EOP ASSIST 5.0

A Software Application for
K-12 Public and Nonpublic Schools, School Districts,
Regional Education Agencies, and State Agencies

User Manual

Updated August 2019

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Chapter 1: Introduction

EOP ASSIST is a software application designed to help K-12 school administrators and emergency management personnel create customized school emergency operations plans (EOPs) that address a variety of threats and hazards. The application was developed by the U.S. Department of Education's Office of Safe and Supportive Schools and the Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center. This user-friendly application is based on the *Guide for Developing High-Quality School Emergency Operations Plans* (*School Guide*). The *School Guide*, released by the White House in June 2013, is a joint publication of six Federal agencies. It was built on years of emergency planning work by the Federal government and on lessons learned from recent emergency events.

Overview

In keeping with the *School Guide*, EOP ASSIST walks users through the recommended planning process to help schools develop or revise their school EOPs. This process includes the following six steps:

1. Form a Collaborative Planning Team;
2. Understand the Situation;
3. Determine Goals and Objectives;
4. Plan Development (Identify Courses of Action);
5. Plan Preparation, Review, and Approval; and
6. Plan Implementation and Maintenance.

To support the planning process, EOP ASSIST also includes guidance, resources, and tools, such as a calendar for scheduling regular plan reviews. Once users complete the six-step planning process, they will have a comprehensive, customized, and easy-to-update school EOP. This EOP will reflect the recommendations of Federal agencies tasked with addressing issues of emergency preparedness.

Intended Audience

Because operational planning is best performed by a team, EOP ASSIST is designed to facilitate collaboration among a team of users. Each member of a school's collaborative planning team can add, edit, and update any portion of his or her school EOP using the application. Additionally, school district-level emergency management personnel can contribute to each school EOP and can oversee plan development for individual schools within their school district. Further, state agencies or regional education agencies (REAs) can develop sample school EOPs and review school EOPs directly through the application, if the feature is enabled.

Federal guidance recommends that a school's collaborative planning team include representatives from a wide range of school personnel, its families, and its community. Therefore, EOP ASSIST users may represent any of the following stakeholder groups: the school district or local education agency (LEA); the whole school community; local community partners with a responsibility in school emergency management; and the state department of education. The team also can include the state education

agency (SEA); state community partners; REA; and/or additional partners with a role in school emergency management.

How to Use This Manual

This *EOP ASSIST 5.0 User Manual (User Manual)* includes instructions for using EOP ASSIST and information about where to go for additional help. This manual is organized by chapters, which are summarized below:

- **Chapter 1** provides an overview of EOP ASSIST.
- **Chapter 2** helps users get started using EOP ASSIST, whether the application is hosted at the state level, district level, or school level.
- **Chapter 3** provides information on account management, including how to log in and log out.
- **Chapter 4** reviews the overall layout of the application's sections and features.
- **Chapter 5** contains a description of the application's features for developing a school EOP.
- **Chapter 6** describes the added management capabilities of the application for School Administrators, District Administrators, State Administrators, and the Super Administrator.

Important Considerations

When reviewing this *User Manual*, you will notice that EOP ASSIST was intended for K-12 schools and school districts. With that in mind, the software application was designed to be installed on one of three hosting levels described below. It is important to be aware of the hosting level of your institution, so that you may reference the appropriate subsections throughout this document.

- **State-/regional-level hosting** allows state agencies (or REAs), multiple school districts, their schools, and independent schools to have access to and different roles within the application. Typically, a state agency or REA will host the application at this level so that all schools and school districts within their jurisdiction may log in to the application to develop and revise their school EOPs, which are stored on the state's or REA's server.
- **District-level hosting** allows one school district and its schools to have access to and different roles within the application. Only individuals from the school district office and schools throughout the school district may log in to the application to develop and revise their school EOPs, which are stored on the school district's server.
- **School-level hosting** allows an individual school, public or nonpublic, to host the application on its own server. Only individuals from that school's planning team may log in to the application to develop and revise their school's EOP, which is stored on the school's server.

For more information on downloading and installing the application, including its technical requirements, please refer to the *EOP ASSIST 5.0 Installation Manual (Installation Manual).*

Resources

The REMS TA Center has developed a number of supplemental resources, in addition to this *User Manual*, to assist school emergency management practitioners in using EOP ASSIST. These resources may also be used to promote EOP ASSIST and introduce the application to colleagues.

Video Tutorials

An Overview of the Features and Functions of EOP ASSIST
This video provides an overview of the general layout of the application and shows how to log in, log out, and change a password. https://www.youtube.com/watch?v=GGAUYcC9Krw

Creating a School EOP With EOP ASSIST: A Focus on the Planning Process
This video provides information on generating a school EOP using the application and reviews the Planning Process and My EOP sections. https://www.youtube.com/watch?v=ODHH2k47Yj0

Using EOP ASSIST as an Administrator
This video provides information on some of the management features of the application and focuses on the user roles of School Administrators and District Administrators, and how they can manage user accounts, school profiles, and school EOPs. https://www.youtube.com/watch?v=-_uAYLFQU9o

Community of Practice Forum

EOP ASSIST Discussion
This forum allows current and potential users to share feedback, exchange ideas, and pose questions. https://rems.ed.gov/COP/REMSCOPforum/topics.aspx?ForumID=85

Flyers

EOP ASSIST 5.0 Product Description
This downloadable and distributable flyer provides an overview of the application and its technical requirements, and is intended for practitioners who are interested in potentially using EOP ASSIST. https://rems.ed.gov/docs/EOPASSIST5Flyer.pdf

Customizable EOP ASSIST Info Sheet for States and Regional Education Agencies to Share With School Districts and Schools
This downloadable and interactive flyer helps state agencies and REAs that will host the software application for their schools and school districts distribute and share information on EOP ASSIST and promote its use. State agencies and REAs may fill in the interactive forms with their agency name and the contact information for the representative overseeing EOP ASSIST at their agency, and use this tool to help communicate the basics on how EOP ASSIST works and what schools and school districts need to do to get started using the application.
https://rems.ed.gov/docs/resources/EOP_Assist_FactSheetStatesShareWithLEAs.pdf

Webinars

EOP ASSIST 3.0: Next Generation of Updates and Enhancements
This Webinar provides an overview of the updated management features of the most recent version of the software application available to state agencies, REAs, school districts, and schools. This

includes how to use the tool to meet state and local requirements.
https://rems.ed.gov/EOPAssist30NextGenUpdatesEnhancements.aspx

EOP ASSIST: Features, Functions, and Recent Enhancements
This Webinar provides an overview of the application's features and functions and demonstrates how practitioners may use it to develop school EOPs. This includes information on management features for states, REAs, school districts, and schools.
https://rems.ed.gov/EOPASSISTFeaturesandRecentEnhancements.aspx

Downloadable Presentations

An Overview of the Features & Functions of EOP ASSIST 2.0 for School & School District Hosts and Their Stakeholders
This presentation provides an overview of the application and its setup when it is hosted by schools, school districts, or other local agencies. https://rems.ed.gov/TrainingPackage.aspx

An Overview of the Features & Functions of EOP ASSIST 2.0 for State Agency Hosts and Their Stakeholders
This presentation provides an overview of the application and its setup when it is hosted by state agencies and regional agencies on behalf of multiple schools and school districts.
https://rems.ed.gov/TrainingPackage.aspx

Overview of the EOP ASSIST Software Application
This presentation provides a brief overview of the application when it is hosted by schools or school districts. https://rems.ed.gov/TrainingPackage.aspx

Technical Assistance

The REMS TA Center is pleased to offer EOP ASSIST to support schools and school districts in creating high-quality school EOPs. For further assistance using this application, please contact the Help Desk via email at info@remstacenter.org or by phone, toll-free, at 1-855-781-REMS [7367]. Our hours of operation are Monday through Friday, 9 a.m. to 5 p.m. Eastern Time.

Let's start planning!

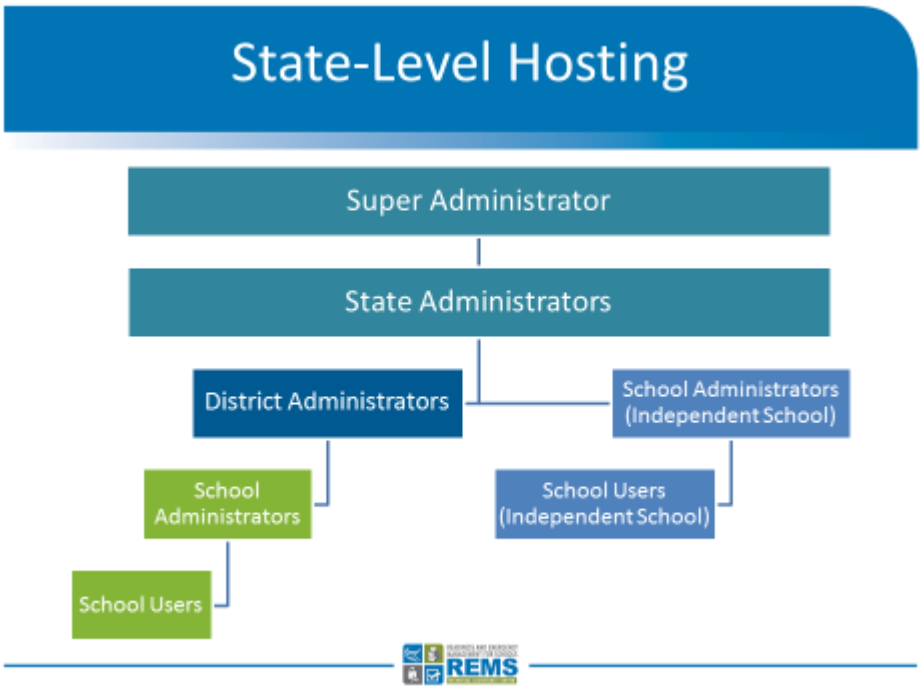
Chapter 2: Getting Started

Welcome to EOP ASSIST! At this point, your information technology (IT) personnel have downloaded the application and installed it on your institution's server. Your IT personnel (as the Super Administrator) have also set up your institution's account and created the appropriate initial user accounts. More information on the Super Administrator's initial responsibilities may be found in the *Installation Manual*.

It is important to know whether your institution is hosting the application at the state, regional, school district, or school level. Please review the subsection that applies to your institution.

State-/Regional-Level Hosting

This allows state agencies (or REAs), multiple school districts, their schools, and independent schools to have access to and different roles within the application. Typically, a state agency or REA will host the application at this level so that all schools and school districts within their jurisdiction may log in to the application to develop and revise their school EOPs, which are stored on the state's or REA's server. Below is an image of the hierarchy of user roles within EOP ASSIST in state/regional-level hosting.



The Super Administrator should have already set up the state account, as outlined in the *Installation Manual,* and created at least one State Administrator account that is associated with the state agency or REA. Once the State Administrator's login credentials are shared with him or her, the State Administrator is responsible for creating profiles and user accounts for the next level of users, who will then grant access to subsequent levels. Below is an overview of the initial responsibilities of each user role available in state-/regional-level hosting.

- **Super Administrator**
  - Sets up the state account
  - Creates at least one State Administrator account
- **State Administrator**
  - Creates additional State Administrator accounts
  - Creates school district profiles
    - Creates at least one District Administrator account per school district profile
  - Creates independent school profiles
    - Creates at least one School Administrator account per independent school profile
  - Fills out and distributes the *Customizable EOP ASSIST Info Sheet for States and Regional Education Agencies to Share With School Districts and Schools* to schools and school districts to describe EOP ASSIST is and how they can get started using the state or REA's version of the tool
- **District Administrator**
  - Creates additional District Administrator accounts
  - Creates school profiles
    - Creates at least one School Administrator account per school profile
- **School Administrator**
  - Creates additional School Administrator accounts
  - Creates School User accounts
- **School User**
  - No management responsibilities

Please refer to the following subsection that correlates with your user role to learn more about your responsibilities.

Super Administrator Responsibilities

Typically, the Super Administrator is IT personnel at the state agency or REA that hosts the application, and at least three individuals at the state agency or REA should have access to the login credentials for this user role. The Super Administrator serves as the database manager and is responsible for installing EOP ASSIST. He or she also sets up the state's account, creates login credentials for at least one State Administrator, and shares the first State Administrator's login credential with him or her. From this point on, the Super Administrator is responsible for managing the back-end database, as needed, and the Website through which the application is accessed by all users. The Super Administrator has access to all management features outlined in Chapter 6, and he or she can reset any user's password, if requested.

For instructions on how to set up the state's account and create a State Administrator, please refer to the *Installation Manual*.

State Administrator Responsibilities

As a State Administrator, you will need to create additional State Administrator accounts, school district profiles, at least one District Administrator account per school district profile, independent school profiles, and at least one School Administrator account per independent school profile. To begin, sign in to the application using the login credentials provided by the Super Administrator and navigate to the "Management" section.

Create State Administrator Accounts

It is important to create accounts for your colleagues with roles in school emergency management planning at the state level, so the appropriate parties have access to the application to review school EOPs, collaborate on statewide emergency management planning efforts, and communicate state requirements. All personnel at the state level have the same permissions and will be assigned the State Administrator user role. Thus, the additional State Administrators have the capability to help you create school district profiles, District Administrator accounts for the school district profiles, school profiles for independent schools, and School Administrator accounts for those school profiles; all of these are described in subsequent subsections.

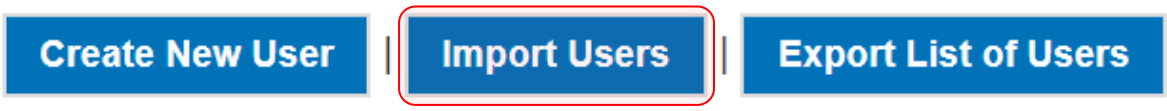
Option 1

1. Click the **Create New User** button.

2. Fill out all the required fields (noted with an asterisk) in the form that appears.
   - Select **State Administrator** in the User Role dropdown menu.
3. Make a note of the User ID and Password information so you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The State Administrator name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Repeat as necessary, so that all the appropriate state personnel with roles in school emergency management planning have accounts in the application. The REMS TA Center recommends having at least three State Administrator accounts for each state agency or REA that hosts EOP ASSIST.

Option 2

1. Click the **Import Users** button.



2. Click the **Download Template** button.

3. Open the downloaded comma-separated values (CSV) file.
4. Insert the contact information for users, including their passwords.
5. Save the CSV file.
6. Click the **Import User Profiles** button.

7. Confirm that the information is correct.
8. Assign the **State Administrator** role via the User Role dropdown menu.
9. Click the **Save** button.
10. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

Share Login Credentials With the State Administrators

It is important to share the newly created State Administrator login credentials with each person, so he or she can log in and use the application. These individuals may help you fulfill your remaining responsibilities, because they have the same permissions as you. The REMS TA Center recommends that you share all the following information with each State Administrator:

- User ID of the State Administrator account;
- Password of the State Administrator account;
- Reminder that the State Administrator may want to change his or her password;
- *User Manual* as a reference guide; and
- Video tutorials as resources.

Create School District Profiles

You will need to create a profile for each school district in your state, so they can use the application to support their school emergency management planning efforts and have access to the appropriate information. School district profiles allow school district personnel to manage and oversee school profiles and school EOPs in their school district.

1. Click the **School District Management** tab.

You will be presented with a list of all school district profiles that have already been created (if any) in the **School District List**. This list lets you view all the school district profiles that have access to the application.

Option 1

1. Click the **Create New School District** button.

2. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Type the school district name in the District Name field.
   - Type the school district abbreviation in the Screen Name field.
3. Click the **Create New School District** button.
4. The school district profile information will save, you will return to the **School District List**, and a confirmation message that a new school district profile was created successfully will appear.
5. Repeat as necessary, until all school districts in your state or region have profiles in the application.

Option 2

1. Click the **Import School Districts** button.

2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the names of school districts in the **District Name** column.
5. Save the CSV file.
6. Click the **Import District Profiles** button.

7. Confirm that the information is correct.
8. Click the **Save** button.

9. The school district profile information will save, you will return to the **School District List**, and a confirmation message that new school district profiles were imported successfully will appear.

Create District Administrator Accounts

Although each school district should have at least three District Administrator accounts, the State Administrator is responsible for creating only one District Administrator account for each school district. It is important for you to create accounts for school district personnel so that they can set up accounts for their schools and school personnel, review and contribute to school EOPs, collaborate on school district emergency management planning efforts, and communicate school district requirements. All personnel at the school district level have the same permissions and will be assigned the District Administrator user role.

1. Click the **User Management** tab.

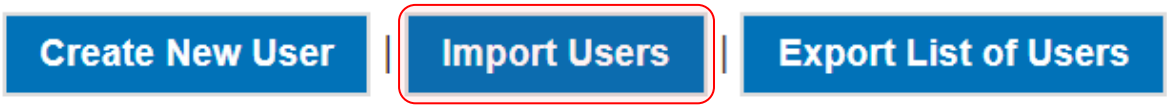
Option 1

1. Click the **Create New User** button.

2. Fill out all the required fields (noted with an asterisk) in the form that appears.
   - Select **District Administrator** in the User Role dropdown menu.
   - Select the corresponding school district name in the School District dropdown menu.
3. Make a note of the User ID and Password information so you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The District Administrator name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Repeat as necessary, so all the school district profiles have a District Administrator account assigned to them in the application. The REMS TA Center recommends having at least three District Administrator accounts for each school district profile in EOP ASSIST, but State Administrators are responsible for creating only one user account per school district profile.

Option 2

1. Click the **Import Users** button.



2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the contact information for users, including their passwords.
5. Save the CSV file.
6. Click the **Import User Profiles** button.

7. Confirm that the information is correct.
8. Assign the **District Administrator** role via the User Role dropdown menu.
9. Affiliate each user with a school district by selecting an existing school district in the School District dropdown menu.
10. Click the **Save** button.
11. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

Share Login Credentials With the District Administrators

It is important to share the newly created District Administrator account login credentials with each person, so he or she can log in and use the application. The REMS TA Center recommends that you share all the following information with each District Administrator:

- User ID of the District Administrator account;
- Password of the District Administrator account;
- Reminder that the District Administrator may want to change his or her password;
- Responsibility of the District Administrator to create at least two additional District Administrator accounts;
- Responsibility of the District Administrator to create a school profile and a School Administrator account for each school in their jurisdiction;
- *User Manual* as a reference guide; and
- Video tutorials as resources.

Create Independent School Profiles

You will need to create a profile for every independent school in your state, so they can use the application to support their school emergency management planning efforts and have access to the appropriate information. Independent school profiles are not associated with any school district profiles.

Option 1

1. Click the **School Management** tab.

You will be presented with a list of all school profiles that have already been created (if any) in the **School List**. This list lets you view all the school profiles that have access to the application.

2. Click the **Create New School** button.

3. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Type the school name in the School Name field.
   - Type the school abbreviation in the Screen Name field.
   - Select **None** in the School District dropdown menu.
4. Click the **Create New School** button.
5. The school profile information will save, you will return to the **School List**, and a confirmation message that a new school profile was created successfully will appear.
6. Repeat as necessary, so all the independent schools in your state or region have a school profile in the application.

Option 2

7. Click the **Import Schools** button.

8. Click the **Download Template** button.

9. Open the downloaded CSV file.
10. Insert the names of schools in the **School Name** column.
11. Save the CSV file.
12. Click the **Import School Profiles** button.

13. Confirm that the information is correct.
14. Affiliate the schools as independent by selecting **None** in the School District dropdown menu.
15. Click the **Save** button.

16. The school profile information will save, you will return to the **School List**, and a confirmation message that new school profiles were imported successfully will appear.

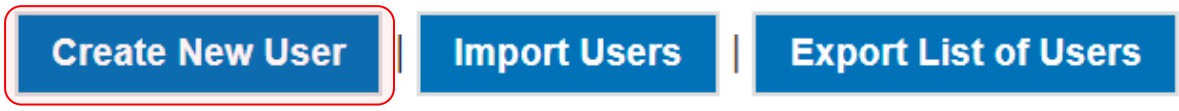
Create School Administrator Accounts

Although each school profile should have at least three School Administrator accounts, the State Administrator is responsible for creating only one School Administrator account for each independent school profile. It is important for you to create accounts for independent school personnel so that they can develop and revise their school EOPs and collaborate on school emergency management planning efforts. There are two user roles at the school level, but you will be responsible only for creating School Administrator accounts.

1. Click the **User Management** tab.

Option 1

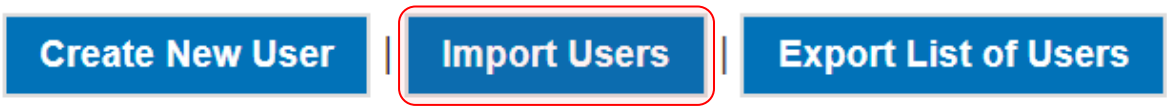
1. Click the **Create New User** button.



2. Fill out all the required fields (noted with an asterisk) in the form that appears.
   - Select **School Administrator** in the User Role dropdown menu.
   - Select **None** in the School District dropdown menu.
   - Select the corresponding school name in the School dropdown menu.
3. Make a note of the User ID and Password information so you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The School Administrator name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Repeat as necessary, so all the independent school profiles in your state or region have a School Administrator account assigned to them in the application. The REMS TA Center recommends having at least three School Administrator accounts for each school profile, but State Administrators are responsible for creating only one user account per independent school profile.

Option 2

1. Click the **Import Users** button.



2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the contact information for users, including their passwords.
5. Save the CSV file.
6. Click the **Import User Profiles** button.

7. Confirm that the information is correct.
8. Assign the **School Administrator** role via the User Role dropdown menu.
9. Select **None** in the School District dropdown menu.
10. Affiliate the users with a school by selecting an existing school in the School dropdown menu.
11. Click the **Save** button.
12. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

Share Login Credentials With the School Administrators

It is important to share the newly created School Administrator account login credentials with each person so that he or she can log in and use the application. The REMS TA Center recommends that you share all the following information with each School Administrator:

- User ID of the School Administrator account;
- Password of the School Administrator account;
- Reminder that the School Administrator may want to change his or her password;
- Responsibility of the School Administrator to create at least two additional School Administrator accounts;
- Responsibility of the School Administrator to create a School User account for each member of the school's planning team;
- *User Manual* as a reference guide; and
- Video tutorials as resources.

Add State-Specific Resources to the Resource Toolkit

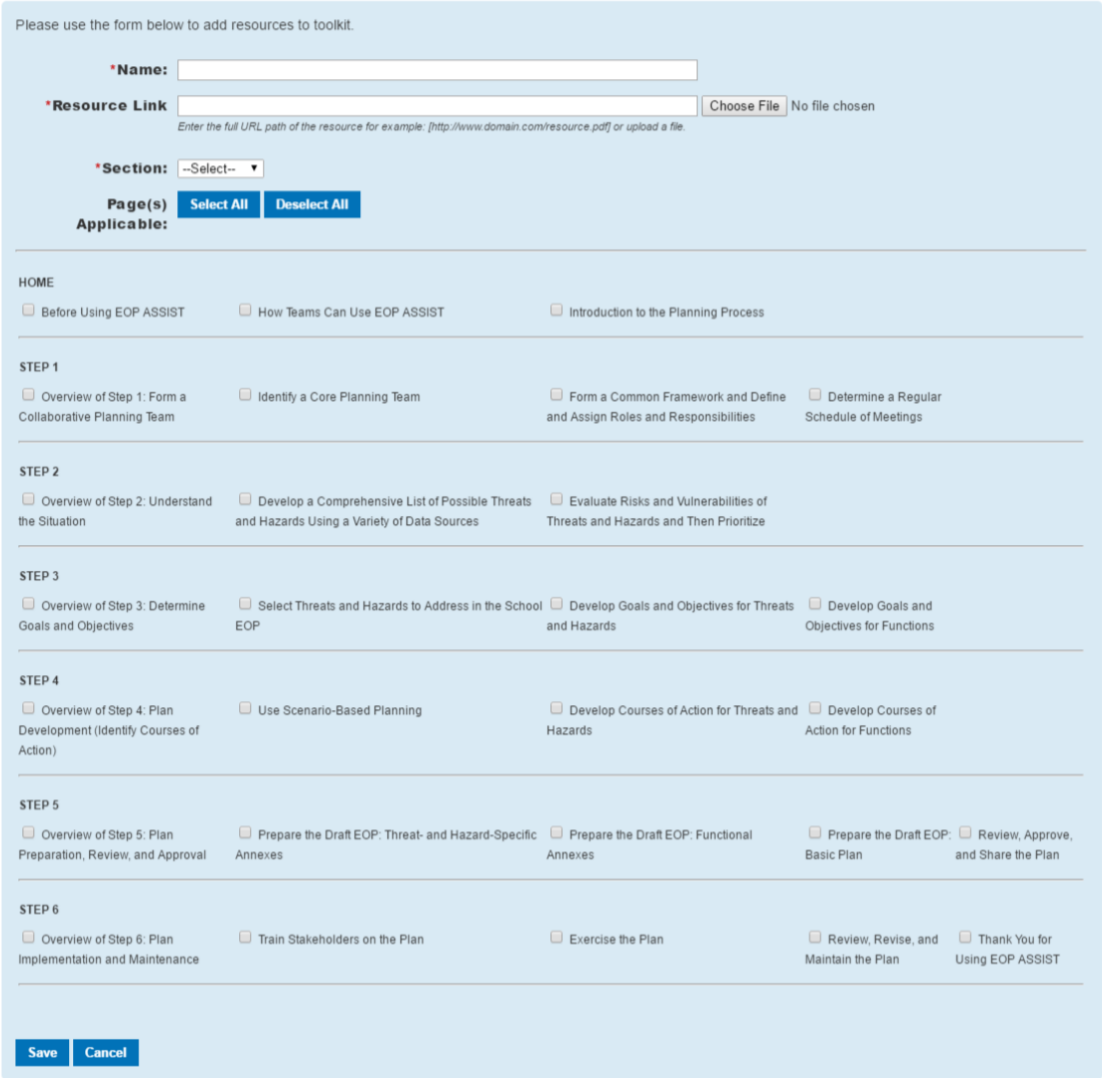
EOP ASSIST allows institutions to upload resources that are specific to their state, region, or school district to the Resource Toolkit. State Administrators may add emergency management planning resources or relevant guidance for all schools in your state or region, and choose the location where

each resource appears. Resources may be uploaded as files or URLs, and can appear on multiple pages within the application.

1. Click the **Resource Toolkit** tab.

2. Click the **Add Resource** button.

3. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Type the name of the resource in the Name field. This is the text that will be displayed in the Resource Toolkit.
   - Type the URL of the resource or click the **Choose File** button if the resource does not have a URL.
   - Select the appropriate label in the Section dropdown menu. This is the section of the Resource Toolkit where the resource will appear.
     i. **Guidance**—recommendations and laws from government agencies and other organizations on school emergency management planning.
     ii. **Resources**—tools, documents, online courses, and training materials that provide supplemental information on specific topics.
     iii. **Examples**—tangible results and products of emergency management planning work (e.g., sample goals and objectives, sample courses of action, sample annexes).
   - For each resource, select the check boxes for the relevant pages in the Planning Process section. These are the pages where the resources will appear in the Resource Toolkit.
4. Click the **Save** button.



5. The Resource information will save, you will return to the Resource Toolkit list, and a confirmation message that a new resource was saved successfully will appear.

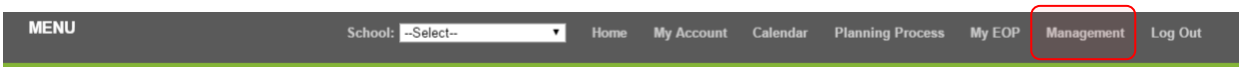
Fill out and Distribute Customizable EOP ASSIST Info Sheet

This downloadable and interactive flyer allows state agencies and REAs who are hosting the software application for their schools and school districts to distribute and share information on EOP ASSIST and promote its use across the state or region. State agencies and REAs may fill in the interactive forms with their agency name and the contact information for the representative overseeing EOP ASSIST at their agency, and use this tool to help communicate the basics on how EOP ASSIST works and what schools and school districts need to do to get started using the application.

1. Download a copy of the document at http://rems.ed.gov/docs/resources/EOP_Assist_FactSheetStatesShareWithLEAs.pdf
2. Fill in the interactive forms with your state's or REA's customized information.
3. Distribute to the schools and school districts within your state or region.

District Administrator Responsibilities

As a District Administrator, you will need to create additional District Administrator accounts, school profiles, and at least one School Administrator account per school profile. To begin, sign in to the application using the login credentials provided by the State Administrator and navigate to the Management section.

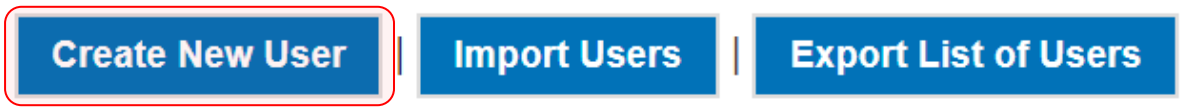


Create District Administrator Accounts

It is important for you to create accounts for your colleagues with roles in school emergency management planning at the school district level, so that the appropriate parties have access to the application to contribute to and review school EOPs, collaborate on school districtwide emergency management planning efforts, and communicate school district requirements. All personnel at the school district level have the same permissions and will be assigned the District Administrator user role. So, the additional District Administrators will have the capability to help you create school profiles and School Administrator accounts for each of the school profiles, which are described in the subsequent subsections.

Option 1

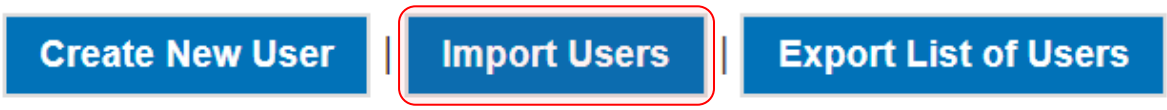
1. Click the **Create New User** button.



2. Fill out all the required fields (noted with an asterisk) in the form that appears.
   - Select **District Administrator** in the User Role dropdown menu.
3. Make a note of the User ID and Password information so that you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The District Administrator name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Repeat as necessary, so all the appropriate school district personnel with roles in school emergency management planning have accounts in the application. The REMS TA Center recommends having at least three District Administrator accounts for each school district profile in EOP ASSIST.

Option 2

1. Click the **Import Users** button.



2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the contact information for users, including their passwords.
5. Save the CSV file.
6. Click the **Import User Profiles** button.

7. Confirm that the information is correct.
8. Assign the **District Administrator** role via the User Role dropdown menu.
9. Click the **Save** button.
10. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

Share Login Credentials With the District Administrators

It is important to share the newly created District Administrator account login credentials with each person, so that he or she can log in and use the application. He or she may also help you fulfill your remaining responsibilities, because he or she has the same permissions as you. The REMS TA Center recommends that you share all the following information with each District Administrator:

- User ID of the District Administrator account;
- Password of the District Administrator account;
- Reminder that the District Administrator may want to change his or her password;
- *User Manual* as a reference guide; and
- Video tutorials as resources.

