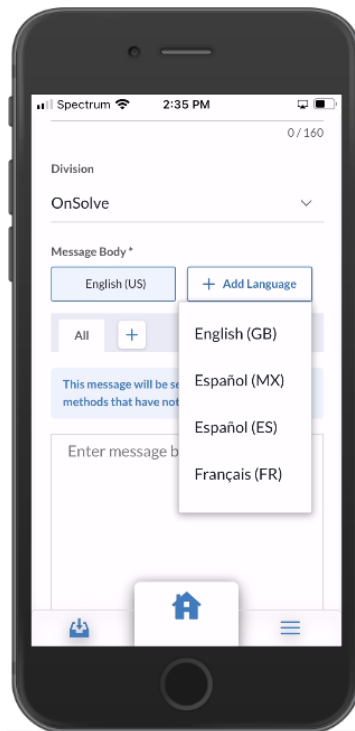
Email	TTY Phone
SMS	Fax
Voice	Pager One-Way

Voicemail Pager Two-Way
 Desktop Alert* Recording

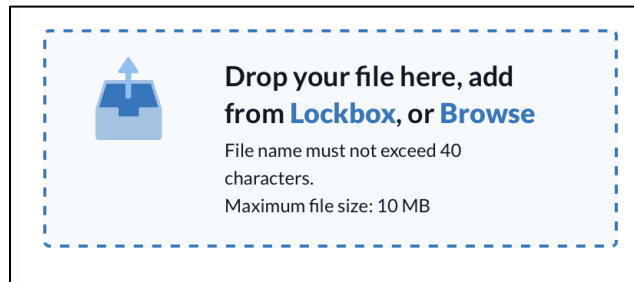
* While Desktop Alert may be available as a device type, Desktop Alerting is not yet available in The OnSolve Platform.

Note: Messages can be customized based on if recipients answer their voice devices or if the alerts go to voicemail. Customize by **Voice** and **Voicemail**, respectively.

- Optionally, record the alert. See the Voice Recording for the Message Body section in the *OnSolve Platform Administrator Guide*.
- Compose the message body in additional languages by tapping **+Add language** and choosing from the language drop-down list. Remove any language by tapping the **X** next to it.

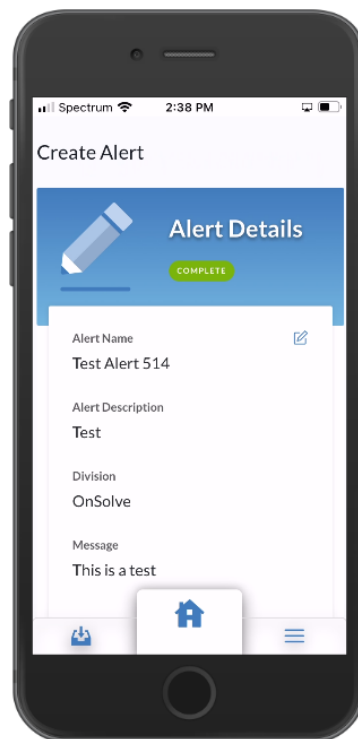


- **Add Alert Variables.** See the Alert Variables section in the *OnSolve Platform Administrator Guide* for more information.
6. Optionally add files from the lockbox. See the Lockbox section of the *OnSolve Platform Administrator Guide* to learn more about adding files to the lockbox. Select **Lockbox** to select a lockbox file. Only one lockbox file can be included in each alert.



Note: Non-lockbox files cannot be added to alerts when creating an alert within the mobile app.

7. Tap **Save**. The **Alert Details** section on the **Create Alert** screen summarizes those details.



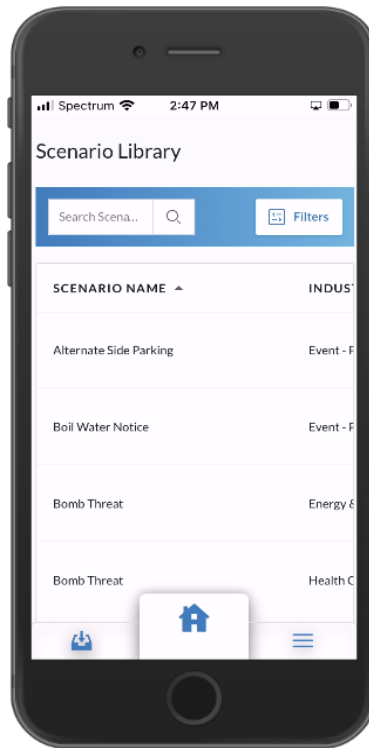
Scenario Library

The Scenario Library contains commonly used alerts, defined by industry and event type. These predefined scenarios can be selected for use via the **Alerts > Scenario Library** option on the navigation menu.

A list of available scenarios is displayed. You can locate scenarios by:

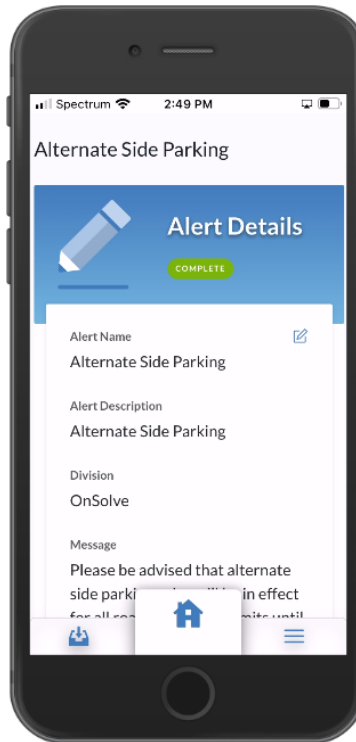
- Using the search bar to find scenarios by **Scenario Name**, **Description**, or **Message**.
- Sorting alphabetically by **Scenario Name**.

- Filtering by **Has Response Option** or **Industry**.
 - For **Has Response Options**, choose **Yes** or **No**.
 - For **Industry**, choose one of the options in the drop-down list.



To use a scenario in an alert

1. After locating your desired scenario, select it. The **Create Alert** screen opens, and that scenario’s details are populated into the **Alert Details** section. Those are also carried over if that scenario also has saved response options and/or delivery methods.



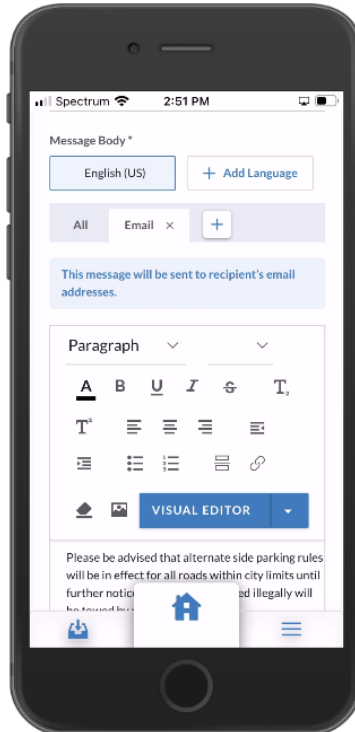
2. Continue adding **Recipients**, and if desired, add **Response Options** and configure **Advanced Settings**.

Note: After choosing a scenario to use, any part of it may be edited. From the **Create Alert** screen, tap the section you want to edit (**Alert Details**, **Response Options**) and make the desired edits.

Email Editor

If you choose **Email** as a device type when composing an alert, a WYSIWYG (What You See Is What You Get) HTML editor is available to format the text of the alert. Most common editing tools are available, including font size, font color, font style, add a link, numbered and bulleted lists, and insert a photo.

Any recipient with HTML email sees the alert as you have formatted it.



Preview Alert

Once the **Alert Details** are saved, you can preview the content of the alert by tapping within the **Alert Details** section. The **Alert Preview** window opens, and you can select any language or customization tab to see that content.

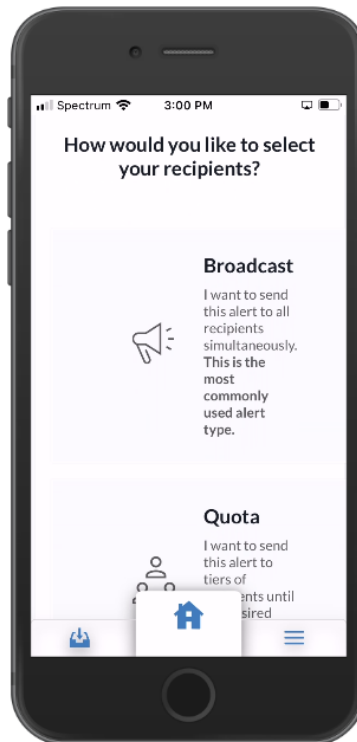
Recipients

The method of adding recipients depends on the chosen alert type—Broadcast, Quota, or Bulletin Board.

Note: You can save an alert without adding recipients to it. However, the alert type must be selected to save.

1. From the **Create Alert** screen, tap **Add Recipients**.
2. Tap the alert type: **Broadcast**, **Quota**, or **Bulletin Board**.

Note: Once you have selected the alert type and the **Recipients** screen opens, the alert type can be changed between the three options.



Broadcast Alert

The Broadcast method is the most versatile alert delivery method. Designed to disseminate information quickly, Broadcast alerts are ideal for contacting large numbers of people simultaneously on single or multiple devices.

The alert stops attempting to contact the recipient when one of the following actions occurs:

- The recipient listens to and responds to the alert using one of the available response options.

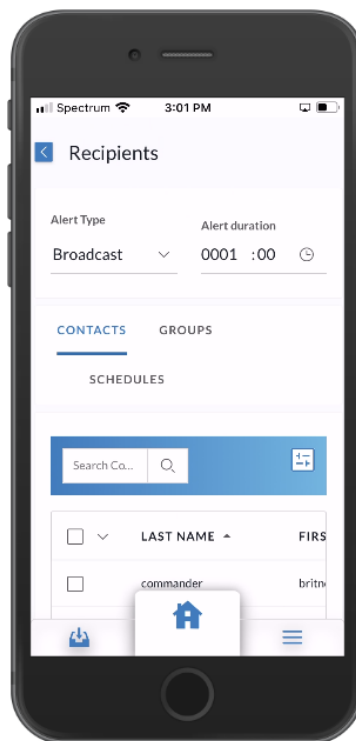
- All Contact Attempt Cycles have been completed.
- The Alert Duration expires.

