



USER MANUAL

EXAMPLES AND MORE



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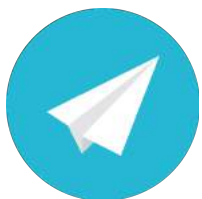
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DIR-S (dur-ess) is a simple application that connects **educators**, **first responders**, and **administrators** in real time using enhanced chat messaging, accountability, and interactive mapping features.



Within seconds, users can pinpoint their location on interactive maps, update their current status (safe or unsafe), and generate a report of any missing people. DIR-S is a tool designed to connect people with real-time information to help everyone involved to make **better decisions**.

WHEN TO USE DIR-S



Send an alert when you experience an emergency situation, big or small. Notifications will be sent to administrators, to school staff, and - depending on the alert - to emergency personnel.

An audible alarm will sound on the desktops if an alert has been activated in your school. The tone and urgency of the alarm varies based on the type of alert.





View the emergency plans for step-by-step guidance on how to respond during a specific alert. (Lockout, Shelter in Place, Lockdown, Evacuate, or Assistance Needed)

Indicate your personal status by clicking on the safe/unsafe buttons.

- **Green** indicates that you and your students are **safe**.
- **Red** indicates that you are **unsafe** or **need help**.
- A **blue border** around a room indicates a **medical need**.



Share and receive information and updates about the emergency in the app's real-time chat feature. This allows you to communicate with administrators, emergency personnel, and staff members throughout your school during the event.

Account for students in your classroom during an emergency, and notify administrators if students are missing or unaccounted for. Use the Report tab for this functionality.



Get real-time updates on the status of police assistance. Each smart device will receive a push notification of these updates, and desktops will display them on the chat tab. (Not notified, Notified, En route, On site)

INSTALLATION

Once installed, you only need to log in once, then DIR-S runs in the background until you need it. DIR-S appears on the icon tray in the bottom right corner (Windows) or in the top right corner (Mac) of your computer's screen.

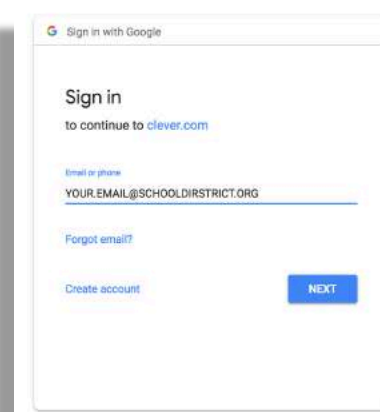
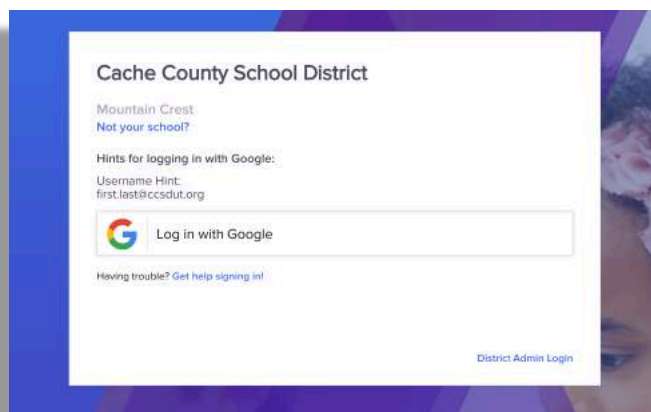
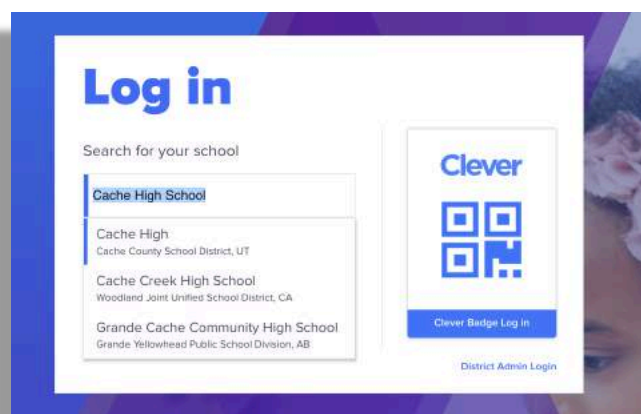
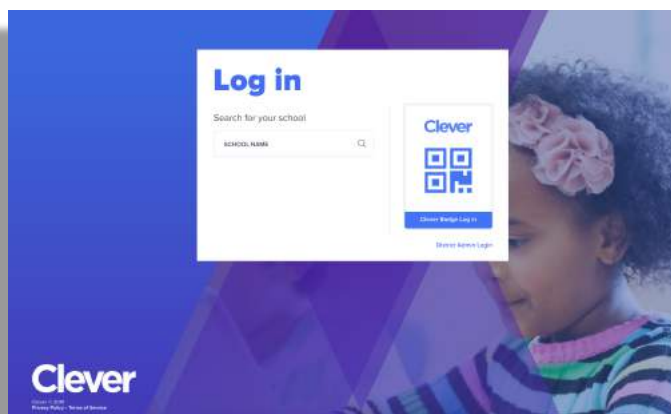


DIR-S is also available for smart devices such as phones and tablets. Search "**DIR-S**" (Don't forget the dash!) in the Google Play Store for android devices and App Store for Apple Devices. It is a **FREE** App. Once you download and install, you will need to log in.

