

# Emergency Management: Mobile App Launch Guide

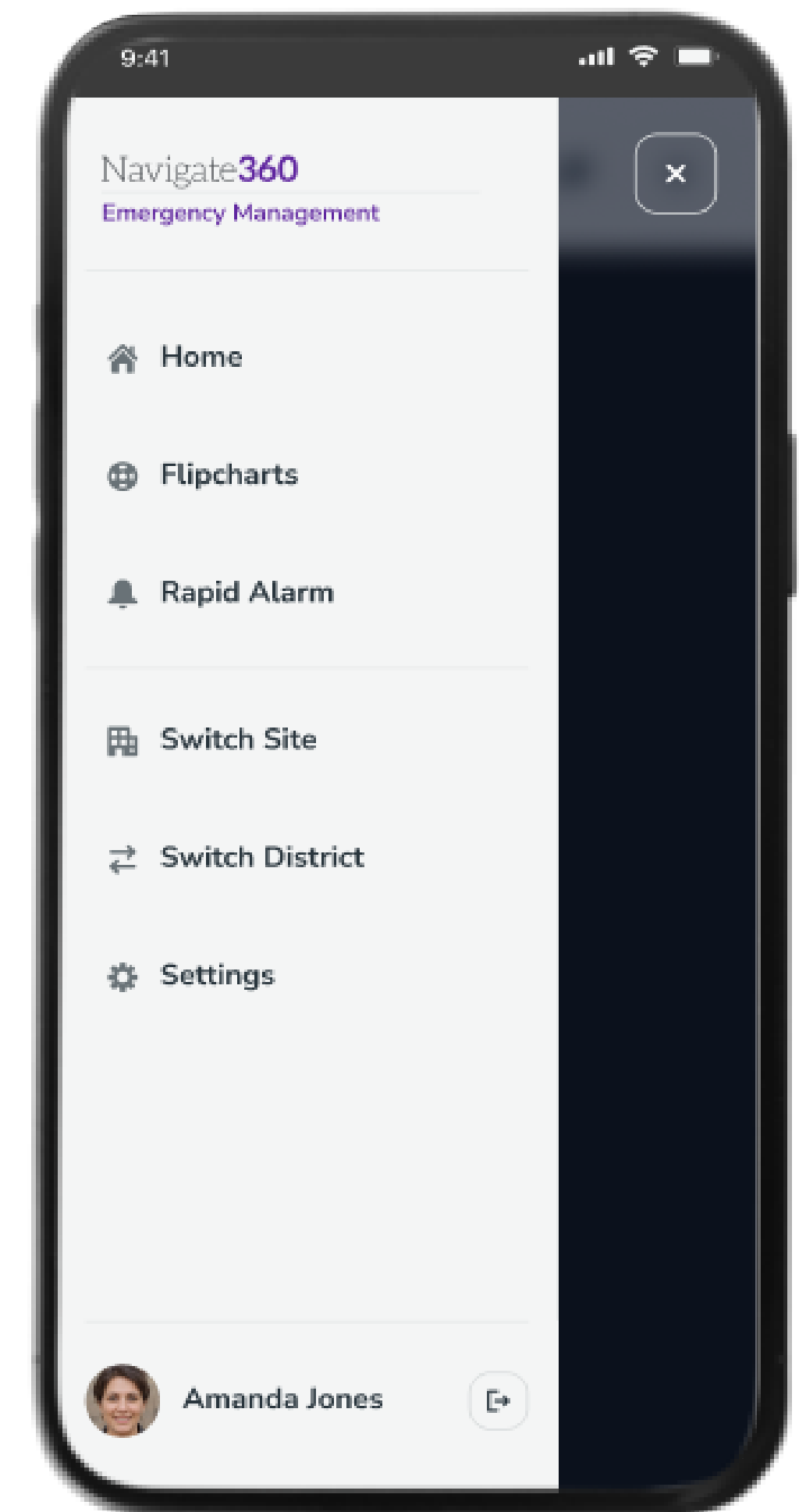
Guide to support district-wide EMS Mobile App adoption



# 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 Rapid Alarm 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.





# 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 on the mobile app
- 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 or drill 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:** Be sure to enable automatic updates in your device settings to ensure you always have the most recent version of the application running on your device. This will ensure that all enhancements and bug fixes are automatically applied, ensuring you have what you need during any emergency situation.



# 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 data sync or through manual user upload, all users will have login credentials to access their EMS account on both the web and mobile applications.

## 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](mailto: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 change password and/or perform password resets for individual users from the user's account page.

Navigate360  
Emergency Management

Sign in to your account

Email \*

Enter your e-mail address

Password \*

Enter your password

Login

[Forgot Password?](#)

Or sign in with

ClassLink Clever

Navigate360





# Logging In – Clever Single Sign-On

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

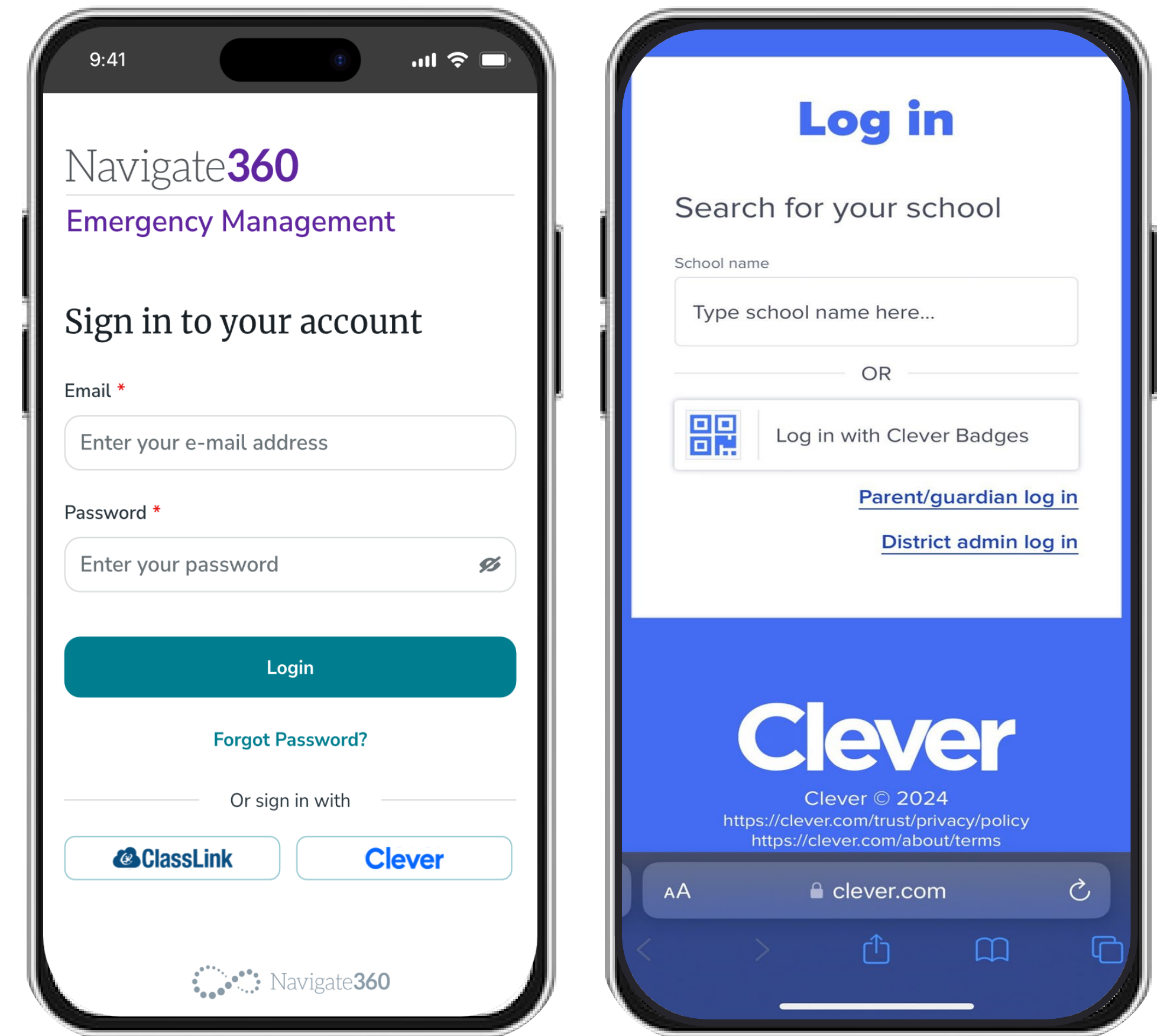
Districts who have established a SIS integration through Clever can opt-in to use the Clever Single Sign-On functionality.

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](mailto:Tech@navigate360.com)



ClassLink SSO is not yet available in the EMS Mobile App



# Logging In – Selecting Your School Site

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

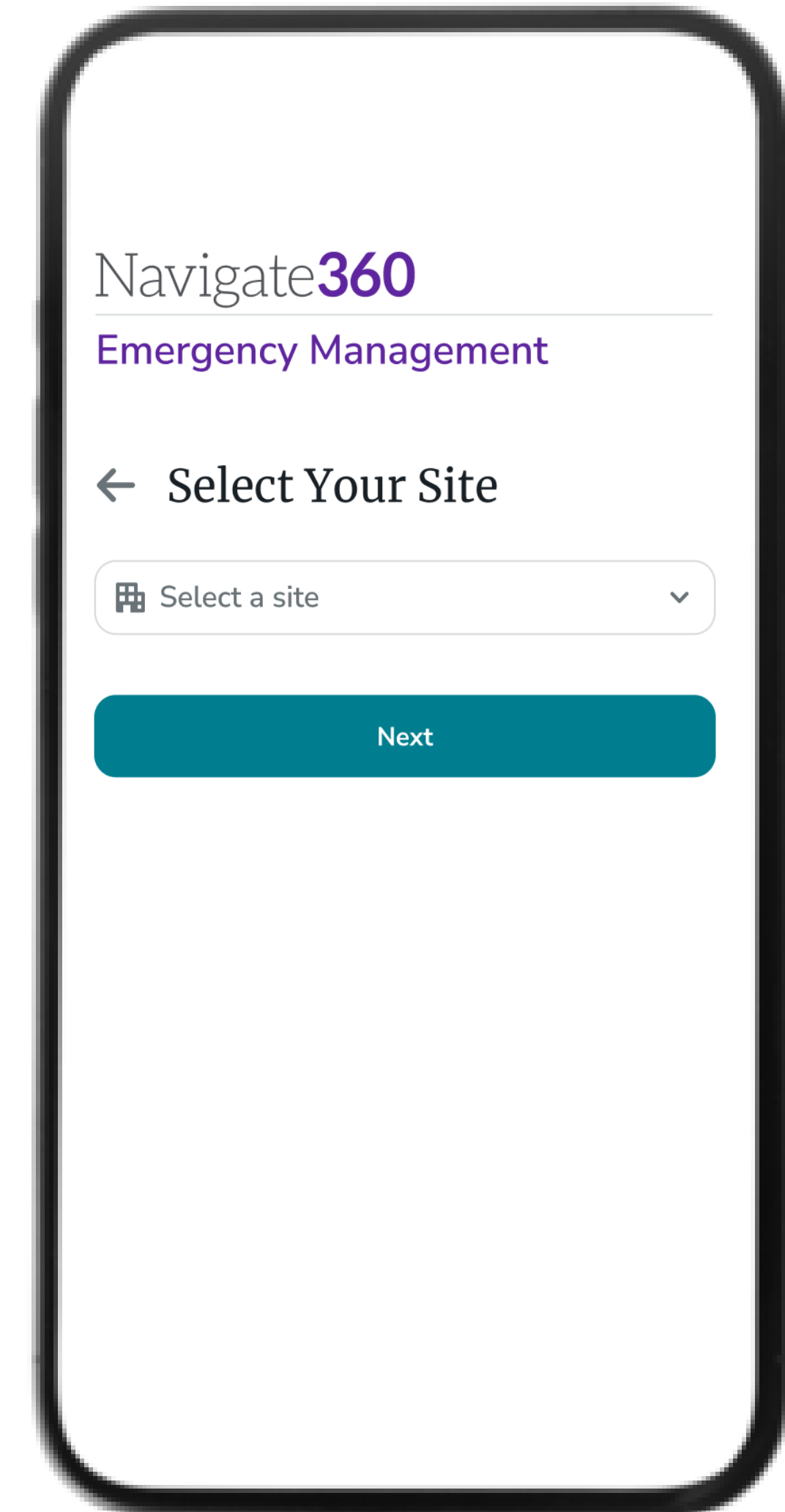
District Emergency Management accounts are often separated into specific school building locations to allow drills and emergencies to be activated on a per-building basis. These are referred to in EMS as sites.

Upon entering your login credentials, select your specific **Site**. Some users may see multiple options if they are associated to more than one site in the data sync via Clever or ClassLink. Users can only log in to one site at a time.

Once a site is selected from the list, select **Next** to enter the site.

## 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.





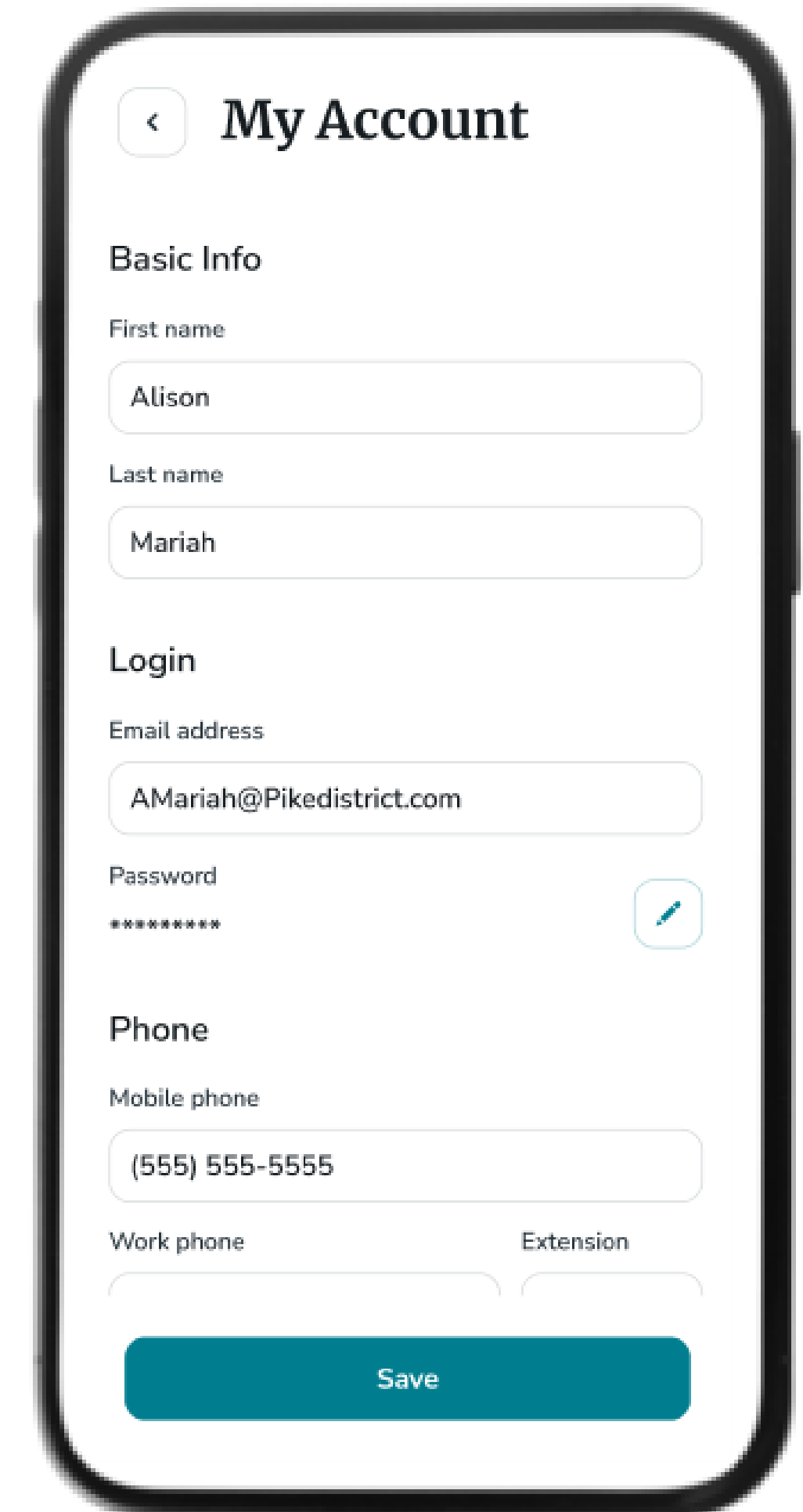
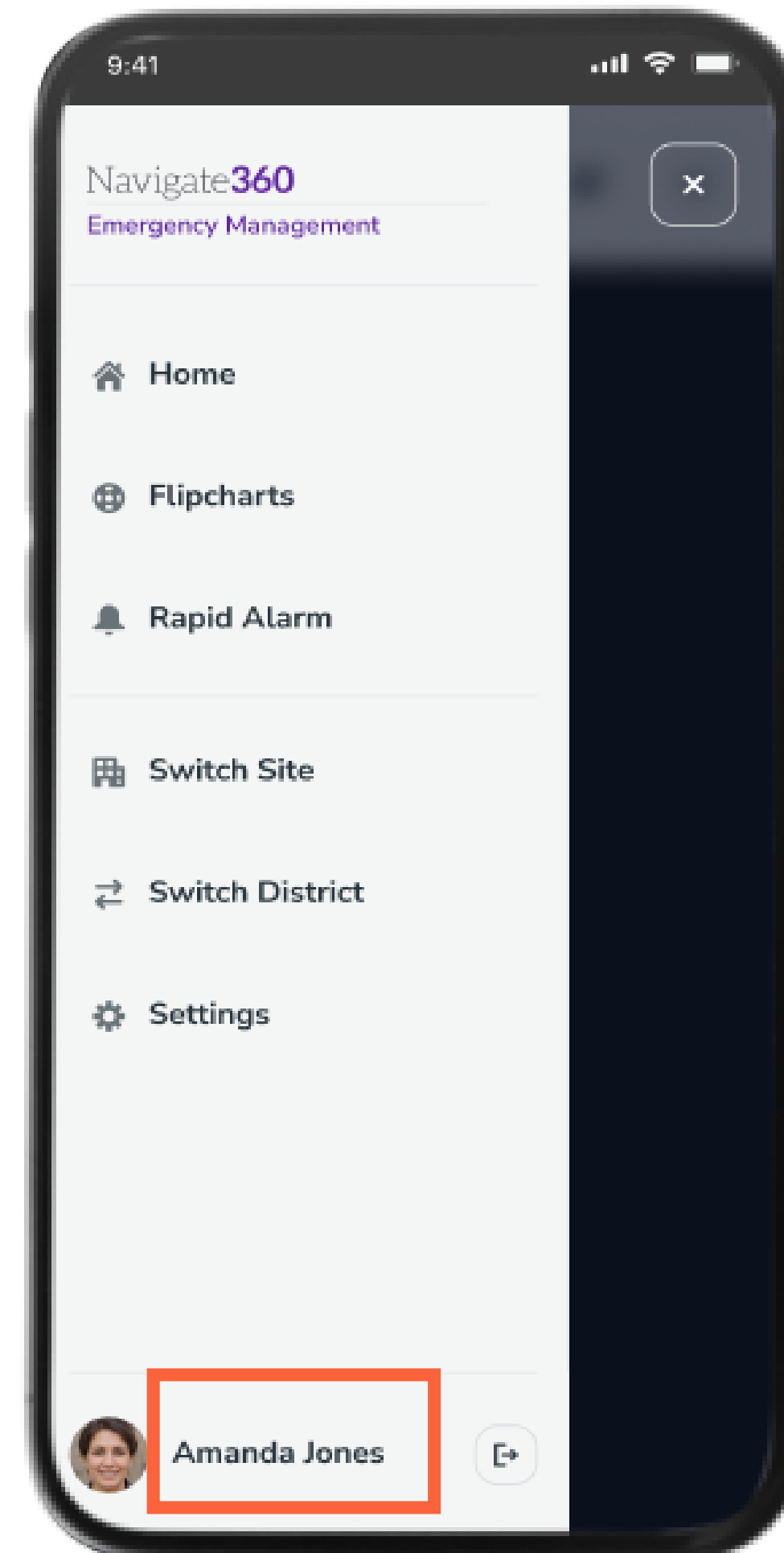
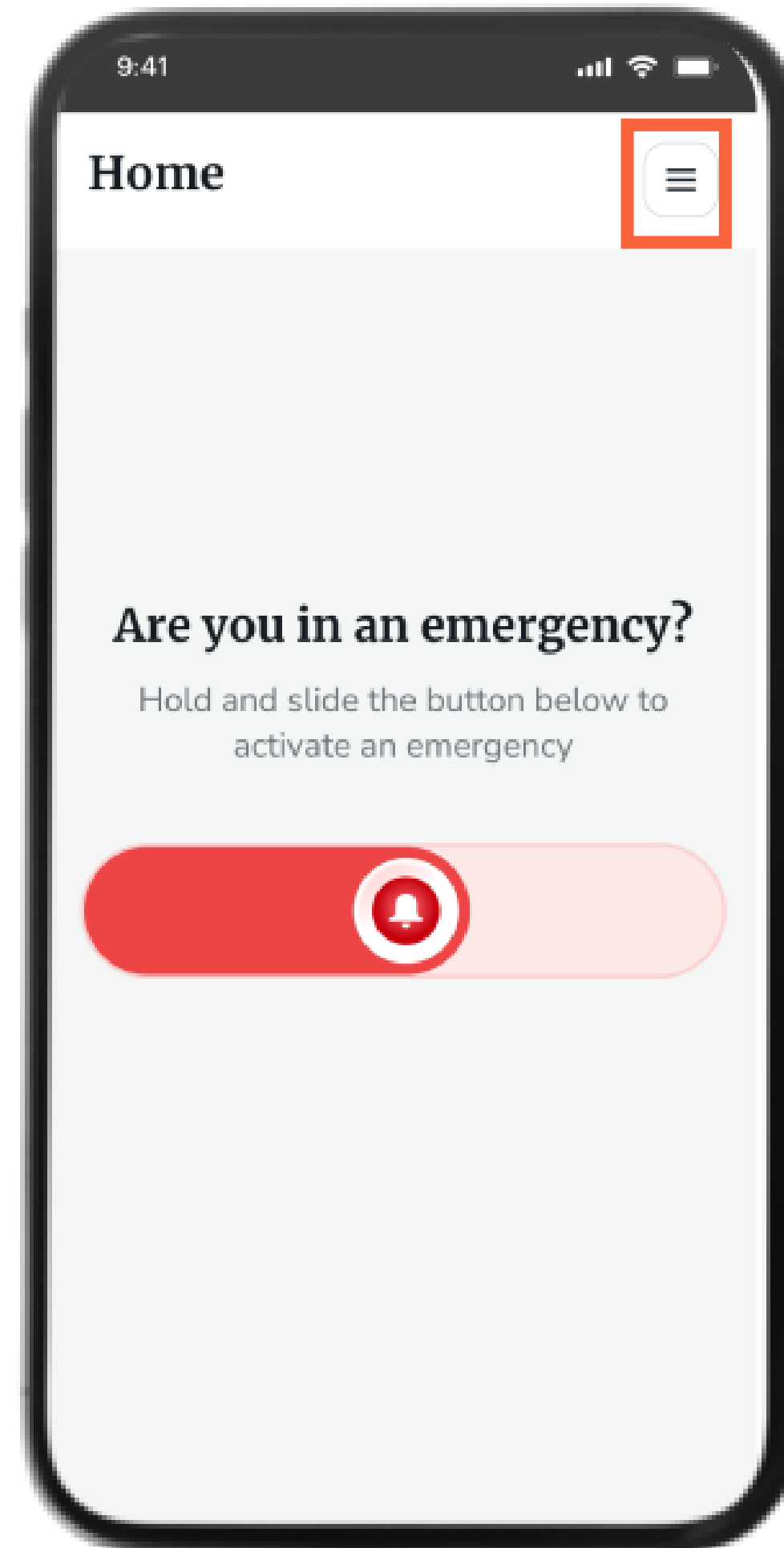
# Logging In – User Account Setup

Quickly update your user information from the EMS Mobile App.

