Senders Training Guide

Welcome to the OnSolve Platform! Below, we have detailed training courses recommended for your senders.

Accessing the Resource Library

Accessing the Resource Library is very similar to accessing the SWN Resource Library:

- Login to your OnSolve Platform account
- Navigate to Help & Support
- Click Resource Library
- Live Sessions can be found in the so named menu on the left of the page
- Training modules can be found in the "Content Library" section on the left of the page, identified by their name below.
- Search for the modules in the provided search bar at the top of the page

Training Courses (Filter by Content Type "Courses")

Alerting: Basics

- *Complementary Assets: Quick Alerts Quick Reference Guide, Broadcast Alerts Quick Reference Guide*
- Alerts Overview
- Send a Quick Alert
- Send a Quick Alert using a Map Shape
- Broadcast (Advanced) Alert – Minimum Requirements
- Resend an Alert

Alerting: Intermediate

- Add Response Options to your Alert
- Response Links

Alerting: Advanced

- Advanced Settings to Modify Alert Timing and Behavior

OnSolve Mobile App

- *Complementary Asset: OnSolve Mobile App User Guide*
- OnSolve Mobile Application
- **Workspace name**: csd

Suggested Live Training Sessions

These training sessions are done a couple times a month on a rotating basis.

New Sender Overview Webinar

Alert Templates Webinar

Mobile App Webinar