



Introduction to:

Health Alert Network (HAN)
Missouri Health Notification System
(MO-HNS)





What is the HAN Network?

- HAN stands for Health Alert Network and is CDC's primary method of sharing cleared information about urgent public health incidents





What is MO-HNS?

- The Missouri Health Notification System (MO-HNS) is a secure web-based system accessible anytime and anywhere Internet access is available for emergency planning and response communication with public health partners
- The Missouri Department of Health and Senior Services administers MO-HNS to facilitate alerting and collaboration between federal, state, local Public Health Departments, clinics, hospitals, and other public health emergency partners on a 24/7/365 basis





What is the Purpose of MO-HNS?

- MO-HNS allows users to receive and confirm Health Alerts/Advisories/Updates [Health Alert Network (HAN) alerts] in minutes from federal, state, and local government during emergencies, urgent events, disasters, and transmit relevant information about emergency issues to public health and medical partners
- MO-HNS is also used to send messages through the Emergency Notification System (ENS)
- Where the HAN messages are usually sent via email ENS messages are sent through telephone messages





How do I Participate in MO-HNS?

- You may enroll in the MO-HNS either on the home page or via a paper registration
- After completing your registration, it will be reviewed by the HAN Coordinator who will determine whether the applicant fulfills a role in a public health emergency response
 - HAN Coordinator is assigned by the LPHA Administrator
- If approved, you will receive a message from the HAN Coordinator in your county/jurisdiction and begin receiving messages through the system



What are the Categories of Health Alert Messages?

- Health Alert
 - Highest Level of importance –Immediate Action
- Health Advisory
 - Important information for specific incident
- Health Update
 - Updated information regarding specific incident
- Information Service
 - General Information—Not necessarily considered to be of an emergent nature





How Will I Receive Health Alerts/Advisories/Updates?

- The majority of HAN messages will continue to be received via e-mail
- The new MO-HNS is web-based and will enable DHSS to forward CDC HAN messages, as well as DHSS HAN messages via e-mail
- This system will support secure alerts if necessary





As a Local Public Health Agency, Will I Still be able to Forward HAN to My Local Partners?

- Yes, each LPHA will have designated a HAN Coordinator who will have administration and distribution rights at the local level
- Local HAN Coordinators will be able to forward HAN messages to their local recipients which will include DHSS
- LPHAs would transfer key local HAN contact information to the DHSS for import into the new system. However, each LPHA will continue to have oversight of their local lists
 - New users of the system will have the ability to self-register, Thus, staff hours in maintaining local HAN lists should be reduced
 - HAN Coordinators will have the ability to approve new users to receive HAN messages based on their public health response role



What is a Health Alert Network (HAN) Coordinator?

- HAN coordinators are responsible for the coordination, implementation, and maintenance of the Missouri Health Notification System (MO-HNS) for their agency or jurisdiction
- HAN Coordinators are a critical link between state agencies, local jurisdictions and public health emergency partners





Sign Up for HAN E-mail Updates

1. Go to the [CDC - Quick Subscribe GovDelivery](#) page.
2. Enter your e-mail address and delivery preferences and click Save.
3. Select the **Emergency Preparedness and Response / Health Alert Network (HAN)** check box from the **Quick Subscribe** window and click **Save**.

Once you complete the previous steps, you will receive HAN alerts by e-mail when new HANs are distributed



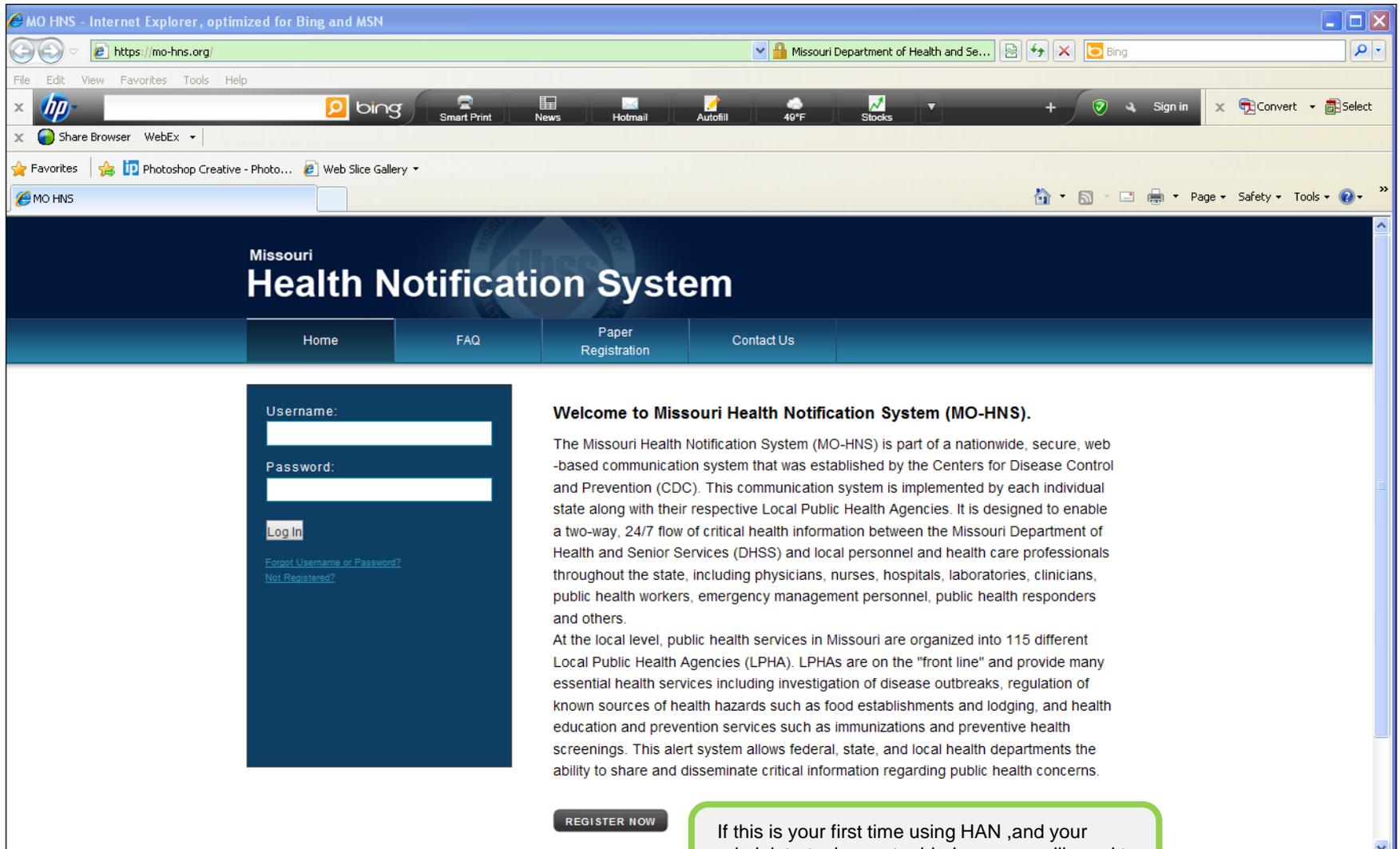
MODULE I

Registering

Go to:

<https://mo-hns.org/>





Missouri
Health Notification System

Home FAQ Paper Registration Contact Us

Username:

Password:

[Log In](#)

[Forgot Username or Password?](#)
[Not Registered?](#)

[REGISTER NOW](#)

Welcome to Missouri Health Notification System (MO-HNS).

The Missouri Health Notification System (MO-HNS) is part of a nationwide, secure, web-based communication system that was established by the Centers for Disease Control and Prevention (CDC). This communication system is implemented by each individual state along with their respective Local Public Health Agencies. It is designed to enable a two-way, 24/7 flow of critical health information between the Missouri Department of Health and Senior Services (DHSS) and local personnel and health care professionals throughout the state, including physicians, nurses, hospitals, laboratories, clinicians, public health workers, emergency management personnel, public health responders and others.

At the local level, public health services in Missouri are organized into 115 different Local Public Health Agencies (LPHA). LPHAs are on the "front line" and provide many essential health services including investigation of disease outbreaks, regulation of known sources of health hazards such as food establishments and lodging, and health education and prevention services such as immunizations and preventive health screenings. This alert system allows federal, state, and local health departments the ability to share and disseminate critical information regarding public health concerns.

If this is your first time using HAN ,and your administrator has not added you, you will need to click on REGISTER NOW.

If you already have an account skip ahead to slide 16

Missouri Health Notification System

Registration

GETTING STARTED

Welcome to Missouri Health Notification System (MO-HNS). Please read the following directions and then click on the Next button below to continue.

- 1 For the best experience, do not use the refresh, stop, back or forward buttons on the browser and only single-click buttons within a page.
- 2 An asterisk (*) indicates a required field. You will be alerted if the required information has not been entered.
- 3 For your security, all communications are encrypted and you will be logged out automatically if you are inactive for more than 30 minutes.

- We recommend [Microsoft Internet Explorer for Windows](#) (8.0 or newer), [Mozilla Firefox for Mac or PC](#) (3.5 or newer), [Apple Safari for Mac or PC](#) (5.0 or newer) or [Google Chrome for Mac or PC](#) (16.0 or newer) with JavaScript enabled and pop-up blocker turned off to use this site. Please see your browser's help file for more information.

Account Information

Creating an account is the first step in the Missouri Health Notification System (MO-HNS) registration process. You will use your account username and password each time you log into Missouri Health Notification System (MO-HNS).

* Username:

The username must be at least six (6) characters long and cannot contain spaces. Acceptable characters include alphanumeric (A-Z, 0-9) and the symbols @, -, and _ . Usernames are not case sensitive.

* Password:

* Confirm Password:

- ✗ Password must be 7 characters or longer
- ✗ Password must contain a number
- ✗ Password must contain a special character
- ✗ Password must contain uppercase letter
- ✗ Confirmation password must match

* Secret Question:

* Secret Answer:





Terms of Service and Privacy Policy

* Terms of Service:

By checking this box, I indicate that I agree to the [Terms of Service](#) and have read and understand the [Privacy Policy](#) for this site. My submission of this form will constitute my consent to the collection and use of this information and the transfer of this information across the Internet to processing and storage facilities supporting this system. I also agree to receive required administrative and legal notices such as this electronically.

