

Emergency Management: Mobile App Resource Guide

Staff User Quick Reference Guide



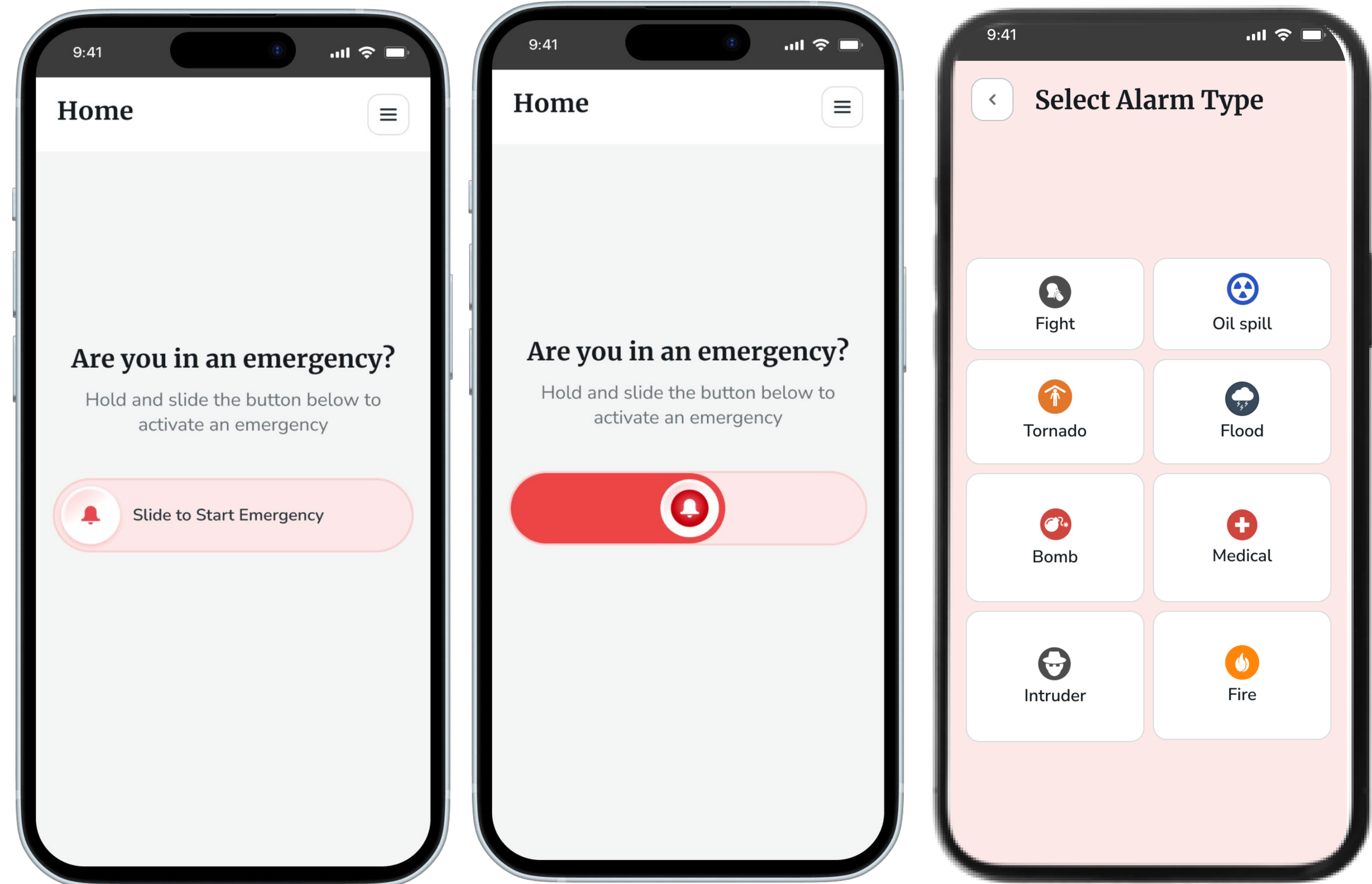
Start an Emergency – Activate Emergency Alarm

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.

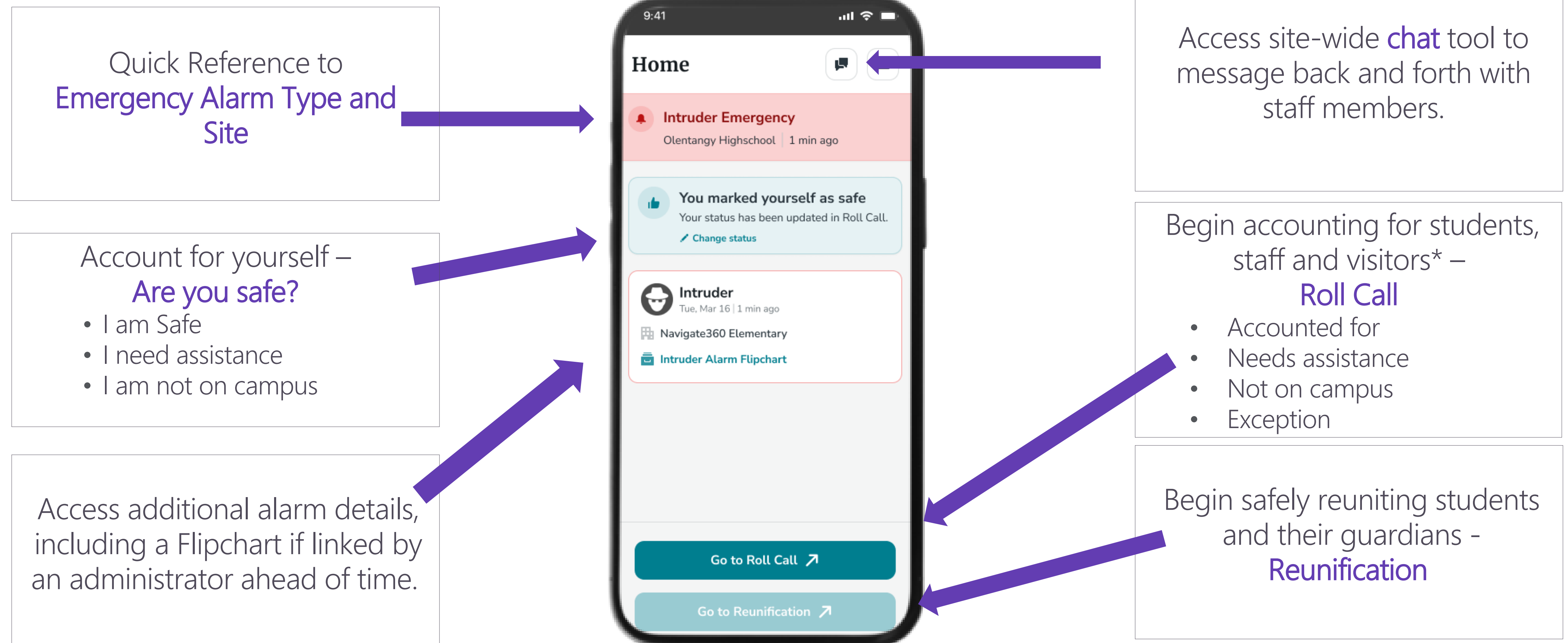
Depending on the alarm type settings, a **5 second countdown** may be applied, with an option to override countdown and activate the alarm.





Navigating the Mobile App During an Emergency Alarm

Staff 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.





