Admin User Manual - Nightlock Security App

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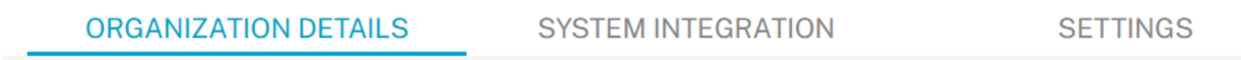
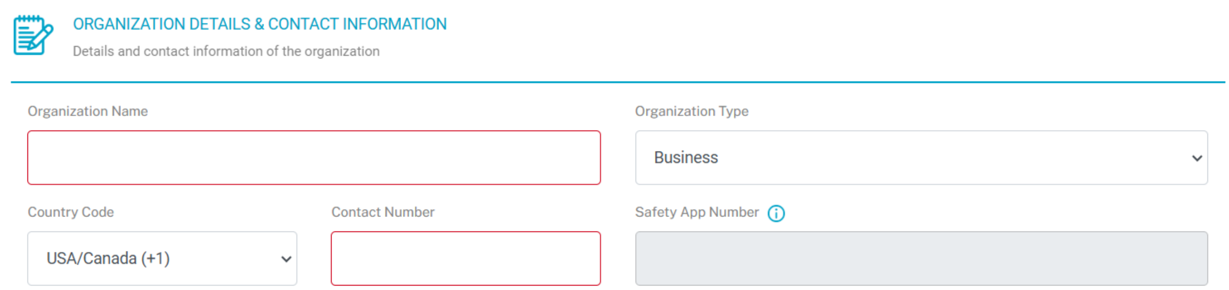
Rev. 2/20/2025

CONNECT

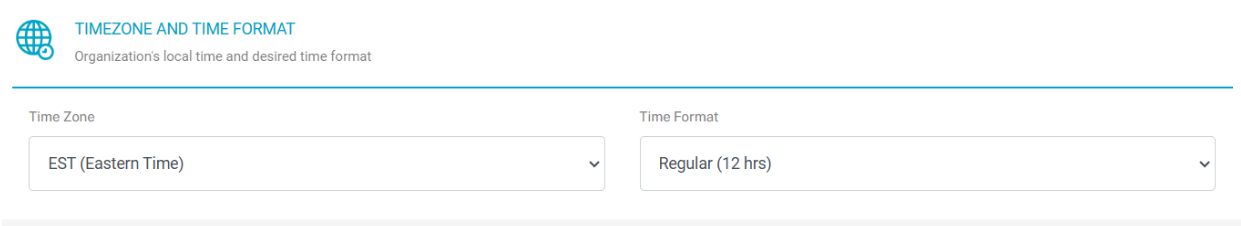
The **Connect** section has three sections: **Organization Details**, **System Integration** and **Settings:**



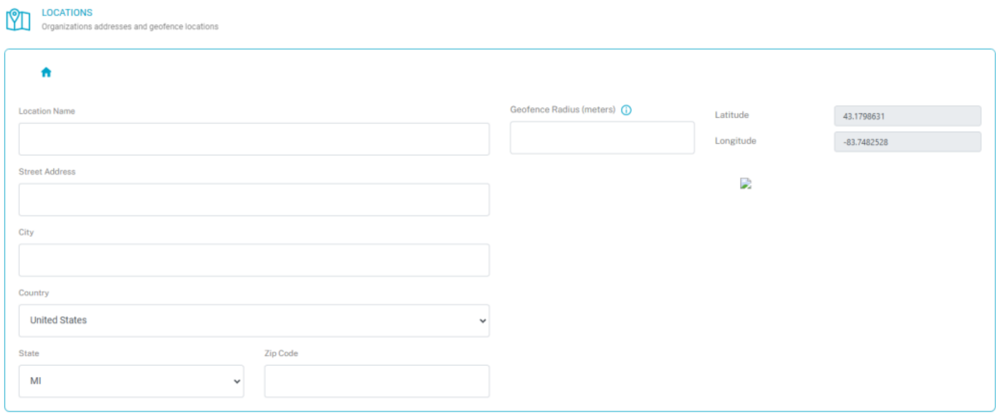
The **Organization Details** section has three sections: **Organization Details & Contact Information**, **Time zone and Time Format** and **Locations**.



1. Enter **Organization's Name**
2. Select **Organization Type**
3. Select **Country Code**
4. Enter the main contact/administrator's **Contact Number**
5. The **Safety App Number** is also the Twilio account number created for the organization by Nightlock. The Twilio account is used to send and receive SMS alerts and reminders for Safety App's In-App messaging. It will be a local area code number.



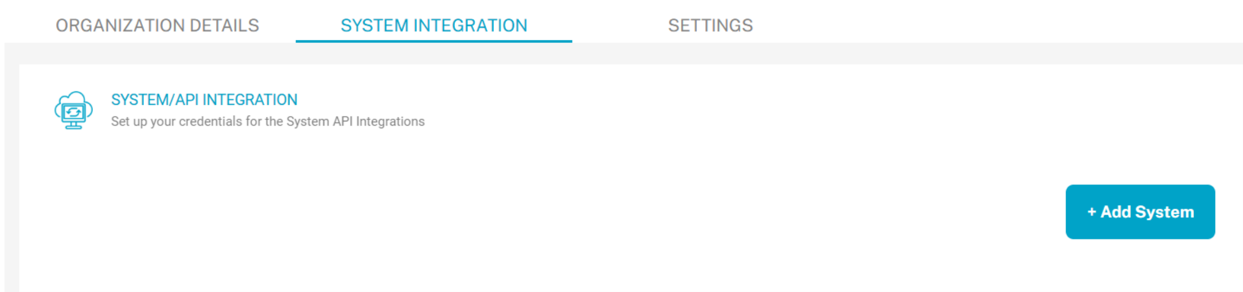
6. Select **Time Zone**
7. Select Regular or Military **Time Format**



