

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.



The screenshot shows a web form titled "Driver License Information". It contains the following fields and controls:

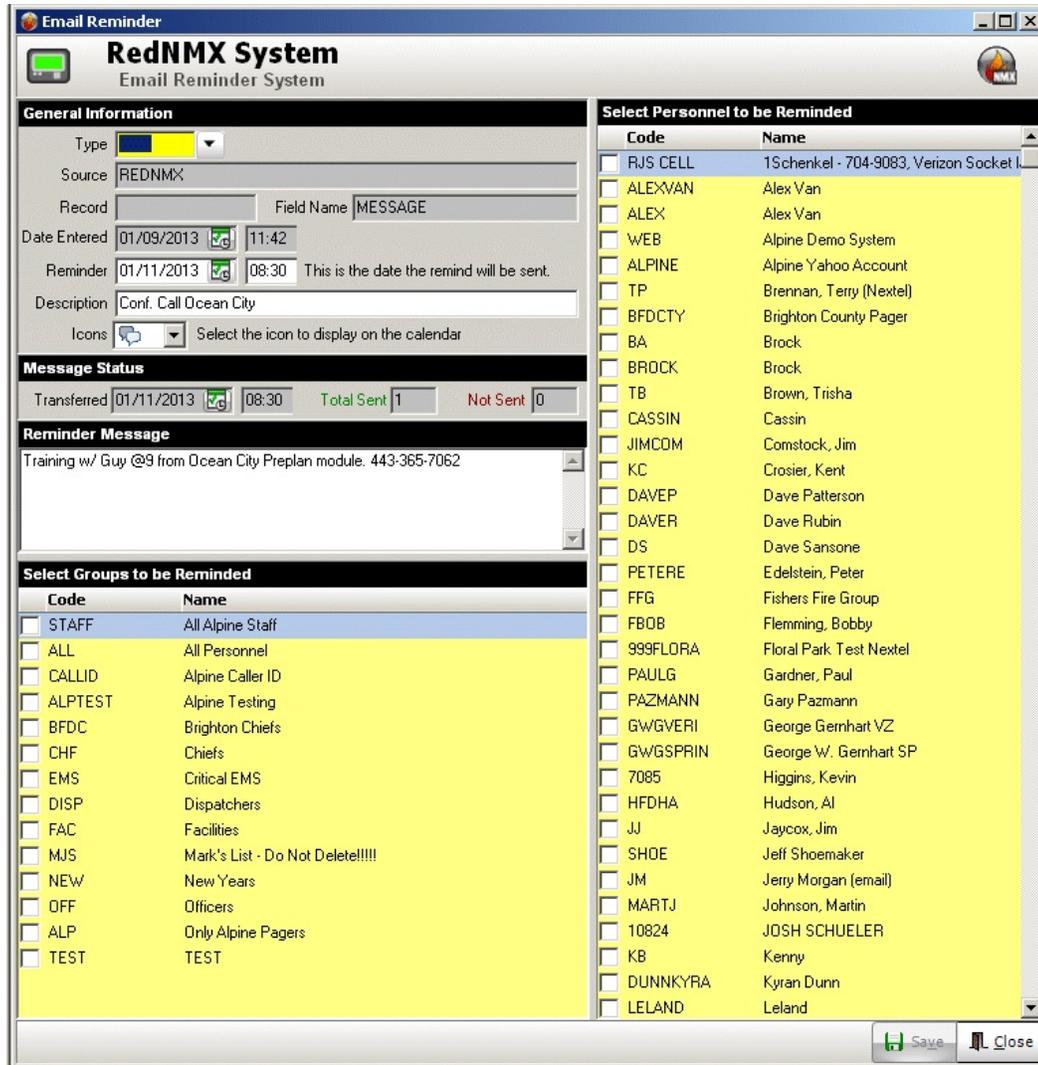
- License #: 3288131231
- Class: Class D (dropdown menu)
- Status: Qualified to Drive (dropdown menu)
- State: NY
- Expires: 12/31/2012 (calendar icon)
- Send Reminder button (with printer icon)

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.



The following fields are entered in the Reminder System.

Field Description	How it is Used	Special Notes
Type	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
Icons	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

