ERGSS FAMILY · ERGSS FIELD

App manual and fixes

How to use every feature, step by step, and what to check when something doesn't seem to be working. Search for what you want to do.

HOW DO I... CHECK IN AND STAY IN TOUCH

Tell my family I'm OK, or that I need help

The Check in tab

1. Tap **Check in** at the bottom.
2. Tap ✅ **I'm OK** to let everyone know you're fine, or 🙋 **I need help** to alert the family right away.
3. If you like, tap **Add where you are or a note** first.

You can also tap 📍 **Check in** on the map.

Check in on a trip, or ask for help

The Check in tab

1. Tap **Check in** at the bottom.
2. Tap ✅ **Check in · I'm OK**. This resets your next check-in time.
3. Not an emergency but you need help (lost, sick, feel unsafe)? Tap 🙋 **Request assistance**. It alerts the watch officer and your supervisor.
4. In an emergency, tap 🆘 **SOS**.

Log a symptom

Two taps: chest pain, dizziness, blood pressure and more

1. Tap the 🩺 button on the map, or **Log a symptom** on the Check in screen.
2. Tap the symptom. It's saved right away with the time.
3. If you like, tap **Mild**, **Medium** or **Bad** and add a note. Or just tap **Done**.

Blood pressure and blood sugar ask for the reading. Chest pain and other serious symptoms show the 911 button straight away. Symptoms go into the health report for the doctor.

Don't see the 🩺 button? Turn on **Symptom tracker** in **My settings**.

Send a message, a voice clip or an urgent alarm

The Messages tab

1. Tap **Messages**. Pick **Everyone** or one person (on a trip, the watch officer).
2. Type a message or tap a quick reply like **On my way home** or **Running late**, then **Send**.
3. **Voice:** hold 🎙 **Hold to talk**, speak, and let go to send. Or tap once to start and again to send.
4. **Urgent:** tick **Urgent** before sending. It sounds an alarm on their phones until they read it. Save it for real emergencies.

Ask someone if they're OK, or ring their phone

From their card on the map

1. Tap the person's photo on the map to open their card.
2. Tap 🙋 **Ask (name) if they're OK**, then choose:
   - **Send the request:** they're asked to tap I'm OK or Need help, and you're told the moment they answer.
   - **Send with alarm:** the same, but it rings on their phone even on silent until they open it.
   - **Just ring their phone:** rings even on silent and asks them to check in. Handy for a phone lost in the house.

Ask the whole family “Is everyone safe?”

After a storm, an alarm or news nearby

On the map, tap 🙋 **Is everyone safe?**. Everyone's phone rings until they answer, and you see each answer as it comes in.

Find out where someone is right now

Locate

Tap the person's photo, then 📍 **Locate**. It asks their phone for a fresh position. If the phone is off or dead, the card shows where it was last and when.

Have the family keep an eye on me for a while

Check on me: walking home, driving, a date, a run

1. Open your own card and tap ⏱ **Check on me**.
2. Pick what you're doing (walking home, driving, out with friends, on a date, running or hiking). Each has a sensible time you can change.
3. Tap ✅ **I'm safe** when you get there, or **+15 min** if you need longer.

If you don't tap I'm safe in time, your phone asks first. If you still don't answer, your family is told where you are.

Add a geofence (home, school, work, an area to avoid)

Get told when someone arrives or leaves a place

1. On the map, tap the 🗺️ button, then 📍 **Add a geofence**. Parents, guardians and caregivers can add them.
2. Tap the map where it goes, for example home, school, work or Grandma's.
3. Give it a name and pick a size, from 100 feet to 5 miles around the point.
4. Choose the type:
   - ✅ **Safe zone:** logs arrivals and departures.
   - ⛔ **Area to avoid:** alerts when someone goes in.
5. Choose when you're told: **someone arrives or leaves**, **goes in**, **leaves**, or **don't alert, just log it**. Tick the alarm option if it should ring.
6. Tap **Save geofence**.

To change or remove one, tap its circle on the map, then **Delete geofence**. A family can have up to 40.

For a time-based check instead ("at school by 8:15", "left practice by 6"), use Place alerts.

Geofences need the full map. If 📍 Add a geofence isn't in the 🗺️ menu, close the app all the way and open it again.

