DESKALERTS PUBLISHER'S GUIDE

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www.deskalerts.com

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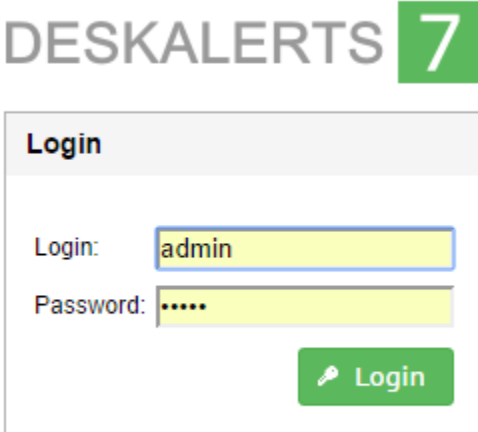# CONTENTS

1. WORKING AS A DESKALERTS PUBLISHER

DeskAlerts lets you quickly and easily communicate alerts to users, clients, or others who have installed the DeskAlerts Client.

- You can write and send *alerts*, and they will appear within a minute in the DeskAlerts Clients of those you chose to send to.
- You can customize alerts with *templates* designed for different groups or message types.
- You can send alerts as *broadcasts* to all DeskAlerts Client users or to members of a specific*group*, or *personal alerts* to individuals you choose.
- You can send *urgent* alerts that will appear ahead of any other alert message that may have been sent.
- You can create and send out quick *surveys* and see a diagram of how many people have chosen each answer you offered.
- You can set up an *RSS feed* so that updates to that feed go immediately to the people you have selected.
- You can send alerts (but not surveys) to people's *mobile devices* and *e-mail boxes.*

2. LOGGING IN TO THE DESKALERTS CONTROL PANEL

To access the DeskAlerts Control Panel:

- Open browser window and navigate to the URL for the Control Panel (ask administrator to know the URL)
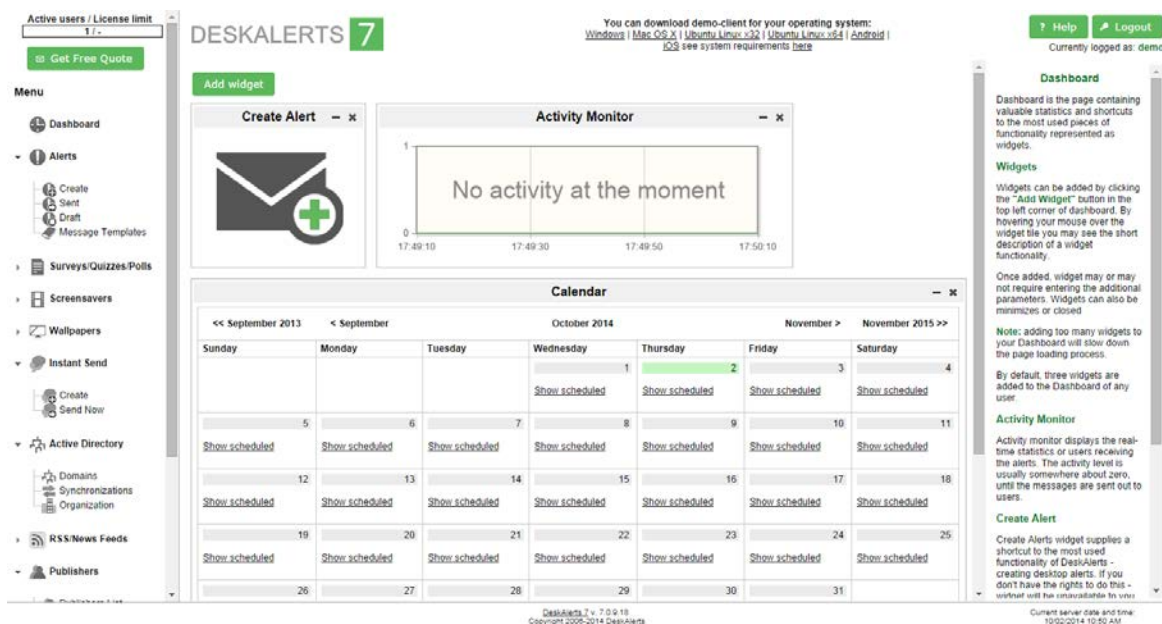- You will see a login screen that looks like this:

DESKALERTS 7

Login

Login: admin
Password: •••••

🔑 Login

- Enter your login and Password, and the main DA Control Panel screen will appear:

Attention! DeskAlerts Control Panel requires JavaScript to function properly. Please turn on JavaScript in your browser. Contact your technical assistance if required. If you are using Internet Explorer as your web browser, please check if it is running in Compatibility mode - it causes some known problems with Javascript execution.

3. THE CONTROL PANEL MENU

When you log in to the DeskAlerts Control Panel, your main work area is on the right, and links related to your main tasks are on your left, in this menu.

Depending on the permissions you have, you may see the full list of links or a shorter list. Please contact your DeskAlerts administrator if you feel you need access to links that you do not see.

The display you first see is the control panel dashboard displaying scheduled content.

Menu may come in different styles: picture on the left reproduces classic menu style, picture on the right - modern style, available only with versions above 6.0.9.26.

Menu

- Content schedule
- Alerts
  - Create
  - Sent
  - Draft
- Surveys/Quizzes/Polls
  - Create
  - Active
  - Archived
- RSS
  - Create
  - Current
  - Draft
- Screensavers
  - Create
  - Current
  - Draft
- Wallpapers
  - Create
  - Current
  - Draft
- IP groups
- Domains
- Organization
- Editors/Publishers
- Policies
- Message Templates
- Statistics
- Settings
  - Data archiving
  - Default settings
  - Blog settings
  - System configuration

Menu

- Content schedule
- Alerts
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  - Sent
  - Draft
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- RSS
- Screensavers
- Wallpapers
- IP groups
- Domains
- Organization
- Editors/Publishers
- Policies
- Message Templates
- Statistics
- Settings

4. THE USERS LIST

To review who is connected to your DeskAlerts system, select **Users** from the left-side menu. DeskAlerts will display a list of all users, starting with the most recent.

You can search for a particular user by entering his or her username in the text field and clicking **Search**. Any users who match your search criteria will be displayed. To return to the view of the full list, click the Search button again with no search terms in the text field.

You can also browse the list of users by clicking on the page numbers at the top or bottom of the list.

From the display you can see, for each user:

- his or her **user name**
- when the user **registered** with DeskAlerts
- E-mail
- whether the user is **online** right now: if so, a green dot will appear.
- the date and time of the user's most recent DeskAlerts **activity**. For a user, this will probably be the last time he or she read and dismissed an incoming alert.

You can arrange the list of users by: user name, registration date, online status and last activity.

Note: you cannot add users.

In **Active Directory** mode, users list will appear as per Domains. It is possible to run synchronization manually - just click on the **Add domain** button available on the right top corner of **Groups** tab.

Group: **Administrators** Domain: **softomate.net**
View 'Member Of | View groups | View users | View computers

1-4 from 4 Users
Records per page | 25 | 50 | 100 | 500 | 1000

Username	Domain	Mobile phone	Email	Online	Last activity	Actions
administrator	softomate.net		admins-2010@softomate.net	☺		🔎
maq	softomate.net		roman@softomate.com	☺		🔎
maxim	softomate.net		maxim@besttoolbars.net	☺		🔎
nevada	softomate.net		esinko@softomate.com	☺		🔎

1-4 from 4 nevada
Records per page | 25 | 50 | 100 | 500 | 1000

In **Registration Mode** users add themselves when they install the DeskAlerts Client. However, in Registration Mode you can delete user from the list by checking the checkbox and then click**delete** button. You can also add users to recipient groups. See **Managing groups**.

