# BEACON

# RESPONDER GUIDE

## FOR BEACON MOBILE APP USERS

## 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 Responders and Dispatchers about the Beacon Platform.

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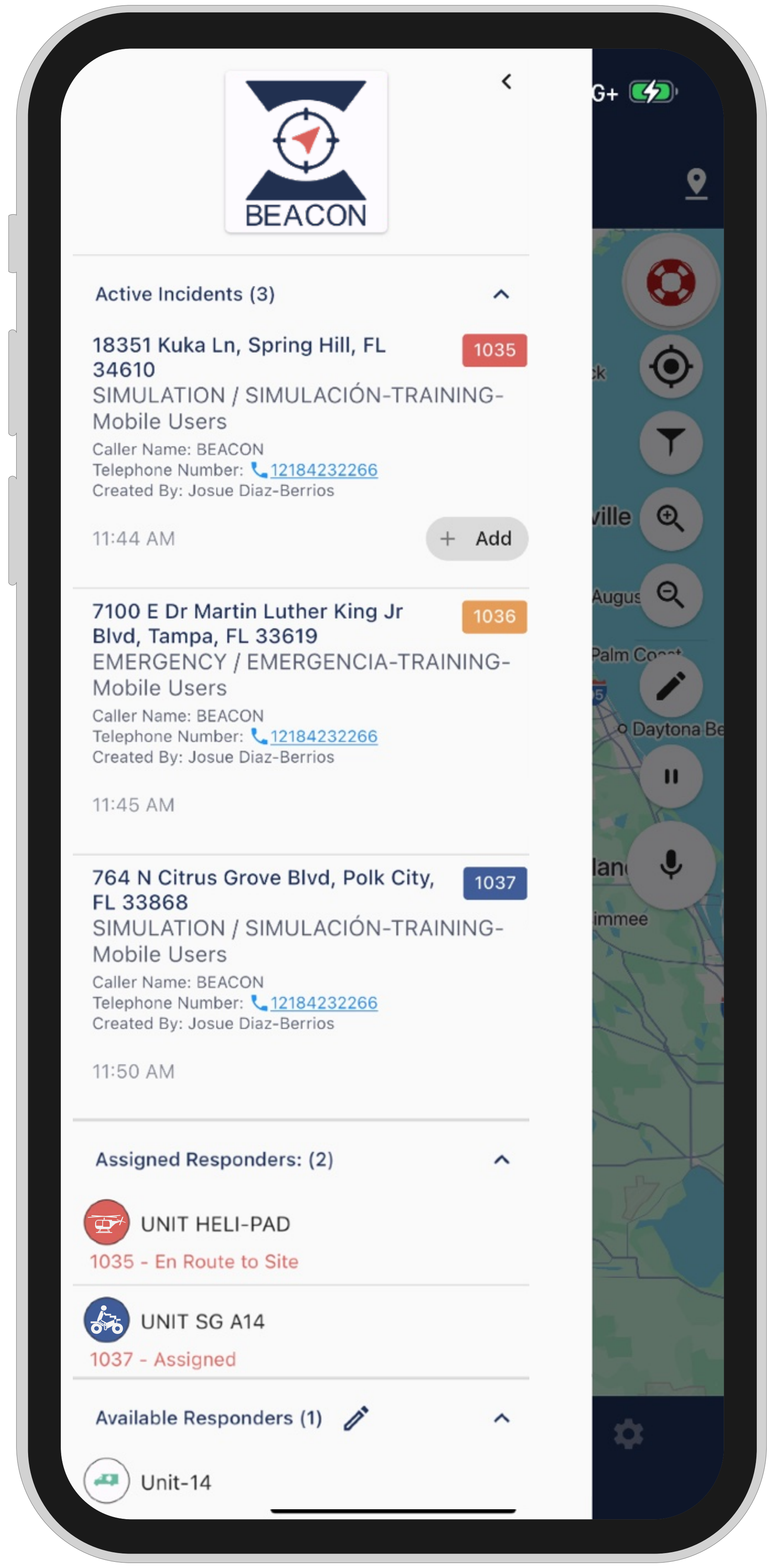
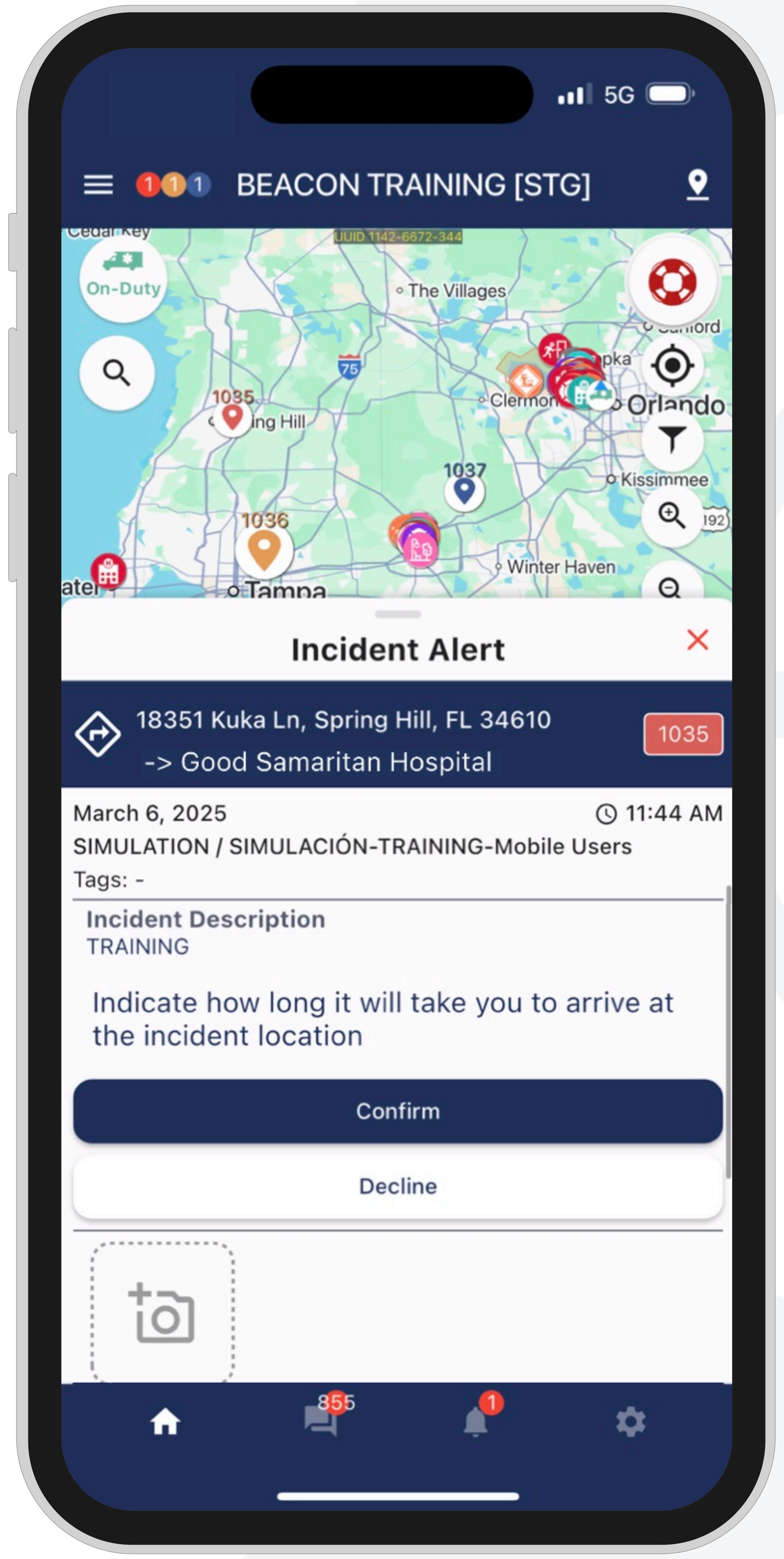
(S) Feature requires special permission

# 1. Getting Started




## About:

The Beacon Mobile App is an accompanying app to the Beacon Emergency Dispatch Platform. If your agency hasn't yet signed up for an account, the app will only show you a few generic demo screens.

## Messaging Status and Known Issues:

Click here to see the current status of Beacon Messaging for SMS and the Mobile App, including an updated list of known issues.

## IMPORTANT - Read Before you Download:

If your agency already has a Beacon account, make sure that your account administrator has created a profile for you through the Beacon Dispatch Website **before you download and register the Beacon mobile app** on your personal phone. You will know a profile was created for you when you see a map of your agency's catchment area after registering through the mobile app.

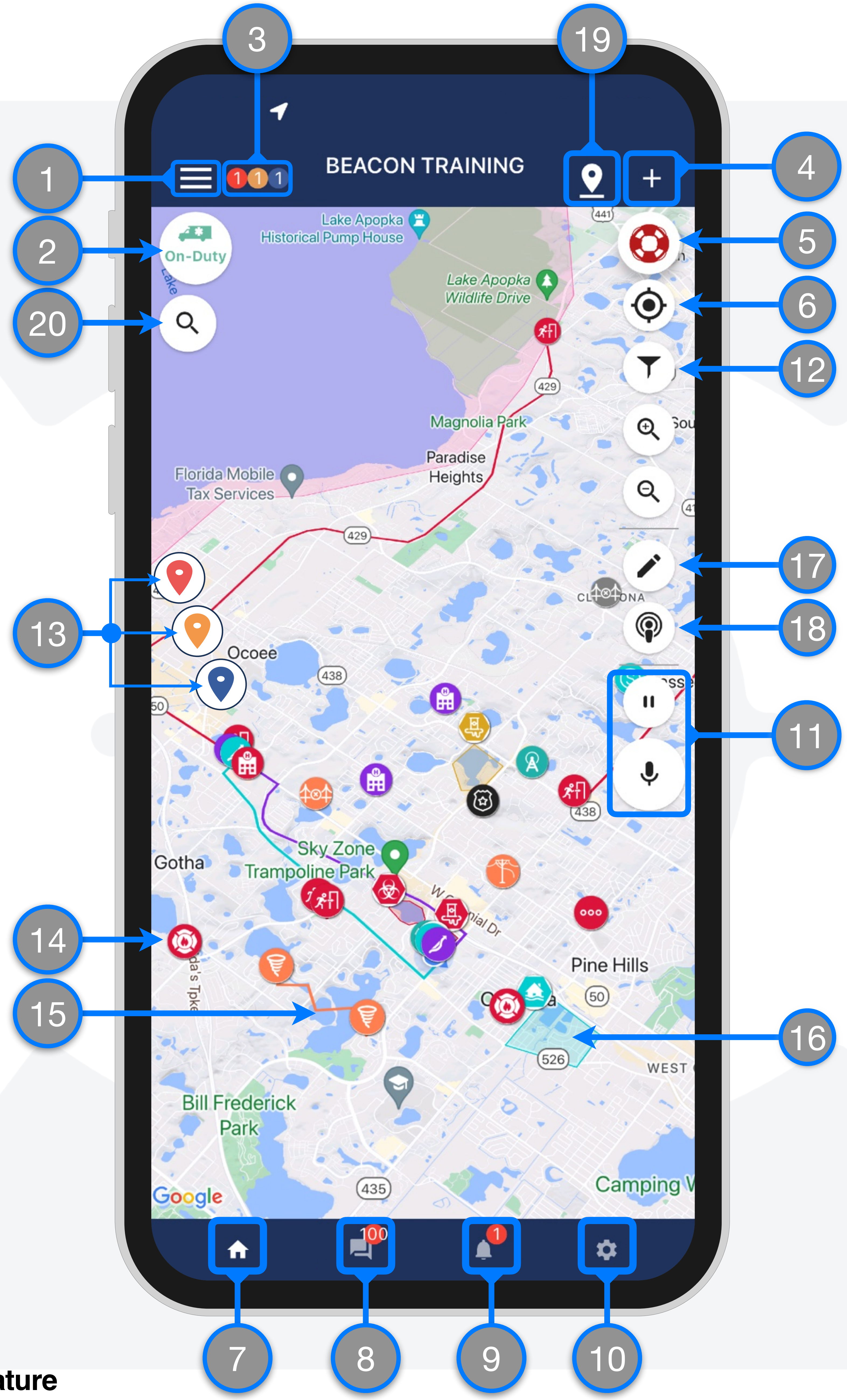
If you see a map different than your agency's in the mobile app, or you're not receiving alerts after you've set your *Availability Status* to "ON-DUTY" in the app settings (and also double-checked that you registered the app with the correct phone number), **please send us an email** with your phone number and agency name so we can put your user profile in the correct agency account.