Accounting for Your Class in Student Roll Call

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

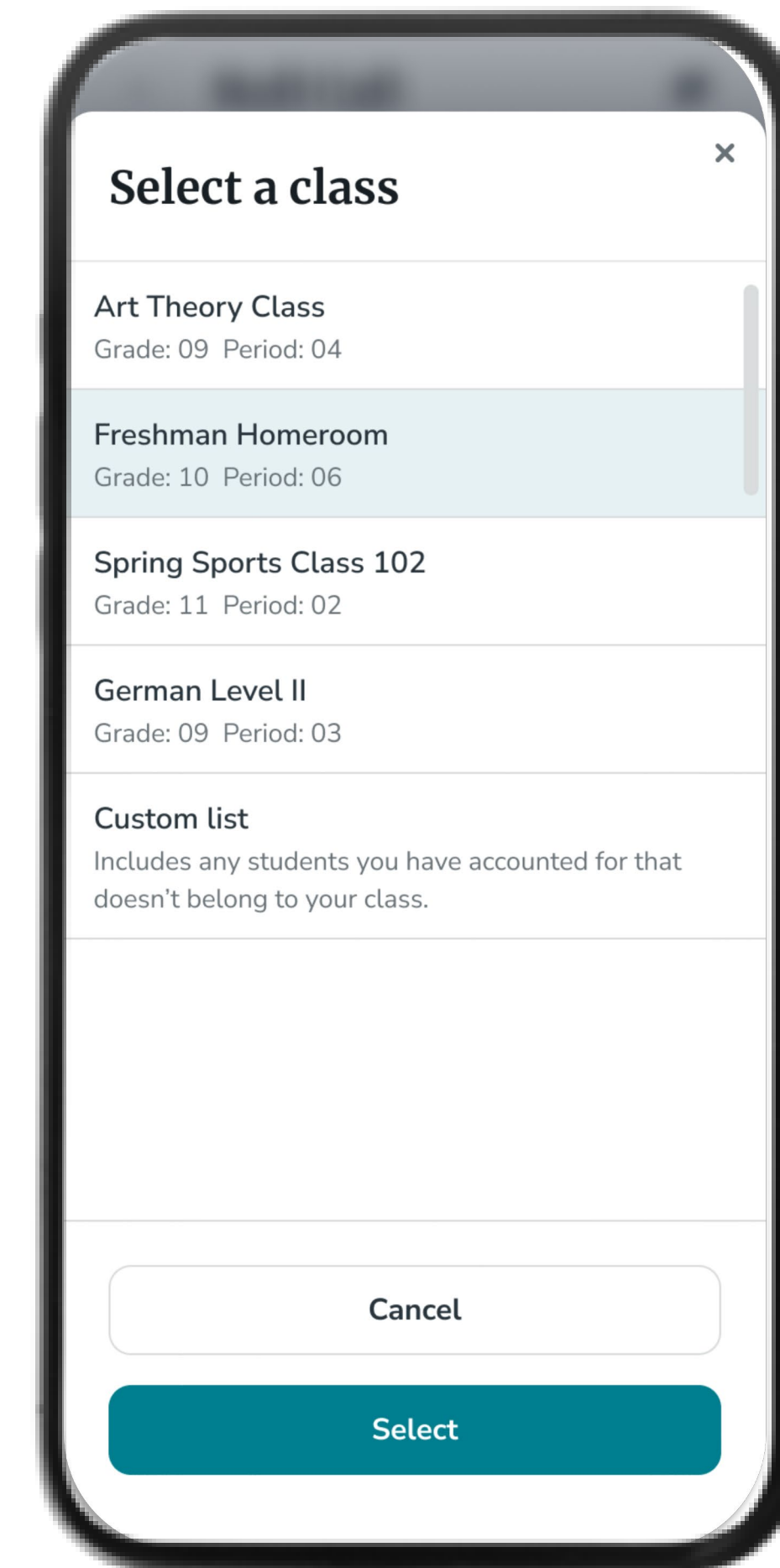
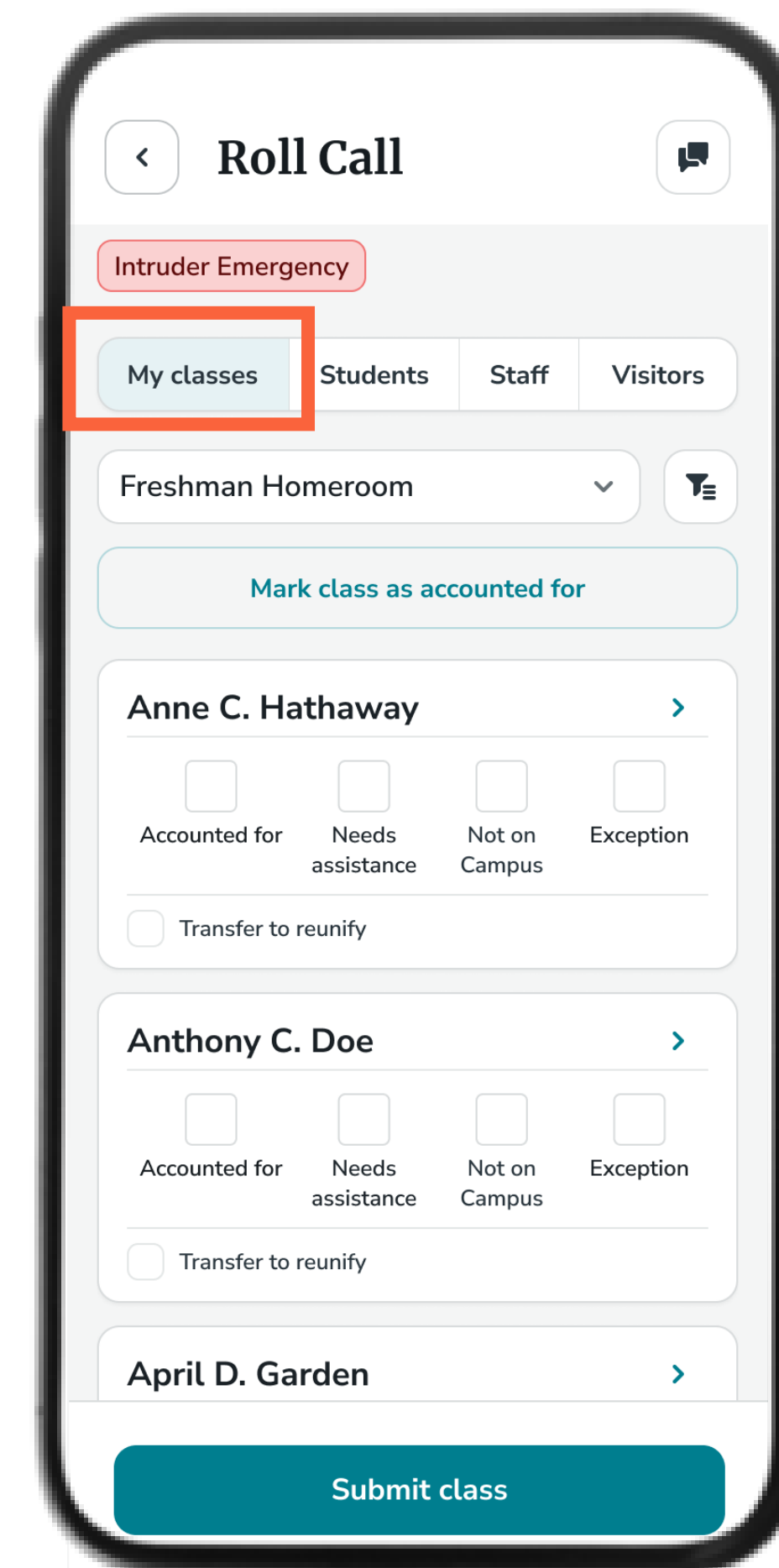
From the **My Classes** tab, select a class to view and account for students using the following status options:

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.





