

WELCOME TO HOUR-ZERO ONLINE – a Web application that supports your emergency preparedness program. By following the steps outlined below, you will become familiar with HZ Online, be able to access online training, and complete and maintain your own information.

Remember - emergency preparedness starts with you! Please be diligent in keeping your information current.

Access Hour-Zero Online

First time users need:

- Username** - Your username is your **FULL** district email address, e.g., urname@district.org
- HZ Password** - The password you received
From: Hour-Zero Web-application Admin
Subject: New Password

Note – passwords are case sensitive.

- Open an Internet browser** (e.g., Explorer®, Safari®, FireFox®, etc.)

Click on the Web link included in the email containing your HZ password

OR type <https://erp.hour-zero.com>

- Sign In**

Input your full username **AND** the password you received in the email into their respective fields > Click **Login**.

- Reset Your Password**

Click **Reset Password** on the left side of the screen. > Enter a new password > Re-enter your new password > Click **SUBMIT**.

Enter or Edit Information

To enter or edit information by:

- Type information into a Text Box.
- Use a List Box to select items or information.
- Select a Radio Button.
- Select items using a Check Box.

When you finish entering or editing information > Click **SUBMIT** at the bottom of the screen.

Your information will be lost unless you complete this step.

Date and Phone Formats

Use the following formats to enter dates and phone numbers.

Date - Enter using digits formatted mm/dd/yyyy

mm = month number. Use 01 – 12, e.g., January is 01.

dd = day number. Use 01 – 31, e.g., first day is 01.

yyyy = year. Use **all four digits** of year, e.g., 2015.

Using a different format will result in an error.

Phone numbers - Enter number formatted as 111-222-3333; include area code.

SESSION EXPIRED

After 30 minutes on the same screen the system will timeout. **SUBMIT** your work frequently to avoid this.

Staff Information

1. Enter Your Personal Information

Click **Personal Information**
> Fill in information > Click **SUBMIT**.

Recommended phone number order:

- Primary – Work (i.e., direct line to your room not school number)
- Secondary - Ccellphone
- Tertiary - After Hours

2. Enter Your Emergency Contacts

Click **Emergency Contacts** >
Fill in information > Click **SUBMIT**.

3. Enter Your Medical Alert Information – **OPTIONAL** – enter on a **VOLUNTARY** basis.

Medical Alert Information is accessible by designated administrators. It should only be accessed if needed at time of an emergency and if you are unable to communicate yourself, e.g., unconscious, trapped, etc.

Privacy Access Alert - If your medical information is accessed (viewed) by anyone, Hour-Zero Online automatically sends you an email advising you that the information has been accessed and who has accessed it.

Click **Medical Alert Information** > Fill in information > Click **SUBMIT**.

If your school requests a printed copy -

Click **Home** > Click **Print Staff Emergency Information Form** > Print document > Put document in envelope with your name on it > Seal back > Sign and date over seal on back of envelope > Give envelope to the Office.

4. Complete Staff Skills Inventory

Click **Staff Skills Inventory** >
Fill in information > Click **SUBMIT**.

5. Access Online Training

The online training modules assist you in learning and/or reviewing components of your emergency response plan.

Click **Training** > Select desired training module > Click **START** > Training module will open > Follow instructions in module.

6. Accessing Documents

Click **View Documents** > Select document(s) from the list > Click **Download**.

To download documents

After clicking **Download**, a File Download dialogue box appears.

For PDF Files - You require Adobe® Acrobat Reader on your computer to read PDF files. You can download the Reader from www.adobe.com/products/acrobat/readstep2.html.

Click **Open** or **Save** > Follow the on-screen instructions provided by Adobe® for opening or saving the document.

Documents should be opened as Read Only.

7. Change Your Password

You can change your password at any time.

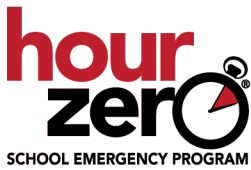
Click **Reset Password** > Enter a new password > re-enter your new password > Click **SUBMIT**.

8. Logout

Click **Logout** (upper right corner of screen).

For Assistance

- Refer to Hour-Zero Online Staff Guide.
- Consult your Site Administrator.
- Contact Hour-Zero – help@hour-zero.com



Refer to your *Get Started Guide* for instructions on how to access your account.

Frequently Asked Questions about Hour-Zero Online

What is Hour-Zero Online?

Hour-Zero Online (HZ Online) is the Web-based application used to store your School/Site Emergency Response Plan (ERP).

Why is Staff Information included?

Staff information is an important piece to the foundation of your school/site emergency plan. There are several reasons it is included on HZ Online.

