BEACON

DISPATCHER GUIDE

FOR BEACON WEB USERS

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Online Resources

This document is based on our Documentation Website accessed through:

docs.trekmedics.org

Visit the link above to access all resources available for Dispatcher and Responders about the Beacon Platform.

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(m) Identifies sections that in part or fully contain features only available for Manager roles

1.Getting Started

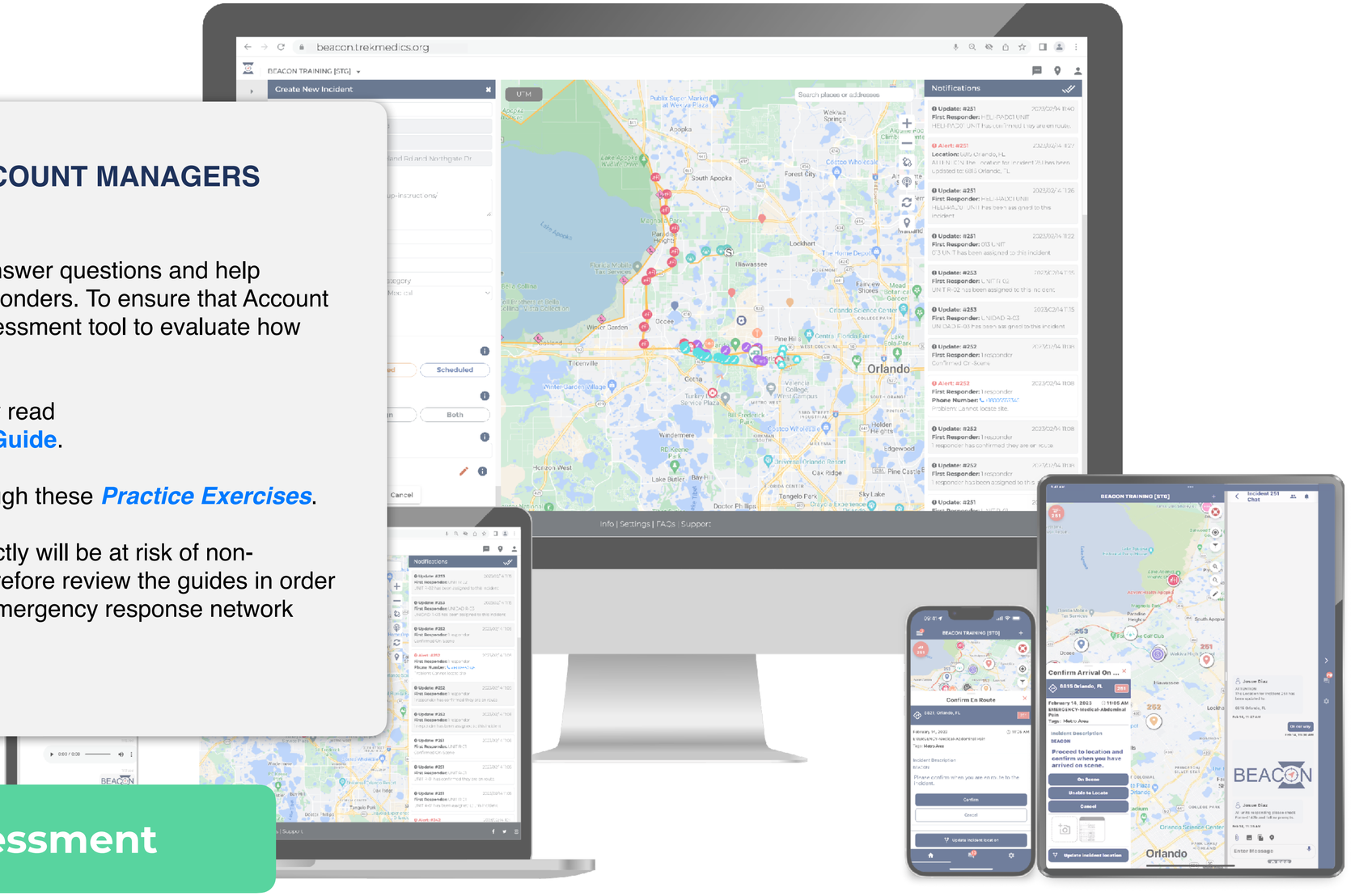
ASSESSMENT TOOL FOR BEACON ACCOUNT MANAGERS

Beacon Account Manager will be expected to be able to answer questions and help trouble-shoot common problems for Dispatchers and Responders. To ensure that Account Managers can do this successfully, we've created this assessment tool to evaluate how prepared you are to do that.

Before taking the assessment, it's necessary to completely read through **both** the **Dispatcher Guide** and the **Responder Guide**.

You should also review what you've learned by going through these ***Practice Exercises***.

Account Managers who cannot answer all questions correctly will be at risk of non-compliance with our Terms and Conditions and should therefore review the guides in order to remediate the issues before attempting to manage an emergency response network through Beacon.



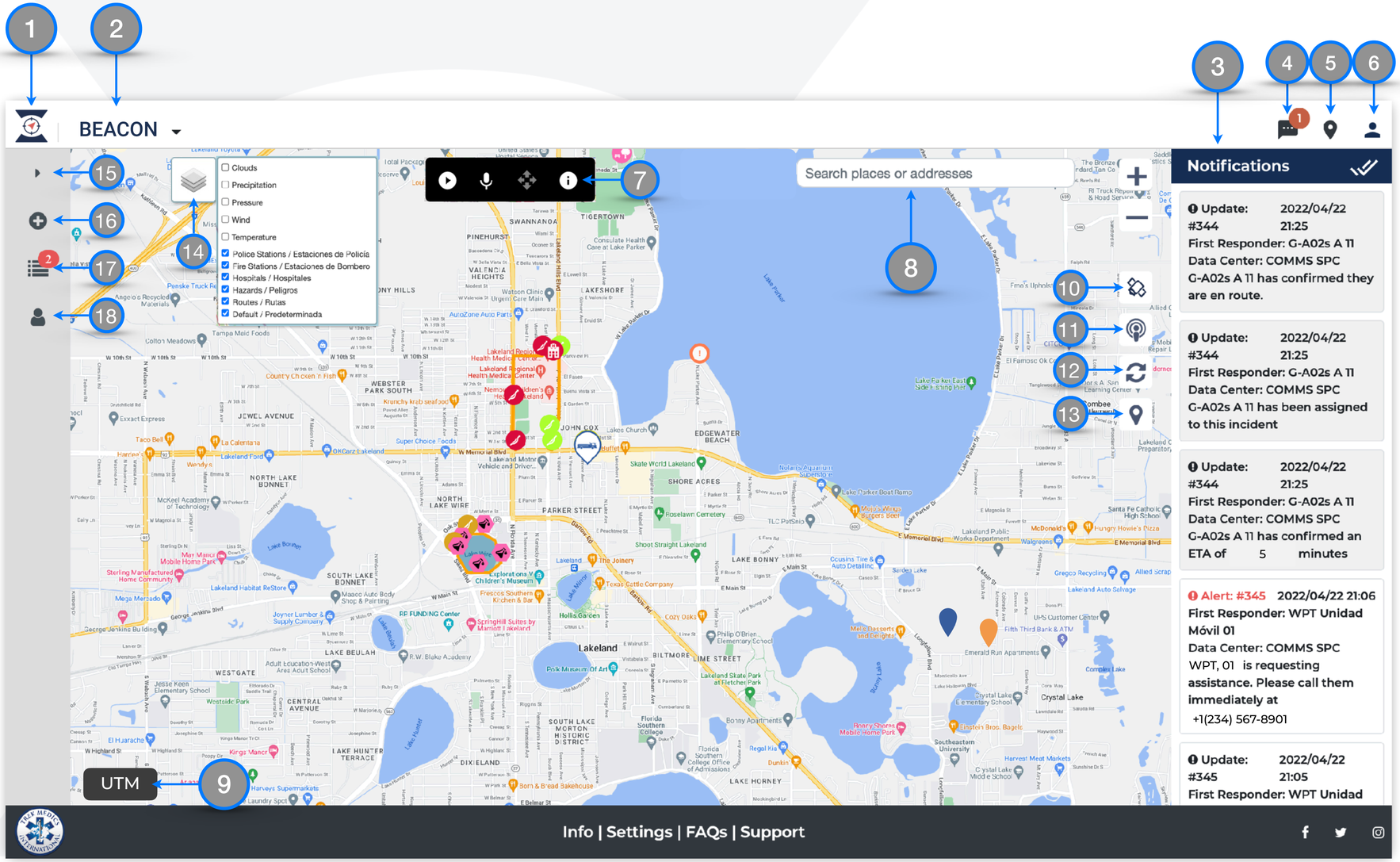
Access Manager Assessment

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1.Getting Started

1.1. Dashboard Navigation

1. **Home Button —** Returns you to the Beacon Dashboard
2. **Agency Account Menu —** Access different agency accounts (data centers) here when available.
3. **Desktop Notifications —** Displays real-time incident updates and alerts that require Dispatcher interventions
4. **Chat —** Access chat messages from dispatchers and responders
5. **Map Markers —** View and manage map markers and Transport Destinations
6. **Profile Menu —** Manage account settings and links to Support Pages
7. **Push-to-talk —** Send voice messages to the All chat room directly from the Dashboard
8. **Map Search Bar —** Enter and search locations, landmarks and latitude / longitude coordinates
9. **UTM Search —** Enter and search locations using Universal Transverse Mercator coordinates
10. **Satellite View —** Switches the map to Google Satellite view (not available if using OpenStreetMap)
11. **Ping Responders —** Click to locate responders on the map (only possible for responders who are using the mobile app and have given location permissions to the Beacon mobile app)
12. **Refresh —** Click to refresh the dashboard map
13. **Map Editing Toolbar —** Click to access tools to edit your map and also add Transport Destinations
14. **Map Layers Menu —** Hide/Show Map marker groups from view
15. **Menu Bar —** Click the arrow (▸) to show or hide the menu bar titles
16. **New Incident Panel —** Click to open the Incident Creation interface
17. **Active Incidents Panel —** Manage active incidents
18. **Responders Panel —** View and manage responders

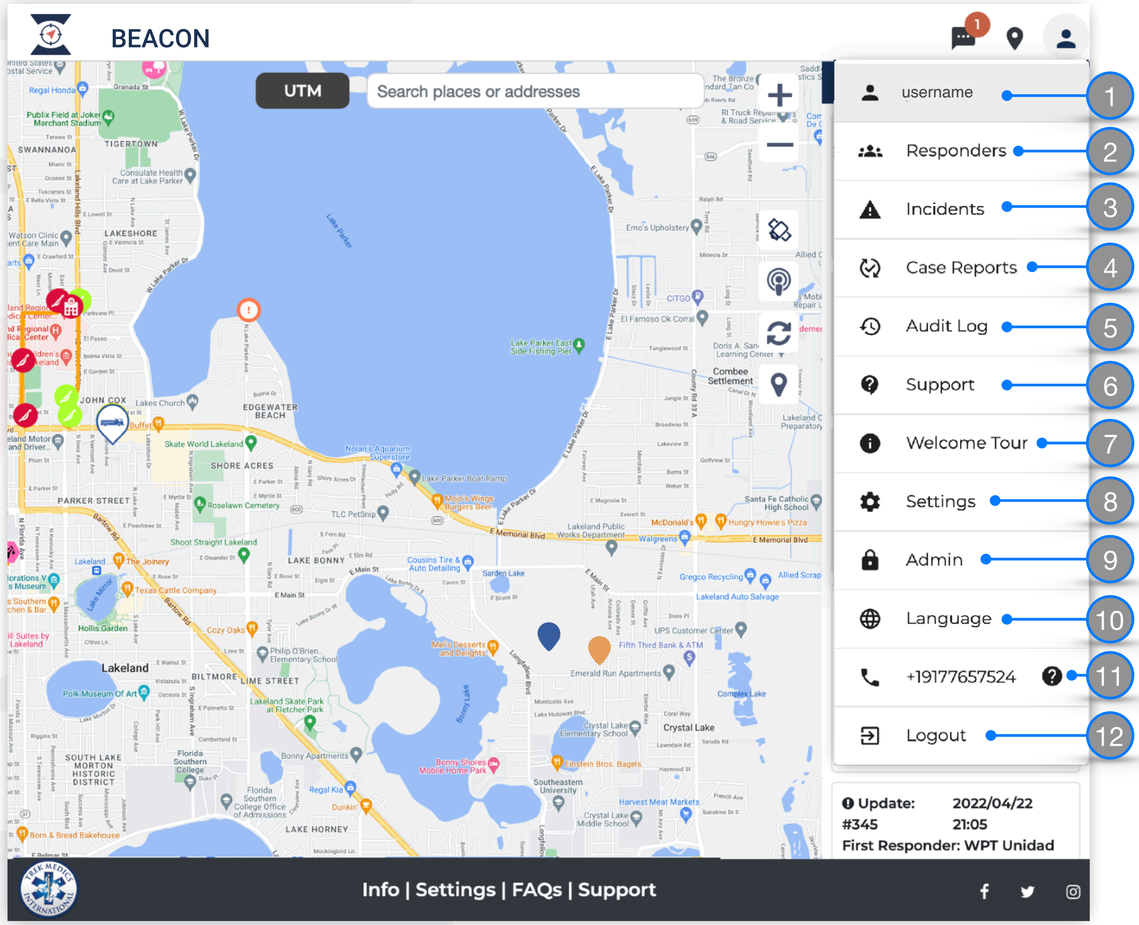


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1.Getting Started

1.2. Profile Menu

1. **Username** — The current user will be displayed here
2. **Responders** — View and edit Responder profiles
3. **Incidents** — View Incident Details and generate Reports
4. **Case Reports** — View Case Reports submitted by responders*
5. **Audit Log** — Monitor and download Case Reports activity
6. **Support** — Find training manuals, videos, and submit help tickets
7. **Welcome Tour** – Return to the welcome screen to take the Beacon App Tour
8. **Settings** — Configure and customize the Beacon platform and its parameters (m)
9. **Admin** — *Account Managers can view incident activity for the agency account (data center) (m)
10. **Language** — Allows dispatchers to select the web page language. If you do not see your language, email **info@trekmedics.org**
11. **Beacon Gateway Number** — This is the number that Beacon uses to communicate with Responders via SMS. *Responders should save this number in their contacts and assign it a unique, custom ringtone*. It can only be used by Responders who have had their phones registered with Beacon and is not for public use (like 911, 112, 999 etc)
12. **Log Out** – Ends your session



** Case Reports is an Add-On Feature of the Beacon Platform.*
Audit Log is a companion feature to the Case Reports

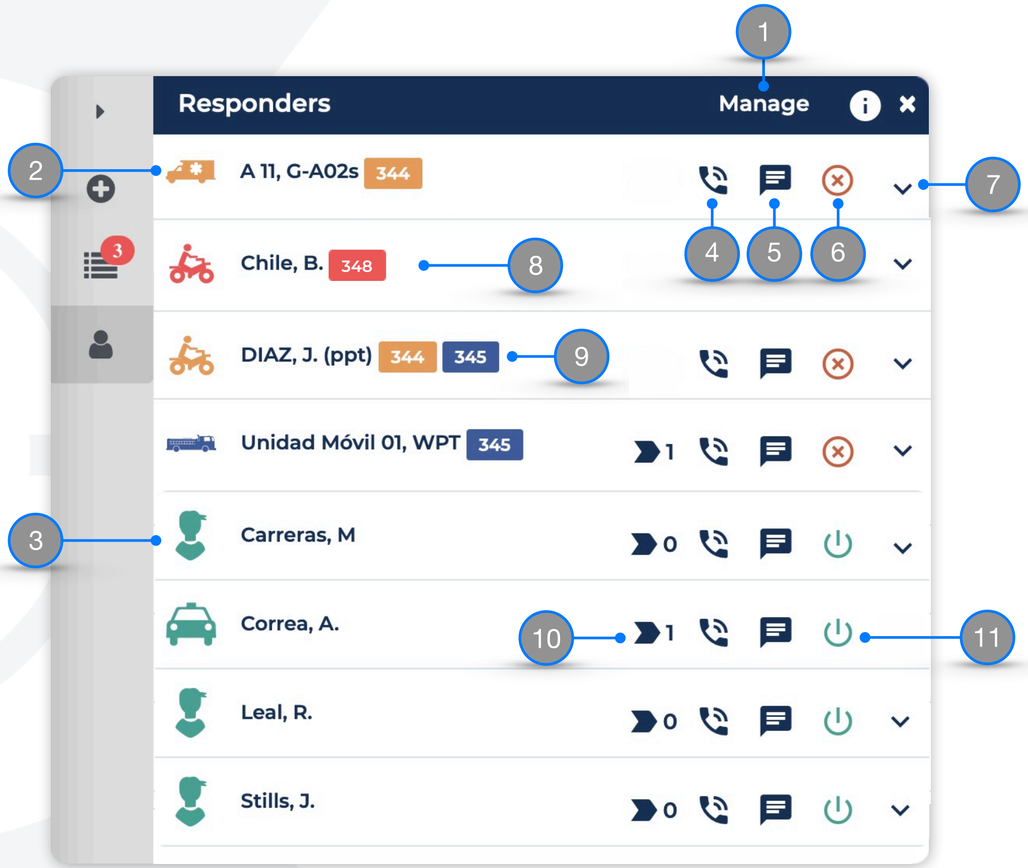
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(m) Feature only available for Manager roles

1.Getting Started

1.3. Responders Panel

1. **Manage** – Click here to add/edit/delete responders
2. **Assigned Responders** – Responders that have been assigned to an incident will appear at the top of list and appear as **Red** , **Yellow** or **Blue** , depending on the **Dispatch Mode**
3. **Available Responders** – A **Green** icon represents a responder who is available to respond to an incident, but is not currently assigned
    - If the Responder has enabled GPS tracking permissions on their device, **dispatchers can click on their icon** to see their last recorded geographic location
4. **Opens VoIP application** to call this Responder's mobile phone (e.g., using Skype)
5. **Opens a private chat** with this Responder
    - Note: If the header shows "SMS" before the Responder's name, that means the Responder is currently interacting with Beacon via SMS. If the header only shows their name, that means they are currently using the mobile app (Internet data) to interact with Beacon. Due to the nature of SMS messaging, Beacon treats the two communication modes separately
6. **Cancel Incident Responder** – Click here to cancel an Assigned Responder's participation in the incident and allow them to receive new incident alerts
7. **Expand / Collapse Responder Card** – Click to expand the responder card and view additional information like their current status in the response workflow
8. **Single Incident Badge** – A single badge indicates the number of the incident that the Responder is currently assigned (or scheduled to be assigned) to
9. **Multiple Incident Badges** – If there are multiple incident badges displayed, the first one indicates the number of the incident that the Responder is currently assigned (or scheduled to be assigned) to; additional badges indicate incidents that the responder will be assigned to after they complete their participation in the current incident
10. **Responder Tags count**– The tag icon will display the number of tags assigned for the responder. Hoover over it to see the list of tags.
11. **Log Out Button** – Click the log out button to change the Responder's status from **On-Duty** / **Available** to **Off-Duty**. To log them back in and make them **On-Duty** / **Available** again, click on the Manage button at the top of the panel

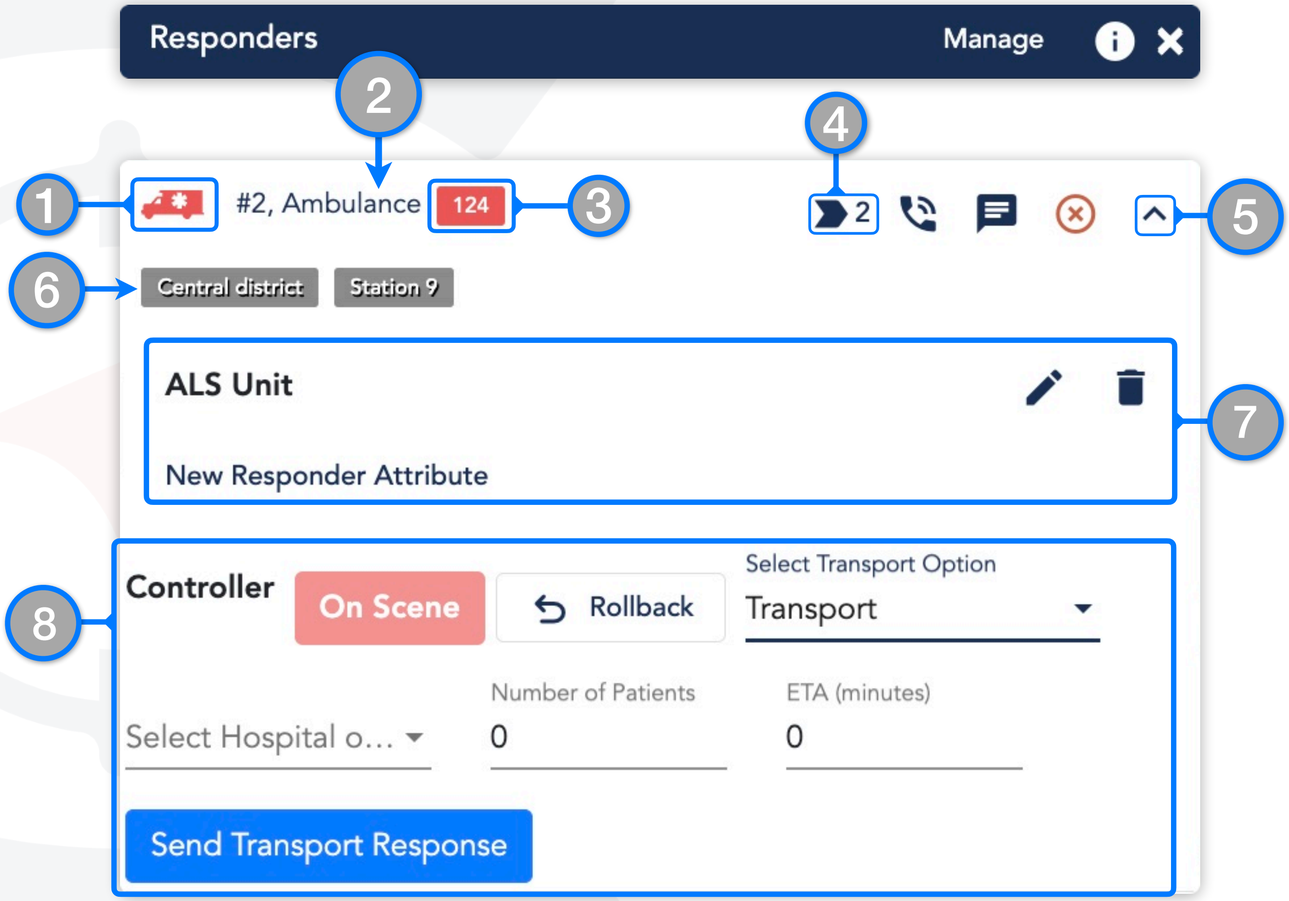


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1.Getting Started

1.3. Responders Panel

1.3.1.Expanded Responder Card



1. **Responder Icon** — If the Responder has enabled GPS tracking permissions on their device, dispatchers can click on the responder icon to see their last recorded geographic location
2. **Responder Name** — Web Managers can click to view the Responder Performance Report (m)
3. **Incident Badge** — Displays the incident number the responder is involved in. If the agency is using multiple Dispatch Modes the responder might have multiple Incident Badges when assigned to more than one incident
4. **Responder Tags count** — Displays the count of tags that have been assigned to the responder
5. Expand Collapse Responder Card
6. **Responder Tags** — Tags assigned to the responder are displayed here when card is expanded
7. **Responder Attributes Interface** (more information below)
8. **Dispatch Controller Interface** (more information below)

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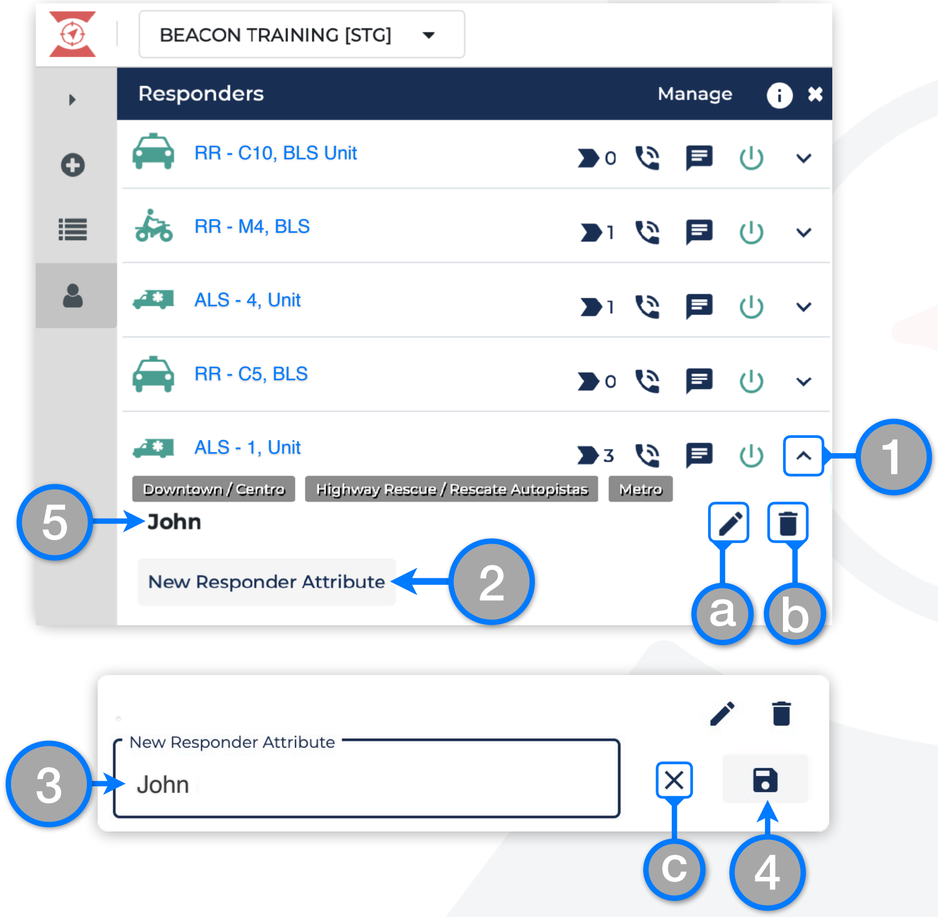
1.Getting Started

1.3. Responders Panel

1.3.1.Expanded Responder Card

1.3.1.1.Responder Attributes

Responder Attributes are labels that, unlike Tags, do not affect the Broadcast Incident Alerts and can be added or edited by Dispatchers. Attributes can be temporary (e.g., to denote multiple crew members working on a Response Vehicle during a particular shift) or permanent (e.g., to indicate a skillset or title)



To add Attributes to a Responder from the Responders panel:

1. Find the responder you would want to add attributes to and **expand the Responder Profile**
2. Click on **New Responder Attribute**
3. **Type in** the Attribute
4. **Click the Save icon** when finished
5. The saved Attribute will be displayed under the Responder Name

Action buttons

a. Edit– Clicking it will allow saved attributes to be edited
b. Delete– Clicking it will delete the attribute
c. Cancel – Clicking it will cancel the action and not save current edits

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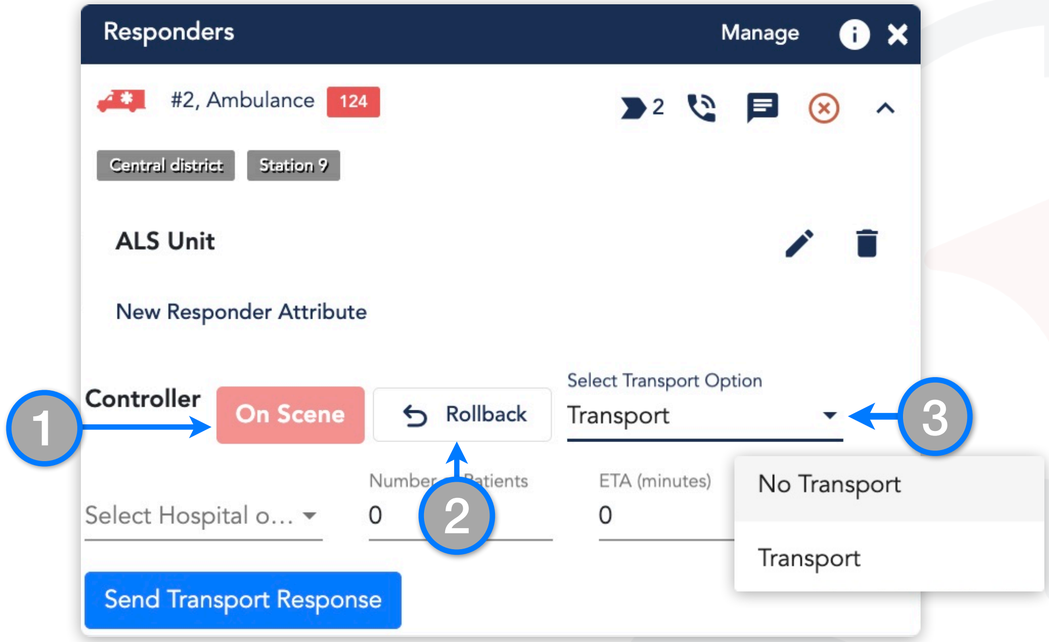
1.Getting Started

1.3. Responders Panel

1.3.1.Expanded Responder Card

1.3.1.2.Dispatch Controller

The Dispatch Controller allows a Dispatcher to advance the Responder through the Incident Workflow, updating the Responder's state on their behalf.



The Dispatch Controller is available in either the Incident panel or Responder panel:

1. The current status of the responder is displayed in the Colored Block (depending on the Dispatch Mode)
2. The **Rollback** button will revert the responder's status back to the previous state.
3. **Making a selection** from the **dropdown** will advance the responder status accordingly.

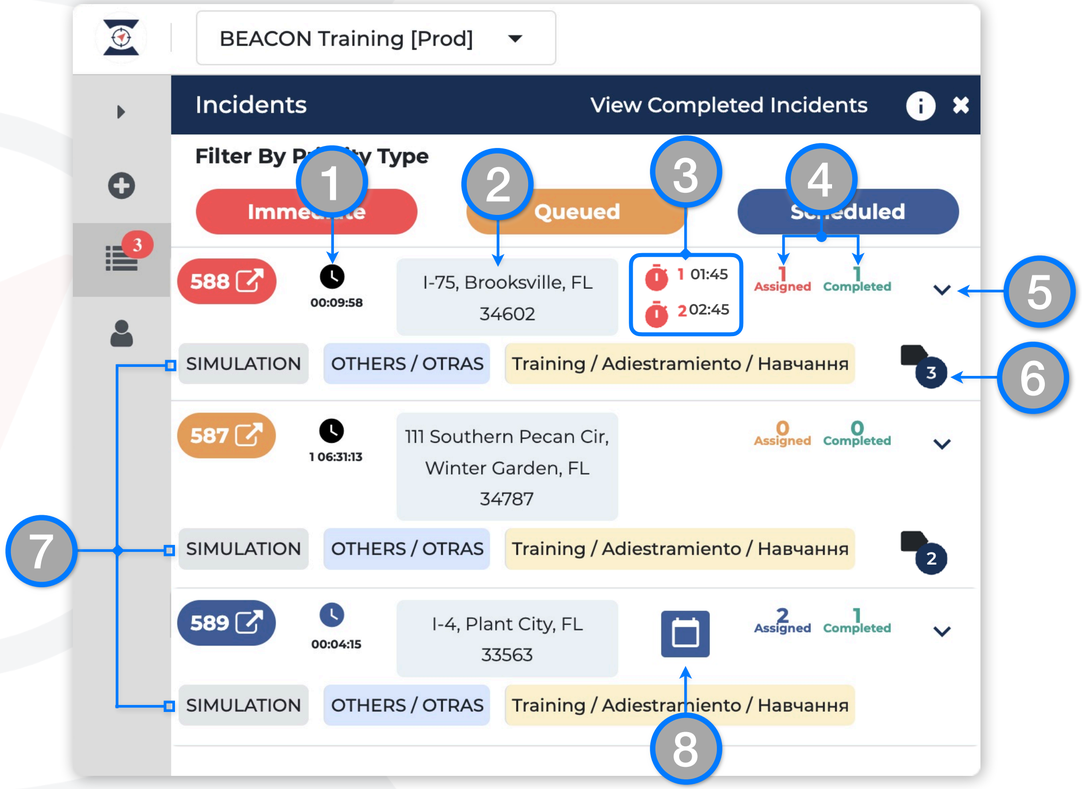
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1.Getting Started

1.4. Active Incidents Panel

Now active incidents will display vital information by default without the need to expand the incident card:

1. **Incident elapsed time** — It displays the time elapsed since the incident was created
2. **Incident location / address** — Clicking it will center the map on the Incident location
3. **Confirmation Windows counters** — These timers will display the remaining time before each Confirmation Window closes as set in the Broadcast Alert Settings for your Beacon Agency Account. **Only applies to Immediate Incidents**
4. **Assigned / Completed count** — These respectively show the count for responders who are **currently involved** in the incident and the ones that have **completed their involvement**
5. **Expand / Collapse caret** — Clicking it will expand or collapse the **Incident Summary Card** displaying additional information related to incident monitoring and incident updating features
6. **Incident Responder Tags** — This icon will display the quantity of tags used when creating the incident. Hover over it to display the specific tags used (not shown).
7. **Incident Class | Category | Type** — Incident Class (gray), Category (sky blue) and Type (pale yellow) will always be displayed on the collapsed or expanded Incident Summary Card.
8. **Edit Scheduled Incident activation details** — This button will be available only for scheduled incidents before they become active. Clicking it will open a dialog interface to edit the incident due date / time. *The edit button will disappear once Scheduled incidents become active*.



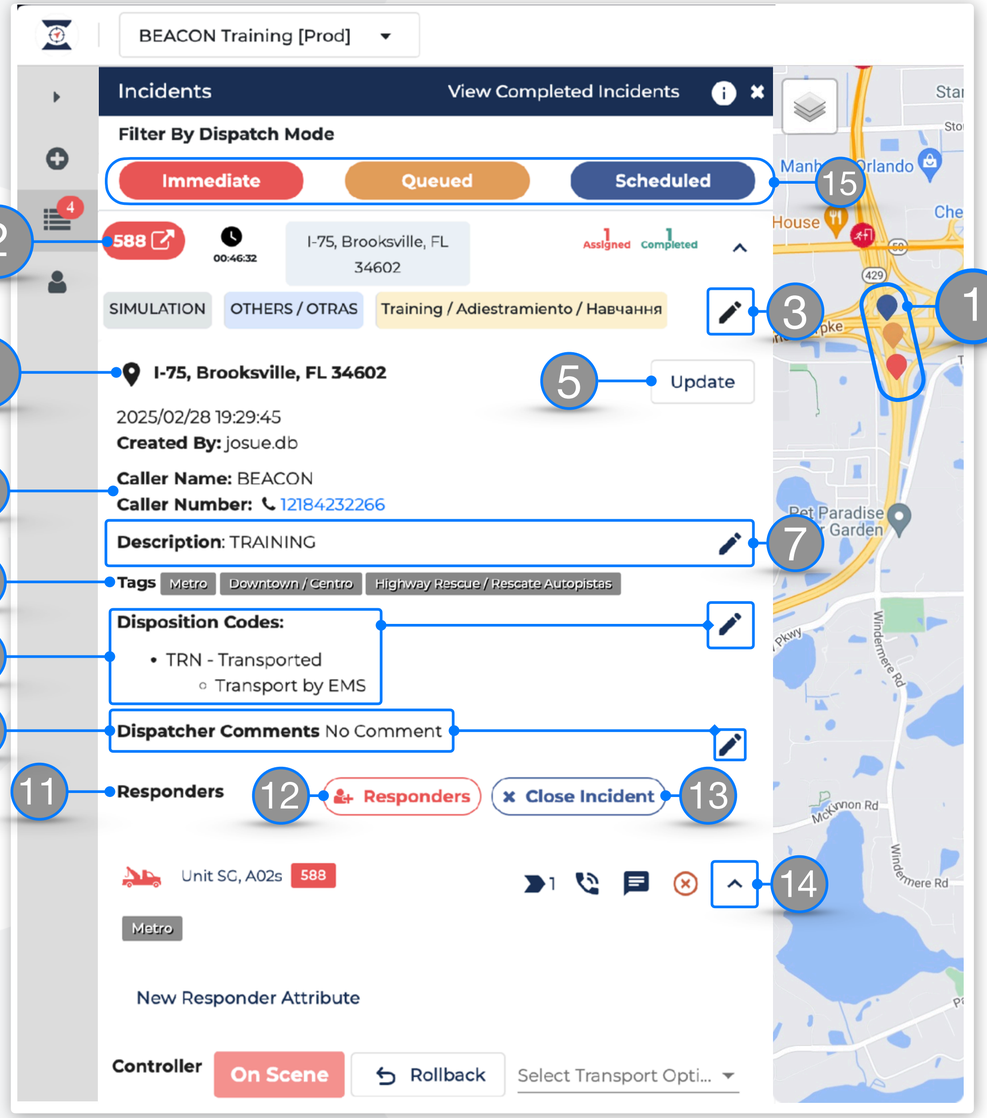
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1.Getting Started

1.4. Active Incidents Panel

1.4.1.Expanded Incident Card

1. Red , Yellow or Blue **Solid Map Marker —** Indicates the location of an active incident. Click the marker to display a pop-up with a summary of the incident (not shown on image)
2. **Incident Number —** Clicking on the incident number will redirect to the **Incident Details Page**, which shows a more detailed view of the incident (not necessary to view to manage active incidents)
3. **Incident Class | Category | Type Edit button** — Click to update them. A confirmation message will display when the update is successful
4. **Incident Location —** Click on the address to center the map on the Incident Marker
5. **Update Incident Location button —** Click to update incident location / address. Responders and other dispatchers will be notified when an incident location has been updated.
6. **Caller's Name** and **Phone Number** if provided by Caller and recorded by the Dispatcher on the *Create Incident Panel*
7. **Incident Description —** Entered by the dispatcher when creating the incident. Click the edit button to the right to update the incident description. Responders and other dispatchers will be notified when an incident description has been updated.
8. **Incident Responder Tags —** These are the tags used to broadcast when the incident was created
9. **Disposition Codes —** Dispatchers can add disposition codes to the incident here by clicking on the edit button to the right
10. **Dispatcher Comments —** Dispatchers can add comments to the incidents here by clicking on the edit button to the right
11. **Responders —** Responders involved in the incident will be listed below. Click on the icon to center the map on their location (only possible if they are using the mobile app and **have given Beacon access to their location**)
12. **Assign Additional Responders** to the incident after it's been created by clicking this button and selecting the desired Responders
13. **Close Incident button —** When clicked, you will be asked to include the reason why the incident is being closed. This explanation will be sent as a message to all Assigned Responders
14. **Expand / Collapse Responder card —** Click to show additional information and the **Dispatch Controller** for that responder
15. **Filter Active Incidents by Priority Type** Click on the priority you would like to show/hide. **Click here to learn more about Dispatch Modes** and how to enable them for your account



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1.Getting Started

1.5. Settings

Beacon holds a variety of settings that can be applied to the agency account (data center).

This is **only available for Managers**

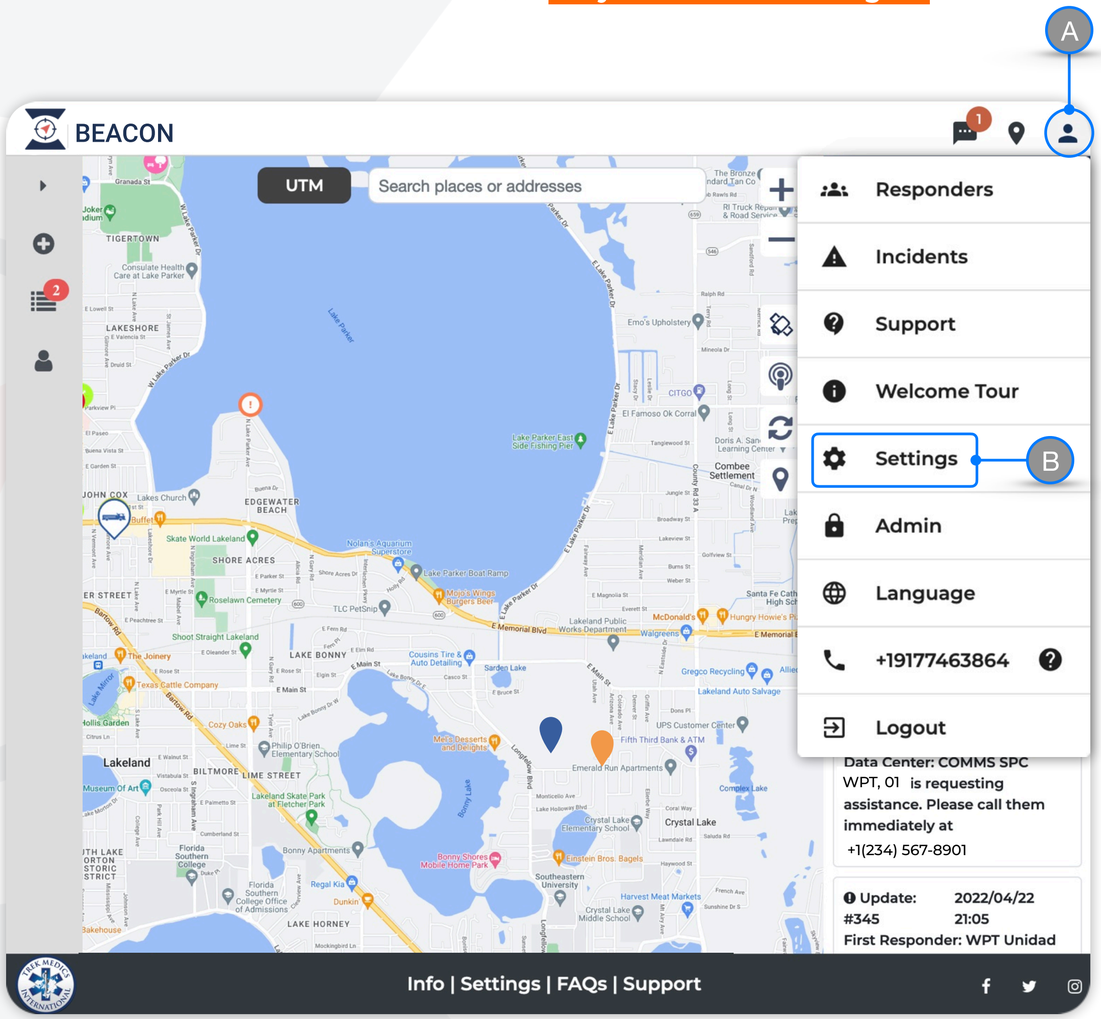
The Settings page is separated into different sections:

1. Dashboard Settings
2. Broadcast Alert Settings
3. Responder Tags
4. Message Settings
5. Incident Settings
6. Resource Lists
7. Reports

To go to the settings page:

A) Click on the profile menu icon

B) Click on Settings



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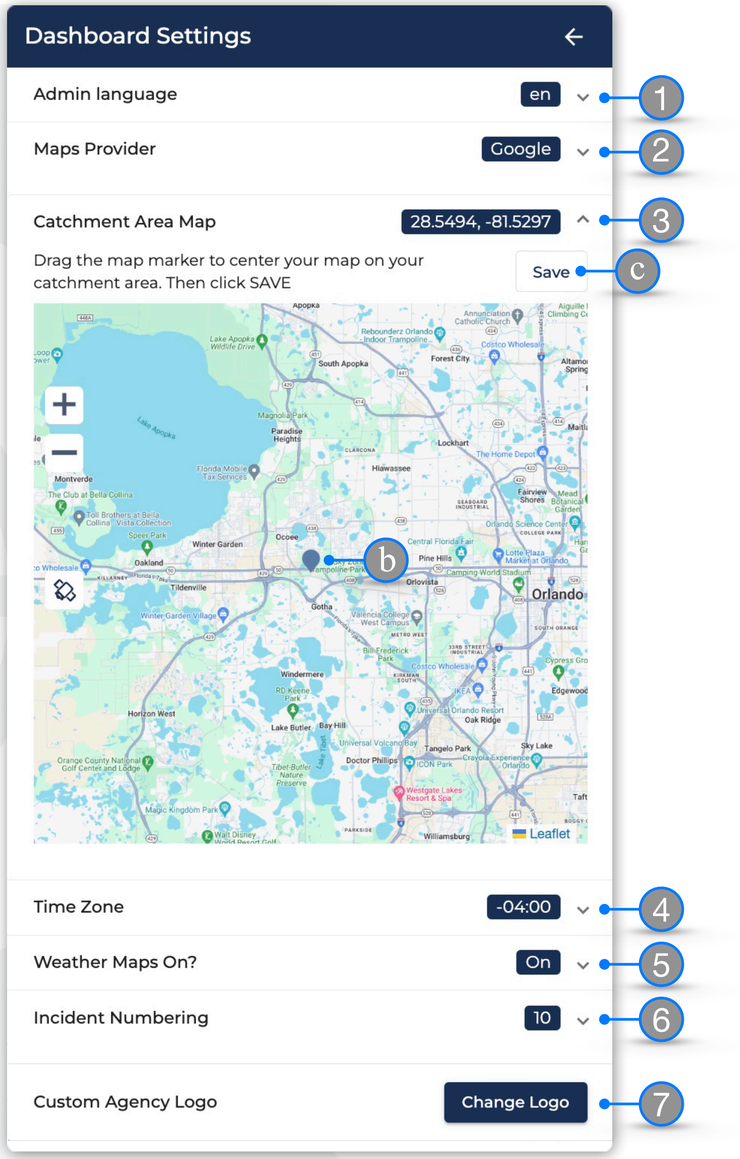
1.Getting Started

1.5. Settings

This is only available for Managers

Dashboard Settings

1. **Admin Language** — Set the language for administrative pages and reports
2. **Maps Provider** — Select between Google Maps, OpenStreetMap (OSM) or OpenTopo Maps
   - Only Google Maps offers three (3) different views: *Road Map*, *Satellite view* and *Topographical Map*
3. **Catchment Area Latitude/Longitude** — This setting is used to set the default map view for both the Web pages and the Beacon mobile app. (If the map already has your position set, this was likely done when you first created your account.) To set/update the default map view:
   a. Click the Drop Down next to the Latitude / Longitude coordinates to set the position of your map.
   b. **Point and click** to place the marker where you would like to center the map
   c. Click **Save**
4. **Time Zone** — Use this drop-down to set the correct time zone for your service. Your time is based on UTC / GMT time zone. (**Link to Time Zone calculator)**
5. **Weather Maps On?** — Select if you would like to activate ***Open Weather Map*** layer overlays options. This setting only pertains to the web app interface.
6. **Incident Numbering** — Enter the number you would like your Incidents to start with. By default, Incidents will start numbering with "1"
7. **Custom Agency Logo** — Click here to upload a custom logo. Agency logo conforming to the listed specifications can be uploaded to your account and will be displayed on the top left of the dispatcher dashboard in place of the default Beacon logo.

