



WEBSITE USER GUIDES

PUSH NOTIFICATIONS USER GUIDE

TABLE OF CONTENTS

PUSH NOTIFICATIONS OVERVIEW.....	2
NCL, Inc. App Settings.....	2
REQUIRED ACCESS FOR SENDING PUSH NOTIFICATIONS.....	3
HOW TO SEND PUSH NOTIFICATIONS.....	4
Sending Push Notifications from the Member Website.....	4
Sending Push Notifications from the NCL, Inc. App.....	8
HOW TO RECEIVE PUSH NOTIFICATIONS.....	11

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PUSH NOTIFICATIONS OVERVIEW

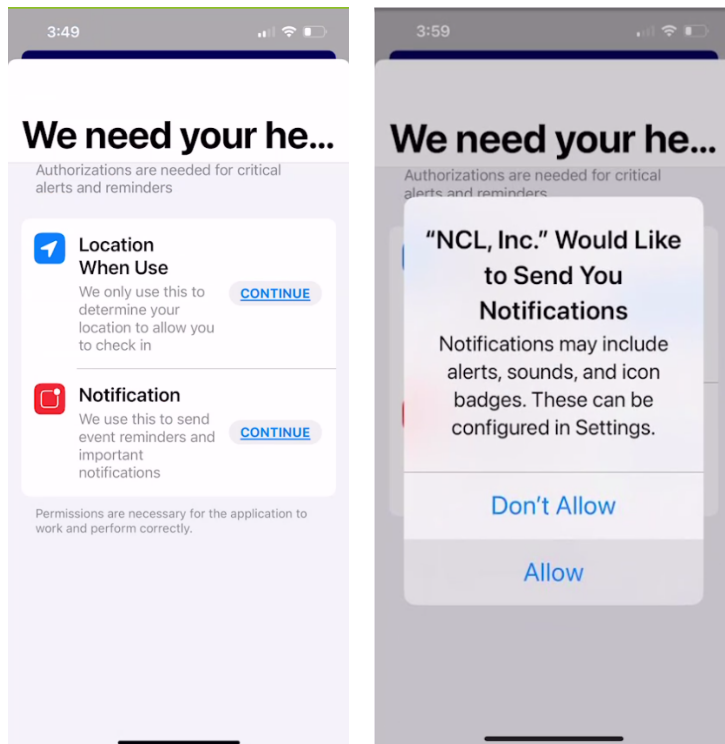
A push notification is a pop-up message which displays on your member's phone with a small amount of information alerting them to something pertinent. The display of a push notification is dependent on how the member has the app set up on their phone.

Members must set up the app to **allow notifications** and it is possible they may not receive the notification if their phone is in a 'do not disturb' focus mode or if they have any blockers on their phone. Due to these personal phone settings, chapters should not solely rely on push notifications as a way of sending information.