1. Basic information is needed to provide you authorized access to HZ Online.
 - First Name
 - Last Name
 - Email Address
 - School/Site Assignment
2. Certain information is needed to assist your site/school in the development and maintenance of your emergency plan (e.g., training, position assignments, communication).
 - Phone Numbers
 - Skill Inventory
3. Some information is collected to provide assistance to individuals whose medical conditions may necessitate it and/or to contact designated emergency contacts.
 - Emergency Contacts
 - Medical Alert Information
 - Birth date

Item 3 information is collected purely on a VOLUNTARY BASIS - you are not obligated to provide this information, unless otherwise instructed by your supervisor.

Where is the information stored?

The information is stored in secure data centers at undisclosed locations¹. Access to data centers is limited to a select group of authorized HZ Online Administrators.

¹ Canadian data is stored in Canada.

How is the information used?

The information is used primarily for the implementation and maintenance of your emergency plan. A few examples include contacting and/or locating staff during off-hours, emergency team or buddy teams assignments, and online training.

Medical Alert information is an exception.

Medical Alert information is used only if needed at the time of an emergency AND only if you are unable to communicate the information yourself, e.g., you are unconscious or you are in a life-threatening situation.

Medical Alert information and birth dates are provided purely on a voluntary basis - you are not obligated to provide this information. This information is collected to assist responders in providing you with appropriate and efficient help, if needed. E.g., Allergies or heart conditions requiring prescribed medication.

If you DO NOT want to provide any medical information, simply go to the Medical Alert screen on HZ Online and click SUBMIT. No information will be recorded in the system, but the system will register this task as being completed by you.

If you DO want to provide medical alert information but not via HZ Online, you can print a blank copy of the Medical Alert form, fill it out manually and physically submit it to your supervisor.

Online Medical Alert information is monitored by and subject to Privacy Access Alerts. This means if your medical alert information is accessed (viewed) by anyone, HZ Online automatically sends you an email advising you that your information has been accessed and who accessed it.

Medical alert information stored on HZ Online is not intended to cover health care proxy issues.

Who has access to your information?

Access to Staff Information is based on the role a person is assigned within your ERP, which includes the following positions:

Program Coordinator - an employee of your school district who is responsible for maintaining your District Emergency Plan. Typically a district-level staff, such as the Risk Manager or the OH&S Officer. Your Superintendent authorizes who has access rights at this level.

HZ District Administrators - employees of your school district who assist in the implementation and maintenance of your District Emergency Plan. Typically district-level staff, such as Assoc. Superintendent, HR, Communications or IT staff. Your Program Coordinator determines who has access rights at this level.

HZ Site Administrators² - employees of YOUR school/site who are responsible for implementing and maintaining your School/Site Emergency Plan. Typically administrators or administrative support staff at your school/site, such as Principal, Assistant Principal, Head Secretary. Your Principal/Site Manager determines who has access rights at this level.

Administrative Command Team (ACT) members - employees of your school district who serve on the district emergency team and are responsible for implementing the District Plan should an emergency occur. Your Superintendent authorizes who has access rights at this level.

School/Site Emergency Response Team³ (SERT) members - employees of YOUR school/site who serve on your school/site emergency response team and are responsible for implementing the School/Site Plan should an emergency occur. Your Principal/Site Manager determines who has access rights at this level. SERT access is limited to summary reports and cannot access a person's individual record.

² ³ Individuals from other school/sites with these access rights DO NOT have access to your information.

Hour-Zero Online Administrators - individuals employed by Hour-Zero Crisis Consulting Ltd. who assist in troubleshooting issues pertaining to the Web application. All Hour-Zero Online Administrators are required to undergo a Police Security Clearance and Criminal Record Check.

First Responders **do not have access** to your personal records. Authorized First Responder agencies do have limited access to information contained in summary reports.

Data stored on HZ Online is subject to the regulations of local "Privacy Act" legislation. Hour-Zero does not share your information with any third party.

How does Hour-Zero protect your data?

HZ Online uses public key encryption. This is the same encryption used by banks for online banking transactions.

User ID and Password. To access account information, you must provide a User ID and a Password to enter the secure area of HZ Online. Your password is not displayed when entered (i.e., the password is concealed and does not appear in clear text on your screen).

Auto-generated passwords. Hour-Zero maintains no physical record of your password and cannot access your electronic one. No one other than you will know your password unless you tell them. That is why it is important you do not share your password and why a new password must be generated if you forget yours - there is no way to retrieve it.

Security monitoring devices are used 24-hours a day, 7-days a week to help ensure your information is secure.

**For more information,
contact your Program Coordinator**

- or -

Hour-Zero
1-866-926-0999
info@hour-zero.com