

California Health Alert Network (CAHAN) Sending Alerts

Document Version: 1.2

Revision Date: September 25, 2009

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Welcome

Welcome to the California Health Alert Network (CAHAN). CAHAN is the emergency planning, alerting and notification system for the California Department of Public Health, Emergency Preparedness Office. It serves as a single, central point for finding, creating, and sharing information. CAHAN has been deployed to provide alerting, notification and emergency preparation tools for state and local officials. Please read these instructions carefully.

As a CAHAN user you may need to send alerts for various types of emergencies, drills, exercises, or tests. When sending an alert in CAHAN you will have two options:

- A. *Send Alert by Role*
- B. *Send Alert by User*

Logging into CAHAN

1. Use the most current version of Microsoft Internet Explorer, to access CAHAN at: <https://cahan.ca.gov>. This will take you to the Single Sign-On page.
2. It may be helpful to bookmark this address under your Favorites for quick reference in the future.

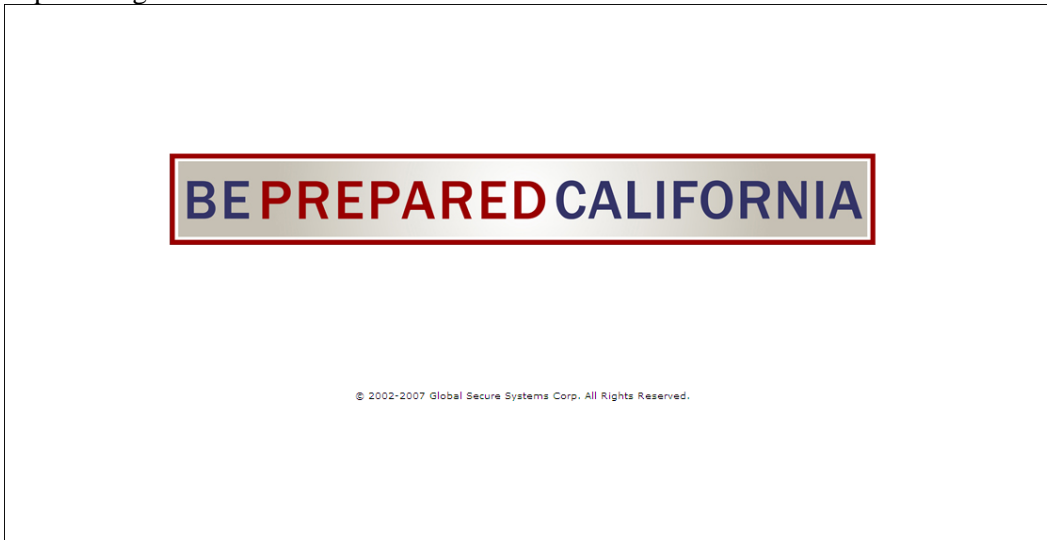


3. Log on by entering your User ID and password provided to you by your CAHAN administrator and left-click on the “Login” button. The password field IS case sensitive.

