



TRAINING MANUAL FOR NEW USERS



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Introduction

Welcome to the TAP App Security family. I want to congratulate you for choosing to implement our hazard and threat management crisis communications mobile application system. Now you and other members of your organization can stay safe by utilizing this cutting edge technology. This training manual is designed to show you all the features of the TAP App Security System and provide you guidance how to use it effectively. In today's world we face a variety of complex security challenges, including natural and human-caused hazards, threats, and disasters. It is imperative that organizational leaders, employees, and emergency responders are adequately prepared to protect everyone entrusted to their care. We are confident that including TAP App Security as part of your emergency preparedness system you are significantly reducing risk and creating safer and more secure workplace environments.

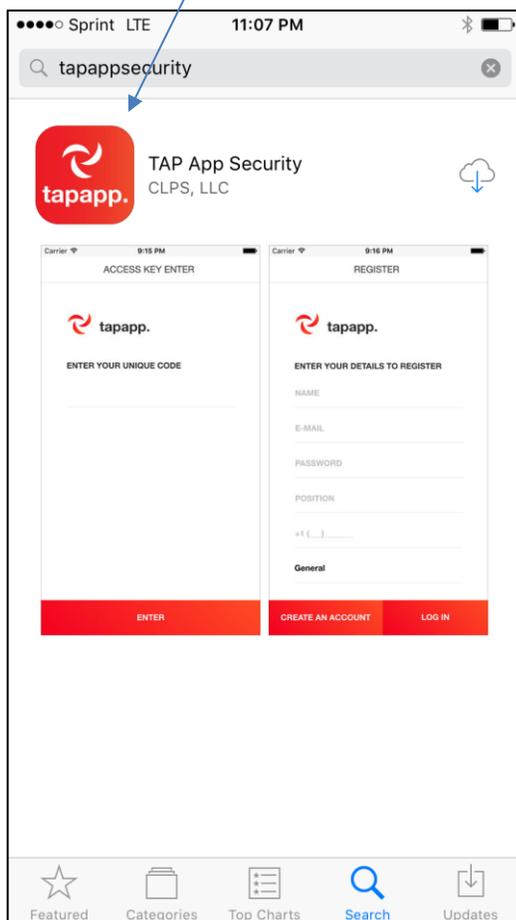
Safety is the opposite of fear

-Dr. Matthew Miraglia

Founder, TAP App Security

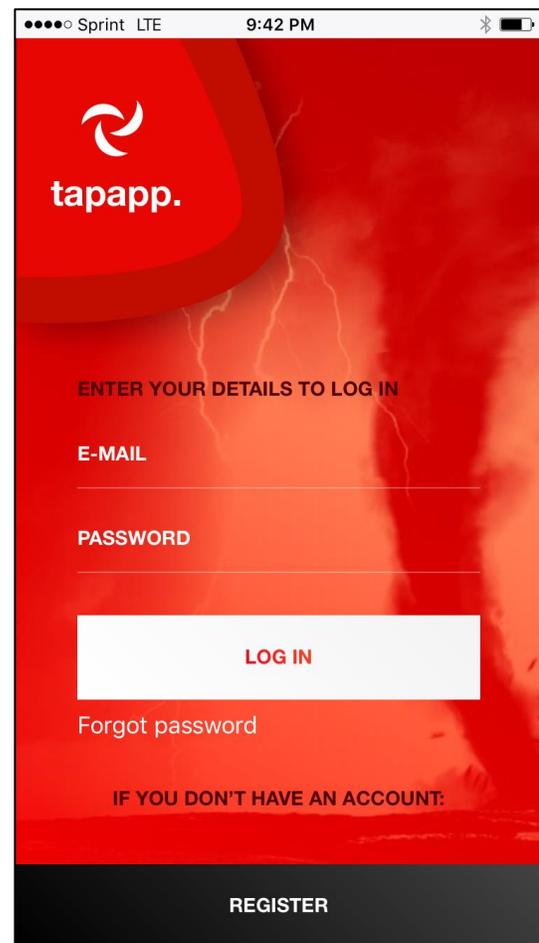
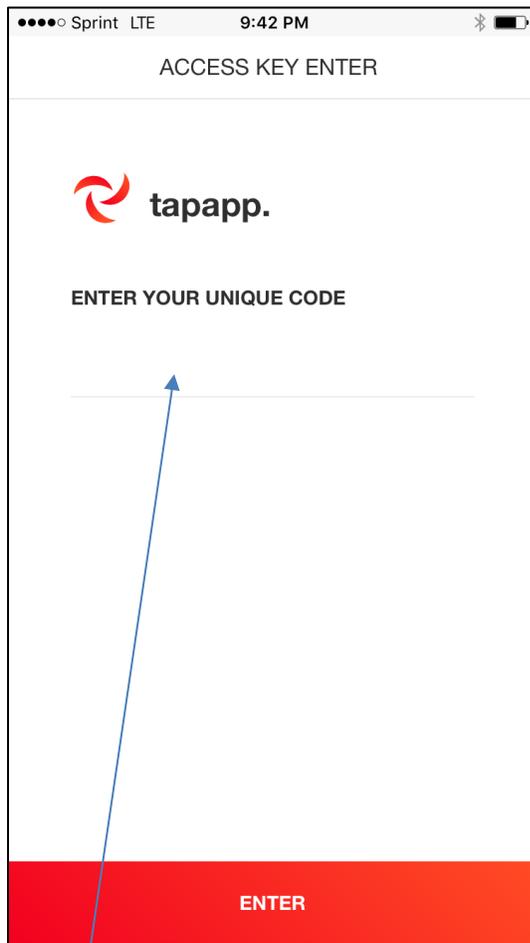
Downloading TAP App Security

Before you can begin using the app you must first download it to your mobile device. Go to the appropriate app store on your device. Under “search” type in **tapappsecurity** (all one word) then hit search. After you see the *tapapp logo*, download it to your device. Please be patient as it might take a few minutes to fully download.



Once downloaded, you can tap on “open” to open the app. If your device asks permission to send you notifications, tap on “allow.”

You should now be on the **access key** screen.



Here is where you will type in your organization’s unique access code. After you type in your unique code, tap on “enter.”

You must now create an account. Tap on “register.” This will take you to a screen where you must enter information about yourself.

Type in your full name (first and last). Then, type in your email address. It doesn't matter if you use your work email or a personal email. Create a personal password. Please note that the password must contain at least 6 digits. It is important that you safeguard your password. Then, type in your official position. Finally, type in a phone number, including area code. Your cell phone number is preferred but a landline number will be accepted.

The screenshot shows a mobile application interface for registration. At the top, the status bar indicates 'Sprint LTE' and '9:42 PM'. Below the status bar is a navigation bar with a back arrow and the text 'REGISTER'. The main content area features the 'tapapp.' logo and the heading 'ENTER YOUR DETAILS TO REGISTER'. The form consists of several input fields: 'NAME', 'E-MAIL', 'PASSWORD', 'POSITION', and a phone number field with a dropdown for country code. Below the phone number field is a dropdown menu showing 'Harrison High School'. At the bottom of the screen are two red buttons: 'CREATE AN ACCOUNT' and 'LOG IN'.

After you have completely filled out the form, simply tap on "create an account." Your screen should inform you that your registration was a success. Please tap on "ok"

For cybersecurity reasons, your registration must be approved by your organization's back end administrator. Once your registration is approved you will have full access to and usage of the TAP App Security

System. The initial set up might seem somewhat time-consuming. There's no need to be concerned about that. Now that you have successfully registered an account, you can simply access the system by entering your email and password in the future.

Different Types of Users

- The TAP App Security System allows for two types of users; **Simple Users** and **Incident Manager Users**.
- Simple Users are typically employees or members of an organization that do not have managerial or supervisory positions.
- Simple Users can send and receive emergency alerts, use all the main features of the system, and they have the ability to cancel alerts that they created.
- Incident Manager Users are usually employees or members of the organization that possess managerial or supervisory authority. In other words, they often have oversight over at least some subordinates.
- Incident Manager Users have all the same abilities as Simple Users with a few additional authorities.
- Some of the key differences between the two types of users are:
- Incident Manager Users can cancel alerts that they created and cancel alerts that other users created. Simple users can only cancel their own alerts.

- Incident Manager Users can share alerts with other network users. Simple Users can not share alerts outside their assigned network.
- Incident Manager Users can duplicate alerts that were created and forward these alerts to multiple other locations besides their own. They can also revise existing alerts and send them to other users.
- Simple Users can not duplicate alerts or send revised alerts to anyone outside their own network.
- Sometimes organizations will grant Incident Manager Users more access to certain confidential information, such as site specific emergency plans and other sensitive information. Simple Users may not have the same level of access.
- The reason why the TAP App Security System includes two types of users is similar to why organizations establish and operate within a hierarchy or managerial system.
- In order for operations to work effectively there needs to exist some degree of command and control.
- Although many organizations have adopted a more horizontal management style, having clearly defined leadership and bottom-line decision makers is crucial during emergency situations.

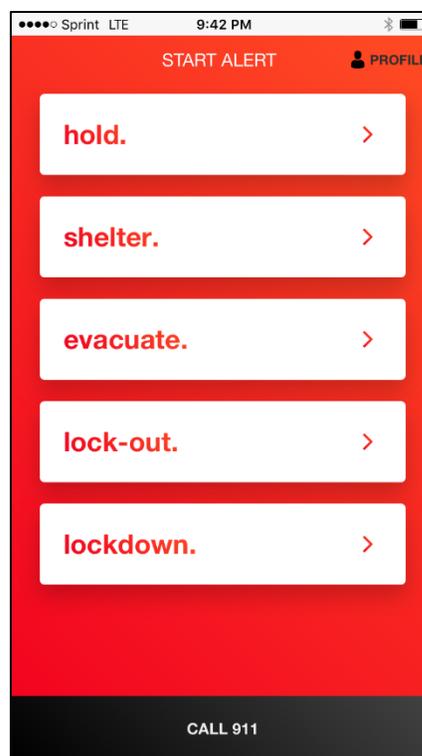
Basic Protective Actions

The TAP App Security System is specifically designed as a practical tool for emergency situations. In order to be practical, it must also be user-friendly, or in other words, simple to use. Any system that is overcomplicated is not practical and should not be used during emergencies. That is why our system is centered on what we call the five Basic Protective Actions, which are clear, concise, and visible on the initiation screen.

