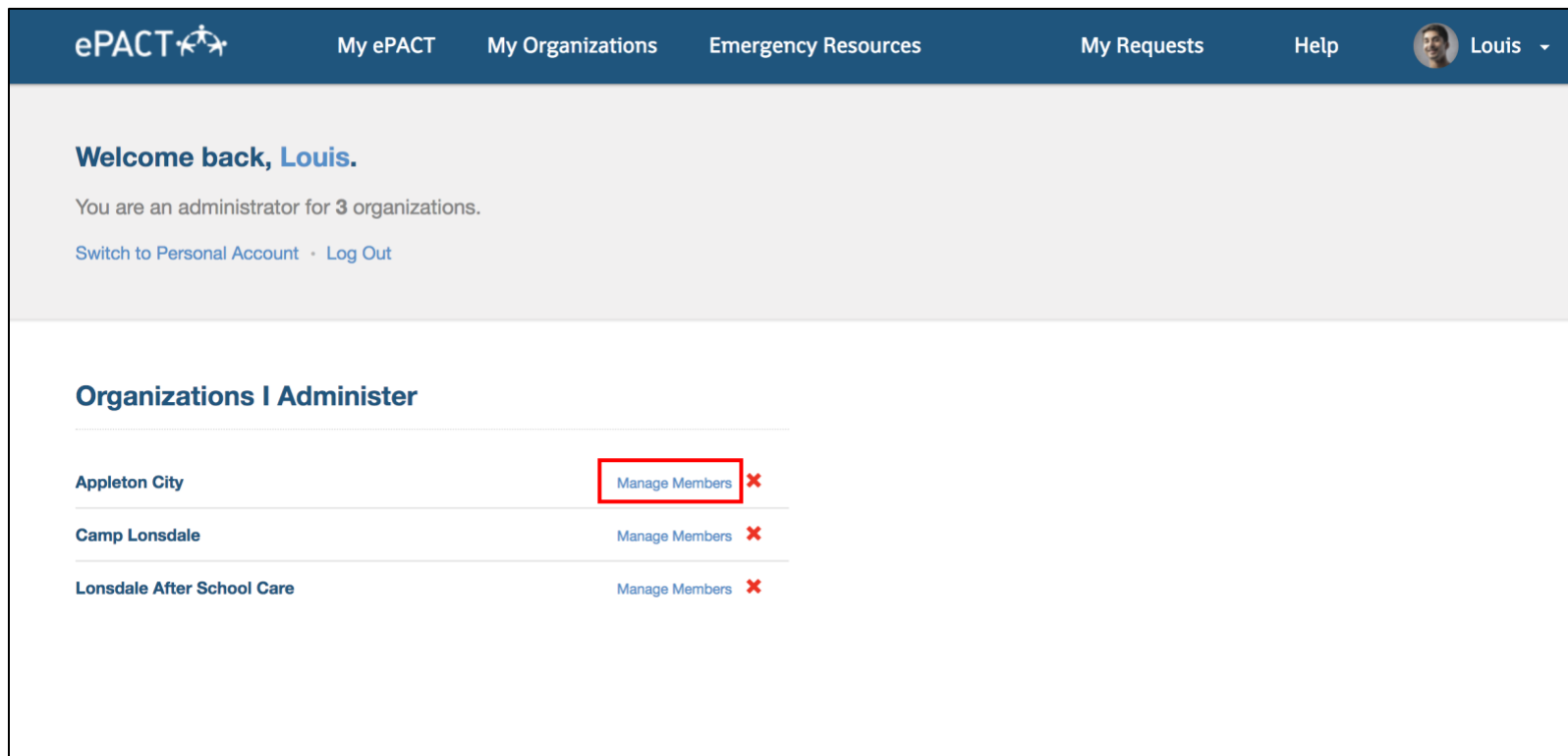





Training Guide for ePACT Communications

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.




