



## Admin User Manual - Nightlock Security App

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# CONNECT

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

## ORGANIZATION DETAILS

## SYSTEM INTEGRATION

## SETTINGS

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



### ORGANIZATION DETAILS & CONTACT INFORMATION

Details and contact information of the organization

Organization Name

Organization Type

Business

Country Code

USA/Canada (+1)

Contact Number

Safety App Number 

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.



### TIMEZONE AND TIME FORMAT

Organization's local time and desired time format

Time Zone

EST (Eastern Time)

Time Format

Regular (12 hrs)

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

The screenshot shows a form for adding a location. It has a home icon at the top left. The form fields are: Location Name (text input), Geofence Radius (meters) (text input with a location pin icon), Latitude (43.1798631) and Longitude (-83.7482528) (pre-filled text boxes), Street Address (text input), City (text input), Country (United States) (dropdown menu), State (MI) (dropdown menu), and Zip Code (text input). There is also a small map icon to the right of the City field.

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.

The screenshot shows the 'SYSTEM INTEGRATION' section of the Security App. The navigation bar at the top has three items: 'ORGANIZATION DETAILS', 'SYSTEM INTEGRATION' (which is underlined and highlighted in blue), and 'SETTINGS'. Below the navigation bar, there is a section titled 'SYSTEM/API INTEGRATION' with a subtitle 'Set up your credentials for the System API Integrations'. To the left of the title is a small icon of a computer monitor with a gear. In the bottom right corner of the section, there is a blue button with the text '+ Add System'.

# Settings

ORGANIZATION DETAILS

SYSTEM INTEGRATION

SETTINGS



## Safety App Settings

Configure the settings for Safety App

### Show Vaccination Status

Vaccination Badge will appear on the Safety App wallet items



### Reset Health Pass

Health Pass for newly created users or users who have not responded to a Health Form will be indicated in Red (Fail). Otherwise, the HealthPass will be green (Pass).



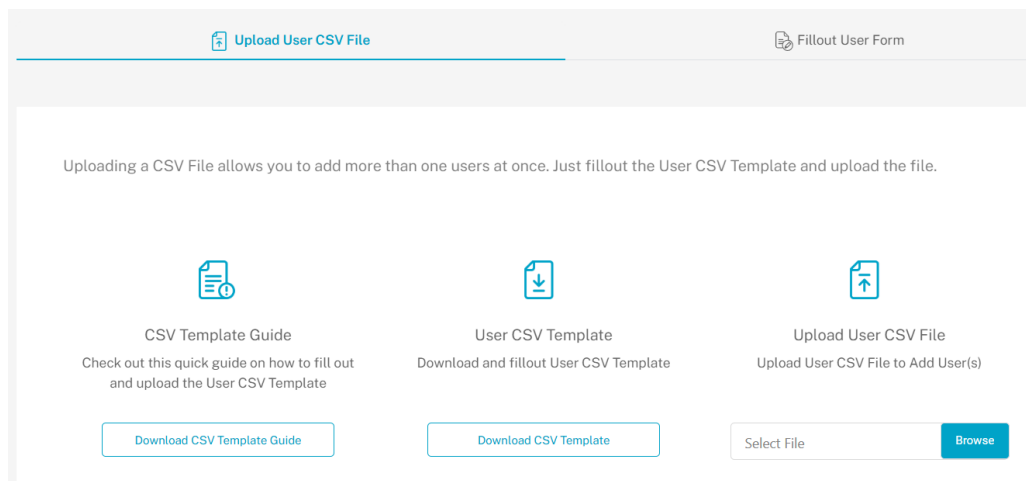
The section was initially designed during the COVID period. But it can still be used to track regular vaccinations and to show via the Health Pass if a student has been vaccinated or not.

# 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:

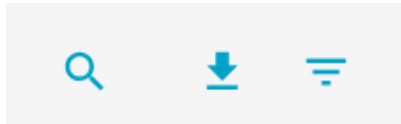
4. Enter **First name**
5. Enter **Last name**
6. Select the user's **Role**. Roles must be defined in **Account Management -> Roles**
7. Enter user's **Position** - typically Teacher, Administrator, Police, Fire or EMT
8. Enter user's **Primary Location** address (not required)
9. Enter user's **Department** (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.

