

**User Manual 2023**

**School Safety Mobile App  
For Security**

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# **Get Started**

Security Edition requires an account, prompting you to create one using an email and password. The email must be owned by you (**DO NOT SHARE**).

**Criteria**:

* + - 6 – 9 characters
    - Avoid using first and last name
    - Must include a special character

**You are responsible for your account. DO NOT SHARE your account details.**

## **1.1** **Supported Platforms**

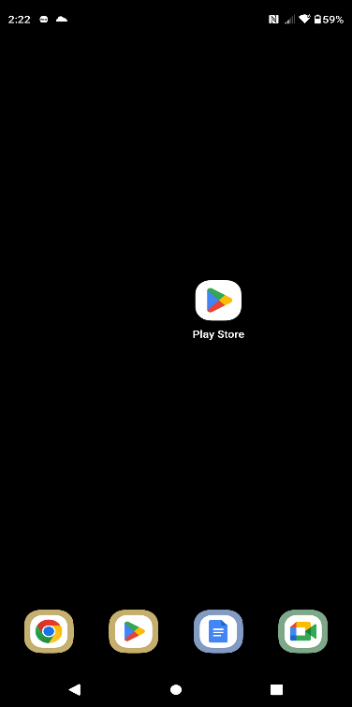
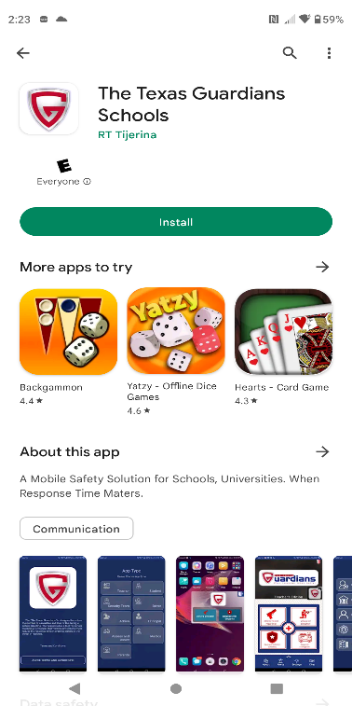
Platforms:

* **Android Version 10.0+**
* **iPhone, iOS Version 13+**

## **1.2 Downloading the App**

Available on the App Store and Play Store.

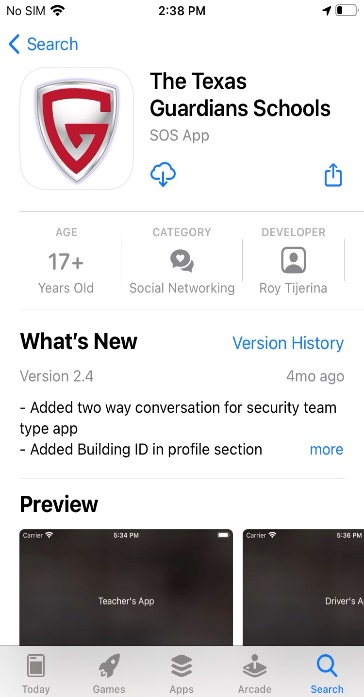
***Certain features may be unavailable depending on your device.***

**Android Play store Download**

* + **Open Play store.**
  + **Search “The Texas Guardians**

**Schools”.**

* + **Install application.**

****

**iOS App Store Download**

* **Open App Store.**
* **Search “The Texas Guardians Schools”.**
* **Install application.**

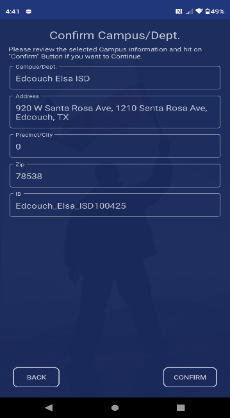
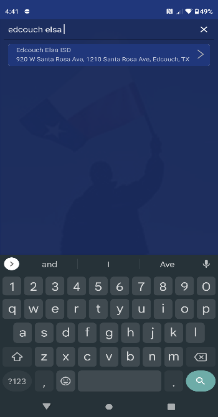
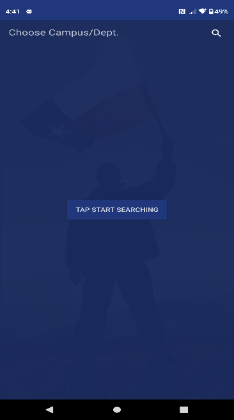
## **1.3** **App Permissions**

