

User Manual for

Who's Responding App

iOS, Android & Windows



FluentIMS

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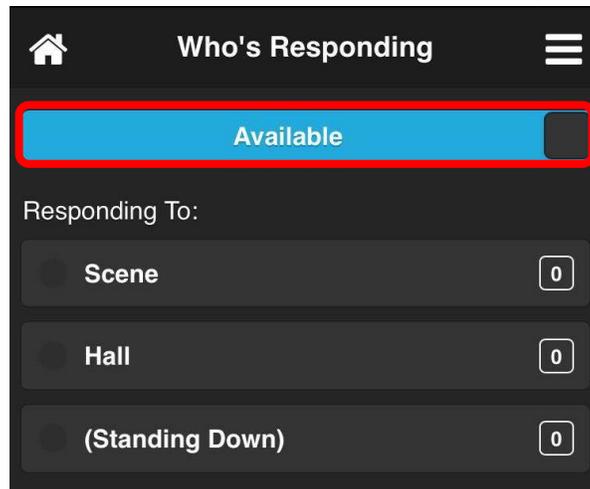
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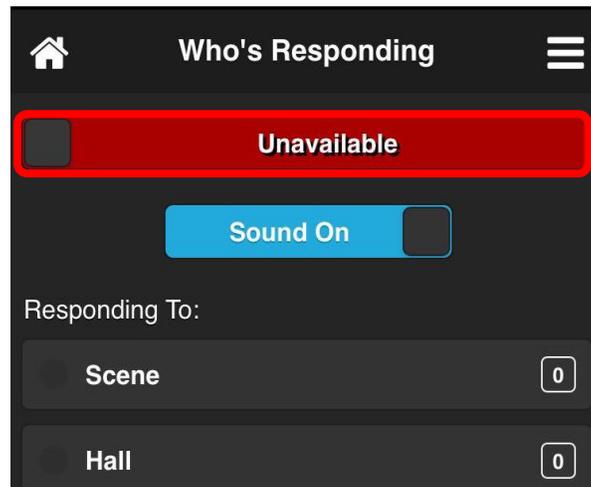
Setting Availability

Who's Responding allows you to display your availability to your department. The availability options include: **"Available"**, **"Unavailable"**, and **"On Duty"**. Availability status will default to available until it is altered.

1. If the home screen looks like the example below, the user's status is set to **"Available"**, as displayed by the blue toggle.

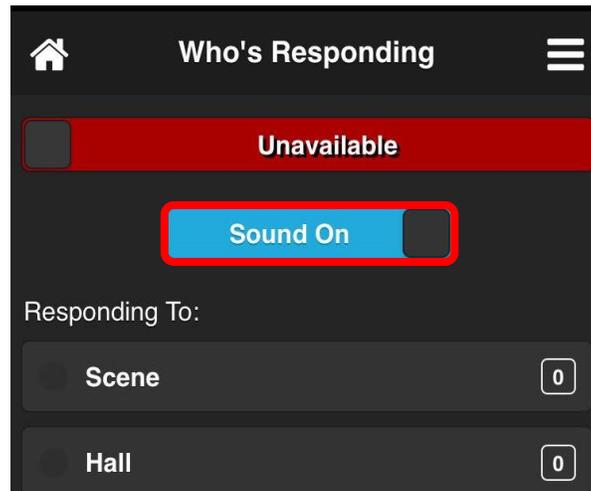


2. To change status to **"Unavailable"**, simply slide the blue **"Available"** toggle, and it will change to red, displaying **"Unavailable"**.

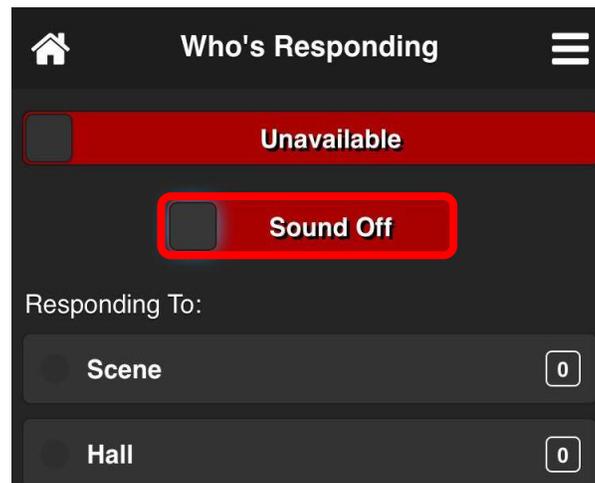


Setting Availability, Continued

- When setting availability to **“Unavailable”**, users can choose to still receive sound alerts from the app, or mute all sounds while unavailable. By default, the sound alerts will be enabled while unavailable, as displayed by **“Sound On”**.



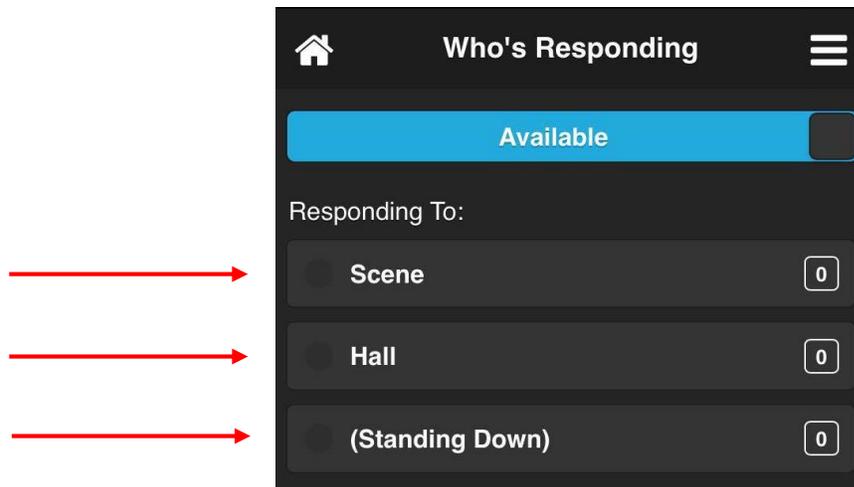
- To mute all sounds while unavailable, simply click the blue **“Sound On”** toggle, and it will change to red displaying **“Sound Off”**.



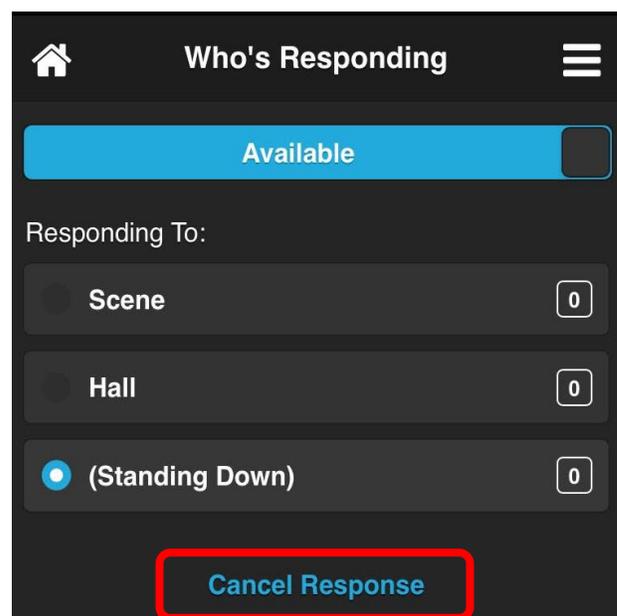
Responding To: Options

Who's Responding gives members the ability to report that they are responding to an incident. In addition to this, it allows them to indicate which location they are responding to (for example, a firefighter may indicate that they are responding to the hall/station or directly to the scene). This feature generates a real-time list of all responders, ensuring that educated decisions, such as mutual aid requests, can be made promptly.

1. From the home screen, these three default responses can be found: **“Scene”**, **“Hall”** and **“Standing Down”**.

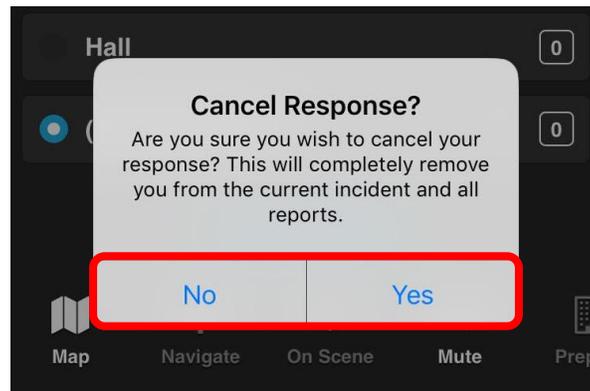


2. **“Responding To:”** options are customizable. If you have additional options you would like added for your department, please contact the Who's Responding team: support@fluentims.com
3. The app features a **“Standing Down”** button to allow members to cancel their response. It is a two-stage process, which requires users to select standing down from the home screen, then an additional **“Cancel Response”** button to cancel the response. Here is an example of the button that appears:



Responding To: Options, Continued

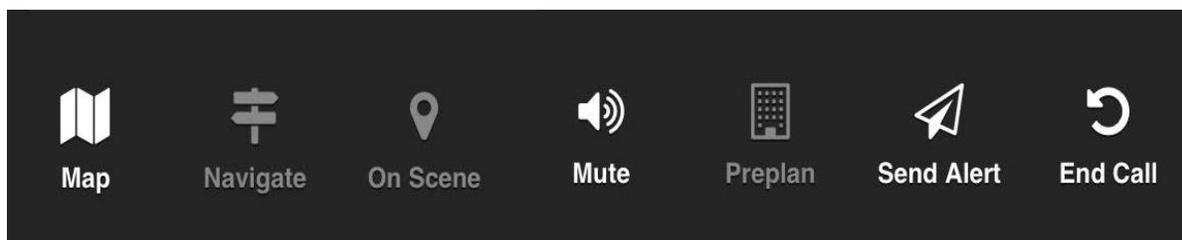
- Once the **"Cancel Response"** button is selected, members will be presented with a pop-up to finalize their response. Selecting **"No"** **will not** cancel the member's response. Selecting **"Yes"** **will** cancel the member's response, removing the users from the current incident and will clear all reports. Below is an example of the pop up.



- Reports** - After each callout, an e-mail report is sent to any member with the specified permission, indicating who responded to the call, and any messages that were sent during that call.

Menu Bar

Below is a description of the sliding menu available on the home screen. Shortcuts for features and functions can be found in this menu. Please note that some features are permission based, and so may not be available on your access level of the app.



Map - Who's Responding offers several map-related features that ensure you and your department can gather pertinent information about the scene, the resources available, or possible detours relevant to each individual call.

Navigate - When the location of a callout is known, Who's Responding can provide turn-by-turn directions from the user's location to the location of the call. The Navigation feature is complete with voice prompts, just like the GPS in a car, which saves valuable time otherwise spent searching for the destination. (When the location is unknown, the button appears grey and the feature is unable to be used, as displayed in the above example.)

On Scene - When a member arrives to the scene of a call, they can press the "On Scene" button to alert other members that they have arrived. This feature provides members with the opportunity to plot the location of the scene for other members. When a member chooses to plot the location, a marker is shown on the map and turn-by-turn directions to navigate to the exact location become available to all responding member's phones. In addition to this, voice prompts can be enabled for hands-free navigation.

Mute - If you are in a situation where you do not want any noise disruptions from the app, click the "Mute" button.

Preplan - Who's Responding grants specified members access to any preplans/documents associated with an address (uploaded for an organization). If the address is known for an incident and a preplan is available, a convenient one-touch button is highlighted allowing direct access to the preplan. It should be noted that preplans are a read-only, permissions based feature. Additions and edits of preplans are completed through the web-based control panel. In this example, the user has not been granted access to view the preplan.

Send Alert - Dispatch alerts can be sent from the "Send Alert" button on the home screen. The user will need to slide the menu to the left to locate the button. Both "Send Dispatch Alerts" and "Send Alert" are permission based features.

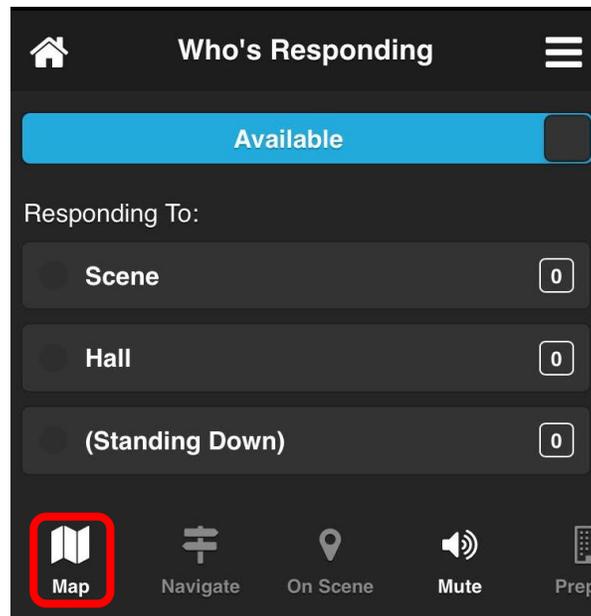
End Call - When a call is complete, users can close the active incident by selecting "End Call". Alternatively, 30 minutes (or your department's customized time setting) after the last user interaction the incident will be closed automatically, and cleared from the home screen. A total history of calls can be found under "Dispatch Msg." on the top right of the "Settings" menu. "End Call" is a permission-based feature.

Map

Who's Responding offers several map-related features that ensure you and your department can gather pertinent information about the scene, the resources available, or possible detours relevant to each individual call.

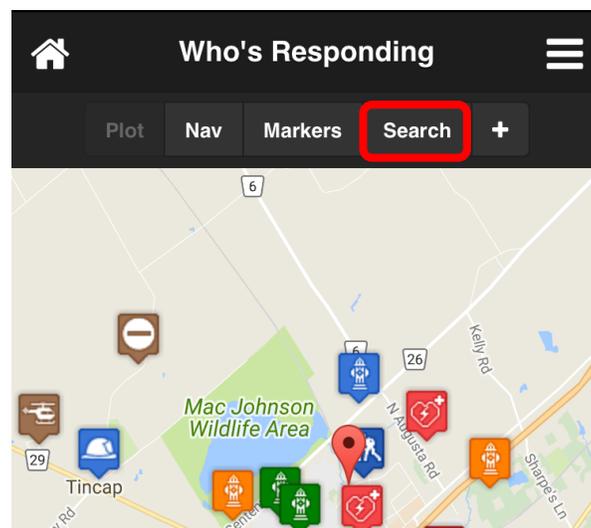
Locating the Map

1. The location of the **"Map"** feature is highlighted below.



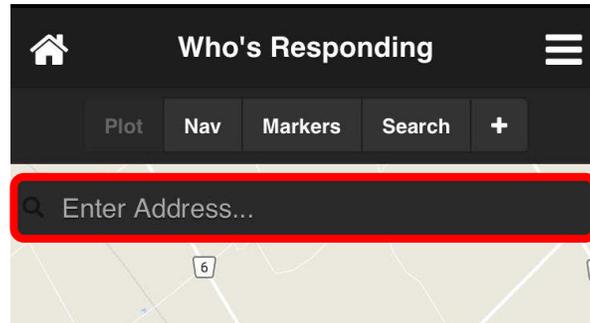
Searching the Map

1. To search for a specific address, select the **"Search"** button from the bar above the map, as highlighted below.

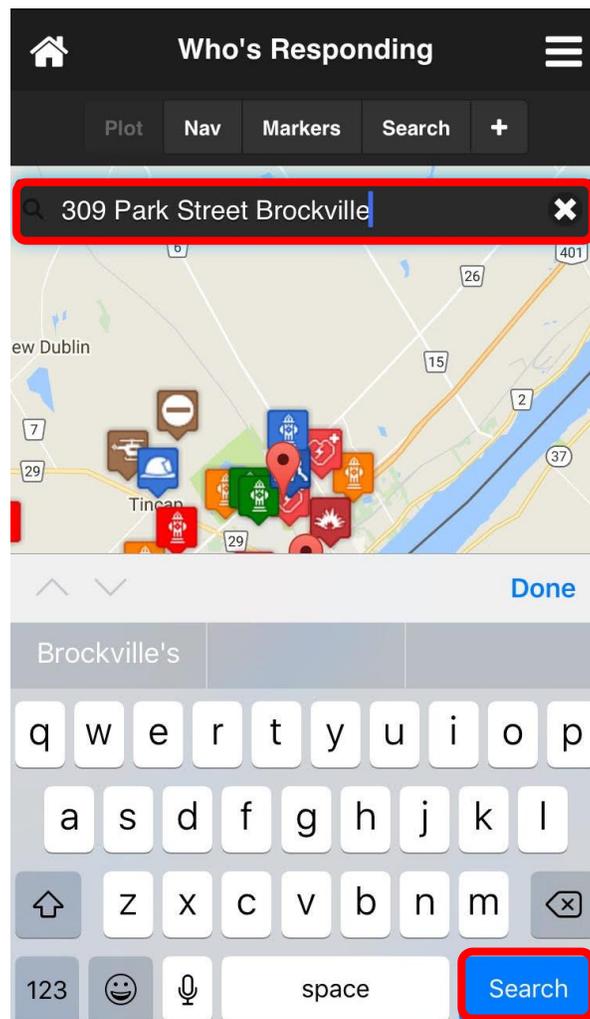


Map, Continued

- When the **"Search"** button has been selected, a search bar will appear:

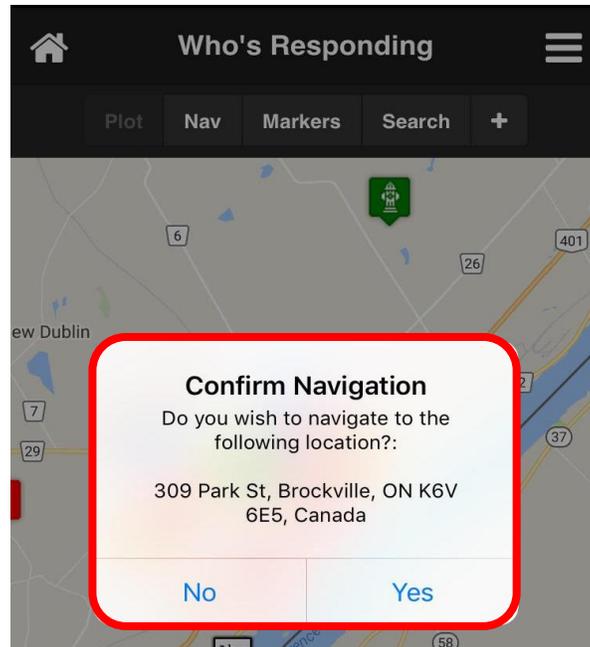


- Type the address into the search bar and select the **"Search"** button in the bottom right corner of the keyboard.

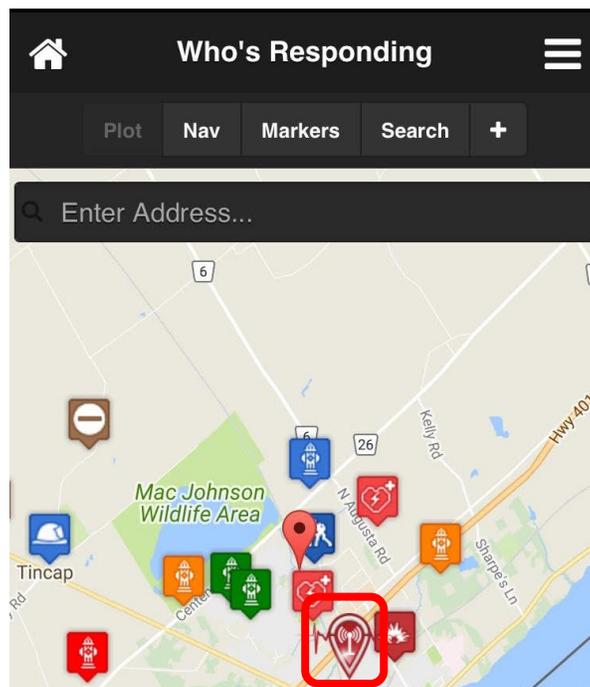


Map, Continued

- When the address is entered, and the **“Search”** button is selected, a pop-up will appear confirming the address:



- Once confirmed, a marker will be placed on the map at the address that was searched:

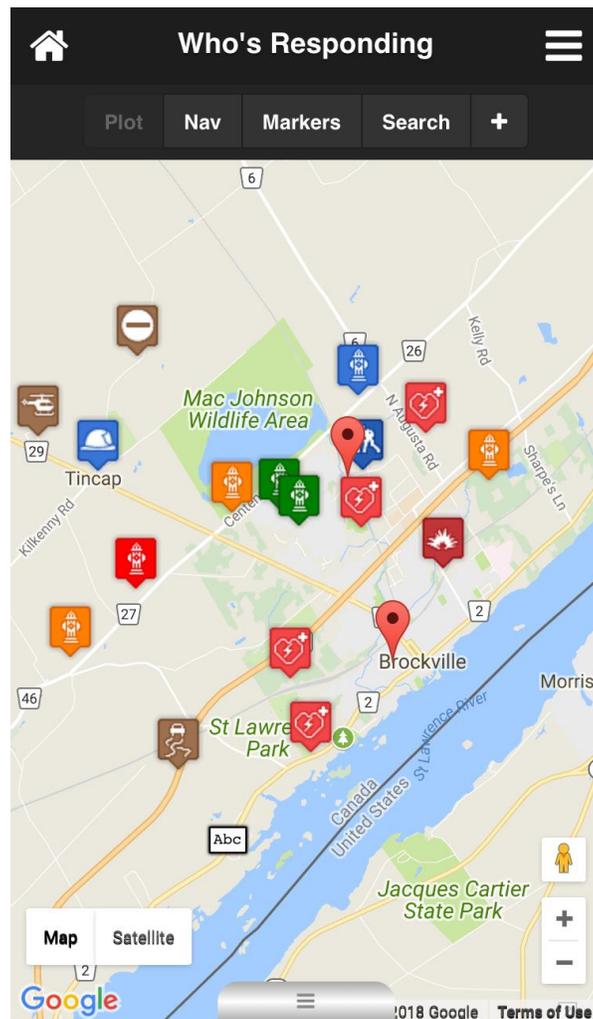


Map, Continued

Map Markers

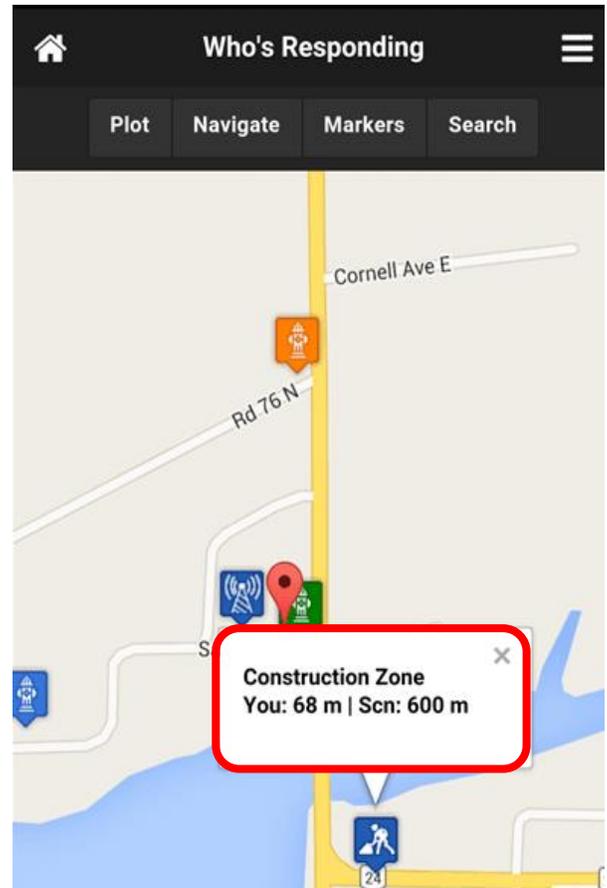
Who's Responding provides the ability to place markers on a map. This would be useful for departments to mark the locations of water sources, AEDs, road works, etc. Each marker is customizable, with the ability to have a selectable icon and caption. During a response, users can easily click on any water source and get the "as the crow flies" distance from scene to water source.

Upon selecting the **"Map"** button, a view of your area will appear. Markers that have been plotted for your area will be visible. An example is below:



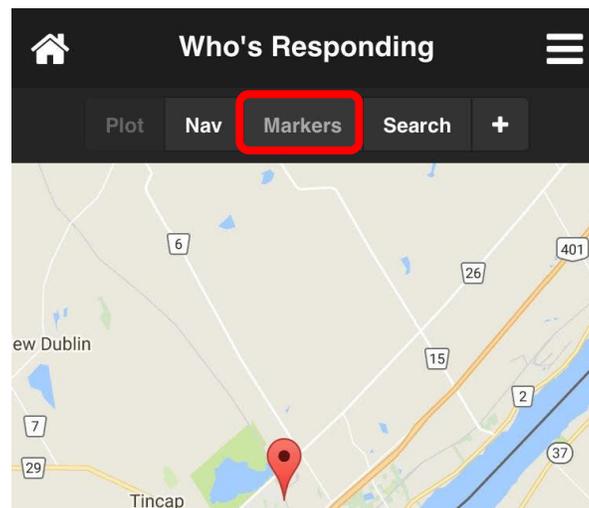
Map, Continued

Selecting a map marker will display the distances between the marker and the user, and between the marker and the scene. This feature provides crucial information to users. An example could be to determine the nearest hydrant to a burning building. Here is a display of distances between the user and the marker, and/or the scene and the marker.



Hiding Map Markers

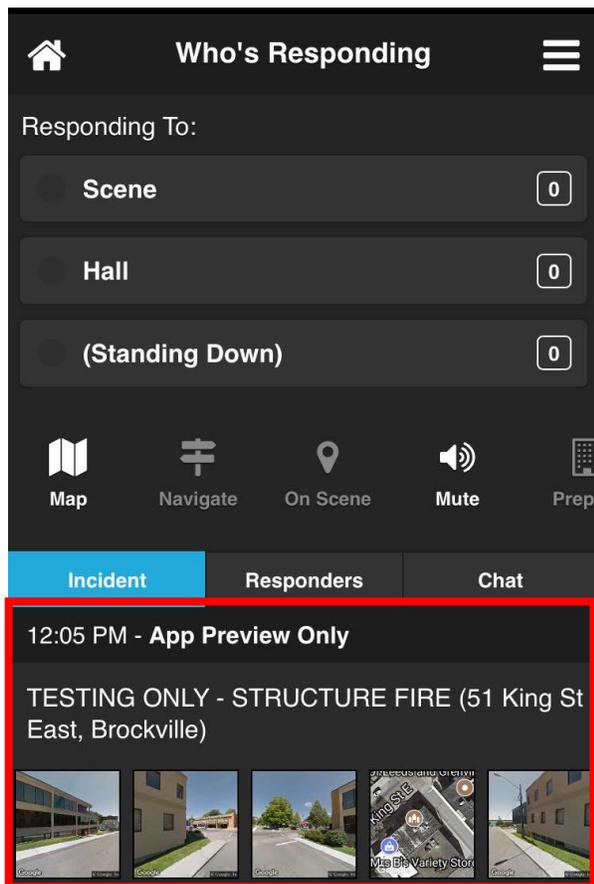
To hide the markers from disrupting the map view, simply select the “**Markers**” button from the bar above the map. Unselect the “**Markers**” button to have them reappear. Below is where to locate the “**Markers**” button.



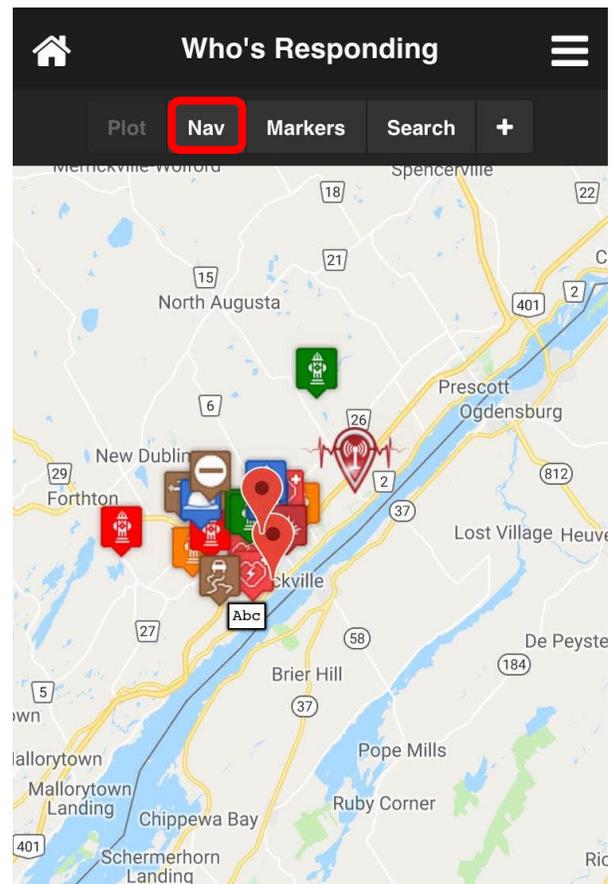
Navigation

When the location of a callout is known, Who's Responding can automatically provide turn-by-turn directions from the user's location to the location of the call. The **"Navigation"** feature is complete with voice prompts, just like the GPS in a car, which saves valuable time otherwise spent searching for the destination.

1. When there is an active incident, it will appear where highlighted below. Click the incident. In the next window, a map of the incident will appear. Click the **"Nav"** button at the top of the page.



