



**MyOxford**

# Sending Ad Hoc Alerts V1.0

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## Introduction

This guide will demonstrate how to send an alert, so it appears on your students' mobile phones.

Alerts are 'push notifications' that are sent to the home screen of individuals' phone. This is a very effective way of reaching students. For example, extreme weather conditions making certain parts of the University or college hazardous. However, students will be able to disable these notifications from their phones, and it is very likely that they will do so if they are over-used by the University and colleges (who each have access to this functionality). As such, alerts must be used very sparingly and require senior sign-off before messages are sent.

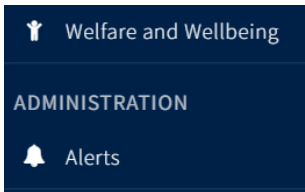
## Approach summary

The table below outlines the communications approach that is recommended by the University.

Type of functionality	Should be used for	Examples	Should <u>not</u> be used for	Recommended frequency	Approval by
<b>Alerts</b>	Very urgent and critical information impacting all students.	Sudden college or University closure.  Significant and unexpected disruption to operations.	Non-critical and non-urgent notifications.  Information that is not relevant to all students.	Between once a term and once a year.	<b>College alerts:</b> Communications Lead and the Head of House (or one of their deputies).  <b>University alerts:</b> Student Comms Lead, Academic Registrar and PVC Education.

## How to send ad hoc alerts

1. To log into MyOxford:
  - Go to <https://oxford.myday.cloud/dashboard/home>
  - Use SSO and MFA processes to log in.
2. Select **Alerts** in the left-hand navigation menu under Administration.

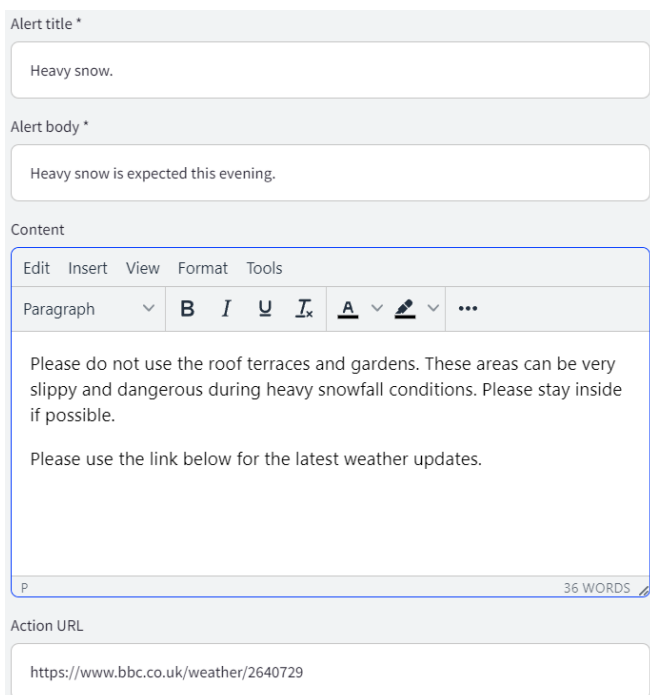


**Note: If you do not see the Alerts option in the navigation menu, please contact: [myoxford@admin.ox.ac.uk](mailto:myoxford@admin.ox.ac.uk)**

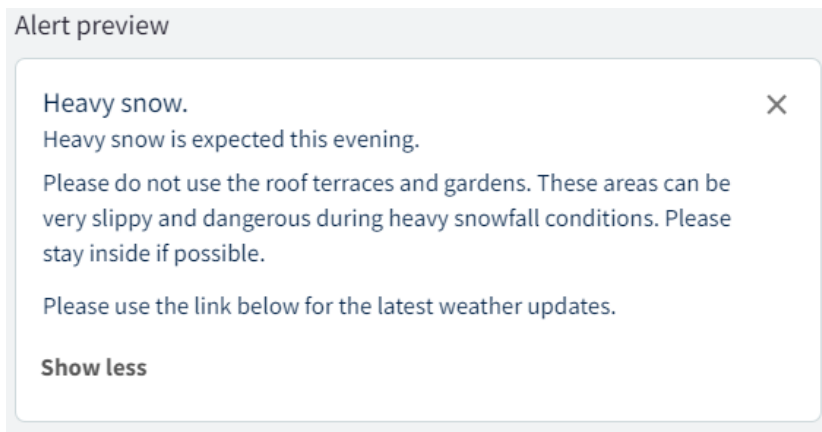
3. In the **Alert Channels** column select **Send ad hoc alert**.
4. In the **Mode** field, select **Channel**.
5. Use the ad hoc **channel** drop-down menu to pick which channel to send the alert to. You should be able to see your college channel only.

