

FREQUENTLY ASKED QUESTIONS

Contact support if you can't find the answers here.



User / General FAQ

Your organization is committed to making minutes matter with EMMA, but you have some questions. Here you will find the answers to the most commonly asked user questions.



Troubleshooting FAQ

Resolve the most common questions and troubleshoot issues that users and administrators might encounter while utilizing EMMA. These are usually simple fixes.



Administrator FAQ

This section addresses the most frequently asked questions for administrators who will configure and manage EMMA for their organization.



Pre-Sales FAQ

If you are considering Emergency Management Mobile Application (EMMA) to communicate and coordinate across the entire safety ecosystem, you will find answers to common questions here.

USER QUESTIONS

Q: How do I download EMMA?

IPHONE

On an iPhone you can download EMMA by typing “E.M.M.A.” in the app store search bar.

iOS: App Store > E.M.M.A. > Get

Or, scan the QR code below on your iPhone.



ANDROID

On an Android you can download EMMA by typing “EMMA” in the app store search bar.

Android: Google Play > EMMA > Install

Or, scan the QR code below on your Android device.



Q: Why should I use EMMA?

EMMA provides for effective modern-day notification, 2-way communication, and emergency management for counties, towns/municipalities, colleges, school districts, large employers and workplaces, hospitality facilities and destinations, hospitals, security companies, and any organization that has many people or attendees on one or multiple premises that needs to manage alerts or notifications and communication to those persons at any time. It allows for effective communication without cell tower connection or data delays caused by the wireless emergency alert notification system during mass disaster/mass use events. EMMA works on any connected device via cell data, network connection, or WIFI, hotspot or emergency mobile ad hoc network (WANET or MANET) or mesh network connection. In addition, it allows management via a dashboard EMMA Admin to improve the communication and data flow during the first many minutes of a threat or incident. Thus, EMMA is unique in that it allows new technology to overcome delays in communication and improve self-sufficiency to prevent or more quickly shut down threats and emergencies and improve outcomes.

Q: Is my data safe? What precautions are taken by Think Safe to protect my information?

Yes, data protection, encryption, and backup systems are in place. Amazon Web Services (AWS) servers for EMMA are mirrored servers in many locations. Personal information (PI) in EMMA is limited but encrypted/unreadable due to standard industry best practices followed by Think Safe.

Q: What technology do I need to use EMMA?

The only technology you need is the capability to access the internet or be connected to a network or hotspot/WIFI/cell phone data in order to allow the EMMA notifications to work.

Q: Where is my activation email to log in to EMMA once I have it downloaded?

Activation emails should be found in your inbox of your email. If they are not located in your inbox, please be sure to check your junk/spam folder. Your EMMA administrator will send out activation emails from the EMMA admin portal.

Q: How do I log in to EMMA?

SMARTPHONE OR MOBILE DEVICE

Once you have downloaded EMMA, type in your username and password > Select "Log In". You may also select "Remember me" to allow future use of EMMA to be instant without any data entry of your username and password.

PC, LAPTOP OR CHROMEBOOK DEVICE

You may Log In to <https://EMMAAdmin.com> even if you are a non-Admin to get normal EMMA user access and notifications. Type in your username and password > Select "Log In". You may also select "Remember me" to allow future use of EMMA to be instant without any data entry of your username and password. Some EMMA accounts have an automated log in process, contact us at EMMA@think-safe.com for more details on this feature.

Q: How do I log out of EMMA?

SMARTPHONE OR MOBILE DEVICE

Go to the top left corner where the "3-Line Menu Icon" is shown and select Log out.

PC, LAPTOP OR CHROMEBOOK DEVICE

Go to the top right corner where your Username is shown and click on your name. Select Log out.

Q: How do I change my password?

EMMA APP

In your EMMA mobile app: Press the "3-Line Menu Icon" on top left corner and Select "Profile" > Select "Edit" at bottom of screen > Type in your current password > "Submit" > Type in new password and select "Submit".

