

Commonwealth of Massachusetts

Alert Network



Reader Level Guide

Health & Homeland Alert Network (HHAN)

A Massachusetts Department of Public Health Program

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Introduction

What is the Health & Homeland Alert Network or HHAN?

The Health & Homeland Alert Network (HHAN) is a system that delivers alerts by emails, telephone calls, text messages, and web posts to purpose-organized groups of people.

Who runs the HHAN?

The Massachusetts Department of Public Health created the HHAN in 2003 to push critical information to every community, hospital, and health center in the Commonwealth. Today many other organizations use the HHAN. Other parts of the state government, local governments, and non-profit organizations all employ the HHAN.

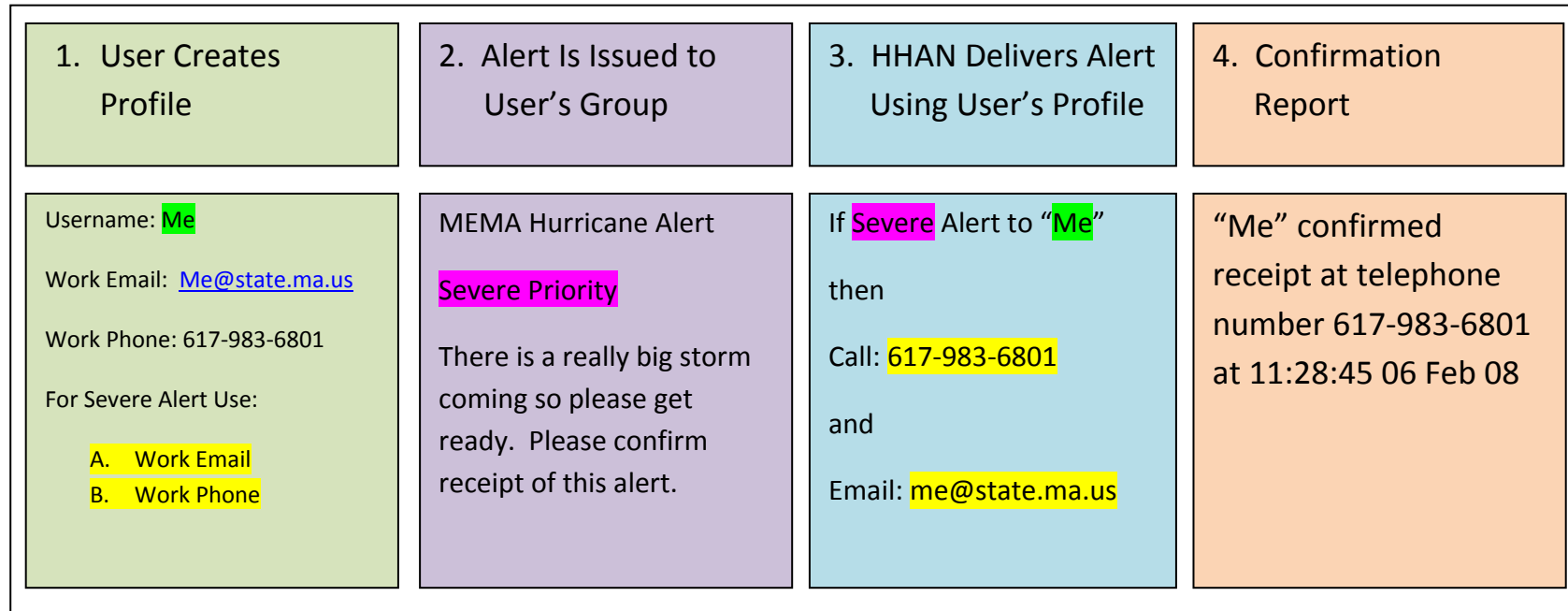
What do I have to do?

The HHAN is a user-administered system. It is the responsibility of each HHAN user to create and maintain their Personal Profile. The HHAN will use your Personal Profile to deliver alerts to you. Please ensure the information that you save in your Personal Profile is correct.

Who will send me Alerts?

The person or organization that asked you to join the HHAN is the most likely answer. Many HHAN Users are members of multiple Groups.

How does the HHAN work?



1. You create and configure your HHAN Personal Profile. Your Personal Profile includes your contact information and your preferences on how best to contact you.
2. A HHAN Alert is issued to one or more of the HHAN Groups of which you are a member.
3. The HHAN cross-references the Alert Severity Level with your Preferences and sends the appropriate email(s) and/or telephone call(s).
4. The HHAN tracks when and how you confirmed the Alert.

