Titan HST

THE FUTURE OF SAFETY



ADMINISTRATOR'S GUIDE

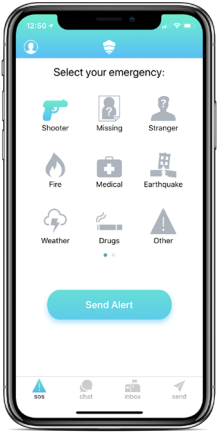

SOS

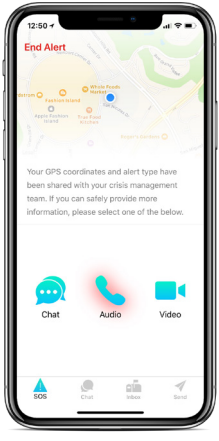

Chat

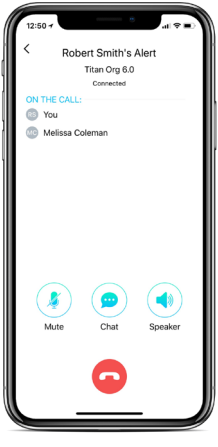

Inbox

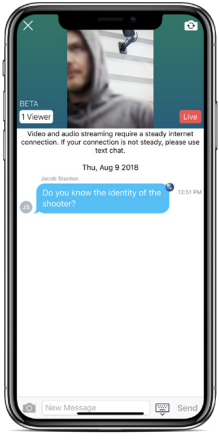

Send

Send Emergency Alerts to your organization's designated administrators and emergency personnel from your **SOS** Tab.









SOS

Select your alert type and press Send Alert. Your designated administrators and emergency personnel will receive the alert as well as your location.

**Note: Titan HST respects our users' privacy. Your location will only be shared once you send an SOS Alert and only for the duration of your emergency alert.*

Chat with other administrators via text & picture message, group audio calling and live video streaming.

Group Audio Calling: To initiate a group audio call with your site administrators, select the phone icon. Your initials will appear on the screen. Once one or more administrators joins the call, their names will appear on the screen. If there is an active audio call, the phone icon will flash red. Audio calls can be made over cellular as well as Wi-Fi for added redundancy.

Live Video Stream the incident by selecting the camera icon. Video will stream when your connection is sufficient. If the connection is poor, Titan HST will optimize the feed and shift from HD Video to Video, to HD Audio and to Audio. If your connection is extremely poor, Titan HST will attempt chat via text.

To end your own alert, select End Alert in the top left corner of your screen. As an administrator, you will be able to view resolved alerts for 90 days.


SOS

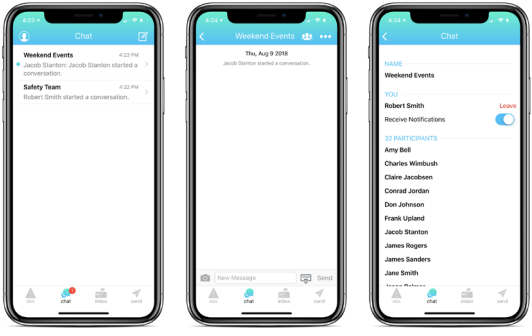
Chat

Inbox

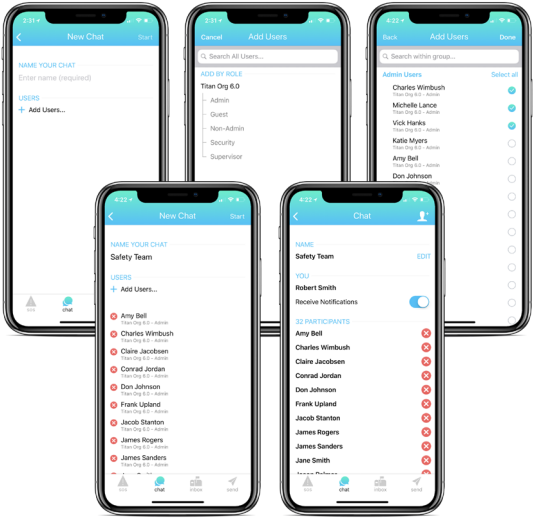
Send

Start a group chat with members of your organization, including audio and video conferencing, from your **CHAT** Tab.

Receiving Group Chat Invitations:



Creating Group Chats:



CHAT

Receive Group Chat Invitations: You will receive a push notification if someone invites you into a group chat.

Select the message and chat via text, picture, group audio calling and group video calling.

