

Smart911Facility FAQs

1. What is Smart911Facility and what are its benefits to my school / business / hospital / government office?

When an emergency happens, seconds and minutes can literally mean the difference between life and death. The more information that 9-1-1, police, fire and emergency medical services have access to, the better and faster they can respond. Emergency calls occurring on school campuses, healthcare, and other commercial properties present emergency responders with additional challenges, which can impact their ability to provide assistance. These facilities can be difficult to access – they may be locked or have gates; they can be confusing to navigate once emergency responders have accessed the facility; and, often, the 9-1-1 caller is not very familiar with the facility's layout. Furthermore, if that individual is calling 9-1-1 from a wireless phone, the location provided to responders is generally insufficient to pinpoint the exact location of the emergency.

With a Smart911Facility profile, you can take an active role in protecting your employees, students, guests and property.

Smart911Facility provides your business, school, healthcare, government or any other non-residential property with a free, secure and convenient way to share critical information about your facility with 9-1-1 and other responders during an emergency, significantly improving emergency response.

2. How does Smart911Facility integrate with 9-1-1 and the emergency response process?

Smart911Facility is an extension of Smart911™, an application that provides additional information to 9-1-1 and emergency responders. When a landline or wireless call to 9-1-1 is identified as being located on a campus that has a Smart911Facility profile, then that campus' profile is automatically provided to the 9-1-1 call taker. Emergency responders in the field also have access to this critical information. Where 9-1-1 becomes otherwise aware of an emergency at your facility, or a threat in the area, they may also look up information in your Smart911Facility profile to communicate with you or better respond to the emergency.

3. I am responsible for more than one campus. Do I need to create a Smart911Facility account for each campus?

Accounts are established for Organizations, rather than each individual campus. Your Smart911Facility account may contain any number of campuses. For example, a school district with 30 campuses can have a single Smart911Facility account for the school district containing 30 campus profiles, one for each campus. Similarly, a business or healthcare system with multiple locations can create a single Organization-level account to contain all its campuses. Alternatively, if there is a need to control who can manage

one or more campuses within an organization, individual Smart911Facility profiles can be created, each behind their own login information.

4. Can you describe geo-fencing (i.e. mapping) building locations in more detail?

Geo-fencing is a component of setting up your Smart911Facility profile. By geo-fencing buildings and outdoor areas (e.g. ball fields, parking lots, courtyards) you are identifying their boundaries on Smart911Facility's map. There are clear instructions within Smart911Facility describing how to complete this task.

Your geo-fence boundaries are used by Smart911 to determine if an emergency call placed from a mobile phone may originate from your campus. This will automatically present your facility profile to 9-1-1 during this emergency call.

5. What is the best way to draw on the map to describe the location of my buildings?

Once you have documented a Campus, you will be asked to add buildings. In addition to entering basic building information, you must draw on the map to identify each building's location. There are specific instructions on that page to guide you through the process.

Outdoor areas such as parking lots / garages, athletic fields and other common areas should be added and mapped through this building tool. 100% of the buildings and outdoor space on your campus should be mapped for the system to work most effectively.

Additional building boundary tips:

- DO draw them a bit larger than the building / outdoor area, as the wireless location is not always exact. This will provide a better opportunity for the facility profile to automatically pop-up in the 9-1-1 center during a call.
- DO NOT try not to sub-divide single buildings unless they are very large, such as an assembly plant or a large school building. If there are a cluster of portable school buildings, it might be best to identify the entire cluster as a single building, rather than each as its own building.
- DO add outdoor areas (such as parking lots, fields, and courtyards) as buildings and map them. Your entire campus should be covered by one or more boundaries. Follow the same mapping procedure used for structures.

6. How do I document areas outside of my buildings, such as fields and parking lots?

Outdoor areas such as parking lots / garages, athletic fields and other common areas should be added and mapped through this building tool. 100% of the buildings and outdoor space on your campus should be mapped for the system to work most effectively. By creating a "building" for each outdoor area and following the same mapping procedures as for an actual structure, you will be able to identify any location on your campus or site.

