COMMAND HUB & EVENT USER GUIDE

inform • manage • respond

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Overview

Command Hub is the main dashboard of the EmergHub platform where you are able to manage the real-time progress of an ongoing crisis or emergency situation, as well as view all your reports in one place as they are being updated in real time. Officials can customize the dashboard according to what they deem useful at each level of deployment and it allows them to model the real world by letting them share the information that is most relevant to their expertise.

Pre-made event templates can be created in the Event module and listed on the Command Hub Dashboard so they can be easily and quickly launched in the event of an emergency. Launching one of these pre-made event templates will send the user through an accelerated setup process, that allows the pre-defined elements to be customized.

Default Dashboard

The Default Dashboard is the first thing you will see when you log in to your EmergHub account for the first time. When you log in to your EmergHub account in the future, you will automatically be directed to the Command Hub Dashboard you have most recently used.

To access the Command Hub Dashboard from within the platform itself, simply click on the EmergHub logo in the top left-hand corner of your screen.

From this dashboard, you are able to:

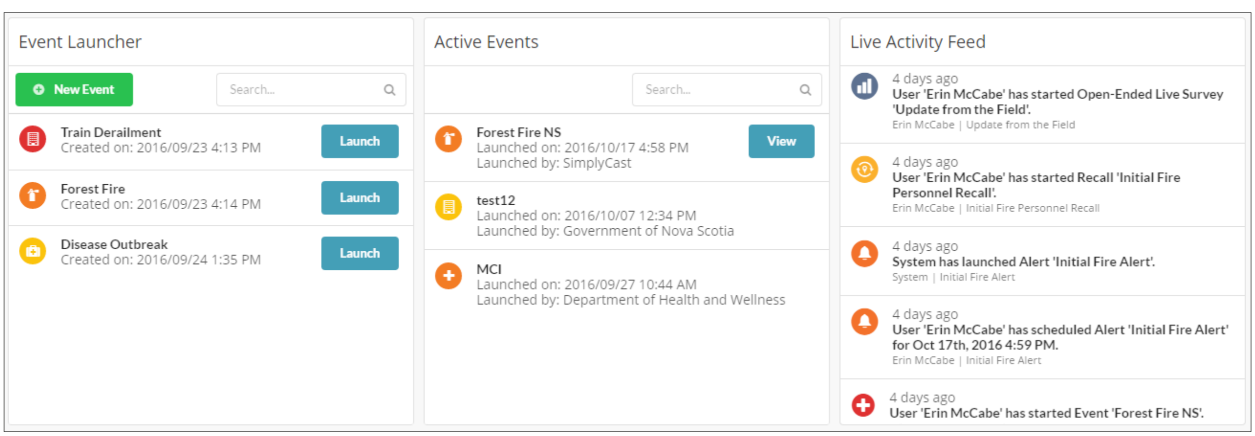
1 View the Default Widgets

[**Note**: A widget is essentially a small form of an application (or in this case, a module) that has limited functionality.]

Upon entering the Default Dashboard in Command Hub, there are three widgets automatically situated on the dashboard. **These are:**

- Event Launcher
- Active Events
- Live Activity Feed

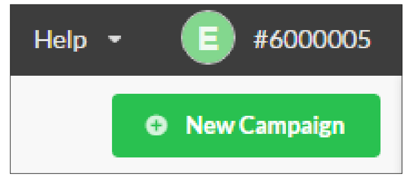
These widgets cannot be removed from the Default Dashboard. For more information on the functions of each of these widgets, refer to page 4.



② Create a New Campaign

Instead of entering each module individually to set up a communication campaign, you are able to do so right from the Default Dashboard. By navigating to the top right-hand side of your screen, you will find the green New Campaign button.

Clicking this button will open a dropdown menu with the following options:



- New Alert
- New Live Status
- New Recall
- New Teleconference

Selecting any of these options will direct you to that particular module's setup page, allowing you to efficiently create a campaign to send out to your contacts. Refer to the corresponding user guides for each of these modules to learn how to set up a campaign.

③ Copy the Default Dashboard

If you would like to make a duplicate of the default dashboard:

- Navigate to the top left-hand corner of your screen where you will find a gray gear button underneath the top black bar
- Click this button to open a dropdown menu with the option to Copy your dashboard
- Select the Copy option and a pop-up window will appear asking you to name your new dashboard
- Click OK when you have named the dashboard and you will be directed to your new, duplicated dashboard. Alternatively, click Cancel to return to the default dashboard without making a copy

④ View Share Notifications

Whenever another user in your EmergHub account shares a piece of information with your account, account group, or network, such as a report widget or a map layer, you will receive a notification about the action that was taken.

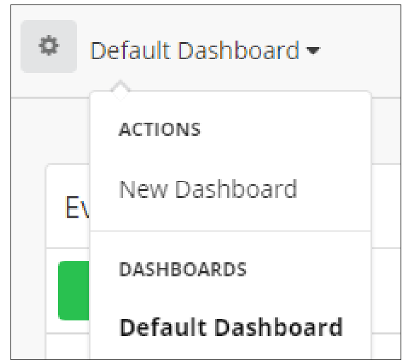
To view any share notifications you have received:

- Navigate to the top right-hand corner of the Command Hub Dashboard where you will find a gray bell button underneath the top black bar, next to the blue Add Widgets button. If you have any new notifications you will see a red marker appear over the button
- Click this button to open a sidebar menu from the right side of your screen
- If you have any new share notifications, you will be able to see them in this sidebar. If the sidebar is empty, this means you have no new share notifications
- Click the blue View all Share Notifications button appearing at the bottom of the sidebar to view all of your recent share notifications. Alternatively, click Cancel to return to the default dashboard without making a copy

Custom Dashboards

Rather than always copying your Default Dashboard for each new event or incident and being stuck with only the three widget options, you are able to create your own custom dashboard where you can add additional widgets for each campaign.

To create a new custom dashboard:



- Navigate to the top left of your screen to find the Default Dashboard heading with a downward arrow to its right
- Click this arrow to bring up a dropdown menu with two sections: Actions and Dashboards
- In the Actions section you will see the option to create a new dashboard. Select this option to bring up a pop-up window where you can type in the name of your new dashboard
- Click OK to create the new dashboard or click Cancel to return to the default dashboard without creating a new one

Once you have created a new custom dashboard, you are able to:

1 Switch Between Multiple Dashboards

Typically, you will want to create a new dashboard for each separate ongoing event.

To switch between these multiple dashboards:

- Navigate to the top left of your screen to find the Default Dashboard heading with a downward arrow to its right
- Click this arrow to bring up a dropdown menu with the Actions and Dashboards sections
- In the Dashboards section you will see a list of all the different dashboards you have created. Select the name of the dashboard you wish to enter

[**Note:** If you have not yet created a new custom dashboard, the only option appearing in your list will be Default Dashboard.]

2 Create a New Campaign

Instead of entering each module individually to set up a communication campaign, you are able to do so right from you custom dashboard. By navigating to the top right-hand side of your screen, you will find the green New Campaign button.

Clicking this button will open a dropdown menu with the following options:

- New Alert
- New Live Status
- New Recall
- New Teleconference

Selecting any of these options will direct you to that particular module's setup page, allowing you to efficiently create a campaign to send out to your contacts. Please refer to the corresponding user guides for each of these modules to learn how to set up a campaign.

3 Add Widgets

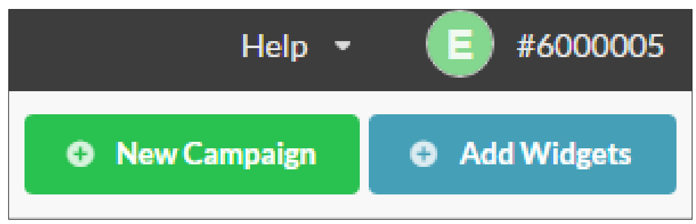
When you create a new custom dashboard, it is a blank slate. You have the option to customize it however you like by adding widgets to create easy access to your active campaigns pertaining to the ongoing event or incident for which you created the dashboard.

A widget is essentially a small form of an application that has limited functionality and can be added to the dashboard by a user. A widget of an EmergHub module allows the user to view the status of an active campaign and any responses it has received, updated in real time.

To add widgets to your custom Command Hub Dashboard, navigate to the top right-hand corner of your screen in a custom dashboard where you will see a blue Add Widgets button next to the green New Campaign button. Clicking the Add Widgets button will bring up a page with the available widgets you can choose to add to your dashboard.

These are:

- Live Survey Responses
- Alerts Status
- Live Activity Feed
- Blueprint Quick Report
- Blueprint Reporting
- Recall Status
- Event Launcher
- Active Events



Live Survey Responses

This widget allows you to view incoming responses to deployed live surveys without having to enter the specific survey's report. Responses to your selected survey will be updated in real time.

When you click Add to Dashboard for this option:

- A Widget Settings sidebar will open on the right-hand side of the Add Widgets screen where you select the Live Survey campaign from the dropdown menu that you would like to view on the dashboard
- Below the Live Survey Campaign field you have the option to choose how you would like the data to be presented in the chart Style Field. Choose whether you wish to view the responses data in a pie chart or bar graph from the dropdown menu provided

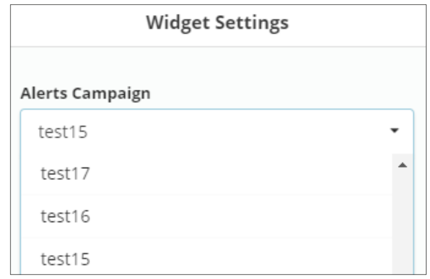
- When finished, click the blue Add to Dashboard button at the bottom of the sidebar to add the widget, or click the Cancel button to close the sidebar without adding the widget

For more information about this widget, refer to page 12 of this guide.

Alerts Status

This widget allows you to track the status of the alerts that pertain to an ongoing event or incident. You are able to view both the alert's sending status as well as any confirmed responses as they come in.

When you click Add to Dashboard for this option:



- A Widget Settings sidebar will open on the right-hand side of the Add Widgets screen where you select the specific alert from the dropdown menu that you would like to view on the dashboard
- Click the blue Add to Dashboard button at the bottom of the sidebar to add the widget, or click the Cancel button to close the sidebar without adding the widget

For more information about this widget, refer to page 13 of this guide.

Live Activity Feed

This widget allows you to see a live feed of the actions taken by other account users in your network, so everyone can remain up-to-date and on the same page.

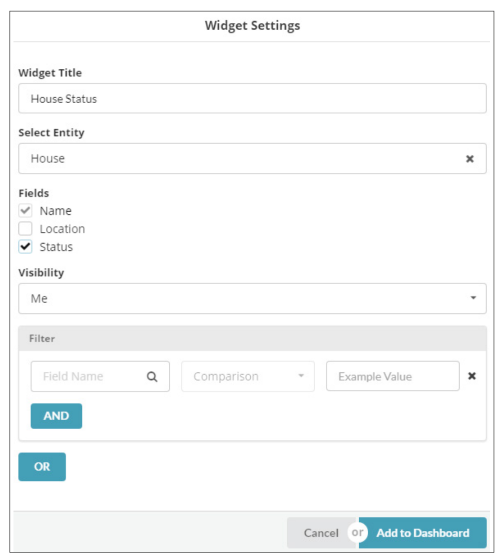
Clicking this option will immediately add the widget to your custom dashboard.

For more information about this widget, refer to page 14 of this guide.

Blueprint Quick Report

This widget allows you to create a blueprint report on the fly showing one or more blueprints and their associated objects in an easy-to-read report displayed on your custom dashboard.

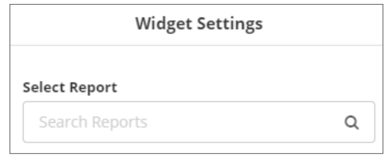
When you click Add to Dashboard for this option:



- A Widget Settings sidebar will open on the right-hand side of the Add Widgets screen where you can input a name for the new widget in the Widget Title field
- Then, select your desired blueprint entity from the dropdown list provided in the Entity Type field
- Three more fields will appear below the Select Entity field in the sidebar. In the first field, you must check off which fields belonging to the chosen entity you would like to appear in the Quick Report. Click the checkboxes located on the left side of the field names you wish to include
- The second new field in the sidebar is where you can choose who you wish to be able to view the report. Select either: Any Visibility Level, Me, My Account, My Account Groups, or All Network Users from the dropdown menu appearing under the Visibility field
- The last new field that appears in the Widget Settings sidebar is where you are able to create a filter to determine what information you would like to receive in this Quick Report. Refer to the Blueprints and Maps User Guide for more information on creating a filter for your blueprint report.

For more information about this widget, refer to page 14.

- Click the blue Add to Dashboard button at the bottom of the sidebar to add the widget, or click the Cancel button to close the sidebar without adding the widget



Blueprint Reporting

This widget allows you to view and share specific information about one or more blueprints and any associated objects in an easy-to-read report displayed on your custom dashboard.

