



Intrepid
RESPONSE

MOBILE USER GUIDE

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RESPONSE

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MOBILE QUICK START USER GUIDE

COMMUNICATE, COLLABORATE, COORDINATE

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

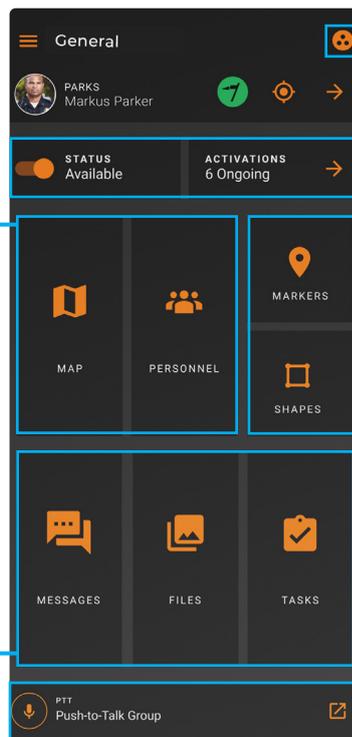
INTREPID RESPONSE DASHBOARD

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.

CONNECT

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



CHANNELS

Channels segregate information into operational containers with controlled user membership.

ACTIVATE

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

PUSH-TO-TALK

Integration with leading Push-to-Talk platforms in order to fuse voice and data together.

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

MOBILE RESPONSE QUICK STARTUP

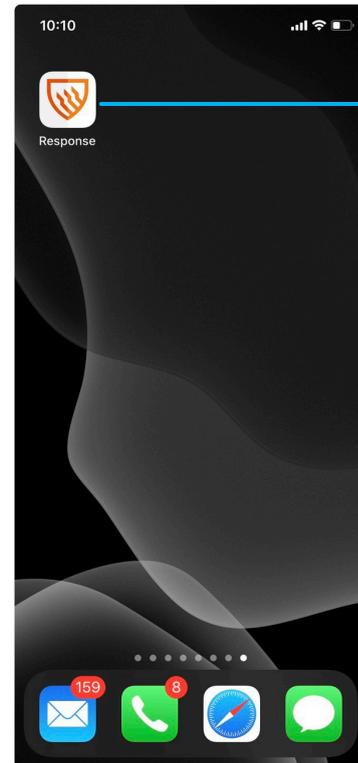
1. Open the Response App from the home screen.

2. Log in with your user name and password credentials.*

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

3. Once the application is open, verify that the Active Location icon is orange making you visible on everyone's Locate map. If the icon is gray, you are **not** visible on the Locate map and you must tap the icon to enable location sharing.

4. Click on the Select Channel icon in the top right of the dashboard to verify which operational channel is currently active. The General channel is the default main Response channel that contains all users of an organization and should be highlighted in orange. You may also select additional channels from the list view. After you have selected a channel, the application will automatically return you to the main Response dashboard.



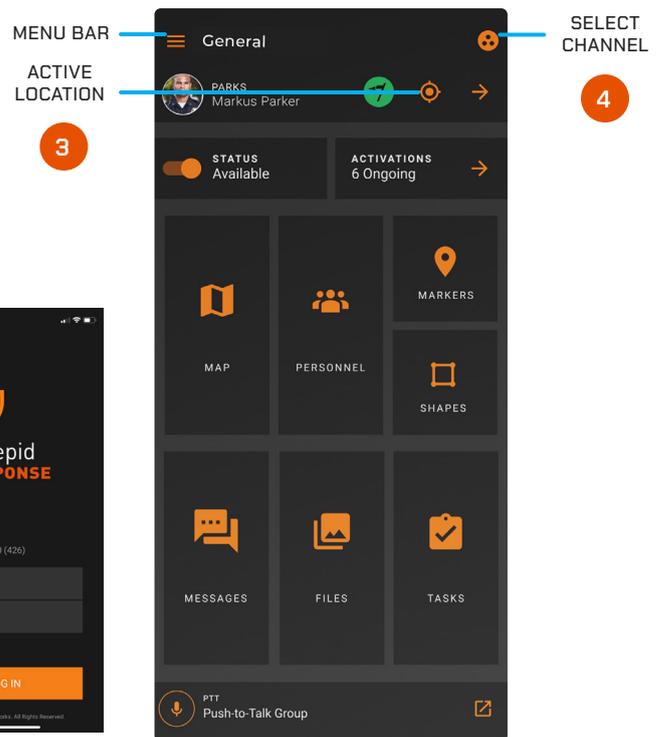
INTREPID RESPONSE ICON

1

You are now ready to utilize Response for FirstNet.

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

NOTE iOS Users: Starting with iOS 14, Apple requires specific configuration to allow reporting location from the background. To enable this: 1. Go to your device Settings, 2. Scroll down and tap on "Response for First Net" from the list of apps, 3. then tap "Location", and 4. then tap "Always". This will enable your peers to know where you are when the app is open on your phone but isn't on your screen.



MENU BAR

ACTIVE LOCATION

3

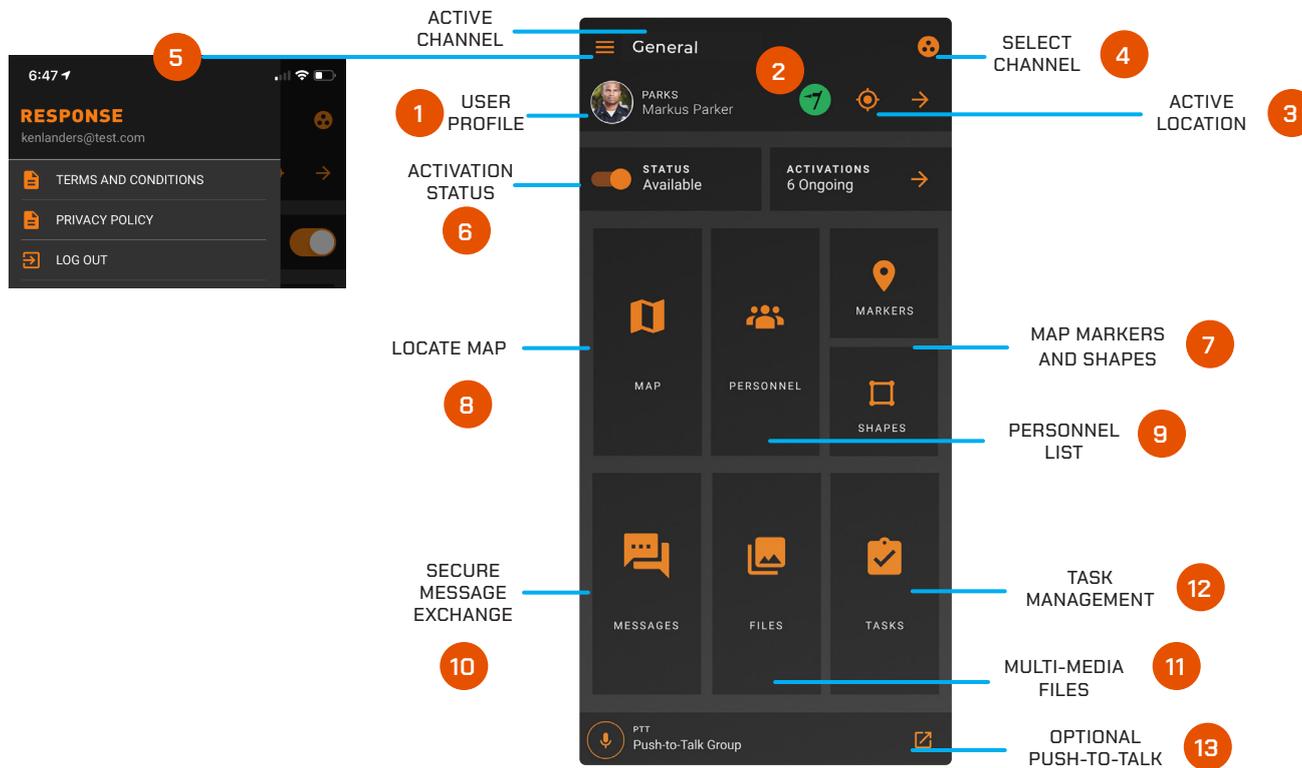
SELECT CHANNEL

4



2

MOBILE DASHBOARD AT A GLANCE



- 1. User Profile:** Change your profile picture, name and call sign that will be utilized within the Response platform.
- 2. User Team Color and Icons:** Choose your role from many unique icons as well as the icon color.
- 3. Active Location:** Turn location sharing on or off, orange is active and gray is inactive.
- 4. Select Channel:** Open the Channels list view and select the channel you want to become active.
- 5. Review Terms and Conditions, Privacy Policy, and log out through this menu.**
- 6. Activation Status:** Toggle to adjust your activation status on or off so you can receive call out requests through Activate.

- 7. Map Markers and Shapes:** Easily access any markers and shapes that have been added to the map.
- 8. Personnel List:** List of active and stale personnel on your channel.
- 9. Locate Map:** View live locations of personnel, markers and areas of interest on a Google map.
- 10. Secure Information Exchange:** Share text messages, photos, documents and numerous other multi-media types.
- 11. Multi-Media Files:** All multi-media files shared in a channel can be viewed and managed here.
- 12. Task Management:** Create, edit, assign and close tasks within each channel.
- 13. Push-To-Talk:** If enabled, press here to open your PTT application paired with Response.