Get told when someone arrives, or hasn't left

Place alerts (parents)

Open the person's card and tap 📍 **Place alerts**. Pick a place and a time to be told if they **aren't there by** that time or **haven't left by** it. For example: at school by 8:15, or left practice by 6.

See someone's drives

Routes, hard braking and speeding

Open the person's card and tap a drive in the list. You see the route on a map, with any hard braking or speeding marked along it. Tap **‹ All drives** to return to the list.

Meet somewhere other than the usual spot

Meet here: on vacation, in a crowd, at a game

On **Get back**, tap 🚨 **Everyone report here**, then 📍 **Meet at my location** or 🗺️ **Pick a spot on the map**. Choose 🚨 **Ring everyone** to sound an alarm with directions on every phone, or 📍 **Meet here (no alarm)** for a quiet heads-up. You see who has arrived.

Send someone a place with directions

Send a place

Open the person's card and tap 📍 **Send a place**. Search for an address or pick a spot on the map, then 📤 **Send with directions**. They get it in Messages with a button that opens navigation. On a trip you can also 📌 **Pin for all travelers** so it shows on everyone's map.

Get directions to someone, or a ride

Directions, Uber or Lyft

- 🧭 **Directions:** open the person's card (or a saved place) and tap **Directions**, then pick the maps app you use. Turn-by-turn directions open in it. During an SOS, the alert has the same button so you can go straight to them.
- 🚕 **Get a ride:** on your own card, Uber or Lyft opens with your pickup set to where you are. You confirm and pay in that app.
- **Compass:** on a saved place, tap **Turn on compass** for an arrow and distance pointing to it.

Sound an alarm on someone's phone

Wake someone up for something important

Open their card and tap ⏰ **Alarm**. Their phone rings loudly, even on silent or Do Not Disturb, until they turn it off or you tap ■ **Turn off alarm**.

See where someone has been today

Timeline and travel history

Open the person's card and tap 🕒 **Timeline** (or **Their day**) to see where they've been, check-ins and arrivals. 🛣️ **Travel history · 24 h** draws the last day's path on the map.

HOW DO I... GET EVERYONE HOME

Save a place and get directions to it

Home, the hotel, school or a safe place

1. Tap **Get back** at the bottom.
2. Tap 📍 **Add a place**. Give it a name and an address (copy it from your booking so a driver can read it), or tap **I'm here now · pin this spot**.
3. Tick **Share with everyone on my trip** if others should see it, then **Save place**.
4. Tap any saved place for walking or driving directions.

Call everyone to one place

Everyone report here

On **Get back**, tap 🚨 **Everyone report here** and pick the place. Every phone rings and opens directions to it (on Android by itself, on iPhone with one tap on the alert). You see where each person is and how long until they arrive, and you're told right away if someone isn't moving or answering. When everyone is there, all phones show **Family reunited**.

Get ready for storms and emergencies

Be ready: meeting spots, rally points and your kit

On the map, tap 🛡️ **Be ready**. Set a meeting spot near home and a rally point out of the area, and tick off your emergency kit. The app reminds you when it's time to check the kit again.

When there's a warning, tap 🏠 **Open shelters near you** on it to see shelters that are open now.

Show weather radar or threats on the map

The 🗺️ button

Tap the 🗺️ button on the map and choose 🌧️ **Weather radar** or ⚠️ **Threats**. 🔎 **Search and directions** is in the same menu.

Write the family emergency plan

Our family plan, rally points and the no-signal route

Open 🛡️ **Be ready**:

- ＋ **Set a rally point** near home, and ＋ **Out-of-area point** if the neighborhood itself has to be left.
- Add the out-of-area contact everyone calls or texts. Texts get through when calls can't.
- 📋 **Written plan & contact** shows the plan. It's saved on each phone, so it opens with no signal.
- 🗺️ **Route with no signal** shows the drive to the rally point, saved on the phone.
- Tick off the emergency kit. The app reminds you when it's time to check it again.

Find open shelters, hospitals and safe places

During a warning, or anywhere

On a warning card, tap 🏠 **Open shelters near you** for shelters that are open now. On **Get back**, the nearest hospitals, police and safe places are listed with directions. Tap **Tag where I am now** to save a safe café, pharmacy or meeting point with one tap.

