

Alerts and Notification Mechanism

Capability Storyboard



Homeland
Security

Program Internal

Alerts introduction

- In order to notify users of important and time critical information, a COI Admin/Owner must be able to contact either a specific person or group of people and be able to share this information with them
- An alerts tool must satisfy the following conditions:
 - Send messages through to external devices through registered email accounts
 - Other communications mediums (phone, texts, etc...) would be great, but not essential at this time
 - Provide a variety of predefined footer text
 - Notify a COI Admin/Owner if the intended recipient has received/opened the alert
 - View past alerts
 - Allow Content Alert Subscriptions

Sending an Alert – COI Admin/Owner View

Membership - Windows Internet Explorer

https://government.hsin.gov/example/

Membership

HSIN

Membership Advanced Search Help Logout

Documents

Recipient List	Contact Via	Predefined Alert Footer

Alert Message

SEND

Footer

Predefined (Required)

1. Sensitive
2. Open-source
3. Do Not Distribute

Displays the device/email the user currently has selected to receive alerts.

COI Admin is capable of changing this device/email.



***If Admin leaves required field blank, alert is not sent and field is highlighted**

Viewing the check log – COI Admin/Owner Only

Sent Alerts

View:
1 week ago
2 weeks ago
...

Date Sent	Alert Message	Sent Users	User confirmed
5/4/2006	Example Alert One	John.Doe	5/4/2006 21:53
		Josh.Doe	NO
5/7/2006	Example Alert Two	John.Doe	5/8/2006 14:53
		Josh.Doe	NO

Each field is sortable



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Receiving alerts – COI Site User

User will be alerted of message through:



Portable
Email enabled device.
This device is selected
by the user to ensure
quick notification.



Portal
After logging in,
User seeing
awaiting alert
message within
their portal

Viewing past received alerts – Site User View

Alert History
Click to view details

Date Sent	Sent to	Alert Message	From
10/5/2006	John.Doe,Jane.Doe	Example Alert One	Josh.Doe
10/5/2006	Group Name One	Example Alert Two	Josh.Doe

View <Select a time>
1 week ago
2 weeks ago
...

Each field is sortable

Message Detail View

The screenshot shows a Windows Internet Explorer browser window titled "Membership - Windows Internet Explorer". The address bar contains "https://government.hsin.gov/example/". The browser's navigation bar includes a search box with "Google" and various tool icons. The website header features the "HSIN" logo and navigation links: "Membership", "Advanced Search", "Help", and "Logout". The date "Today is Monday, June 04, 2007" is displayed. Below the header is a menu with "Home", "Search", "Sites", and "Documents".

The main content area is titled "Example Alert Message One". It contains a grey box with the following text:

Sent To: [Group or name]
Date : 10/5/2006 14:29

Below this is a rounded rectangular box containing the text "[Alert message]".

A dashed line separates this from the following text:

This message is considered Open Source. [If this is incorrect, please click here to report it.](#)

At the bottom, there is another line of text:

This message was sent to you because you are subscribed to [Group Name].
[If you believe you received this alert in error, click here to notify your Admin](#)

A callout box on the right side of the page, titled "Admin Notification of alert error", has an arrow pointing to the second link.

The browser's status bar at the bottom shows "Local intranet" and "100%".



Subscribing Users to Content Channels – Users and COI Admin



The screenshot shows a Windows Internet Explorer browser window displaying a web page titled "Membership - Windows Internet Explorer". The address bar shows the URL "https://government.hsin.gov/example/". The page header features the "HSIN" logo and navigation links for "Membership", "Advanced Search", "Help", and "Logout". The date "Today is Monday, June 04, 2007" is displayed. The main content area is titled "John.Doe Content Alert Subscriptions" and includes the instruction "Click the checkbox to subscribe this user to the alert group". Below this, there are six checkboxes for "Example Group One" through "Example Group Six". The first three groups are checked, while the last three are unchecked. At the bottom of the form are "Cancel" and "Save Changes" buttons. A callout box on the right side of the page contains two bullet points: "• This form is displayed when user first registers" and "• If a COI Admin designates that the user must be part of an alert group, the user may opt out, but the COI Admin can override". The browser's status bar at the bottom indicates "Local intranet" and "100%" zoom.

John.Doe Content Alert Subscriptions
Click the checkbox to subscribe this user to the alert group

- Example Group One
- Example Group Two
- Example Group Three
- Example Group Four
- Example Group Five
- Example Group Six

- This form is displayed when user first registers
- If a COI Admin designates that the user must be part of an alert group, the user may opt out, but the COI Admin can override