

Parent Interface

Instant Alert User Guide

When schedules change, buses run late, or emergencies occur, you need to be informed about your child's whereabouts and safety is paramount. Instant Alert enables schools to inform you about your students by bringing news to you directly. You can decide how and where to receive these messages.

This book is intended for parents and staff members who want to configure and set up an Instant Alert account. You will also learn about configuring devices on which to receive alerts and adding contacts who will have pickup rights for your child.

It includes the following sections:

- About the Instant Alert User
- Accessing Instant Alert If You Are a Staff Member
- Accessing Instant Alert If You Are a Parent
- Parent Related Functions
- Staff Related Functions

About the Instant Alert User

There are primarily three categories of users using Instant Alert.

1. Parents of children studying in schools/districts subscribed to Instant Alert
2. Staff members working in schools/districts subscribed to Instant Alert
3. Staff members whose children study in schools/districts subscribed to Instant Alert

For all practical purposes, categories one and three are considered one and the same

You must authenticate to the Instant Alert application as a parent before you can perform parent related functions.

You must authenticate to the Instant Alert application as a staff before you can perform staff related functions.

Parent

As parents of children studying in schools subscribed to Honeywell Instant Alert, you can create and manage your accounts by adding and/or editing personal information. You can configure devices and select a language to receive alerts.

Accessing Instant Alert as a Parent

If you are a first time user, you must authenticate to Instant Alert to gain access. Complete the following procedure to access the Instant Alert application if this is not the first time you are logging on:

1. Enter the URL for accessing the Instant Alert application in the Web browser.

Result: *The Instant Alert **Login** page is displayed.*

2. Enter **Login Name**.
3. Enter **Password**.
4. Click **Login**.

Result: *The **History of Alerts** page is displayed.*

Authenticating as a Parent

Complete the following procedure if you want to authenticate to Instant Alert:

1. Enter the URL for accessing the Instant Alert application in the Web browser.

Result: *The Instant Alert **Login** page is displayed.*

2. Click the **Parent** link under **New User? Sign up now!**

Result: *The **Authentication** page is displayed.*

3. Select the **State/Province** in which your child is studying. This is a mandatory requirement.
4. Select the **District** in which your child is studying. This is a mandatory requirement.
5. Enter the following information about your kid studying in a school/district. If more than one of your kids studies in a school/district, enter the name of any one:
 - **First Name** - This is a mandatory requirement.
 - **Last Name** - This is a mandatory requirement.
 - **Date of Birth** in mm/dd/yyyy format.
6. Click **Submit**.

Result: *If your kid belongs to a single family, the **Login Details** page appears.*

*If your kid belongs to multiple families, you need to enter your First Name and Last Name. If another person shares your first name and last name, the **Telephone (Home)** field is displayed. Enter your home telephone number and click **Submit**. The **Login Details** page appears.*

7. Enter a name with which you would like to access Instant Alert in the **Choose a User Name** field. This is a mandatory requirement.
8. Enter a password of your choice in the **Choose a Password** field.
9. Re-enter the password you have chosen in the **Re-enter Password** field.
10. Select a **Secret Question**.

Note: This question will be asked in case you forgot your password.

11. Enter an answer to the secret question.

Note: Enter an answer and remember it. This answer must be provided when you forget your password.

12. Enter your **Email Address**. The email address must be in the format emailid@domain.ext
13. Click **Submit** to complete the authentication process. The **Confirmation** page is displayed. You can click **Proceed** to log on to Instant Alert

or

Reset to enter new data

or

Cancel to return to the Login page.

Result: *The **My Family** page appears. You can view/edit details about yourself and your spouse provided your spouse's details are present in the school's database.*

Note: If your authentication is wrong, Instant Alert provides you the Help Desk address on the fourth wrong attempt.

Changing Your Password

Complete the following procedure to change the Instant Alert access password:

1. Click the **Change Password** link displayed on every page at the top right-hand corner.

Result: *The **Change Password** page is displayed.*

2. Enter **User Name**.
3. Enter **Old Password**.
4. Enter **New Password**. Your password must be at least seven characters long.
5. Re-enter the new password in the **Confirm New Password** field for confirmation.
6. Click **Change Password** to save the new password or **Reset** to enter a new password.

Result: *A success message is displayed after the password change.*

Getting a New Password

Complete the following procedure to obtain a new password in case you forget your existing password:

1. Enter the URL for accessing the Instant Alert application in the Web browser.

Result: *The Instant Alert **Login** page is displayed.*

2. Click the **Forgot Password** link.

Result: *The Instant Alert **Authentication** page is displayed.*

3. Select the **State/Province** in which your child is studying.
4. Select **School District/Private School** in which your child is studying.
5. Enter the following information about your child:

- **First Name**
- **Last Name**
- **Date of Birth** in mm/dd/yyyy format.

