




Notifications Administration

Overview

The *Notifications* plug-in allows WebEOC users to subscribe to status boards and receive messages in the form of emails and desktop notifications when new records or updates are posted to those boards.

WebEOC administrators can enable the *Notifications* feature on any status board.

Core		Not available
Professional		Available
Enterprise		Available

To Manage Notification Settings

1. Open the *Admin* window and go to **Plugins: Notifications**. The *Notifications* page opens.

Notifications

Email Settings

Sender Address:

Display Name:

Server:

Port:


Enable SSL: ☒

Authentication Method:

Client ID:

Tenant ID:

Scope:

Token: 

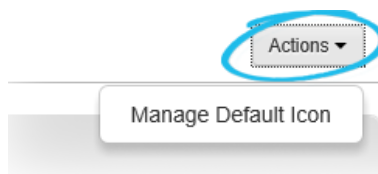
Username:

2. If your email server is using Office 365, update the authentication to OAuth 2.0, if you have not already updated it. To verify if this update has already been done, click **Edit**, and then verify the **Authentication Method**. If it does not display **OAuth 2.0 (Microsoft Exchange Online)**, perform the following steps:
 - a. In the **Server** field, delete the server information.
 - b. Select the **Use SSL** checkbox.
 - c. For **Authentication Method**, select **OAuth 2.0 (Microsoft Exchange Online)**. The fields update with associated information.
 - d. Enter your **Client ID** and your **Tenant ID** in a valid GUID format. Contact your SMTP provider for this information.

- e. Click **Acquire**. A token code is generated and the first in a series of Microsoft and Juvare windows appears.
 - f. In the next Microsoft account window, select the account that you want to authenticate.
 - g. At the “**Are you trying to sign in to <ApplicationName>?**” prompt, click **Continue**, and then close the last window in the series. Juvare acquires and authenticates the token. After the successful completion of the authentication, a confirmation message, highlighted in green, appears above the **Authentication Method** field.
 - h. In the **Username** field, enter the email address that you used to authenticate.
 - i. Click **Save**. Authentication is complete.
3. If you are not already there, return to the *Admin* window: **Plugins: Notifications: Email Settings** section and, in the **Sender Address** field, enter the email address that appears on the notifications.
 4. In the **Display Name** field, enter the name to appear in the **From** field for messages sent using this tool.
 5. In the *System Settings* section, in the **WebEOC API URL** field, enter the appropriate URL address.
Note: The URL must be configured for the plugin to operate correctly.
 6. Click **Save**.

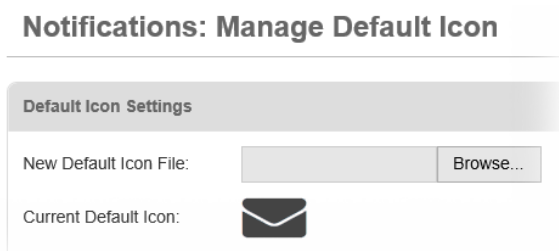
Manage the Default Notifications Icon

An icon is shown on *Notifications*-enabled boards, allowing users to quickly identify boards configured for notifications. Initially, an envelope icon is automatically set as the default icon. You can change this icon via the **Actions** menu on the *Notifications* page.



To Set a New Default Notifications Icon

1. Open the *Admin* window and go to **Plugins: Notifications**. The *Notifications* page opens.
2. In the upper right corner, click **Actions** and select **Manage Default Icon**.
3. On the **Notifications: Manage Default Icon** page, click **Browse**.



4. Locate the appropriate image and click **Open**.
5. Click **Save**.

You can change the default icon at any time. If you want to revert back to the system's default icon, go to the *Notifications: Manage Default Icon* page and click **Actions** in the upper right corner. Select **Use System Default Icon** from the menu. In the pop-up window, click **Yes**.

