

M-PLIFY

# Procedure launcher

## Quick guide

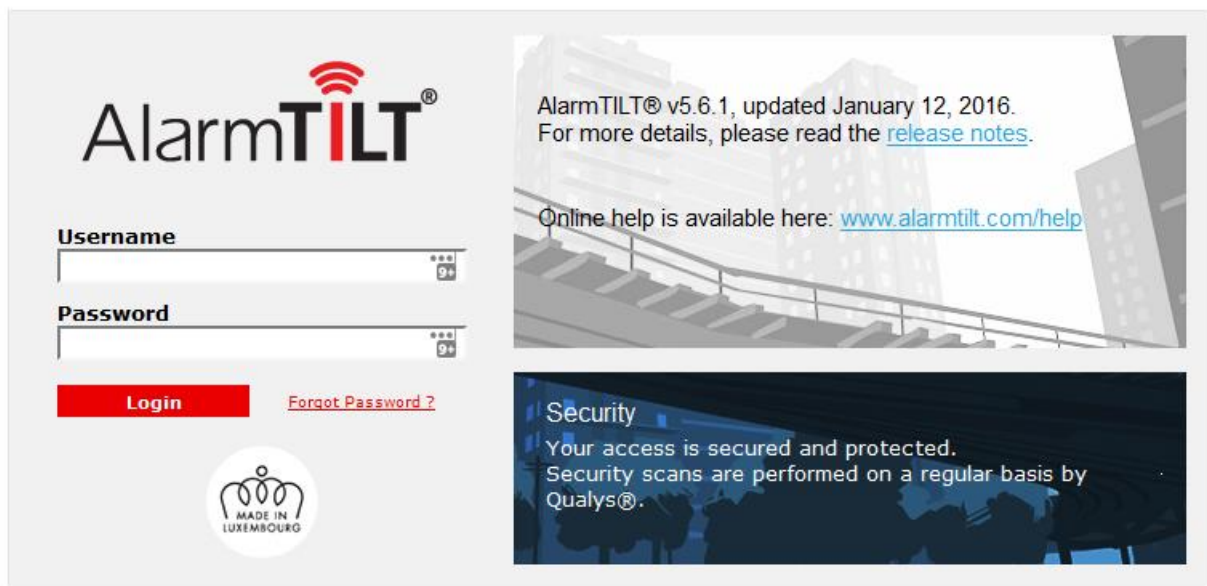
*Version 3.0 – 14/04/2016*

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## 1. Connection into AlarmTILT®

Connect yourself into the web interface with the login/password given by your Administrator or by the Project Manager AlarmTILT with the following address : <https://v5.alarmtilt.net>.

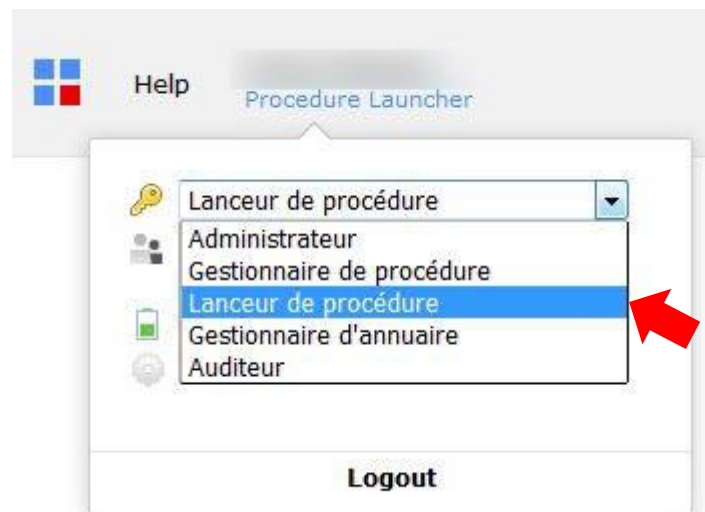


The image shows the AlarmTILT login interface. On the left, there is a login form with fields for 'Username' and 'Password', each with a strength indicator (9+). Below the fields are 'Login' and 'Forgot Password?' buttons. A 'MADE IN LUXEMBOURG' logo is at the bottom left. On the right, there is a banner with the text: 'AlarmTILT® v5.6.1, updated January 12, 2016. For more details, please read the [release notes](#). Online help is available here: [www.alarmtilt.com/help](http://www.alarmtilt.com/help)'. Below the banner is a 'Security' section stating: 'Your access is secured and protected. Security scans are performed on a regular basis by Qualys®.'

