CCS Office of Campus Security (OCS)

Introducing the CCS Campus Shield App

The App will allow you to request campus security services such as:

- Routine calls for service
- Set a Safety Timer
- Access Campus Security Resources via embedded links
- Request Emergency Services from your phone

Campus Shield App Install Process

- Go to Google play store or the equivalent in Apple and download/install the Campus shield app
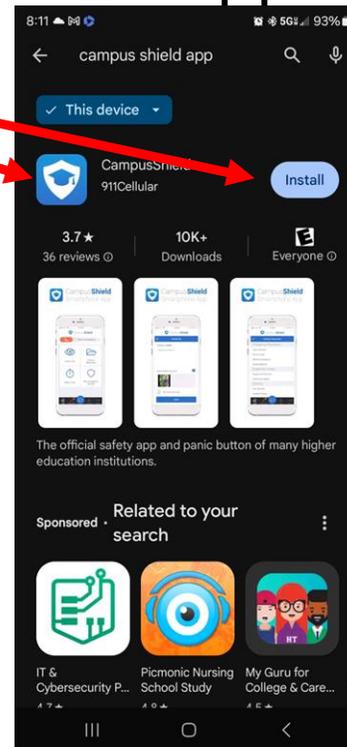
Completing the install

- Once app is installed – open the app

- Enter your name
  - Enter your organizational email
    - The app will only allow @CCS/@SCC/@SFCC/@Bigfoot emails to register and use the app.
- Enter your cell phone number.
- Check the terms and conditions box for you to move forward with the app install.
- Then click register
  - The app will send a verification code to your cell phone to complete the registration
    - Enter the verification
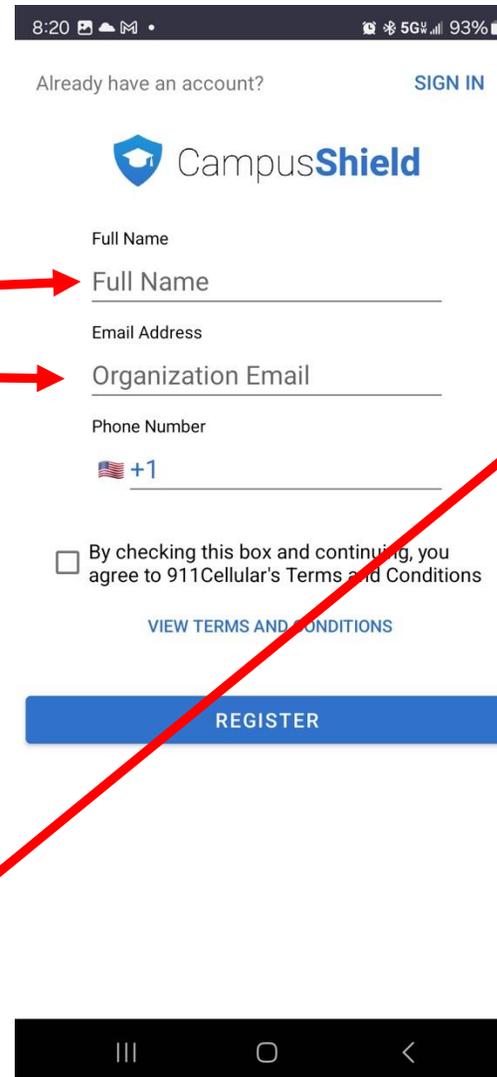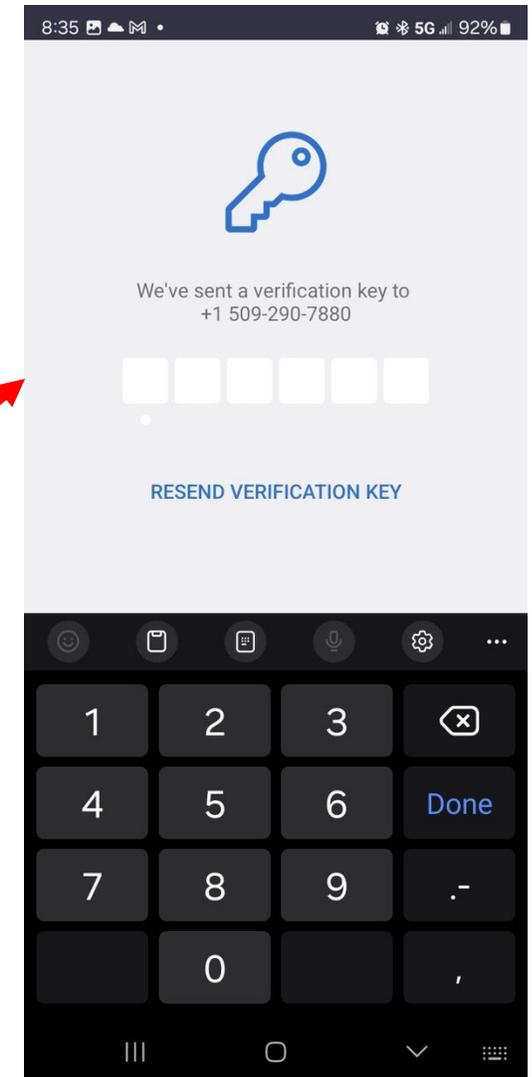
Once the Campus Shield app is installed