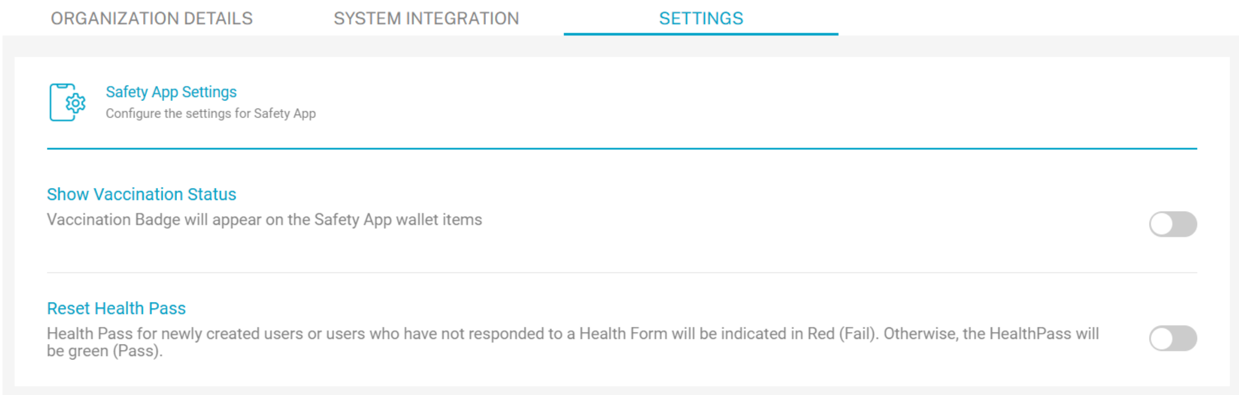
8. Enter **Location Name** - this could be Main Campus, HQ
9. Enter **Geofence Radius (meters).** Make sure the distance you enter covers the entire area of your building/location. Geofencing is a location-based service in which an app or other software uses GPS, RFID, Wi-Fi or cellular data to trigger a pre-programmed action when a mobile device or RFID tag enters or exits a virtual boundary set up around a geographical location, known as a geofence. The latitude, longitude, and radius define a geofence, creating a circular area, or fence, around the location of interest.
10. Enter **Street Address**, **City**, **Country**, **State** and **Zip Code**

System Integration

The Security App has an API (Application Programming Interface) that allows for connection to other solutions supporting API. This is a technical area so please reach out to Nightlock to discuss any solutions that you are interested in connecting to and integrating with the Security App.



Settings



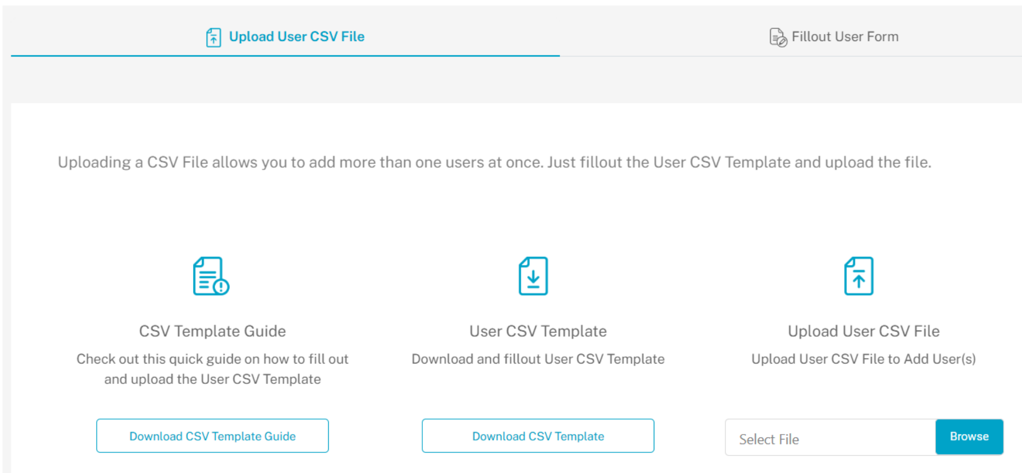
The section was initially designed during the COVID period. But it can still be used to track regular vaccinations and to show via the Health Pass if a student has been vaccinated or not.

USER MANAGEMENT

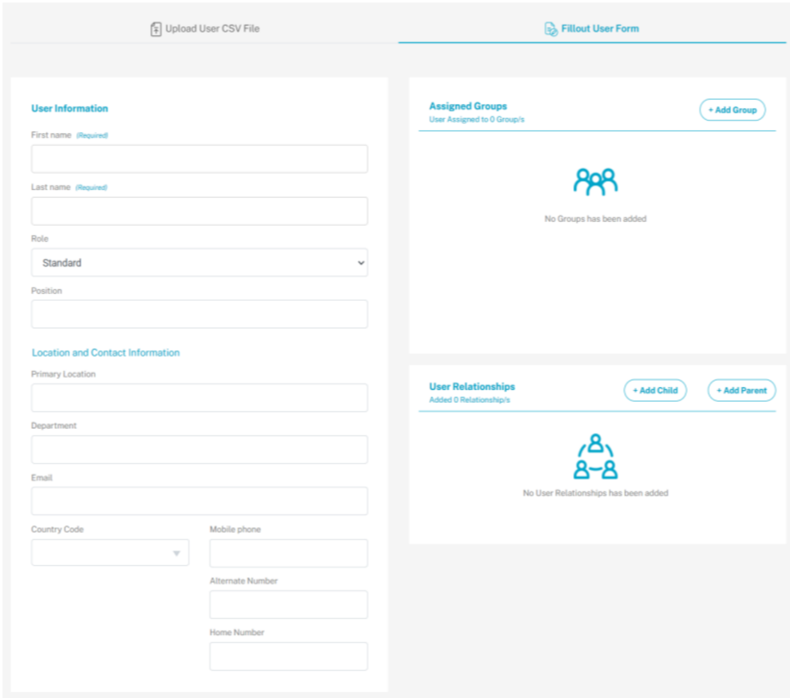
The **User Management** has three sections: **Manage Users**, **Not Invited Users** and **System Sync.**

Manage Users is the section where users are added and maintained.

1. Start by clicking the **Add New User** button



2. There are two options to add users: **Upload User CSV file** and manually **Fillout User Form**
3. Let's do the manual entry option:



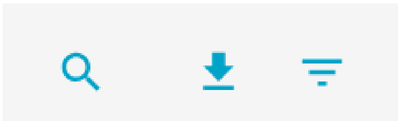
4. Enter **First name**
5. Enter **Last name**
6. Select the user's **Role**. Roles must be defined in **Account Management -> Roles**
7. Enter user's **Position** - typically Teacher, Administrator, Police, Fire or EMT
8. Enter user's **Primary Location** address (not required)
9. Enter user's **Department** (not required)
10. Enter user's **Email** - this is required
11. Select user's **Country Code** (this is required)
12. Enter user's **Mobile phone** number (this is required)
13. The **Alternate phone** and **Home phone** numbers are not required, but can be helpful in an emergency

The **Assigned Groups** section shows which Group(s) a user belongs to. Groups is an important function in that certain alert notifications can be set to only be sent to one or more groups. For example, the alert **FIRE** should be sent to a group called, for example, **COMMAND GROUP** that includes Fire, Police and Administrators. A **PARENT** Group is useful to send alerts that school is closed due to inclement weather. A user can belong to more than one group.

