New Beacon Updates

August 2021

Mobile App v4.3

Available for download on the App and Google Play Stores

- Submit Incident Notes
- Add/Edit/Delete responder tags
- Enhanced Distress Messages

Web App v5.3

Please clear your web browser cookies and cache for optimal performance*

- Enhanced Distress/SOS Messages
- Landscape accessibility for Android tablets

*Click below to learn how to clear your web browser cookies and cache for:
- Google Chrome
- Firefox

**Watch the full
MOBILE APP TOUR:
trekmedics.org/beacon/tour/**

New Beacon Updates

SUBMIT INCIDENT NOTES via MOBILE APP

Beacon Mobile App v4.3 now makes it possible for responders to submit and store notes for incidents to which they were assigned for up to thirty days after the incident. Mobile dispatchers are also able to add incident notes for incidents that they dispatched from their mobile device.

PRIVACY DISCLAIMER

The Incident Notes feature is not for the collection and storage of personally identifiable information (PII) or personal health information (PHI). It is against our policy for any PII/PHI to be submitted here. PII/PHI includes, but is not limited to, full name, government identification numbers, driver's license number, bank account number, passport number, date and/or place of birth, bio-metric records et al. This feature is only intended for information which would not be considered PII/PHI.
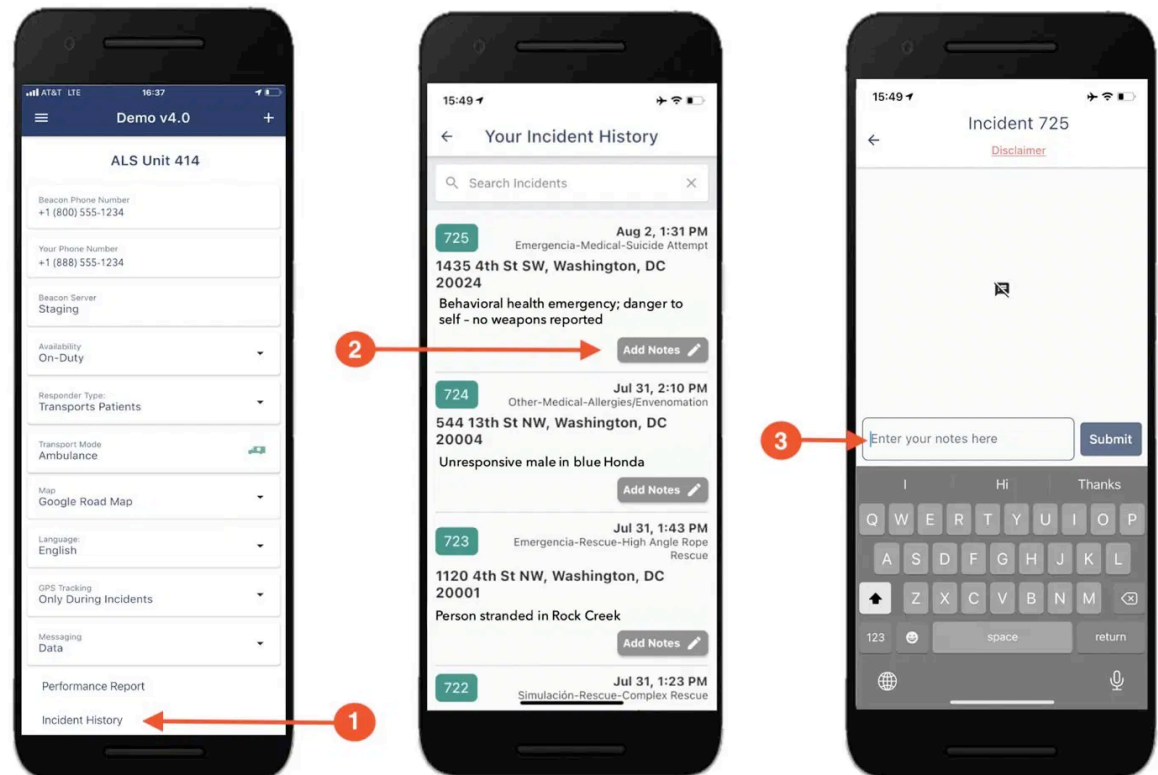
Mobile App

To submit Incident Notes via the mobile app:

1. In the **Profile Menu** click on the **Incident History** link
2. Find the incident number that you wish to add notes to and click on the **Add Notes** button
3. Enter your notes and click **Submit** to save.

