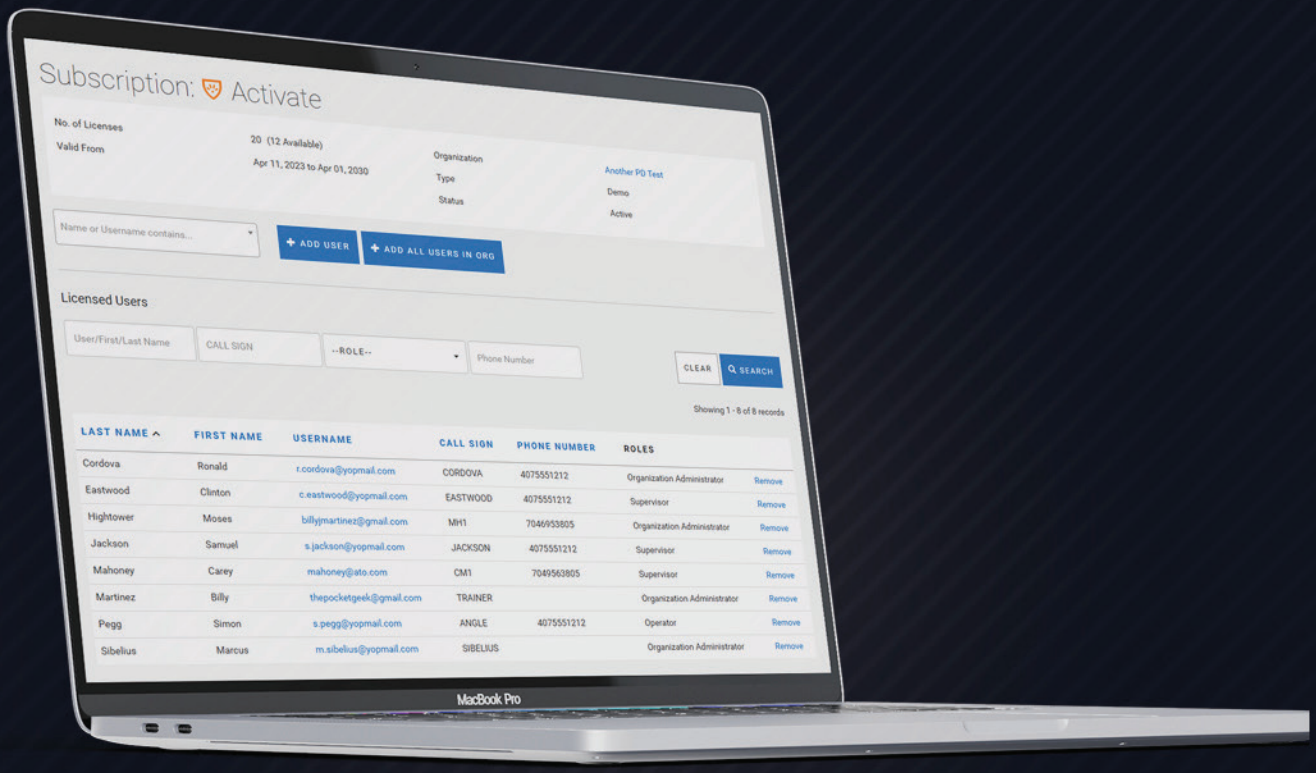
INTREPID RESPONSE ADMIN

USER GUIDE WEB



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Intrepid NETWORKS®

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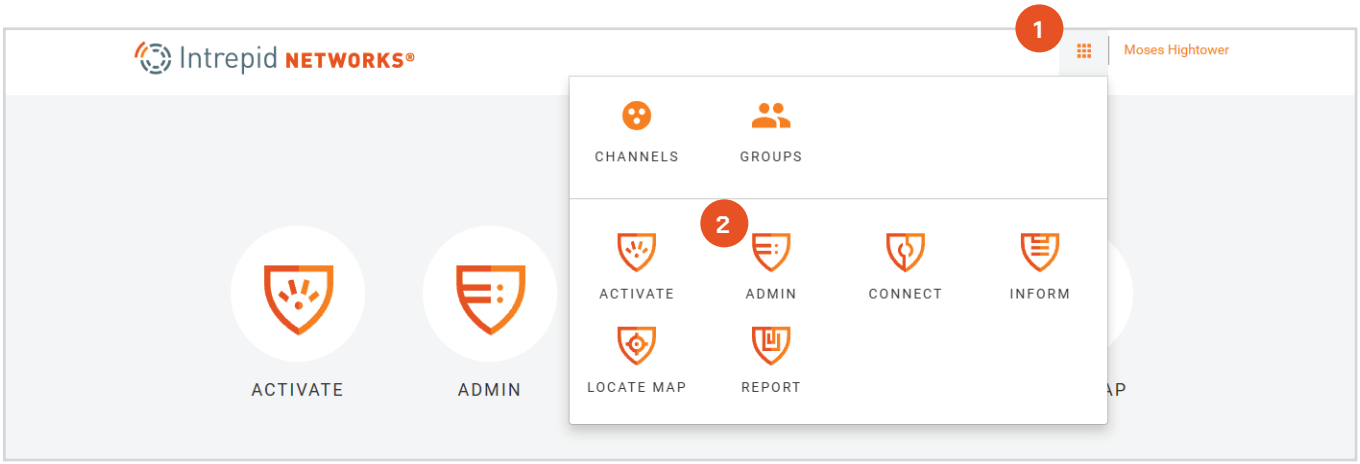
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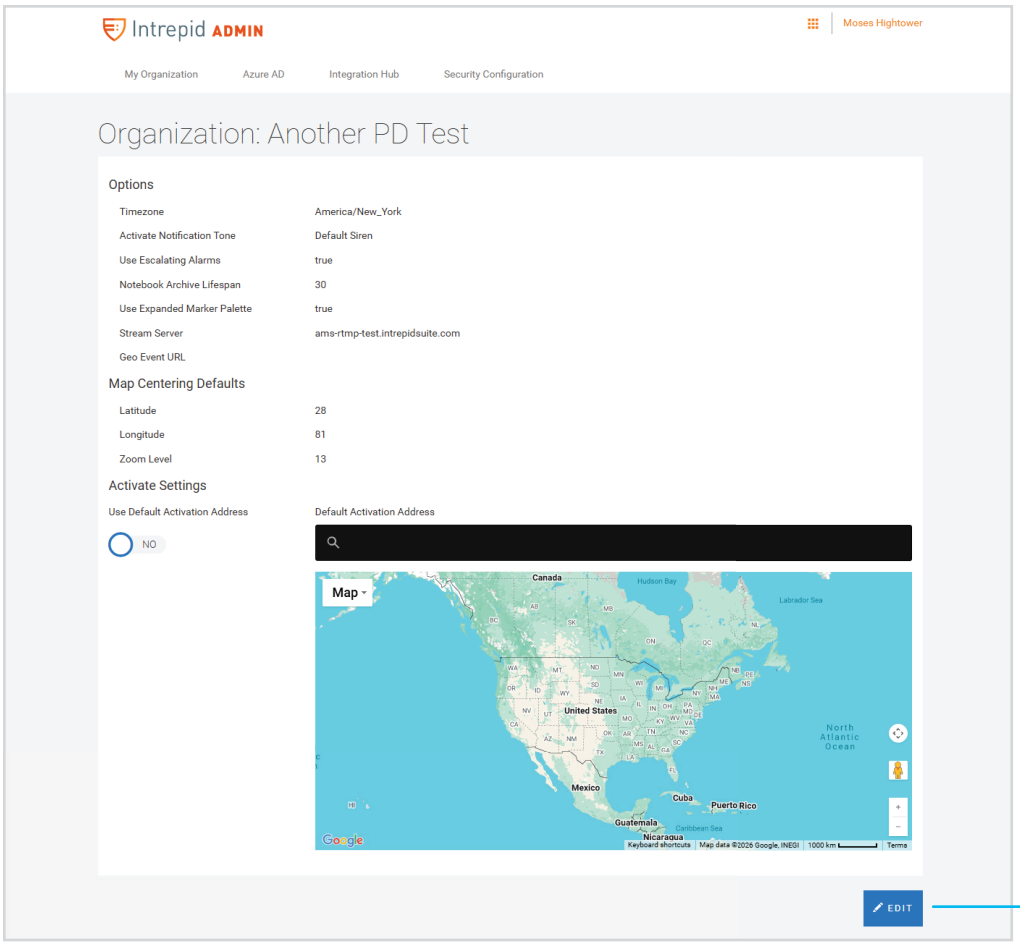
ADMIN DASHBOARD



The Organization Administrator Dashboard allows you to access settings and configuration for your organization, users and subscriptions.

You can access the Admin Portal by selecting the Admin Icon from the main dashboard after logging in, or by selecting the Admin Module from the Quick Menu at the top of any web page.

ADMIN DASHBOARD: MY ORGANIZATION



Your organization profile is presented in this window.

