

## Purpose

The purpose of this guide is to provide guidance how to use broadcast notifications feature in Permitted.

## Who

This guide is intended for nominated site controllers and coordinating parties with ability to publish notifications.

## Approach

- This guide provides contains 3 sections. You can click on below links to go straight to relevant section:
  - [Understanding Broadcast notifications.](#)
  - [How to create a broadcast notification.](#)
  - [How to edit/cancel/expire a broadcast notification.](#)

## When

- Site controllers need to publish push notifications for workers during closures (based on pre-approved and pre-setup templates).

## Pre-Requisite

- You must be [registered in Permitted](#) and linked to a registered company.
- You must have Site controller access in Permitted.
- You must be given "Notification Access" by a site admin.

Reach out to your contact from the company you are working for who will assist, and if necessary, escalate support to Transurban.

Notification Types	Broadcast
<p><b>Display</b></p>	<ul style="list-style-type: none"> <li>▪ Sent as push notification on mobile device (only if user is logged into the App).</li> <li>▪ Displayed in Messages section of the mobile App when the user logs in.</li> </ul>
<p><b>Delivery Channels</b></p>	<ul style="list-style-type: none"> <li>▪ Only Push is available as a delivery channel in the current version.</li> </ul>
<p><b>Dismiss Ability</b></p>	<ul style="list-style-type: none"> <li>▪ Cannot be dismissed/hidden by the users. However, once a notification has been read, it is marked as “Read” and can be easily distinguished from unread notifications.</li> </ul>
<p><b>Editing</b> (By Site Admins/ Controllers)</p>	<ul style="list-style-type: none"> <li>▪ Can be edited when in draft mode.</li> <li>▪ Cannot be edited once published (because the push notification has already been sent)</li> </ul>
<p><b>Scheduling and Expiry</b> (as setup by Site admin/controller)</p>	<ul style="list-style-type: none"> <li>▪ Cannot be scheduled. Can only be sent immediately.</li> <li>▪ Notifications do not disappear from user’s App once expired. They are displayed at the bottom of list and marked as “Read”.</li> <li>▪ Messages automatically disappear after 90 days.</li> </ul>
<p><b>Audience and Filters</b></p>	<ul style="list-style-type: none"> <li>▪ Available filters are Target Audience, Zone and TAPs (hierarchical filters).</li> <li>▪ TAP is optional for selection.</li> </ul> <p><i>**Target Audience → Users coming to site User logged into Permits (signed in) Users signed into closure.</i></p>
<p><b>Template Selection</b></p>	<ul style="list-style-type: none"> <li>▪ Templates are created and managed by Site Admins.</li> <li>▪ During notification setup, template selection is mandatory.</li> <li>▪ Message content automatically populates based on selected template. The message content cannot be edited.</li> </ul>

# Setup a new Broadcast Notification

## Transurban Permitted Notifications



Quick reference guide

### Setup a new Broadcast notification

1. Log in to Permitted. In top horizontal menu, click **Manage** and select **Notifications** from submenu.
2. Click **Notifications** tab. This displays the list of saved notifications.
3. Click **New** button.
4. Fill the notification form per below instructions:
  - a. Select **Communication Method** as "Broadcast".
  - b. Select **Delivery channel** as "Push"
  - c. Select relevant **Urgency** using the notification setup guidelines noting that urgency drives the color of displayed notification.
  - d. Select the most appropriate category for this notification, noting that categories are used for internal reporting purpose and not displayed to end users.
  - e. Select relevant **expiry date** and **time**. Note that broadcast notifications cannot be scheduled for a later date.
  - f. Select relevant **Target Audience**: This applies to all active TAPs if Permits filter is not populated. Otherwise, applies to selected TAPs in permit filter.
    - a. **Users coming to site**: All attendees.
    - b. **Users signed into permit**: TAP Signed in users
    - c. **Users signed into closure**: Closure signed in users.
  - g. Select the relevant **Zone**. This filter is applied in conjunction with the Target Audience filter.
  - h. Type the TAP number in **Permit Filter** and select from the dropdown displayed: This is an optional field. If selected, this filter is applied in conjunction with target audience and zone filters.
  - i. Select a **Template**. The title and body of message is automatically displayed and can only be edited by Site admins.
  - j. To publish the notification, select **Yes, submit**.
  - k. To save the notification as draft, select **No, save as draft only**.
5. Click **Next**

The screenshot shows the 'Setup a new Broadcast Notification' form in the Permitted system. The form is divided into several sections: 'Communication Method', 'Notification Details', 'Schedule', 'Audience', 'Filter', 'Content', and 'Submit or Draft'. The form includes various input fields, dropdown menus, and radio buttons. The following callouts are present:

- 1**: Points to the 'Manage' menu item in the top navigation bar.
- 2**: Points to the 'Notifications' tab in the top navigation bar.
- 3**: Points to the '+ New' button in the top navigation bar.
- 4**: Points to the 'Communication Method' section of the form.
- a**: Points to the 'Type' radio buttons (Broadcast, Permit Banner, Website Banner).
- b**: Points to the 'Delivery Channels' dropdown menu.
- c**: Points to the 'Urgency' radio buttons (Informational, Critical, Important).
- d**: Points to the 'Category' dropdown menu.
- e**: Points to the 'When' radio buttons (Now, Scheduled) and the 'Expiry Date' and 'Expiry Time' fields.
- f**: Points to the 'Target Audience' dropdown menu.
- g**: Points to the 'Zone' dropdown menu.
- h**: Points to the 'Permits Filter' search field.
- i**: Points to the 'Template' dropdown menu.
- j**: Points to the 'Submit notification?' radio buttons (Yes, submit, No, save as draft only).
- k**: Points to the 'Draft versions are not processed for sending' text.

At the bottom right of the form, there are 'Back' and 'Next' buttons, with a '5' callout next to the 'Next' button.

# Edit/Cancel/Expire a Broadcast Notification

Transurban Permitted Notifications



Quick reference guide

## Edit/Cancel/Expire a Notification

1. Log in to Permitted. In top horizontal menu, click **Manage** and select **Notifications** from submenu.
2. Click Notifications tab. This displays the list of notification setup for the site/region.
3. Click the relevant notification to open it.
4. Click the green down arrow on top right of screen for editing, cancellation and expiry options.

The options available to edit, cancel or expire notifications depends on the type and status of the notification.

Status/ Available Option	Incomplete (Saved as draft)	Active (Published and sent/displayed to users)	Expired (Activated at some stage, currently in expired status)	Cancelled (Drafted but never published)
<b>Edit</b> (All notification settings)	Yes	No	No	No
<b>Edit Content</b> (selected template)	Done using Edit option	No	No	Yes
<b>Edit Times</b>	Done using Edit option	Edit Times (Expiry date/time only)	No	Yes (Start and end dates/times)
<b>Edit Category</b> (used for internal reporting only)	Done using Edit option	No	No	Yes
<b>Activate Notification</b>	Done using Edit option	NA	No	Yes (future dated only)
<b>Cancel Notification</b>	NA	No	No	NA
<b>Delete Notification</b>	Yes	No	No	No

The screenshot shows the 'Manage' dropdown menu in the top navigation bar, with 'Notifications' selected. Below, the 'Notifications' tab is active, showing a list of notifications with columns for 'Type' and 'Title'. A specific notification 'Banner' is highlighted. A green arrow points to the top right corner of the notification card, where a dropdown menu is visible with options: Edit, Edit Content, Edit Times, Edit Target Audience, Edit Category, Activate Notification, Cancel Notification, and Delete Notification.