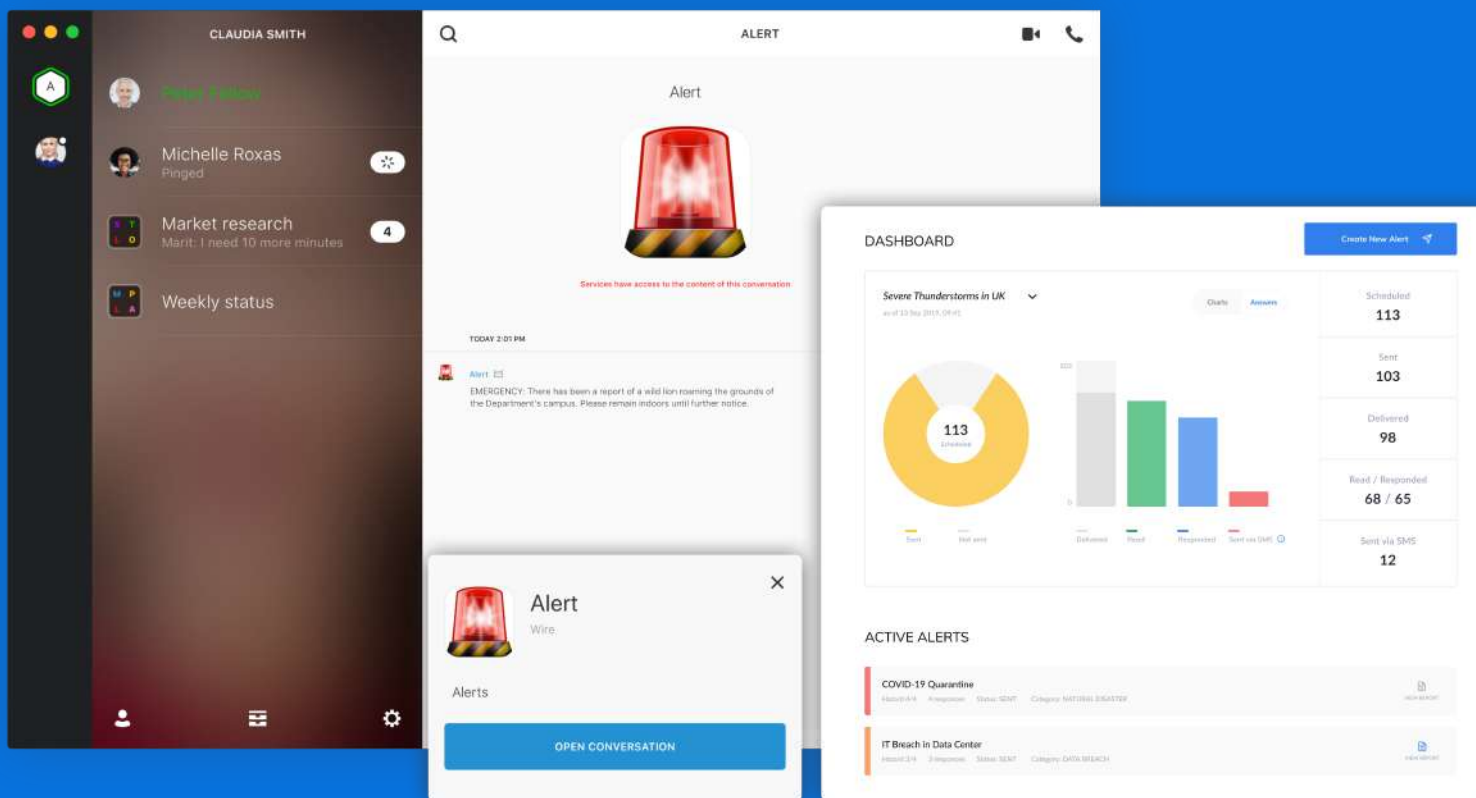# wire™

Secure Alert User Guide
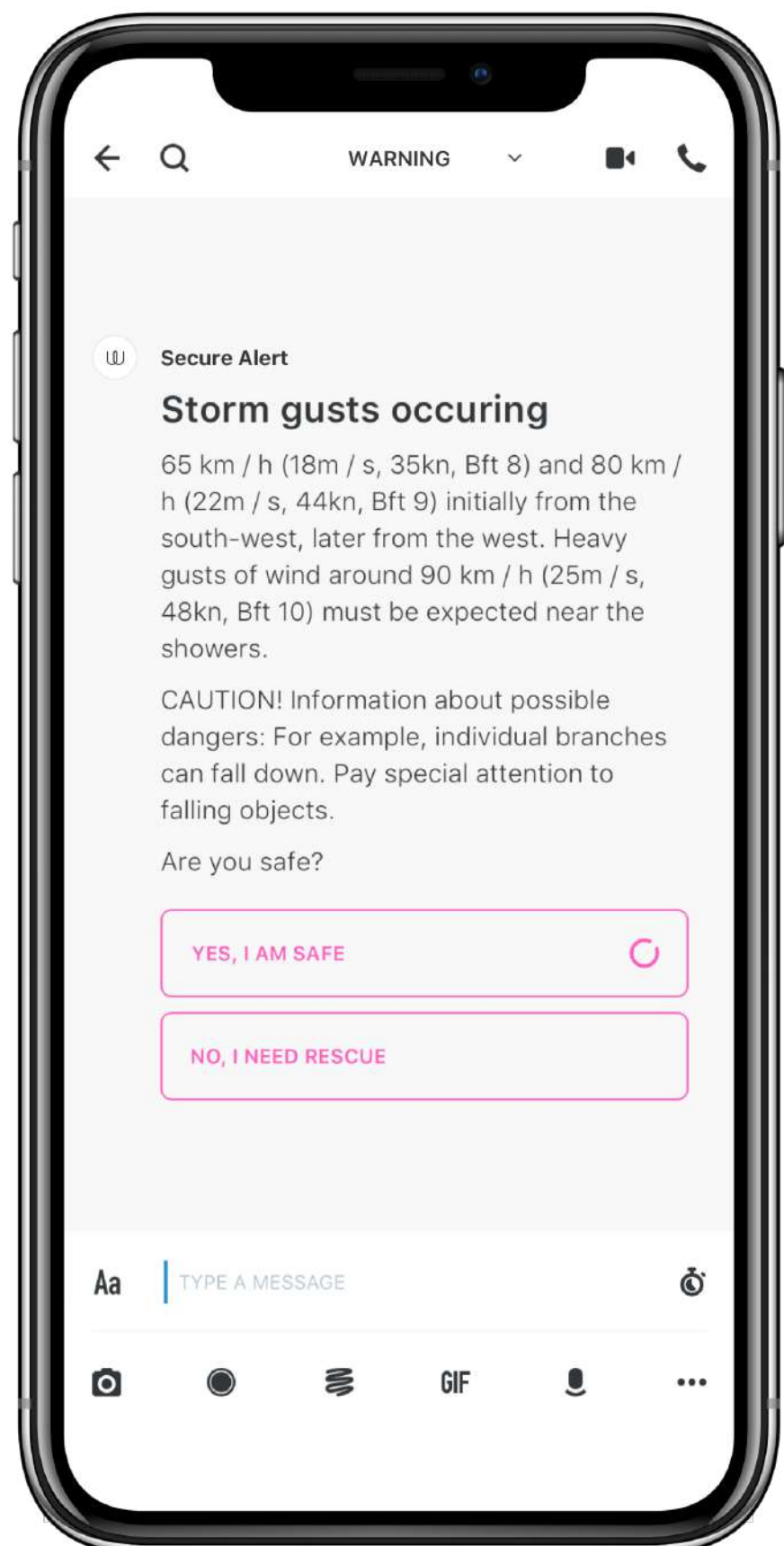
Updated November 2021