5. SENDING AND MANAGING ALERTS

There are three links in the **Alerts** menu section on the left side of your Control Panel screen:

- Click the **Create** to add a new alert
- Click the **Sent** link to display all alerts that have been sent out, starting with the most recent.
- Click the **Draft** link to display alerts that have not yet been sent out. These alerts may not yet be complete.

Also at the top right of **Sent** and **Draft** pages you will see **ADD ALERT** button:
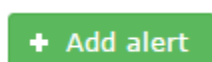
+ Add alert

Click Create link or this button, choose the alert skin (if your DeskAlerts version supports them) and you will see the rich text editor to create the alert:
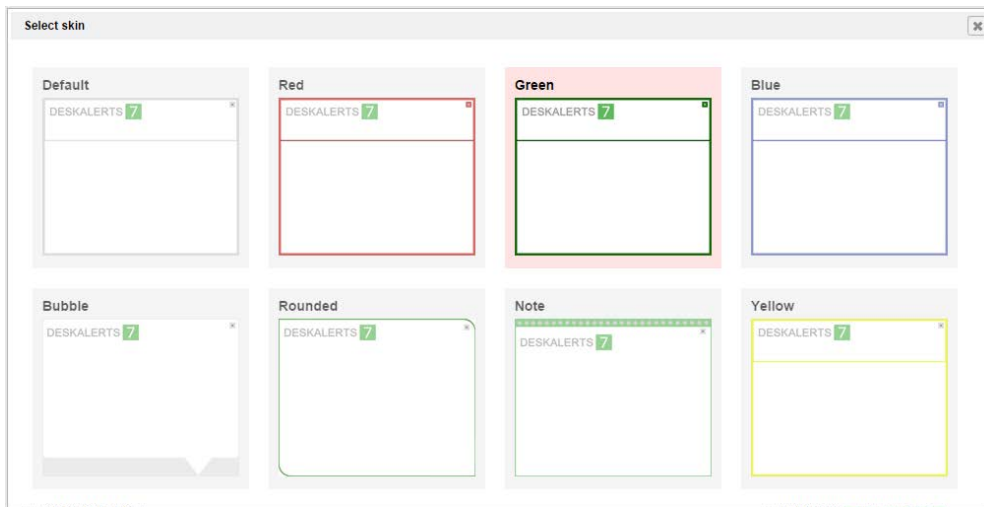
This editor has a wide range of features that allow you to format the text of your messages, insert smiles or images, and adjust background and text colors to suit your message. Hover your mouse over each of the icons to learn what features it controls.

Note: The wide range of features in this editor can tempt you to create an alert that is so complex and ornate that it is hard to read in the window in which alerts display on users' computers. Since the goal is to convey information, one or two formatting and decorative touches will usually be sufficient.

Below the text editor there are additional controls:

- Check the **Urgent alert** checkbox if this message is urgent - you might need to tell staff they have to evacuate the building, or a dangerous storm is approaching and you are closing the office for the day so they can get home. When you send the message, it will appear on users' computers even if they have set the client to not receive messages. The urgent alert will appear before any other alerts, and will appear first when the user starts up the DeskAlerts Client.

- Check the **Acknowledgement** checkbox if this message is required reading confirmation. In this case **OK** button will be displayed in alert's body.

- Check the **Unobstrusive** checkbox if this message is not urgent at all. The unobtrusive alert will not pop-up, it appears as notification on tray icon.

- Check the **Self-destruct** checkbox you want to remove message after it was read.

- Check the **Autoclose** checkbox if this message should be closed after some period of time. Select**Manual close** option to give an opportunity to close the message.

- Check the **Self-destruct** checkbox you want to remove message after it was read.

- Check the **Lifetime** checkbox and enter time alert can be received. After this time it expires and won't be received. It is important to set the lifetime to reduce server load.

- **Add print button** checkbox gives the possibility to print the alert content.

- Check the **Schedule alert** checkbox to send the alert at a particular time or create recurrence alert. Read more in **Schedule alerts section.**

- If templates have been established for your use, they will be listed in the Templates selection box. Choose the template that suits the purposes of this alert best. If you do not select a template, the system will use a plain default template. See Managing templates for further details.

You may choose the type of the alert:

- Check **SMS Alert** checkbox to send alert to mobile devices. Read more in **Sending alerts by SMS** section.
- Check **Email Alert** checkbox to send message to e-mail box. Read more in **Sending alerts to e-mail box** section.
- Check **Blog post** checkbox to post message in the blog. Read more in **Sending blog posts**section.
- Check **Tweet** checkbox to post message to Twitter. Read more in **Tweet** section.
- **Desktop Alert** allows sending alerts on the users' desktops. You can set its size and position in which it will appear on the screen.

When you have prepared the alert, you can click one of three buttons:

- **Preview:** to see how the current state of the alert would look when a user receives it on his or her computer.
- **Save:** DeskAlerts will save the alert as a draft. You can continue to edit it, and then save again when you are at your next stopping place.
- **Next:** Click this button if the alert is ready to go.

Note: working in **Active Directory** mode if you choose **Group** alert, you will see the list of all groups in all domains. If you choose **Personal** alert - you will see the list of all users in all domains:

Alerts

Add alert

Step 2 of 2: Select recipients:

Alert Type: [Select recipients ▼]

[Send]

You have selected 0 objects (clear)

- Organization
  - Registered
  - softomate.net

Search objects:

[ ] [🔍 Search] Show: ☑ Users ☐ Groups ☐ Computers

1-25 from 72 objects   pages: | 1 | 2 | 3

Records per page | 25 | 50 | 100 | 500 | 1000

☐	Name	Type	Display Name	Domain	Online
☐					◉
☐					◉
☐					◉
☐					◉
☐					◉
☐					◉
☐					◉
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☐					◉

[Send]

5.1 Schedule alerts

Check the **Schedule alert** checkbox during alert creation. With schedule feature you can send alerts at appointed date and time, or send recurrence alerts.

You will send **Once** alerts with no **end date** by default. It means your alert will be delivered to the user once he/she logging in (it can be at the same day or in a month - no matter). Enter the end date so it will automatically expire:

☑ Schedule alert

Pattern

◉ Once
○ Daily
○ Weekly
○ Monthly
○ Yearly

Options

Start date: 10/15/2013 19:33

End date: 10/16/2013 06:21

☐ Enable reminder ⓘ

Add

Send recurrence alerts: **Daily, Weekly, Monthly, Yearly**:

☑ Schedule alert

Pattern

○ Once
○ Daily
◉ Weekly
○ Monthly
○ Yearly

Options

resend every ▼ week on next days:

☐ Sunday ☑ Monday ☑ Tuesday ☑ Wednesday
☑ Thursday ☑ Friday ☐ Saturday

Start/End

Start on: 10/15/2013

○ No end date

◉ End after: 1   occurences

○ End by:

Alert times of day

Start time: 12:30

End time: 18:00

According to the screenshot above, alert will be received only 1 time (**End after**: 1 occurence) within business days from 12:30pm to 6:00pm. If you need this alert to be sent each business day within a specific timeframe, just set **No end date** or **End by**.

5.2 Sending alerts by SMS
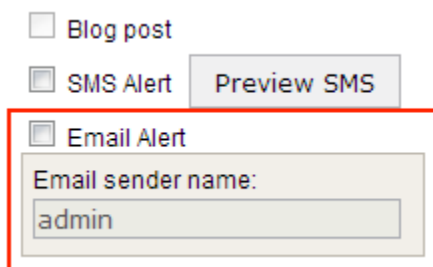
If **SMS add-on** has been installed, you can send alerts by SMS (Short Message Service) to the mobile devices of users. This means you can get urgent messages to your team when they are away from their computers or when your network is slow.

When you are sending an alert, enter the message and check the **SMS Alert** checkbox. And send the message as you normally do.

