



PART 3 · QUICK GUIDE

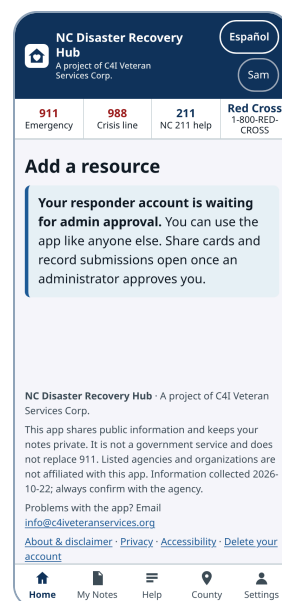
Quick Guide for Responders

For caseworkers, volunteers and staff of any agency or organization.

1. Register and get approved

- 1 Go to **disaster-resources.app** → **“Sign in”** → **“Create a free account”**.
- 2 Under **“How are you using this app?”** choose **“Disaster responder”** (*Trabajador de ayuda en desastres*).
- 3 Enter your **“Organization (optional)”**, **“Your name”**, a work **“Email”** and a password (8 or more characters). Clients will see the name you enter on your share cards.
- 4 Tick the privacy/disclaimer box → **“Create account”**. You will see: **“Your account is ready. Your responder request was sent; an administrator will review it.”**
- 5 **Wait for admin approval.** Until then you can use the app like anyone else, but share cards and record submissions are blocked, and you see **“Your responder account is waiting for admin approval.”** When approved, open Home again; two new buttons appear. If your request is denied or access is removed, the reason (if given) is shown — contact the administrator if you think it is a mistake.

Approval is a manual check by an administrator. It is not a background check.



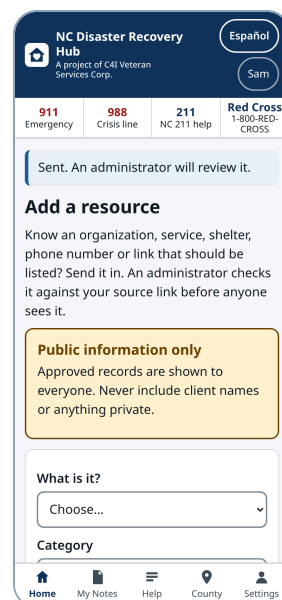
Waiting for approval (sample data, test run).

2. Suggest a resource (goes to the admin approval queue)

- 1 Home → **“Add a resource to the lists”** (*Agregar un recurso a las listas*).
- 2 Fill in **What is it?** (Organization, Service, Shelter, Phone number or Link), **Category** (Housing & shelter, Relocating, Free legal help, Jobs & income, Replacing documents, Relief organizations, Fire reports, Insurance, Board-up & cleanup, Other), **County** (or Statewide), **Name or title**, and at least one of **Description**, **Phone number** or **Link** (https://).
- 3 **Source link** is required: an https:// page where an administrator can check the information.
- 4 Tap **Send for review**. Track it under **What I sent**: Waiting for review, Approved, or Not approved (with the administrator’s reason).

Nothing is public until an administrator approves it (the administrator may correct it first). Approved records appear in the matching resource section, on the county page (for county records), and under **“Added by verified responders”**, labeled

Added by a verified responder, approved {date}. Up to 50 records can wait for review at once. **Public information only — never client names or anything private.**



Add a resource (sample data, test run).



3. Give a client your contact details (share cards)

Home → **“Create a share card for a client”** → fill in **“Card title”** (e.g. “Your Red Cross caseworker”), **“Organization”**, **“Your name”**, **“Phone”**, **“Email”** and **“Website”** (optional), and **“Next steps or details”** → **“Create share card”**.

The client scans the QR code with their camera or types the 8-character code in the app, then chooses whether to save it to their private notes. Codes expire after 30 days; **“Turn off this code”** stops new saves. You see only how many times it was saved — never who saved it. **“Do not include client information”** on a card. Full steps for you and the client, with screenshots: **Addendum — How share cards work** (after this quick guide).

4. What responders can and cannot do

Can	Cannot
Use every public page, and keep their own private notes, case numbers and referrals.	See any client’s notes, account, case numbers or referrals — no part of the app shows them.
After approval: create, list and turn off share cards.	See who saved a share card (only a count).
After approval: suggest resources with a source link and track their status.	Publish anything directly, or edit a record after it is published (ask an administrator).
Turn on alerts on their own devices, like anyone.	Send alerts (administrators only), or approve other responders.