Create School Profiles

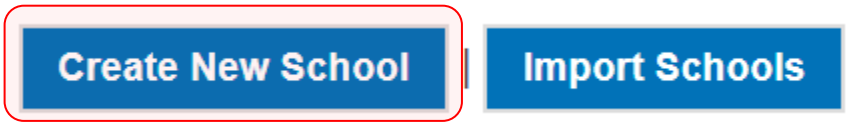
You will need to create a profile for each school in your school district so they can use the application to support their school emergency management planning efforts and have access to the appropriate information. School profiles allow school personnel to manage and oversee their school EOP.

Option 1

1. Click the **School Management** tab.

You will be presented with a list of all school profiles from your school district that have already been created (if any) in the **School List**. This list lets you view all the school profiles in your school district that have access to the application.

2. Click the **Create New School** button.



3. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Type the school's name in the School Name field.
   - Type the school's abbreviation in the Screen Name field.
4. Click the **Create New School** button.
5. The school profile information will save, you will return to the **School List**, and a confirmation message that a new school profile was created successfully will appear.
6. Repeat as necessary, so all the schools in your school district have profiles in the application.

Option 2

7. Click the **Import Schools** button.

8. Click the **Download Template** button.

9. Open the downloaded CSV file.
10. Insert the names of schools in the **School Name** column.
11. Save the CSV file.
12. Click the **Import School Profiles** button.

13. Confirm that the information is correct.
14. Click the **Save** button.
15. The school profile information will save, you will return to the **School List**, and a confirmation message that new school profiles were imported successfully will appear.

Create School Administrator Accounts

Although each school profile should have at least three School Administrator accounts, the District Administrator is responsible for creating only one School Administrator account for each school profile. It is important for you to create user accounts for school personnel so that they can develop and revise their school EOPs and collaborate on school emergency management planning efforts. There are two user roles at the school level, but you will be responsible for creating only School Administrator accounts.

1. Click the **User Management** tab.

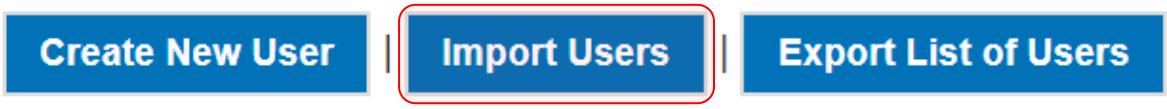
Option 1

1. Click the **Create New User** button.

2. Fill out all the required fields (noted with an asterisk) in the form that appears.
   - Select **School Administrator** in the User Role dropdown menu.
   - Select the corresponding school name in the School dropdown menu.
3. Make a note of the User ID and Password information so that you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The School Administrator name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Repeat as necessary, so all the school profiles in your school district have a School Administrator account assigned to them in the application. The REMS TA Center recommends having at least three School Administrator accounts for each school profile in EOP ASSIST, but District Administrators are responsible for creating only one user account per school profile.

Option 2

1. Click the **Import Users** button.



2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the contact information for users, including their passwords.
5. Save the CSV file.
6. Click the **Import User Profiles** button.

7. Confirm that the information is correct.
8. Assign the **School Administrator** role to the users via the User Role dropdown menu.
9. Affiliate the users with a school by selecting an existing school in the School dropdown menu.
10. Click the **Save** button.
11. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

Share Login Credentials With the School Administrators

It is important to share the newly created School Administrator account login credentials with each person, so that he or she can log in and use the application. The REMS TA Center recommends that you share all the following information with each School Administrator:

- User ID of the School Administrator account;
- Password of the School Administrator account;
- Reminder that the School Administrator may want to change his or her password;
- Responsibility of the School Administrator to create at least two additional School Administrator accounts;
- Responsibility of the School Administrator to create a School User account for each member of the school's planning team;
- *User Manual* as a reference guide; and
- Video tutorials as resources.

School Administrator Responsibilities

As a School Administrator, you will need to create additional School Administrator accounts and School User accounts. To begin, sign in to the application using the login credentials provided by the State Administrator and navigate to the Management section.

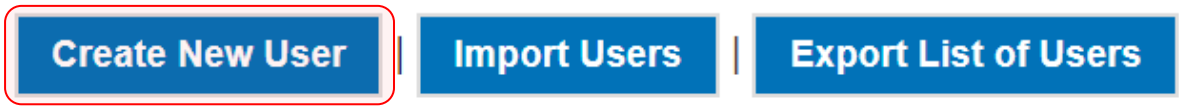
Create School Administrator Accounts

It is important for you to create accounts for your colleagues with leadership roles in school emergency management planning, so the appropriate parties have access to the application to contribute to and

review school EOPs and collaborate on school emergency management planning efforts. All School Administrators have the same permissions and, therefore, have the ability to help you create additional School Administrator and School User accounts, which are described in the subsequent subsections.

Option 1

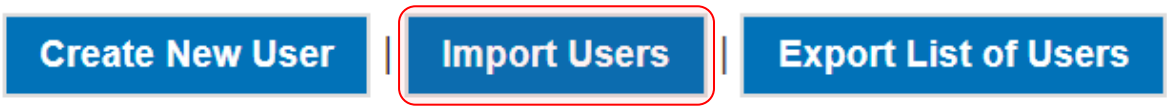
1. Click the **Create New User** button.



2. Fill out all the required fields (noted with an asterisk) in the form that appears.
   - Select **School Administrator** in the User Role dropdown menu.
3. Make a note of the User ID and Password information so you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The School Administrator name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Repeat as necessary, so all the appropriate personnel with leadership roles in school emergency management planning have accounts in the application. The REMS TA Center recommends having at least three School Administrator accounts for each school profile in EOP ASSIST.

Option 2

1. Click the **Import Users** button.



2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the contact information for users, including their passwords.
5. Save the CSV file.
6. Click the **Import User Profiles** button.

7. Confirm that the information is correct.
8. Assign the **School Administrator** user role via the User Role dropdown menu.
9. Click the **Save** button.

10. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

Share Login Credentials With the School Administrators

It is important to share the newly created School Administrator account login credentials with each person so he or she can log in and use the application. These individuals may also help you fulfill your remaining responsibilities, because they have the same permissions as you. The REMS TA Center recommends that you share all the following information with each School Administrator:

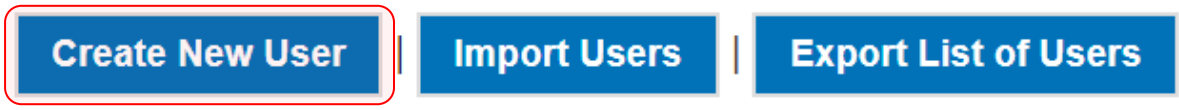
- User ID of the School Administrator account;
- Password of the School Administrator account;
- Reminder that the School Administrator may want to change his or her password;
- *User Manual* as a reference guide; and
- Video tutorials as resources.

Create School User Accounts

It is also important for you to create accounts for the remaining members of the planning team, so the appropriate parties have access to the application to contribute to school EOPs and collaborate on school emergency management planning efforts. Unlike School Administrators, School Users do not have any management responsibilities.

Option 1

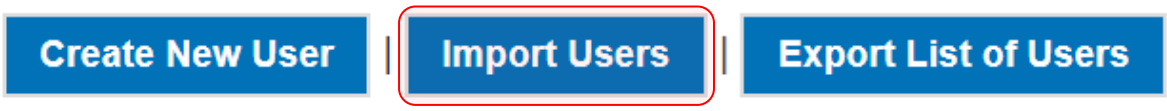
1. Click the **Create New User** button.



2. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Select **School User** in the User Role dropdown menu.
   - Select **No** in the View Only dropdown menu, which will allow the School User to contribute to and edit the school EOP. In the few cases that the School User should be granted viewing permissions only, select Yes in the View Only dropdown menu.
3. Make a note of the User ID and Password information so you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The School User name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Repeat as necessary, so all the appropriate personnel with roles in school emergency management planning have accounts in the application.

Option 2

1. Click the **Import Users** button.



2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the contact information for users, including their passwords.
5. Save the CSV file.
6. Click the **Import User Profiles** button.

7. Confirm that the information is correct.
8. Assign the **School User** role via the User Role dropdown menu.
9. Click the **Save** button.
10. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

Share Login Credentials With the School Users

It is important to share the newly created School User account login credentials with each person so that he or she can log in and use the application. The REMS TA Center recommends that you share all the following information with each School User:

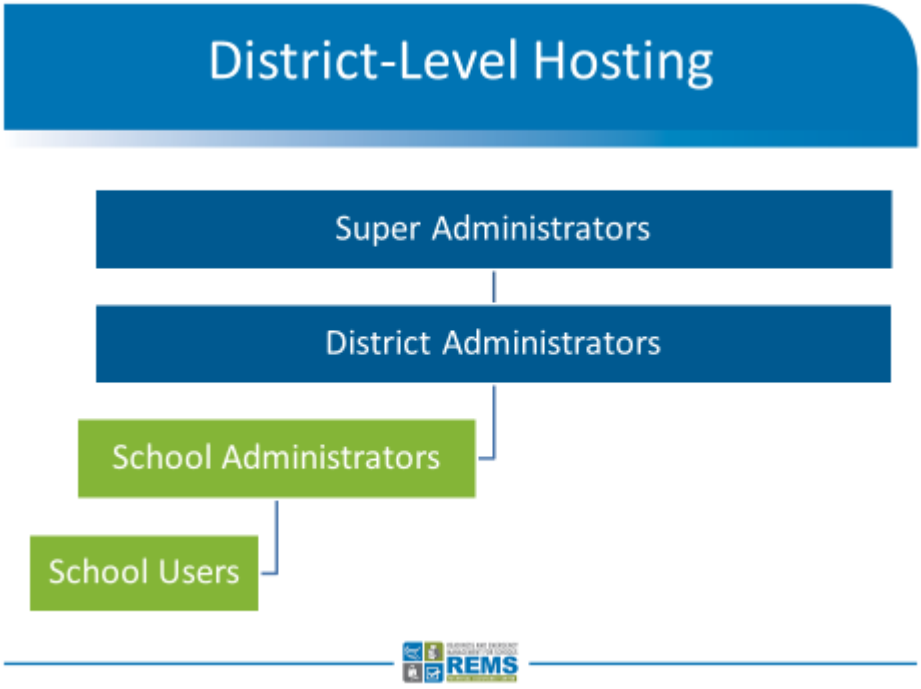
- User ID of the School User account;
- Password of the School User account;
- Reminder that the School User may want to change his or her password;
- *User Manual* as a reference guide; and
- Video tutorials as resources.

School User Responsibilities

This is the user role of the majority of EOP ASSIST user accounts. You serve as a member of your school's planning team, but have no management responsibilities in the application. You may begin contributing to your school EOP, which is described in more detail in Chapter 5.

District-Level Hosting

This allows school districts and their schools to have access to and different roles within the application. Typically, a school district will host the application at this level so that all schools in its jurisdiction may use the application to develop and revise their school EOPs, which are stored on the school district server. Below is an image of the hierarchy of various user roles within EOP ASSIST in school district-level hosting.



The Super Administrator should have already set up the school district account, as outlined in the *Installation Manual*, and created at least one District Administrator who is associated with the school district. Once the District Administrator's login credentials are shared with that person, the District Administrator is responsible for creating school profiles and user accounts for the next level of users, who will then grant access to subsequent levels. Below is an overview of the initial responsibilities of each user role available in school district-level hosting.

- **Super Administrator**
  - Sets up the school district account
  - Creates at least one District Administrator account
- **District Administrator**
  - Creates additional District Administrator accounts
  - Creates school profiles
  - Creates at least one School Administrator account per school profile
- **School Administrator**

  - Creates additional School Administrator accounts
  - Creates School User accounts
- **School User**
  - No management responsibilities

Please refer to the following subsection that correlates with your user role in order to learn more about your responsibilities.

Super Administrator Responsibilities

Typically, the Super Administrator is IT personnel at the school district where the application is hosted, and at least three individuals at the school district should be assigned this role and have access to the login credentials. The Super Administrator serves as the database manager and is responsible for installing EOP ASSIST. He or she also sets up the district's account, creates login credentials for at least one District Administrator, and shares the first District Administrator's login credentials with him or her. From this point on, the Super Administrator is responsible for managing the back-end database, as needed, and the Website through which the application is accessed by all users. The Super Administrator has access to all management features outlined in Chapter 6, and he or she can reset any user's password, upon request.

For instructions on how to set up the school district's account and create a District Administrator, please refer to the *Installation Manual.*

District Administrator Responsibilities

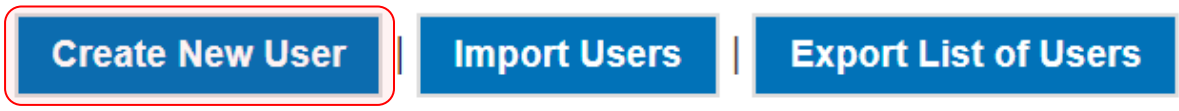
As a District Administrator, you will need to create additional District Administrator accounts, school profiles, and at least one School Administrator account per school profile. To begin, sign in to the application using the login credentials provided by the Super Administrator and navigate to the Management section.

Create District Administrator Accounts

It is important for you to create accounts for your colleagues with roles in school emergency management planning at the school district level, so the appropriate parties have access to the application to contribute to and review school EOPs, collaborate on school districtwide emergency management planning efforts, and communicate school district requirements. All personnel at the school district level have the same permissions and will be assigned the District Administrator user role. So, the additional District Administrators have the capability to help you create school profiles and School Administrator accounts for each of the school profiles, which are described in the subsequent subsections.

Option 1

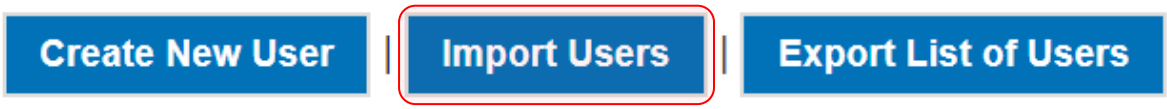
1. Click the **Create New User** button.



2. Fill out all the required fields (noted with an asterisk) in the form that appears.
   - Select **District Administrator** in the User Role dropdown menu.
3. Make a note of the User ID and Password information so that you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The District Administrator name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Repeat as necessary, so all the appropriate school district personnel with roles in school emergency management planning have accounts in the application. The REMS TA Center recommends having at least three District Administrator accounts for each school district that hosts EOP ASSIST.

Option 2

1. Click the **Import Users** button.



2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the contact information for users, including their passwords.
5. Save the CSV file.
6. Click the **Import User Profiles** button.

7. Confirm that the information is correct.
8. Assign the **District Administrator** role via the User Role dropdown menu.
9. Click the **Save** button.
10. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

Share Login Credentials With the District Administrators

It is important to share the newly created District Administrator account login credentials with each person so that he or she can log in and use the application. These individuals may also help you fulfill your remaining responsibilities, because they have the same permissions as you. Consider sharing the following information with the District Administrators:

- User ID of the District Administrator account;
- Password of the District Administrator account;
- Reminder that the District Administrator may want to change his or her password;
- *User Manual* as a reference guide; and
- Video tutorials as resources.

Create School Profiles

You will need to create a profile for every school in your school district, so they can use the application to support their school emergency management planning efforts and have access to the appropriate information. School profiles allow school personnel to manage and oversee their school EOP.

1. Click the **School Management** tab.

You will be presented with a list of all school profiles that have already been created (if any) in the **School List**. This list lets you view all the school profiles that have access to the application.

Option 1

1. Click the **Create New School** button.

2. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Type the school name in the School Name field.
   - Type the school abbreviation in the Screen Name field.
3. Click the **Create New School** button.
4. The school profile information will save, you will return to the **School List**, and a confirmation message that a new school profile was created successfully will appear.
5. Repeat as necessary, so all the schools in your school district have profiles in the application.

Option 2

1. Click the **Import Schools** button.

2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the names of schools in the **School Name** column.
5. Save the CSV file.
6. Click the **Import School Profiles** button.

7. Confirm that the information is correct.
8. Click the **Save** button.
9. The school profile information will save, you will return to the **School List**, and a confirmation message that new school profiles were imported successfully will appear.

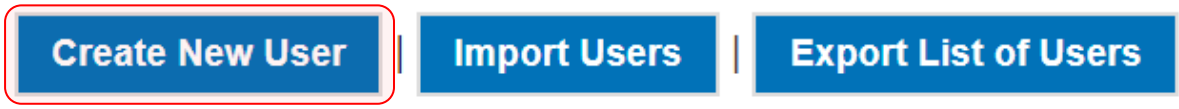
Create School Administrator Accounts

Although each school profile should have at least three School Administrator accounts, the District Administrator is responsible for creating only one School Administrator account for each school profile. It is important for you to create accounts for school personnel so they can develop and revise their school EOPs and collaborate on school emergency management planning efforts. There are two user roles at the school level, but you will be responsible only for creating School Administrator accounts.

1. Click the **User Management** tab.

Option 1

1. Click the **Create New User** button.

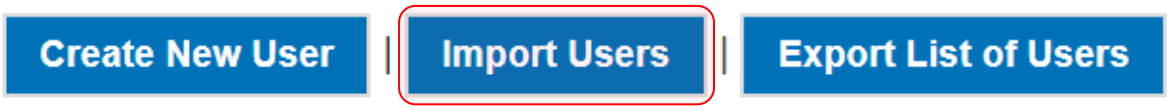


2. Fill out all the required fields (noted with an asterisk) in the form that appears.
   - Select **School Administrator** in the User Role dropdown menu.
   - Select the corresponding school name in the School dropdown menu.
3. Make a note of the User ID and Password information so you can send it to the actual user who will use these login credentials.

4. Click the **Save** button.
5. The School Administrator name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Repeat as necessary, so all the school profiles in your school district have a School Administrator account assigned to them. The REMS TA Center recommends having at least three School Administrator accounts for each school profile in EOP ASSIST, but District Administrators are responsible for creating only one user account per school profile.

Option 2

1. Click the **Import Users** button.



2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the contact information for users, including their passwords.
5. Save the CSV file.
6. Click the **Import User Profiles** button.

7. Confirm that the information is correct.
8. Assign the **School Administrator** role via the User Role dropdown menu.
9. Affiliate the users with a school by selecting an existing school in the School dropdown menu.
10. Click the **Save** button.
11. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

Share Login Credentials With the School Administrators

It is important to share the newly created School Administrator account login credentials with each person so he or she can log in and use the application. Consider sharing the following information with the School Administrators:

- User ID of the School Administrator account;
- Password of the School Administrator account;
- Reminder that the School Administrator may want to change his or her password;

- Responsibility of the School Administrator to create at least two additional School Administrator accounts;
- Responsibility of the School Administrator to create a School User account for each member of the school's planning team;
- *User Manual* as a reference guide; and
- Video tutorials as resources.

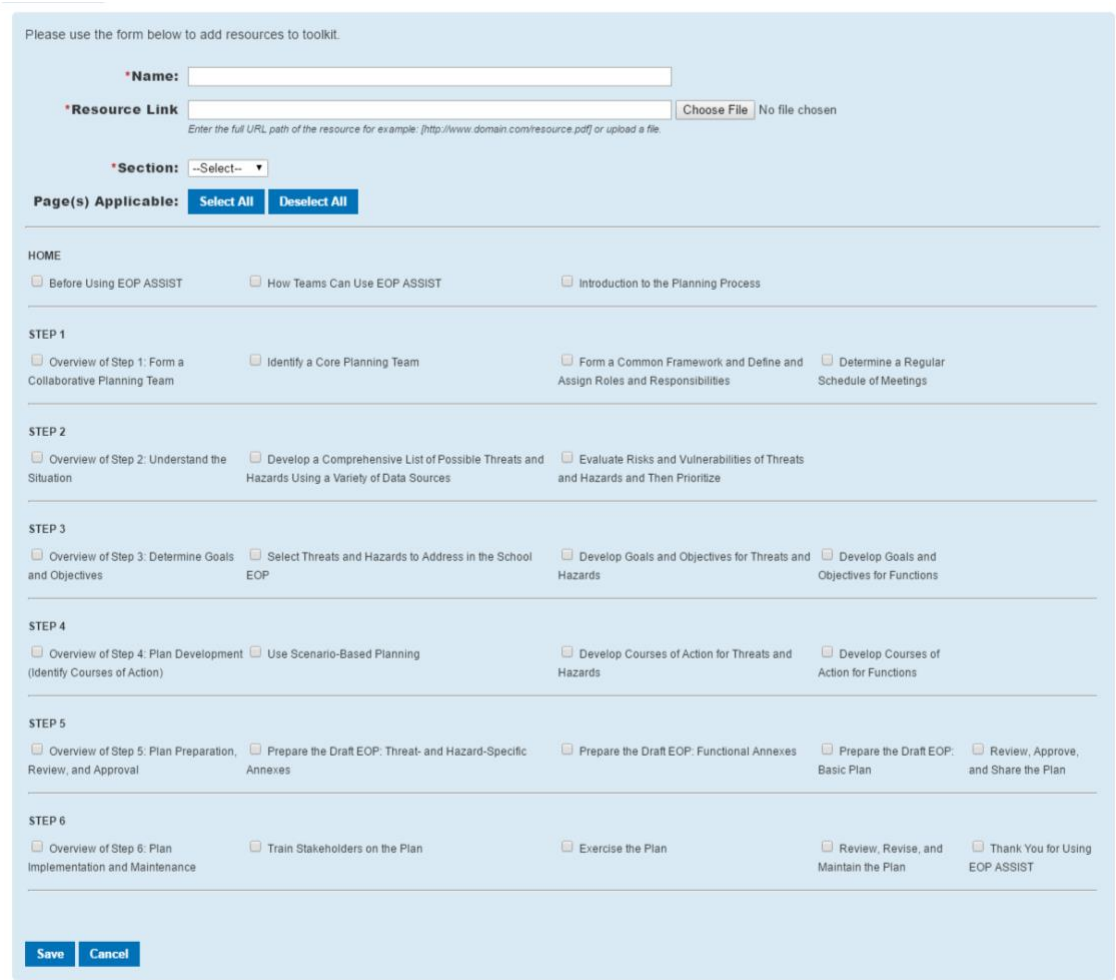
Add District-Specific Resources to the Resource Toolkit

EOP ASSIST allows institutions to upload resources that are specific to their state, region, or school district to the Resource Toolkit. District Administrators may add emergency management planning resources or guidance that are relevant for all schools in your school district, and choose the location where each resource will appear. Resources may be uploaded as files or URLs, and can be present on multiple pages within the application.

12. Click the **Resource Toolkit** tab.

13. Click the **Add Resource** button.

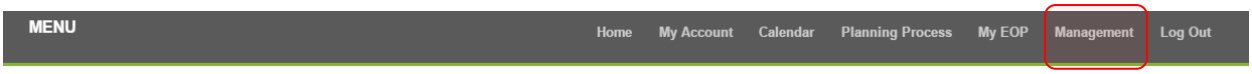
14. Fill all the required fields (noted with an asterisk) in the form that appears.
    - Type the name of the resource in the Name field. This is the text that will be displayed in the Resource Toolkit.
    - Type the URL of the resource or click the **Choose File** button if the resource does not have a URL.
    - Select the appropriate label in the Section dropdown menu. This shows the section of the Resource Toolkit where the resource will appear.
        i. **Guidance**—recommendations and laws from government agencies and other organizations on school emergency management planning.
        ii. **Resources**—tools, documents, online courses, and training materials that provide supplemental information on specific topics.
        iii. **Examples**—tangible result and products of emergency management planning work (e.g., sample goals and objectives, sample courses of action, sample annexes).
    - Select the check boxes for pages in the Planning Process section that are relevant to the resources. These are the pages where the resources will appear in the Resource Toolkit.
15. Click the **Save** button.



16. The Resource information will save, you will return to the Resource Toolkit list, and a confirmation message that a new resource was saved successfully will appear.

School Administrator Responsibilities

As a School Administrator, you will need to create additional School Administrator and School User accounts. To begin, sign in to the application using the login credentials provided by the District Administrator and navigate to the Management section.



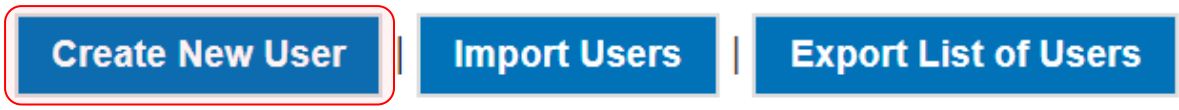
Create School Administrator Accounts

It is important for you to create accounts for your colleagues with leadership roles in school emergency management planning so the appropriate parties have access to the application to contribute to and review school EOPs and collaborate on school emergency management planning efforts. All School

Administrators have the same permissions and, therefore, have the ability to help you create additional School Administrator and School User accounts, which are described in the subsequent subsections.

Option 1

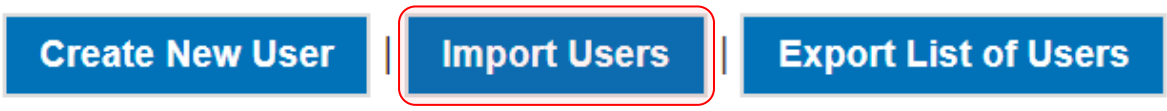
1. Click the **Create New User** button.



2. Fill out all the required fields (noted with an asterisk) in the form that appears.
   - Select **School Administrator** in the User Role dropdown menu.
3. Make a note of the User ID and Password information so that you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The School Administrator name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Repeat as necessary, so all the appropriate school personnel with leadership roles in school emergency management planning have accounts. The REMS TA Center recommends having at least three School Administrator accounts for each school profile in EOP ASSIST.

Option 2

1. Click the **Import Users** button.



2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the contact information for users, including their passwords.
5. Save the CSV file.
6. Click the **Import User Profiles** button.

7. Confirm that the information is correct.
8. Assign the **School Administrator** role via the User Role dropdown menu.
9. Click the **Save** button.

10. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

Share Login Credentials With the School Administrators

It is important to share the newly created School Administrator account login credentials with each person so he or she can log in and use the application. These individuals may also help you fulfill your remaining responsibilities, because they have the same permissions as you. Consider sharing the following information with the School Administrators:

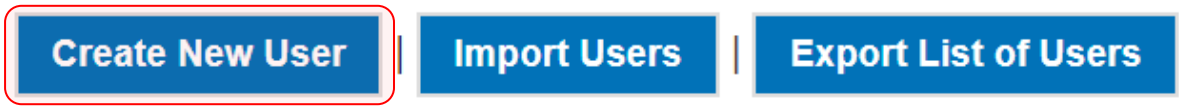
- User ID of the School Administrator account;
- Password of the School Administrator account;
- Reminder that the School Administrator may want to change his or her password;
- *User Manual* as a reference guide; and
- Video tutorials as resources.

Create School User Accounts

It is important for you to create accounts for the remaining members of the planning team, so the appropriate parties have access to the application to contribute to school EOPs and collaborate on school emergency management planning efforts. Unlike School Administrators, School Users do not have any management responsibilities.

Option 1

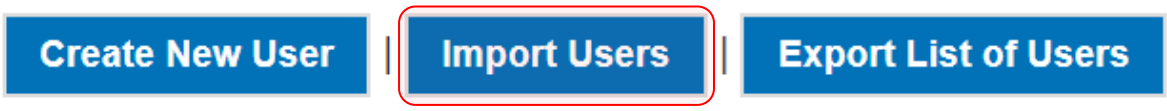
1. Click the **Create New User** button.



2. Fill out all the required fields (noted with an asterisk) in the form that appears.
   - Select **School User** in the User Role dropdown menu.
   - Select **No** in the View Only dropdown menu, which will allow the School User to contribute to and edit the school EOP. In the few cases that the School User should be granted viewing permissions only, select Yes in the View Only dropdown menu.
3. Make a note of the User ID and Password information so you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The School User name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Repeat as necessary, so all the appropriate school personnel with roles in school emergency management planning have accounts.

Option 2

1. Click the **Import Users** button.



2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the contact information for users, including their passwords.
5. Save the CSV file.
6. Click the **Import User Profiles** button.

7. Confirm that the information is correct.
8. Assign the **School User** role via the User Role dropdown menu.
9. Click the **Save** button.
10. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

Share Login Credentials With the District Administrators

It is important to share the newly created School User account login credentials with each person so he or she can log in and use the application. Consider sharing the following information with School Users:

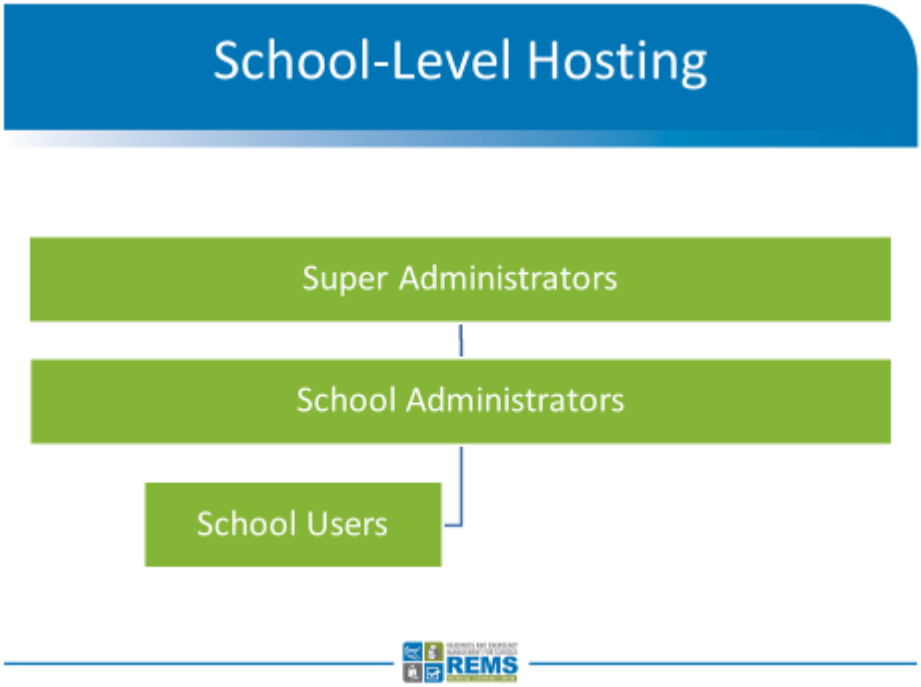
- User ID of the School User account;
- Password of the School User account;
- Reminder that the School User may want to change his or her password;
- *User Manual* as a reference guide; and
- Video tutorials as resources.

School User Responsibilities

This is the user role of the majority of EOP ASSIST user accounts. You serve as a member of your school's planning team, but have no management responsibilities in the application. You may begin contributing to your school EOP, which is described in more detail in Chapter 5.

