High Ground University

How to Use Mobile Command Center

In this video we will be discussing the Mobile Command Center. This app allows you to send out an alert through your smart phone or tablet. If you have an Apple device you would go to the app store to download the Mobile Command Center, if you have an android device you can go to the google play store and find it there.

Once you have downloaded and opened the app it will ask for your username and password. This is the same username and password that you would use to access your account online. Once you login the app will display a page where you can create alerts, you can also view past alerts.

The Mobile Command Center has been designed to be a quick and easy way to send alerts from your phone or mobile device. However, if you need to edit groups or users you will need to do that from the web portal itself since this app is built only for sending alerts.

Once you log into your Mobile Command Center you have the option to send an emergency alert, a non-emergency alert or view your alert reports. You also have four options across the bottom of your screen, the alerts tab that you are currently viewing, ClientCast where you'll be able to see any important messages from our offices to yours, a help button where you are shown our Customer Success Team's contact numbers, and your account tab which gives you the option to log out.

Let's walk through sending a text based alert with the Mobile Command Center. This alert type is what our Emergency Alert will send and you can also use it for non-emergency email and text message alerts. The first step is to work down your screen through the different drop-down menus provided. If you've selected Emergency Alert your fields are prepopulated to save you time. The first drop down menu is what type of alert you'd like to send, here we'll select text alert or, SMS alert. Next we'll enter a title. This will be used as the subject field in an email alert and also for a way to organize all other alert types in your account. Simply tap inside the text box to make changes or additions. Remember to hit save on the top right to save your selection. Next, select Message to enter your actual alert message. You'll notice that we've chosen to send a Text Message this screen will contain a countdown of characters for you on the right hand side. Remember that our system is limited to a text message of 280 total characters and will deliver in two separate messages at the 140 character mark.

 You'll also see at the bottom that you can use a template for this alert. Make sure that when you create a template in the web portal that you are creating SMS templates for Text messages, Email

templates for sending Email alerts and Voice templates to match up with voice alerts. The template type for an emergency alert also needs to be SMS or a Text Message template.

When you've finished creating your message tap the save button on the top right of the screen

Once you've done this you can decide which group to send your message to. Simply tap on Group, then tap on Top Level, then select your group. Tap on Alert Groups to return the menu and save your selection.

Next select your escalation level, decide which phone numbers or email addresses you want to send your message to. Tap on Alert to return to the send alert screen.

You can schedule your alert to be sent out at a later time by tapping on Scheduled Date. Simply scroll through the options to select the correct time and date you'd like to schedule your alert for. Lastly you can select your Time Zone. Our system has auto generated your device default based on the information you've given us. If you need to change that for any reason you can do so here.

Lastly tap on Send Now or Save Alert (if you've chosen to send your alert at a scheduled date) on the top right of the screen to complete the alert process.

Now let's discuss sending a voice alert with the Mobile Command Center. Sending a voice alert through our app is one of the easiest ways to send a voice alert with our system. Our Mobile Command Center will use your device's microphone to record your message for you, no need to wait to have our 800 number call you, or for you key in a phone code and pin!

To create a voice alert simply select Voice as the Alert Type. Make sure to type in a title and save. Once you've tapped on Message you'll see two options. The first is Voice Recording. Tap here and you'll see a red circle that you can tap to begin your recording. You'll also see templates available to you if you've created templates from the website. After you tap the red button to begin recording you'll see a timer letting you know how long your message is and a black stop sign that you can push at any time to end recording. Once you've stopped you'll have the option to play your recording back so you can check it for errors and then you have the option to record your message again by pressing the red button at the bottom. If you're satisfied with your message click save at the top right of the screen.

For a Text to Speech voice alert simply type in the message you'd like our computer generated voice to read to your users and then click save on the top right of the screen.

Next simply select your group, escalation level, decide if you want to schedule the alert or change your time zone, and then send your alert or save it for a future date!

Back on the home screen of the app the last option you have is to View Alert Reports. By tapping on this selection you'll be able to view your scheduled and past alerts. By clicking on the recipient's you'll see a list of users who received your alert. If you'd like to resend this particular alert you can do so by tapping on the Resend button at the top right of the screen. Your alert will immediately be resent.

Thanks for watching! If you have any questions please feel free to contact our Customer Success Team at support@highgroundsolutions.com.