



Broadcast & Emergency Broadcast User Guide



Creating and managing broadcast and
emergency messages

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Overview

The Broadcast module provides an easy and effective method of messaging property management personnel, tenants, and vendors. Optionally, the Broadcast module can be integrated with Send Word Now to provide an emergency broadcast and accountability tool. Both types of Broadcast messaging provide previous message information, dates and times messages were sent, and a recipient list. If an emergency broadcast is sent you are also provided a dashboard with each recipient's response.

Sending a Broadcast Message


Broadcast messaging allows you to send messages to recipients in and out of the system. This section describes the process of creating a broadcast message and adding recipients.

To create a broadcast message:

1. Click **Go To → Broadcast Messaging → Create Message**.
2. Enter a **SUBJECT**.
3. Enter your message into the **MESSAGE** field.


4. By default, the **SENDER ALIAS** is populated with your name. *Note: If you want a different alias, enter a new name or entity into the **SENDER ALIAS** field.*
5. Using the **OPTIONS** field, select how the message will be delivered.
6. (Optional) Click **Enable Read Receipt** to receive a confirmation for each recipient that opens the message.

7. (Optional) To attach a file to your broadcast message:
 - a. Click **UPLOAD FILES**.
 - b. Select a file to be attached to the broadcast message.
 - c. Click **ADD FILES**.
8. Select the **PROPERTY(s)** that the message is going to. *Note: You can also begin sorting by **ADDRESS, CITY, or STATE**.*


 PROPERTY(S)

PROPERTY ^	ADDRESS	CITY	STATE
Filter	Filter	Filter	Filter
All Property(s)			
North Plaza	100 North Street	Boston	MA
South Plaza	100 South Street	Boston	MA
Showing all 4 rows			


9. After a property is selected, user **TYPES** are displayed. Click the **(+)** to add all users from that type or click the **TYPE** name to expand the further. Continue filtering by **GROUP** or **PERSONS** until you finish adding recipients to a message.

 SELECTED PROPERT...


Filter	
+ North Plaza	
Showing all 1 rows	

 TYPES

Filter	
+ Employees 9	
+ Groups 8	
+ Tenant(s) 20	
+ Vendors 3	
Showing all 4 rows	

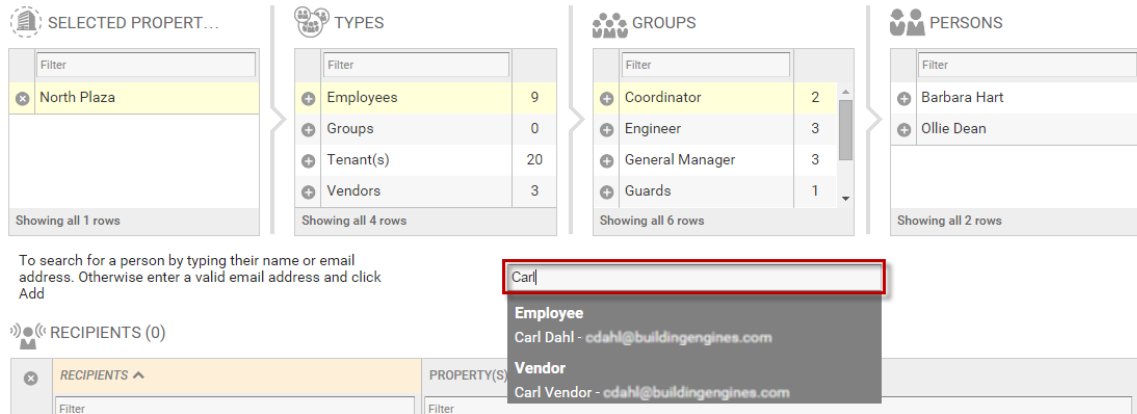
 GROUPS

Filter	
+ Coordinator 2	
+ Engineer 3	
+ General Manager 3	
+ Guards 1	
Showing all 6 rows	