The five Basic Protective Actions include: Hold, Shelter, Evacuate, Lock-Out, and Lockdown. When a hazard or threat exists, whether it is natural or human-caused, one of the five Basic Protective Actions should be communicated as an initial protective response to the incident.

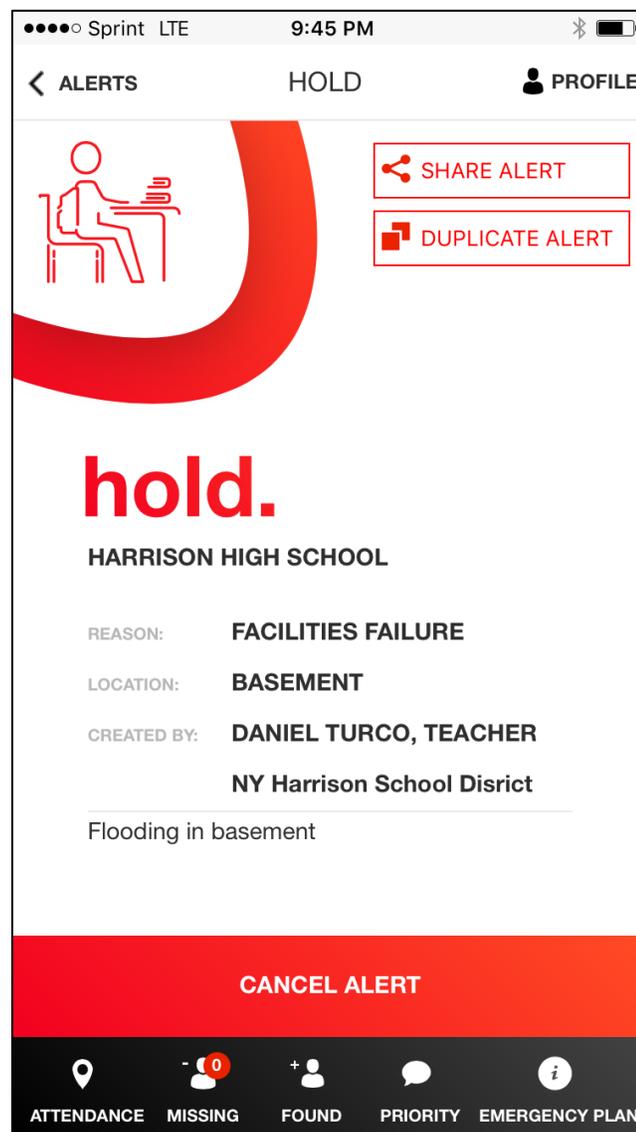
- ✓ **Clear**
- ✓ **Concise**
- ✓ **Visible**

Note: The *Five Basic Protective Actions* can be customized to match your organization's terminology

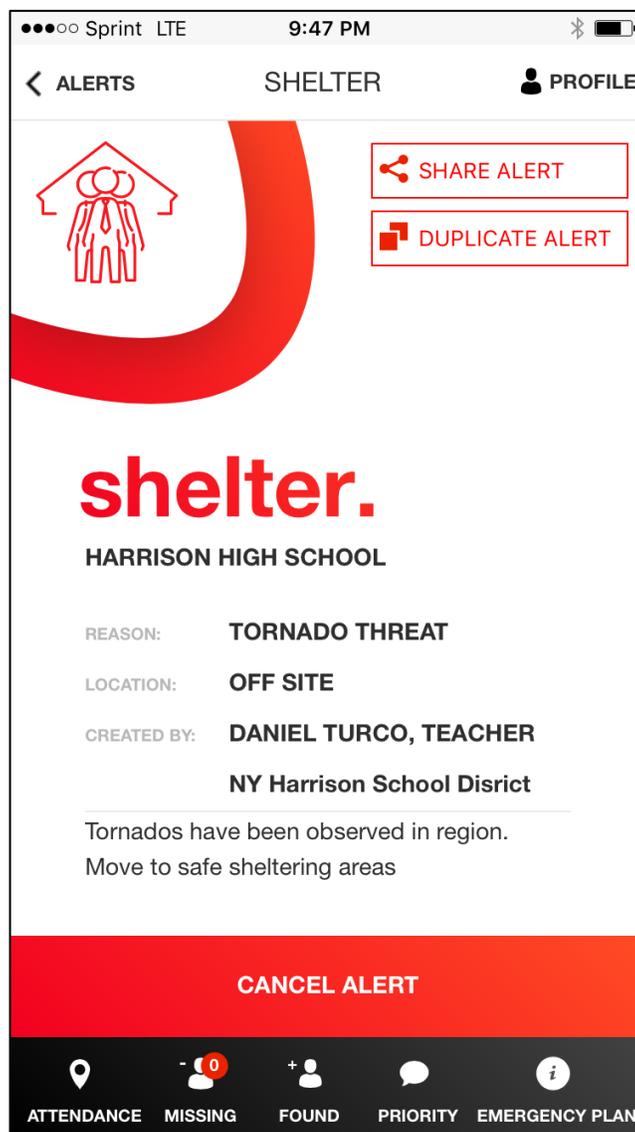


Let's examine the five **Basic Protective Actions** more closely.

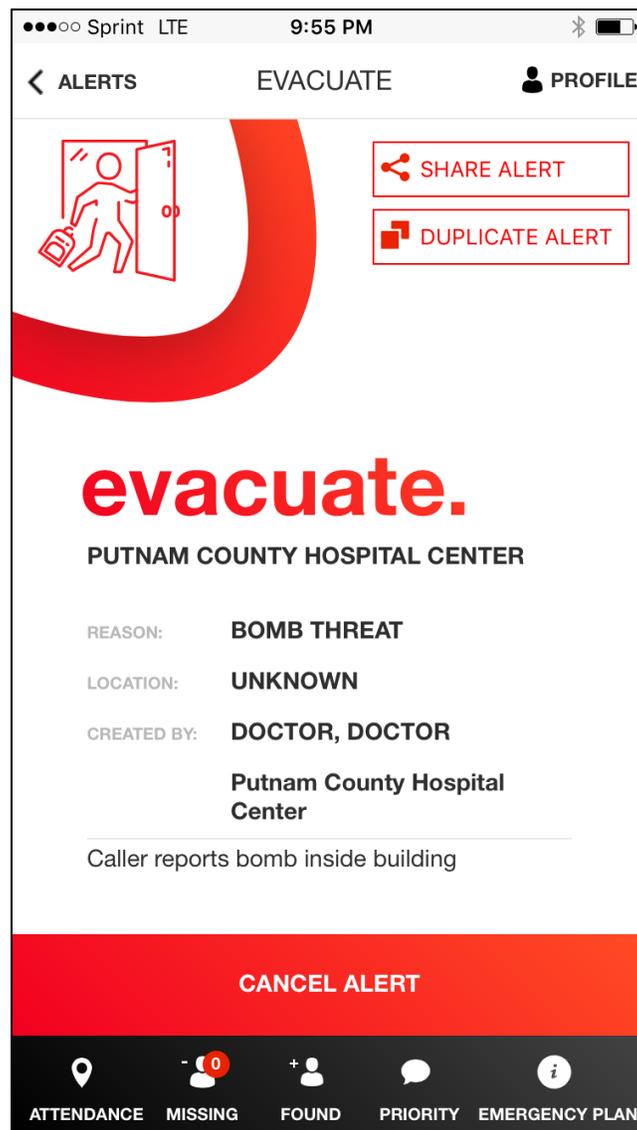
Hold - This directive is used to limit movement inside buildings and on the property so short-term emergencies can be dealt with. Examples of incidents that a hold alert might be used are for things such as medical emergencies or facilities failures.



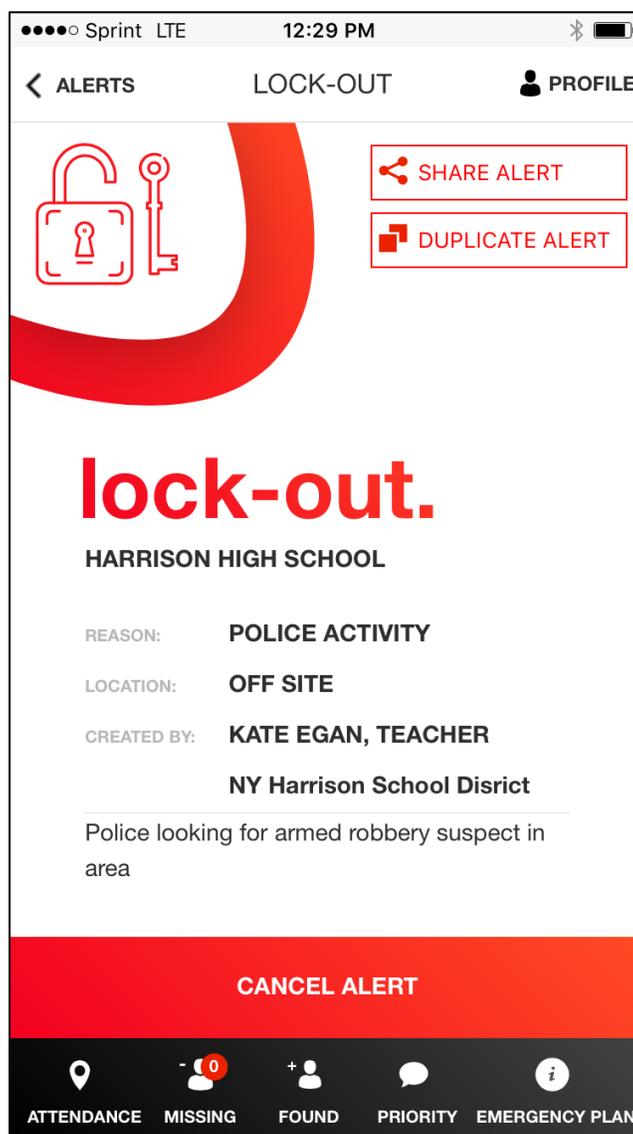
Shelter - This directive is used to move people inside buildings and to safe sheltering areas to protect from external threats. Examples of incidents that a shelter alert might be used are for things such as severe weather events like tornados, or other dangerous external hazards such radiological, chemical, or biological threats.



