

Arlington ISD

Campus Administrator



ISS 24/7 Procedure Manual

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Introduction:

Effective Wednesday, November 1, 2017, the Arlington ISD Security Department will begin full-time usage of the ISS 24/7 Incident Management System. This software will be used for tracking all Security personnel activity, calls for service from citizens, campuses, etc., and Emergency Drills. The software will also replace all previously approved methods of report writing for Security personnel. The purpose behind these moves is two-fold:

1. To standardize the tracking of emergency drills, security officer activity, and calls for service in a format that can be searched, analyzed, and managed in clear and concise reporting formats, all from one source.
2. To provide campuses access to their own reported data in a secure format that allows them to maximize their resources without taking time to send emails or wait for reports regarding security incidents or emergency drills.

Authorization:

Permission to use the ISS 24/7 system for emergency drill tracking was provided by the **Assistant Superintendent of Administration**. All emergency drills are required to be entered via the ISS 24/7 System starting Wednesday, November 1, 2017.

Data Logging Notification:

All data entered into this system will be permanently stored for the duration that the system is in use by Arlington ISD. This includes all forms of entries made into any incident form, report, emergency drill documentation, and the system's built-in messaging platform.

All changes and entries into the Arlington ISD ISS 24/7 system are logged as to the user who made those changes, the date / time of the change, and the IP address for the computer / device on which the change was submitted to the system.

Additionally, **all** records / entries contained within the Arlington ISD ISS 24/7 system should be considered Open Records subject to review by members of the public and the news media, with the exception of data protected from such disclosure by local policy or state / federal laws.



Examples of Types of Incidents to Be Logged in ISS 24/7

(This is not to be considered an all-inclusive list of mandatory items requiring reporting)

- 1) Emergency Drills:
 - a. Fire Drills (1 for each campus for every month with 10 school days)
 - b. Intruder Lockdown Drills (3 per year / 1 every 12 weeks)
 - c. Severe Weather Drills (3 per year / 1 every 12 weeks)

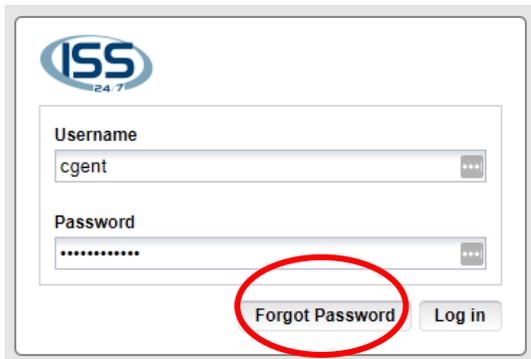
- 2) Security Personnel Activity Tracking:
 - a. Campus / Facility Patrols
 - i. Interior
 - ii. Exterior
 - iii. Temporary building checks
 - iv. Elementary School Checks
 - b. On-view / Officer Initiated activity
 - i. Suspicious persons / vehicles
 - ii. Abandoned vehicles
 - iii. Damage to AISD Property
 - iv. For complete list, log in and scroll through the incident types list.
 - c. Lunch breaks
 - d. Starting / Ending Mileage
 - e. Vehicle Refueling data

- 3) Calls for Service
 - a. From campuses
 - b. From citizens
 - c. From Public Safety agencies

Logging into ISS 24/7

Using a web browser:

1. **Only use Google Chrome or Mozilla Firefox. Never use Internet Explorer with ISS 24/7.**
2. Go to <https://app.isscommand.com>
3. Use your assigned AISD email user name (without the @aisd.net part) and the password provided by the Security Department. If this is your first time logging in, your password will be **Password1** (all together with a capital "P").
4. The Security Department will reach out to any user whose login information is different from the above standardized method.
5. Use the Forgot Password section to reset your password. Enter your user name and you will receive an email to your AISD email. Check your Spam folder if you do not get the email right away.

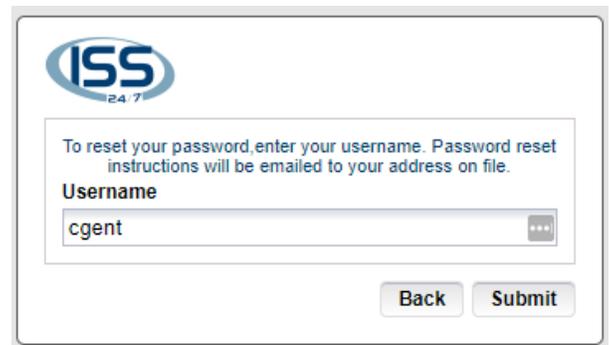


ISS 24/7

Username
cgent

Password

Forgot Password Log in



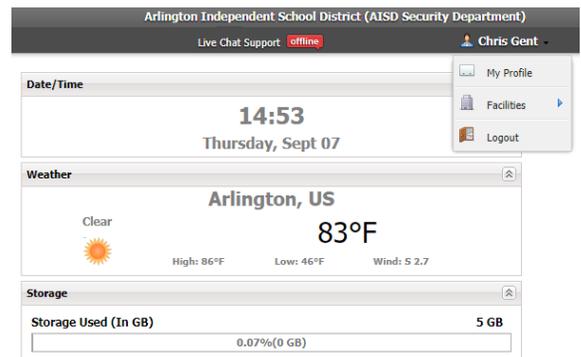
ISS 24/7

To reset your password, enter your username. Password reset instructions will be emailed to your address on file.

Username
cgent

Back Submit

6. Once logged in, click the small drop-down arrow to the right of your name in the upper right corner to select "My Profile" and change your password:



Arlington Independent School District (AISD Security Department)

Live Chat Support online Chris Gent

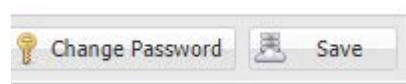
Date/Time
14:53
Thursday, Sept 07

Weather
Arlington, US
Clear
83°F
High: 86°F Low: 46°F Wind: S 2.7

Storage
Storage Used (In GB) 5 GB
0.07%(0 GB)

My Profile
Facilities
Logout

- i. Click the change password button.