FIRST TIME LOGIN

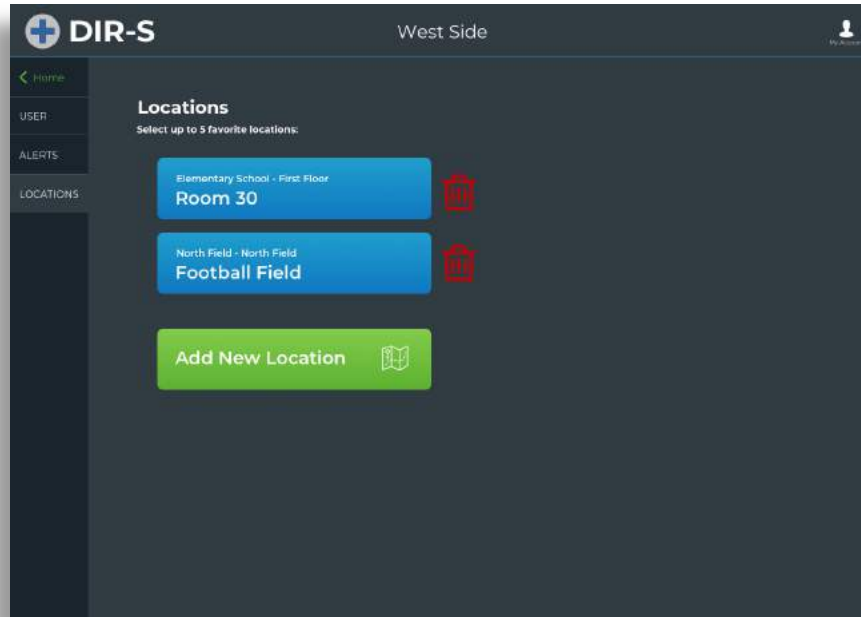


You will sign on via **CLEVER**. This is a single-sign-on option that allows you to use your current school login. This eliminates the need to create another user account.



Depending on your organization, you will log in with your school username and password via **Clever**. You will click the “log in with clever” button, then search for your **school and district**. Once you have selected your school, then you need to log in with your school credentials, so click your district’s preferred login method. (Google, Active Directory, etc.)

FAVORITE LOCATIONS



Be sure to add your **Favorite locations**, where you most likely will be during an incident like your homeroom, the gym, or any locations you **frequently occupy**. This allows you to select your location quickly with the preset favorite locations when an alert is active, so you do not have to click into the map and manually search for your location every time. You can do this by changing it in the “My Account” option. You can set up to a maximum of five favorite locations.

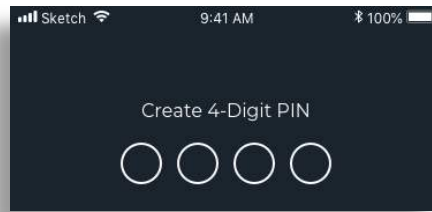
SETTING UP DIR-S ON YOUR COMPUTER

Initially, Technology Support Services will install DIR-S on all staff teacher computers. To activate it on your desktop computer;

- Open the Windows Start button on the lower left corner of the screen to access your apps. Look for the DIR-S app (grey circle with blue plus sign), then click on it. This will launch the app. It will now run in the background and appear in the icon tray. You should not have to do this step again.
- DIR-S will automatically run in the background until an alert goes off. If you need to access DIR-S while it is running in the background, then click on the icon in the icon tray.

SETTING UP DIR-S ON YOUR SMARTPHONE/TABLET

See *INSTALLATION*. Download the DIR-S app from the App Store or Google Play Store on your mobile device. Log in using **Clever** and your organization's preferred login method.



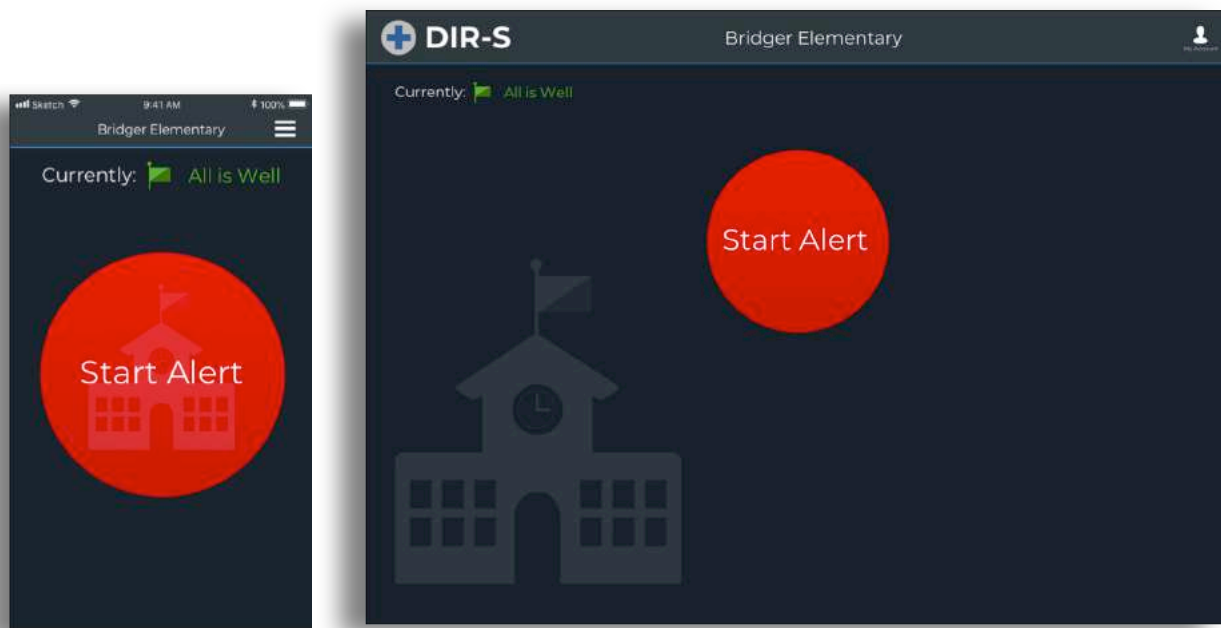
After successfully logging in, you will need to create a **PIN** on every smart device you choose to use. Desktops do not require a PIN. Enter your new PIN **twice** to confirm.

