

# DESKALERTS CLIENT USER'S GUIDE

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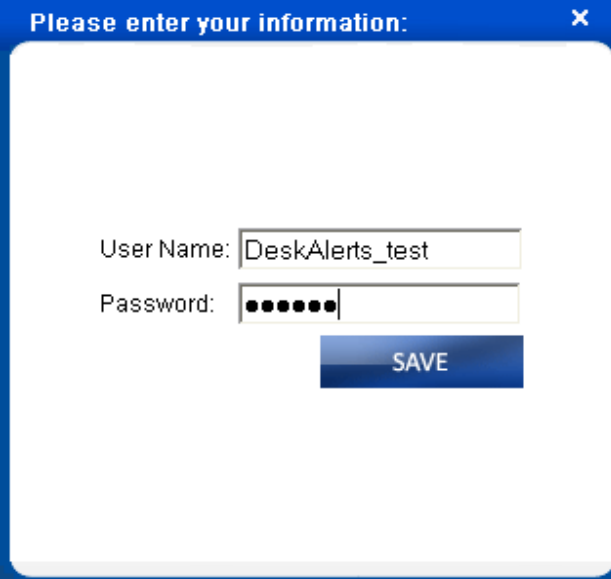
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## INSTALLING DESKALERTS

To install the DeskAlerts Client download **client.zip** file from the location your administrator provides. Unzip the file into any location on your computer and double-click the installer.

If your system is operating in **Registration Mode**, a screen will appear:

A screenshot of a Windows-style dialog box titled "Please enter your information:". The dialog has a blue header bar with a close button (X) in the top right corner. Inside the dialog, there are two text input fields. The first is labeled "User Name:" and contains the text "DeskAlerts\_test". The second is labeled "Password:" and contains seven black dots. Below the password field is a blue button with the text "SAVE" in white capital letters.

1. Enter **User Name**, **Password** and/or **mobile phone number**.
2. Click **Save**.
3. A message informing you that **User Name** has been saved.
4. Click **Close**. The DeskAlerts tray icon  appears on your system tray.

If DeskAlerts is operating in **Active Directory Mode (or eDirectory)**, you will automatically be logged in to DeskAlerts when you log in to your system using your standard system username and password.

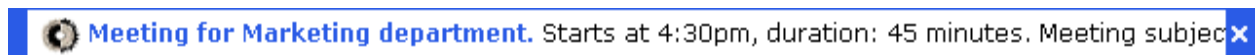
**Note:** If you are in **Registration mode** you can change your User Name from client **Options**.



## READING ALERTS

Once the DeskAlerts Client is installed on your computer, and if it is not disabled, you do not need to do anything to get messages: as soon as Administrator and/or Editor send you a message, it will pop-up in a window:



... or scroll in ticker:



If DeskAlerts Client is **disabled**  when a message comes in, the taskbar icon will change to . When you activate the DA Client, the message will appear immediately.

If the message is longer than the window can hold, a scrollbar will appear and you can use it to move through the message.

When you have read the message, you can click the **X** button to dismiss it. You can always re-read a message you have received: see the entry on **DeskAlerts Options**.

To acknowledge the message just click **Read It!** button at the end of message. Message will be closed automatically when you click this button.

## SMS ALERTS

If you have SMS enabled you can receive DeskAlerts messages in the same way. If Administrator and/or Editor send an alert to you as an SMS message, it will appear as a text message in your mobile device.

**Note:** You will not receive surveys through SMS.

## E-MAIL ALERTS

If you have E-mail enabled you can receive DeskAlerts messages in the same way. If Administrator and/or Editor send an alert to you as an E-mail message, it will appear in your e-mail box.

**Note:** You will not receive surveys through E-mail.

## URGENT ALERTS

If Administrator and/or Editor send you an urgent alert, the alert will appear in front of any other alerts or surveys that may have been sent to you.

**Note:** You will receive such alerts even if you have disabled DA Client.

## RESPONDING TO SURVEYS


When Administrator and/or Editor send out a survey to you, you will see the survey appear in pop-up window.

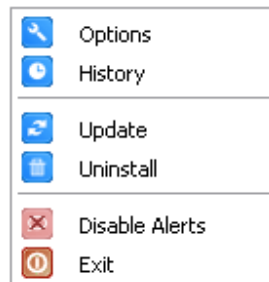
The survey can contain different questions and offer several response choices. Make your selection and click the button to submit the survey. You will see a confirmation message that will say something similar to **Your vote is submitted**.

