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Chapter 1: Agency Administrator

1.1 Navigation

An agency admin is the top level administrator for your agency. They will set up your country offices, mandated preparedness actions, departments and other settings for your agency.

- **Country Offices.** Set-up the Country Offices that are in your organisation.
- **Mandated Preparedness Actions.** These are preparedness actions that will be automatically added to all country offices within your agency. They can be **MPAs** (Minimum Preparedness Actions) or **APAs** (Advanced Preparedness Actions). (Please see sections 3.4 and 3.5 for further information on MPAs and APAs respectively)
- **Agency Settings.** Configure the general settings for your agency; these include: Departments; Skills; Modules; Clock Settings; Response Plans; Documents and Notifications.
- **Agency Messages.** Send a message to users within your agency. You can select specific user roles to receive the message.

1.2 Country Offices

- **CREATE A REGION.** If your organisation has a regional structure with a regional director, you can create a region here grouping up several countries and assigning them a Regional Director user type. Regional Director user types can be nominated to approve plans and will have a general view of the countries’ preparedness levels. (Please see ANNEX “User types” for more information on Regional Directors)
Please note you must have created country offices before you will be able to create the region. The regional director is optional and you can always add them later from the Agency Staff module. (Please see section 1.5 for further information on how to add staff to your agency)

- **ADD NEW COUNTRY OFFICE**: Set-up the Country Offices within your agency; you will need to assign a Country Administrator for each Country Office.

### 1.2.1 Creating a country office

Once you select the ‘ADD NEW COUNTRY OFFICE’ button you will be taken to the following screen.

**Add new country office**

**Country office details**

- **Country**: Please select

**Country Administrator Details**

- **Title**: Mr
- **First Name**: Please enter
- **Last Name**: Please enter
- **Email Address**: Please enter
- **Address Line 1**: Optional
- **Address Line 2**: Optional
- **Country**: Please select
- **City**: Optional
- **Address Line 3**: Optional
- **Postcode/Zip Code**: Optional

**SAVE NEW COUNTRY OFFICE**  
**Cancel**

- **Country**: This is the country that you have an office in.
- **Country Administrator Details**: Enter the personal details of the person who will be in charge of administration for this Country Office. The email address will be used to log into the system.

Please note that these are not the details of your country office but the details of the Country Administrator user type of that country office in the platform. This information can be modified later on in the Country Administrator.
Once you create your country office, the person assigned as Country Administrator user type will receive an email with a link to the platform and a temporary password. This password is needed to log in to the platform for the first time; a new permanent password will be requested by the system.

1.2.2 Creating a region

Once you select the ‘CREATE A REGION’ button you will be taken to the following screen.

- **Region Name**: What you want this region to be called

- **Countries**: Select the countries that you’d like to become part of this region. Any country that is already part of a region will not be shown here. If you want to add multiple countries click on ‘+ Add another country’.

- **Regional director**: The regional director needs to be created separately in the agency staff page. Once a regional director has been assigned to a region they will able to view all the countries within that region. They will also be responsible for approving response plans if you require them to. (Please see ANNEX User Types Guidelines for further information)

Click here to watch the guidance video for this section
1.3 Agency Settings

1.3.1 Departments

What departments do you have across your agency? Some examples are: Management, Logistics, Finance, Human Resources etc.

- **Adding departments.** Type in the department you’d like to add in the ‘Add a new department’ box at the bottom of the list.

- **Deleting departments.** Click on the ‘DELETE DEPARTMENTS’ button to switch to deleting mode, any department that does not have actions assigned to it can be deleted, these will have a checkbox to the left hand side. Any department that has an action assigned to it cannot be deleted.

- **Editing departments.** If you misspell a department or the department name changes to can edit departments by clicking the ‘EDIT DEPARTMENTS’ button. To edit a department click inside the text box and change its name, then click save to make the changes.

1.3.2 Skills

When creating staff members you will be asked to select what skills that person has, these skills are added here.

- Support skills. What skills does this person possess for organisational support?
- Technical skills. What skills does this person possess for programmatic work?

The skills can be added, deleted and edited in the same way as the departments.

1.3.3 Modules

Inside the modules settings are two main options: Privacy and Status. Privacy will determine if users from another agency can see this module when they are viewing a country office within your agency. Status determines whether users in your agency have access to this module when working in a Country Office.

**Privacy**

- Public – It is open to anyone who can view a country office in your agency
- Network – Only open to your own agency users or users of agencies that you are in a network with
- Private – Only open to your own agency user

What does the making a module private/network do

- **MPAs**
  - The minimum preparedness icon on the overview screen will be grey, representing ‘no value’.
– When viewing your country office the minimum preparedness option will be removed from the preparedness dropdown so they cannot access this page and view your minimum preparedness actions.
– If both minimum preparedness action and advanced preparedness action are disabled, the preparedness budget option will also be removed.

• **APAs**
  – The advanced preparedness icon on the overview screen will be grey, representing ‘no value’.
  – When viewing your country office the advanced preparedness option will be removed from the preparedness dropdown so they cannot access this page and view your advanced preparedness actions.
  – If both minimum preparedness action and advanced preparedness action are disabled, the preparedness budget option will also be removed.

• **CHS preparedness actions**
  – The CHS preparedness percentage on the overview screen will be grey and show N/A as a value.
  – When viewing your country office, on the minimum preparedness page, the CHS actions will be hidden.

• **Risk monitoring.** When viewing your Country Office, the risk monitoring option is removed from the navigation bar meaning they cannot view your risk monitoring page.

• **Country Office profile.** When viewing your Country Office, the country office profile option is removed from the navigation bar meaning they cannot view your country office page.

• **Response planning.** When viewing your Country Office, the plans option is removed from the navigation bar meaning they cannot view your response plans page.

Decision making: The level of privacy of your modules will affect the visibility of your preparedness levels, but may also have an impact on the ability to share data efficiently for collaboration with others.

### 1.3.4 Clock settings

The clock settings determine how long areas of the Country Office remain valid before they have to be updated. Clock settings can be also modified at country level by Country Administrators and make them more frequent than the agency level setting. (Please see ANNEX Clock settings for further information)
- **Hazards will remain valid for**: The length of time you enter here will determine how long a hazard remains active for. After that time the hazard will automatically become archived.

- **MPA’s will remain green for**: This time determines how long it takes an MPA to go into an expired state. When an MPA gets created the clock starts; it is reset when the action is completed.

- **Response plans will remain in an approved state for**: The length of time you enter here will determine how long a response plan remains active for, after that time it will be automatically archived and will require a user to activate it.

### 1.3.5 Response plan settings

The default response plan contains 10 sections, if some of the sections are not required in your agency you can disable them – this means when completing a response plan they will not appear for any of the users in your agency. (Please see section 3.6 in the manual for further information on Response Plans)

- **Approval hierarchy**. By default, all response plans need to be approved by a country director, if required you can also turn on Regional and Global director approval. If this is enabled the plans will remain in a waiting for approval state until all directors have approved the plan.

### 1.3.6 Documents

All documents that are uploaded when completing MPAs and APAs are stored here and can be downloaded.

### 1.3.7 Notifications

When creating a staff member you have the option to give them additional notifications outside their role. The default notification settings determine which of those additional notifications are enabled when creating a staff member so you don’t have to select them every time – and this can save time.

[Click here to watch the guidance video for this section](#)
1.4 Mandated Preparedness Actions

The Mandated Preparedness Actions will be automatically added to all of your Country Offices. This is useful for large INGOs with multiple countries who want to ensure all countries in the organisation complete certain tasks.

Mandated actions can be added to your agency in two different ways:

- **LOOKUP GENERIC ACTIONS.** Generic actions are a list of actions in-built into the ALERT Platform, they aim to cover actions that are common among organisations who maintain good levels of minimum preparedness. You have the option to copy them across to your country office to help save time.

- **CREATE NEW ACTION.** Use this option if you want to create a minimum preparedness action or advanced preparedness action that will be automatically added to all your country offices.
1.4.1 Creating a custom mandated action

Create new mandated preparedness action

- **What needs to be done.** The information in this box should explain the action or actions that need to be carried out.

- **Is this minimum or advanced preparedness?** Here you decide if this action is a minimum preparedness action (MPA) or an advanced preparedness action (APA).
  - MPAs are taken on a day-to-day basis in order to ensure operational continuity and effective response when an emergency occurs.
  - APAs are executed when a disaster is imminent in the early warning phase or immediately after a severe sudden onset disaster. APAs are associated with particular hazards or can apply in any hazard scenario. The corresponding APAs are activated when a Red Alert is raised for a particular hazard.

- **Department.** Select the department that will be responsible for this task. Departments are added to your organisation by your Agency Administrator.

Click here to watch the guidance video for this section
1.5 Agency Staff

Here you can add your global agency staff such as Global Directors, Regional Directors and Global Users. You can also add country specific staff, but this can be handled by a Country Administrator if needed. (Please see ANNEX User types guidelines for further information)

1.5.1 – Adding a new staff member

Once you select the ‘ADD NEW STAFF MEMBER’ button you will be taken to the following screen.
• **Title.** Title of the staff member you are creating

• **First Name.** First name of the staff member you are creating

• **Last Name.** Last name of the staff member you are creating

• **User Type.** What role will this staff member have on the ALERT system? You should refer to the user roles guide to see what each user type can do. (Please see ANNEX User Types Guidelines for further information)

• **Country Office.** What Country Office does this staff member belong to? If you are adding a global staff member (Global Director, Regional Director, Global User) this option will not be available.

• **Department.** What department does this person work in? Departments need to be created beforehand to be able to create your staff. Remember that departments are created at agency level by your Agency Administrator.

• **Position.** Here you have a free text field to enter the position of this staff member.

• **Office Type.** Does this staff member work in the main office or in the field?

• **Email Address.** This email address will be used to register the user. A temporary password will be send to the user and they will use this email address to log in to ALERT.

• **Phone Number.** Contact number of the staff member

• **Support Skills.** Select the support skills that apply to this person. Please go to section 1.3.2 Skills for further information on support and technical skills. Remember that you need to add skills in the agency settings section to have them available when adding new users.

• **Technical Skills.** Select the technical skills that apply to this person. Please go to section 1.3.2 Skills for further information on support and technical skills. Remember that you need to add skills in the agency settings section to have them available when adding new users.

• **Training needs.** Does this user have any training needs?

• **Additional Notifications.** (Please see ANNEX Notifications settings for further information) All users receive notifications when working on ALERT, you have the option to send them additional notifications:
  – **Alert level changed** – Receive a notification whenever the alert level is changed
  – **Red alert requested** – Receive a notification whenever a red alert request is sent to the country director
  – **Update hazard indicator** – Receive a notification whenever a hazard indicator needs updating
  – **MPA/APA expired** – Receive a notification whenever a preparedness action becomes expired
– **Response plan expired** – Receive a notification whenever a response plan becomes expired
– **Response plan rejected** – Receive a notification whenever a response plan is rejected

- **Is this staff member part of the response team?** This determines if this user will be shown in your staff capacity page of the Country Office profile.

---

**1.6 Agency Data Export**

As Agency Administrator you will be able to download a spreadsheet file containing all the information added in your country offices. The data downloaded includes a combination of basic information and historic data tracking for some specific areas in the platform including Alerts, Risk Monitoring, Response Plans, Preparedness, APAs activation, and the different tabs in the Country Office Profile module.

The data tracking shows (as well as the basic info shown in the Platform):

- **For MPAs the tracking detects**: the % time the MPA has been in a green, amber and red status and whether the action was last completed within the due date or not.

- **For APAs** the tracking tells you when the action was last activated, and how long it took to complete the action.

- **For plans** it tells you the percentage time that the plan was ‘In progress’ for compared to the % time it has been ‘Completed’ for.

- **For Risk indicators**, it tells you the total number of instances and the total number of days the indicator has been in a green status, amber status and red status

- **For alerts**, it tells you how long the status has been in red or amber alert.

To download this data click on you country initials located next to the notification icon, and in the dropdown that will open click on Export Agency Data.
Chapter 2: Country Administrator

2.1 Navigation

The country administrator has the same functionality as a regular ERT user but then also has additional administration responsibilities, these include: Managing country office staff and other settings for the Country Office.