Creating and Configuring Your Personal Profile

Step 1: Access Your Personal Profile via the HHAN Web Portal

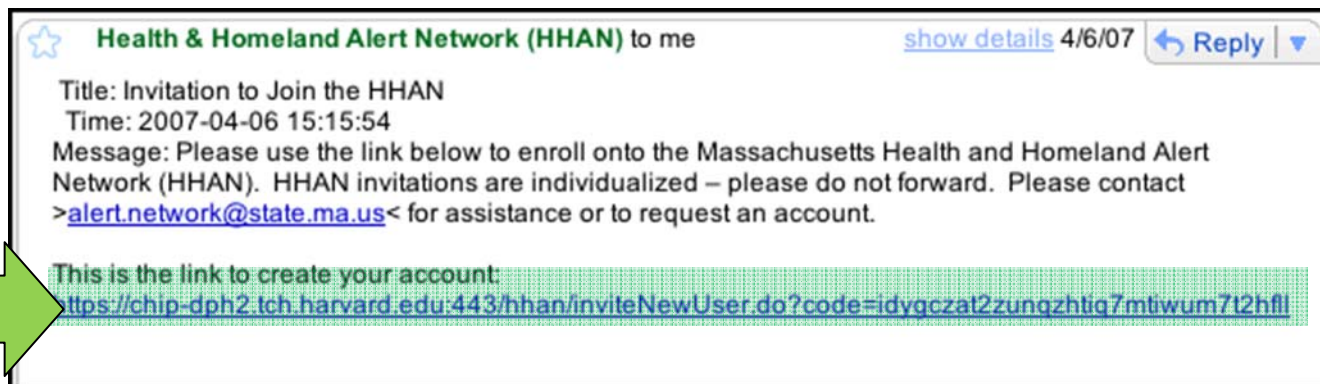
Each HHAN user maintains a Personal Profile. This Personal Profile is where your contact information and Alerting Preferences are saved. Your Personal Profile is accessed as a web page using an Internet browser. Firefox, Internet Explorer, Chrome, Safari, and Opera are the five most popular browsers and the HHAN will work with any of them. The icons for these browsers are displayed in order below.



If you were given a username and password please go to the next page. Most users join the HHAN using an email invitation, an example is below. This email is sent from “alert.network@chip-dph.tch.harvard.edu.” *This invitation should only be used by the intended recipient and can only be used **one** time. If you have requested an invite and do not receive the invitation within 48 hours, please check your junk mail folder and your IT Department to ensure that “alert.network@chip-dph.tch.harvard.edu” is not being blocked by your email system.*

By Email:

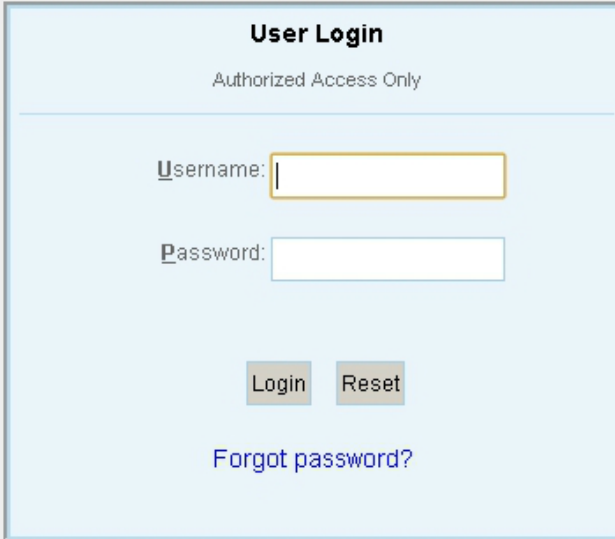
Click the highlighted link to begin.



By Web Portal:

If you were sent a username and temporary password then please follow these steps.

- a) Open the HHAN login web page here: <http://mass.gov/hhan>.
You will be redirected to the Login page.
- b) Enter your temporary username and password.
- c) Press Login.
- d) You will be sent to your HHAN Home Page.
- e) Click the “Personal Profile” tab.



The screenshot shows a web portal login interface. At the top, it says "User Login" in bold, followed by "Authorized Access Only" in a smaller font. Below this is a horizontal line. There are two input fields: "Username:" with a yellow border and "Password:" with a white border. Below the input fields are two buttons: "Login" and "Reset". At the bottom, there is a link that says "Forgot password?" in blue text.