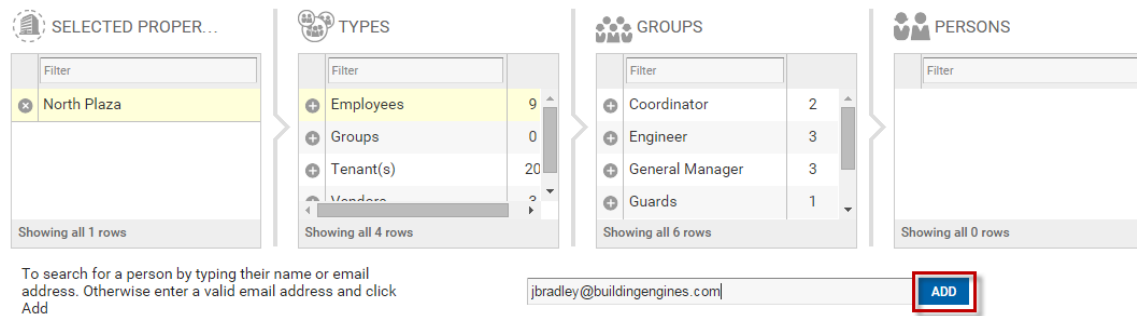
 PERSONS

Filter	
Showing all 0 rows	

- (Optional) Click the **Name or Email** field, and enter either the name or the email of the person you want to message. Names or email addresses already in the system are displayed as an option to choose from. If the name displayed is a correct match, click the name to add the person to the recipient list.



- (Optional) To add a recipient that is not already in the system, click the **Name or Email** field and enter the email address you want to message. If the email address is not currently in the system, the **ADD** button will appear. Click **ADD** to add them to the recipient list.



- (Optional) To remove a recipient, click the **(X)** located to the left of their name in the **RECIPIENTS** field.

13. Click **SEND** to send the message.

Sharing a List of Broadcast Messages

A list of Broadcast messages can be sent to recipients in and out of the system. This section describes the process of sending a list of Broadcast messages.

To send a list of Broadcast messages:

- Click **Go To → Broadcast Messaging → Message Dashboard**.

2. (Optional) Use the **SEARCH** to filter the list of Broadcast messages being sent.
3. Click **SHARE** and select a format type. *Note: If CSV or XLS is selected you have the option of sharing all column data or only the columns currently displayed on the dashboard.*
4. Select your recipients and click **SEND**.

Exporting a Broadcast Message List

A list of Broadcast messages can be exported from the message dashboard. This section describes the process of exporting a list of Broadcast messages.

To export a list of Broadcast messages:

1. Click **Go To → Broadcast Messaging → Message Dashboard**.
2. (Optional) Use the **SEARCH** to filter the list of Broadcast messages being exported.
3. Click **EXPORT** and select a format type. *Note: If CSV or XLS is selected you have the option of exporting all column data or only the columns currently displayed on the dashboard.* Exports appear at the bottom of the browser once they have finished exporting.

