Rave® Alert Extension Administration

Overview

The *Rave Alert Extension* for WebEOC combines the best in alerting and notifications with the best in crisis information management.

Rave Alert can distribute mass notifications via voice, text, landlines, emails, social media, IPAWS-OPEN, CAP, and more. By leveraging these capabilities and those of WebEOC, the extension enhances an organization's ability to manage communications across devices and between personnel and contacts.

Compatibility

Versions 8.1 and later

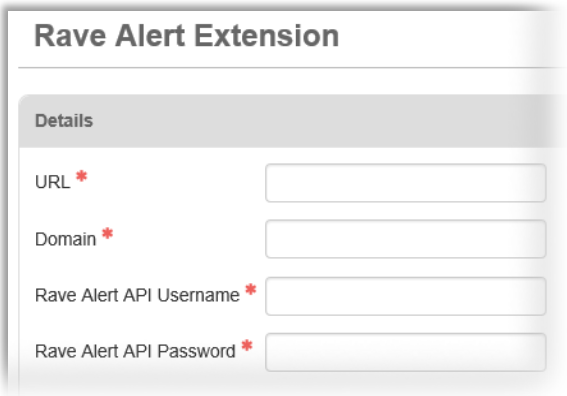
Core	✗	Not available
Professional	⊕	Available to add
Enterprise	⊕	Available to add

WebEOC and Rave User Accounts

In order for a user to initiate a Rave Alert notification, the user account name between WebEOC and Rave Alert must match. WebEOC users without an identically named account in Rave Alert will encounter an error if they attempt to initiate a Rave Alert notification.

To Configure the Rave Alert Extension

1. Open WebEOC and click the Admin icon in the header. The *Admin* window opens.
2. Go to **Plugins**: **Rave Alert Extension**. The *Rave Alert Extension* page opens.



3. Enter information in the fields.
   - **URL** – Web address for Rave Alert API
   - **Domain** – Domain name
   - **Rave Username** – Provided Rave Alert API username
   - **Rave Password** – Provided Rave Alert API password
4. Click **Save**.

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After linking your WebEOC and Rave Alert accounts, you must have a Rave-enabled board to be able to send an alert from within WebEOC. Visit the Support Center to download a basic Rave Alert board that you can then import as a new board to get you started.

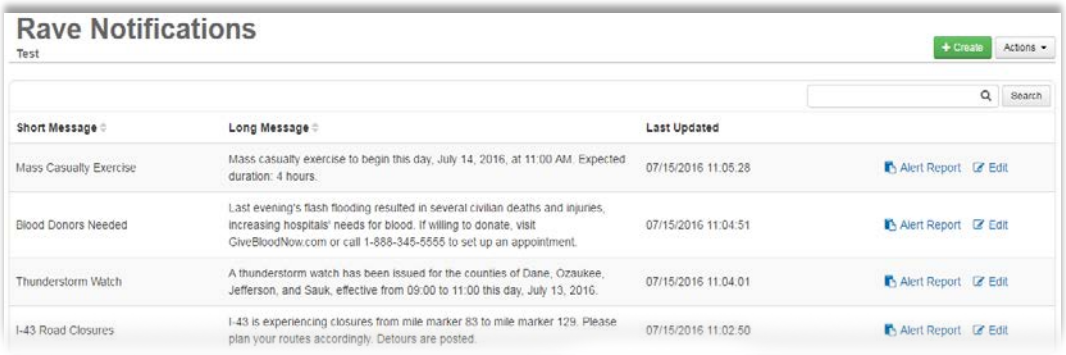
Initiate Alerts from within WebEOC

When generating an alert, you are given the option of using either a template or an ad-hoc format to facilitate the alert creation process.

- **Template-based Alerts** – Select the desired alert template from the list provided. From there, you are sent to Rave Alert to finalize the alert sending process.
- **Ad-hoc Alerts** – Generate a short and long message from the board in WebEOC. From there, you are sent to Rave Alert to finalize the sending process.

To Initiate an Alert from WebEOC

1. Log in to WebEOC and open your Rave board.



2. Click **Create**. The *Edit* page opens.

3. For **Short Message**, give the alert a brief name or title that describes the subject of the alert. Character limit: 160.
4. For **Long Message**, enter the full message in detail. Character limit: 10,000.

