

DESKALERTS PUBLISHER'S GUIDE

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1. WORKING AS A DESKALERTS PUBLISHER

DeskAlerts lets you quickly and easily communicate alerts to users, clients, or others who have installed the DeskAlerts Client.

- You can write and send *alerts*, and they will appear within a minute in the DeskAlerts Clients of those you chose to send to.
- You can customize alerts with *templates* designed for different groups or message types.
- You can send alerts as *broadcasts* to all DeskAlerts Client users or to members of a specific *group*, or *personal alerts* to individuals you choose.
- You can send *urgent* alerts that will appear ahead of any other alert message that may have been sent.
- You can create and send out quick *surveys* and see a diagram of how many people have chosen each answer you offered.
- You can set up an [RSS feed](#) so that updates to that feed go immediately to the people you have selected.
- You can send alerts (but not surveys) to people's *mobile devices* and *e-mail boxes*.

2. LOGGING IN TO THE DESKALERTS CONTROL PANEL

To access the DeskAlerts Control Panel: Open browser window and navigate to the URL for the **Control Panel** (ask administrator to know the URL).

You will see a login screen that looks like this:

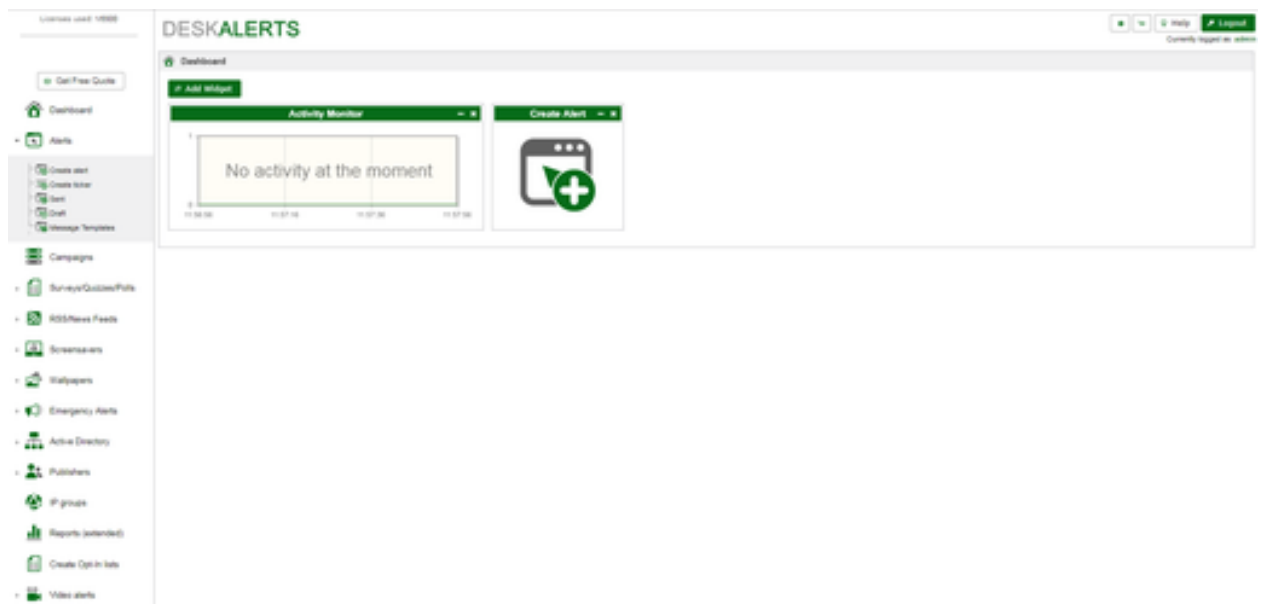
DESKALERTS

Login

Login: admin

Password: *****

Login



Attention!	<p>DeskAlerts Control Panel requires JavaScript to function properly. Please turn on JavaScript in your browser. Contact your technical assistance if required. If you are using Internet Explorer as your web browser, please check if it is running in Compatibility mode - it causes some known problems with JavaScript execution.</p>
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3. THE CONTROL PANEL MENU

When you log in to the DeskAlerts Control Panel, your main work area is on the right, and links related to your main tasks are on your left, in this menu. Depending on the permissions you have, you may see the full list of links or a shorter list. Please contact your DeskAlerts administrator if you feel you need access to links that you do not see. The display you first see is the control panel dashboard displaying scheduled content.

4. THE USERS LIST

To review who is connected to your DeskAlerts system, select Users from the left-side menu. DeskAlerts will display a list of all users, starting with the most recent.

You can search for a particular user by entering his or her username in the text field and clicking Search. Any users who match your search criteria will be displayed. To return to the view of the full list, click the Search button again with no search terms in the text field.

You can also browse the list of users by clicking on the page numbers at the top or bottom of the list.

From the display you can see, for each user:

- his or her user name
- when the user registered with DeskAlerts
- E-mail
- whether the user is online right now: if so, a green dot will appear.
- the date and time of the user's most recent DeskAlerts activity. For a user, this will probably be the last time he or she read and dismissed an incoming alert.

You can arrange the list of users by: user name, registration date, online status and last activity.

Note: you cannot add users

In [Active Directory mode](#), users list will appear as per Domains. It is possible to run synchronization manually - just click on the Add domain button available on the right top corner of Groups tab.

Group: Administrators Domain: softomate.net
[View Member Of](#) | [View groups](#) | [View users](#) | [View computers](#)

1-4 from 4 Users
 Records per page | 25 | 50 | 100 | 500 | 1000

Username	Domain	Mobile phone	Email	Online	Last activity	Actions
administrator	softomate.net		admins-2010@softomate.net	●		
maq	softomate.net		roman@softomate.com	●		
maxim	softomate.net		maxim@besttoolbars.net	●		
nevada	softomate.net		esinko@softomate.com	●		

1-4 from 4 nevada
 Records per page | 25 | 50 | 100 | 500 | 1000

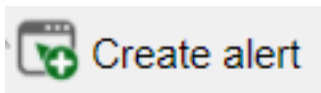
In Registration Mode users add themselves when they install the DeskAlerts Client. However, in Registration Mode you can delete user from the list by checking the checkbox and then click 'Delete' button. You can also add users to recipient groups. See Managing groups.