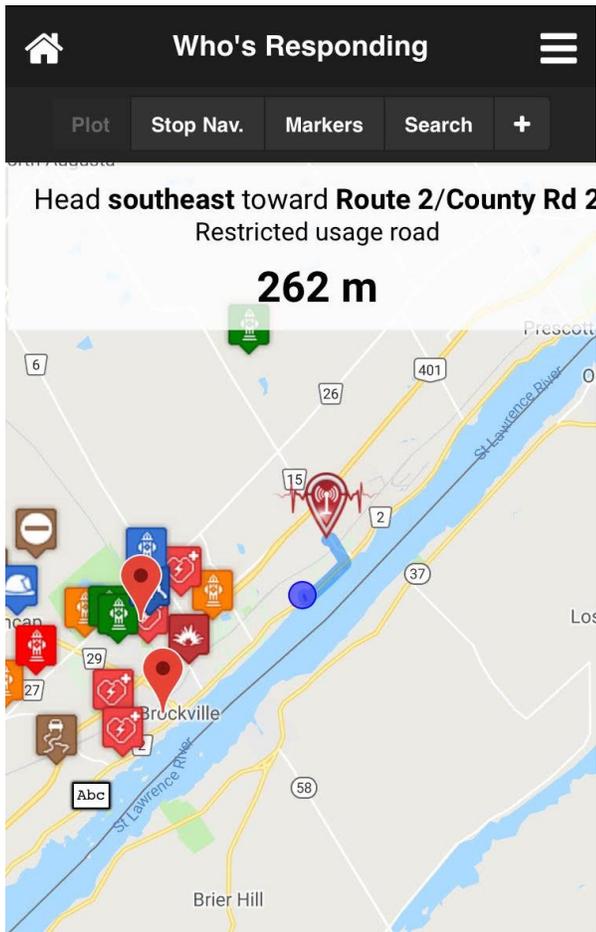
Incident – This is where the active incident details and pictures are located



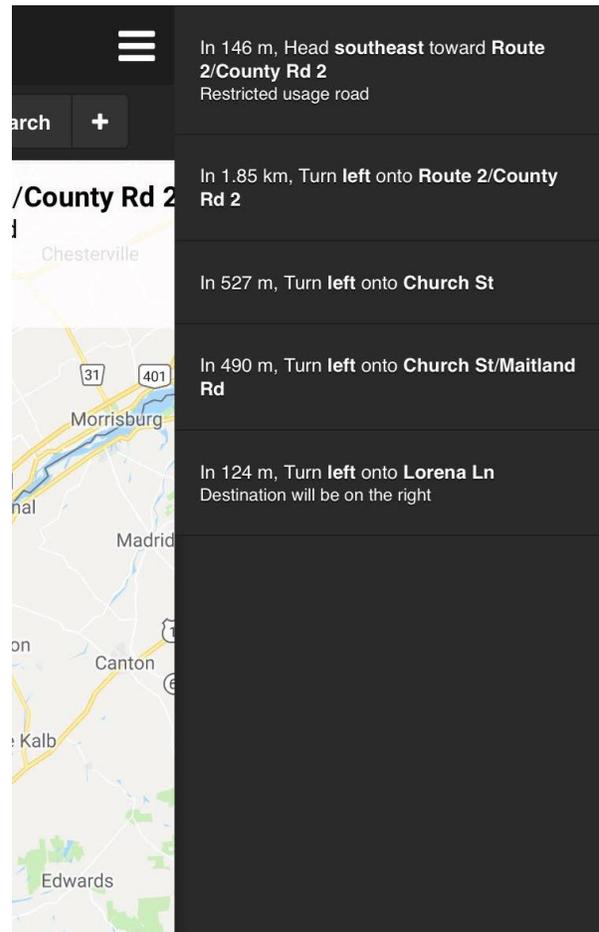
Navigation – Click the **"Nav"** button highlighted at the top of the screen to begin

Navigation, Continued

Upon selecting “Nav”, the app will begin providing turn-by-turn directions to the scene. It will appear as shown below on the left. If an overview of the directions is desired, simply tap anywhere on the screen to access a detailed overview. An example of this detail screen is provided on the right.



Turn-by-turn Directions – An example of turn-by-turn navigation



Overview of directions – An example of an overview of directions

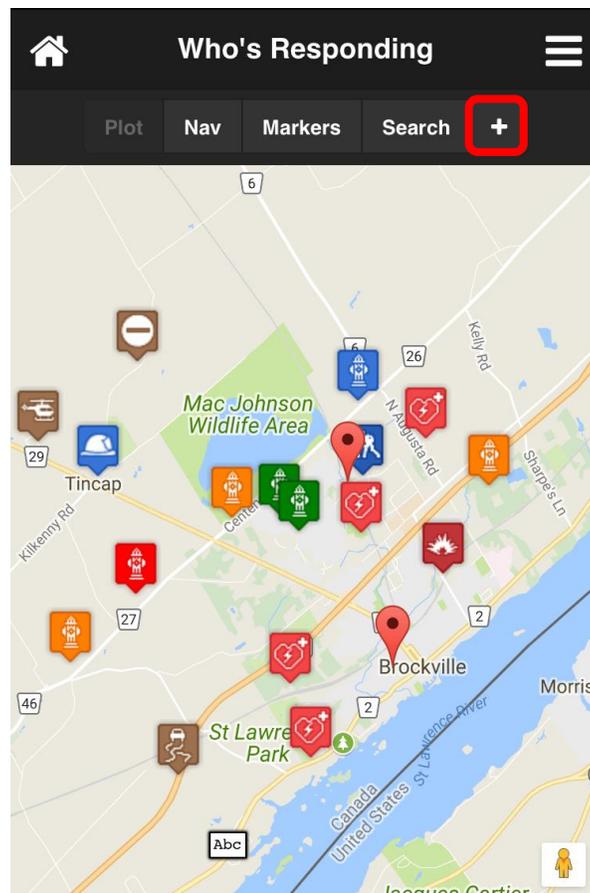
Map Marker Editing

Plotting markers

Plotting markers is a permission based feature, meaning that only members who are granted access can add, edit, and delete map markers. We can also work with you to bulk-import a data file if you have a large quantity of markers to add.

To Plot a Marker:

1. Select the “+” button on the top bar of the map show here:



(Continued on next page)

Map Marker Editing, Continued

2. When the "+" button is selected, the following pop-up will appear:

Edit Marker ✕

Marker Type

Use a **Map Marker** to plot icons on the map, such as fire hydrants, hazards etc.
Use a **Reference Marker** to plot the location of references such as mile markers.

Map Mkr. Ref. Mkr.

Marker Name

Icon

Position

Map Satellite

Google Map data ©2018 Google Terms of Use

Use Current Position | Use Map Center

Co-ordinates 44.649769, -75.789872

Save

Delete

Icon Selector – Slide to the left to view available icons

View – Toggle between Map and Satellite view

Map – Move the map by dragging it with your finger

Delete – Discard the marker and its' information

Marker Name – Enter the name of the marker. For example: Fire Hydrant

Zoom – Zoom in with the "+" button. Zoom out with the "-" button

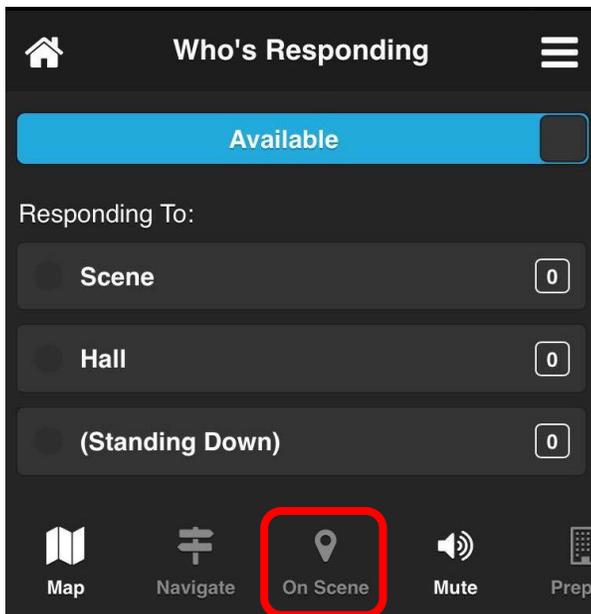
Save – Save the marker and plot it on the map

On Scene

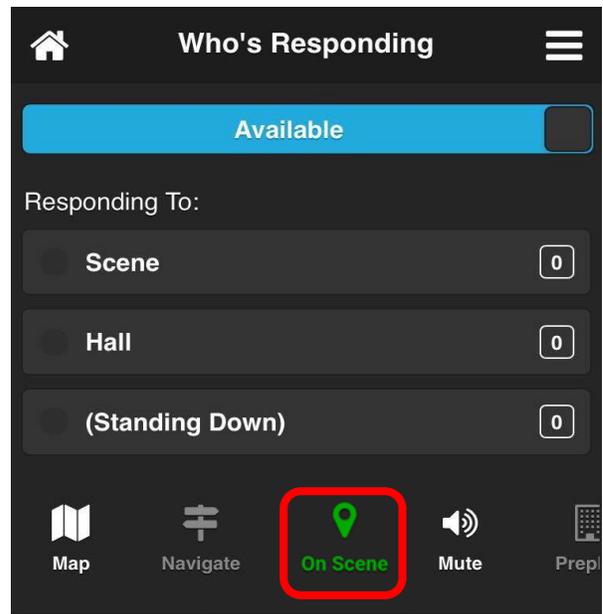
When a member arrives to the scene of a call, they can press the "On Scene" button to alert other members that they have arrived. This feature provides members with the opportunity to plot the location of the scene for other members. When a member chooses to plot the location, a marker is shown on the map. "Turn-by-Turn" directions to navigate to the exact location become available to all responding member's phones. In addition to this, voice prompts can be enabled for hands-free navigation.

Enabling "On Scene"

1. From the home screen, select the "On Scene" button. It will turn green, indicating that "On Scene" is enabled.

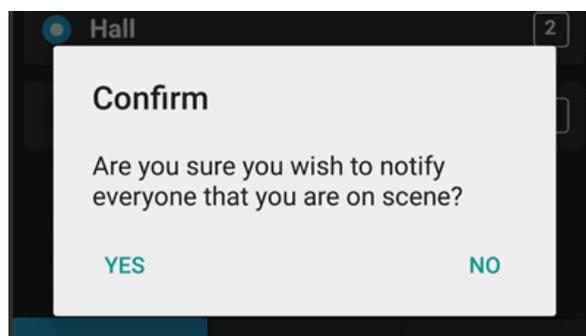


Where to locate "On Scene"



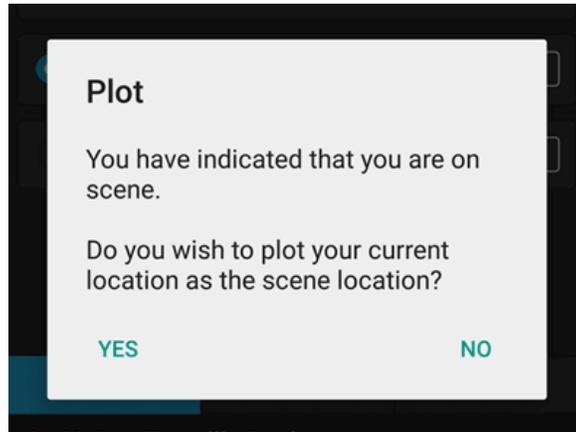
Indication that "On Scene" is enabled

2. Once enabled, the app will prompt a pop up asking the user if they would like to notify everyone that they are on scene. Below is an example of the prompt:



On Scene, Continued

3. If the user selects “**Yes**” to the “**On Scene**” pop-up, the app will prompt with another pop-up asking the user if they wish to plot their location. This makes the exact address and turn-by-turn navigation available to all responding members. Below is an example of this prompt:



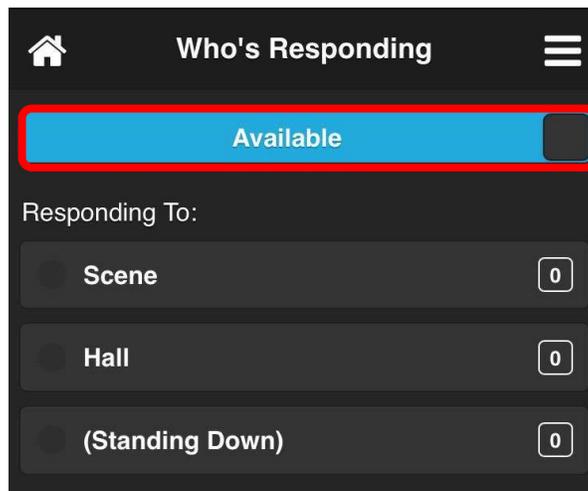
4. As stated in the overview, should a member choose to plot their location while on scene, a marker is shown on the map and turn-by-turn directions to navigate to the exact location become available to all responding member's phones.

Mute

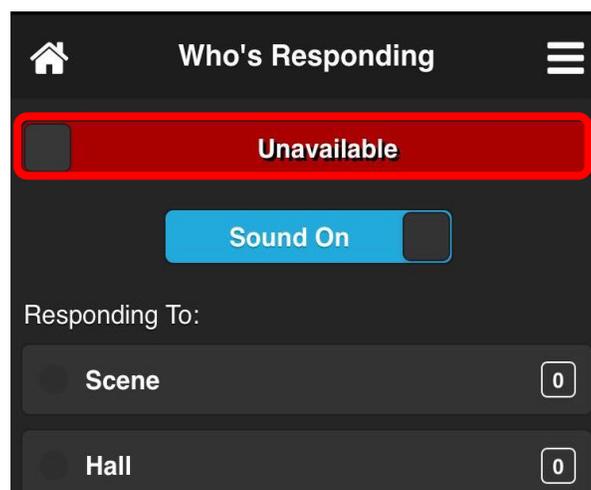
If the user is faced with a situation where they do not want any noise disruptions from the app, there are a couple of ways to mute the sounds of the app.

If the situation has the user unavailable to their department, simply setting their status to “**Unavailable**” will both notify their department that they are unavailable, as well as provide them with the opportunity to mute the sounds of the app.

1. If the home screen looks like the example below, the user's status is set to “**Available**”, as displayed by the blue toggle.

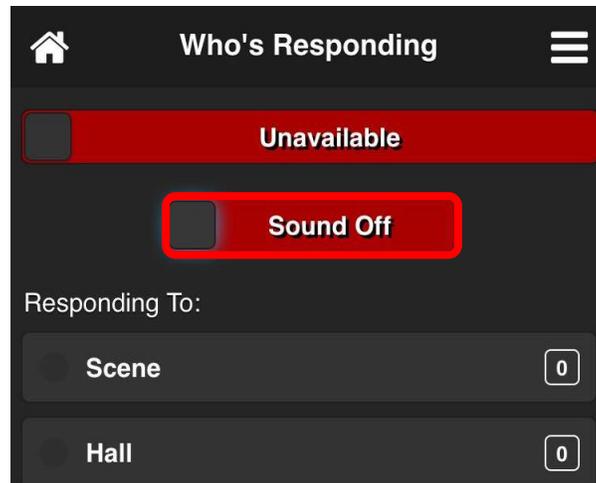


2. To change status to “**Unavailable**”, simply slide the blue “**Available**” toggle, and it will change to red, displaying “**Unavailable**”.



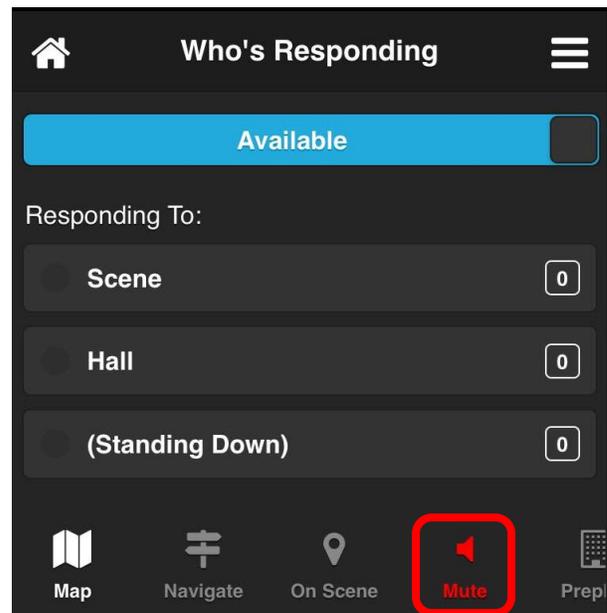
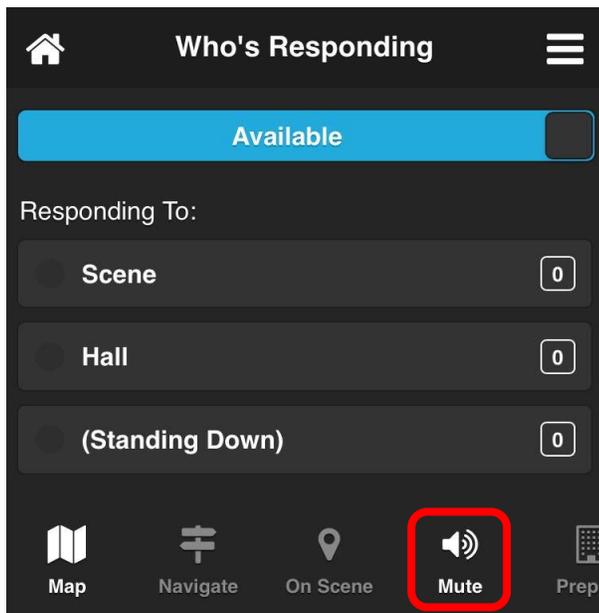
Mute, Continued

- To mute all sounds while unavailable, simply click the blue **“Sound On”** toggle, and it will change to red displaying **“Sound Off”**.



If the user is still available to their department, but simply wishes to mute the sounds of the app, utilizing the mute shortcut is the appropriate solution for this circumstance.

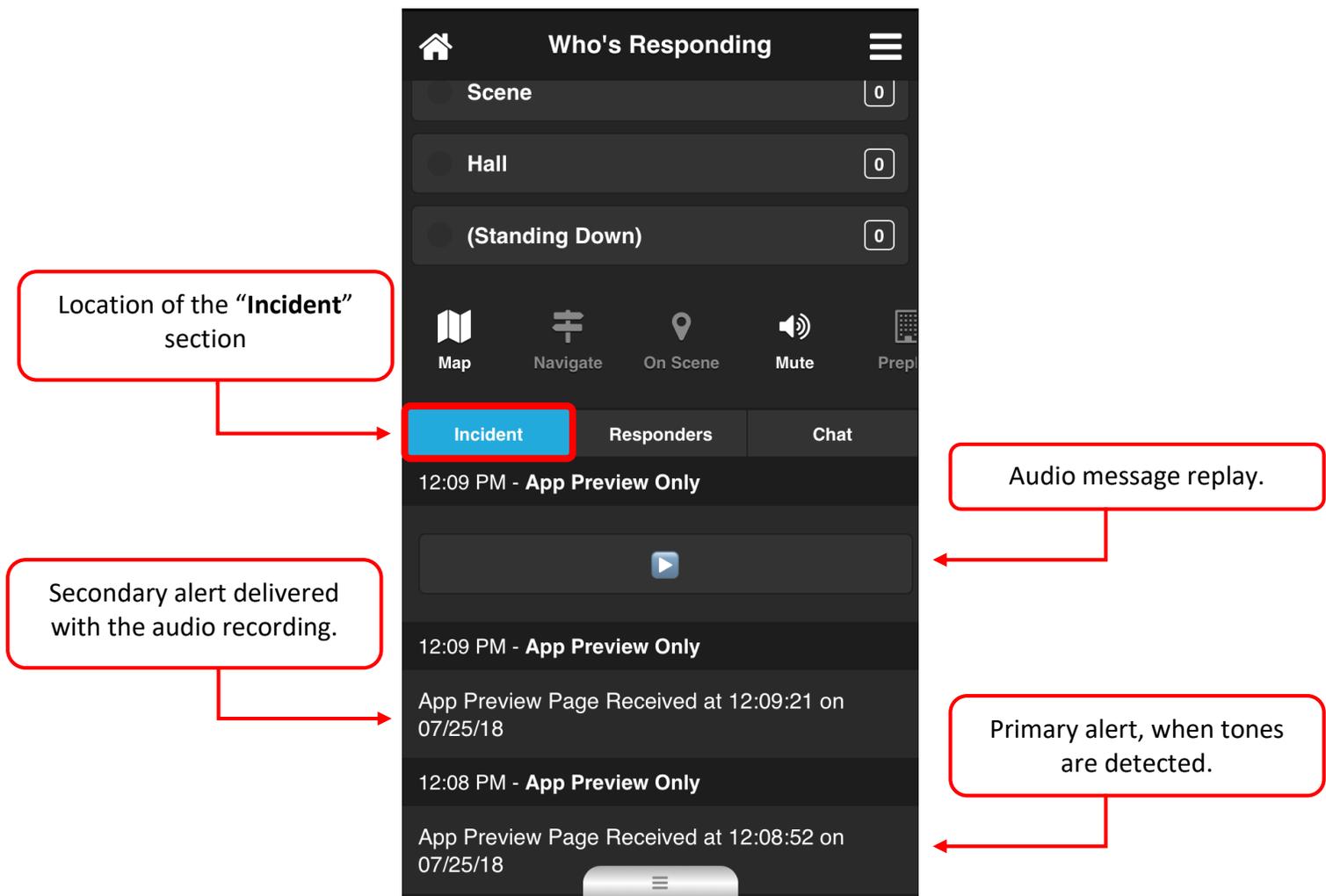
Below is the location of the **“Mute”** button from the home screen. Selecting this option will mute the app. Once the **“Mute”** button is selected, it will turn red in colour. This confirms that the app is muted. Below is an example of where to find the mute button and how it appears with notifications are muted.



Incident

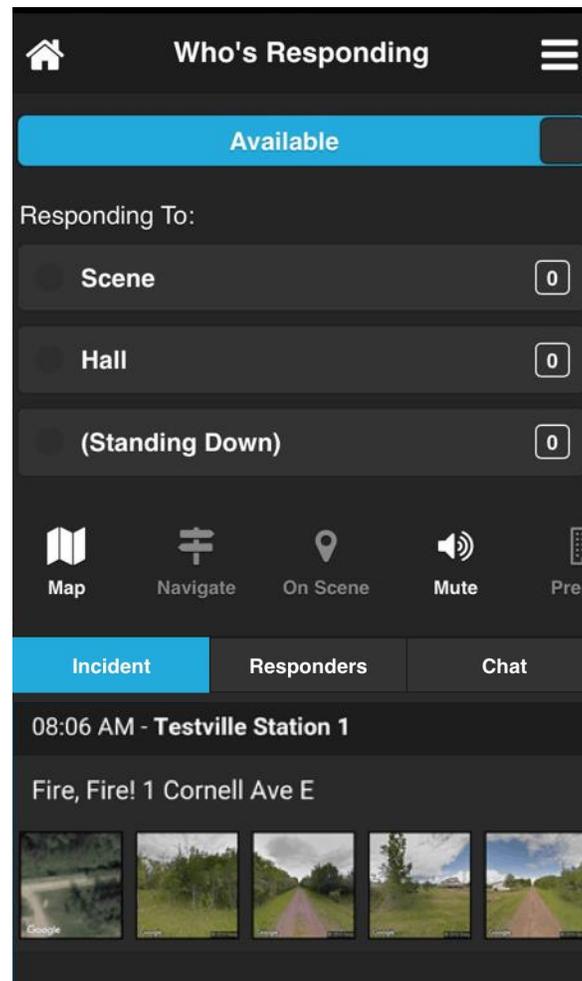
The incident section of the app will show any pertinent information about the active call, ranging from CAD information, to audio pages for replay, to scene images.

The **"Incident"** section is located on the home screen, as highlighted below. In this example, the department has received an audio recording of their dispatch message and the triangular PLAY button can be selected to play back the audio at your discretion.



Incident, Continued

When the address or co-ordinates are known for an incident, the app will display 5 images under the **"Incident"** section. The first is an overhead satellite view of the area, and the remaining 4 are north-facing, south-facing, east-facing, and west-facing views of the area. These images are advantageous to members because it provides users with information of what to expect when locating the scene of an incident.

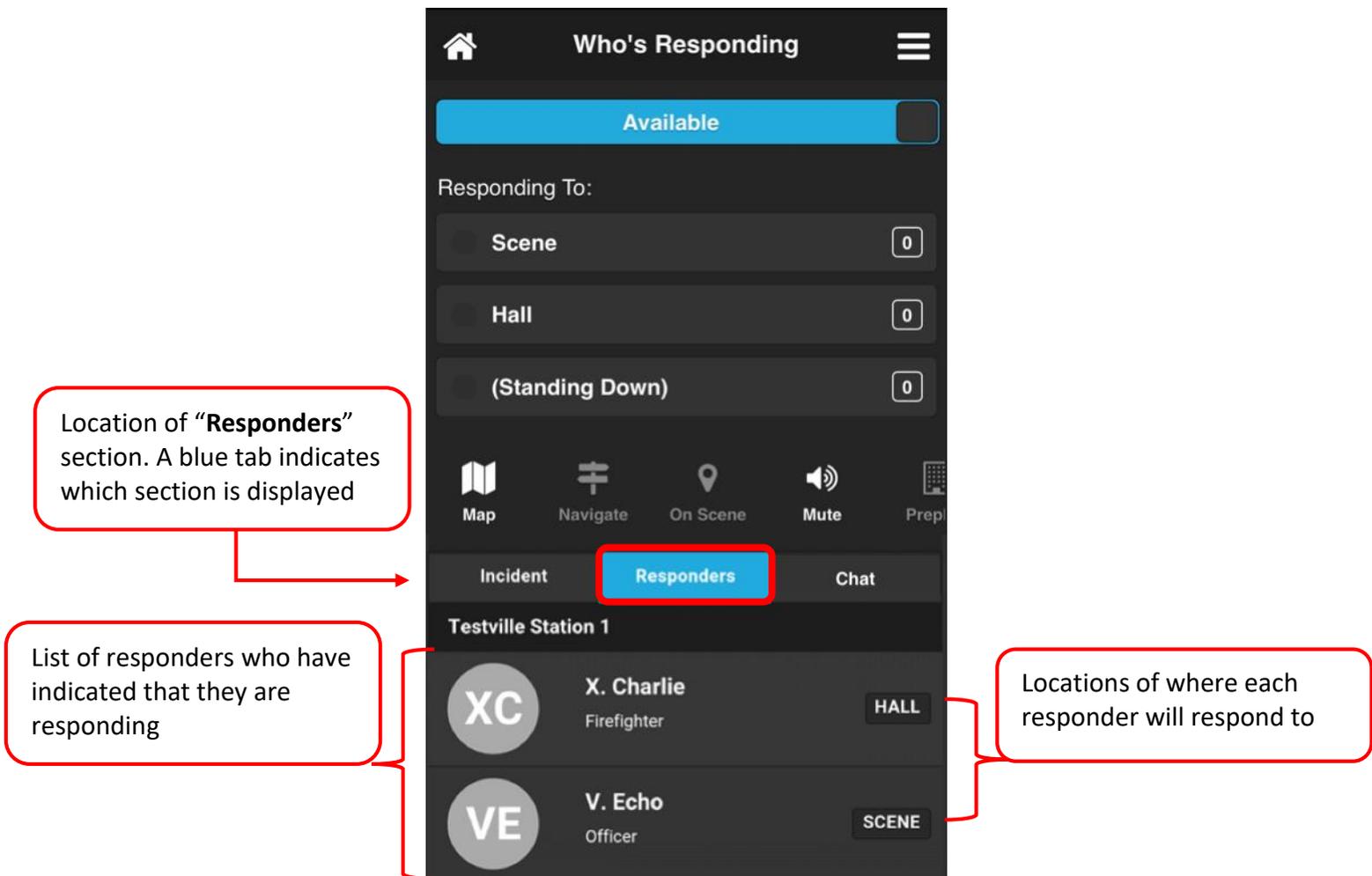


Location of the 5 images
when address is known

Responders

Responders are shown in real-time on our dashboard view, as well as on the smartphone app. This is beneficial for departments because users can see Who is Responding as soon as each user indicates that they are responding to a call. Having this information available assists in making educated decisions such as mutual aid requests.

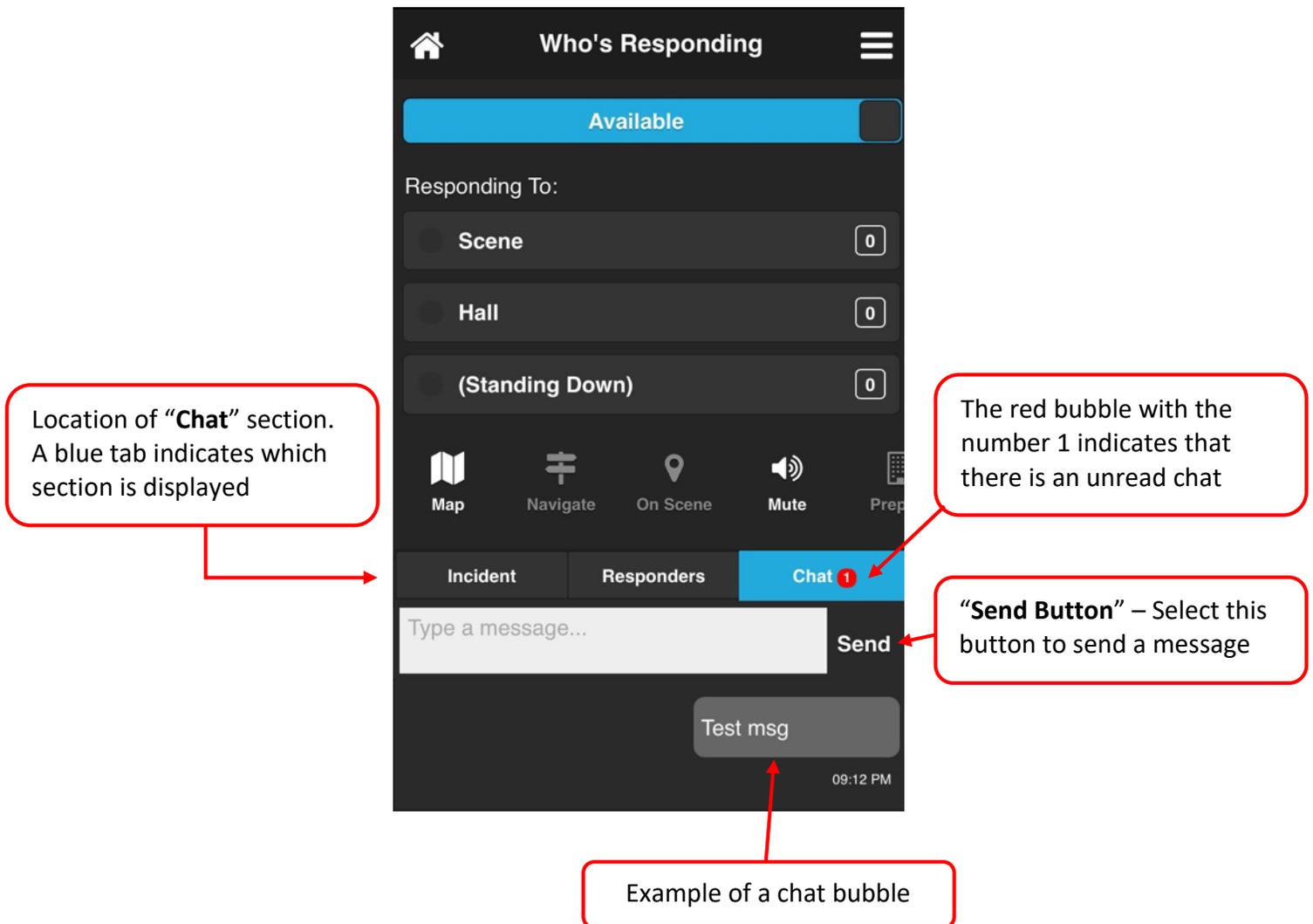
The “**Responders**” section is located on the home screen, as highlighted below.