Be advised that *notes are permanent and can not be edited or deleted from the incident record.*

Additional Comments
- Only Responders who have been assigned to an incident can submit notes
- Responders can submit notes as many times as they wish, but they can't be erased
- Incident History only displays incidents attended or dispatched in the previous thirty days
- 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
- Notes are stored in the Incident Report (click here to read how to retrieve and view your notes in the Incident Report)

New Beacon Updates

ADD / REMOVE TAGS

It's now possible to add and/or remove tags from Responder profiles through the mobile app.*

Mobile App

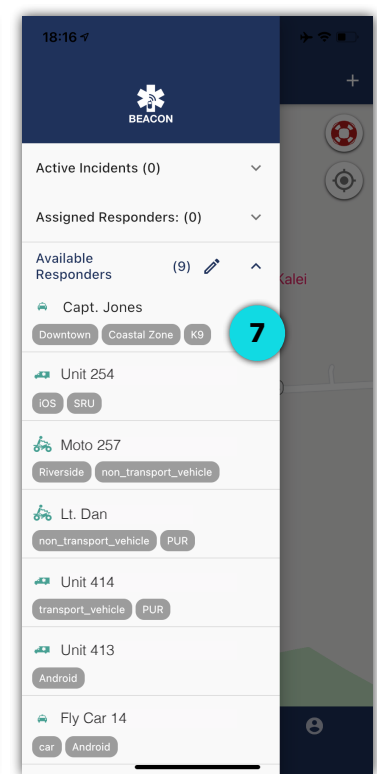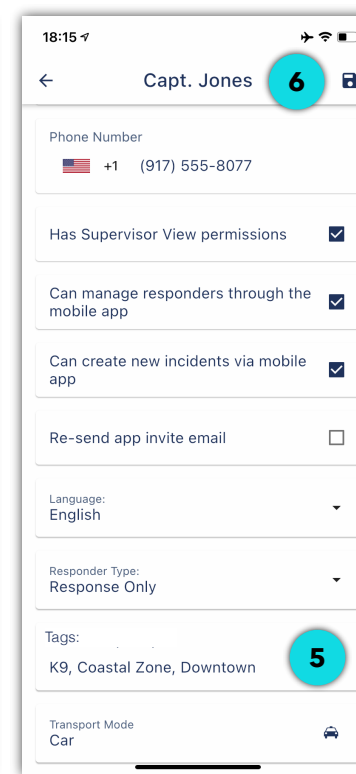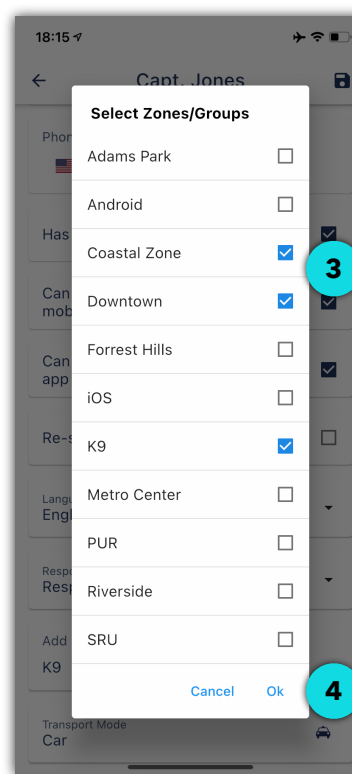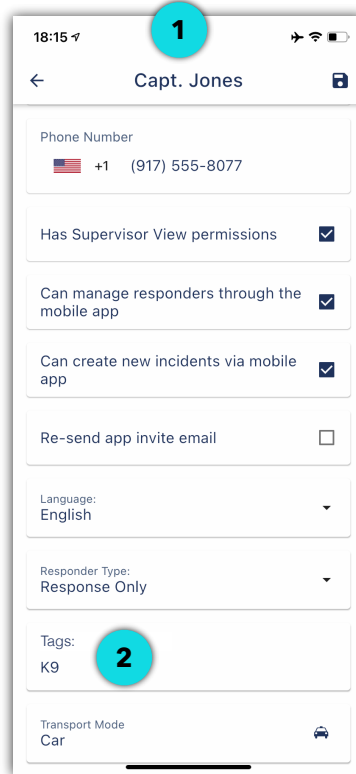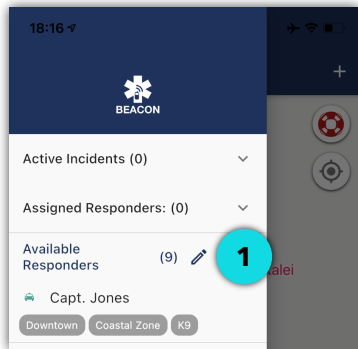To add and/or remove tags from a Responder profile:
1. Open the Edit screen and select the Responder you want to edit*
2. Click on the **Tags** dropdown
3. **Select the Tags** you want to add and/or remove
4. Click **OK**
5. Make sure your changes have been saved
6. Click the **Save Icon**
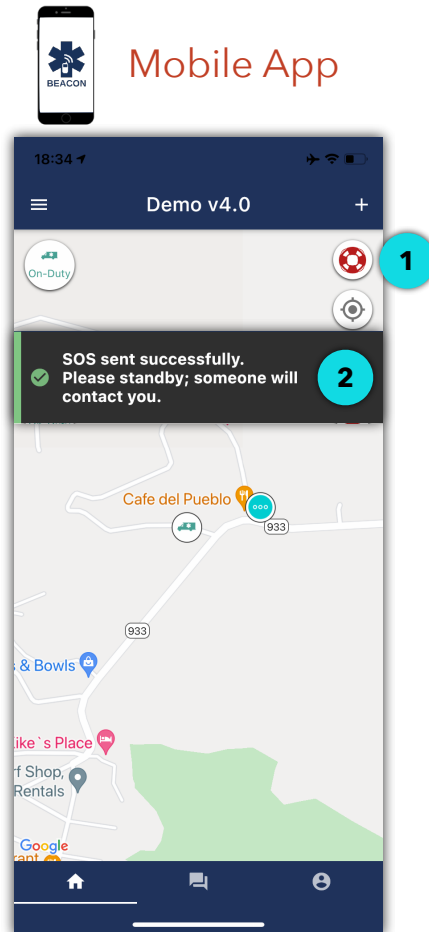7. You'll know see the updated tags listed below the responder's name

