

# STATE WEBSITE EMERGENCY ALERTS

## PUBLISHER USER GUIDE

### 1. INTRODUCTION

The State Department Website Emergency Alerts system allows authorized personnel to publish emergency alerts across multiple state websites simultaneously.

Alerts URLs:

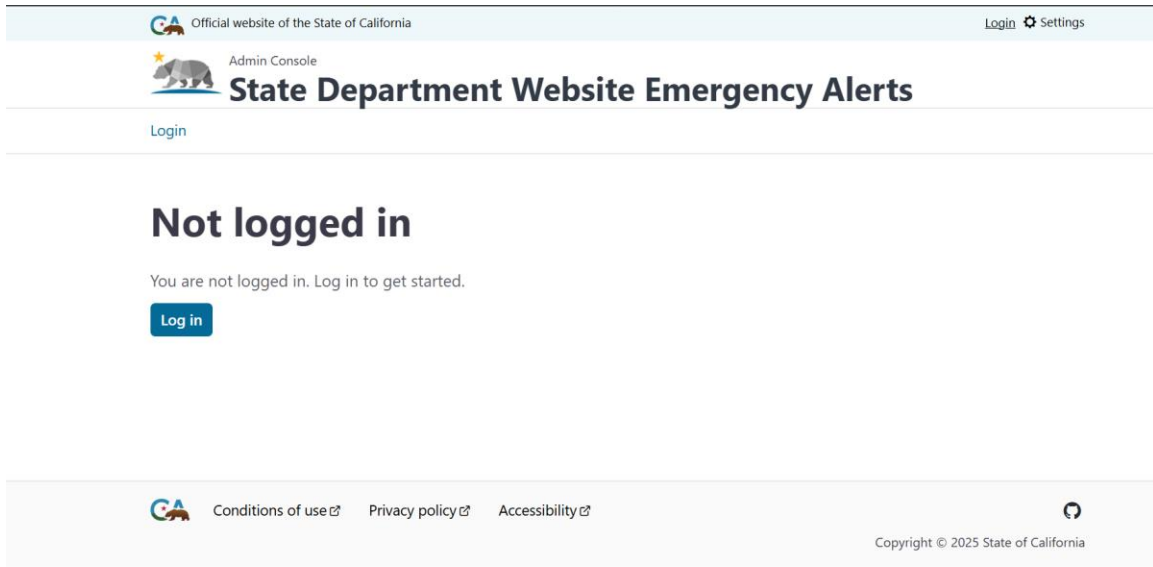
1. <https://admin-test.alert.cdt.ca.gov/> (TEST environment)
2. <https://admin.alert.cdt.ca.gov/> (PROD environment)

### 2. PREREQUISITES

- Create a ServiceNow ticket to get access to the Alerts Web site
  - [Service Catalog - Service Portal](#)
  - The request can be made for **Publisher** or **Admin** role.
  - Request Details: Need access to "State Department Website Alerts" in TEST and PROD.
- Once ServiceNow ticket is completed, one of the Web Alerts admins will send an invitation to the user requesting access.
- Users with Publisher role can create & delete alerts.
- Users with Admin Role:
  - Can create and delete alerts.
  - Can manage users:
  - Delete existing users
  - Invite new users to access alerts web site (only if their email is added to Entra environment)