- **Home.** This is your dashboard, here you can see the amount of response plans that have been approved, the minimum and advanced preparedness levels and the percentage of CHS actions completed. You will also find any of your tasks here, tasks will be actions or indicators that need to be updated in the next week. Finally you will see an overview of hazards that are being monitored and the seasonal calendar of your Country Office.

- **Risk Monitoring.** This is where you will add your hazards and indicators for risk monitoring. You can also raise alerts here.

- **Preparedness.** Consists of three sections:
  - **Minimum preparedness.** Actions taken on a day to day basis which will ensure operational continuity and effective response when an emergency occurs.
  - **Advanced preparedness.** Actions that are executed when a disaster is imminent in the early warning phase or immediately after a severe sudden onset disaster.
  - **Preparedness budget.** This is automatically calculated based on your MPAs and APAs and has been divided into departments. You can add a budget narrative to each department.

- **Plans.** Create your scenario based response plans for hazards in your country, these plans can be exported to START fund, Excel and Word. The plans can be submitted to the responsible director user and partners for approval.

- **Country Office.** This is your Country Office profile, you can input the following information about your Country Office: Programmes, Office Capacity, Partners, Equipment, Coordination, Stock Capacity, Documents and Contacts.

- **Global Map.** You can use the global map to see an overview of the agency you belong to. The map will be highlighted with each Country Office in your agency; the colour of the country identifies the preparedness level and the pins on the country show any red alerts.

- **Country Administrator.** This area if specific to this user type and contains all the options needed to administrate the Country Office: Country office staff, Permission settings, Modules settings, Clock settings, default notification settings and Country office messages.
Below you’ll find explained the three administration responsibilities of the Country Administrator tab: Country Office Staff, Agency settings, and Country Office messages. Please see Chapter 3 for further information on modules Home, Risk Monitoring, Preparedness, Global Map, and Response Plans.

2.2 Country Office Staff

Here you can add the staff that will be working within your Country Office.

2.2.1 Adding a new staff member

Once you select the ‘ADD NEW STAFF MEMBER’ button you will be taken to the following screen.
• Title. Title of the staff member you are creating
• First Name. First name of the staff member you are creating
• Last Name. Last name of the staff member you are creating
• User Type. What role will this staff member have on the ALERT system? You should refer to the user roles guide to see what each user type can do
• Country Office. What Country Office does this staff member belong to? If you are adding a global staff member this option will not be available.
• Department. What department does this person work in? Departments need to be created beforehand to be able to create your staff. Remember that departments are created at agency level by your Agency Administrator. Country Offices will be able later to add more departments and adapt their internal structure into the platform.
• Position. Here you have a free text field to enter the position of this staff member.
• Office Type. Does this staff member work in the main office or in the field?
• Email Address. This email address will be used to register the user. A temporary password will be send to the user and they will use this email address to log in to ALERT.
• Phone Number. Contact number of the staff member
• Support Skills. Select the support skills that apply to this person. Please go to section 1.3.2 Skills for further information on support and technical skills. Remember that skills are created at agency level by your Agency Administrator.
• Technical Skills. Select the technical skills that apply to this person. Please go to section 1.3.2 Skills for further information on support and technical skills. Remember that skills are created at agency level by your Agency Administrator.
• Training needs. Does this user have any training needs? In this text box you can list and describe what trainings this user needs.
• Additional Notifications. (Please see ANNEX Notifications settings for further information) All users receive notifications when working on ALERT, you have the option to send them additional notifications:
  – Alert level changed – Receive a notification whenever the alert level is changed
  – Red alert requested – Receive a notification whenever a red alert request is sent to the country director
  – Update hazard indicator – Receive a notification whenever a hazard indicator needs updating
  – MPA/APA expired – Receive a notification whenever a preparedness action becomes expired
  – Response plan expired – Receive a notification whenever a response plan becomes expired
- **Response plan rejected** – Receive a notification whenever a response plan is rejected

- **Is this staff member part of the response team?** This determines if this user will be shown in your staff capacity page of the Country Office profile.

### 2.2.2 Adding a new partner users

If you work closely with a partner organisation within your country, you can grant access to your to your ALERT country office account to people from that organisation. To do this you must first create the partner organisation in the Country Office Profile (please see section 3.7.3 for further information on how to add Partner organisations) and then click the ‘ADD NEW PARTNER USER’ button, you will see the following options:

- **Partner Organisation.** What organisation does this person work for (Organisations need to be created in the Country Office Profile)
- **Title.** Title of the partner user you are creating
- **First Name.** First name of the partner user you are creating
- **Last Name.** Last name of the partner user you are creating
- **Additional notifications.** All users receive notifications when working on ALERT, you have the option to send them additional notifications:
  - **Alert level changed** – Receive a notification whenever the alert level is changed
  - **Red alert requested** – Receive a notification whenever a red alert request is sent to the country director
  - **Update hazard indicator** – Receive a notification whenever a hazard indicator needs updating
  - **MPA/APA expired** – Receive a notification whenever a preparedness action becomes expired
  - **Response plan expired** – Receive a notification whenever a response plan becomes expired
  - **Response plan rejected** – Receive a notification whenever a response plan is rejected
- **Permissions.** You have the ability to apply custom permission settings to this user. Each section can be expanded to show the options available:
  - **CHS actions.** Assign – gives this user the ability to assign CHS actions (Partner users can only assign actions to themselves)
  - **Mandated MPA.** Assign – gives this user the ability to assign mandated MPAs (Partner users can only assign actions to themselves)
  - **Custom MPA:**
    - **Assign** – gives this user the ability to assign custom MPAs (Partner users can only assign actions to themselves)
    - **New** – gives this user the ability to create custom MPAs
– **Edit** – gives this user the ability to edit existing custom MPAs
– **Delete** – gives this user the ability to delete custom MPAs
– **Mandated APA.** Assign – gives this user the ability to assign mandated APAs (Partner users can only assign actions to themselves)
– **Custom APA:**
  – **Assign** – gives this user the ability to assign custom APAs (Partner users can only assign actions to themselves)
  – **New** – gives this user the ability to create custom APAs
  – **Edit** – gives this user the ability to edit existing custom APAs
  – **Delete** – gives this user the ability to delete custom APAs
– **Notes:**
  – **New** – gives this user the ability to create notes
  – **Edit** – gives this user the ability to edit notes (Only their own notes)
  – **Delete** – gives this user the ability to delete notes (Only their own notes)
– **Country Contacts:**
  – **New** – gives this user the ability to create point of contacts in the contact tab of Country Office profile
  – **Edit** – gives this user the ability to edit point of contacts in the contact tab of Country Office profile
  – **Delete** – gives this user the ability to delete notes (Only their own notes)
– **Other Permissions.** Download documents – gives this user the ability to download documents that have been uploaded to actions

- **Grant this user the partner and response plan validation permission.** If answered yes, this user will be asked to approve response plans when submitted to partners. At least one partner user per organisation needs to have this permission. If another user currently has permission and you select yes for a new user, the other user will lose their permission. (Please see section 3.6 Response Plans for further information on this module)

### 2.3 Country Office Settings

#### 2.3.1 Permissions

(Please see ANNEX Permissions Settings for further information) This setting determines the permissions that each user type will receive:

- **CHS actions.** Assign – gives this user type the ability to assign CHS actions (ERT and Partner users can only assign actions to themselves)
- **Mandated MPA.** Assign – gives this user type the ability to assign mandated MPAs (ERT and Partner users can only assign actions to themselves)
- Custom MPA:
  - Assign – gives this user type the ability to assign custom MPAs (ERT and Partner users can only assign actions to themselves)
  - New – gives this user type the ability to create custom MPAs
  - Edit – gives this user type the ability to edit existing custom MPAs
  - Delete – gives this user type the ability to delete custom MPAs

- Mandated APA. Assign – gives this user type the ability to assign mandated APAs (ERT and Partner users can only assign actions to themselves)

- Custom APA:
  - Assign – gives this user type the ability to assign custom APAs (ERT and Partner users can only assign actions to themselves)
  - New – gives this user type the ability to create custom APAs
  - Edit – gives this user type the ability to edit existing custom APAs
  - Delete – gives this user type the ability to delete custom APAs

- Notes:
  - New – gives this user type the ability to create notes
  - Edit – gives this user type the ability to edit notes (Only their own notes)
  - Delete – gives this user type the ability to delete notes (Only their own notes)

- Country Contacts:
  - New – gives this user type the ability to create point of contacts in the contact tab of Country Office profile
  - Edit – gives this user type the ability to edit point of contacts in the contact tab of Country Office profile
  - Delete – gives this user type the ability to delete notes (Only their own notes)

- Other Permissions:
  - Download documents – gives this user type the ability to download documents that have been uploaded to actions

2.3.2 Modules

Inside the modules settings are two main options: Privacy and Status. Privacy will determine if users from another agency can see this module when they are viewing a Country Office within your agency. Status determines if users in your agency have access to this module when working in a Country Office. (Please see ANNEX X Privacy Settings for further information)

Privacy

Default privacy settings are set at Agency Admin level but Country Admins have the option to make modules more private if they wish.

- Public – It is open to anyone who can view a Country Office in your agency
• Network – Only open to your own agency users or users of agencies that you are in a network with

• Private – Only open to your own agency users

What does the making a module private/network do

• Minimum preparedness actions
  – The minimum preparedness icon on the overview screen will be grey, representing ‘no value’.
  – When viewing your Country Office the minimum preparedness option will be removed from the preparedness dropdown so they cannot access this page and view your minimum preparedness actions.
  – If both minimum preparedness action and advanced preparedness action are disabled, the preparedness budget option will also be removed.

• Advanced preparedness actions
  – The advanced preparedness icon on the overview screen will be grey, representing ‘no value’.
  – When viewing your Country Office the advanced preparedness option will be removed from the preparedness dropdown so they cannot access this page and view your advanced preparedness actions.
  – If both minimum preparedness action and advanced preparedness action are disabled, the preparedness budget option will also be removed.

• CHS preparedness actions
  – The CHS preparedness percentage on the overview screen will be grey and show N/A as a value.
  – When viewing your Country Office, on the minimum preparedness page, the CHS actions will be hidden.

• Risk Monitoring. When viewing your Country Office, the risk monitoring option is removed from the navigation bar meaning they cannot view your risk monitoring page.

• Country Office Profile. When viewing your Country Office, the Country Office profile option is removed from the navigation bar meaning they cannot view your Country Office page.

• Response Planning. When viewing your Country Office, the plans option is removed from the navigation bar meaning they cannot view your response plans page.

Decision making: The level of privacy of your modules will affect the visibility of your preparedness levels, but may also have an impact on the ability to share data efficiently for collaboration with others
2.3.3 Clock Settings

Another setting from the Agency Admin setting, Country Admins have the option to make the clock setting more frequent.

- **Hazards will remain valid for**: The length of time you enter here will determine how long a hazard remains active for. After that time the hazard will automatically become archived.

- **MPA’s will remain green for**: This time determines how long it takes an MPA to go into an expired state. When an MPA is created the clock starts; it is reset when the action is completed.

- **Response plans will remain in an approved state for**: The length of time you enter here will determine how long a response plan remains active for. After that time it will be automatically archived and will require a user to activate it.

2.3.4 Notifications

When creating a staff member you have the option to give them additional notifications outside their role (assigned actions’ due dates are close, indicators need to be updated). The default notification settings determine which of those additional notifications are enabled when creating a staff member so you don’t have to select them every time and this can save time. (Please see ANNEX X Notifications settings for further information)

- **External notifications**. If you would like someone who is not on the system to receive notifications when certain events occur you can do this using external notifications. You will need to provide an email address when the notification will be sent.

2.4 Country Data Export

As Country Administrator you will be able to download a spreadsheet file containing all the information added in your country office. The data downloaded includes a combination of basic information and historic data tracking for some specific areas in the platform including Alerts, Risk Monitoring, Response Plans, Preparedness, APAs activation, and the different tabs in the Country Office Profile module.

The data tracking shows (as well as the basic info shown in the Platform):

- **For MPAs the tracking detects**: the % time the MPA has been in a green, amber and red status and whether the action was last completed within the due date or not.
• **For APAs** the tracking tells you when the action was last activated, and how long it took to complete the action.

