



User Guide

Nixle for Business: Premium



Nixle for Business: Premium User Guide
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Nixle for Business: Premium

This chapter provides message senders with basic procedures to add, send, and manage Nixle for Business: Premium messages.

The following topics are covered:

- ◇ *Overview*
- ◇ *Selecting Message Type*
- ◇ *Create a New Text Message*
- ◇ *Create an Email & Web Message*
- ◇ *Create a Voice Message*
- ◇ *Geographic Targeting*
- ◇ *Social Media*
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- ◇ *Importing Contacts*
- ◇ *Administrative Users*
- ◇ *Invite a New User*
- ◇ *Anonymous Tipping Overview*
- ◇ *Anonymous Tipping Settings*



Overview

After registering and receiving your account credential, you can login to your account at any time.

To login

- 1 Enter the following URL in your browser: <https://agency.nixle.com>. The Login screen is displayed.

nixle

User ID Secure Login

Password

[Forgot your password?](#)

By logging in, I certify that I am authorized to log into the Agency section of the Nixle.com website. I will not use the services to send prohibited communications.

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- 2 Type your user ID or email address and press TAB.
- 3 Type your password.
- 4 Click Login.



Dashboard

Upon logging in to your Nixle account, you will see your agency's Home page. Here you see a general overview of your account. Return to this screen at any time by clicking the Home button in the top menu.

The screenshot displays the Nixle dashboard interface. At the top, there is a navigation bar with the following tabs: Overview (selected), Message Center, Groups, Collect Contacts, Tipping, and Reporting. Below the navigation bar, the dashboard is divided into two main sections: Quick Links and Recent Activity.

Quick Links: A vertical list of 13 items, each with an icon and a text label:

- Create Message
- Sent Messages
- Manage Public Groups
- Registration Widgets
- Message Widgets
- Manage Private Groups
- Manage Facebook Comments
- Create a New Public Group
- Create a New Private Group
- Import Contacts
- Instructional Guides
- Plan Information
- Agency Users

Recent Activity: A list of four activity items, each with a description and a timestamp:

- Jamie Crosby sent "This is a test" (Tue, May 06, 2014 - 10:28AM)
- Deactivate Message
- Jamie Crosby sent "This is a test" (Tue, May 06, 2014 - 10:25AM)
- Jamie Crosby uploaded contacts to group TEST GROUP (Tue, May 06, 2014 - 10:24AM)
- Jamie Crosby created the group Test Group. (Tue, May 06, 2014 - 10:23AM)

Once on the Home page, you will by default be viewing your Overview page where you can see Quick Links and Recent Activity associated with your account.

Quick Links are provided to allow you convenient access to key features and areas of your account. You have the following immediate options:

- ◇ Create Message - write and send a new message
- ◇ Sent Messages - view all outbound messages
- ◇ Manage Public Groups - sort, view, and edit groups
- ◇ Create a New Public Group - make a contact group
- ◇ Import Contacts - add or import new/existing contacts
- ◇ Instructional Guides - view service-related instructions
- ◇ Plan Information - view your subscription plan
- ◇ Account Users - view a list of your account's users

In the Recent Activity column, you will see a listing of additions, changes, and various uses of your account. This allows for a quick review of how your account is being used by your users.

Selecting Message Type

The screenshot shows the 'Create New Message' interface. At the top, there are navigation tabs: Overview, Message Center (selected), Groups, Collect Contacts, Tipping, and Reporting. Below these are sub-tabs: New Message (selected), Sent Messages, Scheduled Messages, Email Template, Message Widgets, and Rebroadcasts. The main heading is 'Create New Message' with a 'Help with this page' link. The 'Message Type' section has three radio buttons: Alert (selected, red), Advisory (yellow), and Community (green). A 'Need help choosing?' link is to the right. Under 'Reach Recipients by:', there are three options: 'SMS (Text Message)' (checked), 'Email & Web Message (Attach images)', and 'Voice Dialing'. The 'SMS (Text Message)' option is expanded to show a language dropdown set to 'English', a text input field with a '(138 characters max, 138 left)' character count, a 'Translate to:' dropdown, and a 'Request tips' checkbox.

