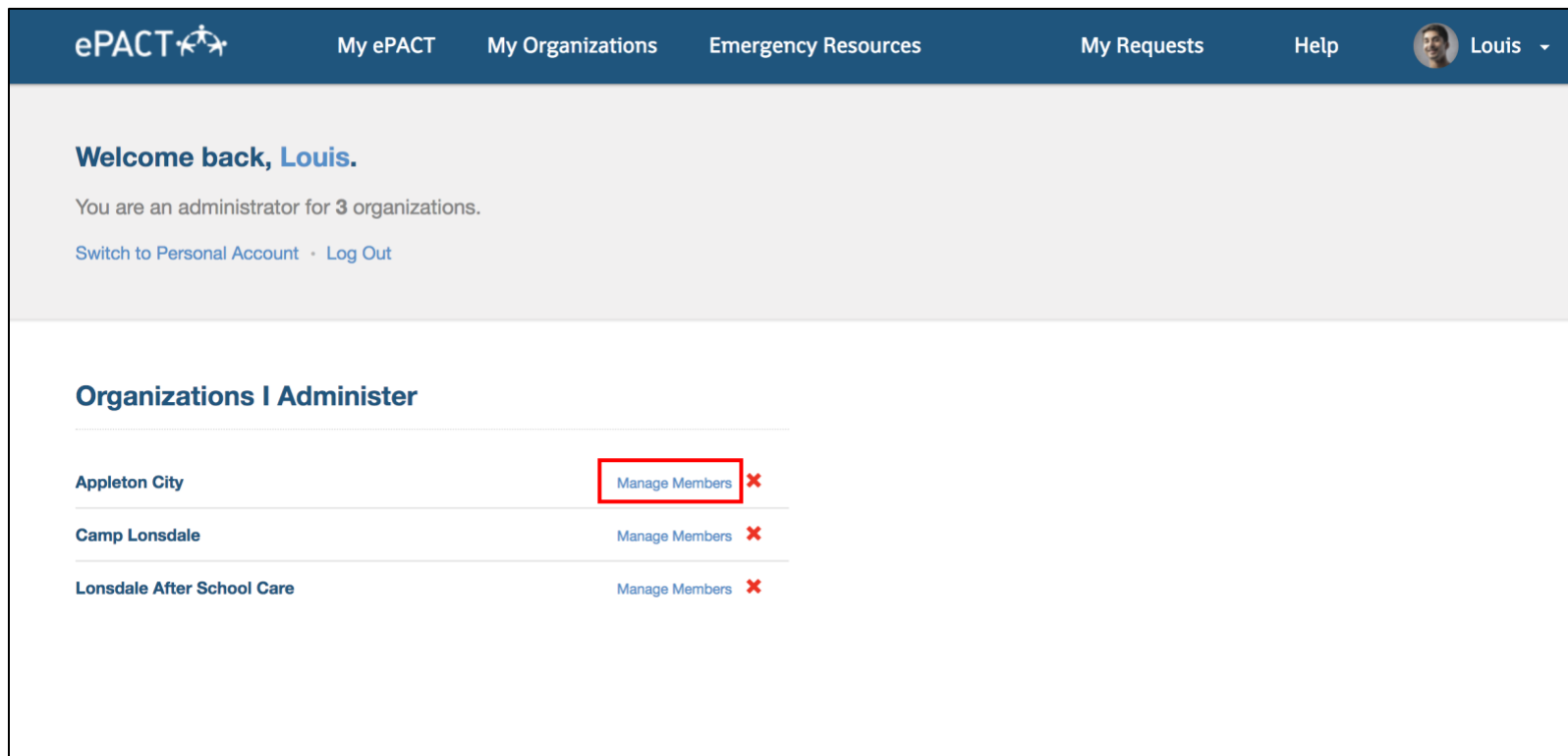# Training Guide for ePACT Communications

Accessing your ePACT Account

Visit epactnetwork.com any time that you'd like to access your account, and click the blue **Log In** link in the top right corner. Each time you log in you will be taken to the **My Organizations** page (or to the **My Requests** page if you have any outstanding requests). Click on either the name of the organization or "Manage Members" to view your member dashboard. If you click **My ePACT** at the top, it will bring you to the records for yourself and your dependents.

Your Member Dashboard

Your Member Dashboard is where you'll send emergency communications and view support needs for your residents. You'll need to accept your administrator invite by email before you can access your dashboard.

The top area of the dashboard is where you'll find shortcuts for collecting emergency information (please note: you won't need to use these if you are only responsible for sending emergency communications). The bottom area of your dashboard is where you can view individual records for your residents.

Advanced Search and Filter

Advanced search and filter allows you to view members within specific areas or those with specific needs (e.g. communication needs or transportation needs). Click **Advanced Search and Filter** to open this feature.

To search for residents in one area, select the area under the 'Group Names' section and click **Search**. If you would like to view residents across multiple areas, select the corresponding areas under the 'Group Names' section and then **Search**.

The number of relevant residents for your search will display beside the **Message Members** button.

To search for residents with a specific need, select the need under the 'Consents & Other Questions' section (in 'More Options') and click **Search.** If you would like to view residents across multiple needs, select the corresponding needs under the 'Consents & Other Questions' section and then **Search**.

If you'd like to search for residents with specific needs in a certain area, select your search parameters and click **Search.** And don't forget to click **Clear** after each search!

Please note: Selecting multiple parameters within one section will generate search results for 'or' (e.g. search for residents who have a medical need OR a communication need). Selecting parameters across different sections will generate search results for 'and' (e.g. the resident has a medical need AND lives in Area C).

[Select All](#)

To select all the residents on the first page, click **Select Page** under the Advanced Search and Filter button.

If you would like to select all residents in the account (more than 50 residents), be sure to click **Select All.**

Message Members

You can message members for different situations:
Invite, Reminder & Reconfirm: These three messages are used to collect and update emergency information- so you won't need to use these options!

Please note that a member does NOT need to be in "Submitted" status to receive the following types of messages:
General: Send a general email to residents.
Emergency: Send an urgent email to residents.
To send a message, select the residents you would like to communicate with (e.g. all those in Area A, or all residents), and select **Message Members → General or Emergency**.

Next, select to whom you would like to send the message:

Include members: To communicate through ePACT, members/residents will always be selected as a default.
Include emergency contacts: Select this option if you need to communicate with the emergency contacts that your residents have identified as people that will support them if they are impacted by a crisis.
Include household contacts: Select this option if you need to communicate with the contacts that your registered residents have listed as living in the same household (eg. A spouse or elderly parent).

Create your message using these steps:
1. Use the top box to compose your email message. *Please note that if the email box for an emergency message is left blank, it will populate with the text that was included in the SMS or Voice message.*
2. The final two boxes are for SMS and Voice messages. You can copy and paste the same message across all three types or use a different message for each communication medium (within given character limits).

Click the green **Preview Message** button at the bottom of the page.

Review your message on the next page. Your email message contains a preview of the entire email and the text in your SMS and Voice messages displays underneath.

If you are happy with your message, click the green **Send Emergency Message** button. If you would like to make edits to the content, click **Back.**

Once you click **Send Emergency Message,** this page will confirm that your message is being sent to the appropriate communication carriers.

Please note: A copy of a general or emergency message will automatically be cc'd to the administrator sending the message. ePACT does not keep copies of general and emergency messages. Please refer to your internal policies to keep track of when and to whom messages are sent.