• **For plans** it tells you the percentage time that the plan was ‘In progress’ for compared to the % time it has been ‘Completed’ for.

• **For Risk indicators**, it tells you the total number of instances and the total number of days the indicator has been in a green status, amber status and red status.

• **For alerts**, it tells you how long the status has been in red or amber alert.

To download this data click on Country Administrator, and in the dropdown that will open click on Export Office Data.
Chapter 3: ERT Lead, ERT Member and Partner User

3.1 Navigation

If enabled at agency level by the Agency Administrator, the ERT Lead, ERT Member, Country Admin, and Partner User will have available the following modules:

- **Home.** This is your dashboard, here you can see the amount of response plans that have been approved, the minimum and advanced preparedness levels and the percentage of CHS actions completed. You will also find any of your tasks here, tasks will be actions or indicators that need to be updated in the next week. Finally you will see an overview of hazards that are being monitored and the seasonal calendar of your Country Office.

- **Risk Monitoring.** This is where you will add your hazards and indicators for risk monitoring. You can also raise alerts here.

- **Preparedness.** Consists of three sections:
  - **Minimum preparedness.** Actions taken on a day to day basis which will ensure operational continuity and effective response when an emergency occurs.
  - **Advanced preparedness.** Actions that are executed when a disaster is imminent in the early warning phase or immediately after a severe sudden onset disaster.
  - **Preparedness budget.** This is automatically calculated based on your MPAs and APAs and has been divided into departments. You can add a budget narrative to each department.

- **Plans.** Create your scenario based response plans for hazards in your country, these plans can be exported to START fund, excel and word. The plans can be submitted to the country director.

- **Country Office.** This is your Country Office profile, you can input the following information about your Country Office: Programmes, Office Capacity, Partners, Equipment, Coordination, Stock Capacity, Documents and Contacts.

- **Global Map.** You can use the global map to see an overview of the agency you belong to, the map will be highlighted with each Country Office in your agency, the colour of the country identifies the preparedness level and the pins on the country show any red alerts.
3.2 Home

The home page is your user dashboard and gives you quick access to the information you need about your Country Office.

- **Response Plans.** Shows the number of approved response plans.

- **Minimum preparedness.** This will show how prepared your Country Office is, this is calculated by working out the percentage of your MPAs that are completed and then checking this against a threshold that is set throughout the system.

- **Advanced preparedness.** This is inactive until your Country Office raises a red alert, once a red alert is raised it will show how prepared your Country Office is, this is calculated by working out the percentage of your active APAs that are completed and then checking this against a threshold that is set throughout the system.

- **CHS preparedness.** This will show the percentage of CHS actions that you have completed.

### 3.2.1 My Tasks

When indicators or actions are assigned to you, the system will provide you will reminders when they are close to their due date.

- When an action or indicator is due in the next 2-7 days, an amber task will be shown stating that it needs completed **this week.**

- If the action or indicator is due today, a red task will be shown stating that is needs to be completed **today.**

- If the action was due in the past, a red task will be shown stating that it was **due on...**
The tasks will have an update button which will take you to the relevant section.

3.2.3 Risk Monitoring

This section will show you all the hazards that are being monitored by the Country Office, it will also tell you how many indicators are in each hazard.

3.2.4 Seasonal Calendar

Any events that you’ve added to the seasonal calendar can be viewed here. Hover over an event to see the name of it.

Click here to watch the guidance video for this section

3.3 Risk Monitoring

Risk Monitoring contains all your hazards and indicators that you use to monitor the risks in your country. Below you can see an overview of the main sections in this module:

- **Create an alert.** You can raise an alert by clicking this button; you should do this if you identify a potential disaster.
- **Add new hazard.** Create a new hazard that will be monitored by your Country Office using indicators.
- **Expand/Collapse all.** Expand or collapse all hazards to show all indicators.
**Hazards.** This is the list of hazards that you are currently monitoring. Click on a hazard to show/hide its indicators

**Archived hazards.** Contains hazards that have been archived by your Country Office, this is useful if you are not currently monitoring a hazard but might be in the future.

### 3.3.1 Create an alert

If you identified a potential risk or disaster you should raise an alert. Only hazards that are being monitored by your Country Office are displayed here when creating an alert. If you need to raise an alert for a hazard that is not being monitored by your Country Office, you will need to add as a hazard to be monitored first.

These are the main steps to follow to raise or request an alert.

- **Select the Alert Level.** You must decide if the threat is imminent or not, using your indicators to determine if you need to go to amber or red alert. If you go to red alert, all the APAs associated with his hazard will become active.

- **Affected areas.** Define the areas that are going to be affected by this hazard.

- **Estimated population affected.** The amount of people will be affected by this hazard.

- **Information sources and notes.** What information has led you to raise this alert? Is there anything that should be noted about this alert?
If your Country Office account is already in Amber alert, you can always update the status by clicking on Update alert level. If deescalating the alert level from Amber to Green, the alert will be removed and the top bar returned to green, if you want to go to Amber again, new information will need to be added. If escalating from Amber to Red, a request will be sent to the Country Director user.

Raising Amber alert does not need approval from Country Director user types.

3.3.2 Adding a new hazard

If you identify a hazard that need monitoring in your country the first step is to add this hazard. We have implemented Index for Risk Management (INFORM) into the system. This is a global, open-source risk assessment for humanitarian crises and disasters. We use INFORM to show the 3 most likely hazards in your country. If the hazard you want to add is not shown here you can select from a full list of hazard which draws on UNOCHA hazard classification. The INFORM Index information is updated every time the page is opened. Click here to learn more about the INFORM Index.

- **Is this hazard a seasonal hazard?** You can assign this hazard to a season so that it informs you when you should be monitoring it. You have the opportunity to select from seasons that you have already added, or you can add new one.

To add a new season, this can be done 1 of 2 ways - the first is to access the dashboard and click on the ‘View full calendar’ button, this will open the calendar view where you will see an option to ‘Add to the calendar’. To add a season you’ll need to give it a name, start date, end date and colour. Seasons do not repeat so you’ll have to add them for additional years. The other method is to add it during hazard creation, after you select the hazard you’d like to add, there will be a question if this is a seasonal hazard, if you select yes you will see an option to select hazards, within the dialog is an option to ‘Add to the seasonal calendar’
### 3.3.3 Adding risk indicators

Once you’ve identified and added your hazard you can create an indicator for that hazard. The indicators are used to monitor the risk of the hazard.

- **Hazard**. The hazard you’d like to add this indicator to
- **Indicator**. The name of this indicator
- **Source of Information**:  
  - What are your sources for this indicator?  
  - If it is an online source you can provide a url for easy access.  
  - You can add multiple sources
- **Trigger values**. These are the values that you will be monitoring and help to identify when a hazard is imminent, green level should be the normal level, amber should be a more concerning level and red should be when a hazard is likely to occur.
- **Frequency of monitoring**. This will set how often you need to update this indicator depend on the state it is in. The system will display task reminders on your dashboard when an indicator needs updating in the next seven days.
- **Assign to**. What user will be responsible for updating this indicator?  
- **Geographical location of indicator monitoring**. Define the location that you are monitoring, you can set this to national or select specific regions in your country.
3.3.4 Updating risk indicators

To update an indicator you need to click the ‘Update’ button located on the right hand side of the indicator, you should then set the indicator to the level you have monitored and press save, this will reset the next update date based on the level you have selected.

3.3.5 Indicator log

You can add notes to an indicator and this will create a history log that others can view to check the monitoring progress of this indicator. When you leave a note it will also capture the level of the indicator at the time.

3.3.6 Archive hazard

If you are not monitoring a hazard, you can archive it. This means that the indicators you have added will remain in the system but you and your staff will not be notified about updates that are required for the indicators.

Click here to watch the guidance video for this section
3.4 Minimum Preparedness

Minimum preparedness actions (MPAs) Actions taken on a day to day basis which will ensure operational continuity and effective response when an emergency occurs.

3.4.1 Creating a minimum preparedness action

To add a new minimum preparedness action to your Country Office you need to click on the ‘CREATE ACTION’ button located at the top right of the page. After clicking this button you have a couple of options:

- **Create custom action.** Use this option if you are creating a minimum preparedness action that is specific to your country or organisation.

- **Select from generic actions.** Generic actions are a list of actions in-built into the ALERT Platform, they aim to cover actions that are common among organisations who maintain good levels of minimum preparedness. You have the option to copy them across to your Country Office to help save time.

If you select ‘Create custom action’ you will be taken to the create action screen where you need to input the information for your action:

- **What needs to be done.** This is the minimum preparedness action. The information in this box should explain the action or actions that need to be carried out.

- **Is this minimum or advanced preparedness?** Here you decide if this action is a minimum or advanced preparedness action, in this scenario we just need to select minimum.

- **Department.** Select the department that will be responsible for this task. Departments are added to your organisation by your Agency Administrator. Please see section 1.3.1 Departments, for further information.

- **Assign to.** Here you can select the user that will complete this task. When the action is assigned to a user they will receive a notification on ALERT as well as an email to them. A task reminder will also be displayed on their home page when the action is due within one week.

- **Due date.** This is the date you would like this task to be completed by i.e. the deadline. ALERT will remind the assigned person to complete the task one week before the due date (if it has not already been completed).
**Frequency.** When a task is completed it will remain in the completed state for determined duration, this duration is set by your Agency Administrator and we call this the ‘Clock setting’. Once the duration has passed, the task becomes expired and needs to be completed again, or assigned a new due date. If you feel that this task is more important and needs to be completed on a more regular basis than the agency setting you can increase the frequency here. This means that the MPA will expire more frequently than other MPAs. Please see ANNEX Clock settings for further information.

**Budget.** The cost of completing this task

**Is document required for completion?** You can decide whether a document needs to be uploaded in order to complete this task. This helps to confirm the task was completed correctly and helps to build a bank of documentation relevant to preparedness

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**3.4.2 Working on minimum preparedness actions**

**Action types**

Minimum preparedness actions will be one of three types:

- **CHS.** These are added to the system by the ALERT team and are automatically added to all Country Offices.

- **Mandated.** These are added by your Agency Administrator and are automatically added to all Country Offices, this is useful to large INGOs with multiple countries who want to ensure all countries in the organisation complete certain tasks, as well as for large national organisations that have multiple field offices

- **Custom.** These are unique to your Country Office and are created by your country team through your preparedness planning process.

**Action status**

Identify a key communication staff member to work on communication/media outputs when there is an emergency. If this is an existing staff member, ensure this is agreed with their line manager and included in their JD.

Budget: £100  Type: Custom  Department: Logistics  Assigned to: Ryan Wright
Minimum preparedness actions will be in one of five statuses:

- **In-progress.** The action is assigned to a user on ALERT and a due date has been set, it has **not** been completed and the clock setting has **not** passed.

- **Completed.** The action has **been** completed and the clock setting has **not** passed.

- **Expired.** The action has **not** been assigned to a user on ALERT or the action is assigned to a user but the clock settings have **passed**.

- **Inactive.** The action has **been** archived.

- **Unassigned.** The action is a mandated, CHS or custom action and has not been assigned to anyone.

### 3.4.3 Completing MPAs

To complete an MPA you need to click on the ‘Mark as Complete’ button located on the right hand side of an action. In order to see this button, the action has to be assigned to you.

- **Completion notes.** Once you are ready to complete the action you are required to enter a completion note, this is an explanation of what tasks were done to complete this action. It will be saved under the notes section of this action.

- **Uploading documents.** You may upload a document to an action even if it is not required, however if it is required you will not be able to complete this task without uploading a document. Once a document is uploaded, you can remove it or even add more if you wish.
MPAs Expire date: Clock setting. Once completed, the action will be put on a timer (Clock setting) and will remain complete until this duration passes; this is shown by the ‘EXPIRES ON’ value. The notes and documents and be viewed by clicking the buttons on the action. Documents can also be downloaded by users that have permission.

3.5 Advanced Preparedness

Advanced Preparedness Actions (APAs) are executed when a disaster is imminent in the early warning phase or immediately after a severe sudden onset disaster. APAs are associated with particular hazards or can apply in any hazard scenario. The corresponding APAs are activated when a Red Alert is raised for a particular hazard.

