

# New Beacon Updates

January 2022



## Mobile App v4.4

Available for download on the App and Google Play Stores

- New Incident Priority features
- Critical Alert entitlement on IOS
- Enhanced alerting when incident location updated
- Enhanced incident commander notifications
- Hyperlinked Lat/Lon in SOS messages for navigation
- Receive and open pdf attachments in chat



## Web App v5.5

Please clear your browser cookies and cache

- **[ACTION REQUIRED]** New queued and scheduled incident priority features
- Enhanced incident map marker functionality
- Responder standby and ETA display
- Bulk upload of responders
- Send pdf attachments in chat

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[trekmedics.org/beacon/tour/](https://trekmedics.org/beacon/tour/)

# New Beacon Updates

## NEW INCIDENT PRIORITY FEATURES

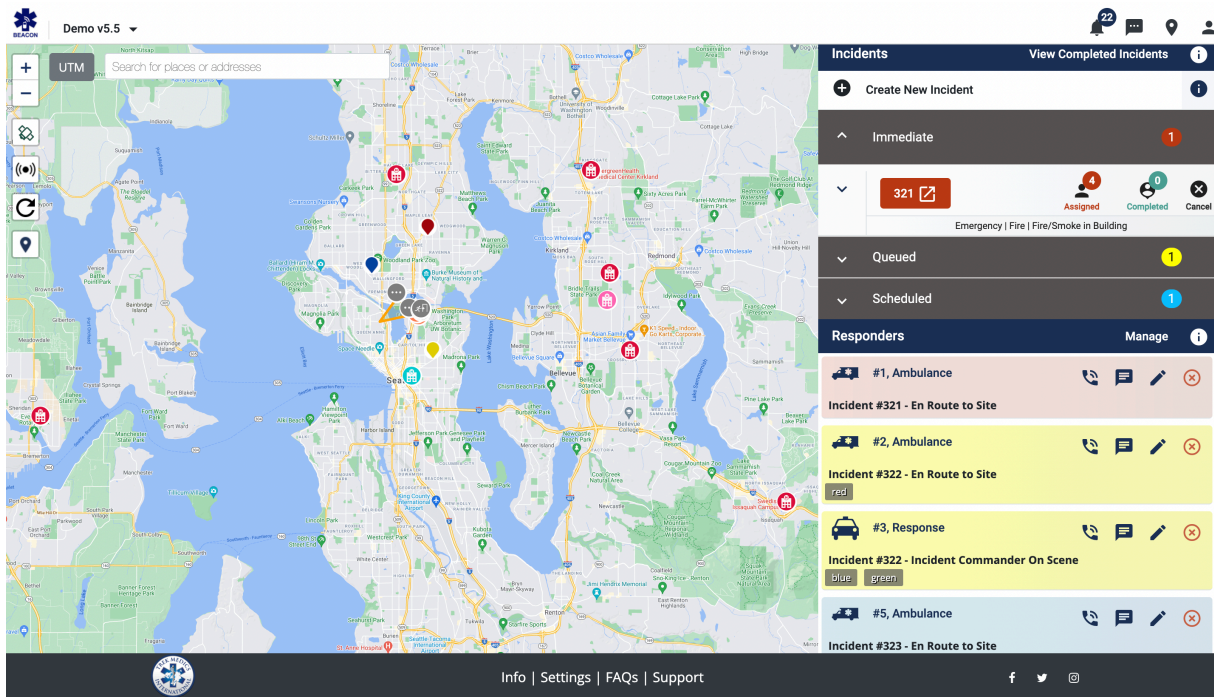
### [ACTION REQUIRED]

Beacon now provides for the creation of three different incident priority types to better meet the needs of our users\*

- **Immediate** - Requires immediate attention
- **Queued** - As soon as available
- **Scheduled** - Future dated tasks