EMMA ON PC, LAPTOP OR CHROMEBOOK

On <https://EMMAadmin.com> home screen > Select your User Name on the top right corner and Select "Profile" > Type in your current password > "Submit" > Select the "3-Line Menu Icon" in right corner of Profile window > Select "Edit User" > Type new password in new password and confirm password fields > Select "Save" in top right of Profile window.

Q: What are the main buttons I will use in the EMMA app?



This Emergency Management button allows to access emergency event tools.



The 911 button allows 911 to be called while displaying your coordinates.

EMMA FEED

The EMMA Feed button allows you as a user to communicate and see communication during an emergency event.

Q: When Should I use EMMA?

The use of EMMA is for any situation that requires notification to others of a threat or urgent situation. In addition, EMMA facilitates communication between you, EMMA site administrators, and/or 911 personnel. EMMA is a tool for both prevention and safety (SOS, 911 embedded call button, etc.) of users before during or after urgent situations. Please use EMMA as instructed by your EMMA site administrators. In general, 'off shelf' EMMA accounts and subscriptions can be used if there is a fire, lockdown or lockout, suspicious activity, medical emergency, inclement weather, anonymous reporting or bullying reports, and urgent 'see something- say something' threats or events.

Q: Who can receive an alert?

Active EMMA users inside groups selected by the alerting Admin will receive an alert when they have the app downloaded on their device or when they are setup to receive text messages.

Q: What is the PIN used for and can I edit/change it?

The PIN authenticates users to ensure the data being exchanged inside EMMA (notifications/responses) is coming from the real EMMA user or Admin, making it hard for EMMA to be tampered with and false data to be entered or communicated. Editing of the PIN is possible by going to Profile and editing your User Profile (you must confirm your password before being allowed to edit your PIN). Once you edit your PIN be sure to submit/" Save" the new PIN.

Q: Who can send an alert?

EMMA Users with permission to do so and EMMA Administrators. Please contact your EMMA administrator if you have questions about your EMMA user permissions.

Q: How do I contact 911 in EMMA?

Be sure you are logged into the EMMA app. When you are logged in you will be taken to a home screen with a map screen (showing your location on the map). In the top right corner press the red 911 button, a screen where you can view your GPS Lat/Long location and Call 911 appears. This requires you to press Call 911, confirm and it will Dial 911 (helps prevent accidental dials). The GPS coordinates facilitate and meet 911 dispatch location requirements to alleviate the need to remember the location address, which is extremely helpful for situations in public where the address is difficult to find or is unknown.

Q: Is there a difference between using 911 within the app vs. Dialing 911 outside of the app?

Yes, there is a difference. When 911 is used within the app it allows administrators to see who has already called 911. The 911 feature within the app also allows them to see the latitude and longitude coordinates of the EMMA user's location for providing more immediate onsite assistance pre-911 arrival, helping improve outcomes.

Q: Are notifications in text/sms messages or push notifications? What's the difference?

EMMA is built to facilitate communication and notifications and will always push notify. EMMA accounts can have text messaging and email messaging also turned on and redundantly or alternatively sent. Push notifications appear on your smartphone or PC/connected device just seconds after they are sent. This surpasses text messaging as the fastest form of communication which during any mass emergency event can stack on cell towers delaying messages and responses.

Q: How often will I receive alerts from EMMA?

You will receive alerts when you have downloaded the app and/or are logged into your EMMA Admin (<https://EMMAAdmin.com>) user account and your group is selected, and a message or event is sent to this group.

Q: If I'm at a meeting in another time zone, how will EMMA notifications come through?

If your device is set to update when a new time zone is entered, your notifications will be changed to show on the alerts the time zone you are in automatically.

Q: If I don't have a smart phone, can I still benefit from EMMA?

Yes, if you provide your cell phone / mobile number to your administrator you can still receive EMMA alerts via SMS text message, if your EMMA account specs include texting.

Q: What if I don't want to use the EMMA mobile app? How can I be reached?

Even if you do not want to download the EMMA app, providing your cell/mobile phone number will allow you to receive text notifications for any urgent alert sent by your EMMA site administrator(s), without you having the EMMA app on your smart phone.