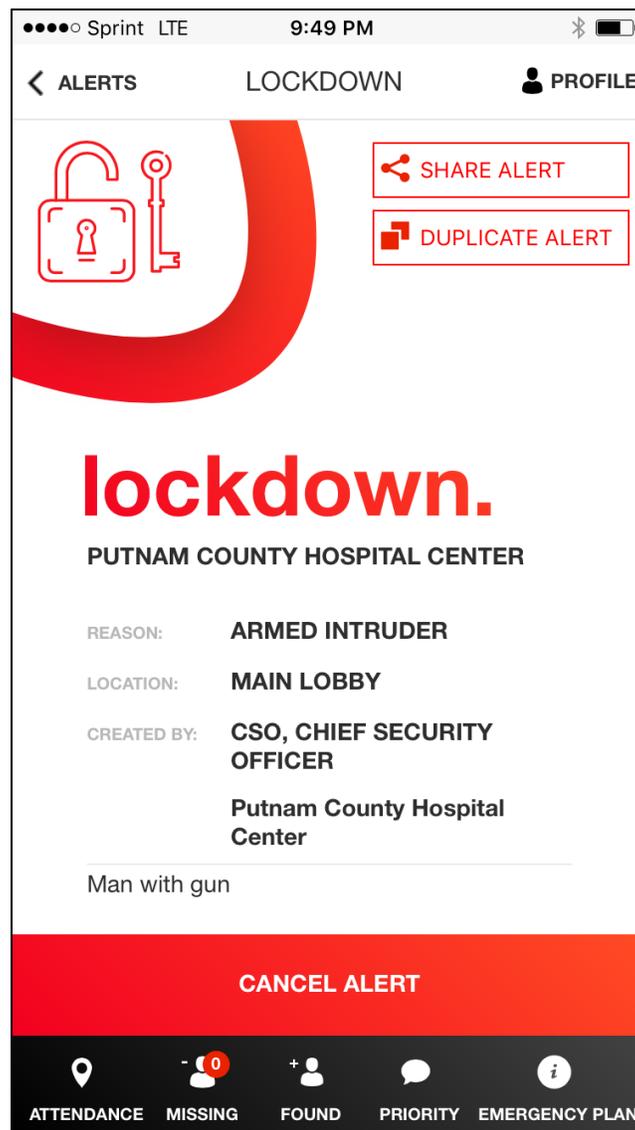
Evacuate - This directive is used to evacuate people out of buildings or off the property away from hazards or threats. Examples of incidents that an evacuate alert might be used are for things such as bomb threats, fires, or natural gas leaks.



Lock-Out - This directive is used to safeguard people from external threats. It differs from “shelter” as people will generally not be moved to predesignated safe sheltering areas but rather remain inside the building and be prepared to take extra protective action due to dangerous events that are happening outside the building. Examples of incidents that a lock-out alert might be used are for things such as suspicious persons, dangerous police activities in the area, or other human-caused emergencies such as acts of terrorism.



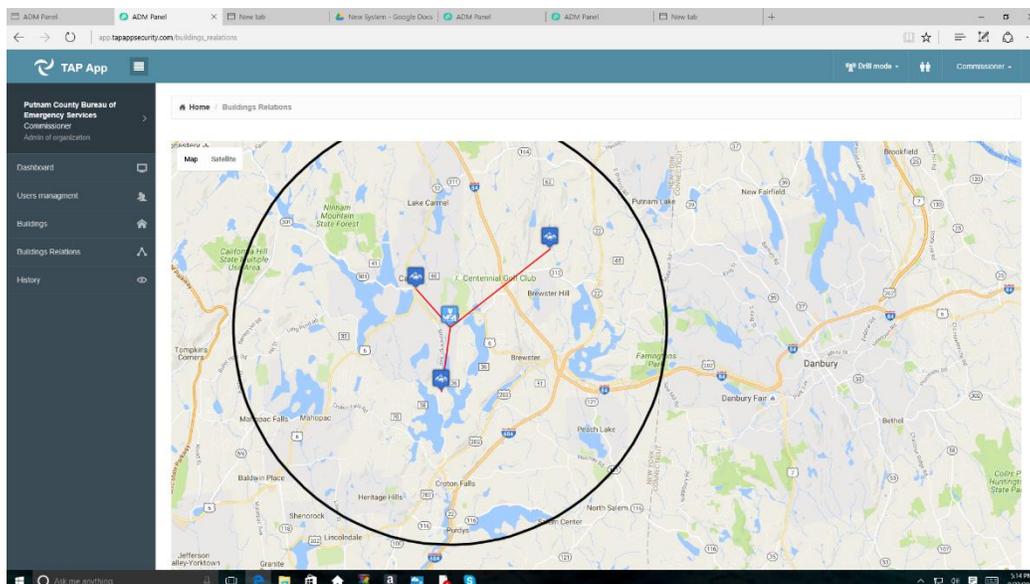
Lockdown - This directive is used to secure people inside buildings, offices, or rooms to protect from incidents that pose immediate danger to people inside the building or on the property. If evacuating or escaping away from a threat is not a viable option, then locking down could be the best choice. Examples of incidents that a lockdown alert might be used are for things such as active shooters, armed intruders, or other imminent threats inside the building.



Creating and Sending Emergency Alerts

Calling 911

- It is important to understand that the TAP App Security System is not designed to replace the Emergency 911 System. We want to encourage you to dial 911 when situations warrant such action.
- The TAP App Security System should be viewed as an extra layer of redundancy to go along with your current emergency communication methods.
- A major advantage of the TAP App Security System is its ability to instantly communicate emergencies horizontally between organizational employees and key stakeholders including emergency responders.
- Our system significantly enhances your crisis communications capabilities thereby making you safer and more secure.

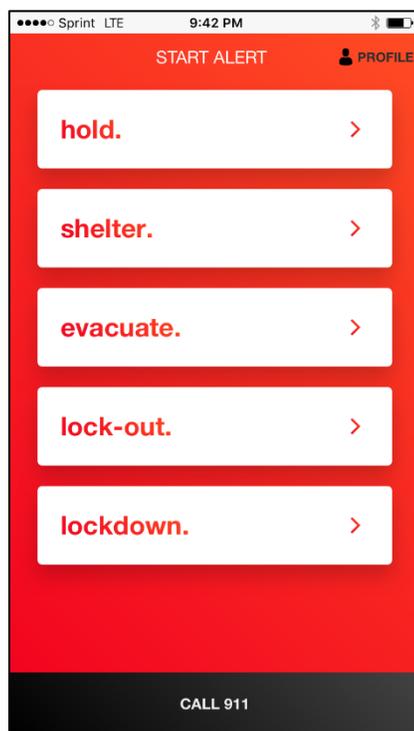


Creating Alerts for Your Building

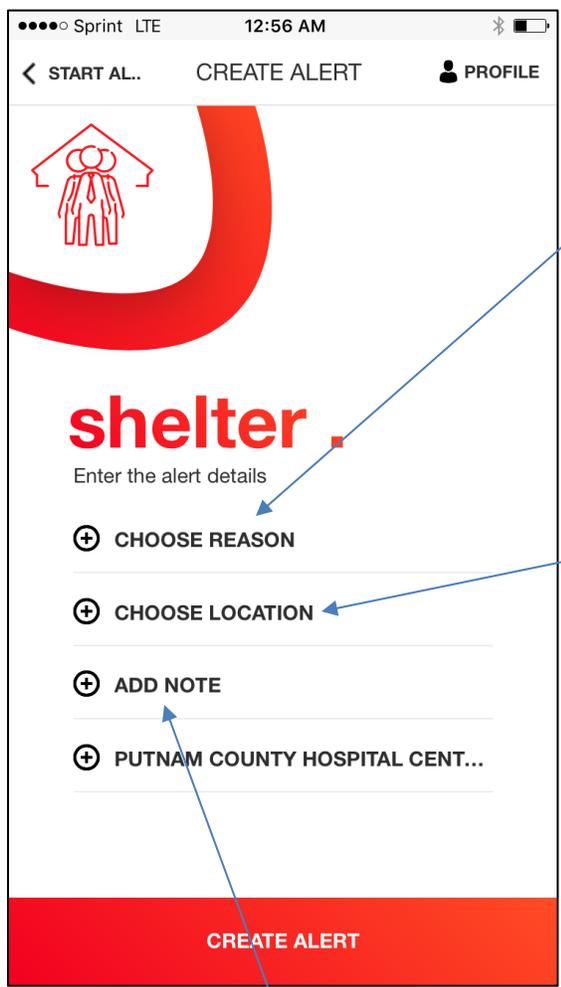
As mentioned earlier, emergency alerts will originate from one of the five Basic Protective Actions. You, the sender, have discretion to customize the alerts and choose additional qualifying information to be included as part of your message. This includes such information as:

- The reason for the alert
- The location of the threat or hazard
- Supplemental information you want the receivers of the alert to know, and
- The specific building or buildings you want the alert to be sent to

For example, imagine if there is a report of severe weather in your area such as a tornado warning. You would start by selecting the appropriate Basic Protective Action, in this case, **Shelter**.



