

## Self-Management Module Special Class of User for Device Owners



With any system, the real-time upkeep and maintenance of a messaging system is a key to optimal operation. Many organizations want to have the option of delegating some or all of those functions down to the person who is actually receiving the messages. In HipLink, the Recipient User can login into the system from the main login screen without having a full User license and maintain devices assigned to them and more.

The Self-Management Module gives flexibility for extensive self-management of not only devices but the ability to create and manage personal groups for those have more than one device, change status for time-off and subscribe to the optional information alerts or Subscription Groups.

### OPTIONS FOR THE ADMINISTRATOR:

The administrator for the organization has full control and can define exactly which operations those who login are allowed to do. The options are easily set for the company as a whole, or on an individual level. They may choose any of the following, in any combination:

- Whether the recipient is allowed to add devices to the system and how many
- Give permission to delete or edit devices, PIN or Carrier
- Define a common naming structure for all newly added devices
- Dictate if the device owners are able to manage their own calendar
- Permission the ability for the user to change status for time off and designate coverage
- Choose the type of authentication at the time of login

### OPTIONS FOR THE DEVICE OWNER:

Based on their permissions and the company's policies, a person registered in the system has a number of options when they login. They can:

- Define, setup, and/or edit devices — change phone number or PIN, primary carrier, or define receiver type (voice, text)
- Build and manage Personal Device Groups (PGs)
  - The “Personal Device Group” allows the device owner to manage delivery of multiple devices
  - The group types available are:
    - Follow-me-group that defines the times of the day to be notified on different devices
    - On-duty or On-call Groups are set with priorities for personal device-to-device escalation
    - Emergency Group is when the user wants an “All device” notification
- Change Status to give dates they will be unavailable and designate backup
- Opt-in to and manage subscriptions to informational groups and choose the public groups of interest

## SUBSCRIPTION GROUPS:

### Opt-In Group Membership via Receiver Self-Management Panel

The Subscription Group is a group type which gives an organization the ability to define informational topics and let their people opt-in for those optional messages. Members of the organization choose which they would like and the messages can then be sent via SMS text, voice or email depending on the individual's preferences. Like other groups, the sender of the message doesn't need worry about the delivery type. Members of these groups opt-in through the receiver self-management module.

This group function provides for the dissemination of informational type messages to an audience that has a specific interest to the topic or title of the group and decides on their own to subscribe. Members of a group may be part of a business unit that may be directly affected by an outage or slow down or need to know as conditions change or they may just be interested in being informed of upcoming events.

Examples of the subscription type groups could be weather related such as Snow Updates, Market updates like Interest Rate Change or system related messages like Website Down or any other application that may be running. Other usages could be geographic such as Northeast Region Alerts or even client groups that indicate an active incident within strategic accounts of a company and its resolution.

### Creation and Administration

Once enabled in the system, a User with permissions logs in to and selects Subscription Groups from the menu and then selects Add a Group. The dialog box is very simple with a group name and a description. After it's saved, this group becomes a public group that is visible to all registered recipients through the Self-management Module. The creator of the group can also add receivers to the group at that time or afterwards, routinely enable or disable members.

### Receiver Subscription

Once a group has been created, end-users who are registered as recipients in the HipLink Self-Management Module can subscribe to any notification and updates sent to that group. The receiver owner simply logs in using the Receiver Login option on the HipLink home page.

Once they have logged in they will see all devices or methods of delivery such as email, text, voice and have the option to edit the options. To opt-in to a subscription group, the user clicks the Subscribe button next to a Group. They will then see their selections in the Subscribe to box. To unsubscribe, the user selects one or more groups from the combo box and Clicks on Unsubscribe. Once they are complete they simply save their changes. It's that simple.



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