Name

 Please enter your full name below.

Prefix:

Example: Dr., Col., Mr., Mrs., Ms.

* First Name:

Middle Name:

* Last Name:

Suffix:

Example: Jr., Sr., PhD, MD.

Home Address Line 1:

Home Address Line 2:

City:

State:

County:

Zip Code:





Employment Information

 Please enter your current job title below.

Primary Employer:

If none, leave blank.

Job Title:

If none, leave blank.

PIN

 The Secret PIN is a four digit number required in the event we contact you with a health alert containing sensitive information.

* Secret PIN:

* Confirm Secret PIN:

Email

 Please enter the email address which you prefer to use to receive communications about Health Alerts and other system related issues. You may enter up to three email addresses. In order to receive alerts, you must enter an email or a contact method.

Primary Email Address ✕

* Email Address:

If you have an email account, it is important for you to provide this information. Without your email address, you may miss important messages and notifications. Please note that the system will not allow two accounts with the same email address. If you do not have an email address or your email address is already registered with the system, you can learn more about obtaining a free email address by [clicking here](#)

* Confirm Email Address:

 [Add Email Address](#)



Contact Method

Please select the contact method and enter the number which you prefer to use to receive communications about Health Alerts and other system related issues. You may select up to six different contact methods. In order to receive alerts, you must enter an email or a contact method.

Contact Method 1 ✕

* Contact Method 1:

Select 

* Number to Attempt:

x

[Add Another Contact Method](#)

HAN Roles

* Please select the roles you have held from the list below:

Ambulance Services Manager
Animal Control Director
BT Coordinator
Behavioral Health Director
Border Health Director



Organization Types

* Please select the organizations you are affiliated with from the list below:

Academic/Research Organization
CDC All Campuses
CDC Field Assignee
Clinic
Clinical Professional Organization (such as AMA)



Organizations

Organizations represent official groups that you have affiliation with as a MO HNS user. Click the Add Organizations link below to see a complete list of organizations and select those you want to join.

[Add Organizations](#)

Previous

Next

MO HNS - Internet Explorer, optimized for Bing and MSN

https://mo-hns.org Missouri Department of Health and Se...

File Edit View Favorites Tools Help

hp bing Smart Print News Hotmail Autofill 40°F Stocks Sign in Convert Select

Share Browser WebEx

Favorites Photoshop Creative - Photo... Web Slice Gallery

MO HNS

Missouri Health Notification System

Home FAQ Paper Registration

Username:

Password:

[Log In](#)

[Forgot Username or Password?](#)
[Not Registered?](#)

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At the local level, public health services in Missouri are organized into 115 different Local Public Health Agencies (LPHA). LPHAs are on the "front line" and provide many essential health services including investigation of disease outbreaks, regulation of known sources of health hazards such as food establishments and lodging, and health education and prevention services such as immunizations and preventive health screenings. This alert system allows federal, state, and local health departments the ability to share and disseminate critical information regarding public health concerns.

[REGISTER NOW](#)

Paper registrations can be downloaded by clicking here



Missouri Health Notification System

[Home](#)[FAQ](#)[Paper
Registration](#)[Contact Us](#)

Username :

Password :

[Log In](#)

[Forgot Username or Password?](#)

[Not Registered?](#)

Download Paper Registration

If you are unable to register using the online system, you can complete the attached paper registration and submit it to the local public health department in the county where you work.

 [Paper Registration Form](#)

You will need Adobe Acrobat Reader Installed on your computer to open and read the PDF files. Adobe Acrobat Reader is free software. Click on the Get Adobe Reader icon to download.



[Home](#) | [Contact Us](#) | [Terms of Service](#) | [Privacy Policy](#)





Paper Registration

- After downloading the paper registration form, completely fill out the required fields and submit to the local HAN Coordinator

Missouri Health Notification System Registration

FIRST NAME _____ LAST NAME _____

This is the Paper Registration Form for the Missouri Health Notification System (MO-HNS).

The Missouri Health Notification System (MO-HNS) site is operated by the Department of Health and Senior Services and allows you to register to receive Health Alerts/Advisories/Updates in addition to other notifications during a disaster or emergency situation. This registration form will collect basic information about you and your public health role. To register, you must either have, or be affiliated with an organization/agency, that has a public health response.

All information you provide is held under the highest degree of care and standards of security, confidentiality and privacy. Only you and authorized system administrators will view the information you enter. You may review the system's privacy policy provided in Appendix II: Privacy Policy.

The Department of Health and Senior Services would like to thank you for registering for the MO-HNS.

Please complete the attached registration form and return Pages 2-7 ONLY by mail or fax to the following:

Mail: **ATTN: HAN Coordinator**
Center for Emergency Response and Terrorism
Department of Health and Senior Services
912 Wildwood
PO Box 570
Jefferson City, MO 65102

Fax: 573-526-8389





MODULE I.a

Logging In

Go to:

<https://mo-hns.org/>



MO HNS - Internet Explorer, optimized for Bing and MSN

https://mo-hns.org

Missouri Department of Health and Se...

Missouri Health Notification System

Home FAQ Paper Registration Contact Us

Username:

Password:

Log In

[Forgot Username or Password?](#)
[Not Registered?](#)

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REGISTER NOW

Once you are a registered user, enter your username and password here

Home Page

Missouri Health Notification System

Welcome, Andrea Armstrong (Log Out) [Help Center](#)

[Home](#) [My Profile](#) [Messages \(9\)](#) [Organizations](#) [Documents](#) [Recipients](#) [Administration](#)

Home

Profile

Account Status: Active
[Edit Account Status](#)

Organizations:

Last Logged In:
11/21/2013
[View full profile](#)

Recent Messages (9)

10-24-13 DHSS HAd Recognition and Reporting of D...	10/25/2013 12:02 PM
10-8-13 CDC HAd 356 Acute Hepatitis and Liver Fal...	10/8/2013 3:51 PM
10/2/13 Health Guidance-Management of Contaminatio...	10/3/2013 7:37 AM
SNS ENS Drill Template (July 2013)	7/25/2013 10:00 AM
ENS Test of the SNS Volunteers 4/29/2013	4/29/2013 6:30 PM
SNS Spring Breakout Exercise 4.2013	4/8/2013 9:25 AM
SNS Spring Breakout Exercise 4.2013	4/8/2013 8:01 AM
SNS Spring Breakout Exercise 4.2013	4/7/2013 3:00 PM
New Feature for Emergency Notification System Mes...	3/26/2013 12:25 PM

Did you know?

Help Resources

You can get help with MO HINS! Go to Help Center to access all help documentation including:

- Online Help
- Video Help
- Quick Reference Guides
- What's New

If you require assistance after reviewing the above materials, please contact us. For non-urgent questions, email the Support Center. For urgent issues and 24/7/365 support, please contact the Support Center at 800-613-9380. For feature requests or system enhancements, contact your Client Services Manager.





MODULE II

Edit Options



My Profile

Missouri Health Notification System

Welcome, Andrea Armstrong (Log Out) Help Center

[Home](#) **[My Profile](#)** [Messages \(9\)](#) [Organizations](#) [Documents](#) [Recipients](#) [Administration](#)

Home

Profile

Account Status: Active
[Edit Account Status](#)

Organizations:

Last Logged In:
11/21/2013
[View Full Profile](#)

Recent Messages (9)

10-24-13 DHSS HAd Recognition and Reporting of D...	10/25/2013 12:02 PM
10-8-13 CDC HAd 356 Acute Hepatitis and Liver Fal...	10/8/2013 3:51 PM
10/2/13 Health Guidance-Management of Contaminatio...	10/3/2013 7:37 AM
SN&S ENS Drill Template (July 2013)	7/25/2013 10:00 AM
ENS Test of the SN&S Volunteers 4/29/2013	4/29/2013 6:30 PM
SN&S Spring Breakout Exercise 4.2013	4/8/2013 9:25 AM
SN&S Spring Breakout Exercise 4.2013	4/8/2013 8:01 AM
SN&S Spring Breakout Exercise 4.2013	4/7/2013 3:00 PM
New Feature for Emergency Notification System Mes...	3/26/2013 12:25 PM

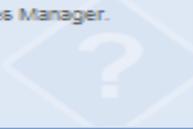
Did you know?

Help Resources

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- Video Help
- Quick Reference Guides
- What's New

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Identity

The image shows two side-by-side screenshots of the Missouri Health Notification System user interface. The left screenshot displays the user's profile information, and the right screenshot shows the form for editing this information.

Missouri Health Notification System

Welcome, Andrea Armstrong (Log Out)

Home My Profile Messages (8) Organizations Documents Recipients Administration

Identity Contact Affiliation Account Settings

Identity

Edit Information

Name

Prefix:

First Name: Andrea

Middle Name:

Last Name: Armstrong

Suffix:

Home Address Line 1:

Home Address Line 2:

City: Jefferson City

State: Missouri

County: Cole

Zip Code:

Employment Information

Primary Employer:

Job Title:

History of Changes

Missouri Health Notification System

Welcome, Andrea Armstrong (Log Out) Help Center Search

Home My Profile Messages (8) Organizations Documents Recipients Administration

Identity Contact Affiliation Account Settings

REQUIRED (*)

Identity

Name

Please enter your full name below.

Prefix: Example: Dr., Col., Mr., Mrs., Ms.

* First Name:

Middle Name:

* Last Name:

Suffix: Example: Jr., Sr., PhD, MD

Home Address Line 1:

Home Address Line 2:

City:

State: Missouri

County: Cole

Zip Code:

Employment Information

Please enter your current job title below.

Primary Employer: If none, leave blank.

Job Title: If none, leave blank.

Cancel Save Changes



Contact

Missouri Health Notification

Welcome, Andrea Armstrong (Log Out)

Home My Profile Messages (3) Organizations Documents Rec

Identity **Contact** Affiliation Account Settings

Contact

[Edit Information](#)

PIN

Secret PIN: ****

Email

Primary Email Address : Andrea.Armstrong@

Contact Method

Contact Method 1

Contact Method 1: Work Phone

Number to Attempt: 573-751-0693

Contact Method 2

Contact Method 2: Mobile Phone

Number to Attempt:

Contact

PIN

The Secret PIN is a four digit number required in the event we contact you with a health alert containing sensitive information.