ACCESS DIR-S VIA WEB BROWSER

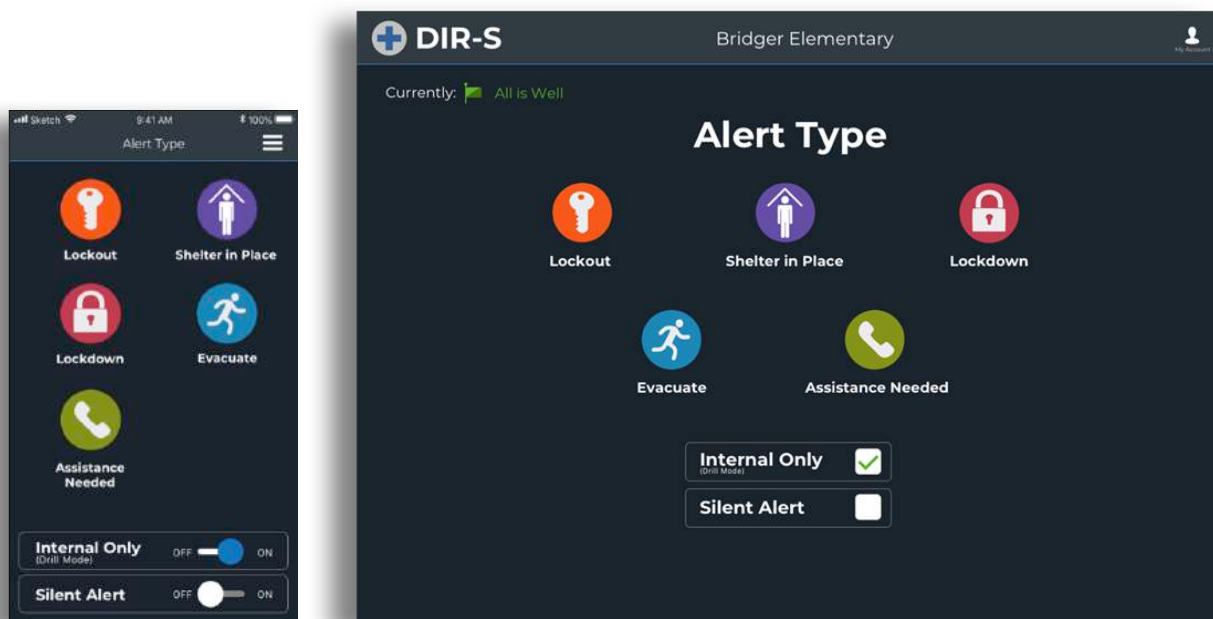
We highly recommend downloading the desktop app before you use the web browser. Web browsers limit the functionality of DIR-S. However, if you must access it via web browser, then go to the URL address below, and log in using the same method as explained above.

<https://dirstalert.com>

HOW TO SEND AN ALERT WITH DIR-S



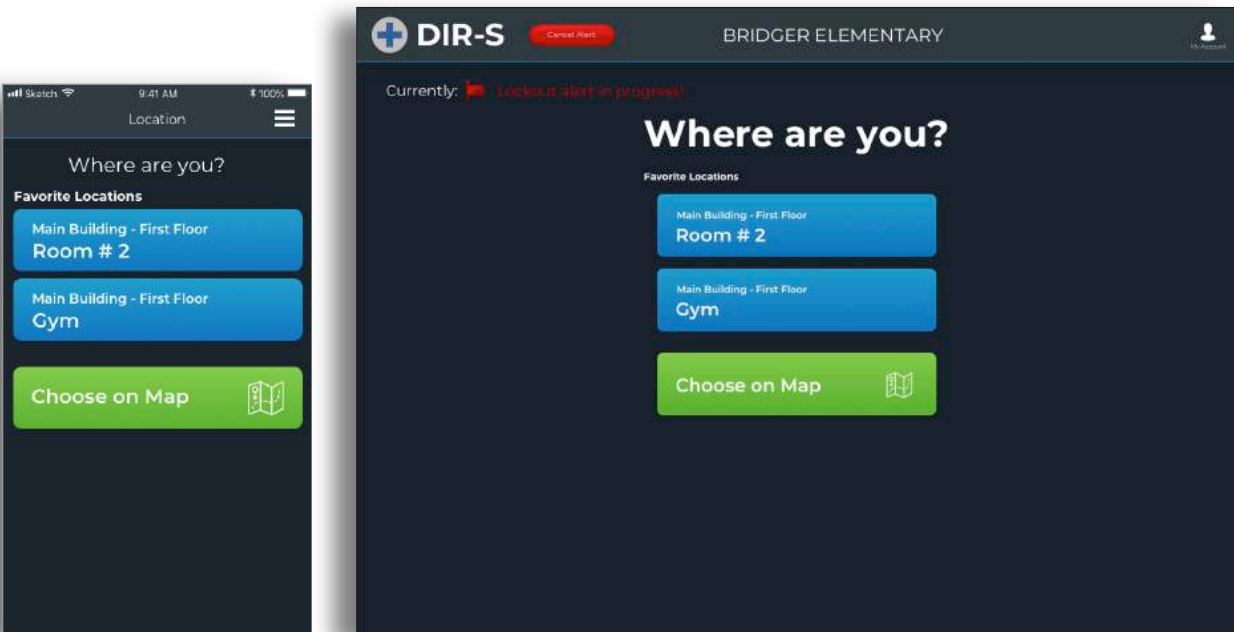
1. Click on the red **START ALERT** icon to send an alert.



