

S.A.V.E.S PROJECT

OFFICER GUIDE

S.A.V.E.S PROJECT · SAFETY · AWARENESS · EDUCATION

S.A.V.E.S RESPONDER

For police, sheriff, fire, EMS and dispatch at S.A.V.E.S Project partner agencies, including school resource officers and campus officers.

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Meet S.A.V.E.S RESPONDER

S.A.V.E.S RESPONDER puts a participant's photo, what calms them, what to avoid, medical needs and who to call in your hands in seconds, and helps your agency find someone who wanders or goes missing.

For police, sheriff, fire, EMS and dispatch at S.A.V.E.S Project partner agencies, including school resource officers and campus officers.

Scan to Open the App

app.savesproject.com

For Your Supervisor to Fill In

Department _____ Department access code _____

The access code only places you in your department. It does not sign you in.

With the App, You Can

Look Someone Up

By participant number, or by what you can see when there's no ID.

Know What Helps

What calms them, what to avoid, medical needs and emergency contacts.

Find the Missing

Alert other agencies, share a flyer and search the places on their map first.

Get School Alerts

School resource officers get left-campus alerts first.

Log Contacts

Welfare checks, returns home, crisis calls and Blue Envelope traffic stops.

Find Help Quickly

Field guides, autism scenarios and the Communication Board.

Who you'll see: every active S.A.V.E.S Project participant in the statewide database. Every profile you open is recorded under your name.

support@savesproject.com · 810-328-3074

1 Get the App

S.A.V.E.S RESPONDER is part of our free app. It's coming to the App Store and Google Play as **Saves Project**. Until then, scan the QR code on page 1 or go to **app.savesproject.com**, then save it to your home screen so it opens full screen like any other app.

iPhone or iPad

1. Open the address in **Safari**.
2. Tap **Share** (the square with an arrow).
3. Scroll down and tap **Add to Home Screen**.
4. Tap **Add**.

Android

1. Open the address in **Chrome**.
2. Tap the menu (⋮) at the top right.
3. Tap **Add to Home Screen** or **Install App**.
4. Tap **Install**.

MDC, Laptop or Desktop

1. Open the address in **Edge** or **Chrome**.
2. **Edge:** menu (⋯), **Apps**, **Install This Site as an App**. **Chrome:** the install icon in the address bar.
3. Right-click the icon in the taskbar and choose **Pin to Taskbar**.

When the app asks **Who Are You Signing In As?**, tap **S.A.V.E.S RESPONDER**. The **Add to Home Screen** button on that screen walks you through these steps on your own device.

Using an MDC? If your MDC won't let you install apps, add **app.savesproject.com** to your favorites or drag the address to the desktop to make a shortcut. If the page won't open at all, ask your IT team to allow **app.savesproject.com**.

The app keeps getting better. As we add features and make improvements, some screens and button names may look a little different from this guide. If something doesn't match, look for the closest option or send us a message.

2 First-Time Setup

Each officer adds themselves once, using their department's access code, a 6-digit PIN and an authenticator app. Your supervisor or training coordinator has the access code.

1. Open the app and tap **S.A.V.E.S RESPONDER**.
2. Under **Choose Your Department**, tap your department. Sort the list **A–Z** or **By County**.
3. Tap **+ First Time? Add Yourself**.
4. Enter your first and last name, your badge number and your department's access code.
5. Create a 6-digit PIN, enter it again, and tap **Add Me and Continue**.

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Set Up Your Authenticator App (One Time)

This adds a second lock, so a PIN alone can't open participant information. Microsoft Authenticator and Google Authenticator are free, and Okta Verify works too. If you already use one at work, use that one.

1. On **Set Up Your Authenticator**, tap **Copy Setup Key**.
2. In your authenticator app, add an account and choose **Enter a Setup Key** (or **Enter Key Manually**). Paste the key and name it S.A.V.E.S RESPONDER.
3. Type the 6-digit code it shows into S.A.V.E.S RESPONDER and tap **Finish Setup**.

Setting up on another screen? Scan the QR code with your authenticator app instead.

> **Your PIN and authenticator are personal.** Don't share them: every profile you open is recorded under your name.

Department not listed? Tap **Department Not Listed? Request Access** and enter your agency and a point of contact. Once your department is added, the S.A.V.E.S Project sends an access code for your officers.

3 Signing In Each Time

1. Tap **S.A.V.E.S RESPONDER**, then your department (the app usually remembers it).
2. Tap your name.
3. Enter your 6-digit PIN, then the 6-digit code from your authenticator app.

After 15 minutes without use, the app locks and asks for your PIN only. If your badge number is already in use by someone who has left, contact your department admin or the S.A.V.E.S Project.

