

## Critical event management system AtHoc operator guide

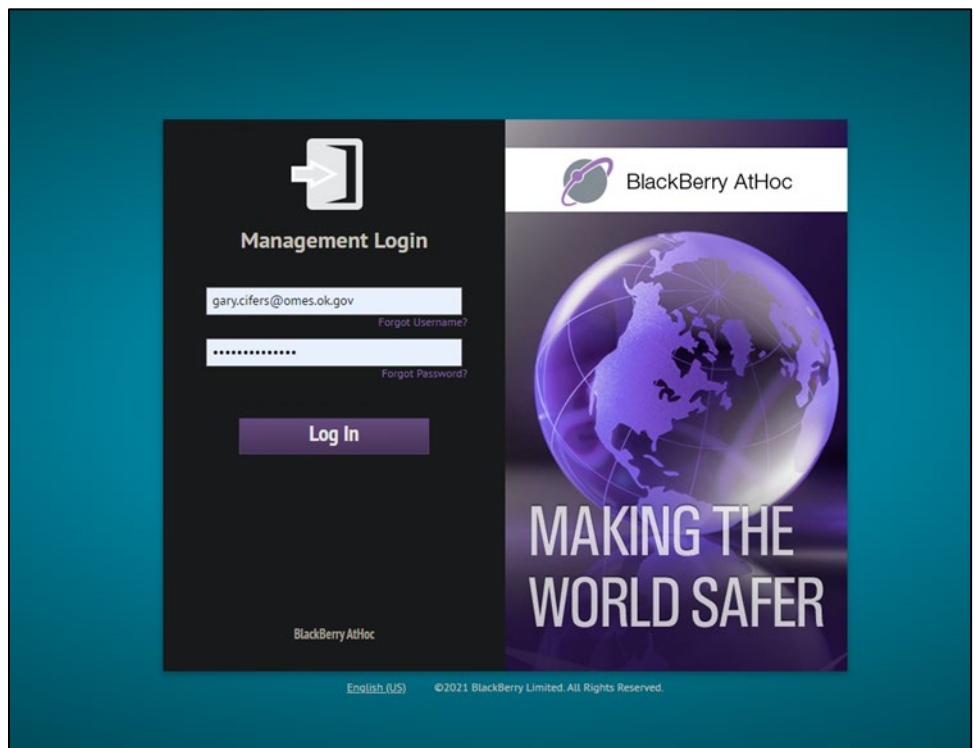
### Overview

OMES is activating AtHoc, a critical event management system, to help notify all state employees of a technology outage or other critical event such as a cybersecurity alert.

### Resources

To access AtHoc, go to <https://alerts5.athoc.com/client/auth/login>.

The following page appears after a privacy notification.



Log in using your Windows (AD) login.

After logging in to AtHoc, the home page appears. If this page is not shown, it can always be accessed by selecting the Planet icon in the upper left of the screen next to **Alerts**.

The screenshot shows the AtHoc home page with a dark theme. At the top, there is a navigation bar with 'Alerts', 'Collaborate', 'Users', 'Organizations', and 'Reports'. The main content area is divided into several sections: a welcome message from the Oklahoma Office of Management & Enterprise Services, a 'Live Alerts (0)' section with a table header (Alert Title, Published Time, Targeted, Sent, Responded) and a message 'There are no live alerts.', a 'Quick Publish' section with a table of alert templates (Gas Pipeline Rupture, Reduction of Services, State of Oklahoma Maintenance Notification) and 'Publish...' buttons, and a 'Recently Received Alerts' section with a table header (Alert Title, Time) and a map of Oklahoma. On the right side, there is a 'Quick Links' section with buttons for 'Publish Alert', 'Manage Users', 'Connect to Organizations', and 'Request Support', and a 'System is Healthy' status indicator. Below the status indicator, there are statistics for 'Organization(s)', 'Enabled User(s)', 'Online Users / 24h (Max: 9)', and 'Messages / 24h (Total: 2)'. The bottom right corner shows the 'Last Login' time as 10/06/2021 09:36:07.

