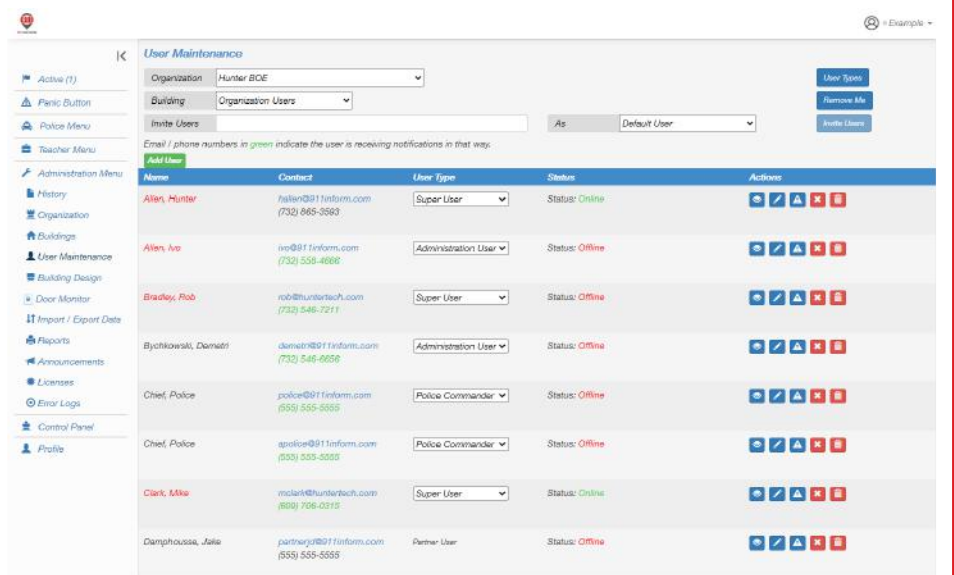# CUSTOMIZABLE DELIVERY NOTIFICATION TYPES

911inform allows you to take control over the functionality of customizable delivery groups for your organization. By dividing your user list into user types, it allows 911inform to distribute notifications based on pre-requisite conditions.

Each specified user can be classified into a "type" and each "type" has customizable permissions set by each organization. Every organization can create as many user types as they need. After configuring your user list and the type categories they fit into, these users can be placed within the Organization level or Building level. Organization level users will receive all updates on notifications per building. Building level users, however, only receive notifications for the building(s) they are assigned.

Example User Maintenance Tab

USER TYPE EXAMPLES: Acknowledge User, Administration User, Default User, Police Commander, Police Dispatcher, Police EMS, Police Supervisor

1 — Acknowledge Users

2 — Basic Users

3 — Cardiac/Health Emergency Users

4 — Administration Users

Define levels of security for your organization.
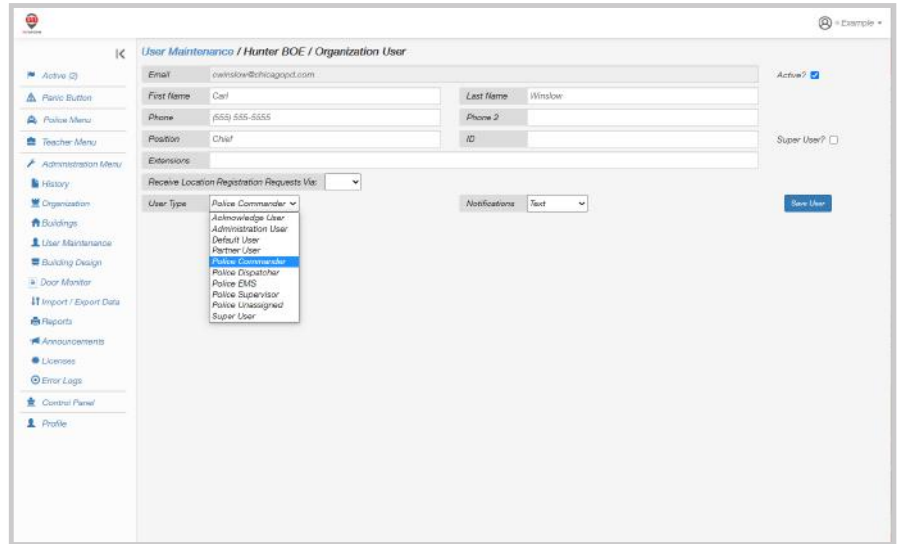
To create an alert that would only notify users of the 'Administrator' type we solve this by specifying which user types a notification should send to. The steps for this process are as follows:

Specify Users

Your first step should be deciding which users that should be notified and creating a specific type or types for multiple security levels. You can create, organize, and maintain these types under the User Maintenance tab.

Notification Types

Under the Organization Tab you have the option to choose configured notifications like Lockdown or Medical Emergency. If these notification types do not suit your organization's needs, we can create new alerts upon your request.

Example Organization User Edit Contact

Selecting User Types

This involves editing the selected Notification Types notify list. Here you will have a list of every user type and can choose which types you would like to have in the list. The user types in this list can also have a specifier for Org Level Only, Building Level Only or both Building and Org Level for an additional layer of customization.

After completing these three simple steps the notification process is ready and can be activated via the Panic Button tab within 911inform. With the help of your IT department two additional steps can be added to your 911inform safety plan. The first step is selecting a Dialed Code, like an extension, and second updating your listener that can launch an event by your desk phone.

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