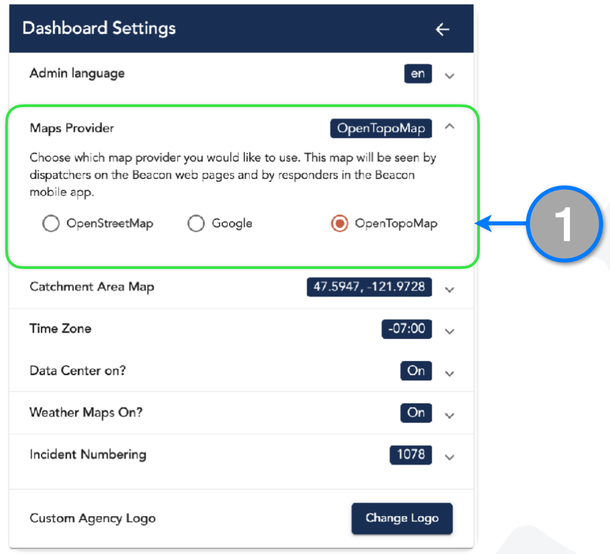


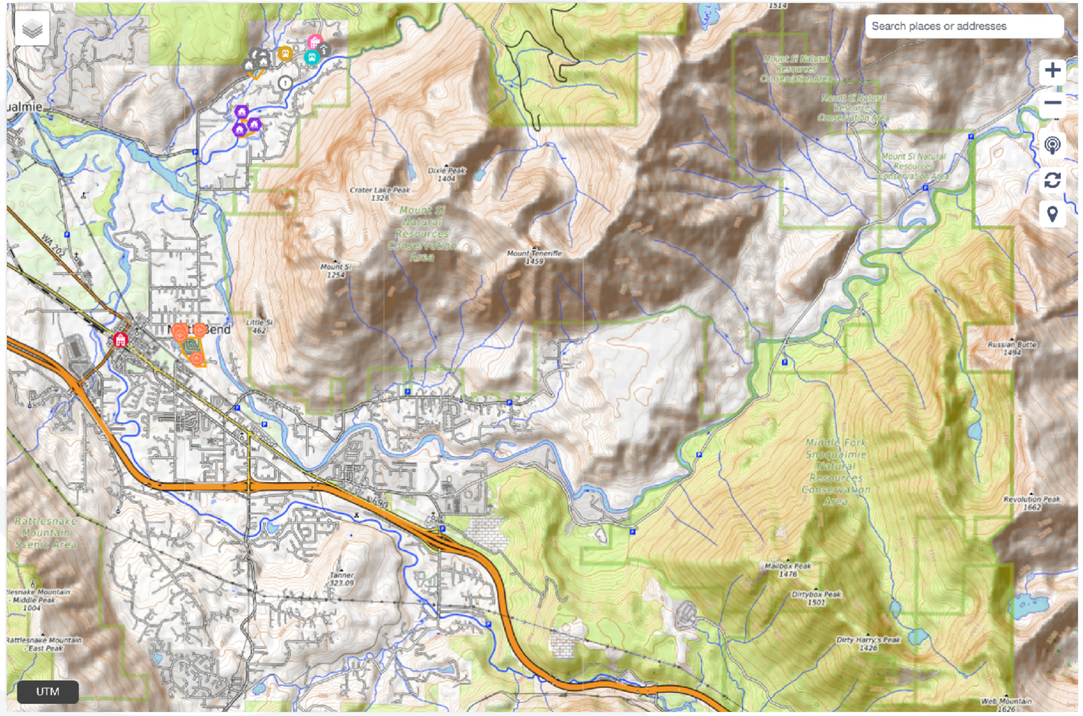
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This is only available for Managers

Maps Provider OpenTopoMap and Google Terrain options available

OpenTopoMap is available as a third Maps Provider option on the Settings Menu page under Dashboard Settings.





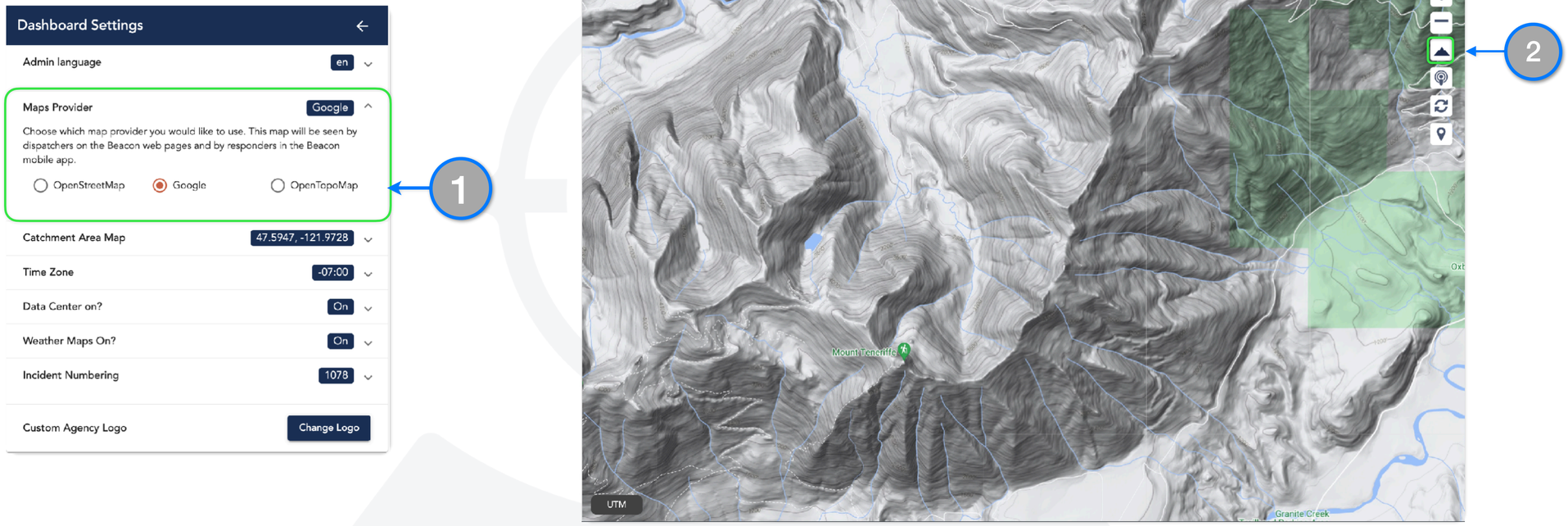
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1.Getting Started

1.5. Settings

Maps Provider OpenTopoMap and Google Terrain options available

1. For **Google Terrain**, the Maps Provider should be set to *Google* on the Settings Menu page under Dashboard Settings.
2. Switching between Google Maps, Satellite View and Terrain is done using the dashboard button.



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1.Getting Started

1.5. Settings

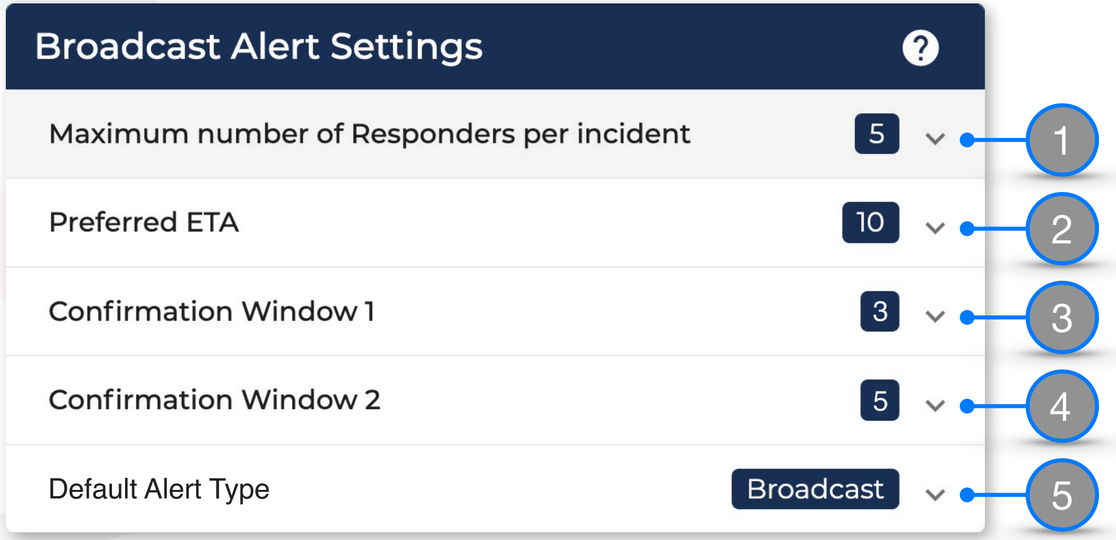
This is only available for Managers

Broadcast Alerts allow you to "crowdsource" Responders – similar to how Uber and Lyft crowdsource taxi drivers. Broadcast Alerts help response networks with large pools of Responders to improve response times, resource allocation, and response coverage.

Included here is a brief description of how they work — but please keep in mind that these settings can be used in a variety of different combinations, so you we urge you to read more about it on the ***Dispatch Automation*** section.

1. **Maximum Number of Responders per Incident** — Sets the limit on how many Responders can be assigned to each incident. This is a default setting and can be changed when creating a new incident
2. **Preferred ETA** — Determines which Responders are preferred for an incident based on their ETA. When set at 10 minutes, Responders with an ETA of 10 minutes or less will be assigned to the incident; Responders with an ETA greater than 10 minutes will be told to standby.
   - Check out these ***scenarios and diagrams*** to see more examples of how the Preferred ETA works
3. **Confirmation Window 1*** — The least amount of time (in minutes) you are willing to wait for Responders to reply to a Broadcast Alert from Beacon
4. **Confirmation Window 2*** — The most amount of time (in minutes) you are willing to wait for Responders to reply to a Broadcast Alert from Beacon
5. **Default Alert Type** — Set the default setting for "Alert Type" on the Create Incident panel

*For urban environments, the standard preferred ETA is 10 minutes or less. For rural environments, the standard preferred ETA is likely 20 minutes or more, depending on how many responders there are and how big your catchment area is.

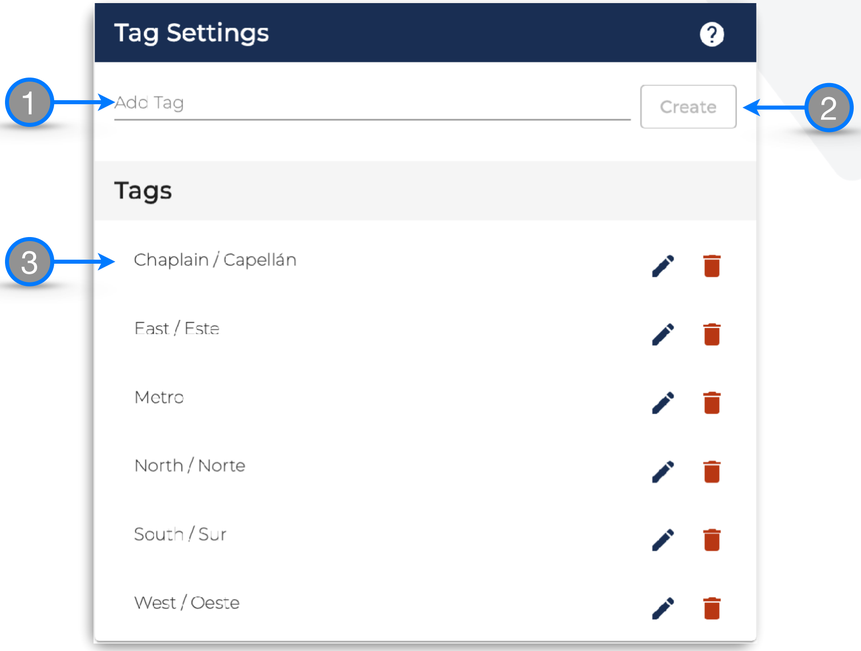


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1.Getting Started

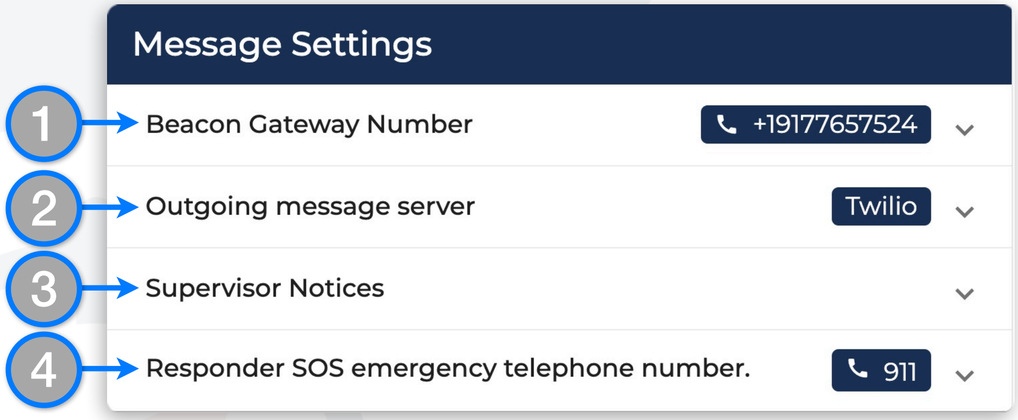
1.5. Settings

This is only available for Managers



Responder Tag Settings

This is where you can create and save the different Tags your agency uses to organize responders — for example, according to neighborhood, zone, skill, seniority, role, equipment, etc.



Message Settings

1. **Beacon Gateway Number*** — The phone number that Beacon uses to send and receive SMS messages to/from Responders in this Data Center. Responders who are using the SMS interface must communicate with Beacon using this number. All Responders should save this number as a contact in their mobile phone and assign a unique ringtone and vibration to it so that they can distinguish SMS messages coming from Beacon
   - Note: This is not a public access number — like 911, 112, 999 etc. This number is for Responders only, not to be shared with the public or published on the internet
2. **Outgoing Message Server*** — Displays which SMS Gateway is being used to send messages to Responders (Twilio, Nexmo, Beem Africa, etc.).
3. **Supervisor Notices** — This link takes you to a screen that allows you to add people who will receive Initial Alerts for each incident created via SMS, but are not Responders. Unlike Responders, the same phone number can be added to the Supervisor Notices List in as many different Data Centers as you have access to
4. **Responder SOS emergency telephone number** — When Responders trigger an SOS request the Emergency Number will automatically be dialed through the mobile app (see next section for more information)

*Indicates settings that can only be changed by **Trek Medics staff**.

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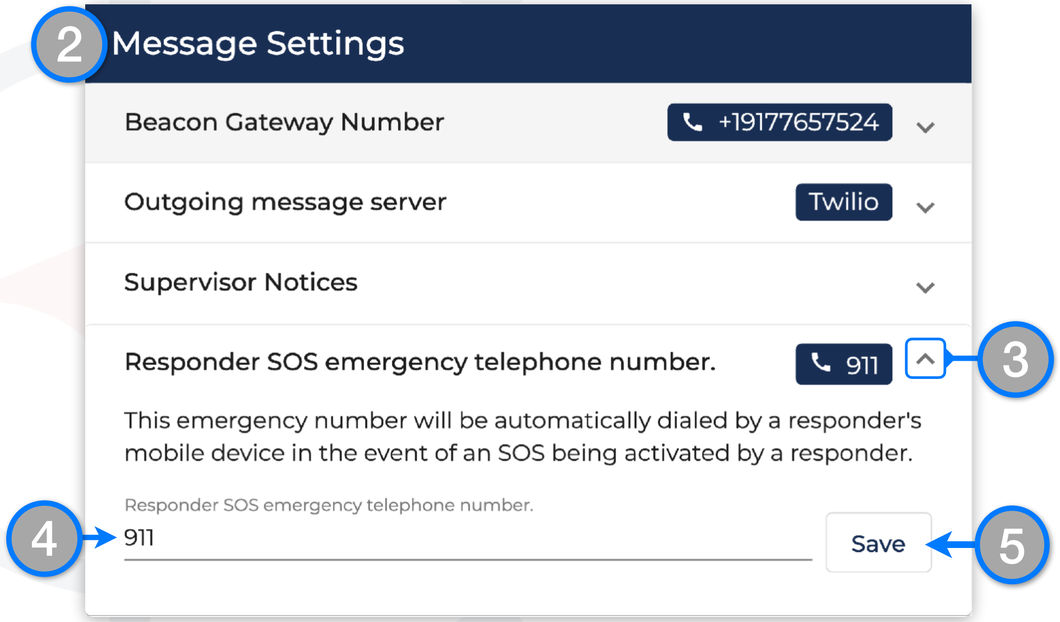
This is only available for Managers

Responder Emergency Number

The Responder Emergency Number is set up by *Web Managers* through the Web App settings. When Responders trigger an SOS request the Emergency Number will automatically be called through the mobile app.

To set up the Emergency Number, on the web interface:

1. Access the Settings page (not shown on image)
2. Locate the Message Settings menu
3. Expand the Responder SOS emergency option
4. Type the desired emergency number
5. Confirm the number is correct and Save to complete

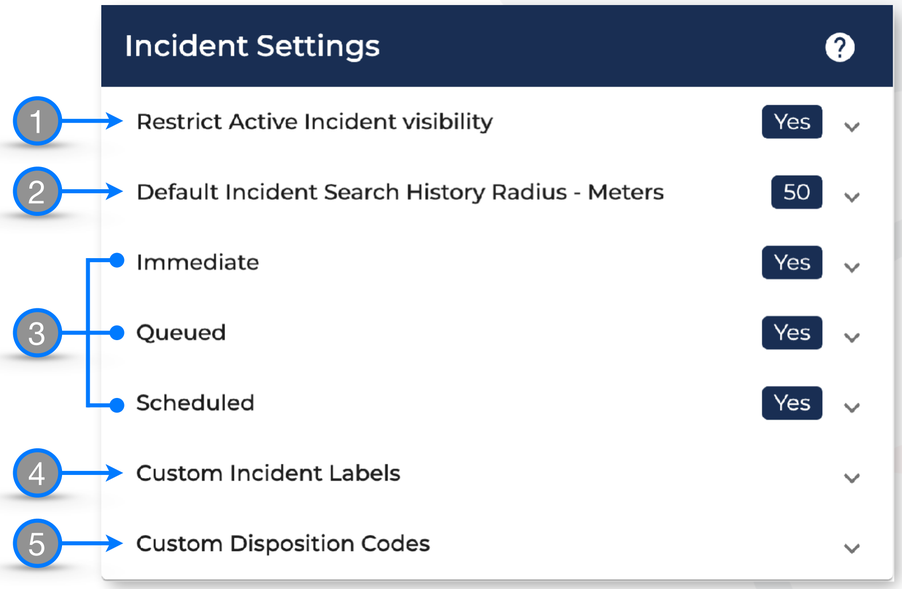


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1.Getting Started

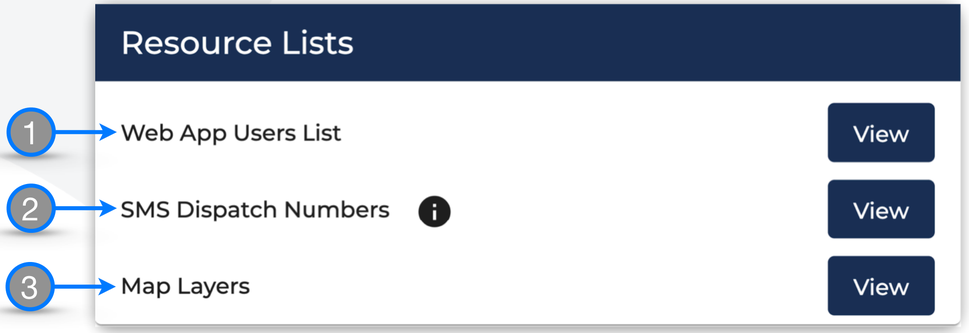
1.5. Settings

This is only available for Managers



Incident Settings

1. **Restrict Active Incident Visibility** — If set to "*Yes*", Responders will only be able to see Active Incidents in the mobile app when they are assigned to that Incident except when dispatch broadcasted an incident. If set to "*No*", Responders will be able to see all Active Incidents in the mobile app, whether or not they've been assigned to them
2. **Default Incident History Radius** — Managers can set the radius Beacon will use to search and match previous incident locations when dispatchers are creating new incidents. Read more under the Creating Incidents section.
3. **Dispatch Modes** — Beacon offers Dispatch Mode options to help meet the need of different response operations by allowing dispatchers to create Immediate, Queued and Scheduled incidents. The settings and behavior of each are explained in the Dispatch Mode section.
4. **Custom Incident Labels** — Allows managers to customize the Incident Class, Category and Type labels that appear on the Create Incident page – e.g, "Emergency – Trauma: Motor Vehicle Collision". (Check the Custom Incident Label section under Create Incident Panel to learn more)
5. **Custom Disposition Codes** — Managers can add and edit the disposition codes here so they ara available to use on incidents



Resource Lists

1. **Web App Users List** — Web users with manager role can manage other web users – dispatchers and managers – that are currently assigned to the Agency Account.
2. **SMS Dispatcher Numbers** — Add and manage phone numbers enabled for creating new incidents via SMS. (See pages: **Add SMS Dispatchers** and **Create Incidents by SMS**)
3. **Map Layers** — Click view to access a page where you can add/edit map layers. (**Read more here**)

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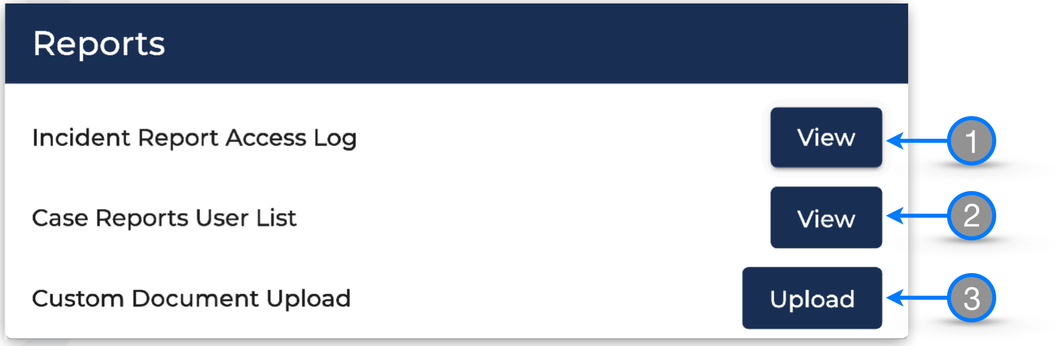
1.Getting Started

1.5. Settings

This is only available for Managers

Reports

1. **Incident Report Access Log** — Click view to see a table that will show username and date for each accessed the Incident Report
2. **Case Reports User List** — Click view to add Responders who will be creating Case Reports through the mobile app, otherwise they will not be able to access the feature on their devices
3. **Custom Document Upload** — Click upload to add Custom Documents that will be available for Responders to use in the Documents section of the Case Reports



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2.Key Functions

2.1. Add and Edit Responders

This is **only available for Managers**

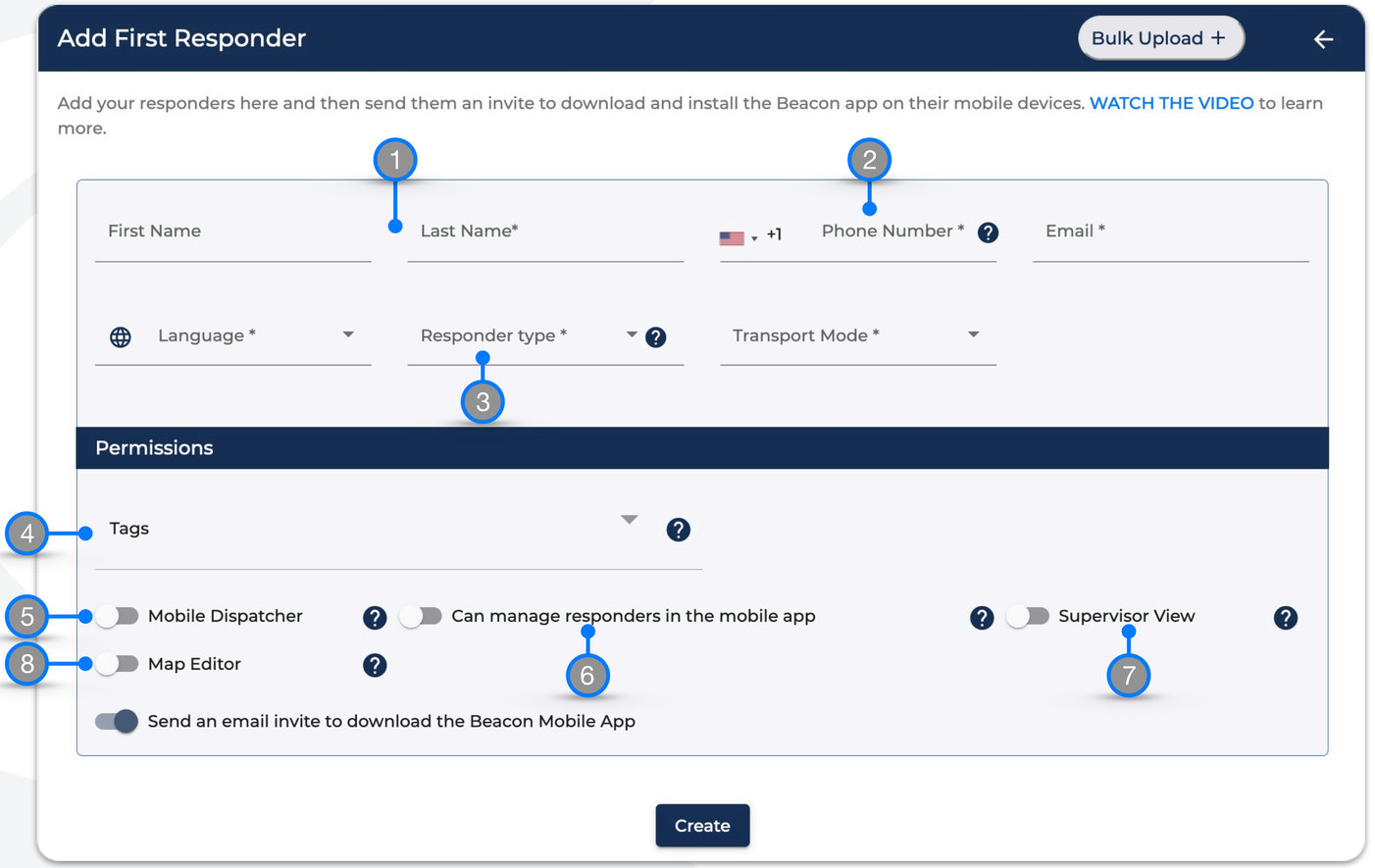
To add new responders while in the Dashboard click ***Manage*** on the Responders Panel to redirect you to this screen.



(Responders Listing can also be accessed through the Profile Menu)

Add responders by filling in all of the fields marked by *.
Pay special attention to the following fields:

1. **First/Last Name** — Enter the responder's first and last name
   - Note: If the user is a response vehicle, enter the vehicle identifier in the Last Name section only (e.g., Unit 414)
2. **Phone Number** — Be careful to select the correct international code by using the correct flag
   - Note: If phone numbers begin with "0" when dialing domestically, it should not be included at the beginning of the phone number.
3. **Responder Type** — Set the type of response workflow required for the responder. (**Read more about Responder Type here**)
   - Transports Patients — Workflow for responders who will transport patients to the hospital or other destination facilities
   - Response Only — Workflow for responders who only respond to the incident scene, but don't provide transport (e.g., Firefighters, Community Responders etc)
   - Transports Animals — Workflow for animal rescue groups who transport animals to clinics
   - Transfer/Delivery — Workflow for responders who transfer patients and/or make multi-stop deliveries
4. **Responder Tags** — Assign tags to Responders based on their geographic zone, skill, resource, training or other grouping (**Read more about Responder Tags here**)
5. **Mobile Dispatcher permission** — Allows the responder to act as a dispatcher and create new incidents through the mobile app
6. **Responder Management permission** — Allows the responder to add/edit/delete other responders through the mobile app
7. **Supervisor View permission** — Allows the web user to see the location of all mobile responders on the map at all times (assuming the responders have granted location permissions in the app and meet all other criteria for sharing real-time locations)
8. **Map Editor** — When this box is checked the responder will be able add and edit map markers and transport destinations



Scroll down to see a searchable list of all responders that have been registered in your account.

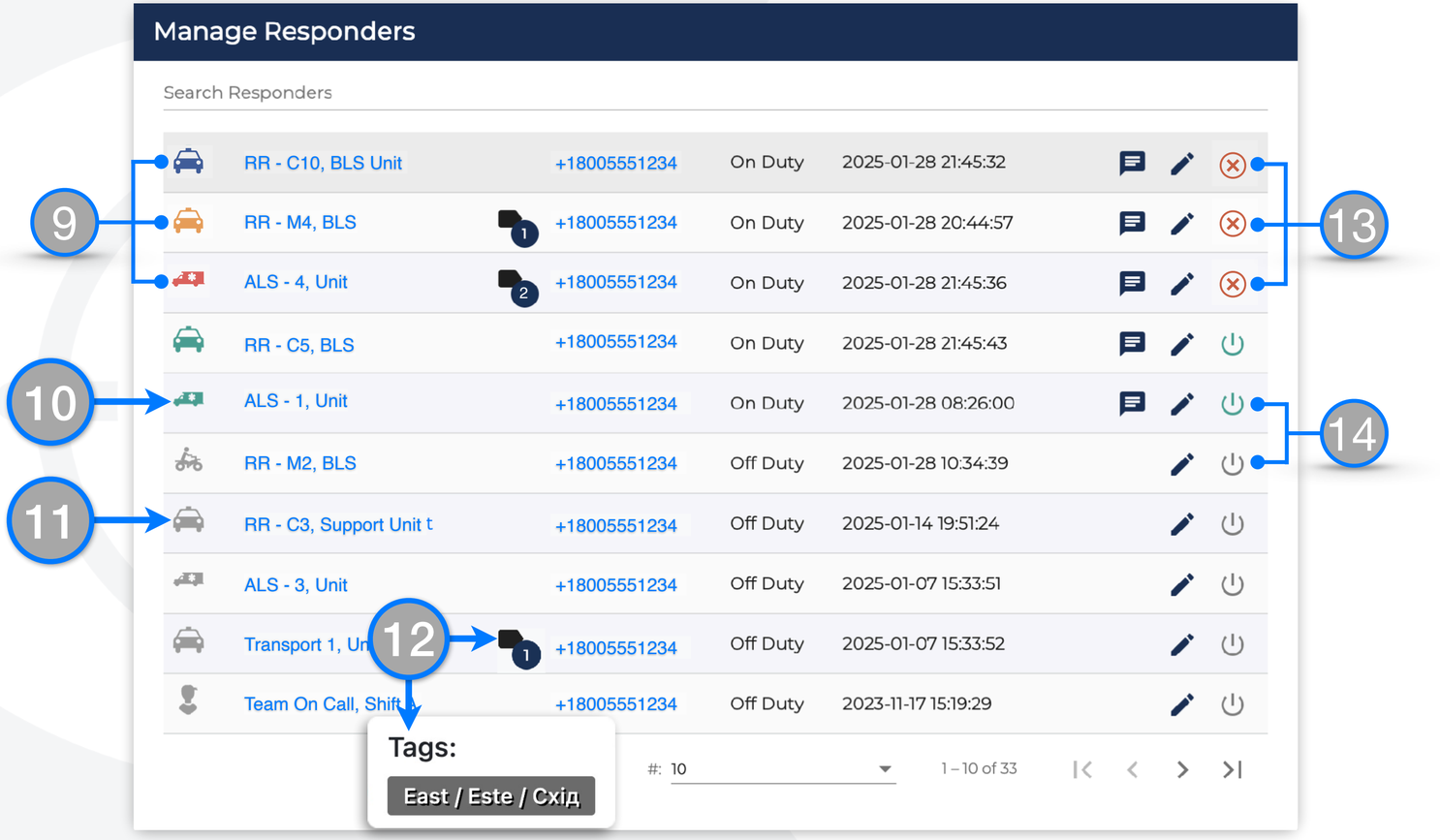
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2.Key Functions

2.1. Add and Edit Responders

All responders that have been registered will appear here.

9. Responders icons in ***Red***, ***Yellow*** or ***Blue*** colors are logged in and assigned to an active incident, so they will not receive alerts for new incidents
10. Responders in ***Green*** are logged in and available, and will receive alerts for new incidents
11. Responders in *Gray* are logged out and unavailable, they will not receive new incident alerts
12. Hover the mouse over the **Tags Icon** to see **the Responder's Tags**
13. Click the **Cancel Responder** button to cancel the responder's participation in the incident. This will allow the responder to receive new incident alerts and respond to new incidents.
14. Click the **Log In/Log Out Button** next to the responder's name to change their Availability Status (Note: It's also possible for Responders to log themselves in/out through the **Beacon Mobile App** or using **SMS Codes**)



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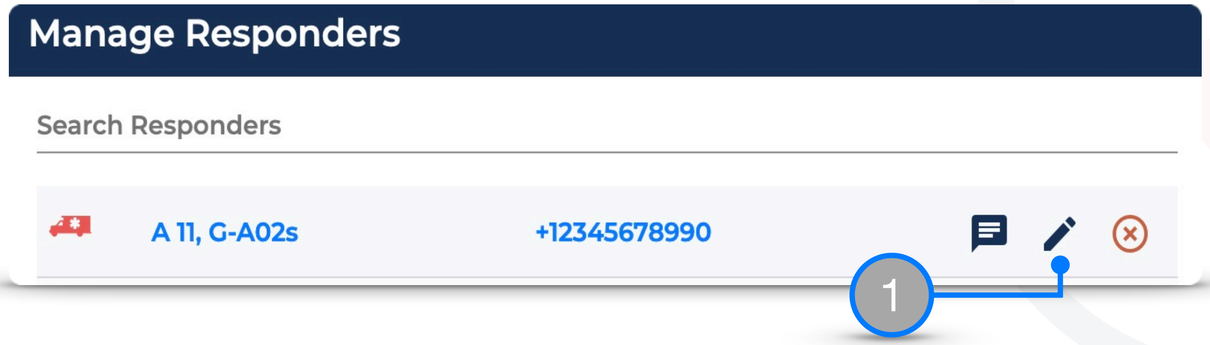
2.Key Functions

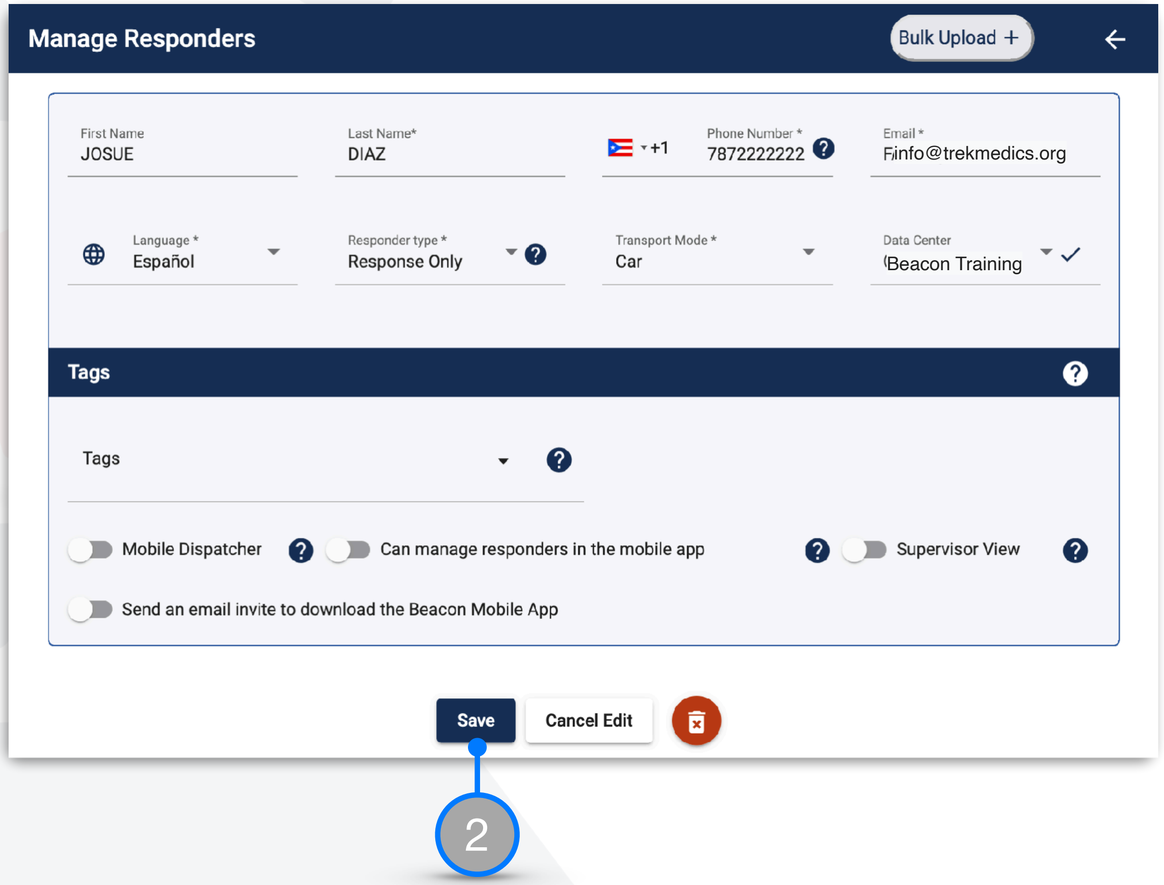
2.1. Add and Edit Responders

This is only available for Managers

Edit Responder Details

1. **Edit Icon** — From the responders list, click on the pencil icon next to the responder's name. This will bring you to the *Edit First Responder* interface where you can edit their details as necessary
2. **Click Save** — Once you have edited the information, click the "Save" button





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This is only available for Managers

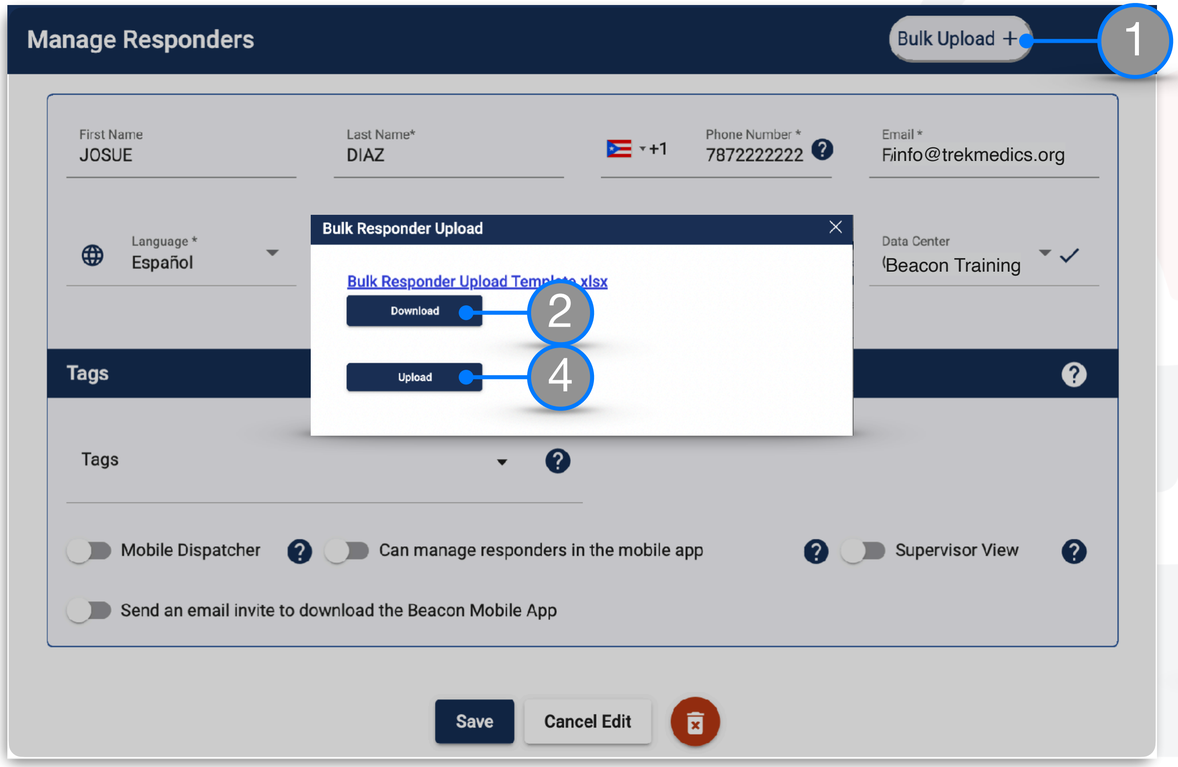
2.Key Functions

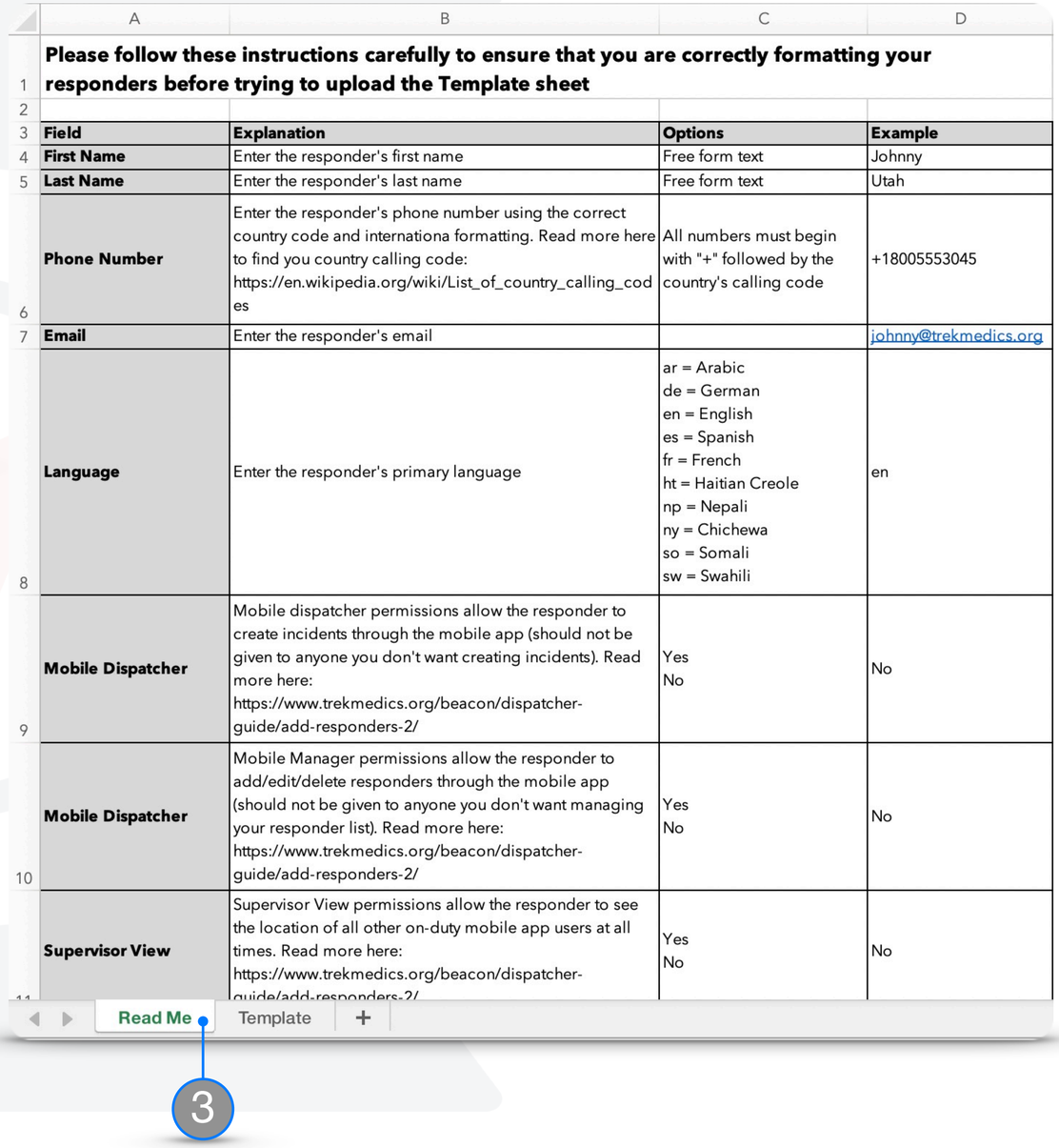
2.1. Add and Edit Responders

BULK UPLOAD OF RESPONDERS

Need to add a large number of responders to Beacon?

1. On the Manage Responders page click on the Bulk Upload button
1. Download the xlsx template
2. Enter the details as per the instructions on the Readme page
3. Upload the file to Beacon





	A	B	C	D
1	**Please follow these instructions carefully to ensure that you are correctly formatting your responders before trying to upload the Template sheet**			
2				
3	**Field**	**Explanation**	**Options**	**Example**
4	**First Name**	Enter the responder's first name	Free form text	Johnny
5	**Last Name**	Enter the responder's last name	Free form text	Utah
6	**Phone Number**	Enter the responder's phone number using the correct country code and internationa formatting. Read more here to find you country calling code: https://en.wikipedia.org/wiki/List_of_country_calling_codes	All numbers must begin with "+" followed by the country's calling code	+18005553045
7	**Email**	Enter the responder's email		johnny@trekmedics.org
8	**Language**	Enter the responder's primary language	ar = Arabic de = German en = English es = Spanish fr = French ht = Haitian Creole np = Nepali ny = Chichewa so = Somali sw = Swahili	en
9	**Mobile Dispatcher**	Mobile dispatcher permissions allow the responder to create incidents through the mobile app (should not be given to anyone you don't want creating incidents). Read more here: https://www.trekmedics.org/beacon/dispatcher-guide/add-responders-2/	Yes No	No
10	**Mobile Dispatcher**	Mobile Manager permissions allow the responder to add/edit/delete responders through the mobile app (should not be given to anyone you don't want managing your responder list). Read more here: https://www.trekmedics.org/beacon/dispatcher-guide/add-responders-2/	Yes No	No
11	**Supervisor View**	Supervisor View permissions allow the responder to see the location of all other on-duty mobile app users at all times. Read more here: https://www.trekmedics.org/beacon/dispatcher-guide/add-responders-2/	Yes No	No

Read Me | Template | +

3

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2.Key Functions

2.1. Add and Edit Responders

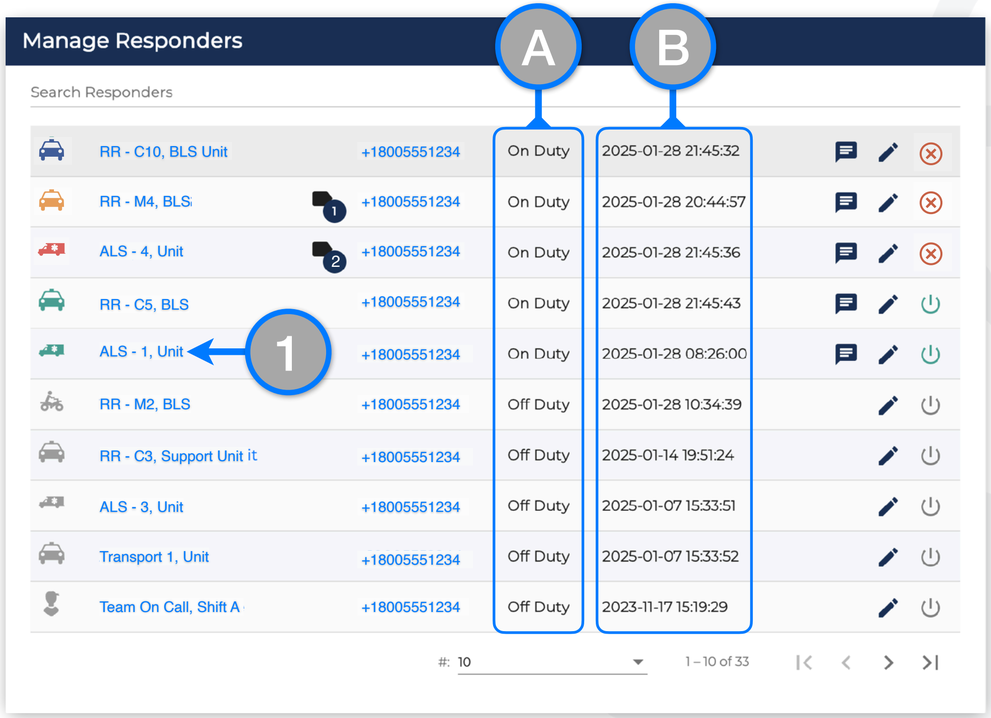
2.1.1. Responders Duty Status Log

Beacon now includes Status Activity Log for Responder accounts. There are two components to this feature.

