



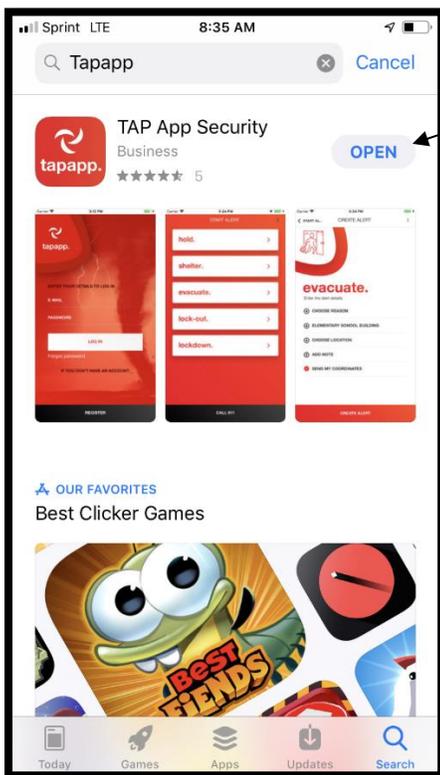
## Downloading TAP App to Mobile Devices

### Introduction

Thank you for signing up for TAP App. We are confident that adding this app to your emergency preparedness capabilities will significantly reduce risk at your school, house of worship, or business. TAP App provides you and other employees the ability to communicate horizontally and in real-time, which is critical during natural or human-caused emergencies, threats, and hazards.

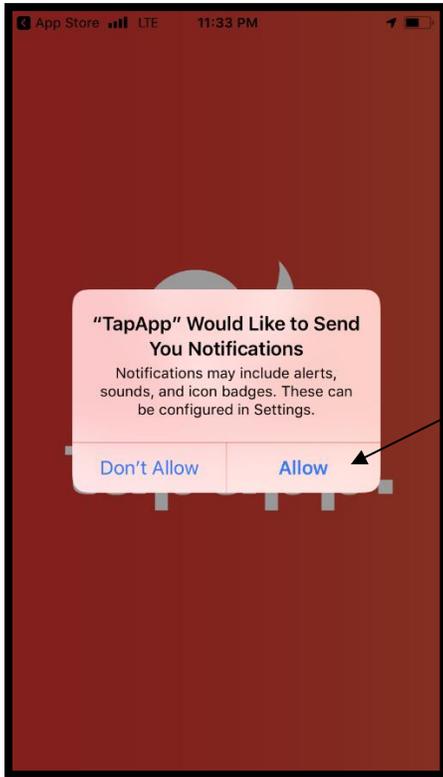
### Getting Started

The first step to begin using TAP App is to download it from the appropriate app store. After you locate the app in the app store (key search words "Tap App Security"), you will need to download it to your mobile device.



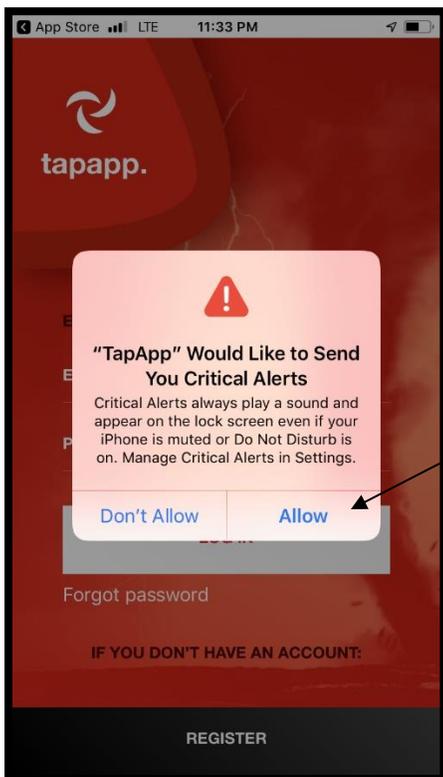
Click here to open the app

After the app is downloaded to your device, you will be prompted to **allow notifications**.