Introducing Secure Alert

Secure Alert is an incident management and emergency response tool that provides secure broadcasting of notifications, events, and alerts. Easily send messages with an option to receive quick responses from your recipients.
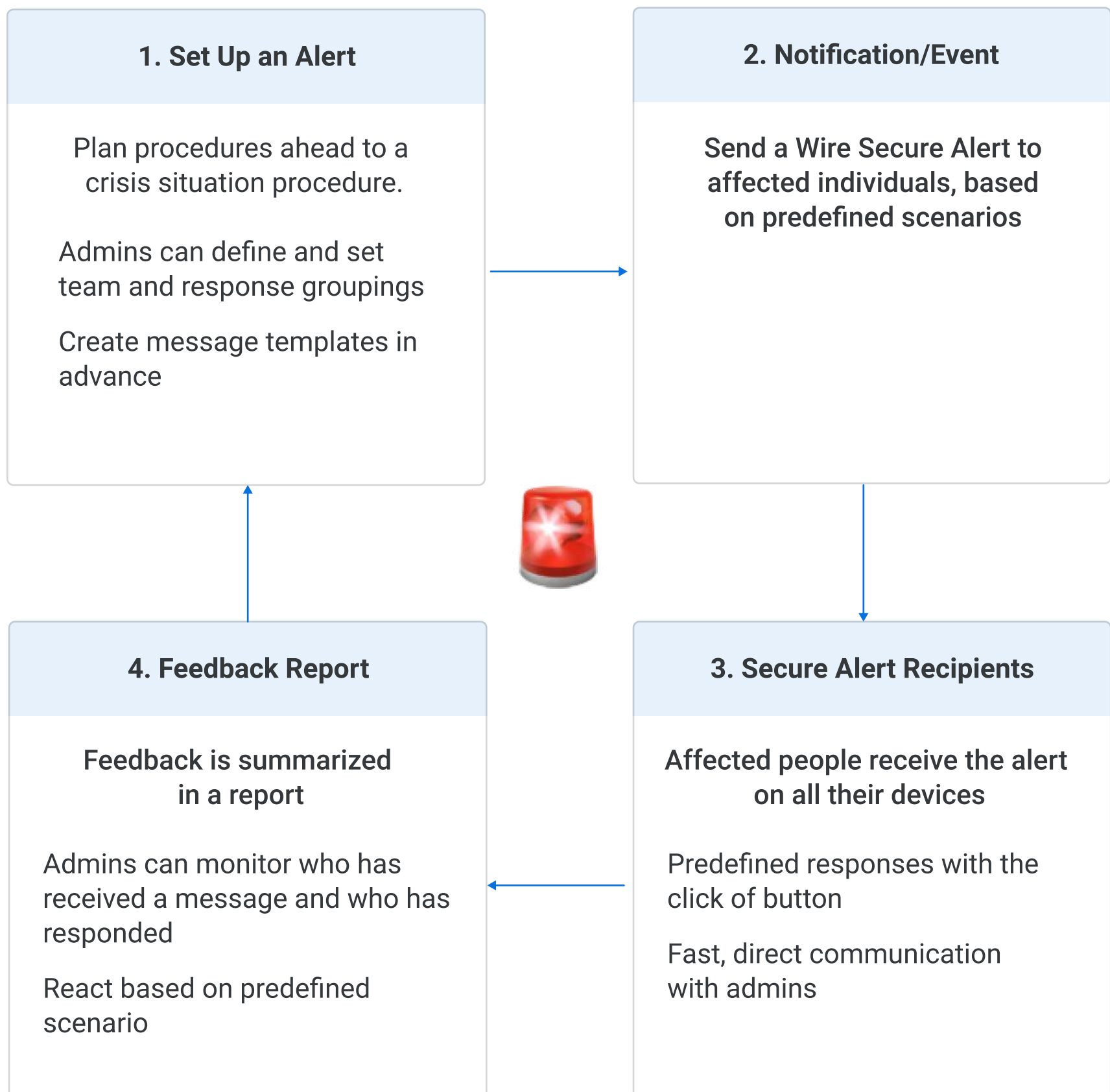
Secure Alert is an integral part of your organization's internal communications, business continuity management, and compliance program. Easily and reliably notify your organization with the click of a button - on any device, through a single application!

Some Secure Alert use cases:

- Company events and news

- Natural disasters

- IT systems outage

- Security or data breaches

- Emergency response

WIRE

How Secure Alert works?

1. Set Up an Alert

Plan procedures ahead to a crisis situation procedure.

Admins can define and set team and response groupings

Create message templates in advance

2. Notification/Event

Send a Wire Secure Alert to affected individuals, based on predefined scenarios

4. Feedback Report

Feedback is summarized in a report

Admins can monitor who has received a message and who has responded

React based on predefined scenario

3. Secure Alert Recipients

Affected people receive the alert on all their devices

Predefined responses with the click of button

Fast, direct communication with admins

Wire Secure Alert - Admin guide

- How do I set an alert?

- How does a user respond?
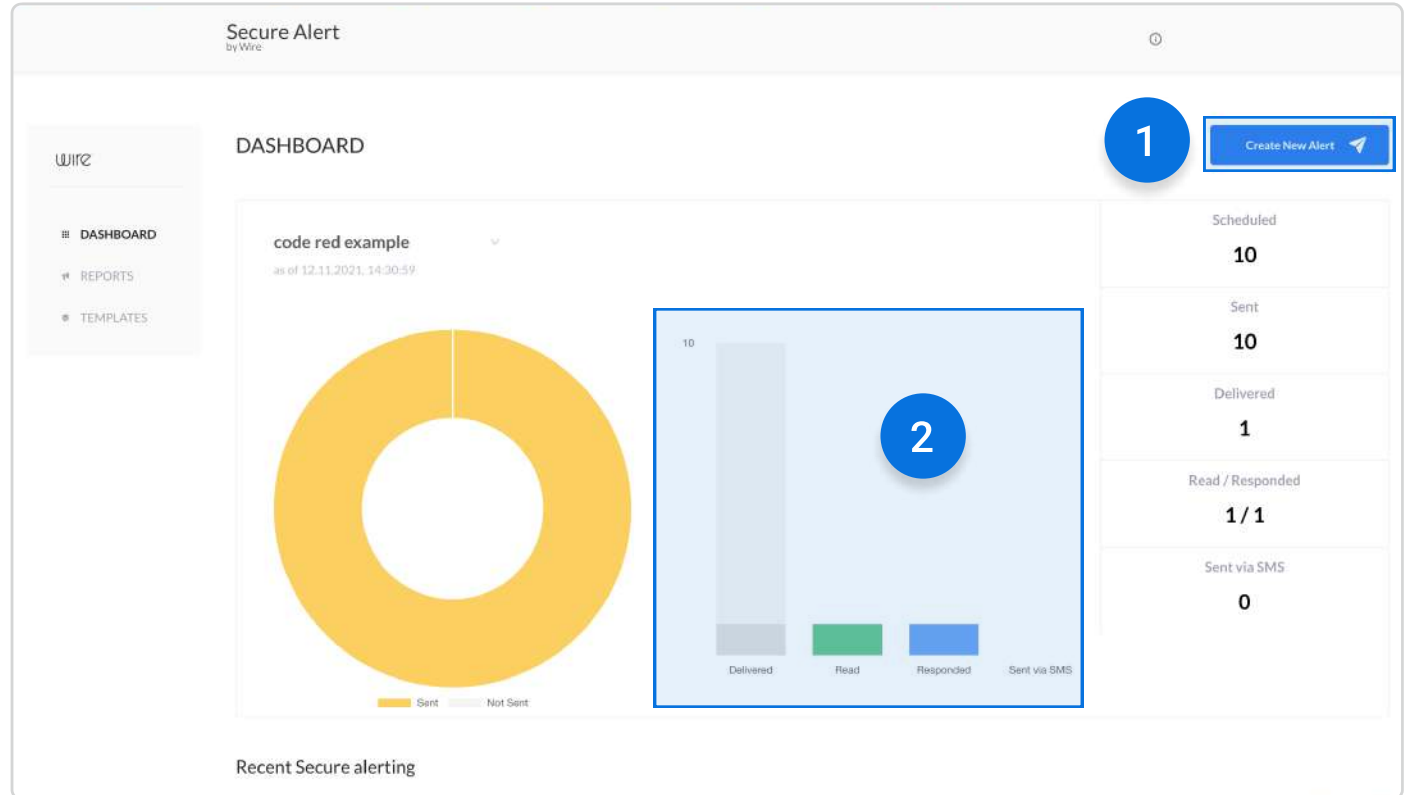
- How do I view reports?

