HazardCall

HazardCall User Guide
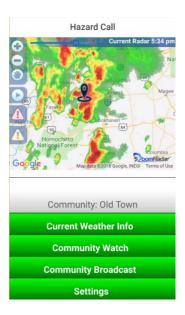
Table of Contents

INTRODUCTION

Welcome to HazardCall. This state-of-the-art weather alerting service lets you manage your risk and master your message. This keeps your community informed about life-threatening weather threats as well as information you want them to know.

This user's guide will help you get the most from your HazardCall service. By now, your account has been established and you have been provided an access code to download the HazardCall app as well as a login and password to manage your account. We recommend recording that information below for handy reference:

This guide is broken up into two sections – one on downloading the HazardCall app and the other on managing your account. Please review the information so you can be familiar with the many features of your HazardCall account.

INSTALLING THE HAZARDCALL APP

1) Go to the App Store or Google Play and search for HazardCall.

2) Download and install it; when you launch it, enter the case-sensitive access code you were provided.

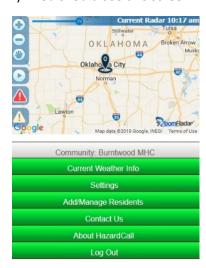3) Open the app and click on Main Menu, you'll see a screen that looks like this:

4) The app is pre-set to notify on emergency weather conditions. If you wish to add alerts for other types of weather conditions, go to Settings>Update Notification Options and make your choices. Make your selections carefully to avoid any irritation.

5) The other main feature on the app is current weather info and radar. Use your finger to navigate on the radar screen and discover the other functions. Click on Current Weather Info to get local weather, forecasts and a variety of weather maps.

6) As the Community Manager, both the Community Broadcast and Community Watch features are automatically enabled on *your* app. In the next section, you'll learn how to give your team members access to Community Broadcast and residents access to Community Watch.

7) Before you give team members or residents access to these important features, practice sending yourself a message. Click on the Community Broadcast button and compose a message. Within seconds, you should receive the text message you compose.

MANAGING YOUR ACCOUNT

While both you and your residents can download the app on a smart phone, community managers use a separate portal to manage their account. We strongly recommend performing these management functions from a desktop computer or laptop.

1) Go to this link: http://bit.ly/HC_Manager. Use the username and password you were provided.
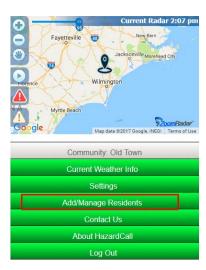
2) You should see this screen:

SECTION 1 - ADDING RESIDENTS

You can either upload a CSV spreadsheet containing basic resident information or enter it manually. Using a spreadsheet minimizes errors, so this is preferred.

A) USING A CSV SPREADSHEET

From the main HazardCall menu, select "Add/Manage Residents":

You should see this screen; select "Upload a CSV List of Residents":

Now, you should see:

Use your native management software or Microsoft Excel to export a CSV (comma-separated values) file formatted as indicated above in the instructions and store it somewhere on your computer. When you're ready, click on "Click Here" in the screen above and you will see this:

Upload Community Residents List

Account Name:Old Town

Choose File No file chosen   Add List

Click Here to Exit

Click on "Choose Fie" and point to the place on your computer where you have stored the properly formatted CSV file. When the filename appears, click "Add List":

Upload Community Residents List

Account Name:Old Town

Choose File oldtown.csv   Add List

Click Here to Exit

You should see all the names in your CSV file listed at the bottom of the screen. If all that information is correct, click on "Approve Resident List":

Hazard Call Community Residents List Upload

Account Name:Old Town

Review and Approve Resident List

Approve Resident List

Click Here to Exit

Smith Tom 123456789 tom.smith@gmail.com

You should now see this:

Upload Community Residents List
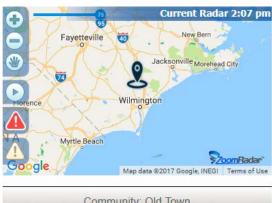
Click Here to Exit

Account Name:Old Town
Residents Upload/Update is completed
new   Smith Tom 123456789 tom.smith@gmail.com

B) MANUALLY ENTERING RESIDENT INFORMATION

We recommend manually adding residents after all of your residents have been entered via the CSV file. From the main HazardCall menu, select "Add/Manage Residents":

Select "Add New Home Resident":

Manage Community Users

| Main Menu |
| Add New Home Resident |
| Upload a CSV List of Residents |
| Send Welcome Message to All Residents |
| Send Text Message to All Residents |

Find an existing Resident:
Enter Last Name or partial Last Name:

Note: enter "." to retrieve all resident list

Search Residents

You should now see this:

Add New Resident

Enter First Name:

Enter Last name:

Enter Phone Number:

Enter Email Address:

Enter Unit#:

Back   Next

Sequentially enter all resident information and when done, click 'Next".