Chat

Who's Responding provides members with the opportunity to converse with one another about a specific call. The **"Chat"** feature provides a messenger style section for members to send quick messages, which disappear once the call is complete.

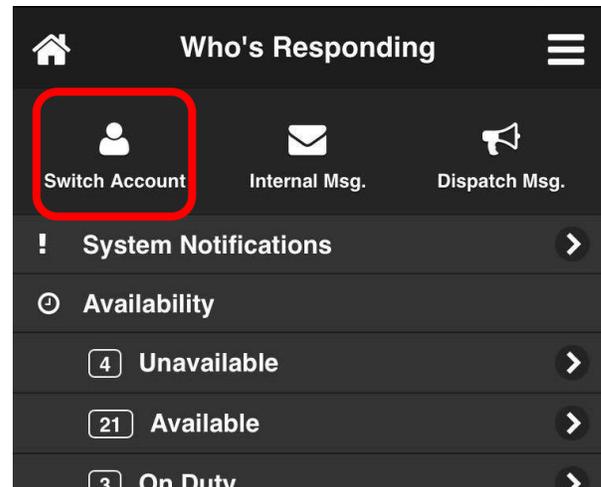
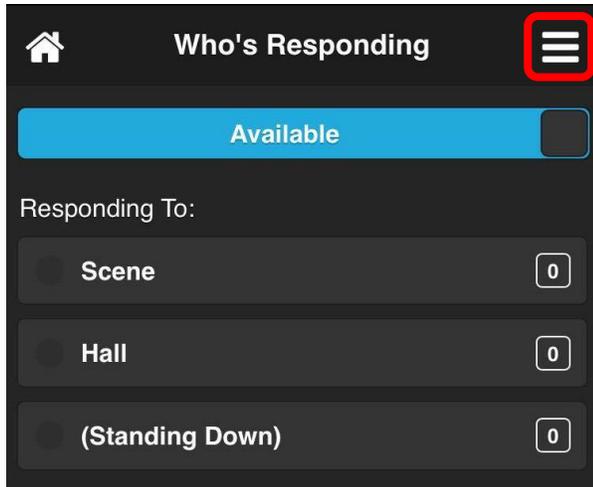
The **"Chat"** section is located on the home screen, as highlighted below.



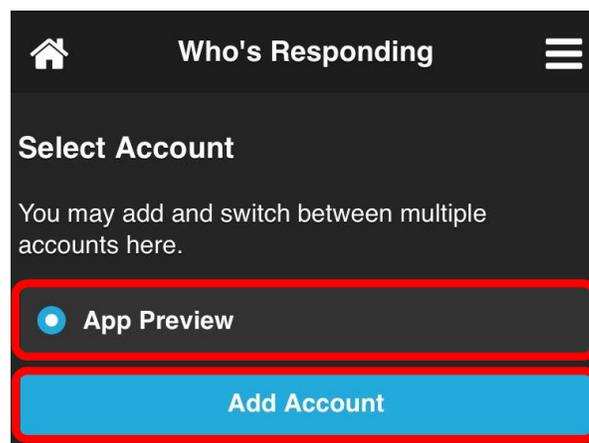
Switch Accounts

If you have more than one account, or if you share a device with someone else who has an account, Who's Responding allows you to switch between accounts with ease. It should be noted that only the active account will send push notifications to the phone, unless departments are in the same dispatch group.

1. From the home screen, select the button highlighted in the top right corner. Select the **"Switch Account"** button highlighted below (to the right).



2. When selected, a list of the available accounts will appear. The account with the blue and white bullet indicates which account is currently active. Simply click another account name to make this the active account on the device. To add an account, click the **"Add Account"** button.



Active account, as indicated by blue and white bullet

"Add Account" button

Switch Accounts, Continued

- To add an account to a device, fill out the form below, which is displayed by clicking “**Add Account**” button. You must have a Who's Responding subscription with the e-mail address that you enter to activate an account.

The screenshot shows the login screen of the 'Who's Responding' app. The screen has a dark background with white text. At the top, there is a home icon, the text 'Who's Responding', and a hamburger menu icon. Below this is the title 'Who's Responding' in a larger font. The form consists of two input fields: 'E-mail Address:' with the placeholder 'e.g. john.doe@example.com' and 'Password:' with the placeholder 'Your Password'. A blue 'Login' button is positioned below the password field. Underneath the button, it says 'Who's Responding Subscription Required'. There are two language selection buttons: 'English' (selected with a blue dot) and 'Français'. At the bottom, there are three links: 'Forgot your password? [Click Here.](#)', 'By connecting to this service, you agree to be bound by our [Terms & Conditions](#) And [Privacy Policy](#).', and 'Having trouble? [Click Here](#)'.

Enter the password associated with your Who's Responding account

Enter the e-mail associated with your Who's Responding account

Choose which language you wish to view the app in

Once all details are entered, click the “**Login**” button to add the account

Click here to be resent your password via email

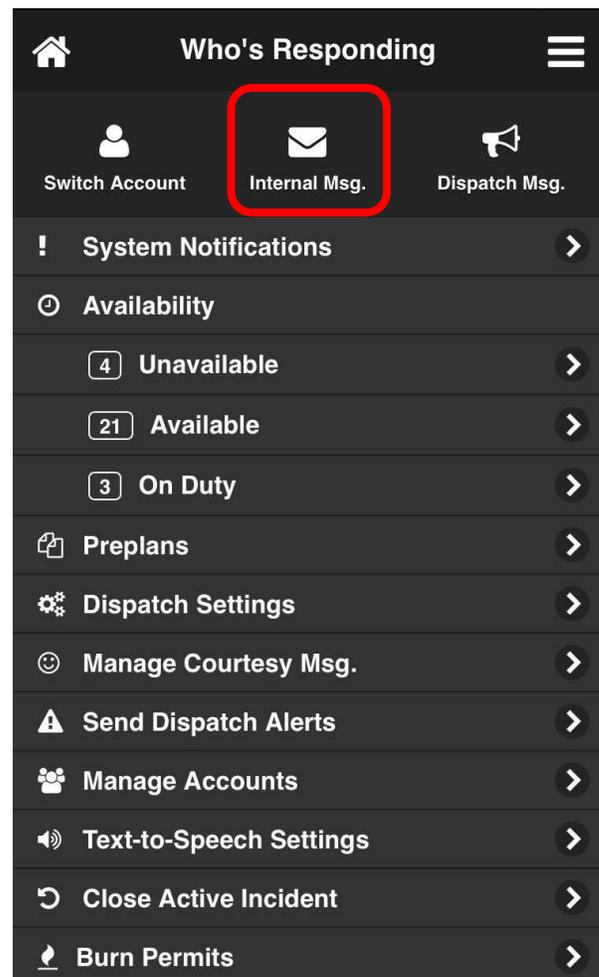
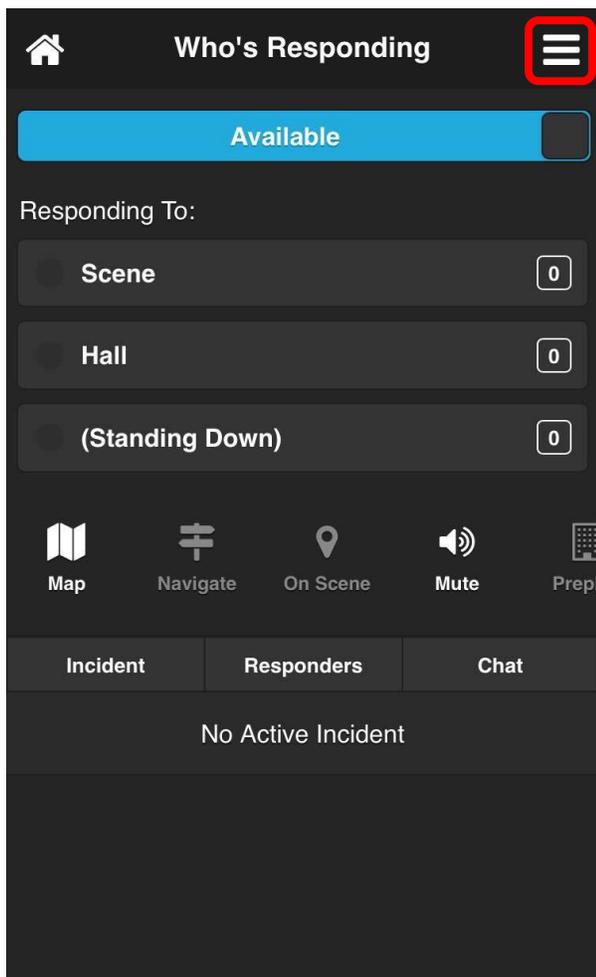
Click here to send a Support Request email to the team

Internal Messages

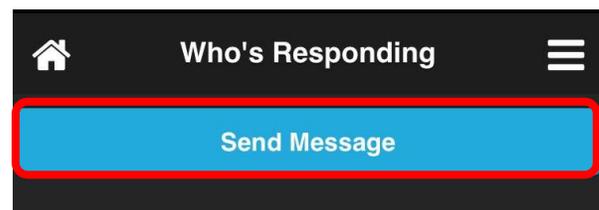
Our smartphone app provides members the ability to communicate with groups of other members via text and voice messages. Voice messages are played live to other members who are viewing the conversation, so this also doubles up as a private talk group. Internal messaging greatly increases the communication within your department and keeps everyone in the loop.

How to Send an Internal Message

1. From the home screen, select the highlighted Menu button in the top right corner. Click the “**Internal Msg.**” button to send private messages to certain individuals/groups.



2. Click “**Send Message**”:



Internal Messages, Continued

- Use the following form to both select who receives your message and compose it.

The screenshot shows the 'Who's Responding' app interface for composing an internal message. The screen has a dark background with white text. At the top, there is a home icon, the title 'Who's Responding', and a menu icon. Below the title, there is a 'To' field with a red-bordered plus sign icon to its right. Underneath the 'To' field is a green 'Push' icon with a signal symbol. Below the 'To' field is a large white text area labeled 'Message'. At the bottom of the screen, there is a blue 'Send Message' button and a blue 'Cancel' link.

Method of Delivery: please note that Internal Messages are ONLY sent via PUSH notification to the app. Please ensure that the "Push" icon is green.

Recipient Selection: Click here to select to send to individual members, groups or by locations – see next page for details.

Message Field: Compose your message here.

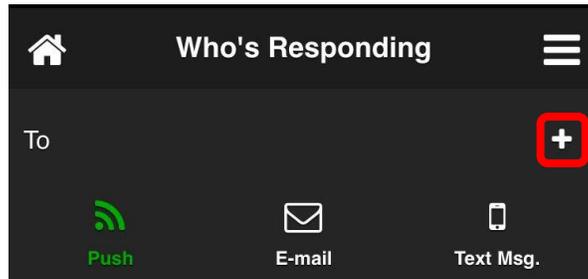
Cancel: Click to discard changes and return to the previous screen.

Send Message: Click to send your message.

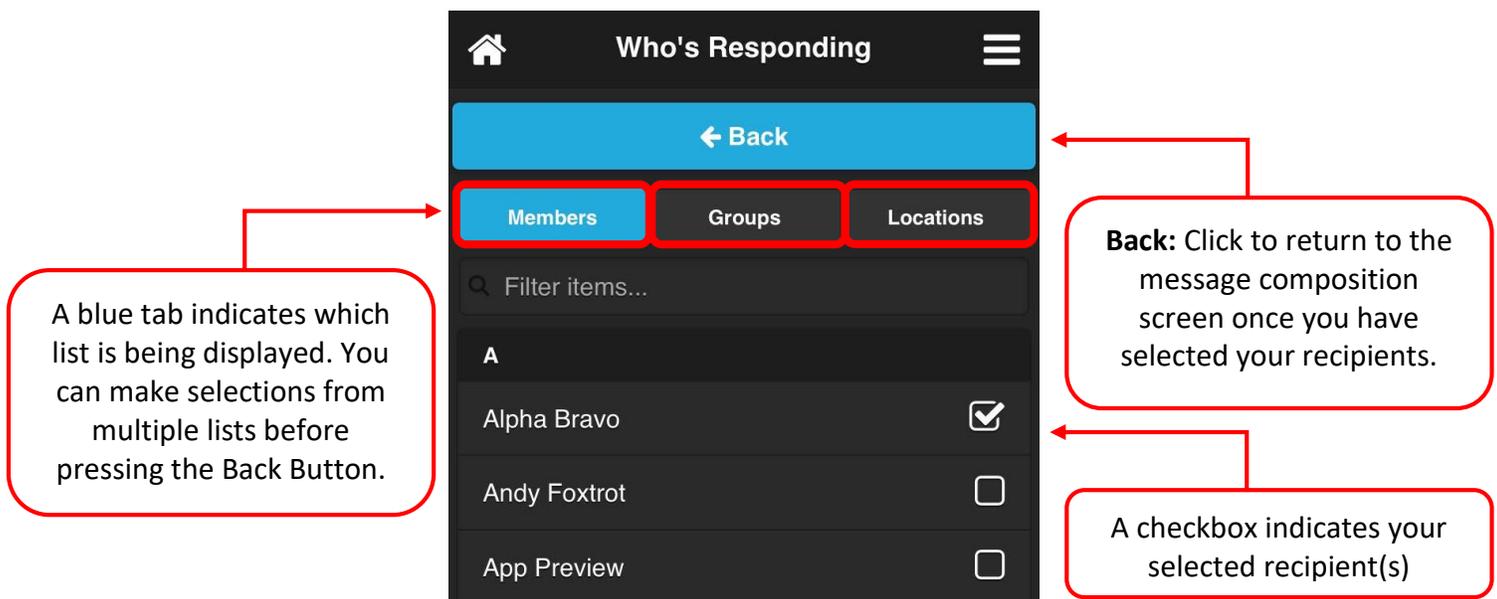
Internal Messages, Continued

Recipient Selection

- To select which individuals, groups, or locations will receive the message, click the "+" button as highlighted below. If numerous groups are selected, and the members overlap, each member will still only receive one copy of the message.



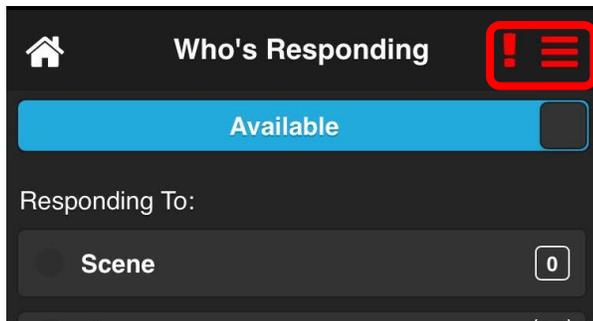
- Browse through **Members**, **Groups** and **Locations** to select which individuals you would like to send a message to. If you require additions to your "**Group**" list, please contact staff at: support@fluentims.com



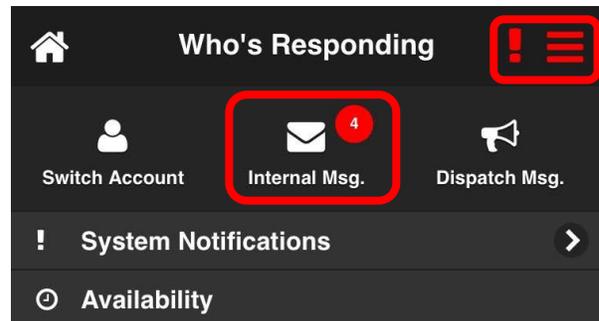
Internal Messages, Continued

Reading & Replying to Messages

Once a message has been sent/received, the **"Internal Msg."** page will keep a history of messages, until deleted by the user. Users will be notified that they have received a message when they launch the app by the highlighted indicators below. Coming Soon: push notifications (alerts) to your phone to advise you of a new Internal Message.

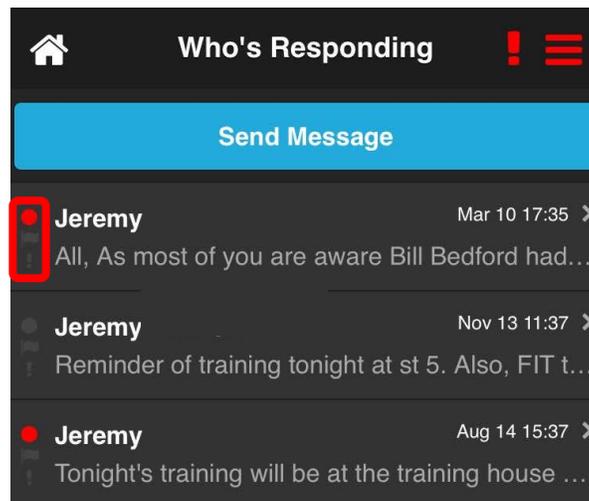


View from home screen



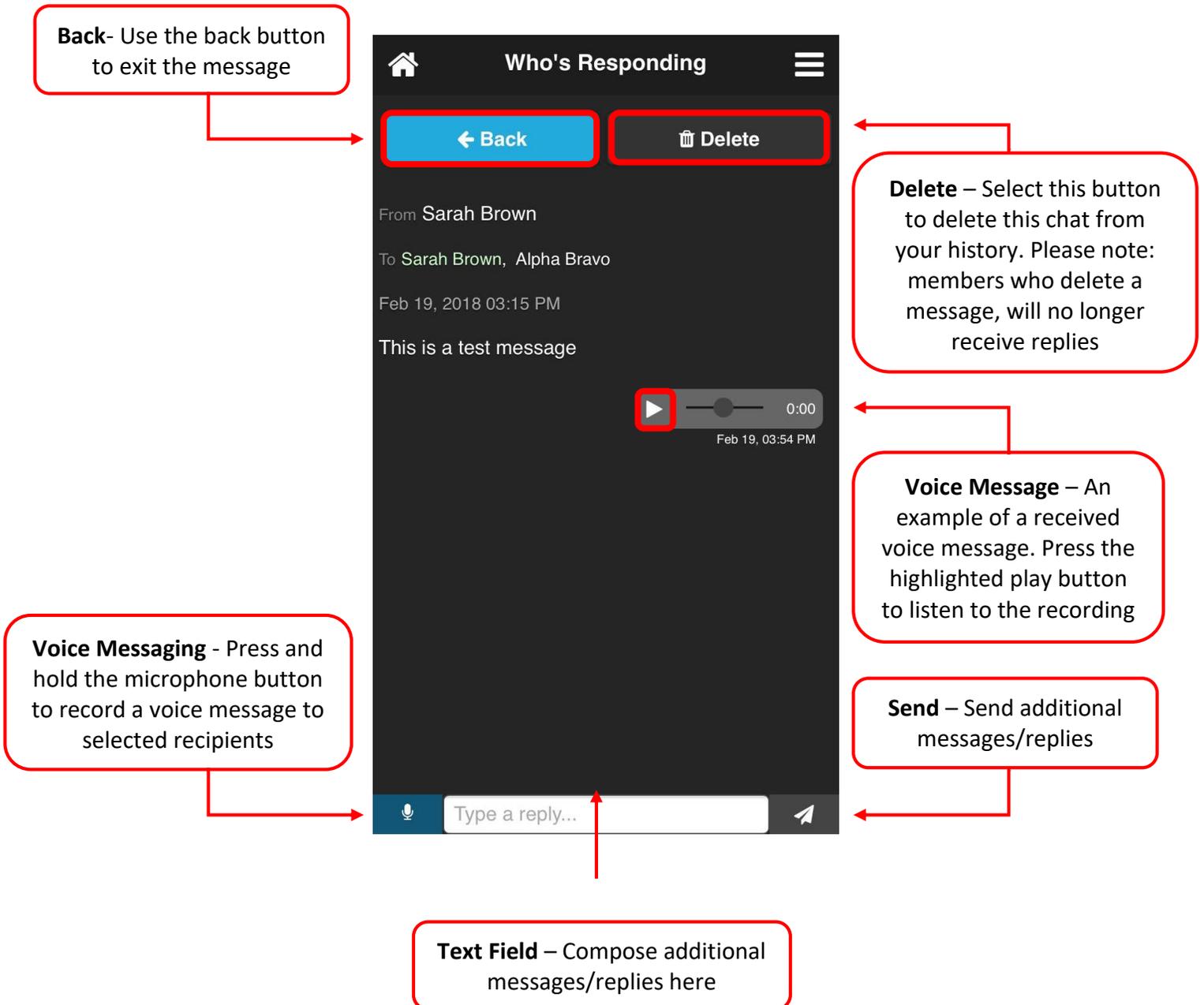
View from **"Settings"** menu

When a message has yet to be read, there will be a red indicator to the left of the message, as highlighted below. Messages that have been read do not show this indicator.



Internal Messages, Continued

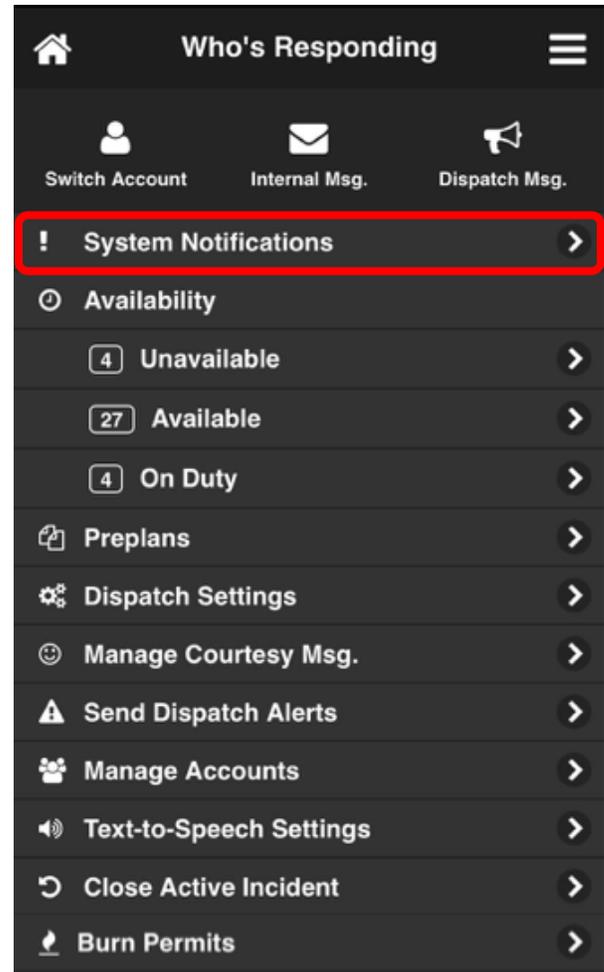
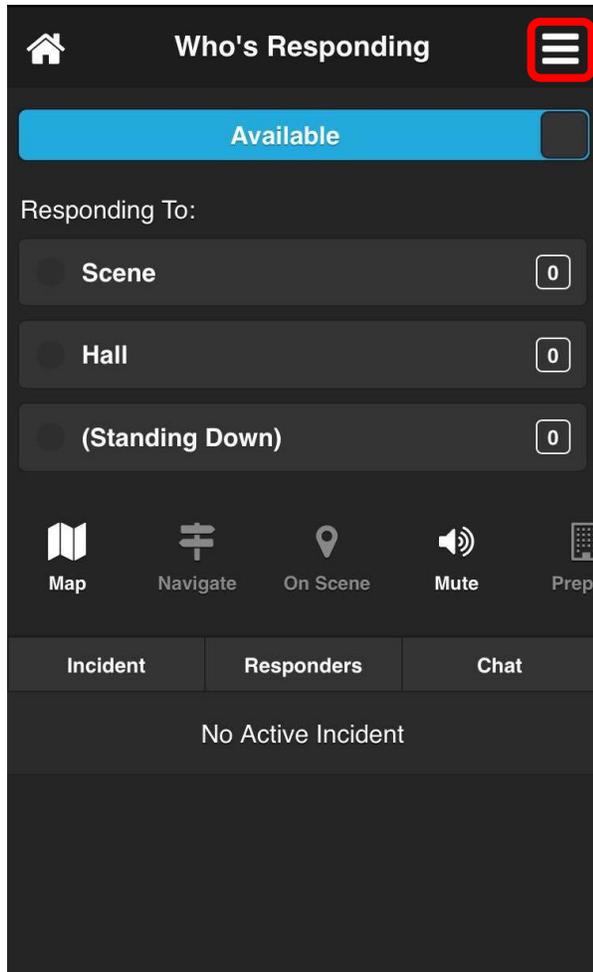
Tap a message tab to read and reply to a message. Below is an example of an internal messaging conversation.



System Notifications

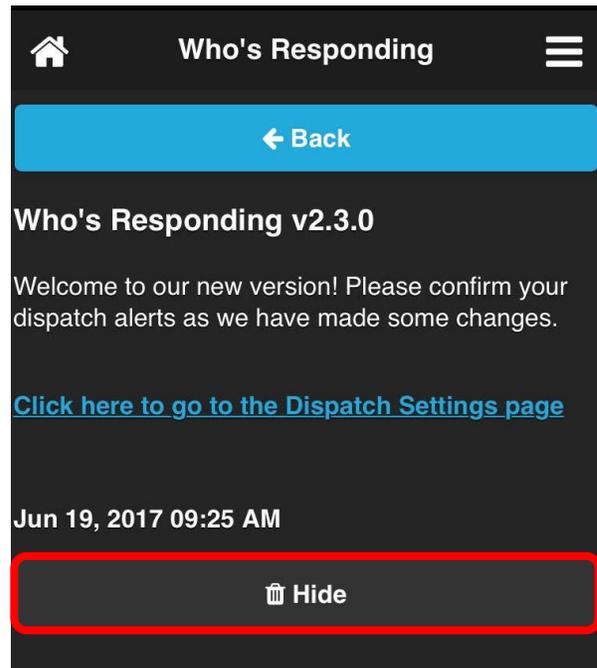
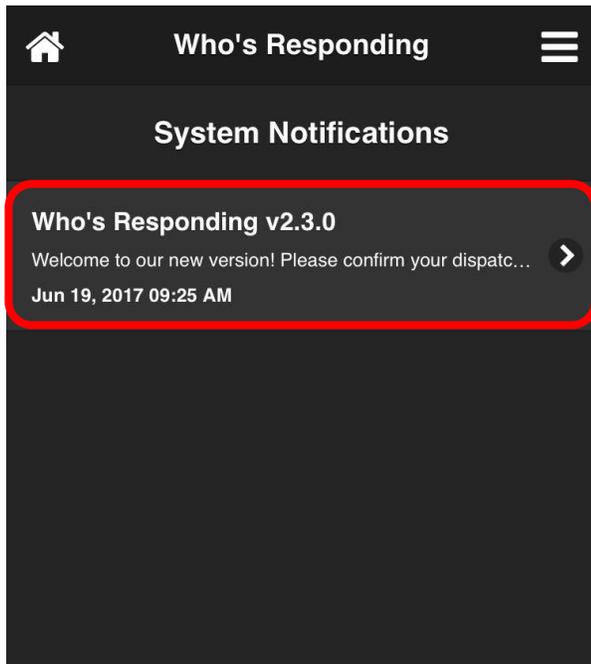
When an update, or changes have been made, an informative description will become available in the “**System Notifications**” tab.

From the home screen, select the highlighted button in the top right corner. Click the “**System Notifications**” tab.

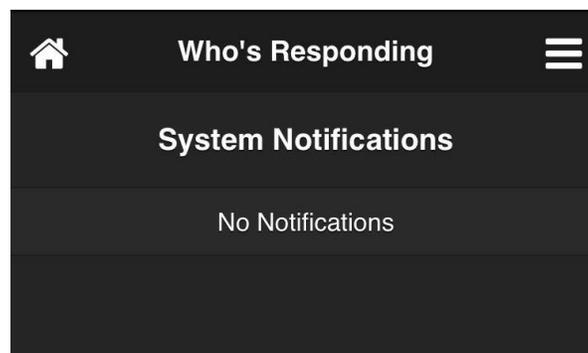


System Notifications, Continued

When a system notification is available, it will appear as below on the left. Tap the message as highlighted below to view the complete details of the update (as displayed to the right). Select “**Hide**” to clear the system notification from the page



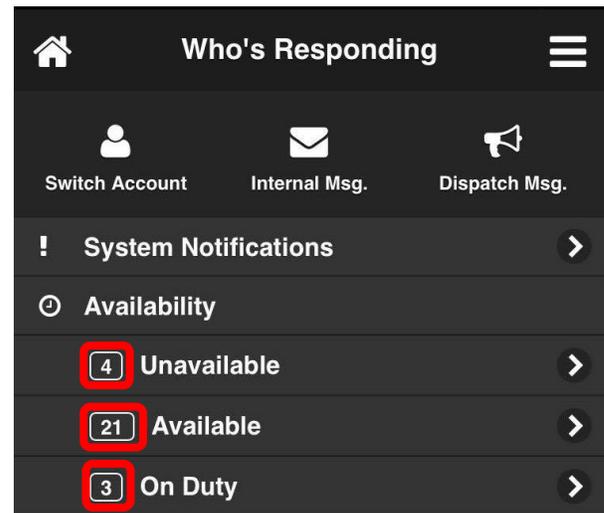
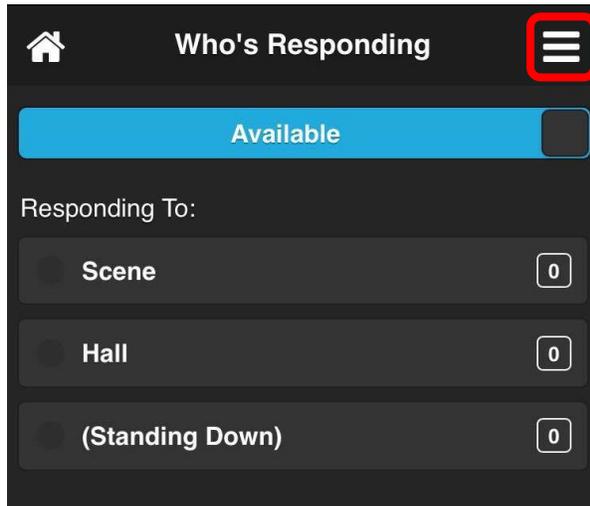
When there are no system notifications, the page will appear as below.