Step 2: Enter Personal Information

- a. **Prefix** as appropriate
- b. **First Name** – User’s first name. **Spaces are not allowed**
- c. **Last Name** – User’s last name. **Spaces are not allowed**
- d. **Degree** – Free text field. Please enter any degree(s) you have earned.
- e. **Username** – Users enrolling via an invitation may now pick their own username. **Once your username is saved, it cannot be changed.**
- d. **Password** – Users enrolling via an invitation may now pick their own password. **Passwords must be eight characters or more; must contain at least one of each: lowercase and capital letters and number(s). e.g. Password1**
- e. **Telephone PIN** – Choose a four digit Personal Identification Number (PIN) that may need to be entered to receive telephonic alerts.
- f. **Call-In ID** – The call-in ID is used in conjunction with your four digit telephone PIN to call in and listen to the three most recent alerts received. **The call-in ID must be ten digits and must be a unique value on the system. We suggest you use your mobile phone number. If you have missed an alert, you may call 617-401-8658 or 877-313-HHAN (4426) and use your Call-In ID and Telephone PIN to retrieve the three most recent alerts.**

NOTE: No special characters are allowed (_,-,#, etc.).

“Invalid Name” errors are usually caused by an extra space in their field. e.g. “Mary_”

Main Information:

Prefix:	<input type="text" value="Ms."/>
First Name:	<input type="text" value="Dana"/> **
Last Name:	<input type="text" value="Ohannessian"/> **
Degree:	<input type="text" value="MPA"/>
Username:	<input type="text" value="dohannessian"/>
Password:	<input type="password" value="....."/> ** Eight characters or more; must contain a combination of lower and upper case letters and at least one number
Re-type Password:	<input type="password" value="....."/> ** Eight characters or more; must contain a combination of lower and upper case letters and at least one number
Telephone PIN:	<input type="text" value="...."/> ** The Telephone PIN must be 4 digits
Call-In ID:	<input type="text" value="5555555555"/> The call-in ID is used in conjunction with your four digit telephone PIN to call in and listen to the three most recent alerts sent. The call in-id must be ten digits and must be a unique value such as a mobile phone number. For this reason we suggest you use your mobile phone number.

Step 3: Enter Work Information

g. Organization Name – Free text field. Please enter your Organization Name. e.g. Anytown Local Board of Health. **This is a required field.**

h. Job Title – Free text field.

i. Work Location – Free text field. Please enter your Work Location. e.g. Anytown Town Hall

j. Work Address – Free text field. Please enter the street address of your Work Address.

k. Work City – Free text field. Please enter the city or town of your Work Address. **This is a required field.**

l. Work State/Province – This field is validated for U.S. States and Canadian Provinces. Please select the state/province.

m. Work Zip/Postal Code – Free text field. Please enter the ZIP/postal code of your work address. **This is a required field.**

n. Work Email – Email address field. Please enter your work email address. **This is a required field.**

o. Work Phone – Numerical field. Please enter your ten-digit work telephone number. Do not use parentheses or hyphens. Extensions are not supported. e.g. 6175555555. **This is a required field.**

p. Work Fax – Numerical field. Please enter your fax machine's telephone number.

NOTE on n: The HHAN uses the work email field as a unique identifier for user administration. Only one HHAN account per work email address is permitted.

Work Contact:

Organization Name:	<input type="text" value="Massachusetts Department of Public Health"/>	**
Job Title:	<input type="text"/>	
Work Location:	<input type="text"/>	
Work Address:	<input type="text"/>	
Work City:	<input type="text" value="Boston"/>	**
Work State/province:	<input type="text" value="MA"/>	
Work Zip/Postal code:	<input type="text" value="02108"/>	**
Work Email:	<input type="text" value="null@chboston.org"/>	**
Work Phone:	<input type="text" value="5555551212"/>	** (eg.: 6171234567)
Work Fax:	<input type="text" value="5555551212"/>	(eg.: 6171234567)

Step 4: Enter Home Contact Information

- q. **Home Address** – Free text field. Please enter your home address.
- r. **Home City** – Free text field. Please enter the city or town of your Home Address.
- s. **Home State/Province** – validated for U.S. States and Canadian Provinces. Please select the State/Province of your Home Address.
- t. **Home ZIP/Postal Code** – Free text field. Please enter the ZIP/Postal Code of your Home Address.
- u. **Home Phone** – Numerical field. Please enter your ten-digit home telephone number.