# 1.Getting Started

## 1.1. Home Screen

**Home Screen Navigation**

1. **Sidebar** — Displays lists of Active Incidents, Assigned Responders and Available Responders
2. **Duty Status Icon** — Displays your current Duty Status
   - Gray = Off Duty
   - Green = On Duty
   - Red, Yellow or Blue = Assigned to an Active Incident
3. **Incident Badges** — Displays a count of active incidents by Dispatch Mode
4. **Create Incident Feature*** — Brings you to the screen where you can create new incidents
5. **SOS Button** — When clicked, Dispatchers, Supervisors and Administrators will be advised that you personally need assistance immediately
6. **My Location** — Press once to center the screen on your location; press and hold to keep the screen centered on your location as you move (the icon will turn blue)
7. **Home** — Brings you to the Home Screen
8. **Chats** — Press to view a list of active or past conversations chatrooms
9. **Notifications** — View a list of the Beacon alert notifications you have received
10. **Settings Screen** — Takes you to the settings screen where you can manage your status, transportation mode, messaging mode etc.
11. **Push-To-Talk** — Send voice messages to the "All" chatroom from the dashboard. (**Learn more**)




**Map Features and Markers**
The different kind of map markers are described bellow. You can press on them to display more information.

12. **Map Filtering** — Press to open the menu to change between map views and control the layers visible on the map
13. **Active Incidents** — These are shown as **RED**, **YELLOW** or **BLUE** map pin markers and indicate where active incidents are currently happening
14. **Landmarks** — Include hospitals and other transport destinations, hazards, and other points of interest
15. **Paths** — Can show macro paths (like hurricanes or tornadoes) or micro paths, like evacuation routes and detours
16. **Zones** — Illustrate areas of interest, like flood zones, the boundaries of mass gatherings, etc.
17. **Map Editing*** — Create and edit map markers in a similar way web dispatchers do
18. **Ping Responders*** — Press to locate responders on the map (only possible for responders who are using the mobile app and granted location permissions)
19. **Map Markers List** — All map markers will be listed here
20. **Search Tool** — Search for specific places and addresses on the map

*Indicates special permissions required to access this feature

# 1. Getting Started

## 1.2. SOS Feature

The mobile app SOS feature has been upgraded for additional capabilities, including two ways to trigger the SOS button, an option to call a pre-set Emergency Number, and the ability to Cancel the SOS

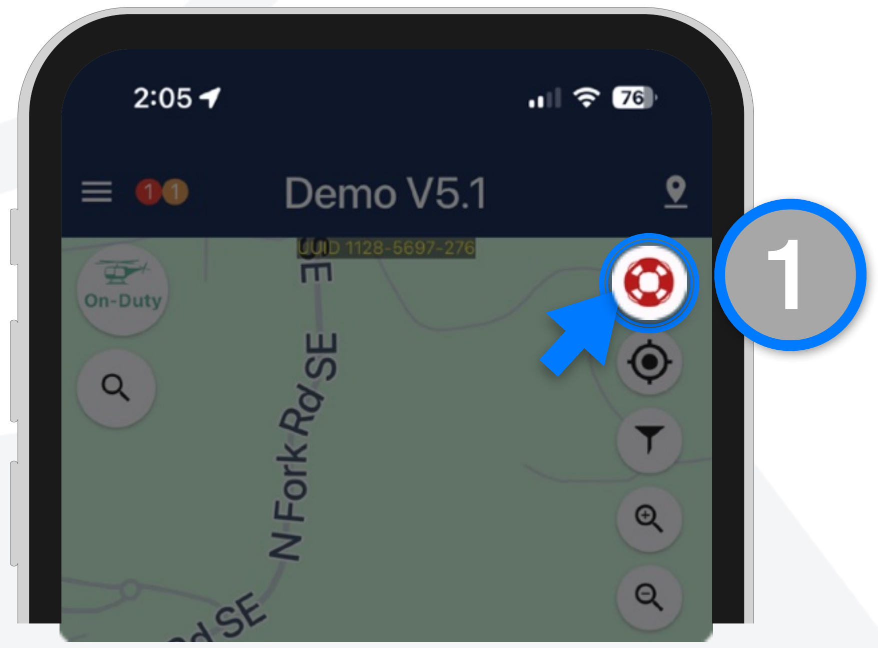
### There are now two ways to trigger the SOS Button:

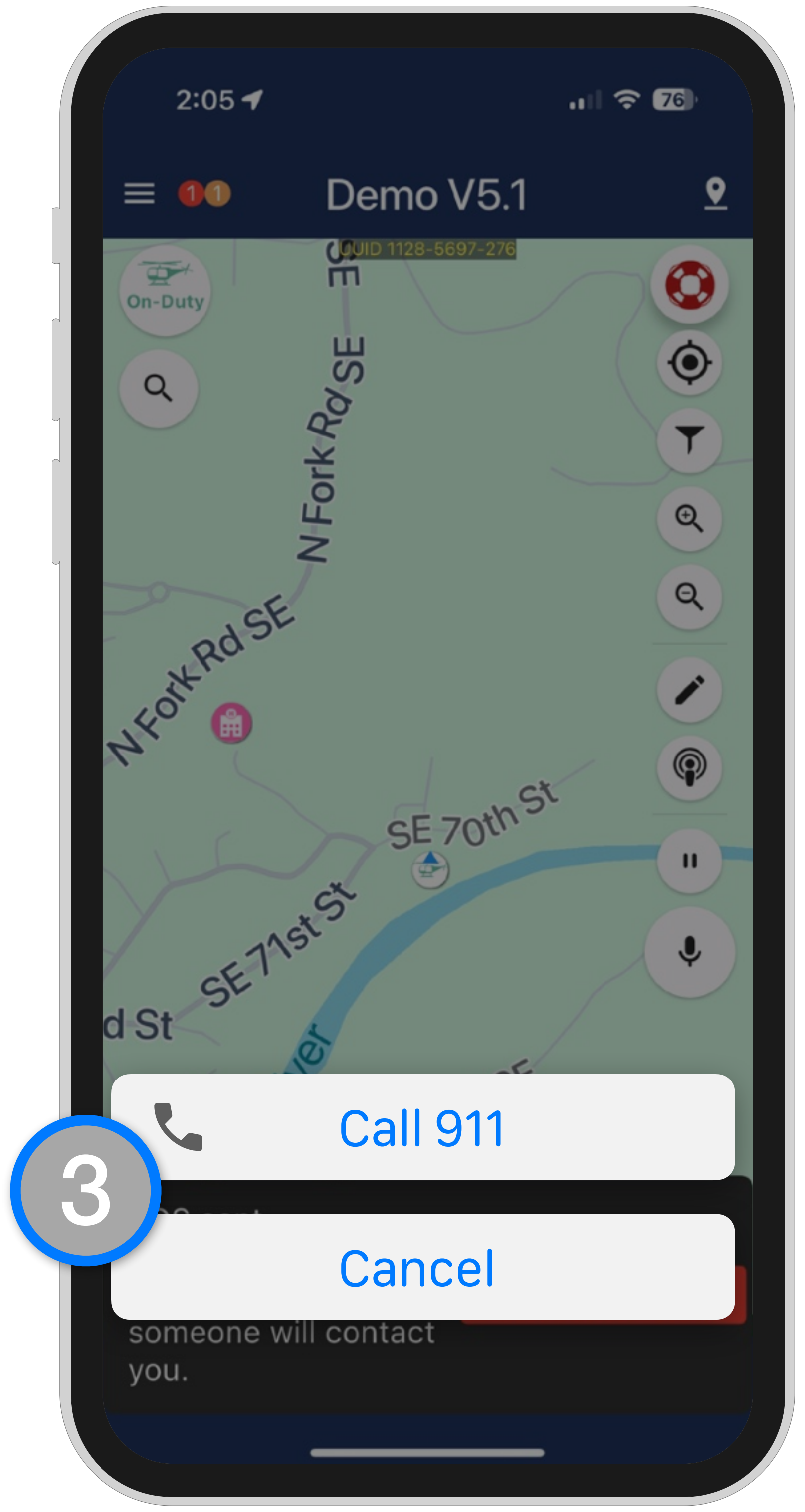
**METHOD 1: ONE-TIME CLICK**

1. Responder clicks the SOS Button one time
2. Responder is asked to Confirm that they want to send SOS or Dismiss
3. If "CONFIRM" is clicked (or if the Responder doesn't acknowledge the prompt within 3 seconds) the SOS Alerts are sent to Beacon Users
   - If the Agency has added an Emergency Number to the Web App Settings page, the Responder is also asked if they want the Emergency Number to be called (see previous slide for more details)
4. The SOS can also be canceled at any time

**METHOD 2: PRESS HOLD**

1. Responder holds SOS button for 3 seconds
2. SOS Alerts are immediately sent to Beacon Users
3. If the Agency has added an Emergency Number to the Settings page, the Responder is also asked if they want the Emergency Number to be called
4. SOS can be canceled at any time