Note: SMS messages will normally be no longer than 160 characters long, and will lose any formatting you applied when you created the alert. Also, the alert will be sent without a template, so make sure that the body of the message states from whom the message is coming.

5.3 Sending alerts to e-mail box

If **E-mail add-on** has been installed, you can send alerts to e-mail boxes. When you are sending an alert, enter the message, check the **E-mail** checkbox and enter sender name (e-mail). And then send the message as you normally do:

5.4 Blog post

Check the **Blog post** checkbox to post the alert. You can post messages from DeskAlerts Control Panel directly to your corporate Wordpress-powered blog. Keep employees informed about important company news. Ensure that Blog settings are configured (read the manual to configure Blog post settings).

You can't send Blog post if alert is scheduled.

5.5 Tweet

Check the **Tweet** checkbox to post alert from DeskAlerts Control Panel directly to your corporate Twitter. The alert content will be truncated. Ensure that Twitter settings are configured (read the manual to configure Twitter settings).

5.6 RSVP alerts

With RSVP option you can send notification about upcoming events requesting confirmation or asking questions.

To send RSVP alert type select "Add RSVP" tab on alert creating page:

Alerts

| Add alert | Add ticker | Add RSVP |

Enter question text and options for answer:

Question #1

Question text: Will you accept the invitation?

Option: Yes

Option: No

Check question #2 option if you need more detail answer using a free text field:

☑ **Question #2**

Question text: What is your reason

Question type: Comment/Essay box *(User will be able to answer with a free text)*

User will receive an alert message with questions, options "Yes" or "No" and a free text field for custom answer:

In "Alert details" you will find detailed report of your RSVP message:

Alert Details

Title: Meeting at Tuesday 2:00 pm   Creation date: 15/10/2013 19:44:56

| Preview | Duplicate | Stop |

Total recipients: <u>3</u>

■	Received	<u>1</u>
■	Answered	<u>1</u>
■	Not received	<u>2</u>

Export to .csv

Question text: Will you accept the invitation?

Answer 1:   <u>Yes - 100%</u>

Answer 2:   <u>No - 0%</u>

Question text: What is your reason

<u>View custom answers</u>

| Close |

5.7 LinkedIn alerts

You can post alerts on LinkedIn - famous social networking website for people in professional occupations. Alert text will be posted with the DA alert link. If you see no button "Share" and message **Manage LinkedIn settings to enable the feature**, then LinkedIn settings are not configured (read manual to configure LinkedIn settings).

Alerts

| Add alert | Add ticker | Add RSVP | LinkedIN |

When LinkedIn settings are configured, you can see the button **Log in** (if you are not logged in to LinkedIn) or the button **Share**.

5.8 Drafts of alerts

If you have saved the alert but haven't sent it, it will appear in the list of **Drafts**. This list shown by clicking the **Drafts** link under **Alerts** on the left-side menu. The first few words of each alert appear to help you identify it.

To the right of each alert entry, there is a set of two icons:
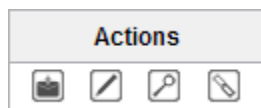
- Click the envelope ![envelope icon] to send this draft. DeskAlerts will help you make sure you have identified recipients for this message, and then will send it out. The message will move from the **Drafts** list to the **Sent** list.
- Click the paper and pencil ![edit icon] to open the rich text editor and make further edits to this draft. You can then save it again or send it.
- Click the magnifying glass ![magnifier icon] to show alert preview inside your control panel working area.
- Click the chain ![chain icon] to open dialog containing direct link to this alert. You can send it to anyone who have network access to your server.

To delete draft from the list check the checkbox and click **Delete**.

5.9 Resending alerts

You can send an alert you have already sent out a second time, to the same audience or to a different audience.

Select the **Sent** link under the **Alerts** on the left-side menu bar. A list of all sent alerts will appear, starting with the newest one. At the right of each entry in **Actions** you will see the following icons:
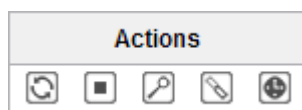
Click the double-arrow to start the resend process. The rich text editor will appear, and you can modify the content of the alert and then send it again, using the same process as before.

6. USING THE WYSIWYG EDITOR

The WYSIWYG editor includes a rich set of options and commands that allow you to format your alerts so their presentation supports the content of their message. The editor has an array of control buttons at the top of the screen:
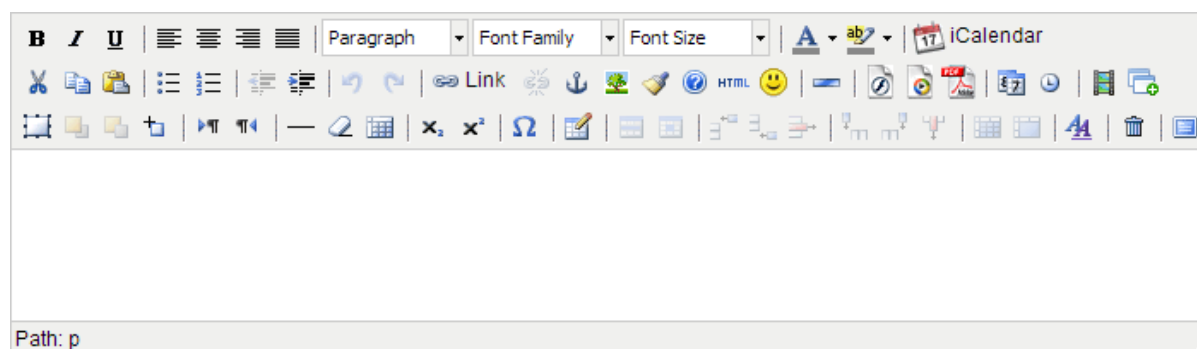
The following pages provide a summary of what these controls let you do. You can also click 🔵 button in the editor and help document will appear with further details about how to work with the editor.

6.1 WYSIWYG editor: common buttons
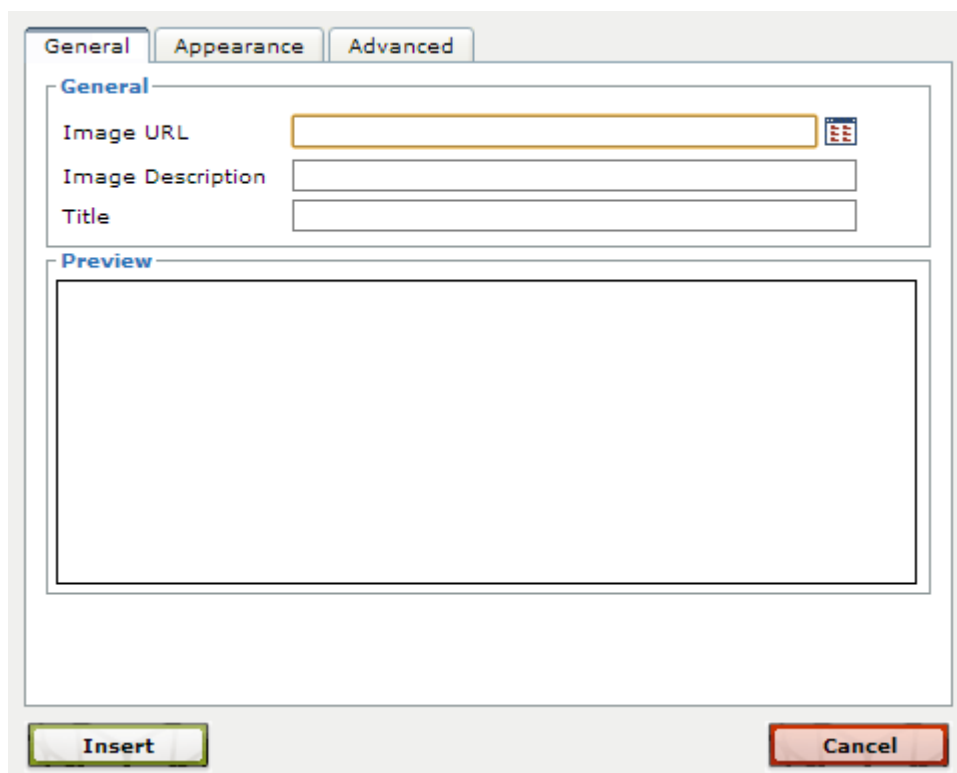
Here are the common buttons and a summary of what they do:

