



DESKALERTS
THE MOST CUSTOMIZABLE DESKTOP ALERTS

version 2.0

User's Guide

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Installing Desk Alerts

To install the DeskAlerts Client, download the zip file from the location your administrator provides. Unzip the file into any location on your computer and double-click the installer. The DeskAlerts Client will install itself, and will appear as a small exclamation point icon in the task bar of your desktop:

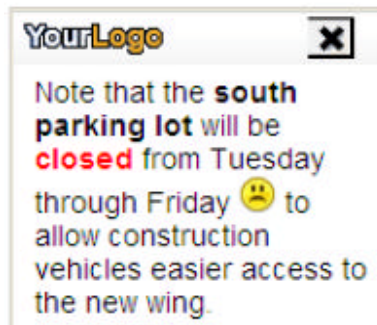



If your system is operating in **Registration Mode**, a screen will appear where you can enter your username, password, and mobile device information. If DeskAlerts is operating in **Active Directory Mode**, you will automatically be logged in to DeskAlerts when you log in to your system using your standard system username and password.

Note: If your system is operating in Registration Mode and you change your name, email address, or remote device information, you will have to uninstall the DeskAlerts Client, reinstall it, and provide the new information during installation.

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 an editor sends you a message, it will pop up in a window:



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

SMS alerts

If you have SMS enabled and receive email messages on your mobile device, you may receive DeskAlert message in the same way. If the editor sends an alert to you as an SMS message, it will appear as a text message in your mobile device. This may be of particular use during emergencies or when the network server is working slowly.

Note: You will not receive surveys through SMS.

Urgent alerts

If an editor sends you an urgent alert, the alert will appear on your in front of any other alerts or surveys that may have been sent to you.

Responding to surveys


When an editor sends out a survey to a group that includes you, you will see the survey appear in a window on the main screen of your computer.

The survey will 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 like "Your vote is submitted". You can then click the **X** button to dismiss the window.

Although the administrator can see how many surveys were sent out, and can see the total response (10 for the first answer, seven for the second answer, and so on), staff cannot see who made which selection. The survey is a form of secret ballot.

DeskAlerts Client options

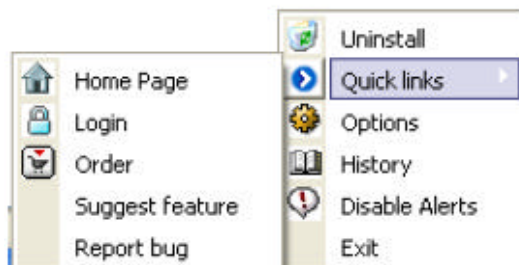
While you do not need to do anything once the DeskAlerts Client has been installed and you have logged into it in order to receive alerts and surveys, you do have some options to adjust your DeskAlerts experience.

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, you may see some or all of these options, or other options:



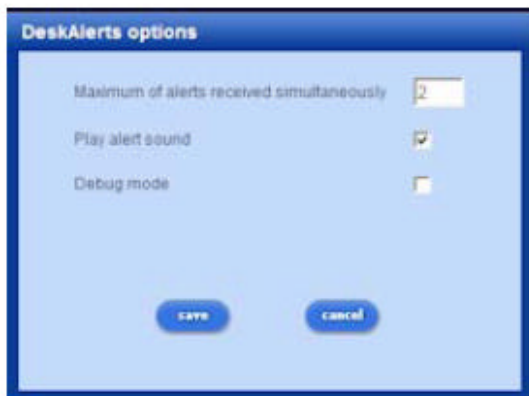
Your options may include:

- **Uninstall.** Click here to remove DeskAlerts from your computer. A wizard will guide you through the removal process.
- **Quick links:** If you select this menu a further menu will appear. The options you see will depend on how the administrator has customized the DeskAlerts Client:



Note: Links to websites require an Internet connection. If your connection is interrupted or your browser is just starting up, you may see an error message and need to try again.

- **Options:** If you click here a window will appear to show some settings you can customize.





The settings may include:

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.

- **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 message, and you can use the search field to find the alert you want based on a word or phrase it contained.



- **Disable/Enable alerts.** If you disable receiving alerts by selecting this option, the icon in your toolbar 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 this: . When you activate the client, the message will appear immediately.

- **Exit:** Select this option if, for some reason, you need to close the DeskAlerts Client. You will not receive any alerts, except urgent 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 go idle following a specified period of inactivity. Once the user has failed to move 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 user activity using the mouse or keyboard resumes, DeskAlerts leaves standby mode and likewise resumes its normal activity.

Removing the DeskAlerts Client

To uninstall the DeskAlerts Client, right click on the small icon ( or ) 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.