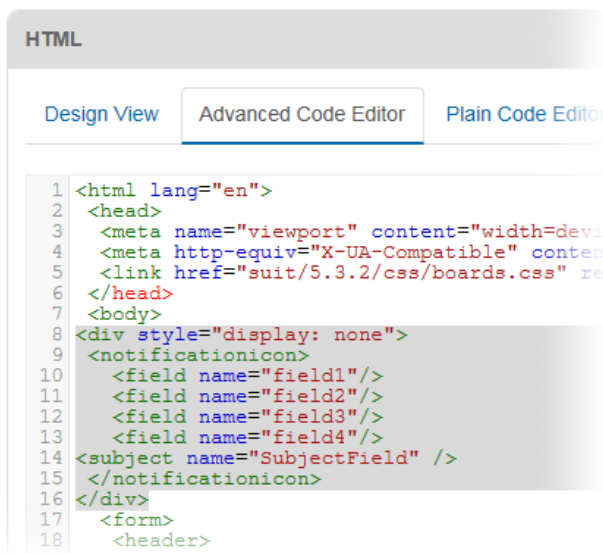
The envelope icon is once again shown as the **Current Default Icon** on both the *Notifications: Manage Default Icon* page and in the *Icon* section of the *Notifications* page.



To Add Notifications to a Board

Note: To enable the *Notifications* plugin, you must add it to a board's input and display views.

1. Open the *Admin* window and go to **Process: Boards**.
2. Locate the appropriate board and click its name.
3. Select the **Notifications** check box in the *Include* section, and then click **Save**.
4. Locate the same board and click its name again.
5. In the *Tools* section, click **Board Editor**. The *Board Editor* page opens.
6. Click the input view of the board you want to add *Notifications* to.
7. In the *HTML* section, click either the **Advanced Code Editor** or **Plain Code Editor** tab.



8. Locate the `<body>` tag, and paste the following code directly below it:

```
<div style="display: none">
  <notificationicon>
    <field name="field1"/>
```

```
<field name="field2"/>
<field name="field3"/>
<field name="field4"/>
<subject name="SubjectField" />
<body name="BodyField" />
</notificationicon>
</div>
```

Tip: Make sure to replace field names in the code with the actual board fields you want included in the email. The order of the fields in the code determines the order in which they appear in the email. If necessary, add or remove fields in the `<notificationicon>` tag. Field and body tags are mutually exclusive; if a body tag is present, field tags are ignored.

9. Click **Save**.

Customize the Subject and Body for Notification Emails and Desktop Popups

When adding *Notifications* to a board's input view, the following tags can be useful in customizing the subject and body of notification emails and displayed desktop notification popup messages.

Subject
<p>Note: When not defined, emails and desktop popups are sent with the board's name as the subject.</p> <ul style="list-style-type: none"> <code><notificationicon><subjectname="SubjectField"/></notificationicon></code> <p>The subject for the notification email is based on the record value from the designated field.</p> <ul style="list-style-type: none"> <code><notificationicon><subject>{{shelter_name}} is now {{shelter_status}}</subject></notificationicon></code>
Body
<p>Note: When not defined, emails are sent with the field name and value pairs listed in the body.</p> <ul style="list-style-type: none"> <code><notificationicon><body name="BodyField" /></notificationicon></code> <p>The body for the notification email is based on the record value from the designated field.</p> <ul style="list-style-type: none"> <code><notificationicon><body>{{shelter_name}} is now {{shelter_status}}</body></notificationicon></code>

Record field values are taken from the record, triggering a notification. Field names surrounded by double curly brackets are replaced with actual field values. Empty strings are used when actual field values do not exist in the Input View.

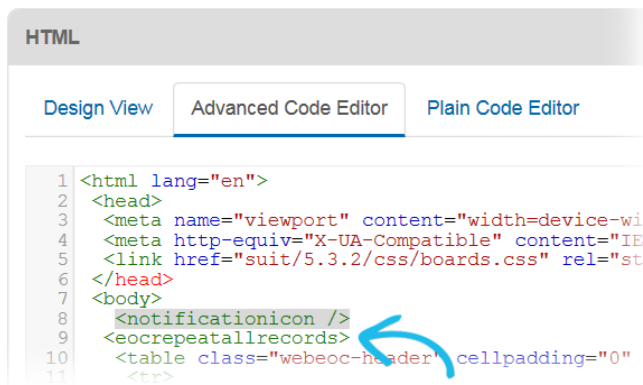
For example, such a notification may read **"Downtown Public Shelter is now Open."**

Add Notifications to a Board's Display View

Adding the `<notificationicon/>` tag to a board's display view places an icon on the board. WebEOC users can use the icon to access and modify their notification subscriptions settings.