Alerts: Alert messages should be reserved for critically important information where loss of life and/or property is potentially imminent. Alert messages are time-sensitive and require your recipients to take immediate action.

Advisory: Advisory messages are intended to communicate important, need-to-know information. Advisories should be considered less time-critical than Alerts and require a heightened sense of awareness from your recipients.

Community: Community messages are used to convey everyday local news, happenings, and developments. Community messages should not contain any time-critical information.



Create a New Text Message

The screenshot shows the 'Create New Message' interface in the Nixle Message Center. At the top, there is a navigation bar with tabs for 'Overview', 'Message Center', 'Groups', 'Collect Contacts', 'Tipping', and 'Reporting'. Below this is a sub-navigation bar with 'New Message', 'Sent Messages', 'Scheduled Messages', 'Email Template', 'Message Widgets', and 'Rebroadcasts'. The main content area is titled 'Create New Message' with a 'Help with this page' link. Under 'Message Type', there are three radio button options: 'Alert' (red), 'Advisory' (yellow), and 'Community' (green), each with a help icon. A 'Need help choosing?' link is also present. The 'Reach Recipients by:' section has three main options: 'SMS (Text Message)' (checked), 'Email & Web Message (Attach images)', and 'Voice Dialing'. The 'SMS (Text Message)' option is expanded to show a language dropdown set to 'English', a text input field with a character count '(138 characters max, 138 left)', a 'Translate to:' dropdown, and a 'Request tips' checkbox.

To compose a new message

- 1 Click the Message Center button.
Below the Message Center button, you will see the options to create a New Message or review Sent Messages.
- 2 Click the New Message button.
- 3 To send an SMS (text) message, select the corresponding check box and begin entering your information.
All SMS messages are limited to 138 characters.
- 4 See *Create an Email & Web Message* on page 8 for information about adding web pages.



SMS Best Practices

- ◇ Communicate clearly and concisely.
- ◇ Include only the most important information in the SMS field. More information can be included in the Email / Web Message.
- ◇ Use the character count and spellcheck to keep on track.
- ◇ Avoid messages in all capital letters.
- ◇ Do not abbreviate (for example, instead of RT. go, spell out Route go).



Create an Email & Web Message

Email & Web Message (Attach images)

English

Email & Web Message Subject:

(138 characters max, 138 left)

Email & Web Message Body:

Translate to: -----

Attach Image (size limit 10 MB)

Choose File | no file selected

Include incident location

Include contact information specific to this message

To publish messages to be sent as an email and posted to a Nixle web page

- 1 Select the corresponding check box located below the SMS Message category. Email & Web Messages may contain up to 20,000 characters of text.

NOTE: Web pages are only generated when a public group is targeted.

- 2 Enter the full details of the message. Files may not exceed 10MB in size. Acceptable file types include gif, jpg, pdf, doc, and docx.
- 3 To include an image or attachment in your message, click the Choose File button below the Web Message area and browse for the file on your computer that you want to attach.
- 4 Incident Location helps provide geographic details to your subscribers. To include an incident location, select the corresponding check box and enter the address of the incident.



- 5 After you have completed entering the message content, you must next select the groups to which you want to distribute the message. In the Message Recipients field, select the check boxes for the group(s) that should receive your message.

The screenshot shows a form titled "Message recipients:" with the following sections:

- Public Groups** [Check all](#) | [Uncheck all](#)
 - Nixle Wire (Main Public Group) [🔗](#)
 - Nicetown July 4 Parade (Public Group)
 - Nicetown Media (Public Group)
 - Nicetown Precincts (Public Group)
 - NicetownUSA (Public Group)
- Private Groups**
You have no private groups.

When would you like to send?:

- Send Message Now**
- Schedule for Future Delivery**

Also Send To Social Media:

- Twitter™** [\(settings\)](#)
- Facebook™** [\(settings\)](#)

[Preview Message](#)

- 6 Select if you want to send the message now, or select Schedule for Future delivery if you would like to set a specific time the message will be sent out.
- 7 Select whether or not you would like to also publish your message to Social Media. Once your social media accounts have been configured under your Agency Information, your message will also be published to your Twitter Feed and Facebook Wall. The first attachment on your message will be included in your Facebook post.
- 8 Once you have finished drafting your message, click Preview Message to proceed to the next page.