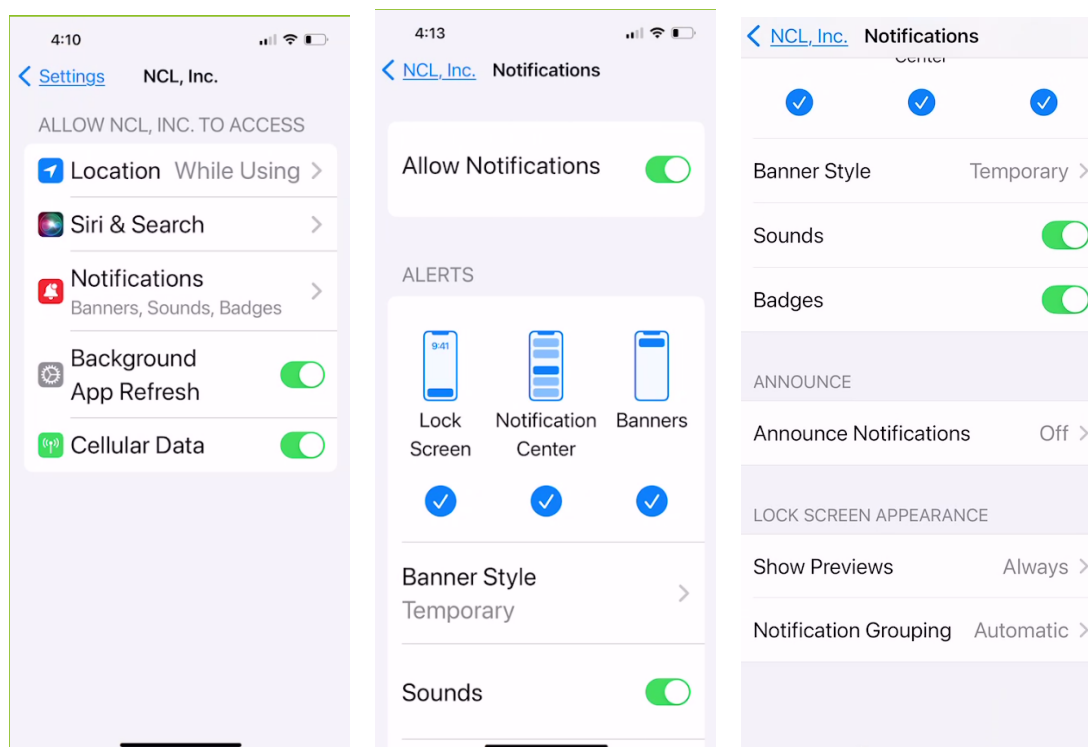
However, it is a good supplementary way to send timely information to your members. We do recommend you continue to use emails, the news page or alert bars for sending information and supplement that with occasional push notifications.

NCL, Inc. App Settings

When a member first downloads the NCL, Inc. app it does prompt them to allow notifications. Your members may have already set the app up to allow notifications at the time they downloaded the app.



To verify that your members do have the ability to accept notifications from your chapter, instruct your members to go to settings in their phone, scroll to find the NCL, Inc. app, and select Notifications. Ensure that it is set up to **allow notifications**.



Similar to notifications for all apps, there are various settings members can select within notifications for the NCL, Inc. app. These settings are personal preferences. The only critical setting is to **Allow Notifications**.

In addition, members can choose the alert styles including whether or not the notification will display on the Lock Screen, Notification Center and/or as a Banner. They can choose to allow sounds or badges, and announce notifications. Members can choose to Show Previews of the notification Always, When Unlocked or Never, and can group the notifications.

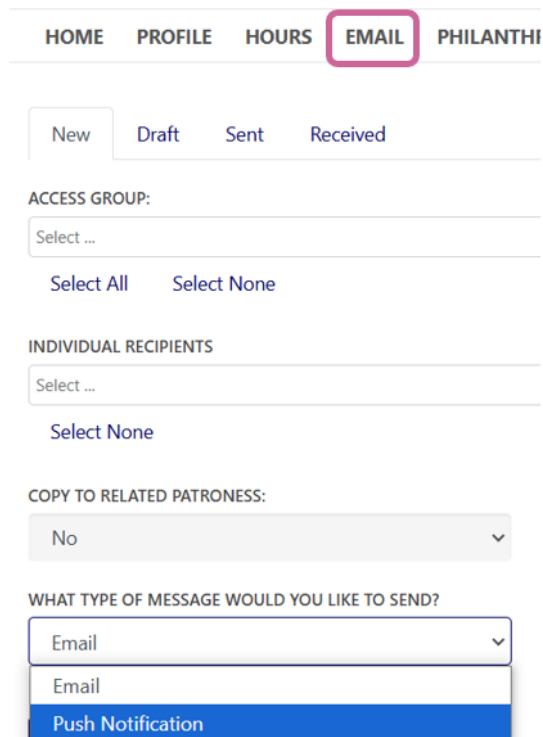
REQUIRED ACCESS FOR SENDING PUSH NOTIFICATIONS

All members can receive push notifications, but only members with **Security Administrator Access** are able to **send** a push notification. Security administrator access is the highest level of access and is typically granted to the President, VP Communications, and Webmaster. Your chapter should determine who will be responsible for sending push notifications.