5. SENDING AND MANAGING ALERTS

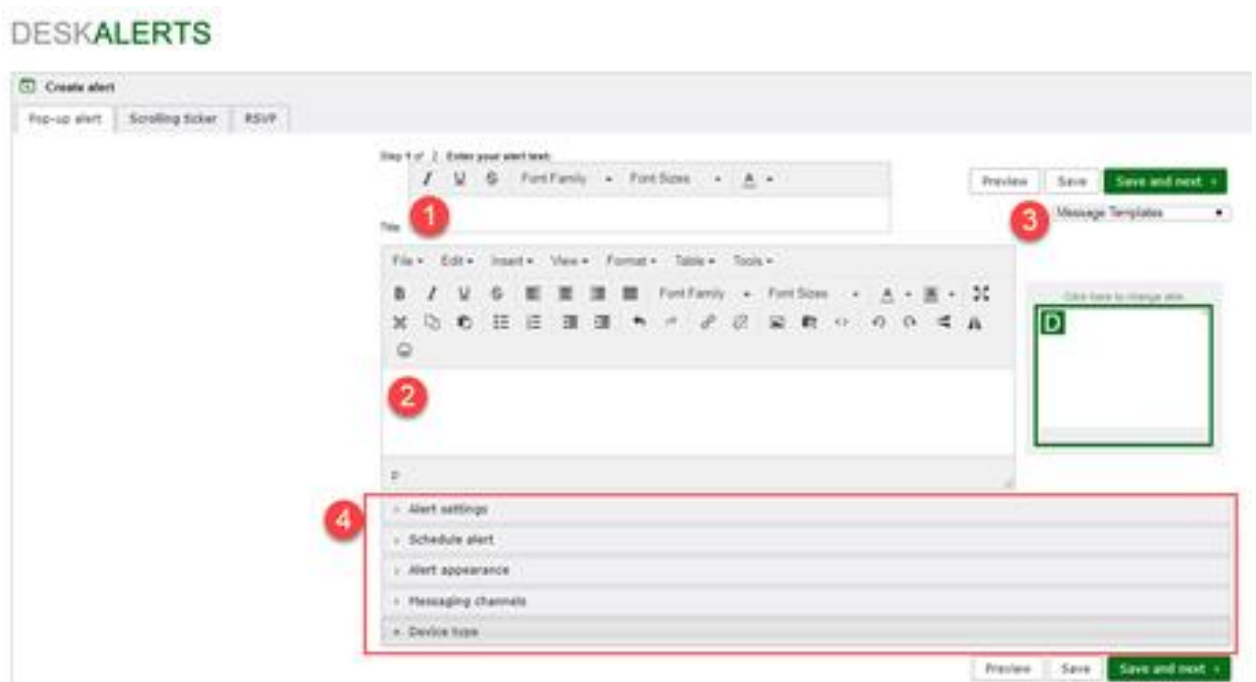
There are three links in the Alerts menu section on the left side of your Control Panel screen:

- Click the Create to add a new alert
- Click the Sent link to display all alerts that have been sent out, starting with the most recent.
- Click the Draft link to display alerts that have not yet been sent out. These alerts may not yet be complete.

Also at the top right of Sent and Draft pages you will see ADD ALERT button:



Click Create link or this button, and you will see the Create Alert tab with RichText editor.



1 - This is an alert title.

2 - Alert content. Here you can place any content which is compatible with html-markup.

3 - Message templates

4 - Some additional settings for alert you're creating. Detailed description see as shown in the pictures below:

This editor has a wide range of features that allow you to format the text of your messages, insert smiles or images, and adjust background and text colors to suit your message. Hover your mouse over each of the icons to learn what features it controls.

Note:	<p>The wide range of features in this editor can tempt you to create an alert that is so complex and ornate that it is hard to read in the window in which alerts display on users' computers. Since the goal is to convey information, one or two formatting and decorative touches will usually be sufficient.</p>
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Below the text editor there are additional controls:

- Check the Urgent alert checkbox if this message is urgent - you might need to tell staff they have to evacuate the building, or a dangerous storm is approaching and you are closing the office for the day so they can get home. When you send the message, it will appear on users' computers even if they have set the client to not receive messages. The urgent alert will appear before any other alerts, and will appear first when the user starts up the DeskAlerts Client.
- Check the Acknowledgement checkbox if this message is required reading confirmation. In this case OK button will be displayed in alert's body.
- Check the Unobtrusive checkbox if this message is not urgent at all. The unobtrusive alert will not pop-up, it appears as notification on tray icon.
- Check the Self-destruct checkbox you want to remove message after it was read.
- Check the Autoclose checkbox if this message should be closed after some period of time. Select Manual close option to give an opportunity to close the message.
- Check the Self-destruct checkbox you want to remove message after it was read.
- Check the Lifetime checkbox and enter time alert can be received. After this time it expires and won't be received. It is important to set the lifetime to reduce server load.
- Add print button checkbox gives the possibility to print the alert content.
- Check the Schedule alert checkbox to send the alert at a particular time or create recurrence alert. Read more in Schedule alerts section.
- If templates have been established for your use, they will be listed in the Templates selection box. Choose the template that suits the purposes of this alert best. If you do not select a template, the system will use a plain default template. See Managing templates for further details.

You may choose the type of the alert:

- Check SMS Alert checkbox to send alert to mobile devices. Read more in Sending alerts by SMS section.
- Check Email Alert checkbox to send message to e-mail box. Read more in Sending alerts to e-mail box section.

- Check Blog post checkbox to post message in the blog. Read more in Sending blog posts section.
- Check Tweet checkbox to post message to Twitter. Read more in Tweet section.
- Desktop Alert allows sending alerts on the users' desktops. You can set its size and position in which it will appear on the screen.

When you have prepared the alert, you can click one of three buttons:

- Preview: to see how the current state of the alert would look when a user receives it on his or her computer.
- Save: DeskAlerts will save the alert as a draft. You can continue to edit it, and then save again when you are at your next stopping place.
- Next: Click this button if the alert is ready to go.

Alert Settings

Acknowledgement - Alert requires reading confirmation

Unobtrusive - Alert does not pop-up on the desktop and appears as notification on tray icon

Self-destructing alert - Alert self-destruct after close (no record in history)

Auto-close - Alert will appear on the screen for the given time period (in minutes) and then it will be disappear automatically

Allow manual close - ability to close alert manually in case of Auto close setting active

Lifetime alert - Lifetime is a period of message relevancy. When lifetime expires, message can't be received anymore and will be closed automatically if it's presents on the user's screen. Any messages sent with lifetime arrive simultaneously to all time zones

Add print button - enable user to print alert contents

▼ Alert settings

Acknowledgement ⓘ

Unobtrusive ⓘ

Self-destructing alert ⓘ

Auto-close in minute(s) ⓘ Allow manual close ⓘ

Lifetime: In alert will expire and can't be received ⓘ

Add print button ⓘ

Schedule Alert

In this section you can schedule your alerts according to a preset pattern: Once, Daily, Weekly, Monthly, Yearly. You also may set start and End date of your scheduled alert.

Schedule the alert with one of the patterns available. Any alerts sent with Schedule work with end user's local time zone - so the message sent for 2pm will arrive at 2pm local - depending on where the person is located.

▼ Schedule alert

Schedule alert ⓘ

Pattern	Options
<input checked="" type="radio"/> Once <input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Yearly	Start date: <input type="text" value="07/05/2017 03:18 PM"/> End date: <input type="text" value="07/05/2017 04:18 PM"/> <input type="checkbox"/> Enable reminder ⓘ <input type="button" value="Add"/>

Alert appearance

Alert appearance allows you to manage alert's position on the screen and its size, make it in resizable windows or make it in full screen.

▼ Alert appearance

Desktop Alert

Size	Position
<input checked="" type="radio"/> Width: <input type="text" value="500"/> px <input type="radio"/> Height: <input type="text" value="400"/> px <input type="checkbox"/> Resizable <input type="radio"/> Fullscreen	

Messaging channels:

Email Alert - Use Email channel to send copy of your message to end user's mailbox

SMS Alert - SMS Channel uses Clickatell or similar gateway to send a copy of your message (truncated to text-only) as a text message to recipient's mobile phones.