To edit your organization settings, click **EDIT.**

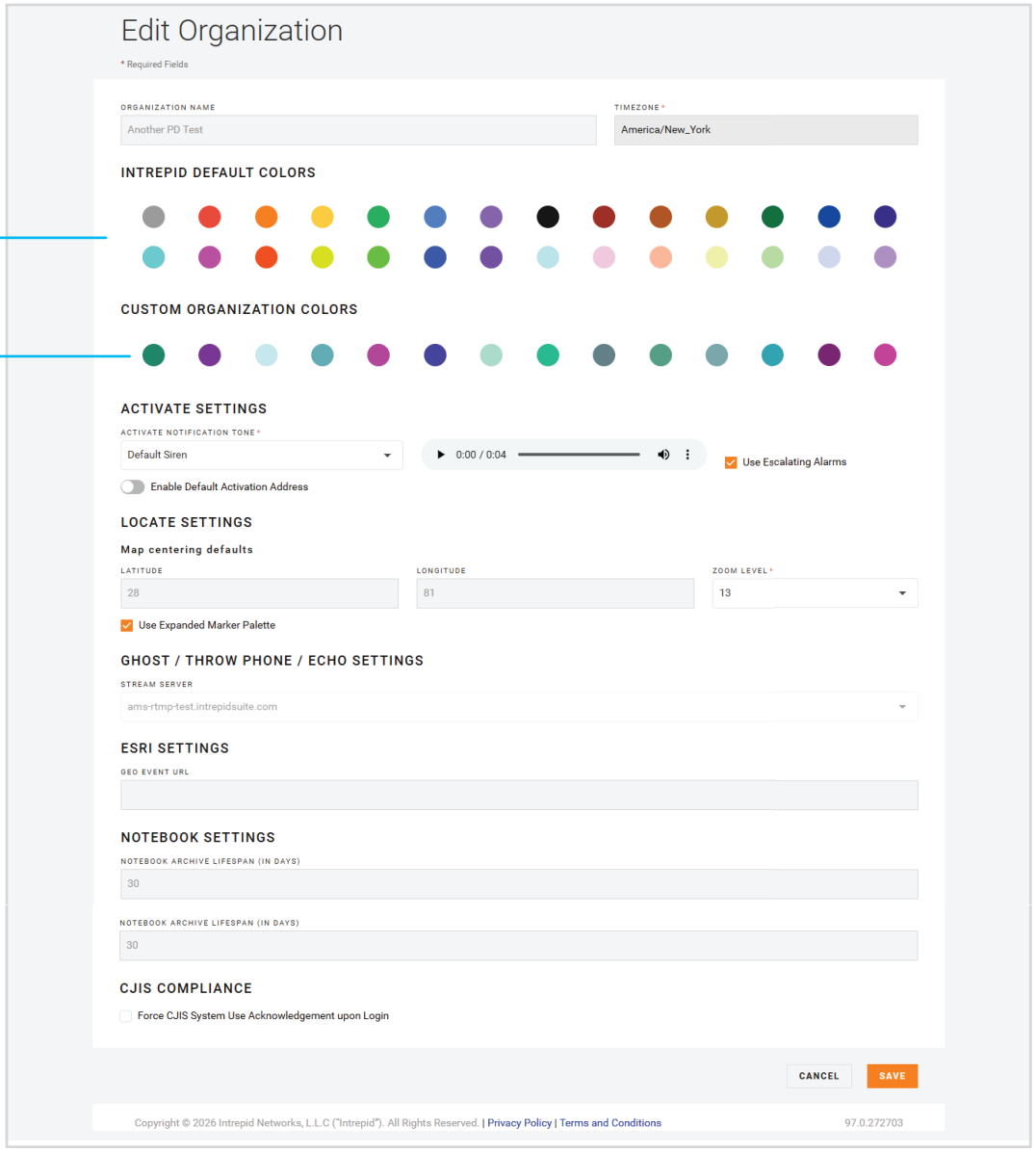
Organization Administrators can edit the following elements:

1. Timezone: Set the timezone for your organization
2. Custom Organization Colors: In addition to the 28 default colors, you may add an additional 14 custom colors for use with Users, Map Markers and Shapes
3. Activate Settings: Choose the Activation Notification Tone, Preview notification tones with the sample player, Toggle use escalating alarms, and Enable Default Activation Address
4. Location Settings: Map Zoom Level, Use Expanded Marker Palette
5. CJIS Compliance: Force CJIS System Use Acknowledgement upon login

ADMIN DASHBOARD: MY ORGANIZATION

28 DEFAULT COLORS

14 CUSTOM COLORS



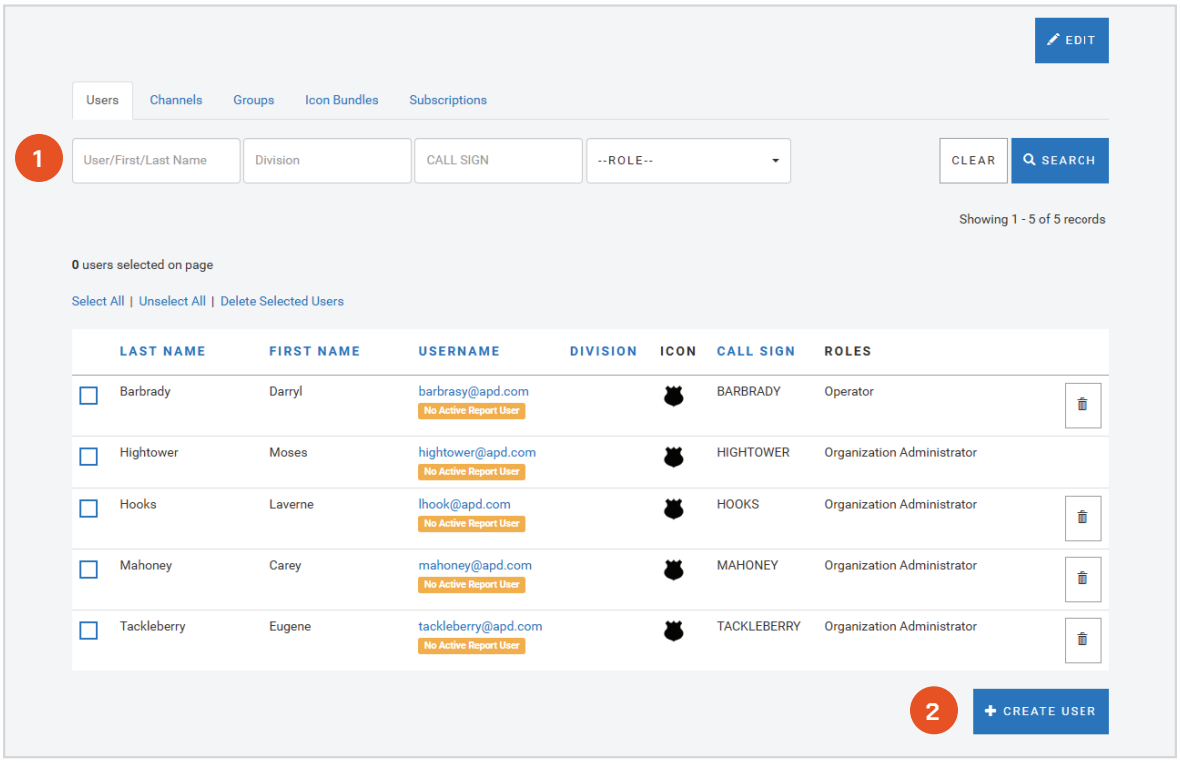
In addition to the 28 default colors, you may add an additional 14 custom colors for use with Users, Map Markers and Shapes

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

USER MANAGEMENT

The **USERS** tab (located below the map) displays all currently provisioned users in the Response platform for your organization.

Each user profile contains username, password, badge/employee number, first/last name, user icon, phone number, call sign, URL link, 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. SEARCH: You can search for a specific user(s) by username, first or last name, Division, call sign or user role. Click CLEAR to clear any search results and return to the full user list.

2. CREATE USER: To create a new user in the organization, select the + CREATE USER button located in the bottom right-hand side of the Dashboard.

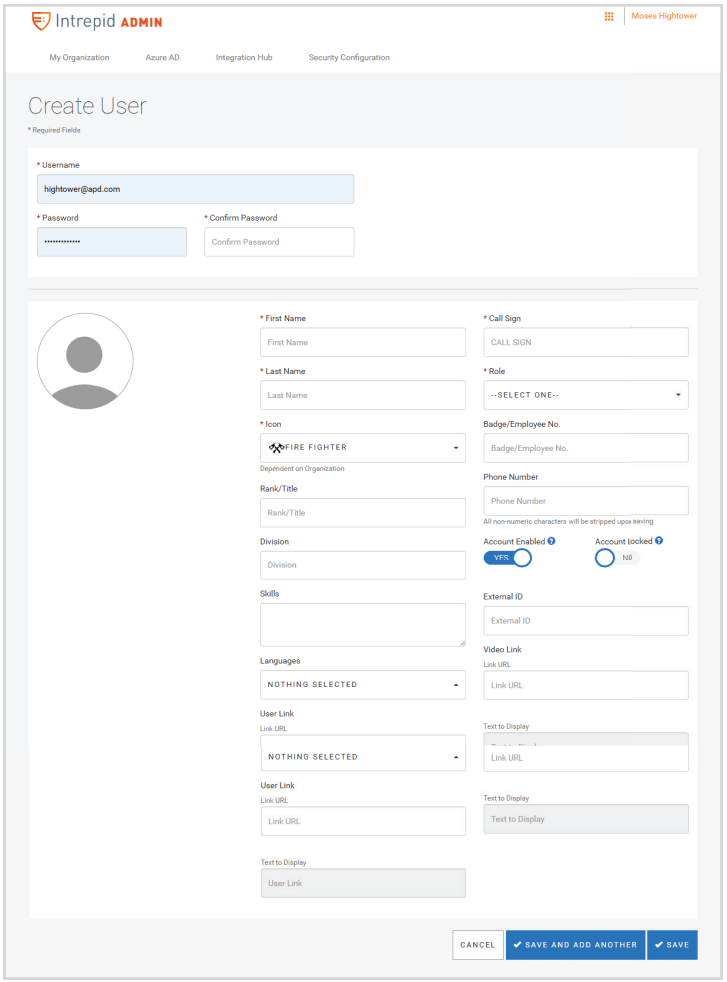
REQUIRMENTS: The username (email address) MUST be unique and must be in the form of a valid email address. All fields with an asterisk (*) are required.