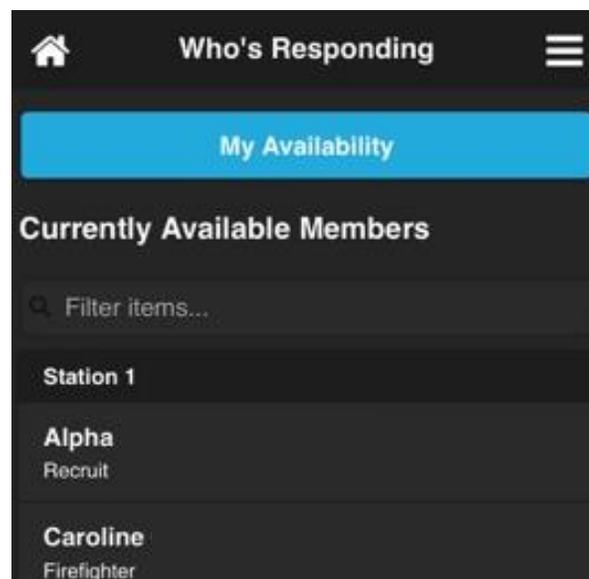
Checking Availability

Who's Responding allows users to view which individuals are **Available**, **Unavailable**, and **On Duty**.

1. From the home screen, select the highlighted button in the top right corner.
2. Below the "**Availability**" tab, you will be able to see the number of people designated to each status.



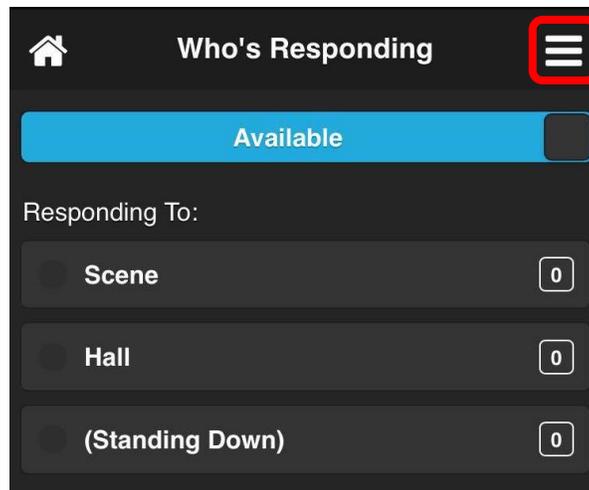
3. By clicking each tab ("**Unavailable**", "**Available**" and "**On Duty**"), it is possible to see exactly who is unavailable, available, and on duty. Below is an example of the screen that appears from clicking the "**Available**" bar.



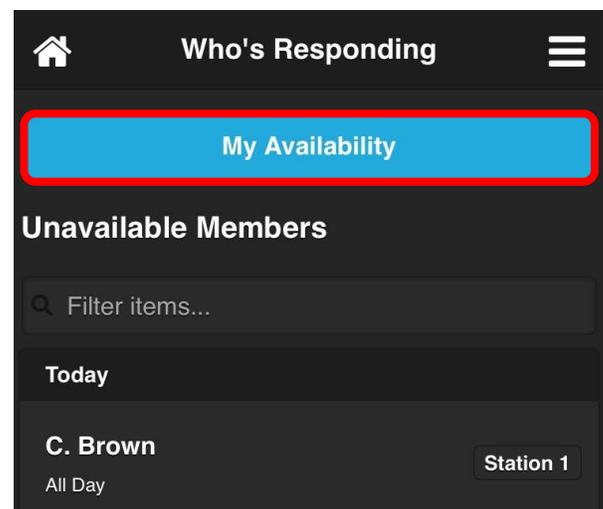
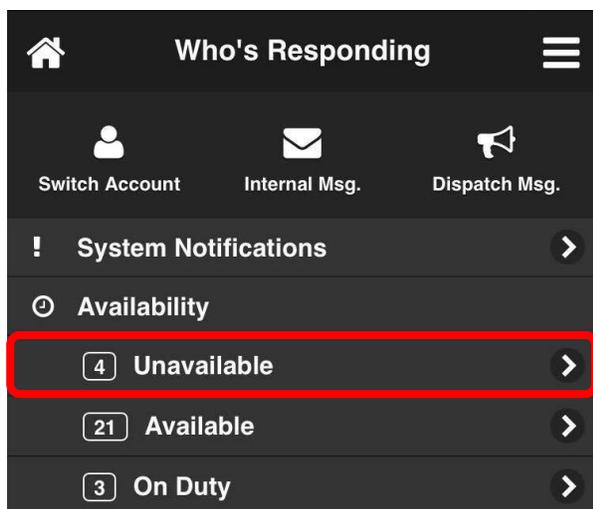
Unavailability Schedule

Who's Responding has made it possible for users to create a schedule of dates and times that they know they will be unavailable. For example, if they are taking a vacation, business trip, or have a doctor's appointment, users can indicate this through the app. Should your availability change, deleting unavailability is as easy as entering it.

1. From the home screen, select the highlighted button in the top right corner.



2. Click the “Unavailable” tab, then select the “My Availability” button.



Unavailability Schedule, Continued

- Use the form below to log your unavailability schedule. Tap the white bars to enter the dates and times of your unavailability.

Who's Responding

← Back

My Availability

Unavailable from:

Unavailable until:

Save

- Scroll upwards on each section to get desired date/time. In the below example, unavailability has been set to begin on Monday, February 26th, at 7:00 PM. Repeat the same process for entering when your unavailability will end. Click “**Save**” to finalize your schedule.

My Availability

Unavailable from:

Feb 26, 2018 at 7:00 PM

Unavailable until:

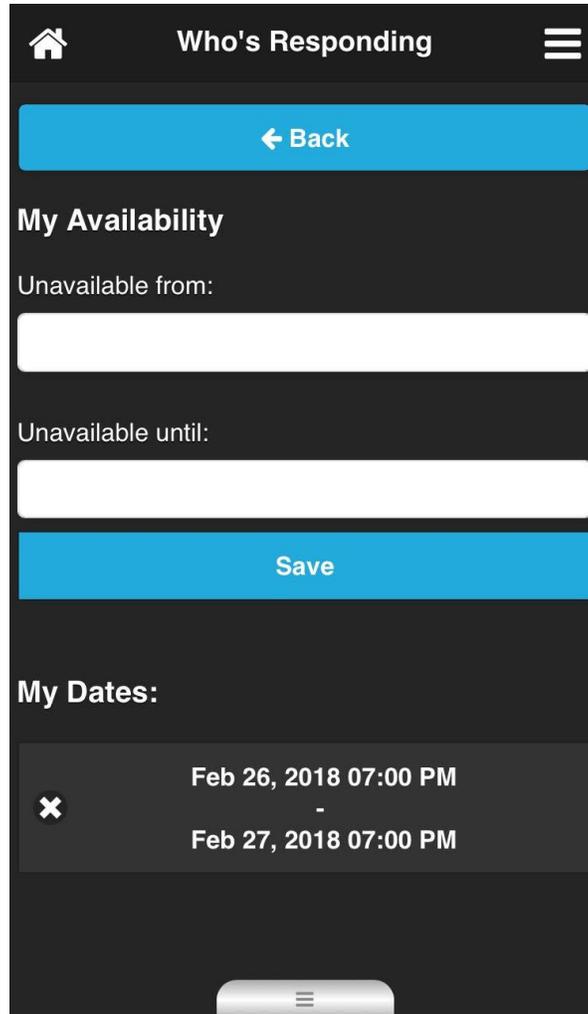
Save

Clear Done

Fri Feb 23	4	57	
Sat Feb 24	5	58	
Sun Feb 25	6	59	AM
Mon Feb 26	7	00	PM
Tue Feb 27	8	01	

Unavailability Schedule, Continued

- Once unavailability has been saved, the schedule will be saved (under **"My Dates:"**). To delete an entry, simply click the **"X"** on the left of the entry.



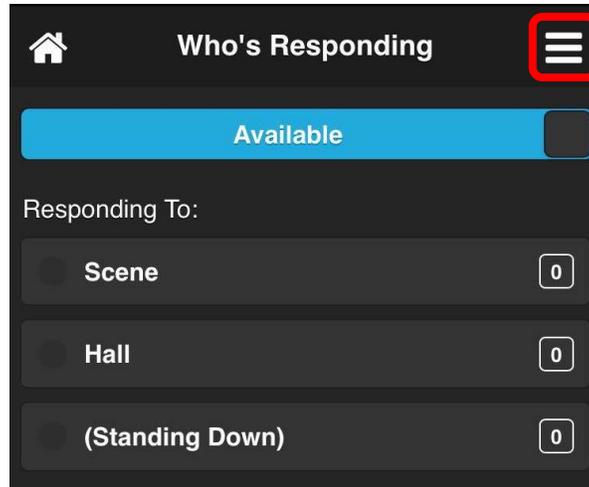
Delete – To delete an entry, simply click the **"X"** next to the specific entry. To ensure no entry gets deleted by mistake, a prompt will pop-up asking the user to confirm the deletion by clicking **"Yes"** or **"No"**

Unavailability Entry – This is the location of any entries made for unavailability.

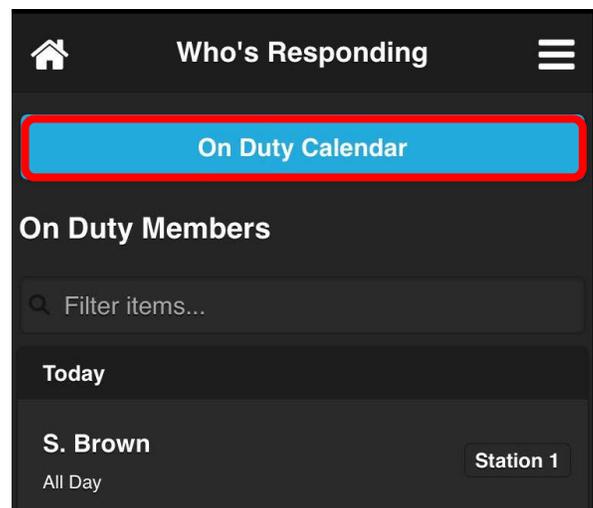
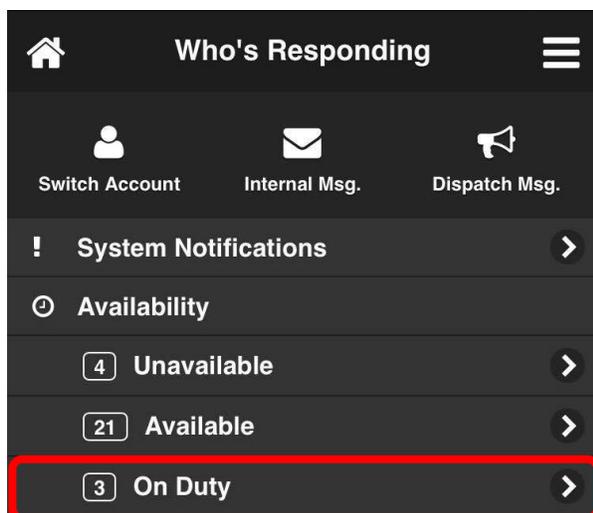
On Duty Schedule

Who's Responding has made it possible for users to create a schedule of dates and times that they know they will be on duty.

1. From the home screen, select the highlighted button in the top right corner.

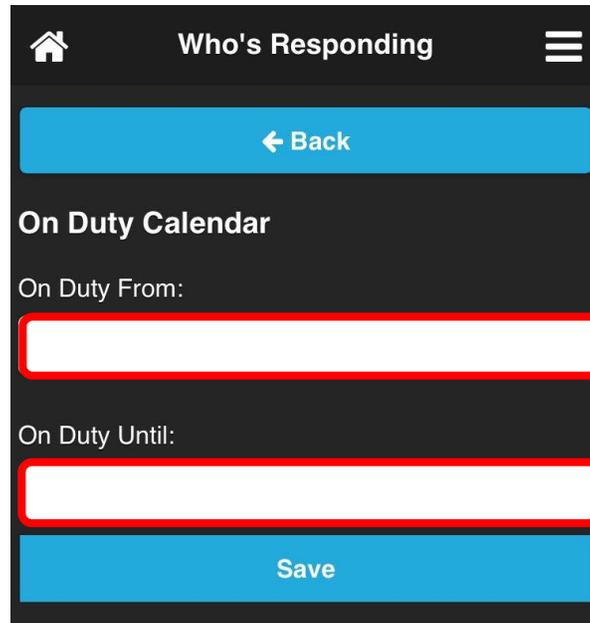


2. Click the "On Duty" tab, then select the "On Duty Calendar" button.



On Duty Schedule, Continued

- Use the form below to log your on duty schedule. Tap the white bars to enter the dates and times of the duty.



Who's Responding

← Back

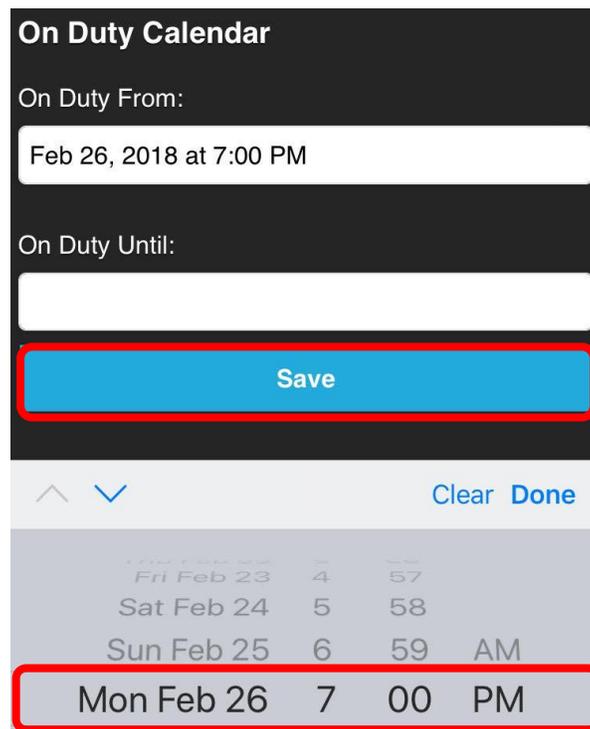
On Duty Calendar

On Duty From:

On Duty Until:

Save

- Scroll upwards on each section to get desired date/time. In the below example, duty has been set to begin on Monday, February 26th, at 7:00 PM. Repeat the same process for entering when your duty will end. Click **“Save”** to finalize your schedule.



On Duty Calendar

On Duty From:

Feb 26, 2018 at 7:00 PM

On Duty Until:

Save

Clear Done

Fri Feb 23	4	57	
Sat Feb 24	5	58	
Sun Feb 25	6	59	AM
Mon Feb 26	7	00	PM

On Duty Schedule, Continued

- Once the entry has been saved, the schedule will be saved (under **"Your Duty Calendar:"**). To delete an entry, simply click the **"X"** on the left of the entry.

The screenshot shows the 'Who's Responding' app interface. At the top, there is a home icon, the title 'Who's Responding', and a menu icon. Below this is a blue 'Back' button. The main section is titled 'On Duty Calendar' and contains two input fields: 'On Duty From:' and 'On Duty Until:'. Below these fields is a blue 'Save' button. The bottom section is titled 'Your Duty Calendar:' and displays a list of entries. The first entry is 'Feb 26, 2018 07:00 PM' with a white 'X' icon to its left. The second entry is a hyphen '-' followed by 'Feb 27, 2018 07:00 PM'. A red arrow points from the 'X' icon to a callout box on the left, and another red arrow points from the hyphen entry to a callout box on the right.

Delete – To delete an entry, simply click the **"X"** next to the specific entry. To ensure no entry gets deleted by mistake, a prompt will pop-up asking the user to confirm the deletion by clicking **"Yes"** or **"No"**

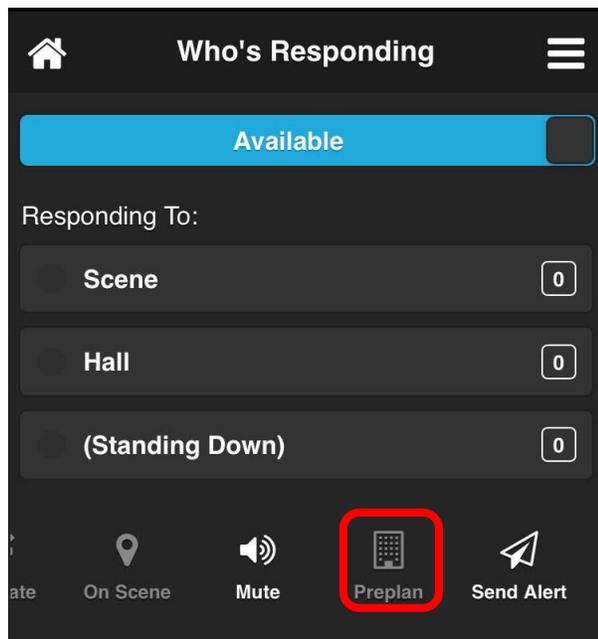
On Duty Entry – This is the location of any entries made for duty.

Preplans

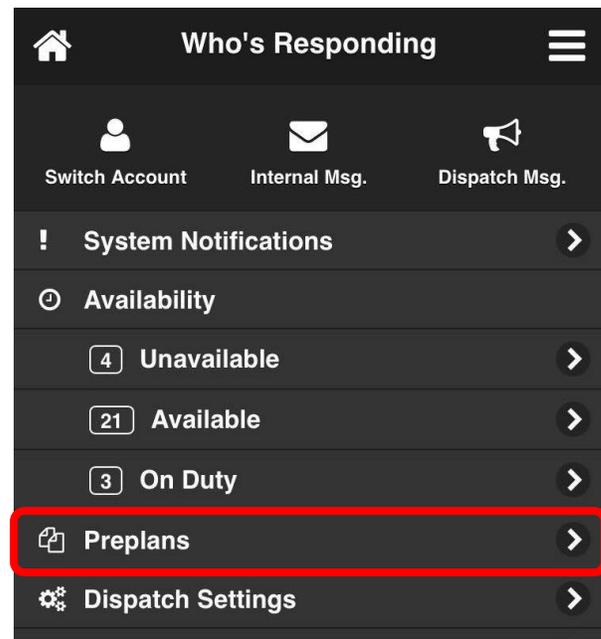
Who's Responding grants specified members access to any preplans/documents associated with an address (uploaded for an organization). If the address is known for an incident and a preplan is available, a convenient one-touch button is highlighted allowing direct access to the preplan. It should be noted that preplans are a read-only feature. Additions and edits of preplans are completed through the web-based control panel.

Accessing Preplans

1. There are two ways to access Preplans, as shown below:

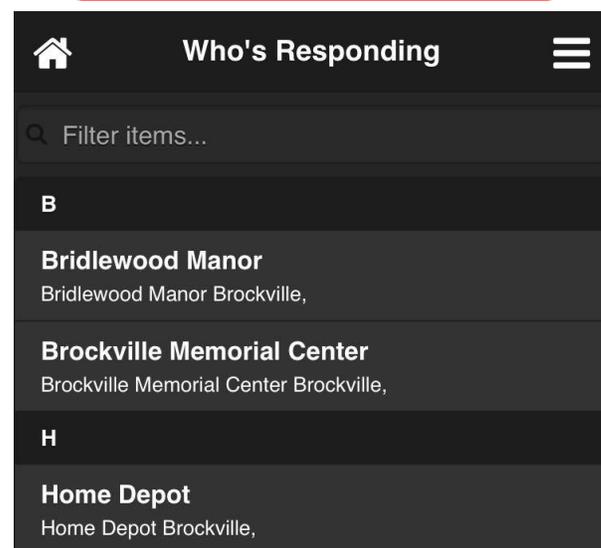


Shortcut – Access to the Preplans from the Home Page. You may need to swipe the shortcut bar in order to make the button visible.



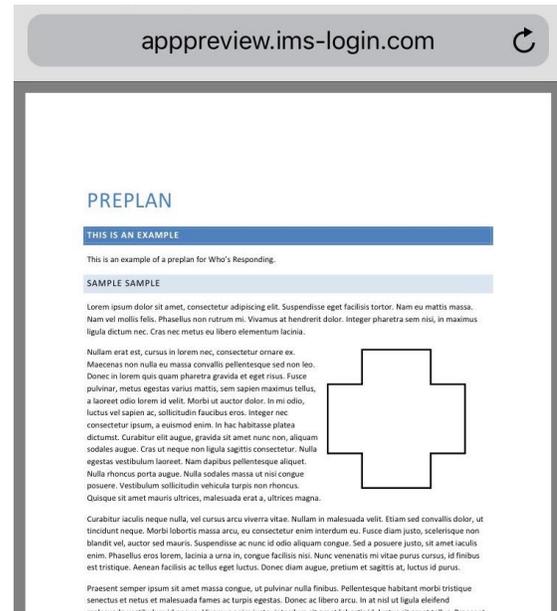
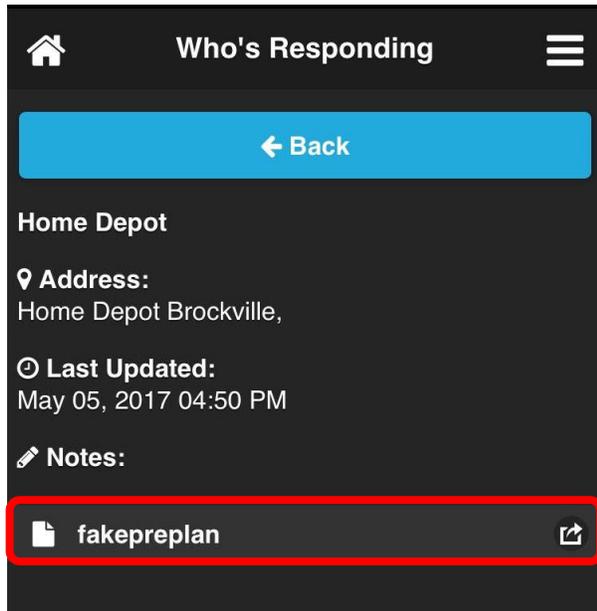
Menu Item – Access to the Preplans via the Menu.

2. This will open an alphabetical list of organizations with preplans available:



Preplans, Continued

- From the list, select an organization to view the information on file. The address, the last update, and a preplan file is available to the user. To open the preplan diagram, click on the preplan file under “Notes:” which will open an internet browser with the diagram.



Preplans FAQ

What type of files can be uploaded as part of a pre-plan?

Any file type can be uploaded to the preplan feature. However, the types of files that can be viewed on a smartphone are determined by each individual phone. In general, photos, audio files, and plain text files are all supported. PDF documents are also widely supported on most phones. Additional apps/readers can make certain files viewable on phones that have limited viewing capabilities.

Who can access the preplan feature?

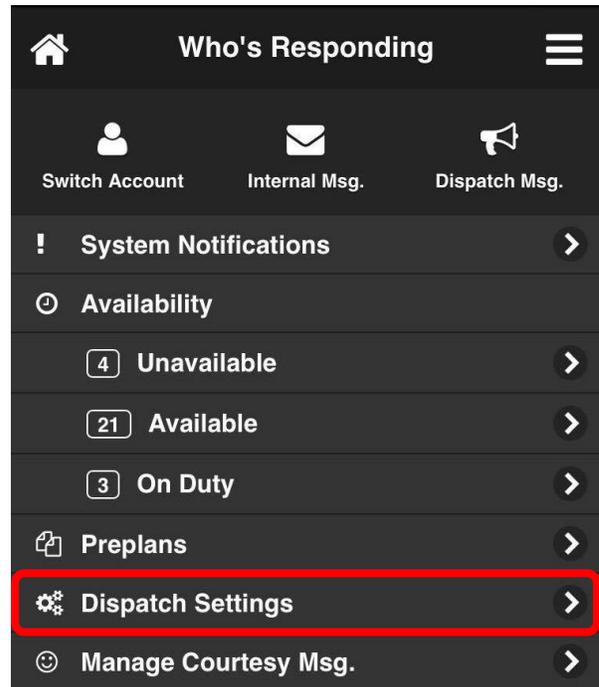
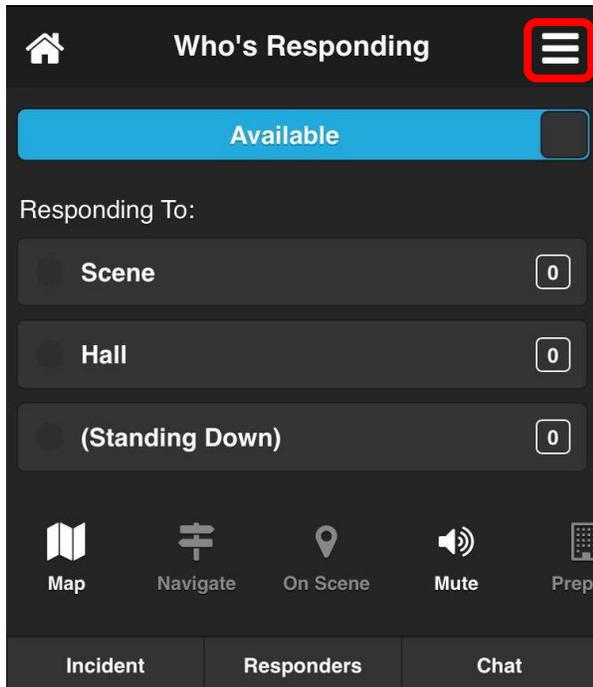
We understand that the security of preplan documents is important, and we use a combination of encryption, and group-based access control, to ensure they are only accessed by those who should rightfully have access.

Dispatch Settings

“Dispatch Settings” allows users to manage the way in which they receive dispatch alerts.

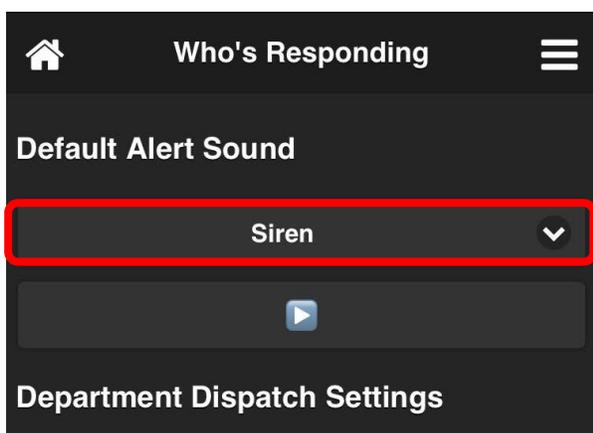
Accessing Dispatch Settings

From the home screen, select the highlighted button in the top right corner, and then click “Dispatch Settings” from the menu.



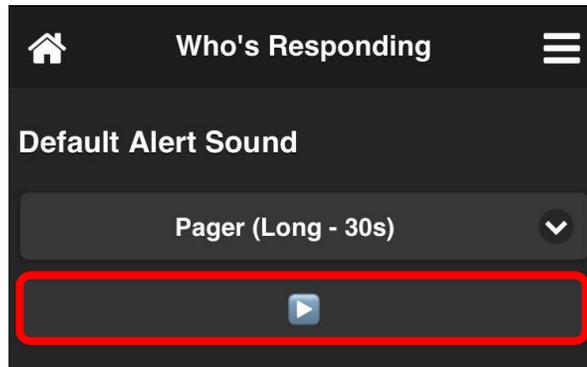
Managing Default Alert Sound

1. To manage the **Default Alert Sounds**, simply select the highlighted tab below. Scroll upwards to view the alternative dispatch alert sounds.

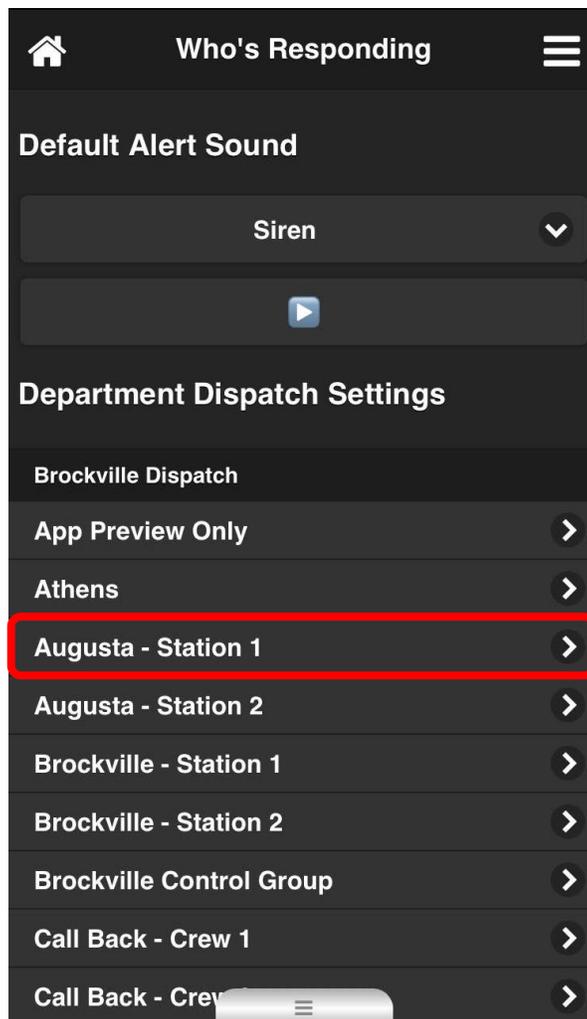


Dispatch Settings, Continued

2. Test the sound by selecting the play button highlighted below.



****PLEASE NOTE****: The remainder of the dispatch settings, are specific to each department. This means, you must select a department from the “**Department Dispatch Settings**” list located on the Dispatch Settings homepage.