- How do I create templates?

WIre
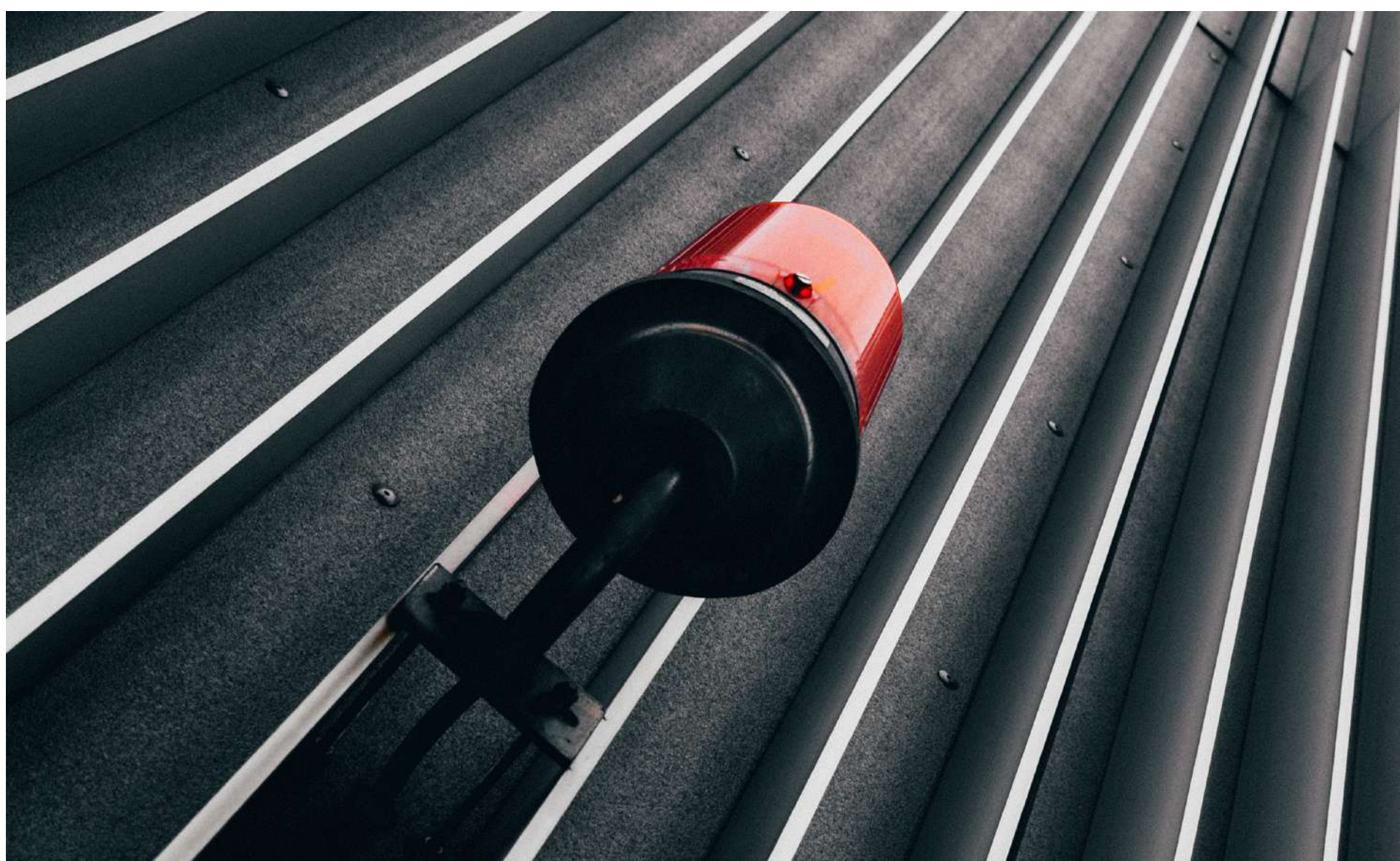
Secure Alert Dashboard

1 Set up a new alert

2 Overview of latest alerts

3 View recently sent alerts

Review your reports