USER PROFILE MANAGEMENT

Edit User Profile: Select the user from the list by clicking on their email address to view their profile. Click the EDIT button below the profile window to edit the user's information. You can change all of the available fields except for the username. Once you have completed your changes, select SAVE to exit this window.

Change Password: To change the user's account password, select a user profile and choose CHANGE PASSWORD in the bottom-right of the profile window. Type the new password in the first field and type it a second time to confirm the password spelling. Click SAVE to complete the action.

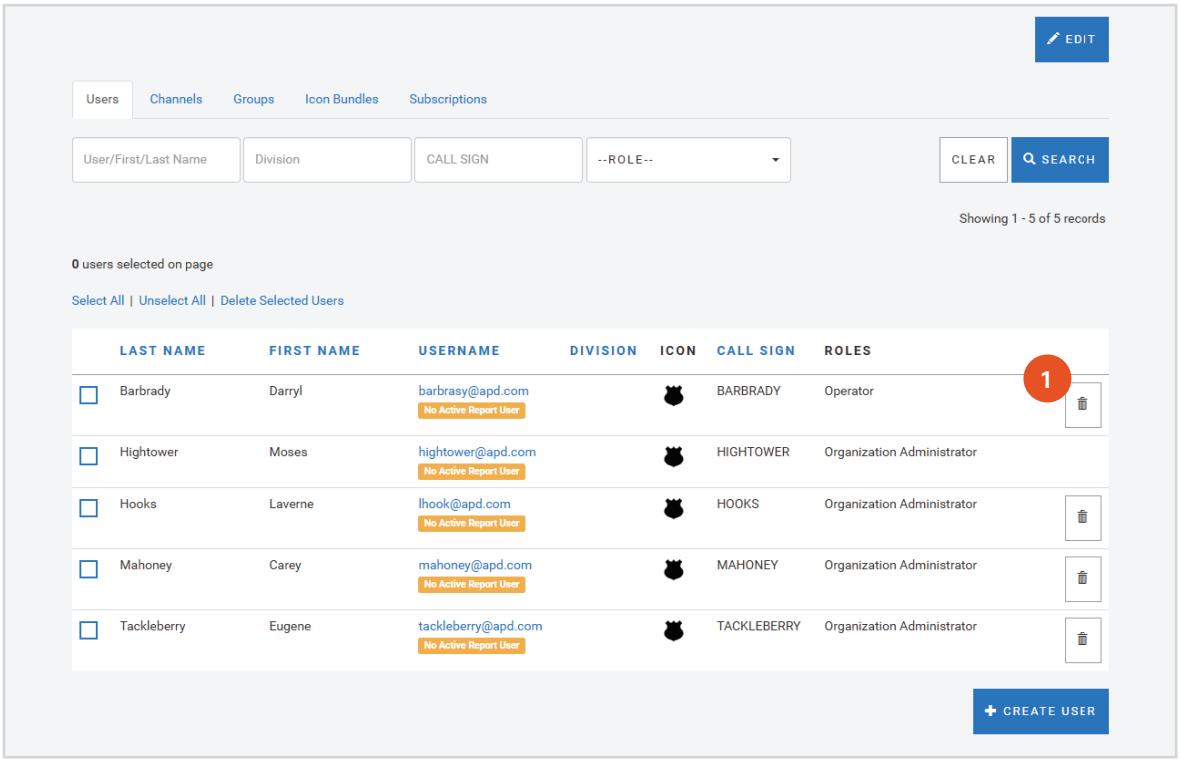
Password Requirements: Must be between 8 and 64 characters, may not be the same as your username, may not be identical to your previous 10 passwords, and must contain both alphabetic and numeric characters.



SMS MESSAGES: Users with an ACTIVATE license, can receive Activation Notifications via SMS (Text Message) if their phone number is listed in the Intrepid Platform under their User Profile.

ADDING SUBSCRIPTIONS: To add a module subscription to a user, select the User's profile. Click the Subscriptions Tab under the profile window, then click +ADD TO SUBSCRIPTION. Select the subscription you wish to add to the user's account from the available options, then click ADD USER to complete the action. Repeat this process as needed to add additional subscriptions.

USER MANAGEMENT: DELETE USER



1. DELETING USERS:

WARNING: This will permanently remove the user and is not reversible. Removing or deleting a User from the Intrepid Response Platform will also remove all Markers, Shapes, Messages, and Files created by that User for use in the Locate Map and Connect and Channels that the User was assigned to. Additionally, all channels and groups the user created or is assigned as owner must be reassigned to another user.

It is recommended to toggle the User's profile status to INACTIVE within the Admin Web portal instead. Doing so will allow those Markers, Shapes, Messages, and Files to remain within the Platform, while not adding to the organization's total subscription count.

If a user must be deleted, click the DELETE button to remove a user from your organization. A confirmation box will be displayed upon selecting this option.

CHANNELS

Channels are used to silo information within the Locate and Connect modules. The General Channel is available to all users within an organization by default and cannot be deleted. Additionally, users cannot be removed from that channel unless their accounts are deactivated or deleted. All other channels must be created by Organization Administrators, Supervisors, or as an Associated Incident Channel as part of an Activation event. To access all available channels in an Organization, click the Channels tab in the Admin Module.

To view the channels accessible to a specific user, select the user's profile, then click the Channels tab. Channels may also be accessed via the Quick Menu in the upper right corner of every web page.

CREATE CHANNELS: To create a channel, click +CREATE CHANNEL from either the Channels Tab in the Admin Module or the Channels page. Enter the name for the Channel (must be unique), and enter the name of the user who will act as the Channel's owner.

NOTE: The Channel Owner MUST be a Supervisor or Organization Admin level user. You may set that channel as the default channel selected for the users in that channel, or mark the channel as covert (date within the channel is not shared via the API) by simply checking the box next to the option desired. Once you have entered the Channel name, assigned an owner and made you optional selections (if any), click SAVE to create the Channel.

Adding Users or Groups to a Channel

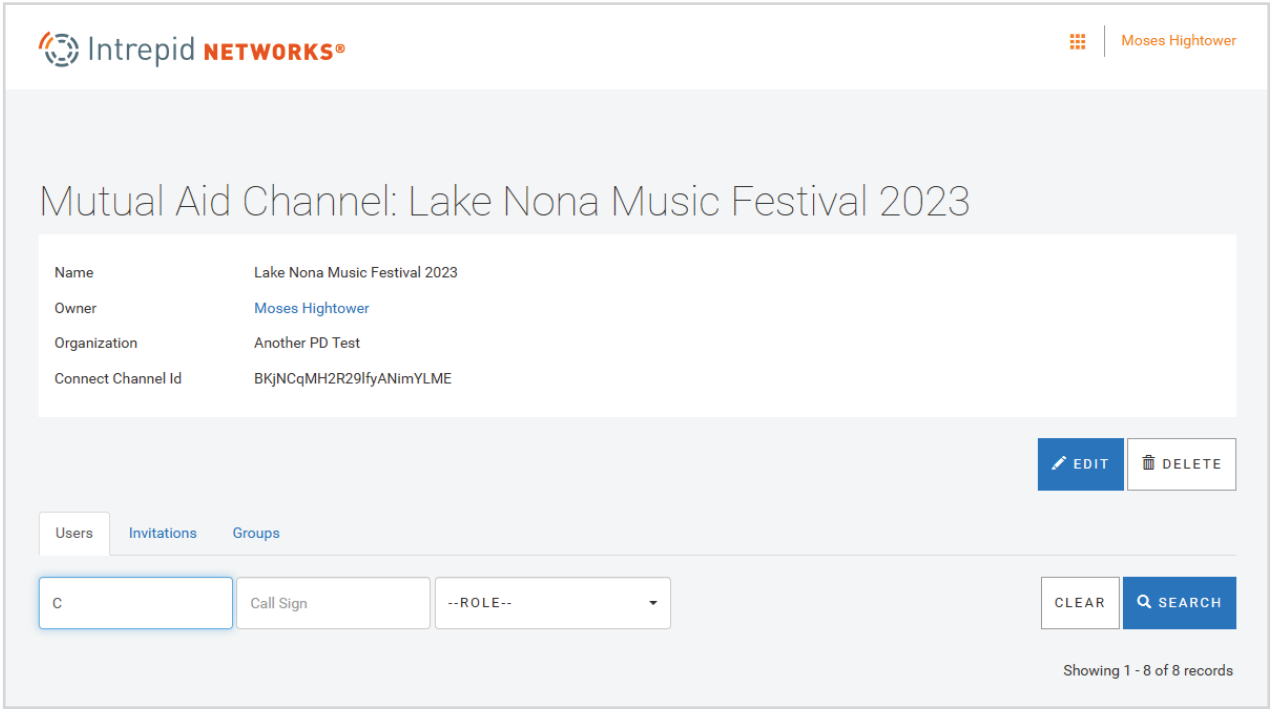
Navigate to the channels list and select a channel to add users to the existing membership, click the +ADD USER button at the bottom right of the window. A toggle menu will open where you can select users from your organization to be added to the channel. Multiple users can be added at the same time.