▼ Messaging channels

Email Alert ⓘ

SMS Alert ⓘ

Device type:

Schedule alerts

Check the Schedule alert checkbox during alert creation. With schedule feature you can send alerts at appointed date and time, or send recurrence alerts. You will send Once alerts with no end date by default. It means your alert will be delivered to the user once he/she logging in (it can be at the same day or in a month - no matter). Enter the end date so it will automatically expire:

▼ Schedule alert

Schedule alert ⓘ

Pattern	Options
<input checked="" type="radio"/> Once <input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Yearly	Start date: <input type="text" value="20/04/2016 07:30 AM"/> End date: <input type="text" value="21/04/2016 12:00 AM"/> <input type="checkbox"/> Enable reminder ⓘ <input type="button" value="Add"/>

Send recurrence alerts: [Daily](#), [Weekly](#), [Monthly](#), [Yearly](#):

▼ Schedule alert

Schedule alert ⓘ

Pattern	Options
<input type="radio"/> Once <input type="radio"/> Daily <input checked="" type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Yearly	resend every <input type="text" value="1"/> week on next days. <input type="checkbox"/> Sunday <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday
Start/End Start on: <input type="text" value="20/04/2016"/>	
<input checked="" type="radio"/> No end date <input type="radio"/> End after: <input type="text" value="1"/> occurrences <input type="radio"/> End by: <input type="text"/>	
Alert times of day Start time: <input type="text" value="07:30 AM"/> End time: <input type="text"/>	

According to the screenshot above, alert will be received only 1 time (End after: 1 occurrence) within business days from 12:30pm to 6:00pm. If you need this alert to be sent each business day within a specific timeframe, just set No end date or End by.

5.1. Sending alerts by SMS

If SMS add-on has been installed, you can send alerts by SMS (Short Message Service) to the mobile devices of users. This means you can get urgent messages to your team when they are away from their computers or when your network is slow.

When you are sending an alert, enter the message and check the SMS Alert checkbox. And send the message as you normally do.

<p>Note:</p>	<p>SMS messages will normally be no longer than 160 characters long, and will lose any formatting you applied when you created the alert. Also, the alert will be sent without a template, so make sure that the body of the message states from whom the message is coming.</p>
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5.2. Sending alerts to an e-mailbox

If E-mail add-on has been installed, you can send alerts to e-mail boxes. When you are sending an alert, enter the message, check the E-mail checkbox and enter sender name (e-mail). And then send the message as you normally do:

Blog post

SMS Alert

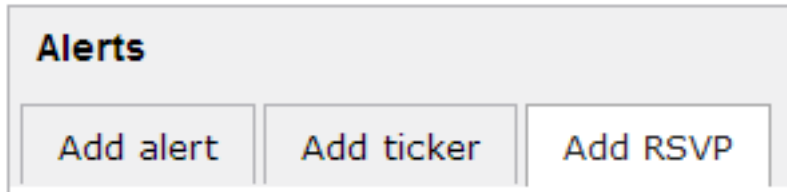
Email Alert

Email sender name:

6. RSVP ALERTS

With RSVP option you can send notification about upcoming events requesting confirmation or asking questions.

To send RSVP alert type select "Add RSVP" tab on alert creating page:



The screenshot shows a header labeled "Alerts" with three buttons below it: "Add alert", "Add ticker", and "Add RSVP".

Enter question text and options for answer:

Question #1

Question text:

Option:

Option:

Check question #2 option if you need more detail answer using a free text field:

Question #2

Question text:

Question type: *Comment/Essay box (User will be able to answer with a free text)*

User will receive an alert message with questions, options "Yes" or "No" and a free text field for custom answer:

DESKALERTS New Alert! ✕

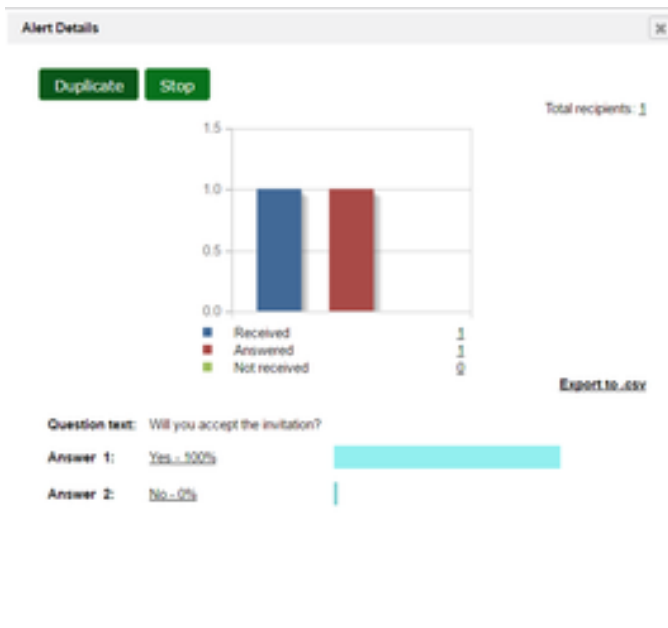
Meeting regarding the strategy. Creation date:
Wednesday, April 20, 2016 1:51:38 PM

Will you accept the invitation?

Yes

No

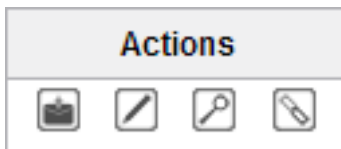
In "Alert details" you will find detailed report of your RSVP message:



6.1. Drafts of alerts

If you have saved the alert but haven't sent it, it will appear in the list of Drafts. This list shown by clicking the Drafts link under Alerts on the left-side menu. The first few words of each alert appear to help you identify it.

To the right of each alert entry, there is a set of two icons:



Click the envelope to send this draft. DeskAlerts will help you make sure you have identified recipients for this message, and then will send it out. The message will move from the Drafts list to the Sent list.

- Click the paper and pencil to open the rich text editor and make further edits to this draft. You can then save it again or send it.
- Click the magnifying glass to show alert preview inside your control panel working area.
- Click the chain to open dialog containing direct link to this alert. You can send it to anyone who have network access to your server.

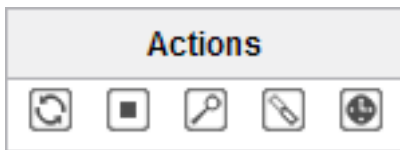
To delete draft from the list check the checkbox and click Delete.

6.2. Resending alerts

Resending alerts

You can send an alert you have already sent out a second time, to the same audience or to a different audience.

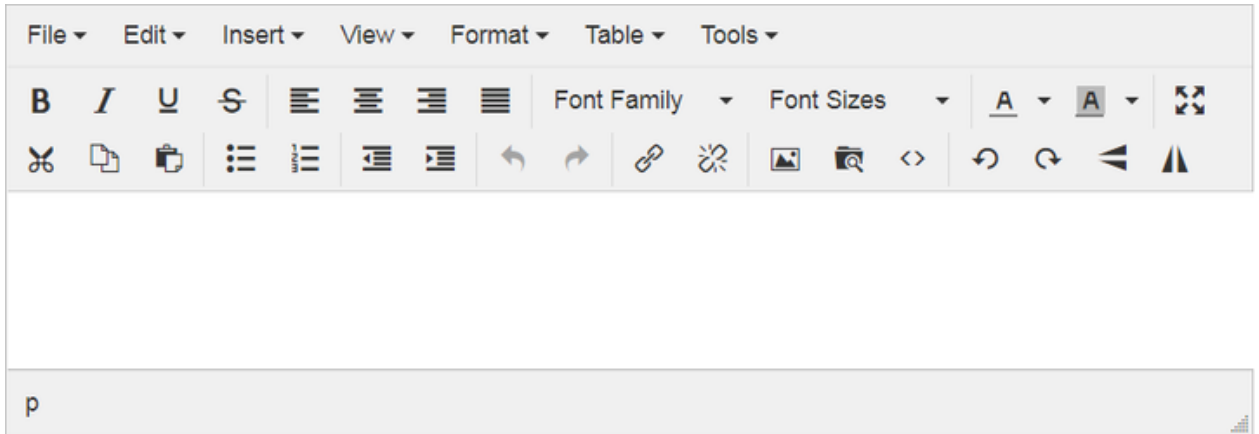
Select the Sent link under the Alerts on the left-side menu bar. A list of all sent alerts will appear, starting with the newest one. At the right of each entry in Actions you will see the following icons:



Click the double-arrow to start the resend process. The rich text editor will appear, and you can modify the content of the alert and then send it again, using the same process as before.


