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EMRTC Procedure for Finance and Administration
TEXT ALERT PROGRAM

Purpose

The Business Operations Group is developing a voluntary Text Alert Program (TAP) for the EMRTC Finance and Administration Group in order to allow for better communication with EMRTC Staff. The objective of this program is to allow for a quicker and more convenient way for employees to receive relevant information, and allow the F&A group to keep end users up to date on changes in procedures. This focus on clear and efficient communication will assist in cultivating a culture of compliance.

General Information

1. These procedures are a guideline for use of the EMRTC Finance and Administration TAP
2. This procedure is specific to EMRTC and cannot be changed without prior approval from the Associate Director for Finance and Administration

Process for Establishing/ Maintaining Text Lists

1. Employees may sign up for specific alert groups using the Text Alert Registration Form
2. The registration forms must be emailed to the Sr. G&C Manager, who will generate IT work orders to create or modify the lists
3. IT will generate lists based only on the work orders submitted by the Sr. G&C Manager
4. If at any point people want to be added they can submit a registration form, if they want to unsubscribe they will need to submit a work order with EMRTC IT

Process for Sending Text Alerts

1. Only F&A groups will be authorized to send appropriate messages using Microsoft Outlook
2. The sender will select the list they want to send to, write a message (140 characters or less) in plain text format and send
3. No message should be sent without the approval of an area's manager
4. Messages must be respectful and cannot contain slang or profanity
5. Each area should try to limit their texts to 1 per day unless there is a critical situation that needs to be addressed

APPROVAL:

Mona Torres 4 Sept 2015

Mona Torres
Associate Director for Administration and Finance