

Intrepid RESPONSE

Intrepid Response
Basic Training (Mobile)

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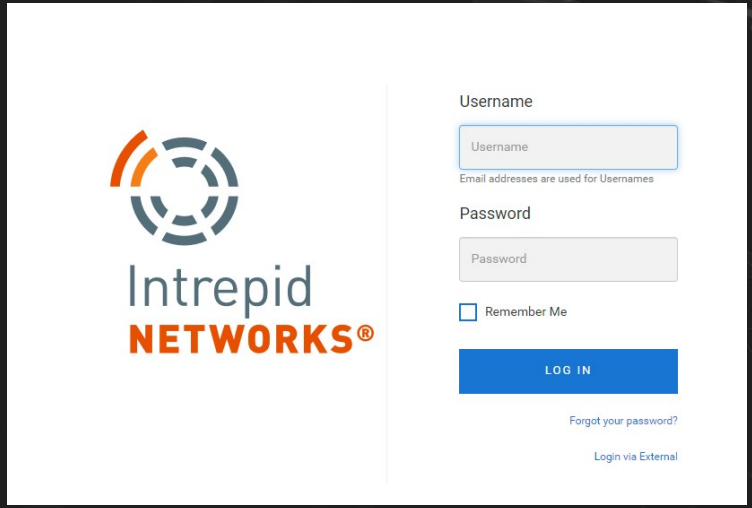
Intrepid RESPONSE

Accessing via the Web

To access Intrepid Response from the web, open a browser and go to:

https://go.intrepidsuite.com

Log in using the username (email address) and the password as provided by your Organization Admin.



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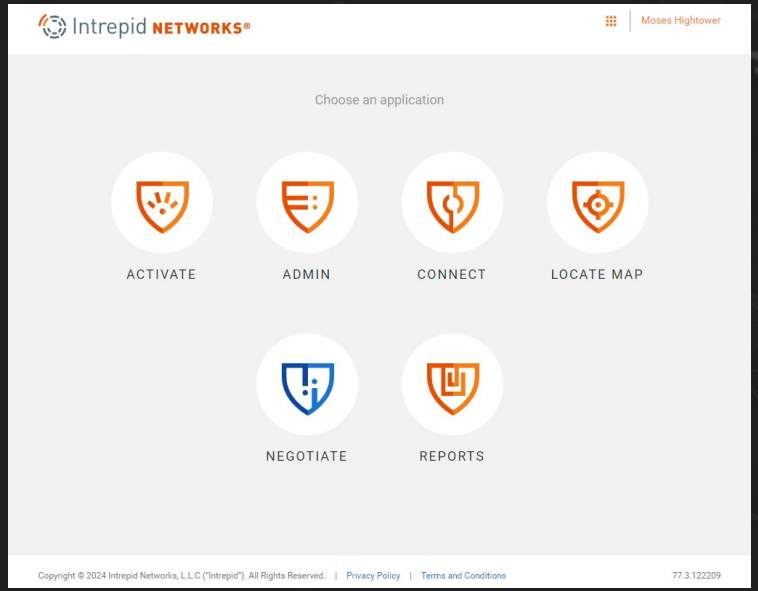
The Web Dashboard

Once you have successfully logged in, you will see the available subscription options. Simply click on the icon for the module you wish to use.

To access your account profile, click on the username in the upper right corner of the browser window.

Both the user profile and the 9-button menu to the left are available on the top of every web page



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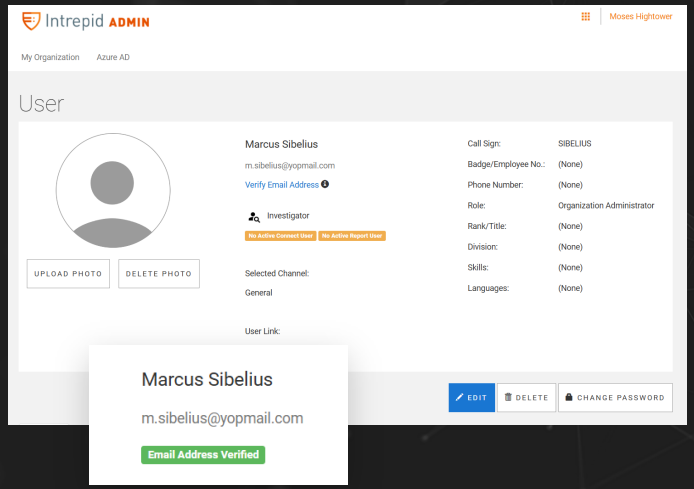
Web Profile / Verifying Email

Accessible from the Admin Module, the User Web Profile allows an Organization Admin to reset passwords, unlock accounts and verify the User Email.

To access the User Profile, scroll down the My Organization Page until you reach the user list. Select the user by clicking on the USERNAME (email address).

To verify the User email address, click the “Verify Email Address” link located under their email.

Once the user clicks the link in the verification email, their email address will be verified.



