

Emergency Management: Mobile App Launch Guide

Guide to support district-wide EMS Mobile App adoption



EMS Mobile App: District Pre-Launch Checklist

Review Emergency Management configuration and user access permissions in the desktop application prior to district-wide rollout.

✓ [Review your district data sync](#), established through Clever or ClassLink, to confirm staff users have appropriate building access.

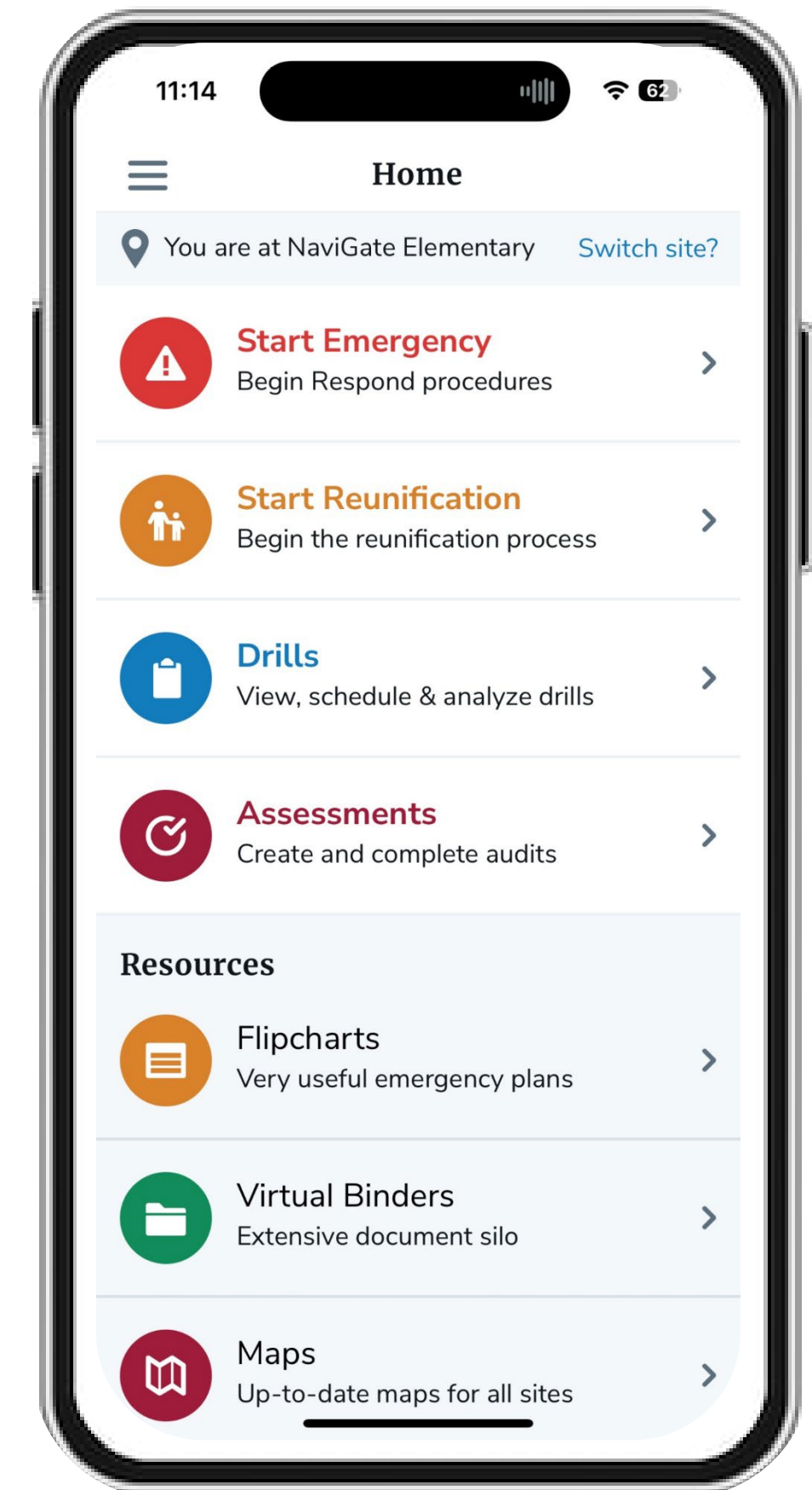
✓ [Establish building-level site key people](#) who will be responsible for overseeing the adoption of the EMS Mobile App.

✓ [Confirm all building-level administrators](#) have appropriate access and permissions for student and staff accountability drills.

✓ [Update and publish district and building-level EMS Flipcharts](#) to ensure all staff members can access district emergency procedures from the EMS Mobile App.

✓ [Review enabled alarm types and alarm settings](#) in Respond Settings to align alarm types with district policies and procedures.

✓ [Announce district goals and expectations](#) of the EMS Mobile App rollout – align your staff on the district’s vision for preparing and responding to emergencies.



* Click the purple underlined text for Knowledge Base Resources



EMS Mobile App Launch Overview

- Downloading and Installing EMS Mobile App
- Logging In and Configuring User Account
- Configuring and Testing Mobile App and Device Notifications – iOS
- Configuring and Testing Mobile App and Device Notifications – Android
- Navigating the EMS Mobile App: Staff Member
- Navigating the EMS Mobile App: Admin User
- Viewing Flipcharts
- Start an Emergency: Navigating Emergency Dashboard
- Start an Emergency: Student Roll-Call
- Start an Emergency: Teacher and Non-Teaching Staff Accountability
- Start an Emergency: Visitor Accountability
- End an Emergency: Admin User



Emergency Management Suite

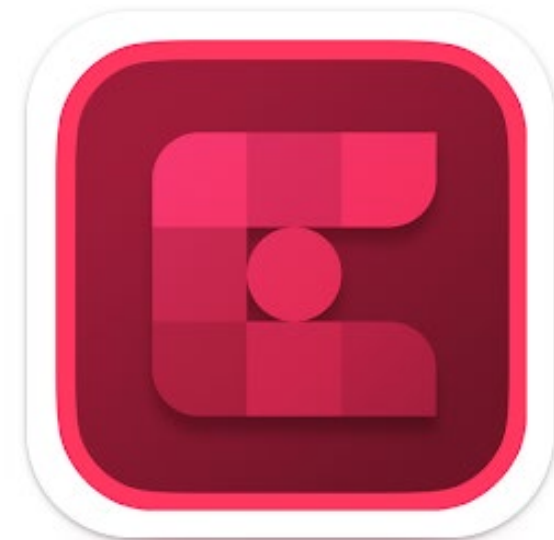
Navigate360's EMS app is designed to help K12 schools safely and effectively manage emergencies and drills. The app addresses various safety needs and enables schools to execute on their emergency response procedures.



Downloading and Installing EMS Mobile App

Found in the Apple App Store and Google Play Store, users will download the mobile app to their device.

Click the links below to download Navigate360's Emergency Management mobile app that enables your staff to activate an emergency alarm at their designated building(s) from their mobile device.



Emergency Management Suite
Navigate360, LLC

[Apple App Store](#)

[Google Play Store](#)

Existing Mobile App Users: Confirm that you have downloaded the newest version of Navigate360's Emergency Management Suite Mobile App.

The legacy NaviGate Prepared app will be discontinued on June 7th, 2024.



Logging In – Username and Password

All enabled users can access the EMS Mobile App via email/password login credentials.

Whether users are created through your ClassLink data sync or through manual user upload, all users will have login credentials to access their EMS account.

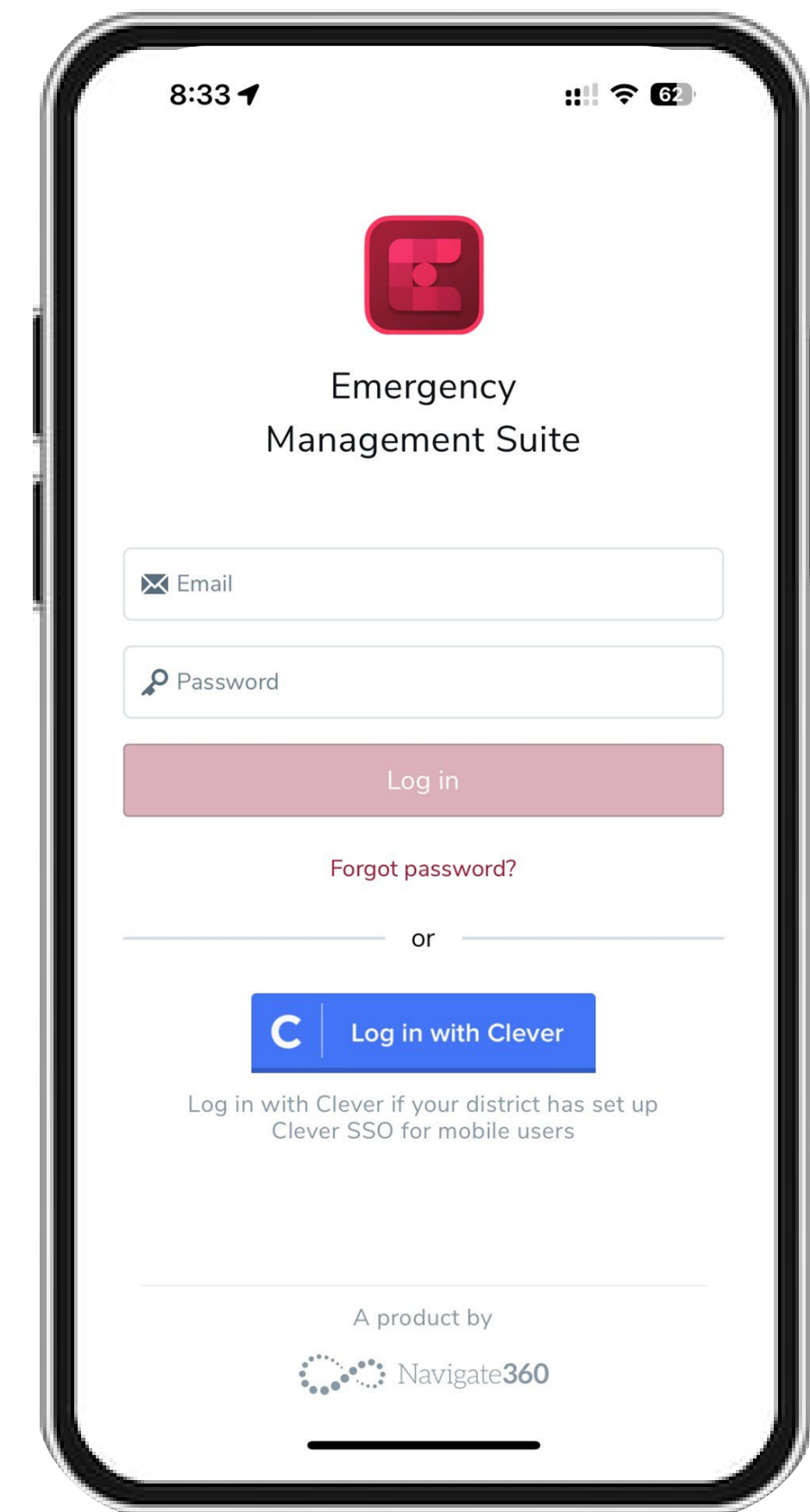
Login Credentials:

- Email Address
- Password

Logging in for the first time:

1. Select **"Forgot Password?"** to set your password.
2. Enter your email to request a password reset link.
3. Receive an email from noreply@navigate360.com with a link to reset your password.
4. Reset your password in the browser.
5. Navigate back to the EMS app and enter your new login credentials.

For additional support, EMS Admin Users can perform password resets for individual users from the User Account page.



ClassLink SSO is not available in the EMS Mobile App



Logging In – Clever Single Sign-On

Establish SSO via Clever SIS integration to enable your staff quicker access to the EMS mobile app.

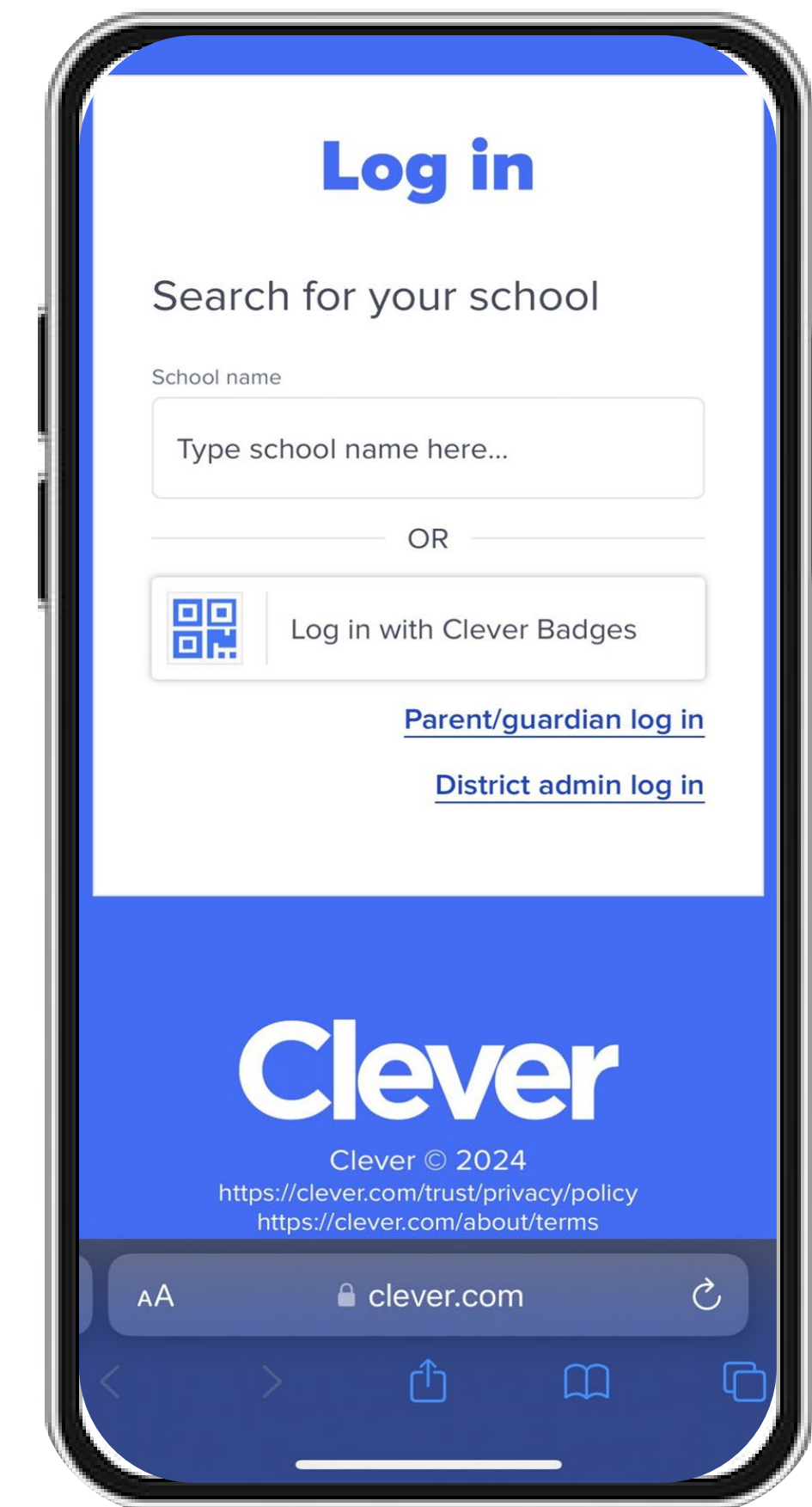
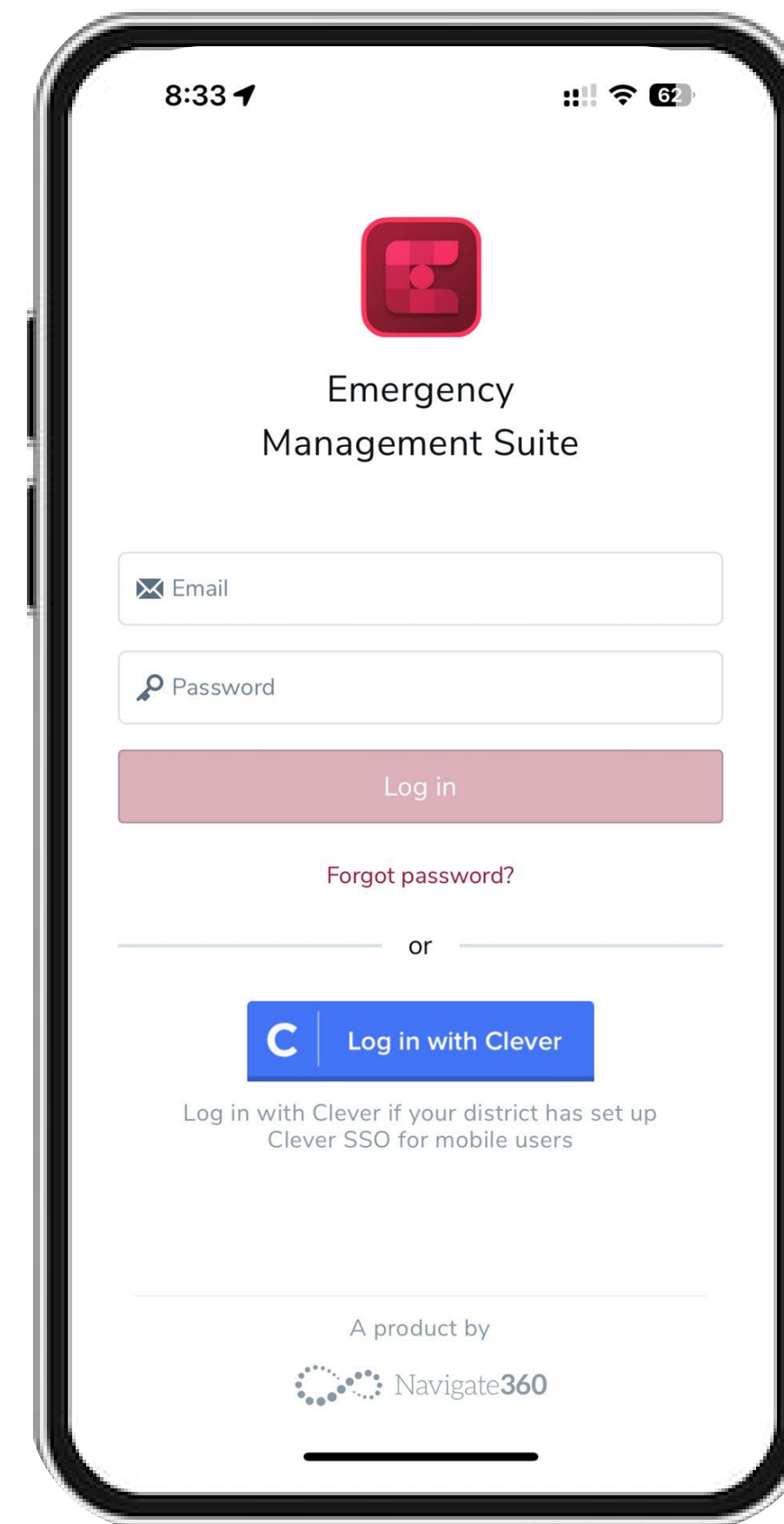
Districts who have established a SIS integration through Clever can opt-in to use the Clever Single Sign-On functionality.

Select the **Log in with Clever** icon.

This will **open a browser window** and prompt you to **log into Clever**. Once logged in, navigate back to the EMS mobile app.

If your district uses Clever and has not enabled SSO, please reach out to Navigate360 Technical Support for a configuration update.

Tech@navigate360.com





Logging In – Selecting Your School Site

Upon a successful login, users will be prompted to select the building they wish to view.

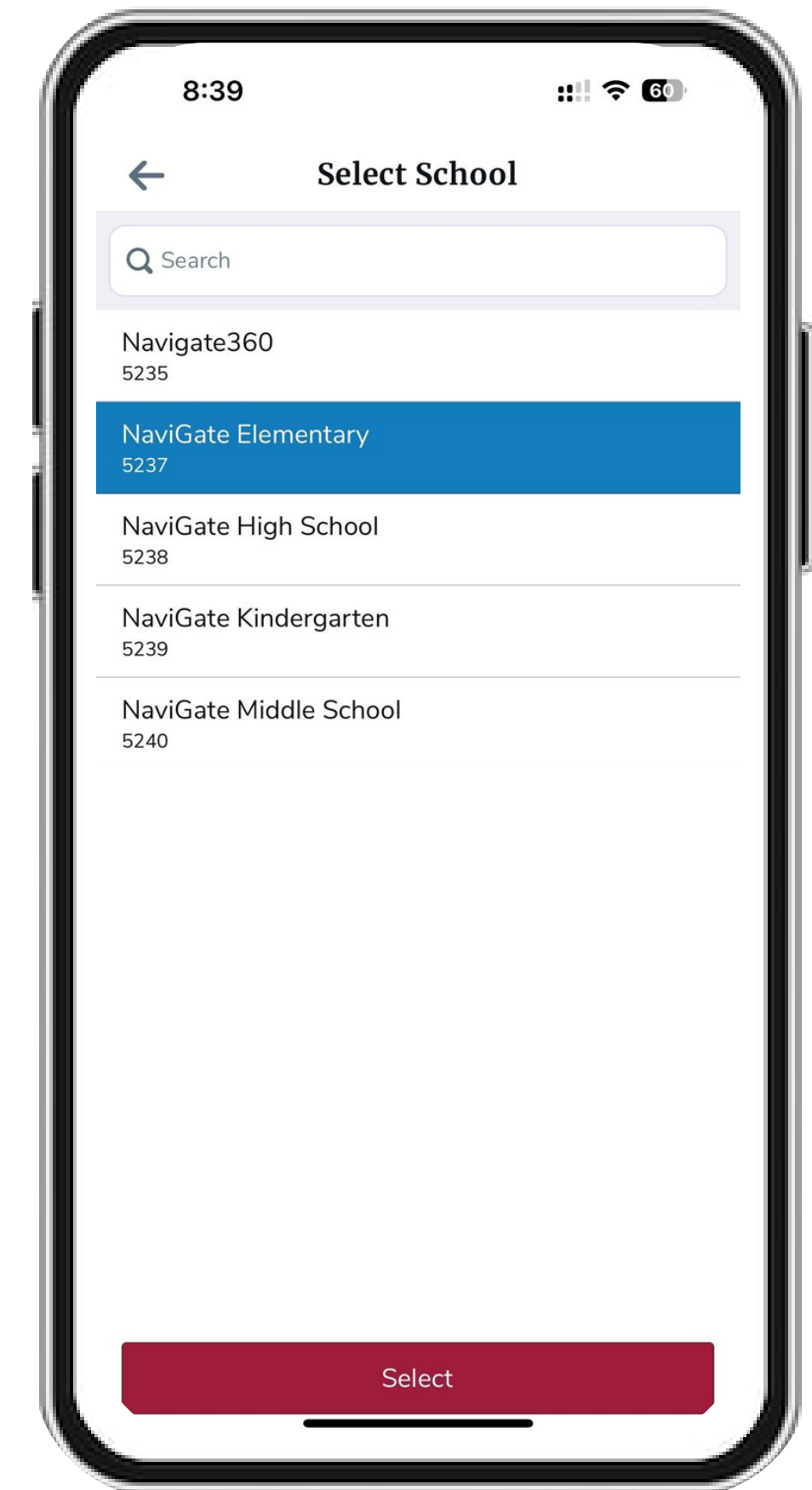
District Emergency Management sites are often separated into specific school building locations to allow drills and emergencies to be activated on a per-building basis.

Upon entering your login credentials, select your specific **building**. Some users may see multiple buildings if they are associated to more than one building in the data sync via Clever or ClassLink.

Choose the **Select** button to enter the building.

Need Help?

If you do not see the building(s) you support, reach out to your EMS Admin to confirm your building access within the system.