When you click Add to Dashboard for this option:

- A Widget Settings sidebar will open on the right-hand side of the Add Widgets screen where you can select a pre-made blueprint report to view on your custom dashboard from the Select Report dropdown menu
- Click the blue Add to Dashboard button at the bottom of the sidebar to add the widget, or click the Cancel button to close the sidebar without adding the widget

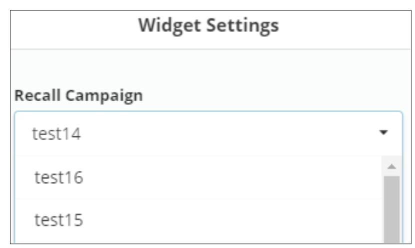
For more information about this widget, refer to page 15 of this guide.

Recall Status

This widget allows you to track the status of an ongoing recall pertaining to an incident or event without having to enter the specific recall's report. Responses to the recall will be updated in real time.

When you click Add to Dashboard for this option:

- A Widget Settings Dashboard will open on the right-hand side of the Add Widgets screen where you can select the recall from the dropdown menu that you would like to view on your dashboard
- Click the blue Add to Dashboard button at the bottom of the sidebar to add the widget to your custom dashboard, or click the Cancel button to close the sidebar without adding the widget



For more information about this widget, refer to page 16 of this guide.

Event Launcher

This widget allows you to quickly launch an event from the list of pre-made templates.

Clicking this option will immediately add the widget to your custom dashboard.

For more information about this widget, refer to page 17 of this guide.

Active Events

This widget provides you with an overview of any events or incidents that are currently ongoing.

Clicking this option will immediately add the widget to your custom dashboard.

For more information about this widget, refer to page 18 of this guide.

[**Note:** You are able to add as many of one type of widget as you need to your dashboard.]

Once you have chosen the widgets you wish to add to your custom dashboard, click the blue Return to Dashboard button that appears on the bottom right-hand side of the screen and you will be directed back to your custom dashboard where you will see the widgets that you have added.

4 Customize Widget Placement

You are able to arrange the dashboard widgets into whatever order you would like and modify the size of each widget on your dashboard.

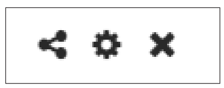
To move a widget to another position on your dashboard:

- Hover your mouse over the title bar of the widget you would like to move. Your mouse will change to a four way arrow, indicating that the widget can be dragged and dropped to a new location
- Click and drag the widget to its new location on the dashboard. Other widgets will move out of the way as the one you are dragging moves over them

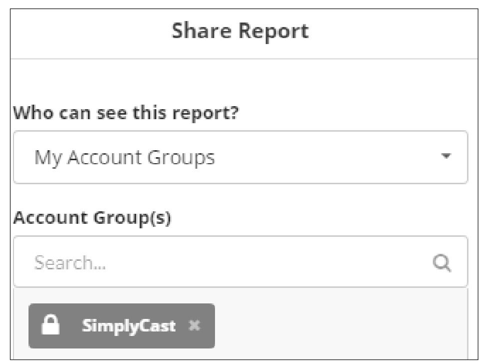
To modify the size of a widget:

- Hover your mouse over any of the widget's corners. Your cursor will change to a two-way arrow, indicating that the corner can be pulled out or pushed in to change the widget size
- Click and drag the corner of the widget until it is the desired width and height
- Other widgets will move out of the way as the widget's size expands or decreases

5 Share a Widget



You are able to share report widgets with the other users in your account, with account groups you are a part of, or with all the users in your account network.



To share a custom dashboard widget:

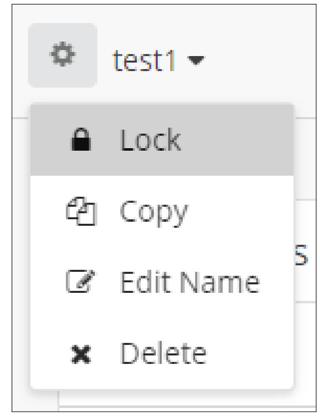
- Navigate to the top right-hand corner of the widget you would like to change the share settings for. You will see the Share button located to the left of the gear button
- Click this button to open a sidebar menu from the right side of your screen
- The field in the sidebar asks you who you would like to be able to view the report widget. Clicking this field will bring up a dropdown menu with the following options:
    - **Me:** This option means that only you are able to view this particular report
    - **My Account:** This option means that only members who are part of your account are able to view the report
    - **My Account Groups:** This option means that all members of any selected account groups will be able to view the report. Selecting this option will cause a second field to appear in the sidebar where you are able to select which account groups you would like to share the report with from the available dropdown menu
    - **All Network Users:** This option means that all users and accounts that are part of your account network will be able to view the report
- Click the blue Save button at the bottom of the sidebar to save your share settings and send a notification to alert the accounts and users that a report has been shared with them. Alternatively, click the Cancel to close the sidebar without changing your share settings

6 Lock in/Unlock Your Dashboard Settings

Once you have configured your dashboard to your specifications, you are able to lock in your widget placements so that they are unable to be modified.

To lock in your dashboard settings:

- Proceed to the top left-hand corner of your screen where you will find a gray gear button underneath the top black bar
- Click this button to open a dropdown menu with the option to “Lock” your dashboard
- Select this option and your dashboard will now be unable to be rearranged and you will be unable to add widgets or select different campaigns to view



[**Note:** To unlock your dashboard, repeat the above steps and rather than “Lock” there will be an “Unlock” option that, when clicked, will allow you to make changes to your dashboard again.]

7 Copy the Custom Dashboard

If you have a custom dashboard that you like, you are able to make a copy of it to use as a template for a new custom dashboard.

To copy the dashboard:

- Navigate to the top left-hand corner of your screen where you will find a gray gear button underneath the top black bar
- Click this button to open a dropdown menu with the option to Copy your dashboard
- Select the Copy option and a pop-up window will appear asking you to name your new dashboard
- Click OK when you have named the dashboard and you will be directed to your new, duplicated dashboard. Alternatively, click Cancel to return to the custom dashboard without making a copy

8 Edit the Dashboard Name

To edit the name of a custom dashboard you have created:

- Navigate to the top left-hand corner of your screen where you will find a gray gear button underneath the top black bar
- Click this button to open a dropdown menu where you will see the Edit Name option
- Select this option to open a pop-up window where you can type in a new name for the dashboard
- Click OK when you have renamed the dashboard. Alternatively, click Cancel to return to the custom dashboard without making a copy

9 Delete the Dashboard

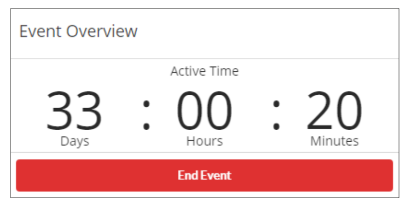
If you would like to delete a custom dashboard and all of its information:

- Navigate to the top left-hand corner of your screen where you will find a gray gear button underneath the top black bar
- Click this button to open a dropdown menu where you will see the Delete option
- Select this option and a pop-up window will appear asking you to confirm you would like to delete the dashboard and all its widgets and settings
- Click the Delete button to confirm the deletion and return to the main Default Dashboard. Or, click Cancel to close the pop-up window without deleting the custom dashboard

9 View Share Notifications

Whenever another user in your EmergHub account shares a piece of information with your account, account group, or network, such as a report widget or a map layer, you will receive a notification about the action that was taken. Refer to page 2 for more information about share notifications.

Event Dashboard



Event Dashboards only exist in Command Hub whenever you have an active event. When you first launch an event template from either the Event module (refer to page 29) or from the Event Launcher widget on your custom or default dashboard, the Event Dashboard will appear as a dashboard dedicated to that particular event.

You can switch between your Event Dashboard and your default and custom dashboards by navigating to the gray gear button at the top left of your screen next to the dashboard name and choosing the dashboard you would like to access.

When the Event Dashboard opens on your screen, there are three widgets that can't be deleted:

1 Event Overview

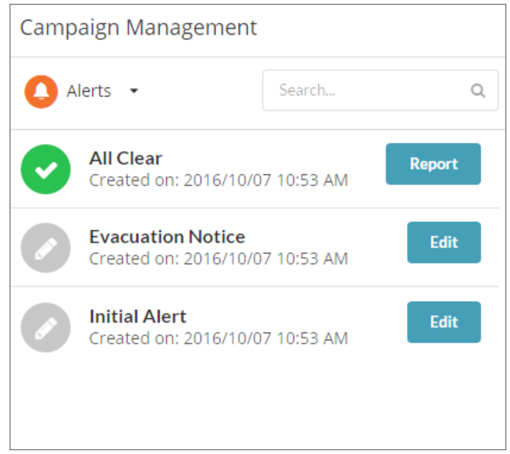
The Event Overview widget shows you a clock indicating the number of days, hours, and minutes that the current event has been active for.

You are also able to end the active event from this widget. To end the event, click on the red End Event button that appears at the bottom of the Event Overview widget.

2 Campaign Management

The Campaign Management widget allows you to easily sort through the tasks that need to be completed, as well as edit any of these tasks.

To view all tasks within a certain module:



- Locate the dropdown menu on the left side of the widget directly underneath the Campaign Management header
- The widget will show you all of your alerts by default, but by clicking on the dropdown, you will see a list of all the modules you can sort your tasks by. Choose a module to see all the created tasks associated with that module for this event template
- Next to every task there is an icon. If the icon is colored gray with a pencil, the task has not been completed and the content can be edited by clicking the blue Edit button next to the corresponding task, which will direct you to the task's setup process
- If the icon displays a green checkmark, the task has been completed and you can view the associated report for the task by clicking the blue Report button on the right
- Search for a specific task by typing into the search bar located to the right of the module dropdown menu

3 Event Task List

The Event Task List widget displays the various tasks you have created in the event template that need to be completed during an active event. (Refer to page 26 to learn more about event templates). Each task is numbered to reflect when it should be completed during the ongoing event, with the most urgent task at the top of the list. Below the name of each task you are able to see the type of task it is (Alert, Blueprint, etc.)

To search for a specific task in the Event Task List:

- Type the name of the task into the search bar located at the top left side of the Event Task List widget, next to the Filter button
- Your task list will begin to filter automatically to match the typed-in text, in the order in which the tasks are prioritized

To filter your completed tasks:

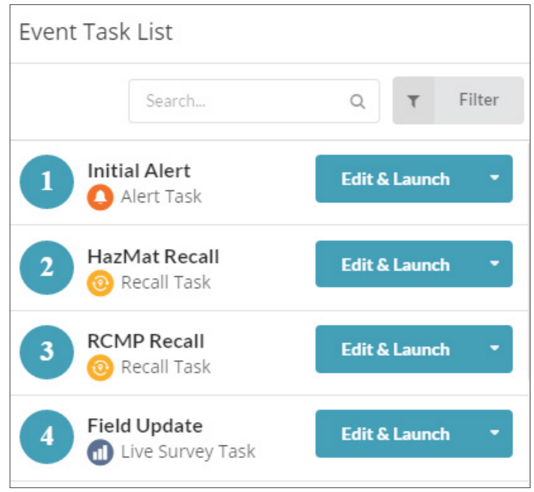
- Click on the Filter button located at the top left of the Event Task List widget
- A dropdown will appear where you are able to check off a box to show all completed tasks
- Click the blue Apply button in the dropdown to apply the filter, or click Cancel to close the dropdown without applying the filter

To edit and launch a task:

- Click on the blue Edit & Launch button appearing next to the task you wish to launch

[**Note:** You are able to launch tasks out of order, for example, launching Task 3 before Task 1.]

- You will be directed into the setup process for this task where you will see the templated information for this task. Edit any of the information as necessary and proceed to the end of the setup process
- Click the blue Complete button at the bottom right-hand corner and your task will be launched

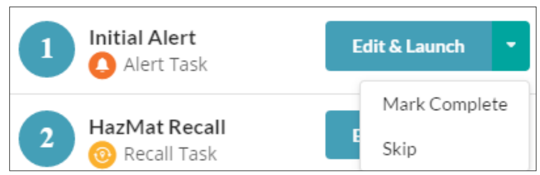


Just like a custom dashboard, you are able to add and remove other widgets for each task relevant to the specific event and have them display up-to-date information on the Event Dashboard. Refer to page 4 for more information regarding the available widgets.

You are also able to skip any task you do not wish to complete.

To skip a task:

- Locate the downward-facing arrow on the right side of the blue Edit & Launch button next to the task you wish to skip
- When this arrow button is clicked, a dropdown menu with two options appears. The second of these two options is Skip
- Click the Skip option and it will hide that task in the Event Task List widget and re-numbers the remaining tasks



To mark a task Complete:

- Locate the downward-facing arrow on the right side of the blue Edit & Launch button next to the task you wish to mark complete
- When this arrow button is clicked, a dropdown menu with two options appears. The first of these two options is Mark Complete
- Click this option and it will hide that task in the Event Task List widget and re-numbers the remaining tasks

[**Note:** If you mistakenly skip a task or mark it complete, and would like to complete it at a later time, you are still able to do so by finding it in the Campaign Management widget and launching the task from there. Refer to page 9 for more information about this widget.]

[**Note:** The only difference between skipping a task and marking it complete will be how it is reported in the Event Report. Refer to page 35 to learn more about Event Reports.]

At the top left-hand corner of the dashboard, you will see two buttons: a green New Campaign button and a blue Add Widgets button.