To start an audio or video call, tap on the 3 dots in the top right corner of your screen. To join an existing audio or video call, tap on the 3 dots which will have a red badge with exclamation icon over it.

Tap on the people icon in the top right side of your screen to view a list of the group chat's participants, leave the conversation, or turn off chat notifications.

Creating Group Chats: To start a group chat, tap on the pen & pad icon, name your group chat, and select + Add Users …

Select one of the roles listed, then select the individuals within that role that you'd like to include in your group chat. You may continue to add users from different roles. Once all users have been added, press Start in the top right corner of your screen.

Once your group chat has begun, you may remove & add participants, rename your chat, or turn off chat notifications by tapping on the people icon.

Remove users by pressing the X next to his/her name. Add participants by tapping on the person icon in the top right corner and searching for them by name.

Your group chat will remain indefinitely.

SOS

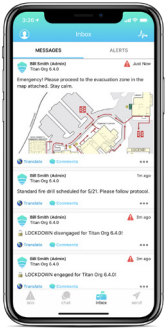

Chat

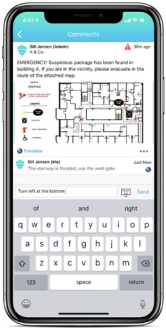
Inbox

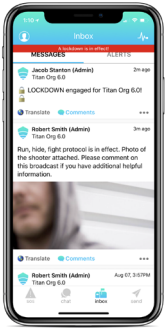
Send

INBOX contains your Messages, Alerts & Active Safety Status Requests.

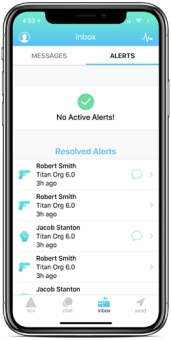
Inbox:

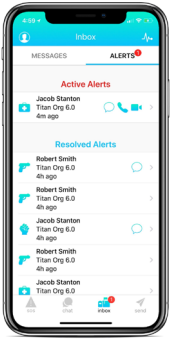


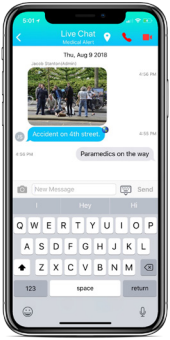




Alerts:







INBOX

MESSAGES will be viewed in your Inbox. View all lock-down and broadcast messages in your inbox. Emergency broadcast messages will be notated by a red triangle with an ! in the middle.

If you have unread broadcast messages, a red badge with the number of unread messages will appear over your Inbox Tab. Your unread messages will be bolded until you tap on each one.

Users may comment on your broadcast messages but only Admins can view these comments. To view or leave a comment, tap on the blue Comments button underneath the broadcast message. If there are comments, you will see the number of comments listed. If we have the phone number of the user who left a comment on file, you may call or text that user by tapping on his or her name.

If your site is on lockdown there will be a red banner at the top of your screen. View your organization's messages for 90 days. After 90 days, the information will be erased from the Titan HST servers. If you wish to save your broad-cast message history, screenshot and save them from your mobile device or via your Titan HST web portal.

ALERTS Active and resolved alerts will be listed here.

Active Alerts: If there is one or more active alert, you will see a red badge over your Alerts header with the number of ongoing alerts. Tap on the ongoing alert to chat with the sender of the alert as well as your organization's other designated emergency responders and administrators.

A phone or video icon next to an ongoing alert means that someone is on a call or the alert sender is live streaming a video. Join the call or view the live stream by selecting the flashing red phone or video icon located in the top right corner of the alert chat window.

SOS

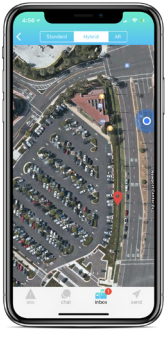
Chat


Inbox

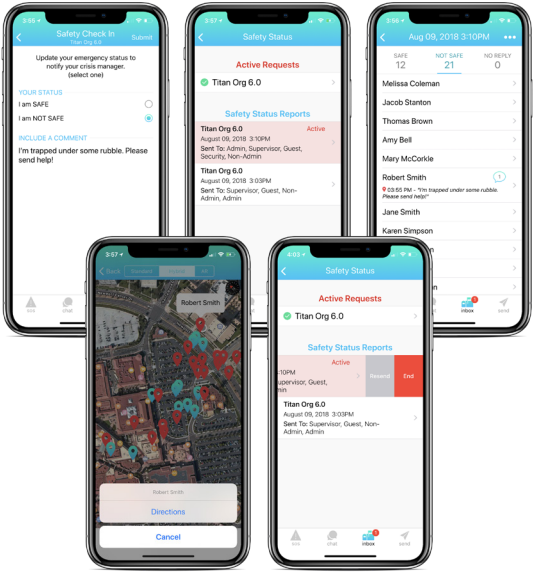
Send

INBOX contains your Messages, Alerts & Active Safety Status Requests.