To create a Broadcast alert

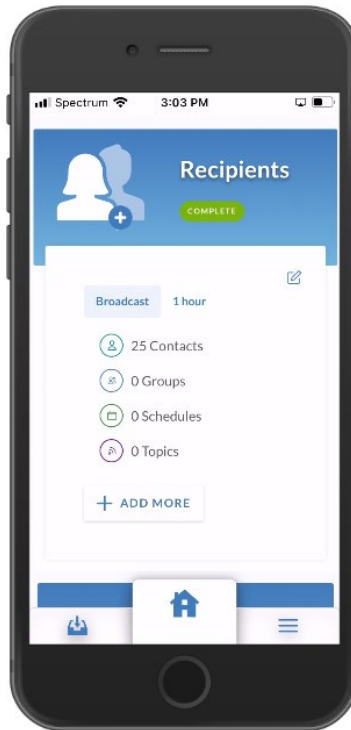
1. After selecting **Broadcast** as the alert type, the **Recipients** screen opens. Set the **Alert Duration**. Alert Duration determines how long the alert is active. Once the alert duration expires, the system stops sending it out, whether or not all Contact Attempt Cycles were completed and despite any other setting that would otherwise cause the alert to continue.
2. Choose the desired contacts, groups, schedules, and topics to add as recipients. To aid in finding or selecting the desired contacts, groups, and schedules, consider using:
 - The search field
 - Filters
 - The **Select This Page** and **Select All Pages** options

Select the **Category**, **Priority**, and **Severity** to determine which contacts will receive the alert when adding topics. In this release, you can choose only one option per category.

Note: The **Send to Subscribers** advanced setting must be enabled to send alerts to topics.



3. Tap **Save**. The **Recipients** section on the **Create Alert** screen displays a summary of the number of contacts, groups, and schedules to receive the alert, as well as the alert type.



At any point before sending the alert, tap **+ Add More** to add more recipients to the alert or tap the edit icon to remove recipients.

Quota Alert

The Quota alert differs from the Broadcast alert type. It uses escalation tiers to allow the sender to control who gets contacted and in what order using a behind-the-scenes process called Dynamic Escalation. A Quota alert is ideal when looking for a particular number of responders, or volunteers, from a group of people.

A quota alert requires at least one response option designated as the “desired” response. Once the required number of recipients choose the desired response, the alert ends and no longer attempts to contact users on the recipient list. See [Response Options](#).

Tier Advancement

The system advances to the next tier when either:

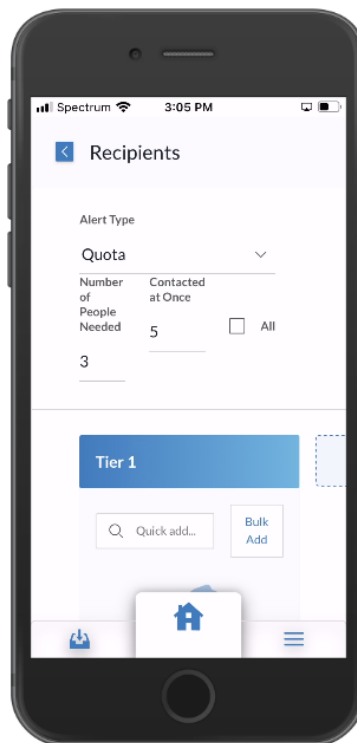
- All recipients in a tier have been contacted, and the quota has not been met, or
- The tier duration expires.

Recipient Contact Order

- If only one contact is in a tier, the alerting system contacts all selected devices for the set number of Contact Attempt Cycles for that contact. If the quota is not met by the time the tier duration expires, or after all contact attempts have been exhausted, the alert is advanced to the next tier.
- If multiple contacts or groups are in a tier and **Contacted at Once** is set to **One**, the order in which contacts are alerted is based on when those contacts last received an OnSolve alert. The contact who least recently received an OnSolve alert is contacted first, and the contact who most recently received an OnSolve alert is contacted last.
- When schedules are assigned to a tier, the recipient contact order depends on the day and time the alert is sent. When sending the alert, the alerting system sends the alert to those recipients on call at that time.

To create a quota alert

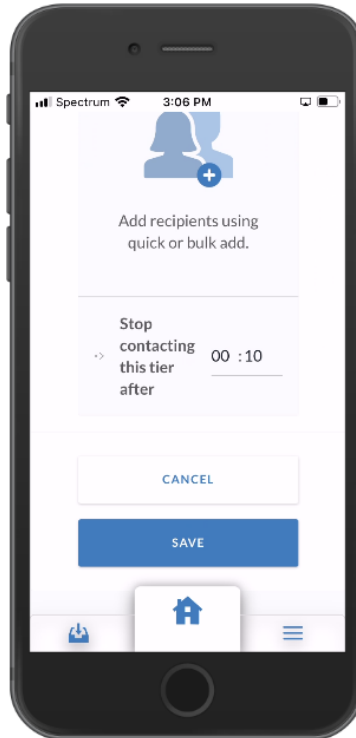
1. After selecting **Quota** as the alert type, the **Recipients** screen opens. Enter the **Number of People Needed** to respond with the desired response.
2. Enter the number of recipients who should be **Contacted at Once**. Or, if they should be contacted at once, tap the **All** checkbox.



3. Add contacts, groups, and schedules to Tier 1. Use the **Quick add** option to search for individual contacts/groups/schedules, and use the **Bulk Add** option to add multiple contacts/groups/schedules/topics at once.

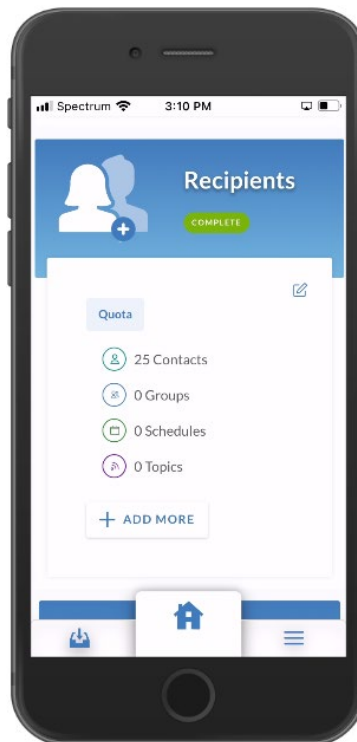
Note: Topics can only be added as recipients through the **Bulk Add** option.

4. Enter, in hours and minutes, how long the alerting system should wait to stop contacting this tier and move on to the next tier. If there is only one tier, the entered time is the total alert duration.



5. If desired, add more tiers by tapping **+ Add Tier** and repeating steps 3–4. Tiers can be deleted by tapping the trash icon.
6. Tap **Save**.

The **Recipients** section on the **Create Alert** screen displays a summary of the number of contacts, groups, and schedules to receive the alert, as well as the alert type.



Bulletin Board

A Bulletin Board is a passive alert in that the OnSolve Platform does not actively attempt to contact anyone at all. Instead, your contacts call in and retrieve a posted message as needed. Your contacts dial +1 (517) 380-5921, and when prompted, enter their telephony ID.

OnSolve recommends sending a Broadcast Bulletin Board alert to all contacts who need to access the bulletin board.

When creating a bulletin board alert, the **Delivery Methods** section is inaccessible, and the **Advanced Settings** section is limited to those settings that apply to this type of alert. Response Options do work in conjunction with Bulletin Board alerts.

To create a Bulletin Board alert

1. After selecting **Bulletin Board** as the alert type, the **Recipients** screen opens. Set the **Alert Duration**. Alert Duration determines how long the alert is active. Once the alert duration expires, contacts who call in cannot listen to this alert.
2. Choose the desired contacts, groups, and topics to add as recipients. These are the contacts who, after the system verifies them via their telephony IDs, are authorized to listen to the alert. To aid in finding or selecting the desired contacts, groups, and topics, consider using:

- The search field
- Filters
- The **Select This Page** and **Select All Pages** options

Select the **Category**, **Priority**, and **Severity** to determine which contacts will receive the alert when adding topics. In this release, you can choose only one option per category.

Notes

Bulletin Board alerts cannot have schedules as recipients.

The **Send to Subscribers** advanced setting must be enabled to send alerts to topics.

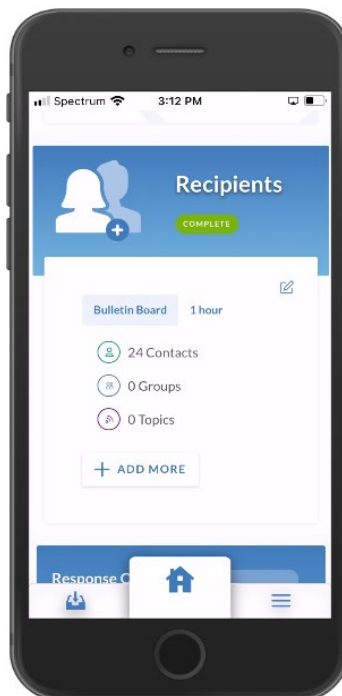
3. Tap **Save**. The **Recipients** section on the **Create Alert** screen displays a summary of the number of contacts, groups, and topics to receive the alert, as well as the alert type.

At any point before sending the alert, tap **+ Add More** to add more recipients to the alert or tap the edit icon to remove recipients.

4. In the **Alert Details** section, the **Message Body** content that you provide is the content of the alert that people hear when they call in. Customize the message by **Recording** so that callers hear a recorded voice when they call in. Or compose the message body in the **All** tab so that callers hear the message via a text-to-speech engine.

Note: Content in the **Recording** tab overrides any content in the **All** tab.

5. Tap **Save**.

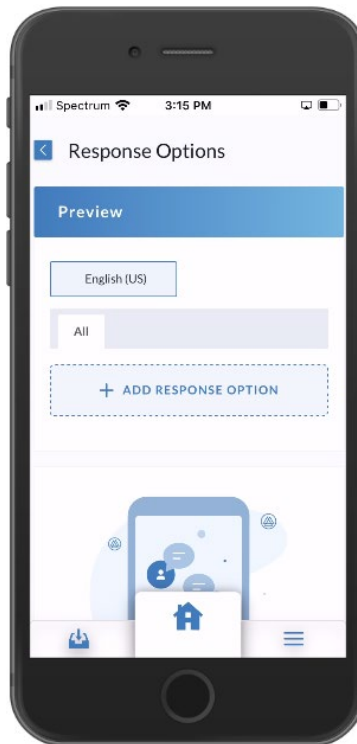


Response Options

Optionally include structured responses to gain reportable feedback from your recipients.

Note: When a contact receives an email alert with response options, they have the option of responding in three ways: Selecting the link that represents their response, replying to the email with the number that corresponds to their response, or calling in to a provided phone number.