Home Contact

Home Address:

Home City:

Home State/Province:

Home Zip/Postal code:

Home Phone:

(eg.: 6171234567)

Step 5: Enter Alternate Contact Information

- v. **Cell Phone** – Numerical field. Please enter your ten-digit cellular telephone number.
- w. **Numeric Pager** – Numerical field. Please enter your ten-digit numerical pager telephone number. **The HHAN does not issue alerts via numeric pager. This information is entered for contact methods purposes only.**
- x. **Alpha Pager Email** – Email address field. Please enter your pager number email address or your cell number email address.
- y. **Alternate Phone** – Numerical field. Please enter the ten-digit telephone numbers of an alternate line that you wish to use.
- z. **Alternate Email** – Email address field. Please enter your alternate email address.
- aa. **Other Means of Contact** – Free text field. Use this field to list/describe another means of reaching you. The HHAN does not alert using this field. This information is entered for contact methods purposes only.

NOTE on x: You may enter your cell number plus the appropriate domain name in the **Alpha Pager Email** field to receive an Alert Notification as a text message. **Depending on your plan, this may incur charges to your bill.**

e.g. 6175551234@[enter from below]

- o Verizon = ...@vtext.com
- o AT&T Wireless = @txt.att.net
- o T Mobile = ...@tmomail.net
- o Sprint = ...@messaging.sprintpcs.com

Alternate contact:

Cell Phone:	<input type="text" value="5555551212"/>	(eg.: 6171234567)
Numeric Pager:	<input type="text" value="5555551212"/>	(eg.: 6171234567)
Alpha Pager Email:	<input type="text" value="null@chboston.org"/>	
Alternate Phone:	<input type="text" value="5555551212"/>	(eg.: 6171234567)
Alternate Email:	<input type="text" value="null@chboston.org"/>	
Other Means of contact:	<input type="text"/>	

Step 6: Select Alerting Preferences

1. Please use the drop down menus to select up to four locations (work email, work phone, cell phone, etc.) for each level of HHAN alert.
2. The exact order does not matter. Locations will be contacted in a predetermined order.
3. These Alerting preferences apply to ALL of your Groups.

Please Note: Do not select telephone lines used by multiple people. The HHAN does not announce to whom an alert is addressed. It is also recommended that you **do not** list telephone locations for Minor Alerts. Alert Authors have an option to override your alerting preferences and send to work email only.

Alerting Preferences:

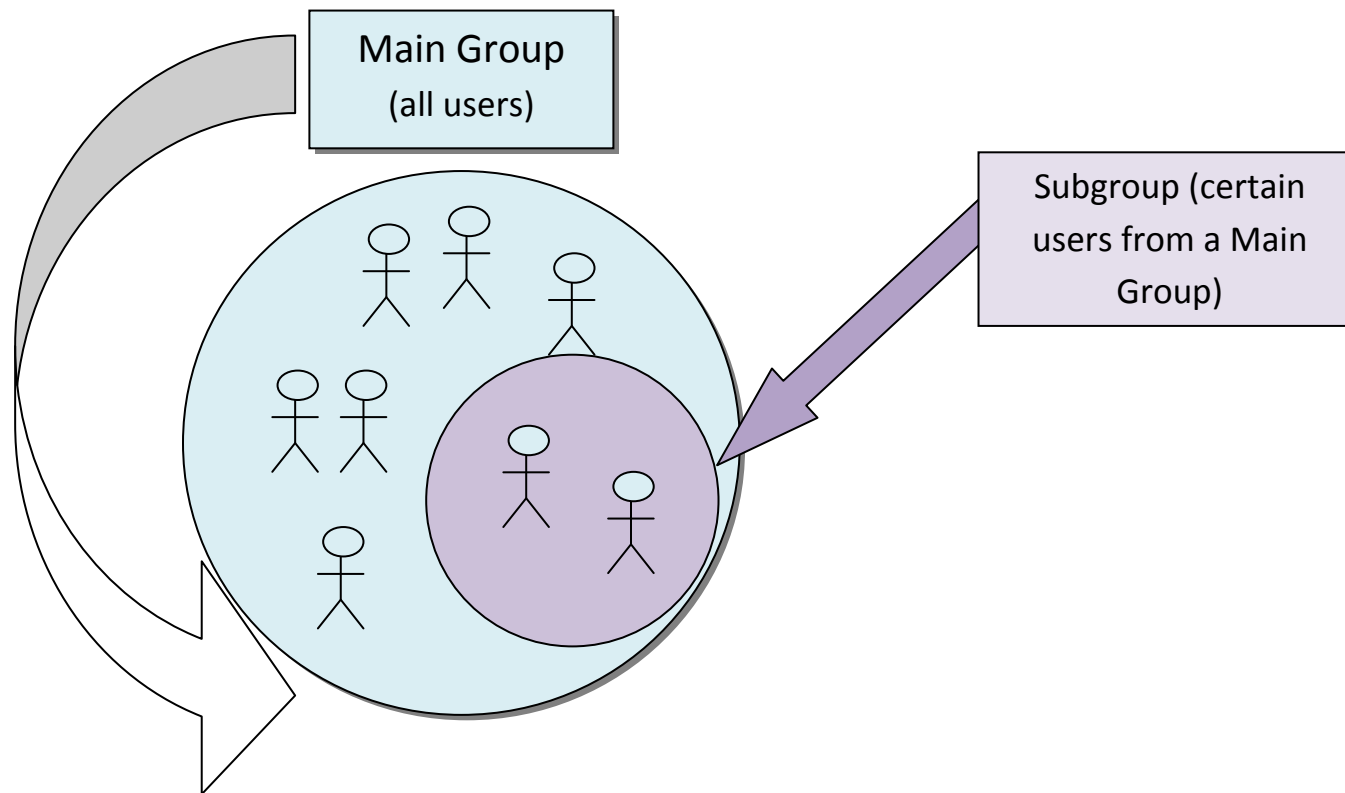
Extreme:	Work Email <input type="text"/>	Cell Phone <input type="text"/>
	Work Phone <input type="text"/>	Home Phone <input type="text"/>
Severe:	Work Email <input type="text"/>	Cell Phone <input type="text"/>
	Work Phone <input type="text"/>	Home Phone <input type="text"/>
Moderate:	Work Email <input type="text"/>	----- <input type="text"/>
	Cell Phone <input type="text"/>	----- <input type="text"/>
Minor:	Work Email <input type="text"/>	----- <input type="text"/>
	Alternate Email <input type="text"/>	----- <input type="text"/>
Unknown:	Work Email <input type="text"/>	Cell Phone <input type="text"/>
	Work Phone <input type="text"/>	Alpha pager Email <input type="text"/>