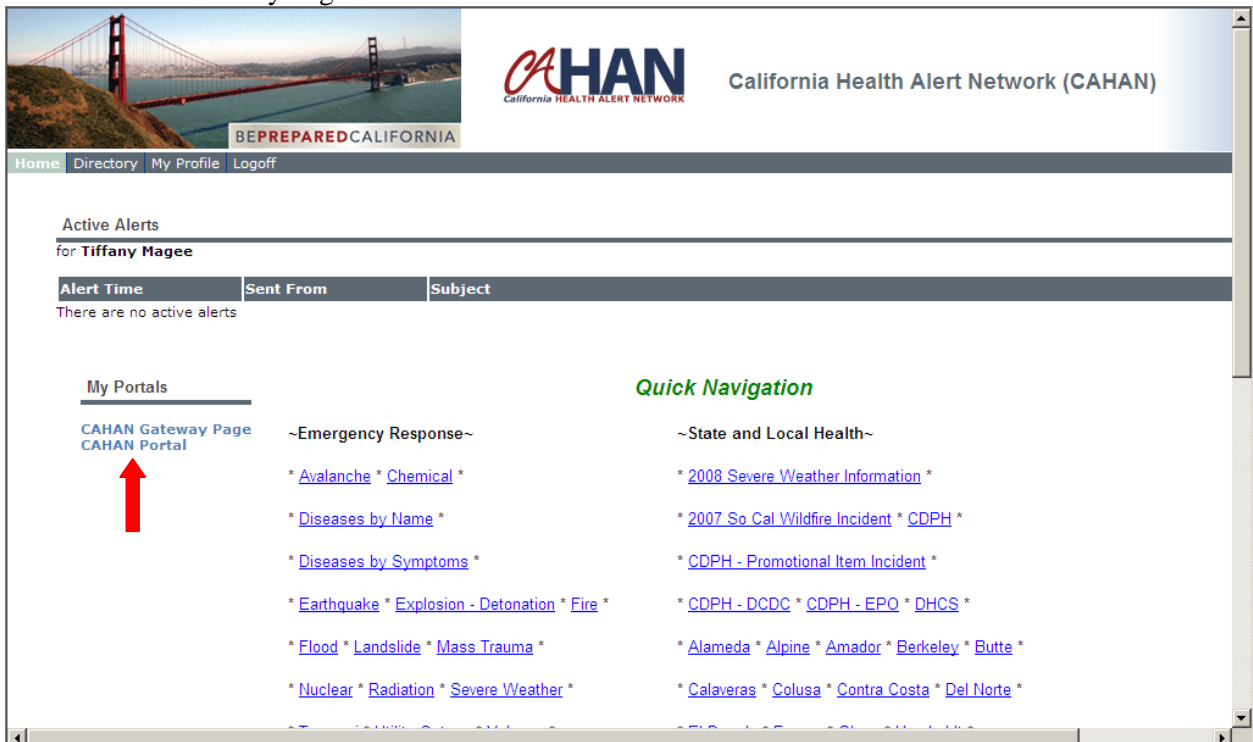
Important Note: If asked if you want to save the password in your password list, select “no” or do not check the box to select that option.

When you log in, you will see a brief splash page (below) before being sent directly to the CAHAN Gateway Page. At the CAHAN Gateway Page, please click CAHAN portal, on the left hand side of the screen.

“Splash Page”



“CAHAN Gateway Page”



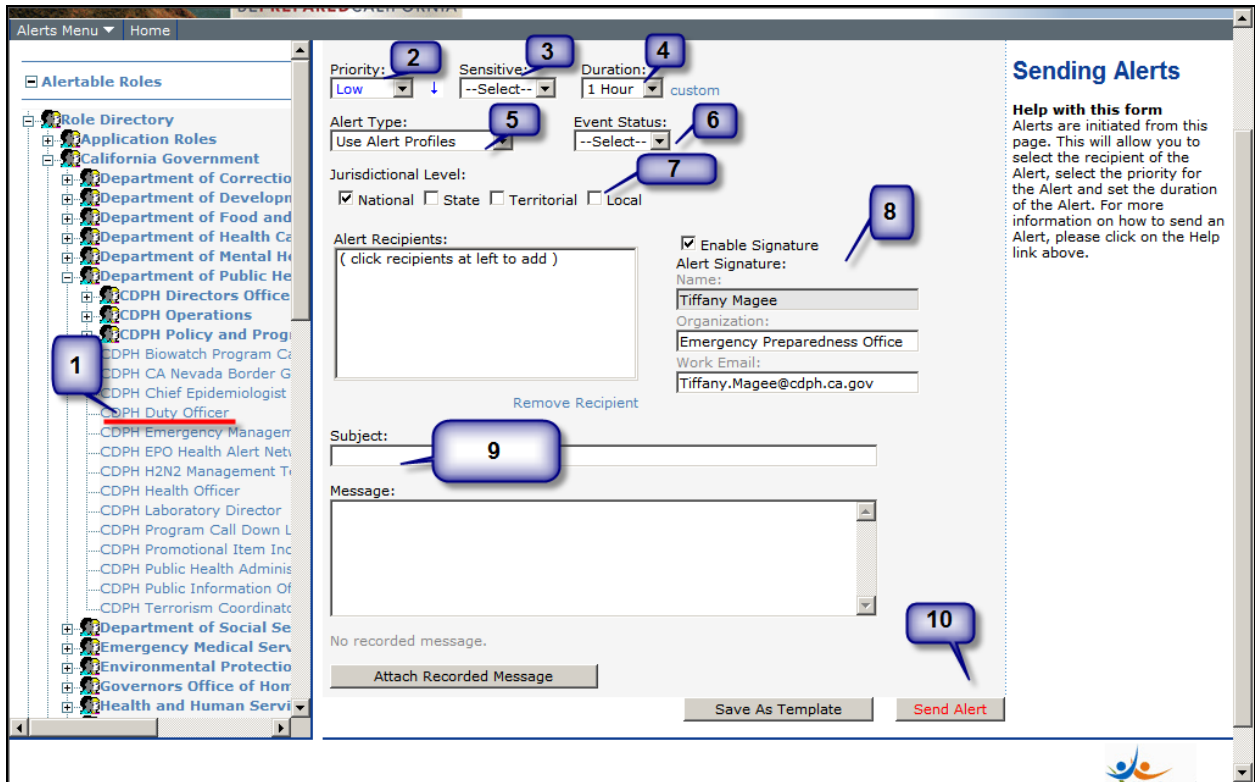
You are now looking at the CAHAN Homepage, to send an alert, click on “Alerts” in the top blue stripe.