<input type="checkbox"/>	Name	Role	Email	Phone	Groups	Status	Actions
<input type="checkbox"/>	<a href="#">Chang, Liam</a>	Standard	test@test.com	7672345690		Not Invited	 

< 1 >

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.

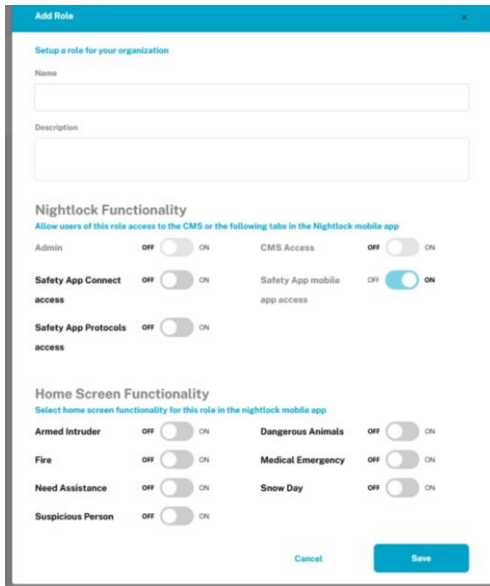
Let's start by creating and defining the most important role: **Admin**.

## Roles

Define the core roles for members of your organization.

+ Add Role

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**.



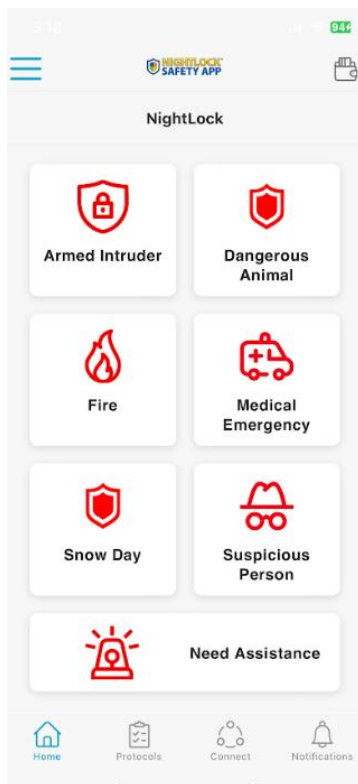
## Nightlock Functionality

Allow users of this role access to the CMS or the following tabs in the Nightlock mobile app

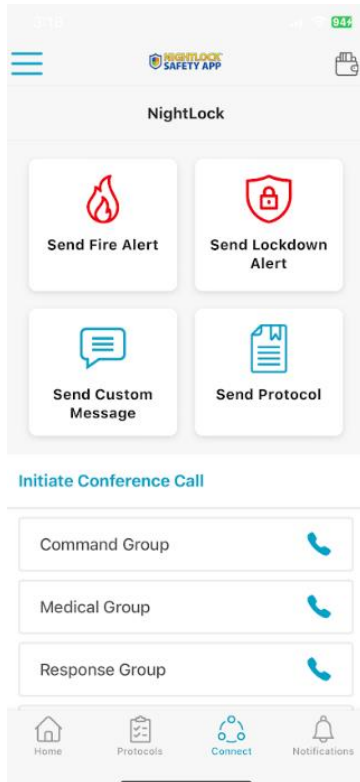
Admin	OFF	<input checked="" type="checkbox"/>	ON	CMS Access	OFF	<input checked="" type="checkbox"/>	ON
Safety App Connect access	OFF	<input checked="" type="checkbox"/>	ON	Safety App mobile app access	OFF	<input checked="" type="checkbox"/>	ON
Safety App Protocols access	OFF	<input checked="" type="checkbox"/>	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:



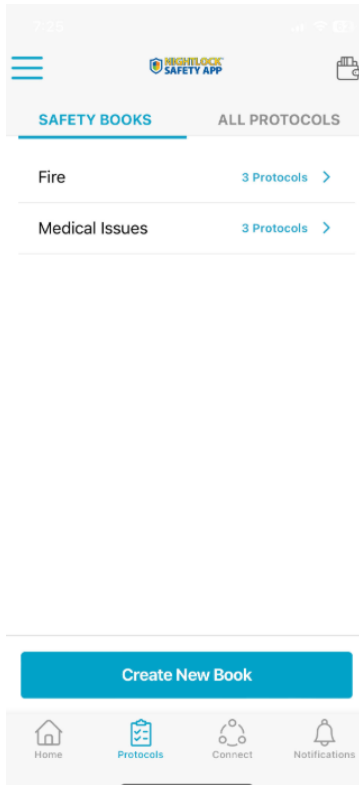
**Safety App Connect access** – If this option is active, users in the Role that is defined will have access to the **Connect** icon at the bottom of the app home screen. Tap it to view the Connect screen:



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**.

## Home Screen Functionality

Select home screen functionality for this role in the nightlock mobile app

<b>Armed Intruder</b>	OFF	<input checked="" type="checkbox"/>	ON	<b>Dangerous Animal</b>	OFF	<input checked="" type="checkbox"/>	ON
<b>Fire</b>	OFF	<input checked="" type="checkbox"/>	ON	<b>Medical Emergency</b>	OFF	<input checked="" type="checkbox"/>	ON
<b>Need Assistance</b>	OFF	<input checked="" type="checkbox"/>	ON	<b>Snow Day</b>	OFF	<input checked="" type="checkbox"/>	ON
<b>Suspicious Person</b>	OFF	<input checked="" type="checkbox"/>	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

**Admin** 

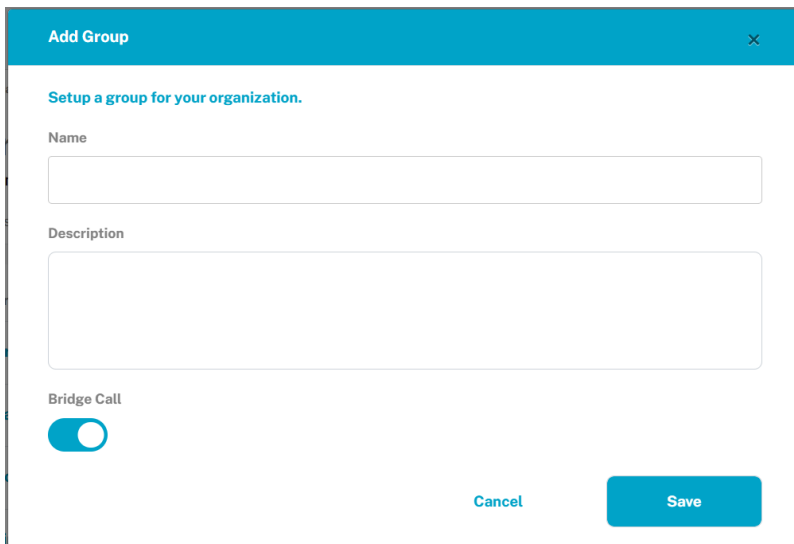
The **Groups** section is used to define the groups for all members of your organization. With Groups, members of your organization can belong to more than one Group, so keep that in mind when creating your Groups.

## Groups

Define the groups for members of your organization.

[+ Add Group](#)

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

## Armed Intruder Notifications

# 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
<b>DRILL: SAFETY ALERT TEST</b>			<input checked="" type="checkbox"/> Active
<b>Fire</b>	Command Group, Medical Group, Response Group, Fire Notifications	04/08/2024	<input checked="" type="checkbox"/> Active
<b>Lockdown</b>	Command Group, Medical Group, Response Group, Fire Notifications, Armed Intruder Notifications	04/08/2024	<input checked="" type="checkbox"/> Active
<b>Medical Emergency</b>	Command Group, Medical Group, Response Group, Fire Notifications, Armed Intruder Notifications	04/08/2024	<input checked="" type="checkbox"/> Active
<b>Suspicious Person</b>	Command Group, Medical Group, Response Group, Fire Notifications, Armed Intruder Notifications	04/08/2024	<input checked="" type="checkbox"/> 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

