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EM Portal Help Guide: Public Version

The Grey County Emergency Management Portal provides a single point of access to a wide range of useful emergency-related resources. These include links to a variety of relevant websites, weather alerts, and a live feed of the Grey County Twitter account.

To view the Portal, go to: [Emergency Management Portal Website](#)

The screenshot shows the Grey County Emergency Management Portal. At the top, there is a navigation bar with the Grey County logo, a menu icon, and the text "Grey County Emergency Management Portal". On the right side of the navigation bar, there are links for "Technical Support" and "Login". Below the navigation bar, a green banner displays the message: "There are currently no active Grey County emergencies." Below this banner, there are two tabs: "Emergency Management Links" and "Weather Alerts". The main content area is divided into a grid of eight tiles. The top row contains four tiles: "Power Outages" (with a lightning bolt icon), "Weather" (with a lightning bolt icon), "Roads & Traffic" (with a "ROAD CLOSED" sign icon), and "News" (with a microphone icon). The bottom row contains four tiles: the Grey County logo, a grid of smaller logos for various municipalities (Chatham, Hanover, Meaford, Owen Sound, West Grey), the Facebook logo, and the Twitter logo. On the right side of the page, there is a "Tweets by @GreyCounty" section showing two tweets. The first tweet asks if the user is interested in hearing about "Ag and Food News?" and promotes a newsletter. The second tweet encourages users to share stories that celebrate and inspire local innovation, collaboration, and entrepreneurship. Below the tweets, there is a "SAVE THE DATE" banner for the "AG 4.0.3 THE NEXT BIG THING DIGITAL AGRICULTURE CONFERENCE" on November 1, 2019.

Upon the first visit to the EM Portal, users will see a pop-up disclaimer. Once accepted, access will be granted to view all links, etc.

The screenshot shows a disclaimer pop-up window. The title of the window is "Disclaimer". The main text of the disclaimer reads: "The links and resources provided on this website are external sources and are not provided or maintained by the County. See the disclaimer on the bottom of the webpage for more information." At the bottom right corner of the pop-up, there is a green button labeled "Accept".


Scrolling to the bottom of the Portal will display a more detailed disclaimer and links to other Grey County websites.

OTHER GREY COUNTY SITES

[grey.ca](#)

[visitgrey.ca](#)

[madeingrey.ca](#)

 Grey County is providing this Emergency Management Portal as a convenient hub to connect residents and visitors of Grey County alike to the information they may be seeking about a local severe weather event, road conditions and closures, cancellations, power outages, flooding, and other local news including easy access to municipal websites, twitter feeds and facebook pages.

Grey County assumes no responsibility for the accuracy of the information provided through any of the websites and applications linked to this Emergency Management Portal. Such websites and applications may contain inaccurate information and as such, users of this Emergency Management Portal make use of the linked websites and applications at their own risk. Grey County is not responsible for any loss or damage experienced by users of this Emergency Management Portal, and makes no guarantees that any of the external websites will be available.

1.0 Emergency Alerts

This section of the portal is reserved to display alerts about current emergency declarations. When there are no declared emergencies within Grey County, the default header will be displayed (see Figure 1.A below).

Figure 1.A

 There are currently no active Grey County emergencies.

In the event an emergency declaration is in place for Grey County and/or any of its nine municipalities, this section will briefly detail such emergency declaration(s) and indicate where to find more information. See Figure 1.B on the following page for an example of a posted alert.

Figure 1.B

Upon posting an alert, this section will automatically turn red to catch viewers' attention

! As a result of a tornado affecting Chatsworth, Georgian Bluffs, and Owen Sound, Grey County has declared an emergency as of 0950 on July 4, 2018. Further information related to emergency response can be found in the latest Media Release on [grey.ca-21,February,201901:22](#)