From the home page, select **Publish Alert** on the right side under **Quick Links**.

This image is a close-up of the 'Quick Links' section from the AtHoc home page. It features four purple buttons stacked vertically: 'Publish Alert', 'Manage Users', 'Connect to Organizations', and 'Request Support'.

After selecting **Publish Alert**, a list of **Alert Templates** appears. This list shows all alerts the user has access to.

The screenshot shows a web interface for selecting alert templates. At the top, there are navigation tabs: Alerts, Collaborate, Users, Organizations, and Reports. The current page is titled "Select from Alert Templates" and includes a "Create a Blank Alert" link. Below the title, there is a search bar with "Alert Template Name" and a "Folder" dropdown menu set to "All Folders". A "Search" button and a "Clear All" link are also present. The main content is a table of alert templates, each with a "Publish..." button and an "Edit" button. The table has three columns: "Ready to Publish", "Alert Template Name", and "Folder".

Ready to Publish	Alert Template Name	Folder
<a href="#">Publish...</a>	Active Shooter	System Default
<a href="#">Publish...</a>	Alert all operators in the Organization	System Default
<a href="#">Publish...</a>	Alert all users	System Default
	Gas Pipeline Rupture	OMES ISD - Service Desk
	Non-PSD Outage Communication	OMES ISD - Service Desk
	OMES - Outage	OMES ITOCC
	OMES - Outage Resolution	OMES ITOCC
	OMES - Outage Updates	OMES ITOCC
<a href="#">Publish...</a>	Operator Login Reminder	System Default
<a href="#">Publish...</a>	Reduction of Services	Department of Public Safety
	Send Alert to AtHoc Connect Organizations	System Default
<a href="#">Publish...</a>	Send Emergency Alert to all users	System Default
	State of Oklahoma Maintenance Notificati...	System Default
	Summerville Training Template	System Default
	Test Alert	System Default

At the bottom of the table, there is a pagination control showing "1" of 15 items, a "50" items per page dropdown, and a "Showing 1 - 15 of 15 templates" status.

The alert **OMES – Outage** is used for this demonstration.

This image is a close-up of the "OMES - Outage" row from the table in the previous screenshot. It shows the "Alert Template Name" column with the text "OMES - Outage" and the "Folder" column with the text "OMES ITOCC". To the right of the folder name is an "Edit" button with a pencil icon.

To begin the alert publishing process, select the **Edit** button on the right side and the following screen appears:

The screenshot shows a dark-themed web interface for publishing an alert. At the top, there are navigation tabs: Alerts, Collaborate, Users, Organizations, and Reports. The current page is titled 'Publish Alert based on OMES - Ou...'. A red notification banner at the top right states 'One or more sections have missing or incorrect information.' Below the title, there are buttons for 'Test Alert', 'Cancel', 'Save as Draft', and 'Review and Publish'. The main content area is divided into sections: 'Custom Fields', 'Content', 'Target Users (0 Users)', and 'Target Organizations (0 Organizations)'. The 'Custom Fields' section contains five rows of input fields: '1. Start Time' (calendar icon), '2. Start Date' (calendar icon), 'OMES - 1 Agency' (dropdown), 'OMES - 2 Outage Type' (dropdown), 'OMES - 3 Counties' (dropdown), and 'OMES - 4 Device or Application' (text input). The 'Content' section has a green status indicator, while 'Target Users' and 'Target Organizations' have red status indicators.

To fill out this particular alert, we need the following:

- The start time and date an outage occurred.
- The agency or agencies affected; one or more can be selected.
- The outage type; is it a server, application, network or power outage?
- The counties affected by this particular outage.
- The device or application name that is currently down for this outage. (Note: In the case of power outage, we can use the vendor's name here as well.)

Once this information is completed, a **Custom Fields** section similar to this should appear:

This screenshot shows the 'Custom Fields' section of the alert publishing interface, now filled with data. The fields are: '1. Start Time' (07:30:00), '2. Start Date' (10/07/2021), 'OMES - 1 Agency' (Management and Enterprise Services, Office of), 'OMES - 2 Outage Type' (Network), 'OMES - 3 Counties' (Oklahoma), and 'OMES - 4 Device or Application' (ex3400\_dhs\_demonstration-core). The 'Content' section now has a green status indicator, and the 'Target Users' and 'Target Organizations' sections remain empty with red status indicators.

