Sungard Assurance NM

Alerting Service – Quick Reference Card



Introduction

Venable utilizes Sungard's Assurance NM system for emergency notifications. By enrolling in this service, you can designate your preferences for being contacted in the event of an office closure, firm emergency, natural disaster or IT service outage.

Register for Alerts

A one-time registration is all that's needed to begin receiving alerts. Venable has set up a self-registration portal to allow employees to create and maintain an alerting account.

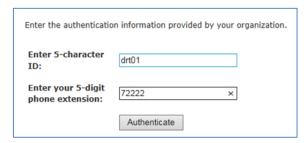
NOTE: You will create a User Name and Password for accessing the Venable Self Registration Portal. Keep this handy to return to the site to edit or delete information.

Accessing and Creating an Account

 Browse to venable.sendwordnow.com. The Venable Self Registration portal displays. Click Register.



2. At the authentication screen, type in your 5-character network ID and your 5-digit phone extension and click **Authenticate**.



Note: You can register on behalf of someone else by entering their User ID and phone extension.

- Once successful, you will be prompted to create a Username and Password.
 - Username: Can be whatever you like and is not in any way tied to your Venable credentials. It can be your User ID, first or last name, etc.

- Password: Requires at least 8 characters, requiring upper and lower case characters and at least 1 symbol. If your password does not meet the criteria, you cannot complete your account creation.
- Complete the fields and click Create User. Once your account is created, you will be presented with the main page displaying four tabs.

User Information Tab

- The First and Last Name will be auto-filled based on the User ID
- A Change Password section appears below if you need to change the account's password.
- Click Next to move to the next tab.

Contact Information Tab

Enter your contact points in order to receive alerts.

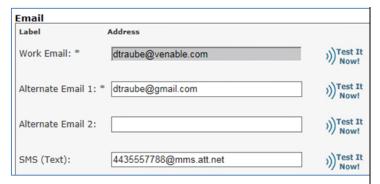
- Phone. Add additional phone numbers and select whether you want a phone call and/or a text message.
 - The account's work phone number is automatically added and cannot be removed.
 - Click Test it Now to verify receipt of the alert.
 There is a few seconds' delay in receiving the alert.



- Email. Designate one or more email addresses.
 - Your work email is already part of your profile and does not need to be added.
 - To add a vendor SMS/MMS text, use [phone number]@mms.[carrier].net; for example:

2022223344@mms.vzn.net

NOTE: Replace vzn with att if AT&T is your mobile provider.



- BlackBerry PIN (optional). Add a BlackBerry Pin to receive alerts on a BlackBerry device.
- Click Next.

Additional Information Tab

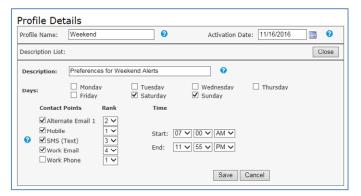
- The work address for the account is displayed here as well as primary office. This is needed for location-related alerts. Click Next.
- Click Submit to complete your registration.

If you wish to set up Cascading Profiles, please refer to the next section. Otherwise your registration is complete.

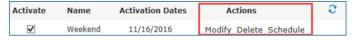
Cascade Profiles Tab (OPTIONAL)

Profiles can be set up to set specific alerts based on day and time. You must, however, submit your contact information before you can set up any cascading profiles.

- If you want to set up a profile, click Login from the Venable Self Registration home screen and enter the username and password that you created during registration.
- Click the next button until you arrive at the Cascade Profiles tab.
- 3. Click Add New Profile.
- 4. Name the profile and change settings as appropriate.



- Click Save. Click Close to return to the main screen.
 Your newly-added profile is displayed.
- 6. You can always come back here to edit a profile or create additional profiles.



- Click Submit to save your changes. You can then log out and close your browser window.
- Then click Logout. You may receive a message noting that you need to click Submit to save; just click OK.

Updating Information

You can access the Venable Self Registration Portal page at any time to add or change information or preferences.

- Browse to venable.sendwordnow.com. The Venable Self Registration portal displays. Click Login.
- Enter the Username and Password for the portal account and click Login.
- Access the appropriate tab(s) and update field(s) as needed.
- 4. From the Cascade Profiles Tab, click **Submit** to save your changes. You may receive a message noting that you need to click Submit to save; just click **OK**.

Additional Assistance

If you forget your portal password, click the **Forgot Password** link. An email will be sent to the email address for the account to reset your password.

Please contact the IT Service Desk with any questions.