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

To access your account, tap on **your name**.

Add or update your contact information to enable your administrators to contact you in the case of an emergency. Select **Save**.







# Logging In – Resetting Your Password, In-App

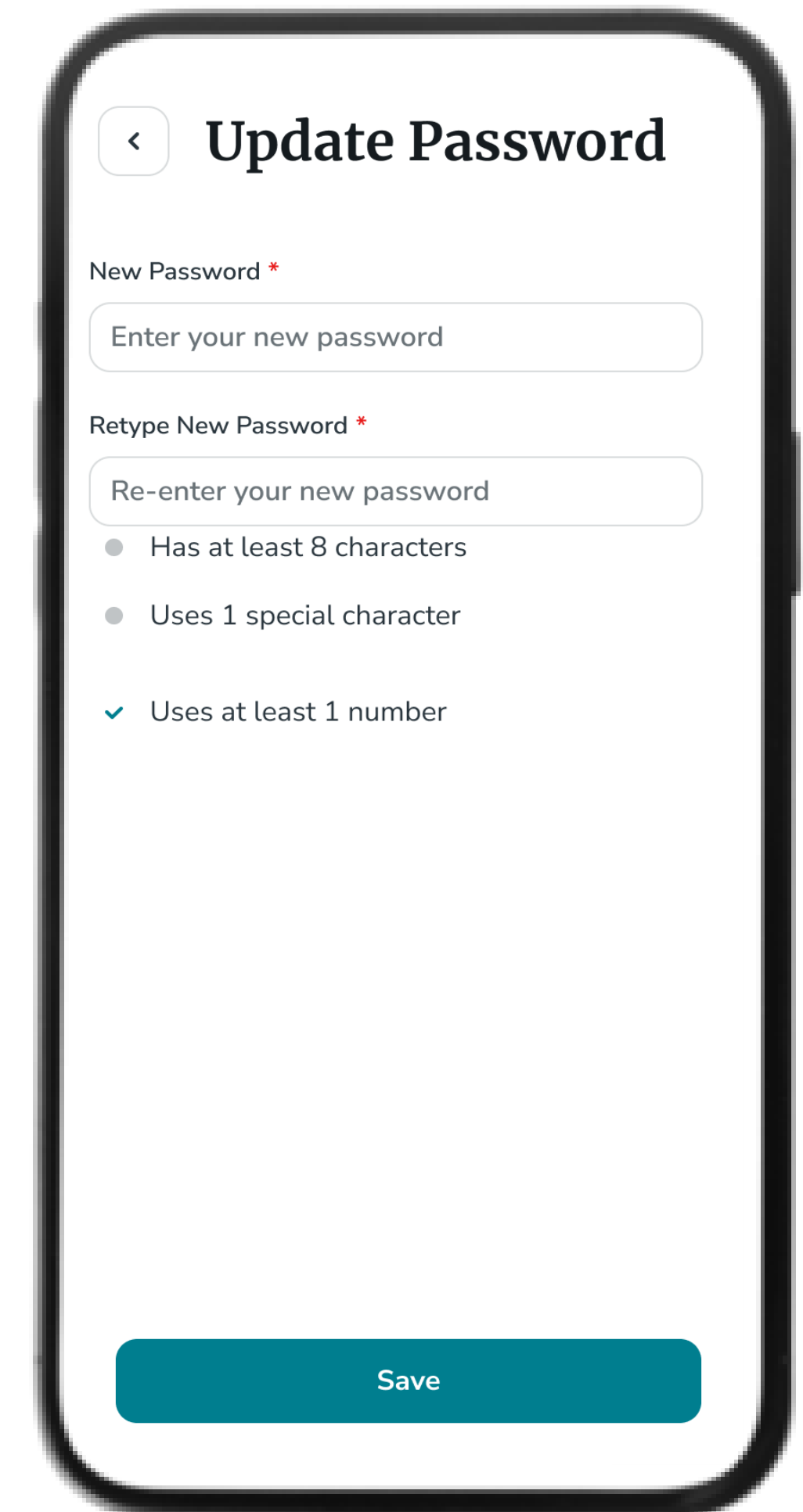
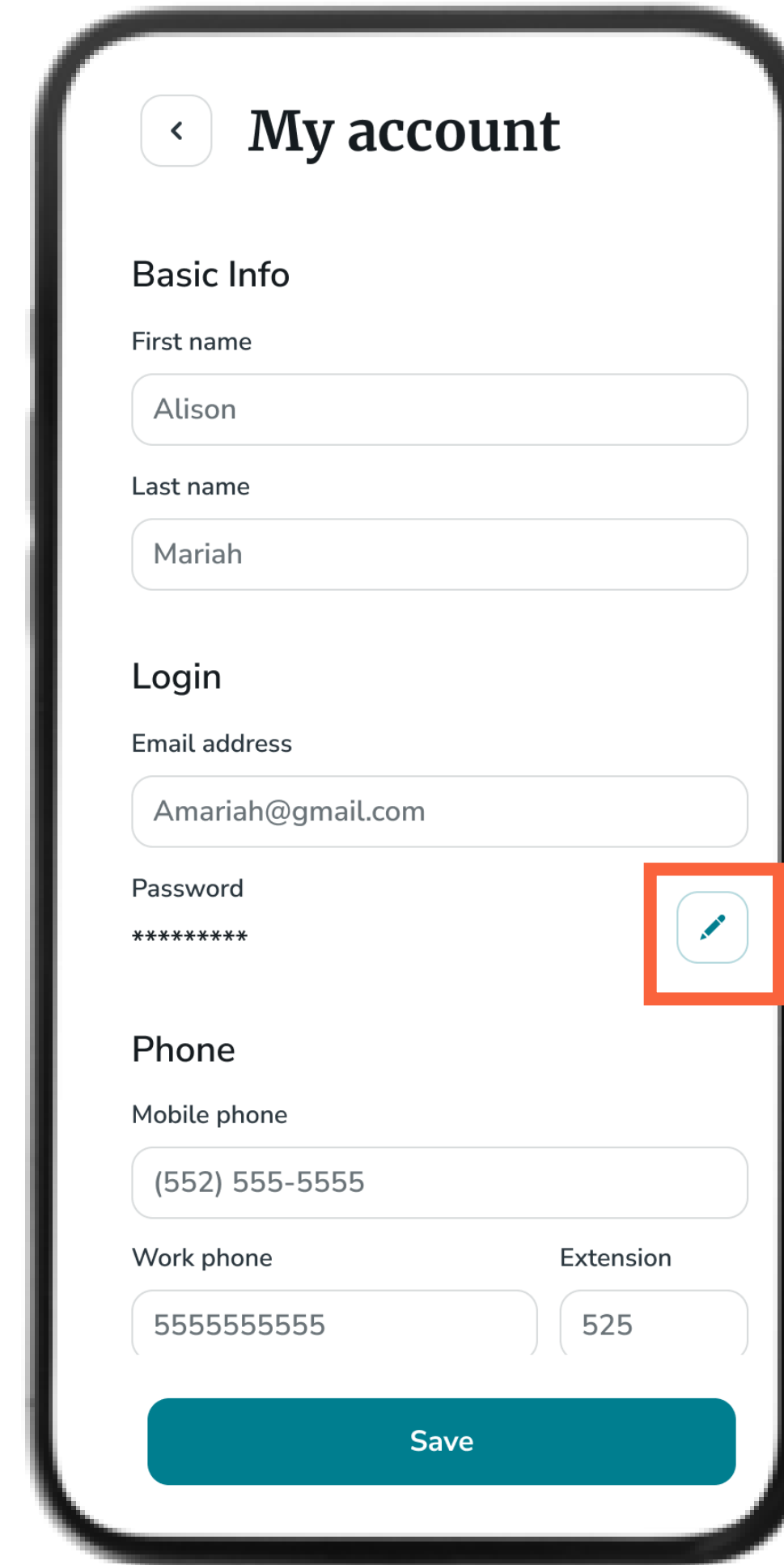
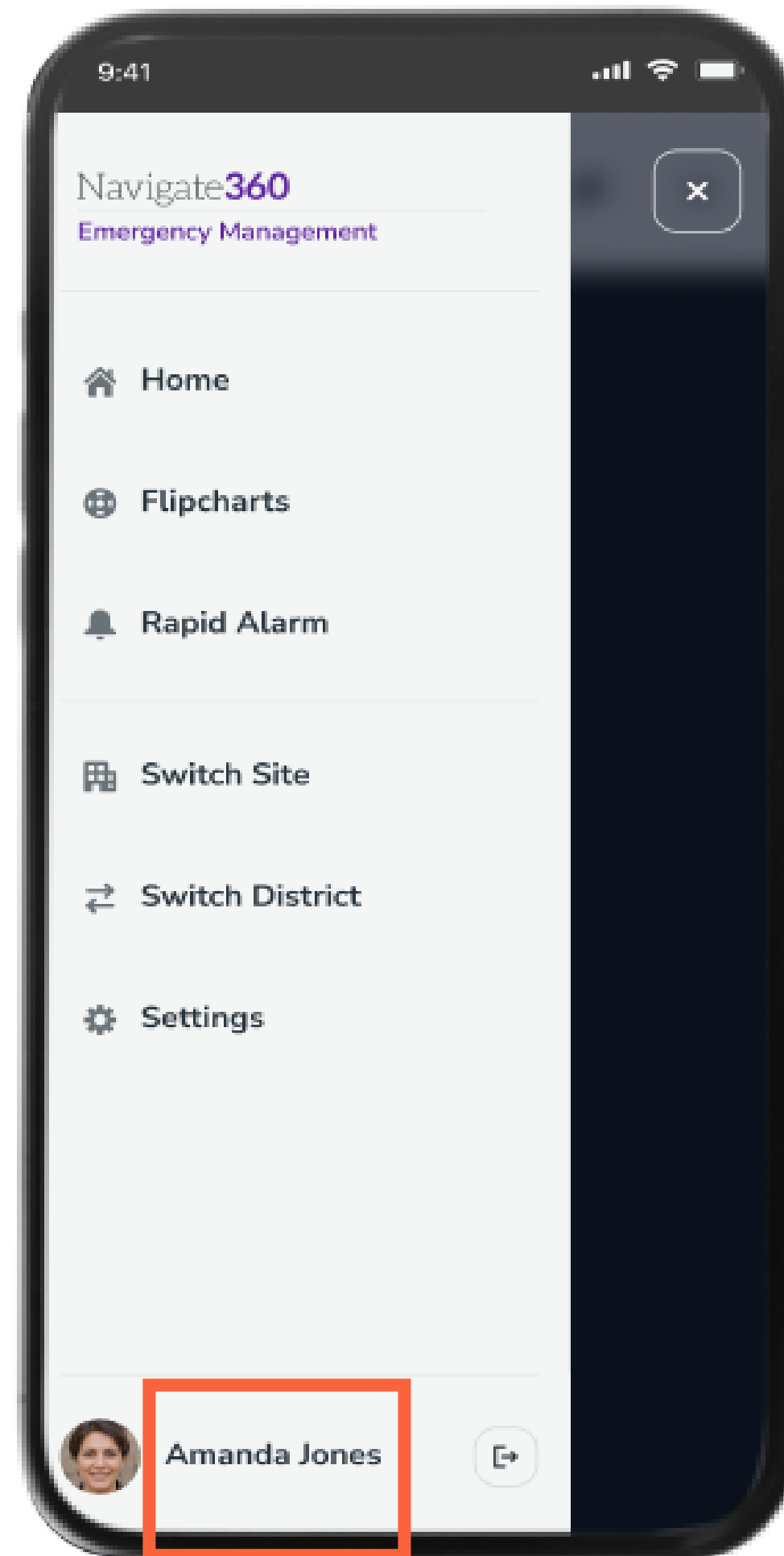
Change your password in-app to comply with district password security policies.

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

To access your account, tap on **your name**.

Select the **Pencil icon** to edit your password. Select **Save**.

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 **User Management** and search for the user to 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 site(s).

For additional support, please reach out to Navigate360's Technical Support team: [tech@navigate360.com](mailto: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 desktop application, click on your name to navigate to your **account page**.

Select **Rapid Alarm Settings**. Below the building alerts section, add any site/building you wish to receive alarm or drill notifications for.

Click **Save**.

Your building notifications will be displayed as view-only in the mobile application Settings.

- ✓ Manage Account
- 👤 User Details
- 🔑 Password Options
- 📍 Rapid Alarm Settings**
- 🔔 Notifications
- 🔄 System Sync
- 🕒 Recent Activity

### Rapid Alarm Settings ⓘ

Roll Call & Reunification User Type

Teacher/Staff Administrator

This user can end an alarm or view the alarm counts for Roll Call and/or Reunification from the alarm details page.

Rapid Alarm PIN #

1234

Must contain 4 numbers

Rapid Alarm Alerts

Choose how the user will receive rapid alarm alerts

Push alert to app

Text

Email

**Building Alerts**

Receive notifications and join staff count for the locations listed below. If added, the user must account for themselves for all Rapid Alarm events.

+ Add building

Save

Test Alerts

Send a test alert to this user

▶ Send Rapid Alarm Test Alert

### Settings

Sites Notifications

Notifications for 34 Site(s) >

**Notifications**

Alerts ✓ Enabled

Badges ✓ Enabled

Sounds ✓ Enabled

Open settings

Send test notification





# Configuring Device Notifications – iOS

Verify your device is configured to receive critical alerts.

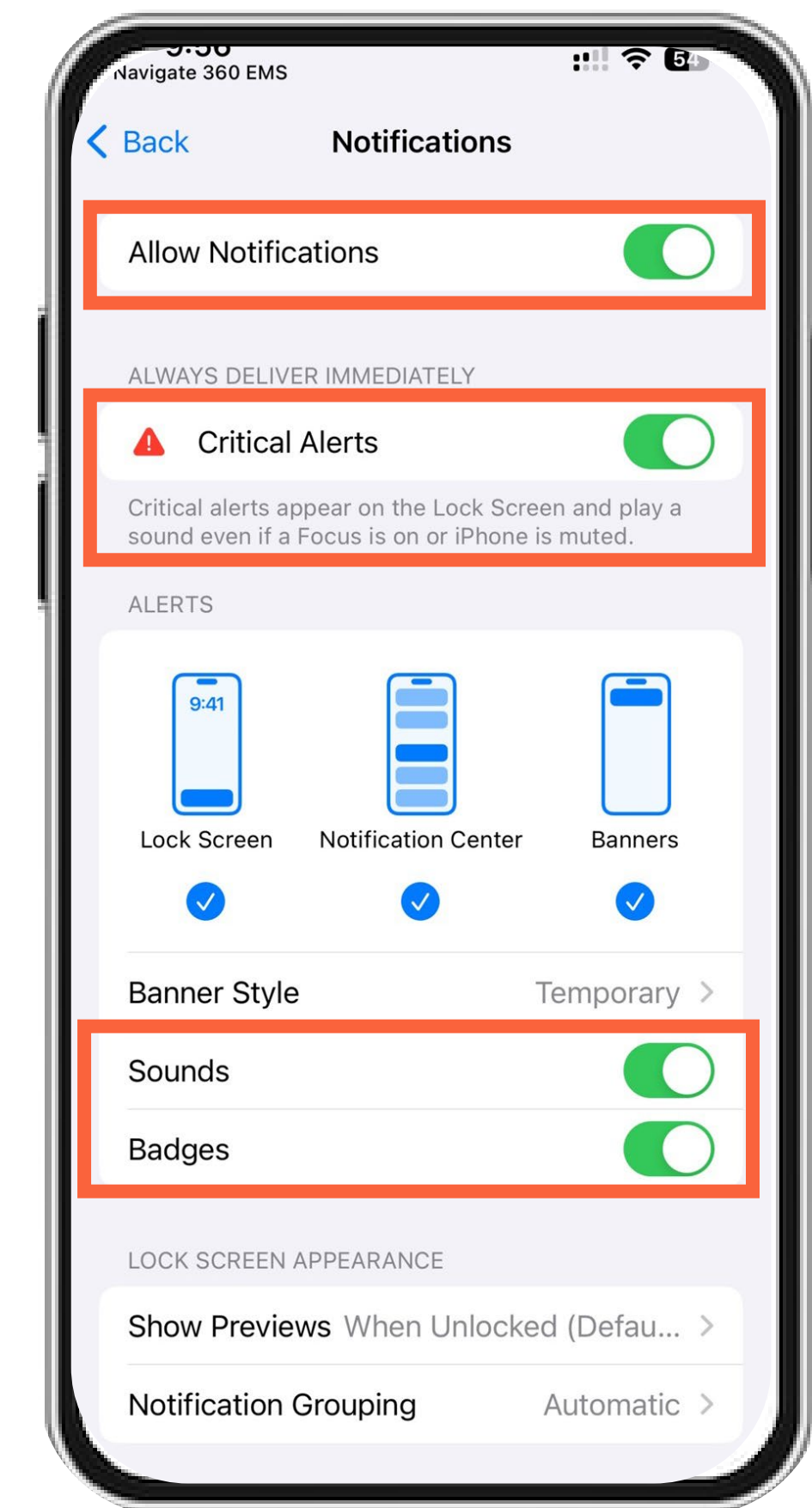
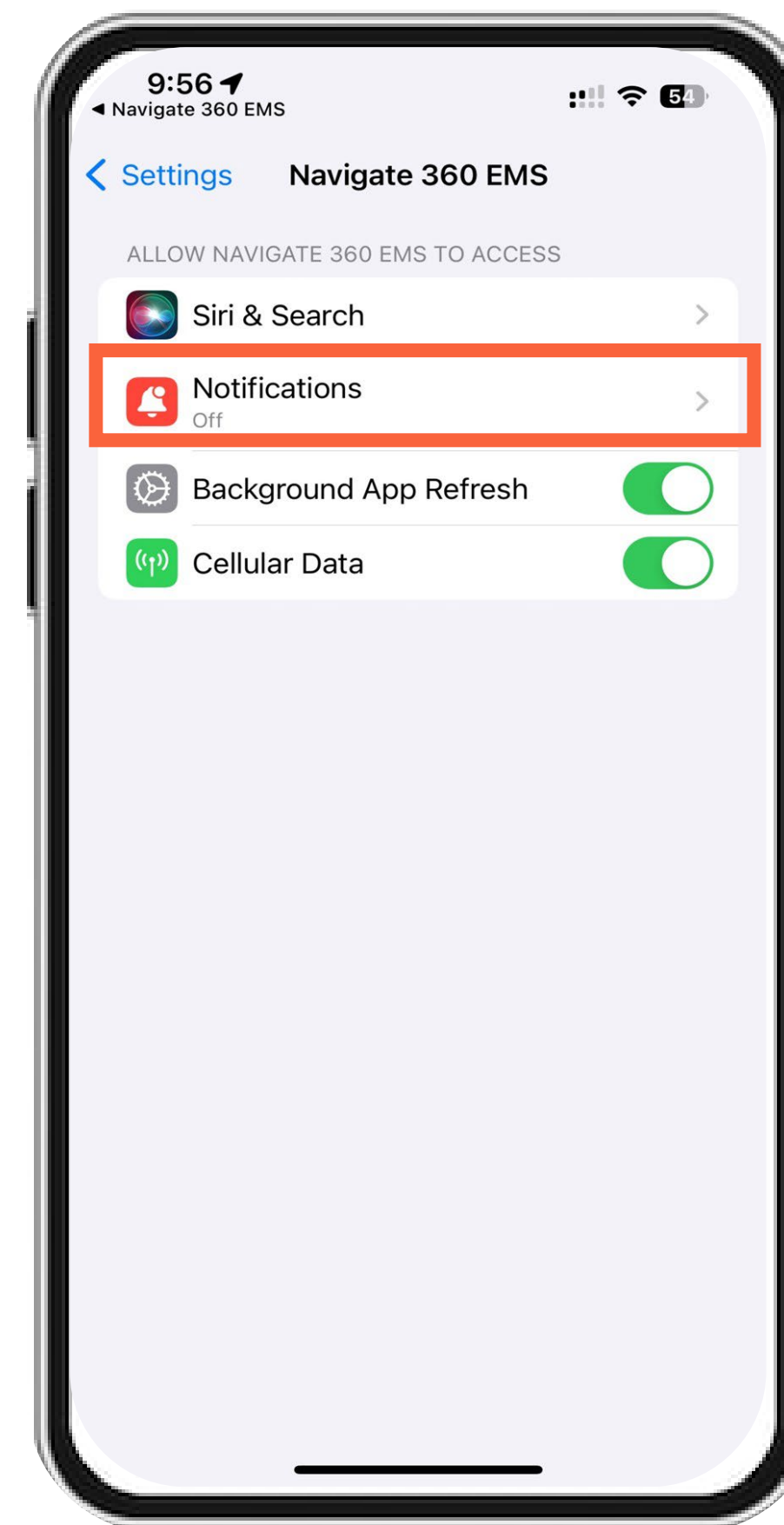
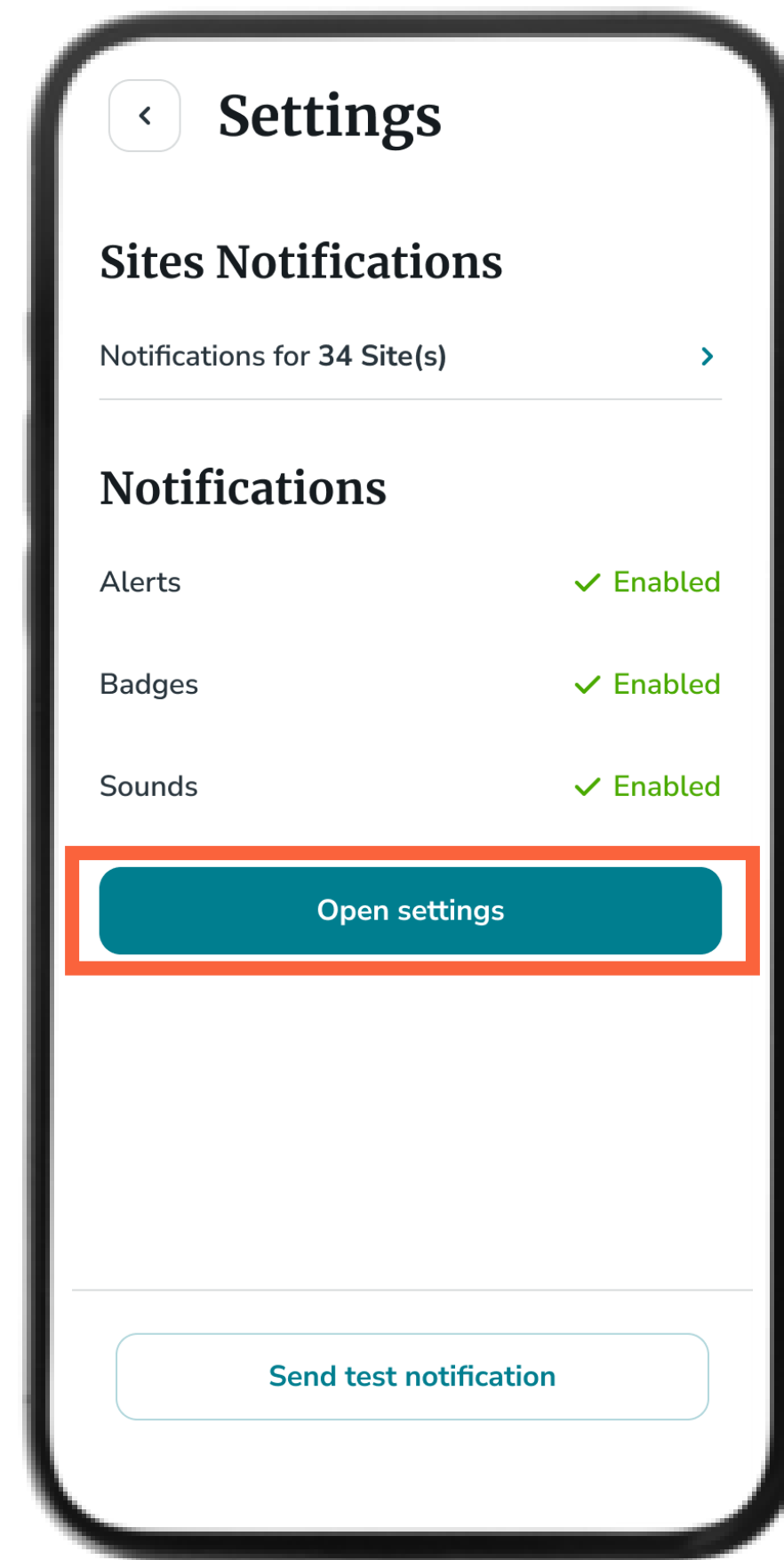
Notification setup is a two-step process:

Step 2:

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

Select **Notifications** and **toggle on** to allow notifications

**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

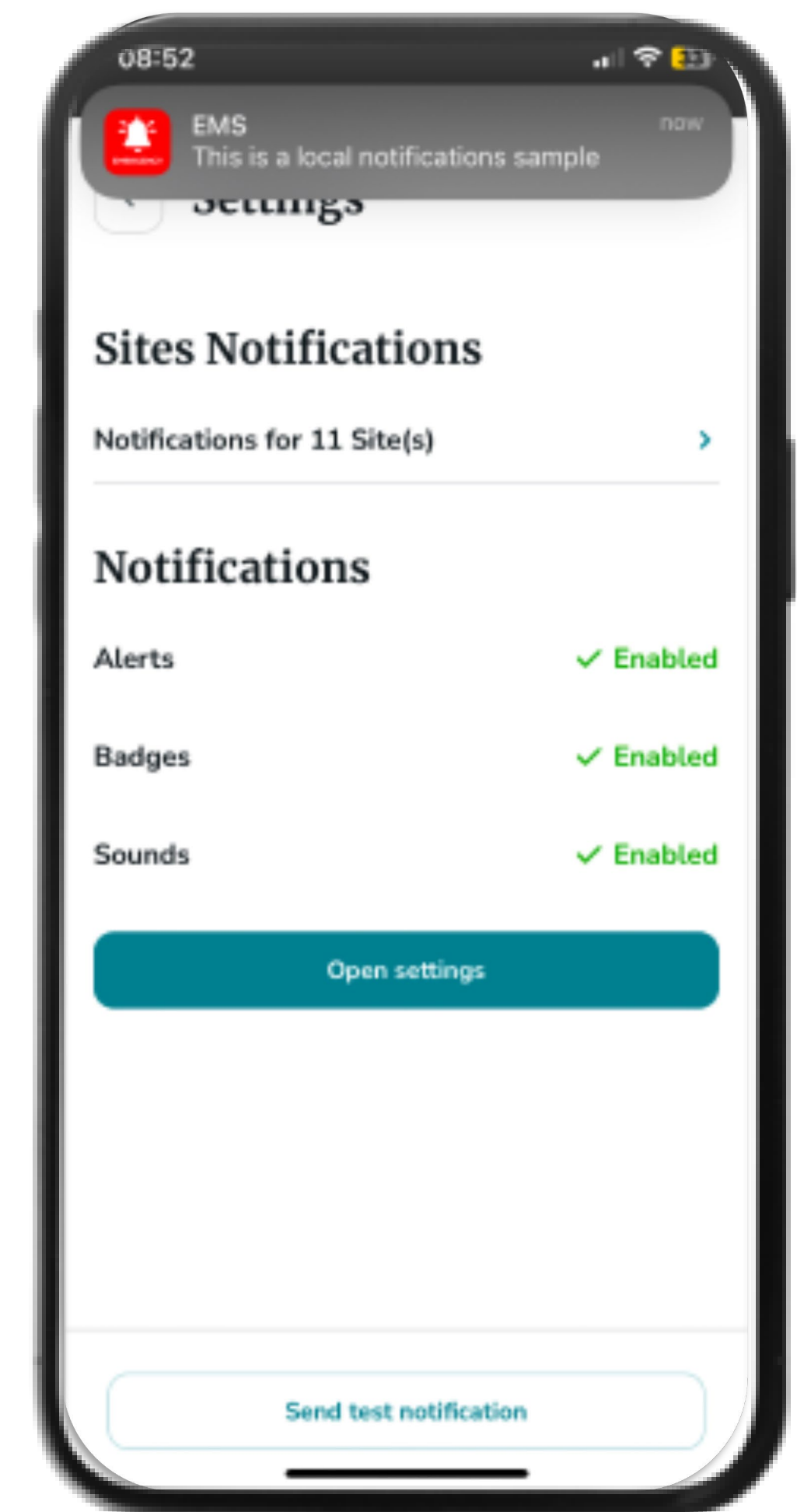
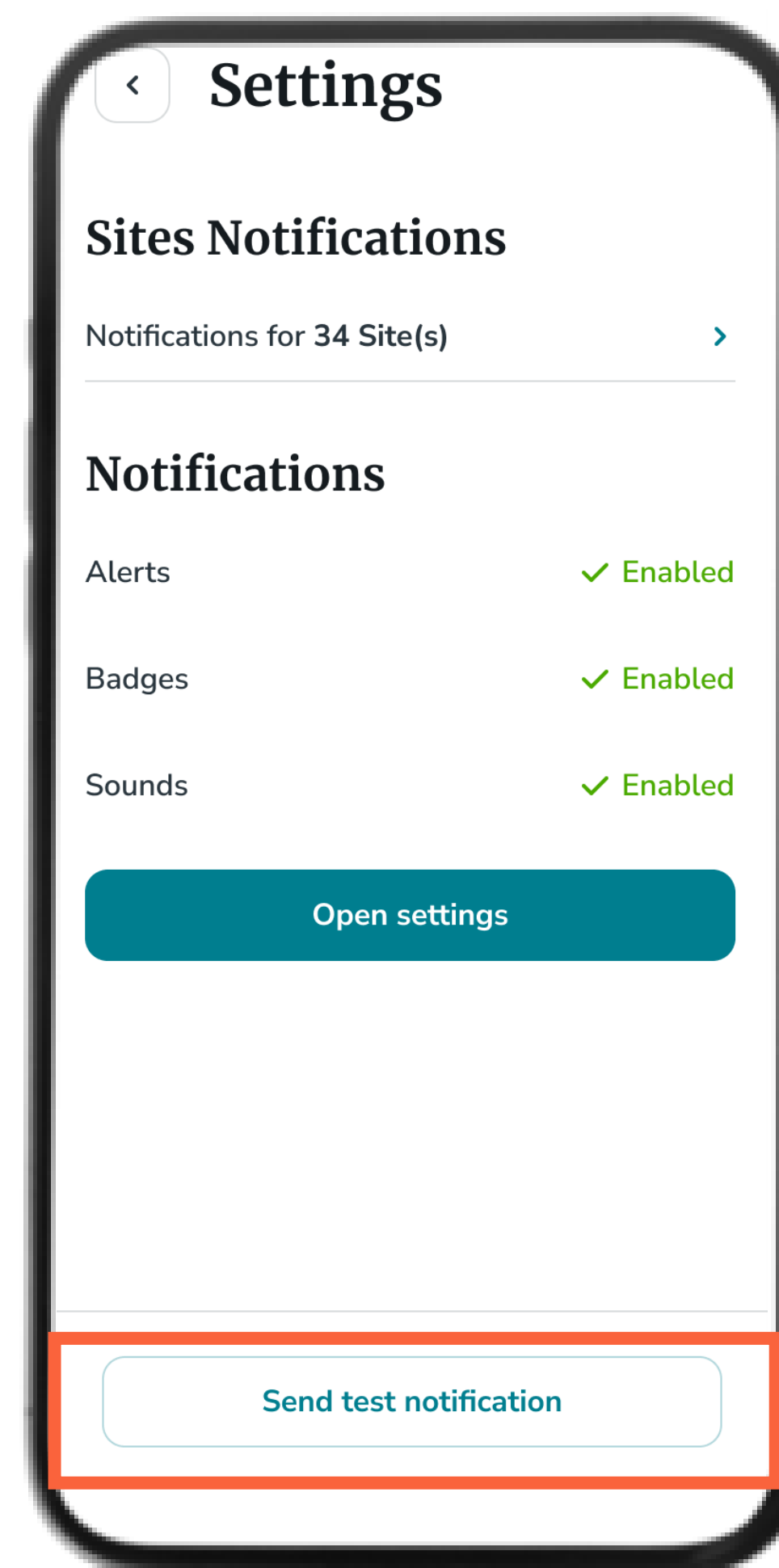
Verify your device is configured to receive critical alerts.

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

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:

## Step 1:

From the desktop application, click on your name to navigate to your **account page**.

Select **Rapid Alarm Settings**. Below the building alerts section, add any site/building you wish to receive alarm or drill notifications for.

Click **Save**.

The image displays two screenshots from a desktop application and a mobile phone. The desktop application shows the 'Rapid Alarm Settings' page. On the left is a navigation menu with options: Manage Account, User Details, Password Options, Rapid Alarm Settings (highlighted), Notifications, System Sync, and Recent Activity. The main content area is titled 'Rapid Alarm Settings' and includes a sub-section 'Roll Call & Reunification User Type' with buttons for 'Teacher/Staff' and 'Administrator'. Below this is a text input field for 'Rapid Alarm PIN #' containing '1234', with a note 'Must contain 4 numbers'. The 'Rapid Alarm Alerts' section has three options: 'Push alert to app' (checked), 'Text', and 'Email'. A red box highlights the 'Building Alerts' section, which contains instructions, an 'Add building' button, and a 'Save' button. At the bottom, there is a 'Test Alerts' section with a 'Send Rapid Alarm Test Alert' button. To the right, a mobile phone screen shows the 'Settings' page with a red box highlighting the 'Sites Notifications' section, which lists 'Alerts', 'Badges', and 'Sounds', all with 'Enabled' status. Below this is an 'Open settings' button and a 'Send test notification' button.



# Configuring Device Notifications – Android

Verify your device is configured to receive critical alerts.

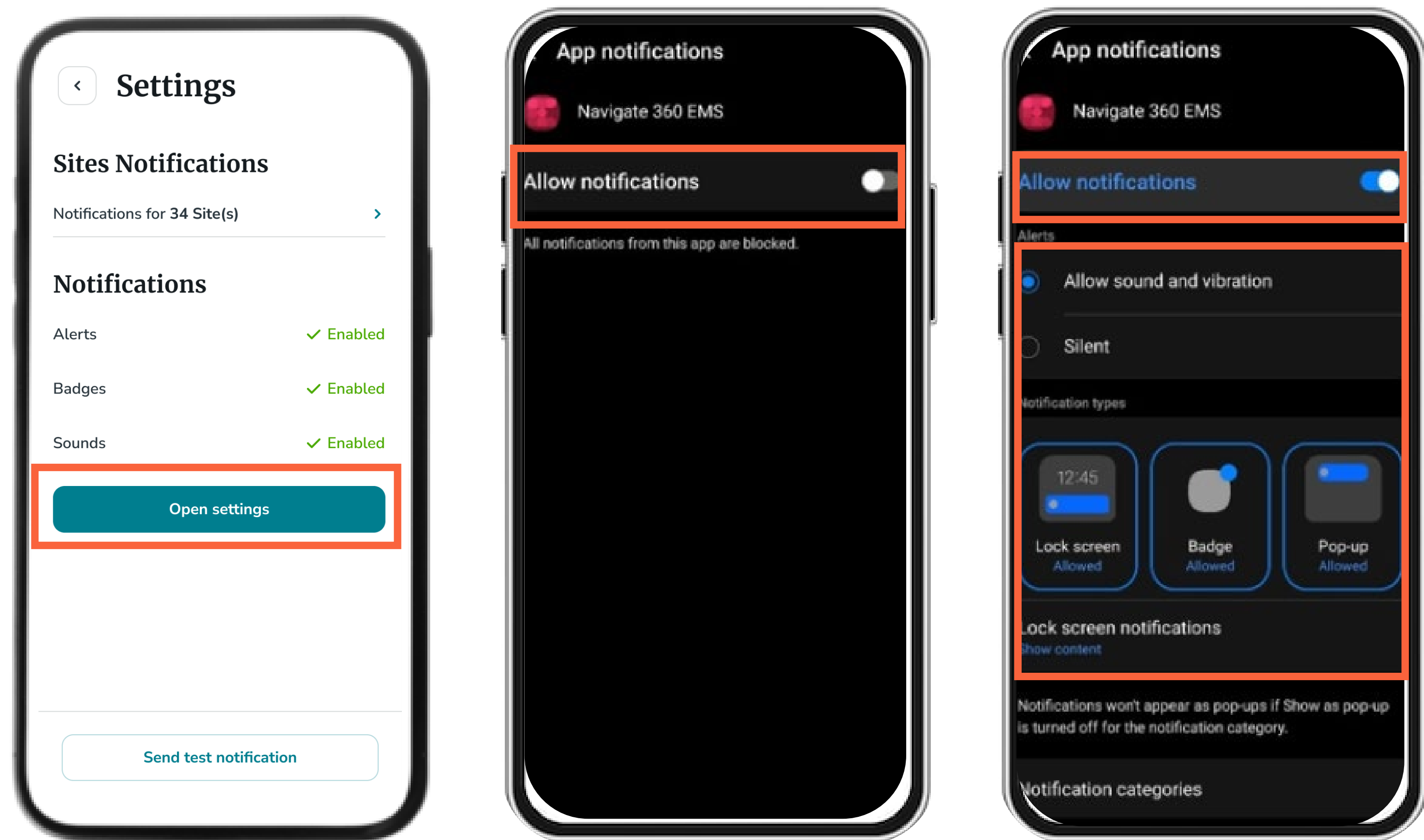
Notification setup is a two-step process:

Step 2:

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

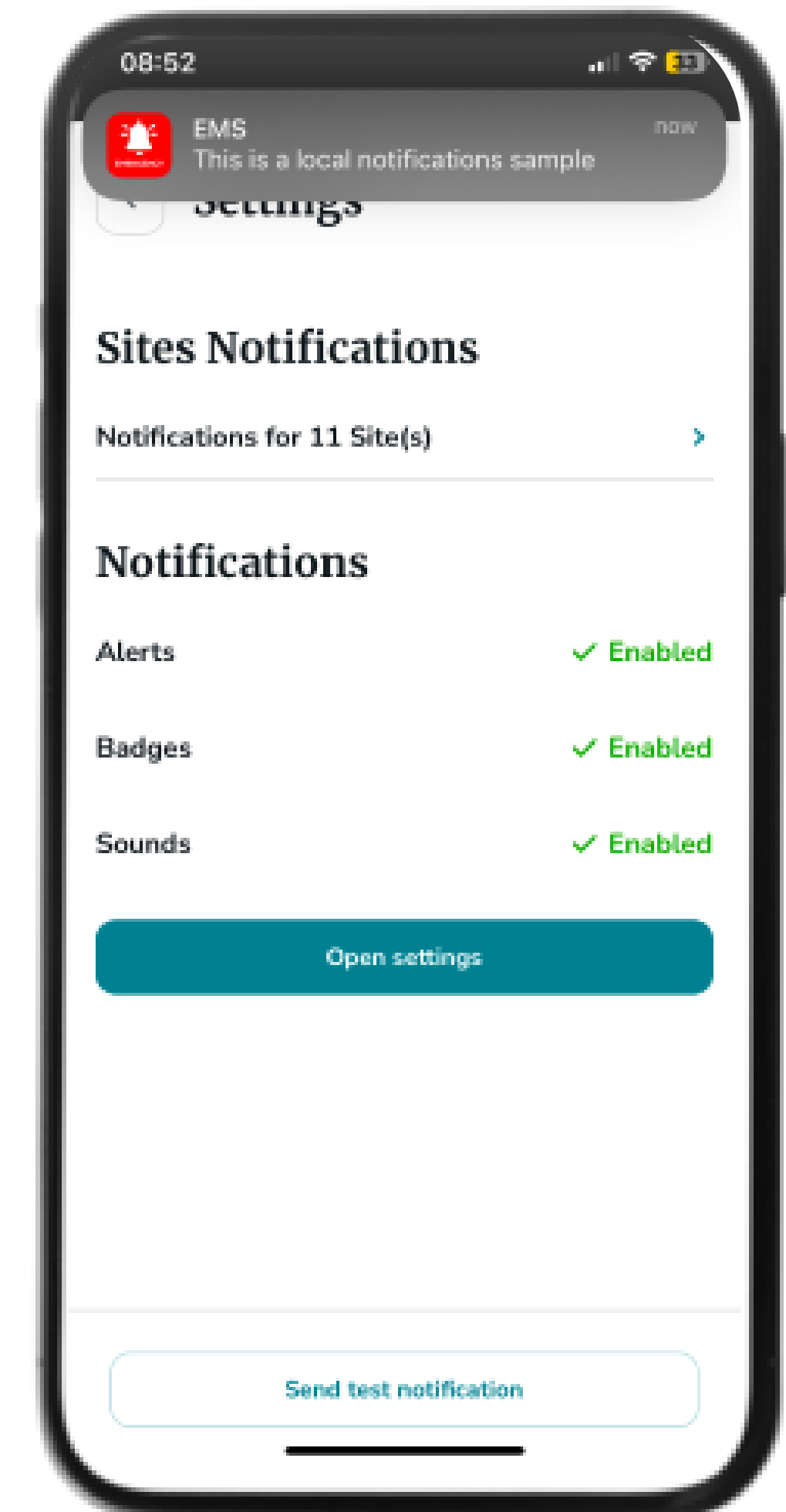
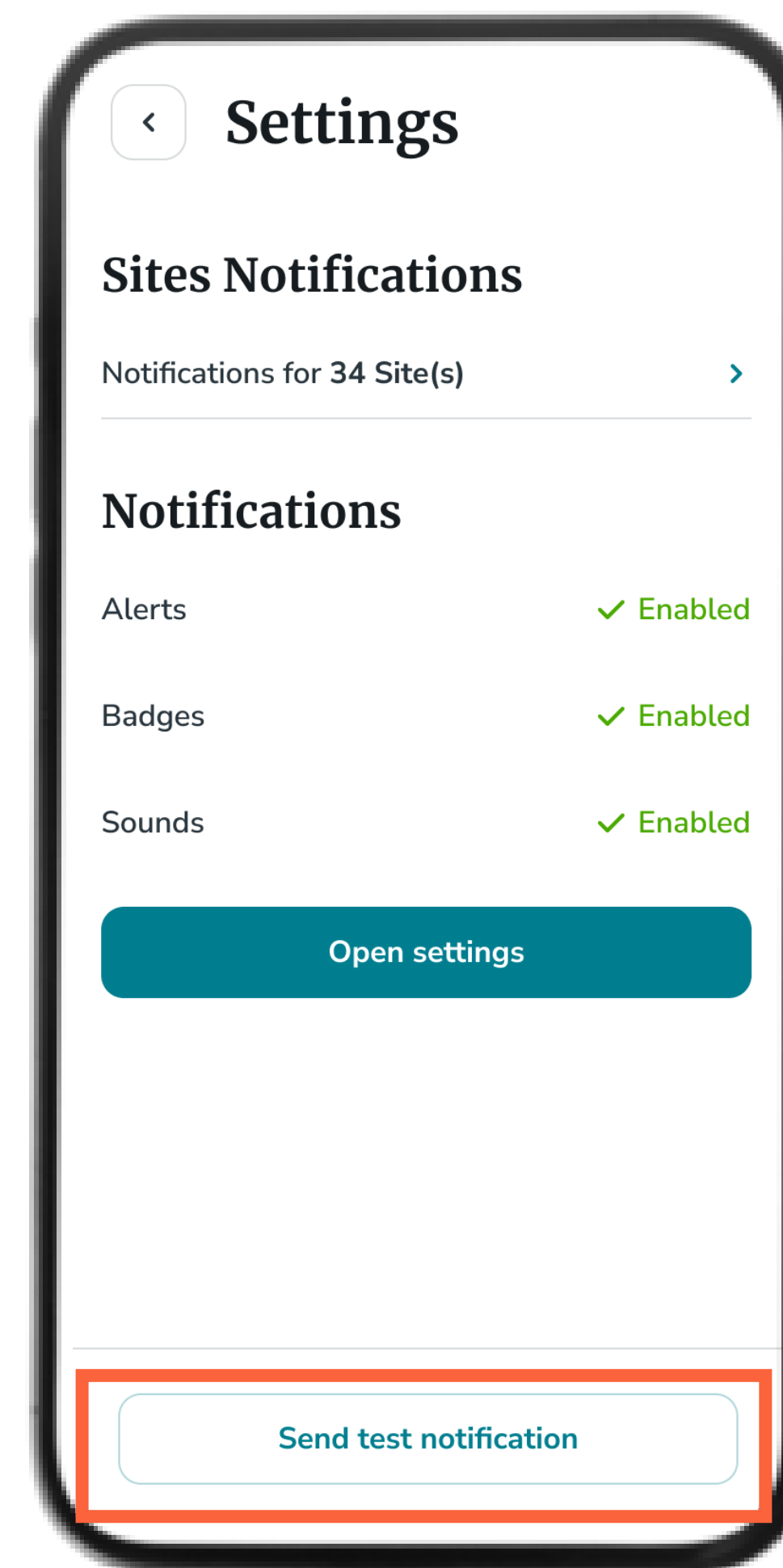
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[Knowledge Base Resource:  
Notification Troubleshooting Support](#)







# Navigating the EMS Mobile App

Reviewing navigation for all user roles in the EMS Mobile App.

