

CAHAN FOR CONTACTS



COVERS:

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TECHNICAL SUPPORT

THE CAHAN TEAM
CAHANINFO@CDPH.CA.GOV
(877) 376-4767

CAHAN
California HEALTH ALERT NETWORK

The CAHAN Transition



The new CAHAN system goes live on September 1st.

The system will be completely different from the old CAHAN system. Alerts will look different, you will see different information when you log in, and you will be alerted based on different information.

What CAHAN Alerts Will Look Like: Standard



Email

This message was sent with High importance.

From: California Health Alert Network <conf-1363597931@everbridge.net> Sent: Thu 7/30/2015 12:34 PM
To: Haley, Kala (CDPH-EPO)
Cc:
Subject: Emergency Alert: Action Required - Earthquake

Please [click here to acknowledge receipt of this message](#)

At 11:45 am, a 7.2 earthquake occurred just off the coast of Daly City. Roads and bridges have been seriously affected. A **tsunami warning is in effect for the next hour (until 12:45 pm)**.

Additional information can be found at the link below:
<http://www.cdph.ca.gov/dalycityearthquake/updates>

Standard alerts may or may not require confirmation. If they do, it will appear at the beginning of an email or the end of a text message.

Text Message

AT&T 1:10 PM

Messages CAHAN Details

Text Message Today 1:09 PM

S: Emergency Alert: Action Required - Earthquake
7.2 earthquake in the Bay Area. See email for more information. To confirm: reply with YES and send.

Text Message Send

CAHAN 89361 12:37

S: Emergency Alert: Action Required - Earthquake
7.2 earthquake in the Bay Area. See email for more information. To confirm: reply with YES and send.
12:36

Type message

What CAHAN Alerts Will Look Like: Polling

Email

This message was sent with High importance.

From: California Health Alert Network <conf-1363678731@everbridge.net>
To: Haley, Kala (CDPH-EPO)
Cc:
Subject: Emergency Alert: Action Required - Earthquake

Sent: Thu 7/30/2015 12:43 PM

At 11:45 am, a 7.2 earthquake occurred just off the coast of Daly City. Roads and bridges have been seriously affected. **A tsunami warning is in effect for the next hour (until 12:45 pm).**

Additional information can be found at the link below.
<http://www.cdph.ca.gov/dalycityearthquake/updates>

[1 I can report within sixty minutes.](#)
[2 I can report, but not within sixty minutes.](#)
[3 I cannot report.](#)

Polling alerts allow you to respond to an alert with one of the options given. The HAN coordinator who sends the alert sets these options.

Text Message

AT&T 12:50 PM

Messages CAHAN Details

Text Message
Today 12:49 PM

S: Emergency Alert:
Action Required -
Earthquake
7.2 earthquake in the
Bay Area. See email for
more information. 1 I
can report within sixty
minutes. 2 I can report,
but not within sixty
minutes. 3 I cannot
report.

Text Message Send

CAHAN 89361 12:56

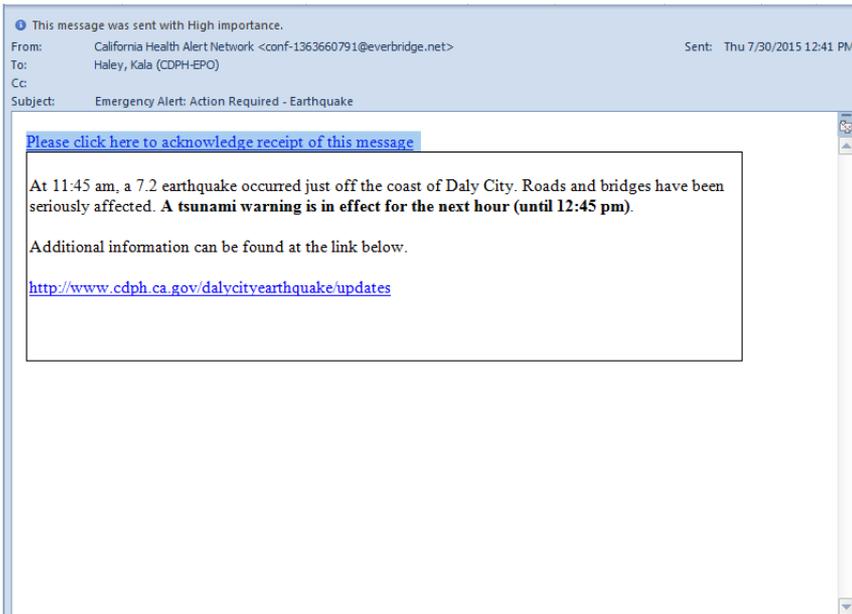
S: Emergency Alert: Action Required -
Earthquake
1/2:7.2 earthquake in the Bay Area.
See email for more information. 1 I
can report within sixty minutes. 2
12:55