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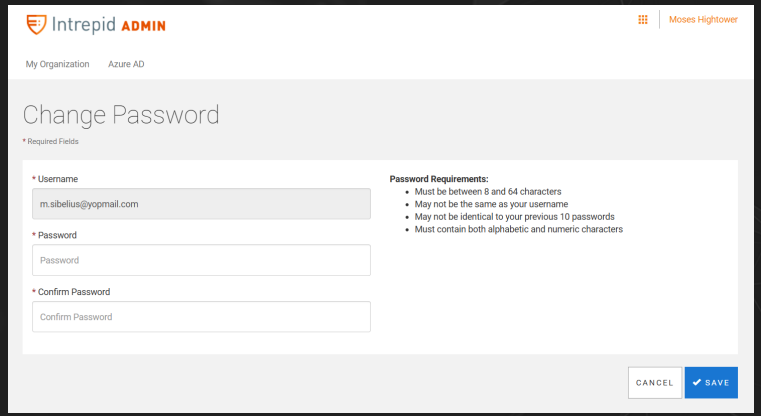
Change Password

To change a user's password, from the user's option page, click CHANGE PASSWORD.

Enter the new password, then enter it again to confirm. Please make sure that the new password conforms to the password requirements.

Click SAVE when done.



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Download the Mobile App

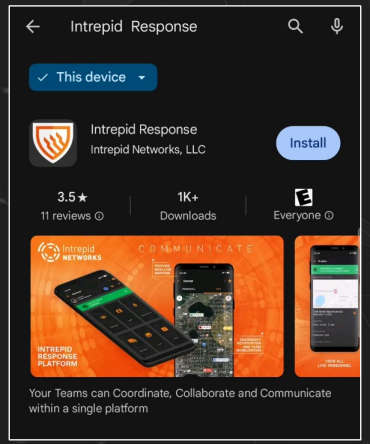
Intrepid Response is platform independent and can be used on iOS and Android phones. Download the latest version from your app store.

Search for “Intrepid Response” and download the version of the App with the ORANGE icon.

Available on the App Store

GET IT ON Google Play





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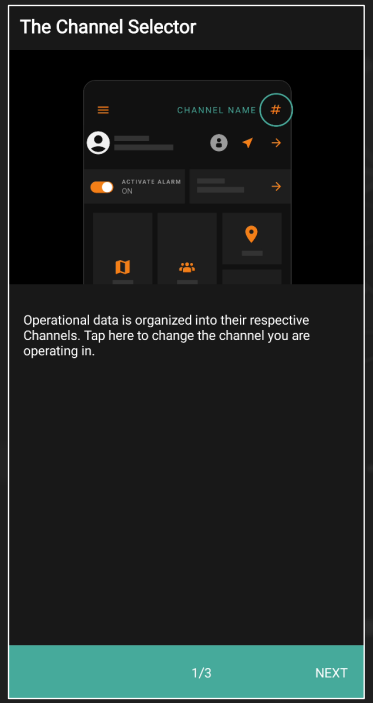
Permissions

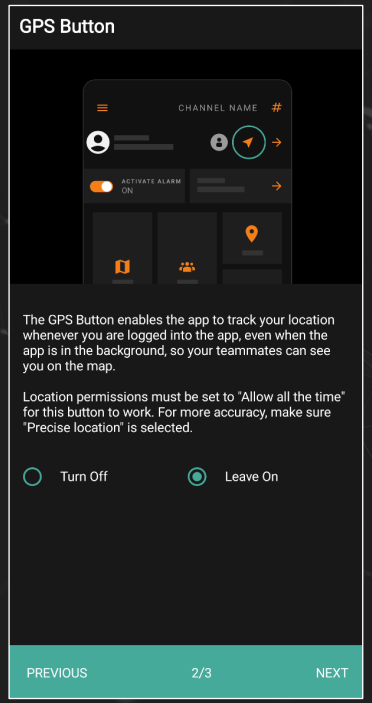
Basic App Permissions

For the Mobile App to function correctly, you must allow certain permissions the first time you log into the app.

GPS Button

This feature MUST be set to ‘Leave On’ for GPS positioning within the App to work properly.





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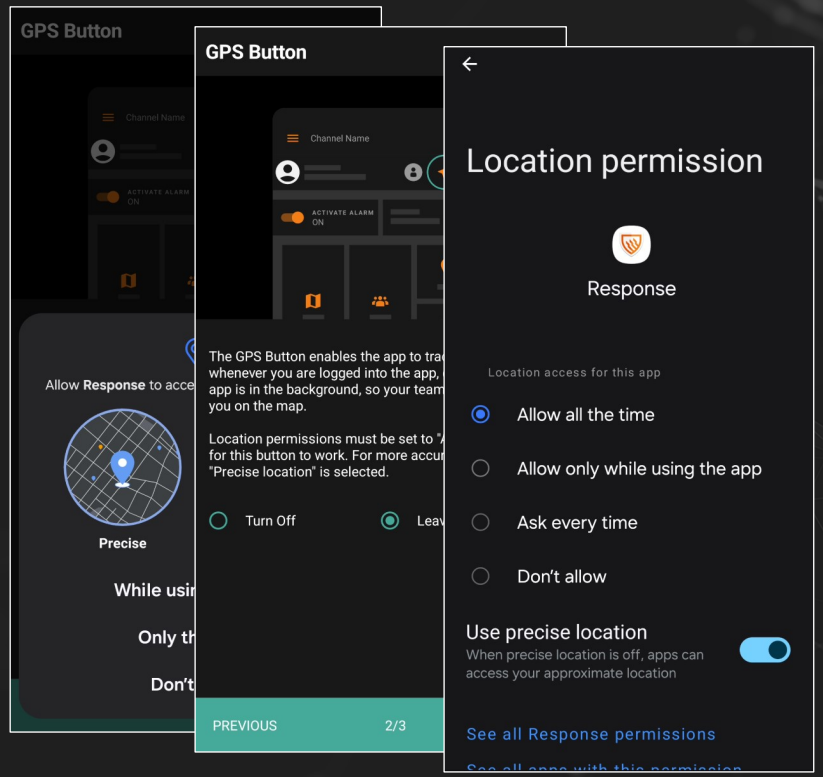
Permissions

GPS Button Cont.
You may be prompted to allow Response to access the device location. Please make sure to select ‘Precise’ and ‘While using the app’ in this screen.

