



User Guide

Nixle for Business: Plus



Nixle for Business: Plus User Guide
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Nixle for Business: Plus

This chapter provides message senders with basic procedures to add, send, and manage Nixle for Business: Plus 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*
- ◇ *Registration/Message Widgets*
- ◇ *Email Templates*
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- ◇ *Sent Messages*
- ◇ *Groups Overview*
- ◇ *Create a New Group*
- ◇ *Assigning a Keyword*
- ◇ *Edit Groups*
- ◇ *Importing Contacts*



- ◇ *Administrative Users*
- ◇ *Invite a New User*



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.

- 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, a dark navigation bar contains the following menu items: Overview (selected), Message Center, Groups, Collect Contacts, Tipping, and Reporting. Below this, 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' (red), 'Advisory' (yellow), and 'Community' (green). A 'Need help choosing?' link is also present. Under 'Reach Recipients by:', the 'SMS (Text Message)' option is selected. Below it, there is 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. At the bottom, there are two unselected options: 'Email & Web Message (Attach images)' and 'Voice Dialing'.

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 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 heading is 'Create New Message' with a help link. The 'Message Type' section has three radio buttons: Alert (selected), Advisory, and Community, with a 'Need help choosing?' link. The 'Message Template (Optional):' dropdown is set to 'Select a Message Type first to see list of Templates'. Under 'Reach Recipients by:', the 'SMS (Text Message)' option is checked, and 'English' is selected. A text input field is present with a character count '(138 characters max, 138 left)'. Below the input field is a 'Translate to:' dropdown menu. There are also checkboxes for 'Request tips' and 'Email & Web Message (Attach images)'.

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

The screenshot shows the 'Email & Web Message' configuration window. At the top, there is a checked checkbox for 'Email & Web Message' with a sub-label '(Attach images)'. Below this is a language dropdown menu set to 'English'. The 'Email & Web Message Subject' field is a large text box with a character count '(138 characters max, 138 left)' at the bottom right. The 'Email & Web Message Body' section features a rich text editor with a toolbar containing icons for bold, italic, underline, bulleted list, numbered list, link, unlink, image, video, and table. Below the toolbar are dropdown menus for 'Font', 'Size', 'Color', and 'Source'. The main body is a large text area. At the bottom, there is a 'Translate to:' dropdown menu, an 'Attach Image (size limit 10 MB)' section with a 'Choose File' button and 'no file selected' text, and two unchecked checkboxes: 'Include incident location' and '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:". It is divided into three main sections. The first section, "Public Groups", has a header with "Check all" and "Uncheck all" links. Below it are five checkboxes for groups: "Nixle Wire (Main Public Group)", "Nicetown July 4 Parade (Public Group)", "Nicetown Media (Public Group)", "Nicetown Precincts (Public Group)", and "NicetownUSA (Public Group)". The second section, "Private Groups", has a header and the text "You have no private groups." The third section, "When would you like to send?:", has two radio button options: "Send Message Now" (which is selected) and "Schedule for Future Delivery". Below this is a section "Also Send To Social Media:" with two checkboxes: "Twitter™ (settings)" and "Facebook™ (settings)". At the bottom right of the form is a blue button labeled "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.

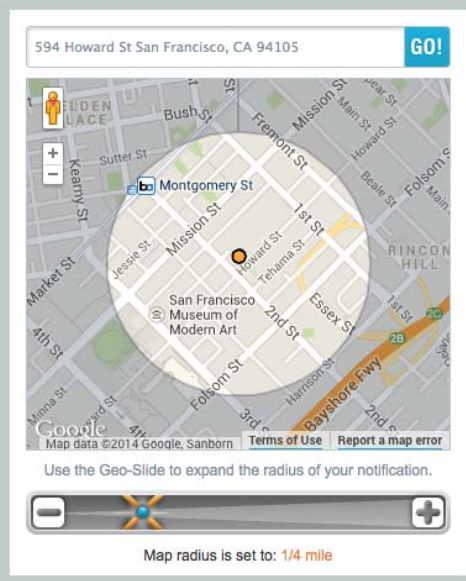
Geographic Targeting

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!**



Use the Geo-Slide to expand the radius of your notification.

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 a web interface with a dark navigation bar at the top containing the following tabs: Plan Information, Products, Agency Information (selected), Personal Information, and Users. Below the navigation bar, the page title is "Agency Details". The main content area is a light gray box containing the following information:

- Nixle Engage (SMS: NIXLE ENGAGE)**
- 594 Howard St
- San Francisco, CA 94105
- America/Los_Angeles Time Zone
- To edit your agency information or logo, please [contact support](#).

