

Bay Area Urban Area Security Initiative

**Community Resilience Initiative**

**Community Recovery  
Coordination Platform  
Administration Manual  
December 2025**





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# Administration Manual

## Introduction

### Purpose

As the administrator and owner of the platform, you are responsible for ensuring its reliability through effective troubleshooting and resolution of technical issues. Additionally, you serve as a leader by moderating discussions and facilitating user participation. You play a critical role in identifying potential privacy concerns, assisting users with data removal when necessary, and upholding both organizational policies and applicable jurisdictional compliance standards.

### Definitions and Terminology

**Capability Survey:** A survey where organizations can share their resources and abilities to support needs. often defined by measurable performance objectives and supported by resources, planning, and training.

**Guest:** Lowest level of permission for a Microsoft Teams page. Guests can participate in channels and chats and view pages but cannot change team settings.

**Long-Term Recovery:** Multiyear efforts from across the community to restore, redevelop, and revitalize a community after a disaster.

**Member:** Full participation access for a Microsoft Teams page. Members can create channels and participate in the group. Members cannot delete channels or teams.

**Multifactor Authentication:** A security process requiring two or more verification methods (e.g., password plus mobile code) to confirm a user's identity.

**Owner:** User who has editable access to a Microsoft Teams page. Owners can moderate roles and posts across posts, edit the team infrastructure, manage channels, and participate in Teams functions.

**Request Survey:** A survey where organizations can appeal for resources or assistance to support their work, especially for long-term recovery efforts.

**Unmet Needs:** Requirements or demands that have not been fulfilled and are not currently accommodated by existing systems for recovery or nonprofit coordination.



## Microsoft Teams

### User Roles and Permissions

The administrator is responsible for overseeing group membership management. Teams offers three distinct roles: Owner, Member, and Guest, each defined in the Definitions and Terminology section according to their access levels.

While member inquiries may occur directly, most requests will be submitted via the new member request form. Administrators can adjust notification settings to receive email alerts for new form responses if desired. Upon receiving a completed request form, the administrator should add the individual to the Microsoft team by selecting the three dots beside the Team site name and choosing “Add member” from the dropdown menu. Generally, new members are assigned Guest status. Additionally, moderators have the authority to remove members using the same menu as needed.

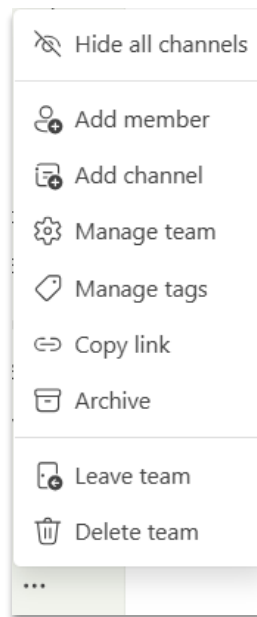


Image 1 Team and Channel Management Dropdown Menu



## Content Management

### Welcome Post

Upon opening the platform, users will find a welcome post in the Posts tab. This channel serves as a forum for sharing information about events or resources, as well as issuing periodic reminders to participants. Should you choose to create new rules or operating procedures, those posts should be pinned at the top of the page to ensure visibility.

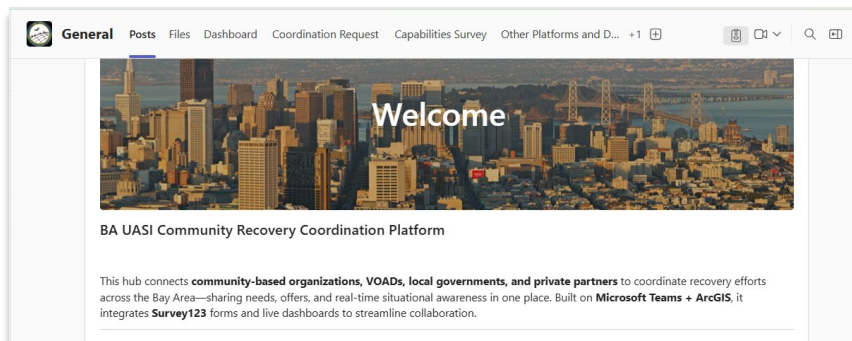


Image 2 General Channel for the Community Coordination Platform

### New Requests

When person submits a new survey request, it generates a post on this page for discussion among participants. Remember to review these posts regularly and tag anyone relevant who hasn't replied yet. If you find duplicate posts or if the group asks for removal, you can also delete them.