Q: What if my phone is silenced? Will I still receive alerts?

If your phone's notifications are silenced, you will not receive an audible message without further settings updates. If your phone allows a notification preference setting for individual contacts, you can set EMMA to bypass a silenced phone. If your phone allows this setting override, please input EMMA_sms@EMMAadmin.com to allow notifications even when the phone is on silent mode.

Q: What is an emergency plan?

Emergency procedures, maps, and emergency contact phone numbers that are specific to those in your organization. EMMA is a one-stop tool that stores all of this information and makes it easier for EMMA Users and Admins to notify the appropriate parties per the emergency plan. In addition, EMMA allows EMMA Admins to execute on emergency plans and related proper communication very easily through the use of EMMA's technology.

Q: Can I be tracked using EMMA?

No. EMMA only reports any user's location at a point in time and this location data is encrypted but can be read by Admins on your EMMA account or 911 users integrated with EMMA accounts, if desired. Location data is very helpful for emergency management and improving response times.

Q: Does EMMA have audible alerts during active shooter/violence events?

The icon active shooter allows for no audible alert during active violence events where it is important to stay quiet and run, hide or fight. Phone vibration mode will take over and notifications will appear on PC/other devices without an audible warning.

Q: What if I want to be on multiple EMMA accounts as a user/admin?

EMMA is unique in that it allows you to have many plans and accounts you subscribe to or are allowed access to; improving community notification and allowing very relevant alerting versus traditional alerting systems. Notifications come

in with the EMMA account listed, making it easy to see what account is needing attention and “Change Plan” menu options exist to switch between accounts.

Q: What happens when I press “SOS” inside of the EMMA app?

Not all plans have SOS. If you have SOS, when EMMA SOS is activated it immediately sends an alert to site and master administrators showing your name, contact information, and location during an emergency. EMMA SOS is used to notify others that you need help and you are not in a position to call and talk to 911 yourself. This is used when you need immediate help or you want to ensure a delayed notification is sent should something seem suspect (walking to darker area of parking lot without an escort). Your EMMA Admin may choose to have your SOS give you a default count down timer (1-5 minutes options) that automatically sends an alert once time expires, or that timer can be turned off and immediate alert via EMMA SOS will occur.

Q: What is the “See Something Say Something” (SSSS) icon?

Not all plans have SSSS icons. These icons allow for 2-way communication and emergency management of “events” on a dashboard by an EMMA Admin (or many Admins) of your EMMA Account. If you have a SSSS icon, SSSS is used to send an alert describing an active event (or practice drill) where many parties likely have different roles and the event can be better managed by the EMMA Admin dashboard. Please see the user manual and features of EMMA that clearly show why SSSS events are helpful for urgent emergency situations to improve communication flow and incident management. SSSS alerts have a pre-selected list of quick pick alerts for immediate alerting and communication. SSSS always allows for two-way communication and responses to alerts are always allowed by users (which are color-coded and users mapped on dashboard for improved incident command functions). SSSS events are different from just notification alerts such as mass notifications or geofenced notifications. During mass or geofenced notifications, responses are default turned off but the Admin can turn on responses and allow responses for a certain time period before the notification expires.

Q: What happens when I press a “See Something Say Something” (SSSS) icon?

Not all plans have SSSS icons. If you have a SSSS icon, SSSS is used to send an alert describing an active event whether an update or an emergency. SSSS has a pre-selected list of quick pick alerts for immediate alerting and communication. SSSS allows for two-way communication between Admins and the user(s) in need of help. This allows for information to flow up the chain which allows pertinent information to be disseminated and decreases confusion or ignorance during urgent events through improved proper communication. Additionally, responses to the alerts are pre-selected and chosen responses from users are color-coded and mapped to allow improved emergency management during critical situations, when 911 dispatched responders are not yet on scene.

Q: What happens when I press “Mass Notification”?