HOW TO USE MOBILE

1. User Profile

Click your name or tap the arrow in the same section of the Response dashboard to edit your profile. Update your profile photo, call sign, team color, user role icon and change your login password.

2. Map

Click the “Map” tile on the dashboard to view locations of all users in the selected channel as well as markers and other geospatial data. This includes shapes drawn on Locate web that are viewable on mobile clients.

Selecting the vertical 3-dot menu button in the upper right-hand corner of this screen allows you to choose various personnel and marker display options. Use common gestures (swipe, double tap, pinch, etc.) to move around the map or zoom in and out.

Selecting the map settings icon on the upper-left side of the map adjusts the map view type to Standard, Satellite, or Night Mode. Also select map details like traffic, shapes, and overlays of additional channels.

Tapping on an individual user icon will display a pop-up with more detailed information. Click on the vertical three dots on the right-hand side of the pop-up to select turn-by-turn directions to that individual. If PTT is enabled, other voice calling options will be available as well.

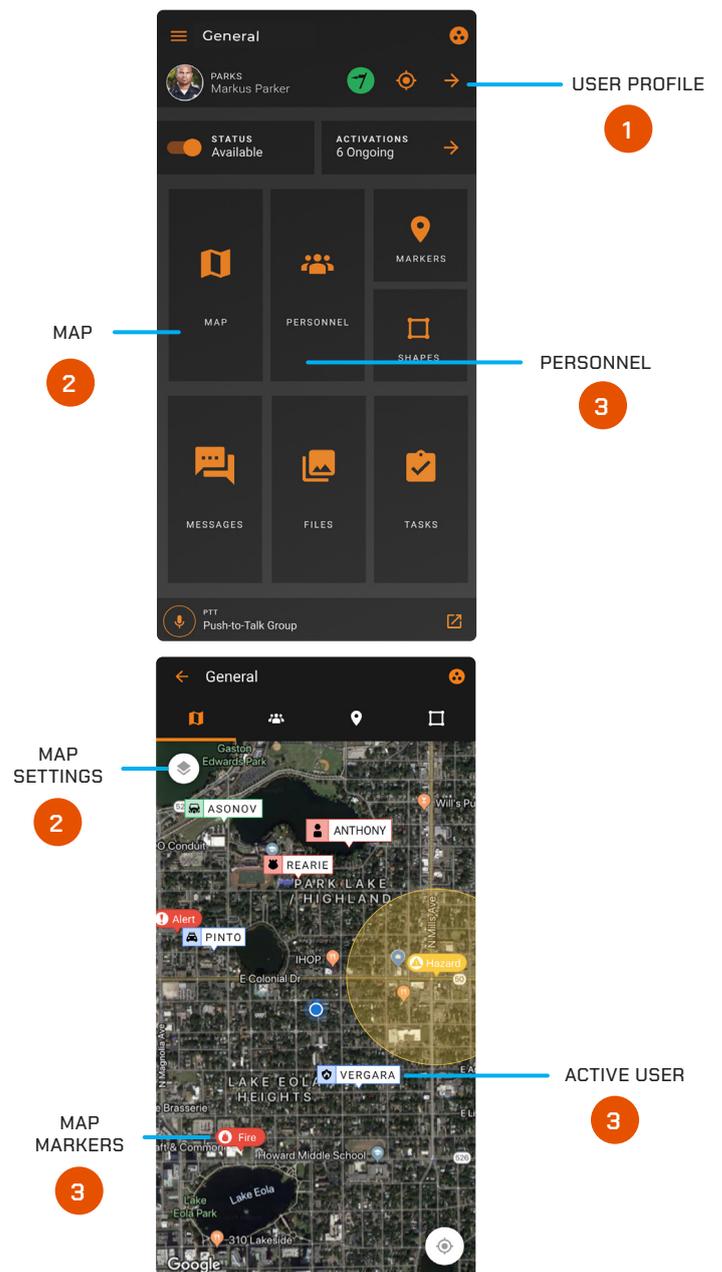
To create static map markers, touch and hold the spot where you would like to place a marker.

A menu will appear to “create map marker”. Add marker name (optional), insert a URL link (optional), and define the marker icon and color. When complete, click “Done” in the top right corner. The marker will now display on the Locate map.

To remove a marker you placed, select the marker and click to display the pop-up menu, choose the three dots menu on the right and select delete. You are also able to edit the marker from this pop-up.

3. Personnel

Choose the “Personnel” tile on the Response dashboard to view all active and stale users in the selected channel. The Personnel list is sorted by linear distance of other users to yourself, with the closest user at the top of the list. View first and last name, call sign, profile picture and get turn-by-turn directions to their location.



4. 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 within Response. To change your active channel, tap the Select Channel icon at the top right of the application and choose the desired active channel from the list. When connected, Response automatically returns to the main Response dashboard.

NOTE: Your location will only be visible on the active channel. Other information shared within that channel will only be stored in that channel container. The General channel includes everyone in your organization and is your default channel upon first time login. The Personal channel only contains yourself and is useful for information you do not want to share with other users at that time.

5. Activate

Change the Activation Status slider position right or left to choose either a status of available or unavailable for activation requests. To view Activations that are Ongoing, select the arrow to the right.

6. Markers and Shapes

Select Markers or Shapes to see a list of all active markers and shapes displayed on the Response map. Add new markers by pressing your finger down on the screen labeling the new marker.

7. Secure Message Exchange

Select the Messages tile on the lower-left side of the Response dashboard to share information within the active channel. Messages allow you to create, send and receive instant messages, files, PDF's, photos, short video files, tasks as well as other multi-media formats. To share only a text message, type in the "Send Message" dialog box at the bottom. Optionally, choose the "+" icon to select and share other multi-media types.

8. Multi-Media Files

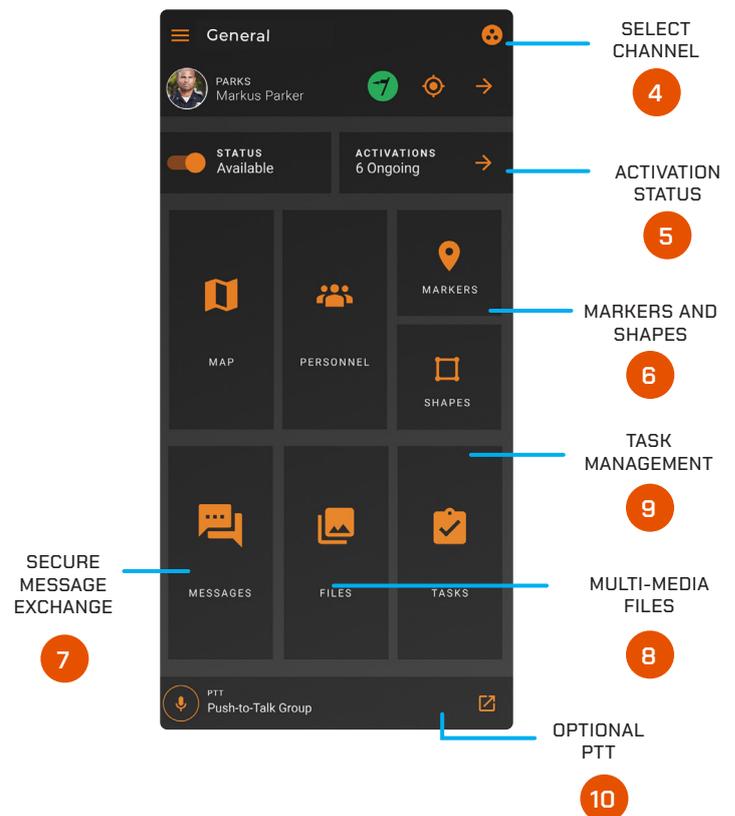
Select the Files tile on the Response dashboard to only view and manage multi-media files within your active channel. Choose from various multi-media file types from this screen, select the "+ Add" at the bottom and choose from file types to add short video files, photos (existing or new capture), notes, tasks, contacts, and collaborative whiteboards.

9. Task Management

Selecting Tasks on the Response dashboard provides the user the streamlined capability to create, manage and delete tasks. Create a Task item by pressing the "Add a To-Do Item" icon at the bottom of the screen. Once created, you can title the task and add specific information. To fulfill a task, click the box on the left of the task to mark complete. Tasks also can be created in Messages as one of the multi-media formats.

10. Push-to-Talk

Intrepid Response integrates with the leading PTT solutions. If enabled, selecting the Push-To-Talk tile opens your paired PTT application.