Clicking the New Campaign button will bring up a dropdown menu where you can choose to create a new alert, live status, recall, or teleconference. Clicking any of these options will direct you to the setup process for that particular module. Refer to the associated user guides for more information.

Clicking the Add Widgets button will direct you to a page with the eight available widgets you can add to the dashboard. Refer to page 4 for more information about adding widgets.

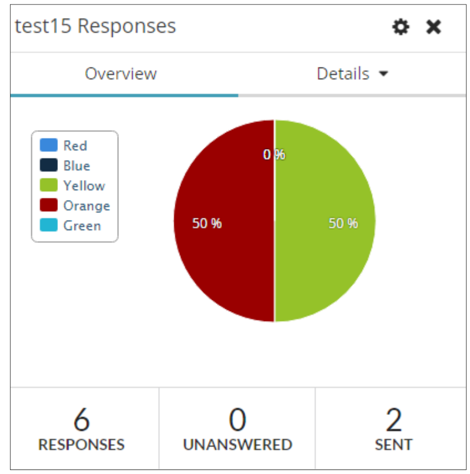
Monitoring Your Dashboard Widgets

The purpose of adding widgets to your dashboard is so that you can view as much incoming information from your various campaigns as possible in one centralized location. This helps you to develop a fully rounded common operating picture, allowing you to coordinate all parties involved and come up with viable strategies on how to best move forward.

Each specific widget provides you with certain information regarding a campaign.

Here is a breakdown of what information is able to be viewed within each widget:

1 Live Survey Responses



At the top of this widget you will see the title of the live survey you are monitoring responses for. To the right of the title, there is are two buttons: a gear button and an "X" button.

- Click the gear button to bring up a sidebar to the right of your screen with a dropdown menu
- Select the survey you wish to monitor responses for from the options in the dropdown (if different than the survey you selected when adding the widget to the dashboard)
- In the second field in the sidebar, choose whether you would like the responses to be displayed as a pie chart or a bar graph by making your selection from the dropdown menu
- Click the blue Save Settings button at the bottom of the sidebar once you have chosen a live survey to display, or the Cancel button to close the sidebar without making any changes
- Clicking the "X" button next to the gear button will delete this widget from your dashboard

Below the title of the live survey at the top of the widget, you will see two tabs: Overview and Details. In the Overview tab, you are able to see the visual representation of the responses you have received to your survey request as a pie chart or bar graph, depending on the option you chose in the Widget Settings sidebar.

To the right of the Overview tab you will see the Details dropdown menu. Clicking the dropdown menu will show you two options: Contacts and Response Feed. Choosing the Contacts option will switch the widget to the contact view.

Here, you are able to see:

- A list of each of the contacts who responded to your survey
- The delivery method (email or SMS) the contact used to respond
- The time the contact responded to the survey
- The response given by the contact

To search for a contact in the widget, type in a name in the search bar located just above the list of contacts in the Contacts page. As you type, the contacts will filter automatically. If enough contacts responded to your survey, their names will be displayed on multiple pages of the widget.

To view contacts that are not on the first page:

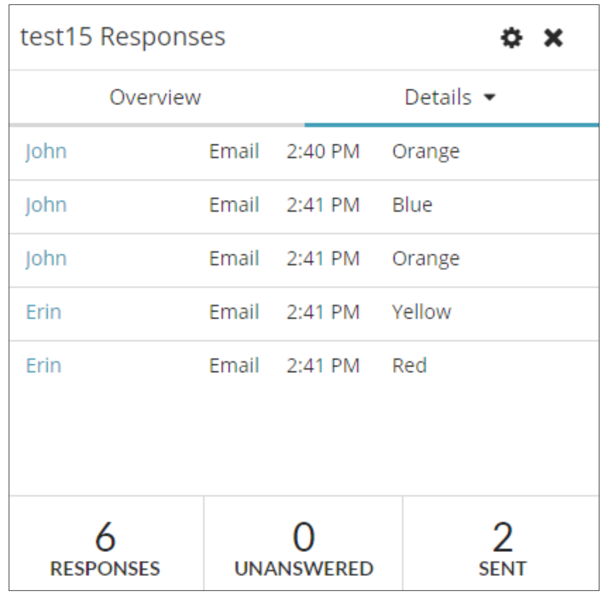
- Navigate to the bottom of the list of contacts where you will find the page numbers indicating the total number of contacts who responded to your survey
- Click either the page number you would like to visit to proceed to another page of contacts or the Next button, which will take you to the next page of contacts
- Choose how many contacts to display at a time by clicking the "Showing..." link located to the right of the number of displayed contacts

Clicking the name of a contact will direct you to the Contacts page in the Contact Manager where you can edit a contact's personal information.

The second option in the Details dropdown menu is the Response Feed option. Choosing this option will show you a page with the most recent responses your survey has received.

For each response you are able to see:

- The name of the contact who responded
- The delivery method (email or SMS) the contact used to respond to the live survey
- The time the contact responded to the survey
- The response given by the contact

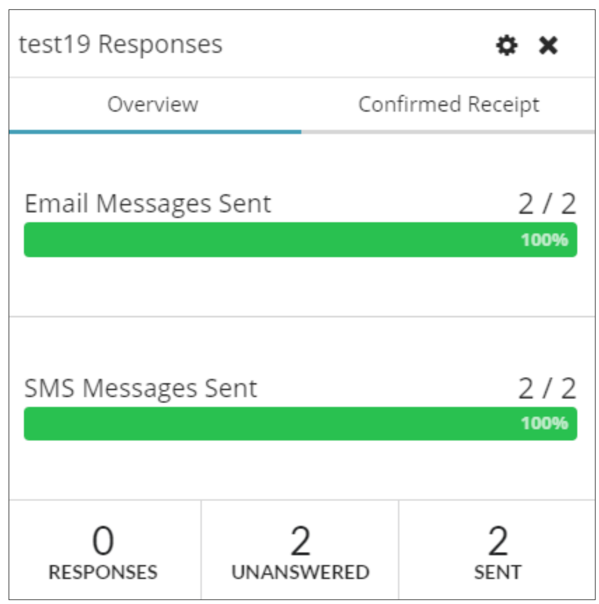


At the bottom of the Live Survey Responses widget there are three blocks. The first block indicates the total number of responses the survey received, the second block indicates the total number of sent surveys that remain unanswered, and the third block indicates the total number of surveys that were sent out.

2 Alerts Status

At the top of this widget you will see the title of the alert you are monitoring. To the right of the title, there is are two buttons: a gear button and an "X" button.

- Click the gear button to bring up a sidebar to the right of your screen with a dropdown menu
- Select the alert you wish to monitor responses for from the options in the dropdown (if different than the alert you selected when adding the widget to the dashboard)
- Click the blue Save Settings button at the bottom of the sidebar once you have chosen an alert to display, or the Cancel button to close the sidebar without making any changes
- Clicking the "X" button next to the gear button will delete this widget from your dashboard

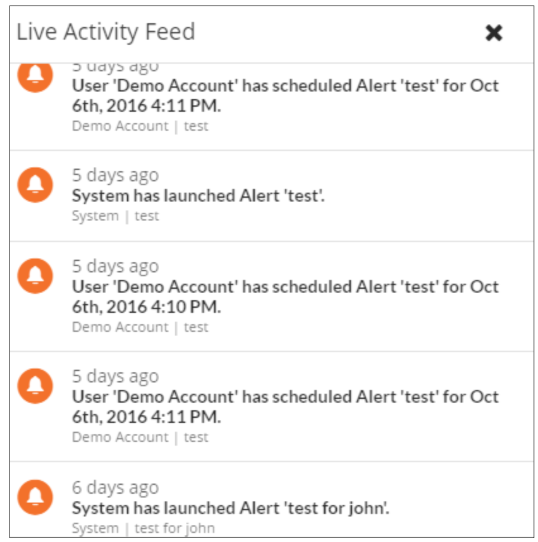


Below the title of the alert at the top of the widget, you will see two tabs: Overview and Confirmed Receipt. In the Overview tab, you are able to see the visual representation of the number of alerts sent successfully and unsuccessfully via each channel.

To the right of the Overview tab you will see the Confirmed Receipt tab. Clicking the tab will direct you to a page where you are able to see which contacts have responded to acknowledge that they have received your alert. **In this tab you are able to see:**

- The name of the contact who responded
- The delivery type (email, SMS, or voice) the contact used to respond to the alert
- The time the contact responded to the alert
- The response given by the contact

At the bottom of the Alerts Status widget there are three blocks.
The first block indicates the total number of responses the alert received, the second block indicates the total number of sent alerts that remain unanswered, and the third block indicates the total number of alerts that were sent out.

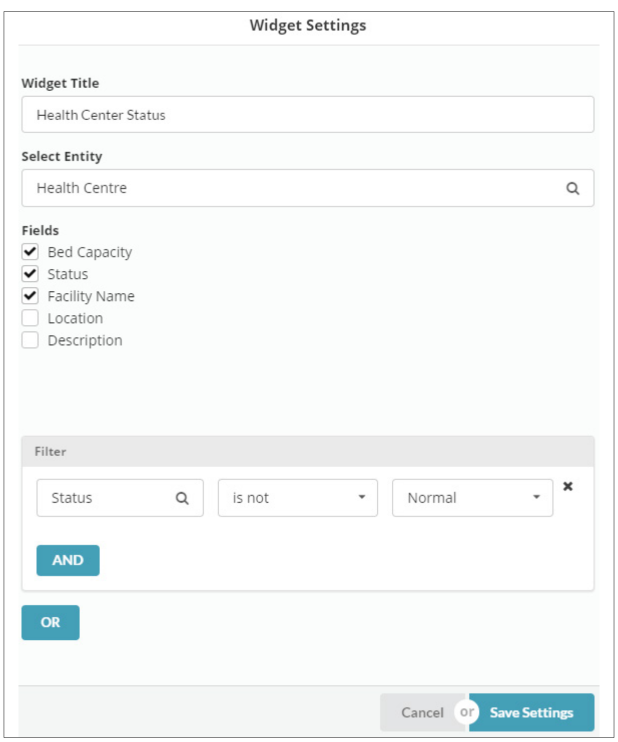


3 Live Activity Feed

This widget will automatically update in real time with information pertaining to tasks that members of your account network are performing. When this widget is placed on a custom dashboard, it will provide updates that are not event-specific. You will see the general activity of all network/account members and any campaigns they've launched.

[**Note:** If this widget is placed on an event dashboard, it will only be updated with activity that is directly associated with that particular ongoing event.]

For each new activity, you will be able to see how long ago it was performed, who performed it, and the task's name. To the left of this information, you will see the icon of the module associated with the activity (e.g. the orange Alerts icon when an new alert has been launched). Clicking the "X" button next to the gear button will delete this widget from your dashboard.

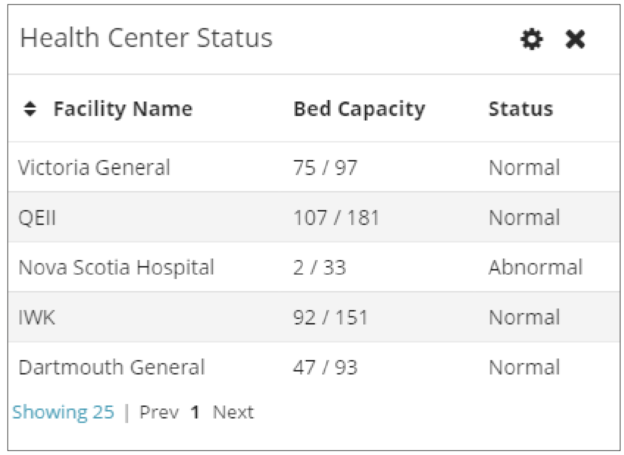


4 Blueprint Quick Report

At the top of this widget you will see the title of the blueprint you are monitoring. To the right of the title, there is are two buttons: a gear button and an "X" button.

- Click the gear button to bring up a sidebar to the right of your screen with two fields
- In the Widget Title field you can change the name that appears at the top of the Blueprint widget. Type the new widget name into the field
- Select the entity (blueprint) you wish to monitor data for from the options in the Entity Type dropdown (if different than the blueprint you selected when adding the widget to the dashboard)
- Choose which entity fields you would like to display in the Blueprint Quick Report widget by checking off the boxes next to your desired field names

- To filter which objects you see in your Blueprint Quick Report widget, you can create a filter in the bottom section of the Widget Settings sidebar. First, choose the field you would like to filter your object by from the dropdown menu on the left
- In the second dropdown field, choose the parameter you wish your chosen field to adhere to (e.g. when choosing the Status field, your parameter options are “is” and “is not”)
- Then, depending on the field selected, you may or may not be required to input a value in a third field that appears. If you see this third field, you will either need to choose a value from a dropdown or type in a value yourself


Health Center Status

Facility Name	Bed Capacity	Status
Victoria General	75 / 97	Normal
QEII	107 / 181	Normal
Nova Scotia Hospital	2 / 33	Abnormal
IWK	92 / 151	Normal
Dartmouth General	47 / 93	Normal

Showing 25 | Prev 1 Next

- When finished, click the blue Save Settings button at the bottom of the sidebar once you have chosen a blueprint to display, or the Cancel button to close the sidebar without making any changes
- Clicking the “X” button next to the gear button will delete this widget from your dashboard

Once you have chosen which data fields to display in your Blueprint Quick Report widget, these columns will be seen in your widget directly underneath the widget title. The information related to each of the objects associated with the blueprint you selected will be listed in these columns, provided you have not added a filter, in which case only the objects that meet the filter requirements will be displayed in the widget.