7. What is the difference between an Administrator and a Campus Contact?

Administrators are the responsible party to manage a Smart911Facility profile. Their information is shared with the 9-1-1 center administrators only during the request for approval process. Administrators are managed in the “Org Settings” tab. Administrators may log into Smart911Facility.com and manage any aspect of your Smart911Facility profile. If Rave Panic Button has been purchased, then an Administrator can also configure the notifications that are sent to employees and emergency responders when the system is activated.

Campus Contacts are a registry of mobile phones and email addresses and are most relevant to facilities that have purchased Rave Panic Button. A Campus Contact has no access to the Smart911Facility profile management web portal, but is authorized to download the Rave Panic Button smart phone app and receive emergency notifications for the campus(es) they are associated with. Note: Administrators who wish to use the Rave Panic Button app or receive Panic Button notifications must also be added as a Campus Contact.

Facilities that have not purchased Rave Panic Button can still include Campus Contacts that 9-1-1 and first responders can see in the Smart911Facility profile. This may include key staff who police, fire or EMS may need to reach during an emergency. For example, if this is a school campus, the emergency contact information for the school principal and other key onsite staff may be helpful for a first responder during a 9-1-1 incident.

Note: Landline phones should not be listed for Campus Contacts. Instead, they can be registered in the building information for where the phone number is physically located.

8. I've finished my Smart911Facility profile. Do I need to do anything else to make this information available to 9-1-1?

Once you have completed your Smart911Facility profile, you will need to submit it to your local 9-1-1 center for review and approval. To do so, click the ‘Submit’ button on the 911 Center / Public Safety Agency Section of each Campus’ profile page.

Once a Campus’ profile is approved by the 911 Center, then the following will occur:

Landline Calls: If 9-1-1 detects a call from a landline registered with your Smart911Facility, then 9-1-1 operators and emergency responders will have immediate access to the Smart911Facility profile for the campus.

Wireless Calls: If the location of a wireless 9-1-1 call overlaps a boundary defined for your Smart911Facility campus, then 9-1-1 operators and emergency responders will have immediate access to that profile.

9. Where can I get additional help and training materials?

The Smart911Facility website contains a tremendous amount of supporting documentation and tips for setting up the your Smart911Facility. Create or Log in to your Smart911Facility profile, and click the Help link towards the upper right-hand corner of the page.

Additional assistance can be requested by contacting facility@ravemobilesafety.com.

10. How should we setup multiple schools that are located on a single physical campus?

If there is no distinction between the buildings that the schools are housed in (i.e. they share buildings and/or facilities), then they should be setup as a single campus. If they are housed in separate facilities, then they can be setup as multiple campuses.

11. How can landline numbers be loaded into the Rave Panic Button system?

Landlines can be loaded into your campus profile through the Bulk Management tools accessible via the link at the top of each Landlines table. You will be asked to download a file in .csv format. You may use a spreadsheet editor such as Microsoft Excel to edit the Landline data. Once that has been completed, you can upload the .csv file to the web page. Detailed instructions are provided online for how to complete this task.

12. Can you provide additional clarification regarding the uploading of floor plans for buildings and outdoor areas?

The boundaries of all buildings and outdoor areas on a campus – a field, playground, parking lot, courtyard, etc. – should be mapped / geo-fenced in Smart911Facility. If there is a structure associated with that area, such as a building or even a football field press box, then a floor plan can be uploaded for the building or outdoor area. For outdoor areas, a more detailed map can be uploaded to assist during an emergency response. All floor plans and maps should be in .pdf format. Detailed instructions are provided online for how to complete this task.

13. What is the process for updating Smart911Facility information? What if a floor plan changes, or I need to add, remove, or update Campus Contact information, etc.?

Any piece of information in a Smart911Facility profile can be easily added, modified or removed after initial campus setup. To do so, an administrator can simply log back into the Smart911Facility website and make the necessary modifications.

14. Does a Smart911Facility profile have to be updated every 6 months like a Smart911 Safety Profile?

It is recommended that whenever a significant change is made to your campus, you update your Smart911Facility profile. However, a Smart911Facility profile will remain active even if you do not make periodic updates.