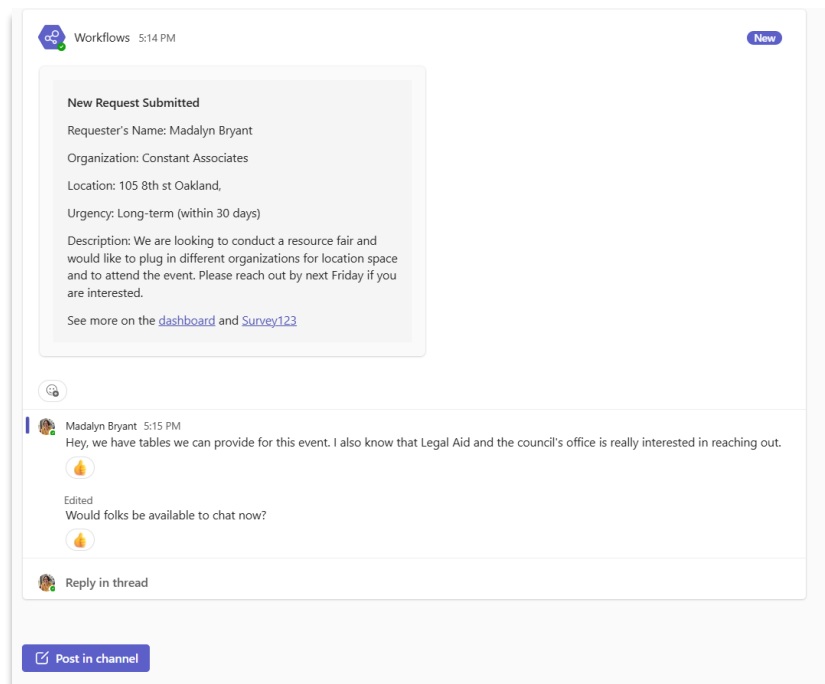


Image 3 Request Survey Post and Discussion



## Creating a Subchannel

It is also possible to establish a subchannel for enhanced coordination among a select group of platform members.

