

Assurance NM Instructions

The website is: <https://assurancem.sungardas.com/>

******The website listed above is set to automatically re-direct you to another website so when you bookmark the page it actually bookmarks the re-direct instead of the actual website. Once you have bookmarked the site please go into the bookmark properties and modify the URL with the address listed above. *If you don't modify the properties with the address listed above you will not be able to login into Assurance NM from the favorite.*

Enter your Username and Password then click Login.



 Homepage

 QuickSend

Contact Customer Support

Global Support Center: 800.478.7645

International: +1.610.878.2644

Email: softwaresupport@sungardas.com

Login

Please remember that username and password are both case sensitive.

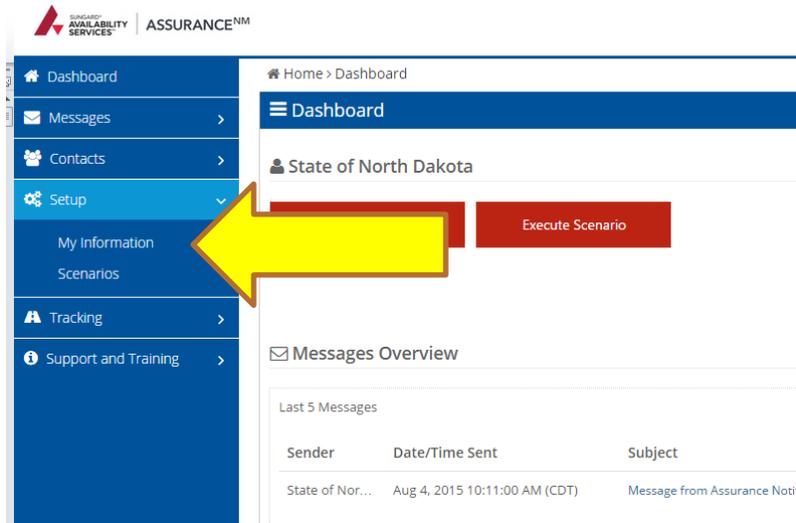
Username

Password

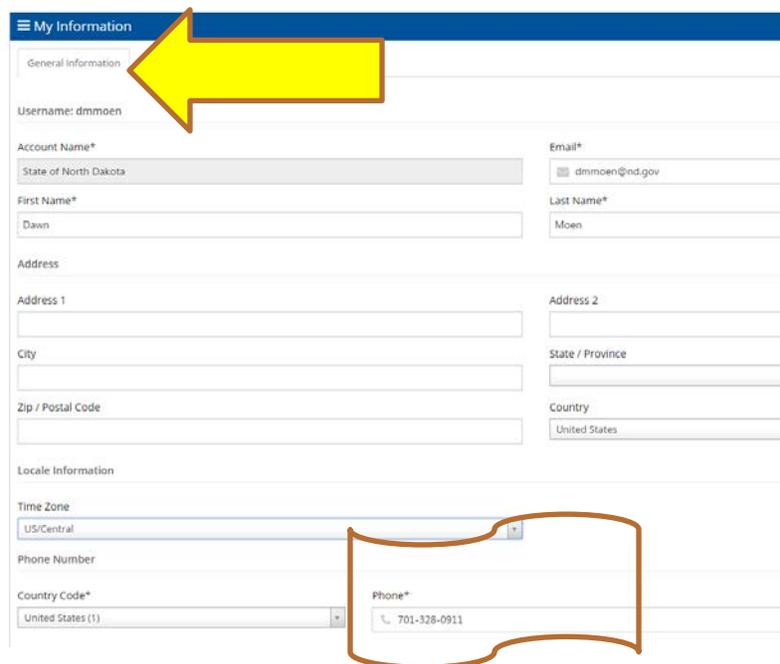
 Login

[Forgot your password?](#)

In order to modify your information and change your password click on Setup. Then click on My Information. Please be sure to modify your information, if you don't then you will not be able to utilize the *Forgot Your Password* link on the login screen because the system will not have an email address to send the information to.

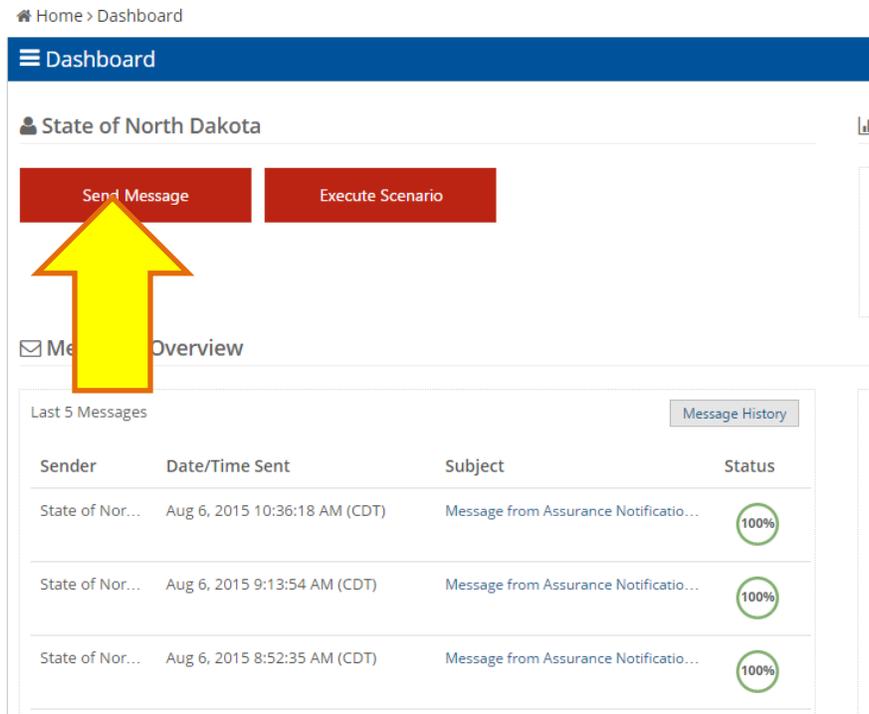


On this page you will be **required** to have an Email, First Name, Last Name and Phone number. Please enter the phone as **701-328-0911**. If the Time Zone has not been updated feel free to change that as well. Then click Save Changes. Then click on My Password Settings to change and/or update your password.