After the **Custom Fields** have been filled out, we move to **Target Users**. By selecting the arrow next to the section name, the following screen appears:

Target Users (0 Users) Fill Count and Escalation

**By Groups** Expand All | Collapse All

By Users

By Location

By Advanced Query

Select Personal Devices

**Groups**

- All User Base
- Distribution List Folder Block

**Targeting Summary** Click numbers below to view details

0 Total Users

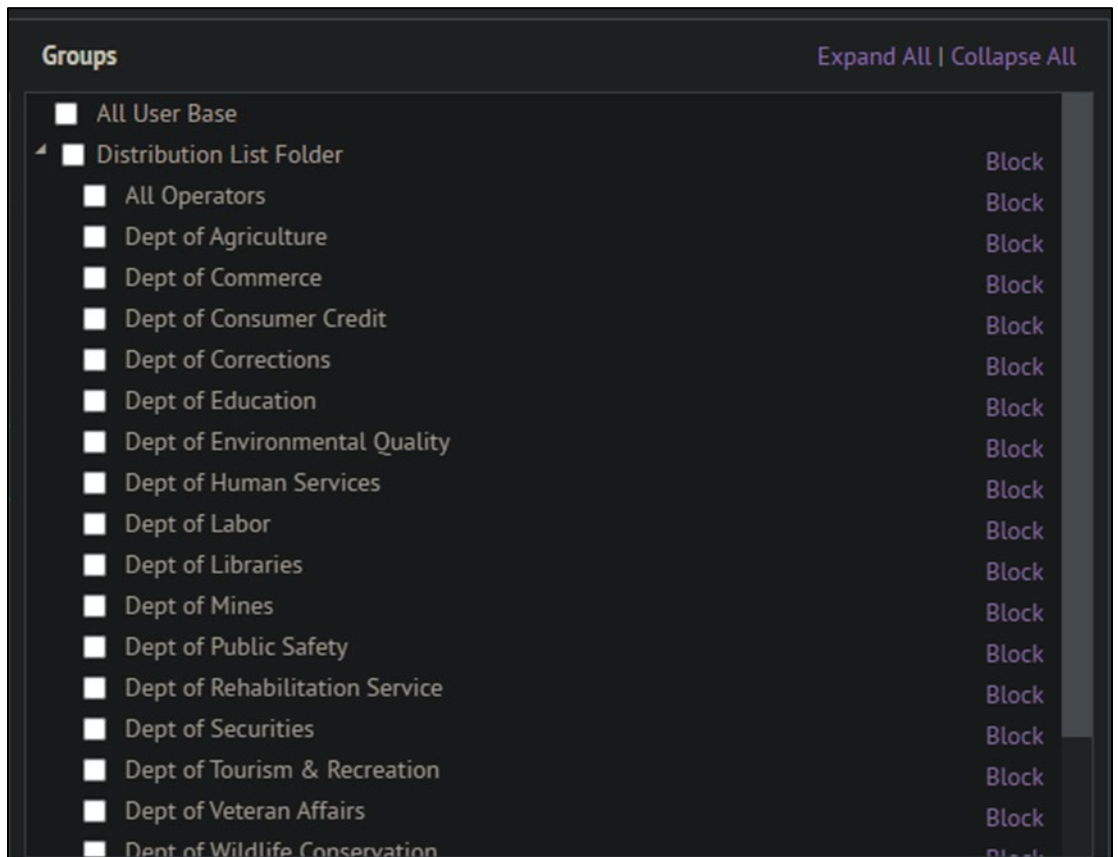
0 (0%) █ Reachable Users

0 (0%) █ Unreachable Users

By Groups	0	By Location	0
By Groups-Blocked	0	By Advanced Query	0
By Users	0	Personal Devices	5
By Users-Blocked	0		