### Notifications

Be sure to click on "Allow" so your device will receive notifications. If you accidentally click on "Don't Allow" then the app will be on your device, but if an alert is sent out by another user, you won't receive it



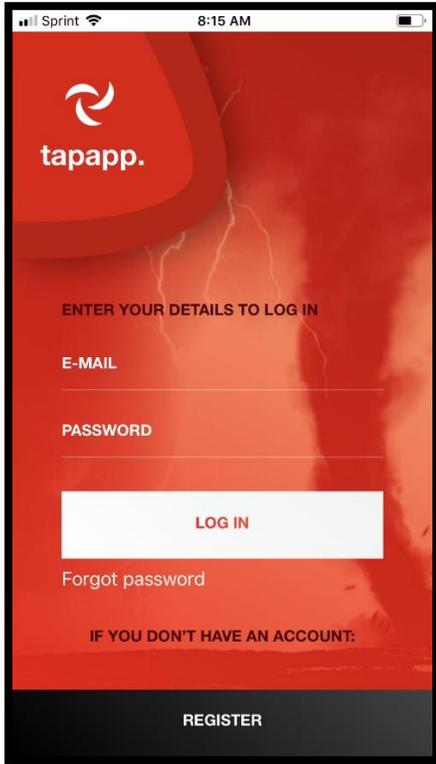
### Critical Alerts

Be sure to click on "Allow" so your device will receive critical alerts. By clicking allow, your phone will still receive the audible sound during emergencies, even if your device is set to silent or do not disturb mode

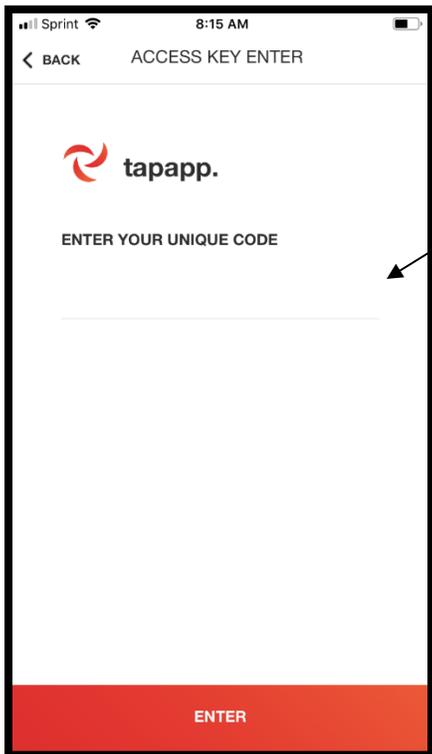
**Special Note:** If you are currently using an older version of the app, you'll need to uninstall the current version and reinstall the new version to your device

## Registering an Account in the System

After you give permissions to allow notifications and critical alerts, you'll need to register an account.



Click on "Register"



Here you will enter your organization's unique access code. This code will connect your device to your organization and allow you to create an account in the system. Keep this code confidential

After you type in your unique code, click on "Enter." This will bring you to a screen to register an account

## Registering an Account

Now it's time to register an account. Be sure to enter all the required information when registering an account in the system. This includes: First and Last Name, Email, Password (at least 6 Characters), Your Position, and Phone Number.

REGISTER

John Doe

jdoe@school.org

.....

Teacher

+1(234)567 8910

Select your building(s):

- Harrison High School
- Harrison Middle School
- Harrison Avenue Elementary Sch...

CREATE AN ACCOUNT

It is important that you click on the building(s) you work at when creating an account. Some systems have numerous buildings on one campus. If you don't click on the correct building(s), then if an alert is sent out to the user group at that building, you won't receive it

REGISTER

John Doe

jdoe@school.org

.....

Teacher

+1(234)567 8910

Select your building(s):

- Harrison High School
- Harrison Middle School
- Harrison Avenue Elementary Sch...

Registration complete!  
Your account must be approved by your administrator before you can log in.