S: Emergency Alert: Action Required -
Earthquake
2/2: I can report, but not within sixty
minutes. 3 I cannot report.
12:55

Type message

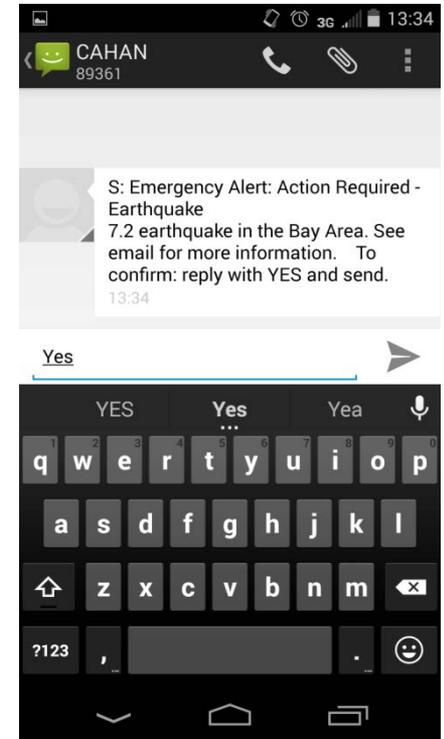
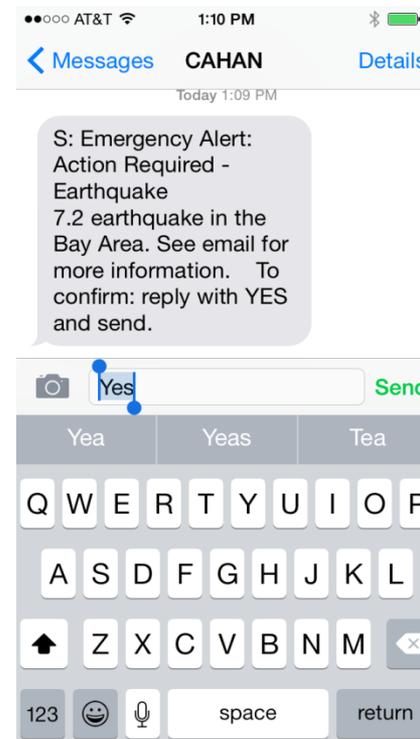
How to Respond to Alerts: Standard

Email



For alerts that require confirmation, click the email link or respond "YES" to your text message. You will not receive any more messages from this alert once you confirm.