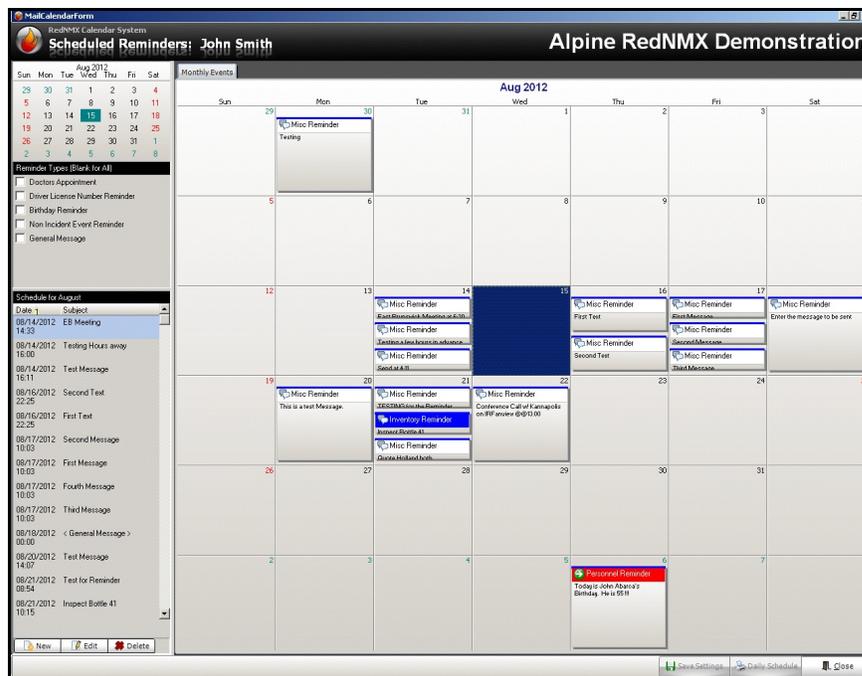
Transferred
01/11/2013 08:30
Total Sent 1
Not Sent 0

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.

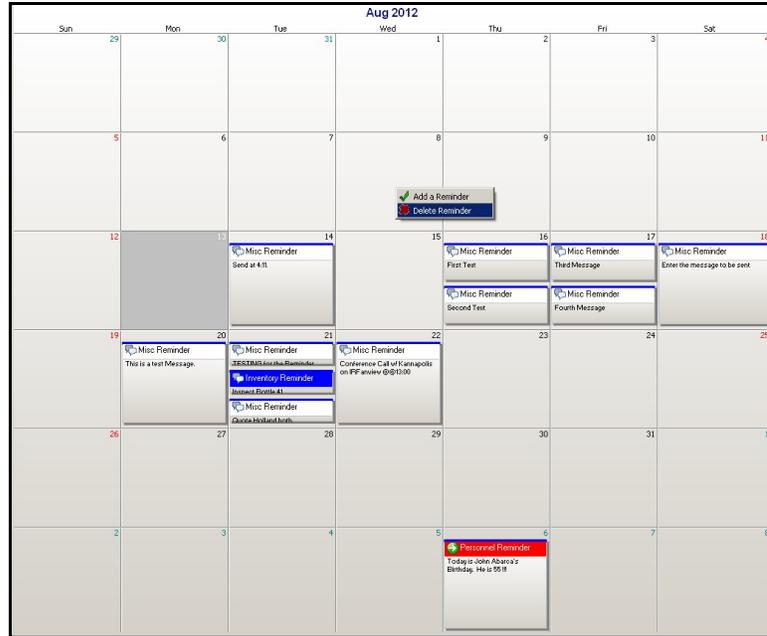


The following functions can be done in the calendar:

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>	The Schedule for <Month> window displays all of the reminders for the selected month.
Large Calendar	This window displays the reminders for each day. From here you can add and edit reminders.

Right Click Menu

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.

Date	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

At the bottom of the interface are three buttons: 'New' (with a plus icon), 'Edit' (with a pencil icon), and 'Delete' (with a red X icon).

Reminder Access Points

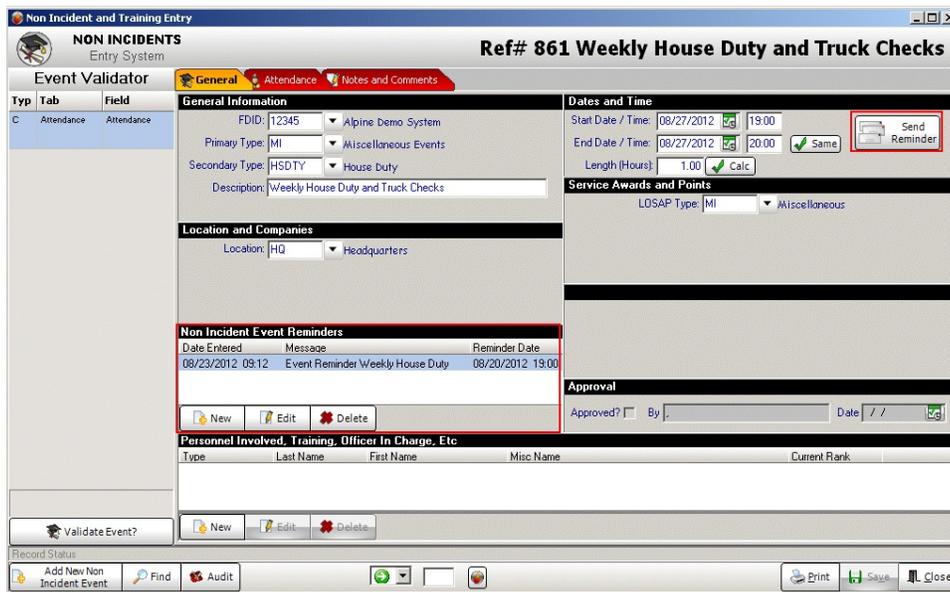
There are several points throughout the RedNMX system that you can create a reminder.