7. Enter your old password once, your new password twice, and press "Save":



Change Password

Old Password:*

New Password:*

Retype Password:*

Save

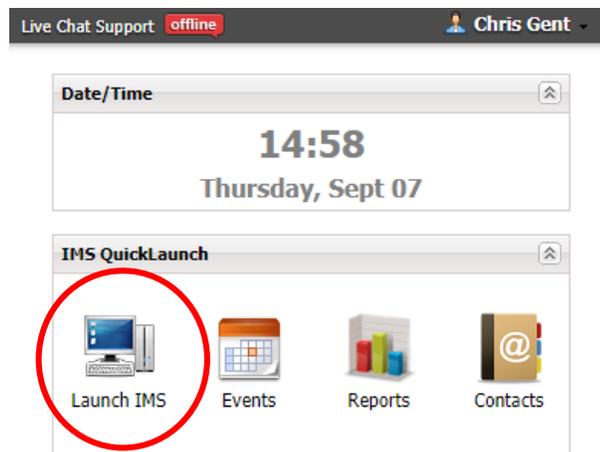
Accessing and Using Incident Management System (IMS)

More details can be found in the Quick Start User Guide: <http://bit.ly/ISS247QSG>

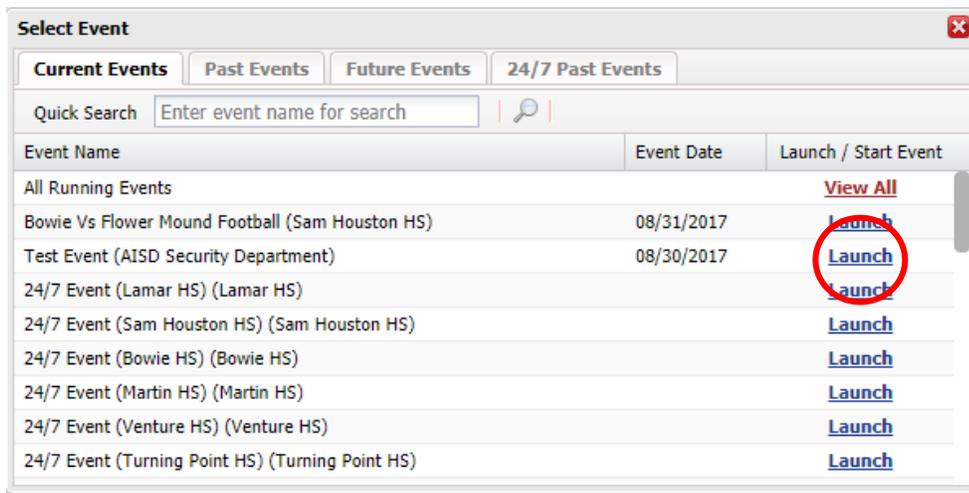
- 1) Click the IMS tab at the top of your screen:
- 2)



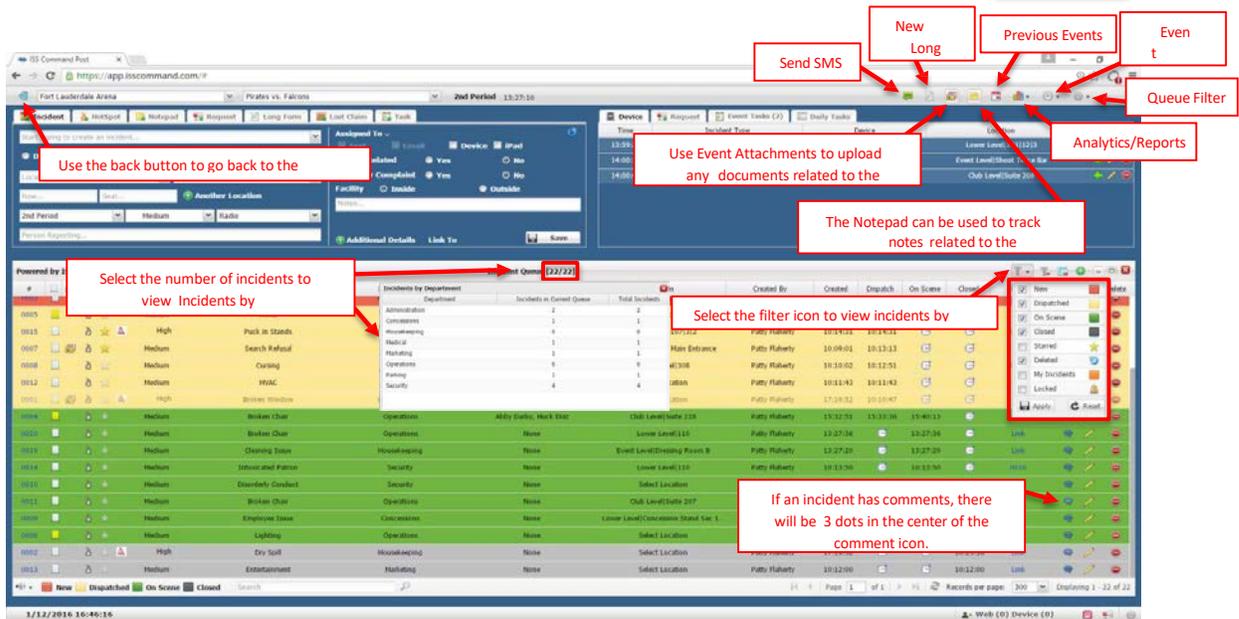
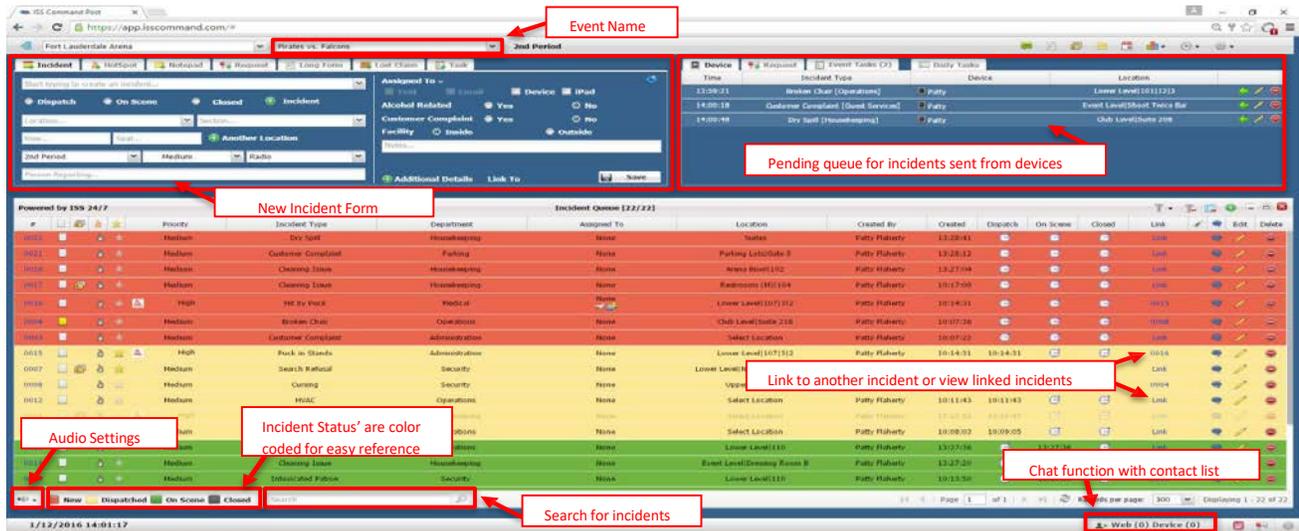
- 3) Below the time / date, click “Launch IMS” to enter the system:



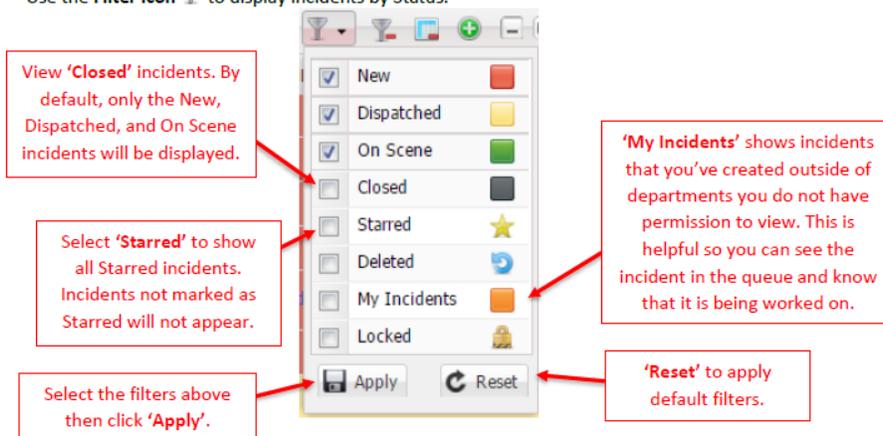
- 4) Select the “Launch” link for the “24 / 7 Event” for current location, or the location for which you are making the report:



5) If there are any pending, dispatched, or in-progress calls (default filters), you will see those calls once in the “24 / 7 Event” **Dispatch Queue** (use the “Zoom” feature to make pictures bigger / more legible):



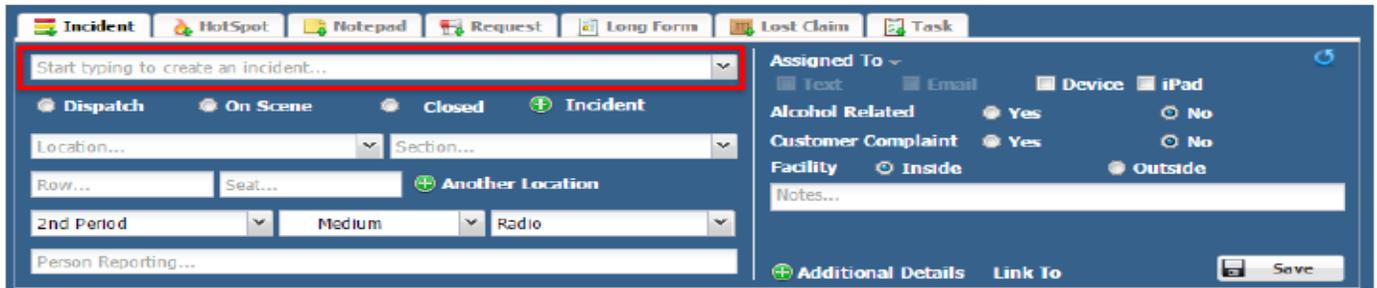
- Use the **Filter Icon** to display incidents by Status.



Incident Report Short Form

Create an incident from the short form by selecting an incident from the first dropdown or by clicking in the field and typing with your keyboard.

- Continue filling out the additional fields and click 'Save' when done. See below.

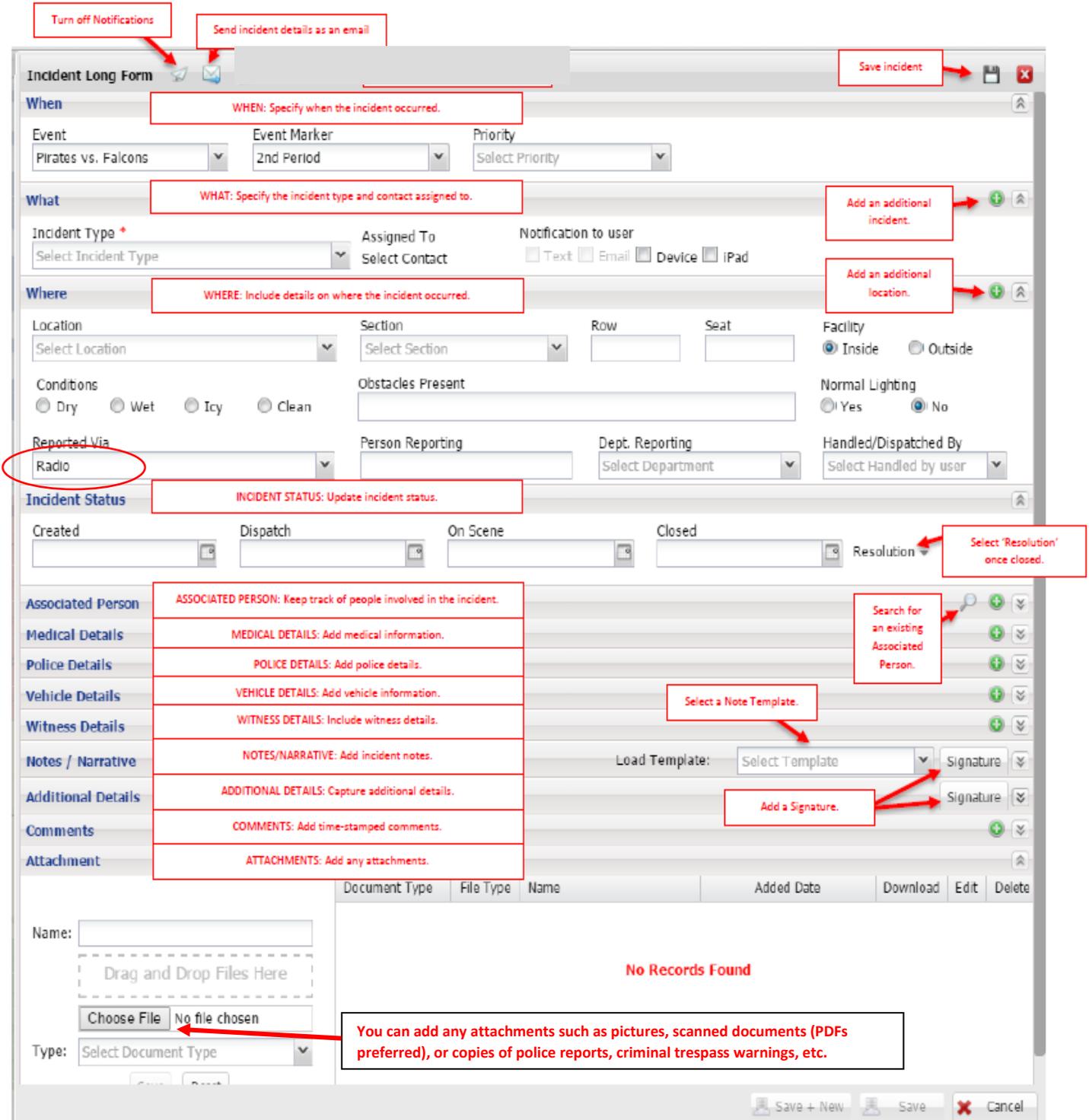


Use the short form to quickly create an incident. You can always come back later and add more information. For all Emergency Drill or other Campus activity to be entered by a Campus Administrator, select the "24/7" event for that facility.