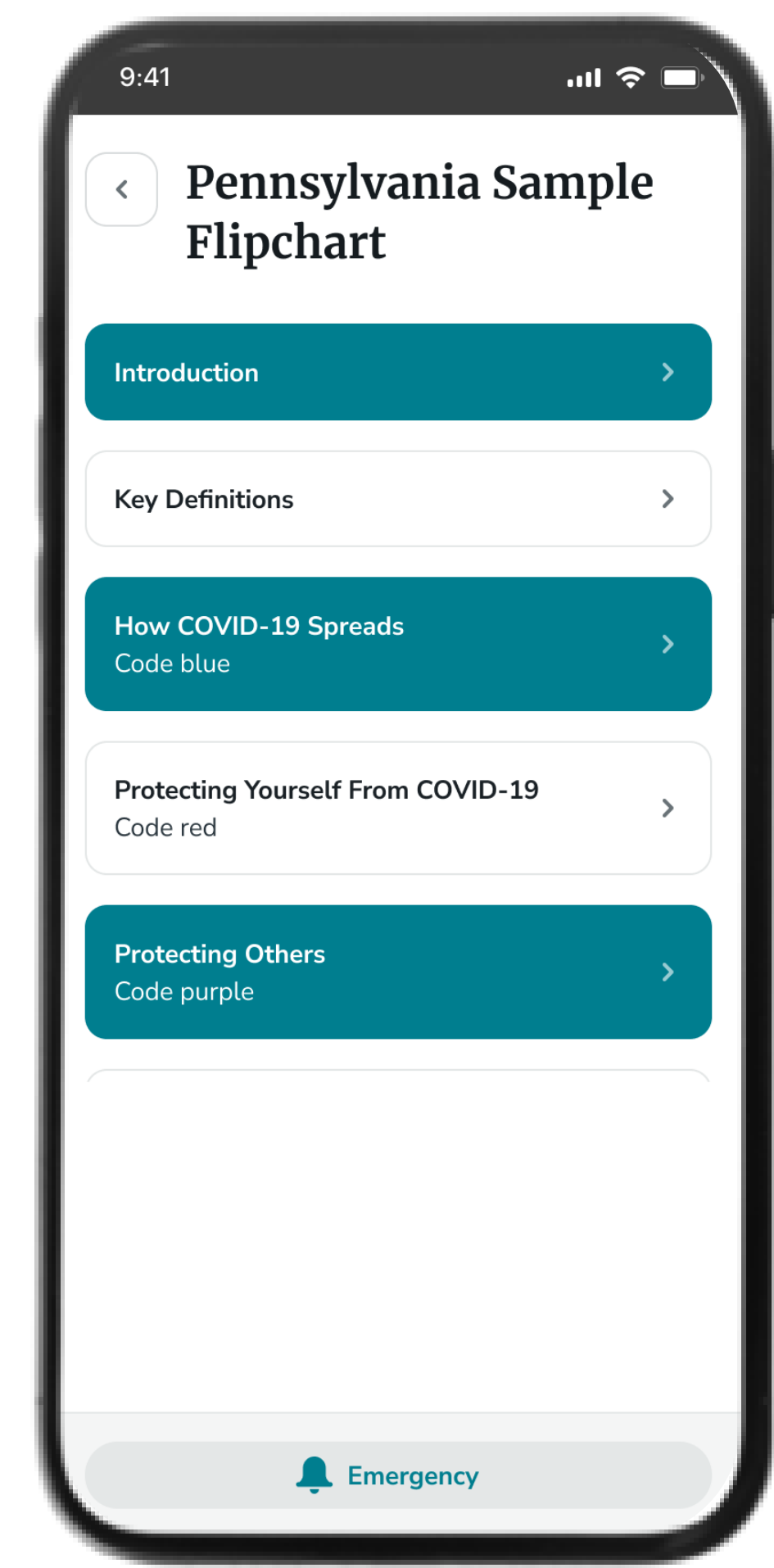
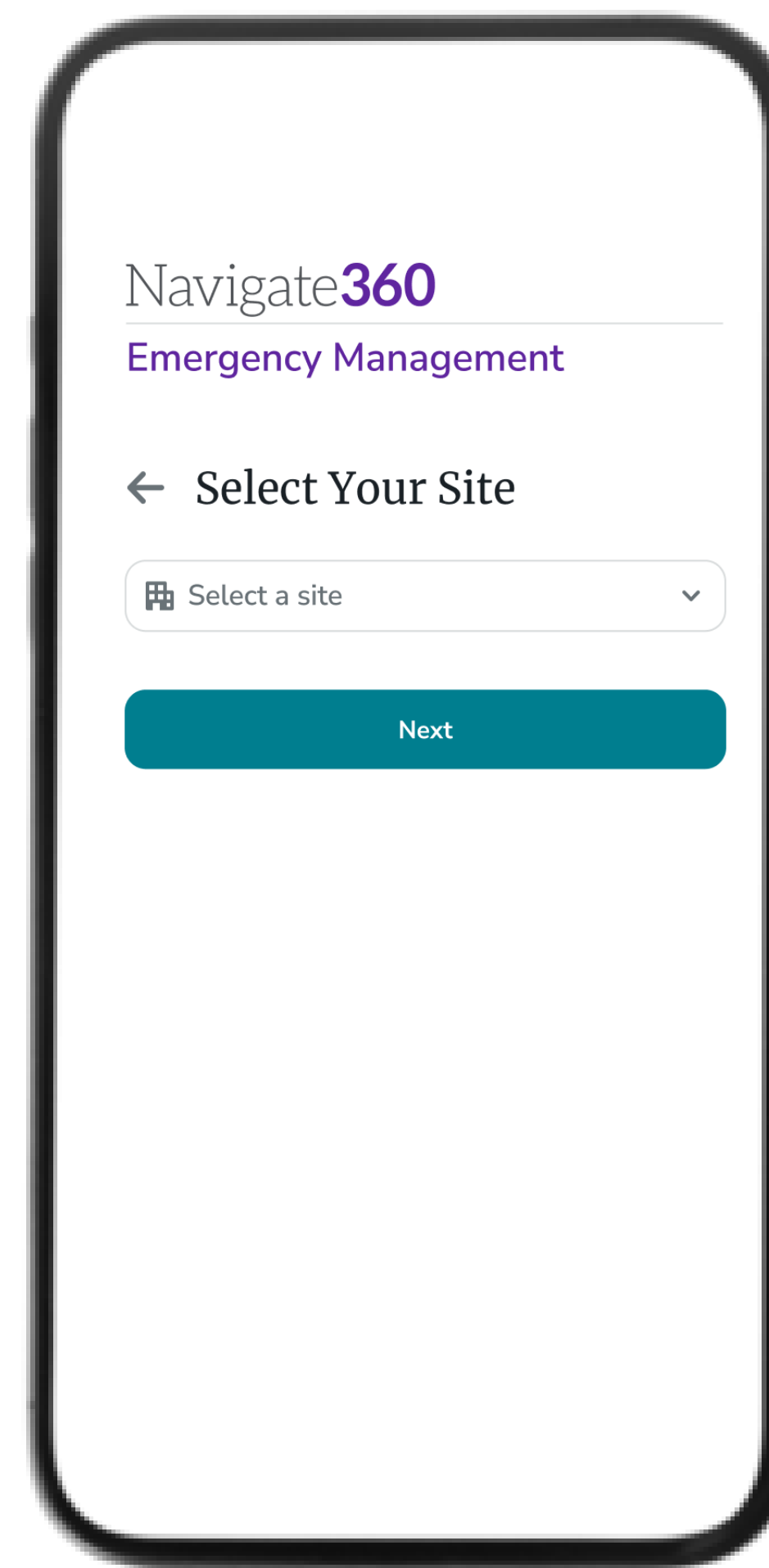
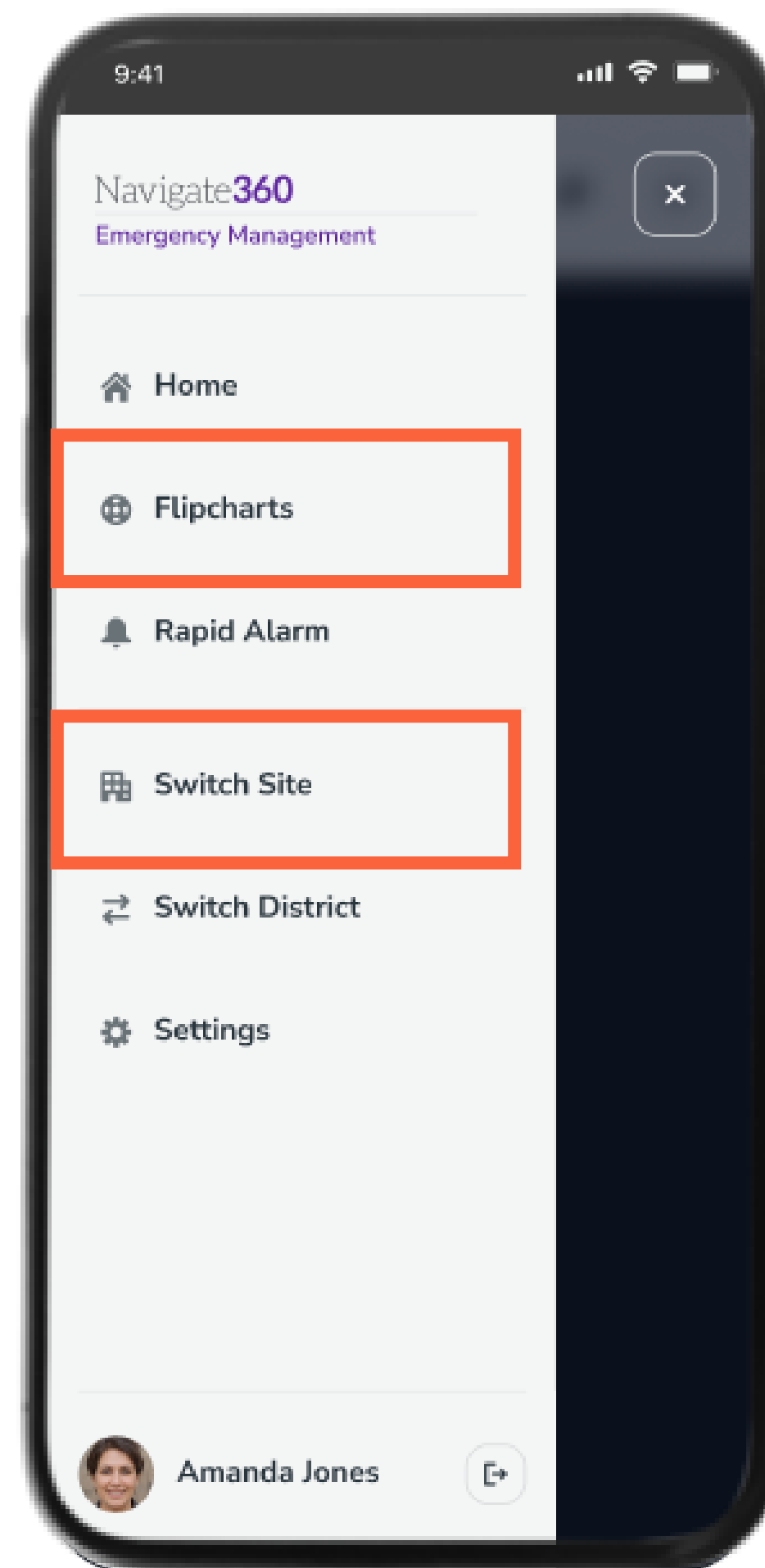
All users (Admin and Staff) will have viewing access to published flipcharts on the EMS Mobile App.

## Accessing Additional School Sites:

If you are associated to multiple sites, select the **menu** and **Switch Site** to move to another school location. Users can only be logged into one site at a time.

## Accessing Flipcharts:

Select the **menu** and **Flipcharts** to view any flipcharts that are published and the district and/or school level. Users may need to **Switch Site** to see site-specific flipcharts.





# Emergency Alarm Management in the EMS Mobile App

Reviewing the emergency alarm activation for all user roles in the EMS Mobile App.

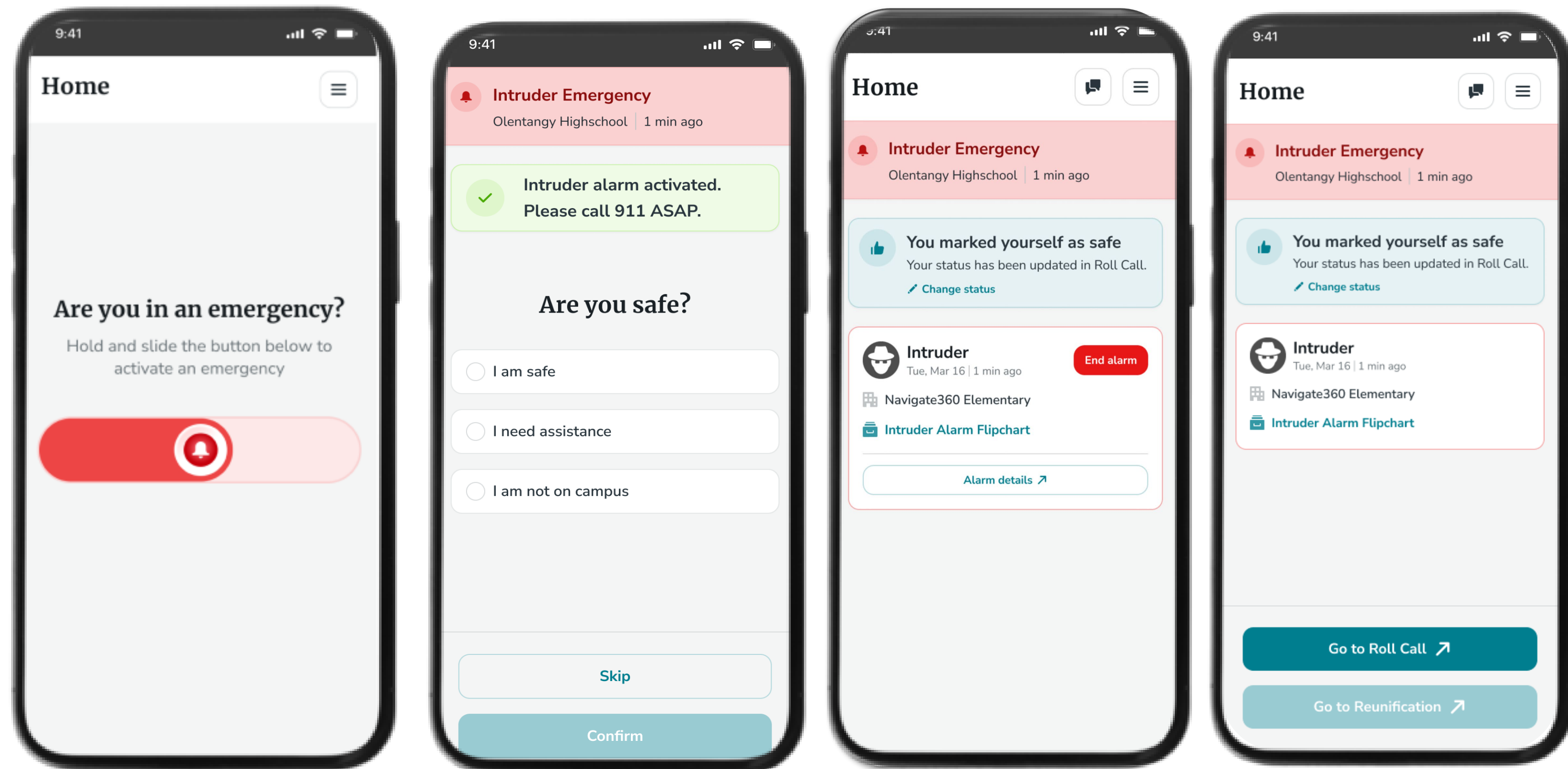
All users (Admin and Staff) will have access to activate an emergency alarm from the EMS Mobile App home screen.

## Starting an Emergency:

All users can utilize the home screen to initiate an emergency alarm to notify all users. Once activated, emergency alarm details will be visible on the home screen and will allow for student, staff and visitor\* accountability using Roll Call.

## Roll Call & Reunification:

Once Reunification is activated by an administrator, staff can seamlessly move into the Reunification\* process like they can for Roll Call.



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

\*If you do not see visitors in Roll Call, your district may not currently be subscribing to Navigate360's Visitor Management.





# Practice Alarm Management in the EMS Mobile App

Reviewing the drill or training alarm activation for all user roles in the EMS Mobile App.

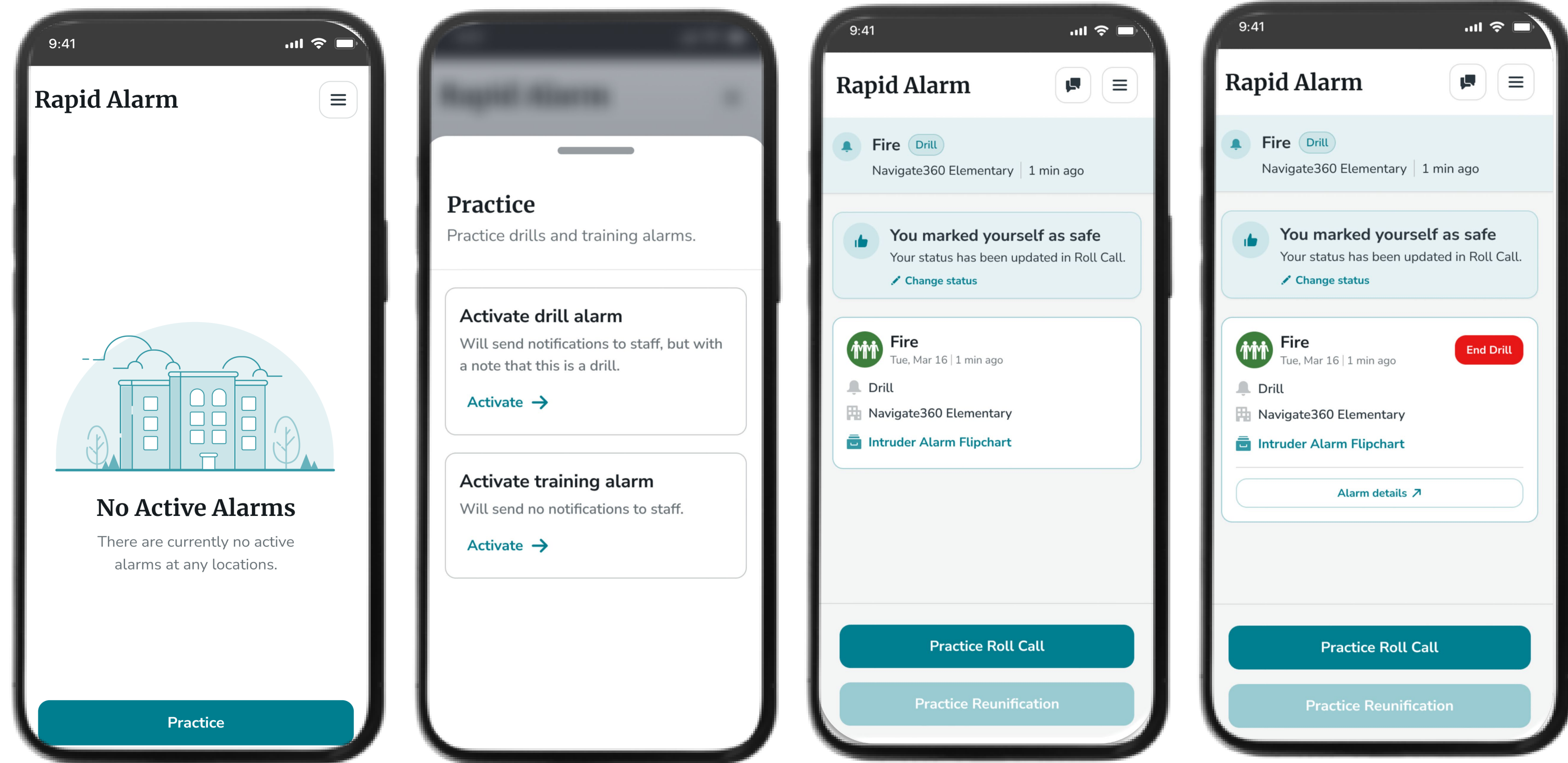
All users (Admin and Staff) will have access to activate a Drill or Training alarm from the Rapid Alarm feature in the EMS Mobile App.

## Starting a Practice Alarm:

All users can navigate to Rapid Alarm to initiate a practice alarm. Selecting Practice will give the user an option to activate a Drill or Practice alarm. Once activated, practice alarm details will be visible in Rapid Alarm and will allow for student, staff and visitor\* accountability using Roll.

