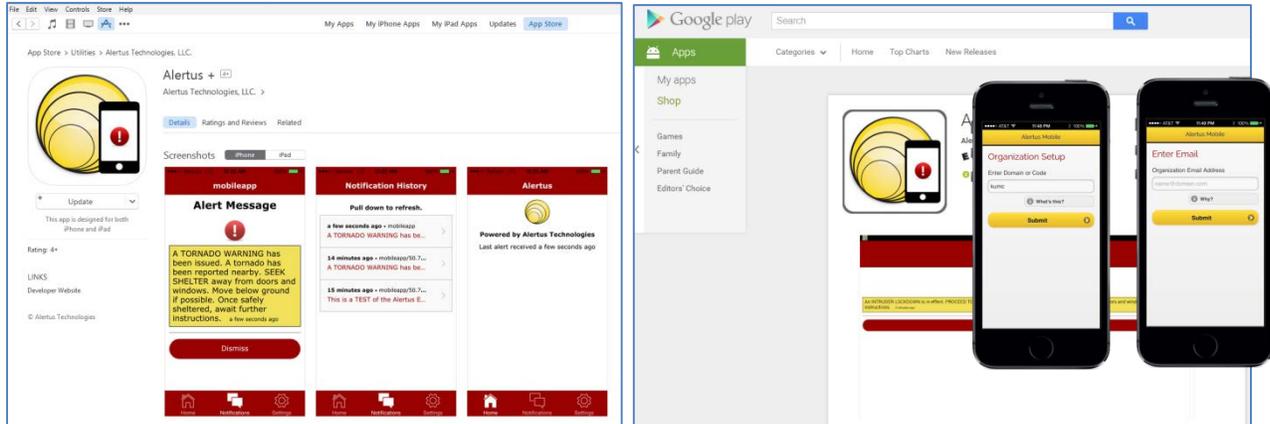




User Instructions for Installing & Setting up the Alertus Mobile App

Before users can receive Alertus Mobile App Mobile Alerts the appropriate application must be downloaded, installed and configured on the user's iOS or Android device. Users must complete the following steps to download, install, and configure the Alertus Mobile App.

Step 1. Download and install the Alertus Mobile Application from the [iOS App Store](#) or Google's [Play Store](#).



Step 2. Once the Alertus Mobile App has been installed, open and configure the application by completing the following steps (screen views may differ from those depicted):

- ✓ Enter **stclair** under **Organization Code** and **click** the **Submit** button.
- ✓ Enter your St. Clair College **email address** that has been issued to you.
- ✓ **Note: this cannot be a personal email address.**
- ✓ Enter **scc** as your pin.
- ✓ Navigate to your email account, locate an email from noreply@mobile.alertus.com with a subject line of "Confirm your account" and click on the email verification link
- ✓ Click the **Email Verified** button within the Alertus Mobile App.
- ✓ Click **Done**. You are now subscribed to receive mobile alerts sent to ALL St. Clair College subscribers.

Step 3. Click on the Profile Icon at the bottom of the screen and input your information. This will assist St. Clair College Emergency Services in responding appropriately to the reported incident. Profile Setup Fields:

- ✓ Picture
- ✓ Full Name
- ✓ Phone
- ✓ Birthday
- ✓ Emergency Notes



What to Expect as an Alertus Mobile App User

Once an Alert is sent from the Alertus Server registered users will receive a notification. The user opens the notification taking them to the alert details page.



In iOS you can change the settings to make the push notification display as a modal dialog. However, Android does not support this feature and push notifications are only displayed in the notifications area/drawer.



Should a user miss a notification that occurs during a period when they do not have access to their iOS/Android device, on the home screen of the app there is a button to view the message history.

On the message history page you can view the previous alerts sent to the device. Clicking on an element will show you the Alert Details.

Usage

Once an Alert is sent from the Alertus Server the user would receive a notification. The user can open the notification which would take the user to the alert details page.

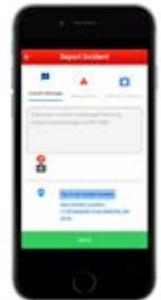


In iOS, the settings can be changed to make the push notification display as a modal dialog. However, Android does not support this feature and push notifications are only displayed in the notifications area/drawer.



On the home screen of the app there is a button to view the message history. On the message history page, you can view the previous alerts sent to the device. Clicking on an element will show you the Alert Details.

Report Incident: The Report incident feature acts as a mobile panic button that will send out a custom alert. This feature allows users to send an incident specific message (e.g. Request Help, Fire, Medical Emergency, Suspicious Person, Fire, Active Shooter, Other), send an up to three (3) images of the incident and send the approximate location of where the incident is taking place.



To send out an alert, press the "Report Incident" button on the main screen of the application, type in a custom message or select the incident type, and press send.

If you would like to attach an image to the alert: Press the camera icon on the "Report Incident" page, to take an image of the incident. It will automatically be added to the message of the alert.

If you would like to add the location to the alert: Press the "Tap to set incident location" icon on the "Report Incident" page. You will be able to drag the map location to the location of the incident. **Note: Your Location Services must be enable for this option.**

Contact: The Call Public Safety feature allows users to automatically call the St. Clair College Security phone number. To use this feature, press the "Contact" button on the main screen of the application. A confirmation box will pop-up asking, "Are you sure you want to call", press yes to call your organizations public safety number to request assistance.