# 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.
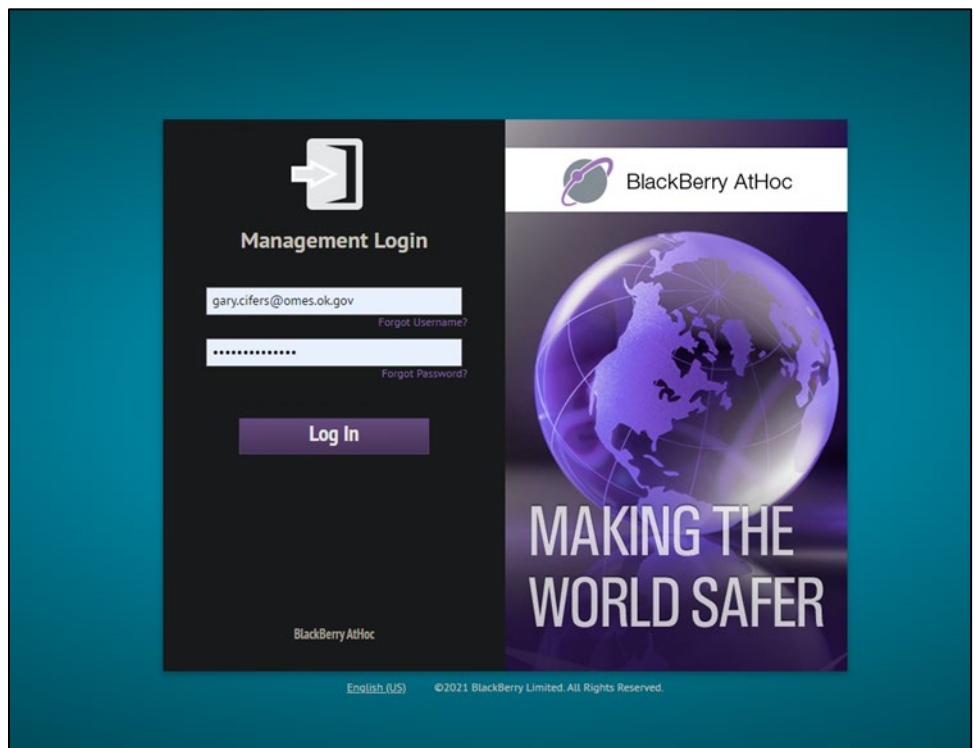
Log in using your Windows (AD) login.

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**.

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

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

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

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

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:

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:

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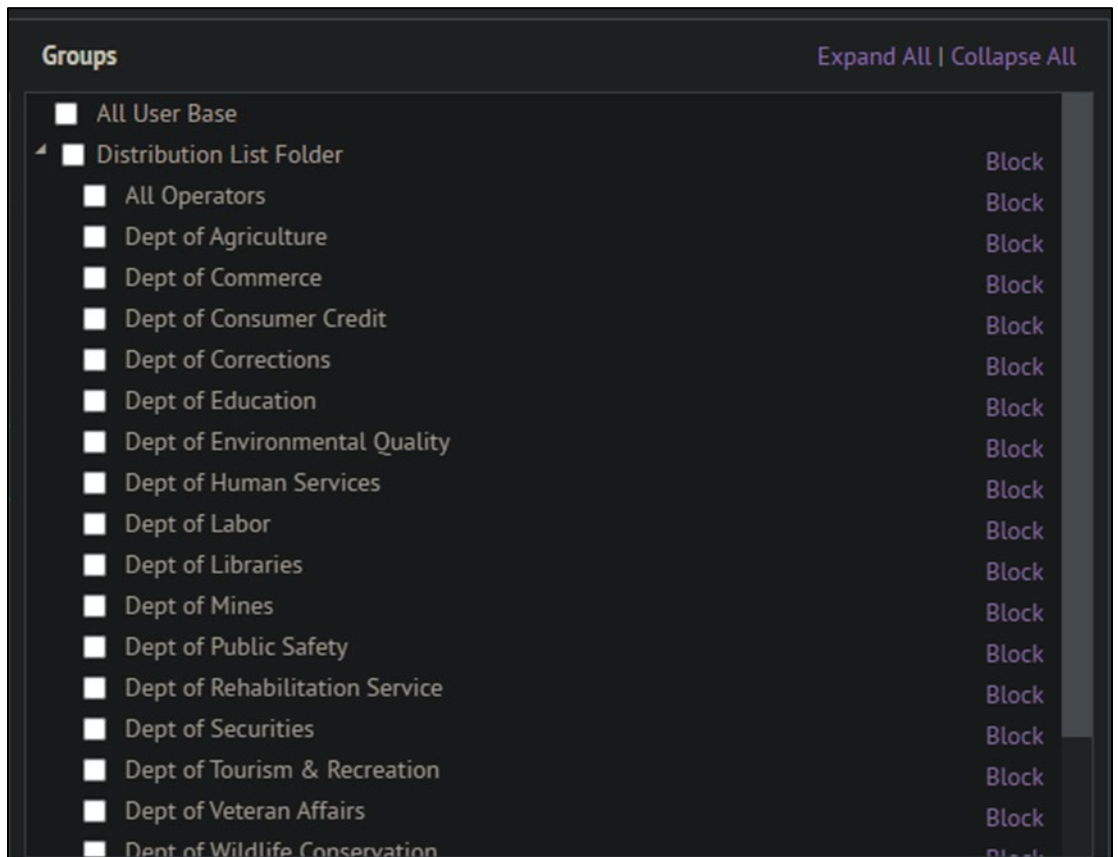
The user selects the agencies affected and which counties for that agency are to be alerted. **(Note: Counties for each agency are currently being added. At the time of writing, only agencies are shown.)**