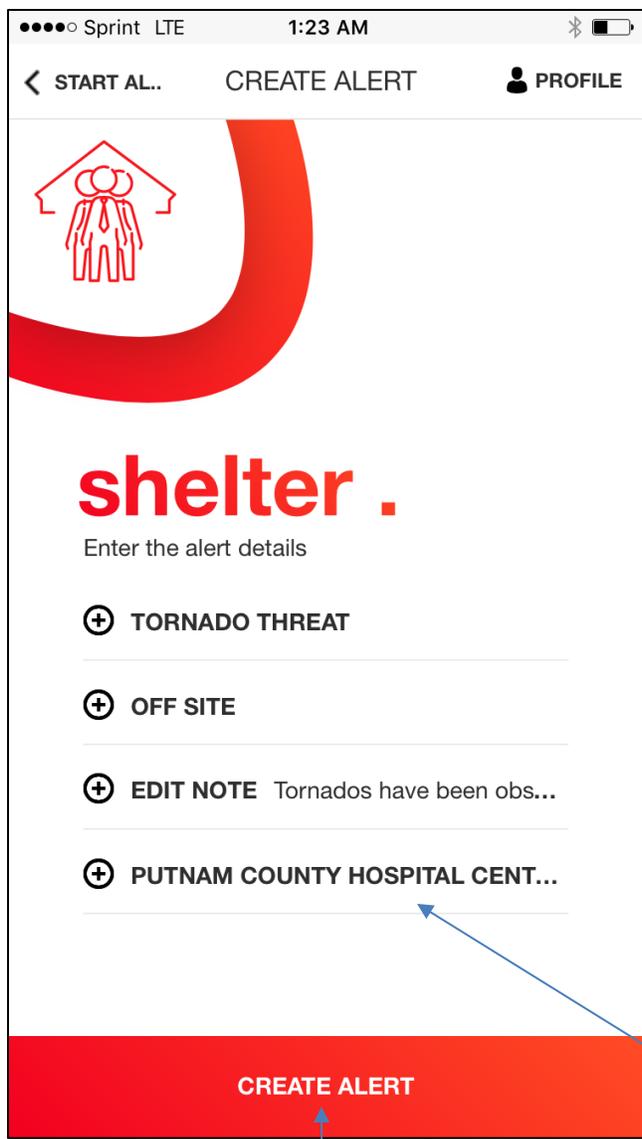
After you tap on the shelter button, a **customizable sender screen** appears. Here you can choose the reason for your alert.



Tap on “choose reason” and a dropdown screen will appear. Simply scroll down the screen and tap on the reason you want to include as part of the alert. In this case you’d choose “tornado threat.”

Tap on “choose location” and a screen will appear that allows you to select various locations. The choices include “off site” “on site” “unknown” or you can type in a specific location at the bottom of the screen, such as a room number, floor level, or other location.

You can also tap on “add note” and type in additional information. In the tornado threat scenario, you might type in something like, “Tornadoes have been observed in the region. Move to safe sheltering areas.”



After returning to the customizable sender screen, you also have the option of choosing the building where you want the alert to be sent

Typically, this portion of the alert is pre-set for the primary building where you work. However, if you work at multiple locations or want the alert to be sent to another building, simply tap on this section and a dropdown screen will appear showing the various buildings included in the network. Choose the desired building.

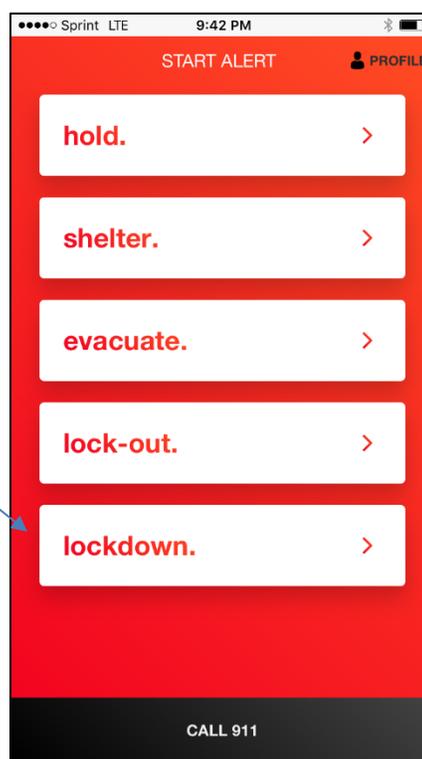
After you have selected the appropriate information, you can send out the alert by tapping on "create alert." A small popup box will appear that reads, "Send my GPS data? You can choose "yes" or "no" to send the alert. Depending on your choice, your GPS location could be included. If you tap on "cancel" the alert will be canceled and nothing will be sent out.

Situational Awareness During Emergencies

It is very important you understand that emergency situations are fluid and can quickly change. It's also important to realize that different emergency incidents require different levels of urgency when sending out alerts. The golden rule when it comes to emergencies is always use common sense. By becoming more aware of situations you will be able to make better choices when responding to hazardous or threatening events.

Some types of threats could pose more imminent danger and might require alerts to be sent with faster speed. For example, if an armed person enters a building and begins shooting, common sense would dictate that an emergency alert must be sent out as quickly as possible. In this type of incident, the sender might want to simply tap on "lockdown" and send the alert.

Other supplemental information could be added later after people have taken the appropriate protective action.



If a situation occurs that poses less imminent danger, such as a facilities failure or disorderly person, you might be able to spend more time entering additional information into the customizable sender screen before sending out the alert.

In the scenario of a tornado threat, we know the average lead in time for a tornado is approximately 13 minutes. Therefore, it would likely be okay to spend a little more time on the front end entering more information before sending out the alert.

Each and every situation is different. Having better situational awareness and using common sense should guide your decision-making during a crisis.

Sharing Alerts with Key Stakeholders

An essential emergency management feature of the TAP App Security System is the ability for Incident Manager Users to share alerts with other stakeholders including emergency responders. During emergency situations you might require the assistance from outside agencies such as police, fire, and emergency medical responders who are located outside your building and off your property. In cases where outside assistance or additional resources are required, Incident Manager Users can quickly send out alerts by sharing them with outside network users.

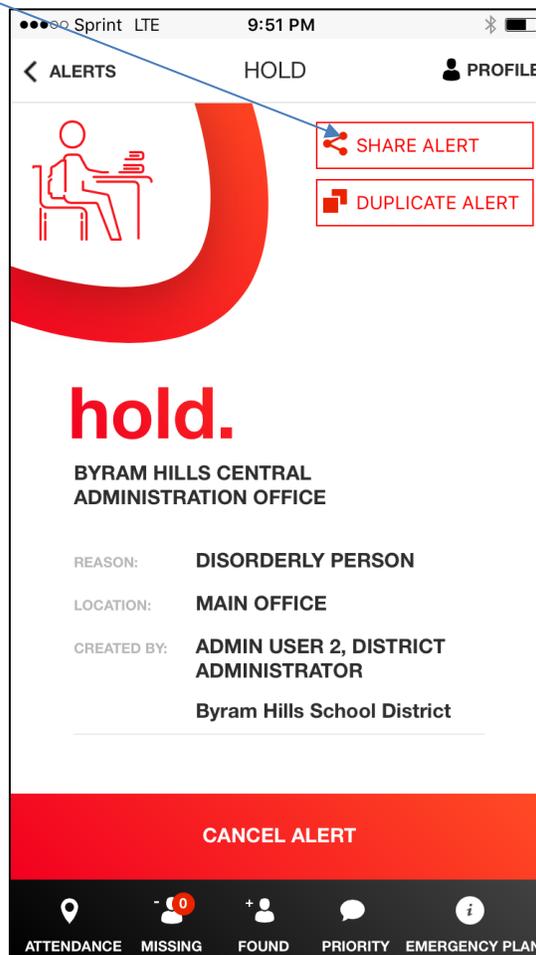
For example, imagine if you work at a building and someone, such as a visitor or patron, becomes agitated and disorderly. You might choose to send out an alert within your building's network to "hold" while the situation is being defused. Imagine further that the agitated person now becomes extremely emotionally disturbed and begins acting violently.

The situation has escalated to a point where it might become dangerous and police are needed to assist.

An Incident Manager User has the ability to share the alert and send it out to the police. In the upper right portion of the screen is a box that reads "Share Alert." Tap on the box and you'll be brought to the share alert screen.

A list of all the outside agencies, such as emergency responders, will appear on the screen. You would then select the appropriate agency, in this case the police, and tap on "done."

