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## TAP APP SECURITY

# COMMON QUESTIONS

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*CLPS Consultancy*

### **WHAT IF SOMEONE IS CONCERNED ABOUT PRIVACY (GPS, PERSONAL INFORMATION, ETC.)?**

Knowing that some of our app users prefer certain privacies, the GPS feature is only activated if the user chooses to include their GPS location when sending messages. No personal information, other than information that was entered into the system when the user registered an account is accessible.

### **WHAT IF SOMEONE HAS THEIR PHONE ON SILENT MODE? WILL THE ALERT MAKE A TONE?**

It depends on the type of mobile device. Android devices are “taken over” and will make an audible sound when an alert is received even if the device is on silent mode. Apple/iOS products have minor limitations so they cannot be completely taken over. However, Apple products will always display a visual alert bar and vibrate when an alert is received, even if on silent mode.

### **WHAT IF SOMEONE WORKS AT MULTIPLE BUILDINGS OR LOCATIONS?**

The Tap App system is designed to be used at multiple locations. If a user works at different locations or buildings, the app has special built in features to accommodate mobile employees.

### **WHAT IF SOMEONE DOESN'T HAVE THEIR PHONE ON THEM?**

A primary goal of the Tap App system is to enhance communication capabilities. Even if not every employee has their mobile device on them, the overall communications capabilities is significantly enhanced if some employees are in possession of their device. In addition, alerts are sent to computers, laptops, and employees' email accounts.

### **WHAT IF SOMEONE OVER-REACTS AND SENDS OUT AN UNNECESSARY OR FALSE ALERT?**

Organizational managers should advise their staff to only send out alerts if they believe there is imminent danger requiring immediate communication, such as an armed threat or active shooter. If an alert is inappropriately sent out by an employee, an Incident Manager User can instantly cancel that alert.

### **WHAT IF SOMEONE ACCIDENTALLY SENDS OUT AN ALERT?**

If an alert is accidentally sent out, the sender can instantly cancel the alert. In addition, an Incident Manager User has 100% oversight of the system and can instantly cancel an alert that was sent out in error by other users.



## TAP APP SECURITY: **COMMON QUESTIONS**

### **WHAT IF SOMEONE DELIBERATELY SENDS OUT A FALSE ALERT?**

Each user must register an account that is attached to their mobile devices and computers. The person attached to the device is documented in a view-only report, and is visible on the screen of anyone receiving the alert.

### **WHAT IF SOMEONE FORGETS WHAT TO DO? CAN THEY VIEW THEIR EMERGENCY PLANS?**

Tap App's cutting-edge technology allows employees instant access to their organization-specific emergency plans. This includes, but is not limited to emergency response procedures, floor plans, schematics, maps, key contact information, and their Incident Command System.

### **WHAT IF AN ORGANIZATION ALREADY USES AN EMAIL NOTIFICATION SYSTEM?**

Email blasts are often used for mass notification, but they are not an adequate mode of communication during fluid emergencies, especially when time to action is essential for safety. Tap App includes email blasts as part of their multilayer notification features.

### **WHAT IF AN ORGANIZATION DOESN'T NEED ALL THE REASONS FOR ALERTS LISTED IN THE APP?**

We understand that each school, house of worship, and workplace environment is different. Like the sender screen terms, the reasons listed in the app are customizable.

### **WHAT IF AN ORGANIZATION WANTS ALERTS TO GO TO PEOPLE OUTSIDE THEIR ORGANIZATION?**

The initial alert does not go to anyone outside the organization's network of employees, unless there is an active shooter or armed threat, at which time alerts can go automatically to police. However, options are built in where secondary notifications can be sent to outsiders instantly through an integrated Twitter feature. Also, Incident Manager Users can share any type of alert with outside stakeholders, including police, fire, and medical responders that are connected to the network.

