



# *EOP ASSIST:*

*A Software Application For  
K-12 Schools and School Districts*

# User Manual

*Released January 2015*

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

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## Chapter 1: Introduction

EOP ASSIST is a software application (app) 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. Developed by the U.S. Department of Education, Office of Safe and Healthy Students and the Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center, this user-friendly app is based on the [Guide for Developing High-Quality School Emergency Operations Plans \(Guide\)](#). The *Guide*, released by the White House in June 2013, is a joint publication of six Federal agencies that builds on years of emergency planning work by the Federal government, as well as lessons learned from recent emergency events.

### Overview

In keeping with the *Guide*, EOP ASSIST walks users through the recommended planning process to help schools develop or revise their 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. Prepare, Review, and Approve the Plan
6. Implement and Maintain the Plan

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 process, they will have a comprehensive, customized, and easy-to-update EOP that reflects 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 has the capability to add, edit, and update any portion of his or her school EOP using the app. Additionally, EOP ASSIST enables district-level emergency management personnel to oversee plan development for individual schools within their district, as well as contribute to each school EOP.

The Federal guidance recommends that a school's collaborative planning team comprises individuals from a wide range of school personnel that represent the school, its families, and its community. As such, EOP ASSIST users may represent, but are not limited to, 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; the state department of education, or state education agency (SEA); state community partners; and/or additional partners with a role in school emergency management.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## How to Use This Manual

This user manual includes helpful instructions for using EOP ASSIST, as well as 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** informs users on how to get started using EOP ASSIST.
- **Chapter 3** reviews the overall layout of the app's sections and features.
- **Chapter 4** contains a comprehensive description of all the app's features.
- **Chapter 5** describes the additional capabilities of District Administrators and School Administrators.
- **Appendix A** includes recommended solutions for addressing different scenarios users may encounter while using the app.
- **Appendix B** illustrates the organization of the app.
- **Appendix C** comprises the glossary for the manual and the app.

## Additional Assistance

The REMS TA Center is pleased to offer EOP ASSIST to support individuals and planning teams at schools and school districts in creating high-quality EOPs. For further assistance using this app, please contact the Help Desk via email at [info@remstacenter.org](mailto:info@remstacenter.org) or by phone, toll-free, at 1-855-781-REMS [7367]. Our hours of operation are Monday to Friday, 9:00 a.m. to 5:00 p.m., Eastern Time.

Let's start planning!

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## Chapter 2: Getting Started

Welcome to EOP ASSIST! At this point, your district or school's information technology (IT) personnel have downloaded the app and installed it on your district or school server. To access EOP ASSIST and begin developing a high-quality school EOP, please follow the directions provided to you by your School Administrator or district office.

### Logging In

Each time you open EOP ASSIST, you will be presented with the Log In screen, 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 are able to contribute to the development of your school EOP. Each member of the planning team will be assigned a unique user ID and password. Please check with your School Administrator or district office for these credentials, if you do not have them already.

**EOP ASSIST**

The U.S. Department of Education contracted for final products and deliverables that were developed under the ED-ESE-12-O-0036 contract with Synergy Enterprises, Inc., and the contract stipulates that the U.S. Department of Education is the sole owner of EOP ASSIST.

EOP ASSIST is being made available to the public pursuant to the following conditions. The U.S. Department of Education is making the software available to the public and grants the public the worldwide, non-exclusive, royalty-free right to use and distribute the software created pursuant to the ED-ESE-12-O-0036 contract, for only non-commercial and educational purposes. This license does not include the right to modify the code of the software tool or create derivative works therefrom. If you have any questions regarding whether a proposed use is allowable under this license or want to request a particular use, please contact Madeline Sullivan at (202) 453-6705.

Please enter your credentials and click the Sign in button below.

\* Required Field

User ID: \*

Password: \*

Forgot User ID and/or Password?  
Please contact your District Administrator or School Administrator

Sign in Clear

READINESS AND EMERGENCY  
MANAGEMENT FOR SCHOOLS  
**REMS**  
TECHNICAL ASSISTANCE CENTER

THE U.S. DEPARTMENT OF EDUCATION IS PROVIDING THE SOFTWARE AS IT IS, AND MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND CONCERNING THE WORK—EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION WARRANTIES OF TITLE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR THE PRESENCE OR ABSENCE OF LATENT OR OTHER DEFECTS, ACCURACY, OR THE PRESENCE OR ABSENCE OF ERRORS, WHETHER OR NOT DISCOVERABLE, ALL TO THE GREATEST EXTENT PERMISSIBLE UNDER FEDERAL LAW.

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Fill the required fields and click the Sign In button. Provided that you entered your correct user ID and password, you will be directed to the Home screen, which is described in the next section.

*Please note: Instructions on how to change your password and user ID, as well as how to log out, are provided later in this chapter. If you encounter issues logging into EOP ASSIST, please refer to Appendix A. Troubleshooting.*

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## 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. Additionally, you can change your password as needed or preferred. This can be done by selecting the My Account button on the Navigation Bar. No individual, including administrators, should have access to a user's password, except for that individual user.



## Getting Started



### Before Using EOP ASSIST

Based on the Federal *Guide for Developing High-Quality School Emergency Operations Plans*, EOP ASSIST is a user-friendly tool that walks school and district emergency management practitioners through the *Guide's* recommended six step planning process for creating a customized and downloadable school emergency operations plan (EOP).

Before initiating the process of developing a school EOP, it is recommended that EOP ASSIST users familiarize themselves with the *Guide* by completing any or all of the following activities:

- Download and print a copy of the *Guide*. It will be useful to refer to this *Guide* as you progress throughout the tool.
- Read the *At-a-Glance version* of the *Guide*.
- View an archived *webinar* that introduces and summarizes the *Guide* through both slides and a video.
- Complete a free, 90- to 120-minute *online course* on the *Guide*.
- Request a free, on-site training, *Developing Emergency Operations Plans (EOPs) K-12 101 Training*, for your school, district, and/or broader school community.

In addition to becoming acquainted with the Federal guidance on the process for developing school EOPs, it is also recommended that EOP ASSIST users review additional school emergency management resources, including the following:

- *State-by-state requirements* for school EOPs;
- *A glossary* of emergency management terminology;
- *Guidance* on National Incident Management System (NIMS) Implementation Activities for Schools; and
- *A list of resources* supporting the *Guide for Developing High-Quality School Emergency Operations Plans*, which includes resources to support each of the six steps in the recommended planning process.



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

Click the Change My Password button. You will be prompted to enter your user ID, current password, and new password. Fill the required fields and click the Update button. Your new password has been saved and your screen will return to My Account.

The screenshot shows the 'My Account' page of the EOP ASSIST system. At the top, there is a navigation menu with 'MENU' on the left and 'Home', 'My Account', 'Calendar', 'Planning Process', 'My EOP', 'Users', and 'Log Out' on the right. Below the menu, the 'My Account' section is highlighted in green. Underneath, there are two tabs: 'Change My User ID' and 'Change My Password', with the latter being selected and highlighted in red. The 'Change My Password' form contains three input fields: 'User ID:', 'Current Password:', and 'New Password:'. Below these fields is a blue 'Update' button. At the bottom left of the page, there is a logo for the Readiness and Emergency Management for Schools (REMS) Technical Assistance Center.

*Please note: The new password will be effective upon your next login. If you are unable to change your password successfully, please refer to Appendix A. Troubleshooting.*

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## Changing My User ID

You may also change your user ID at any time. This can be done by clicking the My Account button on the Navigation Bar.



### Before Using EOP ASSIST

Based on the Federal *Guide for Developing High-Quality School Emergency Operations Plans*, EOP ASSIST is a user-friendly tool that walks school and district emergency management practitioners through the *Guide's* recommended six step planning process for creating a customized and downloadable school emergency operations plan (EOP).

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- Complete a free, 90- to 120-minute [online course](#) on the *Guide*.
- Request a free, on-site training, *Developing Emergency Operations Plans (EOPs) K-12 101 Training*, for your school, district, and/or broader school community.

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- [A glossary](#) of emergency management terminology;
- [Guidance](#) on National Incident Management System (NIMS) Implementation Activities for Schools; and
- [A list of resources](#) supporting the *Guide for Developing High-Quality School Emergency Operations Plans*, which includes resources to support each of the six steps in the recommended planning process.



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

Click the Change My User ID button. You will be prompted to enter your current user ID, new user ID, and password. Fill the required fields and click the Update button. Provided that you entered your correct password and current user ID, the Change User ID window will appear.

MENU Home My Account Calendar Planning Process My EOP Users Log Out

**My Account**

Change My User ID Change My Password

**Change User ID**

Current User ID:	<input type="text"/>
New User ID:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Update"/>	

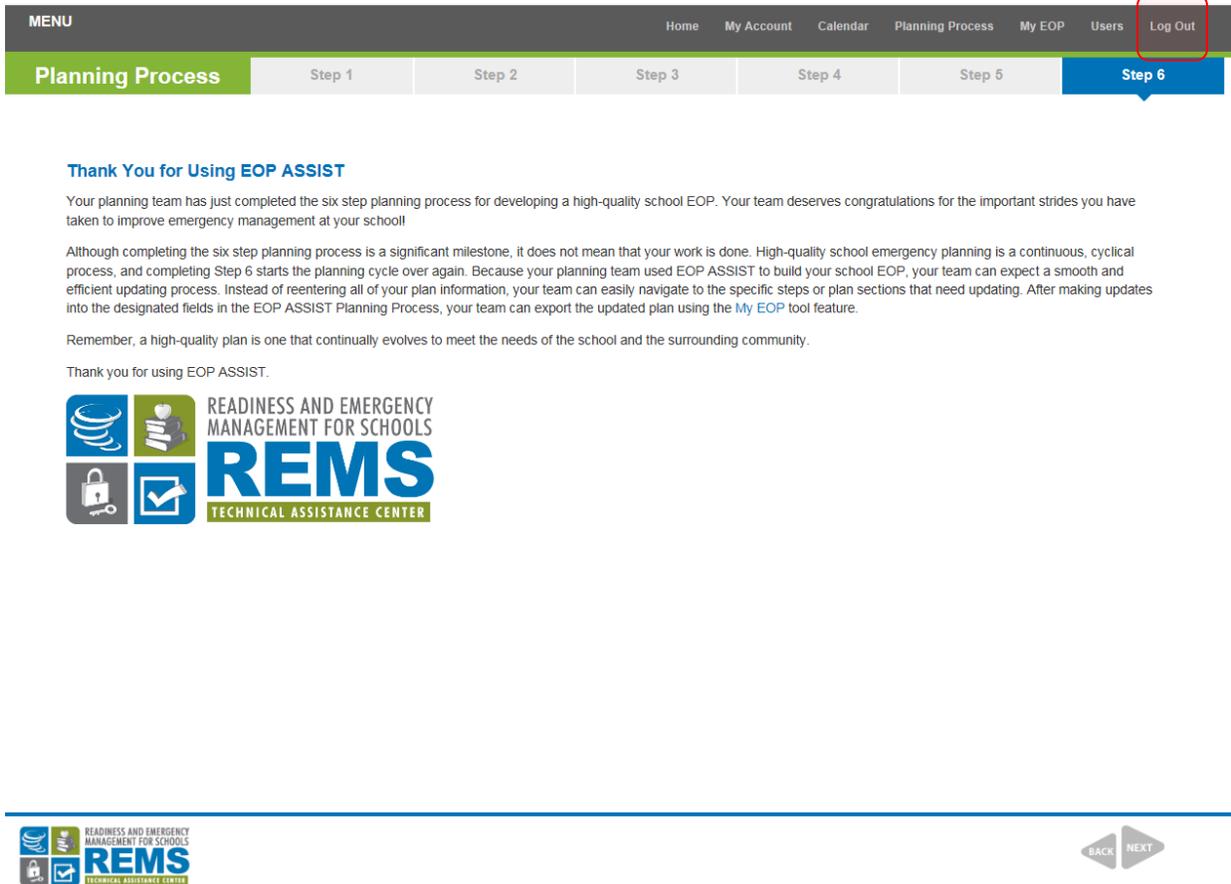


**Please note:** The new user ID will be effective upon your next log in. If you are unable to successfully change your user ID, please refer to Appendix A. Troubleshooting.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## Logging Out

To protect the security of your school EOP, you should log out at the end of each session. This can be done by selecting the Log Out button on the Navigation Bar.



The screenshot shows the EOP ASSIST interface. At the top, there is a navigation bar with the following items: MENU, Home, My Account, Calendar, Planning Process, My EOP, Users, and Log Out. The 'Log Out' button is highlighted with a red box. Below the navigation bar, there is a 'Planning Process' section with six steps: Step 1, Step 2, Step 3, Step 4, Step 5, and Step 6. Step 6 is highlighted in blue. Below the steps, there is a 'Thank You for Using EOP ASSIST' section with the following text:

**Thank You for Using EOP ASSIST**

Your planning team has just completed the six step planning process for developing a high-quality school EOP. Your team deserves congratulations for the important strides you have taken to improve emergency management at your school!

Although completing the six step planning process is a significant milestone, it does not mean that your work is done. High-quality school emergency planning is a continuous, cyclical process, and completing Step 6 starts the planning cycle over again. Because your planning team used EOP ASSIST to build your school EOP, your team can expect a smooth and efficient updating process. Instead of reentering all of your plan information, your team can easily navigate to the specific steps or plan sections that need updating. After making updates into the designated fields in the EOP ASSIST Planning Process, your team can export the updated plan using the [My EOP](#) tool feature.

Remember, a high-quality plan is one that continually evolves to meet the needs of the school and the surrounding community.

Thank you for using EOP ASSIST.

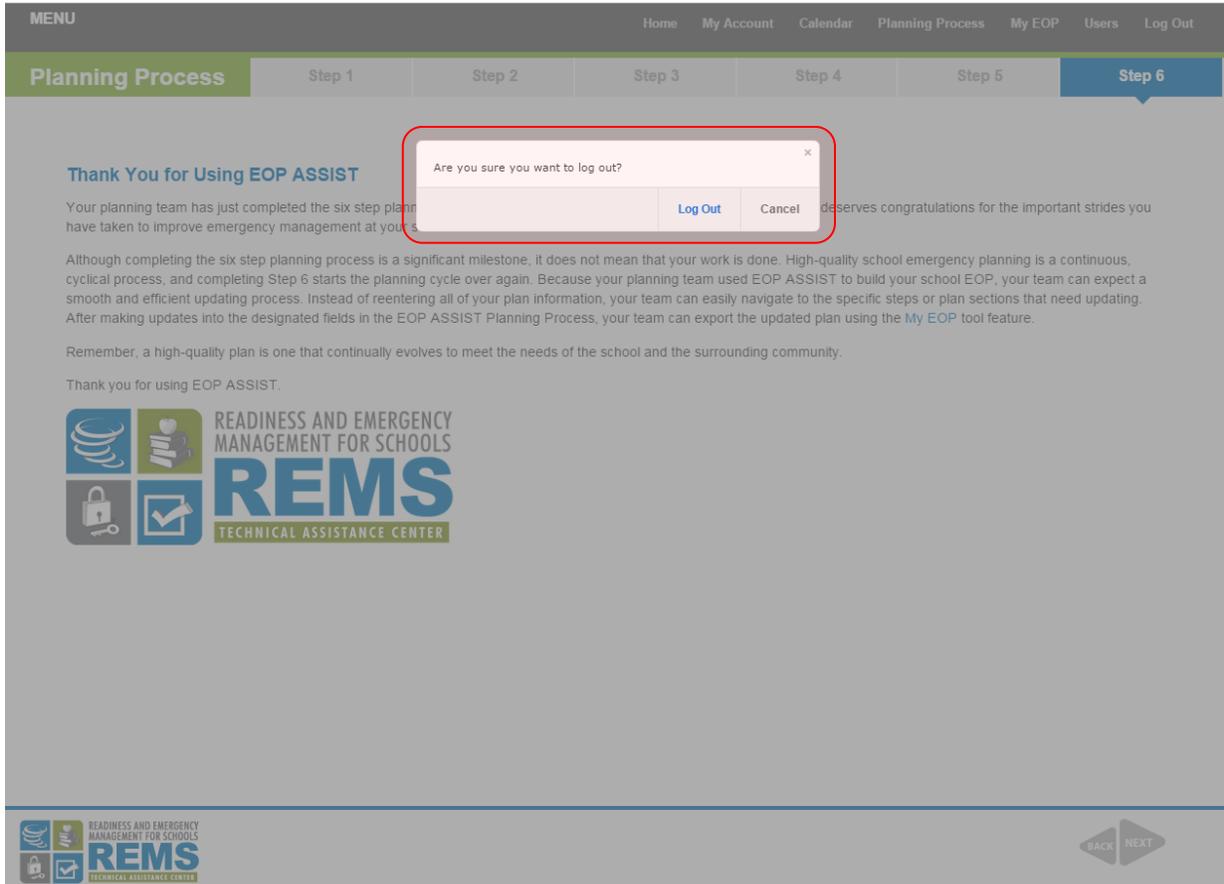


At the bottom of the page, there is a footer with the REMS logo on the left and 'BACK' and 'NEXT' navigation buttons on the right.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## EOP ASSIST User Manual

You will then be prompted to either confirm or cancel your log out request.