Also make sure that ‘Leave On’ is selected.

Finally, your location permissions must be set to ‘Allow all the time’.



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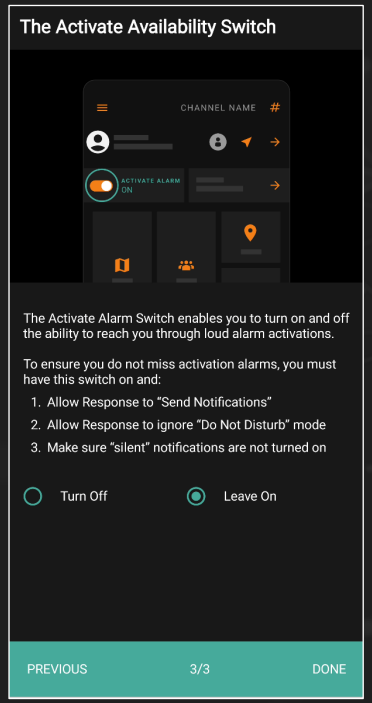
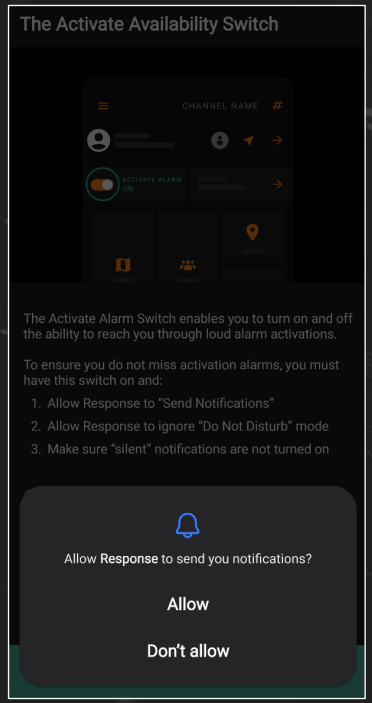
Permissions

Activate Availability

The Activate Module will require certain permissions to function properly.

In addition to location permissions from the previous steps, you will need to allow Response to send notifications.





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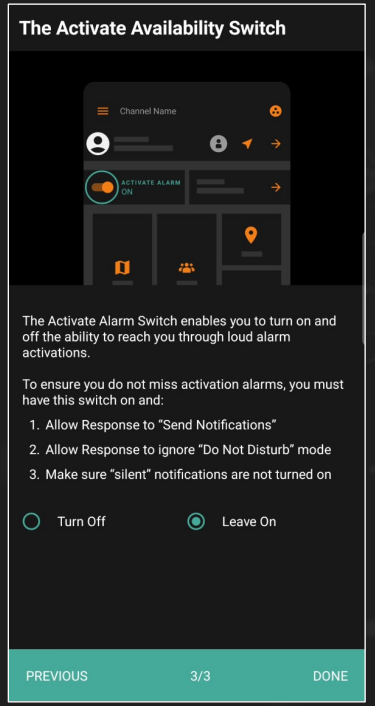
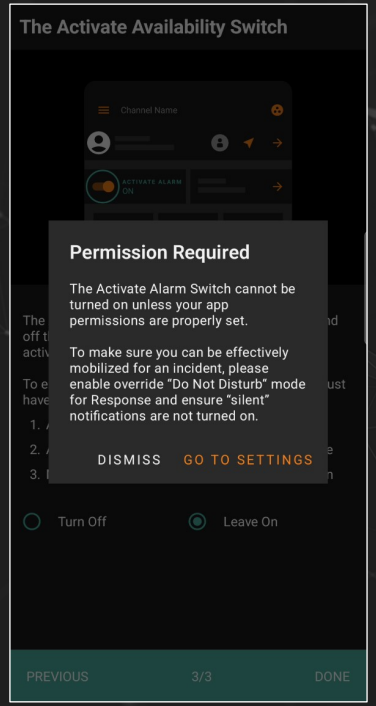
Activate Availability Cont.
The Activate Module will require certain permissions to function properly.

Make sure that the initial toggle is set to ‘Leave On’.

Note that you may need to go to your device’s settings to allow Activate to override Do Not Disturb and Silent modes.