The critical pieces of information to start are to ensure you are on the correct facility and event, select the proper the incident type (use drop down or just start typing to search, which may be faster), select the section (or what part of the facility is involved, to include adding in Hall or Room / Office #s if available), how the call was reported (radio, phone, etc. - can be multiple methods), and the person reporting the incident.

Once you have that information, press "Save" to create the incident. It will then show up in your dispatch queue. **From there, you can click the incident # on the far left to reopen the incident into the long form. See page 8 for more info.**

Incident Report Long Form



Incident Long Form [Turn off Notifications] [Send incident details as an email] [Save incident]

When WHEN: Specify when the incident occurred.
 Event: Pirates vs. Falcons | Event Marker: 2nd Period | Priority: Select Priority

What WHAT: Specify the incident type and contact assigned to.
 Incident Type: Select Incident Type | Assigned To: Select Contact | Notification to user: Text Email Device iPad

Where WHERE: Include details on where the incident occurred.
 Location: Select Location | Section: Select Section | Row: | Seat: | Facility: Inside Outside
 Conditions: Dry Wet Icy Clean | Obstacles Present: | Normal Lighting: Yes No

Reported Via: **Radio** | Person Reporting: | Dept. Reporting: Select Department | Handled/Dispatched By: Select Handled by user

Incident Status INCIDENT STATUS: Update incident status.
 Created: | Dispatch: | On Scene: | Closed: | Resolution: Select 'Resolution' once closed.

Associated Person ASSOCIATED PERSON: Keep track of people involved in the incident. [Search for an existing Associated Person.]

Medical Details MEDICAL DETAILS: Add medical information.

Police Details POLICE DETAILS: Add police details.

Vehicle Details VEHICLE DETAILS: Add vehicle information.

Witness Details WITNESS DETAILS: Include witness details.

Notes / Narrative NOTES/NARRATIVE: Add incident notes. [Select a Note Template.]

Additional Details ADDITIONAL DETAILS: Capture additional details.

Comments COMMENTS: Add time-stamped comments.

Attachment ATTACHMENTS: Add any attachments. [Add a Signature.]

Load Template: Select Template | Signature | Signature

Document Type	File Type	Name	Added Date	Download	Edit	Delete
No Records Found						

Name: | [Drag and Drop Files Here] | Choose File | No file chosen | Type: Select Document Type

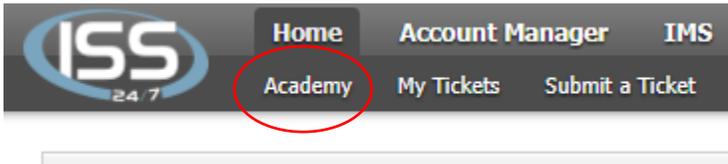
You can add any attachments such as pictures, scanned documents (PDFs preferred), or copies of police reports, criminal trespass warnings, etc.

[Save + New] [Save] [Cancel]

The long form is used to enter more details about people, type a report narrative, add comments or attachments, and ensure that all relevant details from an incident are captured.

Entering Emergency Drills for Campus Administrators

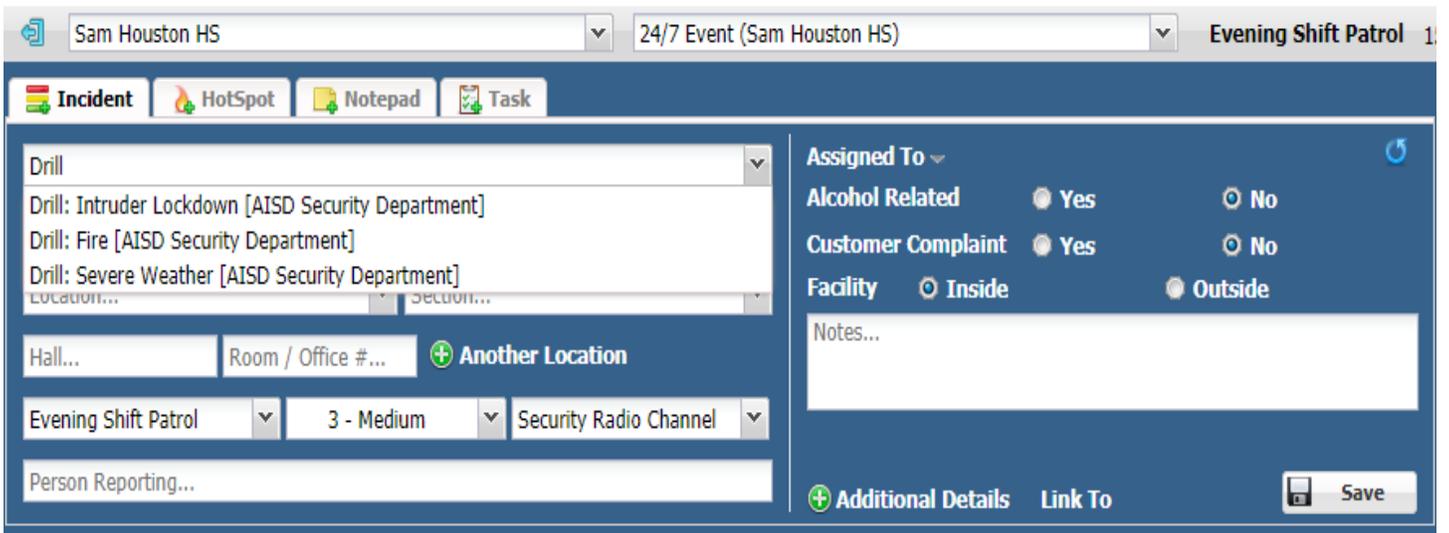
Note: Unless you have been trained by the Security Specialist, please see below. Before attempting to use ISS 24/7, all administrators should sign into their ISS 24/7 account, and then click “Academy” from the home page to take the IMS (User Training) Course:



Once you have logged into the training, see the last page of this document to access the IMS Quick Start Guide and / or the full ISS 24/7 manual. Note that the full manual explains many tasks for which campus personnel will not have permission to access.

To enter an emergency drill, do the following:

- 1) Log into ISS 24/7, select the IMS tab at the top, and then select “Launch IMS” to begin.
- 2) Select the “Launch” link for your campus’s “24/7” event from the window that pops up. Note that the campuses are listed in the order in which they were originally created, not alphabetically.
- 3) Confirm you have the correct campus in the top left corner and the 24/7 Event for your school.
- 4) In the Incident Type field, start typing “Drill” to get the three choices we are going to report as drills, and make a selection from that list.