1 Select **"Reports"** in the side menu

2 View your reports list
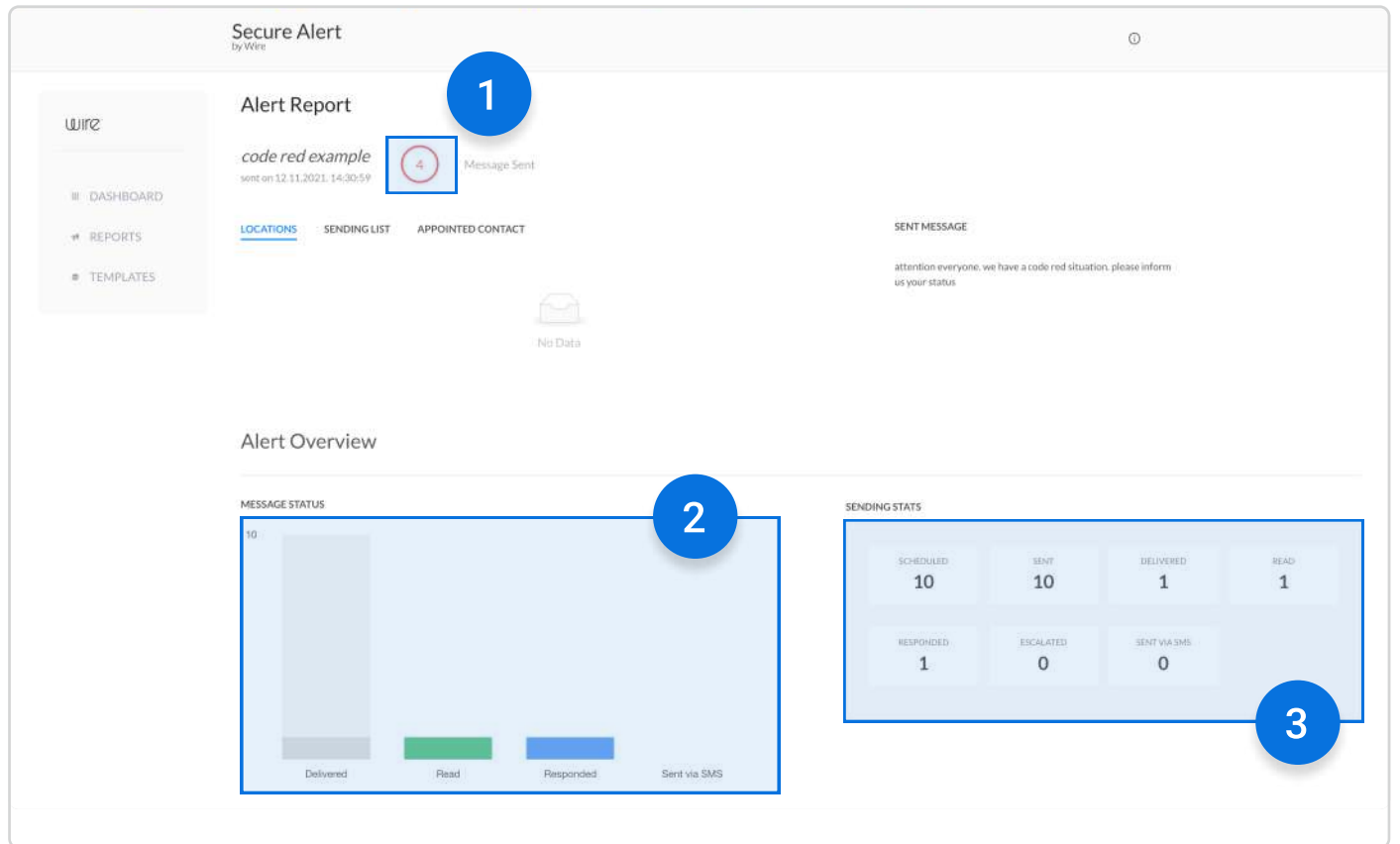
3 Select a report to view message details
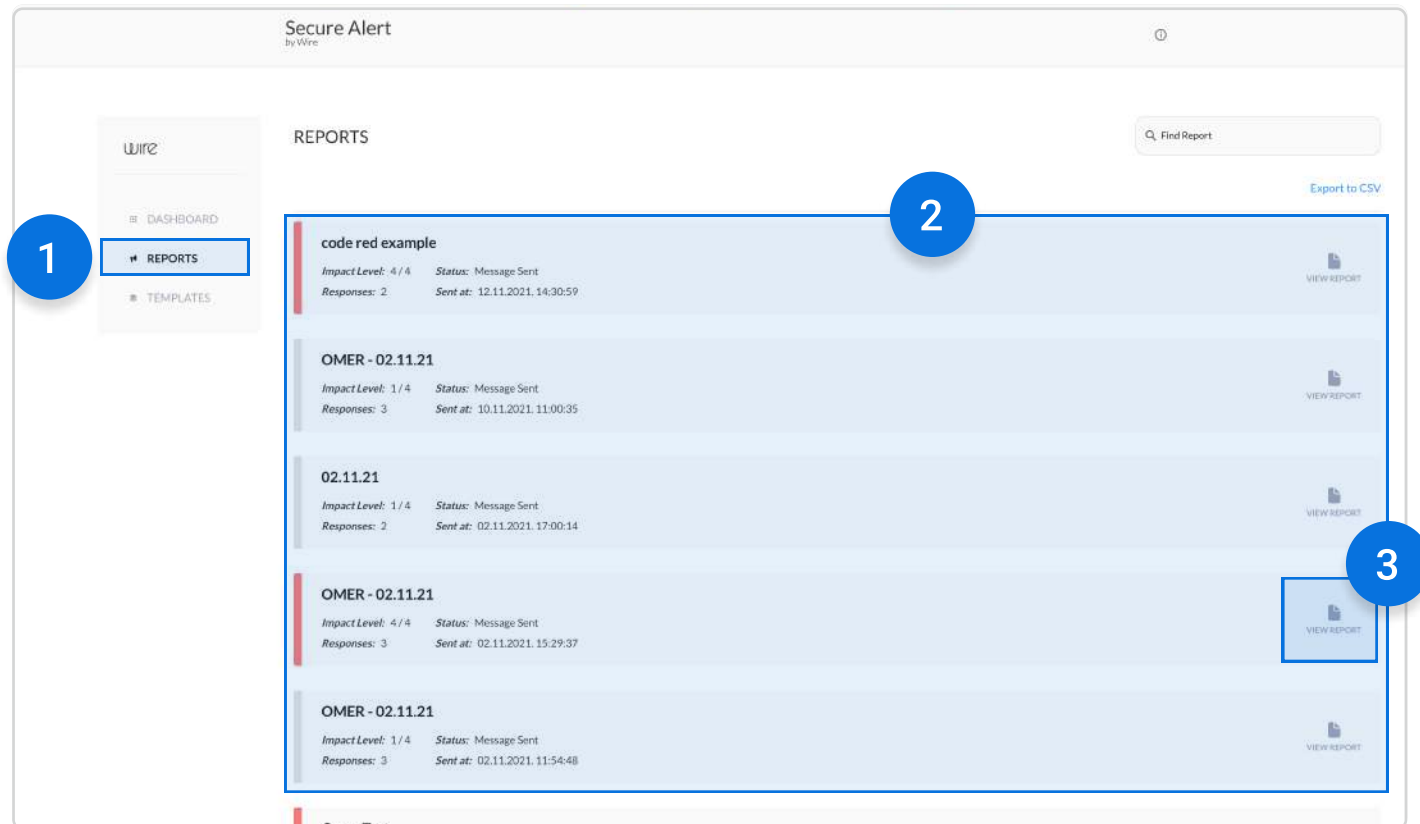
Alert Report View