SENDING A MESSAGE

Click on Send Message



Home > Dashboard

Dashboard

State of North Dakota

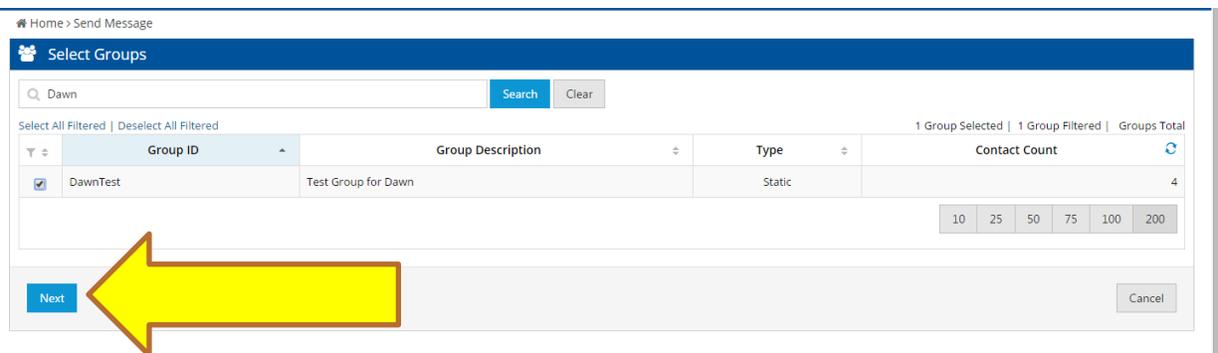
Send Message Execute Scenario

Message Overview

Last 5 Messages [Message History](#)

Sender	Date/Time Sent	Subject	Status
State of Nor...	Aug 6, 2015 10:36:18 AM (CDT)	Message from Assurance Notificatio...	100%
State of Nor...	Aug 6, 2015 9:13:54 AM (CDT)	Message from Assurance Notificatio...	100%
State of Nor...	Aug 6, 2015 8:52:35 AM (CDT)	Message from Assurance Notificatio...	100%

Chose the group and/or groups you would like the message to be sent to. Then click Next.



Home > Send Message

Select Groups

Q Dawn Search Clear

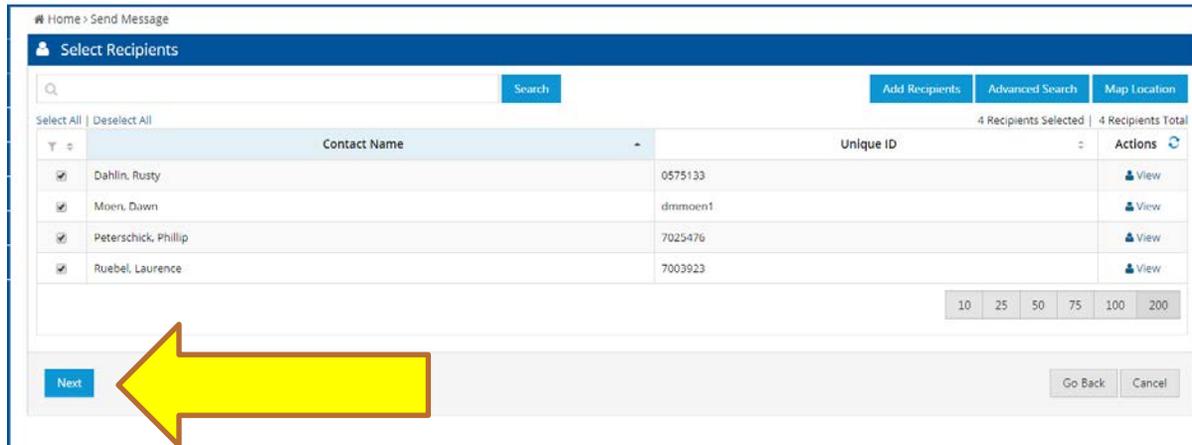
Select All Filtered | Deselect All Filtered 1 Group Selected | 1 Group Filtered | Groups Total

Group ID	Group Description	Type	Contact Count
<input checked="" type="checkbox"/> DawnTest	Test Group for Dawn	Static	4

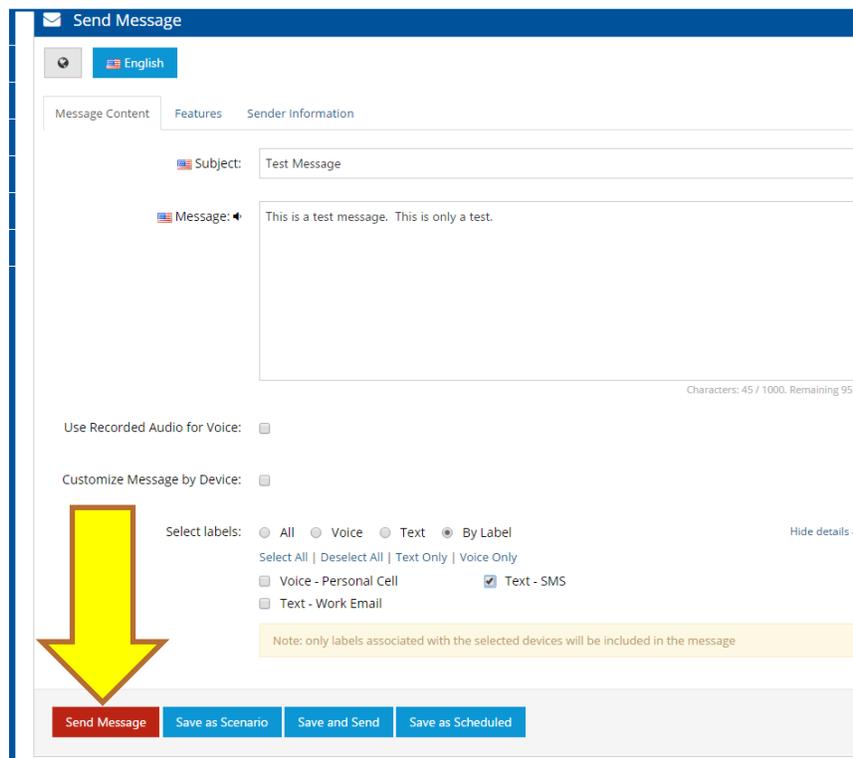
10 25 50 75 100 200

Next Cancel

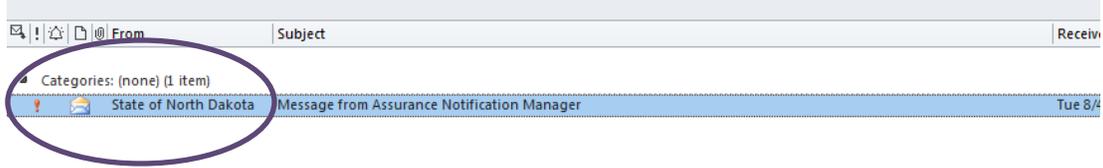
The next screen will identify those that are assigned to the list(s) you selected. Then click Next.



You have the option to customize the subject. Then type the message you would like to send out. *There is a limit of 1,000 characters.* Then select the labels (devices) you would like to send the message to. Please take a minute to review your message for accuracy. Please ensure you have included specific information for those receiving the message. Then click Send Message.



Sample Email Received:



Message from Assurance Notification Manager

State of North Dakota <PHX-gwb@sendwordnow.com>

 This message was sent with High importance.

Sent: Tue 8/4/2015 10:11 AM

To:  Moen, Dawn M.