1. Tap **+Add More** in the **Response Options** section of the **Create Alert** screen.

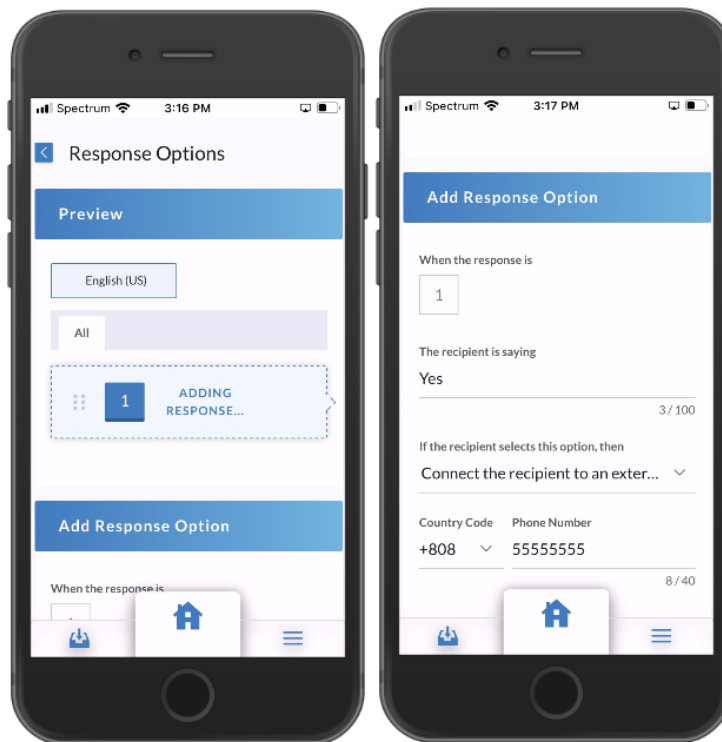


2. Tap **+ Add Response Option**. The **Add Response Option** section opens on the right.
3. For each response option, determine the text of the response, as well as the resulting action. The response number is auto-generated and not editable.
 - a. Fill in **The recipient is saying** field. This is the text of the response option.
 - b. If the message body of the alert was recorded, optionally **Record response options**. These response options are sent to recipients with voice devices. Follow the instructions in the Voice Recording for Response Options section in the *OnSolve Platform Administrator Guide*.
 - c. Select the resulting action from the **If the recipient selects this option, then** drop-down list. In this release of the OnSolve Platform, the options are **No action**, **Connect the recipient to an internal conference bridge**, **Connect the recipient to an external conference bridge**, **Mark the recipient as not available**, and **Ask a follow-up question**.

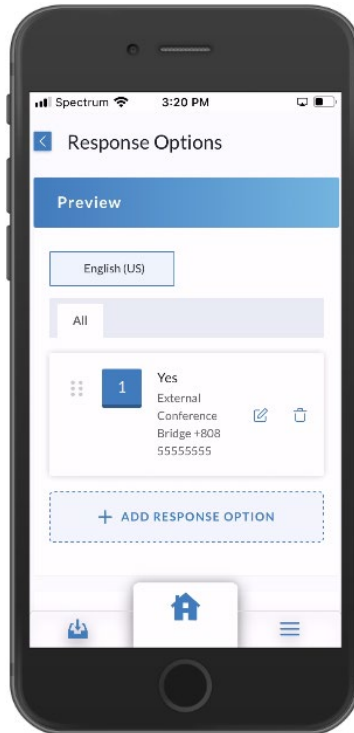
- If connecting the recipient to an external conference bridge, enter the **Country Code** and **Phone Number** for the conference bridge.
- If asking a follow-up question, see [Ask a Follow-Up Question](#) below.

Note: This version of OnSolve Mobile does not support the Internal Conference Bridge feature.

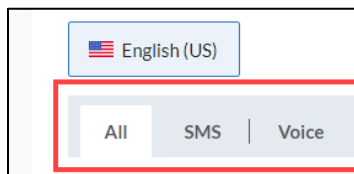
4. Select whether to send a **Cascade alert**. See [Send a Cascade Alert](#) for detailed information.
5. Tap **Copy this response to all delivery methods** if you send the alert to multiple delivery methods and want recipients of all methods to have the same response options.
6. If creating a Quota alert, select whether **This is the desired response for quota**. By default, this is selected but can be deselected. More than one response can be designated as the desired response. See [Quota Alert](#) for more information.



7. Tap **Add**. The saved response option appears in the preview to the left.



8. Repeat steps 2–7 until all desired Response Options have been added. There is no limit to the number of responses you can add. At any point, modify a response option by tapping the edit icon or delete it by tapping the delete icon.
9. If the message body is customized by device type, select the device type tab and repeat steps 2–7 for each device type.

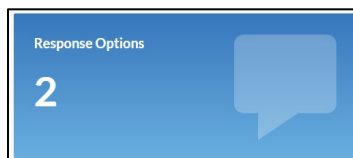


Note: If the message body is customized for **Recording**, see the Voice Recording for Response Options section in the *OnSolve Platform Administrator Guide*.

10. If the message body is composed in more than one language, select the next listed language, and repeat steps 2–8 above.



11. Tap **Save**. The **Response Options** section on the **Create Alert** screen displays the number of response options in the alert and other details about those response options.



If any recipients respond to an alert with anything other than the provided response options, these other responses are recorded in that alert's analytics.

Ask a Follow-Up Question

When adding response options to an alert, one of the available actions for the system to take is to Ask a follow-up question, allowing the sender to collect additional information from recipients. For instance, in an alert asking recipients if they are safe, for those who answer "yes," the sender could then ask if those recipients are available to help others.

Notes

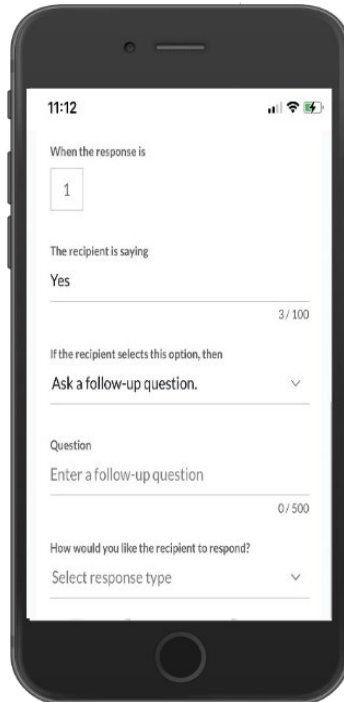
In this release, the OnSolve Platform does not include the content of recipients' follow-up answers in that alert's analytics screen. This will be available in a future release.

Follow-up questions are available to recipients only via the email, voice, and SMS delivery methods.

For recipients to view follow-up questions when receiving alerts via SMS, your account must have the **Always Use SMS Response Links** feature enabled.

To ask a follow-up question

1. After following steps 1–3 above, tap **Ask a follow-up question** from the **If the recipient selects this option, then** drop-down list.




2. Enter the follow-up **Question**. If the response options for your alert have audio components (recorded voice or uploaded audio file), you must also provide audio components for your follow-up questions. See the Voice Recording for Follow-Up Questions section in the *OnSolve Platform Administrator Guide*.
3. Choose the response type to be made available to recipients:
 - **Multiple Choice**
 - **Free-form Response**
 - **Recorded Response**
4. Continue based on the response types below.

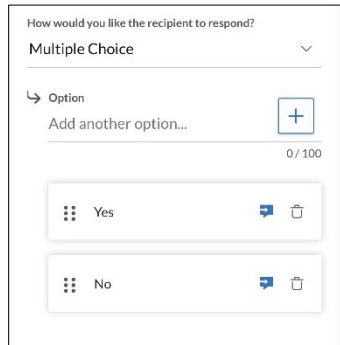
Multiple Choice

The **Multiple Choice** response type allows users to add an unlimited number of response options from which recipients may choose one.

After selecting **Multiple Choice** in step 3 above, enter a response option in the **Option** field and tap **+ Repeat** to add an unlimited number of response options.

- Reorder response options by dragging and dropping.
- Delete response options by tapping the trash can.
- Add a Cascade alert by tapping the  icon. See [Send a Cascade Alert](#) for detailed information.

Optionally add another follow-up question(s). When done, tap **Add**.



Free-form Response

The **Free-form** response type allows recipients to respond by typing whatever they want.

After selecting **Free-form Response** in step 3 above, optionally add another follow-up question(s). When done, tap **Add**.

Recorded Response

The **Recorded Response** type allows recipients to dial a toll-free number and follow the prompts to record their response with their voice.

Note: This option is optimized for voice alerts in that recipients are already connected to the alerting system with their phone and do not need to make a separate call to record their response. In email alerts, a phone number is provided for the recipients to dial in, and they must enter a telephony ID (also provided in the email) before recording their response. Recorded Response does not work with SMS alerts.

After selecting **Recorded Response** in step 3 above, optionally add another follow-up question(s). When done, tap **Add**.

Send a Cascade Alert

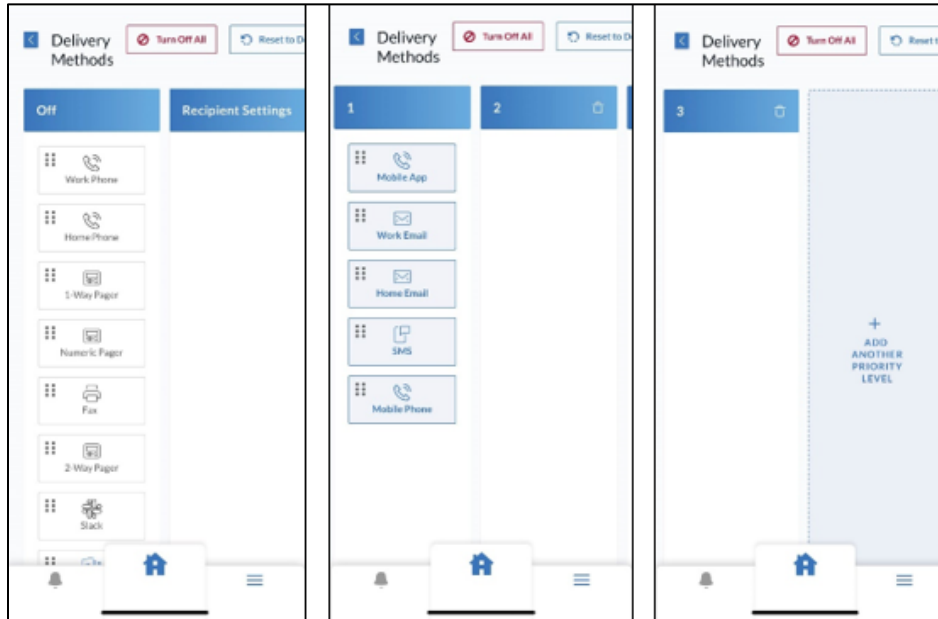
The Cascade feature automatically launches subsequent alerts based on the response to an initial alert. Each alert in the cascade has a separate recipient list (contacts, groups, or schedules), message, response options, device priority, and advanced settings. A cascaded alert can be sent based on the response from an initial message or a multiple-choice follow-up question.

See the Send a Cascade Alert section in the *OnSolve Platform Administrator Guide* for more information on setting up a cascade alert.

Delivery Methods

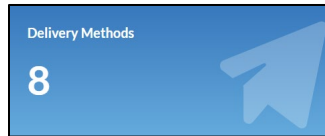
The Delivery Methods section allows the user to determine which device types to contact and, if desired, in what order.

1. From the **Create Alert** screen, tap **Delivery Methods**. The **Delivery Methods** screen opens, with devices set to your account's default. To edit your account's default delivery methods settings, see the Device Priority section in the *OnSolve Platform Administrator Guide*.