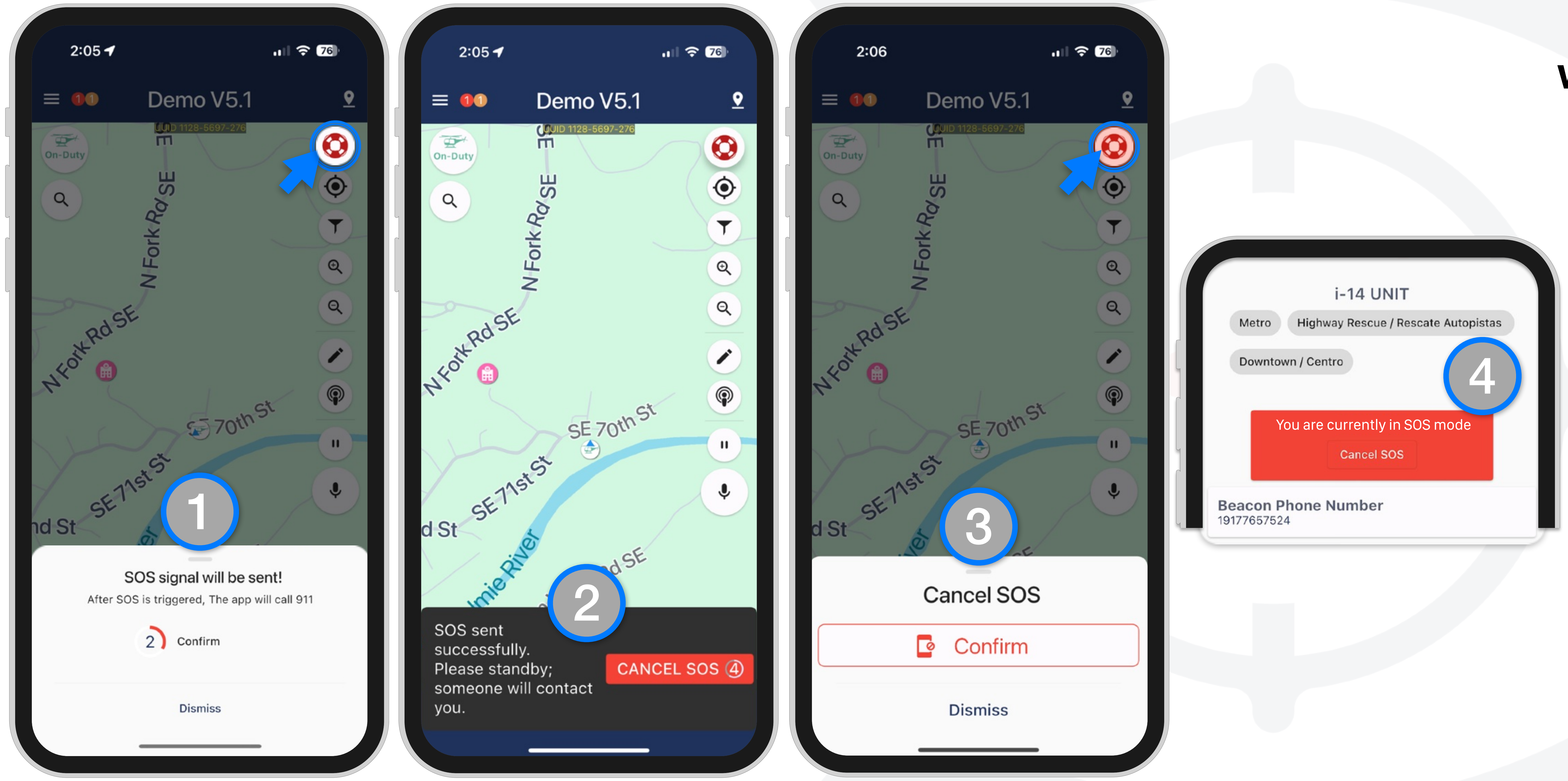

See next slide for more »»

# 1. Getting Started

## 1.2. SOS Feature

### Introducing SOS Mode with Ability to Cancel SOS

The mobile app SOS feature has been upgraded for additional capabilities




**When pressing the SOS button:**

1. The responder will be prompted to **Confirm** or **Dismiss** the SOS, and a three (3) second timer will be triggered with haptics (vibrations) to make the responder aware they are about to enter SOS mode.
    a. If the responder makes no selection, after the 3 seconds have elapsed, they will automatically enter the SOS Mode and the SOS signal will be sent.
2. Once the SOS request is sent, a success message will appear along with a button to **Cancel SOS** and a **10 second timer**
3. Once the 10 seconds has passed Responders, can **press the SOS button again** and **Confirm** to cancel the SOS Mode
4. Responders can also **Cancel SOS** from the Settings page

** Additional Notes :

- Confirming to send or Canceling an SOS request will generate a message to the agency “All" chatroom. It will also generate a notification for web and mobile dispatchers
- The SOS button will continuously flash red as a visual indicator for Responders when they are in SOS Mode
- The Settings page will also display an action banner when in SOS Mode