Logging In – User Account Setup

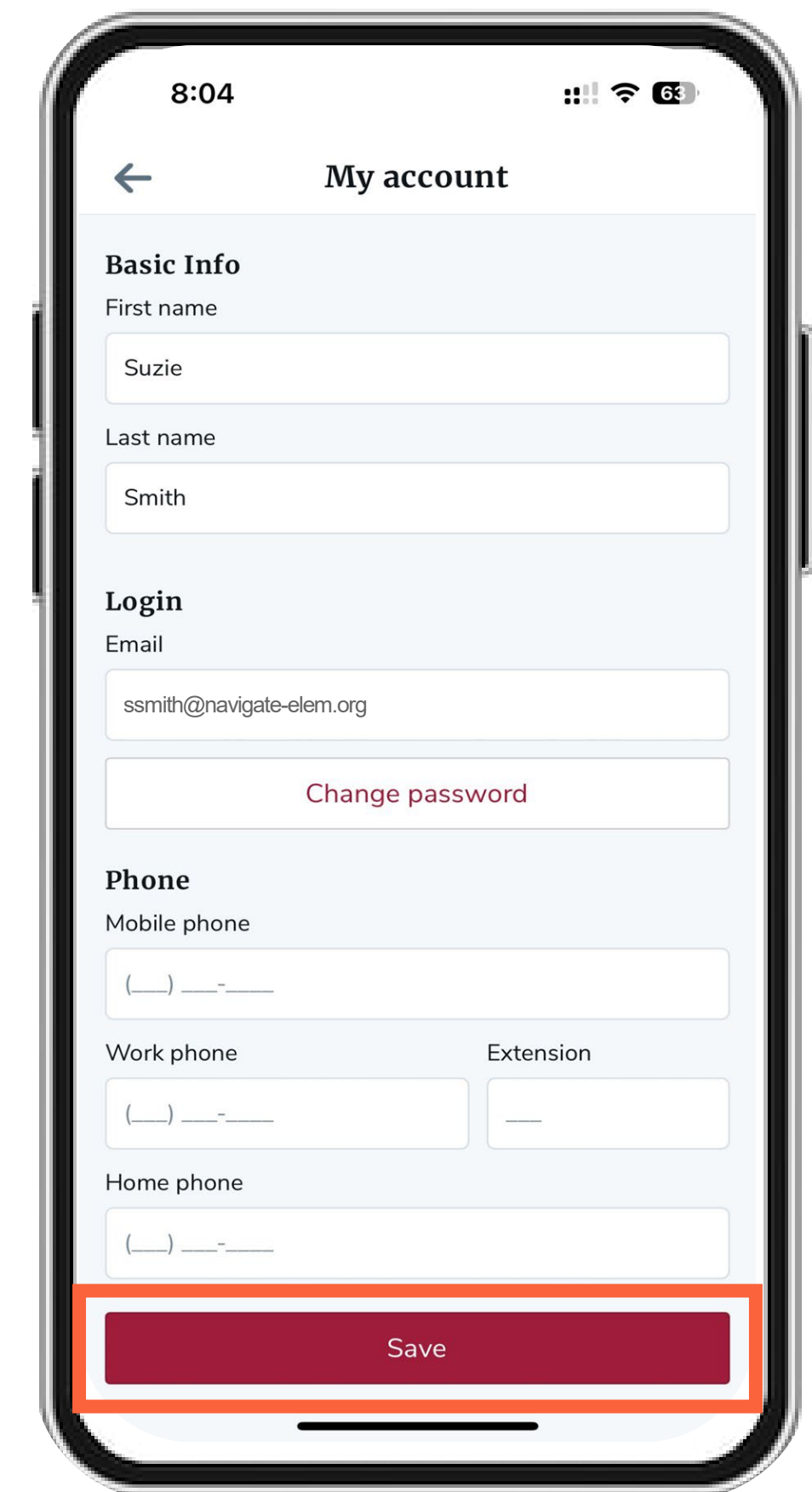
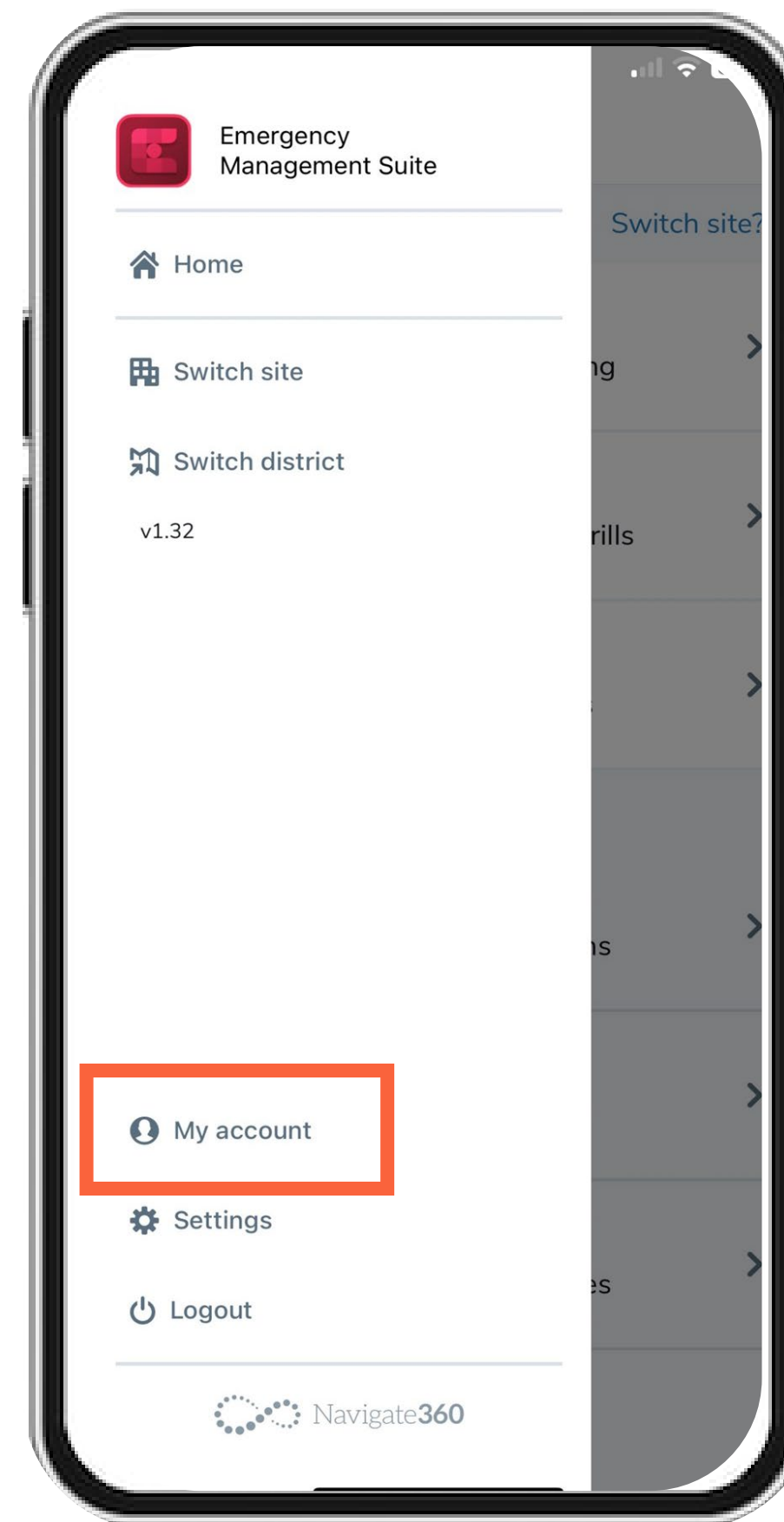
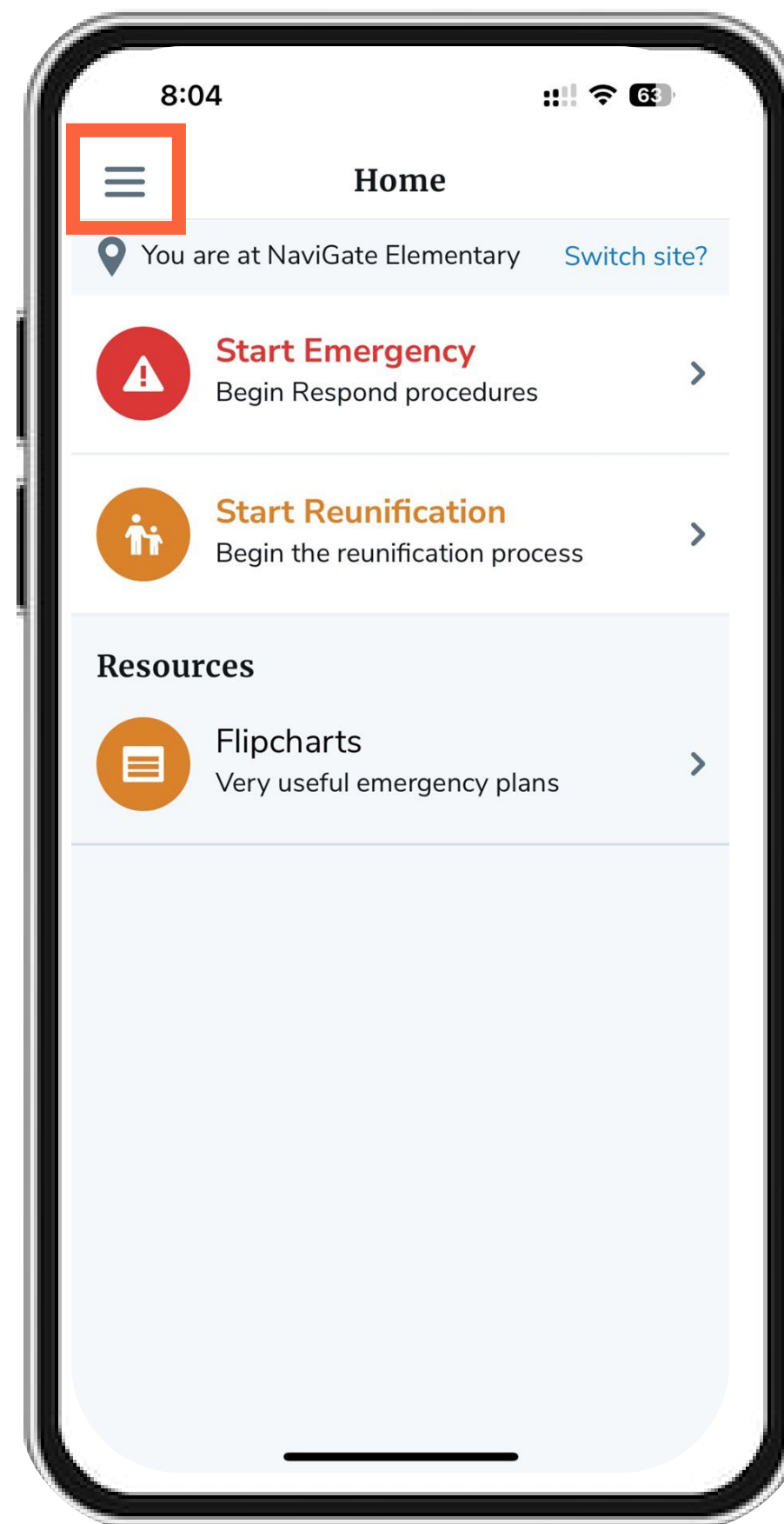
Quickly update your user information from the EMS Mobile App.

Once signed into your EMS account, select the menu in the upper left corner to update your user account.

Select **My Account**.

Add your contact information to enable your administrators to contact you in the case of an emergency.

[Knowledge Base Resource: Updating "My Account"](#)





Logging In – Resetting Your Password, In-App

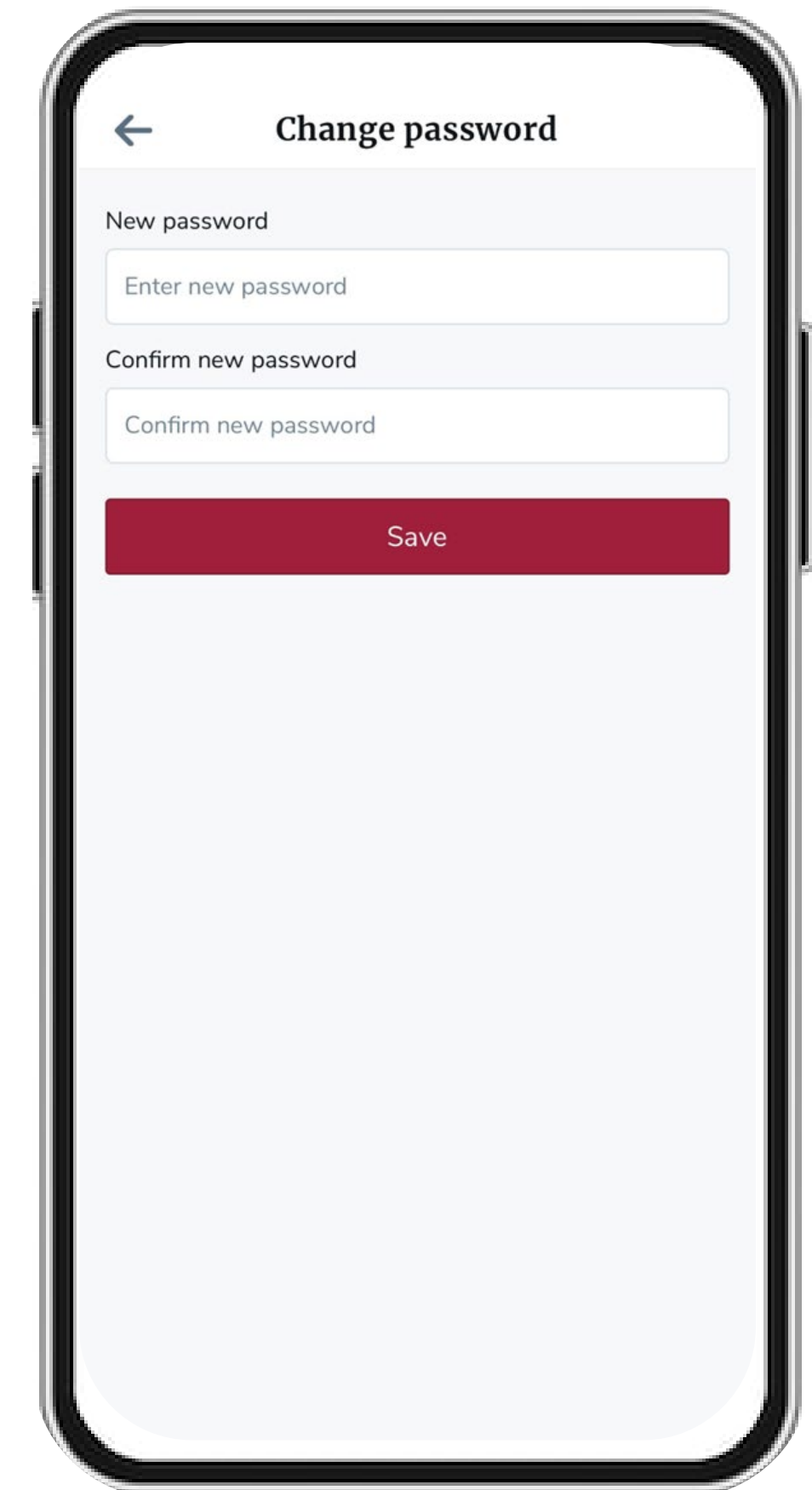
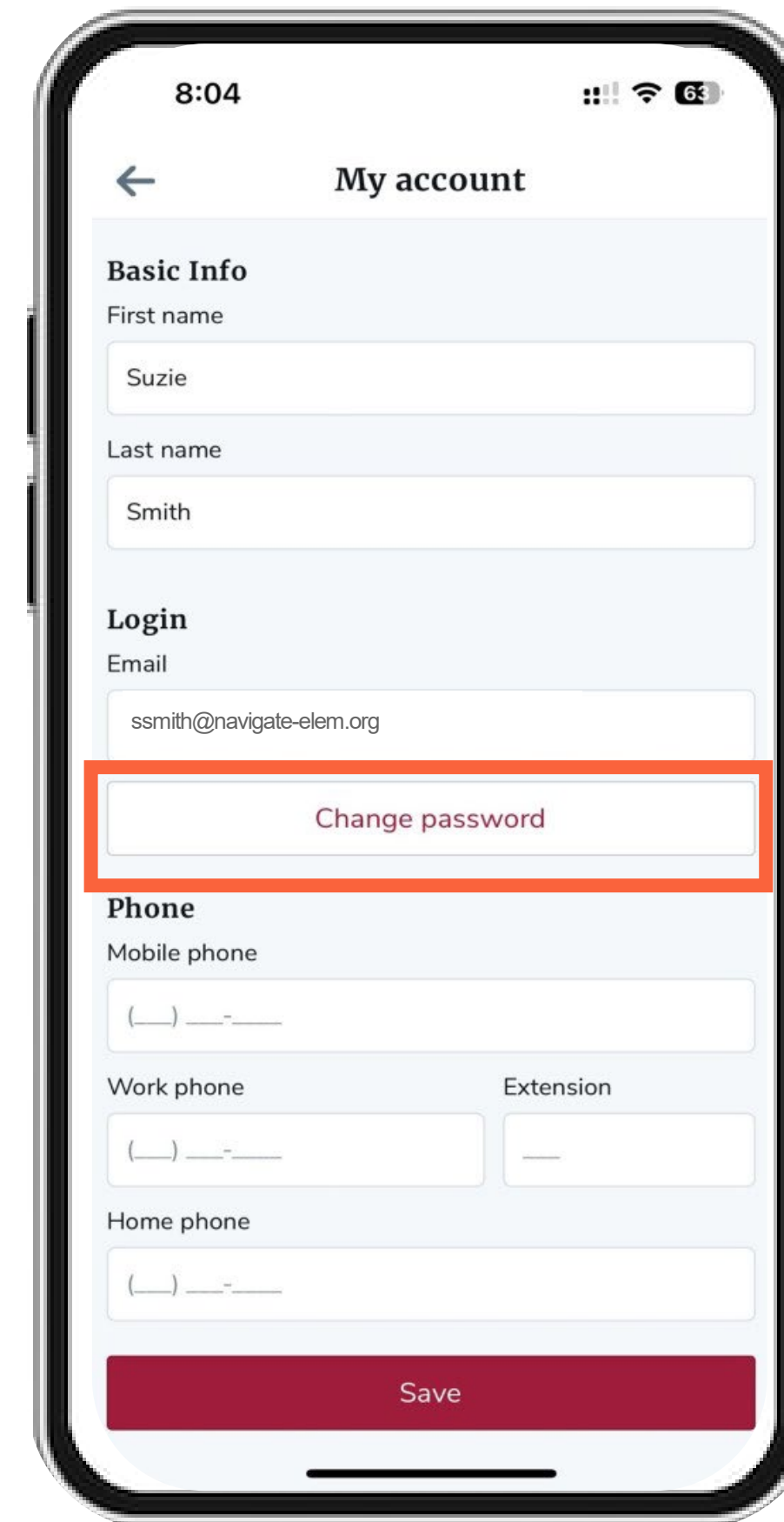
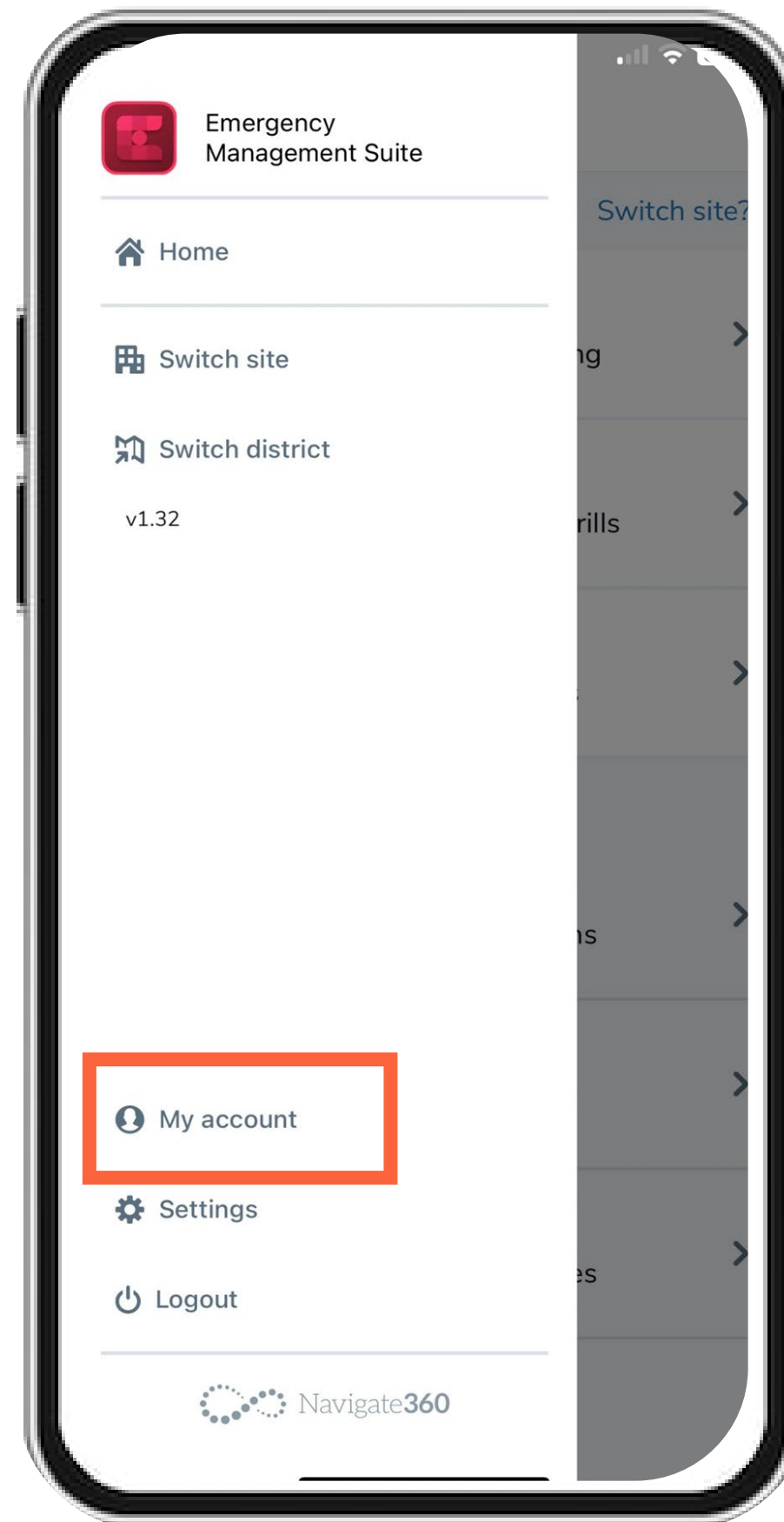
Change your password in-app to comply with district password security policies.

Once signed into your EMS account, select the menu in the upper left corner to configure your user account.

Select **My Account**.

Select **Change Password**.

Once saved, your password will be reset for both the mobile and desktop application.





Logging In – Troubleshooting Steps for Admin Users

Enable your building-level admin users to support user management access via EMS desktop application.

If users report errors attempting to log in, Admin Users can review User Access to confirm login access:

1. In **EMS Desktop Application**, navigate to **Users** and confirm the user exists in the system.
2. If the user exists, select their name to open their **User Account page**. Within the User Account page, Admin Users can **reset a user's password** and **send a welcome email** for login support.
3. If the user does not exist, review your Clever or ClassLink data stream to confirm you are sharing the user.

It is recommended that all users are shared in the SIS integration via Clever or ClassLink to aid in seamless user management functions. If a single user needs to be added outside of the data sync, Admin Users can create a new user, assign permissions, and manually align that user to building(s).

For additional support, please reach out to Navigate360's Technical Support team: tech@navigate360.com



Configuring App Notifications – iOS

Enable notifications to receive real-time notifications when an emergency is activated at your school.

