Intrepid
RESPONSE

WEB USER GUIDE

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Intrepid
NETWORKS®

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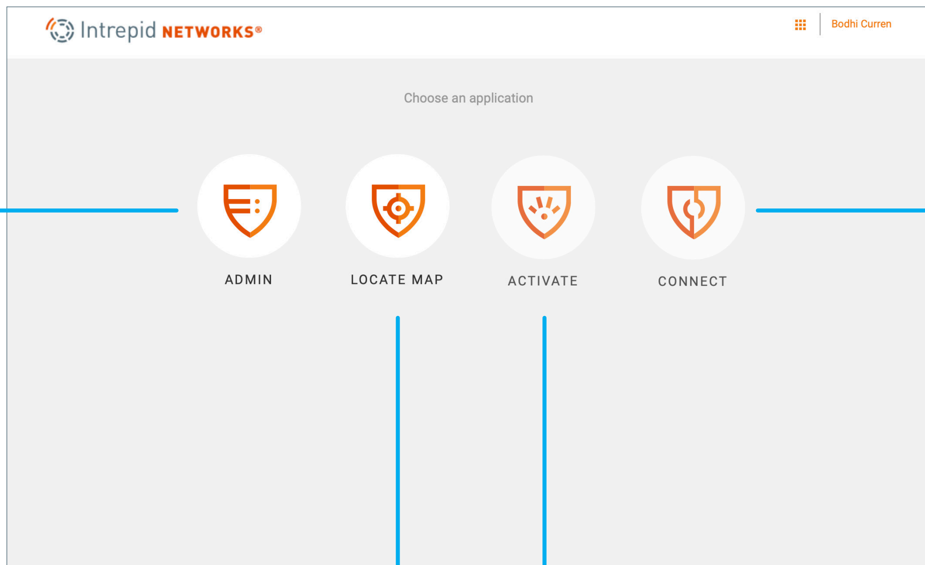
CONTENTS

RESPONSE

COMMUNICATE, COLLABORATE, COORDINATE

The Response for FirstNet platform is a low-cost simple-to-use web and mobile situational awareness platform for day-to-day and emergency operations.



ADMIN

Manage your organizational profile and user database for utilization in all of the Response. platform.

CONNECT

A multi-layered collaborative workspace that provides secure team communications and sharing of digital content on demand.

LOCATE

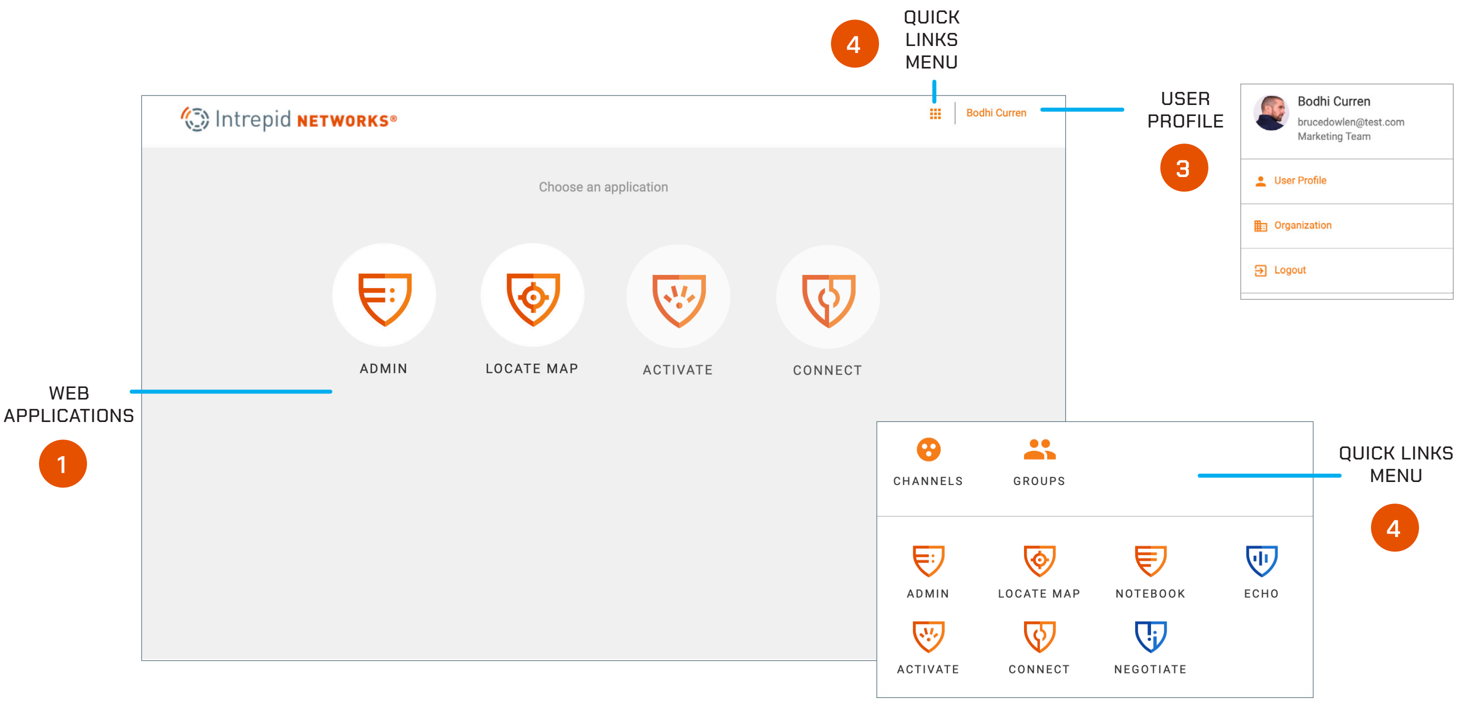
Interactive mapping solution based on Google maps with various layers of geospatial data including live user locations, static markers, shapes and traffic. Additional features are available such as turn-by-turn directions and high quality satellite maps.

ACTIVATE

A simple-to-use emergency notification and response team mobilization tool.

The Locate, Connect and Activate modules can be purchased independently for your organization to maximize your budget and capability requirements.

WEB PORTAL: OVERVIEW



Intrepid Web Portal

Intrepid web applications can be accessed through this portal.

NOTE: If your Web Portal does not display all the applications that you expect, please contact your organization administrator to add the appropriate license permissions for your user account.

1. To access the portal go to **https://go.intrepidsuite.com** and log in with your user name and password credentials.

**** Contact your Response Administrator if you do not have credentials.***

2. Choose from the list of applications to open.

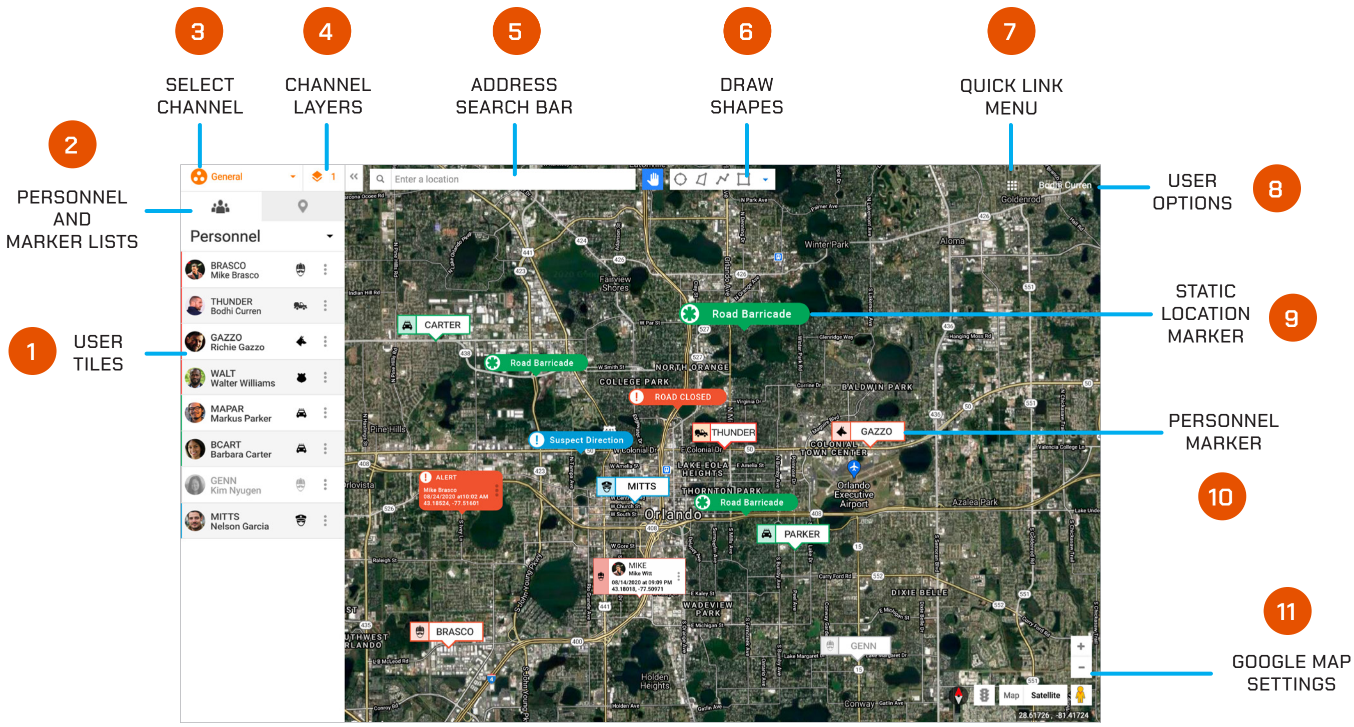
3. Selecting your user name in the top-right hand of the browser screen displays quick links to your User Profile, Organization (Organization will only appear if you are a Response administrator) and the log out option.

4. Click on the Quick Links menu in the top-right hand of the screen to access short cuts to your applications as well as the Channels and Groups that you belong to. If you have administrator or supervisor permissions, then you may also create channels and groups from these shortcuts.

WEB LOCATE USER GUIDE

Intrepid NETWORKS®

LOCATE WEB: DASHBOARD AT A GLANCE



1. Each user tile displays the team color (left-hand bar color), profile photo, call sign, full name and marker icon.

2. Access Personnel and Marker lists by selecting the appropriate tab.

3. Select Channel: Open the Channels list view and select the channel you want to become active.

4. Channel Layers: Overlay additional channels to the Locate map (Administrator and Supervisor only).

5. Address Search Bar: Search for specific addresses within the Google database to instantaneously center the map upon.

6. Draw Shapes: Shape drawing tools to define areas of interest on the map.

7. Quick Link Menu: access short cuts to your applications as well as the Channels and Groups that you belong to.

8. User Options: Access user profile and logout.

9. Static Location Marker: This is a location of interest that is stationary on the map. Choose from a large library of marker icons and colors.

10. Personnel Marker: Live and static locations of all users active within a channel.

11. Google Map Settings: Choose the appropriate setting on the bottom-right of the Locate browser window for map type, traffic and zoom level. Google street view is also available.

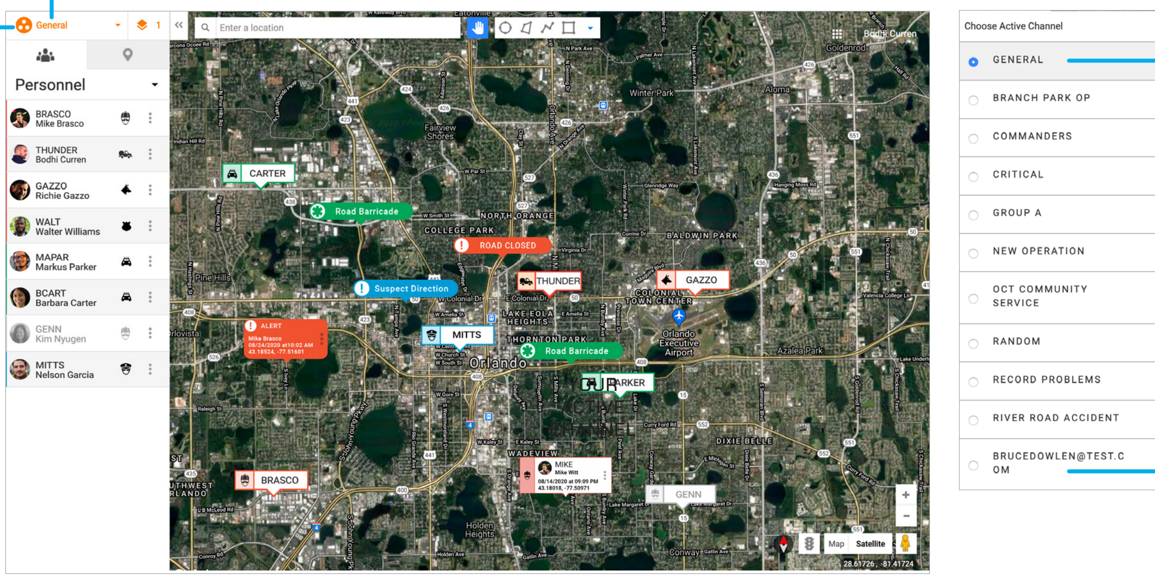
LOCATE WEB: SELECTING CHANNELS

1

SELECT CHANNEL

ACTIVE CHANNEL

CHANNELS LIST



GENERAL CHANNEL

2

PERSONAL CHANNEL

3

Channels

Channels segregate information into operational containers and only allow invited users to share and view operational data within unique channels. Channels enable organizations to manage multiple operations, departments, sectors, groups or investigations simultaneously. Channels are created by your organization administrator.