14. Click **+ Add Group** button
15. Select one or more of the available Groups from the list. Groups must be defined in **Account Management -> Groups**
16. Click **Confirm** to save

You can view the list of all entered Users by clicking the **User Management** link. Click on any User to open the detailed view to make edits or additions.

In the upper right corner are three clickable icons:



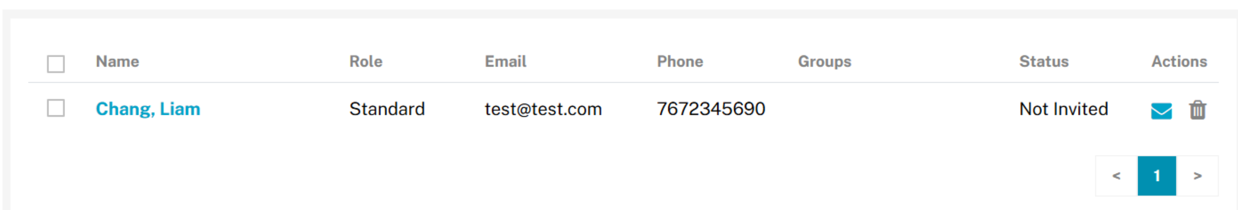
1. Use **Find** button to search for a user
2. Use the **Download** button to download the entire user list into an Excel file
3. Use the **Filter** button to filter the user list based on **Role**, **Groups**, **User Status**, **Vaccine Status** and/or **Vaccine Photo Verification Status**

User Relationships

The Parent & Child relationship can be imported via a CSV file, or manually entered. This function is being considered for potential future enhancements like student pickup or reunification.

Not Invited Users

This view shows users that were created but **not** yet invited.



	Name	Role	Email	Phone	Groups	Status	Actions
	Chang, Liam	Standard	test@test.com	7672345690		Not Invited	

1. Click the checkbox in front of any contact name and an option will show to **Send Batch Invite** or **Delete Users**

System Sync

System Sync is only used if you have connected to Veracross or Blackbaud via API integration.

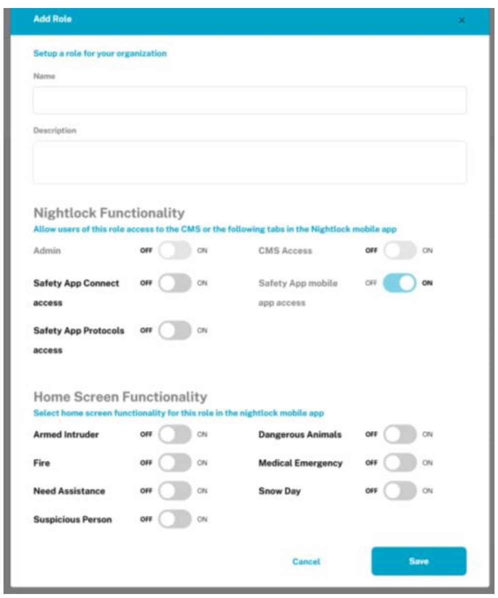
ACCOUNT MANAGEMENT

The **Account Management** has two sections: **Roles** and **Groups.**

Roles section is where you define the core roles for members of your organization. Only one Role is available per contact, so be careful when creating and assigning roles to the registered users.

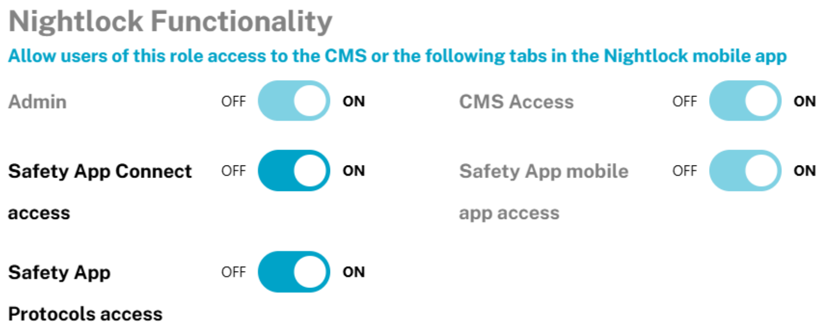
Let's start by creating and defining the most important role: **Admin.**

1. Start by clicking the **+ Add Role** button



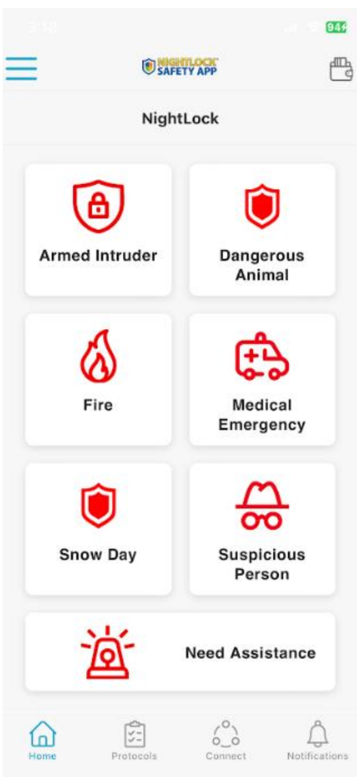
2. Enter **Admin,** or any desired Role Name in the **Name** field
3. Enter the **Description** of the Role, for example: **The organization's administrators**

The **Nightlock Functionality** section controls what users with the Admin role have access to when logging in to the Security App's backend. It is recommended that all options are set to **ON.**

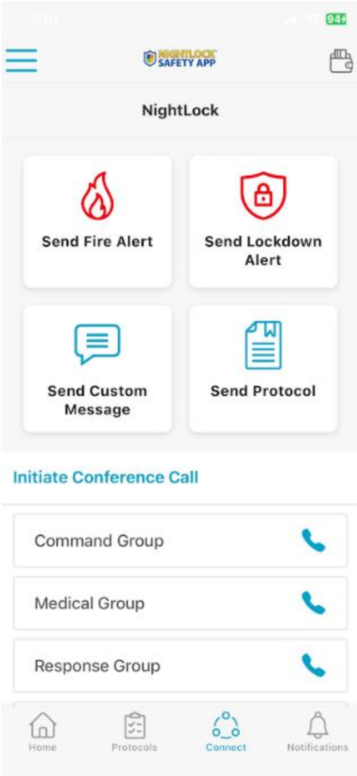


Only the people in the **Admin Group** will have **CMS Access**, meaning ability to add, edit or delete **Protocols**. More about Protocols in the Communications section.