Not all plans have this icon. If you have Mass Notification, it is used for wide-range emergency or non-emergency communication. This type of notification is used when communication needs to be sent out to all users in groups and

Admins can send the alert to allow responses, if desired. For example: School is canceled because of bad weather. Another example is: Additional staff are needed at the high school parking lot due to a large impromptu student rally occurring. Respond immediately if you can assist. If a Non-Admin user has this icon, the majority of setups will be to allow communication only from User to Admins (limiting data seen by other non-Admin users).

Q: How do I change my map view from standard to satellite or hybrid in my EMMA app?

EMMA uses Google and Apple maps. To change the setting for type of map, select "Settings" from the "3-Line Menu Icon" in the top left > Select "Standard" or "Satellite" or "Hybrid".

Q: What happens when I press "Geofence Notification"?

Not all plans have the Geofence Notification icon. This is the same feature as Mass Notification, but the alert is only sent to users inside a geographic defined area. This limitation of the alert to a certain region keeps users of EMMA from being desensitized by nonrelevant alerts from EMMA (that are not relevant to the user). These mapped areas are set up by the EMMA Admin upon activation of the EMMA Account. An example of a geofenced area is a school campus, a corporate campus to include a parking lot/ramp, an athletic field, or a remote facility that has a limited number of attendees but revolving occupants. Geofenced areas are setup by your EMMA Admins.

Q: What are the differences between SSSS and a "mass" or "geofence" notification?

SSSS is used for active emergency events that will occur over a period of time to allow for end user response and location details and EMMA Admin dashboard use for emergency management of the event. Mass Notification is used to send notifications and monitor responses, as needed. The notifications allow use of EMMA Feed by users and Admins rather than rely on information that ties into the EMMA Admin emergency management dashboard.

Q: Can I correspond with first responders via the EMMA app?

Those that have access to the onsite 'First Responders' group can correspond with other First Responders via the EMMA App when the EMMA Account is setup that way. Every user does have access to the 911 button within the app that shows your location. Please remember to call 911 in the quickest/most convenient way possible during an emergency event to maximize response time.

Q: What if someone accidentally presses an emergency notification within EMMA?

No need to worry. EMMA has built-in user interface tools to prevent and decrease accidental EMMA use. EMMA has a password feature and a PIN feature (2-step) to prevent accidental emergency notification triggers. Simply do not share

your password and PIN. In the event of accidental use, it is easy for your EMMA Admin to shut down the EMMA notification in the rare event this would somehow occur.

Q: My notification disappeared and now I can't find it. Where do I find it again?

Please be sure to go to the bottom left of the EMMA home screen and select "EMMA Feed" within your EMMA app.

Q: Why can't I receive notifications from EMMA?

Please make sure you have the most recent updated version of the EMMA App downloaded, notifications allowed, and your location services for EMMA turned on. For android devices go to google play and for iOS devices go to the app store to check for new version releases. Please make sure locations are turned on and allowed on your device. If these permissions are allowed, please get in contact with your site administrator for EMMA to be sure you are in the correct group.

Q: How do I update the EMMA app? When do I need to update?

You will need to update the mobile application if your mobile device is not setup to automatically update apps when new releases are available in the app store. For Android devices go to Google Play and for iOS devices go to the App Store to manually get the update to the app when there are new version releases if you do not allow automated updates to apps.

Q: How do I get back to the main EMMA screen?

If you have pressed the "3-Bar Menu Icon" in the app, you can get back to the main home screen (map) by pressing "Map".

Q: What are the "Assets" in EMMA?

If you have pressed the "the "3-Line Menu Icon" in the app, there is a menu item for "Assets" and if your EMMA Admin has entered GPS locations for key physical assets (AEDs, severe bleed kits, etc.) you can see symbols for the nearest assets to your location on the map. If you press on the symbol, you will see the location, asset name, key contact name and phone number for additional assistance. Additionally, directions via walking or driving can be provided by pressing on the icon shown in the popup screen as well. Directions are provided by Apple and/or Google Maps add-ons.

ADMINISTRATOR QUESTIONS

Q: What is the difference between the EMMA app and <https://EMMAAdmin.com> for admin or non-admin use?

