Home and Office Emergency Preparedness
Frequently Asked Questions (FAQ)

What is *Home and Office Emergency Preparedness* (HOEP) software?

HOEP is an item inventory, contact management, communication and task management software application program that allows you to record and manage individual, family, group, business and organizational resources for emergency planning and emergency action purposes.

Which individuals and what type of organizations can use HOEP?

Any individual, business, or organization interested in planning emergency protection for themselves and their group can use **HOEP**. Practically, the software can be used for any individual, family or organization of from 1 to 200 people, but larger organizations may also find the software helpful.

What is the design ethos of HOEP?

HOEP is computer software designed to be functional, elegant and uncluttered, yet still provide a plethora of important, integrated and easy-to-use emergency management functions.

What about limited use and advanced program features?

Use as many **HOEP** program features as initially needed for emergency planning and operation. Be as brief — or as detailed — as desired. The advanced program features are always there in "drill down" format to be accessed whenever needed.

What type of protections — and what length of time — does the program allow for emergency planning purposes?

The program allows you to set emergency planning Protection Periods for both Shelter-In-Place and Evacuation, for any specified length of time — from a few days to years.

What are Emergency Items and Management Tasks?

Emergency Items are the assets, food, water and supplies – the physical items – that you assemble for your **HOEP** Emergency Plan. Management Tasks are the actions that you would take for planning, emergency action and recovery purposes.

Do I have to manually create and enter all of the Emergency Items and Management Tasks into the program to complete my HOEP Emergency Plan?

No, **HOEP** allows you to load comprehensive default (suggested) lists which you can then edit for your particular Emergency Preparedness situation. There are also item and task field value lists that you can look up at data entry time to more easily complete your Emergency Plan.

What are Protected Assets and how are they managed in HOEP?

Protected Assets are items of important, unique and/or irreplaceable value which are to be especially safeguarded — or evacuated — during an emergency, such as financial and personal documents, personal photographs and memorabilia, computer data backups, money, coins, jewelry, rare books, art and antiques. Protected Assets are normally important items which cannot be easily replaced — or replaced at all — through insurance coverage. **HOEP** allows these items to be easily organized and tracked.

What about assets used specifically in Emergency Preparedness?

Tools and equipment, clothing and other long-term durable use items used in emergency conditions can be identified and organized in **HOEP** and, if desired, attached to individual assignees (e.g., family or staff member, or employee).

How are water resources tracked?

HOEP automatically calculates water volumes in U.S. Gallons, Liters, and Imperial Gallons based on the water container size and number that you enter. Water weight is also automatically calculated in pounds and kilograms. You can identify — like other emergency items — whether a water item is for Shelter-In-Place or Evacuation and where the item is stored.

Can the weight of all emergency items be tracked in HOEP?

Yes, **HOEP** allows you to record the unit weight for all emergency items. The program will then automatically calculate totals and grand totals on screen and in reports. Knowing the weight of emergency items can be very important for movement, storage, and evacuation purposes. For instance, you may know that your motor vehicle, after passengers, has a cargo carrying capacity of 800 pounds, and knowing the total weight of your emergency items allows you to plan evacuation resources accordingly.

How about Storage Areas for Emergency Items?

Specific Locations and Storage Areas can be identified and emergency items — assets, food, water and supplies — can be assigned to them in both the **HOEP Gold** and **HOEP Platinum** versions. Reports can be run based on the Storage Area.

How does the Sustenance Planning feature work in HOEP?

HOEP allows you to enter the people you want to service and protect (e.g, your family, staff or employees) and the number of days you want to protect them for both Shelter-In-Place and Evacuation purposes. The program then calculates the nutritional food quantity for your food requirement, and the water volume for your water requirement. You can then produce a report and gather the necessary resources. The **HOEP Platinum** version also calculates the original requirement against your food and water item allotment (after you enter your food and item inventory) and lets you know if the allotment meets the original, calculated requirement. You can then adjust your food and water cache accordingly.