Web App v5.5



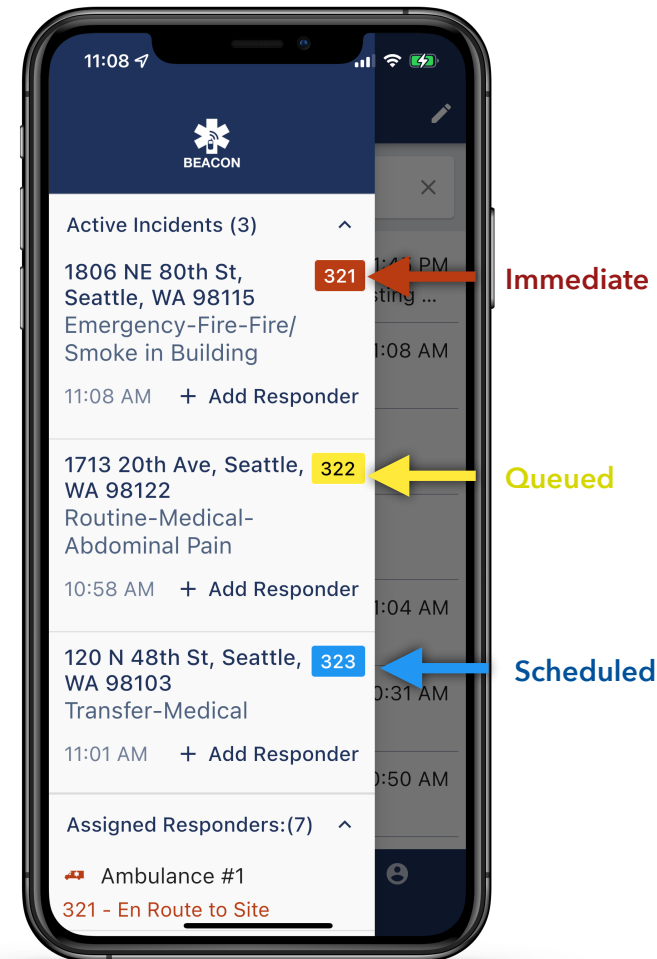
**[ACTION REQUIRED]** Incident priority types can be turned on and off through the Web App on the *Settings* page under *Incident Settings*. You may or may not want to use all three, but you have to enable at least one.

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Mobile App v4.4



# New Beacon Updates

## NEW INCIDENT PRIORITY FEATURES

### [ACTION REQUIRED]

### “Which Incident Priority should we use?”

Incident Priority types can be enabled through the Settings page. You may or may not need to use all three, but you have to enable at least one.

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

Incident Settings	[ACTION REQUIRED]	?
Restrict Active Incident visibility	No	▼
Immediate	Yes	▼
Queued	Yes	▼
Scheduled	Yes	▼

#### “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?”










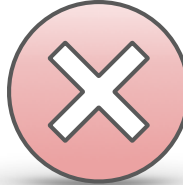
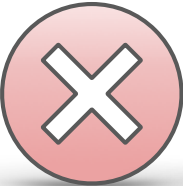




- If “Yes”, enable **Scheduled Incidents**
- Scheduled Incidents can be created for a future date and time
- Scheduled Incidents are created on the date and time selected by the Dispatcher
- Scheduled Incidents don't require Responders to be On Duty and/or Available to create them
- Responders will receive 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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## NEW INCIDENT PRIORITY FEATURES

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

\*Incident priority types can be turned on and off on the settings page under Incident Settings



# New Beacon Updates



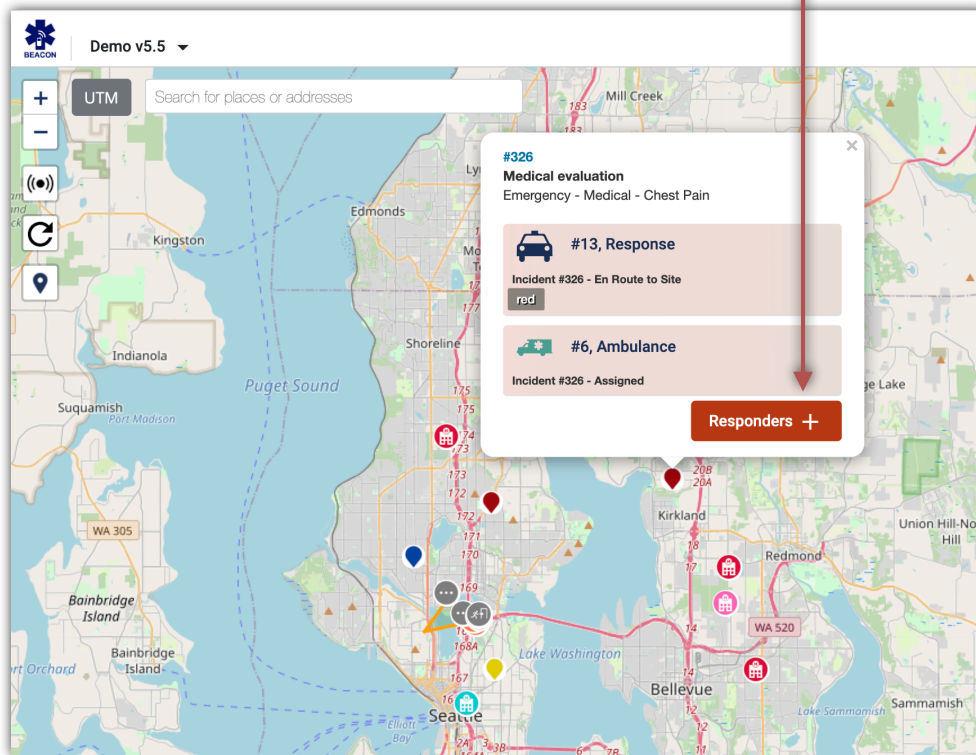
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## ENHANCED INCIDENT MAP MARKER FUNCTIONALITY

