Message Alerts Tab

> The Message Alerts feature provides a centralized communication channel for pushing important news, updates, and urgent notifications directly to patrol officers' handheld devices. Its primary purpose is to help administrators ensure field staff are immediately aware of changing situations, safety notices, or operational directives. This article is intended for OPSCOM administrators and field enforcement personnel using the application.

Setup and Configuration

The messaging system is native to the application and requires no specialized configuration on the mobile device itself.

Admin Side: Administrators create and push alert messages to all active units or individual specific handhelds via the core OPSCOM administrative portal.

User Side (Enforcement Staff): No setup is required. Enforcement officers simply need to be logged into the handheld application and maintain an active network connection (Wi-Fi or cellular) to receive incoming messages.

Using this Feature

Enforcement personnel can receive alerts in real-time or review previously sent messages at their convenience through the application interface.

Reviewing Message Alerts

1. Tap **Message Alerts** from the main menu of the OPSCOM Enforce application to open the message center.
2. Review the list of recent alerts sent to your device.

Message Notifications

When a new message is pushed to the device, officers are notified through several standard methods even if the app is running in the background:

1. Look at the device's top header bar to see new message icons as they arrive.
2. Swipe down on the header bar to open the notification shade for a quick preview of the alert text.
3. Tap the specific alert notification to automatically open the OPSCOM application and navigate directly to the Message Alert list.

> **App Icon Badges** If you are on the device's home screen, the OPSCOM application shortcut icon will display a notification badge (a small numbered dot) indicating that you have unread messages waiting.

Visual Cues and Status Indicators

Alerts are categorized into three distinct types, indicated by color, to help officers instantly gauge the priority of the message:

- **Blue Alerts:** These alerts are for general informational purposes (e.g., a reminder about an upcoming shift change).
- **Yellow Alerts:** These alerts are used to inform users of events or situations that should be actively monitored (e.g., a large event causing lot congestion).

- **Red Alerts:** These alerts are reserved for high-priority situations that require immediate action or response from the officer.

Best Practices and Considerations

- **Acknowledge notifications promptly: Officers should routinely check their notification shade and the Message Alerts menu while on patrol.** Ensuring timely review of incoming messages is critical, especially when Red Alerts are dispatched for immediate action.
- **Prevent alert fatigue: Administrators should reserve Red Alerts strictly for genuine emergencies or time-sensitive directives.** Overusing the highest priority alert for standard informational updates can cause officers to become desensitized to actual urgent situations.

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