What about food specification management?

HOEP in the **HOEP Platinum** version allows you to classify food items by Food Category and Food Type, and to record Serving Size and Servings per Container as well as per-serving calories, protein, carbohydrates and fat, where desired.

What types of Emergency Preparedness contacts can be set in HOEP?

Your Principals (family, staff or employees whom you want to protect in an emergency) can be set in the **HOEP Silver** and **HOEP Gold** versions. All contacts and locations – both for Emergency Preparedness (EP) and regular (non-EP) contacts – can set in the **HOEP Platinum** version. (You can import your entire contact list into the **HOEP Platinum** version, if desired.)

So, can general as well as Emergency Preparedness contacts be entered in the HOEP Platinum version?

Yes, you can enter some or all of your regular individual, company, and organizational contacts – as well as those specifically related to Emergency Preparedness (EP) – into your **HOEP** database in the Platinum version. You can classify contacts in **HOEP** as either regular or EP.

Can you describe Vitals and Physical information functions in HOEP?

Vitals are legal identification information, like full legal name, date and place of birth, citizenship, etcetera, which can be important for reporting to authorities and hospital admittance during an emergency for your family, staff, or employees. **HOEP** provides for recording and reference for this important information. **HOEP** also provides a Physical screen for complete physical descriptions which can be important for both general reference and, for instance, where you need to provide a description and background for a missing person or lost child.

What about Health and Medical information?

HOEP allows you to record key health and medical information in the HOEP Platinum version for each Principal. Medications and treatments — like prescription medicines — can then be easily referenced during an emergency, either at home or after evacuation.

How are companies, organizations and evacuation locations organized and reported?

You can enter companies, organizations and evacuation locations in the HOEP Platinum version and attach person contacts to them, and run reports based on a specific company, organization or location. You only need to enter a company, organization or location once and can then attach as many contacts as needed.

How does HOEP set key and timely information about locations for emergency travel or other actions?

HOEP allows you to record geographic coordinates and set unlimited Web links for contact locations for satellite views, weather information, road conditions, security information and other purposes.

How do the email, Web site, and phone links work?

You can record an unlimited number of email, Web site, and phone numbers for each individual contact, including address and phone numbers for home, work, company, school, mobile, shop, garage, vacation home, etcetera. **HOEP** uses auto-connect/auto-launch features to automatically launch an email, connect to a contact's Web site, or autodial the Contact. [Existing email and Internet browser programs have to be installed for auto-connect/auto-launch functions. A computer modem connection is required for the Autodial function.]

Can I identify vehicles in HOEP, and if so, what type?

You can record and track key information for all types of vehicles, including cars, boats, aircraft, motorhomes and ATVs in the in the HOEP Gold and HOEP Platinum versions. Once basic information is entered, **HOEP** will automatically calculate the minimum and maximum fully-fueled travel range for each vehicle. You can also identify all of the emergency items — assets, food, water and supplies — that you store in each vehicle.

What additional features exist for communication management?

Manage Flight, Marine, HAM and CB radio and other communication types, including cell phone and broadcast television, for contact management and scheduled monitoring purposes can be recorded in all versions.

What is a HOEP Action Message?

A **HOEP** Action Message is a specially formatted email that can be sent to one person or group of people advising them of your current status during an emergency, and requesting additional actions or assistance, as necessary. The Action Message is excellent for quickly advising family members and employees, near and far, of your current situation, and asking them to either take specific immediate action or wait until the emergency period has passed before contacting you. The **HOEP** Action Message is available in all versions.

What is the Emergency Event Diary?

The **HOEP** Emergency Event Diary in the **HOEP Platinum** version allows you to chronicle emergency event information when and after an event occurs, by day and time, providing a detailed record for any emergency.

How does the reporting feature work in HOEP?