6. Click **Submit**.

Result: *If you had set a secret question and secret answer while authenticating to Instant Alert, enter the secret answer. The **Choose a Password** and **Re-enter Password** fields appear.*

7. Enter the new password in the **Choose a Password** field.

8. Enter the new password again in the **Re-enter Password** field.

9. Click **Submit**.

Result: *Your new password is displayed. Use this new password to log on to Instant Alert.*

Managing Alerts

Alerts are notifications sent to parents and school staff about children in case of changes in schedule or emergencies or any communication by the school.

Use the **Alert History** tab to:

- View the List of Alerts
- View Alert Details
- Delete Alerts

Use the **Alert Setup** tab to:

- Set Up Alert Receipt
- Delete Device Details
- Edit Device Details

Alert History

Use the **Alert History** tab to:

- View the List of Alerts
- View Alert Details
- Delete Alerts

Viewing the List of Alerts

After successfully logging on to Instant Alert as a parent, you will see the **History of Alerts** page. This page displays a list of alerts sent to you. You can choose alerts sent to you filtered by date, when the alert was sent, and the type of alert.

However, if you have clicked another tab and want to view the **History of Alerts**, complete the following procedure to view the list of alerts sent to you:

1. Click the **Alert History** tab.

Result: *The **History of Alerts** page is displayed.*

2. Select the **From** date by clicking the date picker and selecting a **From** date.
3. Select the **To** date by clicking the date picker and selecting a **To** date.
4. Select the **Alert Type**.

Note: **All** is the default selection. If you are interested in a certain type of alert sent to you, choose that type from the **Alert Type** list. Each school may have its own category of alerts listed in the **Alert Type** list.

Note: If you leave the date fields blank and click **View Alerts** all alerts until the current date are displayed.

5. Click **View Alerts**.

Result: *A list of alerts matching your search criteria is displayed.*

6. Click **Clear Search** if you feel you have entered the wrong criteria or if you feel you are done with a particular search and want to begin a fresh one.

Result: *All fields are cleared of the search criteria you have entered allowing you to begin a fresh search.*

Viewing Alert Details

Every alert sent to you contains information such as a description, the type of alert, date and time it was sent and so on.

Complete the following procedure to view the details of an alert:

1. Click the **Alert History** tab.

Result: *The **History of Alerts** page is displayed.*

2. Select the **From** date by clicking the date picker and selecting a **From** date.
3. Select the **To** date by clicking the date picker and selecting a **To** date.

Note: The **To** date cannot be earlier than the **From** date.

Example: If you want to see all alerts sent to you in the month of say November, select 1st November as the From date and 30th November as the To date.

4. Select the **Alert Type**. Every school/district may have its own category of alerts listed in the **Alert Type** list.
5. Click **View Alerts**.

Result: *A list of alerts matching your search criteria is displayed.*

6. Click an alert name to view its details.

Result: *The following details are displayed:*

- **Description**
- **Alert Type**

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- **Date**
 - **Time**
 - **Sent By**
 - **School Name**
 - **Text Message**
 - **Complete Message**
7. Click the **Back to Alert History List** link to view the **History of Alerts** list.

Deleting Alerts

Complete the following procedure to delete alerts that you have already read and acknowledged:

1. Click the **Alert History** tab.
*Result: The **History of Alerts** page is displayed.*
2. Select the **X** button next to the alert.
Result: A confirmation appears asking you to confirm the deletion.
3. Click **OK**. The alert is deleted permanently and a confirmation message appears.

Alert Setup

Use the **Alert Setup** tab to:

- Set Up Alert Receipt
- Delete Device Details
- Edit Device Details

Setting Up Alert Receipt

You can configure Instant Alert to send alerts to your telephone, Email, text messaging and/or pager.

Note: The devices already listed in the **Parent Profiles** page are added by default and you need not add them again.

Complete the following procedure to configure the alert:

1. Click the **Alert Setup** tab.
2. Select a device from the **Add New Device** list. You can choose to add a telephone, an email ID, a text messaging device, or a pager.
3. Enter **Device Details** for the device you just selected. If you selected a phone, text messaging device, or a pager, you must enter its number in the proper format. If you chose email as the new device you must enter an email ID in the proper format.

4. Select a name from the **Select Name** list. This list consists of your name, your spouse's name and the names of any other contact you might have specified.
5. Click **Add**.

Result: *The device is added to the list of devices under the name you have chosen.*
6. Select the check-box(es) corresponding to the alert types that you want to receive on the device you have added.

Example: If you have added a phone number and you want only High Importance alerts to be sent to your phone number, select the **High Importance** check-box corresponding to the phone number.
7. Repeat steps 2 to 6 to add as many devices on which you want to receive alerts.
8. Click **Update** to save the details you have entered. Click **Reset** in case you want to cancel the changes you have made and revert back to the old details.