HOW TO SEND PUSH NOTIFICATIONS

Sending Push Notifications from the Member Website

Push notifications are sent from the same tool used to send emails on the website. Go to the Email tab on the website. On this page in the drop-down at the bottom labeled 'WHAT TYPE OF MESSAGE WOULD YOU LIKE TO SEND?', members with Security Administrator Access will see two options: **email** or **push notification**. Members without that high level of access will only have the email option.



The screenshot shows the 'EMAIL' tab selected in the top navigation bar. Below the navigation bar are tabs for 'New', 'Draft', 'Sent', and 'Received'. The 'ACCESS GROUP:' section has a 'Select ...' dropdown and 'Select All' and 'Select None' buttons. The 'INDIVIDUAL RECIPIENTS' section has a 'Select ...' dropdown and a 'Select None' button. The 'COPY TO RELATED PATRONESS:' section has a dropdown menu set to 'No'. The 'WHAT TYPE OF MESSAGE WOULD YOU LIKE TO SEND?' section has a dropdown menu with 'Email' selected, and a list of options below it: 'Email' and 'Push Notification'. A red arrow points to the 'Push Notification' option.

HOME PROFILE HOURS **EMAIL** PHILANTHI

New Draft Sent Received

ACCESS GROUP:

Select ...

Select All Select None

INDIVIDUAL RECIPIENTS

Select ...

Select None

COPY TO RELATED PATRONESS:

No

WHAT TYPE OF MESSAGE WOULD YOU LIKE TO SEND?

Email

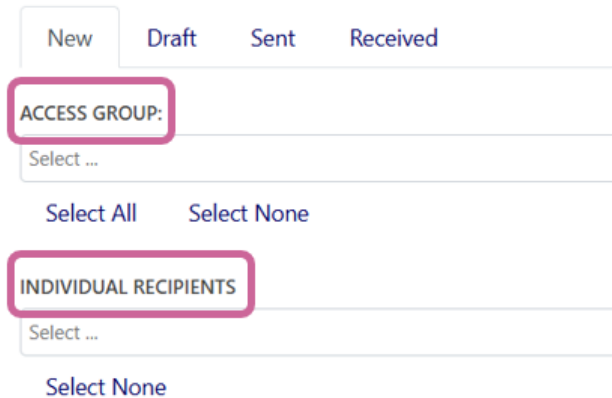
Email

Push Notification

Determine Distribution List

Similar to sending an email, push notifications can be targeted to a particular access group or individual recipients.

Select an access group in the access group box or type in individual recipient names to specify exactly who should receive the push notification. If you want the notification to go to your entire active chapter membership we recommend selecting 'Global All Active Patronesses and Ticktockers'.



The screenshot shows a user interface for selecting a distribution list. At the top, there are four tabs: 'New' (highlighted), 'Draft', 'Sent', and 'Received'. Below the tabs, there are two main sections. The first section is labeled 'ACCESS GROUP:' and contains a dropdown menu with 'Select ...' and two buttons: 'Select All' and 'Select None'. The second section is labeled 'INDIVIDUAL RECIPIENTS' and contains a dropdown menu with 'Select ...' and a button labeled 'Select None'. The 'ACCESS GROUP:' and 'INDIVIDUAL RECIPIENTS' labels are highlighted with red boxes.

After selecting the access group or individual recipients and the type of message to send, click **continue**.

Confirm Distribution List

Next, review all of the names listed and deselect anyone who should not receive the message. Click continue at the bottom of the screen once the distribution list is confirmed.

Compose Message

Push Notifications are limited to 320 characters including spaces. The message should be something simple and short to alert your members to pertinent information. Type the message in the **Push Notification Message** box.