MOBILE LOCATE USER GUIDE

LOCATE MOBILE: SELECTING CHANNELS

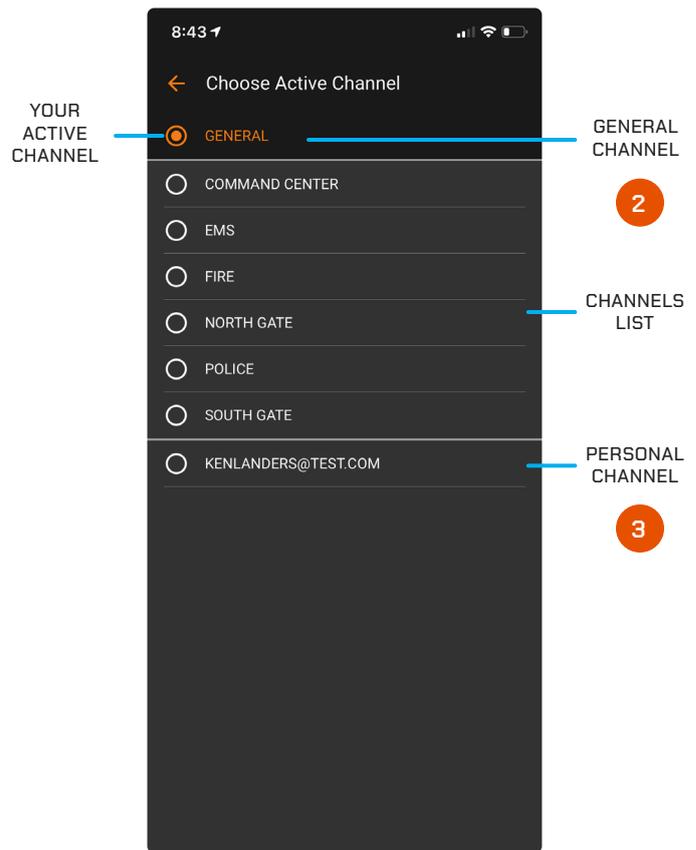
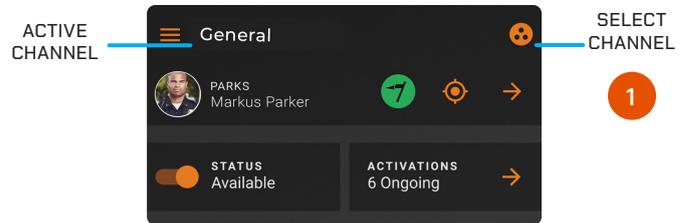
Channels

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. To change your active channel, tap the Select Channel icon at the top right of the application. Choose the desired channel from the list. When connected, Response automatically returns to the main Response dashboard.

NOTE: Your location will only be visible on the active channel. Information shared within that channel will be stored in that container and not accessible by other non-active channels.

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 Personal channel that only contains yourself as a member. Information within this channel is not shared with other users and this container can be utilized as a personal notebook.



LOCATE MOBILE: PERSONNEL LIST

1. Each user tile displays the team color (left-hand bar color), profile photo, call sign, full name and linear distance of this user to yourself. Select a user tile from the list to view that user's location on the map and also get turn-by-turn directions to the selected user's location.

2. The Personnel list is sorted by linear distance of other users to yourself, with the closest user at the top of the list. The distance is displayed in miles on right-hand side of each user tile.

3. Click the Back Arrow to return to the main Response dashboard.

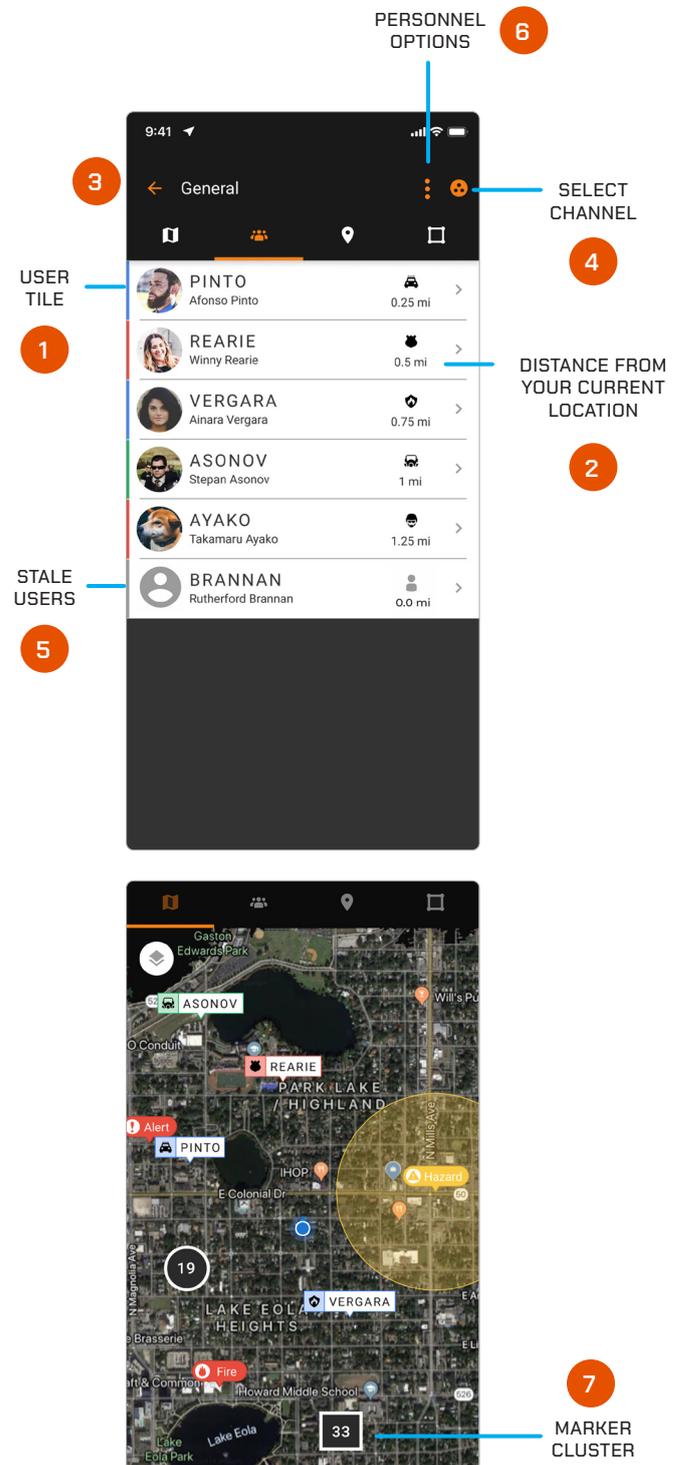
4. Click the Select Channel icon to change the active channel.

5. 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.

6. Select the three orange dots on the top right-hand side to open the Personnel Options menu. Additional selections are available here to manage display of assets on the map.

7. When you have multiple personnel and static markers present on the map. When you zoom out on the map all of the markers will "cluster" as a group icon with a number on it representing items in that group. Zoom in and the markers are now visible individually.



LOCATE MOBILE: MAP

1. Active user icons indicate their live location on the Locate map. Tap to expand the marker for full name, time and date of last activity in channel, plus latitude and longitude. Click the three dots on the right of the marker to get turn-by-turn directions and evoke a PTT call (if enabled) to that individual.

2. Map Markers 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. Tap to expand the marker for name, URL link, time, and date created, plus latitude and longitude. Tap the three dots on the right of the marker 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.

3. Click the Back Arrow to return to the main dashboard.

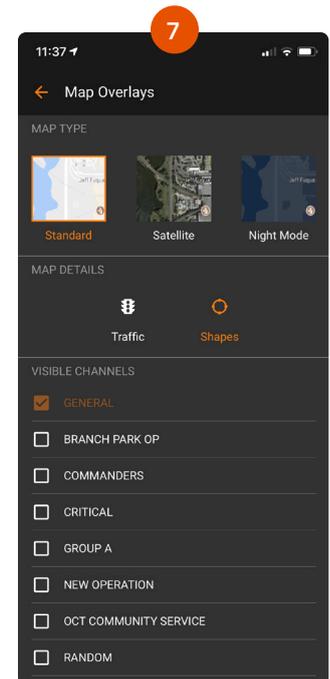
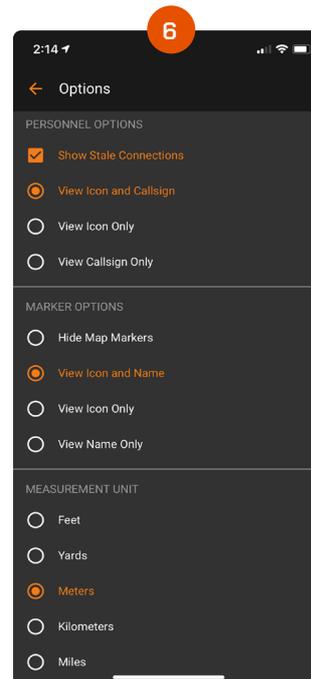
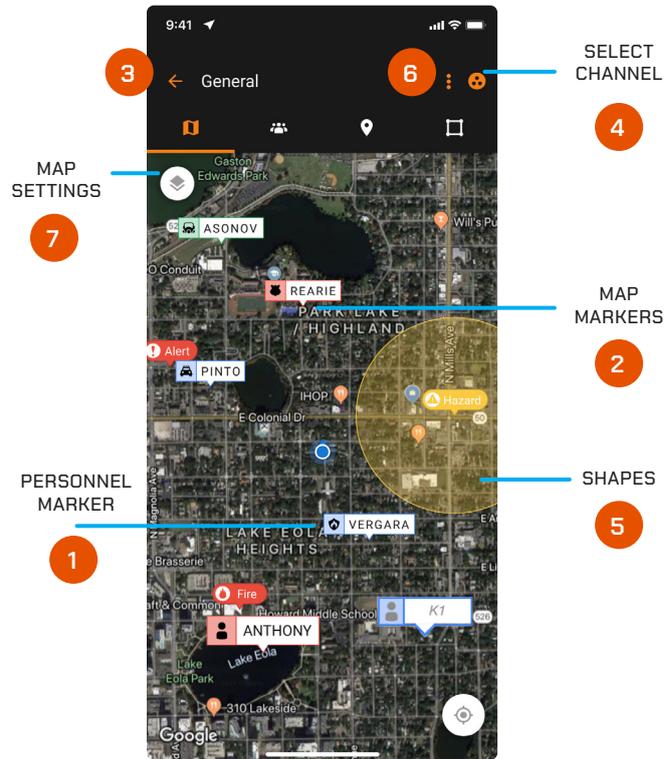
4. Click the Select Channel Icon to change the active channel.