Secret PIN: ****

Confirm Secret PIN: ****

Email

Please enter the email address which you prefer to use to receive communications about Health Alerts and other system related issues. You may enter up to three email addresses. In order to receive alerts, you must enter an email or a contact method.

Primary Email Address

Current Email Address: Andrea.Armstrong@sema.dps.mo.gov

New Email Address:

If you have an email account, its important for you to provide this information. Without your email address, you may miss important messages and notifications. Please note that the system will not allow two accounts with the same email address. If you do not have an email address or your email address is already registered with the system, you can learn more about obtaining a free email address by [clicking here](#).

Confirm New Email Address:

[Add Email Address](#)

Contact Method

Please select the contact method and enter the number which you prefer to use to receive communications about Health Alerts and other system related issues. You may select up to six different contact methods. In order to receive alerts, you must enter an email or a contact method.

Contact Method 1

Contact Method 1: Work Phone

Number to Attempt: 573 751 0693 x

[Add Another Contact Method](#)

Contact Method 2

Contact Method 2: Mobile Phone

Number to Attempt: x

[Add Another Contact Method](#)

[Cancel](#) [Save Changes](#)



Contact: History of Changes

Missouri Health Notification System

Welcome, Andrea Armstrong (Log Out) [Help Center](#)

Home **My Profile** Messages (3) Organizations Documents Recipients Administration

Identity **Contact** Affiliation Account Settings [PRINT VIEW](#)

Contact

[Edit Information](#)

PIN

Secret PIN: ****

Email

Primary Email Address

Contact Method

Contact Method 1

Contact Method 1:
Number to Attempt:

Contact Method 2

Contact Method 2:
Number to Attempt:

▼ History of Changes

Editor	Field	Old Value	New Value	Time
Wood, Stacey	email	Andrea.Armstrong@health.mo.gov	Andrea.Armstrong@sema.dps.mo.gov	09/13/2013 01:44:44 PM CDT
Wood, Stacey	notification_pin	****	****	04/02/2013 02:49:03 PM CDT
Wood, Stacey	confirm_notification_pin	****	****	04/02/2013 02:49:03 PM CDT
Wood, Stacey	contact_method_list_id	--no value--	Mobile Phone	04/02/2013 02:49:03 PM CDT
Wood, Stacey	contact_number	--no value--	336-250-5806	04/02/2013 02:49:03 PM CDT

▶ History of Changes



Affiliation

Missouri Health Missouri Health Notification System

Welcome, Andrea Armstrong (Log Out) [Help Center](#)

Home **My Profile** Messages (8) Organizations Documents Recipients Administration

Identity Contact **Affiliation** Account Settings

Affiliation

[Edit information](#)

HAN Roles

HAN Roles

Organization Types

HAN Organizations

HAN Organizations

HAN Organization

Other

History of Changes

Affiliation REQUIRED (*)

HAN Roles

* Please select the roles you have held from the list below:

Ambulance Services Manager
Animal Control Director
BT Coordinator
Behavioral Health Director
Border Health Director

Organization Types

* Please select the organizations you are affiliated with from the list below:

Academic/Research Organization
CDC All Campuses
CDC Field Assignee
Clinic
Clinical Professional Organization (such as AMA)

HAN Organizations

* Please select the Local Public Health Agency county/jurisdiction in which you work. If you are a state government employee or have a statewide public health role, please select the Department of Health and Senior Services as this is the entity from which you will receive your health alerts:

Academic/Research Organization
CDC All Campuses
CDC Field Assignee
Clinic
Clinical Professional Organization (such as AMA)

Cancel [Save Changes](#)



Account Settings

Missouri Health Notification System

Welcome, Andrea Armstrong (Log Out) [Help Center](#)

Home **My Profile** Messages (3) Organizations Documents Recipients Administration

Identity Contact Affiliation **Account Settings**

REQUIRED (*)

Account Settings

Account Status

* Do you want your account to be active or inactive?

Active

Select

Active

Inactive

Inactive - Your account information will be available to system administrators. You will be contacted with new Health Alerts.

Active - Your account information will be available to system administrators. You will be contacted with new Health Alerts.

System Role

Your current System Role. To be assigned to a different System Role, please contact your system administrator.

Current System Role: **System Coordinator**



Account Settings: Edit Options

Username

◆ Your current username for this account.

Current Username: armsta

* New Username:

The username must be at least six (6) characters long and cannot contain spaces. Acceptable characters include alphanumeric (A-Z, 0-9) and the symbols @, -, and _ . Usernames are not case sensitive.

Change

Password

◆ Use the form below to change your password. Please note that the current password and new password must be different.

* Type Current Password:

* Type New Password:

* Confirm New Password:

- ✗ Password must be 7 characters or longer
- ✗ Password must contain a number
- ✗ Password must contain a special character
- ✗ Password must contain uppercase letter
- ✗ Password must not be based on a dictionary word
- ✗ Password must contain at least 5 different characters
- ✗ Confirmation password must match

Change

Secret Question and Answer

◆ Use the form below to change your secret question and answer. This question and answer will be used to recover a lost password.

* Secret Question:

* Secret Answer:

Change

Display Preferences

◆ Use the form below to set how many results will be displayed in tables.

* When displaying result sets, how many results per page would you like to view?

Change





HAN Standard Permission Matrix

Home and My Profile

Page	System Coordinator	Local Administrator	User
Home	X	X	X
My Profile	X	X	X

X = Access Allowed

O= Access is based on the user View Permission



HAN Standard Permission Matrix

Messages

Page	System Coordinator	Local Administrator	User
Inbox	x	x	x
Sent Items	x	x	x
Drafts	x	x	x
Compose a message	x	x	x
Compose a notification	X	X	
Send Voice and Email messages	X	X	
Add Internal Message Attachments	X	X	
Upload Audio Message	X	X	
Enter a Call Bridge Number in Response Options	X	X	
Create Templates	X	X	
Use Templates	X	X	
View Templates	O	O	

X = Access Allowed

O= Access is based on the user View Permission



HAN Standard Permission Matrix

Organizations and Document Library

Page	System Coordinator	Local Administrator	User
My Organizations	X	X	X
All Organizations	X	O	O
My Documents	X	X	X
All Documents	X	O	O
Document Search	X	O	O
View Unaffiliated Users	X		
Retire Organizations	X		

X = Access Allowed

O= Access is based on the user View Permission



HAN Standard Permission Matrix

Users

Page	System Coordinator	Local Administrator	User
Search for Users	X	X	
Quick Search Bar at the Top	X	X	
Register Users	X	X	
Manage Groups	X	O	
Create Groups	X	O	
View Groups	X	O	
Change User Name	X	O	
Edit User Profile	X	O	
Reset Username/Password	X	O	

X = Access Allowed

O= Access is based on the user View Permission





HAN Standard Permission Matrix

Administration

Page	System Coordinator	Local Administrator	User
Reports and Logs	X	X	
Accounts	X	X	
Export	X	X	
Integrations	X		

X = Access Allowed

O= Access is based on the user View Permission



HAN Standard Permission Matrix

Miscellaneous (1 of 2)

Page	System Coordinator	Local Administrator	User
Change / Set User Roles			
User	X	X	
Call Center Representative	X	X	
Local Administrators	X		
Regional Administrators	X		
System Coordinators			

X = Access Allowed

O= Access is based on the user View Permission



HAN Standard Permission Matrix

Miscellaneous (2 of 2)

Page	System Coordinator	Local Administrator	User
Search Result Actions			
Sent Message	X	O	
Add to Existing Group	X	O	
Add to New Group	X	O	
Export as CSV	X	O	

X = Access Allowed

O= Access is based on the user View Permission



MODULE II.a

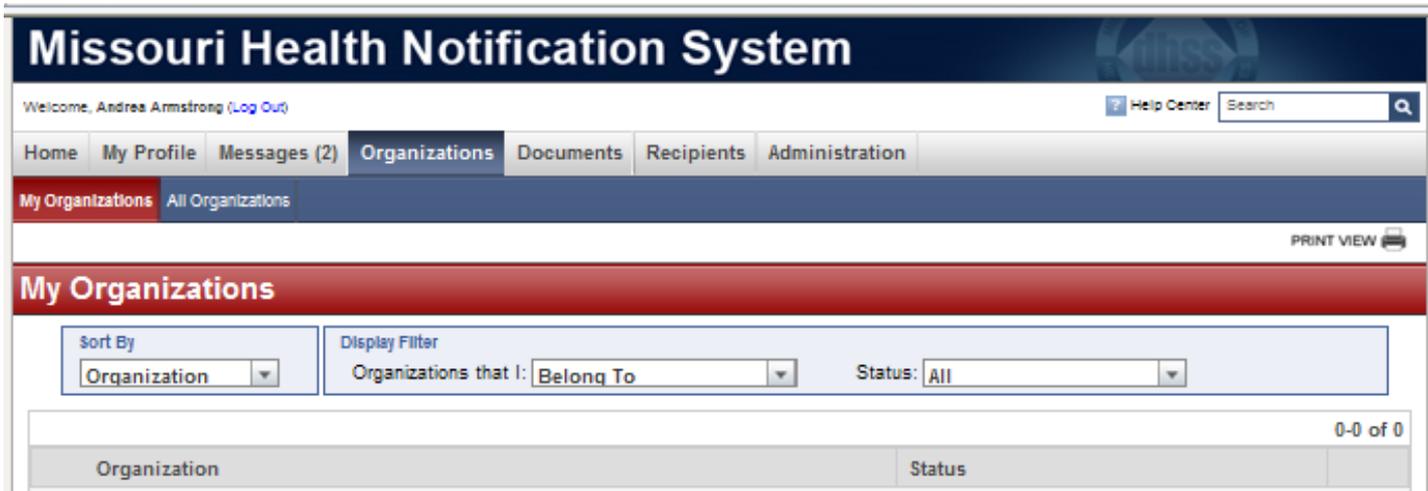
Edit Options

- Organization information



Organizations

- The *My Organizations* tab allows you to view only the organizations that you most frequently use.