1 View severity level

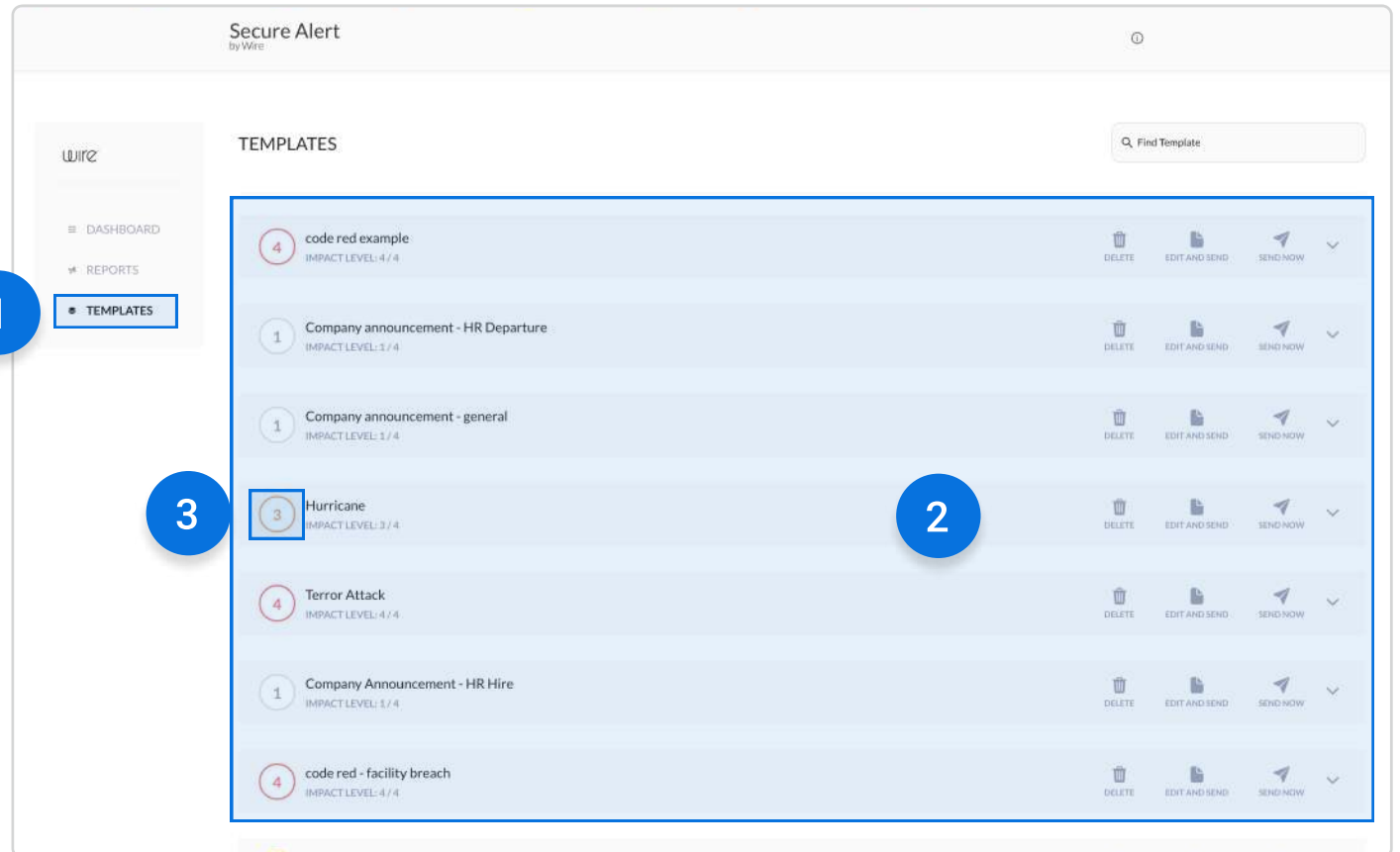**2** Quick overview

3 Statistics report

Manage your Templates

1 Select templates

2 View your existing templates

3 Severity level of message

Create an Alert

Step 01

1. Enter alert title

2. Select contact

3. Select severity level

4. Alert text message

5. Select affected locations

6. Ending date and time

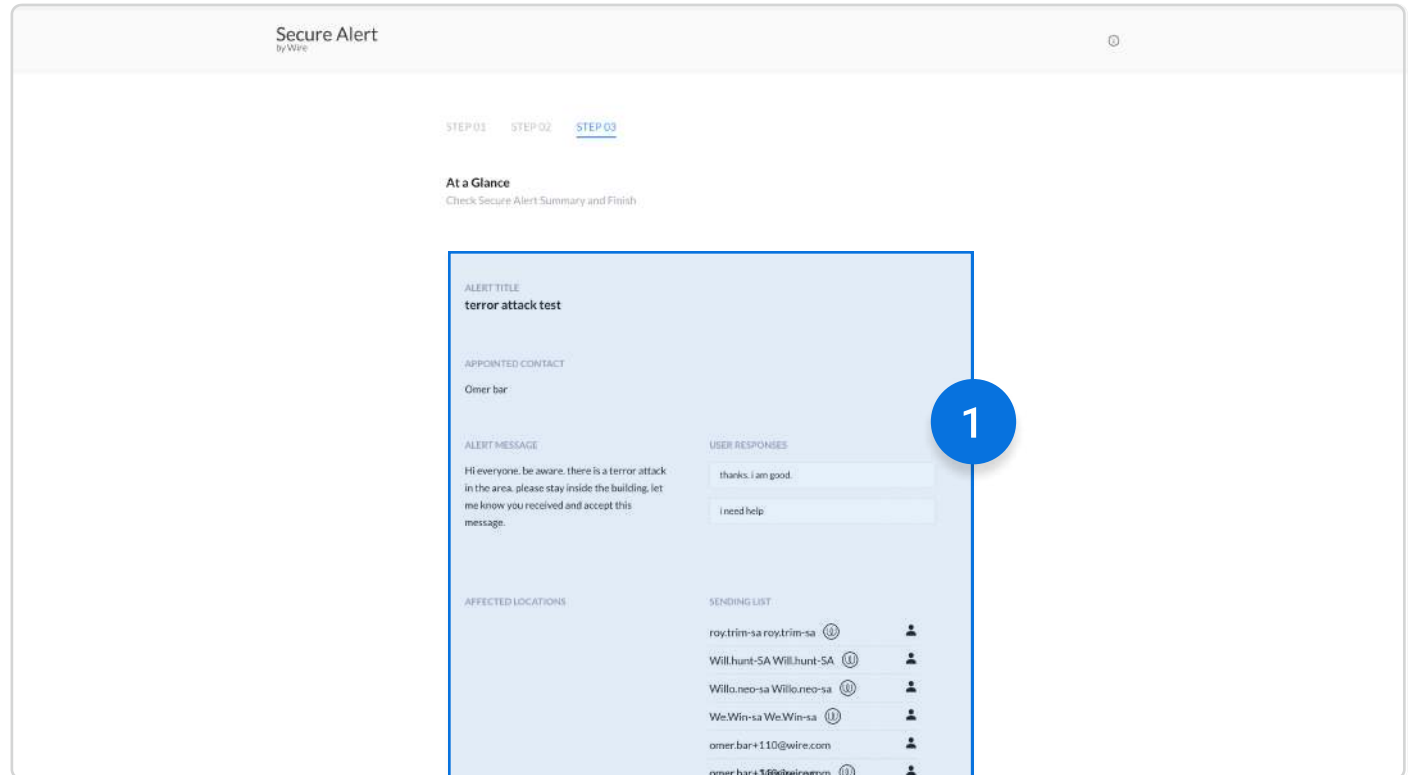7. Next step

Create an Alert

Step 02

1 View selected locations