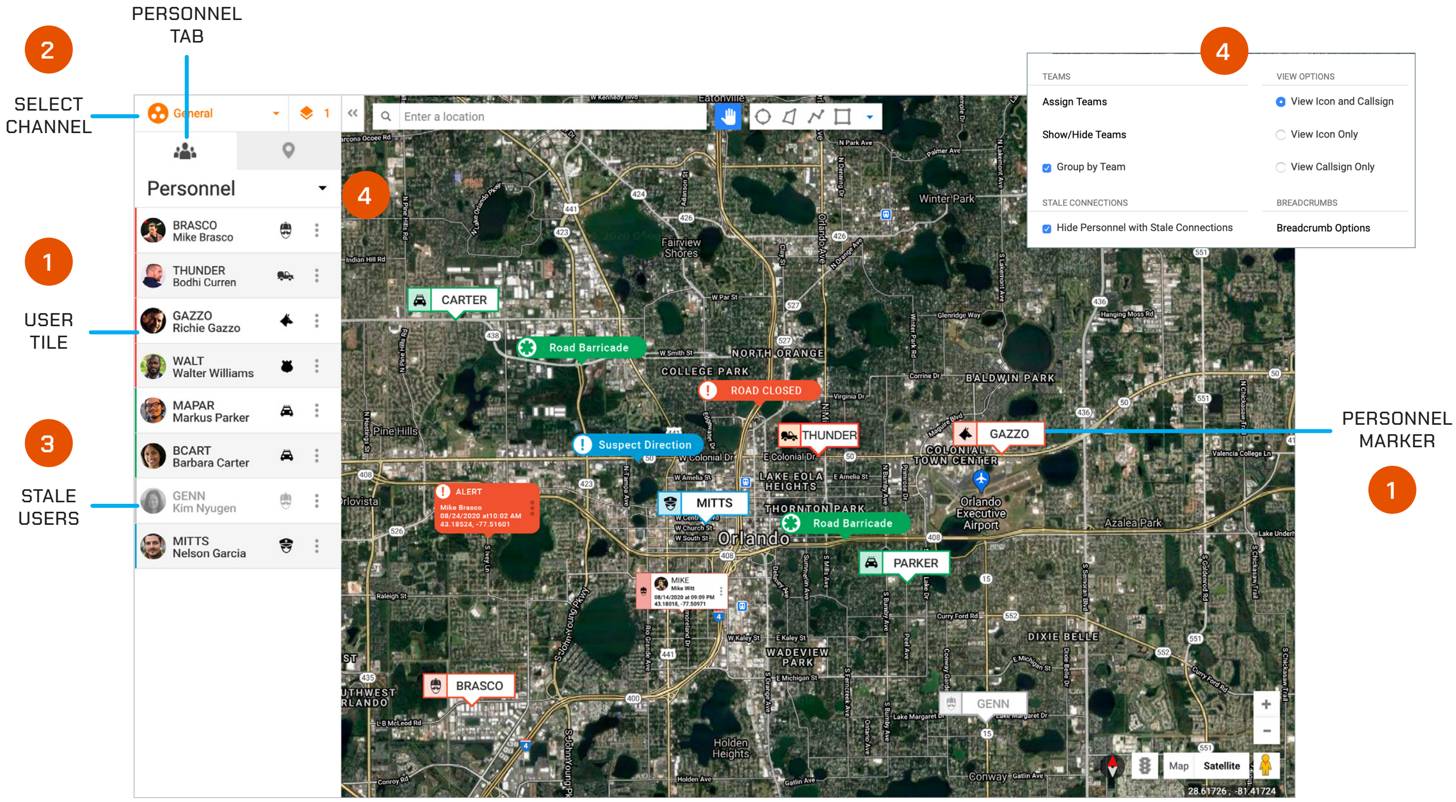
1. To change your active channel, tap the Select Channel icon at the top left of the screen. A pop-up will display a list of available channels to choose from.

NOTE: A blue dot to the left of the channel name denotes the active channel you are participating in.

2. The General channel includes everyone in your organization and is your default channel upon first time login.

3. At the bottom of the channels list view, a Personal channel is always available with your user ID as the channel name. This is your dedicated individual channel that only contains yourself as a member. Information within this channel is not shared with other users.

LOCATE WEB: PERSONNEL LIST



1. Each user tile displays the team color (left-hand bar color), profile photo, call sign, full name and marker icon. Select a user tile from the list to center that user's location on the map, and also get turn-by-turn directions to that user's location.

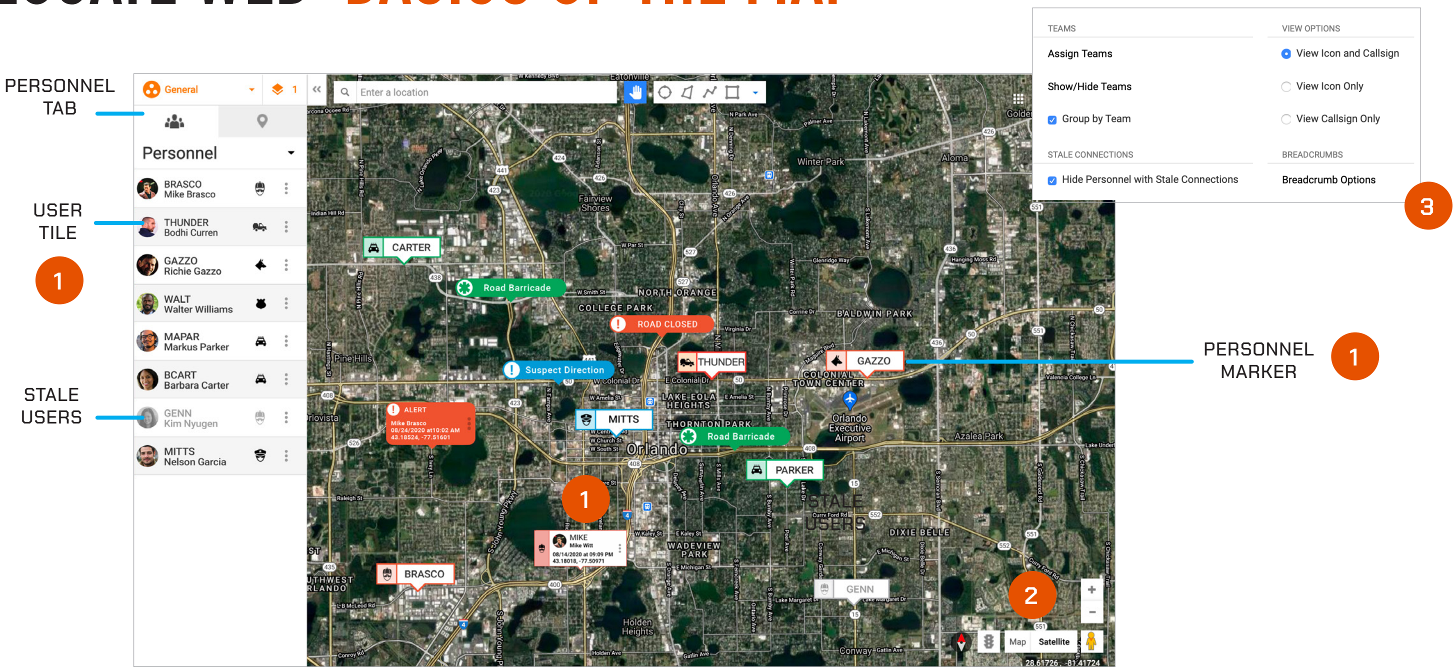
2. To change your active channel, tap the Select Channel icon at the top left of the screen. A pop-up will display a list of available channels to choose from.

3. Stale users will always appear grayed out on both the Personnel List and the Map.

NOTE: Stale is a specific Response user state that defines users who have lost connectivity or location for over three minutes but have not logged out of Response.

4. Select the small arrow icon to display Personnel view options. Additional selections are available here to manage the display of assets on the map as well as additional options for breadcrumbs.

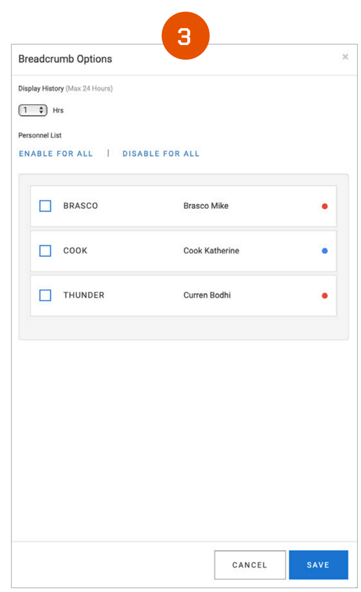
LOCATE WEB: BASICS OF THE MAP



1. Personnel Marker: This icon indicates the live or static location of a user. Click to expand the marker for full name, time and date of last activity in channel, plus latitude and longitude. Click the Personnel tab near the top-left of the screen to access a list of active personnel. Choose the three dots inside the User Tile to get turn-by-turn directions to that user's position if Google can determine your laptop/PC location.

NOTE: You can toggle between the personnel and marker list views using the tabs on the left-hand side of the browser window.

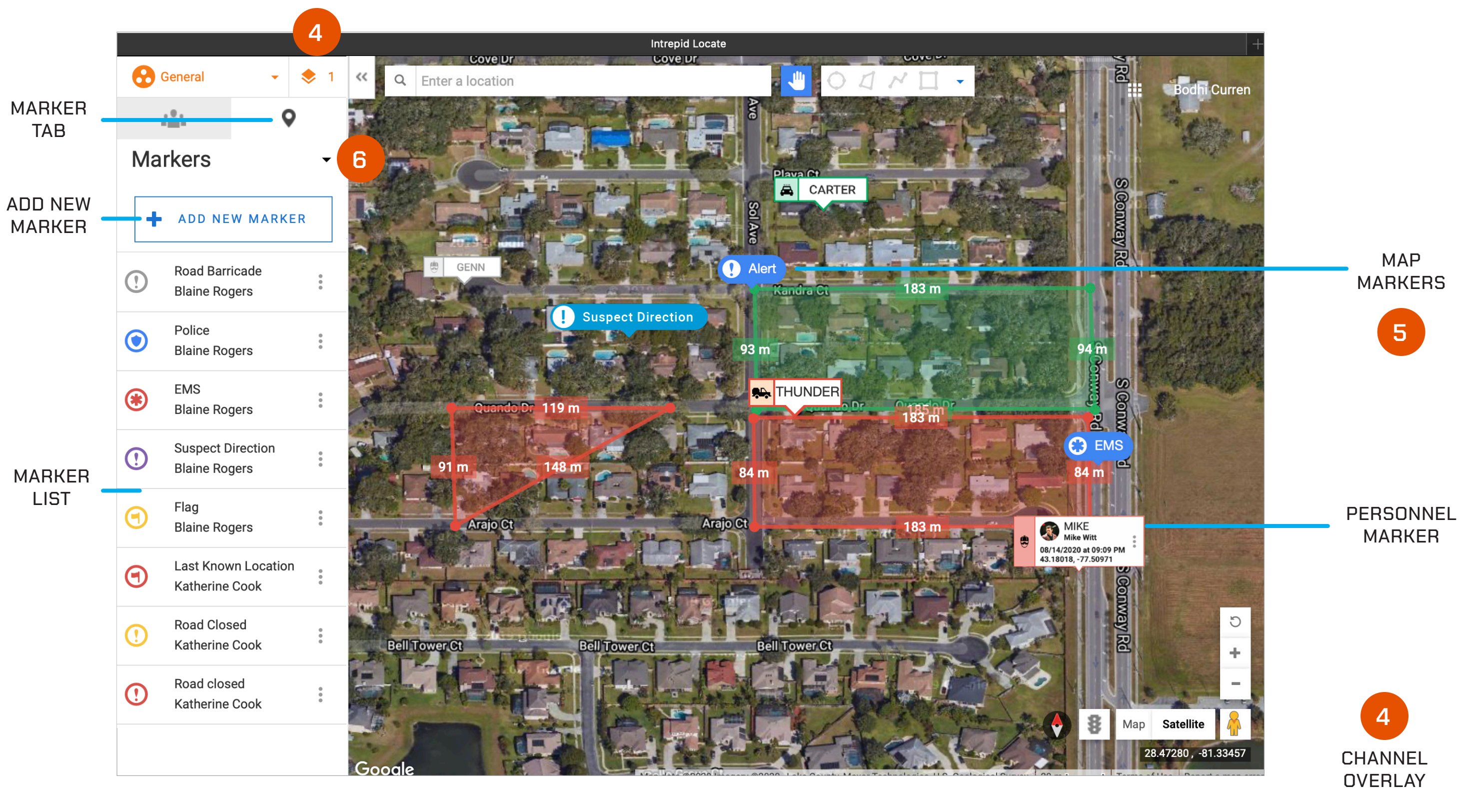
2. Choose the appropriate Google Maps settings on the bottom-right of the Locate browser window for map type, traffic and zoom level. Google street view is also available.



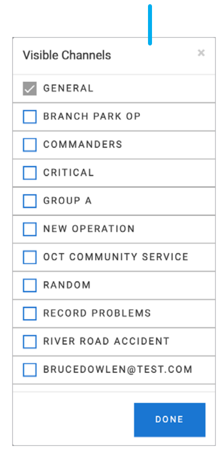
3. Additional User Display Options: Select the small arrow on the Personnel List tab. View breadcrumbs, change user icon colors (supervisor and administrators only) and hide stale connections from this menu. For the breadcrumb display in particular, choose Breadcrumb Options in the bottom right of the list. Select the users and the time box window to display the breadcrumb trails to your needs.

NOTE: Breadcrumbs are only available for users within the last 24 hrs.

LOCATE WEB: BASICS OF THE MAP CONTINUED



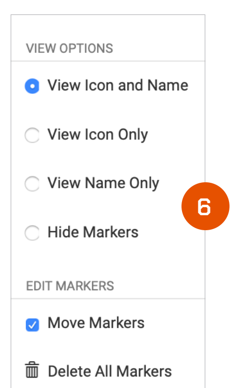
4. Channel Overlay: (Response administrators and supervisors only) Select the small stacked icon at the top-left of the browser window to display all the channels overlay options. Select all the desired channels for overlay on the map and click Done. The number next to the icon indicates the quality of layers currently visible at the same time.