# 1.Getting Started

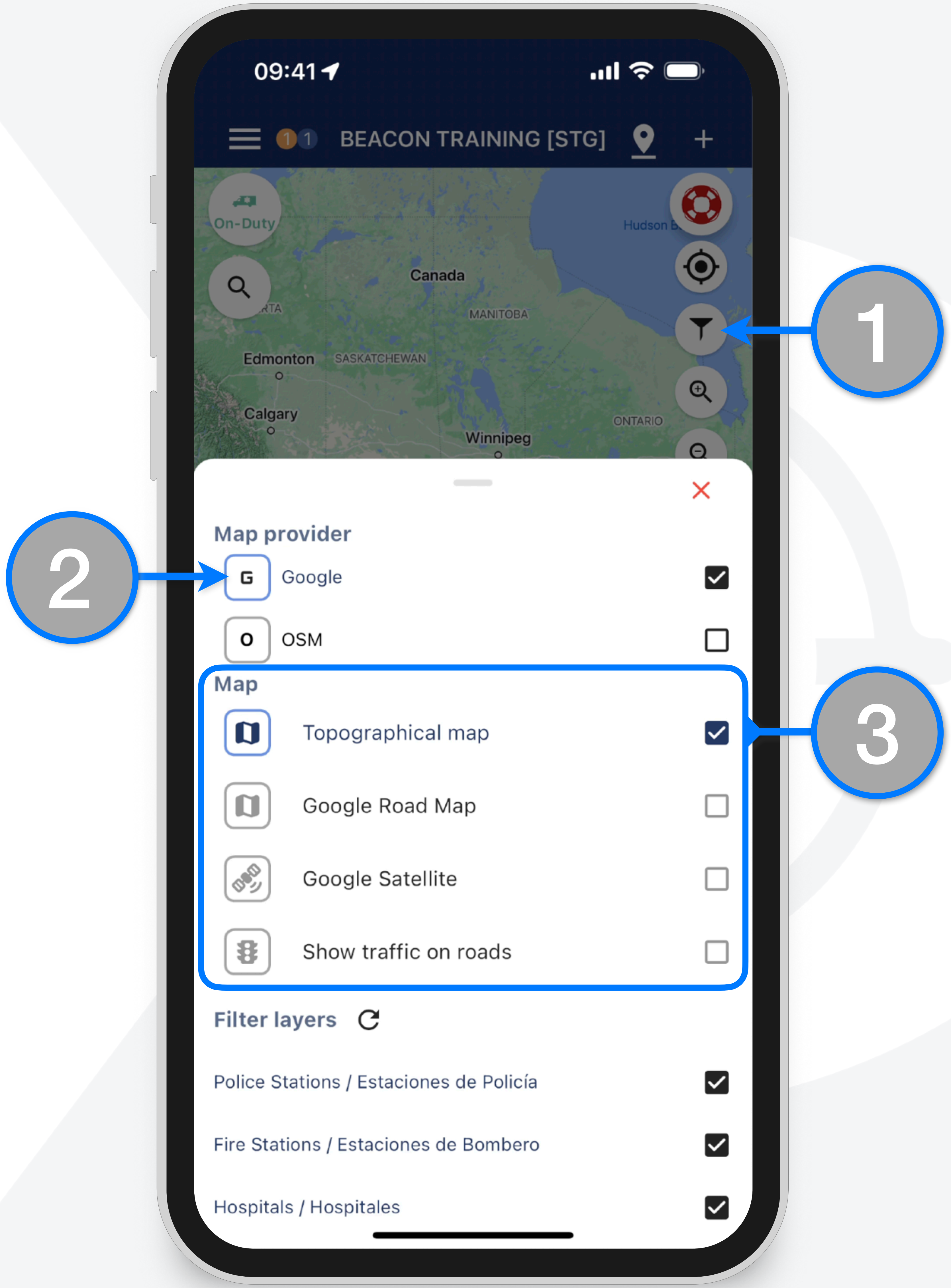
## 1.3. Map Features

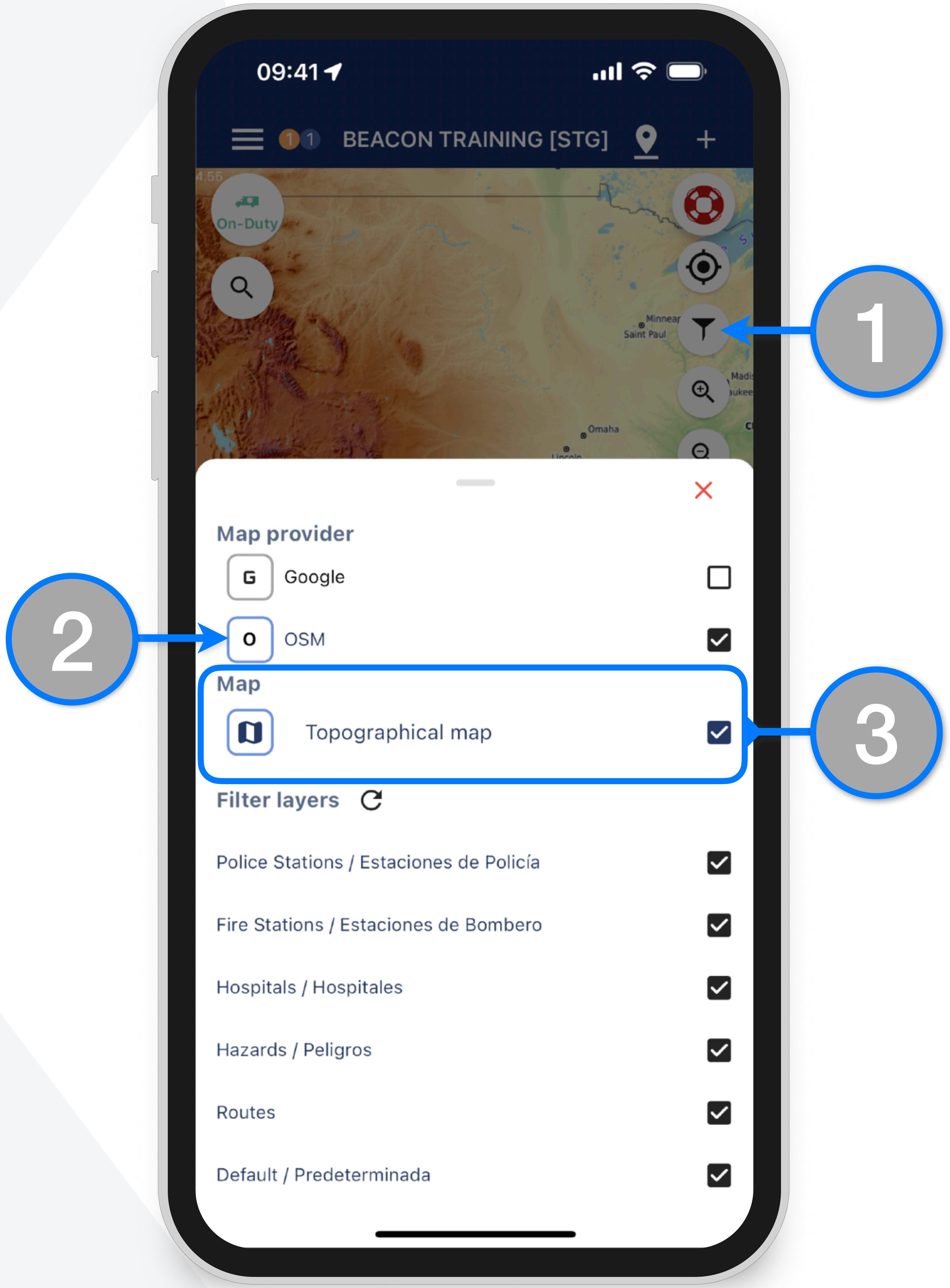
### 1.3.1.Map View

**Users can now manage different map providers, map views and filter layers right from the Home Screen.**

1. To change map view, press the Map Filtering icon on the Home Screen.
2. Select the Map provider you would want to use.
3. Select your preferred map view.

*** Only Google Maps offers options for showing traffic patterns and and Satellite view.*



# 1.Getting Started

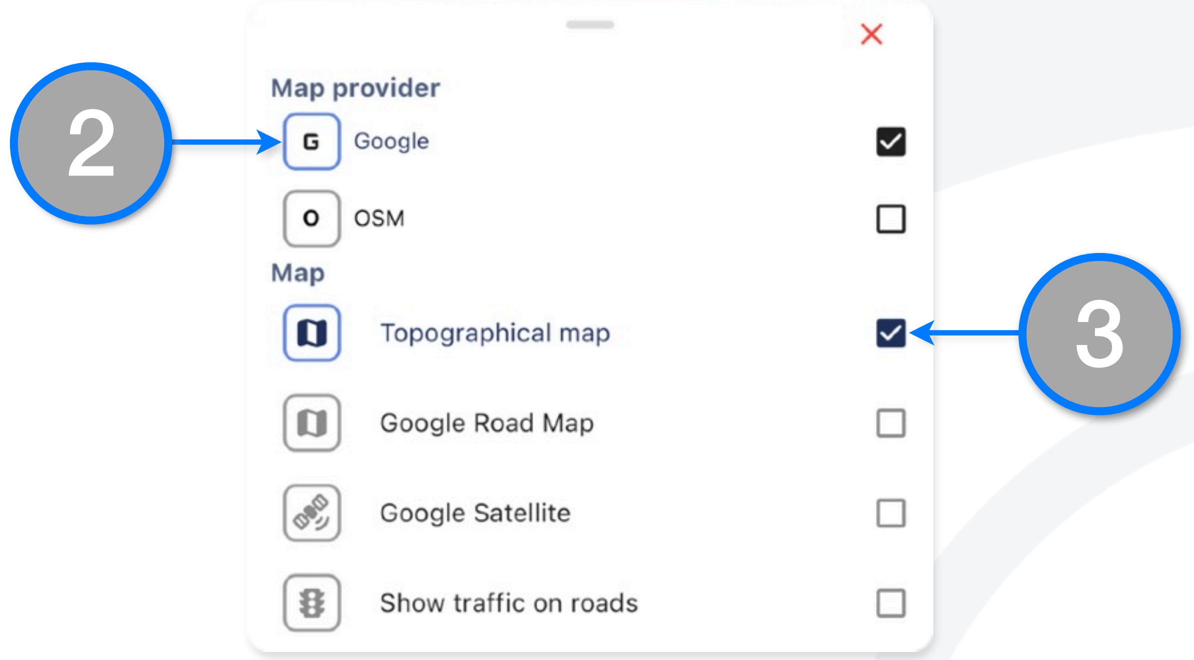
## 1.3. Map Features

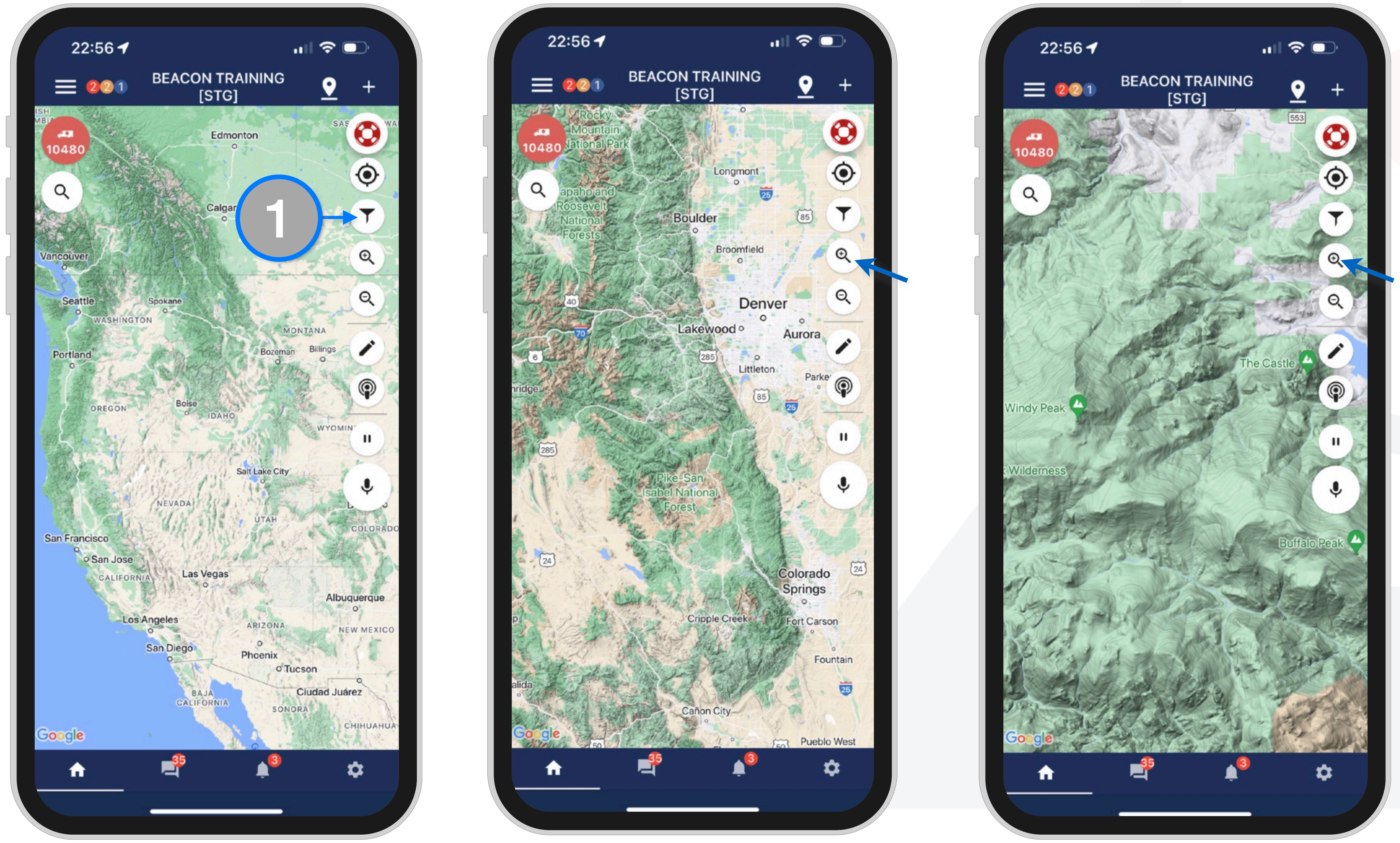
### 1.3.2.Topographical Maps

**Topographical Maps are also available on the Mobile App**

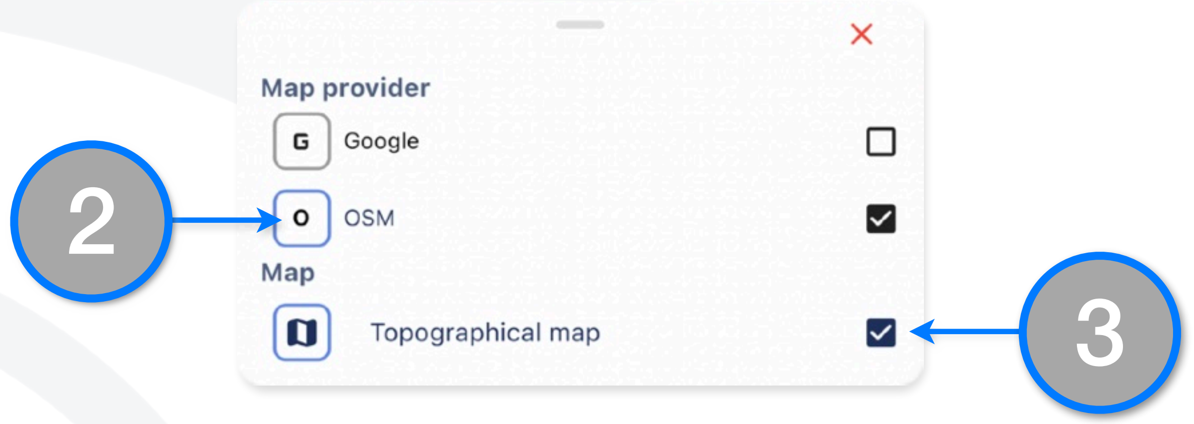
**1.** To change map view, press the Map Filtering icon on the Home Screen.
**2.** Select the Map provider you would want to use.
**3.** Check the box for Topographical map.