School-Level Hosting

This allows schools to have access to the application without relying on any other organization. Typically, a school will host the application itself because it is an independent school and/or the school district, REA, or state agency has chosen not to host the application for it. Schools that host EOP ASSIST at this level may log in to the application to develop and revise their school EOP, which is stored on the school's server. Below is an image of the hierarchy of various user roles within EOP ASSIST in school-level hosting.



The Super Administrator should have already set up the school account, as outlined in the *Installation Manual*, and created at least one School Administrator who is associated with the school. Once the School Administrator's login credentials are shared with him or her, the School Administrator is responsible for creating additional accounts to give users access to the application. Below is an overview of the initial responsibilities of each user role available in school-level hosting.

- **Super Administrator**
  - Sets up the school account.
  - Creates at least one School Administrator account.
- **School Administrator**
  - Creates additional School Administrator accounts.
  - Creates School User accounts.
- **School User**
  - No management responsibilities.

Please refer to the following subsection that correlates with your user role to learn more about your responsibilities.

Super Administrator Responsibilities

Typically, the Super Administrator is IT personnel at the school hosting the application, and at least three individuals at the school should have access to the login credentials for this user role. The Super Administrator serves as the database manager and is responsible for installing EOP ASSIST. He or she also sets up the school's account, creates login credentials for at least one School Administrator, and shares the first School Administrator's login credentials with him or her. From this point on, the Super Administrator is responsible for managing the back-end database, as needed, and the Website through which the application is accessed by all users. The Super Administrator has access to all management features outlined in Chapter 6, and he or she can reset any user's password, upon request.

For instructions on how to set up the school's account and create a School Administrator, please refer to the *Installation Manual*.

Add School-Specific Resources to the Resource Toolkit

EOP ASSIST allows institutions to upload resources that are specific to their state, region, or school district to the Resource Toolkit. In school-level hosting, only the Super Administrator may add emergency management planning resources or guidance that are relevant to the school, and choose the location of each resource. Resources may be uploaded as files or URLs, and can be present on multiple pages within the application.

1. Click the **Resource Toolkit** tab.

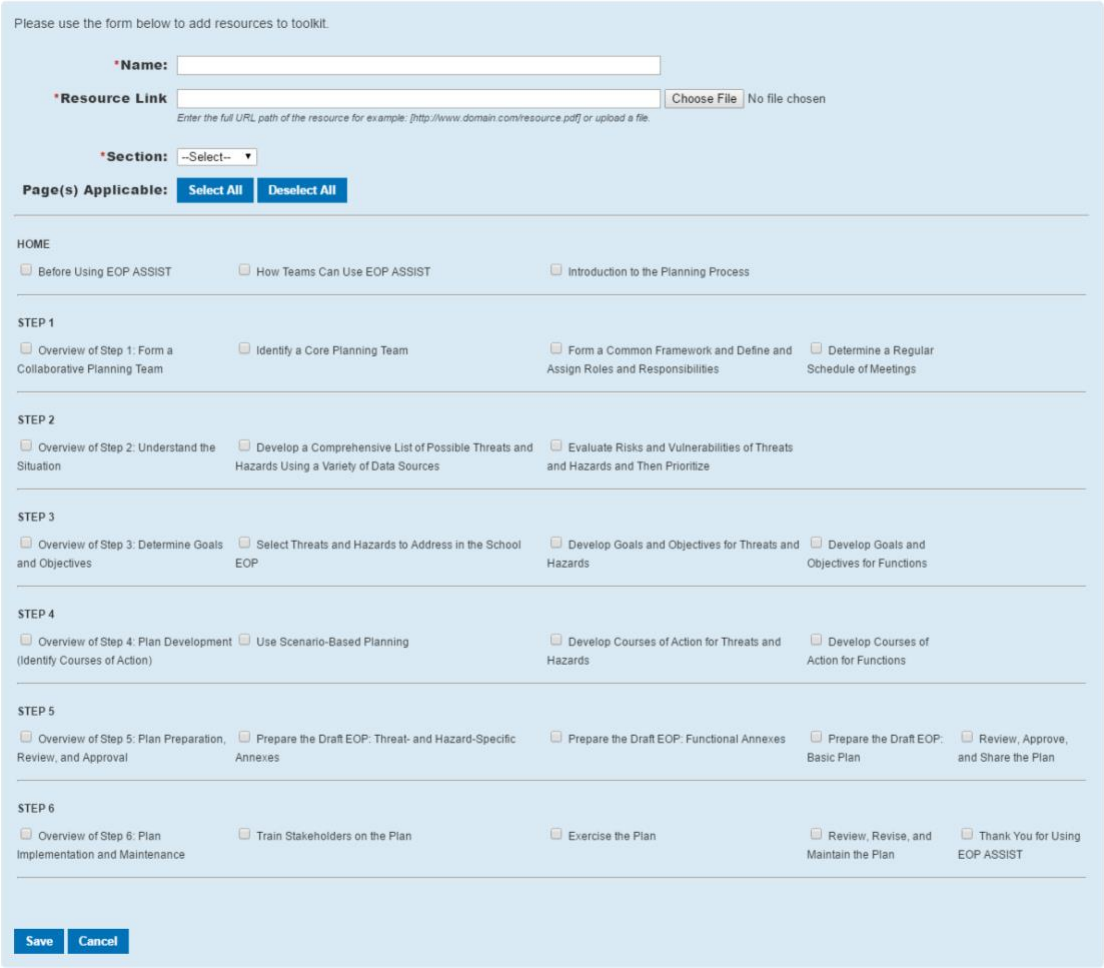
2. Click the **Add Resource** button.

3. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Type the name of the resource in the Name field. This is the text that will be displayed in the Resource Toolkit.
   - Type the URL of the resource or click the **Choose File** button if the resource does not have a URL.
   - Select the appropriate label in the Section dropdown menu. This is the section of the Resource Toolkit that the resource will appear.
     i. **Guidance**—recommendations and laws from government agencies and other organizations on school emergency management planning.
     ii. **Resources**—tools, documents, online courses, and training materials that provide supplemental information on specific topics.

iii. **Examples**—tangible result and product of emergency management planning work (e.g., sample goals and objectives, sample courses of action, sample annexes).

- Select the check boxes for the applicable pages within the Planning Process section that are relevant to the resources. These are the pages where the resources will appear in the Resource Toolkit.

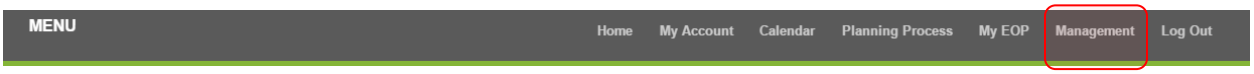
4. Click the **Save** button.



5. The Resource information will save, you will return to the Resource Toolkit list, and a confirmation message that a new resource was saved successfully will appear.

School Administrator Responsibilities

As a School Administrator, you will need to create additional School Administrator and School User accounts. To begin, sign in to the application using the login credentials provided by the Super Administrator and navigate to the Management section.

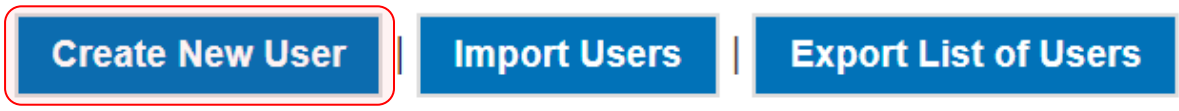


Create School Administrator Accounts

It is important for you to create accounts for your colleagues with leadership roles in school emergency management planning so the appropriate parties have access to the application to contribute to and review school EOPs and collaborate on school emergency management planning efforts. All School Administrators have the same permissions and, therefore, have the ability to help you create additional School Administrator and School User accounts, which are described in the subsequent subsections.

Option 1

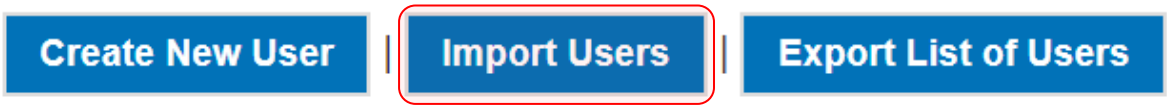
1. Click the **Create New User** button.



2. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Select **School Administrator** in the User Role dropdown menu.
3. Make a note of the User ID and Password information so that you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The School Administrator name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Repeat as necessary, so all appropriate school personnel with leadership roles in school emergency management planning have accounts in the application. The REMS TA Center recommends having at least three School Administrator accounts for each school that hosts EOP ASSIST.

Option 2

1. Click the **Import Users** button.



2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the contact information for users, including their passwords.
5. Save the CSV file.
6. Click the **Import User Profiles** button.

7. Confirm that the information is correct.
8. Assign the **School Administrator** role via the User Role dropdown menu.
9. Click the **Save** button.
10. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

Share Login Credentials With the School Administrators

It is important to share the newly created School Administrator account login credentials with each person, so he or she can log in and use the application. These individuals may also help you fulfill your remaining responsibilities, as they have the same permissions as you. Consider sharing the following information with the School Administrators:

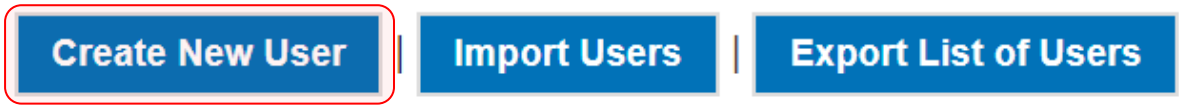
- User ID of the School Administrator account;
- Password of the School Administrator account;
- Reminder that the School Administrator may want to change his or her password;
- *User Manual* as a reference guide; and
- Video tutorials as resources.

Create School User Accounts

It is also important for you to create accounts for the remaining members of the planning team so the appropriate parties have access to the application to contribute to school EOPs and collaborate on school emergency management planning efforts. Unlike School Administrators, School Users do not have any management responsibilities.

Option 1

1. Click the **Create New User** button.

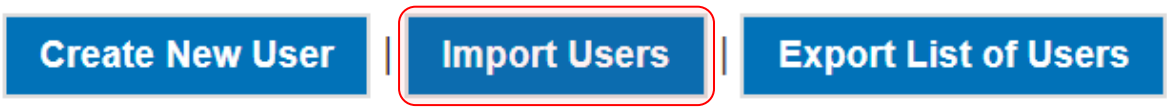


2. Fill out all the required fields (noted with an asterisk) in the form that appears.
   - Select **School User** in the User Role dropdown menu.
   - Select **No** in the View Only dropdown menu, which will allow the School User to contribute to and edit the school EOP. In the few cases that the School User should be granted viewing permissions only, select Yes in the View Only dropdown menu.
3. Make a note of the User ID and Password information so you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.

5. The School User name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Repeat as necessary, so all appropriate school personnel with roles in school emergency management planning have accounts in the application.

Option 2

1. Click the **Import Users** button.



2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the contact information for users, including their passwords.
5. Save the CSV file.
6. Click the **Import User Profiles** button.

7. Confirm that the information is correct.
8. Assign the **School User** role via the User Role dropdown menu.
9. Click the **Save** button.
10. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

Share Login Credentials With the School Users

It is important to share the newly created School User account login credentials with each person, so that he or she can log in and use the application. Consider sharing the following information with the School Users:

- User ID of the School User account;
- Password of the School User account;
- Reminder that the School User may want to change his or her password;
- *User Manual* as a reference guide; and
- Video tutorials as resources.

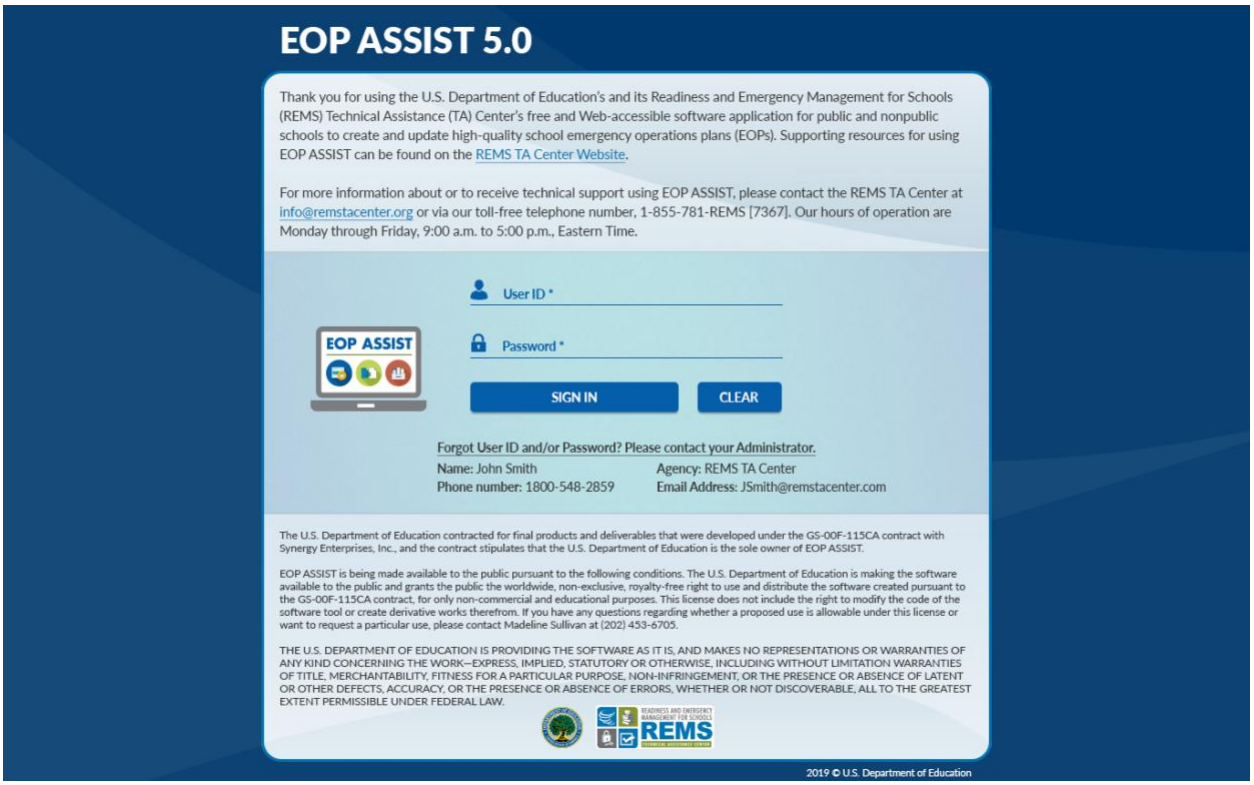
School User Responsibilities

This is the user role of the majority of EOP ASSIST user accounts. You serve as a member of your school's planning team, but have no management responsibilities in the application. You may begin contributing to your school EOP, which is described in more detail in Chapter 5.

Chapter 3: Account Management

Logging In

Each time you open EOP ASSIST you will be presented with the Login page, which asks for your User ID and password. This security feature helps to ensure that only authorized members of your school's collaborative planning team can contribute to development of your EOP. Each member of the planning team will be assigned a unique User ID and password by an Administrator. If you are at the school level, please check with one of your School Administrators or school district office for these credentials, if you do not have them already. If you are at the school district level, please check with someone at your school district office (or, if you are using your state's account, you may also check with the state agency that hosts the application). If you are at the state level, please check with another State Administrator at your agency. Please note that the REMS TA Center is unable to provide login credentials for EOP ASSIST because the application is installed locally on a state, school district, or school server.



1. Fill the required fields.
2. Click the **Sign-In** button.
3. Once you enter your correct User ID and password, you will be directed to the Home page, which is described in the next section.

Please note: *The Program Administrator is responsible for managing the use of EOP ASSIST and serving as the point of contact for users that need access to their login credentials. As such, the Program*

Administrator's contact information is displayed on the Login page so that he or she can be contacted to reset passwords and/or provide user IDs. For more information on how this information can be edited, please refer to Chapter 6.

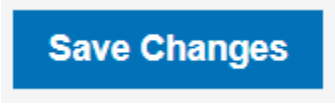
Changing My User ID and Contact Information

You may change your User ID at any time.

1. Select **My Account** in the Navigation Bar.

2. Information associated with your user account will appear, including your name, phone number, email address, user ID, user role, and affiliation.
3. Click the **Update Profile** button.

4. Fill or edit the required fields.
5. Click the **Save Changes** button.

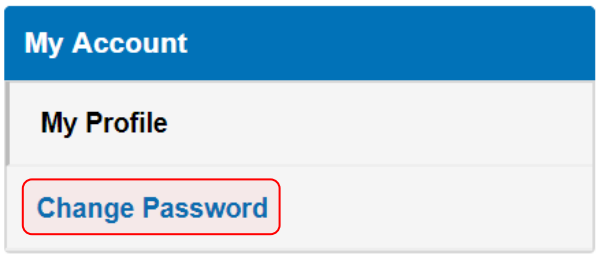


Please note: *The new User ID will be effective on your next login. For more information on how Administrators can update this information, please refer to Chapter 6.*

Changing My Password

It is recommended that you change your password during the first time you log in, if you were assigned a User ID and password. You can change your password more than once, at any time, as needed. No other individual, including Administrators, should have access to a user's password.

1. Click the **Change Password** tab.



2. Fill the required fields. You will be prompted to enter your current password and new password. All passwords must contain at least 6 characters.

3. Click the **Reset Password** button.

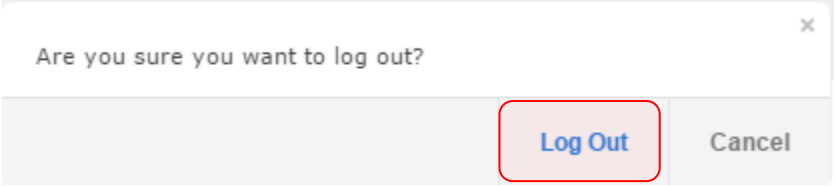
Please note: *The new password will be effective on your next login.*

Logging Out

To protect the security of your school EOP, you should log out at the end of each session.

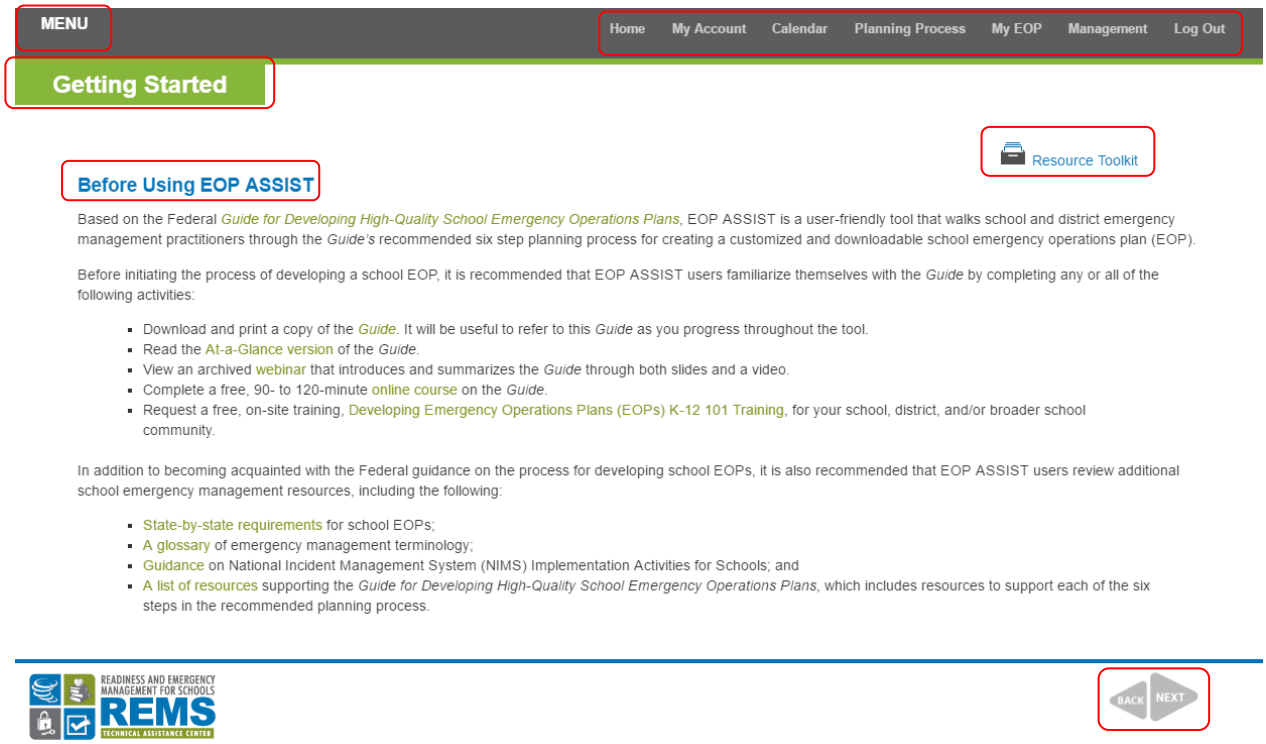
1. Select **Log Out** in the Navigation Bar.

2. Click the **Log Out** button.



Chapter 4: Layout and Features Overview

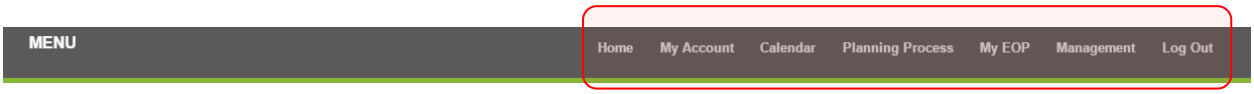
If you are a school-based user, each time you log in to EOP ASSIST you will first see the Home page. This page provides resources to support your understanding of the *School Guide*, on which EOP ASSIST is based. It is important to familiarize yourself with the content of the *School Guide* and the overall layout of EOP ASSIST to facilitate the development of a high-quality school EOP.



Please note: *State Administrators and District Administrators will see a different page when they first log in; that page is discussed in further detail in* *Chapter 6*.

Navigation Bar

EOP ASSIST is organized into six sections (or seven, if you have a School Administrator, District Administrator, or State Administrator User Role), which are displayed at the top of the page in a dark gray ribbon. This Navigation Bar enables users to navigate through the various sections of EOP ASSIST: Home, My Account, Calendar, Planning Process, My EOP, Management (Administrators only), and Log Out.



To use the Navigation Bar, click the link for the section to which you wish to navigate. Please note that the Home/Getting Started and Planning Process sections contain multiple pages and will require additional navigation, which is detailed in the following subsections. The other sections in the

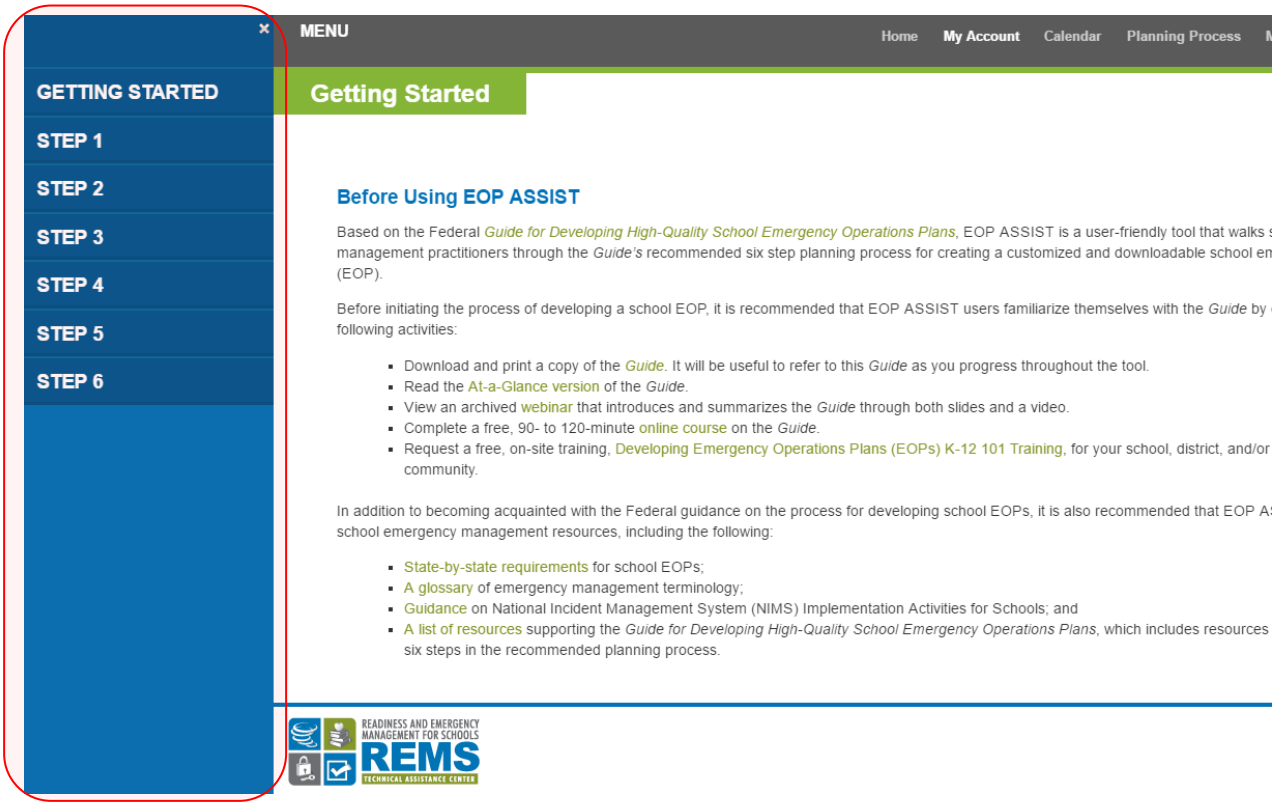
application contain only one page, which will appear when you click the link to the section from the Navigation Bar.

Please note: *If your user role is State Administrator, District Administrator, or School Administrator, you will also see Management in your Navigation Bar. This is described in more detail in Chapter 6. If you want additional information on specific sections featured on the Navigation Bar, please see Chapter 5.*

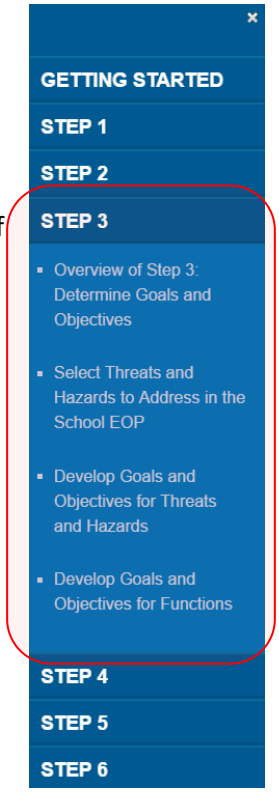
Slide-Out Menu

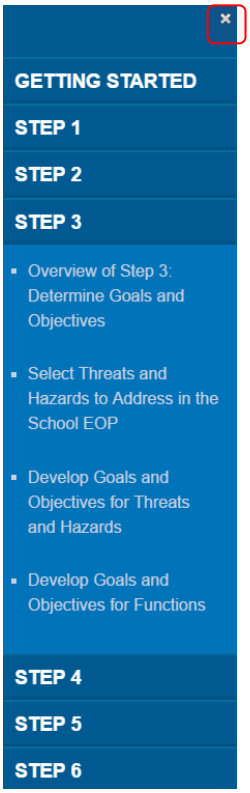
On the left side of the dark gray ribbon, there is a Menu icon in white text and ALL CAPS. This Menu icon opens the Slide-Out Menu, which lets users navigate directly to any page within the Home/Getting Started and Planning Process sections. The Federal Government's recommended process for developing a high-quality school EOP involves six steps, and the Planning Process section is structured according to those steps. The Slide-Out Menu lets users quickly access any one of those six steps, or view any page within a particular step. In addition, each of the three pages in the Home/Getting Started section is listed on the Slide-Out Menu. This feature is helpful if users want to skip around between sections, rather than navigating from page to page in consecutive order.

To use this feature, start by clicking the Menu icon. The Slide-Out Menu will appear on the left side of the page, with a list of the six steps and Getting Started.



When you click on a step or Getting Started, the Slide-Out Menu will display each page that exists within that step below and in consecutive order. When you select the desired page, the Slide-Out Menu will close and the page you selected will appear.



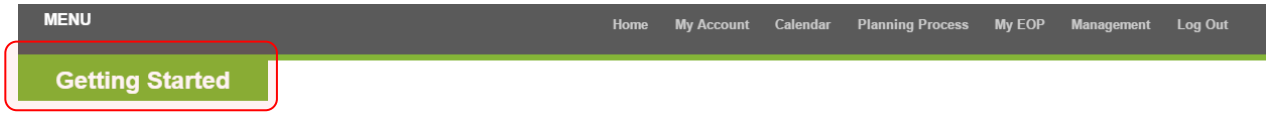


To exit the Slide-Out Menu at any time without navigating to another page, click the X or Cancel icon in the top right side of the Slide-Out Menu.

Please note: *For more information on moving through the Home/Getting Started or the Planning Process sections, please see* *Chapter 5*.

Section Heading

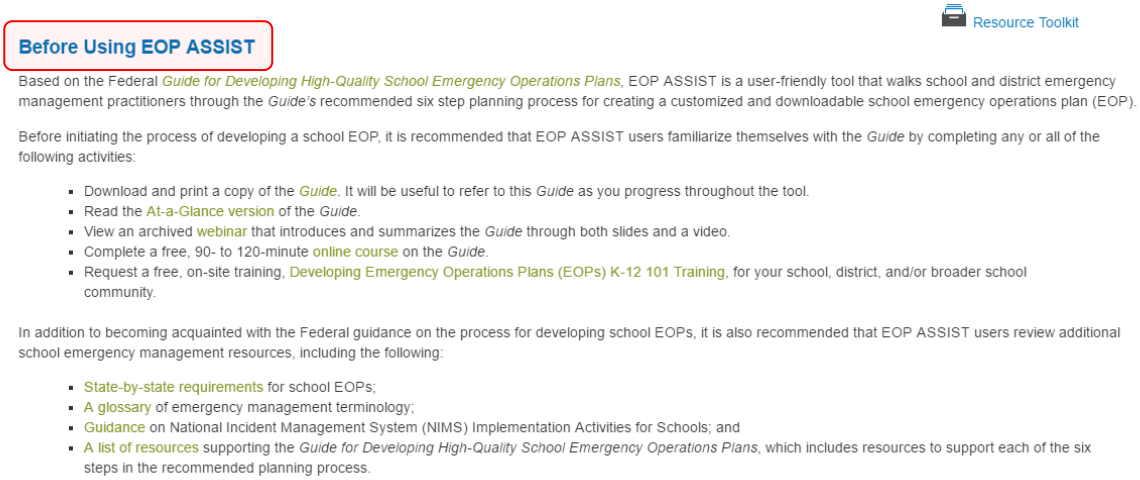
Underneath the Navigation Bar on the left side is a green block with white text. This is the Section Heading, and it shows which section you are in.