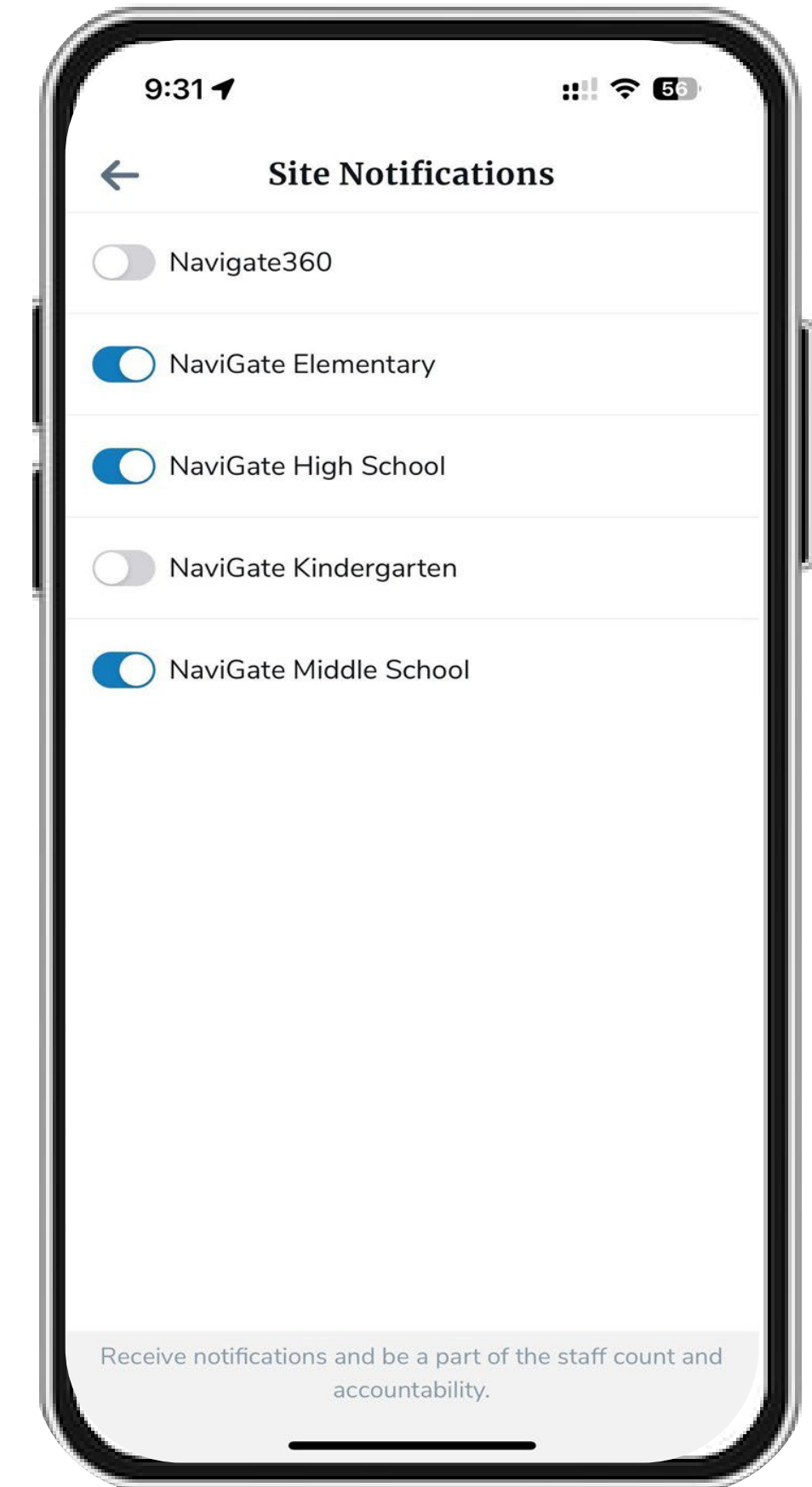
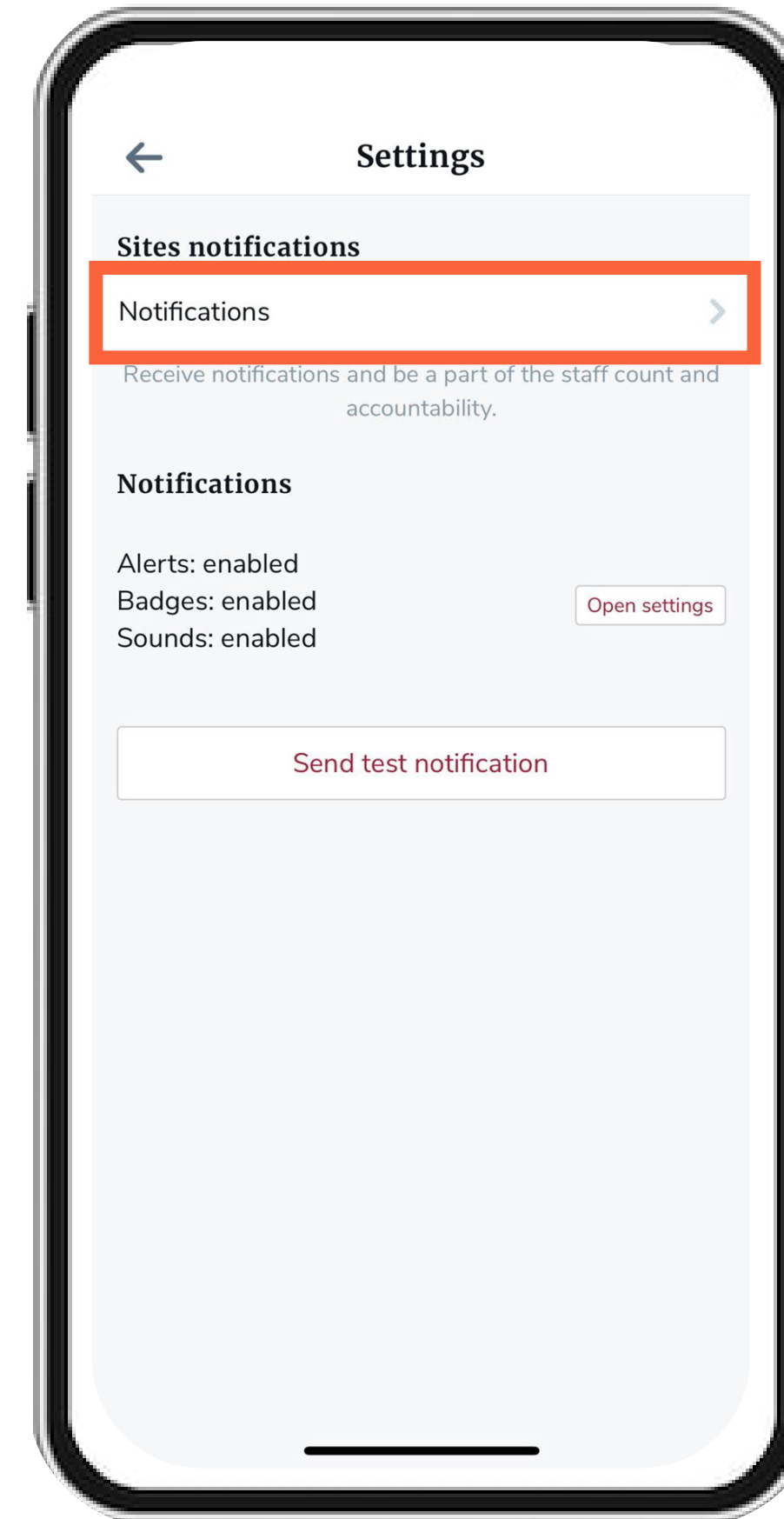
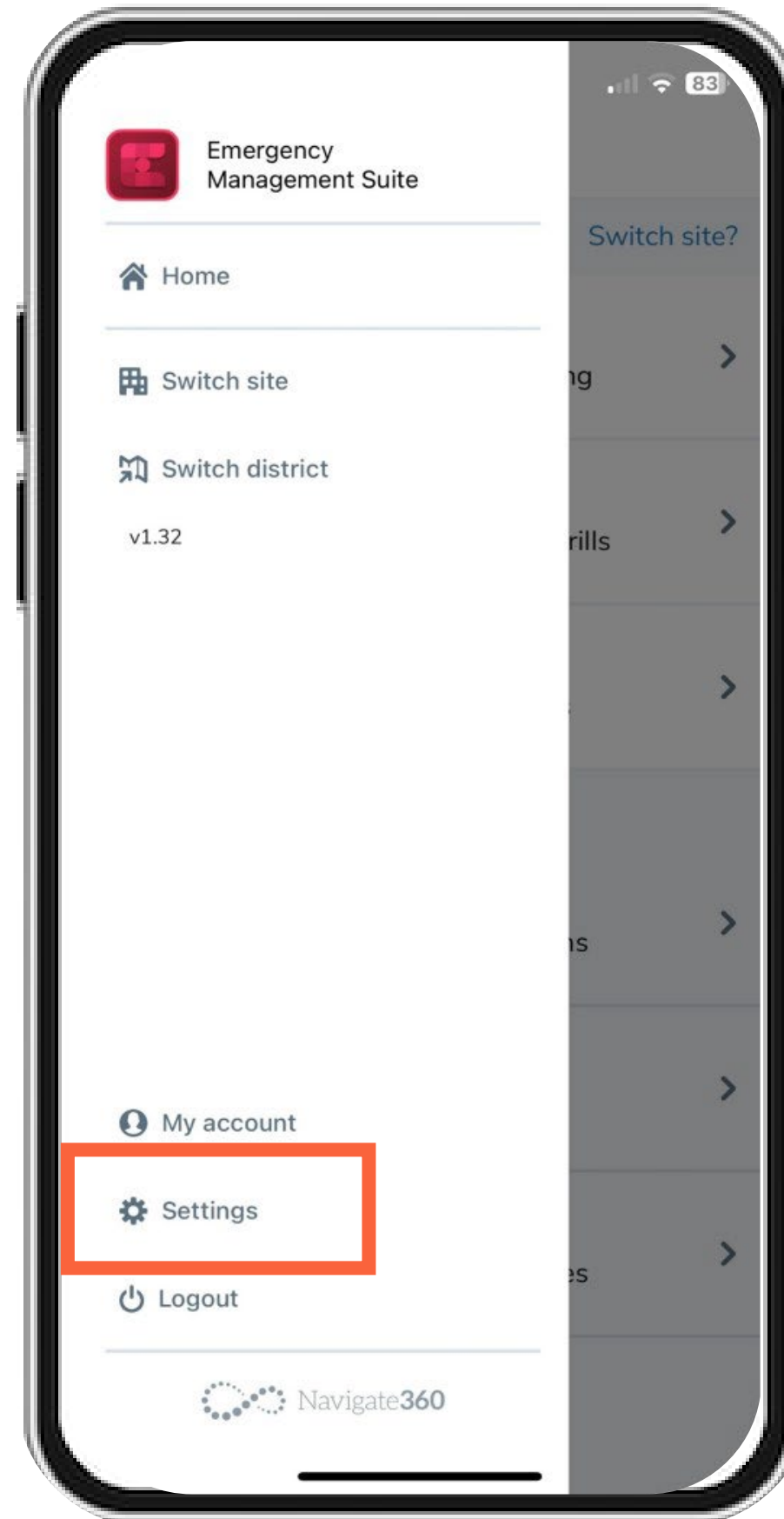
Notification setup is a two-step process:

Step 1:

From the home menu, select **Settings** to configure your notifications.

Select **Notifications**.

Toggle on notifications for each relevant site to receive emergency alarms.





Configuring Device Notifications – iOS

Verify your device is configured to receive critical alerts.

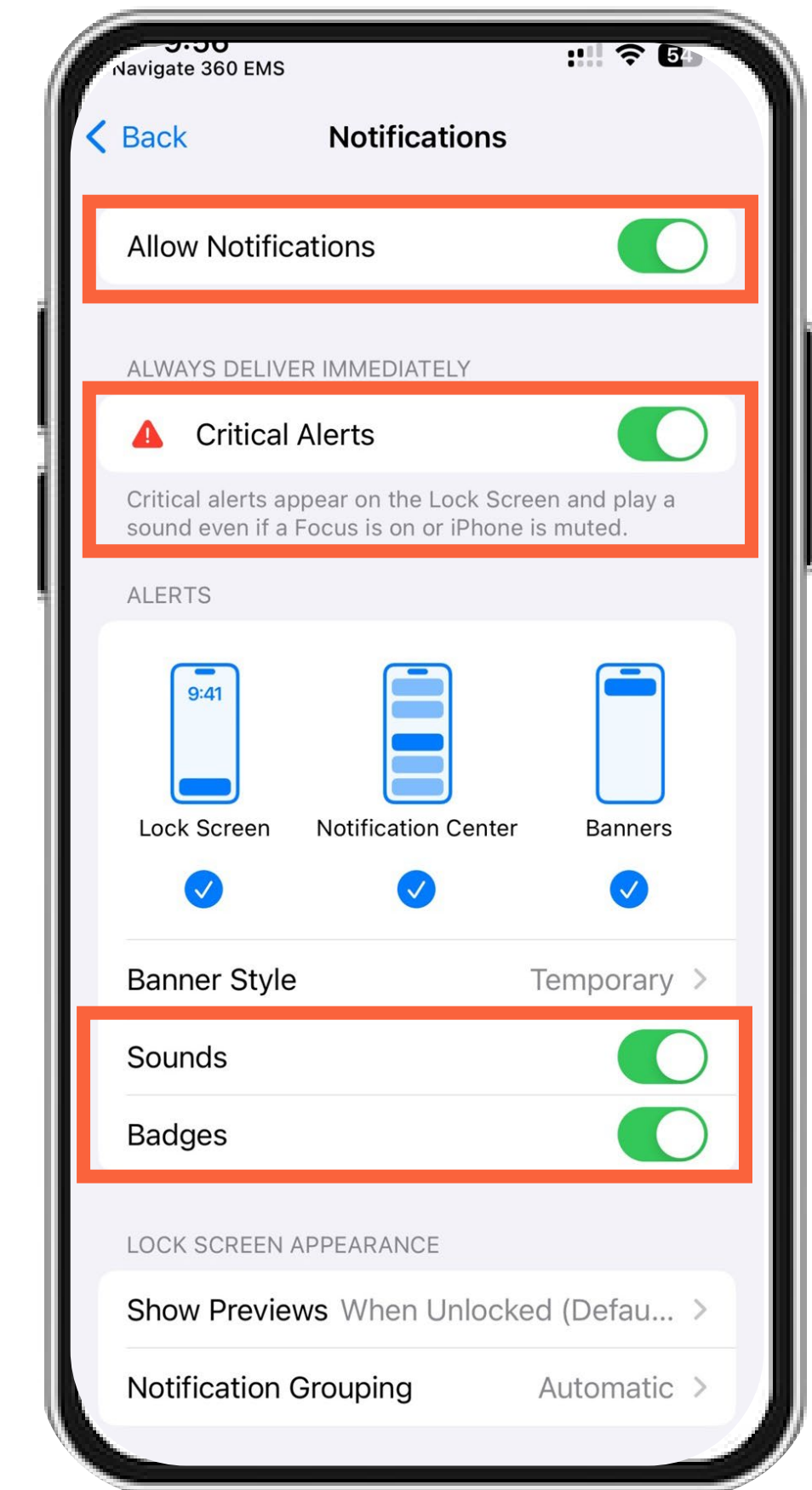
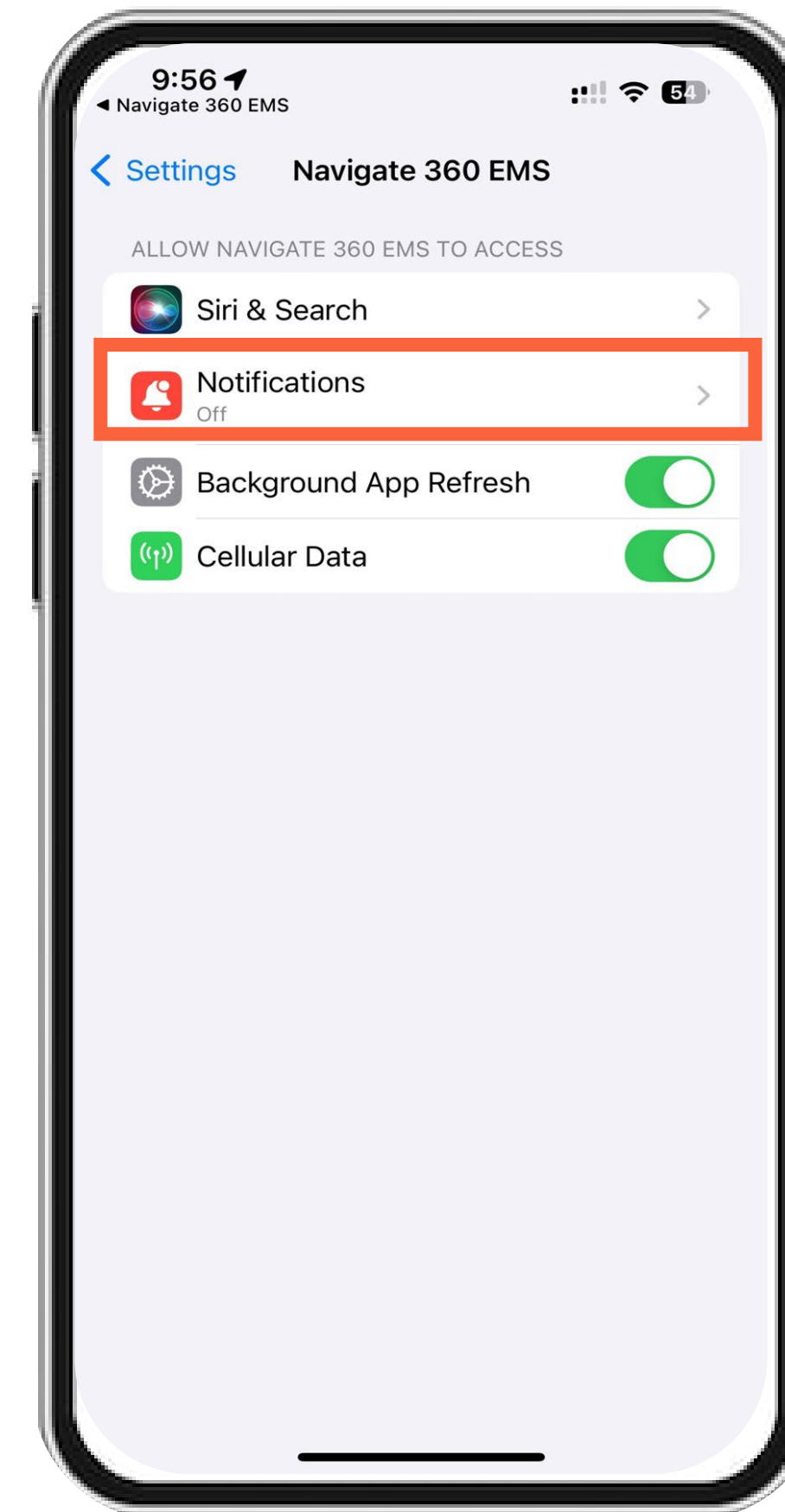
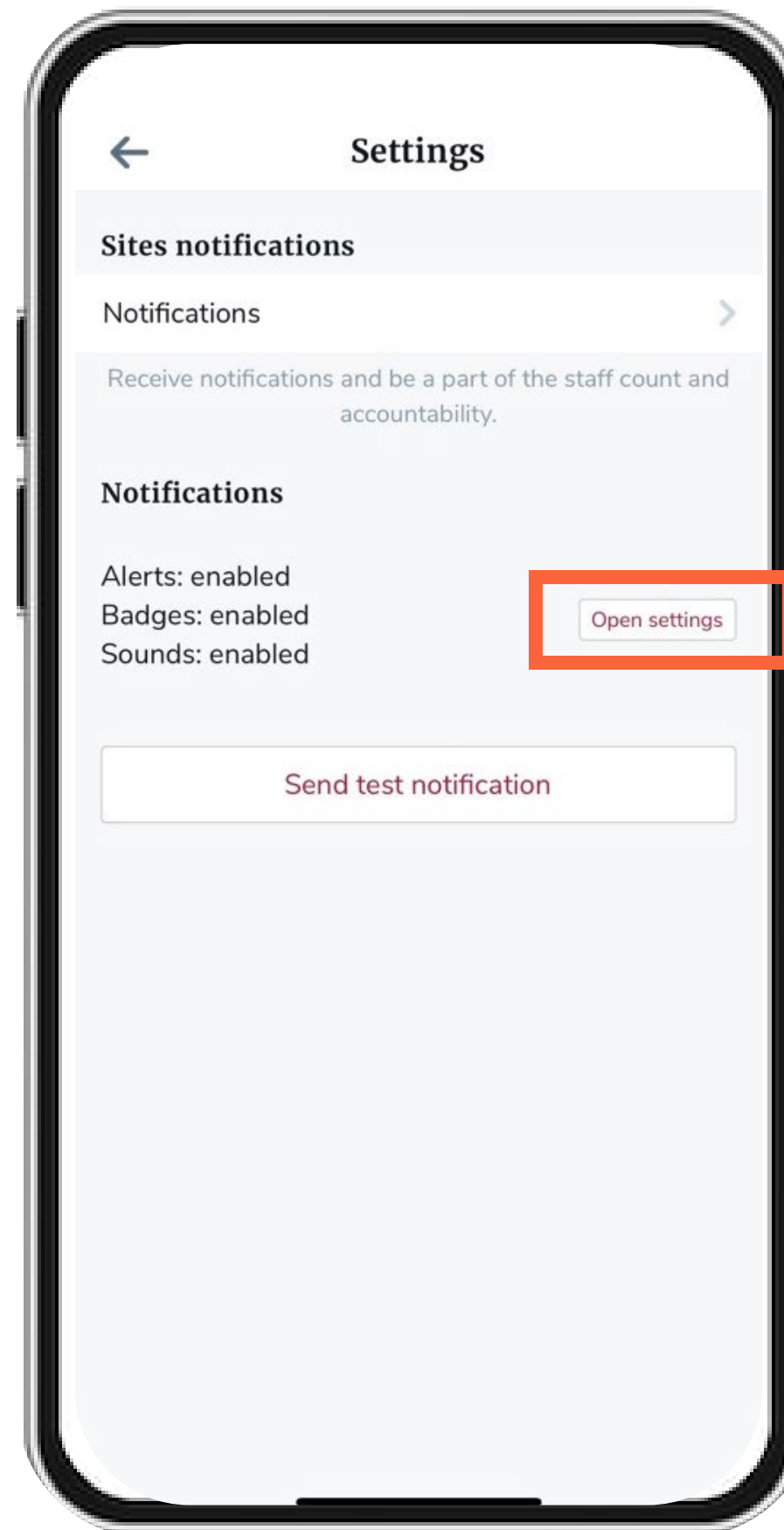
Notification setup is a two-step process:

Step 2:

From the Settings page, select **Open Settings**. This will open your iOS device settings.

Select **Notifications** and **toggle on**.

Toggle on Critical Alerts, Sounds, and Badges to ensure audible alerts are received and even when your device is muted.