On the Responder Listing:

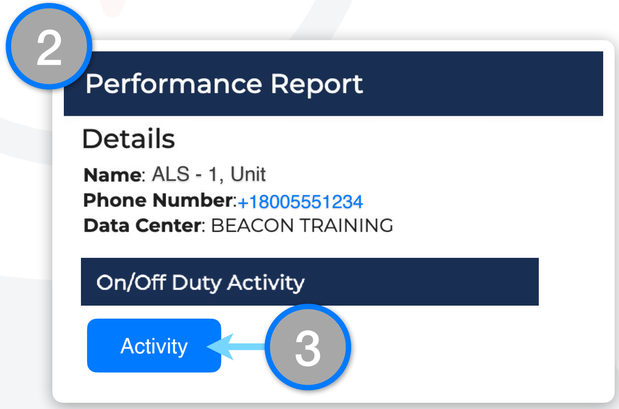
A. The current status of the Responder will be displayed beside the responder number

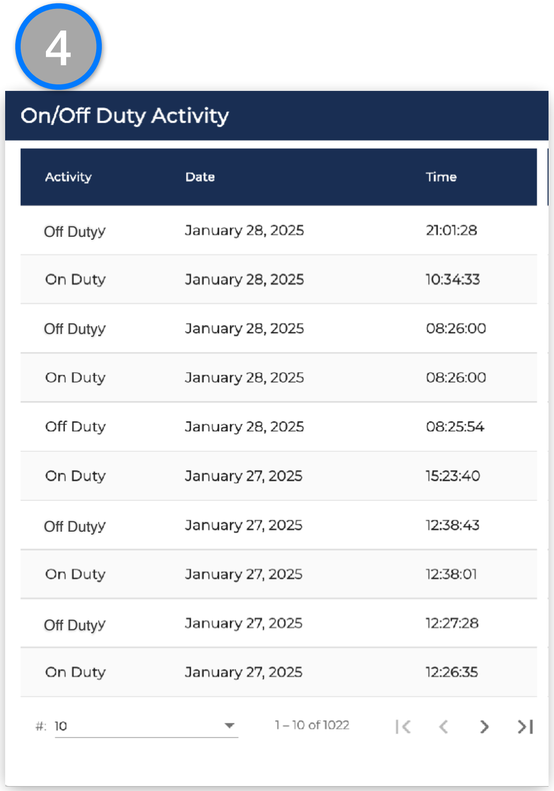
B. The date and time displayed shows the last time the Responder status was changed – i.e., from “On Duty” to “Off Duty”



To Access the full responder Activity Log:

1. Click on the name of the Responder that you want to see the status activity log for
2. The Performance Report interface will open.
3. Scroll all the way down and click on the **Activity button**
4. The Status Activity log will be displayed





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Feature only available for Manager roles

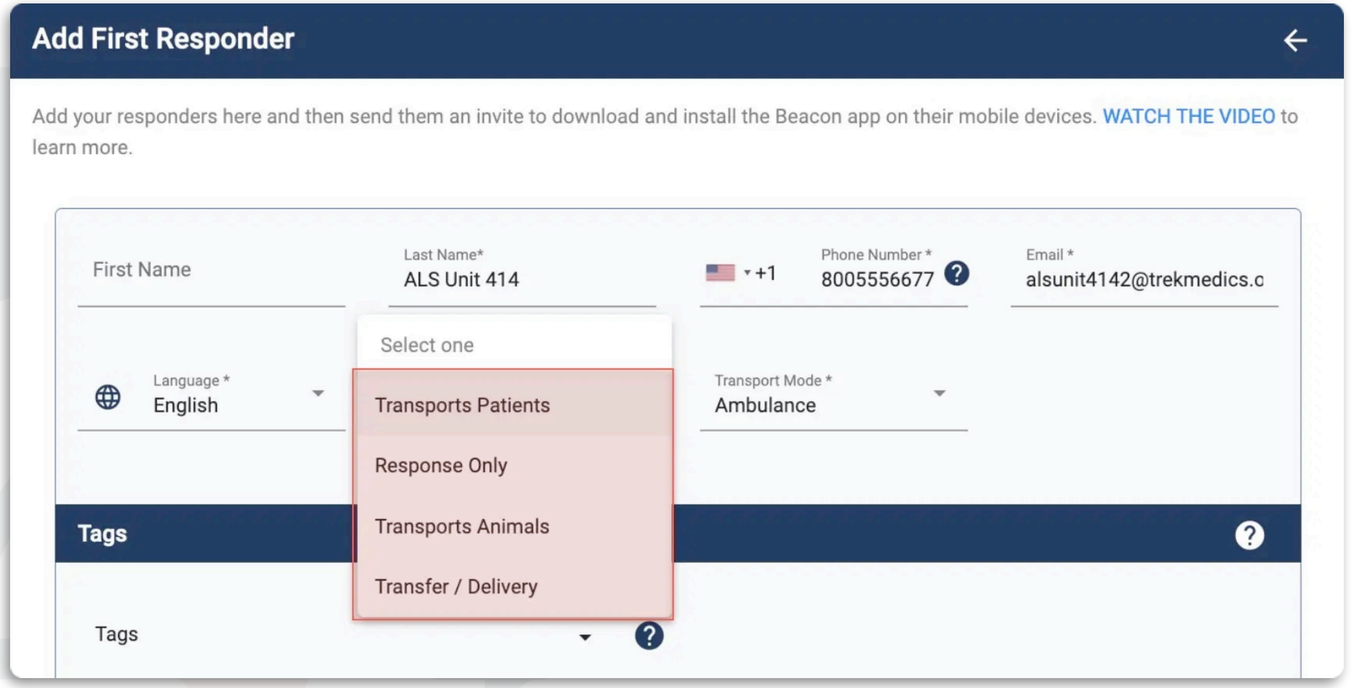
2.Key Functions

2.2. Select Responder Type

Beacon offers **four types of responder workflows** to navigate responders through emergency incidents:

- **Patient Transport** (e.g., paramedics, EMTs)
- **Response Only** (e.g., firefighters, search and rescue, community responders)
- **Animal Transport** (e.g., animal rescue, animal control)
- **Transfer / Delivery** (e.g, inter-facility transfers, dialysis, supply)

Each workflow sends a different sequence of Beacon messages to the Responder when assigned to an active incident. They Responder Type can be changed on the web pages by editing the "Responder Type" setting on the **Edit Responder screen** (pictured here). It can also be changed by Responders on the **mobile app Settings page**.



Included here is a breakdown of each message sent for the different Responder Type workflows. It's important to read the notes included beneath the table.

Download this PDF and follow the exercises to practice the message sequences that are sent to different Responder Types. (**Please, trust us on this**. Otherwise you might think messages are being skipped when they're not.)

Responder Type	Beacon Workflow Messages							
	1: Incident Alert [i]	2: Confirm En Route [ii]	3: Confirm On Scene	4: Additional Resources [iii]	5: Confirm Transport	6: Destination Arrival	7: Complete Incident	8: Response Summary
Patient Transport	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Response Only	Yes	Yes	Yes	Yes	**No**	**No**	Yes	Yes
Animal Transport	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Transfer / Delivery	Yes	Yes	Yes	**No**	Yes	Yes	Yes	Yes

[i] If Dispatch creates an incident as a Broadcast Alert, the responders will receive *Message 1: Incident Alert*
[ii] If Dispatch Assigns Responders when creating an incident, those responders will skip over Message 1 and begin with *Message 2: Confirm En Route*
[iii] Beacon sends *Message 4: Additional Resources* only to the first person/unit to confirm arrival on scene – the "*Incident Commander*"

This is only available for Managers

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2.Key Functions

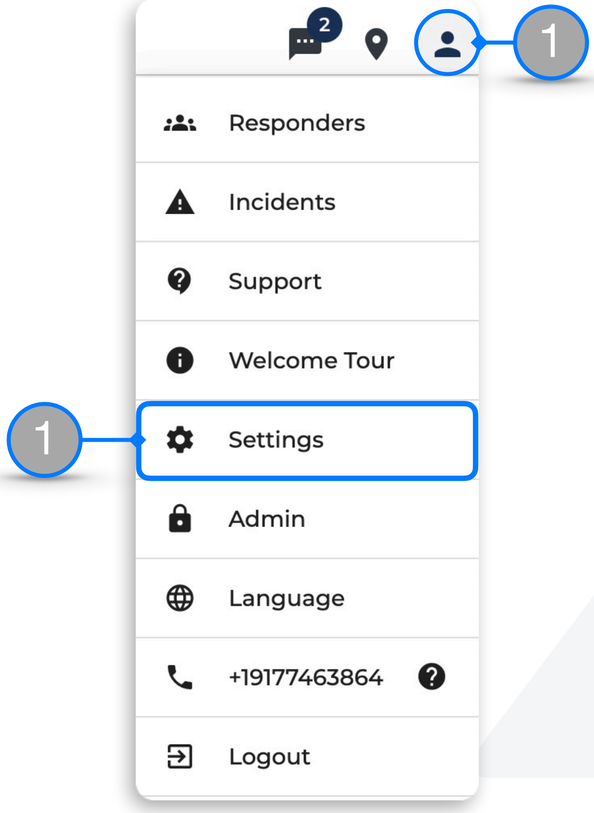
2.3. Manage Web Users

This is only available for Managers

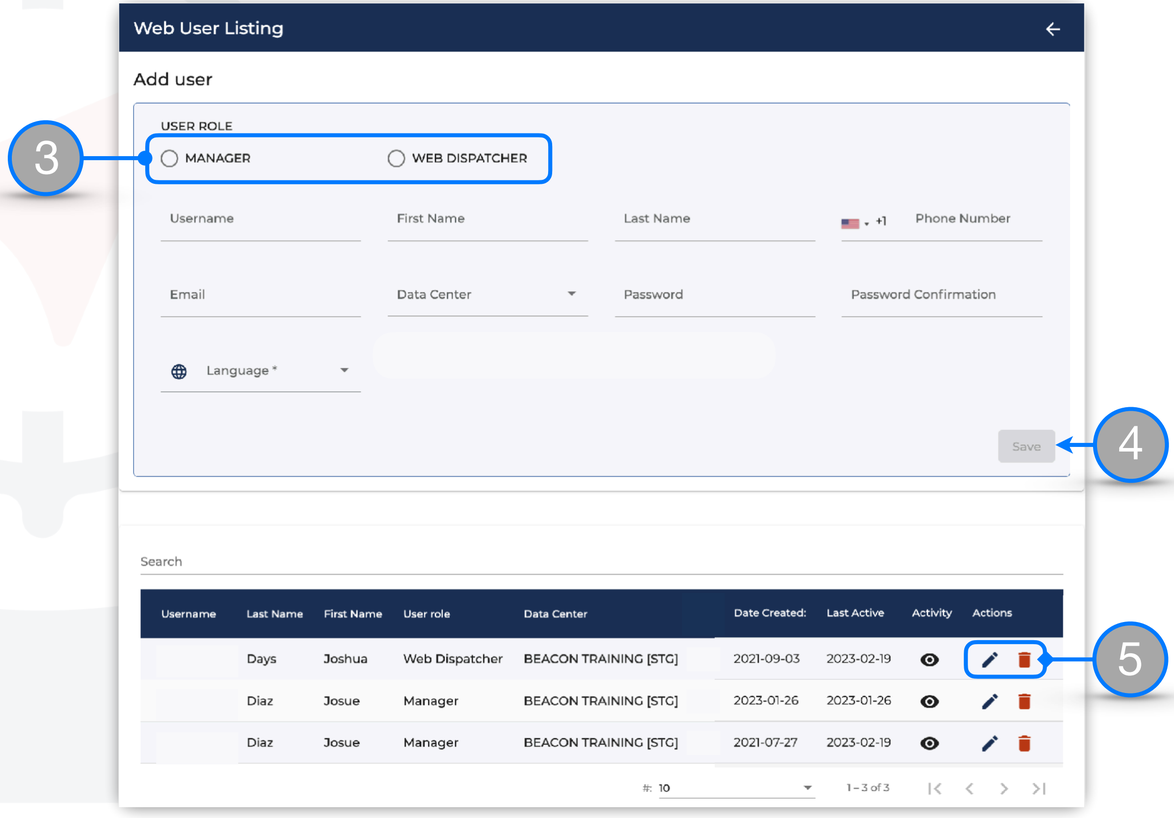
Beacon Web Users with the Manager role can **create / edit / delete** other Web users

To access the web user creation interface:

1. Go to the profile menu and select **Settings**
2. Navigate to the Resource List menu and click the "**View**" button for the ***Web App Users List*** and it will open the interface where you can create new users or manage current ones.







To create a Web App User:

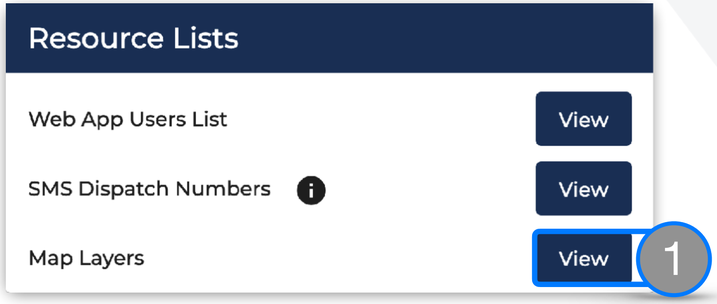
3. Select the User Role
   - Manager — Has Dispatching capabilities and can make changes to the Agency Account Settings.
   - Web Dispatcher — Only has Dispatching capabilities and cannot make changes to the Agency Account Settings.
4. Fill the user information, confirm everything is correct and click Save to create the user
5. Use the Action buttons to ***Edit*** the user information or ***Delete*** the user from the Beacon database

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2.Key Functions

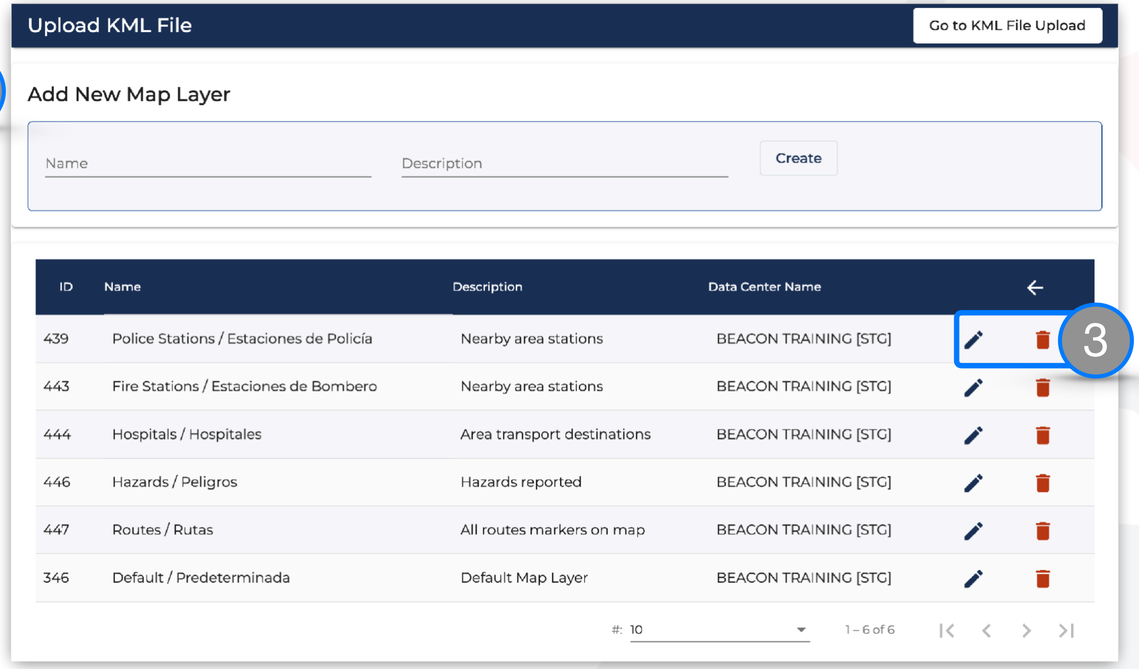
2.4. Map Layers

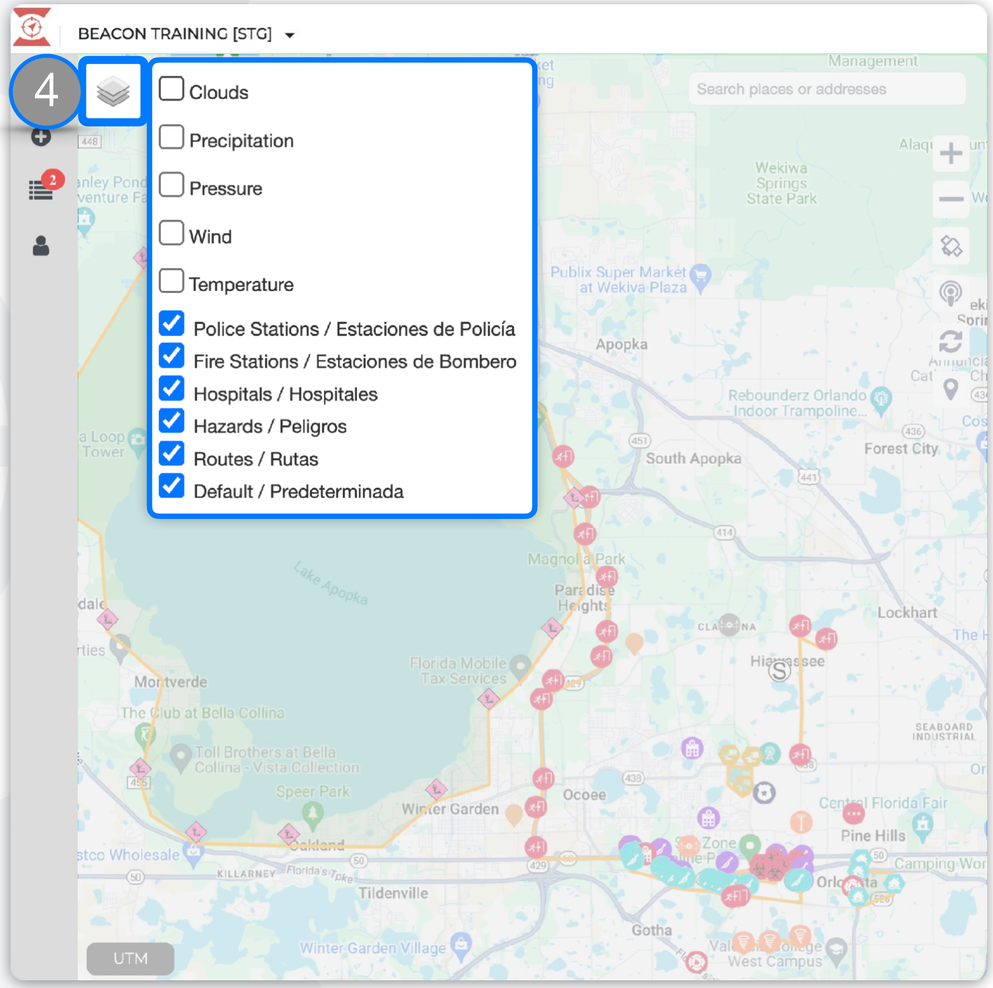
Map layers can be used to separate out map markers into groups that can be shown or hidden from the dashboard map to make it easier to isolate specific features and reduce clutter. When created, Map Layers will appear on both the Web App and Mobile App for users.



To Add New Map Layers to your Agency account:

1. Go to the **Resource Lists** menu on the *Settings page* (m)
2. Add the Name, Description and click Create (m)
3. Once created, you can also edit or delete map layers (m)
4. On the dashboard, display/hide each layer by checking/unchecking the box





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(m) Feature only available for Manager roles

2.Key Functions

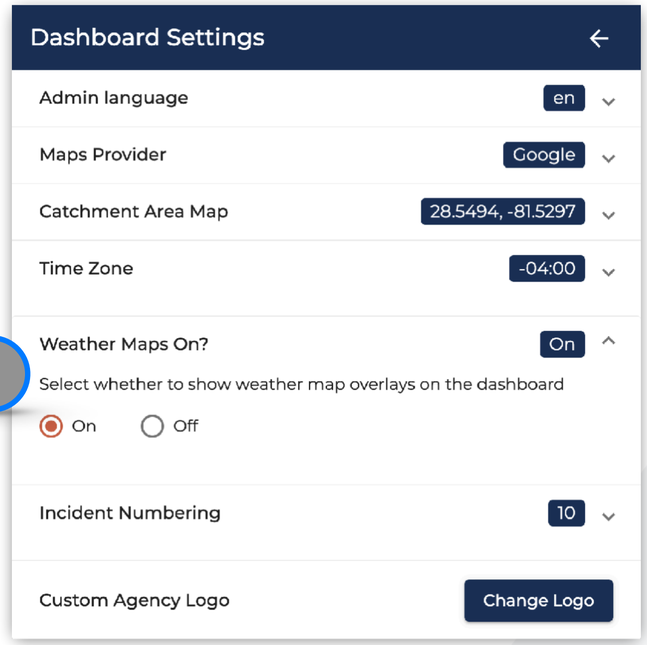
2.4. Map Layers

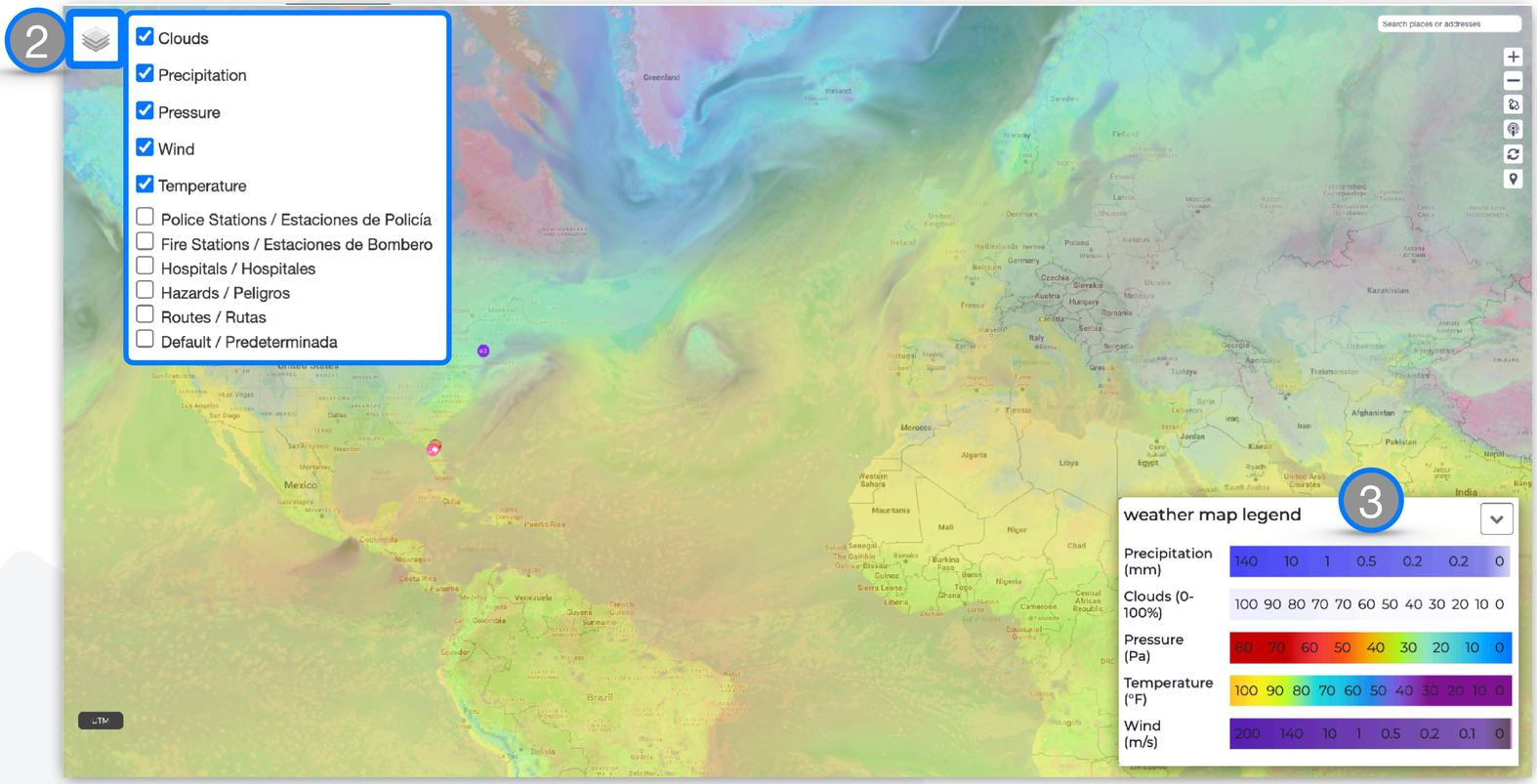
Weather Maps

A set of climate map overlays are available to be used on the dashboard providing additional information to help manage operations and monitoring.

To activate Weather Maps:

1. Go to the Dashboard Settings and switch the Weather Maps to On (m)
2. On the Dashboard, display/hide the weather layers by checking/ unchecking the box for each
3. A legend will be shown for weather layers currently displayed





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(m) Feature only available for Manager roles

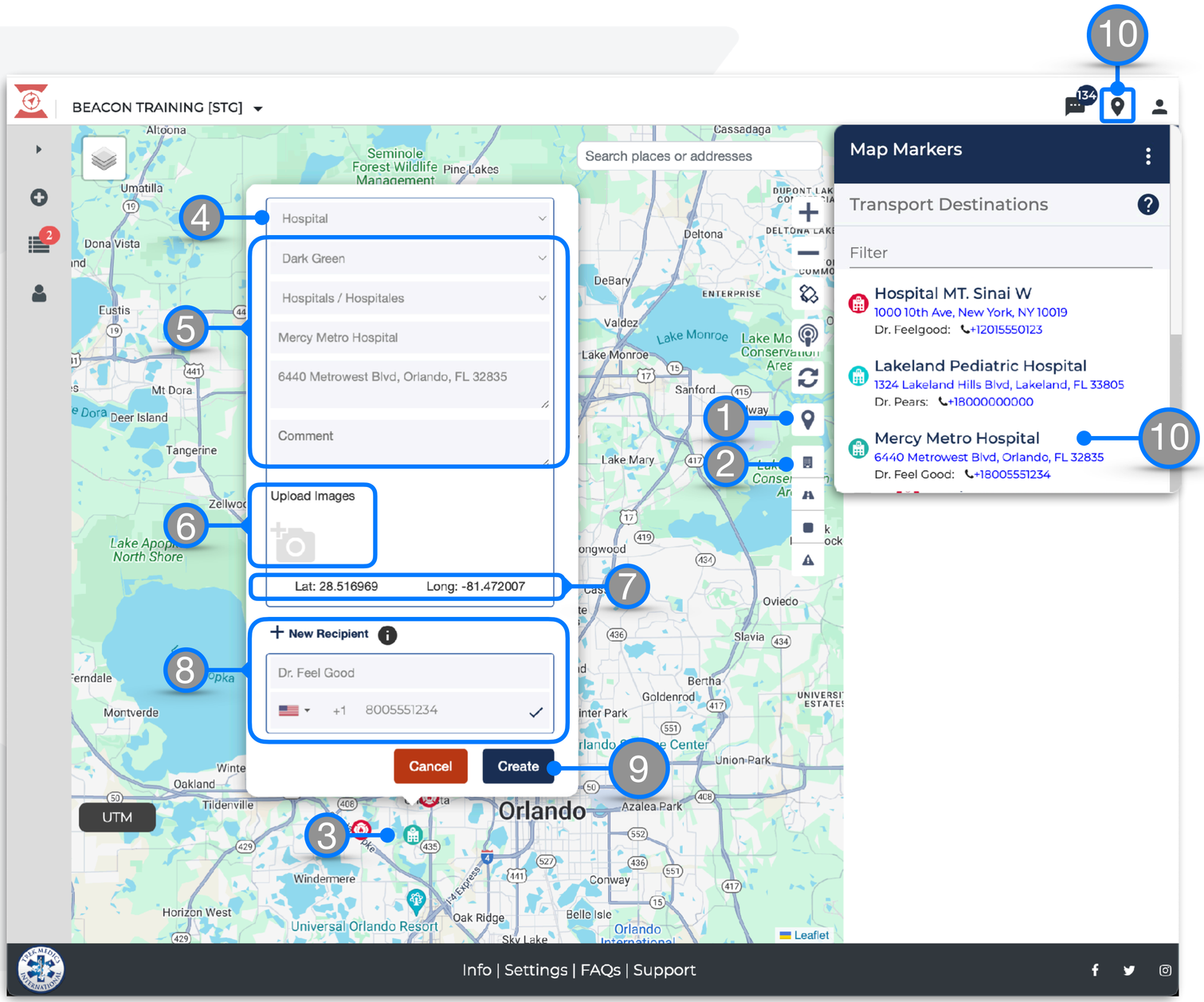
2.Key Functions

2.5. Add Transport Destinations

Transport Destinations are specific locations where people or things are taken to by Responders, so will appear as options for Responders using the **Responder Type: Patient Transport**. In order to make sure that these destinations appear as options in the mobile app, they must be added through the map.

To add a new Transport Destination:

1. Open up the **Map Editing Toolbar**
2. Select the **Landmark Icon**
3. Find the location on the map and **drag the Landmark icon in place**
4. Click and, from the list, select one of the choices under *Transport Destination* and the address should appear (very important step)
5. Select the desired **Color**, choose the **Map Layer** for the marker, give it a **Name** and add any **Comments** if needed
6. Upload **Image Attachments** to the marker; they will be visible on the map Marker Info card for both Web and Mobile app users
7. **Latitude & Longitude** of the marker location for additional reference
8. If you would like to send Arrival Notifications to the Transport Destination when a Responder has confirmed transport to that destination, add a name and phone number under **"New Recipient"** (read **this page** to learn more about Arrival Notifications)
9. Click **Create**
10. The new hospital will appear in the **Map Markers list** under the *Transport Destination* section (all other map markers will be listed below, under *Other Locales)*



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2.Key Functions

2.5. Add Transport Destinations

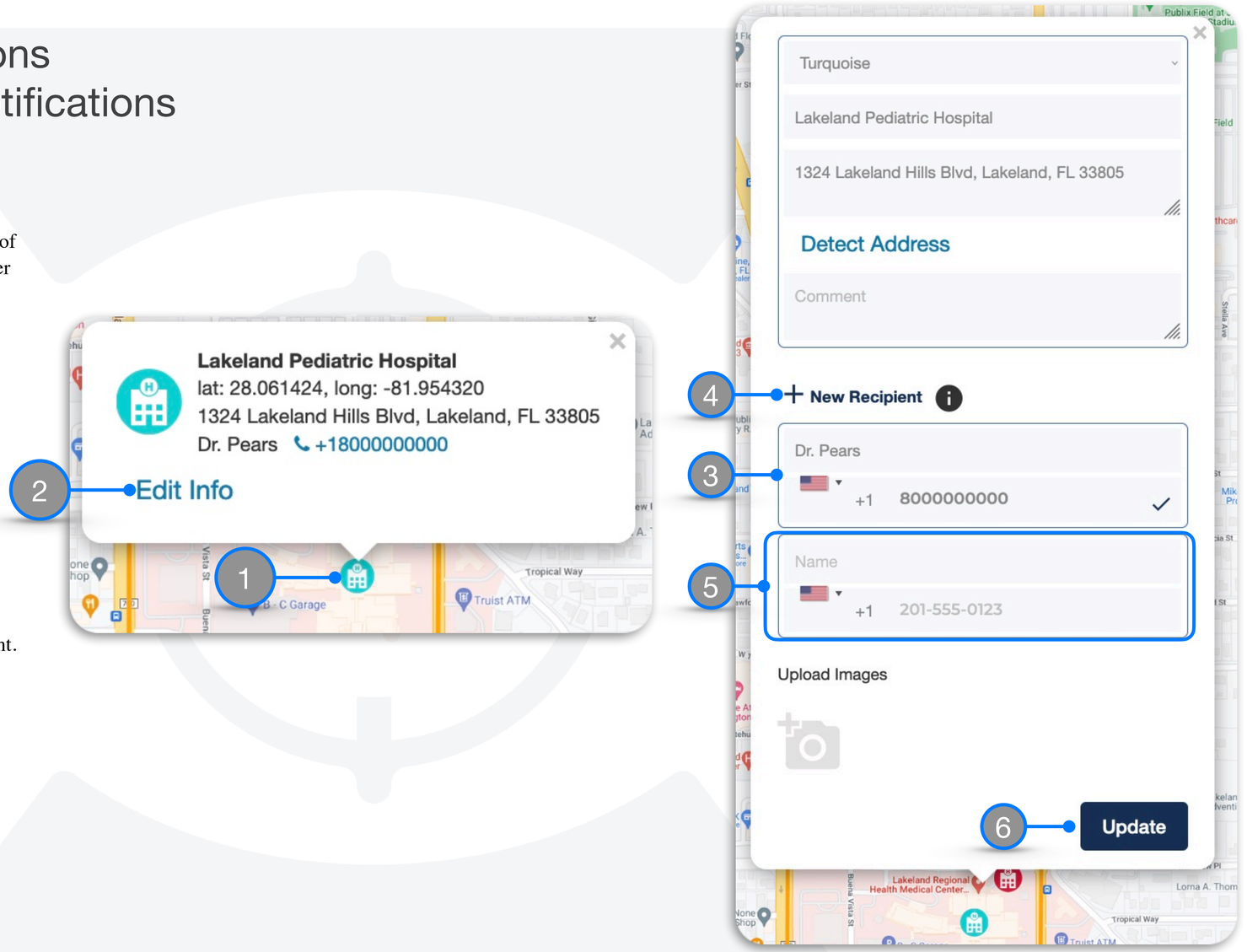
2.5.1. Add / Edit Arrival Notifications

Arrival Notifications are text messages sent by SMS to a Transport Destination, informing them of the imminent arrival of a response unit with patients or other resources after a responder confirms transport to that specific destination. Arrival Notifications include the following information:

- The responder's name and phone number
- The number of patients/resources being transported
- Their expected time of arrival

To add recipients to the *Arrival Notification* list:

1. **Select the Transport Destination** you would like to send Arrival Notifications to by clicking on its map marker
2. Click **Edit Info** button to display the Arrival Notification form
3. If a Recipient was previously aded, the information will appear. You can edit this information or add a new recipient.
4. Click **New Recipient** to expand the form
5. **Enter the recipient name and phone number**. (For hospitals, we recommend adding medical doctors, charge nurses, and ED/A&E clerks).
6. Click **Update** to save the changes



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2.Key Functions

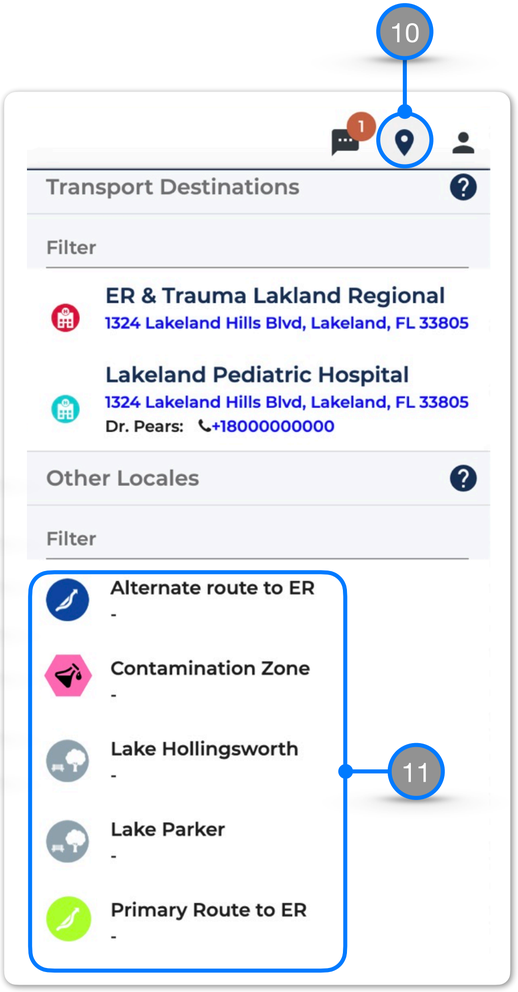
2.6. Map Editing

Map editing tools:

1. Click the **Map Editing Toolbar Icon** to expand and access the map editing tools.
2. **Landmarks** — Landmarks include things like hospitals, stations, parks, and places of worship
3. **Paths** — Paths include things like evacuation routes, detours, and closed roads
4. **Zones** — Zones include things like floods and coverage areas
5. **Hazards** — Hazards can include downed wires and downed trees
6. **Edit Marker Position** — Select the tool and then click on the indicated map marker to change the location of Landmarks and Hazards or adjust the position of Paths and Zones
7. **Delete Marker** — Select the tool and then click on the indicated map marker to remove it
8. **Display Marker Info** — Clicking on any map marker will display more details, as entered by Dispatchers
9. **Edit Info** – Click here to edit the map marker text
10. **Map Marker List** — All map markers will be listed here, split into two groups: Transport Destinations and all Other Locales
11. **Marker Icons** — Clicking on any icon in the map marker list will center the map view on that marker's location

*Note: All edits made on the map will also show up on the Beacon Responder mobile app. If an edit is made to the map while the responder has the mobile app open, they will have to close and re-open the app to update their map.





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2.Key Functions

2.6. Map Editing

2.6.1.Landmarks

Landmarks

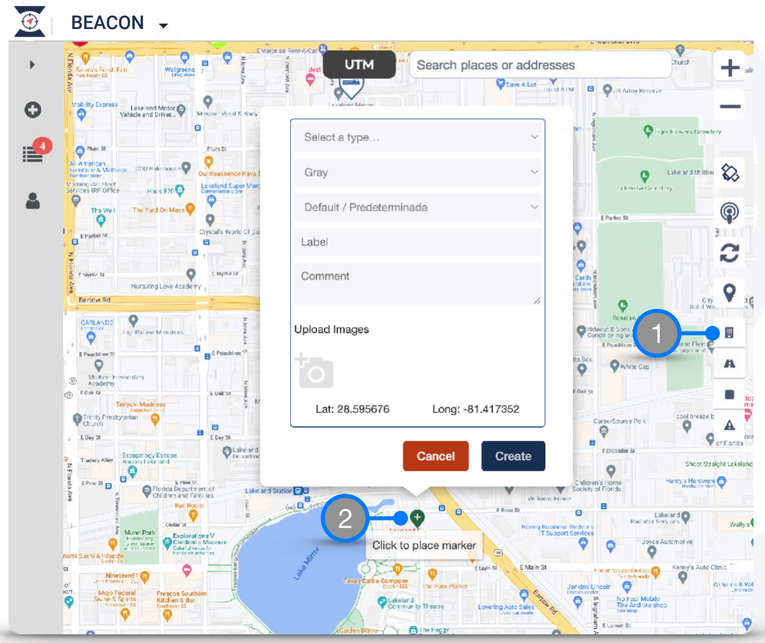
Landmarks are fixed points of interest. Beacon maps have two types of Landmarks:

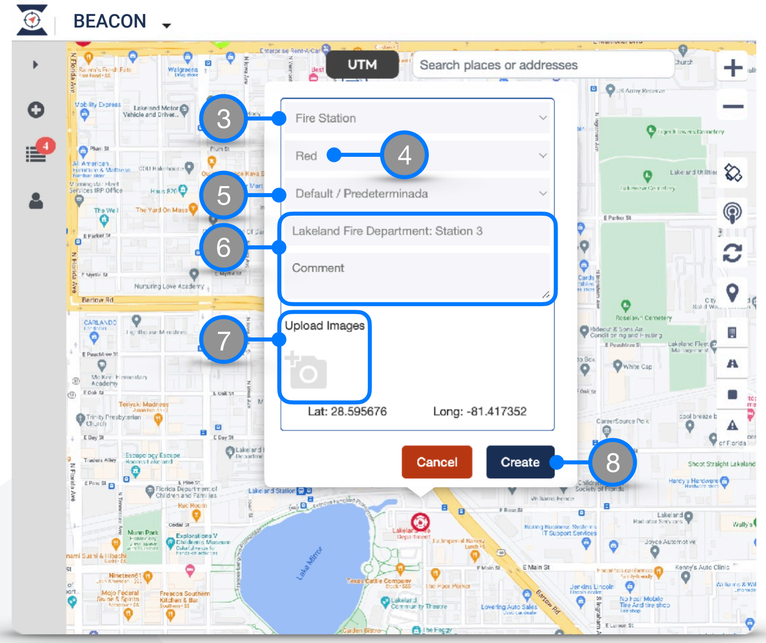
Transport Destinations – e.g., hospitals, shelters, clinics, staging etc. When **Transport Destinations are added to the map**, they'll appear in the **Transport Destination List** for responders who are using the ***Patient and Animal Transport Responder Type***

General Landmarks – e.g., Fire stations, ambulance quarters, AEDs etc.

To add a Landmark to the map:

1. Click the Add Landmark button
2. Find the desired location on the map and click where you want to add the marker
3. Select the **Landmark Type**
4. Select marker **Color**
5. Select the **Map Layer** for this marker to be in
6. Add the landmark **Label** name (required) and Comment (optional)
7. Here you can **upload image attachments** for landmarks from your computer. Images uploaded by Beacon Mobile App user will also display here.
8. Click **Create**





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2.Key Functions

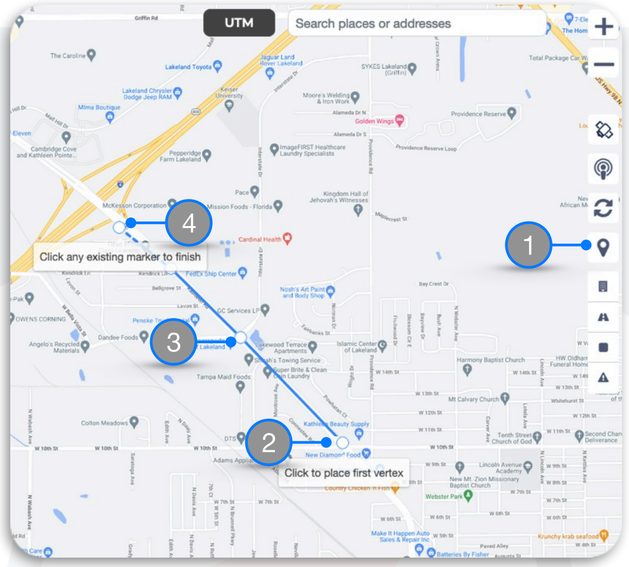
2.6. Map Editing

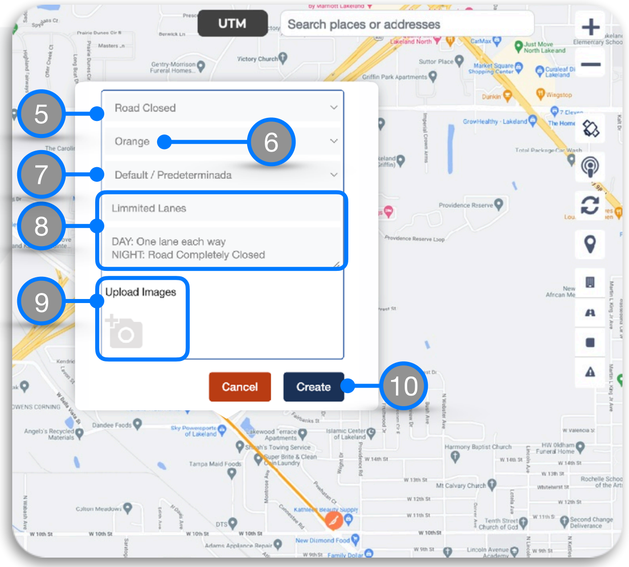
2.6.2.Paths, Zones and Hazards

Paths are linear routes and/or lines that can be used to represent macro-level paths (e.g., hurricane trajectories, tornado paths) and/or micro-level paths (e.g., detours, evacuation routes, “hot spots”)

To add a Path:

1. Click the **Add Path** button
2. Click where you would like the path to start
3. Click on the map to add vertices
4. To finish the path, click again on the last vertex you placed
5. Select the **Path Type** from the dropdown
6. Select **Color**
7. Select the **Map Layer** for this path marker to be in
8. Enter the **Label Name** (required) and **Comments** (optional)
9. Here you can **upload image attachments** for this marker
10. Click **Create**

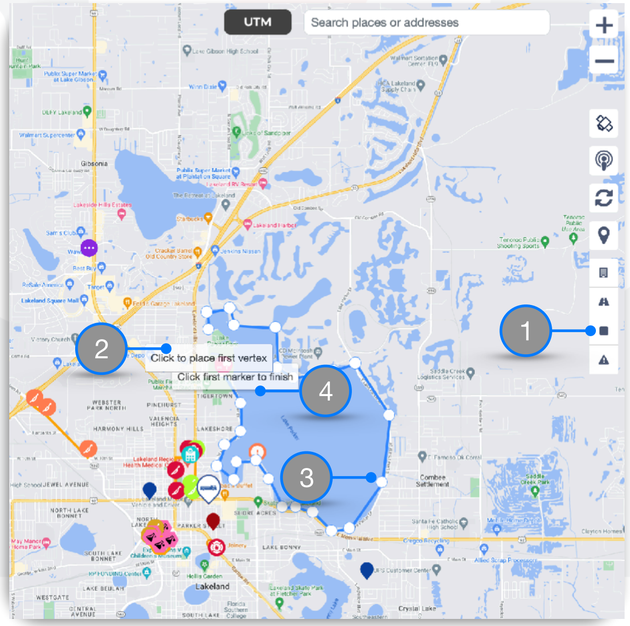


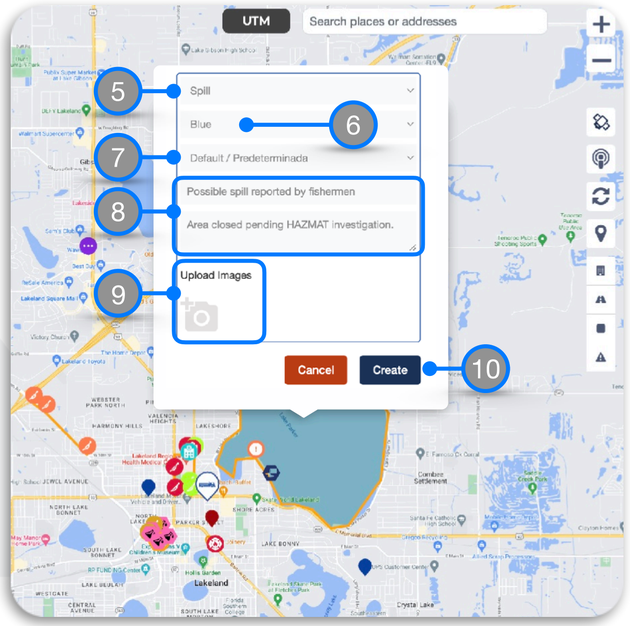


Zones are polygons that represent areas of interest (e.g., flooding, catchment areas, hot/warm/cold zones).

To add a Zone:

1. Click the **Add Zone** button
2. Place the first vertex where you want the zone to begin
3. Click to add additional vertices
4. *Close the zone by clicking on the first vertex placed*
5. Select the **Zone Type** from the dropdown
6. Select **Color** for the marker icons
7. Select the **Map Layer** for this zone marker to be in
8. Enter the **Zone Label (required)** and **Comments** (optional)
9. Here you can **upload image attachments** for this marker
10. Click **Create** to finish





Hazards are similar to Landmarks, in that they are fixed points of interest. The difference is that Hazards use different colors so that they are easily identifiable by Responders in the mobile app map.

To add a Hazard to the map, follow the instructions for adding landmarks.