B	Bold text style (Ctrl+B)
I	Italic text style (Ctrl+I)
U	Underline text style (Ctrl+U)
ABC	Strikethrough text style
≡	Align left
≡	Align center
≡	Align right
≡	Align full
⚌	Unordered list/bullet list
⚌	Ordered list/numbered list
⇤	Outdent/decrease indentation
⇥	Indent/increase indentation
↶	Undo the last operation (Ctrl+Z)
↷	Redo the last operation (Ctrl+Y)
∞	Insert a new link, read more in **insert link** section
∞	Unlinks the current selection/removes all selected links
⚓	Insert a new anchor, read more in **insert anchor** section
🖼	Insert a new image, read more in **insert image** section
🧹	Cleanup code/Removes unwanted formatting
🔵	Shows help window

HTML		Opens HTML source editor
		Insert a new table at the current location
		Adds a row above the current one
		Adds a row under the current one
		Removes the row
		Adds a column before the current one
		Adds a column after the current one
		Removes the current column
—		Insert a new horizontal ruler
		Removes formatting from the selection
x_2		Makes the selection to be subscript
x^2		Makes the selection to be superscripted
		Insert video, read more in **insert video** section
		Insert Flash, read more in **insert flash** section
		Insert document, read more in **insert document** section

6.2 WYSIWYG editor: insert image

The insert image button opens the window shown below.
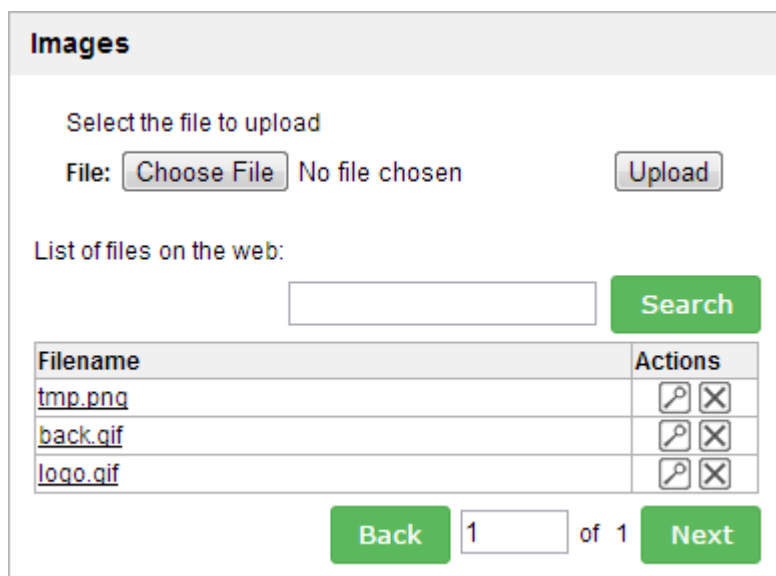
To add image to the alert /template choose image from **Image list** and click **Insert**.

Image description, add a short description that will be displayed if the image is not available when the alert is viewed.

Click **Browse** button to browse already uploaded images and upload an image from your PC and select.
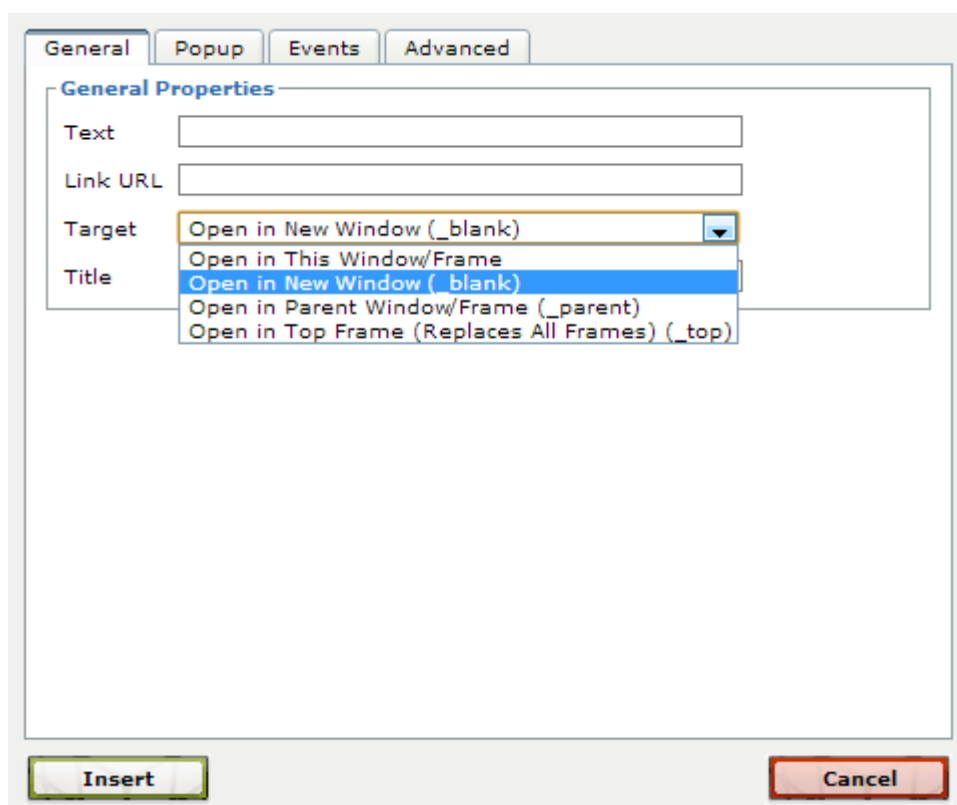
6.3 WYSIWYG editor: insert link

This button opens a new window with the insert/edit link function. Please select the text first before inserting a link.

Enter the URL of the link in the **Link URL** field. The **target** field lets you select how the link is to be opened - the most common choices would be in the current window or in a new window.

The other tabs of this control provide advanced features that allow you to govern complex scripted behavior through interactions with the link. It is beyond the scope of this guide to provide the thorough instruction in JavaScript that is readily available in specialized books and tutorials.

6.4 WYSIWYG editor: anchor points

An anchor point is an internal target for a link elsewhere on the page. Using a link in one part of a long alert to an anchor elsewhere in the alert can help the user by giving him a quick way of finding what he wants. You can create a table of contents for an alert, with each entry being a link to the anchor point at the start of each topic.

To create an anchor point, click where you want the anchor to be in the text, and then click the anchor icon. This window appears and lets you name the anchor:
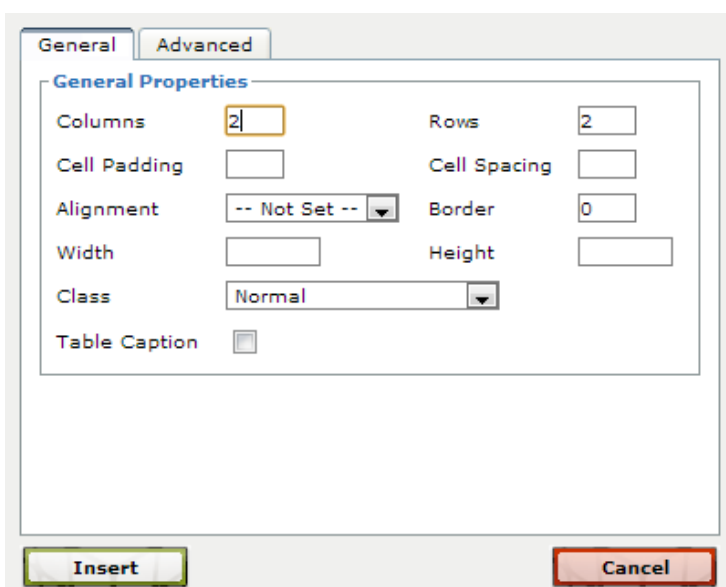
Then you can create a link elsewhere in the alert, which, when clicked, will move the display to the anchor location.

