

**My phone didn't make a sound, what do I need to do?**

First, check to see if they received an actual Push Notification. If yes, it is likely the phone is set to vibrate or the volume turned down. If no, check the app settings within the iOS settings. Make sure "Allow Notifications" is toggled on. If it is already toggled on, slide it to the off position and then slide it back to on. Next, in the app, make sure the bell icon next to their building is selected and is colored red. This can also be done in the User Setup by adding a building for the user. The iPhone troubleshooting guide will also step the user through checking these items.

**How much data or storage will this app use?**

The amount of data will vary per device and alarm. For example, if many staff members utilize the chat feature, the device will sync more data to keep the chat log current. If you are on school Wi-Fi, cellular data will not be used. The storage size required for the app is currently 8MB. To put that in perspective, Facebook uses 619 MB and Weather Channel uses 230 MB.

**Will this app track my location or my personal information?**

No, we do not use GPS tracking or view personal information via the app. The "Allow Photos / Media / Files Access" notification is only tied to retaining your login token so you don't have to log into the app each time you open it. It also allows the app to store flipcharts on the device for access when there is no internet service available.

Our complete Security and Privacy policy is located on our website (<https://www.navigateprepared.com/privacy-policy/>)

**Will the alarm send an alert directly to our first responders?**

No, the alert will only go to users logged into the app. However, you can create user accounts for your first responders if you would like to have them use the app.

**Is an unauthorized user has my device are they able to send alarms or view confidential information?**

Because this is a risk for any information on a device, we recommend using a password code to access your device. You can also active an alarm PIN to prevent unauthorized users from initiating an alarm from your device.

**Do I need to log out of the app when not at school?**

It is not necessary, and we recommend staying logged in to avoid forgetting to log back in during school hours and running the risk of not getting an alarm notification.

**Do I need to have the app open to receive the alarm?**

No, you just will need to be logged in. The push notification or text should alert the user, even if they do not have the app running on their device.

**Is the app available for Chromebooks?**

As of June 2018, no. Chromebook users must use the Web Respond version on their devices. **Note: Web Respond will not provide an actual sound or push notification. We recommend using an email or text notification method if you are not using the app for notifications.**

**Can I account for students if I am not a teacher, or I don't have a roster?**

Yes, all users can account for students via the Custom Roster option. Admins are also able to account for students from the Admin Dashboard on the app.

**Am I able to communicate with staff via Respond during an alarm?**

Yes, all users logged into the app during an alarm can send or receive messages via the chat feature in Respond.

**Will the app work if our Wi-Fi or cell towers go down?**

As with all technology, it has the potential to fail under certain circumstances. It is advised that you use Respond as a supplemental tool, and still practice and utilize backup methods for alerts and taking attendance.

**What if I forget my device during an alarm?**

The easiest method is to have another user access your class roster and account for your students. If you have students that are not part of a roster, you can have another user create a custom roster and account for your students. We also recommend having that user send a chat message to the admins to notify them your students were accounted for by that user.

**How do we account for the students that show up on a roster and are not in the building during the time of the alarm? For example, students at post-secondary, another building or a Career Center?**

First, consider how you account for those students, currently during a drill and apply that logic to Respond. You could also send chats to an admin listing the students not in the building at that time. It may be helpful to include a list of those students in your Virtual Binders so it can be viewed by Admins during an alarm. Some schools create a specific class for students not in the building at certain times. For example, "Pre-K AM Class." If an alarm is triggered in the afternoon, you can open that roster and mark all as absent.

**Can we add custom alarms to Respond?**

Yes, this can be setup in the Respond Settings tab. Here you can create your own alarm type with the default icons and sounds.

**Is the app just available on phones?**

No, the app is available for any smart device which supports apps available from the iTunes or Google Play stores.

**Are there any support documents or videos I can watch for Respond?**

Yes, we offer multiple documents, webinars and videos in the Help Section on the Dashboard for NaviGate Prepared. How-to Guides and a video can be found under the Respond tab in the Help Section. Archived and live webinars are also available in the Help Section.