The screenshot shows the Missouri Health Notification System interface. At the top, the title "Missouri Health Notification System" is displayed in a dark blue header. Below the header, a navigation bar includes links for "Home", "My Profile", "Messages (2)", "Organizations" (which is highlighted), "Documents", "Recipients", and "Administration". A secondary navigation bar shows "My Organizations" (highlighted) and "All Organizations". A search bar and a "Help Center" link are located in the top right corner. The main content area is titled "My Organizations" in a red banner. Below this, there are filter controls: "Sort By" (set to "Organization"), "Display Filter" (set to "Organizations that I: Belong To"), and "Status" (set to "All"). A "PRINT VIEW" button is visible on the right. At the bottom right, it shows "0-0 of 0". A table with columns "Organization" and "Status" is partially visible at the bottom.



Viewing Organizations

Missouri Health Notification System

Welcome, Andrea Armstrong (Log Out) Help Center Search

Home My Profile Messages (2) Organizations Documents Recipients Administration

My Organizations All Organizations PRINT VIEW

My Organizations

Sort By: Organization

Display Filter: Organizations that I: Belong To

Status: All

Accepted
Pending
Rejected
Researching
Withdrawn

0-0 of 0

Organization	Status
--------------	--------

- Use display filters to change how the organizations are displayed on your page



All Organizations

Missouri Health Notification System

Welcome, Andrea Armstrong (Log Out) [Help Center](#)

Home | My Profile | Messages (2) | **Organizations** | Documents | Recipients | Administration

My Organizations | **All Organizations** | PRINT VIEW

All Organizations

[Add Top-Level Organization](#)

- Adair County Health Department [Dashboard](#) [Add](#)
- Andrew County Health Department [Dashboard](#) [Add](#)
- Atchison County Health Department [Dashboard](#) [Add](#)
- Audrain County Health Department [Dashboard](#) [Add](#)
- Barry County Health Department [Dashboard](#) [Add](#)
- Barton County Health Department [Dashboard](#) [Add](#)
- Bates County Health Center [Dashboard](#) [Add](#)
- Benton County Health Department [Dashboard](#) [Add](#)
- Bollinger County Health Center [Dashboard](#) [Add](#)
- Butler County Health Department [Dashboard](#) [Add](#)
- Caldwell County Health Department [Dashboard](#) [Add](#)
- Callaway County Health Department [Dashboard](#) [Add](#)
- Camden County Health Department [Dashboard](#) [Add](#)
- Cape Girardeau County Public Health Center [Dashboard](#) [Add](#)
- Carroll County Health Department [Dashboard](#) [Add](#)
- Carter County Health Center [Dashboard](#) [Add](#)
- Cass County Health Department [Dashboard](#) [Add](#)

Adair County Health Department

Dashboard

- Details
- Network
- Administrators
- Members
- Access Levels
- Reports

Details [Contact Administrators](#)

Description:

Members [Go to Members](#)

Status	Number
Accepted	5 Accepted
Rejected	3 Rejected



Creating an Organization

The screenshot displays the Missouri Health Notification System interface. At the top, the header reads "Missouri Health Notification System" with a "Welcome, Andrea Armstrong (Log Out)" message and a "Help Center" search bar. A navigation menu includes "Home", "My Profile", "Messages (2)", "Organizations", "Documents", "Recipients", and "Administration". Below this, a sub-menu shows "My Organizations" and "All Organizations". A "PRINT VIEW" button is visible on the right.

The main content area is titled "All Organizations" and features a green-bordered button labeled "Add Top-Level Organization". Below this is a list of organizations, each with a "Dashboard" link and an "Add" button. The "Add" button for "Adair County Health Department" is highlighted with a green box.

A modal window titled "Create Organization" is open, displaying a "Warning" message: "Details below show where this organization is about to be placed. To change the organization's parent organization, click Cancel and select a new parent organization." Below the warning, the "Details" section shows the breadcrumb "System > Adair County Health Department" and a "Name:" field with an empty input box. At the bottom of the modal are three buttons: "Cancel", "Create", and "Create and Add Details".



Edit Organization Details

The screenshot shows the Missouri Health Notification System interface. At the top, there is a navigation bar with the system name and a user welcome message: "Welcome, Andrea Armstrong (Log Out)". A search bar and a "Help Center" link are also present. Below this is a main navigation menu with tabs for "Home", "My Profile", "Messages (2)", "Organizations", "Documents", "Recipients", and "Administration". Under "Organizations", there are sub-tabs for "My Organizations" and "All Organizations". A "PRINT VIEW" button is located on the right side of the "All Organizations" header.

The main content area is titled "All Organizations" and features a section for "Add Top-Level Organization". A list of organizations is displayed, each with a "Dashboard" link and an "Add" button. The "Adair County Health Department" entry is highlighted with a green box around its "Dashboard" link.

An edit form for the "Adair County Health Department" is open on the right. It includes a "Picture" section with a "Current Picture" placeholder and a "Change Picture" section with a "Browse" button and an "Upload" button. Below this is the "Contact Information" section, which contains fields for "Email Address", "Contact Method" (a dropdown menu), "Phone Number" (with a separator), "Address Line 1", "Address Line 2", "City", "State" (a dropdown menu), "County" (a dropdown menu), and "Zip Code". A "View Change Log" link is located at the bottom of the form. At the bottom right of the form, there are "Cancel" and "Save" buttons, with the "Save" button highlighted with a green box.

*Not all users have sufficient permissions to perform this task



Managing Organization Members

Adair County Health Department

Adair County Health Department

Dashboard
Details
Network
Administrators
Members
Access Levels
Reports

Members

Users may only join a limited number of organizations. They cannot be accepted into new organizations if they have exceeded the limit.

Add Members **View Change Log**

Sort By: Name
Display Filter: Status: Accepted

Check All

Name	Status	Access
<input type="checkbox"/> Berry, Karen	Accepted	Base Use
<input type="checkbox"/> Blessing, Stewart	Accepted	Base Use
<input type="checkbox"/> Guffey, Lori	Accepted	Base Use
<input type="checkbox"/> LeBaron, Jim	Accepted	Administ
<input type="checkbox"/> Stewart, Ron	Accepted	Administ

Search Center

Check All 1-2 of 2

- [Starr, Jody](#) MO
- [STARR, M](#) MO

Cancel **Add Recipients**

1-5 of 5

Select an Action:

*Not all users have sufficient permissions to perform this task



Approving or Rejecting Org. Member

Members

Users may only join a limited number of organizations. They cannot be accepted into new organizations if they have exceeded the limit.

[Add Members](#) [View Change Log](#)

Sort By

Name

Display Filter

Status: Pending

Check All

1-1 of 1

Name	Status	Access Level	HAN Roles
<input type="checkbox"/> Harrison, Joan	<input type="text" value="Pending"/>		Emergency Preparedness C...

- Pending
- Accepted
- Pending**
- Rejected
- Researching



Adding Members to Access Levels

The screenshot displays the Adair County Health Department web application interface. The main content area shows the 'Access Level: Base User' configuration page. A modal dialog box titled 'Add Members to Access Level' is open, allowing users to select members to add to the access level. The dialog box contains a list of members with checkboxes and their current access levels. The 'Add Members' button at the bottom right of the dialog is highlighted with a green box.

Access Level: Base User

Add Members

Check All

Name
<input type="checkbox"/> Berry, Karen
<input type="checkbox"/> Blessing, Stewart
<input type="checkbox"/> Guffey, Lori

Add Members to Access Level

Select from the members listed below. Only members accepted into the organization appear in this list

Check All

Member	Access Level
<input type="checkbox"/> Berry, Karen	Access Level: Base User
<input type="checkbox"/> Blessing, Stewart	Access Level: Base User
<input type="checkbox"/> Guffey, Lori	Access Level: Base User
<input type="checkbox"/> LeBaron, Jim	Access Level: Administrator
<input type="checkbox"/> Stewart, Ron	Access Level: Administrator

Select an Action:

*Not all users have sufficient permissions to perform this task



Adding Multiple Members to Access Levels at the Same Time

The screenshot displays the Adair County Health Department web application interface. The main navigation bar includes Home, My Profile, Messages, Organizations (selected), Documents, Recipients, and Administration. The left sidebar menu lists Dashboard, Details, Network, Administrators, Members (highlighted with a green box), Access Levels, and Reports. The main content area shows a success message: "Success: 1 member has been assigned to the Access Level of Administrator". Below this, the "Members" section includes a warning message: "Users may only join a limited number of organizations. They cannot be accepted into new organizations if they have exceeded the limit." and buttons for "Add Members" and "View Change Log". A filter section shows "Sort By" set to "Name" and "Display Filter" set to "Status: Accepted". On the right side, there are links for "Go to Administrators" and "Go to Members".