Create a Voice Message

NOTE: “Voice” is not part of the base package, but can be purchased as an add-on.

Voice Dialing

Record, generate or select a message to deliver

Record my message

Use Text-to-Speech (TTS)

Upload .wav file

Which caller id number would you like to use? [?](#)

Require Confirmation [?](#)

Require voice message confirmation

To add voice

- 1 Select the Voice Dialing check box.
- 2 Decide if you would like to record, use text to speech, or upload a pre-recorded voicemail to send out.
- 3 Select the number that you would like displayed on your recipients' caller IDs.
- 4 Select the Require Confirmation check box if you would like recipients to press 1 to confirm receipt of the call. If enabled, call confirmations will redial numbers that (1) are busy, (2) do not answer, or (3) do not confirm they have received the entire message by pressing 1 at the end of the recording.

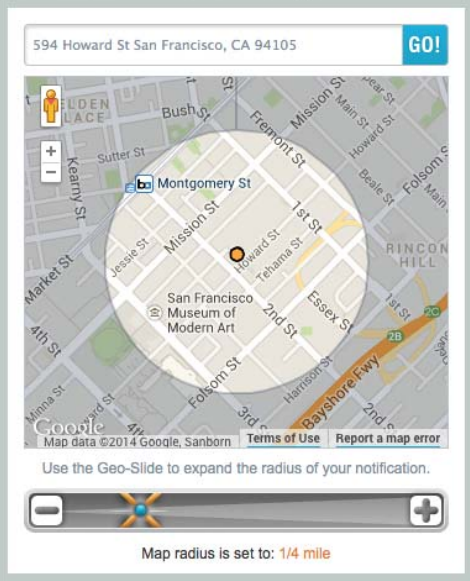
Geographic Targeting

Geographic Filtering:

Point and Radius

Enter an address and use the Geoslides to select a radius.
Only recipients who have provided their zip code and are within the radius will receive this message.

594 Howard St San Francisco, CA 94105 **GO!**



Map radius is set to: 1/4 mile

City/Town name or Zip Code

Note Only areas within your jurisdiction can be targeted

To set a location radius for other contacts to receive the message

- 1 Select the corresponding Location check box.
- 2 Enter the address that is the focal point for the radius you would like to reach.
- 3 Once you have verified the address, use the Geoslides tool to expand or contract the radius area. Slide the 'X' to the right to expand or to the left to contract, or use the + and - icons of the slider to utilize the same controls. Below the slider you will see the radius amount in miles - reach up to a 10 mile radius from the focal point.
- 4 You can also choose to target a whole city or specific ZIP code(s) with this feature.

NOTE: Only areas within your jurisdiction can be targeted.



Social Media

The screenshot shows the 'Account Information' tab in the Nixle interface. The page has a dark blue header with navigation tabs: 'Plan Information', 'Products', 'Account Information' (selected), 'Personal Information', and 'Users'. Below the header, the 'Account Information' section is displayed. It contains the following details:

- Scott SMB Premium (SMS: SCOTTSMBPREMIUM)**
1529 Siskiyou Dr
Walnut Creek, CA 94598
America/Los_Angeles Time Zone
- To edit your agency information or logo, please [contact support](#).
- Security Mode:** Agency Detection
Your current IP Address: 96.251.177.64
[To modify these settings, contact support](#)
- Linked Accounts:** [Twitter Settings](#)
[Facebook Settings](#)
[Facebook Comments Administration](#)
- Nixle website: <http://local.nixle.com/scott-smb-premium>

To link your Nixle account to Facebook and/or Twitter

- 1 Go to the My Account section and then to Agency Information.
- 2 Choose to connect to Facebook or Twitter in the Linked Account section.
To grant permission to link to Facebook or Twitter, you must be that Administrator for those accounts.
The Facebook Comments Administration allows you to enable or disable the ability for comments made on one of your Facebook posts to feed back to your Nixle account.