6.5 WYSIWYG editor: insert table

The insert table button opens the window shown below. This action enables you to create tables.

On the **General** tab you set such elements as the number of columns and rows in the table, the spacing and padding of the cells in the rows, and any call to a style sheet that you are making. The **Advanced** tab contains additional formatting options.

6.6 WYSIWYG editor: insert video

The insert video button opens the window shown below. Use this feature to add video to a DeskAlerts.

Video

Select the file to upload

File: [Choose File] No file chosen   [Upload]

To record your own video: [Record]

List of files on the web:

[   ]   [Search]

Filename	Actions
users_management_demo.avi	🔍 ✕

[Back] [1] of 1 [Next]

Sometimes the best way to send information is with video. Using the insert video button, you can easily add video to a DeskAlerts. Provide users with videoconference segments, informational clips, or other movies by way of a convenient desktop alert.

Using the insert video window, simply browse for a file or use a file from the web and click**Upload** or **Insert** as appropriate. The video will then be sent out with the DeskAlerts.

Size   ✖

Width [320]

Height [240]

[Save]

6.7 WYSIWYG editor: insert Flash

The insert Flash button opens the window shown below. This feature allows you to incorporate Flash movies or applications in a DeskAlerts.

Flash

Select the file to upload

File: [Choose File] No file chosen   [Upload]

List of files on the web:

[   ]   [Search]

Filename	Actions
Planning management retreat.sw...	🔍 ✕

[Back] [1] of 1 [Next]

Flash applications and movies are fast becoming a popular method of presenting information in an interactive format. DeskAlerts allows you to add Flash media to your messages, further expanding the types of information that you can send to your users.

As with the insert video button, the insert Flash button brings up a window that allows you to browse for a Flash file to upload or select from a list of files available on the web. By clicking **Upload** or **Insert** as appropriate, the Flash file is included in the DeskAlerts.

Size   ✖

Width [320]

Height [240]

[Save]

6.7 WYSIWYG editor: insert Document

The insert document button opens the window shown below, which is similar to that of insert video and insert Flash. Use this button to add documents or other important files to your outgoing DeskAlerts.

When sending a desktop alert to your users, it is often helpful to attach further information in the form of a document. Easily attach business reports, schedules, letters, and other types of documents to your DeskAlerts. Since the alert appears on the desktop instead of in the user's email client (potentially among numerous junk messages), your documents will be more noticeable and will receive greater attention.

As with insert video and insert Flash, you can browse for a local file to upload or choose from a file on the web. The document you select will be included with the DeskAlerts.

7. SENDING AND TRACKING SURVEYS

While alerts are good at getting messages out to your team, **surveys** are excellent at getting the responses you need to key questions.

Each survey consists of questions and a series of answers that the recipient can choose from. You may schedule your survey to be sent at appointed date and time as well as expired after end date.

There are three survey links on the left-side menu:

- Click the **Create** link to create a new survey
- Click the **Active** link to display all active surveys which are still accepting responses.
- Click the **Archived** link to display past surveys.

Each survey in **Active** list has the following **Actions**:
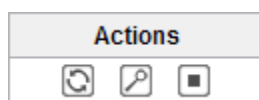
- Click [icon] to resend the survey.
- Click [icon] to display responses to the survey:

- Click [icon] to stop survey and move it to the **Archived** list.

Above the **Active** list, top right corner, you will see an **Add survey** button:

When you click it (or **Create** link from left side menu), the **add-survey wizard** will lead you through creation of your survey:

- Enter survey name, question and series of possible answers. You may offer minimum two answers, to add more answers click **add answer** link on the bottom of the last answer. To**Schedule survey** check an appropriate checkbox and enter start and end date/time:

Surveys/Quizzes/Polls

Add survey | Add quiz | Add poll

Add survey

| Name: | Sport survey |

☐ Schedule survey

Question [1]   [< Previous question | Next question >]

Question type:	Multiple choice (only one answer) - Radiobuttons ▾
Question text:	What is your favorite sport?
Option:	Football
Option:	Basketball
Option:	Hockey	☒
Option:	Baseball	☒

Add option

Preview | Save & add new question | Save & next

You may choose a specific template from the drop down menu. To preview it just click on the preview link. To add more questions click the **Add question** button (top right corner):

Surveys/Quizzes/Polls

Add survey

Question [2] [X]   [< Previous question | Next question >]

Question type: Multiple choice (multiple answers) - Checkboxes [▼]

Question text: Why do you like it?

Option: It is easy in use

Option: Provides me with quick response

Option: Even don't know...but I like it   [X]

Add option

[Preview]   [Save & add new question]   [Save & next]

- To delete the question or additional answer just click the delete [X] button. To come back to the previous page click the **previous** button.
- If you are ready to proceed with the survey click the **next** button.
- Choose the recipients for this survey: broadcast, group or personal:

Surveys/Quizzes/Polls

Add survey

Type: [Select recipients ▼]   [‹ Back] [□ Start]

You have selected 0 objects (clear)

Organization
   Registered
   softomate.net
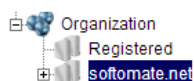
Search objects: [＿＿＿＿＿＿] [🔎 Search]   Show: ☑ Users ☐ Groups ☐ Computers

1-25 from 59 objects
Records per page | 25 | 50 | 100 | 500 | 1000   pages: | 1 | 2 | 3

	Name	Type	Display Name	Domain	Mobile phone
☐	__vmware_user__	user	__vmware_user__	softomate.net	
☐	123	user	123	softomate.net	
☐	321	user	321	softomate.net	
☐	3212	user	3212	softomate.net	
☐	333	user	asda dsd	softomate.net	
☐	3331	user	3331	softomate.net	
☐	administrator	user		softomate.net	
☐	aileen	user	Aileen	softomate.net	
☐	aleksey	user	Aleksey Novikov	softomate.net	
☐	alexander.belykh	user	Alexander Belykh	softomate.net	
☐	andryv	user	Andry Virvich	softomate.net	
☐	anton	user	Anton Vdovin	softomate.net	
☐	antoxic87	user	Anton Toxic	softomate.net	
☐	azhil	user	Alexey Zhiltzov	softomate.net	
☐	dg	user	Denis Gorilchenko	softomate.net	

If you choose

group type, and you have rights to publish to multiple groups, a selection field appears where you can choose specific groups to survey. Then click **Add** button to add specific groups to the survey list.

- Click the start button

8. SENDING RSS

RSS add-on allows you to feed news, headlines, videos from any RSS enabled source for instance SharePoint, Exchange, websites, blogs, etc. Make your organization follow your corporate news or any other internal or external entries.

Configure RSS feed source and select recipients from your Active Directory or target to specific computers/users or groups. All RSS entries will be delivered as prominent desktop alerts or scrolling desktop ticker. Specify validity period for each of your RSS channels so that notification will only be available between specific dates.

On the left side menu under **RSS** you will find three links:

- Click the **Create** link to create a new RSS
- Click the **Current** link to display all current RSS Feeds.
- Click the **Draft** link to display draft RSS Feeds.

