



# User Guide

## Connect

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For all technical assistance  
and support related  
questions, please email:  
**[securedesk@nixle.com](mailto:securedesk@nixle.com)**

# Overview

**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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**1** Home My Account Support Community View Plan Upgrades

**2** Nixle Connect

**3** Overview Message Center Groups Collect Contacts Tipping Nixle 360

**4** Quick Links Recent Activity

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

Jamie Crosby created an invite for Tommy Herbst Thu, May 08, 2014 - 11:01AM

Jamie Crosby sent "Disregard this." Tue, May 06, 2014 - 9:37AM  
[Deactivate Message](#) | [Send Update](#) | [Send Cancellation](#)

Jamie Crosby sent "This is a test" Tue, May 06, 2014 - 9:11AM  
[Deactivate Message](#) | [Send Update](#) | [Send Cancellation](#)

Jamie Crosby created the keyword CONNECTTEST9 for the group Nixle Wire Tue, May 06, 2014 - 9:02AM

Jamie Crosby created an invite for James Crosby Mon, May 05, 2014 - 2:06PM

## Logging In

After registering and receiving your account credentials, you can login to your account at anytime here: <https://agency.nixle.com>. You may log in by using your User ID or Email.

## Viewing your Agency Page

After your account has been created, the messages you publish will be displayed on [www.nixle.com](http://www.nixle.com) for members of your community to view. Not only will your publications be included as part of a general community message page, but your agency will also have its own page which will chronologically display your messages.

## Publishing to your Nixle Wire group

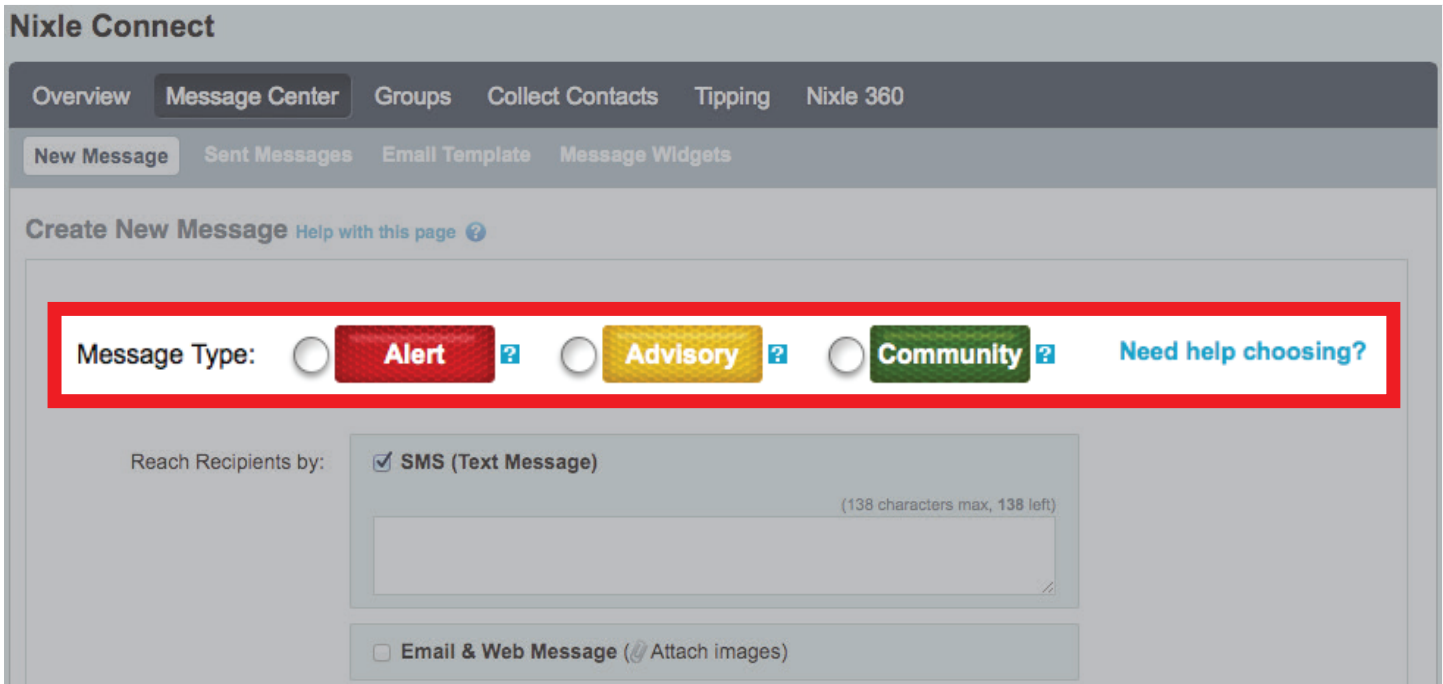
Your Nixle Wire group represents the community members who register at [www.nixle.com](http://www.nixle.com), or with their mobile phone by texting their zip code to 888777.