Accounting for Other Students Not in Your Class

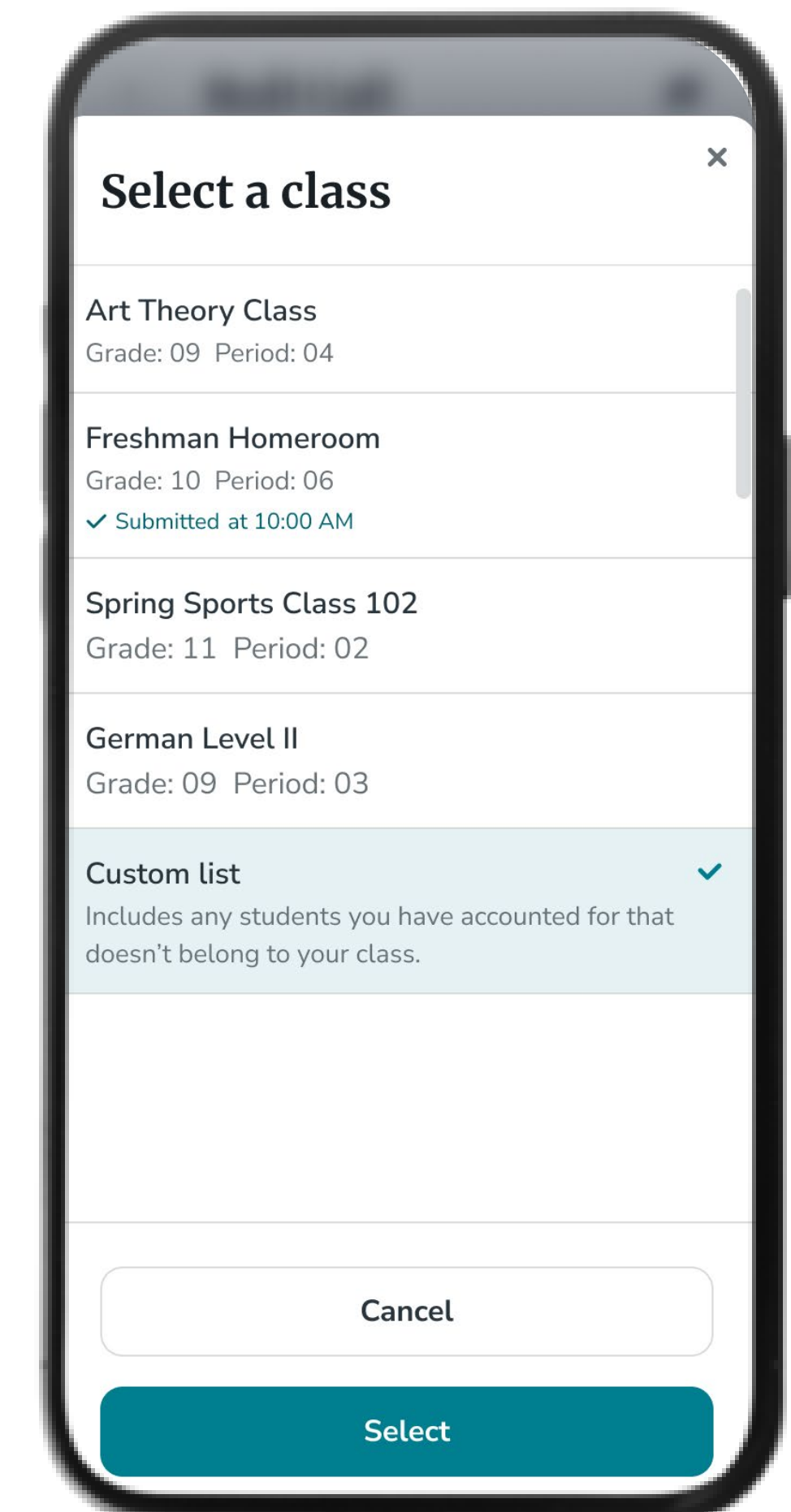
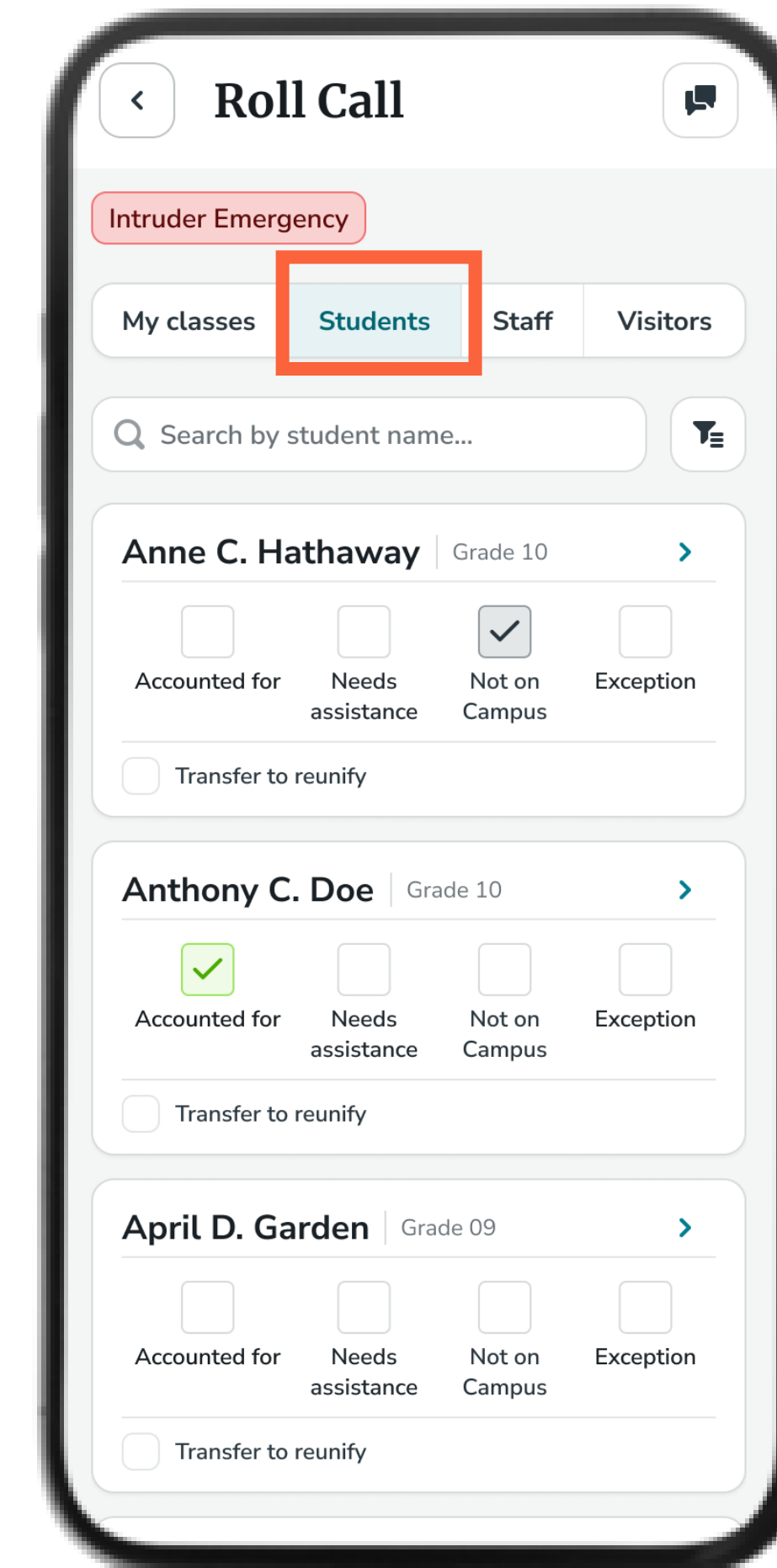
Account for students outside of your SIS synced class by using the Students tab & Custom List feature.

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**.





Viewing Student Roll Call History & Adding Notes to Individual Student Records

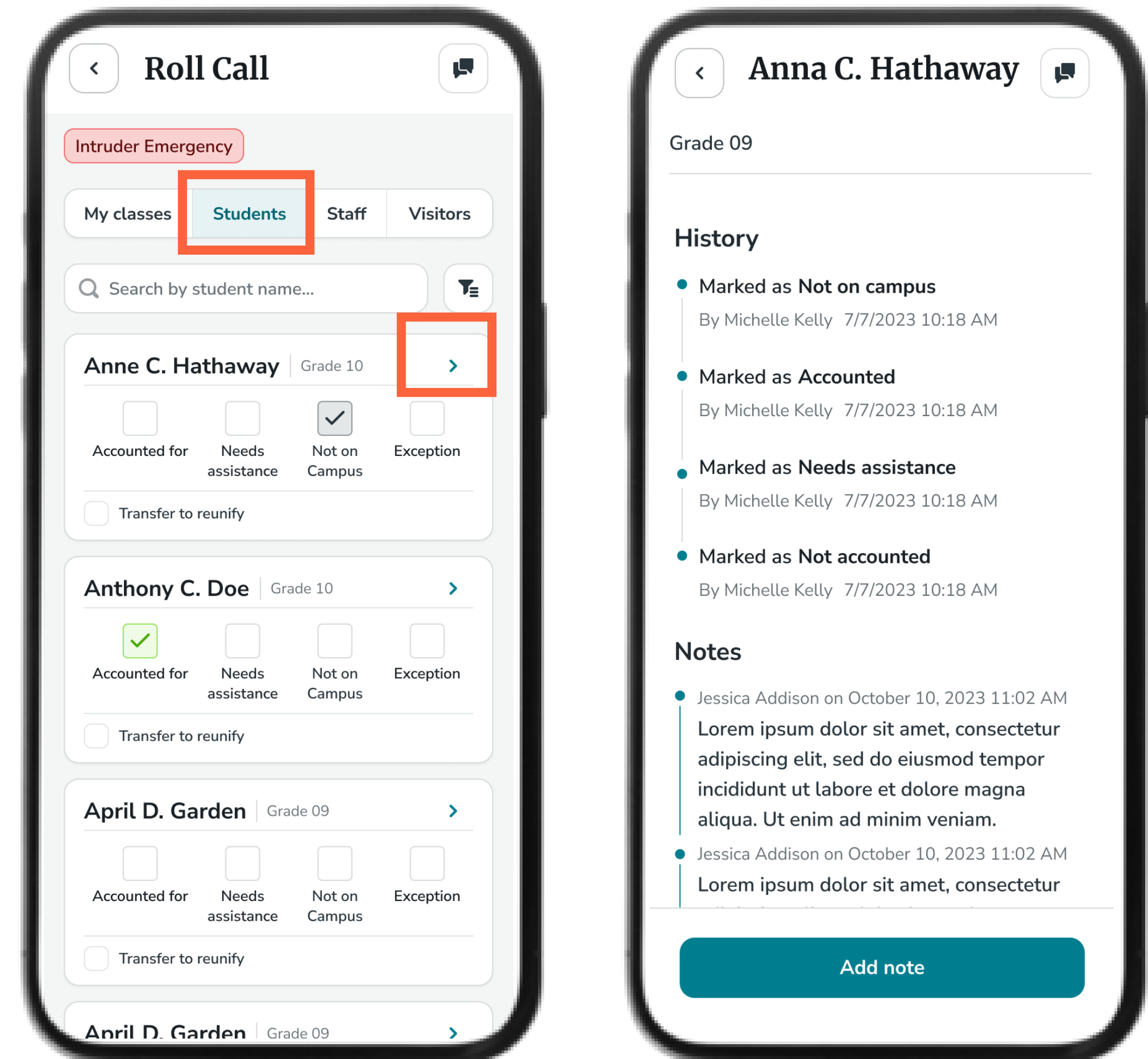
Add notes to student records to view and share information with administrators overseeing the emergency.