This is a test message. This is a test of the building alert. Do you have access to the internet?

At the top of the body of your reply message, send the number (or number/letter combo if present) of your choice from the menu

- 1: Yes
- 2: No
- 3: Maybe

The sender provided the following contact information.

Sender's Name: State of North Dakota

Sender's Email: dmmoen@nd.gov

Sender's Contact Phone: 1701-328-0911

REVIEWING MESSAGE HISTORY AND RUNNING A REPORT

After you send your message the system will take you to the Message History. Click on your message in order to review the message details and run a report on the message you sent out.

Home > Message History

Message History

Messages Messages Queue

Hide Messages

Select all on this page | Deselect all on this page

	From	Username	Message	Sent On	Groups
<input type="checkbox"/>	State of North Dakota	dmoen>snd	This is a test message. This is only a test.	Mar 8, 2016 9:45:07 AM	DawnTest
<input type="checkbox"/>	State of North Dakota	dmoen>snd	This is a test.	Mar 4, 2016 9:07:09 AM	DawnTest
<input type="checkbox"/>	State of North	HE7022115	This is a test. please let me know if you are safe or if you are sheltered in	Mar 3, 2016 4:09:22 PM	DSUTest

Message summary screen.

Message Details

Summary Delivery Status Recipient Status Reports

Message

Mar 8, 2016 9:45:07 AM
Languages: English (United States)
Devices: Single body
Subject: Test Message
This is a test message. This is only a test.

Sender Information Groups

State of North Dakota DawnTest
Caller ID: 1(701) 328-0911
Email: dmmoen@nd.gov
User: dmoen>snd

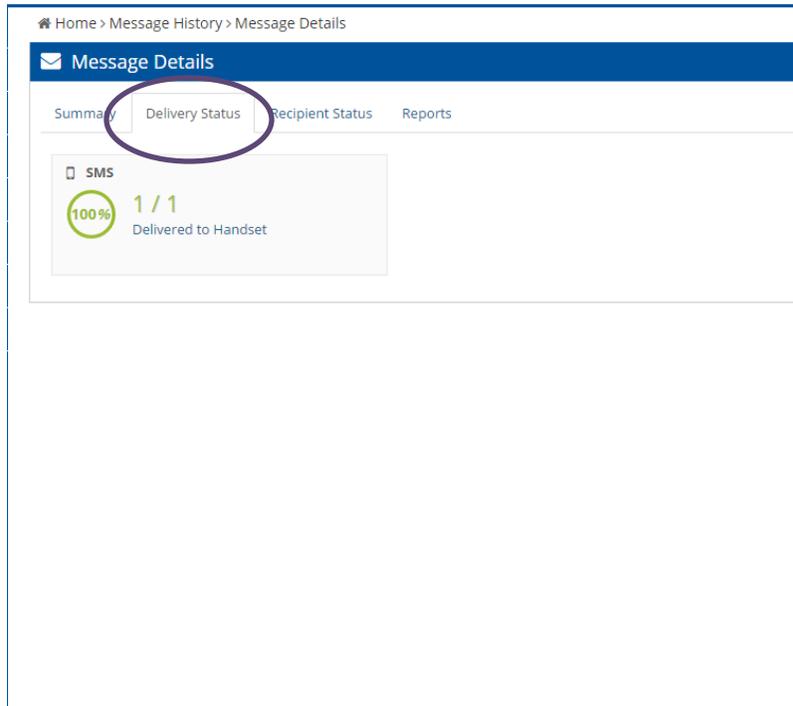
Features

Message Summary

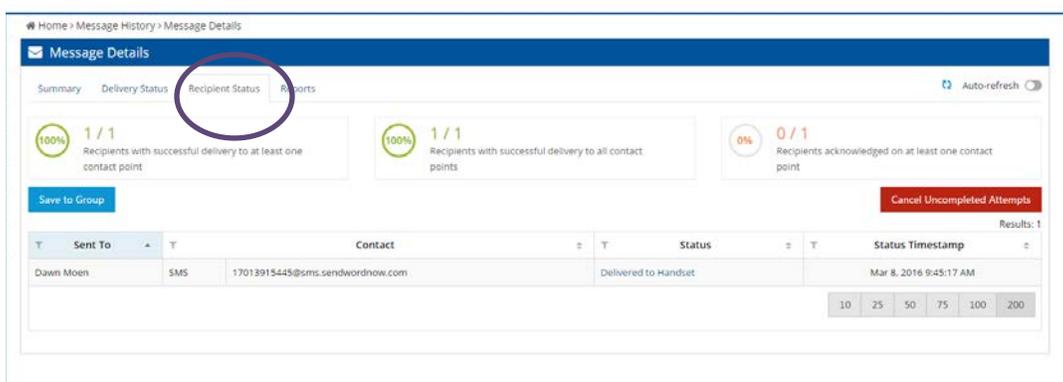
Recipients view details
100% 1 / 1 Processed

Contact Points view details
1 Text Labels used: SMS
0 Voice

The Delivery Status tab will provide you an overview of the devices you attempted to contact and what percentage has been completed.



The Receipt Status tab. Review the contact information that was contacted and the status. You have the option to filter by the columns.



The Reports tab allows you to run a report. Enter the Title and choose the format you would like the report generated in. The report can be generated in PDF, CSV, Excel 2003, and Excel 2007. If you have a fairly large group of you people you contacted then the recommendation would be to run the report in CSV and then open it in Excel. In order to ensure the report encompasses the information you are wanting on the report it is recommended that both Include dynamic group hierarchy info and Generate complete report are checked. Then click on Generate Report. If the report is too large the system will ask you to enter an email address to send a link for you to download the report.

Home > Message History > Message Details

Message Details

Summary Delivery Status Recipient Status **Reports**

Report Type: Event Message History

Title: Test

Output format: Comma Separated Values (CSV)