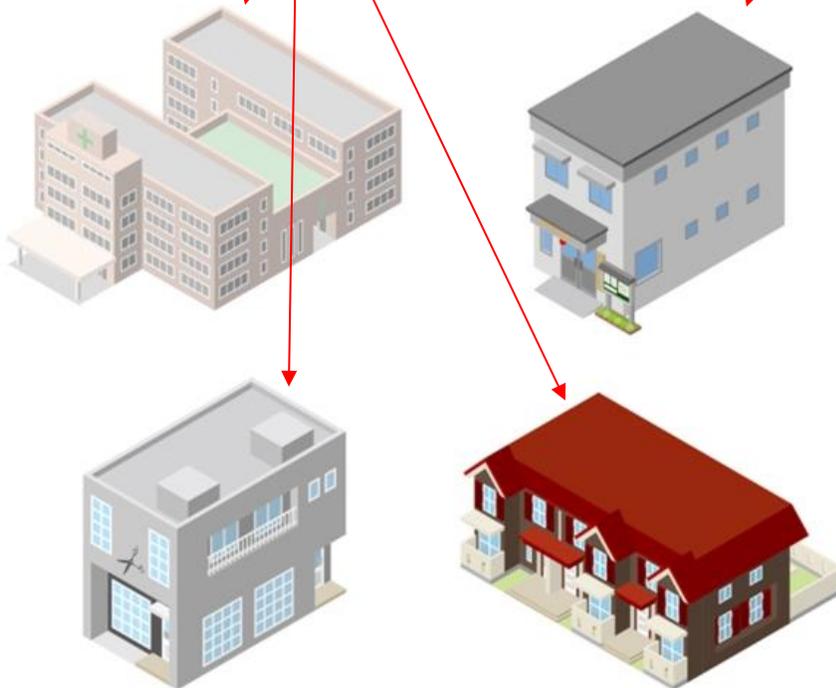
Once you tap on "done" the alert is instantly shared with the police and your screen will return back to the alert screen so you can continue managing the situation from your device. If additional resources or outside assistance is needed, an Incident Manager User can simply repeat the process and share alerts.



Duplicating Alerts for Other Buildings

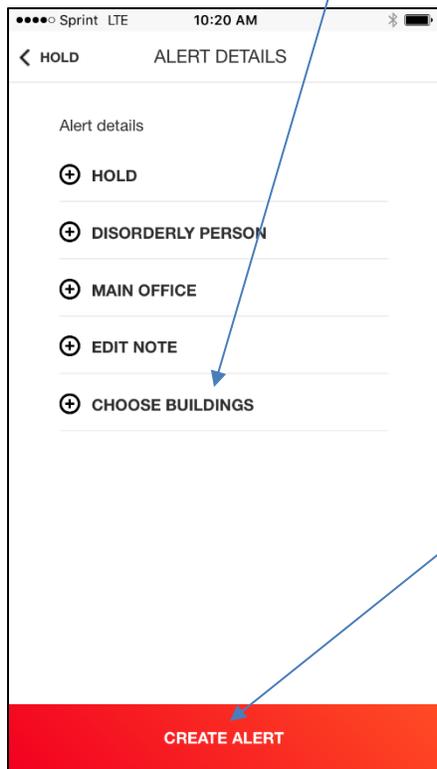
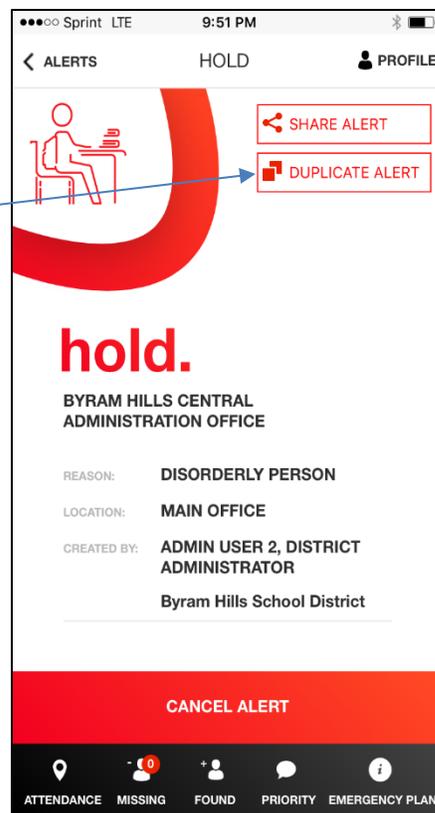
Another essential emergency management feature of the TAP App Security System is the ability for Incident Manager Users to duplicate alerts and forward them to multiple buildings. For example, imagine if you work for a company or organization that has several separate buildings located on the same property. Let's say an **emergency occurs** in one of the buildings and an alert is created for that building so people can take protective action.

An Incident Manager User has the ability to **duplicate** the alert and send it out to the other buildings.



In the upper right portion of the screen is a box that reads “Duplicate Alert.” Tap on the box and you’ll be brought to the **duplicate alert screen**.

Simply tap on “choose building” and a dropdown screen will appear listing all the other buildings. You would then select one, two, or as many buildings as you choose and tap on “done.”



From this screen you would tap on “create alert.” A small popup box will ask you if you are sure you want to send the alert. Tap on “yes” and the alert will instantly be duplicated to every building you selected.

Auto Alerting During Emergencies

- As mentioned earlier, emergency situations are fluid and can quickly change. Also mentioned was the fact that certain emergencies by nature require alerts to be communicated with faster speed and more urgency.
- The TAP App Security System accounts for the possibility of acute stress a person might experience during an emergency situation.
- Research has proven that acute stress can significantly affect a person's ability to communicate effectively during a crisis. That is why the TAP App Security System includes the critically important feature of auto alerting.
- The network of users set up at your building will likely include your organization's employees. There might be other key stakeholders, such as security personnel, police, fire, and EMS that are part of the TAP App Security System, but are not necessarily considered part of your internal organizational network.
- As discussed before, Incident Manager Users have the ability to Duplicate and Share alerts to outside resources.
- As part of our auto alerting feature, we have pre-programmed certain incidents so they are automatically sent to security and police the instant they are created at your building.

If Police or Security are connected to your network, the following alerts will automatically be sent to them:

Active Shooter

Armed Threat

Hyperarousal refers to physiological manifestations, such as impaired concentration, hypervigilance, and increased startle reactions.

-Rachel Yehuda,
The New England Journal of Medicine, Jan. 2002

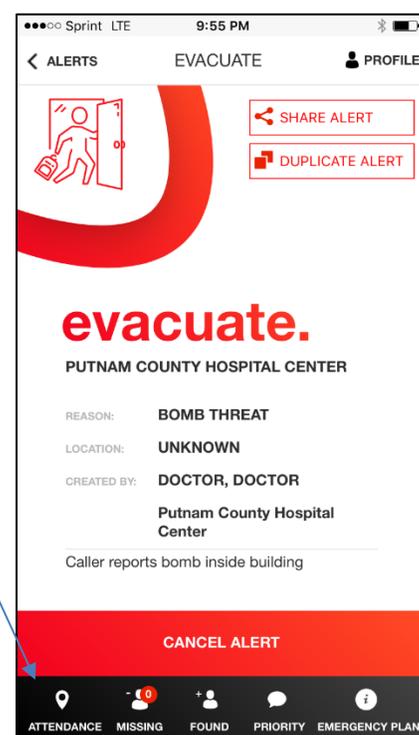
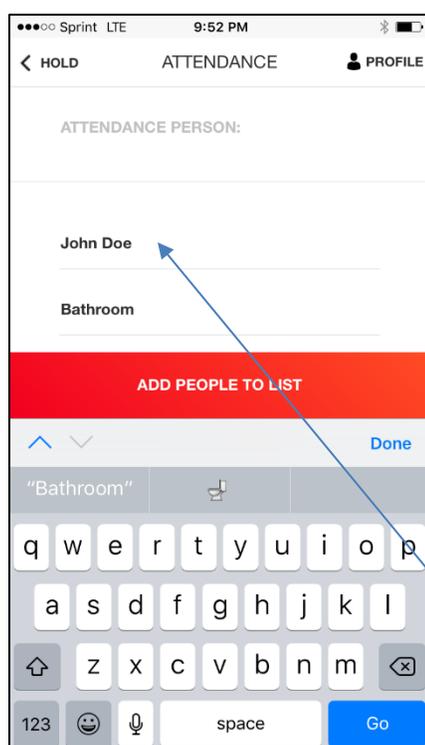
Considering the fact that a person creating the alert will likely be experiencing a higher level of stress, and a more urgent emergency response will be needed, alerts classified as *auto alerts* will be communicated horizontally within your building's network and with emergency responders simultaneously. If you do not have Police or Security connected to your network, you should **Dial 911** as soon as possible if there is an Active Shooter or Armed Threat.

Accountability for In-Care Persons

Taking Attendance

- Included as part of every organization's emergency plan should be a reliable and time-effective way to account for in-care persons during emergencies.
- The accountability feature could be used for employees, students, visitors, or patrons that happen to be inside your building when an emergency occurs.

- Depending on the nature and scope of the incident, it is important that everyone is accounted for as soon as reasonably possible. This information will assist managers, emergency responders, and other stakeholders that are concerned for people's safety and must account for their status.
- For example, imagine if there is a bomb threat at your building and an alert directing everyone to evacuate is sent out. As prescribed in your emergency procedures, everyone inside the building would exit the building in an orderly fashion and make their way to a predesignated evacuation staging area safely away from the building. After people have made their way to the staging area, someone from your organization could enter the names of the people they are with by using the attendance feature at the bottom of the screen.



From the attendance screen, simply type in the name or names of the people you are accounting for. You can also type in the location you are at. This information is instantly logged in to the system and is sent to the Incident Commander.

Reporting Missing Persons

- Accounting for in-care persons also means that people that are unaccounted for must be reported. This information needs to be provided to managers, emergency responders, and other stakeholders who are responsible for people's well-being during emergency events.
- Let's use the same scenario of a bomb threat at your building and everyone is directed to evacuate. Imagine that you followed the proper procedures and made your way to the evacuation staging area. However, someone you were with or should be with is not there. Tap on the "Missing" feature at bottom the screen.

MISSING PERSON:

JOHN DOE
BATHROOM

Name

Last known location

ADD PEOPLE TO LIST

ALERTS EVACUATE PROFILE

SHARE ALERT

Duplicate ALERT

evacuate.