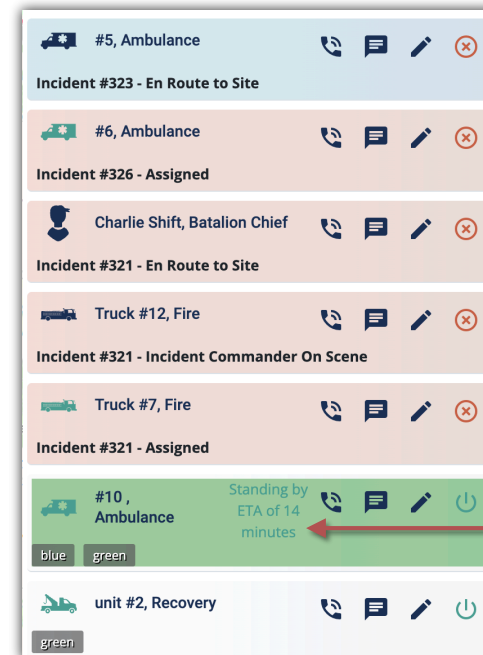
View and assign responders directly from the incident map marker.



## RESPONDER STANDBY

When a Responder replies to a Broadcast Alert with an ETA that's longer than the *Preferred ETA*, Beacon tells the Responder to standby.

In the newest update, the Dispatcher is now able to see that the Responder is standing by as well as the ETA they provided



# New Beacon Updates

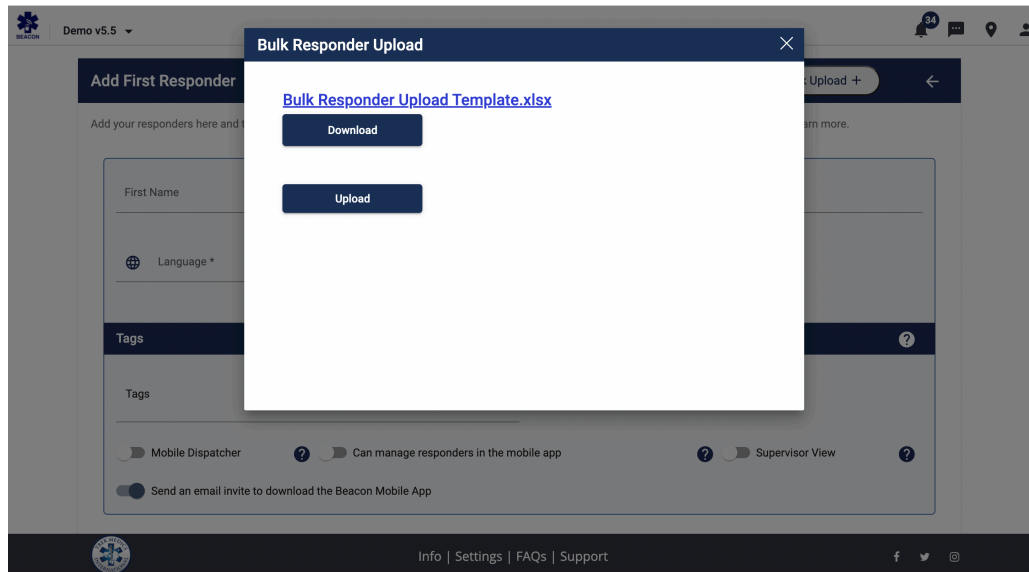


Web App v5.5

## BULK UPLOAD OF RESPONDERS

Need to add a large number of responders to Beacon?