## Protocols

+ Add Protocol

Protocols Alerts

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**

The screenshot shows the 'Alert Recipients' section of a software interface. At the top, there are two tabs: 'Alert Recipients' (which is selected and underlined) and 'User Details Recipients'. Below the tabs, there is a blue instruction: 'Select Groups that will receive this alert'. Underneath this is a checkbox labeled 'Send Alert to All Groups' which is currently unchecked. Below the checkbox is a search bar with the placeholder text 'Search Groups' and a magnifying glass icon. Below the search bar is a list of six groups, each with an 'Add' button to its right. The groups are: 'Armed Intruder Notifications', 'Basketball', 'Command Group', 'Fire Notifications', 'Football', and 'Medical Group'. The 'Basketball' and 'Medical Group' items are highlighted with a grey background.

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.

The screenshot shows the 'User Details Recipients' section of a software interface. At the top, there are two tabs: 'Alert Recipients' and 'User Details Recipients' (which is selected and underlined). Below the tabs, there is a blue instruction: 'Select Groups that will also receive the location and the details of the user who triggered this alert.'. Underneath this is a checkbox labeled 'Send User Details to All Groups' which is currently unchecked. Below the checkbox is a search bar with the placeholder text 'Search Groups' and a magnifying glass icon. Below the search bar is a list of six groups, each with an 'Add' button to its right. The groups are: 'Armed Intruder Notifications', 'Basketball', 'Command Group', 'Fire Notifications', 'Football', and 'Medical Group'. The 'Basketball' and 'Medical Group' items are highlighted with a grey background.

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

### Alert Permissions

Assign Roles that will have access to the alert button

Enable Alert for All Roles

---



Command Team	<a href="#">Add</a>
Gunnar Test	<a href="#">Add</a>
Parents	<a href="#">Add</a>
Standard	<a href="#">Add</a>

---

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**

## Safety Forms

NightLock

Create Form

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

The screenshot shows the 'Form Details' configuration page. It is divided into three main sections: 'Form Description', 'Form Instructions and Associated Protocol', and 'Form User Limit'. The 'Form Description' section includes a 'Form Name' text input, a 'Form Type' dropdown menu currently set to 'Web', and a 'Form Purpose' text input. The 'Form Instructions and Associated Protocol' section features a text area for 'Instructions', a checkbox labeled 'Associate Protocol to this Form', and a dropdown menu for 'Associated Protocol' with 'Select Protocol' as the current selection. The 'Form User Limit' section contains a checkbox for 'Set Limit to Number of Users of this Form', a 'Maximum Limit' text input field with the value '0', and a text area for 'Custom message when limit is exceeded'. A blue 'Next' button with a right-pointing arrow is located at the bottom right of the form.

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.

**2 Form Questions**

Allow user to answer this form for a specific date?

Header questions are automatically created for forms that can be accessed by guests. These questions are required and cannot be edited or removed.

No.	Question	Answer Type	Show Question
No. 1	Your Name	Free Form	<input checked="" type="checkbox"/>
No. 2	Your Email	E-mail	<input checked="" type="checkbox"/>
No. 3	Your Secondary Email	E-mail	<input checked="" type="checkbox"/>
No. 4	Your Country Code	Country Code	<input checked="" type="checkbox"/>
No. 5	Your Mobile Number	Free Form	<input checked="" type="checkbox"/>

[+ Add New Question](#)

[Next →](#)

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**.

**3 Schedule and Availability**

**Availability**

Sets the Start and End time when the Form becomes available

Set as Always Available

Start Date  
Start date (yyyy-mm-dd)

Start Time (24-Hr)  
00 : 00

End Date  
End date (yyyy-mm-dd)

**Form Blackout Dates**

Form submittals and Form reminders will not be accepted on blackout days

[Show Blackout Date List](#)

Jan		2025				
Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

**Frequency**

Schedule the recurrence of this form

Unlimited

One Time

Daily

Weekdays

Weekly

Custom

[Next →](#)

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.