### Practice Alarm Types:

- **Drill:** Used for notification testing and for performing emergency drills on campus. This alarm type notifies all users a drill alarm has been activated.
- **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.



\*If you do not see Roll Call or Reunification, your district has not enabled this functionality in-app.  
 \*If you do not see visitors in Roll Call, your district may not currently be subscribing to Navigate360's Visitor Management.



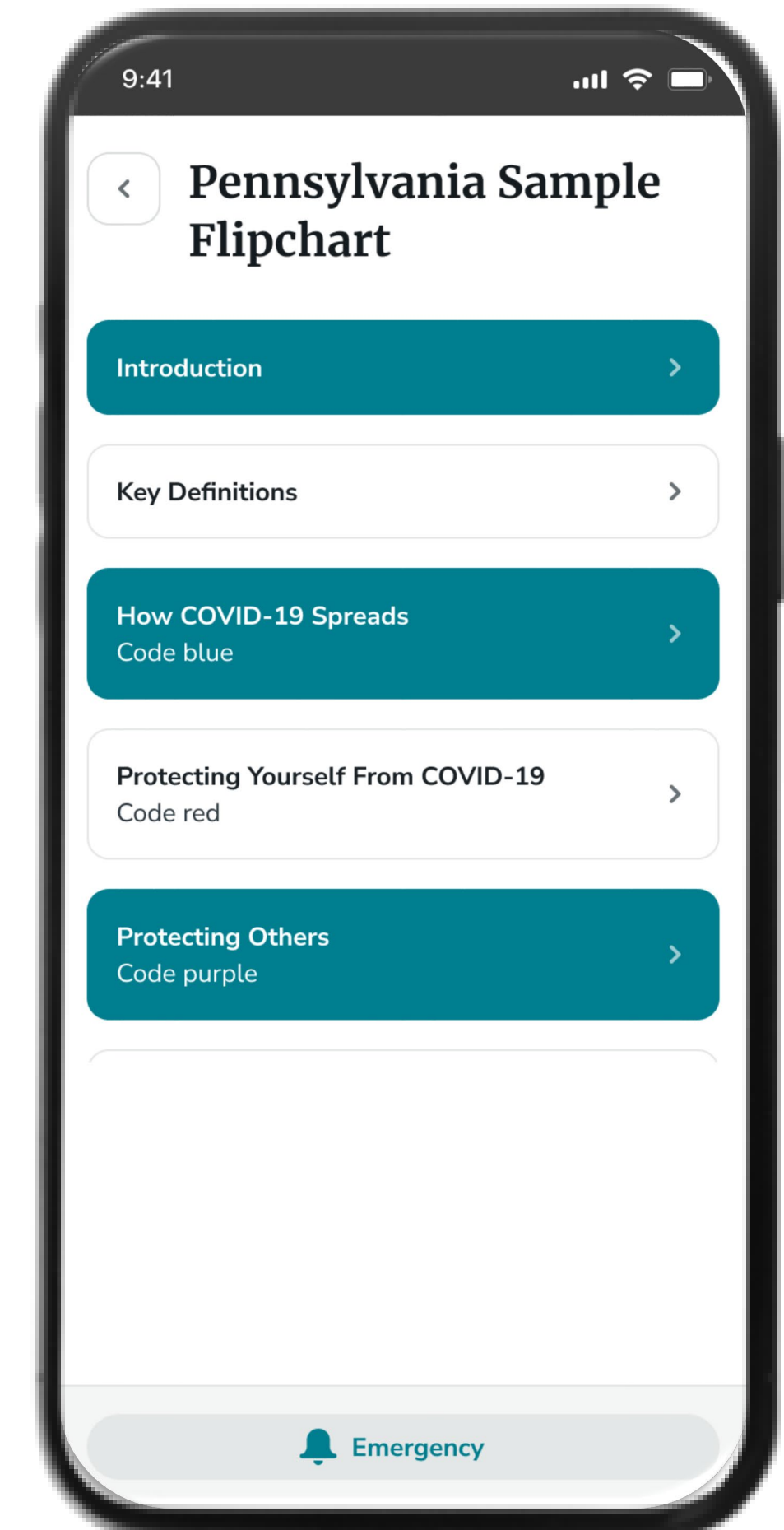
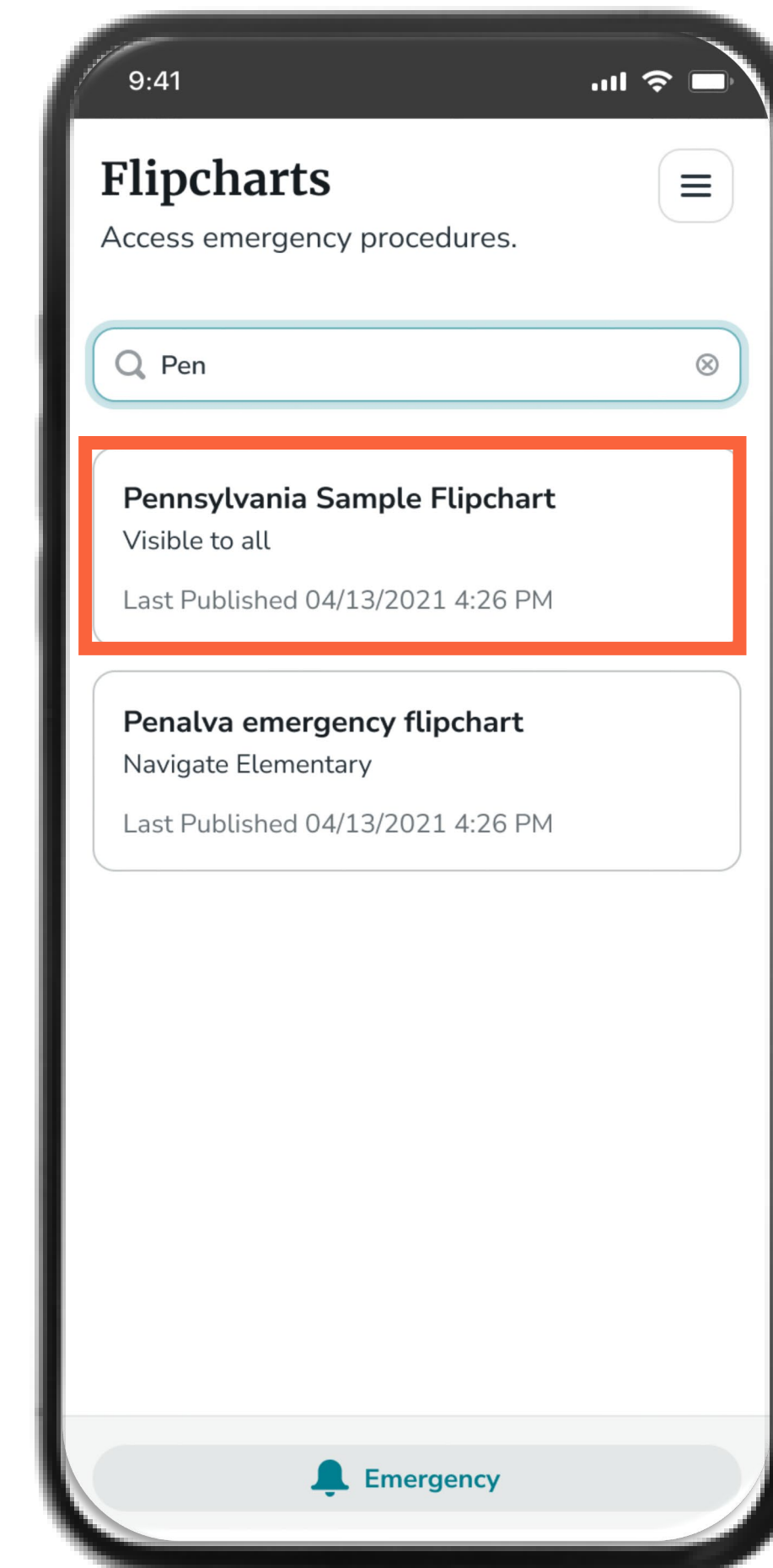
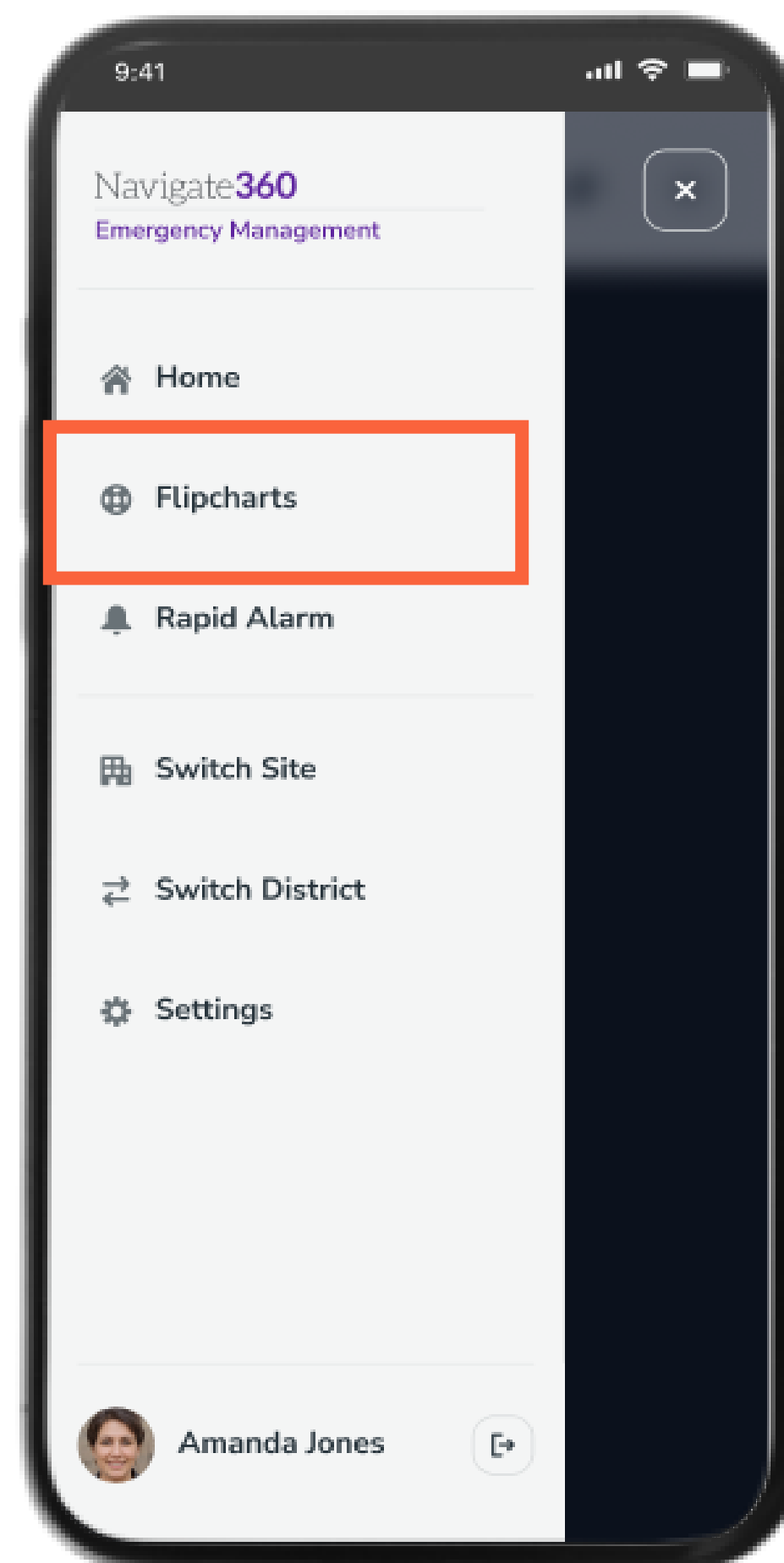
# Viewing Flipcharts

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 have view access to flipcharts in the mobile app.

1. Navigate to Flipcharts using the menu near the top right corner
2. Select the Flipchart you want to view.
3. Select the specific procedure.
4. View procedure documentation in-app.



SAMPLE EMERGENCY PROCEDURE





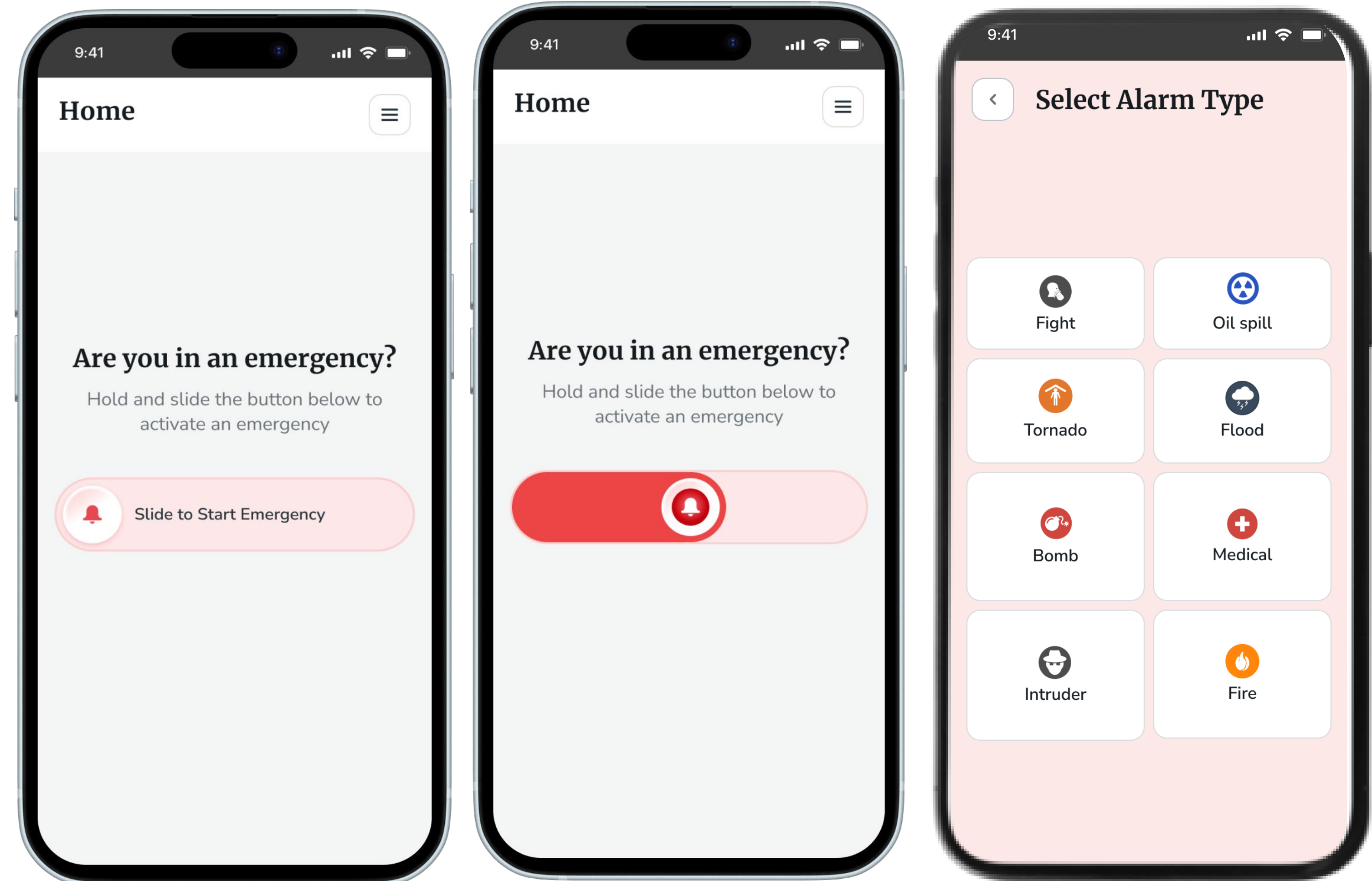
# Start an Emergency – Activate Emergency Alarm

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

Used in real emergencies, the **Slide to Start Emergency** functionality on the home screen will activate an alarm to all users and begin the student, staff, and visitor\* Roll Call process.

Select the **Alarm Type** to be activated.

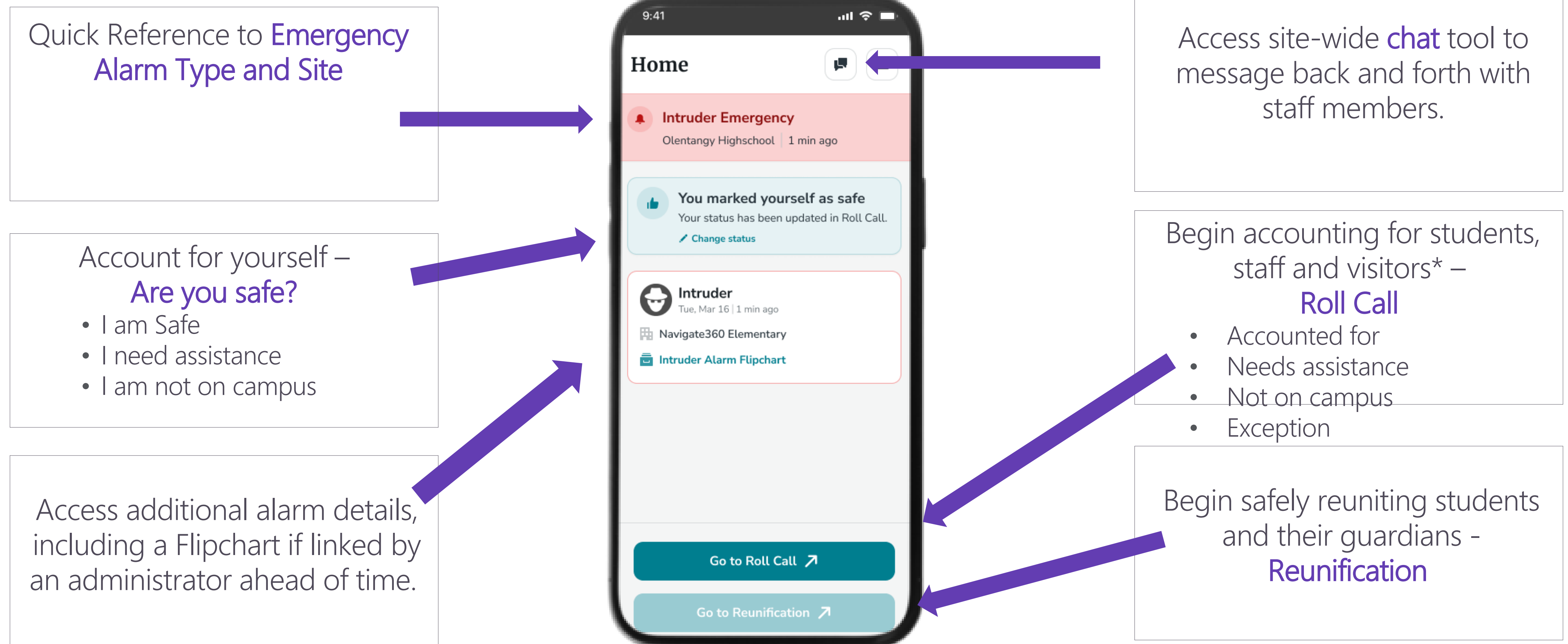
Depending on the alarm type settings, a **5 second countdown** may be applied, with an option to override countdown and activate the alarm.





# Navigating the Mobile App During an Emergency Alarm - Staff

Staff can quickly access student rosters, staff, and visitor\* lists for Roll Call and student & guardian information for Reunification directly from the home screen during an active emergency alarm.

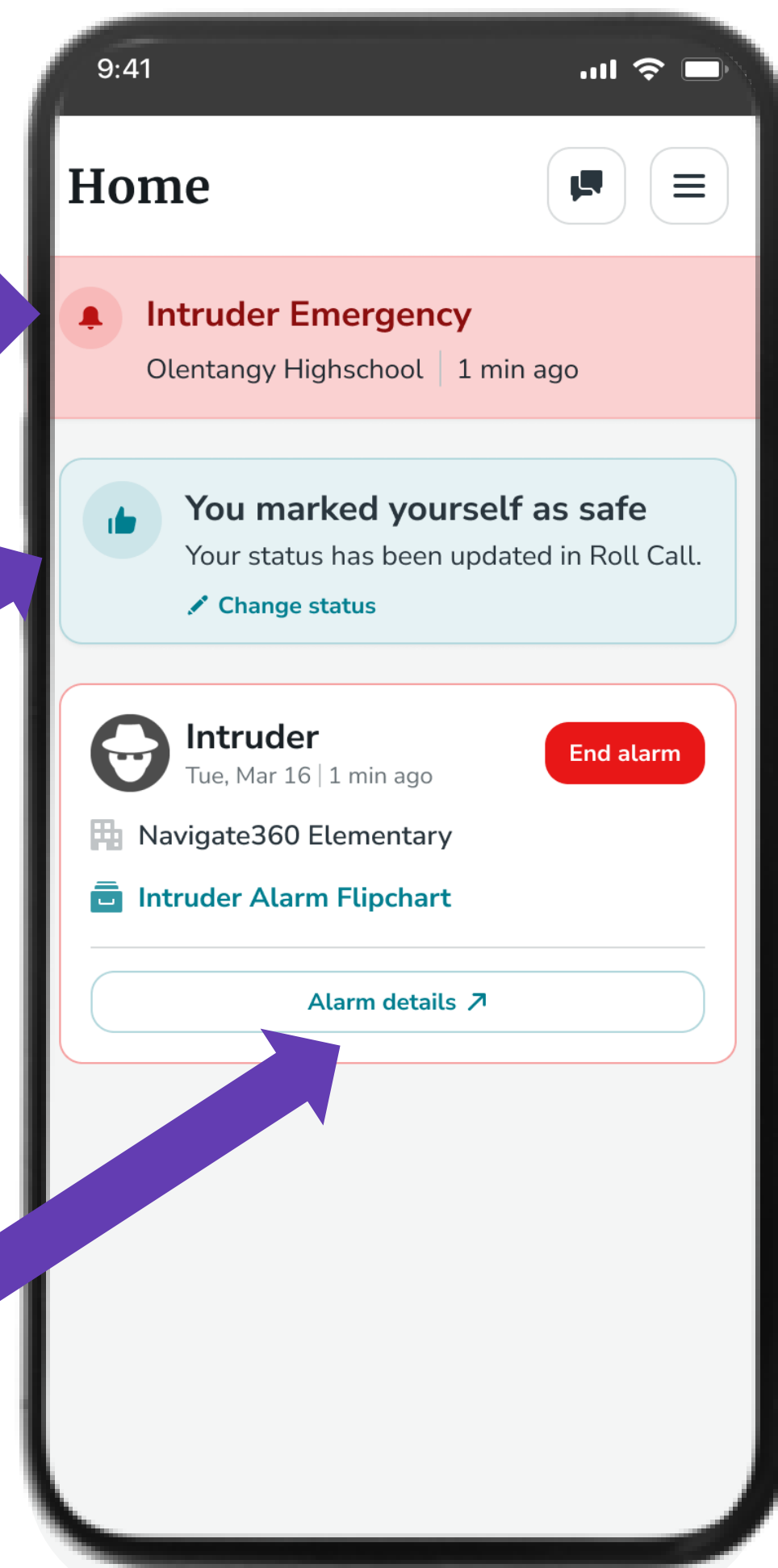




# Navigating the Mobile App During an Emergency Alarm - Admin

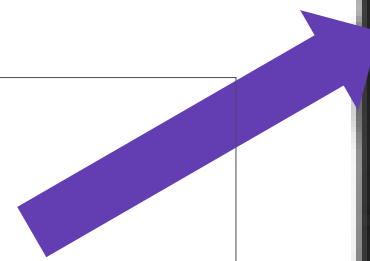
Admins gain command view oversight and can ensure staff coordination directly from the home screen during an active emergency alarm.