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.





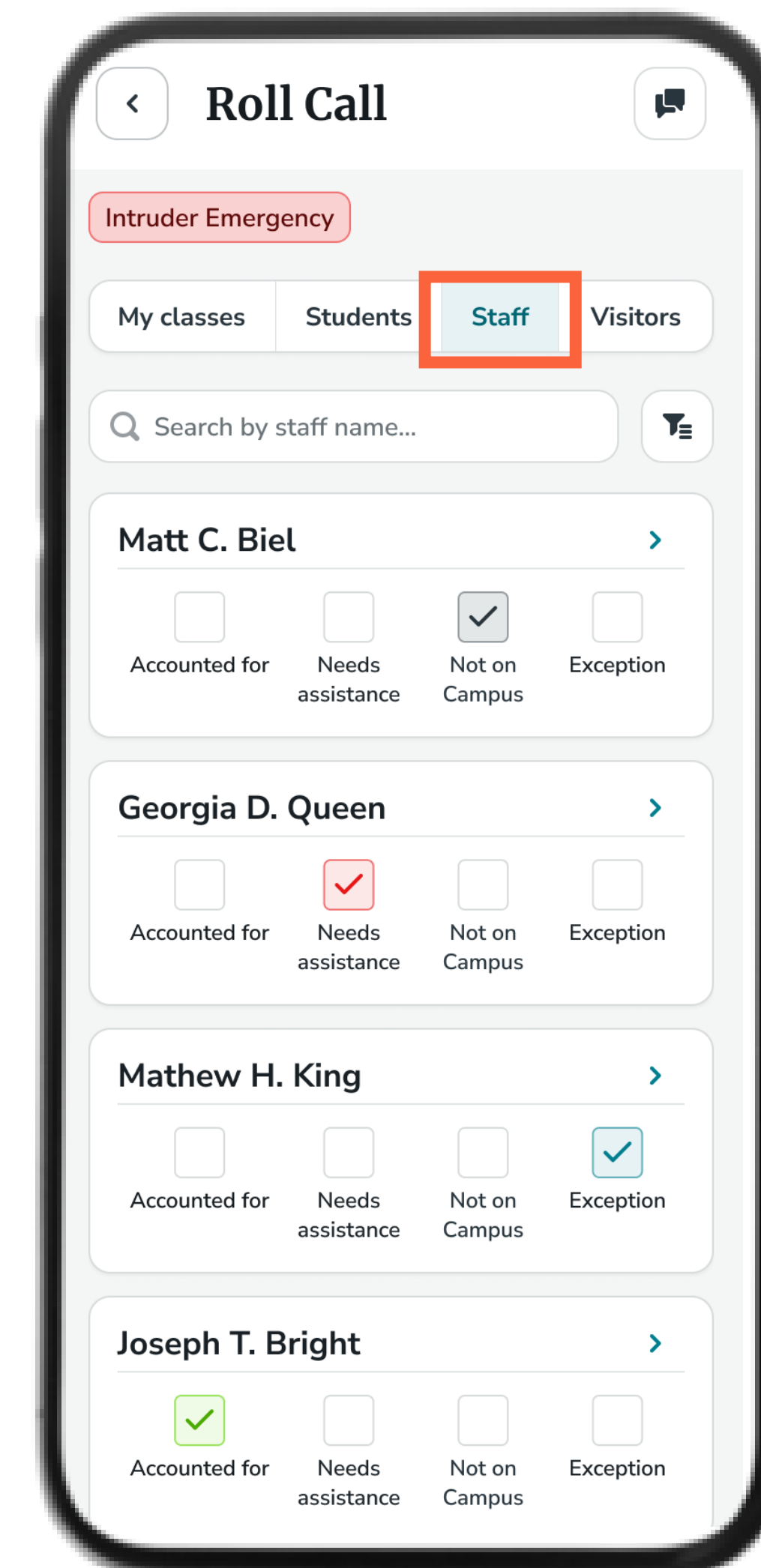
Accounting for Staff Members

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.



Additional Resources

Frequently Asked Questions



<p>Where do I download the Mobile App?</p>	<p>Apple App Store: Click here to download Google Play Store: Click here to download</p>
<p>How do I log into the Mobile App?</p>	<p>Enter your Email and Password.</p> <p>If you are logging in for the first time, you can select "Forgot Password" to reset your access credentials to login. You will receive an email from noreply@navigate360.com to reset your login credentials.</p> <p>For additional assistance, reach out to your District's Emergency Management Administrator.</p>
<p>How do I log into the Mobile App with Clever Single Sign-On?</p>	<p>Select "Log in with Clever" to use the Single Sign-On option.</p> <p>This will open a browser window and prompt you to log into Clever. Once logged in, navigate back to the EMS mobile app.</p>
<p>How do I log into the Mobile App with ClassLink Single Sign-On?</p>	<p>This feature is coming soon to the mobile app!</p> <p>For now, users can log in with their email and password combination.</p>



