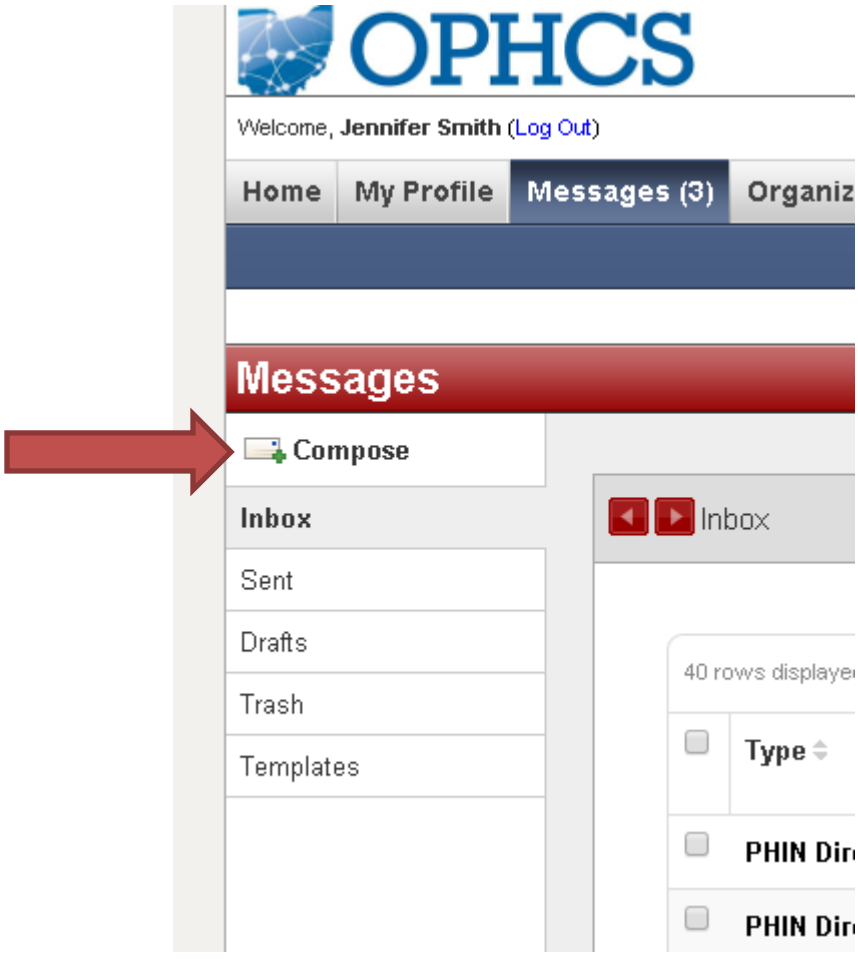
Sending an OPHCS Alert

1. Log into your account.
2. Click on “Messages” near top of the page.

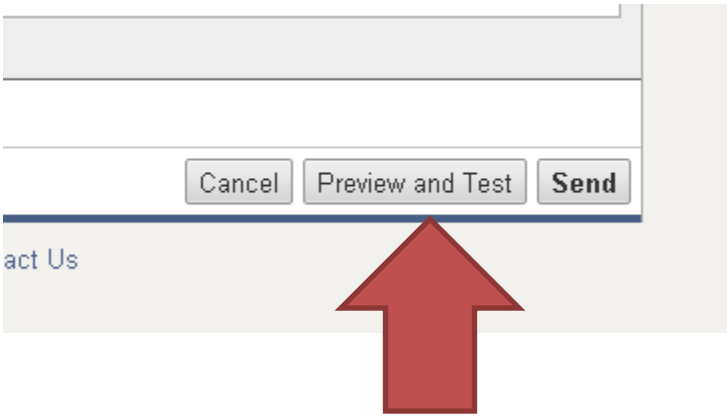
3. Click on “Compose”