Quick Reference to **Emergency Alarm Type and Site**

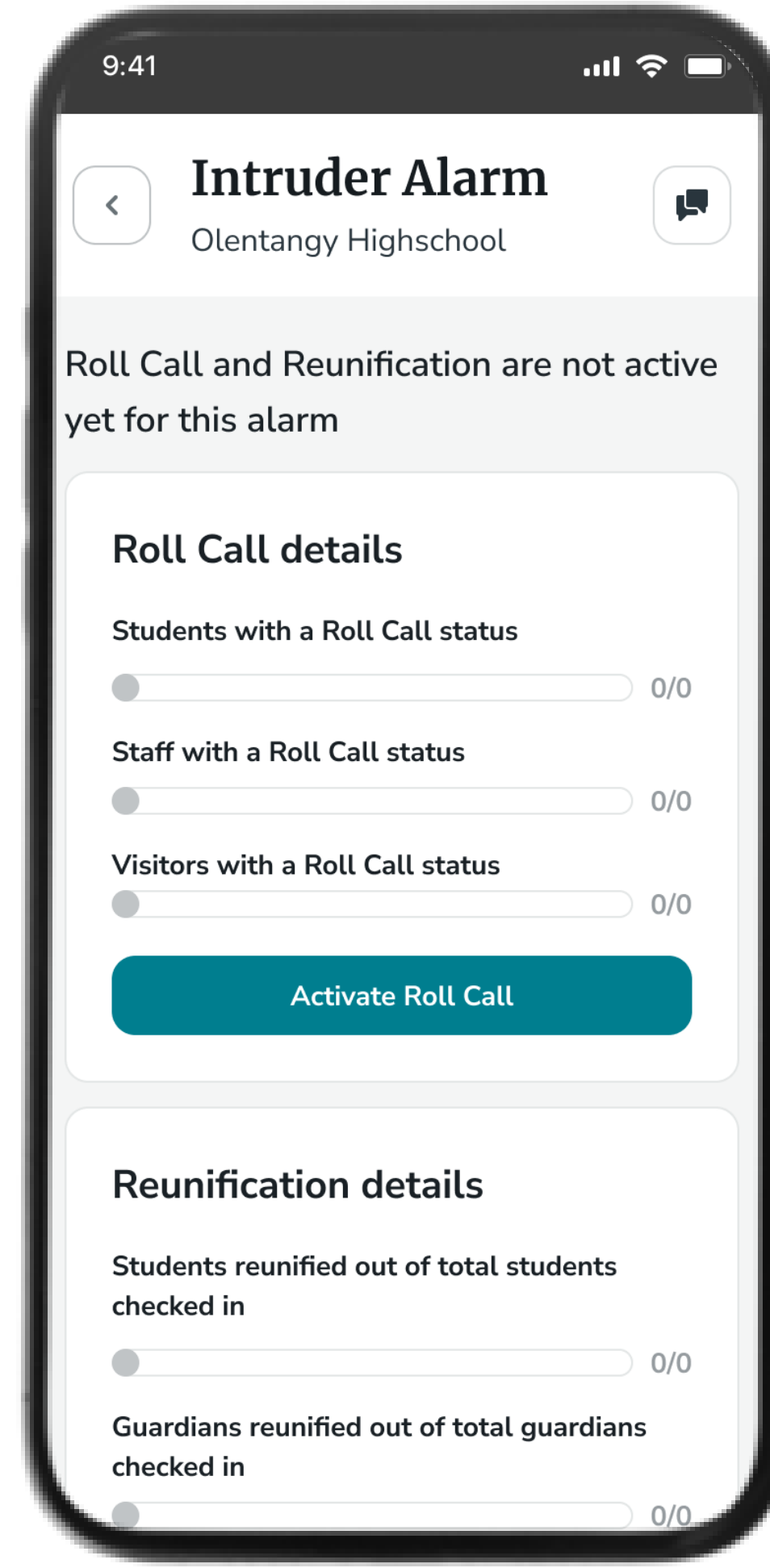
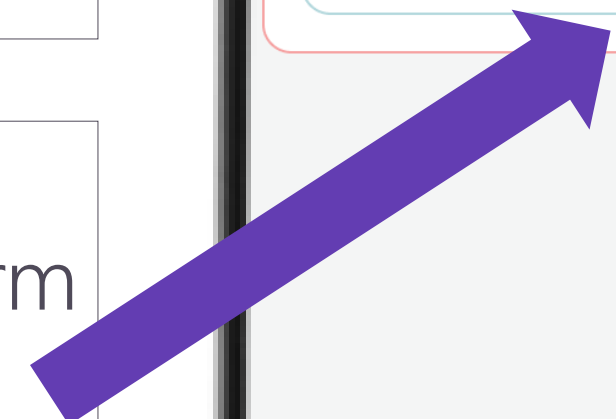


Account for yourself – **Are you safe?**

- I am Safe
- I need assistance
- I am not on campus



Admin access to additional alarm details, including ability to activate/end Roll Call & Reunification.

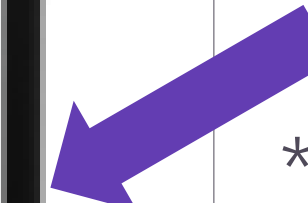


Access site-wide **chat** tool to message back and forth with staff members as well as the admin group.



Activate and/or End **Roll Call & Reunification** and ability to view real time statistics for both workflows

\*Ending Reunification also ends the alarm



End the alarm directly from the home screen





# Start a Practice Alarm – Drill or Training Purposes

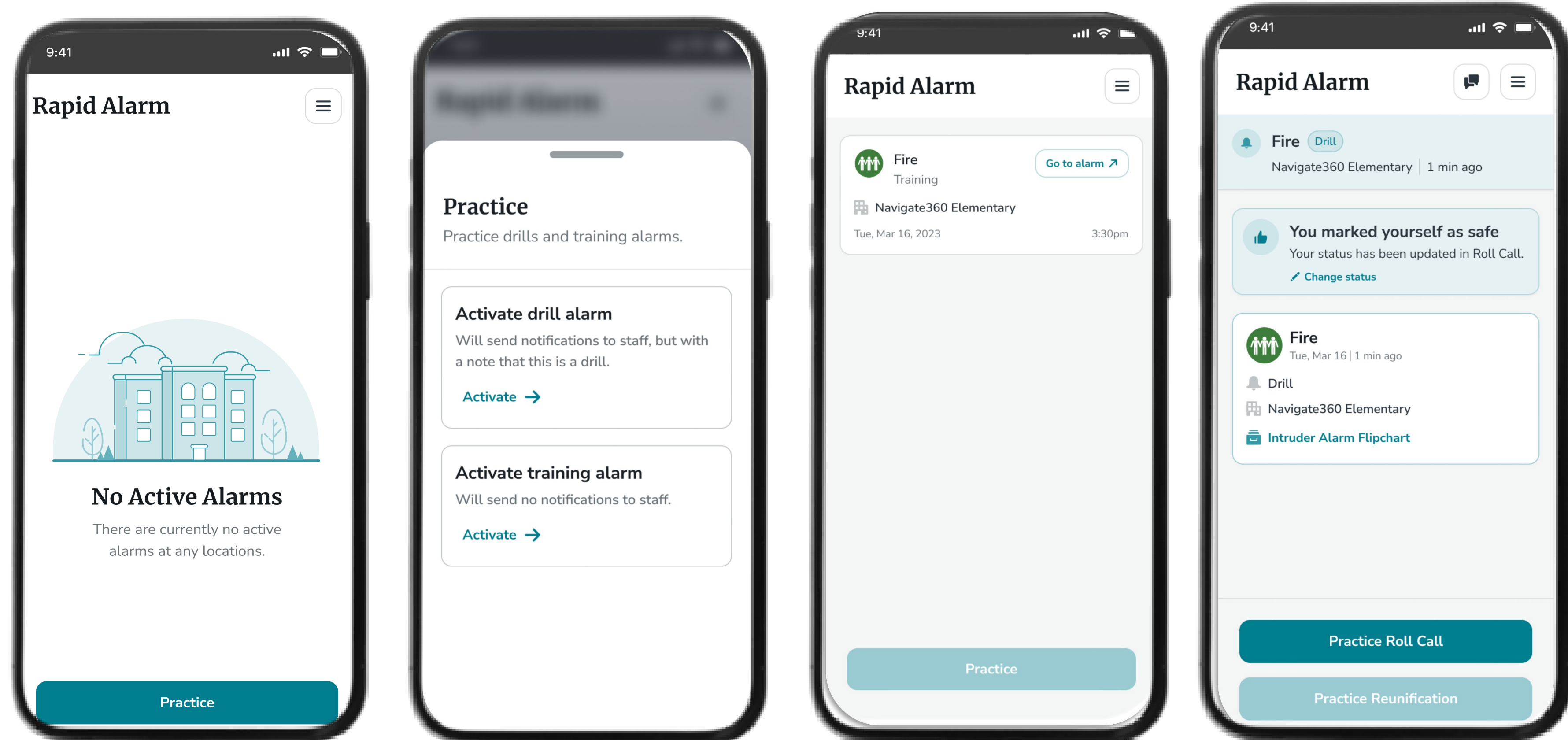
Enable staff to activate a practice alarm for drill or training scenarios.

The **Practice** option on Rapid Alarm will enable users to activate and access a drill or training alarm for their selected site. A practice alarm is executed in Rapid Alarm to reduce accidental emergency alarm activations and to enable users to still activate a real emergency alarm from the home screen at any time.

Select the **Drill or Training Alarm**.

Select the **Alarm Type** to be activated.

Once Practice alarm is activated, select **Go to alarm** to view practice alarm details and workflows.



### Practice Alarm Types:

- **Drill:** Used for notification testing and for performing emergency drills on campus. This alarm type notifies all users a drill alarm has been activated.
- **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.

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

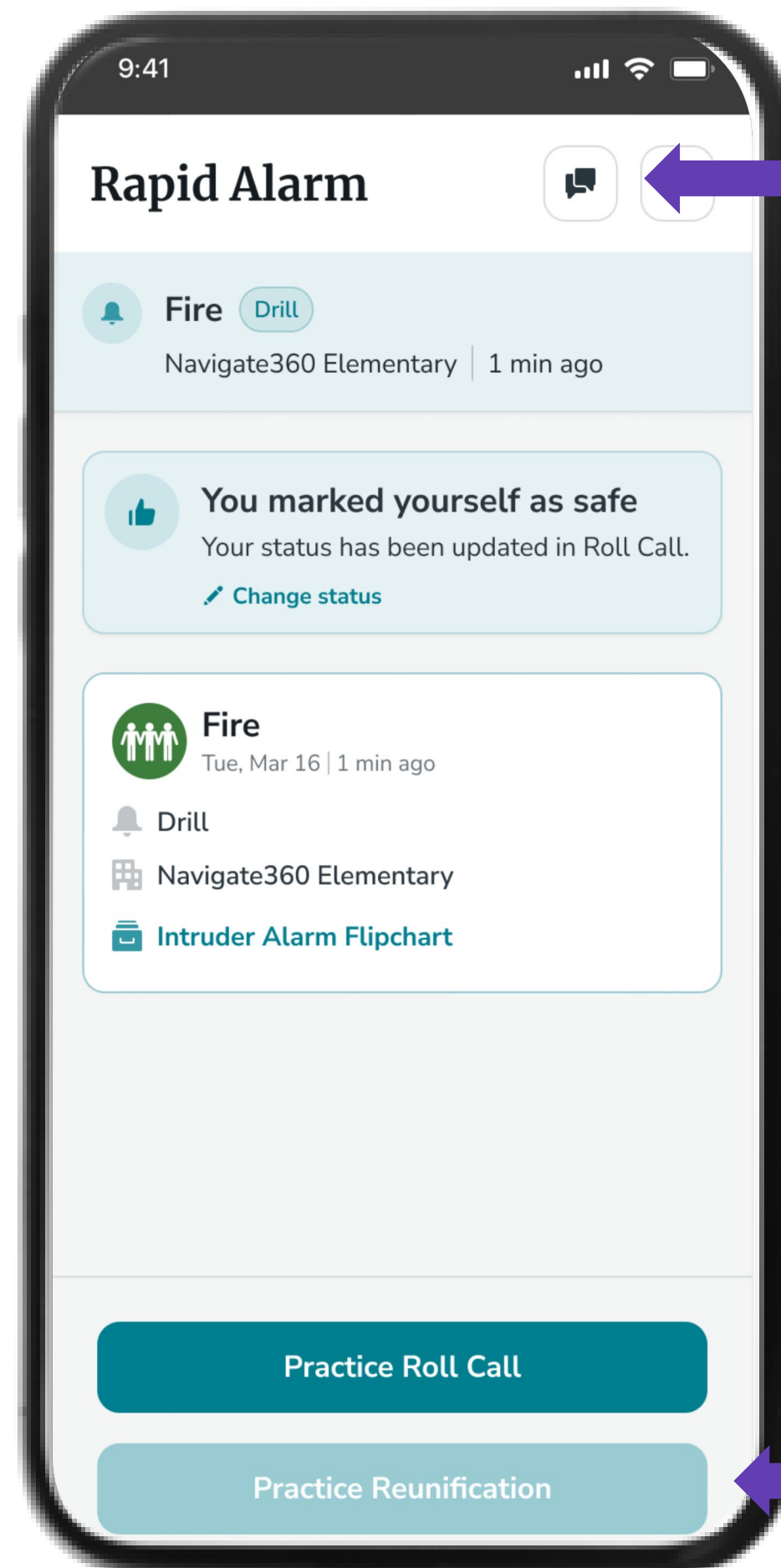




# Navigating the Mobile App During a Practice Alarm - Staff

Staff can quickly access student rosters, staff, and visitor\* lists for Roll Call and student & guardian information for Reunification directly from Rapid Alarm during an active practice alarm.

Quick Reference to **Practice Alarm Type, Site, and Drill or Training Mode**

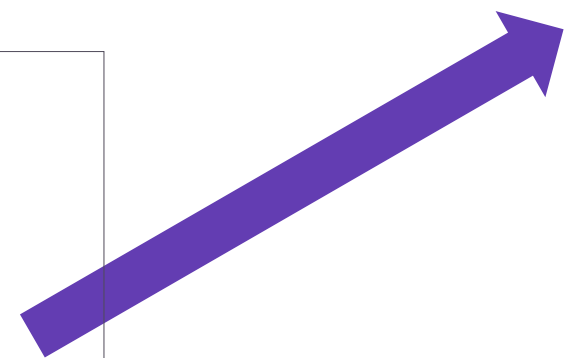


Access site-wide **chat** tool to message back and forth with staff members.



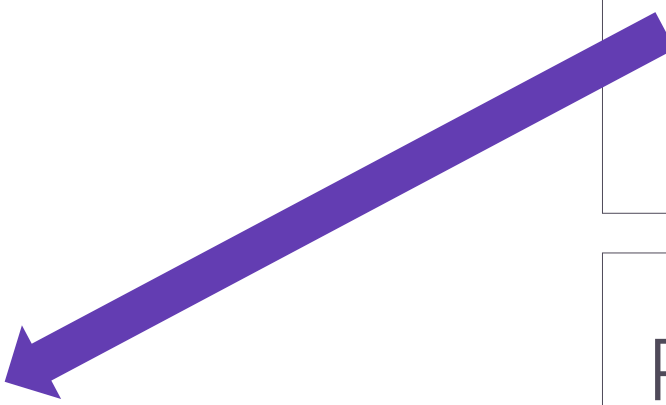
Account for yourself – **Are you safe?**

- I am Safe
- I need assistance
- I am not on campus

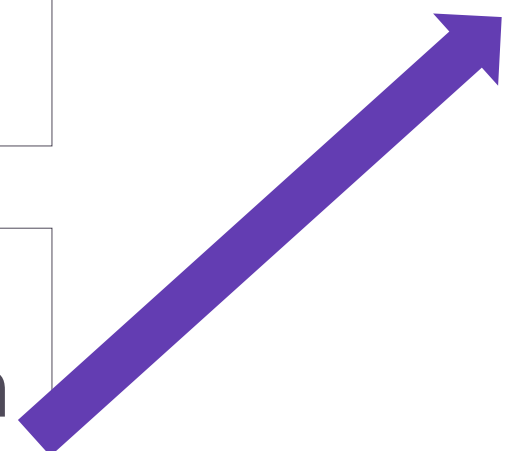


Practice accounting for students, staff and visitors\* – **Roll Call**

- Accounted for
- Needs assistance
- Not on campus
- Exception



Access additional practice alarm details, including a Flipchart if linked by an administrator ahead of time.



Practice safely reuniting students and their guardians - **Reunification**

*\*Real Student & Guardian data will be used if practicing Reunification*

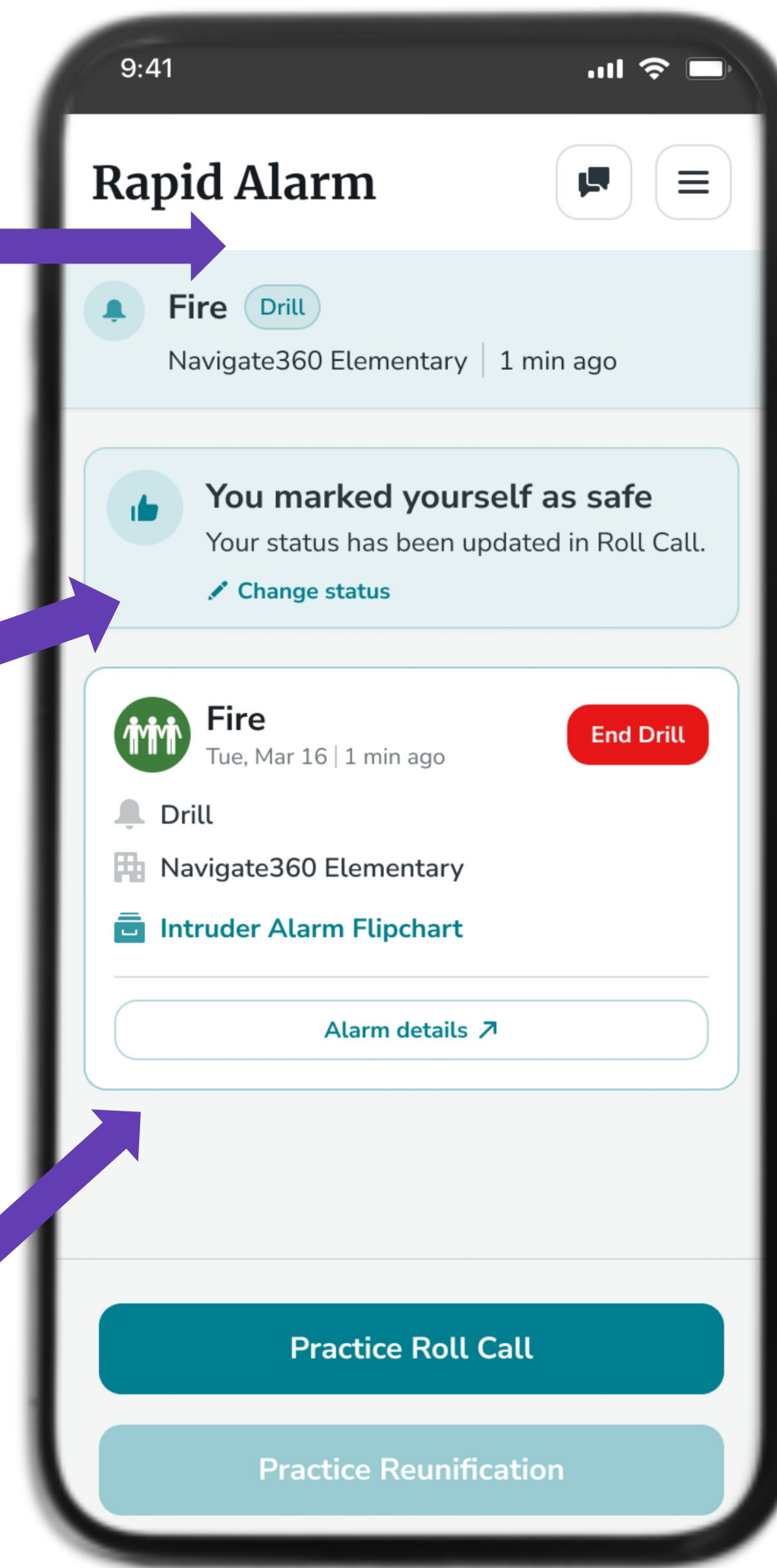




# Navigating the Mobile App During a Practice Alarm - Admin

Admins gain command view oversight and can ensure staff coordination directly from Rapid Alarm during an active practice alarm.