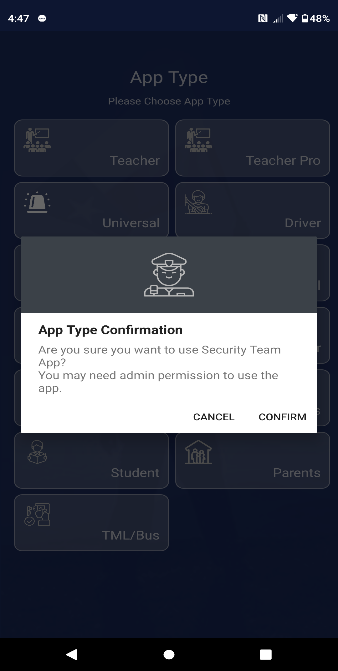
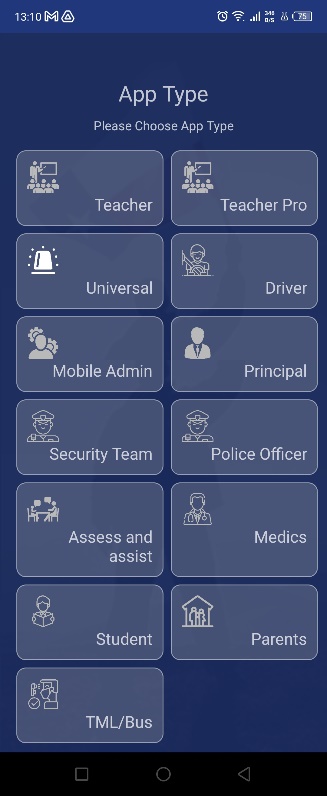
You may be asked to accept permissions during download depending on your device. All permissions must be allowed in order for the application to function properly.

## 1.4 Terms & Conditions

* **Read terms & conditions (Strongly Suggested).**
* **Tap “AGREE TERMS & CONDITIONS” button below.**

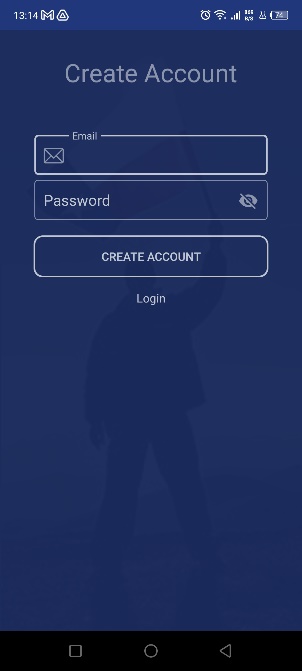
## 1.5 Connecting Campus

* **Tap Start Searching button.**
* **Input your Campus Name.**
* **Select your Campus.**
* **Hit confirm on the bottom right of screen.**



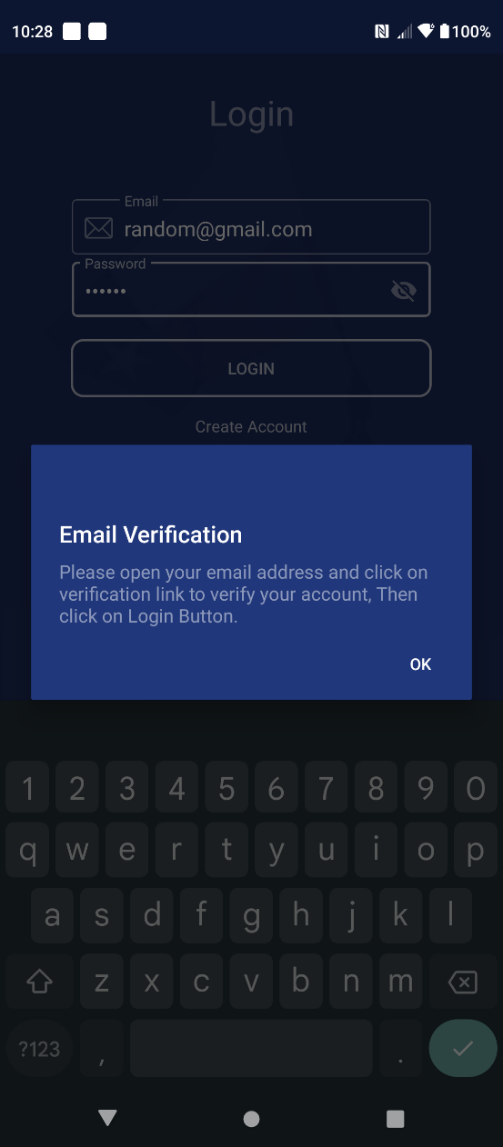
## 1.6 Selecting Your App Type

* **Tap on “Security Team” button.**
* **Select “Confirm”.**
* **Accept all permissions**

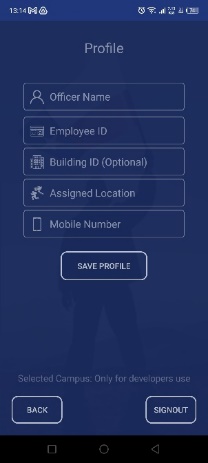


## 1.7 Create an Account

* **Tap on “Create Account”**
* **Input Email and Password and tap “Create Account” button.**

****Upon creating your account, you must confirm your email address.

* Once verified, log in.