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Once connected, you have to position yourself as «Procedure Launcher», if it's not yet the case.

Check your role and change it if necessary:



The image shows a user profile dropdown menu. At the top, there is a 'Help' button and the text 'Procedure Launcher'. The dropdown menu is open, showing a list of roles: 'Lanceur de procédure', 'Administrateur', 'Gestionnaire de procédure', 'Lanceur de procédure', 'Gestionnaire d'annuaire', and 'Auditeur'. The second 'Lanceur de procédure' option is highlighted in blue, and a red arrow points to it. Below the list is a 'Logout' button.

## 2. Sending messages

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Message

At any time, send a message to one or several destinations, to a group, to a dynamic selection, to a calendar...

### Subject

### Message <sup>\*</sup>

 Attach documents

### Destinations

[Add destinations](#)

### Medias

Media selection ▼

Email

Sms

Voice

Fax

Smartphone

Alert thread

### Reply needed ?

No response ▼

Send the message



Complete fields « Subject » and « Message », add destinations, select medias, and determinate an objective.

### 3. Launching of a procedure

#### 3.1 Selection and launching of a procedure



Launch procedure

Only « deployed » procedures and procedures for which you have trigger right are visible with the action button « Launch procedure ».

Select the procedure to initiate and complete the launch form, if necessary. The goal of this form is to send specific information to the recipients. Based on your replies, the sent message can be modified. Message recipients may also vary.

### 3.2 Follow-up of the procedure

The screenshot shows the 'Training 2016 1.0' follow-up interface. On the left, there is a sidebar with a home icon, a 'Training 2016 1.0' button with a close icon, and three main sections: 'Back to list', 'Follow-up' (with sub-options: Report PDF, Report Excel, Close the procedure), and 'Form' (with sub-option: Review the procedure). The main content area is titled 'TRAINING 2016 1.0' and shows it was launched on 'Mar 23, 2016 2:01:42 PM'. Below this, there is a 'Recipients 4' block with a dropdown arrow and a 'Red Alert ! S001' block. A large yellow box displays 'Goal : 100 % Yes' and '0%'. To the right, a donut chart is empty. Further right, there are three colored buttons: '0% Yes' (green), '0% No' (red), and '0% Other' (blue), each with a '0 Reply' button next to it. At the bottom right, a grey box indicates '100% No responses'.

Follow-up is divided into blocks. There is one block per step. Only active blocks or those having been active are displayed. The blocks are slightly different depending on the response requirement(s). In the example above, a 100% "yes" reply rate is expected.

This screenshot is similar to the one above but shows progress. The 'Recipients 4' block is highlighted with a red arrow. The yellow box now shows 'Goal : 100 % Yes' and '25%'. The donut chart is partially filled with green. The '0% Yes' button is now '25% Yes' and has '1 Reply' next to it. The '0% No' button is now '0% No' with '0 Reply'. The '0% Other' button is now '0% Other' with '0 Reply'. The grey box at the bottom right now shows '75% No responses'.

Clicking on the YES, NO, OTHER or Recipients blocks will display the list of recipients and their responses.

Click the envelope to display the various sent messages, in real time.

Once the objective is achieved or the allotted time is expended, the procedure is complete:

The possible actions are:

- Create a report in PDF or Excel format.
- End the procedure: It may not be revised and there will be no further activity.
- Revise the procedure: This enables the procedure to be re-launched. If it contains a launch form, you will then be able to update the information before re-launching it. Modified information will appear in red in HTML messages.

### 3.3 Procedure report



Procedure Follow-up

Click the "Procedure Follow-up" button and a list containing all instances of initiated procedures will appear.

A procedure report is available in PDF or Excel format. You can download it from the follow-up, once the procedure is finished or closed, using the "PDF Report" or "Excel Report" buttons, or directly from the list:

Procedure name	Launched the	Launched by	Status	PDF report	Excel report	Send by email
Training 2016 1.0	3/23/16 2:01:42 PM	Delaisse Cindy (M-PLIFY S.A.)	Ended			

## 4. Sent messages history



### Historique

All messages sent from AlarmTILT (through launching a procedure or through a simple message) are listed in the history. A status confirms whether the message was successfully delivered or, in the opposite case, a brief explanation may be provided if it was undelivered.