Testing Mobile App Notifications – iOS

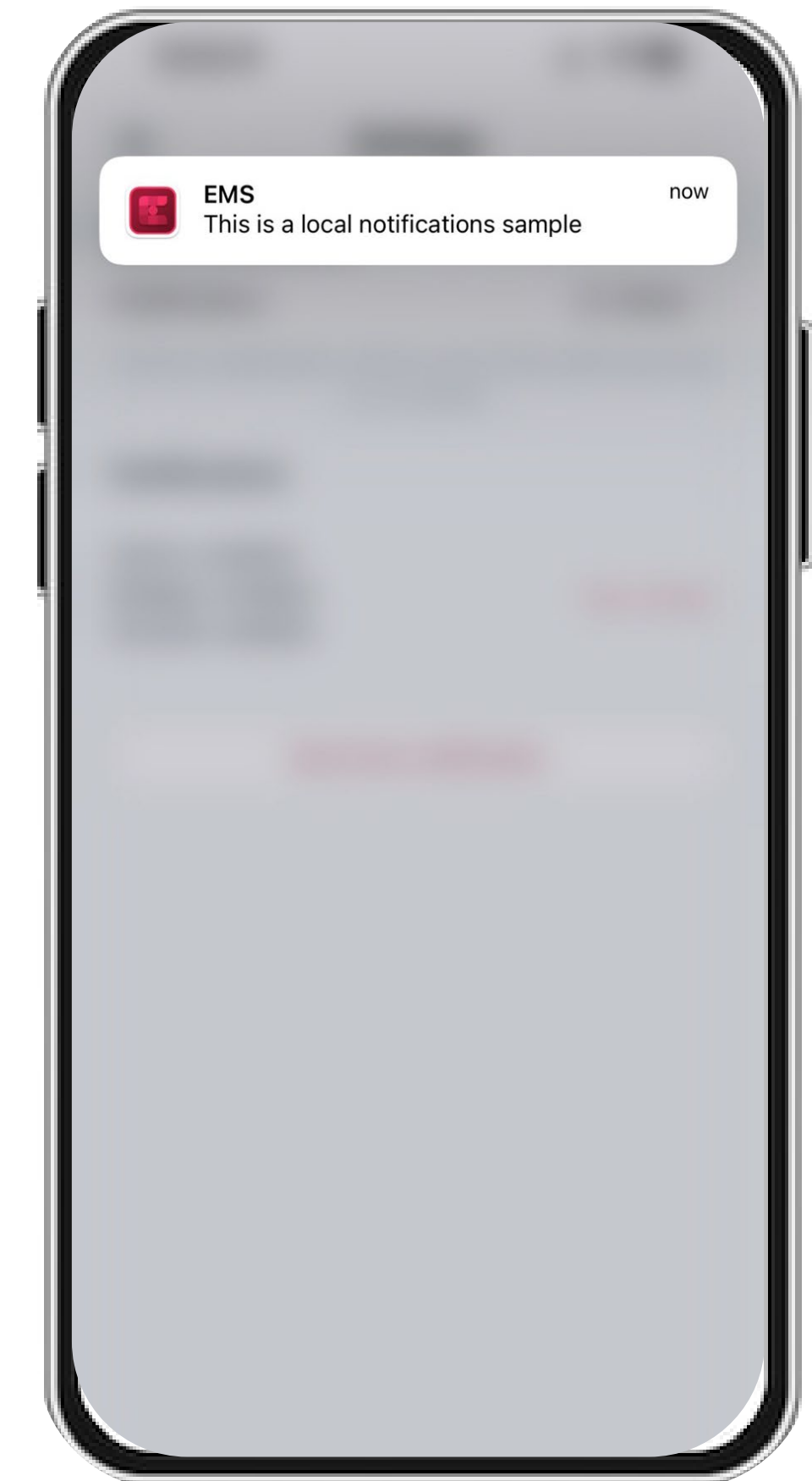
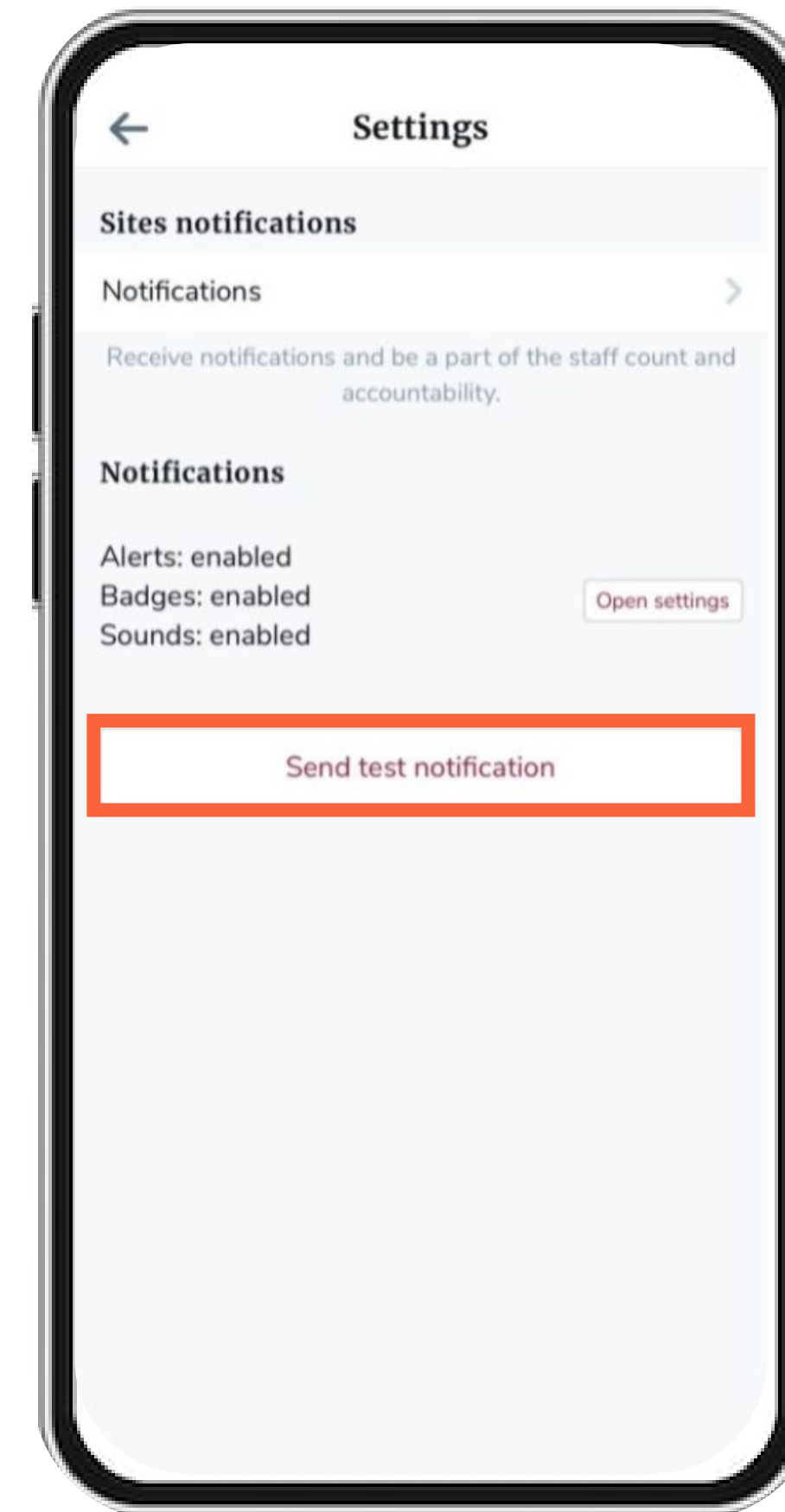
Verify your device is configured to receive critical alerts.

Now that notifications are all set up, perform a notification test by selecting **Send Test Notification** on the **Settings** page.

If both Mobile App Settings and Device Settings are configured appropriately, you will receive a banner notification with an audible sound.

Test notifications will play a device notification sound if sound is enabled. Test notifications are not considered critical alerts on devices.

[Knowledge Base Resource:
Notification Troubleshooting Support](#)





Configuring App Notifications – Android

Enable notifications to receive real-time notifications when an emergency is activated at your school.

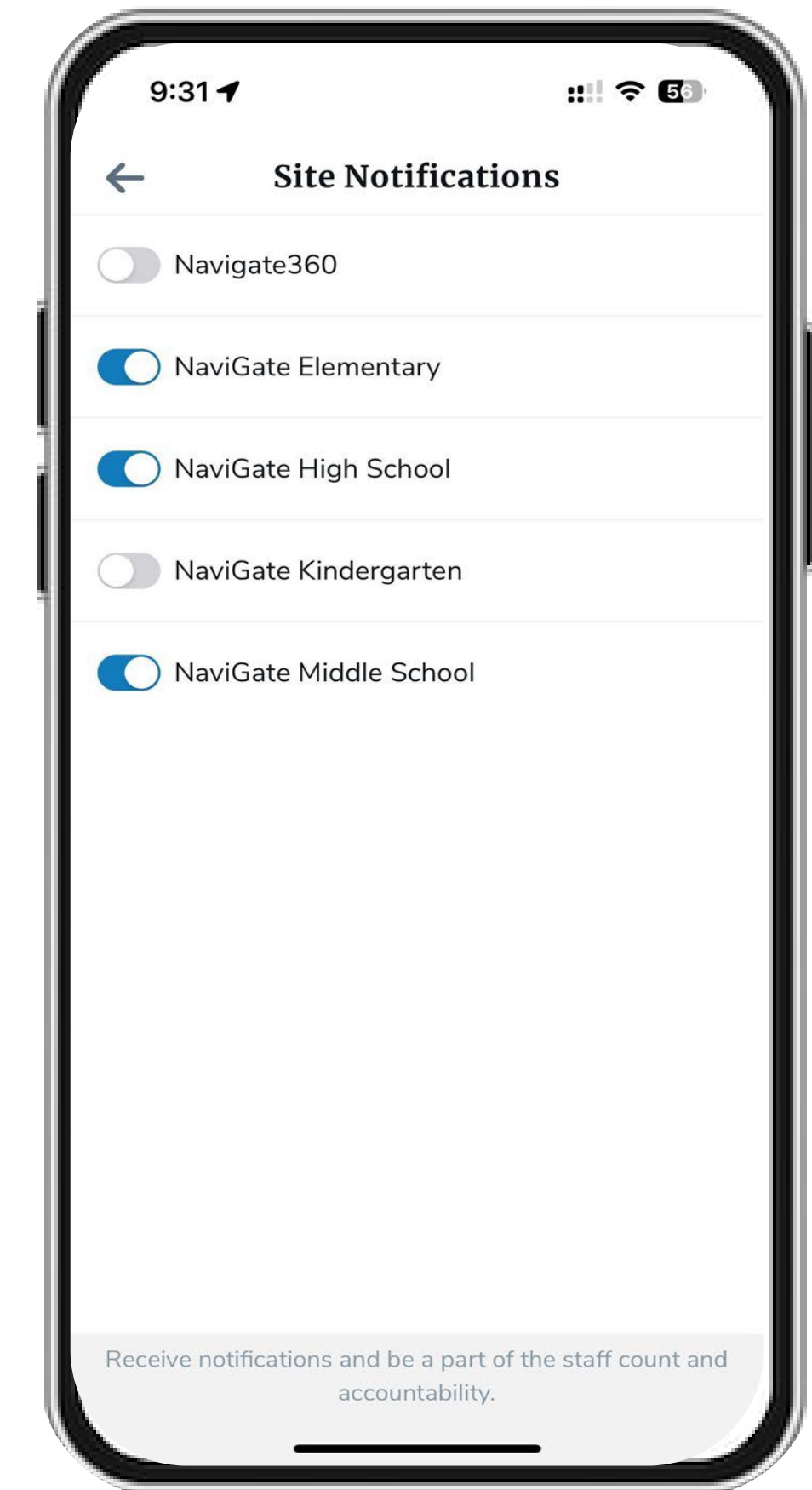
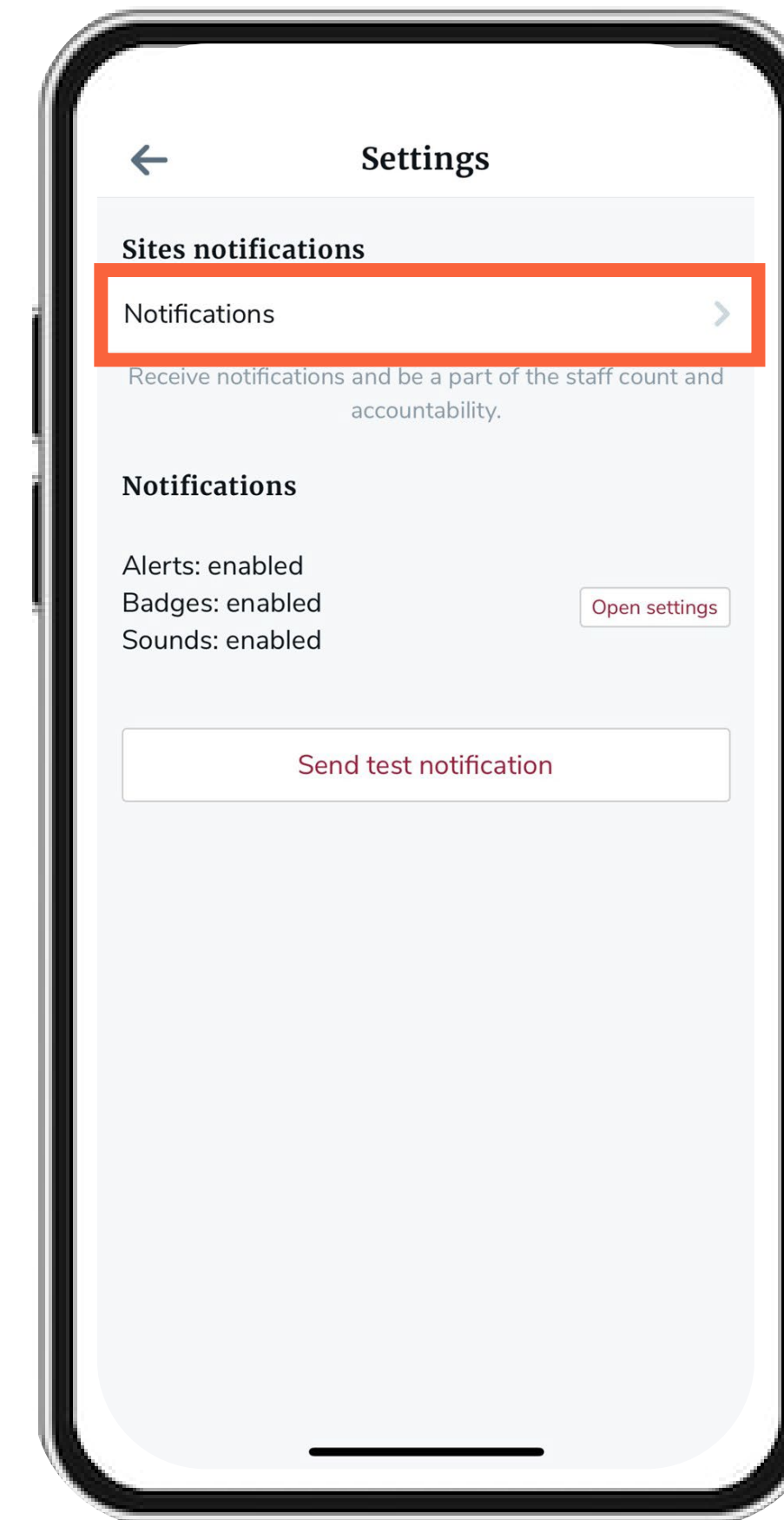
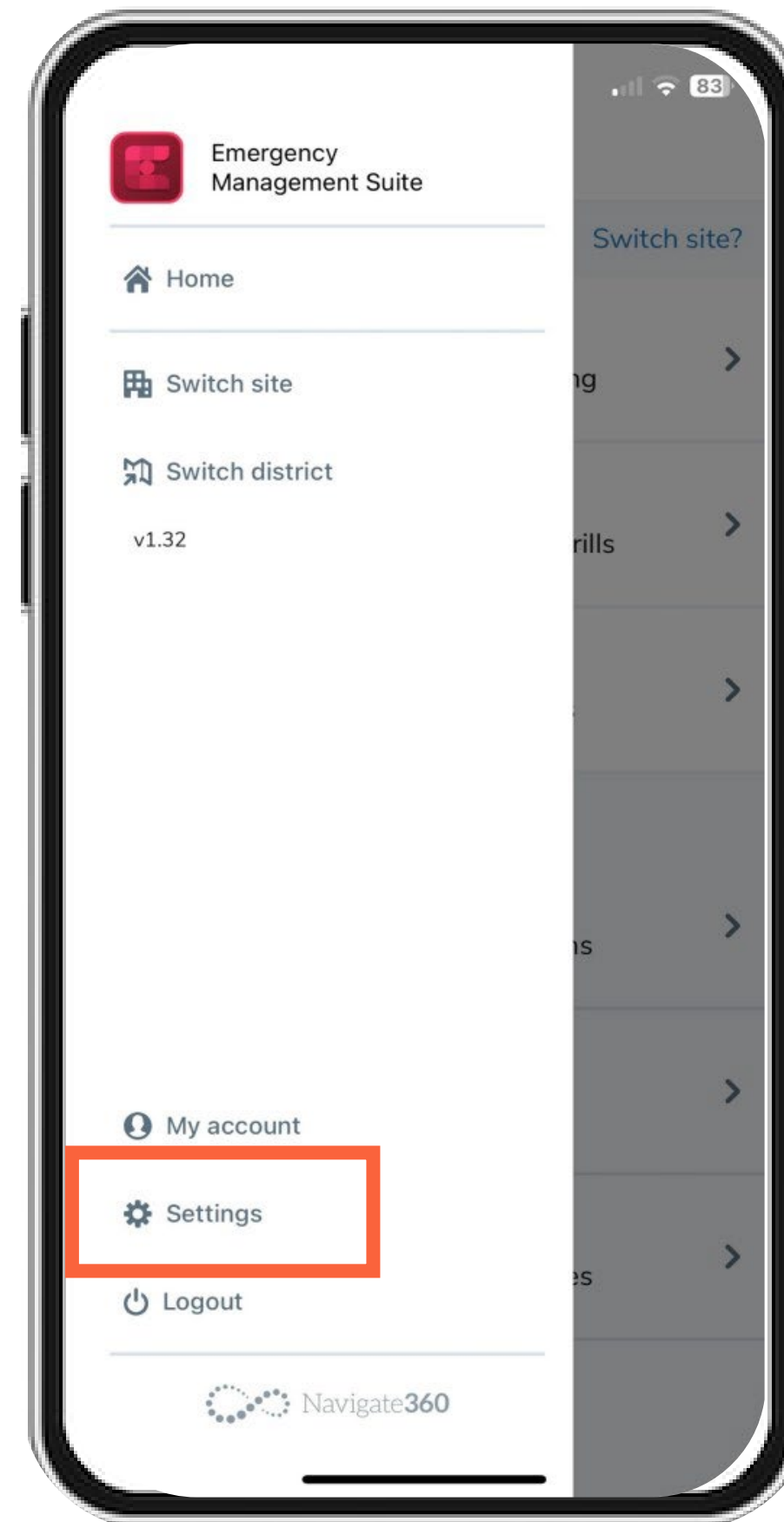
Notification setup is a two-step process:

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Toggle on notifications for each relevant site to receive emergency alarms.





Configuring Device Notifications – Android

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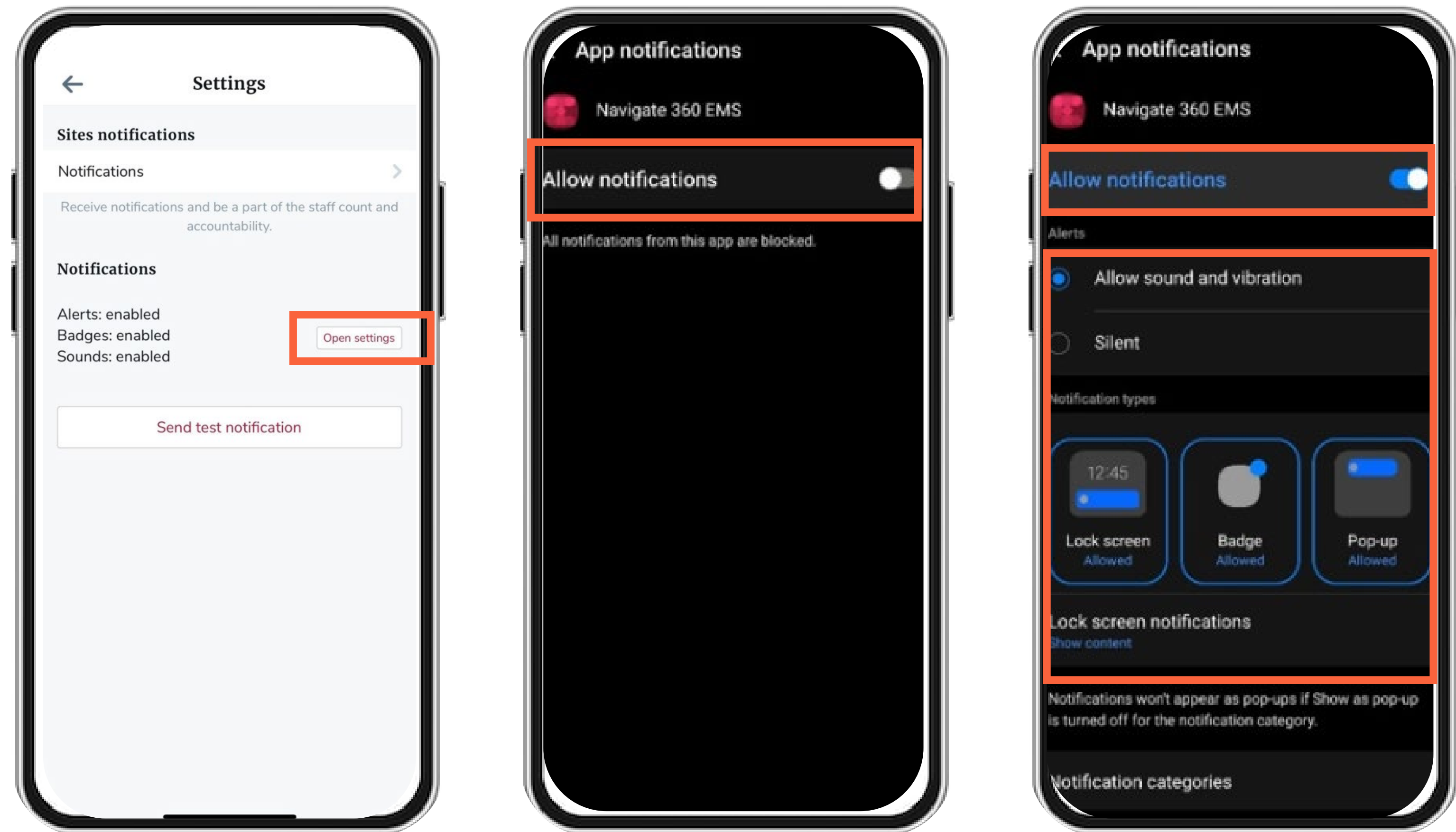
Notification setup is a two-step process:

Step 2:

From the Settings page, select **Open Settings**. This will open your Android device settings.

Select **Notifications** and **toggle on all**.

Toggle on Critical Alerts to ensure audible alerts are received even when your device is muted.