2. The **ALERT TYPE** screen will give you options as to which alert you'd like to send. Select the most appropriate alert for your situation.
 - a. Checking the **Internal Only** box will only notify staff at

your school. Internal alerts will NOT notify police. (This is a great way to practice drills!)

- b. Checking the **Silent Alert** box will remove any audible alarm.

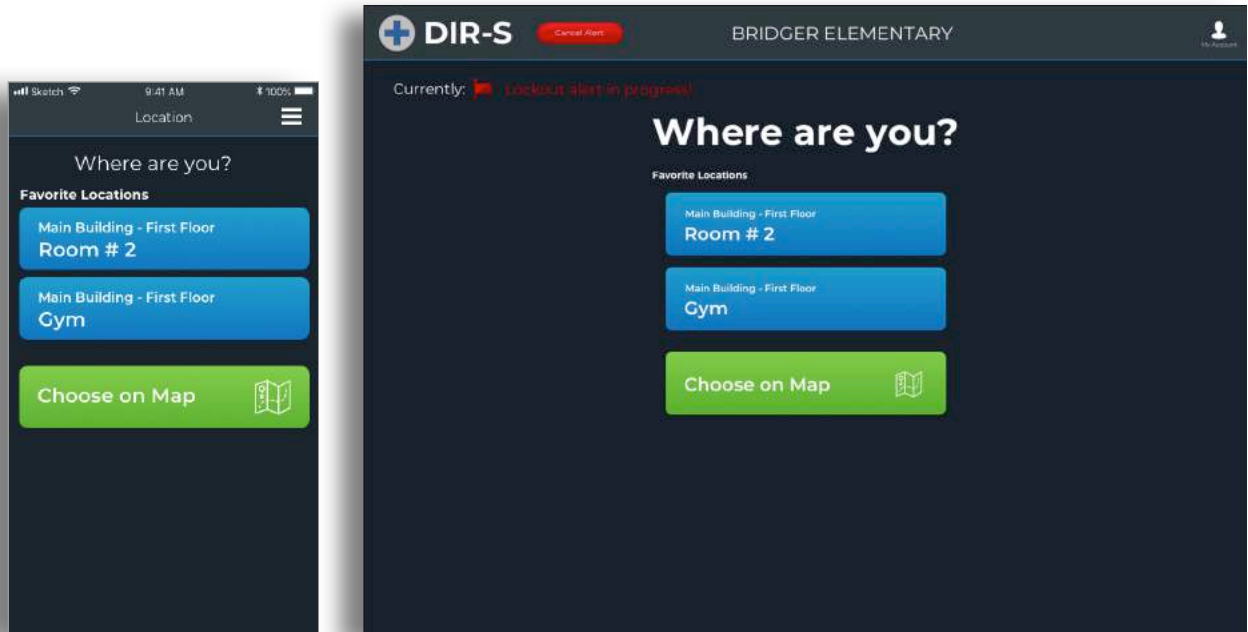


3. Now, you need to indicate your location by answering **WHERE ARE YOU?** You will see this screen showing your preset **favorite locations** in blue and a map button in green. Click on a location button to advance to the next screen, or click on the green map button to choose your location manually.

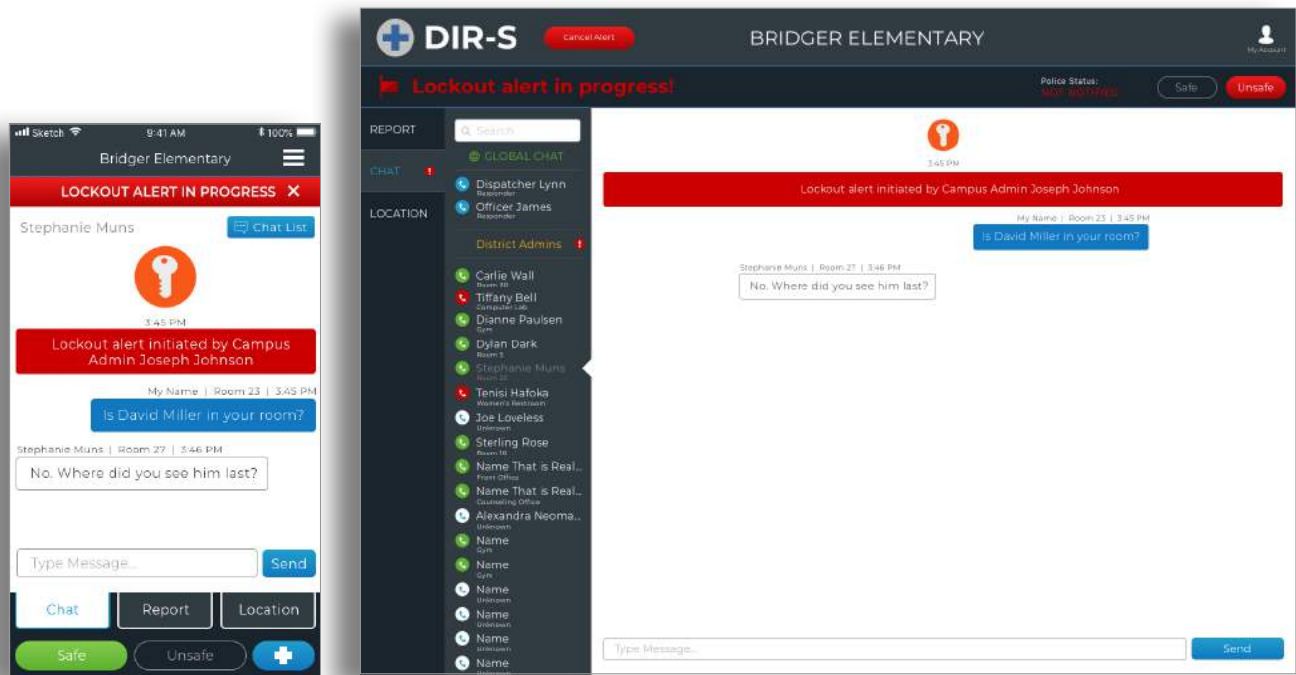
Your current location will show in the interactive map by pulsing your location. The map is color coded; **Green** is **Safe**, and **Red** is **Unsafe**. Your location will remain white until you have interacted with the system. As soon as interact with DIR-S, red is the default color for your location, so when you select “safe” your location will go green. The safe/unsafe buttons are located in the top right corner on the next screen.