New Draft Sent Received

Push Messages to Send 1 [View/Hide Recipients](#)

SEND PUSH NOTIFICATION

PUSH NOTIFICATION MESSAGE*

ACTION THAT HAPPENS WHEN YOU TAP THE MESSAGE

☒ NONE ☐ SHOW EXTENDED MESSAGE ☐ ENABLE REPLY TO ME

Go Back Send Message

A push notification has the ability for 3 actions when sent which is selected in the **ACTION THAT HAPPENS WHEN YOU TAP THE MESSAGE**.

1. None - No action occurs when the recipient taps the message. The notification is a maximum of 320 characters including spaces. This is the most common type of message and is used for simple reminders.

PUSH NOTIFICATION MESSAGE*

Reminder! The Patroness meeting is tonight! See you there.

ACTION THAT HAPPENS WHEN YOU TAP THE MESSAGE

☒ NONE ☐ SHOW EXTENDED MESSAGE ☐ ENABLE REPLY TO ME

2. Show Extended Message - Shows additional information when the recipient taps the message. This is used if the sender has a longer message to send or if the sender wants to have additional formatting options or the ability to hyperlink to a website.

In the **EXTENDED MESSAGE TO DISPLAY ON PRESSING NOTIFICATION** box, the sender can type additional text, format the text, or hyperlink to a website. Formatting options include bold, italics, strikethrough, large font, bullets or a number list. We recommend not using the following *advanced options: that are not recommended include using HTML (<>), quotes or attachments.*

PUSH NOTIFICATION MESSAGE*

Click here to learn more about National Go Red for Women Day.

ACTION THAT HAPPENS WHEN YOU TAP THE MESSAGE

☐ NONE ☒ SHOW EXTENDED MESSAGE ☐ ENABLE REPLY TO ME

EXTENDED MESSAGE TO DISPLAY ON PRESSING NOTIFICATION*

B *I* ~~ABC~~         

Go Red for Women

[Go Back](#) [Send Message](#)

To hyperlink to a website, type the text to hyperlink, click the chain link icon, paste the URL, and click link.

EXTENDED MESSAGE TO DISPLAY ON PRESSING NOTIFICATION*

B *I* ~~ABC~~         

Go Red for Women

EXTENDED MESSAGE TO DISPLAY ON PRESSING NOTIFICATION*

B *I* ~~ABC~~         

<https://www.goredforwomen.org/en>  

[Link](#) [Unlink](#)

Upon receipt of the notification, the recipient will need to click on the message to access the extended message.

3. Enable Reply to Me - Allows the recipient of the notification to click on the message and reply back *only* to the sender. It does not reply to all and does not create a group texting environment.

PUSH NOTIFICATION MESSAGE*

Please reply here if you have any questions about Senior Recognition.