- One of the key features in the app is an emergency slide button.
  - During any emergency, if you slide the emergency button, it will give us your phone's location.
    - *The address provided will be the address given by Google maps.*
  - This allows campus security and law enforcement to respond to your location more quickly *(As long as you are in the CCS service areas i.e. on campus, at one of our off-site locations, etc.).*

- **Please allow the app to access your location data to proceed.**
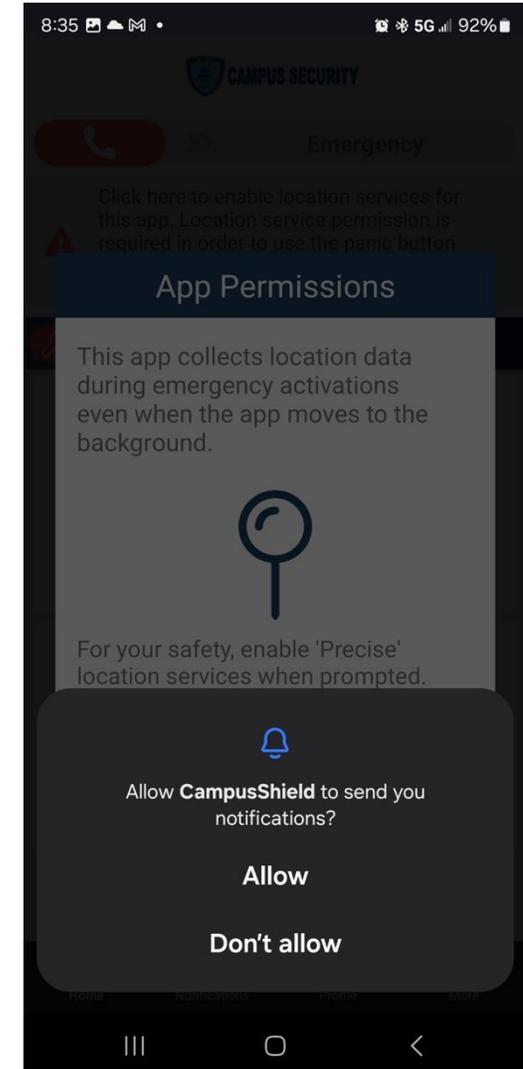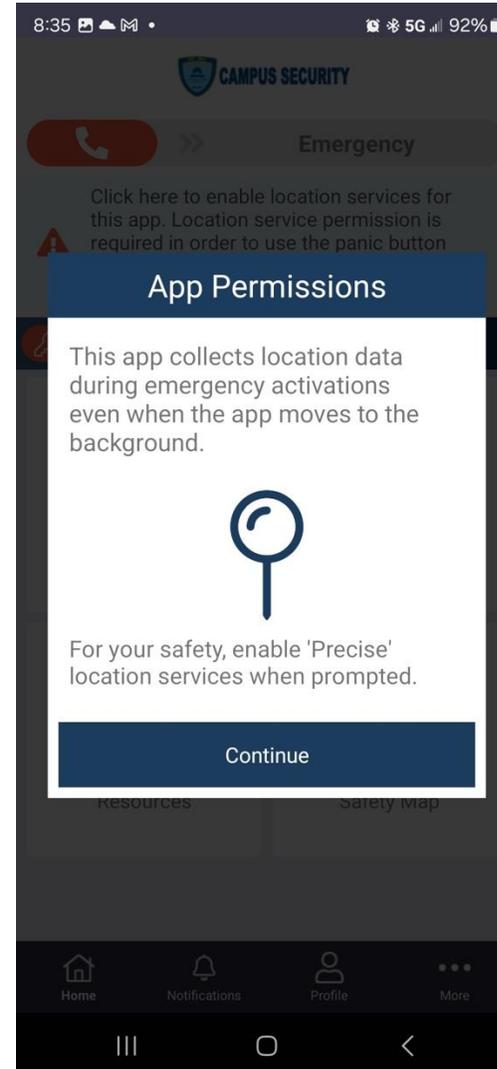
You are now ready to use the App!

