Quicklert FAQ

Q. What is Quicklert?

A. Quicklert is an integrated platform for mass messaging, paging, broadcast alerts, and 911 alerts, providing the ability to broadcast real-time alerts to employees (or other entities such as the public at an additional cost) via a simple, one-touch platform.

Q. How can I get the Quicklert App?

A. Quicklert app can be found on both Google Play Store and Apple App Store. Users with a State-issued device have the application pushed to their device already. Quicklert can also be found in the catalog store on your State-issued device.

Q. Who is eligible for Quicklert?

A. All team members are able to utilize Quicklert. Team members who have email supported by OA ITSD will use their username and password that they use to log-in to their computer.

For Agency Quicklert Management Attention:

ITSD is happy to help Agencies with setup. Agencies can contact ITSD by calling the UC Helpdesk, 573-522-0082

Q. What if I don't have a smartphone?

A. Users can subscribe to Mass Alerts by email and/or phone number for text. Text messaging will incur a charge.

Click here to subscribe to Mass Alert 'Emergency Alert'

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Q. Can I log in on personal phone and state-issued phone?

A. Yes, users can log into both devices using their State username and password (this is the same as your normal log in).

Q. I'm not getting notifications on my smart phone, what do I do?

A. Ensure your app has "Save Password" enabled.

Check phone settings to allow Quicklert to send notifications:

- ➢ **iPhone users:** Go to - Settings > Notifications > Quicklert
- ➢ **Android users**: Go to - Settings > Apps > Quicklert > Notifications > Show notifications (on)

Q. Is there a charge for text alerts?

A. Users who receive alerts by text will not be charged by Quicklert. Agencies may be charged. See below.

For Agency Quicklert Management Attention:

- There is a charge to the agency when an alert is sent to users who has signed up for text notifications.
- If there is a need for communications to other entities without licenses, such as the public, SMS text messaging rates would apply.
- **Rates:** Each text message is $0.01125 per message before volume discounts. There are volume discounts once you hit specific gates, as follows:
    - ➢ 100K/month $0.0098 per message
    - ➢ 250K/month $0.0091 per message
    - ➢ 1Million/month $0.0084 per message
    - ➢ 5Million/month $0.0077 per message

Q. Is there a charge to use Quicklert?

A. There is no charge to the users.

For Agency Quicklert Management Attention:

- ITSD has purchased the licenses for the all State of Missouri users.

Agency Management of Quicklert FAQs:
The following questions and answers are geared toward the agency management of Quicklert.

Q. When managing Quicklert, do agencies have ability to require users to reply to messages?

A. Mass alerts have the option for users to reply. However, it is currently not a feature to require a reply.

Q. Who can send out mass alerts?

A. Any individual whom their agency has determined to be a "Mass Alert Manager" or "Agency Administrator" can send out Mass Alerts.

Q. Is there a character limitation on sending text and or email?

A. On the web interface and mobile app, there is a limitation of 1024 characters for any messages or alerts sent out from Quicklert.

Q. What is the difference between Groups and Mass Alerts?

A. Mass Alerts are sent to specific groups as well as anyone subscribed to the mass alert considered to be an emergency in nature.

Groups are a group of users that an admin can send messages to, similar to that of instant messaging.