BEST PRACTICES:
INCIDENT NOTIFICATION OPTIONS AND SETTINGS

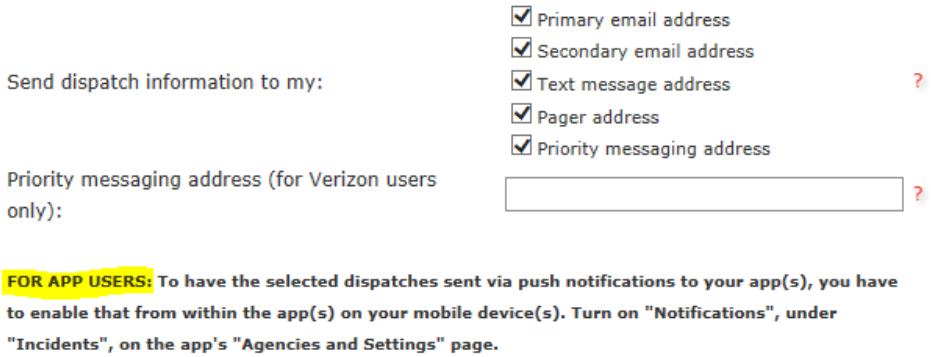
Enabling redundant messaging pathways is critical for the reliable delivery of incident notifications.

What does this mean? IamResponding allows users to select to have their incident notifications sent to them simultaneously by push notification (to the IaR apps), text message, email, secondary email, and alpha-numeric pagers. Members can also select to have their incident push notifications simultaneously sent to an unlimited number of Apple and Android devices.

Why is this important? No single method of message delivery is perfect. IamResponding can control the speed and accuracy by which your incident messages are processed by IamResponding and delivered to your applicable carriers, ISP's and push notification services (e.g., downstream networks such as Verizon, AT&T, Rogers, Apple, Google, etc.). However, IamResponding does not have any direct access to, or control over the network servers of these other carriers and service providers.

Message delivery can be impacted or delayed by factors outside of our control, within any of these downstream networks. For example, there have been multiple documented incidents of network outages and/or system delays within Apple's push notification servers, Google's push notification servers (for Android devices), Verizon's network, AT&T's network, etc.

What should you do? Users should select to receive their incident notifications by every available, simultaneous method that IamResponding allows, in addition to getting them via their pagers (if their agency/entity still uses pagers). This is done within the online, individual member profiles in the section shown here:



By following this Best Practice recommendation, users will have taken the appropriate steps to receive timely incident notifications, even if there are networking issues at one or more of their applicable downstream carriers, ISP, and/or push notification services. They may, and likely will, receive multiple notifications for each incident, but this is surely better than not receiving a notification due to only having selected a single message delivery pathway that may periodically encounter a service delivery issue outside of the IamResponding network.