5. Shapes can be drawn as circles, squares, and freeform shapes to mark areas of interest.

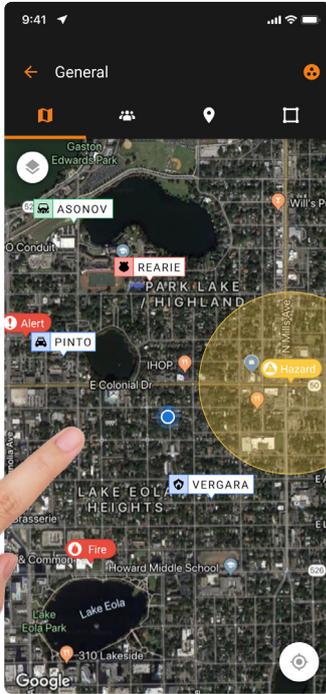
6. Selecting the vertical 3-dot menu button in the upper right-hand corner of this screen allows you to choose various personnel and marker display options. Choose your selection and then click Save.

7. Choosing the map settings icon on the upper-left of the map provides options for the view map type: Standard, Satellite or Night Mode. Select additional map details like traffic, display shapes and overlays of additional channels.

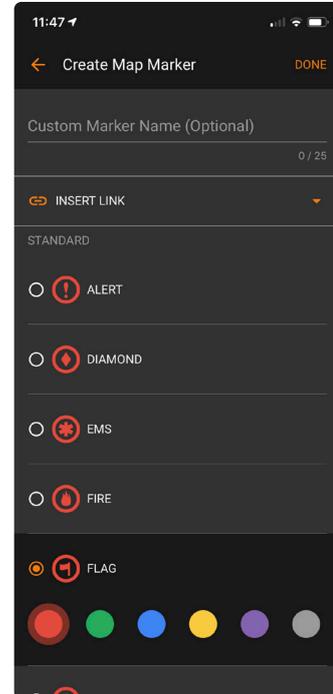
NOTE: You can toggle between the map and personnel views with the navigation tabs near the top of each screen.



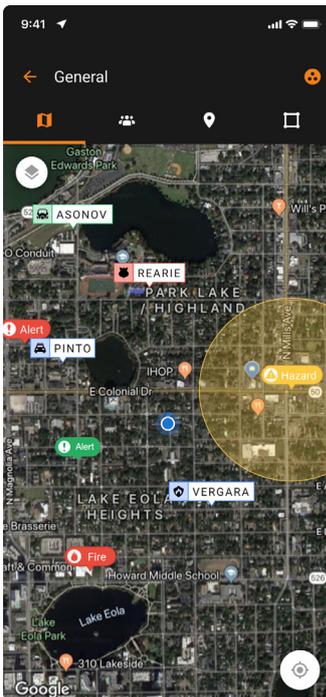
LOCATE MOBILE: CREATE MAP MARKERS



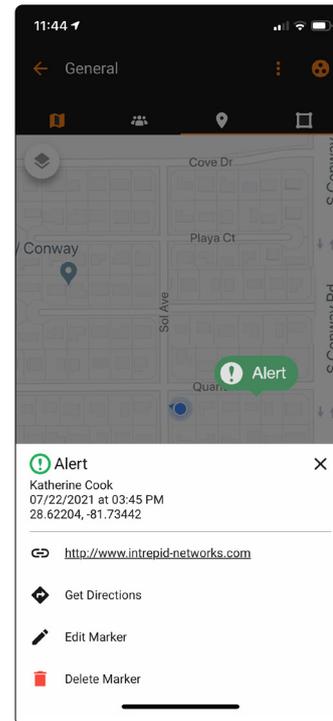
1. From the Map View, touch and hold the Map where you want to place a static location marker.



2. Select the Marker color and icon, optionally choose a custom name and/or a URL link and click Done.



3. Your new Marker is placed on the Locate map.



4. Click the Marker once to view additional marker details on a pop-up. For more options select the three dots on the right to open the marker settings menu. Choose from a URL, turn-by-turn directions, edit and delete marker.

MOBILE ACTIVATE USER GUIDE

ACTIVATE MOBILE

1. The Activation status bar indicates your availability for emergency notifications and activation requests. Choose either available or unavailable as your current assignment dictates. Available is highlighted in orange and unavailable is grayed out to increase the visibility of your selection on the Response dashboard.

To receive an activation request on Response, you **MUST** select available.

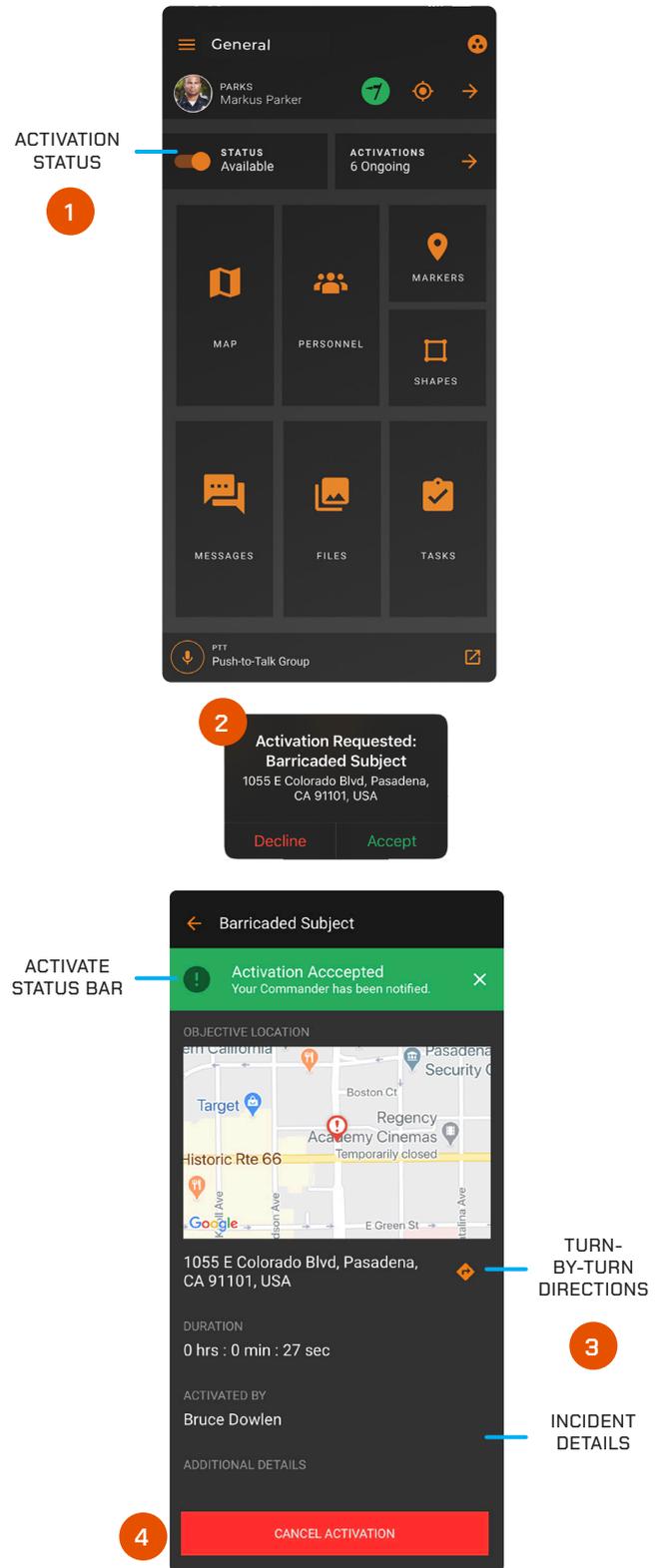
NOTE: Upon each distinct user login, your availability will automatically default to Available.

2. Once the activation creator sends an Activation request, you will receive a pop-up notification alerting you to the incident. Depending on your notification settings in the Response Admin web application, you will also receive SMS text message and email notifications. Confirm your disposition for the activation request by choosing either Accept or Decline.

Once the activation is accepted, this will notify your activation creator that you will participate on the response team. If you decline the request, this will notify the activation creator that you will **not** participate on the response team.

3. Upon accepting the activation request, a pop-up will display the exact location of the incident, time the activation was sent, duration of the incident so far, the activation creator's name and any additional notes included in the activation. Selecting the directions icon or tapping the address bar of the incident will provide you with turn-by-turn directions to the location.