4. Complete the Message Details (fields to complete are indicated in **Bold** type below)
    a. **Select Template** will be based on your alert, if conducting the monthly test, please select "None"
    b. Make sure the **Sender** is the System.
    c. **Communication Type** is based on the alert you are sending, if conducting the monthly drill, please select "Test"
    d. **Recipients** – See instructions below
    e. **CC Via Multiple Methods** – will usually not be utilized, but if necessary click on the Import Contact List and follow instructions
    f. **CC Via Email** - use for those who do not have OPHCS accounts (i.e. an individual outside of SCPH), enter the email address. If sending to more than one email, separate by comma
    g. **All Recipients** – Populated once the Recipients are selected
    h. **Subject** – Enter the subject of the alert (i.e. SCPH monthly test)
    i. **Long Message** – Enter the message. Be sure to include "This is a test." If conducting the monthly test. Select "Email" if you would like the recipients to be able to read the entire message in their email. If you do not select Email, recipients will have to log in to their account to read the message. The system will not allow you to deselect Internal.
    j. **Short Message** – Do not use, unless during an ICS Activation. Permission is required from the Incident Commander, PIO or designees.
    k. **Voice Message** – Do not use, unless during an ICS Activation. Permission is required from the Incident Commander, PIO or designees.
    l. **Delivery Delay** – This allows for time between the message being sent to email, phone, etc. It is not necessary to change this field in most cases unless sending a short message or voice message (which should not be done without permission).
    m. **Send Time** – Will most likely be "Immediately", but you can schedule the message to be delivered at a different time. If you check "Delay until" you will be required to enter the date, hours and minutes of when the message should be sent.
    n. **Priority** – Should be "Normal" unless during an ICS Activation.
    o. **Message Delivery** – Leave on "Escalation"
    p. **Time this message is available for response** – For monthly tests, please select 24 hours.
    q. **Do not reconnect if** – Sender can choose, but it is not necessary unless leaving Voice Message
    r. **Number of times to contact** – Sender can choose, but is not necessary unless leaving Voice Message

s. **Time between each contact attempt** – For monthly test, please select 10 minutes
t. **Request a response** – Select "Yes"
u. **Response Option 1** – Sender can change the response option based on the alert, for monthly tests, please leave at "Message Received."
v. **Template** – For monthly tests, do not save message as template.