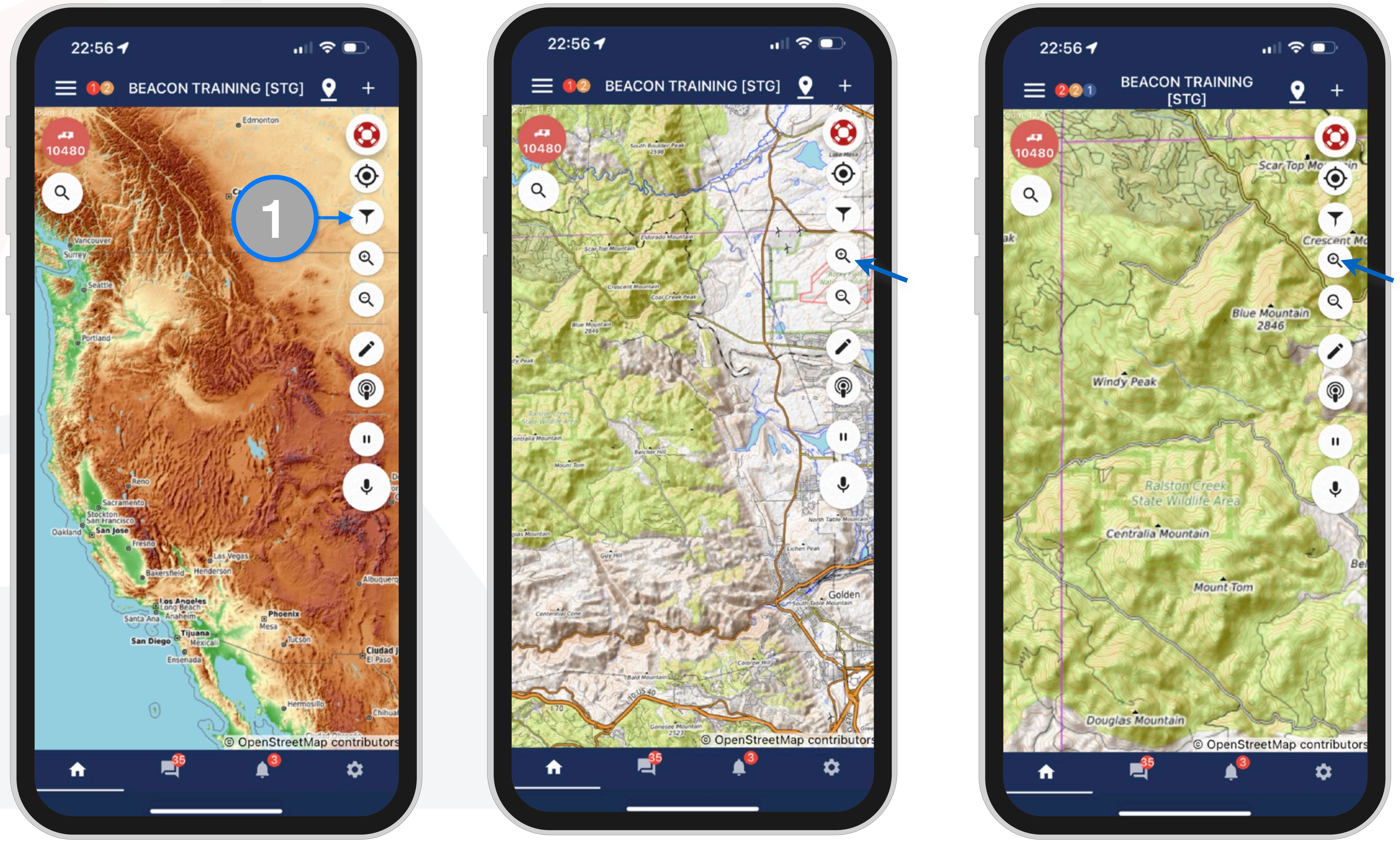
Google Terrain




OpenTopo Maps



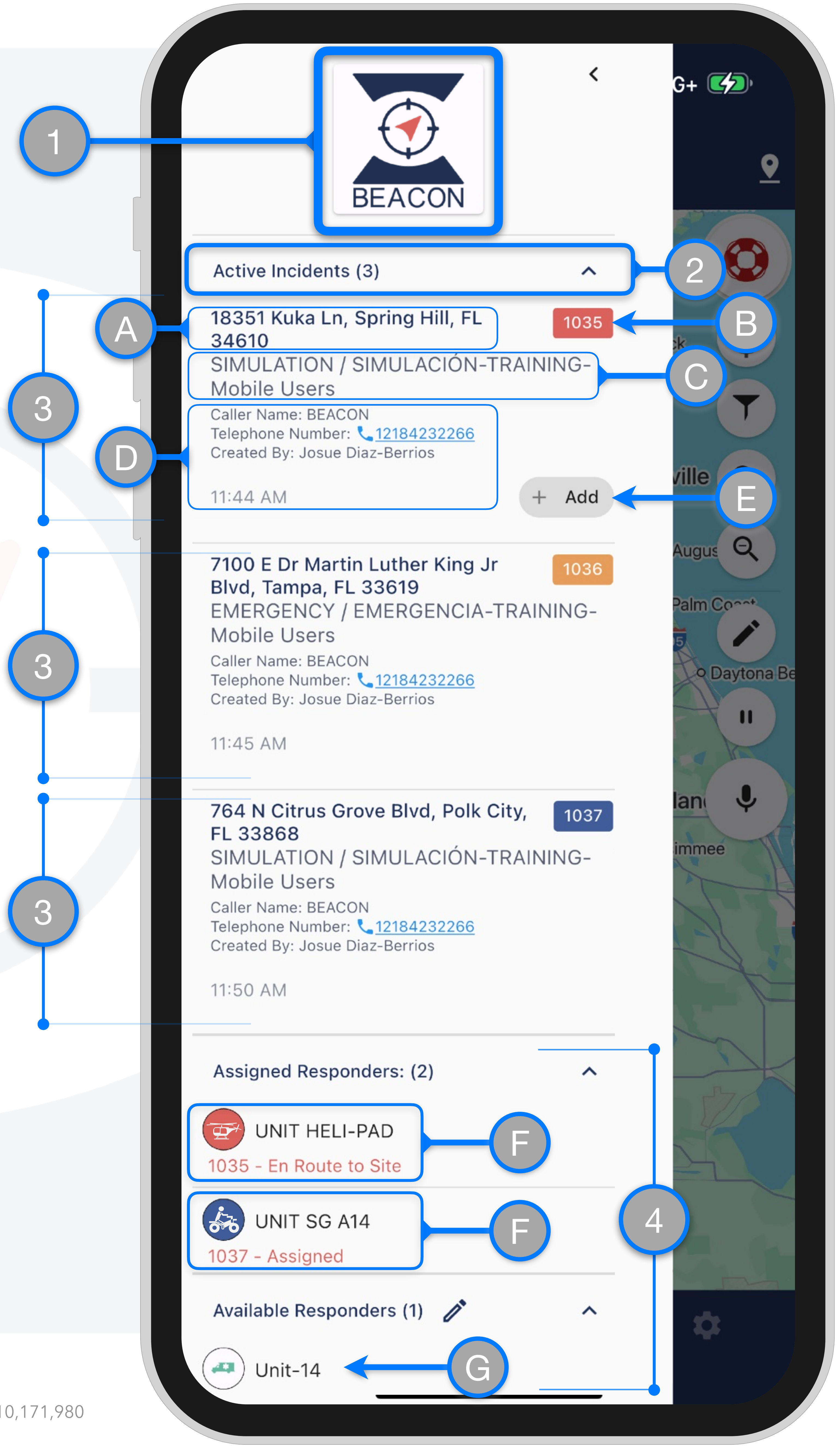



# 1. Getting Started

## 1.4. Sidebar

### Sidebar Navigation

1. **Custom Logo** — Custom agency logos can now be displayed on splash screen and the sidebar. *(A custom logo must be uploaded through the Beacon Web App)*
2. **Active Incidents Section** — Displays a count of current active incidents. Expanding the section will show a summary of all active incidents visible to the responder account.
   - ** Please note that the ability to see active incidents depends on Agency Settings set by managers and Special Permission being granted for the responder account when decided by account managers **
3. **Incident Summary** – When an active incident is visible to the responder, the sidebar will display a summary of incident related information; each incident will have it's own summary. Clicking over the incident number or address will close the sidebar, center the map on the incident marker and display the incident card.
   - A. **Incident Location** — Displays the address of the incident, as entered by the dispatcher
   - B. **Incident Number** — This is a identification number for each incident
   - C. **Incident Labels** — Displays the class, category and/or type of incident
   - D. **Additional Incident Details** — Responders will be able to see additional incident details without the need to open the incident card. If entered by the dispatcher, responder will se here: Caller Name and Number, who dispatched the incident (Created By), and the time the incident was created
   - E. **Add + Button** — Will be available when a responder has been assigned to that incident. This button works as a quick access menu for responders to:
     - Add Incident Notes
     - Add Case Reports *(This is an Add-On feature available and is available if configured by Agency Management)
     - Add Responders (S)
4. **Responders** — Press on a responder to center the screen on their location*** and to display their contact info, including voice and chat buttons
   - F. **Assigned Responders** — Responders assigned to an active incident will be displayed colored according to the Dispatch Mode along with the incident number they are attending and their current status
   - G. **Available Responders** — Responders who are available appear in green




****Note*: This ability requires special permissions. If the responder is using SMS only or has not enabled location permissions on their device, their location will not be available.*

(S) Feature requires special permission

# 1. Getting Started

## 1.5. Manage Responders

This **requires special permission**

You can manage responders from the Beacon mobile app if your organization has granted you the necessary permissions.

**To Manage Responders:**

1. From the main screen, go to the sidebar of the application
2. If necessary, scroll the screen until you find the *Available Responders* section and **press the edit icon** located to the right of the header.