Page Title

Each section contains one page, with the exception of Home/Getting Started and the Planning Process sections. The Home/Getting Started section consists of three pages, while the Planning Process section contains 25 pages, divided over six steps.

Underneath the Section Heading, the Page Title is written in large blue text. The Page Title shows the page you are on, plus the subject matter of that page. The Page Title corresponds to the name of the page in the Slide-Out Menu.



Please note: *The majority of the application's content is located in the Planning Process section.*

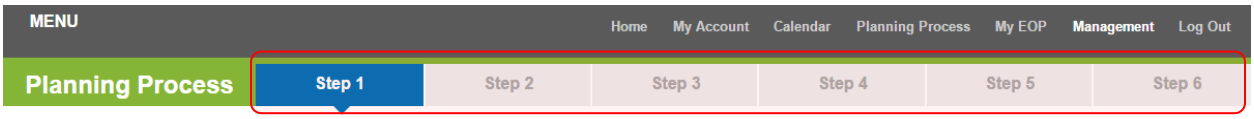
Next/Back Buttons

To navigate within the Home/Getting Started and Planning Process sections of EOP ASSIST, use the arrow buttons that say "Next" and "Back." These buttons are in the bottom right corner of each page. The buttons allow users move through the application, both forward and backward, page by page.

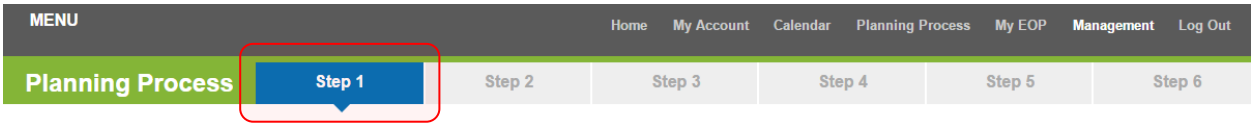
To use this feature, click the button that describes the direction where you wish to move. To navigate forward in the application, click the **Next** button. To navigate backward, click the **Back** button.

Planning Process Tabs

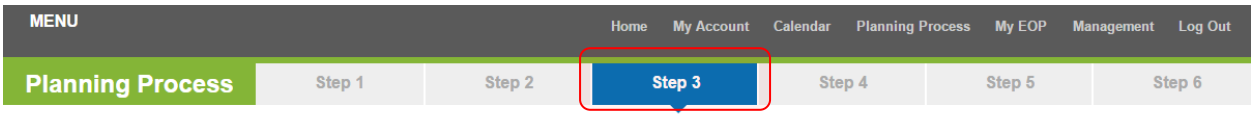
Once you have navigated to the Planning Process section, either through the Navigation Bar or the Slide-Out Menu, a bar of five gray boxes and one blue box will appear underneath the Navigation Bar and to the right of the Section Heading. These are the Planning Process tabs, which show the step you are in, and let you navigate between steps in the Planning Process section.



The step highlighted by a filled blue box indicates your present location in the Planning Process section, while the remaining gray boxes display the steps that you are not working on. In the image below, the Planning Process tabs show that you are currently working in Step 1 of the Planning Process section.



To jump to another step, click the tab that shows the step you want. You will see the first page, or overview, of the step you selected. The tab for the step you clicked on will turn blue, and the tab for the step you just left will turn gray. In the image below, the Planning Process tabs show that you have jumped to Step 3 of the Planning Process section.

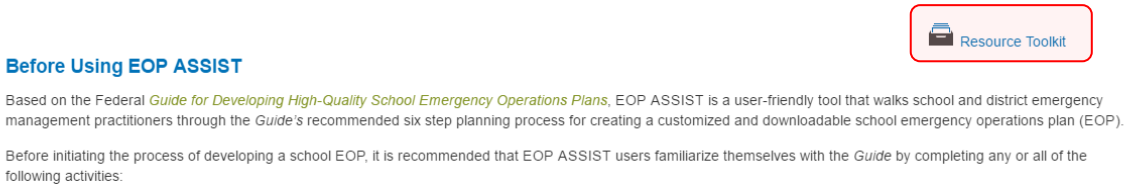


You can also use the Planning Process tabs to return to the first page of the step you are viewing. When you click the blue tab for the step you are working in, you will return to the first page of that step, and the tab will remain blue.

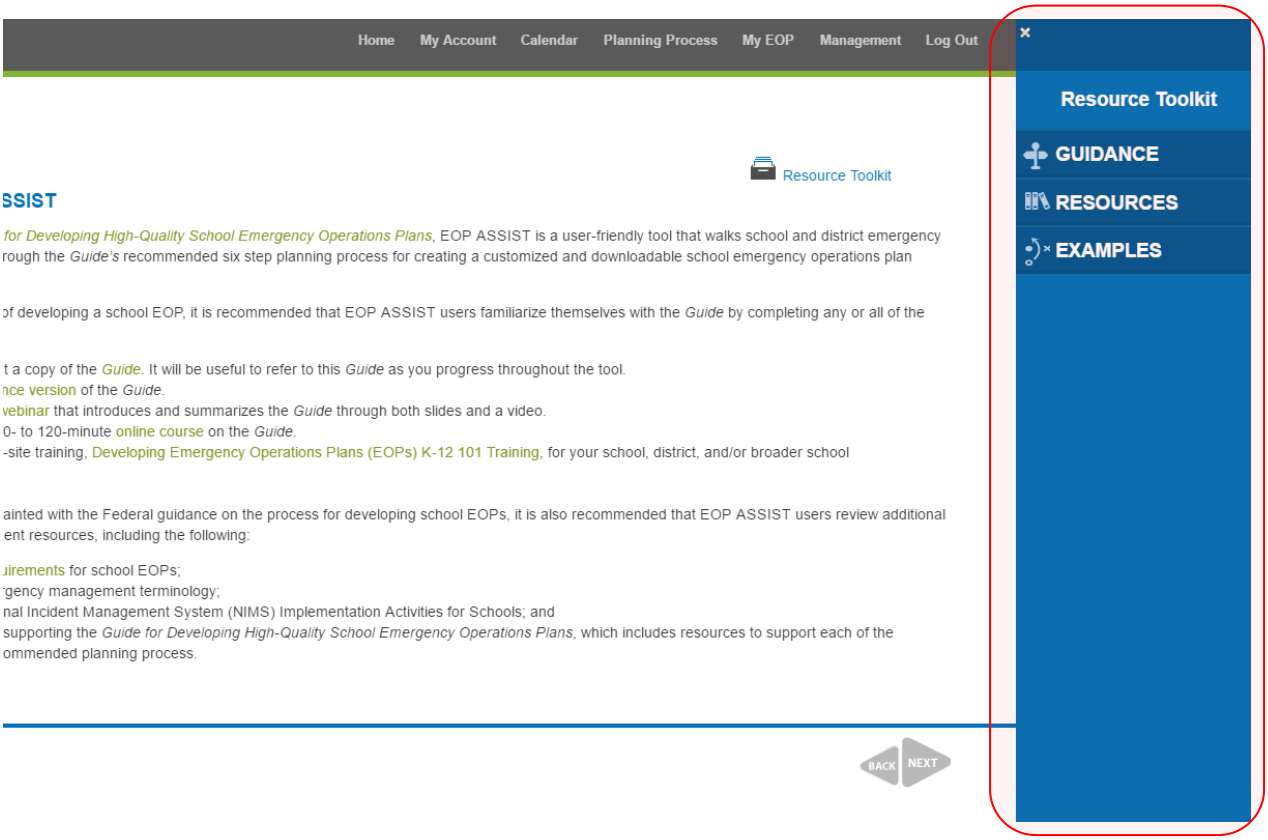
Please note: *For more information on navigating the Planning Process section, please see* *Chapter 5*.

Resource Toolkit

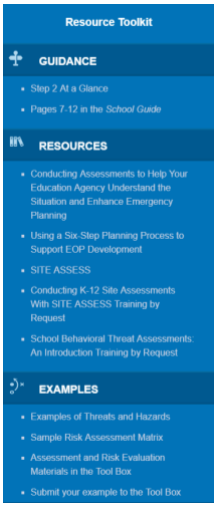
Within the Home/Getting Started and Planning Process sections, you may find a file cabinet icon on the right side of the page. This is the Resource Toolkit, a feature that contains additional guidance, resources, and examples to support your progress through EOP ASSIST. The Resource Toolkit is page specific. In other words, the resources included on one page are customized to that page. Once a user navigates to a different page, the contents of the Resource Toolkit will change to reflect the new page.

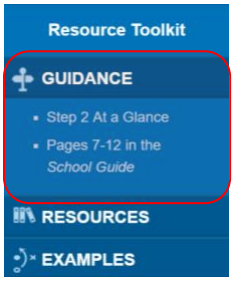


To use this feature, select the Resource Toolkit icon. A blue panel will appear on the right side of the page and will display the Resource Toolkit menu. This menu includes guidance, resources, and examples to support your completion of a particular step.

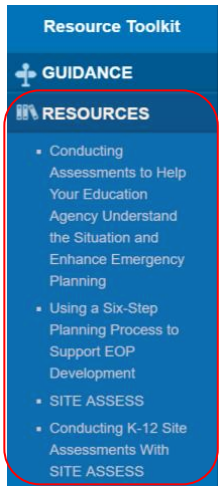


When you click any of the three options, a list of links to different materials will appear underneath the selected option(s). If no resources for a given category appear, then there are no resources for that category on that particular page. Many of the pages come preloaded with guidance, resources, and examples from the REMS TA Center. These can never be removed from the Resource Toolkit. Institutions that host EOP ASSIST, however, do have the option to add state-specific and/or local-specific guidance, resources, or examples to appear in the Resource Toolkit. Information on how Super Administrators can add to the Resource Toolkit may be found in Chapter 6.

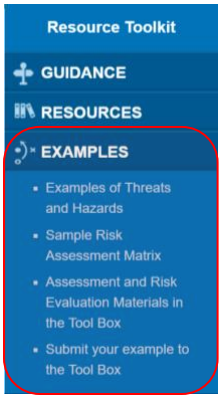




The **Guidance** section of the Resource Toolkit contains recommendations and laws on school emergency management planning from government agencies and other organizations. This guidance includes references to or sections of the *School Guide*, including the At-a-Glance version on the REMS TA Center Website.

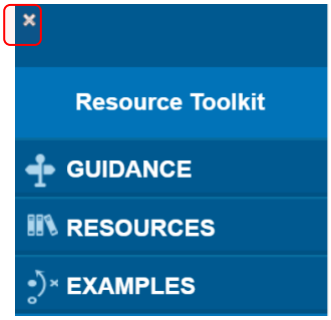


The **Resources** section of the Resource Toolkit contains tools, documents, online courses, and training materials that provide supplemental information on specific topics. The information may include publications, online courses, archived Webinars, downloadable training packages, in-person Trainings by Request, and Webpages developed by the REMS TA Center and Federal agencies.



The **Examples** section of the Resource Toolkit contains the tangible result and products of emergency management planning work. This may include sample goals and objectives, sample courses of action, sample annexes, sample assessments, and other resources found in the REMS TA Center Tool Box.

Select the guidance, resource, or example you would like to use. When you click a link, it will open in a new tab—either as a Webpage or as a PDF document. To exit the menu, click the X icon in the upper right corner of the Resource Toolkit menu, or anywhere on the main portion of the page.



***Please note**: EOP ASSIST allows institutions to upload resources that are specific to their state, region, or school district to the Resource Toolkit. In state-/regional-level hosting, the Super Administrator, State Administrators, and District Administrators may add resources to the Resource Toolkit. In district-level hosting, the Super Administrator and District Administrators may add resources to the Resource Toolkit. In school-level hosting, only the Super Administrator may add resources to the Resource Toolkit. For information on how to add resources to the Resource Toolkit, please see Chapter 2 and Chapter 6.*

User Roles

There are five possible User Roles available in EOP ASSIST: Super Administrator, State Administrators, District Administrators, School Administrators, and School Users. These user roles are available depending on the institution's level of hosting, and roles have the following roles and responsibilities.

Super Administrator

The Super Administrator is typically IT personnel at the institution that hosts EOP ASSIST. This person installs the application and supports the overall management of the application. Persons in this role serve as the primary points of contact for State Administrators in state-/regional-level hosting, District Administrators in district-level hosting, and School Administrators in school-level hosting. Initial responsibilities include setting up the institution's account and creating user accounts for practitioners at the institution. More information on the Super Administrator's initial responsibilities may be found in Chapter 2. The *Installation Manual* describes how to complete the initial responsibilities, and Chapter 6 provides information on overall management features. At least three IT personnel at the institution that hosts EOP ASSIST should have access to the login credentials for this user account.

State Administrator

State Administrators are typically school emergency management practitioners at a state agency or REA, and they are largely responsible for overseeing the use of EOP ASSIST by school districts and schools throughout their state or region. They serve as the primary points of contact for District Administrators and School Administrators at independent schools. State Administrators may use the application to develop a sample school EOP; develop statewide threats, hazards, functions, goals, and objectives; coordinate state-/regional-level planning meetings and activities; and directly view or review school EOPs for schools, if this two-door sharing feature is enabled by all required parties. More information on the initial responsibilities of State Administrators may be found in Chapter 2, and their overall management capabilities may be found in Chapter 6. The Incident Command System (ICS) recommends having at least one designated individual and two backup personnel for each essential position. Therefore, it is recommended that at least three State Administrators be assigned in each state that hosts EOP ASSIST.

District Administrator

District Administrators are typically school emergency management practitioners at a school district office and are largely responsible for overseeing the use of EOP ASSIST by their school district and schools throughout their school district. They serve as the primary points of contact for School Administrators. District Administrators may use the application to develop school districtwide threats, hazards, functions, goals, and objectives; oversee school-level planning meetings and activities; directly review or view school EOPs for schools; and contribute to individual school EOPs, as they serve as important members of the collaborative planning team. More information on the initial responsibilities of District Administrators may be found in Chapter 2, and overall management features may be found in Chapter 6. ICS recommends having at least one designated individual and two backup personnel for each essential position. Therefore, it is recommended that at least three District Administrators be assigned in each school district that uses EOP ASSIST.

School Administrator

School Administrators are typically school emergency management practitioners with leadership roles on their collaborative planning team. They serve as the primary points of contact for School Users. School Administrators may use the application to develop, revise, and review their school EOP, and coordinate school-level planning meetings and activities. More information on the initial responsibilities of School Administrators may be found in Chapter 2,and their overall management capabilities may be found in Chapter 6. The ICS recommends having at least one designated individual and two backup personnel for each essential position. Therefore, it is recommended that at least three School Administrator user accounts be created for each school that uses EOP ASSIST.

School User

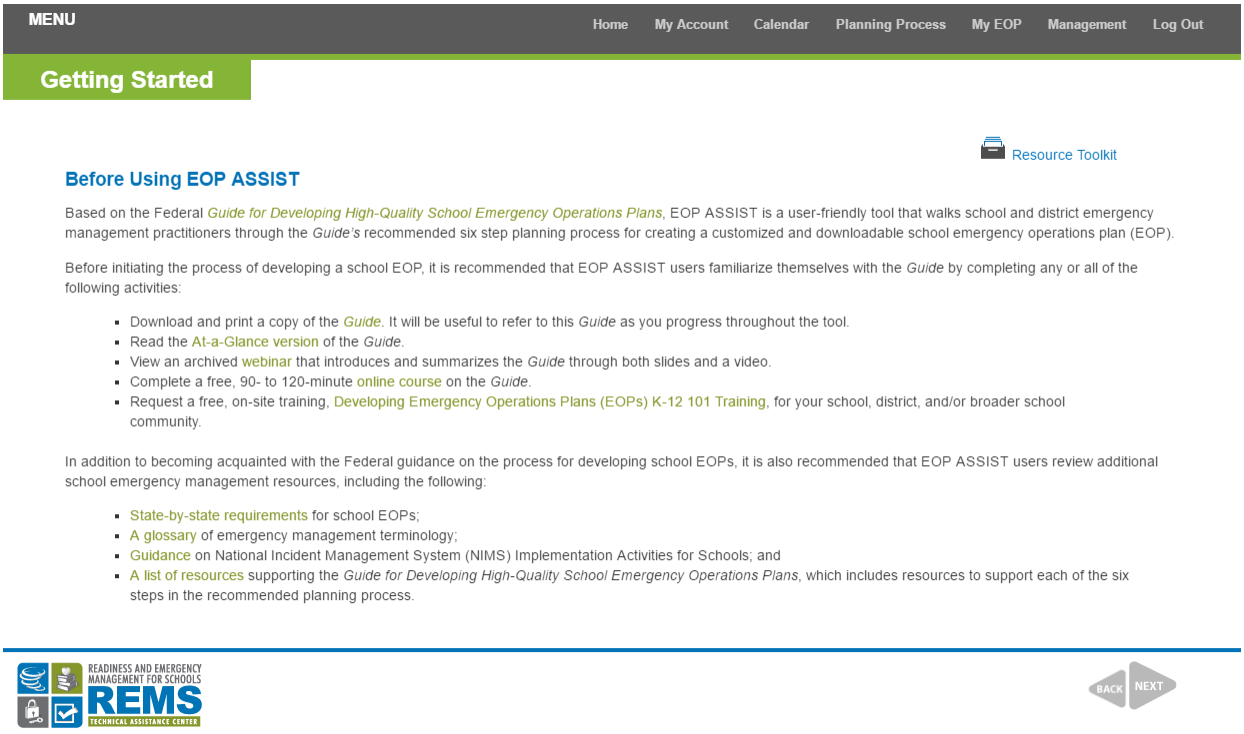
School Users are typically school emergency management practitioners who serve on the collaborative planning team, but do not have leadership roles. Most users will have this user role. School Users may use the application to develop, revise, and review their school EOP, and coordinate school-level planning meetings. It is possible for School Users to have View Only permissions, which allows emergency practitioners to view the school EOP without having the ability to edit it. School Users have no initial responsibilities or management capabilities.

Chapter 5: School EOP Development

EOP ASSIST was designed to walk school EOP planning team members through the recommended six-step planning process for developing a high-quality school EOP and to ultimately generate a school EOP based on that process. Most of the application's functions related to these objectives occur within the Planning Process, Calendar, and My EOP sections of the application. These interactive sections support users with guidance and tools at each step, and let users save, edit, and transfer school EOP data among the planning team. This chapter provides further details about how to use these sections to develop a school EOP.

Home

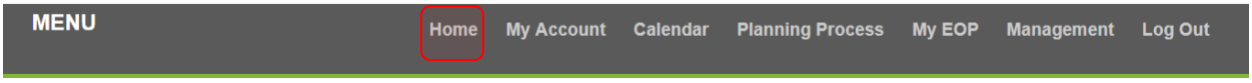
Each time you log in to EOP ASSIST, you will be presented with the Home page, which is the first page of the Home/Getting Started section. It is imperative that you review the information provided in this section each time you use EOP ASSIST, as it informed the design of the application.



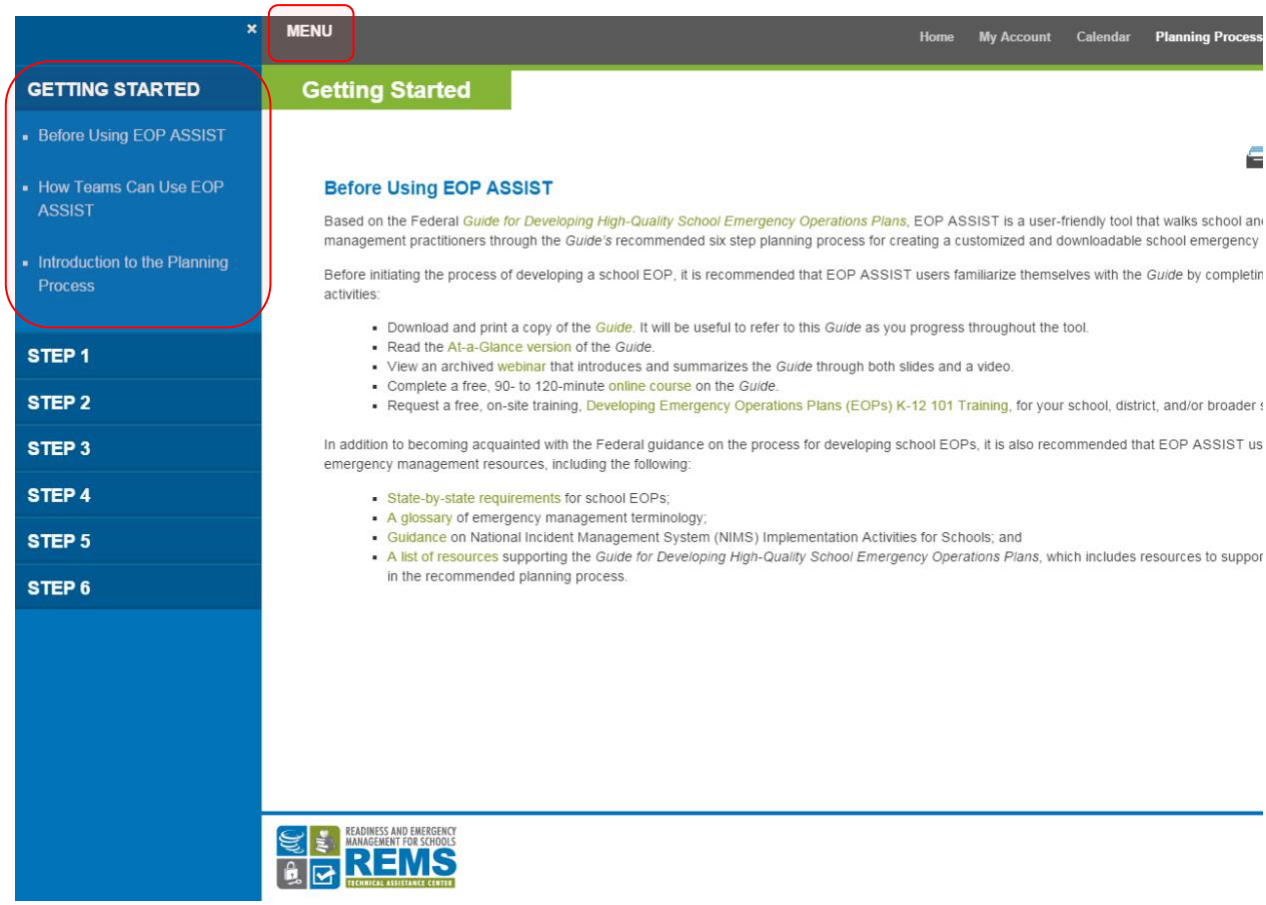
Explore each of the links. These provide direct access to the *School Guide* on which EOP ASSIST is based, as well as other online resources and information on the six-step planning process from Federal agencies and the REMS TA Center. Below is a list of all links that are available in the Home/Getting Started section, with a brief description of their contents and purpose.

Resources	Description
Guide for Developing High-Quality School Emergency Operations Plans	This Webpage provides information on and access to the *School Guide*, which contains information on each of the six steps and planning principles for developing a high-quality school EOP.
At-a-Glance Version of the *School Guide*	This section of the REMS TA Center Website is an HTML version of the *School Guide,* and it contains information on each of the six steps and planning principles for developing a high-quality school EOP.
An Overview of the *School Guide* Webinar	This archived Webinar was presented by representatives of multiple Federal agencies and provides information on the *School Guide,* including each of the six steps and planning principles for developing a high-quality school EOP.
Developing EOPs K-12 101 Online Course	This online course supports users in developing a high-quality school EOP and introduces the planning process.
Developing EOPs K-12 101 Training by Request	This Webpage provides information on all the REMS TA Center's free, in-person Trainings by Request, including how to request a training and the additional training topics offered.
State Emergency Management Resources	This interactive infographic on the REMS TA Center Website compiles state requirements and contains state-level information related to school safety and school emergency management.
Glossary of Emergency Management Terminology	This publication contains information on key terms commonly used by practitioners in the field of school emergency management.
Guidance on National Incident Management System (NIMS) Implementation Activities for Schools	Along with an overview of Federal guidance for implementing NIMS, this Webpage on the REMS TA Center Website contains additional NIMS resources.
School Guide Resource List	This publication contains Federal agency resources that support the *School Guide*.
Planning Principles At a Glance	This Webpage, adapted from the *School Guide,* contains information on the planning principles that are important in developing a comprehensive school EOP, and provides related resources that support their application.
Principles for Creating a High-Quality School EOP	This *REMSExpress* publication contains information on the planning principles that are important for developing a comprehensive school EOP.
Six-Step Planning Process At a Glance	This Webpage, adapted from the *School Guide,* contains information on each of the six steps for developing a high-quality school EOP.
K-12 Six-Step Planning Process	This *REMSExpress* publication contains information on each of the six steps for developing a high-quality school EOP.

To access this section at any time, click the **Home** button in the Navigation Bar. This will let you navigate to the first page in the Home/Getting Started section: Before Using EOP ASSIST.



You may also navigate to a specific page in this section by using the Slide-Out Menu. Select the Menu icon, which activates the Slide-Out Menu. Next, select Getting Started, which lists each of the three pages by title. Select the page you want to view and you will see that page.

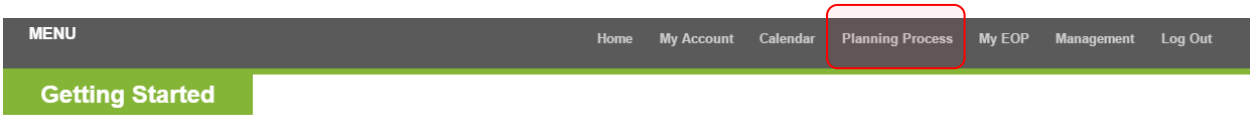


Please note: *For more information on using the Slide-Out Menu, please refer to* *Chapter 4* *.*

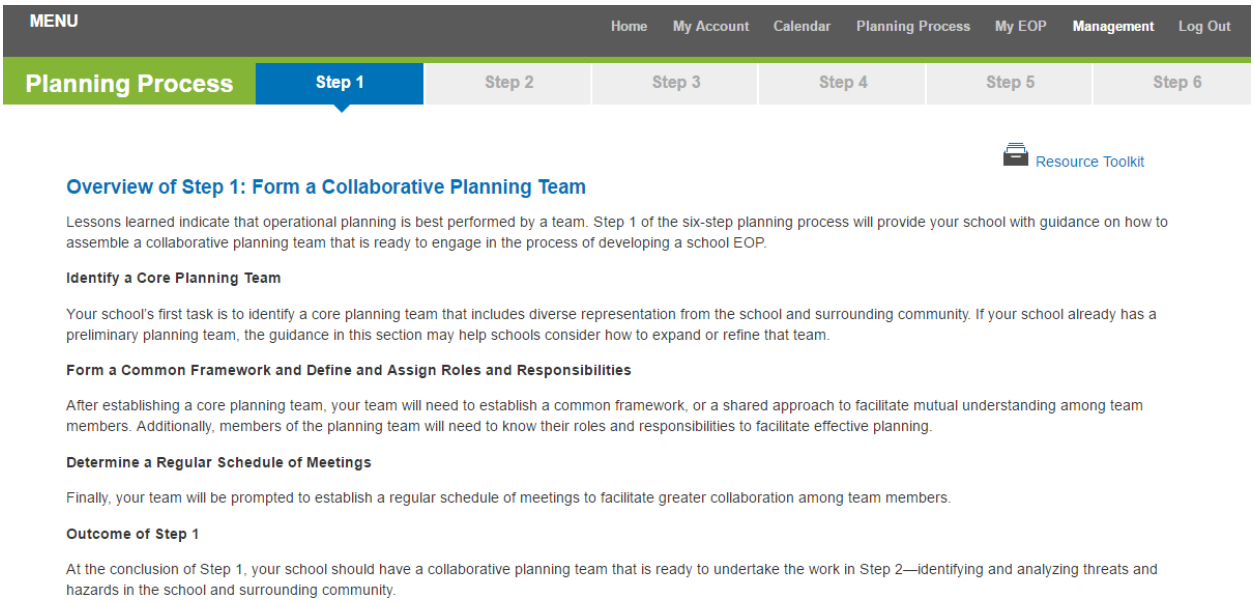
The Planning Process

The Planning Process section is where the bulk of the application is located, and it is where you enter and save data that will populate your school EOP. This section is located right after the Home/Getting Started section; you can arrive there by clicking the **Next** button or by selecting Planning Process in the Navigation Bar.

1. Select **Planning Process** in the Navigation Bar.



You will begin in Step 1, which is the beginning of the Planning Process, and progress through each of the six steps. When you reach the last page of Step 6 and click the **Next** button, you will be directed to the Home/Getting Started section again. This is because the six-step planning process is continuous and cyclical, and the completion of Step 6 initiates the planning cycle all over again. A high-quality school EOP requires continual evolution in order to meet the needs of the school and surrounding community.

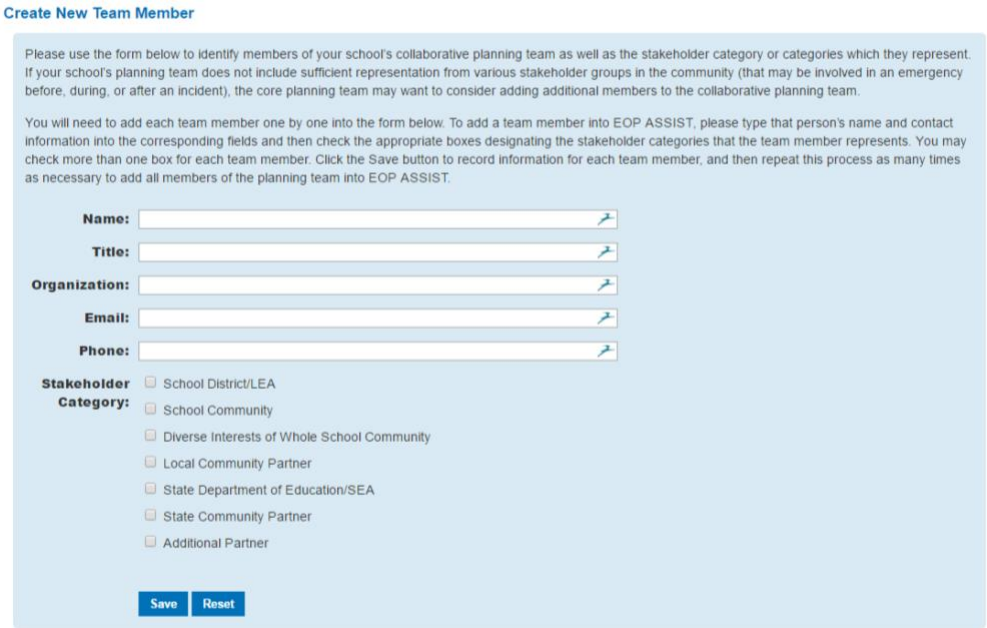


Forms That Collect Data

As mentioned, the Planning Process section is where a school EOP is developed by planning team members. As you follow the directions and prompts on each page of the Planning Process section, you will come across a total of nine forms. The data from eight of those forms are exported into the school EOP, which is depicted in the table below. We will review each form, based on its location within the six-step planning process. It is important for users to understand how data flow through the application, and eventually form the school EOP.