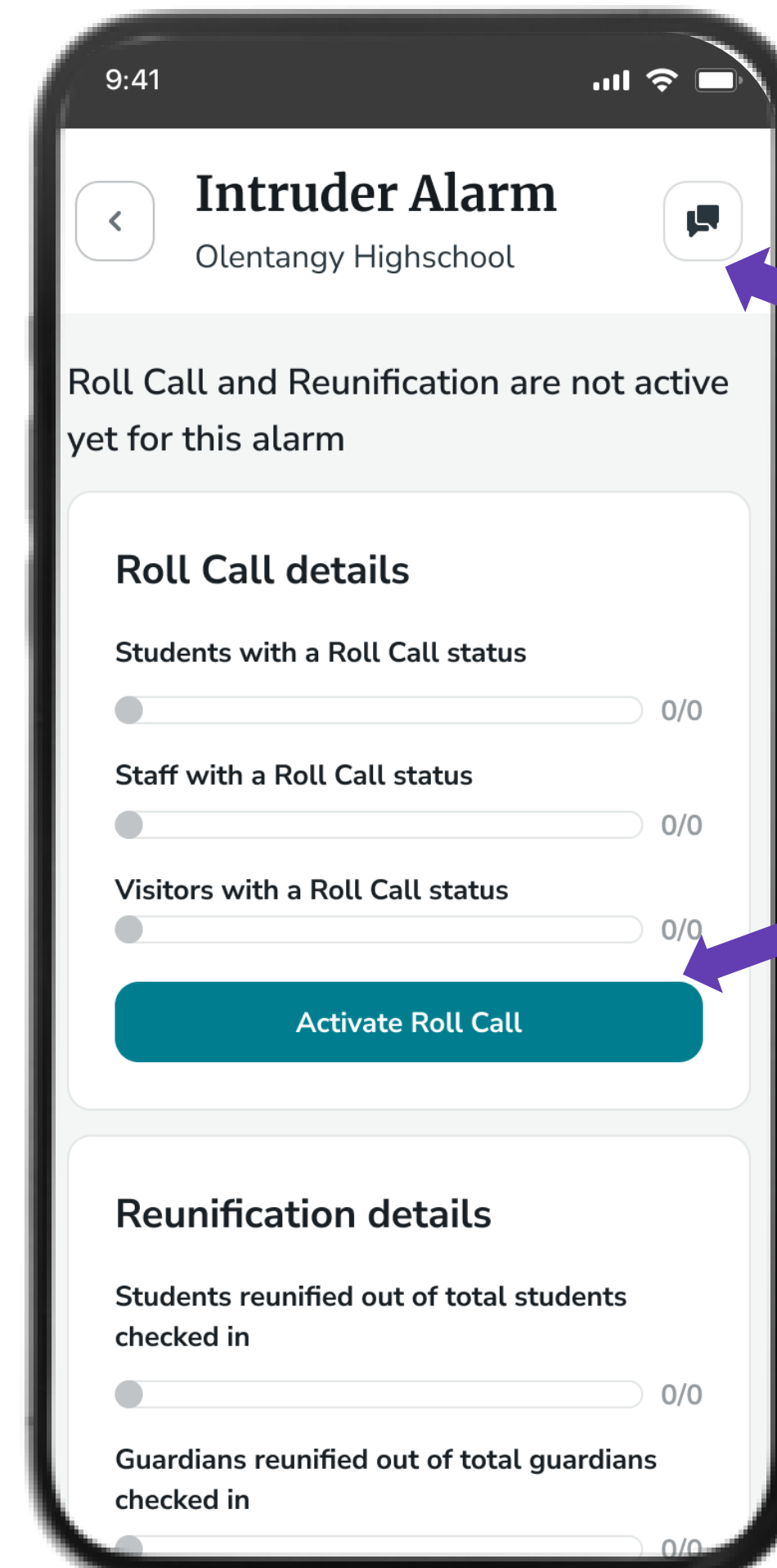
Quick Reference to **Practice Alarm Type, Site, and Drill or Training Mode**



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

- I am Safe
- I need assistance
- I am not on campus

Admin access to additional alarm details, including ability to activate/end Roll Call & Reunification.



Access site-wide **chat** tool to message back and forth with staff members as well as the admin group.

Activate and/or End **Roll Call & Reunification** and ability to view real time statistics for both workflows

\*Ending Reunification also ends the practice alarm

End the practice alarm directly from the alarm screen in Rapid Alarm



# Emergency or Practice Alarm – Student Roll Call

Account for your students using the My Classes and Students tabs.

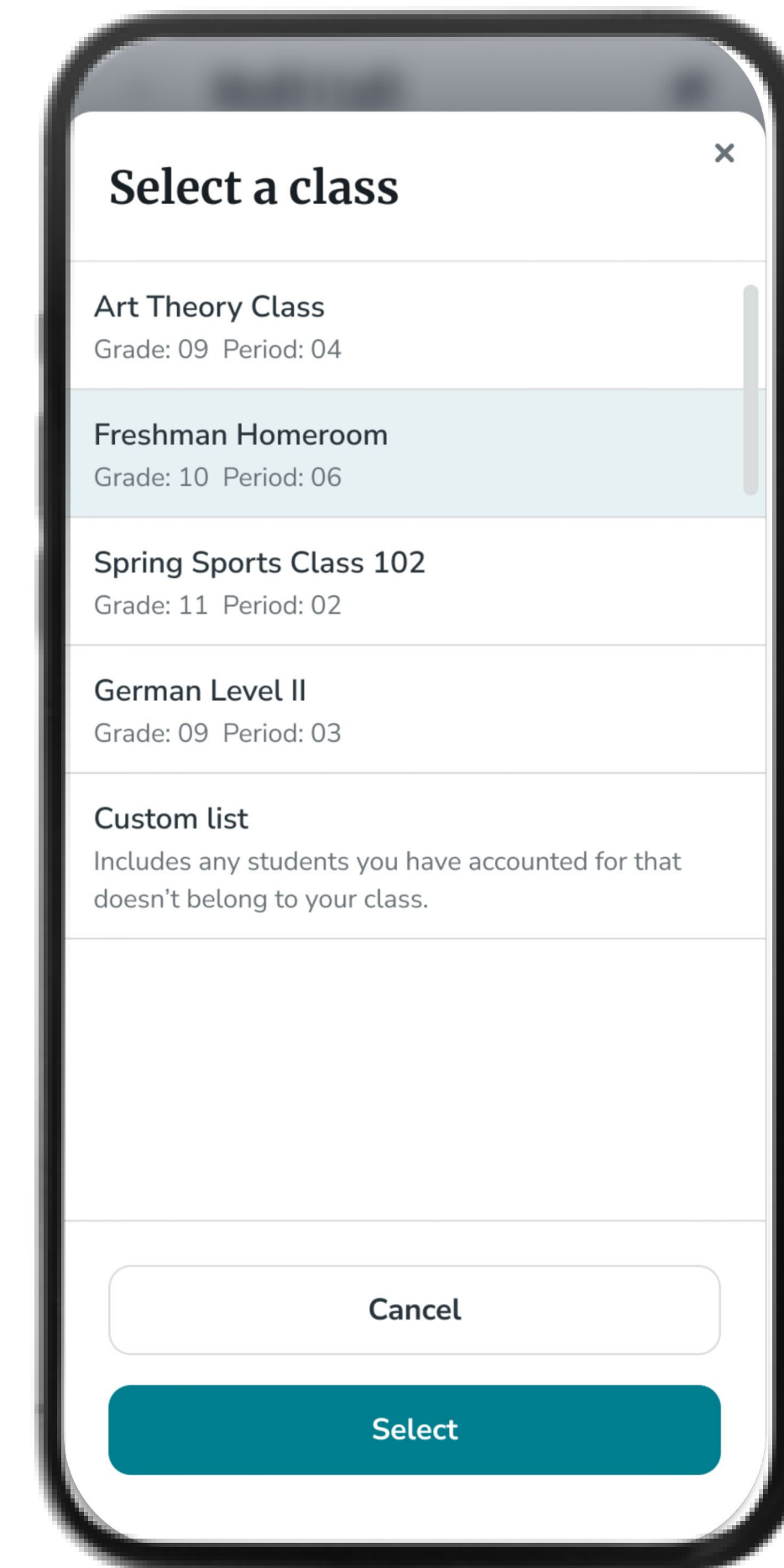
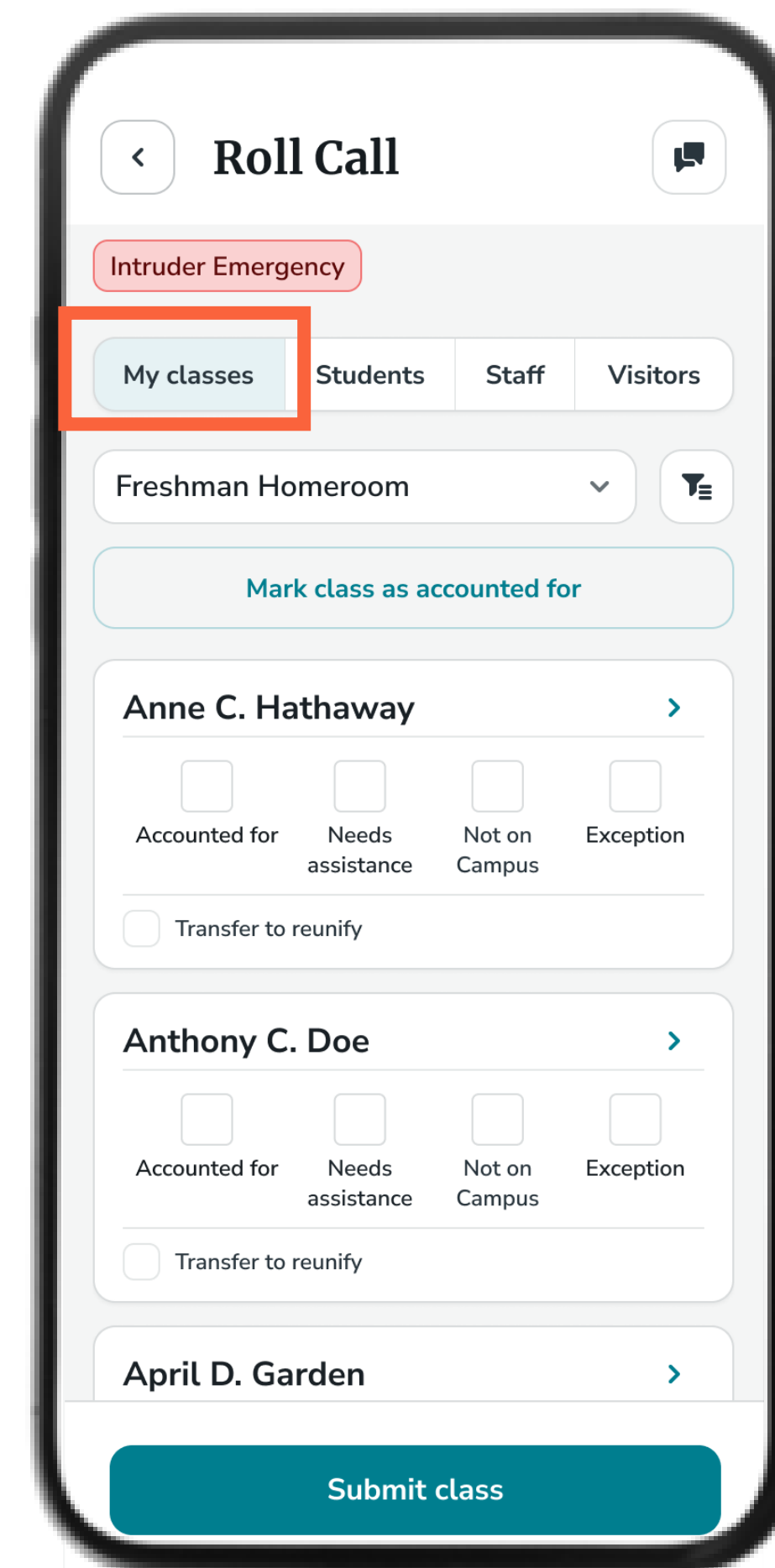
From the **My Classes** tab, select a class to view and account for students using the following status options:

1. Accounted for
2. Needs Assistance
3. Not on Campus
4. Exception

Depending on the alarm type settings, staff may be able to select **Mark all accounted for** to apply the accounted for status on all students in the class.

Each user will only see their rostered classes. Any students accounted for from the **Students tab** that are not included on the user's SIS synced roster(s) will appear in their Custom list at the end of the class list.

Once all students are given a Roll Call status, submit your roster to Administrators by selecting **Submit class**. You can update your roster as many times as needed. If a student(s)' status changes, a class can be resubmitted by selecting **Submit class**. **Custom list classes** can also be submitted like any other class.







# Emergency or Practice Alarm – Student Roll Call & Custom List

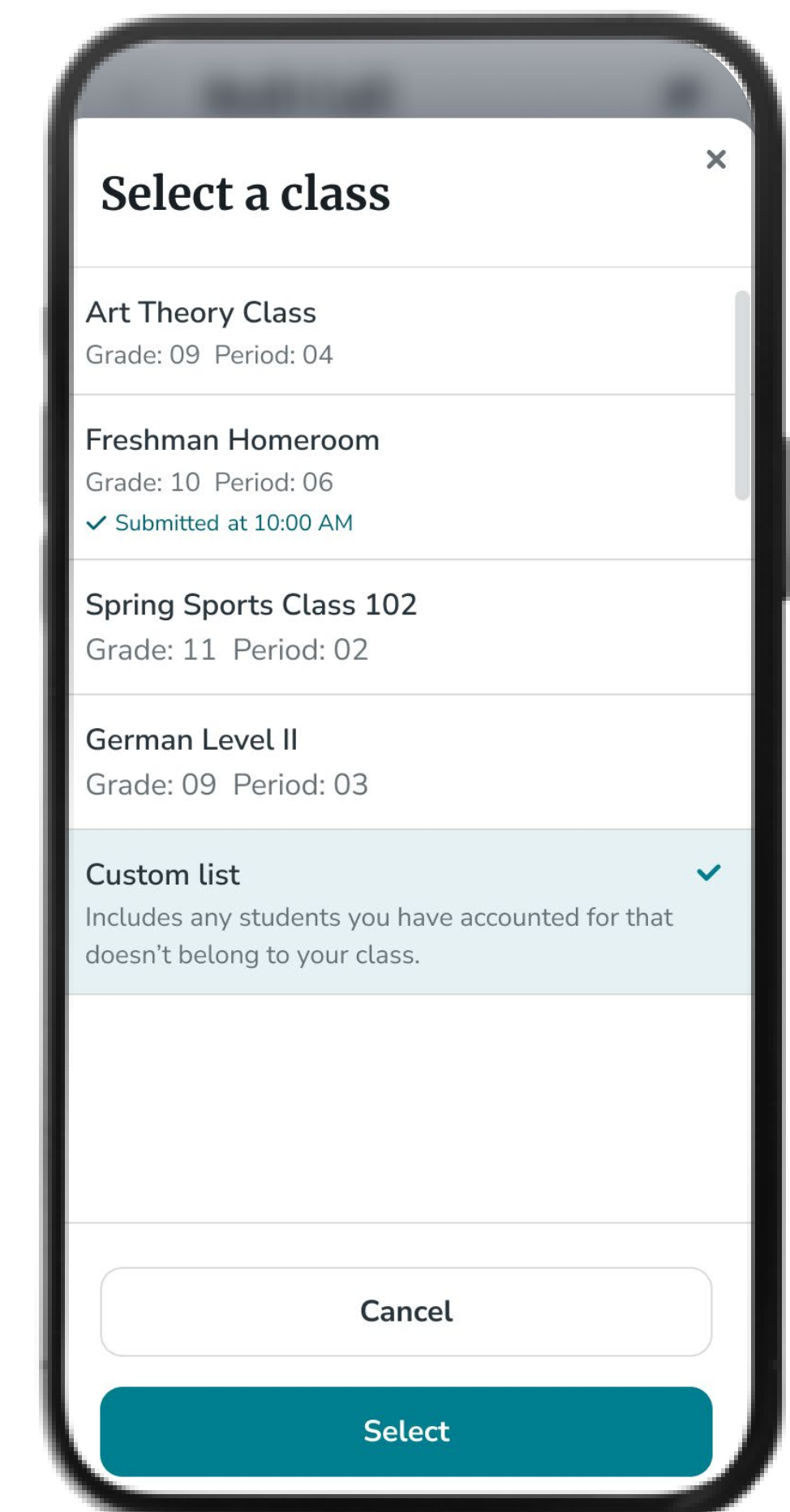
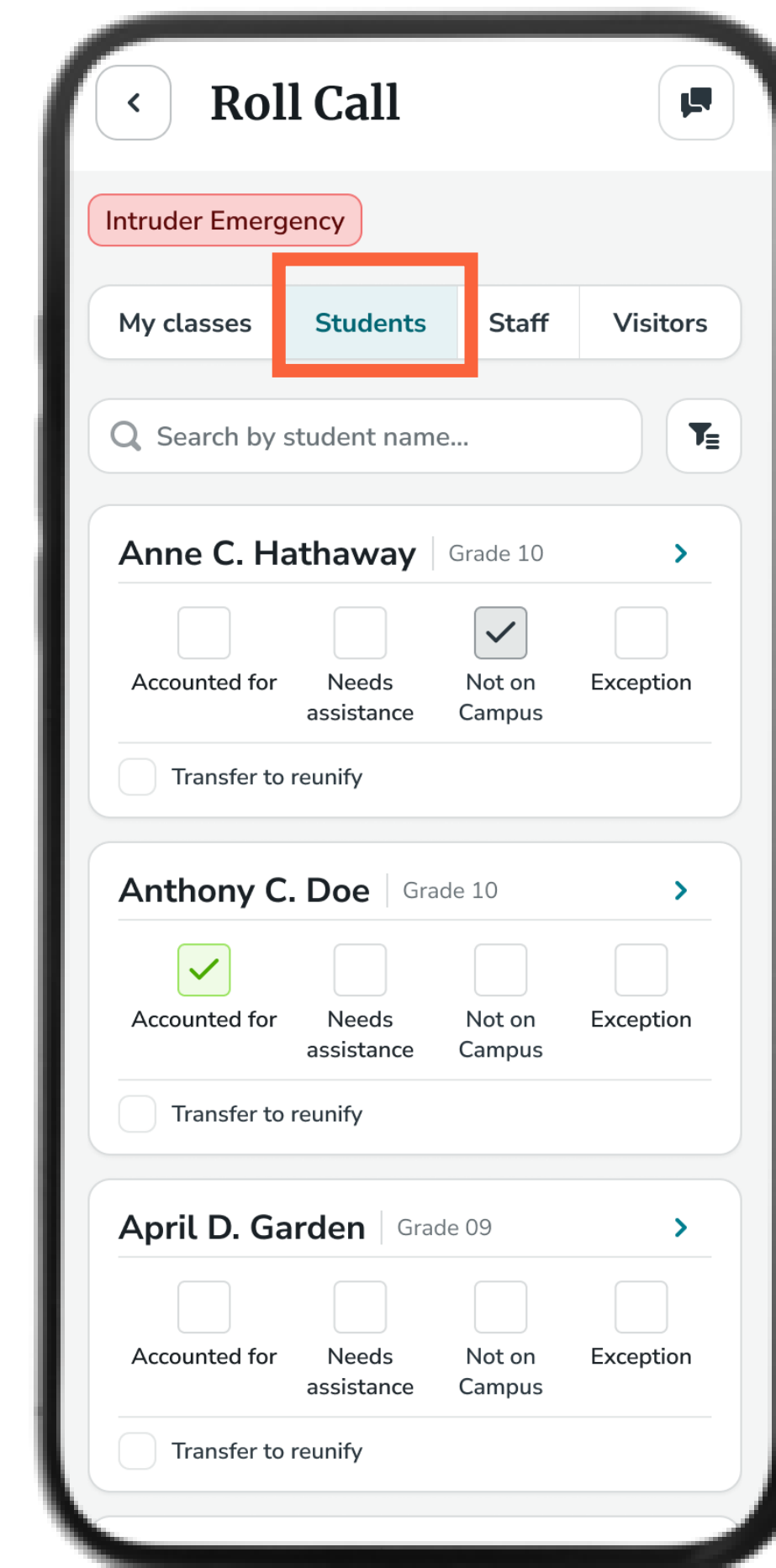
Account for students outside of your SIS synced class by using the Students tab & Custom List feature.

For staff members who do not have classes (Administration, Cafeteria Workers, Custodial Staff...), or teaching staff who are assisting with other teachers' classes, account for students by using the **Students tab**, then submitting the **Custom List** from the **My Classes tab**.

From the **Students tab**, search by name and filter by grade and/or status to find each student. Select the appropriate Roll Call status:

1. Accounted for
2. Needs Assistance
3. Not on Campus
4. Exception

Next, if directed by administration, navigate to the **My Classes tab**, select **Custom List** to view the student(s) accounted for and select **Submit class**. You can update these students' Roll Call status as many times as needed. If a student(s)' status changes, a the **Custom List** can be resubmitted by selecting **Submit class**.







