



## INTRODUCTION

As a Beacon Account Manager, you'll be expected to be able to answer questions and help trouble-shoot common problems for your Dispatchers and Responders. The purpose of this assessment is to evaluate how prepared you are to do that.

Before taking the assessment, it's necessary to read through the **Dispatcher Guide** and the **Responder Guide** completely, as the assessment includes questions for three User Types:

- Dispatchers using the Beacon Web Pages
- Responders using the Beacon Mobile App
- Responders using SMS

Beacon Account Managers who cannot answer all questions correctly will be at risk of non-compliance with our Terms and Conditions and should review the guides in order to remediate the issues immediately.



## Part 1: Incident Creation

Select all correct answers; questions may have more than 1 correct answer.

1. If you want to send an alert to a group of Available Responders at the same time to see who can respond first, which Dispatch Type would you select when creating the incident? [Reference](#)

A. BroadcastB. AssignC. Both
2. If you only want to select specific Responders for an incident, which Dispatch Type would select when creating the incident? [Reference](#)

A. BroadcastB. AssignC. Both
3. What is the *Maximum Number of Assigned Responders* used for when creating a new incident? [Reference](#)

A. It limits how many responders can be registered in BeaconB. It limits how many responders Beacon will assign to all incidentsC. It limits how many responders Beacon will assign to the current incident

BEACON TRAINING [STG]

Create New Incident

☒

☐

☐

Incident Description

Caller Name

Caller Number

Class

Select

Edit

Category

Select

Type

Select

Incident Priority (Select One)

Immediate

Queued

Scheduled

Dispatch Type (Select one)

Broadcast

Assign

Both

Max. # Assigned Responders

3

Select Tags

Create

Cancel



# Beacon Account Manager

Web Dispatcher Assessment

## Part 1: Incident Creation

Select all correct answers; questions may have more than 1 correct answer.

**4. How can Dispatchers search for a specific location on the map when creating a new incident? ([Reference](#))**

- A. By entering the location in the Map Address field at the top of the Create Incident panel
- B. By scrolling around the map and clicking on different locations until the correct location appears in the Map Address field
- C. By entering the location in the Search Bar located in the top left corner of the home screen

**5. Sometimes, when a Dispatcher places the Incident Marker on the map, Beacon will return a vague address or “Unnamed Road” in the Map Address field. Why does this happen? ([Reference](#))**

- A. Because Beacon’s maps aren’t very good
- B. Because the location doesn’t have a physical address (e.g., it’s a waterway, field, uninhabited area, etc.)
- C. Because the correct address hasn’t been updated in the [Google Maps](#) library and/or library used by Beacon

**6. How can a Dispatcher provide a more accurate description? ([Reference](#))**

- A. It’s not possible; Responders with smartphones can follow the map on their phone, but Responders receiving SMS won’t be able to tell where the Incident Location is
- B. By including more details in the *Incident Description* field below the *Address* field under the *Create New Incident* form
- C. By editing the location in the *Address* field directly

BEACON TRAINING [STG] ▾

Create New Incident ✕

☒ No Address Found, 76WVCX7W+WP

☐ brook.consultation.defining

☐ 28.414847, -82.003235

Incident Description

Caller Name

Caller Number

Class [Edit](#) Category

Select ▾ Select ▾

Type

Select ▾

Incident Priority (Select One) ⓘ

Immediate Queued Scheduled

Dispatch Type (Select one) ⓘ

Broadcast Assign Both

Max. # Assigned Responders ⓘ

3

Select Tags ⓘ

Create Cancel

UTM

Search places or addresses

+ -



# Beacon Account Manager

Web Dispatcher Assessment

## Part 2: Broadcast Alert Settings

Select all correct answers; questions may have more than 1 correct answer.