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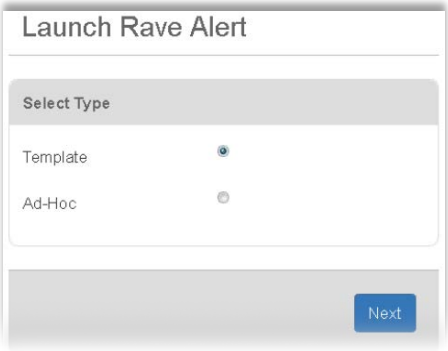
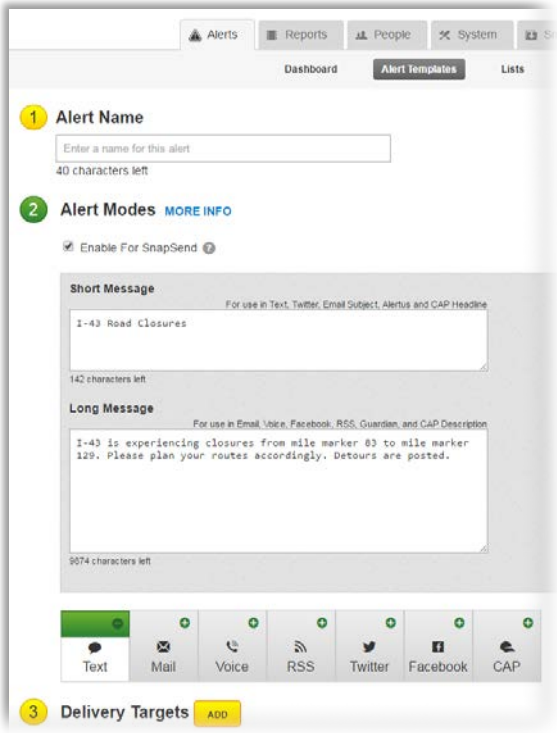
5. Select **Initiate Rave Alert Notification** to begin the alert sending process, and then click **Save**. A message opens on the page, indicating Rave Alert is being launched. The *Launch Rave Alert* page opens in a new tab. In the *Select Type* section, select either **Template** or **Ad-Hoc**, and then click **Next**.



6. In the *Select Type* section, select either **Template** or **Ad-Hoc**, and then click **Next**.
7. If you selected:
    - **Template**, select the template most appropriate for this message and then click **Next**. The **Alerts** tab is opened in the Rave Alert application.



    - **Ad-Hoc**, the text you entered for **Short Message** and **Long Message** appear in their respective fields.
8. From this page, finish configuring the alert. As applicable, give the alert a name, select the type or types of alerts to send (Text, Mail, Voice, and so forth), and add delivery recipients (targets).
9. Click **Continue**. When the *Confirm Alert Before Sending* window opens, click **Send This Alert**.

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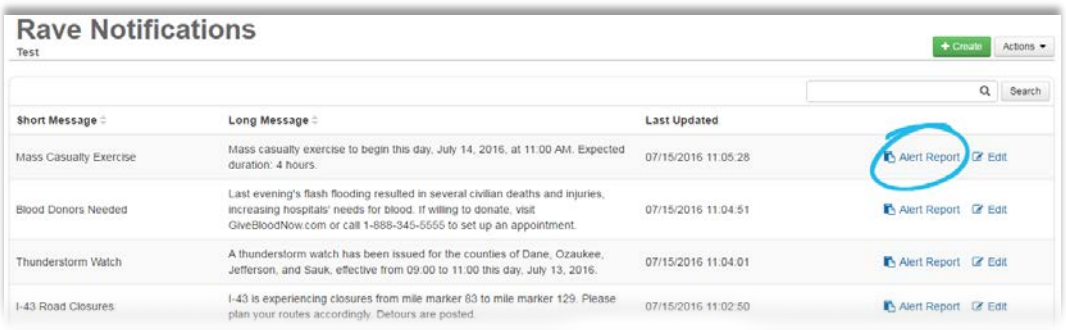
10. When the *Alert Sent* window opens, review the details and either save the alert as a template or close the window.

Once an alert is sent, you can monitor the progress of the alert from either the *Alert Templates* or *Dashboard* page.

View Alert Reports

After you have created or sent an alert, the alert appears as a record on the Rave-enabled board. Click the message's associated **Alert Report** link to view the alert report in the Rave Alert application.



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