EMMA Admin URL access (<https://EMMAAdmin.com>) is used for administrators and allows for an Admin dashboard for emergency management. This dashboard allows management of users, assets, resources and communication to control the event flow of an emergency or practice drill. The dashboard improves information flow real-time dynamically during drills, urgent threats or situations. Thus, EMMA Admin facilitates improved response during an event while keeping communication channels open and the EMMA App and www.EMMAAdmin.com can be used to notify and communicate by all EMMA Users (with communication showing up in the EMMA Feed that is the correct data to be seen with appropriate users being allowed responses). EMMA App or EMMA URL log in allows all non-Admin users to access functions such as getting notifications, starting emergency events, reporting threats instantly, and responding instantly to allow improved two-way communication in urgent situations. EMMA Non-Admin users do not get administrative rights and can not see the Admin dashboard when logging into www.EMMAAdmin.com. EMMA Users also do not have a menu item on their app for EMMA Admin whereas Admins do have this shortcut to get to the EMMA Admin dashboard very quickly.

Q: Does <https://EMMAAdmin.com> still alert me if I'm not logged in?

Admins who have the EMMA App will receive alerts as long as they have the most current app version. Please make sure you have the most recent updated version of the EMMA App downloaded, notifications allowed, and your location services for EMMA turned on. For android devices go to google play and for iOS devices go to the app store to update the app when there are new version releases. You must have the EMMA app downloaded, have the current version, have settings turned on as noted, and/or you must be logged into www.EMMAAdmin.com to receive notification alerts.

Q: How are activation emails sent to my EMMA users/staff/admins on my EMMA account?

Your EMMA administrator will send out activation emails from the EMMA admin portal once your organization/entity/family EMMA account is active. The activation emails are automated once the EMMA Administrator takes the appropriate actions within the EMMA account activation process.

Q: How can I see the <https://EMMAAdmin.com> dashboard if I'm not near my computer?

If you are an EMMA Admin, you may Log In to your Admin dashboard via a shortcut on the EMMA mobile app > Open your EMMA App > Press the "3-Line Menu Icon" on top left of EMMA home screen > Select EMMA Admin > Type in your 4-digit PIN > Select Submit.

Q: How do I create a new user?

EMMA Admin > in Main side Menu select "Users" tab > Press the "3-Line Menu Icon" on top right of EMMA screen > Press "Create user" and follow steps to Submit. Note: Your account can be setup to automate the users regularly in a batch/cronjob as well, request details from your account manager.

Q: How do I delete a user?

Go to main side menu in EMMA admin and select "All Plan Users" > Find the name you want to delete (you can use the quick search boxes or Control+F and type in the name for a quick find in large EMMA accounts with many users) > Press "Delete" and Confirm/Submit. Your account can be setup to automate the users regularly in a batch/cronjob as well, request these details from your account manager.

Q: How do I change or add a user to another group?

In EMMA Admin press "Users" > Select the user you'd like to change > Press the "3-Line Menu Icon" in top right corner and select "Edit user" > Change group or select additional groups from picklist provided and Select/Submit.

Q: How do I send an alert in <https://EMMAAdmin.com> (or from my phone)?

To send an alert in EMMA Admin press "Create Event" at the top of the home page. Select the ICON you want to use to send the notification and fill out the form and fields and submit. To send an alert in the app on your mobile device press

the yellow emergency ICON in the upper left corner of the screen, press the appropriate icon and fill out the form/required fields and Submit.

Q: How do I send a drill alert or use EMMA to run an emergency drill? Who can run these?

When you select an Event icon (SSSS icon), Admins can toggle “Run Drill” to YES to run a drill. Alerts will say “Drill” when sent. Only Admins can start drills and run drills.

Q: If I’m offsite at a meeting in another time zone, how will EMMA notifications come through?

As long as your device is set to update when a new time zone is entered, your notifications will be changed to show on the alerts the time zone you are in automatically. If you send an emergency alert as an Admin from one time zone to another, EMMA users will see the alert with the time zone where they are located.