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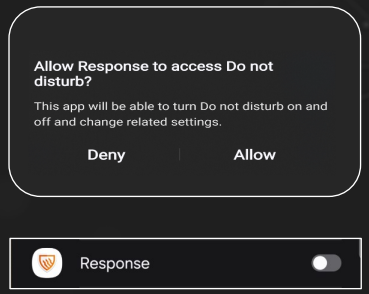
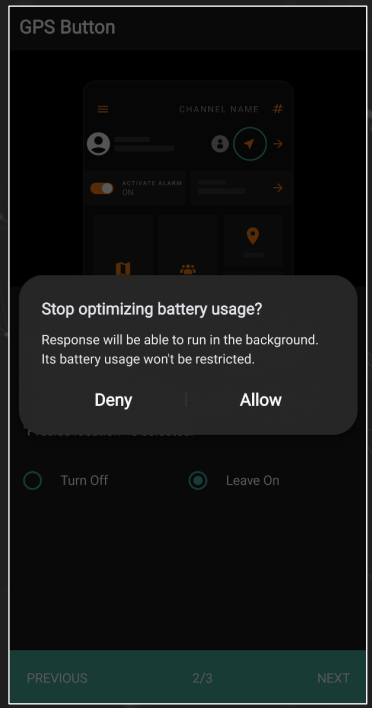
Permissions

Battery Optimization

Make sure to select ‘Allow’ and toggle the button to ‘On’, in your device’s settings to allow Intrepid Response to override the Do Not Disturb and Silent modes.

Finally, make sure to ‘Allow’ Intrepid Response to stop optimizing battery usage.





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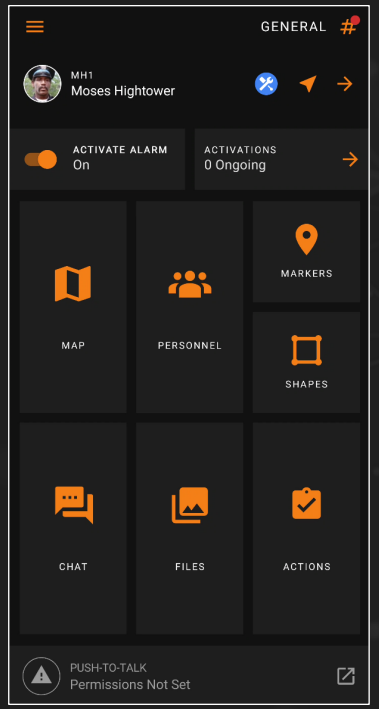
Mobile Dashboard

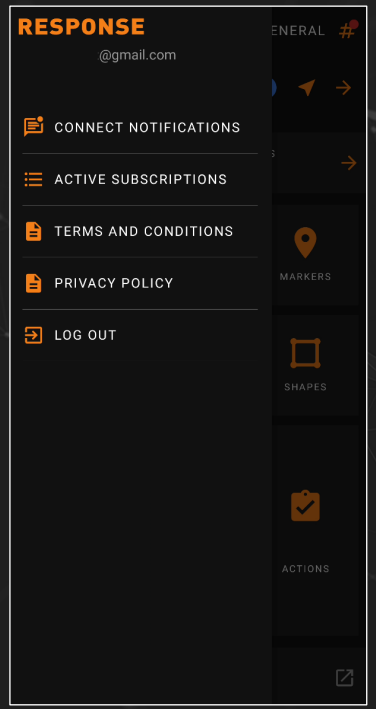
The dashboard will allow you to interact with the Intrepid Response platform.

The top of the dashboard contains the User Profile Button and the current Active Channel.

Immediately below that is the User Profile, Icon and GPS indicator.

To view the profile options, tap the  icon in the upper left corner.





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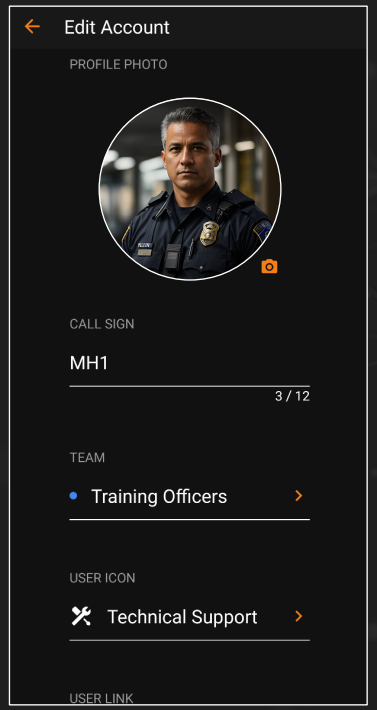
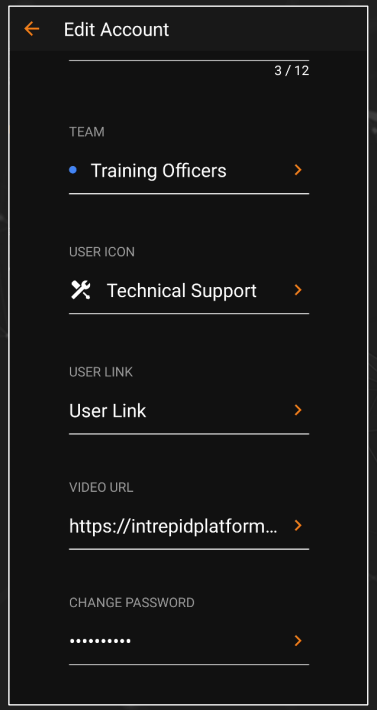
Profile Settings

To edit your account settings, click on your profile image or name on the dashboard.

In this section you can change your Profile Photo, Call Sign, Team assignment and User Icon. You can also enter a User Link or Video URL for use with Locate.

Users may also change their password, provided their Email Address has been verified.





