


# Intrado Revolution Instruction Manual



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## Quick Guide – Getting Started

- 1) Download the **Intrado Revolution Mobile App**. 
- 2) Submit this [IT work order](#) to gain access.
- 3) Once your application is processed you'll **receive an email** from VCCCD: Ventura College Email Service, with subject line: Intrado Revolution – Mobile Invitation with a **QR code** to scan using your app which looks like this:



### Mobile Invitation from VCCCD: Ventura College

To receive notifications to your mobile devices, please click the appropriate link to download the Intrado Revolution Mobile app.



After downloading the app, click the Register Mobile link to connect your device with Intrado Revolution.

[Register Mobile](#)

If you do not receive email on your device you can use a QRC reader app to scan the QRC code below.



- 4) After scanning the QR code you'll need to **register your account** using your VCCCD credentials (username & password).

Note: Please remember, each time you update your VCCCD password, you'll need to sign out of the app and sign back in with your newest password, otherwise the application will not work as it is tied to your VCCCD credentials.

# Intrado Revolution App – Instructions

*These are instructions for how to get access to the Revolution app, as well as installation instructions and how to use the app.*

1) First, submit a request for access to the Revolution App through the Ventura College IT Department's ticketing system: <https://ithelpdesk.vcccd.edu/support/catalog/items/209>

Note: If you already have the app, but it's not working, fill out the same form to receive assistance.

2) Once IT receives and processes your request, you will receive an email from VCCCD: Ventura College Email Services, with the subject line: Intrado Revolution App which looks like this:



## Mobile Invitation from VCCCD: Ventura College

To receive notifications to your mobile devices, please click the appropriate link to download the Intrado Revolution Mobile app.



After downloading the app, click the Register Mobile link to connect your device with Intrado Revolution.

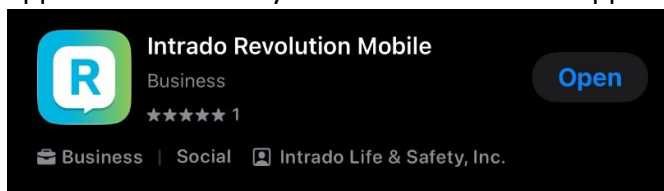
[Register Mobile](#)

If you do not receive email on your device you can use a QRC reader app to scan the QRC code below.



There are several ways to continue from here but it will depend on whether or not you already have the app installed or not. If you do not have the app installed go to step 3 below. If you do have the Revolution app already installed go down to step 4 below.

3) The fastest way for you to install the app is to open up this same email on your smart phone and click on either "Google Play" or "App Store" so that you get the installer for the app. The app looks like this if you want to search the app store yourself.



**Once you have the app installed, continue on to step 4.**

4) Be sure to open the Revolution app and click on Scan QR Code. When you choose to Scan the QR Code, be sure to allow access to your camera to the app, so it can scan the code, and then hold your phone up to the QR code on your desktop email.

5) At this point you should have the app installed and ready to sign into it. You'll notice the screen opens up and a long invitation code fills in at the top. You'll see a blue button at the bottom that says "REGISTER" on your phone app. Click on REGISTER.

6) On the sign on screen put the Account ID: **10802** at the top, and then use your VCCCD credentials to sign in. Do not put your full VCCCD email address, just your username, and the same password you use to sign in to the VCCCD portal, or campus computers.

7) Once you are signed in you will see a pop up that says "Registered Successfully" and also pop-ups asking you to allow the Revolution app to use your location as well as to send you notifications. You will want to allow both of these. You'll also get a pop up that wants to send you critical alerts, you will also want to allow this.

Please go to the next page for instructions on how to use the app.

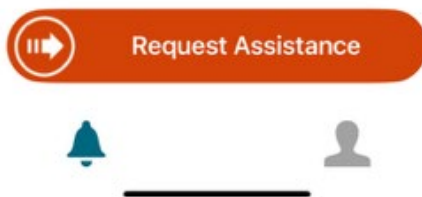
# How to use the Intrado – Revolution App

8) Once you are completely signed in your screen will look like this:



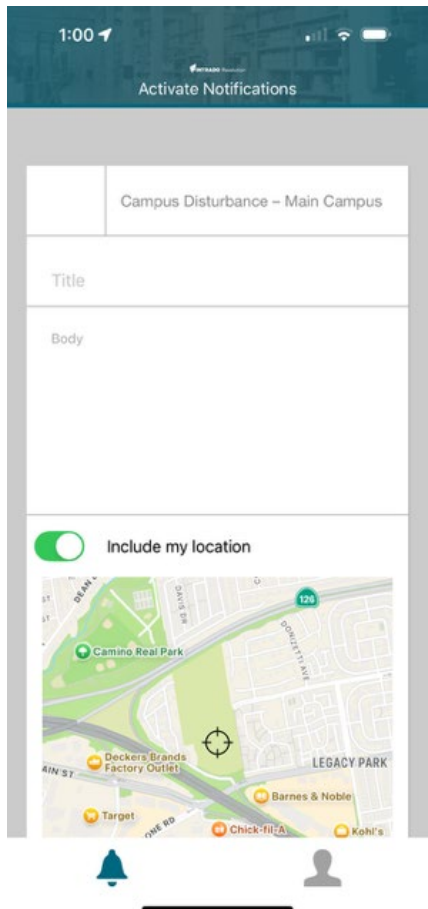
You haven't received any notifications yet.