Important!
You must click
"Save Profile"

HHAN Main and Subgroups

The HHAN is organized by Main Groups. Each Main Group is used to communicate with a defined group of users. For example: An alert sent to the Hospital Emergency Preparedness (HOSPEP) Main Group will go to all Emergency Management staff in every Commonwealth hospital.

A Subgroup is a subset of a Main Group. Subgroups allow alerts to be sent to a targeted group of users. For example: An alert sent to the Hospital Emergency Preparedness Region 1 (REG1HOSPEP) Subgroup will go to all hospital Emergency Managers in Region 1.



Group Permissions Levels

You are assigned one of three Permission Levels for each of your Main Groups and Subgroups.

1. **Reader** – This is the most common permission level. Readers can receive and read Alerts. Readers can download files from Main Group Folders.
2. **Alert Author** – Users with this permission level can send Alerts. Alert Authors can post and edit files in the Main Group Folder, in addition to downloading.
3. **Group Administrator** – These users manage Groups. They can add, modify, and delete Subgroups. They can create, modify, and delete user accounts. They can also modify Group membership.

The HHAN User Portal

The HHAN is an Internet browser-based system. There are certain HHAN actions that must be done through the HHAN User Portal. These include, but are not limited to, configuring and maintaining your Personal Profile, sending alerts, and viewing/saving any posted files.

Login Page

The HHAN URL is <http://mass.gov/hhan>. This will actually redirect you to the Children's Hospital Data Centers where the HHAN software and data are hosted. When you see the url address of the HHAN Login Page (shown below), it will be <https://chip-dph.tch.harvard.edu/hhan/home.do>.

Security Note

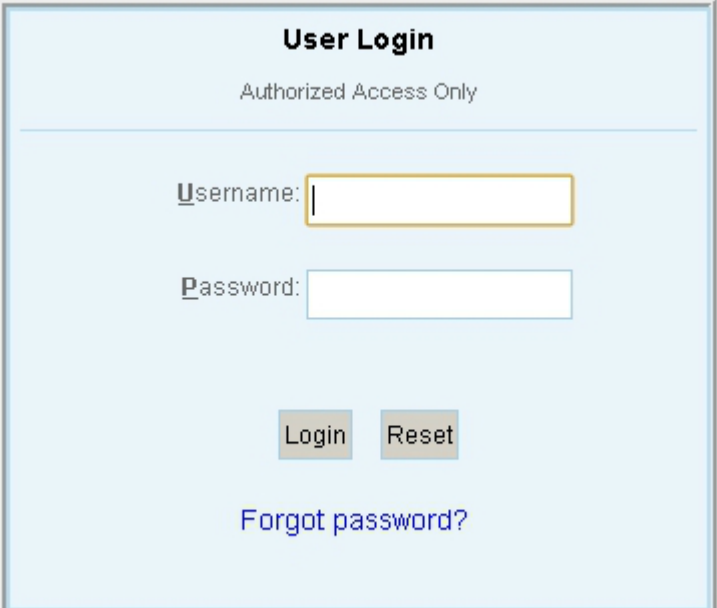
Every HHAN web page should be encrypted. Look for the **https://** in the URL.