- Devices in the **Off** column are not contacted.
 - Devices in the **Recipient Settings** column are contacted in the order each recipient has set in their contact record. When there are devices in this column *and* in a priority column, the system looks to column **1** first. If a recipient has any other devices listed as priority **1**, the system contacts those also. See the Devices section in the *OnSolve Platform Administrator Guide* for more information.
 - The numbered columns represent priority levels, and the devices in those columns are contacted in that order. Devices in column **1** are contacted first, column **2** second, etc.
2. Drag and drop into the appropriate columns those device types that should be contacted. Note that there can be more than one device in each column.
 - Add more priority levels by tapping **+ Add Another Priority Level**.
 - Delete columns by tapping the trash can icon.
 - To turn all devices **Off**, tap **Turn Off All**.
 - To reset to your account's default, tap **Reset to Default**.

3. Tap **Save**. The **Delivery Methods** section on the **Create Alert** screen displays the number of device types to be contacted.



Before sending the alert, tap the **Delivery Methods** section to edit that section.

Advanced Settings

The **Advanced Settings** section allows you to choose from a variety of options to add to the alert. Enable any setting by tapping the toggle. Currently available advanced settings are listed in the *OnSolve Platform Administrator Guide*, and more will be available in future releases. Advanced Settings are categorized into **Sender**, **Language**, **Voice**, **Email**, **Response Options**, **Text-Based**, and **Delivery Attempts** sections. When finished configuring these settings, tap **Save** at the bottom of the screen.

Note: Advanced Settings are displayed according to settings configured in **Settings > Alert Module**. See the Alert Module section in the *OnSolve Platform Administrator Guide* for more information.

Additional Options

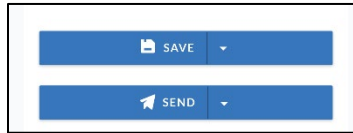
There are several additional options to add to or use in conjunction with the alert you create. These include:

- **Integrations.** Send alerts to third-party applications such as Slack and Microsoft Teams.
- **Voice Recording.** Upload a prerecorded audio file or use the alerting system to record an alert, response options, and follow-up questions in someone's voice instead of using Text-to-Speech (TTS) conversion.
- **Alert Variables.** Use predefined or custom alert variables for text substitution of system-created data. When an alert variable is used, the system substitutes the variable with the appropriate contact-specific data. In this release, predefined contact variables are **First Name**, **Last Name**, **Job Title**, and **Unique ID**. Alert variables can be placed in the **Alert Name** field and the **Message Body**.

For complete instructions on the above options, see the *OnSolve Platform Administrator Guide*.

Send or Save Alert

Once all required and desired components of the alert are complete, choose whether to save or send the alert.

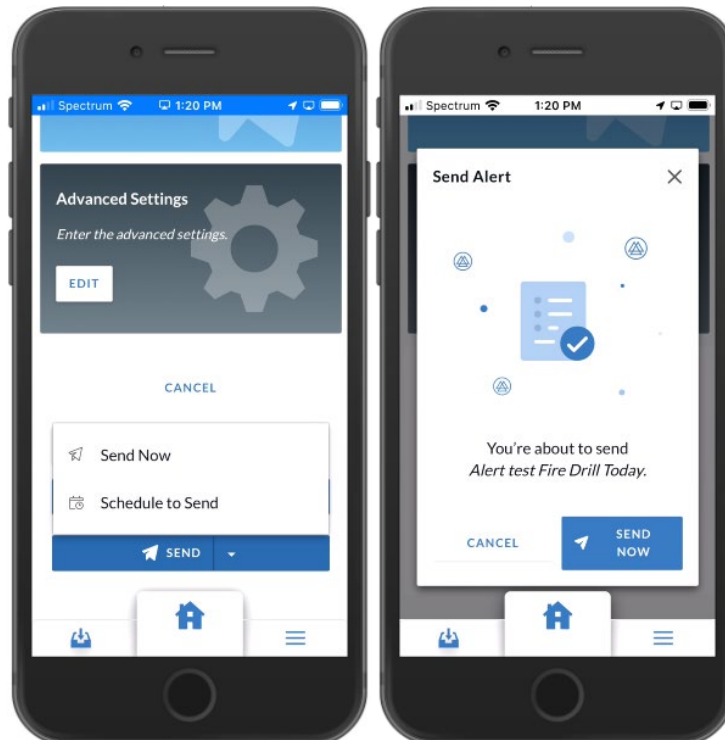


- If choosing to send the alert, tap **Send**, and then **Send Now** or **Schedule to Send**.
- If choosing to save the alert, tap **Save**, and then **Save** or **Save as Template**.

Note: **Save as Template** is only available when the alert you are saving contains alert variables.

Send Now

If choosing to send the alert, a confirmation screen opens with the number of recipients contacted with this alert.

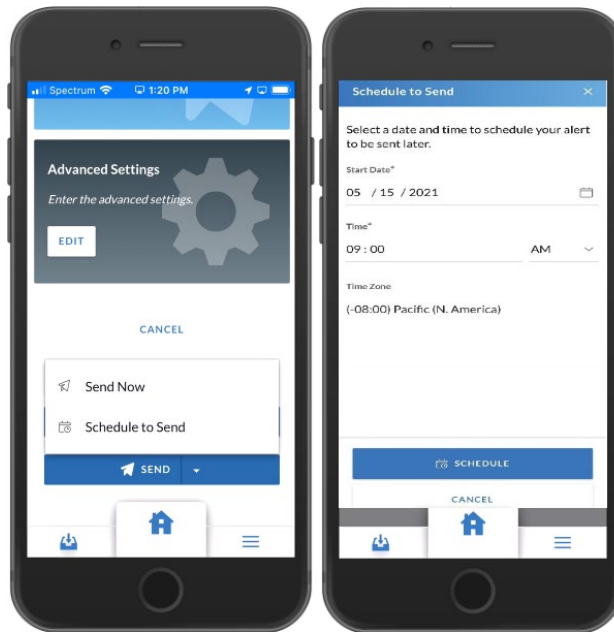


Tap **Send Now**. A success message is displayed. Tap **Back to Alerts** to return to the **Alerts** screen, where that alert appears at the top of the **Sent** tab of the **Alerts** table. See [Manage Alerts](#) for more information on the **Alerts** table.

Schedule to Send

If choosing to schedule the alert later, the **Schedule to Send** dialog box opens from the right.

1. Enter or select the date on which the alert should be sent.
2. Enter the time at which the alert should be sent.
3. Tap **Schedule**. The alert appears in the **Saved** tab of the **Alerts** table with a scheduled status.



Save

If choosing to save the alert, the user is returned to the **Alerts** screen, where the saved alert appears in the **Saved** tab of the **Alerts** table.

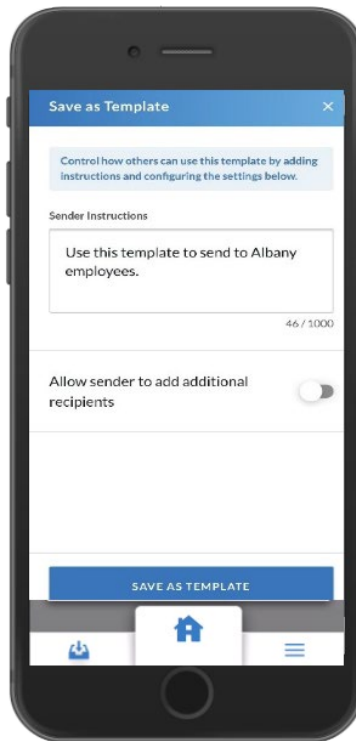
Save as Template

The option to save an alert as a template is only available when the alert contains custom alert variables. When an alert variable is used, the system substitutes the variable with the appropriate contact-specific data. Saving as a template allows future alert senders to use the saved text of the alert while choosing from available alert variables for their specific alert.

When saving the alert as a template, **Save as Template** opens.

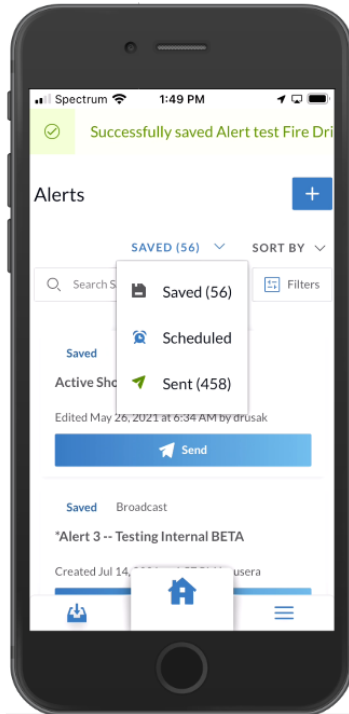
1. Enter any **Sender Instructions**. Consider including an explanation specific to the alert variables being used in that alert.
2. Choose whether to allow the alert sender to add additional recipients.

3. Tap **Save as Template**. The alert appears in the **Saved** tab of the **Alerts** table with a status of **Template**.



Manage Alerts

The **Alerts** screen defaults to displaying the **Saved** alerts table. Tap the drop-down menu to switch views to **Scheduled** or **Sent** alerts. This drop-down menu also lists the number of alert types.

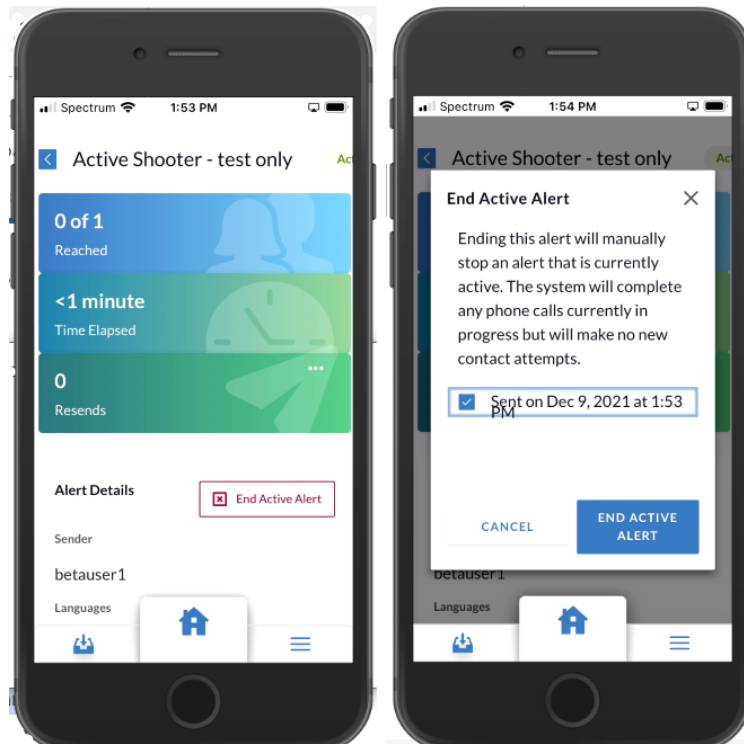


Cancel an Alert

Users can cancel any sent alert that hasn't yet expired. Cancellation stops any remaining attempts to send the alert.

