



MNS APPLICATION USER GUIDE

JED-0513

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Publication Information

Document Number: JED-0513
Revision: 1.2
Release Date: 2023-11-29

CONTENTS

1	Introduction	4
2	Requirements.....	4
3	Set Up	4
3.1	Access.....	4
3.2	Users	4
3.3	Internet Connection	4
4	Connection.....	5
5	Contacts	6
5.1	Add Contact.....	6
5.2	Edit Contact.....	6
5.3	Delete Contact(s)	6
5.4	Send Test SMS to Contact.....	7
5.5	Send Test Email to Contact	7
5.6	Bulk Upload	7
6	Segments & Epithets	8
6.1	Segments	8
6.1.1	Create Segment	8
6.1.2	Add Contacts to Segment/View Segment Contacts.....	8
6.1.3	Delete Contact(s) from Existing Segment	9
6.1.4	Delete Segment.....	9
6.2	Epithets	9
7	Templates	10
7.1	Create Templates.....	10
8	Push Notification	11
8.1	Notifications with Google Chrome.....	11
9	History	12
10	Settings	12
11	Other	12
11.1	Log	12
11.2	Help	12
12	Triggering Message Based on System Events	13
	Contact Details	14

FIGURES

Figure 1: Valid API Connection	5
Figure 2: Create New User	6
Figure 3: Update User.....	6
Figure 4: Create Segment.....	8
Figure 5: Add Additional Contacts to Existing Segment	8
Figure 6: Remove contact(s) from segment.....	9
Figure 7: Add New Template with Static & Dynamic Content.....	10

1 INTRODUCTION

The Jacques MNS (mass notification system) application facilitates mass notifications to contacts based on events within the Jacques system, including text messages, emails and browser notifications. The distribution of text messages is via API to online SMS distribution providers. Emails are sent via a mail server. Recipient lists (segments) can be created from a master list. Message templates include dynamic and static content. Templates & segments can be used in the configuration file to trigger the sending of SMS based on system events.

2 REQUIREMENTS

The following are required for the MNS application and its functions:

- Version 8 Web Configuration software (webapps-webcfg) v8.00.42 or greater
- Event Controller software (jevent) v8.05.33 or greater
- MNS Application (webapps-mns) v8.00 or greater
- Jacques server connected to the internet via gateway

For setup and uploading packages, refer to JED-0505 V8 JELinux Web Interface User Guide section 6.3 – Packages

For more information on Event Controller can be found in JED-0125 (650 Event Controller Software Manual)

3 SET UP

3.1 ACCESS

For more information accessing web applications including SMS refer to JED-0505 (V8 JELinux User Guide)

3.2 USERS

It is recommended to create usernames and roles for each user of the MNS application. This is achieved via the USERS webapp on the dashboard.

For more information regarding USERS refer to JED-0488 (Roles & Permissions User Guide)

3.3 INTERNET CONNECTION

An internet connection is required for the MNS Application.

For more information about connecting JELinux to the internet refer to JCN-0418 (Network Configuration for V8 System Controller)

4 CONNECTION

To begin using the MNS application, you must first set up the method of delivery.

Currently ClickSend (www.clicksend.com.au) is the supported SMS distribution platform. A ClickSend account with credit is required to set up a connection in the Jacques SMS Application.

1. Navigate to the **Connection** page
2. Choose **Online via API** as the method of delivery (default)
3. The Online Via API credentials box will open
4. Enter the required information. Note credentials must be obtained from the SMS API provider by creating an account with them (eg. ClickSend). As Jacques extends its range of API providers, the required credentials may be different to the above image
5. Click **Save**
6. A correctly established connection shall present a green tick with Valid API details

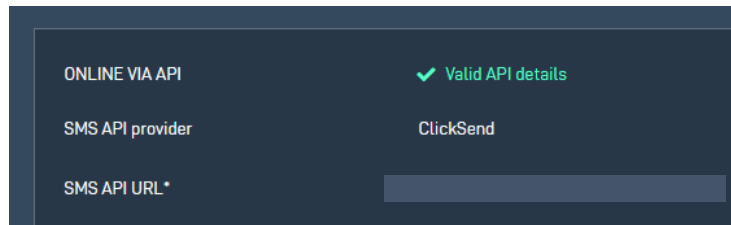


Figure 1: Valid API Connection

5 CONTACTS

Contacts is a master list of all contacts registered in the MNS application. Contacts can be added to the master list or edited.