Q: Can I export my drill data or export drill reports for analysis and records management?

As an Administrator you will go to EMMA Admin > Reports > Drills > Submit

Q: What is the menu label “Resources” used for and how do I add resources?

Resources are tools that Admins need to reference during emergency or urgent situations. Examples are floor plans, blue prints, procedure or policy documents for quick reference, checklists, and any reference tool that is helpful to have at the Admin’s fingertip access for improved emergency management. Add resources by selecting “Resources” from the side menu > Select the “3-Line Menu Icon” in top right corner of Resources window > Select File from your network or PC > Fill in rest of window/fields > Select “Submit”. This will upload and store these files in your EMMA Admin dashboard that will allow for easy quick access to files in emergency events.

Q: Can I correspond with my on-site first responders and/or 911 via the EMMA app?

Both. In-house ‘First Responders’ and/or a “911 Public Safety” community group can allow 911/First Responders to get instant notification, and communicate amongst themselves and with Admins via the EMMA App when the EMMA Account is setup that way. Every user does have access to the 911 button within the app that shows your location and allows any EMMA user to call 911 ASAP. Please remember to call 911 in the quickest/most convenient way possible during an emergency event to maximize response time. Additionally, 911 CAD integration is available and can automate 911 notification for EMMA Accounts.

Q: What is the difference between an “SSSS” notification and a “Mass” or “Geofence” notification?

SSSS icons are used for active emergency events that will occur over a period of time to allow for end user response and location details and EMMA Admin dashboard use for emergency management of the event. Mass Notification is used to

send notifications and monitor responses, as needed. The notifications allow use of EMMA Feed by users and Admins rather than rely on information that ties into the EMMA Admin emergency management dashboard.

Q: Where do EMMA admins close events or EMMA SOS alerts or emergency drills?

In EMMA Admin press the active event, or "EMMA SOS" or active drill shown on the EMMA Admin dashboard home screen > Press the active line item that you would like to close > Press "Close".

Q: What are guest codes used for? How long will I get access to EMMA alerts via guest use?

Guest codes allow users that are visiting a site to log on to a plan where they are physically located. This allows the user to receive pertinent information in relation to normal or emergency communication. Guest codes can be easy to disseminate through QR Code posters to allow download of the app and insert the provided Guest Code on the poster. Guest codes assigned to EMMA accounts can either no expire or expire after a selected time period.

Q: How do I get in touch with technical support if I'm having difficulty with the app or PC?

You can contact the lead EMMA administrator of your EMMA account and they can help troubleshoot for you.

If your administrator cannot help, please fill out the form here: <https://EMMANotify.com/tech-support>. Please note that this last recommended tech support option, it will not be immediate technical support but response provided within a set time period.

Q: Are anonymous reports really anonymous?

Yes, all anonymous reports are really anonymous! Neither the EMMA account user or the ThinkSafe account manager can track the user or any details on the user, on purpose. The only information received is the "Date" and the "Description"

and this data is encrypted inside the database so that only the EMMA Admin or approved users can see the reported information but not the users information

Q: Who receives an anonymous (bullying) report?

Reports are received in the EMMA Admin panel. This means that only EMMA administrators are the users that will receive and have access to this information.

Q: How do I get in touch with technical support if I'm having difficulty with the app or pc?

You can contact the lead EMMA administrator of your EMMA account and they can help troubleshoot for you.

If your administrator cannot help, please do the following: Go to <https://EMMAnotify.com/tech-support>, fill out the form and click "Help Me Make Minutes Matter!" to submit the form. Please note that this last recommended tech support option will not be immediate technical support but response provided within a set time period.

Q: How do I log out of my EMMA account

SMARTPHONE OR MOBILE DEVICE

Go to the top left corner where the "3-Line Menu Icon" is shown and select Log out.

PC, LAPTOP or CHROMEBOOK

Go to the top right corner where your Username is shown and click on your name. Select Log out.

Q: How often do EMMA passwords need to be reset?