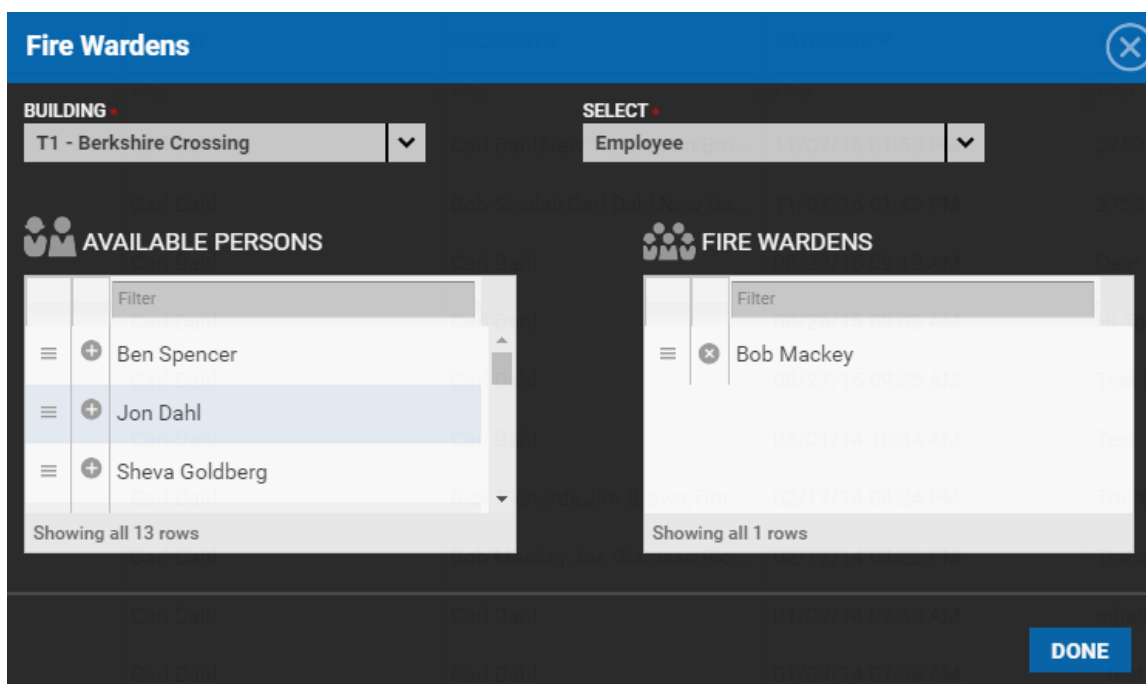
Managing Broadcast Groups

Broadcast and Emergency Broadcast messages can be sent to specific groups of people. This section describes the process of managing your Broadcast groups.

To manage a Broadcast group:

1. Click **Go To → Broadcast Messaging → Message Dashboard**.
2. Click **GROUPS** and select the group you want to edit.
3. Select a **BUILDING** and user type.

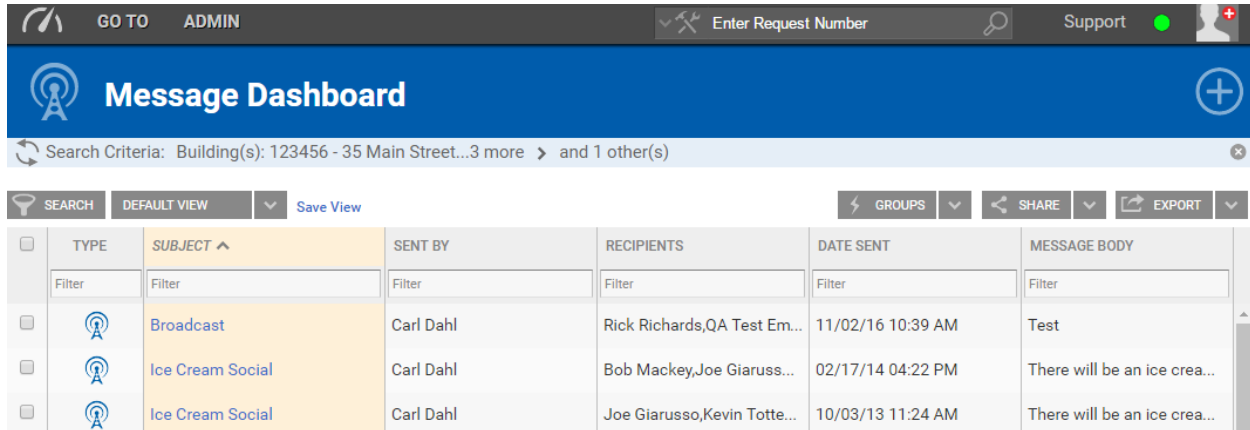
- (Optional) To add users to the group, click the **(+)** located next to the user's name, or drag and drop the name from the **AVAILABLE PERSONS** column to the group column.



- (Optional) To remove users from the group, click the **(X)** located next to the user's name.
- Click **DONE** to finish.

Broadcast Message Dashboard

The Broadcast Message Dashboard is an aggregation of all previously sent Broadcast messages. Using the Message Dashboard, you can view when a message was sent, its contents, and the recipients. You can also use the Message Dashboard to resend a previously sent message.



