



Mass Notifications Emergency Notification System (ENS)

*** This introductory page displays a flow chart depicting the use of Mass Notifications via a mobile device. ***

*** EMMA Mass Notifications can be utilized on all smart phones, tablets and also PCs! ***



Logging into EMMA via Browser

In order to log into EMMA from a PC or mobile device browser, you must go to www.emmadmin.com and enter in your Username/ Email and password for your EMMA account. If you currently have First Voice Manager, it will be the same credentials. If you have forgot your password you can click “Forgot your password” and enter your username. You will be emailed a temporary password to login with. (If you do not receive the email or need further assistance, please contact EMMA support). Note: if you are an Admin User, you can also use the link on the side menu bar in the EMMA app to take you to the EMMA Website.



Depending on your plan, features, and privileges, your view may be different within the EMMA Admin Website.

Admins entering the EMMA Admin home page, this will display event/ drill, resources, statistics and more. To create an event, select “Create Event” in the top of your EMMA Admin website. To access more variety of options, click the double arrow icon;  to open the side navigation bar. You will see varied options here such as Home, Events, Drills, Security, Mass Notifications, EMMA SOS, Resources, Assets, Users, Groups, Sites, Reports, Guest Codes, Geofences and even more are possible.



Users login to the map page of EMMA. On this page the users will see all the plan assets, and any Automated External Defibrillators (AEDs) near them. The user will also have access to the Emergency Icon to create, report, or get assistance.



Emergency Icon

(Remember to bookmark EMMA in your favorite browser for quick and easy access!)

Logging into EMMA App

Open up the EMMA app and enter in your Username/ Email and password for your EMMA account, just as you do with EMMA on the browser. If you currently have First Voice Manager, it will be the same credentials. If you have forgot your password you can click “Forgot your password” and enter your username. You will be emailed a temporary password to login with. (If you do not receive the email or need further assistance, please contact EMMA support).

Depending on your plan, features, and privileges, your view may be different within the EMMA application.

Check “Remember”
to have the app
automatically log you
in for quicker access!

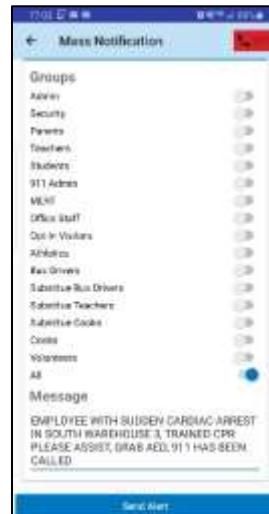


Mass Notification Utilization



Mass Notification Icon

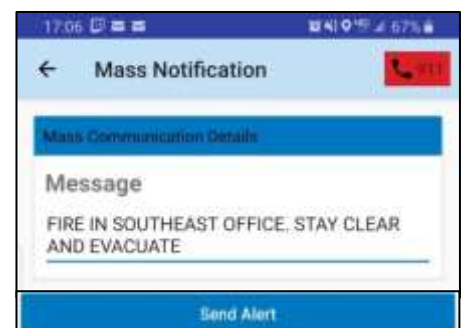
❖ The Mass Notification icon can be utilized in almost any variety of situation. For example, a school who would desire to send notifications regarding weather alerts, school delays or closings, or even simple announcements could utilize this function and send these alerts to specific groups; the students, faculty, parents, or the entire school or district at one time, instantly and with only a few simple touches. This can be extended as far as to a large company who may desire to send out announcements to be delivered by this system at a quicker rate and higher priority than an email, call or text. You're able to send relevant information to relevant individuals instantly. These notifications are first priority push notifications intended to improve communication during emergencies or non-emergencies. See below images for examples of utilizing these mass notifications, viewed from an Admin User View, from the mobile app.