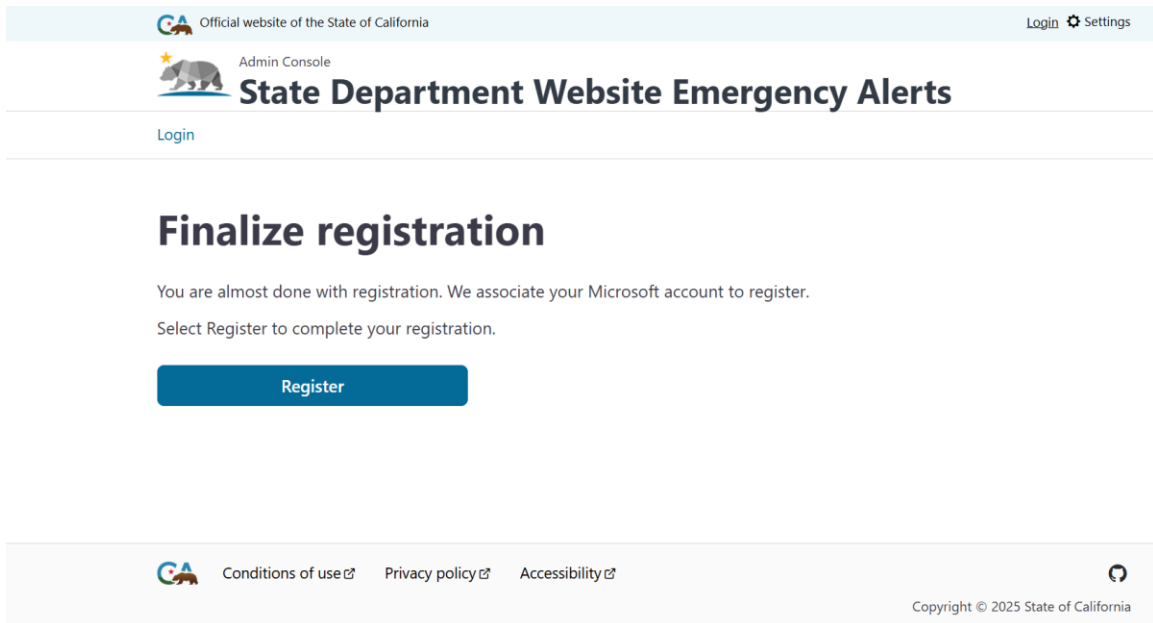
### 3. ACCESSING THE ALERTS WEB SITE FOR FIRST TIME

1. Users must click the **"Accept the Invitation"** link in the email they received.
2. The registration link has an expiration date and time.
3. Clicking the link will redirect users to the **Alerts Website login page**.
4. Log in using your **state-issued credentials**.
5. Authenticate using the appropriate **Multi-Factor Authentication (MFA)** method.



#### 4. REGISTER

1. Once authenticated, the user will be redirected to the **Finalize Registration** page.
2. Click **Register** to complete the registration process.
3. Upon successful registration, the user will be redirected to the **Alerts** page.



#### 5. ALERTS PAGE

1. If there are **no active alerts**, proceed to **Section 6**.
2. If there is an existing active alert proceed to **Section 9**.
3. You can have only one alert at any given moment of time.

## 6. CREATING AN ALERT

1. On the Alerts page, complete the form with the following details:
  - Heading (e.g., ALERT)
  - Description (e.g., High winds and risk of flooding in Southern California starting Sunday.)
  - URL (e.g., <https://news.caloes.ca.gov/hurricane-hilary/>)
2. Click Next to continue.

The screenshot shows the 'Alert' form in the 'Admin Console' of the 'State Department Website Emergency Alerts' system. The form is titled 'Alert' and includes instructions: 'Create, preview, and publish an emergency alert.' The 'Status' is set to 'Inactive'. The 'Heading' field contains 'Alert Testing'. The 'Message' field contains 'High winds and risk of flooding in Southern California starting Sunday'. The 'URL' field contains 'https://news.caloes.ca.gov/hurricane-hilary/'. Below the URL field is a warning: 'Warning! Confirm this website can handle the increased traffic.' The 'URL Title' field contains 'Get more info'. A 'Next' button is at the bottom of the form. The footer includes links for 'Conditions of use', 'Privacy policy', and 'Accessibility', and a copyright notice for 2025 State of California.

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Admin Console

### State Department Website Emergency Alerts

Alerts History Verify Alert Admin

## Alert

Create, preview, and publish an emergency alert.

