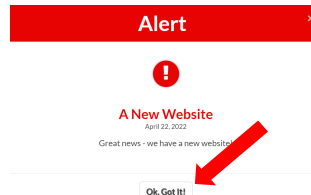


## How to Create or Edit an Alert

When you create an alert, it will appear on the **Alerts page** and also as a **pop-up message** when you **open your website**. The viewer must click the **OK, Got It!** button to continue to access the website.



An Alert can also be distributed as a cell phone text message and/or email to your website subscribers.

### Step 1: Login to Client Dashboard on Your Website

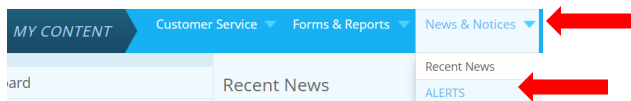
- In the lower right corner of your website's home page, you will see the word **Admin**



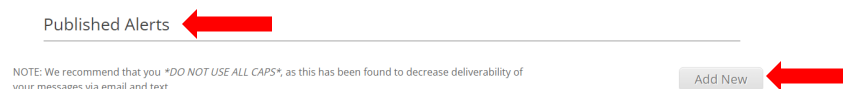
- Click that link, then login with your username and password

### Step 2: Create an Alert

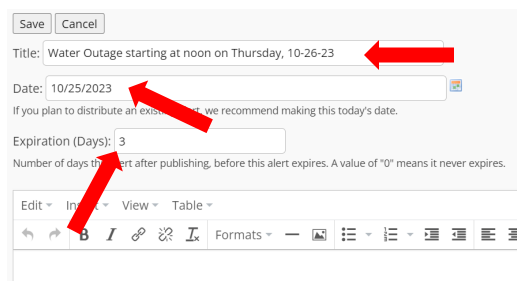
- On the **MY CONTENT** toolbar at the top of the screen, **navigate to and click ALERTS** (in the example below, ALERTS is found on the drop-down list **under the News & Notices tab**)



- Scroll down to the **Published Alerts** section, then click the **Add New** button

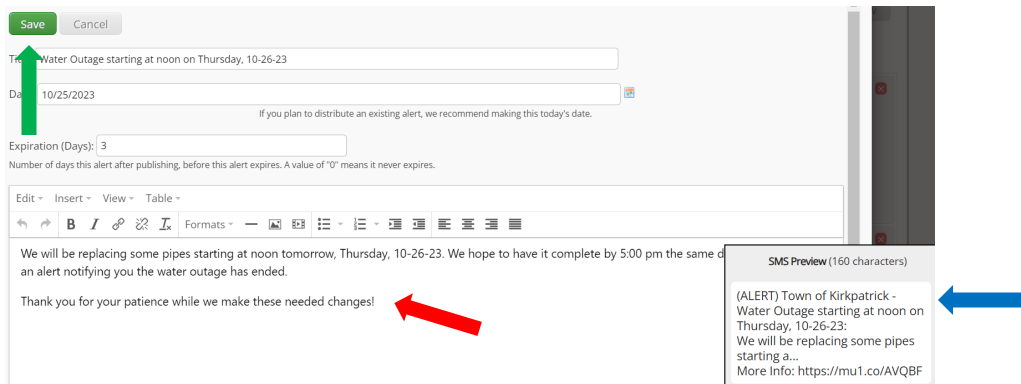


- Enter a brief descriptive **Title** for the Alert, and accept the default **Date** (current day's date)



- The Alert will be posted and distributed (if that option is selected) on **the date you Add, Save and Update it. It can not be scheduled** to start on a specific date.
- Enter the number of days you want the Alert to display in the **Expiration (Days):** box (in the example above, the **Alert was created on 10/25/23 and will display for 3 days then expire**)

- If you enter 0 in the Expiration (Days): box, the Alert will not expire until you delete it or change it to a number greater than 0 (see **Step 4 below** for how to edit the Alert)
- **NOTE:** When an Alert expires, it is automatically deleted. However, the Distribution History will remain in place (see **Step 5 below** for more details)
- Place your cursor in the body of the text box, then enter the Alert message



Save Cancel

Title: Water Outage starting at noon on Thursday, 10-26-23

Date: 10/25/2023

If you plan to distribute an existing alert, we recommend making this today's date.

Expiration (Days): 3  
Number of days this alert after publishing, before this alert expires. A value of '0' means it never expires.

Edit Insert View Table

Formats

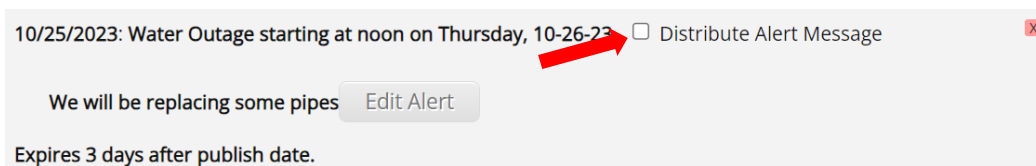
We will be replacing some pipes starting at noon tomorrow, Thursday, 10-26-23. We hope to have it complete by 5:00 pm the same day. We will be replacing some pipes starting a...  
an alert notifying you the water outage has ended.