**Edit Responders:**

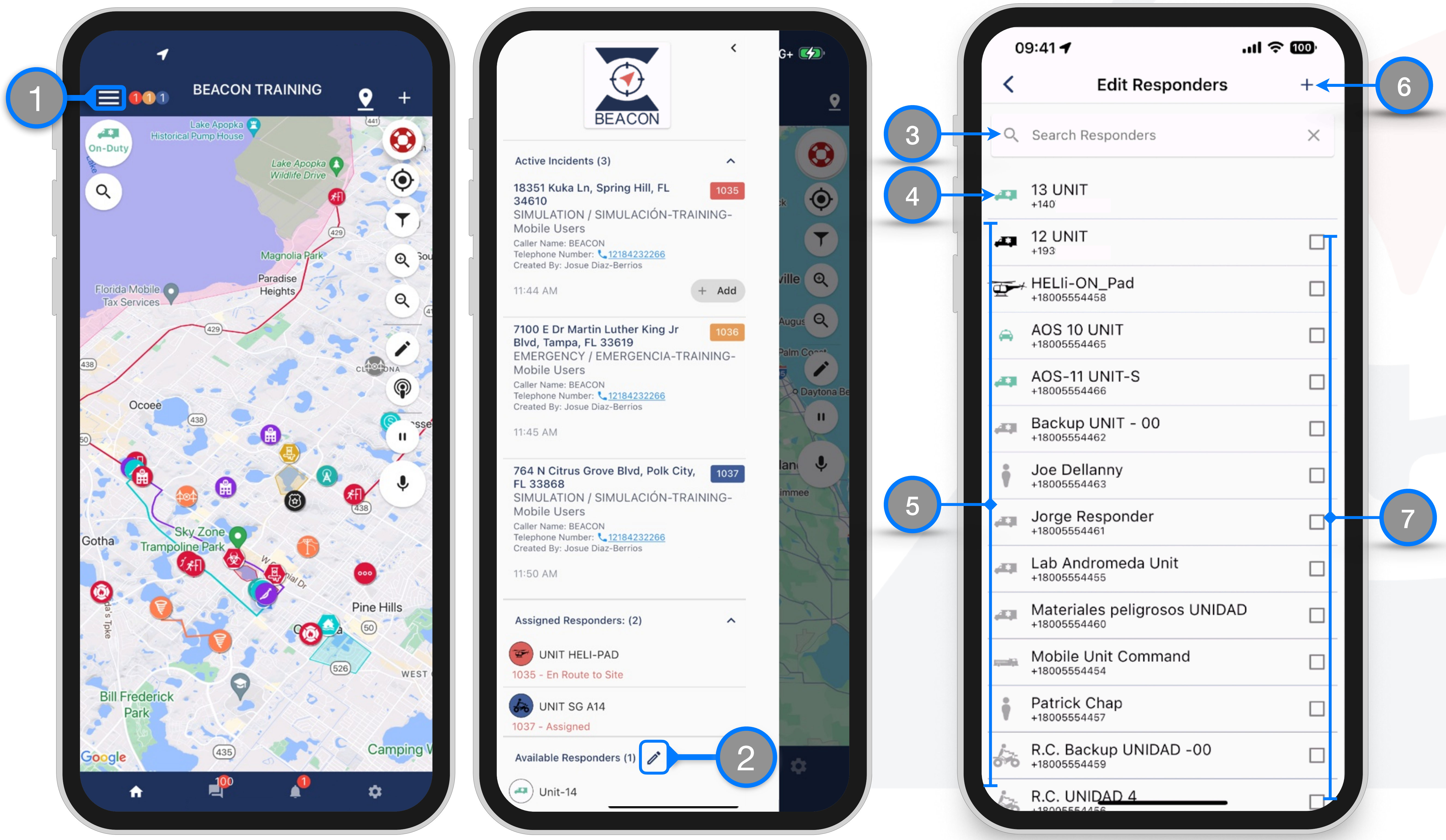
On this screen you can view the list of all *On-Duty* and *Off-Duty* responders that are part of your organization.

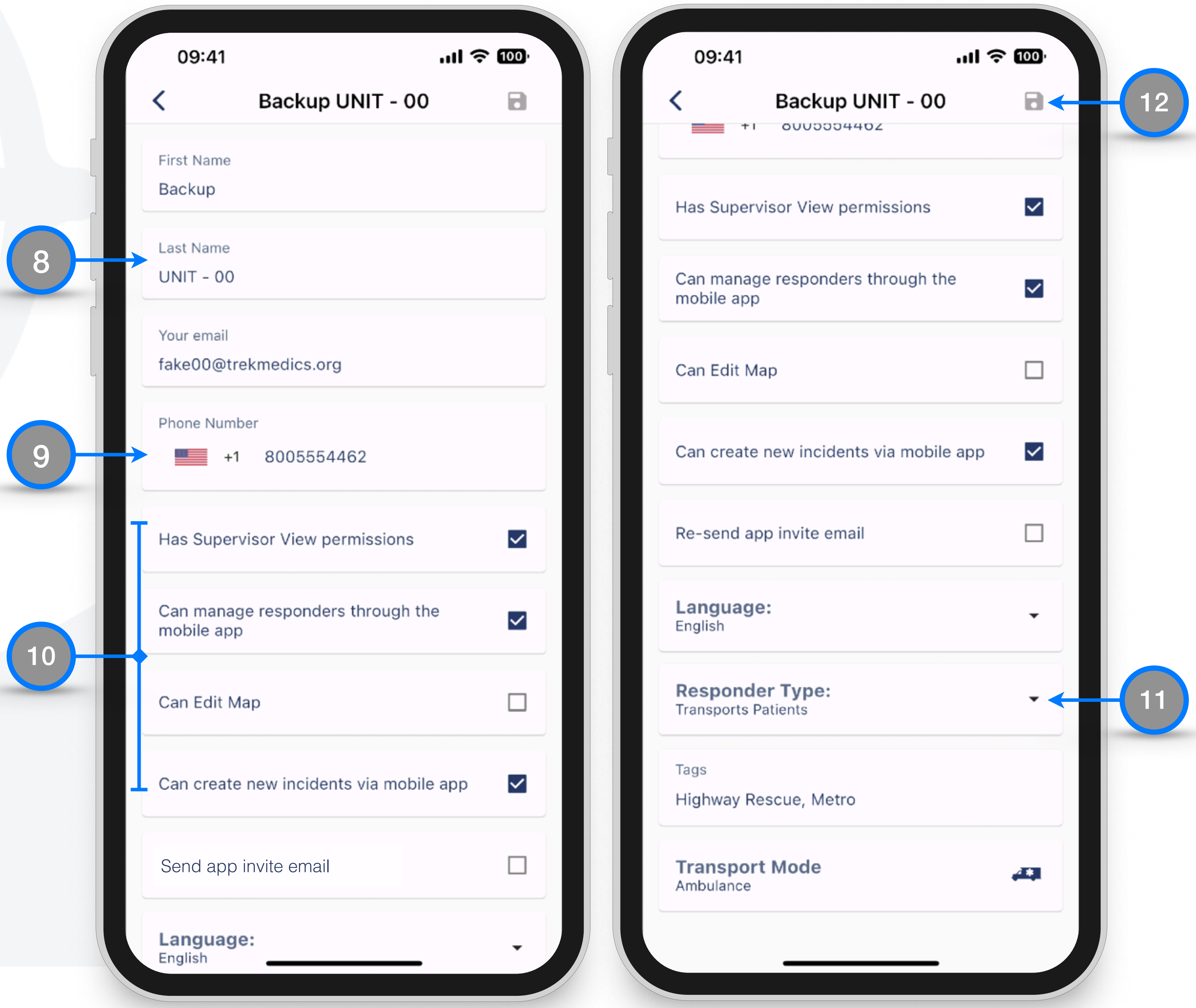
3. Search bar for the responder list.
4. The first user in the list will be you.
5. For existing users, each responder is identified with the name and phone number that were entered when creating their profile. Press any of them to edit their information.
6. Press the (+) symbol if you want to add responders to your organization.
7. Boxes for multiple selection.

**Add Responders:**

Pressing the (+) symbol will open the interface to add respondents to your organization:

8. Fill in the responder information correctly.
9. Pay attention when entering the Telephone Number. Press on the flag and select the flag with the correct country code. If the responder's number begins with the digit zero (0), do not include it since beacon will not be able to recognize the number if it is entered that way.
10. Select the permissions you want to grant to the responder. (Click to read more about **Permissions**)
11. Please be aware when selecting the Responder Type as each type receives a different flow of messages when responding to an incident. (Click to read more about **Responder Types**)
12. Check that the information is correct and when finished press the save icon.



# 2.Response Workflows

## 2.1. Incident Card Navigation

**The Incident Card displays all of the information about active incidents and allows a responder to advance through the different messages of the Incident Workflow.**

**Here is a description of the different components of the incident card:**

1. **Collapse/Expand Incident Card** — Click to collapse or expand the Incident Card
2. **Incident Card Header** — Indicates which step of the workflow messages you are currently interacting with
3. **Incident Address Location** —
4. **Get Route button** — Click to open your preferred maps application and get step-by-step directions to the incident (e.g., Google Maps, Waze, Apple Maps etc)
5. **Pre-Selected or One Time Transport Destination** — If the dispatcher has made a selection for transport when creating the incident alert it will be displayed on the incident card below the incident address.
6. **Incident Number** — Click to re-center the screen on the incident location
7. **Incident Date and Time** — Displays the date and time the incident was created
8. **Incident Labels** — If the dispatcher used any incident labels when creating the incident they will be displayed below the date and dime
9. **Incident Tags** — If dispatcher has used Responder Tags to broadcast the incident they will appear here
10. **Incident Description** — Any description text entered by dispatch will be displayed in this section
11. **Response Prompt** — Describes what action is needed to continue advancing the workflow
12. **Action Buttons** — Describe the options to reply to the response prompts
13. **Incident Attachments** — Beacon allows responders to upload attachments to the incident card to help coordination and response operations. Attachments uploaded here will be visible to everyone that can see the incident, that includes other responders and also dispatchers