Also at the top right of **Current** and **Draft** pages you will see **Add RSS** button:

8.1 Creating RSS

Click **Create** link or **Add RSS** button and you will see the RSS editor form to create the RSS:

On this form enter title, RSS Feed (URL of RSS Feed), Start and end date and time (if required), select style template, display type and size.

RSS 1.X, RSS 2.X and RSS ATOM feeds are supported, by default new RSS entries are checked every 5 minutes.

Click **Preview** button to preview future RSS alert to see what it looks like:
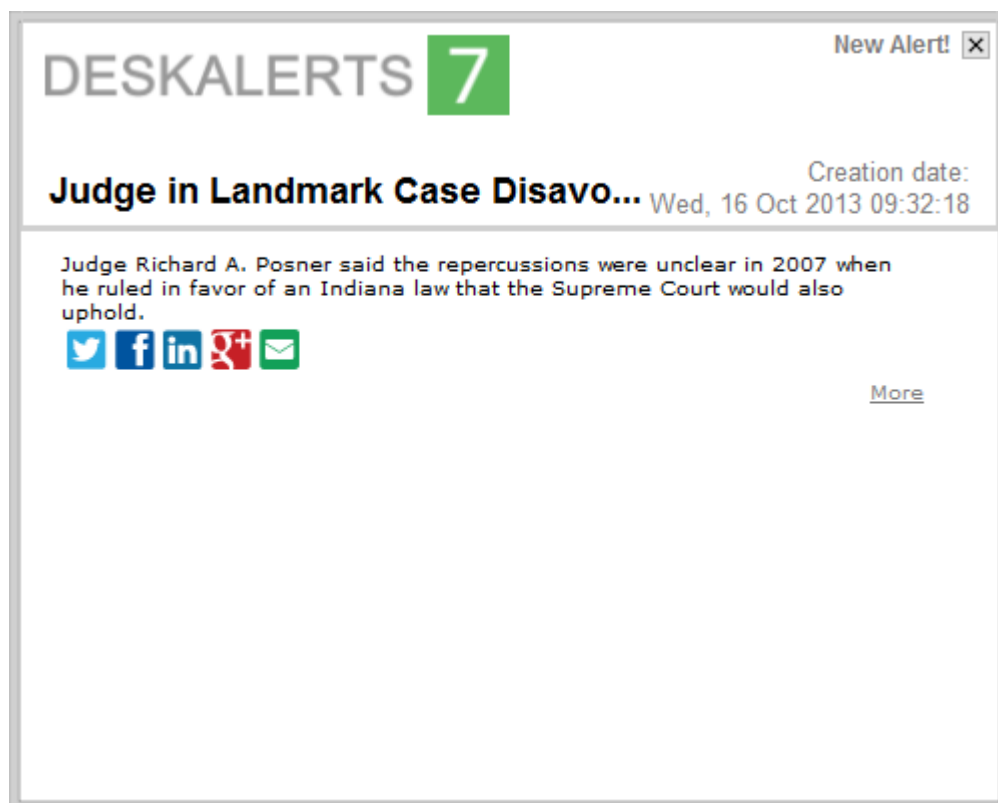
Then click **Save & next** button to select recipients and send:

8.2 Current RSS

Each RSS Feed has the following **Actions**:
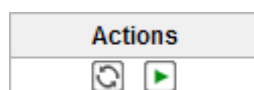
- Click [icon] to duplicate the RSS Feed.
- Click [icon] to stop RSS alerts sending.
- Click [icon] to start RSS alerts sending.
- Click RSS Feed name to view created RSS alerts.

8.2 Draft RSS

Each draft RSS Feed has the following **Actions**:

Actions
▣ ▨

- Click ▣ to open the RSS Feed form to select recipients and then sending.
- Click ▨ to continue editing the RSS Feed.

9. SENDING INSTANT MESSAGES

Instant Messages are basically advanced Message Templates. Unlike the Message Templates, Instant Messages have pre-defined list of recipients, along with message content. So, when it comes to sending the message - it can be done literally in one click.
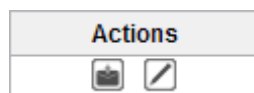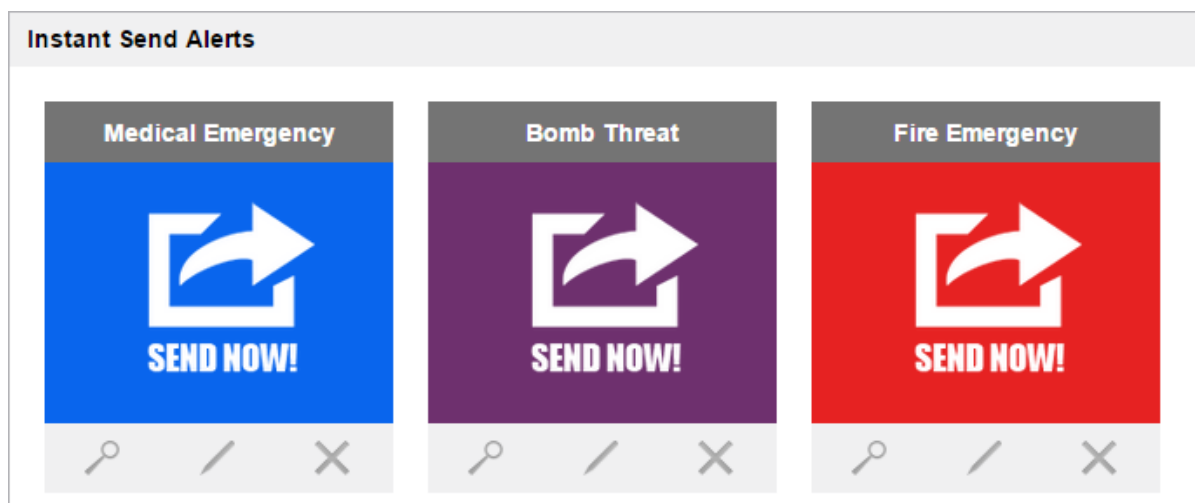
9.1 Creating Instant Messages

If you have the rights to create Instant Messages, you can compose them just like usual alerts. You can specify any options available, select recipients and **Save** the Instant Message as a template. It will appear on the Instant Messages list (you can access it through the Instant Messages/Send menu item). The message will not be sent out immediately.

9.2 Sending Instant Messages

The list of pre-created Instant Messages is displayed as the multi-part tiles:

Instant Send Alerts

Medical Emergency	Bomb Threat	Fire Emergency
SEND NOW!	SEND NOW!	SEND NOW!
🔍 ／ ✕	🔍 ／ ✕	🔍 ／ ✕

By hovering your mouse over the tile parts you can tell what they are used for. Some actions may be prohibited by your access policy.

To send the message, just click central part of the needed message tile. Some dialogues will demonstrate that the message is being sent and then you will be redirected to the Sent Alerts list.

9.3 Color Codes

Color Codes system is what helps the content senders to quickly select the needed message when it is being pushed in a rush. Publishers with the corresponding policy can manage Color Codes system to create different message groups - such as "Fire alarm" or "Medical Emergency"

31

If your company is using color codes system - don't forget to specify the code during the Instant Message creation.

10. SENDING SCREENSAVERS

Corporate screensaver is one of the less intrusive but powerful ways to communicate with desktops of your employees. DeskAlerts screensaver work same way as ordinary PC screensaver and allows for targeted content delivery.

Screensaver functionality allows delivering rich content such as images, text, HTML, clickable links, FLASH, video, scrolling text, PowerPoint slides with 100% visibility. Screensaver can be targeted to specific groups, departments or individual users or any combinations of the above. Delivery can be scheduled and availability time can be specified so that you can target specific events in your internal communication strategy. Screensaver content is created in WYSIWYG mode using internal rich content editor.