*Not all users have sufficient permissions to perform this task



Joining an Organization

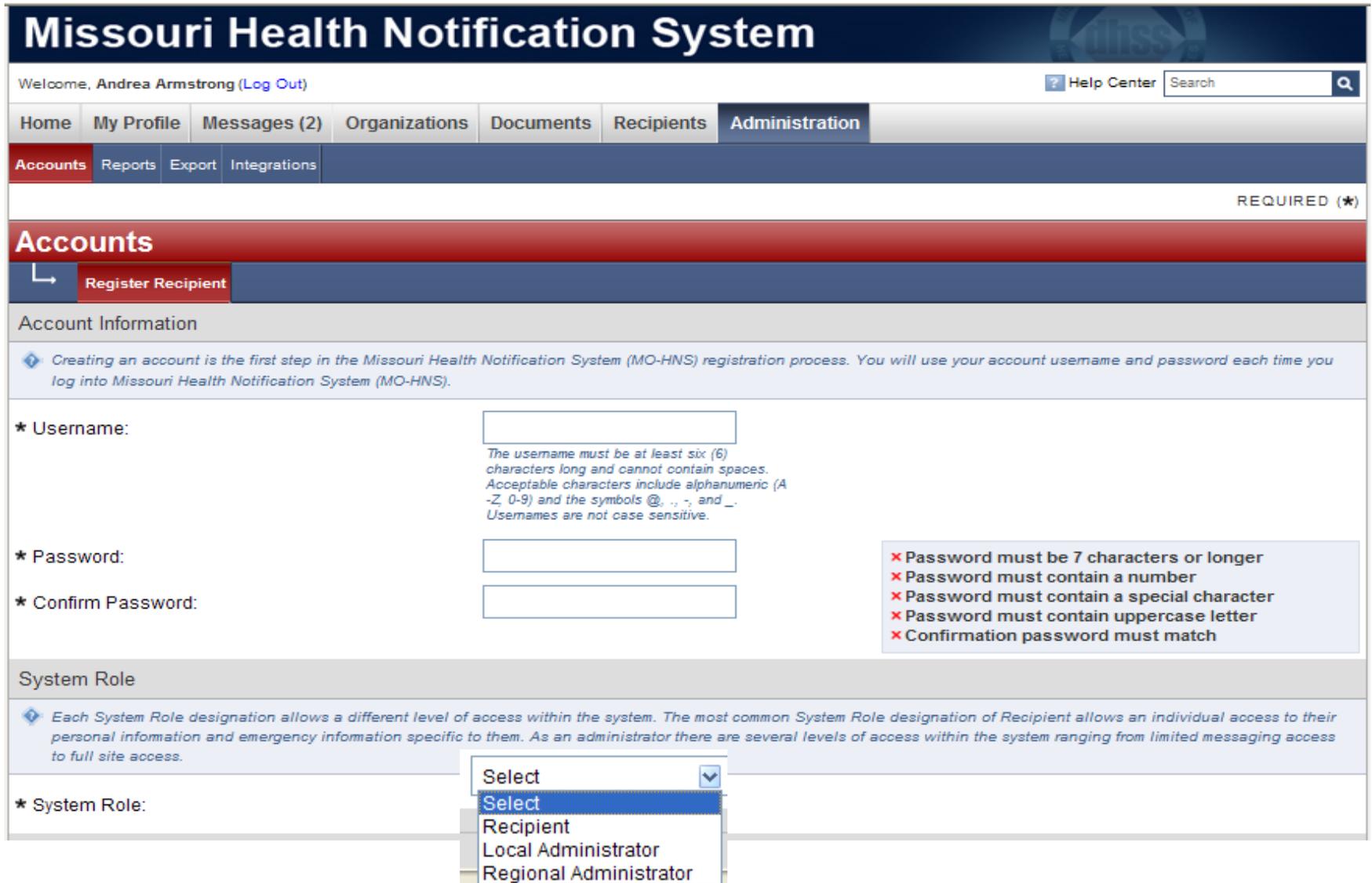
The screenshot displays the Missouri Health Notification System interface. At the top, the header reads "Missouri Health Notification System" with a user greeting: "Welcome, Andrea Armstrong (Log Out)". A navigation menu includes "Home", "My Profile", "Messages (2)", "Organizations", "Documents", "Recipients", and "Administration". Below this, a secondary menu shows "My Organizations" and "All Organizations", with "All Organizations" highlighted. A "PRINT VIEW" button is visible in the top right.

The main content area is titled "All Organizations" and features a section for "Add Top-Level Organization". A list of organizations is shown, including "Adair County Health Department", "Andrew County Health Department", and "Atchison County Health Department". Each entry has a "Checkboxes" icon and an "Add" button. The "Add" button for "Adair County Health Department" is highlighted with a green box.

An inset window shows the details for the "Department of Health and Senior Services (DHSS)". The header of this window is "Department of Health and Senior Services (DHSS)". A left sidebar contains a "Dashboard" menu with options: "Details", "Network", "Administrators", "Members", "Access Levels", and "Reports". The main content area of the inset window shows the "Details" section for the DHSS, featuring the DHSS logo and the description: "Missouri Department of Health and Senior Services." A "Contact Administrators" button is located in the top right of the details section. Below the details section, there is a "Members" section with a "Go to Members" button.



Administration Tab (1 of 4)



Missouri Health Notification System

Welcome, Andrea Armstrong (Log Out) [? Help Center](#)

Home My Profile Messages (2) Organizations Documents Recipients **Administration**

Accounts Reports Export Integrations

REQUIRED (*)

Accounts

Register Recipient

Account Information

Creating an account is the first step in the Missouri Health Notification System (MO-HNS) registration process. You will use your account username and password each time you log into Missouri Health Notification System (MO-HNS).

* Username:
The username must be at least six (6) characters long and cannot contain spaces. Acceptable characters include alphanumeric (A-Z, 0-9) and the symbols @, ., -, and _ . Usernames are not case sensitive.

* Password:

* Confirm Password:

- ✗ Password must be 7 characters or longer
- ✗ Password must contain a number
- ✗ Password must contain a special character
- ✗ Password must contain uppercase letter
- ✗ Confirmation password must match

System Role

Each System Role designation allows a different level of access within the system. The most common System Role designation of Recipient allows an individual access to their personal information and emergency information specific to them. As an administrator there are several levels of access within the system ranging from limited messaging access to full site access.

* System Role:
Select
Recipient
Local Administrator
Regional Administrator



Administration Tab (2 of 4)

Groups

Select any groups that this recipient may be assigned to upon registration.

Group Affiliation:

1-A Test Group Level 1	➡ ⬅	
2A-MOHNS-Director/Deputy Director		
3-MOHNS-DHSS		
AUG 25, 2010 SEOC Staff Assembly		
All DHSS Staff		

Name

Please enter your full name below.

Prefix:
Example: Dr., Col., Mr., Mrs., Ms.

* First Name:

Middle Name:

* Last Name:

Suffix:
Example: Jr., Sr., MD, PhD, RN

Home Address Line 1:

Home Address Line 2:

City:

State:

County:

Zip Code:



Administration Tab (3 of 4)

Employment Information

Please enter your current job title below.

Primary Employer:
If none, leave blank.

Job Title:
If none, leave blank.

PIN

The Secret PIN is a four digit number required in the event we contact you with a health alert containing sensitive information.

* Secret PIN:

* Confirm Secret PIN:

Email

Please enter the email address which you prefer to use to receive communications about Health Alerts and other system related issues. You may enter up to three email addresses. In order to receive alerts, you must enter an email or a contact method.

Primary Email Address ✕

* New Email Address:
If you have an email account, it is important for you to provide this information. Without your email address, you may miss important messages and notifications. Please note that the system will not allow two accounts with the same email address. If you do not have an email address or your email address is already registered with the system, you can learn more about obtaining a free email address by [clicking here](#).

* Confirm New Email Address:

[+ Add Email Address](#)



Administration Tab (4 of 4)

Contact Method

Please select the contact method and enter the number which you prefer to use to receive communications about Health Alerts and other system related issues. You may select up to six different contact methods. In order to receive alerts, you must enter an email or a contact method.

Contact Method 1

* Contact Method 1:

* Number to Attempt: x

[Add Another Contact Method](#)

HAN Roles

* Please select the roles you have held from the list below:

Ambulance Services Manager	⇌	<input type="text"/>
Animal Control Director		
BT Coordinator		
Behavioral Health Director		
Border Health Director		

HAN Organizations

* Please select the Local Public Health Agency county/jurisdiction in which you work. If you are a state government employee or have a statewide public health role, please select the Department of Health and Senior Services as this is the entity from which you will receive your health alerts:

Academic/Research Organization	⇌	<input type="text"/>
CDC All Campuses		
CDC Field Assignee		
Clinic		
Clinical Professional Organization (such as AMA)		

Organizations

Organizations represent official groups that you have affiliation with as a MO HNS user. Click the Add Organizations link below to see a complete list of organizations and select those you want to join.

[Add Organizations](#)

Cancel Save & Register Another Save



MODULE III

Composing & Sending Messages



General Messages: Viewing Mail

The screenshot displays the Missouri Health Notification System web interface. At the top, a dark blue header contains the system name and a user welcome message for Andrea Armstrong. Below this is a navigation menu with tabs for Home, My Profile, Messages (3), Organizations, Documents, Recipients, and Administration. A secondary menu shows 'All Inboxes' with sub-tabs for General Messages and PHIN Direct.

The main content area is divided into two sections. On the left, a sidebar titled 'General Messages' includes a 'Compose' button and a list of folders: Inbox, Sent, Bounced, Drafts, Trash, and Templates. The 'Inbox' folder is selected, showing a list of messages with checkboxes and a 'Check All' button. The first message, 'DHSS Health Advisory, pH1N1 Virus-Associated Illnesses & MO Flu ...', is highlighted with a green box.

On the right, a 'Message Details' window is open for the selected message. It displays the following information:

- Date Sent:** 12/26/2013 05:08 PM CST
- Sender:** Missouri Health Notification System (MO-HNS)
- Subject:** DHSS Health Advisory, pH1N1 Virus-Associated Illnesses & MO Flu Season, 12/26/2013
- Message:** Attached is the DHSS Health Advisory dated 12/26/2013. Should you have any questions please contact the DHSS' Bureau of Communicable Disease Control and Prevention at 573-751-6113 or the ERC at 800-392-0272.
- Submitted by:** Sam Kemp, M.A., CPA, KBOGI, DSR Duty Officer, Emergency Response Center (ERC), Office of Emergency Coordination, Missouri Department of Health & Senior Services, 912 Wildwood Dr., PO Box 570, Jefferson City, MO 65102-0570, Phone: 573-526-9711, Facsimile: 573-526-8389, Email: DRMS@health.mo.gov

At the bottom right of the interface, there is a 'Results Per Page' dropdown menu set to 50 and a speaker icon.

Compose a Message

The screenshot displays the Missouri Health Notification System interface. At the top, a dark blue header contains the text "Missouri Health Notification System" and a "DHSS" logo. Below the header, a navigation bar includes "Welcome, Andrea Armstrong (Log Out)", "Home", "My Profile", "Messages (3)", and "Organizat". A secondary navigation bar shows "All Inboxes", "General Messages", and "PHIN Direct".