Alerts:



Status:



INBOX *continued*

View the alert sender's location by tapping on the GPS pin located in the top right side of the alert's chat window. Toggle among Standard, Hybrid, or Augmented Reality (available on iOS devices). You may also tap on the alert sender's pin to get directions to him/her, start a group chat if enabled for your site, and call or text if their phone number is on file.

**Note: If the connection is poor, Titan HST will optimize the feed and shift from HD Video to Video, to HD Audio and to Audio. If your connection is extremely poor but present, Titan HST will attempt chat via text.*

Administrators can end a user's ongoing alert by swiping the alert to the left and selecting End Alert.

Resolved Alerts: View your organization's resolved alerts for 90 days. After 90 days, the information will be erased from our servers. If you wish to save your resolved alerts data, screenshot and save them on your mobile device or log on to your Titan HST web portal and save the information in PDF format.

**Note: Non-Administrators cannot view resolved alerts.*

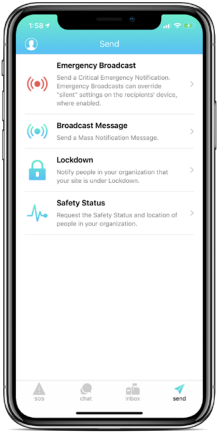
To Respond to a Safety Status Request, tap on the

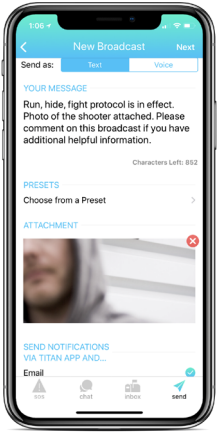
EKG symbol in the top right corner of your screen. Tap on the active request, select your safety status and leave a comment if desired. If your mobile device is unable to provide Titan HST with an accurate location, Titan HST will allow you to manually provide your location. If your safety status changes, you may update it at any time.

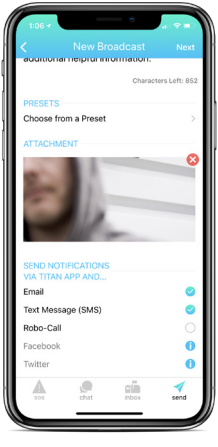
**Note: Your location will only be shared if you respond to the Safety Status Request via the Titan HST App, and only for the duration of the active request. If you do not wish to share your location, you may respond via text message.*

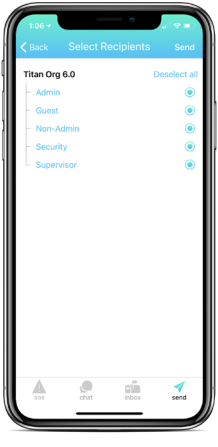


SEND Broadcast Messages, Lockdowns & Safety Status Requests









SEND

Send Broadcast Messages to users in your organization by selecting **Broadcast Message**.

Send a new Emergency or Standard Broadcast Message by typing your message, attaching a photo, video or document if applicable, selecting the method(s) in which you'd like users to receive your message (Email, Text, Robo-Call, Facebook, Twitter, and/or Instagram) and selecting Next in the top right corner of your screen. Select the roles that you'd like to receive your message and press Send.

Send a Preset Broadcast Message by selecting "Choose from a Preset". Tap on the preset you'd like to use and follow the same steps for sending a new broadcast message. You may edit your existing preset messages by selecting EDIT. To add a new preset message, select the + in the top right corner of the screen.

Send Voice Broadcasts by selecting Voice at the top of your screen. Tap on the red circle to begin recording and tap on it again to end the recording. Listen to your voice broadcast before sending by pressing the play button. To re-record simply tap on the red circle again. You may also type an accompanying description that people may view in the App. Once you are satisfied with your message, tap Next in the top right corner of your screen and select the roles that you'd like to receive this message.

Send Lockdown Notifications to users in your organization via email, text message and App notification by selecting **Lockdown**.