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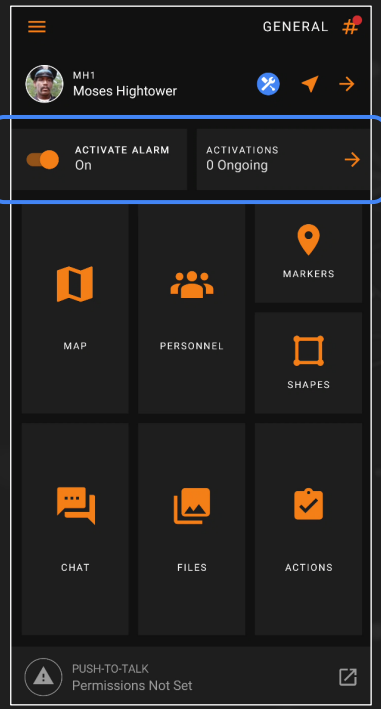
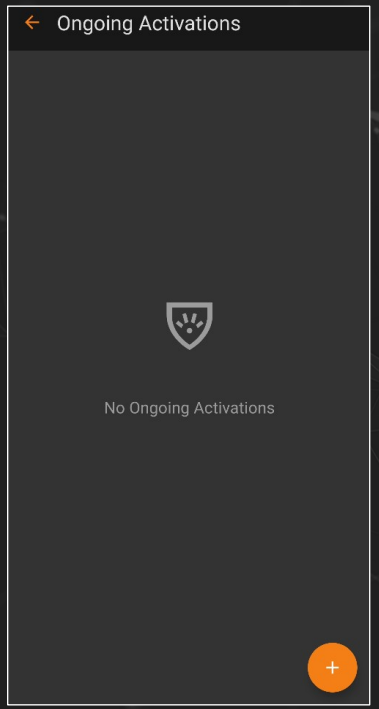
Activate Mobile

Activate is the call out tool. There are two buttons on the mobile dashboard that correspond to Activate.

Activate Alarm Toggle (Left Button)
The toggle must be set to 'On' in order to receive Activation Notifications.

Activations (Right Button)
Displays the number of current activations (if any). To create a new Activation, tap the Activations button, then tap the Plus (+) icon in the lower right corner of the following screen.





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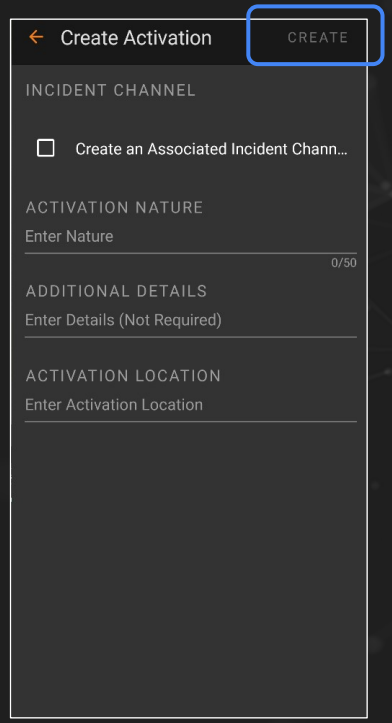
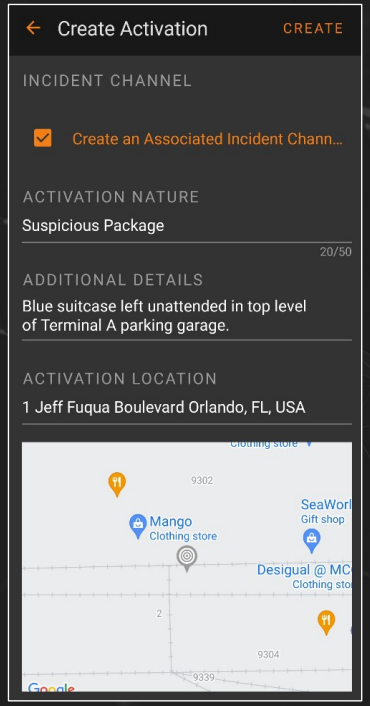
Activate: Creating Activation

To create an Activation, you must provide the Nature of the activation and the Location.

Additional details and the creation of an associated Incident Channel for use in Locate and Connect are recommended, but not required.

Once this information has been entered, tap CREATE in the upper right corner to move to the next screen.





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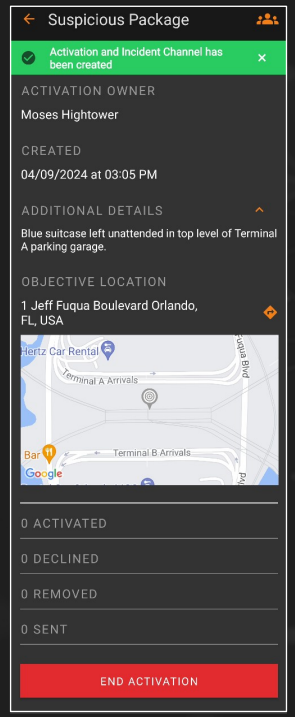
Activate: Creating Activation

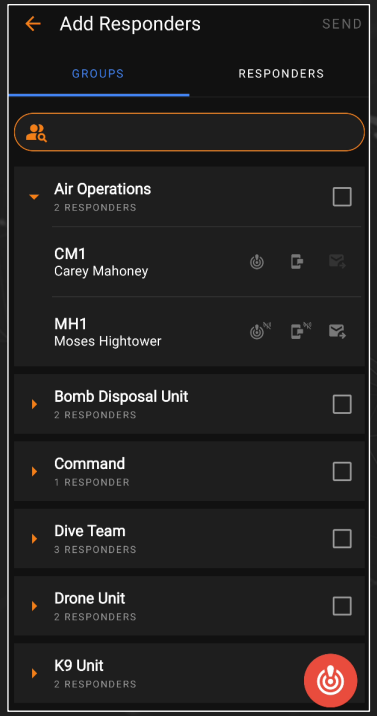
The next screen will provide a summary of the Activation Nature, along with a map centered on the Location of the emergency.

