



**CREATING SUB-ADMIN
ACCOUNTS FOR YOUR
COUNTY**

Program Updates

- Alert Iowa Manual, by end of October
- IPAWS Manual , by end of November
- Training Plan for calendar year 2022
- 1 Year Strategic Plan, calendar year 2022

Agenda

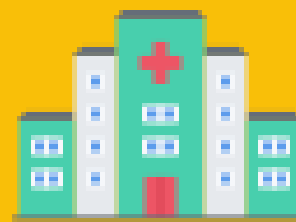
- Review Best Practices
- Review Backend Set-up
- Review Admin Controls – Role Based Access Control
- Live Demo

EXPANDING COUNTY REACH

It is up to each County to define what agencies you want to give access to the system.

Agencies you may want to onboard may include:

- County Agencies
- First Responders
- Hospitals
- Cities and Townships



HOW DO I SET UP ACCESS?

When you decide to onboard a group into your County domain you need to consider what access they need;

- Do they need access to all modes?

- Twitter, Facebook, RSS

- Create custom profile settings- Caller ID, Email.

- List access, will adding this agency require any additional public lists or SMS options?

- What tabs do they need access to? Alerts, Prepare, Reports, People & Lists, System, Smart Loader.



CONSIDERATIONS

- You will be responsible for oversight and training or any agency you bring on-board.
- Customize their access to suit your needs and theirs.
- Only give them access to what you are comfortable with. You are the domain admin!
- Provide best practices and guidance.



AGREEMENTS AND PROCESSES

You are responsible for monitoring and overseeing admins in your county. It is a good idea to put agreements in place for the use of the system.

Some Considerations:

- User agreements.
- Best practices for use, and operational plans.
 - Part of your agreement can stipulate that each sub admin account must establish plans to handle, messaging, deletion of users, etc.

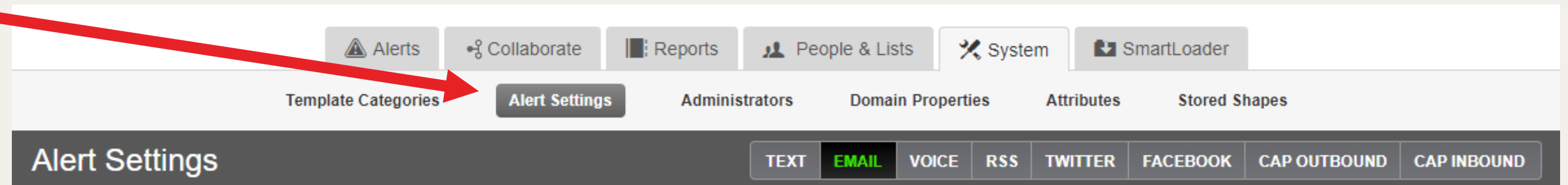


Backend Set-up for Admin Accounts

CUSTOM PROFILES

Customizing account profiles is important to ensure messages are attributed to the right group.

Go to the System Tab, and Alert Settings



CUSTOM PROFILES -

Alert Settings

TEXT **EMAIL** VOICE RSS TWITTER FACEBOOK CAP OUTBOUND CAP INBOUND

Create New Email Profile

EMAIL

Title:

DEMO Profile

Email Display Name:

Rave Alert

Use Rave default value

From Address:

lowaHSEMD@getrave.com

Use Rave default value

Reply To Address:

lowaHSEMD@getrave.com


Use Rave default value

Default Type:

Plain Text HTML

Header:

B I U Font Size A A [Rich Text Editor Icons]



Footer:

B I U Font Size A A [Rich Text Editor Icons]

Disclaimer: alerts are sent by HSEMD to disseminate pertinent information to the recipients. It is up to the recipient to act or not act on the information provided. If you are in a life-threatening situation always call 911.