The main content area is titled "General Messages" and features a "Compose" button highlighted with a green box. To the left, a sidebar lists message folders: "Inbox", "Sent", "Bounced", "Drafts", "Trash", and "Templates". The "Inbox" folder is selected, showing a list of messages with checkboxes and subject lines: "DHSS Health Ac", "10/2/13 Health", and "New Feature fo".

The "Compose" window is open, showing "Message Details". A warning message states: "There is a cost associated with sending faxes, telephone messages and/or text messages. You must have DHSS approval." The form includes fields for "Select Template:" (set to "None"), "Sender:" (set to "System"), and "* Recipients:". There are buttons for "Add Recipients" and "Import Contact List". Below these is a field for "External Recipients:". The "* Subject:" field is empty. The "Long Message:" field is a large text area. At the bottom, there is a "20000" character count and a "Characters Remaining" label. Radio buttons for "Internal" (checked), "Email", and "Fax" are present, with a note: "Cannot deselect Internal because a copy of the message is sent internally to all recipients."



Compose a Message: Selecting Sender

General Messages

Compose

Inbox
Sent
Bounced
Drafts
Trash
Templates

Compose

Message Details

There is a cost associated with sending faxes, telephone messages and/or text messages. You must have DHSS approval.

Select Template: None

Sender: System

* Recipients: Organization
Myself
Import Contact List

External Recipients:

Messages will not be sent to recipients whose accounts are closed.

+CC External

* Subject:

Long Message: Internal Email Fax
Cannot deselect Internal because a copy of the message is sent internally to all recipients.

20000 Characters Remaining



Compose a Message: Add Recipients

The image displays a web application interface for composing a message. The main window is titled "General Messages" and contains a "Compose" section. On the left, there is a navigation menu with options: Compose, Inbox, Sent, Bounced, Drafts, Trash, and Templates. The "Compose" form includes the following fields:

- Message Details:** A warning message: "There is a cost associated with sending faxes, telephone messages and/or text messages. You must have DHSS approval."
- Select Template:** A dropdown menu set to "None".
- Sender:** A dropdown menu set to "System".
- * Recipients:** A section containing an "Add Recipients" button (highlighted with a green box) and an "Import Contact List" button.
- External Recipients:** A text input field.
- * Subject:** A text input field.
- Long Message:** A large text area.

Overlaid on the bottom right is a "Search Center" dialog box. It features a dark blue header with the title "Search Center" and a close button. Below the header is a navigation bar with tabs for "Individuals", "Administrators", "Groups", "Organizations", and "Roles". The main area contains a search input field and a "Search" button. A link "Go to Advanced Search" is visible at the bottom right of the dialog.



Compose a Message: Add Recipients

The screenshot displays a web-based email composition interface. On the left is a sidebar with navigation links: Compose, Inbox, Sent, Bounced, Drafts, Trash, and Templates. The main area is titled 'General Messages' and contains a 'Compose' form. The form includes fields for 'Select Template' (set to 'None'), 'Sender' (set to 'System'), and 'Recipients'. The 'Recipients' section has an 'Add Recipients' button and an 'Import Contact List' button, which is highlighted with a green box. Below the 'Recipients' section are fields for 'External Recipients', 'Subject', and 'Long Message'. An 'Import Contact List' dialog box is open in the foreground, featuring a 'File Details' section with a 'Contact List Name' field (containing 'ex. Contact List 1') and an 'Import File' section with a 'Browse' button and the text 'CSV files only'. A 'Download Template' link is also visible in the dialog. The dialog has 'Cancel' and 'Upload' buttons at the bottom right.



Message Details

Missouri Health Notification System

Welcome, Andrea Armstrong (Log Out) [Help Center](#)

Home My Profile **Messages (2)** Organizations Documents Recipients Administration

All Inboxes **General Messages** PHIN Direct REQUIRED (*)

General Messages

Compose

Inbox
Sent
Bounced
Drafts
Trash
Templates

Compose

Message Details

There is a cost associated with sending faxes, telephone messages and/or text messages. You must have DHSS approval.

Select Template:

Sender:

* Recipients:

External Recipients:

Messages will not be sent to recipients whose accounts are closed.

* External Recipients:

* Subject:



Compose Message: Long Message

General Messages

Compose

Inbox
Sent
Bounced
Drafts
Trash
Templates

Compose

Message Details

There is a cost associated with sending faxes, telephone messages and/or text messages. You must have DHSS approval.

Select Template: None

Sender: System

* Recipients: Add Recipients
Import Contact List

External Recipients:

Messages will not be sent to recipients whose accounts are closed.

+CC External

* Subject: Long Message:

Internal Email Fax
Cannot deselect Internal because a copy of the message is sent internally to all recipients.

20000 Characters Remaining



Compose Message: Short Message and Adding Attachments

Short Message: Text Message

Voice Message: Phone Pager

No Recorded Message

▼ Advanced Delivery Options

* Delivery Delay: Time betw and deliv device.

* Send Time: Imm Delay

Priority:

Message Delivery: Time this message is available for response:

Validate Recipient: Yes

Leave Message: Yes

Do not recontact if: Recip Recip Answ Answ

Number of times to contact:

Time between each contact attempt:

Request a response? Yes

Add Attachments

File Upload | Document Library

Document 1

Max attachment size of files: 6 MB [+ Add Attachment](#) (4 files max)



Compose Message: Voice Message

Short Message: Text Message

Voice Message:

Phone Pager

No Recorded Message

▼ Advanced Delivery Options

* Delivery Delay: 0
Time betw and delive device.

* Send Time: Imme Delay

Priority: Normal

Message Delivery: Escala

Time this message is available for response: 6

Validate Recipient: Yes

Leave Message: Yes

Do not recontact if: Recij Recij Answ Answ

Number of times to contact: 2

Time between each contact attempt: 10

Request a response? Yes

Add Attachments

File Upload Document Library

Document 1

Max attachment size of files: 6 MB

[+ Add Attachment \(4 files max\)](#)



Advanced Delivery Options

▼ Advanced Delivery Options

* Delivery Delay: 0 minutes
0
5
10
15

* Send Time:

Priority: Normal

Message Delivery: Escalation
Escalation
Blast

Time this message is available for response:

Validate Recipient:

Leave Message:

Do not recontact if:

Number of times to contact: 6

Time between each contact attempt:

Request a response?

Response Options

+ Add Response Option

Response Option Number	Option Text	Call
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		



Compose Message: Response Options

Response Options

[Add Response Option](#)

Response Option Number	Option Text	Call Bridge Number (if applicable)	Delete
Response Option #1	<input type="text" value="Message Received"/>	<input type="text"/> <input type="text"/> <input type="text"/> x <input type="text"/>	x

Template

* Do you want to save this message as a template? Yes No



Edit Message / Test Message

The screenshot displays the Missouri Health Notification System interface. At the top, the header reads "Missouri Health Notification System" with a user welcome message "Welcome, Andrea Armstrong (Log Out)" and a "Help Center" search bar. The navigation menu includes "Home", "My Profile", "Messages (2)", "Organizations", "Documents", "Recipients", and "Administration". Below this, there are sub-tabs for "All Inboxes", "General Messages", and "PHIN Direct". A "PRINT VIEW" button is located on the right side of the navigation bar.

The main content area is titled "General Messages" and features a left-hand sidebar with folders: "Compose", "Inbox", "Sent", "Bounced", "Drafts", "Trash", and "Templates". The central pane shows a message titled "test" with a red status icon. Above the message details are buttons for "Edit Message", "Test Message", and a trash icon. The message details are organized into two sections:

- Message Details:**
 - Sender: Missouri Health Notification System (MO-HNS)
 - Recipients: [Total Recipients: 1](#) | [Total External Recipients: 0](#)
 - Subject: test
 - Message Types: Email
 - Long Message: Testing MO-HNS system
- Advanced Delivery Options:**
 - Text Delivery Delay: 0 minutes
 - Send Time: Immediately
 - Message Delivery: Escalation
 - Time this message is available for response: 6 hours
 - Validate Recipient: Yes
 - Leave Message: Yes
 - Number of times to contact: 2
 - Time between each contact attempt: 10 minutes

A "Send" button is located at the bottom right of the interface.



Message Statistics

Missouri Health Notification System

Welcome, Andrea Armstrong (Log Out) [Help Center](#)

Home My Profile **Messages (2)** Organizations Documents Recipients Administration

All Inboxes **General Messages** PHIN Direct PRINT VIEW

General Messages

[Compose](#)

[Inbox](#)

Sent

[Bounced](#)

[Drafts](#)

[Trash](#)

[Templates](#)

test Actions

Message Summary

Date Sent: 12/30/2013 12:51 PM CST [Cancel Message](#)

Created By: Andrea Armstrong

Status: Updating...

▼ Recipient Statistics

Recipient Group	Call Bridge Phone Number	Total	Percent
Message Received.		0	0
Message Delivered, No Response	---	0	0
Delivery Failed	---	0	0
Total	---	1	100



Delivery Status

▼ Delivery Statistics

Delivery Method	Delivered	Delivered/Responded	Delivered/No Response	Delivered Failed
Internal	0	0	0	0
Phone	0	0	0	0
Pager	0	0	0	0
Fax	0	0	0	0
Text Message	0	0	0	0
Email	0	0	0	0

▼ Message Details

Sender: Missouri Health Notification System (MO-HNS)
Recipients: [Total Recipients: 1](#) | [Total External Recipients: 0](#)
Subject: test
Message Types: Email
Long Message: Testing MO-HNS system

▼ Advanced Delivery Options

Text Delivery Delay: 0 minutes
Send Time: Immediately
Message Delivery: Escalation
Time this message is available for response: 6 hours
Validate Recipient: Yes
Leave Message: Yes
Number of times to contact: 2
Time between each contact attempt: 10 minutes



General Message: Display

The screenshot displays the Missouri Health Notification System interface. At the top, the title bar reads "Missouri Health Notification System". Below this, a navigation bar includes "Home", "My Profile", "Messages (2)", "Organizations", "Documents", "Recipients", and "Administration". A secondary navigation bar shows "All Inboxes", "General Messages", and "PHIN Direct". A "REQUIRED (*)" label is visible on the right side of the navigation bar.