Logging In – Selecting Your School Site

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

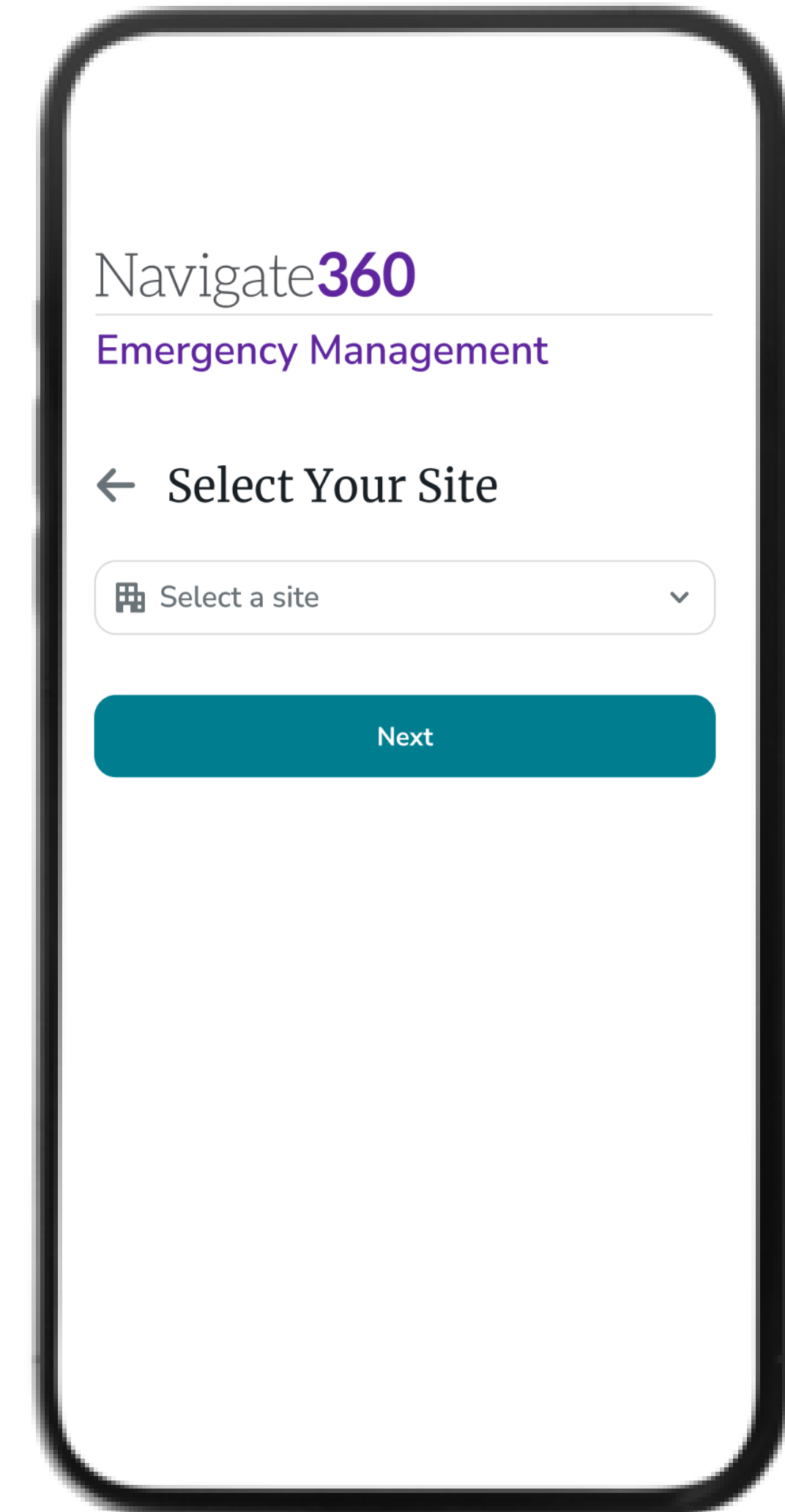
District Emergency Management accounts are often separated into specific school building locations to allow drills and emergencies to be activated on