Reminder System

Usage

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Introduction

This document outlines how to utilize the Reminder Module. The Reminder Module utilizes the RedNMX Paging System, therefore the paging module is required. All reminders are sent out utilizing the protocol assigned in the paging setup.

Please be aware that some texting system have a 128 character limit, so some messages can get cut off by the carrier.

System Flow

The following describes the system flow for the module.

- 1. User enter an event, inspection, future service entry or driver's license expiration date. These are all examples of what can include a reminder.
- 2. After the data is entered, the user can press the Send Reminder button to setup a reminder for the selected field.

Driver Lic	ense Information
License #	3288131231
Class	Class D
Status	Qualified to Drive
State	NY
Expires	12/31/2012 🔽
	Send Reminder

This example shows Drivers License in the personnel module

- 3. The Paging Service, running on the system server, sends out a text, email, or page based on the date the reminder is to be sent.
- 4. The past reminder is stored in history.

Reminder Entry Screen

The following screen displays the Reminder Entry System.

Email Reminder System						
General Information	Se	lect Personnel	to be Reminded			
Type		Code	Name			
		RJS CELL	1Schenkel - 704-9083, Verizon Socket I.			
		ALEXVAN	Alex Van			
Record Field Name MESSAGE		ALEX	Alex Van			
late Entered 01/09/2013 🔀 11:42		WEB	Alpine Demo System			
Reminder 01/11/2013 🐻 08:30 This is the date the remind will be sent.		ALPINE	Alpine Yahoo Account			
Description Conf. Call Booan City		TP	Brennan, Terry (Nextel)			
		BFDCTY	Brighton County Pager			
Icons 💭 🔄 Select the icon to display on the calendar		BA	Brock			
Nessage Status		BROCK	Brock			
Transferred 01/11/2013 120 08:30 Total Sent 1 Not Sent 0		ТВ	Brown, Trisha			
		CASSIN	Cassin			
leminder Message		JIMCOM	Comstock, Jim			
ʻraining w/ Guy @9 from Ocean City Preplan module. 443-365-7062 🛛 🔺		KC	Crosier, Kent			
		DAVEP	Dave Patterson			
		DAVER	Dave Rubin			
×		DS	Dave Sansone			
Select Groups to be Reminded		PETERE	Edelstein, Peter			
Code Name		FFG	Fishers Fire Group			
STAFF All Alpine Staff	Ē	FBOB	Flemming, Bobby			
ALL All Personnel	Ē	999FLORA	Floral Park Test Nextel			
CALLID Alpine Caller ID	Ē	PAULG	Gardner, Paul			
ALPTEST Alpine Testing	1	PAZMANN	Gary Pazmann			
BFDC Brighton Chiefs	Ē	GWGVERI	George Gernhart VZ			
CHF Chiefs	1	GWGSPRIN	George W. Gernhart SP			
EMS Critical EMS	Ē	7085	Higgins, Kevin			
DISP Dispatchers	Ē	HFDHA	Hudson, Al			
FAC Facilities	Í.	JJ	Jaycox, Jim			
MJS Mark's List - Do Not Delete!!!!!	Í.	SHOE	Jeff Shoemaker			
NEW New Years	Í.	ЈМ	Jerry Morgan (email)			
OFF Officers	Í.	MARTJ	Johnson, Martin			
ALP Only Alpine Pagers	Í.	10824	JOSH SCHUELER			
TEST TEST	Í	КВ	Kenny			
	Í	DUNNKYRA	Kyran Dunn			
	Í.	LELAND	Leland			

The following fields are entered in the Reminder System.

Field Description	How it is Used	Special Notes
Туре	Select the type from the list provided. This is used in the calendar selector window.	N/A
Source	This field cannot be edited	N/A
Record	This field cannot be edited	N/A

Field Name	This field cannot be edited	N/A
Date Entered	This field cannot be edited	N/A
Reminder	Enter the date for the reminder to be sent out.	N/A
Description	This is the subject line found in an email or text.	N/A
lcons	Select the icon to be displayed on the calendar.	You can use the drop down to select the iocn.
Reminder Message	This is the message that will be sent via text or email.	Remember that many devices might be limited to 140 characters.
Group List	Check off all groups that are to receive the page.	This is the same list of personnel found in the paging setup.
Personnel	Check off all individuals that are to receive the page.	This is the same list of personnel found in the paging setup.

Message Status

The Message Status displays whether the message was sent. The following section displays the Message Status:

Message Status		
Transferred 01/11/2013 💽 08:30	Total Sent 1	Not Sent 0

Calendar Access System

The Calendar Access System allows you to view reminders on a per month basis. Press the following icon found in the **Red Square** to access the Calendar.



The following screen displays the calendar for the current month.