**Profile Requirements:**

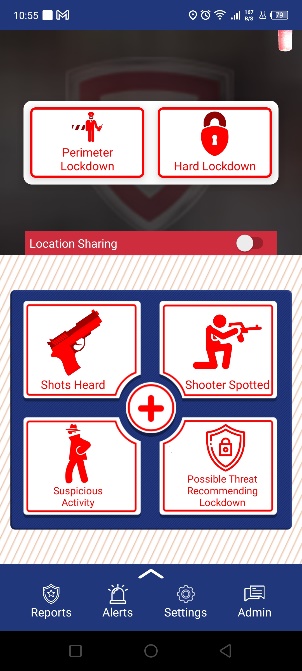
* Full Name
* Employee ID
* Assigned Location
* Device Cell Number
* Once completed, tap on “Save Profile”

This app is not functional until the admin has verified and approved your account.

# **2. User Guidance**

***To hear audio alerts from the campus admin or security requests, your phone’s media audio must be unmuted.***

## **2.1 Primary Emergency Features**

7 primary emergency buttons:

* **Perimeter Lockdown**
  + Situation outside of campus building(s).
* **Hard Lockdown**
  + Active Shooter Situation.
* **Shots heard**
  + Gunshot Detected.
* **Shooter Spotted**
  + Visual of an Active Shooter.
* **Medical Assistance**
  + Medical Injury.
* **Suspicious Activity**
  + Abnormal Behavior.
* **Possible Threat Recommending Lockdown**
  + Potential threat, not confirmed.

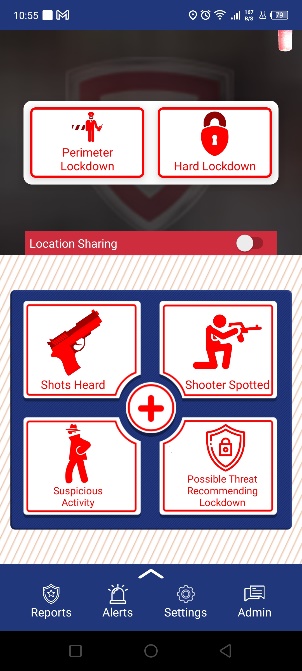
## **2.2 Hidden Features**

* *The app will prompt you to enter your device’s pin or pattern when a report is selected.*
* *Automatically enables the device “DO NOT DISTURB” feature after submitting a report.*
* *Upload an optional image alongside the report. You are NOT required to upload an image.*
* *Auto-dial 911 upon complete submission of an emergency alert.*
* *Live location ONLY tracked after submitting the emergency alert.*
* *Manually disable the live tracking from the home screen.*
* *Automatically send’s an SMS message to the emergency contact(s) after submission of an active shooter report.*
* *Reports submitted are forwarded to all security members for immediate backup.*

## **2.3 Non-Emergency Features**

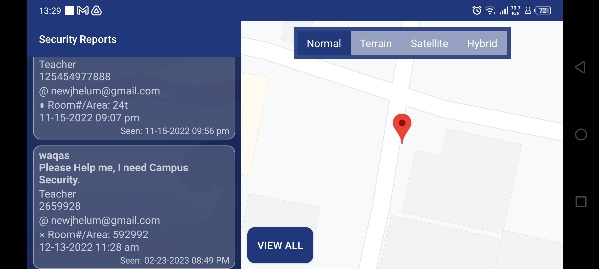
8 non-emergency buttons:

* **Student Concerns Reports**
  + Mental or physical health concerns.
* **Suspicious Person**
  + Abnormal Person.
* **Weapons**
  + Non-firearms.
* **Terroristic Threat**
  + Comment of a terroristic nature.
* **Bullying**
  + Bullied Student.
* **Drugs**
  + **Drugs found within the campus.**
* **Report Injured Persons**
  + Non-life-threatening medical injury.
* **Custom Report**
  + **Submit a custom report.**

2.4 Reports Page

“Requesting for Security” Reports

* Detailed report with user profile information.
* Location marked with a red ping on the map.
* Terrain options for the map.
* Contact the user through SMS or Phone Call.
* Share the report through SMS or Email.





## **2.5 Alerts Page**

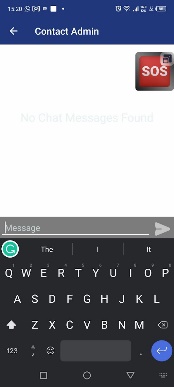
View all Alerts

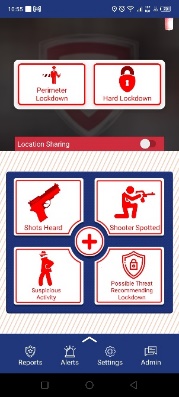
* View all mass notification alerts received.
* View emergency reports received from security members.
* Mass communicate with all security members.

## **2.6 Settings Page**

**The Features on the Settings Page are as follows:**

* **Update your profile information**
  + Full Name
  + Employee ID
  + Assigned Location
  + Mobile Number
* **Technical Support**
  + Online Customer support 24/7.
* **Setup Panic Button Device**
  + Bluetooth & WIFI setup for the TTG Panic Device.
* **Test mode**
  + Verify App Functionality.
* **SOS Floating Widget**
  + “Possible Threat! Recommending Lockdown” report.





## **2.7 Chat with Admin**

* 1-on-1 private message