Status: Inactive

Heading\*

Give your alert a short, descriptive title.

Alert Testing

Message\*

Create a concise message describing your alert.

High winds and risk of flooding in Southern California starting Sunday

URL

This is the address of your link text.

<https://news.caloes.ca.gov/hurricane-hilary/>

**Warning!** Confirm this website can handle the increased traffic.

URL Title

This what the Uri will appear as.

Get more info

Next

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## 7. PREVIEWING AND SUBMITTING AN ALERT

1. Review the Alert in preview mode.
2. You have the option to:
  - Edit the alert
  - Cancel to discard changes
  - Submit to publish the alert
3. After submission:
  - The system will display the alert status
  - The alert will be published and begin appearing on designated websites
4. If needed, you will also have the option to **Delete** the alert.

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Admin Console

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## Preview

Confirm your alert message.

**Note:** Once submitted, your alert will be live and cannot be immediately removed.

Alert Testing

High winds and risk of flooding in Southern California starting Sunday [Get more info](#)

SubmitEditCancel

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## 8. VERIFYING AN ALERT

1. Click Verify Alert/Display Alert to view the active alert to visualize how it's displayed on the associated sites.
2. After reviewing, close the display.
3. To re-check later, click Reset Alert Status and repeat the verification process.

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## Emergency alert test

This page allows you to see what the alert looks like.

The alert is automatically loaded into the page. The alert will only appear if there is an active Alert.

Both creating/deleting alert may take up to 15 minutes to take effect.

If you closed the alert and want to see it again

- Select the Reset Alert Status button
- Select the Display Alert button or click Verify Alert.

Reset Alert StatusDisplay Alert

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## 9. DELETING AN ALERT

1. Navigate to the active alert.
2. Click Delete Alert.

The screenshot shows the 'Alert' page in the Admin Console. The header includes the CA logo, 'Official website of the State of California', a 'Logout' link, and an email address '@state.ca.gov'. The main header area contains the 'Admin Console' logo and the title 'State Department Website Emergency Alerts'. Below this is a navigation bar with links for 'Alerts', 'History', 'Verify Alert', and 'Admin'. The main content area is titled 'Alert' and contains the instruction 'Delete an emergency alert.' The 'Status' is 'Active'. Under 'Current alert', there is a box titled 'Alert Testing' with the text 'High winds and risk of flooding in Southern California starting Sunday [Get more info](#)'. A red 'Delete alert' button is located below the alert box. The footer contains links for 'Conditions of use', 'Privacy policy', and 'Accessibility', along with a copyright notice 'Copyright © 2025 State of California'.

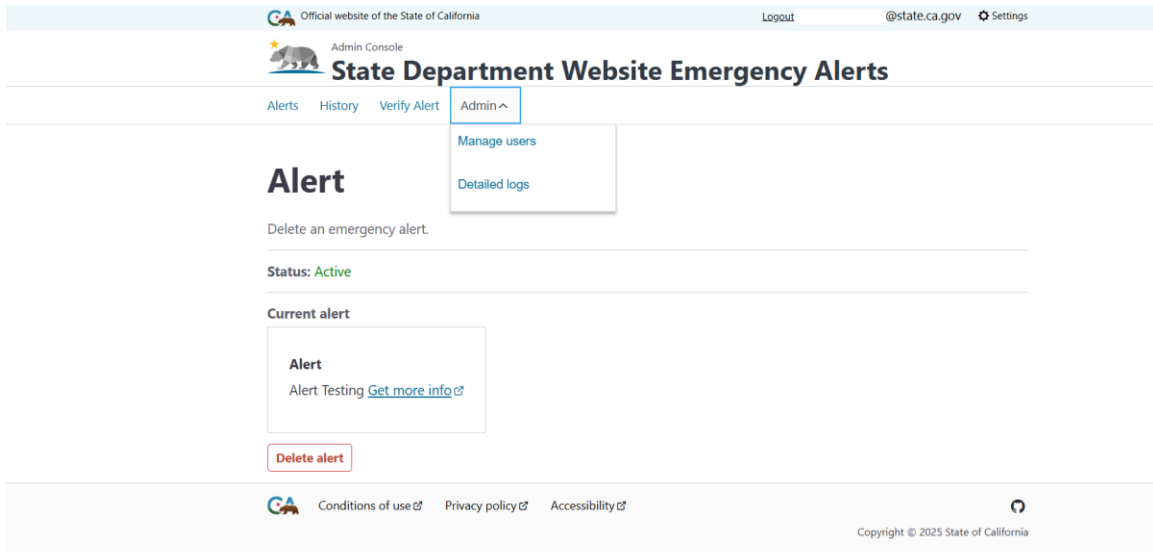
1. Once the alert is successfully deleted. You can navigate to **Alerts** page to create new.
2. The **Verify Alert** page should no longer display alert.