PUTNAM COUNTY HOSPITAL CENTER

REASON: **BOMB THREAT**

LOCATION: **UNKNOWN**

CREATED BY: **DOCTOR, DOCTOR**

Putnam County Hospital Center

Caller reports bomb inside building

CANCEL ALERT

ATTENDANCE MISSING FOUND PRIORITY EMERGENCY PLAN

From the missing screen, simply type in the name or names of the people that are missing from the group. If known, you could type in their last known location. This information is instantly logged in to the system and is sent to the Incident Commander and all network users.

Reporting Found Persons

- Sometimes people presumed as missing during emergency situations are not actually missing. Rather, they became separated from their group during an incident and simply proceeded with taking the appropriate protective action and end up in another location.

- Let's use an office building and a group of employees as an example. Imagine if an armed person enters the building with a gun and begins shooting people in the main lobby on the first floor. Someone sends out a lockdown alert due to the active shooter.

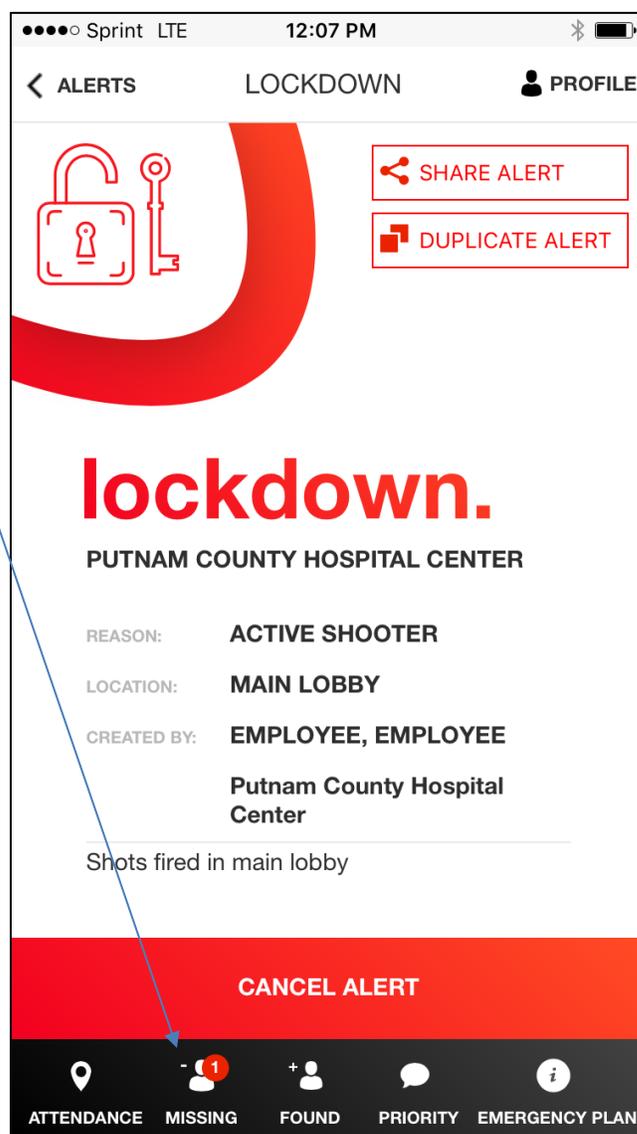
- The marketing department includes five employees who all have shared office space on the second floor. When the lockdown alert is received, everyone follows lockdown procedures and secures themselves inside offices and rooms.

- However, one of the five employees that work in the marketing department happened to walk down the hallway to grab a coffee in the kitchen area. While away from their normal workspace, the lockdown alert was sent.

- This employee, for obvious safety reasons, doesn't attempt to return to their office space and lockdown. They quickly enter the nearest room with other employees and lockdown.

- In this scenario, the four marketing employees realize that one of their colleagues isn't with them during the lockdown. Someone from their group uses the missing person feature and enters their colleague as missing.
- This information instantly goes out to everyone on the network and will show as a 1 near the missing person icon at the bottom of the screen.

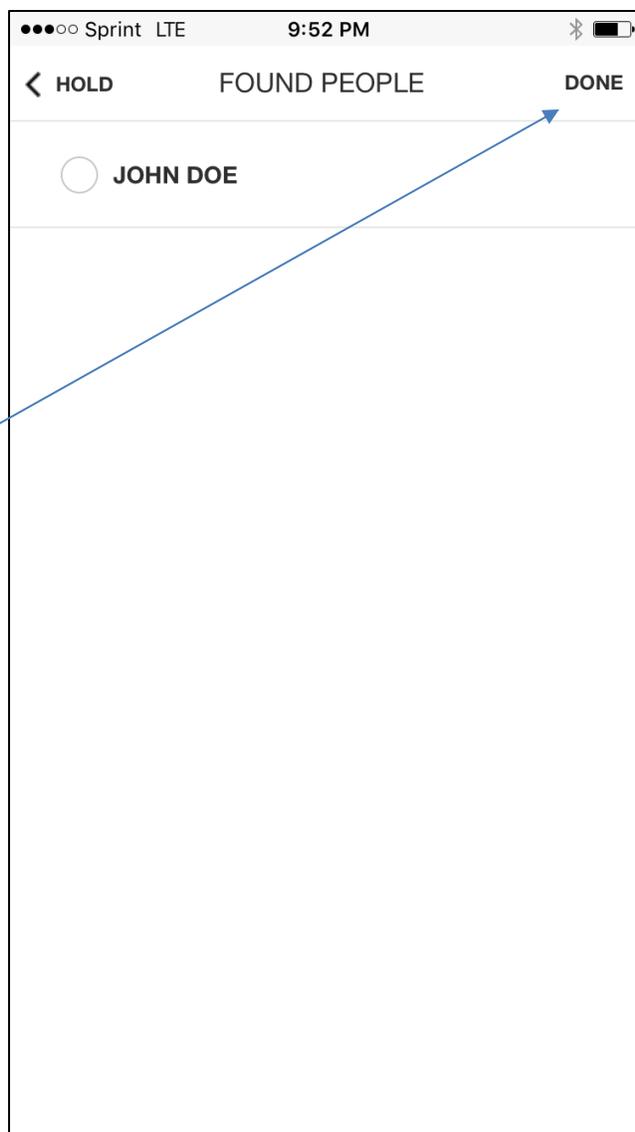
After the person reported as missing or someone else locked down inside the room with them sees their name as missing, they can use the found person feature to update their status.



At the bottom of the screen is an area labeled “Found.” Tap on this and you will be brought to the found person screen where a list of missing persons will be visible.

Simply tap the name of the person listed as missing and then hit “done” at the top right corner of the screen. This automatically removes the person as missing and updates their status to found.

This information is also instantly logged in to the system and is sent to the Incident Commander.



All the accountability features play a key role during emergency situations. They allow you to account for people and update their status fluidly which is practical and important during real emergency situations.

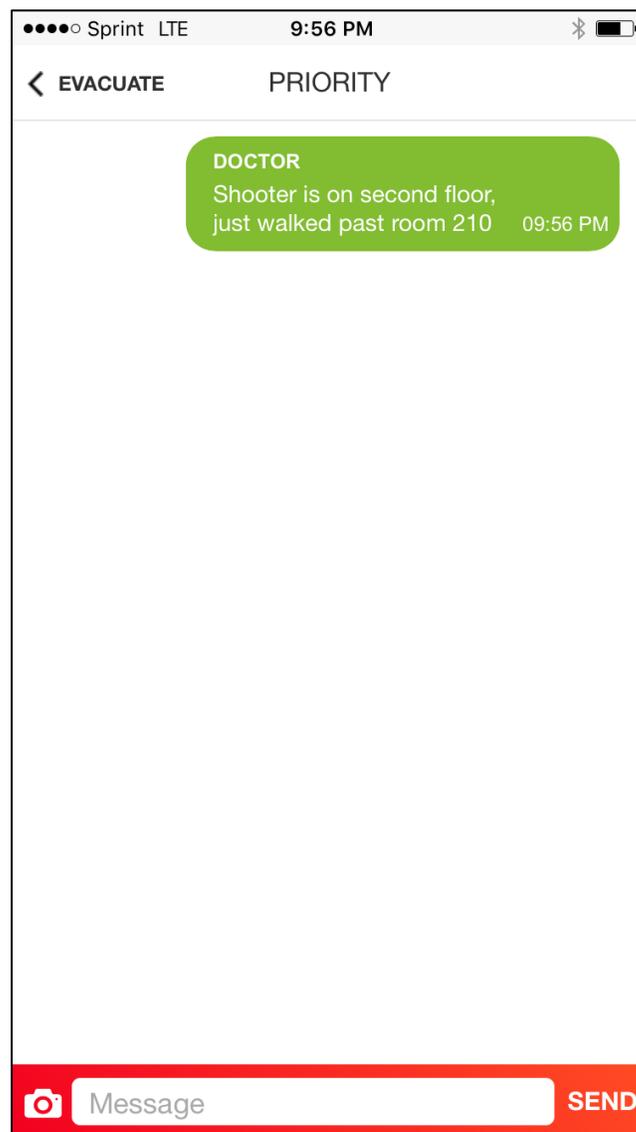
Priority Messaging

- Naturally, sending out an initial alert that reaches everyone within your organization horizontally is important so people can take swift protective action.
- Another extremely vital feature of the TAP App Security System is the ability to continuously provide real-time information during emergencies. This is accomplished by using the Priority Messaging feature.
- At any time while an alert is active, you have the capability to notify everyone on the network that you have a priority that needs immediate attention.
- Let's continue with the scenario where the individual entered the main lobby on the first floor and began shooting. The building goes into lockdown, after the lockdown alert is sent out.
- Imagine if the shooter makes his way up a staircase onto the second floor and continues their shooting rampage. You are locked down inside an office and you hear or see the shooter walk past your room.
- Using the priority messaging feature, you could quickly send out a message so everyone on the network knows what's happening in real time.