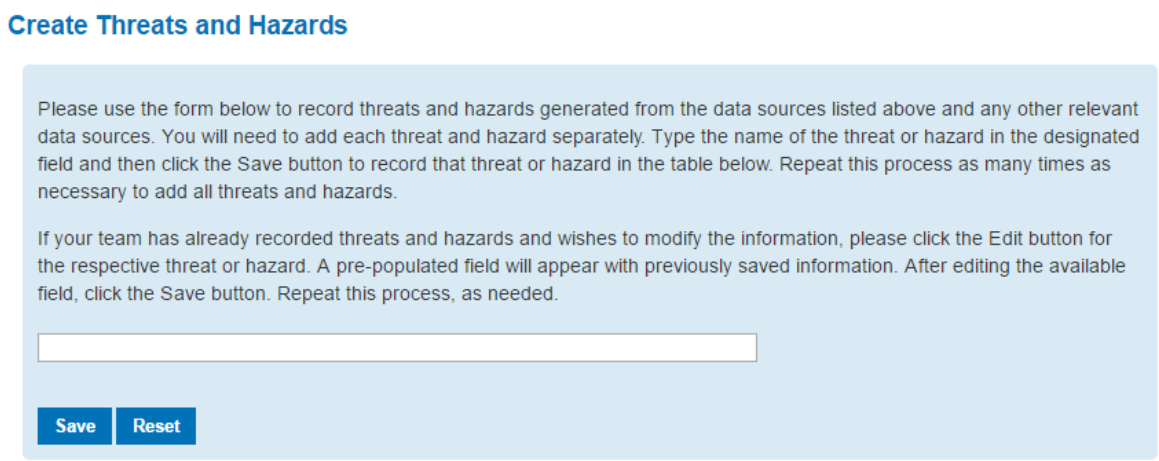
Step 1: Form a Collaborative Planning Team

This is where you identify your collaborative planning team and document each team member's contact information and affiliation. Although this form is important in the planning process, the data saved in Step 1 do not appear anywhere else in the application or in the school EOP. Users may revisit this page throughout the planning process to access contact information for other members of the planning team, and may export this list into an Excel spreadsheet for offline access.



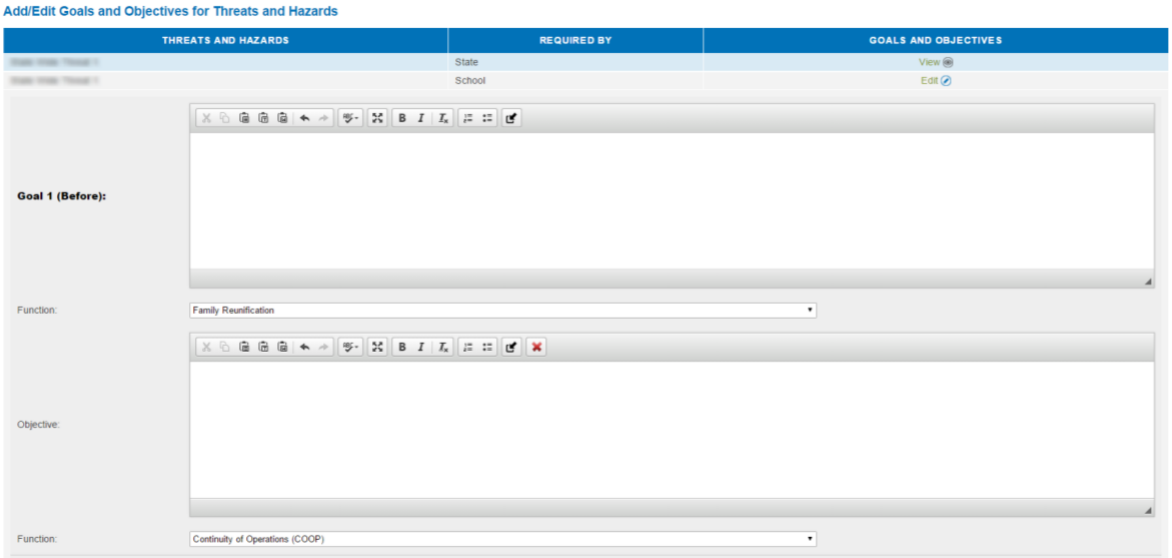
Step 2: Understand the Situation

This is where you identify threats and hazards that may be addressed in your school EOP. Data saved in Step 2 inform the data that are populated throughout the rest of the application; this is the basis of your threat- and hazard-specific annexes. Only the names of threats and hazards are collected here, so please return to this page if at any time you need to update the name of a threat or hazard.



Step 3: Determine Goals and Objectives

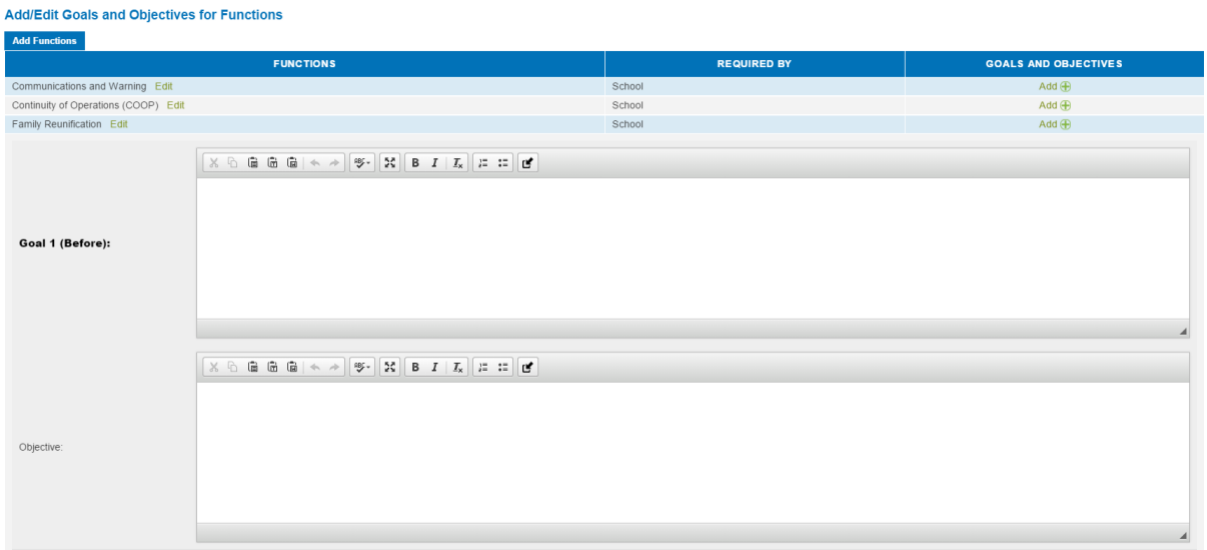
This is where you develop goals and objectives for the identified threats and hazards. The information you put here will form the threat- and hazard-specific annexes in your school EOP. Data saved in Step 2 prepopulate tables in Step 3. All threats and hazards created in Step 2 and selected in Step 3 will appear on the page "Develop Goals and Objectives for Threats and Hazards." Once data for all three goals and at least one objective for each goal have been added to a threat or hazard, all data associated with that threat or hazard will appear in Step 4.



As you develop goals and objectives for threats and hazards, you will be prompted to identify cross-cutting functions. These functions will then prepopulate the third table in Step 3, where users develop goals and objectives for functions.

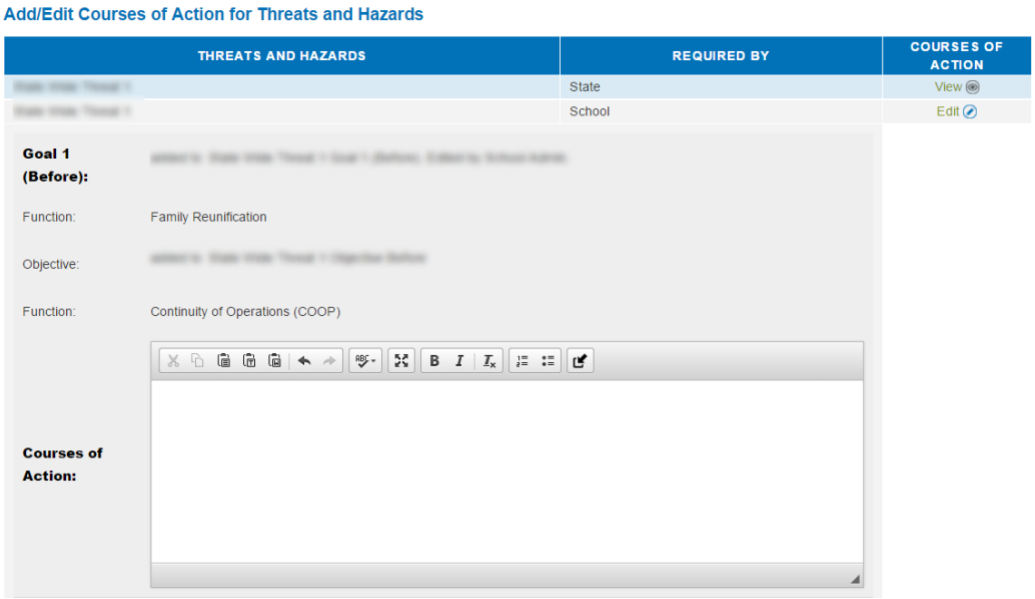
***Please note**: If your planning team has developed goals and objectives for a threat or hazard, but then de-selects that threat or hazard in the first form in Step 3, this threat or hazard will still appear in the Add/Edit Goals and Objectives for Threats and Hazards table. However, it will not be editable (as denoted by the View icon) nor will it be exported into the school EOP.*

This is also where you develop goals and objectives for the identified functions, which will form the functional annexes in your school EOP. All functions selected or created in Step 3 will appear on the page "Develop Goals and Objectives for Functions." Once data for all three goals and at least one objective for each goal have been added to a function, all data associated with that function will appear in Step 4.



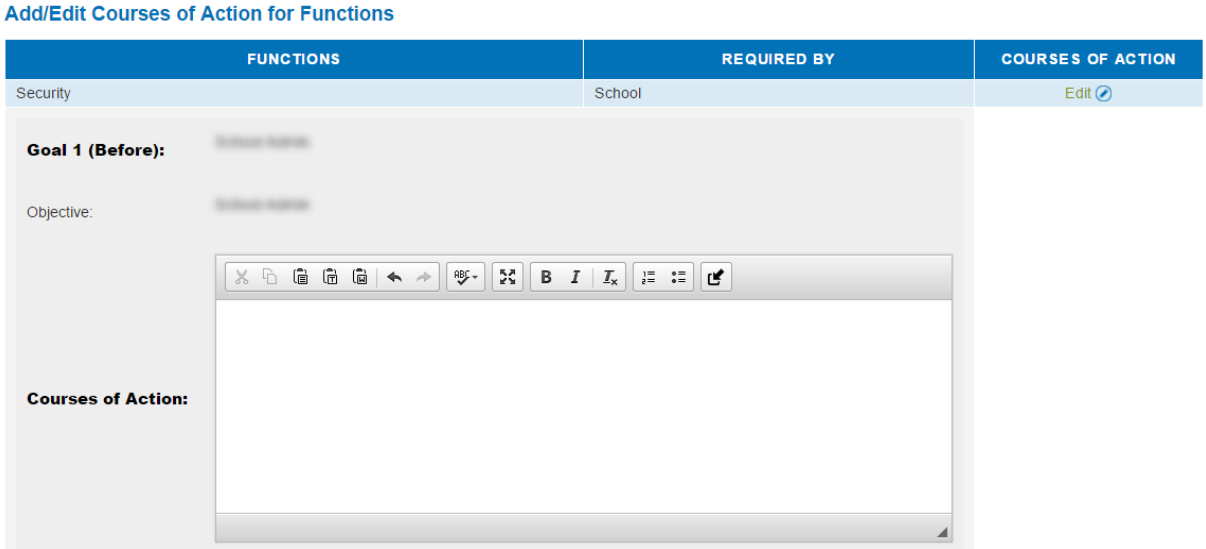
Step 4: Plan Development

This is where you identify courses of action for the threats and hazards that have goals and objectives. Doing this work continues to develop the threat- and hazard-specific annexes in your school EOP. Data saved in Step 3 prepopulate tables in Step 4. All threats and hazards with goals and objectives created in Step 3 will appear on the page "Develop Courses of Action for Threats and Hazards." Once data for all three course-of-action sections (before, during, and after) have been added to a threat or hazard, all data associated with that threat or hazard will appear in Step 5.



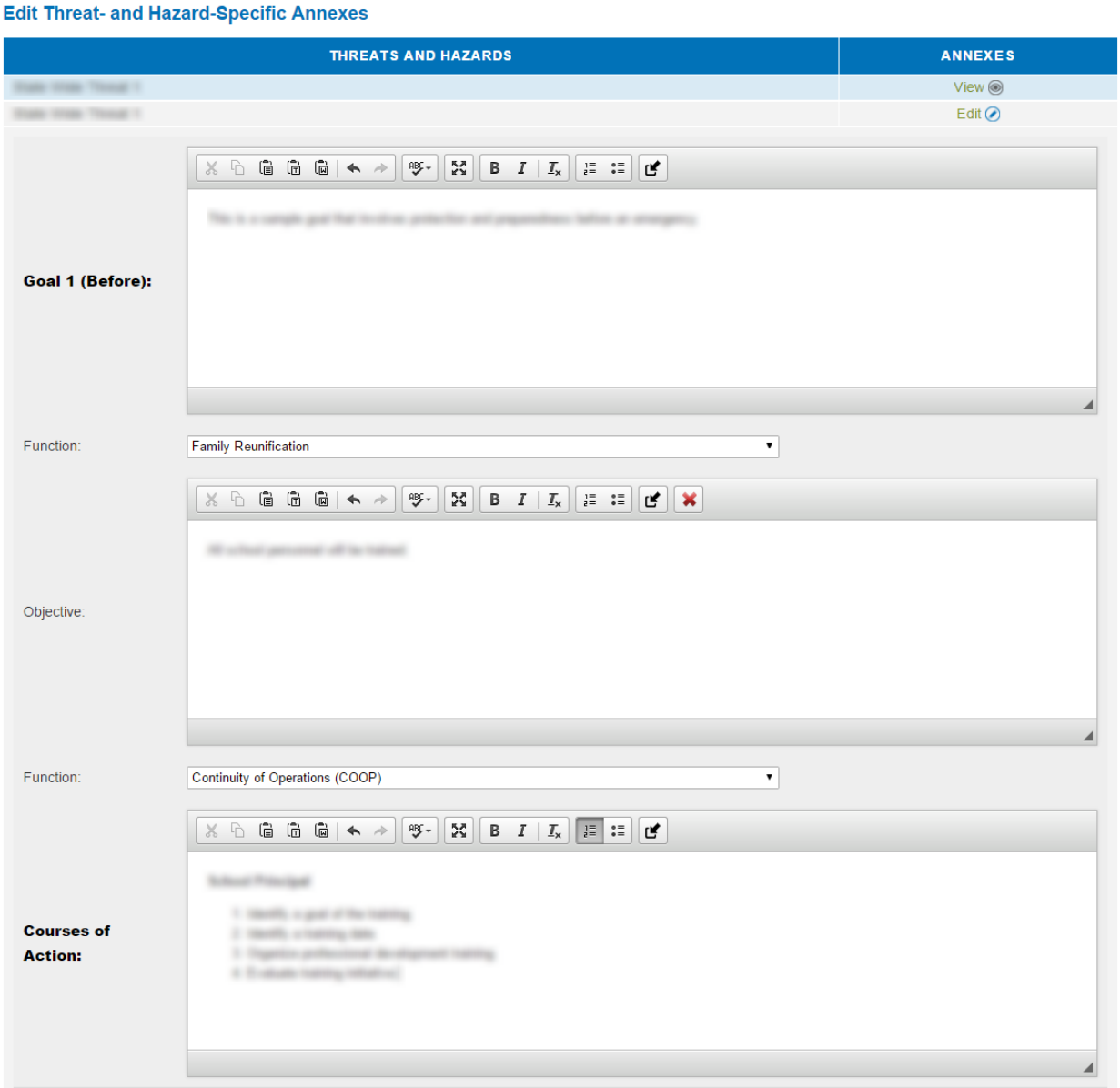
***Please note**: If your planning team has developed courses of action for a threat or hazard, but then de-selects a threat or hazard in the first form in Step 3, the threat or hazard will still appear in the Add/Edit Courses of Action for Threats and Hazards table. However, it will not be editable (as denoted by the View icon) nor will it be exported into the school EOP.*

This is also where you identify courses of action for the functions that have goals and objectives. Doing this work continues to develop the functional annexes in your school EOP. All functions with goals and objectives created in Step 3 will appear on the page "Develop Courses of Action for Functions." Once data for all three course-of-action sections (before, during, and after) have been added to a function, all data associated with that function will appear in Step 5.



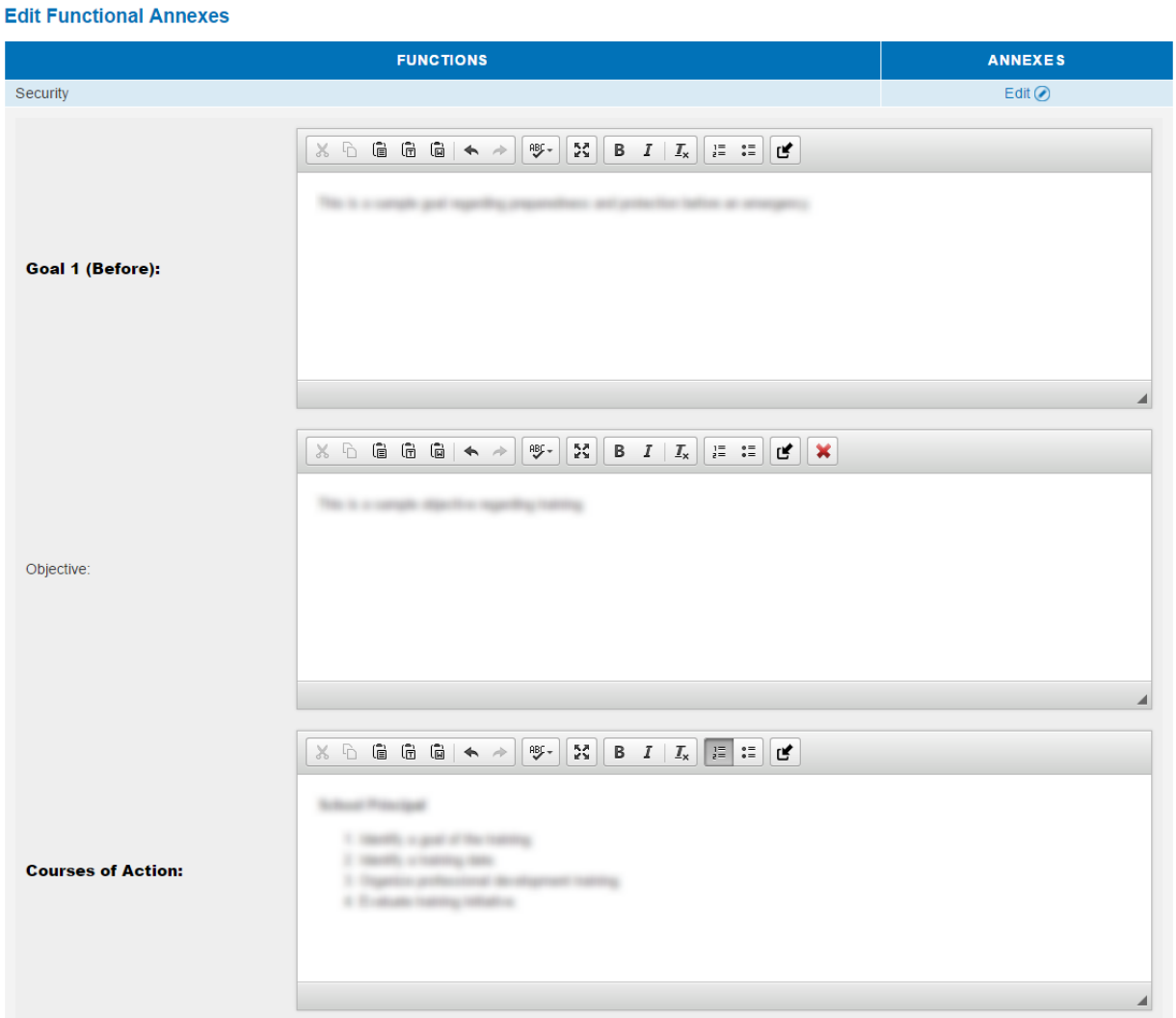
Step 5: Plan Preparation, Review, and Approval

This is where you review and edit your threat- and hazard-specific annexes. Data saved in Step 4 prepopulate tables in Step 5. All threats and hazards with courses of action created in Step 4 will appear on the page "Prepare the Draft EOP: Threat- and Hazard-Specific Annexes." All data that appear on this page will be exported to the school EOP.



***Please note**: If your planning team has developed goals, objectives, and courses of action for a threat or hazard, but then de-selects that threat or hazard in the first form in Step 3, the threat or hazard will still appear in the Edit Threat- and Hazard-Specific Annexes table. However, it will not be editable (as denoted by the View icon) nor will it be exported into the school EOP.*

This is where you review and edit your functional annexes. Data saved in Step 4 prepopulate tables in Step 5. All functions with courses of action created in Step 4 will appear on the page "Prepare the Draft EOP: Functional Annexes." All data that appear on this page will be exported to the school EOP.



Step 5 is also where you develop, review, and edit your Basic Plan section. These data are separate from the rest of the forms in the application. This section has unique functionality, as you can upload an external document to populate the entire section. All data that appear on this page will be exported to the school EOP.

If you select "Use Uploaded Basic Plan," please remember that *only one uploaded document is saved in the application* at a time, and it must be in the format of a Microsoft Word document. If the Basic Plan is updated at any time, you must *manually change the date* of the school EOP in either the Introductory Material section or in the downloaded school EOP each time the plan is updated. Otherwise, the school EOP will display the previously saved date.

Prepare the Draft EOP: Basic Plan

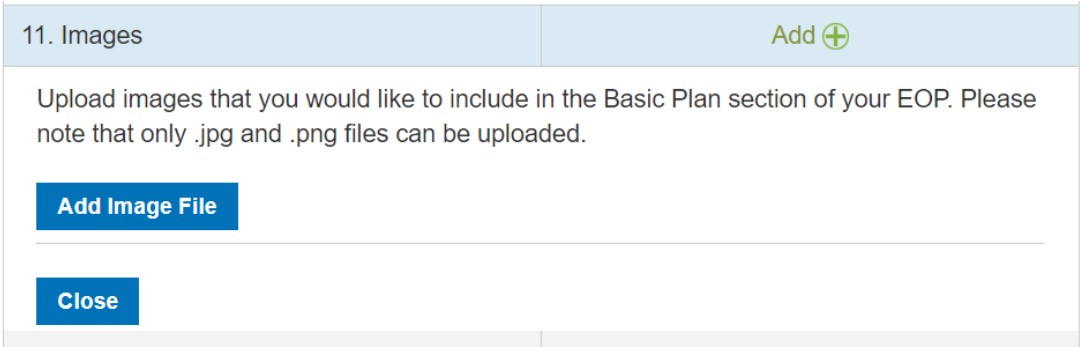
Your planning team will begin developing a draft of the school EOP with the Basic Plan section. The Basic Plan section provides an overview of the school's approach to emergency operations and often consists of several subsections, as listed below. You may manually create the Basic Plan section by selecting Create Basic Plan below. Then click the Add button for each of the subsections below and follow the directions for that subsection. If you are modifying previously saved subsections, please click the Edit button for the corresponding subsection.

If your school or district already has an up-to-date Basic Plan section (provided as a Microsoft Word document), you may upload the Basic Plan into EOP ASSIST. To upload your Basic Plan section, select Use Uploaded Basic Plan below. Then click the Choose File button that appears and select the appropriate file. After the page is refreshed, your uploaded Basic Plan will be found in the first row of the table below. Only one uploaded Basic Plan section will be saved in EOP ASSIST at a time.

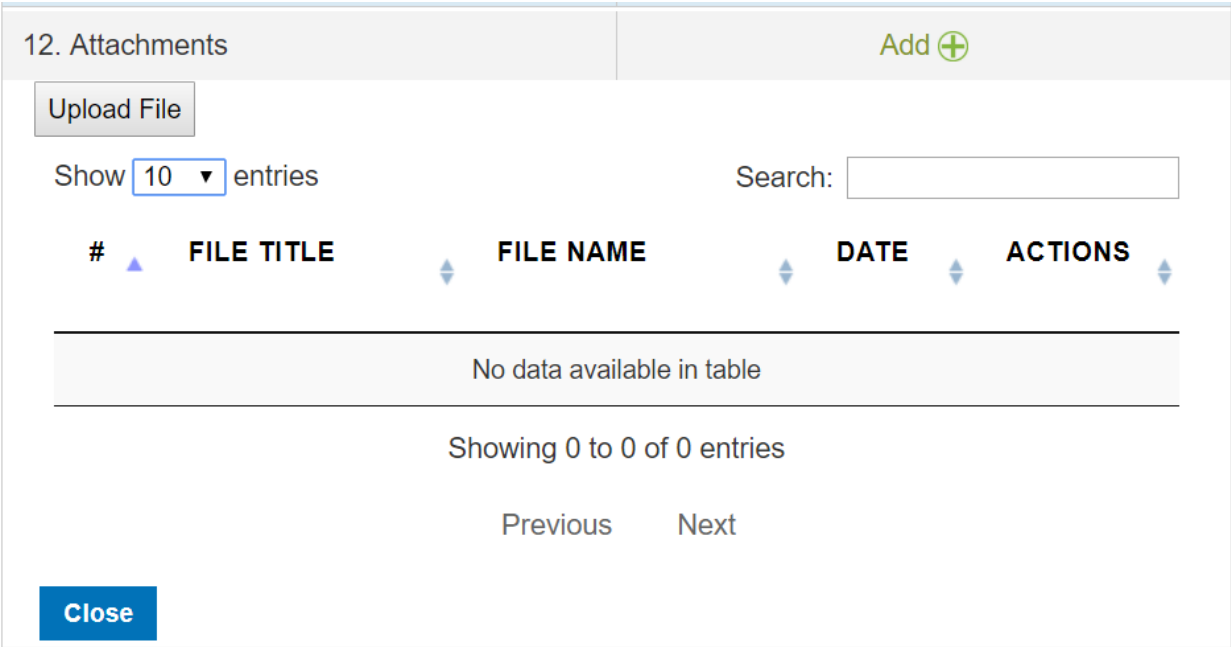
☑ Create Basic Plan ☐ Use Uploaded Basic Plan

BASIC PLAN	SECTIONS
1. Introductory Material	Add
2. Purpose, Scope, Situation Overview, and Assumptions	Add
3. Concept of Operations (CONOPS)	Add
4. Organization and Assignment of Responsibilities	Add
5. Direction, Control, and Coordination	Add
6. Information Collection, Analysis, and Dissemination	Add
7. Training and Exercises	Add
8. Administration, Finance, and Logistics	Add
9. Plan Development and Maintenance	Add
10. Authorities and References	Add
11. Images	Add
12. Attachments	Edit

This is where you can upload image files, such as those of evacuation routes, floorplans, and so on, to be exported into your school EOP. Image files must be in the JPG or PNG format.



This is where you can upload other documents to be attached to the school EOP. Attachment files can be Microsoft Excel files, Microsoft Word documents, or Adobe PDFs. The files that appear in this section will not be exported into the school EOP, but will be accessible for download on the My EOP page.



Step 6: Plan Implementation and Maintenance

This is where you document drills, tabletop exercises, and other exercises that your education agency has conducted. Although this form is important in the planning process, the data saved in Step 6 do not appear anywhere else in the application or in the school EOP. Users may visit this page throughout the planning process to access exercise information, and may export this list into an Excel spreadsheet for offline access.

Add/Edit Emergency Exercises

Please use the form below to record emergency exercises that your school has conducted. You will add each emergency exercise separately. Type the name or title of the emergency exercise and accompanying details into the corresponding fields, and check the appropriate box designating the type of emergency exercise. You may check only one box for each emergency exercise. Click the Save button to record information for each emergency exercise, and then repeat this process as many times as necessary to add all emergency exercises conducted into EOP ASSIST.

If your team has already recorded emergency exercises and wishes to modify the information, please click the Edit button for the respective emergency exercise. A prepopulated field will appear with previously saved information. After editing the available field, click the Save button. Likewise, if your team would like to remove an emergency exercise from the list, click the Delete button. You will be asked to confirm this deletion. Click Yes to confirm or Cancel if you clicked the Delete button in error.