The screenshot shows the Message Dashboard interface. At the top, there is a navigation bar with 'GO TO ADMIN', 'Enter Request Number', and 'Support'. Below this is a blue header with the 'Message Dashboard' title and a search icon. A search criteria bar shows 'Building(s): 123456 - 35 Main Street...3 more > and 1 other(s)'. Below the search bar are tabs for 'SEARCH', 'DEFAULT VIEW', and 'Save View', along with 'GROUPS', 'SHARE', and 'EXPORT' options. The main content is a table with columns: TYPE, SUBJECT, SENT BY, RECIPIENTS, DATE SENT, and MESSAGE BODY. The table contains three rows of broadcast messages.

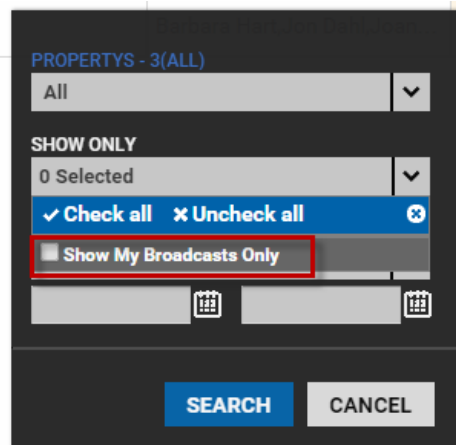
TYPE	SUBJECT	SENT BY	RECIPIENTS	DATE SENT	MESSAGE BODY
Broadcast	Broadcast	Carl Dahl	Rick Richards,QA Test Em...	11/02/16 10:39 AM	Test
Ice Cream Social	Ice Cream Social	Carl Dahl	Bob Mackey,Joe Giaruss...	02/17/14 04:22 PM	There will be an ice crea...
Ice Cream Social	Ice Cream Social	Carl Dahl	Joe Giarusso,Kevin Totte...	10/03/13 11:24 AM	There will be an ice crea...

Locating a Previously Sent Broadcast Message

This section describes how to locate a previously sent broadcast message.

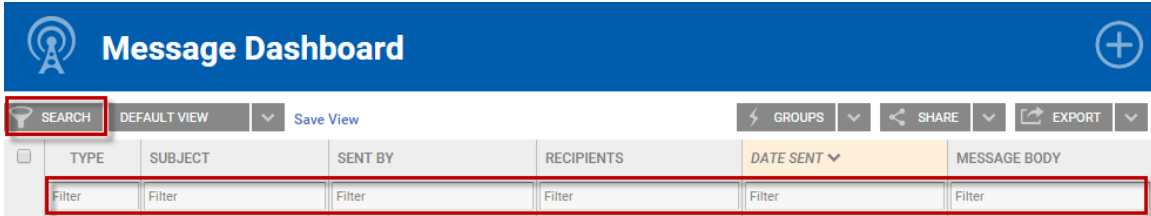
To locate a previously sent message:

1. Click **Go To → Broadcast Messaging → Message Dashboard**.
2. By default, only the messages you have sent are displayed. To view broadcast messages sent from other users:
 - a. Click **SEARCH**.
 - b. Click the **SHOW ONLY** field and unselect **Show My Broadcasts Only**.



- c. Click **SEARCH**.

3. Search for the broadcast message you want to view using the **SEARCH** button and/or column filters.



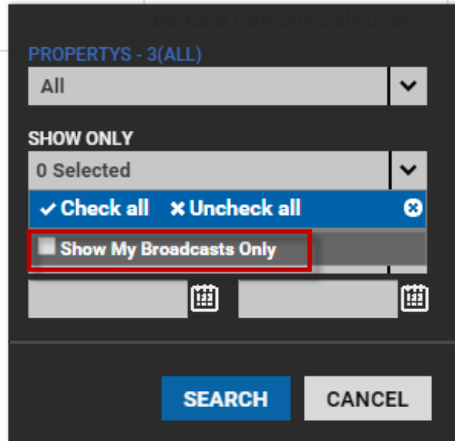
4. Click the message name in the **SUBJECT** field to access the message.

Resending a Broadcast message

This section describes how to resend a previously sent broadcast message.