Every time an object associated with the blueprint is modified, the information displayed in the blueprint will be updated automatically in near real time.

To view objects that are not on the first page of the widget:

- Navigate to the bottom of the list of objects where you will find the page numbers indicating the total number of objects associated with the current blueprint you are monitoring
- Click either the page number you would like to visit to proceed to another page of objects or the Next button, which will take you to the next page of objects
- Choose how many objects to display at a time by clicking the “Showing...” link located to the right of the number of displayed objects

To learn how to create blueprints and objects, refer to the Blueprints & Maps User Guide.

5 Blueprint Reporting

At the top of this widget you will see the title of the blueprint you are monitoring. To the right of the title, there is are two buttons: a gear button and an “X” button.

- Click the gear button to bring up a sidebar to the right of your screen with one field
- In this field you can change which Blueprint Report that appears on the Command Hub Dashboard. Select your desired report from the options in the Select Report dropdown (if different than the blueprint you selected when adding the widget to the dashboard)

Once you have chosen the report to display in your Blueprint widget, the data will appear in the widget. The information related to each of the objects associated with the report you selected will be listed in the columns chosen when the report was created.

Every time an object associated with the blueprint report is modified, the information displayed in the Blueprint Reporting widget will be updated automatically in near real time.

To view data that is not on the first page of the widget:

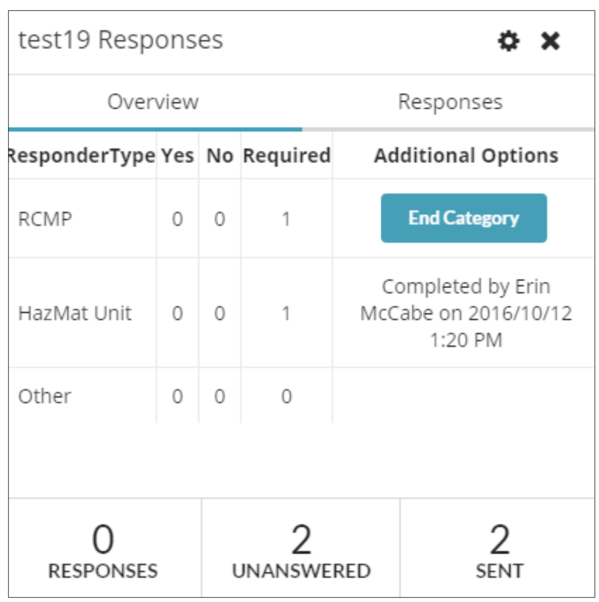
- Navigate to the bottom of the list of objects where you will find the page numbers indicating the total number of objects associated with the current blueprint report you are monitoring
- Click either the page number you would like to visit to proceed to another page of objects or the Next button, which will take you to the next page of objects
- Choose how many objects to display at a time by clicking the "Showing..." link located to the right of the number of displayed objects

To learn how to create blueprint reports, refer to the Blueprints & Maps User Guide.

6 Recall Status

At the top of this widget you will see the title of the recall you are monitoring. To the right of the title, there are two buttons: a gear button and an "X" button.

- Click the gear button to bring up a sidebar to the right of your screen with a dropdown menu
- Select the recall you wish to monitor the status of from the options in the dropdown (if different than the recall you selected when adding the widget to the dashboard)
- Click the blue Save Settings button at the bottom of the sidebar once you have chosen a recall to display, or the Cancel button to close the sidebar without making any changes
- Clicking the "X" button next to the gear button will delete this widget from your dashboard



Below the title of the recall at the top of the widget, you will see two tabs: Overview and Responses. In the Overview tab, you are able to see a table with five columns of information displayed:

- **Responder Category:** This column refers to the Contact Manager column that you have told the system to look at when determining the responder's role. Each of the options you created for this recall will appear in this column as well as an Other option
- **Yes:** This column refers to the number of contacts in the previous column who have confirmed their ability to respond to the recall

- **No:** This column refers to the number of contact in the first column who have confirmed that they are unable to respond to the recall
- **Required:** This column refers to the number of responders you have determined to be required when creating this recall
- **Additional Options:** In this column you will see a blue button that will allow you to end the recall for a specific category. Clicking the End Category button means that no more responses will be recorded in the recall report for that category. Once clicked, the button will disappear beside the ended category and in its place you will see text saying that the recall has been completed, by whom, as well as when it was ended

To the right of the Overview tab you will see the Responses tab. Clicking the tab will direct you to a page where you are able to see which contacts have responded to acknowledge that they have received your recall.

In this tab you are able to see:

- The name of the contact who responded
- The responder category they are associated with
- The delivery type (email, SMS, or voice) the responder used to respond to the recall
- The time the responder responded to the recall
- The response given by the responder

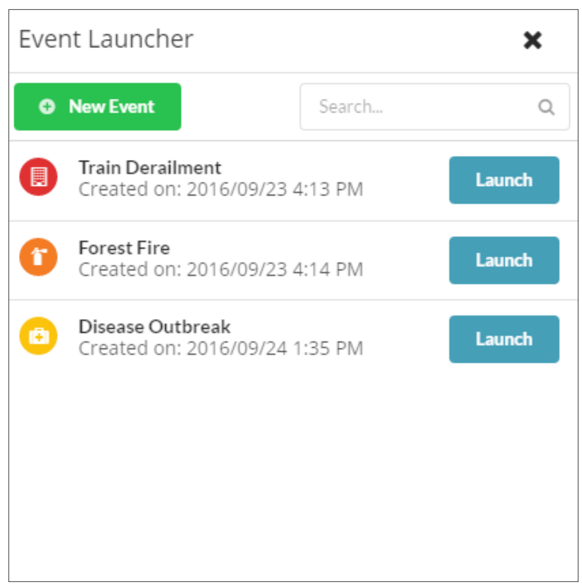
Overview | Responses

Contact	ResponderType	Type	Time	Response
Erin	HazMat Unit	SMS	4:17 PM	Yes

At the bottom of the Recall Status widget there are three blocks. The first block indicates the total number of responses the recall received, the second block indicates the total number of sent recalls that remain unanswered, and the third block indicates the total number of recall messages that were sent.

7 Event Launcher

This widget will allow you to launch a new event or event template whenever the need arises.

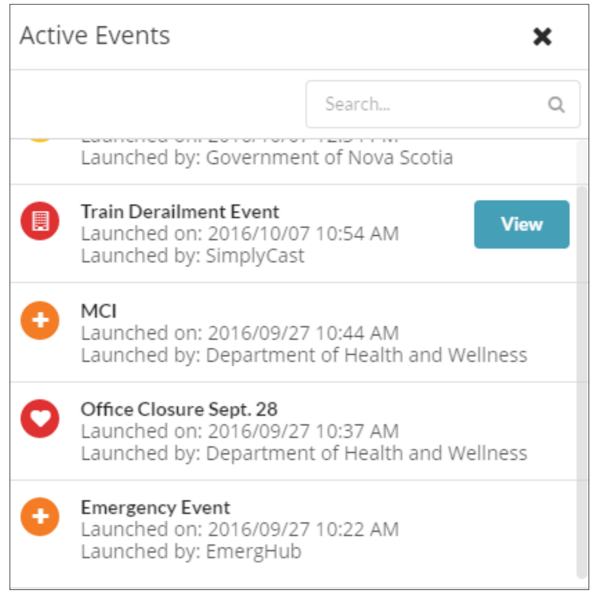


At the top of this widget you will see a green New Event button. This will allow you to launch a brand new active event that does not follow a pre-made template. Clicking this button will bring up a pop-up window asking you to name your new event. Once you name the event, click the green Launch button to continue to the event dashboard. Refer to page 9 for more information regarding event dashboards.

Below the green New Event button you will see the list of all your published event templates. To the right of each template you will see a blue Launch button that, when clicked, will create an active event using that template and direct you to the event dashboard for this new event. If there is nothing in the space below the button, you have not created/published any event templates. For more information about creating event drafts and templates, refer to pages 22 and 26 respectively.

To search for a specific event template that you would like to launch, begin typing the name of the template you are looking for in the search bar located to the right of the green New Event button at the top of the widget. Results will begin to filter automatically to match the typed-in text.

8 Active Events



This widget will allow you to view a list of all of the currently ongoing events that have been launched by members of your account network.

For each ongoing event, you are able to see the following information:

- The name of the ongoing event
- The date and time the event was launched
- The account that launched the event

For events that you have permission to access, you will also see a blue View button to the right of the event description. Clicking this button will direct you to the event dashboard for this event.

To search for a specific active event, begin typing the name of the template you are looking for in the search bar located at the top of the widget on the right-hand side. Results will begin to filter automatically to match the typed-in text.

Event

An event is essentially an incident that occurs that can be managed on a dashboard in EmergHub. Each separate incident is its own event and must be managed as such. In the Event module, you are able to create drafts of specific event types with designated tasks and pre-created content. You can then create templates from these drafts and publish them to the Event Launcher widget on your Command Hub Dashboard where they can be launched as needed.

The Event dashboard can be accessed by navigating to the Applications menu in the top black bar on your screen and selecting Event from the options that appear. Once you are on the Event dashboard, there are five tabs on the left-hand side of your screen.

- Event Drafts
- Event Templates
- Active Events
- Completed Events
- Reports

Event Drafts

The first tab in the menu on the left side of your screen is Event Drafts and this is the page where you will automatically be brought when you first enter the Event module. Creating a draft of an event is the first step in creating an event template that can be launched from the Event Launcher widget.

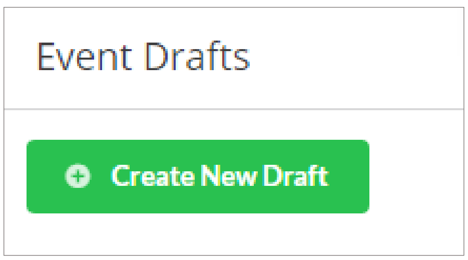
In the Event Drafts tab, you are able to:

① Create a New Draft

If you wish to create a new event draft, there is a green Create New Draft button at the top of the Event Drafts screen on the left-hand side.

Clicking this button will direct you to the naming page where you have the ability to name the new draft before moving onto the main event draft creation process.

Refer to page 22 to learn how to create and set up your event draft.

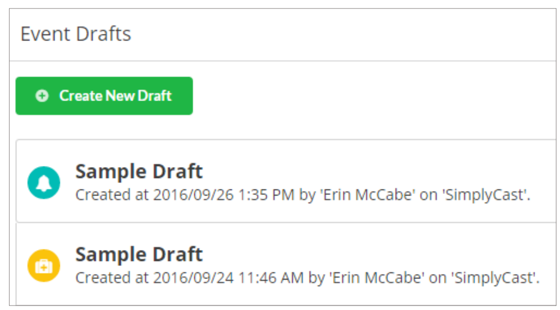


② View the List of Drafts

Below the Create New Draft button, you will see a list of all of the event drafts you have created, with the most recent appearing at the top. If there are no drafts listed, this means you have not yet created one.

For each draft you will be able to see the following information:

1. The name you gave your event draft
2. The date and time the project was created
3. The user who created the event draft
4. The account network the creator belongs to
5. Any descriptions or labels given to the event draft by the creator



③ Navigate Multiple Draft Pages

Your event drafts will appear in a list below the green Create New Draft button in the Event Drafts page.

To navigate through the pages of drafts:

- Look to the bottom of your screen where you will find the page numbers indicating the total number of event drafts you have created
- Click either the page number you would like to visit to proceed to another page of drafts or click the Next button, which will take you to the next page of drafts. Or, enter the page number in the field located to the right of the Next button, and click Go to proceed directly to that page
- You can also choose how many drafts to display at a time by clicking on the “Showing...” link located to the right of the number of displayed drafts

④ Search for Event Drafts

If you are looking for a particular event draft you have already created, you can easily search through your drafts in the list on the Event Drafts page by:

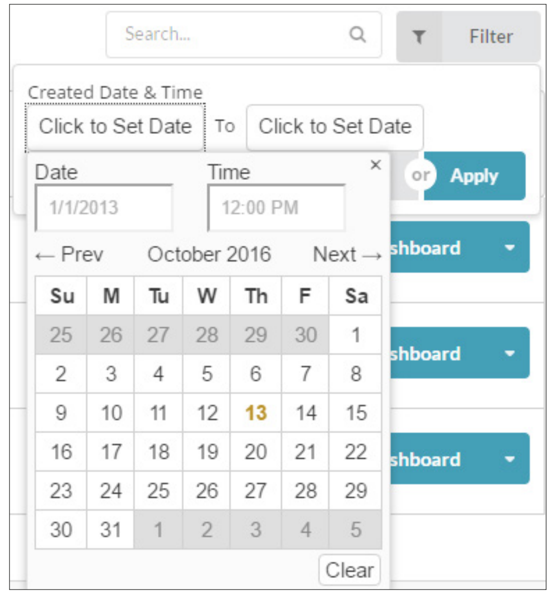
- Selecting the search box that appears in the top right-hand corner of the page next to the gray Filter button
- Typing in the text that you would like the system to search for
- The list of drafts will automatically filter to match the typed-in text

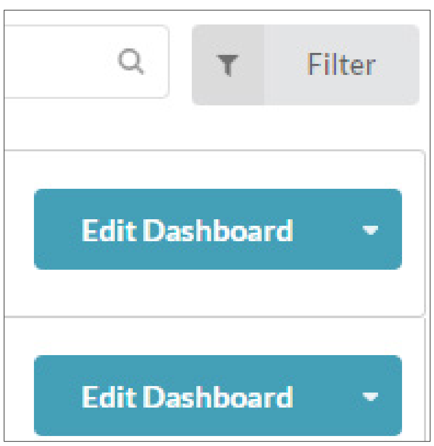
5 Filter Event Drafts

You have the ability to filter your event drafts to show items created on a particular date, at a particular time, or within a certain window of time.