2 Pick users to send alert to

3 View sending list: Here you can view your chosen participants.

4 Next step
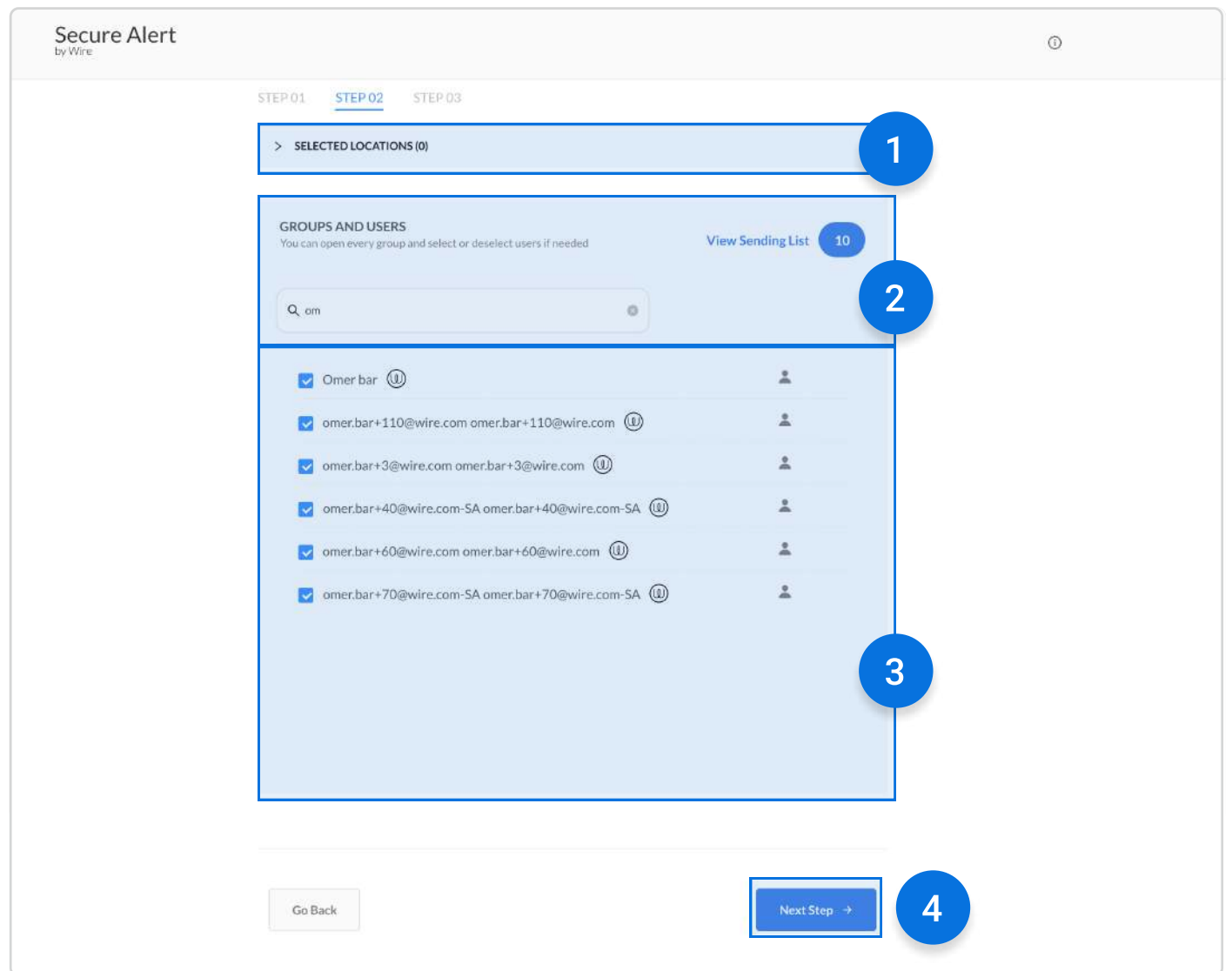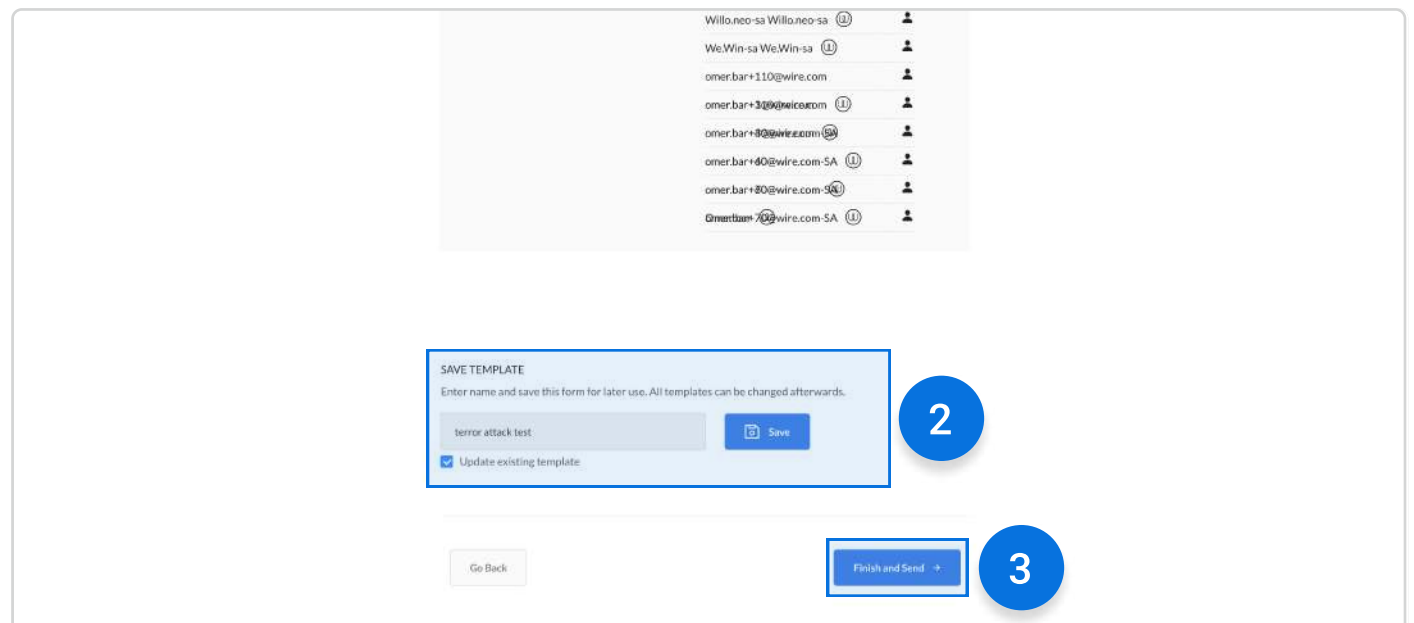
Create an Alert

Step 03

1 Secure Alert Summary

2 Save template

3 Finish and send

Guide for users/team members

- What is needed to use secure alert?

- How does a user enable secure alert?

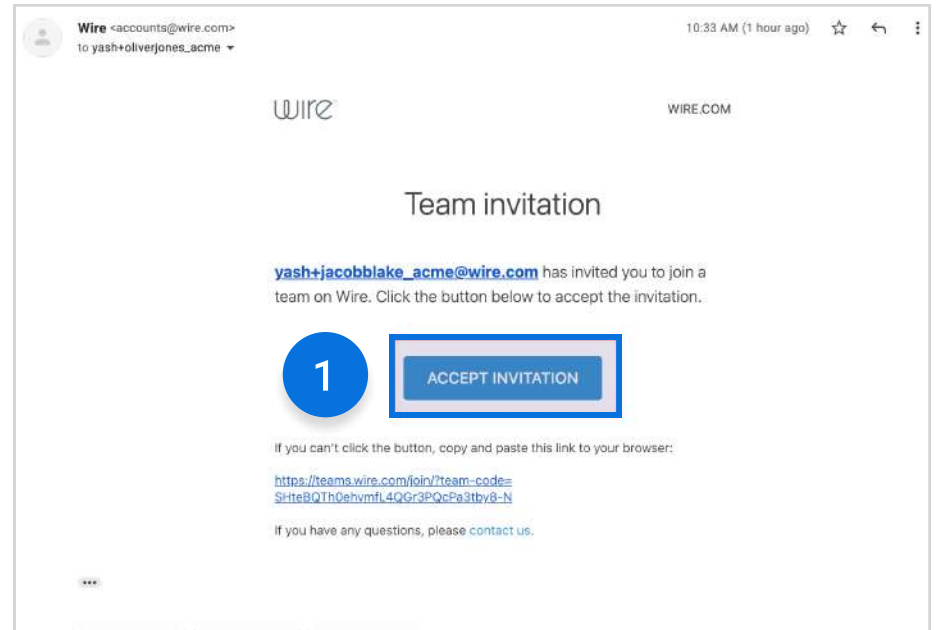- How does a user receive messages?