For organizations that have Activate, click the Groups tab on the Channel page to view the groups currently assigned to that channel. To add additional groups, click the +ADD GROUP button. Click on the toggle to YES for the groups you wish to add in the pop up window. Click ADD GROUP(S) when done to complete the action.

Remove User(s) from Channel

From a selected Channel, you can navigate to any user and select Remove to the far right of the user.

MUTIAL AID CHANNELS



Mutual Aid Channels allow you to invite users and groups from another Intrepid customer to share information in a specific channel. To create a Mutual Aid Channel, you may create a new channel or use an existing channel to invite outside users to participate in. Users from your organization can be added to a Mutual Aid channel in the same way they are added to standard channels.

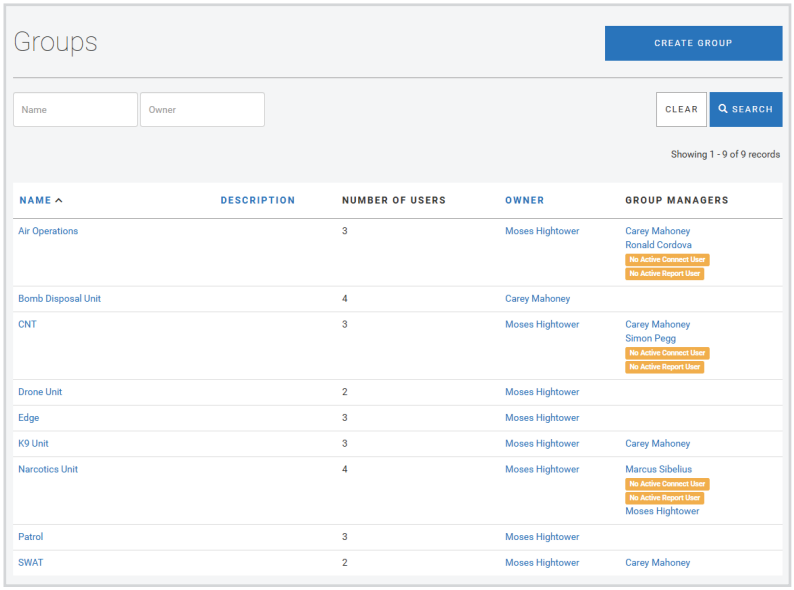
To invite a user from another Intrepid organization, click on the Invitations Tab in the Channel Details page of the Channel you wish to use for Mutual Aid. Click +INVITE USER FROM ANOTHER INTREPID ORGANIZATION. In the popup, enter the email address associated with the user's Intrepid Account.

NOTE: An invited user's email MUST be previously validated in order to receive the invitation email. Once the invitation has been sent, the status will be listed under the Invitations Tab.

Invited members can be removed by the host organization at any time. It is recommended that Organization Administrators receive the invitation as they can invite users and groups from their own organization to participate in the Mutual Aid Channel as needed. Only information contained within the Mutual Aid channel will be visible to the outside users. Invited users will not have access to any other channel in your organization.

CHANNELS: 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 user role of Administrator or Supervisor.

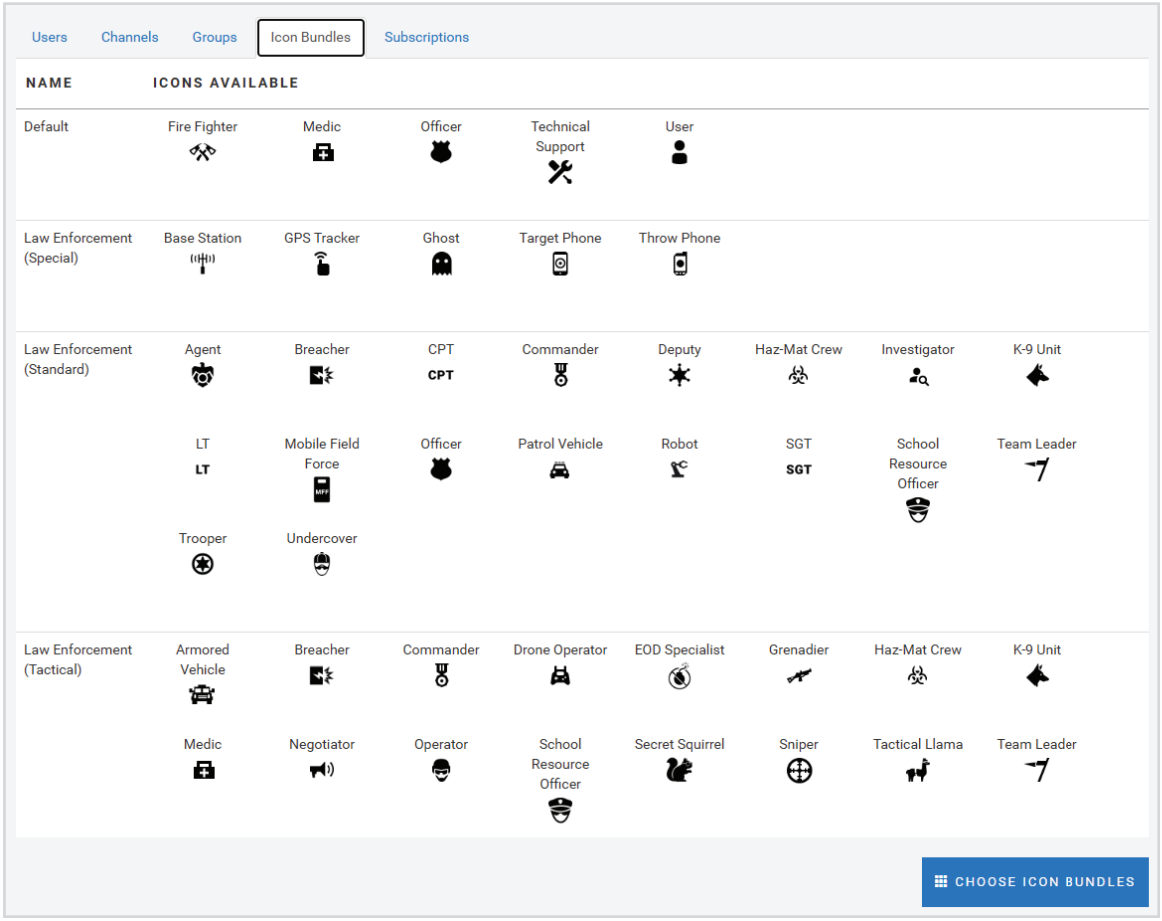
EDITING GROUPS

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

The Organization Administrator or Supervisor roles are required to create a Group. The only exception to this rule is an Associated Incident Channel as part of an Activation Notification event in the Activate Module. If you create a User Group and assign someone else as owner, you are added to the 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.

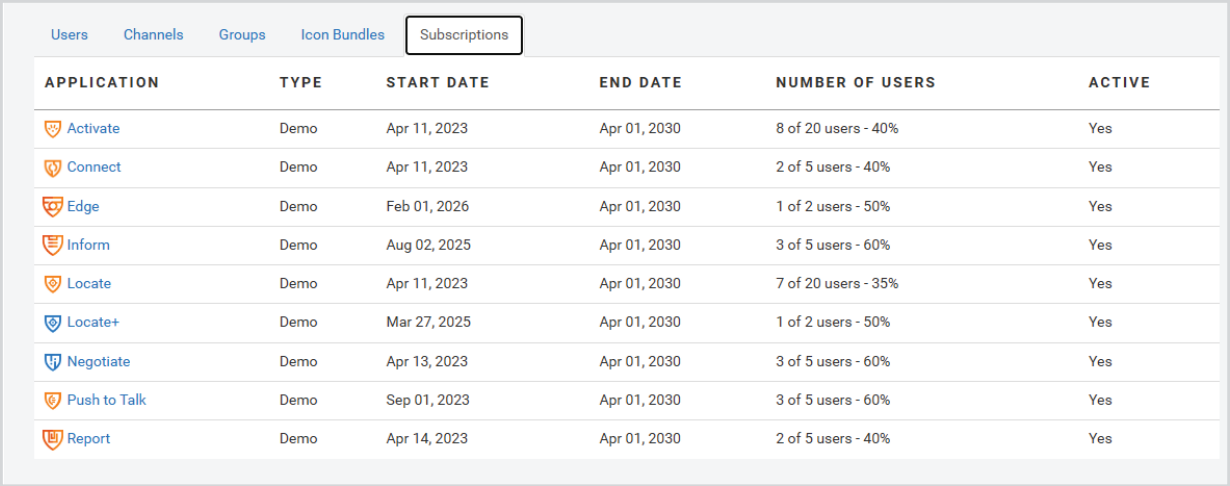
CHANNELS: ICON BUNDLES



Intrepid Response offers several different user icon bundles for your organization. They are separated by industry and offer many options to choose from. To view the active icon bundles for your organization, select the Icons Tab, under the map on the Amin main page.

To activate additional bundles, click the CHOOSE BUNDLES button in the lower right corner. To select an Icon Bundle for utilization, toggle Yes/No on the left-hand side of any Icon Bundle. Once you have activated your desired bundles, click SAVE at the bottom of the screen.