Social Media Best Practices

- ◇ Write in phrases, not sentences: Keep thoughts short and simple; get your main point across, remove all non-essential information, and make sure to tell recipient what to do with the information.
- ◇ Be careful how you abbreviate: Not everyone has the same "shorthand." Abbreviations should be common and in context.



NWS Rebroadcasts

Nixle users have the ability to customize and automate NWS Warnings, Advisories, and Watches.

Overview Message Center Groups Collect Contacts Tipping² Reporting

New Message Sent Messages Scheduled Messages Email Template Message Widgets **Rebroadcasts**

Rebroadcasts We'll notify you when messages are rebroadcast. [Settings](#)

NWS Warnings ▶

NWS Advisories

NWS Watches

NWS Warnings: [x]

Select the NWS Warnings that will be rebroadcast

[Select All](#) [Remove All \[x\]](#)

<input type="checkbox"/> 911 Telephone Outage	<input type="checkbox"/> High Surf Warning
<input type="checkbox"/> Administrative Message	<input type="checkbox"/> High Wind Warning
<input type="checkbox"/> Air Quality Alert	<input type="checkbox"/> Hurricane Force Wind Warning
<input type="checkbox"/> Ashfall Warning	<input type="checkbox"/> Hurricane Warning
<input type="checkbox"/> Avalanche Warning	<input type="checkbox"/> Hurricane Wind Warning
<input type="checkbox"/> Blizzard Warning	<input type="checkbox"/> Ice Storm Warning
<input type="checkbox"/> Civil Danger Warning	<input type="checkbox"/> Lake Effect Snow Warning
<input type="checkbox"/> Civil Emergency Message	<input type="checkbox"/> Lakeshore Flood Warning
<input type="checkbox"/> Coastal Flood Warning	<input type="checkbox"/> Law Enforcement Warning
<input type="checkbox"/> Dust Storm Warning	<input type="checkbox"/> Local Area Emergency
<input type="checkbox"/> Earthquake Warning	<input type="checkbox"/> Nuclear Power Plant Warning
<input type="checkbox"/> Evacuation Immediate	<input type="checkbox"/> Radiological Hazard Warning
<input type="checkbox"/> Excessive Heat Warning	<input type="checkbox"/> Red Flag Warning
<input type="checkbox"/> Extreme Cold Warning	<input type="checkbox"/> Severe Thunderstorm Warning
<input type="checkbox"/> Extreme Fire Danger	<input type="checkbox"/> Shelter In Place Warning
<input type="checkbox"/> Extreme Wind Warning	<input type="checkbox"/> Sleet Warning
<input type="checkbox"/> Fire Warning	<input type="checkbox"/> Special Marine Warning
<input type="checkbox"/> Flash Flood Warning	<input type="checkbox"/> Storm Warning
<input type="checkbox"/> Flood Warning	<input type="checkbox"/> Tornado Warning
<input type="checkbox"/> Freeze Warning	<input type="checkbox"/> Tropical Storm Warning
<input type="checkbox"/> Gale Warning	<input type="checkbox"/> Tropical Storm Wind Warning
<input type="checkbox"/> Hard Freeze Warning	<input type="checkbox"/> Tsunami Warning
<input type="checkbox"/> Hazardous Materials Warning	<input type="checkbox"/> Typhoon Warning
<input type="checkbox"/> Hazardous Seas Warning	<input type="checkbox"/> Volcano Warning
<input type="checkbox"/> Heavy Freezing Spray Warning	<input type="checkbox"/> Wind Chill Warning
<input type="checkbox"/> Heavy Snow Warning	<input type="checkbox"/> Winter Storm Warning

Message Type: [x]

Alert Advisory Community

Reach Recipients by:

- SMS (Required)
- Email / Web Message (Required)
- Facebook [Facebook Settings](#)
- Twitter [Twitter Settings](#)

To select NWS messages to rebroadcast

- 1 From the NWS Warnings page, select the corresponding check boxes.
- 2 Select the check boxes for how you would like your recipients to be notified when a NWS message goes out.
- 3 Customize your settings to be notified when an NWS notification is rebroadcast.