HOW DO I... OUTDOORS, HUNTING AND SEARCH

Show a topo map or public land

Trails, contours, forest roads, state and federal land

On the map, tap the 🗺️ button and, under **Outdoors**:

- 🏔️ **Topo map** switches to the USGS topographic map, with contour lines, trails, two-tracks and forest roads.
- 🌲 **Public land** shades state forest, state game areas, national forest, wildlife refuges and other public land. Shading shows whether it's open to the public, restricted (permit or seasonal) or closed.

Tap the same item again to turn it off. Watch officers find both under 🗂️ **Layers** on the Operations map.

Public land comes from the federal PAD-US database. Always check the managing agency's hunting rules and current boundaries; private land is not marked yet.

Mark my truck or camp, and get back to it

Mark this spot

1. Tap the 🗺️ button, then 📍 **Mark this spot** (or **Get back** › **Tag where I am now**).
2. Name it, for example **Truck** or **Deer stand**, and save.
3. To get back, open **Get back**, tap the spot, and use **Turn on compass** for an arrow and distance, or **Directions**.

Saved spots stay on the phone and work with no signal.

Give 911 my exact location

My location for 911

Tap the 🗺️ button, then 📞 **My location for 911** (also 📞 **For 911** on your own card). It shows your latitude and longitude, the same position in degrees, minutes and seconds, the US National Grid reference search and rescue teams use, and the time of the fix. Tap **Call 911** and read it, **Text 911** where text-to-911 works, or **Copy** it.

Get to someone who pressed SOS

Go to them, and Info for 911

When someone sends SOS or asks for help, their card shows a red bar: 🧭 **Go to (name)** opens turn-by-turn directions to where their phone is, and 📞 **Info for 911** shows their coordinates, grid reference and time of the fix, ready to read to the dispatcher. Call 911 first if you can.

HOW DO I... SET UP THE FAMILY AND MY SETTINGS

Invite someone to the family

With a QR code or a text

1. On the map, tap **+ Invite family** (or ➕ **Add a family member**).
2. Show them the QR code to scan with their phone's camera, or send the invite by text or email.
3. They install **ERGSS Family** and tap the link. If they lose it, open their card and tap **Resend invite**.

Setting up a parent's phone? The step-by-step guide with pictures is at ergss.net/family/care/setup.

Choose which alerts I get

The 🔔 Alerts button

On the map, tap 🔔 **Alerts** and choose what you're told about and how. Parents, guardians and caregivers can also change the alerts for others in the family.

Add medicine reminders

My settings

Open **My settings** (a parent or caregiver can open someone else's **Settings** from their card). Under **Medicine reminders**, tap **+ Add a medicine** and enter the name and time. The phone reminds at each time, and the family is told if a dose is missed.

See the health report

For the doctor's appointment

Open the person's card and tap 📋 **Health report**. It covers the last 30 or 90 days of symptoms, readings, medicines and check-ins. You can print it, save it, or take it to the doctor.

Change my picture, icon or language

My info

Tap **My info**. Under **My map icon**, tap 📷 **Add a photo** or pick an icon. Tap **English** or **Español** to switch the language.

Let ERGSS hear or see what's happening during an SOS

Emergency audio and video

Tap **My info** and look under **If you press SOS**. With emergency audio on, pressing SOS records 30-second clips and sends them to the ERGSS watch officer for up to 30 minutes, so we can hear what's happening if you can't speak. The phone shows that it's recording, and clips are kept 30 days. Nothing is recorded unless you press SOS. Emergency video works the same way.

Pause sharing, lock settings with a PIN, or unlink the phone

The ⋮ menu at the top right of the app

- **Pause location sharing:** the family or the watch officer is told that sharing is paused. SOS still works.
- **Lock settings with a PIN:** pausing, turning off crash detection and unlinking then need the PIN. Good for a child's or a parent's phone.
- **Unlink this phone:** stops sharing. You need the invite or trip link to set it up again.

Plan a family trip

Flights, check-ins, price checks and a budget

1. Tap 🚗 **Trips** on your card (or **+ Plan a trip**).
2. Add where and when, and who's going.
3. **+ Add a flight** to track it. The family sees delays and landings.
4. ✨ **Estimate this trip** fills in flights, hotel, food and a rental car from distance and government per diem rates. Change any number.
5. Trip check-ins remind travelers to check in while they're away. Tap **End trip** when everyone is home.