For Android devices v12 and below, **toggle ON** allow notifications for all **Alert Types** and **Channels**. Within Channel Name, **toggle ON** "Override Do Not Disturb"



Testing Mobile App Notifications – Android

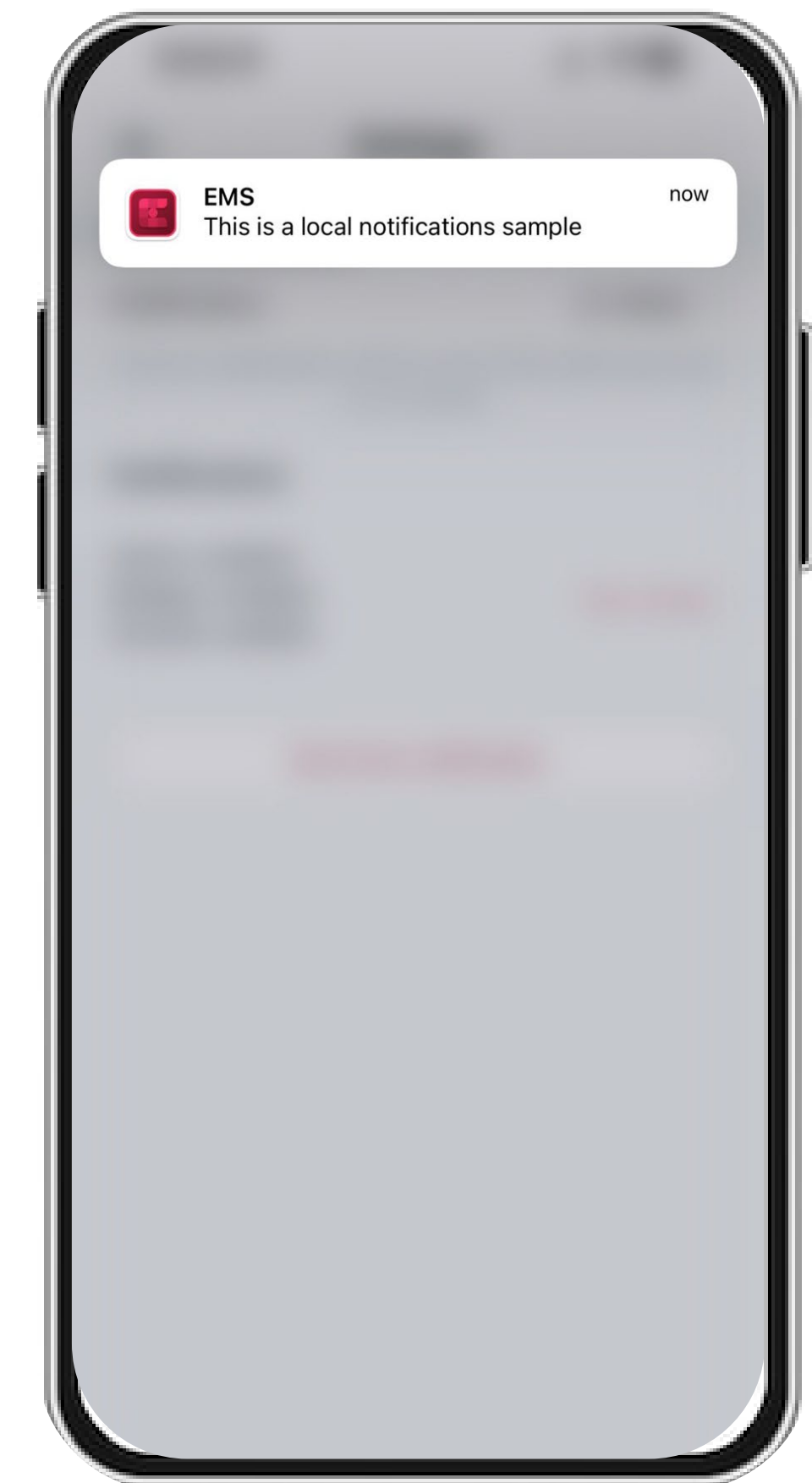
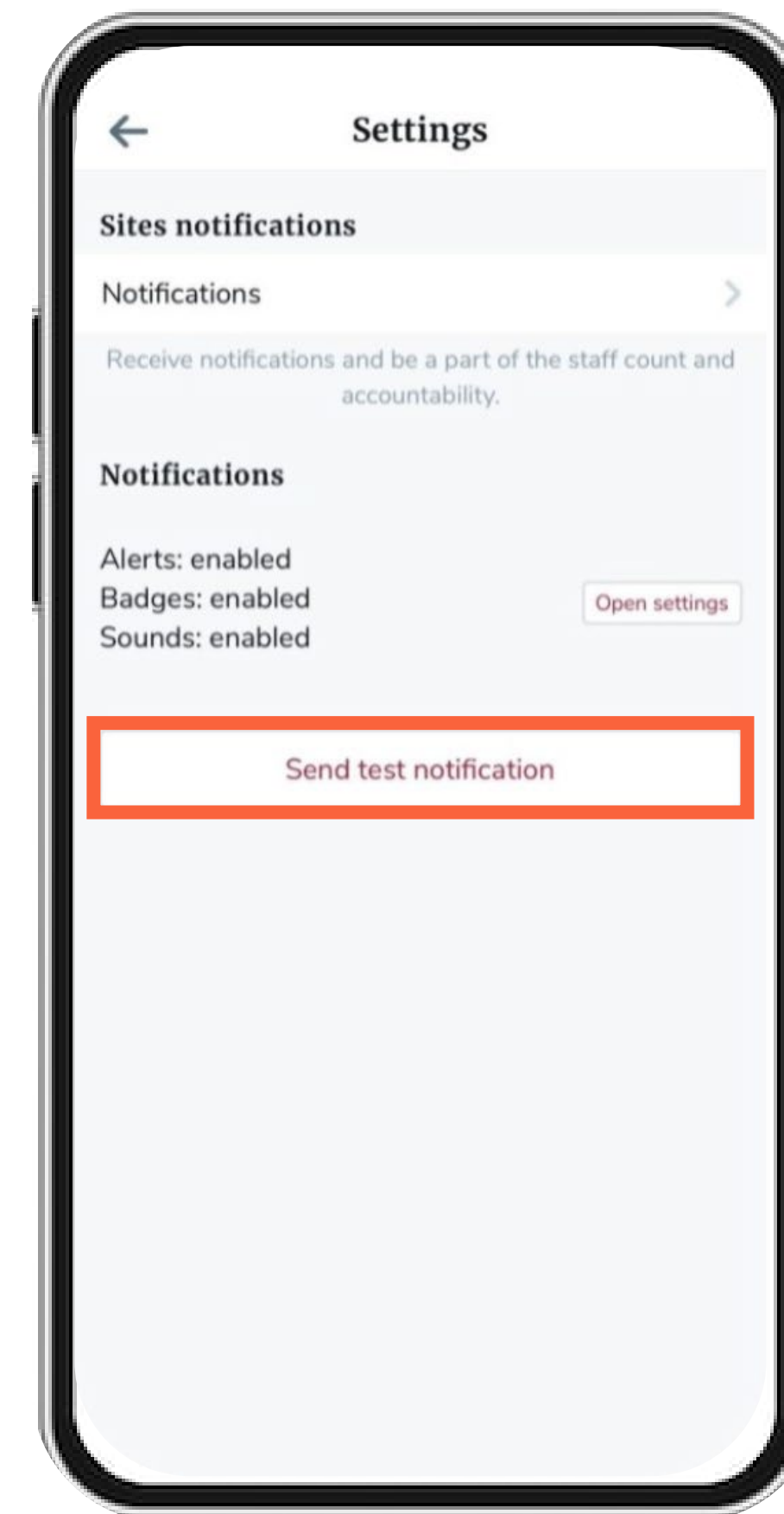
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[Knowledge Base Resource:
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Navigating the EMS Mobile App – Staff User

Reviewing the Home Screen for a Staff User in the EMS Mobile App.

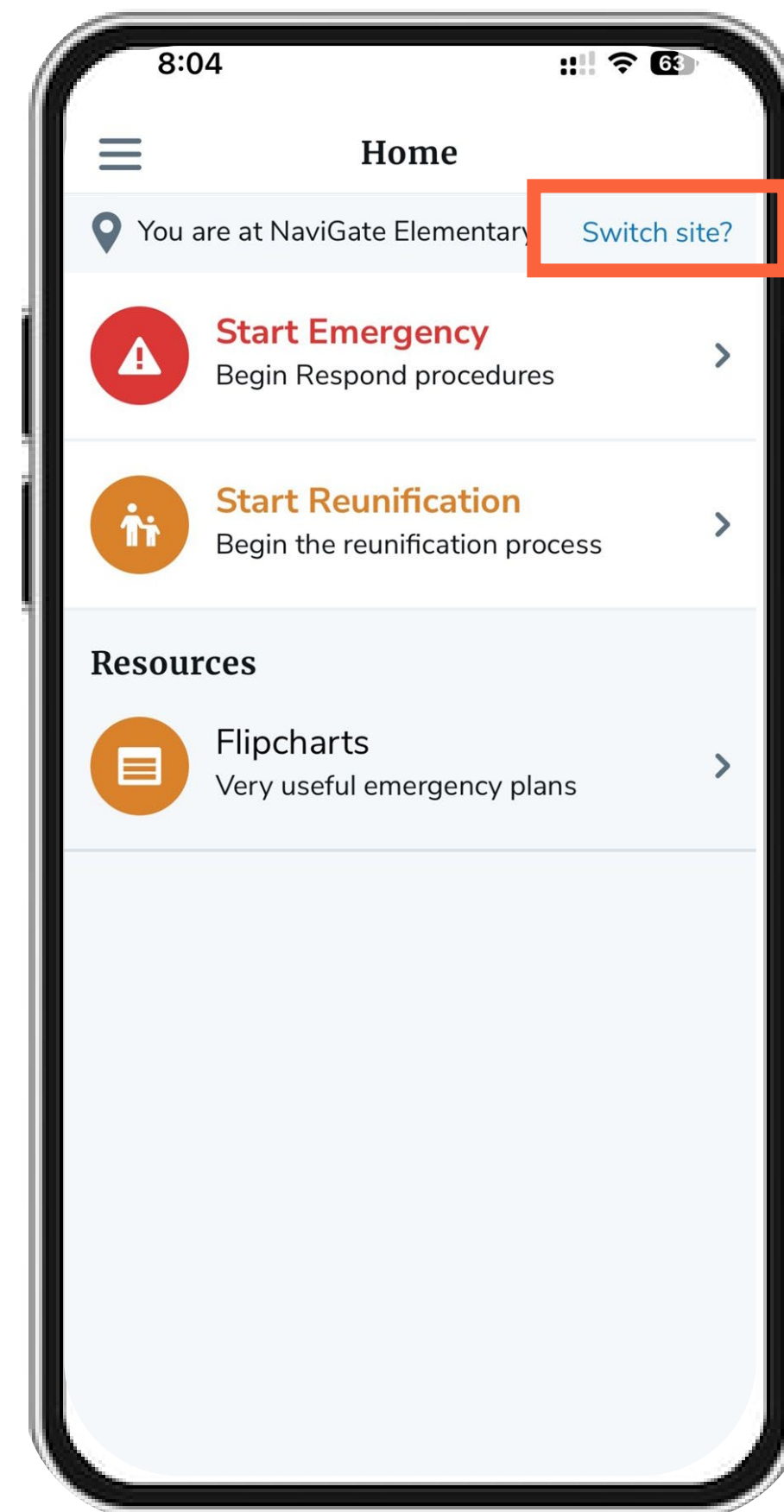
All users (Admin and Staff) will have access to published flipcharts and can activate an emergency alarm from the EMS Mobile App.

Accessing Multiple School Sites:

If you are associated to multiple schools, select the **home menu** and **Switch Site** to move to another school location.

Accessing Flipcharts:

Flipcharts can be published at the district and school level. **Switch Site** to see school-specific flipcharts.



Starting an Emergency:

Initiate an emergency alarm to activate the Emergency Dashboard that allows for student roll-call, teacher, non-teaching staff, and visitor accountability.

Reunification:

After students and staff are accounted for, seamlessly move into the Reunification process.

*If you do not see Reunification, your district has not enabled this functionality in-app.



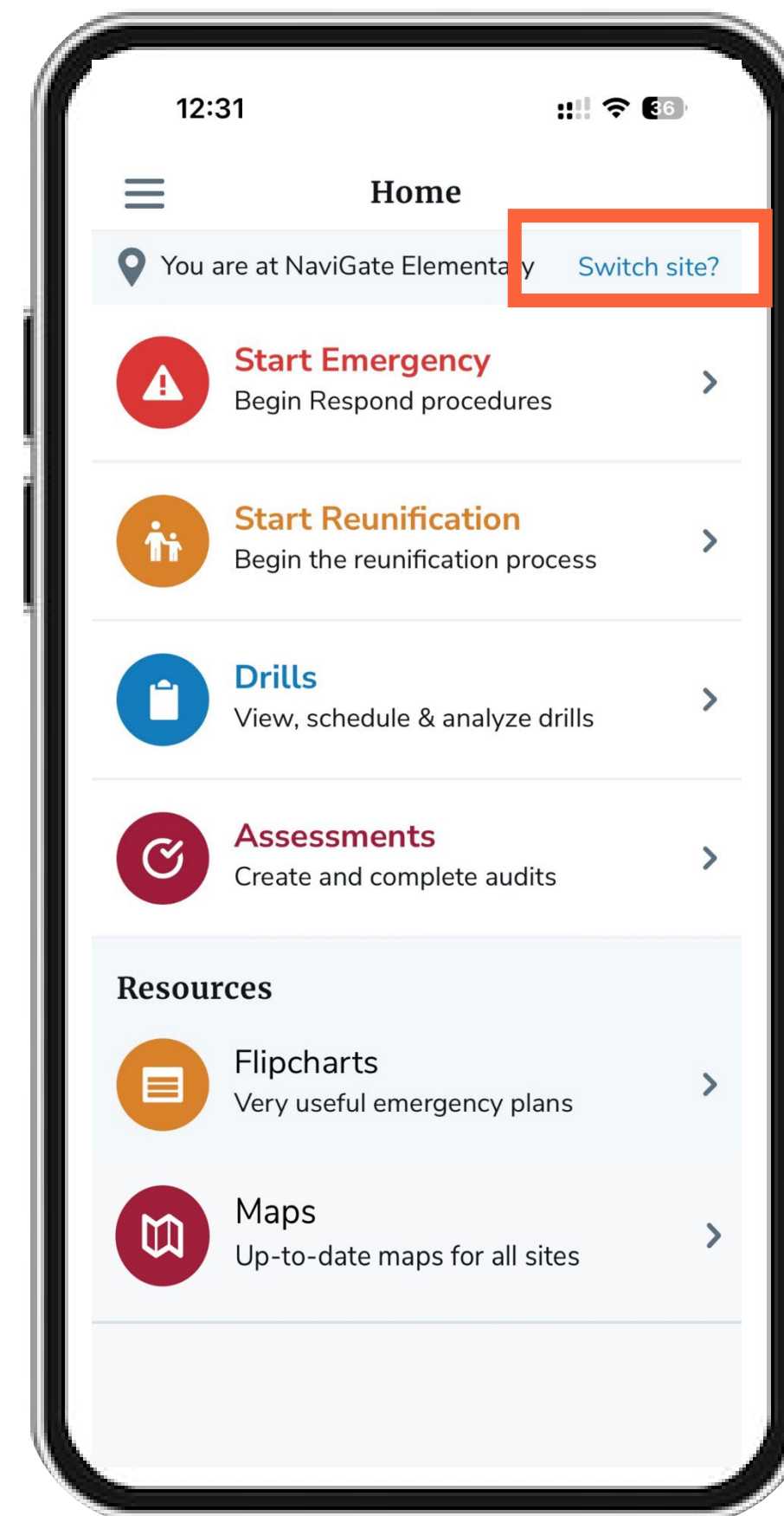
Navigating the EMS Mobile App – Admin User

Reviewing the Home Screen for an Admin User in the EMS Mobile App.

EMS Admin Users have access to additional functionality that allows districts to better enable their leaders to perform safety preparedness functions.

Viewing, Scheduling, and Logging Drills:

Admin Users can use the Desktop or Mobile application to view, schedule, and log drills. Quickly pivot from an emergency drill alarm to logging the event from the same device.

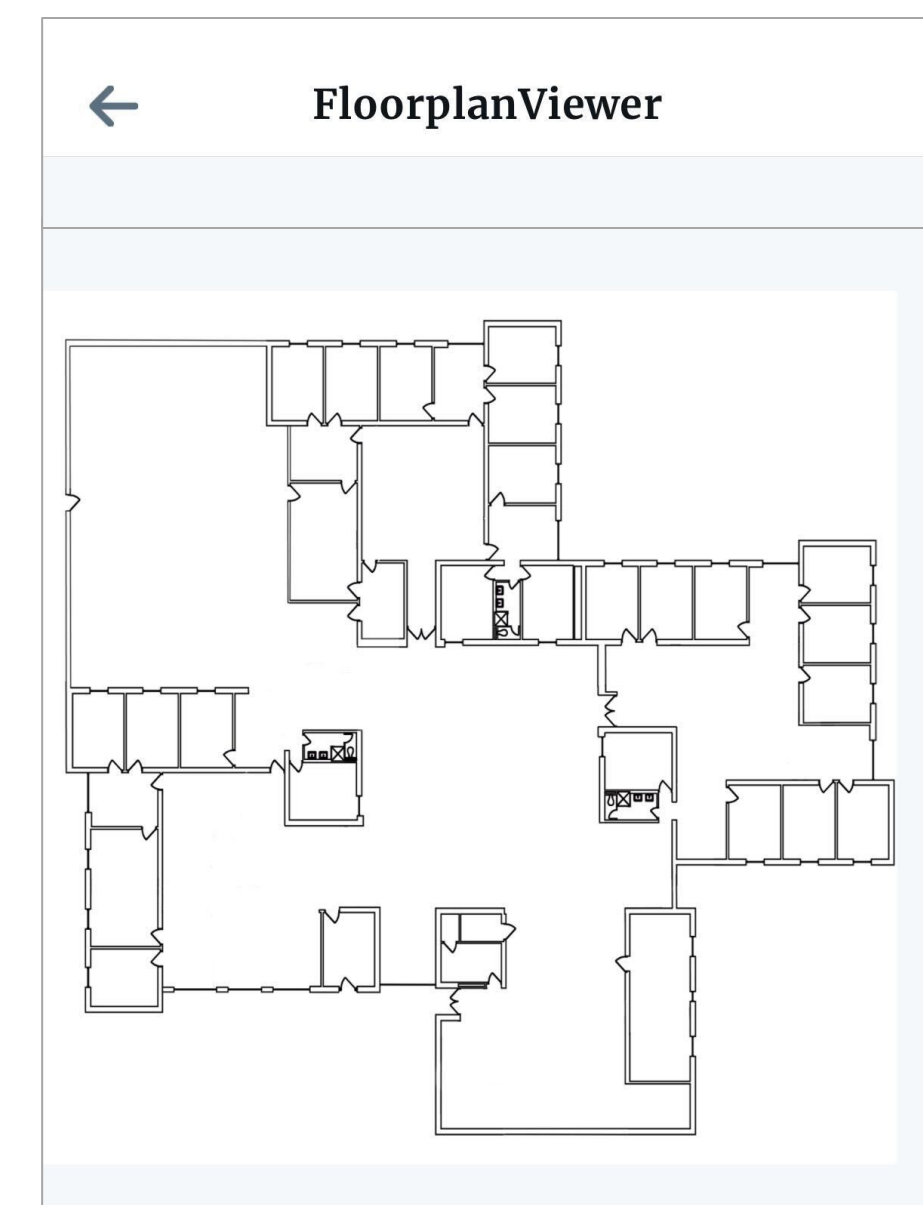


Comply with required safety audits with Assessments:

Create and complete required safety audits with the EMS Mobile App

View Campus Maps

Enable your district leaders and first responders to access campus maps. View floorplans to help determine the best approach for reaching students and staff in the event of an emergency.





Viewing Flipcharts

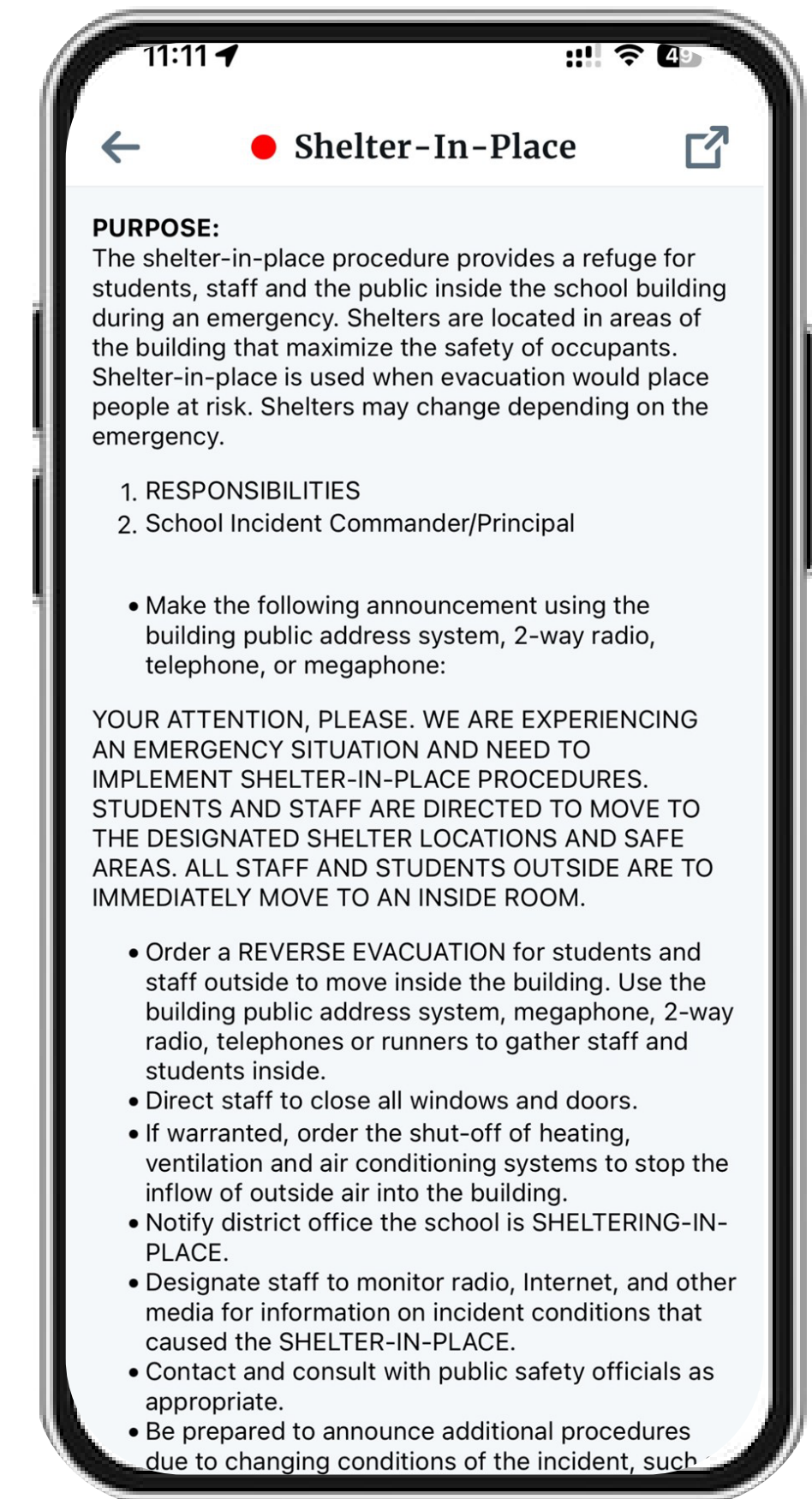
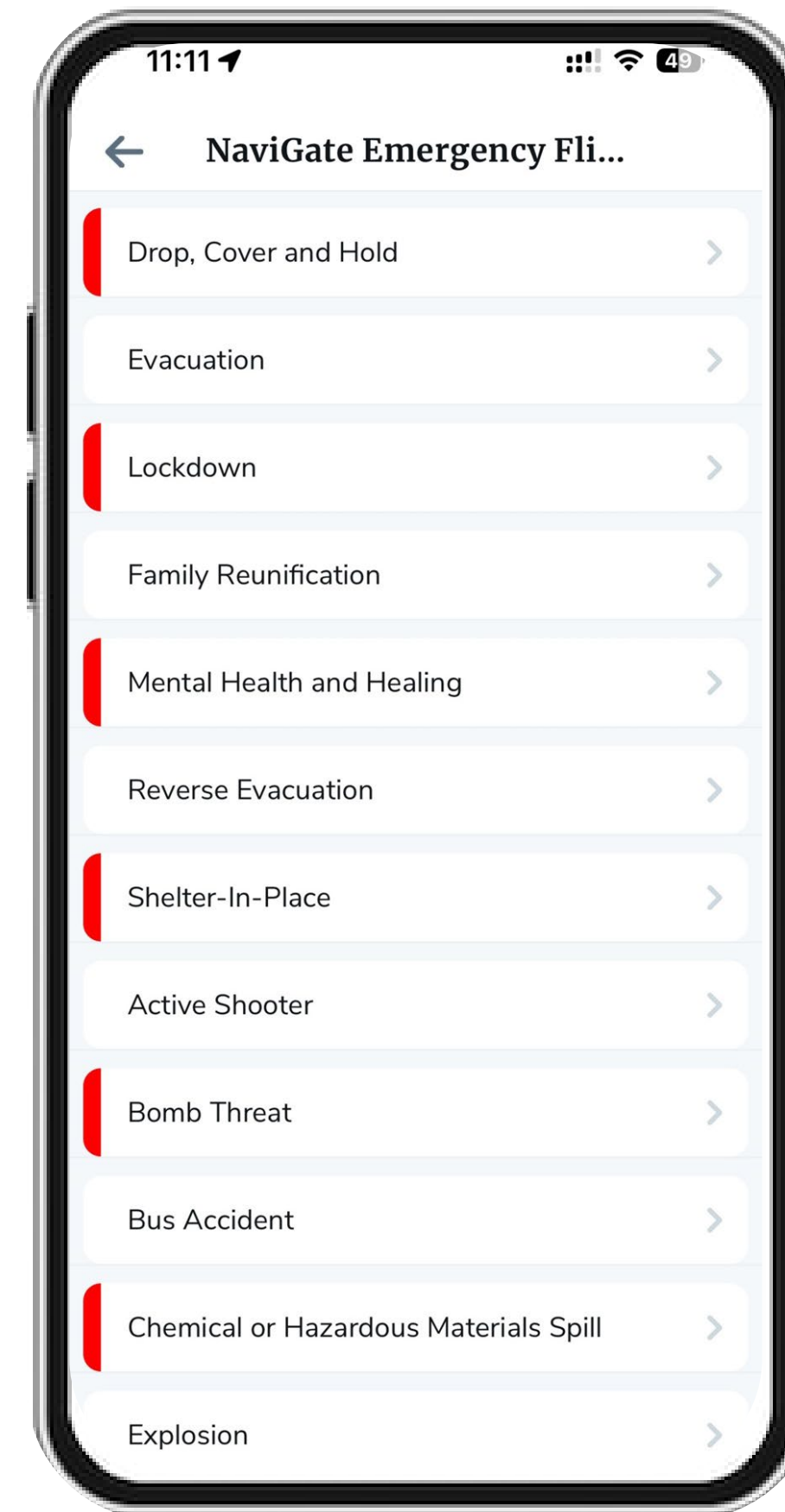
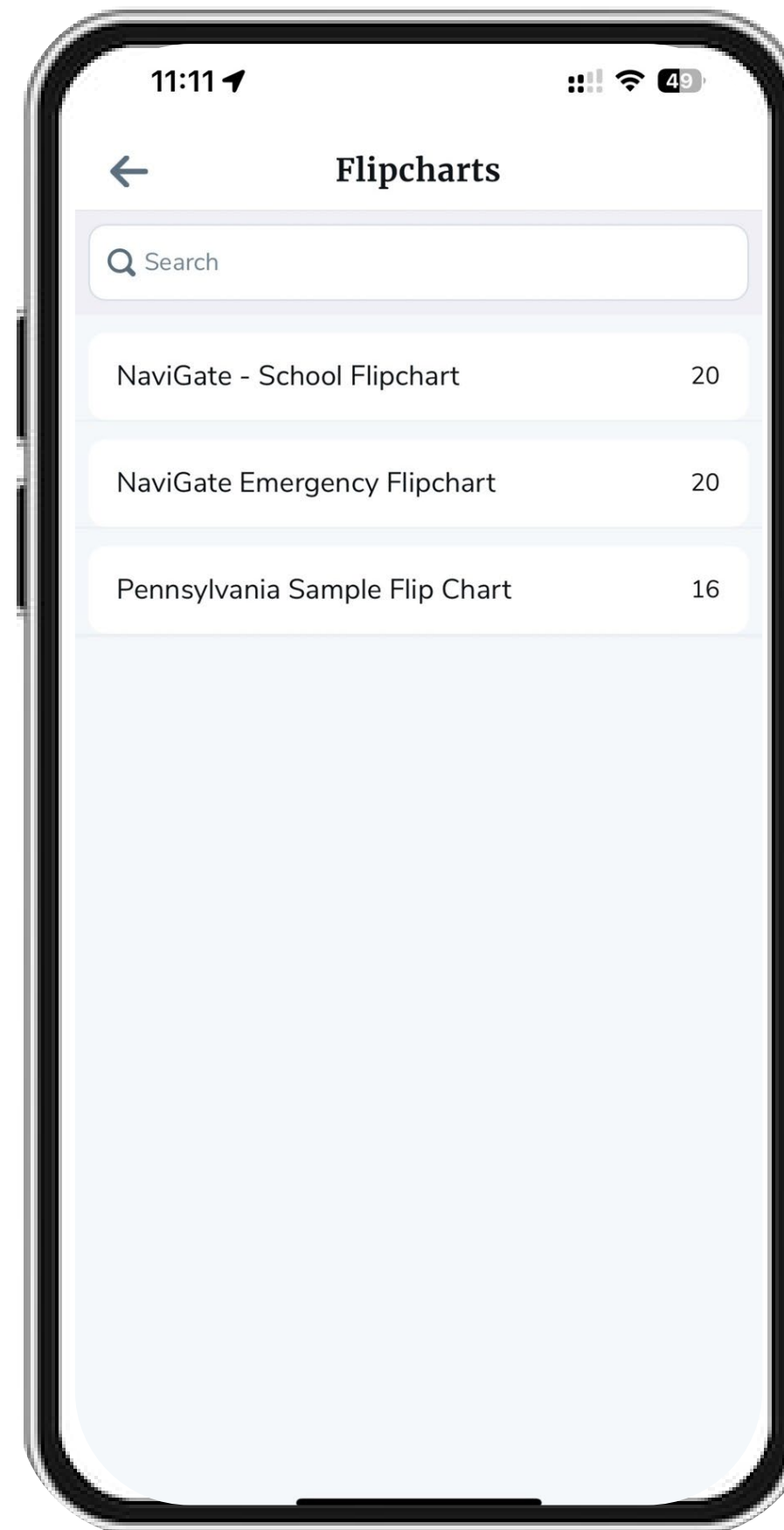
Access district-approved emergency procedures from the EMS mobile app.

