

## Respond User Cheat Sheet

Respond is the case management interface within Aware that allows student services team members to investigate and address student cases. Student cases are collections of flagged activities that pertain to a single student.

### When should I use Respond instead of Aware?

There are different use cases where one would want to use Aware or Respond.

#### Respond is best for:

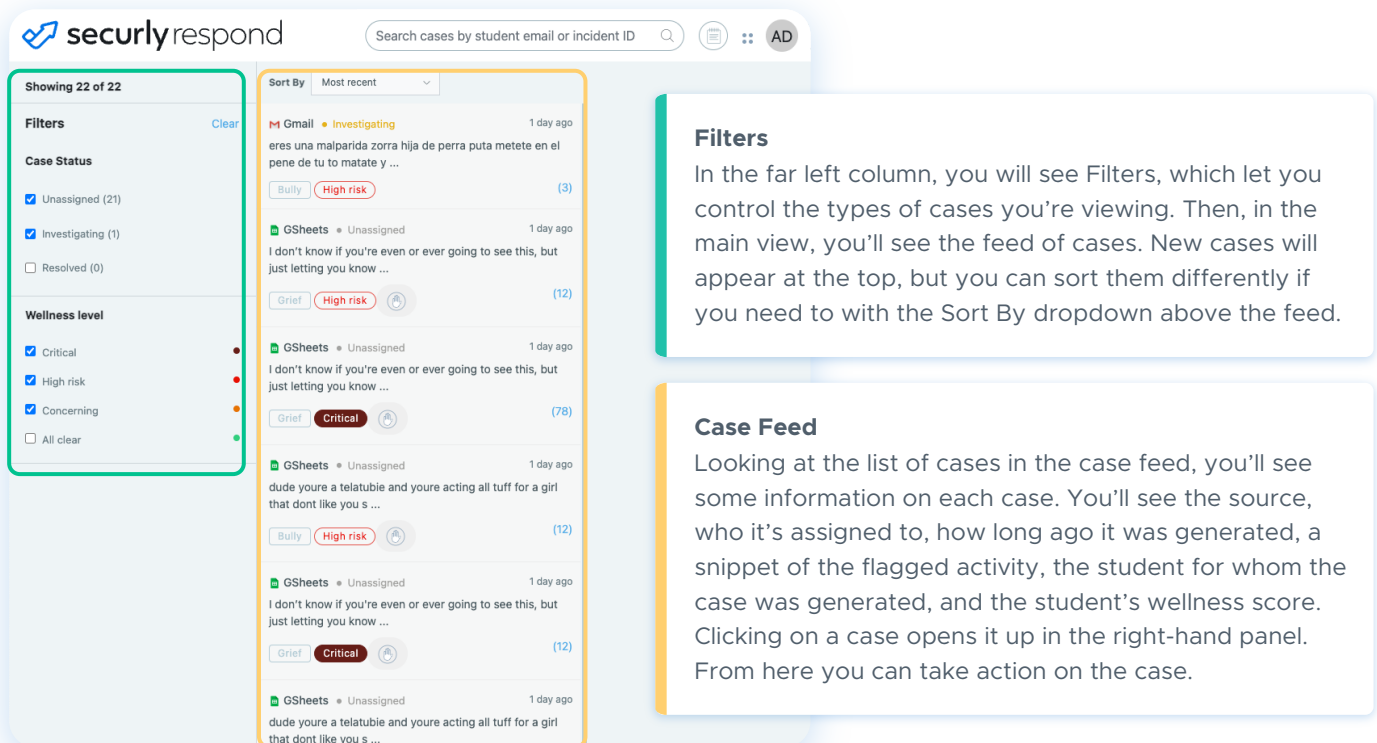
- Investigating individual student cases and managing those cases to resolution.
- Collaborating on case management with other student services staff within your school or district.
- Communicating with parents and other key contacts in the case of an emergency.

#### Aware is best for:

- Getting an overview of student wellness in your school or district and understanding broader trends.
- Generating reports on flagged activity for individual students or OUs.
- Checking on individual students who have been identified as needing intervention.

### Log in to Respond

To begin, go to [www.securly.com/responder/login](http://www.securly.com/responder/login) to log in to Respond. Upon logging in, you will see the Respond interface.



The screenshot shows the securly respond interface. On the left, there is a 'Filters' sidebar with sections for 'Case Status' (Unassigned (21), Investigating (1), Resolved (0)) and 'Wellness level' (Critical, High risk, Concerning, All clear). The main area displays a 'Case Feed' with a 'Sort By' dropdown set to 'Most recent'. The feed lists several cases from 'Gmail' and 'GSheets' with details like source, assigned status, and wellness scores. On the right, a detailed view of a case is shown, including the source (Gmail), assigned status (Investigating), and a snippet of the flagged activity.

