

## Gold Rush Incident Tracker

**Colorado Alliance of Research Libraries**

3801 E. Florida, Ste. 515 • Denver, CO 80210 • (303) 759-3399 • FAX: (303) 759-3363

© Copyright Colorado Alliance 2004

# Gold Rush Incident Tracker

## Table of Contents

<b>INTRODUCTION.....</b>	<b>3</b>
<b>ACCESSING GOLD RUSH INCIDENT TRACKER (GRIT).....</b>	<b>3</b>
<b>GOLD RUSH INCIDENT TRACKER TABS.....</b>	<b>4</b>
<b>ADD INCIDENT.....</b>	<b>5</b>
<i>Incident Name.....</i>	<i>5</i>
<i>Vendor &amp; Product.....</i>	<i>6</i>
<i>Service Status.....</i>	<i>7</i>
<i>Staff Notes.....</i>	<i>7</i>
<i>Display Public Message.....</i>	<i>7</i>
<i>Public Message.....</i>	<i>7</i>
<i>Contacts.....</i>	<i>7</i>
<i>Add Incident.....</i>	<i>7</i>
<b>BROWSE/EDIT INCIDENTS.....</b>	<b>8</b>
<i>Find Incident.....</i>	<i>8</i>
<i>Browse Incidents.....</i>	<i>8</i>
<i>Limit Results.....</i>	<i>9</i>
<i>Details Button.....</i>	<i>9</i>
<i>Close Button.....</i>	<i>9</i>
<i>Search Results.....</i>	<i>9</i>
<b>INCIDENT DETAILS.....</b>	<b>10</b>
<i>Incident Name.....</i>	<i>10</i>
<b>EDIT INCIDENT DETAILS.....</b>	<b>13</b>
<i>Incident Name.....</i>	<i>13</i>
<i>Vendor &amp; Product.....</i>	<i>13</i>
<i>Staff Notes.....</i>	<i>14</i>
<i>Display Public Message.....</i>	<i>14</i>
<i>Public Message.....</i>	<i>14</i>
<i>Contacts.....</i>	<i>14</i>
<b>INCIDENT CONTACTS.....</b>	<b>15</b>
<i>Add New Contact.....</i>	<i>15</i>
<i>Edit Contact.....</i>	<i>15</i>
<b>EXPORT INCIDENTS.....</b>	<b>16</b>
<i>Select Incidents.....</i>	<i>16</i>
<i>Download Incidents.....</i>	<i>16</i>
<b>SENDING EMAIL MESSAGES WITH GRIT.....</b>	<b>17</b>
<i>To.....</i>	<i>17</i>
<i>Additional Addresses.....</i>	<i>17</i>
<i>From.....</i>	<i>17</i>
<i>Subject.....</i>	<i>18</i>
<i>Message.....</i>	<i>18</i>
<i>Send Message.....</i>	<i>18</i>
<b>GRIT MESSAGES IN GOLD RUSH PUBLIC.....</b>	<b>19</b>

## Introduction

Gold Rush Incident Tracker (GRIT) is a Gold Rush module that allows you to log service outages and other problems that occur with online services offered through your library. GRIT even allows you to track outages or interruptions to services that are not managed through Gold Rush, including your catalog, your Iliad server, or any other service your library subscribes to. With GRIT you can set a message to be displayed on appropriate pages in Gold Rush Public if the affected resource is in your Gold Rush holdings or your Gold Rush subscriptions.

As you work through a problem with a vendor, you can add notes to help you monitor each step of the incident. You can add as many contacts as you need to each incident, and you can easily send an email to one or all of them.

GRIT reports provide a simple way to monitor the performance and stability of the online resources you subscribe to. From the Reports module, you can review and download Open or Closed incidents. From GRIT, you can download a list of all incidents for further processing in the spreadsheet of your choice. A full listing of every action taken for a particular incident is also available when you need the detailed history of the problem.

## Accessing Gold Rush Incident Tracker (GRIT)

There are three ways to get to GRIT. If you are logged into the Gold Rush Staff Toolbox, you can find a link to GRIT on both the Holdings menu and the Subscriptions menu.

You can also reach GRIT with a direct URL. To create the URL, use your Gold Rush Staff Toolbox address, followed by “/index.cfm?inst\_code=YOUR\_INST\_CODE&module=ltrack.”

For example, if your institution code is “001\_AUR” your GRIT URL would be:

[http://grstaff.coalliance.org/index.cfm?inst\\_code=001\\_AUR&module=ltrack](http://grstaff.coalliance.org/index.cfm?inst_code=001_AUR&module=ltrack)

When you use this URL, you will be prompted to log in to Gold Rush Staff Toolbox. After a successful logon, you will be taken directly to the GRIT tab.