SAVE

CANCEL



CUSTOM PROFILES – CALLER ID

Alert Settings

TEXT EMAIL **VOICE** RSS TWITTER FACEBOOK CAP OUTBOUND CAP INBOUND

Create New Voice Profile

Voice Profile:



Call Retries:



Call Retry Wait Interval:

 Minutes

Caller ID:



Extension Dialing Pause:

 Seconds

Message Replays:

Use Introductory Recorded Message (if present)

Conference Blast

SAVE

CANCEL

CUSTOM TEMPLATES

Depending on who you are adding and what lists you give them access to you may choose to create custom templates for the new agency.

The screenshot displays a three-step process for creating a custom template:

- 1 Alert Details** [MORE INFO](#)
Name: Auburn City BLANK TEMPLATE Resident opt-ins ONLY (52 characters left)
Type: Standard
 Enable For SnapSend
- 2 Choose Modes** [MORE INFO](#)
Modes: Text, Email, Voice, IPAWS, Smart911
Message: Overwrite all alert methods with this text - warning: this will change all messages
Auburn City: [INSERT] (140 characters left)
[CLEAR FORM](#)
- 3 Delivery Targets** [EDIT](#)

The **Set Delivery Targets** modal window is open, showing options to select delivery targets:

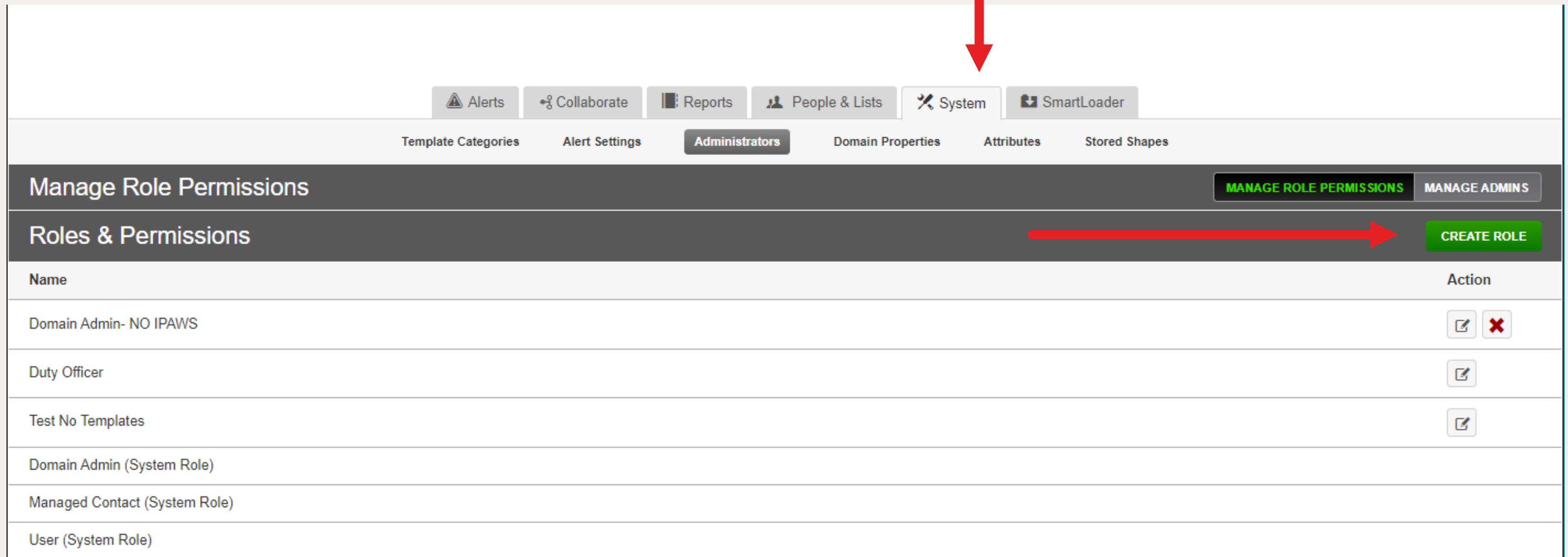
- Targeting: Everyone, Select People / Lists, Select Rave Prepare Query
- Lists: Search, All Internal Users (10), All Loaded Landlines, [Select All](#)
- People: Search, Milliken, Scott, Niblett, Ann, 10 not selected (10 filtered)
- Targeted Recipients: Auburn (87)