**Note: Channels must be setup at least 24 hours before you can use them.**

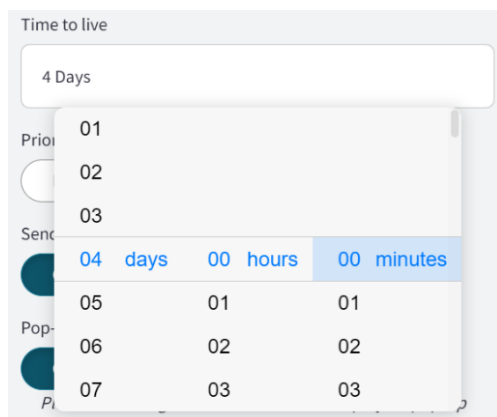
6. In the **Alert title** field add a title. As you begin to enter text that will appear in the alert, an **Alert preview** will begin to show on the right-hand side.

A screenshot of a web form for creating an alert. It has four main sections: 1. 'Alert title \*' with a text input containing 'Heavy snow.'. 2. 'Alert body \*' with a text input containing 'Heavy snow is expected this evening.'. 3. 'Content' which is a rich text editor with a toolbar (Edit, Insert, View, Format, Tools) and a paragraph of text: 'Please do not use the roof terraces and gardens. These areas can be very slippery and dangerous during heavy snowfall conditions. Please stay inside if possible. Please use the link below for the latest weather updates.' 4. 'Action URL' with a text input containing 'https://www.bbc.co.uk/weather/2640729'. A word count '36 WORDS' is visible at the bottom right of the content area.

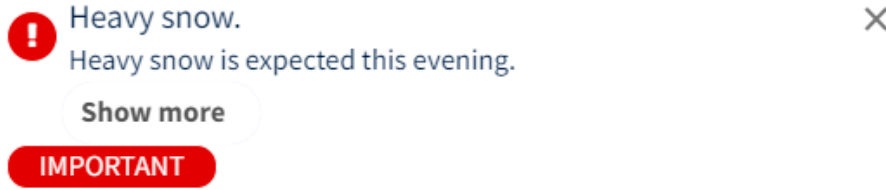
- You can enter text in the **Alert Body** field. Under **Alert preview** on the right-hand you will see a preview of the text.
- You can enter more text into the **Content** field. It contains a rich content editor so the text can be formatted appropriately. Under **Alert preview** on the right-hand side select the **Show more** button to see a preview of the text and **Show less** to hide the text.



- If you need to add URLs to your notification then you can add them either in the **Action URL, Image URL or Video URL fields**. Use the Action URL to link to a page with live information if there are likely to be frequent updates on the event.
- To determine how long the alert is active for, set the **Time to live** field for however many days, hours and minutes you want it to be active for. This cannot be edited after the alert is sent. After time to live has expired, the notification will disappear on all devices, even if the alert hasn't been viewed yet.



11. You can select a priority level of **Normal** or **High**. Use the Priority buttons to set the level. A high priority alert will be accompanied with an **exclamation** mark symbol and the word **IMPORTANT**.

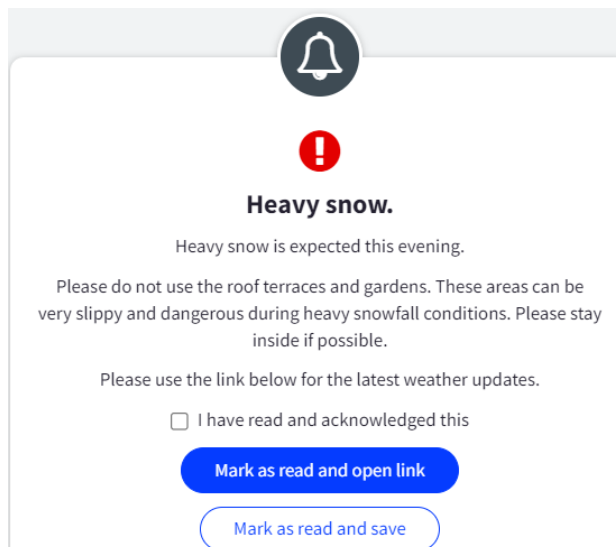


12. You can choose whether your alert will be accompanied with a **Push notification**. Set the push notification to **On** or **Off**. If the push notification is set to **On**, the alert will appear in the top right-hand corner of the MyOxford app.



13. If you want the alert to show outside the app on a student's mobile you must set the **Pop-up** field to **On**. If you do this, the Pop-up will appear as a separate preview in the **Alert preview** column.

14. **Tick box to acknowledge user has read the alert**, gives you the option to add a tick box to the bottom of your message, with a custom message for students to acknowledge the message. For example, if there is a security threat, or a fire, and you want students to mark themselves as 'safe and well' then the tick box can be configured to show that. Select **On** to turn the tick box option on.



15. The free text, **Tick box content** field will appear, giving you the option to add a custom message to show next to the tick box. Enter your custom message.

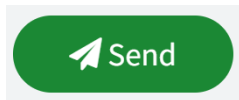
Tick box to acknowledge user has read the alert

On  Off

Tick box content

I have read and acknowledged this

16. When your alert is ready, select **Send** to send it out to the prescribed channel and audiences.



**Note: The notification will disappear from devices based on the duration you set it for in the Time to live field.**