# Gold Rush Incident Tracker Tabs

GRIT has 4 tabs that you use to navigate the GRIT pages. On the GRIT pages, you can add an incident, find an incident by searching or browsing, edit an incident, add and edit incident contacts, and download a list of your incidents.

## Add Incident

- open the incident
- assign it a name
- enter the vendor and product
- describe the current status of the service
- enter any notes you need to about the incident
- set a message to be displayed in Gold Rush Public
- assign contacts to the incident

## Browse/Edit Incident

- browse or search for incidents
- edit the incident record
- add steps, or “actions”, to the incident
- add or remove contacts from the incident
- close the incident

## Incident Contacts

- add to the list of contacts used by GRIT
- delete from the list of contacts used by GRIT
- edit the list of contacts used by GRIT

## Export Incidents

- download a list of incidents for processing in a spreadsheet application.

# Add Incident

The screenshot shows the 'Add Incident' form with the following sections and callouts:

- Incident Name:** A text input field. Callout: "Enter the name you want to use for this incident."
- Vendor & Product:** A section with three radio button options:
  - Option 1 - Select From Gold Rush Providers/Databases:** Includes a 'Provider' dropdown and a 'Database' dropdown. Callout: "If the affected service is in your Gold Rush holdings, use Option 1 to select a Provider and Database."
  - Option 2 - Select From Gold Rush Subscriptions:** Callout: "If the affected service is not in your Gold Rush holdings, but is in your Gold Rush Subscriptions, use Option 2 to select a subscription."
  - Option 3 - Enter Vendor & Product:** Callout: "If the affected service is not in Gold Rush holdings or subscriptions, use Option 3 to enter a name for the Vendor and Product."
- Service Status:** A dropdown menu. Callout: "Select a service status which indicates the current status of the affected service."
- Staff Notes:** A large text area. Callout: "Enter any initial notes you want to keep about the incident. These notes are for your use and will not be displayed to the public."
- Display Public Message:** A checkbox. Callout: "Check this box if you want Gold Rush Public to display a message about this incident."
- Public Message:** A text area. Callout: "If you have checked the box above, you can enter the message you want Gold Rush Public to display. Your message can contain HTML."
- Contacts:** A section with two forms:
  - Add New Contact:** Fields for Name, Email, Phone, and Fax. Callout: "Use the 'Add New Contact' form to add a new person to your GRIT contact list and assign them to this incident."
  - Add Current Contact:** A list of names (Alliance Help Desk, Alvin Brockway, Andrew Smith, Anna DeMiller, Barbara Kosinsky, Bob Simpson, Bruce Preslan, Bryan Lafata, Charles Batsford, Cindy Hashert) with a scroll bar. Callout: "Use the 'Add Current Contact' form to assign contacts to this incident. Use CTRL-Click to select multiple contacts."
- Add Incident:** A button at the bottom right. Callout: "After you have entered all the information you want about this incident, click the 'Add Incident' button to save the incident to the GRIT database."

## Incident Name

Enter a name for the incident. The name is strictly for ease of recognition, so make it brief but fairly obvious. You may want to establish a standard naming scheme such as "VENDORNAME\_PRODUCT NAME OUTAGE." This is not required, but could be helpful if you intend to use GRIT heavily. The incident will also be given a unique ID.

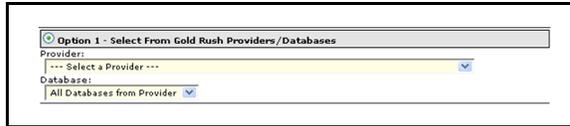
## Vendor & Product

You have three options for setting the vendor and product.

### Option 1 – Select From Gold Rush Providers/Databases

This is the preferred option.

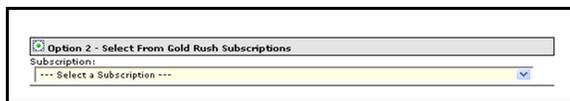
Use this option if the service having problems is in your Gold Rush holdings.

A screenshot of a web form titled "Option 1 - Select From Gold Rush Providers/Databases". It contains two dropdown menus. The first is labeled "Provider:" and has a placeholder text "--- Select a Provider ---". The second is labeled "Database:" and has a placeholder text "All Databases from Provider". Both dropdowns have a blue arrow on the right side.

The Provider drop-down will list all providers in your Gold Rush holdings. After you select a provider, the Database drop-down will be populated with a list of your databases from the selected provider. The Database drop-down will default to “All Databases from Provider.” Keep this setting if the problem described in the incident encompasses all products from a provider. For example, if you are having problems accessing all resources at EbscoHost.