Add Family Care for someone

Medicine reminders, daily check-in, falls, medical ID

Open the person's card and tap 🩺 **Add Family Care**. It's added to your family plan for that person and can be canceled any time. Family Care adds medicine reminders with missed-dose alerts, the daily I'm OK check-in, fall detection, the symptom tracker, the first-responder medical ID, and 30- and 90-day health reports.

Medical ID, wallet card and fridge sticker

What paramedics see

1. Open the person's card and tap 🩺 **Medical ID**. Fill in allergies, medicines, conditions, code status and who to call.
2. Tap **Turn on first-responder code**. This makes the QR code that responders scan.
3. Put it where it'll be found: **Get my lock-screen picture** for the phone, 🪪 **Card** for a wallet card, and the fridge sticker for home.

When the code is scanned, the family is told.

Leave the family, remove someone, or change the plan

Plan & account

- 🚪 **Leave the family:** on your own card. Your sharing stops.
- 🗑 **Remove from family:** on someone else's card (family admin).
- ⚙️ **Plan & account** shows your plan, renewal date and receipts (💳 **Billing and receipts**). Canceling stops sharing and alerts for everyone; records are kept for 90 days in case you come back.

Translate a message, or hear it read aloud

Español, Speak it, Google Translate

Switch the whole app to Spanish under **My info** › **Español**. On a message or a warning, **Speak it** reads it out loud, and **More in Google Translate** opens other languages.

Why does the app ask me to review my safety settings?

Please review your safety and privacy settings

The app asks once so each person agrees to location and safety messages. Tap **Review now** to go through it, **Remind me tomorrow**, or **Stop asking me**.

HOW DO I... ON A TRIP (ERGSS FIELD)

See my assignment and the pre-trip brief

My info

Tap **My info**. 📋 **My assignment** shows your trip, and **Pre-trip brief** opens the brief. Confirm you've read it when asked.

Message the watch officer, or find the meeting point

The Messages tab

Tap **Messages**. Use a quick reply (**Arrived on site**, **Departing site**, **Running late**, **All good**) or type your own. Under 📍 **Meeting point**, tap **Show on map**, **Drive** or **Walk**.

Find another traveler on my trip

Get back › Someone on my trip

Tap **Get back**, then 👤 **Someone on my trip** for directions to them. On the map, people traveling with you show with their photo or icon.

Put ERGSS Field on my home screen

If you're using it in a web browser

iPhone: tap Share, then **Add to Home Screen**. Android: tap the browser's ⋮ menu, then **Add to Home screen**. Installing the app from the App Store or Play Store is better, because it adds crash detection and the lock-screen SOS.

SOMETHING NOT WORKING? SOS AND EMERGENCIES

The SOS button isn't on my lock screen

The box in My settings is checked, but nothing shows when the phone is locked

On Android the lock-screen SOS is a 🆘 **SOS** button on the **"Protection on"** notification. Many phones, Samsung included, hide notification details on the lock screen until you change one setting.

1. Open **Settings › Lock screen › Notifications**. Turn it on and choose **Details** (not "Icons only"). On some phones this is **Settings › Notifications › Lock screen notifications › Show all content**.
2. Make sure ERGSS is allowed: **Settings › Apps › ERGSS › Notifications**, then turn on **Lock screen**, and turn on the **Protection status and lock-screen SOS** category.
3. Lock the phone. Find the **Protection on** card and pull it down with one finger. The 🆘 **SOS** button appears under it.

Two other ways to reach SOS without unlocking (Android):

- **Quick Settings tile:** swipe down twice from the top, tap the pencil, and drag the **SOS** tile into your tiles.
- **Lock-screen shortcut** (app 1.27 and newer): **Settings › Lock screen › Shortcuts**, then pick **SOS**. It opens a 10-second countdown you can cancel, so a pocket bump won't send an alarm.

IPHONE

Apple doesn't let apps put buttons on the lock screen. Open the app and tap the red SOS button. For 911, use the iPhone's own Emergency SOS: hold the side button and either volume button.

IF IT'S STILL MISSING

The "Protection on" notification only shows while the phone is linked and location is allowed. See Location isn't updating.

