High Ground University

How to Use Emergency Quick Launch

In this video, we will be discussing How to Use Emergency Quick Launch. The Emergency Quick Launch tool allows you to quickly send an alert to everyone in your account; when you're in a crisis, every second counts and saving a few steps to launch a message or an alert can be very helpful.

To begin, click the Emergency Quick Launch Button on the Alerts Page. The Alert will automatically default to All Users, all contacts, and Methods, along with populating the subject field and message body with the text "Emergency Alert". You can edit the subject or message body as needed.

We strongly suggest creating message templates in advance with various emergency scenario instructions. Then when an emergency hits all you need to do is insert the template. Then send your alert by clicking the Send Message Now button. Templates used for Emergency Quick Launch will be the Text message, or SMS templates.

Once you have sent out your alert you will be automatically redirected to the alert results page where you can view who has received your alert. Each method will have its own report. If you need to view this information again in the future simply click on "past alerts" under the "alerts" drop down menu on the navigation bar.

Also, if you have opted to receive alert delivery reports you should expect an email within half an hour to two hours after the alert was sent. The email will provide a quick summary of the success of your message.

That concludes our session on How to Use Emergency Quick Launch, thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at support@highgroundsolutions.com.