ACTION THAT HAPPENS WHEN YOU TAP THE MESSAGE

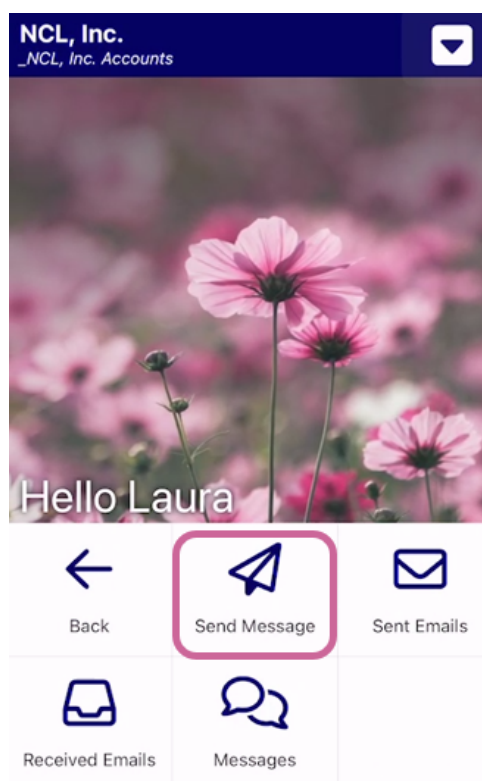
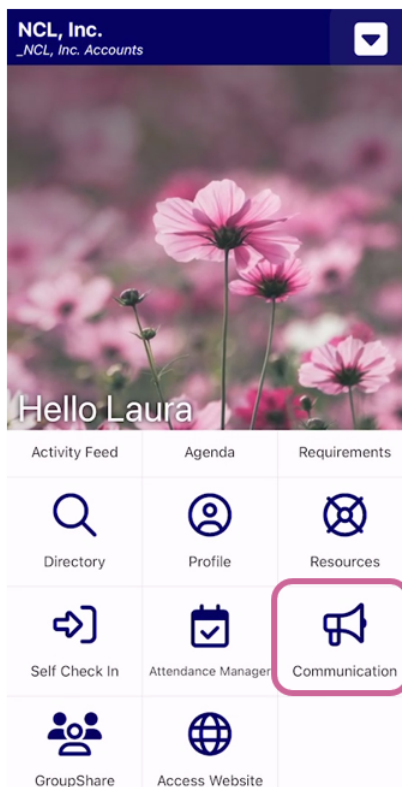
☐ NONE ☐ SHOW EXTENDED MESSAGE ☒ ENABLE REPLY TO ME

Go Back

Send Message

Sending Push Notifications from the NCL, Inc. App

Push notifications can also be sent directly from the NCL, Inc. App using the **Communications** tile. Click Send Message to access the same screens as available on the website. Follow the steps above for sending the various types of messages.



1. None - No action when the recipient taps the message.

3:55

NCL, Inc.
Send Message

New Draft Sent Received

ACCESS GROUP:
Global - All Active Patronesses

Select All Select None

INDIVIDUAL RECIPIENTS
Select ...

Select None

WHAT TYPE OF MESSAGE WOULD YOU LIKE TO SEND?
Push Notification

Continue

3:43

NCL, Inc.
Send Message

New Draft Sent Received

Push Messages to Send 1 View/Hide Recipients

SEND PUSH NOTIFICATION

PUSH NOTIFICATION MESSAGE*

Please remember to RSVP to the upcoming Patroness meeting on January 15!

Characters Remaining

ACTION THAT HAPPENS WHEN YOU TAP THE MESSAGE

☒ NONE ☐ SHOW EXTENDED MESSAGE ☐ ENABLE REPLY TO ME

Go Back Send Message

2. Show Extended Message - Shows additional information when the recipient taps the message.

6:33

NCL, Inc.
Send Message

New Draft Sent Received

Push Messages to Send 1 View/Hide Recipients

SEND PUSH NOTIFICATION

PUSH NOTIFICATION MESSAGE*

Hello Patronesses & Ticktockers ! Please don't forget to RSVP to the Kickoff meeting!

Characters Remaining

ACTION THAT HAPPENS WHEN YOU TAP THE MESSAGE

☐ NONE ☒ SHOW EXTENDED MESSAGE ☐ ENABLE REPLY TO ME

EXTENDED MESSAGE TO DISPLAY ON PRESSING NOTIFICATION*

RSVPs are due tonight!
Please use the link below to signup for what you are bringing:
SignUpGenius
Can't wait to see everyone again!

Go Back Send Message

3. Enable Reply to Me - Allows the recipient of the notification to click on the message and reply back *only* to the sender.

The screenshot shows a mobile app interface for NCL, Inc. The top status bar displays the time 6:36, signal strength, Wi-Fi, and 83% battery. The app header is dark blue with a back arrow, the text 'NCL, Inc.' and 'Send Message', and a home icon. Below the header is a tab bar with 'New', 'Draft', 'Sent', and 'Received'. The main content area has a title 'Push Messages to Send 1' with a link 'View/Hide Recipients' and a section 'SEND PUSH NOTIFICATION'. A text input field contains the message: 'Hi Barbara, please let me know if you will be at the Board meeting tonight. Thanks!'. Below the input field is a 'Characters Remaining' label. Underneath is a section titled 'ACTION THAT HAPPENS WHEN YOU TAP THE MESSAGE' with three radio button options: 'NONE', 'SHOW EXTENDED MESSAGE', and 'ENABLE REPLY TO ME' (which is selected). At the bottom are two buttons: 'Go Back' and 'Send Message'.