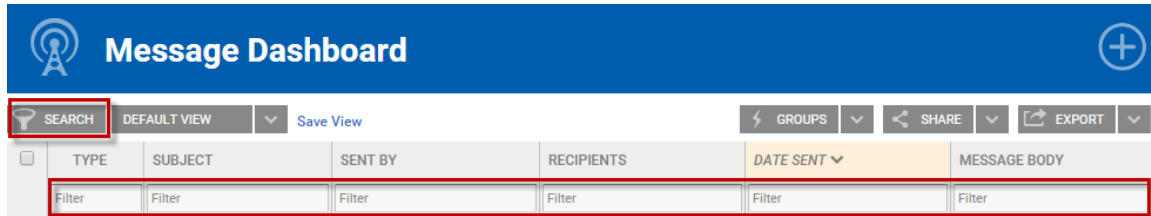
To resend a previously sent Broadcast message:

1. Click **Go To** → **Broadcast Messaging** → **Message Dashboard**.
2. By default, only the messages you have sent are displayed. To view broadcast messages sent from other users:
 - a. Click **SEARCH**.
 - b. Click the **SHOW ONLY** field and unselect **Show My Broadcasts Only**.



- c. Click **SEARCH**.

3. Search for the broadcast message you want to resend using the **SEARCH** button and/or column filters.



4. Click the **SUBJECT** name to access the message.
5. (Optional) By default, the broadcast message contents are displayed as they were when the original message was sent. To make edits, click the desired field and edit to your preference.
6. Click **RESEND**.

Emergency Broadcast Messaging

The Broadcast module can be integrated with Send Word Now to provide an emergency broadcast and accountability tool. When enabled, you are provided with additional message delivery methods, quick select responses, and a response dashboard for auditing message recipients. This section describes how to send emergency Broadcast messages and track recipient responses.

Sending an Emergency Broadcast Message

Emergency broadcast messaging allows you to send urgent and important messages to system users. This section describes the process of creating an emergency broadcast message and tracking recipient responses.

To create an emergency broadcast message:

1. Click **Go To → Broadcast Messaging → Create Emergency Message**.
2. Enter a **SUBJECT** name.
3. Using the **MESSAGE** field, enter a new message or select a pre-drafted message from the **EMAIL TEMPLATE**.

4. (Optional) To request and track recipient responses, select **Ask for responses** and then enter response options in the **Emergency Response(s)** fields.

5. By default, the **SENDER ALIAS** is populated with your name. *Note: If you want a different alias, enter a new name or entity into the **SENDER ALIAS** field.*
6. Using the **OPTIONS** field, select how the message will be delivered. *Note: Sending an emergency message in a format that is not utilized by a system user will result in a delivery failure. For example, if you send a message by fax and the user does not have a fax number associated to their user record, the user will not receive the message.*

Messages can be sent via:

- a. Email or Alt Email
- b. Fax
- c. SMS (text message) *Note: A system user **MUST** have a mobile number and cellular provider listed on their user record to receive an SMS message.*
- d. Phone, Mobile, Alt Mobile – When this option is selected, Send Word Now calls the phone, mobile or alt mobile phone number listed on the user record and a computer generated voice dictates the subject, message, and response options.

- Select the **PROPERTY(s)** that the message is going to. *Note: You can also begin sorting by **ADDRESS, CITY, or STATE.***

PROPERTY(S)

PROPERTY ^	ADDRESS	CITY	STATE
Filter	Filter	Filter	Filter
All Property(s)			
North Plaza	100 North Street	Boston	MA
South Plaza	100 South Street	Boston	MA
Showing all 4 rows			

- After a property is selected, user **TYPES** are displayed. Click the **(+)** to add all users from that type or click the **TYPE** name to expand the further. Continue filtering by **GROUP** or **PERSONS** until you finish adding recipients to a message.

SELECTED PROPERT...