In this case, you'd tap on "priority" located at the bottom of your screen. You might type in "shooter is on second floor, just walked past room 210." After you type in the priority message, simply tap on "send." Instantly, your message is sent out to everyone on the network, including emergency responders.

Several things could result from this real time communication

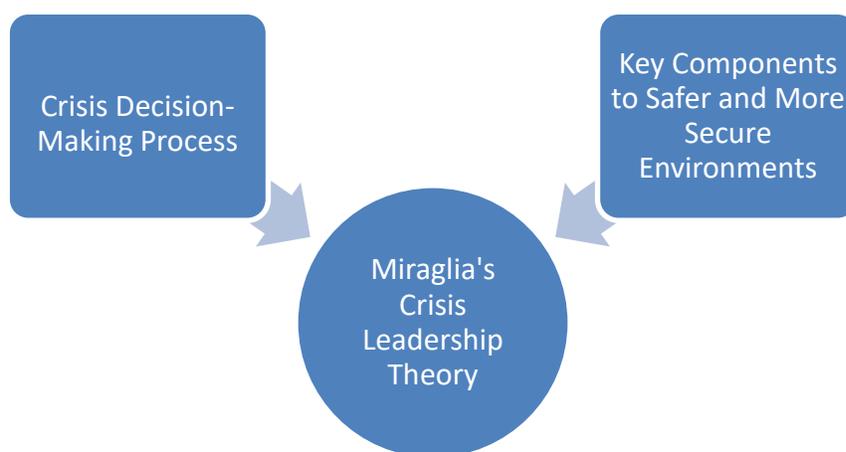
- Responding police could dispatch officers to the second floor.
- Employees locked down on the second floor will know they should not attempt to move from their secure spaces.
- Employees on the first floor might be able to safely escape out of the building.



Clearly, having real time information during emergencies is critically important. It allows you to communicate and manage a situation as it occurs which is far better than only having a limited one-way communication system.

Emergency Plan Features

- Dr. Matthew Miraglia spent over two decades working in the emergency management profession. He has conducted several years of scholarly research and has numerous publications in the security studies field. From his academic research emerged Miraglia's Crisis Leadership Theory (2013), where he identified what is now termed as the Crisis Decision-Making Process and The Five Key Components to Safer and More Secure Environments.



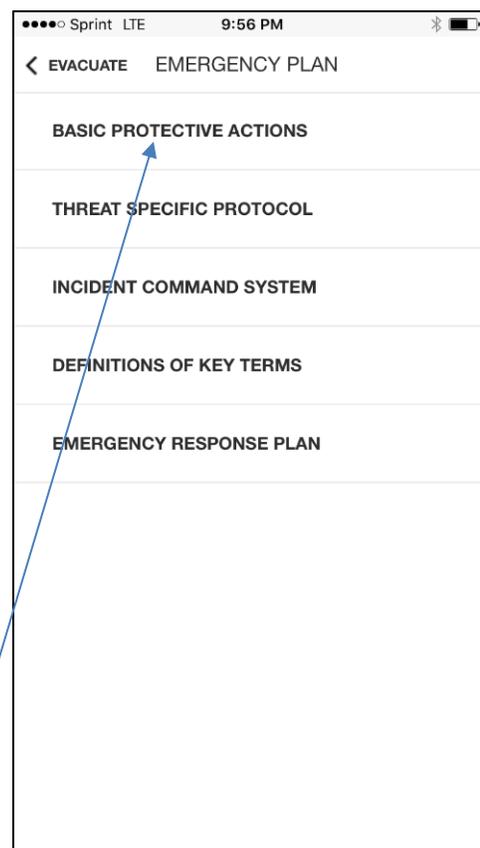
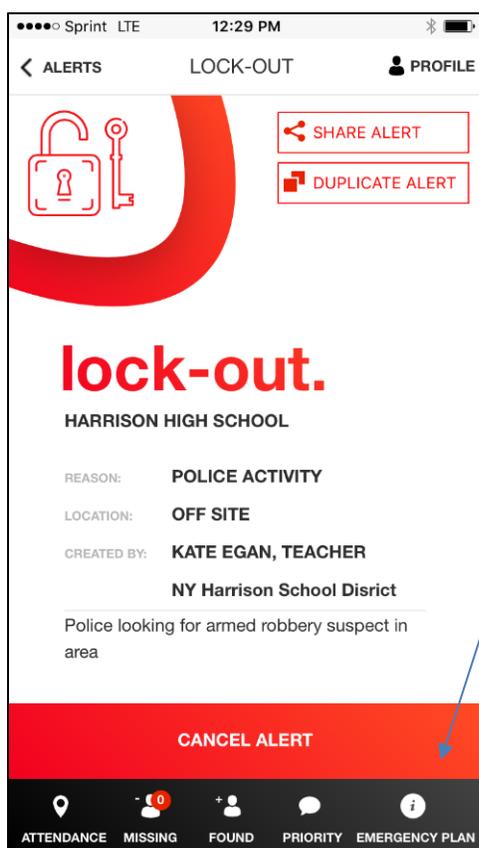
- The TAP App Security System was developed as a direct result of this research and real-world experience. The system is designed as a comprehensive but practical technology solution that significantly enhances emergency communication capabilities.
- Any organization that utilizes this 21st century software will be better equipped to reduce risk, manage emergencies, and protect the people entrusted to their care.

Emergency Plan Features

Basic Protective Actions, Threat Specific Protocol, Incident Command System, Definitions of Key Terms, and the Emergency Response Plan.

Basic Protective Actions

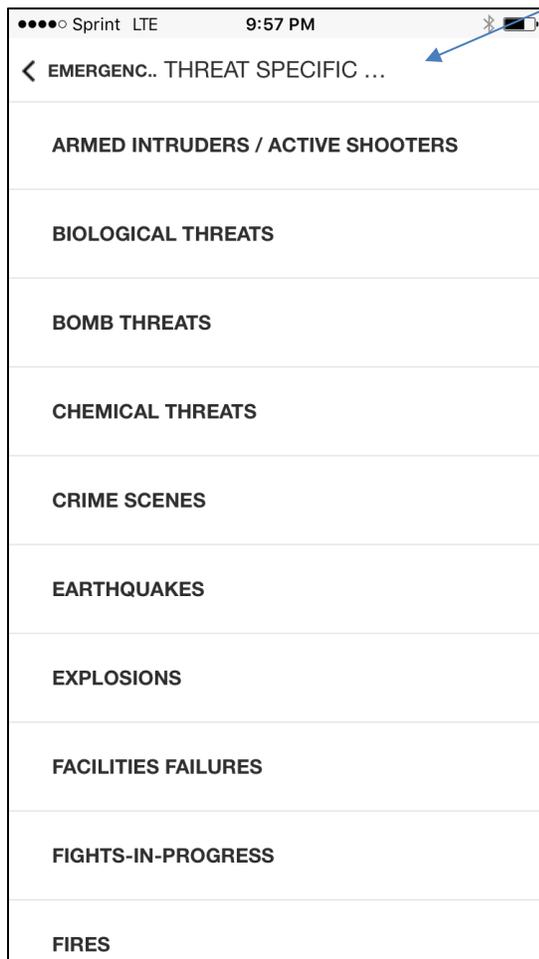
- As a reference, you can access the procedures for each of the five Basic Protective Actions through the Emergency Plan feature. At the bottom of the screen is labeled “Emergency Plan.” Tap on this and you will be brought to the emergency plan screen.



- At the top of the list is Basic Protective Actions. By tapping on the basic protective actions access bar, you will be brought to a screen where you can retrieve the instructions for each basic protective action.

Threat Specific Protocol

- Another helpful feature is having access to Threat Specific Protocol. By tapping on the threat specific protocol access bar, you can retrieve the procedures associated with specific threats, which include a list of natural and human-caused emergencies.

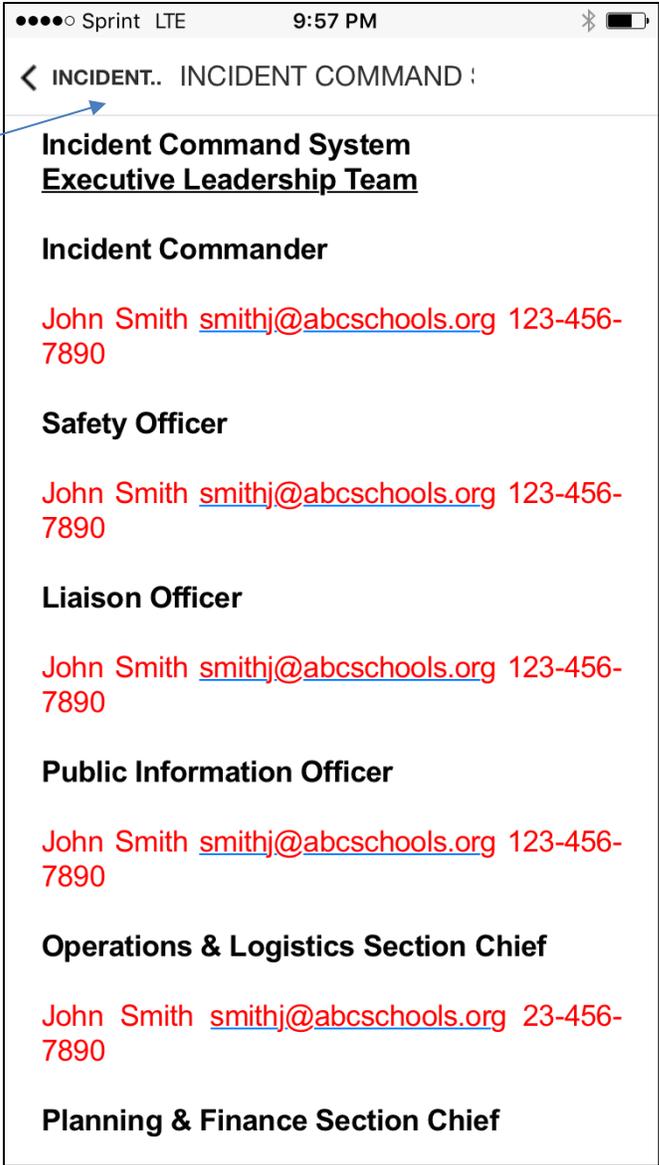


Incident Command System

- The Incident Command System is a universally accepted emergency management structure used by Homeland Security's Federal Emergency Management Agency.