Most EMMA accounts are setup with the settings of password reset being required once per year. EMMA does allow passwords to be reset at any required period of time, based upon the industry and desired needs of the EMMA Admin/Users.

Q: What if I want to be on multiple EMMA accounts as a user/admin?

EMMA is unique in that it allows you to have many plans and accounts you subscribe to or are allowed access to; improving community notification and allowing very relevant alerting versus traditional alerting systems. Notifications come in with the EMMA account listed, making it easy to see what account is needing attention and "Change Plan" menu options exist to switch between accounts. Contact your EMMA account rep to ensure your EMMA setup is discussed for multiple locations and improved community-wide use.

Q: Is there EMMA training or help? Where can I find it?

EMMA Admin (<https://EMMAAdmin.com>) has a HELP menu that allows you to access user guides (by type of user), quick video tutorials, manuals, quick reference guides, FAQs, and other tools. Any new EMMA account receives appropriate

training manuals to disburse to their User Groups. For additional assistance, contact your account rep by calling call 319 - 377-5125 between 8-5pm Central Time US. Or go to: <https://EMMANotify.com/contact/> and fill out the form. Additionally, in your EMMA mobile app: Press the “3-Line Menu Icon” on top left corner and Select “Contact Us” > Fill Out Form > Press Send.

Q: Can the “call 911” button be changed to a different number/”help” that is in-house?

Yes, please contact your account manager as this is a setup feature for your EMMA account.

Q: Is it possible to set up any type of user/group with desired rights and privileges?

Yes, EMMA can allow for any type of user that might be desired for receiving notifications or sending/receiving notifications or communicating and managing an emergency event from the EMMA dashboard or EMMA app. Contact your account rep for more information as details on groups you may want to utilize from the ‘off-the-shelf’ default EMMA setups may work. Note that customized setup on any EMMA account is allowed to ensure the best possible emergency notification, communication and management integration for your entity’s specific needs.

Q: Does EMMA integrate with any other systems?

Yes, please contact your account manager to discuss the system integration needs you desire. EMMA has an Internal “REST” API that can easily integrate with other systems. Examples of integration include 911 CAD dispatch integration, automated student/staff directory updates, camera feeds, alarm system integration, and more.

Q: How do I contact EMMA technical support?

Go to <https://EMMANotify.com/tech-support> and complete the form or call 319 /377-5125 between 8-5pm Central Time US.

Or in your EMMA mobile app: Press the “3-Line Menu Icon” on top left corner and Select “Contact Us” > Fill Out Form > Press Send.

TROUBLESHOOTING QUESTIONS

Q: Why did I not get/receive an alert? What are the settings for receiving alerts?

Please make sure you have the most recent updated version of the EMMA App downloaded, notifications allowed, and your location services for EMMA turned on. For android devices go to google play and for iOS devices go to the app store to update the app when there are new version releases. You must have the EMMA app downloaded, have the current version, have settings turned on as noted, and/or you must be logged into <https://EMMAAdmin.com> to receive notification alerts. If you are setup to only receive text alerts, check on your carrier regarding messaging on your data plan and messaging restrictions that may apply.

Q: Why can't I download the EMMA app on my device?

Is your device connected to your cell data and/or internet (WIFI)?

If you are on WIFI disconnect and see if you can download using your cell data.

Check your device operating system (see device requirements below).

If EMMA is the only app you cannot download after #1 and #2, please contact EMMA at <https://EMMAAnotify.com/tech-support> or call 319-377-5125 between 8-5pm Central Time US.

Q: What devices support the EMMA mobile app?

Android Devices: version 6.0+ and iOS (iPhone and iPad): version 10.2+

Q: Why can't I Log Into my account?

When you are trying to Log In, please make sure the username and password are being typed in correctly. As a reminder, make sure you Caps Lock is not accidentally on. If you have forgotten your password, select "Forgot Password" or "Lost Your Password" on the main Log In screen on the EMMA App or EMMA Admin URL <https://EMMAAdmin.com>. Please remember that log ins expire annually (or as specified for your EMMA account per industry best practices) so you may need to select "Forgot Password" or "Lost My Password" before contacting your EMMA Admin to ensure it is not an expired password problem that you can quickly resolve without EMMA Admin assistance.