Filter
North Plaza

Showing all 1 rows

TYPES

Filter
Employees 9
Groups 0
Tenant(s) 20
Vendors 3

Showing all 4 rows

GROUPS

Filter
Coordinator 2
Engineer 3
General Manager 3
Guards 1

Showing all 6 rows

PERSONS

Filter

Showing all 0 rows

- (Optional) Click the **Name or Email** field, and enter either the name or the email of the person you want to message. Names or email addresses already in the system are displayed as an option to choose from. If the name displayed is a correct match, click the name to add the person to the recipient list.

SELECTED PROPERT...

Filter
North Plaza

Showing all 1 rows

TYPES

Filter
Employees 9
Groups 0
Tenant(s) 20
Vendors 3

Showing all 4 rows

GROUPS

Filter
Coordinator 2
Engineer 3
General Manager 3
Guards 1

Showing all 6 rows

PERSONS

Filter
Barbara Hart
Ollie Dean

Showing all 2 rows

To search for a person by typing their name or email address. Otherwise enter a valid email address and click Add

Carl

Employee
Carl Dahl - cdahl@buildingengines.com

Vendor
Carl Vendor - cdahl@buildingengines.com

RECIPIENTS (0)

Filter

PROPERTY(S)

Filter

10.(Optional) To add a recipient that is not already in the system, click the **Name or Email** field and enter the email address you want to message. If the email address is not currently in the system, the **ADD** button will appear. Click **ADD** to add them to the recipient list.

The screenshot shows a multi-step selection process:

- SELECTED PROPERTIES:** A table with one row: North Plaza (Showing all 1 rows).
- TYPES:** A table with four rows: Employees (9), Groups (0), Tenant(s) (20), and Vendors (3) (Showing all 4 rows).
- GROUPS:** A table with six rows: Coordinator (2), Engineer (3), General Manager (3), and Guards (1) (Showing all 6 rows).
- PERSONS:** An empty table (Showing all 0 rows).

Below the tables, a search instruction reads: "To search for a person by typing their name or email address. Otherwise enter a valid email address and click Add". A search input field contains the email address "jbradley@buildingengines.com" and a blue "ADD" button is highlighted with a red box.

11.Click **SEND** to send the emergency message.

Tracking Emergency Broadcast Responses

Following the submission of an emergency broadcast, and if you requested recipient responses, you are directed to the Emergency Broadcast Response Page. The Emergency Broadcast Response Page provides a list of every recipient, their delivery format(s), and response.

The **CURRENT RESPONSES** section provides a high level tally of responses while the recipient grid provides each individual response and delivery method.

Along with a **NAME**, **RESPONSE**, and **FORMAT**, you are also provided a response status for each recipient. The following are potential recipient statuses:

- a. **Pending:** The application is still waiting for a response.
- b. **Action Required:** The message was not delivered due to inaccurate contact information (i.e. a bad email address)
- c. **Answered:** The recipient has responded.

The screenshot shows the 'Emergency Broadcast Messaging' interface. At the top, there is a navigation bar with 'GO TO ADMIN', 'Enter Request Number', and 'Support'. Below this, the main header reads 'Emergency Broadcast Messaging' with the subtext 'Alert this is an emergency notification!'. On the right side of the header, there is a moon icon and a page indicator '1 / 21'. The main content area displays the following details:

- SENT:** 11/07/2016 3:56 PM EST
- SUBJECT:** Alert this is an emergency notification!
- BY:** Building Engines
- MODALITY:** Email, SMS
- STATUS:** Sent

A central box titled 'CURRENT RESPONSES' contains the following data:

CURRENT RESPONSES	
NOT RESPONDED:	1
YES I AM IN MY TENANT SUITE	4
NO I AM NOT IN THE BUILDING	6

Below the summary, a message reads: 'There is an emergency situation unfolding outside of the property. Please shelter in place until further notice. Please respond Message: indicating if you are in your tenant space.'

NAME ^	RESPONSE	EMAIL	SMS
Filter	Filter		
Dan Boldyrev	No I am not in the building		
Jacqui Finn	No I am not in the building		
Jim Doucette	Yes I am in my tenant suite		
John Chong	No I am not in the building		
Michael Neisius	No I am not in the building		
Nik Silveira	No I am not in the building		
Pat O'Connor	Yes I am in my tenant suite		