7. USING THE WYSIWYG EDITOR

The WYSIWYG editor includes a rich set of options and commands that allow you to format your alerts so their presentation supports the content of their message. The editor has an array of control buttons at the top of the screen:



















The following pages provide a summary of what these controls let you do. You can also





click  button in the editor and help document will appear with further details about how to work with the editor.


7.1. WYSIWYG editor: common buttons

Here are the common buttons and a summary of what they do:


-  - Bold text style (Ctrl+B)
-  - Italic text style (Ctrl+I)
-  - Underline text style (Ctrl+U)
-  - Strikethrough text style
-  - Align left
-  - Align center
-  - Align right
-  - Align full
-  - Unordered list/bullet list
-  - Ordered list/numbered list
-  - Outdent/decrease indentation
-  - Indent/increase indentation
-  - Undo the last operation (Ctrl+Z)
-  - Redo the last operation (Ctrl+Y)
-  - Insert a new link, read more in insert link section
-  - Unlinks the current selection/removes all selected links


 - Insert a new anchor, read more in insert anchor section


 - Insert a new image, read more in insert image section

 - Cleanup code/Removes unwanted formatting


 - Opens HTML source editor


 - Insert a new table at the current location


 - Adds a row above the current one


 - Adds a row under the current one


 - Removes the row

 - Adds a column before the current one

 - Adds a column after the current one


 - Removes the current column


 - Insert a new horizontal ruler

 - Removes formatting from the selection

 - Makes the selection to be subscript

 - Makes the selection to be superscripted

 - Insert video, read more in insert video section

 - Insert document, read more in insert document section

7.2. WYSIWYG editor: insert image

The insert image button opens the window shown below.

The dialog box features three tabs: **General**, **Appearance**, and **Advanced**. The **General** tab is selected and contains the following elements:

- General** section:
 - Image URL**: A text input field with a small icon to its right for browsing.
 - Image Description**: A text input field.
 - Title**: A text input field.
- Preview** section: A large, empty rectangular frame for previewing the image.

At the bottom of the dialog are two buttons: **Insert** (highlighted with a green border) and **Cancel** (highlighted with a red border).

To add image to the alert /template choose image from [Image list](#) and click [Insert](#). [Image description](#), add a short description that will be displayed if the image is not available when the alert is viewed. Click [Browse](#) button to browse already uploaded images and upload an image from your PC and select.

Images

Select the file to upload

File: No file chosen

List of files on the web:

Filename	Actions
tmp.png	<input type="button" value="🔍"/> <input type="button" value="✕"/>
back.gif	<input type="button" value="🔍"/> <input type="button" value="✕"/>
logo.gif	<input type="button" value="🔍"/> <input type="button" value="✕"/>

of 1

7.3. WYSIWYG editor: insert link

This button opens a new window with the insert/edit link function. Please select the text first before inserting a link.

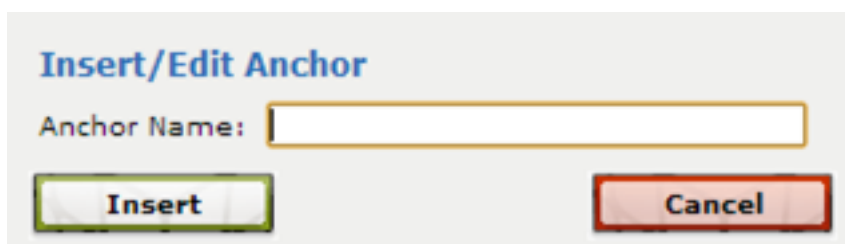


Enter the URL of the link in the [Link URL](#) field. The [target](#) field lets you select how the link is to be opened - the most common choices would be in the current window or in a new window.

The other tabs of this control provide advanced features that allow you to govern complex scripted behavior through interactions with the link. It is beyond the scope of this guide to provide the thorough instruction in JavaScript that is readily available in specialized books and tutorials.

WYSIWYG editor: anchor points

An anchor point is an internal target for a link elsewhere on the page. Using a link in one part of a long alert to an anchor elsewhere in the alert can help the user by giving him a quick way of finding what he wants. You can create a table of contents for an alert, with each entry being a link to the anchor point at the start of each topic. To create an anchor point, click where you want the anchor to be in the text, and then click the anchor icon. This window appears and lets you name the anchor:



Then you can create a link elsewhere in the alert, which, when clicked, will move the display to the anchor location.

7.4. WYSIWYG editor: insert table

The insert table button opens the window shown below. This action enables you to create tables.

The image shows a dialog box titled 'General Properties' with two tabs: 'General' and 'Advanced'. The 'General' tab is selected. Inside the dialog, there are several input fields and a dropdown menu:

- Columns:** A text input field containing the number '2'.
- Rows:** A text input field containing the number '2'.
- Cell Padding:** An empty text input field.
- Cell Spacing:** An empty text input field.
- Alignment:** A dropdown menu showing '-- Not Set --'.
- Border:** A text input field containing the number '0'.
- Width:** An empty text input field.
- Height:** An empty text input field.
- Class:** A dropdown menu showing 'Normal'.
- Table Caption:** A checkbox that is currently unchecked.

At the bottom of the dialog, there are two buttons: 'Insert' (highlighted with a green border) and 'Cancel' (highlighted with a red border).

On the [General](#) tab you set such elements as the number of columns and rows in the table, the spacing and padding of the cells in the rows, and any call to a style sheet that you are making. The [Advanced](#) tab contains additional formatting options.

7.5. WYSIWYG editor: insert video

The insert video button opens the window shown below. Use this feature to add video to a DeskAlerts.

Video

Select the file to upload

File: No file chosen

To record your own video:

List of files on the web:

Filename	Actions
users_management_demo.avi	<input type="button" value="🔍"/> <input type="button" value="✕"/>

1 of 1

Sometimes the best way to send information is with video. Using the insert video button, you can easily add video to a DeskAlerts. Provide users with videoconference segments, informational clips, or other movies by way of a convenient desktop alert.

Using the insert video window, simply browse for a file or use a file from the web and click [Upload](#) or [Insert](#) as appropriate. The video will then be sent out with the DeskAlerts.

Size ✕

Width

Height

7.6. WYSIWYG editor: insert Document

The insert document button opens the window shown below, which is similar to that of insert video and insert Flash. Use this button to add documents or other important files to your outgoing DeskAlerts.