To filter your event drafts:

- Find the gray Filter button that is located at the top right-hand side of your screen in the Event Drafts page, beside the search bar
- Click the Filter button and a dropdown menu will appear where you will see two boxes that say Click to Set Date
- Click either box and another dropdown menu will show up with two fields labeled Date and Time in which you can manually insert the date and time you would like to filter event drafts from
- Below these fields there is a calendar you can also use to choose the date that you would like to filter drafts from
- Click Apply to implement the filter. Or, click Clear if you do not wish to filter your drafts, which will close the dropdown menu





6 Edit Draft Dashboard

To edit the dashboard for one of your event drafts:

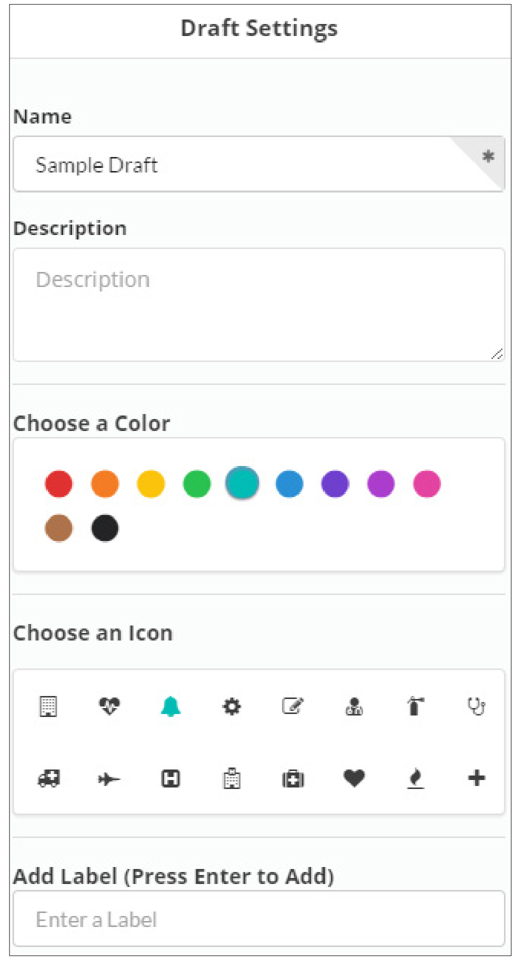
- Look to the right-hand side of your screen underneath the gray filter button where you will see blue Edit Dashboard buttons across from the each of the event drafts you have created
- Clicking the Edit Dashboard button will direct you to the event dashboard for that particular event draft where you can make any changes desired

7 Edit Draft Settings

You are also able to change some settings for each of your event drafts to make them more distinct and easier to locate.

To edit the settings of your event drafts:

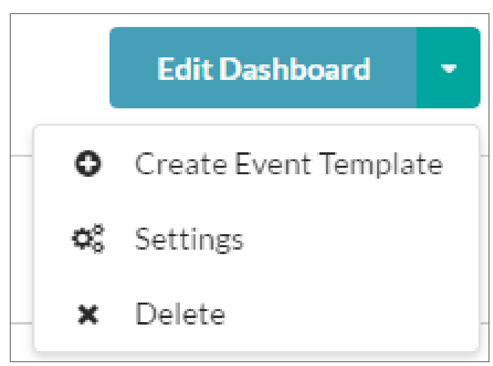
- Navigate to the right-hand side of your screen across from any of your event drafts where you will see a blue Edit Dashboard button
- On the right side of this button you will see a downward-facing arrow. Clicking this arrow will make a dropdown menu appear with three options



- Choose the Settings option in this dropdown menu, and a sidebar will come out from the right-hand side of your screen
- There are five fields in this sidebar, the first one being a field where you can modify the name of the event draft. Type in the new name for the draft in the textbox provided if you would like to change the name of your event draft
- The second field is where you can input a description for your event draft. Simply type a description into the textbox provided in this field
- The third field asks you to choose a color for the icon that appears to the left of your event draft name. Click on the color you would like to use for your icon
- The field below the Choose a Color field is where you can select an image for your event icon. The default image that is used for all new event drafts is a "+" sign, but you can change the icon so it pictures one of the images available in this field
- The last field in the Settings sidebar is where you can add labels to your event drafts. Input a label for your draft into the field provided and press the Enter button on your keyboard. This will add the label to the section underneath t the Label field in the sidebar, allowing you to add additional labels if you need to
- When you are finished configuring your settings, click the blue Save button at the bottom of the sidebar to save your changes, or click the Cancel button to close the sidebar without saving any changes

8 Delete an Event Draft

To delete an event draft:



- Navigate to the right-hand side of your screen across from any of your event drafts where you will see a blue Edit Dashboard button
- On the right side of this button you will see a downward-facing arrow. Clicking this arrow will make a dropdown menu appear with three options
- The third option in this dropdown lets you delete an event draft and all its configuration. Clicking the Delete option will cause a pop-up window to appear asking you to confirm the deletion of the draft
- Click the blue OK button to delete the event draft, or click Cancel to close the pop-up window without completing the deletion of the draft

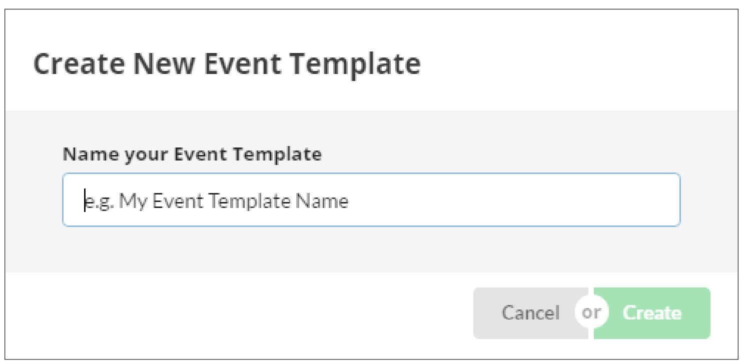
9 Create an Event Template

Event templates are used to launch an active event from either the default or a custom dashboard. Drafts are essentially working copies of an event, that can be modified whenever needed. Templates are more or less finalized versions of these drafts.

To create a template out of an event draft:

- Navigate to the right-hand side of your screen across from any of your event drafts where you will see a blue Edit Dashboard button
- On the right side of this button you will see a downward-facing arrow. Clicking this arrow will make a dropdown menu appear with three options
- The first option in this dropdown lets you create an event template which will be able to be published to the Event Launcher widget on your Command Hub Dashboard. Clicking this button will bring up a pop-up window asking you to provide a name for your new template
- Enter the template name into the field provided and click the green Create button to be directed to the Event Templates page in the Event module, or click Cancel to close the pop-up window without completing the deletion of the draft

Refer to page 26 to learn more about Event Templates.



Create a New Event Draft

To create a new event draft, click on the green Create New Draft button located at the top of the Event Drafts page in the Event module. You will be directed to the dashboard for your new draft where you are able to configure the layout of the widgets and content that will be used during an active event of this nature.
When you arrive on the Event Dashboard for the new event draft, there are three widgets that are automatically placed on the dashboard:

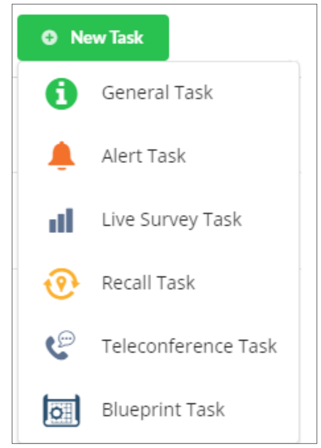
- Event Overview
- Campaign Management
- Event Task List

Refer to pages 9-10 for more information about these widgets.

To begin designing your event draft layout:

1 Create a New Task

In the Event Task List widget, you will see a green New Task button. This is how you can begin creating the ordered task list that you will follow during an active event. **Click this button and a dropdown menu will appear with six options for tasks you can create:**



- General Task
- Alert Task
- Live Status Task
- Recall Task
- Teleconference Task
- Blueprint Task

Refer to the respective module's user guide to learn how to set up these task types.

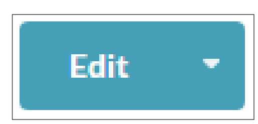
[**Note:** There is no setup process when creating a General Task. You will be asked to insert a task name into the pop-up window that appears, and when you click the green Create button the task will immediately be added to the Event Task List widget on the dashboard.]

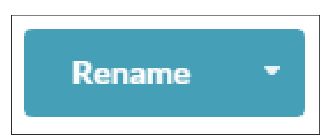
When creating a Blueprint task, a sidebar will appear to the right of your screen with three fields to fill out. Type in a name for the task in the Task Name field. In the Action field you must select either the Update or Create option from the dropdown that appears when clicking on the field. Lastly, choose which kind of blueprint you would like to create or update by typing in the name of your desired blueprint type and choosing it from the dropdown of options that appears. Click the blue Save Settings button at the bottom of the sidebar to create your blueprint task, or click the Cancel button to close the sidebar without creating the task. Refer to the Blueprints & Maps User Guide for more information regarding the creation and management of blueprints.

[**Note:** When selecting the contacts for a new task, you will only be able to select contacts from lists, filters, map, and OnCall groups. You are not able to add individual or new contacts due to the fact that should you turn this draft into a template and one of these contacts is removed from your Contact Manager, the template may not be updated and there's a chance that the template will not have any contacts to send to. By eliminating these two contact selection options, this helps ensure that there will always be contacts to receive the message.]

2 Edit/Rename a Task

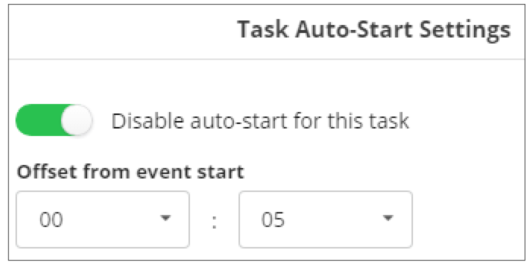
When you have created a new task and it has been added to the Event Task List and/or the Campaign Management widgets on your dashboard, you are able to edit the content for the task by locating the blue Edit button to the right of the task name in either of these widgets. Clicking the Edit button will open up the setup process for the task.





For general tasks, you are only able to rename them as there is no setup involved with this task type. To rename a general task, click on the blue Rename button located to the right of the current task name in the Event Task List widget. Enter the new name for your task into the pop-up window that appears and click the blue OK button to save your changes, or the Cancel button to close the pop-up without renaming your general task.

3 Enable Auto Start Option



When you have created a new task and it has been added to the Event Task list widget on your dashboard, you are able to enable an auto start functionality that will cause the task to automatically deploy a certain number of minutes after a new instance of this event is launched. **To do this:**

- Click the downward-facing arrow button attached to the blue Rename button located to the right of the current task name and select Edit Auto Start Options, which will bring up a sidebar from the right side of your screen
- Click on the red toggle to enable the auto start option for this task. Once the toggle has turned green, a new field will appear asking you to select the number of hours and minutes from the start of the event you wish this task to automatically deploy
- Choose the number of hours and/or minutes from the two sets of dropdown menus located in this field. The dropdown on the left refers to the number of hours and the one on the right refers to the number of minutes

[**Note:** By leaving both dropdowns with the value of 00:00, this means that the task will be deployed immediately upon the launch of the event.]

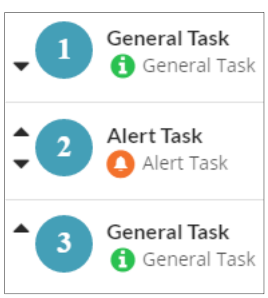
- Click the blue Save Settings button at the bottom of the sidebar to save the auto start time or click the Cancel button to close the sidebar without saving

[**Note:** You can only enable the auto start functionality if the task has been completely configured. You will receive an error pop-up if the task has not been fully configured.]