a per-building basis. These are referred to in EMS as sites.

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.





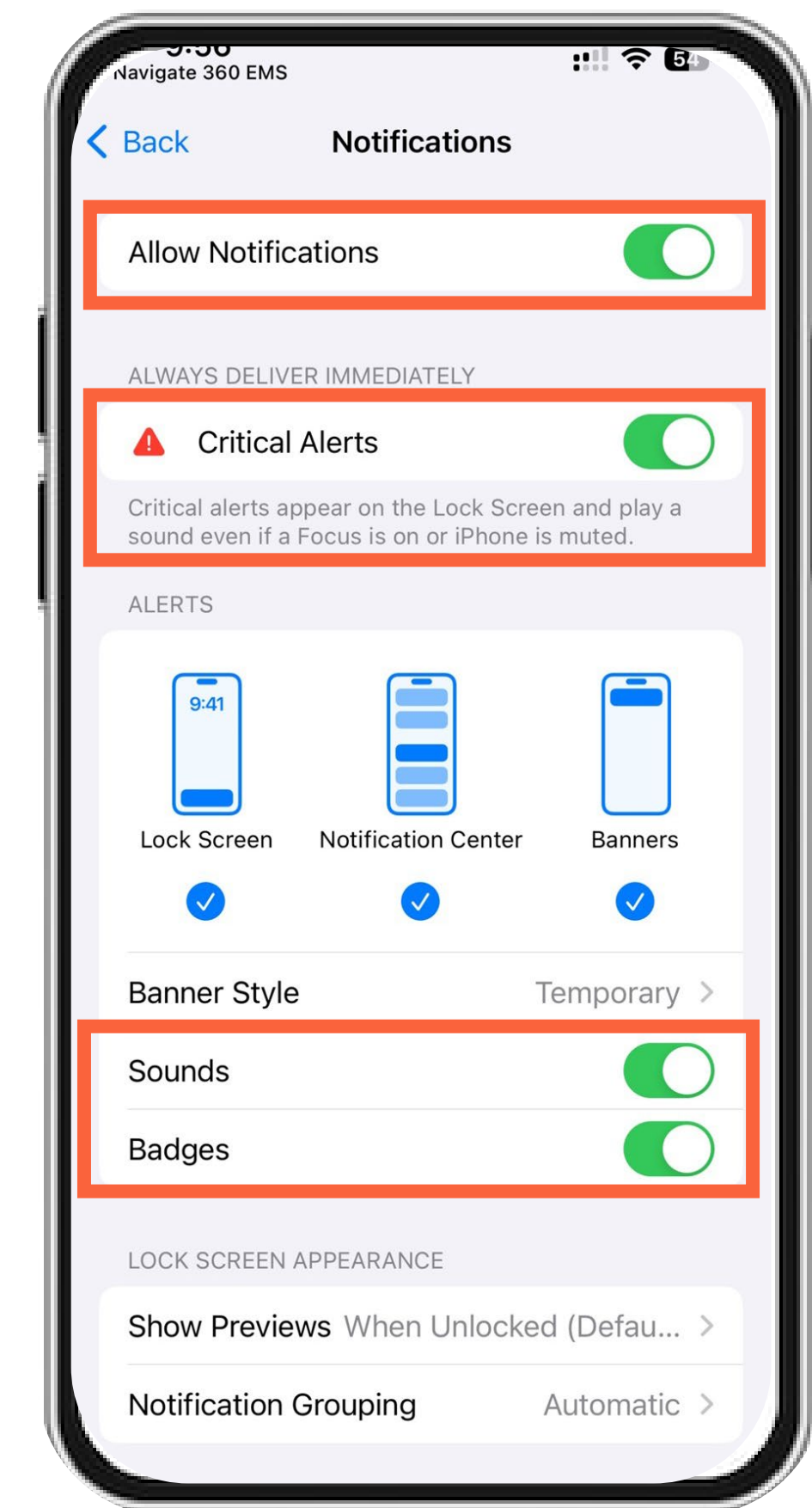
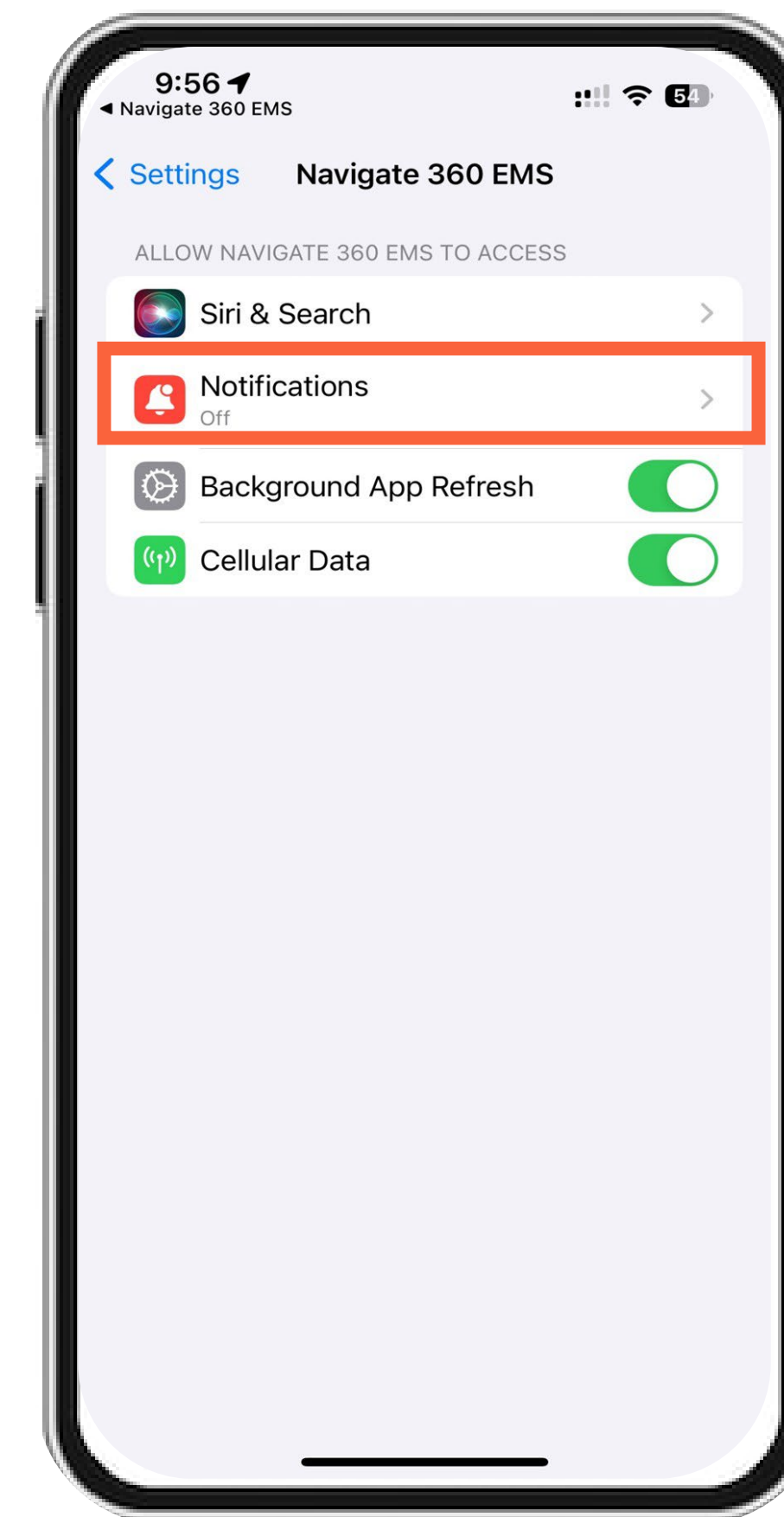
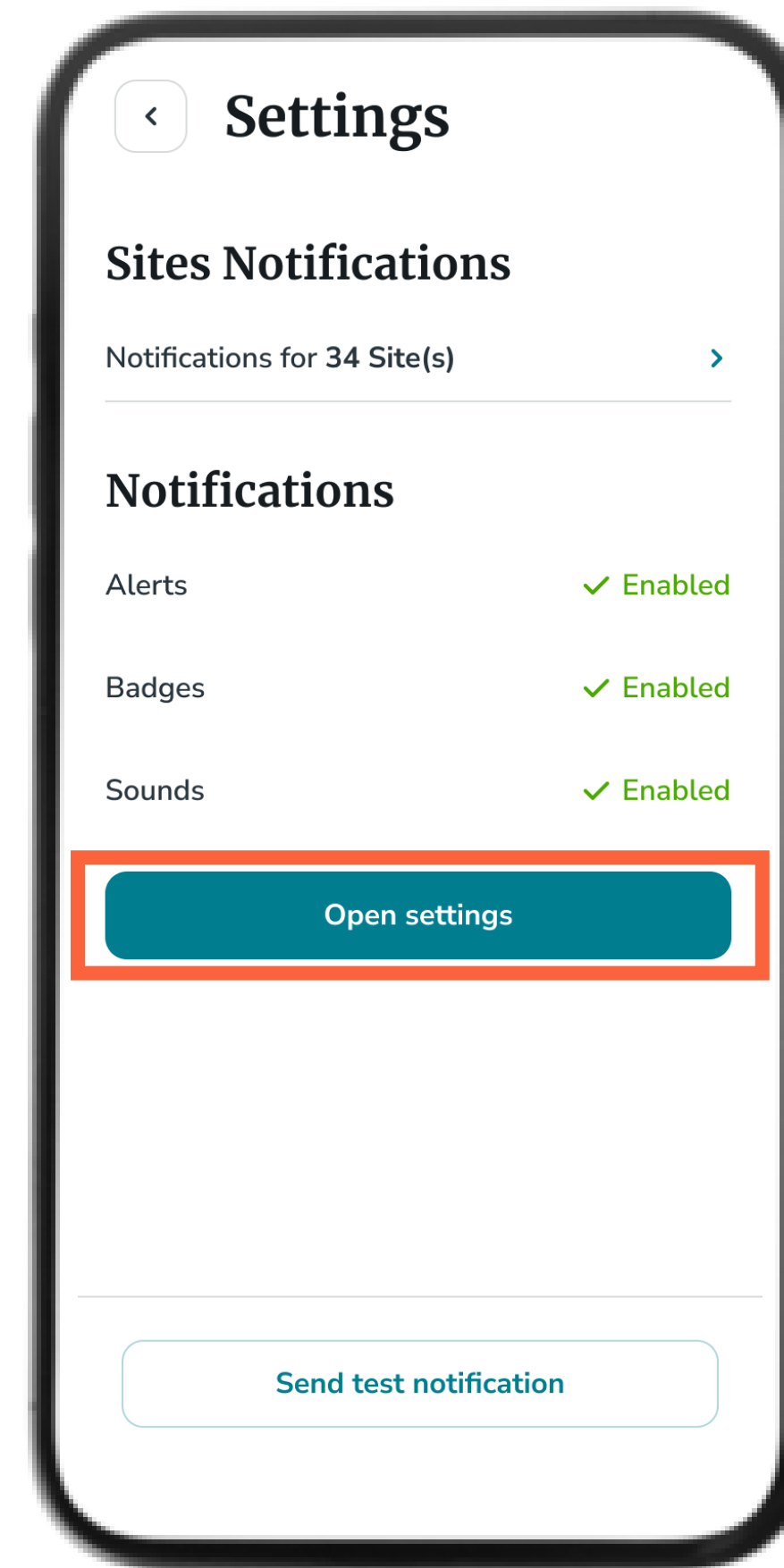
Configuring Device Notifications – iOS