Q: If I can't Log In to my EMMA account, who do I need to get in contact with?

Please get in contact with your site administrator for EMMA. Please remember that log ins expire annually (or as specified for your EMMA account per industry best practices) so you may need to select "Forgot Password" or "Lost My Password"

before contacting your EMMA Admin to ensure it is not an expired password problem that you can quickly resolve without EMMA Admin assistance.

Q: What if I forgot my password?

If you have forgotten your password, select “Forgot Password” or “Lost Your Password” on the main Log In screen on the EMMA App or EMMA Admin URL www.EMMAAdmin.com.

Q: What if EMMA appears to be missing icons or buttons?

Certain devices that allow ‘Dark Mode’ settings to be turned on may create viewing problems within EMMA. Check your device to see if this setting is creating the problem. Turn off “Dark Mode” and reopen EMMA. If the problem resolves, please report your problem and the device make/model and your software operating system version to our technical support team for resolving dark mode problems in future EMMA updates.

Q: How do I submit feedback?

Fill out the form at <https://EMMANotify.com/contact> or in your EMMA mobile app: Press the “3-Line Menu Icon” on top left corner and Select “Contact Us” > Fill Out Form > Press Send.

Q: How do I contact EMMA technical support?

Fill out the form at <https://EMMANotify.com/tech-support> or call 319-377-5125 between 8-5pm Central Time US

Or, in your EMMA mobile app: Press the “3-Line Menu Icon” on top left corner and Select “Contact Us” > Fill Out Form > Press Send.

PRE-SALES QUESTIONS

Q: What is EMMA?

EMMA stands for Emergency Management Mobile Application. EMMA was designed as a notification, communication, and emergency management platform. The features of EMMA allow use ala carte of any feature within these capabilities yet wholistically allow for overall administration hierarchy and transparent views of events to include 911 dispatched personnel/dispatch centers and appropriate rights/privileges for groups of users on any EMMA account.

Q: Who is Think Safe / First Voice?

Think Safe is the manufacturer and developer of First Voice Products and Software Solutions primarily for emergency pre-911 first on scene responder arrival needs.

Q: Why is EMMA offered for sale by think safe and our dealers? What is unique about it? Who should use EMMA?

EMMA should be used to provide for effective modern-day notification, 2-way communication, and emergency management for counties, towns/municipalities, colleges, school districts, large employers and workplaces, hospitality facilities and destinations, hospitals, security companies, and any organization that has many people or attendees on one or multiple premises that needs to manage alerts or notifications and communication to those persons at any time. It allows for effective communication without cell tower connection or data delays caused by the wireless emergency alert notification system during mass disaster/mass use events. EMMA works on any connected device via cell data, network connection, or WIFI, hotspot or emergency mobile ad hoc network (WANET or MANET) or mesh network connection. In addition, it allows management via a dashboard EMMA Admin to improve the communication and data flow during the first many minutes of a threat or incident. Thus, EMMA is unique in that it allows new technology to overcome delays in communication and improve self-sufficiency to prevent or more quickly shut down threats and emergencies and improve outcomes.

Q: What technology does my organization need to implement EMMA?

EMMA is software-as-a-solution and cloud-based technology. The only technology needed is the capability for users to access the internet or be connected to a network or hotspot/WIFI/cell phone data in order to allow the EMMA notifications to work.

Q: How much does EMMA cost?

Cost is dependent upon the EMMA Account features and specifications desired as well as the number of locations managed. Please call 319-377-5125 and we can discuss various flexible pricing options for our EMMA license /

subscription costs. Unlike other platforms, there are no user fees which makes EMMA an affordable application for large entities and organizations.

Q: How is a facility empowered by EMMA?

EMMA empowers all facility occupants and students as well as staff and any administrator appropriate privileges to communicate effectively OUTSIDE OF AND ALONG WITH 911/cell tower systems.