To better understand the other three setting options, see the app screenshot below:



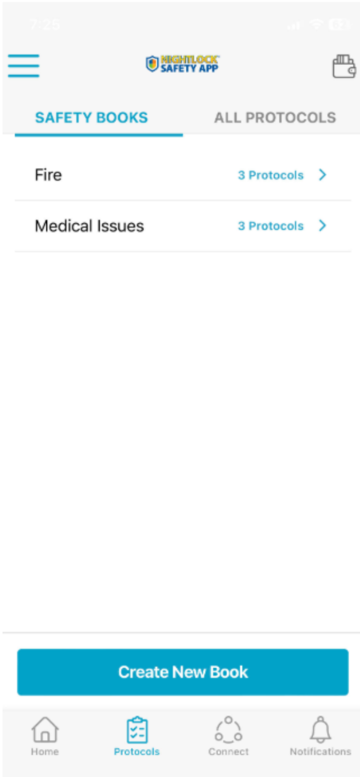
Safety App Connect access – If this option is active, users in the Role that is defined will have access to the **Connect** icon at the bottom of the app home screen. Tap it to view the Connect screen:



From this screen, you can:

- Send off **Fire** and **Lockdown** Alert
- Send a **Custom Message** to a group or groups. This can be useful when notifying for example all parents or just parents of a certain class that a permission slip needs to be signed and brought back to school
- Send one or more **Protocols** to a single group or groups
- **Initiate a Conference Call** to any of your groups

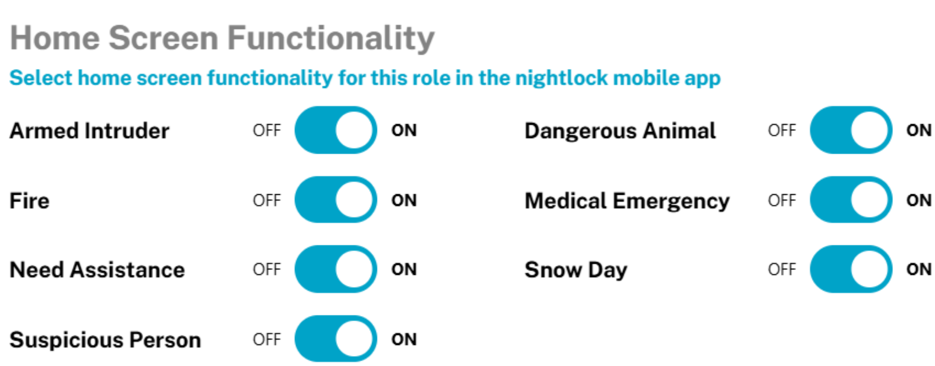
Safety App Protocols access – If this option is active, users in the Role that is defined will have access to the **Protocols** icon at the bottom of the app home screen. Tap it to view the **Safety Books** and **All Protocols** screen:



Anyone in the Administrator Role can create Safety Books that include one or many of the existing protocols. This is very useful if you have 50-100 protocols and want to make separate Safety Books.

Safety App Mobile app access – Unless this option is activated, no users in that Role will have access to the app itself.

The **Home Screen Functionality** section controls which Alert buttons/options will show in the app itself. It is recommended that all available Alert options are set to **ON.**



4. Finish by clicking **Save**

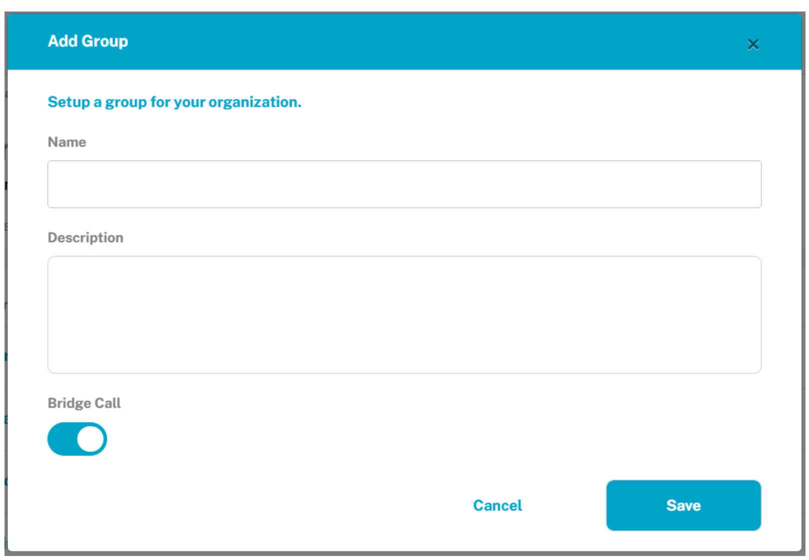
You should now create other logical Roles for your organization. Some examples are:

- **Staff** - members of the organization that are not Administrators
- **Parents** - parents of students that can receive alerts like Snow Day. Parents do not need to be registered users of the app

To edit the details of a Role, click the Role Name and then click the **Pencil** icon to the right of the Role Name

The **Groups** section is used to define the groups for all members of your organization. With Groups, members of your organization can belong to more than one Group, so keep that in mind when creating your Groups.

1. Start by clicking the **+ Add Group** button



2. Enter **Armed Intruder,** or any desired Group Name in the **Name** field
3. Enter the **Description** of the Role, for example: **Members that receive armed intruder alert notification**
4. Activate the **Bridge Call** option. This makes the Group Active and lets you communicate to the group via messages or a conference call.
5. Finish by clicking **Save**

Other logical Groups that you might want to add are:

- **Medical Group** - Nurse(s) and perhaps outside resources like EMT and Fire
- **Response Group** - Principal, School Resource Officer, Police, Fire, EMT
- **Parents** - Parents of students
- **Fire Notifications** - Principal, Fire

Once your Groups have been created, you can add the appropriate organization's members to each Group.

1. Click on the **Group Name**

2. Click the **+ Add Member** button
3. Select the User(s) from the dropdown list
4. Finish by clicking the **Save** button

To edit the details of a Group, click the Group Name and then click the **Pencil** icon to the right of the Group Name

COMMUNICATIONS

The **Communications** section is the ‘heart’ of the Security App. In this section you’ll create all the various Protocols for each type of incident as well as define the various Alerts that a user will have access to via the app’s home screen.