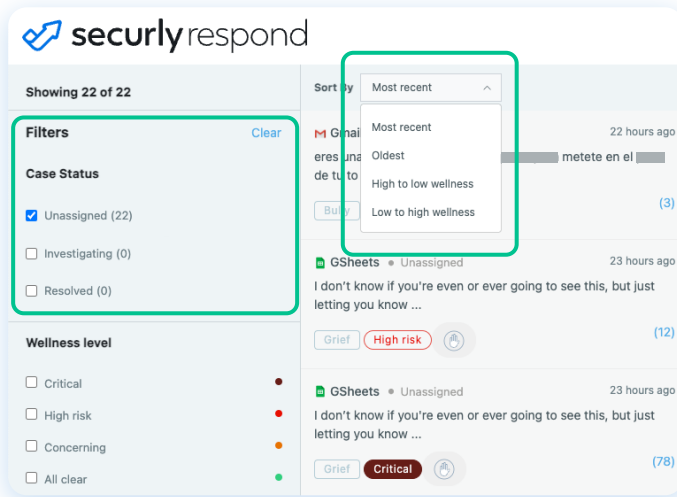
**Filters**  
In the far left column, you will see Filters, which let you control the types of cases you're viewing. Then, in the main view, you'll see the feed of cases. New cases will appear at the top, but you can sort them differently if you need to with the Sort By dropdown above the feed.

**Case Feed**  
Looking at the list of cases in the case feed, you'll see some information on each case. You'll see the source, who it's assigned to, how long ago it was generated, a snippet of the flagged activity, the student for whom the case was generated, and the student's wellness score. Clicking on a case opens it up in the right-hand panel. From here you can take action on the case.

## The Two Main Respond Workflows

There are two primary ways you can use Respond. The first is real-time response, where you receive an alert and, immediately log into Respond to review and address the case. The second way is with scheduled triage, when you proactively triage cases during scheduled times in your day, focusing on high-risk or critical cases. How you and your team utilize each of these workflows is up to you.

## Navigating Cases in Respond



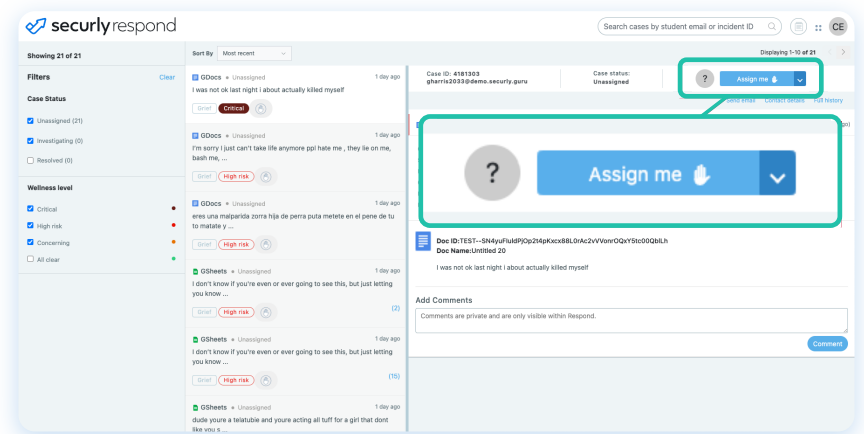
To see which cases require your team’s attention, select **Unassigned** under **Filters** in the left sidebar.

You can then select **Most Recent** or **High to low wellness** in the Sort by dropdown.

Click on any case to open the full case log. The most recent activity in the case is displayed at the top of the list.

## Assigning Cases

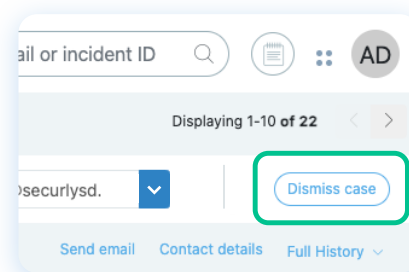
If the case is concerning, you can assign it to yourself or someone else on your team. In the upper left corner, you'll see the Assign me button and dropdown. You can click **Assign me** to assign the case to yourself or click the dropdown to assign the case to another user. To the left, you'll see the profile picture of the user the case is assigned to, which will look like a question mark if the case is unassigned.



