Frequently Asked Questions FortifyFL App

About FortifyFL

What is FortifyFL?

The 2018 Florida Legislature (via SB 7026) appropriated funds for the Department of Legal Affairs and FDLE to procure a mobile suspicious activity reporting tool to "allow students and the community to relay information anonymously concerning unsafe, potentially harmful, dangerous, violent, or criminal activities, or the threat of these activities, to appropriate public safety agencies and school officials".

The result of this directive is the FortifyFL application, accessible via mobile devices or an online web portal, which allows users to submit anonymous tips regarding school safety. Each tip, related to a specific school or county, will immediately be sent to the appropriate entities. Once received, each tip must be acknowledged by law enforcement via the FortifyFL online portal. Further processing of the tip will be guided by the nature of the potential threat and according to local policies and procedures.

Acknowledgment by law enforcement agencies is required to assure all tips are received appropriately. If not acknowledged within a specified timeframe, additional notifications, including emails, text messages and automated voice calls will continue until the tip is acknowledged.

Schools

What is the role of a School tip recipient?

- Review tips within your district or school
- Evaluate and respond to tips based on your organization's policies and procedures
- If desired, add information such as case number or notes
- For tips not involving Law Enforcement, mark tips CLOSED based on your organization's policies and procedures

Based in data from other similar systems, it is expected that about 90% of all tips will not require a Law Enforcement response. As such, it is expected that the vast majority of tips will be responded to by school administrator or other professionals involved in the safety and wellbeing of students.

What is the role of a District School Safety Specialist?

- View all tips associated with schools in their District
- Create FortifyFL user accounts at their same level (District wide view)
- Add/Remove FortifyFL user accounts within their District
- View and edit the profile of users in their District

What is the role of a School Principal?

- View all tips associated with their school
- Create additional FortifyFL users at their same level (school wide view)
- Add/Remove additional FortifyFL user accounts for their School
- View and edit the profile of users in their School

How many recipients should my District or School enter?

There is no specific limit to the number of tip recipients at your district/school. Your district/school policies and procedures will dictate how you respond to tips and the notification of these tips should support those policies. Districts/schools may choose to include email distribution lists in the notification process to alert additional staff that a tip has been received.

Note: You must be a FortifyFL user to view a tip. Notifications do not contain tip details. An email distribution list will only serve to announce to a wider audience that there is a tip waiting.

Law Enforcement

What is the role of a Law Enforcement tip recipient?

- Acknowledge the tip. This action stops the escalation of notifications sent to all other LE tip recipients that have identified themselves as responding to the school identified in the tip.
- Review the tip and respond based on your agency's policies and procedures.
- If desired, add information such as assigned case number or notes. Adding case number is strongly recommended to assist in tip followup.
- For tips requiring a Law Enforcement response, mark CLOSED based on agency policies and procedures.

How many recipients should my Law Enforcement agency enter?

There is no specific limit to the number of tip recipients at your agency. Agency policies and procedures will dictate how you respond to tips and the notification of these tips should support those policies. An agency may choose to include email distribution lists in the notification process to alert more of their members that a tip has been received.

Note: You must be a FortifyFL user to view or acknowledge a tip. Notifications do not contain tip details. An email distribution list will only serve to announce to a wider audience that there is a tip waiting. A valid ForfifyFL user must still view and acknowledge each tip.

How are the roles of a Dispatch Center and a tip recipient different?

The FortifyFL system only identifies tip recipients. A recipient may be an SRO, an agency appointed school safety administrator, a Dispatch Center call taker, etc. How individual agencies chose to leverage these resources is entirely up the agency. By default, if an agency identifies a Dispatch Center, that center will receive tip notifications immediately.

Law Enforcement and Schools are encouraged to evaluate their policies and procedures as part of the FortifyFL rollout to assure collaboration and coordination of response. This evaluation exercise is not specific to FortifyFL and should be considered regardless of the origin of the tip or the vehicle by which it is received.

If my agency has implemented the Guardian program, do I list the guardians as tip recipients?

No. Guardians are not certified law enforcement officers and have limited legal authority to respond to an active threat at a school. As the tips within FortifyFL will range from information about self-harm, bullying and many other non-criminal student related behavior, Guardians will not have direct access to acknowledge tips via the FortifyFL system. Once a tip is received by your agency, how

you respond to that tip and to whom you provide information regarding that tip, including Guardians, is based on your agency's policies and procedures.

General

How can more recipients be added?

A FortifyFL Administrator for your agency/school may add additional recipients as needed via the FortifyFL web portal. The Administrator can also view and edit the profile information of recipients in their area of responsibility.

How can recipients be removed?

A FortifyFL Administrator for your agency/school may delete recipients as needed via the FortifyFL web portal.

How do recipients update/change their contact information?

Each FortifyFL tip recipient will have an account created in the FortifyFL web portal. Using the portal, each recipient will be able to edit their own contact information.

How do recipients see the tip once they are notified?

Using the FortifyFL web portal, each recipient will be able to view tips related to schools to which they have been assigned or have selected.

Are District Offices, Schools, or Law Enforcement required to enter additional information in a FortifyFL tip?

No. However, schools and law enforcement agencies may add information as permitted or directed by their organization's policies and procedures.

How do I reset my FortifyFL password?

A password reset link in included as part of the system: https://portal.getfortifyfl.com/RecoverPassword/

Can a single user serve multiple roles?

Yes, a single user can serve in multiple roles. For examples, a user may be an Agency Admin and School Safety Specialist, or a Principal over multiple schools. Each user has a unique user account and the system is roles based. Once logged in, the user will have access to the role or roles to which they are assigned.

Example: A user may be a District School Safety Specialist as well as the Agency Admin for the District School Police Department. The responsibilities of these two roles are vastly different. The user, however, will log into the portal and see, under the admin tab, options for both Law Enforcement and District. Depending on which of these links the user selects, they will have different administrative rights.

Is the FortifyFL App accessible by those with physical limitations such as blindness or deafness?

Yes. The mobile app was developed with accessibility in mind. It supports the assistive technology built into mobile devices (e.g.: screen readers, magnification tools, etc.)

What address will email tip notifications come from?

Email notifications come from FortifyFL@fdle.state.fl.us

What number will text and voice notifications come from?

Voice and SMS text notifications will come from 855-292-3678 (855-292-FORT). If called, this number will refer questions to the email address FortifyFL@fdle.state.fl.us

If the recipient wants to stop text notifications coming to their identified mobile phone, they will have an option to unsubscribe by replying with the word "STOP", which will remove their number from the notification list. That removal will be reflected in the portal.