5. Map Markers: These icons can be created and placed anywhere on the map to mark locations of interest. Select from a wide array of icons and colors to differentiate the marker against others. Click to expand the marker for name, date and time created plus latitude and longitude. Tap the three gray dots on the right of the markers (in the markers list) to get turn-by-turn directions to that marker and also access Edit or Delete options.

NOTE: Users can only delete markers that they create.

6. Additional map marker view and edit options are available by clicking the small arrow at the top of the Marker tab.

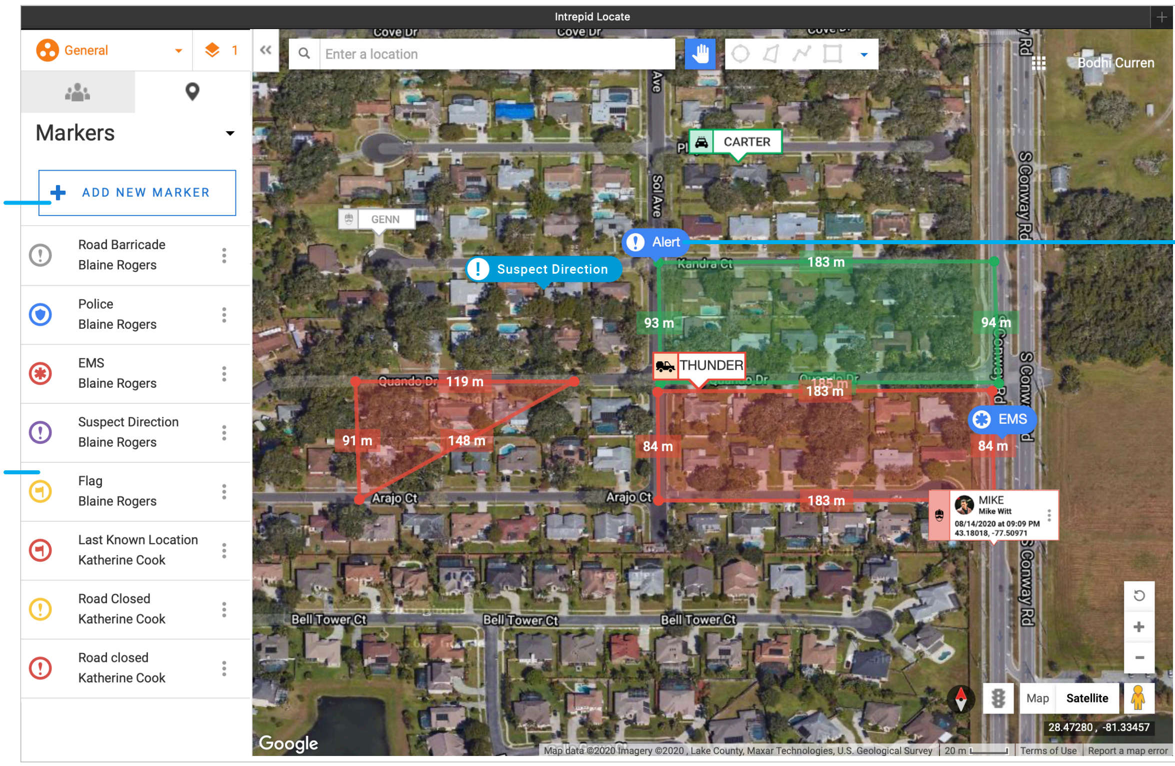


LOCATE WEB: CREATE MAP MARKERS

ADD NEW MARKER

1

MARKER LIST



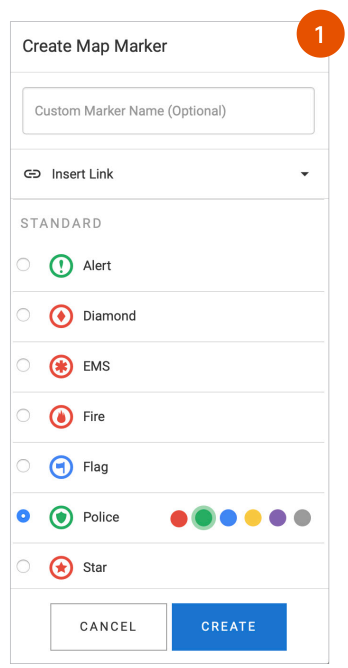
MAP MARKERS

1

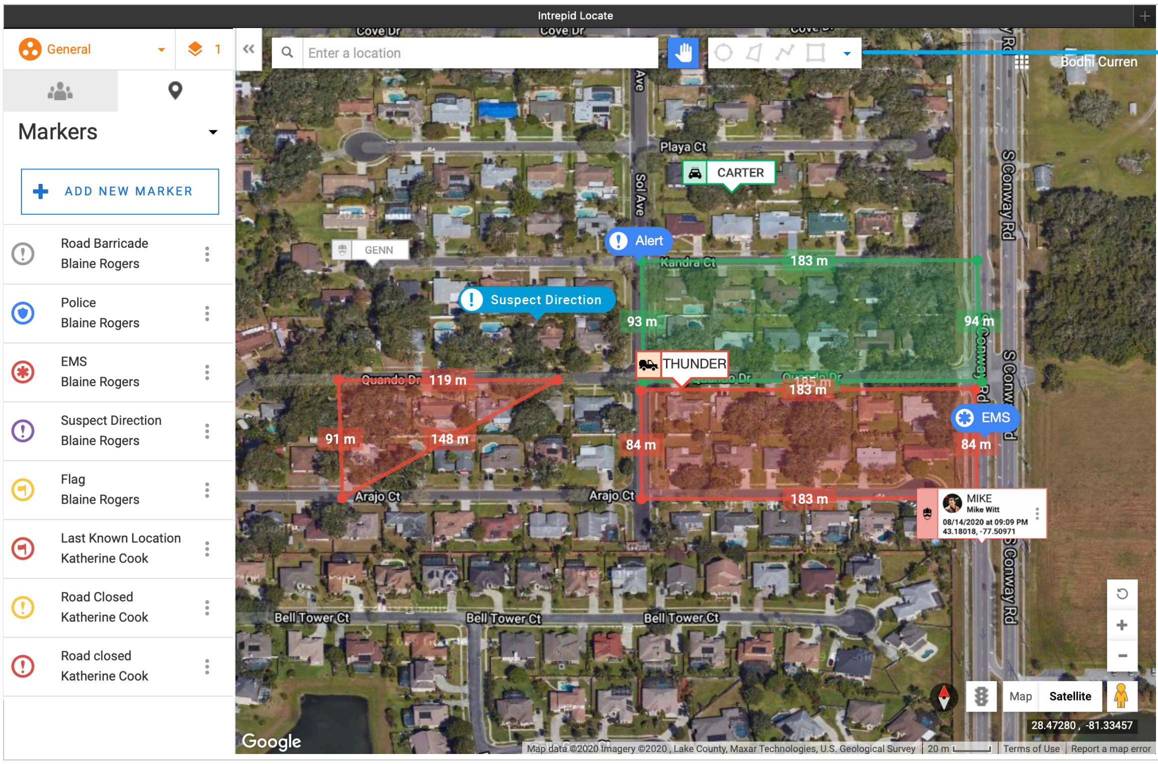
1. To place a new marker select the "+ Add New Marker" button at the top of the Markers tab in the top-left of the browser window.

Click the location on the map you would like to place the marker. A pop-out menu for marker options will open. Enter marker name (optional), insert a URL web link (optional), choose a marker type icon and color. When finished, click Create.

Your marker is now placed on the Locate map.



LOCATE WEB: CREATE MAP MARKERS CONTINUED



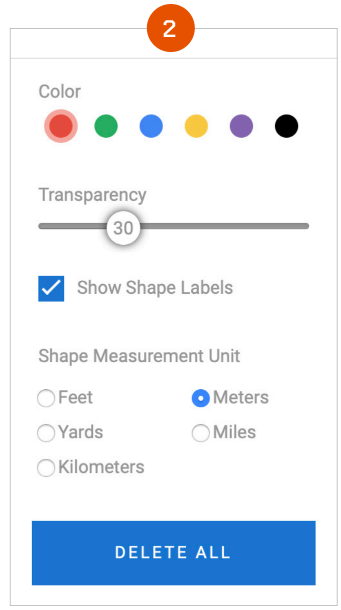
SHAPE TOOLBAR

2

2. Drawing Shapes: Use the shape Tool Bar to define areas of interest on the map. Click the down arrow on the shape toolbar in the top-middle of the browser window. Choose color, transparency, display labels on/off and measurement units first (Supervisors and Administrators only: You also have the option to delete all shapes from the Locate map).

Select the polygon type you wish to place and click a starting point on the map for your shape. Continue adding vertices until the polygon is completed. Once the shape is finished, measurements of each line segment will display around the perimeter.

2



WEB CONNECT USER GUIDE

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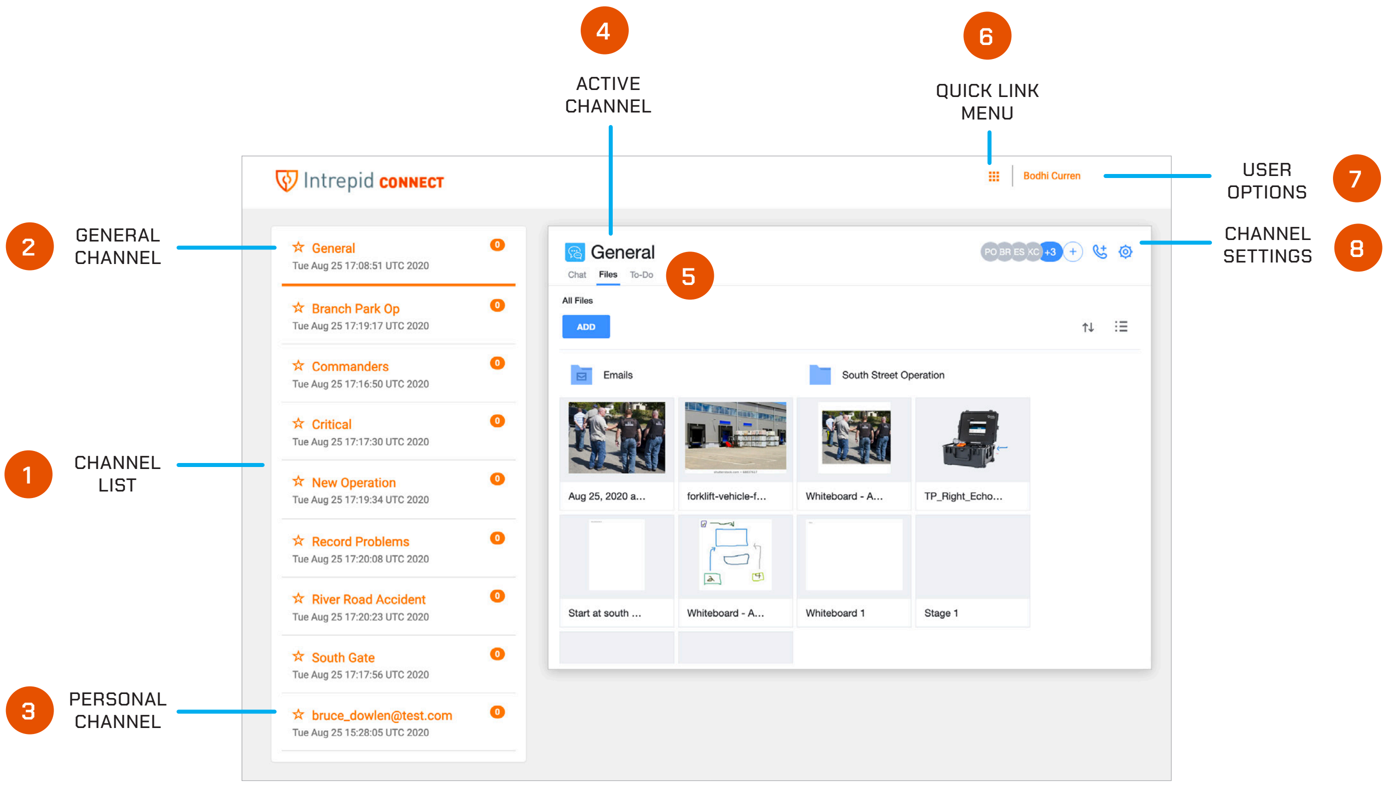
CONNECT WEB: DASHBOARD AT A GLANCE



1. Channel List: Select a channel from the channel list to become active. Once active, your channel will display a bold orange line at the bottom of the channel tile.

2. The General channel includes everyone in your organization and is your default channel upon first time login.

3. Personal Channel: At the bottom of the channel list, a Personal channel is always available with your user ID as the channel name. This is your dedicated individual channel that only contains yourself as a member. Information within this channel is not shared with other users.