**7. What is the purpose of the Preferred ETA function?** ([Reference](#))

- A. It helps Beacon decide which Responders get assigned now, and which ones are told to standby, based on their self-reported ETA
- B. It helps Beacon decide which Responders get alerted and which ones don't based on their self-reported ETA
- C. It helps Beacon figure out which mobile app users are assigned by checking their GPS location and estimating the distance to the incident location

**8. Why doesn't Beacon decide which Responders are closest to the Incident by using GPS?**

- ([Reference](#))
- A. Not all Responders have smartphones
  - B. Not all Responders always have Internet connections
  - C. Beacon only knows your current position if the app is open
  - D. Not all Responders want to be assigned to every single incident
  - E. The closest Responder isn't always the most appropriate

**9. A Responder replies to an alert and is told "Please wait 2 minutes". Why did they receive this message?** ([Reference](#))

- A. Beacon is waiting for the Dispatcher to decide if the Responder should be assigned or not
- B. The Responder reported an ETA that is longer than the *Preferred ETA*
- C. Beacon sees the Responder has a poor performance report and is looking for someone with a better one
- D. Beacon is waiting to see if it's an actual emergency

**10. Why did Beacon choose 2 minutes?** ([Reference](#))

- A. That's how long Beacon gives Dispatchers to decide if the Responder is needed or not
- B. That's how long Beacon gives Responders to decide if they really want to be assigned or not
- C. That's when the next Confirmation Window closes

### Broadcast Alert Settings

?