The screenshot shows the confirmation message 'Your alert has been deleted.' in the Admin Console. The header is identical to the previous screenshot. The main content area displays the message 'Your alert has been deleted.' followed by the text 'You've successfully deleted your alert message. To create a new alert, go to the [alert page](#).' The footer is also identical to the previous screenshot.

## ADMIN GUIDE

### 1. ADMINS CAN MANAGE USERS AND CAN ACCESS DETAILED LOGS

- Admin can navigate to
  - Manage Users
  - Detailed Logs



### 2. MANAGE USERS

- Invite user as Publisher or Admin.
  - Enter valid email (approved through ServiceNow request for appropriate role)
  - Select role from dropdown and select invite

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Logout

@state.ca.gov

Settings

CA

Admin Console

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## Manage Users

Invite team members to create alerts, or disable or delete profile access.

Invite

xyz@state.com

Role

Invite

Current Users

|                           |        |
|---------------------------|--------|
| @state.ca.gov (publisher) | Delete |
| @state.ca.gov (admin)     | Delete |
| @state.ca.gov (admin)     | Delete |

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Once the user is successfully invited the status will be pending.

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## Manage Users

Invite team members to create alerts, or disable or delete profile access.

Success

xyz@state.ca.com was invited

Invite

Email

Role

Invite

Current Users

|                                      |        |
|--------------------------------------|--------|
| xyz@state.ca.com (publisher) pending | Delete |
| @state.ca.gov (publisher)            | Delete |
| @state.ca.gov (admin)                | Delete |
| @state.ca.gov (admin)                | Delete |
| @state.ca.gov (admin)                | Delete |

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### 1.Delete user

- Click the delete link next to the user you want to remove.
- Upon successful deletion, user will no longer have access to Web Alerts.

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⚙ Settings

Admin Console

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Manage Users

Invite team members to create alerts, or disable or delete profile access.

Success

Deleted invite xyz@state.ca.com

Invite

Email

Role

Invite

Current Users

@state.ca.gov (publisher)

Delete

@state.ca.gov (admin)

Delete

@state.ca.gov (admin)

Delete

@state.ca.gov (admin)

Delete

CA

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3. DETAILED LOGS

1. Activity Log - tracks all activities (alerts creation/deletion and user management)

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Admin Console

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Activity Log • Detailed Alert History • Expired Invites • Activated Invites • Deactivated Users