Documents

Select the file to upload

File:

No file chosen

List of files on the web:

Filename	Actions
DeskAlerts_API_Manual.doc	<input type="button" value="🔍"/> <input type="button" value="✕"/>
MSSQL_configuration.doc	<input type="button" value="🔍"/> <input type="button" value="✕"/>
DeskAlerts_6_Presentation.pptx	<input type="button" value="🔍"/> <input type="button" value="✕"/>

of 1

When sending a desktop alert to your users, it is often helpful to attach further information in the form of a document. Easily attach business reports, schedules, letters, and other types of documents to your DeskAlerts. Since the alert appears on the desktop instead of in the user's email client (potentially among numerous junk messages), your documents will be more noticeable and will receive greater attention. With insert video you can browse for a local file to upload or choose from a file on the web. The document you select will be included with the DeskAlerts.

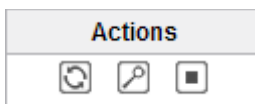
8. SENDING AND TRACKING SURVEYS

While alerts are good at getting messages out to your team, [surveys](#) are excellent at getting the responses you need to key questions. Each survey consists of questions and a series of answers that the recipient can choose from. You may schedule your survey to be sent at appointed date and time as well as expired after end date.

There are three survey links on the left-side menu:

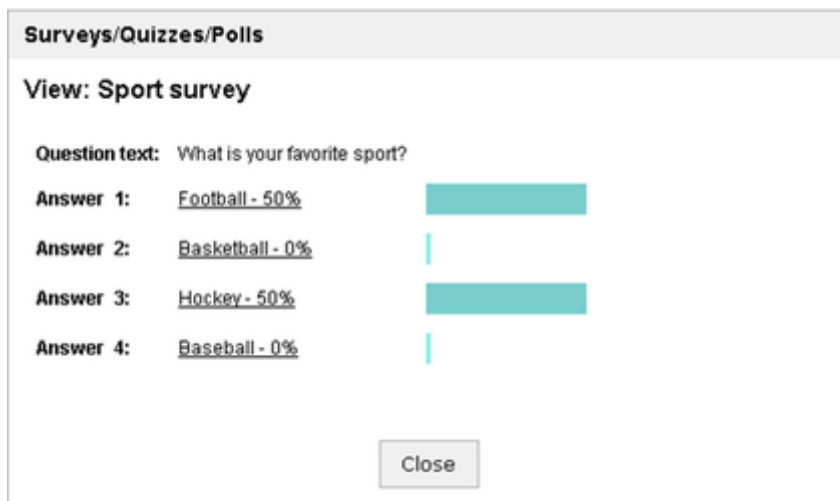
- Click the [Create](#) link to create a new survey
- Click the [Active](#) link to display all active surveys which are still accepting responses.
- Click the [Archived](#) link to display past surveys.

Each survey in [Active](#) list has the following [Actions](#):



Click to resend the survey.

Click to display responses to the survey:



Click to stop survey and move it to the [Archived](#) list. Above the [Active](#) list, top right corner, you will see an [Add survey](#) button:



When you click it (or [Create](#) link from left side menu), the [add-survey wizard](#) will lead you through creation of your survey:

Enter survey name, question and series of possible answers. You may offer minimum two answers, to add more answers click [add answer](#) link on the bottom of the last answer. To [Schedule survey](#) check an appropriate checkbox and enter start and end date/time:

Surveys/Quizzes/Polls

Add survey

Name:

Schedule survey

Question [1] [[< Previous question](#) | [Next question >](#)]

Question type:

Question text:

Option:

Option:

Option:

Option:

Add option

You may choose a specific template from the drop down menu. To preview it just click on the preview link. To add more questions click the [Add question](#) button (top right corner):

Surveys/Quizzes/Polls

Add survey

Question [2] [\[< Previous question | Next question > \]](#)

Question type:

Question text:

Option:

Option:

Option:

[Add option](#)

To delete the question or additional answer just click the delete button. To come back to the previous page click the [previous](#) button.

·If you are ready to proceed with the survey click the [next](#) button. ·Choose the recipients for this survey: broadcast, group or personal:

Surveys/Quizzes/Polls

Add survey

Type:

You have selected 0 objects (clear)

Organization
Registered
softomate.net

Search objects: Show: Users Groups Computers

1-25 from 59 objects
Records per page | 25 | 50 | 100 | 500 | 1000

pages: | 1 | 2 | 3

<input type="checkbox"/>	Name	Type	Display Name	Domain	Mobile phone
<input type="checkbox"/>	__vmware_user__	user	__vmware_user__	softomate.net	
<input type="checkbox"/>	123	user	123	softomate.net	
<input type="checkbox"/>	321	user	321	softomate.net	
<input type="checkbox"/>	3212	user	3212	softomate.net	
<input type="checkbox"/>	333	user	asda dsd	softomate.net	
<input type="checkbox"/>	3331	user	3331	softomate.net	
<input type="checkbox"/>	administrator	user		softomate.net	
<input type="checkbox"/>	alileen	user	Aileen	softomate.net	
<input type="checkbox"/>	aleksey	user	Aleksey Novikov	softomate.net	
<input type="checkbox"/>	alexander.belykh	user	Alexander Belykh	softomate.net	
<input type="checkbox"/>	andryv	user	Andry Vinich	softomate.net	
<input type="checkbox"/>	anton	user	Anton Vdovin	softomate.net	
<input type="checkbox"/>	antoxic87	user	Anton Toxic	softomate.net	
<input type="checkbox"/>	azhil	user	Alexey Zhiltov	softomate.net	
<input type="checkbox"/>	dg	user	Denis Gorichenko	softomate.net	

If you choose group type, and you have rights to publish to multiple groups, a selection field appears where you can choose specific groups to survey. Then click Add button to add specific groups to the survey list.

Click the start button



9. SENDING RSS

RSS add-on allows you to feed news, headlines, videos from any RSS enabled source for instance SharePoint, Exchange, websites, blogs, etc. Make your organization follow your corporate news or any other internal or external entries.

Configure RSS feed source and select recipients from your Active Directory or target to specific computers/users or groups. All RSS entries will be delivered as prominent desktop alerts or scrolling desktop ticker. Specify validity period for each of your RSS channels so that notification will only be available between specific dates.

On the left side menu under [RSS](#) you will find three links:

- Click the [Create](#) link to create a new RSS
- Click the [Current](#) link to display all current RSS Feeds.
- Click the [Draft](#) link to display draft RSS Feeds.

Also at the top right of [Current](#) and [Draft](#) pages you will see [Add RSS](#) button:

Add RSS/news feed

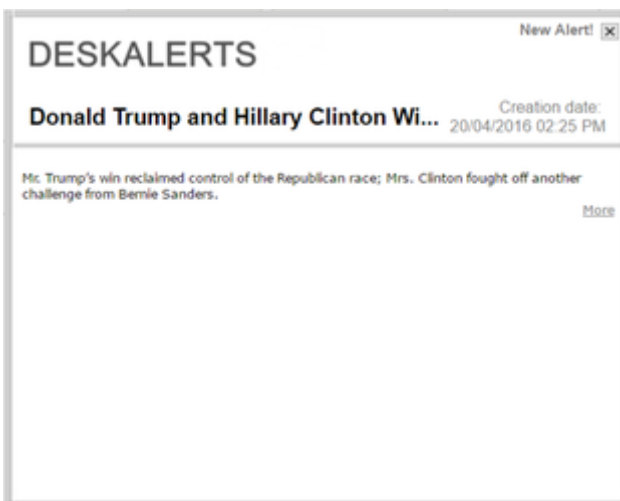
9.1. Creating RSS

Click [Create](#) link or [Add RSS](#) button and you will see the RSS editor form to create the RSS:

On this form enter title, RSS Feed (URL of RSS Feed), Start and end date and time (if required), select style template, display type and size.