4. Active Channel: The channel you are currently managing information within.

5. Connect Tab Bar: Toggle Tabs between Messages, Files and To-Do tasks.

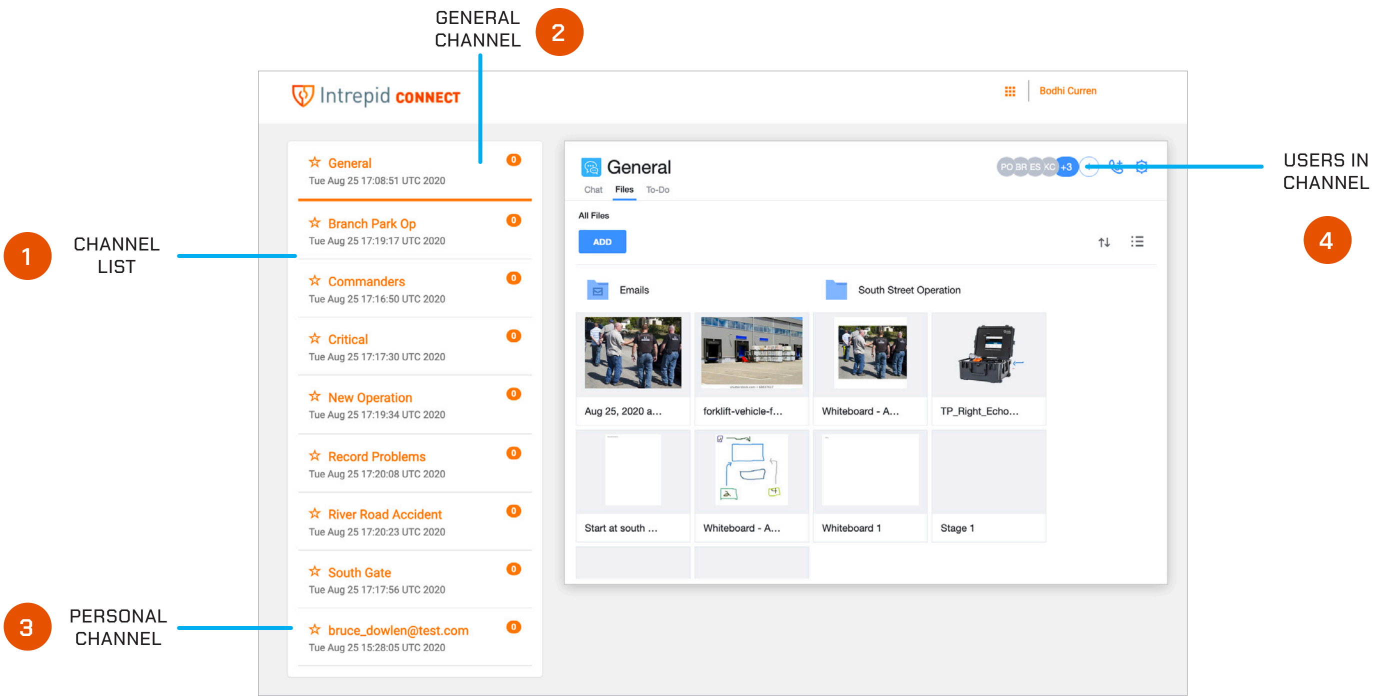
6. Quick Link Menu: Access short cuts to your other Response applications as well as the Channels and Groups that you belong to.

7. User Options: Access your user profile and logout of the entire Response platform.

8. Channel Settings: In the channel settings menu, choose the setting option to display the channel email address and the notification option. The email address is utilized to share Note, Photos and Files directly to the channel from any email client. Toggle notifications on or off for any new information added to the channel.

NOTE: Do not select the **leave** the channel option.

CONNECT WEB: SELECTING CHANNELS



Channels

Channels segregate information into operational containers and only allow invited users to share and view operational data within unique channels. Channels enable organizations to manage multiple operations, departments, sectors, groups, or investigations simultaneously. Channels are created by your organization administrator.

1. Channel List: Select a channel from the channel list to become active. Once active, your channel will display a bold orange line at the bottom of the channel tile. The active channel name will also be displayed at the top of the information window.

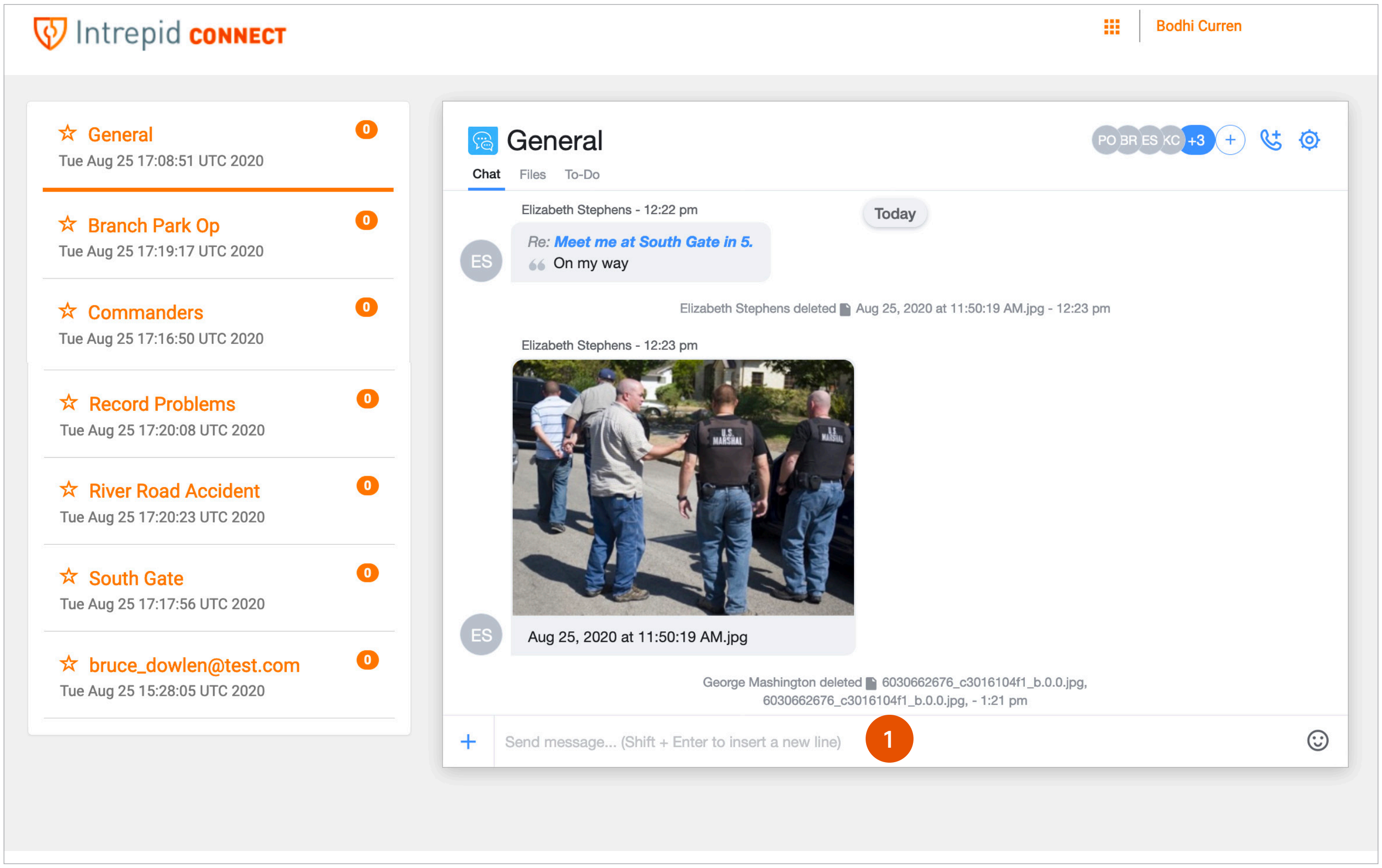
NOTE: The channel name denotes the active channel you are participating in.

2. The General channel includes everyone in your organization and is your default channel upon first time login.

3. Personal Channel: At the bottom of the channels list view, a Personal channel is always available with your user ID as the channel name. This is your dedicated individual channel that only contains yourself as a member. Information within this channel is not shared with other users.

4. Channel Members List: View all users who are members of the current active channel.

CONNECT: MESSAGES



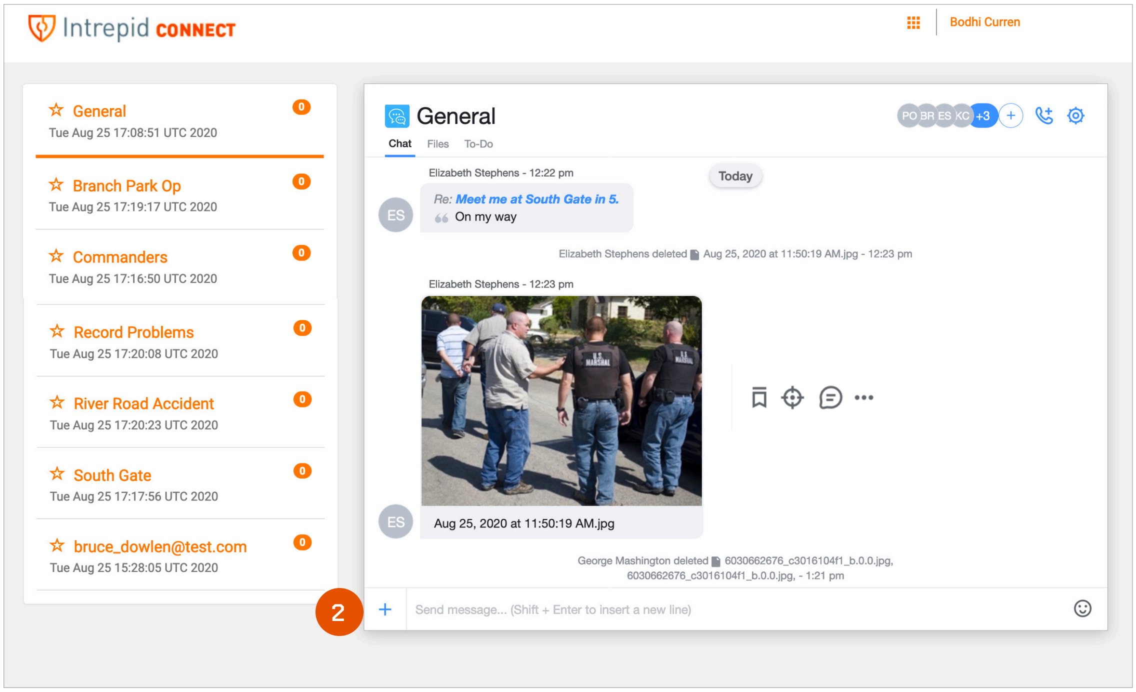
How to Use Connect Messages

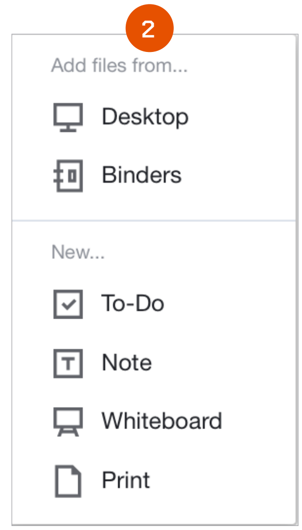
In Messages, users have many formats to share information within the active channel. These include text messages, photos, short videos, documents, contacts, white boards and tasks. Users can also annotate drawings or embed multi-media on many of these individual message elements.

1. **Text Messages:** To post a text message, tap the message bar that displays "Send message..." at the bottom of the screen to engage the text box. Type the desired text in the box and select return to share the text message in the active channel.

NOTE: Binders and Channels are interchangeable terms within Connect.

CONNECT: MESSAGES CONTINUED





2. To share other kinds of multi-media messages and perform more complex message operations, choose the plus "+" icon in the bottom left corner.

Add Files from Desktop or other channels (Binders):

Desktop – Accesses your personal storage for multi-media files that can be shared to the active channel.

Binders – Share information from the active channels to other channels.

To add new multi-media information and print all messages in the active channel. Choose these options:

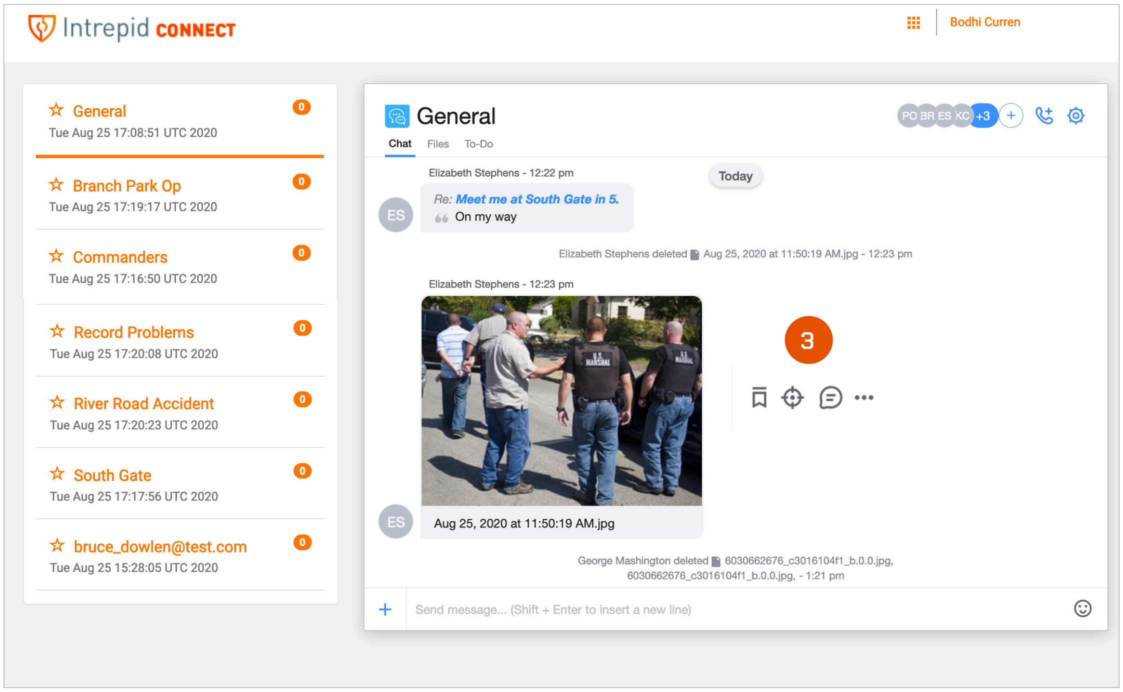
To-Do – Creates a task that can be shared within the active channel.

