

# **failSafe User Guide**

**Version 1.0**

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## MyFailSafe: Managing Personal Information

*You must be logged into FailSafe via Duke Shib to use the our service. Go to [failsafe.colab.duke.edu](https://failsafe.colab.duke.edu) and enter your Duke login information to begin.*

### First Time Login

Currently:

- 1) Login with your Duke NetID and Password.
- 2) Click on the *Directory* tab at the top and find the entry that has DEFAULT as the first and last name.
- 3) If you have admin privileges, edit your contact information appropriately.

Soon:

- 1) Login with your Duke NetID and Password.
- 2) You will be directed to the *Dashboard* where you will be prompted to enter your contact information.
- 3) Once you submit your information, you can find yourself in the *Directory* tab.

### Editing your Information

- 1) Click *Directory* at the top of the page to go to the directory.
- 2) Find yourself in the directory and click on the *edit* button.
- 3) Enter your information in the popup dialog that opens up.

### Viewing your Schedule

- 1) Click *Dashboard* at the top of the page to go to your Dashboard.
- 2) You can view the date and time of your on-call schedules, and the associated team members for those days.

## Team Activation

### Activate Call Team

- 1) Click the red *Activate* button at the top of the page.
- 2) Under **ETA**, enter the estimated time by which it is critical that the team arrives.
- 3) Under **Location**, enter the location that team members should travel to.
- 4) Under **Type**, enter the type of emergency that the team is responding to.
- 5) Under **Message**, enter any additional message you would like to send.
- 6) Click the grey *Activate* button within the dialog when you are satisfied.
- 7) Click *OK* in the resulting popup to confirm.
- 8) A message will be sent to all team members' pagers in the format *[DATE]: ETA: [ETA], TYPE: [TYPE], LOCATION: [LOCATION], MSG: [MESSAGE] Please respond with your personal ETA in minutes, i.e. "eta 3" for 3 minutes*. After 30 seconds, the same message will be sent via SMS to all team members' cell phones. Every 30 seconds from then on, the message will be communicated by voice over the phone. This process will continue for each team member until they respond to the texts with their ETA, or until the **Deactivate** or **Silence** procedures are followed.

### Deactivate Call Team

- 1) Click the green *Deactivate* button at the top of the screen.
- 2) Under **Message**, type the message you would like to send to all team members when they are deactivated [Note: this will stop any activation messages from being sent].
- 3) Click the *Deactivate* button when you are satisfied with your message.
- 4) Click *OK* in the resulting popup to confirm.
- 5) This message will be sent once to the team members' pagers, cell phones, and SMS box.

### Silence Alerts

- 1) Click the blue *Silence* button at the top of the screen.
- 2) Click *OK* in the resulting popup to confirm.
- 3) This will deactivate all team members but not send them any messages. All message transmission will be stopped until the **Activate** or **Deactivate** procedures are followed.

## Responding to an Activation

### Stop the Alerts; Respond With Your ETA

- 1) On your cell phone, navigate to the SMS conversation with our server. If more than 30 seconds have passed since the emergency was reported, you will see a stream of messages alerting you to the emergency.
- 2) Respond to these messages with your ETA. Type ???
- 3) Verify that you have given a response in the correct format; the server should respond with approval.
- 4) All messages to you will stop; get to the location of the emergency ASAP!

### Check the Status of the Team via SMS

- 1) On your cell phone, navigate to the SMS conversation with our server.
- 2) If you are part of a currently activated team, send a message containing **only** the word “status” to our server.
- 3) The server will respond with ETAs of all the team members.

### Check the Status of the Team via Web

- 1) Not implemented.

## Directory Operations

Note that all of these operations require admin status.

### Add New Staff Member

- 1) Click *Directory* at the top of the page to go to the directory.
- 2) Click the green *Add New Staff* button to pull up a dialog to add a new staff member.
- 3) Enter required information.

### Edit Information for a Staff Member

- 1) Click *Directory* at the top of the page to go to the directory.
- 2) Find the staff member you want to edit and click on the *edit* button.
- 3) Enter in the appropriate information in the popup dialog.