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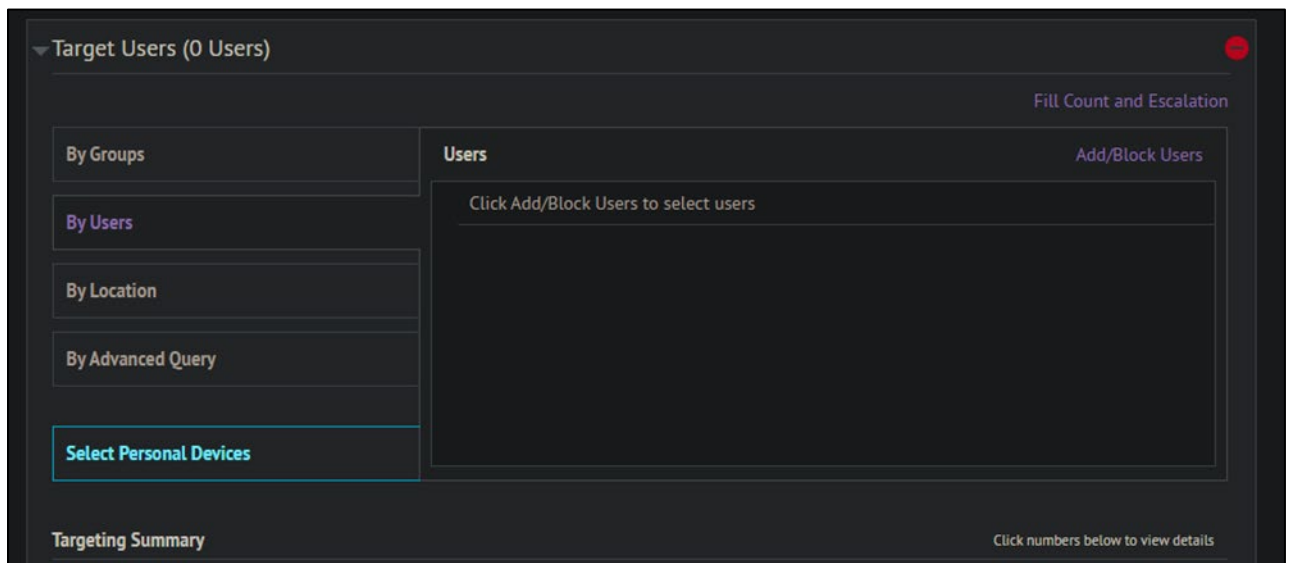
Select **Add/Block Users** in the right corner to begin