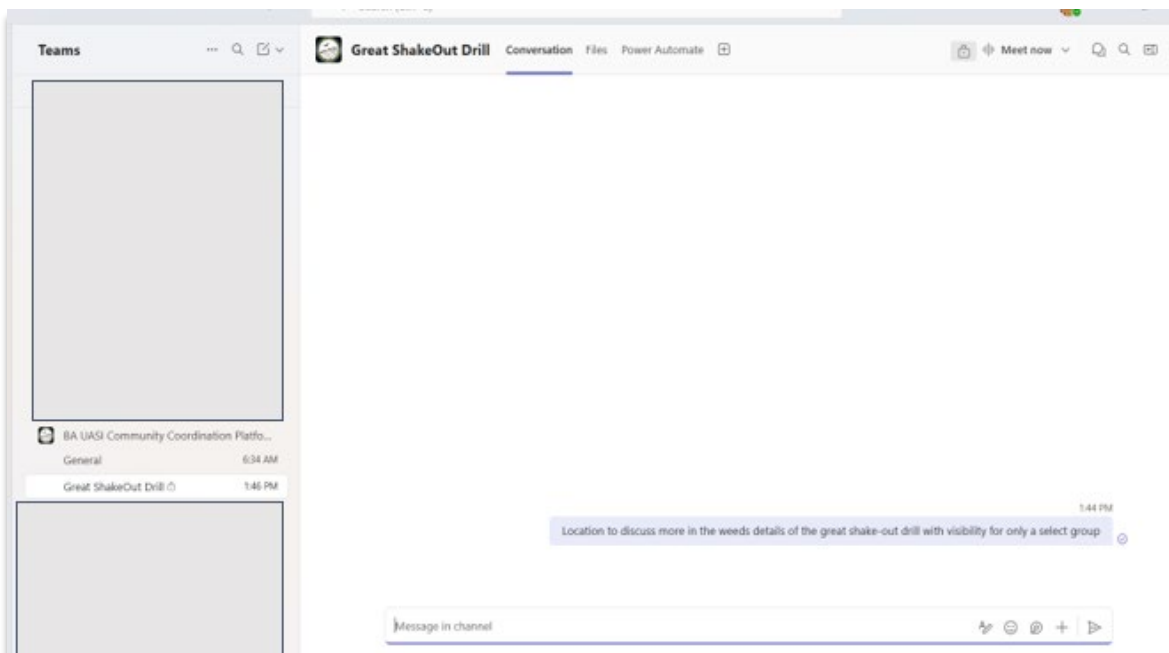


Image 4 Subchannel for the Great Shakeout Drill

## Meet Now

All users have the option to join a call using the 'Meet Now' feature, and you can also schedule meetings for platform members.

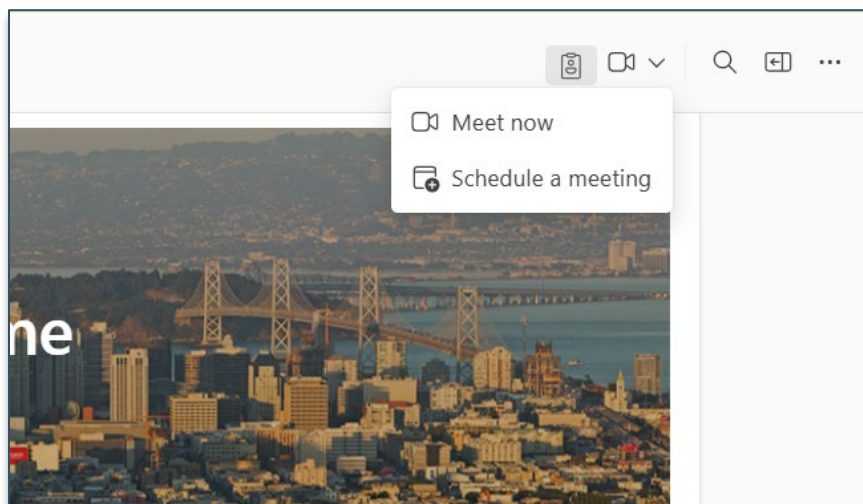


Image 5 "Meet Now" or "Schedule a Meeting" Within the Platform



## Alerts and Notifications

It is recommended that you configure your notification settings to enable timely responses to requests. By selecting the three dots on the general channel, you may customize the frequency and type of notifications for each specific channel.

