



TERRADOTTA

November 30, 2022

**AlertTraveler® in Action:
Best Practices for AlertTraveler as part of
your Critical Incident Response**

Introductions



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AlertTraveler®: A Critical Part of your Response Plan



Pre-Departure Preparation

< SOS


 United States




Institution

Dial: (555)555-5555

Institution Emergency Contact number. If the emergency is urgent, please contact the local authorities immediately.


<  **Rome**
City in Italy

 70
Composite

Subscribed

1 alerts 0 incidents



How safe do you feel here?

 **City Intelligence**

Rome is the capital and largest city in Italy, located in the central-west of the Italian Peninsula, on the Tiber River within Lazio region. The capital, covering an area of 1,285.31 km² (496.26 sq miles), possesses a strong historic legacy, which lends itself to cre...

Show More


City Safety Scores

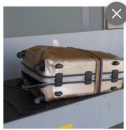
 **Nighttime Safety**  65

< **Help Request**


Describe the issue

My suitcase arrived damaged. My medication is missing.

 **Add a photo** OPTIONAL



Submit

 In case of an emergency, contact local authorities

Incident Response:

Taking action with AlertTraveler®



- 1. Review Alert Notification**
- 2. Determine who has been Impacted**
- 3. Create Check-in Request**
- 4. Monitor Traveler Response(s)**
- 5. Record Traveler Safety Status**
- 6. Send Check-in Request Reminder**
- 7. Critically Evaluate Incident Scope**



Plan Ahead: Review Alert Notification Settings

Madelyn Petrovich ✕

Admin Notification Permission:

Edit Permissions

Primary travel officer ▾ Unable to use Location/Program group preference

📘 Email Notifications: Enabled Disabled

Notify per Severity

= Extreme ▾ Notify per Category Security (+12 others) ▾

Notify per Locations 🔍 Notify per Program Groups ⋮

📘 Sms/Push Notifications: Enabled Disabled

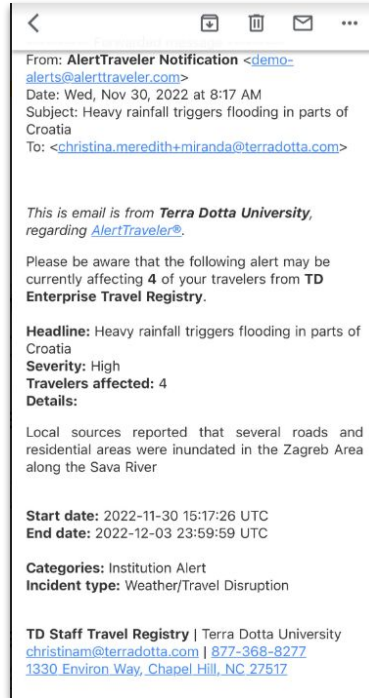
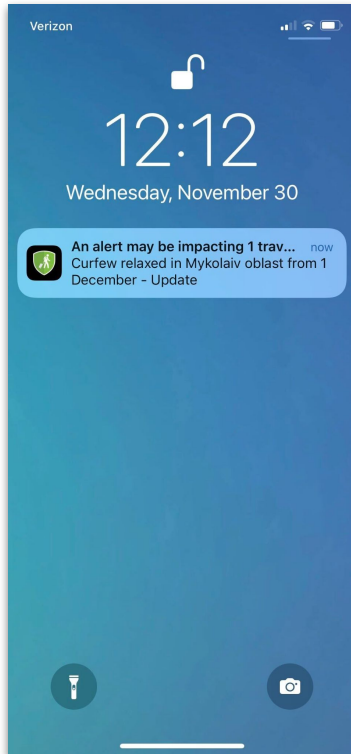
Notify per Severity

= Extreme ▾ Notify per Category Security (+12 others) ▾

Notify per Locations 🔍 Notify per Program Groups ⋮

Update Preference Cancel

Admin Alert Notification Received



Step 1: Review the Alert

Web Interface

AlertTraveler>Alerts

The screenshot shows the 'Alerts' tab in the AlertTraveler web interface. The navigation bar includes 'Alerts', 'Traveler Locations', 'Impacted Travelers', 'License Manager', and 'Templates'. Below the navigation bar, there are filters for 'Campus' (Chapel Hill ...), 'Alert Type' (Impacted), 'Severity' (extreme (+1 ...)), and 'Last 7 Days'. A search bar and a refresh icon are also present. The main content area displays a table with two rows of alerts, both with a 'High' severity level. The table has columns for Severity, Impacted, Proximity, Headline, and Countries.

Severity	Impacted	Proximity	Headline	Countries
High	Total: 1 Add Check-In	Total: 0	Officials to tighten COVID-19 rules for domestic arrivals in Beijing from 22 November	China
High	Total: 1 Add Check-In	Total: 0	Officials urge residents to stay-at-home in Chaoyang district, impose localised lockdowns in Beijing - Update	China

App Interface

Safety Feed>Alerts

The screenshot shows the 'Safety Feed' app interface. The top navigation bar includes 'Alerts' and 'Incidents'. Below the navigation bar, there are 'Alert Types' (Minimal, Low, Medium, High, Extreme) and a toggle for 'Admin'. The main content area displays a list of alerts, with two rows visible. Each row shows a 'High' severity level, a red location pin icon, the country 'China', the date, and the number of impacted travelers. A 'Send Check In' button is visible for each alert.