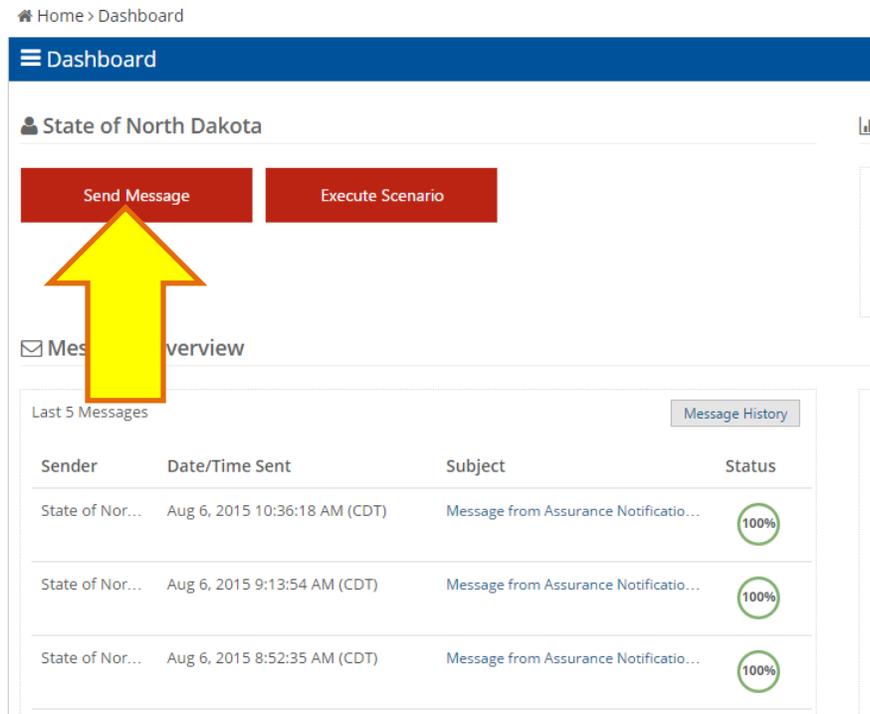
Include dynamic group hierarchy info

Generate complete report

[Generate Report](#)

INITIATING A RECORDED CALL

Click on Send A Message.



Home > Dashboard

Dashboard

State of North Dakota

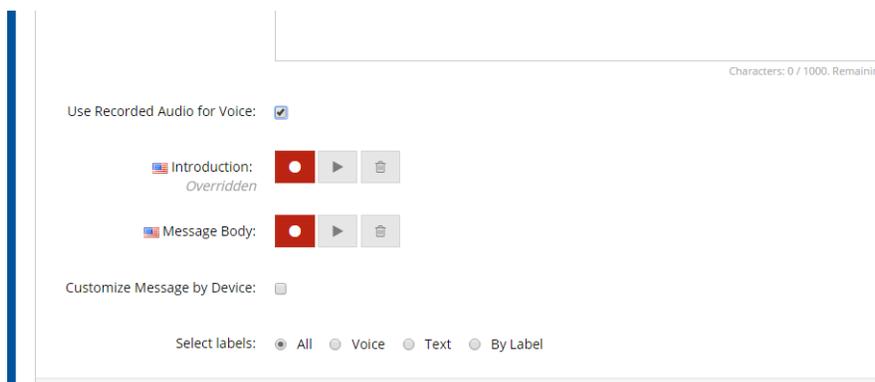
Send Message Execute Scenario

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State of Nor...	Aug 6, 2015 8:52:35 AM (CDT)	Message from Assurance Notificatio...	100%

Type in a Subject and type in the message box. Even if you are recording the message it is required. Remember your recorded message can only be sent to phones so if you would like people to receive the message via email or SMS (text) then you will need to type the message as well. Click the check box next to Use Recorded Audio for Voice. Then click on the record button next to Message Body. **PLEASE DO NOT RECORD AN INTRODUCTION.** The introduction has been pre-recorded for the State of North Dakota system.



Characters: 0 / 1000. Remaining

Use Recorded Audio for Voice:

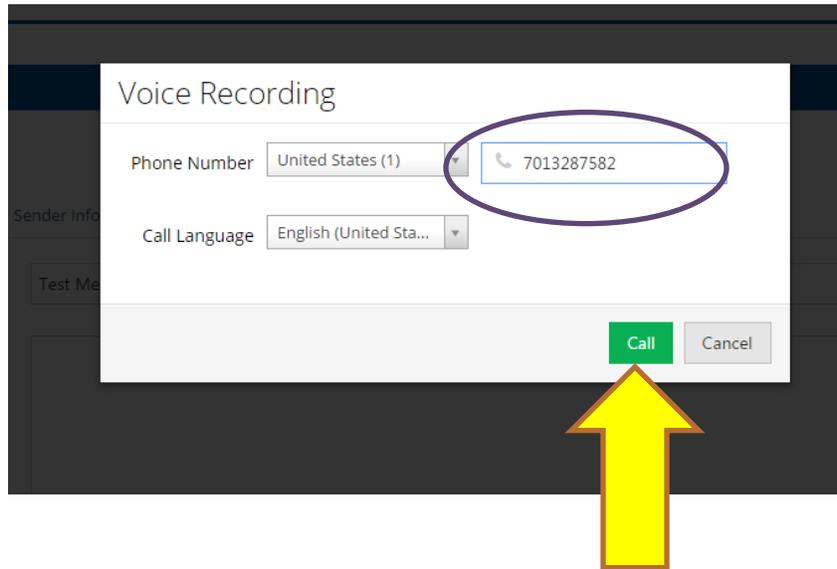
Introduction:
Overridden

Message Body:

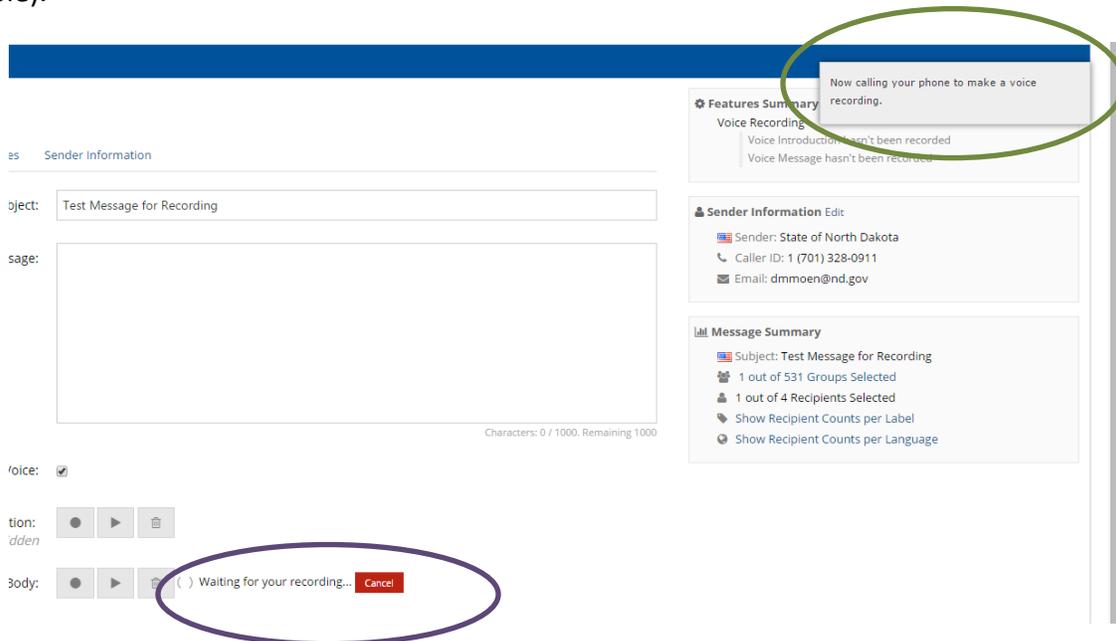
Customize Message by Device:

Select labels: All Voice Text By Label

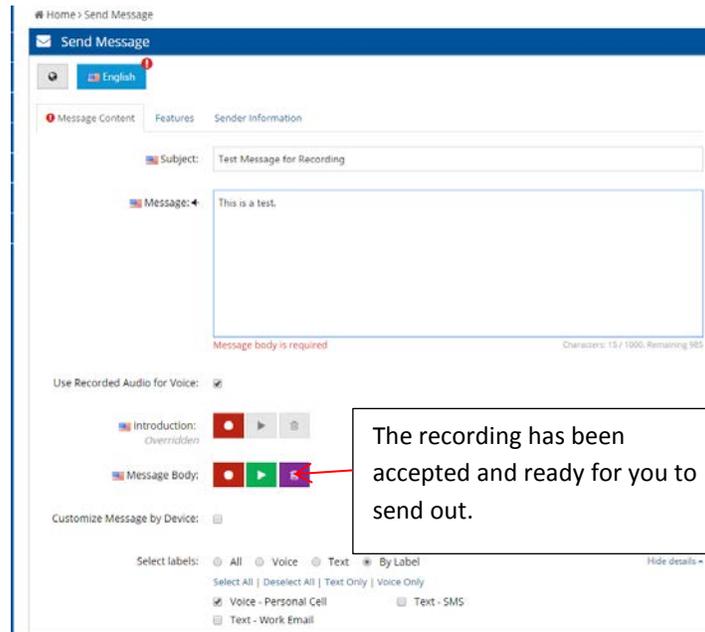
Then enter the phone number you would like the system to call you at. Be sure to include the area code. Then click Call.



The system will walk you through recording a message. The system will indicate it is calling your phone(circled in green). The system will tell you it is waiting for your recording(circled in purple).

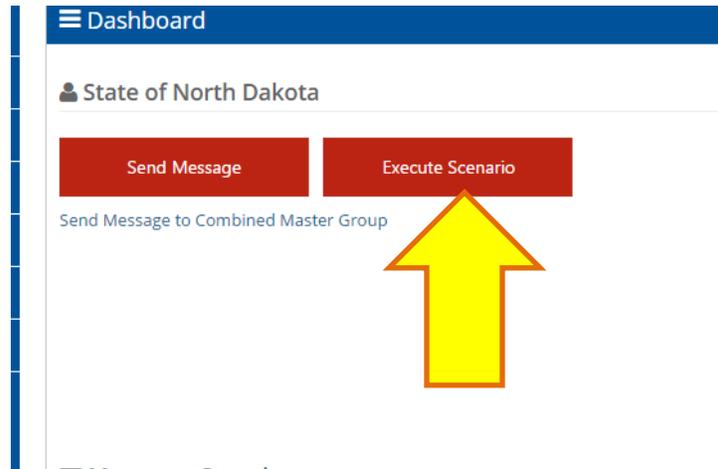


Then select the labels(devices) you would like the message sent to.



EXECUTING A SCENARIO

Click on Execute Scenario.

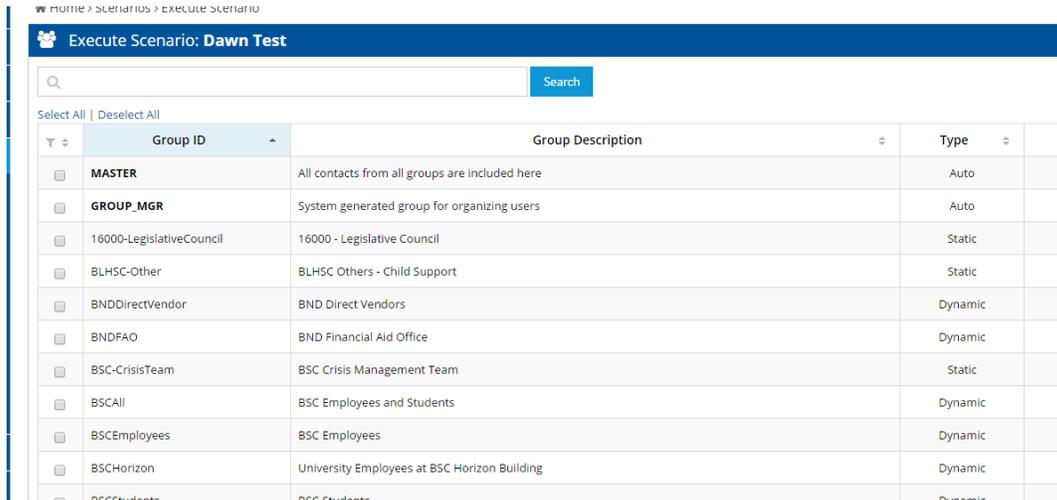


Find the scenario you wish to you use and click on Execute.

School Delay	School Delay Due to Weather	HE0407805	Q Details	Execute
Test	Test	HE		Execute

A yellow arrow with a red outline points to the 'Execute' button in the second row of the table.

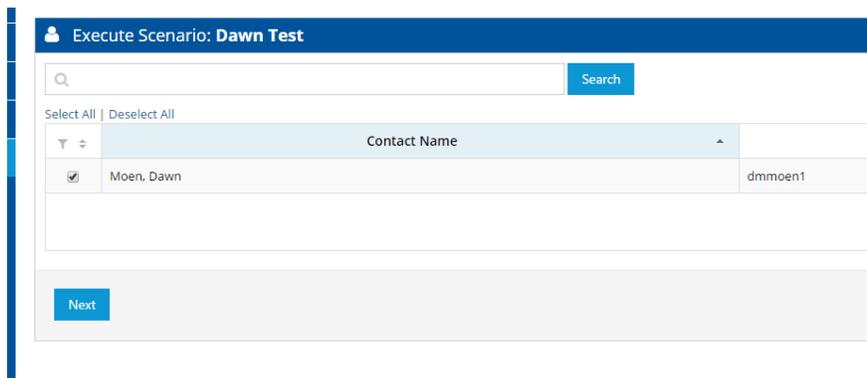
The group(s) that were previously attached to the scenario will show up but you always have the option to add or remove any group(s). Then click Next.



The screenshot shows the 'Execute Scenario: Dawn Test' interface. At the top, there is a search bar with a 'Search' button. Below the search bar, there are 'Select All' and 'Deselect All' options. The main content is a table with columns for 'Group ID', 'Group Description', and 'Type'. The table lists several groups, each with a checkbox in the first column.