Additional Languages
You must verify any translations you wish to use.
[MANAGE TRANSLATIONS](#)
Translated by Microsoft





Role Based Access Control

CREATING A NEW ADMIN ROLE

All admin roles will be created in the System Tab



The screenshot displays the 'System' tab interface. At the top, there are navigation tabs: Alerts, Collaborate, Reports, People & Lists, System (highlighted with a red arrow), and SmartLoader. Below these are sub-tabs: Template Categories, Alert Settings, Administrators (highlighted), Domain Properties, Attributes, and Stored Shapes. The main content area is titled 'Manage Role Permissions' and includes a 'MANAGE ROLE PERMISSIONS' button and a 'MANAGE ADMINS' button. Below this is a 'Roles & Permissions' section with a 'CREATE ROLE' button highlighted by a red arrow. The table below lists existing roles:

Name	Action
Domain Admin- NO IPAWS	 
Duty Officer	
Test No Templates	
Domain Admin (System Role)	
Managed Contact (System Role)	
User (System Role)	

CREATING A NEW ADMIN ROLE

**Name the role and
click DONE to save.**

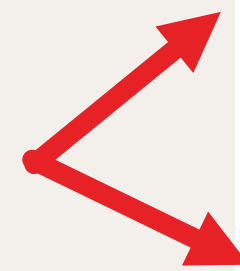
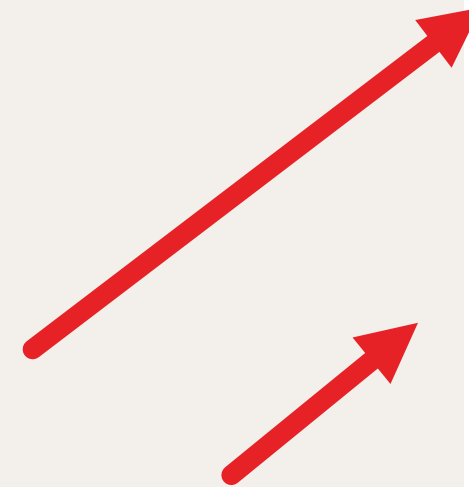
Manage Role Permissions MANAGE ROLE PERMISSIONS MANAGE ADMINS

DONE

Alerts Collaborate Reports People & Lists System SmartLoader

You can then limit the role's access to each tab within the system.

ALERTS TAB ACCESS



Alerts Collaborate Reports People & Lists System SmartLoader

Alerts Permissions

Allow Admin to Access Alert Templates and Dashboard

- Create/Edit/Delete Templates
- Assign Templates to Other Admins

Admins in assigned Lists and current Role All Admins

Assigned Templates

All Templates Specific Templates

Available Templates (14)

- 911 Center Notification
- Capitol Complex Monthly Test
- Des Moines NWS Webinar
- EMA Poll: State Individual Assistance requests: 7/14/21 Storms
- Hickman Employee Message
- IPAWS RMT Proficiency Demo
- JFHQ Employee Message
- NWS La Crosse, WI Webinar
- NWS Omaha, NE Webinar
- NWS Quad Cities Webinar
- NWS Sioux City, SD Webinar
- SEOC Full Activation
- SEOC HSEMD Staff Activation
- SEOC Partial Activation

Selected Templates (2)

Added Templates

- Capitol Complex Monthly Test
- Des Moines NWS Webinar

Alert Modes

Text Email Voice RSS Twitter Facebook CAP IPAWS

All Profiles Specific Profiles

Available Profiles (1)

- HSEMD Alert Default Voice Profile

Selected Profiles (0)

Added Profiles

No Profiles selected

Alert Shapes

All Shapes Specific Shape

Available Shapes (4)