CHANNELS: SUBSCRIPTIONS



APPLICATION	TYPE	START DATE	END DATE	NUMBER OF USERS	ACTIVE
Activate	Demo	Apr 11, 2023	Apr 01, 2030	8 of 20 users - 40%	Yes
Connect	Demo	Apr 11, 2023	Apr 01, 2030	2 of 5 users - 40%	Yes
Edge	Demo	Feb 01, 2026	Apr 01, 2030	1 of 2 users - 50%	Yes
Inform	Demo	Aug 02, 2025	Apr 01, 2030	3 of 5 users - 60%	Yes
Locate	Demo	Apr 11, 2023	Apr 01, 2030	7 of 20 users - 35%	Yes
Locate+	Demo	Mar 27, 2025	Apr 01, 2030	1 of 2 users - 50%	Yes
Negotiate	Demo	Apr 13, 2023	Apr 01, 2030	3 of 5 users - 60%	Yes
Push to Talk	Demo	Sep 01, 2023	Apr 01, 2030	3 of 5 users - 60%	Yes
Report	Demo	Apr 14, 2023	Apr 01, 2030	2 of 5 users - 40%	Yes

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.
- Number of Users / Available subscriptions to assign to users.
- Status of your subscriptions (active or expired).

There are two ways to assign a subscription to a user. You can access subscriptions for the entire Organization by selecting the Subscriptions Tab on the Admin main page. Select the Subscription you wish to add users to by clicking on the module name.

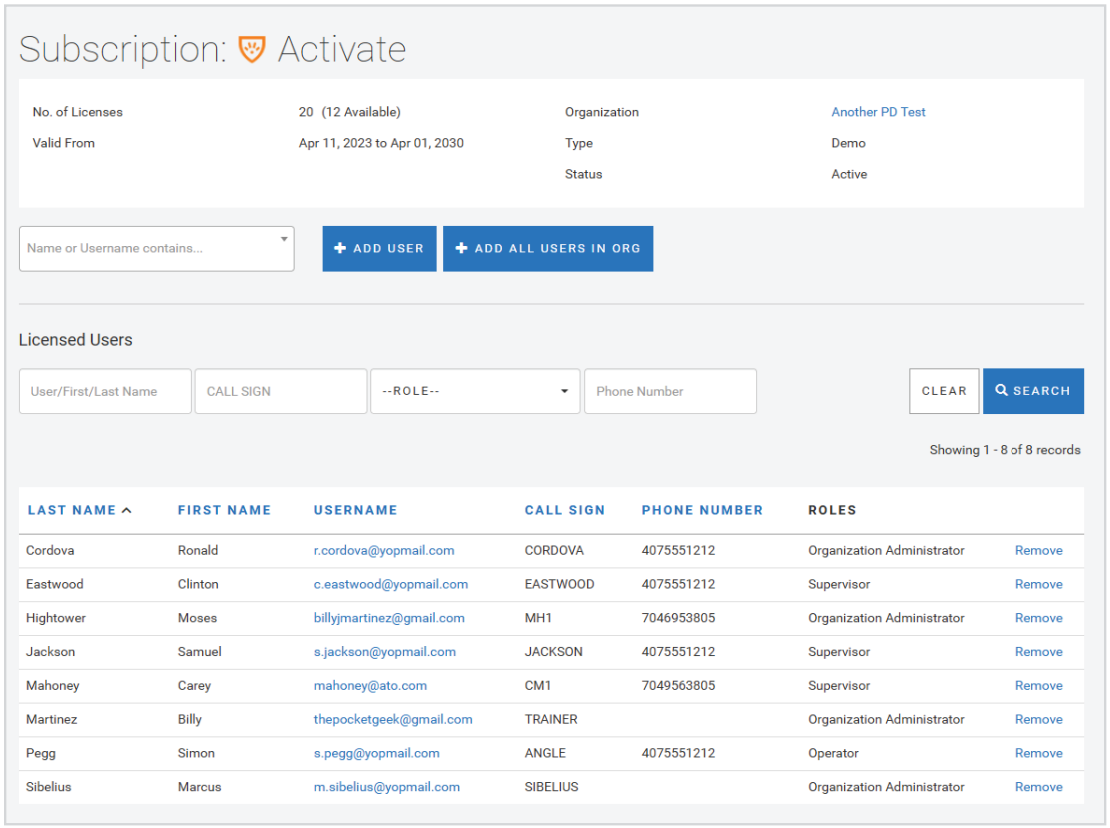
From the Module Subscription page, you may add individual users or all users in an organization at once. To add a subscription to an individual user, type the user's name in the field provided and select the username when it appears. Click +ADD USER to finish this action. To add users that are not currently subscribed, click +ADD ALL USERS IN ORG to apply the subscription to all current users not enrolled in the selected subscription.

NOTE: You must have sufficient available licenses to do so). To add a subscription to an individual user, select the user by clicking on their username under the Users Tab. Select Subscriptions, then click +ADD TO SUBSCRIPTION. Select from the drop down list of available subscriptions and click ADD USER to complete the process.

CHANNELS: ADDING SUBSCRIPTIONS

ADDING USERS TO A SUBSCRIPTION:

There are two ways to assign a subscription to a user. You can access subscriptions for the entire Organization by selecting the Subscriptions Tab on the Admin main page. Select the Subscription you wish to add users to by clicking on the module name.



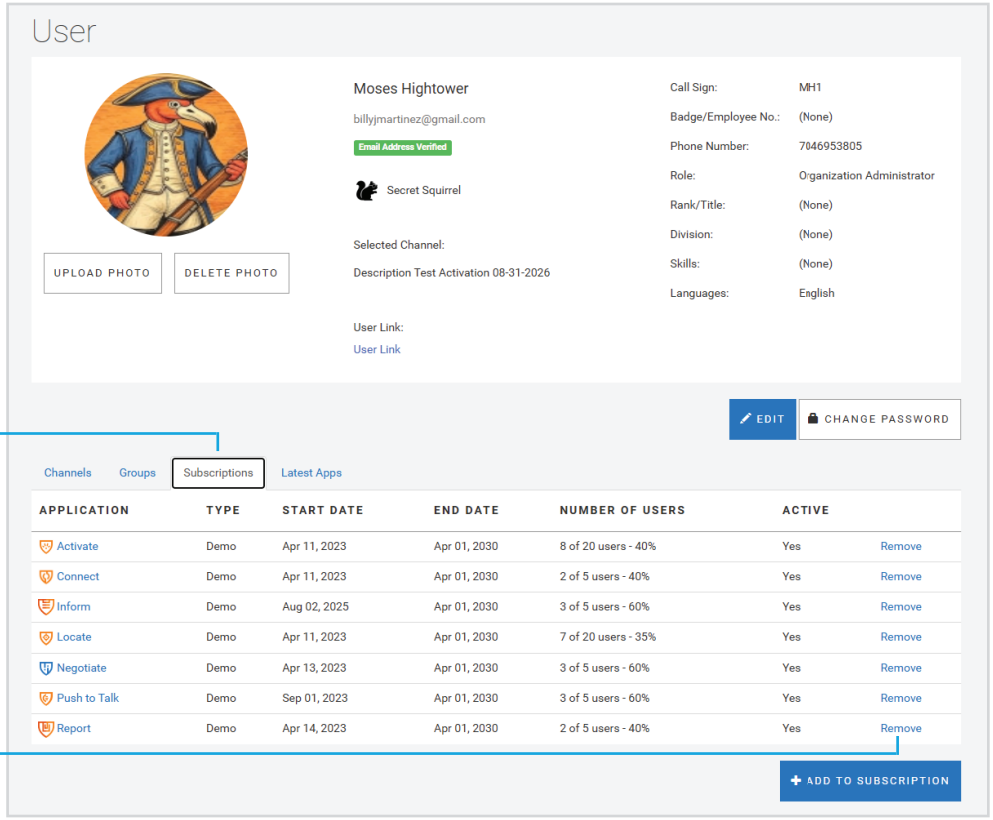
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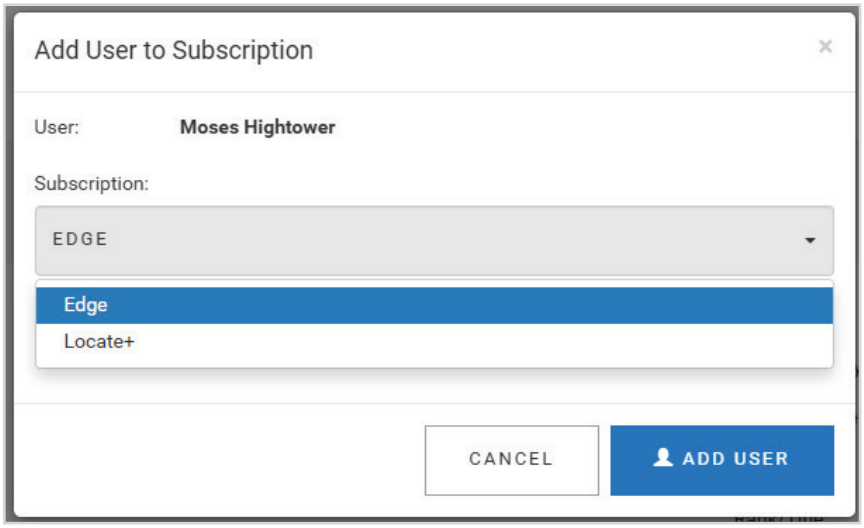
NOTE: You must have sufficient available licenses to do so). To add a subscription to an individual user, select the user by clicking on their username under the Users Tab. Select Subscriptions, then click +ADD TO SUBSCRIPTION. Select from the drop down list of available subscriptions and click ADD USER to complete the process.