Maximum number of Responders per incident

3

▼

Preferred ETA

10

▼

Confirmation Window 1

2

▼

Confirmation Window 2

3

▼

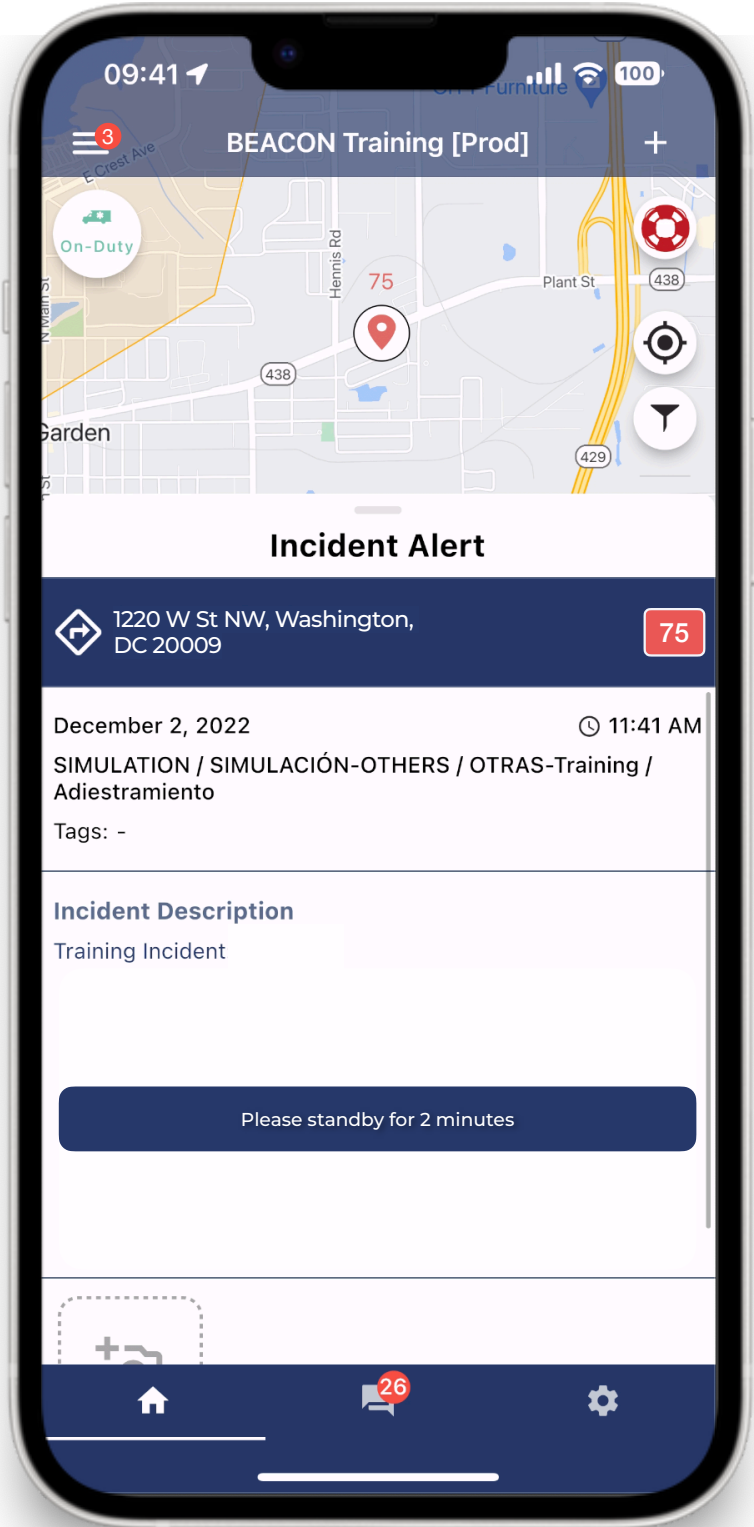
Custom Incident Labels

▼

Default Dispatch Type

broadcast

▼





# Beacon Account Manager

Web Dispatcher Assessment

## Part 3: Incident Monitoring

Select all correct answers; questions may have more than 1 correct answer.

11. A Dispatcher created an incident and realized they forgot to assign a responder. How can the Dispatcher resolve this problem?

([Reference](#))

- A. Create a new Incident and assign the Responder to the new one
- B. Tell the Responder to go any way
- C. Assign the Responder through the Active Incident Card

12. You are running tests with Beacon and after all the Responders complete the test, the incident doesn't close.

Why not? ([Reference](#))

- A. Beacon is broken
- B. The Internet connection is slow
- C. The Maximum Number of Assigned Responders wasn't met
- D. Confirmation Window2 hasn't closed

261

Assigned 0 Completed 0

^

📍 Queensboro Bridge Brooklyn-bound, New York, NY 10044

Update

2023/02/21 14:01:12  
Created By: Josué Díaz-Berríos

**Caller Name:** Police

**Description:** 50-year old male on Brooklyn-bound side of the bridge expressing suicidal ideations and threatening to jump. Police are on-scene requesting EMS and one mental health crisis counselor, if available

**Caller Number:** 📞 8005555555

EMERGENCY | Medical | Suicide Attempt

**Tags**  
--

**Responders**

+ Responders

✕ Close Incident

261

Assigned 0 Completed 1

^

📍 Queensboro Bridge Brooklyn-bound, New York, NY 10044

Update

2023/02/21 14:01:12  
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EMERGENCY | Medical | Suicide Attempt

**Tags**  
--

**Responders**

+ Responders

✕ Close Incident



# Beacon Account Manager

Web Dispatcher Assessment


## Part 3: Incident Monitoring

Select all correct answers; questions may have more than 1 correct answer.

13. An Assigned Responder forgot to update their status during an Active Incident. What option(s) does a Dispatcher have to correct this?

([Reference](#))

- A. Send the Responder a chat message reminding them to complete the next step
- B. Call the Responder directly to remind them to complete the next step
- C. Simulate a message for them through Message Log on the Incident Details page

 UNIT R-01

Simulate message.  
1

Send

2023/02/21 15:27:54

ALERTA DE EMERGENCIA\*\*\*  
ID: 261  
Confirme en ruta:  
Eastern end of Brooklyn-bound  
Queensboro Bridge, New York, NY  
10044.  
  