Alerts

Alert Types

MINIMAL LOW MEDIUM HIGH EXTREME

Admin

High **China**

MONDAY NOVEMBER 21st, 2022 1 impacted

Officials to tighten COVID-19 rules for domestic arrivals in Beijing from 22 November

[Send Check In](#)

High **China**

SUNDAY NOVEMBER 20th, 2022 1 impacted

[Send Check In](#)

Step 2: Determine Impacted Travelers

Web Interface



Officials to tighten COVID-19 rules for domestic arrivals in Beijing from 22 November



High

Impacted Travelers: Total 1 [Add Check-In](#)

Proximity: Total 0

Affected Areas: Beijing, China

Start 2022-11-22 00:00:00 UTC

App Interface



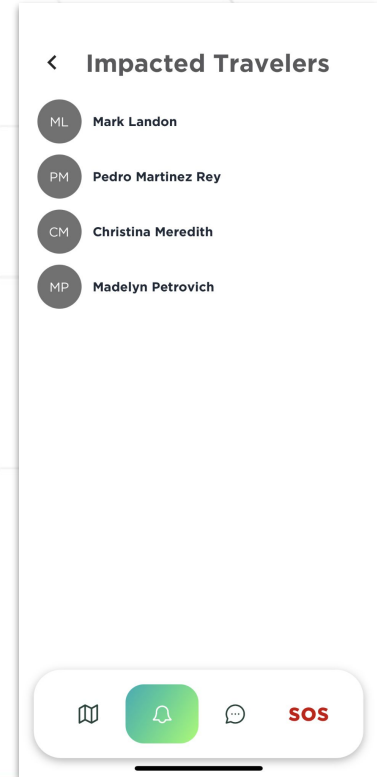
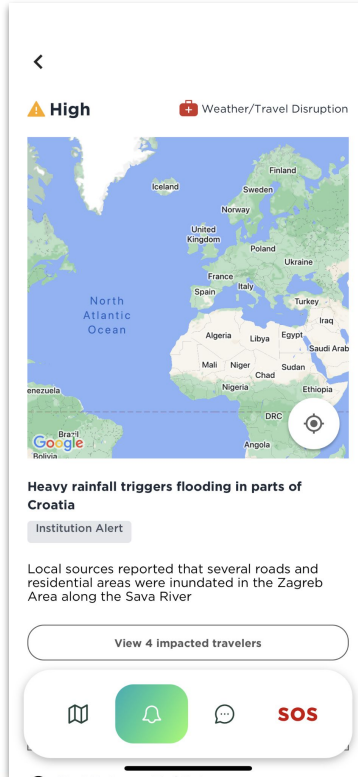
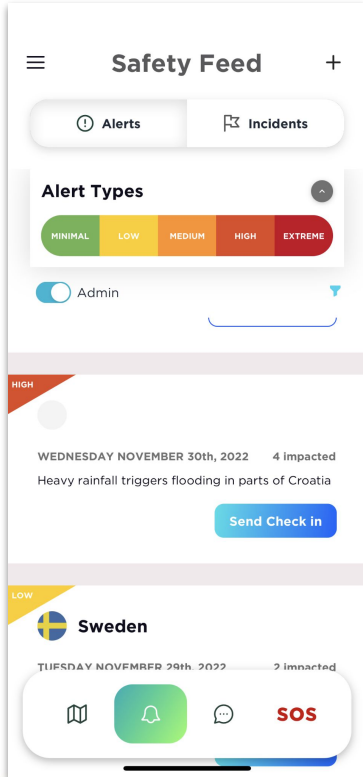
Officials to tighten COVID-19 rules for domestic arrivals in Beijing from 22 November

health

Officials announced that domestic arrivals in Beijing will be subject to a three-day isolation period, during which they're required to submit three PCR tests on a daily basis, from 22 November until further notice. The first test must be carried out within 24 hours of arrival. Individuals will be allowed to leave their accommodation after the completion of the third test. Other rules for entering Beijing will continue to apply.

[View 1 impacted travelers](#)

Step 2: Determine Impacted Travelers



Step 3: Create Check-in Request

Send Check in

 0 Safe  1 NR  0 Help  0 Review

- Allows Admin to contact all impacted travelers at once
- Admin can adjust messaging as needed
- Allow for easy all-in-one safety status tracking
- Pre-made templates provide quick outreach



