



## USAGE RECOMMENDATIONS

In order to get the best, most efficient use out of your Community Response Systems (CRS) Notify software, CRS recommends that you perform the following activities:

1. Read the End-User License Agreement and the Terms and Conditions
2. Test the CRS Notify software after installation.
  - a. Ensure that all locations with the Notify software are able to send/receive alerts.
  - b. Ensure that all locations with the Notify software have the device/computer sound on for the audible alert to function.
  - c. Ensure that all alerts are received by all email addresses and text messages phone numbers.
  - d. Ensure stationary buttons are operational on desired machines.
  - e. Test and ensure the distance for the wireless hardware buttons and change the batteries a minimum of every six months.
  - f. Ensure that the CRS Notify software is automatically running when a device/computer is restarted.
  - g. Document the test and note any problems.
  - h. Notify CRS immediately of any technical problems.
  - i. Ensure you have contacted your local 911 center to ensure they accept automated voice calls and you have ran a test upon successful deployment.
3. Test the CRS Notify software at least once per month or after a downed server or power outage. Follow the same steps in #1 above or the location administrator can use the “test” option. If applicable, ensure E911 is tested under the same criteria as CRS Notify. All test should be documented and malfunctions must be reported immediately to CRS.
4. Ensure that the volume on all connected machines is “ON” and at an audible level so that any alerts will be heard.
5. CRS recommends that the CRS Notify alert function only be used for emergencies and/or critical information. Use of the Notify alert function for non-critical messages (such as purely administrative messages) may lessen the effect of the alert system in the event of a true emergency.
6. Create or modify policies and procedures to the use of the CRS Notify alert system.
  - a. Coordinate a mutual understanding of circumstances that would warrant an alert within your facility and any locations you are connected with (including first responders when applicable).
  - b. Recommend classrooms or offices position their computer away from the door and windows as best as possible.
7. Every device/computer that has the CRS Notify software should possess strong passwords to prevent potential hacking. CRS recommends passwords with at least eight (8) text characters, and at least one (1) number and one (1) symbol (such as @,#,\$, etc.).
8. Schools and daycare facilities should refrain from having a student’s parent or guardian listed into the Notify system to receive text messages and email alerts.

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