There are more than 40 different reports that you can run in the program, and specific report selection criteria can be entered for many reports before the reports are started, allowing you to narrow your reporting query. The reports can be displayed on-screen, printed, sent to file in various file formats, or sent to file and attached to an outgoing email.

How does HOEP integrate with other contact management software like Microsoft Outlook® and Internet browser software like Microsoft Internet Explorer®?

HOEP incorporates a separate database and integrates communication functions. **HOEP** does not utilize full, native built-in email or Internet browser functioning, but rather works in conjunction with those programs, when desired. (**HOEP** can be run independently without Internet connectivity, but functions best with an email program and Internet browser as adjuncts.) Email and Web sites can be launched (called) from within **HOEP** as long as you already have an email program and Internet browser installed.

Can I import data into HOEP?

Yes, you can import contact and other data from ASCII text files, spreadsheets or other programs for many data storage areas of **HOEP**. Spreadsheet templates are provided with **HOEP** to help you properly format your data for import.

Can I export information from HOEP for use in spreadsheets and other software application programs?

Yes, you can export information, in ASCII or Excel spreadsheet formats.

Is there an auto-synch feature for HOEP to link with other contact management software, like Microsoft Outlook®?

No, there is not currently an auto-synch or auto-add function. However, you can both import and export most **HOEP** contact information, including basic contact information, as mentioned before, through the data import and export screens.

How large can an emergency preparedness database be?

Maximum space for your data (for each database) is 2 gigabytes – which should be more than adequate space for most personal and small-to-medium size business use.

How many databases can I have with HOEP?

Most people may find one database adequate for both personal and business emergency preparedness purposes. However, you can create as many emergency preparedness User Databases (UD) as desired. For instance, you could dedicate one database for home use, one for your business, and another for your club or organization.

Can I retain my original data if I change HOEP versions?

Yes, you can attach your information database from one version – Silver, Gold or Platinum – to another version. So, you can test different versions, and upgrade or downgrade to the version which works best for you.

Can multiple users in a family or business share the same HOEP database from separate computers?

Yes, you can place a HOEP database in a shared computer file folder or network file server and allow multiple users to enter data or retrieve information from the same database, and from the same or different versions. For instance, you can have each member of your family enter their own emergency items and emergency tasks in a shared database, and produce both individual and combined reports. Or, you could task several employees to emergency preparedness data entry in your business. [Note that the HOEP *program files* need to be installed on each computer accessing the database, and a separate HOEP program license is required for each program installation or virtual computer use.]

What type of login and database security does HOEP provide?

HOEP is designed for quick and easy access and does not incorporate database user password login for the program. HOEP database security can be established through computer, file folder and network security configuration, when desired. See your Microsoft Windows®️ documentation or network administrator for more information on computer system security.

Is there a Help and training system with HOEP?

HOEP is very intuitive and user friendly, but there is also an integrated Setup and Operation Introduction system, regular program Help System, and an audiovisual Tutorial for general information and quick program familiarization.

Can I "test drive" HOEP?

Yes. You can download one or more of the HOEP versions and use them for 21 days without charge before you decide to purchase (Beta users are provided unlimited use without charge, but still must register). All features in all versions are enabled.

How is HOEP licensed?

HOEP is licensed per physical (hardware) or virtual computer workstation. The license is machine specific. Multiple users can use the software non-concurrently at one computer on one license, but an additional license is required for each additional computer that the HOEP

program files are installed on or used from. A new license or license transfer fee is required if the originally licensed program is installed on another computer, or if major hardware component changes (e.g., a new computer hard drive) are made on the original computer.

What are the technical support resources for HOEP?

HOEP is extremely well designed with expansive, built-in Help and Tutorial functions where you may find most if not all of your program questions answered. Contact Info@ChrysSoft.com by email for additional assistance, as needed. Chrysanthemum Software responds via email to technical questions from registered users as priority. Other questions are welcomed and responded to as quickly as possible.