- On the Manage Responders page click on the Bulk Upload button
- Download the xlsx template and enter the details as per the instructions on the Readme page
- Upload the file to Beacon



	A	B	C	D
1	<b>Please follow these instructions carefully to ensure that you are correctly formatting your responders before trying to upload the Template sheet</b>			
2				
3	<b>Field</b>	<b>Explanation</b>	<b>Options</b>	<b>Example</b>
4	<b>First Name</b>	Enter the responder's first name	Free form text	Johnny
5	<b>Last Name</b>	Enter the responder's last name	Free form text	Utah
6	<b>Phone Number</b>	Enter the responder's phone number using the correct country code and international formatting. Read more here: <a href="https://en.wikipedia.org/wiki/List_of_country_calling_codes">https://en.wikipedia.org/wiki/List_of_country_calling_codes</a>	All numbers must begin with "+" followed by the country's calling code	+18005553045
7	<b>Email</b>	Enter the responder's email		<a href="mailto:johnny@trekmedics.org">johnny@trekmedics.org</a>
8	<b>Language</b>	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	<b>Mobile Dispatcher</b>	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: <a href="https://www.trekmedics.org/beacon/dispatcher-guide/add-responders-2/">https://www.trekmedics.org/beacon/dispatcher-guide/add-responders-2/</a>	Yes No	No
10	<b>Mobile Dispatcher</b>	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: <a href="https://www.trekmedics.org/beacon/dispatcher-guide/add-responders-2/">https://www.trekmedics.org/beacon/dispatcher-guide/add-responders-2/</a>	Yes No	No
11	<b>Supervisor View</b>	Supervisor View permissions allow the responder to see the location of all other on-duty mobile app users at all times. Read more here: <a href="https://www.trekmedics.org/beacon/dispatcher-guide/add-responders-2/">https://www.trekmedics.org/beacon/dispatcher-guide/add-responders-2/</a>	Yes No	No
		<a href="#">Read Me</a>	Template	+

# New Beacon Updates

## CRITICAL ALERT ENTITLEMENTS IN iOS

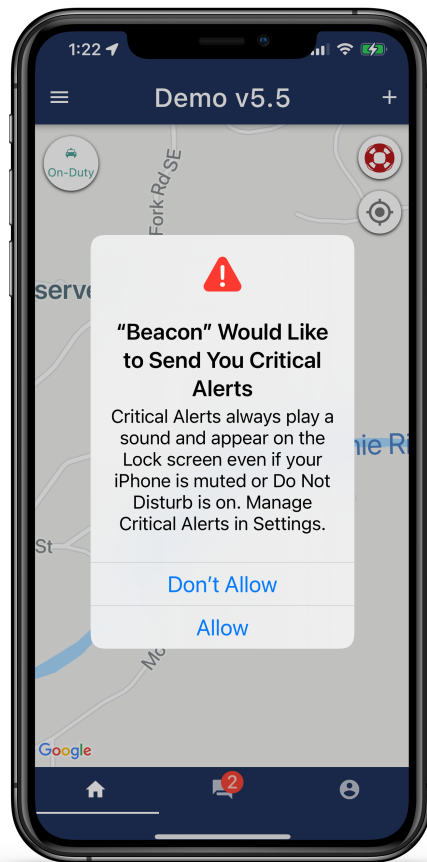
Beacon has secured Critical Alert Entitlements for iOS users, this permission allows Beacon alerts to be received when in Silent or Do Not Disturb modes on your Apple devices.



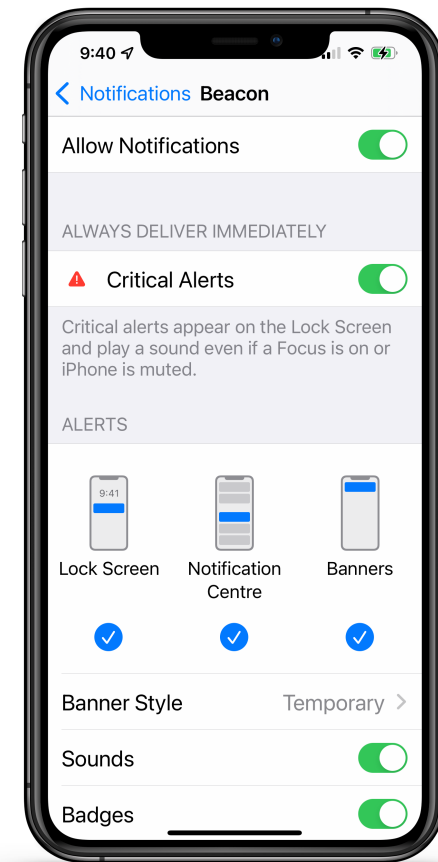
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- Update your Beacon mobile App to v4.4.0 from the App Store
- You will need to log back into Beacon using your registered telephone number
- Beacon will request permission to send you Critical Alerts
- Critical Alerts can then be managed in the Notifications settings of your device