### **WHAT IF SOMEONE IS NO LONGER EMPLOYED BY THE ORGANIZATION?**

We provide upper-level managers at the organization access to the back-end admin panel. Through this platform users can be removed from the system. Our Tech Support can also remove a user upon request.

### **WHAT IF AN ORGANIZATION ALREADY HAS A GOOD PA SYSTEM?**

Having a public address system, or other mass notification system is helpful during emergencies. However, a PA system is a one-way communication that cannot be used during many fluid emergency situations. In addition, there are limits to the locations where announcements can be made and heard. Tap App can be activated from anywhere at any time inside or outside the building.

### **WHAT IF AN ORGANIZATION USES DIFFERENT TERMINOLOGY OTHER THAN THE 5 PROTECTIVE ACTIONS? WOULDN'T CHANGING TERMINOLOGY CONFUSE EMPLOYEES?**

Changing the terms used by an organization would probably confuse its members. That is why the Tap App sender screen is customizable to terms used by each organization.

### **WHAT IF AN ORGANIZATION WANTS TO PRE-LOAD ATTENDANCE OR EMPLOYEE LISTS?**

No problem. We encourage our clients to pre-load the names of their in-care persons, such as students and employees into the system.

### **WHAT IF AN ORGANIZATION HAS ITS UNIQUE ACCESS CODE COMPROMISED?**

If the access code is compromised or believed to be compromised then the system can be recoded within a few minutes to assure system security.



## TAP APP SECURITY: **COMMON QUESTIONS**

### **WHAT IF AN ORGANIZATION WANTS TO DISCONTINUE SERVICE?**

There is normally a 12-month licensing commitment. Renewal after the first year is optional. Clients are free to discontinue service if they're not pleased with the product.

### **WHAT IF TAP APP DRAINS MOBILE PHONE BATTERIES?**

Tap App is specifically engineered to not use battery until an actual alert is active. If there is not a live alert, the system remains hybrid.

### **WHAT IF A THREAT IS IMMINENT AND THERE'S NOT A LOT OF TIME TO SEND AN ALERT? CAN ALERTS BE SENT WITHOUT ENTERING EVERY FIELD DISPLAYED ON THE SCREEN?**

Yes. Users can instantly send out alerts by simply tapping on the protective action and then tapping on send. This process can be done in less than 3 seconds. Other supplemental information can be added to the alert at a later time.

### **WHAT IF A HACKER GETS INTO THE SYSTEM? ARE THERE GOOD CYBER PROTECTIONS IN PLACE?**

The app is hosted on secure Amazon cloud servers. Amazon Web Services is a trusted hosting partner for top American companies. Back-up servers are scattered all across the United States. Access to the data is restricted by username and password credentials under supervision of local administrators and super-admins. The security of the connection is controlled by the 256-bit token that is given to the device during registration. The same cybersecurity used by banks in the U.S. is used by Tap App.

### **WHAT IF TAP APP IS NEVER USED? WILL PEOPLE FORGET HOW TO USE THE APPLICATION?**

We hope you never have to use Tap App for a real emergency. Tap App includes a "drill mode" so you can use it for training and safety drills anytime you want.

### **WHAT IF AN ALERT DISRUPTS CLASS, WORSHIP, OR THE WORKPLACE?**

If an alert is sent out in the first place, that means there is a situation that requires the school, house of worship, or workplace to take appropriate protective action. Safety is always the top priority.

### **WHAT IF POWER IS INTERRUPTED OR GOES OUT COMPLETELY? WILL THE APP STILL WORK?**

The Tap App system runs off cloud servers that are situated at multiple secure locations around the country. If power is interrupted or goes down, the app still works.

### **WHAT IF TECHNICAL SUPPORT IS NEEDED? IS THERE A TECH SUPPORT HOTLINE?**

There is 24/7 tech support. If a problem occurs with the app, users can report the issue by completing a digital ticket at:

<https://www.clpsconsultants.com/tech-support>