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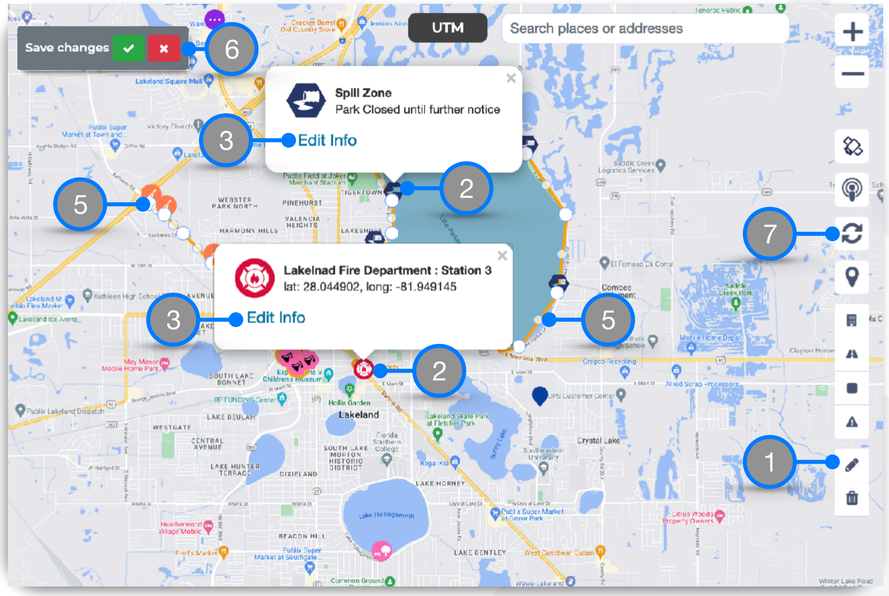
2.Key Functions

2.6. Map Editing

2.6.3.Editing and Deleting Map Markers

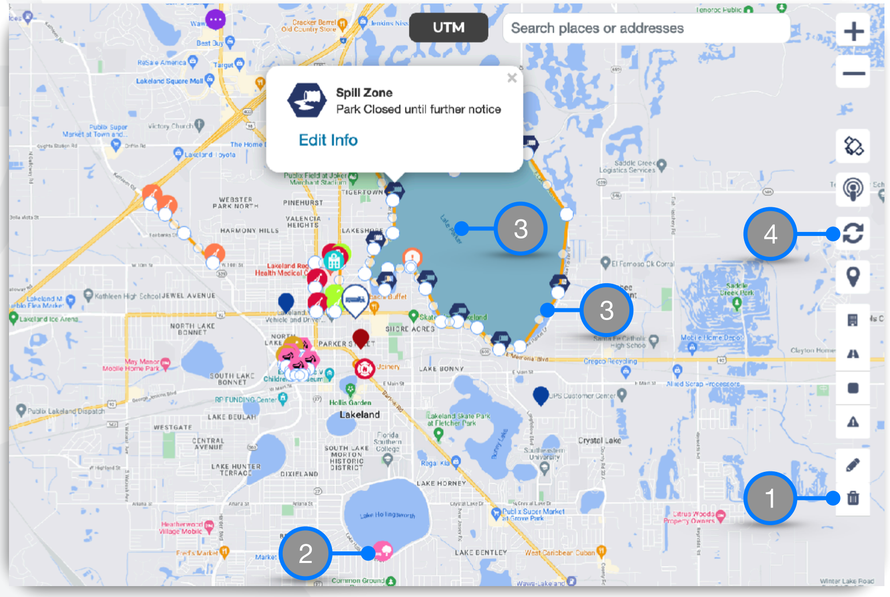
Edit map markers:

1. Click the **Edit** icon
2. Click the Map Marker you want to edit
3. Click **Edit Info** if you want to edit the Label name, Comments, Map Layer or Color
4. Click **Update** to save the marker information changes made (not shown)
5. If you want to change the shape of Paths and Zones, **click on the vertices** you want to change and then drag them where you want to re-position them. Or, if you want just to re-position a Landmark or Hazard, c**lick and drag the map marker** to the desired location
6. Please confirm or discard changes on the prompted pop up
7. When you are finished making edits, click the **Refresh** button to make sure they have been updated and saved



Delete map markers:

1. Click the **Delete** icon
2. To delete *Landmarks and Hazards*, **click on the map marker** you want to delete and it will disappear
3. To delete *Paths and Zones*, **click on the line segment or zone area** (but *not* the map marker icon) and it will disappear
4. Click the **Refresh** button to confirm changes saved successfully



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2.Key Functions

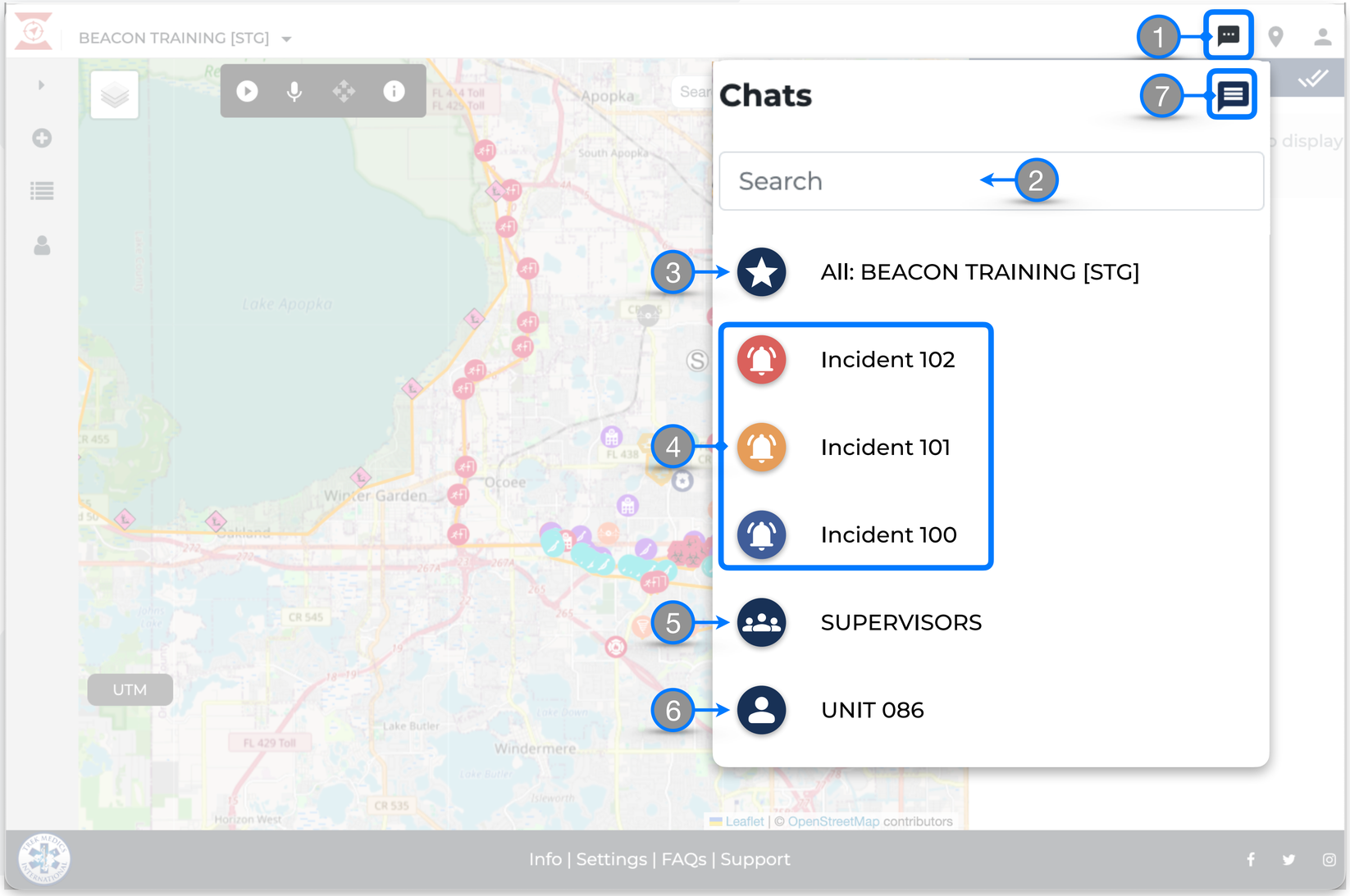
2.7. Chats Feature

2.7.1. Chat Room List Navigation

Beacon's Chat feature offers the ability to have one-on-one and group chat rooms to provide communication between members of an agency account.

Chats feature Navigation:

1. On the top menu bar of the Beacon Dispatcher interface click the Chat icon to open the Chat Room listing
2. **Chat Room list search bar** – Search for specific chat rooms
3. **All members chat** – Indicated by a Star icon. This is the agency account (data center) chat room. Every dispatcher and responder registered under the data center can see and use this chat room
4. **Incident chat** –Indicated by a Bell icon. These are Incident-specific restricted chat rooms that can only be accessed by Web Users and Responders who are currently assigned to the incident. Each incident will have a designated chat room automatically created. Once the incident has been completed the chat room will become inactive and any messages and attachments shared in the Incident chat will be saved to the Incident Report.
5. **Group chat** –Indicated by a Multi-Member icon. These are manually-created chat rooms comprised of multiple members (view next section on Creating Chat Rooms to learn more)
6. **Individual chat** – Indicated by a Single Member icon. These are manually created chat rooms between two account members -- i.e., two Dispatchers or a Dispatcher and a Responder (view next section on Creating Chat Rooms to learn more)
7. Create **New Chat**



Additional Notes:

- Off-Duty Responders can send and receive chat messages, but they will not be notified of them by Push Notification until they are On-Duty

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2.Key Functions

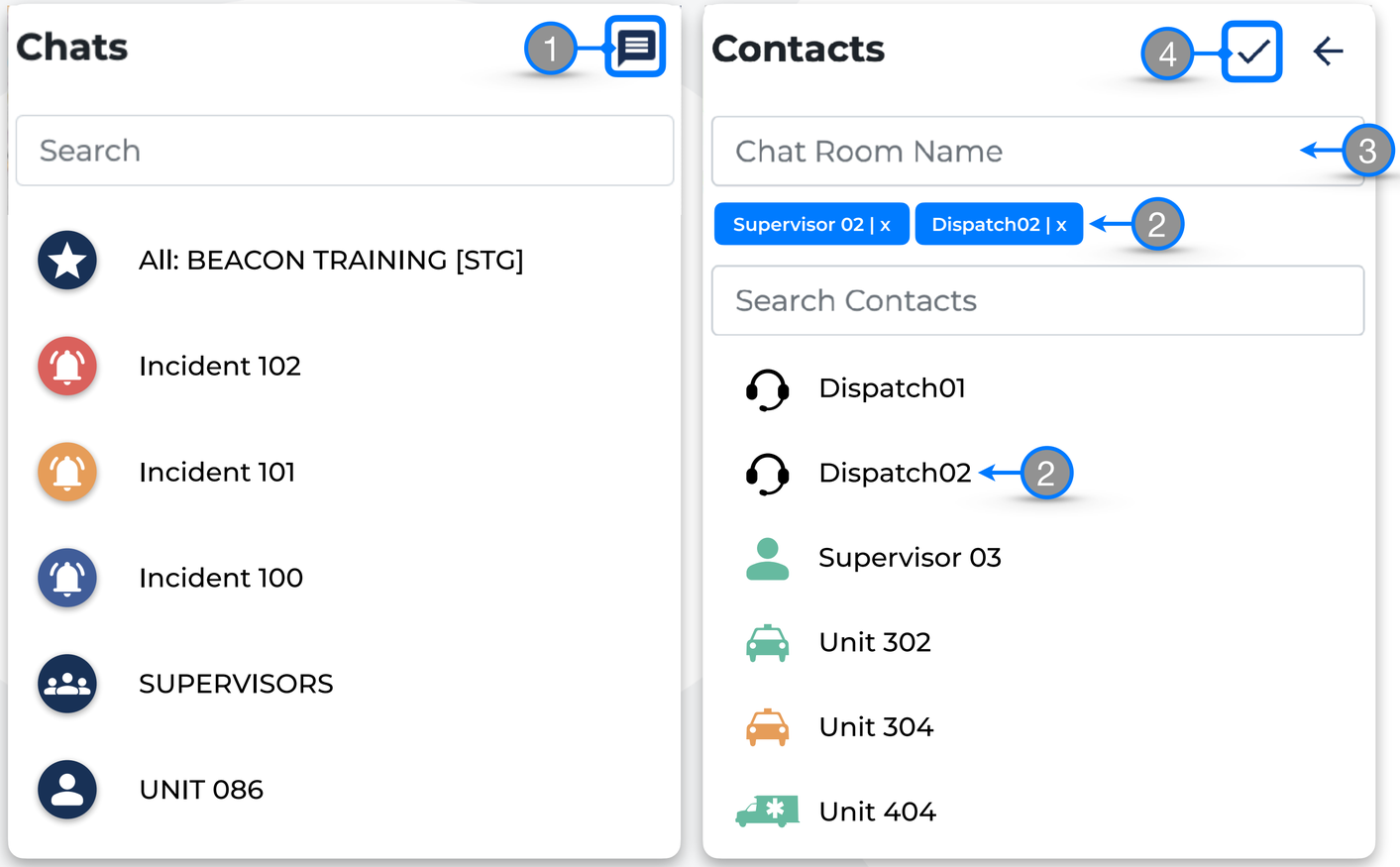
2.7. Chats Feature

2.7.2. Creating Chat Rooms

Beacon's Chat feature offers the ability to have both one-on-one and group chat rooms to provide communication between members of an agency account.

To create a chat room:

1. Click the **New Chat icon** in the top-right corner of the Chat Room List
2. **Add Members** to the chat room by clicking their name. Members added to the chat room will be displayed above the contacts list
3. Enter the desired **Chat Room Name**
4. When ready, **click the Save icon** to create the chat room
5. The chat room interface will open (not shown)



Additional Notes:

- Off-Duty Responders can send and receive chat messages, but they will not be notified of them by Push Notification until they are On-Duty

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2.Key Functions

2.7. Chats Feature

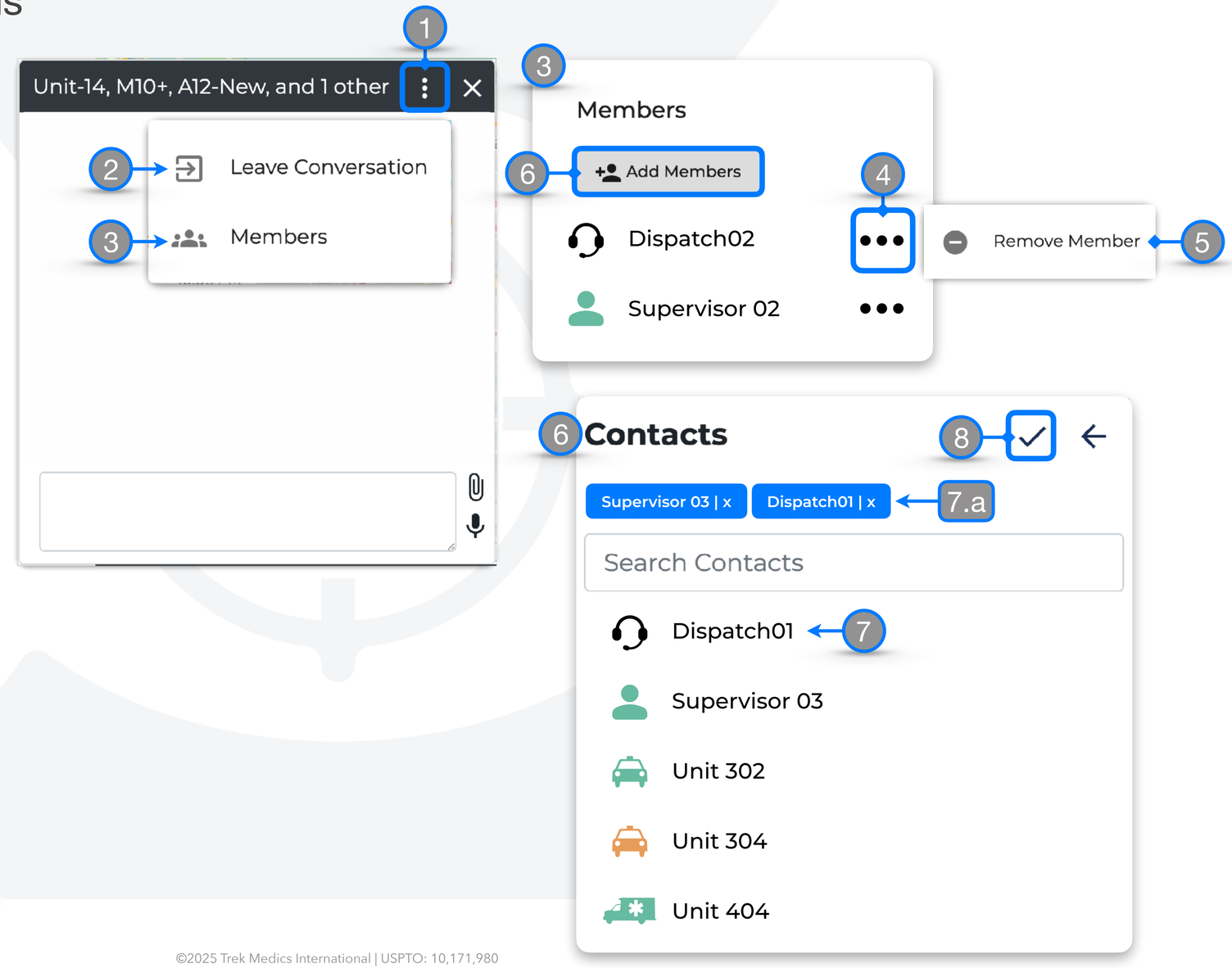
2.7.3. Managing Chat Rooms

Beacon's Chat feature offers the ability to have one-on-one and group chat rooms to provide communication between members of an agency account.

Once a chat room is created there are a few options to control it.

To manage a chat room:

1. Locate and click the **Chat Settings**
2. **Leave Conversation** – Clicking this will remove the current Web User. If they want to be re-join the chat room again, they will need to be added by another member of the chat room.
3. **Members** – Click to view the current chat room member
4. **Click the 3 dots** next to a member's name to open the remove member menu.
5. **Click the pop up** to remove the member from the chat room
6. **Add Members** – Click the button to open the contacts interface an add members to the chat room
7. **Click a contact name** to add them to the chat.
   7.a - New members to the chat room will be displayed above the contacts list
8. When ready, **click the Save icon** to create the chat room



Additional Notes:

- Off-Duty Responders can send and receive chat messages, but they will not be notified of them by Push Notification until they are On-Duty

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2.Key Functions

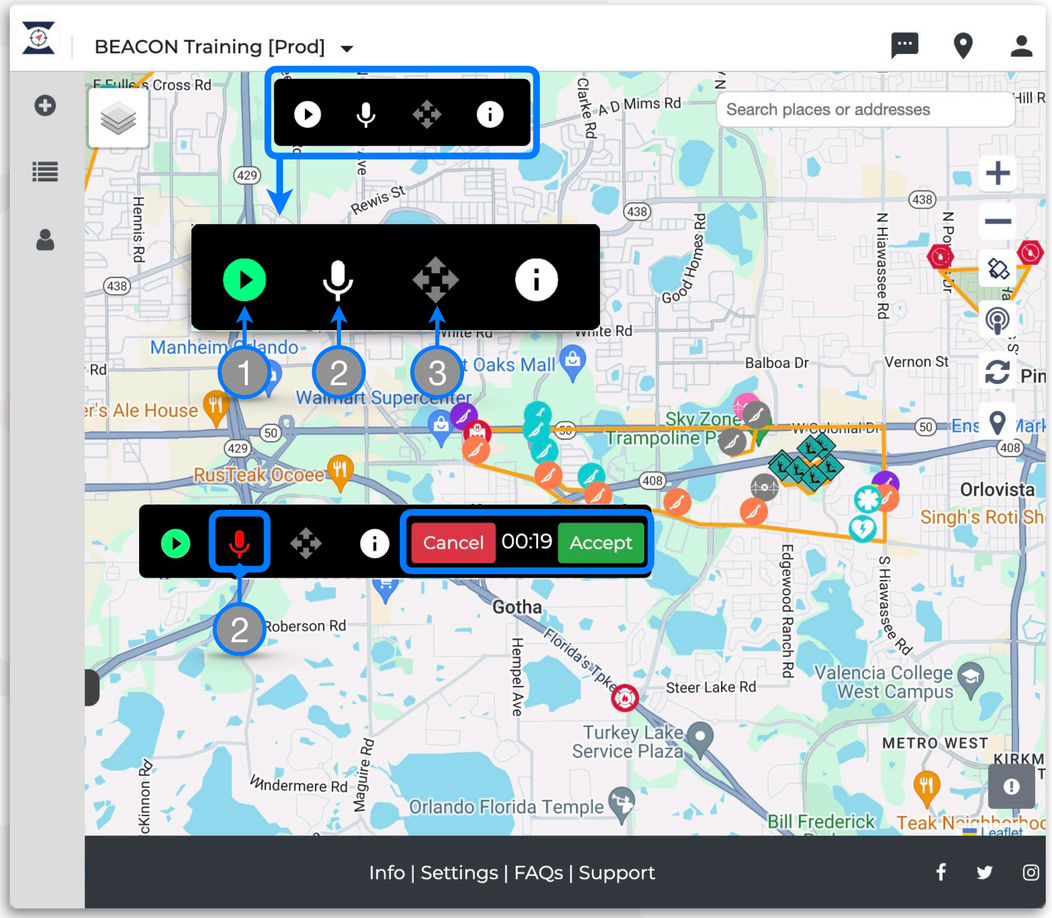
2.8. Push-To-Talk

Beacon now includes a Push-to-Talk (PTT) interface located in the Dashboard

1.Auto-play On/Off button – When the auto-play button is green, audio messages sent from other responders will play automatically at the volume you have set for media reproduction in your device.
*** Please be aware that if the media volume setting on your device is set to a low volume, you might not hear the voice messages when they are played.

2.Push-To-Talk button – Click this button to record a voice message; the icon will turn red and a counter will display the recording time elapsed. Click accept send the message.
* Microphone access permissions are required in order to use this feature.

3.Controls Placement – Click-hold this button and drag to move the Push-To-Talk Controls into desired position.



Additional Notes:

- The messages are limited to 30 seconds and will be deleted after 24 hours.
- All Push-to-Talk interaction will be held on the "All Chat" group of your agency account meaning every user under your Beacon account will have access to them.

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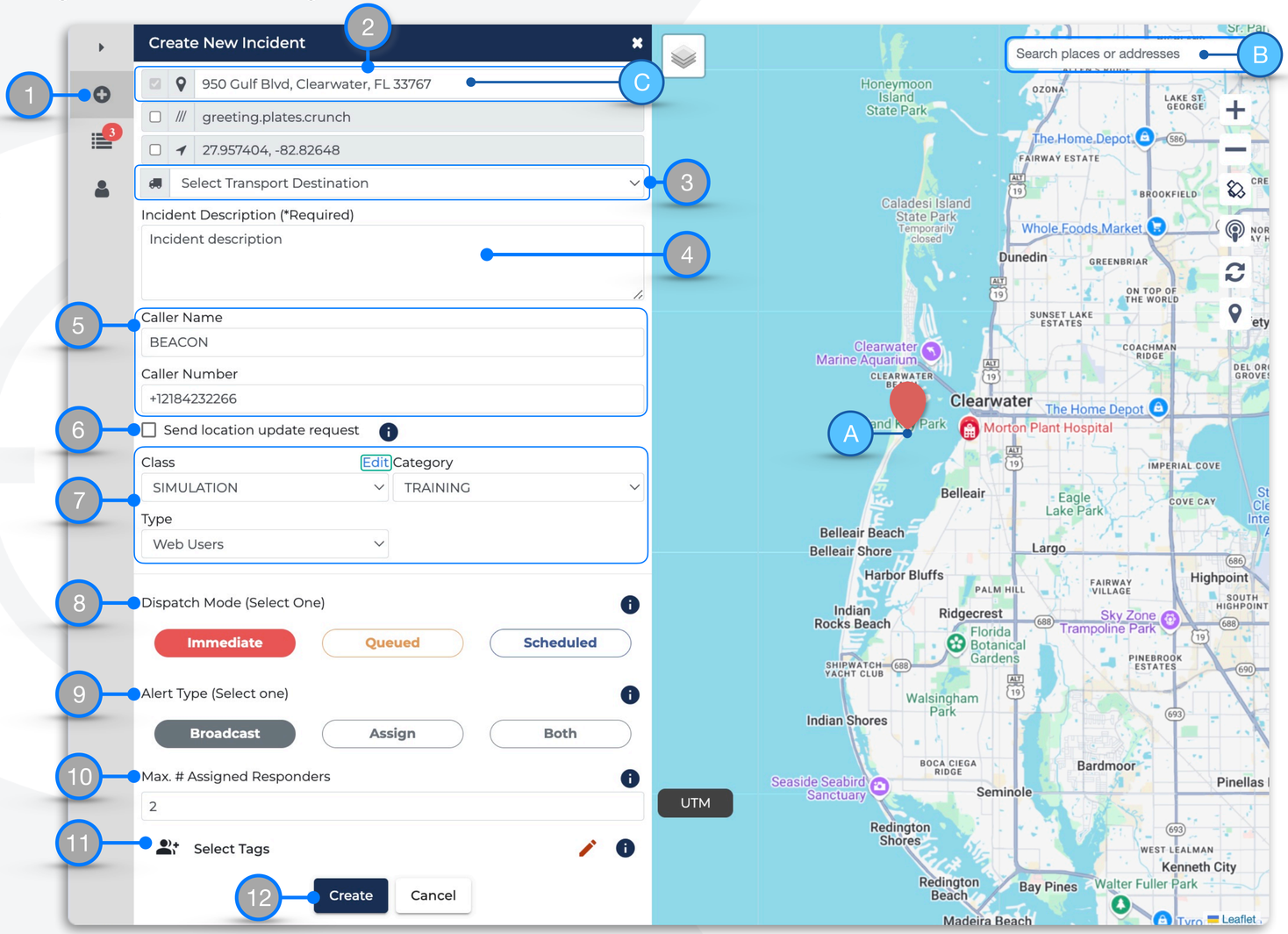
2.Key Functions

2.9. Creating Incidents

Creating new incidents in Beacon can be as straightforward as adding the incident location and description and clicking "Create". It can also involve more advanced functions. This page describes in depth the full range of features available to dispatchers when creating new incidents, including:

To create a new incident to alert responders:

1. On the left menu bar, click the ⊕ symbol to open the **Create New Incident Tab**
2. **Incident Location** (*required*) — The location is generated by placing an **Incident Marker** on the correct map location. There are two main ways to place an incident marker (***A & B***):
   A. Click on the map to place the **Incident Map Marker** where the incident is located. The address will automatically populate.
   B. Use the **Search Bar** to find a physical address, nearby landmarks or the latitude/longitude*
   C. If necessary, dispatchers can also edit the **Address text field**, for example to add an apartment number or update an incorrect address. [Editing the address text field will not change the location of the Incident Marker or geolocation info.]
3. **Pre-Selected and Custom Transport Destinations** — Beacon allows dispatchers to pre select an existing transport destination or create a one-time-use custom transport destination. Either option will be communicated on the responder's mobile app interface when assigned to the incident. (Read more about it in the next pages)
4. Add a **Description** (*required*)
   - It's important to describe the incident location accurately, especially for SMS Responders who cannot use the map to locate the incident. However, be sure to avoid including personally identifiable information or protected health information here.
5. Enter the **Caller Name** and **Number** (in case you need to call them back; this information is only available to web dispatchers and not shared with responders)
6. **Send Location Update Request** — check this box to send an SMS link to the caller that will update the incident location based on their device's GPS location (**Learn more here**)
7. Select the Incident's **Class**, **Category** and **Type**
8. Select the **Dispatch Mode**
   - Beacon provides the feature of choosing how and when to Dispatch responders to an incident. Learn everything about **Dispatch Modes** **here**.
9. Select the **Alert Type**
   - **Important!** *Please read*: **Alert Types** for more explanation on the difference between the *Broadcast* and *Assign* options
   - **Practice**: After you've read about the different Dispatch Types, **download this PDF with practice exercises** so you can see exactly how they work
10. Choose the **Maximum Number of Assigned Responders** for this incident. It will use the default quantity; this can be customized in the settings page.
11. Select Responder **Tags** as desired. Learn more about responder tags **here**.
12. Click **Create** at the bottom of the New Incident Panel to create the incident and send the alert



*Note: **Latitude / Longitude** should be entered using **Signed Degrees format**: e.g., *42.55782, -120.98657*

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2.Key Functions

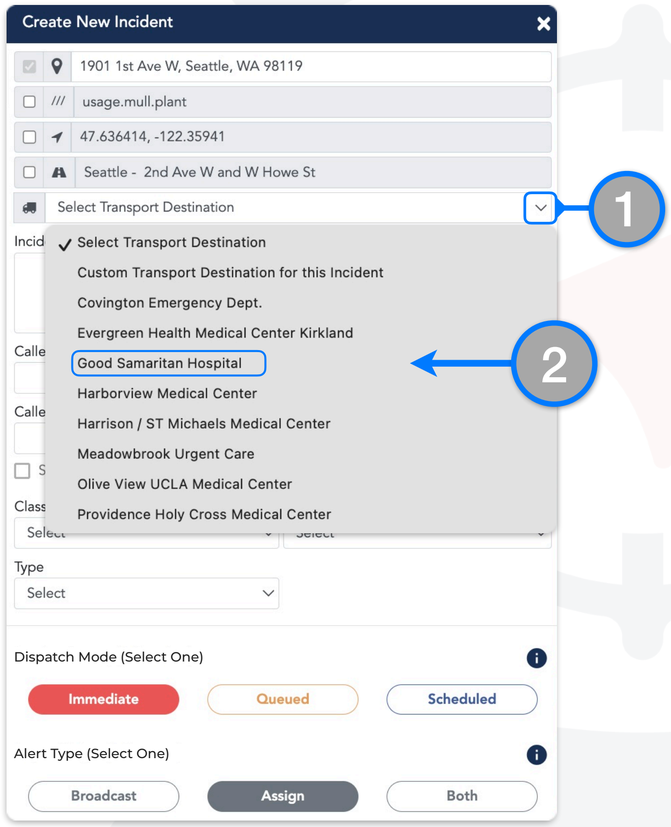
2.9. Creating Incidents

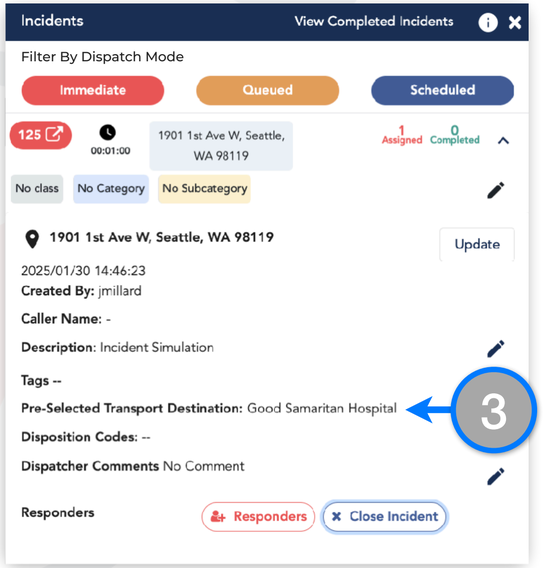
2.9.1.(a) Pre-Selected Transport Destinations

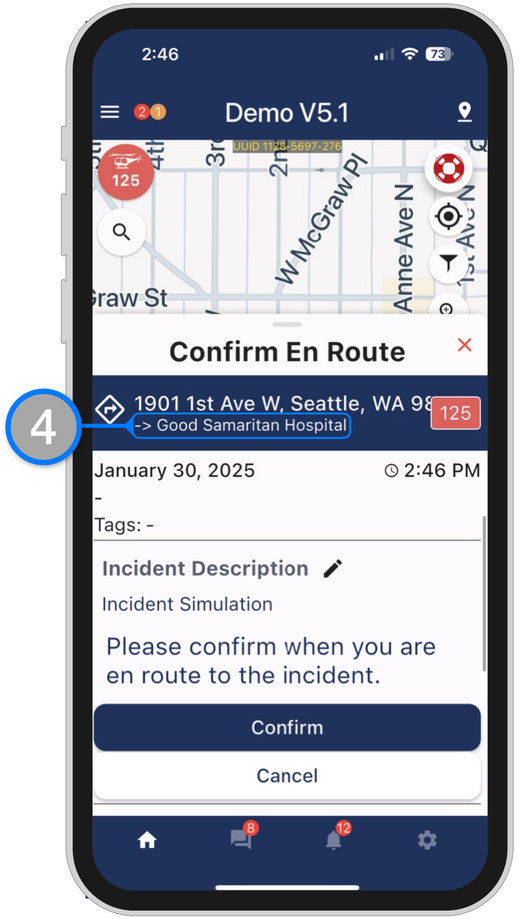
When a Web Dispatcher knows which Transport Destination the Responder needs to transport to, they can now Pre-Select the Transport Destination when creating the Incident.

To Pre-select the Transport Destination:

1. In the Create New Incident panel Web Users will see the Transport Destination selection field.
2. Select the desired Transport Destination from your list of hospitals, clinics, shelters, etc.
3. The Pre-Selected Transport Destination will be displayed in the Active Incident panel.
4. The Responder will be able to see the Pre-Selected Transport Destination in the mobile app's Incident Card.







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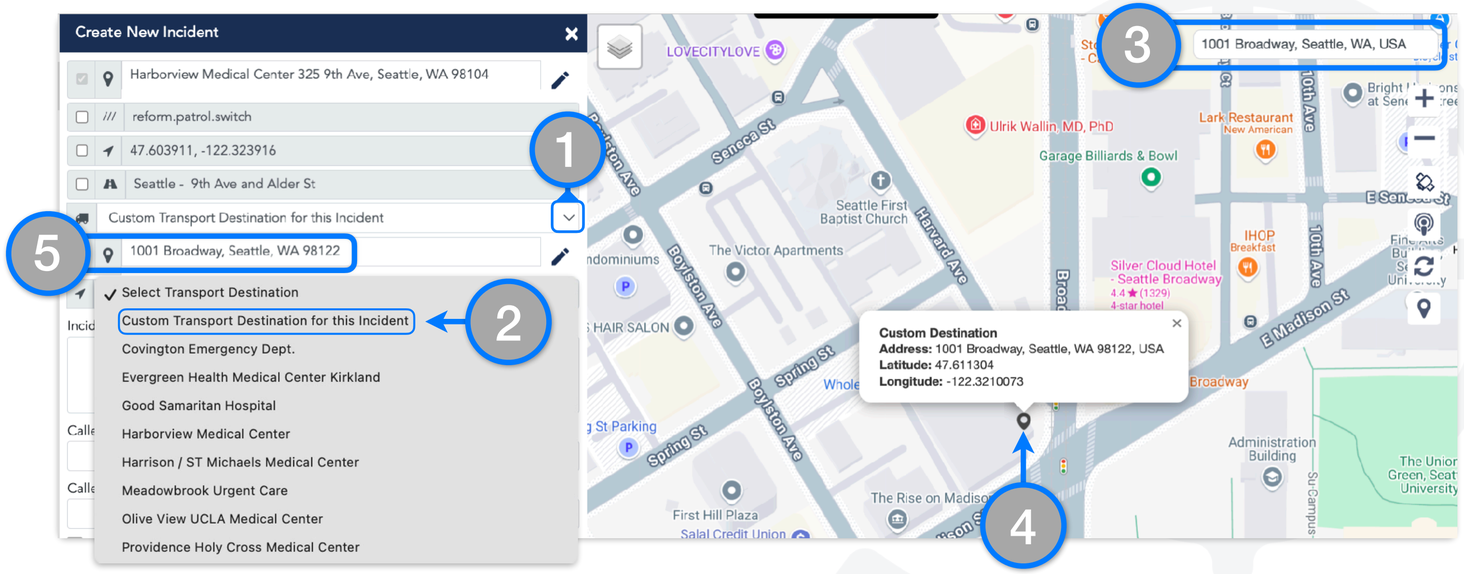
2.Key Functions

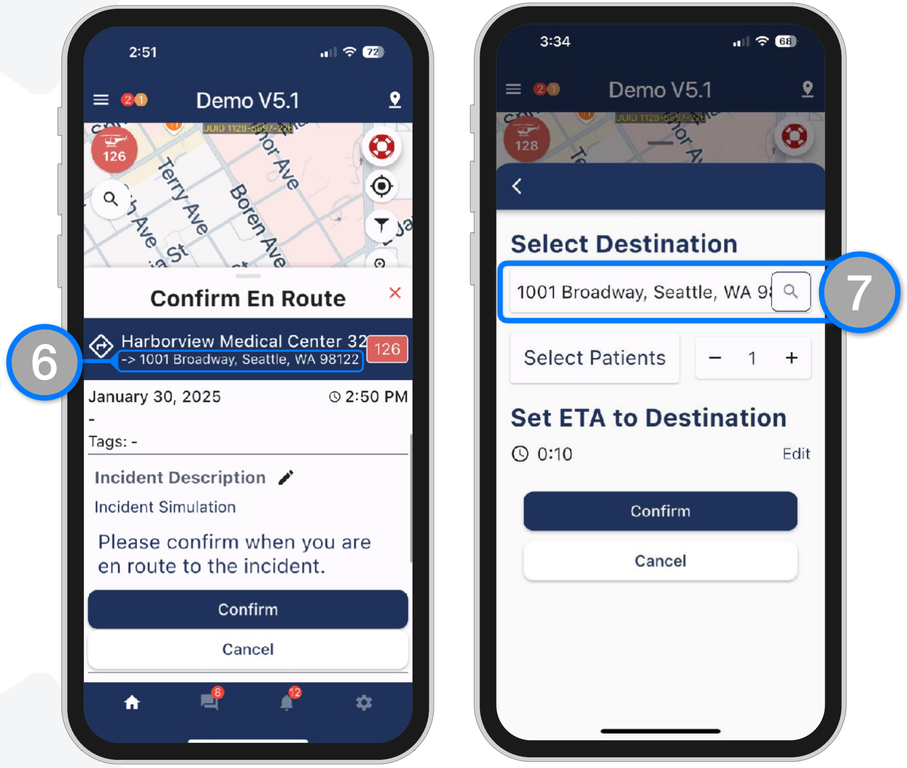
2.9. Creating Incidents

2.9.1.(b) One-Time Custom Transport Destinations

When a Responder needs to transport someone to a Transport Destination that has not already been added to their map (e.g., if they have to transport to a private residence), Web Users can add a One-Time Custom Transport Destination when creating the Incident.

To add a One-Time Custom Transport Destination:





1. In the Create New incident panel click on the **Transport Destination** selection field
2. Select **Custom Transport Destination for this Incident**
3. Search for the address in the **Map Search bar**
4. It will appear on the map as a **Black Map Marker**
5. Confirm that the Address is correct in the **Custom Destination field**

On the mobile app side:

6. The responder will be advised of the Custom Transport Destination in the Beacon Mobile App Incident Card
7. It will also Pre-populate into the destination field when Confirming Transport through the incident workflow

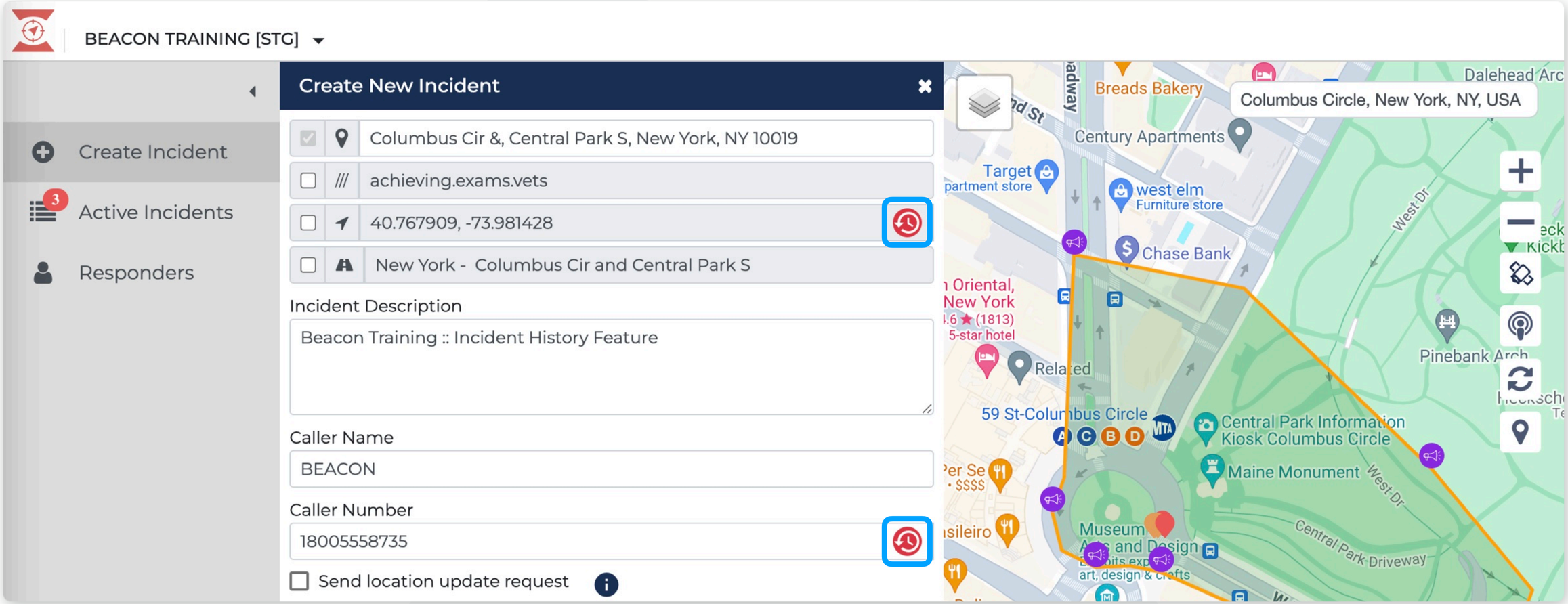
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2.Key Functions

2.9. Creating Incidents

2.9.2. Incident History Feature

When creating an incident, Web Dispatcher can now view a historical list of previous incidents based on **Incident Location (GPS Coordinates)** and **Caller Number**



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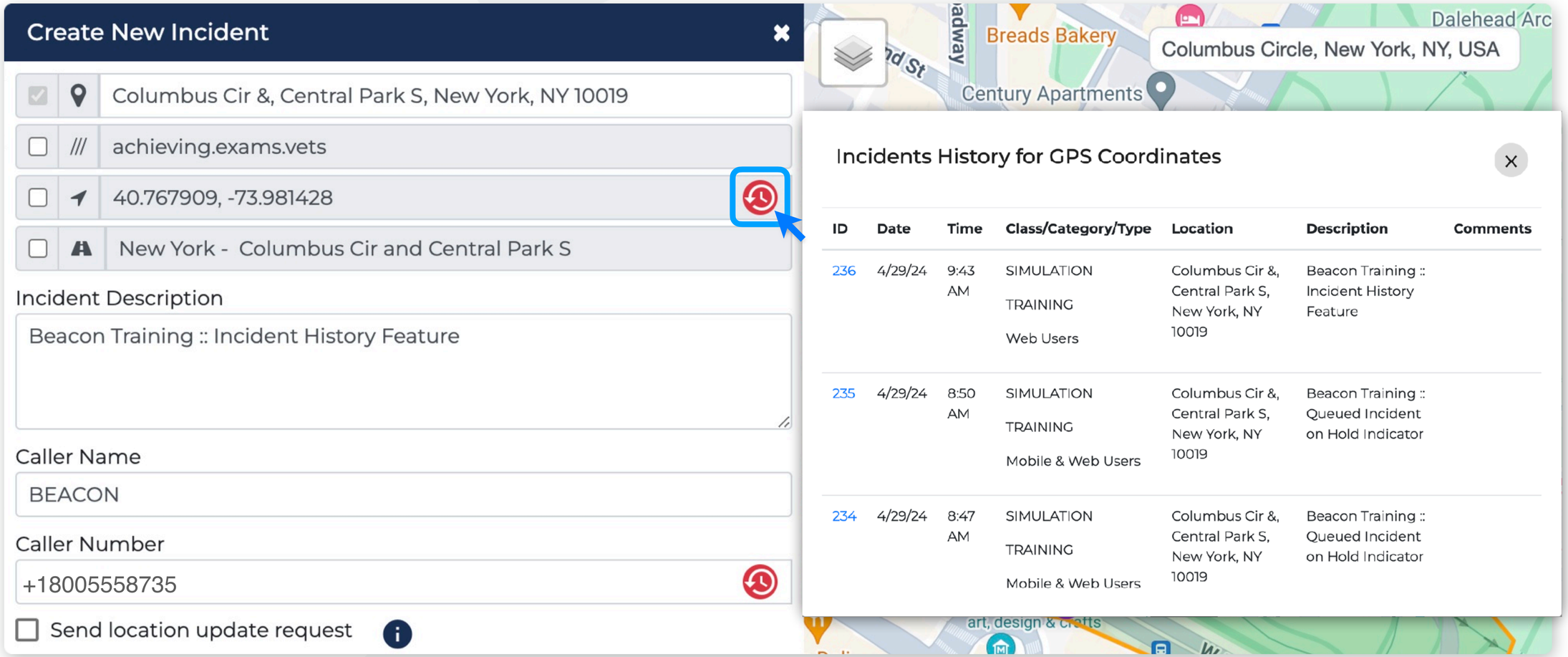
2.Key Functions

2.9. Creating Incidents

2.9.2. Incident History Feature

When creating an incident, Web Dispatcher can now view a historical list of previous incidents based on **Incident Location (GPS Coordinates)** and **Caller Number**

When creating an incident, if **the address (GPS coordinates)** is identified as used for previous incidents on your Agency Account, the dispatcher will notice a history icon next to the coordinates.



*__Note:__ Incident History based on GPS location uses a default search radius of 50 meters (160 feet) from the selected location.

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2.Key Functions

2.9. Creating Incidents

2.9.2. Incident History Feature

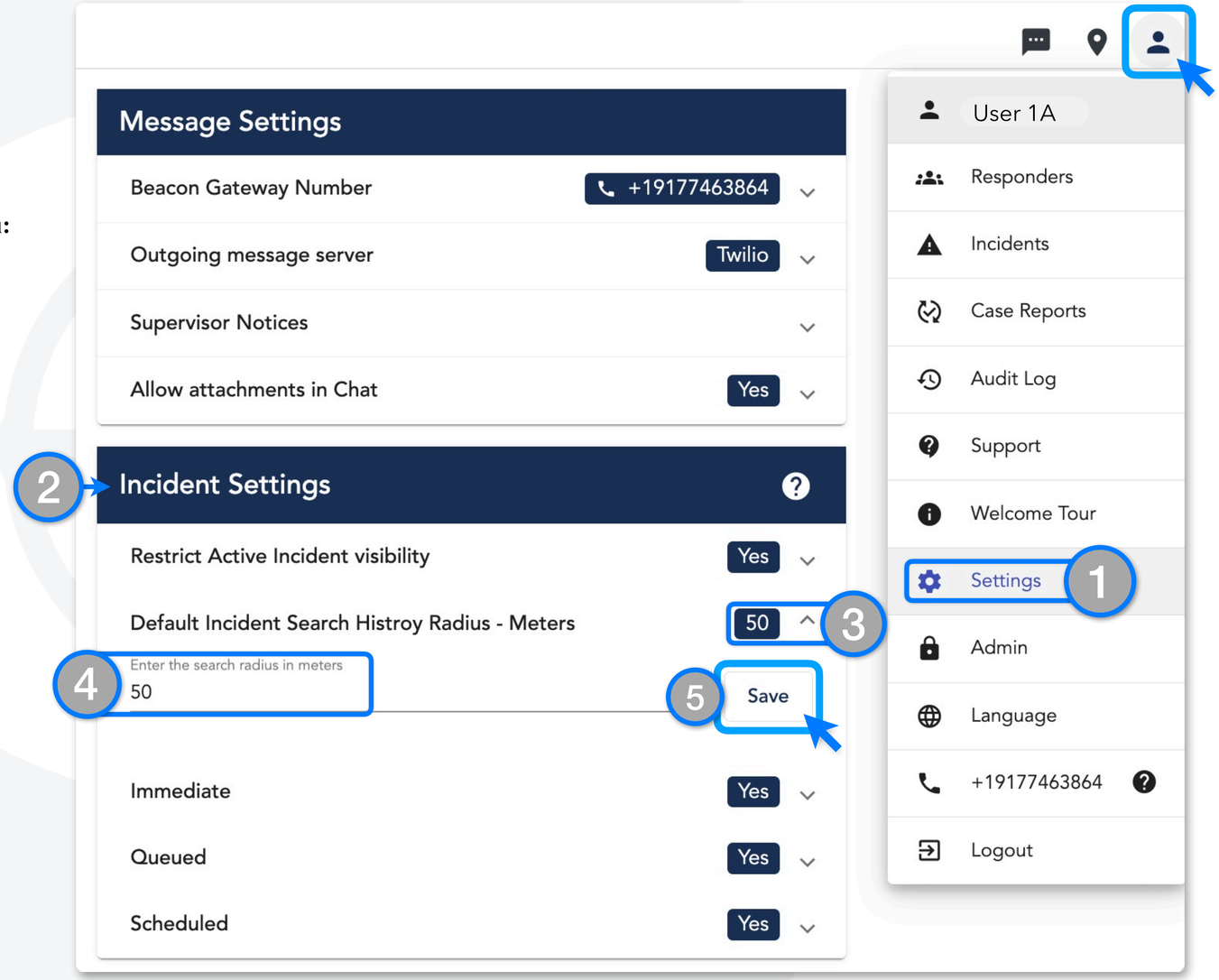
This is only available for Managers

When creating an incident, Web Dispatcher can now view a historical list of previous incidents based on **Incident Location (GPS Coordinates)** and **Caller Number**

*__Note__: Incident History based on GPS location uses a default search radius of 50 meters (160 feet) from the selected location.