# New Beacon Updates

## ENHANCED ALERTING WHEN INCIDENT LOCATION IS UPDATED

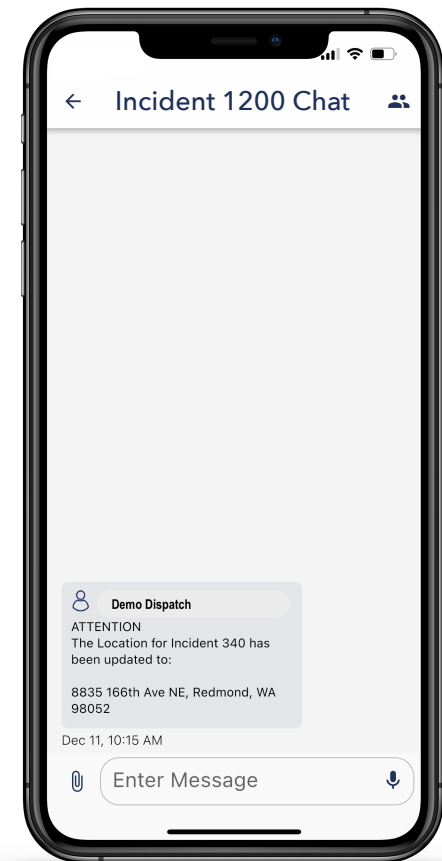


Mobile App v4.4

Mobile App users will now receive both a push notification and incident chat message alerting them to the fact that a Dispatcher has updated the location of an incident

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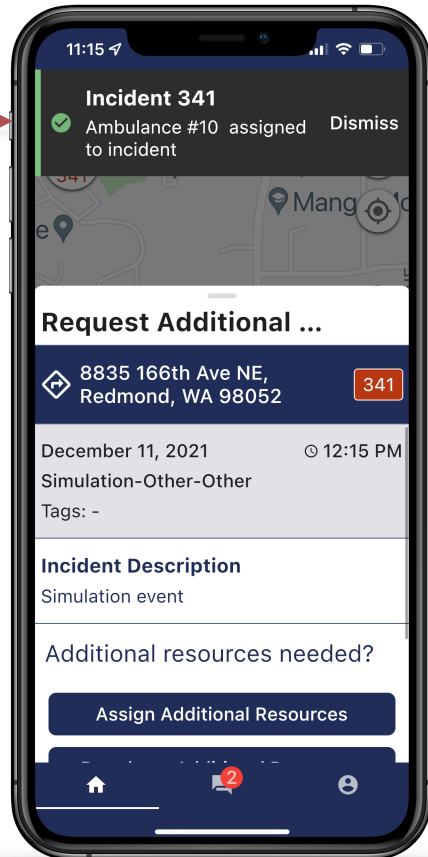
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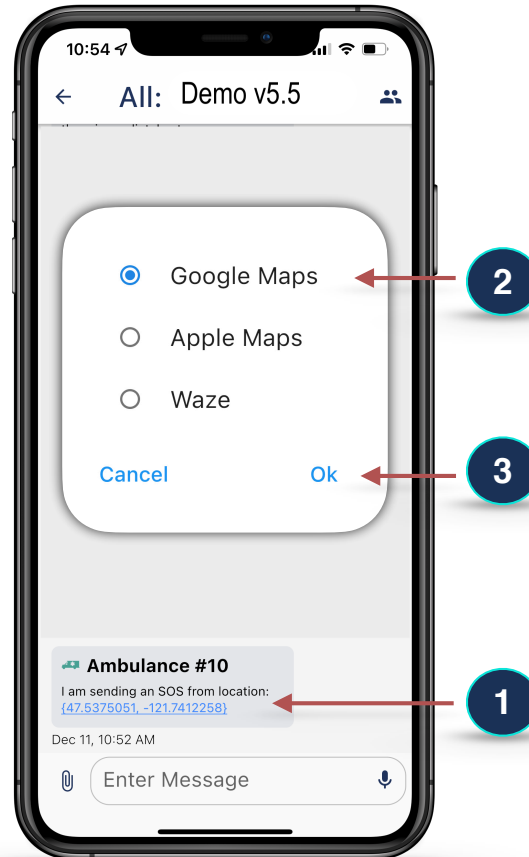
### ENHANCED INCIDENT COMMANDER NOTIFICATIONS