### Option 2 – Select From Gold Rush Subscriptions

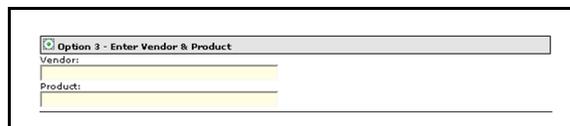
Use this option if the service having problems is in your Gold Rush subscriptions. If the provider is also in your Gold Rush holdings, use Option 1. Only use this option for services that are in your subscriptions, but not in your holdings.

A screenshot of a web form titled "Option 2 - Select From Gold Rush Subscriptions". It contains a single dropdown menu labeled "Subscription:" with a placeholder text "--- Select a Subscription ---". The dropdown has a blue arrow on the right side.

If you click the radio-button for Option 2, a drop-down field will appear with a list of all the subscriptions listed in your Gold Rush subscriptions. Selecting one of these subscriptions will usually allow GRIT to set the Gold Rush Provider ID and Database ID, so that messages can be displayed to the public. There are some Gold Rush Subscription records that do not match up with a specific provider and database in your Gold Rush holdings. In these cases, GRIT cannot display a public message on the Full Journal Record and Full Database Record.

### Option 3 – Enter Vendor & Product

Use this option if the service is NOT in your Gold Rush holdings or subscriptions.

A screenshot of a web form titled "Option 3 - Enter Vendor & Product". It contains two text input fields. The first is labeled "Vendor:" and the second is labeled "Product:". Both fields have a yellow highlight on the input area.

This option is available if you want to track problems with a non Gold Rush service, like your ILS or Illiad server. No public messages can be displayed on the Full Journal Record or the Full Database Record in Gold Rush Public, but messages will still be displayed on the Welcome page and the Browse page.

## Service Status

Service status is an optional setting, which allows you to describe the current status of the service you are having a problem with. The list of Service Statuses is:

- Down
- Intermittent Outages
- Partial Content Available
- Normal/Working
- Slow Response Time
- Access/Authentication Problem

Note: If you feel there are other service statuses that should be added to this list, please contact Gold Rush staff at [goldrush@coalliance.org](mailto:goldrush@coalliance.org).

## Staff Notes

Enter any general notes you want to keep about the incident. These notes are not displayed to the public, and should describe the incident, and perhaps the first action taken. When you add an incident in GRIT, an initial detail record is attached to the incident, with a default action of “Opened Incident.” You can add more detail records after adding the incident, and each detail record, or “action”, will also include a space for additional notes.

## Display Public Message

Check this box if you want Gold Rush Public to display a message on the Welcome page, the Browse Page, and on the Full Journal Record and Full Database Record.

## Public Message

Enter the message you want displayed in Gold Rush Public. The message can include simple HTML, so you can include some markup, links or images. The HTML will be used when the message is displayed on the Welcome Page or the Browse Page.

## Contacts

GRIT has a list of contacts that was taken from your Site and Vendor contacts in Gold Rush Subscriptions. If you do not use Gold Rush Subscriptions, you will not have any contacts in your list of Current Contacts. While this list was taken from your Subscriptions contacts, the list of contacts that GRIT keeps is separate from the list kept in Subscriptions.

There are two ways to add a contact to an incident.

If you do have a list of contacts in the “Add Current Contact” box, you can select the contacts in this list that you want attached to this incident.

You can also add a new contact to your contact list and attach that contact to this incident, by using the “Add New Contact” form. You can add a new contact whether or not you have a list of current contacts.

## Add Incident

After you have entered all of the information you want to enter about the incident, click the “Add Incident” button to submit the form and save the incident.

## Browse/Edit Incidents

The Browse/Edit Incidents tab will automatically display all of your Open incidents in the “Browse Incidents” box.

The screenshot shows the 'Browse Incidents' interface. At the top, there are buttons for 'Add Incident', 'Browse/Edit Incident', 'Incident Contacts', and 'Export Incidents'. Below these is the 'Edit Incident' section with a 'Find Incident:' search box and a 'Search' button. A callout box explains that users can search by Incident Name, Incident ID, Vendor Name, Product Name, or Staff Notes. Below the search box is the 'Browse Incidents' section, which includes radio buttons to filter results by 'Open', 'Closed', or 'All'. A callout box explains that users can filter results by clicking these buttons. The main area is a table with columns for ID, Name, Vendor, Product, Status, and buttons for 'Details' and 'Close'. Callout boxes explain that clicking a column header sorts the list, clicking 'Details' shows incident information, and clicking 'Close' quickly closes an incident. A final callout box notes that the 'Details' button can also be used to add notes about the resolution of an incident.