5. Click on "Preview and Test" at the bottom of the page

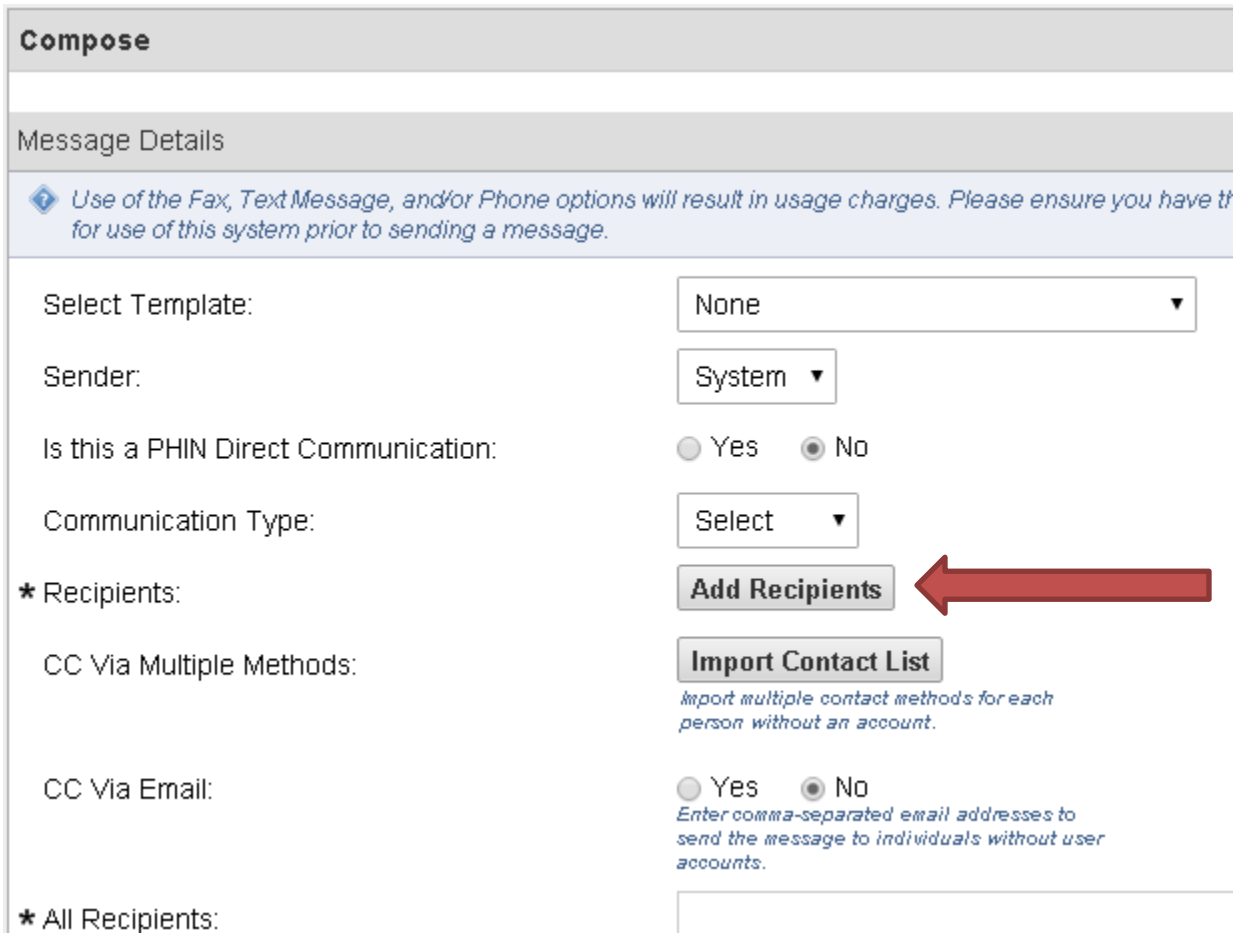


6. Preview your message. If changes are necessary, click the "Edit Message" button near the top, which will take you back to the Message Details page to make changes. If no changes are required, click on "Send."

7. A Message Summary page should appear indicating your message was sent. Log out of the system.

Directions for Choosing Recipients

Click on “Add Recipients”

