

Integrating Newline Secure with Crisisgo platform

This guide will walk you through integrating Newline Secure with Crisisgo Platform.

Step 1: Create device group

- On the 'Device' tab, look for the 'Groups' sidebar and click the 'Add' icon
- If you do not see the 'Groups' sidebar, then you can click the 'Groups' button to open it.
- Type in a name for your group in the text box that appears, and click the 'Checkmark' icon

Step 2: Register your device

There are three methods for registering a device to a Newline Secure group:

- Single Device Registration
- Bulk Device Registration
- Registration via the Newline Secure Android application

2.1 Register your device on Newline Secure web console

2.1.1 Single Device Registration

- On the Device tab, navigate to and click the 'Add' button
- Input the device's serial number and set a name for the device

2.1.2 Batch Register

- On the Device tab, navigate to and click the 'Bulk Add' button
- Download the import template
- Enter your devices into the Excel table and save the import template to your computer (.xlsx format)
- Upload the Excel file and click the confirmation button to complete the bulk-registration

2.2 Registration via the Newline Secure Android application

- Open the 'Newline Secure' application on your display
- Tap 'Account Binding'
- Login with your Newline Secure account information
- Enter a device name for this display
- Select at least one group for this display to be registered to

Step 3: Customize your global alert settings

- On the 'Alert Settings' tab, you can customize the alert background image and audio level for your Newline Secure alerts:
- These alerts automatically apply globally across all Newline Secure groups and devices

Step 4: Generate CAP 'Alert' Information

To create a API Connector to attach to Crisisgo Platform, we first need to generate the Common Alerting Protocol (CAP) endpoint information for each Newline Secure group:

- Click the 'CAP' button in the device group list to generate CAP integration information
- Now you should see a window appear that contains the API endpoint information for your Newline Secure group. Keep this window open as we will need to utilize this information
- - Ensure that ** 'Security Platform' ** is set to **Crisisgo**

You will find the following information in the CAP endpoint window:

- Webhook URL
- User Name
- Password

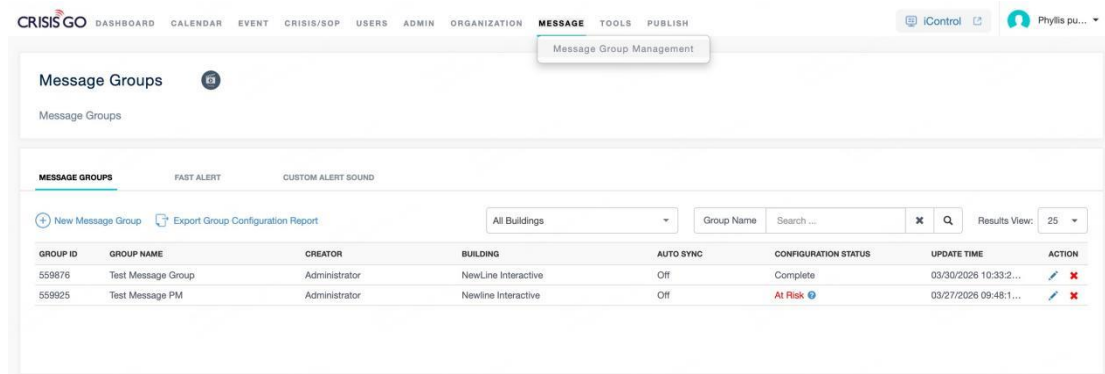
Please copy these fields into the Crisisgo Platform. This step enables the Crisisgo Platform to bind your Newline devices and trigger alert or cancel alert notifications through Crisisgo.

Step 5: Set up Message Group on Crisisgo platform

5.1 Create a Message Group in CrisisGo

The Message Group defines the scope of the communication, specifying which users receive notifications and which group activities trigger the CAP feed.