ID	Name	Vendor	Product	Status	Details	Close
30	III Backups not working	III	InnoPac Backups	Open	Details	Close
31	CINAHL pdf's not available from Ebsco	EBSCO INDUSTRIES	CINAHL	Open	Details	Close
32	Illiad Outage 2007-10-16	OCLC	Illiad	Open	Details	Close
46	OCLC is unavailable	OCLC	All Databases from Vendor OCLC	Open	Details	Close
47	BSP	EBSCO INDUSTRIES	Business Source Premier	Open	Details	Close
48	CSA Databases are Not Accessible	CSA	All Databases from Vendor CSA	Open	Details	Close
51	SpringerLink Login not working	SPRINGER	Springer LINK (Springer Online Journals)	Open	Details	Close
52	EbscoHost is Down	EBSCO INDUSTRIES	All Databases from Vendor EBSCO INDUSTRIES	Open	Details	Close
53	Business ASAP	GALE GROUP	Business ASAP	Open	Details	Close
54	III Catalog is down	AURARIA LIBRARY	All Databases from Vendor AURARIA LIBRARY	Open	Details	Close

## Find Incident

The Find Incident form allows you to search for incidents. You can search for items in the following fields:

- Incident Name
- Incident ID
- Vendor Name
- Product Name
- Staff Notes

After you perform a search, the Browse Incidents box is replaced with a Search Results Box.

## Browse Incidents

By default, the Browse Incidents box lists all of your Open incidents. You can sort the list by clicking on the column headers. Clicking on the “Vendor” label will sort the list by vendor name, clicking on the ID label will sort the incidents by ID. The default sort is by incident ID.

## **Limit Results**

You can limit or expand the items in the Browse Incidents list by clicking one of the Limit Results radio buttons. Clicking the “Closed” radio button will allow you to browse your closed incidents. Clicking the “All” radio button will allow you to browse all of your incidents, both Open and Closed.

## **Details Button**

Clicking the “Details” button on any record in the Browse List will take you to a page about that particular incident. This page is described in the “Incident Details” section below.

## **Close Button**

Clicking the “Close” button by an incident will close the incident. This will set the incident status to “Closed” and add a simple detail record with an action of “Closed Incident.” If you want to add a note to the “Closed Incident” detail record, you should click the details button, and close the incident on the Incident Details page. This button is here for convenience when you just want to close an incident quickly without adding notes about why or how the incident was resolved.

## **Search Results**

The Search Results box works just like the Browse Incidents box described above. If you use the Limit Results radio buttons, they will only apply to the set of incidents found with the search you performed. You can sort these records by clicking on the column headers.

# Incident Details

The screenshot shows the 'Incident Details' page with several callout boxes:

- Blue box:** This section displays all of the information describing this incident. To edit this information, click the "Edit Incident" button below.
- Red box:** This section displays the contacts that are assigned to this incident. You can click any of the email addresses or click the link labeled "send a message to all contacts" to send messages about this incident.
- Green box:** Click the "Edit Incident" button to change any of the above information or to add/edit/delete contacts.
- Yellow box:** This form allows you to add an action record to this incident. Enter any notes you want about this action, or step, optionally select a service status, select an action, then click the "Add" button.
- Pink box:** This section displays the actions that have already been taken for this incident.

## Incident Name

Displays the name assigned to this incident. The incident ID is also displayed in this field. Click the "Edit Incident" button to make changes to this field.

## Vendor

Displays the vendor associated with this incident. Click the "Edit Incident" button to make changes to this field.

## Product

Displays the product associated with this incident. Click the "Edit Incident" button to make changes to this field.

## Staff Notes

Displays the notes entered for this incident. Click the "Edit Incident" button to make changes to this field.

## Display Public Message

Displays the current setting of "Display Public Message" for this incident. Click the "Edit Incident" button to make changes to this field.

## Public Message

Displays the public message that has been defined for this incident, if there is one. Click the "Edit Incident" button to make changes to this field.

## Contacts

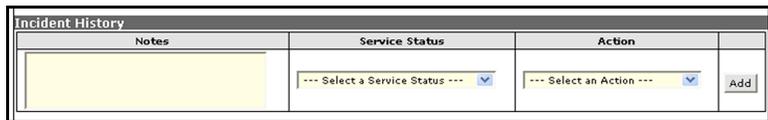
Displays the contacts associated with this incident. Individual email addresses are linked, and there is a link allowing you to send an email to all of the listed contacts. Both of these links will bring up a form that allows you to edit the list of addresses the message is going to, add more addresses, and enter a message to be sent. Click the “Edit Incident” button to make changes to this field.

## Edit Incident

Clicking this button will allow you to edit any of the information in the display above. If you want to change the Staff Notes, Contacts, or Public Message, you will use this button to reach the Edit Incident Details page. The Edit Incident Details page is described in more detail below.

## Incident History

The Incident History section allows you to add new action records for this incident.