CHANNELS: REMOVING SUBSCRIPTIONS

REMOVING USERS FROM A SUBSCRIPTION:

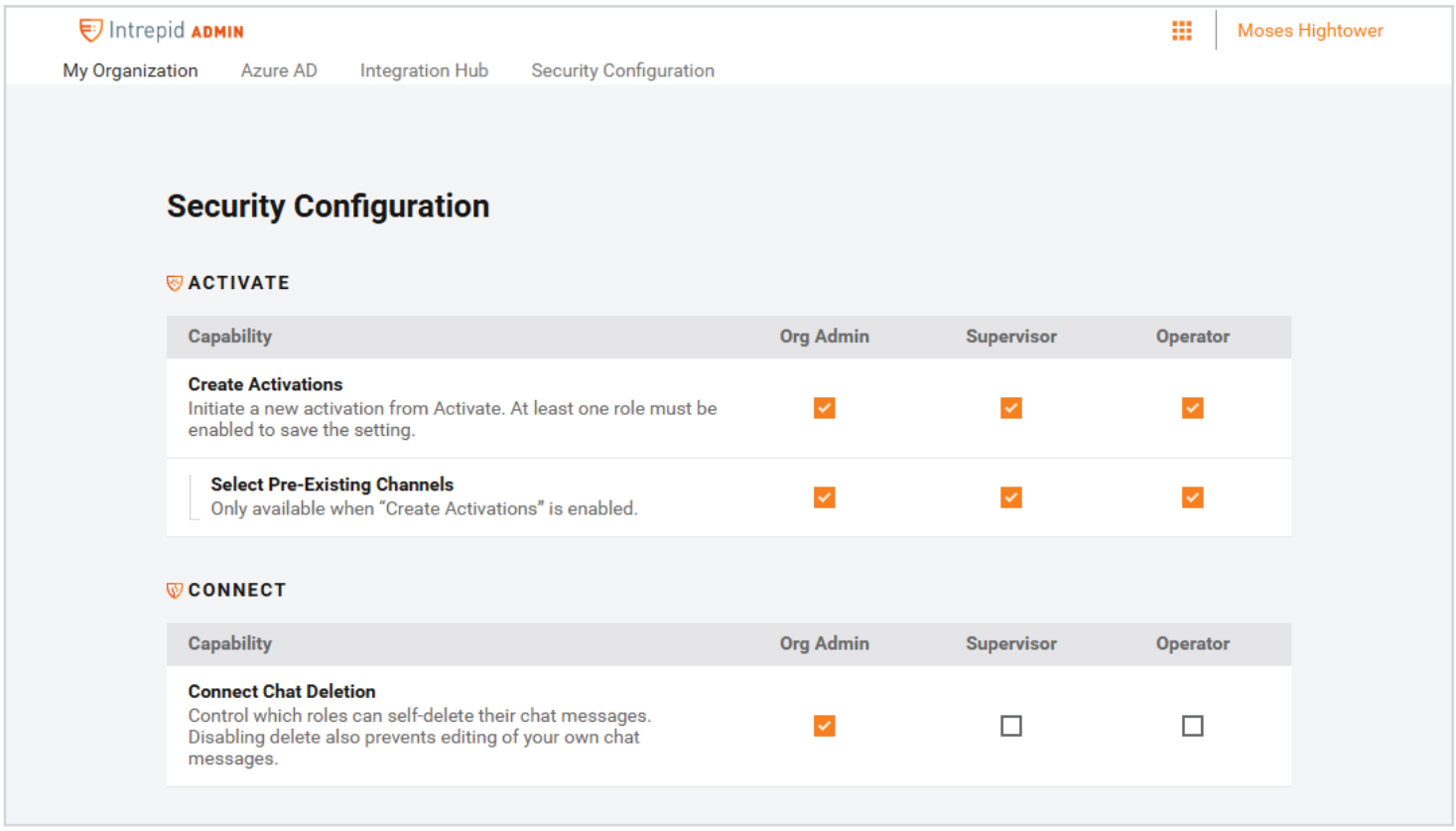
Users may be removed from a subscription by selecting the Subscriptions Tab on the Admin main page, then clicking Remove, next to the user you wish to remove.





You may also adjust individual user Subscriptions from the Subscriptions tab on the Users detail page. Simply click **Remove** from the list of current subscriptions to remove the user from that module

SECURITY CONFIGURATION



Security Configuration allows Organization Administrators the ability to opt Operator level users into Activation Creation capabilities previously limited to Organization Administrators and Supervisors. This includes the ability to extend Activation creation and channel assignment capabilities to Operator-level personnel if their workflow requires it.

Additionally, Organization Administrators will be able to configure which roles in the organization can delete Connect channel chat messages, so that the organization's content-deletion policy matches their Standard Operating Procedures (SOPs).

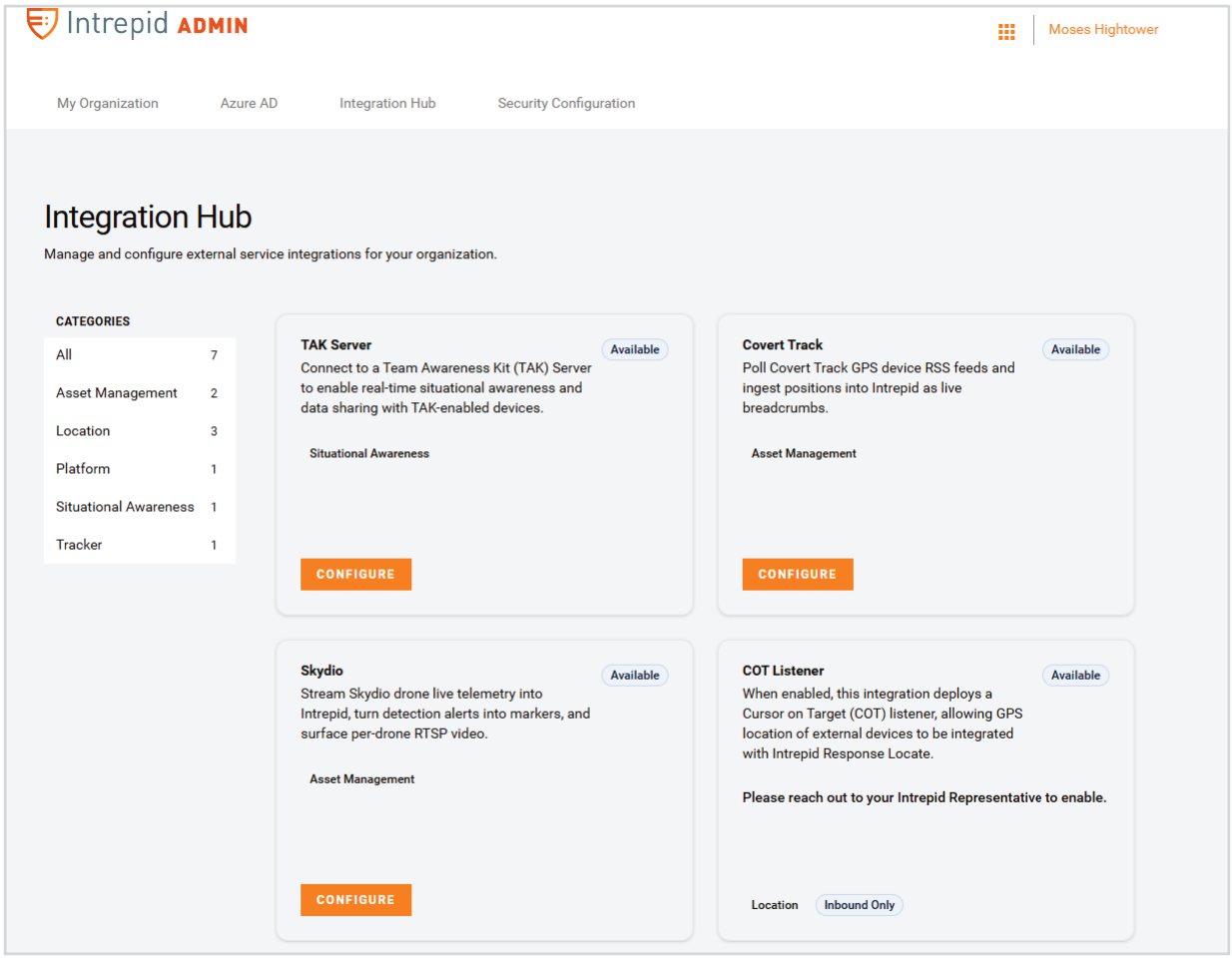
INTEGRATION HUB

The Intrepid Integration Hub is an Org-Admin-facing, marketplace-style catalog inside Response Admin from which a customer can discover, enable, self-configure and manage curated third-party integrations for their Organization.