The following functions can be done in the calendar:

Window	Description or Function
Small Calendar	Use this window to change the month.
Reminder Types	Check off choices to determine which reminder types should be displayed. Leave blank for all.
Schedule for <month></month>	The Schedule for <month> window displays all of the reminders for the selected month.</month>
Large Calendar	This window displays the reminders for each day. From here you can add and edit reminders.

Right Click Menu

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 1

The Right Click Menu is accessed by pointing to a specific day and pressing the right mouse button.

There are two choices:

- Add a Reminder. Select this choice to add a general reminder for the selected day.
- **Delete a Reminder**. Select this choice to delete the selected Reminder.

Schedule for <Selected Month>

This section of the Calendar Access System shows all reminders for the entire month. You can also add, edit and delete reminders from this screen.

Schedule for	January				
Date 1	Subject				
01/04/2013 08:00	Conference Call				
01/08/2013 09:00	Training				
01/11/2013 08:30	Conf. Call Ocean City				
01/15/2013 09:00	Expiring Training Course				
01/15/2013 09:30	Conference call				
01/22/2013 00:00	Visit CO Department				
New	📝 Edit 🛛 🗰 Del	ete			

Reminder Access Points

There are several points throughout the RedNMX system that you can create a reminder.

General Reminders

General Reminders are added from the Calendar.

Non Incidents: Event Entry

Multiple reminders can be set up for each non incident event. Press the Send Reminder button next to the Start Date / Time field.

10 N	on Incident	and Training B	intry		
-	NO E	n INCIDEN Entry System	rs	Ref# 861	L Weekly House Duty and Truck Checks
	Event Va	alidator	Seneral Attendance V Notes and Comments		
Тур	Tab	Field	General Information		Dates and Time
С	Attendance	Attendance	FDID: 12345 💌 Alpine Demo System		Start Date / Time: 08/27/2012 2 19:00 Send
			Primary Type: MI 🔹 Miscellaneous Events		End Date / Time: 08/27/2012 🛃 20:00 🖌 Same 🔚 Reminder
			Secondary Type: HSDTY - House Duty		Length (Hours): 1.00 🖌 Calc
			Description: Weekly House Duty and Truck Checks		Service Awards and Points
					LOSAP Type: MI 🔹 Miscellaneous
			Location and Companies		
			Location: HQ 💌 Headquarters		
			Non Incident Event Reminders	D D .	
			08/23/2012 09:12 Event Reminder Weekly House Duty	08/20/2012 19:00	
					Approval
			New 📝 Edit 🗰 Delete		Approved / by . Date / / [2]
			Personnel Involved, Training, Officer In Charge, Etc	Miss Massa	Current Bank
			Type Last Name First Name	MISC Name	Lurrent Hank
			-		
	📚 Valida	te Event?	New G Edit # Delete		
Reco	rd Status				
<u></u>	Add New No Incident Eve	on 🔑 🔎 Find	d 😻 Audit	٠	Print ↓ Saye

Personnel Module: Drivers License Expiration Date

Press the Send Reminder button to access the Reminder entry screen for the driver license expiration date. The date defaults to 1 month before it expires.

Driver Lic	ense Information
License #	3288131231
Class	Class D
Status	Qualified to Drive
State	NY
Expires	12/31/2012 2
	Send Reminder

Personnel Module: Date of Birth

Press the Send Reminder next to the Date of Birth field to enter a birthday reminder. The default reminder date is the birthday.

Biographic	
Date of Birth	09/06/1966 🔽 📑 Send
Social Security #	100-29-1231
Race	Caucasion
Religion	Catholic 🔹
Primary Beneficiary	
Marital Status	Single 🔹
Spouse	
# Dependents	0

Personnel Module: Reminder Tab

Select the Reminders tab to view all reminders assigned the selected personnel. From here, you can cancel reminders.

