



## Level 2 Dashboard Options

In this video we will discuss the options available to you if you have level two access for your organizations system. Level two access means that you have permission to send alerts and view past alerts to specific groups.

By hovering over dashboard, and clicking on my dashboard, you'll be able to view your contact information. Feel free to update, edit or add to this information. Under this you will see the groups that you belong to. To the right you will see a golden key, the groups you can contact will have a green plus sign by the key. If you need to be able to send an alert to a group you have not been given permission to, please contact someone in your account at the admin level and they can do that for you.

Although you may be a member of multiple groups, if you hover over groups and select view groups. You will only be able to see the group or groups you have been given permission to contact. From here you can view the number of users in your group, how many alerts have been sent, along with the ability to edit your groups.

To remove a user from a group, simply click the user number to the right. Then locate the users name and select the group remove icon to the right of the screen. You'll be asked to confirm the removal of the user. Simply click ok to make this change. You can also completely remove a group from the view groups screen by clicking on the box to the left of the group name and then clicking remove group. Again, you will be asked to confirm the removal of the group. Click ok to continue or cancel to cancel.

As a level two user you'll find that you can view other user information about the users in your group, such as who opted out of emails or text messages.

You can also view all past alerts sent, although you cannot use these messages as a draft to create a new message.

Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at [support@highgroundsolutions.com](mailto:support@highgroundsolutions.com).