4 Delete a Task

When you have created a new task and it has been added to the Event Task List widget on your dashboard, **you are able to delete the task by:**

- Clicking on the downward-facing arrow button attached to the blue Edit or Rename button located to the right of the current task name
- Click the arrow button, and then select the Delete option that will bring up a pop-up window asking you to confirm the deletion of the task



- Click the blue OK button to delete the task and close the pop-up window, or click the Cancel button to close the pop-up without deleting the task

5 Re-order Tasks

When you have created multiple tasks and they are numbered in your Event Task List widget, you are able to re-order these tasks if you need to.

To re-order your tasks:

- Locate the black arrow buttons that appear to the left of the task number in the Event Task List widget
- To move a task up one position in the list, click an upward-facing arrow, and to move a task down one position click a downward-facing arrow
- Continue clicking the arrows for a specific task until it reaches the desired position in the task list. Tasks will automatically be re-numbered whenever their positions change

6 Create a New Campaign

Rather than creating a new task that will appear in the Event Task List widget, you can create a new message that can be sent out at any time during an active event. This new campaign will only appear in the Campaign Management widget and not as part of the pre-determined order of tasks.

Navigate to the top right corner of your screen where you will see the green New Campaign button next to the blue Add Widgets button. Clicking this button will provide you a dropdown menu with the choice to create a new alert, live survey, teleconference, or recall.

Refer to the respective user guides for these modules to learn more about the setup process for each of these campaign types.

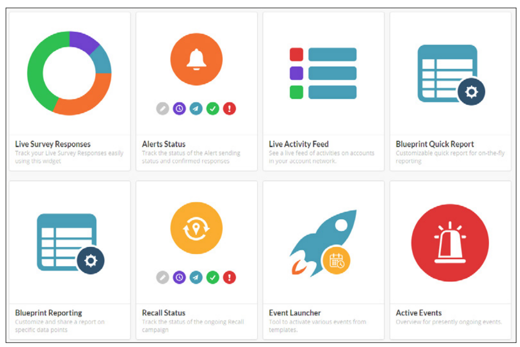
7 Add Widgets

As with any dashboard, you can add widgets to display incoming information related to any created tasks.

To add widgets to your event dashboard draft, navigate to the top right-hand corner of your screen where you will see a blue Add Widgets button next to the green New Campaign button. Clicking the Add Widgets button will bring up a page with the available widgets you can choose to add to your dashboard.

These are:

- Live Survey Responses
- Alerts Status
- Live Activity Feed
- Blueprint Quick Report
- Blueprint Reporting
- Recall Status
- Event Launcher
- Active Events



For more information on adding these widgets and what information each displays, refer to pages 4 or 11.

8 Customize Widget Placement

When designing the layout for your event dashboard draft you are able to arrange your widgets into whatever order you would like and modify the size of each widget on the dashboard.

To move a widget to another position on your dashboard:

- Hover your mouse over the title bar of the widget you would like to move. Your mouse will change to a four way arrow, indicating that the widget can be dragged and dropped to a new location
- Click and drag the widget to its new location on the dashboard. Other widgets will move out of the way as the one you are dragging moves over them

To modify the size of a widget:

- Hover your mouse over any of the widget's corners. Your cursor will change to a two-way arrow, indicating that the corner can be pulled out or pushed in to change the widget size
- Click and drag the corner of the widget until it is the desired width and height
- Other widgets will move out of the way as the widget's size expands or decreases

Once you have finished designing your event draft, you must save the draft by clicking the blue Save Layout button that appears at the bottom right-hand side of your screen. This will take you back to the main Event Drafts page in the Event module where you will see your new draft event in the list of drafts.

If you do not wish to save this new event draft, click the Cancel button located next to the Save Layout button in your event draft dashboard. You will be brought back to the main Event Drafts page without saving your current event draft.

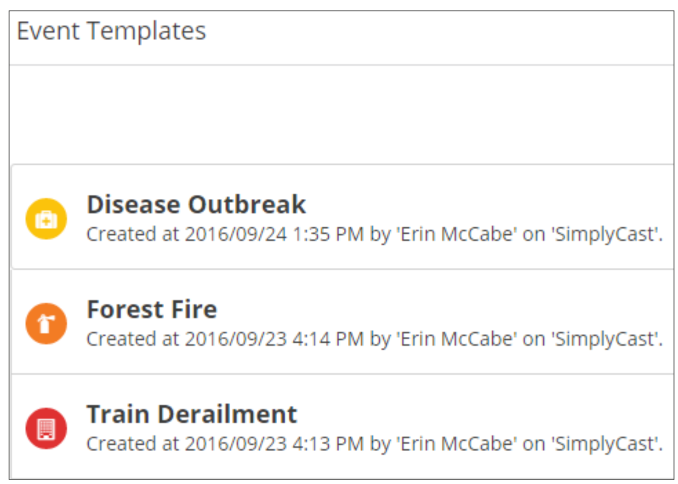
Event Templates

The second tab in the menu on the left side of your screen in the Event module is Event Templates and this is the page where you will be able to see all of the templates you have created based on your event drafts. Creating event templates is the second step you must take before being able to launch a new templated event.

In the Events Templates tab, you are able to:

1 View the List of Templates

On the Event Templates page, you will see a list of all of the event templates you have created from your drafts, with the most recent appearing at the top. If there are no templates listed, this means you have not yet created one. (Refer to page 22 for information on how to create a new template from an event draft.)



For each template you will be able to see the following information:

1. The name given to the event template
2. The date and time the template was created
3. The user who created the event template
4. The account the creator belongs to
5. Any descriptions or labels given to the event draft by the creator

2 Navigate Multiple Template Pages

Your event templates will appear in a list in the Event Templates page in the event module.

To navigate through the pages of templates:

- Look to the bottom of your screen where you will find the page numbers indicating the total number of event templates you have created
- Click either the page number you would like to visit to proceed to another page of templates or click the Next button, which will take you to the next page of templates. Or, enter the page number in the field located to the right of the Next button, and click Go to proceed directly to that page
- You can also choose how many templates to display at a time by clicking on the “Showing…” link located to the right of the number of displayed templates

③ Search for Event Templates

If you are looking for a particular event template you have already created, you can easily search through your templates in the list on the Event Templates page by:

- Selecting the search box that appears in the top right-hand corner of the page next to the gray Filter button

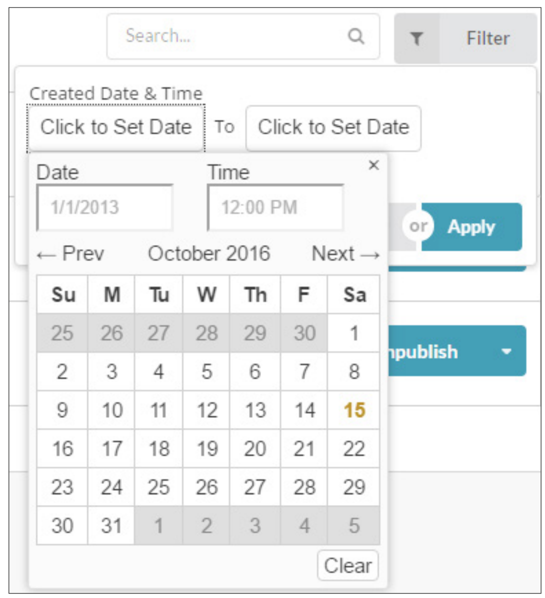
- Typing in the text that you would like the system to search for
- The list of templates will automatically filter to match the typed-in text

④ Filter Event Templates

You have the ability to filter your event templates to show items created on a particular date, at a particular time, or within a certain window of time.

To filter your event templates:

- Find the gray Filter button that is located at the top right-hand side of your screen in the Event Templates page, beside the search bar
- Click the Filter button and a dropdown menu will appear where you will see two boxes that say Click to Set Date
- Click either box and another dropdown menu will show up with two fields labeled Date and Time in which you can manually insert the date and time you would like to filter event templates from
- Below these fields there is a calendar you can also use to choose the date that you would like to filter templates from
- Click Apply to implement the filter. Or, click Clear if you do not wish to filter your templates, which will close the dropdown menu

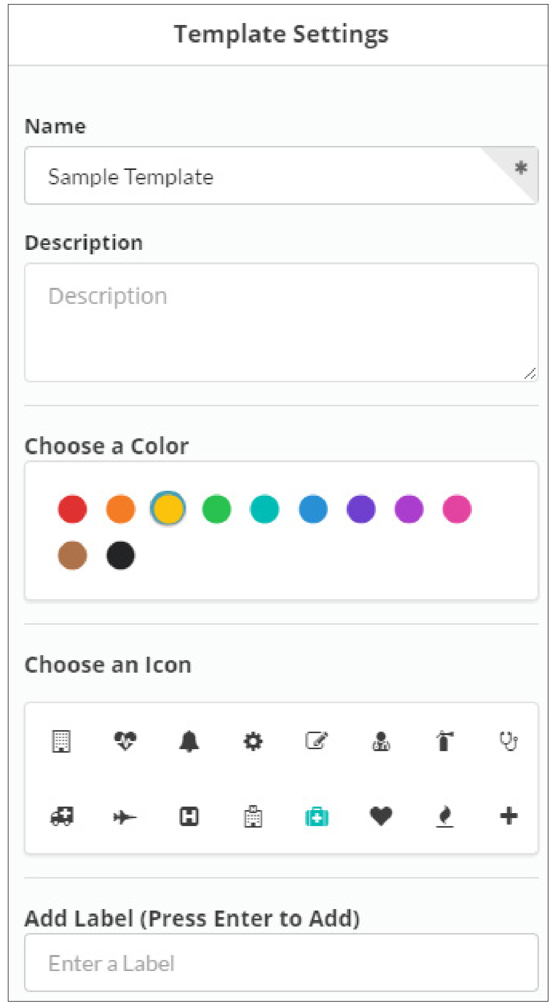


⑤ Publish/Unpublish Template to Event Launcher Widget

To publish/unpublish a template to the Event Launcher widget:

- Look to the right-hand side of your screen underneath the gray filter button where you will see either a blue Publish to Widget button or an Unpublish button across from each of the event templates you have created
- Clicking the Publish to Widget button will cause the event template to become viewable on Event Launcher widgets located on users' various dashboards. Users are now able to launch a new active event from this template you have created
- Clicking the Unpublish button will remove this template from all Event Launcher widgets, preventing it from being used to launch active events

6 Edit Template Settings



You are also able to change some settings for each of your event templates to make them more distinct and easier to locate.

To edit the settings of your event templates:

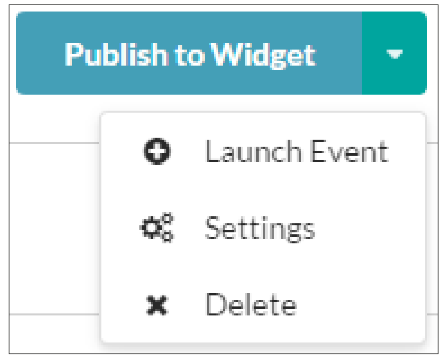
- Navigate to the right-hand side of your screen across from any of your event templates where you will see a blue Publish/Unpublish to Widget button
- On the right side of this button you will see a downward facing arrow. Clicking this arrow will make a dropdown menu appear with three options
- Choose the Settings option in this dropdown menu, and a sidebar will come out from the right-hand side of your screen
- There are five fields in this sidebar, the first one being a field where you can modify the name of the event template. Type in the new name for the template in the textbox provide if you would like to change the name of your event template
- The second field is where you can input a description for your event template. Simply type a description into the textbox provided in this field
- The third field asks you to choose a color for the icon that appears to the left of your event template name. Click on the color you would like to use for your icon
- The field below the Color field is where you can select an image for your event icon. The default image that is used for all new event templates is the icon associated with the event draft, but you can change the icon so it pictures one of the images available in this field
- The last field in the Settings sidebar is where you can add labels to your event templates. Input a label for your template into the field provided and press the Enter button on your keyboard. This will add the label to the section underneath the Label field in the sidebar, allowing you to add additional labels if you need to
- When you are finished configuring your settings, click the blue Save button at the bottom of the sidebar to save your changes, or click the Cancel button to close the sidebar without saving any changes

7 Delete an Event Template

To delete an event template:

- Navigate to the right-hand side of your screen across from any of your event templates where you will see a blue Publish/Unpublish to Widget button
- On the right side of this button you will see a downward-facing arrow. Clicking this arrow will make a dropdown menu appear with three options

- The third option in this dropdown lets you delete an event template and all its configuration. Clicking the Delete option will cause a pop-up window to appear asking you to confirm the deletion of the template completing the deletion of the template
- Click the blue OK button to delete the event template, or click Cancel to close the pop-up window without deleting the template



8 Launch an Event

To launch a template as a new active event:

- Navigate to the right-hand side of the Event templates across from any of your event templates where you will see a blue Publish/Unpublish to Widget button
- On the right side of this button you will see a downward-facing arrow. Clicking this arrow will make a dropdown menu appear with three options
- The first of these options is Launch Event, which, when clicked, will begin a new active event using this template. After clicking Launch Event, you will be directed to the Event Dashboard where you can monitor and manage the ongoing event.