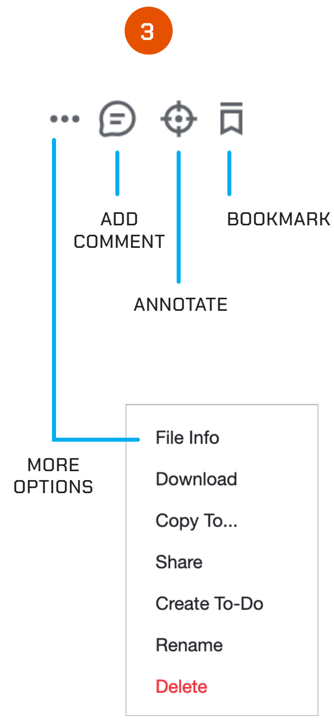
Note – Create notes or comments that are not text messages.

Whiteboard – An electronic version of a traditional physical whiteboard. Add a multi-media file for white board annotation such as a floor plan or external map.

Print – Print all activity in the past 30 days within the active channel.

CONNECT: MESSAGES CONTINUED





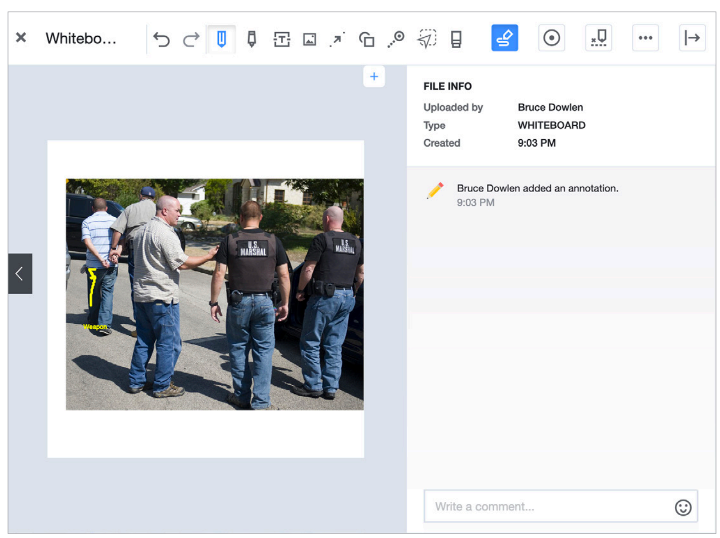
3. Modify Multi-Media: Hover over an item in the messages dialog window to access these options:

Add Comment – Add a written comment.

Annotate – A simple editing tool that allows users to annotate multi-media with additional information such as text, drawings, photos and shapes.

Bookmark – Flag an item for easy identification.

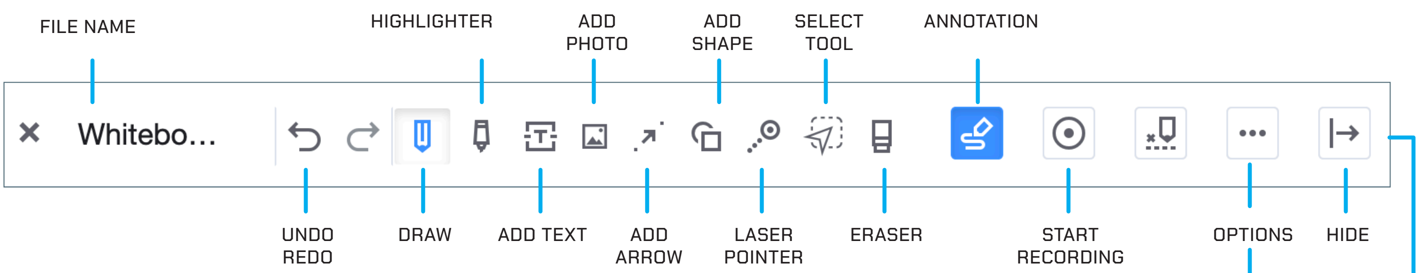
More Options – File Information, Download feature, Copy To another folder or location, Share to another group or channel, Create a To-Do task associated with this item, Rename and Delete options.

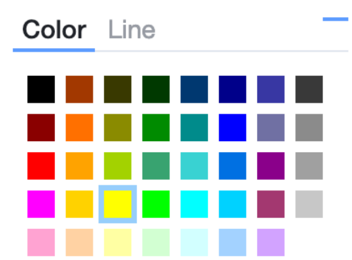


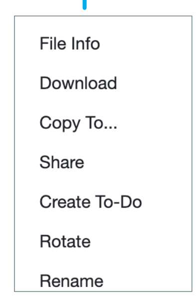
ANNOTATE POP-UP

CONNECT: ANNOTATE MULTI-MEDIA

Annotate files options:







Undo and Redo– Undo or Redo your last action.

Draw – Pencil draw directly on image.

Highlighter– Highlight draw directly on image.

Add Photo – Add photo.

Add Arrow – Add arrow.

Add Shape – Add various shapes to the image.

Laser Pointer – Laser pointer (red dot) applied to image at desired location.

Select Tool – Select a certain area to modify.

Eraser – Erase annotations and drawings.

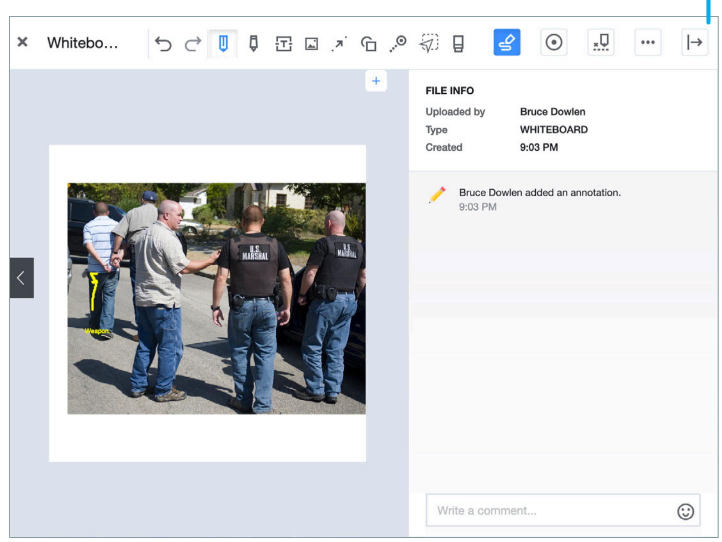
Annotate– A simple editing tool that allows users to annotate multi-media with additional information such as text, drawings, photos and shapes.

Start Recording – Step-by-step record of additions or modifications to an image

More Options – File Information, Download feature, Copy To another folder or location, Share to another group or channel, Rotate, Create a To-Do task associated with this item, Rename and Delete options.

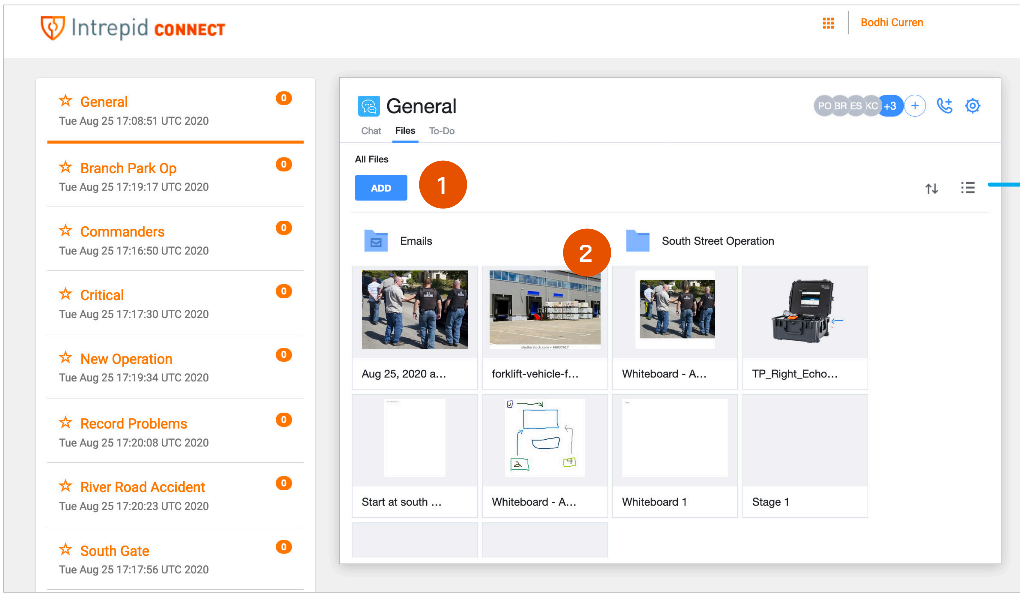
Hide window.

Color Palette– Change your color for drawings.

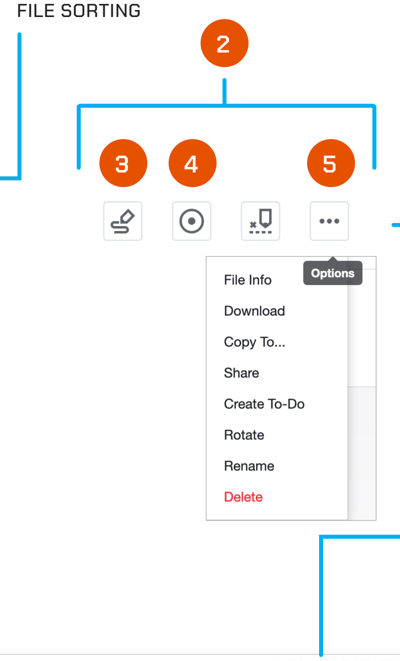


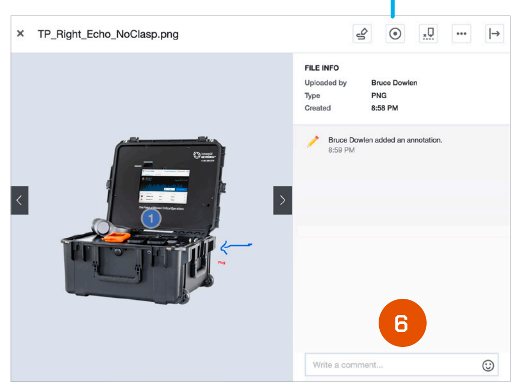
CONNECT: FILES

The Files capability accesses only the multi-media files available in the active channel for easier viewing, organization and management of this data.



FILE SORTING





1. Add New Files: Select the Add button to additional multi-media files.

NOTE: The same multi-media options available in Messages are also available in Files.

2. Item Options: Click to manage all your multi-media files with the following options:

3. Annotate – A simple editing tool that allows users to annotate photos or files with additional information.

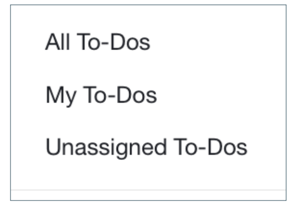
4. Start Recoding – Creates a series of images that breaks down your annotations step by step.

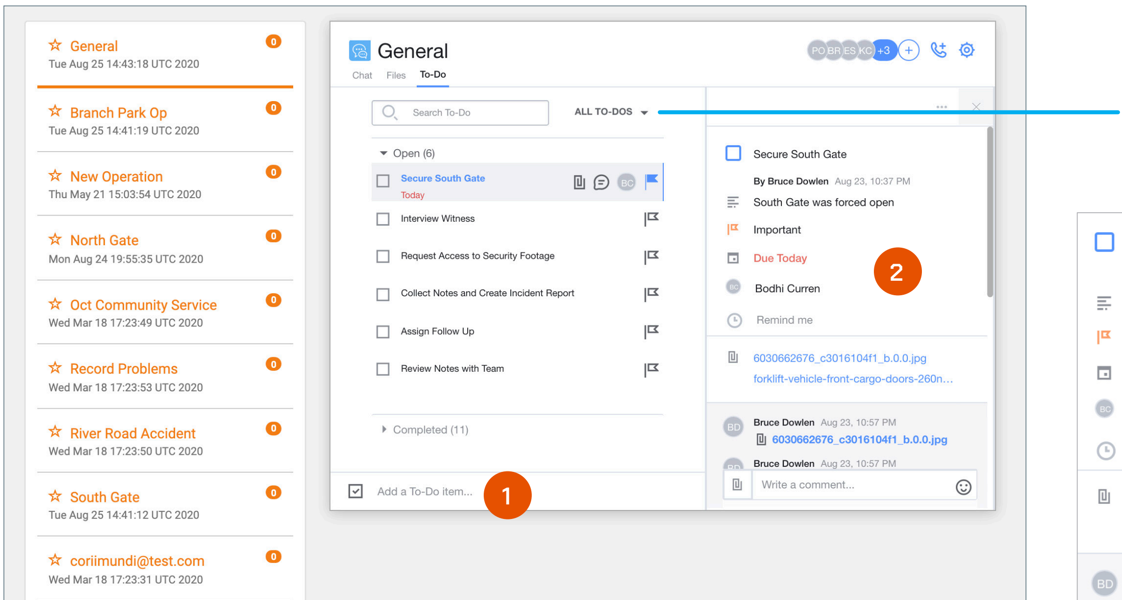
5. Other Options – File Information, Download feature, Copy To another folder or location, Share to another group or channel, Create a To-Do task, Rotate image, Rename and Delete options.

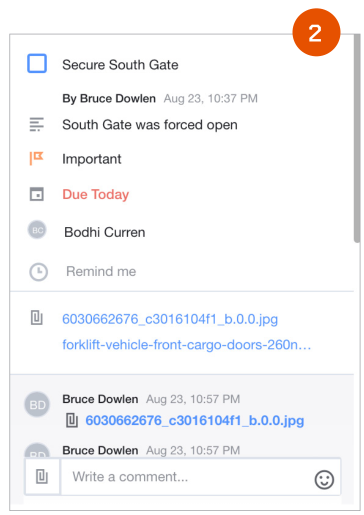
6. Comment – Enter a text message attached to this item.