The main content area is titled "General Messages". On the left, a sidebar contains a "Compose" button and a list of folders: "Inbox", "Sent", "Bounced", "Drafts", "Trash", and "Templates". The "Sent" folder is selected, and a "Sent" header is displayed above a table of messages. A "Display" button is highlighted with a green box. A dropdown menu is open, showing options: "Sent by Me", "Sent by Me", "Sent by All Administrators", and "Shared with Me".

<input type="checkbox"/>	Subject	Sender	Date	Actions
<input type="checkbox"/>	test	Me	12:55 PM	

At the bottom of the interface, there is a "Select an Action:" dropdown menu set to "Select", a "Submit Action" button, and a "Results Per Page:" dropdown menu set to "50". The page number "1-1 of 1" is displayed in the bottom right corner of the message list area.



General Message: Actions

The screenshot displays the Missouri Health Notification System interface. At the top, the title bar reads "Missouri Health Notification System". Below it, a navigation bar includes "Home", "My Profile", "Messages (2)", "Organizations", "Documents", "Recipients", and "Administration". The "Messages (2)" tab is active, and within it, "General Messages" is selected. A "REQUIRED (*)" label is visible in the top right corner of the message area.

The main content area is titled "General Messages" and shows a "Sent" folder. A table lists one message:

<input type="checkbox"/>	Subject	Sender	Date	Trash
<input type="checkbox"/>	test	Me	12:55 PM	

At the bottom of the interface, an action menu is open, showing options: "Select an Action", "Select", "Select", and "Share Message". The "Share Message" option is highlighted. The "Results Per Page" is set to 50.



Message Summary

Missouri Health Notification System

Welcome, Andrea Armstrong (Log Out) [Help Center](#)

[Home](#) [My Profile](#) [Messages \(2\)](#) [Organizations](#) [Documents](#) [Recipients](#) [Administration](#)

[All Inboxes](#) [General Messages](#) [PHIN Direct](#)

[PRINT VIEW](#)

General Messages

[Compose](#)

[Inbox](#)

[Sent](#)

[Bounced](#)

[Drafts](#)

[Trash](#)

[Templates](#)

test [Actions](#)

Message Summary

Date Sent: 12/30/2013 12:55 PM CST

Created By: Andrea Armstrong

Status: Message Sent

▼ Recipient Statistics

Recipient Group	Call Bridge Phone Number	Total	Percent
Message Received.		0	0
Message Delivered, No Response	---	1	100
Delivery Failed	---	0	0
Total	---	1	100

► Delivery Statistics

▼ Message Details

Sender: Missouri Health Notification System (MO-HNS)

Recipients: [Total Recipients: 1](#) | [Total External Recipients: 0](#)





Delivery Methods

Method	Description
Internal Message:	The recipient will receive this message through the CORES account. In addition, the system will send a notification about the new internal message to the recipient's primary email address*. Note that if multiple delivery methods are selected, the recipient will not receive the email notification.
Email:	This method ensures that the recipient gets the message through the external email service.
Fax*:	The recipient will get this message via fax.
Text Message*:	This message will be delivered to the recipient's cell phone as a text message.
Pager:	This message will be delivered to the pager number specified by the recipient
Voice Notification*:	This message will be delivered as a voice mail to the primary phone number specified by the recipient.
Multiple Methods:	This message will be delivered using more than one method.

*There is a cost associated with sending faxes, telephone messages and/or text messages. You must have DHSS approval



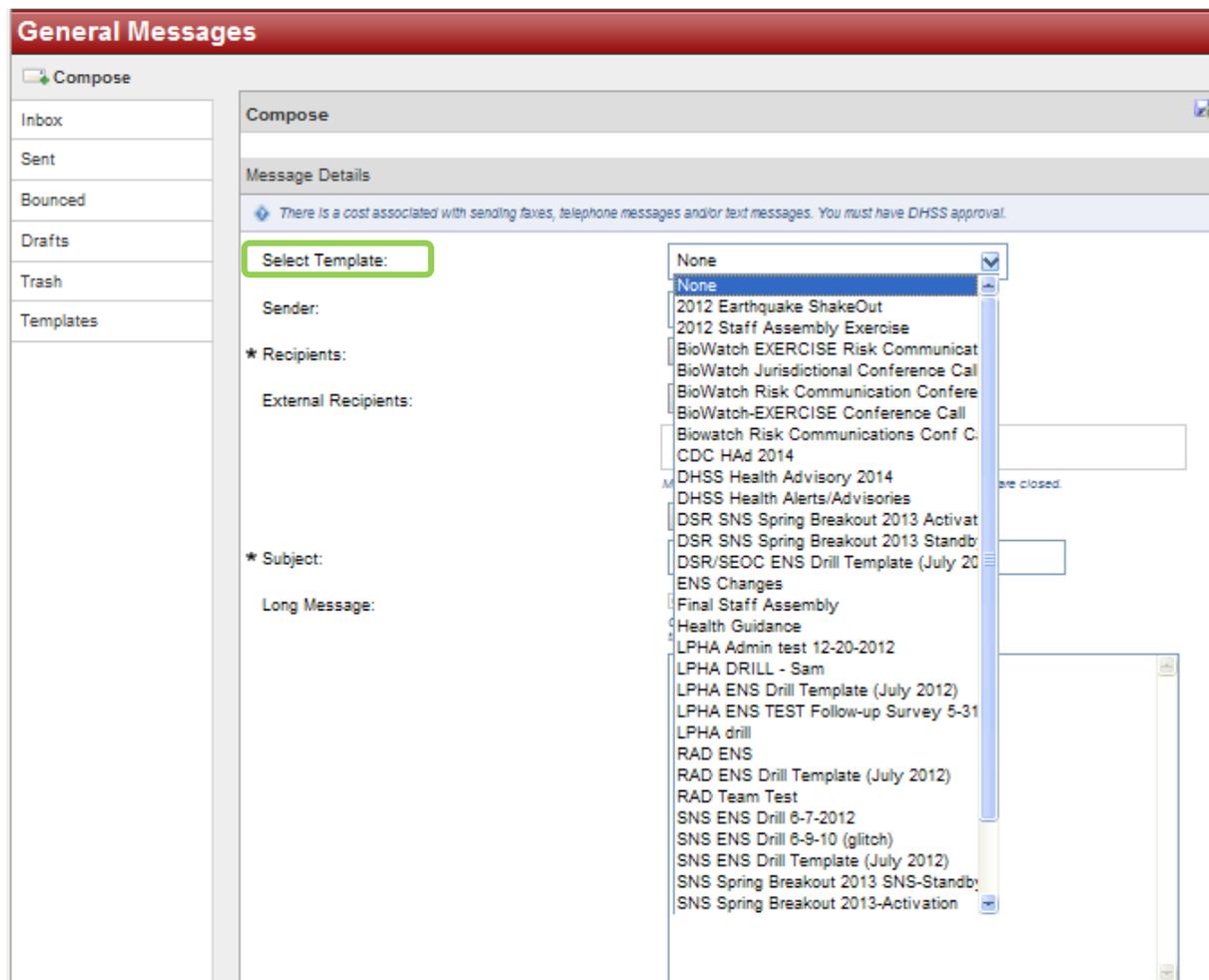


Message Templates

- A message template can be used to quickly send messages with common text and properties without having to recreate the message multiple times
- Along with the preset text, templates store information about the message delivery and response options that are inherited by all messages based on the template
- Templates are available to designated administrators only; users without administrative privileges cannot create, see or use templates



Pre-set Templates



The screenshot shows the 'General Messages' interface. On the left is a navigation pane with tabs for 'Compose', 'Inbox', 'Sent', 'Bounced', 'Drafts', 'Trash', and 'Templates'. The 'Compose' tab is active. The main area is titled 'Compose' and contains a 'Message Details' section with a warning: 'There is a cost associated with sending faxes, telephone messages and/or text messages. You must have DHSS approval.' Below this is a 'Select Template:' dropdown menu, which is currently open, showing a list of templates. The templates include 'None', '2012 Earthquake ShakeOut', '2012 Staff Assembly Exercise', 'BioWatch EXERCISE Risk Communicat', 'BioWatch Jurisdictional Conference Call', 'BioWatch Risk Communication Confere', 'BioWatch-EXERCISE Conference Call', 'Biowatch Risk Communications Conf C', 'CDC HAd 2014', 'DHSS Health Advisory 2014', 'DHSS Health Alerts/Advisories', 'DSR SNS Spring Breakout 2013 Activat', 'DSR SNS Spring Breakout 2013 Standb', 'DSR/SEOC ENS Drill Template (July 20', 'ENS Changes', 'Final Staff Assembly', 'Health Guidance', 'LPHA Admin test 12-20-2012', 'LPHA DRILL - Sam', 'LPHA ENS Drill Template (July 2012)', 'LPHA ENS TEST Follow-up Survey 5-31', 'LPHA drill', 'RAD ENS', 'RAD ENS Drill Template (July 2012)', 'RAD Team Test', 'SNS ENS Drill 6-7-2012', 'SNS ENS Drill 6-9-10 (glitch)', 'SNS ENS Drill Template (July 2012)', 'SNS Spring Breakout 2013 SNS-Standby', and 'SNS Spring Breakout 2013-Activation'.