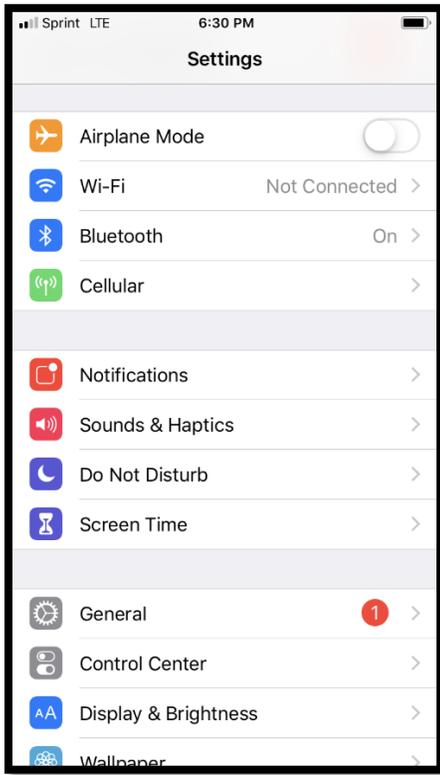
OK

CREATE AN ACCOUNT

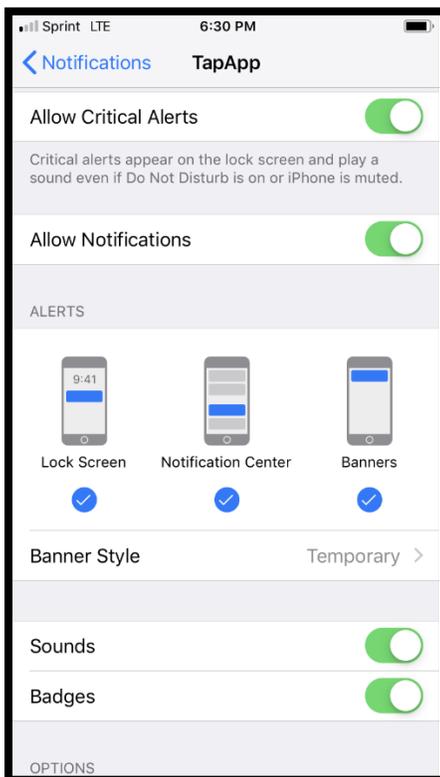
After you click on "Create an Account" the system automatically sends a message to your organization's back-end administrator with your account information. Please note that for security reasons you can't log-in to the app until after your account has been approved by your administrator. Click on "Ok" to proceed

## Checking Your Phone Settings

To be sure that your device's phone settings are correct, you can check by viewing it in settings.



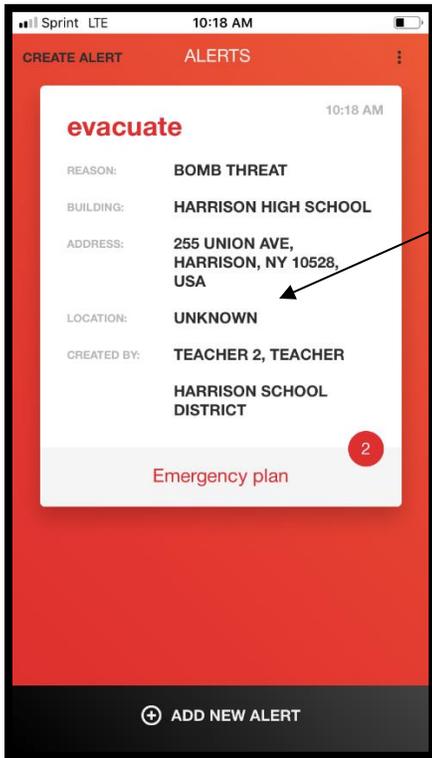
Click on "Notifications" and "Sounds & Haptics" to assure proper settings