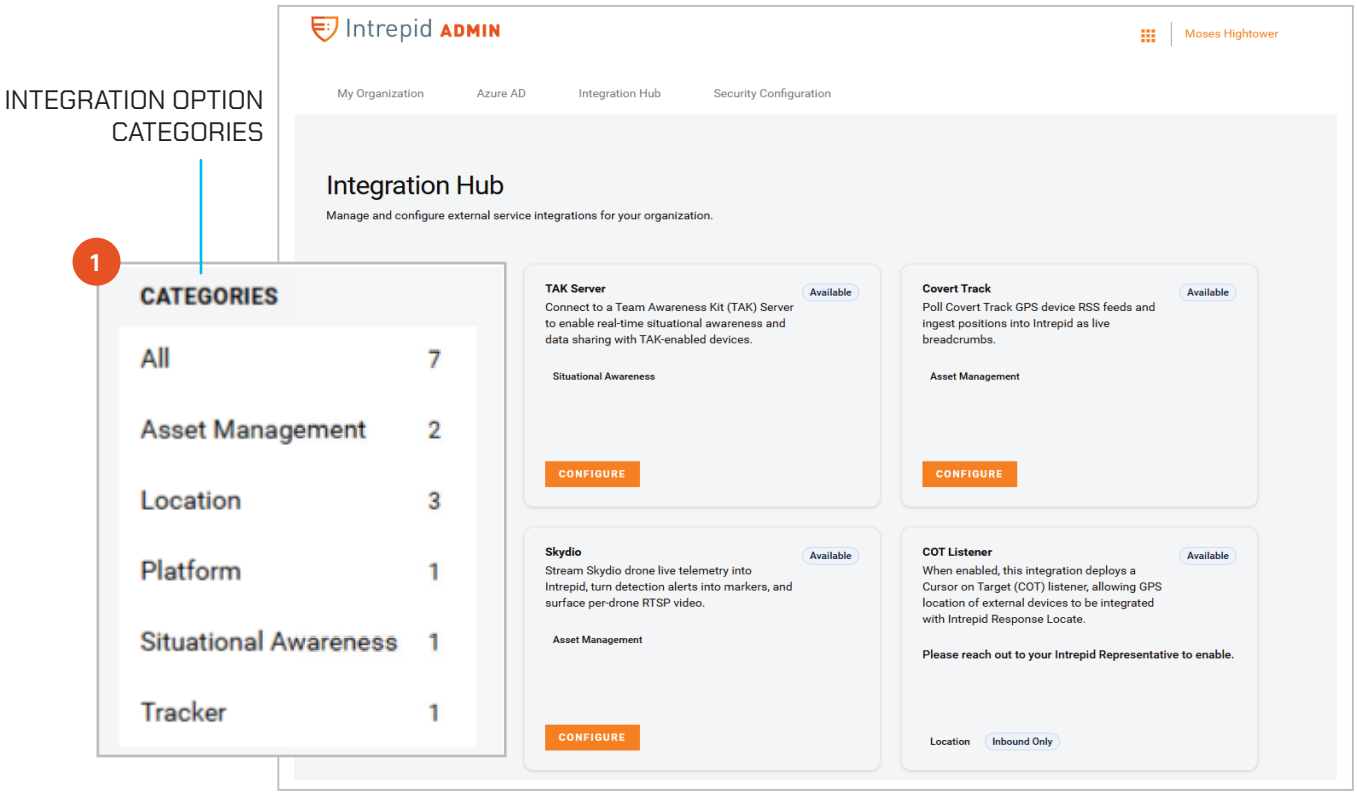
Intrepid Customer Support is also available to assist with integrations.

ACCESSING THE INTEGRATION HUB:

The Integration Hub can be accessed by Organization Administrators through the Admin Module on the web.



INTEGRATION HUB: AVAILABLE INTEGRATIONS



CATEGORIES:

All available Intrepid Integration options will be listed under the Integrations Hub. As new integration options complete testing and approval, they will be added to the available options listed.

1. CATEGORIES LIST: Users may sort the available options by category via the CATEGORIES box on the left side of the page. Simply click on the category you wish to review.

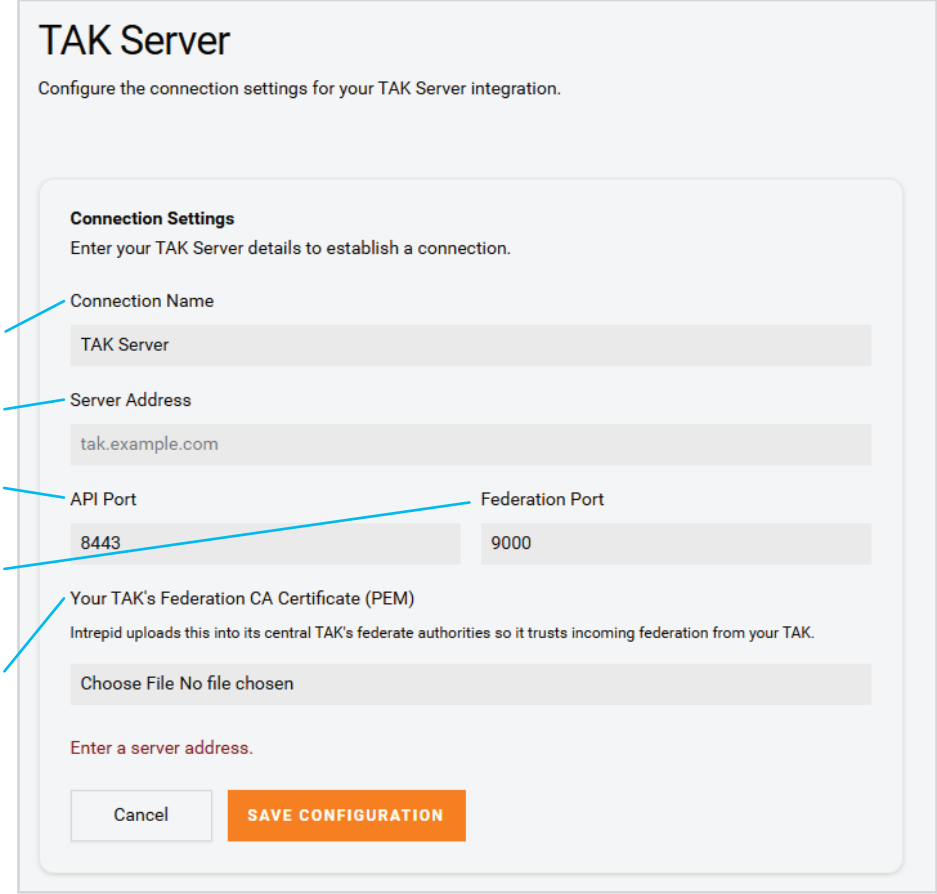
INTEGRATION HUB: TAK SERVER

TAK SERVER

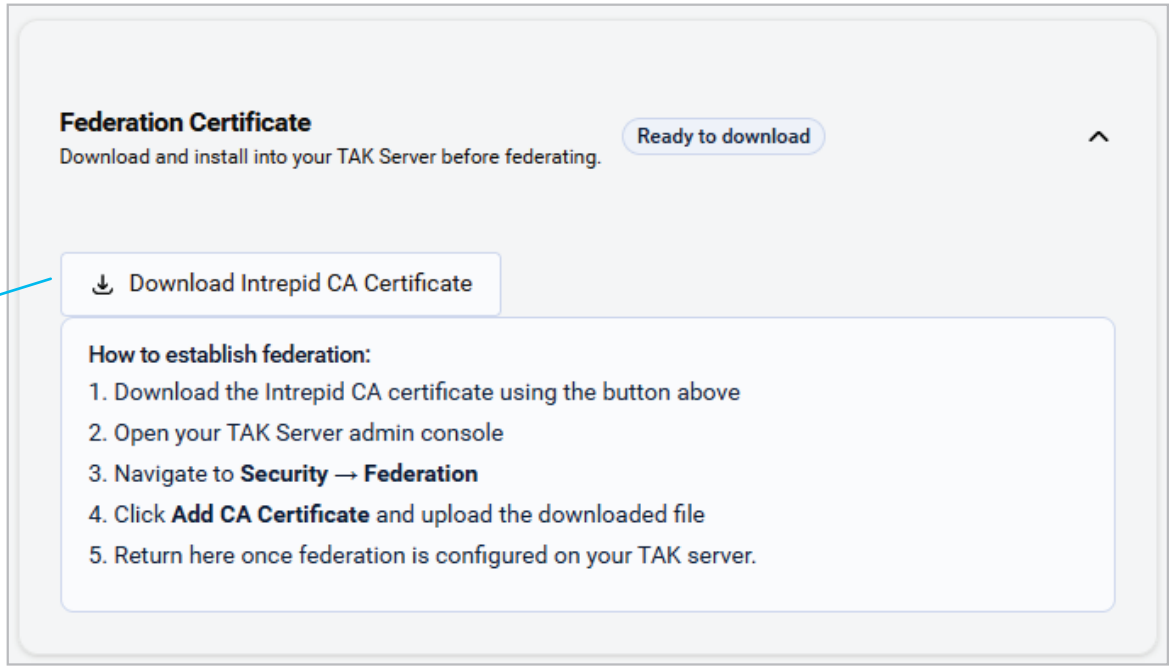
Connect to a Team Awareness Kit (TAK) Server to enable real-time situational awareness and data sharing with TAK-enabled devices.

NOTE: To configure the TAK Server integration for use with the Intrepid Response platform, the following information is required:

1. Connection name
2. Server Address
3. API Port
4. Federation Port
5. TAK's Federation CA Certificate (PEM).



INTEGRATION HUB: TAK SERVER CONT.



FEDERATION CERTIFICATE
There is an Intrepid Federation Certificate available from Intrepid Response for download into your TAK Server before federating.

FEDERATION STATUS
Displays the current status of the connection between your TAK Server and Intrepid.

MISSION MAPPINGS
Allows you to map TAK Missions to their corresponding Intrepid Channel. You may initiate both Outbound and Inbound connections to facilitate information exchange between the two platforms.

INBOUND FROM TAK
To initiate an inbound connection from TAK to Intrepid Response, select the TAK Mission you wish to send data from, then select the Intrepid Response Channel you wish to populate with that data.
You may test the connection to make sure the process has completed successfully.

OUTBOUND TO TAK
To initiate an inbound connection from Intrepid Response to your TAK server, select the Intrepid Response Channel you wish to send data from, then select the TAK Mission you wish to populate with that data.
You may test the connection to make sure the process has completed successfully.