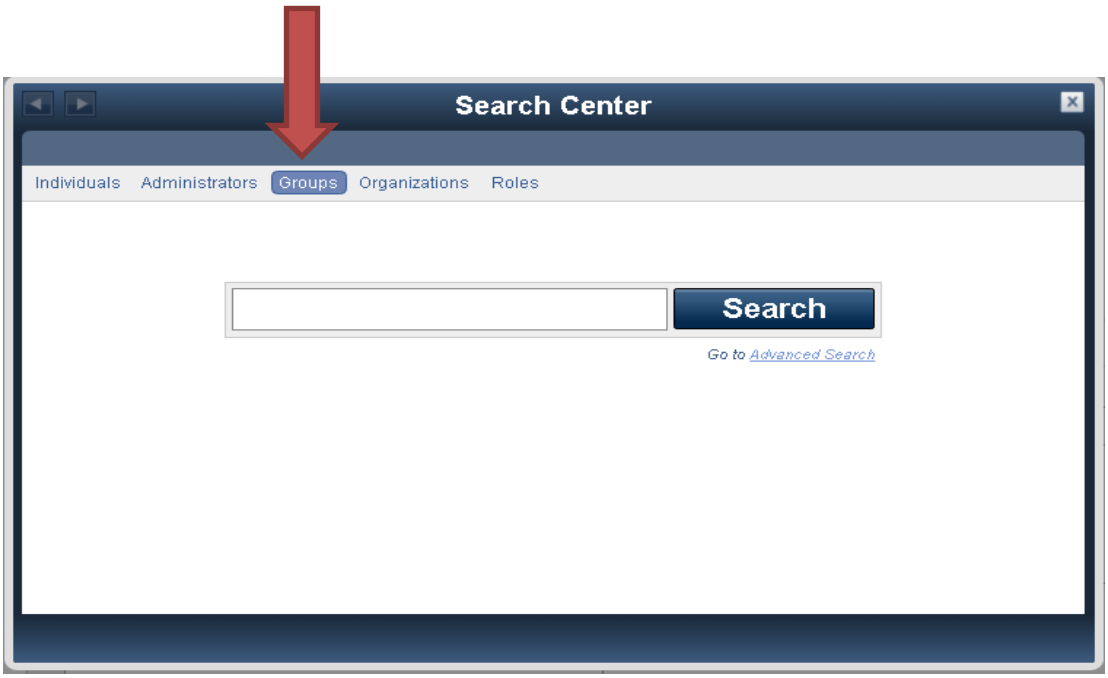


A pop-up box titled Search Center should appear.

Click on “Organizations”

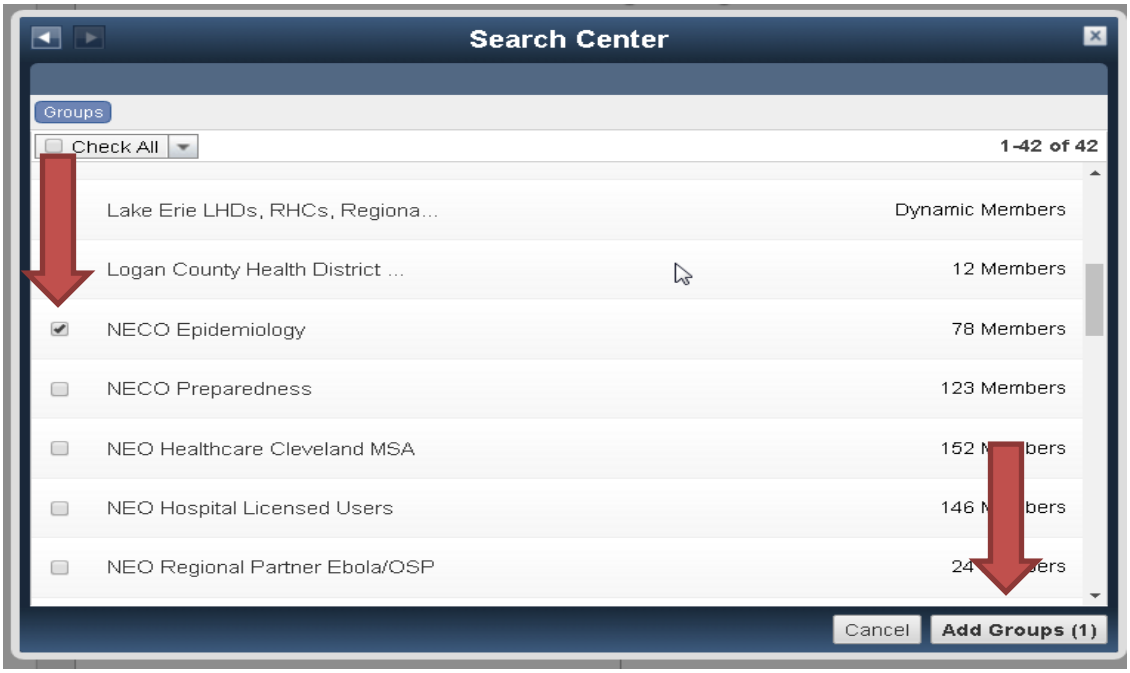
Option 1: Specific Groups

1. Click on “Group”



2. Click “Search” (You can search for the specific group by typing the name “NECO Epidemiology”)

3. Click on “NECO Epidemiology” (see checkmark appear) then click “Add Group”



4. The NECO Epidemiology Group has been added (Note the Group in “All Recipients” and the total number of OPHCS Users found in “Total Recipients”).