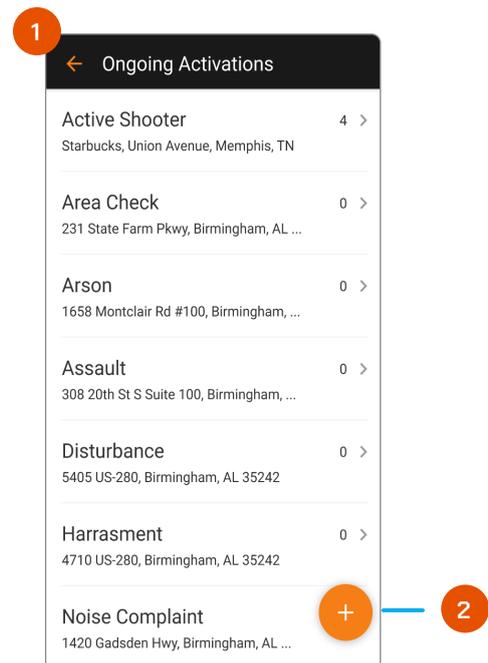
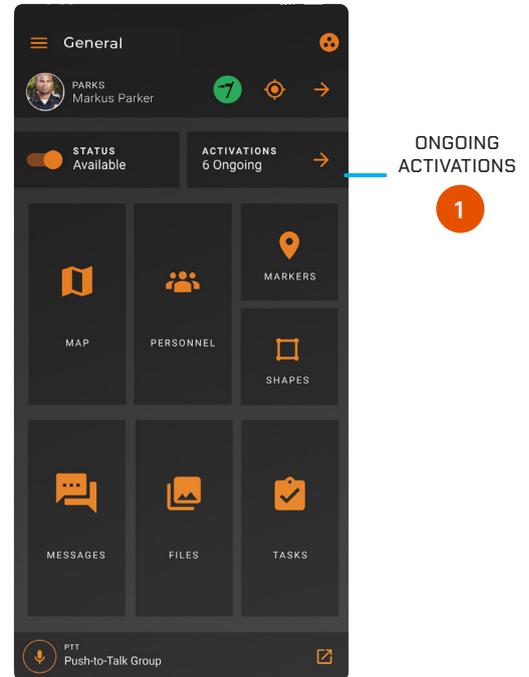
4. You also can cancel the activation after accepting, by pressing the red Decline button at the bottom of the dashboard. A pop-up notification will appear to confirm activation cancellation, select yes or no as desired.



ACTIVATE MOBILE: CREATE ACTIVATION

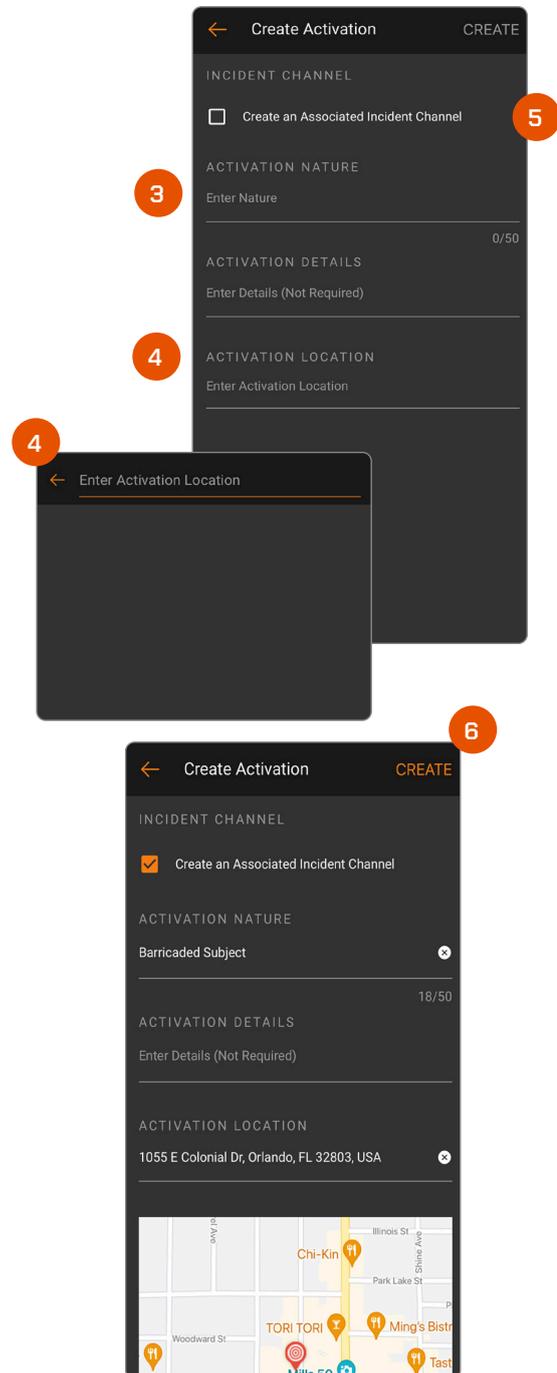
Mobile users have the capability to create activations. Once an activation is created by the user, personnel are then selected to send notifications to request they accept the activation. The user creating the activation is responsible to monitor the status of the activation and 'end' the activation when it is completed.

1. To create an activation from mobile, the user will click on the Ongoing Activations arrow. The 'Ongoing Activations' list will then appear.
2. From the Ongoing Activations, the user will click on the '+' button. The 'Create Activation' form will appear.



ACTIVATE MOBILE: CREATE ACTIVATION CONT.

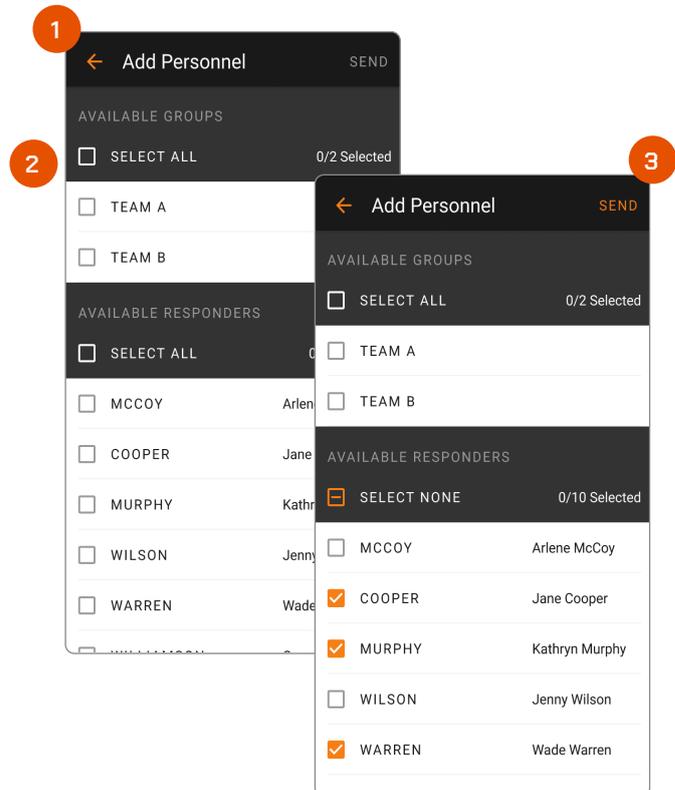
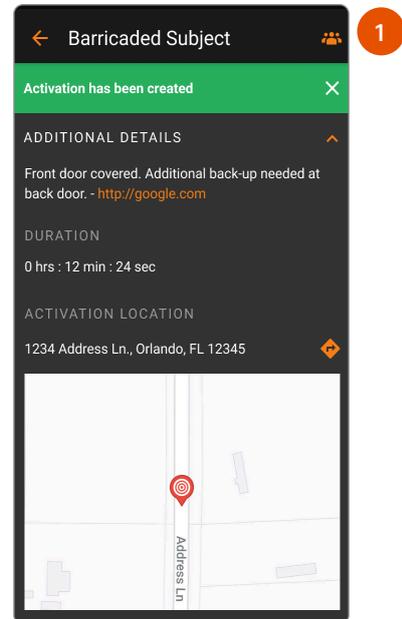
3. The user must, at a minimum, fill in the Activation Nature and the Activation Location fields. Once these fields have been entered, the user will click on the 'Create' in the upper right hand corner of the mobile. Confirmation of the newly created Activation will appear in the green banner at the top of the form.
4. Select the 'Enter Activation Location' text box to add a incident location address. This will take the user to another screen where they can input the incident location and verify it with Google Maps automatically populated address list.
5. The checkbox 'Create an Associated Incident Channel' is an option to create a unique channel which will be used to collect messaging and artifacts for the activation.
6. When the Activation is created, the user will receive a confirmation.



ACTIVATE MOBILE: ADD PERSONNEL

The next step for the creator of the activation is to assign personnel to the activation.

1. Click on the personnel icon in the upper right corner of the screen. The 'Add Personnel' form will appear.
2. The user can add personnel to the Activation by selecting groups and personnel either by checking 'Select All' or by individually selecting the group(s) or user(s) available to be activated.
3. When the user has made their selection(s), the user will click on the 'Send' in the upper right had corner of the mobile. This will cause notifications to be sent out to the selected users and groups.
4. Notifications are sent to each user that was requested in the 'Add Personnel' form. An SMS message is sent to each user as well. In the Response application the user is immediately presented with the request to accept or decline. Clicking on Accept will take the user to the Activation form they have accepted.