Title:

Type of Emergency Exercise: Drill

Date:

Location:

Contact:

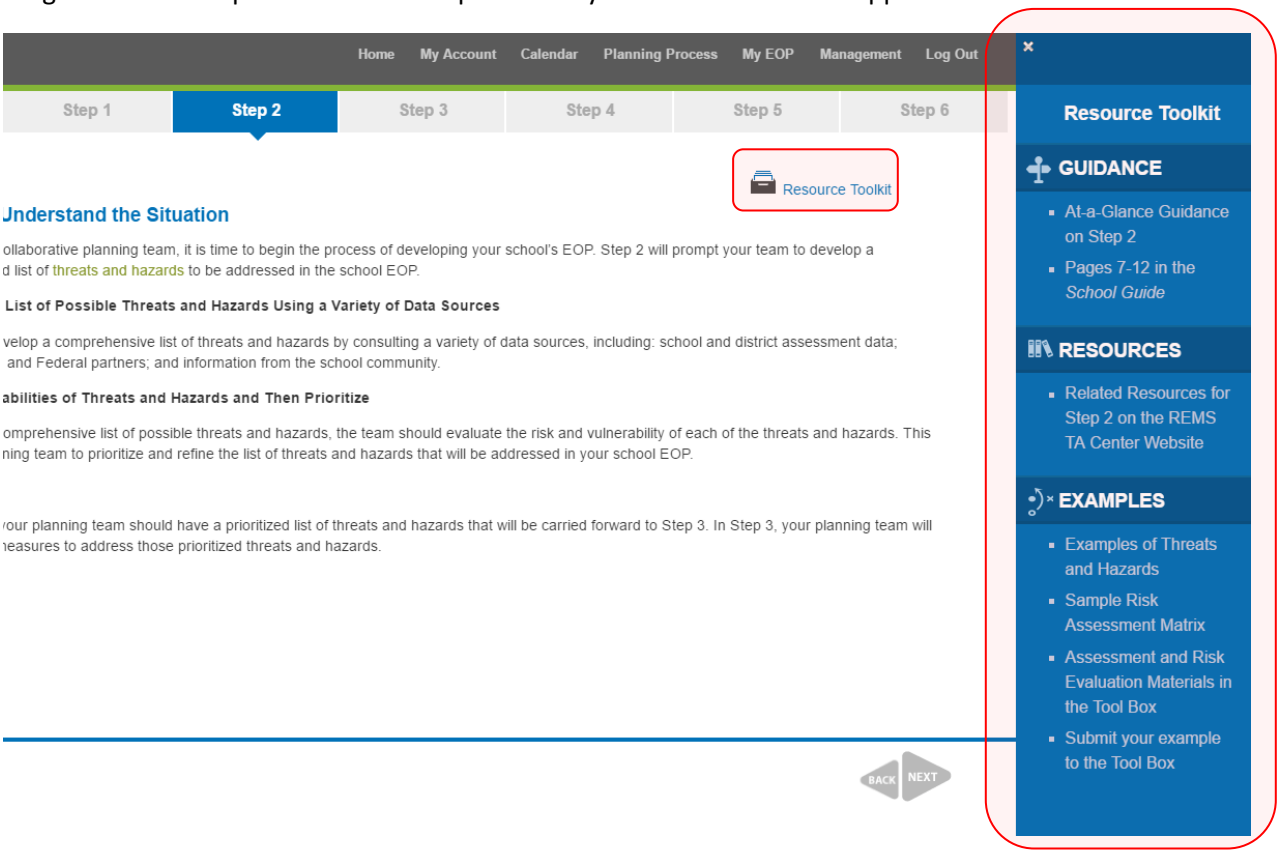
Description:

Attachment: Choose File No file chosen

Save Reset

Resource Toolkit

The Resource Toolkit includes useful materials to help you complete your school EOP and is available only in the Home/Getting Started and Planning Process sections. This should be used as an additional source of information to enrich your knowledge of the six-step planning process. Guidance contains links that lead users directly to the *School Guide* and to at-a-glance information on the *School Guide*. Resources include a wide variety of tools, documents, online courses, and training materials that were developed for and by Federal agencies and the REMS TA Center. Examples contain links that show the tangible result and products of the step in which you are located in the application.



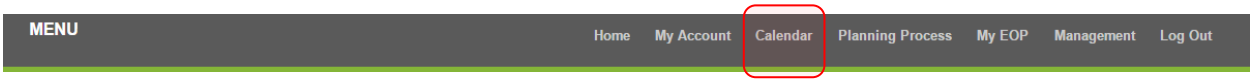
Please note: *For more information on how to open, use, and close the Resource Toolkit, please refer to Chapter 4.*

Calendar

School emergency management planning is an ongoing effort that is reinforced through regularly scheduled planning meetings. Often, planning teams creating new school EOPs will meet frequently at first. Once the school EOP is in place, teams will need less frequent but regular meetings to revise and maintain the plan. The Calendar section will help you schedule meetings and create reminders and notifications to support the team's planning process.

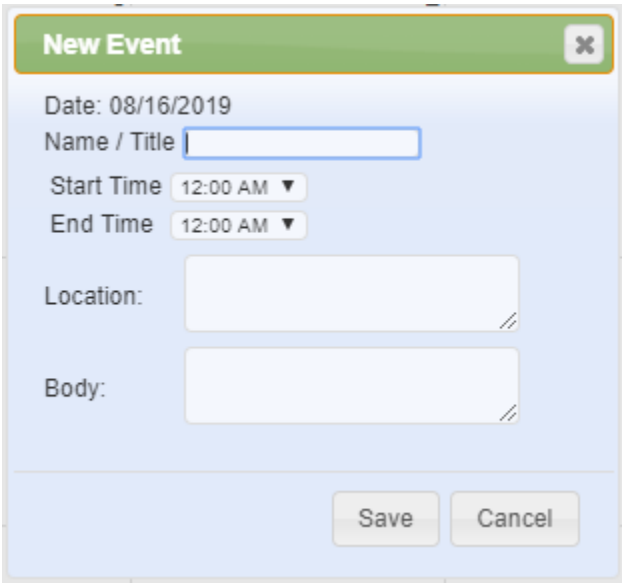
School Users and School Administrators will see only the events planned for their individual school. These events will also be seen by the District Administrators, who will see all events planned for each school in the school district. State Administrators, however, will see only events planned at the state level, which will not be shared with users at the school and school district levels.

To use this feature, click Calendar in the Navigation Bar. There also are links to the Calendar feature in Step 1 and Step 6 of the application; these links will open the Calendar in a new browser window.



Create a New Event

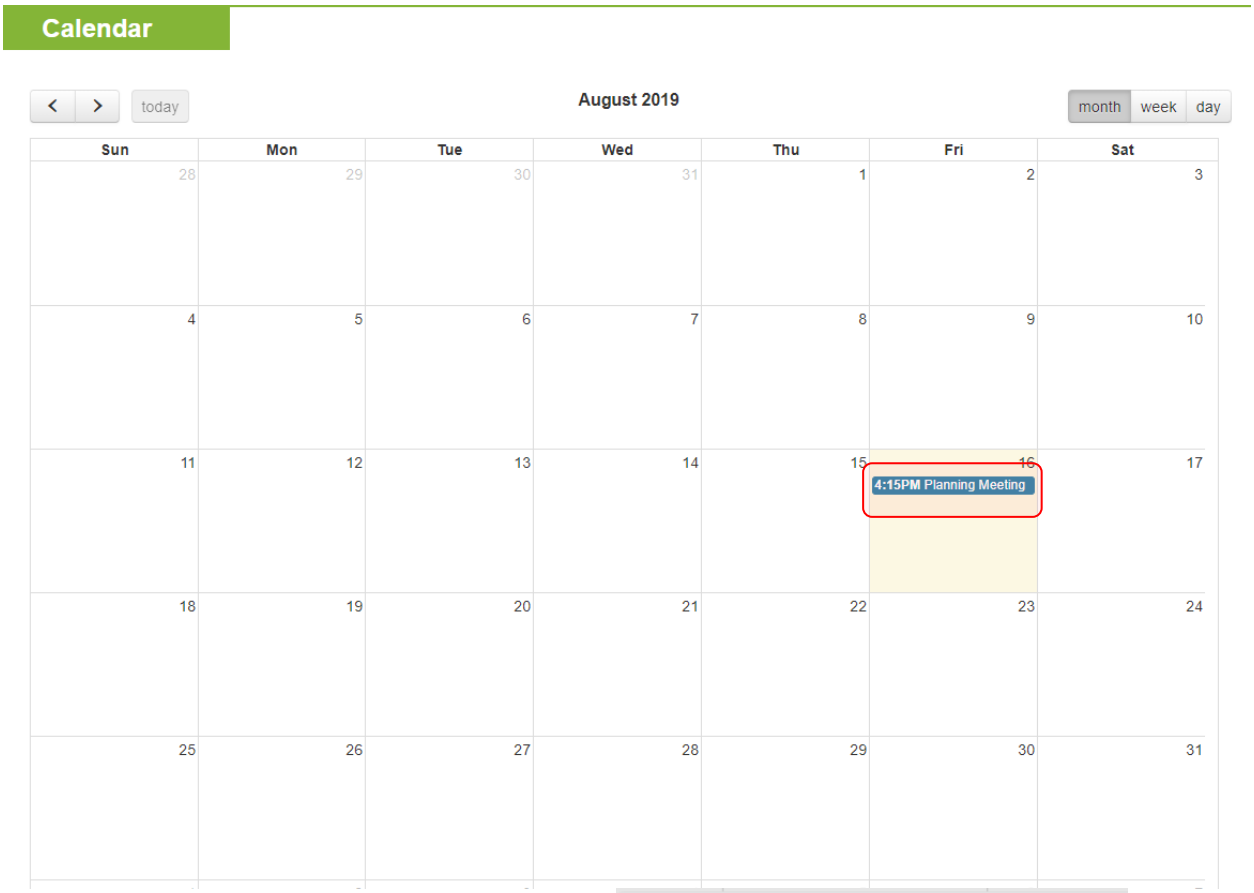
1. Click the day the event will take place.
2. Confirm the date and adjust the start time and end time.
3. Add the event title, location, and description in the fields.



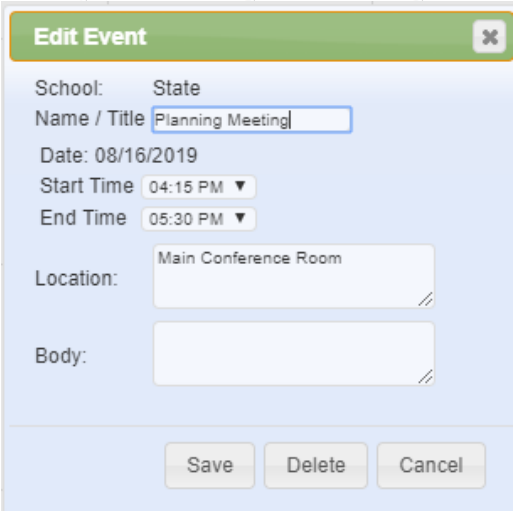
4. Click the **Save** button.
5. You will return to the Calendar section and the event will appear on the Calendar.

Edit an Existing Event

6. Select the event in the Calendar.

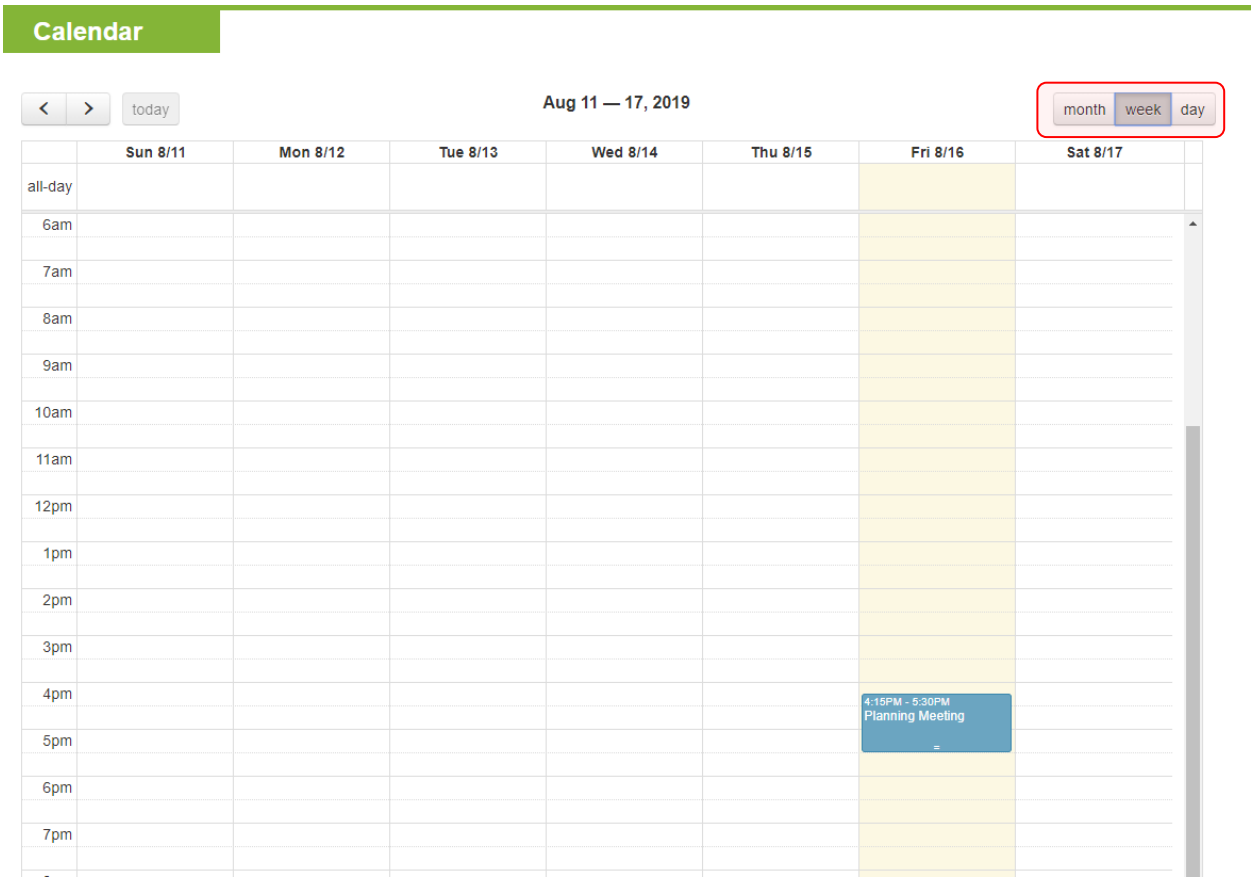


7. Edit the event, as needed.
8. Click the **Save** button.



Viewing Events

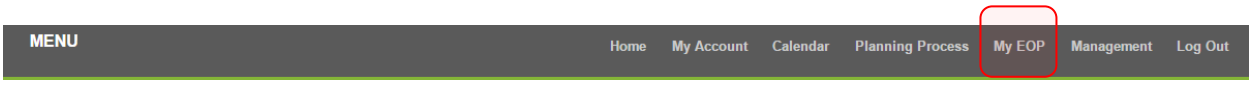
You can view your calendar by month, week, or day. To switch the calendar display, click one of the buttons in the upper right corner of the page. The image below shows the calendar in weekly view.



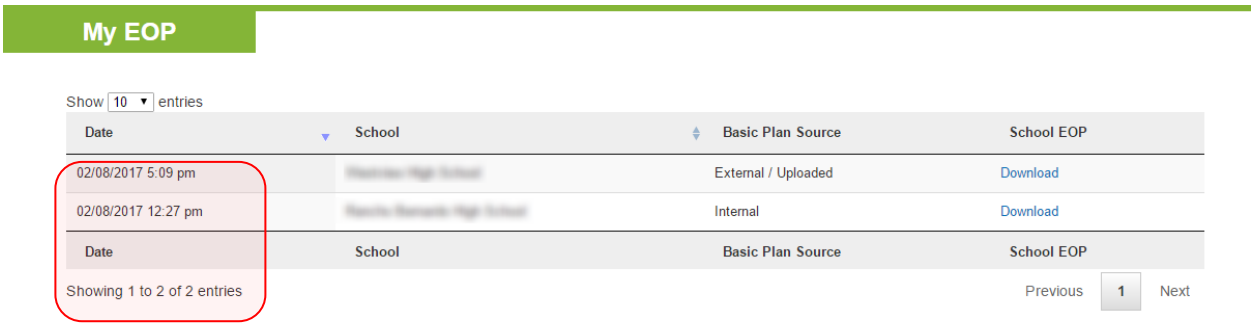
My EOP

The result of the six-step planning process is the school EOP, which may be accessed, for the most part, in the My EOP section. This is where users may download the plan as a Microsoft Word document, which allows your team to create a table of contents, review and revise the plan, and download any attachments that should accompany it. Exporting the plan into a Word document also lets planning teams control versions of your school EOP by saving them on a designated secure system. Only the most up-to-date version of your school EOP will be available in EOP ASSIST, which means that once data are updated, your school EOP will also be updated and your collaborative planning team will not be able to access the previous version within the application. For this reason, *it is important to save previous versions on a designated secure system*.

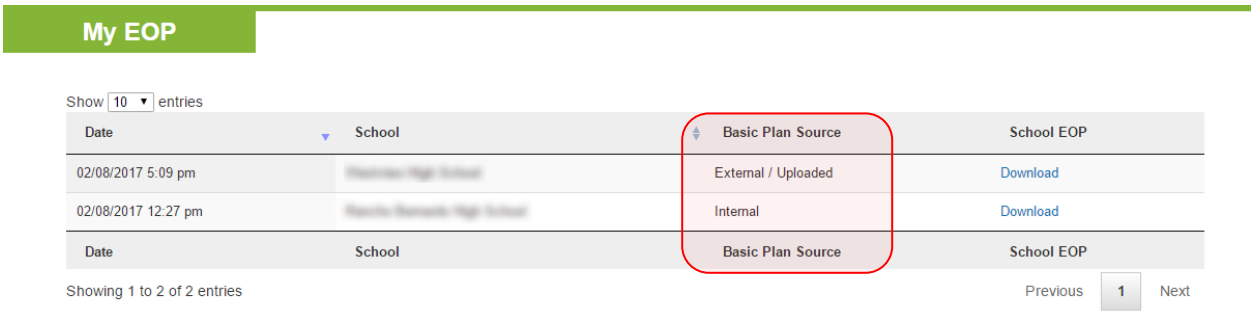
1. Select **My EOP** in the Navigation Bar.



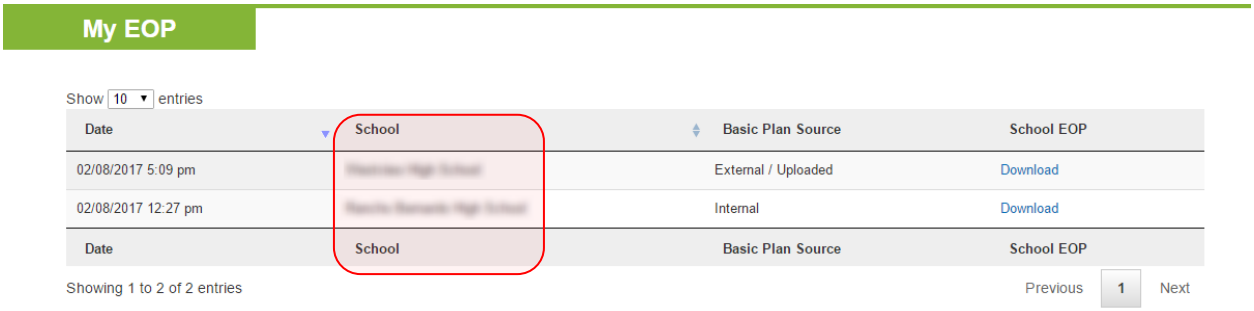
You will be presented with a list of school EOPs to which you have access. All School Users, School Administrators, and State Administrators will see only one school EOP on this page, and the State Administrators will see only their sample school EOP. District Administrators, however, will be able to see all school EOPs for the schools in their school district on this page. The **Date** column indicates the last time the school EOP was updated and is marked with a timestamp.



The **Basic Plan Source** column indicates how the Basic Plan section of the school EOP was imported into the school EOP. “Internal” means that users typed and inserted dates for each subsection of the Basic Plan directly into the application. “External/Uploaded” means that users uploaded a Microsoft Word document to replace the entire Basic Plan section.

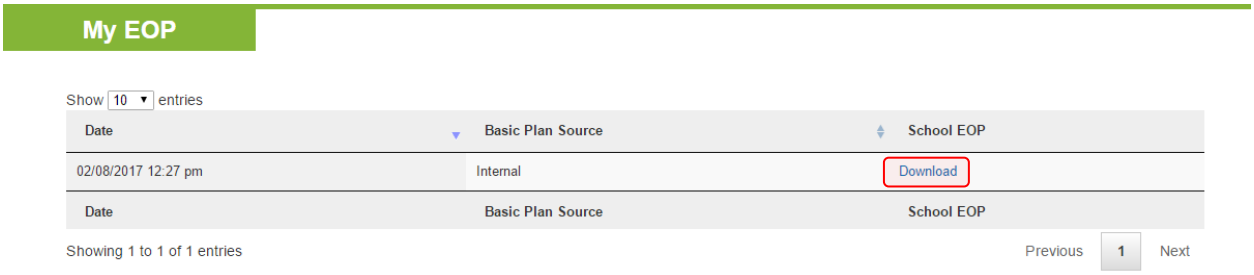


The **School** column is only present for District Administrators and indicates the school from which the school EOP originates.



The **School EOP** column allows users to download the school EOP as a Word document to their computer.

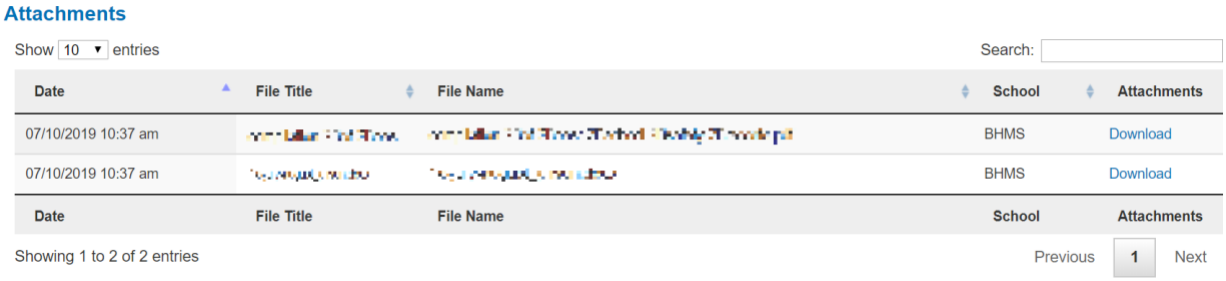
2. Click the **Download** button.



3. Save the file to your institution's designated secure system.

***Please note**: For more information on how State Administrators and District Administrators can gain access to school EOPs in the Management section, please refer to [Chapter 6](#).*

Below the EOPs section, a section titled **Attachments** contains attachments that were uploaded in Step 5. These attachments do not export with the school EOP and should be downloaded at the same time the school EOP is downloaded from this page.



Chapter 6: Management Features for Administrators

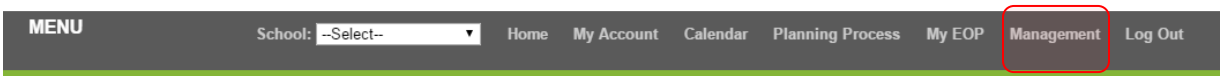
In addition to all the features discussed in Chapter 5, users with administrative privileges—including the Super Administrator, State Administrators, District Administrators, and School Administrators—will have added capabilities. Each Administrator can manage the user accounts on a school planning team, although in different capacities. This chapter describes the uses and functions of these added capabilities for the Super Administrator, State Administrators, District Administrators, and School Administrators. Please refer to the subsection that aligns with your user role.

Super Administrator

The Super Administrator serves as the database manager for EOP ASSIST and is responsible for setting up the institution's account within the application and with creating the appropriate administrator accounts, based on the institution's hosting level. The Super Administrator is able to create school profiles, school district profiles, and user accounts with any user role. More information on the Super Administrator's initial responsibilities is available in the *Installation Manual*.

Managing User Accounts

1. Select **Management** in the Navigation Bar.

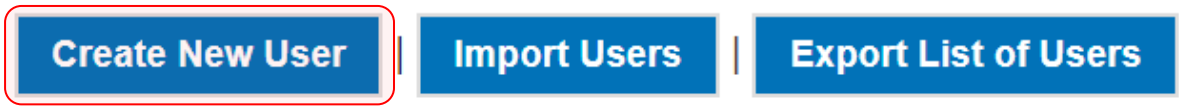


As the Super Administrator, you will first see the **User List** of accounts within your institution's jurisdiction. This lets you view all the user accounts that have access to the application. User accounts can be sorted alphabetically by various categories to help you find a specific user account. You can also search the list to find specific user accounts; create new user accounts; and edit, delete, or block existing user accounts. Further, this page lets you reset passwords, if needed.

Creating New User Accounts

Option 1

1. Click the **Create New User** button.



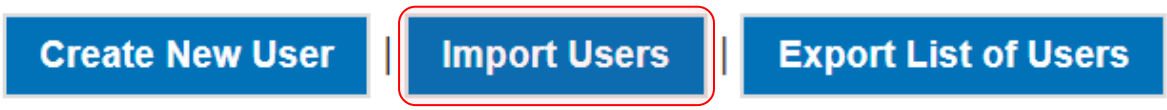
2. Fill all the required fields (noted with an asterisk) in the form that appears. User IDs and email addresses must be unique for each user.
   - Select the appropriate user role in the User Role dropdown menu: State Administrator, District Administrator, School Administrator, or School User. For more information on each user role, please refer to Chapter 4.
   - Select the appropriate information for the District and/or School dropdown menus, if they appear for the selected User Role.

- Select the appropriate choice for the View Only dropdown menu if School User is selected for the User Role. The View Only feature allows School User accounts to view, but not add to or edit, their school's data in the application.

3. Make a note of the User ID and Password information so that you can send it to each user who will use these login credentials.
4. Click the **Save** button.
5. The user account name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Share the newly created User ID and password with the user so that he or she can log in and change his or her account information. When a profile is created, the user is automatically given an "active" status. This means that new user accounts have access to EOP ASSIST through their respective login credentials.

Option 2

7. Click the **Import Users** button.



8. Click the **Download Template** button.

9. Open the downloaded CSV file.
10. Insert the contact information for users, including their passwords.
11. Save the CSV file.
12. Click the **Import User Profiles** button.

13. Confirm that the information is correct.
14. Assign user roles via the User Role dropdown menu.
15. Affiliate the users with a school district by selecting an existing school district in the School District dropdown menu. Select None if the user is affiliated with an independent school.
16. Affiliate the users with a school by selecting an existing school in the School dropdown menu.
17. Click the **Save** button.
18. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name.

***Please note**: Although the Super Administrator can create a new user account for any user role, he or she should be responsible for creating only the first new user at the highest level of the entity hosting the application. In the case of state-/regional-level hosting, the Super Administrator should create only the*

first State Administrator. In the case of district-level hosting, the Super Administrator should create only the first District Administrator. In the case of school-level hosting, the Super Administrator should create only the first School Administrator. The responsibility of creating subsequent user accounts should be left to the other administrators at the state, school district, or school levels. For more information on the Super Administrator's initial responsibilities, please refer to the Installation Manual.

Resetting Passwords

As the Super Administrator, you have permission to reset passwords, in case people forget their passwords. While you have the ability to reset passwords for any user account with any user role, you should be responsible for resetting only the passwords of user accounts with the highest user role (for example, State Administrators in state-/regional-level hosting, District Administrators in district-level hosting, and School Administrators in school-level hosting). All other users should contact their respective Administrators to ask for their passwords to be reset.

1. Click the **Reset** button in the Password column for the corresponding user.
2. Confirm that the First Name, Last Name, and User ID that appear are correct for the user whose password you wish to reset.
3. Fill all the required fields (noted with an asterisk) with a new password in the pop-up that appears.
4. Make a note of the new password so you can send it to the actual user who will use this password to log in.
5. Click the **Reset Password** button.
6. The new password will save, you will return to the **User List**, and a confirmation message that a password was reset successfully will appear.
7. Share the new password with the user so that he or she can log in and change his or her password for confidentiality purposes.

Modifying User Accounts

The Super Administrator has permission to modify information for user accounts. This may include editing the name, email address, phone number, view only status, user role, or affiliation of the user account.

1. Click the **Edit** button in the Modify User column for the user account you wish to modify.
2. Edit any of the fields you wish to modify in the pop-up that appears.
3. Click the **Update** button.
4. The user account information will save, you will return to the **User List**, and a confirmation message that a user account was updated successfully will appear.

***Please note**: You cannot change your own user role, and no other users can change the user role of the Super Administrator.*

Deleting User Accounts

The Super Administrator has permission to delete user accounts. This is the only user role that may complete this task and, once it is complete, the user account cannot be recovered. The Super

Administrator may want to delete a user account if the account was created in error or if a user leaves a school, school district, or other institution.

1. Click the **Delete** button in the Modify User column for the user account that you wish to delete.
2. A pop-up window will appear.
3. Click the **Delete** button.
4. The user account information will be deleted, you will return to the **User List**, and a confirmation message that a user account was deleted successfully will appear.

***Please note**: The Super Administrator is the only user role with the ability to delete a user account. Further, you cannot delete your own user account, and no other users can delete the Super Administrator account.*

Blocking User Accounts

The Super Administrator has permission to block user accounts. This feature prohibits the user from successfully logging in to the application until the user account is "unblocked." The Super Administrator may want to block a user account if a user leaves a school, school district, or other institution, but there is reason not to delete the user account permanently.

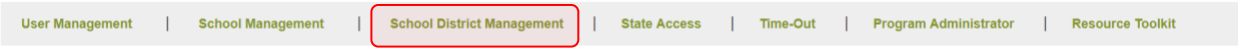
1. Click the **Block** button in the Modify User column for the user account that you wish to block.
2. A "Block User" pop-up notification will appear.
3. Click the **Yes** button.
4. The user account status will save, you will return to the **User List**, and a confirmation message that a user account was blocked successfully will appear.

***Please note**: You cannot block your own user account, and no other users can block the Super Administrator account.*

Managing School District Profiles

In state-/regional-level hosting and district-level hosting, the Super Administrator account can manage the school district(s) using EOP ASSIST. This includes creating new school district profile(s) and editing existing school district profile(s).

1. Click the **School District Management** tab.



You will be presented with a list of all school district profiles that have already been created (if any) in the **School District List**. This list lets you view all the school district profiles that have access to the application. School district profiles can be sorted alphabetically to help you can find a specific school district. You can also search the list to find specific school district profiles, create new school district profiles, and edit or delete existing school district profiles.

Creating New School District Profiles

Option 1

1. Click the **Create New School District** button.

2. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Type the school district name in the District Name field.
   - Type the school district abbreviation in the Screen Name field.
3. Click the **Create New School District** button.
4. The school district profile information will save, you will return to the **School District List**, and a confirmation message that a new school district profile was created successfully will appear.
5. Repeat as necessary, so all school districts in your state or region have profiles in the application.

Option 2

1. Click the **Import School Districts** button.

2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the names of school districts in the **District Name** column.
5. Save the CSV file.
6. Click the **Import District Profiles** button.

7. Confirm that the information is correct.
8. Click the **Save** button.
9. The school district profile information will save, you will return to the **School District List**, and a confirmation message that new school district profiles were imported successfully will appear.

***Please note**: Although the Super Administrator has the ability to create school district profiles, he or she should be responsible for creating a school district profile only in the case of district-level hosting. State Administrators should assume the responsibility of creating school district profiles in the case of state-/regional-level hosting.*

Modifying School District Profiles

1. Click the **Edit** button in the Modify School District column for the school district profile you wish to modify.
2. Edit any of the fields you wish to modify in the pop-up that appears.
3. Click the **Update** button.
4. The school district profile information will save, you will return to the **School District List**, and a confirmation message that a school district profile was updated successfully will appear.

Deleting School District Profiles

The Super Administrator has permission to delete school district profiles. This is the only user role that may complete this task and, once it is complete, the school district profile cannot be recovered. In addition, be aware that *all school profiles and school EOPs associated with this school district will be deleted*. The Super Administrator may want to delete a school district profile if the profile was created in error or if a school district closes permanently.

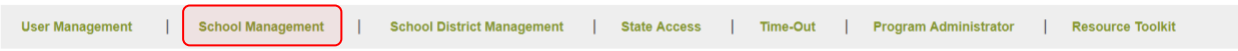
1. Click the **Delete** button in the Modify School District column for the school district profile you wish to delete.
2. A pop-up window will appear.
3. Click the **Delete** button.
4. The school district profile will be deleted, you will return to the **School District List**, and a confirmation message that a school district profile was deleted successfully will appear.