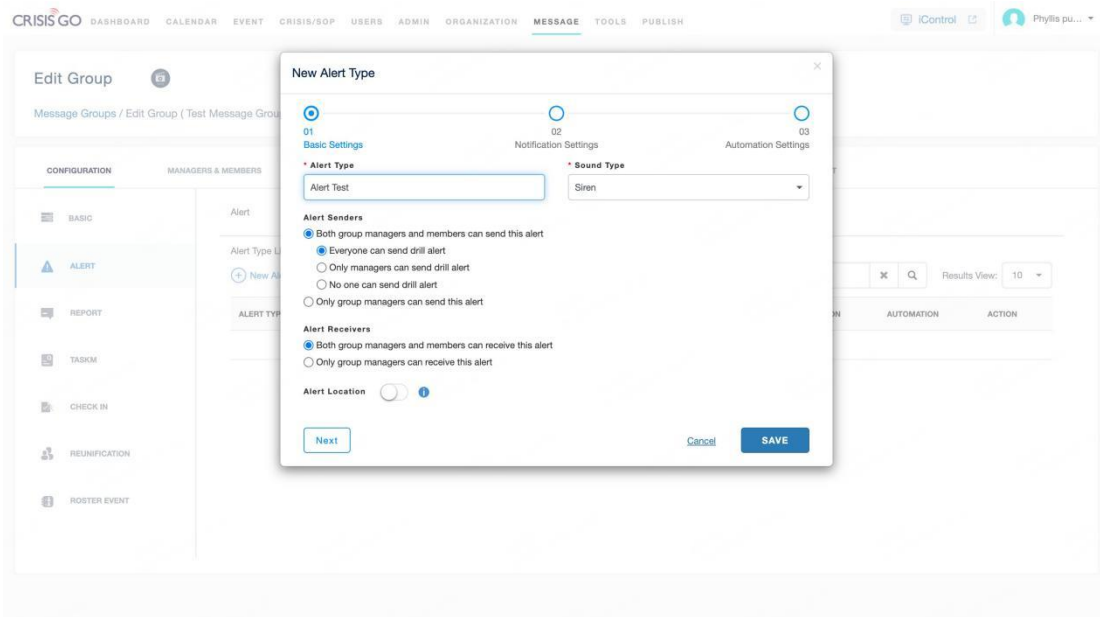
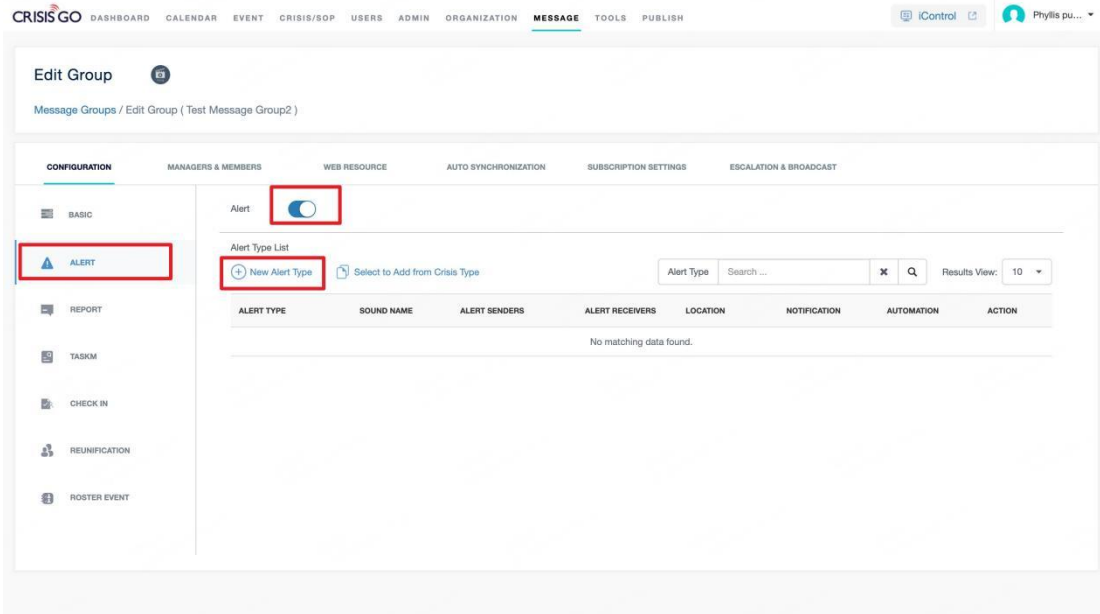
- Log in to the **CrisisGo Admin Portal**.
- Navigate to Message Group Management
- Click New Message Group to create a new one, or select an existing group to edit.



5.2. Configure Alert Types

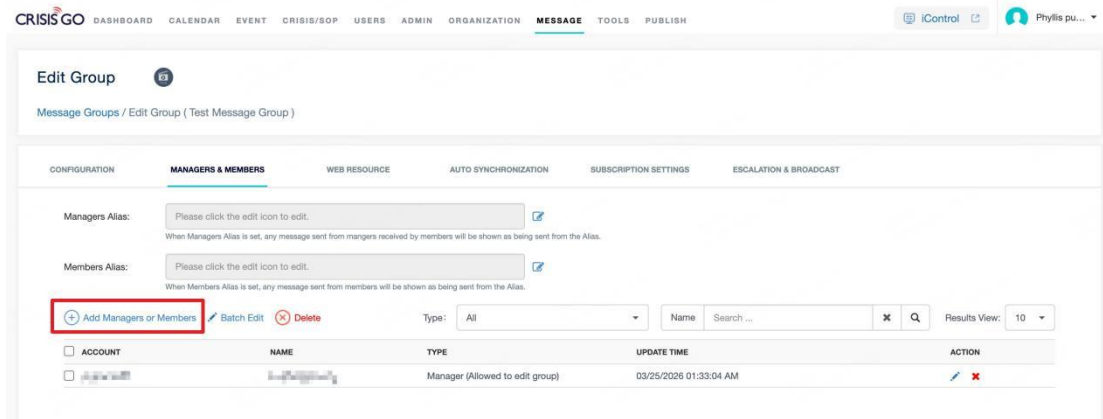
Within the selected Message Group, you must define the specific types of emergencies (e.g., Fire, Lockdown, Drill) that will be used.

- Navigate to Configuration > Alert.
- Ensure the Alert toggle is turned ON.
- Click New Alert Type to define a new Alert.
- Click SAVE.



5.3 Assign Members

Add the members or roles authorized to initiate or receive alerts within this group.

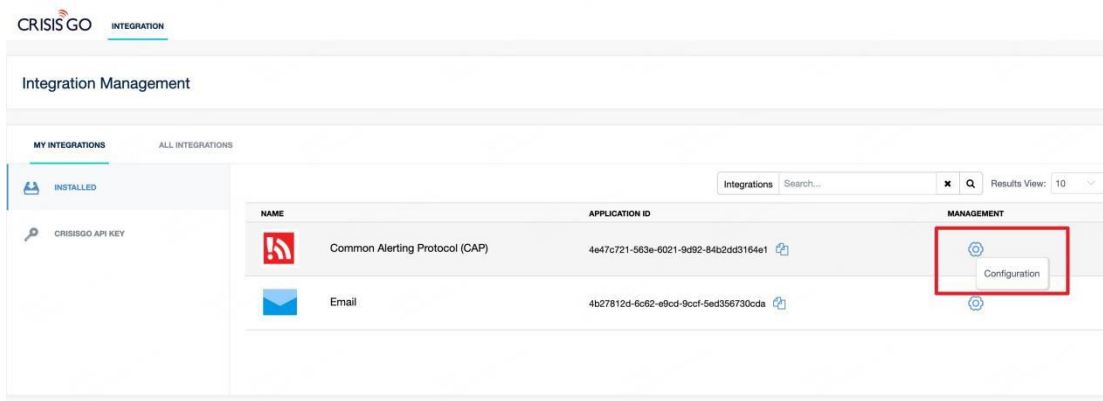
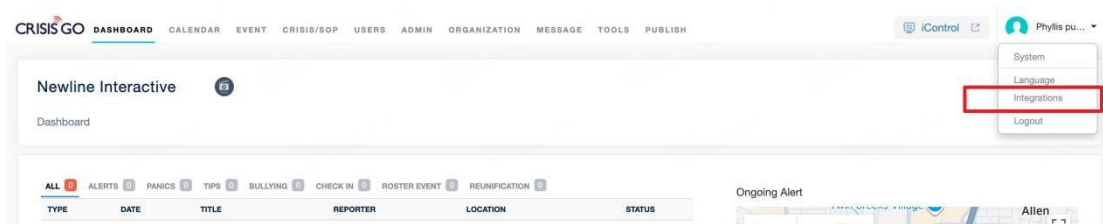


Step 6 Edit and Configure the CAP API Endpoint

This step establishes the bridge between CrisisGo and Newline Secure using the Common Alerting Protocol (CAP).

6.1 Access CAP Configuration

In the CrisisGo Portal, navigate to **Settings > Integrations > CAP Configuration**.



Configuration - Common Alerting Protocol (CAP)

Integration / Configuration



OUTBOUND

RULES

API ENDPOINT

Add your API endpoint to receive notifications from CrisisGo.

+ Add Endpoint Results View: 10

ENDPOINT NAME	ACTION TYPE	RETRY TIME(S)	ACTION
Test1 Endpoint	Call the endpoint of CAP Alert Service	1	 

6.2 Add Newline Secure Endpoint

Configure the destination where CrisisGo will "push" the alert data.

- Endpoint Name: Enter a recognizable name (e.g., Newline_Secure_Display).
- Action Type: Select "Call the endpoint of CAP Alert Service".
- Endpoint URL: Paste the CAP Webhook URL in Step 4.
- Toggle ON "Enable Alert Release". This ensures that when an alert is cleared in CrisisGo, the Newline display also returns to its normal state.
- Authentication:
 - Set Auth Type to "Basic Auth".
 - Enter the Username and Password in Step 4.
- Click SAVE.

Back to Outbound Endpoints

Edit Outbound Endpoint

Endpoint Name
Test1 Endpoint

Action Type
Call the endpoint of CAP Alert Service

Please fill the required endpoint information below and make sure your firewall is well configured to allow traffic from CrisisGo server ip 18.207.62.36 and 18.210.58.55

HTTP(S) URL

The web endpoint url to which CrisisGo will post the alert information.

Enable Alert Release

Auth Type
Basic Auth

Username

Password

Test Connection

Note: Test Connection may trigger an actual event in your target system. Please be aware.

6.3 Establish Trigger Rules

Define the logic that connects your Message Group to the API Endpoint.

- Click Add New Rule and configure the following:
- Rule Name: Enter a descriptive name for the logic.
- Message Group: Select the group created in Step 5.1.
- Notification Type: Select "Alert".
- Trigger Condition: Select All Alerts.
- Destination API Endpoint: Select the Newline Secure endpoint configured in the previous step.
- Click "SAVE" to activate the integration.

Configuration - Common Alerting Protocol (CAP)



Integration / Configuration

OUTBOUND

RULES

API ENDPOINT

Notifications will be posted to your designated API endpoint according to the defined rules.

RULE NAME	TRIGGER CONDITION	CONDITION TYPE	NOTIFICATION TYPE	TARGET API ENDPOINT	SOURCE MESSAGE GROUP	ACTION
Test Rules	All Alerts	All conditions have been...	Alert	Test1 Endpoint	Test Message PM	 

Configuration - Common Alerting Protocol (CAP)

Integration / Configuration

OUTBOUND

RULES

API ENDPOINT

[← Back to Outbound Rules](#)

Edit Outbound Rules

Rule Name

Test Rules

Select CrisisGo Message Group

Test Message PM

Select Notification Type

Alert

Trigger condition consists of one or multiple filter criteria, which must be met before the action is triggered.

Trigger Condition

All Alerts Filtered Alerts

This rule will trigger the action for all alerts sent out in the associated message group.

This API endpoint will be called when the filtered alert is sent or released.

Select Destination API Endpoint

Test1 Endpoint

SAVE

Step 7 Send&Release Alert

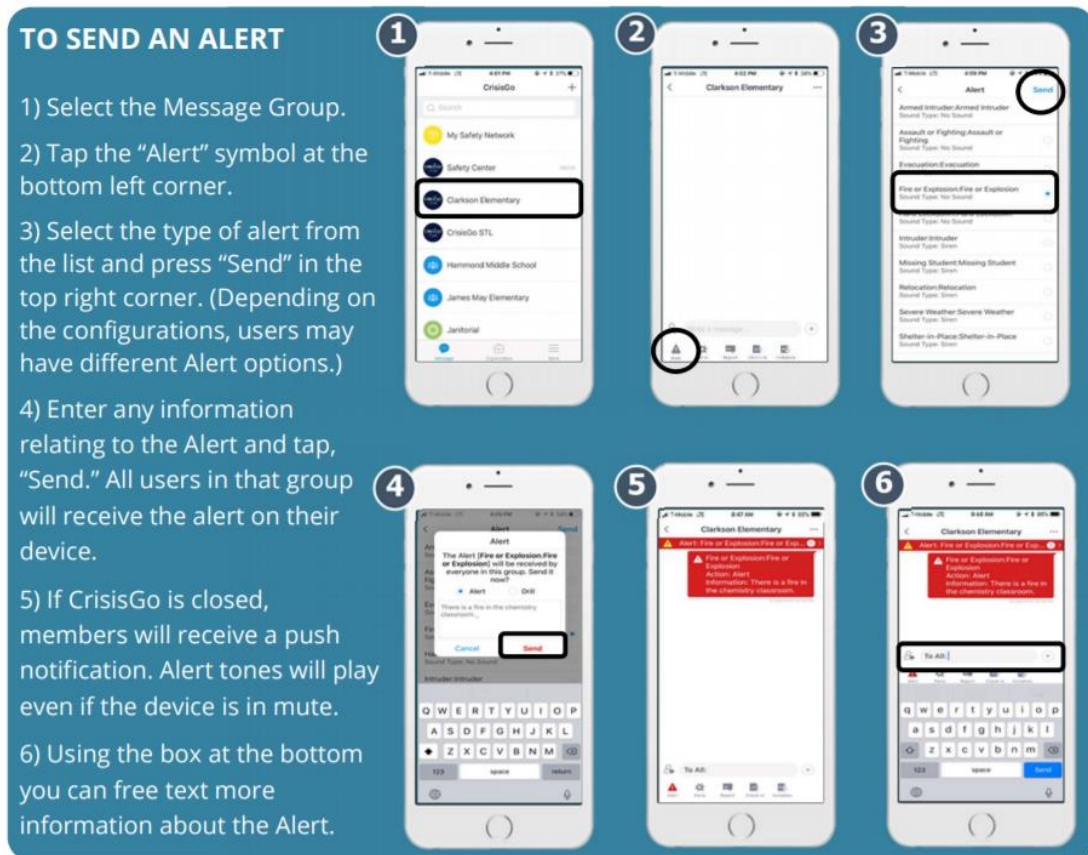
Once the configuration is complete, you can trigger a site-wide emergency broadcast directly