Verify your device is configured to receive critical alerts.

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

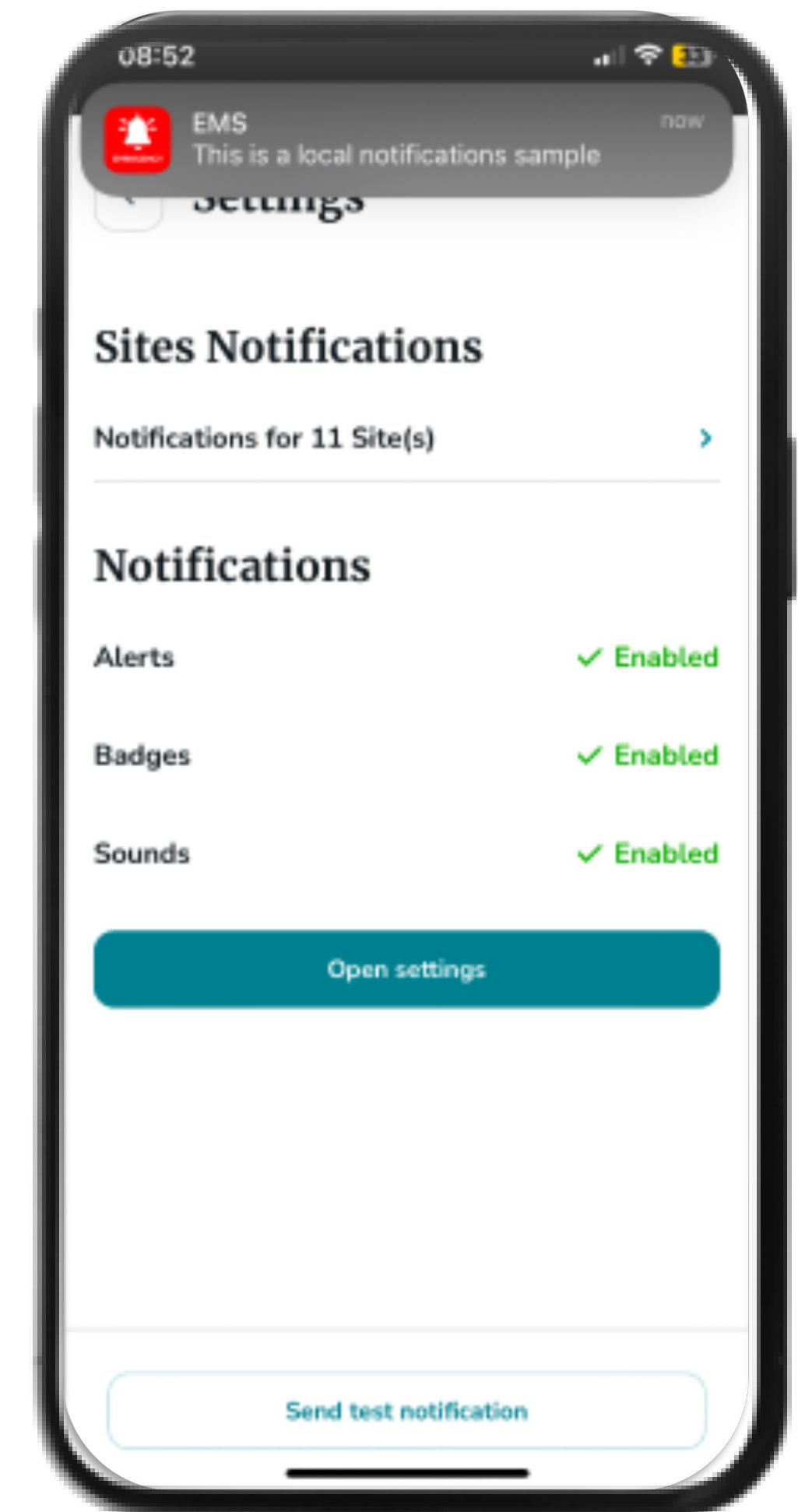
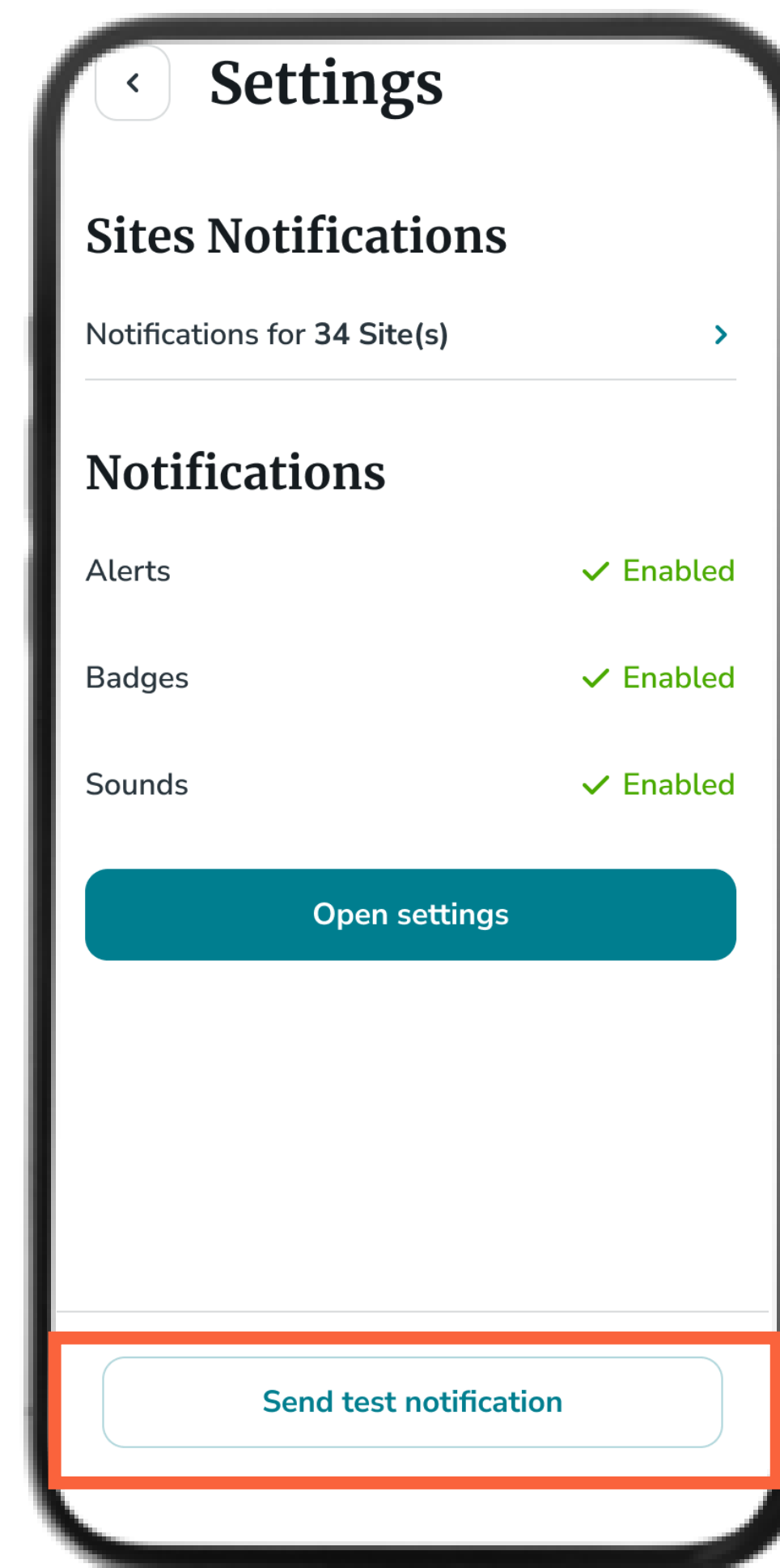
Verify your device is configured to receive critical alerts.

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](#)





