



1 Which monitorees are eligible for notifications?

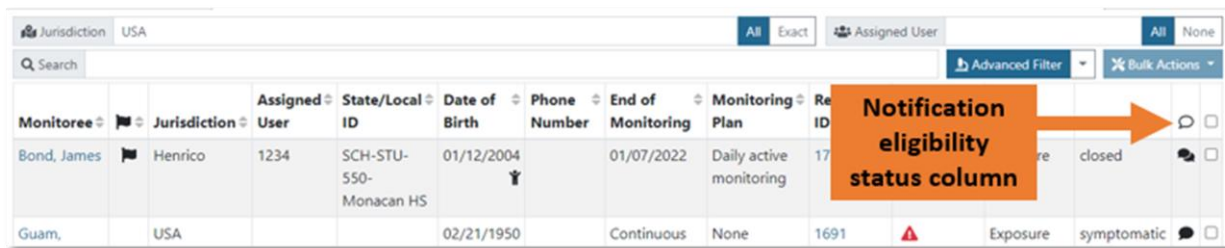
Monitoree notification eligibility status is determined by the factors listed below:

Workflow	 Exposure Monitoring	 Isolation Monitoring
Self-Reporter (Not in a household)	<p>Monitoree will receive a notification today if ALL of the following are true:</p> <ul style="list-style-type: none"> ✓ No reports submitted today ✓ No previous automated contact attempts today ✓ Monitoring Status = Actively Monitoring ✓ End of Monitoring Date has not passed OR Continuous Exposure is enabled ✓ Monitoree has a valid Preferred Reporting Method (not "Unknown" or "Opt-out) and required contact information ✓ Notifications are not paused 	<p>Monitoree will receive a notification today if ALL of the following are true:</p> <ul style="list-style-type: none"> ✓ No reports submitted today ✓ No previous automated contact attempts today ✓ Monitoring Status = Actively Monitoring ✓ Monitoree has a valid Preferred Reporting Method (not "Unknown" or "Opt-out) and required contact information ✓ Notifications are not paused
Head of Household (HoH)	<p>Head of Household will receive a notification today if ALL of the following are true:</p> <ul style="list-style-type: none"> ✓ No reports submitted today ✓ No previous automated contact attempts today ✓ Monitoree has a valid Preferred Reporting Method (not "Unknown" or "Opt-out) and required contact information ✓ Notifications are not paused ✓ Monitoring Status = Actively Monitoring ✓ End of Monitoring Date has not passed OR Continuous Exposure is enabled <p>OR if ANY household member is eligible AND the first four bullets above are true</p>	<p>Head of Household will receive a notification today if ALL of the following are true:</p> <ul style="list-style-type: none"> ✓ No reports submitted today ✓ No previous automated contact attempts today ✓ Monitoring Status = Actively Monitoring ✓ Monitoree has a valid Preferred Reporting Method (not "Unknown" or "Opt-out) and required contact information ✓ Notifications are not paused <p>OR if ANY household member is eligible AND HoH notifications are not paused</p>
Non-Head Household Member	<p>Head of Household will receive a notification for this monitoree today if ALL of the following are true:</p> <ul style="list-style-type: none"> ✓ No reports submitted today ✓ No previous automated contact attempts to HoH today ✓ Monitoring Status = Actively Monitoring ✓ End of Monitoring Date has not passed OR Continuous Exposure is enabled ✓ HoH has a valid Preferred Reporting Method and associated contact information ✓ Notifications are not paused for the HoH 	<p>Head of Household will receive a notification for this monitoree today if ALL of the following are true:</p> <ul style="list-style-type: none"> ✓ No reports submitted today ✓ No previous automated contact attempts to HOH today ✓ Monitoring Status = Actively Monitoring ✓ HoH has a valid Preferred Reporting Method and associated contact information ✓ Notifications are not paused for the HoH

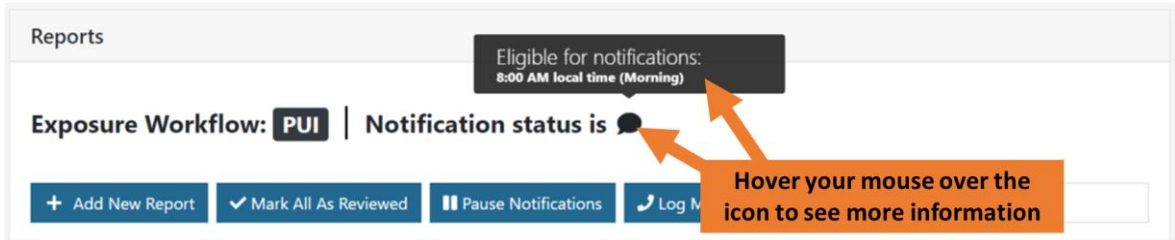
2 Where can I find information about a monitoree's notification eligibility?

A monitoree's notification eligibility status can be found in two places:

- On the dashboard:








- In the reports section of their record:



You can hover your mouse over the status icon to see more information

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What do the different notification eligibility status icons mean?