CONNECT: TASKS

Tasks is a feature in Connect that provides a quick way to create a unique team task list for each channel in Response.







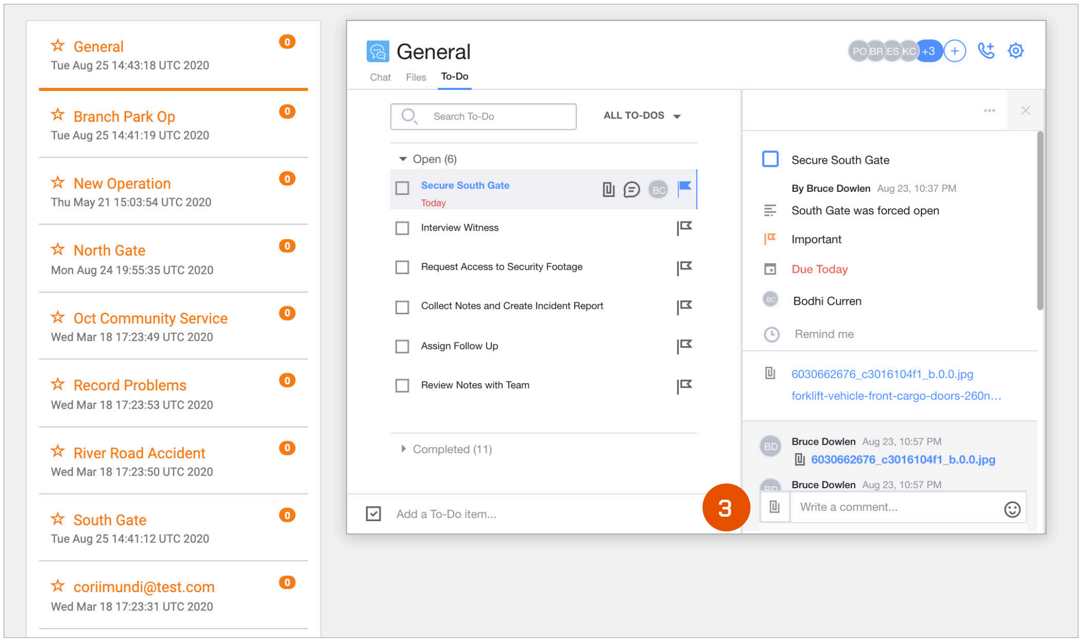
How to use Tasks

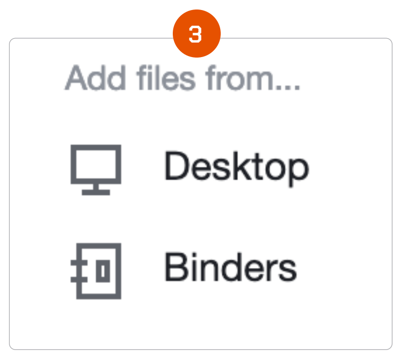
To add new tasks, select the text box (Add a To-do item) at the bottom of the Task window and enter the title or objective, select Return to complete the entry.

1. **Add a To-Do Task:** To add new tasks, select the text box (Add a To-do item) at the bottom of the Task window and enter the title or objective of the Task, then select return.

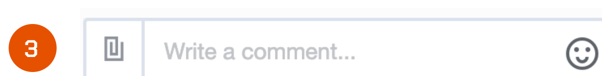
2. **Managing Tasks:** Response operators have multiple management options once a Task is created in Connect. Select a task from the Task list and the task management list pop-up becomes available. A user has the capability to modify and edit tasks with the following options: Description, Mark as Important, Set a due Date, User Assignment and Reminder Set Up.

CONNECT: TASKS CONTINUED





3. Managing Task Continued: Additional details can also be added to a task with the Comments function. Users can add in comments by selecting the text box at the bottom of the screen. Additionally, users can attach multi-media files by choosing the attachment icon in the same area. The user will be presented with two options for adding attachments to the tasks:



Desktop – Add file from your PC desktop.

Binders – Choose multi-media files from other channels (Binders) to attach to the selected Task.

WEB ACTIVATE USER GUIDE

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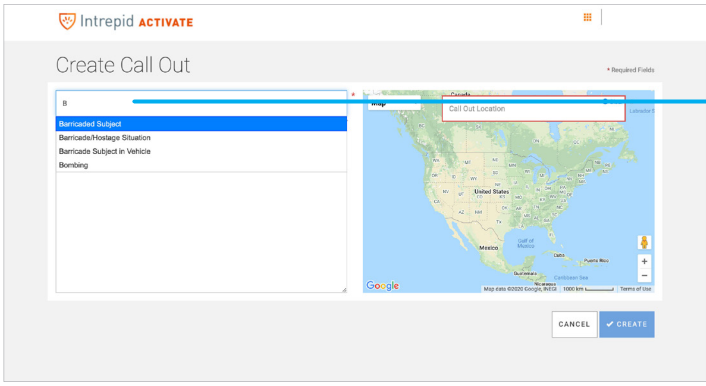
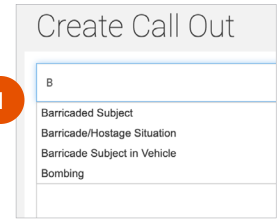
INTREPID ACTIVATE: CREATE CALL OUT

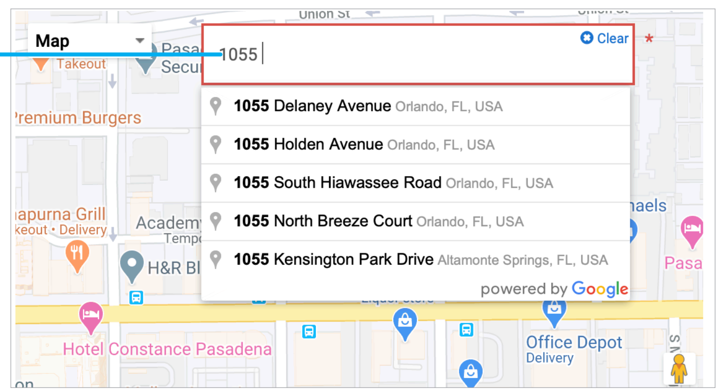


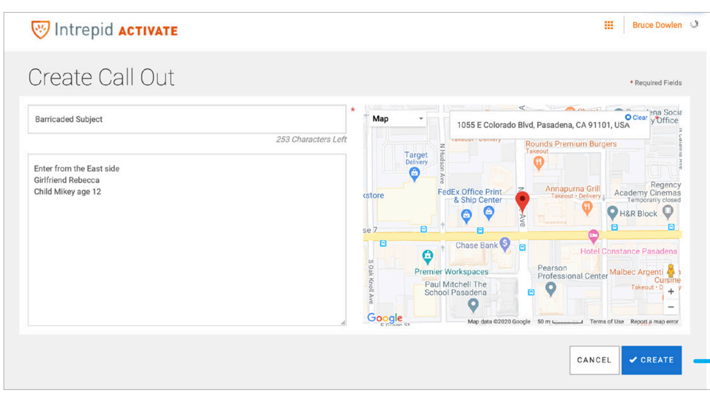


1. The Dispatcher enters the Call Out Nature to begin the Activation (required). Activate will auto populate preformatted common incidents; alternatively enter a custom name in the text box.

Place additional information about the incident in the Additional Details section if desired.

2. Enter the Address of incident location in the Call Out Location search bar. Optionally, you may click and drag the map icon to a more precise location.

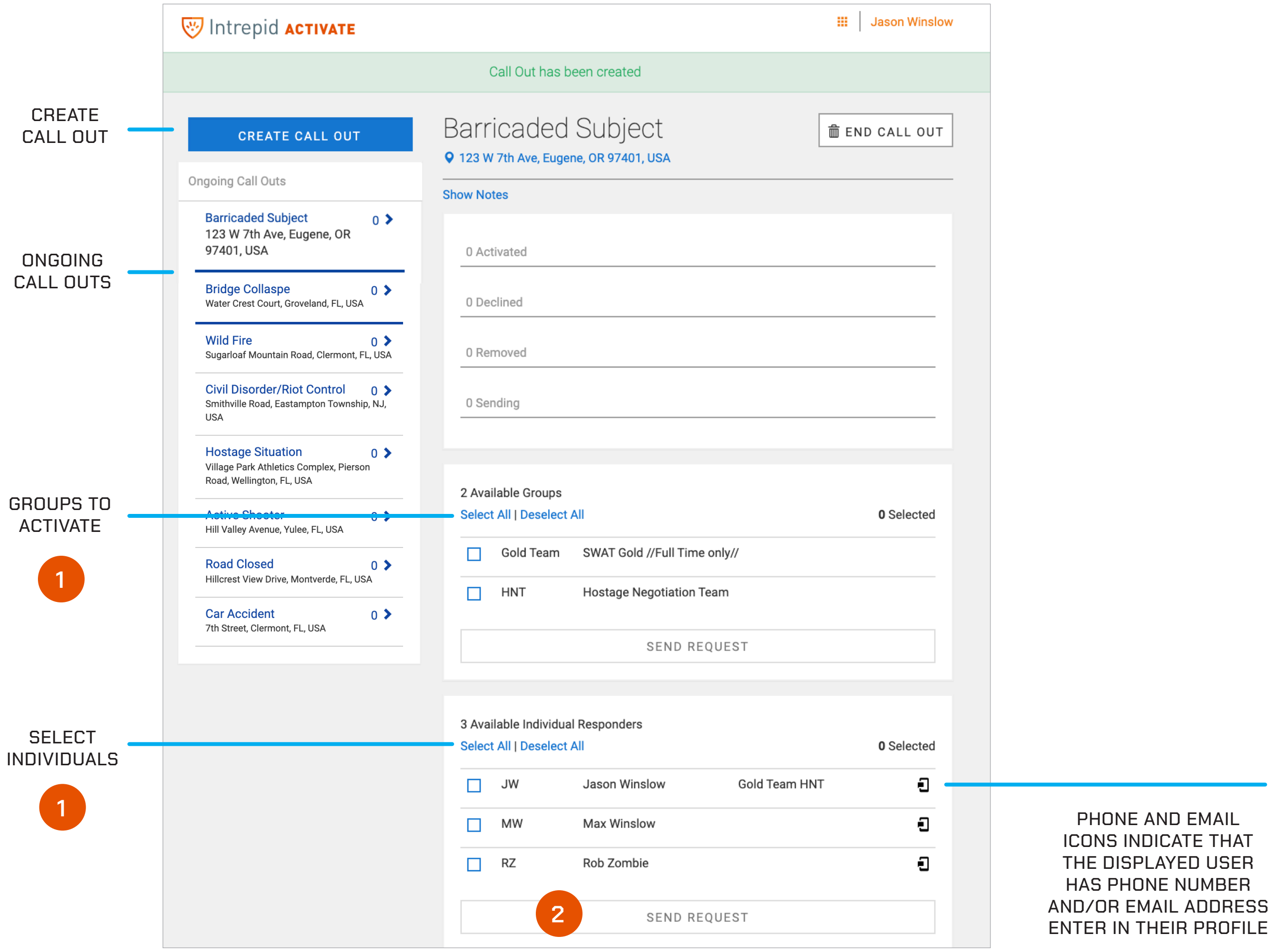




3. Click Create when complete*.

** This only creates the Activation container and does not send notifications to users upon completion of this step.*

INTREPID ACTIVATE: SEND NOTIFICATIONS

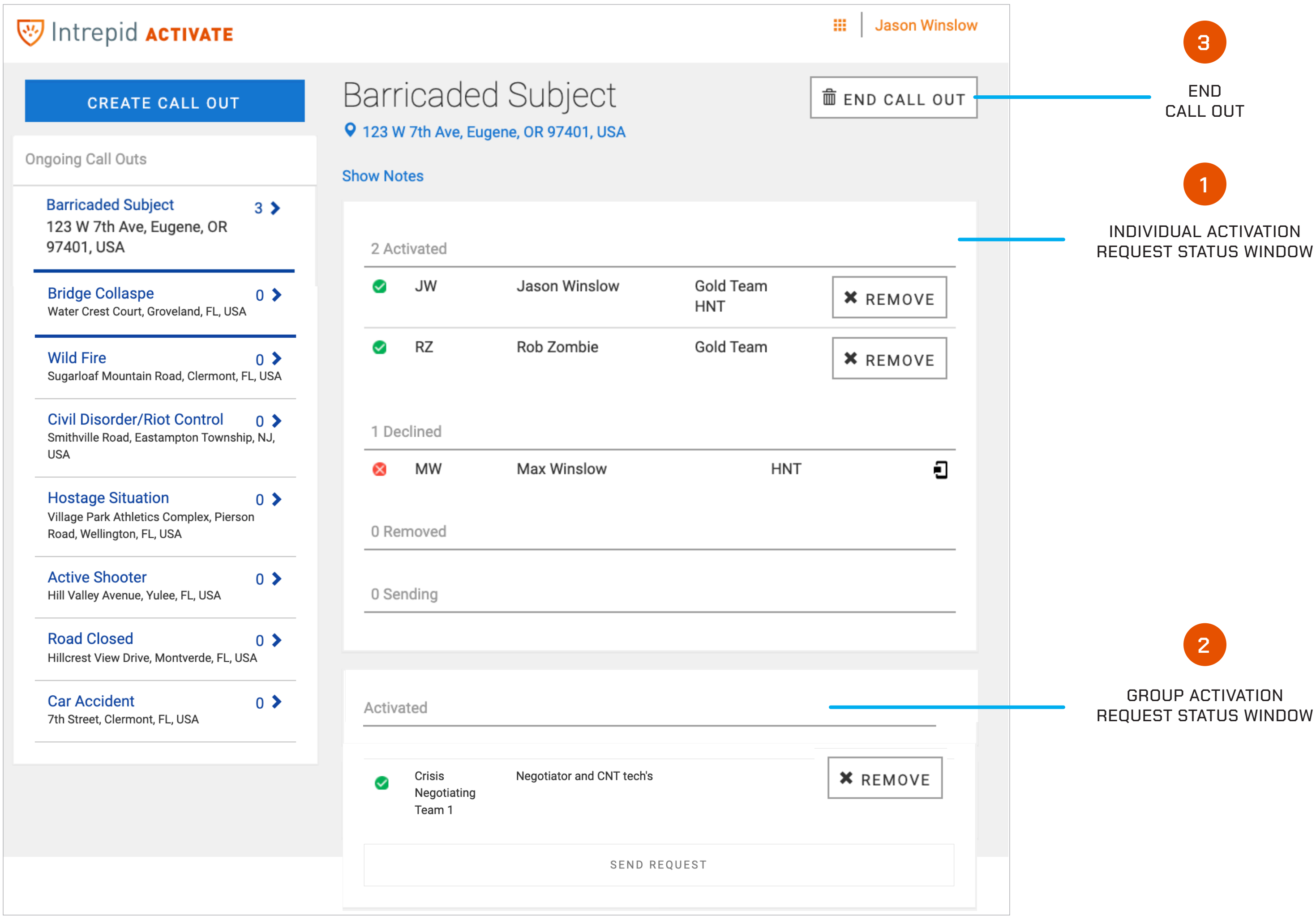


1. Select one or more groups and/or individuals to send an activation request. Only users who have set their Activation Status to available on Response mobile will be eligible for activation.