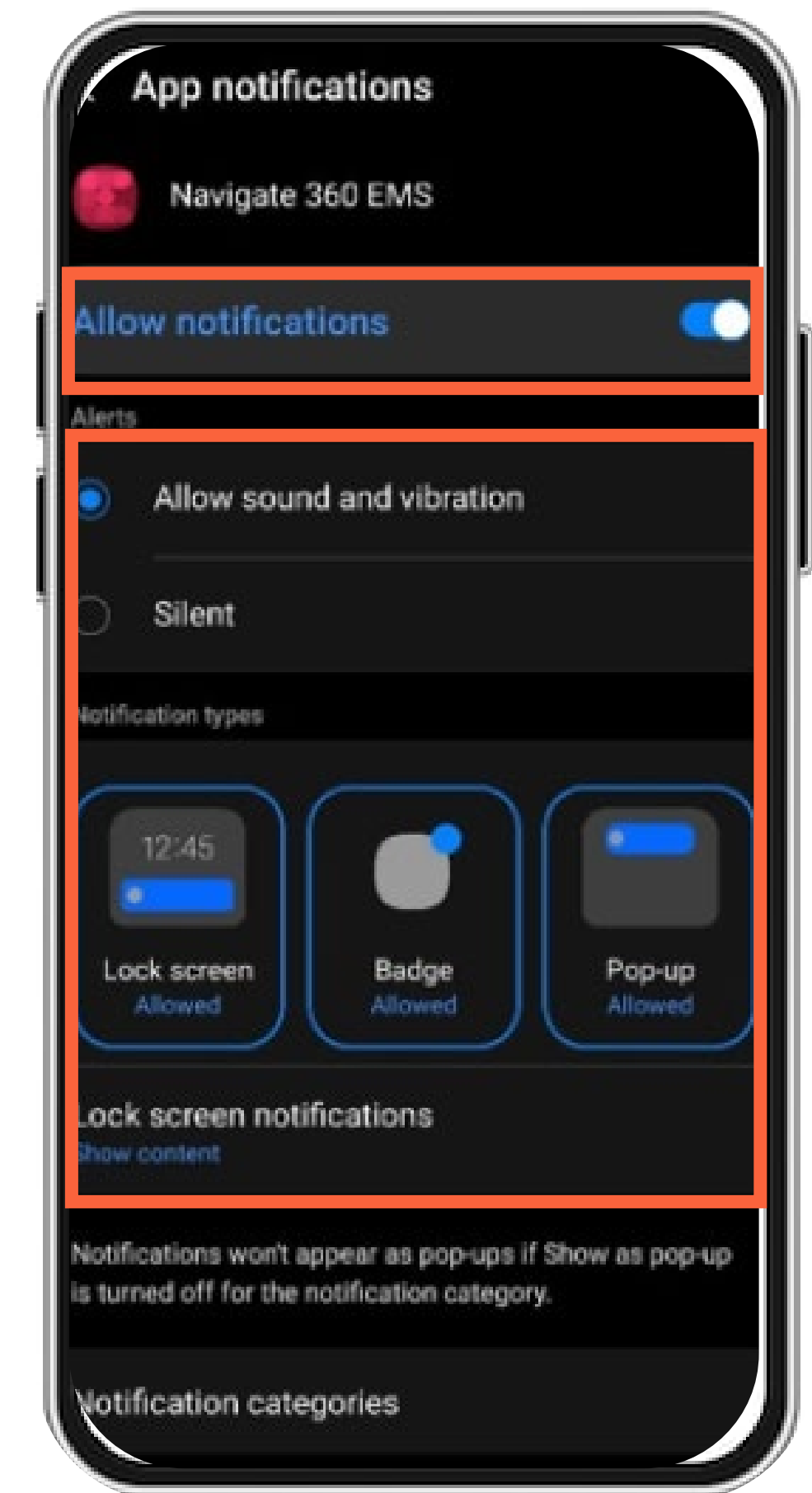
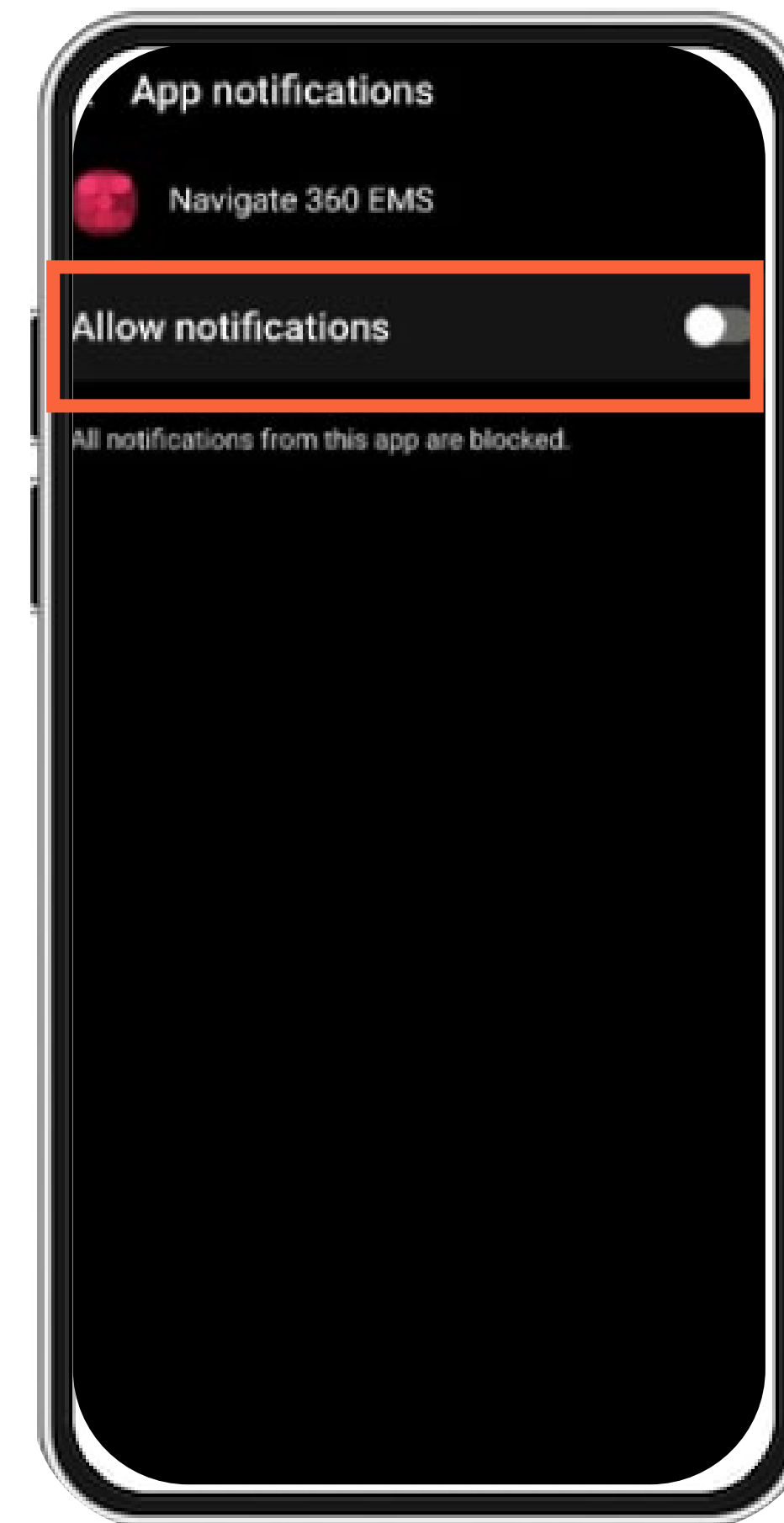
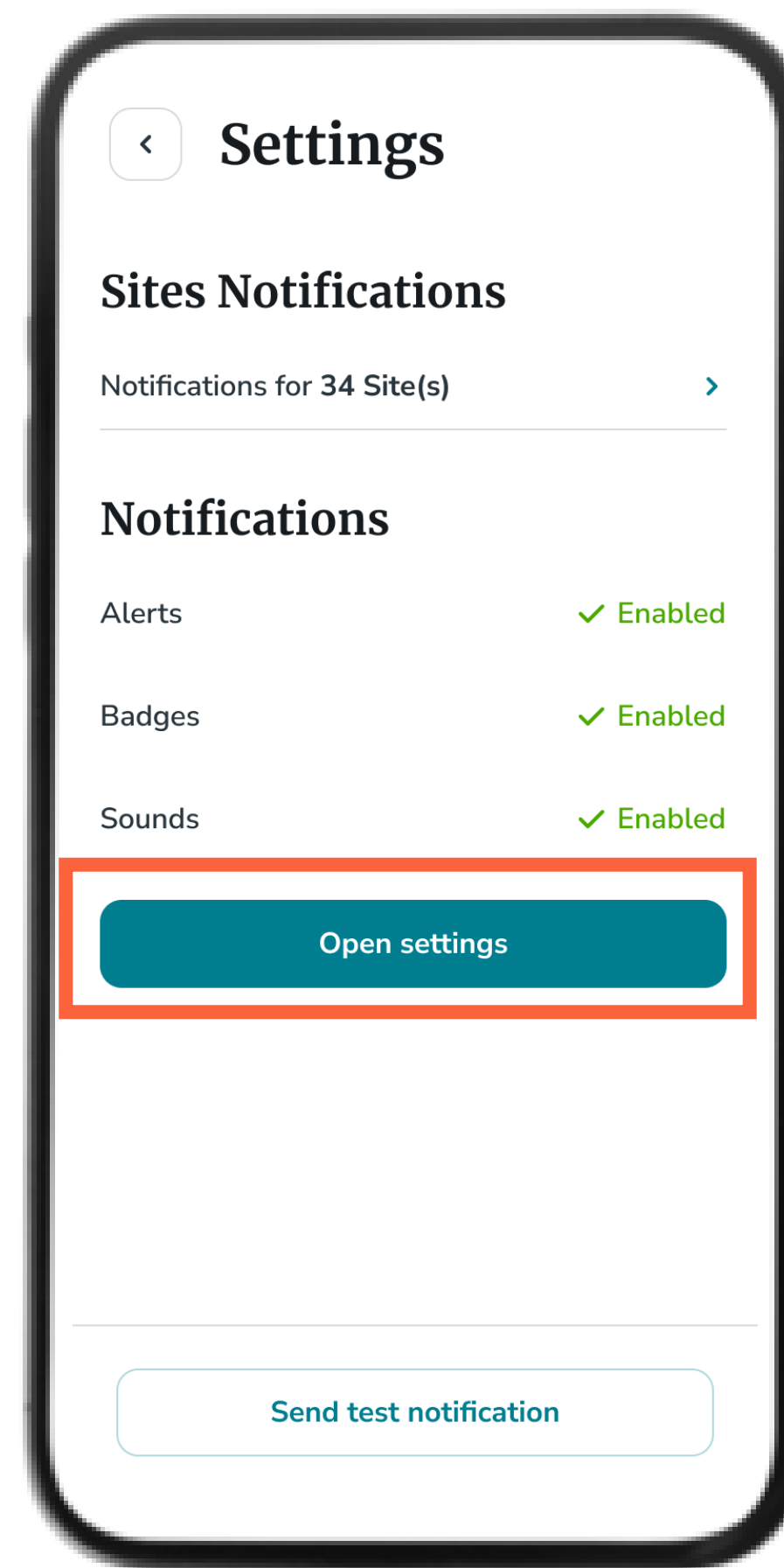
Configuring Device Notifications – Android

Verify your device is configured to receive critical alerts.

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

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](#)