The screenshot shows the CAHAN homepage with a navigation bar containing: Home, Search, Categories, Document Library, Subscriptions, Alerts, Directory, My Profile, Response Manager Admin, Logoff. A red arrow points to the 'Alerts' link. Below the navigation bar, there is a section for 'Active Alerts for Tiffany Magee' with a table header: Alert Time, Sent From, Subject, Priority, Event Status. The table is currently empty. Other sections include 'My Applications', 'Alert Details' (with a message about a new look), 'Announcements', 'Quick Links', 'News', and 'Categories'.

A. Send Alert By Role

Click Send Alert by Role

The screenshot shows the CAHAN Alerts page. The navigation bar is the same as in the previous screenshot, but the 'Alerts' link is highlighted. A red arrow points to the 'Send Alert By Role' link in the 'Alerts Menu' section. The 'Active Alerts for Tiffany Magee' table is also present and empty. The page footer includes the California Department of Public Health logo and 'Response Manager 4.5'.



1. Alert Recipients

In the left pane, in the tree, select the roles and role groups you would like to alert. Only the roles and role groups you have permission to alert appear in the tree.

To verify which users are assigned to a particular role, right-click the name of the role and View Role

2. Priority

Alerts may be sent via CAHAN for any number of scenarios. The priority will be based on the nature of emergency, exercise, drill, or test.

Low-important but not urgent; informational purposes only

Medium-important; regarding a moderate threat to the public health of safety; usually requires an action

High-Important and Urgent; regarding a serious threat to the public health and safety; response and action is required

3. Sensitive

This field indicates whether an alert contains content deemed “sensitive.” Sensitive content would be any information that, if used inappropriately, would hamper the organization’s ability to operate or damage the organization’s reputation

4. Duration

The duration of an alert dictates how long the alert stays active. An active alert appears on the receivers CAHAN Homepage. When an alert expires, it is no longer active and it disappears from the homepage of the receiver. The duration is a function of the nature of the emergency itself.

5. Alert Type

In the Alert Type, you may select one of the following methods

- Use Alert Profiles-alert will be sent to each user based upon their active alerting profile
- Fax Only Alert-alert will be sent to each user's designated work fax number
- Work Email Only Alert-alert will be sent to each user's work email address

6. Event Status

This field indicates whether the alert refers to a true event or a test scenario. Based on the nature of the alert, please select one of the following:

- Actual- the alert refers to a live event
- Exercise- the recipients are participating in a training exercise or drill
- Test-the alert is a technical system test

7. Jurisdictional Level

This indicates the jurisdictional level of the alert recipients

8. Enable Signature

Select the checkbox to include a custom signature with this alert

9. Subject and Message

Type in the subject and message of the alert

- Alerts are to be used only for the purpose of public health and safety, drills, exercises, and system tests
- Try not to use all caps in your alert subject line or text
- Use abbreviations as little as possible
- Put all essential information in the first 100 characters (including subject line), and all important information in the first 200 characters.
- If a lot of information must be transmitted, post a document on CAHAN in addition to your alert
- Specify contact information
- CAHAN does not have spell check, if needed copy and paste your alert in Microsoft Word and use spell check.