Situation	What to Do
Someone else needs the device	Menu, then **Switch Officer**.
Wrong PIN	After too many wrong tries, your name locks for 15 minutes. After more, it stays locked until the S.A.V.E.S Project resets it.
Code doesn't work	Codes change every 30 seconds; wait for a new one and make sure your phone's time is set automatically.
Forgot your PIN	Ask your supervisor to contact the S.A.V.E.S Project to reset it. Then tap your name, and on **Set a New PIN**, enter the access code and a new PIN twice, and tap **Save PIN**.
New or lost phone	Ask your supervisor to contact the S.A.V.E.S Project to reset your authenticator, then set it up again.
Faster sign-in	Menu, then **Face ID & Fingerprint**, to sign in with your face or fingerprint on this device.

4 Your Home Screen

- **Alerts:** any active wandering or missing person, school or facility alert, with buttons to respond, hand off or close it. **Active Alerts in Other Areas** shows alerts outside your department.
- **Participant number box:** type the number from an ID card, lanyard tag or QR sticker.
- **+ Log a Contact** and **+ Register a Participant**.
- **Bottom bar:** Home, ID Lookup, Blue Envelope and Guides.
- **Menu (top right):** Messages, Give Feedback, SRO & Campus Officers, Face ID & Fingerprint, Night Shift Mode, Welcome Tour, Privacy Disclosure, Switch Officer and Choose a Different App.
- **Data Retention Schedule** at the bottom of the home screen.

> **Night Shift Mode** in the menu gives you a darker screen that is easier on your eyes in a dark patrol car.

5 Looking Someone Up

1. Type the participant number on the home screen, for example **TY1234** (2 letters and 4 numbers), and tap **Search**.
2. No ID? Tap **No ID?** under the number box and search by what you can see or learn: name, age, hair, eyes, other physical features, city or phone.
3. Open the profile. Tap a section to open it.

Section	What You'll Find
Photo & Description	A recent photo, height, weight, hair and eye color, and how they communicate, including whether they are speaking or non-speaking.
What Officers Should Know	What calms them, what upsets them, what to avoid and how to approach them.
Medical	Medical conditions, medications and medical devices.
Emergency Contacts	Parent or guardian and other people to call.
School or Care Facility	Where they go to school or live, if the family shared it.
Map	Home, water and other dangers nearby, favorite places they are drawn to, safe places and places they were found before.
Wandering Profile	If the family filled one in: how urgent a search would be and where to look first.

> **Scanning a QR code?** The QR code on an ID card opens the public lookup on the website, which shows only emergency contacts and the city. Always use the participant number in S.A.V.E.S RESPONDER to see the full profile.

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6 Wandering or Missing Person

1. Open their profile and tap **Report as Wandering / Missing Person**.
2. Set the last seen location with **Use My Location** or **Use the Address**.
3. Check any surrounding agencies that should get a text. Your own department is always included, and only on-duty officers are texted. Every S.A.V.E.S RESPONDER user sees the alert in the app.
4. Check the box to confirm, then submit.

On the Alert	What It Does
Last Seen · Why It's Urgent	Where and when, and why this search can't wait.
Search Here First	Places from their map and Wandering Profile.
If You Find Them · Avoid · Medical	What helps, what not to do, and medical needs.
Search Tips: Water First	Many people who wander are drawn to water. Check ponds, pools, creeks and retention basins first, and leave a searcher at each.
Missing Person Flyer	Tap **Print or Save as PDF** or **Share**.
Notes From This Incident	Add what you've learned so every officer sees it.
Text More Agencies · Hand Off	Bring in more agencies, or **Hand Off to Another Officer** at shift change.

While the Search Is Open

The app checks in with you every hour until the person is found. Tap **Yes — Found** or **Still Searching**.

When They Are Found

1. Tap **Person Found — Close Incident**.
2. Enter where they were found.
3. Tap **With Them Now? Tips for the First Few Minutes** for help calming them.

7 School and Facility Alerts

Alert	Who Gets It and What to Do
Student Left Campus	Goes first to the school's SROs, who decide whether to bring in other agencies. If the school has no SRO signed up, on-duty officers in the department that patrols the school are alerted. Tap **I'm Responding**, open the **Full Profile** or **Flyer**, and tap **Student Found** when the student is safe.
Missing Resident	Officers in the department that covers the care facility see the resident's photo and safety plan, and on-duty officers get a text. Tap **Facility Procedures & Maps** for the facility's plan and **Resident Found** when the resident is safe.

School Resource Officers and Campus Officers

1. Open the menu and tap **SRO & Campus Officers**.
2. Tap **I'm an SRO Here** for each school your department patrols, or **I'm a Campus Officer Here** for a college.
3. You now get the text first when staff report that a student left campus, and you decide whether to text other agencies. Colleges don't send left-campus alerts.

> Your cell number is never shown to school staff. They only see your name and department.

8 Contacts and the Blue Envelope Program

Log a Contact

1. Tap **+ Log a Contact** on the home screen, or on a participant's profile. Use it for welfare checks, returns home, crisis calls and more.
2. Fill in **The Contact**, **The Person** and **Outcome**.
3. Tap **Save Contact**.

