

Navigate360 Emergency Management EMS 2024/25 Customer FAQ

Q: What is Navigate360 releasing?

A: Navigate360 is excited to announce our updated Emergency Management Solution (EMS), featuring a new, user-friendly interface and enhanced functionality.

Q: What can I expect with the updated EMS?

A: Navigate360's updated EMS will introduce a user-friendly interface, streamlined workflows, and enhanced features and functionality to improve efficiency and safety.

Updates were made to:

- Safety Plans
- Drills
- Assess
- Binders & Documents
- Flipcharts
- Call Lists

Enhanced functionality was added to:

- Maps
- Rapid Alarm (Previously Respond)
- Roll Call
- Reunification

Q: Why did Navigate360 update EMS?

A: Navigate360 understands that teachers, school safety officials and first responders face significant challenges in creating, accessing, and effectively using critical safety information before, during, and after emergencies. We aim to deliver a customer experience that is both functional and intuitive to assist in prompt and efficient task completion, especially in times of duress.



Q: Who will this impact?

A: All EMS customers will transition to the updated EMS. The web/desktop application and the Navigate360 EMS mobile app will automatically update.

Q: When will the updated EMS be available?

A: The updated EMS launches this summer, in preparation for the 2024-2025 school year. After that point, customers will no longer be able to use the classic/current EMS.

Q: What will happen to my existing data?

A: Your SIS connection and roster data will sync into the updated EMS the same way it currently does. All existing drills, assessments, call lists, binders & documents, flipcharts, and maps will be immediately accessible in the updated EMS once the update takes place. Existing safety plans from the 2023-2024 school year will be cloned into your updated EMS by Navigate360 and will be available to revise and mark complete by this summer.

Q: Can I still use the NaviGate Prepared mobile application?

A: The NaviGate Prepared mobile application will be discontinued and no longer supported after June 7th, 2024. Any customers currently using the NaviGate Prepared mobile application will be required to transition to the Navigate360 EMS mobile application, which can be downloaded from both Apple & Google Play app stores. Customers are encouraged to transition to the Navigate360 EMS mobile application as soon as possible.

Q: What changes can I expect with the mobile application?

A: This mobile application updates will match the updated interface and design of the web/desktop version. Below is a summary of features & functionality that will be available on the mobile application as part of the Summer 2024 update:

- Flipcharts (view-only)
- Alarm Activation
- Rapid Alarm (Previously Respond)
 - Practice (Drill & Training alarm activation)
 - Roll Call
 - Reunification



Q: What will I need to do to begin using the updated EMS?

A: Your Customer Experience consultant will be providing you with additional information, including a customer transition guide, which will cover the end-to-end steps to successfully transition into using the updated EMS:

- Ensure all staff download and begin using the Navigate360 EMS mobile application and ensure all notification settings are enabled accordingly.
 - Review the 2024-2025 safety plan in the updated EMS and apply any needed updates based on state/district template changes.
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