6:36 83%

< NCL, Inc. Send Message

New Draft Sent Received

Push Messages to Send 1 View/Hide Recipients

SEND PUSH NOTIFICATION

PUSH NOTIFICATION MESSAGE*

Hi Barbara, please let me know if you will be at the Board meeting tonight. Thanks!

Characters Remaining

ACTION THAT HAPPENS WHEN YOU TAP THE MESSAGE

☐ NONE ☐ SHOW EXTENDED MESSAGE ☒ ENABLE REPLY TO ME

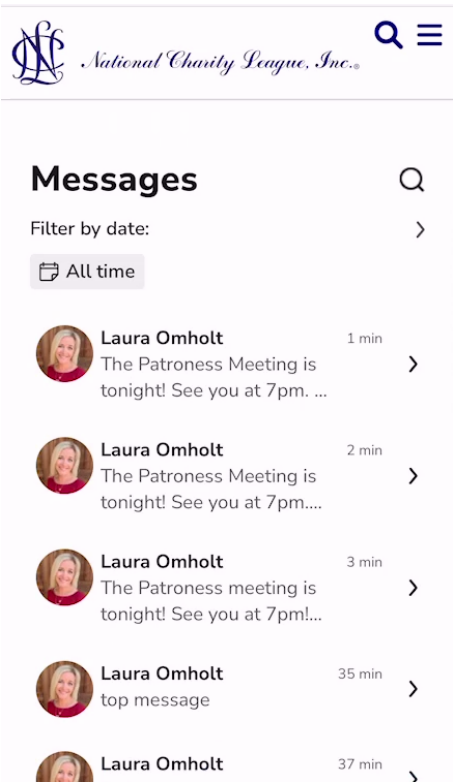
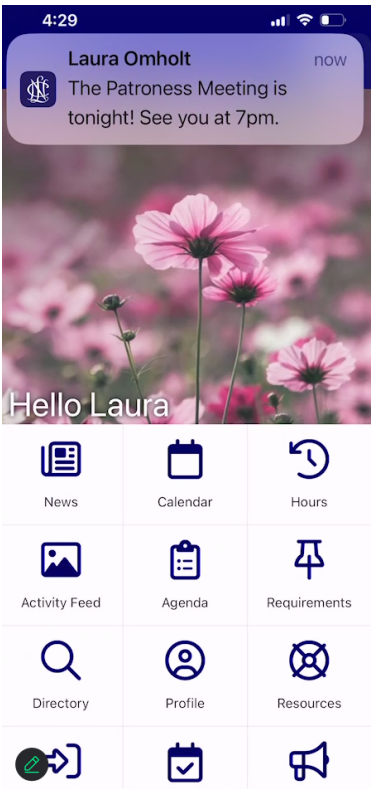
Go Back Send Message

HOW TO RECEIVE PUSH NOTIFICATIONS

Push notifications can be **received** ONLY on the NCL, Inc. app. They can be **viewed** on the website in the Communication History section of a member profile.