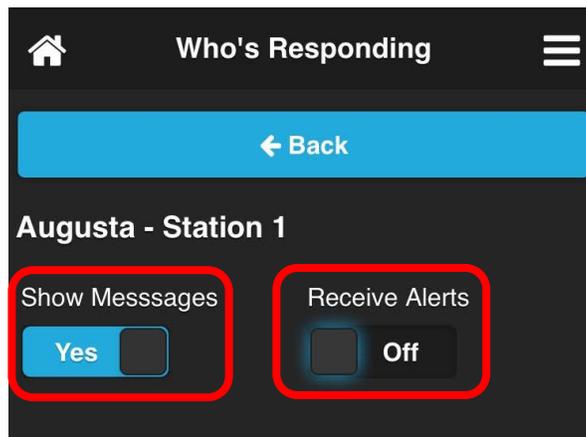


Dispatch Settings, Continued

Show Messages vs. Receive Alerts

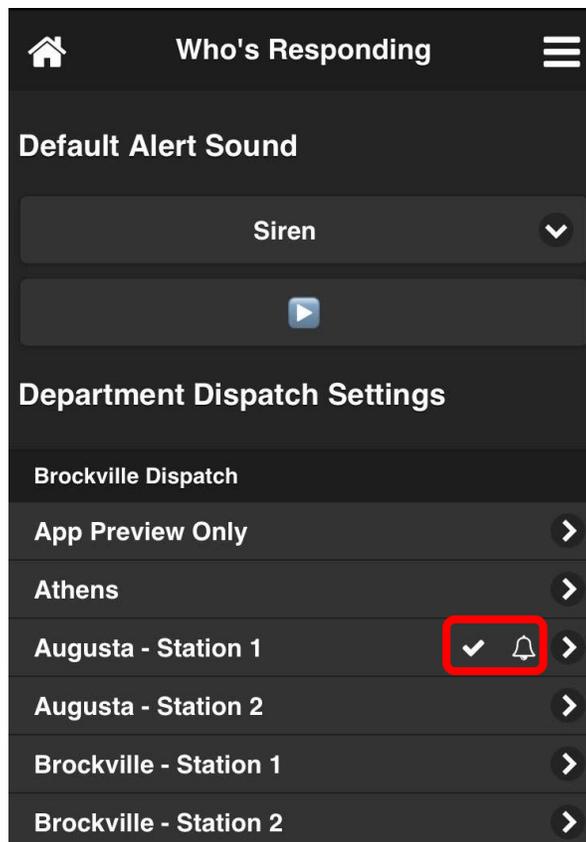
Users can view messages and receive alerts from other departments in their area. Users have the option to pick and choose which departments they wish to receive alerts and/or view messages for. Below is how to enable/disable messages and alerts.

Show Messages - Enabling this feature will allow users to view messages sent by other departments. This feature is currently enabled as indicated by "Yes"



Receive Alerts- Enabling this feature will allow the app to send alerts from other departments. This feature is currently disabled as indicated by "Off"

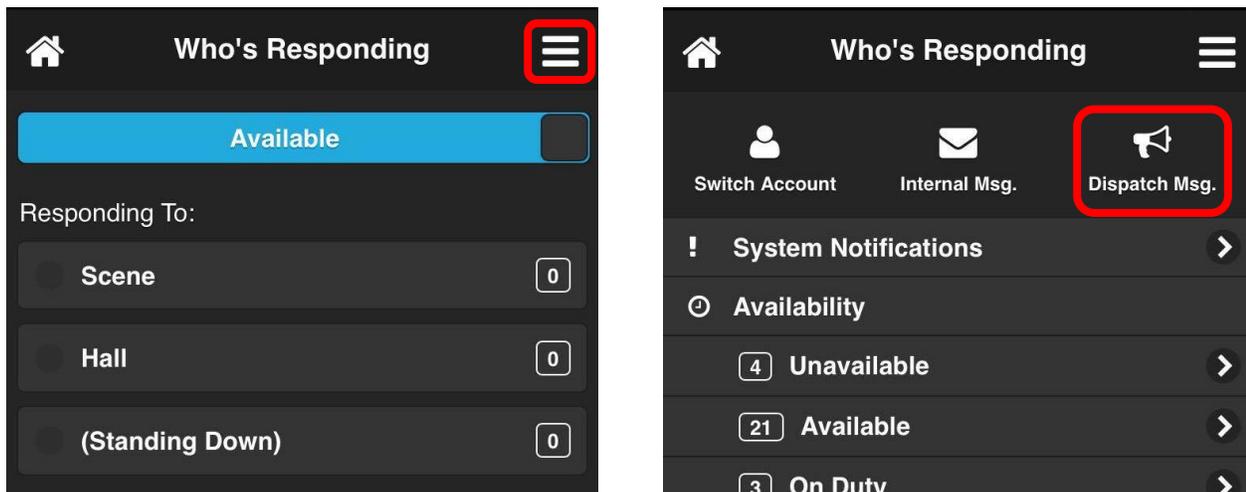
Users can easily view which departments they are receiving messages/alerts for in the "Department Dispatch Settings" list. Enabled messages show up as a check mark in the list, and enabled alerts appear as a bell. Below is an example of both features enabled.



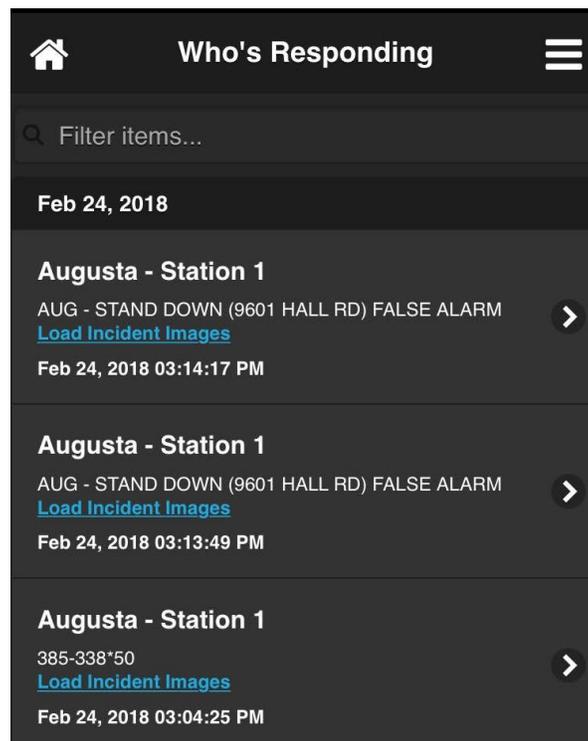
Dispatch Settings, Continued

When messages are enabled for departments, they will show up in the “**Dispatch Msg.**” section. Below is where to locate this feature.

From the home screen, select the highlighted button in the top right corner. Click the “**Dispatch Msg.**” button.



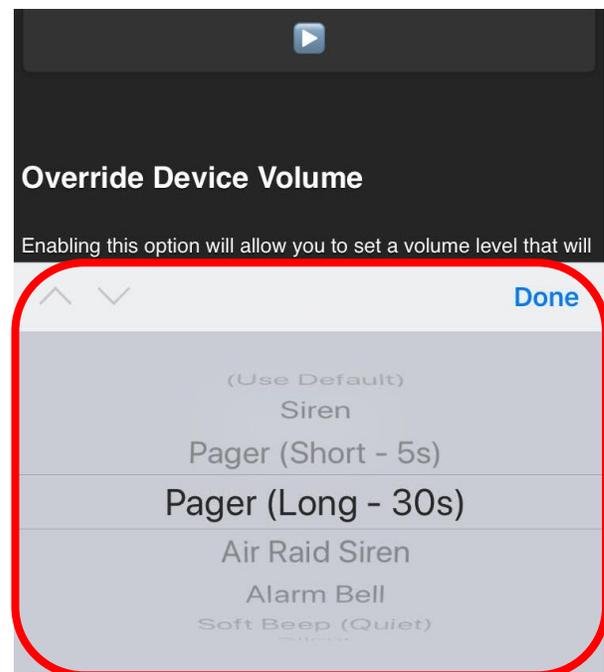
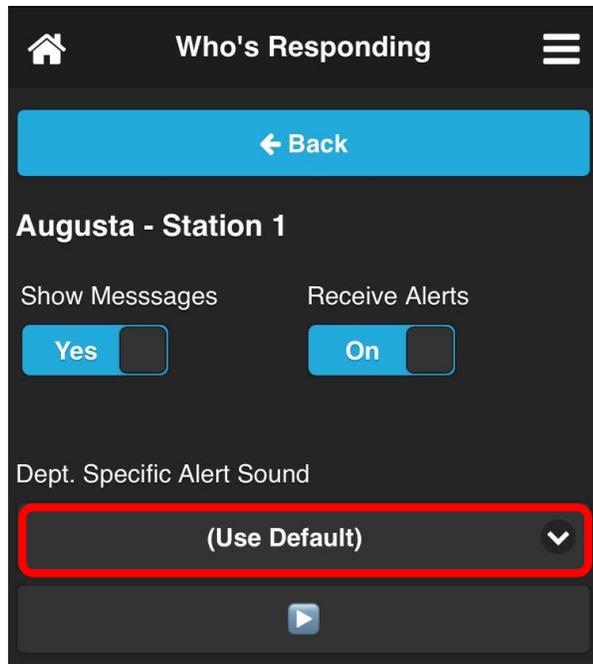
The “**Dispatch Msg.**” button provides users with a list of the total history of calls. These are stored on the server and are loaded to the phone as you scroll. Below is an example of the format they are displayed in.



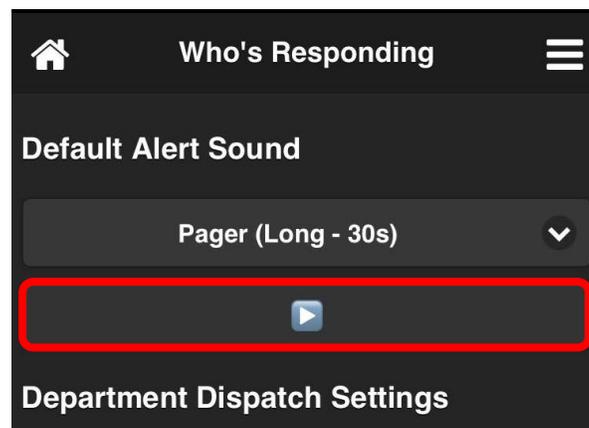
Dispatch Settings, Continued

Department Specific Alert Sounds

Users can set different alert tones for each department they subscribe to. To manage the department specific alert sounds, simply select the “**Dept. Specific Alert Sound**” bar to view a drop-down menu of other options. Scroll upwards to view the alternative sound options. By default, each department will use the Default Alert Sound selected on the Dispatch Settings homepage.



Once a sound selection has been made, test the sound by selecting the play button highlighted below.

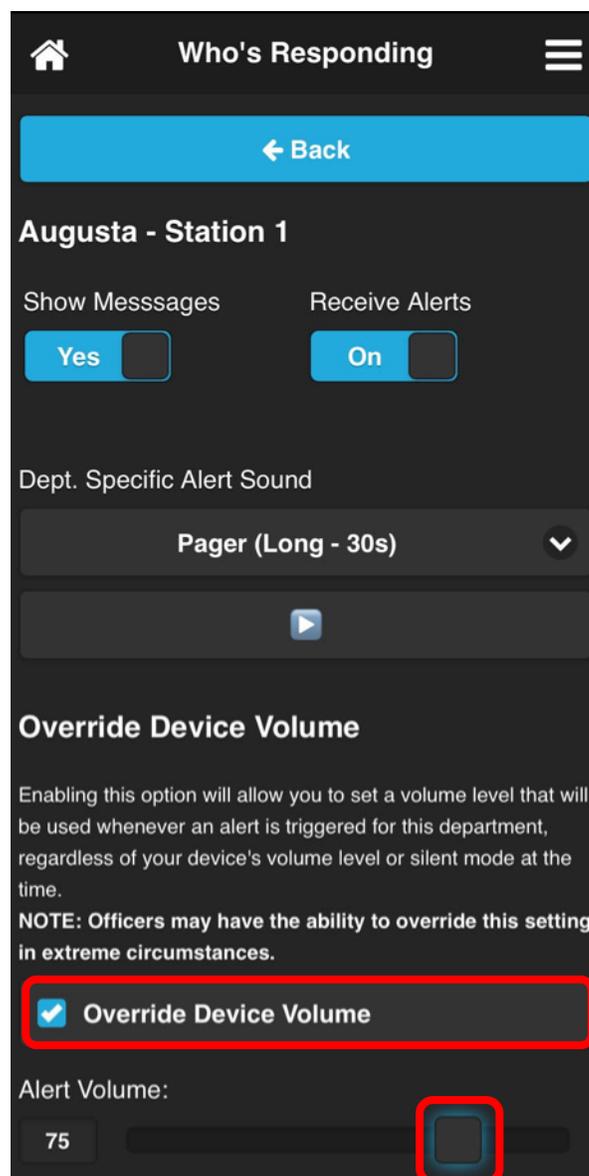


Dispatch Settings, Continued

Override Device Volume

Who's Responding allows users to set a volume level that will be used whenever an alert is triggered, regardless of the user's device volume level, or if silent mode is enabled. It should be noted that officers may have the ability to override this setting in extreme situations.

Click the department from the "Department Dispatch Setting" list. Select the "Override Device Volume" checkbox. A blue checkbox indicates that the override has been enabled. Slide the bar from left to right to set the volume. In the example below, it is set to 75%.



Override Device Volume -
A blue checkbox indicates
this feature is enabled

Alert Volume -
Slide the volume adjuster to
the desired volume level. In
this example, the volume is
set at 75%

Dispatch Settings, Continued

Virtual Pager

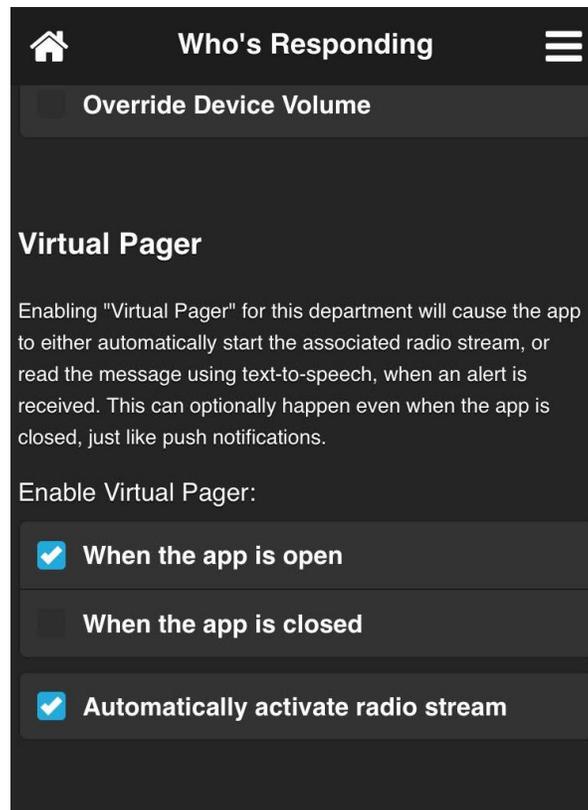
Our app provides members with the ability to use a Virtual Pager feature. Users have the option to have the app automatically start the associated radio stream, or read alert messages using text-to-speech. Users have the option to opt-in to the virtual pager, even when the app is closed. Additionally, the alert will play at the volume that is set for playing music/videos, which is not affected by the silent or vibrate mode.

Enabling Virtual Pager

Enabling the “**Virtual Pager**” is a department specific feature, meaning you must access the settings of each individual department.

Enabling Virtual Pager -
A blue checkbox indicates features that are enabled.

In this example, the “**Virtual Pager**” is enabled when the app is open, and the radio stream is set to automatically activate



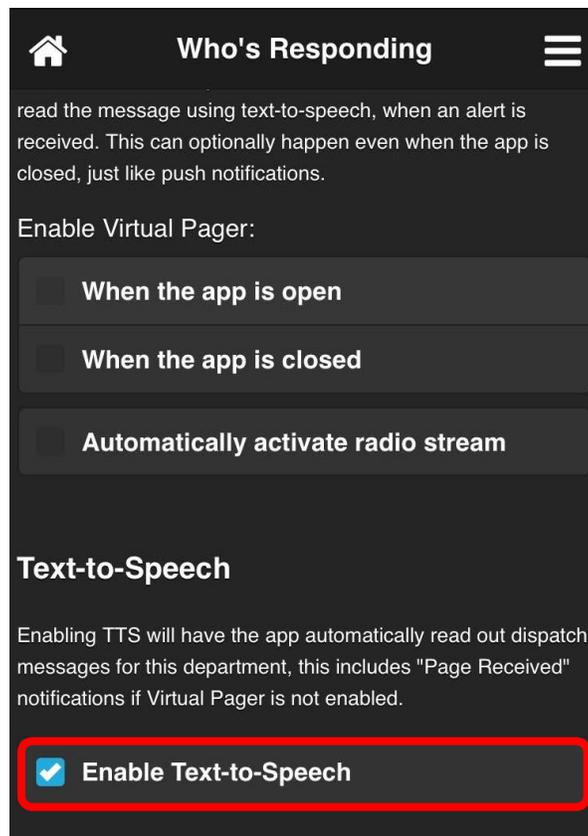
Dispatch Settings, Continued

Text-to-Speech

Users have the option to enable a **“Text-to-Speech”** feature, which allows the app to automatically read out dispatch messages for each selected department. This includes **“Page Received”** notifications if Virtual Pager is not enabled.

Enabling Text-to-Speech

Enabling Text-to-Speech is a department specific feature, meaning you must access the settings of each individual department. Simply check the box to the left of the **“Enable Text-to-Speech”** tab to enable this feature.



Enabling Text-to-Speech -
A blue checkbox indicates
that **“Text-to-Speech”** is
enabled

Dispatch Settings, Continued

Dispatch Settings FAQ

Does my department require special hardware to make pager mode work?

Yes, your department requires the rental of hardware to capture radio streams.

Can members prevent the Virtual Pager from activating if they are in a meeting?

Yes, when a member toggles the one touch availability slider on the home tab to “**Unavailable**”, another slider appears allowing them to turn all sound off. This will silence all alerts and prevent the radio stream from activating, to avoid unwanted interruptions.

Is it possible to prevent other department's members from monitoring my department's calls?

Yes, simply specify that you wish to have your organization set up separately when you contact us to set up your subscription.

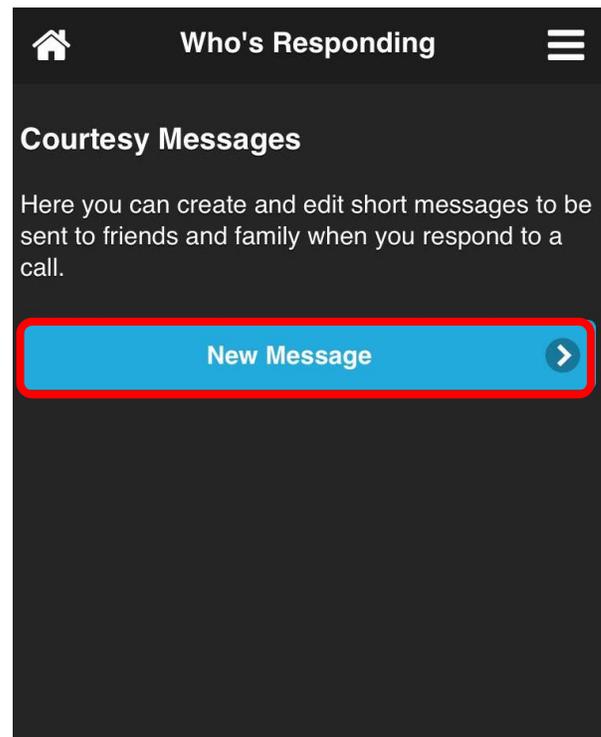
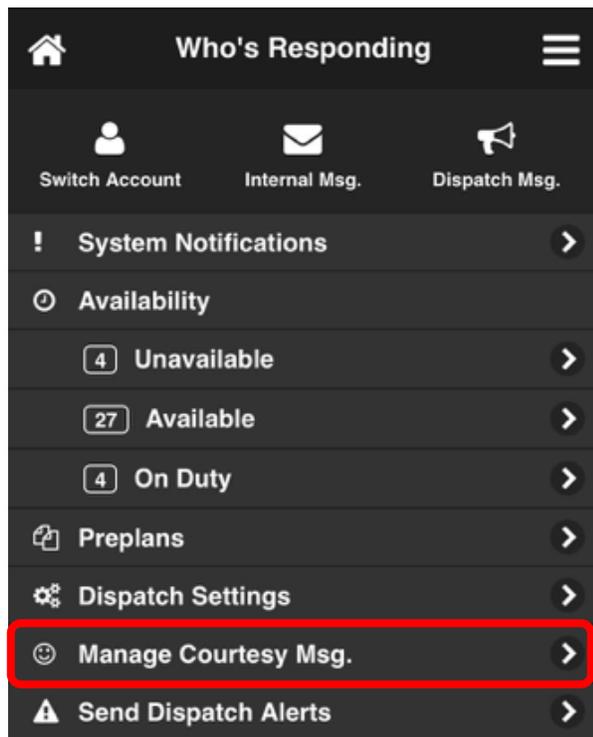
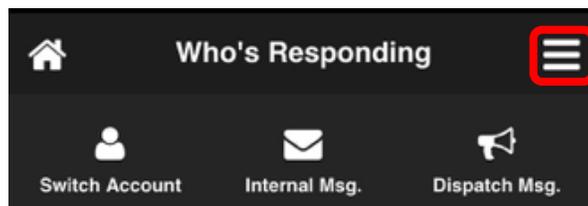
Courtesy Message

When a member indicates that they are responding to a call, one-touch buttons allow users to send out a text message or e-mail to a specific contact with pre-defined text.

For example, a firefighter could have a courtesy message marked "Wife" or "Husband" to instantly send their significant other a message letting them know they will be responding to a fire call, and will be home late.

Managing Courtesy Messages

From the home screen, select the highlighted button in the top right corner. Select the **"Manage Courtesy Message"** tab, then select the **"New Message"** button.



Courtesy Message, Continued

Text Msg. / E-mail –
Determines how your courtesy message will be delivered. In this instance, e-mail is the method selected, as shown in blue

The screenshot shows the 'Who's Responding' app interface. At the top, there are two buttons: 'Text Msg.' and 'E-mail'. The 'E-mail' button is highlighted in blue. Below these buttons are three input fields: 'Nickname' with the placeholder text 'e.g. Wife, Boss', 'Recipient' with the placeholder text 'e.g. john.doe@email.com', and 'Message' with the text 'I am responding to a call-out.'. At the bottom of the form are two buttons: 'Save Message' (highlighted in blue) and 'Delete'.

Nickname – Once saved, this will be the name the courtesy message is saved and displayed as.

Recipient – When E-mail is selected, provide the recipient's e-mail here. When text message is selected, provide the recipient's phone number

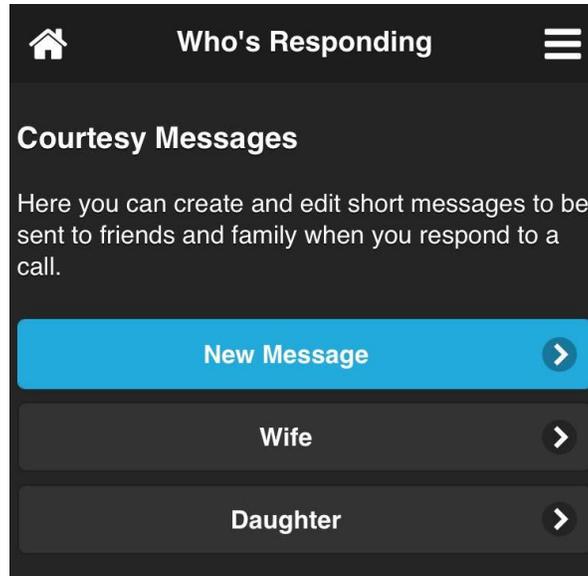
Message – Compose the message in this text field

Save Message – When all details are entered, select save to turn this message into a simple, and easy one-touch button

Delete – Delete a saved entry

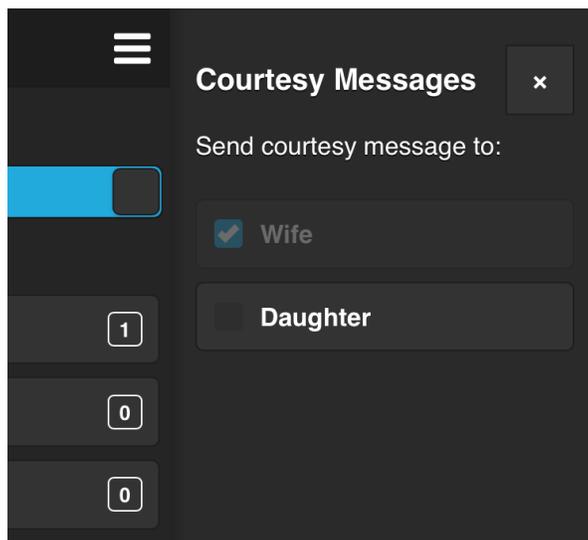
Courtesy Message, Continued

Once courtesy messages are saved, they can become viewable/customizable on the “**Manage Courtesy Msg.**” page. Below is an example of how saved messages are displayed:



Sending a Courtesy Message

When a Courtesy Message is configured, the option to send one automatically pops up once a user indicates they are responding to a call. Simply tap the empty box beside the Courtesy Message you would like to send. This will grey out that option as an indication that your pre-determined message has been automatically send, as shown in the example below:

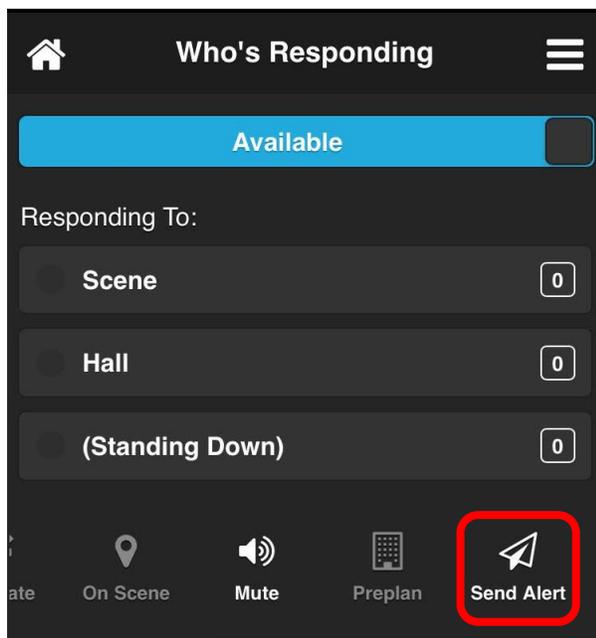


Send Dispatch Alerts

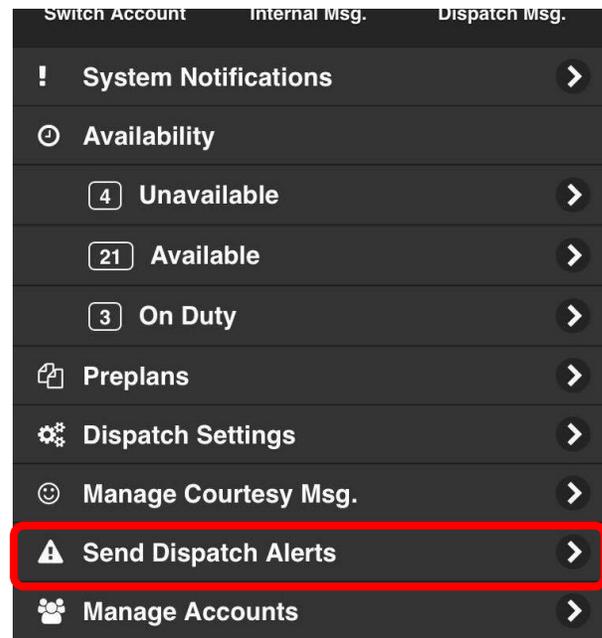
Who's Responding allows administrators to dispatch an alert directly from the app. All members will receive notifications the same way they do when the dispatch center sends an alert. For example, this can be used as a secondary method of paging your members if your primary alerting method is unavailable. “**Send Dispatch Alerts**” can also be used to send out messages that you want your members to be alerted to, but are not critical enough to warrant having the dispatch center send it.

Accessing Preplans

1. There are two ways to access “**Send Dispatch Alerts**”, as shown below:



Shortcut – Access to the Send Alert from the homepage. You may need to swipe the shortcut bar in order to make the button visible.



Menu Item – Access to the Send Dispatch Alert via the Menu.

Send Dispatch Alerts, Continued

Use the page below to send a dispatch alert to your department. If you have a message that is sent out frequently, you can save it as a **"Canned Message"**. This allows you to quickly send the same message again, or edit minor details while keeping the essence of the message the same.

The screenshot shows the 'Who's Responding' app interface. At the top, there's a home icon and the title 'Who's Responding'. Below that is a 'Canned Message' dropdown menu currently set to '(None)'. Underneath is a 'Custom Message' text field. The 'Dispatch Groups' section shows 'App Preview Only' with a blue checkmark. The 'Settings' section shows 'Override App Mute' with a grey checkbox. At the bottom, there are two buttons: 'Save' and 'Send'.