The screenshot shows a form titled "Incident History" with three main sections: "Notes", "Service Status", and "Action". The "Notes" field is a large text area. The "Service Status" field is a dropdown menu with the text "... Select a Service Status ...". The "Action" field is a dropdown menu with the text "... Select an Action ...". There is an "Add" button to the right of the "Action" dropdown.

## Notes

Enter any notes you want for the new action in this field. This field does not support HTML, so limit your notes to plain text.

## Service Status

Optionally, you can select a Service Status, describing the current state of the service being tracked with this incident. The items in this list are the same as those on the Incident Add Form described above.

## Action

Select the action you want for this action record. The available actions are:

- Closed Incident
- Contacted Vendor by Phone
- Contacted Vendor by Email
- Notified Users
- Notified Staff
- Tested Vendor Solution
- Placed on Hold
- Re-Opened Incident
- No Action

## Add

When you have entered your notes, selected an action, and optionally selected a service status, click the “Add” button to add the action record to the incident.

## Incident History Action Records

Incident History Action Records list each action that has occurred with this incident.

Date	Time	Status	Service Status	Action
2007-10-16	03:52:14	Open	Partial Content Available	Opened Incident
2007-10-16	03:53:00	Open <b>Note:</b> Ebsco support says they will investigate.	Partial Content Available	Contacted Vendor by Email

**Date**

The date a particular action was taken.

**Time**

The time a particular action was taken

**Status**

The status of the incident at the time of the action. This will normally be “Open”, but will be “Closed” for the record listing the “Closed Incident” action.

**Service Status**

The status of the service described in this incident at the time of the action.

**Action**

The action that was taken.

# Edit Incident Details

This page allows you to edit the record for the incident. You can change the name, staff notes, whether or not to display a public message, the content of the public message, and the contacts associated with the incident.

The screenshot shows the 'Edit Incident' form with the following sections and callouts:

- Incident Name:** CINAHL pdf's not available from Ebscc (Incident ID: 31) - Callout: "The current incident name and ID."
- Vendor & Product:** Vendor: EBSCO INDUSTRIES, Product: CINAHL - Callout: "The current vendor and product for this incident. These are here for informational purposes. It is not recommended that you change these."
- Staff Notes:** We can still access all indexing and even some full text, but can't get the associated pdf files. - Callout: "The current staff notes for this incident. These notes do NOT display to the public. Feel free to add to these notes as the resolution of the incident progresses."
- Display Public Message:**  (Message will display above Welcome Message when your users log in) - Callout: "Check this box to begin displaying incident messages in Gold Rush Public. Uncheck this box to stop displaying incident messages in Gold Rush Public."
- Public Message:** CINAHL is currently not working. You can still access indexing, but associated PFD files are inaccessible. Please try other databases. - Callout: "Use this field to set the content of a public message for this incident. You can also add to or edit an existing message. You can include HTML markup that will be used when displaying incident messages on the Gold Rush Public Welcome Page and Browse Page."
- Contacts:**
  - Current Contacts:**

Name	Email	Phone	Fax
George Machovec	george@coalliance.org	303 759-3399	303 759-3399
Scott Stockton	scott@quipugroup.com	303-638-7931	303-638-7931
  - Add New Contact:** Name, Email, Phone, Fax fields.
  - Add/Remove Current Contacts:** List of contacts with up/down arrows. Callout: "Use Ctrl-Click to add contacts from list. To remove a contact, de-select them in the list."

Buttons at the bottom: Back, Delete Incident, Update Incident.

- Back:** Callout: "Use the 'Back' link if you decide not to make any changes. You will be returned to the Incident Details page."
- Delete Incident:** Callout: "Click the 'Delete Incident' button to delete this incident. If you delete an incident, it will no longer show up in reports or downloads."
- Update Incident:** Callout: "After making any desired changes, click the 'Update Incident' button to save your changes."

## Incident Name

The name associated with this incident.

## Vendor & Product

The Vendor and Product associated with this incident. Change these two items with caution. Changing them here will not change the Gold Rush Provider ID and DB ID that are stored for this incident, and could cause Gold Rush public to display messages on inappropriate titles.. If you selected the wrong vendor or product when adding this incident, you should delete this incident and re-add it, selecting the correct vendor and product.

## **Staff Notes**

These are the global notes that apply only to the incident itself, and do not display to the public. You may want to add to these notes as the incident progresses.

## **Display Public Message**

Check the checkbox if you want to add a public message, or uncheck the box if you want to stop displaying messages in Gold Rush Public about this incident.

## **Public Message**

You can add a public message at any time, or change the message that is being displayed in Gold Rush Public.

## **Contacts**

You add contacts to the incident in the same way you add them on the original Incident Add form. Be careful with the list of Current Contacts. It can be a long list, and if contacts are already associated with this incident, they will be selected in the list, even if they are far down the list and aren't displayed in the top of the list.