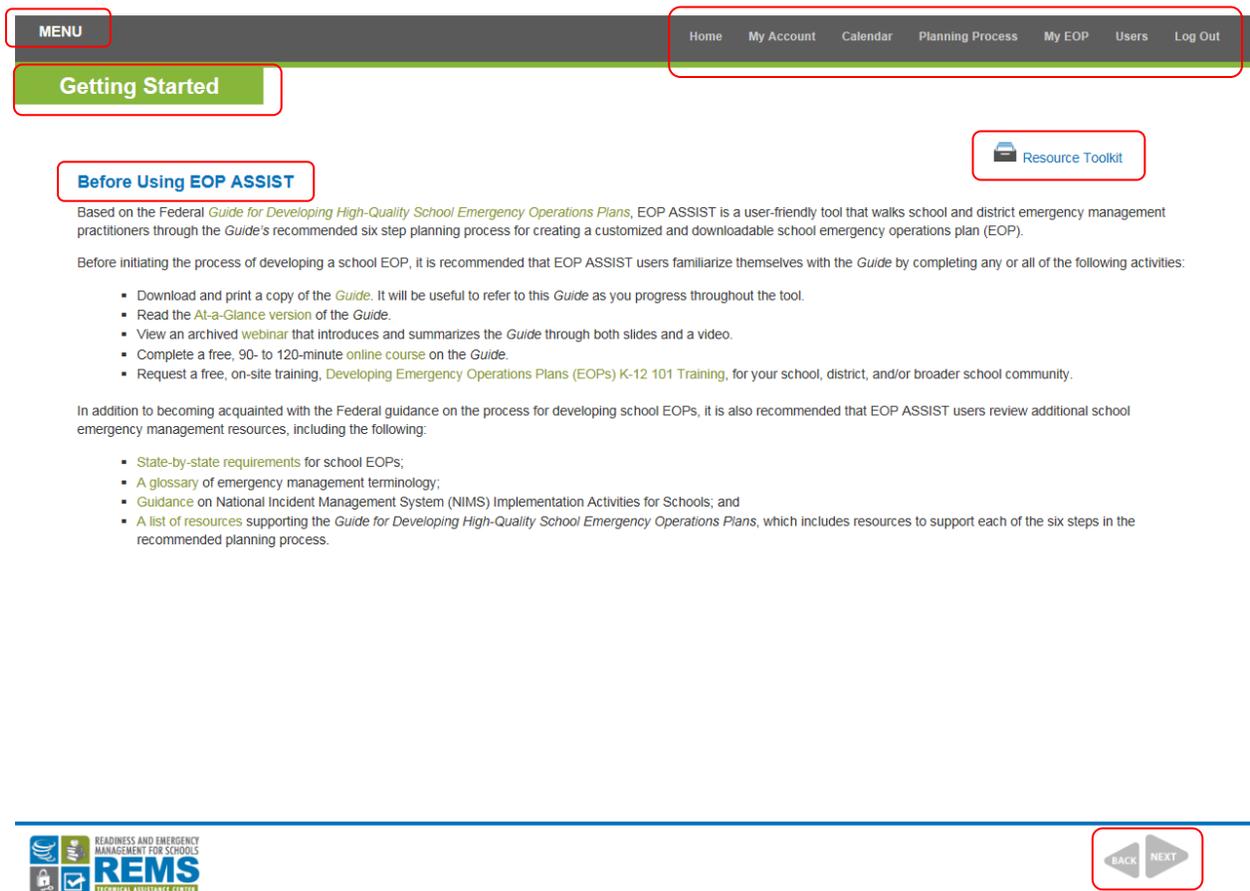


The screenshot displays the EOP ASSIST web application interface. At the top, there is a navigation menu with options: Home, My Account, Calendar, Planning Process, My EOP, Users, and Log Out. Below the menu, a progress bar shows six steps, with Step 6 highlighted in blue. The main content area features a 'Thank You for Using EOP ASSIST' message. A red-bordered dialog box is overlaid on the page, asking 'Are you sure you want to log out?' with 'Log Out' and 'Cancel' buttons. The background text congratulates the user for completing the six-step planning process and provides information about the cyclical nature of emergency planning. At the bottom, there is a logo for the Readiness and Emergency Management for Schools (REMS) Technical Assistance Center and navigation buttons for 'BACK' and 'NEXT'.

If you wish to end your session, select the Log Out button. Your screen will then return to the Log In page. If you wish to continue using EOP ASSIST, select the Cancel button. Your screen will return to the previous page.

### Chapter 3: Reviewing the App's Layout and Features

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



**Please note:** District Administrators will see a different screen when they first log in, which is discussed in further detail in Chapter 5: Using the App as an Administrator.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## Navigation Bar

EOP ASSIST is organized into five sections (or six, if you have a School Administrator or District Administrator user role), which are displayed at the top of your screen in a dark gray ribbon. This is the Navigation Bar, which allows users to navigate through the various sections of EOP ASSIST: Home, My Account, Calendar, Planning Process, My EOP, Users (for administrators only), and Log Out.



### Before Using EOP ASSIST

Based on the Federal *Guide for Developing High-Quality School Emergency Operations Plans*, EOP ASSIST is a user-friendly tool that walks school and district emergency management practitioners through the *Guide's* recommended six step planning process for creating a customized and downloadable school emergency operations plan (EOP).

Before initiating the process of developing a school EOP, it is recommended that EOP ASSIST users familiarize themselves with the *Guide* by completing any or all of the following activities:

- Download and print a copy of the *Guide*. It will be useful to refer to this *Guide* as you progress throughout the tool.
- Read the [At-a-Glance version](#) of the *Guide*.
- View an archived [webinar](#) that introduces and summarizes the *Guide* through both slides and a video.
- Complete a free, 90- to 120-minute [online course](#) on the *Guide*.
- Request a free, on-site training, [Developing Emergency Operations Plans \(EOPs\) K-12 101 Training](#), for your school, district, and/or broader school community.

In addition to becoming acquainted with the Federal guidance on the process for developing school EOPs, it is also recommended that EOP ASSIST users review additional school emergency management resources, including the following:

- [State-by-state requirements](#) for school EOPs;
- [A glossary](#) of emergency management terminology;
- [Guidance](#) on National Incident Management System (NIMS) Implementation Activities for Schools; and
- [A list of resources](#) supporting the *Guide for Developing High-Quality School Emergency Operations Plans*, which includes resources to support each of the six steps in the recommended planning process.



To use the Navigation Bar, click on the link to the section to which you wish to navigate. Please note that the Home/Getting Started and Planning Process sections contain multiple pages, which will require additional navigation, detailed in the following subsections. The other sections in the app only contain one page, which will appear when clicking on the link to that section from the Navigation Bar.

**Please note:** If your user role is District Administrator or School Administrator, you also will see Users in your Navigation Bar. This is described in more detail in Chapter 5: Using the App as an Administrator. If you are seeking additional information on specific sections featured on the Navigation Bar, please see Chapter 4: Using the App to Develop a School EOP.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## Slide-Out Menu

On the left-hand 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 allows users to quickly 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, as such, EOP ASSIST's Planning Process section is structured according to those steps. The Slide-Out Menu allows users to quickly access any of those six steps, or to view any page within a particular step. Additionally, each of the three pages in the Home/Getting Started section is also listed in the Slide-Out Menu. This feature is particularly helpful if users want to skip around between sections, rather than navigating from page to page in consecutive order.



### Before Using EOP ASSIST

Based on the Federal *Guide for Developing High-Quality School Emergency Operations Plans*, EOP ASSIST is a user-friendly tool that walks school and district emergency management practitioners through the *Guide's* recommended six step planning process for creating a customized and downloadable school emergency operations plan (EOP).

Before initiating the process of developing a school EOP, it is recommended that EOP ASSIST users familiarize themselves with the *Guide* by completing any or all of the following activities:

- Download and print a copy of the *Guide*. It will be useful to refer to this *Guide* as you progress throughout the tool.
- Read the *At-a-Glance* version of the *Guide*.
- View an archived *webinar* that introduces and summarizes the *Guide* through both slides and a video.
- Complete a free, 90- to 120-minute *online course* on the *Guide*.
- Request a free, on-site training, *Developing Emergency Operations Plans (EOPs) K-12 101 Training*, for your school, district, and/or broader school community.

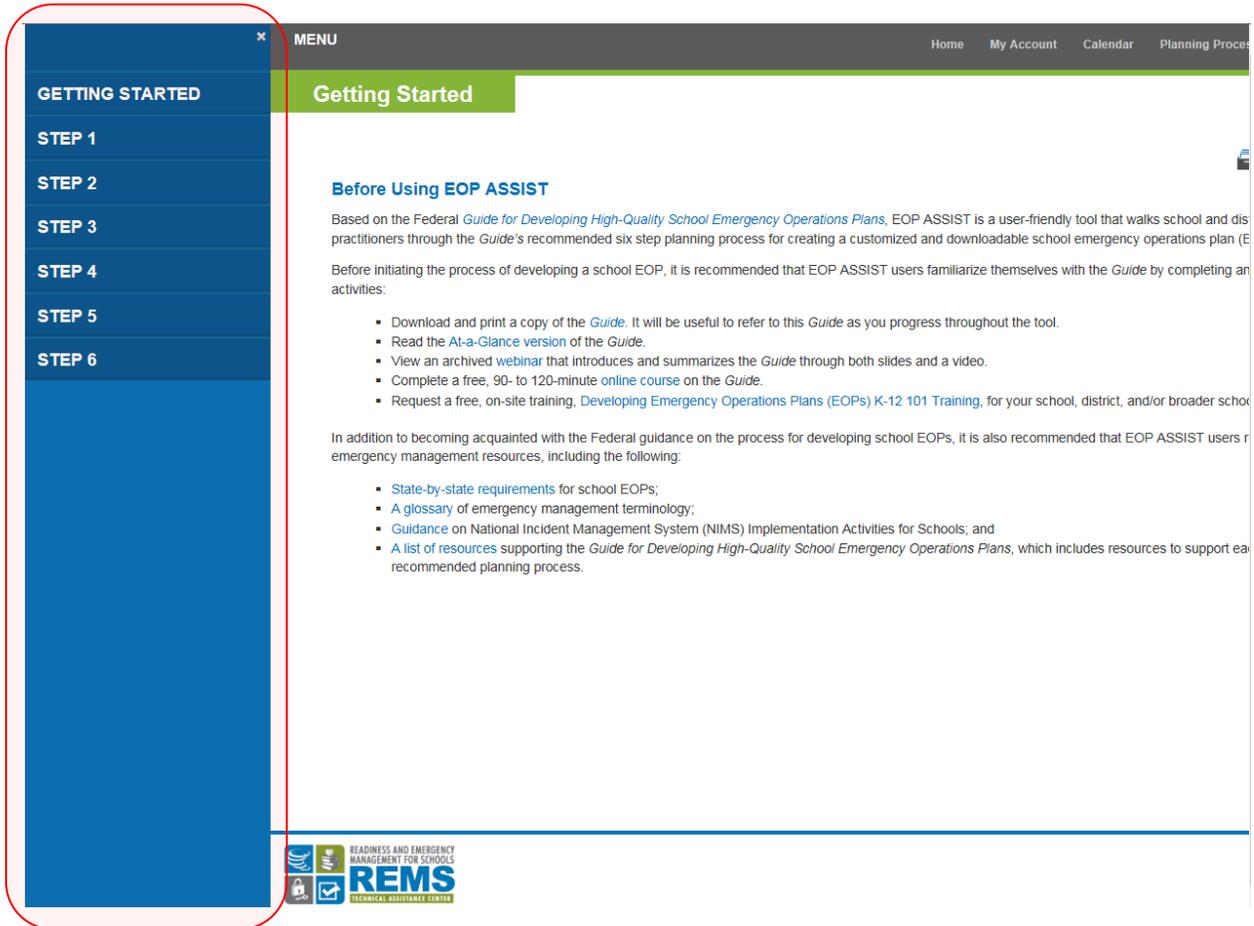
In addition to becoming acquainted with the Federal guidance on the process for developing school EOPs, it is also recommended that EOP ASSIST users review additional school emergency management resources, including the following:

- *State-by-state requirements* for school EOPs;
- A *glossary* of emergency management terminology;
- *Guidance* on National Incident Management System (NIMS) Implementation Activities for Schools; and
- A *list of resources* supporting the *Guide for Developing High-Quality School Emergency Operations Plans*, which includes resources to support each of the six steps in the recommended planning process.



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

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



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

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

The screenshot displays a web application interface. At the top, there is a navigation bar with a 'MENU' button and links for 'Home', 'My Account', 'Calendar', and 'Planning Process'. Below this is a slide-out menu on the left side, containing a list of steps: 'GETTING STARTED', 'STEP 1', 'STEP 2', 'STEP 3', 'STEP 4', 'STEP 5', and 'STEP 6'. The 'STEP 3' item is highlighted with a red circle and contains a list of sub-items: 'Overview of Step 3: Determine Goals and Objectives', 'Select Threats and Hazards to Address in the School EOP', 'Develop Goals and Objectives for Threats and Hazards', and 'Develop Goals and Objectives for Functions'. The main content area on the right is titled 'Getting Started' and contains the following text:

### Before Using EOP ASSIST

Based on the Federal *Guide for Developing High-Quality School Emergency Operations Plans*, EOP ASSIST is a user-friendly tool that walks school and district practitioners through the *Guide's* recommended six step planning process for creating a customized and downloadable school emergency operations plan (EOP).

Before initiating the process of developing a school EOP, it is recommended that EOP ASSIST users familiarize themselves with the *Guide* by completing an activity:

- Download and print a copy of the *Guide*. It will be useful to refer to this *Guide* as you progress throughout the tool.
- Read the *At-a-Glance* version of the *Guide*.
- View an archived [webinar](#) that introduces and summarizes the *Guide* through both slides and a video.
- Complete a free, 90- to 120-minute [online course](#) on the *Guide*.
- Request a free, on-site training, [Developing Emergency Operations Plans \(EOPs\) K-12 101 Training](#), for your school, district, and/or broader school system.

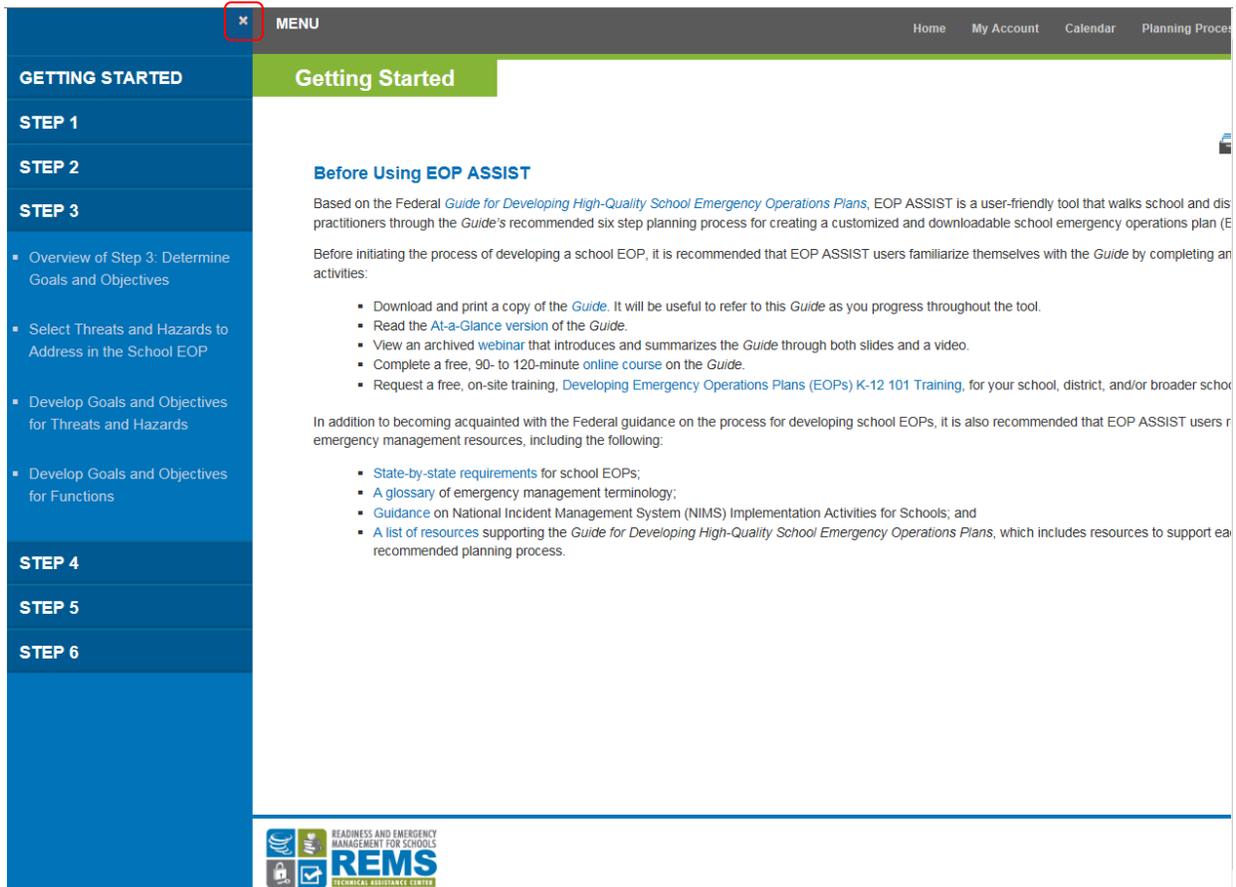
In addition to becoming acquainted with the Federal guidance on the process for developing school EOPs, it is also recommended that EOP ASSIST users review emergency management resources, including the following:

- [State-by-state requirements](#) for school EOPs;
- [A glossary](#) of emergency management terminology;
- [Guidance](#) on National Incident Management System (NIMS) Implementation Activities for Schools; and
- [A list of resources](#) supporting the *Guide for Developing High-Quality School Emergency Operations Plans*, which includes resources to support each recommended planning process.