The incident history search radius is editable in the Incident Settings Menu:

1. Open the **Settings** menu
2. Go to **Incident Settings**
3. **Open** Default Incident Search History Radius
4. **Enter** preferred search radius between 5 – 5000 meters (16 – 16,000 feet)
5. **Save** your settings



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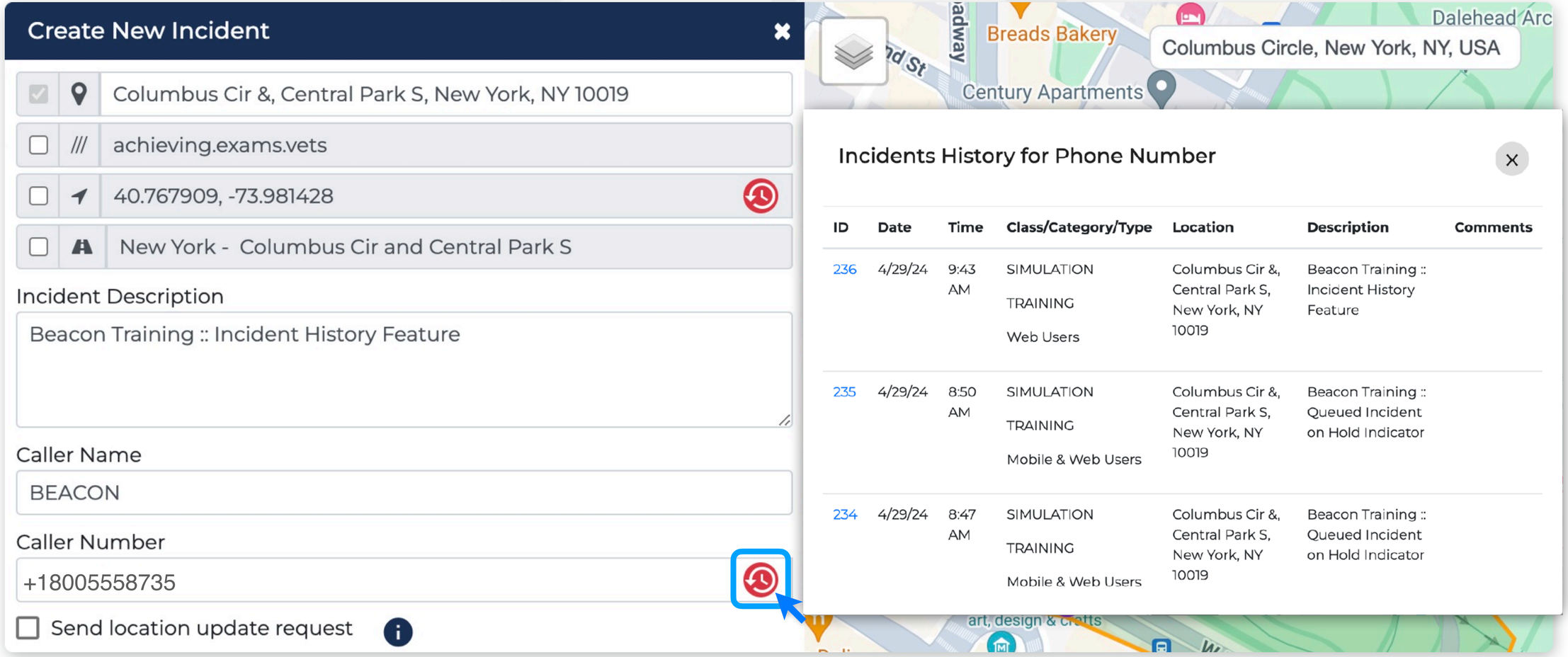
2.Key Functions

2.9. Creating Incidents

2.9.2. Incident History Feature

When creating an incident, Web Dispatcher can now view a historical list of previous incidents based on **Incident Location (GPS Coordinates)** and **Caller Number**

When creating an incident, if the **Caller Number** is identified as used for previous incidents on your Agency Account, the dispatcher will notice a history icon next to the Caller Number field.



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2.Key Functions

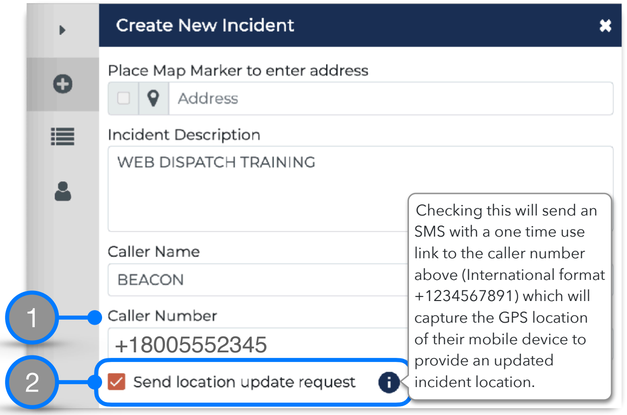
2.9. Creating Incidents

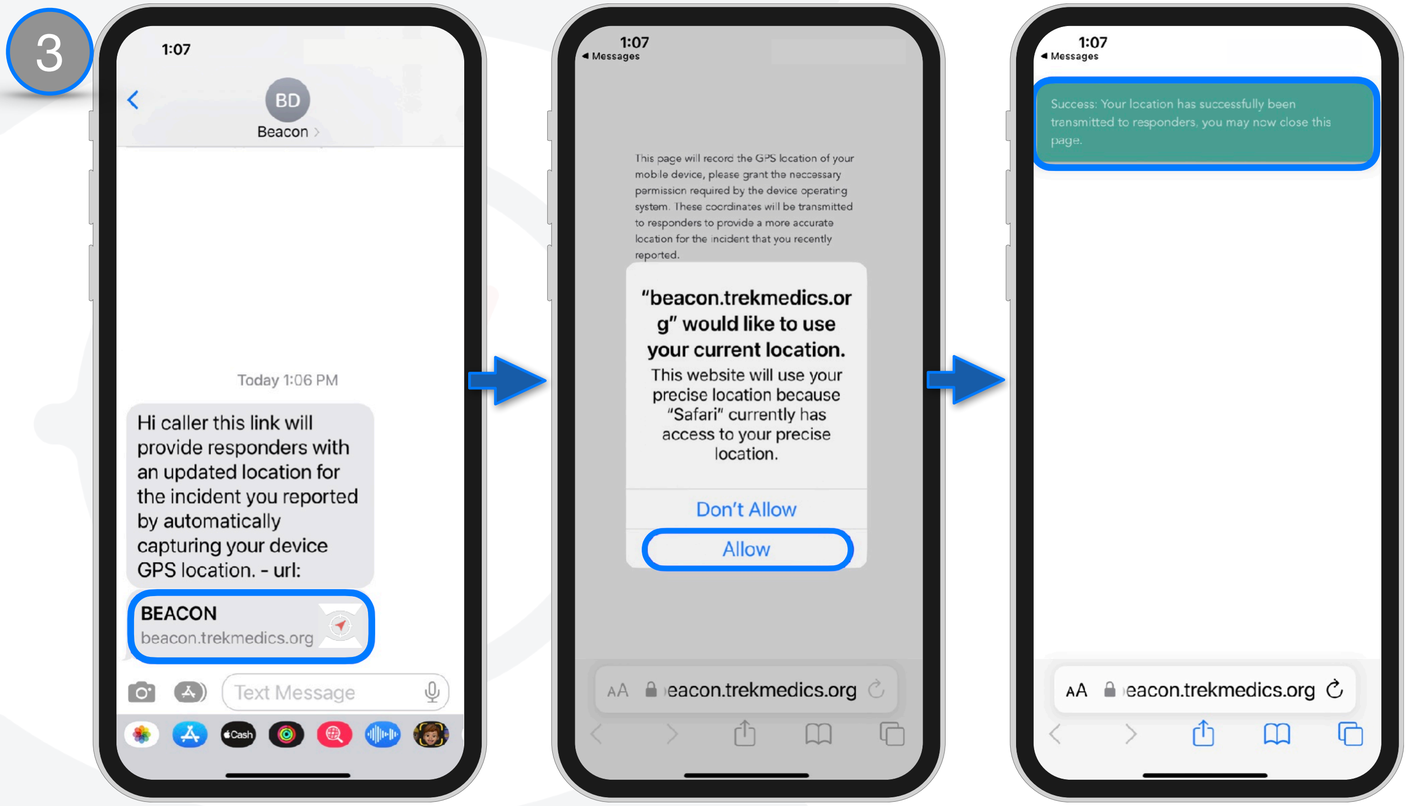
2.9.3. Request location update from caller via SMS

Dispatchers can now send an SMS link to the caller that will update the incident location based on their device's GPS location (internet connected smartphones only).

To send location update request:

1. A caller telephone number must be provided in *international format* so Beacon can send out the SMS and link
2. After the incident is created the caller will receive an SMS with a one time link to provide their mobile device's GPS location to Beacon that will then update the location of the incident and notify all assigned responders of the updated location.





**Additional Notes:

- If the number provided is not on international format, Beacon will not process the request properly and a message will not be sent out
- The caller must still be at the scene of the incident when using the location update link
- The location update link can only be used once

- On clicking the SMS link received from Beacon, the caller will be directed to a landing page that explains that Beacon will use their device's GPS location to update responders to the incident location.
- The caller will need to give the necessary consent for their device's location to be shared with Beacon.
- The caller will receive a confirmation message that their location has successfully been captured and transmitted to the responders.

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2.Key Functions

2.9. Creating Incidents

2.9.4. 3rd-Party Mapping Integrations

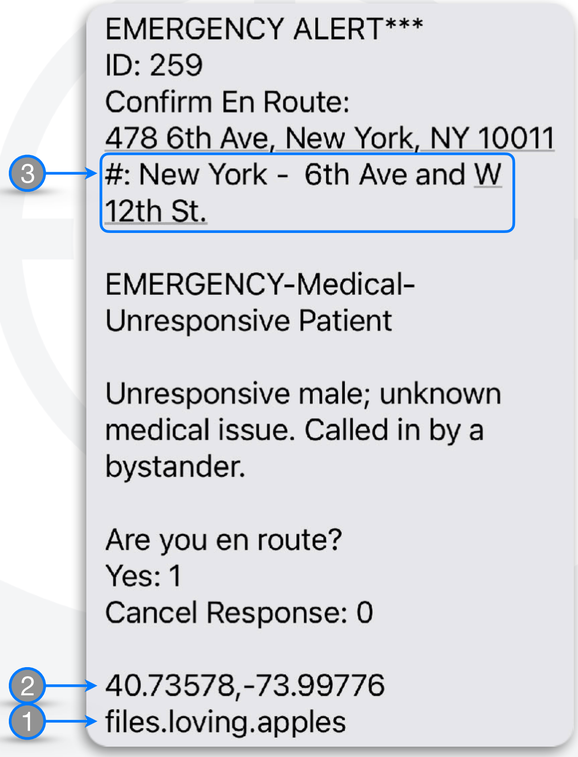


Beacon has additional integrations to assist in transmitting accurate locations for SMS users, including:

1. **What3Words.com**
2. **GPS Coordinates**

When these boxes are checked, the displayed coordinates will be included in SMS messages sent to Responders. The What3Words coordinates of the Incident Location are not sent to Responders using the mobile app because the location is already displayed on the map in the Beacon mobile app.

The GPS coordinates of the Incident Location can be viewed by clicking on the Address field included in the Incident Summary Card.



3. **Nearest Crossing Street** — Checking this box will display the nearest on the Incident Summary Card for both Web Dispatchers and Responders. For **SMS Responders** the nearest crossing street on the message alert received will be identified by a pound symbol (#) followed by the information of the current incident location street and the nearest intersecting street.

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2.Key Functions

2.9. Creating Incidents

2.9.5. Editing Incorrect Address

Beacon uses mapping libraries to find addresses using a process called “Reverse Geo-Coding”. In short, this means that when you click on a map location, Beacon looks up the GPS coordinates to see what address is tied to those coordinates. While this works well in most cases, it’s not perfect — some places don’t have physical address that have been added to the libraries or they don’t have addresses at all. Fortunately, Beacon allows you to edit these addresses to make sure you are giving the most accurate description possible.

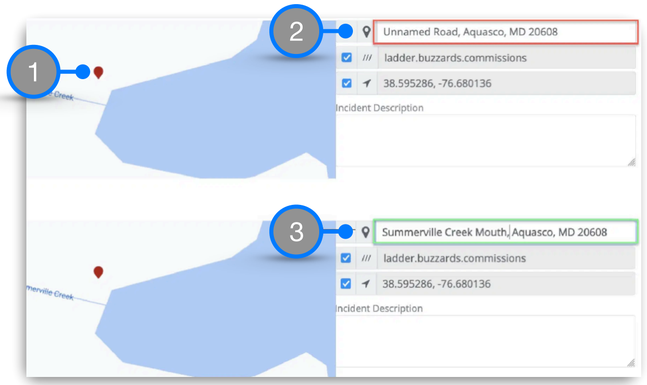
Here are three common scenarios that result in incorrect addresses and how to correct them:

Locations that have No Address

Sometimes, the location you’ve selected simply doesn’t have a physical address — for example, a river bank, a mountain trail, a field etc. When the map library has no address to give you, it usually defaults to “*Unnamed Road*” or *“No Address Found”*. The easiest way to resolve this problem is to:

1. Place the Map Marker exactly where you want it
2. Confirm that the Address isn’t accurate and then
3. Edit the Address to make it say what you want

In the image at right, you can see that the dispatcher was told by a witness that the incident was at the mouth of the Summerville Creek, but that isn’t an address that the library would store, so the dispatcher simply updates the address manually.



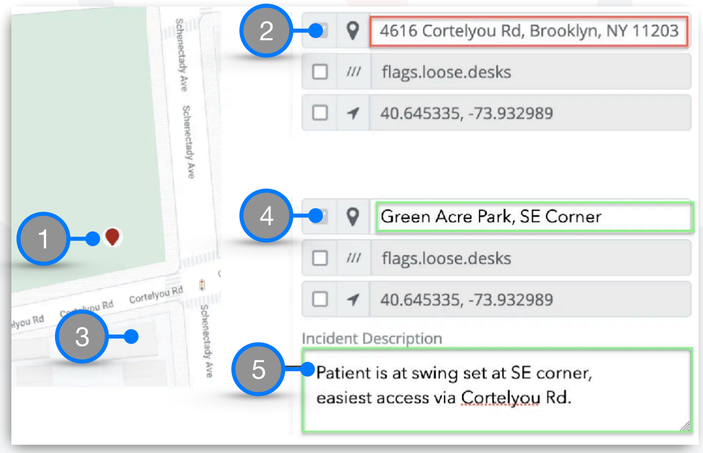
Locations Within Parks

Parks cause different problems than locations with no addresses, but are essentially handled the same way — just edit the address to make it say what you want.

It’s important to keep an eye on parks though because placing your map marker on the correct location will often return an address. The problem is that the address is often the nearest building, typically the one right across the street. This is problematic because if Responders see an address in their alert, they’ll likely assume the incident is at a physical address — and not at the park across the street, especially if the incident is in the middle of the park.

In the image at right you can see how this can be corrected:

1. The dispatcher places the map marker at the southeast corner of the park, as described by the witness
2. However, the address that the library displays is a physical address: *4616 Cortelyou Ave*.
3. *4616 Cortelyou Ave*. is actually a house across the street from the park
4. The dispatcher edits the address to display the correct location
5. Then the dispatcher adds additional instructions to make sure the Responders have an accurate location as possible

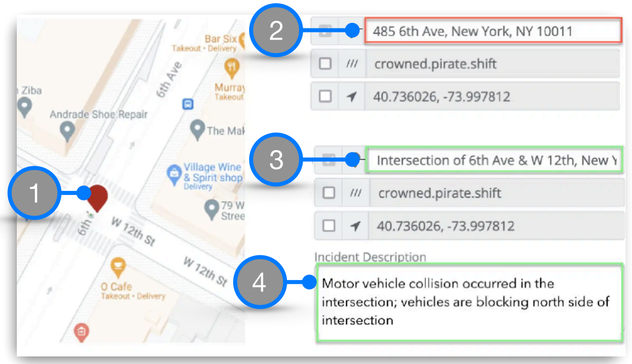


Location Within Intersection

Intersections are essentially handled the same way as the others — just edit the address to make it say what you need it to say. Sometimes we’ve seen that placing the incident marker can bring up an intersection by default, but it’s not consistent.

In the image at right you can see an example:

1. The dispatcher places the map marker at the intersection of W. 12th St. and 6th Ave., as described by the witness
2. However, the address that the library displays is a physical address: *485 6th Ave*, which is actually a building
3. The dispatcher edits the address to display the correct location
4. Then the dispatcher adds additional instructions to make sure the Responders have as accurate a location as possible



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2.Key Functions

2.9. Creating Incidents

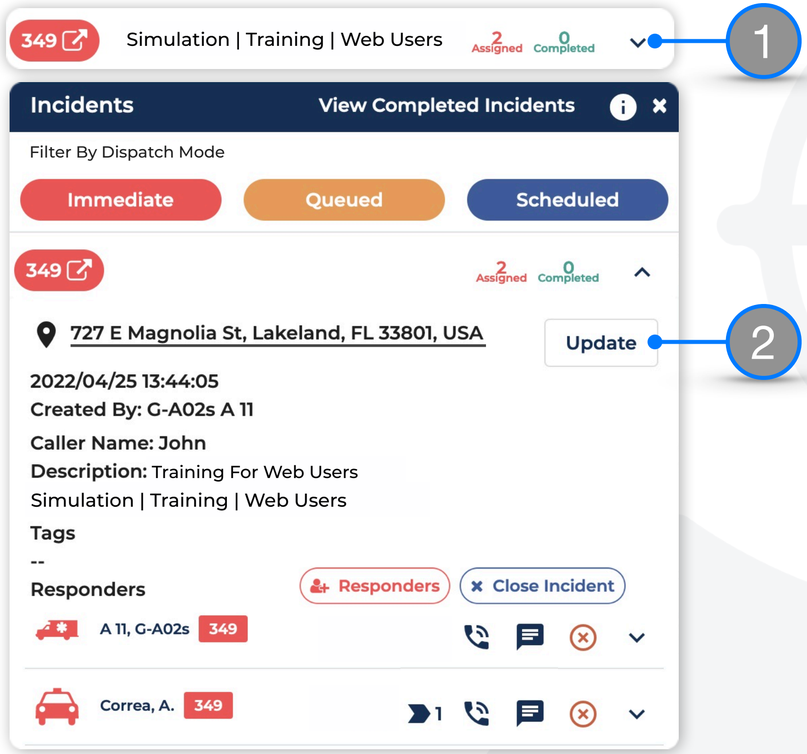
2.9.6.Update Incident Location

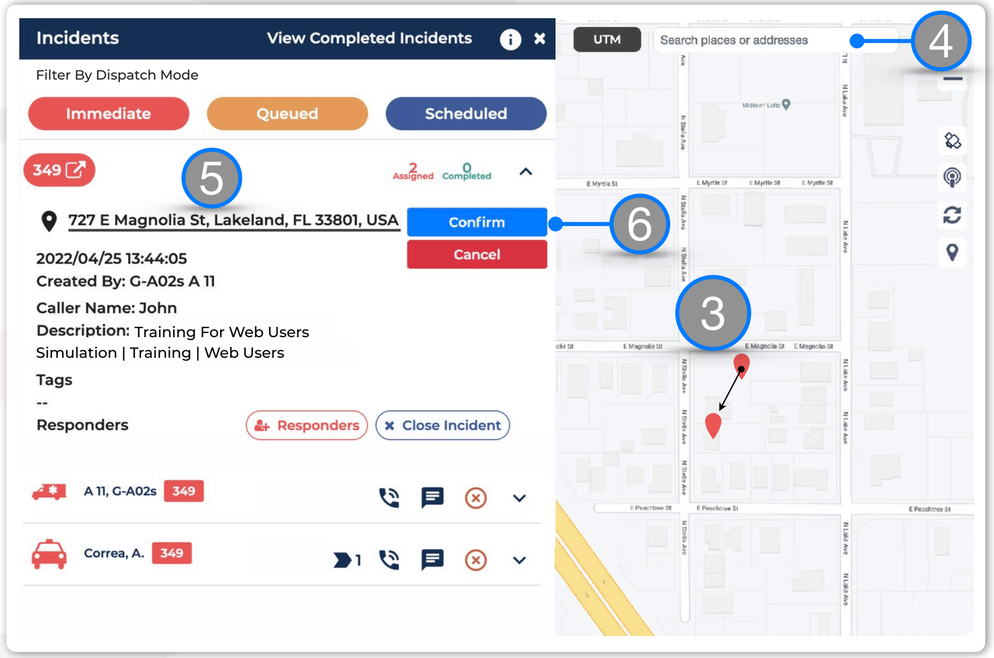
Sometimes, the incident location will have to be updated after the incident has been created.

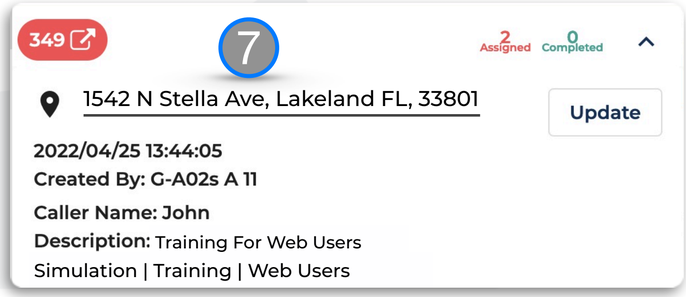
Go to the incidents tab and follow these steps to update the incident location:

1. Expand the Incident Summary Card by clicking the caret
2. Click **Update**

There are different ways dispatchers can update the location:
3. Moving the Incident Marker to the updated location
4. **Using the search bar** to look up the address or coordinates (and then move the Incident Marker to the updated location)
5. Typing in a custom location
6. Click **Confirm** when you are satisfied; the updated information and coordinates will be sent to responders
7. The updated location info will be displayed here







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2.Key Functions

2.9. Creating Incidents

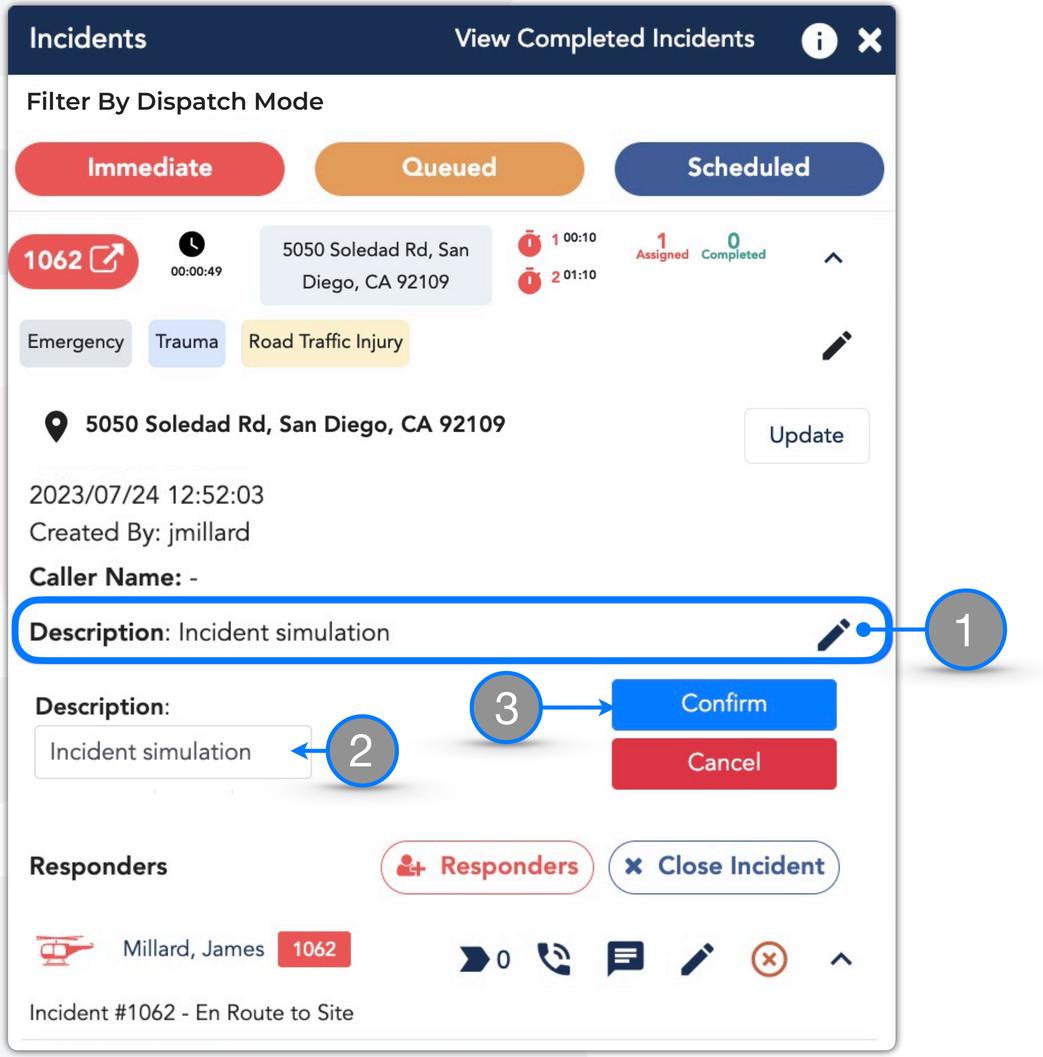
2.9.7.Update Incident Description

Dispatchers are able to update the description of the incident after the incident has been created.

To update the Incident Description, open the incident summary card and:

1. Click the **Edit** icon
2. Update the incident description as needed
3. Click **Confirm** when finished

Once the incident description has been updated all assigned responders are notified via push notification and chat of the update.



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2.Key Functions

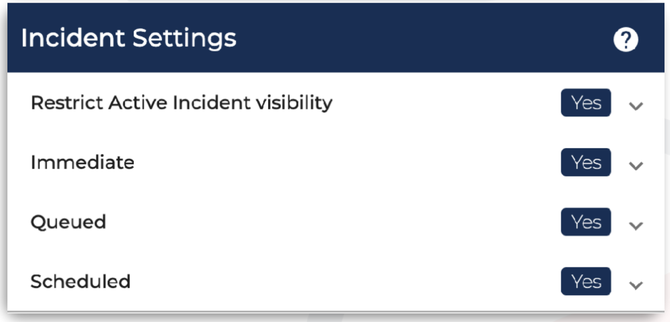
2.9. Creating Incidents

2.9.8.Dispatch Mode

Beacon now provides for the creation of three different Dispatch Modes to better meet the needs of different response agencies:

Immediate – Requires immediate attention
Queued – As soon as Responders are available
Scheduled – Future dated tasks

Dispatch Modes can be turned on and off through the Web App on the Settings page under Incident Settings. You may or may not want to use all three, but you have to enable at least one. (m)



Description	Responders must be **ON DUTY** to receive the Incident Alert	Responders must be **AVAILABLE** to receive the Incident Alert	Incidents stay **OPEN INDEFINITELY**.	Incidents **CLOSE AUTOMATICALLY** when all responders have completed their participation	Incidents can be created for a **FUTURE DATE & TIME**
Immediate The original and default Beacon incident type	✓	✓	✗	✓	✗
Queued For when responders are not immediately available or longer duration incidents	✓	✓	✓	✗	✗
Scheduled For routine or preplanned tasks or appointments	✗	✗	✓	✗	✓

"Which Dispatch Mode should we use?"

These questions will help you decide which one(s) to enable.

"Do you need Responders to assist someone as soon as possible?"

- If "Yes", enable ***Immediate Incidents***
- Immediate Incidents require Responders who are On Duty and Available (i.e., not already assigned to another active incident)
- Immediate Incidents will close once all assigned Responders have completed their involvement

SAMPLE USE CASE 1:

Someone is suffering a life- or limb-threatening situation and needs emergency assistance right now.

A dispatcher would create an Immediate Incident to make sure that the right Responders were assigned to assist right away.

"Do you expect to have more Incidents than you have Responders?"
or
"Can the Incidents wait until Responders become available to assist?"

- If "Yes", enable ***Queued Incidents***
- Queued Incidents are useful for when Responders are not immediately available or for longer duration incidents
- Queued Incidents can be created when no other Responders are available and will stay open until the Dispatcher closes them

SAMPLE USE CASE 2: An agency has only three Responders working this shift. They are all currently assisting someone though more requests for assistance are coming in.

SAMPLE USE CASE 3: A search and rescue team has to search 20 houses for survivors in a single neighborhood over the next three hours.

In both use cases, a Dispatcher would create multiple Queued Incidents to ensure that Responders would be able to get to each and every Incident as they are able.

"Do you know well in advance of when your Responders will be needed?"

- If "Yes", enable ***Scheduled Incidents***
- Scheduled Incidents can be created for a future date and time
- Scheduled Incidents are created on the date and time selected by the Dispatcher
- Scheduled Incidents don't require Responders to be On Duty and/or Available to create them
- Responders will receive the Scheduled Incident alert at the selected date and time

SAMPLE USE CASE 4: An ambulance service provides inter-facility transfers for dialysis patients and has regularly scheduled transfers to and from the dialysis clinic.

A Dispatcher would create Scheduled Incidents for the appropriate date/time and alert selected Responders to the Incident at the selected date/time.

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(m) Feature only available for Manager roles

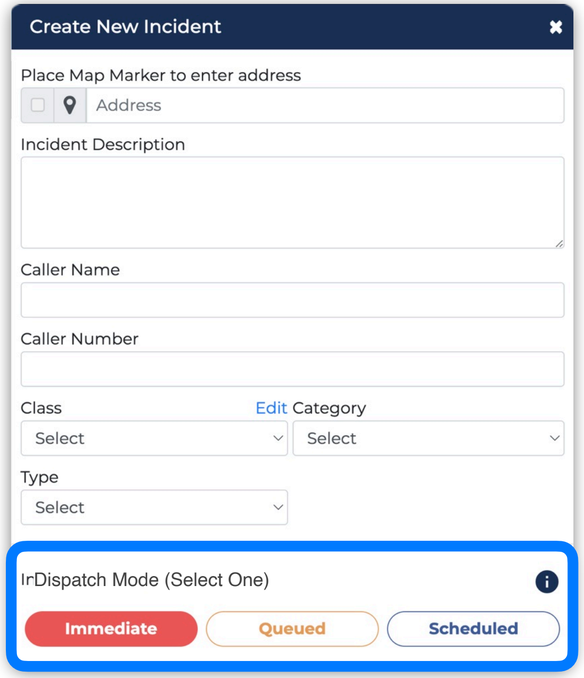
2.Key Functions

2.9. Creating Incidents

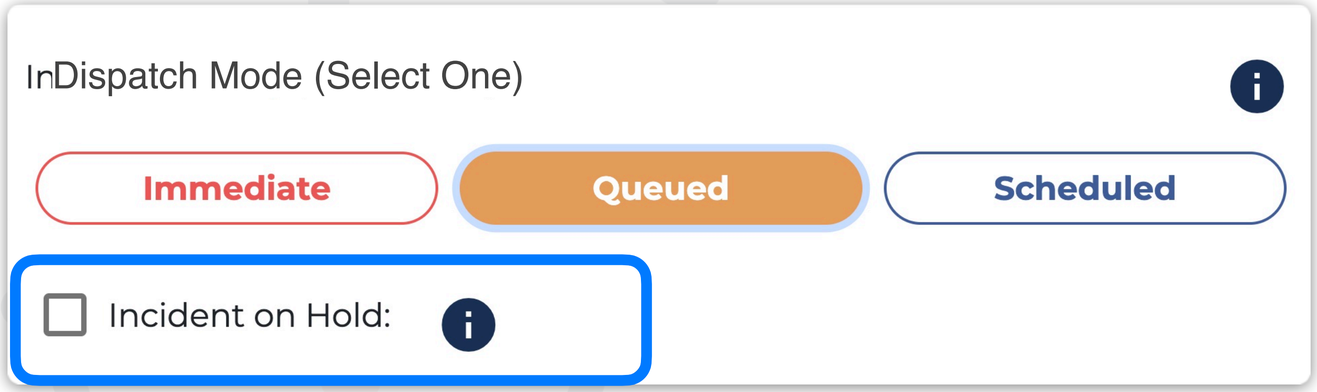
2.9.8.Dispatch Mode

If your agency has enabled the use of multiple Dispatch Modes you should be able to use this feature when creating new incidents.

1. Dispatch Mode Selector



2. Queued Hold



1. Dispatch Mode selectors will appear in the New Incident panel as shown in the first image above.
2. Also notice on the second image that we have included a ***Incident on Hold*** checkbox when creating a Queued Incident. Checking the box will allow the creation of the queued incident without generating an incident alert to available responders. After the incident is created, dispatchers can manually assign responders to this incident and each responder assigned will receive an alert.

** Pay attention that the ***Hold*** checkbox will disappear if you chose to Assign responders while creating the incident, meaning it will generate an alert.

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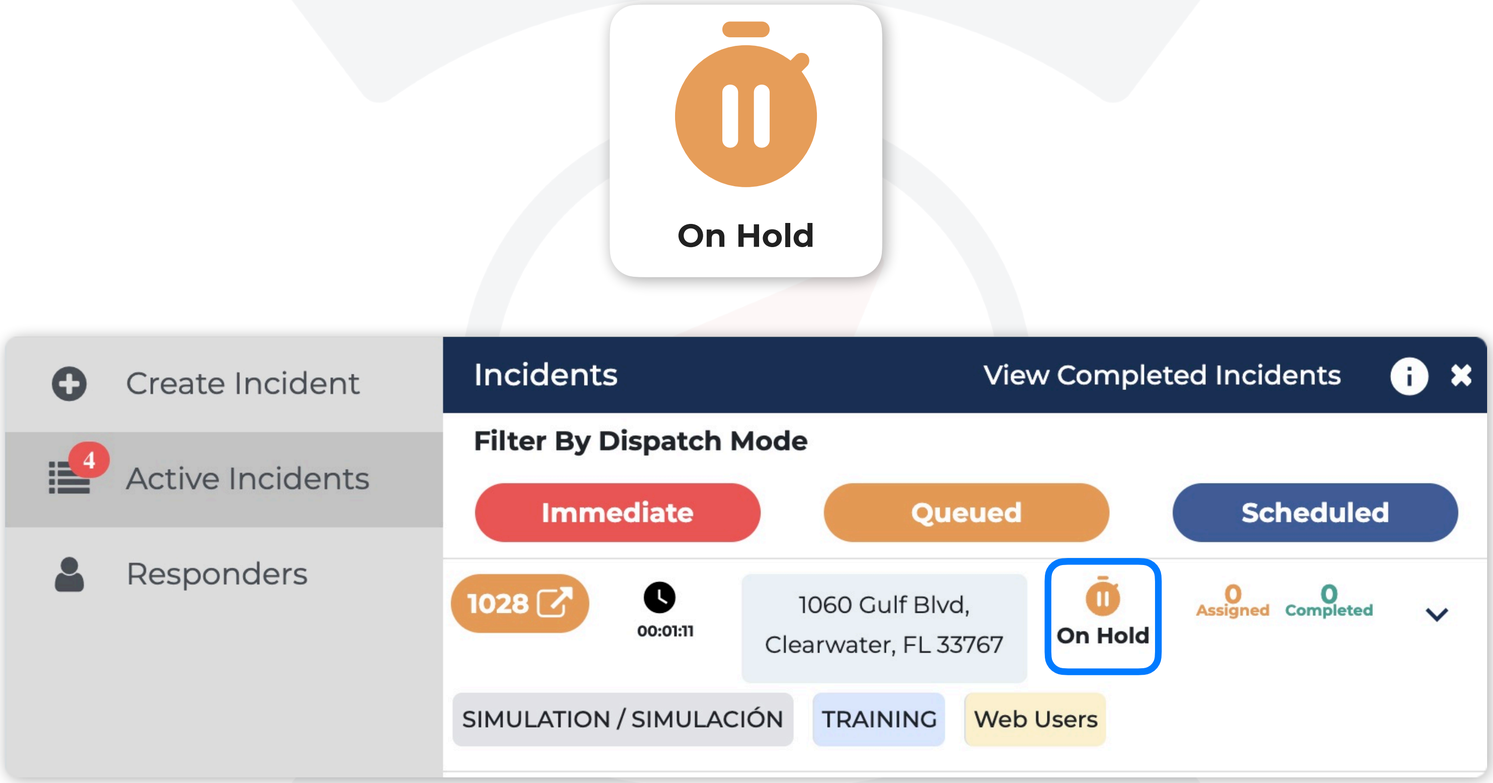
2.Key Functions

2.9. Creating Incidents

2.9.8.Dispatch Mode

Once created, Queued On Hold Incidents will display an icon indicator for easy identification.

The On-Hold icon indicator will be visible in the Incident Summary Card when viewing the Active Incidents Panel.



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2.Key Functions

2.9. Creating Incidents

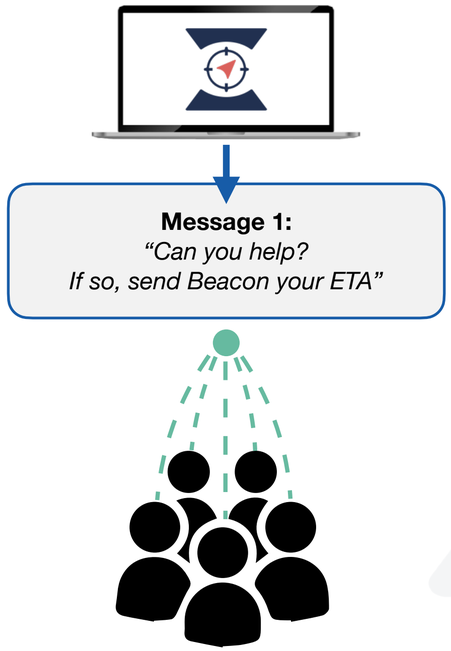
2.9.9. Alert Types

Beacon allows Dispatchers several options for creating incidents and managing Responders:

- Broadcast Alert: Sends the incident alert to available Responders and assigns them based on 1) their self-reported estimated time of arrival (ETA) and 2) the type/number of responders requested for the incident
- Assign Responders: Allows Dispatchers to manually assign specific Responders to the incident
- Hybrid Method ("Both"): Allows Dispatchers to manually assign specific Responders AND broadcast the alert to others. This is useful, for example, when you have multiple Responders but limited transport vehicles — or when the ambulance is 45 minutes from the incident, while there are also Responders only a few minutes away from the incident location. In such cases, it would be possible to assign an ambulance and then broadcast the alert to a large group of Responders on foot or motorcycle nearby so that Beacon can also assign more Responders to get on scene while the ambulance is en route.

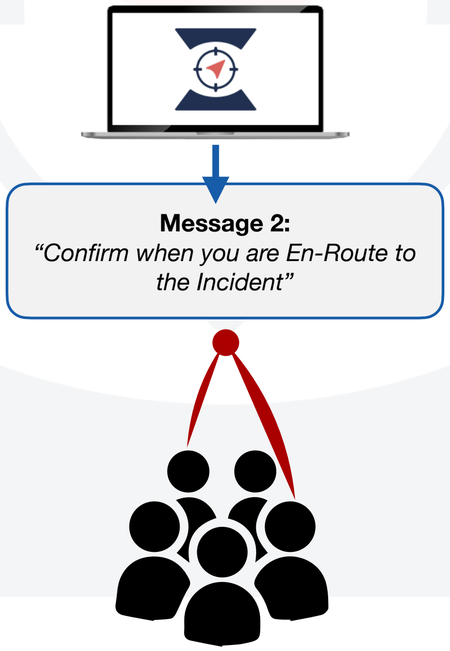
Broadcast Alert

Sends Message 1: Broadcast Alert to all Available Responders; Beacon assigns appropriate Responder(s) based on selection criteria set by Dispatchers



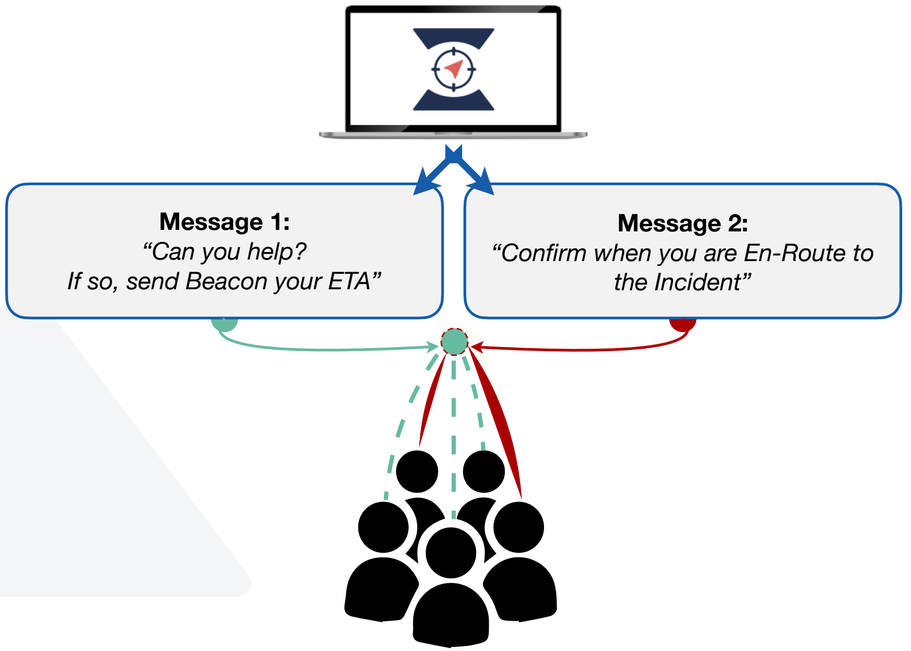
Assign

Skips Message 1: Broadcast Alert and ends Message 2: Confirm En Route to Responders assigned by the Dispatcher when the incident was created



Both

Allows Dispatchers to Assign specific Responders to the incident and also Broadcast an Alert to other Responders to fill in gaps.



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2.Key Functions

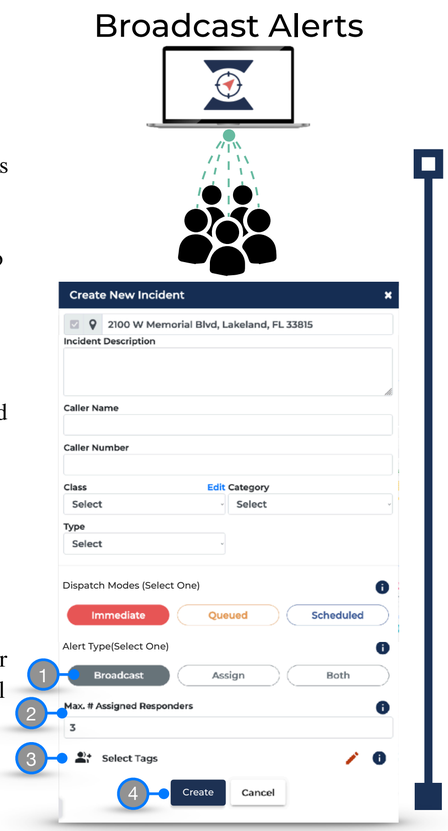
2.9. Creating Incidents

2.9.9. Alert Types

These three diagrams also show how the methods differ when creating a new incident:

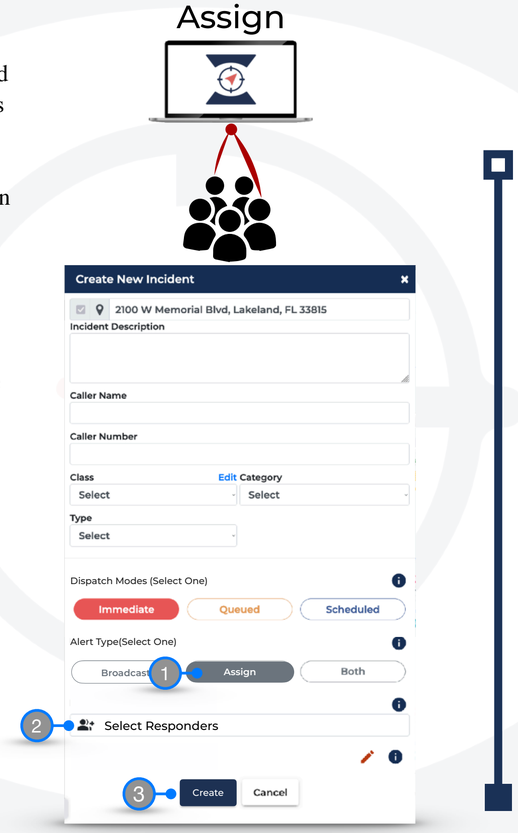
Broadcast Alerts

1. The Dispatcher clicks **Broadcast** in order to send the alert to all Available Responders
2. The Dispatcher indicates that they would like a **Maximum of 3 Responders** assigned to the incident
3. If required, the Dispatcher can also select specific **Responder Tags** to send the alert to (read more about **Responder Tags here**)
4. The Dispatcher clicks **Create** to broadcast the alert to Available Responders and request that they reply with their estimated time of arrival to the incident location



Assign

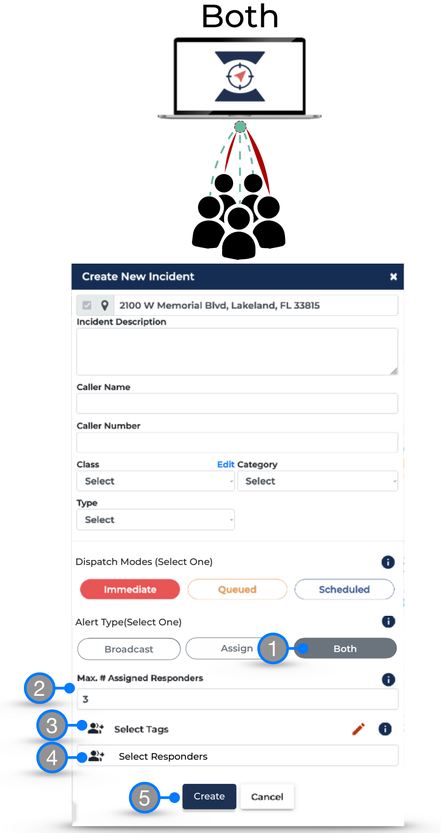
1. The Dispatcher clicks the **Assign** button to select and assign specific Responders to the incident
2. The Dispatcher clicks **Select Responders** to open a dialog box and select specific Responders to assign
3. The Dispatcher clicks **Create** to alert selected Responders that they have been assigned to the incident and are now expected to confirm when they are en route to the incident location



Both

1. The Dispatcher selects **Both** in order to Broadcast the alert to all Available Responders <u>and</u> also assign specific Responders to the incident
2. The Dispatcher indicates that they would like a **Maximum of 3 Responders** assigned to the incident, and
3. If required, the Dispatcher can also select specific **Responder Tags** to send the alert to (read more about **Responder Tags here**)
4. The Dispatcher clicks **Select Responders** to open a dialog box and select specific Responders to assign
5. When the Dispatcher clicks the **Create** button, Assigned Responders will be asked to "Confirm En Route" and Responders receiving the broadcast alert will be asked if they can respond and how long it will take them to arrive on-scene (Read more about the different **Responder Type workflows here**)

<u>Note</u>: Responders assigned by a dispatcher do not count towards the maximum number of Responders mentioned in Step #2



<u>IMPORTANT RULES TO REMEMBER</u>

- If the **Assign** button is **selected**, you are **required to assign at least one Responder**
- If the **Both** button is **selected**, you are **required to assign at least one Responder**
- The first message that is sent to responders will differ depending on whether they were sent a Broadcast Alert or if they are Assigned to the incident
  - <u>If Dispatch sends out a Broadcast Alert</u>, the responders will receive *Message 1: Incident Alert*
  - <u>If Dispatch Assigns Responders</u> when creating an incident, those responders will skip over Message 1 and begin with *Message 2: Confirm En Route*

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2.Key Functions

2.9. Creating Incidents

2.9.9. Alert Types

IMPORTANT RULES TO REMEMBER

- If the **Assign** button is **selected**, you are **required to assign at least one Responder**
- If the **Both** button is **selected**, you are **required to assign at least one Responder**
- The first message that is sent to responders will differ depending on whether they were sent a Broadcast Alert or if they are Assigned to the incident
  - If Dispatch sends out a Broadcast Alert, the responders will receive *Message 1: Incident Alert*
  - If Dispatch Assigns Responders when creating an incident, those responders will skip over Message 1 and begin with *Message 2: Confirm En Route*

Responder Type	Beacon Workflow Messages							
	1: Incident Alert [i]	2: Confirm En Route [ii]	3: Confirm On Scene	4: Additional Resources [iii]	5: Confirm Transport	6: Destination Arrival	7: Complete Incident	8: Response Summary
Patient Transport	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Response Only	Yes	Yes	Yes	Yes	**No**	**No**	Yes	Yes
Animal Transport	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Transfer / Delivery	Yes	Yes	Yes	**No**	Yes	Yes	Yes	Yes

[i] If Dispatch creates an incident as a Broadcast Alert, the responders will receive *Message 1: Incident Alert*

[ii] If Dispatch Assigns Responders when creating an incident, those responders will skip over Message 1 and begin with *Message 2: Confirm En Route*

[iii] Beacon sends *Message 4: Additional Resources* only to the first person/unit to confirm arrival on scene – the "*Incident Commander*"

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2.Key Functions

2.9. Creating Incidents

2.9.10. Responder Tags

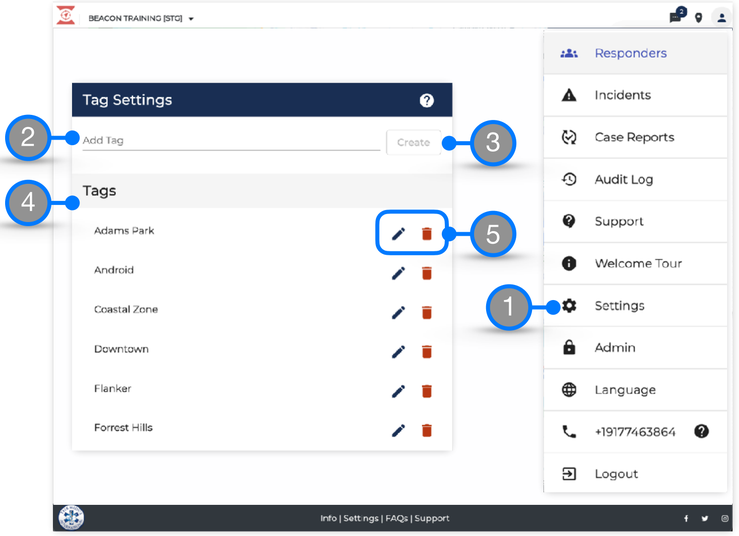
About Responder Tags

Responder Tags help Dispatchers be more selective in which Responders will receive broadcast alerts when creating incidents. Responder Tags are especially useful if you have a large number of Responders spread out across different geographic areas or with different attribute types (e.g., specialties, training, resources etc).