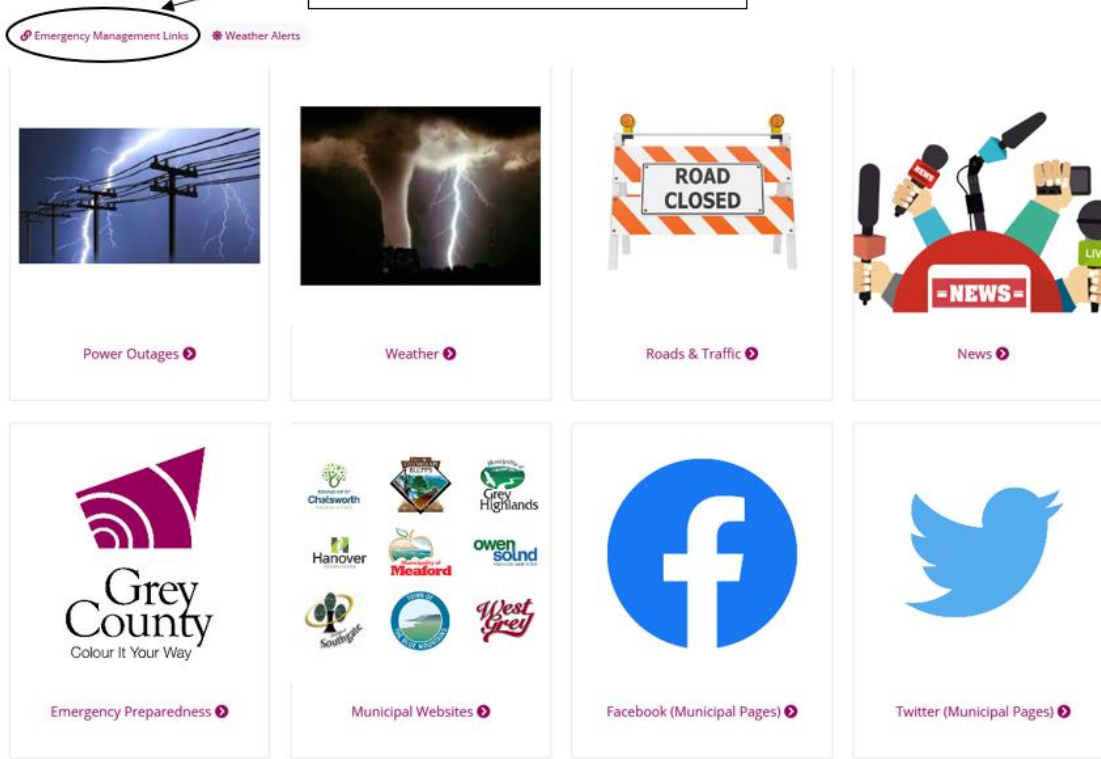
All alerts will be time-stamped so viewers can be assured they are receiving current information

2.0 Emergency Management Links

In this part of the portal, a variety of external websites have been linked for ease of access. These websites have been grouped by category on the home page (see Figure 2.A on the following page).