At the bottom of the page, there is a logo for the Readiness and Emergency Management for Schools (REMS) Technical Assistance Center.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

To exit the Slide-Out Menu at any time without navigating to another screen, click the X or Cancel icon in the top right-hand 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 4: Using the App to Develop a School EOP.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## Section Heading

Underneath the Navigation Bar on the left-hand side is a green block with white text. This is the Section Heading, which denotes the section of the app in which you are located.



### Before Using EOP ASSIST

Based on the Federal *Guide for Developing High-Quality School Emergency Operations Plans*, EOP ASSIST is a user-friendly tool that walks school and district emergency management practitioners through the *Guide's* recommended six step planning process for creating a customized and downloadable school emergency operations plan (EOP).

Before initiating the process of developing a school EOP, it is recommended that EOP ASSIST users familiarize themselves with the *Guide* by completing any or all of the following activities:

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- Read the *At-a-Glance* version of the *Guide*.
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- [Guidance](#) on National Incident Management System (NIMS) Implementation Activities for Schools; and
- [A list of resources](#) supporting the *Guide for Developing High-Quality School Emergency Operations Plans*, which includes resources to support each of the six steps in the recommended planning process.



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## Page Title

Each section comprises one page, with the exception of Home/Getting Started and the Planning Process. 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 indicates on which page you are currently located, as well as the subject matter of that page. The Page Title corresponds to the name of the page in the Slide-Out Menu.

The screenshot shows a web interface for the EOP ASSIST user manual. At the top, there is a navigation bar with a 'MENU' button on the left and links for 'Home', 'My Account', 'Calendar', 'Planning Process', 'My EOP', 'Users', and 'Log Out' on the right. Below the navigation bar, the page title 'Getting Started' is displayed in a green box. The main content area features a red-bordered box with the title 'Before Using EOP ASSIST'. To the right of this box is a 'Resource Toolkit' icon. The text below the box explains that EOP ASSIST is a user-friendly tool based on the Federal Guide for Developing High-Quality School Emergency Operations Plans. It recommends that users familiarize themselves with the Guide by completing any or all of the following activities:

- Download and print a copy of the *Guide*. It will be useful to refer to this *Guide* as you progress throughout the tool.
- Read the *At-a-Glance* version of the *Guide*.
- View an archived *webinar* that introduces and summarizes the *Guide* through both slides and a video.
- Complete a free, 90- to 120-minute *online course* on the *Guide*.
- Request a free, on-site training, *Developing Emergency Operations Plans (EOPs) K-12 101 Training*, for your school, district, and/or broader school community.

In addition to becoming acquainted with the Federal guidance on the process for developing school EOPs, it is also recommended that EOP ASSIST users review additional school emergency management resources, including the following:

- *State-by-state requirements* for school EOPs;
- A *glossary* of emergency management terminology;
- *Guidance* on National Incident Management System (NIMS) Implementation Activities for Schools; and
- A *list of resources* supporting the *Guide for Developing High-Quality School Emergency Operations Plans*, which includes resources to support each of the six steps in the recommended planning process.

At the bottom of the page, there is a footer with the REMS logo on the left and 'BACK' and 'NEXT' navigation buttons on the right.

**Please note:** The majority of the app's content is located within the Planning Process section. For a more detailed list or visual display of the app's information architecture, please refer to Appendix B. App Map.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## Next/Back Buttons

To navigate within the Home/Getting Started and Planning Process sections of EOP ASSIST, use the triangular Next and Back buttons located in the bottom right-hand corner of each page. These buttons allow users to move through the app, both forwards and backwards, respectively, page by page.

The screenshot shows the EOP ASSIST app interface. At the top, there is a dark grey navigation bar with the word 'MENU' on the left and several menu items: 'Home', 'My Account', 'Calendar', 'Planning Process', 'My EOP', 'Users', and 'Log Out'. Below this is a green header for the 'Getting Started' section. The main content area features a 'Resource Toolkit' icon and the heading 'Before Using EOP ASSIST'. The text explains that the app is based on the Federal Guide for Developing High-Quality School Emergency Operations Plans and is designed to help school and district emergency management practitioners through a six-step planning process. It recommends that users familiarize themselves with the Guide by completing any or all of the following activities:

- Download and print a copy of the *Guide*. It will be useful to refer to this *Guide* as you progress throughout the tool.
- Read the *At-a-Glance* version of the *Guide*.
- View an archived *webinar* that introduces and summarizes the *Guide* through both slides and a video.
- Complete a free, 90- to 120-minute *online course* on the *Guide*.
- Request a free, on-site training, *Developing Emergency Operations Plans (EOPs) K-12 101 Training*, for your school, district, and/or broader school community.

In addition to becoming acquainted with the Federal guidance on the process for developing school EOPs, it is also recommended that EOP ASSIST users review additional school emergency management resources, including the following:

- *State-by-state requirements* for school EOPs;
- A *glossary* of emergency management terminology;
- *Guidance* on National Incident Management System (NIMS) Implementation Activities for Schools; and
- A *list of resources* supporting the *Guide for Developing High-Quality School Emergency Operations Plans*, which includes resources to support each of the six steps in the recommended planning process.

At the bottom of the page, there is a blue horizontal line. On the left side of this line is the REMS logo, which includes the text 'READINESS AND EMERGENCY MANAGEMENT FOR SCHOOLS' and 'REMS TECHNICAL ASSISTANCE CENTER'. On the right side of the line is a red-bordered button with two triangular arrows pointing left and right, labeled 'BACK' and 'NEXT' respectively.

To use this feature, click on the button that describes the direction in which you wish to move. To navigate in a forward direction in the app, please select the Next button, and to navigate in a backward direction in the app, please select the Back button.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## 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 you the step in which you are currently located, and allow you to navigate between steps in the Planning Process section.

The screenshot displays the EOP ASSIST user interface. At the top, a dark gray navigation bar contains the text 'MENU' on the left and 'Home My Account Calendar Planning Process My EOP Users Log Out' on the right. Below this, a green 'Planning Process' tab is active on the left. A horizontal bar contains six tabs: 'Step 1' (highlighted in blue), 'Step 2', 'Step 3', 'Step 4', 'Step 5', and 'Step 6'. The main content area is titled 'Overview of Step 1: Form a Collaborative Planning Team' and includes a 'Resource Toolkit' icon. The text describes the importance of a collaborative planning team and provides instructions for identifying a core team, establishing a common framework, and determining a regular meeting schedule. The 'Outcome of Step 1' section states that the school should have a collaborative planning team ready for Step 2.

**MENU** Home My Account Calendar Planning Process My EOP Users Log Out

**Planning Process** Step 1 Step 2 Step 3 Step 4 Step 5 Step 6

Resource Toolkit

### Overview of Step 1: Form a Collaborative Planning Team

Lessons learned indicate that operational planning is best performed by a team. Step 1 of the six step planning process will provide your school with guidance on how to assemble a collaborative planning team that is ready to engage in the process of developing a school EOP.

**Identify a Core Planning Team**

Your school's first task is to identify a core planning team that includes diverse representation from the school and surrounding community. If your school already has a preliminary planning team, the guidance in this section may help schools consider how to expand or refine that team.

**Form a Common Framework and Define and Assign Roles and Responsibilities**

After establishing a core planning team, your team will need to establish a common framework, or a shared approach to facilitate mutual understanding among team members. Additionally, members of the planning team will need to know their roles and responsibilities to facilitate effective planning.

**Determine a Regular Schedule of Meetings**

Finally, your team will be prompted to establish a regular schedule of meetings to facilitate greater collaboration among team members.

**Outcome of Step 1**

At the conclusion of Step 1, your school should have a collaborative planning team that is ready to undertake the work in Step 2—identifying and analyzing threats and hazards in the school and surrounding community.

READINESS AND EMERGENCY MANAGEMENT FOR SCHOOLS  
**REMS**  
TECHNICAL ASSISTANCE CENTER

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

The step highlighted by a filled blue box indicates your present location within the Planning Process section, while the remaining gray boxes display the other steps that you are not currently working on, but have addressed or will address, in order to develop a high-quality EOP. In the screen below, the Planning Process Tabs indicate that you are currently located in Step 1 of the Planning Process section.

The screenshot shows a web application interface. At the top, there is a dark gray navigation bar with the word "MENU" on the left and links for "Home", "My Account", "Calendar", "Planning Process", "My EOP", "Users", and "Log Out" on the right. Below this is a horizontal row of tabs. The first tab, "Planning Process", is highlighted in green. The second tab, "Step 1", is highlighted in blue and is enclosed in a red rectangular box. The remaining tabs, "Step 2", "Step 3", "Step 4", "Step 5", and "Step 6", are in a light gray color. To the right of the tabs is a "Resource Toolkit" icon and link. The main content area below the tabs contains the following text:

**Overview of Step 1: Form a Collaborative Planning Team**

Lessons learned indicate that operational planning is best performed by a team. Step 1 of the six step planning process will provide your school with guidance on how to assemble a collaborative planning team that is ready to engage in the process of developing a school EOP.

**Identify a Core Planning Team**

Your school's first task is to identify a core planning team that includes diverse representation from the school and surrounding community. If your school already has a preliminary planning team, the guidance in this section may help schools consider how to expand or refine that team.

**Form a Common Framework and Define and Assign Roles and Responsibilities**

After establishing a core planning team, your team will need to establish a common framework, or a shared approach to facilitate mutual understanding among team members. Additionally, members of the planning team will need to know their roles and responsibilities to facilitate effective planning.

**Determine a Regular Schedule of Meetings**

Finally, your team will be prompted to establish a regular schedule of meetings to facilitate greater collaboration among team members.

**Outcome of Step 1**

At the conclusion of Step 1, your school should have a collaborative planning team that is ready to undertake the work in Step 2—identifying and analyzing threats and hazards in the school and surrounding community.

At the bottom of the page, there is a blue horizontal line. On the left side of this line is the REMS logo, which includes the text "READINESS AND EMERGENCY MANAGEMENT FOR SCHOOLS" and "REMS TECHNICAL ASSISTANCE CENTER". On the right side of the line are two gray arrow buttons labeled "BACK" and "NEXT".

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

To jump to another step, select the gray step to which you would like to move. You will see the first page, or overview, of the step that you selected. Additionally, the step in the Planning Process tabs from which you just navigated will turn gray, and the step in the Planning Process tabs to which you just jumped will turn blue. In the screen below, the Planning Process Tabs indicate that you have jumped to Step 3 of the Planning Process section.



### Overview of Step 3: Determine Goals and Objectives

Now that your planning team has a comprehensive, yet prioritized list of threats or hazards, Step 3 will prompt your team to select which threats or hazards will be included in the EOP, and then to develop [goals and objectives](#) for addressing those selected threats or hazards.

#### Select Threats and Hazards to Address in the School EOP

Your team's first task is to review the prioritized list of threats or hazards from Step 2 and to select which of those threats or hazards will be addressed in the school EOP.

#### Develop Goals and Objectives for Threats or Hazards

Next, your planning team will develop three goals (before, during, and after) to address each selected threat or hazard, and then develop corresponding objectives for each goal. Some goals and objectives apply to multiple threats or hazards and are therefore considered cross-cutting functions. During the process of developing goals and objectives for threats or hazards, your team will also need to identify which goals and objectives are functions and which are not.

#### Develop Goals and Objectives for Functions

After identifying cross-cutting functions, your team will develop goals and objectives for each function.

#### Outcome of Step 3

At the conclusion of Step 3, your planning team will have developed goals and objectives for each threat, hazard, and function. These goals and objectives will be carried forward to Step 4 and will be used as the basis for courses of action. Goals, objectives, and courses of action will ultimately form the Functional Annexes and Threat- and Hazard-Specific Annexes of the school EOP.



You can also use the Planning Process tabs to return to the first page of the step in which you are currently located. When you select the blue step in the Planning Process tabs, your screen will return to the first page of that step, and the step in the Planning Process tabs will remain blue.

**Please note:** For more information on moving through the Planning Process section, please see Chapter 4: Using the App to Develop a School EOP.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## Resource Toolkit

Within the Home/Getting Started and Planning Process sections, you may find a file cabinet icon on the right-hand side of the screen. This is the Resource Toolkit, a feature containing 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.

The screenshot shows the top navigation bar with 'MENU' on the left and 'Home My Account Calendar Planning Process My EOP Users Log Out' on the right. Below this is a green 'Getting Started' tab. On the right side of the page, there is a red-bordered button with a file cabinet icon and the text 'Resource Toolkit'. The main content area is titled 'Before Using EOP ASSIST' and contains text and a bulleted list of activities to complete before starting the EOP process.

### Before Using EOP ASSIST

Based on the Federal *Guide for Developing High-Quality School Emergency Operations Plans*, EOP ASSIST is a user-friendly tool that walks school and district emergency management practitioners through the *Guide's* recommended six step planning process for creating a customized and downloadable school emergency operations plan (EOP).

Before initiating the process of developing a school EOP, it is recommended that EOP ASSIST users familiarize themselves with the *Guide* by completing any or all of the following activities:

- Download and print a copy of the *Guide*. It will be useful to refer to this *Guide* as you progress throughout the tool.
- Read the *At-a-Glance* version of the *Guide*.
- View an archived *webinar* that introduces and summarizes the *Guide* through both slides and a video.
- Complete a free, 90- to 120-minute *online course* on the *Guide*.
- Request a free, on-site training, *Developing Emergency Operations Plans (EOPs) K-12 101 Training*, for your school, district, and/or broader school community.

In addition to becoming acquainted with the Federal guidance on the process for developing school EOPs, it is also recommended that EOP ASSIST users review additional school emergency management resources, including the following:

- *State-by-state requirements* for school EOPs;
- A *glossary* of emergency management terminology;
- *Guidance* on National Incident Management System (NIMS) Implementation Activities for Schools; and
- A *list of resources* supporting the *Guide for Developing High-Quality School Emergency Operations Plans*, which includes resources to support each of the six steps in the recommended planning process.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

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

The screenshot displays the EOP ASSIST user interface. At the top, a dark navigation bar contains links for Home, My Account, Calendar, Planning Process, My EOP, Users, and Log Out. Below this, a main content area features a 'Resource Toolkit' icon and a list of links related to the 'Guide' and 'Developing Emergency Operations Plans (EOPs) K-12 101 Training'. On the right side, a blue sidebar menu titled 'Resource Toolkit' is open, containing three main categories: 'GUIDANCE', 'RESOURCES', and 'EXAMPLES'. At the bottom of the page, there are 'BACK' and 'NEXT' navigation buttons.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

When you click on one of the three options, a list of links for different materials will appear underneath the selected option. If no resources for a given category drop down, it means that there are no resources for that category on that particular page.

The screenshot displays the EOP ASSIST user manual interface. At the top, a navigation bar includes links for Home, My Account, Calendar, Planning Process, My EOP, Users, and Log Out. The main content area is titled "Resource Toolkit" and contains a section for "GUIDANCE" and "RESOURCES". The "RESOURCES" section is highlighted with a red border and lists several items: Webinar Providing Overview of the Guide, Online Course about the Guide, Request a Free, On-Site Training on the Guide, State-by-State Requirements for School EOPs, Glossary of Emergency Management Terminology, Guidance on NIMS Implementation for Schools, and A List of Supporting Resources for the Guide. Below the "RESOURCES" section is an "EXAMPLES" section. At the bottom of the page, there are "BACK" and "NEXT" navigation buttons.

