

# CAHAN Training for HAN Coordinators

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HAN coordinators are the California Health Alert Network (CAHAN)'s official administrators for a given group, usually a local health department or a general acute care hospital. They are responsible for keeping their group's contact records current and accurate, and for sending alerts when appropriate.

**All HAN coordinators must be trained before accessing the CAHAN system.** The following outline lists the steps and timelines involved in becoming a trained, active HAN coordinator.

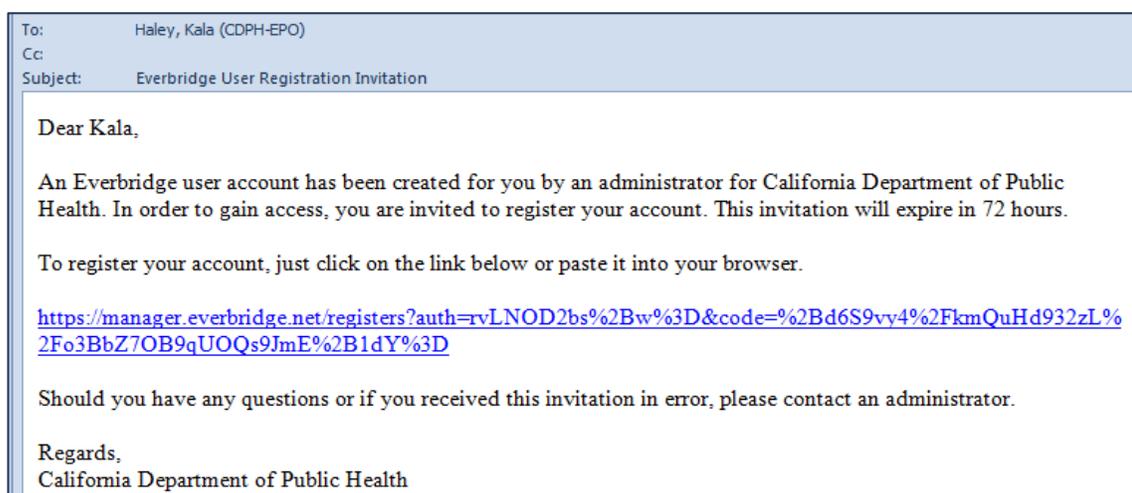
## I. Contact Your Local HAN Coordinator

Local (county level) HAN coordinators decide which groups can have HAN coordinators, and must confirm a new HAN coordinator with the CAHAN team before any training begins. **To confirm a new HAN Coordinator within their jurisdiction, local HAN coordinators should email the CAHAN team with the new HAN coordinator's name, email address, and the group(s) that the new HAN coordinator will administer and alert.** The local HAN coordinator should also ensure that the new HAN coordinator is enrolled as a basic contact in the CAHAN system.

**Certain groups must meet requirements to have a HAN coordinator;** please read Section IV of the CAHAN Use Guide for information on HAN coordinator responsibilities and eligibility requirements.

## II. Receive Registration for CAHAN Training Site

Trainees will receive an email from a CAHAN team member to register as an administrator for the training system:



**Please note that the registration link will expire after 72 hours.** If trainees cannot register before the link expires, they should notify the CAHAN team so that they may receive a new registration email.

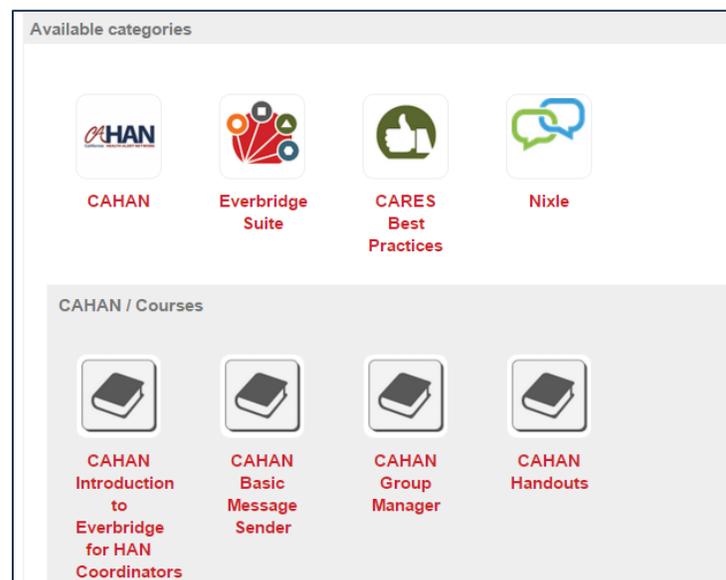
In most cases, **the trainee may use their work email address as their username** to register for the training site. Once registered, they can go to <https://manager.everbridge.net> to log into Everbridge University (see Step III) and complete their HAN Coordinator training. The trainee can practice the alerting and administration skills that they learn on the training site, which will appear as an “empty” test site during the training period. Once training is completed, the trainee will be added to the active alerting site.

### III. Take Everbridge University Courses

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To access your courses:

1. From the Everbridge Manager homepage (<https://manager.everbridge.net>), click ‘Help & Support’ in the upper right hand corner and select ‘Everbridge University,’ /  
▶ Everbridge University (‘Visit Everbridge University in a new window.’)
2. From the Everbridge University site, click the CAHAN button. Your courses will appear in the gray box beneath.



3. Please complete the **CAHAN Introduction to Everbridge for HAN Coordinators** webinar and take all the courses listed under the **CAHAN Basic Message Sender** and **CAHAN Group Manager** buttons.

HAN coordinators are required to complete the following courses:

***CAHAN Basic Message Sender***

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<b>Getting Started with Notifications</b>	<b>Notification Delivery and Sending Settings</b>
<b>Creating the Message</b>	<b>Notification Results</b>
<b>Message Types</b>	<b>Notification Events</b>
<b>Selecting Contacts by Individuals, Groups, and Rules</b>	<b>Managing Notifications</b>
	<b>Dashboard Tab</b>

***CAHAN Group Manager***

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<b>Adding and Managing Contacts</b>	<b>Contact Data Details</b>
<b>Managing Groups and Rules (Group Managers)</b>	

The full course load, including the CAHAN Introduction webinar, will take approximately 5 hours and 20 minutes to complete. Everbridge tracks the trainee’s progress and, once the required courses are completed, the CAHAN team will grant the trainee access to the active alerting site.

**IV. Receive Registration for CAHAN Alerting Site**

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The CAHAN team will add the trainee to the alerting site after all of the Everbridge University courses are completed.