Logging In

Enter your Username and Password in the appropriate fields and click "Login".

"Reset" will clear the fields to start over.

"Forgot Password" link will send an email to the work email address associated with your username.



User Login
Authorized Access Only

Username:

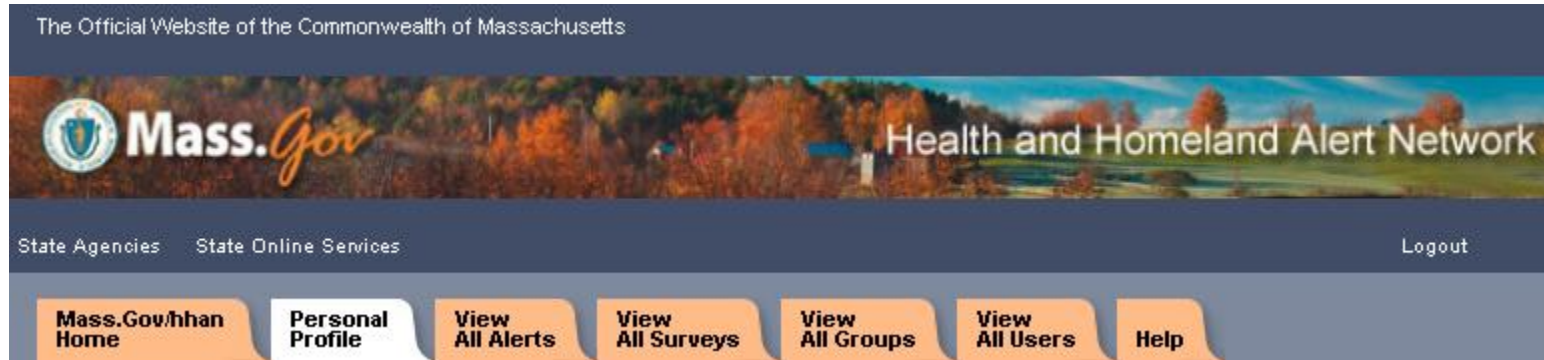
Password:

Login Reset

[Forgot password?](#)

Command Bar

The Command Bar is available at the top of every HHAN web page. Use this to quickly navigate.



The Mass.Gov/hhan Home tab is used to return to the home page.

The Personal Profile is used to access your personal profile and contact information.

The View All Alerts tab lists all alerts you have sent or received.

The View All Surveys tab lists all surveys you have sent or received.

The View All Groups tab lists the Main Groups you are a member of.

The View All Users tab is used to access a list of all HHAN users.

The Help tab is used is used to open HHAN Help Desk and email information.

Your Home Page

Home Page Left Side

You will go to your Home Page after login.

Command Bar:

Tabbed links to universal HHAN Pages

Mass.Gov/hhan
Home

Personal
Profile

Page Title:

Name of current HHAN page.

Home Page

Actions

- ▶ Create a New Alert
- ▶ Create a New Alert from Excel File
- ▶ User Profile

Groups

- ▶ BOH (Main Group Admin)
- ▶ BPHCEMS (Main Group Admin)

Actions:

This section will list links to initiate HHAN Actions.
The links displayed depend on the page type and on your permission level for that Group (if applicable).

Groups:

This section lists your Main groups and your permissions level for that Main Group. These are links that you can use to quickly go to a Main Group Page.