Thank you for your patience while we make these needed changes!

SMS Preview (160 characters)

(ALERT) Town of Kirkpatrick - Water Outage starting at noon on Thursday, 10-26-23: We will be replacing some pipes starting a...  
More Info: <https://mu1.co/AVQBF>

- **NOTE:** Text messages are limited to 160 characters. Messages longer than 160 characters will be truncated automatically and **will include a link** to the full alert message on your website.
- The smaller **SMS Preview** window on the right (see blue arrow above) will show you exactly how the corresponding SMS Text Message will appear to your subscribers
- When you are satisfied with the full message and the SMS Preview, **click the Save button** found at the top or the bottom of the new Alert (see green arrow above)
- **It is strongly recommended that you uncheck the Distribute Alert Message checkbox**, then click the **Update button**



10/25/2023: Water Outage starting at noon on Thursday, 10-26-23 ☐ Distribute Alert Message

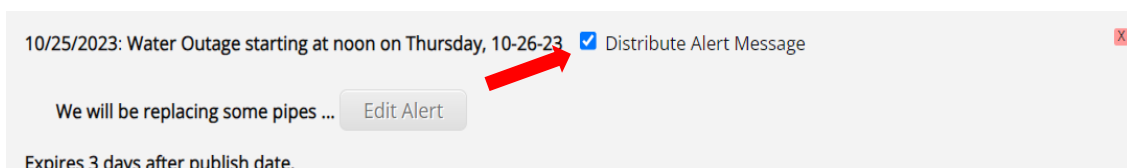
We will be replacing some pipes ... Edit Alert

Expires 3 days after publish date.

- **Proofread your Alert**, then see **Step 4 below** for how to make any needed changes
- If you **do NOT want to distribute** the Alert and no changes are necessary after proofreading it, you are finished creating the Alert

### Step 3: Distribute an Alert to Your Subscribers

- If you **DO want to distribute** the Alert, click to check the **Distribute Alert Message** checkbox, then **click the Update button**



10/25/2023: Water Outage starting at noon on Thursday, 10-26-23 ☒ Distribute Alert Message

We will be replacing some pipes ... Edit Alert

Expires 3 days after publish date.

- When the following message appears at the top of the screen, **click the OK button** to distribute or **click the Cancel button** if you decide you do not want to distribute the alert

clients.ruralwaterimpact.com says

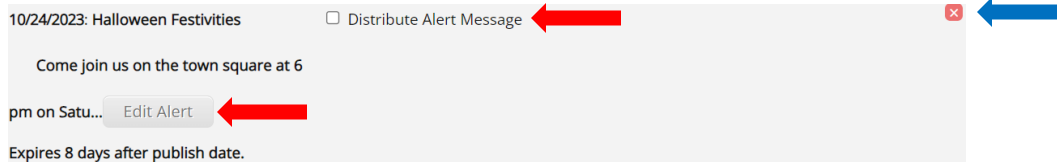
Are you sure you want to distribute this alert?

Water Outage starting at noon on Thursday, 10-26-23



#### Step 4: Edit or Delete an Alert

- Click the Edit Alert button**, make your changes, **click the Save button**, decide if you want to distribute the updated item (check or uncheck the box), then **click the Update button**



- To delete the alert, **click the red X** in the top right corner (see blue arrow above), then **if you are sure you want to delete it, click the Update button**
- NOTE:** If you deleted it, but decide you want to keep it, do **NOT** click the **Update button** before moving to another section of your Client Dashboard

#### Step 5: Verify Alert Has Been Distributed

- When an Alert is distributed, a note is added to the distribution history detailing the date and time it was sent and how many emails and texts were successfully sent.
- To verify an Alert has been distributed, **scroll down to the bottom of the page**, then **click the box** showing the month and year you sent the Alert (in the example below, October 2023)

Alert History		Alert History				
You sent 9 SMS alerts in October 2023.		You sent 9 SMS alerts in October 2023.				
Posted Timestamp	Finished Timestamp	SMS message	SMS Count	Email Count	Status	
10/31/2023 10:22 am	10/31/2023 10:25 am	10-31-2023 Maureen's Water Supply Corporation - Halloween Festivities: Come join us in the town square at 6 pm on Saturday, 10-2... More Info: <a href="https://rw1.co/SYAVB">https://rw1.co/SYAVB</a>	1	3	success	

- That box will expand to display the **date and time** you distributed the Alert, the **message in the Alert**, the **number of texts and emails sent** and the **Status of the distribution** (in the example above, the Alert was sent on 10/31/23 at 10:22 am to one phone # and three email addresses, and the distribution was successful)

If you have questions about this tutorial or need additional assistance with your website, please click the **CONTACT SUPPORT** button on the left side of your website's Client Dashboard. Complete the form to tell us how we can help, then click Submit. Or you may call us at (888) 551-4815. **We are here to help!**