- Camp Dodge Area
- Iowa
- Test ALLIE
- Test River

Selected Shapes (0)

Added Shapes

No Shapes selected

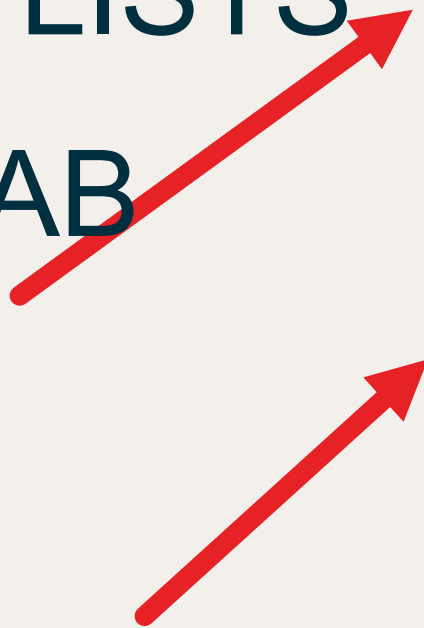
Delivery Targets

This role currently has access to People in Assigned Lists

Delivery Targets are controlled by [People & Lists](#) settings

SAVE **CANCEL**

PEOPLE & LISTS TAB



Alerts Collaborate Reports **People & Lists** System SmartLoader

People Permissions

- Allow Admin to View People
- Allow Admin to Modify People

When sending alerts, building lists, or managing people, admin can choose people from:

- People in Assigned Lists
- Everyone

Lists Permissions

- Allow Admin to view Lists
- Create/Edit/Delete Lists
- Assign Lists to other admins

- Admins in assigned Lists and current Role
- All Admins

Assigned Lists Permissions

All Lists Specific Lists

Available Lists (35)

- 911 Contacts
- Alert Iowa
- All Internal Users
- All Loaded Landlines
- All Managed Contacts
- All Opt-In Recipients
- Everyone
- Capitol Complex Monthly Test
- Communications
- Communications & Technology Bureau
- County EMAs
- Disaster Grants Bureau
- Duty Officers
- EOC Activation
- Hickman Employees
- HSEMD Employees All
- HSEMD Management Group
- JFHQ Employees
- Mitigation Bureau
- Non-Disaster Grants Bureau
- ...

Selected Lists (0)

Added Lists
No Lists selected

REPORTS

TAB


Alerts Collaborate **Reports** People & Lists System SmartLoader

Reports Permissions

Admin can view reports

Reports Sent by Admin Reports Sent by Admins in Role All Reports

SAVE **CANCEL**



PREPARE, SYSTEM AND SMARTLOADER TABS

Alerts Collaborate **Prepare** Reports People & Lists System SmartLoader

Prepare Permissions

- Manage Questions Permitted

Alerts Collaborate Reports **People & Lists** **System** SmartLoader

System Permissions

- Allow Admin to Configure the System
- Allow Admin to Provision Administrative Users/Roles

SAVE **CANCEL**

Alerts Collaborate Reports People & Lists System **SmartLoader**

SmartLoader Permissions

- Smartloader Users and Lists
- Managed Contacts

SAVE **CANCEL**

Once you have created your new admin role it will show up on the Roles & Permissions page. You can go back and edit it at anytime by clicking on the edit button under the action column.

Manage Role Permissions

Roles & Permissions

Name	Action
Domain Admin- NO IPAWS	
Duty Officer	
Test No Templates	
Domain Admin (System Role)	
Managed Contact (System Role)	
User (System Role)	

Manage Admins

Edit david.johnston@iowa.gov

Basic Information

First name: David

Last name: Johnston

Rave Handle: david.johnston@iowa.gov

Role: Duty Officer

Session Timeout: 1 Hour

Alerts Permissions

- Create/Edit/Delete Templates
- Assign Templates to Other Admins
 - Admins in assigned Lists and current Role
 - All Admins
- Copy on all Broadcast Alerts

Assigned Templates: All Templates / Specific Templates

Alert Modes: Text, Email, Voice, RSS, Twitter, Facebook, CAP, IPAWS

Alert Shapes: All Shapes / Specific Shape

Delivery Targets: This role currently has access to People in Assigned Lists. Delivery Targets are controlled by People & Lists settings.