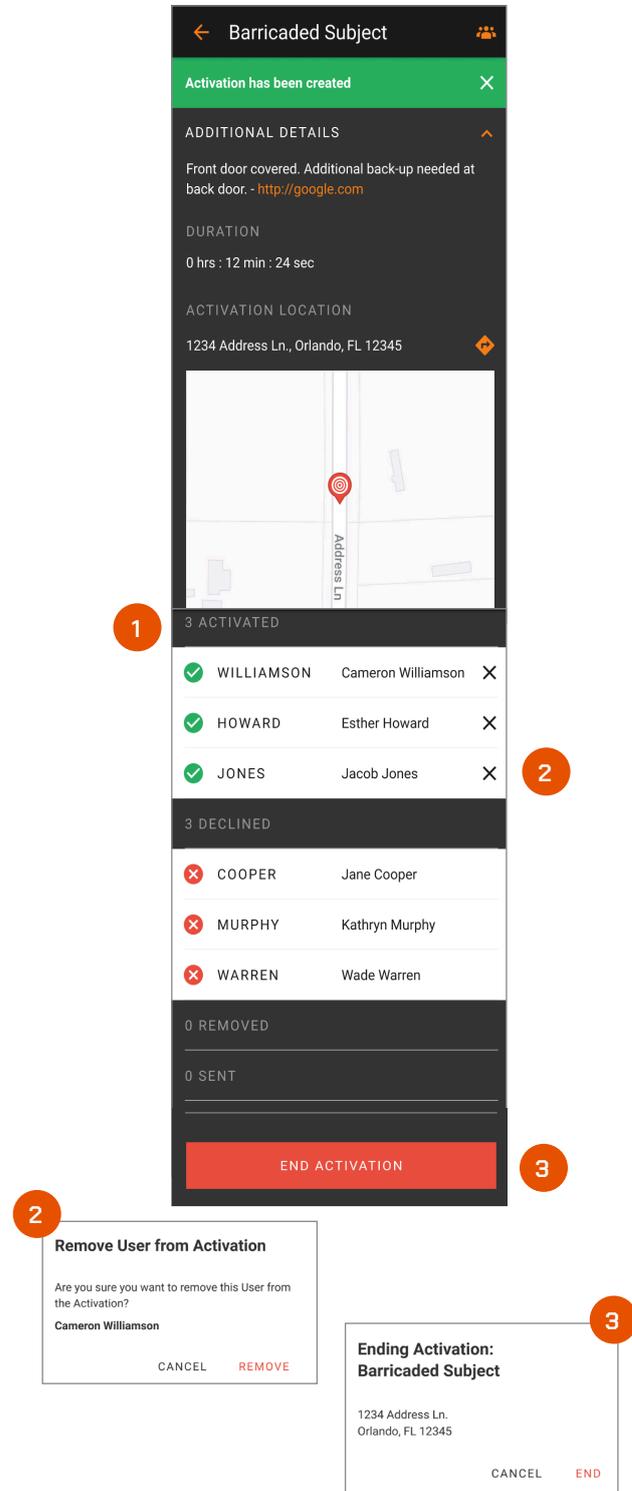


ACTIVATE MOBILE: MONITOR ACTIVATION

1. The owner of the activation or an administrator can monitor the assignment of personnel to the activation. The mobile application is updated based upon the response from the users that were notified. See which users have accepted, declined, or have yet to respond to the activation request at any time.
2. To remove personnel from the activation, the owner or Admin can remove individual users by clicking on the associated 'x' by the user's name. A verification will then appear to remove the user.

NOTE: To ensure that a user can not be removed by mistake, the owner of the activation will need to 'confirm' the removal of that user on an additional pop-up menu.

3. To end an activation, the owner can click on the 'End Activation' button. The user will receive a dialog to confirm that they are ending the Activation. Users can also leave the activation at any time by selecting 'Leave Activation.'



ACTIVATE MOBILE: NEW CHANNEL

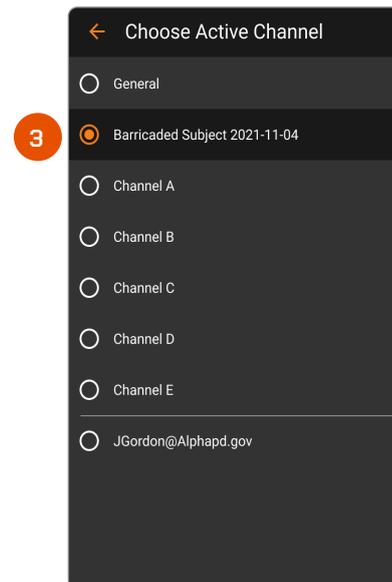
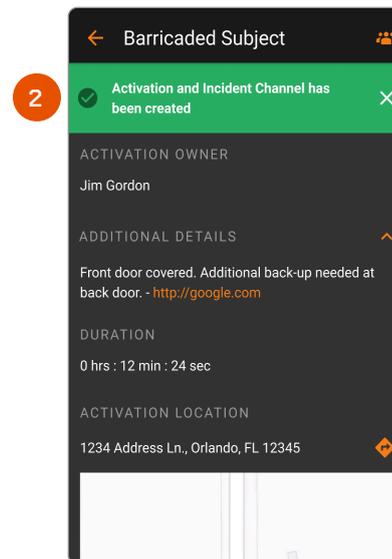
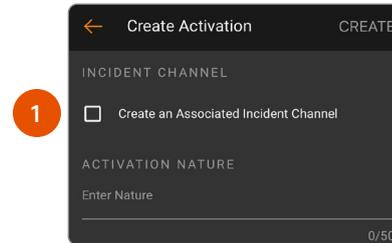
The ability to create an Incident Channel for an Activation is now a selection on the Create Activation form. Selecting this option will create a channel that is named by the Nature of the Activation and the date of the Activation.

When a users accepts the activation, their 'Active' channel will be changed to the Activation's Incident Channel. The purpose of creating this channel is to allow all communications associated with a specific activation to be easy to view and act on.

1. Click on the 'Create a Associated Incident Channel' check box to automatically create an incident channel for the new activation.
2. When the user creates an Activation with an associated Incident Channel, the user will be notified that both the Activation and Incident Channel were created.
3. The Active Channels list will also show the newly created incident channel.

NOTE: The Associated Incident Channel is made the user's Active Channel when the user creates or accepts the activation request.

When the activation is completed, the user will be associated with the Incident Channel until they choose another active channel or accept another Activation.



MOBILE CONNECT USER GUIDE

INTRODUCTION: CONNECT

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.

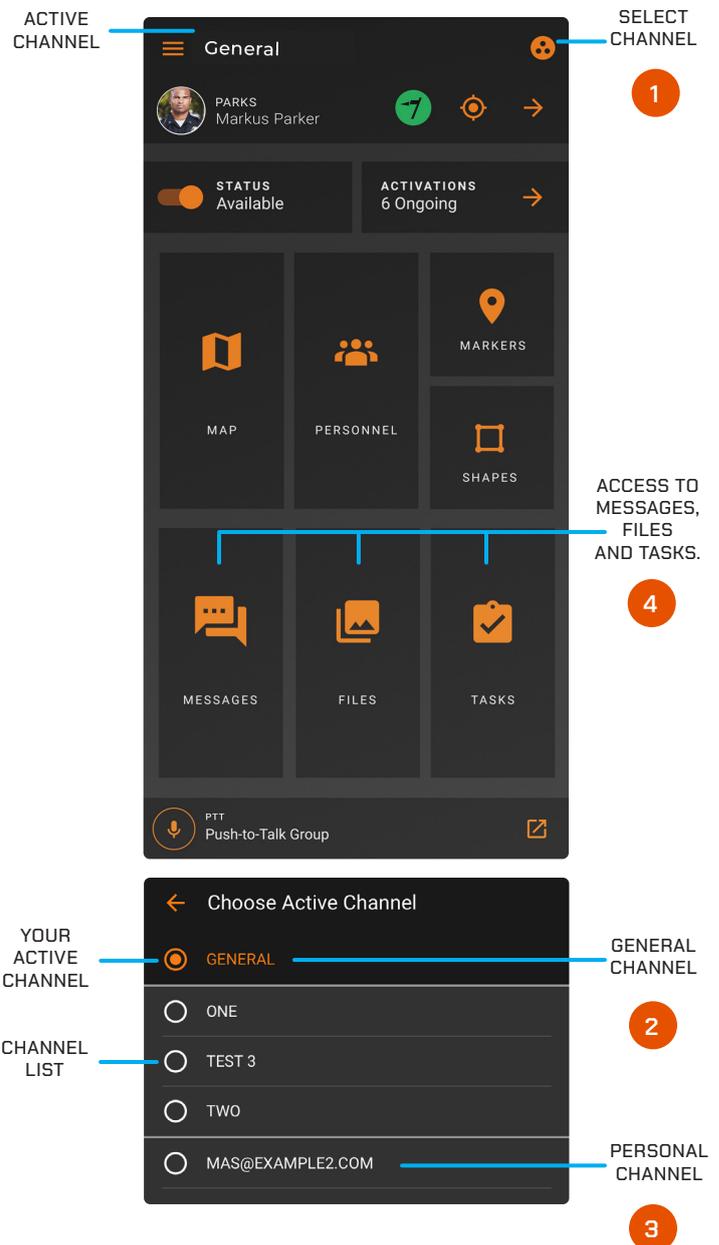
1. To change your active channel, tap the Select Channel icon at the top right of the application. Choose the desired channel from the list. When connected, Response automatically returns to the main Response dashboard.