RSS 1.X, RSS 2.X and RSS ATOM feeds are supported, by default new RSS entries are checked every 5 minutes.

Click [Preview](#) button to preview future RSS alert to see what it looks like:




Then click [Save & next](#) button to select recipients and send:

RSS

Add RSS

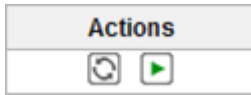
Step 2 of 2: Select recipients:




Alert Type: 

- Choose --
- Broadcast
- Select recipients
- IP groups

9.2. Current RSS

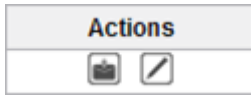
Each RSS Feed has the following [Actions](#):





- Click  to duplicate the RSS Feed.
- Click  to stop RSS alerts sending.
- Click  to start RSS alerts sending.
- Click RSS Feed name to view created RSS alerts.

9.3. Draft RSS

Each draft RSS Feed has the following [Actions](#):



- Click  to open the RSS Feed form to select recipients and then sending.
- Click  to continue editing the RSS Feed.

10. SENDING INSTANT MESSAGES

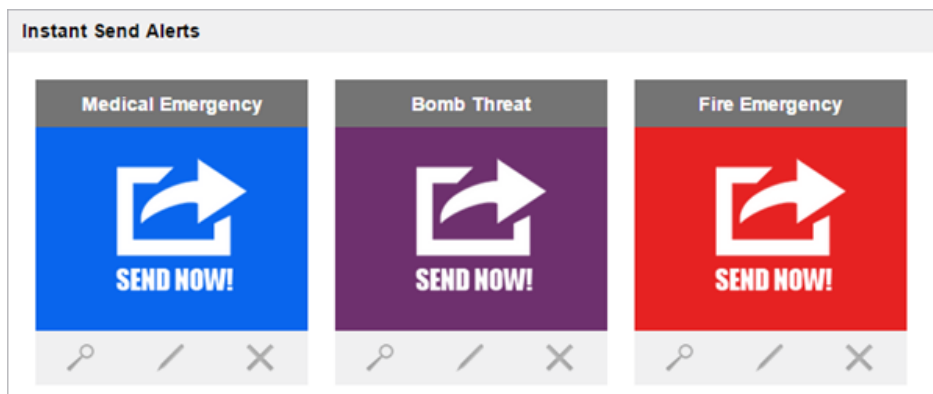
Instant Messages are basically advanced Message Templates. Unlike the Message Templates, Instant Messages have pre-defined list of recipients, along with message content. So, when it comes to sending the message - it can be done literally in one click.

10.1. Creating Instant Messages

If you have the rights to create Instant Messages, you can compose them just like usual alerts. You can specify any options available, select recipients and Save the Instant Message as a template. It will appear on the Instant Messages list (you can access it through the Instant Messages/Send menu item). The message will not be sent out immediately.

10.2. Send Instant Messages

The list of pre-created Instant Messages is displayed as the multi-part tiles:



By hovering your mouse over the tile parts you can tell what they are used for. Some actions may be prohibited by your access policy. To send the message, just click central part of the needed message tile. Some dialogues will demonstrate that the message is being sent and then you will be redirected to the Sent Alerts list.

10.3. Color Codes

Color Codes system is what helps the content senders to quickly select the needed message when it is being pushed in a rush. Publishers with the corresponding policy can manage Color Codes system to create different message groups - such as "Fire alarm" or "Medical Emergency" . If your company is using color codes system - don't forget to specify the code during the Instant Message creation.

11. SCREENSAVERS DELIVERY

Corporate screensaver is one of the less intrusive but powerful ways to communicate with desktops of your employees. DeskAlerts screensaver work same way as ordinary PC screensaver and allows for targeted content delivery.

Screensaver functionality allows delivering rich content such as images, text, HTML, clickable links, FLASH, video, scrolling text, PowerPoint slides with 100% visibility. Screensaver can be targeted to specific groups, departments or individual users or any combinations of the above. Delivery can be scheduled and availability time can be specified so that you can target specific events in your internal communication strategy. Screensaver content is created in WYSIWYG mode using internal rich content editor.

On the left side menu under Screensavers you will find three links:

- Click the Create link to create a new Screensaver
- Click the Current link to display all current Screensavers.
- Click the Draft link to display draft Screensavers.

Also at the top right of [Current](#) and [Draft](#) pages you will see [Add Screensaver](#) button:

Add screensaver

Creating Screensaver

Click Create link or Add Screensaver button and you will see the screen with three tabs for different screensaver types.

Screensavers

Import from Powerpoint Use image as screensaver HTML screensaver (advanced)

Step 1 of 2: Add screensaver:

Name:

Contents Options

1. You need to have PowerPoint 2010 or later.

2. Please have your slides ready and use File -> "Save as" menu in PowerPoint

3. Select save as "Windows Media Video (*.wmv)" from the dropdown and save

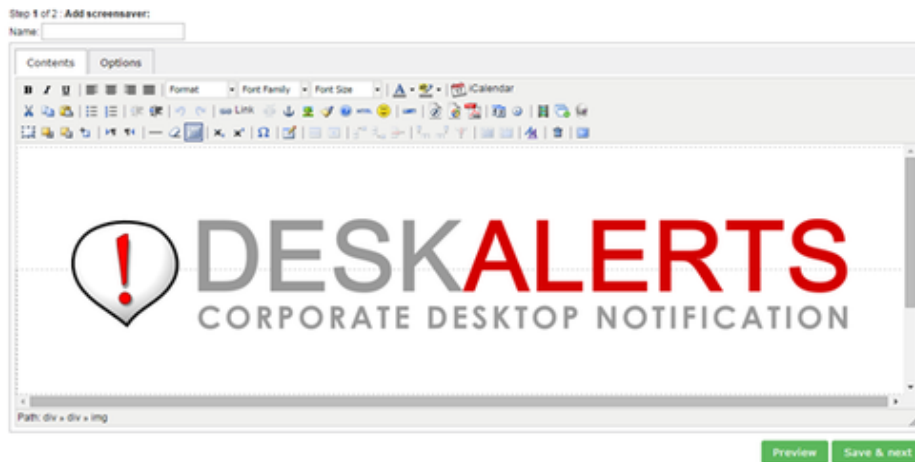
4. Use the button below and upload the file you just saved.

(see instructions [here](#))

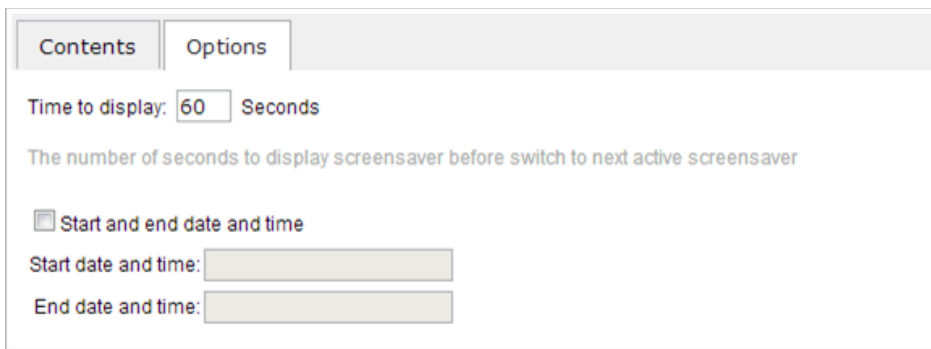
Choose video file

Preview Save & next

If you choose html screensaver, you will see the editor form:



On this form enter title and screensaver content.