Home My Account Calendar Planning Process My EOP Users Log Out

Resource Toolkit

**GUIDANCE**

**RESOURCES**

- Webinar Providing Overview of the Guide
- Online Course about the Guide
- Request a Free, On-Site Training on the Guide
- State-by-State Requirements for School EOPs
- Glossary of Emergency Management Terminology
- Guidance on NIMS Implementation for Schools
- A List of Supporting Resources for the Guide

**EXAMPLES**

BACK NEXT

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

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

The screenshot displays the EOP ASSIST user interface. At the top, a navigation bar includes links for Home, My Account, Calendar, Planning Process, My EOP, Users, and Log Out. A red box highlights an 'X' icon in the upper right corner of the Resource Toolkit menu. The Resource Toolkit menu is open, showing sections for GUIDANCE and RESOURCES. The RESOURCES section lists several items: Webinar Providing Overview of the Guide, Online Course about the Guide, Request a Free, On-Site Training on the Guide, State-by-State Requirements for School EOPs, Glossary of Emergency Management Terminology, Guidance on NIMS Implementation for Schools, and A List of Supporting Resources for the Guide. Below the menu, the main content area shows a 'Resource Toolkit' icon and a list of resources. At the bottom, there are 'BACK' and 'NEXT' navigation buttons.

Home My Account Calendar Planning Process My EOP Users Log Out

Resource Toolkit

**GUIDANCE**

**RESOURCES**

- Webinar Providing Overview of the Guide
- Online Course about the Guide
- Request a Free, On-Site Training on the Guide
- State-by-State Requirements for School EOPs
- Glossary of Emergency Management Terminology
- Guidance on NIMS Implementation for Schools
- A List of Supporting Resources for the Guide

**EXAMPLES**

BACK NEXT

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## User Roles

There are three user roles available in EOP ASSIST: School Users, School Administrators, and District Administrators. Users from all three groups are important members of the collaborative planning team and share the same capabilities for participating in the six step planning process to develop a school EOP. All three users can add and modify information throughout the Planning Process and Calendar sections. School Users and School Administrators, however, can only see and update such information for their own school, not other schools in their district. More information about each of these three types of user roles is detailed below.

### *School Users*

Most users will have the role of School User. This means that they are a member of a school's collaborative planning team and have access to their school's planning process and EOP. School Users cannot see data from any other school, and do not have permissions that allow them to manage other users. School Users can update any information throughout the app, including their own personal information available in the My Account section.

### *School Administrators*

School Administrators serve as the primary points of contact for their school collaborative planning team, and have the ability to create users, block users, reset passwords, and modify user profiles for their school only. School Administrators cannot update user IDs, however, as this right is reserved only for the individual user.

### *District Administrators*

District Administrators serve as the primary points of contact for the collaborative planning teams within their district. They also have the ability to create users, block users, reset passwords, and modify user profiles, except they have this capability for all users across all schools within the district. District Administrators cannot update user IDs, however, as this right is reserved only for the individual user. An additional privilege of District Administrators is that they can access and contribute to each school EOP within their district.

***Please note:** For more information about how to use this app as School Administrator or District Administrator, please refer to Chapter 5: Using the App as an Administrator.*

## Chapter 4: Using the App to Develop a School EOP

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 app’s functionality related to these objectives occurs within the Planning Process, Calendar, and My EOP sections of the app. These interactive sections support users with guidance and tools at each step of the way, and allow users to save, edit, and transfer school EOP data among the planning team. This chapter will provide further detail about how to use these sections to develop a school EOP.

### Home

Each time you log in to EOP ASSIST, with the exception of District Administrators, you will be presented with the Home screen, 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 app. Explore each of the links, which provide you with direct access to the *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.

Links	Description
<a href="#"><u>Guide for Developing High-Quality School Emergency Operations Plans</u></a>	Overview of the planning process outlined in the <i>Guide</i> . This web page on the REMS TA Center website contains information on each of the six steps for developing a high-quality school EOP.
<a href="#"><u>At-a-Glance Version of the Guide</u></a>	Overview of the <i>Guide</i> . This web page on the REMS TA Center website contains information on the principles of school emergency management planning, each of the six steps for developing a high-quality school EOP, and other EOP topics.
<a href="#"><u>An Overview of the Guide for Developing High-Quality School Emergency Operations Plans Webinar</u></a>	Archived presentation on the <i>Guide</i> . This recording on the REMS TA Center website was developed and presented by representatives from multiple Federal agencies.
<a href="#"><u>Developing Emergency Operations Plans (EOPs) 101 Online Course</u></a>	Online course that introduces the process for developing high-quality EOPs. These modules, which were developed by the REMS TA Center, support users in developing a high-quality school EOP.
<a href="#"><u>Developing Emergency Operations Plans (EOPs) K-12 101 Training</u></a>	Overview of in-person and free Trainings by Request. This web page on the REMS TA Center website contains information on the various trainings available to the public, as well as how to request a training at your school.
<a href="#"><u>State Emergency Management Resources</u></a>	Compilation of state requirements. This interactive infographic on the REMS TA Center website contains state-level information related to school safety and emergency management.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

<a href="#"><u>Glossary of Emergency Management Terminology</u></a>	<p>List of terminology used in the field of emergency management for schools. This document, which was developed by the REMS TA Center, contains information on key terms commonly used throughout materials and resources.</p>
<a href="#"><u>Guidance on National Incident Management System (NIMS) Implementation Activities for Schools</u></a>	<p>Overview of Federal guidance for implementing NIMS. This web page on the REMS TA Center website contains information on NIMS implementation and additional NIMS resources.</p>
<a href="#"><u>List of Resources</u></a>	<p>Links for resources that support the <i>Guide</i>. This document contains a list of information from Federal agencies and the REMS TA Center, organized by the following topics: planning principles, the six step planning process, and plan content.</p>
<a href="#"><u>Planning Principles</u></a>	<p>Overview of the planning principles outlined in the <i>Guide</i>. This web page on the REMS TA Center website contains information on each of the six planning principles that are important in developing a comprehensive school EOP.</p>
<a href="#"><u>Six Step Planning Process</u></a>	<p>Overview of the planning process outlined in the <i>Guide</i>. This web page on the REMS TA Center website contains information on each of the six steps for developing a high-quality school EOP.</p>

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

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



### Before Using EOP ASSIST

Based on the Federal *Guide for Developing High-Quality School Emergency Operations Plans*, EOP ASSIST is a user-friendly tool that walks school and district emergency management practitioners through the *Guide's* recommended six step planning process for creating a customized and downloadable school emergency operations plan (EOP).

Before initiating the process of developing a school EOP, it is recommended that EOP ASSIST users familiarize themselves with the *Guide* by completing any or all of the following activities:

- Download and print a copy of the *Guide*. It will be useful to refer to this *Guide* as you progress throughout the tool.
- Read the *At-a-Glance* version of the *Guide*.
- View an archived *webinar* that introduces and summarizes the *Guide* through both slides and a video.
- Complete a free, 90- to 120-minute *online course* on the *Guide*.
- Request a free, on-site training, *Developing Emergency Operations Plans (EOPs) K-12 101 Training*, for your school, district, and/or broader school community.

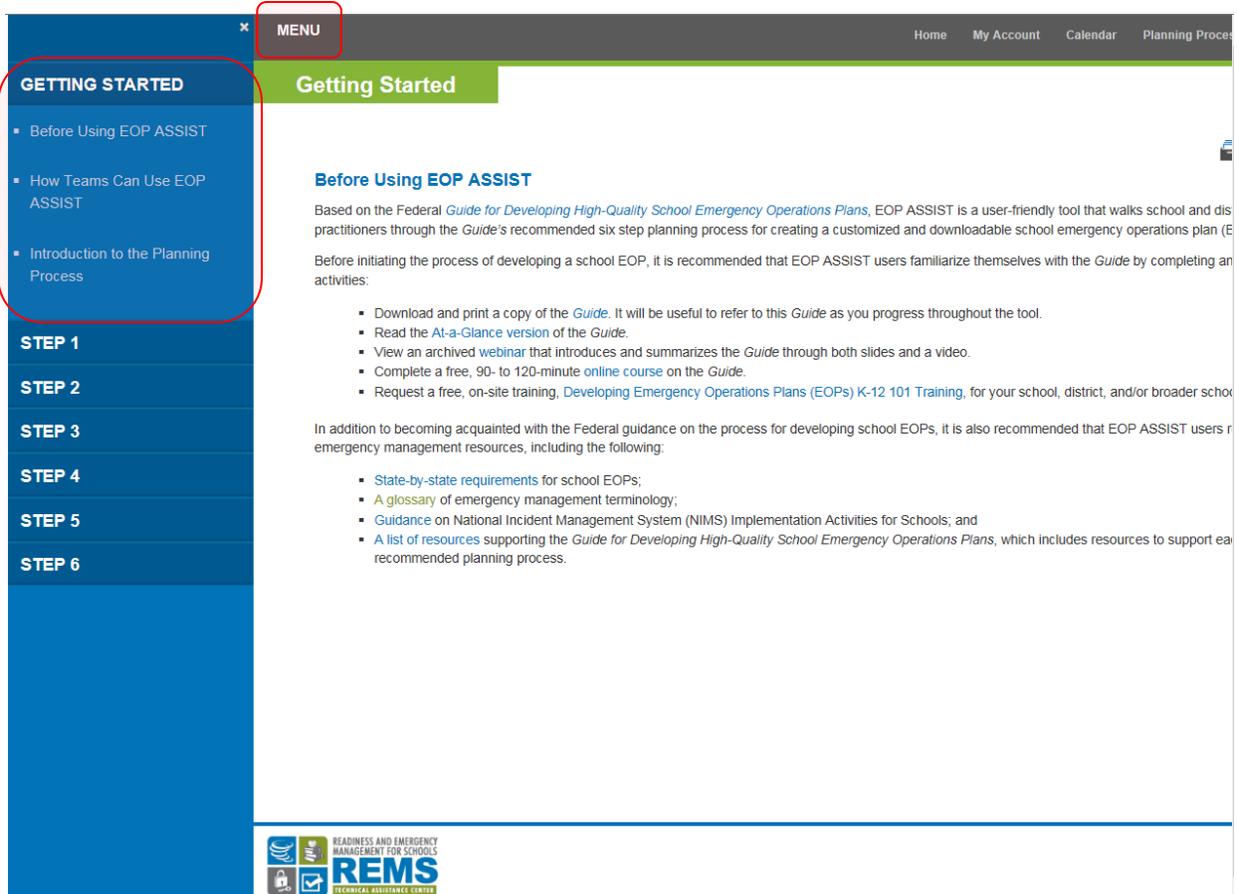
In addition to becoming acquainted with the Federal guidance on the process for developing school EOPs, it is also recommended that EOP ASSIST users review additional school emergency management resources, including the following:

- *State-by-state requirements* for school EOPs;
- A *glossary* of emergency management terminology;
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- A *list of resources* supporting the *Guide for Developing High-Quality School Emergency Operations Plans*, which includes resources to support each of the six steps in the recommended planning process.



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

You may also navigate to a specific page within this section by utilizing the Slide-Out Menu. Select the Menu icon, which will activate the Slide-Out Menu. Next, select Getting Started, which will list each of the three pages by title. Select the page to which you wish to navigate. Your screen will switch to that page.



**Please note:** For more information on using the Slide-Out Menu, please refer to Chapter 3: Reviewing the App's Layout and Features.

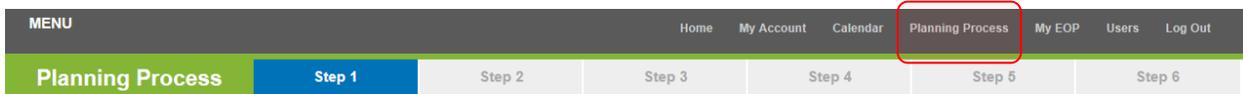
# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## The Planning Process

After you have progressed through the Home/Getting Started section, you will arrive at the Planning Process section. This can happen by clicking the Next button or by selecting 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 in consecutive order. This is where the bulk of the app is located, and is where you enter and save data that will populate your school EOP. When you reach the last page of Step 6 and click the Next button, you will be directed to the Home/Getting Started section. 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.

To access this section at any time, click the Planning Process button in the Navigation Bar. This will allow you to navigate to the first page of Step 1 within the Planning Process section: Overview of Step 1: Form a Collaborative Planning Team.



 Resource Toolkit

### Overview of Step 1: Form a Collaborative Planning Team

Lessons learned indicate that operational planning is best performed by a team. Step 1 of the six step planning process will provide your school with guidance on how to assemble a collaborative planning team that is ready to engage in the process of developing a school EOP.

#### Identify a Core Planning Team

Your school's first task is to identify a core planning team that includes diverse representation from the school and surrounding community. If your school already has a preliminary planning team, the guidance in this section may help schools consider how to expand or refine that team.

#### Form a Common Framework and Define and Assign Roles and Responsibilities

After establishing a core planning team, your team will need to establish a common framework, or a shared approach to facilitate mutual understanding among team members. Additionally, members of the planning team will need to know their roles and responsibilities to facilitate effective planning.

#### Determine a Regular Schedule of Meetings

Finally, your team will be prompted to establish a regular schedule of meetings to facilitate greater collaboration among team members.

#### Outcome of Step 1

At the conclusion of Step 1, your school should have a collaborative planning team that is ready to undertake the work in Step 2—identifying and analyzing threats and hazards in the school and surrounding community.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## *Pre-Population of Data*

In order to enter, save, and update data in the Planning Process, follow the directions and prompts on each page. You are able to edit all data in each of the 10 forms, which are listed below, by location.

Location	Description of Form
Step 1	<ul style="list-style-type: none"><li>Identify a Core Planning Team</li></ul>
Step 2	<ul style="list-style-type: none"><li>Identify Threats and Hazards</li></ul>
Step 3	<ul style="list-style-type: none"><li>Select Threats and Hazards</li><li>Develop Goals and Objectives for Threats and Hazards</li><li>Develop Goals and Objectives for Functions</li></ul>
Step 4	<ul style="list-style-type: none"><li>Identify Courses of Action for Threats and Hazards</li><li>Identify Courses of Action for Functions</li></ul>
Step 5	<ul style="list-style-type: none"><li>Prepare Functional Annexes of Draft EOP</li><li>Prepare Threat- and Hazard-Specific Annexes of Draft EOP</li><li>Prepare Basic Plan Section of Draft EOP</li></ul>

It is important for users to understand how data flows through the app. Data saved in Step 1 does not appear anywhere else in the app, nor does it appear in the school EOP. This form serves as a list of contact information for each member in the collaborative planning team and, while it is important in the six step planning process, does not result in specific data that will inform the rest of the five steps. Users have the capability of adding, editing, and saving contact information for planning team members through the form and accompanying table. Collaborative planning team members can revisit this page throughout the planning process to access contact information for other members of the planning team.

In contrast, data saved in Step 2 informs the data that is populated throughout the rest of the app. Use this form to create and edit threats and hazards that will be addressed within your school EOP. If at any time in the planning process you need to update a threat or hazard, please return to this form and the accompanying table to do so. Threats and hazards are not editable anywhere else within the Planning Process section.

Data that pre-populates in Step 3 is that which was saved in Step 2. All threats and hazards created in Step 2 will appear in the first form of Step 3, which allows you to select those threats and hazards that users wish to address in the school EOP. Only those threats and hazards that are selected in the first form will appear in the second form of Step 3, unless it is not your planning team's first time using the app. In that case, the second form will display any threats and hazards for which the team has developed goals and objectives, in addition to any threats or hazards that are selected in the first form. While developing goals and objectives for threats and hazards, users are prompted to identify cross-cutting functions. These functions then pre-populate the third table in Step 3, where users develop goals and objectives for those functions.

Data that pre-populates in Step 4 is that which was saved in Step 3. Only threats, hazards, and functions for which goals and objectives were developed and saved in Step 2 will appear here. Step 4 prompts

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

users to identify courses of action, with the first form being for threats and hazards, and the second form for functions. At this point, threats and hazards and cross-cutting functions are no longer attached to each other as they were in the second form of Step 3, and are each treated as separate pieces of data. If you need to edit any goals and objectives for threats and hazards or functions, please return to Step 3, as only courses of action can be saved and edited in Step 4.

Data that pre-populates in the first two forms of Step 5 is that which was saved in Step 3 and Step 4. The goals and objectives from Step 3, as well as the courses of action from Step 4, are now all editable in Step 5. This is where you edit your functional and threat- and hazard-specific annexes, which are composed of functions, threats, and hazards, and their respective goals, objectives, and courses of action. Additionally, there is a separate form in Step 5 that allows users to create and edit the Basic Plan section of the draft EOP. This data is separate from the rest of the forms and is unique because you have the capability to upload external documents to populate this form. If you use the upload feature, it is important that you DO NOT fill out any of the sections below, as the uploaded document will override such saved information. It is also important to note that only one uploaded document can be saved in Step 5 of the Planning Process section at any time, and that it must be uploaded in the form of a Microsoft Word document. Simply follow the instructions and prompts to upload your Basic Plan. If the Basic Plan is updated at any time, it is also important to manually change the date of the EOP in either Section 1 or in the downloaded EOP each time the plan is updated. Otherwise, the school EOP will display the previously-saved date. Completing the three forms in Step 5 will result in completion of the three sections of a draft high-quality EOP: Basic Plan, Functional Annexes, and Threat- and Hazard-Specific Annexes.