HOW TO RESPOND TO AN ALERT ON DIR-S

DIR-S will open automatically on your desktop, and you'll receive a push notification on your smart devices. (A banner/tone will appear.) As soon as you interact with DIR-S on desktop, then the audible sound will be muted.



1. The first screen you will see asks **WHERE ARE YOU?** You need to indicate your current location first before being able to access the chat room and other features. Select your present **favorite location** or select the green map button to manually select your location.



2. Select your status: **SAFE** or **UNSAFE**. The safe/unsafe buttons are located in the top right corner on your desktop and at the bottom on your mobile device. Click your status, and you are done responding to the alert. If you have important information you need to chat or if you need to report a missing person, then please indicate in it the Chat tab or the Report tab.

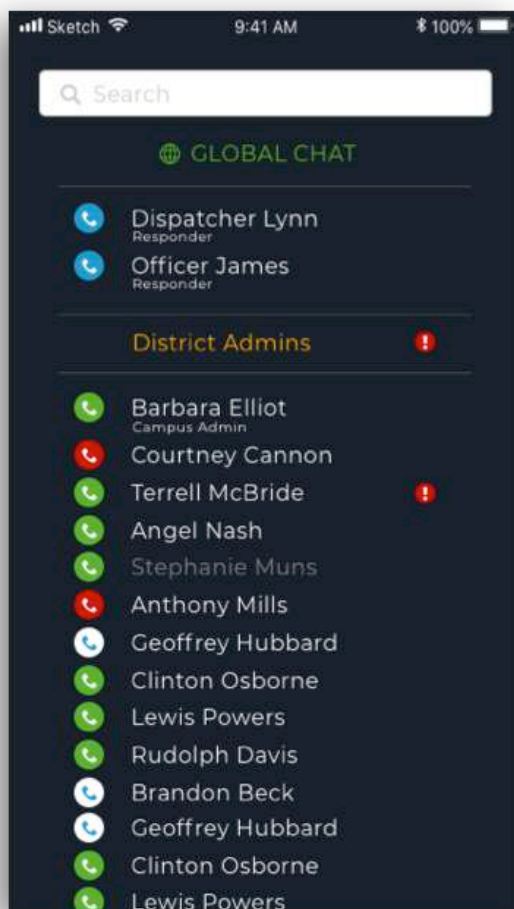
This screen is the central source of information during an alert. You will see a red banner with information about this alert, type of alert, who sent it, and location of where it was sent.

CHAT – GLOBAL AND PRIVATE

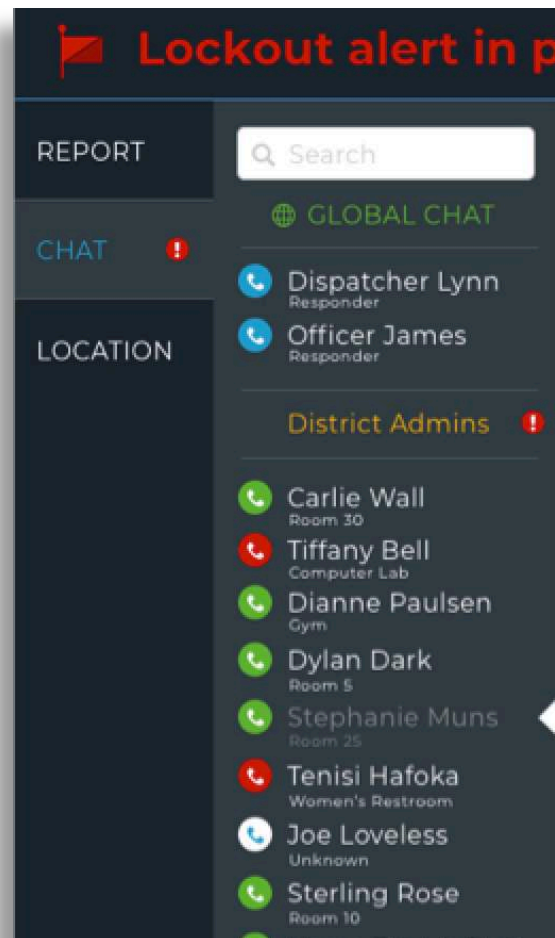
If you have pertinent information that should be shared with administration or emergency personnel, then communicate it through the **GLOBAL CHAT**.

If you have more sensitive information that you do not want to chat to everyone, you can select a user from the chat list on the left side (top right on mobile device) to start a one-on-one **private chat**.

The **chat list** serves as a **phone directory** and as an accountability tool. Click on the phone icon next to the user's name to display the cell phone, and you can call him or her on mobile from here.



