JETTY QUICK GUIDE

LOG IN / RESET PASSWORD

1. From a Computer, Phone or Tablet use a web browser to go to-

2. Click "**Lost Your Password?**".
3. Enter your email address.
4. Click "**Get New Password**".
5. Check your email account.

NOTE- Make sure to check your spam or junk folder if you do not see the email in your inbox.

6. Click the second link in the email.
7. Create a new password then click "**Reset Password**".
8. Go back to-
9. Log in with the new password.

CREATE/ADD AN INQUIRY

1. From the Dashboard click on the icon .
2. Click "**Add New**" under the inquries section.
3. Enter a title for the inquiry and add the inquiry in the text field.
4. Add the inquirer as a contact by typing in the name (click the drop down arrow).

Click the icon to create a new contact or use to edit an existing contact.

5. Assign an owner to the inquiry.
6. Assign one or more categories to an inquiry.

OPTIONAL - Assign a tag to the inquiry to futher classify.

7. Click "**Create Inquiry**".

ANSWER AN INQUIRY

1. Find the inquiry from the Dashboard or the "All Inquiries" page under the icon.
2. Click on the inquiry title or "**Edit**".
3. Type or paste the answer in the text box or use the library button to use a pre-made inquiry answer.
4. Select "**Send Response**".
5. Click the "**Send Response**" button.

FOLLOW AN INQUIRY

1. From the Dashboard click on the icon .
2. Click "**All Inquiries**" under the Inquries section. Search for the inquiry or create a new inquiry.
3. Scroll down to to the "Notifications" section.
4. Click "**Edit**" start typing the name of the person you want to add as a follower.
5. Click "**ok**" when done.

ASSIGN AN INQUIRY

1. From the Dashboard click on the icon .
2. Click "**All Inquiries**" under the inquries section. Search for the inquiry or create a new inquiry.
3. Click "**Edit**" next to "Owner".
4. Click "**Edit**" start typing the name of the person you want to follow.
5. Click "**Ok**" when done.

COMMENT ON AN INQUIRY

1. From the Dashboard click on the icon .
2. Click "**All Inquiries**" under the inquries section. Search for the inquiry or create a new inquiry.
3. Type a message in the activity box.
4. Select "**Comment**".
5. Click the "**Comment**" button. The comment will now appear above the activity box and all followers of the inquiry will receive notifications.

NOTE-Comments are internal only.

LOG AN INQUIRY RESPONSE

1. From the Dashboard click on the icon .
2. Click "**All Inquiries**" under the inquries section. Search for the inquiry or create a new inquiry.
3. Add all info (to log) into the activity box.
4. Select "**Log Response**".
5. Click the "**Log Response**" button.

EXAMPLE USE- Add Inquiries taken by phone.

ADD A NEW CONTACT

1. From the Dashboard click on the icon .
2. Click "**Contacts**" under the people section.
3. Click " **Add New**".
4. Under "Add New User" (Use the bottom 2 fields) type in the username and email address of the new contact.

NOTE- The user name should be one word, first and last name, no spaces all lower case.

6. Change the role to "Contact".
7. Make sure the "Skip Confirmation Email" box is checked.
8. Click "**Add New User**".
9. Click "**Edit User**" to add more contact information or to add the contact to a contact group.

NOTE- The contact user name created will NOT provide login access to Jetty.

CREATE A POST

1. From the Dashboard click the icon.
2. Click "**Add New**" under posts .
3. Type in the post subject (headline).
4. Check a category under the "Categories" section.
5. Type or paste content into the text editor window.

-To view the draft of the post click "**Preview**".
-To insert a photo click "**Add Media**".
-To save a draft of the post without publishing click "**Save Draft**".
-To publish the post immediately click "**Publish**".
-To publish the post on a specific date (past or future) click on the "Edit" text link next to "Publish Immediately", select a date.

SEND A DISTRIBUTION

1. From the Dashboard click on the icon .
2. Click "**All Posts**" under the post Section.
3. Find the Post to distribute.
4. Hover over the title and click "**Edit**".
5. Scroll down to the "Distribution" section, check the group(s) to distribute to and click "**Publish**".

CREATE A STATUS BOARD

1. From the Dashboard click the icon.
2. Click "**Add New**" under status boards.
3. Type in a title and type or paste information into the text editor widow.
4. Click "**Publish**".

ADD A FOLLOWER TO A STATUS BOARD

1. From the Dashboard click the icon.
2. Click "**All Boards**" under status boards .
3. Click on the title of the board to add the follower to.
4. Go to to the "Notifications" section.
5. Click "**Edit**" start typing the name of the person to add as a follower.
6. Click "**ok**" when done.

VIEW ALL STATUS BOARDS

1. From the Dashboard click the icon.
2. Click "**All Boards**" under status boards .

The Response Group
Emergency Response Pre-Planning & Support