***Please note**: The Super Administrator is the only user role with the ability to delete a school district profile. This is a permanent action that cannot be undone.*

Managing School Profiles

At all hosting levels, the Super Administrator account can manage access by and information about the school(s) using EOP ASSIST. This includes creating school profiles(s) and editing existing school profile(s).

1. Click the **School Management** tab.

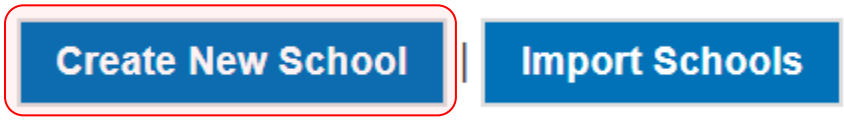


You will be presented with a list of all school profiles that have already been created (if any) in the **School List**. This list lets you view all the school profiles that have access to the application. School profiles can be sorted alphabetically to help you find a specific school. You can also search the list to find specific school profiles, create new school profiles, and edit or delete existing school profiles.

Creating New School Profiles

Option 1

1. Click the **Create New School** button.



2. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Type the full name of the school in the School Name field.
   - Type the acronym or abbreviation of the school in the Screen Name field.
   - Select the appropriate school district in the School District dropdown menu. In the case of state-/ regional-level hosting, select None for independent schools.
3. Click the **Create New School** button.
4. The school profile information will save, you will return to the **School List**, and a confirmation message that a new school profile was created successfully will appear.

Option 2

1. Click the **Import Schools** button.

2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the names of schools in the **School Name** column.
5. Save the CSV file.
6. Click the **Import School Profiles** button.

7. Confirm that the information is correct.
8. Affiliate the schools with a school district by selecting an existing school district in the School District dropdown menu. Select None if the school is not affiliated with a school district and is independent.
9. Click the **Save** button.
10. The school profile information will save, you will return to the **School List**, and a confirmation message that new school profiles were imported successfully will appear.

***Please note**: Although the Super Administrator has the ability to create school profiles, he or she should be responsible for creating a school profile only in the case of school-level hosting. State Administrators should assume the responsibility of creating school profiles in the case of state-/regional-level hosting, and District Administrators should assume the responsibility in the case of district-level hosting.*

Modifying School Profiles

1. Click the **Edit** button in the Modify School column for the school profile you wish to modify.
2. Edit any of the fields you wish to modify in the pop-up that appears.
3. Click the **Update** button.

4. The school profile information will save, you will return to the **School List**, and a confirmation message that a school profile was updated successfully will appear.

Deleting School Profiles

The Super Administrator has permission to delete school profiles. This is the only user role that may complete this task and, once it is complete, the school profile cannot be recovered. In addition, *all school EOPs associated with this school profile will be deleted*. The Super Administrator may want to delete a school profile if the school profile was created in error or if a school closes permanently.

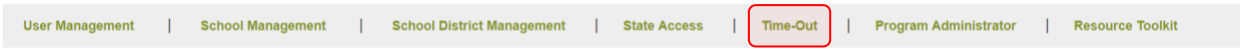
1. Click the **Delete** button in the Modify School column for the school profile you wish to delete.
2. A pop-up window will appear.
3. Click the **Delete** button.
4. The school profile will be deleted, you will return to the **School List**, and a confirmation message that a school profile was deleted successfully will appear.

***Please note**: The Super Administrator is the only user role with the ability to delete a school profile. This is a permanent action that cannot be undone.*

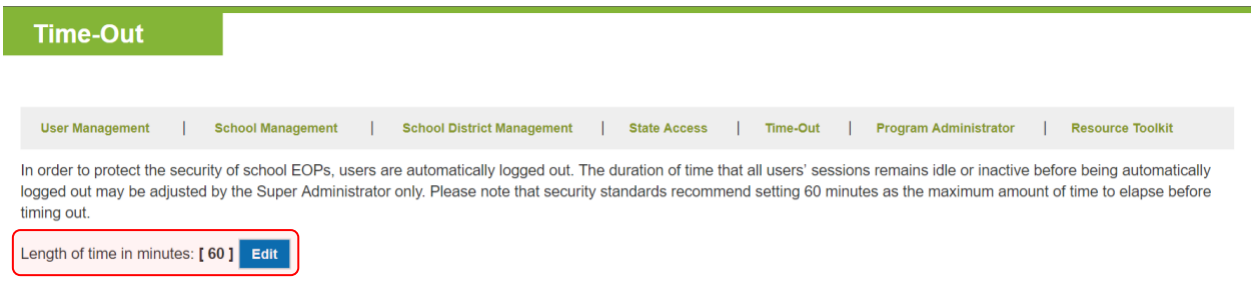
Managing Time-Out Feature

To protect the security of school EOPs, users are automatically logged out after a set period of time. The duration of time that user sessions remain idle or inactive before being automatically logged out may be adjusted only by the Super Administrator. Security standards recommend setting 60 minutes as the maximum amount of time to elapse before timing out.

1. Select the **Time-Out** tab.



2. Click the **Edit** button.

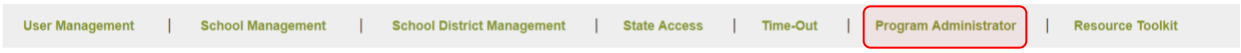


3. A pop-up window will appear.
   - Fill out the field.
   - Click the **Save** button.

Managing Program Administrator

The Program Administrator is responsible for resetting passwords for all users who access this installed version of EOP ASSIST and his/her contact information below will appear on the Login page. This person should have management capabilities and represent the agency that installed the software application. This person may be someone other than the Super Administrator.

1. Click the **Program Administrator** tab.

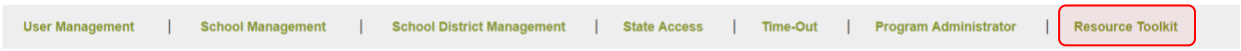


1. Edit any of the existing fields with the contact information of the Program Administrator.
2. Click the **Save** button.

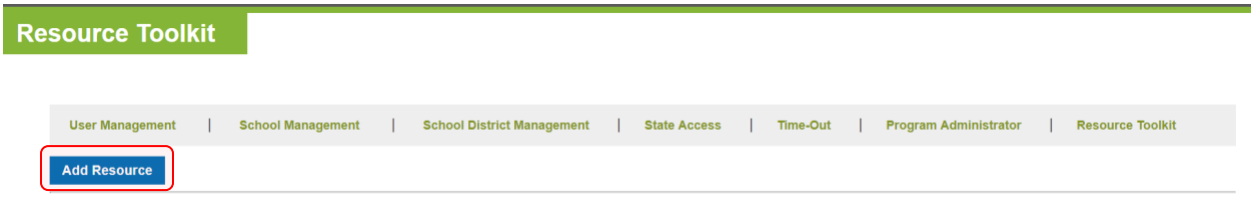
Managing Resource Toolkit

EOP ASSIST allows institutions to upload resources that are specific to their state, region, or school district to the Resource Toolkit. You may choose the location within the Planning Process section for each resource, and may add a single resource to multiple pages. Resources may be uploaded as files or URLs. The REMS TA Center has added a number of national resources to the Resource Toolkit, and these cannot be removed.

1. Click the **Resource Toolkit** tab.



2. Click the **Add Resource** button.

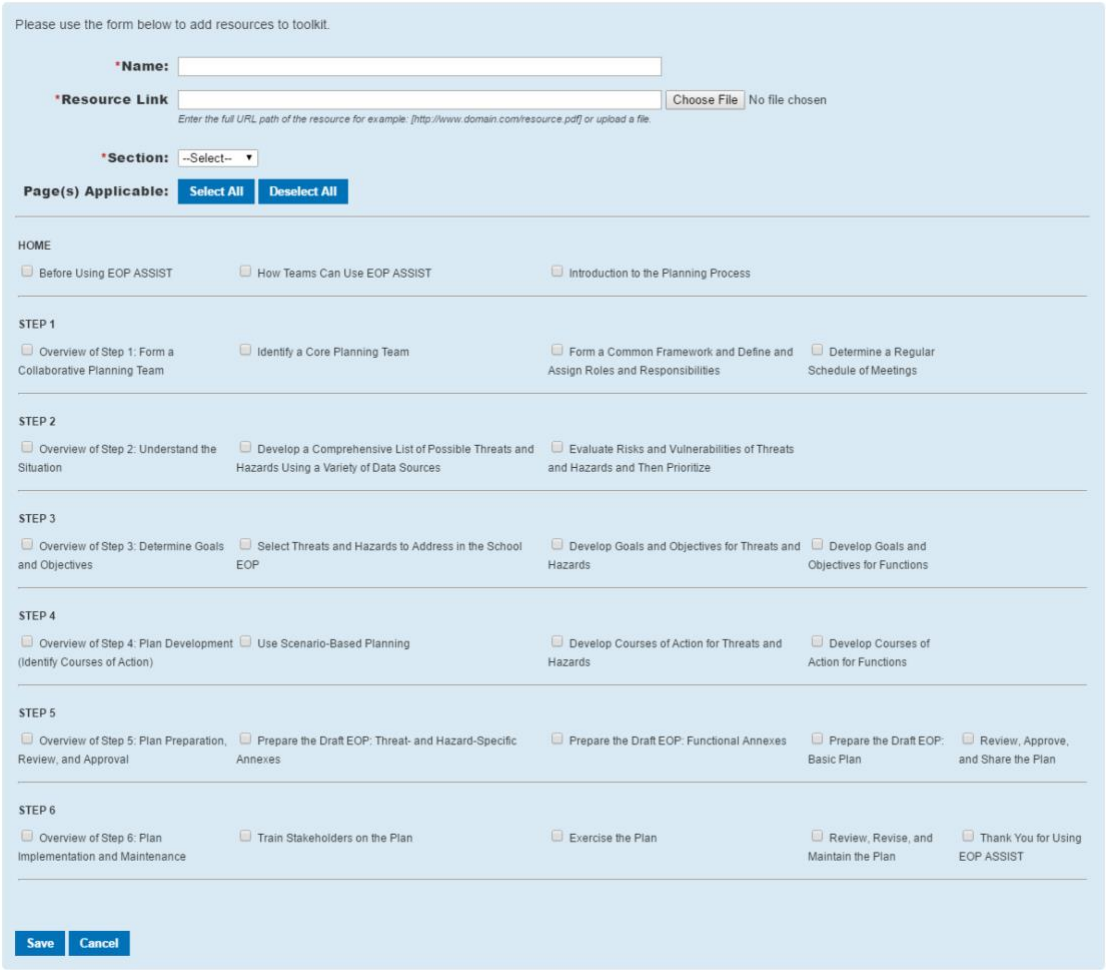


3. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Type the name of the resource in the **Name** field. This text will be displayed in the Resource Toolkit.
   - Type the URL of the resource or click the **Choose File** button if the resource does not have a URL.
   - Select the appropriate label in the **Section** dropdown menu. This is the section of the Resource Toolkit where the resource will appear.
     i. **Guidance**—recommendations and laws from government agencies and other organizations on school emergency management planning.
     ii. **Resources**—tools, documents, online courses, and training materials that provide supplemental information on specific topics.

iii. **Examples**—tangible result and product of emergency management planning work (e.g., sample goals and objectives, sample courses of action, sample annexes).

- Select the check boxes for the applicable pages within the Planning Process section that are relevant to the resources. These are the pages where the resources will appear in the Resource Toolkit.

4. Click the **Save** button.



5. The Resource information will save, you will return to the **Resource Toolkit list**, and a confirmation message that a new resource was saved successfully will appear.

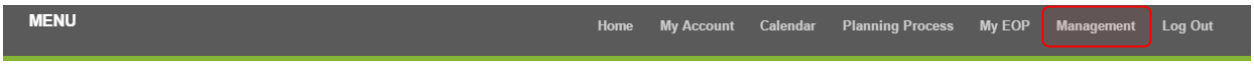
State Administrator

State Administrators have the unique role of ensuring that schools throughout the state can develop high-quality EOPs. This can be done by managing the school district profiles and independent school profiles that have access to the application, and by developing a sample plan and scheduling events at the state level to support school emergency management planning.

Managing User Accounts

State Administrators serve as the point of contact for statewide access to EOP ASSIST. Therefore, State Administrators can create user accounts with any user role. More information on the State Administrator's initial responsibilities is available in Chapter 2.

1. Select **Management** in the Navigation Bar.

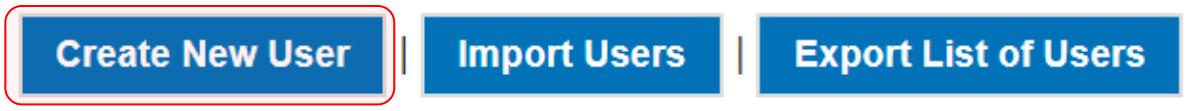


As a State Administrator, you will first see the **User List,** which shows the user accounts within your institution's jurisdiction that have access to the application. User accounts can be sorted alphabetically by various categories to help you find a specific user. You can also search the list to find specific user accounts, create new user accounts, and edit or block existing user accounts. Further, this page lets you reset passwords, if needed.

Creating New User Accounts

Option 1

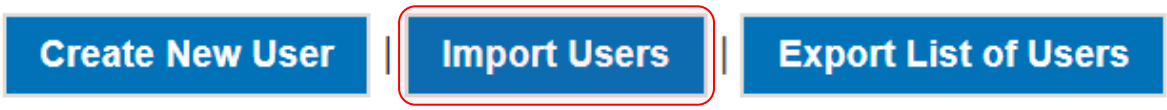
1. Click the **Create New User** button.



2. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Select the appropriate user role in the User Role dropdown menu: State Administrator, District Administrator, School Administrator, or School User. For more information on each user role, please refer to Chapter 4.
   - Select the appropriate information for the District and/or School dropdown menus, if they appear for the selected User Role.
   - If School User is selected for the User Role, select the appropriate choice for the View Only dropdown menu. The View Only feature allows School User accounts to view, but not add to or edit, data for their school.
3. Make a note of the User ID and Password information, so you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The user account name and other personal information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Share the newly created User ID and password with the user so that he or she can log in and change his or her account information. When a profile is created, the user is automatically given "active" status. This means new users have access to EOP ASSIST through their respective login credentials.

Option 2

7. Click the **Import Users** button.



8. Click the **Download Template** button.

9. Open the downloaded CSV file.
10. Insert the contact information for users, including their passwords.
11. Save the CSV file.
12. Click the **Import User Profiles** button.

13. Confirm that the information is correct.
14. Assign user roles via the User Role dropdown menu.
15. Affiliate the users with a school district by selecting an existing school district in the School District dropdown menu. Select None if the user is affiliated with an independent school.
16. Affiliate the users with a school by selecting an existing school in the School dropdown menu.
17. Click the **Save** button.
18. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name

***Please note**: Although the State Administrator can create a new user with any User Role, he or she should be responsible for creating user accounts only for colleagues at the state level, as well as the first new user account for each school district profile and independent school account. The responsibility of creating subsequent user accounts should be left to Administrators at the school district or school levels. For more information on the State Administrator's initial responsibilities, please refer to Chapter 2.*

Resetting Passwords

As a State Administrator, you have permission to reset passwords, in case people forget them. While you have the ability to reset passwords for any user account with any user role, you should be responsible for resetting only the passwords of user accounts with the State Administrator user role. All other users should contact their respective Administrators to ask for their passwords to be reset.

1. Click the **Reset** button in the Password column for the corresponding user.
2. Confirm that the First Name, Last Name, and User ID that appear are correct for the password you wish to reset.
3. Fill all the required fields (noted with an asterisk) with a new password in the pop-up that appears.

4. Make a note of the new password so you can send it to the actual user who will use this password to log in.
5. Click the **Reset Password** button.
6. The new password will save, you will return to the **User List**, and a confirmation message that a password was reset successfully will appear.
7. Share the new password with the user so that he or she can log in and change his or her password for confidentiality purposes.

Modifying User Accounts

State Administrators have permission to modify user accounts.

1. Click the **Edit** button in the Modify User column for the user account you wish to modify.
2. An "Update User" pop-up notification will appear.
   - Edit the data, as needed.
   - Click the **Update** button.
3. The user account information will save, you will return to the **User List**, and a confirmation message that the user account was updated successfully will appear.

State Administrators have permissions to update the following information for user accounts within their state: name, email address, phone number, user ID, user role, school district, or school affiliation (if applicable).

***Please note**: You cannot change your own User Role. If you wish to change such information, please contact another State Administrator or the Super Administrator.*

Blocking User Accounts

State Administrators have permission to block user accounts. This feature prohibits the user from successfully logging in to the application until the account is "unblocked." State Administrators may want to block a user account if a user leaves a school, school district, REA, state agency, or other institution, and there is reason not to delete the user account permanently.

1. Click the **Block** button in the Modify User column for the user account that you wish to block.
2. A "Block User" pop-up notification will appear.
3. Click the **Yes** button.
4. The user account name and other personal information will save, you will return to the **User List**, and a confirmation message that the user account was blocked successfully will appear.

***Please note**: You cannot block your own user account.*

Managing School District Profiles

As a State Administrator, you can manage the school district profiles within your state that will use EOP ASSIST. This includes creating new school district profiles and editing existing school district profiles. More information on the State Administrator's initial responsibilities is available in Chapter 2.

1. Click the **School District Management** tab.

You will be presented with a list of all school district profiles that have already been created (if any) in the **School District List**. This list lets you view all the school district profiles that have access to the application. School district profiles can be sorted alphabetically to help you find a specific school district. You can also search the list to find specific school district profiles, create new school district profiles, and edit or delete existing school district profiles.

Creating New School District Profiles

Option 1

1. Click the **Create New School District** button.

2. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Type the school district name in the District Name field.
   - Type the school district abbreviation in the Screen Name field.
3. Click the **Create New School District** button.
4. The school district profile information will save, you will return to the **School District List**, and a confirmation message that a new school district profile was created successfully will appear.
5. Repeat as necessary, so all the school districts in your state or region have profiles in the application.

Option 2

1. Click the **Import School Districts** button.

2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the names of school districts in the **District Name** column.
5. Save the CSV file.
6. Click the **Import District Profiles** button.

7. Confirm that the information is correct.

8. Click the **Save** button.
9. The school district profile information will save, you will return to the **School District List**, and a confirmation message that new school district profiles were imported successfully will appear.

Modifying School District Profiles

1. Click the **Edit** button in the Modify School District column for the school district you wish to modify.
2. Edit any of the fields in the pop-up that appears.
3. Click the **Update** button.
4. The school district profile information will save, you will return to the **School District List**, and a confirmation message that a school district profile was updated successfully will appear.

Managing School Profiles

As a State Administrator, you can manage the school profiles within your state that will use EOP ASSIST. This includes creating new school profiles and editing existing school profiles. While State Administrators shouldn't assume the responsibility of managing school profiles that are affiliated with school districts in EOP ASSIST, they will be responsible for creating school profiles for independent schools. More information on the State Administrator's initial responsibilities is available in Chapter 2.

1. Click the **School Management** tab.

You will be presented with a list of all school profiles that have already been created (if any) in the **School List**. This list lets you view all the school profiles that have access to the application. School profiles can be sorted alphabetically to help you find a specific school. You can also search the School List to find specific school profiles, create new school profiles, and edit existing school profiles. For schools without school district affiliation, no information will appear in the District and District Screen Name columns.

Creating New School Profiles

Option 1

1. Click the **Create New School** button.

2. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Type the full name of the school in the School Name field.
   - Type the acronym or abbreviation of the school in the Screen Name field.
   - Select **None** in the School District dropdown menu for independent schools.
3. Click the **Create New School** button.

4. The school profile information will save, you will return to the **School List**, and a confirmation message that a new school profile was created successfully will appear.

Option 2

1. Click the **Import Schools** button.

2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the names of schools in the **School Name** column.
5. Save the CSV file.
6. Click the **Import School Profiles** button.

7. Confirm that the information is correct.
8. Affiliate the schools with a school district by selecting an existing school district in the School District dropdown menu. Select None if the school is not affiliated with a school district and is independent.
9. Click the **Save** button.
10. The school profile information will save, you will return to the **School List**, and a confirmation message that new school profiles were imported successfully will appear.

***Please note**: Although State Administrators have the ability to create school profiles for schools that are affiliated with school districts, they should be responsible for creating school profiles only for independent schools. District Administrators should assume the responsibility of creating school profiles for schools that are affiliated with a school district.*

Modifying School Profiles

1. Click the **Edit** button for the school profile in the Modify School column you wish to modify.
2. Edit any of the fields in the pop-up that appears.
3. Click the **Update** button.
4. The school profile information will save, you will return to the **School List**, and a confirmation message that a school profile was updated successfully will appear.

***Please note**: If you wish to delete a school profile because a school has closed, please contact your Super Administrator. The Super Administrator is the only user with this management function.*

Managing State Access to School EOPs

State agencies may be responsible for reviewing school EOPs or certifying that they are in place, and this can be done directly through EOP ASSIST. For State Administrators to gain access to school EOPs through the application, representatives at the local and state levels must enable this feature. For State Administrators to view school EOPs from independent schools, a School Administrator from each school and a State Administrator must enable the State Access feature. For State Administrators to view school EOPs from schools affiliated with school districts, a State Administrator, School Administrator from each school, and District Administrator from each school district must all enable the State Access feature.

Enabling State Access

1. Click the **State Access** tab.

2. You will see a table that displays the status of state access to school EOPs, as granted by State Administrators.
3. Click the **Enable** button in the Action column.
4. The status will change and a message that state access to school EOPs was enabled successfully will appear.

Please note*: Enabling the State Access feature does not guarantee that you will have access to all school EOPs. If a school or school district does not want the state to have access to a school EOP, then the school or school district can block State Administrators from accessing it.*

Viewing School EOPs

Once state access to school EOPs is enabled (at the state and local levels), State Administrators will be able to access the appropriate school EOPs.

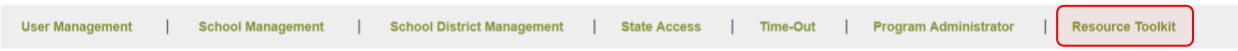
1. Click **the School Management** tab.

2. State Administrators will be able to see which schools and school districts have enabled the state access feature in the EOP column.
   - **Not Shared** will appear if a school and/or school district has not enabled State Access.
   - **View** will appear if a school and/or school district has enabled State Access and there are data in the school EOP. You may click this button to view the school EOP.
   - **No Data** will appear if a school and/or school district has enabled State Access, but there are no data in the school EOP.

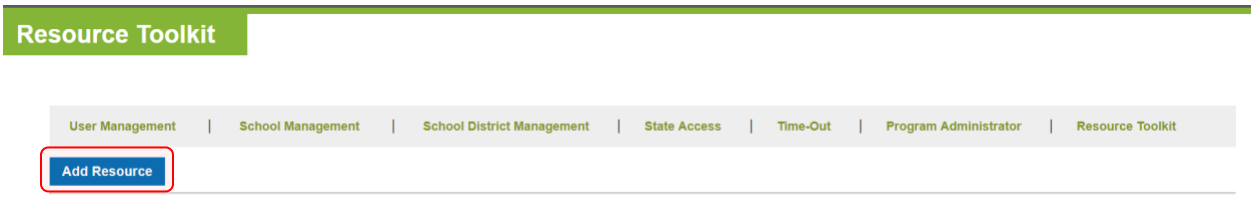
Managing Resource Toolkit

EOP ASSIST allows institutions to upload resources that are specific to their state, region, or school district to the Resource Toolkit. You may choose the location within the Planning Process section for each resource, and may add a single resource to multiple pages. Resources may be uploaded as files or URLs. The REMS TA Center has added a number of national resources to the Resource Toolkit, and these cannot be removed.

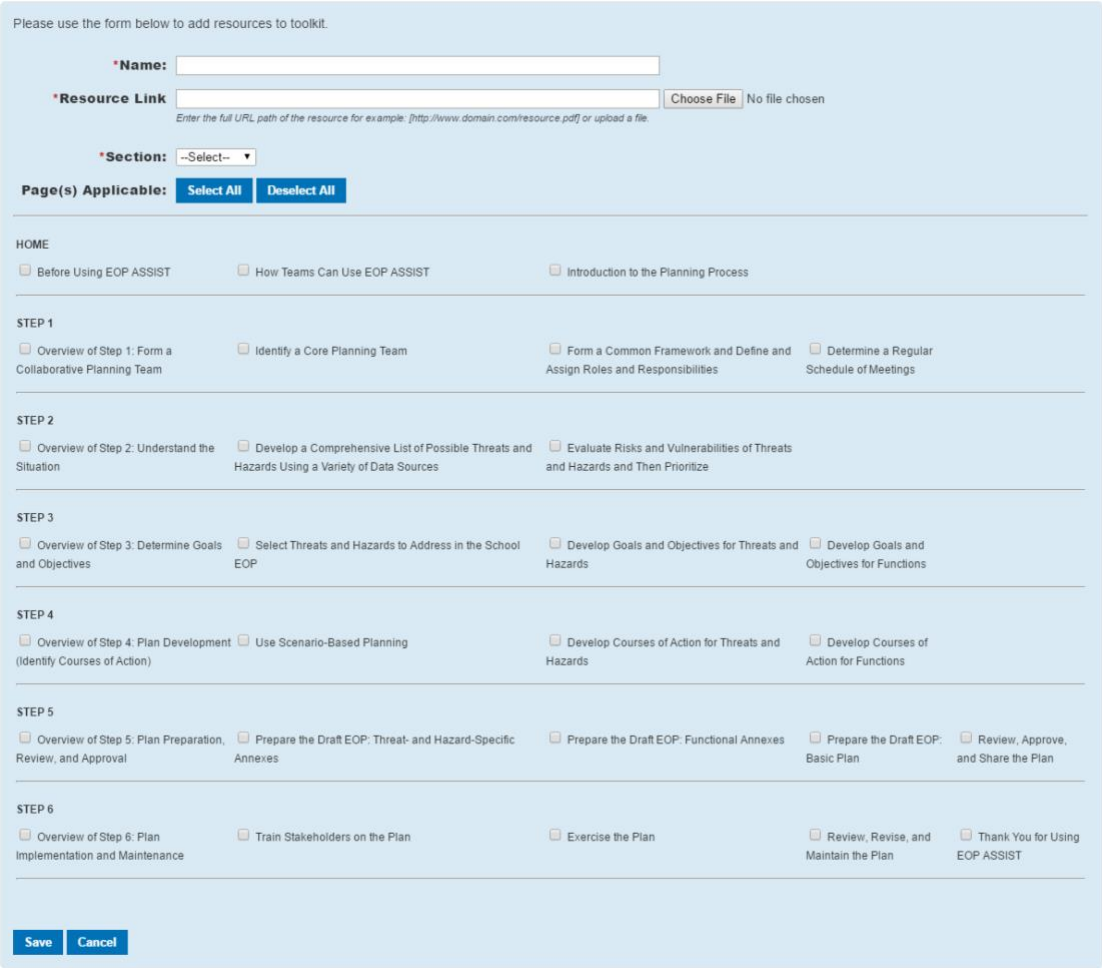
1. Click the **Resource Toolkit** tab.



2. Click the **Add Resource** button.



3. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Type the name of the resource in the **Name** field. This text will be displayed in the Resource Toolkit.
   - Type the URL of the resource or click the **Choose File** button if the resource does not have a URL.
   - Select the appropriate label in the **Section** dropdown menu. This is the section of the Resource Toolkit where the resource will appear.
     i. **Guidance**—recommendations and laws from government agencies and other organizations on school emergency management planning.
     ii. **Resources**—tools, documents, online courses, and training materials that provide supplemental information on specific topics.
     iii. **Examples**—tangible result and product of emergency management planning work (e.g., sample goals and objectives, sample courses of action, sample annexes).
   - Select the check boxes for the applicable pages within the Planning Process section that are relevant to the resources. These are the pages where the resources will appear in the Resource Toolkit.
4. Click the **Save** button.



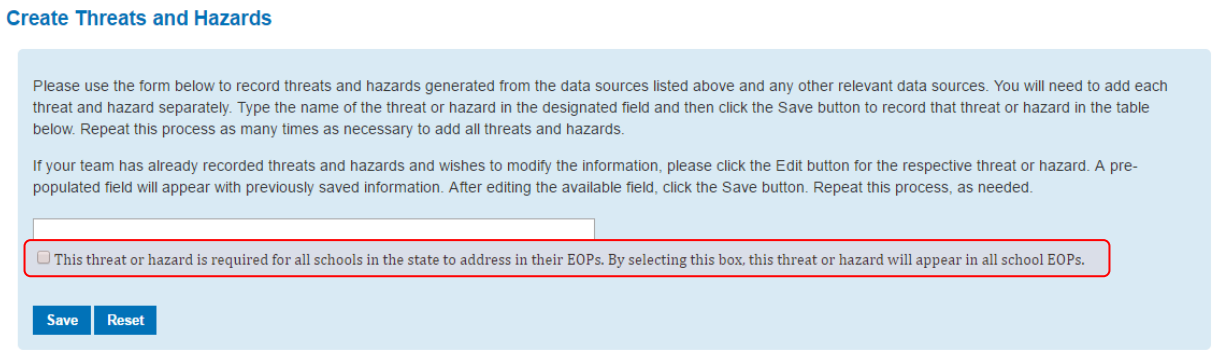
5. The Resource information will save, you will return to the **Resource Toolkit list**, and a confirmation message that a new resource was saved successfully will appear.

Creating Statewide Threats, Hazards, Functions, Goals, and/or Objectives

State Administrators can create threats, hazards, and functions that all school planning teams should address in their school EOPs, and can suggest goals and objectives that are based on state laws or guidance. State Administrators are not required to add statewide data to the application, and schools are not required to include statewide EOP data in their school EOPs.

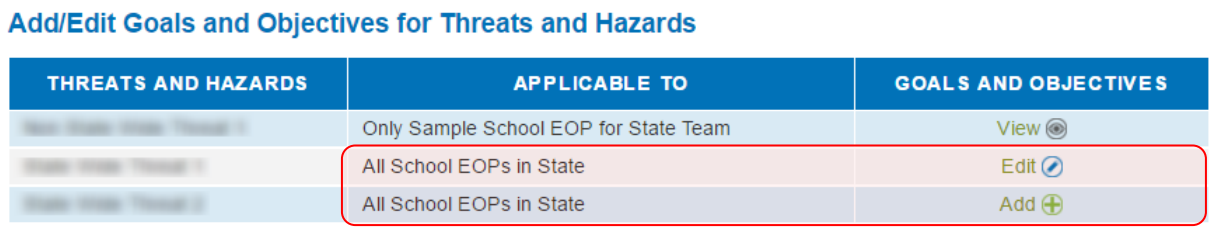
Creating Statewide Threats and Hazards

1. Navigate to Step 2: Develop a Comprehensive List of Possible Threats and Hazards Using a Variety of Data Sources.
2. Type the statewide threat or hazard into the field and select the checkbox.
3. Click the **Save** button.