SECTION 2 - INFORMING RESIDENTS - *IMPORTANT*

When the list has been uploaded and all residents are properly entered into the system, it will be necessary for you to inform residents of the HazardCall program.

It is imperative that you ensure that there is adequate documentation on HazardCall available to any resident in a printed form and designate a date when the program will begin. **Additionally, you should provide opt-out forms for residents wishing to do so.**

Once this is all in place, all residents by selecting 'Send Welcome Message to All Residents"

Residents will get this text message:

When they click on the link, they will see this:

Your access code is:
HQFJFI

You will need the above code to
activate the Hazard Call App on
your phone. Use one of the links
below to download either the
iPhone or Android version of the
Hazard Call App.

When you launch the app the first
time, you will need the above
access code to activate
HazardCall.

Download iPhone App HERE

Download Android App HERE

SECTION 3 - RESIDENTS USING THE APP

Once the app is installed on a resident's phone and they enter the access code, they will receive phone calls, texts and email notification for weather alerts. *All* users will receive phone, text and email alerts **ONLY** for the following types of weather conditions:

Tornado Warnings - tornadoes have been detected or confirmed
Extreme Severe Thunderstorms - hail of baseball size or larger and/or 70 mph winds or greater
Flash Flood Emergency – life-threatening flash flooding is occurring
Extreme Tornado Watch – numerous, widespread tornadoes expected to develop in 24 hours
Hurricane Warning – hurricane conditions are expected within 24 hours

Residents who have only supplied a landline phone number and no email will only receive phone calls under the above circumstances.
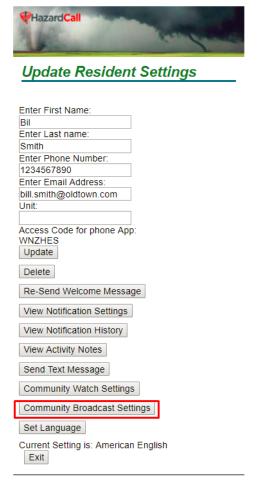
Residents who supplied a cell phone can use the app to additionally receive alerts from a more extensive list and can chose to receive them via text or email.

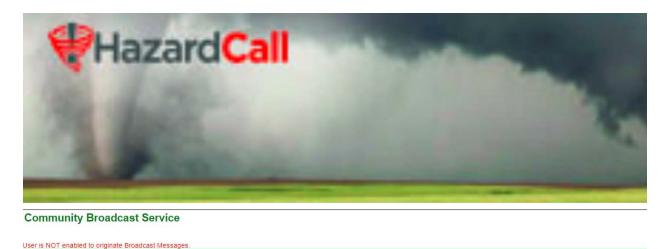## SECTION 4 – AUTHORIZING STAFF TO USE COMMUNITY BROADCAST

As the Community Manager, your account is automatically set up to send messages to all your residents or to individual residents. You may wish to designate other trusted staff members to perform this function. You may either add your staff members by including them in the .csv used to create your list of residents from Section A of Section 1 or add them individually following the instructions from Section B of Section 1.

1) Search for the staff members you wish to authorize for using Community Broadcast.

2) From the Main Menu, select Add/Manage Residents. Then from this screen, enter the name of the staff member and you will see all the information about your staff member, who is seen by the system as a resident:

3) Click on Community Broadcast Settings and you will see this:

4) Click on "Enable Community Broadcasts" to enable this feature for this staff member.
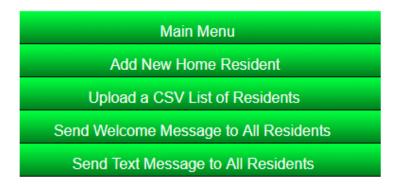
5) Click on Return to User Menu. If the staff member does not already have the HazardCall App, click on "Re-Send Welcome Message".

6) Have the Staff Member open the HazardCall App and verify that they see the Community Broadcast button on their Main Menu.

7) Repeat this process for each staff member you wish to add.

SECTION 5 - MANAGING RESIDENTS

When the list has been uploaded into the system, you can look up any user from the Manage Community Users menu. In the red-boxed area below, search for a specific resident or enter "." to get a list of all residents. When you click "Search Residents", a list of all residents will appear.