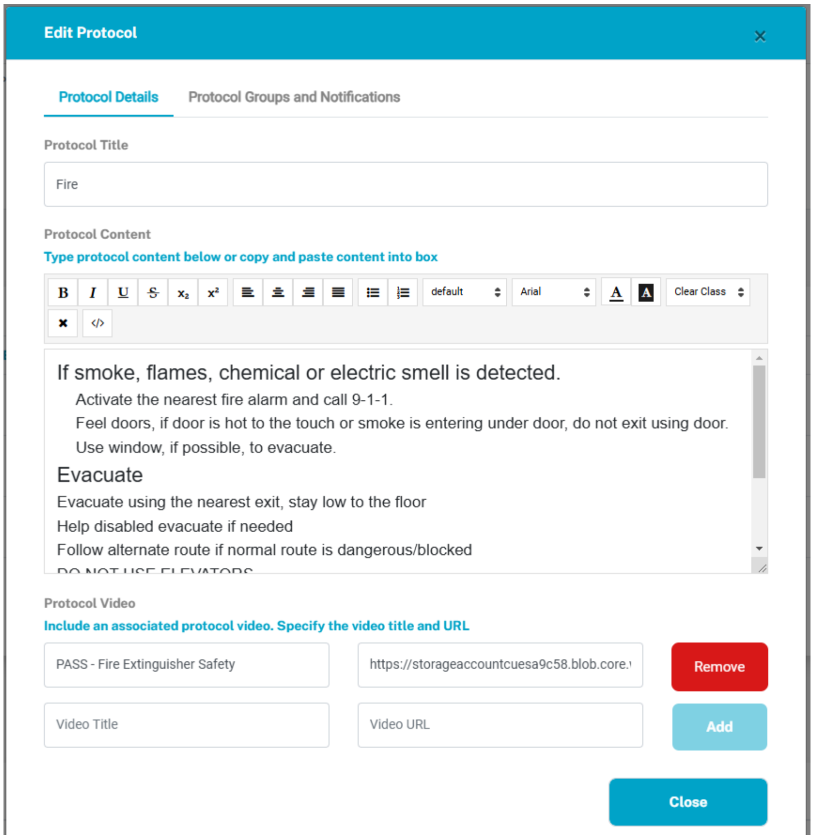
The **CORE PROTOCOLS** are set by the App and can’t be edited or deleted. The screen below shows examples of the various Groups that are part of each Protocol. Your own setup of which Groups are part of each Core Protocol will likely be different.

CORE PROTOCOLS

Protocol	Group	Last Updated	Status
DRILL: SAFETY ALERT TEST			Active
Fire	Command Group, Medical Group, Response Group, Fire Notifications	04/08/2024	Active
Lockdown	Command Group, Medical Group, Response Group, Fire Notifications, Armed Intruder Notifications	04/08/2024	Active
Medical Emergency	Command Group, Medical Group, Response Group, Fire Notifications, Armed Intruder Notifications	04/08/2024	Active
Suspicious Person	Command Group, Medical Group, Response Group, Fire Notifications, Armed Intruder Notifications	04/08/2024	Active

You can have as many **CUSTOM PROTOCOLS** as you need, and some of the pre-set protocols are: **AED: Automated External Defibrillator**, **Athletic Injury**, **Bomb Threat**, **Chemical Accident**, **Choking**, **CPR: Cardiopulmonary Resuscitation**, **Snow Day (Stay Home)**, **Weather Alert** and many more.

Each Protocol has detailed information of what to do if an Alert is activated or a non-Alert incident occurs. Let’s check the details for **Fire** protocol:

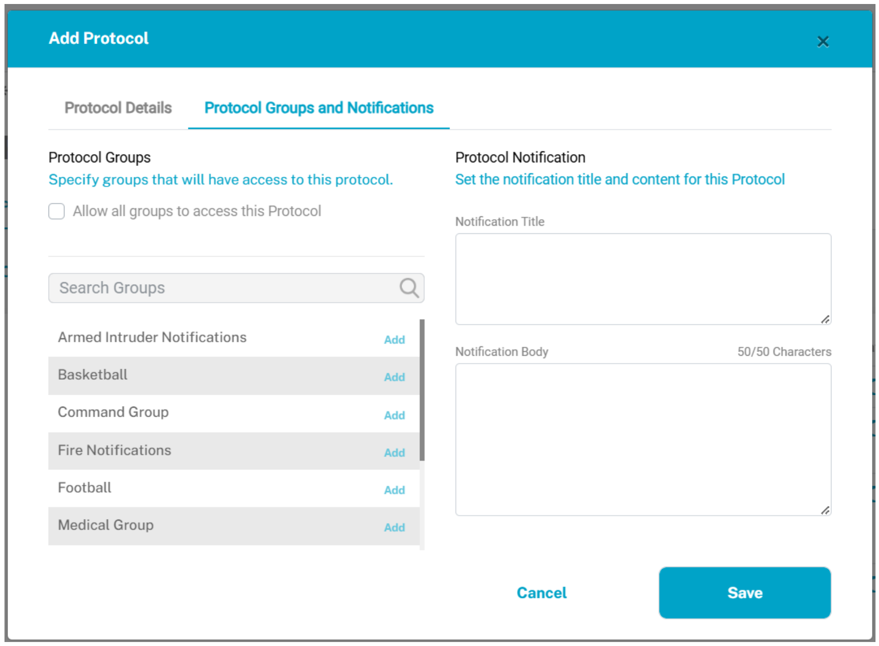


1. You can edit the text if needed
2. You can add video(s) to describe what to do. Any video with a URL can be added, and you can have more than one video per Protocol

To add a Protocol, do the following:

1. Click the **+ Add Protocol** button

2. Enter **Protocol Title**
3. Enter **Protocol Content.** This content may be part of your Organization's Handbook or may be found by researching the internet for appropriate steps for the entered Protocol
4. Add a Video, if available
5. Click **Next**
6. The **Protocol Groups and Notifications** screen displays



7. Select which Group(s) will have access to this Protocol. For most Protocols, it is suggested that All Groups have access to the Protocol
8. Enter a descriptive **Notification Title**, for example **Safety Alert - Lockdown**
9. Enter **Notification Body**
10. Finish by clicking **Save**

The **Alerts** section is where you decide which Alerts should show on the Security App's Home Screen. Depending on which Group a user belongs to, not all Alerts will be visible and available to every user. Make sure you plan carefully the various settings to ensure that all Alerts and Users are defined and set up properly.

Just like Protocols, some Alerts are preset in the App: **Armed Intruder**, **Fire**, **Medical Emergency**, **Need Assistance** and **Suspicious Person.** You can add other Alerts that are special to your organization's needs, for example **Snow Day**, **Earthquake** and **Dangerous Animal**.