You can also further manage those you make administrators by clicking on MANAGE ADMINS.

Manage Admins

Name	Rave Handle	Role	Action
Admin, Test	hsemnotifications@iowa.gov	Test No Templates	
Bright, Allie	allison.bright@iowa.gov	Domain Admin	
Connor, Jensen	jensen.connor@iowa.gov	Domain Admin	
DeRouchey, Blake	Blake.DeRouchey@iowa.gov	Duty Officer	
Ellison, Zac	zachary.ellison@iowa.gov	Domain Admin	
Johnston, David	david.johnston@iowa.gov	Duty Officer	
Nicholson, Jacob	jacob.nicholson@iowa.gov	Domain Admin	
Paoli, Jon	jonathan.paoli@iowa.gov	Domain Admin	
Sroka, Jeremy	jeremy.sroka@iowa.gov	Duty Officer	
Stodola, Kathy	kathy.stodola@iowa.gov	Duty Officer	
Williams, Lori	lori.williams@iowa.gov	Duty Officer	

After you click on the edit button the admins profile will show. In their profile you can change their role, and control their session time-out length.

EXAMPLE ROLES

We will look at the actual system and go through examples of creating accounts for the following administrator types.

Creating a lower level admin role:

This could be a county level role, that has restricted access to modes, like no IPAWS, or a specialty admin role that only has access to one or two tabs for specialized purposes.

Like the Prepare Tab.

Adding a county agency, like the health

department: Set up a specific admin role to send messaging for a county agency, like County Health to send messages to employees or the public. Or you can add an organization, like a hospital to send messages to their employees.

Adding a city or township:

Provide access to a city or township to send alerts to their residents.



IMPORTANT CONTACTS

[RAVECUSTOMER.COM-](https://ravecustomer.com)

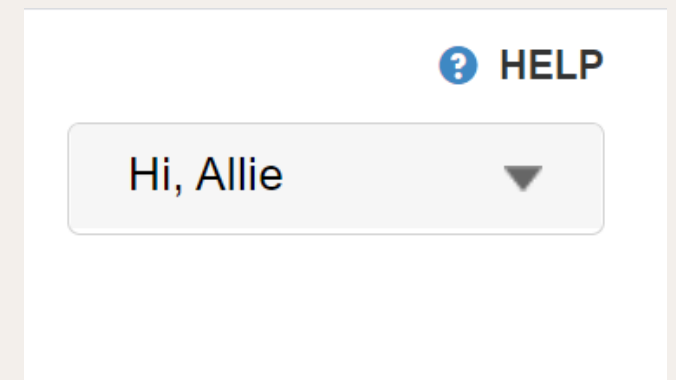
PROVIDES ACCESS TO :

ONLINE TRAINING - [RAVEACADEMY.COM](https://raveacademy.com), COURSE CODE **EOWA**

ONLINE MARKETING- [RAVEMOBILESAFETY.COM/MARKETING-PORTAL](https://ravemobilesafety.com/marketing-portal)

[ONLINE KNOWLEDGE BASE-](#)

Click on the **HELP** button, and a new window will open, select the product **Rave Alert**. From here you can access manuals and articles by typing in a question, or access the video library.



[TECH SUPPORT-](#)

EMAIL- TECHSUPPORT@RAVEMOBILESAFETY.COM

PHONE- 1.888.605.7164

24/7/365 PHONE SUPPORT- 1.888.605.7163 - FOR URGENT MATTERS, LIKE

NEEDING AN ALERT SENT ON SITE OR IF YOU HAVE NO INTERNET

Questions