[**Note:** You can also launch events using the Command Hub Event Launcher widget. Refer to page 30 for more information.

Refer to page 11 for how to manage your ongoing event from the Event Dashboard.

Active Events

The third tab in the menu on the left side of your screen in the Event module is Active Events and this is the page where you will be able to see all of the ongoing events that are being managed and monitored by users in your account network.

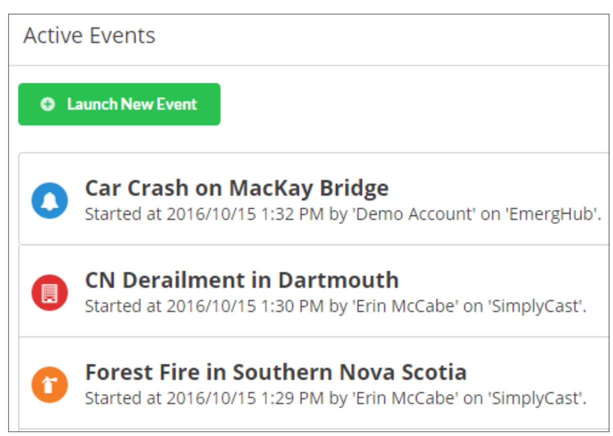
In the Active Events tab, you are able to:

1 View the List of Active Events

On the Active Events page, you will see a list of all of the events that are currently active in your account network, with the most recently launched appearing at the top. If there are no events listed, this means you have no active events in your network.

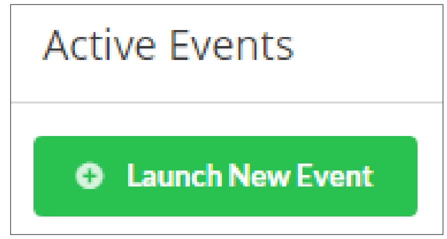
For each active event you will be able to see the following information:

1. The name given to the event
2. The date and time the event was launched
3. The user who launched the event
4. The account the launcher belongs to
5. Any descriptions or labels given to the event by the launcher



2 Launch a New Active Event

If you wish to launch a brand new active event that is not based on a previously created event template, there is a green Launch New Event button at the top of the Active Events tab on the left-hand side in the Event module.



Clicking this button will direct you to the naming page where you have the ability to name the new event before being directed to the event dashboard for the new event, where you can begin configuring widgets and campaigns.

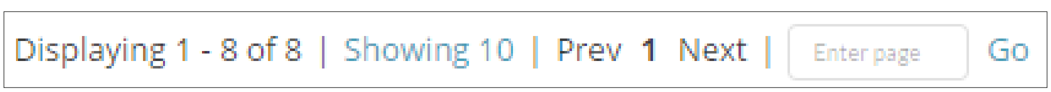
Refer to page 9 for more information on how to set up your event dashboard.

3 Navigate Multiple Event Pages

Your active events will appear in a list in the Active Events page in the event module.

To navigate through the pages of active events:

- Look to the bottom of your screen where you will find the page numbers indicating the total number of events you have launched
- Click either the page number you would like to visit to proceed to another page of events or click the Next button, which will take you to the next page of events. Or, enter the page number in the field located to the right of the Next button, and click Go to proceed directly to that page
- You can also choose how many active events to display at a time by clicking on the “Showing...” link located to the right of the number of displayed events



4 Search for Active Events

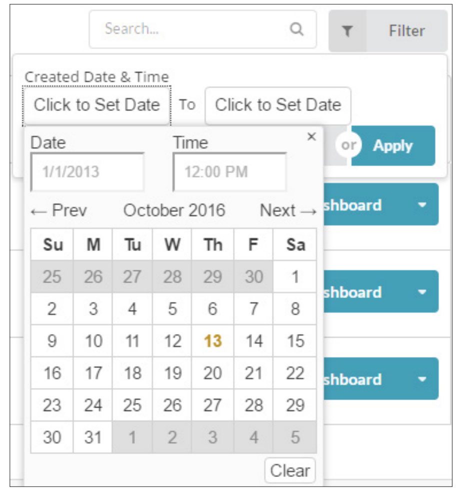
If you are looking for a particular event that has been launched, you can easily search through the events in the list on the Active Events page by:

- Selecting the search box that appears in the top right-hand corner of the page next to the gray Filter button
- Typing in the text that you would like the system to search for
- The list of active events will automatically filter to match the typed-in text

5 Filter Active Events

You have the ability to filter your active events to show those launched on a particular date, at a particular time, or within a certain window of time.

To filter your active events:



- Find the gray Filter button that is located at the top right-hand side of your screen in the Active Events page, beside the search bar
- Click the Filter button and a dropdown menu will appear where you will see two boxes that say Click to Set Date
- Click either box and another dropdown menu will show up with two fields labeled Date and Time in which you can manually insert the date and time you would like to filter events from
- Below these fields there is a calendar you can also use to choose the date that you would like to filter events from
- Click Apply to implement the filter. Or, click Clear if you do not wish to filter your events, which will close the dropdown menu

6 View Event Dashboard

To view the dashboard for an active event:

- Look to the right-hand side of your screen underneath the gray filter button where you may see a blue View Dashboard button across from the each of the active events

[**Note:** Depending on your level of permissions, you may not see a View Dashboard button next to certain events. These events were created by users in other accounts, therefore you may not have access to view these events. Refer to the Account Networks User Guide for more information about permissions.]

- Clicking the View Dashboard button will direct you to the Event Dashboard for that ongoing event where you can monitor and manage the event. Refer to page 9 for more information regarding Event Dashboards

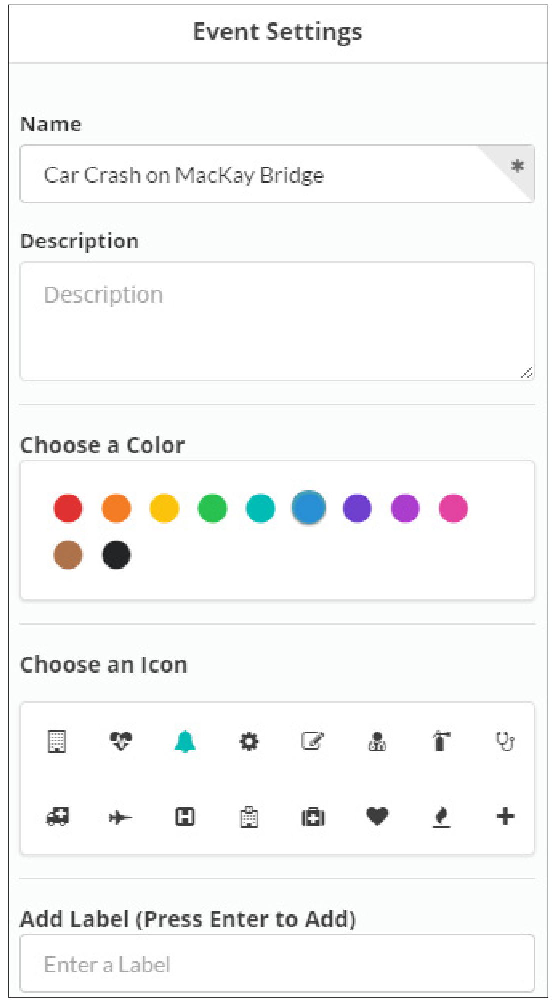
7 Edit Event Settings

You are also able to change some settings for each of your active events (if you have the permissions to do so) to make them more distinct.

To edit the settings of your events:

- Navigate to the right-hand side of your screen across from any of your active events where you may see a blue View Dashboard button
- On the right side of this button you will see a downward-facing arrow. Clicking this arrow will make a dropdown menu appear with two options
- Choose the Settings option in this dropdown menu, and a sidebar will come out from the right-hand side of your screen

- There are five fields in this sidebar, the first one being a field where you can modify the name of the event. Type in the new name for the event in the textbox provide if you would like to change the name of your active event
- The second field is where you can input a description for your event. Simply type a description into the textbox provided in this field
- The third field asks you to choose a color for the icon that appears to the left of your event name. Click on the color you would like to use for your icon
- The field below the Color field is where you can select an image for your event icon. The default image that is used for all new events is the image associated with the template, but you can change the icon so it pictures one of the images available in this field
- The last field in the Settings sidebar is where you can add labels to your active events. Input a label for your event into the field provided and press the Enter button on your keyboard. This will add the label to the section underneath the Label field in the sidebar, allowing you to add additional labels if you need to



8 End an Active Event

To end an active event (if you have the permissions to do so):

- Navigate to the right-hand side of your screen across from any of your event templates where you may see a blue View Dashboard button
- On the right side of this button you will see a downward-facing arrow. Clicking this arrow will make a dropdown menu appear with two options
- The first option in this dropdown lets you end the event and have it marked as complete in the report Clicking the End option will cause a pop-up window to appear asking you to confirm you would like to end the active event
- Click the blue OK button to end the event, or click Cancel to close the pop-up window without ending the event

Completed Events

The fourth tab in the menu on the left side of your screen in the Event module is Completed Events and this is the page where you will be able to see all of the events that have been ended by the users in your account network.

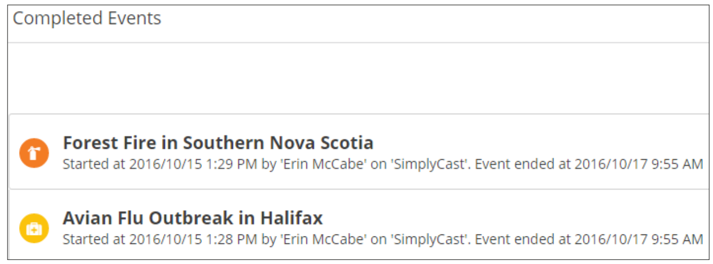
In the Completed Events tab, you are able to:

① View the List of Completed Events

On the Completed Events page, you will see a list of all of the events that have been ended by users in your account network, with the most recently completed appearing at the top. If there are no events listed, this means you have no completed events in your network.

For each completed event you will be able to see the following information:

1. The name given to the event
2. The date and time the event was launched
3. The user who launched the event
4. The account network the launcher belongs to
5. The date and time the event was ended
6. Any descriptions or labels given to the event by the launcher



② Navigate Multiple Pages of Completed Events

Your completed events will appear in a list in the Completed Events page in the event module.

To navigate through the pages of completed events:

- Look to the bottom of your screen where you will find the page numbers indicating the total number of events you have ended
- Click either the page number you would like to visit to proceed to another page of events or click the Next button, which will take you to the next page of events. Or, enter the page number in the field located to the right of the Next button, and click Go to proceed directly to that page
- You can also choose how many completed events to display at a time by clicking on the “Showing...” link located to the right of the number of displayed events

③ Search for Completed Events

If you are looking for a particular event that has been ended, you can easily search through the events in the list on the Completed Events page by:

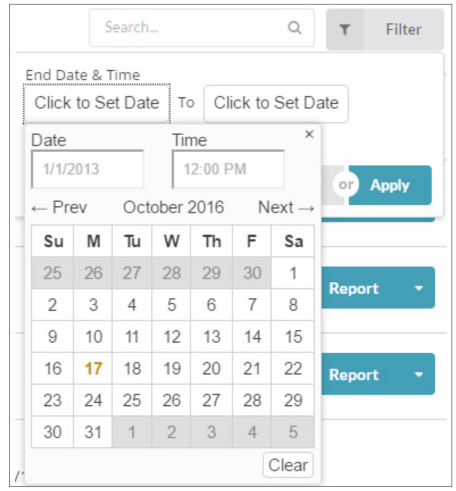
- Selecting the search box that appears in the top right-hand corner of the page next to the gray Filter button

- Typing in the text that you would like the system to search for
- The list of completed events will automatically filter to match the typed-in text

④ Filter Completed Events

You have the ability to filter your completed events to show those launched on a particular date, at a particular time, or within a certain window of time.

To filter your completed events:



- Find the gray Filter button that is located at the top right-hand side of your screen in the Completed Events page, beside the search bar
- Click the Filter button and a dropdown menu will appear where you will see two boxes that say Click to Set Date
- Click either box and another dropdown menu will show up with two fields labeled Date and Time in which you can manually insert the date and time you would like to filter events from
- Below these fields there is a calendar you can also use to choose the date that you would like to filter events from
- Click Apply to implement the filter. Or, click Clear if you do not wish to filter your events, which will close the dropdown menu

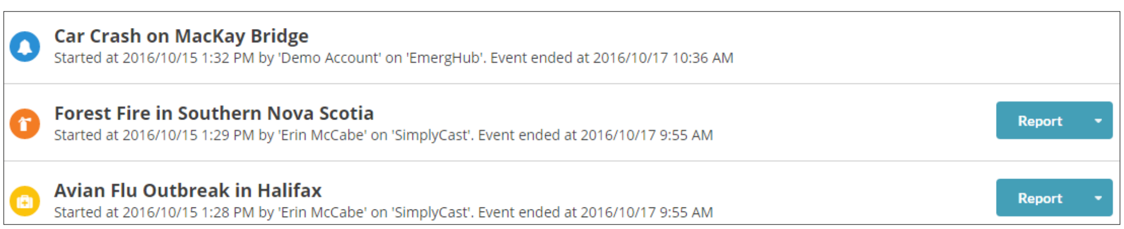
5 View the Event Report

To view the report for a completed event:

- Look to the right-hand side of your screen underneath the gray filter button where you may see a blue Report button across from the each of the active events

[**Note:** Depending on your level of permissions, you may not see a Report button next to certain events. Some of these events will have been created by users in other accounts on your network, therefore you may not have access to view these reports. Refer to the Account Networks User Guide for more information about permissions.]