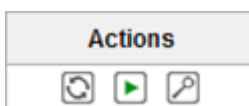
On this tab you can setup [time to display](#) the screensaver.





Then click [Save & next](#) button to select recipients and send:



Current Screensavers

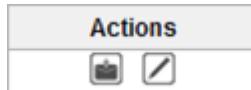
Each screensaver has the following [Actions](#):





- Click  to duplicate the Screensaver.
- Click  to stop screensaver sending.
- Click  to start screensaver sending.
- Click  to view how screensaver looks like.

Draft Screensavers

Each draft Screensaver has the following **Actions**:



- Click  to open the screensaver form to select recipients and then sending.
- Click  to continue editing the screensaver.

12. WALLPAPERS DELIVERY

This add-on allows you to use DeskAlerts to publish corporate desktop wallpapers. Corporate wallpaper is less intrusive but effective corporate communications channel. Communicate regarding upcoming changes or news, establish internal brand or publish product announcements right to the employee desktop wallpaper.

Publish your messages as corporate desktop wallpapers, use scheduling and sequence your wallpapers if you want 2 or more messages to rotate. All advanced targeting options including delivery to users/groups or any combination of those is supported.

On the left side menu under [Wallpapers](#) you will find three links:

- Click the [Create](#) link to create a new Wallpaper
- Click the [Current](#) link to display all current Wallpapers.
- Click the [Draft](#) link to display draft Wallpapers.

Also at the top right of [Current](#) and [Draft](#) pages you will see [Add Wallpaper](#) button:

Add wallpaper

12.1. Creating Wallpaper


Click Create link or Add Wallpaper button and you will see the image selection screen to create the wallpaper:

Wallpapers

Step 1 of 2 : Add wallpaper:

Name:

Contents Options

Choose wallpaper 

Preview Save & next


On this form enter title and choose wallpaper image. After that you'll see the additional parameters:

Wallpapers

Step 1 of 2: Add wallpaper:

Name:

Contents Options

Image file: 

Dimensions: 1440 x 900
File size: 145.80 KB
File name: 054-Cosby-1440x900.jpg

Position:

Select Position of image:

- Select the Center option to center the picture on the screen.
- Select the Tile option to tile the picture.
- Select the Stretch option to stretch the picture to fit the screen.

Contents Options

Time to display: Seconds

The number of seconds to display wallpaper before switch to next active wallpaper

Start and end date and time

Start date and time:

End date and time:

On this tab you can setup [time to display](#) the wallpaper.

Then click [Save & next](#) button to select recipients and send:

Wallpapers

Add alert

Step 2 of 2: Select recipients:

Alert Type: Select recipients ▾ Send

-- Choose --

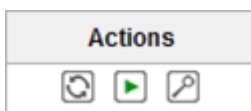
Broadcast





Select recipients

IP groups

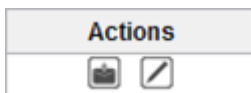
12.2. Current Wallpapers



Each wallpaper has the following [Actions](#):



- Click  to duplicate the Wallpaper.
- Click  to stop wallpaper sending.
- Click  to start wallpaper sending.
- Click  to view how wallpaper looks like.

Each draft Wallpaper has the following [Actions](#):

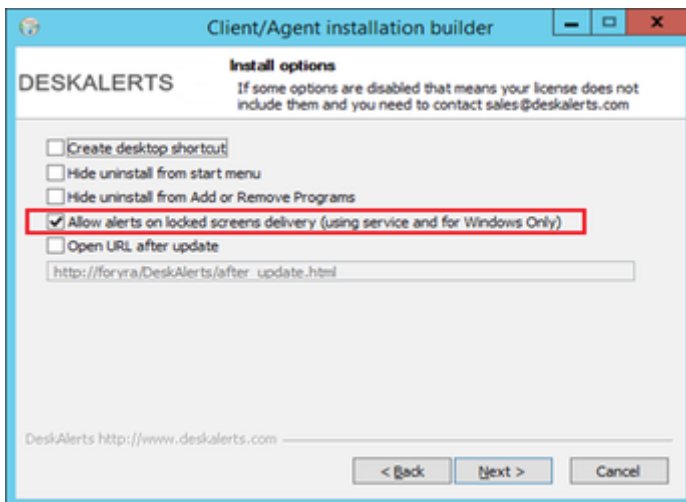


- Click  to open the wallpaper form to select recipients and then sending.
- Click  to continue editing the wallpaper.

13. EMERGENCY ALERTS DELIVERY ON LOCKED SCREENS

Allows communications to be delivered to the PC's when they are locked. As a result of corporate policies that log- out user after certain period of inactivity the major part of PC's in organization remain locked. This add-on allows you to communicate on top of any screensavers or locked PC's.

Lock screen alert is specifically useful when we need to deliver critical information such as important notifications or emergency alerts.



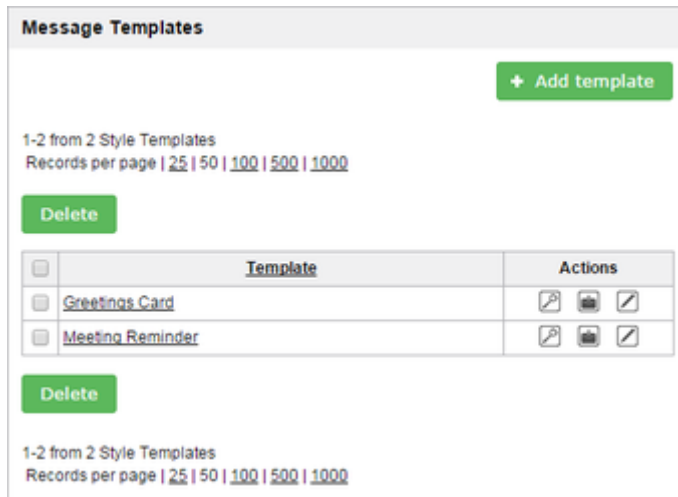
If you have enabled this option in client builder, alert on locked screen looks just like that:





13.1. Text Templates

To reduce the time of alert creation you may create text templates for different situations (staff reminder, system outage, etc).

Click Text Templates link in left-side menu. You will see the list of available text templates:



To send an existent text template click  from **Actions** section and send the alert as you normally do. To edit text template click  from **Actions** section and rich text editor will open to edit an alert template. To create text template click **Add template** button (top right corner), enter template name, alerts content. Click **Save**.