An Admin of EMMA that accesses the website or the EMMA application, will have the capability to prompt a mass notification by selecting the EMMA emergency icon on the site or app, selecting the “Mass Notification” icon, then selecting the groups in which they would like to mass notify, and inputting their notification in the text area. This notification will be sent to every group selected. If all groups should be notified, select “All”.

A user of EMMA that accesses the website or the EMMA application, will have the capability to prompt a mass notification by selecting the EMMA emergency icon on the site or app, selecting the “Mass Notification” icon and inputting their message into the text area. However, this notification will only be sent to all admins active on the plan. They will receive this push notification with the text input and can evaluate how to proceed. They may respond to the specific user with information, or choose to push the mass notification to all users.

- ❖ If no other emergency methods are active on your current EMMA plan, “Mass Notification” can be utilized as your method of communication of these emergencies. A user or admin is still able to report emergencies, but will be unable to have the same capabilities and customization as the emergency event methods. (Example: a user witnesses a fire and pulls the fire alarm. This user can utilize “Mass Notification” to message the admin(s), “FIRE IN SOUTHEAST OFFICE, STAY CLEAR AND EVACUATE” and the admin(s) can then approve this and send this to all users, and communication will be improved for the emergency.)



Mobile App View of a User (non-admin) accessing Mass Notifications and inputting a notification



- ❖ With the abilities of an **Admin**, mass notifications can also be stacked on top of active events, if those are active in your plan and those events are ongoing. This is worth noting due to extra communication needed and essential updates during an active event such as an active shooter or lockdown. When an active event happens, and significant additional events occur, like a fire, explosion, or chemical hazard, one can communicate via the Mass Notification button that there is an additional hazard, or new, extremely vital notifications to update users of. (Example: there is an ongoing active shooter event. The admin learns there is a fire in the main office area. The admin sends out a mass notification; “FIRE IN MAIN OFFICE, STAY CLEAR, ACTIVE SHOOTER IN SOUTH HALLWAY”) To utilize and drill this, simply drill an active event, and task an admin to communicate new information by selecting the event button, then selecting “mass notification.”



As a default option, the account will have access to this “Mass Notification” option, as seen in the beside image. This option is a default baseline for the EMMA program and from there, more icons can be added on to fit your needs and possible emergencies. Think Safe must be contacted to apply and utilize these icons if they have not been set up before. They are considered “Add-ons” that contribute to the full utilization of EMMA as an emergency management system. For more info, see below.



Admin Mobile App View

Possible Additional Admin Privileges / Features of EMMA

The Admin has privileges that extend to a lot customization on the EMMA Admin website. The administrators, depending on the current plans that are active, may have the capability to:

- Create and approve possible events.
- Close an active event.
- View timeline of event occurrences, event broadcast and user response times and many other statistics.
- Run drills on all events.
- Review past events and their associated details and occurrences.
- Review, edit and upload evacuation maps, manuals, floor plans, procedures, checklists, and scripts pertaining to all events and notifications.
- Review and edit users and groups (groups of those selected for certain notifications and/ or privileges)
- Review and edit building sites.
- Create new guest codes for temporary logins.
- Create new geofences for events to be active within.

Possible Additional User Privileges / Features of EMMA

With certain privileges active, a user can be capable of reporting in “see something, say something” reports, critical emergencies or sending mass notifications for the admin to authenticate and approve. They are given access to the functions given by the administrators that are deemed most necessary for the user. A user can utilize these functions to report a possible event and provide additional comments for the administrator to see, and they will see the user’s location and what type of report that they issued, and if it was valid with a correct PIN.

The user will also be able to communicate back to the administrator(s) their status and location **during** an event. The user will be able to remain logged in and select the push notification they receive or send regarding an EMMA report. They can communicate their status and send responses after selecting the notification. Also, they can select the **ongoing event** button;  at any time and send an additional update as status of the user changes.

For more questions, contact us at 888-473-1777 or 319-377-5125 or email emma@think-safe.com. * © Think Safe, Inc.

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