2. When completed, click the Send Request button at the bottom of the window to initiate the activation. After initiation, all users will receive a loud audible alert and pop-up notification on their smartphone. Optionally if a phone number and/or email have been populated in the user(s) profile within Response Admin, the user(s) will receive SMS and Email alerts as well.

NOTE: The activation audible alert sound is specified in the Response Admin application. Choose from a variety of alert sounds for activation requests for your team.

INTREPID ACTIVATE: NOTIFICATION STATUS



1. After activation initiation, the dispatcher can view who has accepted, declined or has not responded to the request in the activation request status window. The dispatcher can also deactivate users from the activation as needed using the Remove button.

2. Groups: Group activation status window. The dispatcher can also deactivate groups from the activation as needed using the Remove button.

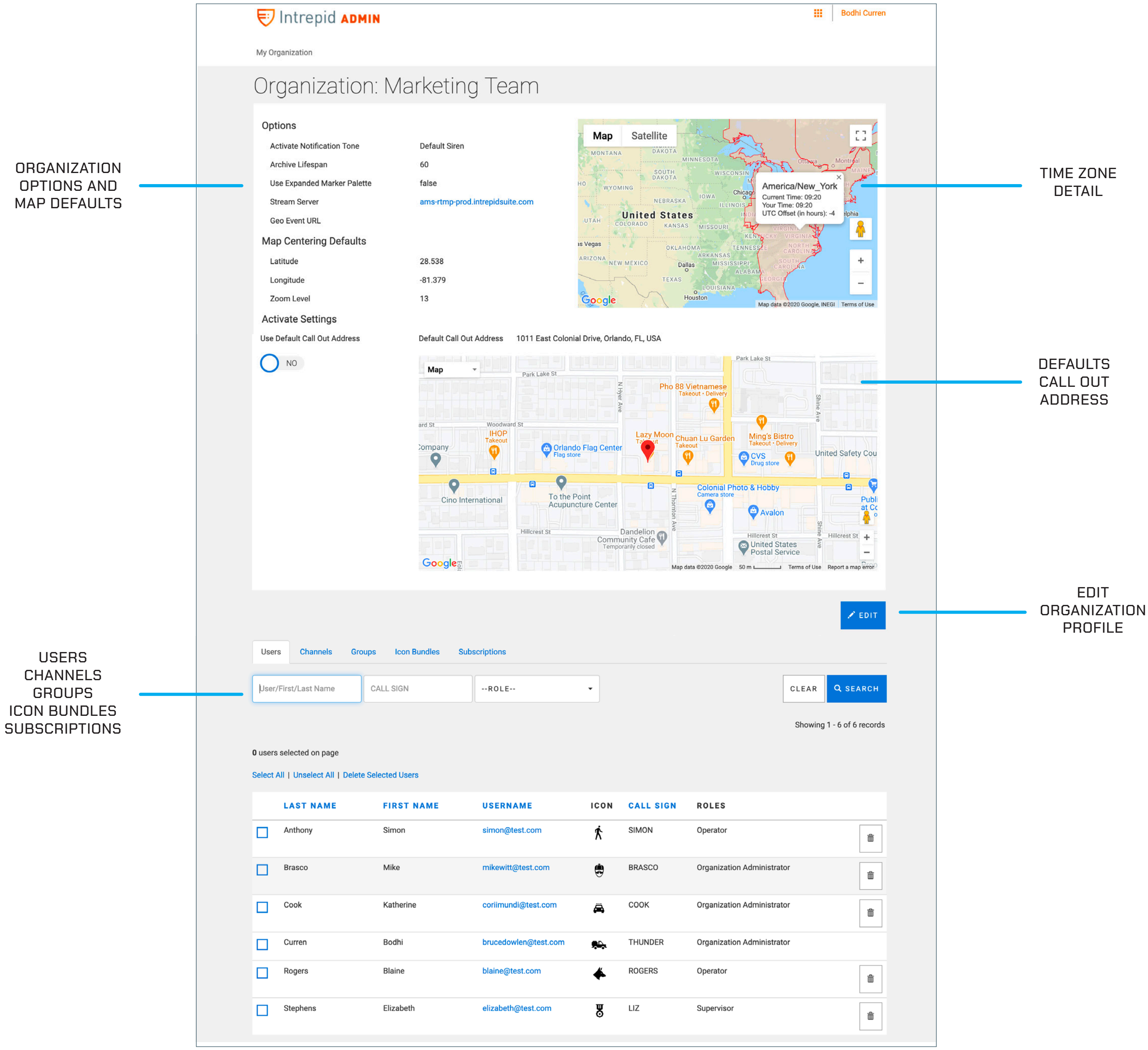
3 The dispatcher can end the activation by selecting the End Call Out button in the top-right of the browser window. All activation requests will be canceled and a notification will be sent to all users that the incident has ended.

ADMIN WEB USER GUIDE

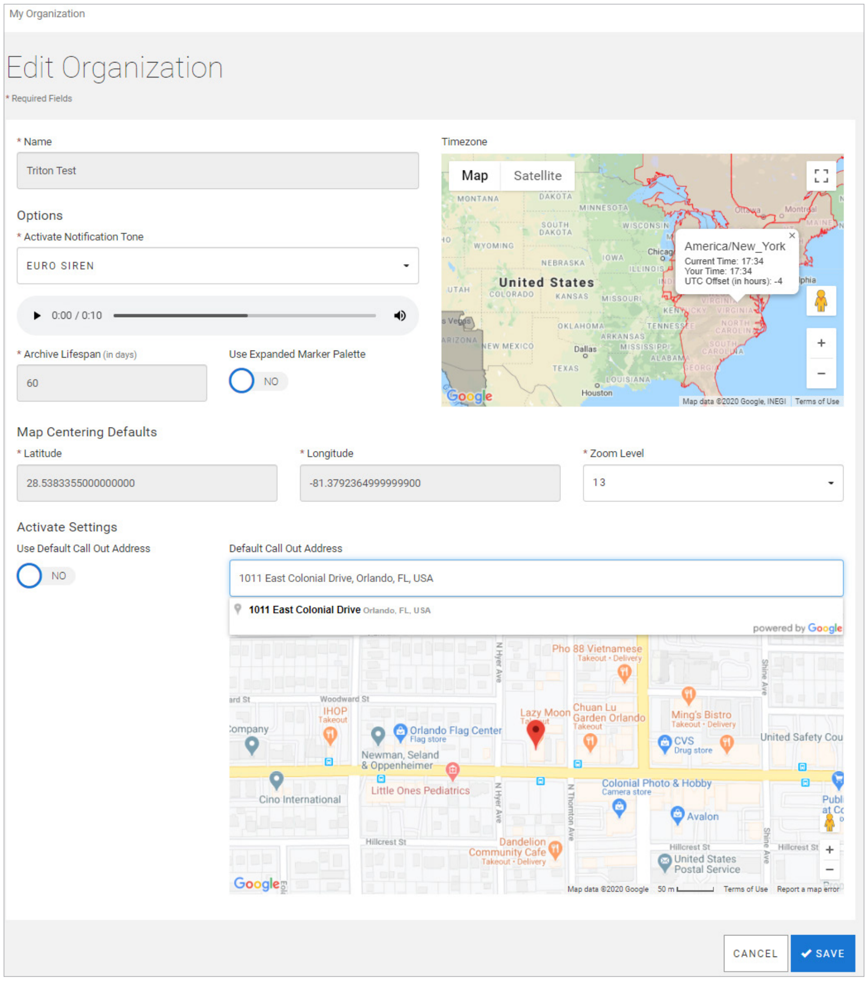
Intrepid NETWORKS®

ADMIN WEB: DASHBOARD AT A GLANCE

Manage your organizational profile and user database for utilization in all of the Response platform.



ADMIN USER GUIDE: ORGANIZATION CONTROLS



1. My Organization: Your organization profile is presented in this window. Your profile consists of the following: organization name, Archive life span, marker pallet selection, time zone, organization center coordinates and zoom level.

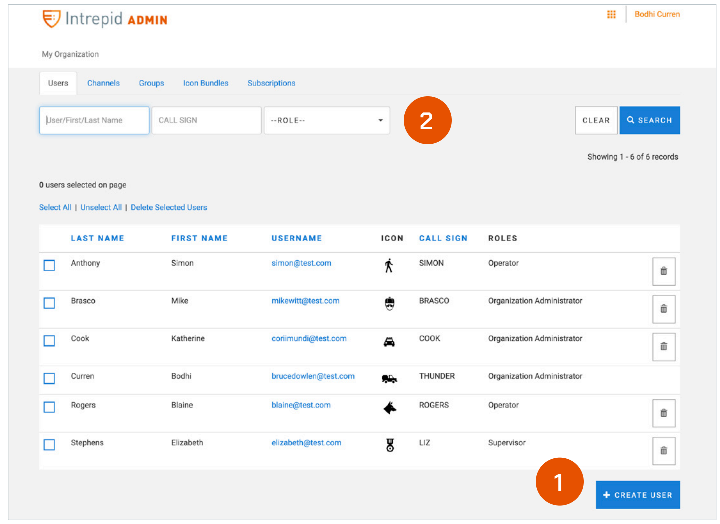
Additionally, If you have subscribers to our Activate Module, you will also have a default call-out address and activation notification ringtone as part of your profile.

At the bottom-right of the organization profile window, an Edit button enables the Response Administrator to change some of your profile details. These include Zoom level, Marker palette selection, Default Call Out address and activation notification ringtone.

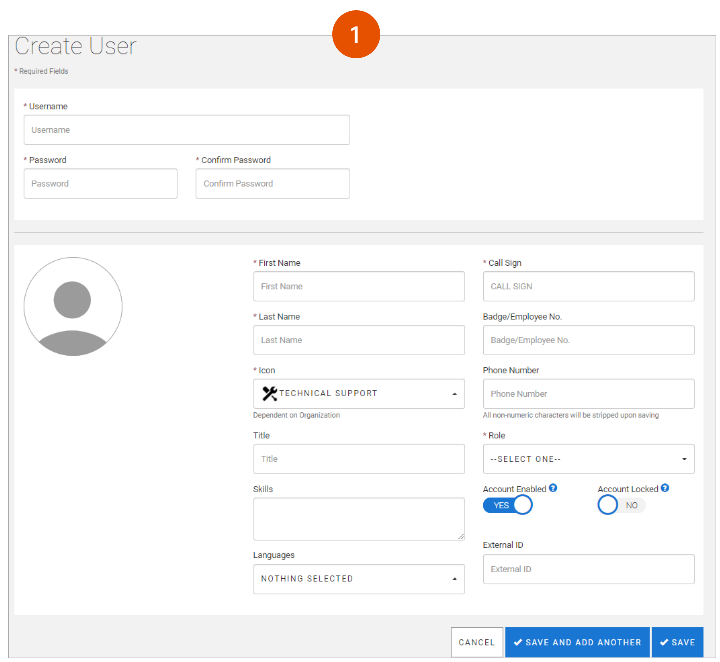
To exit this menu, click Cancel or Save at the bottom-right of the menu.

ADMIN: USERS MANAGEMENT

Selecting the Users tab in the middle of the Admin Web dashboard (shown on page 28) will display all currently provisioned users in the Response platform for your organization. Each profile contains username, password, badge/employee number, first/last name, user icon, phone number, call sign and Response permission role. Only some of these fields are shown in the main user details page. Select an individual user for additional profile details.