Custom Message: Use this text field to create a custom message to be sent out to users

Canned Message: Tap this tab to view a drop-down list of all previously saved messages. Resend the exact message, or edit some details

Override App Mute: Alert members who have the app on mute. A blue checkbox to the left indicates that the override is enabled. In this example, it is disabled

Dispatch Groups: Select which groups to send dispatch alert to. A blue checkbox indicates the selection

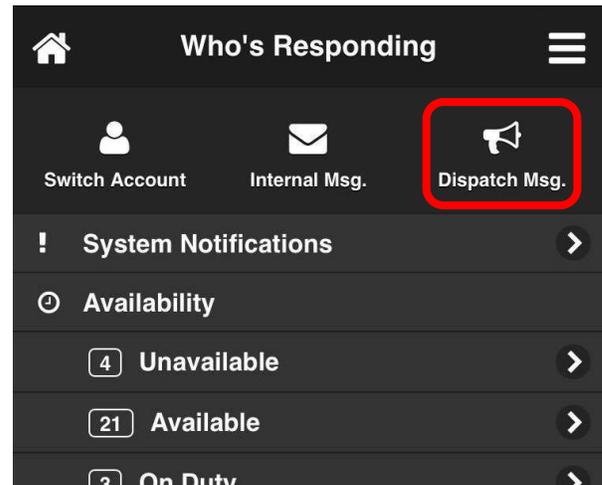
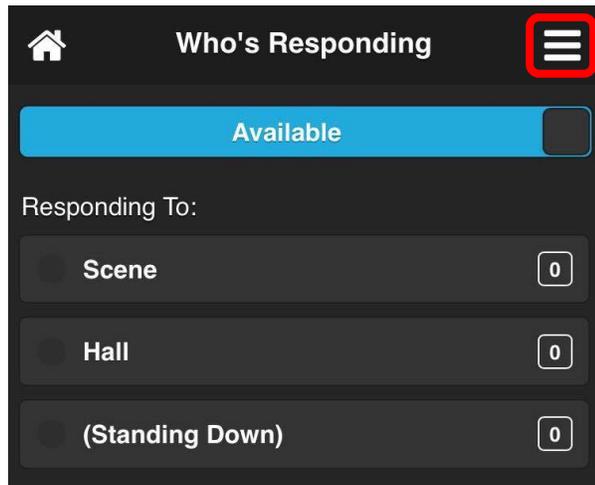
Save: Save message as a **"Canned Message"**

Send: Send message to selected groups. The app will prompt a pop up confirming that the user wants to send the message

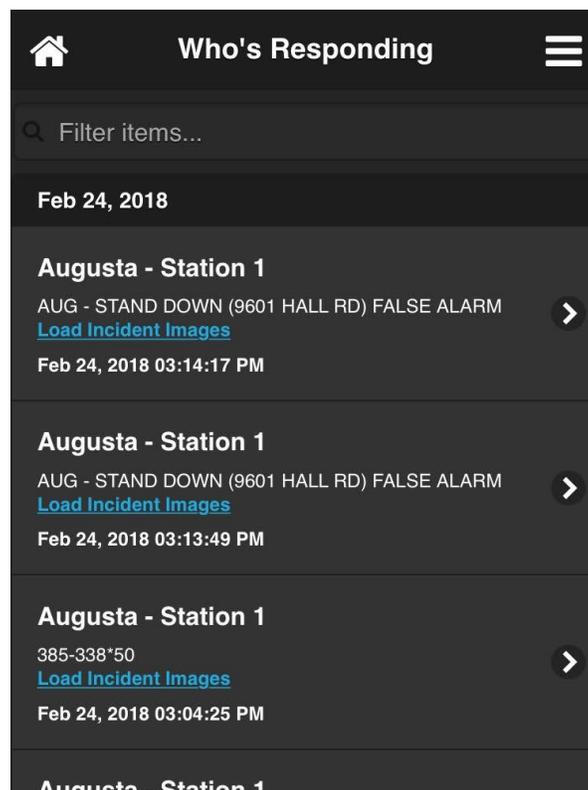
Send Dispatch Alerts, Continued

Location Previously Sent Dispatch Messages

Dispatch messages will show up in the “**Dispatch Msg.**” section. From the home screen, select the highlighted button in the top right corner. Click the “**Dispatch Msg.**” button.



The “**Dispatch Msg.**” button will provide users with a list of the total history of calls. These are stored on the server and are loaded to the phone as you scroll. Below is an example of the format they are displayed in.



Send Dispatch Alerts, Continued

Send Dispatch Alerts FAQ

Who can send dispatch alerts?

Administrators and members who are assigned to a special dispatch group can send alerts.

How do members receive the alerts?

When a dispatch alert I sent, members will receive alerts via the same pre-defined setting they have selected. (Exception: if the user selects to override mute, members will be alerted at maximum volume).

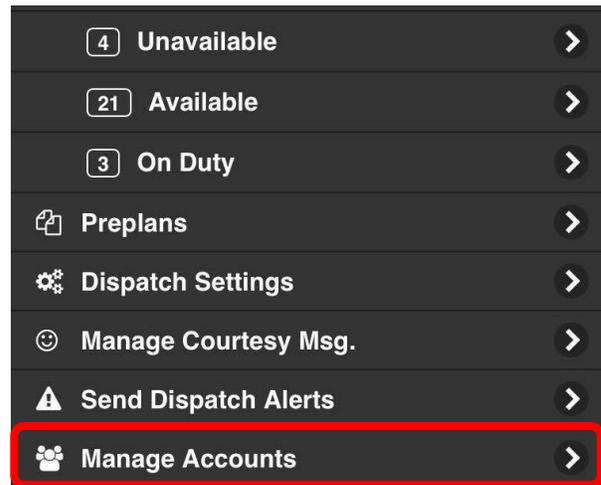
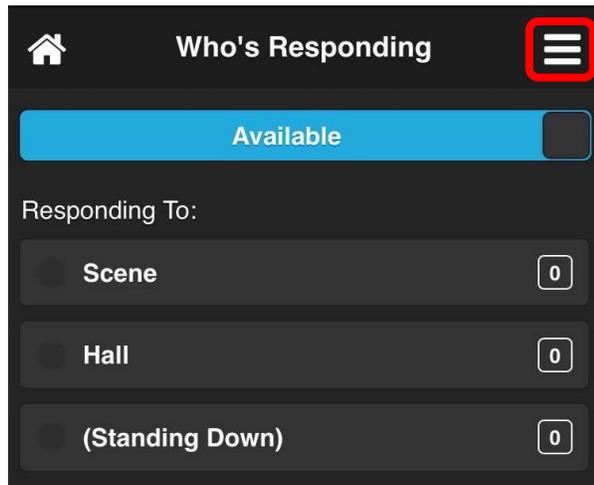
Is there an additional cost to send dispatch alerts?

Your alert is sent once to our servers via the internet, and our servers relay it to all other notification channels on your behalf. There is no cost to you.

Manage Accounts

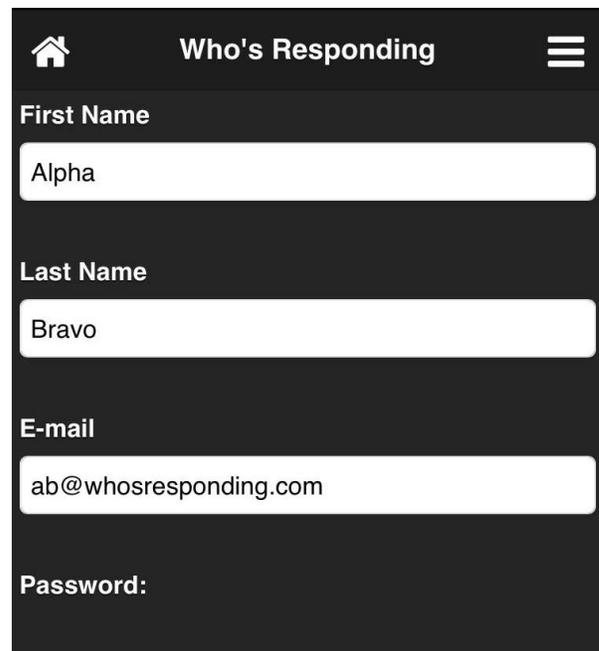
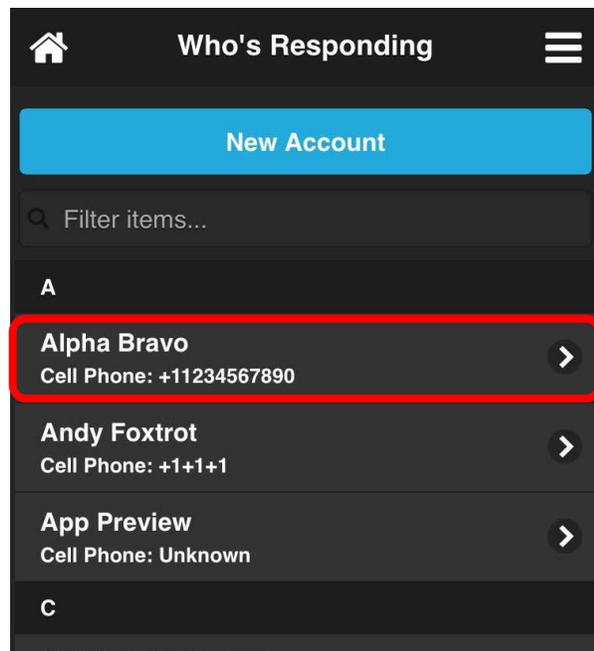
The **Manage Accounts** is a permission-based feature available to certain members of your department. This feature allows for information, and permissions to be edited on all accounts in your department.

From the home screen, select the highlighted button in the top right corner. Click **"Manage Accounts"**.



Making Edits to Personal Information

1. Select the name of the member to make an edit, or to view their account information.
2. Simply tap the white bars to make edits to the user's name, E-mail, or cell phone number. You will also be able to see the user's password in the location highlighted below. Assistance in retrieving passwords can be requested from the log-in screen by selecting **"Forgot Password"**.



Manage Accounts, Continued

SMS Dispatch Alerts – Enables the user to receive dispatch alerts in a text message. The blue checkbox indicates that this feature is enabled

SMS Settings – To ensure that **SMS Dispatch Alerts** can function effectively the user's cellular carrier must be indicated. It is here that the user's dispatch alerts subscriptions can be set

Location – For departments with numerous locations, stations can be specified

Upload Photo – Upload a photo previously saved on the device

Groups – Groups simply means permissions. This is where users can be granted access to certain features and information

Job Title – Indicate the user's rank

Take Photo – Take a new profile photo on the spot

Update Account – Save the changes made to the account

Delete Account – Delete the user's account

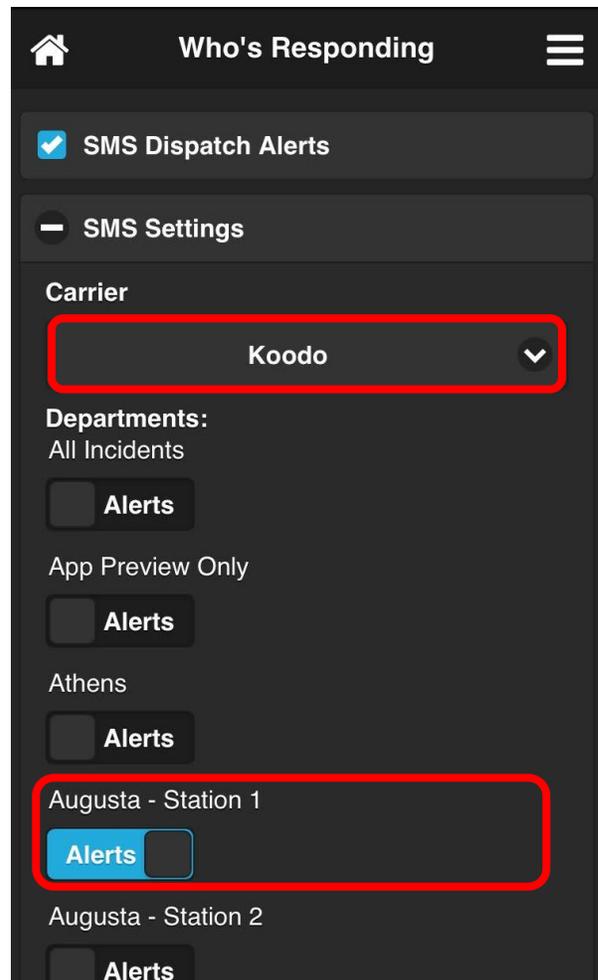
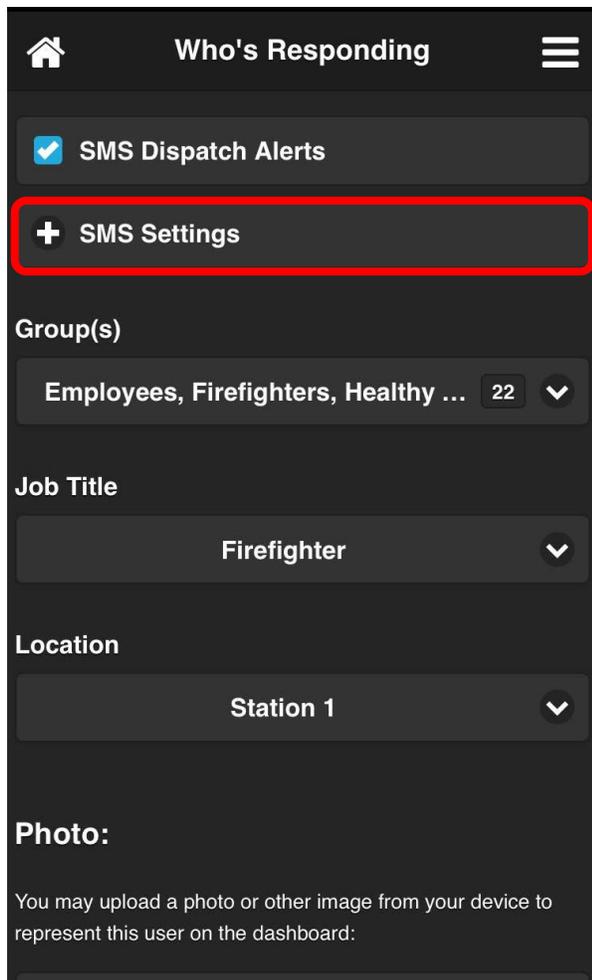
The screenshot shows the 'Who's Responding' app interface with the following elements:

- Home icon and hamburger menu icon at the top.
- Section header: **Who's Responding**
- Toggle for **SMS Dispatch Alerts** (checked).
- Section header: **+ SMS Settings**
- Section header: **Group(s)**
- Dropdown menu for **Group(s)** showing "Employees, Firefighters, Healthy ..." with a count of 22.
- Section header: **Job Title**
- Dropdown menu for **Job Title** showing "Firefighter".
- Section header: **Location**
- Dropdown menu for **Location** showing "Station 1".
- Section header: **Photo:**
- Text: "You may upload a photo or other image from your device to represent this user on the dashboard:"
- Buttons: **Take Photo**, **Upload Photo**, **Update Account** (highlighted in blue), and **Delete Account**.

Manage Accounts, Continued

SMS Dispatch Alerts

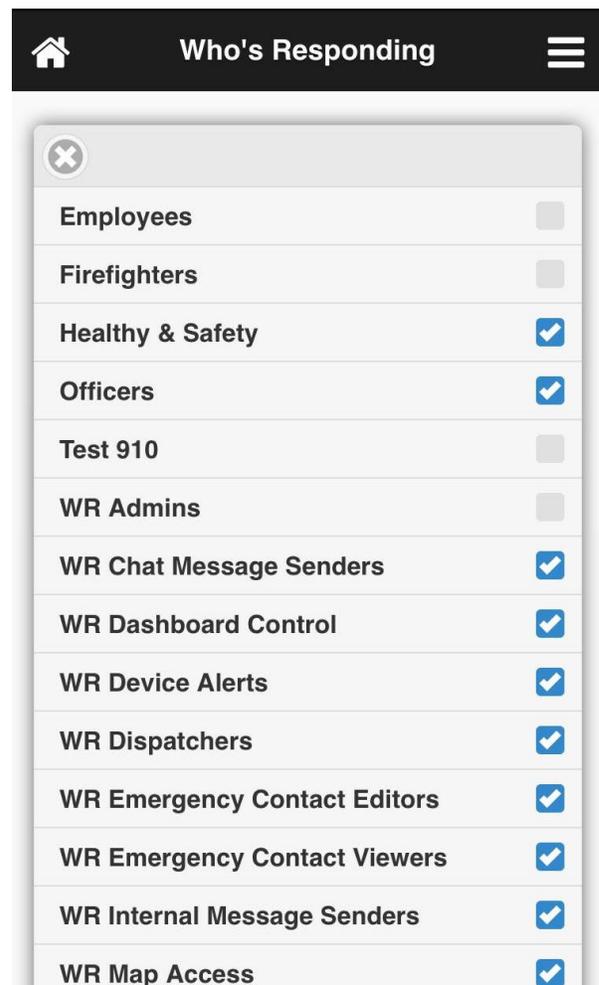
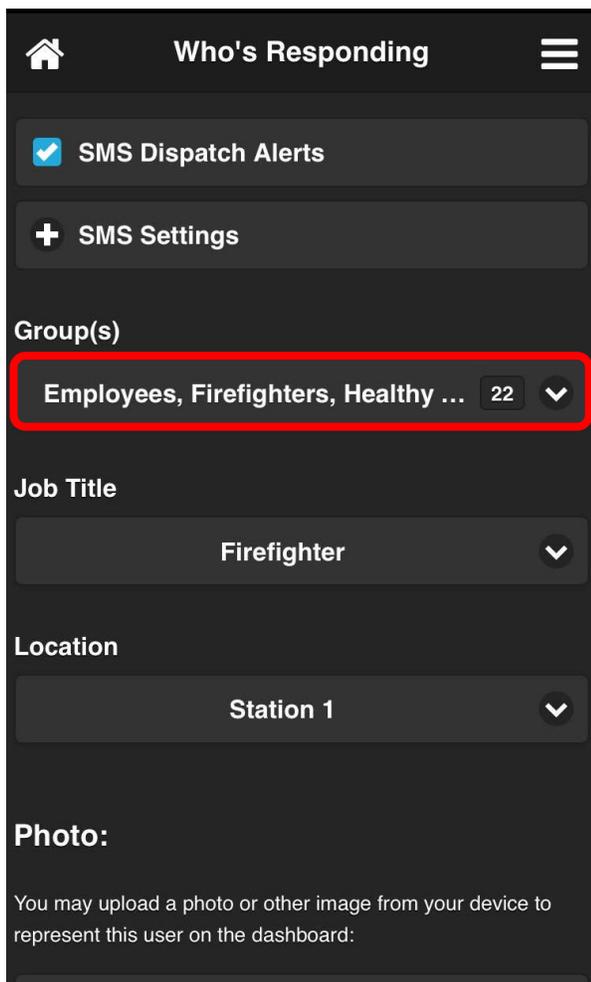
To enable **SMS Dispatch Alerts**, click the “**SMS Dispatch Alerts**” bar. A blue checkbox indicates that the user has enabled this feature. Select “**SMS Settings**”. It is here that the user’s cellular carrier must be indicated. It is also in “**SMS Settings**”, that users can be subscribed to receive SMS settings for certain departments/stations. In the example below, the user has been subscribed to receive SMS dispatch alerts for “**Augusta – Station 1**”. Smartphone users who are subscribed to SMS Dispatch Alerts will receive push notifications to their device, as well as a text message alert. SMS Dispatch Alerts are convenient for non-smartphone users, who cannot utilize the Who’s Responding app, but can still receive SMS dispatch alerts.



Manage Accounts, Continued

Group(s)

The “**Group(s)**” feature, is where users can be given permissions to access certain features and information. Tap the bar below “**Group(s)**”. The text in the bar will vary depending on the permissions that the user has been granted. It will also contain a number on the right that indicates the number of permissions that user has. Simply select the box beside the permission to grant access. Access is indicated by the blue checkbox. If the checkbox is empty, the user does **not** have access.

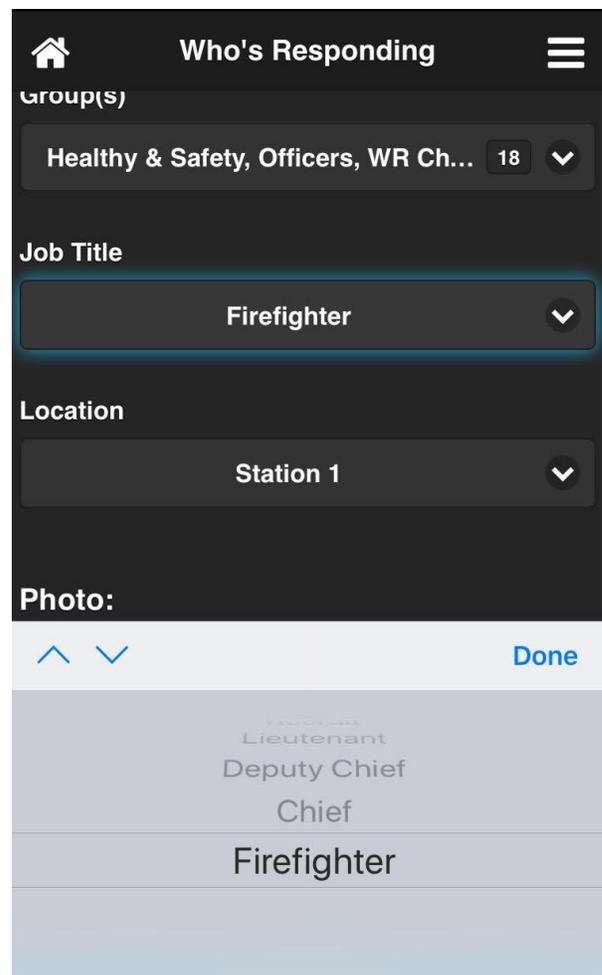
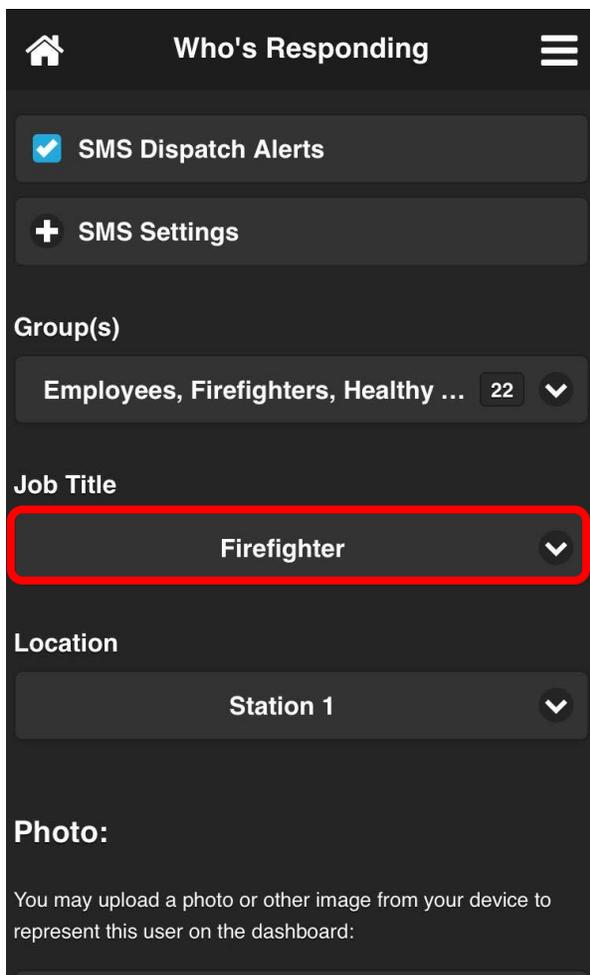


Manage Accounts, Continued

Job Title

The **"Job Title"** feature allows for members to have their rank indicated. For example, when a user responds to a call, their rank will appear under their name. In addition to this, each **"Job Title"** has default permissions settings. For example, a member at **"Firefighter"** rank will have fewer permissions than a member who is a **"Chief"**. Sometimes it is needed to customize the permissions of a member outside of the default permissions they are assigned with their **"Job Title"**. Access the **"Group(s)"** feature to make these changes.

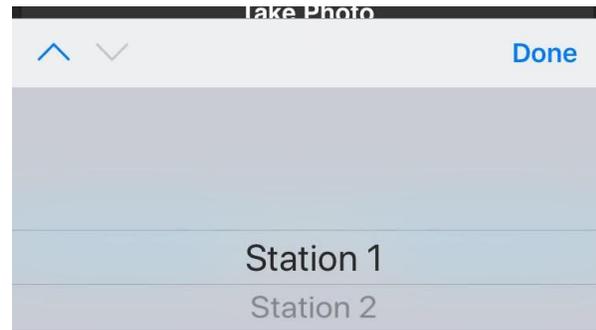
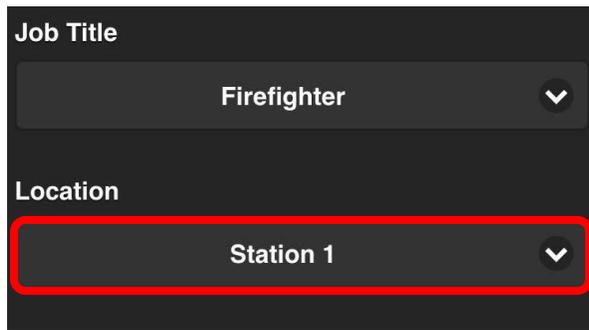
Tap the bar under **"Job Title"**, and scroll upwards to select the appropriate rank for the user. Select **"Done"** when the desired selection is made.



Manage Accounts, Continued

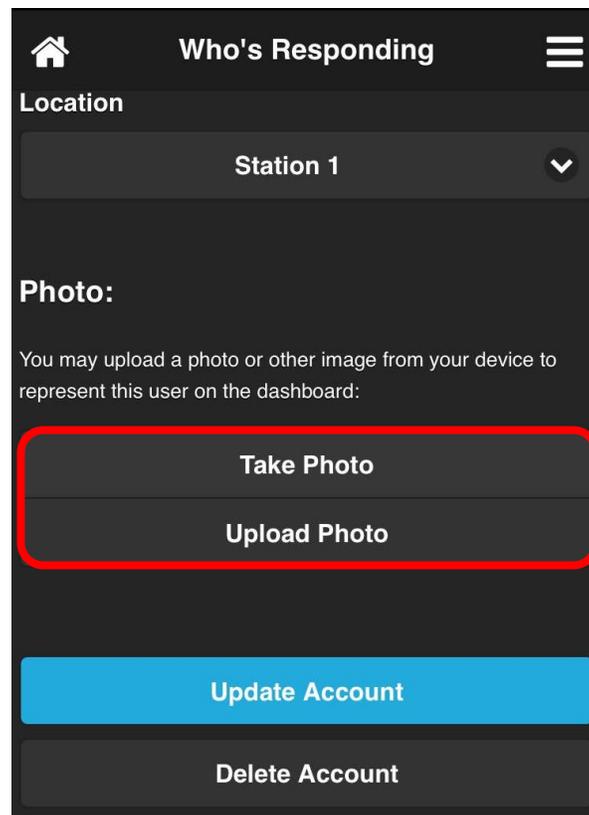
Location

The **“Location”** feature makes it possible for a member's station to be indicated. Select the tab below **“Location”**. Slide the drop-down menu upwards to select appropriate location.



Photo

Utilize the **“Take Photo”** button to take a photo with the device's camera. Utilize **“Upload Photo”** to choose a previously saved photo from the device's photo library.

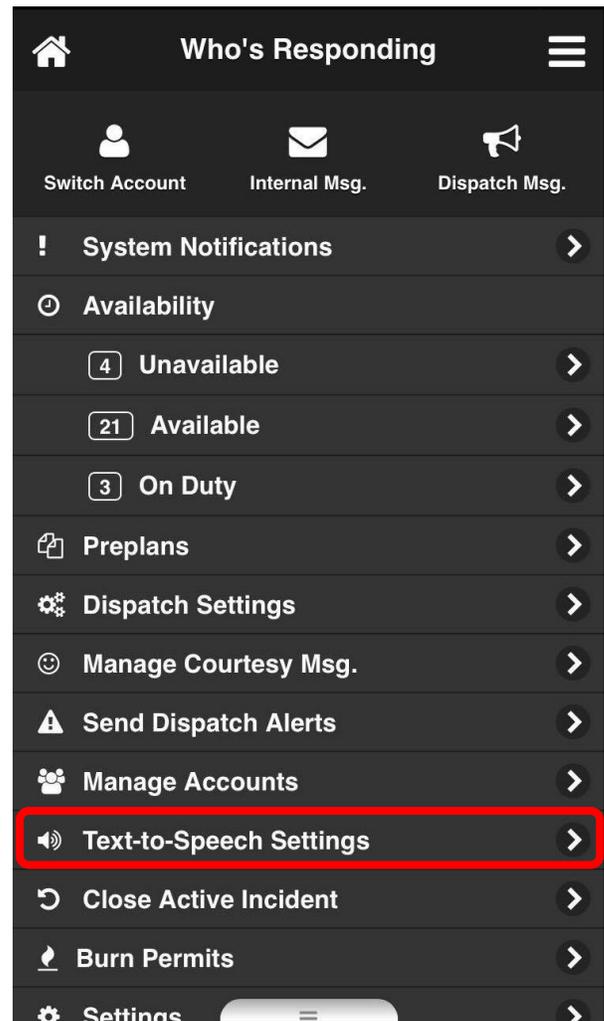
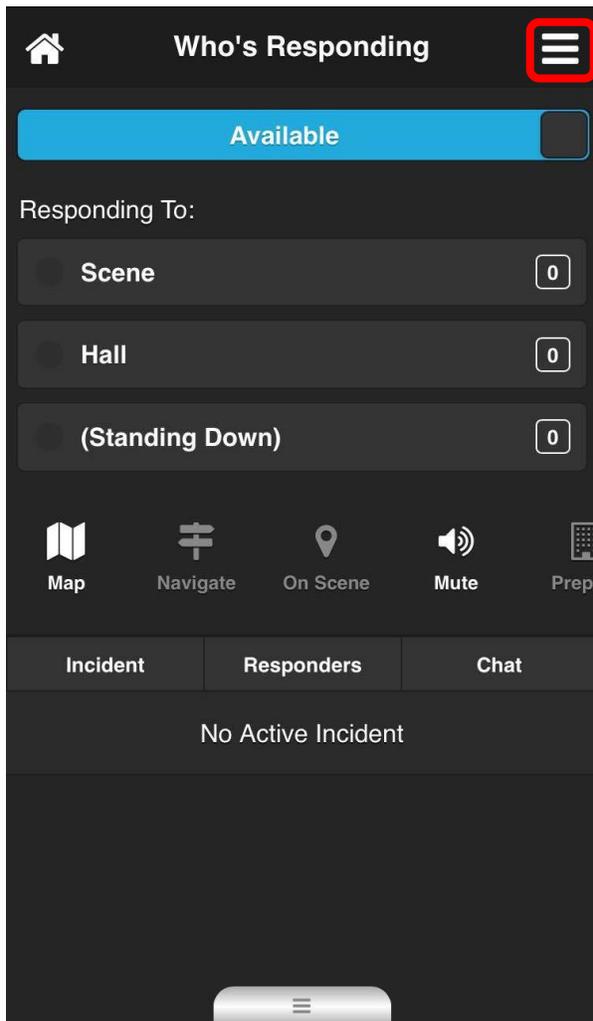


Text-to-Speech Settings

Our app has numerous **Text-to-Speech** (TTS) features which allow users to stay informed even when the app is closed. Users can customize the types of messages and information they wish to enable TTS for.