To add personnel or groups to the Activation, tap the personnel icon in the upper right corner.

The screen that follows will allow you to select Groups or Individual responders with a check box next to the name. This checkbox indicates the Group or Individual is available for Activation.

Once responders have been selected, tap SEND to initiate the Activation.





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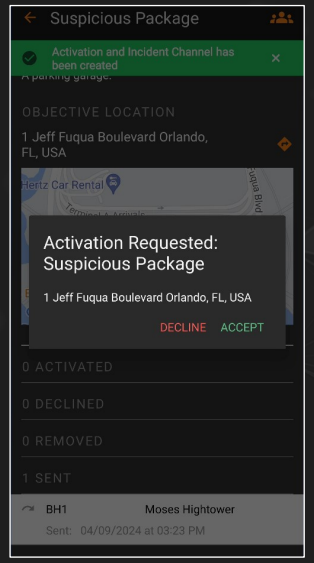
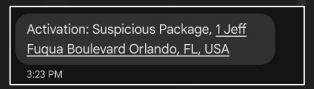
Activate

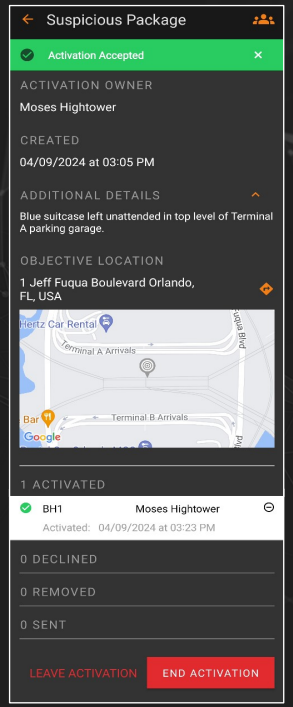
The Group or Individual responder being activated will receive an Alert on their device, and (if configured) a text message and email as well.

The user being activated must Accept or Decline the Activation or the Alarm will continue to repeat every 30 seconds.

To end an activation, tap the END ACTIVATION button in the lower right corner. This will release all Activated Personnel from the Activation.







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Locate Mobile

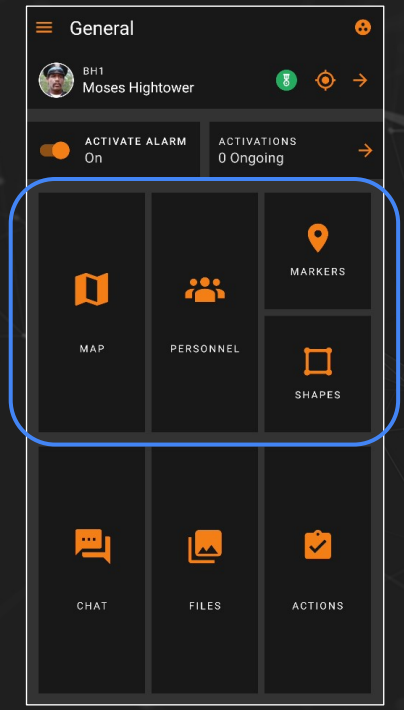
Locate on the Mobile App is controlled by four buttons highlighted in the center of the dashboard.

MAP: Provides access to the map interface

PERSONNEL: Provides a list of users in the current Channel

MARKERS: Provides a list of markers placed on the map in the current channel.

SHAPES: Provides a list of shapes placed on the map in the current channel.



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Locate Mobile

1 – Channel Selector

2 – Map Options

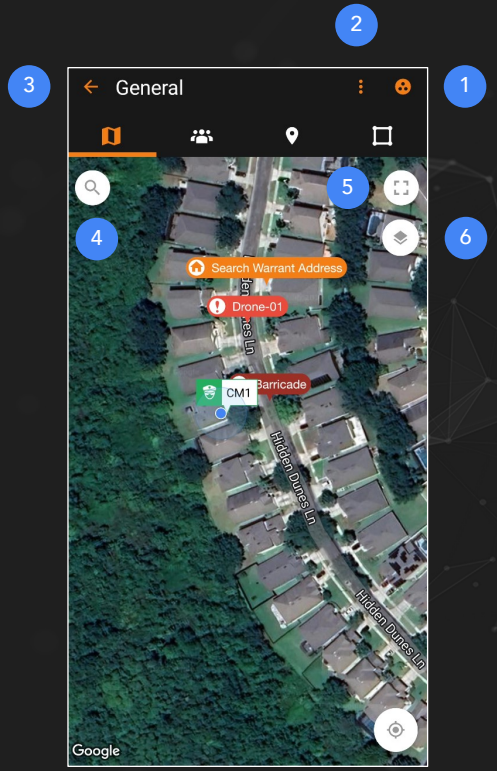
3 – Map, Personnel, Markers and Shapes Tab.

4 – Address Search Tool

5 – Full Screen

6 – Map Overlays

7 – Center Map on signed in user.



