

GovDelivery Item Administrators' How To Guide

What is GovDelivery?

GovDelivery is an e-mail subscription management system featuring:

- One stop shopping for WSDOT e-mail alerts (single sign on)
- Automated e-mail alerts for instant communications
- Text message capability specifically for mobile devices
- Improved service in a crisis. If WSDOT's servers or networks break, we can still broadcast text messages through GovDelivery.

GovDelivery will replace the listservs that WSDOT currently uses.

GovDelivery Glossary

Get to know the vocabulary. When you use the GovDelivery Web site and documentation, you'll grasp the concepts more quickly.

Item: An item is anything an individual can subscribe to from WSDOT's GovDelivery subscription page (Quick Subscribe) in order to receive e-mail updates.

Partner Administrator: The person in charge of GovDelivery. Jim Culp is WSDOT's primary Partner Administrator. Partner Administrators have the highest level of permissions and can perform any GovDelivery task.

Category Administrator: The person who will oversee the maintenance of several items. The Category Administrator can add items and edit items that are assigned to them. They may also add and assign Item Administrators to items. A Category Administrator may be responsible for several items, but each item may have only one Category Administrator.

Item Administrator: The person responsible for day-to-day maintenance of one or more items hosted with GovDelivery. Each item may have only one primary and one secondary Item Administrator. Primary tasks for Item Administrators include receiving Page Watch messages and sending e-mail bulletins to subscribers.

Page Watch: Specific pages on the WSDOT Web site are monitored by GovDelivery for changes to the content (text) on the page. When a change takes place, GovDelivery generates a page watch e-mail notifying the Item Administrator of the change.

How do I login?

When you receive your first "Welcome to GovDelivery" e-mail, follow the instructions in the e-mail to set your password. After that is done, the easiest way to login is to:

1. Bookmark and follow this link: <http://www.govdelivery.com/service/edit>
2. At the Client Login box, enter your e-mail address and password.

The image shows a screenshot of the GovDelivery website's Client Login interface. At the top left, the "GovDelivery" logo is displayed in a blue banner. Below the logo, the text "Client Login" is centered. There are two input fields: "Email Address" and "Password". Below the "Password" field, there is a link that says "Forgot Password" and a blue "Login" button.

Or, you can:

1. Open the GovDelivery home page at: <http://govdelivery.com/>.
2. Select **Client Login** from the upper right corner.
3. Enter your e-mail address and password.

What are page watch e-mails and how do they work?

As a GovDelivery Item Administrator, you have been assigned one or more items to maintain. On the Web pages associated with your items, GovDelivery will watch for content (text) changes. When a change occurs, GovDelivery will:

- Prepare a page watch e-mail alert
- Send the page watch e-mail alert to you as the Item Administrator

As the Item Administrator, you will:

- Read the page watch e-mail alert you received from GovDelivery
- If it's a change you want your subscribers to know about, follow the link to the "Send Bulletin" page, where you can modify and send the message to subscribers.

How do I send e-mail bulletins to subscribers?

1. Log in to the GovDelivery system with your e-mail address and password.
2. At the Subscription Items page, select **Send Item Bulletin** from the **Options** drop-down menu:



The **Send Item Bulletin** page is where you will prepare your e-mail bulletin:

At the **Recipients** section:

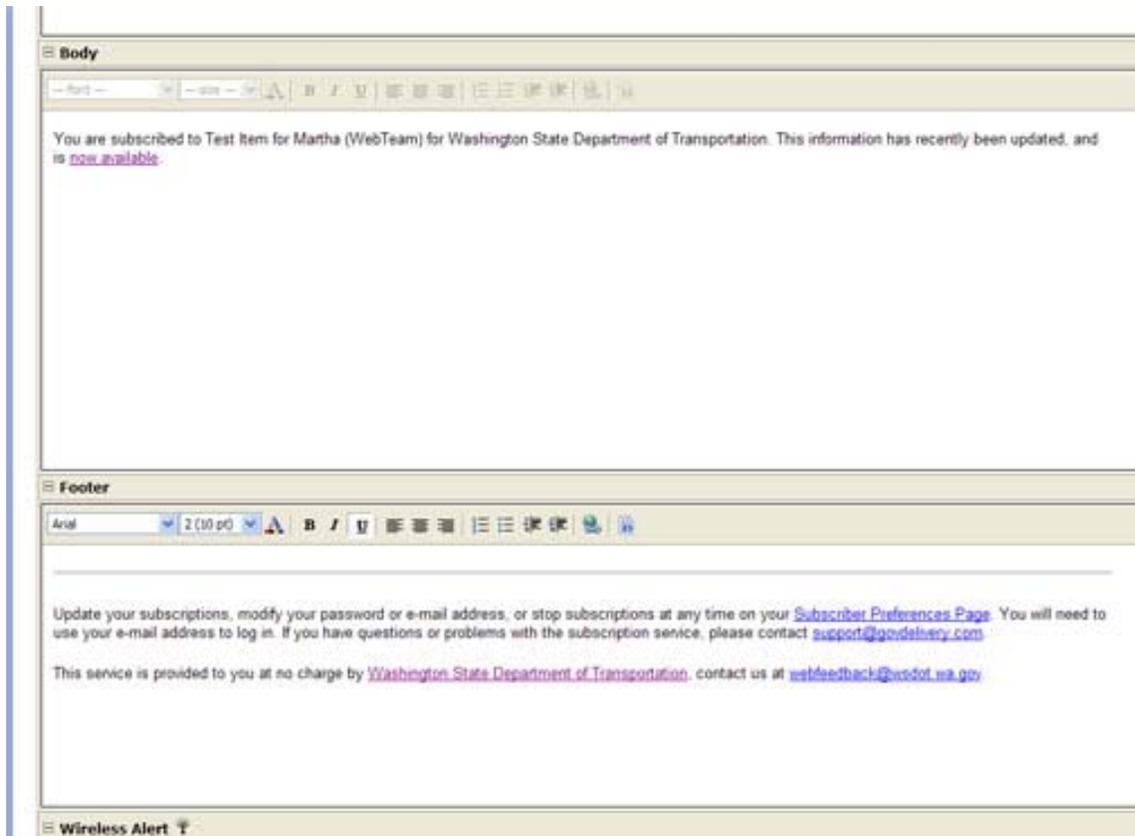
- Use the **To** button to select the list of recipients (subscribers) you want.

At the **Properties** section:

1. Read the subject line and edit if necessary.
2. Leave the rest of the fields in this section at their default settings.
3. If you want to include an attachment, select the **Attachments** button. Follow the instructions to add an attachment. (**Note:** GovDelivery limits any attachments to 2 mb.)

At the **Header** section:

- Use the default header with the WSDOT logo.



At the **Body** section:

- A standard message will appear including a link to the page with the updated information. You may change the text of the message if necessary. Use the default font settings and refrain from adding extensive formatting.

At the **Footer** section:

- Do not change the text. Leave the default message as is.

At the **Wireless Alert** section:

Subscribers who have provided wireless contact information will receive a shortened version of the e-mail on their wireless devices. It is limited to 184 characters.

- Read the body of the message and edit if necessary.

When you are done, use the **Preview** button to display the message in both HTML and plain text formats. Make any changes as needed.

Select the **Send** button to send your message to subscribers.

Resources

Web Toolkit: <http://www.wsdot.wa.gov/Communications/WebToolKit/HowTo/GovDelivery/>

GovDelivery Help Center:
<http://www.govdelivery.com/PartnerHelp/>

GovDelivery Training Guides and Videos: <http://www.govdelivery.com/PartnerHelp/guides.html>

Contact Information

Jim Culp is WSDOT's GovDelivery guru. If you have questions or need help, contact Jim at: culpj@wsdot.wa.gov or 360-705-7081.