The screenshot shows the ePACT user interface. At the top is a dark blue navigation bar with the ePACT logo and links for 'My ePACT', 'My Organizations', 'Emergency Resources', 'My Requests', and 'Help'. On the right of the bar is a user profile for 'Louis' with a dropdown arrow. Below the navigation bar is a light gray section with a welcome message: 'Welcome back, Louis.' and 'You are an administrator for 3 organizations.' with links for 'Switch to Personal Account' and 'Log Out'. The main content area is titled 'Organizations I Administer' and contains a table with three rows of organizations. The first row, 'Appleton City', has a 'Manage Members' link highlighted with a red box and a red 'X' icon. The other two rows, 'Camp Lonsdale' and 'Lonsdale After School Care', also have 'Manage Members' links and red 'X' icons.



Organization Name	Action
Appleton City	Manage Members 
Camp Lonsdale	Manage Members 
Lonsdale After School Care	Manage Members 

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.

ePACT

[My ePACT](#) [My Organizations](#) [Emergency Resources](#) [My Requests](#) [Help](#)  [Louis](#) 

[Organization Settings](#)

Appleton City

Quick Tasks

26 Records Completed / 84 Total Records

57

Incomplete Records [View](#) • [Send Reminders](#)

25

Submitted - Download Now [View](#) • [Download](#)


Updates & Reports


1

Members with Files Uploaded [View](#)




Member Archives [View](#)
















All Member Records (84) Groups (5) Disconnected (0) Roll Call (4) Administrators (5)

[+ Add Members](#) 

[Advanced Search and Filter](#) 


Select Page

1-50 of 84 [Message Members](#)  [Download](#)  [More Actions](#) 


Name	Member ID	Email	Section	Status	Date Submitted	Date Downloaded	Actions
<input type="checkbox"/> Sergei Adamski	2334	adamski.5@besafebc.com	Area A	Downloaded	Mar 12, 2015	Aug 16, 2017	   
<input type="checkbox"/> Yanira Agee	2009	agee@besafebc.com	Area E	Submitted	Aug 16, 2017		   
<input type="checkbox"/> Mustafa Aswan	2332	aswan.5@besafebc.com	Area B	Invited			  
<input type="checkbox"/> Louann Bagley	2029	bagley@besafebc.com	Area C	Submitted	Aug 16, 2017		   

[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.

ePACT

My ePACTMy OrganizationsEmergency ResourcesMy RequestsHelp

Louis

Organization Settings

Appleton City

Quick Tasks

26 Records Completed / 84 Total Records

57 Incomplete Records [View](#) • [Send Reminders](#)

25 Submitted - Download Now [View](#) • [Download](#)

Updates & Reports

1 Members with Files Uploaded [View](#)

Member Archives [View](#)

All Member Records (84)Groups (5)Disconnected (0)Roll Call (4)Administrators (5)
















Search

+ Add Members

Advanced Search and Filter

Select PageSelect All

1-50 of 84Message MembersDownloadMore Actions

Name	Member ID	Email	Section	Status	Date Submitted	Date Downloaded	Actions
<input type="checkbox"/> Sergei Adamski	2334	adamski.5@besafebc.com	Area A	Downloaded	Mar 12, 2015	Aug 16, 2017	   
<input type="checkbox"/> Yanira Agee	2009	agee@besafebc.com	Area E	Submitted	Aug 16, 2017		   
<input type="checkbox"/> Mustafa Aswan	2332	aswan.5@besafebc.com	Area B	Invited			  
<input type="checkbox"/> Louann Bagley	2029	bagley@besafebc.com	Area C	Submitted	Aug 16, 2017		   

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.

Appleton City

Organization Settings

Quick Tasks

26 Records Completed / 84 Total Records

57

Incomplete Records

View · Send Reminders

25

Submitted - Download Now

View · Download

Updates & Reports

1

Members with Files Uploaded

View

Member Archives

View

All Member Records (84)

Groups (5)

Disconnected (0)

Roll Call (4)

Administrators (5)

+ Add Members

Advanced Search and Filter

Note: New/revised records submitted by your members may take up to one hour to appear in your account.

Search :

Status :

Select All

Clear

Select Status

Group Names :

Select All

Clear

Area A

Area B

Area C

Medical & Dietary :

Select All

Clear

Select Condition

More Options

Date Filters

Other Options

Search

Clear All

Selected: 3

Select Page

Select All

1-50 of 84

Message Members

Download

More Actions

?

