



## OPERATIONAL CIRCULAR 28/2018

**File: D09701**

**MAY 2019**

### **RAPID ALERT CALLER ID**

DFES Operational Communications Branch is continuing to improve the Rapid Alert Application which DFES uses to send operational text messages. Rapid Alert has recently been upgraded and it is necessary to inform end users that the Rapid Alert Caller ID will change. As a result, personnel should reconfigure their personal devices so that Rapid Alert notifications can be heard when the device is on 'Silent' or 'Do Not Disturb'. Refer to Annex A for instructions.

DFES and the Rapid Alert service provider Soprano Design recently signed off on a new Service Level Agreement that will provide an improved and more reliable messaging service. In order to provide a faster messaging service with higher availability. It has been necessary to introduce a pool of phone lines. As a result, end users will see different numbers appear on their Caller ID when a Rapid Alert message is received.

As of 25 May 2019, the following numbers will be used by the Rapid Alert application;

0448 160 087	0417 137 029	0447 311 559	0427 278 415	0438 547 655
0456 665 397	0417 178 118	0427 203 462	0427 198 077	0427 798 295

The numbers above should be saved in your phone under a single contact entitled 'Rapid Alert'. The contact should be configured for "Emergency Bypass" to enable notifications to be heard while the device is on Silent or Do Not Disturb.

#### **Key Message**

Text Messages generated by Rapid Alert will utilise different Caller IDs. Personnel and volunteers who receive Rapid Alert Messages in the course of their duties should reconfigure their personal devices to accommodate the change.

Third party applications such as BART and Swiftworks may need to be reconfigured to enable the application to consume Rapid Alert messages. Users of third party applications should contact the application vendor for technical support.

For further advice, contact A/Superintendent Operational Communications Brad Miles

0473 304 212 or [bradley.miles@dfes.wa.gov.au](mailto:bradley.miles@dfes.wa.gov.au).

**GARY GIFFORD ESM**  
**ACTING DEPUTY COMMISSIONER OPERATIONS**

Target Audience: Operational Personnel				
A	B	C	D	Vol
O.I.C. is to communicate content to all relevant personnel under their command, discuss implications, and sign appropriate box above. Once completed Circulars shall be filed on station and forwarded to Information Resources at the end of each financial year.				
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## Annex A

Instructions for device configuration are detailed below;

### Android –

1. In the Contacts App on your device, create a new contact entitled 'Rapid Alert'. Include all the numbers listed above.
2. Add the Rapid Alert Contact to your favourites.
3. In 'Settings' go to 'Do Not Disturb' and then 'Allow Exceptions' and tick 'Favourites'.

### OIS – Apple iPhone

1. In the Contacts App on your device, create a new contact entitled 'Rapid Alert'. Include all the numbers listed above.
2. Within the Rapid Alert contact, scroll down to 'Text Tone', tap on >
3. Scroll to the top and turn on 'Emergency Bypass'.

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