To add an Alert, do the following:

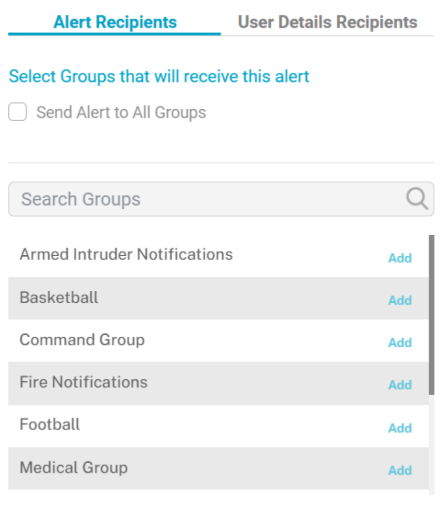
1. Click the **+ Add Alert** button

2. Enter the **Alert Name**, for example Snow Day
3. Enter the **Alert Description,** Alert for staff, parents and students that organization is closed
4. Enter the **Alert Title**, Weather Alert - Snow Day
5. You can skip **Alert Body**

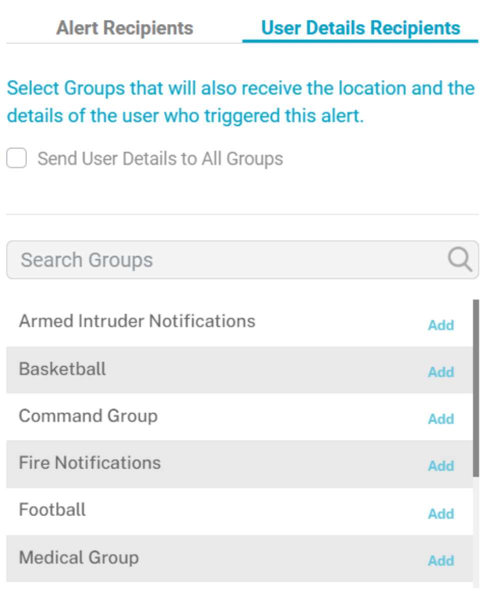
6. For the **Associated Protocol,** select the appropriate Protocol from the list. Only one Protocol can be selected. You don't have to select a Protocol but it is advisable to do so

At the bottom of the Alert screen are three sections, **Alert Recipients**, **User Details Recipients** and **Alert Permissions**:

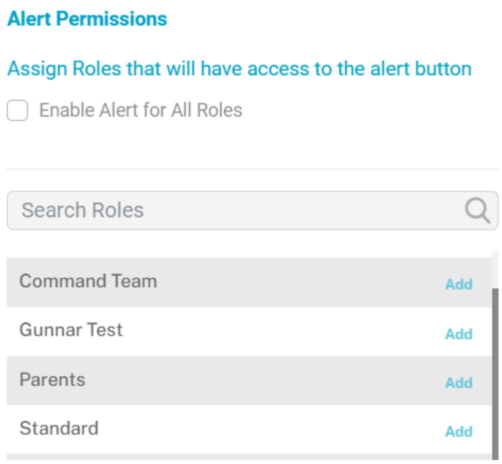
7. In the **Alert Recipients** section, select one or more Groups that will receive the alert. For example, for the **Snow Day** alert, include **Parents**, **Students** and **Staff**



8. In the **User Details Recipients**, select one or more Groups that will receive the location and the details of the user who triggered this alert. This is very useful since a map will show the exact location for the benefit of police, fire and/or EMT personnel.



9. Finally, the **Alert Permissions** section lets you assign with Role(s) that will have access to the Alert button on the Home Screen.



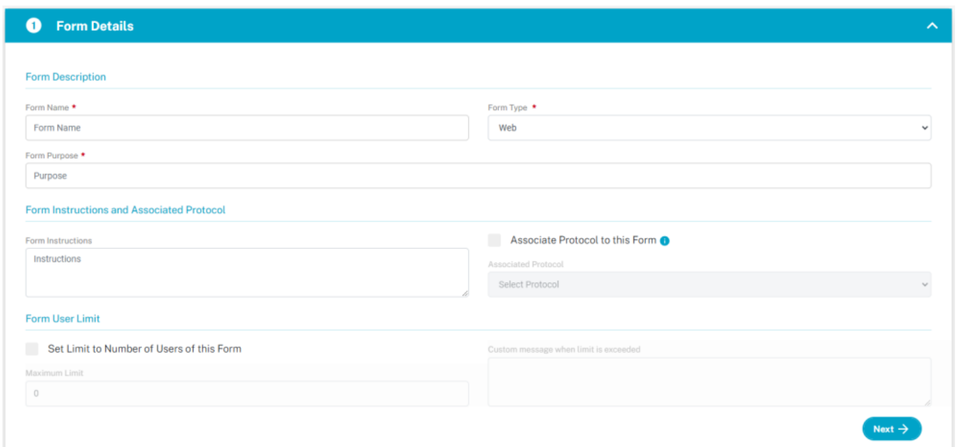
10. Finish by clicking the **Save** button

FORMS

The **Forms** function lets you create a variety of forms - only your imagination is the limit.

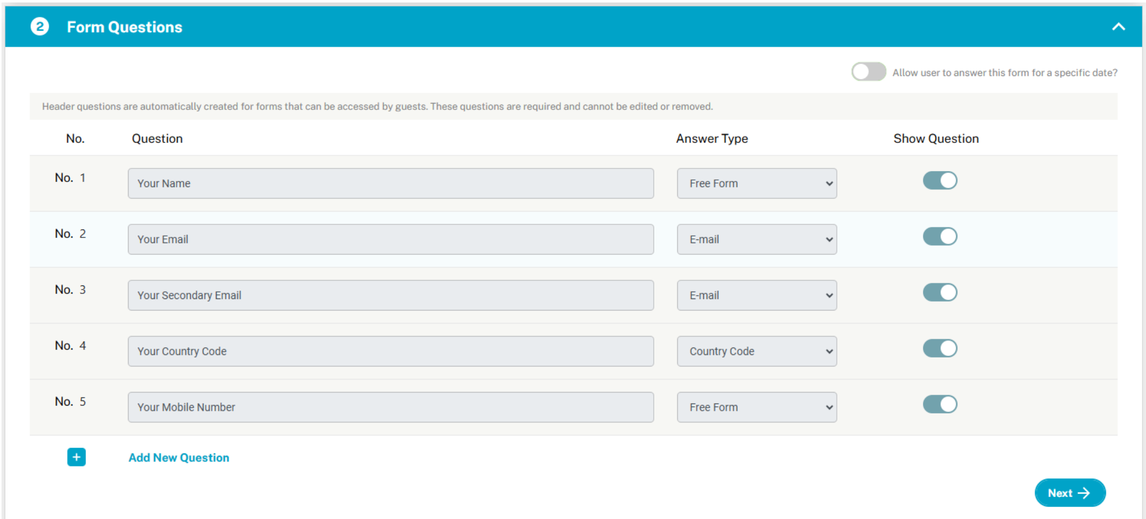
1. Click **Forms** in the menu and then **Create Form**