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**.

All Member Records (84)Groups (5)Disconnected (0)Roll Call (4)Administrators (5)

+ Add Members

Advanced Search and Filter

Note: New/revised records submitted by your members may take up to one hour to appear in your account.

Search :

Status :

Select AllClear

Select Status

Group Names :

Select AllClear

Select Group Name

Medical & Dietary :

Select AllClear

Select Condition

More Options▶

Consents & Other Questions :

Select AllClear

× Yes Special Needs

Files :

Select AllClear

Select Files

Section :

Select AllClear

Select Category 1

Date Filters▶

Other Options▶

SearchClear All

Selected: 1

Select PageSelect All

1-50 of 84

Message Members

Download

More Actions

Name	Member ID	Email	Section	Status	Date Submitted	Date Downloaded	Actions
------	-----------	-------	---------	--------	----------------	-----------------	---------

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).

The screenshot displays the 'All Member Records' search interface. At the top, there are tabs for 'All Member Records (84)', 'Groups (5)', 'Disconnected (0)', 'Roll Call (4)', and 'Administrators (5)'. A green '+ Add Members' button is located on the right. Below the tabs is the 'Advanced Search and Filter' section. A note states: 'Note: New/revised records submitted by your members may take up to one hour to appear in your account.' The search area includes a 'Search' input field, a 'Status' dropdown with 'Select All' and 'Clear' buttons, and a 'Group Names' dropdown with 'Select All' and 'Clear' buttons. The 'Group Names' dropdown is highlighted with a red box and contains the selection 'x Area C'. To the right of the 'Group Names' dropdown is the 'Medical & Dietary' section with a 'Select Condition' dropdown. Below these is the 'More Options' section, which includes 'Consents & Other Questions' with a 'Select All' and 'Clear' button, and a dropdown with the selection 'x Yes Special Needs'. This section is also highlighted with a red box. To the right of the 'Consents & Other Questions' dropdown is the 'Files' section with a 'Select All' and 'Clear' button, and a 'Select Files' dropdown. To the right of the 'Files' dropdown is the 'Section' section with a 'Select All' and 'Clear' button, and a 'Select Category 1' dropdown. Below the 'More Options' section is the 'Date Filters' section, followed by the 'Other Options' section, which contains a 'Search' button (highlighted with a red box) and a 'Clear All' button. To the right of the 'Search' button is the text 'Selected: 2'. At the bottom of the search area, there are buttons for 'Select Page', 'Select All', '1-50 of 84', 'Message Members', 'Download', and 'More Actions'. Below the search area is a table with columns: Name, Member ID, Email, Section, Status, Date Submitted, Date Downloaded, and Actions. A blue circular help icon with a question mark is located in the bottom right corner.


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**.

ePACT

My ePACTMy OrganizationsEmergency ResourcesMy RequestsHelp

Louis

Organization Settings

Appleton City

Quick Tasks

26 Records Completed / 84 Total Records

57 Incomplete Records [View](#) • [Send Reminders](#)

25 Submitted - Download Now [View](#) • [Download](#)

Updates & Reports

1 Members with Files Uploaded [View](#)

Member Archives [View](#)

All Member Records (84)Groups (5)Disconnected (0)Roll Call (4)Administrators (5)

[+ Add Members](#)

[Advanced Search and Filter](#)
















Select PageSelect All

1-50 of 84

[Message Members](#)

[Download](#)

[More Actions](#)

	Name	Member ID	Email	Section	Status	Date Submitted	Date Downloaded	Actions
<input type="checkbox"/>	Sergei Adamski	2334	adamski.5@besafebc.com	Area A	Downloaded	Mar 12, 2015	Aug 16, 2017	   
<input type="checkbox"/>	Yanira Agee	2009	agee@besafebc.com	Area E	Submitted	Aug 16, 2017		   
<input type="checkbox"/>	Mustafa Aswan	2332	aswan.5@besafebc.com	Area B	Invited			  
<input type="checkbox"/>	Louann Bagley	2029	bagley@besafebc.com	Area C	Submitted	Aug 16, 2017		   

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**.