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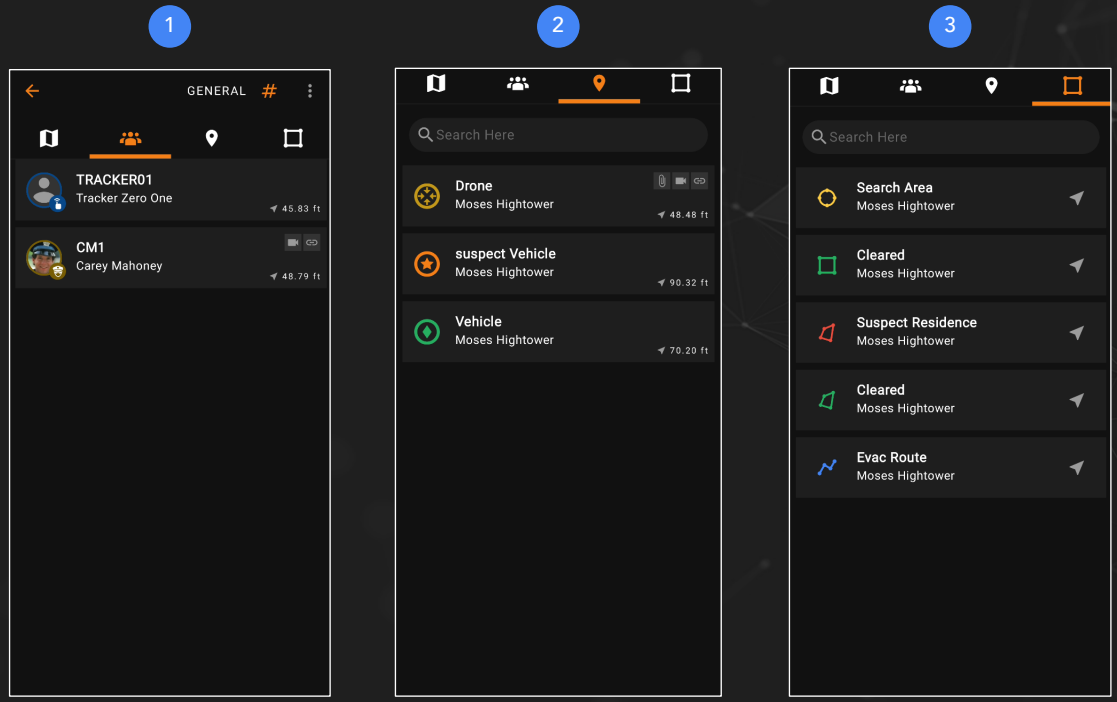
Locate Mobile

1 – Personnel List

2 – Map Markers List

3 – Map Shapes List

All objects are channel specific and listed according to proximity – with the person, marker or shape physically closest to the signed in user.



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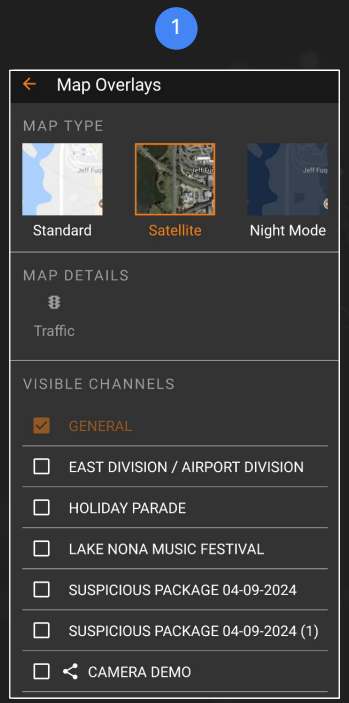
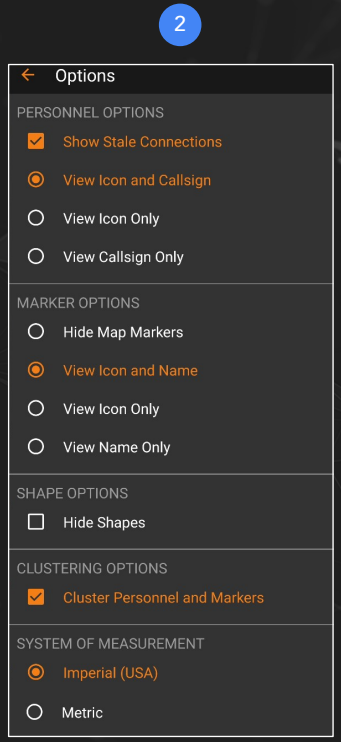
Locate Mobile

1 – **Map Overlays:**
Allow the user to select the Map Type, Map Details and which Visible Channels are displayed

2 – **Map Options:**
Allows the user to select Personnel Options, Markey Options, Shape Options, Clustering Options and the Unit of Measurement





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Connect Mobile

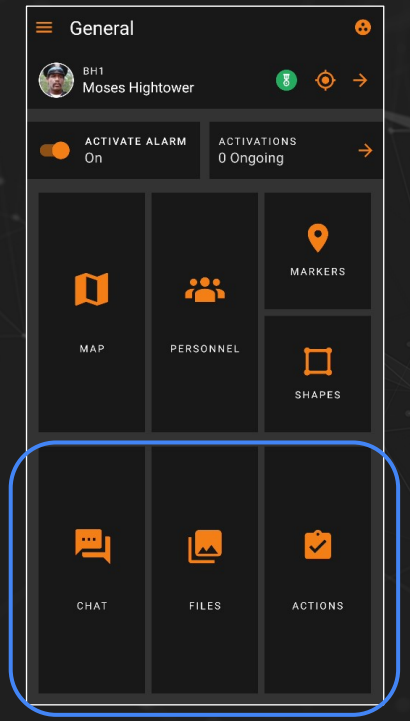
Connect is a real time messaging tool that allows you to communicate and coordinate with other team members in your channel.