Mobile



Desktop

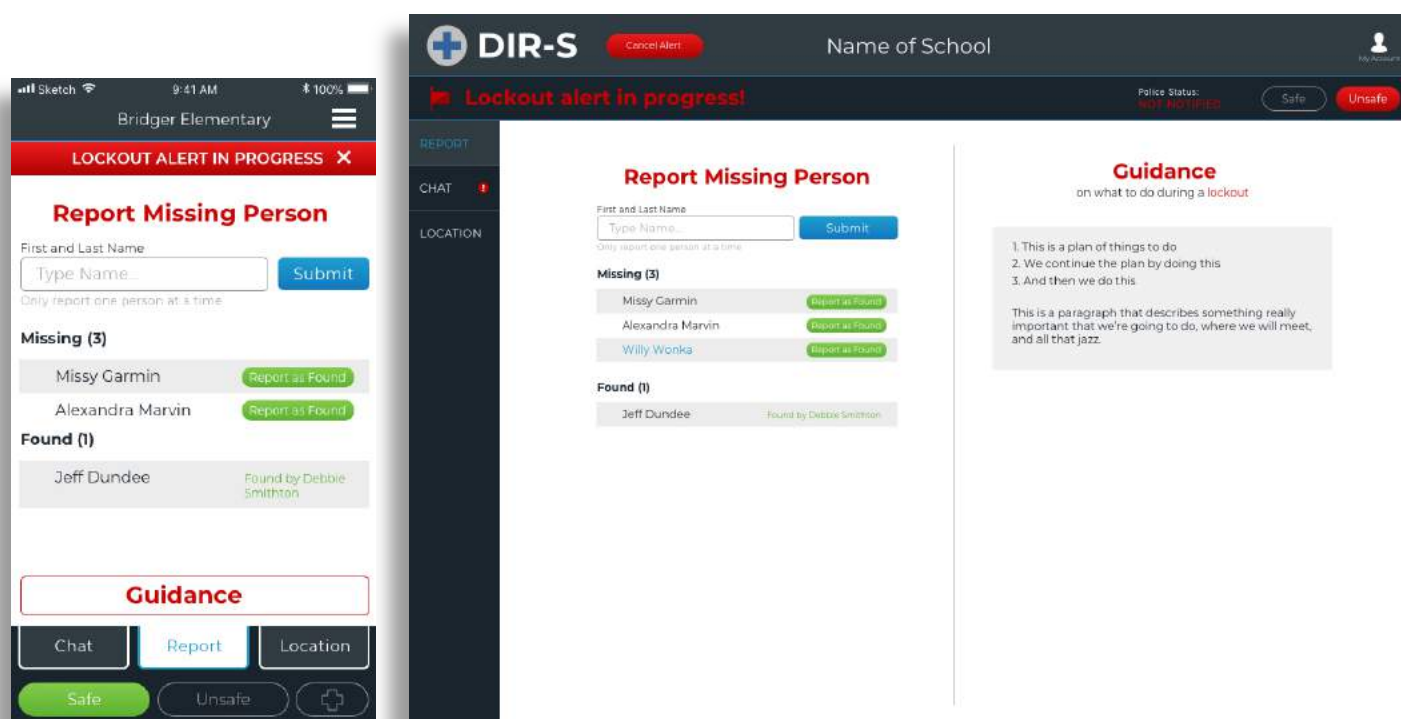
The **Accountability tool** allows you to see the current status of each user by changing the **phone icon** color from **red** to **green**. White means they have not interacted with the system yet. As each user updates the status, then it automatically pushes the

update to the chat list. This allows everyone to see the individual status for all users in an organized list.

REPORT - MISSING PERSONS AND GUIDANCE

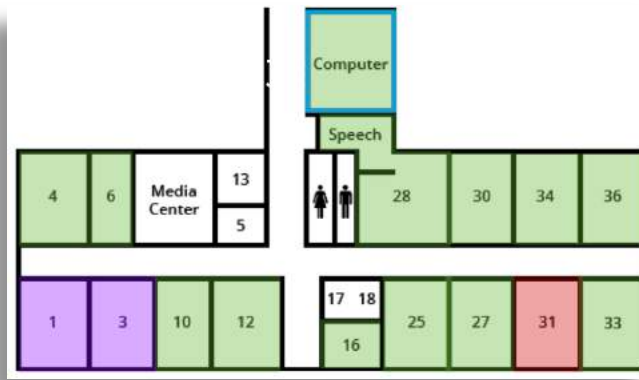
If you need to report a missing person or need access to your emergency plans, click on the **REPORT** tab in the column on left side of your computer screen or at the bottom middle on your smartphone.

You can **submit** a **missing person** to a report that all users can see. If you have found a missing person, you can mark that person as found. As you “**report as found**,” then it will show the user who found the missing person.

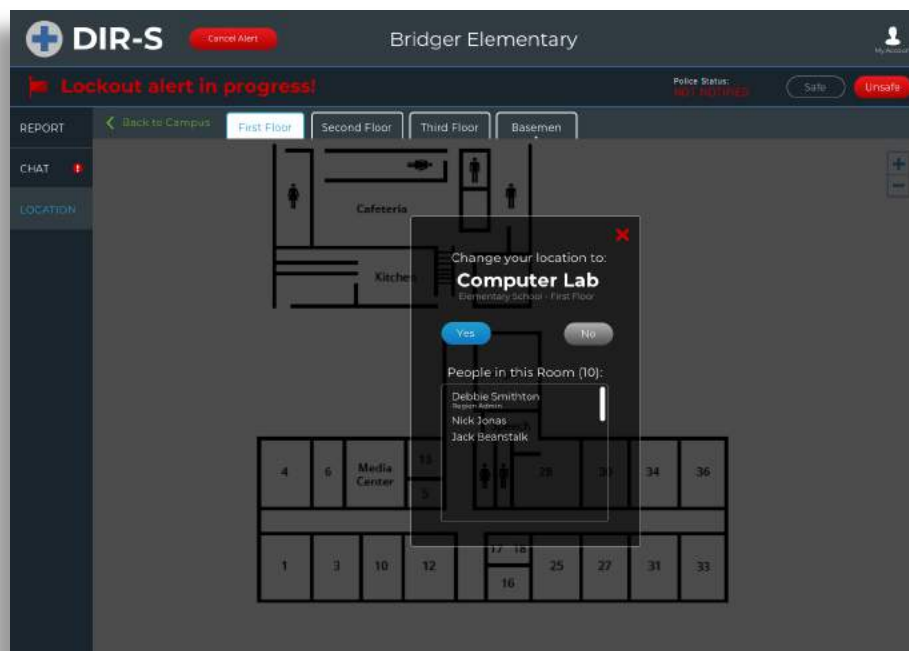


The right side of the Report tab (middle button for desktop, at the bottom on mobile) contains the **Guidance** feature. You will see instructions on how to respond during the given alert. These instructions should reflect your organization's emergency plans/guidelines.