2. The **Form Details** section displays:



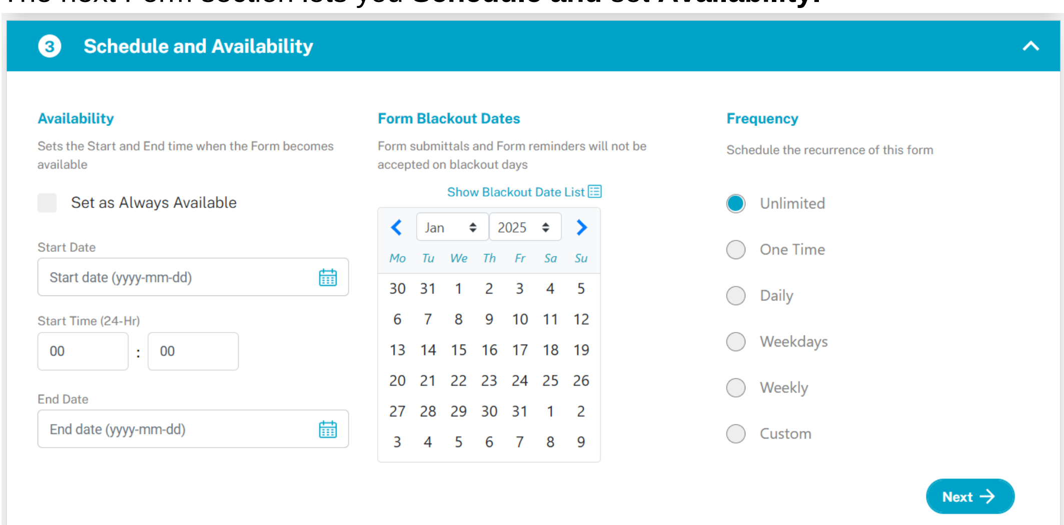
3. Enter **Form Name**
4. Enter **Form Type** - either a Web or App form
5. Enter **Form Purpose**
6. Enter **Form Instructions** - not required
7. Decide if you want to **Associate a Protocol to this form** - not required
8. In the **Form User Limit** section, check the box if only a limited number of responses are accepted. This is useful if the form is used for a trip or other event where there are a fixed number of seats available
9. Add **Maximum Limit** of responses if using the Form User Limit, and add a **custom message when limit is exceeded** - not required
10. Click **Next** to continue

The next Form section lets you create the **Form Questions**. The initial questions are required and will be asked once for each unique user.



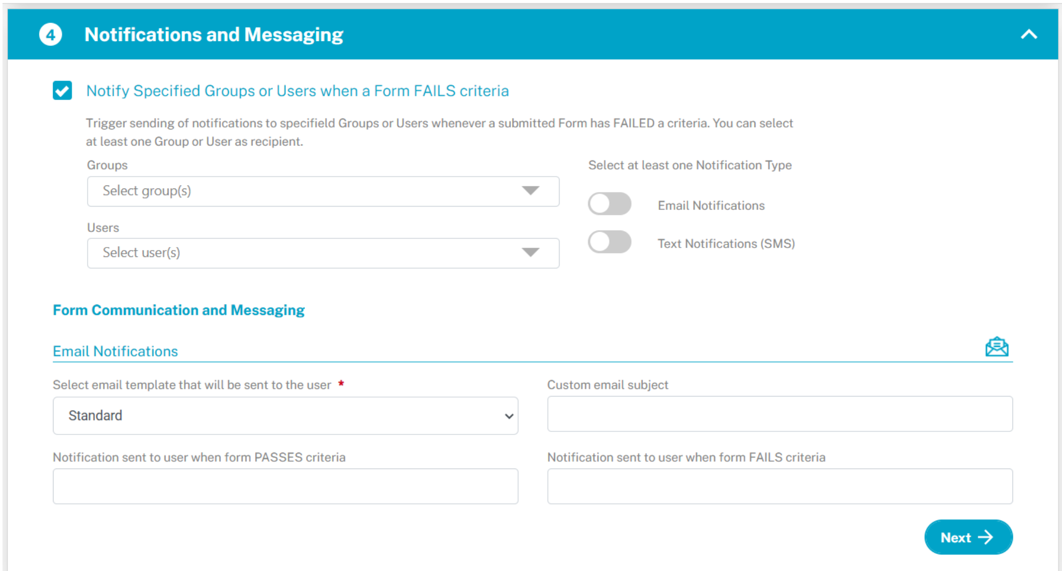
11. Click the **Add New Question** to create the first question
12. Enter the **Question Name** and the use the drop-down list to select the desired data type
13. Keep adding Questions until done, you can always go back and edit the form later.
14. Click **Next** to continue

The next Form section lets you **Schedule and** set **Availability.**



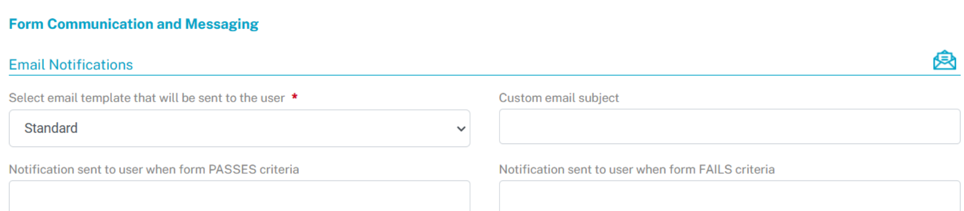
15. In the **Availability** section, set the Start and End time for the Form, or set as **Always Available**
16. In the **Form Blackout Dates** section, you can set **Blackout Dates** when no submissions are accepted
17. In the **Frequency** section you can schedule the recurrence of the form
18. Click **Next** to continue