Date	Destination	Media	Status	Subject	Message	Response
3/23/16 2:28:23 PM	AlarmTILT Contact	Email		Step1 - Message 1	Information Un incident de type Fire survenu à Londres porte 1. Les personnes concernées ont été alertées. Veuillez	
3/23/16 2:28:23 PM	Nom Contact 1	Email		Step1 - Message 1	Information Un incident de type Fire survenu à Londres porte 1. Les personnes concernées ont été alertées. Veuillez	

## 5. Initiate a conference call



### Conference Call

Initiate a conference call between the stakeholders before making decisions: define the introductory message dictated by the automated greeting system and choose which recipients to invite to the conference call. In the event someone does not answer the call, the system will contact him or her by SMS and/or email (depending upon which media are available) by communicating a number to call and a conference call access code.

#### Message\*

Le but de la conférence est d'échanger les informations concernant l'incident du 15 mars.

#### Destinataires

[Ajouter des participants](#)

Enregistrement de la conférence téléphonique  non

[Démarrer la conférence](#)



## 6. CMC – Crisis Management Center

### 6.1 Selecting and launching a CMC



Launch CMC


Just as when you launch a procedure, you must know which CMC should be initiated.

The screenshot shows a web interface for launching a CMC. At the top, there is a 'Launch new CMC' button with a close icon. Below it is a search bar and a 'Search' button. A navigation bar shows 'Display # 15' and '1 - 4 of 4'. The main content area lists two CMCs: 'DEMO CMC' and 'GENERAL CMC'. Each CMC entry has a 'Launch new CMC' button with a green circular icon. A red arrow points to the 'Launch new CMC' button for the 'DEMO CMC'.

Depending upon how the CMC is configured, a procedure or a conference call may be initiated when the CMC is launched in order to notify the appropriate people that a CMC has been opened, and to invite them to log in.

#### Invitation CMC - EN

no description

 Define contacts who have to connect into the CMC :  
[Add destinations](#)

#### Medias

Media selection

#### Reply needed ?

## 6.2 Follow-up of the CMC

The CMC appears in a chat format, and is accessible on the web:

The screenshot displays the AlarmTILT web chat interface. At the top left is the AlarmTILT logo. At the top right, the user 'Maas Nina' is logged in, and the chat is titled 'General CMC 5'. A red arrow points to a 'Vue détails' button. The chat area shows a message input field with the placeholder 'Tapez votre message' and a 'Type' dropdown set to 'info'. Below the input field, there are filters and an 'Afficher' button. The chat history includes several messages: a document 'BCP Checklist Building 11.docx' (4 min), a system message 'Procedure Confcall 2 launched by Licht Christopher' (5 min), an info message 'Lets do a quick confcall. I will invite you...' (5 min), an alert message 'Just received the info that a school was visiting our offices! Luckily they left the building just before. Nevertheless we need to confirm this with the people in charge!' (6 min), another document 'BCP Checklist Building 11.docx' (6 min), a document 'Plan Building 11.docx' (7 min), an info message 'The fire covers a large part of the building, 2nd and 3rd floor are affected.' (7 min), a photo of a building on fire (8 min), a document 'BCP Guide Building 11.docx' (8 min), a voice message 'voiceMessage-145042887000\_4.wav 352261846' (8 min), an info message 'Building 11.4 is affected.' (9 min), an alert message 'Fire alarm in building 11.' (10 min), and a summary of invitations sent to 5 people (10 min), including 'Ciglar Izidor, Genson Romain, Licht Christopher, Maas Nina, Martellotta Chloé'. A system message 'Procedure Invitation CMC 5 launched by Licht Christopher' (10 min) and another system message 'CMC has been opened by Licht Christopher' (11 min) follow. A 'Voir plus' link is at the bottom.

When you click on "view details", many elements appear:

- The people logged into the CMC
- Any documents posted
- Conference calls
- The procedures initiated with access to their follow-up

## 6.3 CMC login method

### 6.3.1 Through an email invitation

Procedure launchers have access there to a list of the initiated CMCs containing the URL links to join a specific CMC.