Optional-Attach Recorded Message

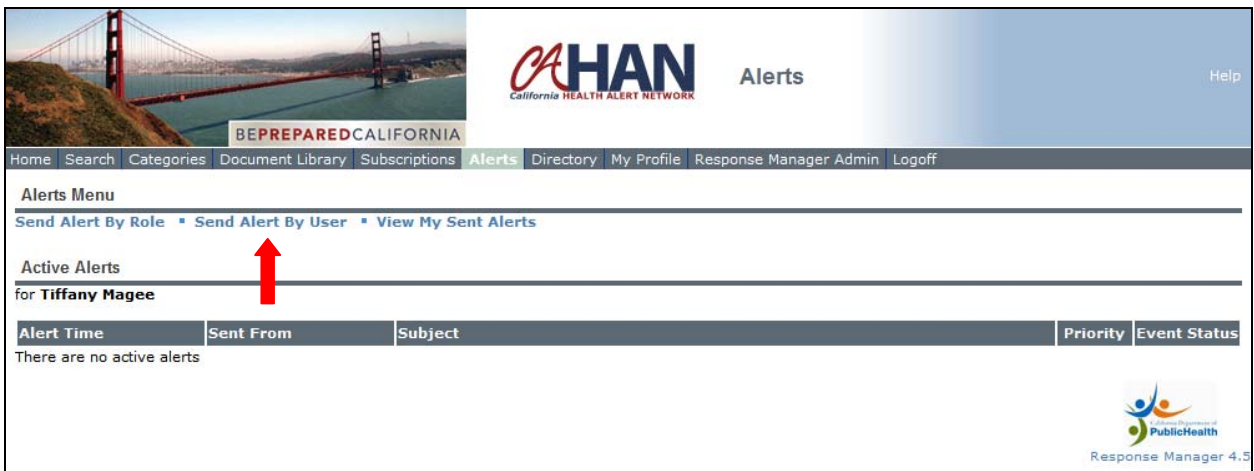
To include a pre-recorded message for phone-based alerts, click Attach Recorded Message. Recorded messages must be in .wav format. The default sound recorder settings for Windows will work.

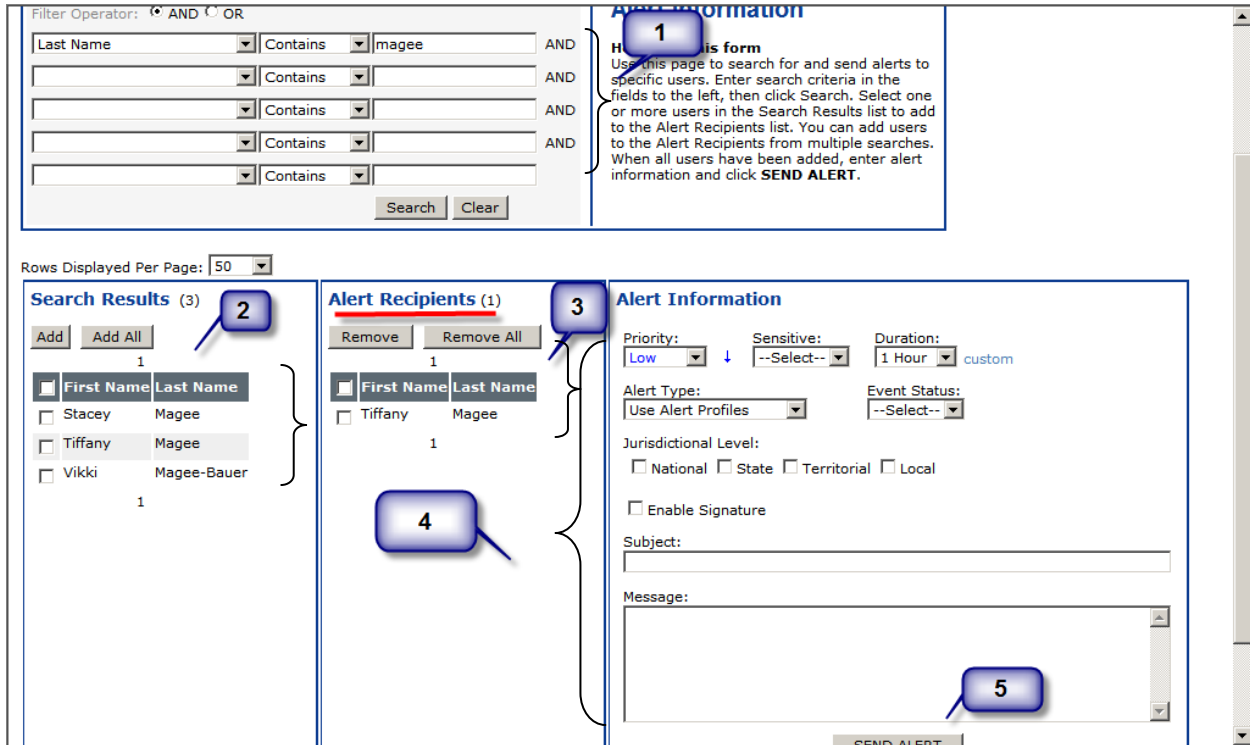
10. Send Alert

After an Alert is sent, you will want to monitor the alert to see who has confirmed and who has not, also you can see the percentage of confirmation. Please see page 9 of this document for instructions

B. Send Alert by User

Navigate to Send Alert by User





1. Search for Users

You can search for and send alerts to specific users who match your search criteria. You can search for any information users have entered on the *My Profile* page, such as last name, the city the user works in, languages the user speaks, and the area code of the user’s phone number.