STEP 1 – Setting Up Responder Tags (m)

To set up your Zone/Group Tags:

1. Go to the **Settings page** on the Beacon Web Pages and scroll to the bottom where it says **Tag Settings**
2. **Enter the Name** of your Tags
3. Click **Create**
4. You will see your Tag appear below on the list
5. You can edit or delete the Tags using these buttons

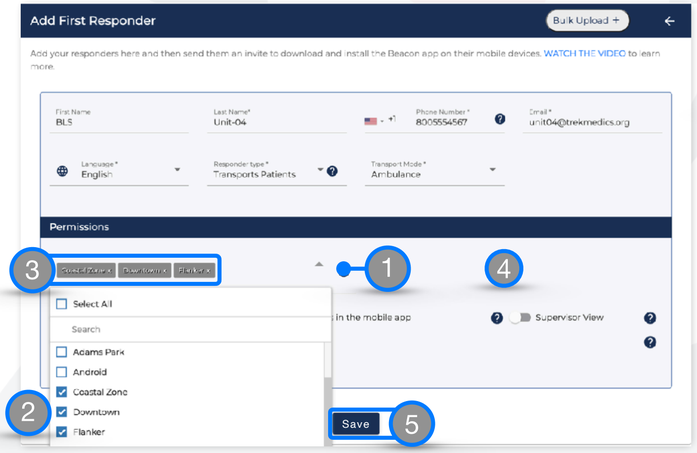


STEP 2 – Add Tags To Responder Profiles (m)

Next you will want to add the correct tags to each Responder. Navigate to the **Manage Responders page** and locate the Responder you want to assign tags to and clic the edit icon. Complete the following steps for each responder:

1. Navigate to the Tags menu and click on it to display the list
2. Select the desired Tags
3. The selected Tags will appear above
4. Click anywhere outside the Tag menu to close it
5. Then click **Save**

Repeat these steps for every Responder. When you've finished, go back to the Dashboard.

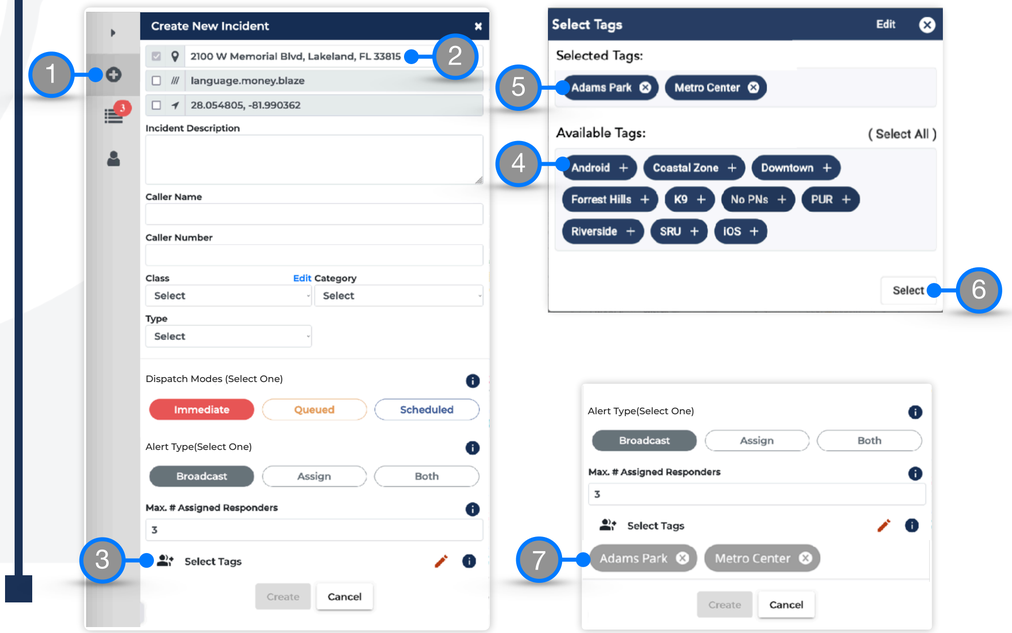


A first responder can be assigned multiple tags. For example, they can be based in a certain area and also have specialized training, so they will have 2 tags to identify where and what they can assist with. This is just one example of multiple uses of tags. After you've finished adding tags to all your Responders, go back to the Dashboard where you will see the responders that were assigned **Tags** are identified with a tag icon and the number of tags.

STEP 3 – Create an Incident Using Responder Tags

To create an incident use Zone/Group Tags follow these steps:

1. Open the **Create New Incident** panel
2. Find and place the Incident Map Marker on the correct location and confirm that the correct location appears in the **Address Bar**
3. After filling in the rest of the information, click on the **Select Tags button**
4. When the Dialogue Box appears, click on the Responder Tag(s) you want from the **Available Tags section** to specify which Responders should receive the Broadcast Alert.
5. The **Selected Tag(s)** will appear above
6. Click the **Select button** to save the selected Tags
7. After closing the Dialogue Box, the Selected Tags will appear here on the Create New Incident form. To remove them, click the "X" on the tag.
8. To add additional tags, repeat actions from step 3 to 7.



(m) Feature only available for Manager roles

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2.Key Functions

2.9. Creating Incidents

2.9.10. Responder Tags

About Responder Tags

Responder Tags help Dispatchers be more selective in which Responders will receive broadcast alerts when creating incidents. Responder Tags are especially useful if you have a large number of Responders spread out across different geographic areas or with different attribute types (e.g., specialties, training, resources etc).

Additional Notes

Here are some other points to keep in mind when using the Responder Tags:

- Responder Tags are very useful for specifying which Responders will receive Broadcast Alerts and which won't
- When no Responder Tags are selected, all Available Responders will receive the Broadcast Alert
- When one or more Responder Tags are selected, only the Responders with those tags will receive the Broadcast Alert
- When all Responder Tags are selected, Available Responders with no tags will not receive the Broadcast Alert
- If you select specific Responder Tags, you can still assign Responders that don't have those tags to an incident
  - For example, if you Broadcast an Alert to Responders tagged with *Zone-X*, you can also assign a Responder tagged with *Zone-Y*
- When using Responder Tags to organize responders by geographic area, tags should be given to Responders according to where they can respond, not where they live
  - For example, if a Responder lives in *Zone-A*, but works in *Zone-B*, and is able to respond to *Zone-C*, then all three Zone Tags should be given to that Responder

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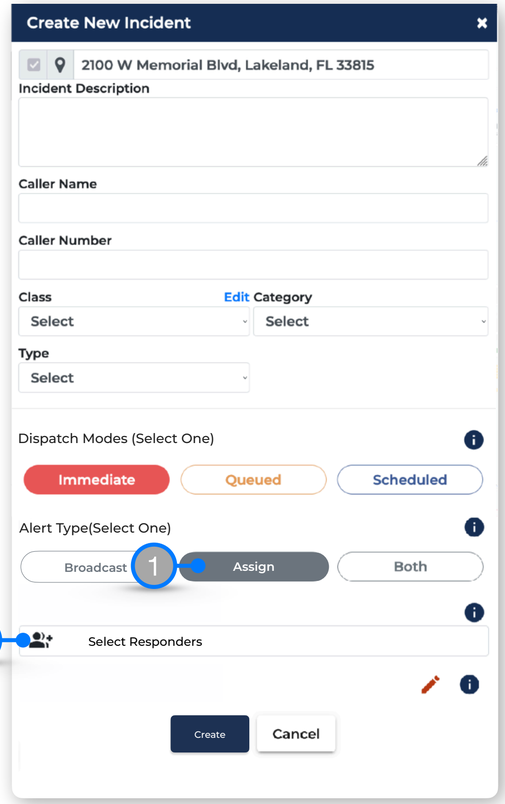
2.Key Functions

2.9. Creating Incidents

2.9.11. Assigning Responders

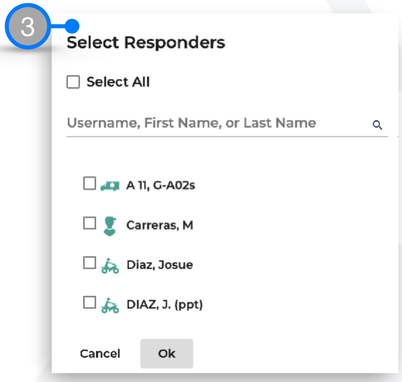
There are three (3) ways to assign responders to an incident:

1. Incident Creation Panel

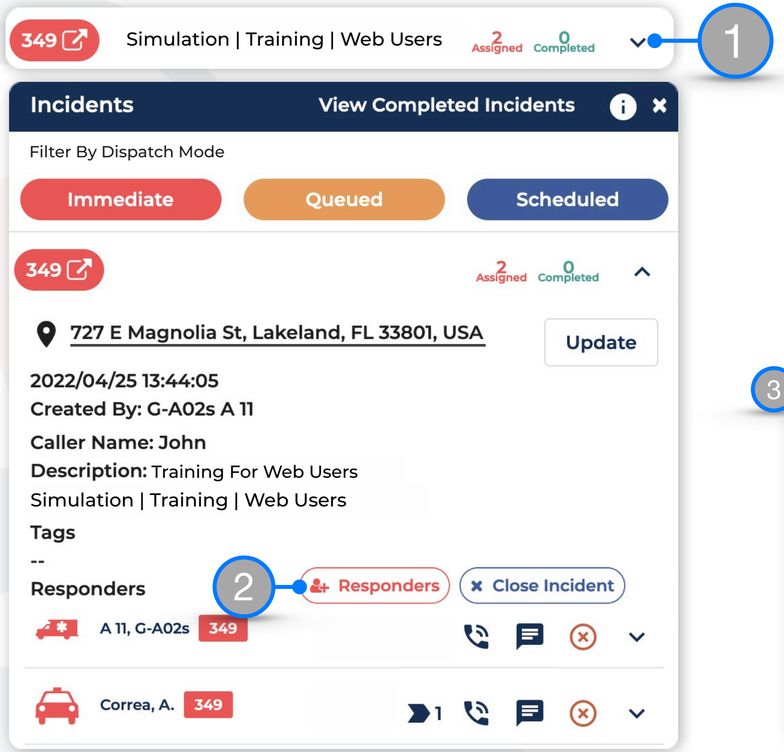


Assigning responders through the Incident Creation panel:

1. Select Alert Type Assign when creating an incident.
2. Click on "Select Responders"
3. On the Pop Up list, select the responders to be assigned

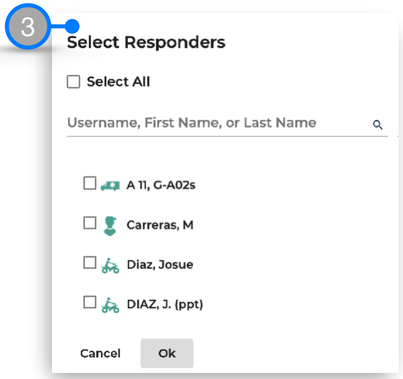


2. Active Incident Card



Assigning responders through the Active Incident Card:

1. Navigate to the Incidents panel on the dashboard, locate the incident you would like to assign responders and click the caret (﹀) to expand the Incident Summary Card.
2. Click on the "Responders +" button
3. On the Pop Up list, select the responders to be assigned



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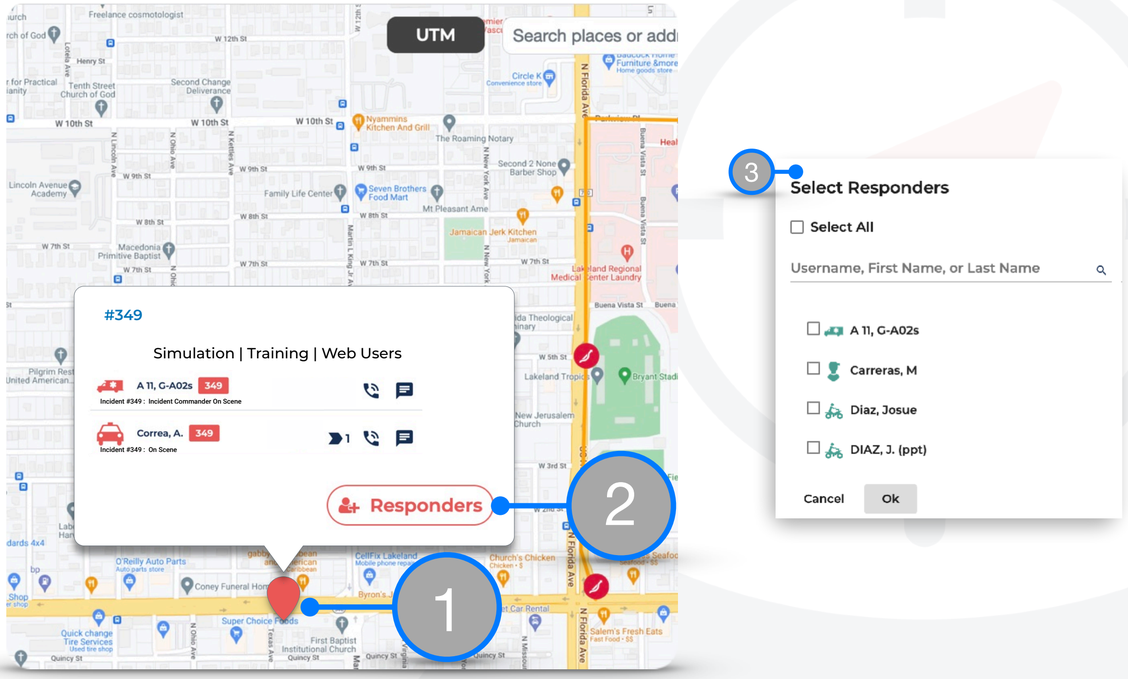
2.Key Functions

2.9. Creating Incidents

2.9.11. Assigning Responders

There are three (3) ways to assign responders to an incident:

3. Incident Marker



To assigning responders using the Incident Marker:

1. Click on the Incident marker from the Incident you wish to assign responders
2. Click on the “Responders +” button
3. On the Pop Up list, select the responders to be assigned

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This is only available for Managers

2.Key Functions

2.9. Creating Incidents

2.9.12. Custom Incident Label

Incident labels provide standardized ways to describe incidents and organize record-keeping. All Beacon accounts come with default generic labels which can be easily customized according to your needs.

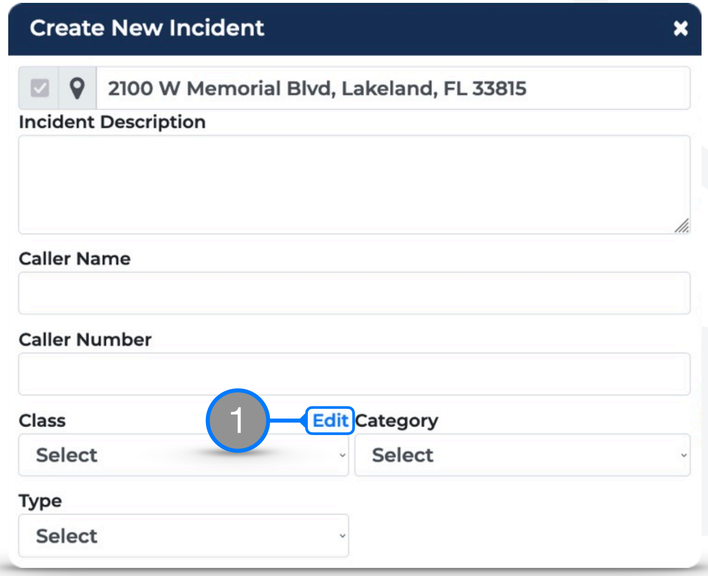
To customize incident labels:

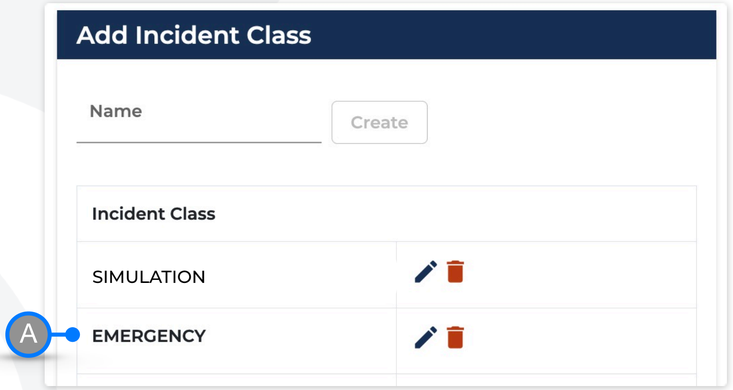
1. Click the **Edit** button on the Create New Incident form

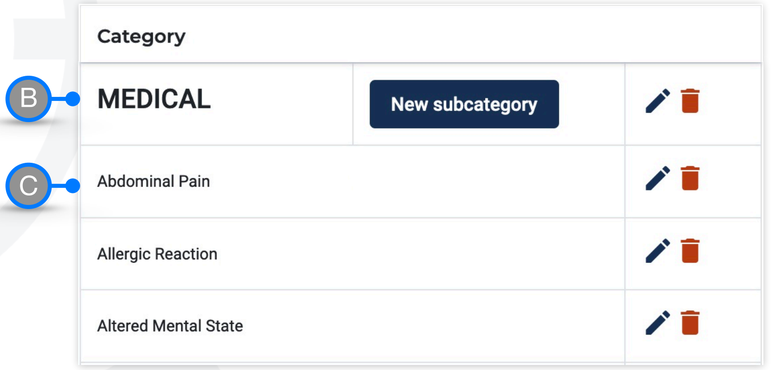
This will bring you to the Incident Label List where you can create, edit and/or delete Incident Labels.

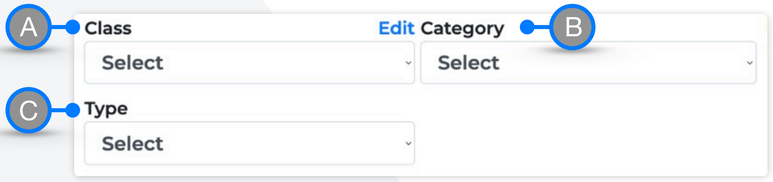
A couple points to keep in mind:

- You can customize the labels using whatever naming convention you prefer
- Whenever you include an incident label in an alert it will be sent to responders and also saved in your reports
- *Class (A)* is an independent label, while *Category (B)* and *Type (C)* are dependent labels
  - This means that Types (or "Subcategories") are paired with the Category they are listed under
  - In the example below, "Abdominal Pain" (C) can only be selected if "Medical" (B) is selected first









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2.Key Functions

2.9. Creating Incidents

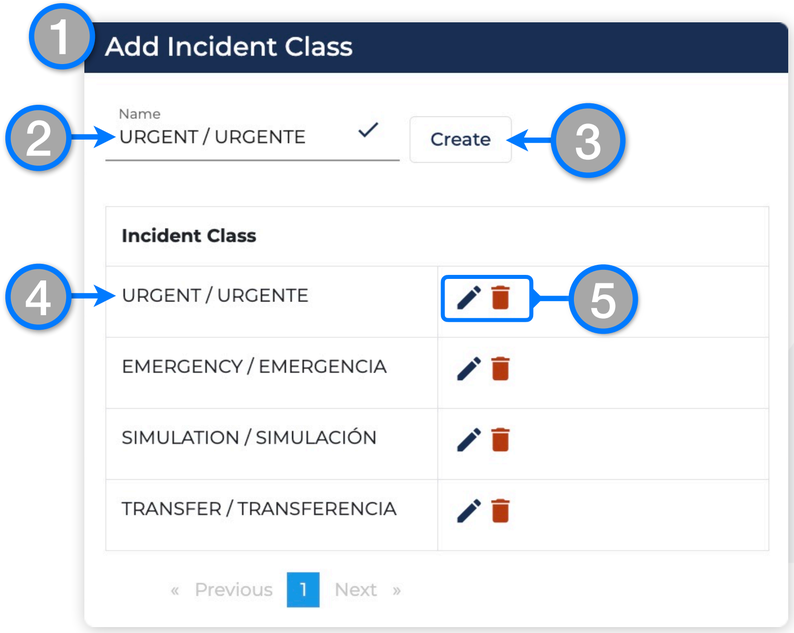
2.9.12. Custom Incident Label

This is only available for Managers

Editing Incident Labels — Class

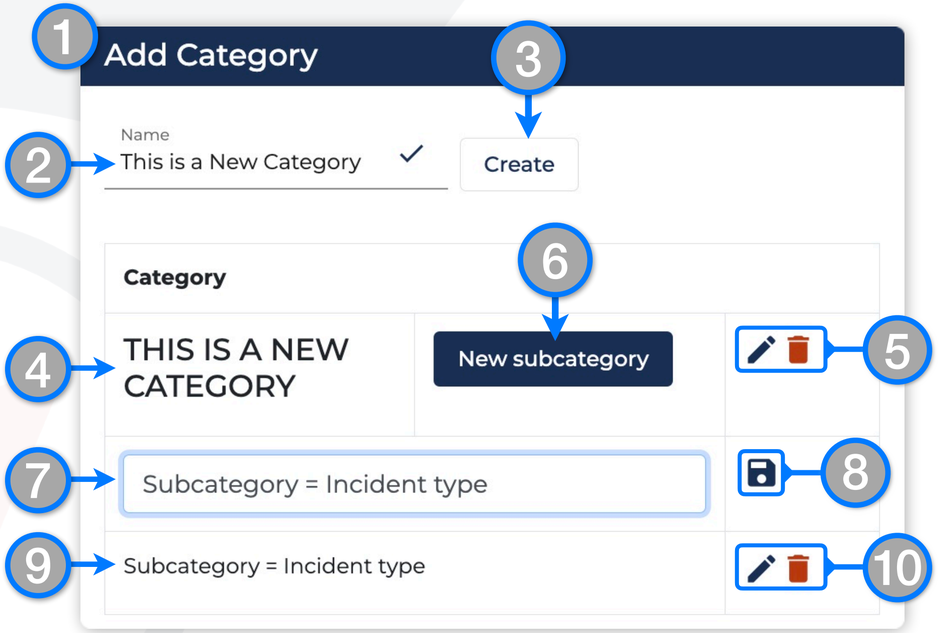
To create New Class or edit existing ones:

1. Navigate to the **Add Incident Class** menu
2. Enter the name of the Class you would wan to add
3. Click **Create** when ready
4. The Class will be listed below when successfully created
5. Edit or Delete Class by using the action buttons on the right



Editing Incident Labels — Category and Type

Incident Labels Category and Type are directly tied to each other in a parent-child relation. On the editing interface, Category is the parent and subcategory = Type which will be the child.



To create New Categories and Types or edit existing ones:

1. Navigate to the **Add Category** menu
2. Enter the name of the parent category
3. Click create
4. The newly created category will be displayed on the list below
5. At this step, aligned with the Parent Category name, on the far right are the Edit and Delete buttons to manage each parent Category individually
6. Clicking New Subcategory will prompt a new field
7. Enter the subcategory name (child Type)
8. Save when ready
9. The subcategory / Incident Type will display on the list below the Parent Category
10. Aligned with each subcategory, on the far right are the Edit and Delete buttons to manage each subcategory individually

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2.Key Functions

2.10. Dispatch Automation: Broadcast Alerts

Using Broadcast Alerts to Automate Dispatching

Emergency Dispatchers are often compared to chess players, strategically moving pieces around to respond to threats. While accurate in spirit, there are a couple problems with this approach:

1. It makes the Dispatcher solely responsible for managing the movements of every Responder, all the time. This is time-consuming.
2. Because it's time-consuming, it means the more Responders you have, the more Dispatchers you need to manage them. This is resource-intensive.

Over the past decade, we've all seen how effective ride-sharing technologies have been in reducing the need for traditional taxi dispatchers, so it's kind of hard not to ask the same questions about emergency dispatching*:

- What if there was a way to automate dispatch?
- What if there was a way to have as many Responders as you wanted without having to drastically increase the number of Dispatchers at the same time?
- What if there was a way to assign certain Responders, while crowdsourcing the rest to fill in the gaps when needed?

This is what Beacon's Broadcast Alert settings do.

Understanding how Beacon automates dispatch through Broadcast Alerts can help you to reduce response times, improve efficiency in resource allocation, and scale your coverage area as needed. For example, if you send an alert to 50 Responders, it's very likely you don't want all 50 Responders showing up at the scene, so Beacon has to be able to decide which Responders get assigned and which don't. Beacon also has to be able to make these assignment decisions at random times because Responders may reply to alerts at different times.

Included here below are brief introductions to the *Broadcast Alert* settings. For some people, the settings may make sense right away. But for those who need more explanation, be sure to click on each of the setting links to get a deeper understanding and see how it all works in practice through easy-to-follow examples and diagrams.

And if automation isn't what you need, you can always go back to *Chess Master mode* in Beacon and simply **assign Responders manually**.

Why doesn't Beacon use GPS to find the Responder that's closest?

If you've ever used Uber or Lyft, you know that these ride-sharing apps use GPS to find the driver that's closest to you, so it makes sense that Beacon should he able to do that, too, right?

Not exactly.

There are several reasons why Beacon doesn't use the GPS location of Responders to decide who's closest:

1. **Not all Responders have smartphones and/or Internet connectivity all the time.** If Beacon only relied on GPS locations, then Responders using Beacon via SMS would never get assigned to incidents because Beacon wouldn't know their location
2. **Beacon doesn't know your <u>current</u> location unless you have your phone turned on and the Beacon app open in the foreground when the alert is sent out.** As soon as you turn the phone off, lock the phone screen, put the app in the background or swipe close it, Android and iOS no longer allow apps to track your location. As a result, once the Beacon mobile app is no longer open and in the foreground, Beacon only knows your last reported location, which may or may not be your current location.
3. **Uber and Lyft drivers do it to get paid, while many Beacon users are volunteers. This makes a big difference**: When an Uber or Lyft driver gets assigned to a call, they usually take it because that's how they make money. If you're using Broadcast Alerts in Beacon, it's very likely you're working with volunteer Responders. And as we all know is the case with volunteers, they often get alerts for emergency incidents that they don't respond to — even if they're the closest person to the incident. So, telling the closest Responders to an incident that they're needed, only to learn that they're not going to respond, is just a huge waste of time.
4. **Hailing a taxi is a fairly simple transaction; when someone asks for a taxi, they only need one vehicle. Emergency dispatching is <u>very</u> different.** For starters, not all emergencies are the same. If someone slips and falls, you may only need one ambulance to respond. But for a motor vehicle collision with multiple victims, you'll likely need more resources. While it's possible in theory to automate all of the different response combinations that exist, we'll be very impressed to see it when it happens. Until then, we'll rely on Dispatchers to figure out the type of resources they'll need for each incident, and then let Responders decide if they can or can't go.

The bottom line is: Don't be fooled by how "easy" technological solutions look at face value. It may be easy to compare emergency response apps to pizza delivery apps, but in reality, it's a lot more complicated than that. Anybody who wants to make that comparison has never worked in an emergency service.

*<u>Please note</u>: *We aren't advocating for the complete automation of emergency dispatching. We understand very well that calling for a taxi and calling for a 5-car pileup are very different things. In fact, we don't think that emergency dispatching will ever be fully automated — but we definitely think a lot of it can be.*

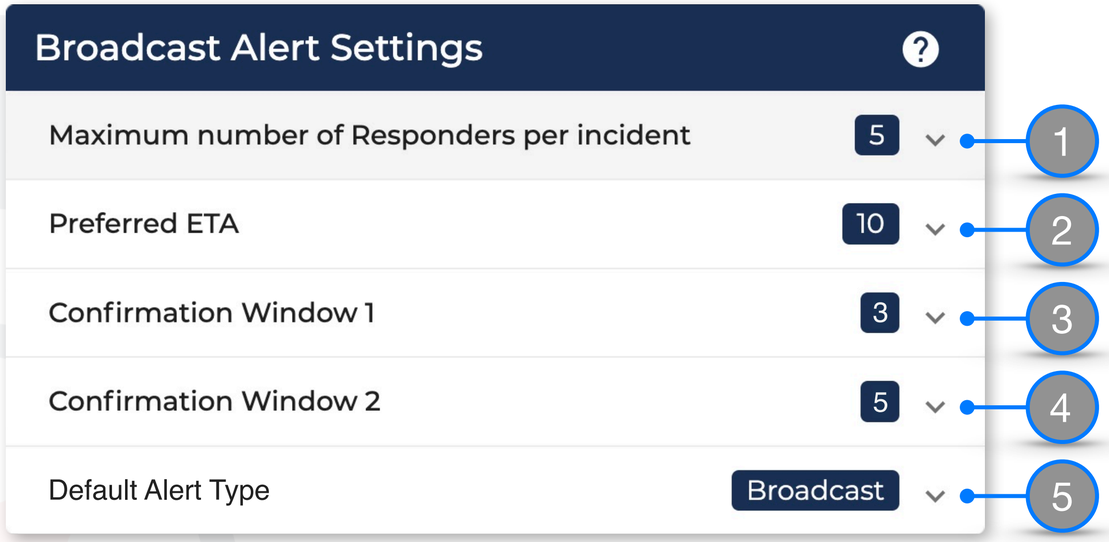
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2.Key Functions

2.10. Dispatch Automation: Broadcast Alerts

Broadcast Alert Settings

1. **Maximum Number of Responders per Incident** — This number sets a default limit on how many Responders can be assigned to each incident when sending Broadcast Alerts. It's only a default setting so can be changed for each incident through the *Create New Incident panel* on the dashboard
2. **Preferred ETA (Estimated Time of Arrival) —** This setting determines which Responders get preference when Beacon is assigning Responders to a new incident. If the Preferred ETA is 10 minutes, all Responders who say they can be on-scene in 10 minutes or less will be given preference over Responders who say their ETA is greater than 10 minutes.
3. **Confirmation Window 1** — The *minimum amount of time* in minutes you are willing to wait for responders to reply to an alert from Beacon
4. **Confirmation Window 2** — The *maximum amount of time* in minutes you are willing to wait for responders to reply to an alert from Beacon
5. **Default Alert Type** — Select which Alert Type should be used as the default type when creating new incidents



Using the settings shown in the diagram above, here are three scenarios to describe how Broadcast Alerts work in practice:

- **Settings:**
  - *Preferred ETA* = 10 minutes
  - *Confirmation Window 1* = 3 minutes
  - *Confirmation Window 2* = 5 minutes
- **Scenario A:**
  - 12:00pm – The Incident Alert is sent to all Available Responders
  - 12:02pm – *Jimmy* replies with an ETA of 3 minutes (less than the Preferred ETA of 10 minutes)
  - 12:02pm – Beacon replies to Jimmy saying "Proceed to Location. Please confirm arrival on-scene."
- **Scenario B:**
  - 1:00pm – The Incident Alert is sent to all Available Responders
  - 1:01pm – *Jimmy* replies with an ETA of 11 minutes (greater than the Preferred ETA of 10 minutes)
  - 1:01pm – Beacon replies to Jimmy saying "standby. Please wait 4 minutes"
  - 1:03pm – *Confirmation Window1* closes and Beacon replies to Jimmy with its decision: Either "*Proceed to Location*" or "*You're not needed for this incident*"
- **Scenario C:**
  - 2:00pm – The Incident Alert is sent to all Responders
  - 2:04pm – *Julie* replies with an ETA of 15 minutes (more than the Preferred ETA of 10 minutes)
  - 2:04pm – Beacon replies to Julie saying "standby. Please wait 2 minutes"
  - 2:05pm – *Confirmation Window2* closes and Beacon replies to Julie with its decision: Either "*Proceed to Location*" or "*You're not needed for this incident*"

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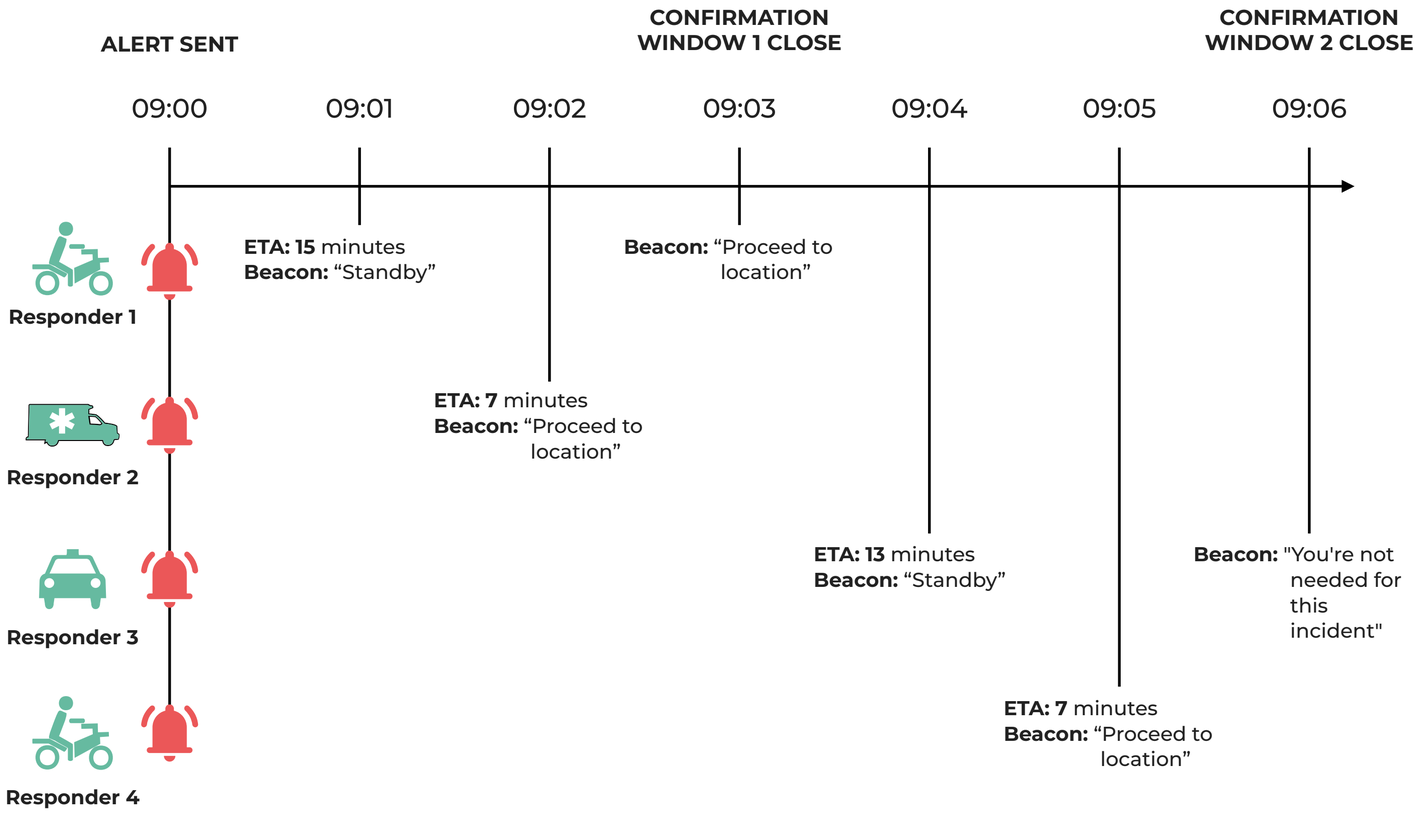
2.Key Functions

2.10. Dispatch Automation: Broadcast Alerts

Dispatch Automation Settings

Preferred ETA: 10 minutes
Confirmation Window 1 closes at: 3 minutes
Confirmation Window 2 closes at: 7 minutes
Max. Number of Responders: 3

Automation for Multiple Responders — Here's an example of how Dispatch Automation works when multiple responders reply to the same Incident Alert. Please note how Responder 3 is rejected. This has happened because the Maximum Number of Responders (3) is met.



TIMELINE

09:00 – Alert is sent out

09:01 –Responder 1 (on a motorcycle) replies with an ETA of 15 minutes and is asked to Standby at least 2 minutes

09:02 – Responder 2 (on a ambulance) replies with an ETA of 7 minutes and is told to proceed to location

09:03 – Confirmation Window 1 closes; the maximum number of required responders has not been met, so Responder 1 is told to proceed to location

09:04 – Responder 3 (on a car) replies with an ETA of 13 minutes and is told to Standby

09:05 – Responder 4 (on an motorcycle) replies with an ETA of 7 minutes and is told to proceed to location

09:06 – Responder 3 is told that they are not needed for this incident; Confirmation Window 2 also closes, 1 minute early, because the Maximum amount of 3 responders has been met

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2.Key Functions

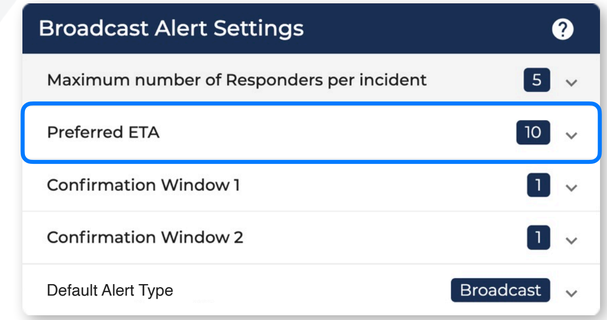
2.10. Dispatch Automation: Broadcast Alerts

2.10.1. Preferred ETA

GPS is a great way to figure out how close Responders are to an emergency. Unfortunately, not everyone has GPS-capable phones, so Beacon uses the *Preferred ETA* setting to figure out who's closest. (*There are other reasons why Beacon doesn't use GPS to find the closest Responder, too.* ***Read more here***.)

When Dispatchers send out **Broadcast Alerts**, Responders are asked to self-report their estimated time of arrival (ETA) to the Incident Location. Beacon compares each Responder's self-reported ETA to the *Preferred ETA setting* to determine what happens next.

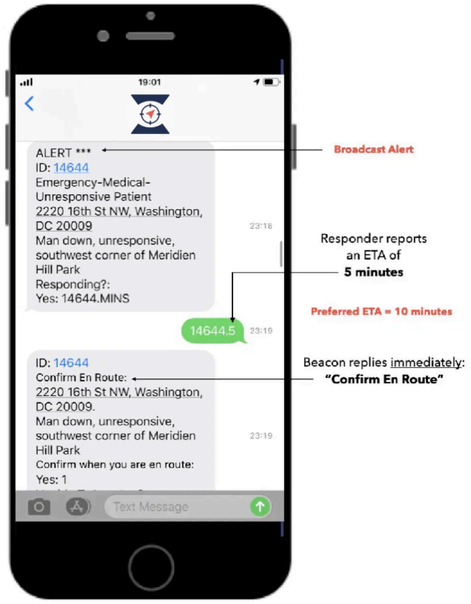
Here are three examples to show you how it works.
(*Please note*: The *Preferred ETA* setting works the same way whether you're responding through the Beacon Mobile App or via SMS.)



Scenario 1:
Responder's ETA is *less than or equal to* the Preferred ETA

Result:
Responder is Assigned Immediately ✅

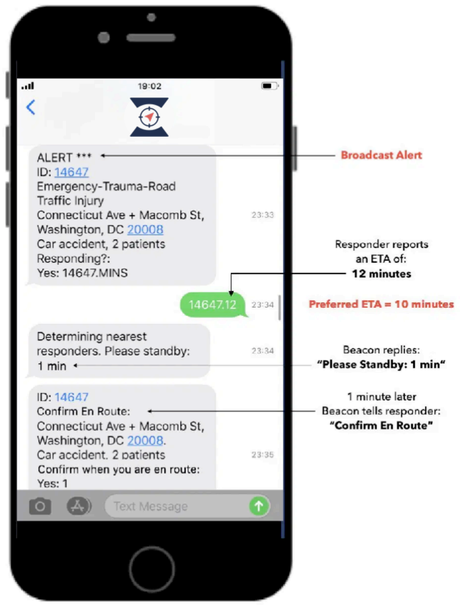
If the Responder's ETA is **less than/equal to** the *Preferred ETA*, and Beacon is still looking for more responders, the Responder is immediately assigned to the incident and asked to Confirm En Route.



Scenario 2:
Responder's ETA is *greater than* the Preferred ETA

Result:
Responder is told to "Please Standby" 🖐

If the Responder reports an ETA **greater than** the Preferred ETA, the Responder is told to Pleas Standby (for 1 minute*). Beacon is now waiting to see if there are other Responders who are closer. If Beacon can't fin another Responder with a shorter ETA, Beacon will then send the *Confirm En Route* message, as shown here.

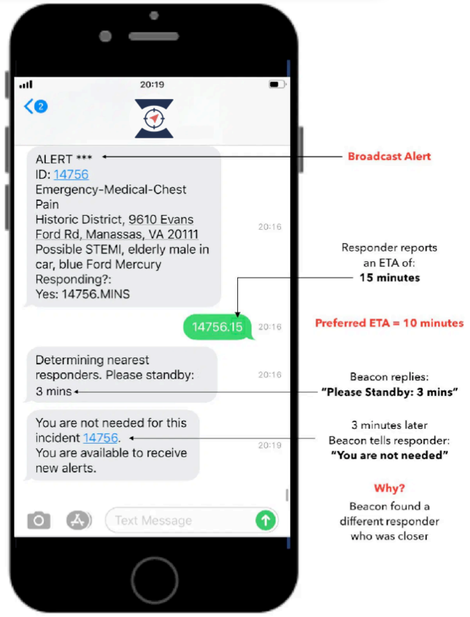


Scenario 3:
Responder's ETA is *greater than* the Preferred ETA

Result:
Responder is Rejected 🚫

Just as in the example above, in this scenario the Responder reports an ETA **greater than** the Preferred ETA and is then told to Please Standby (for 3 minutes*). After 3 minutes, Beacon then tells the Responder, "*You are not needed for this incident*."

Why? Because Beacon found another Responder who reported a shorter ETA than this Responder.



*Read this page on "**Confirmation Windows**" to learn about how Beacon decides how long you have to wait.

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2.Key Functions

2.10. Dispatch Automation: Broadcast Alerts

2.10.1. Preferred ETA

The Preferred ETA setting is how Beacon determines who the closest Responders are. Is it perfect? No. In fact, you've probably already figured out that Responders can game Beacon by always replying with an ETA of 1 minute.

This is true.

But why would they want to do that when lying about their ETA could be the difference between them saving a life and delaying care to a critical patient? As far as we're concerned, that's a personnel problem — not a technology problem. Tell your Responders to be honest about how long they need to arrive on scene.

One day everyone will have GPS-enabled phones and Beacon will be able to pick the closest responders that way (**in theory, at least**). Until then, the *Preferred ETA* setting will do just as well.

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2.Key Functions

2.10. Dispatch Automation: Broadcast Alerts

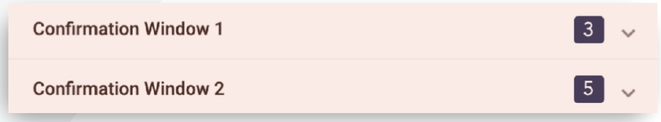
2.10.2. Confirmation Windows

The *Confirmation Window 1 & 2 settings* serve two purposes:

1. They set Minimum and Maximum time limits on how long Beacon will wait to receive replies to Incident Alerts from Responders
2. They ensure that Responders who are close to an incident aren't passed over simply because Responders who are farther away replied to the Incident Alert more quickly

When Dispatchers send out **Broadcast Alerts**, Responders are asked to self-report their ETA to the Incident Location. But the reality is, you can only wait for so long. This is where *Confirmation Windows 1 & 2* come into play.

Using the Settings shown here, we've included three (3) examples that demonstrate how the Confirmation Windows work in conjunction with the **Preferred ETA setting.**



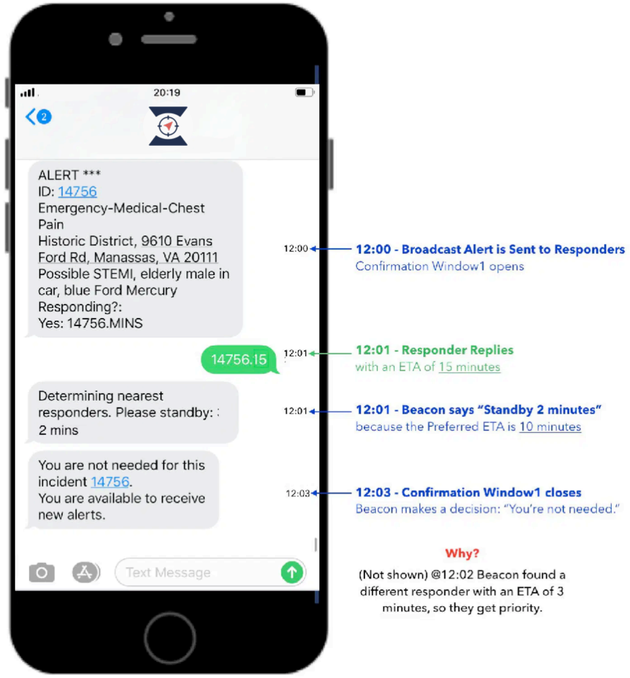
Example 1

Confirmation Window 1 = 3 mins
Responder ETA > Preferred ETA

In this scenario, Confirmation Window 1 opens at **12:00**, when the Broadcast Alert is sent out, and will stay open for 3 minutes.

The Responder shown here replies to the Broadcast Alert at **12:01**, with an ETA that's **greater than** the Preferred ETA of 10 minutes, so Beacon asks the Responder to Please standby: 2 minutes.

At **12:03**, Confirmation Window 1 closes, so Beacon has to decide if it's going to assign the Responders or tell them they're not needed.



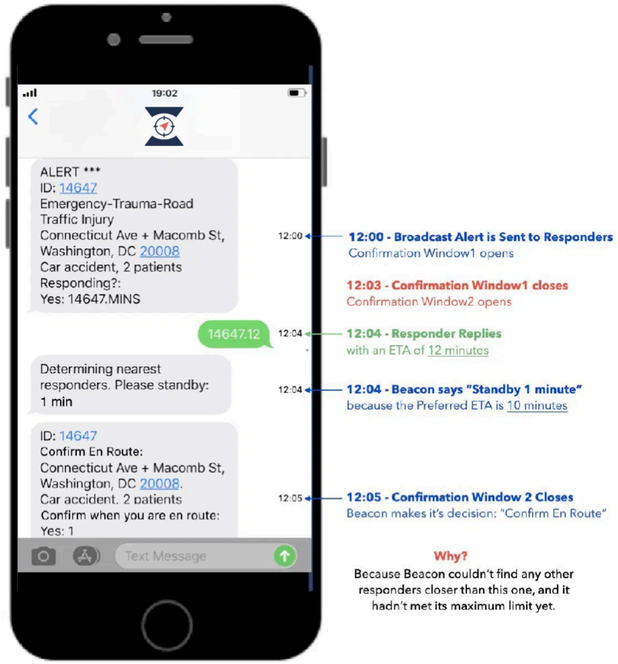
Though the Responder can't see what happened, Beacon tells them they're not needed — at **12:02** Beacon found another Responder with an ETA of 3 minutes, reaching the maximum number of Responders that Beacon can assign itself to this incident.

Example 2

Confirmation Window 2 = 5 mins
Responder ETA > Preferred ETA

In this scenario, Confirmation Window 1 opens at **12:00**, when the Broadcast Alert is sent out, and but then closes 3 minutes later at **12:03**. If Confirmation Window 1 closes and Beacon hasn't met the Assigned Responders maximum limit, Confirmation Window 2 opens.

The Responder shown here replies to the Broadcast Alert at **12:04**, with an ETA that's **greater than** the Preferred ETA of 10 minutes, so Beacon asks the Responder to Please standby: 1 minutes.



At **12:05**, Confirmation Window 2 closes (5 minutes after the Broadcast Alert was first sent out), so Beacon has to make a final decision if it's going to assign the Responders or tell them they're not needed.

In this scenario, Beacon tells the Responder to "*Confirm En Route*" because there were no other Responders with a shorter ETA, and when Confirmation Window 2 closes, Beacon will no longer accept replies.