Sam Houston HS | 24/7 Event (Sam Houston HS) | Evening Shift Patrol 1

Incident: Drill

- Drill: Intruder Lockdown [AISD Security Department]
- Drill: Fire [AISD Security Department]
- Drill: Severe Weather [AISD Security Department]

Location: Hall... | Room / Office #... | [+ Another Location](#)

Assigned To: Evening Shift Patrol | 3 - Medium | Security Radio Channel

Person Reporting...

Assigned To: Yes No

Alcohol Related: Yes No

Customer Complaint: Yes No

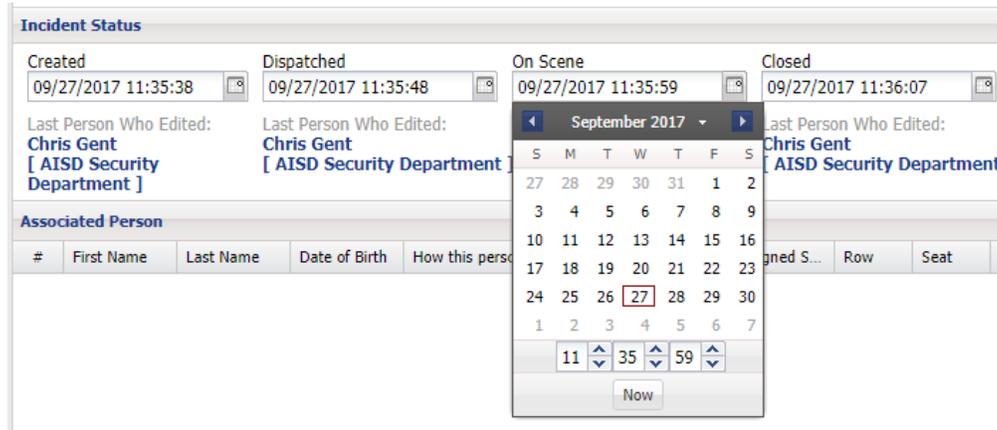
Facility: Inside Outside

Notes...

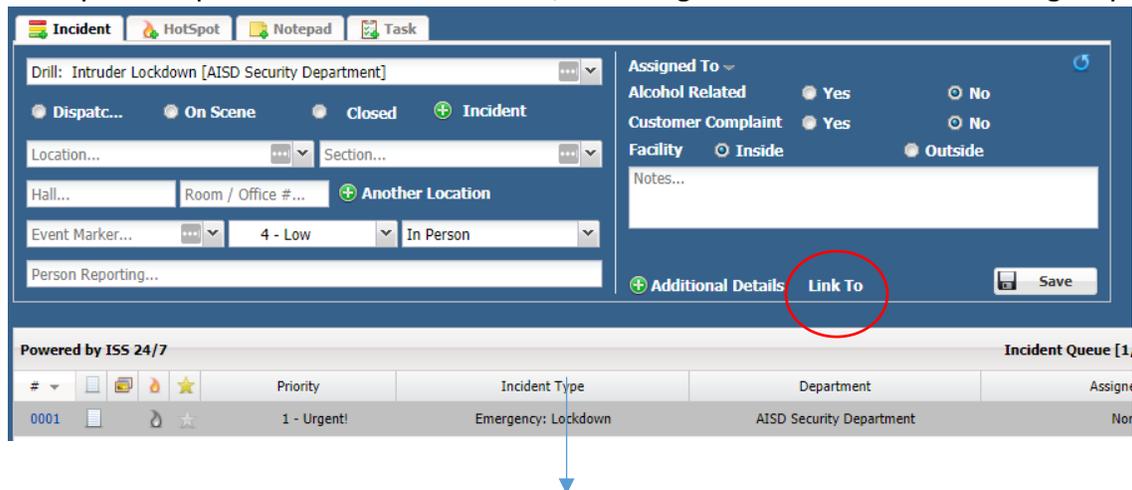
[+ Additional Details](#) | [Link To](#) | [Save](#)

- 5) To update the times, find your drill in the list of incident for your campus (see page 6 for “filters” information). Open the long form and see the section with times. For the start time for a drill, list that under **Dispatched**. For the end time of a drill, list that under **On Scene**. This will help us track drill duration and ensure we have accurate data for any open records requests we get.

You will find these times under the “Incident Status” Section of the Long Form:



- 6) To link a “Drill” incident report to an already created incident report for an actual fire alarm or intruder lockdown emergency, click “Link To” on short form next to the “Additional Details” link. The Link Incidents to [Incident #] window will appear. A list of incidents by incident # will be available to link the associated incident to. Select the button next to the incident to which the drill needs to be linked. This will allow you to report both the main incident, and still get “credit” for it as an emergency drill.





Select your actual emergency from the incident list by checking the check box and pressing save. Now, your campus will not only have the emergency reported for tracking, but the drill report as well.

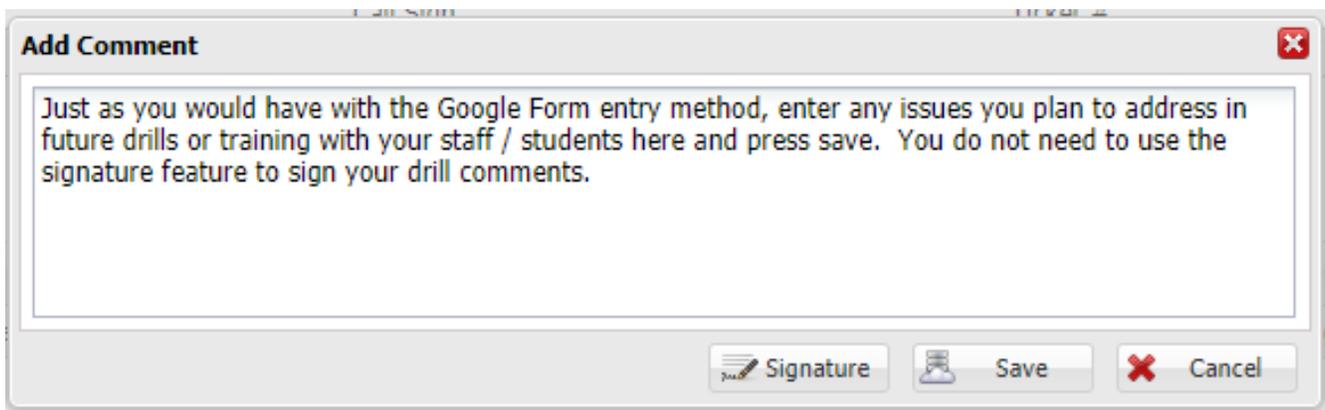
7) Chose “Closed” from the set of “radio” buttons below the incident type. Select one of the following resolutions:

a. Drill Complete - See Comments for Issues

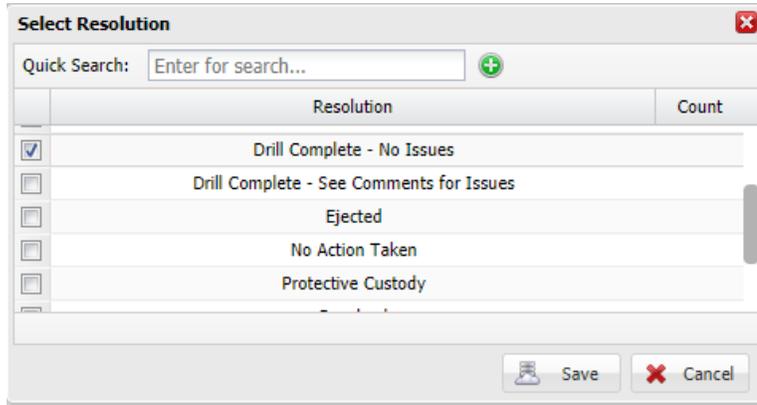
- i. To enter a comment: Open the Long Form via green plus (+) above the Incident Queue.
- ii. Scroll down to the Comments Section and click the green plus sign to add a comment. Just as you would have with the Google Form entry method, put in any issues you plan to address in future drills or training with your staff / students.
- iii. You can also click the “bubble” icon in the incident row next to Edit to add a comment:

Created	Dispatched	On Scene	Closed	Link	Edit	Del...
12:16:59	12:17:20	12:17:24	On Scene	Link		

#	Name	Comment	Date/Time Added	Signature	Edit	Delete
1	Chris Gent	Just as you would have with the Google F...	09/13/2017 09:38:27			



b. Drill Complete - No Issues: Just check the box and press save:



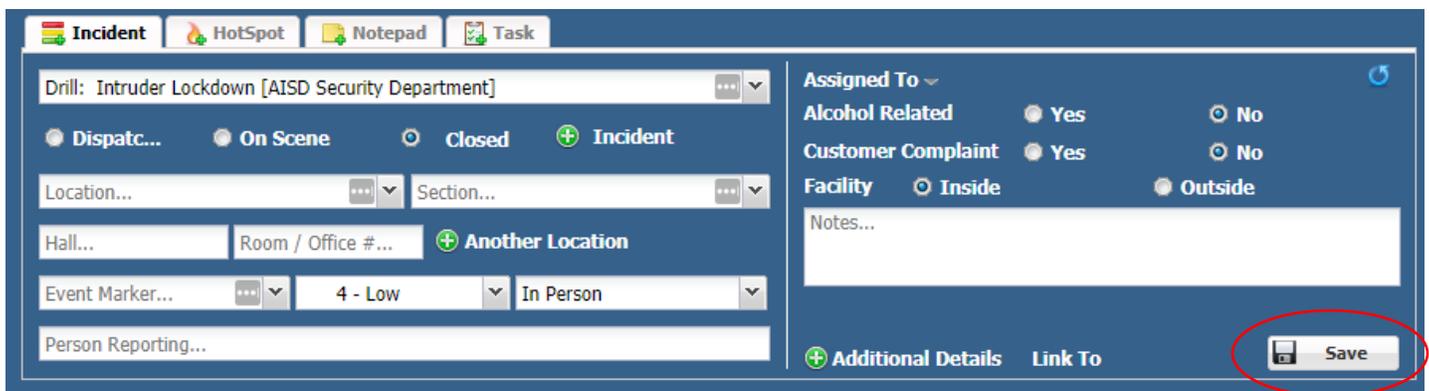
Select Resolution

Quick Search:

Resolution	Count
<input checked="" type="checkbox"/> Drill Complete - No Issues	
<input type="checkbox"/> Drill Complete - See Comments for Issues	
<input type="checkbox"/> Ejected	
<input type="checkbox"/> No Action Taken	
<input type="checkbox"/> Protective Custody	

Save Cancel

8) Before closing your browser, press “Save” on the short form window to ensure your information is saved:



Incident HotSpot Notepad Task

Drill: Intruder Lockdown [AISD Security Department]

Dispat... On Scene Closed Incident

Location... Section...

Hall... Room / Office #... Another Location

Event Marker... 4 - Low In Person

Person Reporting...

Assigned To

Alcohol Related Yes No

Customer Complaint Yes No

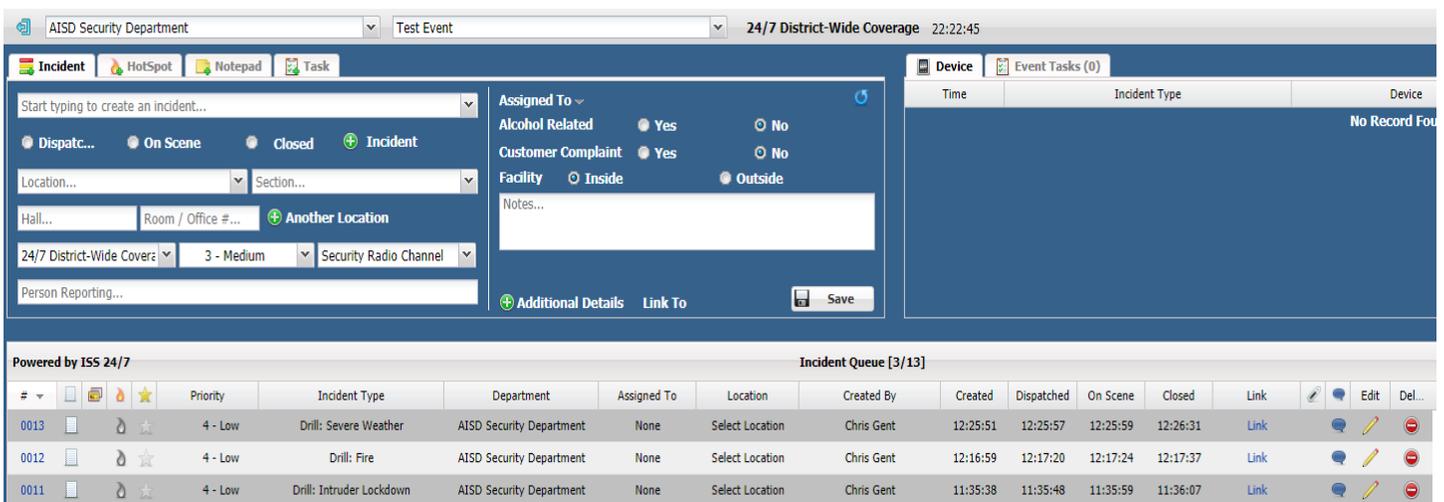
Facility Inside Outside

Notes...

Additional Details Link To **Save**

9) [To get a report of your drills, see below:](#)

As you can see, we have one (1) of each type of drill in our recent incident queue for the “test event.”



AISD Security Department Test Event 24/7 District-Wide Coverage 22:22:45

Incident HotSpot Notepad Task

Start typing to create an incident...

Assigned To

Alcohol Related Yes No

Customer Complaint Yes No

Facility Inside Outside

Notes...