Home Page Right Side

Alerts

<p>TEST- aa</p> <p>test alert message abc sdasdfdsdfsdfsdasdfsdfaasdfsdfasdffasdfsdsdffasdasdfsdfsdfa asdf asdf asdf asdf asdf sdf asdf sdfas sdf sdfsd sdf sdf sdf sdf sdf sdf asdf sdf sdf sdf sdf sdf sdf sdf sdf sdf sdf asdf sdf asdf sdf sdf sdf sdf sdf sdf asdf asdf asdf asdf asdf sdfa sdfa sdfa asdf sdfa asdf sdf a sdf sdfsd sdf sdf sdf sdf sdfdf ssdf aasdf sdf sdf sdf sdf sdfdf ssdf fsd df asasd ...</p>	07/09/2013 11:35:32	
<p>Test Ignore - Config 2</p> <p>Test Ignore - Config 2</p>	06/12/2013 09:26:07	
<p>Test Ignore - Test Configuration</p> <p>Test Ignore - Test Configuration</p>	06/12/2013 09:05:08	
<p>Test Ignore - DPHB - Email Only</p> <p>Test Ignore - DPHB - Email Only</p>	06/12/2013 08:48:42	
<p>Test Alert Ignore - Main&Proto Multi-Test</p> <p>Test Alert Ignore - Main&Proto Multi-Test</p>	05/16/2013 15:14:25	
<p>Test</p> <p>Test</p>	04/29/2013 09:39:36	

Title of alert and link to message details page. Click Title to view the complete Details Page

Alert Severity Icon (One to five bars of severity) and Uploaded Files Icon (If there are files associated with this alert).

Date and Time Stamp

IMPORTANT NOTE:

The Home Page only displays the six most recent alerts. Use the [View All Alerts](#) tab to see a complete list of all your alerts.

Alerts

Alerts trigger email and telephony Notifications by cross-referencing the Alert's Severity Level with the Recipients' Alerting Preferences.

Alerts contain:

- Alert Identifier
- Alert Severity
- Alert Sensitivity
- Work Email Only Status
- Voice Call Delay Status
- Voice PIN Required Status
- Confirmation Required Status
- Confirmation Status
- Alert Owner Name
- Organization
- Alert Groups
- Created Time
- Web Page Message
- Alert Message
- Uploaded File Names and Links

Alerts contain these elements for Notification of Users via email and/or telephony:

- Title
- Group
- Time Sent
- Severity Level
- Sensitivity Status
- Alert ID
- Alert Message
- Confirmation Link that will direct users to the HHAN website
- Work Email Only Statement, if applicable
- Group Membership Statement
- Survey (if applicable)

Alert Details Pages

Click on the Alert Title to access details regarding the alert.

Alert Page

[Update Alert](#) [View History](#) [Back to All Alerts Page](#)

Alert Information:

Alert Identifier: PTLV2_SIH7TJAFVYKKGKUNTJGUBGUUPN
test

Alert Severity: Minor

Alert Sensitive : Yes

Work Email Only : Yes

Voice Call Delay : 10

Voice PIN Required : No

Confirmation Required : Yes

Confirmed : No [Confirm](#)

Alert Owner Name: Dana Ohannessian

Organization: Massachusetts Department of Public Health

Alert Groups: [View Delivery/Confirmation Report](#)

Created Time : 2012-12-11 09:50:53

Alert Status : Viewed

Message for Web Page:

0 characters entered. | 4000 characters remaining.

Alert Message:

Receiving and Confirming Alerts

HHAN Alerts can be confirmed in three ways – Email, Telephony, and the HHAN web portal.

A. Confirming Email Alerts

1. The HHAN Alert will be delivered by email.
2. Read the email.
3. If requested, click on the link to confirm.

B. Confirming Telephonic Alerts

1. If prompted, enter your four-digit Telephone PIN
2. Listen to the Alert message.
3. If necessary, press 2 to repeat the message.
4. Press 1 to confirm the Alert.

C. Confirming an Alert via the HHAN web portal

NOTE: Many HHAN Alerts have associated uploaded files. The files can only be accessed via the web portal.

1. Login to the HHAN at <http://mass.gov/hhan>.
2. Click on the Alert title to access the Alert Details Page.
3. Read the Alert.
4. Click on “Confirm” to confirm.
5. Links to attached files appear at the bottom of the Alert Details Page.

* To confirm alerts received via text message or alpha pager, follow steps for confirming an alert via the web portal

Below is an example of an alert email message that also requests responses to a survey. Click on the confirmation link provided in the email to access survey questions. Use the Post Survey Response button to submit your answers to the alert sender. Should you receive the alert and survey telephonically, simply follow the voice directions for survey options and answers.

The image shows two side-by-side screenshots. The left screenshot is an email client window titled "HHAN Alert - MINOR - Test - Message (Plain Text)". The email header shows it was sent from "Network, Alert (DPH) [alert.network@massmail.state.ma.us]" on Friday, 8/16/2013 at 7:05 AM to Dana Ohannessian. The subject is "HHAN Alert - MINOR - Test". The body of the email contains the following text:

The following is an alert message from the Massachusetts Health and Homeland Alert Network:

Title: Test
 Group: DPHEPB
 Time Sent: 2013-08-16 07:05:10
 Severity: Minor
 Sensitivity: This message contains sensitive information. Do not promulgate.
 Alert ID: ptlv2_uo8kq14ka6tv1t51woys3pwndfj

Alert Message:
 test

This alert contains survey questions, please click on the confirmation link below to be taken to the survey.