## Contact

If, at any time, you have questions or concerns related to your account, please contact Nixle support by email at [securedesk@nixle.com](mailto:securedesk@nixle.com) M-F 8am-5pm PST

- 1 Upon logging in to your Nixle account, you will see your agency's *Home* page. Here you will see a general overview of your account. To return to this screen at any time, simply click the *Home* button in the top menu.
- 2 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.
- 3 *Quick Links* are provided to allow you convenient access to key features and areas of your account. You have the following immediate options (*please note that some of these options are not available with Nixle Connect*) :
  - Create Message** - write and send a new message
  - Sent Messages** - view all outbound messages
  - Manage Public Groups** - sort, view and edit groups
  - Instructional Guides** - view service related instructions
  - Plan Information** - view your subscription plan
  - Agency Users** - view a list of your account's users
- 4 In the *Recent Activity* column you will see a time-ordered listing of additions, changes and various uses of your account. This will allow for a quick review of how your account is being used by your users.

# Selecting Message Type



## Alert

### Definition :

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 residents to take immediate action.

### Alert Examples :

Severe Weather Warning

Gas leak

Contagious Disease Outbreak

Wildfire

Tsunami Warning

Missing Child

[Alert Messages](#) will reach residents by Email and SMS only unless they have adjusted their settings.

## Advisory

### Definition :

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 residents.

## Advisory (continued)

### Advisory Examples :

Road Closure / Detour

School Closing

Severe Weather Watch

Police Activity

Wanted Suspect

Traffic Congestion

[Advisory Messages](#) will reach residents by Email and SMS only unless they have adjusted their settings.

## Community

### Definition :

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

### Community Examples :

Event Reminder

Community Updates

Sobriety Checkpoint Notice

Police Blotter

Town Hall Meeting

Crime Prevention Tips

[Community Messages](#) will reach residents by Email only unless they have adjusted their settings.

# Create a New Text Message

Overview **1** Message Center Groups Collect Contacts Tipping Nixle 360

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

Create New Message [Help with this page ?](#)

Message Type:  Alert [?](#)  Advisory [?](#)  Community [?](#) [Need help choosing?](#)

**3** Reach Recipients by:  SMS (Text Message) (138 characters max, 138 left)

Email & Web Message [\(Attach images\)](#)

**4**

**5** Message recipients: **Public Groups** [Check all](#) | [Uncheck all](#)

Nixle Wire (Main Public Group) [?](#)

Also Send To Social Media: [Upgrade Now](#) Target your FB and Twitter accounts with Nixle Engage

[Preview Message](#)

- 1** To compose new messages, click on the *Message Center* button.
- 2** Below the *Message Center* button, you will see the options to create a New Message or review Sent Messages. Click on the *New Message* button.
- 3** To send a SMS (text) message, check the corresponding checkbox and begin entering your information. All SMS messages are limited to 138 characters.  
  
(In order to include a web message, you must not exceed 117 characters. 21 characters are needed to include a web link.)
- 4** See page 4 for information about adding web messages.

- 5** After you've completed entering the message content, you must select the Nixle Wire for message distribution.