Additional Details Link To Save

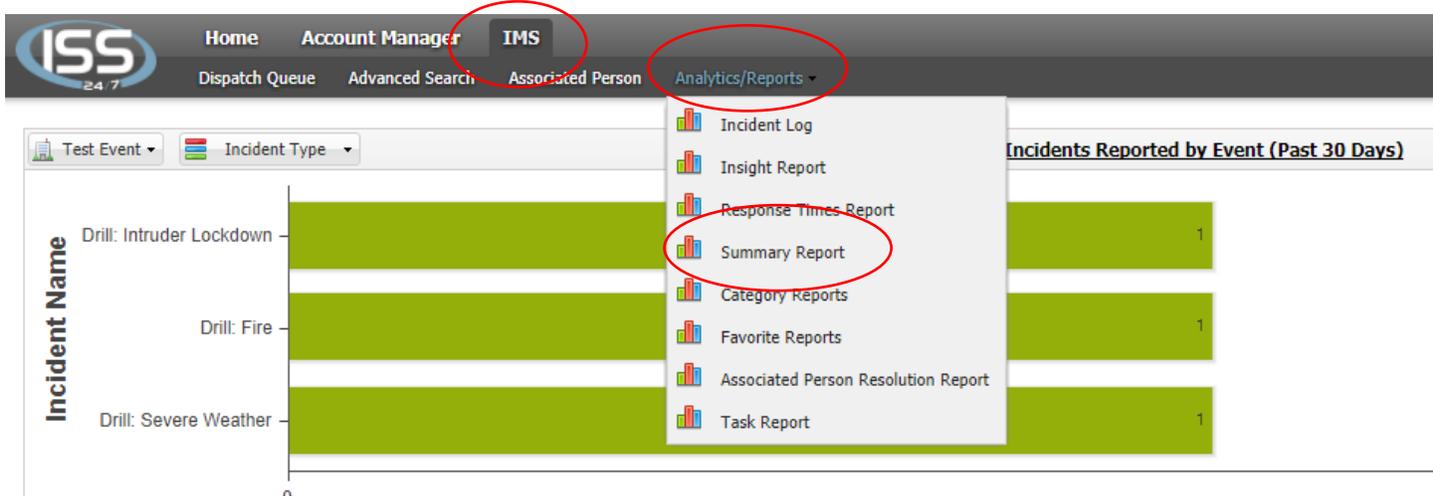
Device Event Tasks (0)

Time	Incident Type	Device
		No Record Found

Powered by ISS 24/7 Incident Queue [3/13]

#	Priority	Incident Type	Department	Assigned To	Location	Created By	Created	Dispatched	On Scene	Closed	Link	Edit	Del...
0013	4 - Low	Drill: Severe Weather	AISD Security Department	None	Select Location	Chris Gent	12:25:51	12:25:57	12:25:59	12:26:31	Link		
0012	4 - Low	Drill: Fire	AISD Security Department	None	Select Location	Chris Gent	12:16:59	12:17:20	12:17:24	12:17:37	Link		
0011	4 - Low	Drill: Intruder Lockdown	AISD Security Department	None	Select Location	Chris Gent	11:35:38	11:35:48	11:35:59	11:36:07	Link		

a) On the IMS tab on your home page, click Analytics / Reports, and then select Summary Reports.



Home Account Manager **IMS** Analytics/Reports

Dispatch Queue Advanced Search Associated Person

Test Event Incident Type

Incident Name

- Drill: Intruder Lockdown
- Drill: Fire
- Drill: Severe Weather

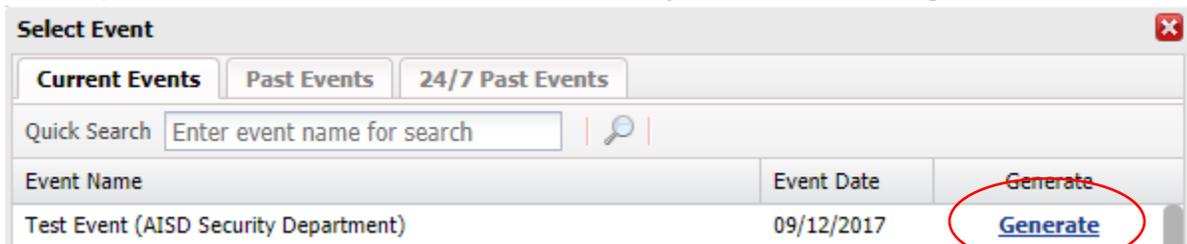
Incidents Reported by Event (Past 30 Days)

- Incident Log
- Insight Report
- Response Times Report
- Summary Report**
- Category Reports
- Favorite Reports
- Associated Person Resolution Report
- Task Report

b) Select the type of report you want to view and click the star icon to begin the report generating process:

Summary Report		
Report Name	Description	Generate
All Emergency Drills and Emergency Events	This is a summary of all Emergency Drills and Emergency Events on your camp...	
Fire Drills		
Intruder Lockdown Drills		
Severe Weather Drills		

c) Select your facility's **24/7 Event** (note that we're using the "Test Event" only for the purposes of this tutorial) and click "Generate" to start. In this example, we are searching for a Severe Weather Event:



Select Event

Current Events Past Events **24/7 Past Events**

Quick Search Enter event name for search

Event Name	Event Date	Generate
Test Event (AISD Security Department)	09/12/2017	Generate

d) Select the "Yes" for the All Incidents radio button and then "Save and Generate" to get your report:



Summary Report

Ambulance Transports:

Email: Yes

All Incidents: No Yes

Save Save & Generate

e) If you are using Chrome, the report should start downloading immediately. Click the report to open / print it. Scroll down to page 2 to view your drills in the selected type:

All Incidents

			Created	Dispatched	On Scene	Closed
#0013	Drill: Severe Weather [AISD Security Department]	09/27/2017	12:25:51	12:25:57	12:25:59	12:26:31
Priority: 4 - Low			Created By: Chris Gent			
Resolution: Drill Complete - No Issues						

- f) To see all drills done at your campus during the current year, and their dates / times, click on the "Generate" star for the "All Emergency Drills and Emergency Events" report to get this information:

All Incidents

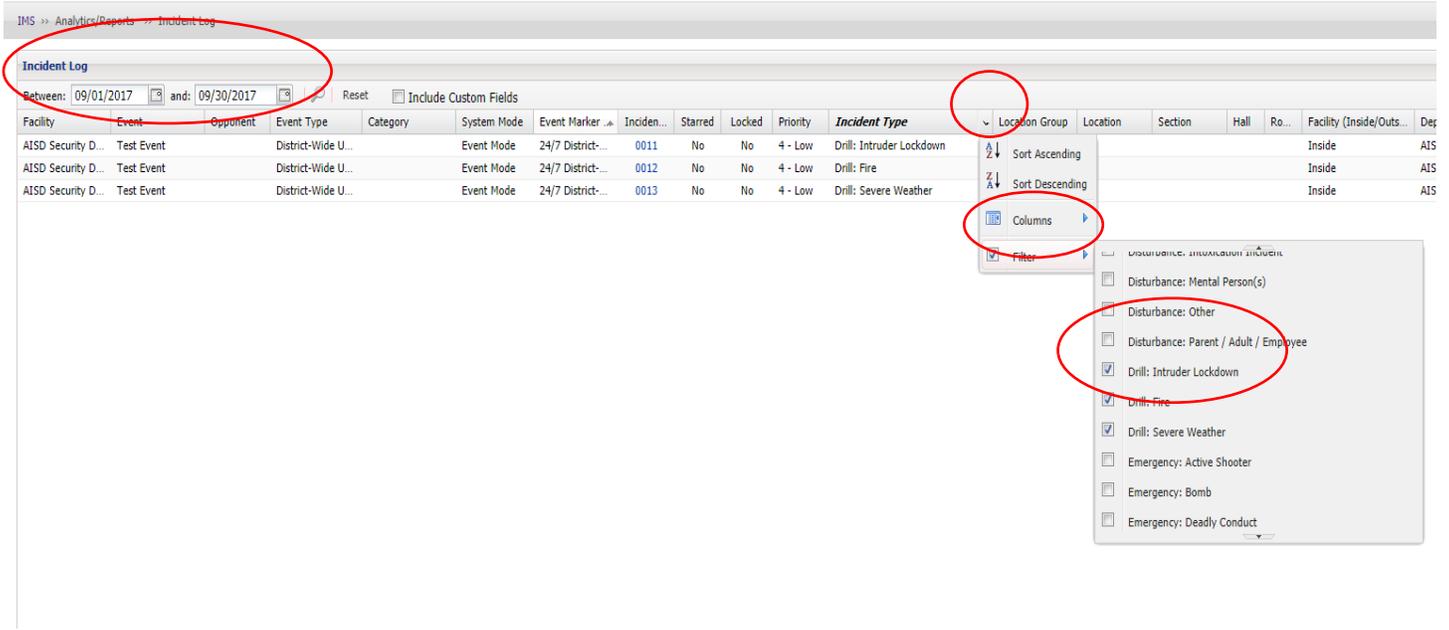
			Created	Dispatched	On Scene	Closed
#0011	Drill: Intruder Lockdown [AISD Security Department]	09/27/2017	11:35:38	11:35:48	11:35:59	11:36:07
Priority: 4 - Low			Created By: Chris Gent			
Resolution: Drill Complete - No Issues						

#0012	Drill: Fire [AISD Security Department]	09/27/2017	12:16:59	12:17:20	12:17:24	12:17:37
Priority: 4 - Low			Created By: Chris Gent			
Resolution: Drill Complete - No Issues						

#0013	Drill: Severe Weather [AISD Security Department]	09/27/2017	12:25:51	12:25:57	12:25:59	12:26:31
Priority: 4 - Low			Created By: Chris Gent			
Resolution: Drill Complete - No Issues						

- g) To see reports (for any type of incident) during a specific date range, such as a calendar month, click on the Incident Log in the IMS Analytics and Reports menu:

Pick your date range, and then go to the drop down arrow on "Incident Type." Select the check box for "Filter" and then scroll through the list to select what types of incidents you want to see. In this case, I selected all three (3) emergency drill types:



IMS >> Analytics/Reports >> Incident Log

Incident Log

Between: 09/01/2017 and: 09/30/2017 Reset Include Custom Fields

Facility	Event	Opponent	Event Type	Category	System Mode	Event Marker	Inciden...	Starred	Locked	Priority	Incident Type	Location Group	Location	Section	Hall	Ro...	Facility (Inside/Outs...	Dep
AISD Security D...	Test Event		District-Wide U...		Event Mode	24/7 District-...	0011	No	No	4 - Low	Drill: Intruder Lockdown						Inside	AIS
AISD Security D...	Test Event		District-Wide U...		Event Mode	24/7 District-...	0012	No	No	4 - Low	Drill: Fire						Inside	AIS
AISD Security D...	Test Event		District-Wide U...		Event Mode	24/7 District-...	0013	No	No	4 - Low	Drill: Severe Weather						Inside	AIS

h) You change the filter choices to search for any type of incident on your campus for any time range. You could search for thefts, fights, out of control students, etc.

Important Links:

- 1) ISS 24/7 System Access: <https://app.isscommand.com/>
- 2) ISS 24/7 Incident Management System FAQ:
 - o Log in at <https://app.isscommand.com/> first, and then click: <http://bit.ly/ISS247FAQ>
- 3) Full ISS 24/7 User Manual: <http://bit.ly/ISS247Manual>
- 4) ISS 24/7 Quick Start User Guide: <http://bit.ly/ISS247QSG>
- 5) Communicator App Quick Start User Guide: <http://bit.ly/ISSComAppQSG>
- 6) ISS Training Academy Information: <http://bit.ly/ISS247Academy>

(See link in top left of Home screen to access the Academy)

- a. IMS User
 - b. Communicator App
- 7) Online Tutorial to save your bookmarks across all Chrome browsers:

<https://support.google.com/chrome/answer/165139?co=GENIE.Platform%3DDesktop&hl=en>

Glossary

Term	Explanation
Departments	Each division within a facility that will be utilizing the system.
Document Types	A way to categorize the different types of attachments you upload to the system.
Event Categories	Group events into any category you choose for reporting purposes.
Event Markers	A way to categorize incidents when they come into the system.
Event Types	Different types of events that are hosted at your facility. (ex. Football, Baseball, Soccer)
Facilities	This is the main name of an Arlington ISD campus, Annex, or Department.
Guest Types	A way to categorize people in the Associated Person on an Incident Report (Victim, Guest, Part-time Employee).
HotSpot	A person or location or a section at the facility; pulls the information for the incident types and repurposes it.
IMS Group Manager	Text and/or email notifications can be setup to trigger automatically based on a number of variables including, associated incidents, associated locations, resolutions, etc. Text and/or Email notifications.
Incident Field Settings	Edit fields and provide a custom name for the fields through the system.
Incident Types	All of the different types of incidents you can choose to report at your facility.
IMS Custom Fields	Create custom fields for the Incident Details Form.
IMS Settings	Universal settings for all IMS users.
Locations	Broad areas located within a main facility. In AISD, this is basically an external Gym, MAC building, or simply, "inside" or "outside."
Location Groups	A way to group locations under one header.
Notepad Types	A way to categorize different notes on your event notepad.
Note Templates	Templates that can be assigned to your incidents or notepads.
Priorities	Used to identify the urgency of an item that has been entered.
Reported Vias	The different ways an incident could be reported.
Resolutions	Outcomes of an incident type.
Sections	Smaller areas within Locations. Examples are classrooms, offices, restrooms, etc.
Task Categories	Categorize your tasks so you can easily import these into your events.
Task Settings	Universal reminder pop-up and notification settings.