How to use the App

The App

- App on home screen of phone (Example only) Click on App.
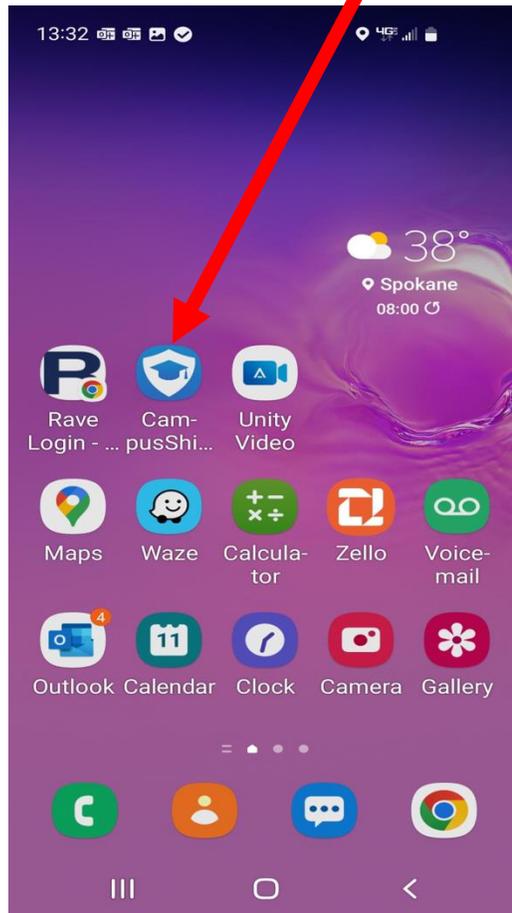
What the App looks like once its opened.
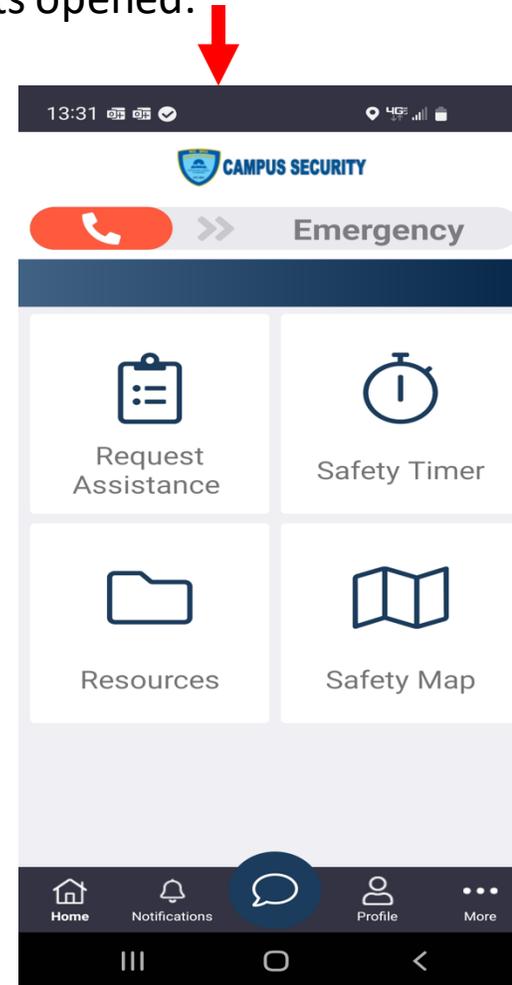
The App
What does the app do?
Caveat – must be within the CCS/OCS Service area

Emergency – Slide this tab when its an emergency and the app will auto generate a response and provide your location. *(When in the CCS Service area, on campus, at a CCS site etc. otherwise it will say call 911)*

Request Assistance – Open this tab to request routine or non-emergency campus security assistance.

Resources – Campus Security provided resources such as a link to CCS Emergency Management Information. More resources to come!
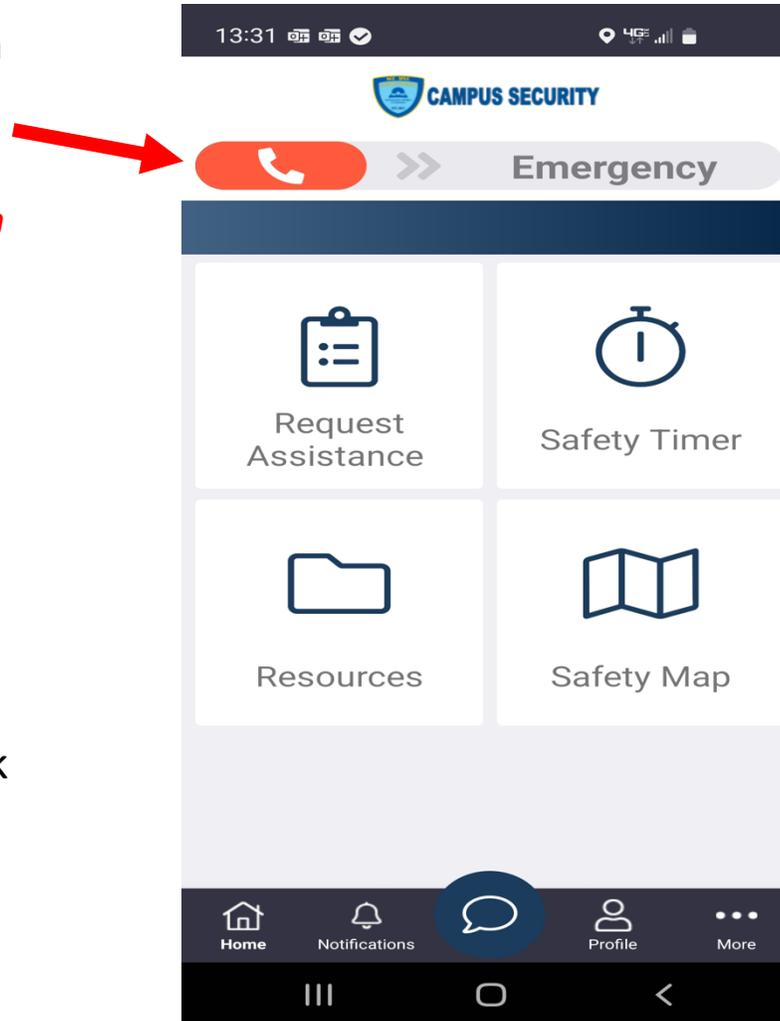
Safety Timer – Use this tab to set a safety timer. This timer will notify the contacts you select of your activity and alert these contacts if you do not end the safety timer prior to its expiration. *****If you want to notify campus security as part of your safety timer contacts, add (509) 425-7459 for SCC and/or (509) 425-4525 for SFCC to your contact list.** *Just note these numbers will only work in conjunction with the use of the Safety Timer.*

Safety Map – Details your position as known to the app.