*Note-if you would like to search for more then one person, please select the **OR** option at the top of the screen*

2. Select the users to alert and click add

Once the names from your search query appear in the Search Results in the left hand column, select the names of users you want to alert by clicking on the check box next to their name. Then click add. This will bring the user over to the Alert Recipients column.

3. Verify all alert recipients are listed

4. Select the alerting preferences and create the alert body

See option A, number 9 for more details

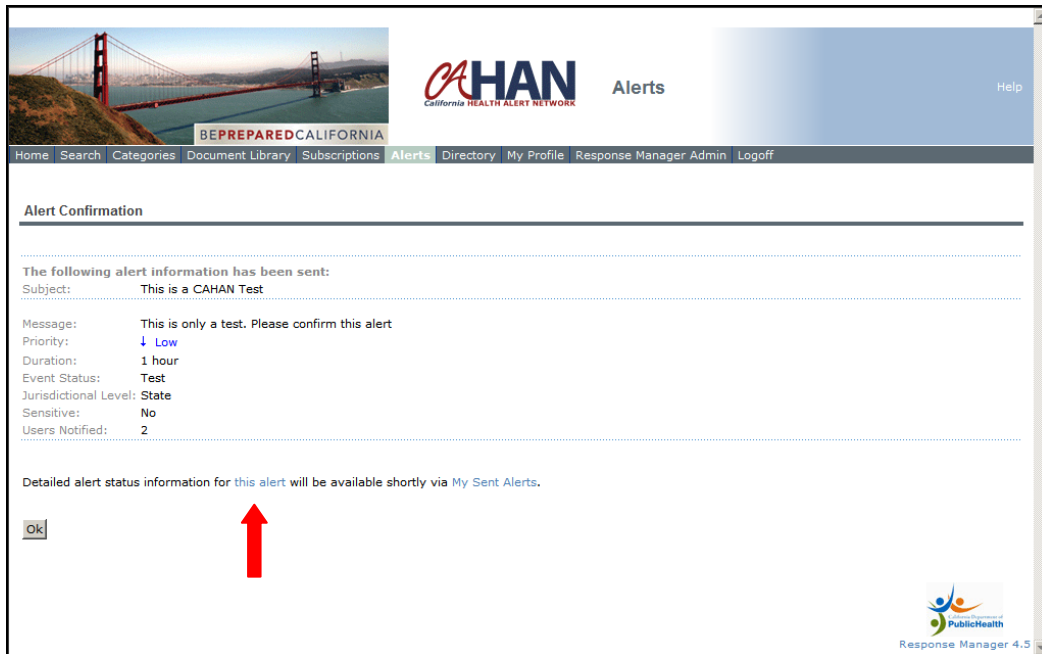
5. Send Alert

After an Alert is sent, you will want to monitor the alert to see who has confirmed and who has not, also you can see the percentage of confirmation. Please see page 9 of this document for instructions

Monitoring the Alert You Have Sent

After you send an alert you are able to review the details of the alert which include: the individuals or roles the alert was sent to, who confirmed the alert and who did not, and which devices the users were alerted at. Click on the blue link called *this alert*.

(If you have navigated away from this page and would like to view the status of the alert that you have sent, go to: Alert, View My Sent Alerts, Select a date from the Calendar icon and select search. To view the alert details click on the blue timestamp of the alert you would like to view).





Click **Refresh Alert Details** to refresh the current status of Alert Confirmation.

[PHS CAHAN Alert Notification Levels 09/25/2009](#)

Public Health Services alert notification settings for all employees using CAHAN. In CAHAN under the menu item MY PROFILE fill in the fields regarding your contact information (i.e. home phone, work phone, work email home email). CAHAN will use this information to contact you.

Below are the PHS recommended setting for your CAHAN Account.

Low Level Alert

1. Work Email

Medium Level Alert

1. Work Phone
2. Work Email
3. Personal/Cell Phone
4. Home Email

High Level Alert

1. Work Phone
2. Work Email
3. Pager
4. Personal/Cell Phone
5. Home Email
6. Satellite Phone

If you do not have a pager, satellite phone or are do not have one of the other means of communication listed here, select the next most appropriate way of being contacted.