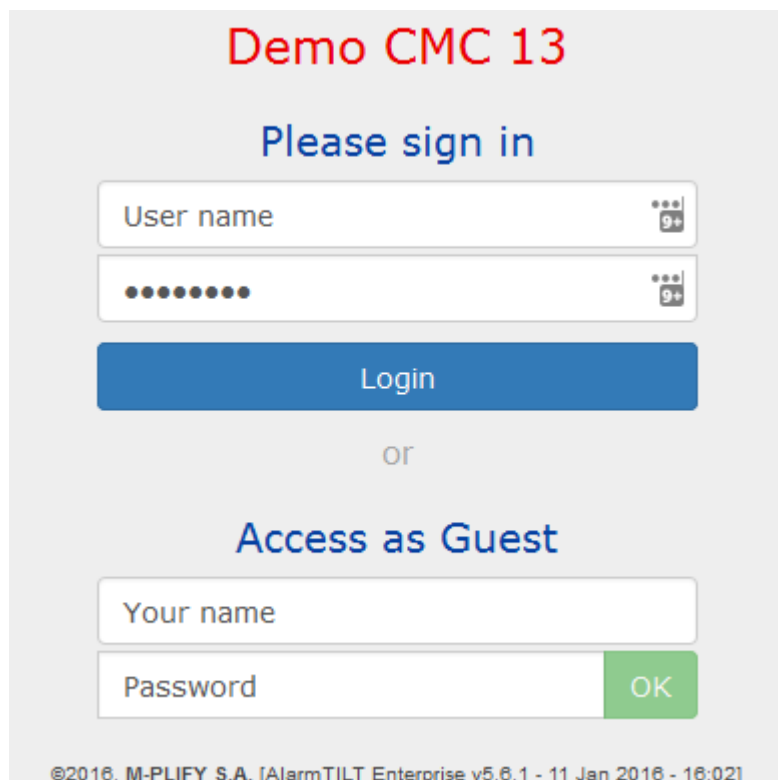
Un CMC a été déclenché. Veuillez vous connecter s'il vous plaît.

URL : <https://v5.alarmtilt.net/login.seam?loginMode=CMC&cmcToken=f5593d1be65fbae62e97bf99bf39cc2b>

Mot de passe : JoinC



By clicking on the secure URL link, guests have the choice login as a user (with their normal logins/passwords) or as a guest:

A screenshot of a login interface titled "Demo CMC 13". It asks the user to "Please sign in". There are two input fields: "User name" and a password field (represented by dots). Below these is a blue "Login" button. Underneath the button is the word "or". Below that is the heading "Access as Guest". There are two more input fields: "Your name" and "Password". The "Password" field has a green "OK" button next to it. At the bottom, there is a copyright notice: "©2016, M-PLIFY S.A. [AlarmTILT Enterprise v5.6.1 - 11 Jan 2016 - 16:02]".

### 6.3.2 Through the URL link available on AlarmTILT®



Suivi CMC

Procedure launchers have access there to a list of the initiated CMC containing the URL links to join a specific CMC.

CMC Follow-up x

CMC list

Advanced Search  
Clear filter

Display # 15 1 - 15 of 16

CMC Name	Access CMC External Url	Opened	Opened by	Pin Code voice message	State	Report
Demo CMC 13	<a href="https://v5.alarmtilt.net/login.seam?loginMode=CMC&amp;cmcToken=b6ee113b3798ade83c729bc6b7044222">https://v5.alarmtilt.net/login.seam?loginMode=CMC&amp;cmcToken=b6ee113b3798ade83c729bc6b7044222</a>	8 minute(s) ago	Delaisse Cindy (M-PLIFY S.A.)	17332	Open	
Demo CMC 12	<a href="https://v5.alarmtilt.net/login.seam?loginMode=CMC&amp;cmcToken=faa338f1ecca996ee671a77844355b7">https://v5.alarmtilt.net/login.seam?loginMode=CMC&amp;cmcToken=faa338f1ecca996ee671a77844355b7</a>	11 minute(s) ago	Delaisse Cindy (M-PLIFY S.A.)	61444	Open	

### 6.4 Actions available from the CMC

Additional actions are available in the CMC, including:

- Post a message
- Post a document or an image
- Record a voice message and post it on the CMC

You can perform the same actions as those available on the AlarmTILT web interface:

- Send a message
- Launch a procedure
- Launch a conference call

- CMC Home
- Conference call
- Send a message
- Launch a procedure
- Report
- Close the CMC
- Leave CMC

## 7. CMC Report

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A report on all actions performed in a CMC is available at any time in PDF or Excel format. Click on the action button located directly in the CMC to select the type of report to download:



### Report



Select the level of details for the report

Default - contains the default information also visible in the CMC



Select the format in which you want to generate the report



 PDF  Excel