How to Request General Assistance From the *Request Assistance* Tab.

- Select the Request Assistance

- The App will open a second page
  - Select what best describes the assistance you are requesting.

- The final screen allows you to type a description and include a photo if you want.

- For a general calls for service, you can send the request anonymously or with your location.

- Hit submit and service is on the way!
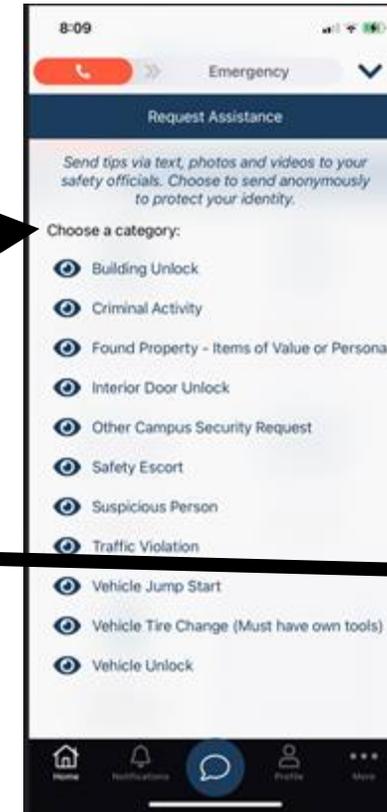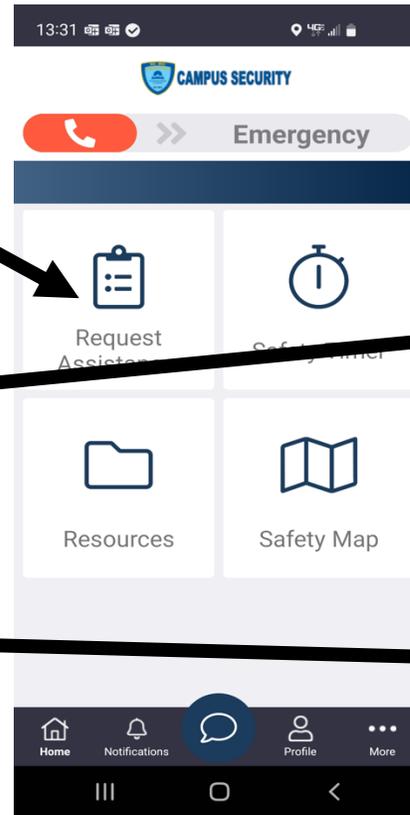
How to Request Security General Assistance by the CHAT Tab.

- **How to request general OCS assistance via chat/text.**

  - Select the Chat box icon

  - Select the writing pencil icon in the box

  - Type your non-emergency request for OCS service here.
    - Then hit send
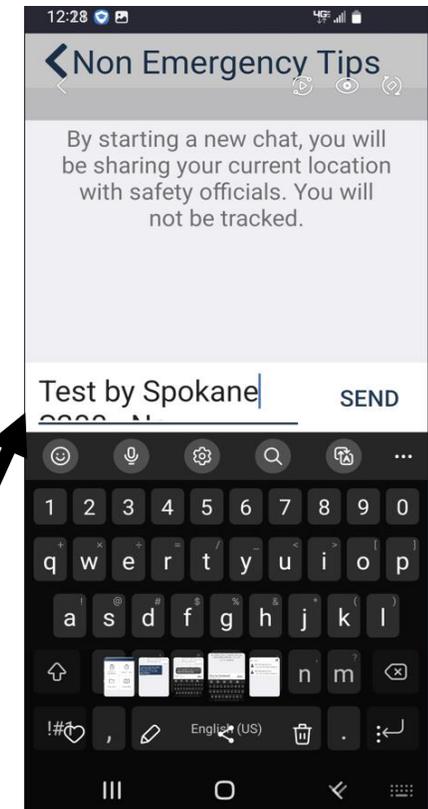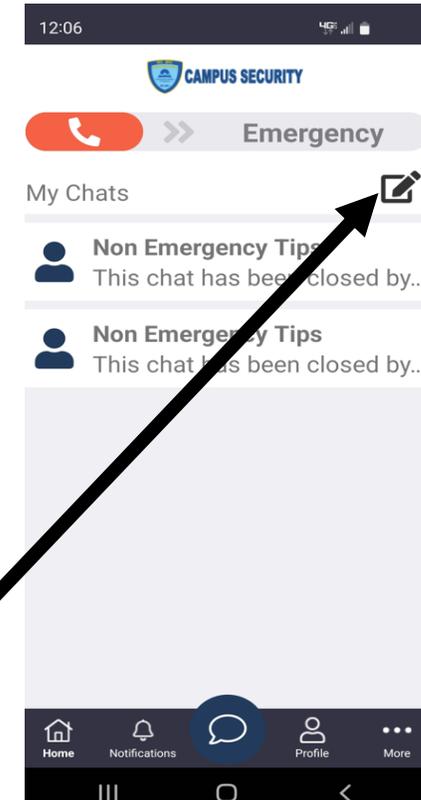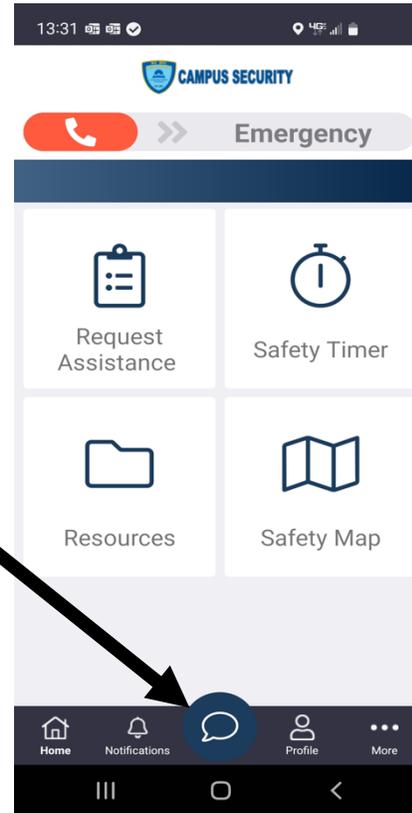
How to Request General Assistance by the CHAT Tab.

