



Jive Interactive Intranet

Cloud User Guide

Urgent Notifications

Notices

For details, see the following topics:

- [Notices](#)
- [Third-party acknowledgments](#)

Notices

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Urgent Notifications for Jive

The notification is sent via:

- Text Message (SMS)
- (Optional) Email
- (Optional) Voicemail

The notification is also displayed as a document within the same group in which the notification is sent.

The Urgent Notifications add-on provides the ability to quickly notify community users or members of any private group through different channels in case of an emergency, a business critical event or for important communications.

For details, see the following topics:

- [System requirements](#)
- [Supported browsers](#)

System requirements

To enable the Urgent Notifications add-on you need to meet the system requirements.

General requirements

- Jive Cloud.
- **Urgent Notification Senders** user group's membership to use the add-on.

Supported browsers

Jive works with most current web browsers. Note that if you need to use Content Editor features, such as cut and paste, script access to the clipboard must be enabled.

- Microsoft Edge (Chromium-based).
- Apple Safari* (on Macs only).
- Mobile Safari on iPhone and iPad for iOS 11 and later. (For a browser-independent native iOS phone app, be sure to look for the Jive Daily: Intranet on the go app, if your community uses it, in the [App Store](#).)

- Mobile Chrome on Android devices for Android 8 and later. (For a browser-independent native Android phone app, be sure to look for the Jive Daily: Intranet on the go app, if your community uses it, in [Google Play](#).)
- Mozilla Firefox*.
- Google Chrome*.

* Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge browsers are released frequently. Jive Software makes every effort to test and support the latest version.

Note: The recommended minimum screen resolution for desktop devices is 1024 x 768. Results may vary if you use zoom to adjust your view to levels other than 100%.

Important notes and restrictions:

- Chromebook is not supported.
- Beta versions of web browsers are not supported, but they are quickly added to the supported list after they're formally released.
- Apps are not supported on mobile devices. These features may not work correctly on mobile devices.

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Using Urgent Notifications

Members of the Urgent Notification Senders group can use the Urgent Notifications add-on to create urgent alerts inside any public or private group depending on the need and relevant people to notify them.

For details, see the following topics:

- [Sending Urgent Notifications](#)
- [Tracking Urgent Notifications](#)

Sending Urgent Notifications

Note: In a public group, the notification is sent to all community users. While in a private group, only group members receive the notification.

Before you start using the add-on, make sure you meet the [System requirements](#) on page 6.

Follow these instructions to start sending urgent notifications:

1. Go to any Public or Private group and select the **Send Urgent Notification** option from the **Actions** drop-down.

Send urgent notification X

Alert header *

Urgent Message ?

Alert message *

Urgent private message for group members. ?

Add question to message

☐ ?

Question

Send Notification Cancel

2. Key in the **Alert Header**. This gets used as the title of the notification document and as the subject of the notification email.
3. Key in the **Alert Message**. This is sent as the text message to the group members on their phones, and is used as the body of the notification document and email.
4. Optionally, check **Add Question to Message** and key in the **Question**. In this case, the group members can respond to the question in the notification with either Yes or No.
5. Click **Send Notification**.

On the **Confirmation** dialog that appears, verify the number of users who will be sent the notification and confirm your action. After successfully sending the notification, Jive displays the confirmation message stating the same.

Note: As this is an emergency feature, it does not check the user's notification settings while sending notifications.

The notification is sent via:


- Text Message (SMS) – Users are sent a text message on their mobile phone number that appears in their Jive profile field configured for this add-on.
- (Optional) Email – Users are sent an email on their mail account that appears in their Jive profile field configured for this add-on.
- (Optional) Voicemail – Users are sent a voicemail on their home phone number that appears in their Jive profile field configured for this add-on. This only happens when the user does not confirm the notification sent via text message or email within 5 minutes after receiving the notification.

Note: You must save your phone number in the **[COUNTRY_CODE][CITY AREA_CODE][PHONE_NUMBER]** format within your Jive profile to successfully receive urgent notification text messages.

As the notification is sent successfully, it is also displayed as a document within the same group in which the notification is sent. A link to this document is also included within the notification sent to users.

Tracking Urgent Notifications

You can also track it from the **Track Urgent Notification** page present inside the same group under **Urgent Notification Status**.

Activity	Content	<u>Images</u>	People	Projects	Events	Urgent Notification Status
						
Alert		Date sent		Sent to		Received
Urgent private notification		Feb 03, 2019		3		3

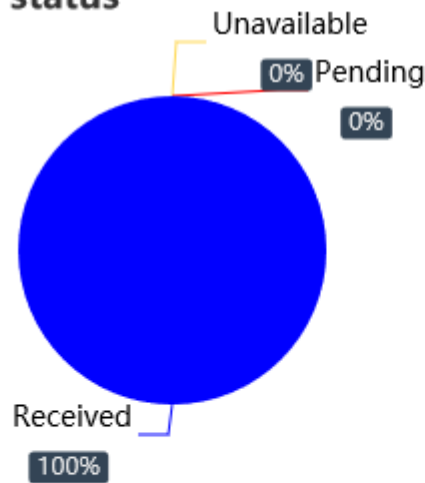
The **Track Urgent Notification** page provides detailed information on the notification. For example, the number of members who were sent the notification, the members who successfully received it, the members who replied 'Yes' to the question in the notification etc.

On the same page, you can also click the link in the **Alert** column to view the graphical representation of the data and to download it in CSV format.

Notification sent on 2019-02-03T09:44:26.472

Alert header	Urgent private notification	Message sent to 3 m
Alert message	Urgent private notification for group members.	Received by 3 memb
Question		0 members replied "Y

Notification status



[Download CSV](#)