Sending a Test Message

Complete the following procedure if you want to check how the message function works.

1. Click **Test Message**.

Result: *The **Send Test Message** dialog box appears with all the addresses of all text messaging devices (email, pager, or text messaging device) you have configured.*
2. Selecting **Routing Info** if you want to receive a test message on all device addresses you have configured or select the check box corresponding to the address on which you want to receive a test message.
3. Scroll down to the bottom of the **Send Test Message** dialog box and click **Send Test Message**.

Result: *A message is sent to the addresses you have selected. A confirmation message appears.*
4. Click **Close** to close the **Send Test Message** dialog box.

Deleting Device Details

If you no longer use a device on which you used to receive alerts, you may want to delete it from your account. For example, you may have terminated your mobile phone service. You may then want to remove your mobile phone address. Complete the following procedure to delete a device:

1. Click the **Alert Setup** tab.
2. Select the **X** button next to the device you want to delete.

Result: *A confirmation appears asking you to confirm the deletion.*
3. Click **OK**.

Result: *The device is deleted and a confirmation message appears.*

Editing Device Details

Complete the following procedure to modify the details of an already configured device:

1. Click the **Alert Setup** tab.
2. Edit the device address.
3. Select the alerts that you want to receive on the device.
4. Click **Update** to save the changes

or

Reset to cancel the changes.

My Family

Use the **My Family** tab to view or edit your profile and to view your child's profile. You can:

- View Parent Profiles
- View Student Profile
- Edit Parent Profile

Viewing Your Profile

The **Parent Profiles** list displays details about yourself, your spouse, and your children. Your name and that of your spouse's and the custody rights information for picking up your children from school are also displayed.

Complete the following procedure to view **Parent Profiles**:

1. Click the **My Family** tab.

Result: *The **Parent Profile** list is displayed. The list displays the following details:*

- **Parent:** The name of the parent.
- **Student Name:** The name of the student.
- **Custody Rights:** Indicates if the parent is the approver for all important activities/communication related to the associated student.

Viewing Student Profile

Complete the following procedure to view your child's profile:

1. Click the **My Family** tab.

Result: *The **Parent Profile** list is displayed.*

2. Click your child's name.

Result: *The **View Student Profile** page appears with the following details.*

- **Student Name**
 - **Date of Birth**
 - **Grade**
 - **School Name**
3. Click **OK** to return to the **Parent Profiles** page.

Editing Parent Profile

When your contact details such as home or mobile telephone numbers change you may want to update the same in the Instant Alert system. You can edit your profile to change your contact details such as your name, contact details, device information on which you will receive alert notifications, and the language in which you receive these notifications.

Complete the following procedure to edit your profile:

1. Click the **My Family** tab.

Result: *The **Parent Profiles** list is displayed.*

2. Click your name.

Result: *The **Edit Parent Profile** page is displayed with your contact details.*

3. Select/enter the following information:

- **First Name**
- **Last Name**
- **Telephone (Home)** - Your residence telephone number. It must be in the format (123) 555 - 0678. This is a mandatory requirement.
- **Telephone (Work)** - The telephone number of the place where you work. It must be in the format (123) 555 - 0678.
- **Mobile Phone** - Your mobile phone number. It must be in the format (123) 555 - 0678.

Note: In order to be able to receive text messages generated by Instant Alert on your mobile phone, you must select the name of your provider. To do this, select a mobile service provider's name from the list box next to the @ symbol. In case you don't find your mobile service provider's name select **Other**. A new text box appears. Enter the text address of your service provider in this text box. It should be in the format tendigitnumber@celltextaddress.extension

- **Email Address** - Your email ID on which you want to receive alerts.

Note: Your email ID must be of the format: emailid@domain.extension

- **Pager Address** - Your pager address on which you want to receive alerts in the form of email messages.

Note: Your pager ID must be in the format: tendigitnumber@domain.extension

- **Preferred Language** - The language you want to receive alerts in. You can choose to receive alerts in English or Spanish. This is a mandatory requirement.
4. Click **Save** to save the new information
- or
- Reset** to enter new data
- or
- Cancel** to return to the **Parent Profiles** page.

Managing Other Contacts

Use the **Other Contacts** tab to view or edit contact persons for receiving alerts in case you are out of town or if you would like another contact person to receive alerts from the school on a daily basis. You can add new contacts and configure the contact details and the device (telephone, Email, Text Message, Pager) addresses on which you want the contact to receive alerts.