***Please note:** For more information on how to save and edit data in the Planning Process section, please refer to Appendix A. Troubleshooting.*

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## Resource Toolkit

The Resource Toolkit includes useful materials to help you complete your school EOP and is only available in the Home/Getting Started and Planning Process sections. This should be used as an additional source of information to enrich your comprehension of the six-step planning process. Guidance contains links that lead users directly to the *Guide* and at-a-glance information on the *Guide*, accessible on the REMS TA Center website. 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 product of the step.

The screenshot displays the EOP ASSIST app interface. At the top, a navigation bar includes links for Home, My Account, Calendar, Planning Process, My EOP, Users, and Log Out. Below this is a progress indicator with six steps: Step 1, Step 2 (highlighted), Step 3, Step 4, Step 5, and Step 6. A red box highlights a 'Resource Toolkit' button on the main screen. To the right, a sidebar menu is open, showing the following sections: Resource Toolkit, GUIDANCE (with sub-items: At-a-Glance Guidance, Pages 7-12 in the Guide), RESOURCES (with sub-items: Assessing School Safety (Online Course), Examples of Threats and Hazards, Related Resources for Step 2 on the REMS Website), and EXAMPLES (with sub-item: Assessment Materials and Surveys in REMS Tool Box). At the bottom of the screen, there are 'BACK' and 'NEXT' navigation buttons.

**Please note:** For more information on how to open, use, and close the Resource Toolkit, please refer to Chapter 3: Reviewing the App's Layout and Features.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## 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 have to meet frequently at first. Once the 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.

To use this feature, click on Calendar in the Navigation Bar. Additionally, there are links to the Calendar feature in Step 1 and Step 6 in the app, which will open the Calendar in a new browser.

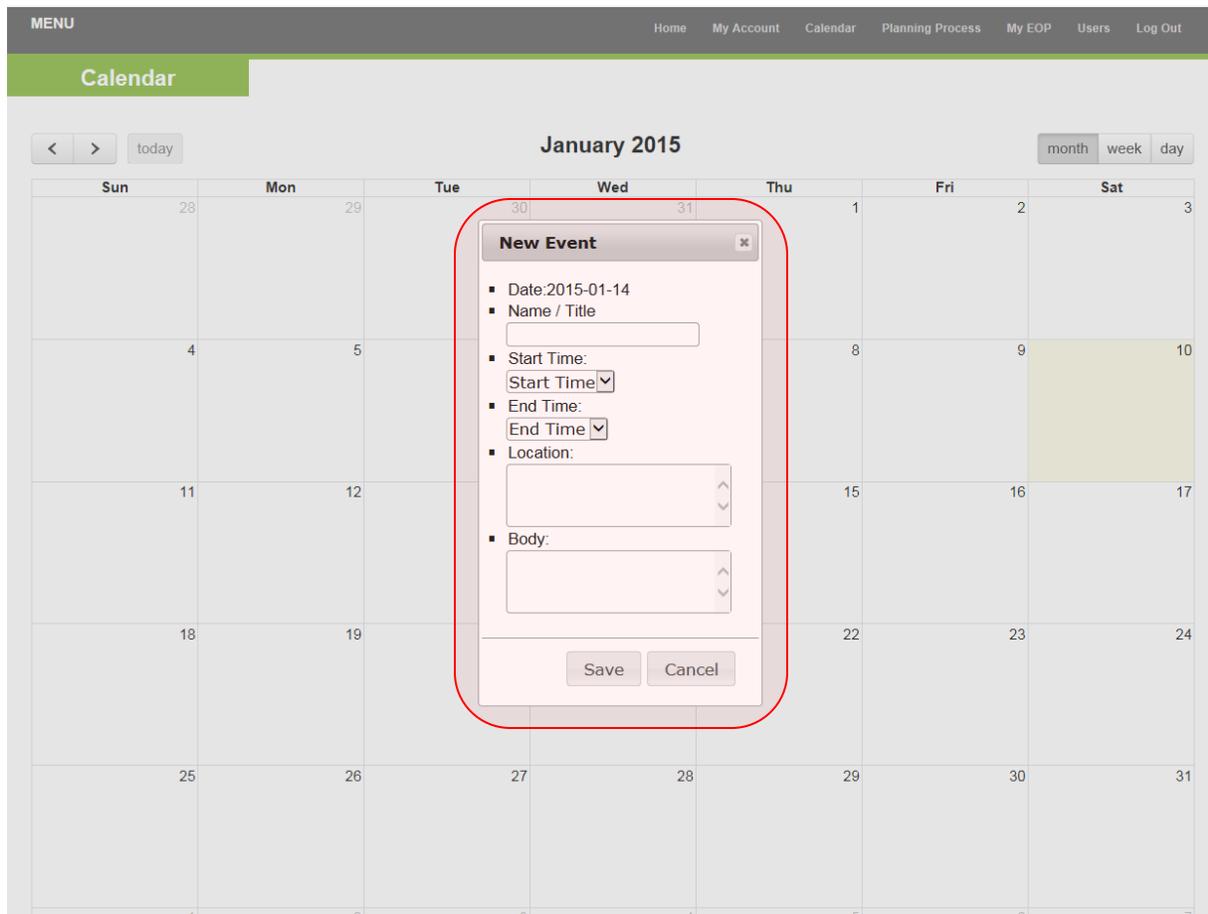
The screenshot shows the application's navigation bar with the following items: MENU, Home, My Account, Calendar (highlighted with a red box), Planning Process, My EOP, Users, and Log Out. Below the navigation bar is a green button labeled "Calendar".

The calendar view is for January 2015. It includes navigation arrows, a "today" button, and view options for "month", "week", and "day". The calendar grid shows days of the week (Sun to Sat) and dates from 28 to 31. The date 10 is highlighted in yellow.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

To create an event, click on the day and time on the Calendar that the event will take place. A window will pop up, which will allow you to confirm and adjust the date, start time, and end time, as well as add the event title and description.



Click the Save button to post the event to the calendar and Cancel to exit the pop-up window without saving. Your screen will return to the Calendar section.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

If you wish to edit an existing event, select the event in the calendar.

MENU Home My Account Calendar Planning Process My EOP Users Log Out

Calendar

< > today January 2015 month week day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14 11a Planning Meeting	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

A window will pop up. Edit the event, as needed, and click the Save button.

The screenshot displays the EOP ASSIST user interface. At the top, there is a navigation bar with 'MENU' on the left and 'Home', 'My Account', 'Calendar', 'Planning Process', 'My EOP', 'Users', and 'Log Out' on the right. Below this is a green 'Calendar' header. The main content area shows a calendar for January 2015, with navigation arrows and a 'today' button on the left, and 'month', 'week', and 'day' view options on the right. An 'Edit Event' modal window is open, centered over the calendar. The modal has a title bar with a close button (X) and contains the following fields:

- Date:
- Name / Title: Planning Meeting
- Start Time: 09:00 AM (dropdown)
- End Time: 10:00 AM (dropdown)
- Location: Conference Room (dropdown)
- Body: (text area)

At the bottom of the modal are three buttons: 'Save', 'Delete', and 'Cancel'. The event being edited is highlighted in yellow on the calendar grid, spanning from Wednesday, January 1st, to Saturday, January 3rd.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

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

The screenshot displays the EOP ASSIST user interface. At the top, a dark grey navigation bar contains the word "MENU" on the left and links for "Home", "My Account", "Calendar", "Planning Process", "My EOP", "Users", and "Log Out" on the right. Below this is a green "Calendar" button. The main content area shows a weekly calendar for "Jan 11 — 17, 2015". Navigation controls include left and right arrows and a "today" button. In the top right corner, three view toggle buttons are shown: "month", "week" (which is selected and highlighted with a red box), and "day". The calendar grid has columns for "Sun 1/11", "Mon 1/12", "Tue 1/13", "Wed 1/14", "Thu 1/15", "Fri 1/16", and "Sat 1/17". The rows represent time slots from "all-day" to "8pm". A blue event box is visible on Wednesday, January 14th, from 11:00 to 12:00, labeled "11:00 - 12:00 Planning Meeting".

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## My EOP

The result of the six step planning process is the school EOP, which is accessed in the My EOP section. It is important to remember that the data that populates this section comes directly from that which has been saved in Step 5. That means that your school EOP will not be ready or available until Step 5 is completed. If you wish to update your EOP at any time, return to Step 5 in order to do so. You can navigate to the My EOP section through links provided in Step 5 and Step 6, as well as through the Navigation Bar at any time.



### Thank You for Using EOP ASSIST

Your planning team has just completed the six step planning process for developing a high-quality school EOP. Your team deserves congratulations for the important strides you have taken to improve emergency management at your school!

Although completing the six step planning process is a significant milestone, it does not mean that your work is done. High-quality school emergency planning is a continuous, cyclical process, and completing Step 6 starts the planning cycle over again. Because your planning team used EOP ASSIST to build your school EOP, your team can expect a smooth and efficient updating process. Instead of reentering all of your plan information, your team can easily navigate to the specific steps or plan sections that need updating. After making updates into the designated fields in the EOP ASSIST Planning Process, your team can export the updated plan using the [My EOP](#) tool feature.

Remember, a high-quality plan is one that continually evolves to meet the needs of the school and the surrounding community.

Thank you for using EOP ASSIST.



Once you have reached the My EOP section, you will be given the option to download the plan as a Microsoft Word document. Downloading a Word file will allow your team to create a table of contents and to review and revise the plan. It also allows you to control versions of your school EOP by saving the Word document to your school's or district's designated secure system. This is important because only the most up-to-date version of your school EOP will be available on EOP ASSIST. That is, once data in Step 5 is updated at any time, your school EOP will be updated and your collaborative planning team will not be able to access the previous version within the app.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

To download your plan, click on My EOP in the Navigation Bar. You will be directed to the My EOP section, which contains the most up-to-date EOP generated from Step 5 of the Planning Process section. Select the Download button and save the file to your school's or district's designated secure system.

MENU Home My Account Calendar Planning Process My EOP Users Log Out

**My EOP**

Date	School EOP
2015-01-11 21:41:05	<a href="#">Download</a>



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

If your team has chosen to upload your Basic Plan section in Step 5, rather than writing out or cutting and pasting it into the available fields, you will need to manually combine the two documents. After you have downloaded your school EOP, download your Basic Plan section. To do so, navigate to the Prepare the Draft EOP: Basic Plan page within Step 5 of the Planning Process. Click the Download button for the Basic Plan section. You may then manually insert the Basic Plan section into the school EOP by cutting and pasting the Basic Plan text into the relevant section of the school EOP. Be sure to update the Table of Contents to reflect this new section added into your plan. Each time your team updates and then downloads its school EOP, you will need to manually add in the Basic Plan section following these steps.

MENU Home My Account Calendar Planning Process My EOP Users Log Out

Planning Process Step 1 Step 2 Step 3 Step 4 Step 5 Step 6

Resource Toolkit

### 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. If your school or district already has an up-to-date Basic Plan section (provided by the district or otherwise), click the Browse button to upload the whole section into your EOP. Your uploaded Basic Plan will then be found in EOP ASSIST's My EOP plan exporting feature. Otherwise, you may manually create the Basic Plan section by clicking the Add button for each of the subsections below and then following the directions for that subsection. If you are modifying previously saved subsections, please click the Edit button for the corresponding subsection.

Basic Plan	File Name	Upload Date	Download
	Basic Plan Section.docx	2015-01-11 21:09:17	Download
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	

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BACK NEXT

Your team may prefer to share the plan in a PDF format. If so, after you have downloaded your plan, save your Word file as a PDF document by clicking Save As in Microsoft Word. Then, click the Save as Type drop-down menu and select PDF.

### Chapter 5: Using the App as an Administrator

In addition to all of the features discussed in Chapter 4: Using the App to Develop a School EOP, School Administrators and District Administrators have been granted additional capabilities. Each of these user roles has the ability to manage the users on a school planning team, although in different capacities. This chapter describes the uses and functionality of these additional capabilities for School Administrators and District Administrators.

#### School Administrator

School Administrators are a part of the planning team at their school and, therefore, can contribute, 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, as all data contributed in the app among various user roles is captured equally. In addition to participating in the planning process, the School Administrator serves as a primary point of contact for accessing their school's EOP and EOP ASSIST. As such, the School Administrator manages all of the users on his or her school's planning team. If you are a School Administrator, select Users on the Navigation Bar.



#### Before Using EOP ASSIST

Based on the Federal *Guide for Developing High-Quality School Emergency Operations Plans*, EOP ASSIST is a user-friendly tool that walks school and district emergency management practitioners through the *Guide's* recommended six step planning process for creating a customized and downloadable school emergency operations plan (EOP).

Before initiating the process of developing a school EOP, it is recommended that EOP ASSIST users familiarize themselves with the *Guide* by completing any or all of the following activities:

- Download and print a copy of the [Guide](#). It will be useful to refer to this *Guide* as you progress throughout the tool.
- Read the [At-a-Glance version](#) of the *Guide*.
- View an archived [webinar](#) that introduces and summarizes the *Guide* through both slides and a video.
- Complete a free, 90- to 120-minute [online course](#) on the *Guide*.
- Request a free, on-site training, [Developing Emergency Operations Plans \(EOPs\) K-12 101 Training](#), for your school, district, and/or broader school community.

In addition to becoming acquainted with the Federal guidance on the process for developing school EOPs, it is also recommended that EOP ASSIST users review additional school emergency management resources, including the following:

- [State-by-state requirements](#) for school EOPs;
- [A glossary](#) of emergency management terminology;
- [Guidance](#) on National Incident Management System (NIMS) Implementation Activities for Schools; and
- [A list of resources](#) supporting the *Guide for Developing High-Quality School Emergency Operations Plans*, which includes resources to support each of the six steps in the recommended planning process.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## Users List

You will first see a list of users within your school, which is called the Users List. This allows you to view all current (and previous) users who have access to their school EOP. You can sort users alphabetically by various categories so that you can more easily find a specific user. To sort, simply click the arrows next to the column title by which you wish to sort the users within your school.

MENU Home My Account Calendar Planning Process My EOP Users Log Out

**Users**

[Create User](#)  
Show  entries

Full Name ▲	Email	User ID	Status	User Role	School	Password	Modify User
Jane Doe	jane.doe3@example.org	janedoe3	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
Jane Doe	jane.doe2@example.org	janedoe2	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
Jane Doe	jane.doe1@example.org	janedoe1	Active	School Administrator	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
John Doe	john.doe3@example.org	john doe3	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
John Doe	john.doe2@example.org	john doe2	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
John Doe	john.doe1@example.org	john doe1	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>

Full Name    Email    User ID    Status    User Role    School    Password    Modify User

Previous  Next



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## Creating Users

School Administrators can also create profiles for new users to contribute to their school EOP within EOP ASSIST. To do so, select the Create User button above the Users List.

MENU Home My Account Calendar Planning Process My EOP Users Log Out

**Users**

[Create User](#)  
Show 10 entries

Full Name	Email	User ID	Status	User Role	School	Password	Modify User
Jane Doe	jane.doe3@example.org	janedoe3	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
Jane Doe	jane.doe2@example.org	janedoe2	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
Jane Doe	jane.doe1@example.org	janedoe1	Active	School Administrator	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
John Doe	john.doe3@example.org	johndoe3	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
John Doe	john.doe2@example.org	johndoe2	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
John Doe	john.doe1@example.org	johndoe1	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>

Full Name Email User ID Status User Role School Password Modify User

Previous 1 Next



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

Fields will appear below the Users List, titled “Create User.” Input the appropriate data in the fields. The red asterisks indicate which fields are required for the creation of each user profile. User IDs and email addresses must be unique for each user. The user role drop-down menu will list two options: (1) School Administrators and (2) School Users. It is possible to have multiple School Administrators for one school, although they will all have the same capabilities. When all of the appropriate data has been entered and selected, click Save. The new user will appear in the Users List.

Users

Create User

Show  entries

Full Name	Email	User ID	Status	User Role	School	Password	Modify User
Jane Doe	jane.doe3@example.org	janedoe3	Active	School User	Example School	Reset	Edit
Jane Doe	jane.doe2@example.org	janedoe2	Active	School User	Example School	Reset	Edit
Jane Doe	jane.doe1@example.org	janedoe1	Active	School Administrator	Example School	Reset	Edit
John Doe	john.doe3@example.org	john doe3	Active	School User	Example School	Reset	Edit
John Doe	john.doe2@example.org	john doe2	Active	School User	Example School	Reset	Edit
John Doe	john.doe1@example.org	john doe1	Active	School User	Example School	Reset	Edit

Previous 1 Next

**Create User**

\* First Name:

\* Last Name:

\* Email:

Phone Number:

\* User ID:

\* Password:

\* User Role:



Share the newly created user ID and password with the user, so that they can log in and change their account information. When a new user profile is created, the user is automatically given an “active” status. This means that new users have access to EOP ASSIST through their respective login information.