### Delete Information for a Staff Member

- 1) Click *Directory* at the top of the page to go to the directory.
- 2) Find the staff member you want to edit and click on the *delete* button.
- 3) Confirm that you want to delete this staff member for the directory.

## Call Team Administration

### Assign New Call Team

- 6) Click *Calendar* on the Navigation Bar at the top of the page to go to the month view.
- 7) Navigate to the month of the date you would like to assign the new team to using the *Previous Month* & *Next Month* buttons at the top of the calendar.
- 8) Click the square (when highlighted in light blue) of the day of the month you would like to add a team for.
- 9) The *Date* field should be filled out with the date you clicked. In the unlikely event that this field is blank (a bug we are looking to resolve), please press *Cancel* and repeat step (3).
- 10) Use the dropdown menus for *Faculty*, *Fellow*, *Nurse 1*, *Nurse 2*, *Tech 1*, and *Tech 2* to select the team members that you would like for this event.
- 11) Click *Assign Team* to submit.
- 12) Verify that your new event appears on the correct day of the calendar. If you would like to change any of this information, click your event and follow the instructions for *Edit Call Team* from step 4 on.

### Edit Call Team

- 1) Click *Calendar* on the Navigation Bar at the top of the page to go to the month view.
- 2) Navigate to the month that the team you would like to edit has been assigned to using the *Previous Month* & *Next Month* buttons at the top of the calendar.
- 3) Click the *square* (when highlighted in light blue) that contains the team you would like to edit.
- 4) The *Date* field should be filled out with the date you clicked. In the unlikely event that this field is blank (a bug we are looking to resolve), please press *Cancel* and repeat step (3).
- 5) Use the dropdown menus for *Faculty*, *Fellow*, *Nurse 1*, *Nurse 2*, *Tech 1*, and *Tech 2* to select the new team members that you would like for this event.
- 6) Click *Update Team* to save your changes.
- 7) Verify that the changes have successfully gone through; the calendar should update immediately.

### Delete Call Team

- 1) Follow steps 1-4 of the **Edit Call Team** instructions to pull up the information for the call team you would like to delete.
- 2) Click *Delete Assignment* to delete this team assignment.
- 3) Verify that the assignment has been successfully deleted; the calendar should update immediately, and the square that previously contained the team information should be empty.

## Substitution Administration

### Create a Substitution

- 1) Click *Hourly Substitutions* at the top of the page to go to the Day View of the Calendar.
- 2) Navigate to the day of the substitution you will create using the *Previous Day & Next Day* buttons at the top of the view.
- 3) Click the *rectangle* (when highlighted in blue) under the team role for the person you would like to substitute out, in the row of the time you would like the substitute to join the team.
- 4) Under **Duration (hours)** in the popup that comes up, enter the duration of the substitution you would like to create, in hours, in increments of half hours (ie: .5, 1, 1.5, ..., 12, 12.5, 13)
- 5) Under **Substitute** use the dropdown to select the person you would like to substitute in.
- 6) Click *Submit Substitute* to submit your substitution.
- 7) Verify that the substitute was created at the correct time; if you made a mistake, click any of the boxes that the substitution you just created covers.

### Edit a Substitution

- 1) Click *Hourly Substitutions* at the top of the page to go to the Day View of the Calendar.
- 2) Navigate to the day of the substitution you would like to edit using the *Previous Day & Next Day* buttons at the top of the view.
- 3) Locate the substitution you would like to edit on the chart and click any of the boxes that it covers in its duration.
- 4) Edit the **Start Time**, **Duration**, or **Substitute** as desired. For **Start Time**, times must be in YYYY-MM-DD HH:MM:SS format. **Duration** is in hours, and **Substitute** must be chosen from the dropdown.
- 5) Click the *Update Sub* button to save your changes when you are satisfied.
- 6) Verify that the substitution has been updated to your satisfaction in the chart.

### Delete a Substitution

- 1) Follow steps 1-3 of the **Edit a Substitution** section to pull up information for the substitution you would like to delete.
- 2) Click the *Delete Sub* button to delete the substitution.
- 3) Verify that the substitution has been deleted.