Although the administrator can see how many surveys were sent out, total response, and who made which selection.

## DESKALERTS CLIENT OPTIONS

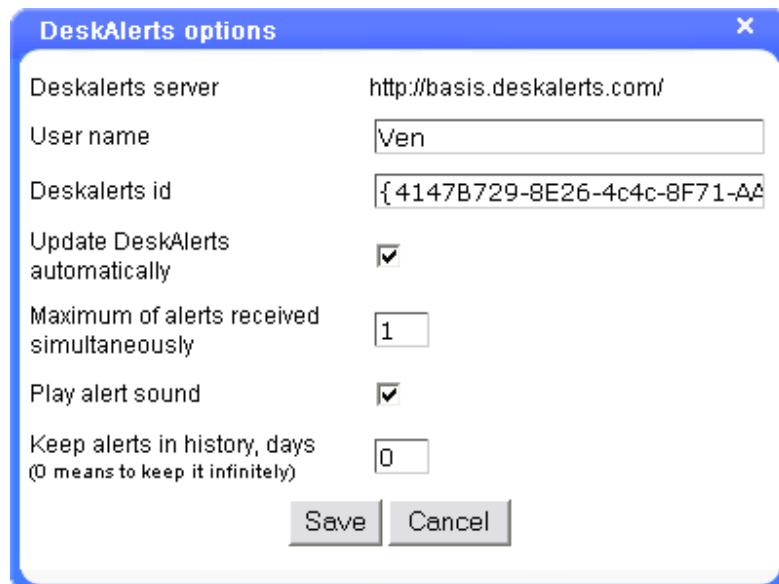
While you do not need to do anything once the DeskAlerts Client has been installed and you have logged into it in order to receive alerts and surveys, you do have some options to adjust your DeskAlerts experience.

To access the list of options, right-click on the exclamation-point icon  in your computer's task bar. A menu will display. Depending on how your administrator has configured your DeskAlerts Client it can be varies:



Your menu may include:

- **Options:** If you click here a window will appear displaying various settings you can customize.



**User name.** You may change your user name if you are using DeskAlerts in Registration mode only.


#### **DeskAlerts ID**


**Update DeskAlerts automatically** – mark this checkbox if you want to update DeskAlerts Client automatically.

**Maximum alerts received simultaneously** – you can have as few as one alert appear at a time, although if you do that delivery of further alerts will be delayed until you dismiss the current alert.

**Play alert sound** – If you select this, an audible sound will let you know whenever a new alert has arrived.

**Keep alerts in history, days** – choose how many days alerts should be kept on your PC. **0** means to keep it infinitely.

- **History:** If you select this option, you will see a window with a list of all the alerts and surveys you have received. You can re-read any of these messages, and you can use the search field to find the alert you want based on a word or phrase it contained.
- **Update.** Click here to check a new DA Client update available.
- **Uninstall.** Click here to remove DeskAlerts from your computer. A wizard will guide you through the removal process.
- **Disable/Enable alerts.** If you disable receiving alerts by selecting this option, the icon will change to show that DeskAlerts is currently disabled .

You will not receive any messages until you select this option again to re-enable DeskAlerts. If the DeskAlerts Client is disabled when a message comes in, the taskbar icon will change to . When you activate the client, the message will appear immediately.

**Note:** you will receive right on your desktop **urgent alerts**, even if your DeskAlerts is disabled.

- **Exit:** Select this option if, for some reason, you need to close the DeskAlerts Client. You will not receive any alerts until you start the client again or restart your computer.

## STANDBY MODE

The standby mode can be set up in DeskAlerts to allow the software to become idle following a specified period of inactivity. If you have not moved the mouse or hit a key on the keyboard for a sufficiently long period of time, DeskAlerts temporarily ceases to check messages, or uses an alternate specified time period between message checks.

When activity using the mouse or keyboard resumes, DeskAlerts leaves standby mode and resumes its normal activity.

## REMOVING THE DESKALERTS CLIENT

To uninstall the DeskAlerts Client, right click on the small icon (icon tray) in your computer's task bar and select **Uninstall**. A wizard will lead you through the process of removing the DeskAlerts Client from your computer.