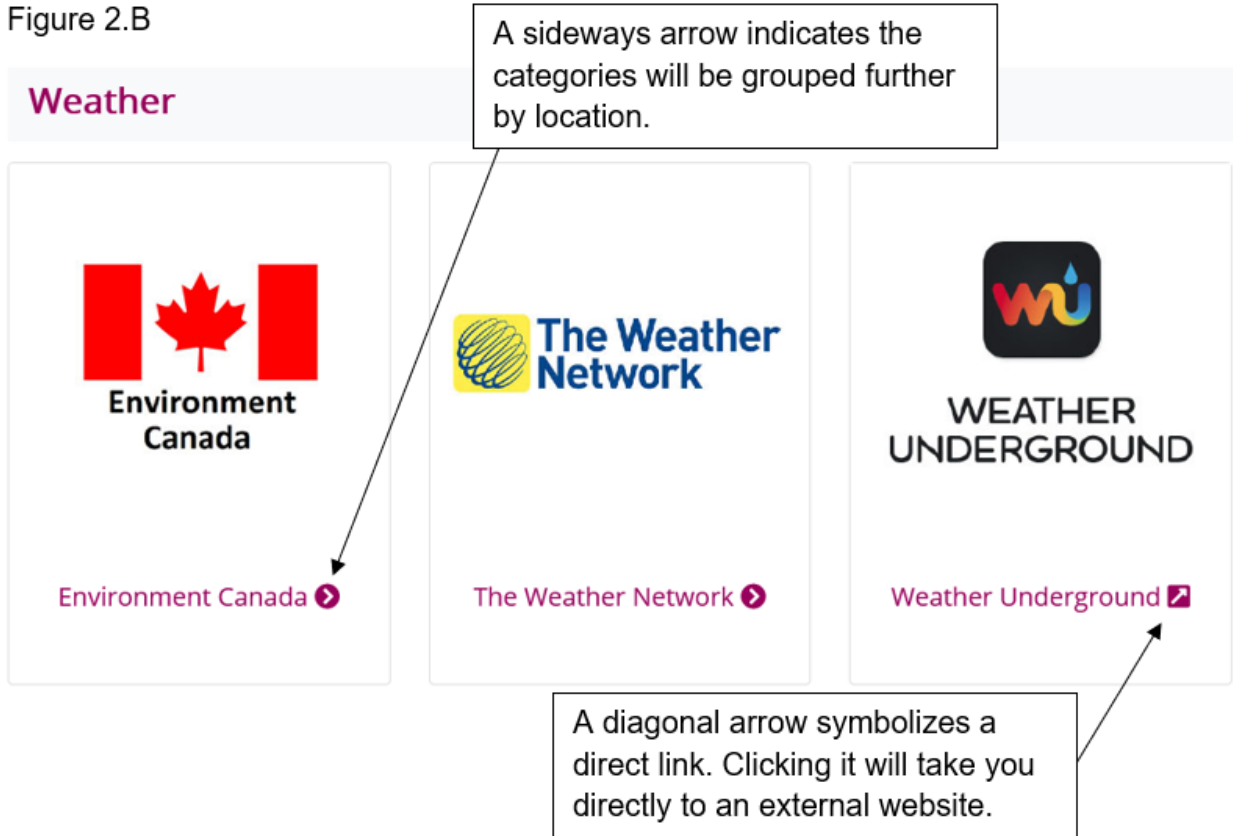
Figure 2.A

Ensure the 'Emergency Management Links' tab is selected



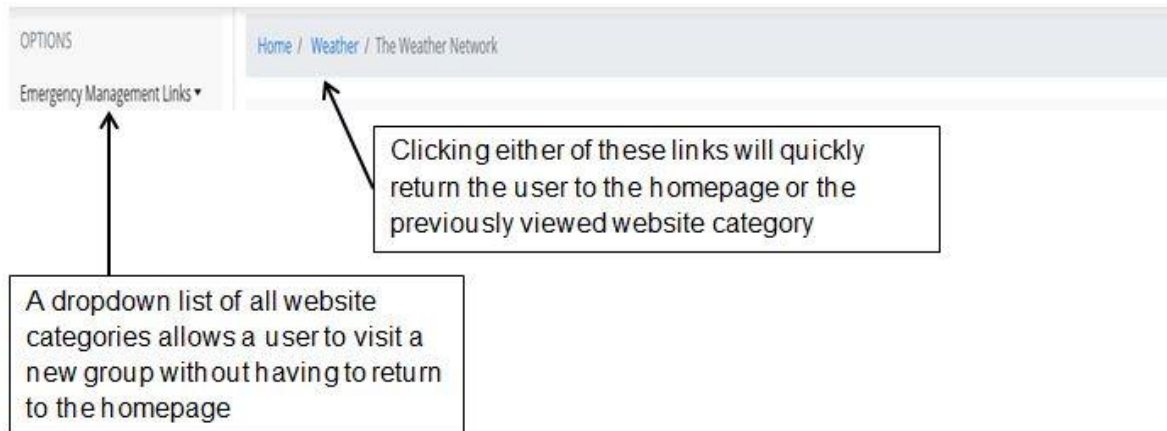
Clicking a category will reveal relevant links. Some may be further categorized by location, while others will take you directly to the external site. See Figure 2.B on the following page for an example.

Figure 2.B



User-friendly toolbars will be present on all screens within the Portal – one on the top and one on the left side of the screen. See Figure 2.C on the following page.

