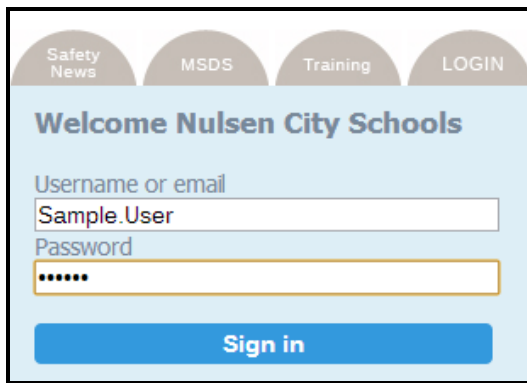# Administrator Quick Guide

Homepage

The homepage for SafeSchools Alert provides several functions. Students, parents, community members, and school staff can visit the SafeSchools Alert homepage to submit a ticket or check on the status of a tip. Administrators within the Alert site must visit the homepage to login to their accounts.

To Log into the Site

- Click on the **Login** button in the upper right hand corner of the screen
- Enter your username and password
- Click the **Sign in** button

Administration Area

The administration area within the SafeSchools Alert system is organized with a series of tabs including Tickets, Add Ticket, Reports, Settings, Resources, and Help.

Tickets

The first tab in SafeSchools Alert is the Tickets tab. This is where all records of tips submitted into the site are stored. Once a tip is entered into the system, it is given a unique ID number. Administrators within the site will be able to identify the tip with the ticket ID number. Tickets can be viewed by clicking over the subject row to open additional details.

Tickets	Add Ticket	Reports	Settings	Resources	Help			

⇕ Module	▼ Ticket ID	⇕ Owner	⇕ Subject	⇕ Created	⇕ Status	
👥 HIB	4	Jim Nulsen	Aaron Foster is Bullying on the School Bus	Apr 1, 2011	New	
📋 Safety	6	Jon Gentle	BB Gun Alleged Incident	Apr 1, 2011	New	
📋 Safety	8	Sam Taylor	School bus -- crossing the street	Apr 4, 2011	Open	
📋 Safety	10	Sam Taylor	Frying in Home Ec with all of the windows closed!	Apr 4, 2011	New	
💬 General T	11	Donna McMullin	Firecrackers on Parks Elementary Playground	Apr 4, 2011	Open	
📋 Safety	13	Eric Collins	Fix My Ceiling	Apr 9, 2011	New	
📋 Safety	15	Andrew Deitschel	Slippery Doorways at Parks -- Need Mats	Apr 12, 2011	New	
📋 Safety	17	Camille Martin	Noticed that Camille Martin was Standing on a Chair...	Apr 15, 2011	New	

Ticket Filters

The default setting in the ticket area lists all active tickets. To switch the viewing setting, simply click over the drop-down filter and select another option.

Assigning Tickets

As an administrator you can assign a ticket to another user for follow up. To do this, select the ticket you want to reassign, and then click on the edit icon in the upper right-hand corner of the Basic Information box. Next, click over the folder icon next to the **Owner** field. Select an individual's name, then click the **Save** icon in the right hand corner to save your changes. The individual who is now the owner of the ticket will be notified of this change through email.

External Notifications

The External Notifications feature is used for communicating with the tipster. To respond to the tip, simply click on the **Create External Notification** button, enter your response and click **Submit**. The tipster can view your comment by entering their access code on the front page of your SafeSchools Alert site. **NOTE:** The External Notification area is distinguished with a red header. Comments added in other fields within the ticket cannot be viewed by the tipster.
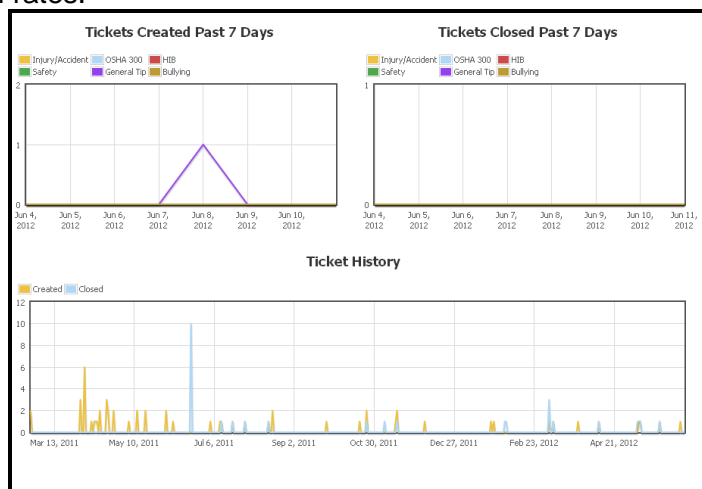

Add Ticket

The Add Ticket tab displays the same modules that appear on the front door of the site. An administrator can create a ticket in this area while logged in.

To Create a Ticket
- First, click over the module pertaining to the ticket you would like to create.
- An editable ticket form for the module you select will appear. Enter a title in the subject line that will help you and others identify the ticket.
- Populate as many fields as possible, so that you and your colleagues will ultimately be able to solve and close the ticket.