<input type="checkbox"/>	Group ID	Group Description	Type
<input type="checkbox"/>	MASTER	All contacts from all groups are included here	Auto
<input type="checkbox"/>	GROUP_MGR	System generated group for organizing users	Auto
<input type="checkbox"/>	16000-LegislativeCouncil	16000 - Legislative Council	Static
<input type="checkbox"/>	BLHSC-Other	BLHSC Others - Child Support	Static
<input type="checkbox"/>	BNDDirectVendor	BND Direct Vendors	Dynamic
<input type="checkbox"/>	BNDFAO	BND Financial Aid Office	Dynamic
<input type="checkbox"/>	BSC-CrisisTeam	BSC Crisis Management Team	Static
<input type="checkbox"/>	BSCAll	BSC Employees and Students	Dynamic
<input type="checkbox"/>	BSCEmployees	BSC Employees	Dynamic
<input type="checkbox"/>	BSCHorizon	University Employees at BSC Horizon Building	Dynamic

Then it will identify those people that have been assigned to the groups that have been selected. Then click Next.



The screenshot shows the 'Execute Scenario: Dawn Test' interface. At the top, there is a search bar with a 'Search' button. Below the search bar, there are 'Select All' and 'Deselect All' options. The main content is a table with columns for 'Contact Name' and a checkbox in the first column. The table lists one contact, 'Moen, Dawn', with the ID 'dmmoen1'.

<input type="checkbox"/>	Contact Name	
<input checked="" type="checkbox"/>	Moen, Dawn	dmmoen1

At the bottom of the interface, there is a 'Next' button.

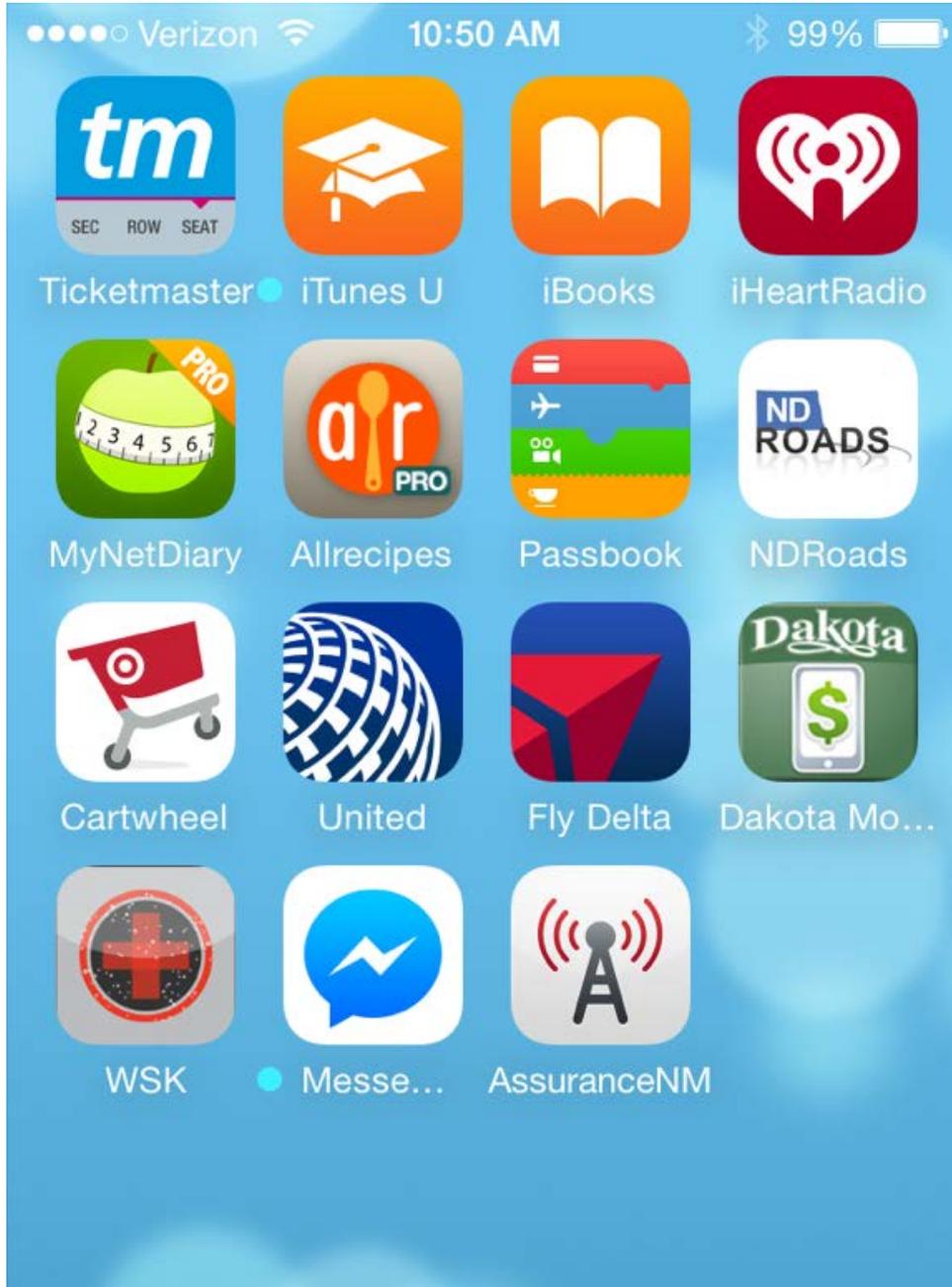
Then it will show you the message that was previously saved. Review the message and labels that were previously selected. Then click Send Message.

The screenshot displays a messaging interface with the following elements:

- Language:** English
- Message Content:** Features | Sender Information
- Subject:** Test Scenario
- Message:** This scenario is used for testing purposes only. This is ONLY a test.
- Character Count:** Characters: 70 / 1000. Remaining 930
- Use Recorded Audio for Voice:**
- Customize Message by Device:**
- Select labels:** All Voice Text By Label [Hide details](#)
- Device Selection:** Voice - Personal Cell Text - SMS Text - Work Email
- Note:** only labels associated with the selected devices will be included in the message
- Buttons:** Send Message (red) | Save as Scheduled (blue)

ACTIVATING ASSURANCE NM WITH THE MOBILE APP

Download the Assurance NM app from the app store. The app is free. Click on the app to open it.