3.5.1 Creating an advanced preparedness action

Much like a minimum preparedness action, to add a new advanced preparedness action to your Country Office you need to click on the ‘CREATE ACTION’ button located at the top right of the page. After clicking this button you have a couple of options:

- Create custom action. Use this option if you are creating an advanced preparedness action that is specific to your country or organisation
• **Select from generic actions.** Generic actions are a list of actions in-built into the ALERT Platform, they aim to cover actions that are common among organisations who maintain good levels of minimum preparedness. You have the option to copy them across to your Country Office to help save time.

If you select ‘Create custom action’ you will be taken to the create action screen where you need to input the information for your action:

• **What needs to be done.** This is the advanced preparedness action. The information in this box should explain the action or actions that need to be carried out.

• **Is this minimum or advanced preparedness?** Here you decide if this action is a minimum or advanced preparedness action, in this scenario we need to select advanced.

• **Hazard association.** An APA needs to be assigned to specific hazards or to all hazards, this is because APAs remain inactive until your Country Office goes to red alert, the APAs that are associated with the red alert hazard will then become active. If you select “All hazards”, the APA will become active whenever a red alert is raised regardless of the hazard.

• **Department.** Select the department that will be responsible for this task. Departments are added to your organisation by your Agency Administrator. Please see section 1.3.1 for more information on how to create Departments.

• **Assign to.** Here you can select the user that will complete this task. When the action is assigned to a user they will receive a notification on ALERT as well as an email to them. A task reminder will also be displayed on their home page when the action is due within one week.

• **Due date.** This is the date you would like this task to be completed by i.e. the deadline. ALERT will remind the assigned person to complete the task one week before the due date (if it has not already been completed).

• **Budget.** The cost of completing this task.

• **Is document required for completion?** You can decide whether a document needs to be uploaded in order to complete this task. This helps to confirm the task was completed correctly and helps to build a bank of documentation relevant to preparedness.

If you select the option “Select from generic actions” from the “Create action” button, you will be taken to the in-built list of generic actions in the system.

The list of generic actions can be sorted by generic departments to help you narrow down the search. To add it to your Country Office select it, and click on continue. In the next page you will have the opportunity to amend the text of the generic action if you deem appropriate, and complete the rest of the field as if it were a Custom preparedness action.
3.5.2 Working on advanced preparedness actions

**Action types**

Minimum preparedness actions will be one of two types:

- **Mandated.** These are added by your Agency Administrator and are automatically added to all Country Offices. This is useful to large INGOs with multiple countries who want to ensure all countries in the organisation complete certain tasks. All mandated APAs are assigned to ‘All hazards’

- **Custom.** These are unique to your Country Office and are created by your country team.

**Action status**

Minimum preparedness actions will be in one of five statuses:

- **In-progress.** An associated hazard has activated this action, it has been assigned to a user on ALERT and a due date has been set, it has not been completed and the clock setting has not passed.

- **Completed.** An associated hazard has activated this action and it has been completed and the clock setting has passed.

- **Expired.** An associated hazard has activated this action, the action has not been assigned to a user on ALERT or the action is assigned to a user but the clock settings has passed.

- **Inactive.** A red alert for this APAs associated hazard has not been raised or the action has been archived.

- **Unassigned.** The action is a mandated action or custom action that has not been assigned to anyone.
3.6 Plans

A scenario based response plan covers what needs to be done once there is a clear prospect of a hazard event causing a humanitarian impact.

3.6.1 Creating a plan

To open the plan creation page you need to click on the ‘CREATE NEW RESPONSE PLAN’ button in the top right hand corner of the page; this will take you to the plan creation wizard. The amount of sections that need to be completed is controlled by the Agency Administrator and there can be a maximum of 10. Please see section 1.3.5 for further information on Response Plans settings.

3.6.2 Submitting a plan for approval

Plans can be submitted for approval at any stage (They do not have to be 100% complete). All plans require director approval in order to be categorized as ‘approved’ and counted in the Response Plan section of the country office dashboard. Depending on your approval hierarchy (Please see section 13.5 for further information on Response Plans settings) this could just be a country director or it may also require approval from regional and global directors. To submit this plan for director approval you should click on the options button of the plan, and then click on ‘Submit for approval’. The country director will be assigned a task to review the plan, he can approve or reject the plan, if approved, the status will change to ‘Approved’.

3.6.3 Submitting a plan for partner validation

If you name a partner within your plan, they will be required to validate the plan before it can be marked as approved. Similarly to the director approval, you can submit for partner validation using the options button next to the plan. If a partner user has not been create for the organisation listed in the plan, they will be sent an email asking them to approve the plan. If a partner user has been created they will be assigned a task to review the plan, he can approve or reject the plan, if approved, the status will change to ‘Approved’.

3.6.4 Exporting plans

You can export the plan to an editable excel or word format, the first option is to export to a specifically formatted Start fund template, if you chose this option each excel page will download as an individual excel file. The other options are: Export to Excel and Word doc.

3.6.5 Archiving plans

From the options menu is the Archive plan button, this will archive this plan, adding it to the archived plans section. Response plans cannot be deleted.
3.7 Country Office Profile

Your country office profile contains details about your office. These include: Programmes, Office Capacity, Partners, Equipment, Coordination, Stock Capacity, Documents & Contacts. The Country Office Profile can be edited by any user type (except Non-ALERT users) of your Country Office, these include Country Director, ERT Leads, ERT Members, Country Users, and Partner Users.

3.7.1 Programmes

Programmes are projects that your Country Office is currently working on.

- **Sector Expertise.** These are the sectors that your country office has experience working in. You can select multiple of them from the Sector box. Select “Edit programmes” and then click on the “Edit” button that will appear below. Select the sector/s that you prefer and click on Save.

- **Programme Mapping.** The programmes that your country office is currently operating, it details the sector, what you are doing, where you are doing this, to whom this is for and when it will take place.

Adding Programmes

To add a programme you can click on the ‘ADD’ button located at the bottom of the page, you will need to fill in the following information:

- **Sector.** What sectors does this programme relate to?
- **What.** Title of the project
- **Where.** Location of the project
- **To Whom.** The beneficiaries of this project
- **When.** Month and year of project completion.

3.7.2 Office and surge capacity

This section documents the staff capacity of your Country Office and other surge staff that would be available in case of emergency.

- **Country Office capacity**
  - **Total Staff.** The total number of staff in your Country Office, including all emergency response staff and those not involved in emergency response. This needs to be added to the system by you.
- **Total Response Staff.** Automatically calculated based on the amount of staff member that are marked as ‘Part of the response team’ during user creation. The table will also populate based on this selection and will show information of those staff members.

- **Surge capacity.** This is a list of personnel that will be available to join your emergency response team in the event of a disaster.

Adding surge capacity

To add a new surge capacity, you can click on the ‘ADD’ button located at the bottom of the page, you will need to fill in the following information:

- **Organisation.** Name of the organisation this surge staff belongs to
- **Relationship.** What relationship do you have with this organisation. Hint: Is the organisation a regional office, partner, affiliate, network member, consultant etc?
- **Name.** Name of surge staff who will join response team
- **Position.** Position of surge staff who will join response team
- **Email address.** Email address of surge staff who will join response team
- **Sector of expertise.** The sector that this surge staff is most experienced in
- **Location.** Where the surge staff is based
- **Estimated time of arrival.** How long it will take the surge staff to reach your Country Office
- **Length of deployment.** How long will the surge staff remain with your Country Office.

3.7.3 Partners

Partners are other organisations that work with you.

Adding a new partner organisation

To add a new partner organisation, you can click on the ‘ADD’ button located at the bottom of the page, you will need to fill in the following information:

- **Partner Organisation.** Name of the organisation
- **Relationship.** What relationship do you have with this organisation
- **Projects.** What projects are you working on with this organisation? You can add multiple
- **Sector.** The sector that this project will cover, if the sector is not mentioned you can select ‘Other’ and type in your own
- **Project title.** Name of the project
- **Project end date.** What is the project completion date?
- **Areas of operation.** Where will this project take place? You can select multiple areas.
- **Partner contact details.** This will be the main contact of the partner organisation, they will receive an email to confirm the partnership with your organisation. If you add them to any response plans, they will also receive an email to approve the plan.

### 3.7.4 Equipment

The equipment table shows the equipment that is currently available to your Country Office. The surge equipment table shows equipment that would be available to you in the event of an emergency.

**Adding equipment**

To add equipment you can click on the ‘ADD’ button located at the bottom of equipment table. You will need to fill in the following information:

- **Equipment.** Name of the equipment
- **Location.** Location of the equipment
- **Quantity.** How much of this equipment do you have?
- **Status.** What is the condition of this equipment?

**Adding surge equipment**

To add surge equipment you can click on the ‘ADD’ button located at the bottom of the page, you will need to fill in the following information:

- **Supplier.** Name of the organisation supplying the surge equipment
- **Relationship.** Is the source of the surge equipment a supplier, partner, regional office, etc?
- **Equipment provided.** What surge equipment is being provided by the supplier
- **Contact’s name.** Name of your contact at the supplier
- **Contact’s email.** Email address of your contact at the supplier
- **Contact’s telephone.** Telephone of your contact at the supplier.

### 3.7.5 Coordination Arrangements

These are the sector meetings that you will be attending.

**Adding coordination arrangements**

To add equipment you can click on the ‘ADD’ button located at the bottom of equipment table, you will need to fill in the following information:

- **Sector.** The sector covered by this meeting
3.7.6 Stock Capacity

List the stock that you have stored inside and outside of your country.

Adding in-country stock

To add in-country stock you can click on the ‘ADD’ button located at the bottom of in-country stock table, you will need to fill in the following information:

- **Description.** What type of stock
- **Quantity.** How much stock
- **Location.** Where is the stock currently stored
- **Lead time for delivery to affected population.** How long will it take to arrive to the affected population.

Adding external country stock

To add external country stock you can click on the ‘ADD’ button located at the bottom of the page, you will need to fill in the following information:

- **Description.** What type of stock
- **Quantity.** How much stock
- **Location.** Where is the stock currently stored
- **Lead time to warehouse.** How long will it take to arrive at your warehouses.

3.7.7 Documents

All documents that are uploaded when completing MPAs and APAs are stored here and can be downloaded. You can also access documents uploaded in other countries.

3.7.8 Contacts

The contact details of your Country Office as well as contact details of staff member that should be contacted when trying to speak with your Country Office.
Other agencies will be able to access this information when ‘Viewing agencies in my country’ and navigating through to your agency. This information will be hidden if you have the Country Office Profile module set to private.

Office contact details

These are automatically filled when the country admin is setting up this office.

If you need to edit them, first you must click on the ‘EDIT CONTACTS’ button, you will see an edit button appear inside the office contact details area. Click on this to edit the details.

Point of contact

To add the contact details of a staff member, click on the add button at the bottom of the page.

- **Name of contact.** This is a list of staff members the country admin has added to your office.
- **Skype name.** The Skype ID for this staff member.
- **Office telephone.** The direct office line for this staff member.

Click here to watch the guidance video for this section

### 3.8 Global Map

The global map shows all the Country Office within your agency.

#### 3.8.1 Navigating the map

You can zoom into the map by clicking on the ‘+’ or ‘-’ buttons location in the bottom right corner. You can also zoom in by double clicking with your mouse/

You can move around the map by clicking and then dragging.

#### 3.8.2 Map key

All Country Offices within your agency will be a certain colour; this colour is based on the agencies minimum preparedness level:

- 🌅 No actions in this Country Office
- 🔴 Minimum preparedness level is red
- ⚠️ Minimum preparedness level is amber
- 🟢 Minimum preparedness level is green
Pins are shown on countries when they have raised a red alert, the icon inside the pin will change based on the hazard

3.8.3 Departments breakdown

You can view a breakdown of preparedness by each department in the Country Office; this allows users to see which departments may need more help or attention. To view this you can click on the country you’d like to see the breakdown for.
Chapter 4: Country Director

4.1 Home

The dashboard for the country director is very similar to that of the ERT users, but it has a couple of differences.