NWS Rebroadcast Best Practices

Be selective which notifications you choose to rebroadcast, especially with Advisories and Watches. The National Weather Service publishes frequently.



Registration/Message Widgets

Overview Message Center Groups **Collect Contacts** Tipping Reporting

Import Contacts **Registration Widgets**

[Back](#) | **Create Registration Widget**

Once your custom code has been generated, include that on your website or blog html. Visitors to your site can easily sign up and receive your messages. Registration Widgets collect Mobile Phone, Email & Zip Code information from your visitors.

Widget Name:
(This will only be visible to you)

Select a Group:

Widget Height:

Widget Width:

Headline text color:

Overview **Message Center** Groups Collect Contacts Tipping Reporting

New Message Sent Messages Scheduled Messages Email Template **Message Widgets**

[Back](#) | **Create Message Widget**

Once your custom code has been generated, include that in your website or blog's HTML. Visitors to your site will be able to view your 10 most recent Nixle Wire publications.

Widget Name:
(This will only be visible to you)

Display Message Types: Alerts Advisories Community

Widget Height:

Widget Width:

Headline text color:

Secondary text color:

Header/footer background color:

To create a widget

- 1 Type a Widget Name to easily identify between multiple created widgets.
- 2 Select the Widget Height and Width that will display on your site.
- 3 Click the color swatch to select a custom color for the headline text color.
- 4 Select Preview Widget to preview the widget that you just created.
- 5 Select Save Widget and Generate Code to save the widget for future use, as well as generate the HTML code needed to insert the widget into your website.
- 6 Once your custom code has been generated, include that on your website or blog html. Visitors to your site can easily sign up and receive your messages. Registration Widgets collect Mobile Phone, Email, and ZIP Code information from your subscribers.

Email Templates

Customize Email Template

Use the color-selectors below to customize the look of your agency's email templates. Click "Preview Template" to see how your emails will look.

Email Template: [Select an email template](#)

Header Background Color:

Header Text Color:

Border Color:

Business Tag Line:

To set the color values of the header background, header text, and border

- 1 Click the color swatch to select a custom color for the background color.
- 2 Click the color swatch to select a custom color for the header text color.
- 3 Click the color swatch to select a custom color for the border color.
- 4 Select Preview Template to review your HTML before saving.
If approved, all emails generated from your agency will use this template.
- 5 Save your template.
All emails generated from your agency will use the selected template options.



Preview and Send Message

On the Preview Message page, you will see how your message will appear in the formats you have chosen - as an SMS, Web Message, or both.

The screenshot shows the 'Preview Message' page in the Nixle interface. At the top, there are navigation tabs: Overview, Message Center (selected), Groups, Collect Contacts, Tipping, and Reporting. Below these are sub-tabs: New Message (selected), Sent Messages, Scheduled Messages, Email Template, and Message Widgets. The main content area is titled 'Preview Message' and contains several sections:

- Message Type:** A red button labeled 'Alert'.
- Send To:** A section for 'Public Groups' with 'Test Group' listed.
- Message Details:** Includes 'Entered on: Tuesday, May 6 2014 :: 2:54 p.m. PDT' and 'Contact: Nixle Engage, 594 Howard St San Francisco, CA 94105'.
- SMS Message:** The text 'This is just a test'.
- SMS Preview:** A preview of the message on a mobile phone screen. The text on the screen reads: 'NIXLE ENGAGE: This is just a test - www.nixle.us/8EC3B'. A note next to it says: 'Note: The link below each text message directs users to a web version of your message. This web page can be viewed by members of your community.' Below the phone screen is a URL: 'https://focal.nixle.com/alert/5193039/'.
- Email Preview:** A link that says 'Click here to preview email'.

Buttons for 'Edit Message' and 'Send Message' are located at the top of the preview area.

To edit or make changes to your message

- 1 Click the Edit Message button on the upper or lower left-hand side of the screen.
- 2 If your message appears as you want it to, click the Send Message button on the upper or lower right-hand side of the screen.
This immediately publishes your message and distributes it to the selected recipients.