- Viewing the List of Contacts
- Editing Contact Details
- Adding a New Contact
- Deleting a Contact

Viewing the List of Contacts

Complete the following procedure to view the **List of Contacts**:

1. Click the **Other Contacts** tab.

Result: *The **List of Contacts** appears with the following details:*

- **Contacts:** The name of the contact person.
- **Student Name:** Indicates the student to who this contact is associated with.
- **Relationship:** The relationship of this contact to the student.
- **Phone Number:** The telephone number of this contact.
- **Pickup Rights:** Indicates whether this contact has rights to pick up the student from school.

Adding a New Contact

Whenever you are out of town or in case you are busy and want another person to receive alerts and take appropriate action, you can nominate such a person(s) and add their contact details to Instant Alert. Complete the following procedure to add a new contact:

1. Click the **Other Contacts** tab.
2. Click **Add New Contact**.

Result: *The **Add New Contact** page is displayed.*

3. Select/Enter the following details for the new contact:
 - **First Name** - This is a mandatory requirement.
 - **Last Name** - This is a mandatory requirement.
 - **Telephone (Home) Number** - The contact person's residence telephone number. It must be in the format (123) 555 - 0678. This is a mandatory requirement.
 - **Telephone (Work) Number** - The telephone number of the place where the contact person works. It must be in the format (123) 555 - 0678.
 - **Mobile Phone Number** - The contact person's mobile phone number. It must be in the format (123) 555 - 0678

Note: In order to be able to receive text messages generated by Instant Alert on the contact person's mobile phone, you must select the name of the contact person's provider. To do this, select a mobile service provider's name from the list box next to the @ symbol. In case you don't find the mobile service provider's name select **Other**. A new text box appears. Enter the name of the contact person's service provider in this text box. It should be in the format
tendigitnumber@celltextaddress.extension

- **Email Address** - The email ID on which your contact should receive alerts
Note: The email ID must be in the format: emailid@domain.extension
 - **Pager Address** - The pager number on which the contact person should receive alerts in the form of email messages.
 - **Preferred Language** - The language (English or Spanish) in which your contact would like to receive alerts. This is a mandatory requirement.
4. Select how this new contact is related to the student by selecting from the **Relationship** list. If you do not find the relationship in this list, enter the relationship in the text-box provided.
 5. Select the **Pick Up Rights** check-box if you want this contact to be able to pick up the child from school.
 6. Click **Add** to save the details and add this contact

or

Reset to enter new data

or

Cancel to return to the **List of Contacts** page.

Note: You can configure a maximum of four contacts who will receive alerts.

Editing Contact Details

You can edit the details of a contact from the **List of Contacts** who will receive alerts in case you are out of town or if you would like them to receive alerts from the

school on a daily basis. Complete the following procedure to edit a new contact's details:

1. Click the **Other Contacts** tab.

Result: *The **List of Contacts** page appears.*

2. Click the name of the contact whose details you want to edit.

Result: *The **Edit Contact** page with the details of the contact person you have chosen is displayed.*

3. Select/Enter the following details for the contact:

- **First Name**
- **Last Name**
- **Telephone (Home) Number** - The residence telephone number of the contact person. It must be in the format (123) 555 - 0678. This is a mandatory requirement.
- **Telephone (Work) Number** - The telephone number of the place where your contact person works. It must be in the format (123) 555 - 0678.
- **Mobile Phone Number** - The contact person's mobile phone number. It must be in the format (123) 555 - 0678.

Note: In order to be able to receive text messages generated by Instant Alert on your contact's mobile phone, you must select the name of your contact person's provider. To do this, select a mobile service provider's name from the list box next to the @ symbol. In case you don't find your contact person's mobile service provider's name select **Other**. A new text box appears. Enter the name of the contact person's service provider in this text box. It should be in the format
tendigitnumber@celltextaddress.extension

- **Email Address** - The contact person's email ID on which he/she would like to receive alerts.

Note: The contact person's email ID must be in the format:
emailid@domain.extension

- **Pager Address** - The contact person's pager number on which he/she would like to receive alerts in the form of email messages.
 - **Preferred language** - The language (English or Spanish) the contact person wants to receive alerts in.
4. Select relationship of this contact to the student by selecting from the list under **Relationship**. If you do not find the relationship in this list, select **Other** and enter the relationship in the text-box.
 5. Check the **Pick Up Rights** check-box if you want the contact to be able to pick up the child from school.
 6. Click **Save** to save the details

or

Reset to enter new data

or

Cancel to return to the **List of Contacts** page.

Note: You can configure a maximum of four contacts who will receive alerts.

Deleting a Contact

Complete the following procedure to delete a contact(s):

1. Click the **Other Contacts** tab.

Result: *The **List of Contacts** page appears.*

2. Click the **X** button next to the contact you want to delete.

Result: *The selected contact is deleted after confirmation and a success message is displayed after the deletion.*