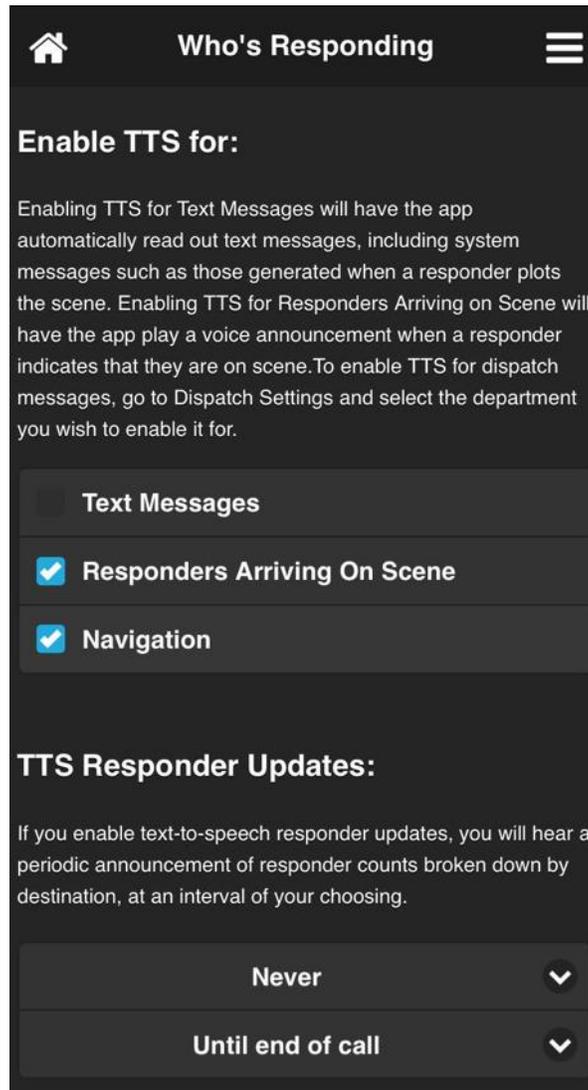
Accessing TTS Settings

From the home screen, select the button highlighted in the top right corner. Click the “**Text-to-Speech Settings**” tab.



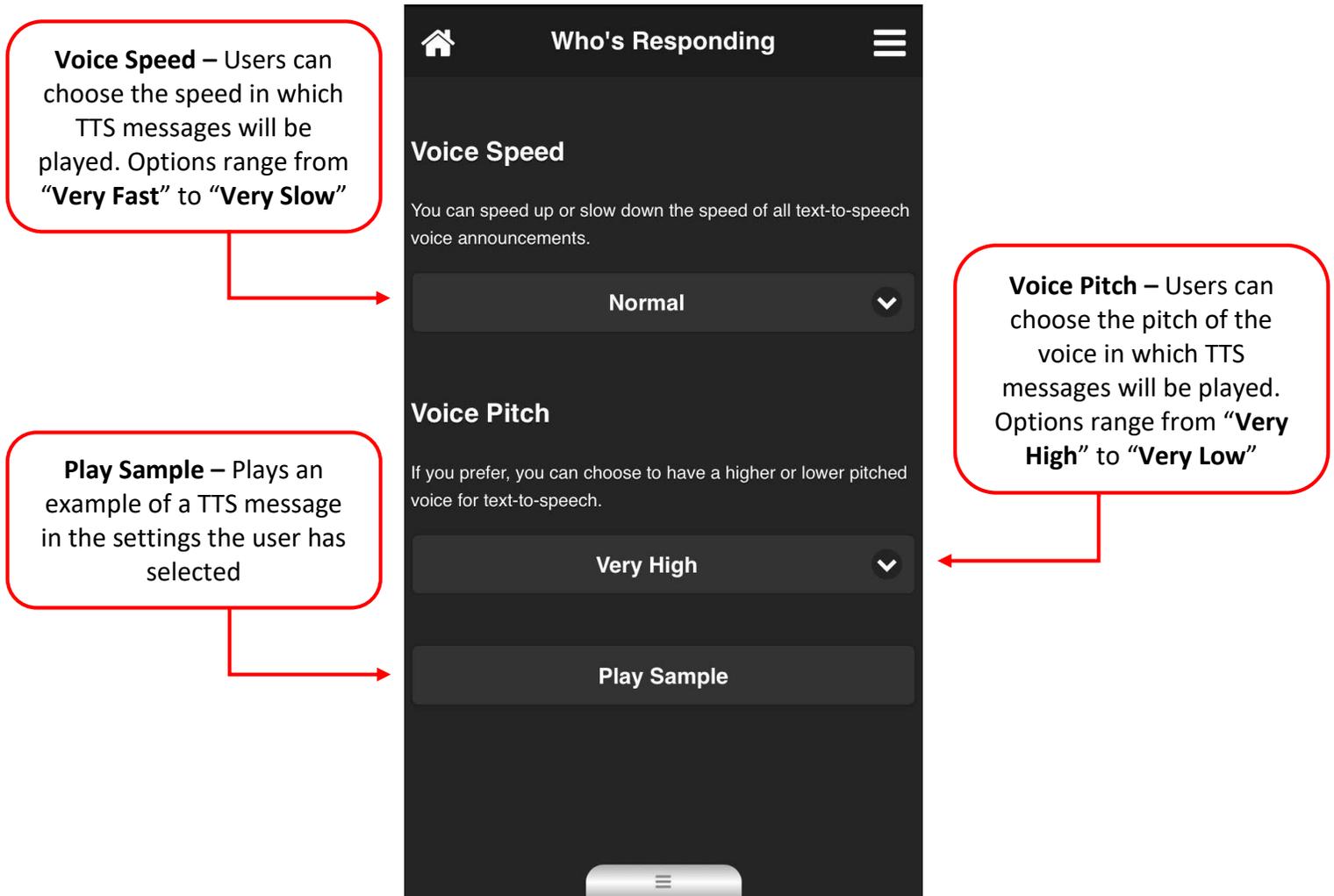
Text-to-Speech Settings, Continued

Enable TTS for – Users have the capability to choose which type of information they receive through TTS. In this example, “**Responders Arriving on Scene**” and “**Navigation**” are enabled, as indicated by the blue checkboxes



TTS Responder Updates – users can choose to receive announcements of responder counts broken down by destinations. Users can choose the frequency and length of time they wish to receive updates. In this example, the user has opted out of this feature, as indicated by “**Never**”

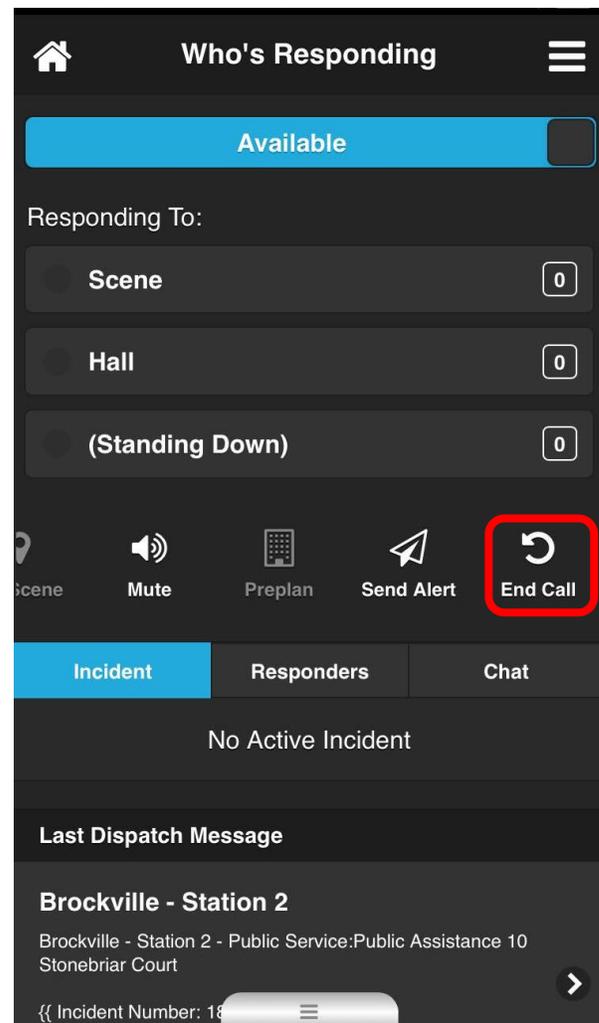
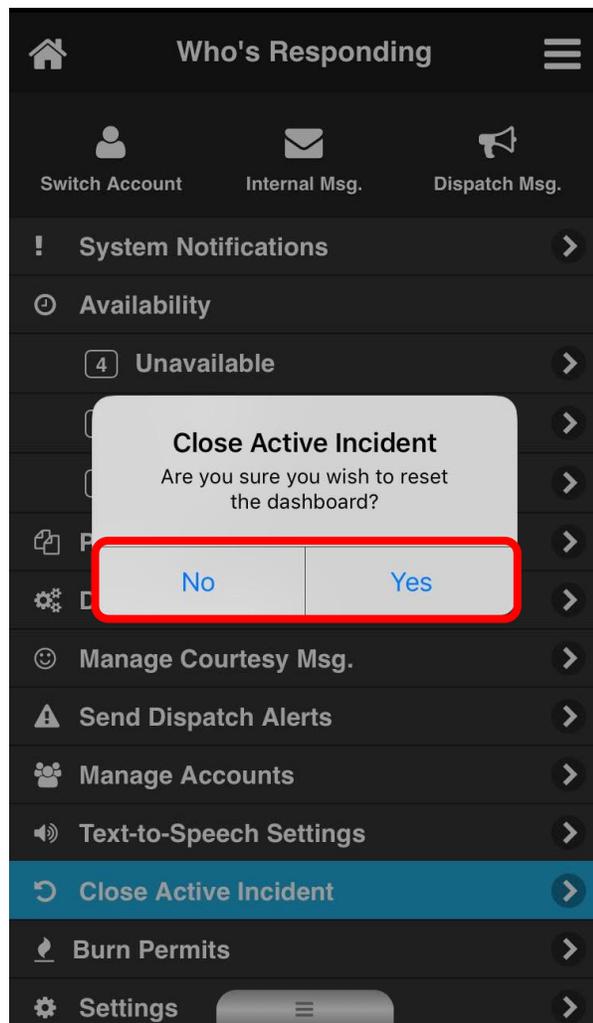
Text-to-Speech Settings, Continued



Close Active Incident

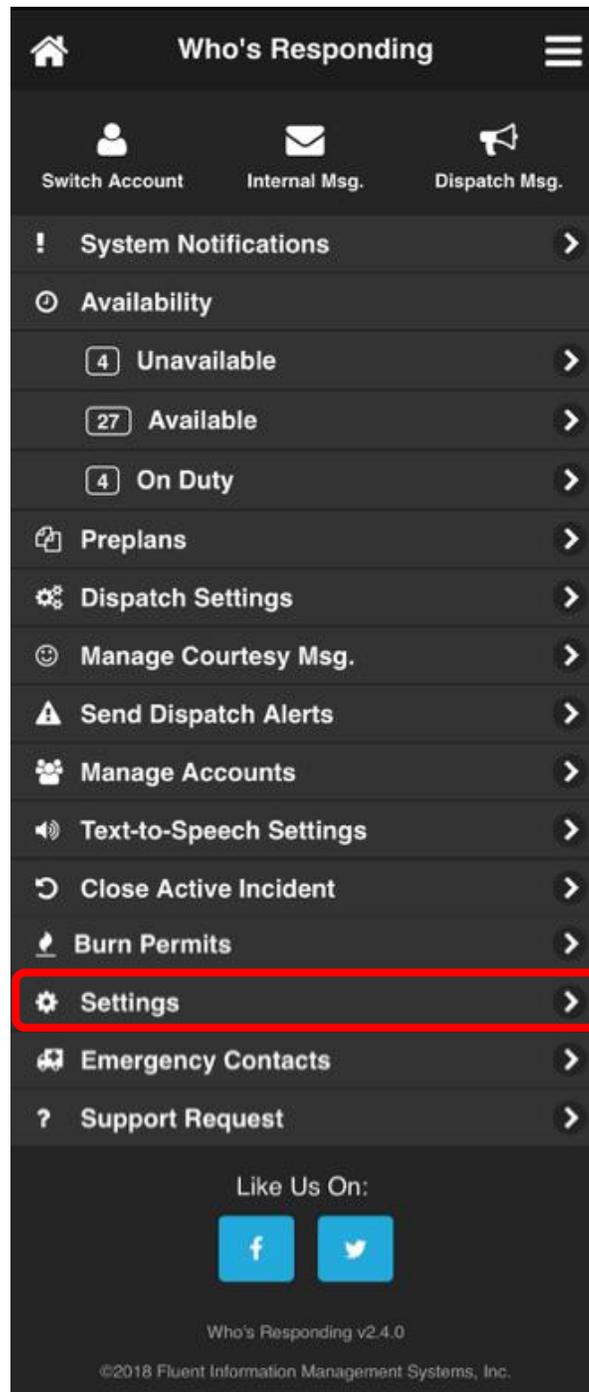
When a call is complete, users who have been granted access, can close the active incident. Alternatively, 30 minutes (or your department's customized time setting) after the last user interaction the incident will be closed, and cleared from the home screen. A total history of calls can be found under **"Dispatch Msg."** as highlighted below.

From the home screen, select the Menu button in the top right corner. Click the **"Close Active Incident"** tab. OR, press the End Call shortcut in the Menu Bar. You may need to slide this icon row to one side in order to access the button. To ensure the incident is not cleared accidentally, a pop up will appear asking the user to confirm the reset. Select **"Yes"** to reset the dashboard, or **"No"** to cancel the reset. Please note that both **"Close Active Incident"** and **"End Call"** are permission based features.



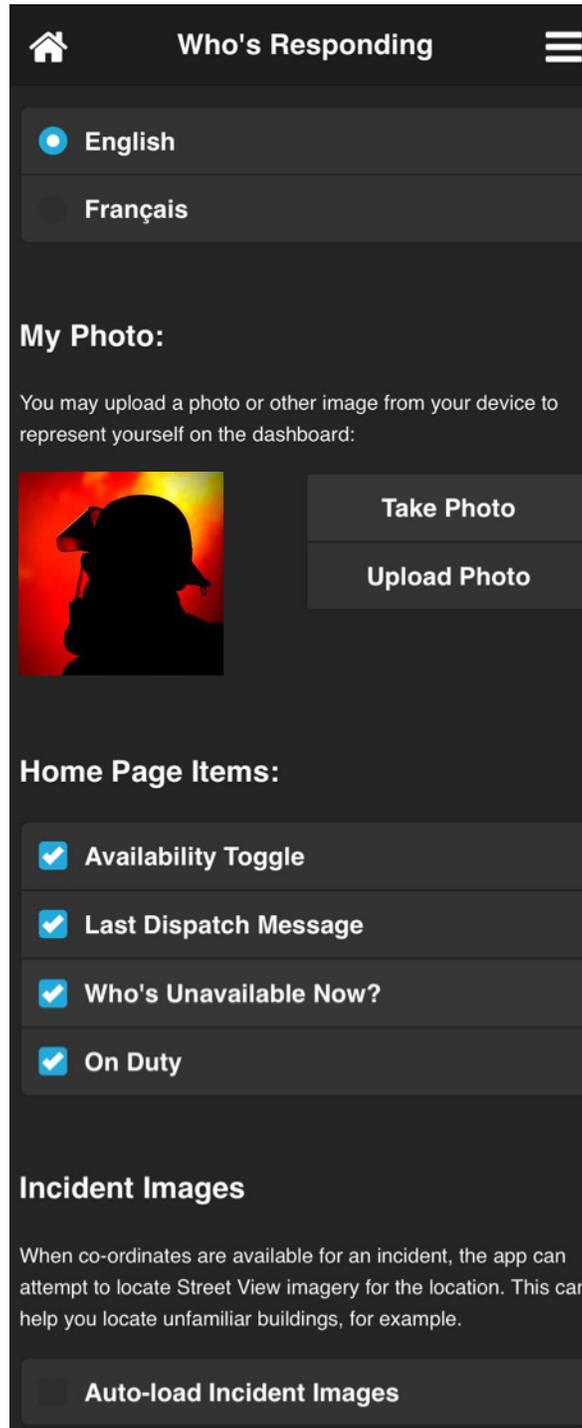
Settings

From the home screen, click the Menu button on the top right hand corner. Select the “**Settings**” tab:



Settings, Continued

Language Selector- Choose to view the app in English or French



Home Page Items: – Use this section to customize which features are displayed on your homepage. In this example, all options are enabled as indicated by the blue checkboxes

Take Photo – Use this button to take a profile picture with your camera

Upload Photo – Use this button to pick a profile picture from the photo library on your phone

Incident Images: – Click on the “**Auto-load Incident Images**” to allow incident images to load on the home screen. In this example, the feature is disabled as indicated by the absence of a blue checkbox

Settings, Continued

The screenshot shows the settings page for the 'Who's Responding' app. The page is titled 'Who's Responding' and has a home icon and a menu icon at the top. The settings are organized into sections: 'Units', 'GPS Settings', 'GPS Tracking Timeout', and 'Radio Stream Timeout'. Each section has a descriptive paragraph and a control element (radio buttons, a checkbox, or a dropdown menu). Red callout boxes with arrows point to specific features: 'Units' (Metric/Imperial), 'GPS Tracking' (checkbox), 'GPS Tracking Timeout' (dropdown), and 'Radio Stream Timeout' (dropdown).

Units – Choose between Metric and Imperial units of measurement

GPS Tracking – By enabling this feature, members can track your location when you are responding to a call. The feature is enabled in this example, as indicated by the blue checkbox

GPS Tracking Timeout – Choose when GPS tracking ceases. Select from minutes to hours from the drop-down menu

Radio Stream Timeout – Choose when the radio stream ceases. Select from minutes to hours from the drop-down menu

Who's Responding

Units

Metric

Imperial

GPS Settings:

When GPS tracking is enabled, the dashboard will be updated with your current position on a map in real-time.

GPS Tracking

GPS Tracking Timeout:

In respect of your privacy, GPS tracking will automatically stop after a length of time you choose, if it is not stopped by any other means.

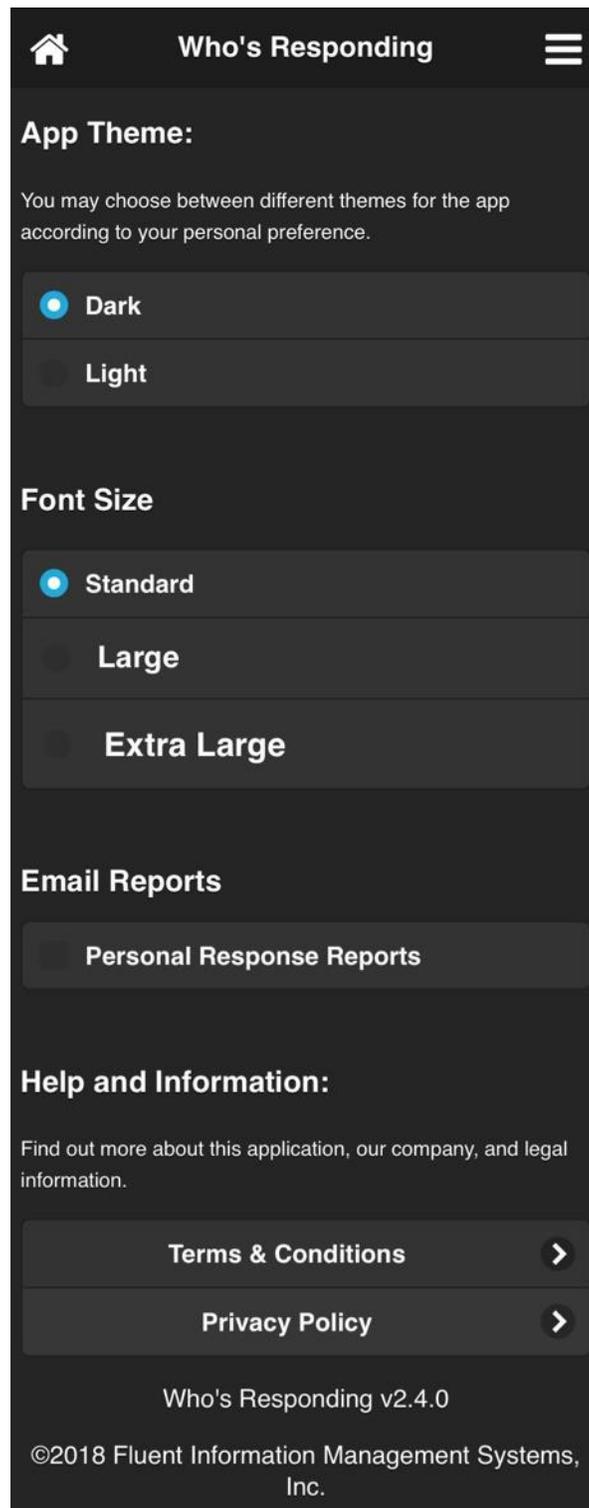
15 Minutes

Radio Stream Timeout

In order to prevent unexpected surprises and limit data usage, radio streams will automatically be turned off after the amount of time you choose.

15 Minutes

Settings, Continued



App Theme – Choose between a dark or light layout

Font Size – Choose which size fonts are displayed in

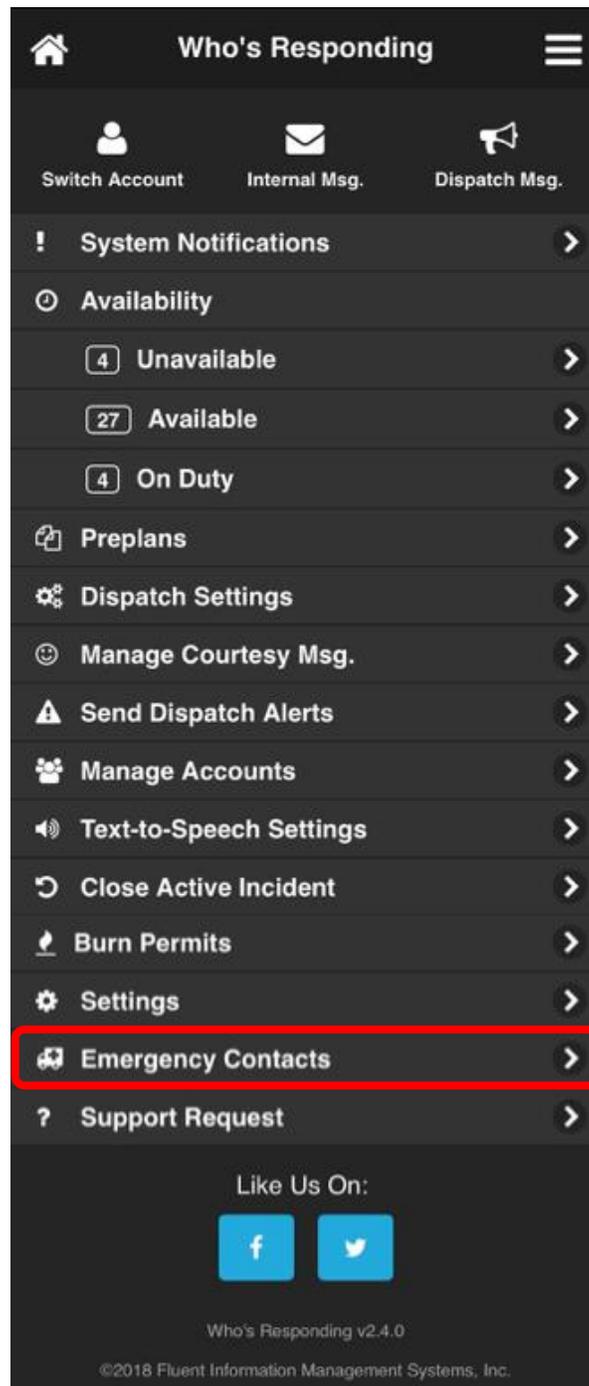
Terms and Conditions/Privacy Policy – Click each tab to view more information regarding the app, legal information, and our company

Email Reports – Enabling this feature ensures a report is emailed to the user verifying attendance, as well as including the corresponding dispatch message. The email is sent once the call has ended

Emergency Contacts

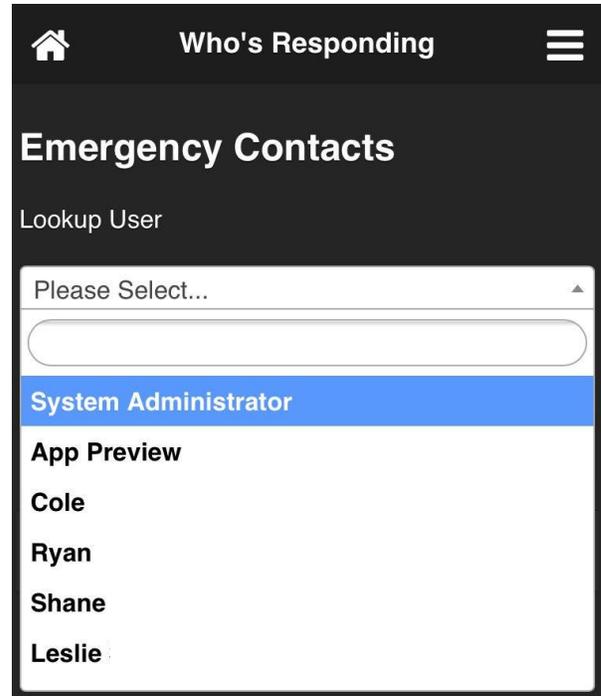
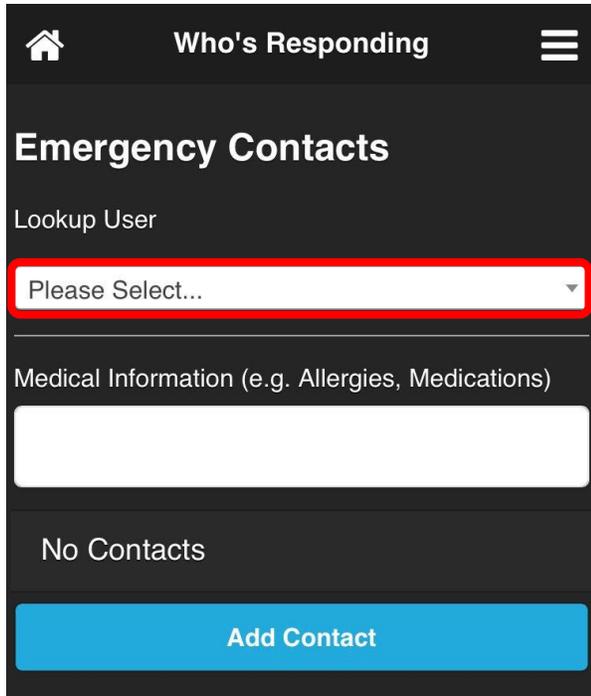
Users can access vital information about department members in the event of an emergency. By accessing the **Emergency Contacts** feature, medical information (allergies, medications), and emergency contacts are provided.

From the home screen, click the Menu button on the top right hand corner. Select the “**Emergency Contacts**” tab:



Emergency Contacts, Continued

Below "Lookup User" tap "Please Select..." to access a department member's emergency contact information.



Lookup User – Utilize the drop-down menu to select user

Emergency Contact – An example of how an emergency contact appears

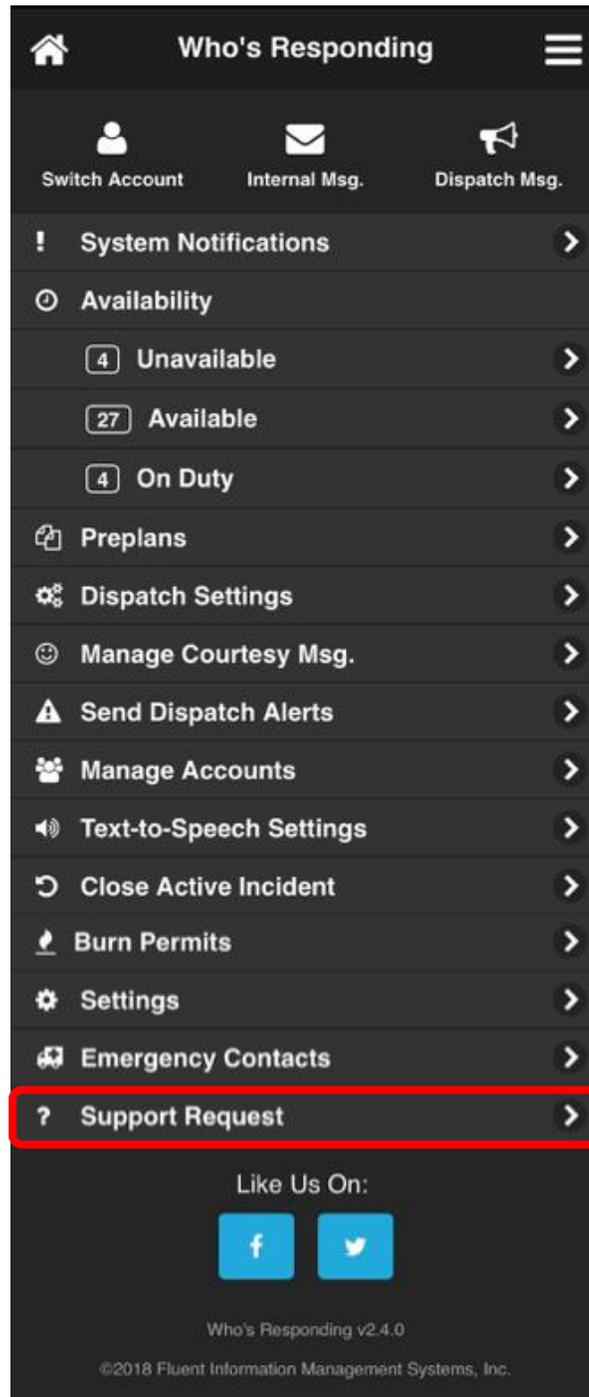
Medical Information – Allergies and medications that the user takes will be posted here. An empty field indicates no allergies/medications

Add Contact – Click this button to add an emergency contact to the selected user

Support Request

Further questions, feedback, or to report issues within the application can be submitted through the **“Support Request”** feature.

From the home screen, click the Menu button on the top right hand corner. Select the **“Support Request”** tab.



Support Request, Continued

The screenshot shows the 'Support Request' form in the 'Who's Responding' app. The form is titled 'Support Request' and has a 'Back' button at the top left. The fields are: 'Request Type' (a drop-down menu currently showing 'App Issue'), 'Your Name' (a text field), 'Your Department' (a text field), 'Contact E-mail' (a text field), and 'Your comments' (a text field). A blue 'Send' button is at the bottom. Red callout boxes with arrows point to each field, providing instructions: 'Request Type' (Utilize the drop-down menu to select request type), 'Your Department' (Please provide us with the name of your department), 'Your comments' (Use this text field to express your questions/concerns), 'Name' (Please provide us with your first, and last name), 'Email' (Please provide your e-mail address, so that our team may reply to you), and 'Send' (Once all details are entered, click "Send" to complete your request).