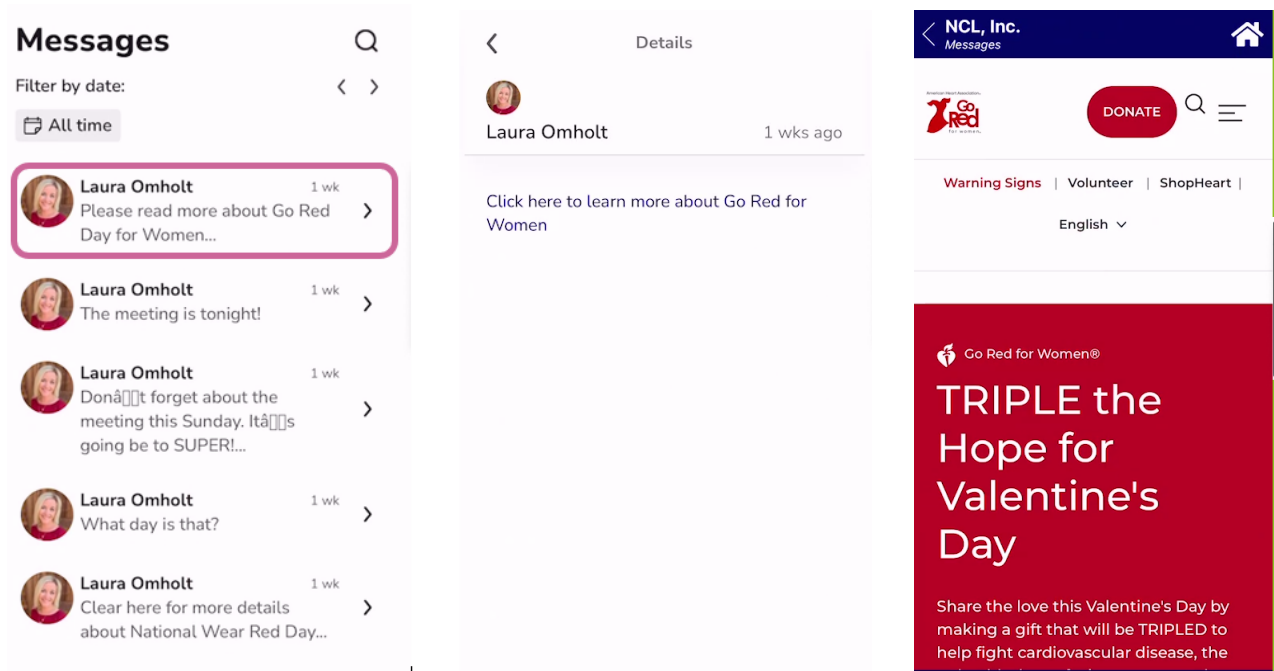
Members who have set up the NCL, Inc. app to **allow notifications** will receive the notification on their phone. The notification briefly displays and when members click it, they are directed to the **Messages** page in the NCL, Inc. App. The most recent message is at the top.

Members do not need to have the app open in order to receive notification. Previews are only displayed if the member has chosen to allow previews in their notifications settings.