The controls for Connect are the bottom three buttons on the dashboard.

Chat allows you to send text, photo and video messages.

Files displays all attachments in the channel.

Actions allows you to assign, send and receive acknowledgements, To-Do tasks with other members of the channel.



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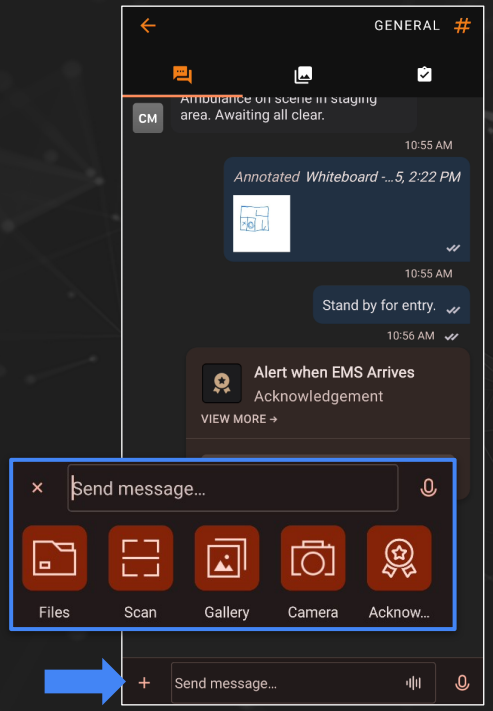
Connect Mobile: Chat Tab

The Chat Tab is the primary interface for Connect. You can send text messages by simply entering text as you would any other text application.

You can also send Photos, Videos, Voice messages, large format text messages, Whiteboard sketches, and more.

To view your options, tap on the plus '+' icon next to the text message field at the bottom.

Note: All communications in Connect are encrypted and stored in the cloud – including Photos and Video – and NOT on the Mobile Device.



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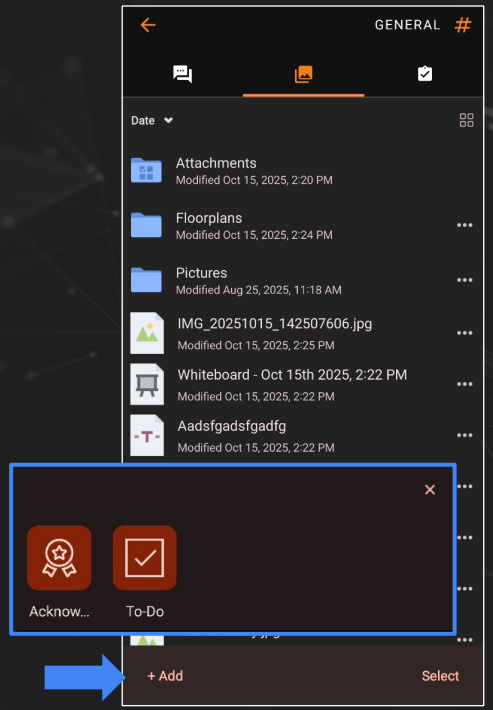
Connect Mobile: Chat Tab

The File Tab allows you to manage the files placed in the Channel through Connect.

To add files, you can submit them through the Chat Tab as previously described or you can submit them here by tapping the '+ Add' link in the lower left corner.



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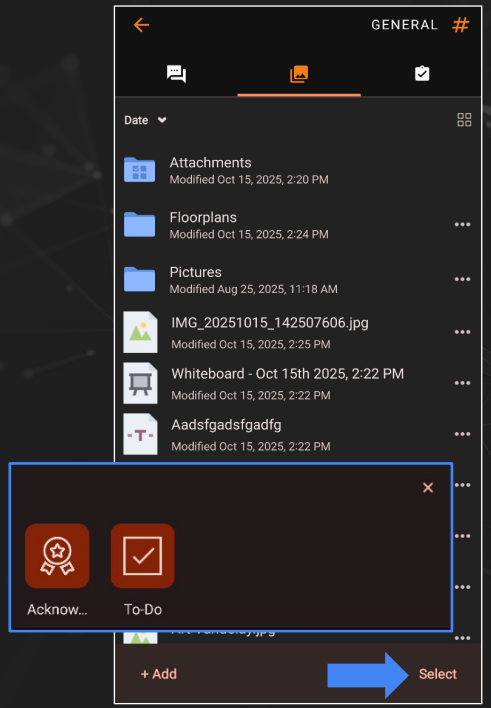
Connect Mobile: Actions Tab

The Actions Tab allows you to manage the Acknowledgements and To-Dos received or sent in the Channel through Connect.

The tab will show any action items waiting on your input or pending the action of someone else. You may also view completed actions by clicking the ‘View Completed’ button in the center of the page.

To add an Actionable task, you can submit them through the Chat Tab as previously described or you can submit them here by tapping the ‘+ Add’ link in the lower right corner.



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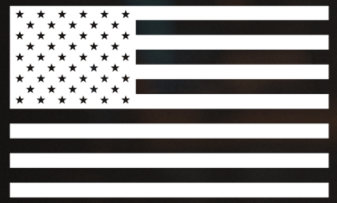

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