On the left side menu under **Screensavers** you will find three links:

- Click the **Create** link to create a new Screensaver
- Click the **Current** link to display all current Screensavers.
- Click the **Draft** link to display draft Screensavers.

Also at the top right of **Current** and **Draft** pages you will see **Add Screensaver** button:

10.1 Creating Screensaver

Click **Create** link or **Add Screensaver** button and you will see the screen with three tabs for different screensaver types.

If you choose html screensaver, you will see the editor form:

On this form enter title and screensaver content.

On this tab you can setup **time to display** the screensaver.

Then click **Save & next** button to select recipients and send:

10.2 Current Screensavers

Each screensaver has the following **Actions**:

- Click ![icon] to duplicate the Screensaver.
- Click ![icon] to stop screensaver sending.
- Click ![icon] to start screensaver sending.
- Click ![icon] to view how screensaver looks like.

10.3 Draft Screensavers

Each draft Screensaver has the following **Actions**:

Actions
📷 ✏️
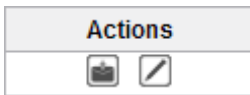
- Click 📷 to open the screensaver form to select recipients and then sending.
- Click ✏️ to continue editing the screensaver.

11. SENDING WALLPAPERS

This add-on allows you to use DeskAlerts to publish corporate desktop wallpapers. Corporate wallpaper is less intrusive but effective corporate communications channel. Communicate regarding upcoming changes or news, establish internal brand or publish product announcements right to the employee desktop wallpaper.

Publish your messages as corporate desktop wallpapers, use scheduling and sequence your wallpapers if you want 2 or more messages to rotate. All advanced targeting options including delivery to users/groups or any combination of those is supported.

On the left side menu under **Wallpapers** you will find three links:

- Click the **Create** link to create a new Wallpaper
- Click the **Current** link to display all current Wallpapers.
- Click the **Draft** link to display draft Wallpapers.

Also at the top right of **Current** and **Draft** pages you will see **Add Wallpaper** button:

Add wallpaper

10.1 Creating Wallpaper

Click **Create** link or **Add Wallpaper** button and you will see the image selection screen to create the wallpaper:
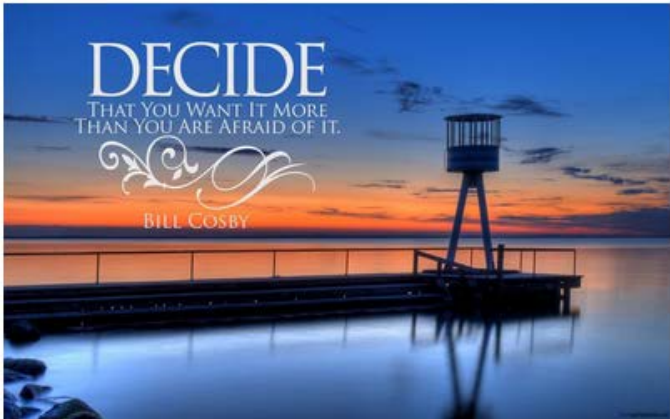
On this form enter title and choose wallpaper image. After that you'll see the additional parameters:

Select **Position** of image:

- Select the **Center** option to center the picture on the screen.

- Select the **Tile** option to tile the picture.
- Select the **Stretch** option to stretch the picture to fit the screen.

Contents	Options

Time to display: 60 Seconds

The number of seconds to display wallpaper before switch to next active wallpaper

☐ Start and end date and time

Start date and time: _____

End date and time: _____

On this tab you can setup **time to display** the wallpaper.

Then click **Save & next** button to select recipients and send:

Wallpapers

Add alert

Step 2 of 2: Select recipients:

Alert Type: Select recipients ▼   Send

-- Choose --
Broadcast
Select recipients
IP groups

11.2 Current Wallpapers

Each wallpaper has the following **Actions**:
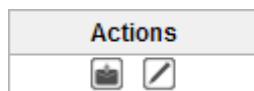
Actions

- Click 🔄 to duplicate the Wallpaper.
- Click ⬛ to stop wallpaper sending.
- Click ▶ to start wallpaper sending.
- Click 🔍 to view how wallpaper looks like.

11.3 Draft Wallpapers

Each draft Wallpaper has the following **Actions**:

- Click ![icon] to open the wallpaper form to select recipients and then sending.
- Click ![icon] to continue editing the wallpaper.

12. SENDING EMERGENCY ALERT ON LOCKED SCREENS
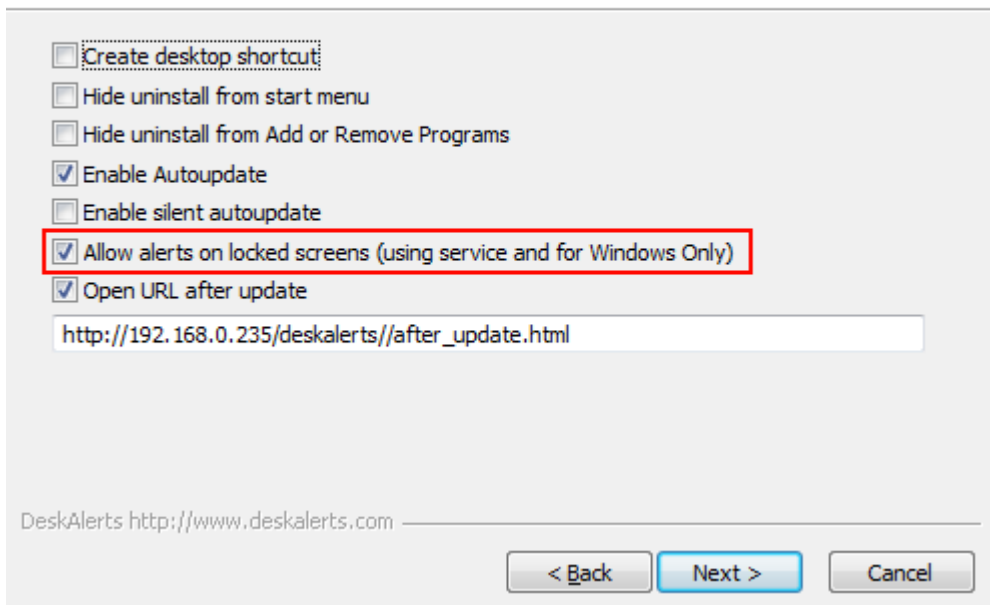
Allows communications to be delivered to the PC's when they are locked. As a result of corporate policies that log-out user after certain period of inactivity the major part of PC's in organization remain locked. This add-on allows you to communicate on top of any screensavers or locked PC's.

Lock screen alert is specifically useful when we need to deliver critical information such as important notifications or emergency alerts.

If you have enabled this option in client builder, alert on locked screen looks just like that:

13. TEXT TEMPLATES

To reduce the time of alert creation you may create text templates for different situations (staff reminder, system outage, etc).

Click **Text Templates** link in left-side menu. You will see the list of available text templates:

Message Templates

+ Add template

1-2 from 2 Style Templates
Records per page | 25 | 50 | 100 | 500 | 1000

Delete

	Template	Actions
☐	Greetings Card	🔍 📷 ✏
☐	Meeting Reminder	🔍 📷 ✏

Delete

1-2 from 2 Style Templates
Records per page | 25 | 50 | 100 | 500 | 1000

To send an existent text template click 📷 from **Actions** section and send the alert as you normally do.

To edit text template click ✏ from **Actions** section and rich text editor will open to edit an alert template.

To create text template click **add template** button (top right corner), enter template name, alerts content. Click **Save**.

14. GETTING STATISTICS

You can see a range of information on DeskAlerts users, alerts, and surveys. DeskAlerts uses an unobtrusive technology, **Smart Activity Tracking** (SAT) to learn what happens to each alert and survey you send out.