*Please note: In order to block a user, please refer to the Modifying Users subsection and/or Appendix A. Troubleshooting.*

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## Resetting Passwords

As a School Administrator, you also have permission to reset passwords. School Users and other School Administrators who have forgotten their password may contact you. To reset their password, select the Reset button in the Password category for the corresponding user.

MENU Home My Account Calendar Planning Process My EOP Users Log Out

**Users**

[Create User](#)  
Show 10 entries

Full Name	Email	User ID	Status	User Role	School	Password	Modify User
Jane Doe	jane.doe3@example.org	janedoe3	Active	School User	Example School	Reset	Edit
Jane Doe	jane.doe2@example.org	janedoe2	Active	School User	Example School	Reset	Edit
Jane Doe	jane.doe1@example.org	janedoe1	Active	School Administrator	Example School	Reset	Edit
John Doe	john.doe3@example.org	johndoe3	Active	School User	Example School	Reset	Edit
John Doe	john.doe2@example.org	johndoe2	Active	School User	Example School	Reset	Edit
John Doe	john.doe1@example.org	johndoe1	Active	School User	Example School	Reset	Edit

Full Name Email User ID Status User Role School Password Modify User

Previous **1** Next



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

Fields will appear below the Users List, titled “Reset Password.” Confirm that the First Name, Last Name, and user ID that appears are those of the user whose password you wish to reset. Enter a new password into the appropriate fields and click Reset Password. The fields will disappear and the updated data will appear in the Users List.

MENU
Home My Account Calendar Planning Process My EOP Users Log Out

**Users**

[Create User](#)

Show  entries

Full Name ^	Email	User ID	Status	User Role	School	Password	Modify User
Jane Doe	jane.doe2@example.org	janedoe2	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
Jane Doe	jane.doe1@example.org	janedoe1	Active	School Administrator	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
John Doe	john.doe2@example.org	johndoe2	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
John Doe	john.doe1@example.org	johndoe1	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>

Full Name
Email
User ID
Status
User Role
School
Password
Modify User

Previous
1
Next

**Reset Password**

First Name: John

Last Name: Doe

User ID: johndoe2

Enter New Password:

Confirm New Password:

[Reset Password](#)



**Please note:** You cannot change your own status or user role. If you wish to change such information, please contact your District Administrator or another School Administrator within your school. Each of these user roles has the required permissions to edit such data.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## Modifying User Profiles

As a School Administrator, you also have the capability to modify user profiles. To use this feature, select the Edit symbol button in the Modify User category for the user profile you wish to modify.

MENU Home My Account Calendar Planning Process My EOP Users Log Out

**Users**

[Create User](#)  
Show 10 entries

Full Name	Email	User ID	Status	User Role	School	Password	Modify User
Jane Doe	jane.doe3@example.org	janedoe3	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
Jane Doe	jane.doe2@example.org	janedoe2	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
Jane Doe	jane.doe1@example.org	janedoe1	Active	School Administrator	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
John Doe	john.doe3@example.org	johndoe3	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
John Doe	john.doe2@example.org	johndoe2	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
John Doe	john.doe1@example.org	johndoe1	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>

Full Name Email User ID Status User Role School Password Modify User

Previous 1 Next



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

Fields will appear below the Users List, titled “Update User Profile.” Edit the data, as needed, and click the Update button. The fields will disappear and the updated data will appear in the Users List.

MENU
Home My Account Calendar Planning Process My EOP Users Log Out

**Users**

[Create User](#)

Show  entries

Full Name	Email	User ID	Status	User Role	School	Password	Modify User
Jane Doe	jane.doe2@example.org	janedoe2	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
Jane Doe	jane.doe1@example.org	janedoe1	Active	School Administrator	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
John Doe	john.doe2@example.org	johndoe2	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>
John Doe	john.doe1@example.org	johndoe1	Active	School User	Example School	<a href="#">Reset</a>	<a href="#">Edit</a>

Previous 1 Next

**Update User Profile**

*First Name:	<input type="text" value="John"/>
*Last Name:	<input type="text" value="Doe"/>
*Email:	<input type="text" value="john.doe2@example.org"/>
*User ID:	<input type="text" value="johndoe2"/>
Phone Number:	<input type="text" value="(555) 555-5555"/>
*Status:	<input type="text" value="Active"/>
*User Role:	<input type="text" value="School User"/>
* School:	<input type="text" value="Example School"/>



School Administrators have permissions to update the following information for users at their school: name, email address, phone number, and status. Use the status drop-down menu to block or re-activate a user. School Administrators do not have permission to change user IDs or passwords, as each user must change his or her own in the My Account section. Additionally, School Administrators cannot change a user’s role. If this is needed, create a new user profile for this user and block his or her previous user profile.

***Please note:** School Administrators cannot change their own status or 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 the permissions to edit such data.*

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## District Administrator

District Administrators have the unique role of overseeing the development of multiple school EOPs. Since they are a part of the planning teams of all schools, District Administrators can contribute, view, and edit information for each school EOP within their district using EOP ASSIST. In order to do so, District Administrators must first identify the school before viewing or editing their EOP. A school must be selected for access to the following sections: Home/Getting Started, Planning Process, My EOP, and Calendar. This is evident by the error message that is displayed in red text.



No school is selected. Please select a school.



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## *Selecting a School*

To identify a school, select the drop-down menu located in the Navigation Bar. A list of available schools will appear. Select the school and then click the section you wish to access. When contributing to a school EOP, it is important to note the school that has been selected.



**No school is selected. Please select a school.**



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## Users Section

In addition to participating in the planning process, District Administrators serve as the point of contact for district-wide access to EOP ASSIST. As such, the District Administrator can manage all of the users on each school's planning team (School Users and School Administrators), as well as other district-level users (District Administrators). To access this feature, select Users on the Navigation Bar.



Create User | Manage Schools | Edit District

Show 10 entries

Full Name	Email	User ID	Status	User Role	School	Password	Modify User
Jane Doe	janedoe1@sample.org	janedoe1	Active	District Administrator	---	Reset	Edit
Jane Doe	janedoe1@sample.org	janedoe1	Active	School User	Sample School	Reset	Edit
Jane Doe	janedoe1@sample.org	janedoe1	Active	District Administrator	---	Reset	Edit
Jane Doe	janedoe1@sample.org	janedoe1	Active	School User	Sample School	Reset	Edit
John Doe	johndoe1@sample.org	johndoe1	Active	School User	Sample School	Reset	Edit
Jane Doe	janedoe1@sample.org	janedoe1	Active	School User	Sample School	Reset	Edit
Jane Doe	janedoe1@sample.org	janedoe1	Active	School User	Sample School	Reset	Edit
Jane Doe	janedoe1@sample.org	janedoe1	Active	School User	Sample School	Reset	Edit
Jane Doe	janedoe1@sample.org	janedoe1	Active	School User	Sample School	Reset	Edit
John Doe	johndoe1@sample.org	johndoe1	Active	District Administrator	---	Reset	Edit

Full Name    Email    User ID    Status    User Role    School    Password    Modify User

Previous    1    Next







# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

Fields will appear below the Users List, titled “Reset Password.” Confirm that the First Name, Last Name, and user ID that appear are that of the user whose password you wish to reset. Enter a new password into the appropriate fields and click Reset Password. The fields will disappear and the updated data will appear in the Users List.

Full Name	Email	User ID	Status	User Role	School	Password	Modify User
			Active	District Administrator		Reset	Edit

Previous 1 Next

### Reset Password

First Name: Jane  
Last Name: Doe  
User ID: janedoe1  
Enter New Password:   
Confirm New Password:

[Reset Password](#)



**Please note:** You cannot change your own status or user role. If you wish to change such information, please contact another District Administrator. District Administrators have the permissions to edit such data. If there is not another District Administrator, please create a new user profile with a District Administrator user role and contact the newly created District Administrator.



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

user must change his or her own in the My Account section. Additionally, District Administrators cannot change a user’s role or school. If this is needed, create a new user profile for this user and block his or her previous user profile.

*Please note: You cannot change your own status or user role. If you wish to change such information, please contact another District Administrator. District Administrators have the permissions to edit such data.*

### Editing District Name

As a District Administrator, you have the capability to edit the name of your district within EOP ASSIST. This is primarily in the case of a district name change, as district IT personnel will be responsible for entering the district name upon initial download of EOP ASSIST. To use this feature, select the Edit District button above the Users List.

MENU  Home My Account Calendar Planning Process My EOP Users Log Out

**Users**

Create User | Manage Schools | **Edit District**

Show 10 entries

Full Name	Email	User ID	Status	User Role	School	Password	Modify User
Jane Doe	janedoe1@sample.org	janedoe1	Active	District Administrator	---	Reset	Edit
Jane Doe	janedoe1@sample.org	janedoe1	Active	School User	Sample School	Reset	Edit
Jane Doe	janedoe1@sample.org	janedoe1	Active	District Administrator	---	Reset	Edit
Jane Doe	janedoe1@sample.org	janedoe1	Active	School User	Sample School	Reset	Edit
John Doe	johndoe1@sample.org	johndoe1	Active	School User	Sample School	Reset	Edit
Jane Doe	janedoe1@sample.org	janedoe1	Active	School User	Sample School	Reset	Edit
Jane Doe	janedoe1@sample.org	janedoe1	Active	School User	Sample School	Reset	Edit
Jane Doe	janedoe1@sample.org	janedoe1	Active	School User	Sample School	Reset	Edit
Megan S.	megan@sample.com	megan	Active	District Administrator	---	Reset	Edit

Full Name Email User ID Status User Role School Password Modify User

Previous 1 Next







# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

To create a new school, click the Create School button at the top of the table. Enter the school name and click the Save button. The school name will save and the screen will return to the list of schools.

Full Name	Email	User ID	Status	User Role	School	Password	Modify User
Previous 1 Next							
<b>Create School</b>							
<b>Schools:</b>							<b>Edit</b>
Alameda Unified							Edit
Berkeley Unified							Edit
Berkeley Heights/Alhambra Unified							Edit
Bay High School							Edit
Bay View Unified							Edit
Bayview-Montclair Unified							Edit
Brookline Elementary School							Edit
Brookline Montclair High School							Edit
Sample School							Edit
St. Albans High School							Edit
Trent Unified							Edit
Westborough Elementary School							Edit



To modify an existing school, click the Edit button for the corresponding school and update the school name. Edit the school name, as needed, and click the Update button. The school name will save and the screen will return to the list of schools.

Full Name	Email	User ID	Status	User Role	School	Password	Modify User
Previous 1 Next							
<b>Create School</b>							
<b>Schools:</b>							<b>Edit</b>
Alameda Unified							Edit
Berkeley Unified							Edit
Berkeley Heights/Alhambra Unified							Edit
Bay High School							Edit
Bay View Unified							Edit
Bayview-Montclair Unified							Edit
Brookline Elementary School							Edit
Brookline Montclair High School							Edit
Sample School							Edit
St. Albans High School							Edit
Trent Unified							Edit
Westborough Elementary School							Edit



**Please note:** If a school has closed within a district, it is important to block all users associated with that school immediately. For more information on how to block a user, please refer to Appendix A. Troubleshooting.

## Appendix A. Troubleshooting

### Cannot Log In

**Scenario:** On the login page, you enter your user ID and password. When you select “Sign In,” you receive the following error message:



The screenshot displays the EOP ASSIST login interface. At the top, the title "EOP ASSIST" is shown. Below it, a blue banner contains the following text: "The U.S. Department of Education contracted for final products and deliverables that were developed under the ED-ESE-12-O-0036 contract with Synergy Enterprises, Inc., and the contract stipulates that the U.S. Department of Education is the sole owner of EOP ASSIST. EOP ASSIST is being made available to the public pursuant to the following conditions. The U.S. Department of Education is making the software available to the public and grants the public the worldwide, non-exclusive, royalty-free right to use and distribute the software created pursuant to the ED-ESE-12-O-0036 contract, for only non-commercial and educational purposes. This license does not include the right to modify the code of the software tool or create derivative works therefrom. If you have any questions regarding whether a proposed use is allowable under this license or want to request a particular use, please contact Madeline Sullivan at (202) 453-6705."

Below the banner, the user is prompted: "Please enter your credentials and click the Sign in button below." A red asterisk indicates a "Required Field".

The login form includes:

- User ID: \* (text input field containing "sample")
- Password: \* (password input field containing "\*\*\*\*\*")
- Buttons: "Sign in" and "Clear"

Below the form, a red-bordered box highlights the error message: "Invalid User ID or Password."

At the bottom of the page, there are logos for the Department of Education and the REMS Technical Assistance Center. A footer contains the text: "THE U.S. DEPARTMENT OF EDUCATION IS PROVIDING THE SOFTWARE AS IT IS, AND MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND CONCERNING THE WORK—EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION WARRANTIES OF TITLE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR THE PRESENCE OR ABSENCE OF LATENT OR OTHER DEFECTS, ACCURACY, OR THE PRESENCE OR ABSENCE OF ERRORS, WHETHER OR NOT DISCOVERABLE, ALL TO THE GREATEST EXTENT PERMISSIBLE UNDER FEDERAL LAW." and "2015 © United States Department of Education".

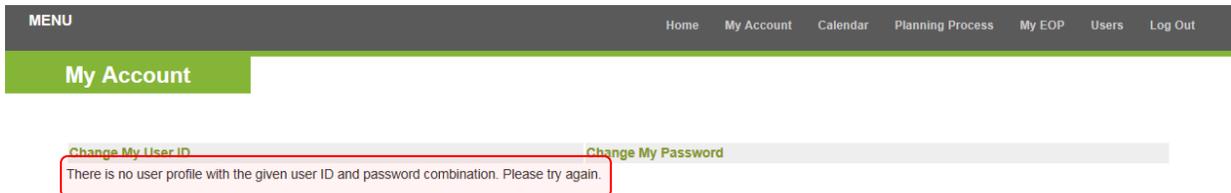
**Solution:** Contact a School Administrator or District Administrator. They will be able to reset your password, as well as confirm your user ID.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## Cannot Change Password

**Scenario:** On the My Account page, you select “Change My Password” and enter your user ID, current password, and new password. When you select “Update,” you receive the following error message:



**Solution:** Contact your School Administrator or a District Administrator. They will be able to reset your password.

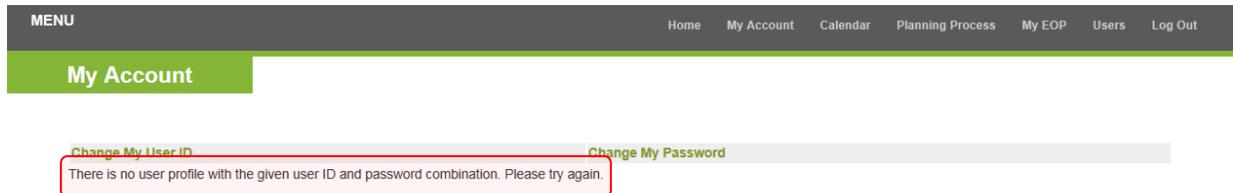
*Please note:* For more information on how a District Administrator or School Administrator can reset your password, please see Chapter 5: Using the App as an Administrator.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## Cannot Change User ID

**Scenario:** On the My Account page, you select “Change My User ID” and enter your current user ID, new user ID, and password. When you select “Update,” you receive the following error message:



The screenshot shows the top navigation bar with 'MENU' on the left and 'Home My Account Calendar Planning Process My EOP Users Log Out' on the right. Below this is a green bar with 'My Account' highlighted. Underneath, there are two links: 'Change My User ID' and 'Change My Password'. A red box highlights an error message: 'There is no user profile with the given user ID and password combination. Please try again.'



**Solution:** Contact your School Administrator or a District Administrator. They will be able to confirm and/or modify your user ID.