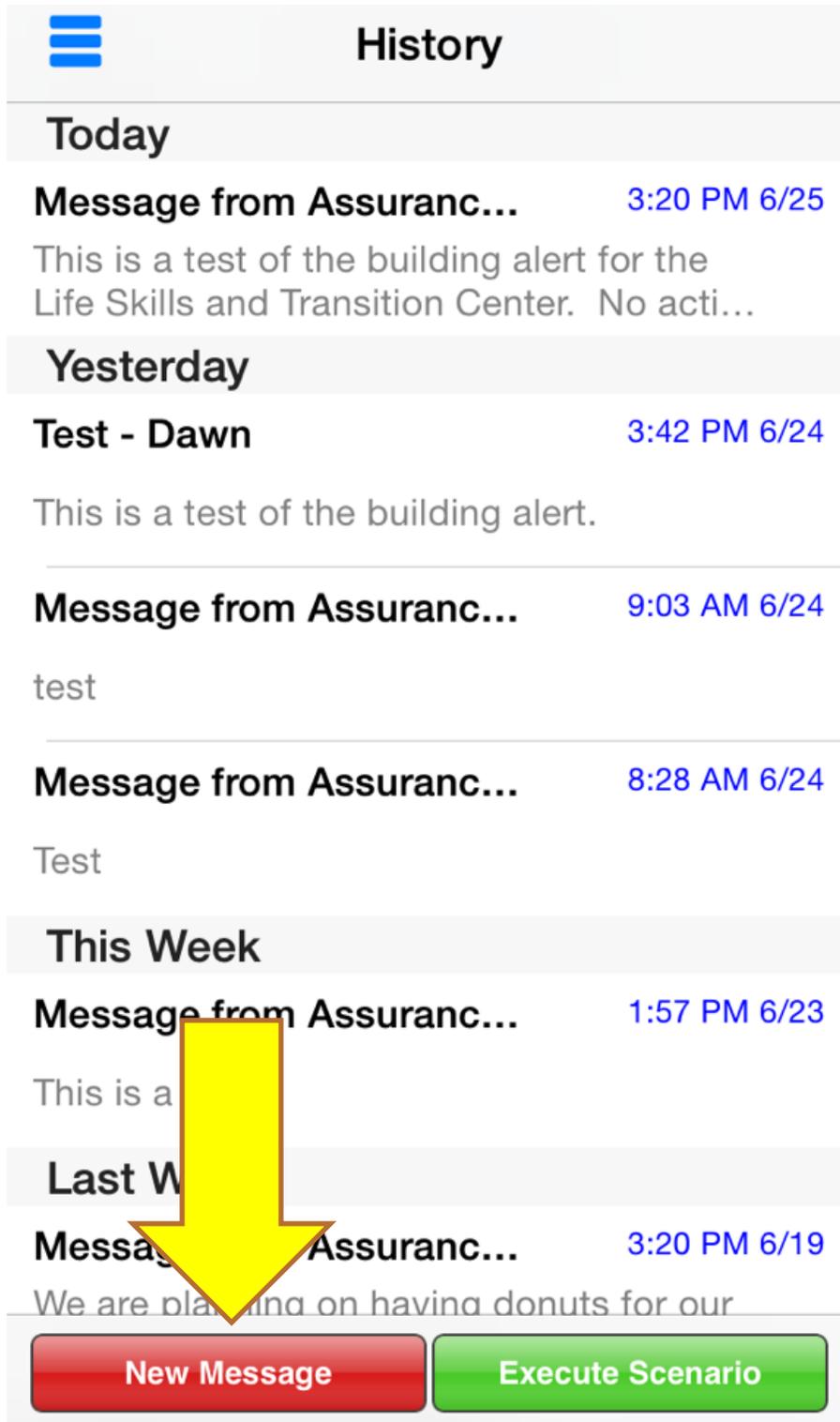


Then enter your user name and password which is going to be the same as logging in on the computer. Then click on Login.