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2.Key Functions

2.10. Dispatch Automation: Broadcast Alerts

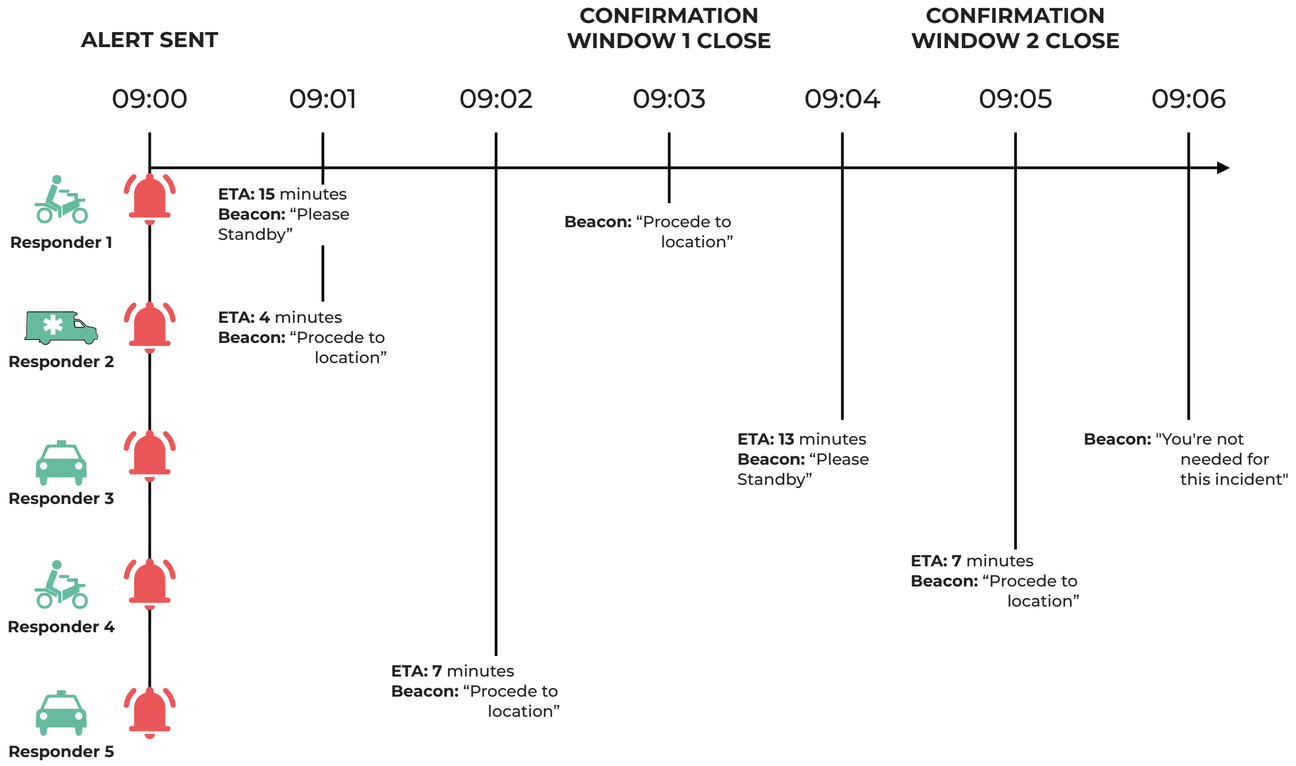
2.10.2. Confirmation Windows

Dispatch Automation Settings

Preferred ETA: 10 minutes
Confirmation Window 1 closes at: 3 minutes
Confirmation Window 2 closes at: 6 minutes
Max. Number of Responders: 4

EXAMPLE 3

This diagram demonstrates multiple responders replying to the same incident at different times



TIMELINE

09:00 – Alert is sent out

09:01 – *Responder 1* (on a motorcycle) replies with an ETA of 15 minutes and is asked to Standby. *Responder 2* replies with an ETA of 4 minutes and is told to proceed to location

09:02 – *Responder 5* (on a ambulance) replies with an ETA of 7 minutes and is told to proceed to location

09:03 – Confirmation Window 1 closes; the maximum number of required responders has not been met, so Responder 1 is told to proceed to location

09:04 – *Responder 3* (on a car) replies with an ETA of 13 minutes and is told to wait

09:05 – *Responder 4* (on an motorcycle) replies with an ETA of 7 minutes and is told to proceed to location; Confirmation Window 2 also closes, 1 minute early, because the Maximum amount of 4 responders has been met

09:06 – Responder 3 is told that they are not needed for this incident.

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2.Key Functions

2.10. Dispatch Automation: Broadcast Alerts

2.10.2. Confirmation Windows

FAQ: Why does the Immediate incident stay open after I complete it?

Immediate Incidents can be closed in three ways:

- All Assigned Responders complete the incident
- The Dispatcher cancels the incident manually
- Confirmation Window 2 closes and no other Responders are assigned

If you're using Beacon to run simulations, it's very likely you're going to move through the incident very quickly — faster than in real life. This will result in you completing the incident before the Confirmation Windows close, so the incident will stay open until the Confirmation Windows close.

To read more Frequently Asked Questions, visit our FAQ page

Summary

In short, the Confirmation Windows, in combination with the Preferred ETA, make sure that:

- The closest Responders are always assigned
- The farthest Responders are only assigned when there isn't enough help close by
- And neither of them are prematurely dismissed

If you think this could all be done more easily with GPS, we'd argue **it's not as simple as it looks** — crowdsourcing the nearest taxi driver is actually a lot easier than crowdsourcing emergency responders (and, as a rule of thumb, it's not good for our profession to make that comparison).

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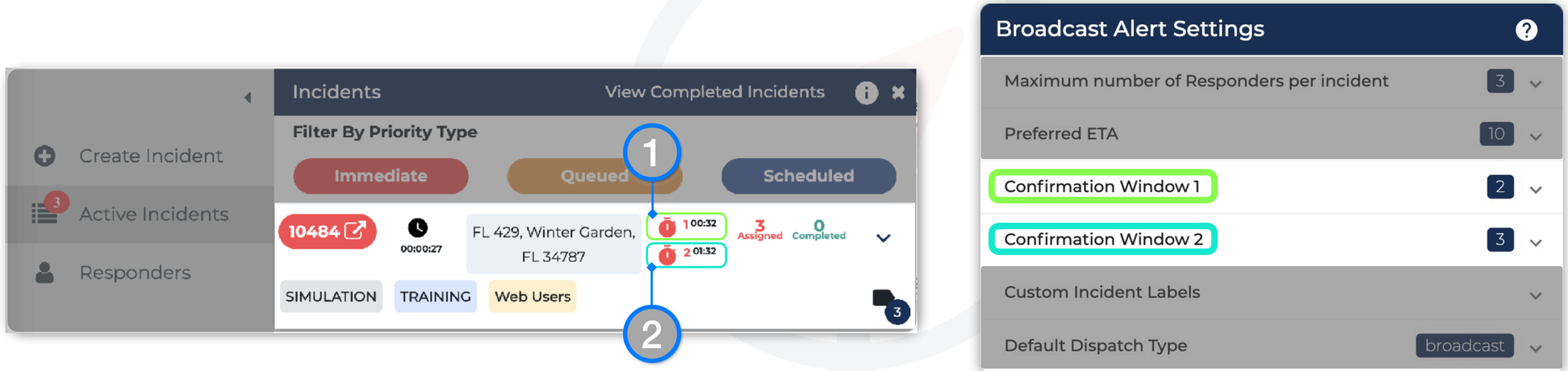
2.Key Functions

2.10. Dispatch Automation: Broadcast Alerts

2.10.2. Confirmation Windows

In order to help dispatch operations, Confirmation Window's timers will appear on the Beacon incidents tab for Immediate incidents.

These timers will display a count down of the remaining time for each Confirmation Window as selected in the Broadcast Alert Settings for your Beacon Agency Account.



1. **Timer 1** will display a count down of the remaining time before Confirmation Window 1 closes
2. **Timer 2** will display a count down of the remaining time before Confirmation Window 2 closes

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2.Key Functions

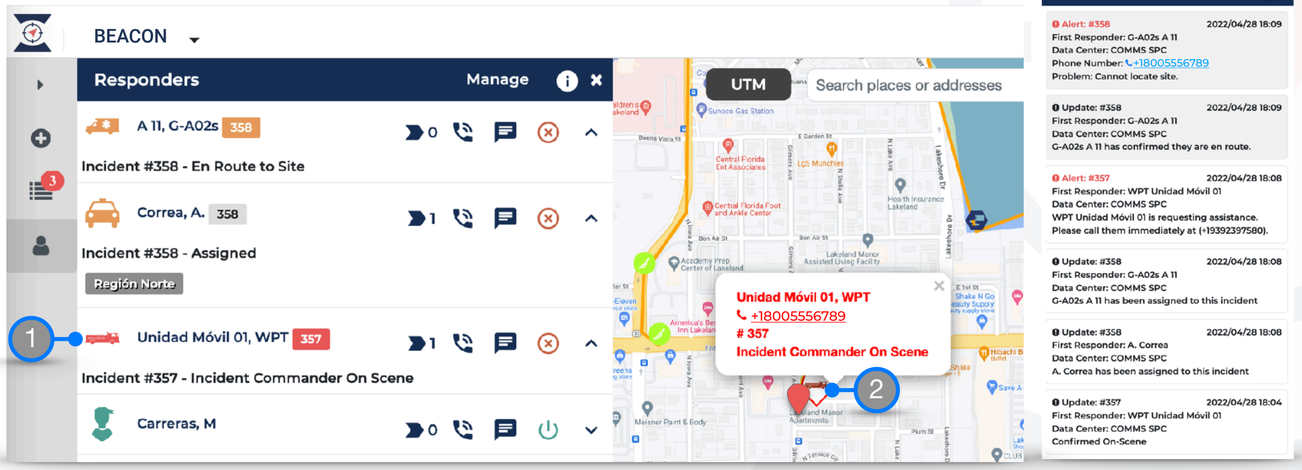
2.11. Monitoring Incidents

Dashboard Monitoring: Responder Icons on the Map

Responders using the Beacon mobile app who have given the app access to their location will appear on the dashboard map.

To monitor their progress:

1. Click on the **Responder Icon in the Responders Tab** and the map will center its focus on their location
2. Click on their **Map Icon** and a pop-up will appear, detailing:
    - Their name
    - Their phone number
    - The ID number of the Incident they are assigned to, and
    - Their current status

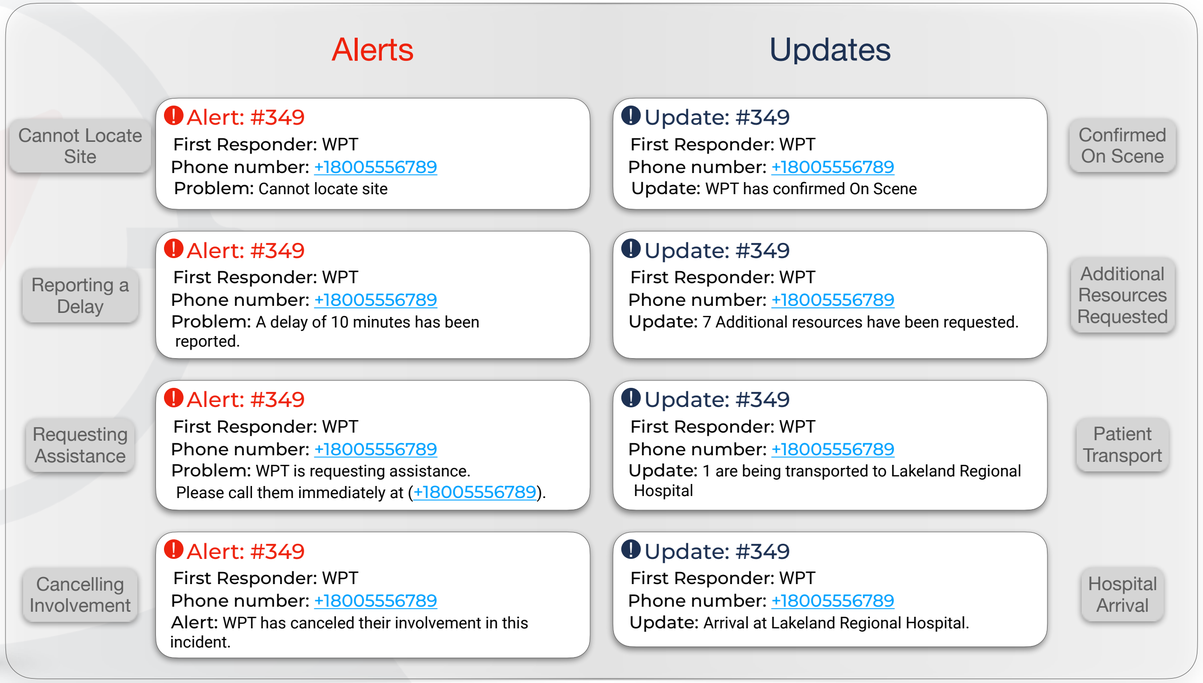


Desktop Notifications

Beacon displays Desktop Notifications to Dispatchers any time an event of interest happens during an Incident. Every time a new one is sent, it will appear in the Desktop Notifications Tab and will be accompanied by an audible alarm.

There are two types of Desktop Notifications:

- **Alerts**, which are generally problems that require assistance from Dispatchers
- **Updates**, which typically do not require assistance from the Dispatcher, but are important for them to know as the incident progresses.



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2.Key Functions

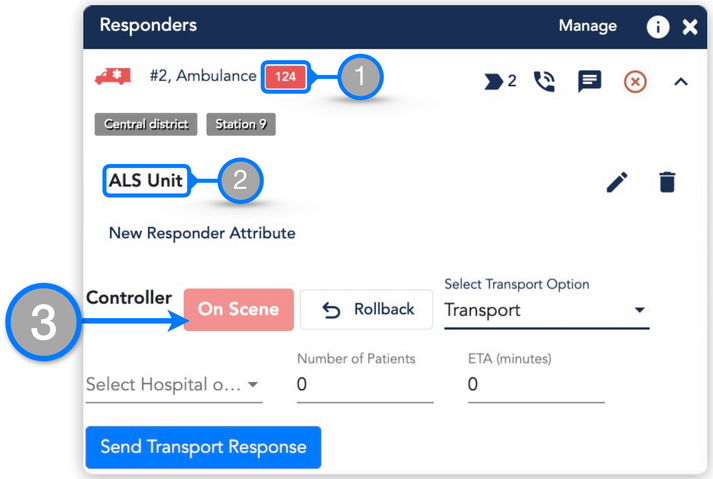
2.11. Monitoring Incidents

Responders Tab

The Responders Tab shows all Available and Assigned Responders.

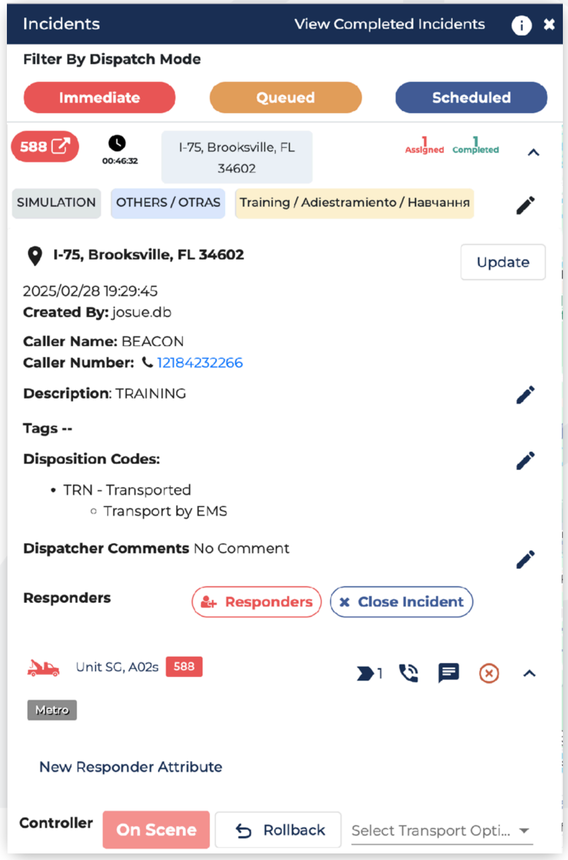
Assigned Responders appear in **Red** **Yellow** or **Blue** **colored icon** and their card provides the full information when expanded:

1. Incident Number
2. Responder Attributes
3. Current Status through the **Dispatch Controller** when expanding the card



Incidents Tab

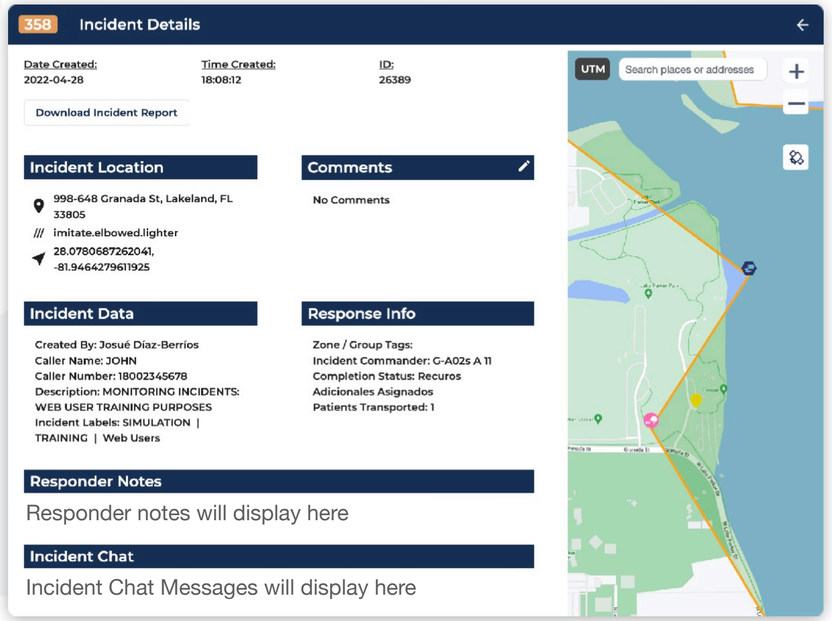
The Incidents Tab contains Incident Summary Cards for all active incidents. Click the caret (⌄) to expand the Incident Summary Card and display all of the active incident information, including a list of all responders assigned to this specific incident.



Incident details Page

The first section of the Incident Details page provides a summary of the information that was included when the incident was initially created, as well as additional information collected from responders and dispatchers during the incident, including:

- **Incident Location** as it was selected and/or entered by the Dispatcher as well as GPS and What3Words coordinates, and Nearest Crossing Street (if selected by the Dispatcher)
- **Comments** recorded and saved by the Dispatcher
- **Incident Data** entered by the Dispatcher when the incident was created
- **Response Info**:
  - Zone / Group Tags (if selected by the Dispatcher)
  - Incident Commander (if confirmed)
  - Completion Status
  - Patients transported (if any)
- **Responder Notes** (when submitted by **Responders via SMS** or through the app when completing the incident)
- **Incident Chat** (only records chat messages sent in the **Incident Chatroom**)



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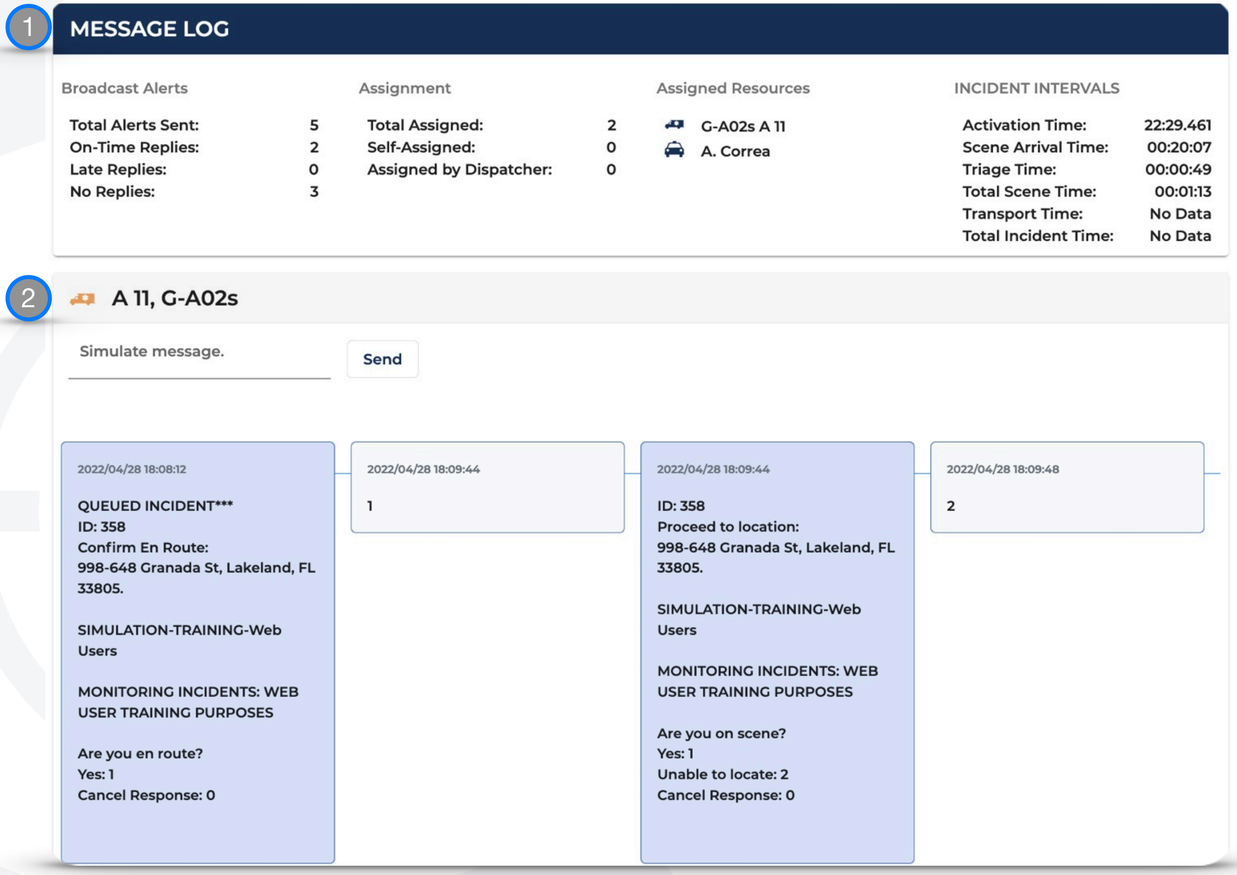
2.Key Functions

2.11. Monitoring Incidents

Message Log 1

- **Broadcast Alerts**
  - **Total Broadcast Alerts Sent** — Total number of alerts sent to Available Responders
  - **On-Time Replies** — Number of replies received from Responders within **Confirmation Windows 1 and 2**
  - **Late Replies** — Number of replies from Responders received after Confirmation Window 2 closes
  - **No Replies** — Number of Available Responders received the alert but did not reply to it
- **Resources Confirmed** — Number and type of first responders who confirmed they can respond to the incident
- **Assignment**
  - **Total Assigned —** All Responders assigned to the incident, whether self-assigned or assigned by a Dispatcher
  - **Self-Assigned** — Number of Responders that were assigned to the incident after replying to the alert with their ETA
  - **Assigned by Dispatcher** — Number of Responders that were assigned to the incident by a Dispatcher
- **Assigned Resources** — Lists the specific Responders that were assigned to the incident
- **Incident Intervals** — The length of time that each interval lasted

The Message Log also includes a play-by-play of all messages sent between Beacon and Responders that were involved in the incident.



2 It's also possible on the Incident Details page for Dispatchers to manage the progress of Responders through the workflows by using the Simulate Message field to send messages to Beacon on their behalf. All that is required is to enter the number that correctly replies to the last Beacon message sent (in blue) and clicking "Send". Beacon will reply as if it was actually the Responder that sent the message (in light gray).

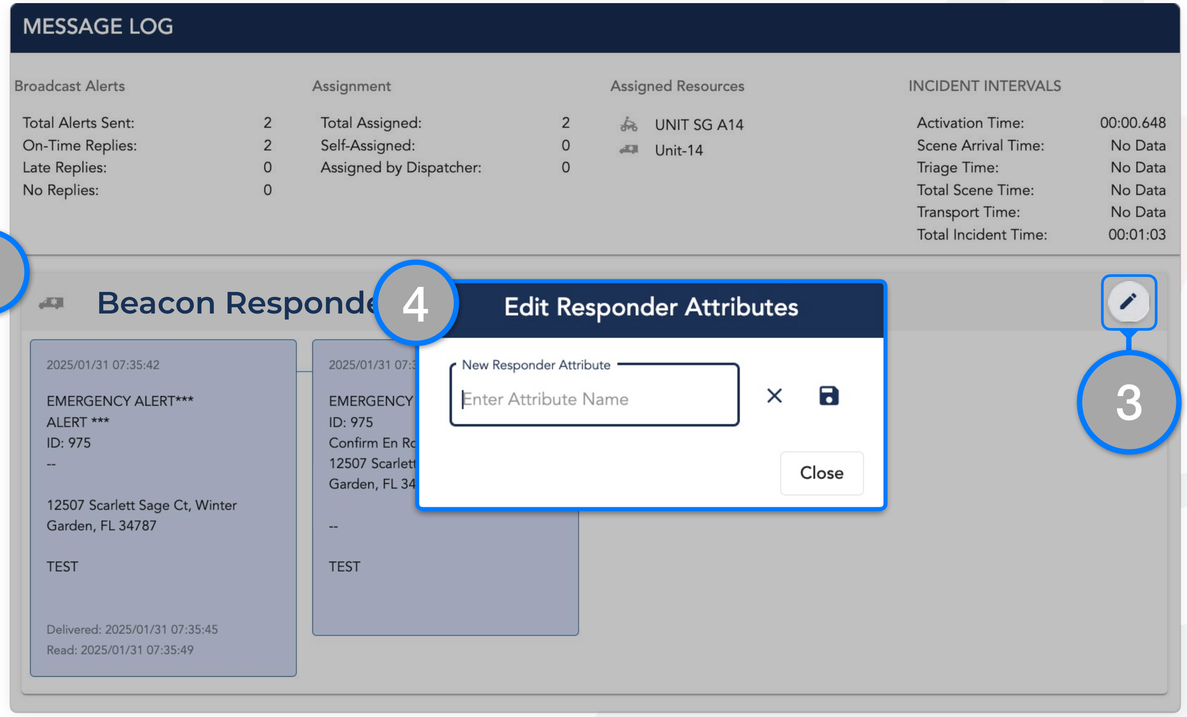
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2.Key Functions

2.11. Monitoring Incidents

Responder Attributes

Responder Attributes can also be added through the incident details page. For example, if a Dispatcher forgot to update the Crew Members working on a Response Unit during a particular shift, the Dispatcher can edit the Attributes to reflect the correct Crew Members within the Incident and Summary Reports.



To add Attributes to a responder, from the Incident Details page:

1. Navigate into the specific Incident Details Page you would want to add attributes for a responder (not shown in image)
2. **Scroll to the Message Log section** and find the desired responder
3. **Click the Edit icon** to the right on the responder name tab
4. Edits can be made and saved on the pop up dialog

** Additional Notes :

- Responder Attributes are saved in the Incident and Summary Reports
- Responder Attributes added through Incident Details page will only pertain to that specific incident and will not affect any other Attributes added from the Dashboard through the Responders Panel

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2.Key Functions

2.11. Monitoring Incidents

Incident Alert Delivery & Read Receipts

Broadcast Incident Alerts will now be tracked by the Beacon servers to record **Delivery and Read Receipts** in the incident message logs so that Web Users can see when Responders received and read Incident Alerts. (This currently applies to Broadcast Alerts only; read receipts for Alerts after assignment - i.e., “Confirm En Route” - are will be included in a future release.)



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2.Key Functions

2.11. Monitoring Incidents

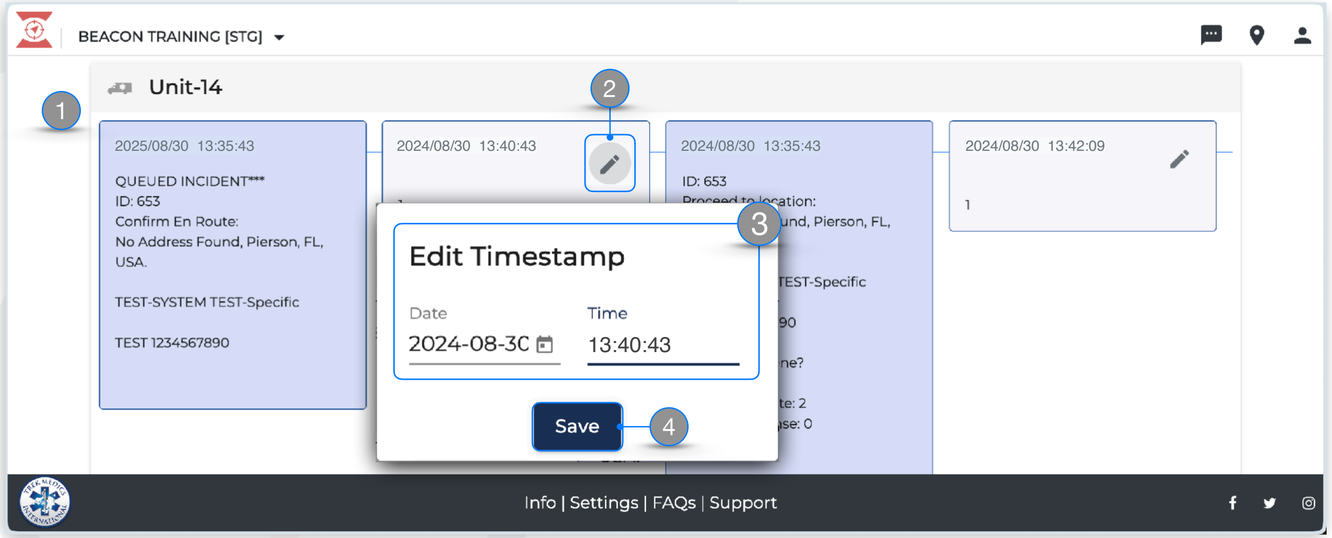
This is only available for Managers

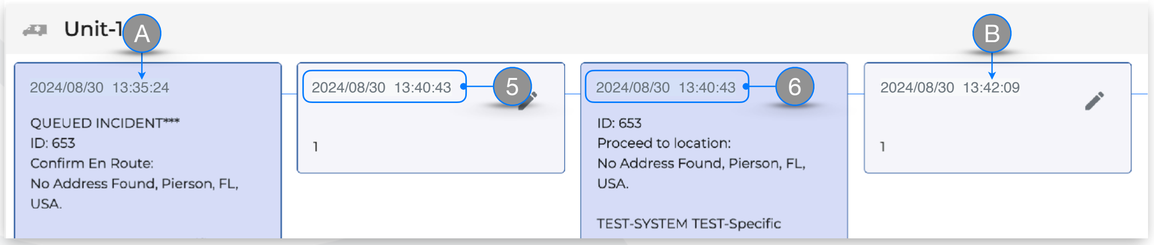
A new feature is now available within Beacon, empowering managers with the capability to edit timestamps on incident workflow messages replies by mobile app users. This enhancement ensures accurate records and helps resolve discrepancies in timing across responses.

Editing Timestamps

To Update a Timestamp with Precision:

1. On the Incident Details page, navigate to the responder workflow simulator
2. Locate the responder messages that needs editing and **click on the edit icon next to the timestamp**
3. A pop-up window will appear, allowing you to **modify the date and/or time as necessary**.
4. Once the changes have been made, **click "Save"**
5. Notice the corresponding user message will be automatically updated
6. The following message sent by Beacon will automatically update as well





C

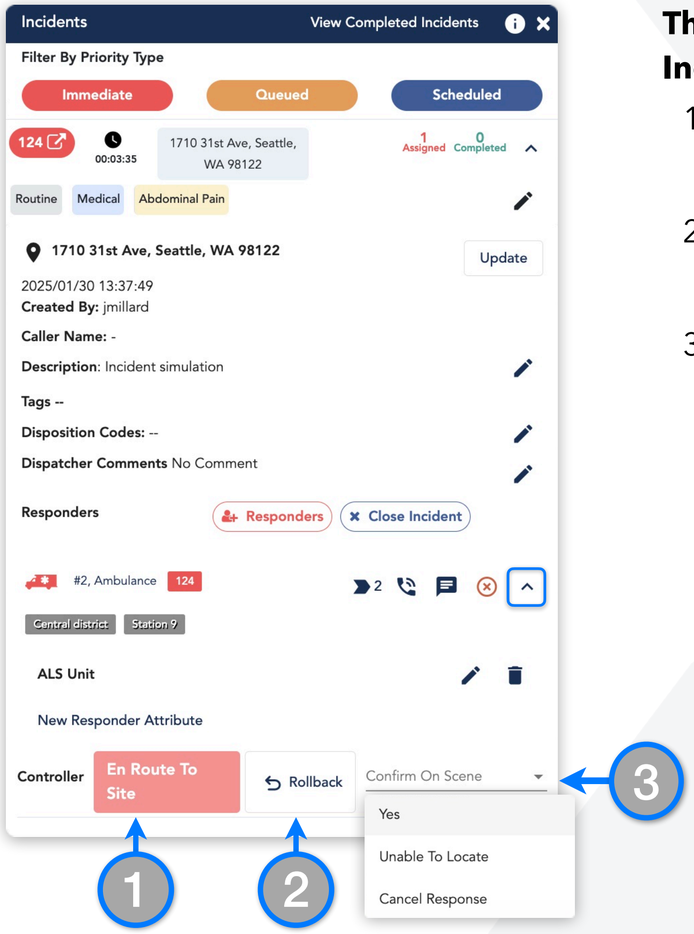
TIMESTAMP EDITS							
Responder Name	Telephone Number	Message	Original Date	Original Time	Edited By (Web User)	Date Edited	Time Edited
Unit-14	12184232266	ENROUTE RECEIVED	2024-08-30	13:35:24	Beacon Admin	2024-09-10	13:40:43

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2.Key Functions

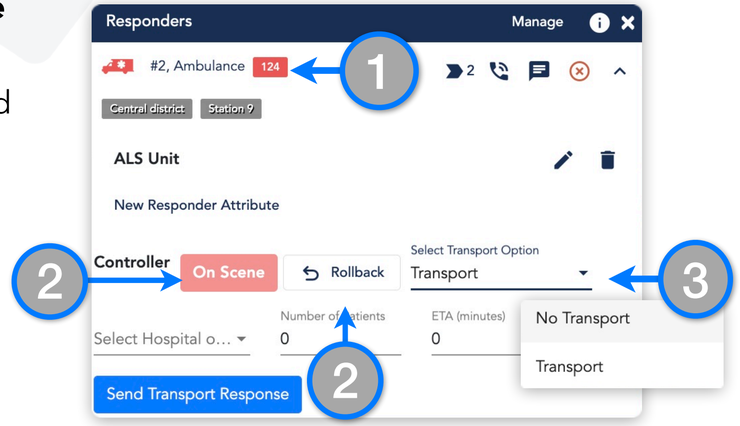
2.12. Dispatch Controller

The Dispatch Controller allows a Dispatcher to advance the Responder through the Incident Workflow, updating the Responder's state on their behalf.



The Dispatch Controller is available in either the Incident panel or Responder panel:

1. The current status of the responder is displayed in the Red block
2. The **Rollback** button will revert the responder's status back to the previous state.
3. **Making a selection** from the **dropdown** will advance the responder status accordingly.



** Keep in mind that the Beacon Incident Workflow is directly tied to the Responder Type

Responder Type	Beacon Workflow Messages							
	1: Incident Alert [i]	2: Confirm En Route [ii]	3: Confirm On Scene	4: Additional Resources [iii]	5: Confirm Transport	6: Destination Arrival	7: Complete Incident	8: Response Summary
Patient Transport	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Response Only	Yes	Yes	Yes	Yes	**No**	**No**	Yes	Yes
Animal Transport	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Transfer / Delivery	Yes	Yes	Yes	**No**	Yes	Yes	Yes	Yes

[i] If Dispatch creates an incident as a Broadcast Alert, the responders will receive *Message 1: Incident Alert*
[ii] If Dispatch Assigns Responders when creating an incident, those responders will skip over Message 1 and begin with *Message 2: Confirm En Route*
[iii] Beacon sends *Message 4: Additional Resources* only to the first person/unit to confirm arrival on scene – the *"Incident Commander"*

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2.Key Functions

2.13. Add Disposition Codes

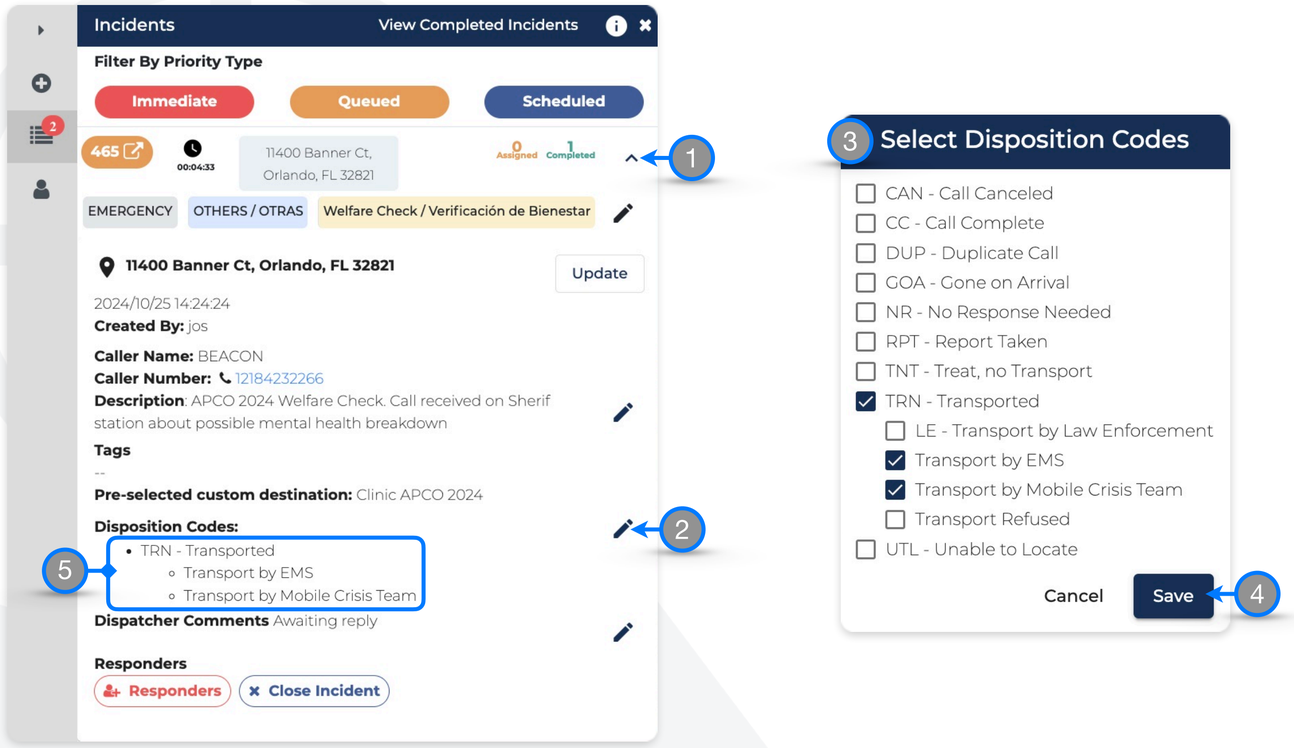
Soft Introduction of Incident Disposition Codes

Incident Disposition Codes are being introduced for users to get familiar with the feature in advance to upcoming updates.

Incident Disposition Codes can be selected through the incident card on the Active Incidents panel.

On teh active incidents panel:

1. Locate the incident you would want to select the Disposition Codes for and expand the card
2. **Click the edit icon** beside the *Disposition Codes header* to open the menu
3. On the emerging menu, **select all the Disposition Codes you want to include for this incident by marking the checkbox for each**
4. **Click Save** when ready
5. Note the selected codes should now be listed under Disposition Codes



Incident Disposition Codes can also be selected through the Incident Details Page.

Check the next page for more details!

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2.Key Functions

2.13. Add Disposition Codes

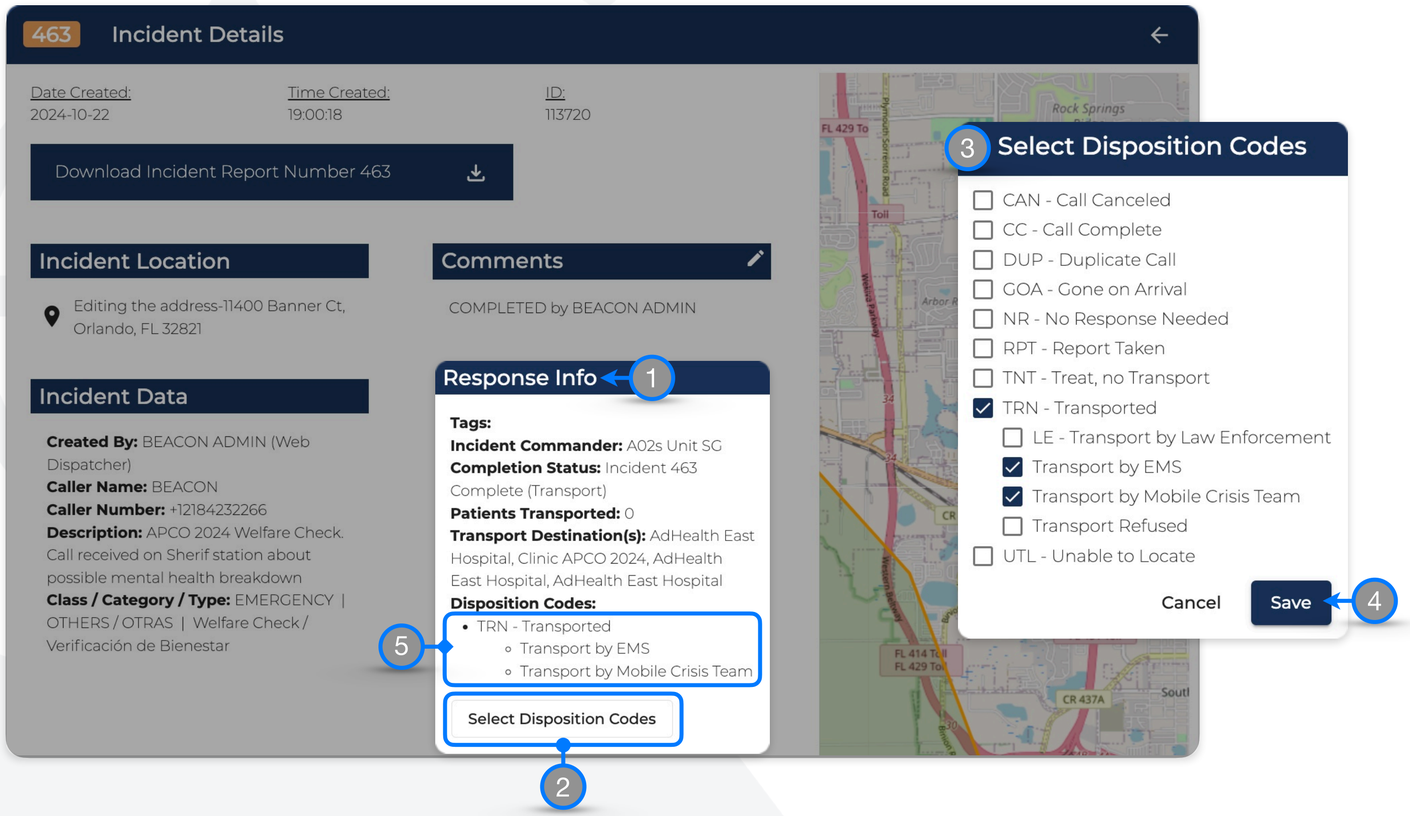
Soft Introduction of Incident Disposition Codes

Incident Disposition Codes are being introduced in this release for user to get familiar with the feature in advance to upcoming updates.

Incident Disposition Codes can also be selected through the incident details page.

Once inside the Incident Details Page:

1. Locate the **Response Info** section
2. Under the *Disposition Codes header*, **click the Disposition Codes button** to open the menu
3. On the emerging menu, **select all the Disposition Codes you want to include for this incident by marking the checkbox for each**
4. **Click Save** when ready
5. Note the selected codes should now be listed under Disposition Codes



Incident Disposition Codes can also be customized to meet agency needs.

Check the next page for more details!

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2.Key Functions

2.13. Add Disposition Codes

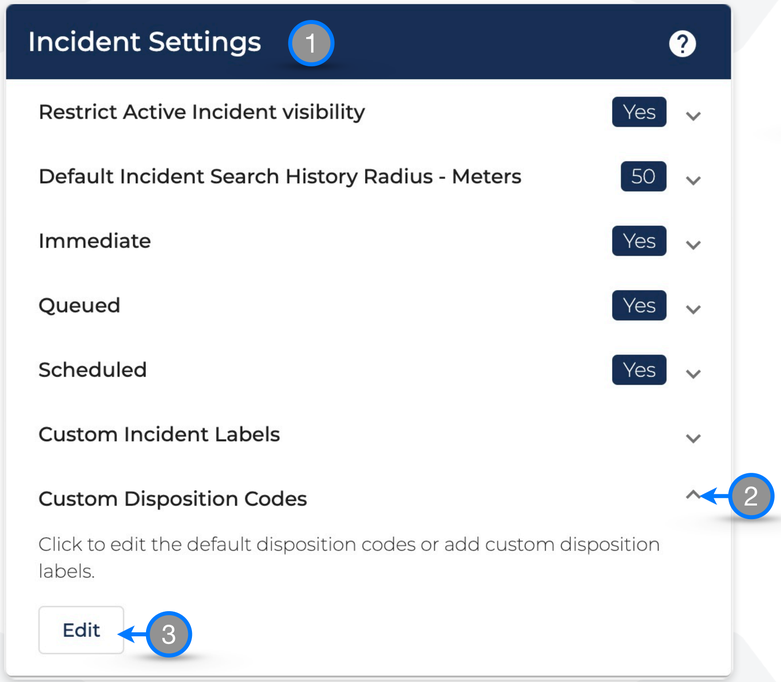
This is only available for Managers

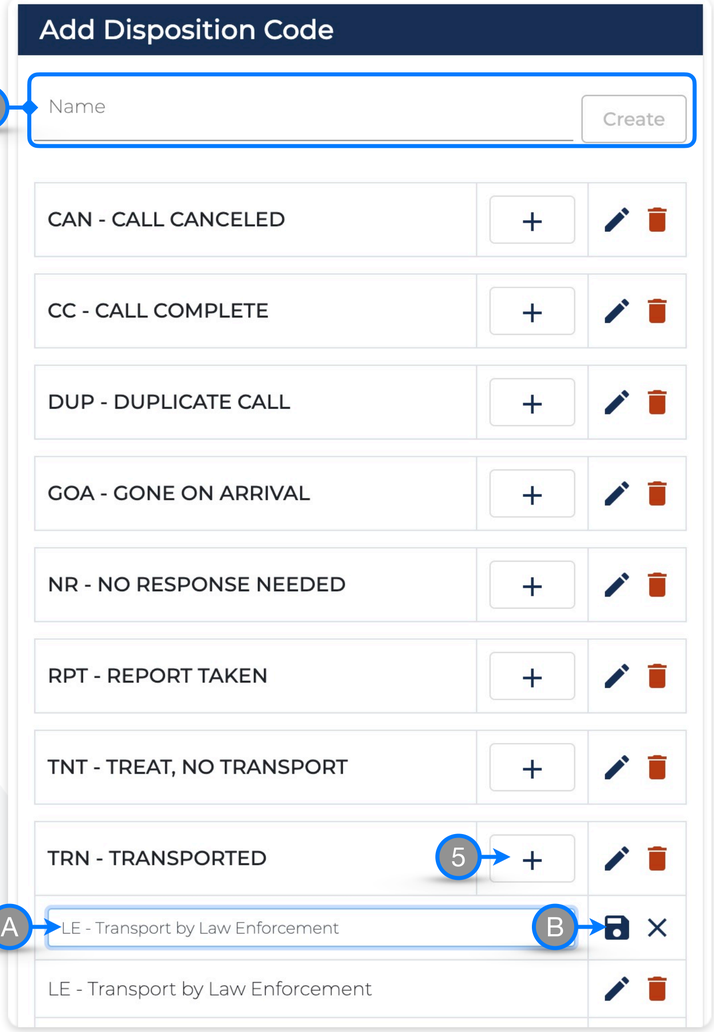
Customizing Incident Disposition Codes

Similar to Incident Labels, Disposition Codes offer a default list that can be customized from the settings page by managers

Once inside the Settings Page:

1. Locate the **Incident Settings** section
2. **Click the carat** to expand the Custom Disposition Codes option
3. **Click Edit** to open the editing interface
4. Inside the Disposition Codes you can create a parent code by entering the name and clicking Create
5. If desired, add child codes under each parent by clicking the plus icon
   - **A. Enter a name for the child code**
   - **B. Click the save icon when ready to complete adding the child code**





Adding or Editing Disposition Codes is only possible for web managers.