To Add Notifications to a Board's Display View

1. Open the *Admin* window and go to **Process: Boards**.
2. Locate the appropriate board and click its name.
3. In the *Tools* section, click **Board Editor**. The *Board Editor* page opens.
4. Click the display view of the board you want to add *Notifications* to.
5. In the *HTML* section, click the preferred **Editor** tab and paste the `<notificationicon/>` tag in the desired location.



Note: Do not paste inside the `<eocrepeatallrecords>` tag; doing so results in one icon being shown per displayed record.

6. Click **Save**.

Users can only subscribe to a board that has the *Notifications* plugin enabled using the processes described above.

Be sure to let users know which boards support *Notifications* when you finish adding the plugin to a board's input and display view.

Note: You can enable *Notifications* for multiple input and display views of a board. Additionally, subscriptions are table-based. Therefore, settings are shared between all views that use the same table.

Tip: The board permission tag can be used to limit *Notifications* access to only certain system users with access to a given display view. To enable this, add `<boardpermission name="Notifications"> <notificationicon/></boardpermission>` to the display view and ensure the permission is assigned when making the group assignment.

Set Icon Size

For the display view, you have the option to set an icon's size. Adding width and height attributes to the `<notificationicon>` tag overrides the icon's original dimensions (54px by 32px). For example, `<notificationicon width="70px" height="50px"/>`.

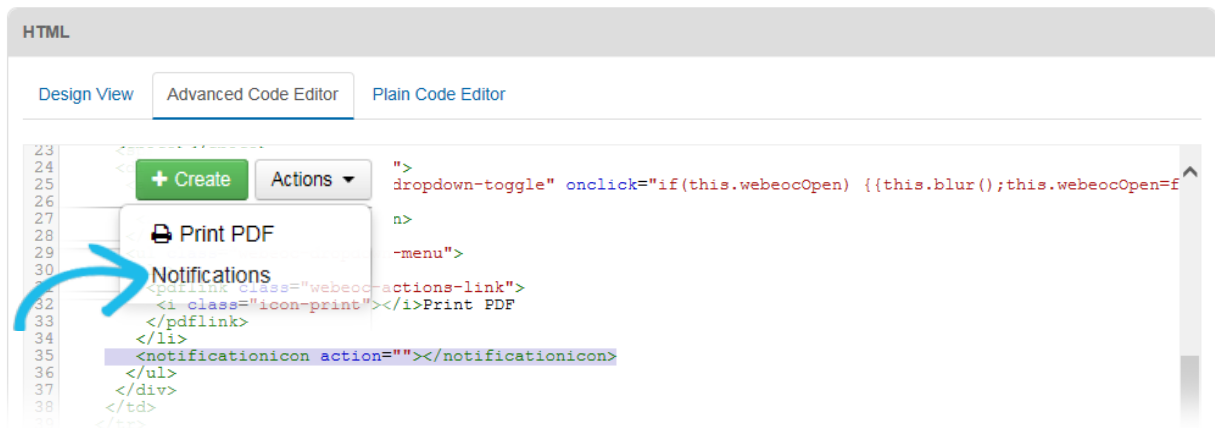
Any size, in pixels or percent, can be specified. However, it is recommended you use icons of the correct size to avoid large scale changes or icon distortion. If width and height attributes are not defined, the size of the original icon is used.

Insert Notifications into the Actions Drop-down Menu

You can easily inject *Notifications* into the **Actions** drop-down menu, a feature standard for all WebEOC version 8.0 boards. If a board has an **Actions** drop-down menu, the process for adding *Notifications* to the menu is the same for each instance.

To Insert Notifications into the Actions Drop-down Menu

1. Open the *Admin* window and go to **Process: Boards**.
2. Locate the appropriate board and click its name.
3. In the *Tools* section, click **Board Editor**. The *Board Editor* page opens.
4. Click the display view containing the **Actions** button you want to add *Notifications* to.
5. In the *HTML* section, click either the **Advanced Code Editor** or **Plain Code Editor** tab.
6. Insert the `<notificationicon action="">` tag just before the `` tag:



7. Click **Save**. In this instance, **Notifications** appears as the last item in the drop-down list.