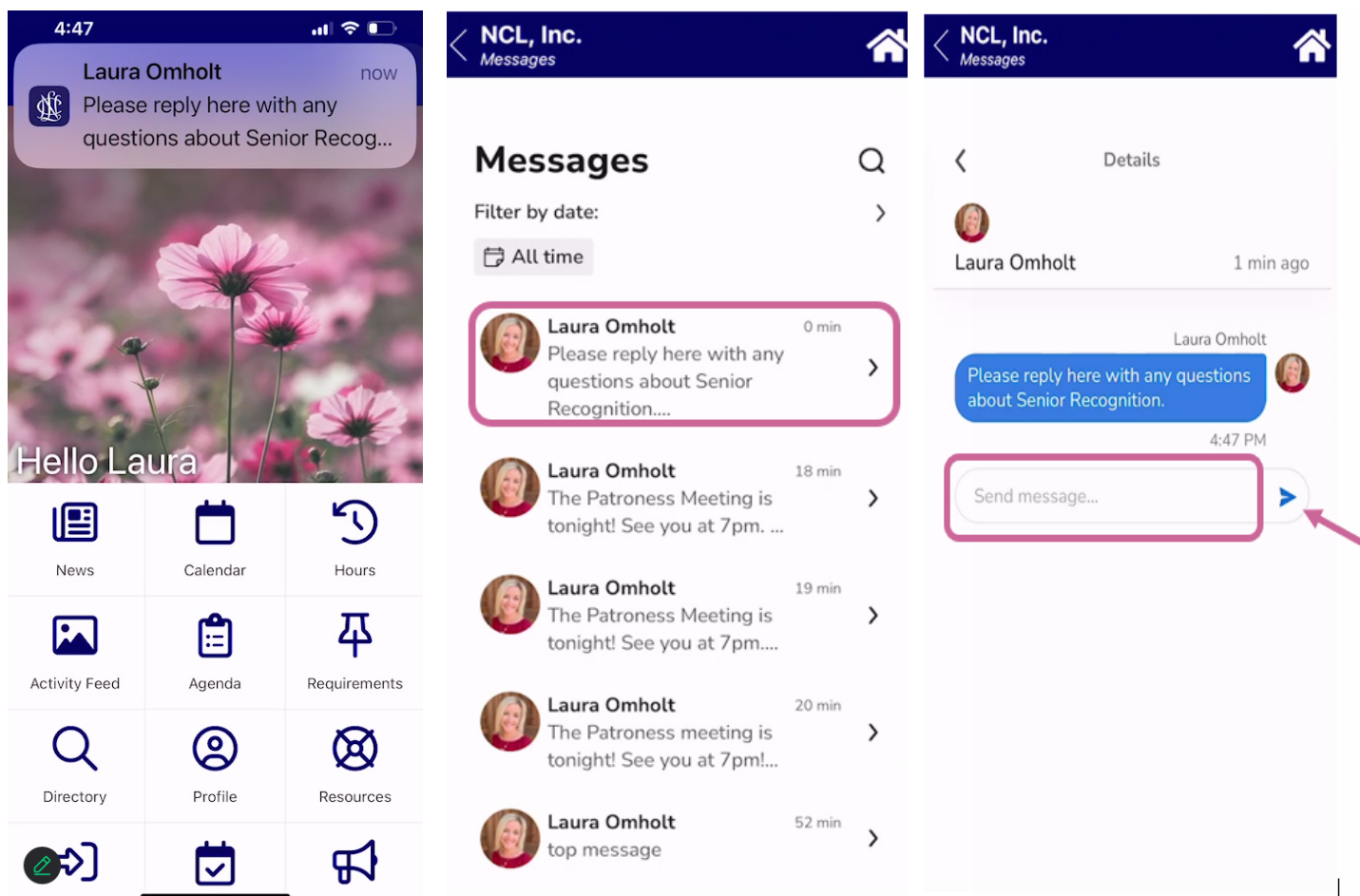


If a 'Show Extended Message' was sent, the member must click the message in the list to see the extended information.

In this example below, the Go Red for Women website was linked and when clicked the app displays that website.



If an 'Enable Reply to Me' message was sent, the member must click the message in the list of Messages to enter conversation mode. The member would then type their reply and click the arrow to send the reply.



The conversation is only between the sender and the one member who replied. If multiple members reply to the notification, each reply is a separate conversation and the sender can reply individually to each question. There is no group texting or group conversations in Push Notifications. The sender and the member can chat back and forth in the individual conversation.

The messages page displays a history of all messages received and members may scroll through the list or filter by date to find past messages.

Push Notifications can also be viewed in the member profile in the Communication History section of the profile.

Personal Information		
Qualifications		
Chapter Information		
Communication History		
Received Email History		
Sent Email History		
Received Push Notifications >		

RECEIVED PUSH NOTIFICATIONS		
Date	From	Message
01/23/2025		test message 3
01/23/2025		hi tracy
01/23/2025	Laura Omholt	Do you have a question?
01/23/2025	Laura Omholt	Reply to me here if you have any questions about National Wear Red Day.
01/23/2025	Laura Omholt	Click here for more details about National Wear Red Day!
01/23/2025	Laura Omholt	National Wear Red Day is on Friday Feb 2. More details to come!
01/02/2025	Tracy Shuster	Carol, please come to our meeting.