**Assign Edit Access via App Homescreen**

Select Groups and Users that will have EDIT access to Form Responses logs via the response icon displayed on the App homescreen

Groups

Users

**Assign View Access via App Homescreen**

Select Groups and Users that will have VIEW access to Form Responses logs via the response icon displayed on the App homescreen

Groups

Users

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 Form by clicking the **Save** button

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

## Form Responses

NightLock

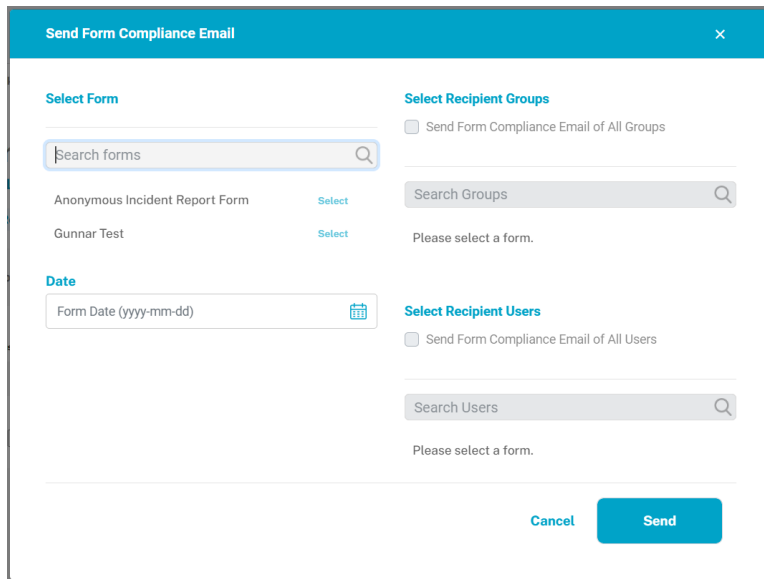
0 Responses

Responses for today

Send Compliance Send Reminder

Status	Date Submitted	Form Date	Form Name	Completed By	Email	On Behalf Of	Groups	Authentication Code	Sequence #
No form responses to display.									

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



The dialog box titled "Send Form Compliance Email" contains the following sections:

- Select Form:** A search bar labeled "Search forms" with a magnifying glass icon. Below it are two form entries: "Anonymous Incident Report Form" and "Gunnar Test", each with a "Select" link.
- Select Recipient Groups:** A checkbox labeled "Send Form Compliance Email of All Groups". Below it is a search bar labeled "Search Groups" with a magnifying glass icon. Below the search bar is the text "Please select a form."
- Date:** A date input field labeled "Form Date (yyyy-mm-dd)" with a calendar icon.
- Select Recipient Users:** A checkbox labeled "Send Form Compliance Email of All Users". Below it is a search bar labeled "Search Users" with a magnifying glass icon. Below the search bar is the text "Please select a form."

At the bottom right of the dialog are two buttons: "Cancel" and "Send".

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

  
Anonymous Incident Report Form Select  
Gunnar Test Select

#### Select Recipient Groups

 Send Form Reminder Email of All Groups  
  
Please select a form.

#### Date

#### Select Recipient Users

 Send Form Reminder Email of All Users  
  
Please select a form.

#### Send Form Reminder Via

 Email  
 SMS  
 In App


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.


## Add New User

Upload a CSV file or fill out and complete the User Information below to add a new user.

 Upload User CSV File

---


Uploading a CSV File allows you to add more than one users at once. Just fillout the User CSV Template and upload the file.



CSV Template Guide

Check out this quick guide on how to fill out and upload the User CSV Template


[Download CSV Template Guide](#)



User CSV Template

Download and fillout User CSV Template

[Download CSV Template](#)



Upload User CSV File

Upload User CSV File to Add User(s)

[Browse](#)