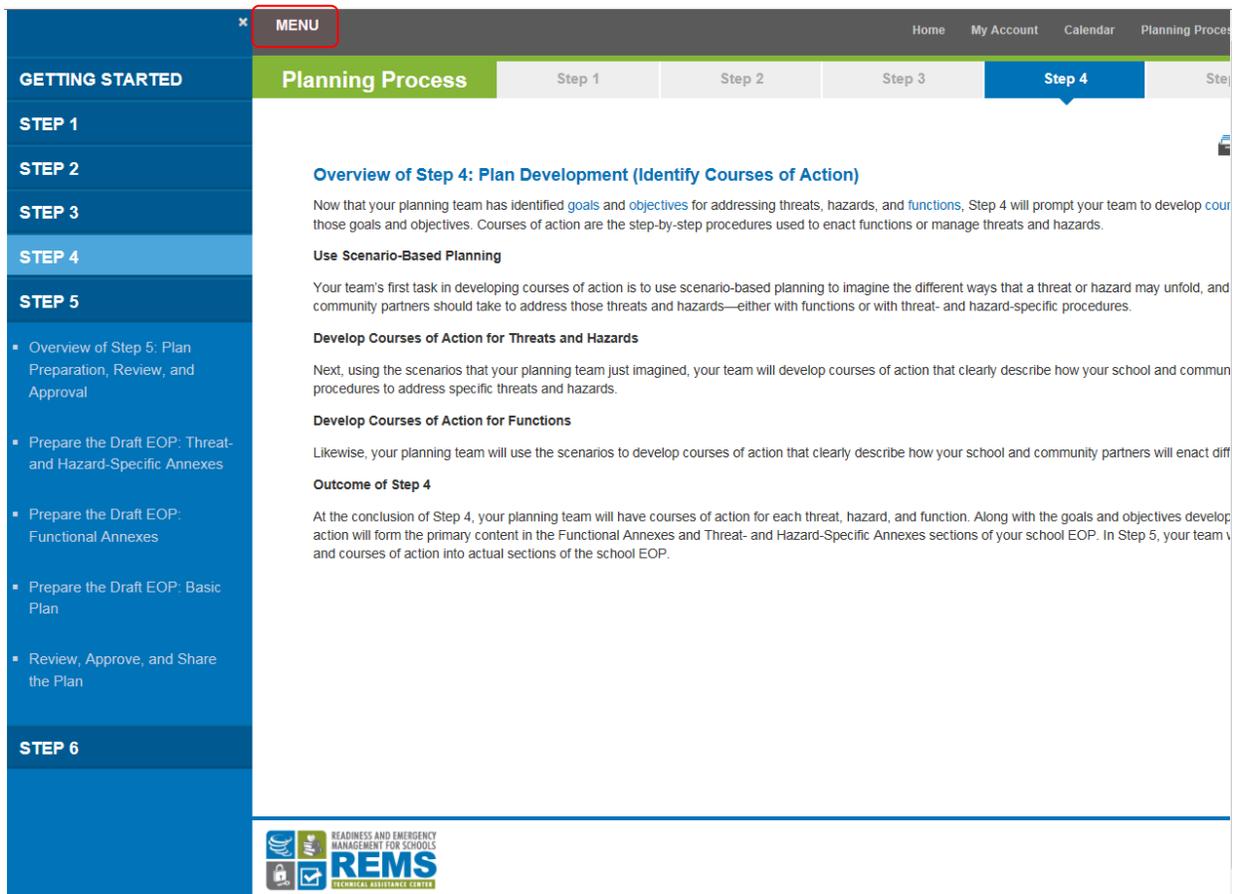
# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## Need to Return to Previously Completed Step

**Scenario:** You have completed or partially completed the planning process and would like to return to a previously completed step to delete, edit, or add information.

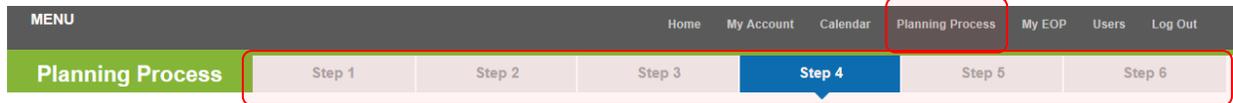
*Please note:* If you are unsure of the exact page or step to which you wish to navigate, please refer to Appendix B. App Map and/or Chapter 4: Using the App to Develop a School EOP.

**Solution A:** Open the Slide-Out Menu. First, select the step to which you wish to navigate. Then, select the page on which you wish to delete, edit, or add information.



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

**Solution B:** If you are not already in the Planning Process section, select Planning Process on the Navigation Bar. If you are already in the Planning Process section or once you have reached the Planning Process section, utilize the Planning Process tabs. Select the step to which you wish to navigate. Click the Next button until you have reached the page on which you wish to delete, edit, or add information.



## Overview of Step 4: Plan Development (Identify Courses of Action)

Now that your planning team has identified [goals](#) and [objectives](#) for addressing threats, hazards, and [functions](#), Step 4 will prompt your team to develop [courses of action](#) for accomplishing those goals and objectives. Courses of action are the step-by-step procedures used to enact functions or manage threats and hazards.

### Use Scenario-Based Planning

Your team's first task in developing courses of action is to use scenario-based planning to imagine the different ways that a threat or hazard may unfold, and the steps your school and community partners should take to address those threats and hazards—either with functions or with threat- and hazard-specific procedures.

### Develop Courses of Action for Threats and Hazards

Next, using the scenarios that your planning team just imagined, your team will develop courses of action that clearly describe how your school and community partners will enact procedures to address specific threats and hazards.

### Develop Courses of Action for Functions

Likewise, your planning team will use the scenarios to develop courses of action that clearly describe how your school and community partners will enact different functions.

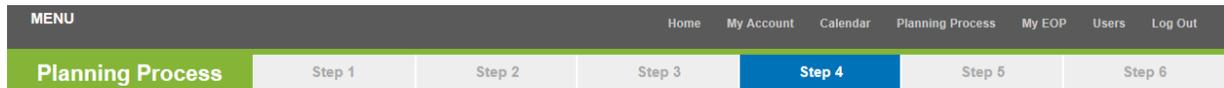
### Outcome of Step 4

At the conclusion of Step 4, your planning team will have courses of action for each threat, hazard, and function. Along with the goals and objectives developed in Step 3, the courses of action will form the primary content in the Functional Annexes and Threat- and Hazard-Specific Annexes sections of your school EOP. In Step 5, your team will format the goals, objectives, and courses of action into actual sections of the school EOP.



# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

**Solution C:** If you are already in the Planning Process section, utilize the Next/Back buttons. Select the direction in which you wish to travel, utilizing one or a combination of the two buttons, until you have reached the page on which you wish to delete, edit, or add information.



### Overview of Step 4: Plan Development (Identify Courses of Action)

Now that your planning team has identified **goals** and **objectives** for addressing threats, hazards, and **functions**, Step 4 will prompt your team to develop **courses of action** for accomplishing those goals and objectives. Courses of action are the step-by-step procedures used to enact functions or manage threats and hazards.

#### Use Scenario-Based Planning

Your team's first task in developing courses of action is to use scenario-based planning to imagine the different ways that a threat or hazard may unfold, and the steps your school and community partners should take to address those threats and hazards—either with functions or with threat- and hazard-specific procedures.

#### Develop Courses of Action for Threats and Hazards

Next, using the scenarios that your planning team just imagined, your team will develop courses of action that clearly describe how your school and community partners will enact procedures to address specific threats and hazards.

#### Develop Courses of Action for Functions

Likewise, your planning team will use the scenarios to develop courses of action that clearly describe how your school and community partners will enact different functions.

#### Outcome of Step 4

At the conclusion of Step 4, your planning team will have courses of action for each threat, hazard, and function. Along with the goals and objectives developed in Step 3, the courses of action will form the primary content in the Functional Annexes and Threat- and Hazard-Specific Annexes sections of your school EOP. In Step 5, your team will format the goals, objectives, and courses of action into actual sections of the school EOP.



**Please note:** More information on how the Next/Back buttons work, as well as the Slide-Out Menu, Planning Process tabs, and Navigation Bar, can be found in Chapter 3: Reviewing the App's Layout and Features.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## Need to Block a User

**Scenario:** As a District Administrator or School Administrator, you have created a user that is no longer a part of the planning team within your district or school. This user is no longer responsible for collaborating regarding the school EOP and, therefore, should not have access to the app.

**Solution:** Go to the Users section. In the Users List, find the user who is no longer part of a planning team and select the Edit icon of the Modify User column that corresponds with that user. Editing fields will appear below the Users List. Click on the Status drop-down menu and switch the selection from “Active” to “Blocked.” Click the Save button.

**Users**

Create User  
Show 10 entries

Full Name	Email	User ID	Status	User Role	School	Password	Modify User
Jane Doe	jane.doe2@example.org	janedoe2	Active	School User	Example School	Reset	Edit
Jane Doe	jane.doe1@example.org	janedoe1	Active	School Administrator	Example School	Reset	Edit
John Doe	john.doe2@example.org	johned2	Active	School User	Example School	Reset	Edit
John Doe	john.doe1@example.org	johned1	Active	School User	Example School	Reset	Edit

Previous 1 Next

**Update User Profile**

*First Name:	John
*Last Name:	Doe
*Email:	john.doe2@example.org
*User ID:	johned2
Phone Number:	(555) 555-5555
*Status:	Blocked
*User Role:	School User
*School:	Example School

Update



**Please note:** If you are a District Administrator and a user is still part of a planning team within your district, but for a school other than that which was originally assigned to that user profile, you will need to edit his or her school. More information on how to modify a user can be found in Chapter 5: Using the App as an Administrator.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

EOP ASSIST User Manual

## No Longer Want to Include a Threat or Hazard in School EOP

**Scenario 1:** Your planning team has mistakenly created an erroneous threat or hazard or identified a threat or hazard in Step 2 that you do not want to address in your school EOP.

**Solution 1:** Continue progressing through the Planning Process section. When you reach the second page of Step 3: Select Threats or Hazards to Address in the School EOP, do not select the corresponding checkbox for that threat or hazard that you wish to exclude. Provided this threat or hazard remains unchecked by all members of your planning team, it will not be available in Step 3 and, consequently, the remainder of the app.

**Scenario 2:** Your planning team has developed goals and objectives in Step 3, or has also identified courses of action in Step 4, for a threat or hazard that you no longer wish to address in your school EOP.

**Solution 2:** Continue progressing through the Planning Process section. After you have finished developing your school EOP, and when you download it as a Microsoft Word document, you may delete the annex for that threat or hazard.

## No Longer Want to Include a Function in School EOP

**Scenario:** Your planning team has identified a cross-cutting function in the second form of Step 3 that you do not wish to address in your school EOP.

**Solution 1:** While you cannot delete a function, you may choose not to develop goals and objectives for it in Step 3. By doing this, the function will not appear in Step 4 nor, consequently, Step 5 or My EOP.

**Solution 2:** While you cannot delete a function, nor the goals and objectives associated with that function, you may choose not to identify courses of action for it in Step 4. By doing this, the function will not appear in Step 5 nor, consequently, My EOP.

**Solution 3:** Continue progressing through the Planning Process section. After you have completed Step 5 and, when you download it as a Microsoft Word document, you may delete the annex for that function.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

### Cannot Find a Threat or Hazard That Was Previously Identified

**Scenario 1:** You are currently completing Step 3 and wish to develop goals and objectives for a threat or hazard, but do not see it in the table.



#### Develop Goals and Objectives for Threats and Hazards

Next, your team should develop three goals and corresponding objectives for each of your selected threats and hazards. The three goals should indicate the desired outcome (1) before, (2) during, and (3) after a threat or hazard has unfolded at your school. For each of your goals, please provide corresponding objectives—or specific, measurable actions—to achieve these goals. Often, planners will need to identify multiple objectives in support of a single goal. The goals and objectives developed in this step will be carried forward to the next step in the planning process—Step 4—which will prompt your planning team to develop [courses of action](#) for accomplishing the goals and objectives established here. Ultimately, the goals, objectives, and courses of action developed for each threat or hazard will form the Threat- or Hazard-Specific Annexes section of your school EOP.

As your team develops goals and objectives for threats or hazards, you should find that some of your goals and objectives apply to more than one threat or hazard. For example, a goal addressing the threat or hazard of a fire might be to provide necessary medical attention to those in need. Providing medical attention is a goal that could also apply to tornadoes, explosions, contaminated food outbreaks, or *active shooter situations*. These cross-cutting goals and objectives are known as functions. Examples of functions include the following: evacuation; lockdown; shelter-in-place; accounting for all persons; communications and warning; family reunification; continuity of operations; recovery; public health, medical, and mental health; and security. While developing goals and objectives, your team will be prompted to identify which of those goals and objectives are considered functions. The functions that your team identifies here will eventually become Functional Annexes in your school EOP.

Please use the table below to develop [goals](#) and [objectives](#) for each selected threat and hazard, and to identify which of those goals and objectives are cross-cutting [functions](#). If a threat or hazard is not displayed below, please return to the previous page to ensure that it is selected for inclusion in the school EOP.

Begin by clicking the Add button for the respective threat or hazard. Then, type your goals and objectives into the designated fields. Use the Add Objective button if your team needs to develop multiple objectives in support of a single goal. Then, for each goal and objective, use the Function drop-down menu to select the corresponding function. Recommended functions are preloaded as menu options; however, your team may add new functions to the menu as well. The menu option "None" signifies that the goal or objective only applies to the threat or hazard, and is not a cross-cutting function. After completing all fields and selecting the appropriate menu options for the selected threat or hazard, click the Save button. Repeat this process for the remaining threats and hazards.

If your team wishes to edit goals, objectives, and functions that were previously entered, please click the Edit button for the respective threat or hazard. Pre-populated fields and drop-down menus will appear with previously saved information. After editing any of the available fields, click the Update button. Repeat this process, as needed.

#### Add/Edit Goals and Objectives for Threats and Hazards



**Solution 1:** Return to the second page and ensure that your threat or hazard is selected. If it is not selected, please check it off and Save. If it is not available in the table, return to Step 2 to input the threat or hazard.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

**Scenario 2:** You are currently completing Step 4 and wish to identify courses of action for a threat or hazard, but do not see it in the table.

MENU
Home My Account Calendar Planning Process My EOP Users Log Out

Planning Process

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Resource Toolkit

### Develop Courses of Action for Threats and Hazards

Courses of action should read as a specific set of steps or instructions that individuals with different roles and responsibilities should take in order to accomplish established goals and objectives. Courses of action should provide answers to the following questions:

- What is the action?
- Who is responsible for the action?
- When does the action take place?
- How long does the action take and how much time is actually available?
- What has to happen before?
- What happens after?
- What resources are needed to perform the action?
- How will this action affect specific populations, such as individuals with disabilities and others with access and functional needs who may require medication, wayfinding, evacuation or personal assistance services, or who may experience severe anxiety during traumatic events?

It is now time to develop courses of action that address the **threats and hazards** that your planning team selected for your school EOP in Step 3. As your team may recall, Step 3 also prompted your team to develop goals and objectives for threats and hazards. Those goals and objectives that your team developed may be found below, and are listed by the name of the threat or hazard.

Please click on the Add button for each threat or hazard below. In the space indicated, write out courses of action that accomplish the goals and objectives that your team previously developed. After completing the courses of action field for the selected threat or hazard, click the Save button. Repeat this process for the remaining threats and hazards.

If your team has already developed courses of action for a threat or hazard and wishes to modify the information, please click the Edit button for the respective threat or hazard. Pre-populated fields will appear with previously saved information. After editing the available field, click the Update button. Repeat this process, as needed.

#### Add/Edit Courses of Action for Threats and Hazards

THREATS AND HAZARDS	COURSES OF ACTION
Earthquake	<a href="#" style="color: #0070C0; text-decoration: none;">Add</a>



**Solution 2:** You must first develop goals and objectives for a threat or hazard before identifying courses of action. If you do not see a specific threat or hazard, return to Step 3 to ensure that (1) the threat or hazard has been selected to be addressed in your school EOP, and (2) that goals and objectives have been added to the threat or hazard. After you select the threat or hazard and/or add goals and objectives, proceed to Step 4. If you do not see your threat or hazard in Step 3, please refer to Scenario 1.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

**Scenario 3:** You are currently completing Step 5 and wish to edit the Threat- and Hazard-Specific Annexes section of your EOP, but do not see the threat or hazard in the table.

The screenshot shows the EOP ASSIST application interface. At the top, there is a navigation menu with options: Home, My Account, Calendar, Planning Process, My EOP, Users, and Log Out. Below this is a progress bar with steps Step 1 through Step 6. Step 5 is currently selected and highlighted in blue. Under Step 5, there is a 'Resource Toolkit' icon. The main heading is 'Prepare the Draft EOP: Threat- and Hazard-Specific Annexes'. Below this, there is explanatory text and a bulleted list of recommended information for annexes: Title (the threat or hazard), Goal(s), Objective(s), and Courses of Action (Describe the courses of action you developed in Step 4 in the sequence in which they should occur.). Further text explains how to edit and format the content. Below the text is a section titled 'Edit Threat- and Hazard-Specific Annexes' which contains a table with two columns: 'THREATS AND HAZARDS' and 'ANNEXES'. The table has one row with 'Earthquake' in the first column and 'Edit' in the second column. At the bottom left of the interface is the REMS logo (Readiness and Emergency Management for Schools Technical Assistance Center) and at the bottom right are 'BACK' and 'NEXT' navigation buttons.

**Solution 3:** You must first develop goals and objectives and then courses of action before you can prepare the draft threat- or hazard-specific annex. If you do not see a specific threat or hazard, return to Step 4 to ensure that you have identified courses of action for that threat or hazard. If not, add the courses of action and proceed to Step 5. If you do not see your threat or hazard in Step 4, please refer to Scenario 2.

*Please note:* For more information on how data is transmitted throughout the Planning Process section, please see Chapter 4: Using the App to Develop a School EOP.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

## Cannot Find a Function That Was Previously Identified

**Scenario 1:** You are currently completing Step 3 and wish to develop goals and objectives for a function, but do not see it in the table.