The next Form section lets you set **Notifications and Messaging.**

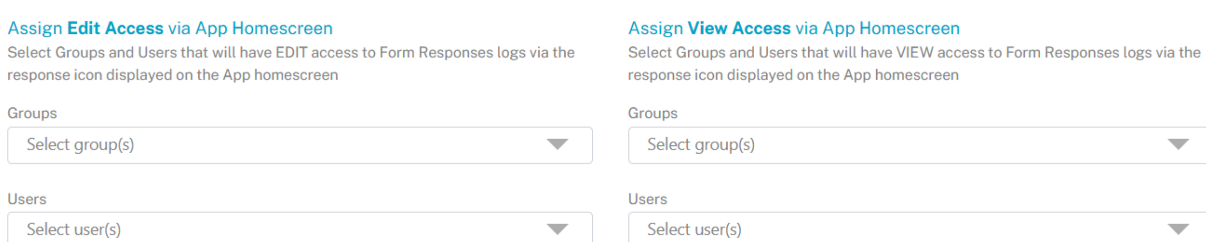


19. You must select at least one Group or a User that will be notified whenever a submitted Form has failed a criteria
20. Select to get **Email Notification** and/or **Text Notification**

The **Form Communication and Messaging** section lets you select an email template that will be sent to the User. You can also add a **Custom email subject**

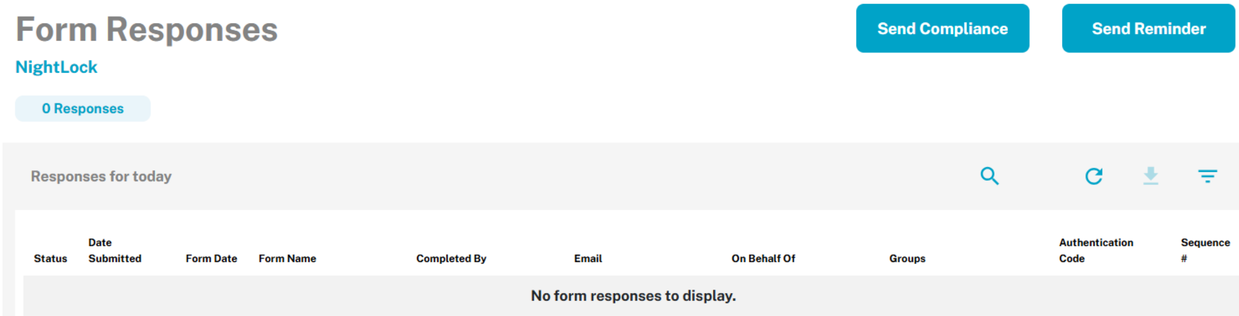


The **Form Responses Privilege** section is the final section in creating a form.

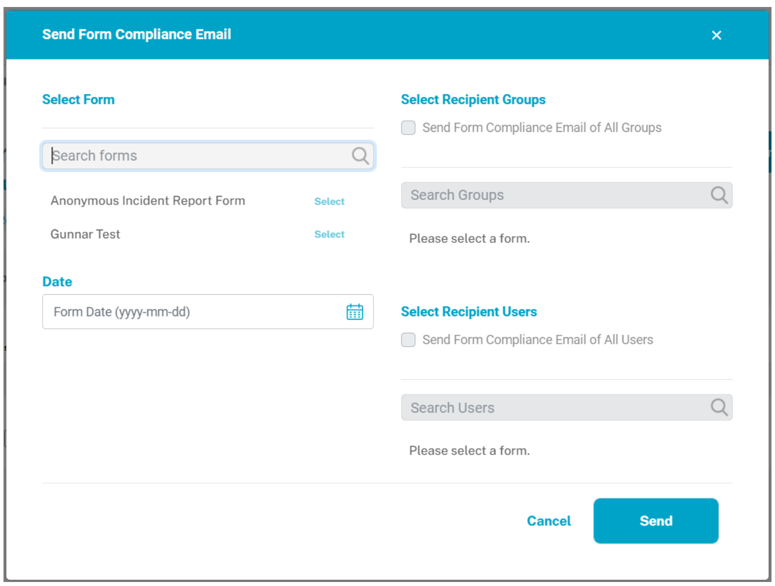


21. Assign **Edit Access** to the Form responses by Group(s) and/or by User(s)
22. Assign **View Access** to the Form responses by Group(s) and/or by User(s)
23. Finish creating the From by clicking the **Save** button

Select the **Responses** option in the menu to view responses and results in your forms.

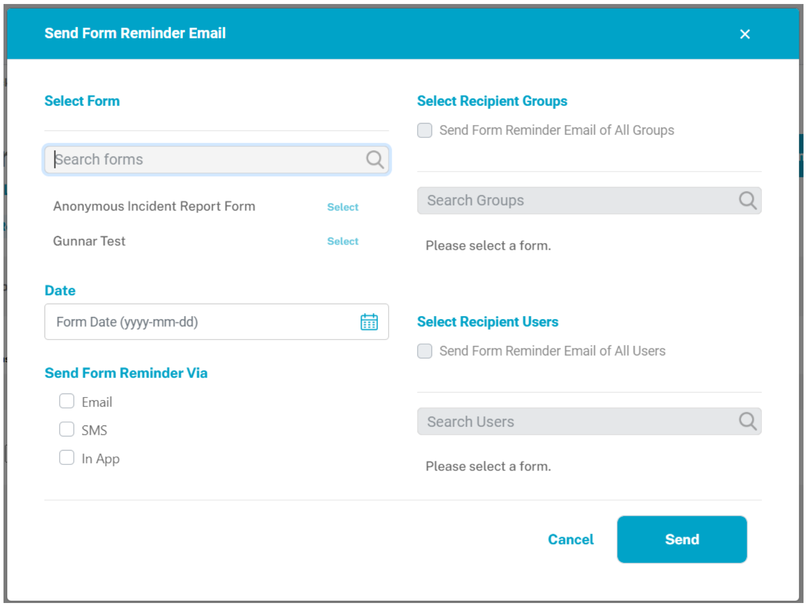


1. You can also send a **Compliance** and a **Reminder** alert to Users or Groups. Let's do the Compliance alert first.



2. Select the **Form**
3. Select **Date**
4. Then select which **Group(s)** and/or **User(s)** that will receive the Compliance Email
5. Click **Send**

The Reminder alert includes the same steps, with the addition of checkboxes for **Email**, **SMS** and **in App**


Send Form Reminder Email
Select Form
Search forms
Anonymous Incident Report Form
Select
Gunnar Test
Select
Date
Form Date (yyyy-mm-dd)
Send Form Reminder Via
Email
SMS
In App
Select Recipient Groups
Send Form Reminder Email of All Groups
Search Groups
Please select a form.
Select Recipient Users
Send Form Reminder Email of All Users
Search Users
Please select a form.
Cancel
Send

FILE UPLOAD

You can upload members (staff, teachers, parents, students and outside emergency contacts) via a CSV file. It is highly recommended that you open the CSV Template Guide and review the User CSV Template before attempting to upload a file.