To view available message templates, go to Messages: General Messages and click the Templates tab



Creating a New Template

- There are two ways to create a new template:
 - Set up a template and save it
 - Compose a message and save it as a template





Mis

Welcome, A

Home

All Inboxes

Template

* Do you want to save this message as a template? Yes No

Cancel Preview and Test Send

REQUIRED (★)

General Messages

- Compose
- Inbox
- Sent
- Bounced
- Drafts
- Trash
- Templates

Templates Viewable by: Only Me

Create Template

Check All

Template I

Template Details

Sender: System

* Template Name:

* Viewable By: Select

Recipients: **Add Recipients**

External Recipients: **Import Contact List**

+CC External

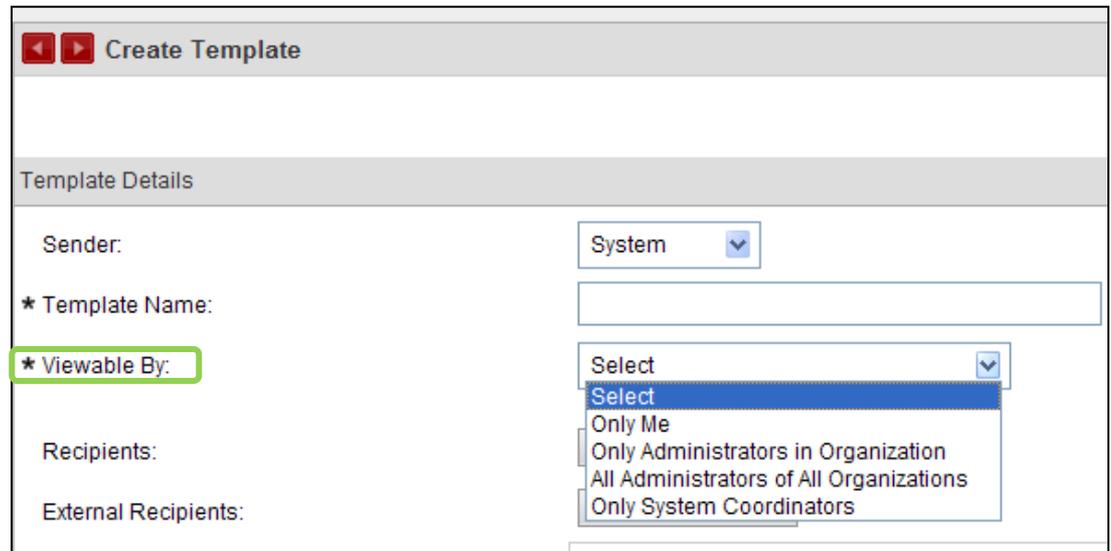
* Subject:

Messages will not be sent to recipients whose accounts are closed.



Editing Template Features

- When you create a template, you can specify which system users can see and use the template.
- The access to the template can be limited to only you, organization administrators or system administrators.



The screenshot shows a web interface for creating a template. The title bar reads "Create Template". Below it is a section titled "Template Details" with the following fields:

- Sender: System (dropdown)
- * Template Name: (text input)
- * Viewable By: (dropdown menu, highlighted with a green box) with the following options:
 - Select
 - Select
 - Only Me
 - Only Administrators in Organization
 - All Administrators of All Organizations
 - Only System Coordinators
- Recipients: (text input)
- External Recipients: (text input)



MODULE IV

Reports Generation



View Reports

Missouri Health Notification System

Welcome, Andrea Armstrong ([Log Out](#)) [Help Center](#)

Home My Profile Messages (2) Organizations Documents Recipients **Administration**

Accounts **Reports** Export Integrations

Reports

Reports consist of sorted information organized for specific administrative needs and purposes. Choose from the available reports below.

View Reports and Logs

There are **4090** active accounts registered in this system.
There are **0** recipients currently logged in.
There is **1** administrator currently logged in.

System Reports

- [Logged In Recipients](#)
- [Logged In Administrators](#)**
- [Recipient Registration History](#)

Report

Filter by Organizations:

Name	Role	Login Time	Last Active Time	IP Address
Armstrong, Andrea	System Coordinator	01/08/2014 03:07 PM CST	01/08/2014 03:49 PM CST	64.45.253.171
Wood, Stacey	System Coordinator	01/08/2014 03:36 PM CST	01/08/2014 03:48 PM CST	168.166.80.191

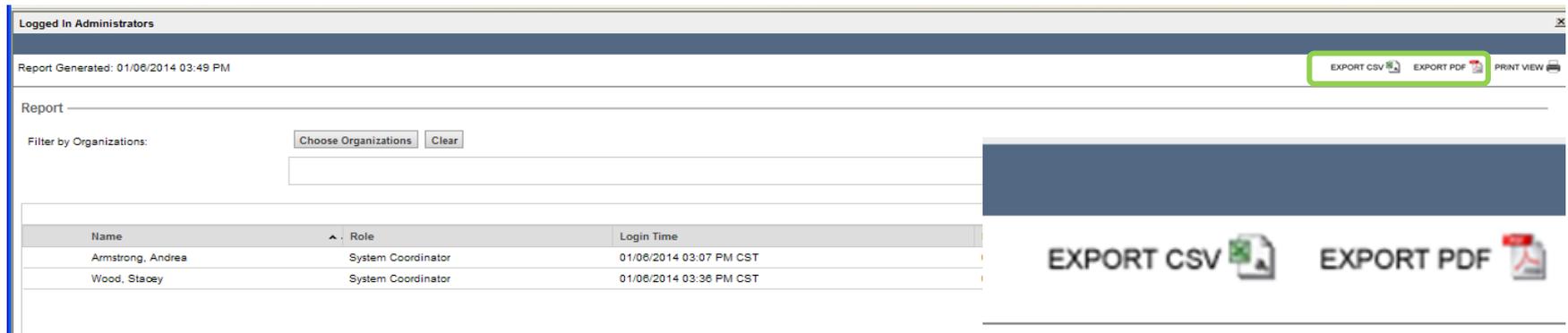
[Recipients Report](#)
[Counts by Access Level](#)

*Not all users have sufficient permissions to access the Reports tab. This screenshot may not reflect the reports viewed on your screen.



Export a Report

- Export options will appear in the upper right corner of the opened report



The screenshot shows a web application interface for a report. At the top, it says "Logged In Administrators". Below that, "Report Generated: 01/06/2014 03:49 PM" is displayed. In the upper right corner, there are three buttons: "EXPORT CSV", "EXPORT PDF", and "PRINT VIEW". The "EXPORT CSV" and "EXPORT PDF" buttons are highlighted with a green border. Below the report header, there is a "Filter by Organizations:" section with a "Choose Organizations" button and a "Clear" button. A table with two columns, "Name" and "Role", and a "Login Time" column is visible. The table contains two rows of data: "Armstrong, Andrea" (System Coordinator) and "Wood, Stacey" (System Coordinator). To the right of the table, there is a large blue rectangular area. Below this area, there are two large buttons: "EXPORT CSV" and "EXPORT PDF", both with icons representing their respective file formats.

Name	Role	Login Time
Armstrong, Andrea	System Coordinator	01/06/2014 03:07 PM CST
Wood, Stacey	System Coordinator	01/06/2014 03:36 PM CST

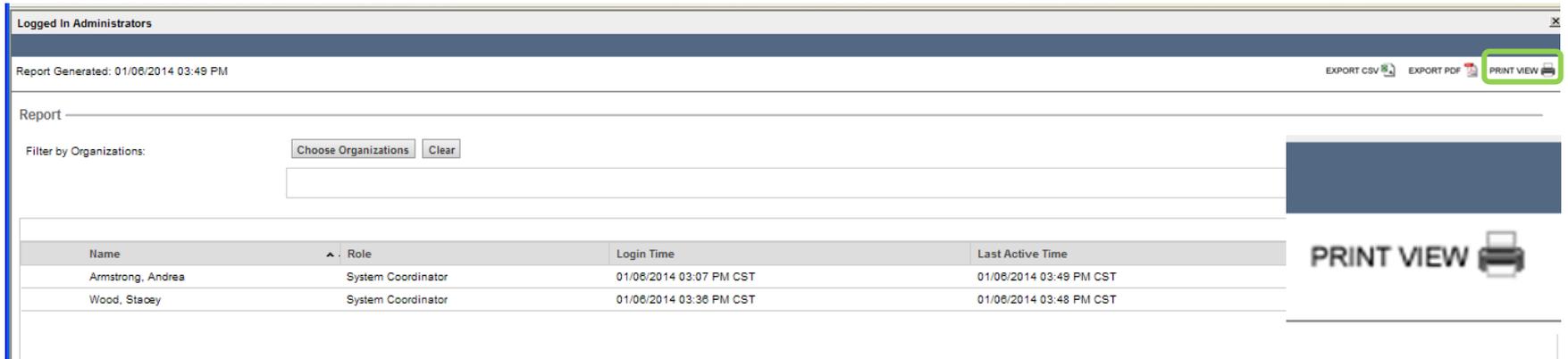
- You can choose between *Export CSV* or *Export PDF*
 - Follow browser prompts to open or save the report

*You will need to have Adobe Reader installed on your computer to open reports in the .pdf format.



Print a Report

- The print view icon will appear in the upper right corner of the opened report.

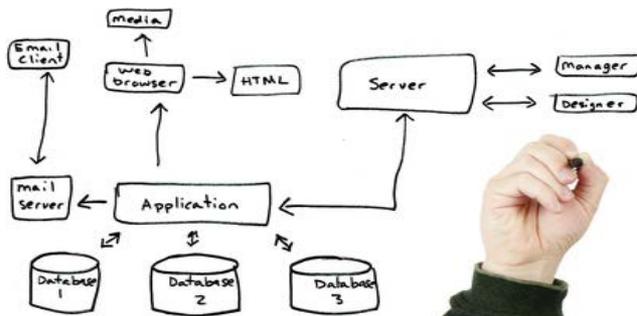


The screenshot shows a web application interface for 'Logged In Administrators'. At the top, it displays 'Report Generated: 01/08/2014 03:49 PM' and three buttons: 'EXPORT CSV', 'EXPORT PDF', and 'PRINT VIEW' (highlighted with a green box). Below this is a 'Report' section with a 'Filter by Organizations:' label and two buttons: 'Choose Organizations' and 'Clear'. A table lists administrators with columns for Name, Role, Login Time, and Last Active Time. A large blue button labeled 'PRINT VIEW' with a printer icon is positioned to the right of the table.

Name	Role	Login Time	Last Active Time
Armstrong, Andrea	System Coordinator	01/08/2014 03:07 PM CST	01/08/2014 03:49 PM CST
Wood, Stacey	System Coordinator	01/08/2014 03:36 PM CST	01/08/2014 03:48 PM CST

- Click on Print View and the report will open in a new browser window. Use the browser print function to print the report.





Call if you need further assistance contact the Emergency Operations Center (ERC) at:

800-392-0272 option 1

or

DRMS@health.mo.gov