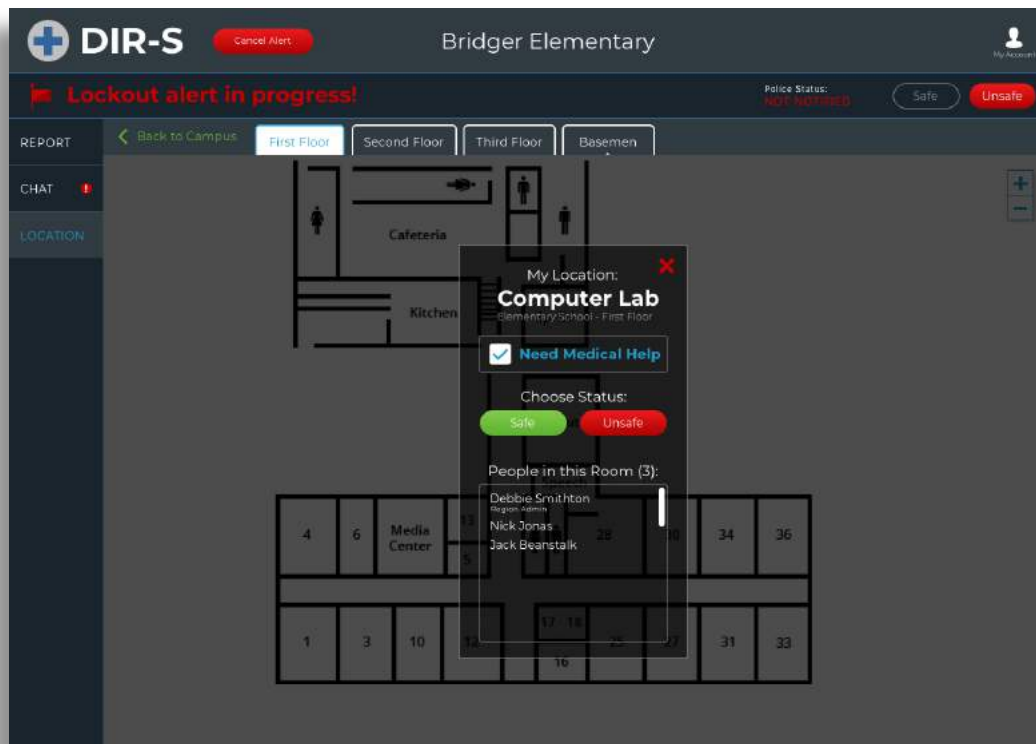
LOCATION – INTERACTIVE MAPS



The **Location** tab will display the campus and building floor plans. All the maps are interactive. Your current location will pulse, while the others will remain flat. As users update their location and status, you will see their locations instantly update on the maps. First responders can clear rooms, which will change the color to blue.