- Clicking the Report button will direct you to the report for that ongoing event where you can view the information regarding the completed event. Refer to page 35 for more information regarding Event reports



6 Relaunch an Event

To relaunch an ended event (if you have the permissions to do so):

- Navigate to the right-hand side of your screen across from any of your event templates where you may see a blue View Dashboard button
- On the right side of this button you will see a downward-facing arrow. Clicking this arrow will make a dropdown menu appear with the option to relaunch the event
- Clicking the Relaunch option will cause a pop-up window to appear asking you to confirm you would like to relaunch the completed event, saying that it will remove the currently displayed end time
- Click the blue OK button to relaunch the event, or click Cancel to close the pop-up window without launching the event again

Reports

To navigate to the main Event Reporting interface, locate the Reports tab located on the left side of your screen, the last of five tabs in the menu. Clicking this tab will direct you to the main reporting page for the Event module. Here you are able to see all the reports for events you have either created or have permission to view.

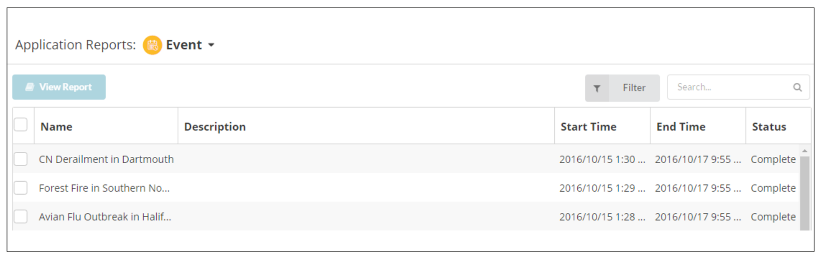
Once on the main Event reporting page, you are able to:

1 View the List of Event Reports

On the main Event Reporting page, you will see a list of all of the events that have been ended by users in your account network, with the most recently completed event appearing at the top of the list. If there are no events listed, this means that there are no reports available to view.

For each completed event you will be able to see five columns of information:

1. **Name:** The name given to the event
2. **Description:** Any descriptive information provided for the event
3. **Start Time:** The date and time the event was launched
4. **End Time:** The date and time the event was ended
5. **Status:** The current status of the event



2 Navigate Multiple Report Pages

To navigate through the pages of Event reports:

- Look to the bottom of your screen in the Reporting interface where you will find the page numbers indicating the total number of event reports
- Click either the page number you would like to visit to proceed to another page of events or click the Next button, which will take you to the next page of event reports. Or, enter the page number in the field located to the right of the Next button, and click Go to proceed directly to that page
- You can also choose how many reports to display at a time by clicking on the “Showing...” link located to the right of the number of displayed event reports

3 Search for Event Reports

If you are looking for a particular event report, you can easily search through the reports in the list on the main Reports page by:

- Selecting the search box that appears in the top right-hand corner of the page next to the gray Filter button
- Typing in the text that you would like the system to search for
- The list of event reports will automatically filter to match the typed-in text

4 Filter/Sort Event Reports

You have the ability to filter your event reports to show those launched on a particular date, at a particular time, or within a certain window of time. There are two ways you can filter/sort your reports:

To filter your reports using the filter button:

- Find the gray Filter button that is located at the top right-hand side of your screen in the Reports page, beside the search bar
- Click the Filter button and a dropdown menu will appear where you will see two boxes that say Click to Set Date
- Click either box and another dropdown menu will show up with two fields labeled Date and Time in which you can manually insert the date and time you would like to filter events from
- Below these fields there is a calendar you can also use to choose the date that you would like to filter events from
- Click Apply to implement the filter. Or, click Clear if you do not wish to filter your events, which will close the dropdown menu

To sort your reports using the table columns:

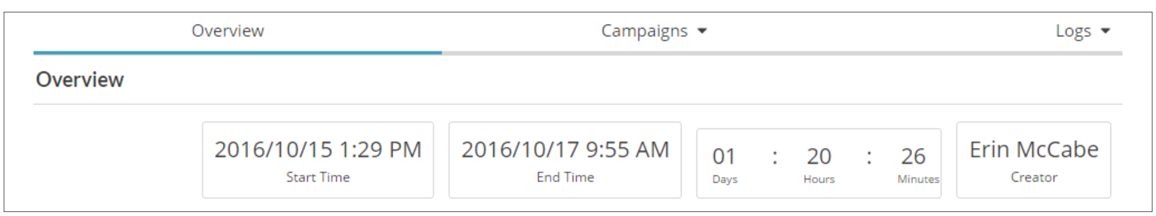
- Each report is organized into a table with five information columns. Click the name of either the Name, Start Date, or End Date columns to sort the report according to that column

[**Note:** Reports are sorted by end date as a default, with the most recently ended event at the top of the list.]

5 View the Event Report

To view the report for an individual event:

- Look to the left-hand side of any of the reports in the list and you will see a checkbox. Clicking the checkbox will activate the blue View Report button located at the top of the list of reports
- Click the blue View Report button and you will be directed to the individual report for that event



Report Overview

There are three tabs visible at the top of your event report. The first tab located on the left is the Overview tab.

At the top of this section you will see an overview containing four boxes of information:

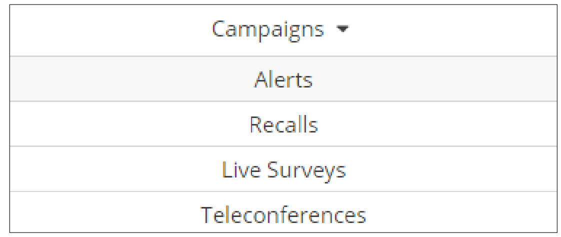
- **Start Time:** This box indicates the date and time that the event was launched
- **End Time:** This box indicates the date and time the event was ended (if the event is not currently active)
- **Total Event Length:** This box displays the entire length of the event in terms of days, hours, and minutes
- **Creator:** This box displays the name of the account user who launched the event

The second section in the Overview tab of your event report is where you will find the description of the event, including the event name and icon. If you chose to include a longer text description for your event, you will also see it in this section.

Depending on whether you have added any tags or labels to your event, you will see sections in the Overview tab dedicated to each of these items as well.

Campaigns

The second tab at the top of your event report is the Campaigns tab. When you click on this option, a dropdown will appear with options for Alerts, Recalls, Live Surveys, and Teleconferences. Choose any of these options to be directed to a page with a list of all the tasks you created for this module in your event template.



Refer to the Reports section of the corresponding user guides for more information regarding the reports for these modules.

Logs

The third tab located at the top of your event report is the Logs tab. When you click this tab a dropdown menu will appear with two options: Account Activity and Tasks.

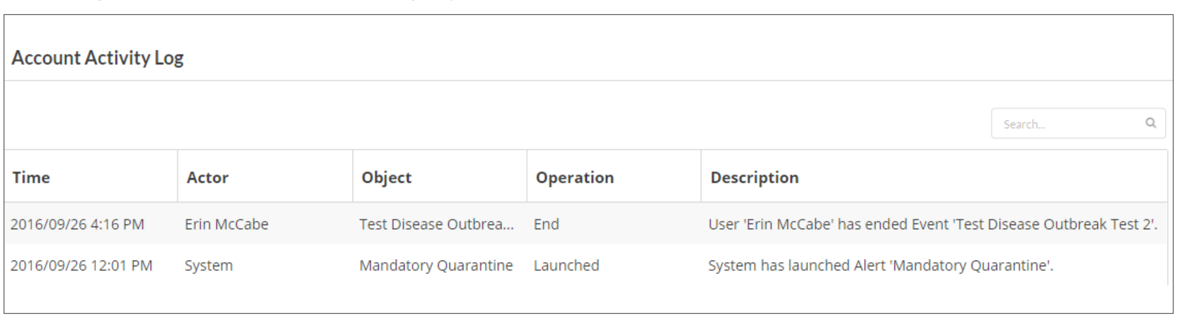
In the Account Activity tab you will see a table displaying all the actions that have occurred during the course of this event.

There are five columns of information in the Account Activity Log:

- **Time:** This column refers to the time the action was taken
- **Actor:** This column refers to the user or system who performed the action
- **Object:** This column refers to the name of the task or event that was affected by the action
- **Operation:** This column refers to the action that was taken
- **Description:** This column refers to the description for the action that was taken, and by whom

You are able to search for a specific item in this table by typing your text into the search bar located on the top right corner of the table. The results will automatically filter to match the typed-in text.

To navigate multiple pages of activity, look to the bottom of the Activity table where you will find the page numbers indicating the total number of actions. Click either the page number you would like to visit to proceed to another page of actions or click the Next button, which will take you to the next page of actions. Or, enter the page number in the field located to the right of the Next button, and click Go to proceed directly to that page. You can also choose how many actions to display at a time by clicking on the "Showing..." link located to the right of the number of displayed actions.


Account Activity Log

Search...

Time	Actor	Object	Operation	Description
2016/09/26 4:16 PM	Erin McCabe	Test Disease Outbrea...	End	User 'Erin McCabe' has ended Event 'Test Disease Outbreak Test 2'.
2016/09/26 12:01 PM	System	Mandatory Quarantine	Launched	System has launched Alert 'Mandatory Quarantine'.

In the Tasks option in the Logs dropdown, you are able to see information pertaining to the various tasks that are part of the event template.

There are six columns of information available in the Task List Log:

- **Step:** This column refers to the number the task was listed at the event template order
- **Name:** This box refers to the title that was given to the task by the creator
- **Type:** This box refers to the EmergHub module that the task was created for, or if it was a general task
- **Actor:** This box refers to the user or system who performed an action related to the task
- **Action:** This box refers to the action that was performed related to the task
- **Action Time:** This box displays the date and time the task action was performed

You are able to search for a specific task step in this table by typing your text into the search bar located on the top right corner of the table. The results will automatically filter to match the typed-in text.

To navigate multiple pages of activity, look to the bottom of the Task List Log table where you will find the page numbers indicating the total number of tasks. Click either the page number you would like to visit to proceed to another page of tasks or click the Next button, which will take you to the next page of tasks. Or, enter the page number in the field located to the right of the Next button, and click Go to proceed directly to that page.

You can also choose how many tasks to display at a time by clicking on the "Showing..." link located to the right of the number of displayed tasks.

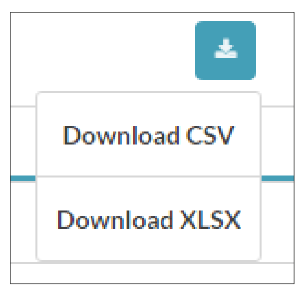
Task List Log

Search...

Step	Name	Type	Actor	Action	Action Time
1	Teleconference with high level government officials	General		Marked Complete	2016/09/26 11:38 AM
2	Initial Outbreak	Alert		Completed	2016/09/26 11:45 AM
3	Medical Staff Recall	Recall		Completed	2016/09/26 11:49 AM

6 Download the Event Report

To download the entire Event report to your device, there is a blue download button that is located at the top right of the report. **When you click the download button:**



- A dropdown menu will appear with two file formats to choose from
- Choose to download the report in either CSV or XLSX format by clicking the appropriate option in the dropdown menu
- You will be directed to a page with all of your requested downloads that will show the name of the report, the status, the file type, and the date it was created
- The page will continue to refresh until the requested download is complete

Frequently Asked Questions (FAQs)

Are Events available to everyone? Can they be shared to other users?

If you are part of the same account network with the correct permissions, you can decide who has the ability to see and modify your Event templates.

Can you modify the Event contacts and content after launch?

Yes, you will have to enter the specific task setup process and ensure all the content is to your liking before deploying. In the edit mode, you are able to make the content more specific to the ongoing event as well as add and delete any contacts.

On a per event basis, can you see a log of all the tasks that occurred and when?

Yes. You can see a task log in the Event Reporting interface.

Will EmergHub be able to receive messages/information from external sources?

Eventually, with the help of APIs, this feature will be a possibility. For now it is outside the scope of the pilot.

What screen allows you to view all active events?

By proceeding to the Events module and selecting Active Events from the menu on the left side of the screen, you are able to view a list of all the active events going on in your account network.

Are the terms Task and Event interchangeable?

No, an Event is the over-arching incident taking place, whereas a Task is a specific action that takes place within an Event. You can have multiple Tasks within an event.

Do you have to create a draft in the Event module?

Yes, in order to create an Event draft, you have to go into the Event module and create it there. If you launch a new Event from the dashboard, this will be a one-off Event that will be unable to be templated for future use.

Are an Alert and Alert Task two different things?

Yes. An Alert is a standalone mass notification, whereas an Alert Task is an Alert that is associated with a specific Event Template.