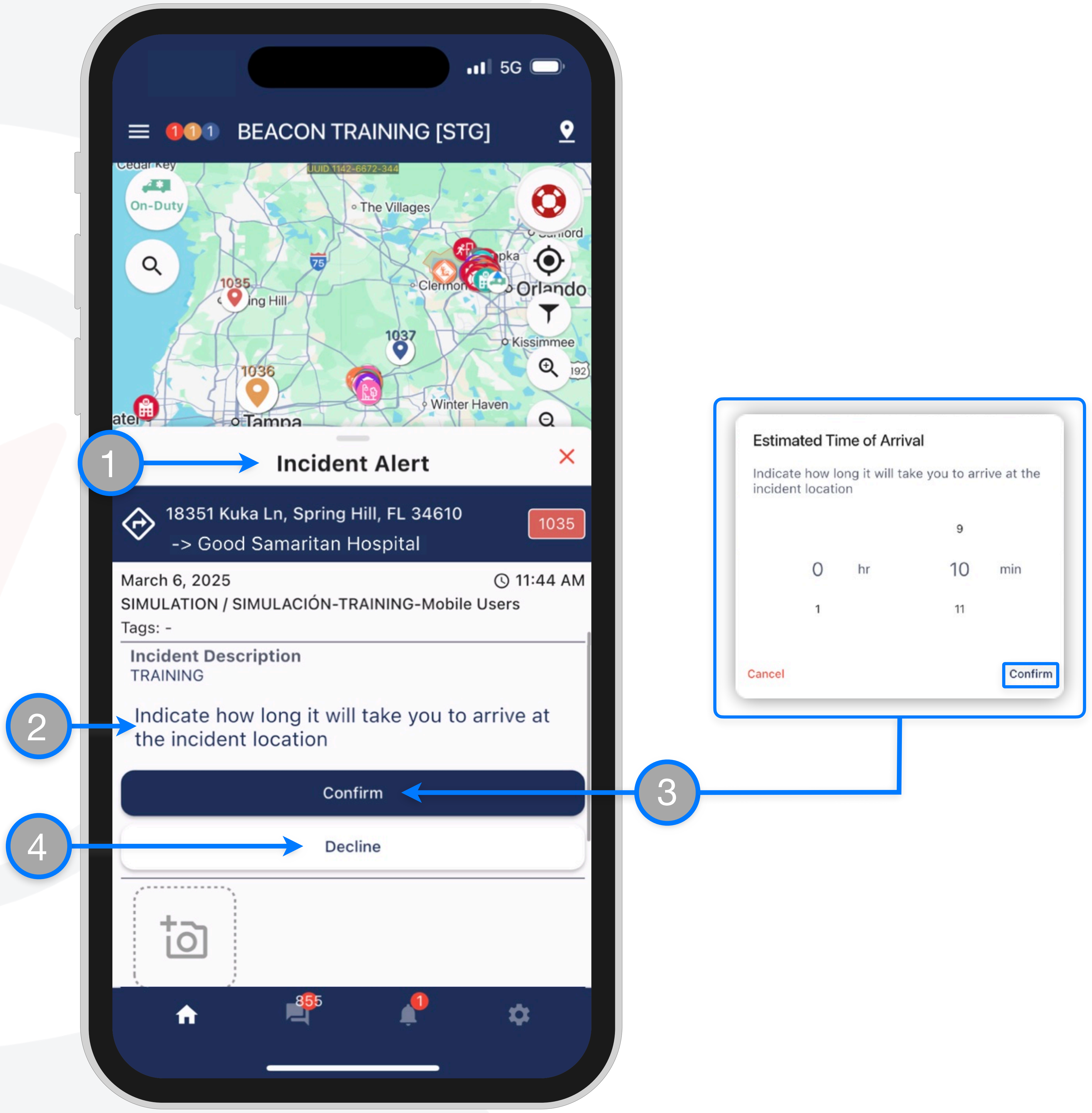
# 2.Response Workflows

## 2.2. Incident Alert

The Incident Alert displays all of the information about an active incident and allows a responder to reply to the request for assistance.

**Workflow Message 1: Incident Alert**

1. **Incident Alert** — Responders will receive this workflow message if the dispatcher generated a Broadcast Alert Type. It is sometimes also referred to as Initial Alert. Some responders might not receive this message and skip directly into the next *workflow message 2* if a dispatcher directly assigned them when creating the incident.
2. **Response Prompt** — The response prompt for the ***Workflow Message 1*** prompts the responder to “Indicate how long it will take them to arrive at the incident location”
3. **Confirm** — Clicking “Confirm” will open up a dialog box that will ask to enter the estimated time of arrival (ETA) to the incident location in hours:minutes.
    - After entering the ETA, click “Confirm” in the dialog box and Beacon will tell you whether you’ve been assigned to the incident, need to standby, or aren’t needed for this incident.
4. **Decline** — Clicking “Decline” will inform dispatch that you do not want to participate in this incident.



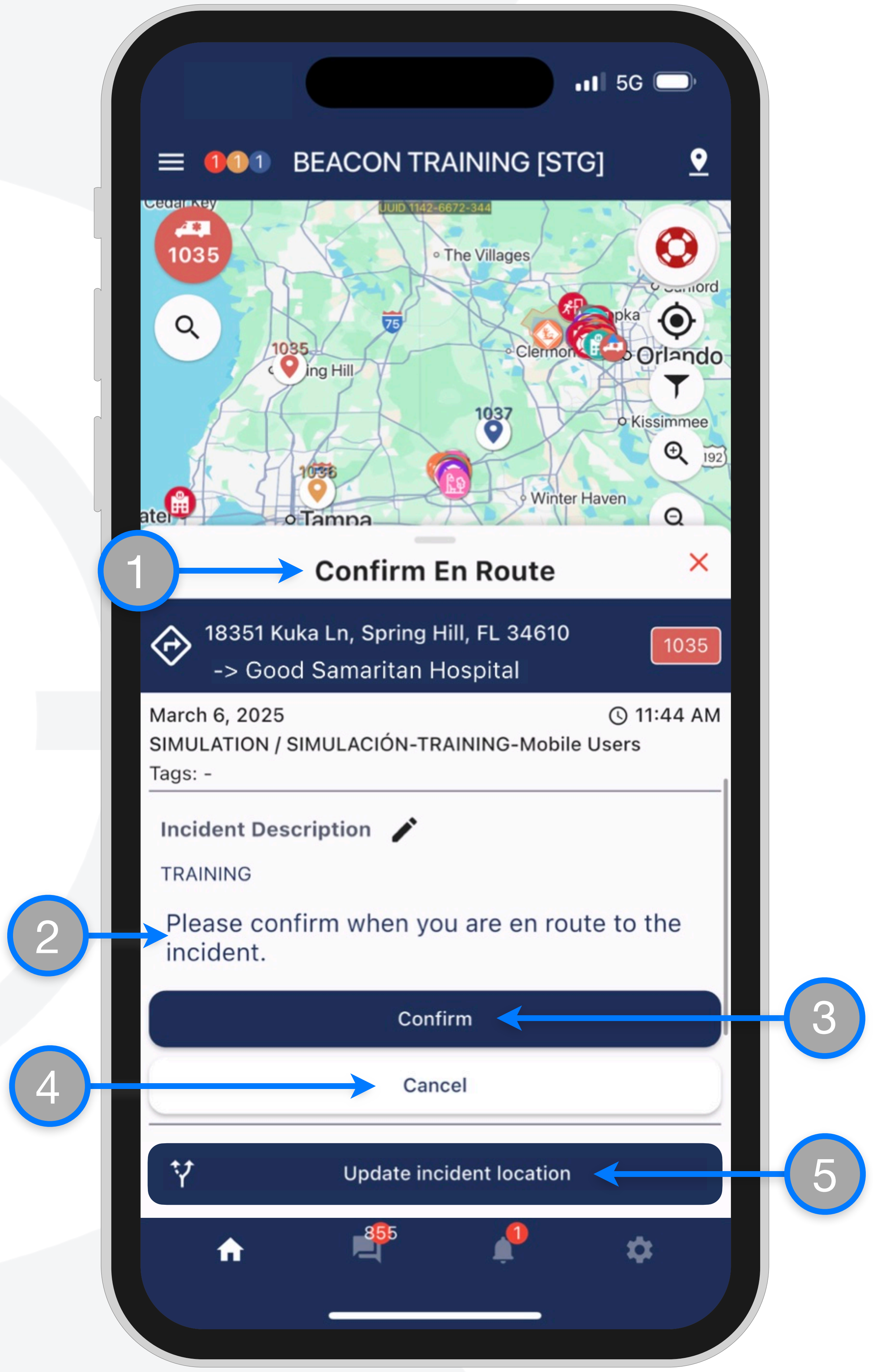
# 2.Response Workflows

## 2.3. En Route

Message 2 in the workflow asks you to confirm when you're en route to the incident location.

**Workflow Message 2: Confirm En Route**

1. **Confirm En Route** — The second workflow message can be received by advancing from the first message "Incident Alert". Responders who have been directly assigned to an incident by a dispatcher will be prompted this message.
2. **Response Prompt** — **Workflow Message 2** asks to confirm when responders are on their way to the incident location
3. **Confirm** — Pressing it will advance the workflow to the next message and also will inform dispatchers that the responder is on their way to the incident location
4. **Cancel** — Use this button to cancel the involvement in this incident. It will also inform dispatchers about the action
5. **Update Incident Location Button** — Assigned responders can update incident location and address details directly in the app. (Refer to *Other Features* section to get more details on how to use this feature)
   **Responders with* ***Mobile Dispatcher*** *permission will also be able to perform this action*.
   **The details of the updated location will be sent to the* ***Incident Chat*** *and the* ***All Chat*** *group*.



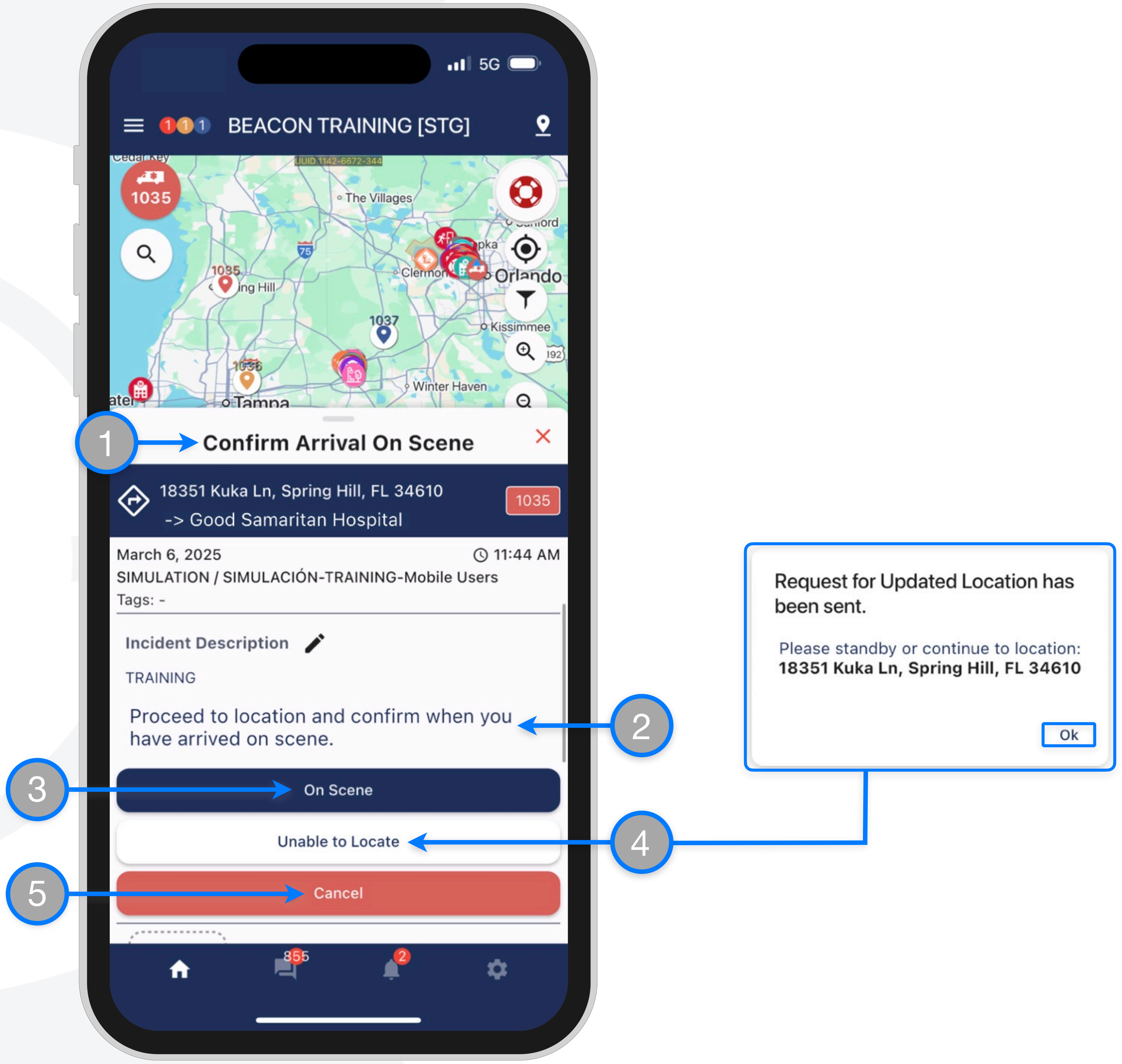
# 2.Response Workflows

## 2.4. Arrival On Scene

After you have confirmed en route, you will be asked to confirm when you've arrived on scene.