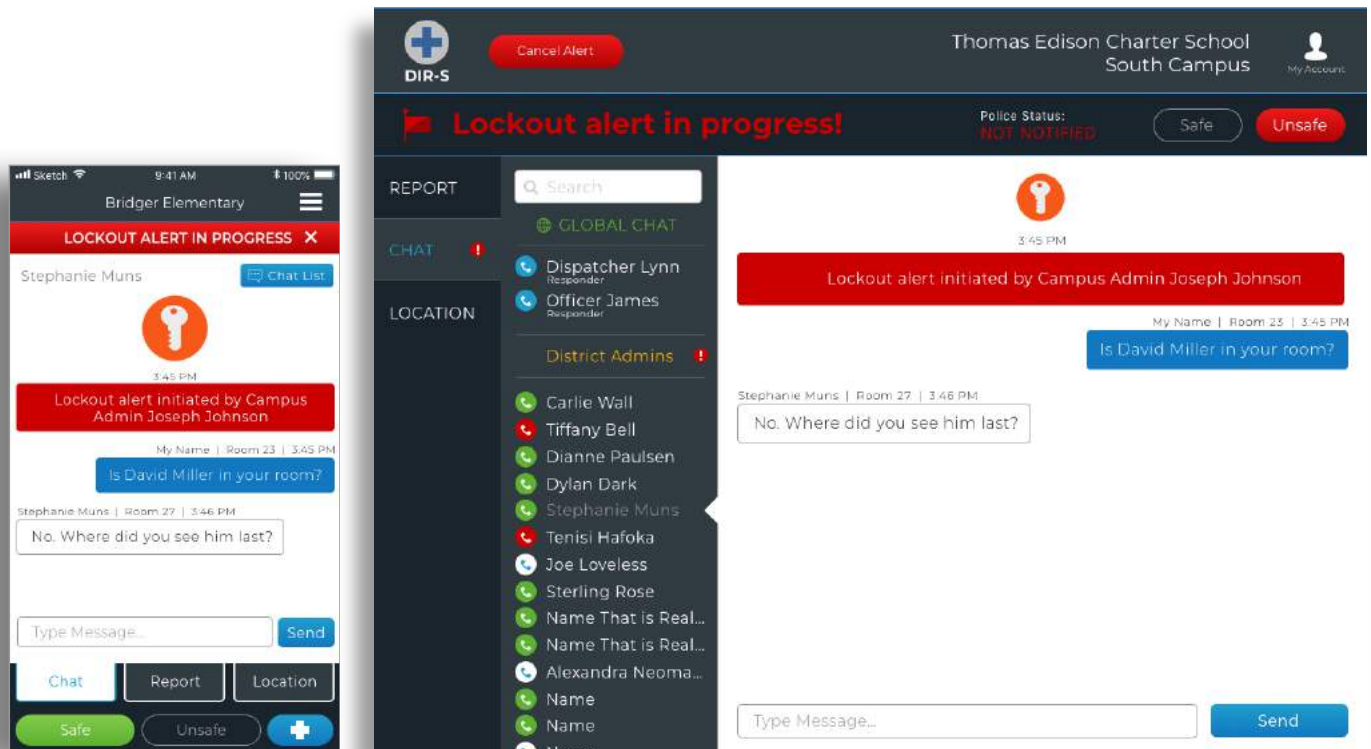


Click on an area to **change location**. You will be prompted with a screen to confirm that you would like to change locations. You can see which users are in that selected location as well.



All location changes are in real time, so if you change location on your mobile device, then it will automatically update on desktop and visa versa. Clicking on your **current location** will allow you to change your status (Safe/Unsafe), indicate a **medical need**, and see what other users are in the same location. The medical need checkbox will create a **blue border** around your location.

CANCELLING AN ALERT

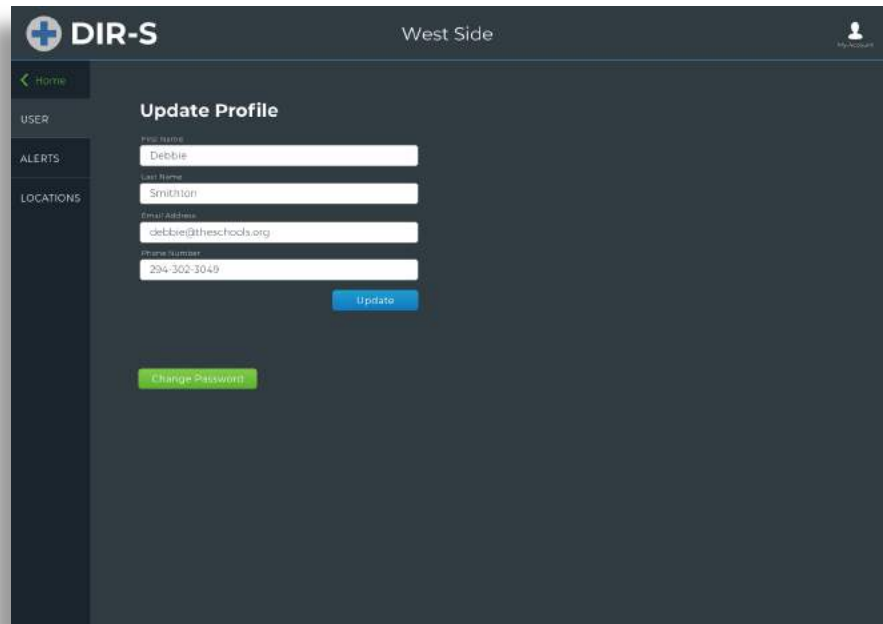
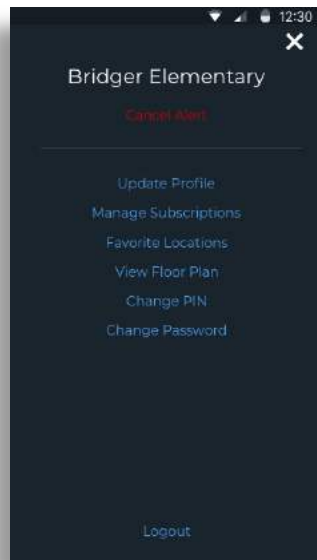


The only users that can cancel an alert are the alert initiator or an admin user. To cancel an alert, click on the **Cancel** button located in the **top left** of your screen. For mobile devices, click **X** in the **top right corner** and then the dropdown menu. Be sure to follow through the prompt to confirm cancellation.

ACCOUNT SETTINGS

Click on the “**My Account**” icon (It looks like a person.) in the top right of your screen or on the dropdown menu in top right on mobile. You will be able to change your account settings: User, Alerts, and Locations.

Be sure to keep your profile up to date. Your cell phone number should be entered, so that in case of an emergency, the first responders will be able to call you directly. Also, you cannot change your email during an active alert.



From the **Mobile Settings** menu you can do the following:

- **Cancel an Alert:** Available to the initiator and admin users during an active alert
- **Update profile:** Name, email, cell phone number, password, and PIN
- **Manage alert subscriptions:** Opt in or out of push notifications for alerts.
- **Update/add favorite locations:** See instructions above.
- **View the Floor Plan:** This is a convenient way to double-check your floor plans to confirm they are up to date. Also, you do not have to be in an active alert to see the maps with this feature.
- **Change the PIN:** (Only available to mobile devices!) You can change your PIN here. If you forgot it, then you will have to sign out, and sign back in.
- **Change your password:** If you forgot your password, then click on the “forgot password” link after signing out.

Be sure to select “**update profile**” before clicking done or going back to save the updated information.

THINGS TO REMEMBER



In order to hear the audible alerts, you must keep your speakers plugged in and turned on.

Students should not have unsupervised access to your teacher computer. Please be conscientious about locking your DIR-S account when you are not actively using it, and make sure that you do not share your password.



The chat feature should only be used for communicating critical information during an emergency. To be clear, teachers and staff members should not use this feature for nonessential or unrelated communications.

You are also responsible to update the DIR-S app on your smart devices. IT will update the desktops.