To cancel an alert

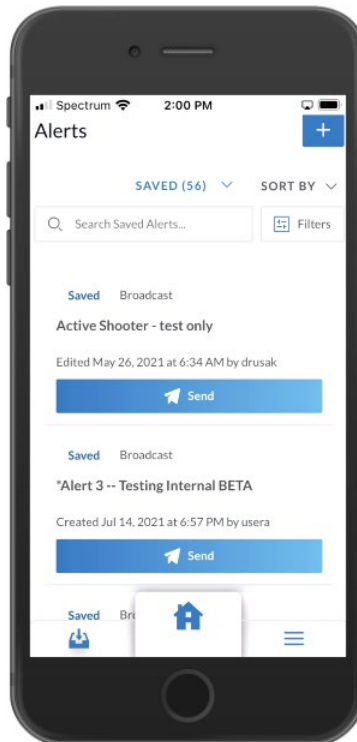
1. Tap **Sent** from the drop-down list from the **Alerts** screen and find the desired active alert.
2. Tap the **Analytics** icon to navigate to that screen.
3. On the **Analytics** screen, tap **End Active Alert**.
4. Confirm cancellation by tapping the date and time the alert was sent and then tapping **End Active Alert**.



Manage Saved Alerts

By default, the **Alerts** table opens to **Saved** alerts.

Note: These saved alerts may also have been sent.



Alerts Table Details

Columns displayed for saved alerts are:

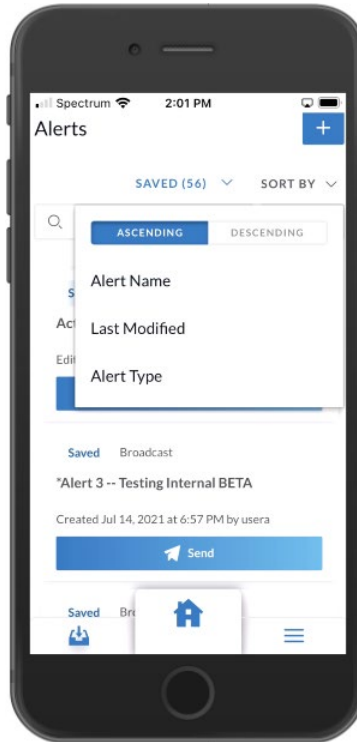
- **Status:** The status of the alert. For saved alerts, this status is always **Saved**.
- **Alert Type:** The type of alert, either **Broadcast**, **Quota**, or **Bulletin Board**.
- **Alert Name:** The name of the alert.
- **Last Modified:** The date and time the alert was last modified, along with the username of who modified it.
- **Actions:** Send a saved alert. See [Send from the Alerts Screen](#) for more information.

Search

Use the **Search** field to find saved alerts by keyword. This search function queries the **Alert Name** data.

Sort

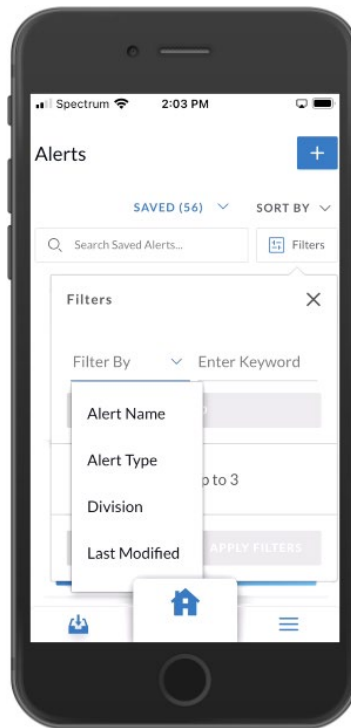
Tap the **Sort By** drop-down menu to sort by **Alert Name**, **Last Modified**, or **Alert Type**, and choose whether the alerts should be listed in **Ascending** or **Descending** order.



Filter

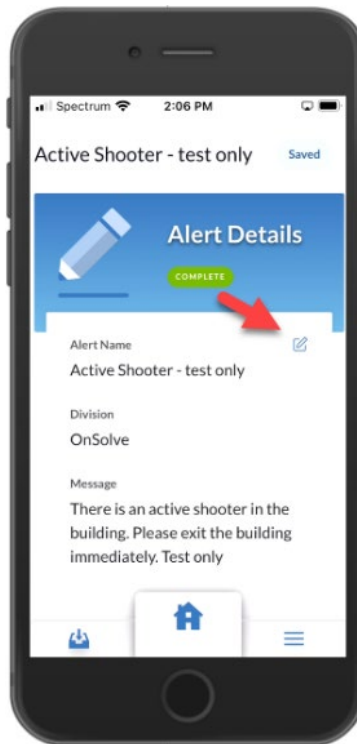
Saved alerts can be filtered by:

- Alert Name
- Alert Type
- Division
- Last Modified
- Recipient Type
- Status



Edit

Saved alerts can be edited by tapping on the desired alert. That alert opens, and any section of the alert can be edited by tapping its edit icon. **Save** when finished.



Note: In this release of the OnSolve Platform, any schedules saved to an alert are not visible when editing that alert. To ensure that the alert is sent to schedules, re-add the desired schedules as recipients at the time of editing.

Delete

Look for delete functionality in a future release.

Send

Recently saved alerts can be saved directly from the Dashboard, and all saved alerts can be sent right from the **Alerts** screen.

Send from the Dashboard

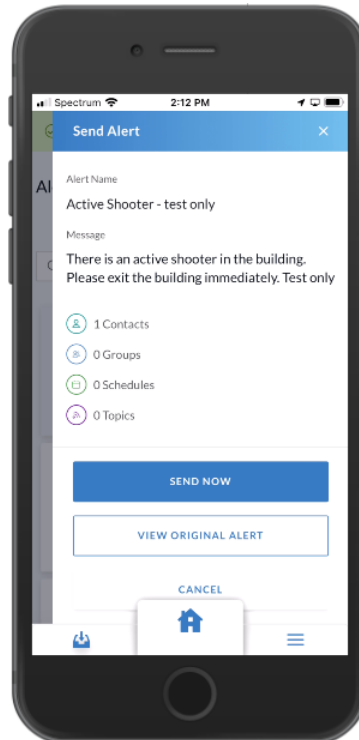
The 25 most recently saved alerts are displayed in the **Alerts** section on the Dashboard.

To send an alert from the Dashboard

1. Tap the desired alert in the **Alerts** table. That alert opens.
2. Scroll to the bottom and tap **Send**.
3. Tap **Send Now** to confirm.

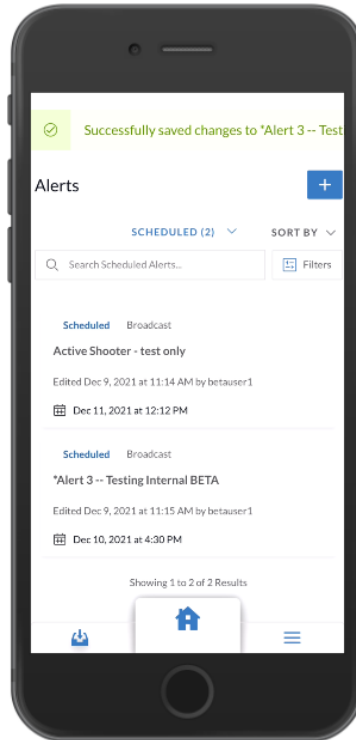
Send from the Alerts Screen

1. Locate the desired alert from the **Saved** display of the **Alerts** screen.
2. Tap **Send**. The **Send Alert** window opens and displays the **Alert Name**, **Message**, and information about the **recipients**, **Response Options**, and **Delivery Methods**.
3. If ready to send, tap **Send Now**. If the alert should be edited first, tap **View Original Alert** to make any changes before sending. Edits made to the alert will be saved to that alert.



Manage Scheduled Alerts

From the **Alerts** screen, tap **Scheduled** from the drop-down menu to see all scheduled alerts.



Alert Table Details

Columns displayed for scheduled alerts are:

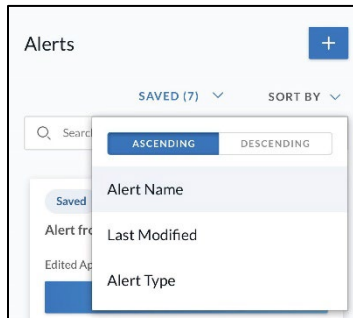
- **Status:** The status of the alert. For scheduled alerts, this status is always **Scheduled**.
- **Alert Type:** The type of alert, either **Broadcast**, **Quota**, or **Broadcast**.
- **Alert Name:** The name of the alert.
- **Last Modified:** The date and time the alert was last modified, along with the username of who modified it.
- **Scheduled For:** The date and time the alert is scheduled to be sent.

Search

Use the **Search** field to find saved alerts by keyword. This search function queries the **Alert Name** data.

Sort

Tap the **Sort By** drop-down menu to sort by **Alert Name**, **Last Modified**, or **Alert Type**, and choose whether the alerts should be listed in **Ascending** or **Descending** order.



Filter

Scheduled alerts can be filtered by:

- Alert Name (keyword)
- Alert Type (Broadcast, Bulletin Board, Quota)
- Division (choose prepopulated division)
- Last Modified (enter a date range)
- Recipient Type (Contacts, Groups, Schedules, Topics)
- Scheduled for (enter a date range)
- Status (Saved, Template)

Edit

Scheduled alerts can be edited by clicking on the desired alert. That alert opens, and any section of the alert can be edited by tapping its edit icon.

- If editing the date or time, tap **Send > Update Scheduled Date & Time**, make the changes, and tap **Schedule**.
- If editing anything other than the date, or time, tap **Save As > Save**.

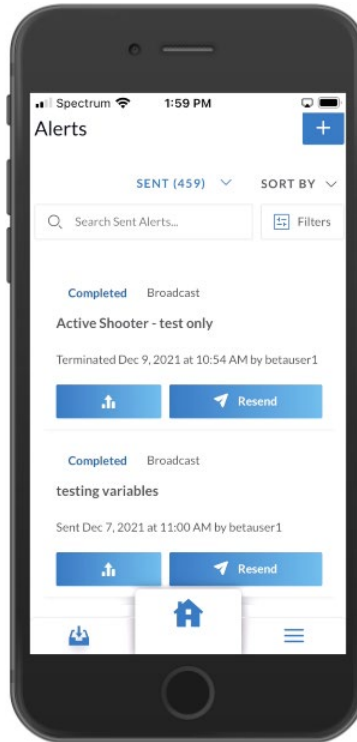
Note: In this release of the OnSolve Platform, any schedules saved to an alert are not visible when editing that alert. To ensure that the alert is sent to schedules, re-add the desired schedules as recipients at the time of editing.

Delete

Look for delete functionality in a future release.



