EMERGENCY RESPONSE NOTIFICATION ICON
(ERNI)

The Los Rios Police Department in coordination with the District and College IT Departments is proud to introduce a new desktop tool to help promote a safer work and learning environment. The new feature is the Emergency Response Notification Icon (ERNI), formerly referred to as the "Panic Button." The user can activate ERNI by double-clicking on the icon when he or she is in a situation that prevents them from safely calling the Los Rios Police Department for help. For example, if you are meeting with someone in an office or at a counter and s/he becomes threatening, confrontational, and/or aggressive and you cannot safely break away to call for help, the employee can double-click ERNI. The Los Rios Police Department (LRPD) officers will respond to your location to assist you.
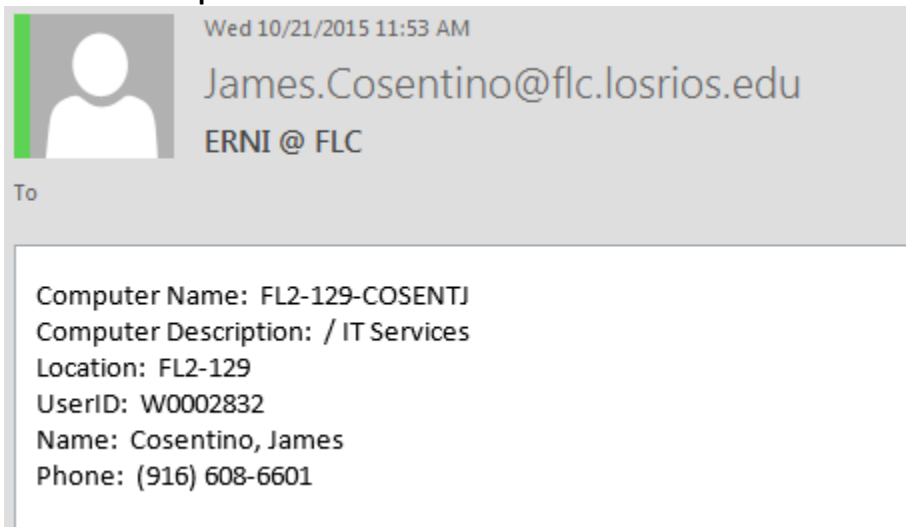
F.A.Q's

- **What does ERNI look like?**   The ERNI looks just like this, a triangle shaped icon with an exclamation point in the center with the label "ERNI":

- **What happens if I double-click it?** It will send an e-mail to the LRPD Call Center alerting them to trouble at your location. Police officers will immediately be dispatched to your location to assist you.
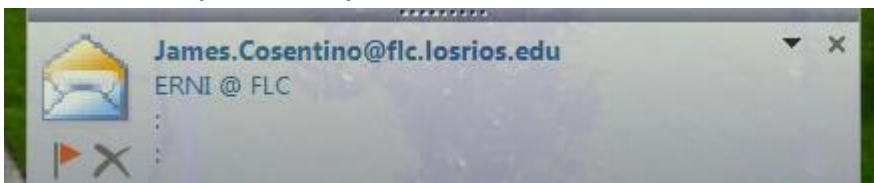
    (Note: Your log in information will identify who you are, but the location information is **specific to the location of the computer.** If you are working in a smart classroom or another location on campus instead of your assigned office area, officers will respond to the computer location, not your office location.**)**

    Here is an example of what LRPD Call Center will see:

- **When should I use it?** The use of ERNI should be limited to those specific situations when you **cannot safely call** the LRPD Call Center. The preferred method of emergency notification is to call **(916) 558-2221**, then press "**0**".

- **How do I know it worked?** You will receive an email. The email will be sent to your Los Rios email account that simply says "**ERNI @ FLC**" in the subject line.

  Here is an example of what you will see:

- **What if I get an error message when I double-click on ERNI?** If there is a problem sending the e-mail message, a popup may appear informing you of an error. If you receive an error message, you can try resending the request by double-clicking ERNI again. If you receive an error message, please notify College IT immediately, or as soon as it is safe to do so, at 608-6561 so they can identify what may have caused the error.

- **What happens if I get the ERNI email and all I did was move the triangle shaped icon on my desktop, or I don't think I did anything?** Please be careful when attempting to move the icon on your desktop. If ERNI is accidentally double-clicked, it will activate. Please immediately **call (916) 558-2221, press "0"** and inform the dispatcher that you activated the icon in error.

Please remember that ERNI is simply a tool to help with your personal safety and that of your coworkers. It is not foolproof and ultimately should not be a replacement for calling LRPD Call Center at **(916) 558-2221** and hen press "**0**"or **911** if you believe the situation warrants it.