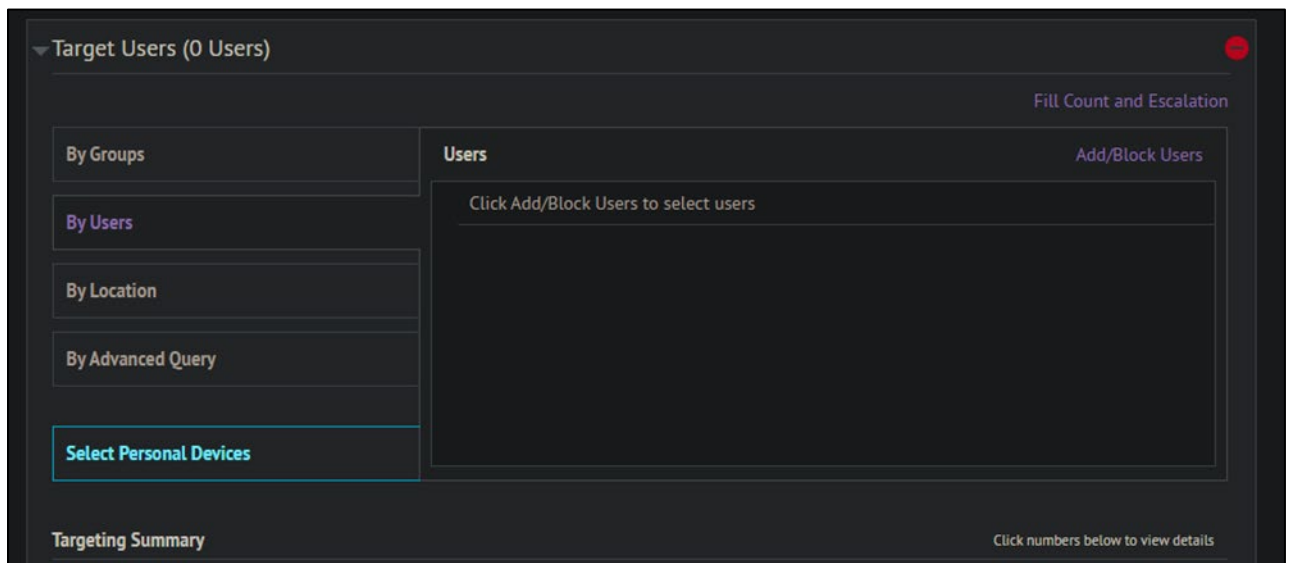
This section is used to select which users or groups of users will receive this alert once it is published. To start, **By Groups** is selected initially. This is typically how alerts are sent out.

Selecting the arrow next to the **Distribution List Folder** checkbox lists currently available agencies.

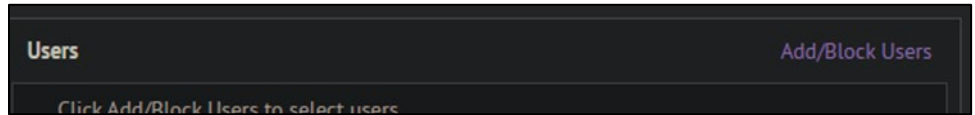


The user selects the agencies affected and which counties for that agency are to be alerted. **(Note: Counties for each agency are currently being added. At the time of writing, only agencies are shown.)**