Request Type – Utilize the drop-down menu to select request type

Your Department – Please provide us with the name of your department

Your comments – Use this text field to express your questions/concerns

Name – Please provide us with your first, and last name

Email – Please provide your e-mail address, so that our team may reply to you

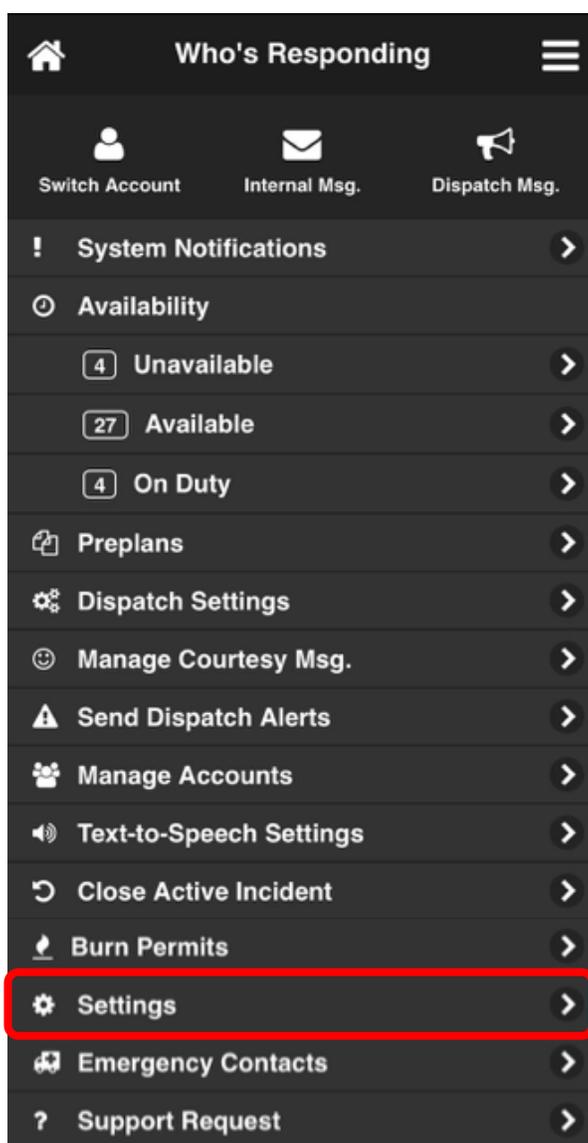
Send – Once all details are entered, click "Send" to complete your request

Who's Unavailable Now?

The dashboard in the Who's Responding app allows you to stay organized and up-to-date by having crucial information readily available on the home screen. One of these key pieces of information is the **“Who's Unavailable Now”** feature, a list of members who are unavailable at that moment in time. By default, the **“Who's Unavailable Now”** feature is not enabled. However, this feature is easily enabled through the app's settings.

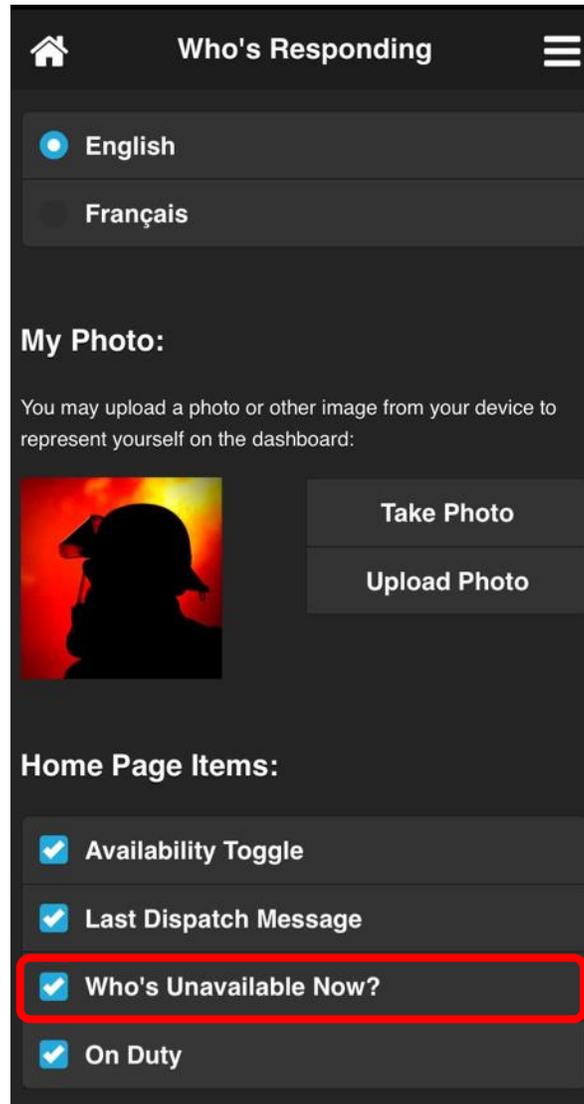
Enabling the “Who's Unavailable Now” feature:

From the home screen, click the Menu button on the top right hand corner. Select the **“Settings”** tab.

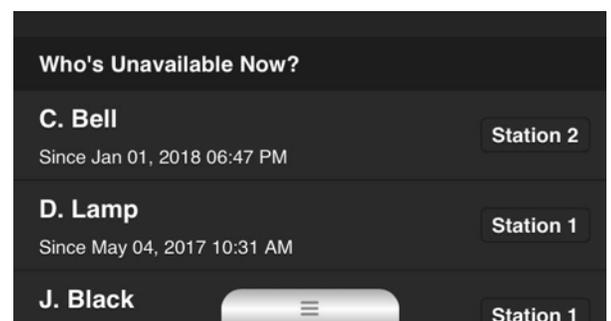


Who's Unavailable Now?, Continued

In “**Settings**”, there is a section designated for home page items. To enable this feature, users must have the “**Who's Unavailable Now?**” tab checked. A blue checkbox indicates that this feature is enabled. To disable the feature, simply click the tab again, removing the blue checkbox from the tab.



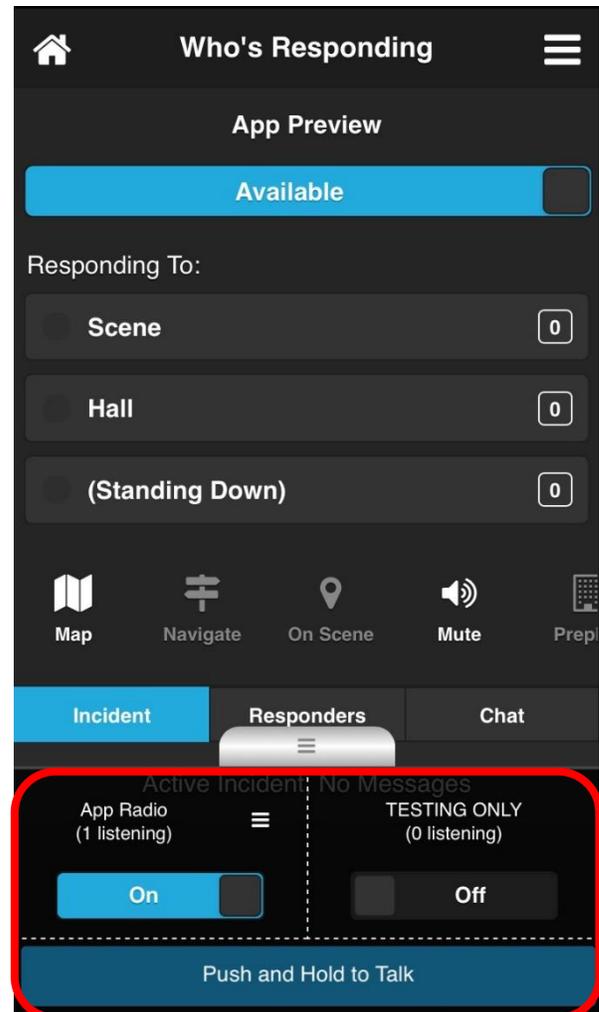
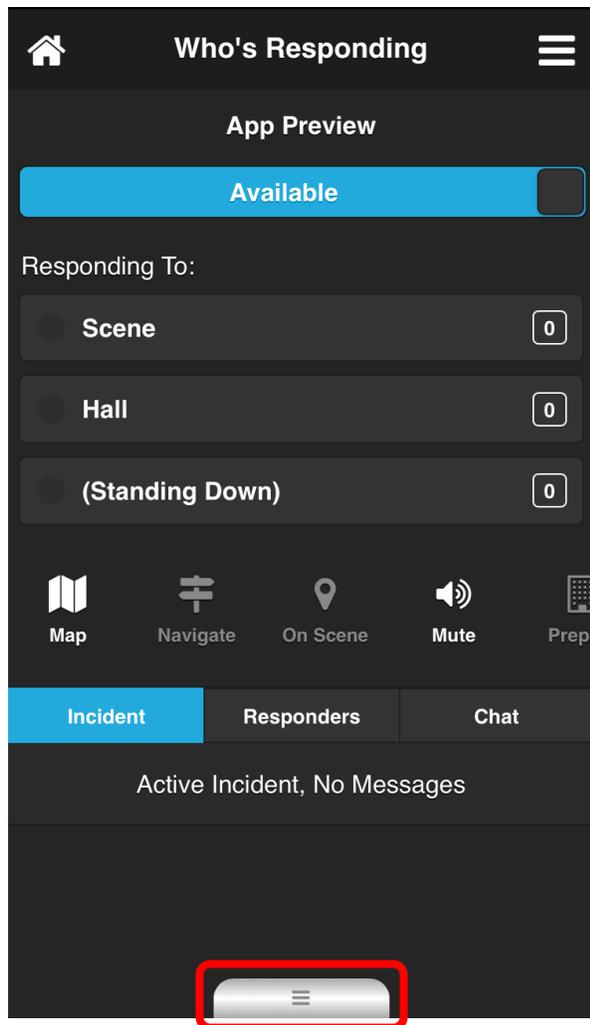
When this feature is enabled, seeing who is “**Unavailable**” is as easy as scrolling to the bottom of the home page. A list will appear with the names of the members who are currently “**Unavailable**”. An example is shown:



Push-To-Talk & Radio Stream Access

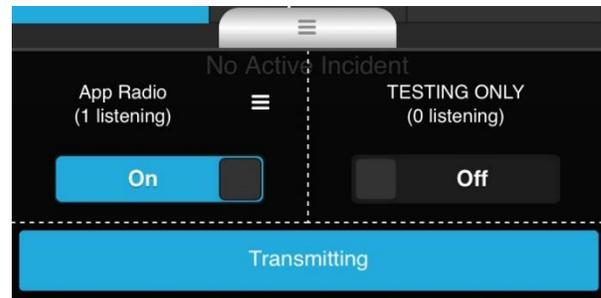
Who's Responding features a **"Push-To-Talk"** (PTT) feature to allow communication between members of your department. This simple tool can be used at any time.

From ANY screen in the app, tap the grey tab at the bottom. This will launch the PTT & Radio Stream access area as shown below.



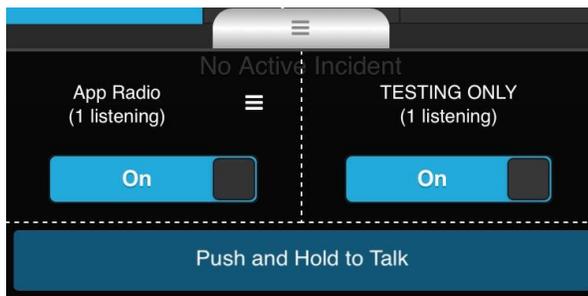
Push-To-Talk & Radio Stream Access

Push and Hold the button at the bottom of the access area to send a PTT message. You will briefly see a Please Wait message while the app connects to our server. Then, once the button changes to Transmitting, you may speak your message – up to 30 seconds – and then release the button to send it to those listening. Note that tapping the three lines in the “App Radio” area will provide a list of who is currently listening to the channel and will receive the PTT message.



Manual Radio Stream Access

As an alternative to enabling Virtual Pager, you can manually enable Radio Stream at any time. Note that manually turning on or off the Radio Stream will not affect your Virtual Pager settings in any way. You have access to any Radio Stream channels which are setup within your Dispatch Group. Simply toggle the button to ON to turn on access. The white dotted lines can be dragged upwards to reveal additional radio streams in the list.



Burn Permits

Burn Permits.com is an automated online burn permit management tool and auto-attendant phone system. This allows your residents to read the terms, and digitally sign off for open air fire permits online. By utilizing our burn permit system, you will not only be automating many of your tedious tasks, but also a substantial increase in compliance by providing an online option.

Key Features

Automated Call-in System

Residents call a local number from any phone and an automated system indicates risk level status and allows residents to register their intent to burn. Every call is logged in our system, even if there is a ban, or the resident does not register their burn.

Risk Level

Our system provides a means of informing residents of the current burn risk level and the proper guidelines for each level. In addition to this, the system will indicate when there is a complete ban.

Burn Mapping

Your fire department can see at-a-glance where permitted burns are taking place, saving valuable time and manpower from going to waste on false alarms.

100% Online Registration

Every step of the permit registration process, from providing details, to making payments, can be completed online. This makes it very practical for residents as well as reducing your department's workload.

Tailored to your Department

Our system can be modified to suit the needs of your fire department. If you have any additional data you require residents to provide (e.g. Township Roll Number), we can make it happen.

Printable PDF Permits

Every permit registered online generates a PDF that can be printed, complete with signatures, providing the resident a hard copy of their permit.

Top-notch Security

Every part of the online system is protected. Our servers are located in a secure data center, as well as protected with multiple layers of security so your resident's data is kept safe.

Get Paid

Our system integrates with PayPal. Funds for paid permits are instantly and securely transferred directly into your merchant account – your residents can pay with their credit or debit card – no need for a PayPal account.

Burn Permits, Key Features, Continued

Flexible Alerting

Alerts can be sent to your residents via text message, automated phone call, or E-mail and can be filtered by geographical location, permit type, and more.

Full Control

With our system, you gain the ability to prevent a burn from being registered during a ban, and the ability to revoke permits from violators. The system will log the attempt and inform them of such an event, giving your residents no excuse for burning during a ban.

In-house Registration

Our web-based admin system allows you to continue registering permits in-house, with all the same benefits that online registration provides.

Who's Responding Integration

BurnPermits.com is fully integrated with the Who's Responding app, potentially preventing unwanted responses to complaints for addresses that are authorized to burn.

Dedicated Website

Your department will get its own public-facing website and web-based administrative panel offering a complete package tailored to you.

Usage-based Pricing - No Monthly Fees

Never pay for a monthly subscription with our pre-paid credit-based system. Credits are the "currency" of our system, and unused credits never expire!

Burn Permits FAQs

Some of our residents don't have computers! How do they to use this system?

They can come into the office and register just as they would before, and you can enter their information into the system yourself. They can then call in with their regular telephone whenever they are burning.

How can residents pay for their permits?

Through our integration with PayPal, residents have the option to pay with a debit card or credit card, bank account, or PayPal balance.

Our township doesn't charge for permits. Does the system allow for free permits?

For free permits, the entire payment process is skipped.

Can permits be submitted for approval before being issued?

Our system does provide this option. It is possible to request approval from both your staff, as well as landlords for residents who rent their homes.

What do we need to do for the automated phone system?

We use a state-of-the-art cloud-based system to make and receive phone calls, a local number for your area will be assigned to your department. The phone system operates through a digital phone number, which uses the internet (UOIP). We take care of everything remotely, removing the need for additional hardware or phone lines.

What kind of alerts can we send?

You can send an alert for anything you need to inform your residents of. Whenever there is a change to the risk level, a ban is put into effect/lifted, changes to pricing, promotions, etc. Residents will receive a text message, a phone call and/or an E-mail with your message, and you can control who receives the message by permit type, permit status, and geographical location.

Can we use our existing phone number?

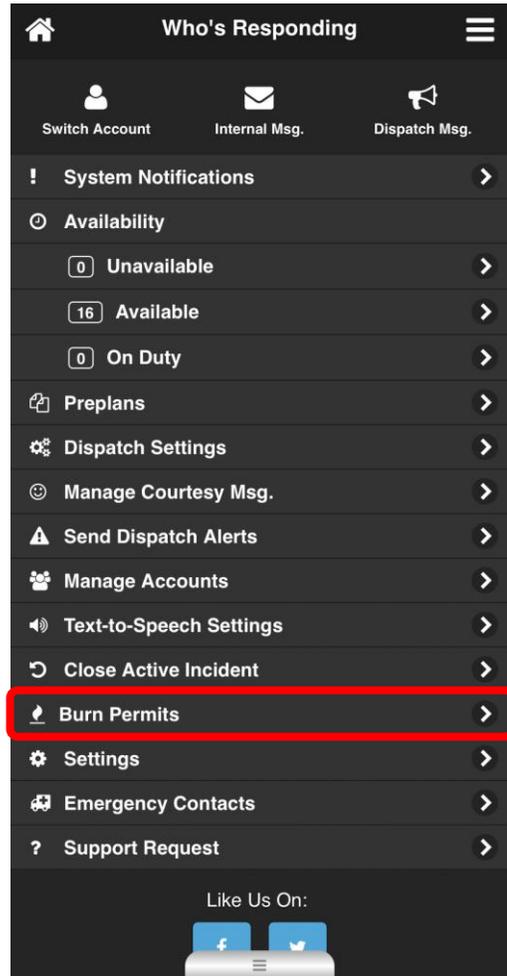
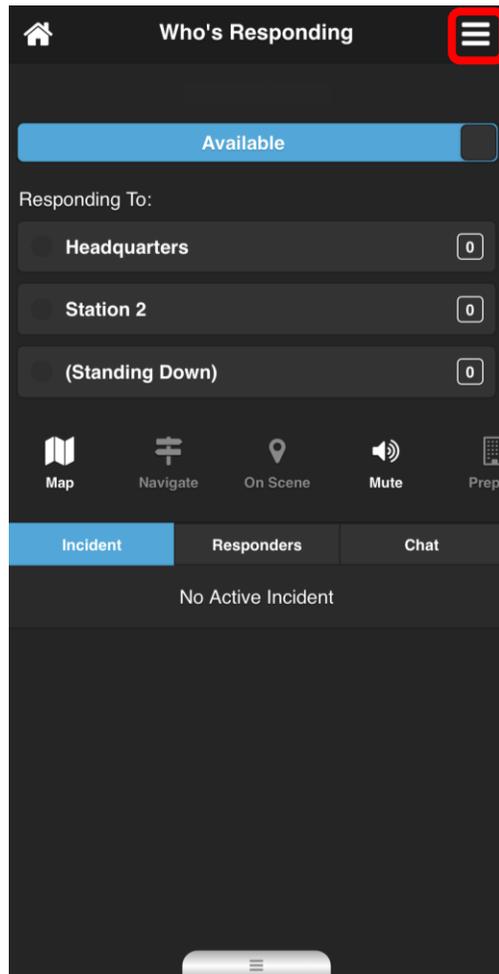
At this time, it is not possible to directly use an existing number with our system. We would recommend that you have calls to your existing number forwarded to the number that we assign you, and advise your residents to use the new number.

My department uses Who's Responding. Is this system integrated with the app?

The Who's Responding app provides full access to the same information that you would find on the web-based control panel. Therefore, it is possible for you to see who is burning near your current location, or at a given address.

Burn Permits – Who's Responding App Integration

In order to access features of **BurnPermits.com** through the **Who's Responding App**, permissions must be assigned through the IMS Portal. Once the user's permissions have been set, the user can access the **BurnPermits.com** features by selecting the three white lines at the top of the home page. Then by selecting Burn Permits from the list.



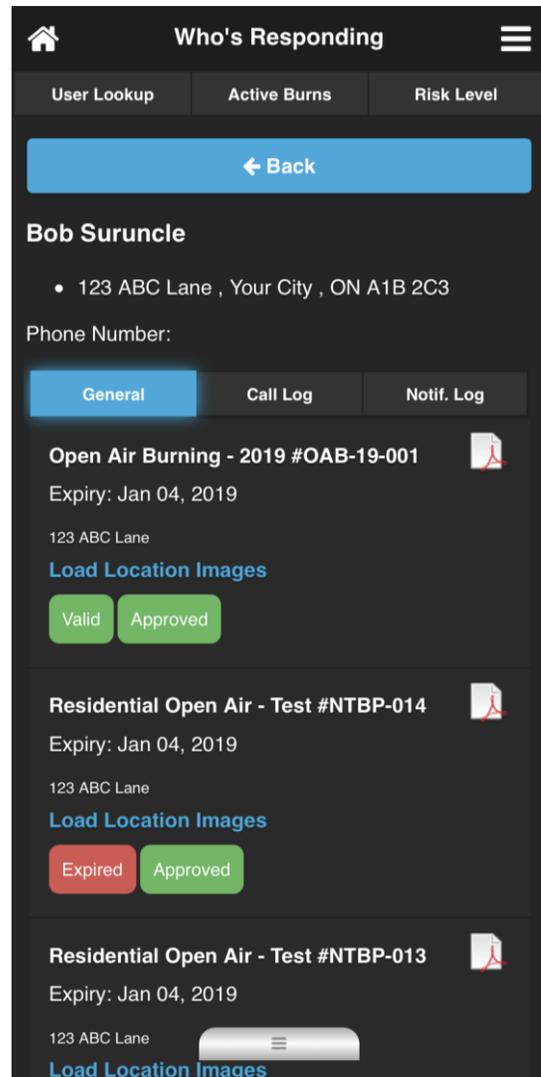
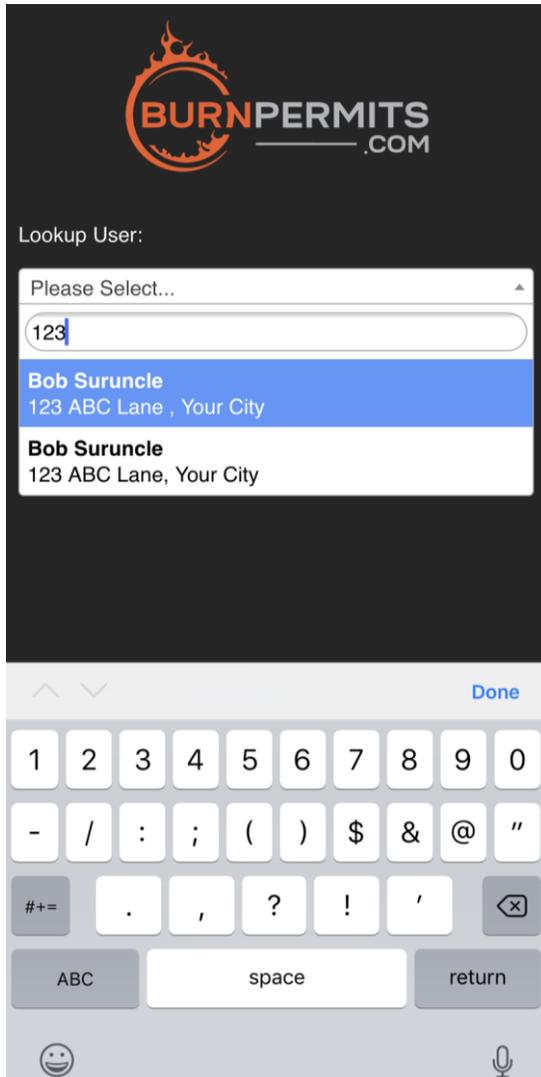
Users can have access to the following:

1. Permit Holder Lookup
2. Active Burn View
 - a. Map View
 - b. List View
3. Ability to Change Risk Level from Phone

Burn Permits – Who's Responding App Integration, Continued

Permit Holder Lookup

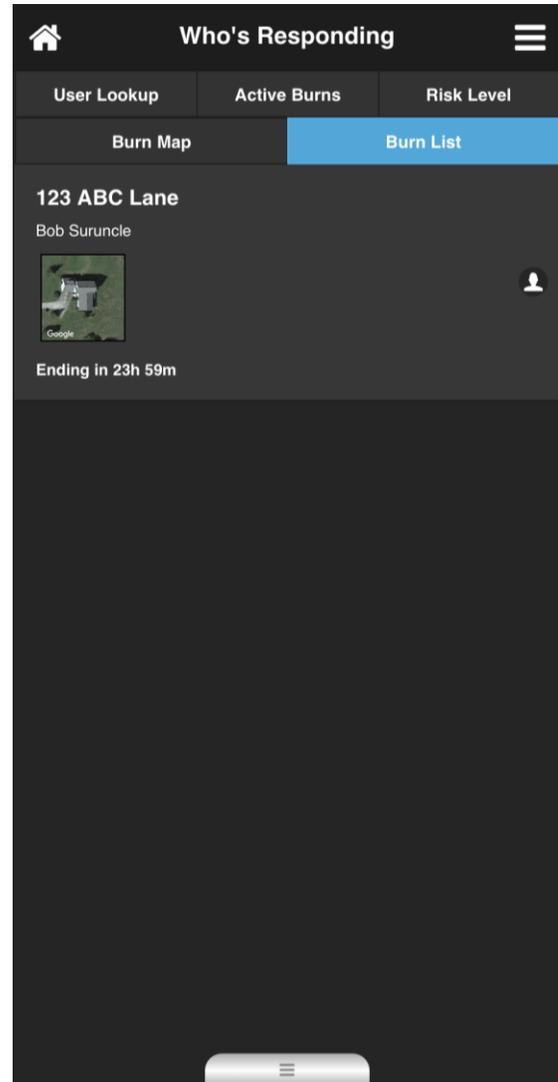
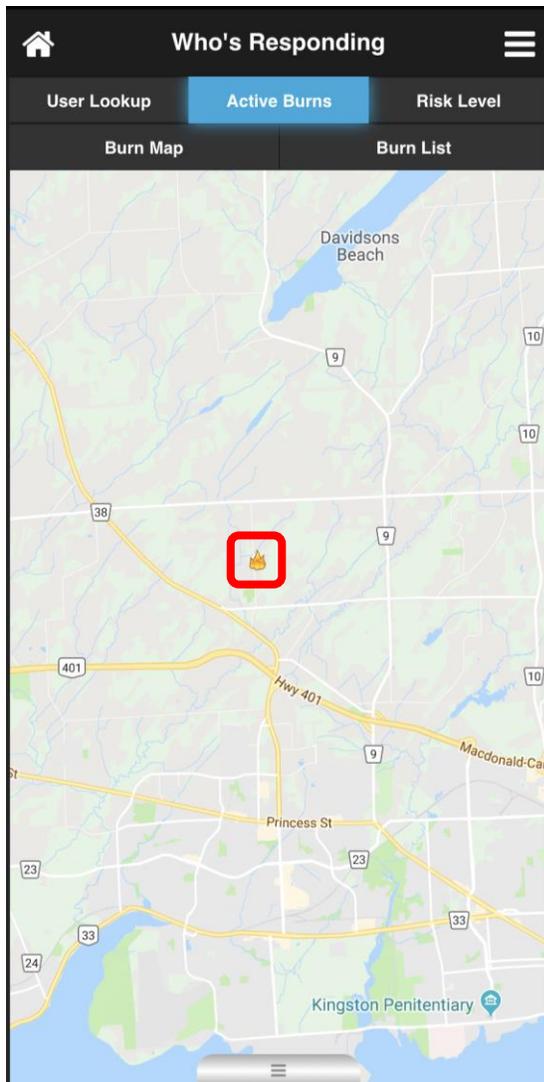
Users will have the ability to quickly look up a permit holder's account. From this view, the user can see if the permit holder has a valid permit, the history of their call log and if they have received any notifications warning of a risk level change. The user can search for a permit holder based on name or address.



Burn Permits – Who's Responding App Integration, Continued

Active Burn View

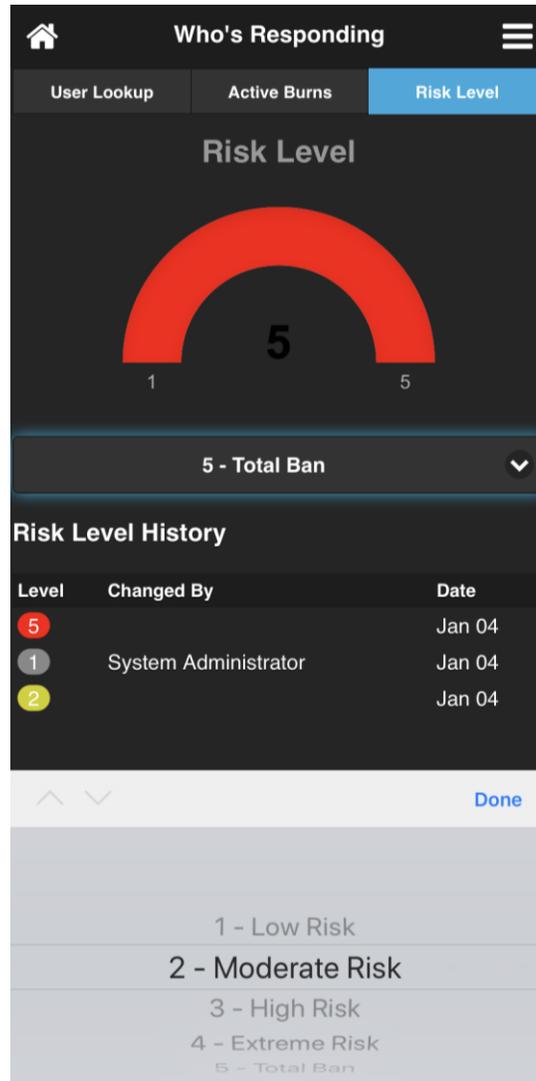
Users have the ability to quickly see who is actively burning in their area. There are two views: Map and List. The Active Burn Map will populate the map with little flames that indicate the exact location each active burn. The Active Burn List View will display more details of the active burns in the area such as the address and permit holder.



Burn Permits – Who's Responding App Integration, Continued

Change Risk Level

Users (if given specific permissions) have the ability to change the risk level without having to log into the Burn Permits Portal. By selecting the dropdown, users can select the appropriate risk level.



Contact Us

You're always welcome to contact us for additional help and guidance.

Our office hours are Monday – Friday, 8:30am – 5:00pm EST.

Email Us 24/7:

support@fluentims.com

OR

sales@fluentims.com

OR

Call Toll Free During Business Hours: 1-855-358-3684