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.



Personnel Module: Drivers License Expiration Date

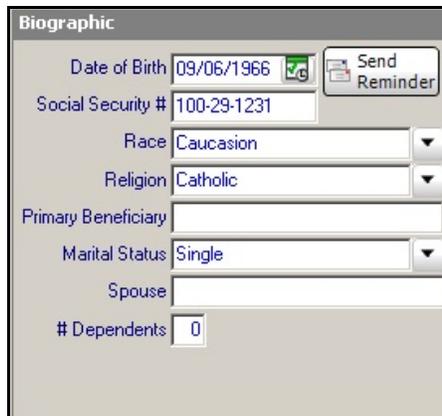
Press the Send Reminder button to access the Reminder entry screen for the driver license expiration date. The date defaults to 1 month before it expires.



The screenshot shows a form titled "Driver License Information". It contains the following fields: License # (3288131231), Class (Class D), Status (Qualified to Drive), State (NY), and Expires (12/31/2012). A "Send Reminder" button is located below the Expires field.

Personnel Module: Date of Birth

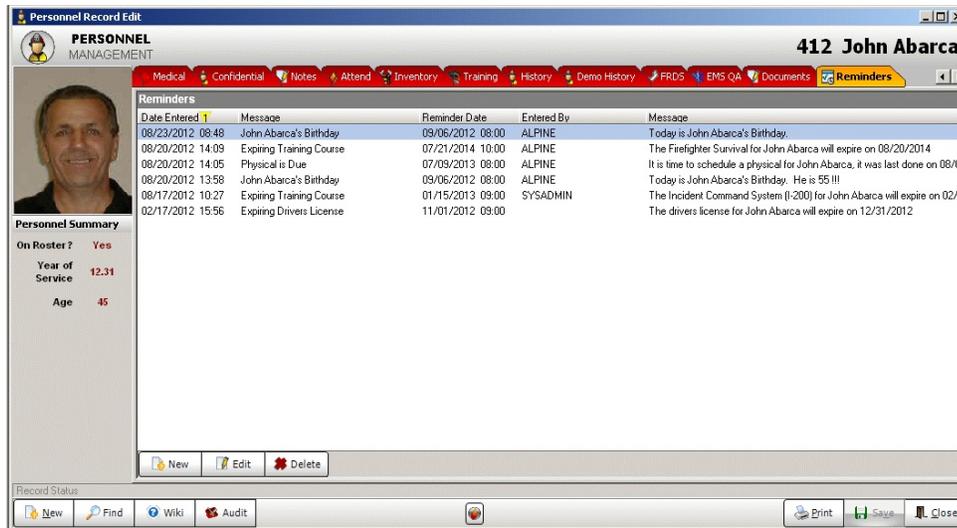
Press the Send Reminder next to the Date of Birth field to enter a birthday reminder. The default reminder date is the birthday.



The screenshot shows a form titled "Biographic". It contains the following fields: Date of Birth (09/06/1966) with a "Send Reminder" button next to it, Social Security # (100-29-1231), Race (Caucasian), Religion (Catholic), Primary Beneficiary, Marital Status (Single), Spouse, and # Dependents (0).

Personnel Module: Reminder Tab

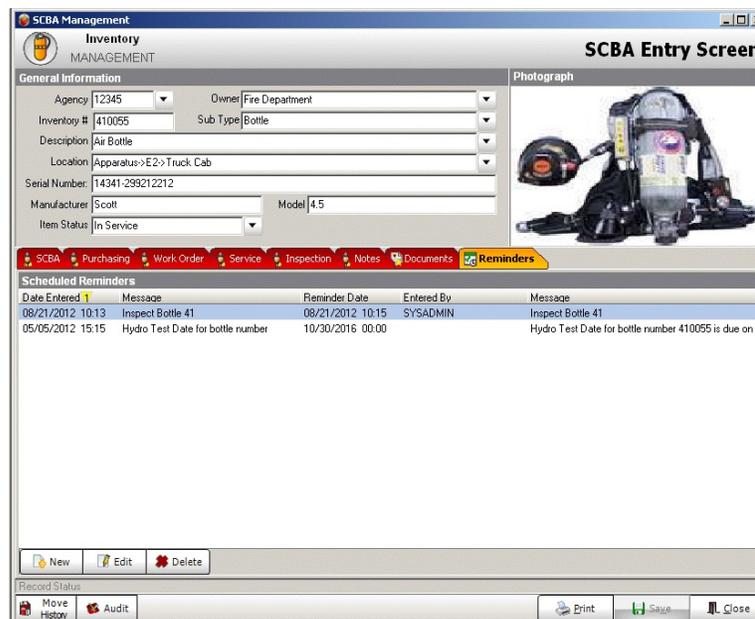
Select the Reminders tab to view all reminders assigned the selected personnel. From here, you can cancel reminders.



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.



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

The Paging Reminder module will fail for the following reasons:

1. 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:

