

Using govDelivery

[Overview](#)

[govDelivery Basics](#)

[Signing In](#)

[Navigating in govDelivery](#)

[Changing Your Password](#)

[Sending a Topic Bulletin](#)

[Updating the Subscriber List](#)

Overview

The County has purchased govDelivery for sending email notifications. How this works:

- Subscribers can sign up for topics via links on the website
- Authorized users can notify the subscribers of relevant changes in that topic using the govDelivery interface. They will start with a bulletin template but can customize the content of the bulletin if needed
- If you are setting up a new govDelivery topic you can also import an existing subscriber list
- For certain topics, authorized users can send bulletins when they create a news item, a calendar event, a job post, or an RFP post in the CMS. The bulletins will include a link to the created item. To learn about sending a bulletin through the CMS, please see [Using Send by govDelivery for Email Notifications \(https://support.granicus.com/s/article/Sending-Email-Notifications-with-govDelivery\)](https://support.granicus.com/s/article/Sending-Email-Notifications-with-govDelivery).

govDelivery Basics

Signing In

Go to <https://admin.govDelivery.com/session/new>

If you have any issues logging in, contact the ITS Helpdesk at 661-868-2200 or itshelpdesk@kerncounty.com.

Navigating in govDelivery

Use the links on the left side navigation bar to get around govDelivery. To go back to the home page, click on the govDelivery logo on the top left of the page.

Changing Your Password

If you are unable to sign in and need to change your password, there is a Reset Password link on the login page.

If you are already logged in:

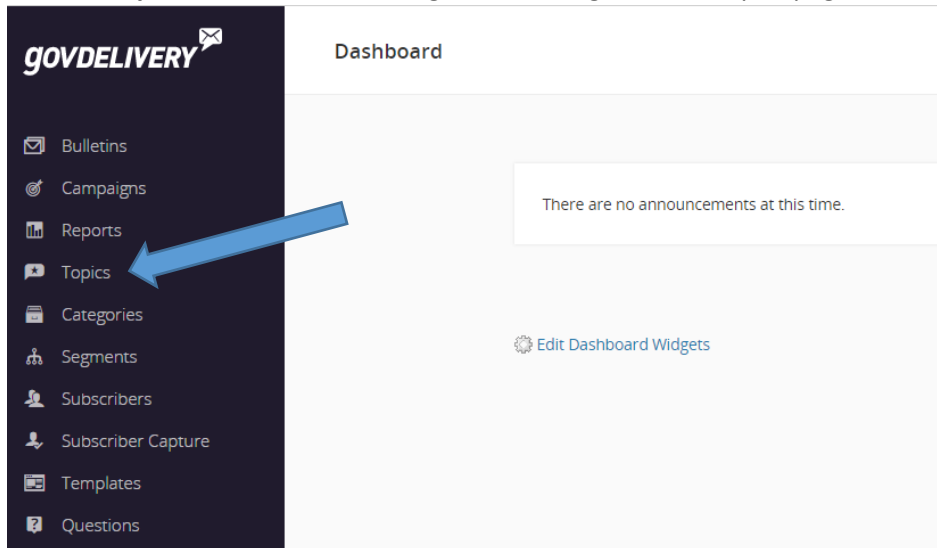
1. Click your name on the top right of the page
2. Click **My Profile and Security** on the context menu that appears
3. On the next page, click on the **Reset Password** button at the bottom of the page

Sending a Topic Bulletin

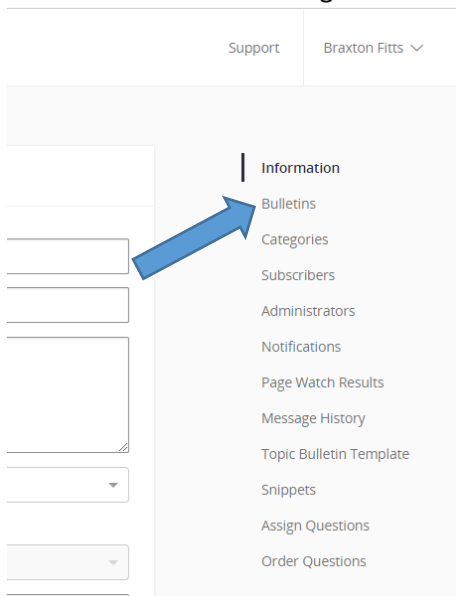
If you want to permanently change the content of the header or body of a bulletin, please contact ITS Helpdesk.

To send a Topic Bulletin:

1. Click on **Topics** on the left-side navigation bar to get to the Topics page



2. Click on the Topic that you are sending the bulletin for
3. Click on **Bulletins** on the right-side navigation bar that appears



4. Click the **Create Bulletin** button

5. Modify the Bulletin Per the instructions below.

The screenshot shows an email composition window with several sections and annotations:

- Email Message Header:**
 - From:** "Kern County, CA" <kerncounty@service.govdelivery.com>
 - Subject:** Kern County E-mail Update - Grand Jury Early Releases
- Body:**
 - Contains a rich text editor with a toolbar.
 - A blue arrow points to the subject line with the instruction: "Update the Subject Line as necessary".
 - A blue arrow points to the body text area with the instruction: "Update the Body to add specialized content for this message. In the text box for the Body, add any custom body text above the 'View updated information' link. Remove the entire template text if needed. Do not copy and paste content from other sources into this area as it will cause problems with the formatting."
 - The body text includes a link: [View updated information](#).
 - Below the link, it says: "If you have questions related to the content of this message, please contact:" followed by contact information for Kern County Grand Jury.
- Files:**
 - Contains an "ADD FILE" button.
 - A blue arrow points to this button with the instruction: "If you want to add an attachment to the bulletin, click **Add File** and follow the instructions".
- Send Options:**
 - Urgent:** No
 - Send Bulletin Detail Report:** Yes
 - A blue arrow points to the "Urgent" dropdown with the instruction: "If a message is urgent, change Urgent to **Yes** before sending."
- Buttons:** SAVE AS DRAFT, SEND TEST, PREVIEW, Autosave, SEND NOW.

6. When you are done modifying your bulletin:

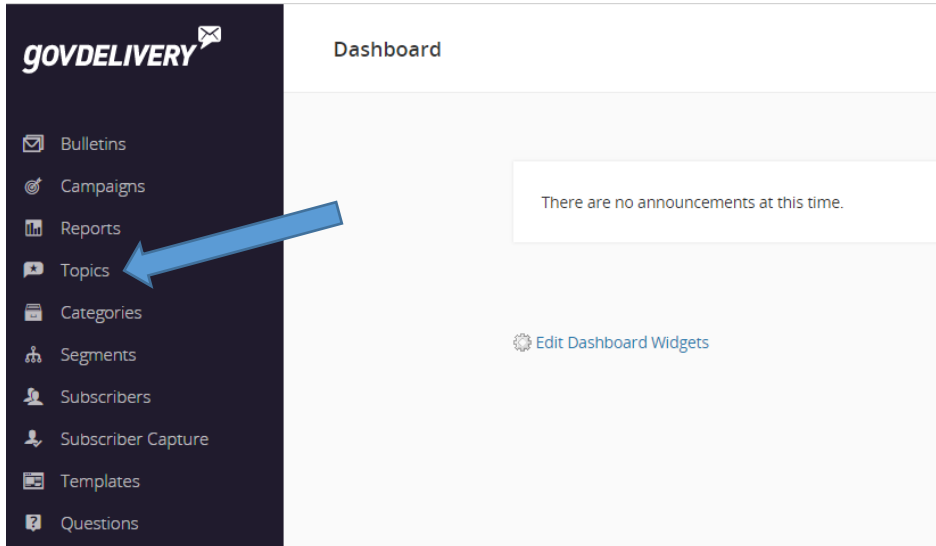
- If you want to preview your bulletin message, click the **Preview** button.
- If you want to send a test version of the bulletin without sending it to the subscribers, click the **Send Test** button. This will allow you to enter the email addresses you want to send the test to
- When you're happy, click the **Send Now** button

Updating the Subscriber List

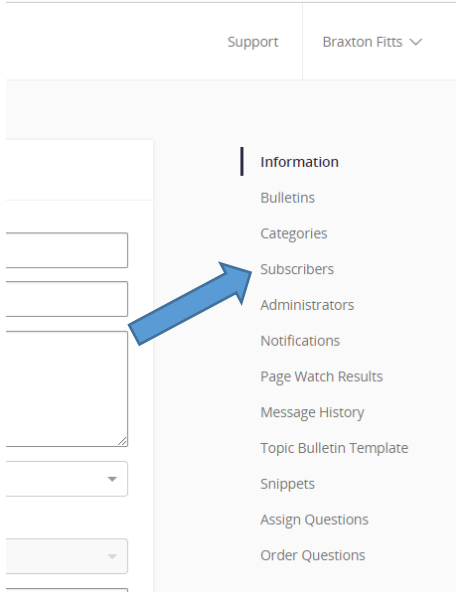
Note: govDelivery automatically removes invalid addresses, and subscribers can also unsubscribe themselves, so you won't normally need to do anything with the subscriber list.

To update the list of people subscribed to a given Topic:

1. Click **Topics** on the left-side navigation bar



2. Click on the Topic that you are modifying the subscriber list for
3. Click on **Subscribers** on the right-side navigation bar that appears



4. Click **Search** without entering criteria to see all subscribers
5. Follow the instructions on the subscriber page to add or delete subscribers