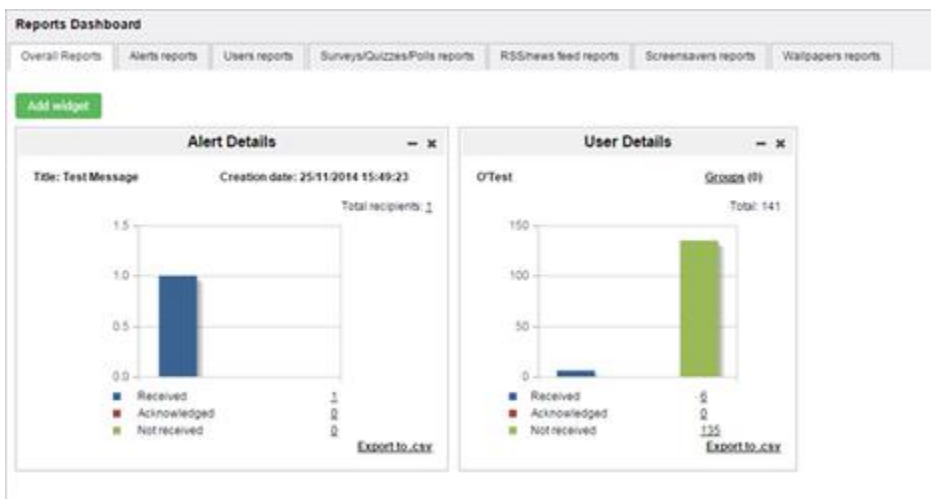
14. STATISTICS

You can see a range of information on DeskAlerts users, alerts, and surveys. DeskAlerts uses an unobtrusive technology, **Smart Activity Tracking (SAT)** to learn what happens to each alert and survey you send out.

- You can find out not just how many alerts were sent, but also how many have been received and not yet read - and how many users just dismissed the alert without reading it.
- For surveys, you can quickly check the response rate: how many have read the survey and how many have responded.

Click the **Statistics** link on the left-side menu.

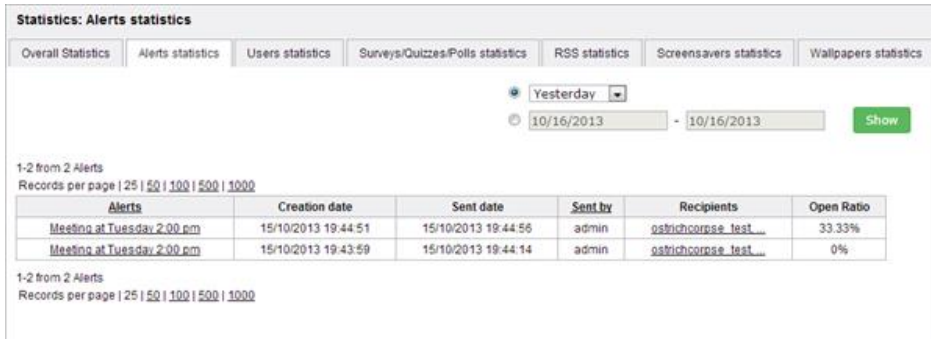
The "Overall Statistics" page, which you enter by default, contains a dashboard-like area where you can add stats widgets with the reports most valuable to you.



Note that having too many widgets on one page may significantly slow the page performance and even lead to timeout errors. If you are experiencing such slowdowns - remove the widgets which seem to calculate the longest.

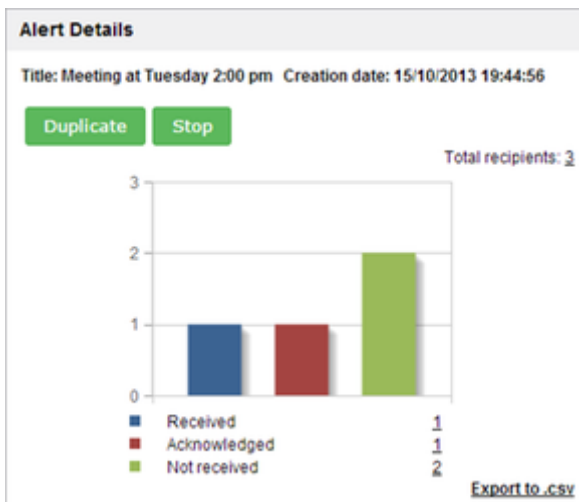
14.1. Alerts statistics

This display summarizes information about alerts, starting with one most recently sent.



- Alerts: the text of the alert
- Creation date: date when alert was created
- Sent date: date when alert was sent out
- Send by: who sent the alert
- Recipients: who should receive the alert
- Open Ratio: the ratio between sent and received alerts

To view alert details click on the specific alert:



View the list of users, who had Received, Acknowledged, Not received this alert, by clicking on digit link (below the diagram).

14.2. User Statistics

This display summarizes user information, starting with the most recently active user.

Statistics: Users statistics

Overall Statistics | Alerts statistics | **Users statistics** | Surveys/Quizzes/Polls statistics | RSS statistics | Screensavers statistics | Wallpapers statistics

Search users:

Today 10/16/2013 - 10/16/2013

1-3 from 3 Users
Records per page | 25 | 50 | 100 | 500 | 1000

Username	Status	Registered	Last activity
oatrichcourse_xmode	⊖	09/10/2013 10:14:11	16/10/2013 10:40:08
test	⊕	11/10/2013 13:09:37	16/10/2013 10:43:35
test (test test)	⊖	11/10/2013 15:38:42	16/10/2013 08:24:01

1-3 from 3 Users
Records per page | 25 | 50 | 100 | 500 | 1000

Status:

⊕ on-line

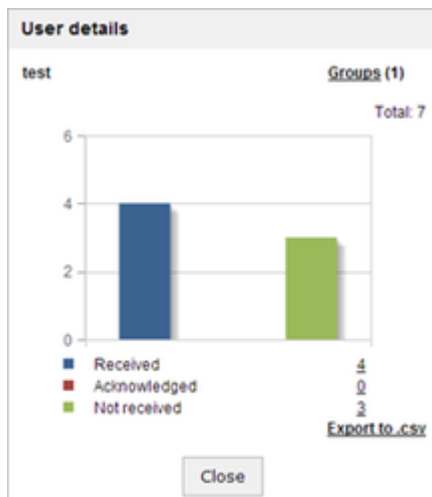
⊖ off-line

⊘ standby

⊗ disabled

Open Ratio: the ratio between sent and received alerts

To view user details click on the specific user:



View the list of alerts that were Received, Acknowledged, Not received by current user, by clicking on digit link (below the diagram).

14.3. Survey statistics

This display summarizes information about surveys, starting with the one most recently sent.


Statistics: Surveys/Quizzes/Polls statistics

Overall Statistics | Alerts statistics | Users statistics | Surveys/Quizzes/Polls statistics | RSS statistics | Screensavers statistics | Wallpapers statistics

Last 7 days

10/16/2013 - 10/16/2013 [Show](#)

1-2 from 2 Surveys
Records per page | 25 | 50 | 100 | 500 | 1000

Type	Name	Date	Sent by	Recipients	Open Ratio
	test	10/16/2013 09:22	admin	OatrichCorose	0%
<input checked="" type="checkbox"/>	My Poll	10/10/2013 14:10	admin	Broadcast	33.33%

1-2 from 2 Surveys
Records per page | 25 | 50 | 100 | 500 | 1000

Open Ratio: the ratio between sent and received surveys

To view survey details click on the specific survey.

Survey Details

Title: Sports survey Date: 2016-09-23 15:30:17

Total 2

Category	Count
Received	1
Not received	1
Total	2

Export to excel

Survey results

Question text: What is your favorite sport?

Total 2

Category	Count
Football	1
Hockey	1

Next question

Export this question to excel
Export all questions to excel

Close

View the list of users that had Received, Not received, Voted, Not voted, by clicking on digit link (below the diagram).

In survey details you may track survey results. Click digit link near specific answer to view the list of users with such answer.

15. CHANGE THE PASSWORD

Click the Settings link in the left-menu bar. If you click it, a screen will display that allows you to update your password for the DeskAlerts Control Panel.