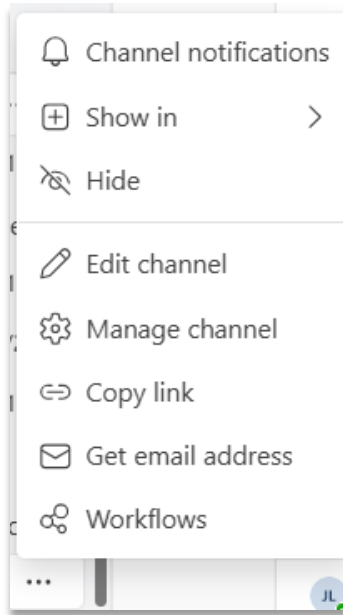


Image 6 Pop-Up Dropdown Window for Each Channel

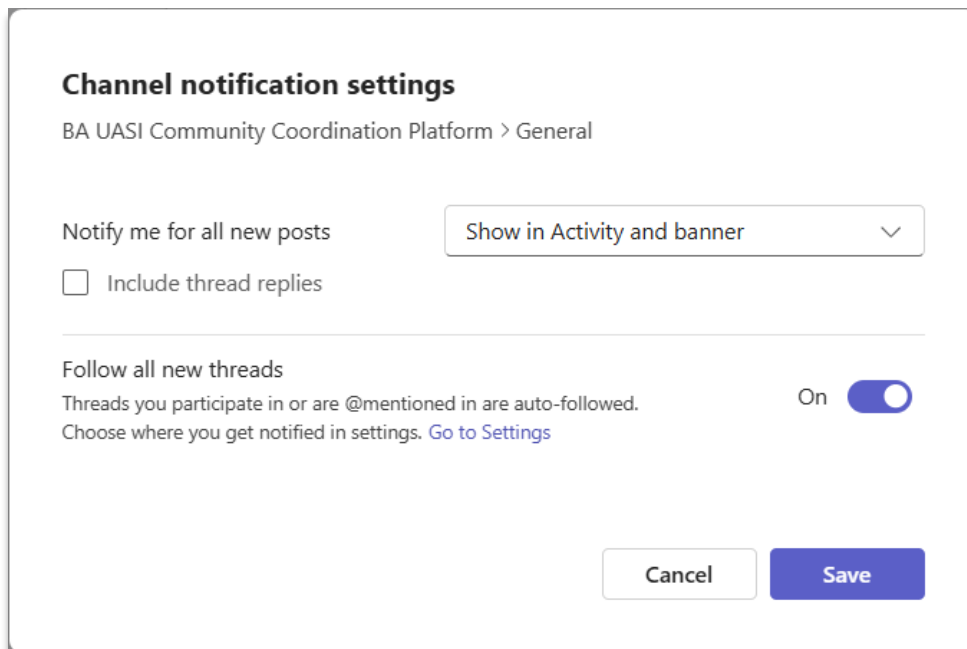


Image 7 Channel Notifications Settings

Notification preferences, including email alerts for missed activities, can be customized in the settings of your Teams account.

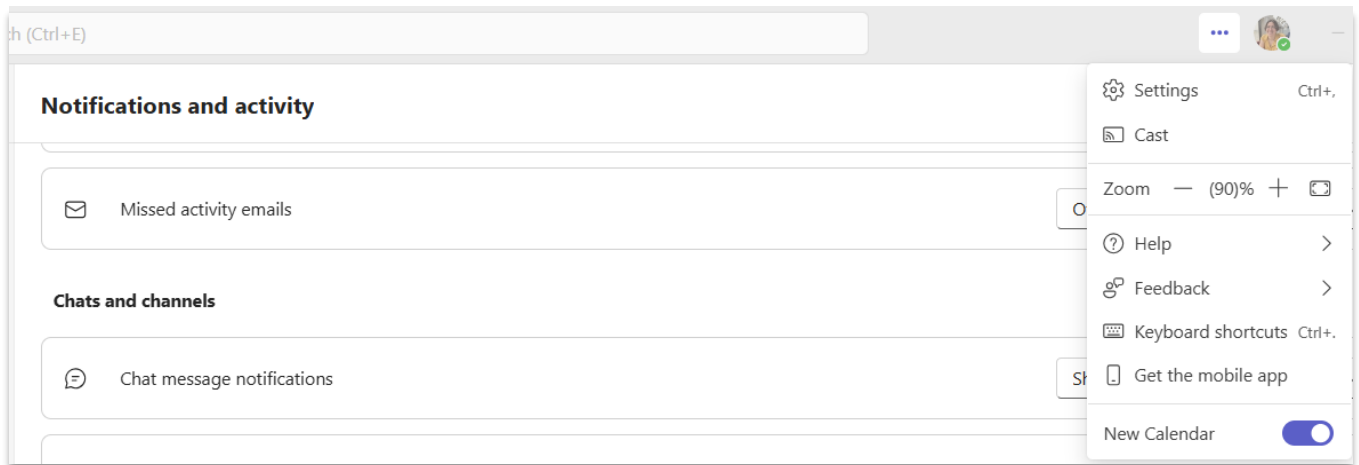


Image 8 Teams Account Settings for Notifications and Activity



## ArcGIS

### Survey 123

The dashboard and ArcGIS include two surveys: one about organization capabilities and another about requests. To correct or delete records, access Survey123, select Data from the top menu, and make your changes.