Tap to refresh



In the event of an emergency, you want to slide the red “Request Assistance” button to the right. Once you do that a new screen comes up at the bottom that says “Campus Disturbance – Main Campus” or “East Campus” if you are at East Campus. Click that, and then once you click on that, a new screen comes up that you can fill in. Continue to the next screen for further instructions.

The Request Assistance Screen looks like this:



Here you'll give the disturbance a title and a description as to what is happening and where it is happening at, below is an example of a good title and description.

**Title:** *Irate female student in VC President's office!*

**Body:** *Female student in President's office in Admin, screaming and throwing items! Threatening everyone. She has blue hair and wearing a black hoodie and jeans, carrying a red backpack. Send help!*

Remember the more information you can give the better.

A bad title and description would be:

**Title:** *Irate female! Help!*

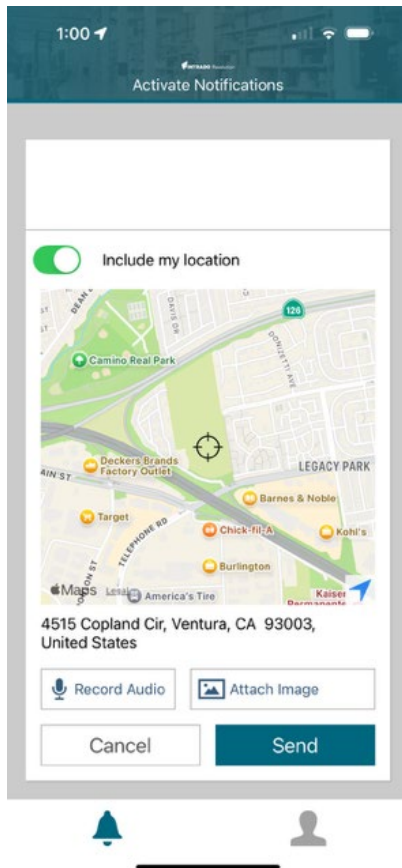
**Body:** *Send help!*

This does not include anything to help the police find where the issue is happening. And, the location on the map may not actually show the correct location. So, please fill in exactly where

it's happening at, and what is happening, as well as other important information such as a description of the person causing the problem, or the name of a person who needs help.

After you fill in the form, keep “include location” active (slider will be green) only if you are at the location of the crisis. If you are not, please include in the description where exactly the emergency is taking place on campus, so the police can respond to the correct location.

Once you fill that in, please scroll down to the bottom of the screen which looks like this:



Note the location in the map. If it's not correct, be sure to put a detailed description in the Title and Body of the app before clicking on send. Also, you can include a recorded audio description and a photo if you have any that could assist the police in determining where the disturbance is happening and who is causing the disturbance or what the emergency is.

**Note:** Please do not send a “Test” emergency alert, as this will actually signal a real emergency notifying the police and activating the alert system.

Besides the Request Assistance Screen, The Revolution App also has a second screen that you will see if you click on the profile icon to the right of the bell icon on the bottom of the mail screen. This brings up your profile with your name and shows you logged in as a “Receiving

Account” – so that you can also receive notifications within your Revolution app. The bell icon is where you send out alerts.

**PLEASE NOTE: IMPORTANT**



Please be aware that whichever screen you are on when you close the app will be the screen that opens back up when you next open the app. Please **always** click on the **bell icon** at the bottom before closing the app, this way you will have the “**Request Assistance**” screen as the first screen that opens in case of an emergency.

**Otherwise** your screen will open to your profile screen. If that happens, and you’re actively in an emergency you may not realize that you need to click on the **bell icon** at the bottom to report the emergency, you may see the “Sending Account” login area and believe you need to log in there to send a notification, but that would be incorrect. **DO NOT TRY TO LOG ON TO SENDING ACCOUNT** - You **DO NOT** need to sign in there, and in fact most users will not have a sending account. That is a special kind of account that most users will not have access to, and will not be able to log into. That account is reserved for those users on our campus who are in charge of sending out mass notifications in case of an emergency that affects the whole campus such as the president’s office, or police services.

**IMPORTANT Disclaimer regarding changing your VCCCD password:** **Every time** you change your VCCCD password you will need to log out of the app and log back in with your new password to be able to send out alerts, otherwise the app will look logged in but you won’t be able to send alerts, so *please* remember that each time you change your VCCCD password you will need to log out of the Revolution app and log back in with your new password for the app to work correctly.

If you need assistance or have questions about the Revolution app please send us a note in the work order link at the top of page 1.