You can log a contact with someone who isn't in the database without a name. Contacts appear on a participant's profile after S.A.V.E.S Project review, usually within 24 hours.

Blue Envelope Program

Drivers keep a blue envelope on the sun visor with their license, registration, proof of insurance and emergency contacts, and a decal on the lower left of the back window. The front shows whether the driver is speaking or non-speaking.

1. Tap **Blue Envelope** on the bottom bar for the traffic stop guide.
2. After the stop, tap **Log Blue Envelope Contact**.

9 Registering a Participant

1. Tap **+ Register a Participant** on the home screen. It asks for the same information as the online registration form.
2. Fill in **Photo**, **Participant**, **Physical Description**, **What Officers Should Know**, **Emergency Contacts**, **Parent or Guardian**, **School**, **Care Facility** and **Waiver**, then tap **Save Registration**.
3. No participant number yet? Leave it blank. The registration waits in **My Registrations** until you add it.
4. In My Registrations, tap **Add Number**, then mark whether the participant's ID card was **Delivered** or **Mailed**.
5. Tap **Add Number and Send to S.A.V.E.S**. The S.A.V.E.S Project reviews every registration, usually within 24 hours, before it appears in the database.

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10 Field Guides and Communication Board

Tool	What It Covers
De-Escalation Quick Guide	How to approach and communicate, and what to do if someone is escalating.
Sensory & Medical Considerations	Sensory overload, seizures, low blood sugar, non-verbal individuals and medical devices.
Wandering or Missing Person	Search priorities, water first, and the first minutes after someone is found.
Autism Scenarios	Recognizing Autism on a Call, Person Found, Person in Crisis or Meltdown, Looks Suspicious or "Under the Influence"?, Traffic Stop: Autistic Driver, and Interviewing a Victim or Witness.
Communication Board	Picture cards and big YES and NO buttons for someone who can't speak or is overwhelmed. Turn the screen toward them so they can point.

11 News, Community and Messages

News & Community

News from the S.A.V.E.S Project and a place to share tips with other partners. Type in the box and tap **Post**. Tap **Helpful**, **Reply** or **Report** on any post.

Never post names, participant numbers, photos or details that could identify someone.

Messages to the S.A.V.E.S Project

Menu, then **Messages**, then **+ New Message**. Choose a topic, such as Question, Request, or Problem With the App, then tap **Send Message**.

We usually reply within 1 to 2 business days, with a banner on your home screen.

> **In an emergency, call 911.** Messages are not watched around the clock. Never send PINs, passwords or authenticator codes; the S.A.V.E.S Project will never ask for them.

12 Privacy and Rules of Use

- **Use it for official duties only.** Every profile you open is recorded with your name and the time.
- **Never share your PIN, codes or your department's access code.** No one from the S.A.V.E.S Project will ever ask for them.
- **Switch officers** when handing a shared device or MDC to someone else.
- **Don't screenshot, copy or forward** participant information.
- **Report problems right away** if a PIN or code may have been exposed, or information looks wrong.
- Read the **Privacy Disclosure** in the menu and the **Data Retention Schedule** on the home screen.

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13 Troubleshooting

Problem	What to Do
Department or name not listed	Tap **Department Not Listed? Request Access**. If only your name is missing, tap **+ First Time? Add Yourself**.
Access code doesn't work	Ask your supervisor for the current code; it may have changed.
Badge number already in use	Contact your department admin or the S.A.V.E.S Project.
No participant found	Participant numbers are 2 letters and 4 numbers, like TY1234. Try **No ID?** instead.
Not getting alert texts	Make sure your department has your current mobile number, and check that texts from the S.A.V.E.S Project aren't blocked.
Page won't open on the MDC	Ask your IT team to allow app.savesproject.com.

Getting Started Checklist

- ☐ Save the app to your phone or MDC
- ☐ Create your PIN
- ☐ Take the welcome tour
- ☐ SROs: sign up for your schools
- ☐ Add yourself with your department's code
- ☐ Set up your authenticator app
- ☐ Look up a test participant number
- ☐ Save the S.A.V.E.S Project contact information

Questions? Email **support@savesproject.com**.

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Contact the S.A.V.E.S Project

Questions, problems with the app, or a resident, student or participant whose information needs fixing? Email your questions to **support@savesproject.com**.

Call

810-328-3074

Leave a message and we will call you back.

Email

support@savesproject.com

For questions, enrollment, training and app help.

Mail

511 Olde Towne #80514
Rochester, MI 48307

For forms, letters and checks.

Online

savesproject.com

Send a message from the Contact page, or use Messages in the app menu.

In an Emergency, Always Call 911 First

The S.A.V.E.S Project is not an emergency service, and messages are not watched around the clock. Never wait to call 911. You can always cancel if help is not needed.

The S.A.V.E.S Project (Special Needs, Autism, Vulnerable Person, Elderly and Safety) is a Michigan 501(c)(3) nonprofit, EIN 39-3660134. Families never pay to take part.

Thank you for helping keep vulnerable people safe across Michigan.