5. Receiving alerts

Tap the **“Alerts”** tile, add up to 10 counties you serve (statewide news is always included), then **“Turn on alerts”**. Alerts are per device and not linked to your account — turn them on separately on each phone or computer. On iPhone/iPad, add the app to the Home Screen first. Alerts carry recovery news (for example, a Disaster Recovery Center opening); they are not an emergency warning system.

6. Good practice and help

- Never share your password. Do not tick **“Keep me signed in on this device”** on a shared computer; use **“Sign out”** in Settings.
- Tell clients the app is free, private and not a government service, and that listed agencies are not affiliated with it.
- Found a wrong number? Use **“Report a broken link or number”**, or suggest a correction with a source link.
- Leaving your role? **“Settings”** → **“Delete my account”** also deletes your share cards and unapproved submissions.
- Questions or problems: **info@c4iveteranservices.org**.

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ADDENDUM · NEW IN VERSION 1.2

How share cards work

Step by step for responders and for the people they help, with what is and is not saved. Screenshots show sample data from a test run, not real people or services.

A **share card** lets a responder give a client their contact details and next steps, so the client's phone shows who their responder is and what to do next. The client scans a **QR code** or types an **8-character code** (e.g. K5T7-YY47) and chooses whether to save a copy to their private notes.

Privacy in short

- **Nothing is saved unless the client chooses:** they see the card first, then tick a consent box and tap **“Save to my notes”**.
- **The responder never sees who saved the card**, or the client's notes or account — only how many times it was saved by code.
- **Codes expire after 30 days**, and the responder can **“Turn off this code”** at any time.
- **Cards hold the responder's details only.** The form warns: **“Do not include client information”**.

Responder side: make and give a card

- 1 **Be an approved responder.** Share cards open only after an administrator approves your responder account (see the Quick Guide for Responders, step 1). Until then the app shows **“Your responder account is waiting for admin approval.”**
- 2 On Home, tap **“Create a share card for a client”** (*Crear una tarjeta para compartir con un cliente*).
- 3 Fill in the card. **“Organization”** and **“Your name”** come from your account (one of them is required). Add a **“Card title”** (e.g. “Your Red Cross caseworker”), **“Phone”**, **“Email”** (optional), **“Website”** (optional, must start with https://) and **“Next steps or details”** (up to 1,500 characters). Only your own and your organization's details — no client names, case details or addresses.
- 4 Tap **“Create share card”**. The **“Share card”** screen shows the QR code, the short code, **“Expires {date}.”** **Saved {n} time(s) by code.”**, and a preview of exactly what the client will see.
- 5 **Give it to the client:** they scan the QR code with their phone camera, or open the app and type the code. One card can be given to many clients. **“All my share cards”** lists your cards (up to 300) with their status: *active until {date}, turned off or expired*.

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911 Emergency 988 Crisis line 211 NC 211 help Red Cross 1-800-RED-CROSS

Share card

Ask the person to scan the QR code with their phone camera, or to open this app and enter the code. They choose whether to save it.

Or enter this code in the app:
K5T7-YY47
Expires Nov 24, 2026. Saved 1 time(s) by code.

Your Example Relief Team caseworker

Organization Example Relief Team
Contact Jordan (sample)
Phone 919-555-0123
Email jordan@example.org
Website https://example.org

Sample card. Call me after your inspection. Office hours Mon-Fri 9-4.

Turn off this code

Turning it off stops new saves by code. People who already saved it keep their copy, and a QR code that was already scanned keeps working until it expires.

All my share cards

The responder's share card: QR code, short code, expiry and save count, card preview, and **Turn off this code** (sample data).



Client side: look up and save a card

- 1 Open the card.** Either scan the QR code with the phone camera (it opens the app at the card), or open the app and tap **“Got a code from a responder? Enter it”** (*¿Recibió un código de un trabajador de ayuda? Ingréselo*) on Home — or, in **“My Notes”** → **“Notes”**, **“Save a responder’s share code”**.
- 2 Type the code** in **“Code (8 letters and numbers)”** and tap **“Look up code”**. Capital or small letters both work, and the dash is optional. Codes never use the easily confused characters I, L, O, 0 or 1.
- 3 Check the card.** The **“Save this information?”** screen (*¿Guardar esta información?*) says **“A responder shared this contact information with you. Nothing is saved unless you choose to.”** and shows the responder’s details.
- 4 Sign in if asked.** Saving needs a free account. If the client is not signed in, the screen offers **“Create a free account”** and **“Sign in”**, and comes back to the same card afterwards.
- 5 Choose.** To keep it, tick **“Yes, save a copy to my private notes. I understand the responder will not see my notes or account.”** and tap **“Save to my notes”**. Without the tick the app asks the person to confirm and saves nothing. **“No thanks”** goes back to Home.
- 6 Find it later** in **“My Notes”** → **“Notes”**, marked *from a responder share card*, with the line **“(Saved from share code …)”** or **“(Saved from a QR code)”**. The client can edit or delete it like any other note, and it stays even after the code expires.