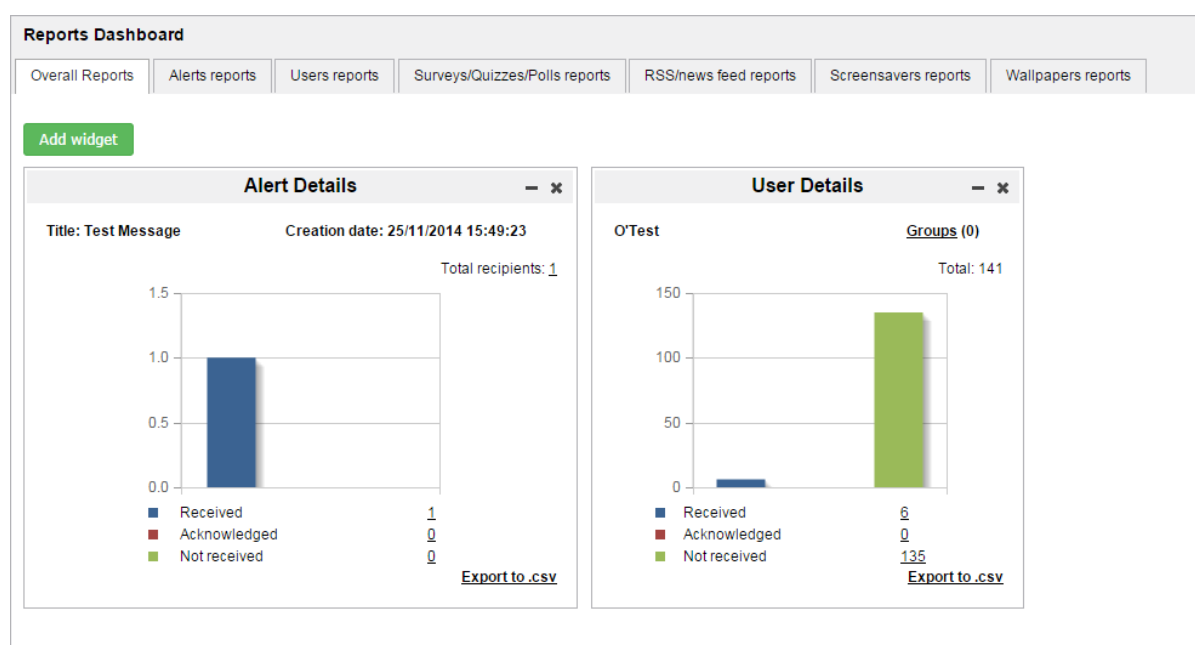- You can find out not just how many alerts were sent, but also how many have been received and not yet read - and how many users just dismissed the alert without reading it.
- For surveys, you can quickly check the response rate: how many have read the survey and how many have responded.

Click the **Statistics** link on the left-side menu.

The "Overall Statistics" page, which you enter by default, contains a dashboard-like area where you can add stats widgets with the reports most valuable to you.

Reports Dashboard

| Overall Reports | Alerts reports | Users reports | Surveys/Quizzes/Polls reports | RSS/news feed reports | Screensavers reports | Wallpapers reports |

Add widget

Alert Details — ✕

Title: Test Message Creation date: 25/11/2014 15:49:23

Total recipients: 1

■ Received 1
■ Acknowledged 0
■ Not received 0

Export to .csv

User Details — ✕

O'Test Groups (0)

Total: 141

■ Received 6
■ Acknowledged 0
■ Not received 135

Export to .csv

Note that having too many widgets on one page may significantly slow the page performance and even lead to timeout errors. If you are experiencing such slowdowns - remove the widgets which seem to calculate the longest.

13.1 Alerts statistics

This display summarizes information about alerts, starting with one most recently sent.

- Alerts: the text of the alert
- Creation date: date when alert was created
- Sent date: date when alert was sent out
- Send by: who sent the alert
- Recipients: who should receive the alert
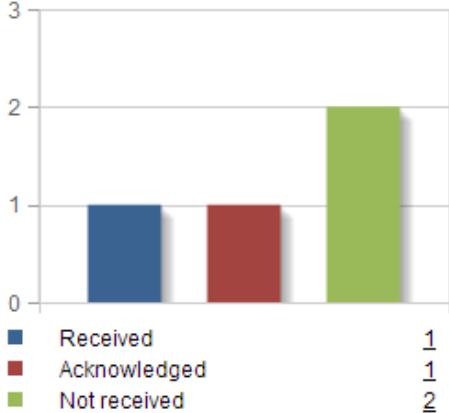- Open Ratio: the ratio between sent and received alerts

To view alert details click on the specific alert:

View the list of users, who had **Received**, **Acknowledged**, **Not received** this alert, by clicking on digit link (below the diagram).

13.2 User statistics

This display summarizes user information, starting with the most recently active user.

Status:

🟢 on-line

⚫ off-line

🟢 standby

🔴 disabled

Open Ratio: the ratio between sent and received alerts

To view user details click on the specific user:
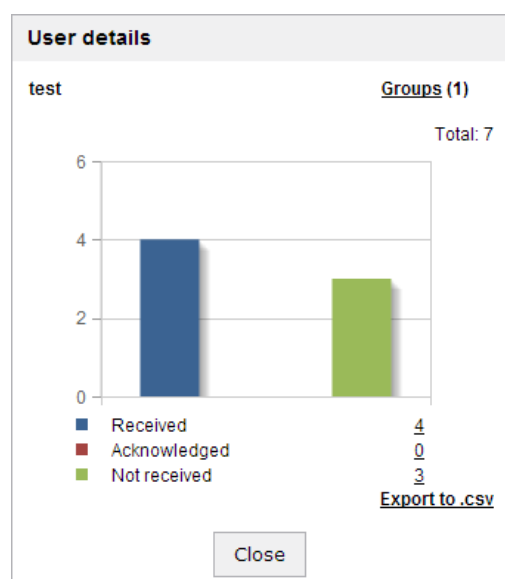
View the list of alerts that were **Received**, **Acknowledged**, **Not received** by current user, by clicking on digit link (below the diagram).

13.3 Survey statistics

This display summarizes information about surveys, starting with the one most recently sent.

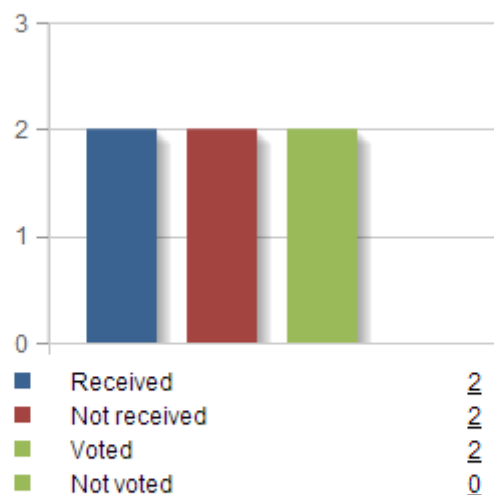**Open Ratio**: the ratio between sent and received surveys

To view survey details click on the specific survey.

Survey Details

Title: Sports survey   **Date: 30/09/2013 15:39:17**

Total: 4

■ Received	2
■ Not received	2
■ Voted	2
■ Not voted	0

Export to .csv

Survey results
Question text: What is your favourite sport?

Total: 2

■ Football	1
■ Basketball	0
■ Hockey	1
■ Baseball	0

Next question

Export this question to .csv
Export all questions to .csv

Close

View the list of users that had **Received**, **Not received**, **Voted**, **Not voted**, by clicking on digit link (below the diagram).

In survey details you may track survey results. Click digit link near specific answer to view the list of users with such answer.

15. CHANGE THE PASSWORD

Click the **Settings** link in the left-menu bar. If you click it, a screen will display that allows you to update your password for the DeskAlerts Control Panel.