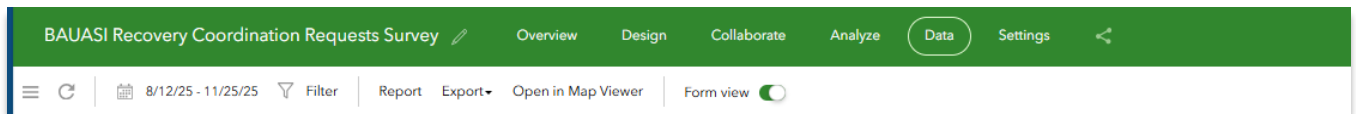


Image 9 Survey123 Headers

Selecting a record opens a pop-up with options to edit or delete the response.

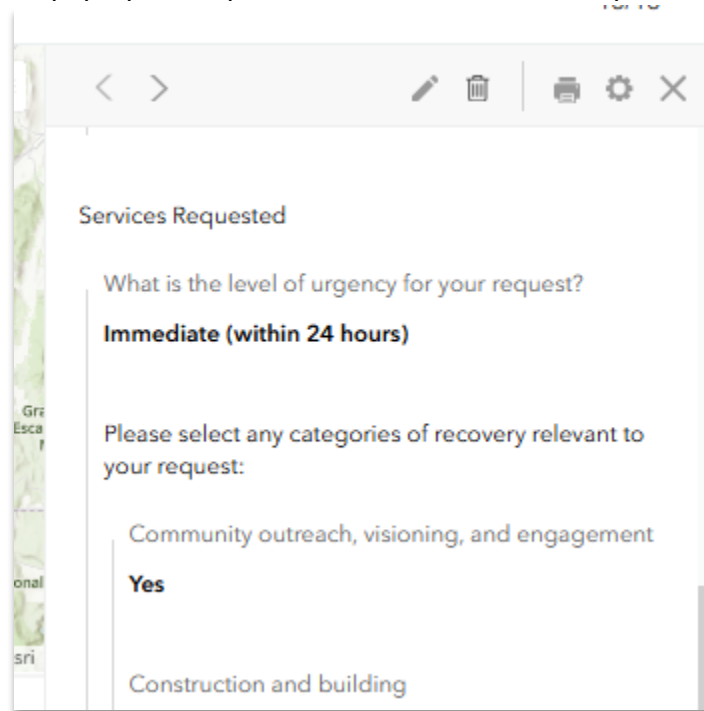


Image 10 Survey Response Menu

Depending on your responsibilities and the platform's configuration under the 'Design' tab in Survey123, you may modify questions as needed, including those related to organizational service areas and specific events.



## Dashboard

### Dashboard Issues

If any issues arise with the dashboard, including those resulting from adjustments to survey questions, it will be necessary to access ArcGIS and make the appropriate edits to the dashboard.