To add another contact from the list, be sure to Ctrl-Click the name, so it is added to the list. To remove a contact from this incident, scroll down the list until you find the person to remove. Ctrl-Click their name in the list to de-select it.

You can also add a new person to your contact list using the Add New Contact form.

## **Back**

Use the “Back” link to return to the Incident Detail page.

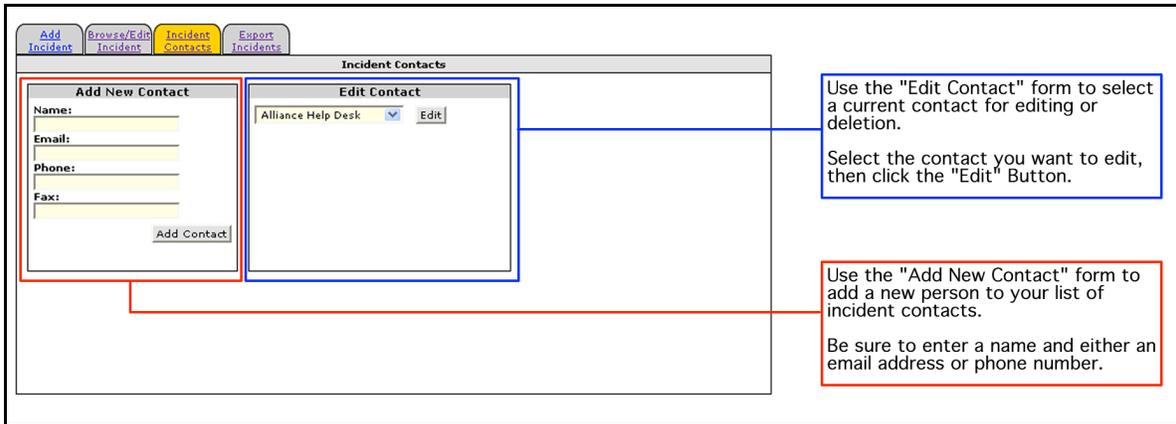
## **Delete Incident**

Use the “Delete Incident” button to delete this incident. This will delete the master incident record and any action records associated with it. No history of the incident will be retained.

## **Update Incident**

After making any changes you want to make for the incident, click the “Update Incident” button to save your changes.

# Incident Contacts



The screenshot shows the 'Incident Contacts' interface with two main forms: 'Add New Contact' and 'Edit Contact'. The 'Add New Contact' form has fields for Name, Email, Phone, and Fax, and an 'Add Contact' button. The 'Edit Contact' form has a dropdown menu with 'Alliance Help Desk' selected and an 'Edit' button. Two callout boxes provide instructions: one for the 'Edit Contact' form and one for the 'Add New Contact' form.

Use the "Edit Contact" form to select a current contact for editing or deletion.

Select the contact you want to edit, then click the "Edit" Button.

Use the "Add New Contact" form to add a new person to your list of incident contacts.

Be sure to enter a name and either an email address or phone number.

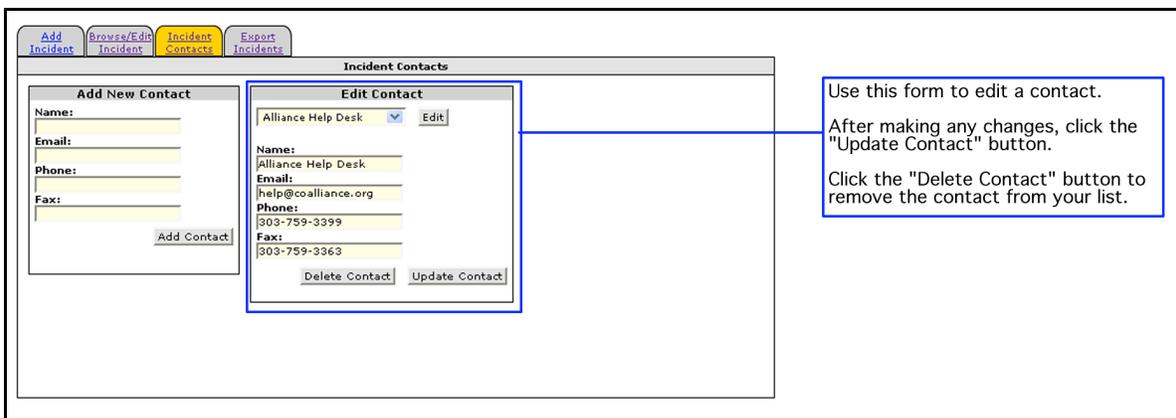
## Add New Contact

Use the Add New Contact form to add a new person to your list of incident contacts. Adding a contact here will add them to the list of current GRIT contacts, so you will be able to select them from the list when adding or editing an incident. The GRIT contact list is a separate list from the contacts you have in Gold Rush Subscriptions. Adding to the GRIT list will NOT add a contact to your subscriptions.