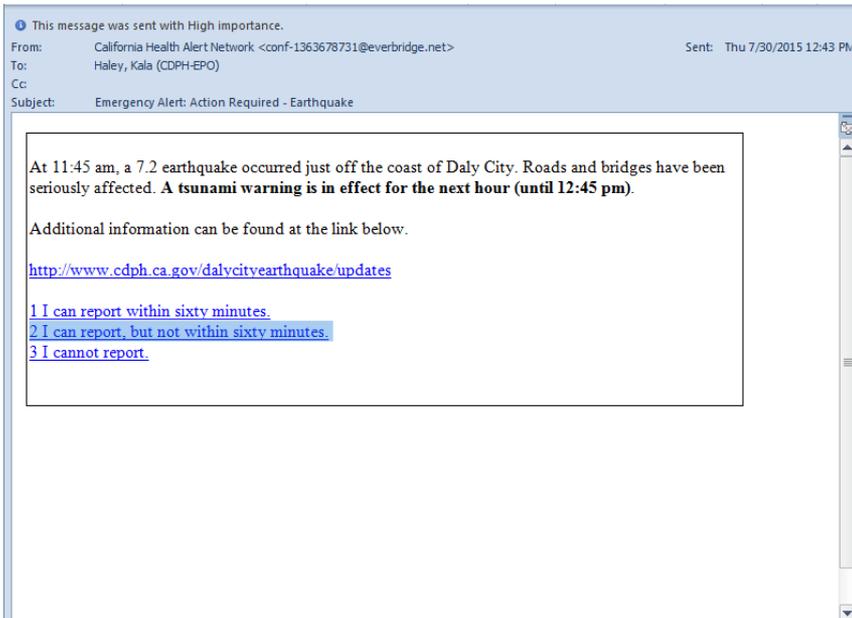
Text Message



How to Respond to Alerts: Polling

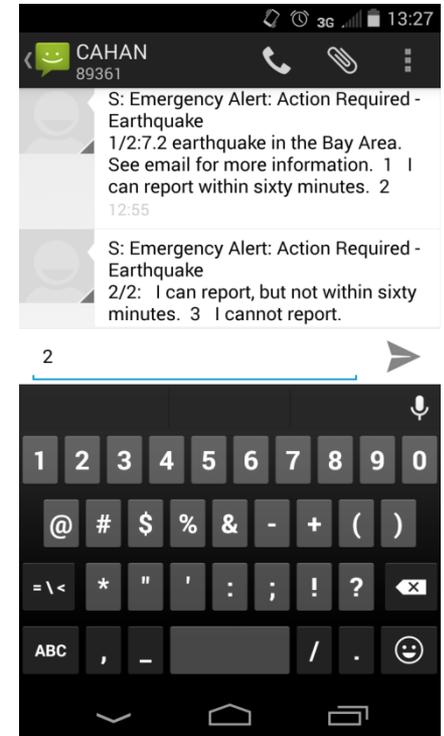
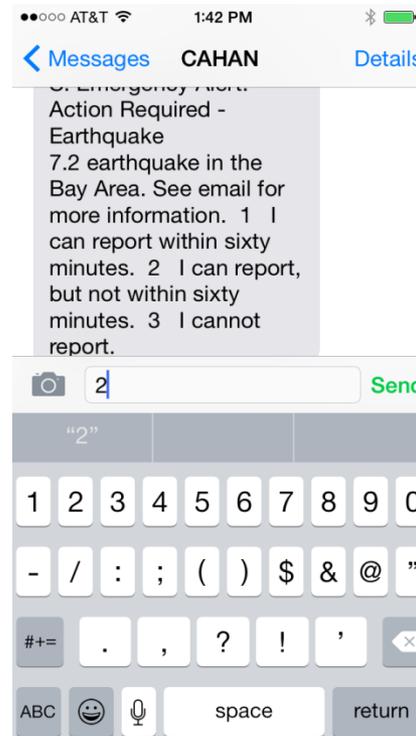


Email

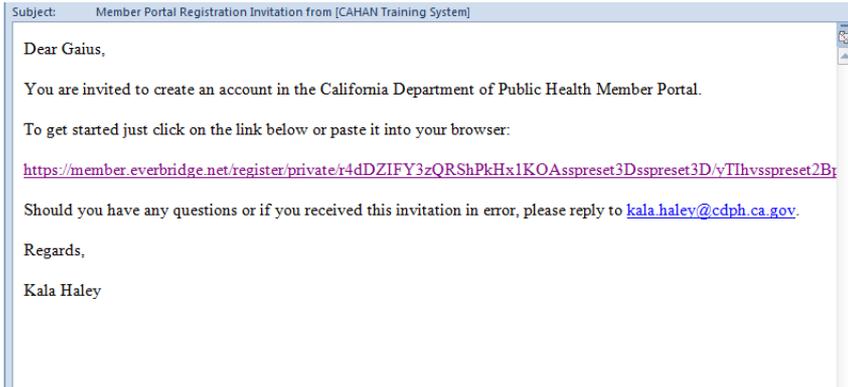


For polling alerts, click your choice or respond to your text message with the number matching your choice. You will not receive any more messages from this alert once you confirm.

Text Message



The Member Portal: Registering



Sign up

Creating a profile takes just a few minutes. Remember your username and password so you can log in and change your information at any time.

* Username
Usernames must be a minimum of 4 acceptable characters. Acceptable characters are: uppercase and lowercase letters, numbers, period, dash (-), underscore (_), and at symbol (@). No other characters or symbols are permitted at this time.

* First Name

* Last Name

* Password
Password must be 8 to 64 characters long and contain at least one letter and one number. Special characters are permitted, but limited to !@#%&'*.
Password must be 8 to 64 characters long and contain at least three of the following four items: uppercase letter, lowercase letter, number or special character. Special characters include ! @ # \$ % ^ & * (and)

* Confirm Password

* Security Question

* Answer

Registration Email

I accept the [Terms of Use](#)

- After your local HAN coordinator registers you, you will receive an email invitation to the new system. Follow the link and set up your profile.
- Once registered, you can log in later at <https://member.everbridge.net/>.

The Member Portal: Profile

Profile Alerts Information Review

My Profile

* First Name

* Last Name

External ID

Registration Email

Here's how to contact me. (Complete at least 3)

1) Personal Email

2) Text Work Cell

3) * Work Email

4) * Work Phone

5) Text Personal Cell

6) Home Phone

7) Call Personal Cell

8) Numeric Pager

- You must fill out at least three ways to contact you in the event of an emergency.
- CAHAN recommends at least one email address, phone number, and text-capable cell phone.