Sent Messages

The screenshot displays the 'Sent Messages' interface. At the top, there is a navigation bar with tabs for 'Overview', 'Message Center', 'Groups', 'Collect Contacts', 'Tipping', and 'Reporting'. Below this, a sub-navigation bar includes 'New Message', 'Sent Messages', 'Scheduled Messages', 'Email Template', and 'Message Widgets'. The main content area is titled 'Message Center' and features a search bar with a magnifying glass icon and a link to 'Download CSV file of sent messages'. Below the search bar, there are filter options: 'Message Type' with checkboxes for 'Alert', 'Advisory', and 'Community', and 'Status' with checkboxes for 'Active' and 'Deactivated'. The main part of the interface is a table of sent messages.

Priority	Sent +	Status	Headline	Web Message	Email	SMS	Actions
Alert	May 6, 2014 2:57 p.m.	Active	This is just a test More >>	✓	1	1	
Alert	May 6, 2014 10:28 a.m.	Active	This is a test More >>	✓	1	1	

To review messages already sent

- 1 Click the Sent Messages button below the main Message Center option. On the Sent Messages page, you will see a list of recent messages ordered chronologically.
- 2 To filter this list by Message Type and Status, select the corresponding check box in the sort bar above the message list.
- 3 To search for specific messages by using the Search bar feature to the right of the sort options. This searches both the headline and the full content of the message. The list of messages displayed is categorized by priority, date sent, status, headline, web message, email subscribers, and SMS subscribers. The information in these categories is provided for quicker filtering of messages.
- 4 On the far right-hand side of the message list under Actions, use the editing options for each message.



Groups Overview

Group Name	Description	Keyword (0 of 50 in use)	Contacts	SMS	Email	Voice	Actions
Nixle Wire	Citizens registered through nixle.com or mobile zip code opt-in	None Add One Now	1,774	1,449	1,577	177	
Nicotown July 4 Parade	Nicotown July 4 Parade	None Add One Now	2	2	2	2	
Nicotown Media	Nicotown Media	None Add One Now	0	0	0	0	
Nicotown Precincts	Nicotown Precincts	None Add One Now	0	0	0	0	
NicotownUSA	NicotownUSA	None Add One Now	0	0	0	0	
Total Unique Contacts:			1,776	1,451	1,578	179	

To view, edit, or create groups

- 1 Click the Groups button on the menu bar.
By default, you will be on the Public Groups page.
- 2 To toggle the Private Groups, click the link.
- 3 To create a new group, click the Create New Group button on the upper right-hand side of the screen.
The Create New Group page is displayed. (See *Create a New Group* on page 21.)
- 4 To view the number of contacts in a given group, see the Contacts column. If the number is blue, you can click for additional information.
- 5 Under the Actions column, users are able to :
 - Create a sub-group
 - Send a message to that group
 - Edit the group
 - Import contacts into that group
 - Delete the group

Create a New Group

Overview Message Center **Groups** Collect Contacts Tipping Reporting

Public Groups Private Groups

« Back | Create Public Group Help with this page ?

Group Name:

Description:
This will only be visible to you

Parent Group:

Keyword: Use Keyword for Opt-Ins

Note Keywords allow contacts to opt into this group from their mobile phone. If no keyword is set, contacts must be imported via the Contact Import tool.

Create Group

How Keywords & Auto-Responders Work for Public Groups

To create a new group

- 1 Click the Create New Group button on the upper right-hand side of the screen.
 - 2 Type a unique Group Name.
 - 3 Type a description to provide additional information about the group and its functions. The description is only visible to the administrators of your groups.
 - 4 To set up sub-groups, assign the new sub-group to a parent group listed in the drop-down menu next to the Parent Group field.
 - 5 Assign a keyword for the specific groups to use for opting in. (See *Assigning a Keyword* on page 22.)
- Keywords allow contacts to opt into this group from their mobile phones. If no keyword is set, contacts must be imported via the Contact Import tool.