searching for users to add.
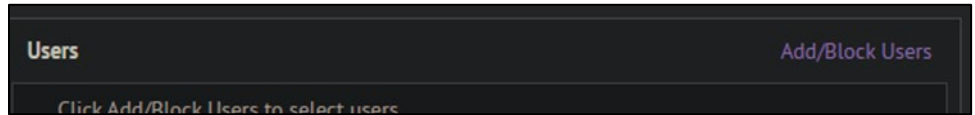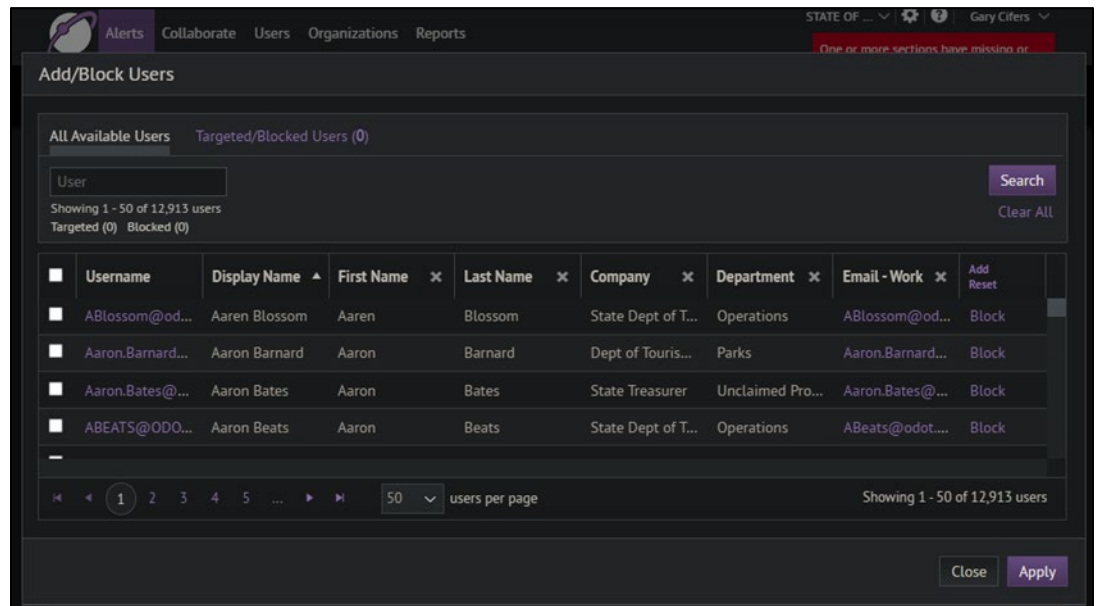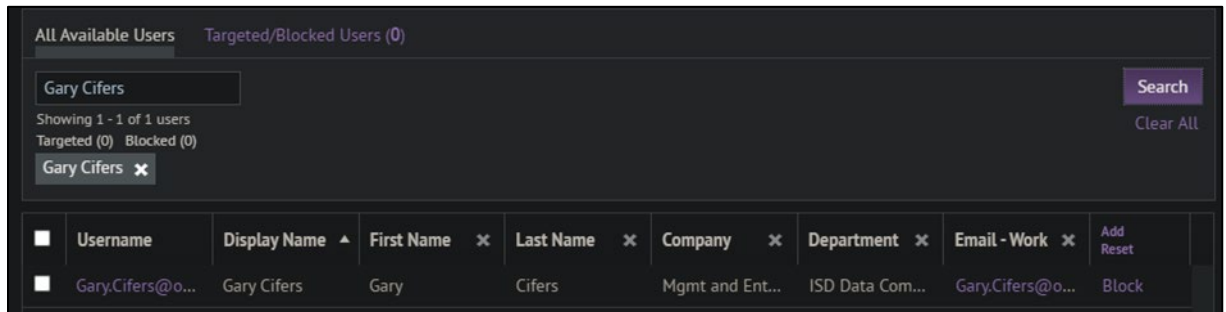