5.1 ADD CONTACT

To add an individual contact:

1. Navigate to **Contact** page
2. Click **Add recipient** below contact table
3. In the **Create new user** pop up enter the required details for the recipient. Epithets & Segments can be added (see sections for explanation)
4. Save

Figure 2: Create New User

5.2 EDIT CONTACT

To edit a contact:

1. Navigate to **Contact** page
2. In the contacts table either double click on the row of the contact to open the edit function or single click on the row to display the options & click **Edit**
3. In the **Edit user** pop up edit required details for the recipient
4. Save

Figure 3: Update User

5.3 DELETE CONTACT(S)

To delete a contact(s):

1. Navigate to **Contact** page
2. In the contacts table select the row to display the options & click **Delete recipient(s)**

5.4 SEND TEST SMS TO CONTACT

A test SMS can be sent to a contact or number of contacts.

1. Navigate to **Contact** page
2. Select single contact or multiple contacts from the contacts table
3. **Click Send SMS(s)**. The selected contacts will present in the recipient box. Additional contacts can be added by clicking on the +
4. Type a static message in the **Message body**. Maximum characters allowed is 160.
5. Click **Send**

A Success message will present advising the SMS was sent. Note the application does not confirm if the SMS was received as the API does not provide this information.

5.5 SEND TEST EMAIL TO CONTACT

A test email can be sent to a contact or number of contacts.

1. Navigate to **Contact** page
2. Select single contact or multiple contacts from the contacts table
3. **Click Send Email(s)**. The selected contacts will present in the recipient box. Additional contacts can be added by clicking on the +
4. Type a subject in the Subject body and message in the Message body
5. Click **Send**

A success message will be present advising the email was sent and received. If there were any issues with the email being received, an error will appear. This will inform the user on what the issue is.

5.6 BULK UPLOAD

An option to upload a .csv file for large amounts of data can be used. The format of the spreadsheet must be a comma delimited spreadsheet and adhere to the following file format

First name | Last name | Mobile number | Email | Epithet | Segment

Include country code with preceding + in mobile number. (e.g. +61)

Segments and epithets must be added to the Segments & Epithet page prior to use within bulk upload

Multiple segments and epithets can be added. This must be delineated by a pipe symbol (e.g. holiday|term 1)

Epithet and segment entries are optional.

6 SEGMENTS & EPITHETS

6.1 SEGMENTS

Segments are distribution lists of contacts derived from the master list (usually a subset list). Segments are given a unique short code to define it in the SMS triggering file/step.

6.1.1 Create Segment

To create a segment:

1. Navigate to **Segments & Epithets** page
2. Click **+ Create segment** below segment table
3. In the **Create segment** pop up enter a name to identify the segment. The name will populate the end of the short code
4. Add contacts to the segment by click the + and selecting recipients
5. To add all the contacts in an epithet, select it from the Add epithets list

Figure 4: Create Segment

6.1.2 Add Contacts to Segment/View Segment Contacts

To add contacts to an existing segment (or view segment contacts)

1. Navigate to **Segments & Epithets** page
2. Click on the Segment row. The segment row will expand showing the contacts assigned to that segment.
3. Click Add contacts to segment
4. To add individual contacts, select them from the Add contacts list
5. To add all contacts in an epithet, select it from the Add epithets list
6. Click **Save**

Figure 5: Add Additional Contacts to Existing Segment

6.1.3 Delete Contact(s) from Existing Segment

To delete contact(s) from an existing segment

1. Navigate to **Segments & Epithets** page
2. Click on the Segment row. The segment row will expand showing the contacts assigned to that segment
3. Select row or rows of contact(s) to delete
4. Click **Remove from list**

Segment name	Segment shortcode	# of contacts
Teachers	MNS-S-TEACHERS	1

First name	Last name	Mobile number
Person	Two	+61419595959

Remove from list Add contacts to segment

Delete + Create segment

Figure 6: Remove contact(s) from segment

6.1.4 Delete Segment

To delete a segment

1. Navigate to **Segments & Epithets** page
2. Click on the Segment row to delete. The segment row will expand showing the contacts assigned to that segment
3. Click Delete below the table
4. Confirm deletion. Note deleting a segment can not be undone. Contact do not get deleted when a segment is deleted, they remain in the master Contacts list

6.2 EPITHETS

Epithets are labels or tags used to identify or group contacts. This aids in searching for or creating segments.

Creating, editing, adding contacts, and deleting Epithets is the same as Segments, except with the Epithets table. See above.