*This feature is only available to responders who have Responder Management permissions granted to them.
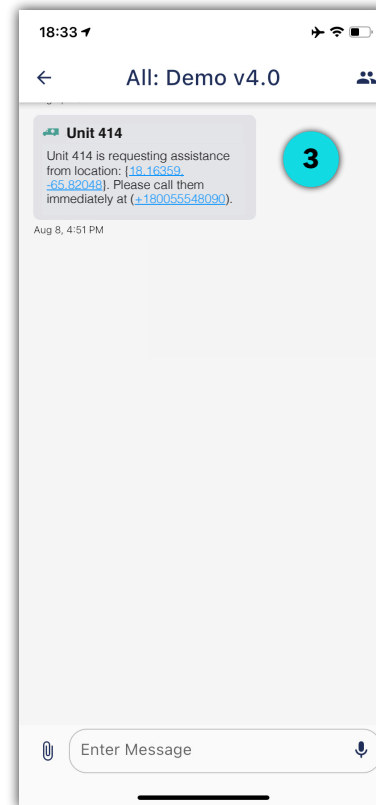
New Beacon Updates

ENHANCED DISTRESS/SOS MESSAGES

We have updated the Distress/SOS Message feature to make them more visible on both the mobile and web apps.

1. A Responder clicks the **Distress/SOS Button** in the mobile app
2. Beacon confirms to them that their message has been sent
3. Responders will see the Distress Message posted to the **All Member Chat Group.**
   - Click on their GPS coordinates to see the location they sent the message from in your preferred mapping application
   - Click on their Phone Number to call them using your preferred voice calling application
4. Web Dispatchers will be alerted continuously via the **Desktop Notifications**
5. The alert can be stopped by marking the corresponding Desktop Notification as "Read"

Mobile App

Demo v4.0

SOS sent successfully.
Please standby; someone will contact you.

All: Demo v4.0

Unit 414
Unit 414 is requesting assistance from location: [18.16359, -65.82048]. Please call them immediately at (+180055548090).

Aug 8, 4:51 PM

Enter Message

Web App

Notifications — Mark All As Read

2021/08/08 @ 18:35
jPhone11 Staging is requesting assistance. Please call them immediately at (+19178035411).
First Responder : jPhone11 Staging
Demo v4.0
Incident Number :

Responders — Manage

Ballgame, Teddy
K9   SRU

Bootstrap4, Ipad
Riverside

DIAZ, J. (ppt)