The contact Name and Email are very important fields, and are required if you want the contact to be listed with a linked email address. Phone and Fax are optional.

## Edit Contact

If you need to change a contact's information, their name, email, phone, or fax, select the contact to edit in the drop-down box, then click the "Edit" button.



The screenshot shows the 'Incident Contacts' interface with the 'Edit Contact' form highlighted. The form displays the contact's information: Name (Alliance Help Desk), Email (help@coalliance.org), Phone (303-759-3399), and Fax (303-759-3363). There are 'Delete Contact' and 'Update Contact' buttons at the bottom of the form. A callout box provides instructions for editing and deleting a contact.

Use this form to edit a contact.

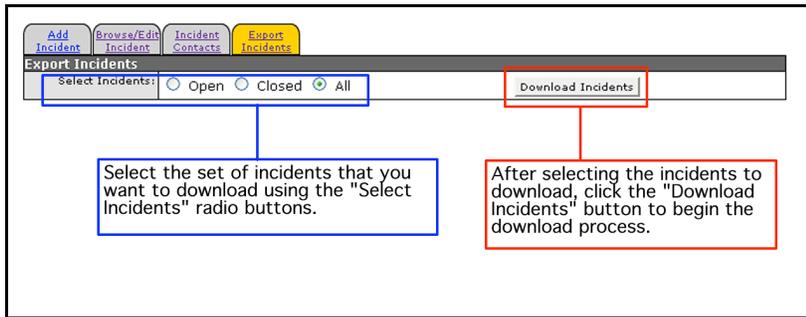
After making any changes, click the "Update Contact" button.

Click the "Delete Contact" button to remove the contact from your list.

A form will appear with the contact's information, and you can edit the item or items you need to change. Make any changes you want, then click the "Update Contact" button to save your changes.

You can also delete a contact by clicking the “Delete Contact” button after selecting a contact for editing. This will delete the contact from the GRIT contact list. It will not affect your Subscriptions contacts.

## Export Incidents



### Select Incidents

You can select which incidents you want to download by clicking the radio button by “Open”, “Closed”, or “All”. Selecting “Open” will only include incidents that are currently open in the download. Selecting “Closed” will only include incidents that have been closed in the download. And selecting “All” will include all incidents, both open and closed, in the download.

### Download Incidents

Click the “Download Incidents” button to begin the download process. This will bring up a dialog box to “open”, “save”, or “display in browser”. This box will vary depending on your browser and system.

## Sending Email Messages with GRIT

You can use GRIT to send email messages about an incident. The messages can go to any or all of the contacts you have assigned to an incident. The contacts for an incident might include the staff at your library who need to know about the problem or the support staff at the vendor's help desk. When you are on the Incident Details page or the Edit Incident Details page, you will have links to each individual contact assigned to the incident, as well as a link that allows you to send an email to all of the contacts assigned to the incident. Clicking either link will bring up a form that allows you to adjust the recipients of the message.

The screenshot shows the 'Send Email' form with the following fields and callouts:

- To:** george@coalliance.org. Callout: "The 'To' field will list the email addresses for this incident. If you clicked on an individual address, it will be displayed. If you clicked on the link for sending to all contacts, all of the contact emails for this incident will be in this field. You can remove addresses from this field if you want to skip one of the listed contacts."
- Additional Addresses:** (empty). Callout: "You can add email addresses that are not in your contact list using the 'Additional Addresses' field. Enter valid email addresses separated by a comma."
- From:** goldrush@coalliance.org. Callout: "By default, the 'From' address will be goldrush@coalliance.org. We recommend that you change this to your email address or to an alias that includes the relevant parties for the incident. If you do not change this, any returned messages will be ignored."
- Subject:** CINAHL pdf's not available from Ebsco. Callout: "By default, the Subject will be the name of the incident. You can change this if you feel something else is more appropriate."
- Message:** (empty). Callout: "Enter the message you want to send in the 'Message' box."
- Send Message:** (button). Callout: "When you have completed your message, click the 'Send Message' button to send it."

### To

This field will be filled in with the email address of the contact you clicked on, or a list of all email addresses if you clicked the “send a message to all contacts” link.

### Additional Addresses

Add any other address that you want to include in this email. You can add people who need to know about the incident, but are not in your GRIT contacts.

### From

This will initially be filled in with “[goldrush@coalliance.org](mailto:goldrush@coalliance.org)”, but you should change this to be your email address. If you don't, any returned email and any replies to your email will be sent to [goldrush@coalliance.org](mailto:goldrush@coalliance.org), and will be ignored.