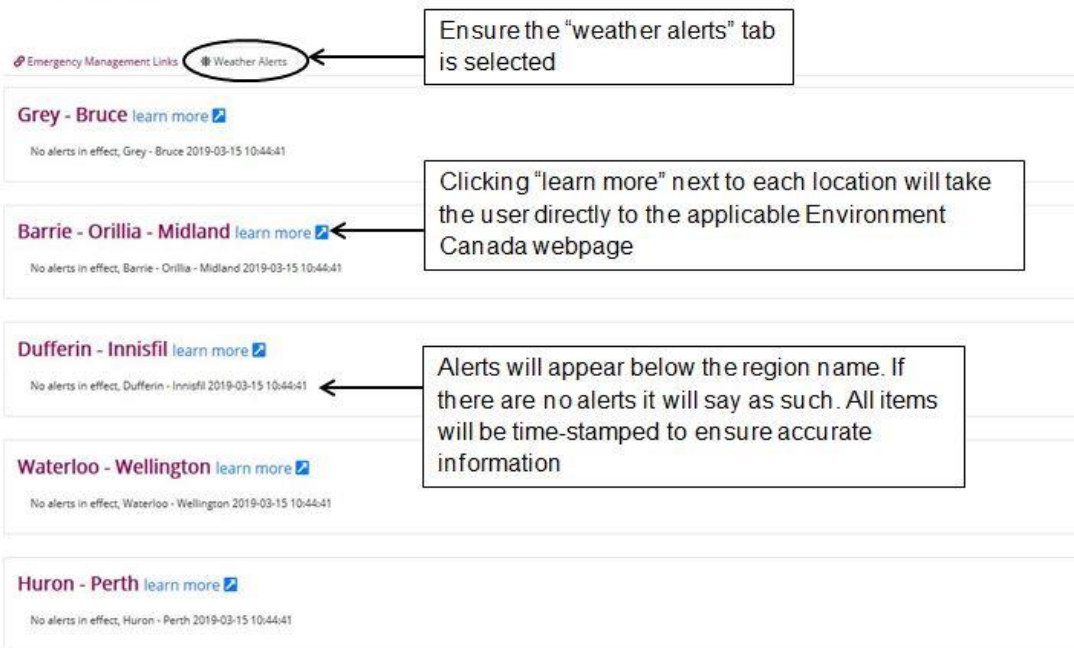
Figure 2.C



3.0 Weather Alerts

The Emergency Management Portal features live feeds from Environment Canada on the homepage. Grey Bruce and surrounding areas are all included. See Figure 3.A below.

Figure 3.A



4.0 Grey County Twitter Feed

The homepage of the Portal features a live feed from the official Grey County twitter account. See Figure 4.A on the following page.

Figure 4.A

The image shows a screenshot of a Twitter feed for the account @GreyCounty. The feed displays two tweets. The first tweet, posted 18 hours ago, contains text about council highlights and a link. The second tweet, posted 23 hours ago, promotes a Young Professional Network event and includes a photo of a bar. Two callout boxes with arrows point to specific elements: one points to the '@GreyCounty' handle in the header, and the other points to the '18h' timestamp of the first tweet.

Tweets by @GreyCounty

Grey County
@GreyCounty

Highlights of the March 14 council and committee of the whole meetings are now available: bit.ly/2TB8S3M

18h

Grey County
@GreyCounty

YPN is BACK! Join us March 27 at Thornbury Village Cider House for our first Young Professional Network event of 2019. ow.ly/eAKa30nYGqj

23h

All tweets shown are pulled directly from the official Grey County account. Clicking “@GreyCounty”, or any of the individual tweets, will take the user to the Twitter account.

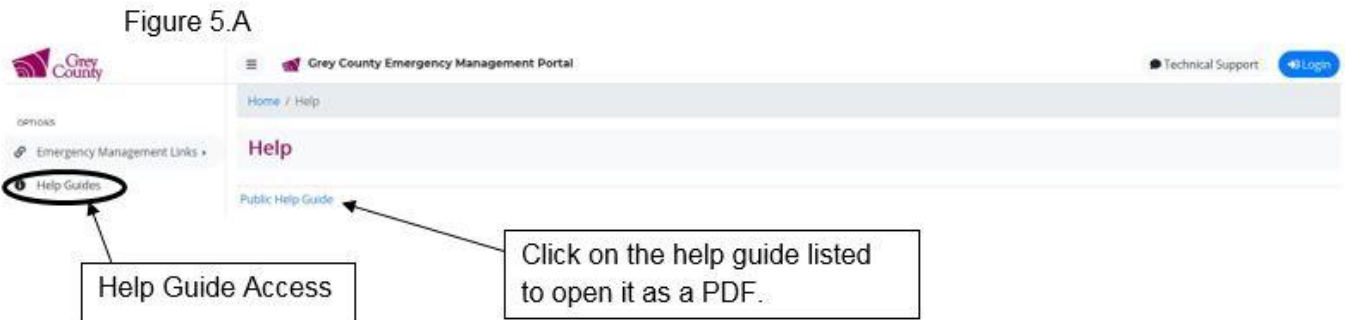
Each tweet will state when it was posted, and the feed will display the most current postings.

5.0 Portal Help and Support

Portal Users have access to both help guides and a technical support form if assistance is required while using the Emergency Management Portal.

5.1 Help Guides

Help guides have been created to assist users when accessing the Emergency Management Portal. Help Guides are available on the left-hand toolbar. See Figure 5.A below.



5.2 Technical Support Form

The upper toolbar on the Emergency Management Portal provides users with a technical support form. See Figure 5.B below and C on the next page.

Figure 5.B



Figure 5.C

Technical Feedback
If you are experiencing technical difficulties with the Grey County Emergency Management Portal, please detail the problem(s) using the form below, and we will attempt to respond as soon as possible.

Name

Email

Comments

Include your first and last name

Include an email that will be checked regularly. A response will be sent to this email.

A summary of the issue or questions being asked should be described in this box

Submissions will be received by the Grey County IT department who will attempt to resolve any technical problems described. A representative will attempt to respond to your inquiry as soon as possible.