How SOS works

What happens when someone taps SOS

1. Tap the red **SOS** button. A countdown starts (5 seconds in the app, 10 from the lock screen) so you can tap **Cancel** if it was an accident.
2. When the countdown ends, the alert goes out with your location, and your location is shared every few seconds until the alert is closed.
3. You see a message when someone has acknowledged it.

SOS is not a 911 call. In a real emergency, call 911 first if you can, then tap SOS.

No signal? The SOS waits on the phone and goes out the moment the phone reconnects.

Crash detection

Why it says "turns on when you travel by vehicle"

Crash detection watches the motion sensor only while you're moving faster than about 15 mph. If it senses a crash, the phone rings loudly and asks whether you're OK. If nobody answers within 30 seconds, an alert goes out with your location.

- Try it safely from the ⋮ menu: **Practice the crash check**. Nothing is sent.
- Android: allow **Physical activity** when asked. iPhone: allow **Motion & Fitness**.
- Turn it on or off from the ⋮ menu.

Fall detection

For grandparents and anyone living alone

Turn it on in **My settings**. If the phone senses a hard fall and then no movement, it asks whether you're OK. If you don't answer within 30 seconds, the family is alerted with your location.

Phones in a pocket or bag work best. A phone set down on a table can't sense a fall.

LOCATION AND THE MAP

Location isn't updating, or someone shows "last seen"

Battery and location settings that stop the app in the background

ANDROID

1. **Settings › Apps › ERGSS › Permissions › Location**: **Allow all the time**, and **Use precise location** on.
2. **Settings › Apps › ERGSS › Battery**: **Unrestricted**.
3. Samsung: **Settings › Battery › Background usage limits**. Make sure ERGSS is **not** in Sleeping apps or Deep sleeping apps.
4. Or use the app's ⋮ menu › **Location and battery settings**, which goes straight there.

IPHONE

1. **Settings › ERGSS › Location**: **Always**, and **Precise Location** on.
2. **Settings › ERGSS**: **Background App Refresh** on.
3. Low Power Mode can slow updates. Swiping the app closed can pause location until it's opened again.

ERGSS Family keeps your location private day to day. With "share only in an emergency" on, the map shows you only during an SOS, a fall or a crash. That is working as intended.

Why is someone's photo gray, or marked phone off or battery dead?

What the map is telling you

- **Battery died:** the phone reported almost no battery, then went quiet. You'll see where it was last.
- **Phone off:** the phone was turned off.
- **Quiet:** no update for a while. Usually no signal, a battery setting stopping the app, or the app was closed. See Location isn't updating.

Parents can tap **Locate** on that person's card to ask the phone for a fresh position.

Using the map

Photos, people off the edge, drives and warnings

- Each person shows as their photo, or their icon or initials. Tap a person to open their card.
- People off the visible map appear as small bubbles on the edge. Tap one to jump to them.
- Buttons fade while you move the map. Tap anywhere to bring them back.
- A photo with a colored flashing ring means a weather or safety warning was sent for where that person is. Red is the most serious.
- On a person's card, tap a drive in the list to see the route and any hard braking or speeding.

Warnings come from the National Weather Service, USGS (earthquakes), NASA (wildfires), GDACS (worldwide disasters) and the U.S. State Department.

Put my own photo on the map

Instead of an icon

Open **My info** › **My map icon** › **Add a photo**, or tap 📷 on your own card. To change it later, use **Change** or **Remove**.

ERGSS Family: your family sees it, and parents can set photos for children. ERGSS Field: only people on the same trip who share their location see it.

ALERTS AND NOTIFICATIONS

Alerts don't ring, or ring quietly

Silent mode, Do Not Disturb, notifications turned off

ANDROID

1. **Settings › Apps › ERGSS › Notifications**: on, with every category on.
2. If the phone asks to let ERGSS override **Do Not Disturb**, allow it. Emergency alerts are set to ring through silent mode.

IPHONE

1. **Settings › ERGSS › Notifications**: **Allow Notifications**, **Critical Alerts** and **Time Sensitive** on.
2. If you use a Focus mode, add ERGSS to its allowed apps.

Parents can't change someone's alert settings

The choices look grayed out

Only a parent, guardian, caregiver or family admin can change another person's alerts. Ask the family admin to set your role under the family members list. If you are the admin and still can't, close the app all the way and open it again.