🛓 Personnel	Record Ed	it							_ 🗆 🗵
	ERSONN Anageme	EL Ent					412	John A	barca
		Medical 👌 Cont	fidential 🦙 Notes 🧄 Attend	😭 Inventory 🐂 Training	History Demo History	FRDS 🐴 EMS QA 🦉 Docu	ments 🛃 R	eminders	• •
and the second s		Reminders							
1		Date Entered 1	Message	Reminder Date	Entered By	Message			
100	m 1	08/23/2012 08:48	John Abarca's Birthday	09/06/2012 08:00	ALPINE	Today is John Abarca's Birthday	ι.		
R. de		08/20/2012 14:09	Expiring Training Course	07/21/2014 10:00	ALPINE	The Firefighter Survival for John	Abarca will e	xpire on 08/20	/2014
Allow	TI	08/20/2012 14:05	Physical is Due	07/09/2013 08:00	ALPINE	It is time to schedule a physical	for John Abar	ca, it was last o	ione on 08/0
	11/2	08/20/2012 13:58	John Abarca's Birthday	09/06/2012 08:00	ALPINE	Today is John Abarca's Birthday). He is 55 !!!		
	- 1	08/17/2012 10:27	Expiring Training Course	01/15/2013 09:00	SYSADMIN	The Incident Command System	(I-200) for Joh	in Abarca will e	xpire on 02/1
Descended Fu	0202250	02/17/2012 15:56	Expiring Drivers License	11/01/2012 09:00		The drivers license for John Aba	arca will expire	on 12/31/201	2
r ci sonnei su	ininiai y								
On Roster?	Yes								
Year of Service	12.31								
Age	45								
									1011010101010101010
		New 📝	Edit 🗱 Delete						
Record Status									
New	🔎 Find	😧 Wiki 🛛 💕 Ai	udit	@			🌦 <u>P</u> rint	Sa <u>v</u> e	L <u>C</u> lose

This screen shows all reminders for member number 412. You can add, edit and delete from here. Security access is based on the personnel module.

SCBA Module: Reminder Tab

Select the Reminder tab to add reminders for the Air Bottles.

Inventory Photograph General Information Photograph Agency 12345 Ownet Fire Department Inventory # 410055 Sub Type Boilte Description Air Bottle Outperface Loadin Apparatus-E2>Truck Cab Serial Number 114341-2939212212 Menufacture Scott Item Statut [in Service Model [4:5 Scheduler Reminders Service Scheduler Reminders Service Date Entered Mesiace Bd21/2012 10:13 Inspect Bottle 41 05/05/2012 15:15 Hydro Test Date for bottle number 10/30/2015 00:00 Hydro Test Date	
Beneral Information Photograph Agency [12345] Ownel Fite Department Inventory # 410055 Sub Type Bottle Description Ark Bottle Control Location Appendus>E2>Truck Cab Control Serial Number: 14341-299212212 Manufacturer Scott Item Status In Service Status In Service Scheduled Reminders Service Def Entered Messace Bit 2/2012 1013 Inspect Bottle and Dottle number 10/30/2016 Bit 2/2012 15.15 Hydro Test Dottle for bottle number 10/30/2016	CBA Entry Scree
Agercy 12345 Owner Fre Department Invertop: # 410055 Sub Type Bottle Description Ar Bottle Location Appartur-52-57 Truck Cab Senial Number: [14341-293212212 Manufacture] Scott Item Status [in Service Scott Item Status [in Service Schedulde Reminders Def Entered 1 Message Reminder Date Entered By Message B8/21/2012 10.15 SYSADMIN Inspect Bottle A1 09/21/2012 10.15 SYSADMIN Inspect Bottle Bottle B0/05/2012 15.15 Hydro Test Date for bottle number 10/30/2016 00.00 Hydro Test Date	
Inventory # 410055 Sub Type Bottle Decipion Az Bottle Location Apparatus>22>Truck Cab Sub Type Bottle Location Apparatus>22>Truck Cab Source Interview Inservice	1
Description Air Bottle Location Apparatur->E2>Truck Cab Serial Number: [14341-25921212 Manufacture: Scott: Hem Status In Service Wide AIS Excertised Reminders Scheduled Reminders Date Entered 1 Message Reminder Date Entered By Message B8/21/2012 10:13 Inspect Bottle 41 08/21/2012 10:15 SYSADMIN Inspect Bottle B9/21/2012 15:15 Hydro Test Date for bottle number 10/30/2016 00:00 Hydro Test Date Scheduled Reminder Date Entered By Message B9/21/2012 15:15 Hydro Test Date for bottle number 10/30/2016 00:00 Hydro Test Date	
Location Apparatus->E2>Truck Cab Serial Number: [H241-292212212 Manufacturer [Scott Mode] 4.5 Hem Status In Service Work Order Service Inspection Notes Comments Commenters SERA Purchasing Work Order Service Inspection Notes Comments Commenters Second Reminders Second Reminder	
Serial Number: 14341-239212212 Manufacture: Scott Item Status in Service SCRA-bluidel Rominders Schedulidel Rominders Message Reminder Date Entered By Message 19/21/2012 10:13 Inspect Bottle 41 09/21/2012 10:15 SYSADMIN Inspect Bottle 10/30/2012 15:15 Hydro Test Date for bottle number 10/30/2016 00:00 Hydro Test Date	2-0 - 6
Manufacturer Scott Item Status In Service Model 4.5 SCBA & Purchasng & Work Order & Service & Inspection & Notes & Documents Conference on the Status Inspect Remainders Schedulide Rominders Schedulide Rominders Sche	
Item Status In Service SCRA & Purchasing & Work Order & Service & Inspection & Notes & Documents & Reminders Ccheduled Reminders Wee Entered 1 Message Reminder Date Entered By Message R272.0012 10.11 SYSADMIN Inspect Bothe 41 08/27/2012 10.15 SYSADMIN Inspect Bothe 5/05/2012 15.15 Hydro Test Date for bottle number 10/30/2016 00.00 Hydro Test Date	1.0 200
SCBA & Puchasing & Work Order & Service Inspection Notes & Documents Centerinders Scheduled Rominders Date Entered T Message Reminder Date Entered By Message R/21/2012 10:13 Inspect Bottle 41 08/21/2012 10:15 SYSADMIN Inspect Bottle R/21/2012 15:15 Hydro Test Date for bottle number 10/30/2016 00:00 Hydro Test Da	
SCRA Purchasing Work-Order Service Inspection Notes PDocurents Zerterminders Cheduled Reminder Messace Reminder Date Entered By Messace 8/21/2012 10:13 Inspect Bottle 41 08/21/2012 10:15 SYSADMIN Inspect Bottle 8/21/2012 15:15 Hydro Test Date for bottle number 10/30/2016 00:00 Hydro Test D	
schedulod Rominders Date Entered By Message 1927/2012 10:13 Inspect Bottle 41 08/21/2012 10:15 SYSADMIN Inspect Bottle By20/2012 15:15 Hydro Test Date for bottle number 10/30/2016 00:00 Hydro Test D	
Jale Entered 1 Messace Pleninder Date Entered By Messace 8/21/2012 10:15 SYSADMIN Inspect Bother 5/05/2012 15:15 Hydro Text Date for bothe number 10/30/2016 00:00 Hydro Text D	
SVG5/2012 10:13 5154Umite SVG5/2012 15:15 Hydro Test Date for bottle number 10/30/2016 00:00 Hydro Test D	1
	for bottle number 410055 is due.
New 📝 Edit 🗰 Delete	
ecord Status	
Move Maudit	