NOTE: Your location will only be visible on the active channel. Information shared within that channel will be stored in that container and not accessible by other non-active channels.

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. Information within this channel is not shared with other users and can be utilized as a personal notebook.

4. Accessing Primary Connect Features

All the primary features of Intrepid Connect (Messages, Files and Tasks) can be accessed directly from the Response dashboard by choosing either Messages, Files or Tasks.



CONNECT: MESSAGES

How to Use Connect Messages

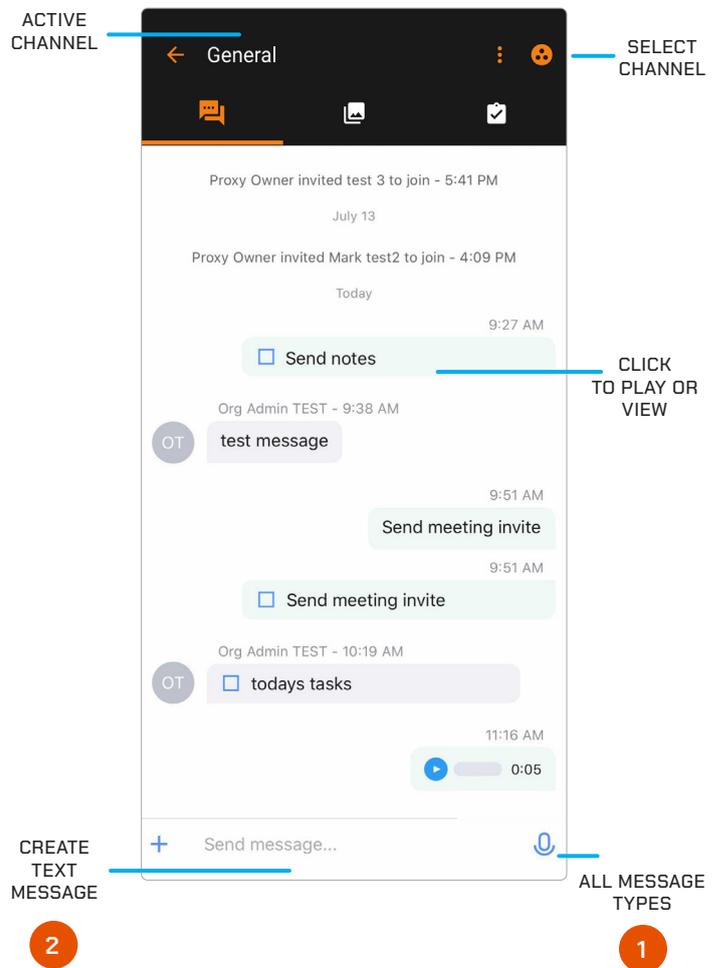
In Messages, users have many formats to share information within the active channel. These include text messages, voice messages, photos, short videos, documents, contacts, white boards and tasks. Users can also annotate drawings or embed multi-media on many of these individual message elements.

1. Voice Messages

To post a voice message, users must tap and hold the microphone icon displayed on the text entry box's bottom right. Once recorded, users can release the icon to share the recording in the active channel or cancel it by swiping the icon to the left. Once shared, the voice message will display a 'Play' icon along with the message's time duration; to playback, choose the play icon on the voice message.

2. 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.

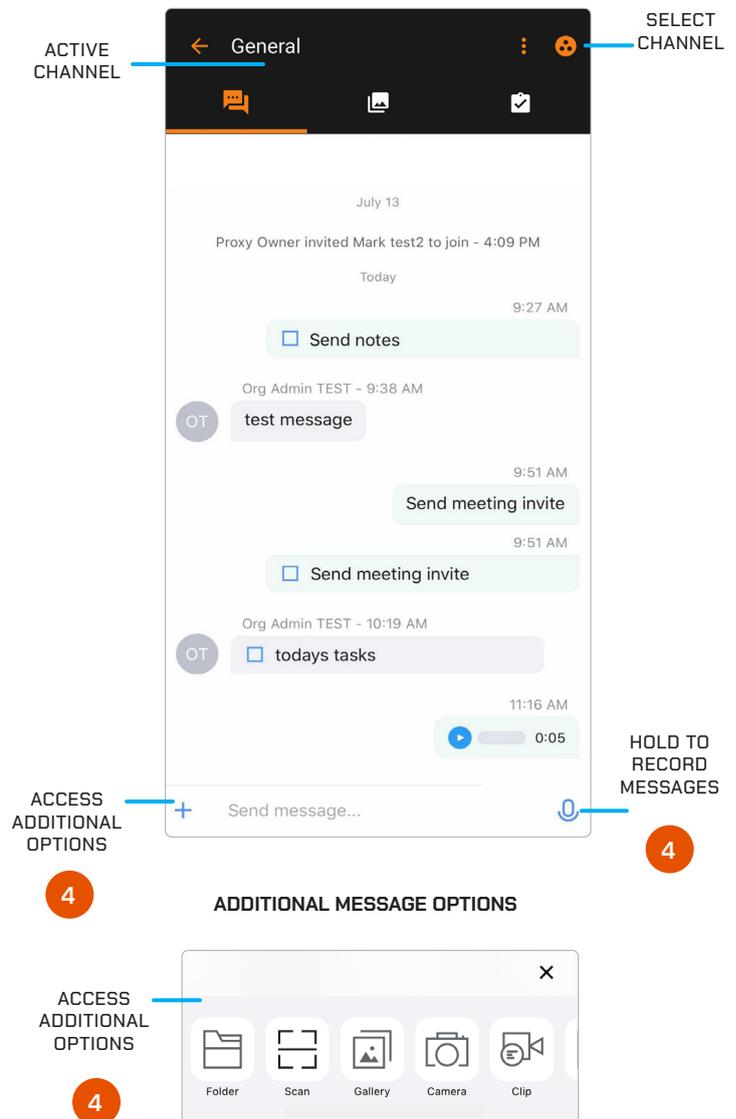


CONNECT: MESSAGES CONT.

4. Additional Message Options Navigation Menu

To share other kinds of multi-media messages and perform more complex message operations, choose the plus “+” icon in the bottom left corner. These additional options include:

- Gallery** – Opens a view of all photos and videos available in the active channel.
- Camera** – Activates your device camera for direct photo or video capture.
- Local Storage** – Accesses your personal device storage for multi-media files that can be shared to the active channel.
- Clip** – Shortcut to create instant videos.
- Note** – Create notes or comments that are not text messages.
- Annotation** – A simple editing tool that allows users to annotate photos or files with additional information.
- 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.
- To-Do** – Creates a task that can be shared within the active channel.
- Contacts** – Shares contacts directly from your device including Name, Number and Address if this information is available.
- Binders** – Share information from the active channels to other channels.



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.

1. How to use Connect Files

Access the '+ Add' feature at the bottom-left of the Files screen to add multi-media files. The same multi-media options available in Messages (see page 18) are also available in Files. Additionally select any multi-media file for further annotation. Once a file has been selected, available tools are located at the bottom section of the screen that allow you to add comments, drawings, text or record a short video clip.

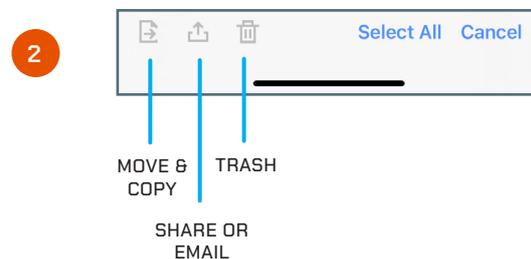
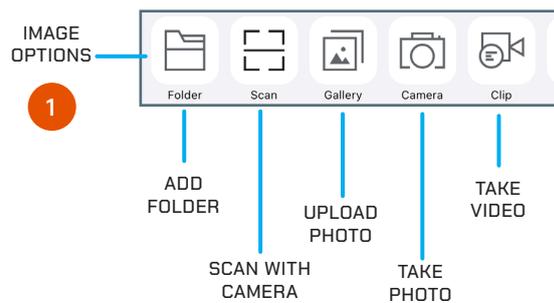
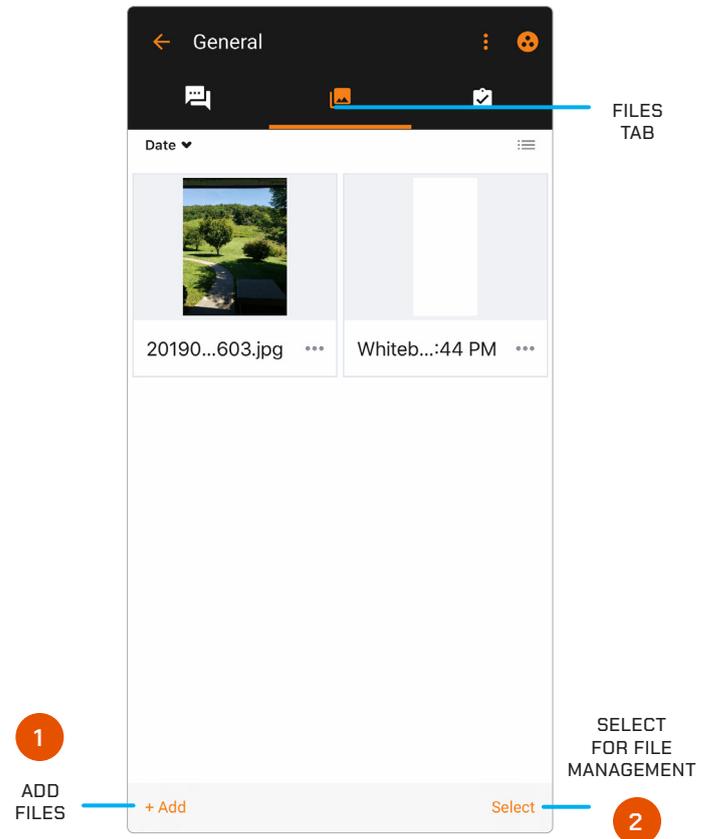
2. File Management

Use this feature to manage all your multi-media files. The three options are further described below:

Move & Copy – Allows file transfer between different channels or folders.