Manage Sent Alerts

From the **Alerts** screen, tap **Sent** from the drop-down menu to see all sent alerts.



Alert Table Details

Columns displayed for sent alerts are:

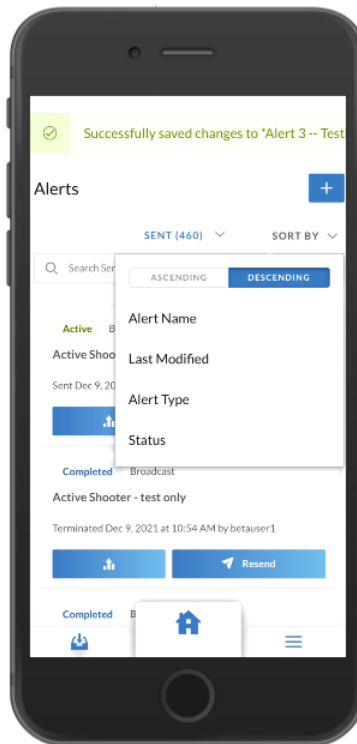
- **Status:** The status of the alert. For sent alerts, this status is either **Active** or **Completed**.
- **Alert Type:** The type of alert, either **Broadcast**, **Quota**, or **Bulletin Board**.
- **Alert Name:** The name of the alert.
- **Last Modified:** The date and time the alert was last modified, along with the username of who modified it.
- **Actions:**
 - Select  to go to the **Analytics** screen for that alert. See the Analytics section in the *OnSolve Platform Administrator Guide* for more information.
 - Select  to resend an alert. See [Resend](#) for more information.

Search

Use the **Search** field to find saved alerts by keyword. This search function queries the **Alert Name** data.

Sort

Tap the **Sort By** drop-down menu to sort by **Alert Name**, **Last Modified**, **Alert Type**, or **Status**, and choose whether the alerts should be listed in **Ascending** or **Descending** order.



Filter


Sent alerts can be filtered by:

- Alert Name
- Alert Type
- Division
- Last Modified
- Status

Delete


Look for delete functionality in a future release.

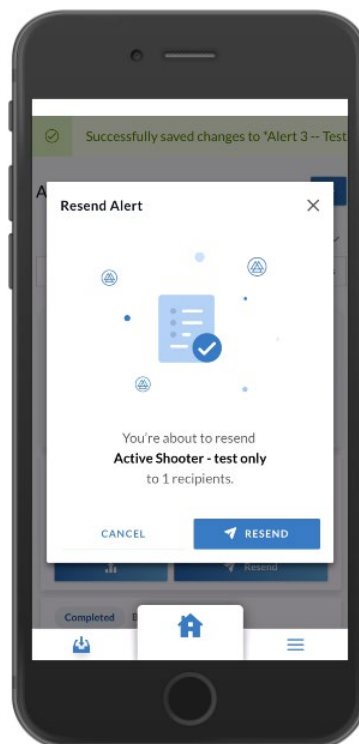
View Analytics

Select  to go to the **Analytics** screen for that alert. See the Analytics section in the *OnSolve Platform Administrator Guide* for more information.

Resend

You can resend any sent alert.

1. From the **Sent** tab of the **Alerts** page, locate the desired alert, and tap .
2. Confirm by tapping **Resend**.



3. Tap **Close**.

SOS

The SOS feature allows mobile app users in an urgent situation to connect to the appropriate emergency services phone number with a tap of a button.

When a mobile user triggers an SOS incident, assigned recipients within their division will receive an alert that shares the mobile user's information and location.

Permissions

Role Permissions: Authorized users must define SOS feature permissions by role within the web user interface in **Configure > Permissions > Roles** before app users can utilize the SOS feature within the app. Review the Incident Management section of the *OnSolve Platform Administrator Guide* for more information on web user interface permission requirements.

Location Permissions: Though the SOS feature works with and without mobile location permission, OnSolve recommends you always enable location services on their mobile device for the SOS feature.

After users swipe the red **SOS** button to the right within the app:

- If location permissions are enabled on the user's mobile device, the system detects the user's location and displays the emergency number button for the user to tap. Any associated alert will share the user's location, incident date, and time information.
- If location services are disabled, location information is limited to only the mobile user's country, and only after the mobile user taps multiple buttons to assign a country for their location. Only after choosing their location will they receive specific emergency phone information. Any associated alert will share the user's chosen country, incident date and time information.

SOS Settings

Senders can access the SOS feature settings within the web user interface and the app by navigating to **Incident Management > SOS > SOS Settings**.

Mobile users must be part of a division to send an SOS within the app. Any incident-driven alert that captures an app user's SOS must first be assigned to that division for the system to send triggered alerts to users within the division.

Review the SOS Settings section of the *OnSolve Platform Administrator Guide* for more information on assigning an alert to a division, selecting an existing alert with SOS variables, or creating a new SOS alert.

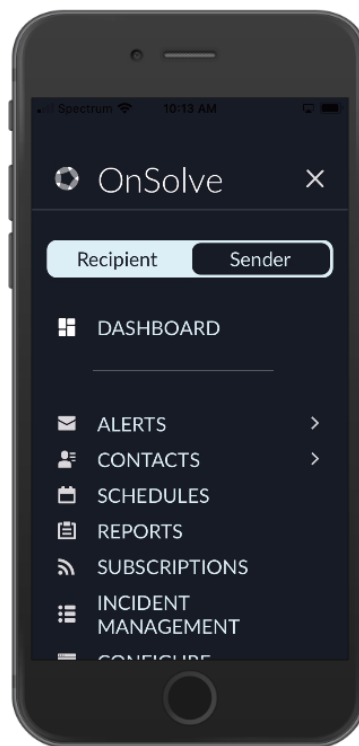
Note: All suggested variables are necessary for incident-based reporting and must be added to the SOS alert, or the delivered message will be blank. Review the Alert Variables section of the *OnSolve Platform Administrator Guide* for information on variables.

SOS Incidents

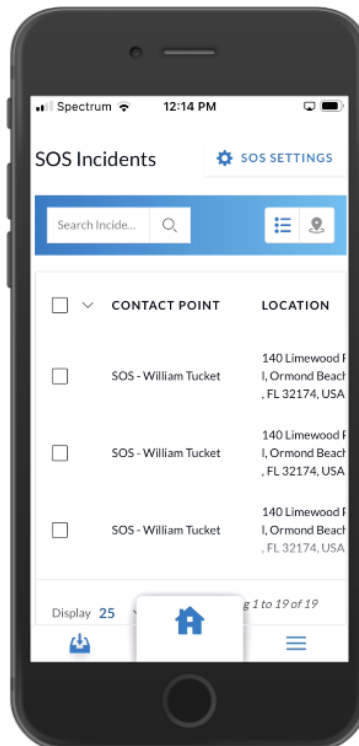
View and manage all active and complete SOS incidents on the **SOS Incidents** screen.

To access SOS Incidents


1. From **Sender** side of the app (accessible after logging in with a username and password), tap **Incident Management**.

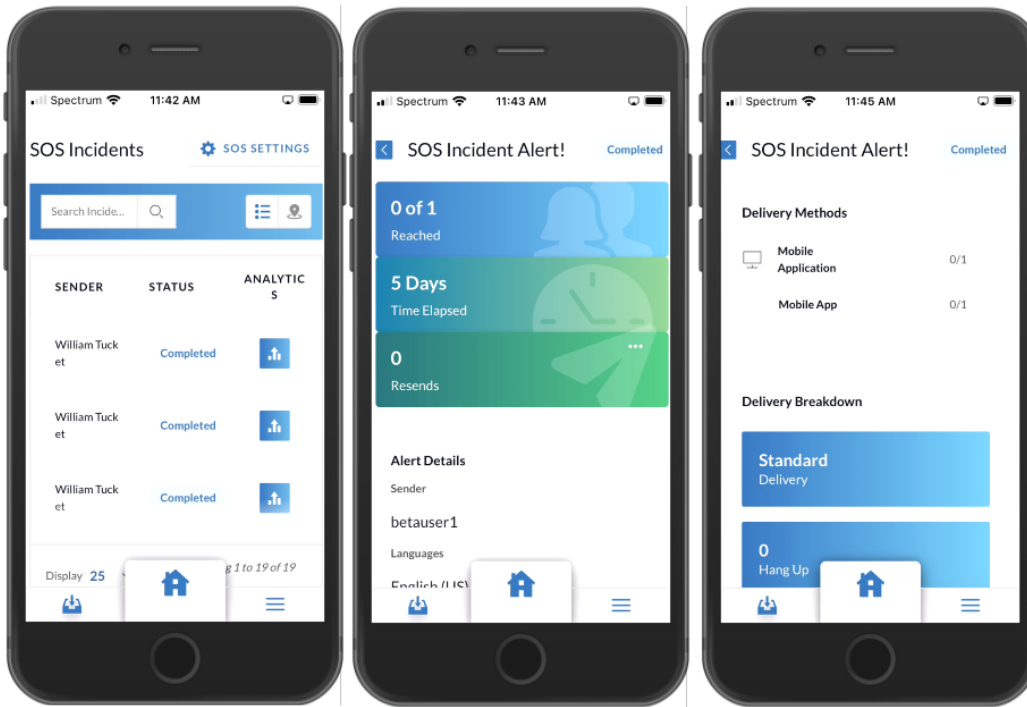


2. Tap **SOS**. The **SOS Incidents** screen opens.



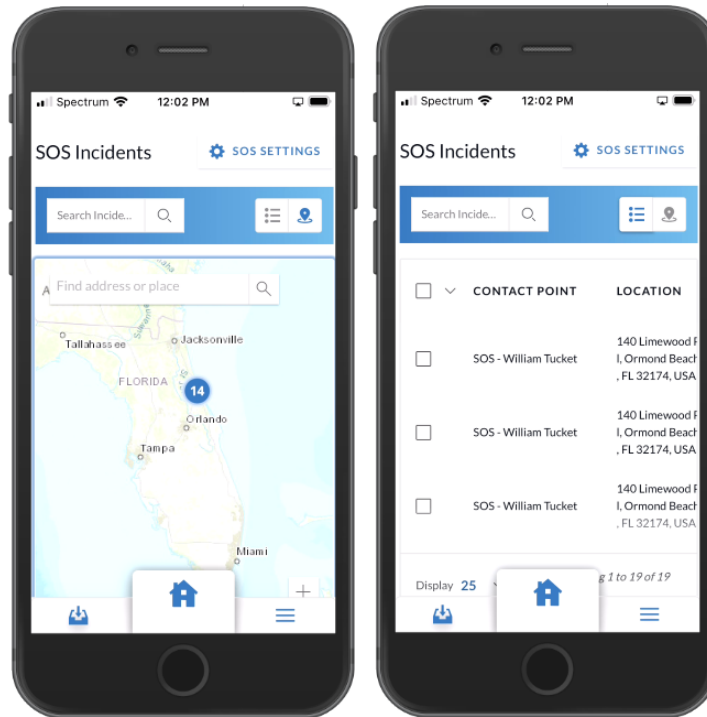
The **SOS Incidents** columns include:

- **Contact Point:** Specific user information.
- **Location:** The location of the SOS.
- **Date Submitted:** The date and time the incident was submitted.
- **Sender:** The name of the user sending the SOS.
- **Status:** The status of the incident. For sent incidents, this status is either **Active** or **Completed**.
- **Analytics:** Select  to go to the **Analytics** screen for that incident to view **SOS Details**. Tap **Close** to view **Alert Details** for the incident. Tap **View Details** for additional alert information. See the Analytics section in the *OnSolve Platform Administrator Guide* for more information.