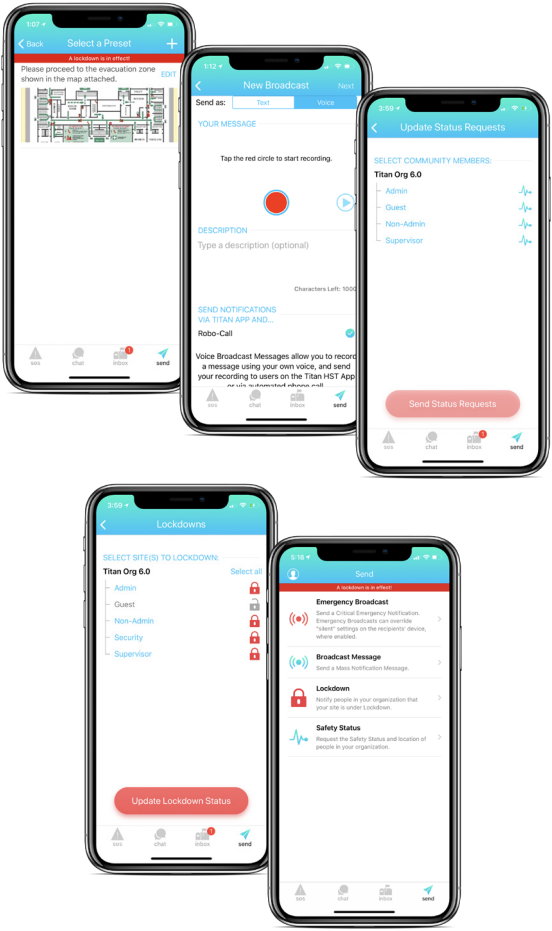
SOS

Chat

Inbox


Send

SEND Broadcast Messages, Lockdowns & Safety Status Requests



SEND
continued

Lockdown your site by selecting the the roles of the organization(s) that you would like the lockdown notification to go to and press Update Lockdown Status.

End a Lockdown by deselecting the roles that you would like the Lockdown Disengaged notification to go to. Then, press Update Lockdown Status. *The roles highlighted in blue & red are the ones on lockdown.

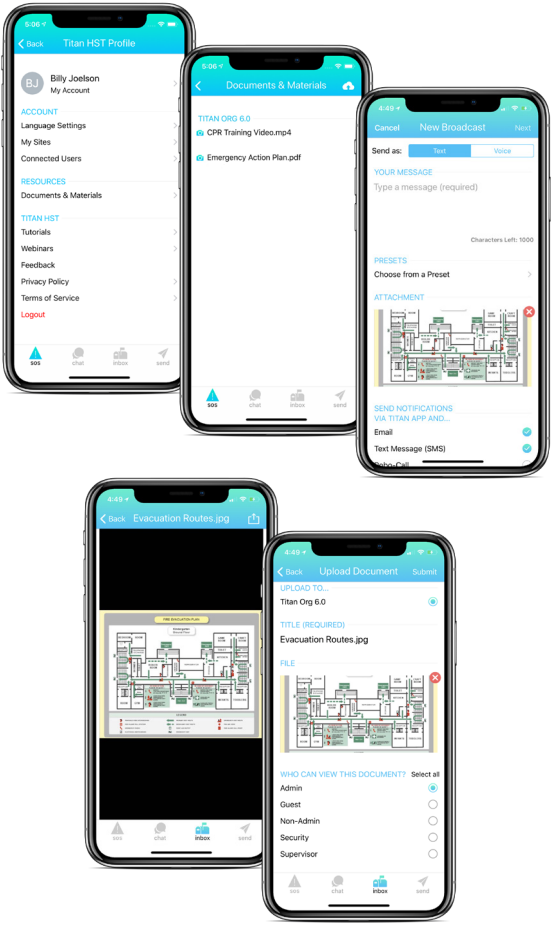
Send Safety Status Requests to users in your organization via text message and App notification by selecting Safety Status.

Select the roles of the organization(s) that you would like the lockdown notification to go to and press Send Status Requests at the bottom of the screen.

View user location and status by selecting the Active request (highlighted red) and choosing one of the users that appears on your Safe or Not Safe list. You will be taken to a map view and can toggle among Standard, Hybrid, or Augmented Reality (available on iOS devices). You can call or text users from within the map, if their phone number is on file, by selecting their pin. You can get directions to any given user by tapping on their pin as well. If there is an active Safety Status Request, you will see a red badge over the Status Tab.