Confirmation of this alert is required, please follow this link to confirm:
<https://chip-dph.tch.harvard.edu/hhan/AlertConfirmAction.do?code=fqOyv8P3r4foa6pIEBm6pWazqWbtF5dgs&source=URI>

The alert author has specified that this alert be sent to work email addresses only. Please note, this may have overridden your preferences on your HHAN profile.

You have received this alert message based on your membership in the group named above and the contact preferences specified in your personal profile on the HHAN system. To change your contact preferences, please login to the HHAN system at <http://mass.gov/hhan> or send an email to alert.network@state.ma.us.

The right screenshot shows a web browser window with the URL <https://chip-dph.tch.harvard.edu/hhan/AlertConfirmAction.do?code=fqOyv8P3r4foa6pIEBm6pWazqWbtF5dgs&source=URI>. The page title is "Massachusetts DPH Health" and the header includes "The Official Website of the Commonwealth of Massachusetts" and "Mass.Gov Health and Homeland A". The main content area displays a survey form with the following text:

Your alert has been confirmed
The Alert Creator has Requested you Complete a Short Survey

Survey Title:
 Random

Question #1
 Is your hair brown

Yes
 No

Question #2
 What color are your eyes?

Blue
 Brown
 Hazel

Question #3
 Are you available to work this weekend?

Yes
 No

At the bottom of the survey form, there is a button labeled "Post Survey Response".

Main Group Folders

Each HHAN Main Group has a folder where files can be saved for use by the Group membership. As a HHAN Reader you can access and download files stored in the Main Group Folder. Readers cannot upload or delete files from Main Group Folders.

Access a Shared Folder:

1. Navigate to the Group's Main Page.
2. Click the "Main Group Folder" link.

Open a folder:

1. Click the folder name to open.

Download a file:

1. Click the file name to save a copy.

Main Group Details

Massachusetts Boards of Health


Actions


- ▶ Back To Main Page
- ▶ Main Group Folder
- ▶ Group Administration
- ▶ User Administration




Subgroups

- ▶ DPHSTAFF (Protocol Group Admin)
- ▶ All Region 1 BOH Users (Protocol Group Admin)

Search:

Address:  [Up](#)

 **Documents_Pertaining_to_Enforcement_of_Isolation**

	A. Letter to SARS patient with Massachusetts Residence.doc	45 KB
	B. Letter to SARS Patient without Massachusetts Residence.doc	38 KB
	C. SARS Information for Persons in Home Isolation.doc	44 KB
	D. SARS Isolation Order w Translation info.doc	125 KB

Frequently Asked Questions

I forgot my HHAN Username

Please contact the HHAN Help Desk at alert.network@state.ma.us to retrieve your HHAN username.

I forgot my HHAN Password

To reset your HHAN Password:

1. Go to the HHAN Login Page <http://mass.gov/hhan>.
2. Click the “Forgot Password” link.
3. Enter your HHAN Username.
4. An email will be sent to your work email address – please note the security code contained in this email.
You will need to enter this code to reset your password.
5. Click the link in the email to reset your password.

I forgot my Telephone PIN

To reset your Telephone PIN:

1. Open your Personal Profile
2. Enter a new four-digit Telephone PIN in the appropriate field.
3. Click “Save Profile” button at the bottom of the page.

I get too many Alert Notifications

Some HHAN Main Groups send daily Alerts. If you are bothered by many Alerts then we suggest modifying your Alerting Preferences to limit contact methods for lower severity level alerts .

To adjust your Alerting Preferences:

1. Open your Personal Profile
2. Modify your Alerting Preferences
3. Click “Save Profile” button at the bottom of the page.

If that does not resolve the issue to your satisfaction, contact alert.network@state.ma.us for further options.

HHAN Help

HHAN Help Desk

The HHAN Help Desk can be contacted via email at Alert.Network@state.ma.us.

HHAN Program Contacts

Massachusetts Health & Homeland Alert Network (HHAN) Coordinator

Patrick Simon

617-624-5045

Patrick.Simon@state.ma.us

Dana Ohannessian

617-624-5015

Dana.Ohannessian@state.ma.us