Disposition Codes are not included in reports at this moment.
We continue working on this feature and updates will be arriving soon.

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2.Key Functions

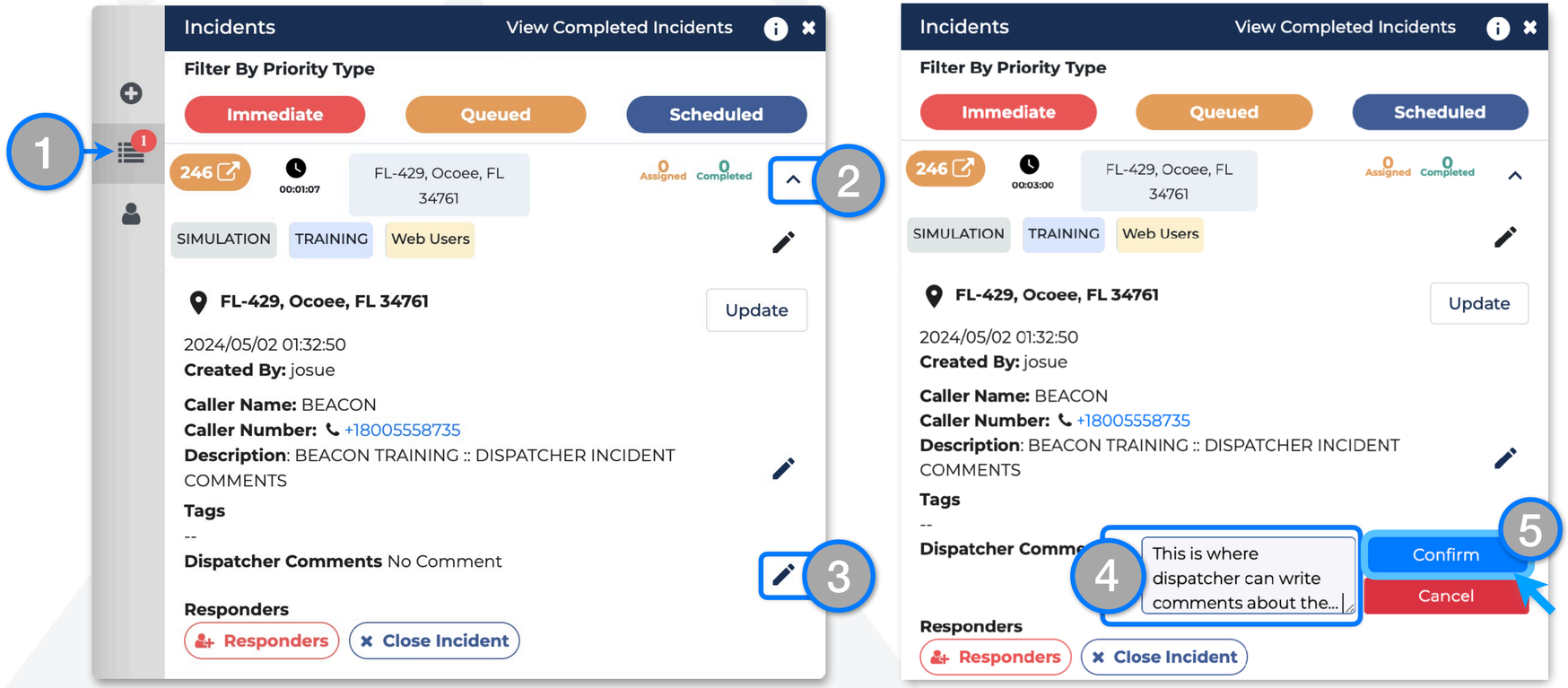
2.14. Add Dispatcher Incident Comments

Dispatcher Incident Comments Now Accessible Through the Dashboard.

Dispatchers Comments are now included on the incident info card on the Active Incidents panel.

To add dispatcher comments to incidents:

1. While on the Dashboard, **go to the Active Incidents panel**
2. Locate and **Expand** the info card for the incident that you would want to add comments
3. Locate the Dispatcher Comments section and **click the Edit icon**
4. **Enter the comments** on the text field
5. **Click Confirm** to save the comments

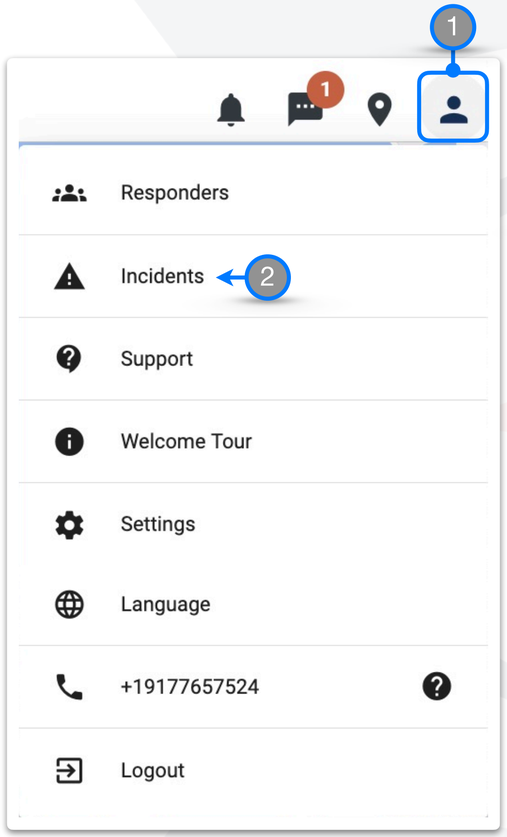


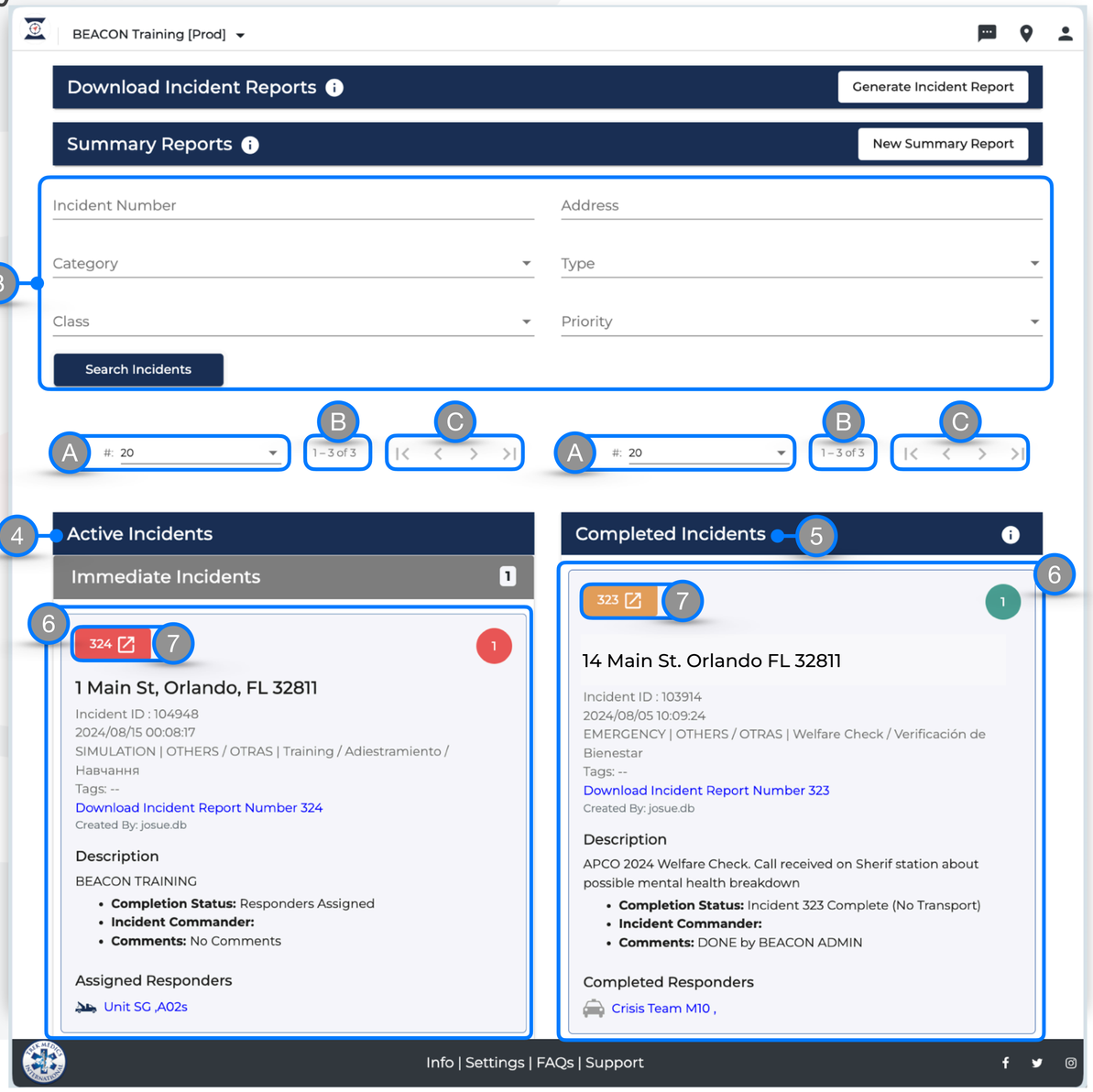
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3.Reporting

3.1.Reports that are Automatically Generated by Beacon

3.1.1.Incident Reports





Incidents Page Navigation

To Access the incidents Page:

1. Go to the **Profile menu** on the top right corner of the dispatcher interface
2. Click the **Incidents tab**
3. Incident Search / Filtering tool — use the fields to filter search incidents
4. **Active Incidents list** — located on the left; this listing will display all incidents that are currently active
5. **Completed Incidents list** — located on the right; this listing will display all incidents that have been completed
6. **Incident card** — displays summarized preview of the incident
7. **Incident badge** — Contains the incident number. Click it to access the Incident details page to view full detailed information about the incident response

Pagination navigation of incidents data

A. Number of incidents to display per page
B. Current displayed incidents of total
C. Page navigation arrows

There are two methods to download an incident report.
Please continue to the next page for more instructions.

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(m) Feature only available for Manager roles

This is only available for Managers

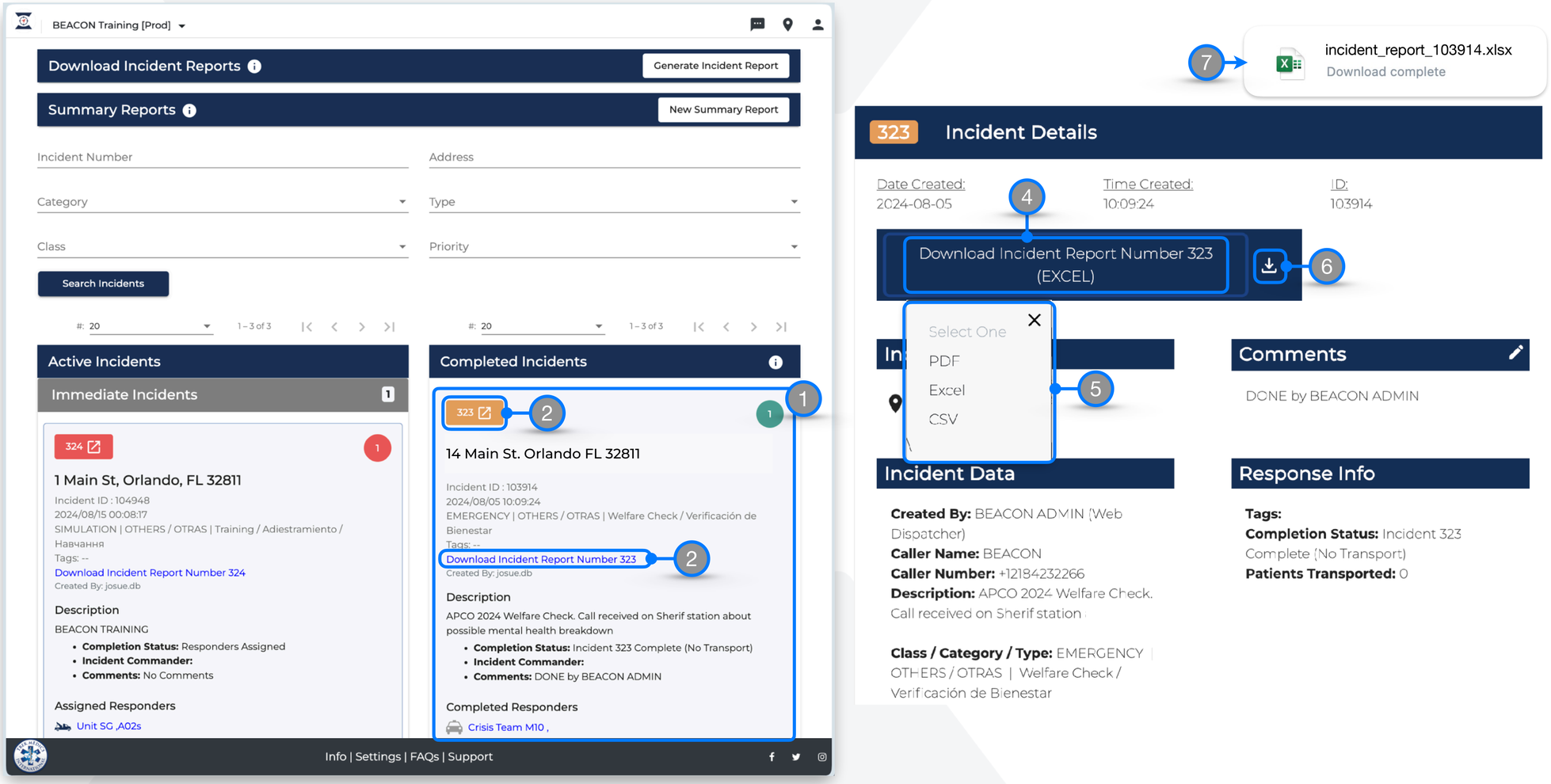
3.Reporting

3.1.Reports that are Automatically Generated by Beacon

3.1.1.Incident Reports

To download an Incident Report for an incident within the last 30 days, follow these steps:

1. **Identify the incident card you want to work with** using either the search function or manually browsing through the pages.
2. **Click on the "Download Incident Report" link** associated with the incident card or the **Incident Number badge** to access the Incidents Details page
3. **Enter your login credentials**; this is required as a security compliance. (Not shown on image)
4. Locate the download button within the details page and **click the text**
5. In the pop-up menu that appears, select the file format you need.
6. **Click the download icon** to initiate the process.
7. Wait for Beacon to complete processing; once finished, your file should begin downloading onto your local machine.



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This is only available for Managers

3.Reporting

3.1.Reports that are Automatically Generated by Beacon

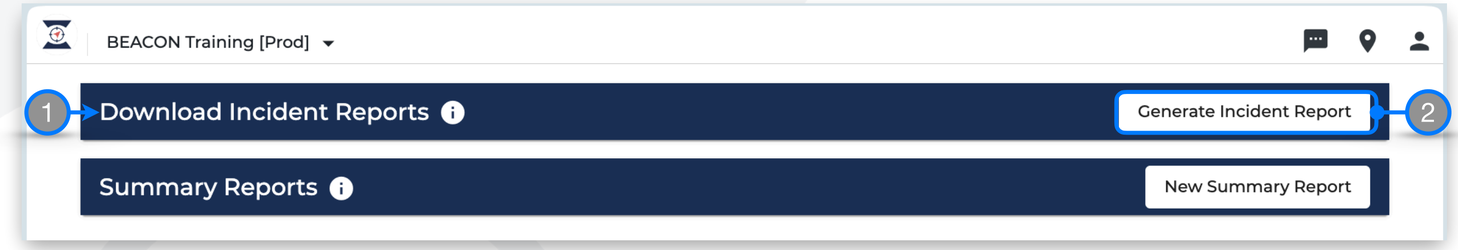
3.1.1.Incident Reports

Each incident on Beacon has a unique Incident ID, which ensures no two incidents share the same identifier within the database. Note that this differs from the Incident Number, which serves as a distinct but separate identifier for each incident inside your data center.

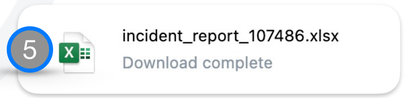
You can find an Incident ID by using the Incident Summary interface. (Refer to the next section in the guide for more information on using the Incident Summary Reports interface)

To generate an Incident Report from an incident that is more than 30 days in the past using its known Incident ID:

1. On the incidents page, **locate Download Incident Report header**
2. **Click the Generate Incident Report button** (Login credentials required)
3. **Enter the Incident ID** for the incident report you want to generate
4. **Click Generate Report**
5. Wait for Beacon to complete processing; once finished, your file should begin downloading onto your local machine.



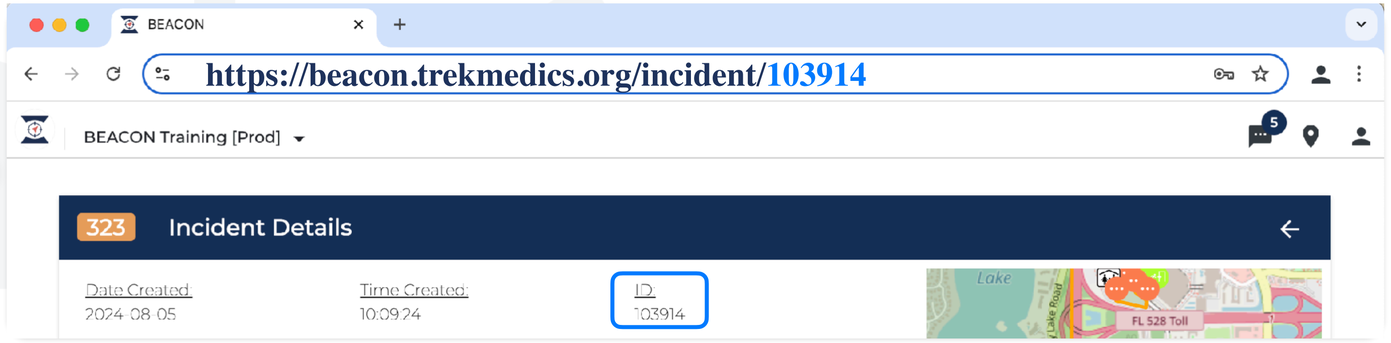




You can also access the Incident Details page of an incident that is more than 30 days in the past if you know the Incident ID.

To access the Incident Details page of an incident that is more than 30 days in the past, while logged in on the Beacon dispatcher web pages, simply enter the following link in your web browser address bar with the correct Incident ID number at the end.
For example, if you wanted to retrieve the report for **Incident ID 103914**, you would enter this url in your web browser:

https://beacon.trekmedics.org/incident/103914



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This is only available for Managers

3.Reporting

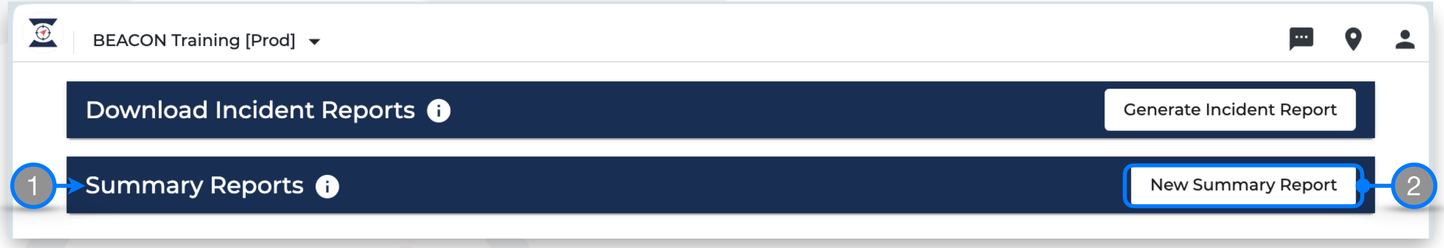
3.1.Reports that are Automatically Generated by Beacon

3.1.2.Summary Reports

Summary Reports provide a summary of all incidents in a data center over a given period of time.

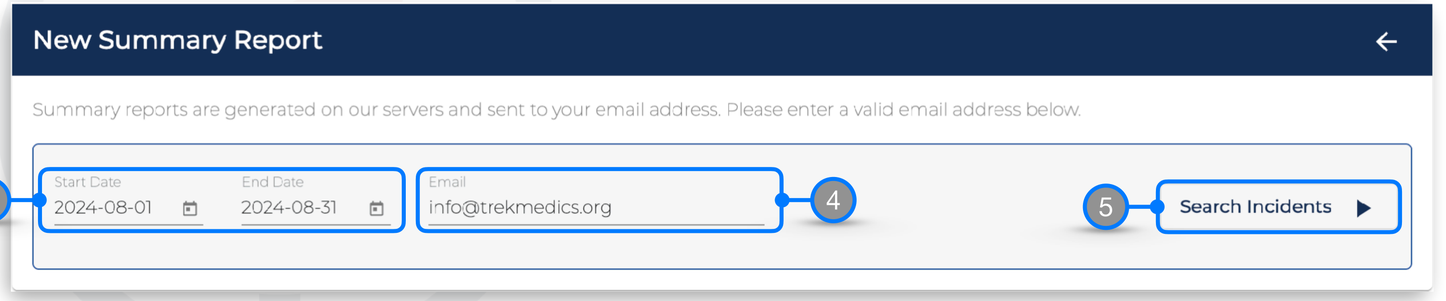
Beacon now offers different file type options when generating a report:

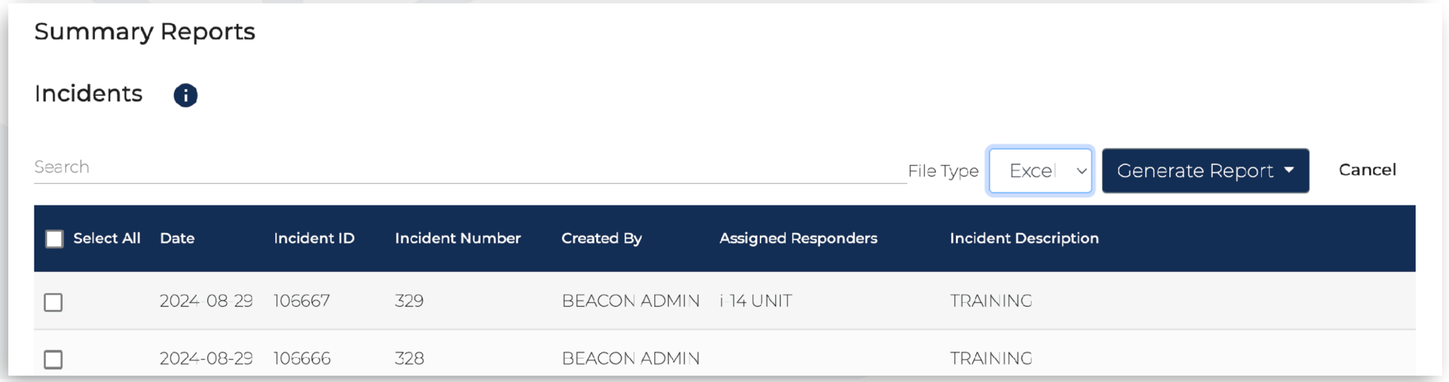
- The classic Excel report spreadsheet that can be manipulated and filtered to query the available data.
- A CSV file type is also available for immediate download
- A PDF version is now available as an option when generating the Summary Report. This version has Averages time and interval information, includes a map that displays incident clusters on areas and pie charts are generated based on Incident Classes I Categories I Types



To generate a Summary Report:

1. On the incidents page, **locate Summary Reports header**
2. **Click the New Summary Report button**
3. On the New Summary Report screen **Select the start and end date** for the summary report you want to generate
4. **Enter the email address** where you would want the incident report to be delivered
5. **Click Search Incidents** to view the incidents lists within the selected dates





Instructions continued on the next page >>>

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This is only available for Managers

3.Reporting

3.1.Reports that are Automatically Generated by Beacon

3.1.2.Summary Reports

The Summary Reports interface displays a table view of the incidents that were created within the date range selected with partial information. There are two ways to generate Summary Reports.

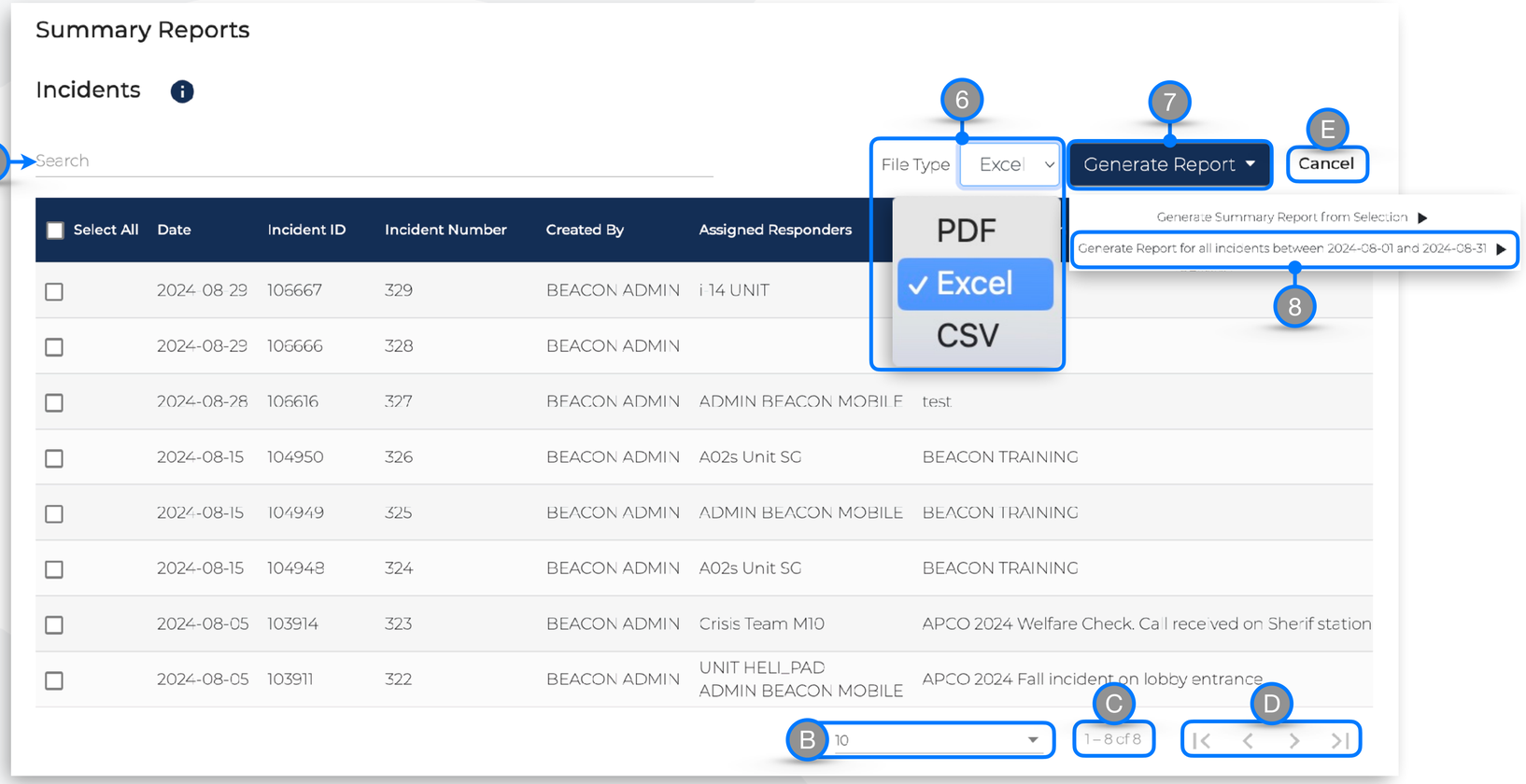
To generate a Summary Report from all incidents within the selected date range:

6. **Select the File Type**
7. **Click Generate Report**
8. **Select "Generate Report for all incidents between …"** from the options
9. **If the Excel file type was selected, Beacon will deliver the repot to the entered email address on the previous screen**.
   For all other file types Beacon will generate the report and start downloading automatically to the local machine. If a large amount of incidents were included in the report, Beacon will need a bit more time to generate and deliver/download the report.

Continue to the next page to learn how to generate a Summary Report from selection >>>

Summary Report interface Navigation :

A. **Search tool** — use the search bar to enter key words or information and filter incidents
B. Number of incidents to display per page
C. Current displayed incidents of total
D. Page navigation arrows
E. **Cancel** — click to exit the Summary Reports interface



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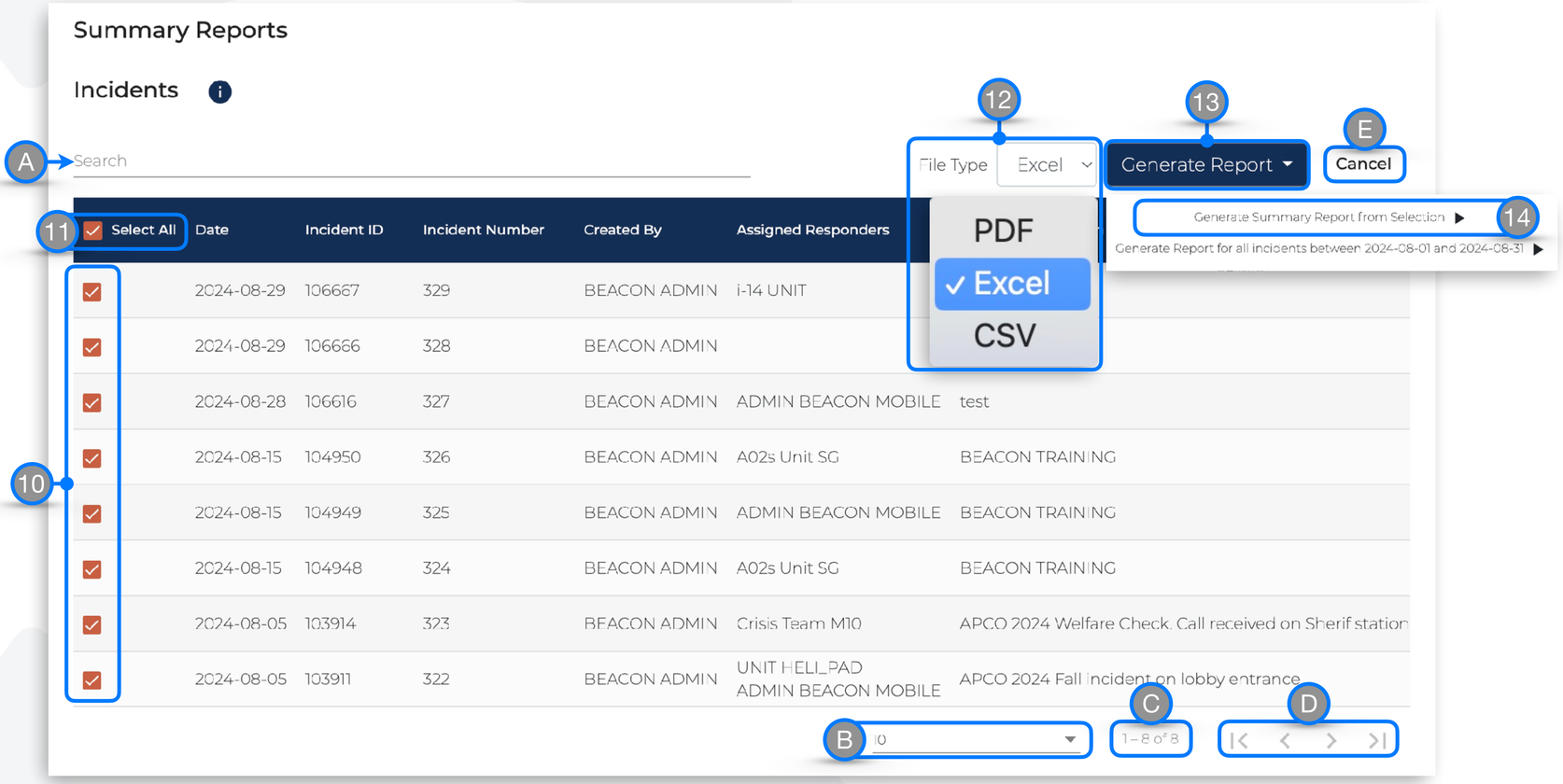
This is only available for Managers

3.Reporting

3.1.Reports that are Automatically Generated by Beacon

3.1.2.Summary Reports

The Summary Reports interface displays a table view of the incidents that were created within the date range selected with partial information. There are two ways to generate Summary Reports.



To generate a Summary Report from selection:

10. **Use the checkboxes to the left** to indicate which incidents from the current page you want included on the finalized report.
11. **Select All** can be used to check all the boxes for the incidents in the current page. If you wan to include multiple full pages you will need to navigate to each page and click the Select All checkbox. Checked incidents are saved on memory for convenience when navigating between pages
12. When ready **Select the File Type**
13. **Click Generate Report**
14. **Select "Generate Report from selection"** from the options
15. **If the Excel file type was selected, Beacon will deliver the repot to the entered email address on the previous screen.** For all other file types Beacon will automatically generate the report and start downloading to the local machine. If a large amount of incidents were included in the report, Beacon will need a bit more time to generate and deliver/download the report.

Summary Report interface Navigation :

A. **Search tool** — use the search bar to enter key words or information and filter incidents
B. Number of incidents to display per page
C. Current displayed incidents of total
D. Page navigation arrows
E. **Cancel** — click to exit the Summary Reports interface

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3.Reporting

3.2. Documentation that is Manually Added by Responders

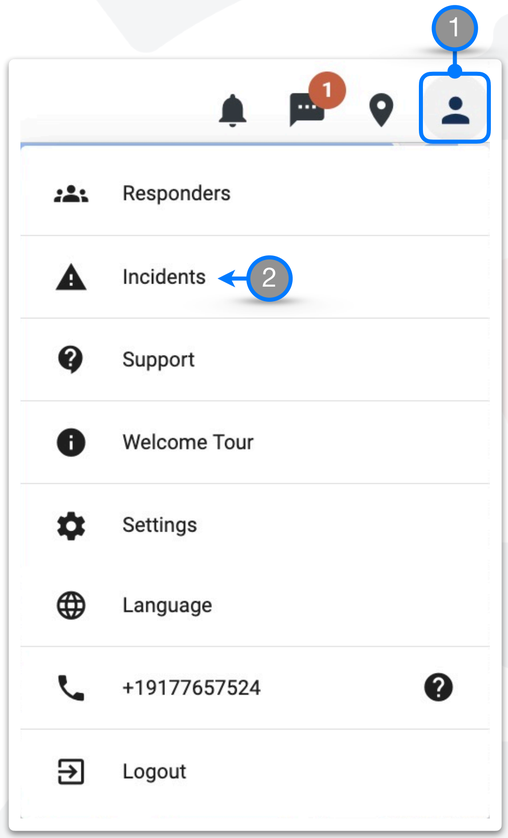
3.2.1. View Incident Notes

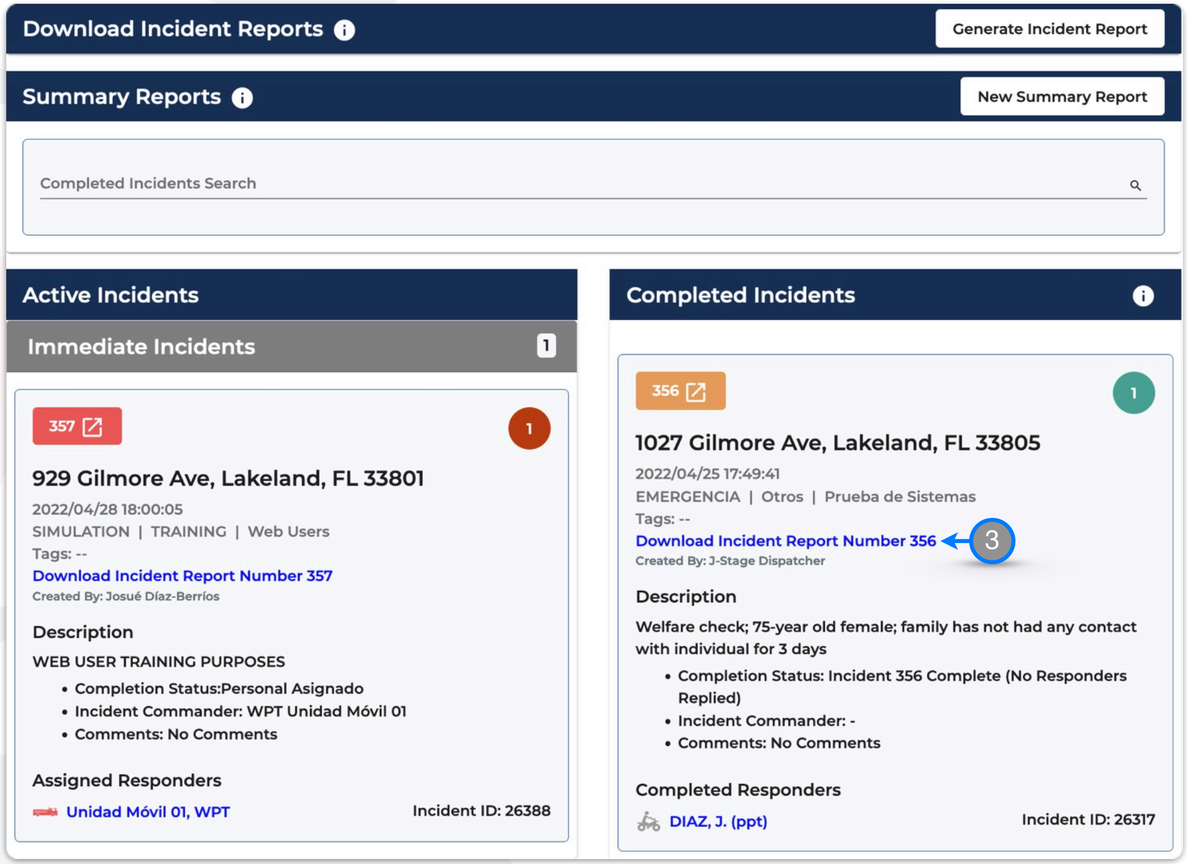
Beacon allows **Responders to submit notes for incidents** that they were assigned to by SMS. These notes are collected and displayed in the Incident Report. This page details how Web Dispatchers can retrieve and update the Incident Reports in order to view the Incident Notes submitted.

Incident Notes are stored in the Incident Report.

To retrieve and view the Incident Notes on the Incident Report:

1. Go to the **Profile menu** on the top right corner of the dispatcher interface
2. Click the **Incidents tab**
3. Find the Incident you are looking for and click the **Download Incident Report link** to access the Incident Details page and download a report as described on the **Incident Reports section**
4. Incident notes can be found at the bottom of the downloaded incident report (not shown on image)





A couple other things to keep in mind regarding Incident Notes:

- Incident Reports are accessible via the Incidents page only for incidents within the past 30 days. Please refer to the **Incident Reports section** to lear more on how to retrieve and view Incident Reports that are more than 30 days in the past.
- Only Responders who have been assigned to an incident can submit notes (Read how to **Submit Incidents Notes by SMS**)
  - Dispatchers can't submit notes via SMS; they are able to do so through the ***Comments*** section on the **Incident Details page**
- Notes can be submitted via SMS or when completing the response to the incident on the mobile app
- Responders can submit notes as many times as they wish, but they can't be erased
- Notes can be submitted at any point after the Responder has been assigned to an incident – i.e., while the incident is still active or after it's been completed

** If Incident Notes were submitted by the Responder after the incident has already closed, you will need to repeat the steps from the **Incident Report** in order to get the updated information on the report

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3.Reporting

3.2. Documentation that is Manually Added by Responders

3.2.2. Case Reports

3.2.2.1.Downloading Case Reports

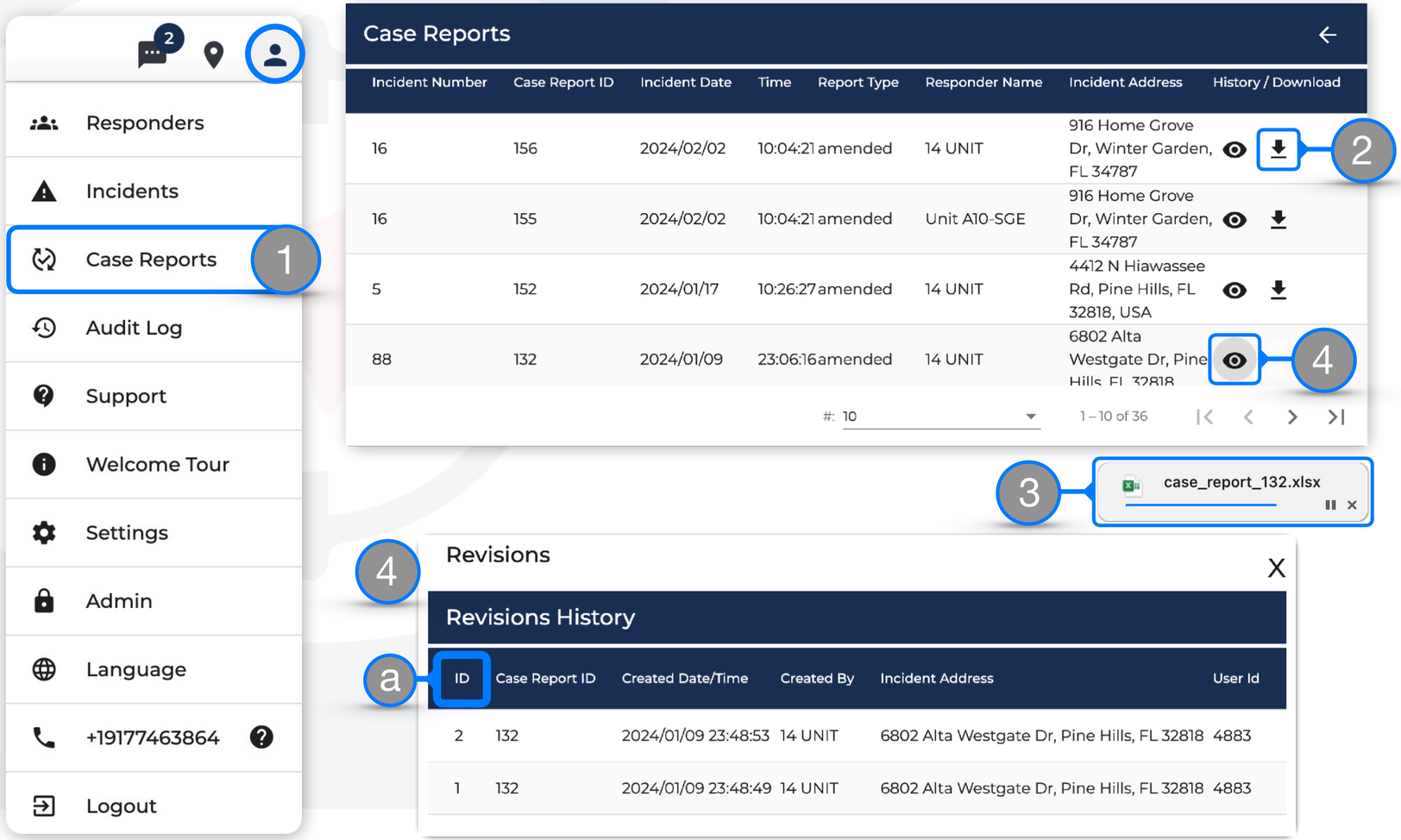
Web App users with the correct permission can download Case Reports.

To download a Case Report (only possible via the Beacon Web Application)

1. From the Beacon Dashboard, navigate to the profile menu and select **Case Reports**.
2. On the list, locate the Case Report you are looking for and click the **Download Icon**.
3. The Case Report will be compiled and download as an **.xlsx** file
4. Click the **View Icon** to show the **Revision History** of a Case Report
   a. **ID —** this number pertains to the revision created for the case report. If the case report was never amended this list will only display one revision

*** **Additional Notes:**

- Username and password will always be required for users each time they access the **Case Reports** or **Audit Log** interfaces



Case Reports is an Add-On Feature of the Beacon Platform
(**Read all about Case Reports here**)

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3.Reporting

3.2. Documentation that is Manually Added by Responders

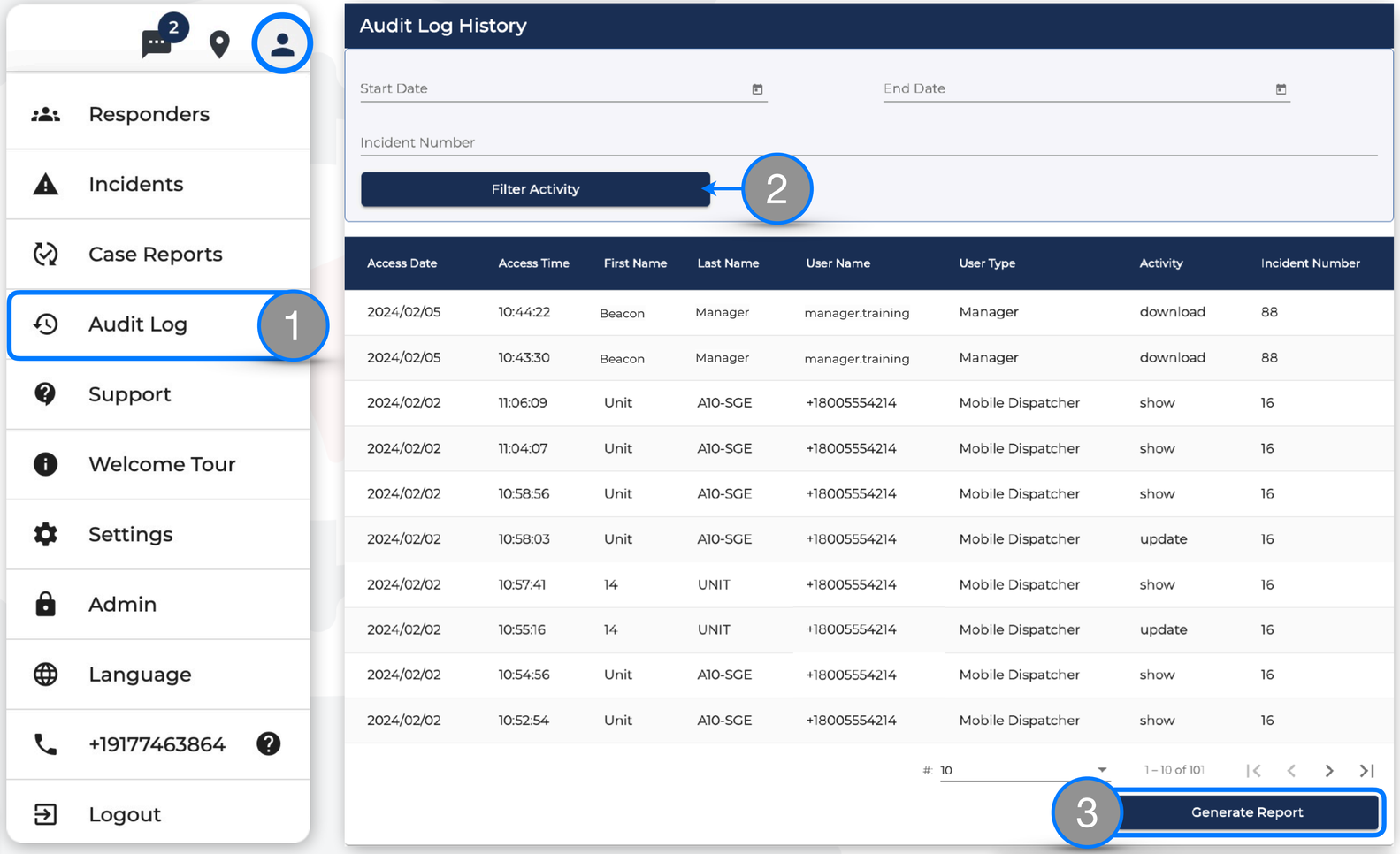
3.2.2. Case Reports

3.2.2.2.Accessing the Audit Log

Web App users with the correct permissions can monitor and download Case Reports activity.

To access the Audit Log:

1. From the Beacon Dashboard, navigate to the profile menu and select **Audit Log**
2. The **Audit Log History** will show a list of all activity related to **Case Reports**. You can use a Start / End Date range or Incident Number to **Filter Activity**
3. **Generate Report —** Use this button to compile an **Audit Report** that will be delivered to the user's registered email as a **.csv** file. The report will be generated with the activity according to the filters applied to the list



*** **Additional Notes:**

- Username and password will always be required for users each time they access the **Case Reports** or **Audit Log** interfaces

Case Reports is an Add-On Feature of the Beacon Platform
(**Read all about Case Reports here**)

Request has been submitted to email audit log report.

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