## 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 you on track.
- Avoid messages in all capital letters.
- Do not abbreviate (example: instead of RT. 90, spell out Route 90)



# Preview and Send Message

## Nixle Connect

**1** On the Preview Message page, you will see how your message will appear in the formats you've chosen - as an SMS, Web Message, or both. If upon reviewing the message you wish to make edits or changes, click on the *Edit Message* button on the upper or lower left-hand side of the screen.

**2** If your message appears as you wish it to, click the *Send Message* button on the upper or lower right-hand side of the screen. This will immediately publish your message and distribute it to your Nixle subscribers.

# Sent Messages

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## Nixle Connect

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### Message Center

3

2

Filter:

Message Type:

 Alert Advisory Community

Status:

 Active Deactivated

4

Priority	Sent ↓	Status	Headline	Web Message	Email	SMS	5 Actions
Alert	May 6, 2014 9:37 a.m.	Active	Disregard this. <a href="#">More &gt;&gt;</a>	✓	1	1	
Advisory	May 6, 2014 9:11 a.m.	Active	This is a test <a href="#">More &gt;&gt;</a>	✓	-	1	

1

To review messages already sent, click the *Sent Messages* button below the main Message Center option.

2

On the *Sent Messages* page you will see a list of recent messages ordered chronologically. You may choose to filter this list by Message Type, and Status. To do so, check the corresponding box in the sort bar above the message list.

3

You may also choose to search for specific messages by using the search bar feature to the right of the sort options. This will search both the headline and the full content of the message.

4

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.

5

On the far right-hand side of the message list under *Actions*, you will see the editing options for each message. To edit the web message content, click the first icon (pencil on paper). To send an update, click the arrows forming a circle. To use the message as a template for a new message, click the third icon. To deactivate the web message, click the fourth icon. Deactivating the web message will remove it from [nixle.com](#).

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# Users



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- Support
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- View Plan Upgrades

## Nixle Connect

- Plan Information
- Products
- Agency Information
- Personal Information **2**
- Users**

### Users Directory

**5** + Invite New User

<b>3</b> User	Username	Administrator	Is Active	Actions
<a href="#">Jamie Crosby</a>	JamieC	✓	✓	<b>4</b>
<a href="#">Tommy Herbst</a>	tommyherbst	✓	✓	

**1** To view and edit the current users associated with your agency, click *My Account* in the main menu.

**2** Then, click the *Users* button in the sub-menu that appears above the Users Directory.

**3** The Users Directory will appear, listing the users associated with your agency.

**4** To View and edit an individual's information, click on the user's name in blue or the edit icon in the Actions column of the Users Directory.

**5** To add/invite a new user, click on the *Invite New User* button above the Action column of the Users Directory.

# Invite a New User

## Nixle Connect

Plan Information

Products

Agency Information

Personal Information

Users

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\* Indicates required fields.

1 Full Name:

\* Email Address:

Please enter user's agency email if available.

Title:

Division:

2 Permissions:  **Administrator for Agency** (Administrators can invite new users & change account settings)

3

4

1 After clicking the *Invite New User* button on the Users page, you will be taken to the Invite New User page. Here you must fill out the user's full name and email address. You may choose to also include their title and division.

2 If you wish for the users to be designated as an administrator for the agency, check the corresponding box next to the Permissions field. Please note: Administrative permissions include the ability invite new users and to change account settings.

3 If you wish to cancel the request, you may do so by hitting the *cancel* button.

4 If you wish to continue with the invitation process, simply click the *Send Invitation* button after filling in the required information.

# Registration Widgets

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## Nixle Connect

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### [« 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.

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

Select a Group:

Widget Height:

**2** Widget Width:

**3** Headline text color:

**5****4**[Save Widget and Generate Code](#)[Preview Widget](#)

**1** Selecting a Widget name will allow you to easily identify between multiple created widgets.

**2** Select the Widget Height and Width that will display on your site.

**3** Click on the color swatch to select a custom color for the headline text color.

**4** Selecting 'Preview Widget' will allow you to preview the widget that you just created.

**5** Selecting Save Widget and Generate Code will allow you to save the widget for future use, as well as generate the HTML code needed to insert the widget into your website.

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 subscribers.