Join a Team

Team members must join the organization's team on Wire and create their own Wire account.

1 **Accept the invitation.**

To use Wire with your organization account, you will need to receive an invitation first.
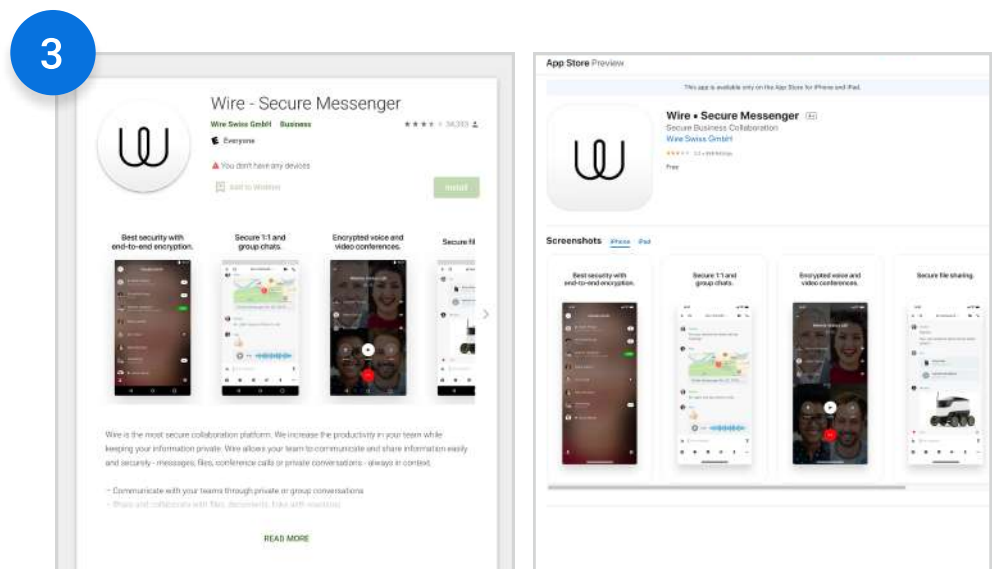

2 **Create your Wire account.**

1. Add your name and your password, use at least 8 characters, with one lowercase letter, one capital letter, a number and a special character.
2. Accept Terms of Use.
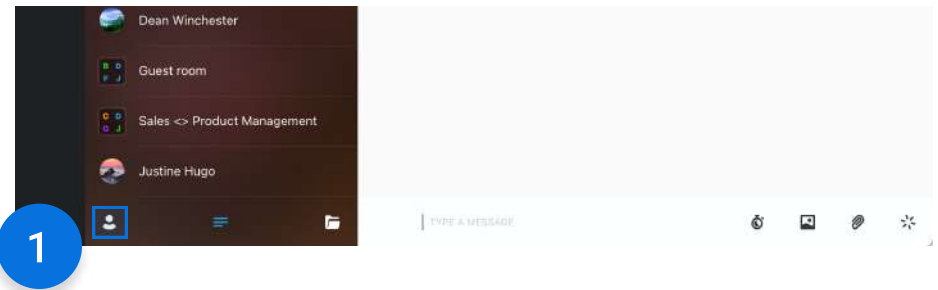3. Click Join Team
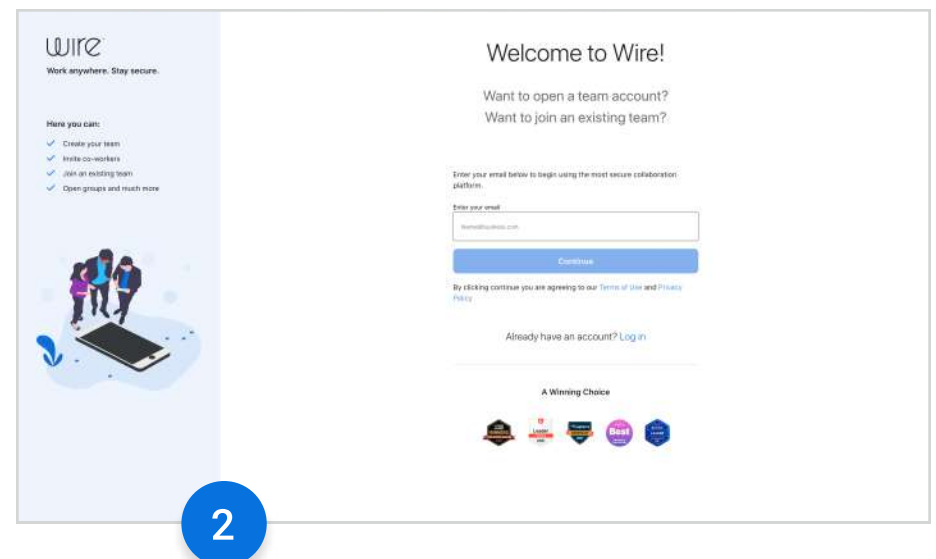
3 **Install Wire**