EMERGENCY-Medical-Suicide  
Attempt  
  
50-year old male on Brooklyn-  
bound side of the bridge  
expressing suicidal ideations and  
threatening to jump. Police are on-  
scene requesting EMS and one  
mental health crisis counselor, if  
available  
  
Está usted en ruta?:  
Si: 1  
Terminar la respuesta: 0

2023/02/21 15:36:48

1

2023/02/21 15:36:48

ID: 261  
Proceda al sitio:  
Eastern end of Brooklyn-bound  
Queensboro Bridge, New York, NY  
10044.  
  
EMERGENCY-Medical-Suicide  
Attempt  
  
50-year old male on Brooklyn-  
bound side of the bridge  
expressing suicidal ideations and  
threatening to jump. Police are on-  
scene requesting EMS and one  
mental health crisis counselor, if  
available  
  
Confirme su llegada al sitio:  
Si: 1  
Si no se puede ubicar el paciente: 2  
Terminar la respuesta: 0

2023/02/21 15:37:00

1

2023/02/21 15:37:00

Cuando el incidente termine y este  
listo/a tener otras alertas, mande 0  
a Beacon.



# Beacon Account Manager

Mobile App Responder Assessment

## Part 4: Mobile App Usage

Select all correct answers; questions may have more than 1 correct answer.

**1. One of your Responders has downloaded the mobile app and switched their *Availability Status* to “On Duty”, but when you create an Alert, they do not receive it. How can you make sure that they are in your Agency Account?**

- A. Open the sidebar to make sure the names of the Responders displayed are the same as the Responders in your agency
- B. Look at the Agency Name at the top of the home screen to make sure it matches your Agency Name
- C. Look at the Map Markers to make sure they match the Map Markers in your area
- D. Open the Chat Screen and make sure the “All Member” chat group includes your agency name

**2. After downloading and installing the mobile app, your Responder reports that it says “Registration” above the home screen map. What is the cause of this?** ([Reference](#))

- A. Beacon is broken
- B. They are not finished with the Sign Up process
- C. They downloaded and installed the app before you were able to add them as a Responder in your account

**3. How do you resolve this problem?** ([Reference](#))

- A. Tell them to uninstall the app and re-install it
- B. Send us an email at [info@trekmedics.org](mailto:info@trekmedics.org) to fix it for you
- C. They downloaded and installed the app before you were able to add them as a Responder in your account

**4. A Responder using the Beacon mobile app has lost internet connectivity so cannot receive new messages through the mobile app. How can the Responder switch to SMS mode?** ([Reference](#))

- A. Send a mobile chat message to the dispatcher asking them to switch the Responder to SMS mode
- B. Open the Settings page in the mobile app and select “SMS Mode” from the *Messaging* dropdown
- C. Send an SMS to Beacon that says 789

**5. A Responder tells you they don’t understand how the app works. What options do you have to help them?**

- A. Run some practice simulations and walk them through the response workflows
- B. Tell them to click on the “[Tour](#)” link on the *Settings* page of their mobile app
- C. Tell them to click on the “Support” link on the *Settings* page of their Mobile App and read through the [Responder Guide](#)



# Beacon Account Manager

SMS Responder Assessment

## Part 5: SMS Codes

Select all correct answers; questions may have more than 1 correct answer.

**1. How do Responders log in to Beacon via SMS?** ([Reference](#))

- A. Send an SMS to Beacon that says *Login*
- B. Send an SMS to Beacon that says *123*
- C. Send an SMS to Beacon that says *456*
- D. Send an SMS to Beacon that says *789*
- E. Send an SMS to Beacon that says *000*
- F. Send an SMS to Beacon that says *411 Login*

**2. How do Responders log out from Beacon via SMS?** ([Reference](#))

- A. Send an SMS to Beacon that says *Log Out*
- B. Send an SMS to Beacon that says *123*
- C. Send an SMS to Beacon that says *456*
- D. Send an SMS to Beacon that says *789*
- E. Send an SMS to Beacon that says *000*
- F. Send an SMS to Beacon that says *411 Log Out*