Below this box, the following information is displayed:

- Security Mode: Agency Detection
- Your current IP Address: 208.90.215.183
- [To modify these settings, contact support](#)
- Linked Accounts: [Twitter Settings](#)
- [Facebook Settings](#)
- [Facebook Comments Administration](#)
- Nixle website: <http://local.nixle.com/nixle-engage>

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.



Registration/Message Widgets

The screenshot shows the 'Create Registration Widget' form. At the top, there is a navigation bar with tabs: Overview, Message Center, Groups, Collect Contacts (selected), Tipping, and Reporting. Below this is a sub-navigation bar with 'Import Contacts' and 'Registration Widgets' (selected). The main heading is 'Create Registration Widget' with a 'Back' link. A descriptive paragraph states: '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.' The form fields include: 'Widget Name' (text input, note: 'This will only be visible to you'), 'Select a Group' (dropdown menu), 'Widget Height' (text input, value: 340), 'Widget Width' (text input, value: 275), and 'Headline text color' (color swatch). At the bottom right are two buttons: 'Save Widget and Generate Code' and 'Preview Widget'.

The screenshot shows the 'Create Message Widget' form. At the top, there is a navigation bar with tabs: Overview, Message Center (selected), Groups, Collect Contacts, Tipping, and Reporting. Below this is a sub-navigation bar with 'New Message', 'Sent Messages', 'Scheduled Messages', 'Email Template', and 'Message Widgets' (selected). The main heading is 'Create Message Widget' with a 'Back' link. A descriptive paragraph states: '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.' The form fields include: 'Widget Name' (text input, note: 'This will only be visible to you'), 'Display Message Types' (checkboxes for Alerts, Advisories, and Community), 'Widget Height' (text input, value: 440), 'Widget Width' (text input, value: 330), 'Headline text color' (color swatch), 'Secondary text color' (color swatch), and 'Header/footer background color' (color swatch). At the bottom right are two buttons: 'Save Widget and Generate Code' and 'Preview Widget'.

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.

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

New Message Sent Messages Scheduled Messages Email Template Message Widgets

Preview Message

Edit Message Send Message

Message Type:
Alert

Send To:
Public Groups:
Test Group

Message Details:
Entered on:
Tuesday, May 6 2014 :: 2:54 p.m. PDT
Contact:
Nixle Engage
594 Howard St San Francisco, CA 94105

SMS Message:
This is just a test

SMS Preview

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.

NIXLE ENGAGE: This is just a test - www.nixle.us/8EC3B

<https://focal.nixle.com/alert/5193039/>

www.nixle.us/8EC3B

Email Preview:
[Click here to preview email](#)

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 'Message Center' interface. At the top, there are navigation tabs: Overview, Message Center (selected), Groups, Collect Contacts, Tipping, and Reporting. Below this is a sub-navigation bar with: New Message, Sent Messages (selected), Scheduled Messages, Email Template, and Message Widgets. The main area is titled 'Message Center' and includes a search bar and a link to 'Download CSV file of sent messages'. Below the search bar are filter controls for 'Message Type' (Alert, Advisory, Community) and 'Status' (Active, Deactivated). The main content 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 19.)
- 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

2:10 PM
Messages 888777 Edit

CITYPD

Nixle Alert! You are linked to CITYPD info: nixle.com Reply HELP for help Reply STOP to cancel. Msg&Data rates may apply. Freq depends on settings

CITYPD: Thank you for signing up. Please reply with your zip code for targeted messages.

90001

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 20.)
- 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

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

The screenshot shows the 'Import Contacts' page within a web application. At the top, there is a navigation bar with tabs for 'Overview', 'Message Center', 'Groups', 'Collect Contacts', 'Tipping', and 'Reporting'. Below this, there are sub-tabs for 'Import Contacts' and 'Registration Widgets'. The main content area is titled 'Import Contacts' and features a dropdown menu labeled 'Select a Group'. Below the dropdown is a text input area with a blue arrow icon and the text 'Import CSV file or input names, phone numbers and email addresses below'. A large, empty text box is provided for entering contact information. At the bottom of the page, there are two buttons: 'Cancel' and 'Continue'. Below the text box, there is a note: 'You can copy and paste contacts from a spreadsheet or other doc. The only rules are:' followed by a bulleted list of rules.

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.