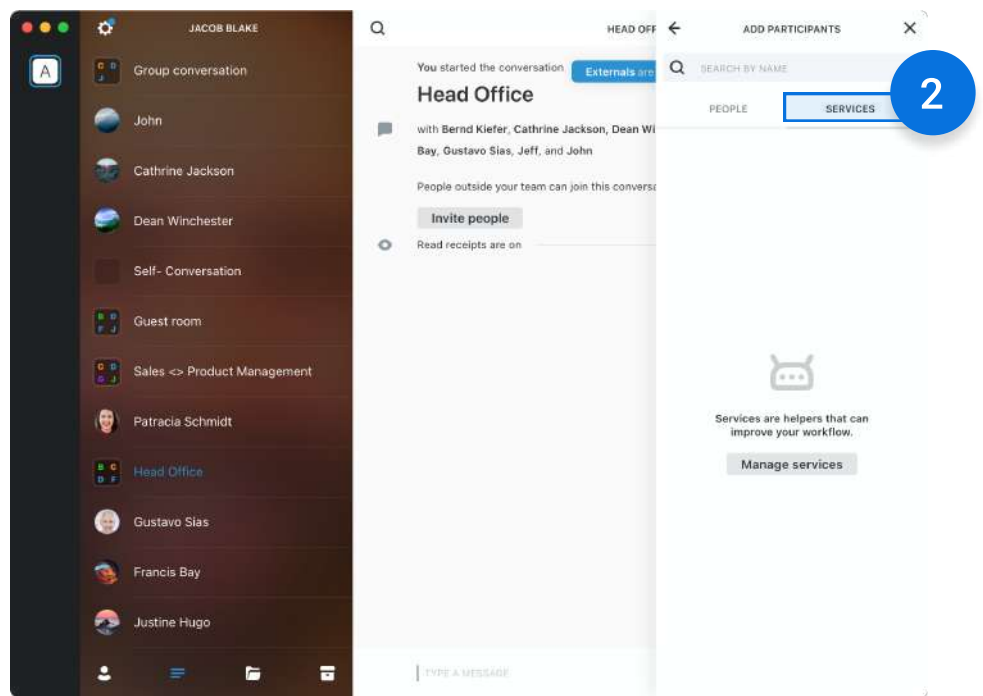Install the Wire App on your company-owned device and/or your personal iOS or Android devices.
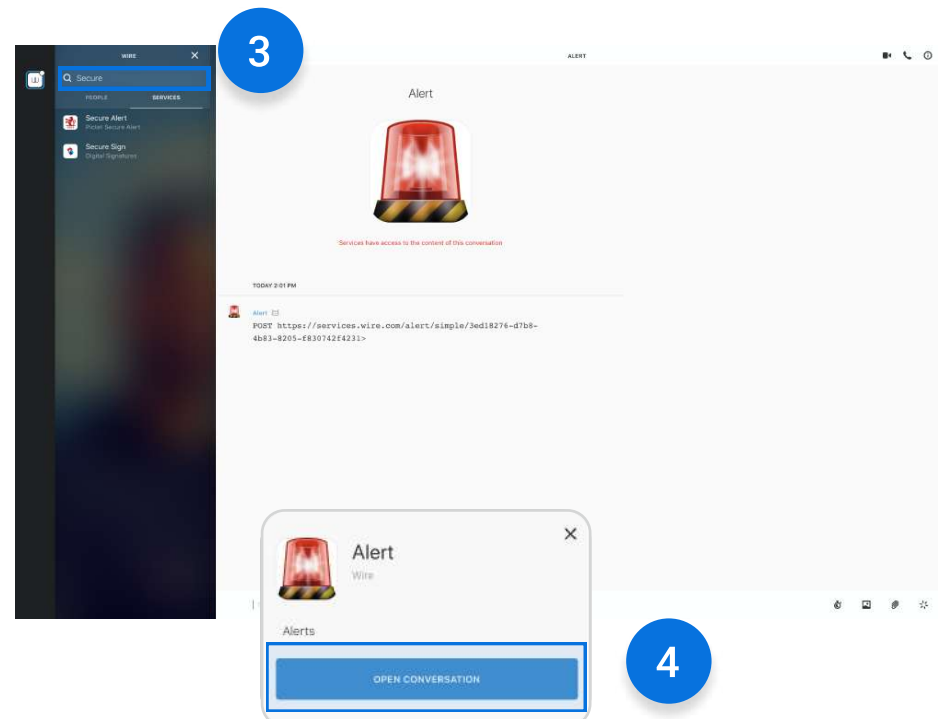
Connect to secure alert

Enable Secure Alert.

1   Click the **people icon** at the bottom of your conversation list.

2   Go to the Services tab.

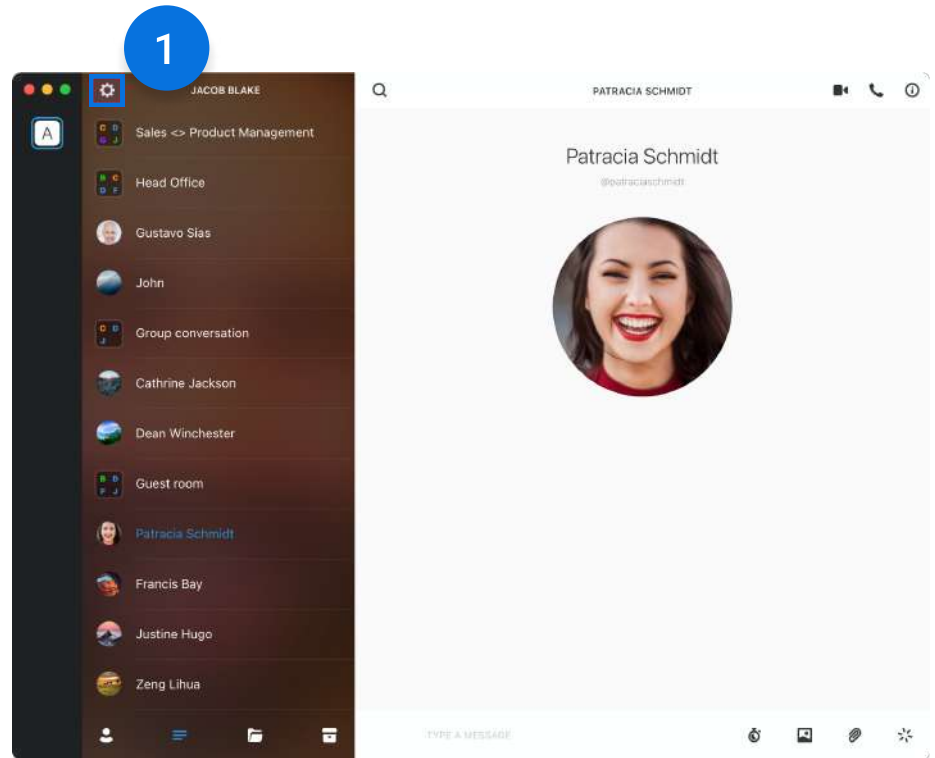**3**   Search for Secure Alert under "services"
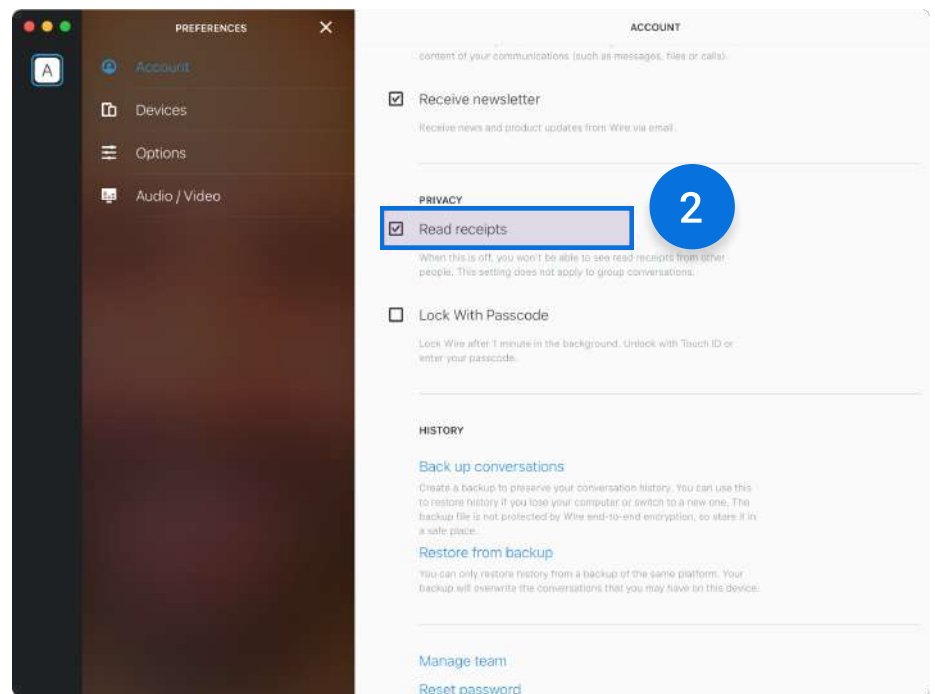

4   Click "open conversation"

Enable read receipts

Enable read receipts on Wire to show within the Secure Alert reporting dashboard.

1 Go to your preferences.

2 Enable read receipts.

Receiving Secure Alerts

When receiving an alert, choose from a predetermined answer, directly within the conversation.

1 Secure Alert
conversation

2 Message