**Subject**

The subject of the message defaults to the name you have given this incident. You can change this if you feel something else would make more sense to the recipients.

**Message**

Enter the text of the message here.

**Send Message**

When you have completed the form, click the “Send Message” button to send it.

## GRIT Messages in Gold Rush Public

When you have set a public message to display for a particular incident, and have set the text of that message, Gold Rush Public will display the message to your users. These “Resource Status” messages are displayed on the “Welcome” page and on the “Browse” page. Gold Rush Public also adds an alert icon beside resources on the “Full Journal Title Record” page and the “Full Database Record” page.

On the Welcome page and the Browse page, the messages are displayed below the search or browse box, with a heading of “Resource Status”. Because these two pages are not tied to a specific Provider and Database, any type of incident can display a message on these pages. This includes incidents for services that are not in your Gold Rush holdings or your Gold Rush subscriptions. On these pages, any HTML that is part of the public message will be used to display the message. If you have multiple incidents with public messages, all of them will be displayed.

The screenshot shows the Gold Rush Public search interface. At the top, there is a search box labeled "Enter a term" and a "Journal Title" dropdown menu. To the right, there are checkboxes for "Full Text Resources" and "Public Access Resources", a "Search" button, and a "Basic Search Form" link. Below the search area, a "Resource Status" section is displayed. It contains two messages:

- A plain text incident message: "CINAHL is experiencing a problem with their PDF files. You can still access indexing, but associated PDF files are inaccessible." This message is highlighted with a blue box and a callout that says "A plain text Incident Message."
- An HTML incident message: "Business Source Premier has limited access. Please contact reference desk for further information. OCLC Databases are Currently Unavailable. Use this alternate address for access: [http://www.oclc.org/tmp\\_login](http://www.oclc.org/tmp_login)" This message is highlighted with a red box and a callout that says "An HTML Incident Message."

Below the messages, there is a "Welcome to Gold Rush!" banner, followed by sections for "Find Journals", "Databases", and "Remember".

On the Full Journal Title Record page and the Full Database Record page, an alert icon is added to each resource that has an incident message attached to that specific database or database and provider. When a user rolls their mouse over the alert icon, a small window pops up with the incident message. Because the message displays in a pop-up, any HTML in the message is ignored, and only the text is displayed.

Sample Alerts from a Full Journal Title Record

	<a href="#">Business &amp; Company Resource Center</a> (GALE GROUP)	1983-01-01 - current	
	<a href="#">Business ASAP</a> (GALE GROUP)	1983-01-03 - current	A resource with an alert icon.
	<a href="#">Business Source Premier</a> 	1990-05-01 - current	
	<a href="#">Expanded Academic Index ASAP</a> (GALE GROUP)	1983-01-01 - current	
	<a href="#">Factiva</a> (DOW JONES & REUTERS)	1996-01-29 - current	

	<a href="#">Business &amp; Company Resource Center</a> (GALE GROUP)	1983-01-01 - current	
	<a href="#">Business ASAP</a> (GALE GROUP)	1983-01-03 - current	
	<a href="#">Business Source Premier</a> 	1990-05-01 - current	Business Source Premier has limited access. Please contact reference desk for further information.
	<a href="#">Expanded Academic Index ASAP</a> (GALE GROUP)	1983-01-01 - current	
	<a href="#">Factiva</a> (DOW JONES & REUTERS)	1996-01-29 - current	

### Sample alerts from a Full Database Record

<b>Database Name: ArticleFirst</b> # of Titles: 12105 <a href="#">View Title List</a> # of Providers: 1 Subject(s): General and Multidisciplinary			
	<a href="#">Citations Only</a> 	OCLC	A resource with an alert icon.
<b>Description:</b> An OCLC index of articles from nearly 12,500 journals covering business, humanities, medicine, popular culture, science, social science, and technology. Offers searching and browsing of articles and journal tables of contents in one database. Contains bibliographic citations that describe items listed on the table of contents pages of journals in science, technology, medicine, social science, business, the humanities, and popular culture. Each record describes one article, news story, letter, or other item.			

<b>Database Name: ArticleFirst</b> # of Titles: 12105 <a href="#">View Title List</a> # of Providers: 1 Subject(s): General and Multidisciplinary			
	<a href="#">Citations Only</a> 	OCLC	When a user places their pointer over the alert icon, the incident message pops up.
<b>Description:</b> An OCLC index of articles from nearly 12,500 journals covering business, humanities, medicine, popular culture, science, social science, and technology. Offers searching and browsing of articles and journal tables of contents in one database. Contains bibliographic citations that describe items listed on the table of contents pages of journals in science, technology, medicine, social science, business, the humanities, and popular culture. Each record describes one article, news story, letter, or other item.			