Paging Reminder Security Settings

The following table presents the security settings utilized by the Reminder module.

Module Security Setting		What it secures			
Paging Reminder System	Access Paging Reminder	This flag controls all access to the reminder entry screens.			
RedAlert RedNMX System	System Setup	This flag controls whether the user can add to the reminder type table.			

Paging Reminder Trouble Shooting

1.

The Paging Reminder module will fail for the following reasons:

- Paging service is not running. Make sure that the paging service is running on the service. If you cannot restart it, contact Alpine
- 2. Message date is not correct.

Several times a message will be entered and you put in the wrong year or month.. Correct the date.

3. Noone assigned to the message.

Verify that the required personnel are assigned to the message.

4. A specific member is not receiving the message.

Paging carriers have changed protocols in the past. Verify that the person's device is receiving pages by testing it using the manual paging system. You can check the paging history in the paging system. See the following screen:

📦 RedAlert View P	aging Histor	у						_1	
Paging	Histo	ry							
Date and Time	source	User		Туре	Message				-
01/15/2013 09:39	ALTA	SYSADMIN		AUTO	Alpine has enat	oled service notifications	for the following:		-
01/15/2013 09:30	BIGSKY			REMIND	Conference call	with Colleen Price			
01/15/2013 09:00	BIGSKY			REMIND	The Incident Co	ommand System (I-200) f	or John Abarca will		
01/15/2013 07:34	BIG							d	
01/15/2013 05:34	BIG 🛄	aging Recipient					<u>_ U X</u>	1	
01/15/2013 04:34	BIG r	ate and Time: 01/15/	2013 09:30						
01/15/2013 03:34	BIG	ate and time. 01113	2013 03.30						
01/15/2013 03:30	BIG	User Name:							
01/15/2013 03:25	BIG Co	moutor Name: BIGSK	×						
01/15/2013 00:09	BIG	Inputer Hume. Diable							
01/14/2013 23:39	BIG	Message: Conferen	ice call with Colleen	Price			A		
01/14/2013 20:39	BIG								
01/14/2013 20:09	BIG								
01/14/2013 19:39	BIG						-		
01/14/2013 18:02	BIC	J					×		
01/14/2013 18:02	BIC								
01/14/2013 17:39	RIG Dat	e Entered Date S	ient	Recipient	Statu	is Paging I	Company		
11/14/2012 12:20	DIG 01/	15/2013 09:30:11 01/15	/2013 09:30:12	Skyler Miller (cell)	SEN	T Verizon	vtext.com		ъĒ
Pind Records									-
Date Low	ver, Upp								
	Rec	ord Status						-	
							L Close		
								2	
New	Edit	# Delete		Maximum Nun Research for Or	iber 1000	Query returned 59 reco	rds.	IL Clo	se