Activity Log

View detailed logs

| Activity Type     | Record Type | By             | Date                  |
|-------------------|-------------|----------------|-----------------------|
| Deactivate_Invite | Invite      | @state.ca.gov  | 5/12/2025 12:09:06 PM |
| Create_Invite     | Invite      | @state.ca.gov  | 5/12/2025 11:53:25 AM |
| Create_Alert      | Alert       | @state.ca.gov  | 5/12/2025 11:38:13 AM |
| Deactivate_Alert  | Alert       | r@state.ca.gov | 5/12/2025 11:37:10 AM |
| Activate_Invite   | Invite      | @state.ca.gov  | 5/9/2025 2:34:49 PM   |
| Create_Invite     | Invite      | @state.ca.gov  | 5/9/2025 1:49:34 PM   |
| Deactivate_User   | User        | @state.ca.gov  | 5/9/2025 1:49:19 PM   |
| Activate_Invite   | Invite      | @state.ca.gov  | 5/9/2025 9:03:05 AM   |
| Create_Invite     | Invite      | @state.ca.gov  | 5/7/2025 3:49:43 PM   |
| Deactivate_User   | User        | @state.ca.gov  | 5/7/2025 3:49:12 PM   |
| Activate_Invite   | Invite      | @state.ca.gov  | 5/7/2025 3:45:44 PM   |

2. Detailed Alert History - (alerts history with details)

[Activity Log](#) • [Detailed Alert History](#) • [Expired Invites](#) • [Activated Invites](#) • [Deactivated Users](#)

## Detailed Alert History

View detailed logs

| Activity Type | Alert                                                                        | By            | Date                 |
|---------------|------------------------------------------------------------------------------|---------------|----------------------|
| Create_Alert  | Alert Testing: Alert in Test Env @04:04 PM                                   | @state.ca.gov | 5/7/2025 4:05:06 PM  |
| Create_Alert  | Web Alert System in Test environment works: Please see 1:39 PM for reference | @state.ca.gov | 5/6/2025 1:39:36 PM  |
| Create_Alert  | Alert Testing: Created at 11:37 AM                                           | @state.ca.gov | 5/6/2025 11:37:44 AM |
| Create_Alert  | Alert Testing: Alert created in Test @ 1:37 PM                               | @state.ca.gov | 5/1/2025 1:37:46 PM  |
| Create_Alert  | Alert Testing: Alert Testing in Test Env 12:07 PM                            | @state.ca.gov | 5/1/2025 12:07:45 PM |
| Create_Alert  | Test: This is a test                                                         | @state.ca.gov | 5/1/2025 11:53:25 AM |

### 3. Expired Invites

[Activity Log](#) • [Detailed Alert History](#) • [Expired Invites](#) • [Activated Invites](#) • [Deactivated Users](#)

## Expired Invites

View detailed logs

| Email         | Role  | Status  | Date                 |
|---------------|-------|---------|----------------------|
| @state.ca.gov | Admin | Pending | 4/28/2025 3:51:19 PM |

### 4. Activated Invites

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 Admin Console

# State Department Website Emergency Alerts

[Alerts](#) [History](#) [Verify Alert](#) [Admin](#) [Activity Log](#) • [Detailed Alert History](#) • [Expired Invites](#) • [Activated Invites](#) • [Deactivated Users](#)

## Activated Invites

View detailed logs

| Email         | Role      | Status    | Date                  |
|---------------|-----------|-----------|-----------------------|
| @state.ca.gov | Publisher | Activated | 5/6/2025 1:33:21 PM   |
| @state.ca.gov | Admin     | Activated | 4/28/2025 10:48:30 PM |
| @state.ca.gov | Admin     | Activated | 4/28/2025 3:49:06 PM  |

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5. Deactivated Invites

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[Alerts](#) [History](#) [Verify Alert](#) [Admin](#) [Activity Log](#) • [Detailed Alert History](#) • [Expired Invites](#) • [Activated Invites](#) • [Deactivated Users](#)

## Deactivated Users

View detailed logs

| Email         | Status      | Date                 |
|---------------|-------------|----------------------|
| @state.ca.gov | Deactivated | 5/12/2025 2:51:34 PM |

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For technical support, contact Ravi Singamsetty at [ravi.singamsetty@state.ca.gov](mailto:ravi.singamsetty@state.ca.gov) or Anureet Sandhu at [Anureet.Sandhu@state.ca.gov](mailto:Anureet.Sandhu@state.ca.gov)