Assigning a Keyword

Keyword:

Use Keyword for Opt-Ins

Keyword
ENTER KEYWORD

Add Auto-Response (Follow up SMS sent after the user opts in)
 Ask New Subscribers for their zip code

Message
Thanks for signing up!
(140 characters max, 140 left)

Auto-Response Preview:
N/A

Note Keywords allow contacts to opt into this group from their mobile phone. If no keyword is set, contacts must be imported via the Contact Import tool.

Create Group

Step 1 Step 2 Step 3 Step 4

Your subscriber sends a text message containing your keyword to 888777.

To assign a keyword for opt-ins of the new group

- 1 Select the check box next to Use Keyword for Opt-Ins.
- 2 Type your desired Keyword in the text-entry field.
Each group can only have one keyword assigned to it and any user who sends a keyword to 333111 will be registered to receive messages from the respective group.
- 3 To add an auto-response for users who do opt-in, click the Add Auto-Response check box and type the auto-response message in the Message field below.
Auto-response messages are limited to 140 characters.
- 4 If you would like to request ZIP code location information from users who opt-in (recommended), select the check box next to Ask New Subscribers for their ZIP code and an automated message will follow-up with your auto-response message.
- 5 Click the Create Group button to complete the process.

NOTE: If you assign a keyword to a Private Group, a password will be required.

Edit Groups

Once in edit mode, all the information originally filled out for the group can be edited or deleted.

Overview Message Center **Groups** Collect Contacts Tipping Reporting

Public Groups Private Groups

« Back | **Edit Private Group** Help with this page ?

Group Name:

Description:
This will only be visible to you

Parent Group: Top Level Group

Contacts: [0 Contacts](#)

Created: 4/22/15

Keyword: Use Keyword for Opt-Ins

Note Keywords allow contacts to opt into this group from their mobile phone. If no keyword is set, contacts must be imported via the Contact Import tool.

Delete Save Group

How Keywords & Auto-Responders Work for Private Groups

2:10 PM
Messages 888777 Edit

CITYPRVT

This group requires a passcode to join. Please reply to this message with your passcode.

1T56F198X

Thank you, you will now receive messages from CITYPD. Reply HELP for help. Reply STOP to cancel

CITYPD: Thank you for signing up.

To save the changes to the description

- 1 Make your changes.
- 2 Click the Save Group button on the lower right-hand side.

To delete a group

- 1 Click the Delete Group link to the left of the Save Group button.



Importing Contacts

Overview Message Center Groups **Collect Contacts** Tipping Reporting

Import Contacts Registration Widgets

Import Contacts

Select a Group

Import CSV file or input names, phone numbers and email addresses below

You can copy and paste contacts from a spreadsheet or other doc. The only rules are:

- One contact per line.
- Separate name, mobile phone number and email address with spaces or commas for best results.
- Including a contact's name is optional, but you must include either an email address or mobile number.

Cancel Continue

To import contacts into a group

- 1 To add contacts to a group, click the Collect Contacts button on the menu bar.
- 2 On the Import Contact pages, select the group to which you want to add your contacts from the drop-down menu.
- 3 You can upload a file (CSV) of your contacts' information.
Click Download Template to view a sample of the format and information to include.
- 4 You can type or copy and paste your contacts' information.
Each contact must be listed on a separate line. You can use spaces or commas to separate each contact's specific information (name, phone number, email address). You must include at least a mobile number or email address for each contact.
- 5 Once all the information has been entered, click the Continue button to review your additions to your contacts.
A confirmation page is displayed where you can edit or delete the contact's information.
- 6 Click the Confirm button and accept the conditions for adding contacts.
Your contacts are now be added to the database for the specified group.



Administrative Users

User	Username	Administrator	Is Active	Actions
James Crosby	Jamescrosby	✓	✓	
Jamie Crosby	JamieC	✓	✓	

To view and edit current users associated with your agency

- 1 Click My Account in the main menu.
- 2 Click the Users button in the sub-menu that appears above the Users Directory. The Users Directory appears, listing the users associated with your agency.
- 3 To view and edit an individual's information, click the user's name in blue or the edit icon in the Actions column of the Users Directory.
- 4 To add/invite a new user, click the Invite New User button above the Action column of the Users Directory.