from your mobile device.

Download the CrisisGo mobile app to send an Alert following these instructions

TO SEND AN ALERT

- 1) Select the Message Group.
- 2) Tap the "Alert" symbol at the bottom left corner.
- 3) Select the type of alert from the list and press "Send" in the top right corner. (Depending on the configurations, users may have different Alert options.)
- 4) Enter any information relating to the Alert and tap, "Send." All users in that group will receive the alert on their device.
- 5) If CrisisGo is closed, members will receive a push notification. Alert tones will play even if the device is in mute.
- 6) Using the box at the bottom you can free text more information about the Alert.



To release an Alert:

- Tap into the group in which the Alert was sent.
- Tap the Alert icon at the bottom of the screen.
- Then tap the red bar at the top of the screen to view all active Alerts.
- Tap the Alert that you would like to end and tap Release.
- Enter any additional information and tap Release again.

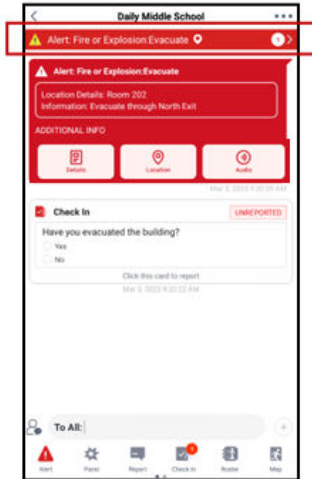
How to Release Alerts/Events Mobile Guide

Releasing the Alert

This guide only applies to events that were sent independently from an alert. If you sent the alert as a template that included these events, the events will end when you release the alert.

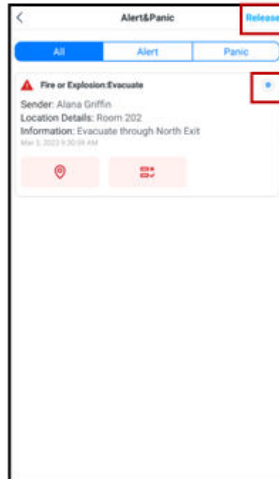
Step 1:

Select the red **Alert** bar at the top of the message group.



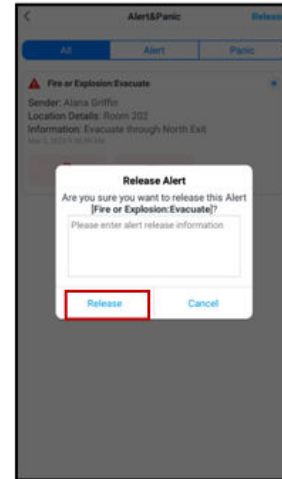
Step 2:

Select the **alert** and then choose **Release**.



Step 3:

Enter any additional information you wish to send out with the notification and then tap **Release**.



Congratulations!

If you have questions or need assistance, please contact Newline Technical Support:

- support@newline-interactive.com
- +1 (833)-469-9520