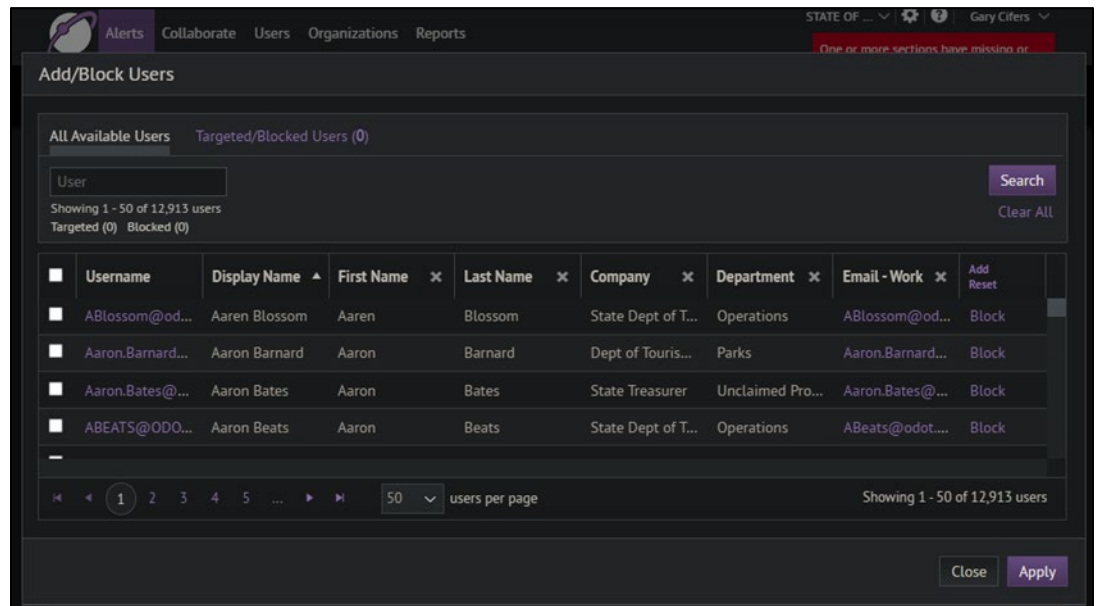
If only a small number of people are to be alerted, individual users can be selected. Choose **By Users** on the left side of this section.



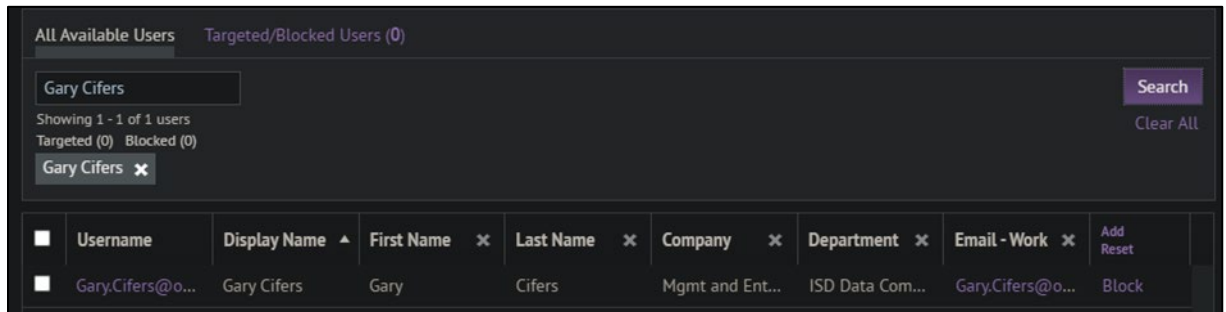
Select **Add/Block Users** in the right corner to begin searching for users to add.



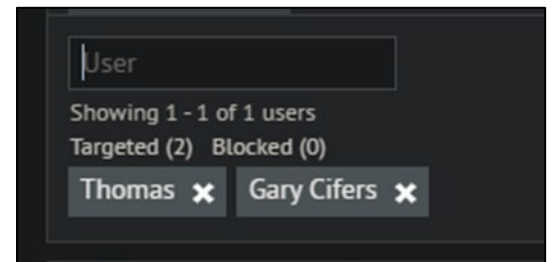
After selecting **Add/Block Users**, the following screen appears:



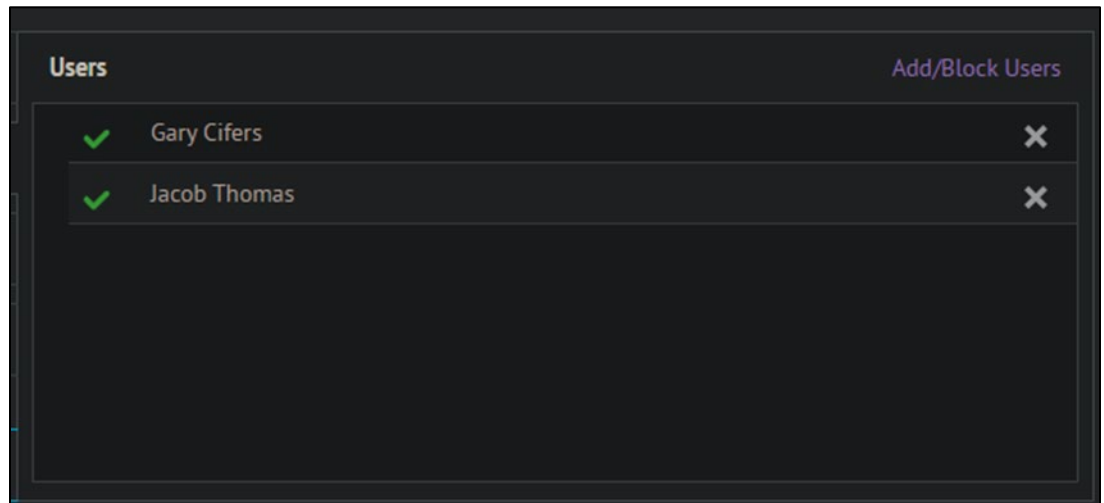
By typing a name in the **User** field and selecting **Search**, possible users matching the name are presented.



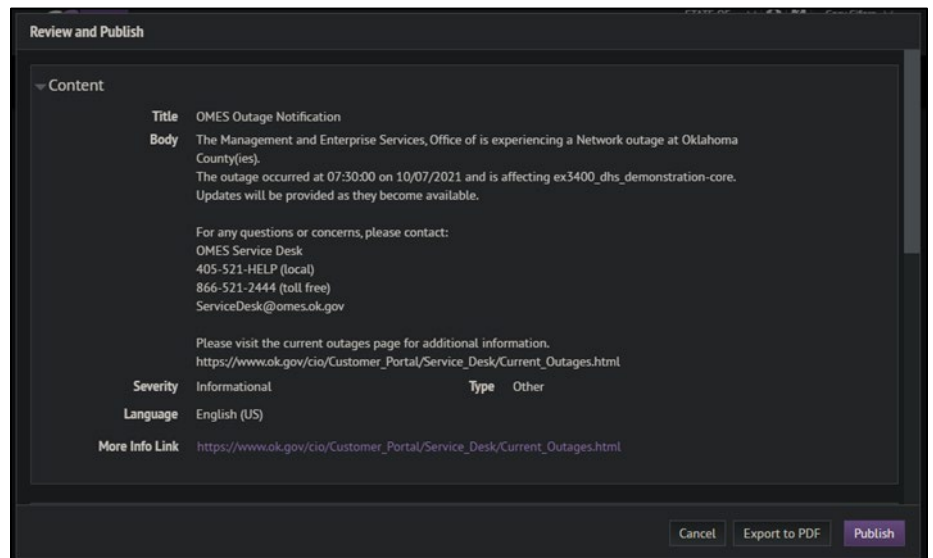
Select the checkbox next to the desired name to add them to the **Targeted Users** list. **Note:** The search compounds each search term (names) to the previous one unless the “X” is selected for the previous search to clear it from being included. This has the unfortunate effect of showing no users or unintended users if they match both searches simultaneously.



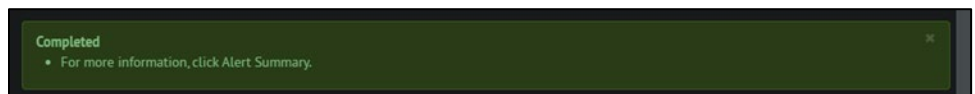
Once all users are chosen, select **Apply** on the bottom right corner of the window to add them to the list of users to be alerted.



Select **Review and Publish** and verify everything is correct before sending the alert.



Once everything is correct, select the **Publish** button and the alert will go out. A completion notification appears at the top of the publish window.



Select **Close** on the bottom right corner of the **Publish** window to be redirected to the AtHoc home page.