Admin Users can create and publish Flipcharts at the school-level or district level in the EMS desktop application.

Once published, all users will see available flipcharts in the mobile app.

1. Select the Flipchart you want to view.
2. Select the specific procedure.
3. View procedure documentation in-app.

[Knowledge Base Resource: Creating Flipcharts for Admin Users](#)



SAMPLE EMERGENCY PROCEDURE



Start an Emergency – Activate Emergency Alarm

Enable all staff to activate an emergency alarm that notifies your school building of an emergency.

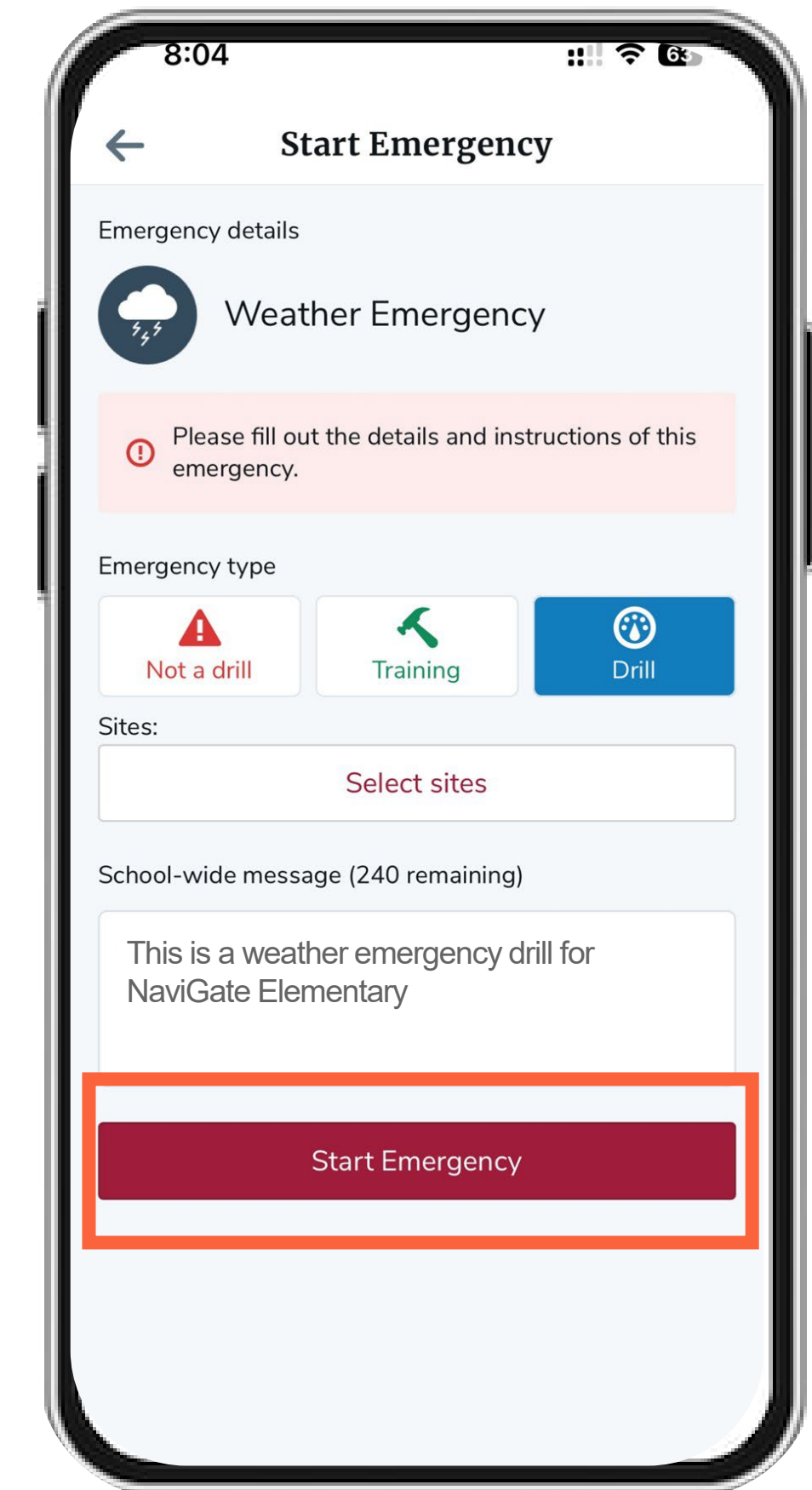
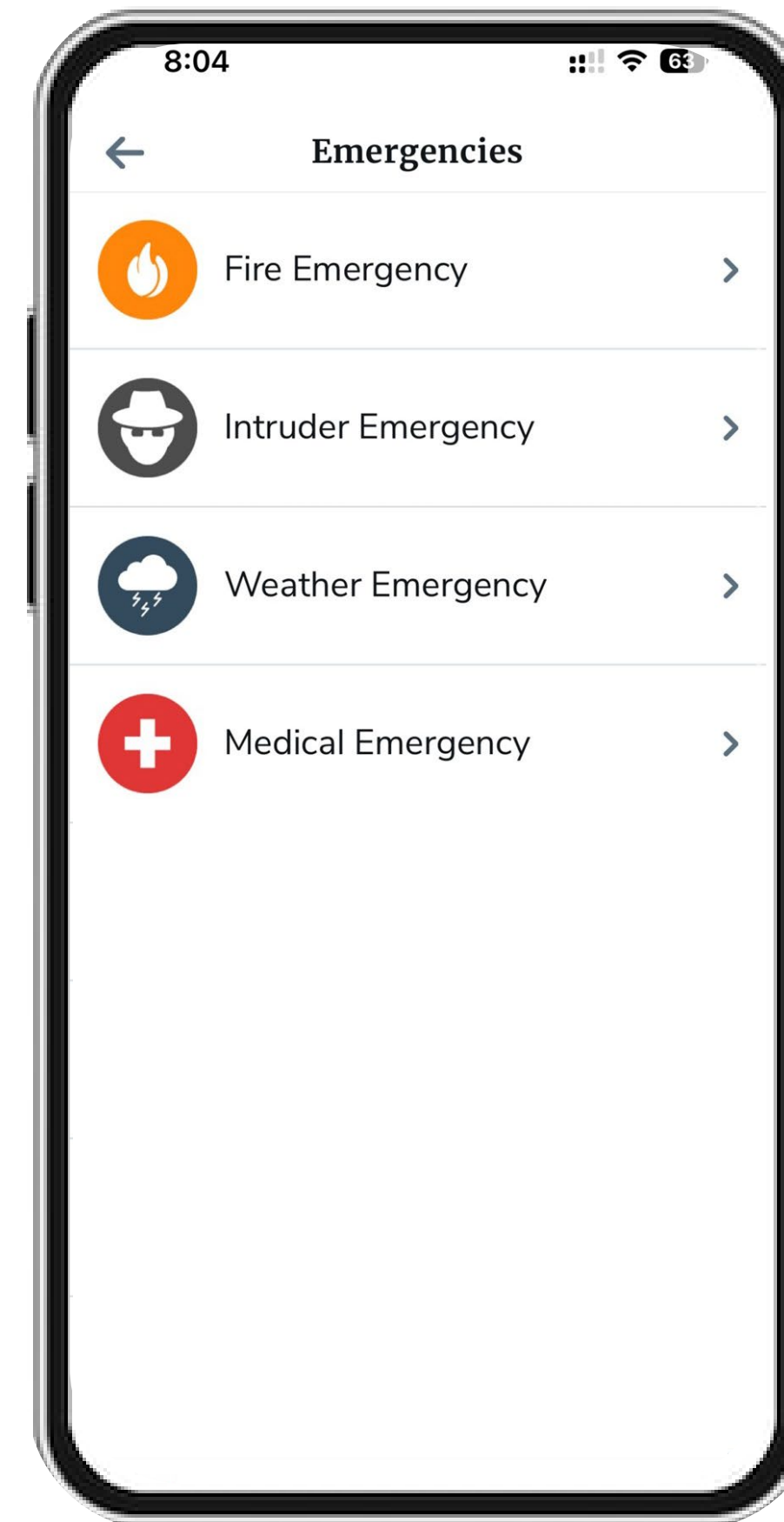
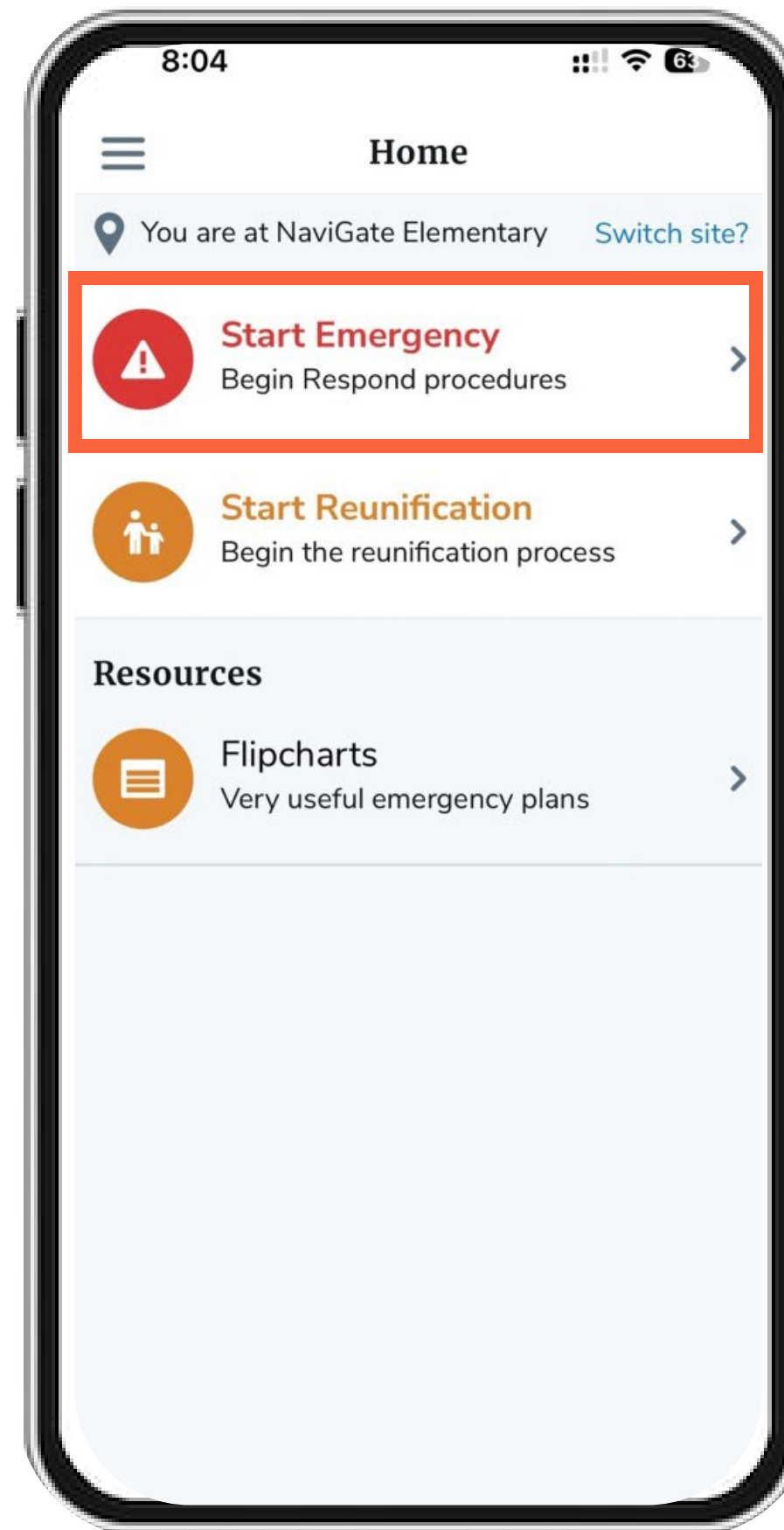
Used in real emergencies and drill scenarios, the **Start Emergency** functionality will activate an alarm to all users and begin the student, staff, and visitor* accountability process.

Select the **Emergency Category** and **Emergency Type**.

Include freeform text for a **school wide message** from the mobile app notification

Drill Types:

- **Not a drill:** This is a real emergency.
- **Training:** Demonstrate how to activate an alarm without alerting your entire campus. This is best used in a small group setting to review app functionality.
- **Drill:** Used for notification testing and for performing emergency drills on campus. This alarm type notifies all users a drill alarm has been activated.





Start an Emergency – Navigating the Emergency Dashboard

Quickly access student rosters, staff, and visitor lists for roll-call/accountability from the Emergency Dashboard

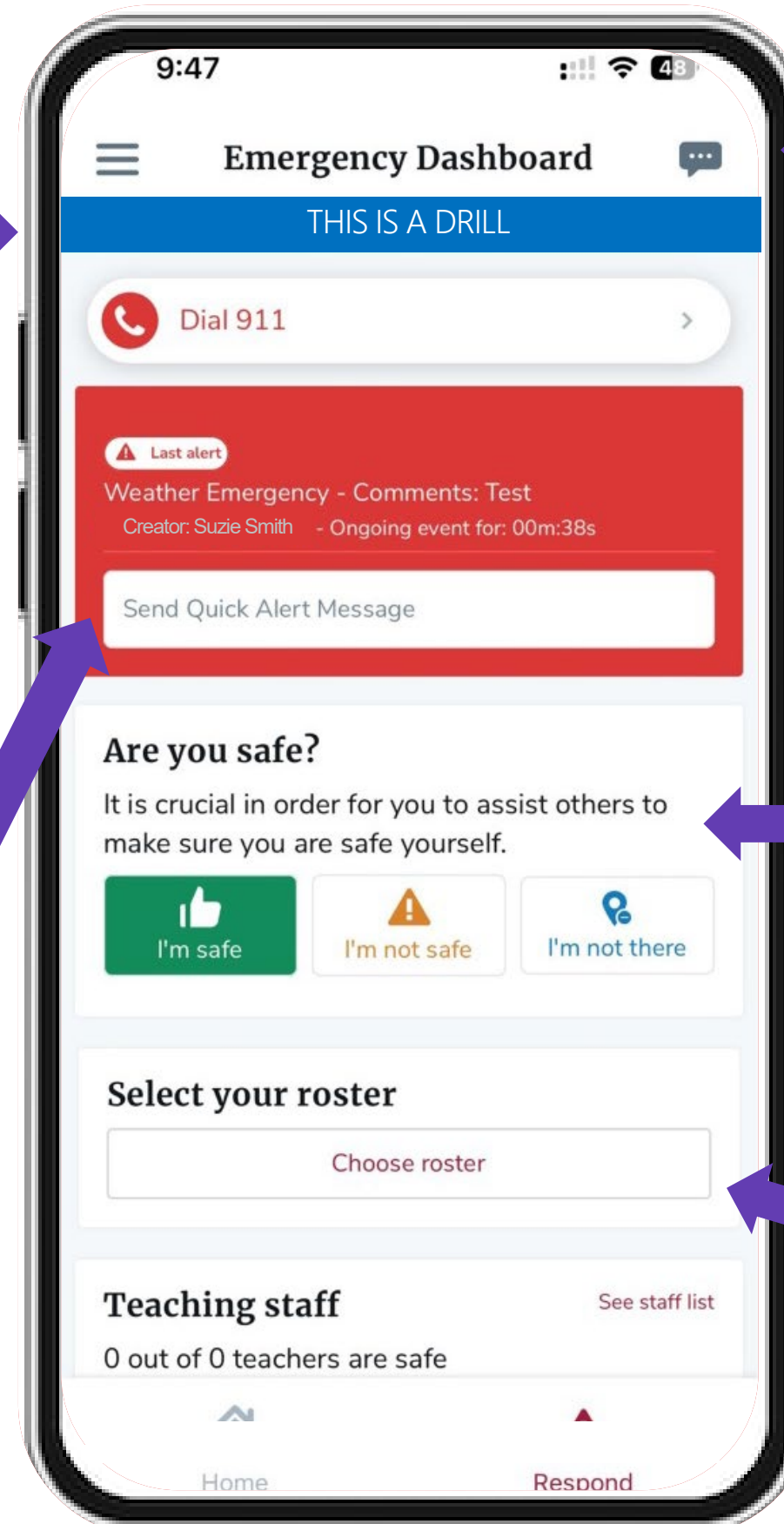
Quick Reference to **Emergency Alarm Type** – possible types:

- This is a real emergency
- This is a training event
- This is a drill

Select **Dial 911** to call out to 911 from your mobile device.

Best Practice: Notify your school admin once 911 has been called.

Send a **Quick Alert Message** to all mobile app users. Click the + symbol to send your message.



Access school-wide **chat** tool to message back and forth with staff members. Share text and upload images.

Account for yourself – **Are you safe?**

- I'm Safe
- I'm not safe
- I'm not there

Begin performing Student Roll-Call by selecting **Choose Roster**.

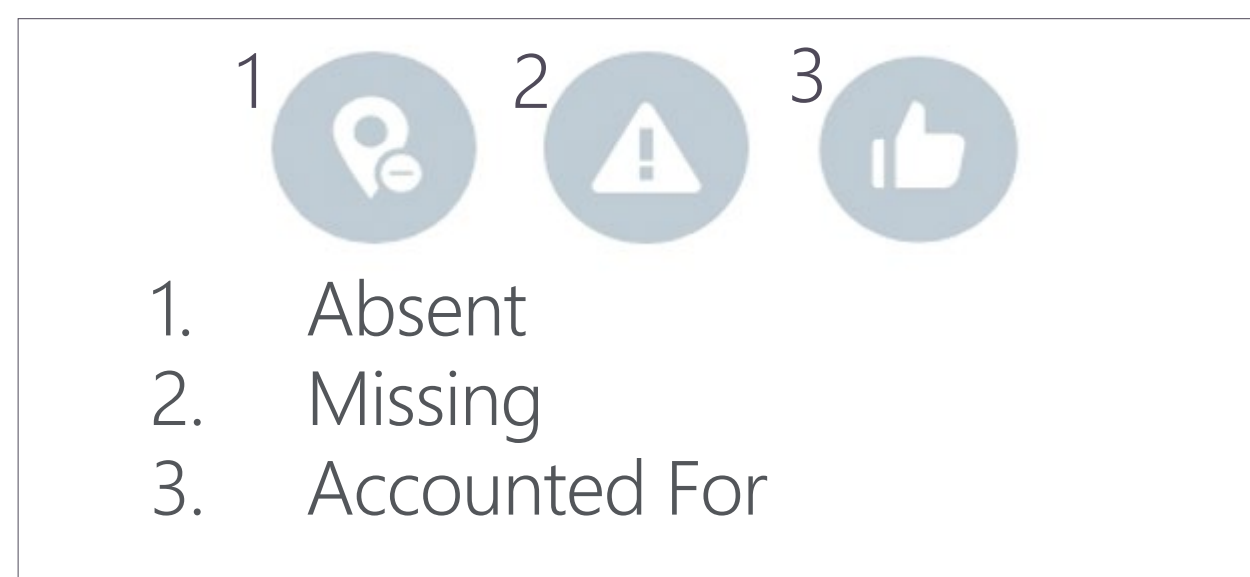


Start an Emergency – Student Roll-Call

Account for your students by reviewing class rosters.

From the **Alarm Dashboard**, select **Choose Roster** to view your class roster(s).