Creating Statewide Goals and Objectives for Statewide Threats and Hazards

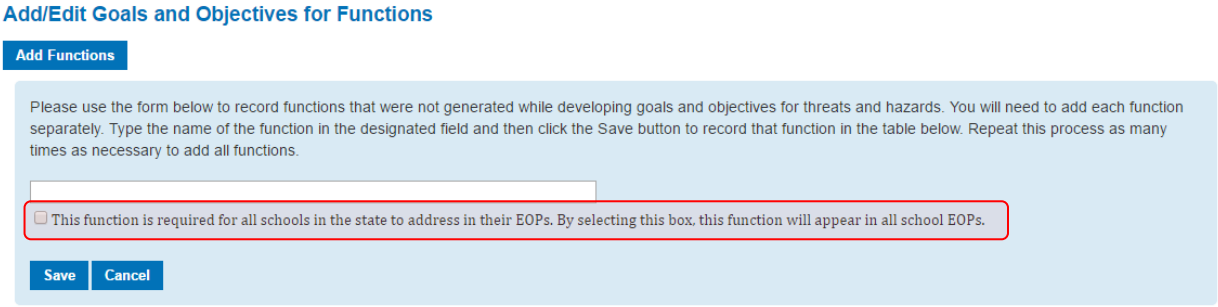
1. Navigate to Step 3: Develop Goals and Objectives for Threats and Hazards.
2. Click the **Add** button in the Goals and Objectives column for the threat or hazard that is applicable to "All School EOPs in the State."
3. Develop goals and objectives.
4. Click the **Save** button.



***Please note**: Threats or hazards that are applicable to "Only Sample School EOP for State Team" will not appear in any other school EOPs in the state. These data will appear only in the sample school EOP that the State Administrators develop.*

Creating Statewide Functions

1. Navigate to Step 3: Develop Goals and Objectives for Functions.
2. Click the **Add Functions** button.
3. Type the statewide function into the field and select the checkbox.
4. Click the **Save** button.



Creating Statewide Goals and Objectives for Statewide Functions

1. Navigate to Step 3: Develop Goals and Objectives for Functions.
2. Click the **Add** button in the Goals and Objectives column for the function that is applicable to "All School EOPs in the State."
3. Develop goals and objectives.
4. Click the **Save** button.

FUNCTIONS	APPLICABLE TO	GOALS AND OBJECTIVES
Communications and Warning	Only Sample School EOP for State Team	Add
Continuity of Operations (COOP)	Only Sample School EOP for State Team	Add
Evacuation	Only Sample School EOP for State Team	Add
Family Reunification	Only Sample School EOP for State Team	Add
Lockdown	Only Sample School EOP for State Team	Add
Recovery	Only Sample School EOP for State Team	Add
Security	Only Sample School EOP for State Team	Add
Edit Copy	All School EOPs in State	Edit

***Please note**: Functions that are applicable to "Only Sample School EOP for State Team" will not appear in any other school EOPs in the state. These data will appear only in the sample school EOP that the State Administrators develop.*

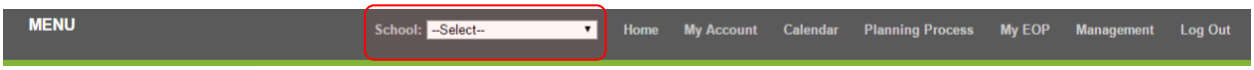
District Administrator

District Administrators have the unique role of overseeing the development of multiple school EOPs. Because they are part of the planning teams of all schools, District Administrators can contribute to, view, and edit information for each school EOP in their school district using EOP ASSIST. To do so, District Administrators must first identify the school before viewing or editing the school EOP. A school must be selected for access to the following sections: Home/Getting Started and Planning Process. District Administrators will be prompted to select a particular school in a pop-up notification that appears when first logging in to EOP ASSIST.

Selecting a School

Because school district personnel are important members of school planning teams, they can review and edit school EOPs for all schools in their school district. District Administrators may add to or edit individual school EOPs directly in the Planning Process section. When contributing to a school EOP, it is important to select the correct school.

1. Select the **School** dropdown menu in the Navigation bar.

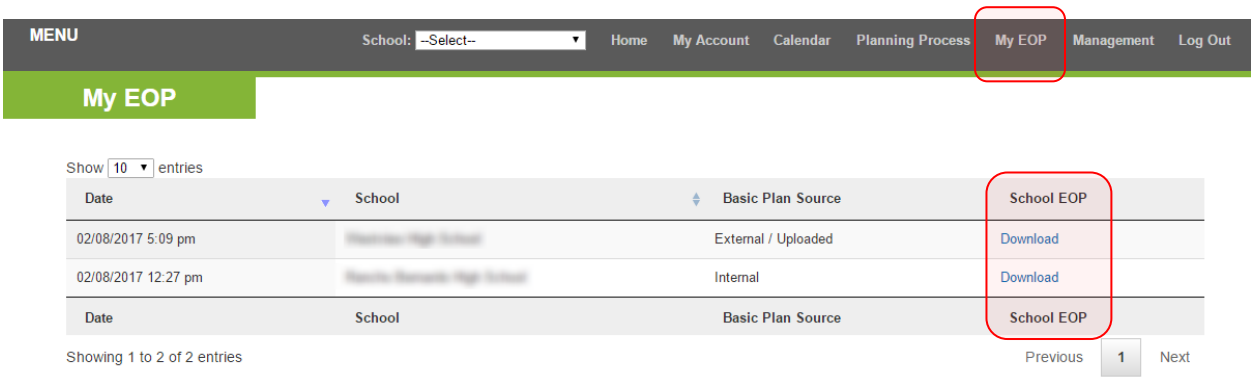


2. A list of schools will appear.
3. Select the appropriate school.

Viewing School EOPs

The result of the six-step planning process is the school EOP, which may be accessed two different ways. The My EOP section provides District Administrators with access to the most up-to-date school EOPs in the application for all schools in your school district. Only school EOPs that exist will appear on this page. Data must appear in Step 5 for a school EOP to be created in the application, as mentioned in Chapter 5.

1. Select **My EOP** in the Navigation bar.
2. Click the **Download** button for the school EOP you wish to view.



The Management section also provides District Administrators with access to the most up-to-date school EOPs in the application for all schools in your school district. All schools in the school district will appear in the **School List**, and the status of and/or access to their school EOP will also appear in the school row.

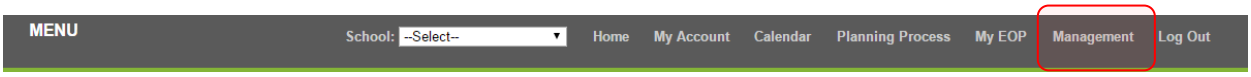
1. Select **Management** in the Navigation bar.
2. Click the **School Management** tab.
3. Click the **View** button in the EOP column for the school EOP you wish to view.

If "No Data" appears in the EOP column, you will know the school has not completed the six-step planning process and does not have a comprehensive school EOP. Data must appear in Step 5 for a school EOP to be exported, as mentioned in Chapter 5.

Managing User Accounts

In addition to participating in the planning process, District Administrators serve as the points of contact for schools across the district to access EOP ASSIST. Therefore, the District Administrator can manage all user accounts on each school's planning team (School Users and School Administrators), as well as other district-level user accounts (District Administrators).

1. Select **Management** in the Navigation bar.

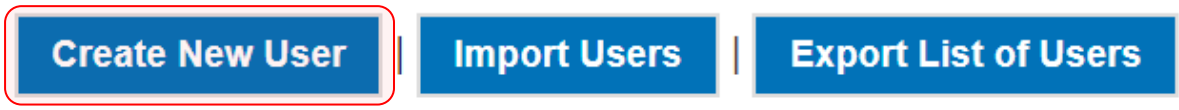


As the District Administrator, you will first see the **User List** of user accounts within your school district. This lets you view all the user accounts that have access to the application. User accounts can be sorted alphabetically by various categories to help you find a specific user account. You can also search the list to find specific user accounts, create new user accounts, and edit or block existing user accounts. This page also lets you reset passwords, if needed.

Creating New User Accounts

Option 1

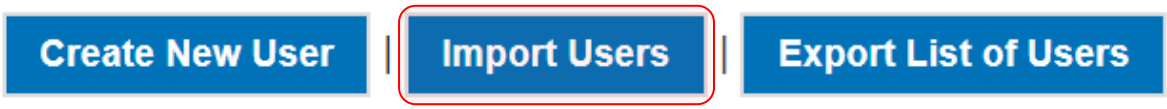
1. Click the **Create New User** button.



2. Fill all the required fields (noted with an asterisk) in the form that appears. User IDs and email addresses must be unique for each user.
   - Select the appropriate user role in the User Role dropdown menu: District Administrator, School Administrator, or School User. For more information on each user role, please refer to Chapter 4.
   - Select the appropriate information for the School dropdown menu, if it appears for the selected User Role.
   - If School User is selected for the user role, select the appropriate choice for the View Only dropdown menu. The View Only feature allows School User accounts to view, but not add to or edit, their school's data within the application.
3. Make a note of the User ID and Password information so you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The user account information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Share the newly created User ID and password with the user so he or she can log in and change his or her account information. When a profile is created, the user is automatically given an "active" status. This means that new user accounts have access to EOP ASSIST through their respective login credentials.

Option 2

7. Click the **Import Users** button.



8. Click the **Download Template** button.

9. Open the downloaded CSV file.
10. Insert the contact information for users, including their passwords.
11. Save the CSV file.
12. Click the **Import User Profiles** button.

13. Confirm that the information is correct.
14. Assign user roles via the User Role dropdown menu.
15. Affiliate the users with schools by selecting an existing school in the School dropdown menu.
16. Click the **Save** button.
17. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name

***Please note**: When selecting the user role for a new user, you will have the option to select District Administrator, School Administrator, or School User. District Administrators have access to all school EOPs within their school district, and can manage user accounts in the school district. School Administrators and School Users have access to only their school's EOP, and School Administrators may also manage user accounts within their school.*

Resetting Passwords

As a District Administrator, you have permission to reset passwords, in case people forget their passwords. While you have the ability to reset passwords for District Administrator, School Administrator, and School User accounts, you should be responsible for resetting only the passwords of District Administrator accounts. All School Administrators and School Users should contact School Administrators at their schools to ask for their passwords to be reset.

1. Click the **Reset** button in the Password column for the corresponding user.
2. Confirm that the First Name, Last Name, and User ID that appear are correct for the user whose password you wish to reset.
3. Fill all the required fields (noted with an asterisk) with a new password in the pop-up that appears.

4. Make a note of the new password so you can send it to the actual user who will use this password to log in.
5. Click the **Reset Password** button.
6. The new password will save, you will return to the **User List**, and a confirmation message that a password was reset successfully will appear.
7. Share the new password with the user so he or she can log in and change his or her password for confidentiality purposes.

Modifying User Accounts

District Administrators have permission to modify user accounts.

1. Click the **Edit** button in the Modify User column for the user account that you wish to modify.
2. Edit any of the fields in the pop-up that appears.
3. Click the **Update** button.
4. The user account information will save, you will return to the **User List**, and a confirmation message that a user account was updated successfully will appear.

***Please note**: You cannot change your own user role. If you wish to change such information, please contact another District Administrator.*

Blocking User Accounts

District Administrators have permission to block user accounts. This feature prohibits the user from successfully logging in to the application until his or her user account is "unblocked." District Administrators may want to block a user account if a user leaves a school or the school district, but the administrator does not want to permanently delete the user account.

1. Click the **Block** button in the Modify User column for the user account you wish to block.
2. A "Block User" pop-up notification will appear.
3. Click the **Yes** button.
4. The user account information will save, you will return to the **User List**, and a confirmation message that the user account was blocked successfully will appear.

***Please note**: You cannot block your own user account.*

Managing the District Account

As a District Administrator, you can edit the name of your school district within EOP ASSIST. This is most likely to be necessary when a school district name changes, as an Administrator will be responsible for entering the school district name upon initial installation of EOP ASSIST.

Modifying the School District Profile

1. Click the **School District Management** tab.

You will be presented with a list of all school district profiles that have already been created (if any) in the **School District List**. This list lets you view all the school district profiles that have access to the application.

2. Click the **Edit** button in the Modify School District column.
3. An "Update District" pop-up notification will appear.
   - Edit the District Name or Screen Name, as needed.
   - Click the **Update** button.
4. The pop-up notification will disappear, the updated data will appear in the **School District List**, and a confirmation message indicating that the school district was updated successfully will appear.

Managing School Profiles

As a District Administrator, you can manage the school profiles within your school district that will use EOP ASSIST. This includes creating new school profiles and editing existing school profiles

1. Click the **School Management** tab.

You will be presented with a list of all school profiles in your school district that have already been created (if any) in the **School List**. This list lets you view all the school profiles in your school district that have access to the application. From the School List, you may directly access each school EOP in the school district. To view a school EOP, select **View** in the EOP column. You will then be prompted to download the school EOP as a Microsoft Word document. If "No Data" appears in this column, it means that the school has not completed the six-step planning process and has not saved any information about threats or hazards within the application.

Creating New School Profiles

Option 1

1. Click the **Create New School** button.

2. Fill all the required fields (noted with an asterisk) in the form that appears.
   - Type the full name of the school in the School Name field.
   - Type the acronym or abbreviation of the school in the Screen Name field.
   - Click the **Create New School** button.
3. The school name and other information will save, you will return to the **School List**, and a confirmation message indicating that a new school profile was created successfully will appear.

Option 2

1. Click the **Import Schools** button.

2. Click the **Download Template** button.

3. Open the downloaded CSV file.
4. Insert the names of schools in the **School Name** column.
5. Save the CSV file.
6. Click the **Import School Profiles** button.

7. Confirm that the information is correct.
8. Click the **Save** button.
9. The school profile information will save, you will return to the **School List**, and a confirmation message that new school profiles were imported successfully will appear.

Modifying School Profiles

1. Click the **Edit** button for the school profile you wish to modify in the Modify School column.
2. Edit any of the fields in the pop-up that appears.
3. Click the **Update** button.
4. The school profile information will save, you will return to the **School List**, and a confirmation message that a school profile was updated successfully will appear.

***Please note**: If a school has closed and you wish to delete that school profile, please contact your Super Administrator. The Super Administrator is the only user role to have this management function.*

Managing State Access to School EOPs

Districts may sometimes want to share school EOPs with a state agency, either for review or certification reasons. This may be done directly through EOP ASSIST **only in the case of state-/regional-level hosting**. For State Administrators to access a school EOP through the application, representatives at both the local and state levels must enable this feature. For State Administrators to view school EOPs from a school affiliated with a school district, a State Administrator, School Administrator from that school, and District Administrator from that school district must all enable the State Access feature.

Enabling State Access

1. Click the **State Access** tab.

2. You will see a table that displays the status of state access to school EOPs in your school district, as granted by District Administrators.
3. Click the **Enable** button in the Action column.

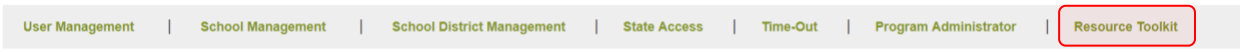
4. The status will change and a message that state access to school EOPs was enabled successfully will appear.

***Please note**: This feature is available only in state-/regional-level hosting. Enabling the State Access feature does not guarantee that State Administrators will have access to all school EOPs. If you are affiliated with a school that does not want the state to have access to a school EOP, or a state that does not want to be able to view school EOPs, then State Administrators can be blocked from your school EOP.*

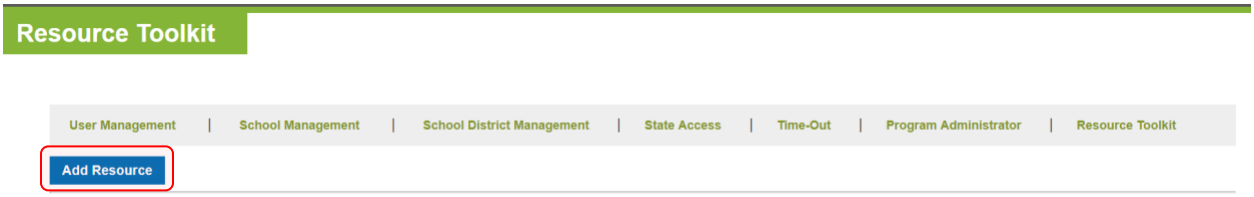
Managing Resource Toolkit

EOP ASSIST allows institutions to upload resources that are specific to their state, region, or school district to the Resource Toolkit. You may choose the location within the Planning Process section for each resource, and may add a single resource to multiple pages. Resources may be uploaded as files or URLs. The REMS TA Center has added a number of national resources to the Resource Toolkit, and these cannot be removed.

1. Click the **Resource Toolkit** tab.



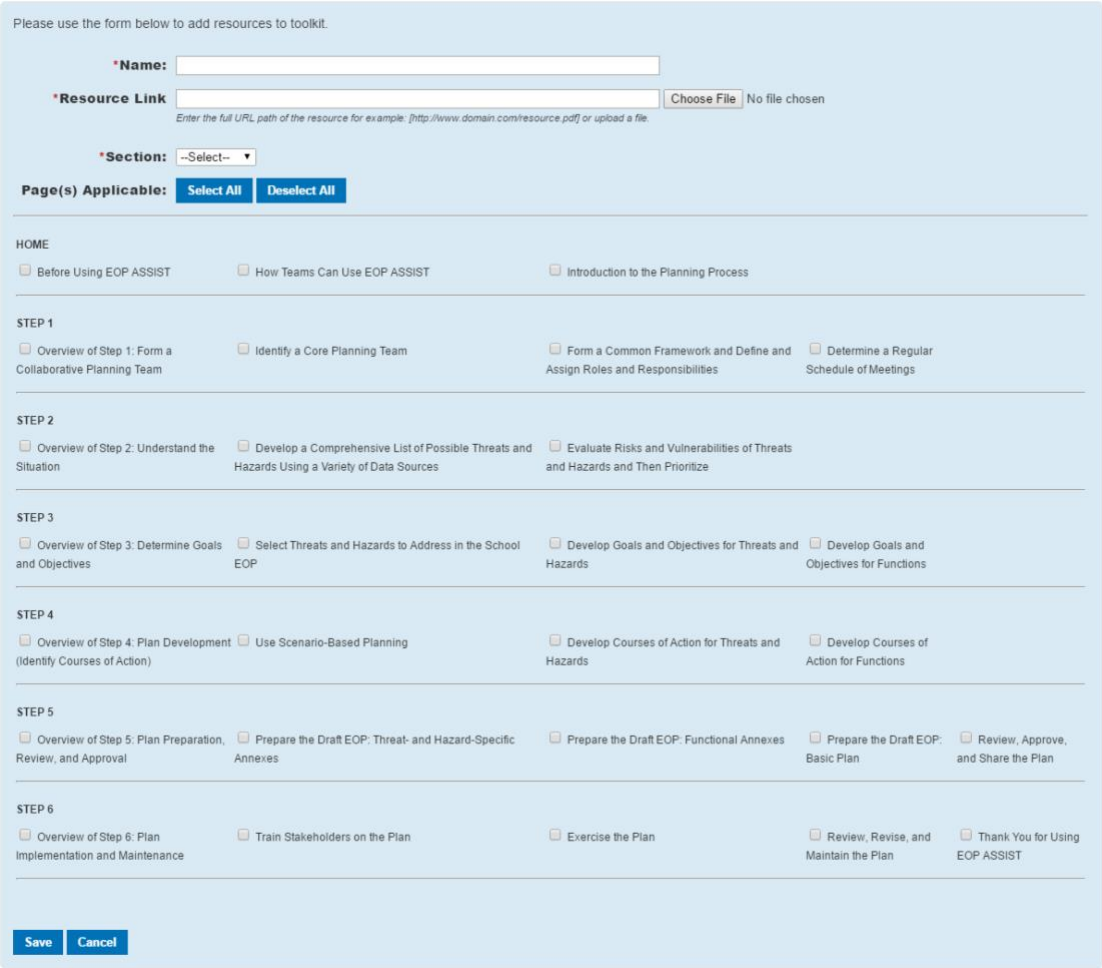
2. Click the **Add Resource** button.



3. Fill all the required fields (noted with an asterisk) in the form that appears.

- Type the name of the resource in the **Name** field. This text will be displayed in the Resource Toolkit.
- Type the URL of the resource or click the **Choose File** button if the resource does not have a URL.
- Select the appropriate label in the **Section** dropdown menu. This is the section of the Resource Toolkit where the resource will appear.
  i. **Guidance**—recommendations and laws from government agencies and other organizations on school emergency management planning.
  ii. **Resources**—tools, documents, online courses, and training materials that provide supplemental information on specific topics.
  iii. **Examples**—tangible result and product of emergency management planning work (e.g., sample goals and objectives, sample courses of action, sample annexes).
- Select the check boxes for the applicable pages within the Planning Process section that are relevant to the resources. These are the pages where the resources will appear in the Resource Toolkit.

4. Click the **Save** button.



5. The Resource information will save, you will return to the **Resource Toolkit list**, and a confirmation message that a new resource was saved successfully will appear.

Creating Districtwide Threats, Hazards, Functions, Goals, and/or Objectives

District Administrators can create threats, hazards, and functions that all school planning teams should address in their school EOPs, and can also create goals and objectives that are based on school district policies or local laws. District Administrators are not required to add school districtwide data to the application, and schools are not required to include school districtwide EOP data in their school EOP.

Creating School Districtwide Threats and Hazards

1. Navigate to Step 2: Develop a Comprehensive List of Possible Threats and Hazards Using a Variety of Data Sources.
2. Type the school districtwide threat or hazard into the field and select the checkbox.
3. Click the **Save** button.

Create Threats and Hazards

Please use the form below to record threats and hazards generated from the data sources listed above and any other relevant data sources. You will need to add each threat and hazard separately. Type the name of the threat or hazard in the designated field and then click the Save button to record that threat or hazard in the table below. Repeat this process as many times as necessary to add all threats and hazards.

If your team has already recorded threats and hazards and wishes to modify the information, please click the Edit button for the respective threat or hazard. A pre-populated field will appear with previously saved information. After editing the available field, click the Save button. Repeat this process, as needed.

☐ This threat or hazard is required for all schools in the district to address in their EOPs. By selecting this box, this threat or hazard will appear in all school EOPs.

Save Reset

Creating School Districtwide Goals and Objectives for School Districtwide Threats and Hazards

1. Navigate to Step 3: Develop Goals and Objectives for Threats and Hazards.
2. Click the **Add** button in the Goals and Objectives column for the threat or hazard that is required by "District."
3. Develop goals and objectives.
4. Click the **Save** button.

Add/Edit Goals and Objectives for Threats and Hazards

THREATS AND HAZARDS	REQUIRED BY	GOALS AND OBJECTIVES
Earthquake	District	Add
[illegible]	State	View
[illegible]	State	No data to view
Wildfire	School	Add

Creating School Districtwide Functions

1. Navigate to Step 3: Develop Goals and Objectives for Functions.
2. Click the **Add Functions** button.
3. Type the school districtwide function into the field and select the checkbox.
4. Click the **Save** button.

Add/Edit Goals and Objectives for Functions

Add Functions

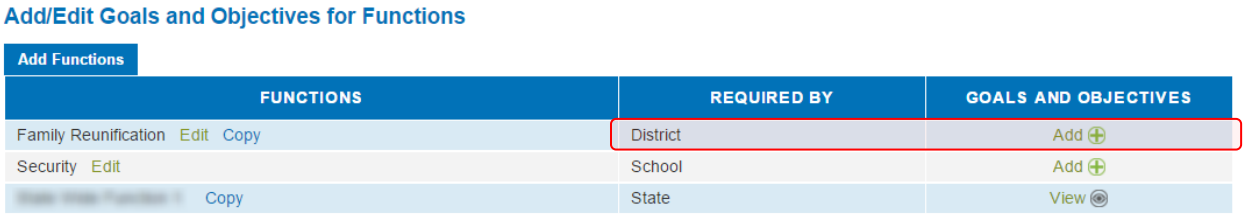
Please use the form below to record functions that were not generated while developing goals and objectives for threats and hazards. You will need to add each function separately. Type the name of the function in the designated field and then click the Save button to record that function in the table below. Repeat this process as many times as necessary to add all functions.

☐ This function is required for all schools in the district to address in their EOPs. By selecting this box, this function will appear in all school EOPs.

Save Cancel

Creating School Districtwide Goals and Objectives for School Districtwide Functions

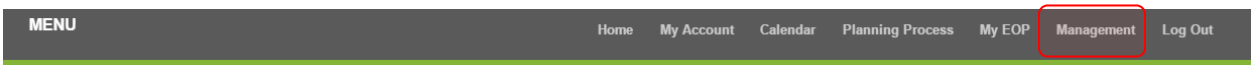
1. Navigate to Step 3: Develop Goals and Objectives for Functions.
2. Click the **Add** button in the Goals and Objectives column for the function that is required by "District."
3. Develop goals and objectives.
4. Click the **Save** button.



School Administrator

School Administrators are part of the planning team at their school and, therefore, can contribute to, view, and edit information for their school EOP within EOP ASSIST. In this regard, their role in the planning process is much like that of a School User. In addition to participating in the planning process, though, the School Administrator also manages all user accounts on the school's planning team. Please note that each school should have, at a minimum, three School Administrators.

1. Select **Management** in the Navigation bar.



Managing User Accounts

As a School Administrator, you will first see the **User List** of user accounts within your institution's jurisdiction. This lets you view all the user accounts that have access to your school EOP through the application. User accounts can be sorted alphabetically by various categories to help you find a specific user account. You can also search the list to find specific user accounts, create new user accounts, and edit or block existing user accounts. Further, this page lets you reset passwords, if needed.

Creating New User Accounts

Option 1

1. Click the **Create New User** button.

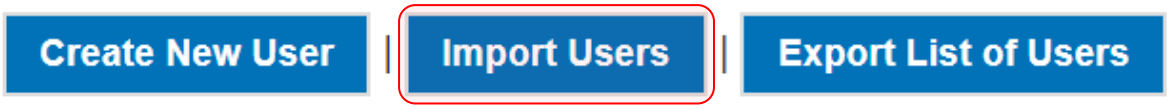
2. Fill all the required fields (noted with an asterisk) in the form that appears. User IDs and email addresses must be unique for each user.
   - Select the appropriate user role in the User Role dropdown menu: School Administrator or School User. For more information on each user role, please refer to Chapter 4.

- If School User is selected for the User Role, select the appropriate choice for the View Only dropdown menu. The View Only feature allows School User accounts to view, but not add to or edit, data within the application for their school.

3. Make a note of the User ID and Password information so you can send it to the actual user who will use these login credentials.
4. Click the **Save** button.
5. The user account information will save, you will return to the **User List**, and a confirmation message that a new user account was created successfully will appear.
6. Share the newly created User ID and password with the user so that he or she can log in and change his or her account information.

Option 2

7. Click the **Import Users** button.



8. Click the **Download Template** button.

9. Open the downloaded CSV file.
10. Insert the contact information for users, including their passwords.
11. Save the CSV file.
12. Click the **Import User Profiles** button.

13. Confirm that the information is correct.
14. Assign user roles via the User Role dropdown menu.
15. Click the **Save** button.
16. The user account information will save, you will return to the **User List**, and a confirmation message that new user accounts were imported successfully will appear. User IDs will be created automatically using the first initial of the user's first name and the user's last name

***Please note**: School Administrators can create new user accounts only for School Administrators and School Users affiliated with their school.*

Resetting Passwords

As a School Administrator, you have permission to reset passwords, in case people forget their passwords.

1. Click the **Reset** button in the Password column for the corresponding user.

2. Confirm that the First Name, Last Name, and User ID that appear are correct for the user whose password you wish to reset.
3. Fill all the required fields (noted with an asterisk) with a new password in the pop-up that appears.
4. Make a note of the new password so you can send it to the actual user who will use this password to log in.
5. Click the **Reset Password** button.
6. The new password will save, you will return to the **User List**, and a confirmation message that a password was reset successfully will appear.
7. Share the new password with the user so he or she can log in and change his or her password for confidentiality purposes.

***Please note**: School Administrators can reset passwords only for School Administrator and School User accounts affiliated with their school.*

Modifying User Accounts
As a School Administrator, you can modify user accounts.

1. Click the **Edit** button in the Modify User column for the user account you wish to modify.
2. An "Update User" pop-up notification will appear.
3. Edit the data as needed and click the **Update** button. When editing a School User, you can enable View Only permissions, which means the School User will be able to view only (and not add to or edit) data within the Planning Process and Calendar sections. The fields will disappear, and the updated data will appear in the User List.

School Administrators have permissions to update the following information for user accounts at their school: name, email address, phone number, user ID, user role, and View Only status. If you wish to block a user, simply click the **Block** button in the Modify User column. Similarly, if you would like to activate a user who is currently blocked, click the **Activate** button in the Modify User column.

***Please note**: School Administrators cannot change their own User Role. If you wish to change such information, please contact your District Administrator or another School Administrator. Both District Administrators and School Administrators have permissions to edit these data.*

Blocking User Accounts
School Administrators have permission to block user accounts. This feature prohibits the user from successfully logging in to the application until their user account is "unblocked." School Administrators may want to block a user account if a user leaves the school, and they do not want to delete the user account permanently.

1. Click the **Block** button in the Modify User column for the user account you wish to block.
2. A "Block User" pop-up notification will appear.
3. Click the **Yes** button.
4. The user account information will save, you will return to the **User List**, and a confirmation message that the user account was blocked successfully will appear.

***Please note**: You cannot block your own user account.*

Managing State Access to School EOPs

Schools may sometimes want to share school EOPs with a state agency, for either review or certification reasons. This may be done directly through EOP ASSIST **only in the case of state-/regional-level hosting**. For State Administrators to access a school EOP through the application, representatives at both the local and state levels must enable this feature. For State Administrators to view school EOPs from an independent school, both a School Administrator from that school and a State Administrator must enable the State Access feature. For State Administrators to view school EOPs from schools affiliated with school districts, a State Administrator, School Administrator from that school, and District Administrator from that school district must all enable the State Access feature.

Enabling State Access

1. Click the **State Access** tab.

2. You will see a table that displays the status of state access to school EOPs, as granted by School Administrators.
3. Click the **Enable** button in the Action column.

4. The status will change and a message that state access to school EOPs was enabled successfully will appear.

***Please note:** This feature is available only in state-/regional-level hosting. Enabling the State Access feature does not guarantee that State Administrators will have access to your school EOP. If you are affiliated with a school district that does not want the state or REA to have access to a school EOP, or a state or REA does not want to be able to view school EOPs, then either or both can both block State Administrators from viewing your school EOP.*