Your chat request now appears in the chat box and the interactive response for Dispatch in seen in blue.

This is what it looks like on the Dispatch side.
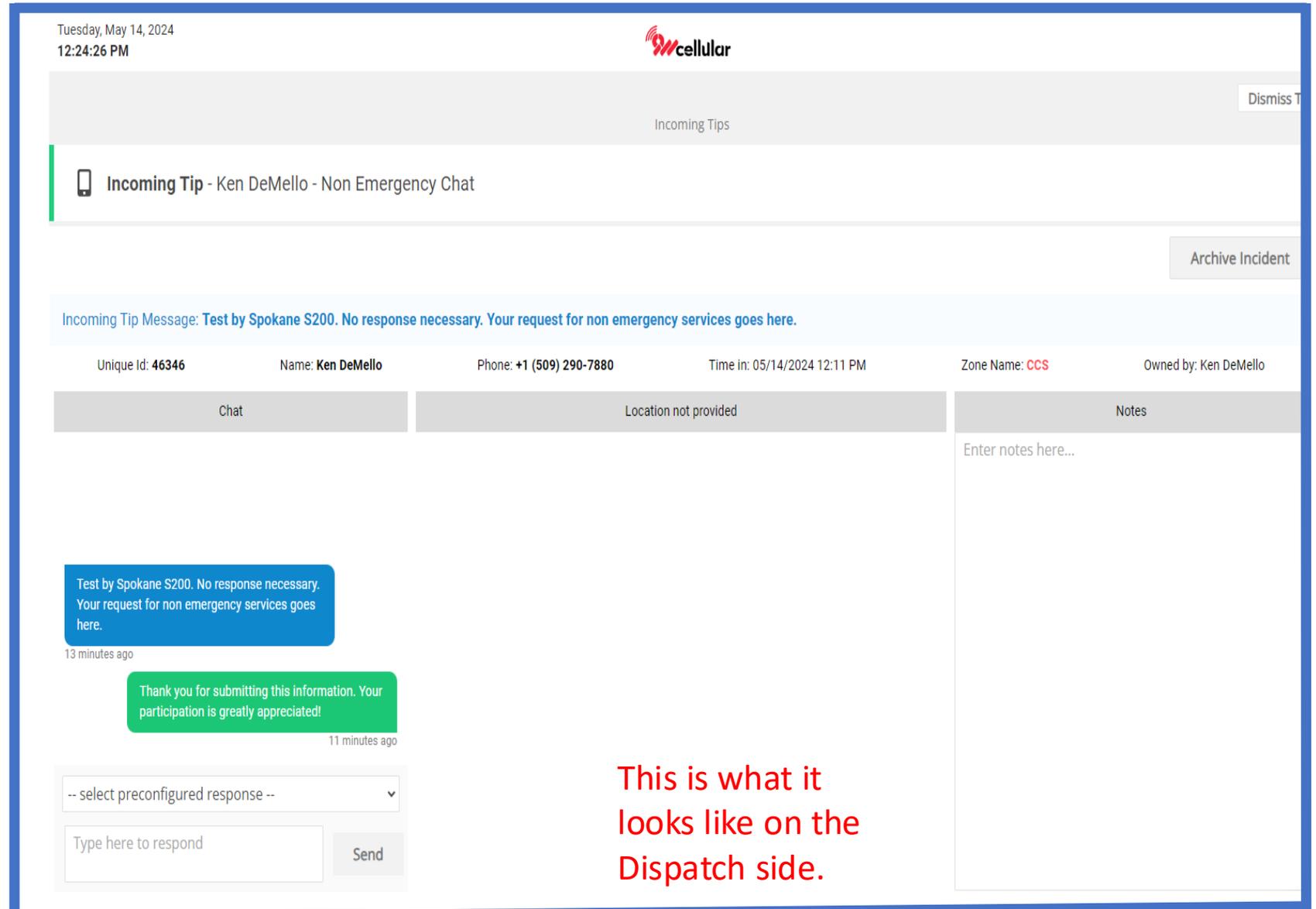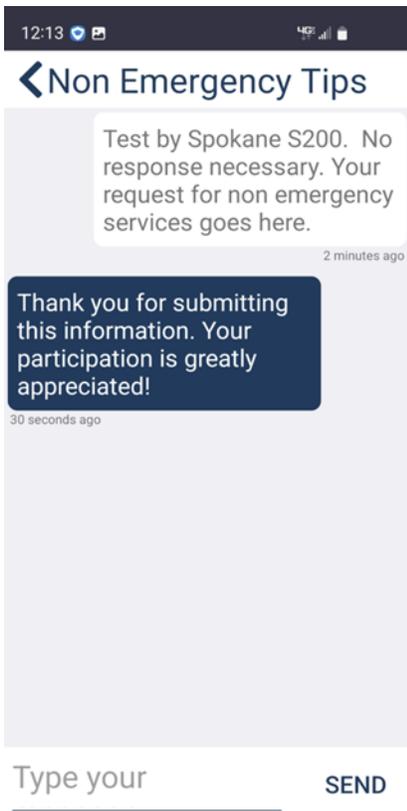
How to Activate the Safety Timer