By tapping on the Incident Command System access bar, you will be brought to your organization's Incident Command System.

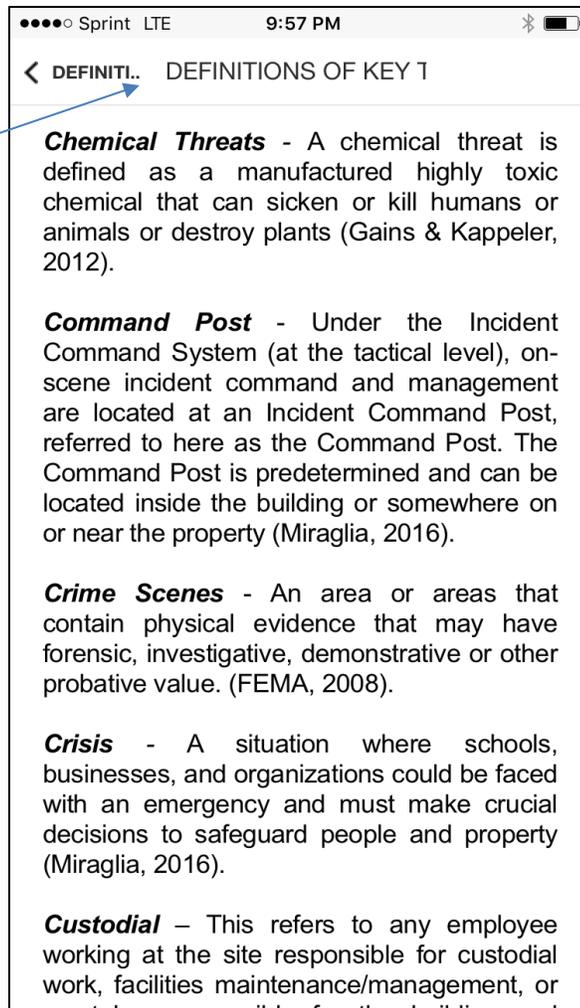
Here is where we customize and set up Organization-Specific Incident Command Teams and Building-Specific Emergency Response Teams.



Closed or private communications can occur within the Incident Command System that is not viewable to other employees on the network.

Definitions of Key Terms

- Another useful feature is the Definitions of Key Terms. By tapping on the definitions of key terms access bar, you can view the industry accepted terminologies as they relate to the emergency management and security field.

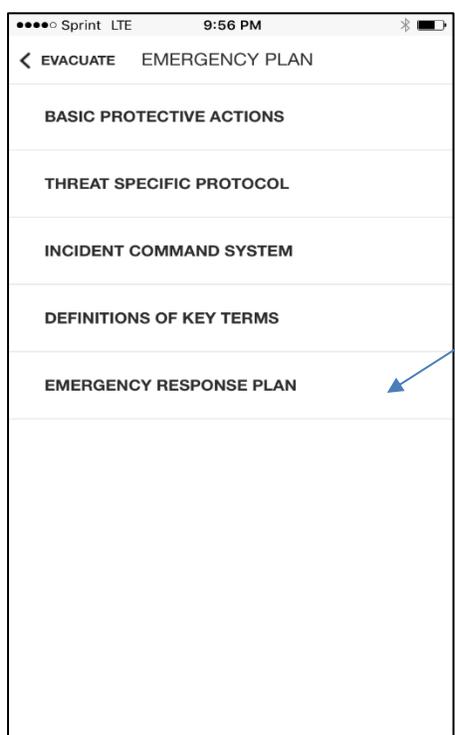


Emergency Response Plan

Required by various federal and state mandates, or recommended by managing security departments, most organizations have an Emergency Response Plan.

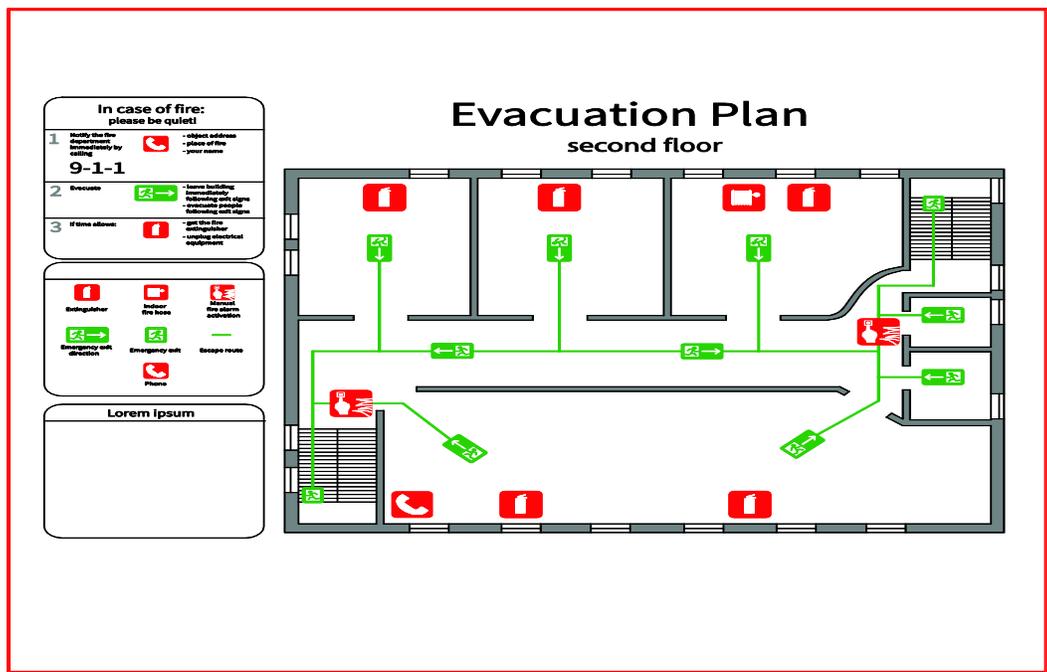


In addition to policies and procedures included as part of an emergency response plan are maps, schematics, floor plans, and images of key locations in and around the building. The emergency response plan information, whether provided to us by your organization or developed for you by our expert consulting team, is accessible to you through the emergency response plan access bar.



By tapping on the emergency response plan access bar, you will be brought to your organization's vital emergency response information.

Here, you can access the necessary information required to effectively and efficiently manage emergencies.



Recommended System Usage

Emergency Situations

- Unlike other one-way communication systems or complex and expensive crisis alert software programs, the TAP App Security System is designed for user-friendly emergency use.
- Our hope is that you never experience a dangerous threat or emergency event at your organization. However, we live in the real-world and recognize the fact that emergencies happen from time to time.
- We also understand that organizations have a duty and obligation to protect their employees, members, visitors, patrons, and others entrusted to their care.
- The TAP App Security System is a tool to reduce risk and create safer and more secure environments.

Emergency Training and Drilling

- Although our hope and desire is for you to never have to experience an emergency, we encourage you to still use the TAP App Security System.
- One of the best ways to become better prepared for emergencies is to take part in emergency training and drills.

- Whether your organization requires you to conduct training is not the main issue. What matters most is that you and your colleagues are prepared in advance to respond to a potentially dangerous natural disaster or human-caused threat.
- No one expects you to become an expert in emergency management. Nor does anyone think you should spend enormous amounts of time dedicated to training for emergencies.
- In fact, researchers from Harvard University have concluded that in order for a person to become a real expert in a specific area requires at least 10,000 hours of dedicated training. Such a time commitment is unreasonable and probably not achievable for you at your workplace.
- That is why we carefully designed the TAP App Security System to be easily adapted by organizational employees as a means for preparing for emergencies through training and drilling.
- Your organization has a designated back-end administrator who manages the TAP App Security System.
- This specially trained person has private access to the back end of the system, where they can retrieve passwords if lost or forgotten, upload organization-specific information, and set the system to drill mode so it can be used for training.
- Don't wait for an emergency to happen. We encourage you to use this 21st century technology tool as part of your emergency training and drills.

Reporting Technical Issues

- As with all technology, from time to time technological “bugs” or issues could occur. Our highly dedicated development team is ready and prepared to address any issues that might happen.
- If you experience any type of technological problem when using the system we ask that you please go to our website at: www.clpsconsultants.com and complete a tech support digital ticket.
- At the bottom of every page of the website is a place where you can click on 24/7 Tech Support. Simply fill in the web-based digital form. Please provide a detailed message describing any apparent issue or problem with the system.
- We request that you provide the information requested on the form that includes:
 - Your name
 - Email
 - Phone number
 - Which product you need help with (please specify if its iOS, Android, Windows, name of device, model number), and
 - Message
- In the message section, please provide as detailed a description as possible. The more information our technology experts know about your issue the quicker it can be resolved.

- After you submit the electronic ticket, our tech team will immediately begin working on identifying and correcting any bugs or technological problems.
- Please note that a significant portion of the system operates off internet connectivity. If you are not able to connect to the internet and the system is not responding, it is important that you make note of location this occurred. This information will assist us at improving the system in the future.

Thank You and Stay Safe!



**HAZARD AND THREAT MANAGEMENT CRISIS
COMMUNICATIONS FOR THE 21ST CENTURY**

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