Here is an example of what you will see when you enter a name:

Note that the user's Access Code is displayed. This can be helpful if the resident inadvertently deletes or loses the text containing the code needed to use the app once it has been downloaded from the App Store or Google Play.
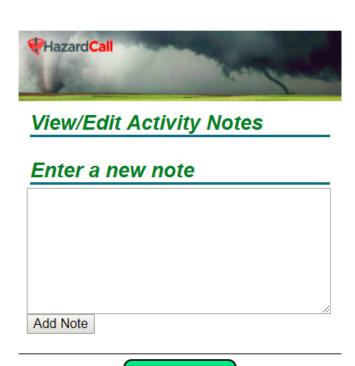
You can perform a variety of functions, such as:

Update - change any of the data fields listed for a resident in the account and click Update to save changes to the account.

Delete – remove the user from the account (you will be asked to confirm this step).

Re-Send Welcome Message – send a welcome message **ONLY** to this resident with their access code.

View Notification Settings – displays what alerts the user is receiving. While you can see them, ONLY the resident can change unwanted alerts via the app. Remember, they CANNOT change the alerts defined in Step 3 above.

View Activity Notes - shows this display:

Note that the account manager can keep track of interactions with the user. Additionally, as shown in this example, the account manager will see when information such as phone number or email have been changed.

Send Text Message – send an individual message to this user.

Community Watch Setting – activate this user to use Community Watch (see Section 7 for details).

Community Broadcast Setting – activate this user to use Community Broadcast. This should be a staff member, not a resident (see Section 4 for details)

Set Language – sets the language for the phone calls delivered in Section 3 to English or Spanish.

SECTION 6 – SEND TEXT MESSAGE

You can send all the residents the same message at once. For example, you could use this feature to direct them to a shelter or to let them know when a community activity will occur, etc. We recommend using this sparingly as residents may not want to receive too many non-weather-related messages.
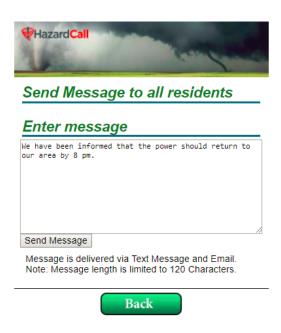
1) From the Manage Community Residents menu, select "Send Text Message to All Residents":

Manage Community Residents

| Main Menu |
| Add New Home Resident |
| Upload a CSV List of Residents |
| Send Welcome Message to All Residents |
| Send Text Message to All Residents |

View Nearby Warnings
Find an existing Resident:
Enter Last Name or partial Last Name:

Note: enter "." to retrieve all resident list
Search Residents

2) From this screen, enter a 120-character or less message and then hit Send Message.

Send Message to all residents

Enter message

We have been informed that the power should return to
our area by 8 pm.

Send Message

Message is delivered via Text Message and Email.
Note: Message length is limited to 120 Characters.
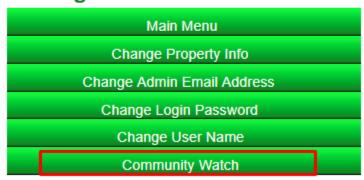
Back

SECTION 7 – COMMUNITY WATCH

This powerful feature lets residents send each other messages about activity occurring in their community that they believe others should know about. As the Community Manager, you are designated as a Moderator so you can monitor the messages to ensure they are not trivial. You may also designate staff members or individual residents as moderators.

1) To enable this feature for your community, from the Main Menu, select Settings:

2) Click on "Enable Community Watch Service":

3) Confirm that this feature is now enabled:

4) Designate Moderators and enable this feature for residents by going to the Main Menu, then selecting Add/Manage Residents and choosing a resident to assign. When their information appears, select Community Watch Settings:

5) Select Enable as Moderator. The next time this user opens the HazardCall App, they will see the Community Watch button in their Main Menu.

6) If you discover this resident is abusing the Community Watch in some way, you may also choose to remove them from the system by selecting Block From Sending Community Watch Messages.

Often, people believe they *should* have received a warning because other systems like free phone apps, weather radios, sirens indicated such. Quite often, they learn they are *not* within the very precise NWS warning.

From the main menu, select "Add/Manage Residents" and then click on the View Nearby Warnings on this screen:

You will be shown the last 20 convective (thunderstorm, tornado or flood) warnings that included your area. As you scan them during times you thought or were told about a threat, you will see where the *actual* warning was relative to your location. When it comes to these precise warnings, it only matters if you are _in_ the warning. HazardCall will ONLY notify you if this is case.