View

On the **SOS Incidents** screen, tap the map view icon (📍) to review all incidents on the map and return to the incident view using the incident list view (☰) icon.



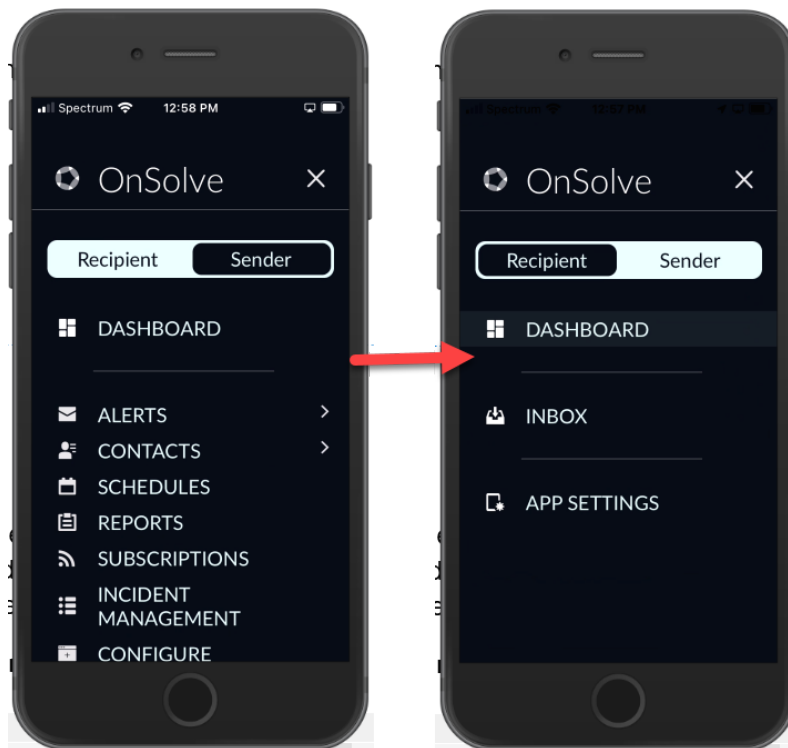
Search

Use the Search field to find specific incidents on the **SOS Incidents** page.

Send an SOS

Only recipients can trigger SOS incidents using the **SOS** button on the dashboard home screen.

To send an SOS, navigate to the recipient view of the app by tapping the hamburger menu and then **Recipient**.



See [SOS](#) in the Recipients section of this guide for more information.

Life Check

The Life Check feature works much like the SOS feature but includes a timer to set off an alert instead of requiring you to tap a button on the mobile device in case of an emergency. For instance, an electrical worker about to work on a dangerous job could set the timer for the approximate time it would take to complete the job so an emergency SOS can automatically be sent in case something goes wrong.

A push notification is sent 15 minutes before the alert is dispatched so you can turn off the Life Check timer if all is well.

Note: Only users of the OnSolve Mobile app who logged in with a username and password can use the Life Check timer. The timer can be accessed from the Recipient view once the user has logged in.

Permissions

Role Permissions: Authorized users must define Life Check feature permissions by role within the web user interface in **Configure > Permissions > Roles** before app users can utilize the Life Check feature within the app. Review the Incident Management section of the *OnSolve Platform Administrator Guide* for more information on web user interface permission requirements.

Use the Life Check Timer

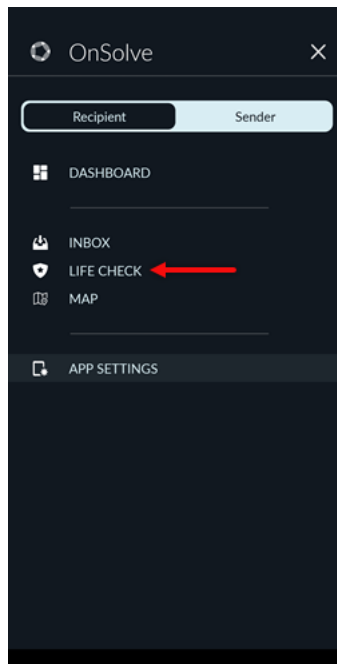
After you set the permissions for Life Check, your logged-in recipients can use the timer.

To set the Life Check timer

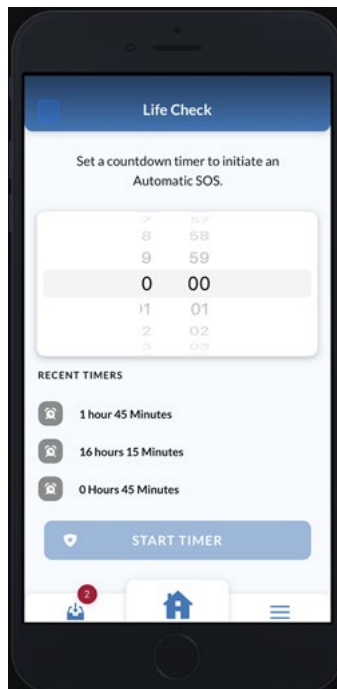
1. Select the hamburger menu to the right of the Home icon.



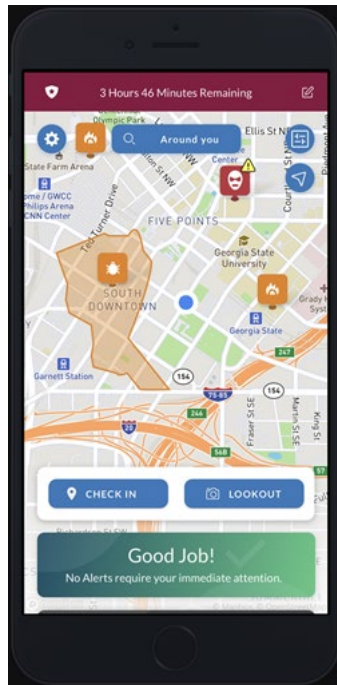
2. From **Sender** side of the app (accessible after logging in with a username and password), tap **Recipient**.
3. Tap **Life Check**.



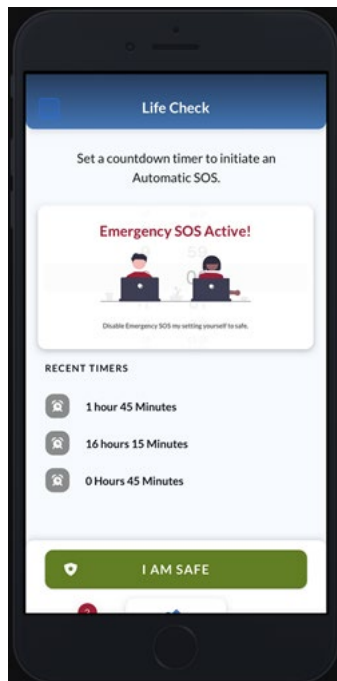
4. Select the amount of time that you want to elapse before sending out the emergency SOS alert.



- When you are done, tap **Start Timer**. The screen returns back to the Home screen showing your location on the map and the remaining time on the timer at the top of the screen.



Within 15 minutes of the timer completing the countdown, a notification warns that the time is almost up and allows you to respond to turn off the Life Check alert by tapping **I am Safe**.

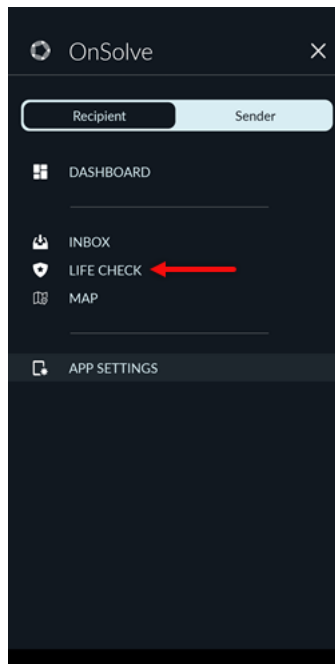


To turn off the Life Check timer

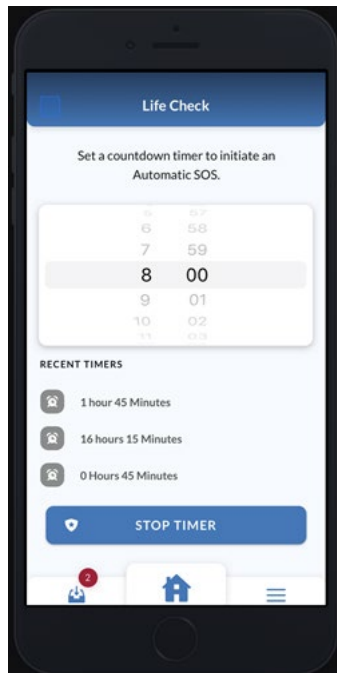
1. Select the hamburger menu to the right of the Home icon.



2. Tap **Life Check**.



3. When the timer screen opens, tap **Stop Timer**.



LookOut

The LookOut feature allows mobile users to report suspicious activities or emergency incidents and send location-specific information in real-time via the mobile app.

Authorized users can assign recipients by division who receive an alert when mobile users report a LookOut incident.

Permissions

Authorized users must configure all **LookOut Settings** within the OnSolve Platform web user interface before app users can use the LookOut feature within the app. These include defining permissions by role and assigning alerts to divisions for incident alert recipients. Review the *Incident Management* section of the *OnSolve Platform Administrator Guide* for more information on the web user interface permission requirements.

Additionally, app users must have their location enabled on their mobile devices to use the LookOut feature.

LookOut Settings

Senders can access the LookOut feature settings within the OnSolve Platform web user interface and the app by navigating to **Incident Management > LookOut > LookOut Settings**.

Mobile users need to be part of a division to send a LookOut within the app and for the system to send LookOut-triggered alerts to users within their division. Any incident-driven alert that captures the user's triggered LookOut incident must first be assigned to a division.

After all alerts are assigned in **LookOut Settings**, when a LookOut is triggered via the mobile app, designated recipients will receive division-specific alerts that include the most recent incident's information and location. Review the LookOut Settings section of the *OnSolve Platform Administrator Guide* for more information on assigning an alert to a division, selecting an existing alert with LookOut variables, or creating a new LookOut alert.