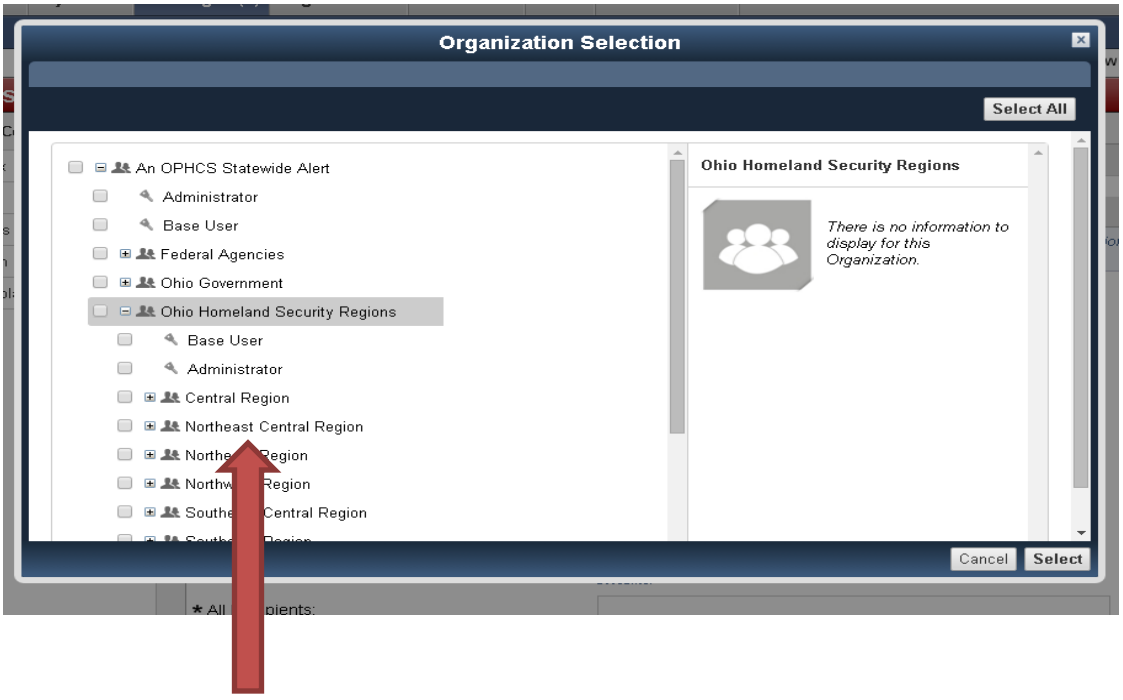
Option 2: Specific Organizations

1. Click on “Organizations”

2. The following screen should appear – click on the toggle box

3. The following screen should appear – be patient, it may take a few seconds. Click on the toggle box for “Ohio Homeland Security Regions”.

4. The following screen should appear – be patient once again. Click on the toggle box for “Northeast Central Region” (NECO).



5. Click on the applicable counties you wish to send the alert / message.

6. The following screen should appear. Check the applicable box. You do NOT need to answer the "Select all children?" if you intend to notify a specific group. Open and select specific subgroup as applicable (i.e., Summit County Epidemiology"). Click on all applicable groups (checkmark) and hit "Select".

7. You should be returned to the Message Details page. The "**All Recipients**" box should be populated with "1 Organization."

Option 3: Specific Emails

1. To email specific emails addresses, click “YES” on the “CC Via Email” Option.

2. Add emails as normal entering a comma between email address (see instructions on screen. Continue with composing the message.