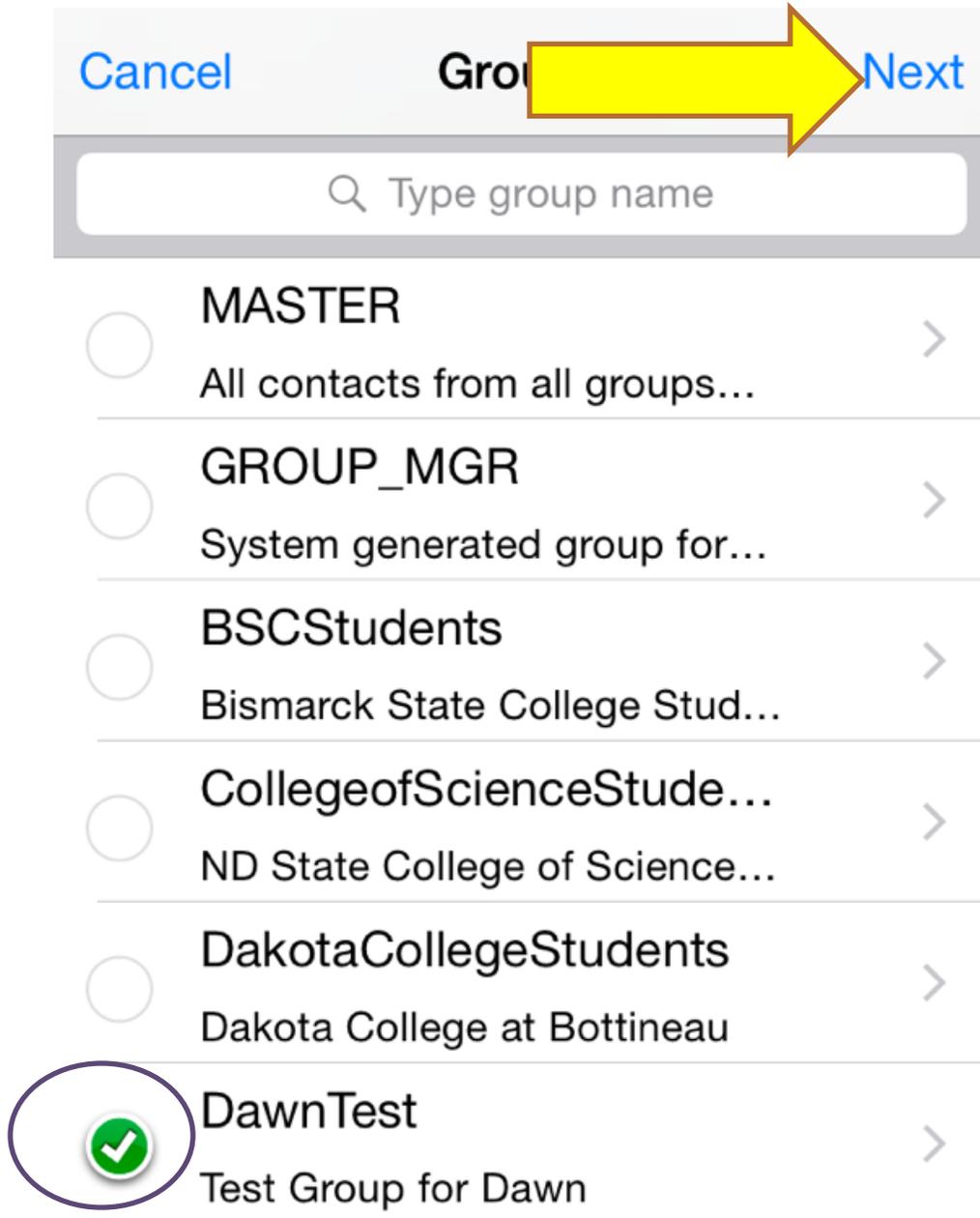


Remember me

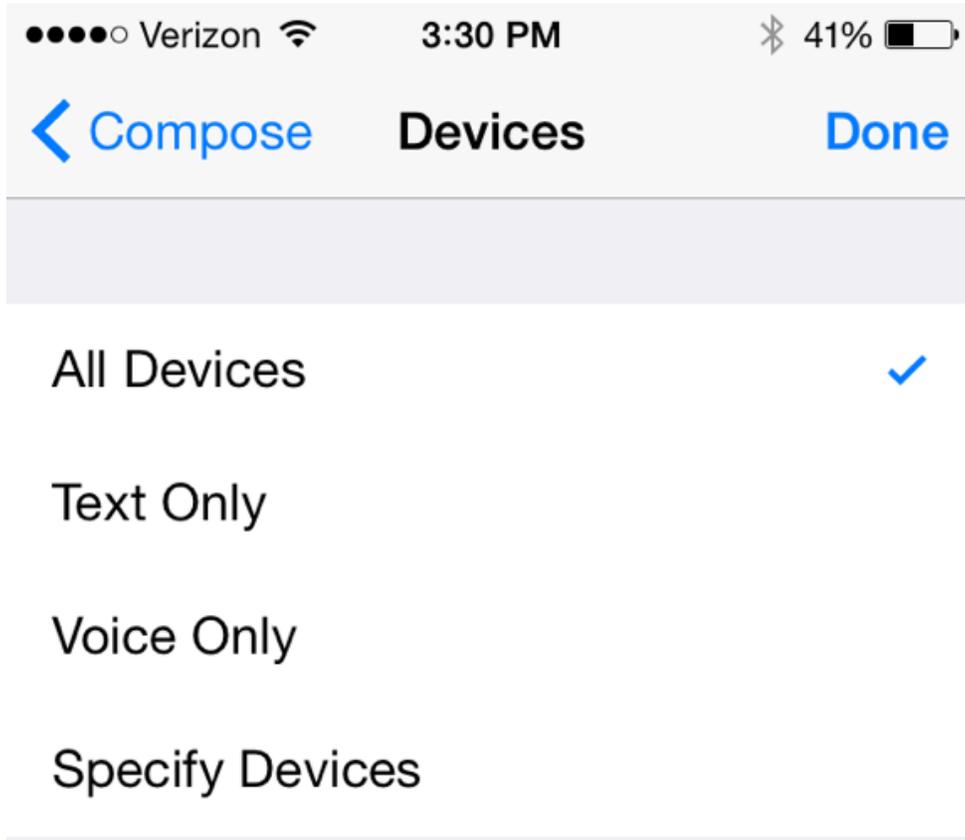
After successfully entering your user name and password the app automatically opens your History screen. You have the option to look at previous messages and send another message. To send another message click on New Message.



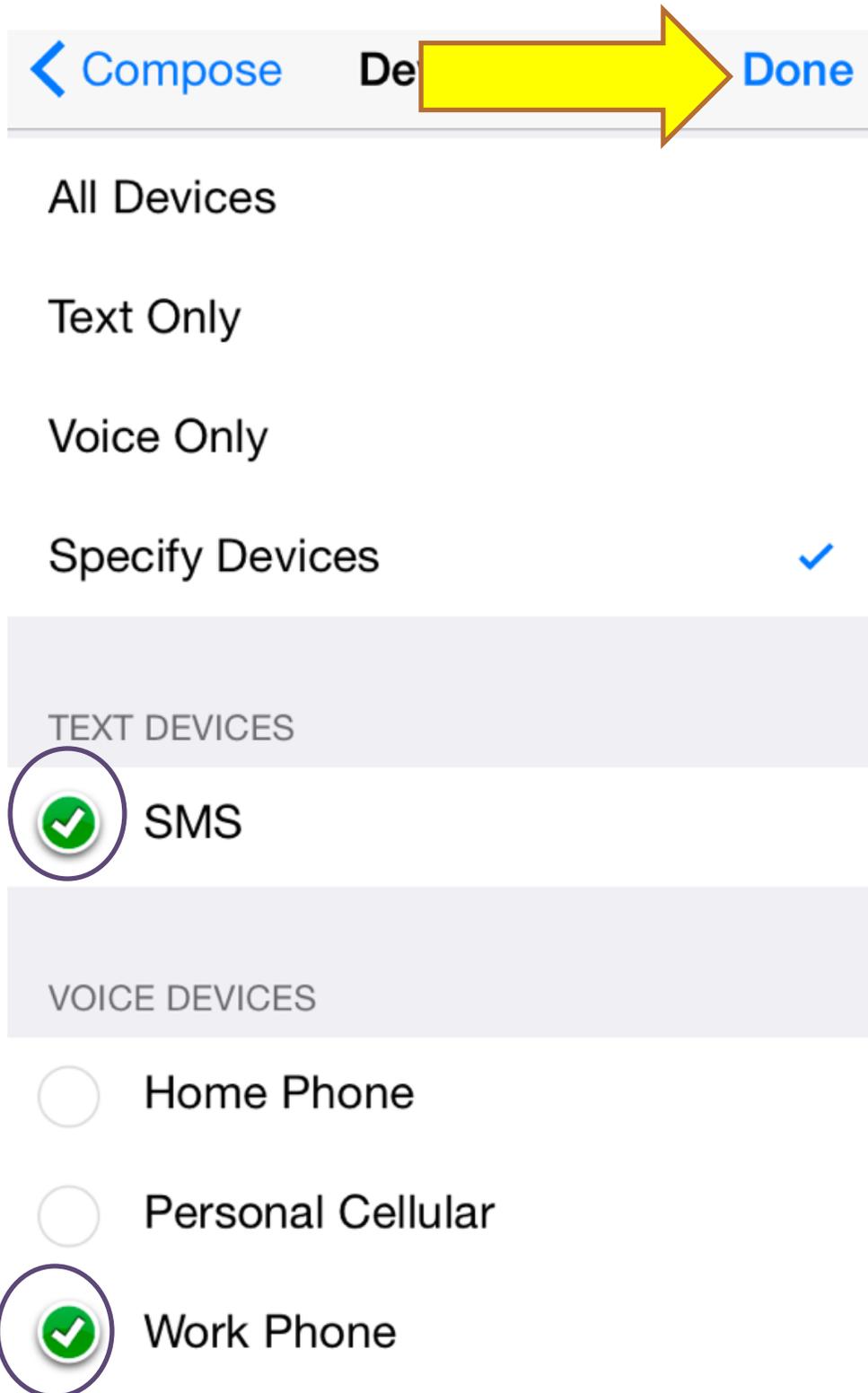
Then put a check mark next to the group you would like to send the message to. Then click Next.



Then you can to send the message to All Devices, Text Only, Voice Only, or Specify Devices.



After you have chosen the devices then click done.



Type in the subject and message. Please review your message and then hit Send.

[< Groups](#) **Cor**  [Send](#)

Subject 14/60

Building alert

Message 25/1000

This is a building alert.

FEATURES

Get Word Back Off

Conference Off

IMS Off

This is the screen you will see when the system is working on send the message you composed.