- **Select Safety Timer**

- The App will open a second page.

- Add or select contacts.

  - If no contacts are listed, you may have to go into your contacts and set a, or a number of contacts.

  - ***If you want to notify campus security as part of your safety timer contacts, add (509) 425-7459 for SCC and/or (509) 425-4525 for SFCC to your contact list. *Just note these numbers will only work in conjunction with the use of the Safety Timer.*

- Hit continue
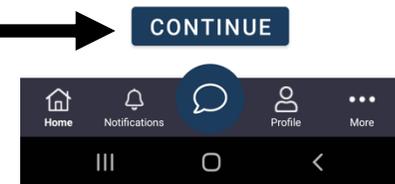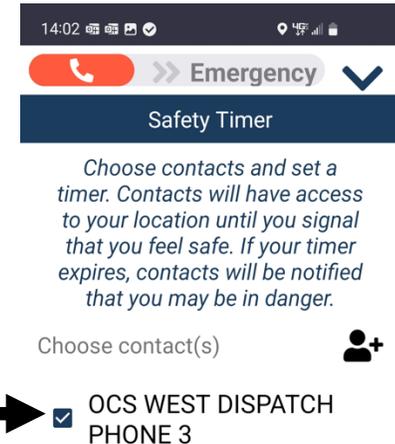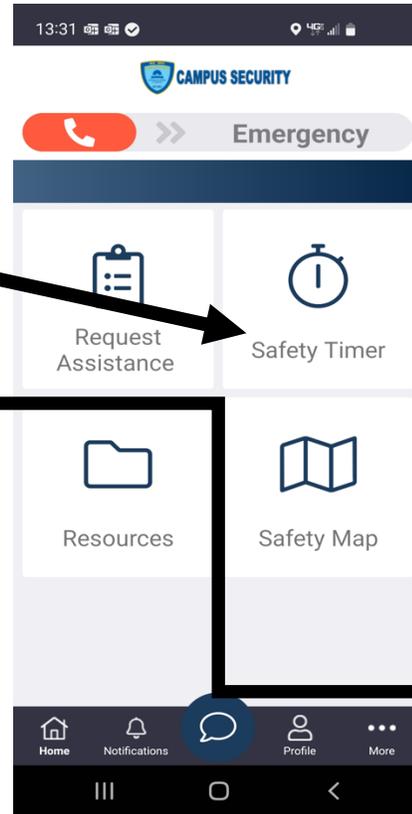
How to Activate the Safety Timer Continued:

- Describe your activity.

- Set duration of timer using the +/- or slide bar.

- Once the duration is set, select "start timer" and the safety timer will start.

  - The timer will continue to display as the time counts down on your phone.
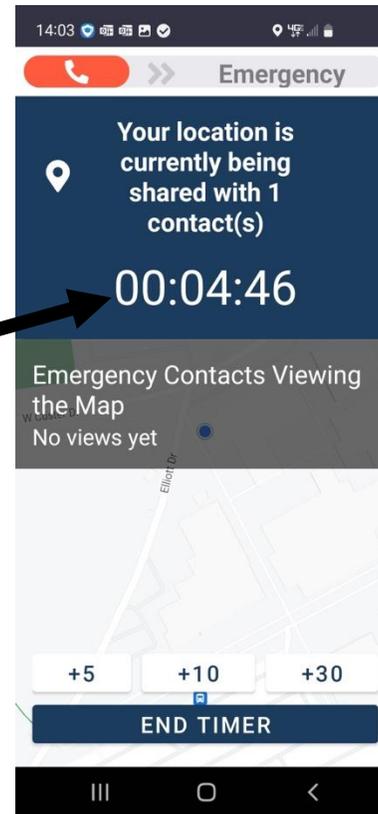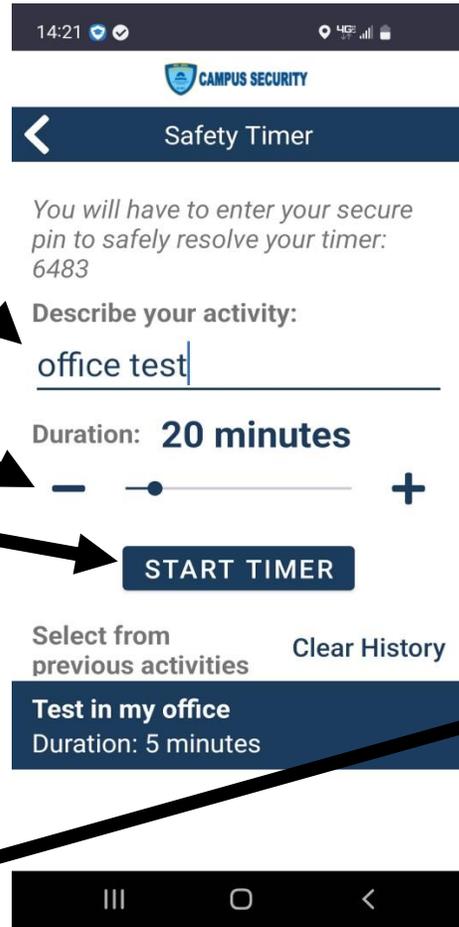
This is what shows up on your phone, in the phone notifications screen or something similar for Apple - this is a screen shot from an Android phone.