- **Response Plans.** Shows the number of approved response plans.
- **Minimum preparedness.** This will show how prepared your Country Office is, this is calculated by working out the percentage of your MPAs that are completed and then checking this against a threshold that is set throughout the system.
- **Advanced preparedness.** This is inactive until your Country Office raises a red alert, once a red alert is raised it will show how prepared your Country Office is, this is calculated by working out the percentage of your active APAs that are completed and then checking this against a threshold that is set throughout the system.
- **CHS preparedness.** This will show the percentage of CHS actions that you have completed.
4.1.1 My Tasks

Like other users, when indicators or actions are assigned to you, the system will provide you with reminders when they are close to their due date. When an action or indicator is due in the next 2-7 days, an amber task will be shown stating that it needs completed this week. If the action or indicator is due today, a red task will be shown stating that it needs to be completed today. If the action was due in the past, a red task will be shown stating that it was due on…

The tasks will have an update button which will take you to the relevant section.

The country director also has a couple of unique tasks that will be displayed here:

- **When a response plan is submitted for approval**
  Click on the ‘Review and approve’ button to open the response plan Please see section 3.6 for further information on how to submit a Response Plan for approval).

- **When a request for a red alert is sent**
  Click on the ‘Accept or reject’ button to view see who has requested this red alert and for what reason.
Chapter 5: Internal and Interagency views.

Users in your country office will be able to access information from other Country Offices in your agency. They'll also be able to view other agencies and organisations present in your country with an account in the platform. This functionality is located under the country office title dropdown menu on the top right side of your account. Here you will find View my agency and you’ll also be able to view agencies in my country.

5.1 Internal view – “View my agency”

In “View my agency” you have an overview of other country offices in your agency that have been added to the platform. At a glance, you will see the alert level in that country office, the number of active response plans, the level of minimum and advanced preparedness and the level of CHS compliance for each Country Office.

If you click on a country icon, you will have the opportunity to navigate through all the modules of that Country Office and obtain further information. The View my agency functionality is not available to the Partner User type by default, but the Country Administrator can decide to grant a Partner User this permission when adding them to your country office.

5.2 Interagency view – “View agencies in my country”

The “View agencies in my country” functionality gives ALERT users the possibility to explore information from other agencies and networks present in your country that have been added to the platform. This information will be only visible to you if these agencies set their privacy settings as Public. The “View agencies in my country” functionality is not available to the Partner User type by default, but the Country Administrator can decide to grant a Partner User this permission when adding them to your country office. If you click on one of the agencies you will have the opportunity to navigate through all the modules of that Agency’s Country Office.

In the risk monitoring module of the Country Office, you will be able to copy indicators monitored by that agency. To do this, expand a hazard to see its indicators and simply click on Copy next to the indicator.
On the next page, make any amendment you deem appropriate and assign it to an ALERT user in your country office. Click on “Save new indicator” and it will be added to your risk monitoring module. It is important to make sure that in our County Office we have previously created the same hazard.

Click here to watch the guidance video for this section
Chapter 6: Network Users and Permissions.

- **Global Network Admin.** Responsible for administering a global network, their tasks include: Creating network country offices (and assigning Network Office Admin), Inviting agencies at a global level (Invite sent to agency admin), Creating mandated preparedness action that are added to all network offices, Configuring network settings

- **Network Office Admin.** Assign as office admin by the global network admin when creating the network offices. They have access to all the functionality within a network office and also have the responsibility of administering the network office, their tasks include: Inviting agencies to the network office (They must choose from the agencies that have been invited at global level) & Configuring network settings for the office. Network country admin also have the ability to assign indicators and actions across all the agencies within the network

- **Local Network Admin.** This user is responsible for administering a local network, they also have access to all the functionality available in the network office. Their tasks include: Inviting agencies to the local network (They must choose from all agencies that have an active country office within their country) & Configuring network settings for the office. Local network admin also have the ability to assign indicators and actions across all the agencies within the network

- **Lead Agency Country Director.** This user can switch to the network view by using the dropdown to the right hand side of the alert level, they have access to all the functionality within the network page. As lead agency country director they are also solely responsible for responding to red alerts that are raised within the network. When assigning issues they can assign to all users within their own agency

- **Network member Country Director.** This user can switch to the network view by using the dropdown to the right hand side of the alert level, they have access to all the functionality within the network page. As a country director within the network, they are also responsible for responding to network response plan submissions when their agency is named as participation. When assigning issues they can assign to all users within their own agency

- **Network member Country Admin.** This user can switch to the network view by using the dropdown to the right hand side of the alert level, they have access to all the functionality within the network page. When assigning issues they can assign to all users within their own agency.

- **Network member ERT Lead.** This user can switch to the network view by using the dropdown to the right hand side of the alert level, they have access to all the functionality within the network page. When assigning issues they can assign to all users within their own agency.

- **Network member ERT.** This user can switch to the network view by using the dropdown to the right hand side of the alert level, they have access to all the functionality within the network page. When assigning issues they can assign only to themselves.
• **Network member Partner User.** This user can switch to the network view by using the dropdown to the right hand side of the alert level, they have access to all the functionality within the network page. When assigning issues they can assign only to themselves.

**Users with more than one account associated with their email**

It is important to understand that users with more than one account associated with their email should treat all accounts as individual. This means each account can have tasks assigned to them and they will not carry over. For example:

My email address is used for both a Local Network Admin for Pakistan and Country Admin of an agency in Pakistan. I will be asked to select an account when I log in. If I am logged in as a Local Network Admin and assign a task to myself, the task will not be copied over to my country office because its assigned to the local admin account and not my country admin account.
Chapter 7 - Creating networks

7.1 Are you a global or local network?
In ALERT we have 2 types of networks, global and local. If the network you belong to is active in more than one country, this is a global network. If the network is only active within one country, you are part of a local network.

7.2 Creating a GLOBAL network
Networks are created by the system admin, you will need to get in touch with the ALERT team and ask them to setup a global network. You will also need to provide them with the following information:

- Name of your network
- Details of your network administrator
  - Title
  - First Name
  - Last Name
  - Email Address
  - Address Line 1 (Optional)
  - Address Line 2 (Optional)
  - Address Line 3 (Optional)
  - Country (Optional)
  - City (Optional)
  - Postcode/Zip Code (Optional)

An email will be sent to the email address you provide informing them that they have been added as the network administrator. If they already have an ALERT account (Part of another agency or even network), all they need to do is login with their existing credentials and select Network Administrator from the account selection screen.

7.3 - Creating a LOCAL network
Networks are created by the system admin, you will need to get in touch with the ALERT team and ask them to setup a local network. You will also need to provide them with the following information:

- Country of your network
- Name of your network
- Details of your network administrator
  - Title
  - First Name
- Last Name
- Email Address
- Address Line 1 (Optional)
- Address Line 2 (Optional)
- Address Line 3 (Optional)
- Country (Optional)
- City (Optional)
- Postcode/Zip Code (Optional)

An email will be sent to the email address you provide informing them that they have been added as the network administrator. If they already have an ALERT account (Part of another agency or even network). All they need to do is login with their existing credentials and select Local Network Administrator from the account selection screen.
Chapter 8 - Global Network Admin Account

8.1 - Dual accounts/Account selection
If the email provided for the global network administrator was already associated with another account, the next time you log-in they will be shown an account selection screen. It's important to note that the two accounts are completely separate and should be treated as such.

8.2 - Global network details
The first time you login to the local network admin account you will be asked to complete the following information about the network office:

- Network Logo (Optional)
- Network Name
- This will be pre-filled based on what was entered by the system admin but this can be updated here
- Address Line 1
- Address Line 2 (Optional)
- Address Line 3 (Optional)
- Country
- City
- Postcode/Zip Code (Optional)
- Telephone
- Website address (Optional)

8.3 - Navigation
An agency admin is the top level administrator for the network; they will set up network offices, invite agencies to the network, create mandated preparedness actions, configure network settings

- **Network Offices.** Set-up the network offices for each country this network is active in
- **Network Agencies.** Invite the agencies that will be part of this global network, the invites will be sent to the agency administrators, the agencies here determine which agencies can be invited at country level network offices
• **Mandated Preparedness Actions.** These are preparedness actions that will be automatically added to all network offices within the network. They can be MPAs or APAs.

• **Network Settings.** Configure the general settings for your network, they include: Modules, Clock Settings, Response Plans and Documents

• **Network Messages.** Send a message to users within your network, you can select specific User Types to receive the message

### 8.4 – Network Offices

- **Add New Network Office.** Set-up the network offices within your network, you will need to assign a network office administrator for each network office.

#### 8.4.1 – Creating a network office

Once you select the ‘ADD NEW NETWORK OFFICE’ button you will be taken to the following screen

- **Country.** This is the country where your network will be active
Network Administrator details
Enter the personal details of the person who will be in charge of administration for this network office, the email address will be used to log into the system. Please note that these are not the details of your country office but the details of the Country Administrator user type of that country office in the platform. This information can be modified later on in the Network Administrator interface.

Once you create your network office, the person assigned as Network Office Administrator user type will receive an email with a link to the platform and a temporary password. This password is needed to log in to the platform for the first time; a new permanent password will be requested by the system.

If the person already has an account on the ALERT system they will have the option to select which account they would like to continue with when they log in.
8.5 - Network Agencies

- **Invite agencies.** Select agencies within the ALERT system that will be part of this global network and available for invitation to network offices, the invitation to join the network will be sent to the agency administrator.

8.5.1 - Inviting an agency to the network

Once you select the ‘INVITE AGENCIES’ button you will be taken to a screen displaying all the registered agencies within the ALERT system.

Here you should select all the agencies you would like to be invited and click on ‘SEND INVITES’. At this point a dialog will be shown asking you to confirm the agencies that are being invited.

The next step is to select the lead agency of this network, the lead agency selected here will then be pre-selected when network offices select their network lead. Within a network office the lead agency has additional responsibilities such as approving red alerts.

8.6 - Mandated preparedness actions

The mandated preparedness actions will be automatically added to all of your network offices. This is useful to a large network with multiple network offices who want to ensure all offices in the organisation complete certain tasks.

Mandated actions can be added to your network in two different ways:

- **Lookup generic actions.** Generic actions are a list of actions in-built into the ALERT Platform. They aim to cover actions that are common among organisations who maintain good levels of minimum preparedness. You have the option to copy them across to your network to help save time. These will be available to your network offices.
• **Create new action.** Use this option if you want to create a minimum preparedness action or advanced preparedness action that will be automatically added to all your network offices.

8.6.1 - Creating a custom mandated action

**Create new mandated preparedness action**

- **What needs to be done.** The information in this box should explain the action or actions that need to be carried out.

- **Is this minimum or advanced preparedness?** Here you decide if this action is a minimum or advanced preparedness action. Minimum preparedness actions (MPAs) are actions taken on a day to day basis which will ensure operational continuity and effective response when an emergency occurs. Whereas Advanced Preparedness Actions (APAs) are executed when a disaster is imminent in the early warning phase or immediately after a severe sudden onset disaster. APAs are associated with particular hazards or can apply in any hazard scenario. The corresponding APAs are activated when a Red Alert is raised for a particular hazard.

8.7 - Network Settings

8.7.1 - Modules

Inside the modules settings are 2 main options: Privacy and Status. Privacy will determine if users from out-side the network can see this module when they are viewing a network office of your network. Status determines if users in your network have access to this module when working in a network office.)
Privacy

- Public – It is open for view by users who have permission to view inter-agency/network. (Please see ANNEX X Permission settings)
- Network – Only open to your own agency users or users of agencies that you are in a network with

What does the making a module private/network do

- **Minimum preparedness actions**
  - The minimum preparedness icon on the overview screen will be grey, representing ‘no value’.
  - When viewing your Country Office the minimum preparedness option will be removed from the preparedness dropdown so they cannot access this page and view your minimum preparedness actions.
  - If both minimum preparedness action and advanced preparedness action are disabled, the preparedness budget option will also be removed.

- **Advanced preparedness actions**
  - The advanced preparedness icon on the overview screen will be grey, representing ‘no value’.
  - When viewing your Country Office the advanced preparedness option will be removed from the preparedness dropdown so they cannot access this page and view your advanced preparedness actions.
  - If both minimum preparedness action and advanced preparedness action are disabled, the preparedness budget option will also be removed.