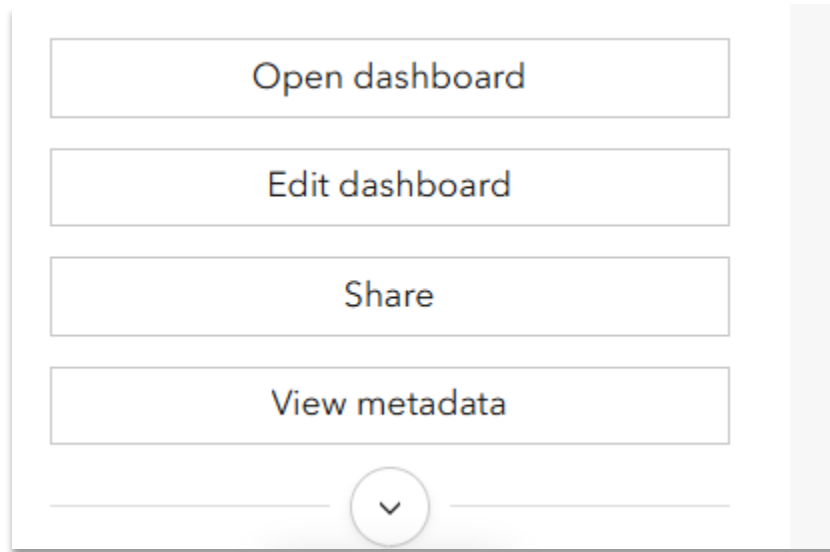


Image 11 ArcGIS Dashboard Menu

### Data Loading

If you encounter a problem with data loading into the platform, please first review the configure data source page to verify that information from surveys and maps is being properly imported into the dashboard.

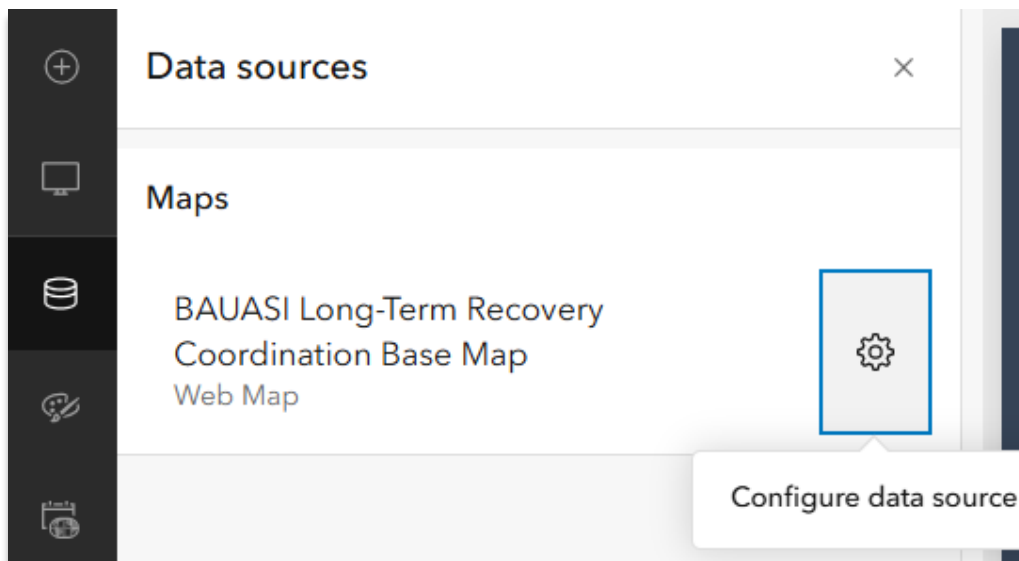


Image 12 Data Sources and Configure Data Source Menu



## Dashboard Adjustments

Alongside essential maintenance updates for the dashboard, minor adjustments may be implemented to enhance the platform's relevance for users. For example, the time range displayed on the dashboard can be modified to filter by specific events or to present only recent and unresolved requests. Please note at this time, this filter exclusively applies to the requests survey.

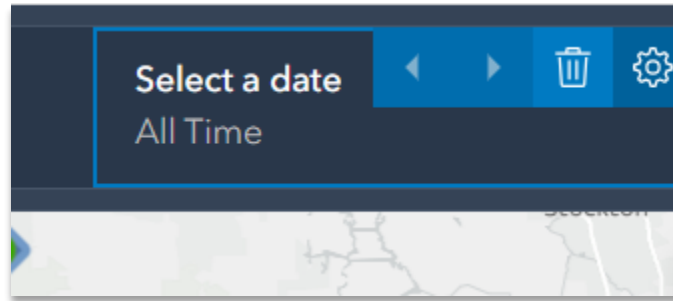


Image 13 Dashboard Date Selector Filter

To modify the format or pop-up elements within the map, please open the map for editing. This will allow you to adjust the fields presented in the dashboard as needed.



## Troubleshooting

If you experience any problems with the platform, you can refer to the blueprint document for guidance on setting up a dashboard. You may also find helpful resources at <https://community.esri.com/>.