How to Activate the Safety Timer

- If you want to end your safety timer tracking, hit "End Timer".
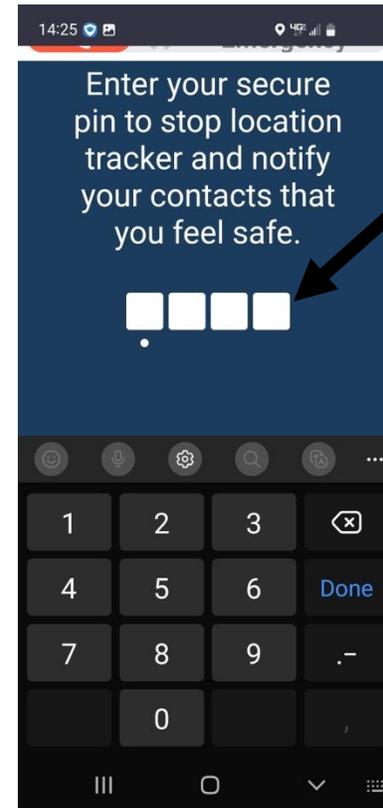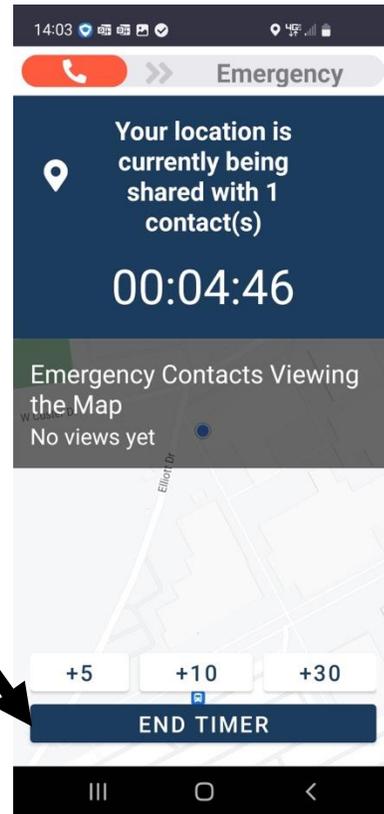
As a safety measure, you will be prompted to enter your pin to stop the timer. It's the same PIN you entered for the App to enter your location when you originally activated the App.

How to Activate the Safety Timer Continued:

My Timer is getting Low!
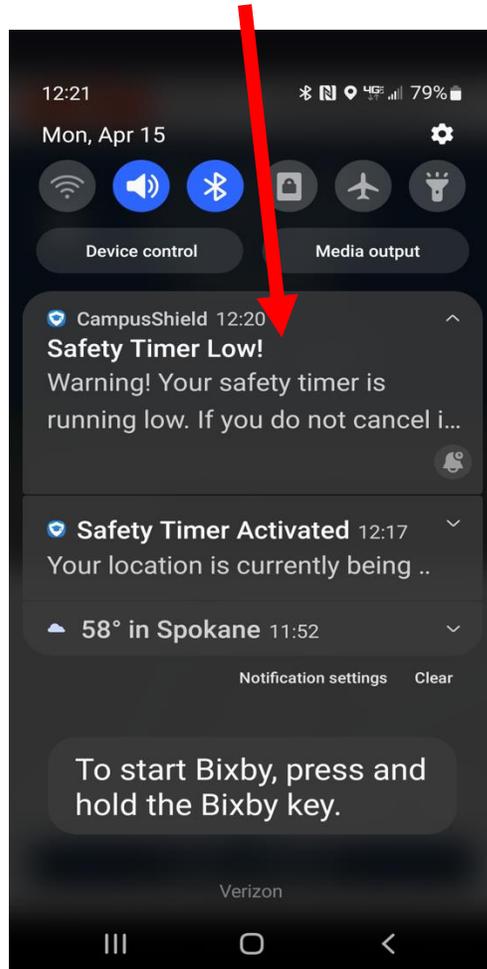
As a safety measure, you will be prompted to enter your pin to stop the timer.

It's the same PIN you entered for the app to enter your location when you activated the app.