1. **Create New Users**: To create a new user in the organization, select the + Create User button located in the bottom right-hand side of the Dashboard. A user name must be in the form of an valid email address. Only * fields must be populated elsewhere in the Create User window



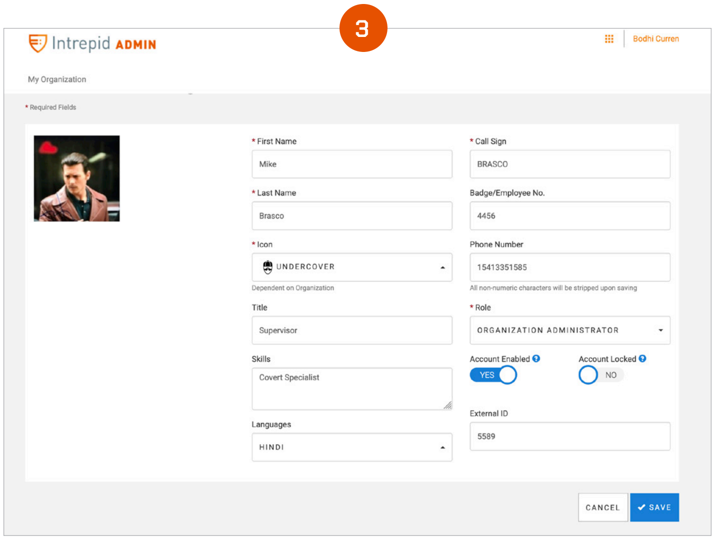
Password Requirements: Must be between 8 and 64 characters, may not be the same as your username, may not be identical to your previous 10 passwords, must contain both alphabetic and numeric characters.

NOTE: On this screen you also can suspend the user's account by changing the Account Enabled toggle to "off" located below the Role selection option. If the account locked toggle is on, the user has attempted too many incorrect password and their account is now locked from usage. This may be corrected by creating a new password for the user and deselecting this option.

2. **Search Users:** Select one of the three search boxes to search by username/first/last name, call sign, or Role. You can also select the username / email address to go directly to a specific user profile as well.

ADMIN: USERS MANAGEMENT CONTINUED

3. **Edit User Profile:** Click a user from the list to edit their profile. You can change all fields except for username, which is a unique identifier in the system. When complete, select Save to exit this window.

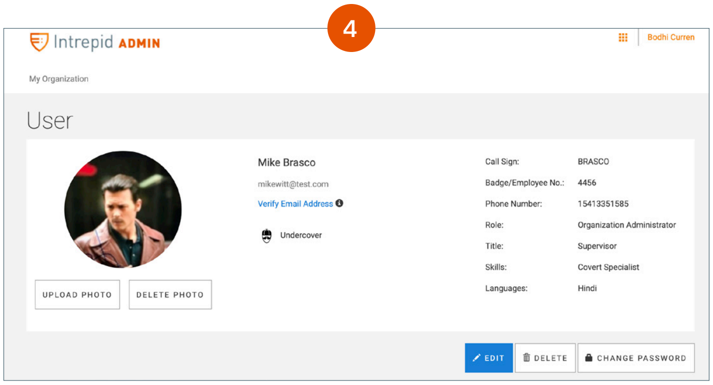


4. **Edit, Delete, Change Password:** Change Password: Select a user profile and choose Change password in the bottom-right of the window. Insert a new password and confirm a second time. Once complete select Save or Cancel.

Password Requirements:
Must be between 8 and 64 characters, may not be the same as your username, may not be identical to your previous 10 passwords, must contain both alphabetic and numeric characters.

Delete User: Select the Delete button to remove a user from your organization. A confirmation box will be displayed upon selecting this option.

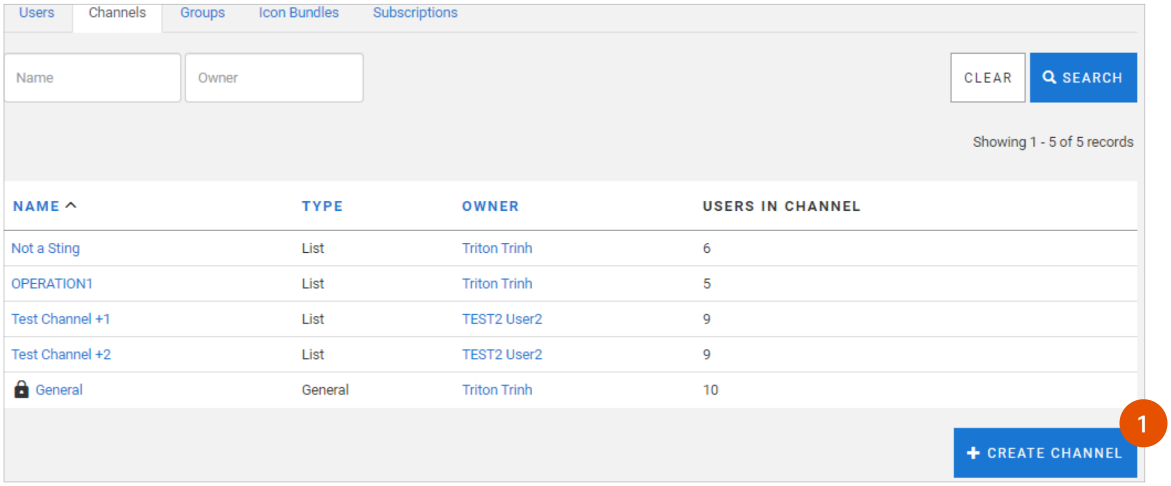
NOTE: This will permanently remove the user and is not reversible.



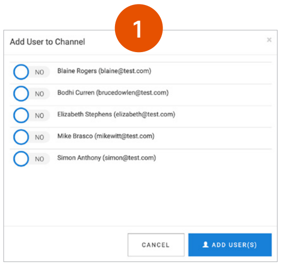
ADMIN USER GUIDE: CHANNELS

1. Create Channels: To create a Channel, navigate to the Channels tab in the middle of the Admin Web dashboard. A list of all available channels in your organization is displayed in this window. On the bottom-right, click the + Create Channel button. Choose a unique name for the new Channel and assign an Owner.

NOTE: Owners must have the Response permission role of Administrator or Supervisor.



NAME	TYPE	OWNER	USERS IN CHANNEL
Not a Sting	List	Triton Trinh	6
OPERATION1	List	Triton Trinh	5
Test Channel +1	List	TEST2 User2	9
Test Channel +2	List	TEST2 User2	9
General	General	Triton Trinh	10



Adding Users or Groups to a Channel

Navigate to the channels list and select a channel to add users to the existing membership, click the 'Add User' button at the bottom right of the window. A toggle menu will open where you can select users from your organization to be added to the channel. Multiple users can be added at the same time.

The same steps can be applied to adding Groups, however, you must select the Groups function instead of Users at the top of the channel window, however, you must select the 'Groups' tab instead at the top of the window. To add a group, click the Add Group(s) button at the bottom right of the window. A toggle menu will open where you can select groups from your organization to be added to the channel. Multiple groups can be added at a time.

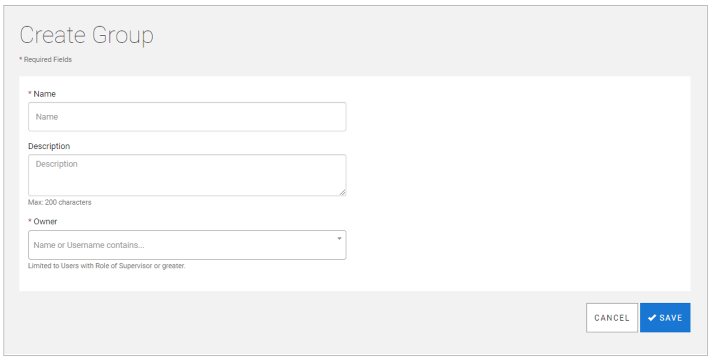
Removing Users or Groups from a Channel

From a selected Channel, you can navigate to any user and select Remove to the far right of the user. The same remove function can be applied to Groups, choose the Groups tab, and select Remove in the same location.

	USER	ICON	CALL SIGN	ROLES	GROUPS	
☐	Blaine Rogers		ROGERS	Operator	SWAT TEAM 1 Crisis Negotiating Team 1	Remove
☐	Bodhi Curren		THUNDER	Organization Administrator	SWAT TEAM 1 Crisis Negotiating Team 1	

ADMIN USER GUIDE: GROUPS

Groups are a collection of individuals within your organization to simply the process of adding large amount of users to channels and activations. Your teams, divisions, shifts, sub-organizations or any other similar collections of users can be managed with Groups.



Creating A Group

Select the Groups menu from the Admin dashboard to view the current groups in the organization. Select Add Group, enter the name of your new group, describe the group details or purpose, and select an owner for the group.

NOTE: Owners must have the Response permission role of Administrator or Supervisor.

Editing Groups

Select Groups from the dashboard and choose a group to edit. Click Edit to change the group name, description and the owner.

Assigning Group Managers

From the Groups menu, select a user to assign a Group Manager. Group Managers also have permissions to manage the users within the group, similar to a Group Owner.

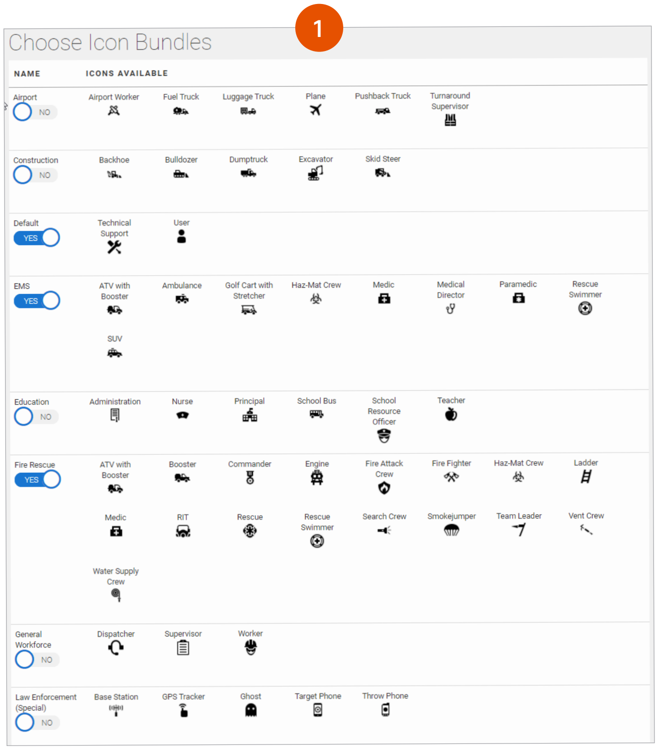
You may assign multiple group managers by navigating to the Group Managers tab. Once the Group Managers window is opened, click Add Users to assign any Supervisor or Administrator as a Group Manager.

Group Management Guidelines

A supervisor or administrator is necessary to create a Group. If you create a User Group and assign someone else as owner, you are added to Group as a Group Manager. Group Owners cannot be removed from the Group, however Group Managers can be removed. Only a User Group Owner or a User Group Manager can edit/delete Groups and/or information related to them.

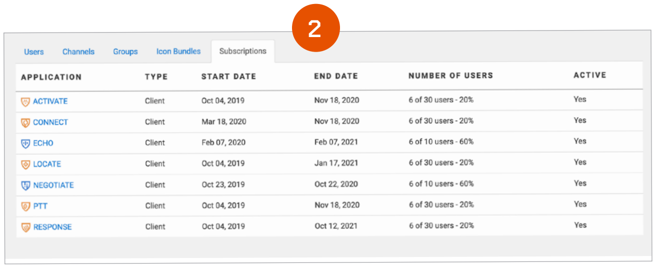
ADMIN USER GUIDE: ICON BUNDLES/SUBSCRIPTIONS

1. Icon Bundles: All icons in selected bundles are available to utilize by any user in your organization. Icons in selected bundles can be assigned to any user in the organization. To select an Icon Bundle for utilization, toggle Yes/No on the left-hand side of any Icon Bundle.

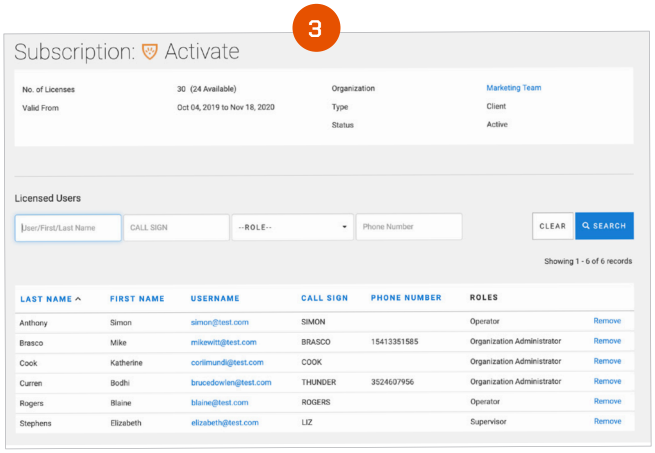


2. Subscriptions: The Subscription window displays the Intrepid module subscriptions that are currently available to your organization. View important details about your module subscriptions including:

- Start and end dates of subscriptions.
- Total number of subscriptions.
- Available subscriptions to assign to users.
- Status of your subscriptions (active or expired).



3. Adding Subscriptions to a User: Select any module subscription to add a license to a user from your available license pool. Once selected, the module Subscription menu will be displayed. For individual user additions, click Add User underneath the subscription information displayed. To add all users unsubscribed, click Add All Users in Organization to apply the subscription to all current users not enrolled in the selected subscription.



Removing Users from a Subscription: Following the above steps in the Adding Users to a subscription. In the same menu, the administrator also can remove users from the subscription by clicking the 'Remove' button next to any User's role.

ADMIN USER GUIDE: USER ROLES

Human Asset Roles

Organization Administrator

The highest Response permissions role that can be assigned in an Organization. Response Administrators are the only users that can edit the organization profile, add/edit/delete users and assign licenses. They also have all the permissions of the supervisor and operator roles as well.

Supervisor

Supervisors also have other special features within the various Response modules, including global delete capabilities of Markers and Shapes in Locate. They also can change the color of any user's icon as well. This role also includes all the permissions of the Operator.

Operator

The Operator is able to share content to channels and delete or edit their own data. They have full control over sharing location within Response and their availability status for activation requests. Operators can also create an activation and receive an activation request. Lastly, users in this role can change the basic attributes of their user profile (profile picture, color, call sign, first and last name).

Device Roles

Ghost User, Tracker, External API Integrator

Contact Intrepid Networks for more information.