

83PUBSEC - Leading Through Change: Disaster and Pandemic Response Lessons Learned

Top 20 Questions & Answers

1. **Q: I'm wondering if anyone has deployed SmartSheet in active incident management for large scale immediate disasters. More like an explosion or mass shooting or hurricane?**
A: We have several examples of Smartsheet being deployed in emergency management situations. Please reach out to your account team to learn more. Unfortunately, we can't name specific customers for security reasons.
2. **Q: Has Smartsheet been used to get different emergency centers up and running?**
A: Yes, we have seen customers use Smartsheet to setup emergency centers to distribute much needed goods. We have also had customers use Smartsheet to setup COVID-19 testing centers and scheduling of tests.
3. **Q: Can people outside of my department use Smartsheet?**
A: Yes! Anyone can use Smartsheet, even if you are not in the same department or same Smartsheet plan. All it takes to collaborate with others is sharing them to what you're working on.
4. **Q: Can I make Smartsheet public facing?**
A: Yes! You can publish dashboards and put them on your website if you would like.
5. **Q: I've never thought of using Smartsheet during an emergency. What is one of the main reasons people do so?**
A: The flexibility of Smartsheet allows people to quickly change their solution as situations change and it is a no-code solution.
6. **Q: How do your partners use Smartsheet if they are not licensed users?**
A: One of the biggest benefits of Smartsheet is that free users can login and use Smartsheet. That means you can share with people outside of your organization. If you are

worried about security, you can choose which domains you share with if you are on the [Enterprise plan](#).

7. Q: How do you get something built very quickly? Especially if you're facing an emergency situation.

A: Smartsheet has a fantastic [Learning Center](#) full of help and how-to articles. There is also the [Center of Excellence](#) where you can find specific training sessions to increase your own knowledge and get Smartsheet Certified. If time and capacity are barriers to building a solution yourself, Smartsheet has a dedicated [Consulting Team](#) that can assist in building a solution. Contact your Account Team if you have more specific questions.

8. Q: Did you meet any resistance when moving to Smartsheet? What is the best way to get my team on board with a new platform?

A: Teams typically get excited when they see how Smartsheet helps them streamline communication and decrease the number of check-in meetings. Other tips include utilizing the [update request automation](#), where users can respond from their email, utilizing [Conversations](#), and signing up for [Smartsheet's mobilizer kit](#) to receive audience dependent messaging.

9. Q: How do you get a Smartsheet user group started?

A: There are many different ways to get a user group started. We recommend taking a look at the [Smartsheet Mobilizer Kit](#) and contacting your account team with any questions.

10. Q: As an experienced Smartsheet user, what is the best way for me to help others get started?

A: The easiest way to get new users started in Smartsheet is to get certified through [Center of Excellence](#), watch webinars in the [Help and Learning Center](#), use templates from our [Solution Center](#), or contact your account team to discuss purchasing a Launch package to work with a Smartsheet expert.

11. Q: If I'm working with different groups, how do I ensure that I'm not accidentally sharing sensitive information?

A: Smartsheet utilizes a number of different [sharing permissions](#) that allow or prevent users from editing and sharing their work. Additionally, the Smartsheet premium app, [Dynamic View](#), is a great way to maintain control and limit access across multiple groups to ensure sensitive material is not accidentally shared.

12. Q: What is the best way to manage the distribution of supplies using Smartsheet?

A: There are several ways to do this, but we highly recommend using [barcode scanning](#) with the mobile app. This is part of every Smartsheet plan, so you can get it up and running at no additional cost.

- 13. Q: What is the best way to connect with other customers using Smartsheet for disaster management?**
- A: Please submit your questions and requests to connect with other customers on our [Smartsheet Community page](#).
- 14. Q: The solution I would like to build would use sensitive patient health information. Legally, can that be done in Smartsheet?**
- A: Yes! With [Smartsheet's Enterprise plan](#), you can work with your account team to make sure you are HIPAA compliant and have a Business Associate Agreement (BAA) in place. Additionally, Smartsheet works with state government agencies across the United States and the federal government that utilize [Smartsheet Gov](#) — a secure, enterprise-grade platform made for government agencies and built on AWS GovCloud (US), which is FedRAMP Authorized.
- 15. Q: Will Smartsheet integrate with my mapping software?**
- A: It depends on the software you are using. [Smartsheet has an open API](#), so if the mapping software has an open API, it may be possible. If you are wanting to move data from your mapping software into Smartsheet, you may also consider [Data uploader](#). Information on all of our integrations can be found [here](#).
- 16. Q: What is the best way to backup my Smartsheet data?**
- A: Instructions on how to backup your data can be found [here](#). You can also work with your Smartsheet Administrator and IT team to setup the Smartsheet [backup tool](#).
- 17. Q: How did you know what formulas to use to set-up your metric sheet and dashboard widgets?**
- A: A list of commonly used Smartsheet formulas can be found, [here](#). Additionally, the session, “The Only Two Formulas You Need to Become a Data Ninja” from this year’s ENGAGE breakout sessions discussed key formulas for building out your dashboard. You can access that content, [here](#).
- 18. Q: A lot of my staff, especially for disaster management, work in the field. Can Smartsheet still be accessed remotely?**
- A: Smartsheet will not update in real-time while offline, however, dashboards and other assets can still be accessed. Smartsheet has a [mobile app](#) that can be used when you don’t have access to your desktop.
- 19. Q: Can you access forms from the mobile app?**
- A: There are a few different ways to access a form through the app. This [help article](#) explains the different ways to do so in the Smartsheet iOS mobile app. This [help article](#)

explains how to do so in Smartsheet Android mobile app. You can also [embed Smartsheet forms](#) on Smartsheet dashboards and access the dashboard through the mobile app.

20. Q: If I want to see just the most recent form submissions in a sheet to get updates on different facilities during an emergency, what formula should I use?

A: Depending on your use case, you will probably need to create a new sheet and use a [cross-sheet](#) index match formula. [Click here](#) for more details on writing formulas. Here is an example:

```
=IFERROR(INDEX(COLLECT({Facility Open}, {Facility Name}, ${[Facility_Name]1}), MATCH(MAX(COLLECT({Date submitted}, {Facility Name}, ${[Facility_Name]1})), COLLECT({Date submitted}, {Facility Name}, ${[Facility_Name]1}, 0)), 1)
```