7 TEMPLATES

Templates provide the content for messages. Content can be dynamic based on events within the Jacques system such as date & time, tag number, (tag) descriptor as well as contact fields (name, number). Static test content can also exist in the message body. Templates are given a unique short code to define it in the SMS triggering file/step.

7.1 CREATE TEMPLATES

To create a template:

1. Navigate to **Templates** page
2. Click **+ Create new template** below segment table
3. In the **Add new template** pop up enter a name to identify the template. The name will populate the end of the short code and will be un-editable once the template is saved.
4. Add static and dynamic content to create the message. Dynamic content can be added to the message body within static text by selecting the dynamic content element from the dropdown and clicking insert.
5. Select the delivery method. This can be SMS, email or push notifications. Multiple can be selected to allow for multiple delivery methods at the same time.
6. Save

Figure 7: Add New Template with Static & Dynamic Content

8 PUSH NOTIFICATION

The push notification allows for notifications to be sent to a PC browser. These notifications include:

- MNS notifications triggered via event controller
- JAS notifications triggered by QButtons

To enable push notifications, click the “Enable Push Notification” button on the Push Notification page. The browser will prompt a pop-up, asking for notifications to be allowed. Accept this prompt, and the browser will refresh, adding an entry to the page’s table.

The “Verify Push Notification” button can now be pressed to test that push notifications are working.

Each browser will need to have this enabled individually.

8.1 NOTIFICATIONS WITH GOOGLE CHROME

If a custom SSL certificate is not being used, Google Chrome will not allow pop-ups to appear due to security concerns. To subvert these restrictions:

1. On either the Windows desktop or start menu, right click the Google Chrome icon and select Open File Location
2. Right click the file and select Properties
3. Click the Target entry box to place the cursor in it
4. Hold down the Ctrl key and press the right arrow key until the cursor is at the end of the entry box
5. Paste the following values at the end of the box, ensuring there is a space between the end of the existing entry and the newly added entry
`--ignore-certificate-errors --unsafely-treat-insecure-origin-as-secure --user-data-dir=C:\tmp`
6. Click Apply, then click OK

The Google Chrome browser will now allow for push notifications to be enabled.

9 HISTORY

The history page provides a table of sent messages including Username, Date sent, SMS mode, From, Sent to (phone number), Status & Message (content).

The From column may show Unknown. Depending on the parameters of the API and the API account, the From phone number may be static or dynamic. If the API account is set to dynamic, then the From number will show as Unknown.

10 SETTINGS

Used to adjust the log level of the MNS webapp log. There are five levels, each with different amounts of logging information stored. This should only be changed when requested by Jacques support.

11 OTHER

11.1 LOG

Features a log of all actions taken by users of the MNS application.

The search feature allows for events to be found. The log can be filtered to only contain actions from one or multiple users. Date range can be changed to the desired range of dates. Data from log can be exported to pdf or csv file for archival purposes (next release feature).

11.2 HELP

A quick setup guide that can be useful to help configure and use certain functionality of MNS application.

12 TRIGGERING MESSAGE BASED ON SYSTEM EVENTS

Triggering a message (template & segment/master list) can be configured based on system events. A configuration file (.ini type) is required to be created & added to Event Controller software.

For further information is provided in the following documents:

*JED-0505 (V8 JELinux Web Interface User Guide)
JED-0125 (650 Event Controller Software Manual)*

Once Segments and Templates are configured, they may be included in the message sent.

1. In webcfg navigate to /Applications/Event controller
2. Upload *jevent.sms.ini* as a custom file and **Restart** Event controller

In this example the test is for IPM tag 200 to go offline causing a message to be sent. This test assumes the text message feature is configured correctly.

Example: *jevent.sms.ini*

```
#####
# JEVENT OFFLINE TEST COMMANDS
#####
[tag-state-trigger-offline_200]
tag=200
offline=y

[runcommand-trigger-SMS_OFFLINE_200]
command=/usr/sbin/mns.sh
condition=offline_200
assert-value=200 MNS-S-TESTSEG MNS-T-TESTTEMPLATE
```

Where the input trigger is defined:

- Tag (200)
- Status offline

Where the output is conditional on tag 200 being offline and the assert value is defined by:

- device tag (200)
- MNS-S segment name (TESTSEG)
- MNS-T template name (TESTTEMPLATE)

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DOCUMENT REVISION HISTORY

REVISION	DATE	AUTHOR	CHANGE DESCRIPTION
1.0	2023-02-13	RR/AM	Initial release
1.1	2023-05-24	AM	Updated document to include c11 features
1.2	2023-11-29	AM	Updated document to include c12 features