Invite a New User

Plan Information Products Agency Information Personal Information **Users**

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* Indicates required fields.

* Full Name:

* Email Address:

Please enter user's agency email if available.

Title:

Division:

Permissions:

- Administrator for Agency** (Administrators can invite new users & change account settings)
- Private Group Permissions** (User can create, manage, and publish to private groups)
- Public Group Permissions** (User can create, manage, and publish to public groups)
- Tipping** (User can view anonymous tips and interact with tipsters via email and text message)

To invite a new user

- 1 Click the Invite New User button on the Users page. The Invite New User page is displayed.
- 2 Fill out the user's full name and email address. You can also include the user's title and division.
- 3 If you want a user to be designated as an administrator for the agency, select the corresponding check box next to the Permissions field.

NOTE: Administrative permissions include the ability to invite new users and to change account settings.

- 4 To continue with the invitation process, click the Send Invitation button. The new user will receive an email with instructions to create his or her login credentials.

Anonymous Tipping Overview

Tipping is part of Nixle's all-encompassing mass notification system.

Received	Sent via	Offense Type	Offense Description	Status	Actions
NEW Nov. 2, 2012, 2:25 p.m.	SMS		I know who stole the trailer more	Open	
NEW Nov. 2, 2012, 2:21 p.m.	SMS		Drug dealing under bridge more	Open	
Nov. 2, 2012, 2:14 p.m.	Web	Burglary	I know who broke into the home at 5th and Market more	Open	
Nov. 2, 2012, 1:16 p.m.	Web	Suspicious Activity	Possible drug deal more	Open	
Oct. 19, 2012, 1:46 p.m.	Web	Burglary	I know who broke into the house at 523 winchester road. more	Open	

Unlike other tipping applications, Nixle provides a two-way, real-time communication platform through your desktop or mobile device, and adds on a clean, streamlined delegation tool to foster collaborative exchanges with tipsters.

- 1 Text Message**
Text message tipping allows residents to easily and anonymously submit tips from their mobile devices.
Try it!
Text **TIP NIXLEPD** to **888777**
- 2 From your homepage**
Embed buttons placed on your homepage will direct visitors to your agency's anonymous tipping web form.
- 3 From your Nixle messages**
Residents can respond directly to your Nixle text messages with a tip, and Nixle emails and web messages will include a link to your agency's anonymous tipping web form.
- 4 Tip Watch hotline**
Residents can anonymously submit their tips by calling the Tip Watch hotline at 855-TIPS-247.

The Tipping interface provides a streamlined tool for information exchange and task delegation. Within the Administrative Interface, you will be able to perform a series of actions, including:

- ◇ Adding notes to the Tip
- ◇ Closing and resolving the Tip
- ◇ Responding to the Tip and creating a conversation with the Tipster
- ◇ Adding notes to the Tip



Anonymous Tipping Settings

To grant tipping permissions by the Administrator

- 1 From the Administrator interface, select the My Account tab.
- 2 Select Users.
- 3 Choose the User for whom you would like to grant Tipping Permissions.

Permissions:

- User Is Active** (Uncheck to deactivate user)
- Administrator for Agency** (Administrators can invite new users & change account settings)
- Private Group Permissions** (User can create, manage, and publish to private groups)
- Public Group Permissions** (User can create, manage, and publish to public groups)
- Tipping Permissions** (User can view anonymous tips and interact with tipsters via email and text message)

Buttons: Cancel, Save

- 4 Select the appropriate permissions check box.
Each "Tip Manager" who is granted Tipping permissions may then choose how to be notified when a new Tip comes in or an existing Tip is modified.

To choose how to be notified by the Tip Manager

- 1 The user clicks the My Account tab, then selects the Personal Information tab.

Tipping Settings

Send me notifications when Tipsters submit information:

- Send by SMS
- Send by Email

Send me notifications when Agency Users modify tips:

- Send by SMS
- Send by Email

Buttons: Cancel, Save

- 2 From Tipping Settings, choose whether to receive Tip notifications by SMS (text message), by Email, or both.
Whenever a Tip is submitted or is modified, the "Tip Manager" receives an instant notification to his/her devices via SMS and email.