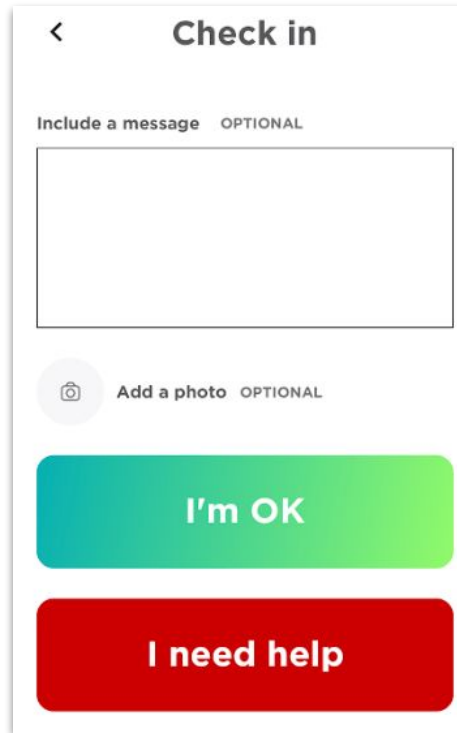
Plan Ahead: Create Effective Check-in Request Template

- Include an Action Item Statement: CHECK-IN REQUIRED
- Short and Informative
- Name your Institution/Office
- Add “Request via SMS”

Check-in Request: Traveler Experience

Travelers are notified via:

- Email
- Text
- Push Notification



The screenshot shows a mobile app interface titled "Check in". At the top left is a back arrow. Below the title, there is a text input field with the placeholder "Include a message OPTIONAL". Below the input field is a camera icon and the text "Add a photo OPTIONAL". At the bottom, there are two large buttons: a green one labeled "I'm OK" and a red one labeled "I need help".



Step 4: Monitor Notifications of Traveler Safety

- **Follow your Monitoring Policy**
 - Who is monitoring?
 - How often are they checking?
- **Safe Check-ins**
 - Web Interface/App
 - Reply-to email
- **Help Requests**
 - Web Interface/App
 - Reply-to email
 - Admin Notifications

Reply to Email:
sample.admin@example.com
christinam@terradotta.com

Nov 28, 2022 02:05 PM UTC Madelyn Petrovich has Checked-in as **HELP** Admin Notification (Tra...

Checkin Status	Checkin Message	Checkin Time	Set by
HELP	Status changed to HELP by Madelyn Petrovich, no message included.	Nov 28, 2022 02:05 PM	Traveler

Admin	Email	SMS
Miranda Rivera	Yes	No
Madelyn Petrovich	Yes	Yes
Miranda Lambert	Yes	No
Jordan Threadgill	Yes	No
Alex Castillo	Yes	No
Testing Speer	Yes	No
Mark Landon	Yes	Yes

Step 4: Record Traveler's Safety Status

Police clash with anti-government protesters in Paris



Medium

Impacted Travelers: **Total** **Check-In Reminder**

27	12	13	2	0
	Safe	N/R	Help	Review

MEDIUM



MONDAY DECEMBER 12th, 2022 27 impacted

Police clash with anti-government protesters in Paris - Update

12 Safe 13 N/R 2 Help 0 Review

[View check in status](#)

Step 5: Send Check-in Request Reminder

- Can be sent in a batch action, or individually
- Templates allow for quick communication
- Reminder Activity is recorded in the Alert History Log

Please provide the required fields and review before sending your Check-In Reminder

Template
REMINDER: Confirm your Safety Status 🔍

Critical event
Headline *
REMINDER: Confirm your Safety Status

Campus
Select campus
Chapel Hill Campus ▾

Details *
TDU Study Abroad has received an alert indicating you may have been impacted by a critical event. Please confirm if you are safe, or if you need assistance as soon as 📄

ⓘ Add request via SMS

987 SMS available

Create Reminder Cancel

Step 6: Critically Evaluate Incident Scope



United Kingdom: Explosion reported at Manchester Arena



Critical

Impacted Travelers: Total 32 [Add Check-In](#)

Proximity: Total 83

Affected Areas: Manchester

Start Date: 2017-05-23 00:00:00 UTC

End Date: 2017-05-26 23:59:59 UTC

Categories: Security, Transportation



Details

Advice

Analysis



According to reports, a large explosion was reported at the Manchester Arena in Hunts Bank, located in the UK's Manchester, on 23 May. The explosion was reported at a pop concert, where a number of fatalities have been reported. Police have since cordoned off surrounding streets and cautioned motorists to avoid the area, where security forces and emergency personnel have been deployed. Furthermore, all metro services at Victoria station have been cancelled indefinitely and passengers evacuated. Further details regarding the ongoing situation, including the cause of the blast, remain unavailable.



Plan Ahead: Practice Incident Response Plan

- Involve your team
- Activate AlertTraveler with Demo Traveler Account(s)
- Manually create an Alert
- Practice Monitoring and accounting for travelers
- Practice with Travelers during Pre-departure Orientation

Incident Response:

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Plan Ahead: Incident Retrospective

- Sync with involved persons
- What went well?
- What could be improved?
- Adjust your procedures as needed

Questions?



Recommended Knowledgebase Articles

- [AlertTraveler®: Check-in and Reminder Templates](#)
- [AlertTraveler® for Emergencies \(Video\)](#)
- [AlertTraveler® for Administrators \(Video\)](#)
- [Using the AlertTraveler® Mobile App \(2022 Version\)](#)
- [AlertTraveler®: Alerts](#)

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