End or Resend a Safety Status Request, by swiping the Active request in the list view to the left and choosing the applicable button. If you do not manually end a Safety Status Request, it will automatically end after 24 hours.

Manage your **PROFILE** and Documents & Materials by tapping on the icon at the top of all main screens.



PROFILE

Connect with family and friends, view the organizations you are a part of, view emergency materials, watch tutorials, read legal jargon, and connect with Titan HST support.

My Account: Edit your name and phone number, add additional phone numbers and emails, add your emergency contacts, and turn on accessibility mode if needed.

Language Settings: Choose your preferred language.

My Sites: Receive notifications from different campuses by entering their campus code and view your existing campus memberships as well as your role type(s).

Connected Users: View your connected family members, send invites via email and accept or deny pending invites.

Documents & Materials: View, upload, and broadcast your organization's emergency materials & documents, videos, and pictures. To upload a file, select the cloud icon in the top right corner of your screen. Broadcast one of your emergency material files by opening the file and selecting the upload icon in the top right corner of your screen.

Tutorials: Watch Titan HST tutorial videos.

Webinars: Watch feature-by-feature webinars.

Feedback: Email us your feedback and questions.

Privacy Policy & Terms of Service: If you're bored, read some really expensive legal jargon drafted by our attorneys.

Contact us with questions and feedback. ***We listen!***

Logout: We think this one is self-explanatory. Titan HST does not recommend logging out to ensure that you receive all emergency notifications during sudden or unexpected incidents.

FAQs

How do I log in?

If your organization uses Google email:

- You can log in by selecting the Google button located on the login screen and entering your organization email and password.

If you received a welcome email upon deployment:

- You may set your password by clicking the link in your welcome email.

Sign up with Campus Code:

- You may also sign up to receive notifications from your organization by selecting Sign Up on your login screen.

What if I forget my password?

You may reset your password on the mobile App or web portal login screen by clicking: I don't know my password.

Do I have to have an iPhone or Android device to use Titan HST? — *NO!*

- You may also access Titan HST via the web portal by logging in on www.titanhst.com.
- If you have an iOS or Android device, you can download the free Titan HST mobile app from your App Store or Google Play Store.
- If you have a mobile device that does not support the Titan HST app, you can still receive and respond to notifications via text message, email, and robo-call provided that your information is on file.

How do I edit my information?

Mobile App: You can edit your Name, Phone Number(s), and Email(s) by visiting your Profile. You can access your profile by clicking on the  button located at the top of all your main screens.

Web Portal: You can edit your Name, Phone Number(s), and Email(s) by selecting your Me tab located at the bottom of your tool bar on the left side of your screen.

Is Titan HST tracking me? — *NO!*

Titan HST does not track users in the background, unless you have requested help and then, only for the duration of the emergency according to the two scenarios below:

- You specifically request help by sending an SOS Alert and only for the duration of your emergency alert.
- You respond to a Safety Status Request by checking in from the Titan HST mobile app and only for the duration of the Safety Status Request.

Adding the Titan HST Google Chrome Extension

Titan HST highly recommends adding the Titan HST Google Chrome extension to ensure that you **receive web notifications even when Google Chrome has been shut down.**

Log into the Titan HST web portal on your Google Chrome browser by going to www.TitanHST.com and clicking Login in the top right corner of the screen. You may close out of the Titan HST portal but do not log out so that you may receive notifications in the event of an unexpected emergency.

To add the Chrome Extension:

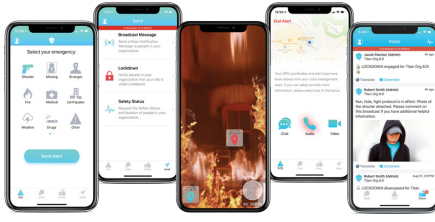
- Search for Chrome Web Store in your Google Chrome Browser.
- Select: "Chrome Web Store - Extensions - Google"
- Search: Titan HST
- Click: ADD TO CHROME

Titan HST

THE FUTURE OF SAFETY

Titan HST

ADMINISTRATOR'S GUIDE



Titan Health & Security Technologies, Inc.

Titan HST is a comprehensive emergency 2-way mobile and web based alert and mass communication system.

Titan HST is used by businesses, governments and schools. Administrators, organizational users, and emergency personnel can communicate emergency information – increasing information dissemination and reducing emergency response time.

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