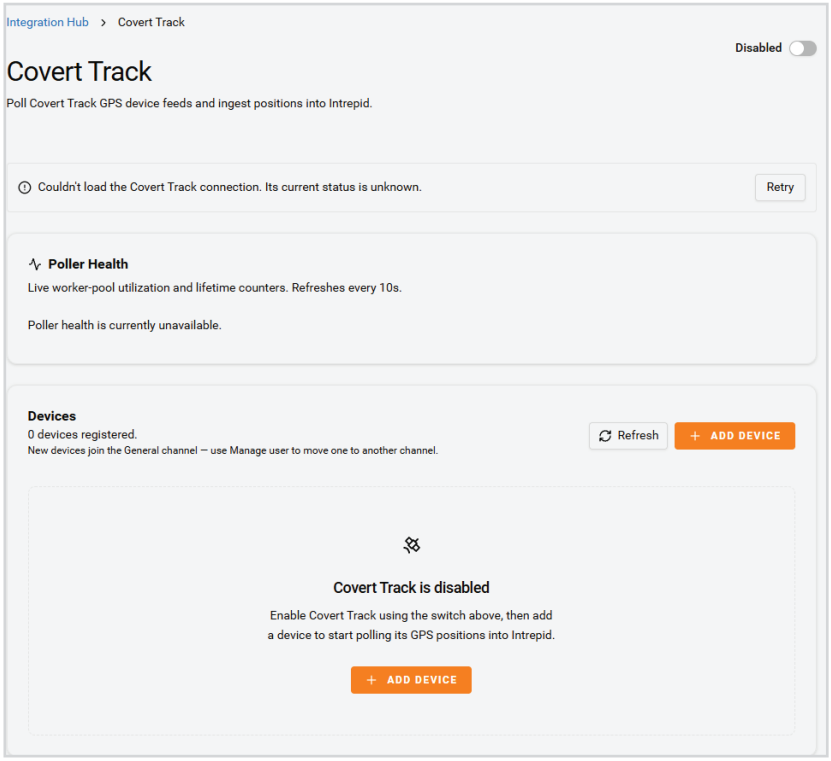
INTEGRATION HUB: COVERT TRACK

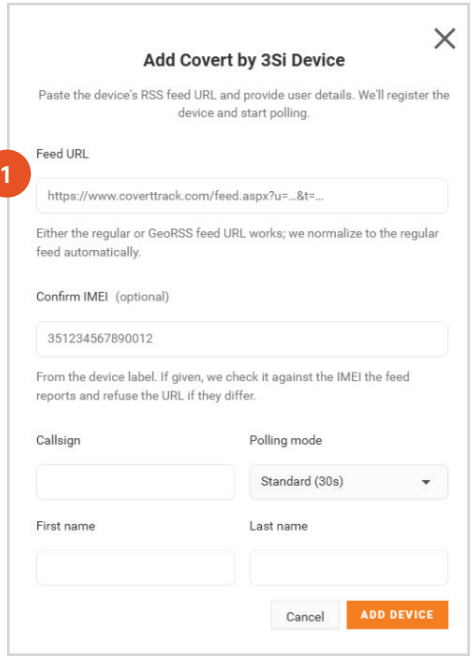
COVERT TRACK:
Poll Covert Track GPS device RSS feeds and ingest positions into Intrepid as live breadcrumbs.

NOTE: To add your Covert Track GPS Device to Intrepid, your trackers must be set up within the Covert Track environment.

SETTING UP COVERTTRACK RSS FEEDS:

Make sure that your CoverTrack account has the RSS FEEDS feature enabled in both the Intrepid Integration Hub and in your CovertTrack Account. Your CovertTrack customer device administrator may need to contact the CovertTrack sales manager to request adding the RSS Feed service to your account. Once this feature has been activated, all devices in the account will have the option to enable the RSS Feed.





NOTE: This will add the feature to each device but will NOT enable this feature by default. The RSS Feed must still be enabled on a per-device basis, as each device has its own feed.The account administrator does not need to personally enable each device; an authorized user can enable the RSS Feed once the feature is made available by the account administrator.

To enable an RSS Feed, go to the CovertTrack Account page, locate the desired device and click Select for Update > Enable RSS.

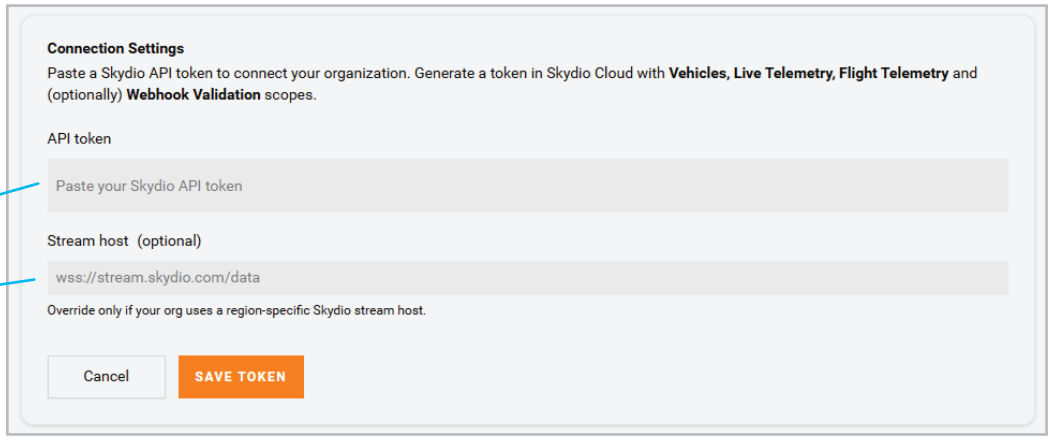
1. Once the RSS Feed has been enabled, the RSS Feed URL will be displayed. Copy the provided URL and enter it into the Feed URL field in the Integration Hub.

INTEGRATION HUB: SKYDIO

Stream Skydio drone live telemetry into Intrepid, turn detection alerts into markers, and surface per-drone RTSP video.

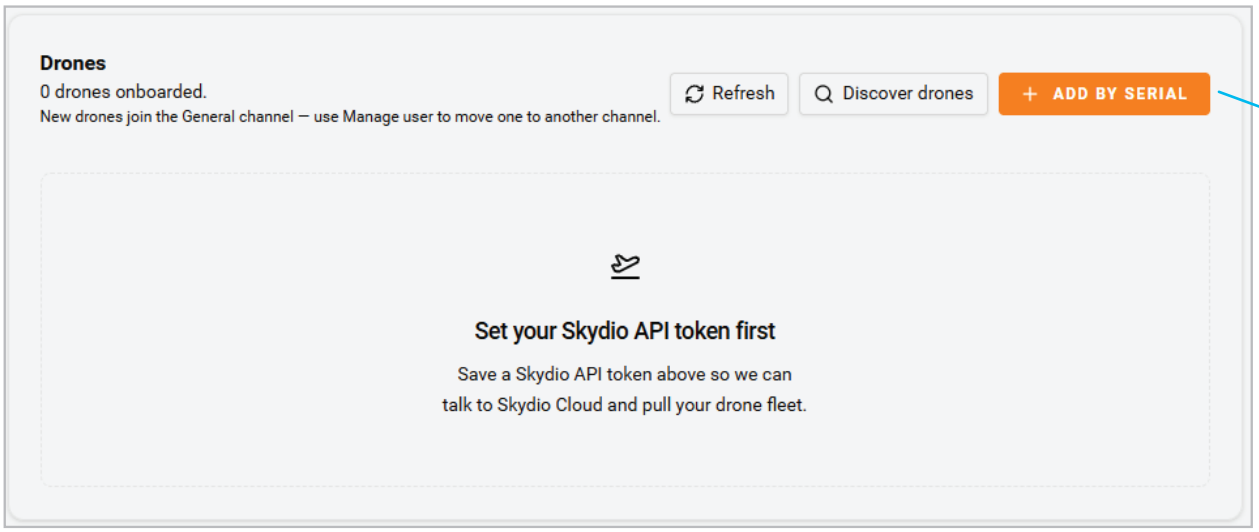
NOTE: To configure your Skydio drone live telemetry into Intrepid, the following information should be provided:

1. SKYDIO API TOKEN
2. STREAM HOST (OPTIONAL)



Once the Skydio API Token has been added, the drones in your Skydio account will populate once the accounts complete the sync process.

Each drone will display its current status: Offline, Online, Flying.
For each drone in the Skydio account, an associated Intrepid User will be created.



ADD DRONE SERIAL NUMBER

INTEGRATION HUB: OTHER INTEGRATIONS

Please reach out to your Intrepid Representative to enable these Integrations.

COT LISTENER:
When enabled, this integration deploys a Cursor on Target (COT) listener, allowing GPS location of external devices to be integrated with Intrepid Response Locate.

COREFORCE:
Coreforce Real-Time Intelligence (formerly STRAX Intelligence) is a cloud-native situational awareness and digital evidence platform used by public safety agencies and law enforcement. This integration enables bidirectional information sharing with Intrepid Response Locate and Activate modules.

ATRAX:
ATRAX is a specialized geolocation and tracking platform that provides covert tracking solutions and surveillance operations exclusively for government, law enforcement, and military organizations. This integration enables ATRAX tracker data to be seen in Intrepid Response Locate.

INTREPID API:
Intrepid Networks provides a robust set of APIs for integration with external systems. Intrepid's API enables integration with Intrepid Response Locate, Intrepid Response Activate, and Intrepid Response Inform.