Share – Creates a public link that can be readily shared and accessed.

Trash – Deletes the currently selected file(s).



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.

1. How to use Tasks

To add new tasks, select the text box and enter the title or objective, then tap the Send icon to the right of the text box. To access organizational and sort functions, select the Organize Task List icon in the left of the text box. Get detailed information about any task by selecting a specific task from the list.

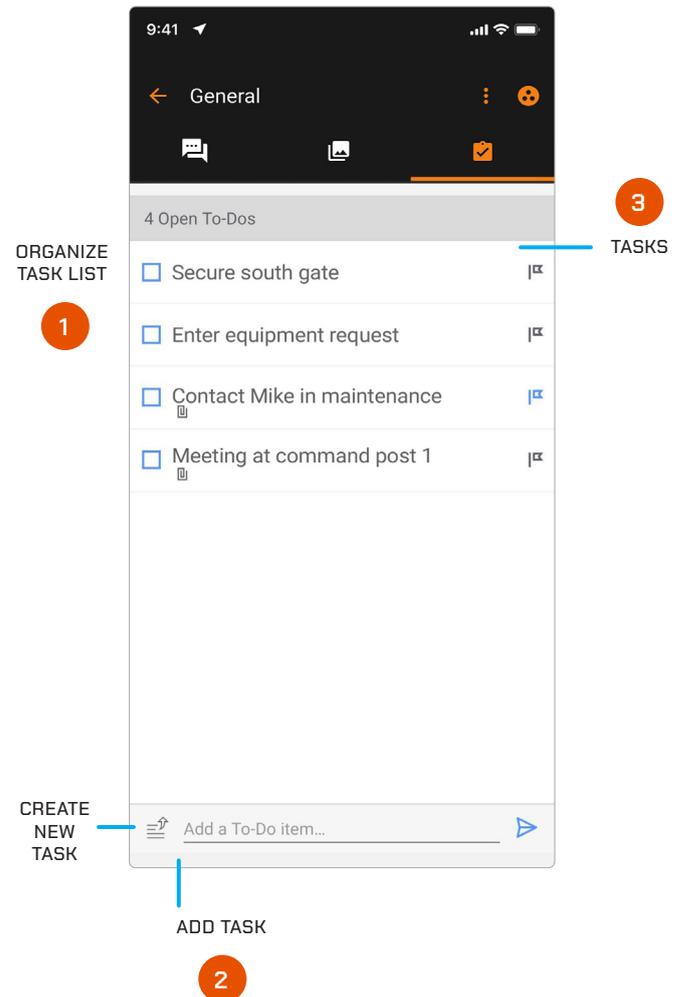
2. Managing Task and Task Options

Response operators have multiple management options once a Task is created in Connect. A user has the capability to modify and edit tasks with the following options:

- Title
- Description
- Mark as Important
- Date Assignment
- User Assignment
- Reminder Set Up

3. Task Communication

By selecting a task, additional details can be added by any user in the activate channel with the 'Comments' function. Users can add a comment by selecting the text box at the bottom of the screen to share a voice or text comment related to the selected task. Additionally, users can attach additional multi-media files by choosing the attachment icon in the same area.



CONNECT: TASKS CONT.

4. Additional Sharing Options

Clicking on a Task enables edit mode which displays the attachment icon in the bottom-left of the screen. Using this option, the user will be presented with additional options for adding attachments to the tasks.

Gallery – Opens a view of all photos and videos available in the active channel.

Camera – Activate your device camera for direct photo or video capture.

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

Clip – Shortcut to create instant videos.

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

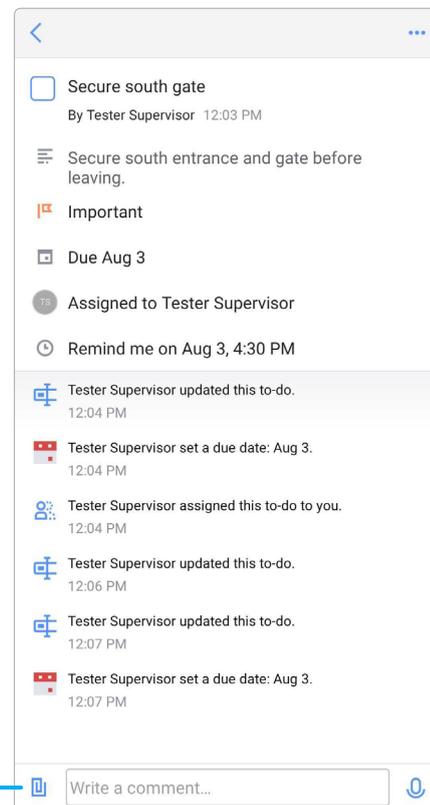
Whiteboard – An electronic version of a traditional physical whiteboard. Add a multi-media file for white board annotation such as a floor plan or external map.

5. Task List Sharing

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

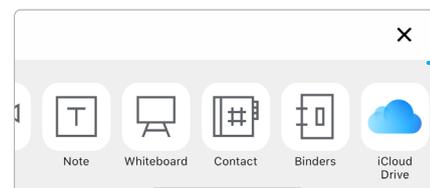
Contacts – Shares contacts directly from the device including Name, Number and Address if this information is available.

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



ATTACHMENT
ICON

ADDITIONAL FILE UPLOAD OPTIONS



ADD
MULTI-MEDIA
OR
INFORMATION

MOBILE PUSH-TO-TALK USER GUIDE

PUSH-TO-TALK TROUBLE SHOOTING

If the PTT button is absent on the Response dashboard, check that the user has an active PTT subscription in Intrepid Administration.

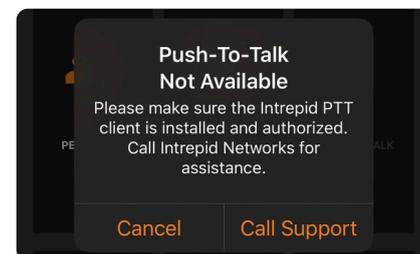
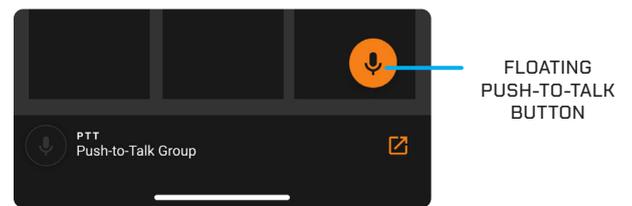
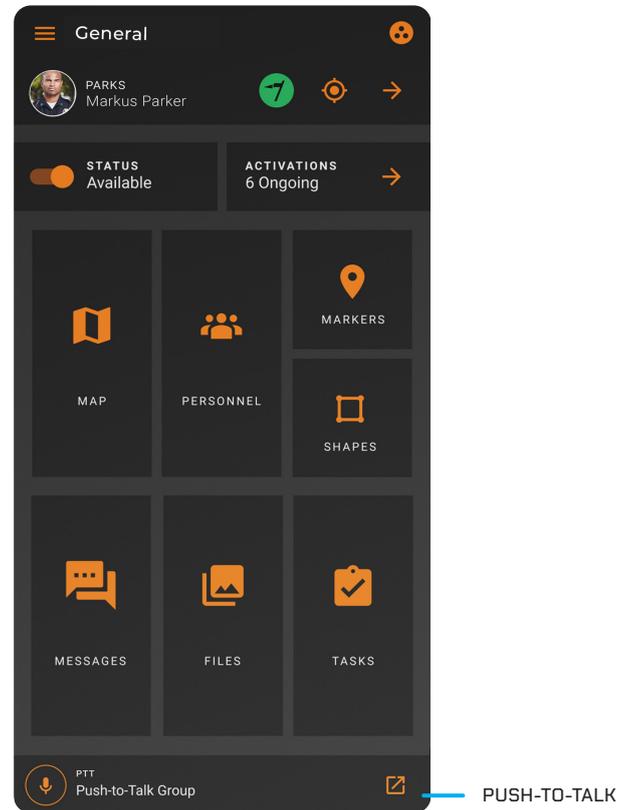
If the PTT button is present but disabled (gray), check that the PTT client is installed on the same device as Response.

If a user cannot be called from Response, ensure that the correct PTT phone number is populated in the user profile within the Response Admin web application by your administrator(s).

If you do not see an option to be called from within Response, ensure that your personal user profile has a phone number populated within the Response Admin web application by your Response administrator(s).

For non-Response PTT application troubleshooting please refer to the corresponding non-Intrepid user guide.

NOTE: Moveable PTT Button usable to navigate the app without the PTT call screen blocking user's view.



Sample Error Screen