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Save a responder's info
A responder (for example a Red Cross caseworker) can give you a QR code or a short code with their contact information. Saving it puts a copy in your private notes.

Code (8 letters and numbers)
K5T7-YY47

Look up code

1. Typing the code (sample data).

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Save this information?
A responder shared this contact information with you. Nothing is saved unless you choose to.

Your Example Relief Team caseworker

Organization Example Relief Team
Contact Jordan (sample)
Phone 919-555-0123
Email jordan@example.org
Website https://example.org

Sample card. Call me after your inspection. Office hours Mon-Fri 9-4.

☒ Yes, save a copy to my private notes. I understand the responder will not see my notes or account.

Save to my notes

No thanks

2. Save this information? — the client decides (sample data).

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Saved to your notes.

My Notes
Private: only you can see these.

Case numbers Notes Referrals

+ Write a note

Your Example Relief Team caseworker
Oct 25, 2026 · from a responder share card

Organization: Example Relief Team
Contact: Jordan (sample)
Phone: 919-555-0123
Email: jordan@example.org
Website: https://example.org

Sample card. Call me after your inspection. Office hours Mon-Fri 9-4.

(Saved from share code K5T7-YY47)

Edit Delete

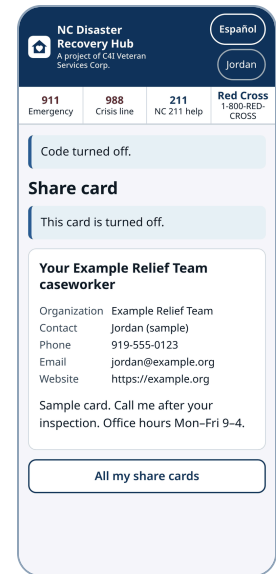
Save a responder's share code

3. The saved note in **My Notes** (sample data).



Expiry and turning off a code

- **Expiry.** Every code expires **30 days** after it is made (“**The code expires in 30 days. You can turn it off any time.**”). The date is shown on the card. An expired QR code shows “**This QR code has expired. Ask the responder for a new one.**”
- **Turning off.** On the card, tap “**Turn off this code**” (*Desactivar este código*). The card then shows “**This card is turned off.**” and a typed code gets “**That code was not found, has expired, or was turned off by the responder. Check the code and try again.**”
- **What turning off does not do**, in the app’s own words: “**Turning it off stops new saves by code. People who already saved it keep their copy, and a QR code that was already scanned keeps working until it expires.**” The QR code carries the card itself, so it works until its expiry date even without a connection to the server.
- **Need to change a card?** Cards cannot be edited. Turn off the old code and create a new card.
- **Other ways a code stops:** if an administrator turns down or removes a responder’s access, all of that responder’s codes are turned off; deleting a responder account deletes its share cards. Expired cards are removed from the server about a week after they expire.



After **Turn off this code** (sample data).

Who can see what

Information	Responder	Client
The card’s contents	Yes — it is their own card.	Yes, when they scan or type the code. A copy is kept only if they choose to save it.
Who saved the card	Never. Only a count of saves by code (saves from a QR code are not counted).	—
The client’s notes, case numbers, referrals or account	Never. No part of the app shows them to responders or administrators.	Yes — private to them; stored encrypted on the server.

- Looking up a code returns only the responder’s card, never who else saved it. Code lookups are limited (30 per 15 minutes per network) to stop guessing.
- The QR code holds the card in the part of the web address after “#”, which the browser does not send to the server when the page opens. The card is sent to the server only if the client chooses to save it to their notes.

Tips for responders

- Use a clear title (“Your caseworker”, “Your housing contact”) and put the next step in “**Next steps or details**”, e.g. office hours or what to bring.
- Tell the client that saving is optional, that you will not see their notes, and that the app is free. When your phone number or role changes, turn off old codes and make new cards.