Reports

The reports tab is home to three graphs, which detail the types of tickets that are being created along with resolution rates.

Settings

The Settings tab is divided into four sections: Users, Folders, Modules, and Widgets.

Users

This area lists all employees with administrative access to the Alert site.

To Add a New User

- Click on the **Add User** button in the upper right-hand corner of the settings tab
- Enter the employee's information in the new user form and check the active box
- To give the employee full administrative access, check the admin box and click the **save and close** button
- To select a limited level of administrative access, leave the admin box un-checked and hit **save**
- Next, click on the **Permissions** tab and click the **Add Permission** button
- Now the system will prompt you to choose specific folder or location for the permissions
- Click over the desired folder and click the **Select** button
- Next choose the role and module and click **Add**

Folders

In SafeSchools Alert folders are typically thought of as locations. They are used to organize tickets and for assigning building level permissions. A tutorial on using folders is located within the FAQ section of the help tab within all SafeSchools Alert sites. Basic instructions on adding new folders are below.

To Create a New Folder

- Click on the **Add Folder** icon
- A new row will appear with the text **New Folder**
- Now click on the edit icon to the left of this row to name the folder
- After the folder is named, click on the **save** icon

Modules

Modules are the types of tips that can be submitted within a SafeSchools Alert site, such as bullying and general tip.

Users	Folders	Modules	Widgets	
Module	**Default Folder**
Bullying	📁 Bullying
General Tip	📁 Unassigned

Widgets

Your Alert system includes a series of "widgets" that can be embedded throughout your district's websites. These widgets allow students, staff and parents to click a button on your district site, complete a basic reporting form, and once submitted, the tip will be routed directly into your Alert system. Your technology department or webmaster can use the widget code to easily customize and add to any page on your district site.

Module	Widget Name	Embed Widget
Bullying	Primary Widget for Bullying	↗ View Widget Code
General Tip	Primary Widget for General Tip	↗ View Widget Code
Safety	Primary Widget for Safety	↗ View Widget Code

Resources

The resources tab contains key information regarding your district's SafeSchools Alert account, including the web address, alert phone number and district code. This area also includes a number of promotional materials that can be used to spread the word about this service within your district.

Tickets	Add Ticket	Reports	Settings	Resources	Help

Key Information
Your website is **jndemo.safeschoolsalert.com**
Your Alert Phone number is **1-855-4ALERT1**
Your code is **1169**

Promotional Materials
Alert Flyer (8.5x11)
Alert Flyer (8.5x11) En Español
Alert Flyer (11x17)
Alert Flyer (11x17) En Español
Alert Flyer (24x36)
Alert Flyer (24x36) En Español
Sample Parent Letter
Sample Parent Letter En Español
Sample Copy for a Student Handbook
Sample Copy for a Student Handbook En Español
SafeSchools Alert Promotional Video
SafeSchools Alert Product Video

Help
This area contains a variety of resources designed to assist administrators who manage the alert system within their district.

Tutorials | Frequently Asked Questions - Administration | Implementation Materials | Permission Details

Tutorials
Add a User
Assign a Ticket
Create a Ticket
Reject a Ticket
Relate a Ticket
Resolve a Ticket
Add a Widget to a Website
Texting Alerts

Advanced Tutorials
These Tutorials are advanced and include topics useful for more fine grain control over tickets and users
Create a New Folder
Save a Ticket in Folder

Tutorials
The tutorials are brief videos, which show the user exactly how different tasks are accomplished.

Frequently Asked Questions – Administration
The FAQ section contains a number of written responses to commonly questions. Many of the FAQs also link to a tutorial.

Implementation Materials
Implementation materials are printable documents that are most beneficial for districts new to the system.

Implementation Materials
Implementation Process Overview
User Set-Up and Role Definitions
Principals and Site Administrators' Overview (PPT)
SafeSchools Alert School Agreement

Permission Details
The permission details link is home to a detailed chart, which distinguishes the different types of functions that can be completed with the different administrative levels. The full chart is available on the next page.

Activities Associated with Different Levels of User Permissions

	Admin	Ticket Manager	Owner	Worker	External Notification Creator	Observer
Read Ticket	✓	✓	✓	✓	✓	✓
Add External Notifications	✓				✓	
Change Folders for Tickets	✓	✓	✓	✓		
Remove Folders from Tickets	✓	✓	✓	✓		
Update Ticket Relationships	✓	✓	✓	✓		
Put Tickets Into Folders	✓	✓	✓	✓		
Edit Ticket	✓	✓	✓	✓		
Remove a Ticket Monitor	✓	✓	✓			
Create a Ticket Monitor	✓	✓	✓			
Edit Basic Ticket Information	✓	✓				
Assign Unassigned Tickets	✓	✓				
Read Permissions	✓					
Delete Folders	✓					
Add a User	✓					
Assign Permissions	✓					
Update Folders	✓					
Update Permissions	✓					
Update User Information	✓					
Create Folders	✓					

Please, do not hesitate to contact SafeSchools Alert customer service at 1.800.434.0154 or Support@SafeSchools.com with any questions!