The Member Portal: My Information



My Information

Hospital Required Positions

- Hospital Administrator
- Hospital Emergency Management Coordinator
- Hospital HAN Coordinator
- Hospital Infection Control Practitioner
- Hospital Safety/Security Officer

Local Required Positions

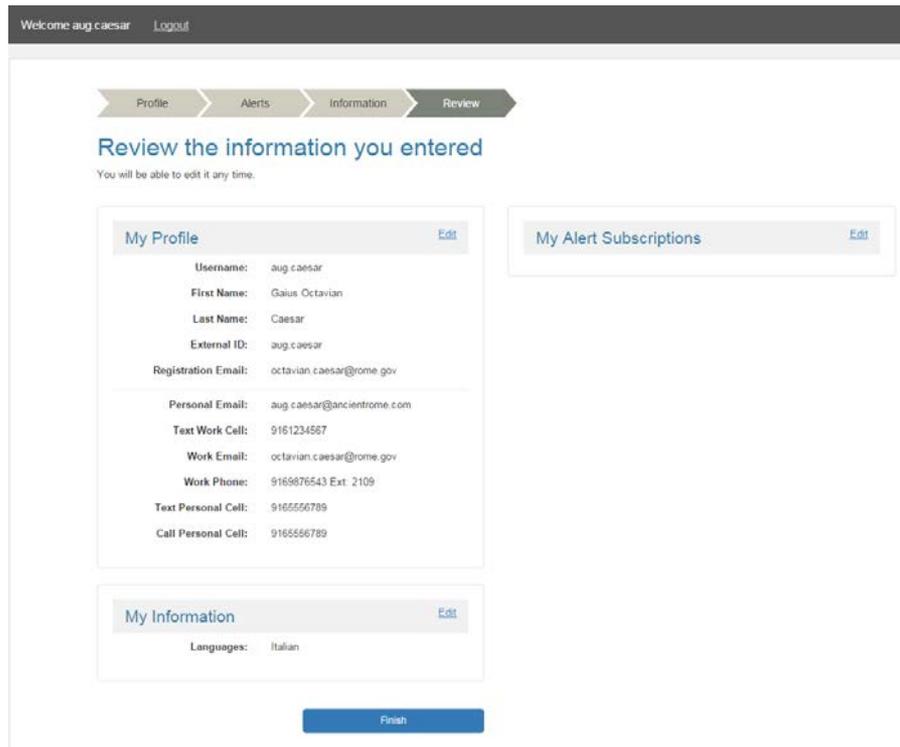
- CD Controller
- CHEAC/Health Executive
- Environmental Health Director/CCDEH
- Epidemiologist
- HAN Coordinator
- Health Officer
- HPP Coordinator
- Immunization Coordinator
- LEMSA Administrator
- LEMSA Medical Director
- MCM Coordinator
- Mental/Behavioral Health Director
- MHOAC
- Pan Flu Coordinator
- PHEP Coordinator
- Public Health Laboratory Director
- Public Health Nursing Director
- Public Information Officer
- TB Controller

Languages

- American Sign Language
- Arabic
- Armenian
- Burmese
- Cambodian
- Chinese Shanghainese

- In this section, you can select additional information about yourself that will be used to filter the notifications you receive. **Check all that apply.**
- Your local HAN coordinator will fill out any Local or Hospital Required Positions that apply to you.

The Member Portal: Login Page



Welcome aug caesar [Logout](#)

Profile Alerts Information **Review**

Review the information you entered
You will be able to edit it any time.

My Profile [Edit](#)

Username: aug caesar
First Name: Gaius Octavian
Last Name: Caesar
External ID: aug caesar
Registration Email: octavian.caesar@rome.gov

Personal Email: aug.caesar@ancientrome.com
Text Work Cell: 9161234567
Work Email: octavian.caesar@rome.gov
Work Phone: 9169876543 Ext. 2109
Text Personal Cell: 9165556789
Call Personal Cell: 9165556789

My Alert Subscriptions [Edit](#)

My Information [Edit](#)

Languages: Italian

[Finish](#)

- The member portal only gives you access to your profile information. You will not be able to see alerts that have been sent to you, and you will not be able to confirm alerts by logging in.

Technical Support



Login to your account

Username [Forgot username](#)

Password [Forgot password](#)

 [Forgot pas](#)

Keep me signed in (Uncheck if on a shared computer)

Login

- Use the member portal to recover usernames and reset passwords.
- For technical issues, contact Everbridge Technical Support at (866) 436-4911 or support@everbridge.com.
- For all other issues, contact your local HAN coordinator or the CAHAN team.