**3. How do Responders send a distress message to Beacon via SMS?** ([Reference](#))

- A. Send an SMS to Beacon that says *Help*
- B. Send an SMS to Beacon that says *123*
- C. Send an SMS to Beacon that says *456*
- D. Send an SMS to Beacon that says *789*
- E. Send an SMS to Beacon that says *000*
- F. Send an SMS to Beacon that says *411 Help*

**4. How do Responders send a chat message to a Dispatcher via SMS?** ([Reference](#))

- A. Send an SMS to Beacon that starts with the word *Chat* followed by the chat message
- B. Send an SMS to Beacon that starts with the symbols *###* followed by the chat message
- C. Send an SMS to Beacon that starts with the number *411* followed by the chat message
- D. Send an SMS to Beacon that starts with the number *789* followed by the chat message

**5. How do Responders switch to SMS mode via SMS?** ([Reference](#))

- A. Send an SMS to Beacon that says *SMS*
- B. Send an SMS to Beacon that says *123*
- C. Send an SMS to Beacon that says *456*
- D. Send an SMS to Beacon that says *789*
- E. Send an SMS to Beacon that says *000*
- F. Send an SMS to Beacon that says *411 SMS*

**6. How can you tell if you are in SMS Mode?** ([Reference](#))

- A. After sending an SMS to Beacon that says *789*, you will receive a reply from Beacon that says “*You have switched from Data to SMS messaging*”
- B. If you have the mobile app installed, a yellow banner that says “SMS Mode Enabled” will be displayed when you open the app

**7. Is it ok to use chat through the mobile app when you’re in SMS Mode?** ([Reference](#))

- A. Yes, you can do whatever you want
- B. Yes, it doesn’t make a difference
- C. No, SMS Mode means you should only be communicating with Beacon via SMS



## Part 6: SMS Messages

Select all correct answers; questions may have more than 1 correct answer.

### 8. What is the difference between an ***Incident Alert*** and a ***Supervisor Notice***? ([Reference](#))

- A. Incident Alerts are sent to Responders when a Dispatcher broadcasts a new incident; Supervisor Notices are sent to Responders when a Dispatcher assigns them to a new incident
- B. Incident Alerts are sent to Responders when a Dispatcher broadcasts a new incident; Supervisor Notices are sent to Supervisors when a Dispatcher broadcasts a new incident
- C. Incident Alerts say "ALERT" at the top of the message and can be replied to by Responders; Supervisor Notices say "NOTICE" at the top of the message and cannot be replied to by Supervisors
- D. There is no difference; they are the same thing

### 9. In the Incident Alert at right, what do the numbers and words at the bottom of the message mean? ([Reference](#))

- A. The numbers are tracking codes and the words are a bug
- B. They are both bugs
- C. The numbers are the Responder's current GPS coordinates and the words are the Responder's current [What3Words](#) coordinates
- D. The numbers are the GPS coordinates for the incident location and the words are [What3Words](#) coordinates for the incident location

### 10. In the Incident Alert below, what does the pound symbol (#) mean? ([Reference](#))

- A. Identifies a city and two possible locations for the incident
- B. That is an address duplicate
- C. Identifies the nearest crossing street (nearest intersection)
- D. That is a bug

EMERGENCY ALERT\*\*\*  
ID: 259  
Confirm En Route:  
478 6th Ave, New York, NY 10011  
#: New York - 6th Ave and W  
12th St.

EMERGENCY-Medical-  
Unresponsive Patient

Unresponsive male; unknown  
medical issue. Called in by a  
bystander.

Are you en route?  
Yes: 1  
Cancel Response: 0

40.73578,-73.99776  
files.loveing.apples

BEACON TRAINING  
NOTICE \*\*\*  
ID: 259  
478 6th Ave, New York, NY 10011  
Unresponsive male; unknown  
medical issue. Called in by a  
bystander.  
EMERGENCY-Medical-  
Unresponsive Patient