



SCN ALERT

SECURE COMMUNITY NETWORK

An Upgraded Platform to **Keep You Safe and Informed When Seconds Count...**

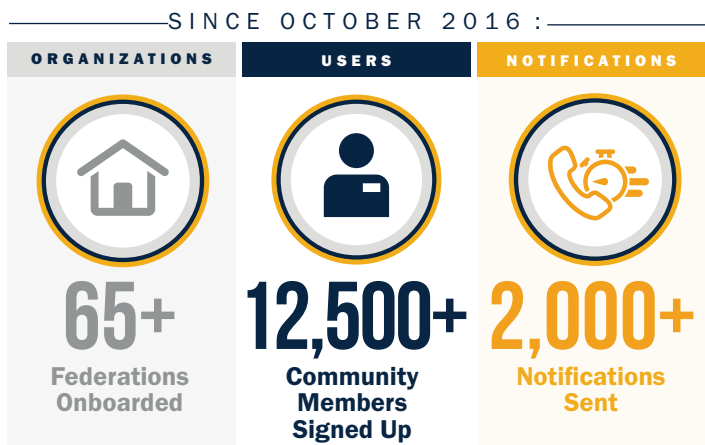
SCN Alert Overview

SCN Alert was implemented recognizing the need for a best-practice system that could facilitate situational awareness across our communities. Since that time, SCN Alert has been activated before, during and immediately after both manmade and natural incidents - from the attacks on the Jewish community in both Pittsburgh and Poway to hurricanes.

As use of SCN Alert becomes more widespread and its capabilities have gained greater notoriety, interest from Federations and partner organizations wishing to be onboarded to the system has grown as well. This steady growth, along with advances in mass notification technology, guided SCN in the decision to migrate SCN Alert to a new platform. The updated platform is better suited to manage the increasing number of user Federations and partner organizations, while delivering the most cutting-edge mass notification technology.

History

SCN Alert was launched in 2016, in partnership between the Secure Community Network, The Jewish Federations of North America and the Conference of Presidents of Major American Jewish Organizations, SCN Alert has become an essential tool in providing critical notifications and situational awareness across the Jewish community through a best-practice and comprehensive system.



How to Respond to an Alert



The most critical feature of a mass notification platform is ensuring alerts are received. The upgraded SCN Alert is unparalleled for making sure notifications are received. Alerts are sent via text message, email, and phone calls, based on the contact information provided by your organization. **SCN Alert will continue attempting contact methods until a confirmation is received.** Not only does confirming an alert cease further attempts to notify, it allows security personnel visibility into who has successfully received the alert.



Confirming a Text Alert

SCN Alert will attempt to notify you via SMS text message first, as people are rarely away from their mobile device. When an alert is received via text, there are two ways to confirm receipt of the alert:

- After reading the alert, reply to the text with “Yes”
- After clicking on the embedded web-link in the text and reviewing the alert, tap on the “Confirm Receipt” button at the bottom of the page



Confirming an Email Alert

If no response is received via text message after one to two minutes, depending on the type of alert, the system will send an alert via email. These alerts are sent as high-priority and contain “SCN Alert” in the subject and sender information. **To confirm an emailed alert, click the link that says “Please Click Here to Acknowledge Receipt of this Message” located in the upper left corner of the email.**



Confirming a Voice Alert

When there has been no confirmation from either the text or email alert, the next contact method is a phone call. This call comes in the form of an automated voice delivering the full text of the alert. These calls will always display caller ID from the SCN Duty Desk - (844) 726-3375. **To confirm via voice alert, listen to the entire message, and press “1” when prompted.**



Questions and Support

Please reach out to your organization’s Security Director or SCN Alert point of contact with any questions or requests for assistance. If they are unable to assist, they will escalate the issue to SCN Support to resolve.