ePACT

My ePACTMy OrganizationsEmergency ResourcesMy RequestsHelp

Louis

Organization Settings

Appleton City

Quick Tasks

26 Records Completed / 84 Total Records

57 Incomplete Records [View](#) • [Send Reminders](#)

25 Submitted - Download Now [View](#) • [Download](#)

Updates & Reports

1 Members with Files Uploaded [View](#)

Member Archives [View](#)

All Member Records (84)Groups (5)Disconnected (0)Roll Call (4)Administrators (5)

Search

+ Add Members

Advanced Search and Filter

Unselect All

1-50 of 84

Message MembersDownloadMore Actions

Name	Member ID	Email	Section	Status	Actions
Sergei Adamski	2334	adamski.5@besafebc.com	Area A	Downloaded	
Yanira Agee	2009	agee@besafebc.com	Area E	Submitted	
Mustafa Aswan	2332	aswan.5@besafebc.com	Area B	Invited	


Invite
Reminder
Reconfirm
General
Emergency
Roll Call


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).

My ePACTMy OrganizationsEmergency ResourcesMy RequestsHelp

Louis ▾

Send a Message

Who should receive this message?

☒ Include members

☐ Include emergency contacts

☐ Include household contacts


Review Message

Back

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.

ePACT

My ePACTMy OrganizationsEmergency ResourcesMy Requests

Review Emergency Message

25 records have been selected

A note about replies

As the sender of this message, you will receive any replies from your members.
We provide some prepared responses to any general questions your members might have about ePACT.
If any members ask for technical help, please forward their message to us at help@epactnetwork.com.

Sent by:






johnsonfamily@besafebc.com

Subject:

EMERGENCY MESSAGE from {organizationName}

Email Message

File Edit Insert View Format Tools



There is an evacuation order for Area A. Please proceed to your nearest shelter.

Thank you,

{organizationName}

1580 - 505 Burrard St, Bentall One, Vancouver, BC, V7X 1M3

SMS Message

Some of your members may not be subscribed to receive text messages.

There is an evacuation order for Area A. Please proceed to your nearest shelter.

Characters Available: 65

Voice message

There is an evacuation order for Area A. Please proceed to your nearest shelter.

Preview Message

Cancel

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**.

ePACT

My ePACTMy OrganizationsEmergency ResourcesMy RequestsHelp

Louis

Preview Message

View emergency message and make edits before sending.

Subject:EMERGENCY MESSAGE from {organizationName}

Email Message:

Appleton City

EMERGENCY MESSAGE from {organizationName}

There is an evacuation order for Area A. Please proceed to your nearest shelter.

Thank you,

{organizationName}

1580 - 505 Burrard St, Bentall One, Vancouver, BC, V7X 1M3

What is ePACT?

ePACT is your emergency network, allowing you to securely store all your important medical and emergency contact information online. Build a support network for your family by connecting and sharing your single ePACT record with friends, relatives and the organizations that support you.

ePACT Privacy & Security

Maintaining the privacy and security of our users' data is our top priority. ePACT meets or exceeds legislative privacy requirements for the US and Canada and maintains the highest levels of data encryption to ensure outstanding security for all our users.

Learn more

Have questions or feedback?

Visit our [Help Center](#) for all the answers to your ePACT questions, including articles, videos, and live chat with our Customer Success Team.

Contact us seven days a week at help@epactnetwork.com

Call 1-855-773-7228 Monday – Friday from 9am – 5pm PST

ePACT Network Ltd

267 West Esplanade, Unit 105, North Vancouver, BC, V7M 1A5

www.epactnetwork.com • info@epactnetwork.com • 1-855-773-7228

[Contact Us](#)
[Terms of Use](#)
[Privacy Policy](#)
[Security](#)

SMS Message: There is an evacuation order for Area A. Please proceed to your nearest shelter.


Voice message: There is an evacuation order for Area A. Please proceed to your nearest shelter.


Send Emergency Message

Back to Dashboard

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.

My ePACTMy OrganizationsEmergency ResourcesMy RequestsHelp

Louis ▾

Nice Work! Your messages are being sent.

Back to Member Dashboard