Icon	Meaning
	Monitoree is eligible to receive notifications from the system and is scheduled to receive one later today.
	The monitoree is eligible to receive notifications and has already responded today
	The monitoree is eligible to receive notifications and the system is waiting for a response.
	The monitoree is not eligible to receive notifications from the system
	The monitoree is in a household, but not the Head of Household, so they will not receive notifications directly from the system. The Head of Household receives notifications instead.

4

How can users pause or turn off notifications to a monitoree?

Users can stop notifications from being sent to a monitoree in one of three ways:

By Closing a Monitoree's Record

- Closed monitorees (i.e., Monitoring Status = "Not Monitoring") do not receive notifications. If the monitoree is a Head of Household, they will continue to receive notifications for eligible household members.
- Users can close a monitoree by opening their record, navigating to **Monitoring Actions**, and changing their Monitoring Status to "Not Monitoring" **OR** by using the **Bulk Actions** feature on the Dashboard.

By Clicking the "Pause Notifications" Button

- Users can pause a monitoree's notifications by clicking the **Pause Notifications** button located above the Reports table. Sara Alert will not send notifications until the **Resume Notifications** button is pressed.
- Pausing notifications for a Head of Household will prevent notifications from being sent for all household members. Pausing notifications for non-Head Household members or Closed monitorees is not supported.

By Changing the Preferred Reporting Method to "Unknown" or "Opt-Out"

- Users can prevent notifications from being sent by changing a monitoree's Preferred Reporting Method to "Unknown" or "Opt-Out." There is no need to delete the monitoree's telephone number or email. For Heads of Households, this will prevent notifications from being sent for all household members.

5

How can monitorees control if Sara Alert can send them notifications?

- Monitorees who report via **SMS Texted Weblink** or **SMS Text Message** can block text messages from Sara Alert by replying "**STOP**" to any notification from the system. Texting "**START**" will allow Sara Alert to resume sending messages. Monitorees who report via **E-mailed Weblink** or **Telephone Call** cannot pause or turn off notifications using this method.
- Users should take steps above before recommending this method to block messages.

6 Do monitorees receive a “welcome message” when they are enrolled in Sara Alert?

It depends. A monitoree will receive a welcome message immediately after enrollment (regardless of if they are manually enrolled or imported) if **all the following** are true:

- The monitoree was eligible for notifications at the time they were enrolled (see page 1 of this guide).
- The monitoree was enrolled with a Preferred Reporting Method of E-mailed Weblink, SMS Texted Weblink, or SMS Text Message.
 - Monitorees who report via Telephone Call will not receive a welcome phone call.

If a monitoree is ineligible to receive a welcome message at the time of enrollment, they will never receive a welcome message from Sara Alert.

- For example, if you enroll a monitoree with the Preferred Reporting Method set to “Unknown,” that monitoree will not receive a welcome message, even if you update their Preferred Reporting Method.

7 Can I customize the welcome message language?

Yes. Jurisdictions can provide custom text that will be sent to monitorees when they are enrolled (if they are eligible to receive notifications). There are restrictions on the length and content of these messages and each jurisdiction using Sara Alert can provide their own custom messaging. If you would like to set up custom welcome messages for your jurisdiction, reach out to the Sara Alert Adoption team or to the helpdesk (sarasupport@aimsplatform.com).

8 Can I manually send a monitoree a notification through Sara Alert or “jumpstart” a monitoree’s notifications?

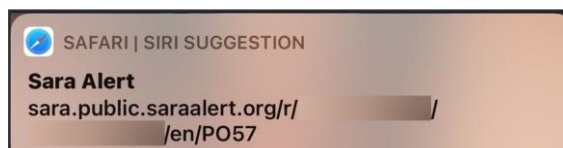
No. Other than the welcome message sent at enrollment, users cannot take any manual action in Sara Alert to send a monitoree a notification. Sara Alert only sends notifications at the monitoree’s Preferred Contact Time if they are otherwise eligible. Pausing, then unpausing notifications; changing a monitoree’s Preferred Reporting Method; or changing a monitoree’s Preferred Contact Time **will not** “trigger” a notification.

9 One of my monitorees is on the Closed line list, but they let me know they are still receiving notifications from Sara Alert. Why is this?

If a monitoree’s record appears on the Closed line list, they would only ever receive a notification from Sara Alert if they are a Head of Household and have a Household member that is being actively monitored.

If a monitoree lets you know they are receiving notifications from Sara Alert, please check the following:

- Monitorees can use the weblinks sent via E-mailed Weblink or SMS Texted Weblink to continue to report even after their reporting period has ended. Check the monitoree’s record history to see if Sara Alert has been sending the monitoree new messages. If not, the monitoree is likely using an old weblink to report.
- Use the search and Advanced Filter feature to find potential duplicate records or identify other active records with the same telephone number or email address as the monitoree being messaged.
- Some smartphones create a “smart” reminders for websites that the phone’s owner visits often. If a monitoree uses Sara Alert daily, the phone may create a reminder for the reporting weblink, which could be confused for a Sara Alert message. Clearing the browser history should stop these reminders.



Some phones create “smart” suggestions that may resemble the image above. These are not messages from Sara Alert. The monitoree will need to adjust their phone’s settings to stop these suggestions.