When assigning additional resources incident commanders are notified of each new resource assigned



### HYPERLINKED LAT/LON IN SOS MESSAGES

When a responder sends an SOS message through the Beacon App a group chat message containing their hyperlinked location is sent to all responders



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1. Click on the hyperlinked Lat/Lon in the chat message
2. A Popup will ask you to select your preferred navigation App
3. Click Ok to open the navigation App and start navigating to the location

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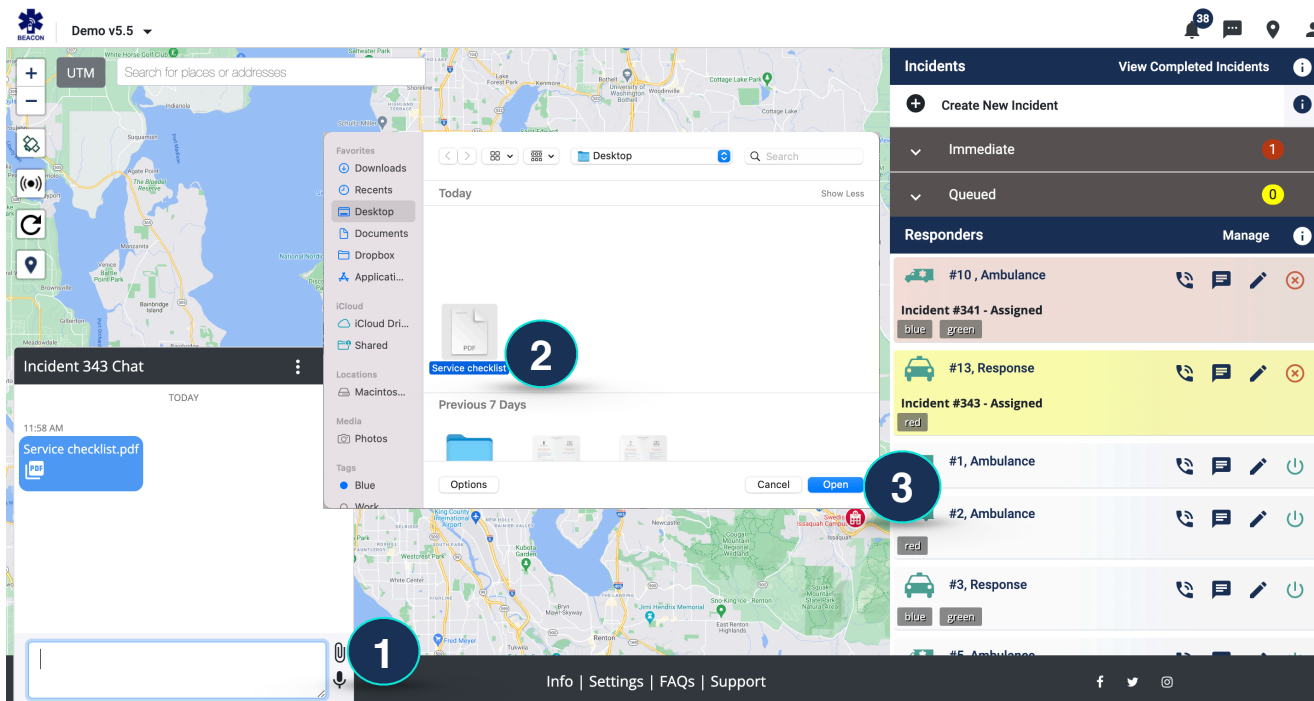
## SEND PDF ATTACHMENTS IN CHAT

Beacon chat now supports pdf file sharing in chat



Web App v5.5

1. Click on the attachment button in chat
2. A pop-up will ask you to select the file you would like to share
3. Click Open and the file will be uploaded to chat, hit enter to send



Mobile App v4.4

Click on the file in chat to open