After selecting **Add/Block Users**, the following screen appears:

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.
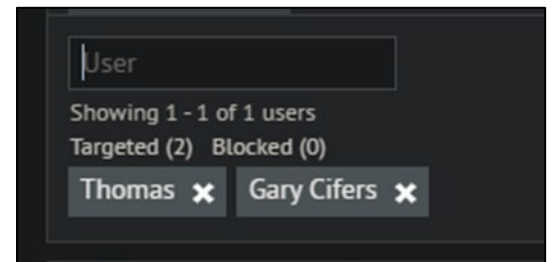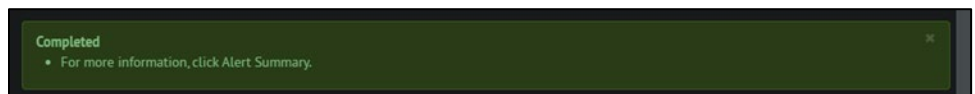
Once all users are chosen, select **Apply** on the bottom right corner of the window to add them to the list of users to be alerted.
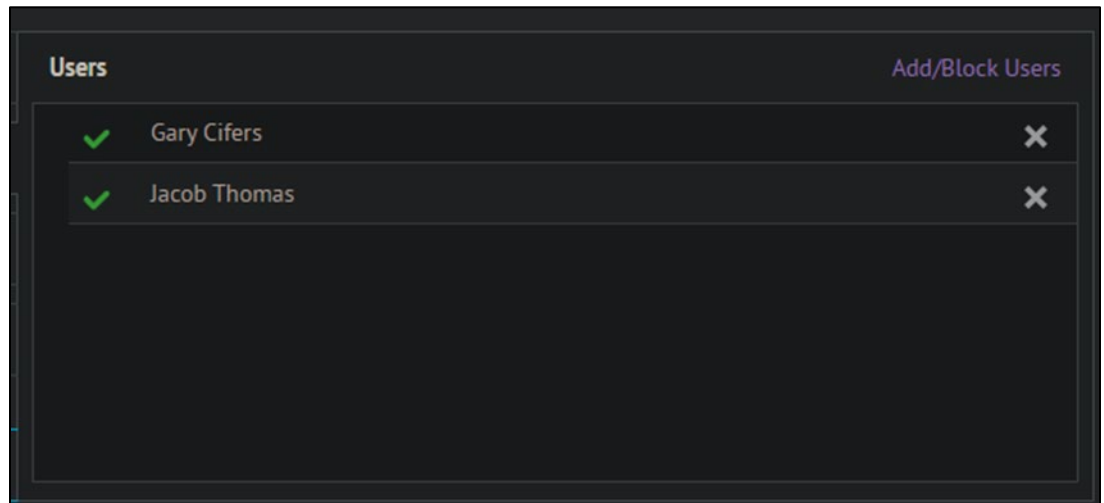
Select **Review and Publish** and verify everything is correct before sending the alert.
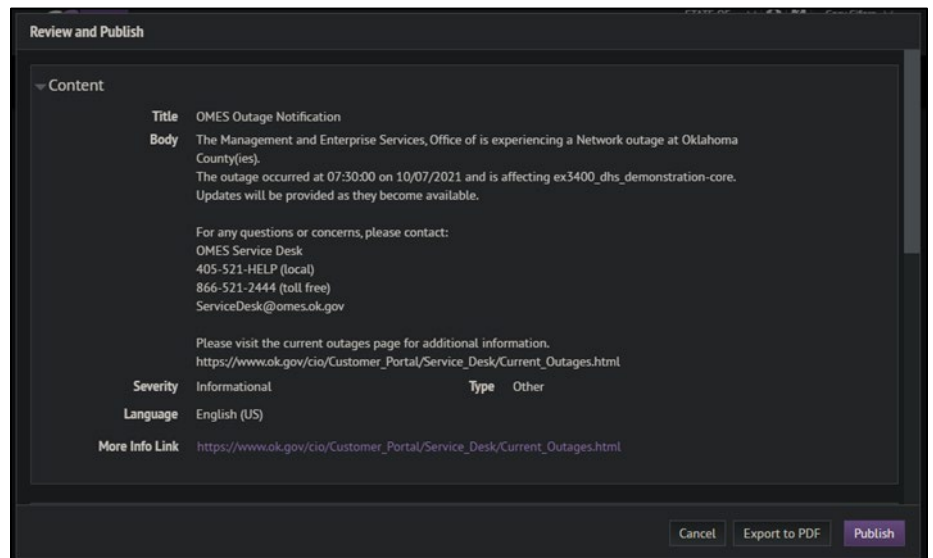
Once everything is correct, select the **Publish** button and the alert will go out. A completion notification appears at the top of the publish window.

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