- **CHS preparedness actions**
  - The CHS preparedness percentage on the overview screen will be grey and show N/A as a value.
  - When viewing your Country Office, on the minimum preparedness page, the CHS actions will be hidden.

- **Risk Monitoring.** When viewing your Country Office, the risk monitoring option is removed from the navigation bar meaning they cannot view your risk monitoring page.

- **Country Office Profile.** When viewing your Country Office, the Country Office profile option is removed from the navigation bar meaning they cannot view your Country Office page.

- **Response Planning.** When viewing your Country Office, the plans option is removed from the navigation bar meaning they cannot view your response plans page.

Decision making: The level of privacy of your modules will affect the visibility of your preparedness levels, but may also have an impact on the ability to share data efficiently for collaboration with others.
8.7.2 - Clock Settings
The clock settings determine for how long areas of country level preparedness functionality remain valid for before they have to be updated. Clock settings can be also modified at network level by network office administrators and make them more frequent than the network admin level setting. (Please see ANNEX X Clock settings for further information)

- **Hazards will remain valid for**: The length of time you enter here will determine how long a hazard remains active for. After that time the hazard will automatically become archived.

- **MPA’s will remain green for**: This time determines how long it takes an MPA to go into an expired state. When an MPA is created the clock starts; it is reset when the action is completed.

- **Response plans will remain in an approved state for**: The length of time you enter here will determine how long a response plan remains active for. After that time it will be automatically archived and will require a user to activate it.

8.7.3 - Response Plan Settings
The default response plan contains 11 sections. If some of the sections are not required in your network you can disable them, this means when completing a response plan they will not appear for any of the users in your network.

8.7.4 - Documents
All documents that are uploaded when completing MPAs and APAs within the network are stored here and can be downloaded

Click here to watch the guidance video for this section
Chapter 9 - Network Office Admin Account

9.1 - Dual accounts/Account selection
If the email provided for the network administrator was already associated with another account, the next time you log-in they will be shown an account selection screen. It is important to note that the two accounts are completely separate and should be treated as such, for example: Assigning a MPA to the network admin will not assign it to the other account and therefore would not be shown within an agency page.

9.2 - Inviting agencies to your network
The first thing you should do as a network local network is invite the agencies that will be joining. To do this you should click on the ‘Administration’ tab and select ‘Network Agencies’. The following screen is presented:
To invite agencies, you want to click on the ‘SELECT AGENCIES’ button.

The next screen will display all the agencies that are active within the global network and have a country office within the country that your network operates. From here you can click on all the agencies that you wish to join your network and press the ‘SEND INVITES’ button. A confirmation dialog with a list of all the agencies you have selected will be shown. If you are happy, you can click confirm. The next dialog will ask you to assign a lead agency, what does this do?

The lead agency is the organisation that is considered the ‘lead’ agency of this network, within the ALERT system this means that the country director of the lead agency has the most power and will be the one who has to respond to red alert requests within the network office page.

Once you’ve selected the lead agency and confirmed the selection, emails will be sent to the country administrators of the agencies that you have invited to the network. You are returned to the network agencies screen where you can see the status of the invitation.

Once the country admin of the agency you invited has accepted the invite, the link will be made with your network and their users will be able to navigate to the network page by using the dropdown to the right hand side of the ALERT level. The users will also show up when assigning indicators and actions.
9.3 - Network settings

9.3.1 - Modules/Privacy
Much like with a global network admin, there are 2 main options here: Privacy and Status. Privacy will determine if users from outside of the network can see this module when they are viewing a country office. Status determines if users in your network have access to this module when working within the network office. As a network office admin you cannot make a module more public than the setting at network admin level.

Privacy
- Public – It is open for view by users who have permission to view inter-agency/network. (Please see ANNEX Permission settings)
- Network – Only open to your own agency users or users of agencies that you are in a network with

What does the making a module private/network do
- **Minimum preparedness actions**
  - The minimum preparedness icon on the overview screen will be grey, representing ‘no value’.
  - When viewing your Country Office the minimum preparedness option will be removed from the preparedness dropdown so they cannot access this page and view your minimum preparedness actions.
  - If both minimum preparedness action and advanced preparedness action are disabled, the preparedness budget option will also be removed.

- **Advanced preparedness actions**
  - The advanced preparedness icon on the overview screen will be grey, representing ‘no value’.
  - When viewing your Country Office the advanced preparedness option will be removed from the preparedness dropdown so they cannot access this page and view your advanced preparedness actions.
  - If both minimum preparedness action and advanced preparedness action are disabled, the preparedness budget option will also be removed.

- **Risk Monitoring**. When viewing your Country Office, the risk monitoring option is removed from the navigation bar meaning they cannot view your risk monitoring page.

- **Country Office Profile**. When viewing your Country Office, the Country Office profile option is removed from the navigation bar meaning they cannot view your Country Office page.

- **Response Planning**. When viewing your Country Office, the plans option is removed from the navigation bar meaning they cannot view your response plans page.
9.4 - Dashboard

The dashboard for the network office admin looks exactly the same as other agency users; however, the calculations taking place are different:

- **Minimum preparedness calculations.** This is an aggregated calculation across all the agencies in the network, so we add up all actions that have been created in all the agencies and then we add up how many have been completed, a percentage is worked out and this is then checked against the system admin preparedness threshold.

- **Advanced preparedness.** Very similar to minimum preparedness but the calculation only takes into account actions that have been activated by a red alert.

- **CHS preparedness.** This is calculated by calculating the total number of CHS actions from across the agencies, calculating how many are complete and then working out a percentage.

9.5 - Risk Monitoring

The risk monitoring page contains data from 2 places: Created within the network and referenced from the agencies in the network. All hazards and indicators that have been added by the agencies in your network will be shown within the Risk Monitoring page of the network, any updates to these from within the agency pages will be made on the Risk Monitoring page.

Users can also add hazards and risk indicators directly to network office page and assign them to users within their own agency. These will then get added to their agency page with a tag to show them which agency it came from.

As network office admin, you have the permission to create indicators and assign them to all users across all agencies within the network.

9.5.1 - Creating a network indicator

When you come to the Risk Monitoring page you will see all the hazards that are being monitored within your network. If you do not see a hazard that you wish to monitor you can create a new one using the ‘ADD NEW HAZARD’ button and following the process of adding a new hazard in the ALERT User Manual.

Once you have selected a hazard, you can create a network indicator by expanding the hazard and clicking on ‘Add new indicator’. The process for adding an indicator is the same as within the agency, the difference comes when assigning. As the **Network Office Admin** you have the ability to assign to any user within the network, so this means you can assign this indicator to any user from the agencies that have been invited to the network. Once you've assigned it to a particular user, it will belong to them and will be displayed on that agencies risk monitoring page as well as the network office page.
9.5.2 - Create an alert

If you identified a potential risk or disaster you should raise an alert. Only hazards that are being monitored by your network office are displayed here when creating an alert, this means any that are only being referenced from other agencies will not be shown. If you need to raise an alert for a hazard that is not being monitored by your network office, you will need to add as a hazard to be monitored first.

These are the main steps to follow to raise or request an alert.

- **Select the Alert Level.** You must decide if the threat is imminent or not, use your indicators to determine if you need to go to amber or red alert. If you go to red alert, all the APAs associated with his hazard will become active
- **Affected areas.** Define the areas that are going to be affected by this hazard
- **Estimated population affected.** The amount of people will be affected by this hazard
- **Information sources and notes.** What information has led you to raise this alert? Is there anything that should be noted about this alert?

If your Network Office account is already in Amber alert, you can always update the status by clicking on Update alert level. If deescalating the alert level from Amber to Green, all the information included in the Amber alert will be lost. If escalating from Amber to Red, a request will be sent to the lead agency’s country director for approval.

If the lead agency country director approves a red alert, an automatic request for red alert is sent to all the country offices of the agencies within the network.

9.6 - Minimum Preparedness actions

The minimum preparedness page contains actions that have been created within the network office page. If these are assigned to an agency user, that action will then be shown on the agencies country office page as well as the network office page.

9.6.1 - Creating a network MPA

When you come to the Minimum preparedness action page you will see all the actions that have been created within the network office page. You can create a new network MPA by clicking on the ‘CREATE ACTION’ button

Creating a network action follows the same process as within the agency page, with the exception of Departments and the Assign to fields. Due to the fact departments are administered by each Agency Admin, it is not possible for Departments to be used within the network. When assigning a network MPA the Network Office Admin has the ability to
assign to any user within the network (The same as with indicators). Other users can only assign to users within either own agencies

### 9.7 - Advanced Preparedness actions

Like the minimum preparedness page, the advanced preparedness page contains actions that have been created within the network office page. If these are assigned to an agency user, that action will then be shown on the agencies country office page as well as the network office page.

#### 9.7.1 - Creating a network APA

When you come to the Advanced preparedness action page you will see all the actions that have been created within the network office page. You can create a new network APA by clicking on the ‘CREATE ACTION’ button

Creating a network APA follows the same process as within the agency page, with the exception of Departments and the Assign to fields. Due to the fact departments are administered by each Agency Admin, it is not possible for Departments to be used within the network. When assigning a network APA the Network Office Admin has the ability to assign to any user within the network (The same as with indicators). Other users can only assign to users within either own agencies. When selecting the hazard association, the hazard that will be shown are those that have been added to the network office, it will not show those that are only being referenced from other agencies

### 9.8 - Response Plans

The response plans page displays plan that have been created within the network office page.

#### 9.8.1 - Creating a network Response Plan

The main difference between Network and Agency response plans is that with the network plan you must select all the participating agencies. This will determine which country directors receive a request for response plan approval.

#### 9.8.2 - Submitting a network Response Plan for approval

When submitting for approval, requests will be sent to the directors of the participating agencies. If an agency in your network requires approval from regional and global directors, they will also receive the request for approval. The response plan will not be marked as approved from this agency until all required directors have approved.
9.9 - Network Office Profile

The majority of tabs of the network office profile are filled using information that is pulled from the agencies. The exception to these are Coordination and Stock Capacity.

9.9.1 – Programmes

There are sections for each agency, click on the agency to expand the section and view the details, you can open more than one agency at a time.

9.9.2 - Office Capacity

Filters at the top for office type, support skills and technical skills. The support and technical skills filters will display skills that have been added by all agencies of the network. There are sections for each agency, click on the agency to expand the section and view the details, you can open more than one agency at a time.

9.9.3 - Partners

Filters at the top for sector, areas of operation and organisation. There are sections for each agency, click on the agency to expand the section and view the details, you can open more than one agency at a time.

9.9.4 - Equipment & surge equipment

There are sections for each agency, click on the agency to expand the section and view the details, you can open more than one agency at a time.

9.9.5 - Coordination

Coordination arrangements need to be added by the network office admin, when adding you can select which agency from the network will be attending.

9.9.6 - Stock Capacity

Split into 2 sections: Network Owned Stock and Agency Stock. Network owned stock needs to be added by the network office admin, this area is for stock that has been specifically purchased for use by the network. The agency stock area will display the stock owned by the agencies of the network.

9.9.7 - Documents

Here is a collection of all documents that have been uploaded to network MPA and APA.

9.9.8 - Contacts

There are sections for each agency, click on the agency to expand the section and view the details, you can open more than one agency at a time.
9.10 - Global Map

The global map shows all the Country Office within your agency.

9.10.1 Navigating the map

You can zoom into the map by clicking on the ‘+’ or ‘-’ buttons location in the bottom right corner. You can also zoom in by double clicking with your mouse/

You can move around the map by clicking and then dragging.

9.10.2 Map key

All network offices within your agency will be a certain colour, this colour is based on the agencies minimum preparedness level, the calculation for this within the network is the same as the dashboard (This is a aggre-gated calculation across all the agencies in the network, so we add up all actions that have been created in all the agencies and then we add up how many have been completed, a percentage is worked out and this is then checked against the system admin preparedness threshold):

- No actions with the country office of the agencies in this Network
- Minimum preparedness level is red
- Minimum preparedness level is amber
- Minimum preparedness level is green

Pins are shown on countries when they have raised a red alert, the icon inside the pin will change based on the hazard

Agency breakdown

You can view a breakdown of preparedness by each agency in the network office. To view this you can click on the country you’d like to see the breakdown for.