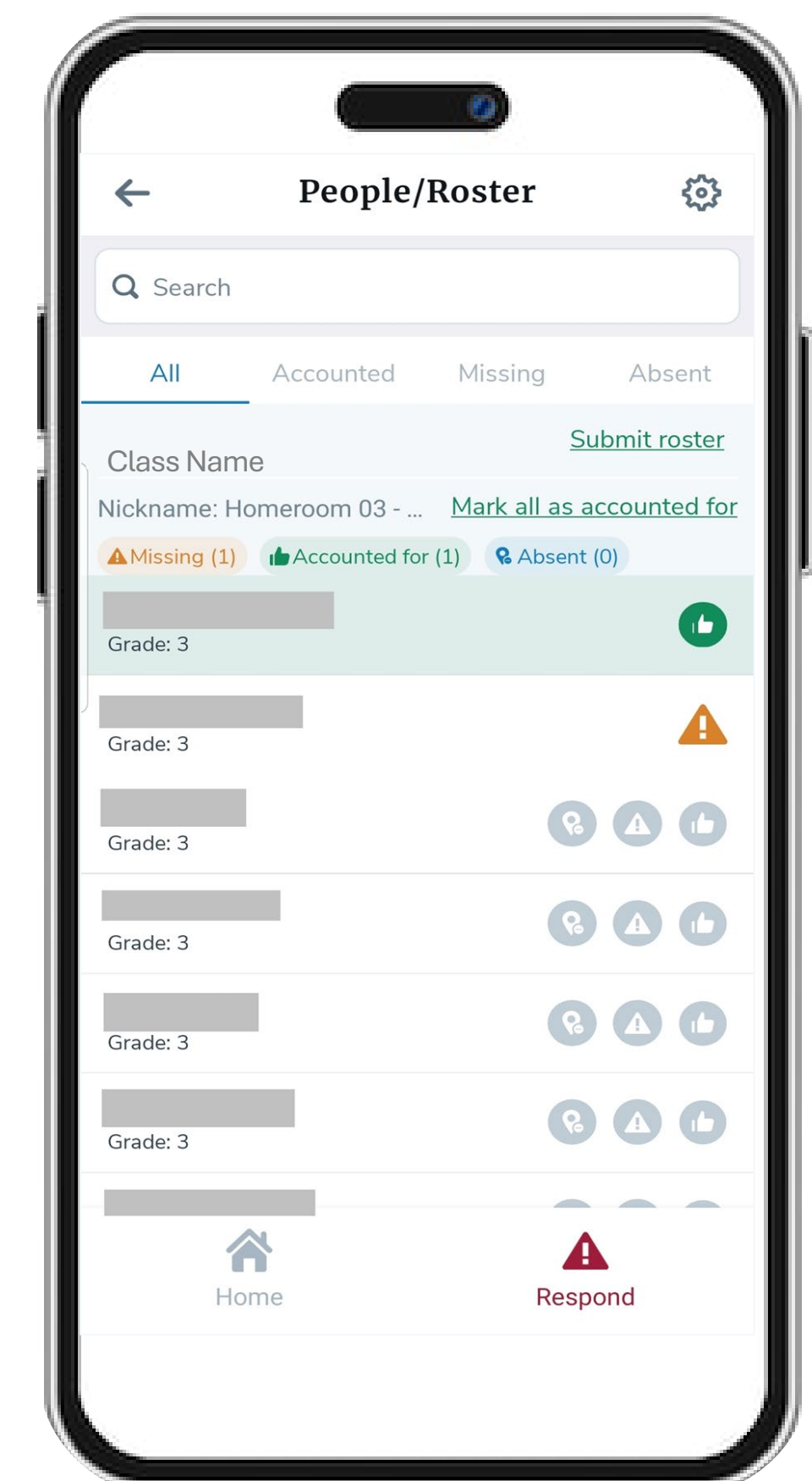
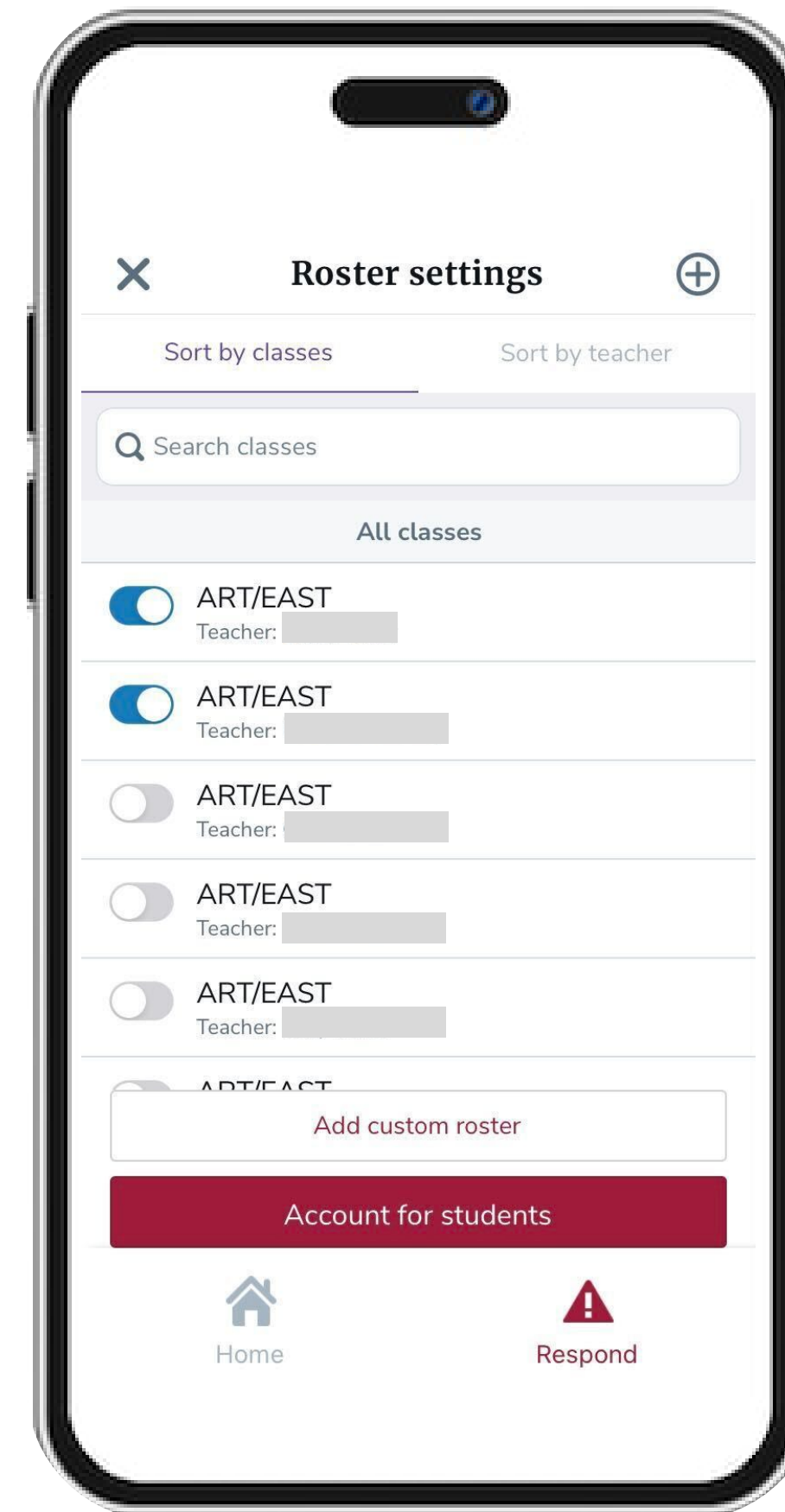
Toggle On the classes you need to account for and select **Account for Students** to open the **Class Roster** to account for each student by name.



If all students are present, you can select **Mark All As Accounted For**.

Once all students are given a roll-call status, **submit your roster** to Administrators. Once submitted, the Submit option will change to **“Re-submit roster”** if a student’s status changes.

You can update your roster as many times as needed.





Start an Emergency – Student Roll-Call, Custom Roster

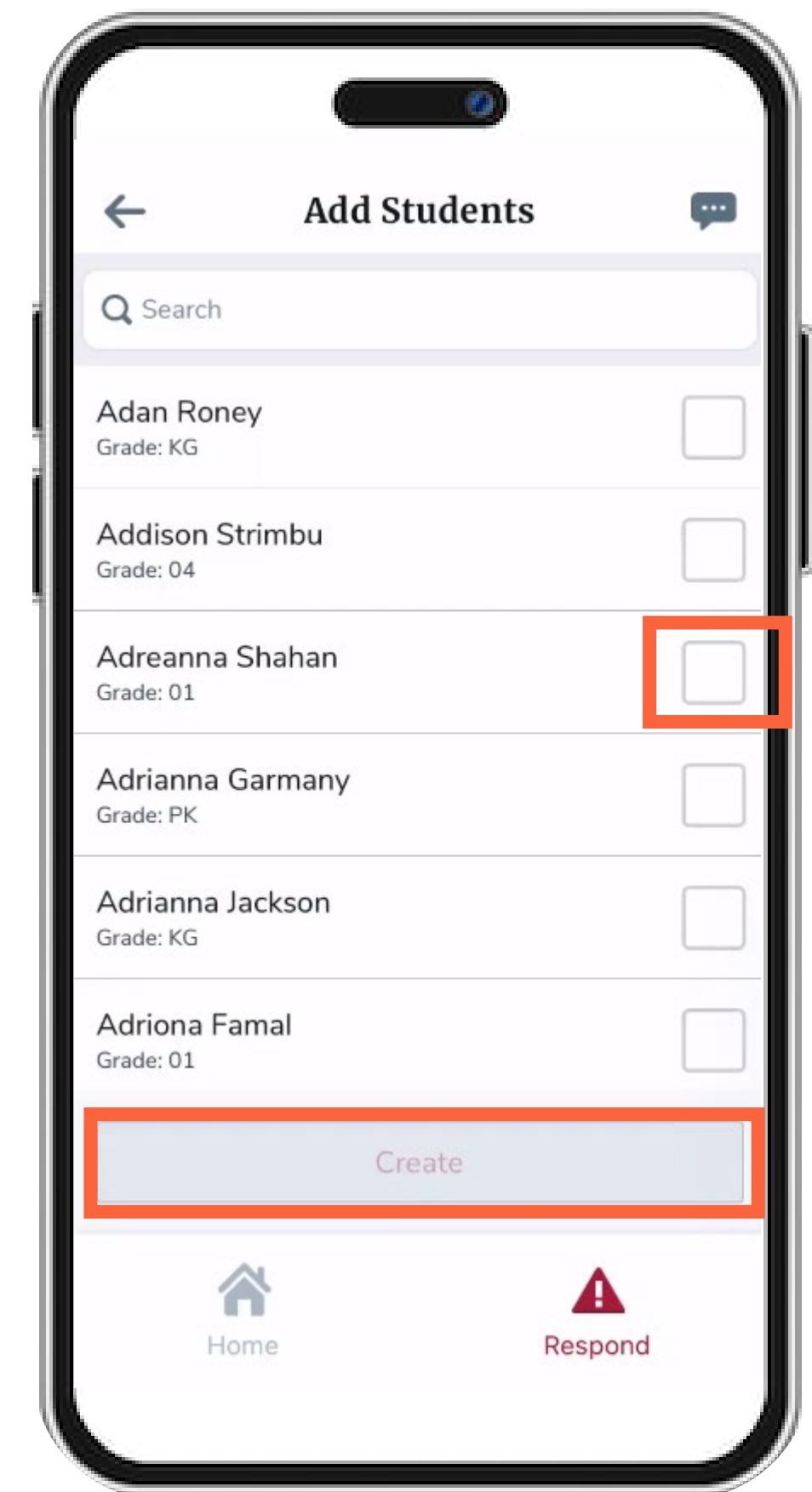
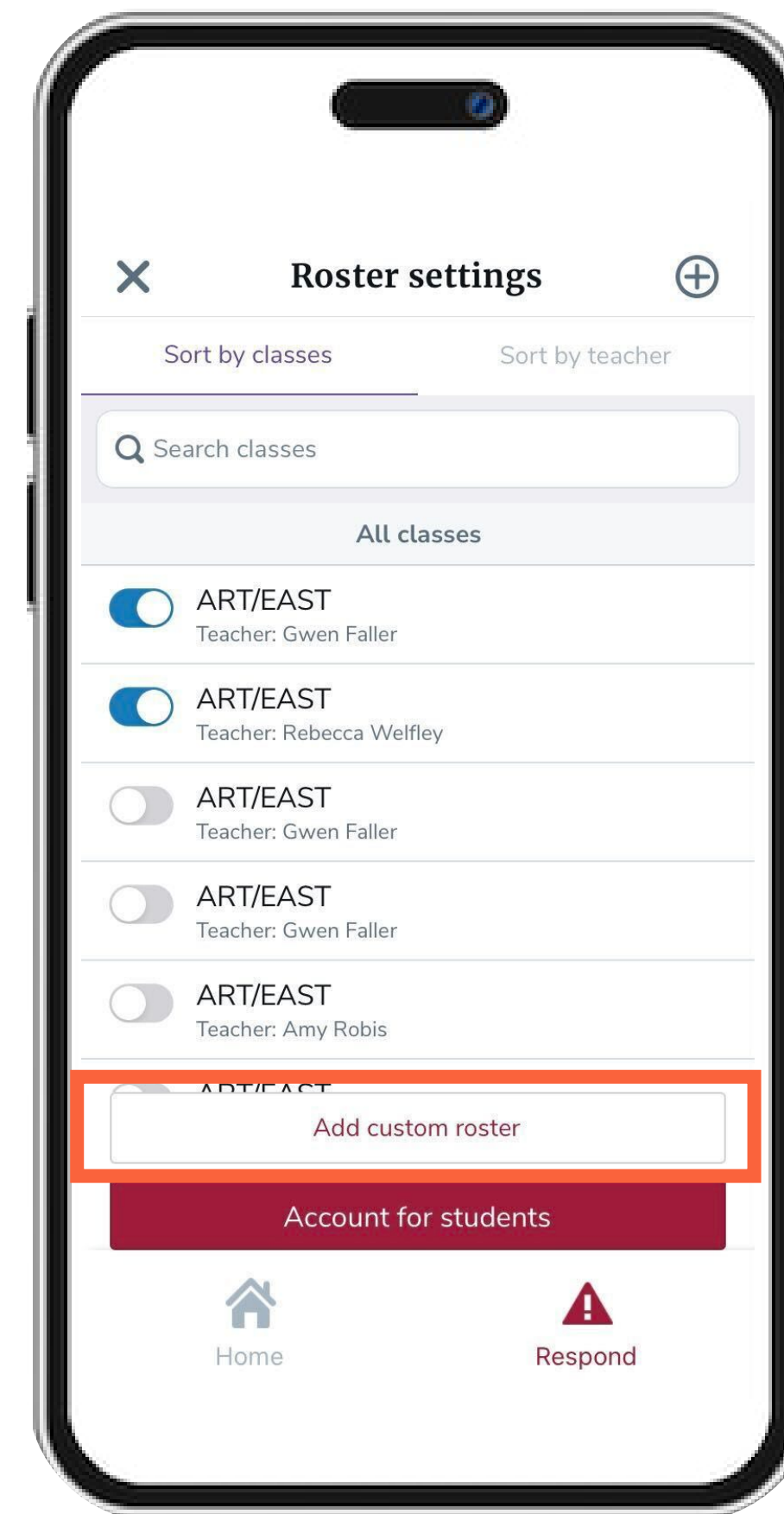
Account for students outside of your class by creating a Custom Roster.

For staff members who do not have classes (Administration, Cafeteria Workers, Custodial Staff...), account for students by creating a custom roster.

From the **Alarm Dashboard**, select **Choose Roster** followed by **Add Custom Roster**.

Check all students who need to be accounted for.
Click **Create** to create a new roster.

Navigate back to the Emergency Dashboard by selecting **Respond**. Quickly access emergency Flipcharts by selecting **Home**.





Start an Emergency – Student Roll-Call, Adding Notes to Individual Student Records

Add notes to student records to share information with administrators overseeing the emergency dashboard.

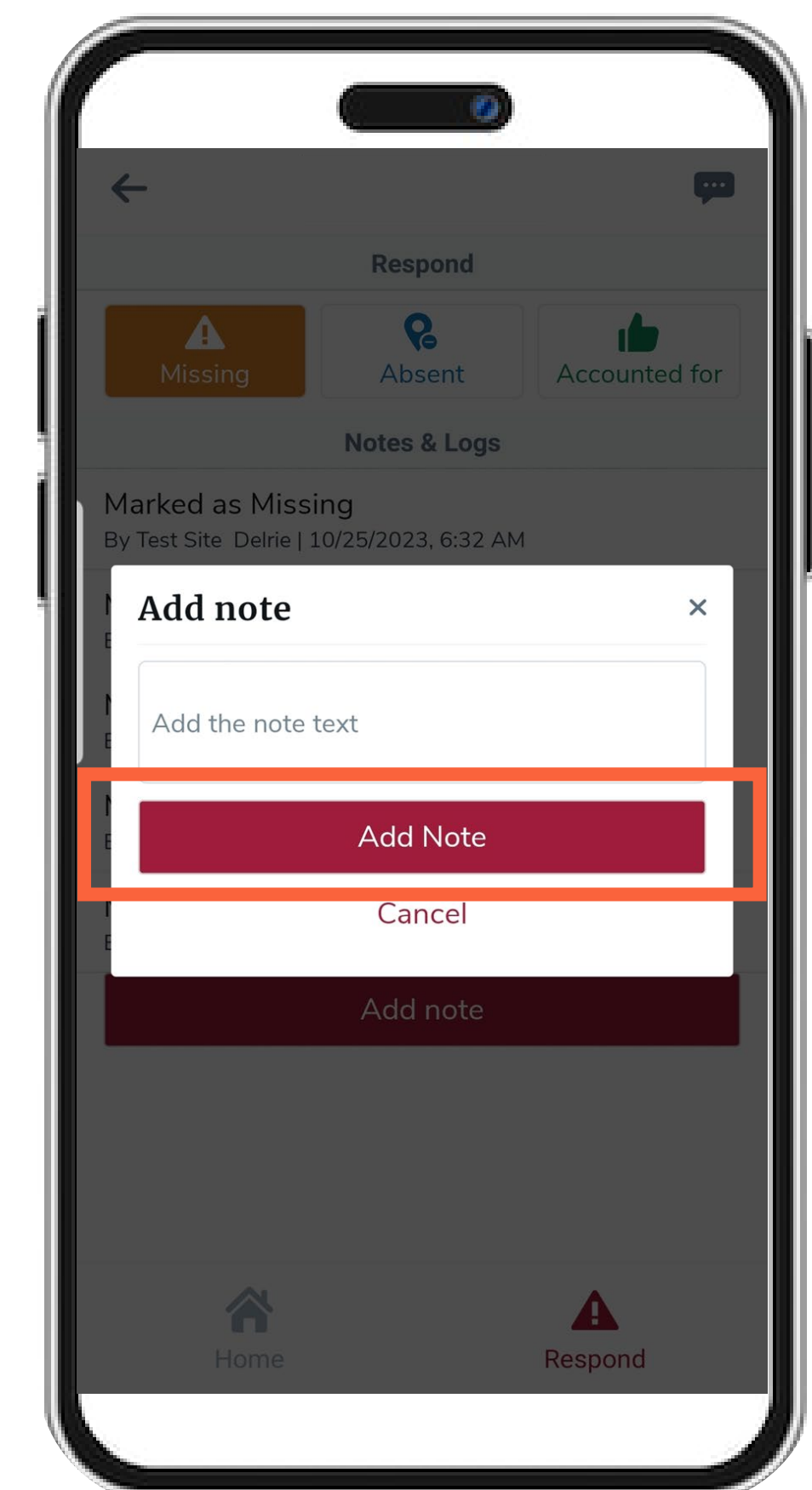
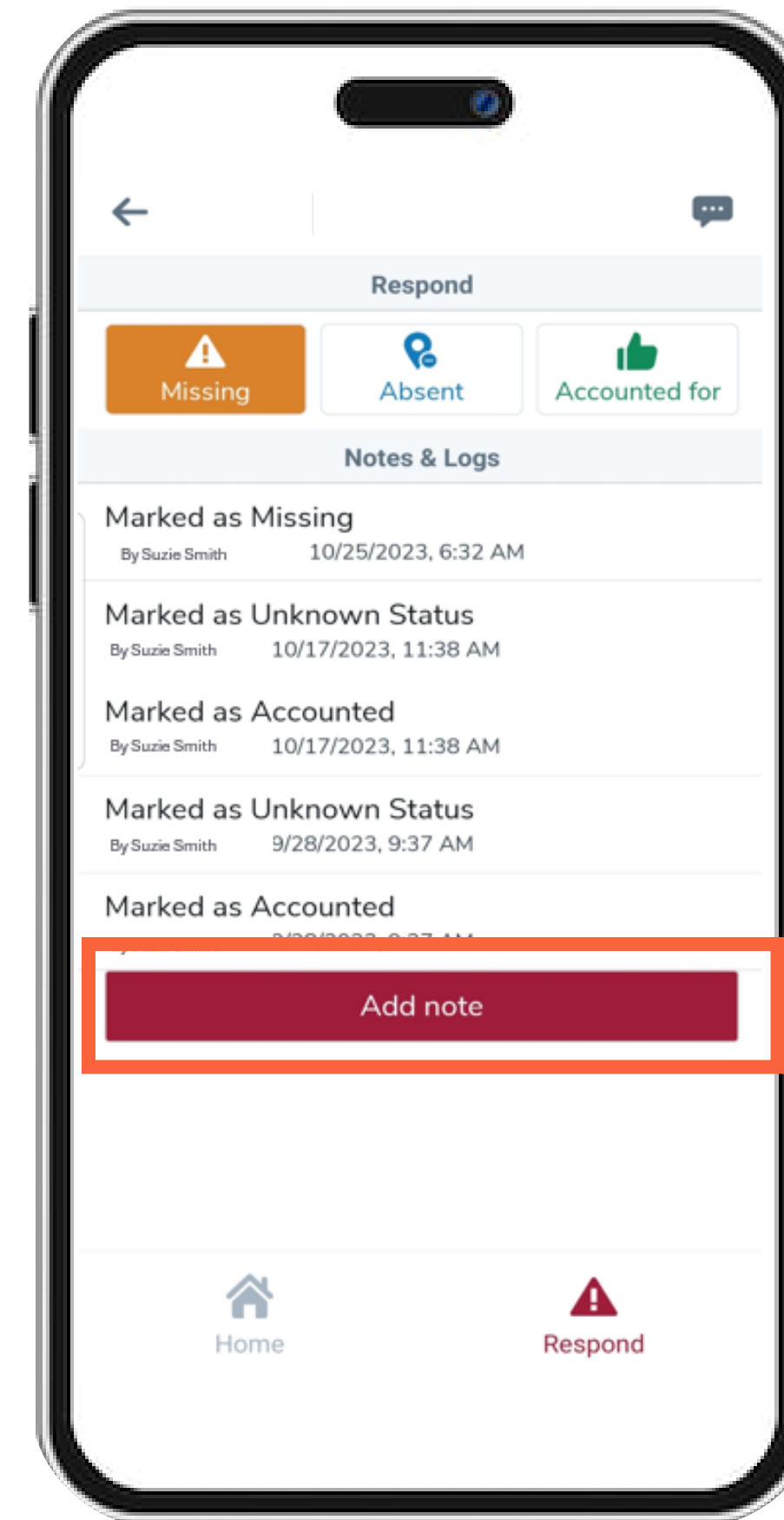
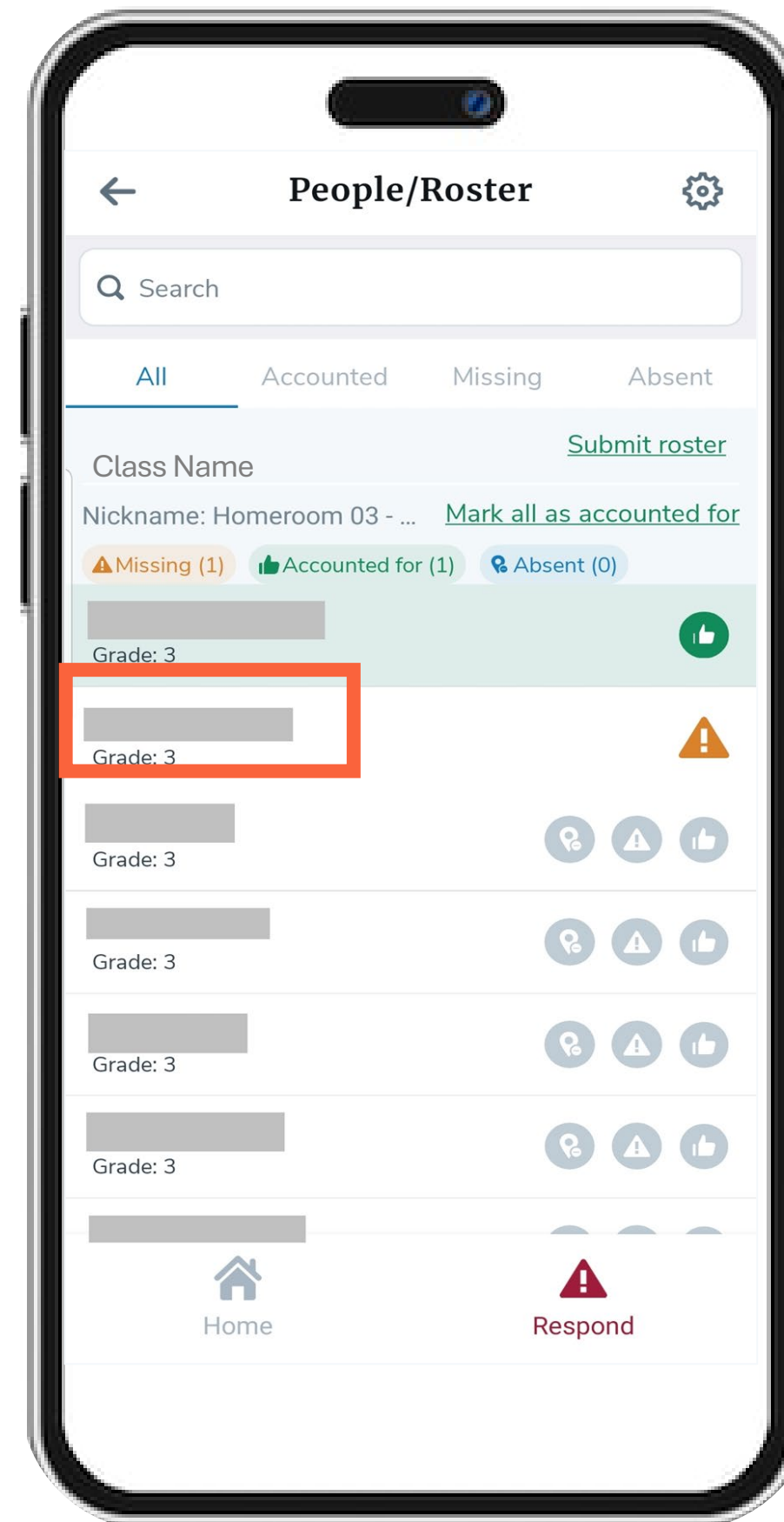
From the **Roster**, click the **Student Name** to add a note to their record.