 [Resource Toolkit](#)

### Develop Goals and Objectives for Functions

After identifying functions, the planning team should develop three goals and corresponding objectives for each function. As with the goals already identified for threats and hazards, the three goals should indicate the desired outcome for (1) before, (2) during, and (3) after the function has been executed. The goals and objectives developed for these functions will be carried forward to the next step in the planning process—Step 4—which will prompt your planning team to develop courses of action for accomplishing the goals and objectives established here. Ultimately, the goals, objectives, and courses of action developed for each function will form the Functional Annexes section of your school EOP.

Please use the table below to develop [goals](#) and [objectives](#) for each [function](#). If a function is not displayed below, then it has not been identified as a cross-cutting function on the previous page.

Begin by clicking the Add button for the respective function, which will display empty fields. Then, type your goals and objectives into the designated fields. Use the Add Objective button, if your team needs to develop multiple objectives in support of a single goal. After completing all fields for the selected function, click the Save button. Repeat this process for the remaining functions.

If your team wishes to edit goals and objectives that were previously entered, please click the Edit button for the respective function. Pre-populated fields will appear with previously saved information. After editing any of the available fields, click the Update button. Repeat this process, as needed.

### Add/Edit Goals and Objectives for Functions

FUNCTIONS	GOALS AND OBJECTIVES
-----------	----------------------



**Solution 1:** Return to the second page and ensure that your threat or hazard is selected. If it is not selected, please check it off and Save. If it is not available in the table, return to Step 2 to input the threat or hazard.

# Readiness and Emergency Management for Schools (REMS) Technical Assistance (TA) Center

**Scenario 2:** You are currently completing Step 4 and wish to identify courses of action for a function, but do not see it in the table.

MENU Home My Account Calendar Planning Process My EOP Users Log Out

**Planning Process** | Step 1 | Step 2 | Step 3 | **Step 4** | Step 5 | Step 6



### Develop Courses of Action for Functions

Courses of action should read as a specific set of steps or instructions that individuals with different roles and responsibilities should take in order to accomplish established goals and objectives. Courses of action should provide answers to the following questions:

- What is the action?
- Who is responsible for the action?
- When does the action take place?
- How long does the action take, and how much time is actually available?
- What has to happen before?
- What happens after?
- What resources are needed to perform the action?
- How will this action affect specific populations, such as individuals with disabilities and others with access and functional needs who may require medication, wayfinding, evacuation or personal assistance services, or who may experience severe anxiety during traumatic events?

It is now time to develop courses of action for the functions that your planning team identified in Step 3. As your team may recall, Step 3 prompted your team to develop goals and objectives and then to categorize those as functions or as specific to the threat or hazard. The list of functions your team identified, and the goals and objectives supporting those functions, may be found below.

Please click on the Add button for each function below. In the space indicated, write out courses of action that accomplish the goals and objectives that your team previously established. After completing the courses of action field for the selected function, click the Save button. Repeat this process for the remaining functions.

If your team has already developed courses of action for a function and wishes to modify the information, please click the Edit button for the respective function. Pre-populated fields will appear with previously saved information. After editing the available field, click the Update button. Repeat this process, as needed.

### Add/Edit Courses of Action for Functions

FUNCTIONS	COURSES OF ACTION
Evacuation	<a href="#">Add</a>



**Solution 2:** You must first develop goals and objectives for a function before identifying courses of action. If you do not see a specific threat or hazard, return to Step 3 to ensure that goals and objectives have been added to the function. After you add goals and objectives, proceed to Step 4. If you do not see your function in Step 3, please refer to Scenario 1.

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**Scenario 3:** You are currently completing Step 5 and wish to edit the Functional Annexes section of your EOP, but do not see the function in the table.

The screenshot shows the EOP ASSIST user interface. At the top, there is a navigation menu with options: Home, My Account, Calendar, Planning Process, My EOP, Users, and Log Out. Below the menu is a progress bar with steps Step 1 through Step 6. Step 5 is currently selected and highlighted in blue. Below the progress bar, there is a section titled "Prepare the Draft EOP: Functional Annexes" with a "Resource Toolkit" icon. The text explains that the user's team has completed most of the work for the Functional Annexes in Step 3 and Step 4, and now they are prompted to edit the text already developed for each function. A recommended format for presenting information in each of the annexes is provided, including Title (the function), Goal(s), Objective(s), and Courses of Action. Below this, there is a section titled "Edit Functional Annexes" with a table showing a list of functions and their corresponding annexes. The table has two columns: "FUNCTIONS" and "ANNEXES". The first row shows "Evacuation" under "FUNCTIONS" and "Edit" under "ANNEXES". At the bottom of the page, there is a logo for the REMS Technical Assistance Center and navigation buttons for "BACK" and "NEXT".

**Prepare the Draft EOP: Functional Annexes**

Your planning team already completed most of the work for the **Functional Annexes** in Step 3 and Step 4, when your team identified **goals, objectives,** and courses of action for functions. At this stage, your team will be prompted to edit the text already developed for each function and then format accordingly for inclusion in the draft EOP.

A recommended format for presenting information in each of the annexes is as follows:

- Title (the function)
- Goal(s)
- Objective(s)
- Courses of Action (Describe the courses of action you developed in Step 4 in the sequence in which they should occur.)

To edit and format the content for each of your annexes, please click on the corresponding Edit button. Revise the text as necessary in the designated fields and click the Update button to create a coherent Functional Annex.

**Edit Functional Annexes**

FUNCTIONS	ANNEXES
Evacuation	Edit

**Solution 3:** You must first develop goals and objectives and then courses of action before you can prepare the draft threat- or hazard-specific annex. If you do not see a specific threat or hazard, return to Step 4 to ensure that you have identified courses of action for that threat or hazard. If not, add the courses of action and proceed to Step 5. If you do not see your threat or hazard in Step 4, please refer to Scenario 2.

*Please note:* For more information on how data is transmitted throughout the Planning Process section, please see Chapter 4: Using the App to Develop a School EOP.

## Appendix B. App Map

The following graphic depicts the organization of the app, which contains six or seven sections, depending on your user role. These sections are identified below in green. The Home/Getting Started and Planning Process sections contain multiple pages, which are identified below in blue. Within the blue boxes, each bullet point represents a different page within that section. In the Planning Process section, the pages are grouped according to the steps in the six step planning process.



\*District Administrators and School Administrators only

### Appendix C. Glossary

The following terminology is used throughout both EOP ASSIST and this user manual. It is recommended that you refer to this glossary in addition to the [Guide](#) and <http://rems.ed.gov>, both which contain a more comprehensive explanation of the six step planning process and emergency management concepts.

**Americans with Disabilities Act (ADA) of 1990:** The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation.

**Assessment:** Planning teams use such tools to evaluate the risk posed by identified threats and hazards. Assessments are not only used to develop the initial plan, but also to inform updates and revisions to the plan on an ongoing basis. Some of the most essential assessments the planning team should undertake include Capacity Assessment, Culture and Climate Assessment, School Threat Assessment, and Site Assessment.

**Capacity Assessment:** The evaluation of the capabilities of students and staff members, as well as the services, materials, and resources of community partners.

**Culture and Climate Assessment:** An evaluation of student and staff connectedness to the school, as well as problem behaviors.

**School Threat Assessment:** The evaluation of communication and behaviors in order to determine whether or not a student, staff member, or other person may pose a threat.

**Site Assessment:** An examination of the safety, accessibility, and emergency preparedness of a school's building and grounds.

**Courses of Action:** A description of how a school will accomplish each objective; this takes into consideration the what, who, when, where, why and how for each threat, hazard, and function.

**Crime Prevention Through Environmental Design (CPTED):** Strategies implemented to directly modify the environment to take advantage of preexisting environmental assets or to change the design features and condition of particular targets (e.g., school buildings, doors, and windows) or areas in an effort to reduce crime. Natural Surveillance, Natural Access Control, Territoriality Reinforcement, and Management and Maintenance are key principles of CPTED. In some instances, CPTED strategies are implemented during the beginning phases of a project (e.g., during planning of a new housing development).

**Emergency Operations Plan (EOP):** A document that describes who will do what, as well as when, with what resources, and by what authority—before, during, and immediately after an emergency. The EOP format used in EOP ASSIST comprises three sections: Basic Plan, Functional Annexes, and Threat- and Hazard-Specific Annexes.

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**School EOP:** An EOP developed for and by school-level emergency planning and response teams.

**Basic Plan:** The EOP section that provides an overview of the approach to emergency operations. Although the Basic Plan guides development of the more operationally oriented annexes, its primary audiences consist of the school principal, local emergency officials, and the community (as appropriate). The elements listed in this section should meet the needs of these audiences while providing a solid foundation for the development of supporting annexes. For more information on the components of this section, please refer to pages 23–28 of the *Guide*.

**Functional Annexes:** The EOP section that details the goals, objectives, and courses of action of functions (e.g., evacuation, communications, and recovery) that apply across multiple threats or hazards. Functional annexes set forth how the school manages a function before, during, and after an emergency. For more information on this section, please refer to pages 28–36 of the *Guide*.

**Threat- and Hazard-Specific Annexes:** The EOP section that specifies the goals, objectives, and courses of action that a school will follow to address a particular type of threat or hazard (e.g., hurricane, *active shooter*). Threat- and hazard-specific annexes, like functional annexes, set forth how the school manages a function before, during, and after an emergency. For more information on this section, please refer to pages 35–36 of the *Guide*.

**Family Educational Rights and Privacy Act (FERPA):** Legislation that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children’s education records. These rights transfer to the student when he or she reaches the age of 18 or matriculates beyond the high school level. Students to whom the rights have transferred are “eligible students.” For more information on FERPA, please refer to pages 39–50 of the *Guide*.

**Function:** An activity that applies to more than one threat or hazard. Examples of functions include the following: evacuation; lockdown; shelter-in-place; accounting for all persons; communications and warning; family reunification; continuity of operations; recovery; public health, medical, and mental health; and security.

**Goals:** The broad, general statements that indicate the desired outcome in response to the threat or hazards identified by the planning team. Goals identify what personnel and other human resources are supposed to achieve. They also help identify when major activities are complete and what defines a successful outcome.

**The Guide:** The common name for the new *Federal Guide for Developing High-Quality School Emergency Operations Plans*. There is also an *IHE Guide*, which is the common name for the *Federal Guide for Developing High-Quality Emergency Operations Plans for Institutions of Higher Education*.

**Health Insurance Portability and Accountability Act (HIPAA):** Legislation that provides Federal protections for individually identifiable health information held by covered entities and their business associates, and that gives patients an array of rights with respect to that information. At the same time,

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the Privacy Rule is balanced so that it permits the disclosure of health information needed for patient care and other important purposes.

**Incident Command System (ICS):** A standardized on-scene incident management concept designed specifically to allow responders to adopt an integrated organizational structure equal to the complexity and demands of any single incident or multiple incidents without being hindered by jurisdictional boundaries.

**Command Staff:** The staff members who report directly to the Incident Commander (IC), including the Public Information Officer (PIO), Safety Officer, Liaison Officer, and other positions as required per ICS. They may have an assistant or assistants, as needed.

**Liaison Officer:** A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies or organizations, per ICS.

**PIO:** A member of the Command Staff responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements, per ICS.

**Safety Officer:** A member of the Command Staff responsible for monitoring incident operations and advising the IC on all matters relating to operational safety, including the health and safety of emergency responder personnel, per ICS.

**Common Operating Picture:** An overview of an incident by all relevant parties that provides incident information enabling the IC/Unified Command and any supporting agencies and organizations to make effective, consistent, and timely decisions.

**Finance/Administration Section:** The ICS Section that describes all administrative and financial considerations surrounding an incident.

**IC:** The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

**Operations Section:** The ICS Section that describes all tactical incident operations and implementation of the Incident Action Plan. In the ICS, the Operations Section normally includes subordinate branches, divisions, and/or groups.

**Planning Section:** The ICS Section that describes a plan for the collection, evaluation, and dissemination of operational information related to the incident, and a plan for the preparation and documentation of the Incident Action Plan. The Planning Section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.

**Interoperability:** The ability of systems, personnel, and equipment to provide and receive functionality, data, information, and/or services to and from other systems, personnel, and equipment and between

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both public and private agencies, departments, and other organizations, in a manner enabling them to operate effectively together. Interoperability allows emergency management/response personnel and their affiliated organizations to communicate within and across agencies and jurisdictions via voice, data, or video-on-demand in real time, when needed and authorized.

**National Incident Management System (NIMS):** A systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work together seamlessly and manage incidents involving all threats and hazards—regardless of cause, size, location, or complexity—in order to reduce loss of life and property, and harm to the environment.

**Chain of Command:** The orderly line of authority within the ranks of the incident management organization that is a key concept of NIMS.

**Logistics:** The process and procedure for providing resources and other services to support incident management, per NIMS.

**Situation Report:** The confirmed or verified information regarding the specific details relating to an incident that is a key component of NIMS.

**Navigation Bar:** The EOP ASSIST feature that allows users to navigate through various sections. The Navigation Bar is located in the gray ribbon in the upper right-hand corner of the screen.

**Objectives:** The specific, measurable actions that are necessary to achieve the goals. Often, the planning team will need to identify multiple objectives in support of a single goal.

**Page Title:** The EOP ASSIST feature that indicates on which page the user is currently located within the Planning Process and Home/Getting Started sections. The Page Title is located below the Section Heading and, if the user is in the Planning Process section, below the Planning Process tabs.

**Planning Process Tabs:** The EOP ASSIST feature that allows users to navigate between steps in the Planning Process section, and that indicates in which step the user is currently located within the Planning Process section. The Planning Process tabs are located below the Navigation Bar and parallel to the Section Heading.

**Presidential Policy Directive 8 (PPD-8):** Signed by President Barack Obama in March 2011, it describes the nation’s approach to preparedness. This directive represents an evolution in our nation’s collective understanding of national preparedness, based on the lessons learned from terrorist attacks, hurricanes, school incidents, and other experiences. It defines preparedness around five mission areas: prevention, protection, mitigation, response, and recovery.

**Prevention:** The capabilities necessary to avoid, deter, or stop an imminent crime or threatened or actual mass casualty incident. Prevention is the action schools take to prevent a threatened or actual incident from occurring. In the broader PPD-8 construct, the term “prevention” refers to those capabilities necessary to avoid, prevent, or stop a threatened or actual act of terrorism. The term “prevention” also refers to preventing imminent threats.

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**Protection:** The capabilities to secure the campus against acts of violence and manmade or natural disasters. Protection focuses on ongoing actions that protect students, educators, staff members, visitors, networks, and property from a threat or hazard.

**Mitigation:** The capabilities necessary to eliminate or reduce the loss of life and property damage by lessening the impact of an event or emergency. In this document, mitigation also means reducing the likelihood that threats and hazards will happen.

**Recovery:** The capabilities necessary to assist schools affected by an event or emergency in restoring the learning environment. It is also one of the functions that schools should address in developing a comprehensive, high-quality EOP.

**Response:** The capabilities necessary to stabilize an emergency once it has already happened or is certain to happen in an unpreventable way, establish a safe and secure environment, save lives and property, and facilitate the transition to recovery.

**Psychological First Aid for Schools (PFA-S):** An evidence-informed approach for assisting children, adolescents, adults, and families in the aftermath of an emergency incident. PFA-S is designed to reduce the initial distress caused by emergencies and to foster short- and long-term adaptive functioning and coping.

**Resource Toolkit:** An EOP ASSIST feature that contains additional guidance, resources, and examples to support users working through the six step planning process. The Resource Toolkit is located in the upper right-hand corner of each page within the Home/Getting Started and Planning Process sections.

**Six Step Planning Process:** The federally recommended planning process for creating a comprehensive and high-quality school EOP. The six step planning process is described throughout the *Guide* and involves working collaboratively with a team. Involving six different steps, it is flexible and should be adapted based on the unique characteristics of the school, district, and situation.

**Slide-Out Menu:** An EOP ASSIST feature that allows users to navigate quickly and directly to any page within the Home/Getting Started and Planning Process sections. The Slide-Out Menu is located in the upper left-hand corner of the screen.

**Users:** Members of a school's collaborative planning team that have access to EOP ASSIST and use the app to work through the six step planning process and, ultimately, generate a high-quality school EOP. There are three types of users with varying permissions and capabilities: School Users, School Administrators, and District Administrators.

**District Administrators:** The primary points of contact for the collaborative planning teams within their district. District Administrators have the capability to manage schools, create users, reset passwords, block users, and modify user profiles within their district. They are also members of the core planning team that have all the required permissions to participate in the six step planning process and to contribute to all school EOPs within their district.

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**School Administrators:** The primary points of contact for their school collaborative planning team. School Administrators have the capability to create users, reset passwords, block users, and modify user profiles at their school. They are also members of the core planning team that have all the required permissions to participate in the six step planning process and to contribute to their school EOP.

**School Users:** Members of the core planning team who have all the required permissions to participate in the six step planning process and to contribute to their school EOP.

**Vulnerabilities:** The characteristics of the school campus (e.g., structures, equipment, IT or electrical systems, grounds, surrounding area) that could make it more susceptible to the identified threats and hazards.