DAILY CARE SETTINGS (ERGSS FAMILY)

Daily "I'm OK" check-in

How the reminder and the family alert work

Set a **Check in by** time in **My settings**. If you haven't tapped **I'm OK** by then, the phone asks. If there's still no answer 30 minutes later, the family is told.

Medical ID on the lock screen

So paramedics can see allergies and medicines

Tap **Get my lock-screen picture** and save it. Then set it as your lock-screen wallpaper.

ANDROID

Settings › Wallpaper, pick the picture, then **Lock screen**. On Android the 🚑 **Medical ID** button also appears on the "Protection on" notification.

IPHONE

Photos › the picture › Share › **Use as Wallpaper** › Lock Screen.

Simple mode

One easy screen for grandparents and young children

Turn on **Simple mode** in **My settings** for big buttons only: I'm OK, Message, Call and SOS.

TRIPS AND TRAVEL (ERGSS FIELD)

Linking the app to my trip

The Field app shows the wrong thing, or the family

- Open the trip link from your email or text on the phone, or use **My trips** sign-in in the app.
- ERGSS Field is for trips and work travel. ERGSS Family links open the ERGSS Family app instead. If the Field app shows your family, use ⋮ › **Unlink this phone** and open your trip link again.
- To switch to a different trip, use ⋮ › **Unlink this phone**, then open the new trip link.

I'm OK, check-ins and the watch officer

What travelers see on their card

- **I'm OK** tells the watch officer you're fine. Tap it when asked during a roll call or a warning.
- **Watch officer** calls or messages the 24-hour watch.
- **My day** shows your schedule and check-in times. A missed check-in alerts the watch officer and your supervisor.
- People traveling with you show on the map so you know who is nearby.

Watch officers: on-call alerts and the boards

On-call link, alarms, the tabs along the top

- Open the app, tap ⋮ › **I'm a watch officer: get on-call alerts here**, and paste your on-call link (it contains **/oncall/**). Keep this link private.
- On-call alarms ring even on silent and fill the screen until you acknowledge them.
- The boards along the top (Operations map, Watch board, Comms, Trips & projects, Personnel, Watch log, Protocol) scroll sideways. Swipe the row to see the rest.
- To get back from the traveler view: ⋮ › **Switch to watch officer view**.

Watch officers: the Operations map buttons and Layers

Fit all, Draw zone, Threats, Radar, Traffic, Layers, Enhanced map

- **All trips and projects** (the first dropdown): show everyone, or pick one trip to see only its travelers and safe places.
- 🔍 **Fit all:** zooms to fit every traveler on screen. 🇺🇸 **United States** and 🌎 **World** jump to those views.
- ✏️ **Draw zone** (geofence): draw an area on the map and choose a ✅ **safe zone** (logs arrivals and departures) or a ⛔ **area to avoid** (alerts when a traveler goes in), and whether the alert rings. Every trip also gets automatic geofences around the trip site and each saved safe place, so arrivals and departures are logged without drawing anything.
- ⚠️ **Threats on/off** shows or hides active threats. The shaded area is the impact radius. **All threat levels** can be narrowed to Moderate and above or High and above, to cut the clutter.
- **Street-style map** switches the base map to **Satellite & terrain** or **Night lights**.
- 🏙️ **Cities** shows or hides city names. 🌧️ **Radar** adds live weather radar. 🚦 **Traffic** adds live traffic at street level.
- 🗂️ **Layers ▾** (inside ☰ **Map tools** on a phone) opens a panel of tick boxes. Close it with ✕:
  - **Products** (ERGSS staff): ERGSS deployed personnel, Global Watch travelers, and agency vehicles shared with ERGSS.
  - **Customers or clients:** untick one to hide their travelers from the map.
  - **Critical infrastructure:** hospitals, nursing homes, fire, police and EMS, shelters, schools and colleges, power plants and transmission lines, gas pipelines, refineries and fuel terminals, dams, wastewater plants, hazardous chemical sites (EPA RMP), cell towers and principal ports.

  Infrastructure only draws once you **zoom in to about county level**, because it's too dense to show nationwide. Until then the map says to zoom in. Tap a dot to see what it is. The data is public (HIFLD), so check it before relying on it in an operation. Your choices are remembered on that device.
- **Enhanced map:** select a person, vehicle, site or threat first, then tap it for a street map, satellite or Street View of that spot.