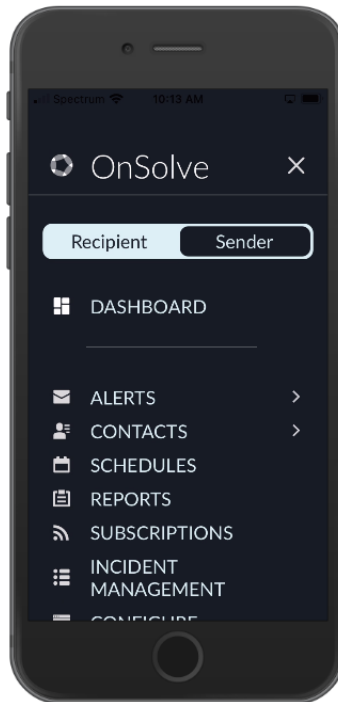
Note: All suggested variables are necessary for incident-based reporting and must be added to the LookOut alert, or the delivered message will be blank. Review the *Alert Variables* section of the *OnSolve Platform Administrator Guide* for information on variables.

LookOut Incidents

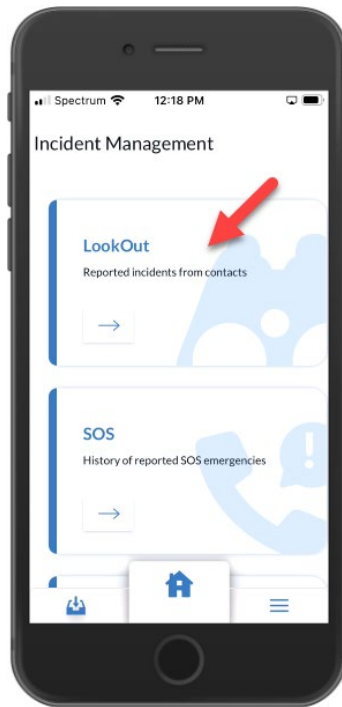
View and manage all active and complete LookOut incidents on the **LookOut Incidents** screen.

To access LookOut Incidents

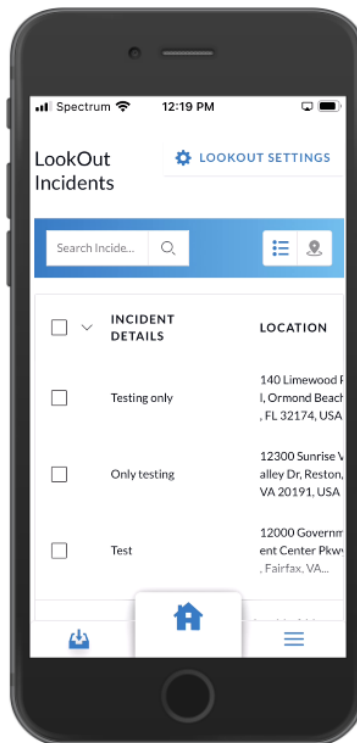
1. From **Sender** side of the app (accessible after logging in with a username and password), tap **Incident Management**.




2. From the **Incident Management** screen, tap **LookOut**.

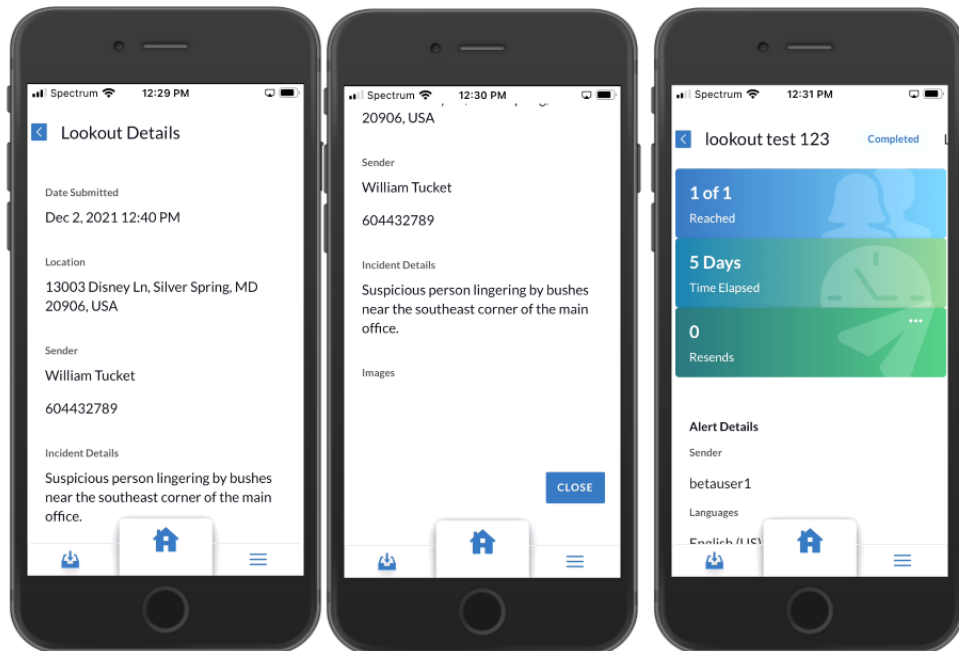


The **LookOut Incidents** screen opens.





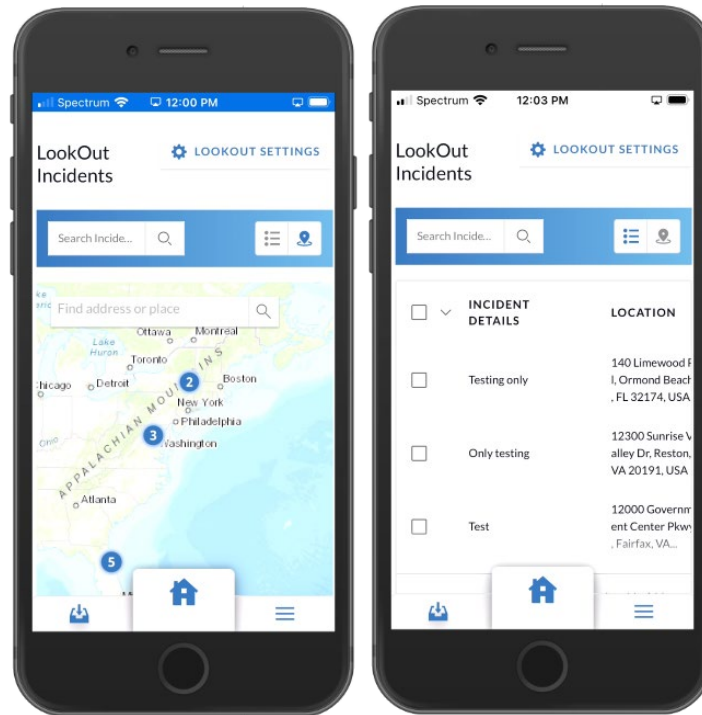
The **LookOut Incidents** columns include:

- **Incident Details:** Specific information about the incident.
- **Location:** The location of the incident.
- **Date Submitted:** The date and time the incident was submitted.
- **Sender:** The name of the user sending the alert.
- **Status:** The status of the incident. For sent incidents, this status is either **Active** or **Completed**.
- **Analytics:** Select  to go to the **Analytics** screen for that incident to view **LookOut Details**. Tap **Close** to view **Alert Details** for the incident. Tap **View Details** for additional alert information. See the *Analytics* section in the *OnSolve Platform Administrator Guide* for more information.



View

On the **LookOut Incidents** screen, tap the map view icon () to review all incidents on the map and return to the incident view using the incident list () icon.



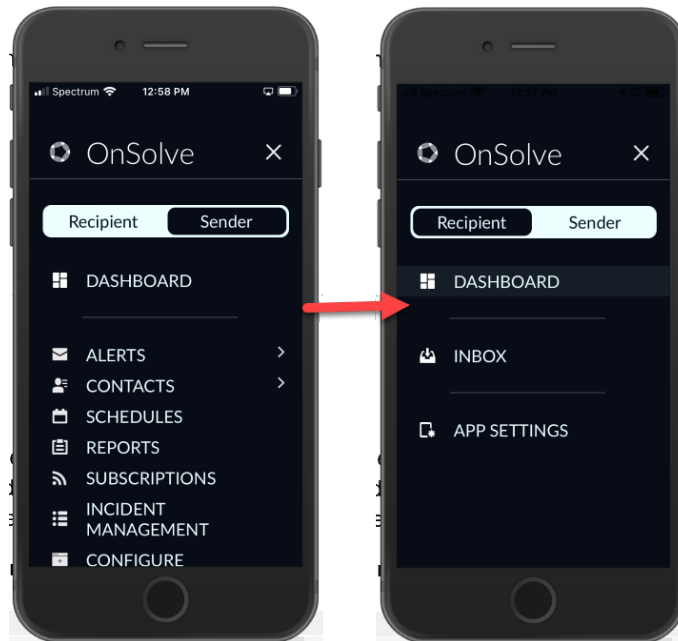
Search

Use the Search field to find specific incidents on the **LookOut Incidents** page.

Send a LookOut

Only recipients can trigger LookOut incidents using the **LookOut** button on the dashboard home screen.

To send a LookOut, navigate to the Recipient view of the app by tapping the hamburger menu and then **Recipient**.



See [LookOut](#) in the Recipients section of this guide for more information.

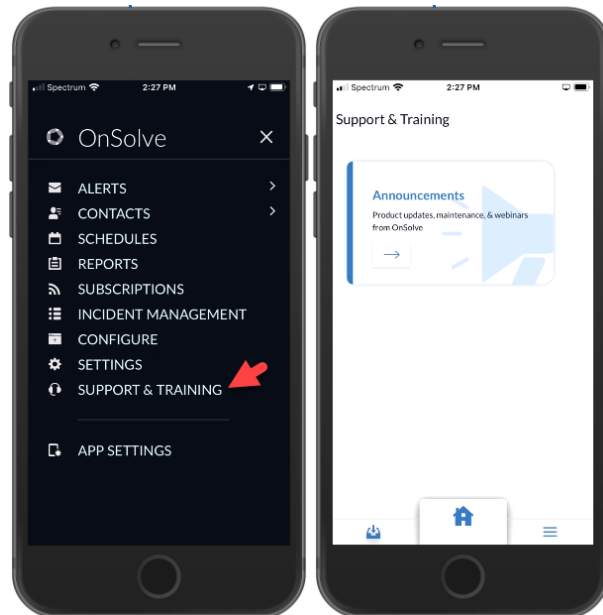
App Settings

See the general [App Settings](#) in the Recipient section of this guide.

Support & Training

In this version of OnSolve Mobile, the Support & Training section contains the **Announcements** feature, which allows OnSolve to contact main account administrators and other authorized users with important and useful information regarding the Alerting Service.

From the Dashboard, tap the hamburger menu, **Support & Training > Announcements**.



Announcements can be:

- Sorted by **Date** or **Subject**.
- Filtered by **Announcement Type** (Maintenance, Product Update, or Webinar) and **Date Range**.
- Deleted as needed.