Be sure Critical Alerts and Notifications are turned on

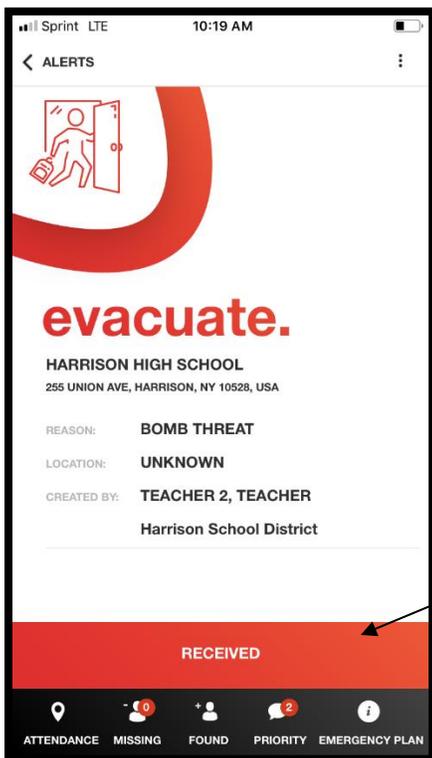
## Receiving Alerts

After someone activates the TAP App system, users should receive a visual and audible notification on their mobile device.



A white alert box will appear on the mobile device, and the alert will include four audible tones. \*Assuming the user allowed critical alerts, the phone will tone even if on silent or do not disturb mode

In order to open the alert, you must **touch the white box**



After the alert is open on the screen, click on "Received" and you will be live on the app. From here, you can access the other features of the app

## **Common Reasons Users Report “Not Receiving Alerts”**

The TAP App system works across multiple platforms, including iOS, Android, and Windows. From time to time, end users report that they do not receive alerts. Below are common reasons alerts might not be received by an end user.

### ***User Does Not Have Internet Connectivity***

The app requires internet connection to work. If the user’s device doesn’t have a good connection, then they might not receive the alert. The app will work on 3G, 4G, and WiFi.

### ***User Is Not Logged In***

Sometimes users are not logged in to the app when an alert is sent out by another user. This could be because they downloaded the app to their device, but never logged in. In some cases, they were logged in at some point, but logged out without realizing they logged out. It’s important that users ensure they are logged in to the app whenever they are at work.

### ***User Did Not Allow Permissions (i.e. Notifications and/or Critical Alerts)***

When downloading and registering an account, the user accidentally clicked on “Don’t Allow” when setting up the app on their device. If that occurred, it’s possible that the app will appear on their mobile device, but because their settings are incorrect, they will not receive an alert if one is created by another user.

### ***User Did Not Assign Themselves to the Correct Building(s) When Registering***

Some systems are set up with multiple buildings on the same property or campus. App alerts will only alert the users that are registered in the user group where the alert is created. It is important that users ensure they are connected (assigned and registered) with the user group (building) where the alert is intended. Otherwise, their mobile device will not receive the alert.

### ***Alert is Cancelled Before the User Noticed it or Clicked “Received”***

If the user doesn’t hear or see the alert on their device, they might think they never received it if it is cancelled before they noticed it. Keep in mind that if a user hears and sees the alert on their device (i.e. white alert box on phone), but they don’t open the alert by tapping on the white box, they might think the app isn’t working.

Please note that TAP App pushes out new versions of the app periodically. From time to time, end users should update the app in their app store to ensure they have the most current version of the app on their mobile device. Users that have not updated the app recently should check it in the app store to see if the app needs to be updated on their device. Simply go to the appropriate app store, type in “Tap App Security” and if an icon appears that reads, “Update” click it and your device will automatically have the latest version of the app. To install the most current version of the app, you can unistall and reinstall Tap App Security

If an employee works at a location or building with poor internet connectivity, or they continue experiencing connectivity issues on their specific mobile device, we recommend a **Dispatcher Account** is created on the user’s computer or laptop. Most computers are hardwired to the internet and should receive alerts. Users should complete a [tech support ticket](#) from the app if they experience any issues