Click here to watch the guidance video for this section – Network Office Settings

Click here to watch the guidance video for this section – Network Office Modules
Chapter 10 - Local Network Admin Account

10.1 - Dual accounts/Account selection
If the email provided for the network administrator was already associated with another account, the next time you log-in they will be shown an account selection screen. It is important to note that the two accounts are completely separate and should be treated as such, for example: Assigning a MPA to the network admin will not assign it to the other account and therefore would not be shown within an agency page.

10.2 - Local network details
The first time you login to the local network admin account you will be asked to complete the following information about the network office:

- Network Logo (Optional)
- Network Name
- This will be pre-filled based on what was entered by the system admin but this can be updated here
- Address Line 1
- Address Line 2 (Optional)
- Address Line 3 (Optional)
- Country
- City
- Postcode/Zip Code (Optional)
- Telephone
- Website address (Optional)

10.3 - Inviting agencies to your network
The first thing you should do as a network local network is invite the agencies that will be joining. To do this you should click on the ‘Administration’ tab and select ‘Network Agencies’. The following screen is presented:

Network Agencies

You have not selected any agencies to be part of your network
To invite agencies, you want to click on the ‘**INVITE AGENCIES**’ button.

The next screen will display all the agencies that have a country office within the country that your network operates. From here you can click on all the agencies that you wish to join your network and press the ‘**SEND INVITES**’ button. A confirmation dialog with a list of all the agencies you have selected will be shown. If you are happy, you can click confirm. The next dialog will ask you to assign a lead agency, what does this do?

The lead agency is the organisation that is considered the ‘lead’ agency of this network, within the ALERT system this means that the country director of the lead agency has the most power and will be the one who has to respond to red alert requests within the network office.

Once you’ve selected the lead agency and confirmed the selection, emails will be sent to the country administrators of the agencies that you have invited to the network. You are returned to the network agencies screen where you can see the status of the invitation.

Once the country admin of the agency you invited has accepted the invite, the link will be made with your network and their users will be able to navigate to the network page by using the dropdown to the right hand side of the ALERT level. The users will also show up when assigning indicators and actions.

### 10.4 - Network settings

#### 10.4.1 Modules/Privacy

There are 2 main options here: Privacy and Status. Privacy will determine if users from outside of the network can see this module when they are viewing a network office. Status determines if users in your network have access to this module when working within the network office.

**Privacy**

- Public – It is open for view by users who have permission to view inter-agency/network. (Please see ANNEX X Permission settings)
- Network – Only open to your own agency users or users of agencies that you are in a network with

**What does the making a module private/network do**

- **Minimum preparedness actions**
  - The minimum preparedness icon on the overview screen will be grey, representing ‘no value’.
  - When viewing your Country Office the minimum preparedness option will be removed from the preparedness dropdown so they cannot access this page and view your minimum preparedness actions.
– If both minimum preparedness action and advanced preparedness action are disabled, the preparedness budget option will also be removed.

- **Advanced preparedness actions**
  – The advanced preparedness icon on the overview screen will be grey, representing ‘no value’.
  – When viewing your Country Office the advanced preparedness option will be removed from the preparedness dropdown so they cannot access this page and view your advanced preparedness actions.
  – If both minimum preparedness action and advanced preparedness action are disabled, the preparedness budget option will also be removed.

- **Risk Monitoring.** When viewing your Country Office, the risk monitoring option is removed from the navigation bar meaning they cannot view your risk monitoring page.

- **Country Office Profile.** When viewing your Country Office, the Country Office profile option is removed from the navigation bar meaning they cannot view your Country Office page.

- **Response Planning.** When viewing your Country Office, the plans option is removed from the navigation bar meaning they cannot view your response plans page.

**10.5 - Dashboard**

The dashboard for the local office admin looks exactly the same as other agency users; however the calculations taking place are different:

- **Minimum preparedness calculations.** This is an aggregated calculation across all the agencies in the network, so we add up all actions that have been created in all the agencies and then we add up how many have been completed, a percentage is worked out and this is then checked against the system admin preparedness threshold.

- **Advanced preparedness.** Very similar to minimum preparedness but the calculation only takes into account actions that have been activated by a red alert.

- **CHS preparedness.** This is calculated by calculating the total number of CHS actions from across the agencies, calculating how many are complete and then working out a percentage.

**10.6 - Risk Monitoring**

The risk monitoring page contains data from 2 places: Created within the network and referenced from the agencies in the network. All hazards and indicators that have been added by the agencies in your agency will be shown within the Risk Monitoring page of
Users can also add hazards and risk indicators directly to network office page and assign them to users within their own agency. These will then get added to their agency page with a tag to show them which agency it came from.

10.6.1 - Creating a network indicator

When you come to the Risk Monitoring page you will see all the hazards that are being monitored within your network. If you do not see a hazard that you wish to monitor you can create a new one using the ‘ADD NEW HAZARD’ button and following the process of adding a new hazard in the ALERT User Manual.

Once you have selected a hazard, you can create a network indicator by expanding the hazard and clicking on ‘Add new indicator’. The process for adding an indicator is the same as within the network, the difference comes when assigning. As the Local Network Admin you have the ability to assign to any user within the network, so this means you can assign this indicator to any user from the agencies that have been invited to the network. Once you’ve assigned it to a particular user, it will belong to them and will be displayed on that agencies risk monitoring page as well as the network office page.

10.6.2 - Create an alert

If you identified a potential risk or disaster you should raise an alert. Only hazards that are being monitored by your network office are displayed here when creating an alert, this means any that are only being referenced from other agencies will not be shown. If you need to raise an alert for a hazard that is not being monitored by your network office, you will need to add as a hazard to be monitored first.

These are the main steps to follow to raise or request an alert.

• **Select the Alert Level.** You must decide if the threat is imminent or not, use your indicators to determine if you need to go to amber or red alert. If you go to red alert, all the APAs associated with his hazard will become active

• **Affected areas.** Define the areas that are going to be affected by this hazard

• **Estimated population affected.** The amount of people will be affected by this hazard

• **Information sources and notes.** What information has led you to raise this alert? Is there anything that should be noted about this alert?

If your Network Office account is already in Amber alert, you can always update the status by clicking on Update alert level. If deescalating the alert level from Amber to Green, all the information included in the Amber alert will be lost. If escalating from Amber to Red, a request will be sent to the lead agency’s country director for approval.
If the lead agency country director approves a red alert, an automatic request for red alert is sent to all the country offices of the agencies within the network.

### 10.7 - Minimum Preparedness actions

The minimum preparedness page contains actions that have been created within the network office page. If these are assigned to an agency user, that action will then be shown on the agencies country office page as well as the network office page.

#### 10.7.1 - Creating a network MPA

When you come to the Minimum preparedness action page you will see all the actions that have been created within the network office page. You can create a new network MPA by clicking on the ‘CREATE ACTION’ button.

Creating a network action follows the same process as within the agency page, with the exception of Departments and the Assign to fields. Due to the fact departments are administered by each Agency Admin, it is not possible for Departments to be used within the network. When assigning a network MPA the Local Network Admin has the ability to assign to any user within the network (The same as with indicators). Other users can only assign to users within either own agencies.

### 10.8 - Advanced Preparedness actions

Like the minimum preparedness page, the advanced preparedness page contains actions that have been created within the network office page. If these are assigned to an agency user, that action will then be shown on the agencies country office page as well as the network office page.

#### 10.8.1 - Creating a network APA

When you come to the Advanced preparedness action page you will see all the actions that have been created within the network office page. You can create a new network APA by clicking on the ‘CREATE ACTION’ button.

Creating a network APA follows the same process as within the agency page, with the exception of Departments and the Assign to fields. Due to the fact departments are administered by each Agency Admin, it is not possible for Departments to be used within the network. When assigning a network APA the Local Network Admin has the ability to assign to any user within the network (The same as with indicators). Other users can only assign to users within either own agencies. When selecting the hazard association, the hazard that will be shown are those that have been added to the network office, it will not show those that are only being referenced from other agencies.
10.9 Response Plans

The response plans page displays plans that have been created within the network office page.

10.9.1 - Creating a network Response Plan

The main difference between Network and Agency response plans is that with the network plan you must select all the participating agencies. This will determine which country directors receive a request for response plan approval.

10.9.2 - Submitting a network Response Plan for approval

When submitting for approval, requests will be sent to the directors of the participating agencies. If an agency in your network requires approval from regional and global directors, they will also receive the request for approval. The response plan will not be marked as approved from this agency until all required directors have approved.

10.10 - Network Office Profile

The majority of tabs of the network office profile are filled using information that is pulled from the agencies. The exception to these are Coordination and Stock Capacity

10.10.1 - Programmes

There are sections for each agency, click on the agency to expand the section and view the details, you can open more than one agency at a time

10.10.2 - Office Capacity

Filters at the top for office type, support skills and technical skills. The support and technical skills filters will display skills that have been added by all agencies of the network. There are sections for each agency, click on the agency to expand the section and view the details, you can open more than one agency at a time

10.10.3 - Partners

Filters at the top for sector, areas of operation and organisation. There are sections for each agency, click on the agency to expand the section and view the details, you can open more than one agency at a time

10.10.4 - Equipment & surge equipment

There are sections for each agency, click on the agency to expand the section and view the details, you can open more than one agency at a time
10.10.5 - Coordination

Coordination arrangements need to be added by the Local Network Admin, when adding you can select which agency from the network will be attending.

10.10.6 - Stock Capacity

Split into 2 sections: Network Owned Stock and Agency Stock. Network owned stock needs to be added by the Local Network Admin, this area is for stock that has been specifically purchases for use by the network. The agency stock area will display the stock owned by the agencies of the network.

10.10.7 - Documents

Here is a collection of all documents that have been uploaded to network MPA and APA.

10.10.8 - Contacts

There are sections for each agency, click on the agency to expand the section and view the details, you can open more than one agency at a time.

10.11 - Global Map

The global map shows all the network offices within your network. Because your network is local, only one country will be coloured, the map can be used to quickly view the preparedness levels of agencies in the network.

10.10.1 Navigating the map

You can zoom into the map by clicking on the ‘+’ or ‘-’ buttons location in the bottom right corner. You can also zoom in by double clicking with your mouse.

You can move around the map by clicking and then dragging.

10.10.2 Map key

All network offices within your agency will be a certain colour, this colour is based on the agencies minimum preparedness level, the calculation for this within the network is the same as the dashboard (This is a aggre-gated calculation across all the agencies in the network, so we add up all actions that have been created in all the agencies and then we add up how many have been completed, a percentage is worked out and this is then checked against the system admin preparedness threshold):

- No actions with the country office of the agencies in this Network
- Minimum preparedness level is red
- Minimum preparedness level is amber
Minimum preparedness level is green

Pins are shown on countries when they have raised a red alert, the icon inside the pin will change based on the hazard

**Agency breakdown**
You can view a breakdown of preparedness by each agency in the network office. To view this you can click on the country you'd like to see the breakdown for.

[Click here to watch the guidance video for this section]
Chapter 11 - Country Director of the Lead Agency

11.1 - Accessing the network page

All users can access the network page by clicking on the dropdown which displays the agency name, just to the right of the country office alert level.

11.2 - Dashboard

As the country director you will be asked to approve Red Alerts and respond to Response Plan submissions. This is the same within a network, however because we have a number of country directors within a network, the procedure is slightly different.

11.2.1 - Red Alert requests

When a red alert is raised within the network, the request for approval is sent to the Lead Agency country director only. They have the responsibility to approve or reject red alerts within the network. If the red alert is approved, this will automatically send a red alert request to all other agency country offices who are part of the network, its up to the country directors of each of the agencies to respond to that reject and that will be treated separately than the one raised within the network.