# Emergency or Practice Alarm – Student Roll Call History & Adding Notes to Individual Student Records

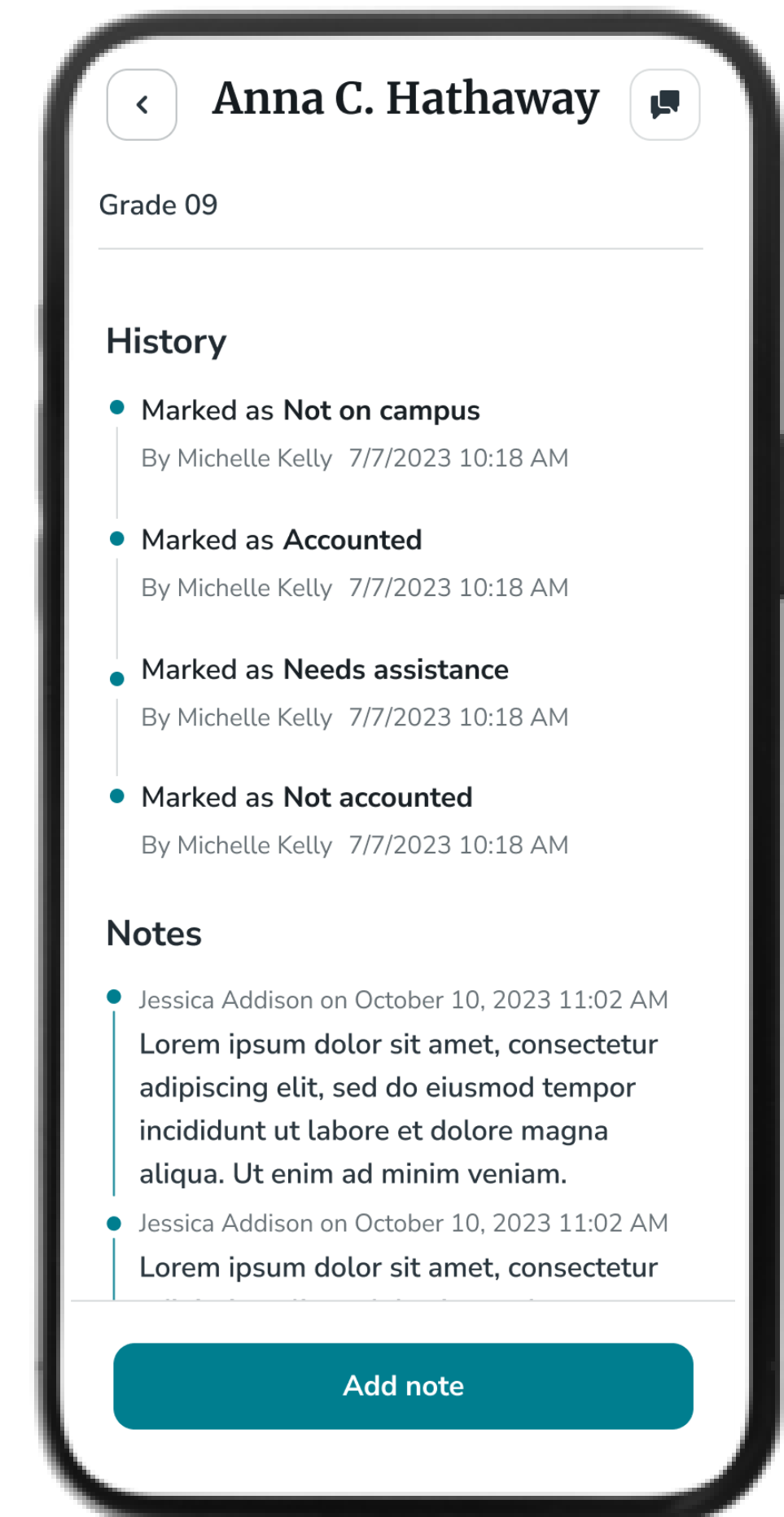
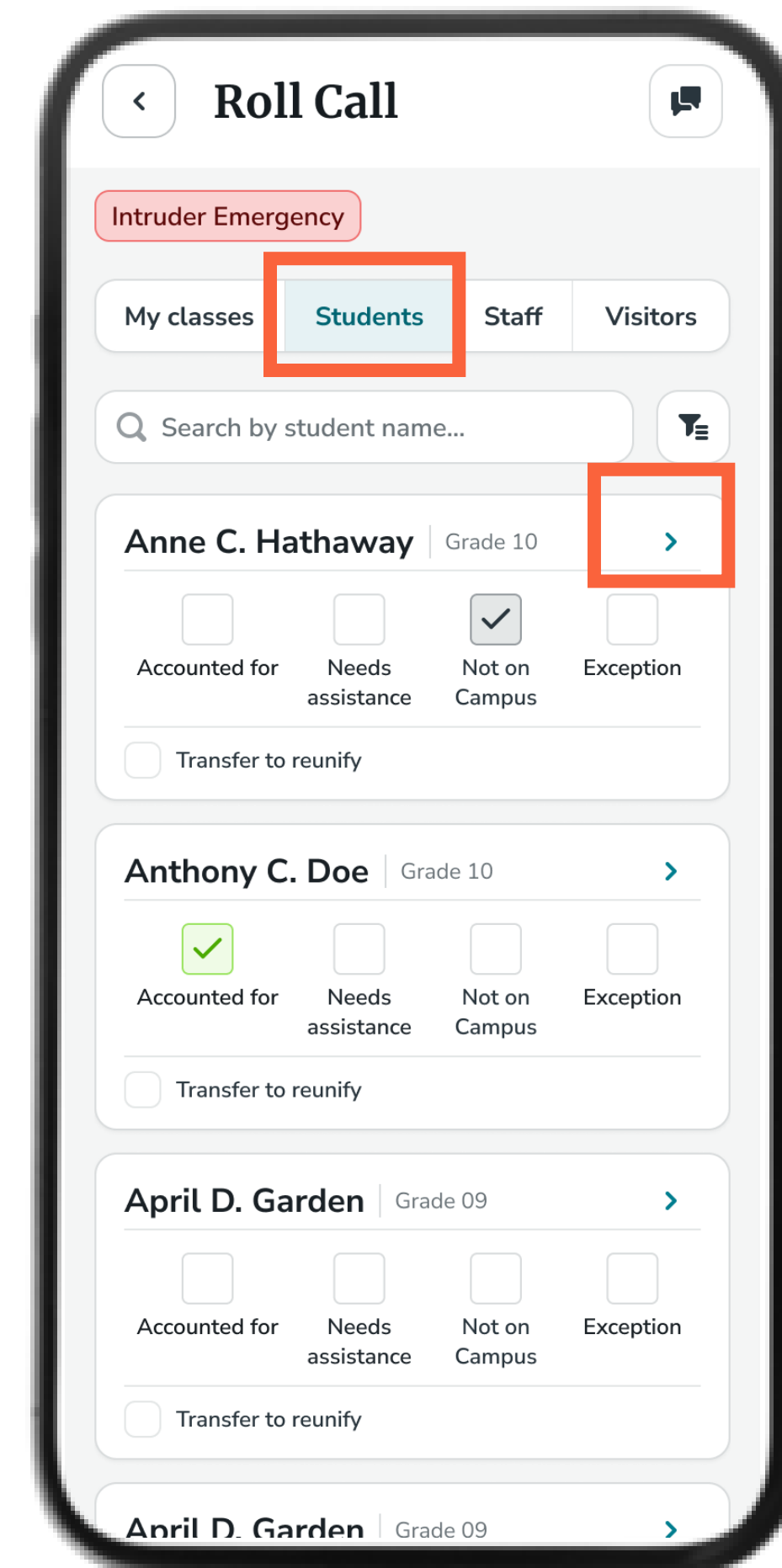
Add notes to student records to view and share information with administrators overseeing the emergency.

From either the **My Classes Tab** or **Students tab**, select the arrow to the right of each student's name to view their Roll Call history.

Once on the student's Roll Call history, you will see the timeline of all activity associated to the student's status during Roll Call, as well as any notes that have been saved during the alarm.

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

Select **Confirm** to save it to the the student's record.





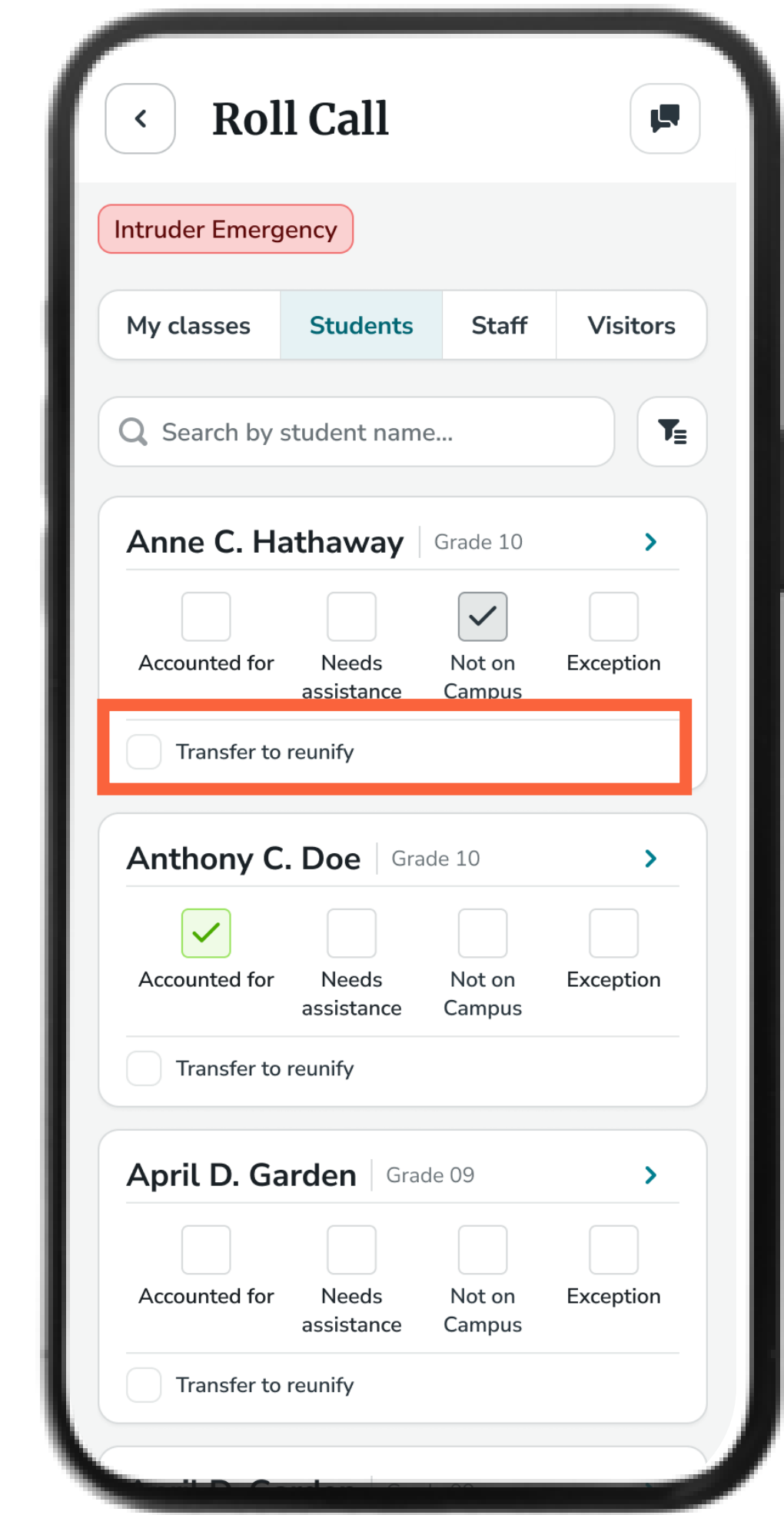
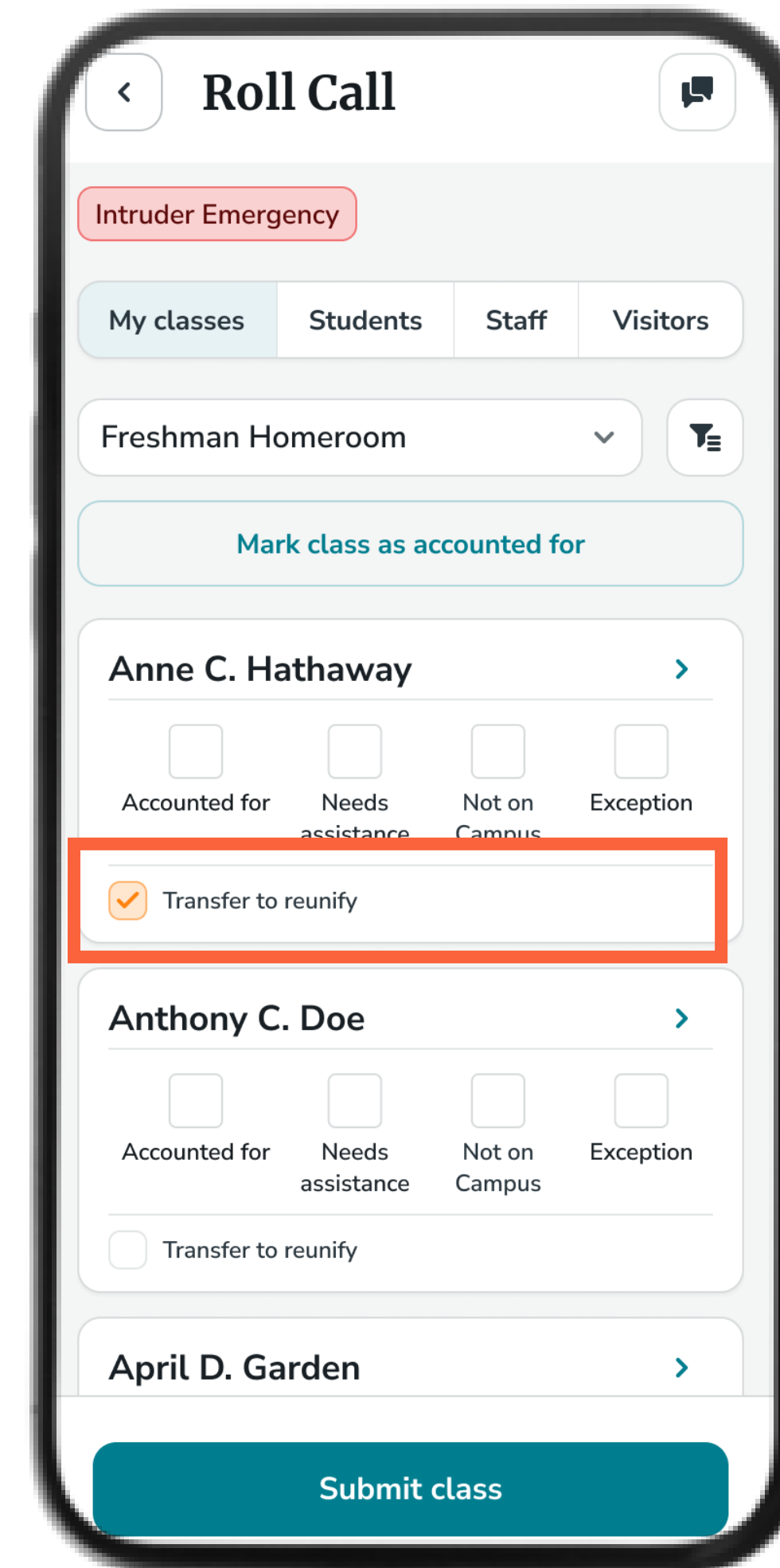
# Emergency or Practice Alarm – Student Roll Call Transfer to Reunify

Track student whereabouts in Roll Call as Reunification is beginning.

Administrators can activate a Reunification event either from the mobile app or desktop application. Once activated, staff can continue to use Roll Call to mark students who are being transported to the Reunification site.

From either the **My Classes Tab** or **Students tab** in **Roll Call**, search or filter for a student, then select **Transfer to Reunify** below the Roll Call status options for each student.

The **Transfer to Reunify** status will be an additional status to a student's Roll Call status; and will automatically place the student on the Reunification list for staff to expect them. Once they have arrived at the Reunification site, these students will still need to be marked as Checked In to ensure all students are accounted for at each stage of the emergency.





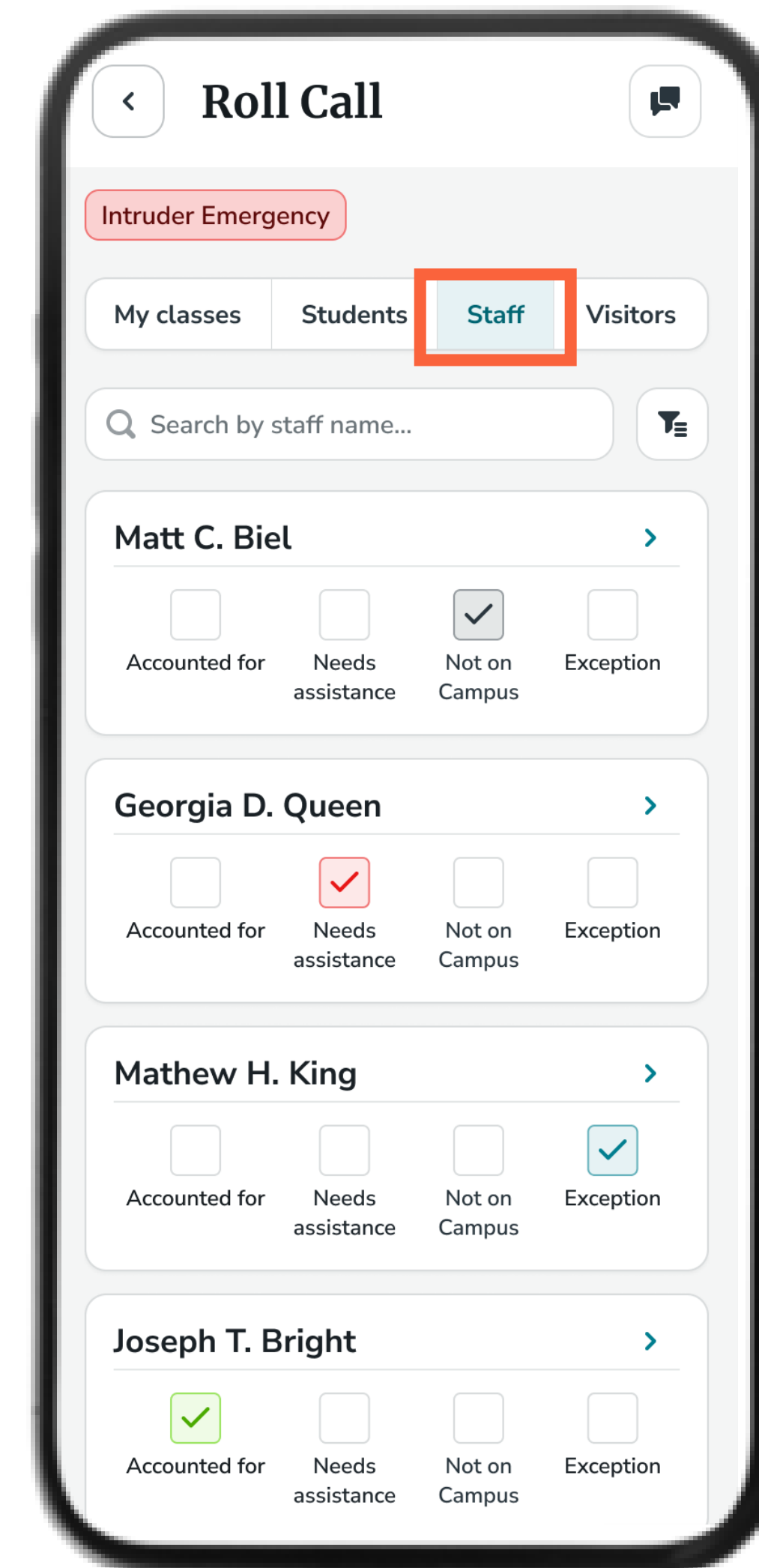
# Emergency or Practice Alarm – Staff Accountability

Account for any staff who may not have their mobile device on them to mark themselves safe.

From the **Staff tab**, search by name and filter by status to find a staff member, then select the appropriate Roll Call status:

1. Accounted for
2. Needs Assistance
3. Not on Campus
4. Exception

View Roll Call history and add notes to Staff Members with the same steps for Student notes.







# Emergency or Practice Alarm – Visitor Accountability

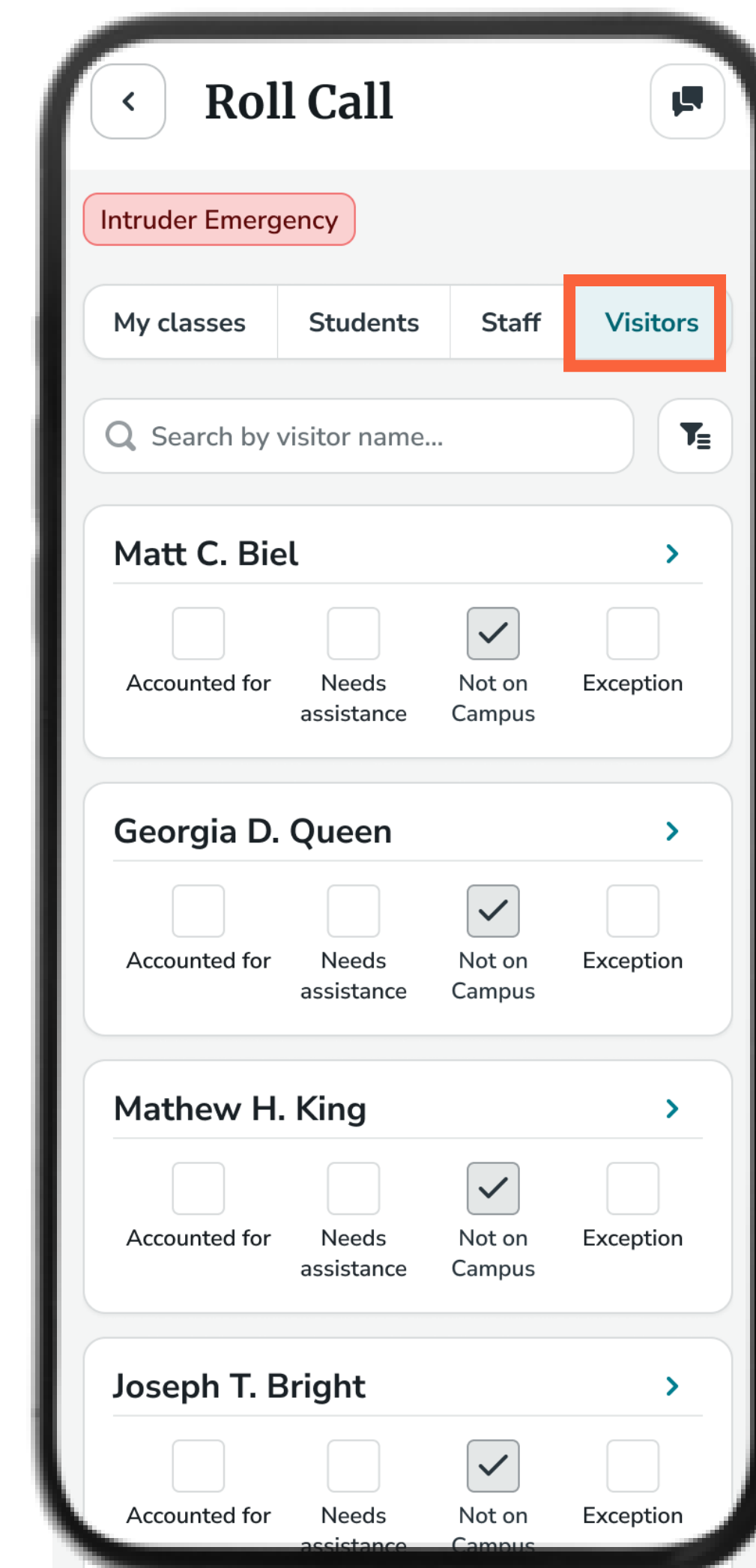
Account for visitors checked-in at your campus location using the Visitor Management solution

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

From the **Visitors tab**, search by name and filter by status to find a visitor, then select the appropriate Roll Call status:

1. Accounted for
2. Needs Assistance
3. Not on Campus
4. Exception

View Roll Call history and add notes to visitors with the same steps for Student & Staff notes.





# End an Emergency – Admin User Permissions Required

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

From the **Alarm Details Dashboard**, review the **Roll Call Details** section for an overview of Student, Staff, and Visitor accountability statistics. Scroll down to view a comprehensive list of submitted classes.

When the campus receives the all-clear to end the alarm, **Admin Users** will have the option to **end the alarm** from the mobile or desktop application.

Once ended, users will receive an in-app notification that the alarm status has changed and the alarm will be automatically ended.

If the Emergency Alarm was a Drill, Admin Users can pivot to marking the drill as logged from the Drills Dashboard in the desktop application.

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