The key under the map: **green** checked in, **amber** due or overdue, **red** help, SOS or unaccounted, **blue** waiting for a first check-in, ◆ project site, **orange shading** active

threat, **dashed line** hurricane forecast track. A faded marker means the position is more than 6 hours old.

WATCH OFFICERS AND SUPERVISORS (ERGSS FIELD AND OPERATIONS CENTER)

Work the alert queue

SOS, crash, help requests and missed check-ins

Alerts stack at the top of the Operations map in red, most urgent first. For each one:

- ✅ **Acknowledge**: you've got it. The person sees that the watch officer has it and the on-call page stops.
- 📞 **Log contact**: record how you reached them.
- **NOTIFY** box: call or copy the message for the supervisor or emergency contact, then ☑️ **Mark notified**.
- 🚓 **Copy for dispatch**: a ready-to-read report for 911 or local dispatch (name, location, coordinates, what happened, contacts).
- ✔️ **Resolve** once they're safe, or 🚫 **False alarm** if it was pressed by accident (the reason is logged and they're told).
- 📋 **Details and history** and 💬 **Messages** show everything about that person.

Ask a whole trip "Are you safe?"

Safety roll call, and check-in requests

- 📣 **Safety roll call:** pick a trip, a division or everyone near a threat. Each person gets an "Are you safe?" card with two buttons, and the answers come in live. Anyone who taps I need help becomes an assistance call.
- ⏰ **Request check-in** on one person, or **Request check-in from all overdue**.
- On a threat: ⚠️ **Request check-in from exposed staff** or 📣 **Warn everyone in range**.

Plan a trip or project and manage travelers

Trips & projects

1. Open **Trips & projects** and tap ✈️ **Plan a trip**. Add the location, dates, supervisor and staff, check-in rules, flights and safe places. ✨ **Estimate this trip** builds a budget.
2. 👥 **Roster**: who's on it, the sign-up link and QR code, add travelers, end the trip.
3. 📄 **Send brief**: emails and texts everyone the threat and health brief for the location, to acknowledge.
4. ✉️ **Resend assignment** or 🔗 **Resend link** if someone lost theirs. 📱 **Open their app view** shows exactly what that traveler sees.
5. 🔕 **Suspend trip alarms** pauses missed check-in alarms (an SOS or help call still alarms). 🔔 **Resume** turns them back on.
6. 🗄️ **Archive** when it's over: everyone is stood down and nothing is deleted. ♻️ **Restore** brings it back.

Message travelers, broadcast or send everyone to a place

Comms

Open **Comms** for conversations with each traveler. On a trip, 📢 **Broadcast to site** messages everyone at once, and 🚨 **Everyone on the trip report here** rings every phone and opens navigation to the place you pick. You see who is on the way and who is there.

Call in more help, and keep the record

Staff recall, Incidents, Watch log

- 📢 **Staff recall** asks every off-duty watch officer to log in and help.
- 🗂️ **Incidents** opens one incident per threat automatically, with a timeline of every alert, message and action.
- **Watch log** is the running record of the watch: alerts, check-ins, contacts, warnings and who did what.

On-call, alarms and the watch screen

On call · primary, audible alerts, wall display

- Your on-call status shows at the top (for example **On call · primary**). Tap it to change it or go off duty. 📟 **On-call** lists who is paged when an alert isn't acknowledged here.
- **Audible alerts**: turn on so the screen sounds an alarm for new alerts. **Keep screen awake** stops a watch screen from sleeping.
- 📣 **Community alerts** brings public warnings from county alerting systems into the watch log. 📺 **Wall display** puts every module on one screen, or pops each out to its own monitor.

Give a supervisor or division their own login

Division and supervisor logins

Under **Division and supervisor logins**, tap ➕ **Add a limited login**. That login sees and runs only its own division's trips, so a client supervisor can watch their own people, chat with them and choose who gets alerts.

Protocol: check-in rules and alert distances

Protocol

Open **Protocol** to set how often people check in, the grace period before an alarm, who is notified at each step, and how far from a threat people are warned, by threat type. **Reset to ERGSS defaults** puts the standard settings back.

Still not working?

A real person at ERGSS will walk you through it. Have the phone with you, and tell us which app and what you see.

⬇ Download this manual (PDF)

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