Safety Map

Safety Map

- Shows your location according to data from your phone.
  - Address is as determined by Google
    - *Which is not always correct*
- *Pinpoint is most accurate*
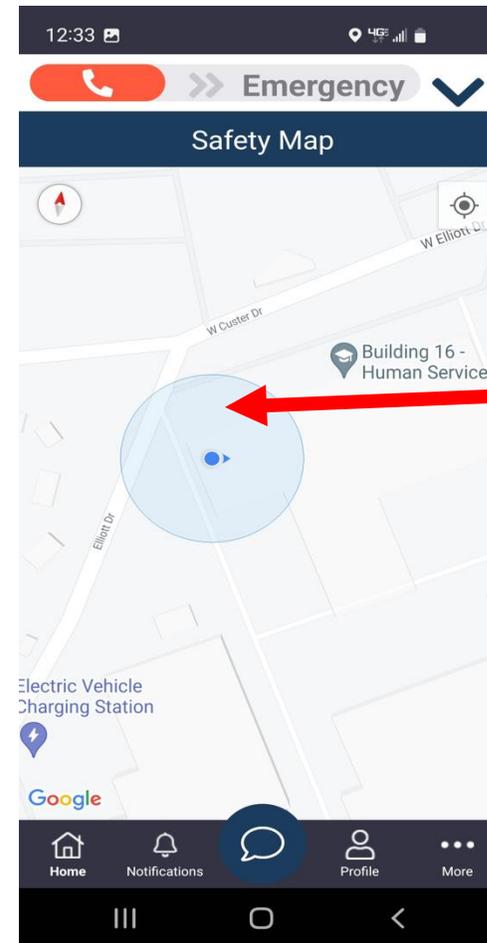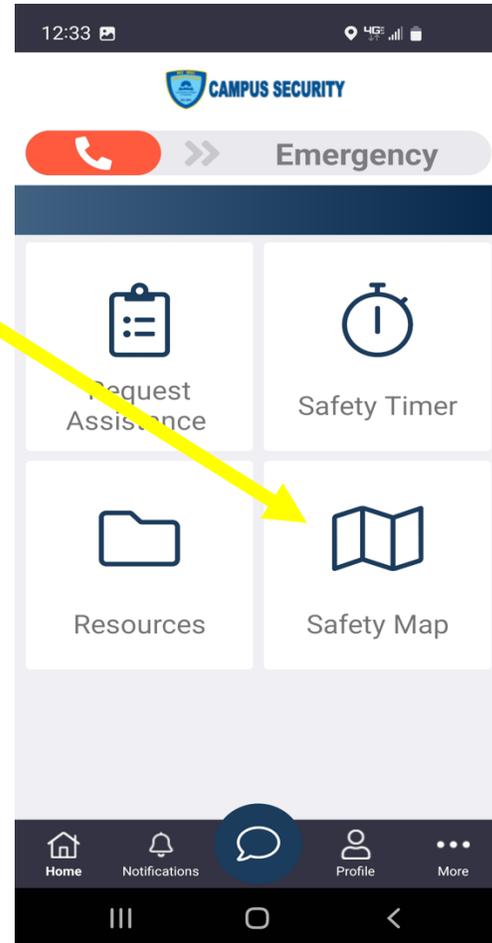
For this screen shot, the actual location is the red arrow.

The phone determined location is the blue dot. Pretty close☺ to the actual location.

Resources

Resources Tab

Tap on the resources tab to open the file. Once open:

- Tab Contains useful links to information related to Campus Security/Emergency Management Etc.
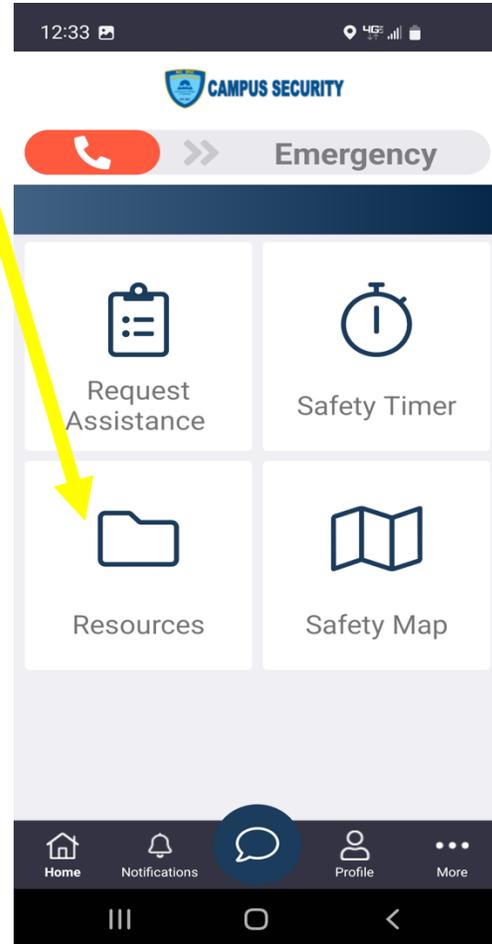
Once the "Resource Tab" is opened, it will show links to Campus Security Info. Click on the link and it will redirect you to the link site.

- The Emergency Management link is the only link we have set up right now, but more to come☺

And that's the app!
Questions?

Please call or contact either:

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