Once student name is selected, you will see the Notes and Logs of all activity associated to the student's status.

Select **Add Note** to type a note to include with the student record.

Select **Add Note** to save it to the roster.

Re-Submit your roster to ensure Administration receives all notes.



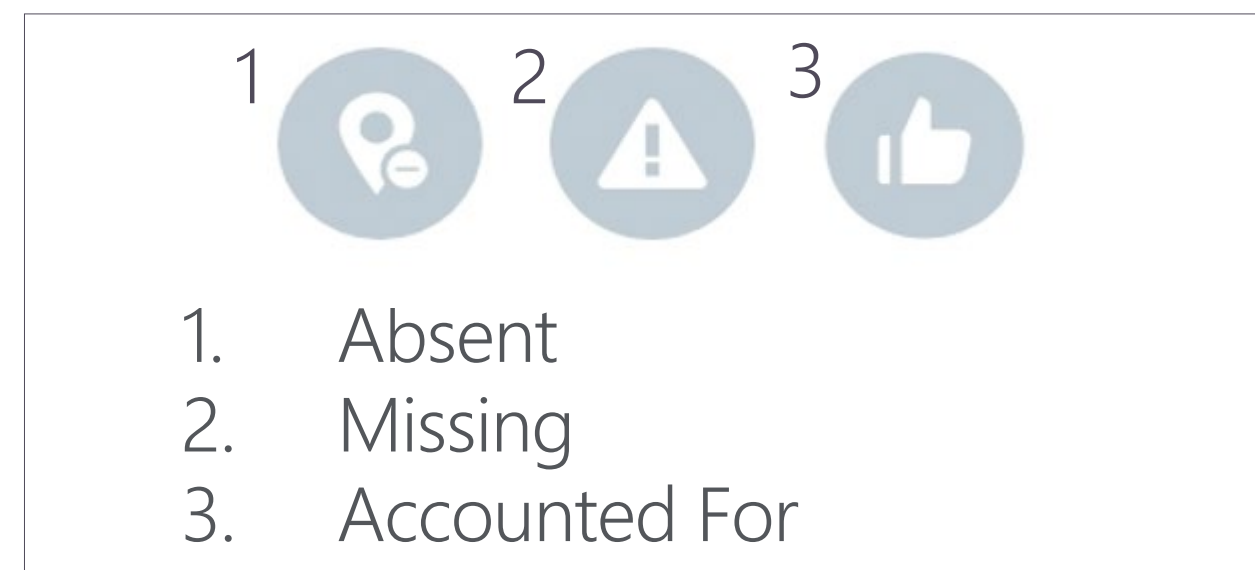


Start an Emergency – Staff Accountability

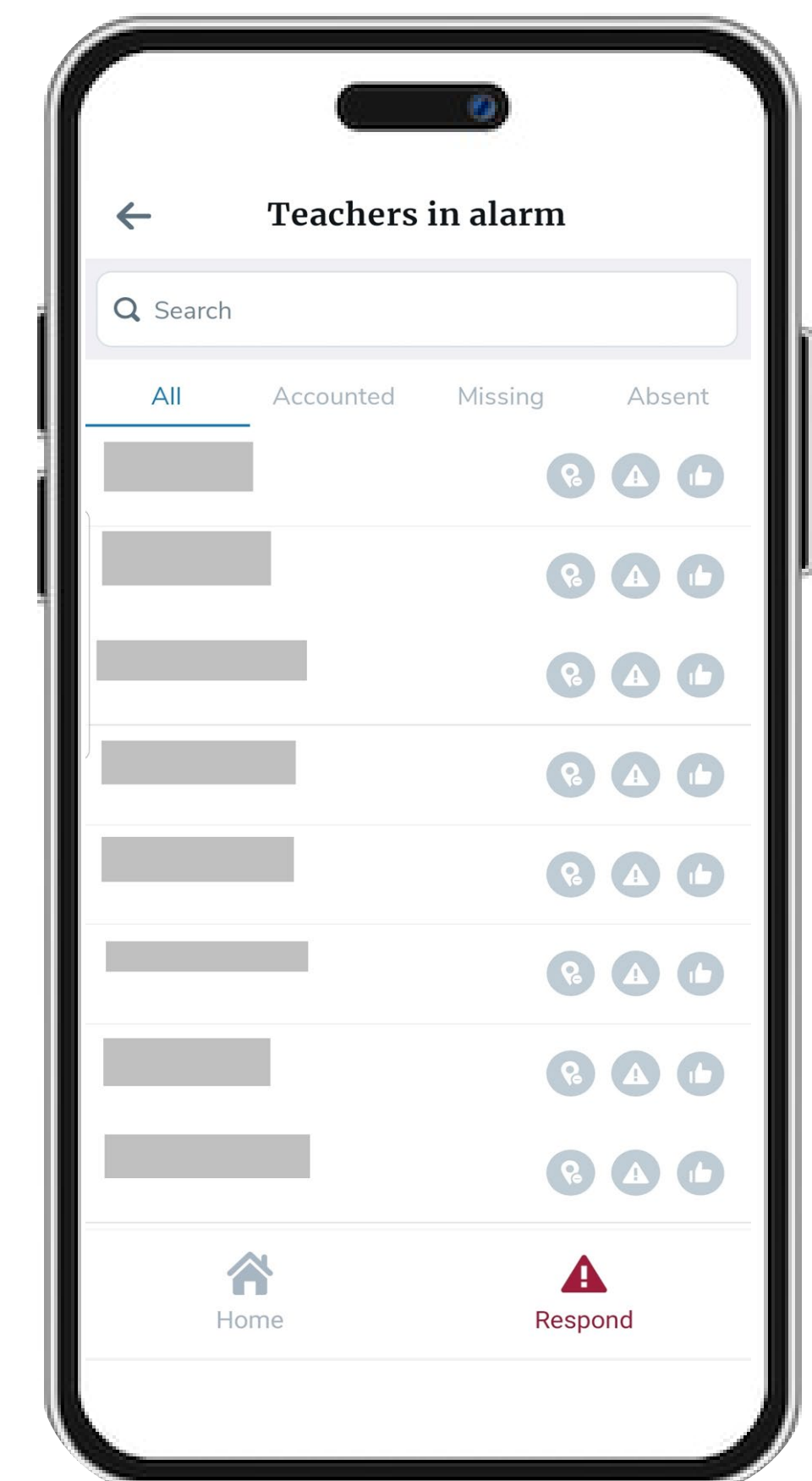
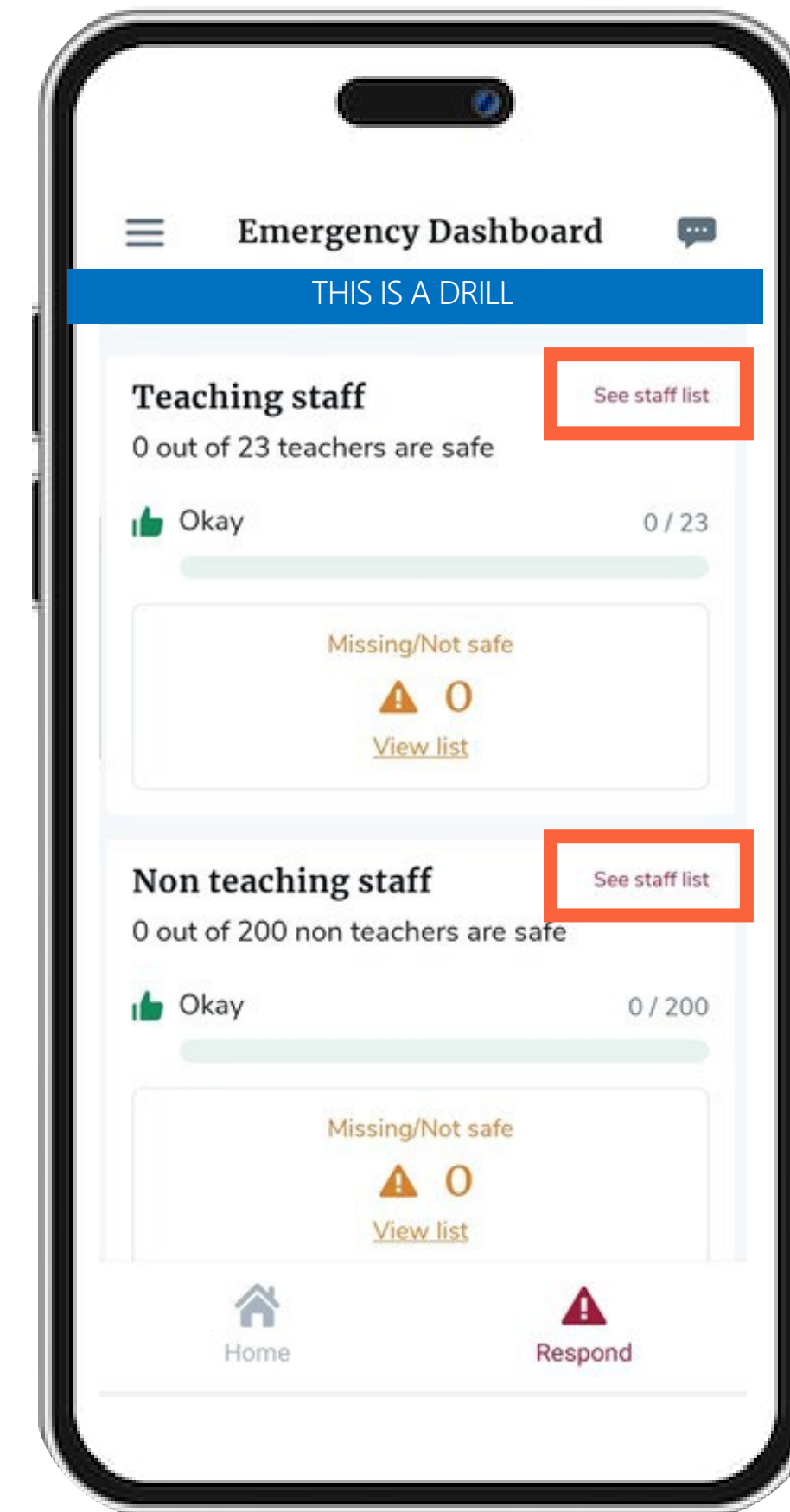
Account for teaching and non-teaching staff who may not have their mobile device on them to mark themselves safe.

From the **Emergency Dashboard**, scroll down to account for other Staff Members who may not be able to account for themselves.

Choose from **Teaching Staff** or **Non-Teaching Staff** and select **See Staff List**.



Add notes to Staff Members with the same steps for Student notes.



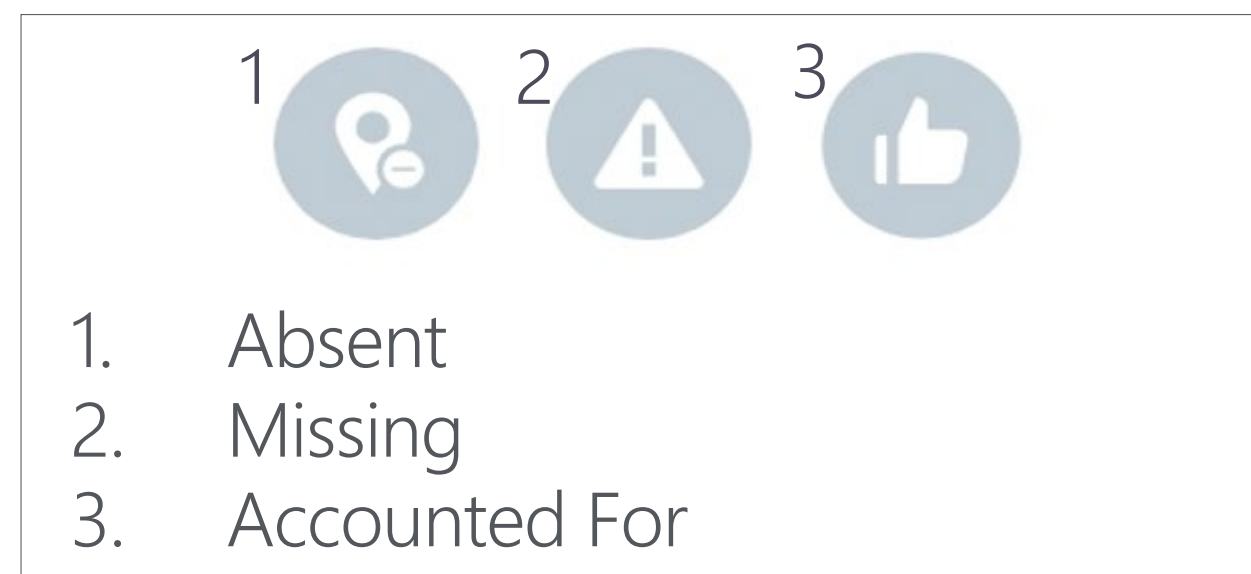


Start an Emergency – Visitor Accountability

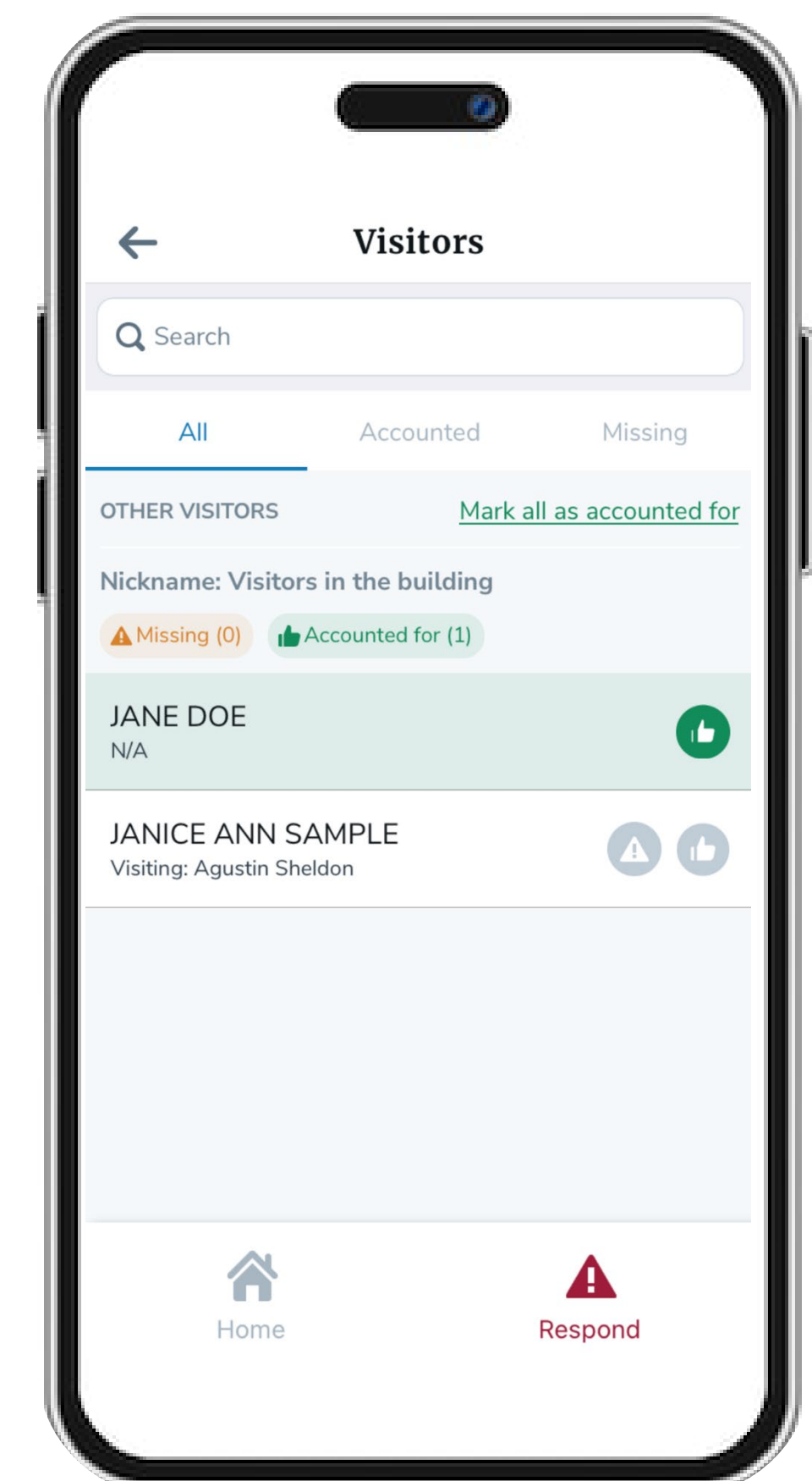
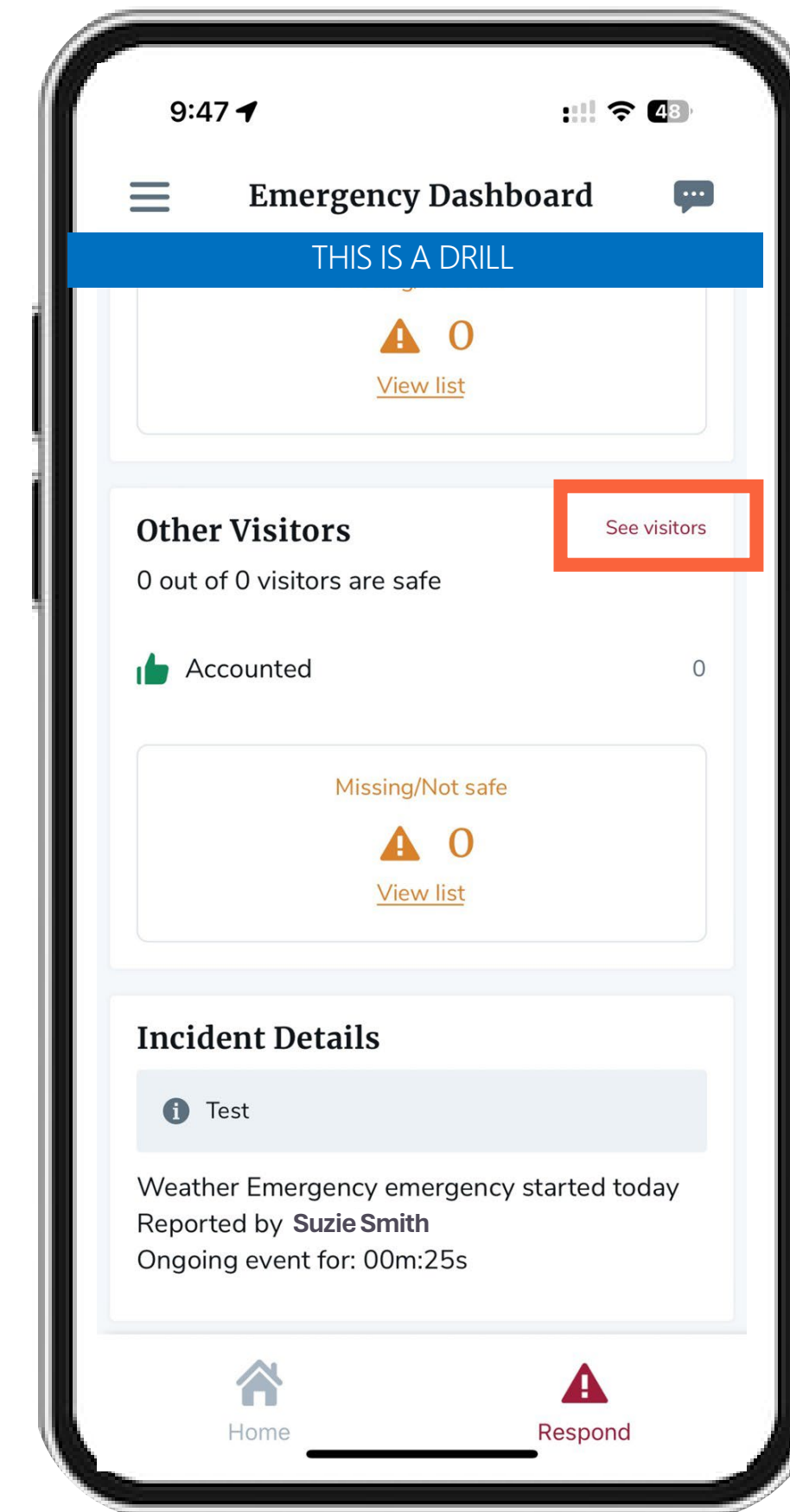
Account for visitors checked-in at your campus location from the Visitor Management solution

Districts with the Navigate360 Visitor Management solution can perform Visitor Accountability in the EMS Mobile App.

From the **Emergency Dashboard**, scroll down to account for Visitors checked-in on your campus.



Add notes to Visitors with the same steps for Student notes.



End an Emergency – Admin User Permissions Required



View teachers, non-teaching staff, and visitor's status from the Emergency Dashboard.

From the [Emergency Dashboard](#), scroll down to review the status for Teachers, Non-Teaching Staff, and Visitors.

When the campus receives the all-clear to end the emergency alarm, [Admin Users](#) will have the option to [end the alarm](#) from the mobile or desktop application.

Once ended, users will return to the main Home Page of the EMS Mobile App.

If the Emergency Alarm was a Drill, Admin Users can quickly pivot to logging the Drill from the Mobile App.

For districts using Reunification, ending an alarm will also end Reunification.

[Knowledge Base Resource:
Admin View of an Active Alarm](#)

