

ERMS Notification

supportcenter.nc4.com/hc/en-us/articles/218608707-ERMS-Notification

ERMS Advantage is a mass notification tool that enables one-to-many communication to any location, 24/7 on a variety of device types. If your organization is using ERMS in conjunction with E Team, and you have been given the proper permissions, you will see multiple related fields within the Notification section of reports. These fields support notification to selected recipients as well as mass notification to those residing within a specific mapped area.

NOTIFICATION

Send Notification

Standard Notification ☒ Yes ☐ No

1 Enhanced Notification ☐ Yes ☒ No

2 Geo Notification ☐ Yes ☒ No

3 Notification Template

4 Map Overlay

5 Message (English; max 140 characters for mobile users; ERMS has 3000 char max limit)

6 Message (French; max 140 characters for mobile users; ERMS has 3000 char max limit)

Select Recipients [Individuals](#) [Groups](#)
(click a link to add to the notification list)

Notification List
(click a link to remove a user from the notification list)
[Groups](#) [Default Test](#)

Other Email Addresses
(Use the standard email format e.g. johndoe@team.com. Separate each address with a comma)

1. Enhanced Notification - Select this option to broadcast to selected recipients.
2. Geo Notification - Recipients of a geo notification are pulled from a citizens stakeholder database that resides within ERMS. Which stakeholders receive the broadcast is determined by the parameters passed with the overlay selection made within E Team.
When set to Yes you can not use E Team Standard or ERMS Enhanced Notification options. Both will become inactive.
3. Notification Template - Displays a list of pre defined broadcast templates created by your organization. Use of templates support ability to gather responses from recipients.
4. Map Overlay - Displays a list of map overlays generated within E Team.
5. Message (English) - This field will display the text of the selected Notification Template.
6. Message (French) - This field becomes visible when the *Enhanced Notification* or *Geo Notification* option is selected. This field will display the text of the selected Notification Template in French when available.

Initiating an ERMS *Enhanced* broadcast from within E Team

1. Launch the E Team form from which to transmit.
2. Place the document in Update mode.
3. Select the Notification tab.
4. Select the Yes radio button option for *Enhanced Notification*.
5. Select the *Notification Template* to be used. If you do not wish to use a predefine template leave *Default* in this field.
6. Alter the *Message* text in the field(s) provided as needed, or enter the text you wish to Broadcast.
7. Select recipients or additional recipients for this broadcast.
When using a pre-defined template the recipients field will be populated for you. You can alter this as needed.
8. When done, Submit the form.

Initiating an ERMS *Geo Notification* broadcast from within E Team

1. Launch the E Team form from which to transmit.
2. Place the document in Update mode.
3. Select the Notification tab.
4. Select the Yes radio button option for *Geo Notification*.
Selecting the Yes radio button for Geo Notification causes all fields not needed for geo notification to become inactive.
5. Select the *Notification Template* to be used. If you do not wish to use a predefine template leave *Default* in this field.
6. Select the E Team Overlay that should be associated with this geo notification.
7. Alter the *Message* text in the field(s) provided as needed, or enter the text you wish to Broadcast.
8. When done, Submit the form.

Verifying Transmission

You can verify transmission from E Team to ERMS by checking the Notification Queue under the Administration menu option in E Team. To view this queue you must be a member of the E Team System Admin group or have been given the permission `notification_queue` (READER).

This view will ONLY provide information regarding successful transmission from E Team to ERMS.

Accessing ERMS Campaign Reports from within E Team

Confirmation of a broadcast from ERMS to recipients is reported by ERMS. Each transmission is considered a campaign. When both English and French text messages have been generated there will be two separate campaigns to track. To view campaign reports while logged into E Team:

1. Navigate to, and click on the link for the report from which the notification was initiated.
2. While in read mode, click on the *Notification* tab.
3. Under the *ERMS Notification Link* section, click on the campaign link to launch ERMS and view results. ERMS will open in a new window to the reporting page associated with the selected campaign link.

The screenshot displays the 'NOTIFICATION' section of the E Team interface. It includes a 'Send Notification' button, a 'Geo Notification' dropdown, and a 'Notification Template' dropdown. Below these are 'Map Overlay' and 'Message (English)' fields. A 'Message (French)' field is also present. There are sections for 'Individuals' and 'Groups'. At the bottom, under 'Other Email Addresses', there is an 'ERMS Notification Link' section containing three links: 'English-Mon Oct 18 11:36:49 PDT 2010', 'English-Mon Oct 18 11:57:54 PDT 2010', and 'French-Mon Oct 18 11:57:54 PDT 2010'. A 'Targeted Alerts Status' button is located in the top right corner.