11.2.2 - Response Plan Approval

When response plans are created within a network the participating agencies are selected in the first section of the plan. Once the plan is submitted, an approval request is sent to all the country directors (and any other directors depending on the approval hierarchy) of the agencies that are participating in the response plan. When viewing the response plan status it will tell the user if each agency has approved or not (It won’t be stated as approved until the entire approval hierarchy has approved).
Chapter 12 - Agency Users of Network Member

12.1 - Accessing the network page

All users can access the network page by clicking on the dropdown which displays the agency name, just to the right of the country office alert level

12.2 - Risk Monitoring

Agency users can create indicators and hazards like they would within their own agency account, when assigning an indicator, they can only assign to users within your own agency, on top of this the following user types can only assign to themselves: ERT Member and Partner User

12.3 - Preparedness

Agency users can create actions like they would within their own agency account, when creating an action; they can only assign to users within your own agency, on top of this the following user types can only assign to themselves: ERT Member and Partner User
Annex 1: User Creation Flowchart

Key Functions

**System Administrator**
- Creates new agency accounts
- Sets CHS Preparedness Actions
- Sets list of Generic Preparedness Actions
- Sets list of vulnerable groups
- Sets document type and size upload limits

There can only be one System Administrator for ALERT.

**Agency Administrator**
- Creates Country Office accounts
- Appoints Country Administrators
- Creates user accounts for Global Directors, Global Users and Regional Directors
- Manages agency-wide settings, including:
  - Budget Currency
  - List of Mandated Preparedness Actions
  - Enable/disable modules
  - Agency privacy levels
  - Response plan approval hierarchy

There can only be one Agency Administrator per agency.

**Donor Agency Administrator**

Same functions as Agency Administrator, but can create donor users.
**Global Director**
- Can see Country Offices within the agency
- Can approve response plans (if activated)

There can only be one Global Director per agency.

**Global User**
- Can see Country Offices within the agency
- Cannot be assigned tasks

There is no limit to the number of Global User accounts.

**Regional Director**
- Can see Country Offices within the agency
- Can approve response plans (if activated)

There can only be one Regional Director per region within an agency.

**Donor User**
- Can view all agencies across all countries (if privacy settings allow)
- Cannot be assigned tasks

There is no limit to the number of Donor User accounts.

**Country Administrator**
- Creates user accounts at country level (Country Director, ERT Lead, ERT User, Country User, Non-ALERT User, Partner User)
- Sets country-wide permission settings for:
  - Assigning CHS actions
  - Assigning Mandated MPAs
  - Assigning, creating, editing or deleting custom MPAs
  - Creating, editing or deleting Notes
  - Creating, editing or deleting Country Contacts
  - Downloading documents
  - Module privacy levels in-country
  - Clock Settings (Indicators, Preparedness Actions and Response Plans)
  - Notification settings

There can only be one Country Administrator per Country Office.
**Country Director**
- Can see Country Offices across agencies within own country
- Can approve response plans
- Can assign preparedness actions and indicator monitoring to any user within own Country Office
- Can raise a Red Alert / approve a Red Alert request

There can only be one Country Director per Country Office.

**ERT Lead**
- Can see Country Offices across agencies within own country
- Can assign preparedness actions and indicator monitoring to any user within own Country Office

There is no limit to the number of ERT Leads in one Country Office.

**ERT User**
- Can see Country Offices only within own agency
- Can assign tasks to self

There is no limit to the number of ERT User accounts per Country Office.

**Country User**
- Similar in role to the Global User – can only see Country Offices within the agency
- Cannot be assigned tasks

There is no limit to the number of Country User accounts per Country Office.

**Non-ALERT User**
Does not have a user account, but is inputted into the platform as part of staff count within the Country Office.

**Partner User**
- Can do whatever an ERT User can do
- Cannot see beyond the Country Office
- Can validate programme partnerships (if asked to do so)
- Can validate participation in response plans (if asked to do so)

Key

✗ This user does not have this permission by default.

✓ This user is granted this permission by default.

Cannot be changed.

Can be configured by Country Administrator in the permission section of Country Office settings.

Configured by Country Administrator on a per partner user basis. There is no general setting for partners.

1 This user can only assign actions to themselves.

2 This user can only delete and edit notes that are created by themselves.
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<td>Viewing other agencies in my country</td>
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</table>
## Annex 3: Alert Permission Settings

### Built-in / inherent to user type

<table>
<thead>
<tr>
<th>Permission</th>
<th>Description</th>
<th>Available to user type</th>
<th>Default setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Viewing agencies within my country</td>
<td>I have the option to view other agencies in my country using the top right hand menu. If I don’t have this permission, that option should not be shown</td>
<td>Country Director Country Admin ERT Lead</td>
<td>Country Director Country Admin ERT Lead</td>
</tr>
<tr>
<td>Assigning to all users in my country office and myself</td>
<td>I have the permission to assign to all users inside my country office including myself <em>this refers to Risk monitoring too</em></td>
<td>Country Director Country Admin ERT Lead</td>
<td>Country Director Country Admin ERT Lead</td>
</tr>
<tr>
<td>Assigning to myself</td>
<td>I only have the permission to assign to myself <em>this refers to Risk monitoring too</em></td>
<td>ERT Partner User</td>
<td>ERT Partner User</td>
</tr>
<tr>
<td>Inter-agency viewing permission</td>
<td>I can see Country Offices across agencies</td>
<td>Donors</td>
<td>Donors</td>
</tr>
<tr>
<td>Notes – Create, Edit and Delete all notes</td>
<td>If I have this permission I can edit and delete all notes inside my country office</td>
<td>Global Directors Regional Directors Country Admin</td>
<td>Global Directors Regional Directors Country Admin</td>
</tr>
<tr>
<td>Permission</td>
<td>Description</td>
<td>Available to user type</td>
<td>Default setting</td>
</tr>
<tr>
<td>------------</td>
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</tr>
<tr>
<td>Notifications – action assignments</td>
<td>Whenever you are assigned an action you will always receive a notification</td>
<td>All user types</td>
<td>All user types</td>
</tr>
<tr>
<td>Notifications – red alert request</td>
<td>Whenever a red alert is requested the Country Director will receive a notification</td>
<td>Country Director</td>
<td>Country Director</td>
</tr>
<tr>
<td>Notifications – submitted response plan</td>
<td>Whenever a response plan is submitted the Country Director will receive a notification</td>
<td>Country Director</td>
<td>Country Director</td>
</tr>
</tbody>
</table>
### Customisable

<table>
<thead>
<tr>
<th>Permission</th>
<th>Description</th>
<th>Available to user type</th>
<th>Default setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notifications</td>
<td>I can receive notifications when:</td>
<td>Customisable by Agency Administrator; Additional notifications can be added to each user by Country Administrator upon set up of a user account</td>
<td>See built-in settings for notifications above</td>
</tr>
<tr>
<td></td>
<td>- Alert level has changed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Red Alert has been requested</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- A hazard indicator needs to be updated</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- An MPA/APA has expired</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- A response plan has expired</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- A response plan has been rejected</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CHS actions – Assign</td>
<td>If I have this permission I can assign a CHS action (the user roles rules then apply on top of this)</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director ERT Lead ERT User</td>
</tr>
<tr>
<td>Mandated MPA – Assign</td>
<td>If I have this permission I can assign a Mandated MPA action (the user roles rules then apply on top of this)</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director ERT Lead ERT User</td>
</tr>
<tr>
<td>Custom MPA – New</td>
<td>If I have this permission I can create a new custom MPA (this includes selecting from generic). Essentially if I don’t have this permission, the create action button should be hidden</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director ERT Lead ERT User</td>
</tr>
<tr>
<td>Permission</td>
<td>Description</td>
<td>Available to user type</td>
<td>Default setting</td>
</tr>
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</tr>
<tr>
<td>Custom MPA – Edit</td>
<td>If I have this permission I can edit MPAs. Essentially if I don’t have this permission, the edit action button should be hidden</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director ERT Lead ERT User</td>
</tr>
<tr>
<td>Custom MPA – Assign</td>
<td>If I have this permission I can assign a custom MPA action (the user roles rules then apply on top of this)</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director ERT Lead ERT User</td>
</tr>
<tr>
<td>Custom MPA – Delete</td>
<td>If I have this permission I can delete MPAs. Essentially if I don’t have this permission, the delete action button on the edit action page should be hidden</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director ERT Lead ERT User</td>
</tr>
<tr>
<td>Mandated APA – Assign</td>
<td>If I have this permission I can assign a Mandated APA action (the user roles rules then apply on top of this)</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director ERT Lead ERT User</td>
</tr>
<tr>
<td>Custom APA – New</td>
<td>If I have this permission I can create a new custom APA (this includes selecting from generic). Essentially if I don’t have this permission, the create action button should be hidden</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director ERT Lead ERT User</td>
</tr>
<tr>
<td>Permission</td>
<td>Description</td>
<td>Available to user type</td>
<td>Default setting</td>
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</tr>
<tr>
<td>Custom APA – Edit</td>
<td>If I have this permission I can edit APAs. Essentially if I don’t have this permission, the edit action button should be hidden</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director</td>
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<tr>
<td></td>
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<td></td>
<td>ERT Lead</td>
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<tr>
<td></td>
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<td></td>
<td>ERT User</td>
</tr>
<tr>
<td>Custom APA – Assign</td>
<td>If I have this permission I can assign a custom APA action (the user roles rules then apply on top of this)</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director</td>
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<tr>
<td></td>
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<td>ERT Lead</td>
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<td></td>
<td></td>
<td></td>
<td>ERT User</td>
</tr>
<tr>
<td>Custom APA – Delete</td>
<td>If I have this permission I can delete APAs. Essentially if I don’t have this permission, the delete action button on the edit action page should be hidden</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director</td>
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<td>ERT Lead</td>
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<td>ERT User</td>
</tr>
<tr>
<td>Notes – New</td>
<td>If I have this permission I can create a note</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director</td>
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<td>ERT Lead</td>
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<td>ERT User Donor</td>
</tr>
<tr>
<td>Notes – Edit</td>
<td>If I have this permission I can edit my own notes</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director</td>
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<td></td>
<td></td>
<td></td>
<td>ERT Lead</td>
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<td>ERT User Donor</td>
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<td>Permission</td>
<td>Description</td>
<td>Available to user type</td>
<td>Default setting</td>
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</tr>
<tr>
<td>Notes – Delete</td>
<td>If I have this permission I can delete my own notes</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director ERT Lead ERT User Donor</td>
</tr>
<tr>
<td>Country Contacts – New</td>
<td>If I have this permission I can create a country contact in the country office profile. If I don’t have this permission the add button should be hidden</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director ERT Lead ERT User</td>
</tr>
<tr>
<td>Country Contacts – Edit</td>
<td>If I have this permission I can edit country contacts in the country office profile. If I don’t have this permission the edit button should be hidden</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director ERT Lead ERT User</td>
</tr>
<tr>
<td>Country Contacts – Delete</td>
<td>If I have this permission I can delete country contacts in the country office profile. If I don’t have this permission the delete button should be hidden</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director ERT Lead ERT User</td>
</tr>
<tr>
<td>Other – Download documents</td>
<td>If I have this permission I can download documents from the country office. If I don’t have this permission the download options should not be shown</td>
<td>Customisable by Country Administrator; available for all user types</td>
<td>Country Director ERT Lead ERT User Donor</td>
</tr>
</tbody>
</table>
Clock Settings

The ‘clock setting’ determines how often Minimum Preparedness Actions need to be repeated. After the period of time has elapsed the action will become expired and a new due date needs to be set.

The default clock setting is administered at Agency Admin level. Country Administrators have the ability to make the default clock setting more frequent than that set at Agency Admin level. Users also have the ability to make the clock setting for individual actions more frequent than that set at Country Admin level.

For new actions the clock starts when the action is created, the clock will reset when the action is completed.

When will my action expire?

Creation/Completion date + Clock setting = Expiration date

Example 1: Uncompleted action using country clock setting

<table>
<thead>
<tr>
<th>Creation date</th>
<th>Clock setting</th>
<th>Expiration date</th>
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<tr>
<td>10th October 2017</td>
<td>Country settings Every 6 months</td>
<td>3rd April 2018</td>
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</table>

Example 2: Completed action using custom action frequency setting

<table>
<thead>
<tr>
<th>Completion date</th>
<th>Clock setting</th>
<th>Expiration date</th>
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</thead>
<tbody>
<tr>
<td>16th October 2017</td>
<td>Action frequency Every 2 weeks</td>
<td>30th October 2017</td>
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