From the dropdown, select the staff member to whom you want to assign the case. Once a case is assigned it will have the “Investigating” status.

## Resolving Cases

If the case does not seem concerning after investigating further, you can click on Dismiss case to resolve it. You will need to have the case assigned to you to see this option.



# Escalating Cases

If the case seems concerning, you can choose to contact a school representative or parents/guardians to notify them of the student’s activity by emailing them from Respond.

- 1 Once you’ve determined that a case warrants a notification, you can do so by clicking the **Send Email** option in the bar at the top of the right-hand panel.
- 2 In the panel that appears on the left, select whether **School Representatives** or **Parents / Guardians** should receive the email.
- 3 Under **Contacts** select the contacts you would like to send the email to.
- 4 Select a **Risk Assessment** and **Incident Type** from their respective dropdowns.
- 5 To attach activities to the email, click **Open history**. From the panel that appears, you can see either flagged activity or all activity by clicking on the **Flagged** or **Activities** tabs. Use the blue plus buttons to add that activity to the email. You can remove an activity from an email by clicking the X button.
- 6 You can add additional information in the **Comments** section.
- 7 Once your email is ready to send, click the **Send email** button.
- 8 If the situation is an emergency and you want to follow up with a call, click the **Contact** button in the bar at the top of the right-hand panel when viewing the case.

**Student risk assessment email**  
Enter student details and send as email

Who do you want to send this email?  
 School representatives  Parents / Guardians

Case ID 4190431, Assignee: admin@securlysd.org

Contacts\*

Source\* Auditor Email

Respond risk assessment\* Select

Respond incident call required  
 Student moved to less serious activity

Respond incident type\* Select

Activity Use the History section to find and attach the relevant activity

No content selected **Open history**

Include all flagged activities and observations from 60 days

Comments Add any comments of informative content if required

Cancel Send email

Activity Use the History section to find and attach the relevant activity

Open history

lostallhope.org- Mar 13, 2024 1:34 AM CDT

Searched for Whats the fastest way to kms? google.com Mar 13, 2024 4:23 AM CDT

im officially giving up twitter.com Mar 14, 2024 7:35 AM CDT

History (jgonzales@securlysd.org)

Flagged (17) Activities

Gmail Bully 2:50 PM (1 day ago)

no subject

Gmail Bully 2:50 PM (1 day ago)

no subject

Gmail Bully 2:50 PM (2 days ago)

no subject

google.com Safe Search 6:17 PM (6 days ago)

Searched for what are good websites to use if your getting bullied

twitter.com Networking 5:35 AM (7 days ago)

im officially giving up

google.com Safe Search 2:23 AM (8 days ago)

Searched for Whats the fastest way to kms?

domo.networkresourcecenter.org Other 11:47 PM (8 days ago)

/chatvisitor/prechatsurveyf

lostallhope.org Other 11:34 PM (8 days ago)



## Using On-Call with Respond

If your team uses Respond, the On-Call team works together with you to manage student cases, with the Securly On-Call team providing human verification for non-urgent cases and immediate notification for urgent ones. Respond users at your school or district can focus on only human-verified cases, completely eliminating false positives.

On-Call analysts and Respond users can see the same cases, change case statuses, and leave comments that are seen by each other. On-Call Verified cases will have a filled "OC" badge displayed. Respond users can filter cases based on their On-Call Verified status.

The screenshot displays the Securly Respond interface. At the top left, the logo "securly respond" is visible. Below it, the text "Showing 55 of 454" is present. A "Sort By" dropdown menu is set to "Most recent". On the left side, there are two filter sections: "Filters" with a "Clear" button, and "Case Status" with checkboxes for "Unassigned (54)", "Investigating (1)", and "Resolved (0)". Below these is the "On-Call verification status" section, which has checkboxes for "On-Call verified (3)" and "On-Call dismissed (26)". The main area shows a list of cases. The first case is from "google.com" with the title "how to com", dated "3 days ago", and has tags for "Grief", "High risk", and "OC". A tooltip above it says "Verified by On-Call". The second case is from "Observe" with the title "test low severity", dated "4 days ago", and has tags for "Bullying", "Critical", and "OC". The third case is from "Gmail" with the title "Be prepared to die", dated "6 days ago", and has tags for "Grief" and "High risk". The fourth case is from "Gmail" with the title "Be prepared to die", dated "6 days ago", and has no tags. On the right side, there is a "Case shrad" sidebar with a search bar and a list of cases, including "On-Call", "google.cc", "bing.com", and "search.ya".