**Workflow Message 3: Confirm Arrival On Scene**

1. **Confirm Arrival** — It is the third workflow message and can only be received after advancing from workflow message 2
2. **Response Prompt** — Asks responders to confirm when they have arrived at the scene of the incident
3. **On Scene** — Press it to inform dispatchers when arrived at the incident location and/or found the patient
4. **Unable to Locate** — This button can be used to inform dispatchers when responder can't find the incident location; a notification will be sent to any dispatchers **monitoring the incident** through the web pages and be displayed on their computer screen
   - Communicate through the **Incident Chat** to get any updated information from the dispatcher or other responders
   - You can also use the **'Update Incident Location'** button if you have the correct information at the moment
5. **Cancel** — Use this button to cancel the involvement in this incident. It will also inform dispatchers about the action



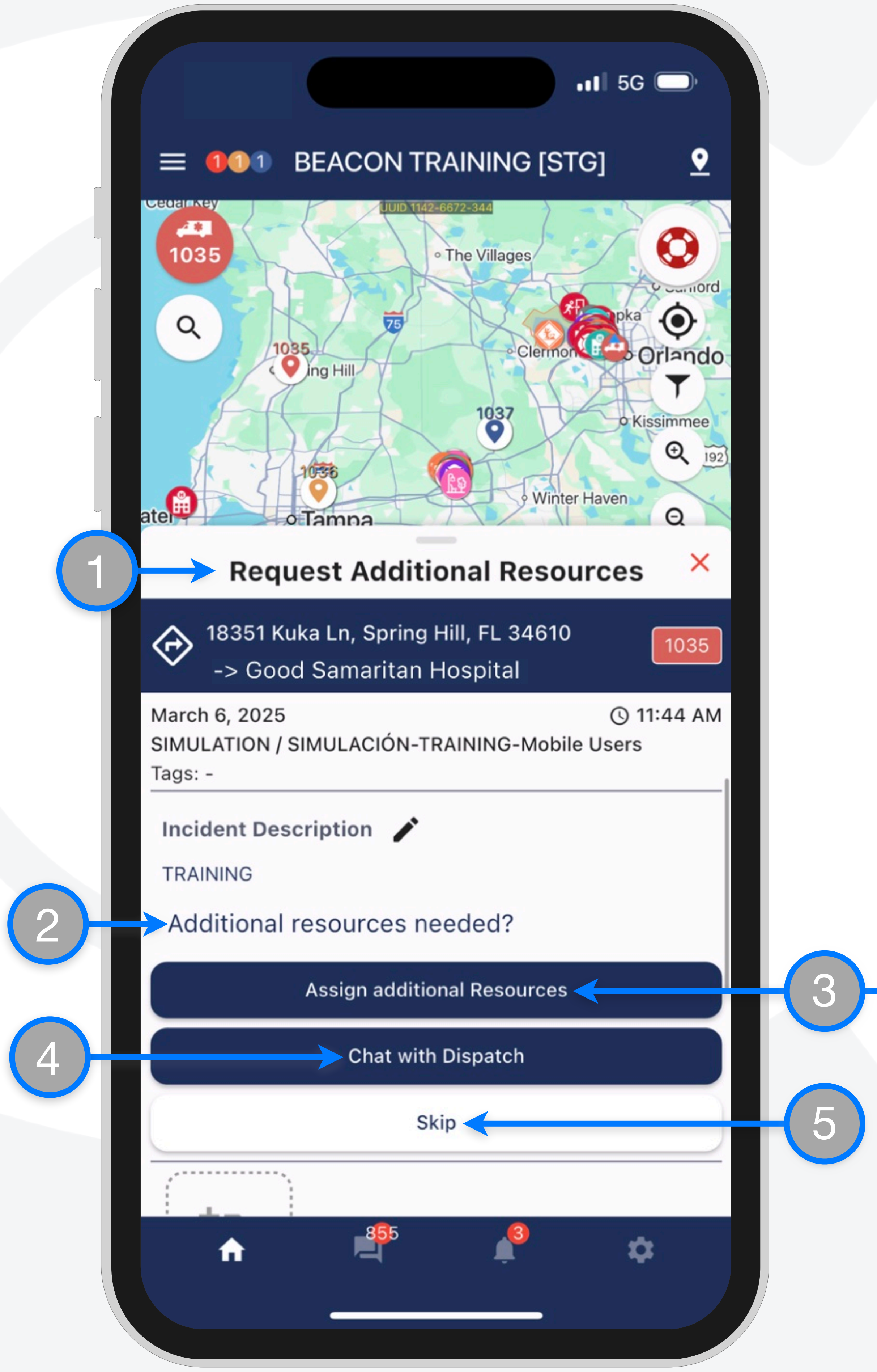
# 2.Response Workflows

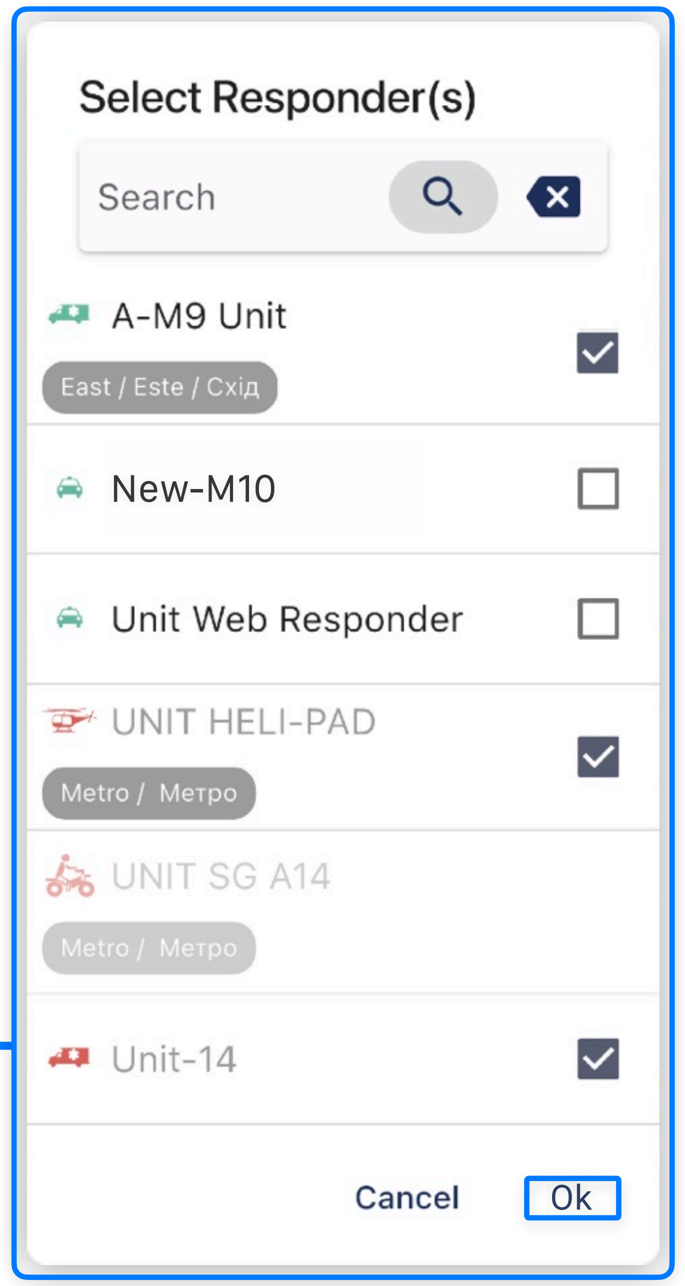
## 2.5. Additional Resources

The first person to confirm On-Scene is marked by Beacon as the *Incident Commander* and is asked to determine if **Additional Resources** are needed.
All other responders who confirm on-scene after the Incident Commander will skip this workflow step and either be asked to Confirm Transport or Complete the Incident

**Workflow Message 4: Request Additional Resources**

1. **Request Additional Resources** — is the fourth workflow message and will only be received by the responder that first marked arrival On-Scene; all other responders involved in the incident will not be shown this message and skip directly to the next
2. **Response Prompt** — Workflow Message 4 is asking the responder to asses if Additional Resources are needed for this incident
3. **Assign additional Resources** — Press it to display a list of available responders from which to pick and send individually an alert
4. **Chat with Dispatch** — Pressing it will redirect to the incident chat where dispatchers and other assigned responders can help decide and coordinate what is needed
5. **Skip** — If no additional resources are needed you can press the Skip button to advance to the next workflow message




To assign specific responders as additional resources check the box of the available responder you wish to assign and click ***OK***. The responder then will be notified.

# 2.Response Workflows

## 2.6. Destination Transport

**After arriving on scene, users whose Response Type has a transport workflow will be asked if they will be making a transport.**

**Workflow Message 5: Confirm Transport Destination**

1. **Confirm Transport** — Responder Types *Response Only* will skip this message and go directly to the next one; all other responder types will receive this message
2. **Response Prompt** — Workflow Message 5 asks responders if they will be transporting to a destination
3. **Confirm** — Press to select a transport destination. This will open up a new screen to select the destination.

   **Select Transport Destination Screen**

   A. Press to select the **Transport Destination** from the dropdown. (Destinations listed here are added by dispatchers through the Beacon web pages. If dispatcher has pre-set a transport destination when creating the incident, it will be populated here)

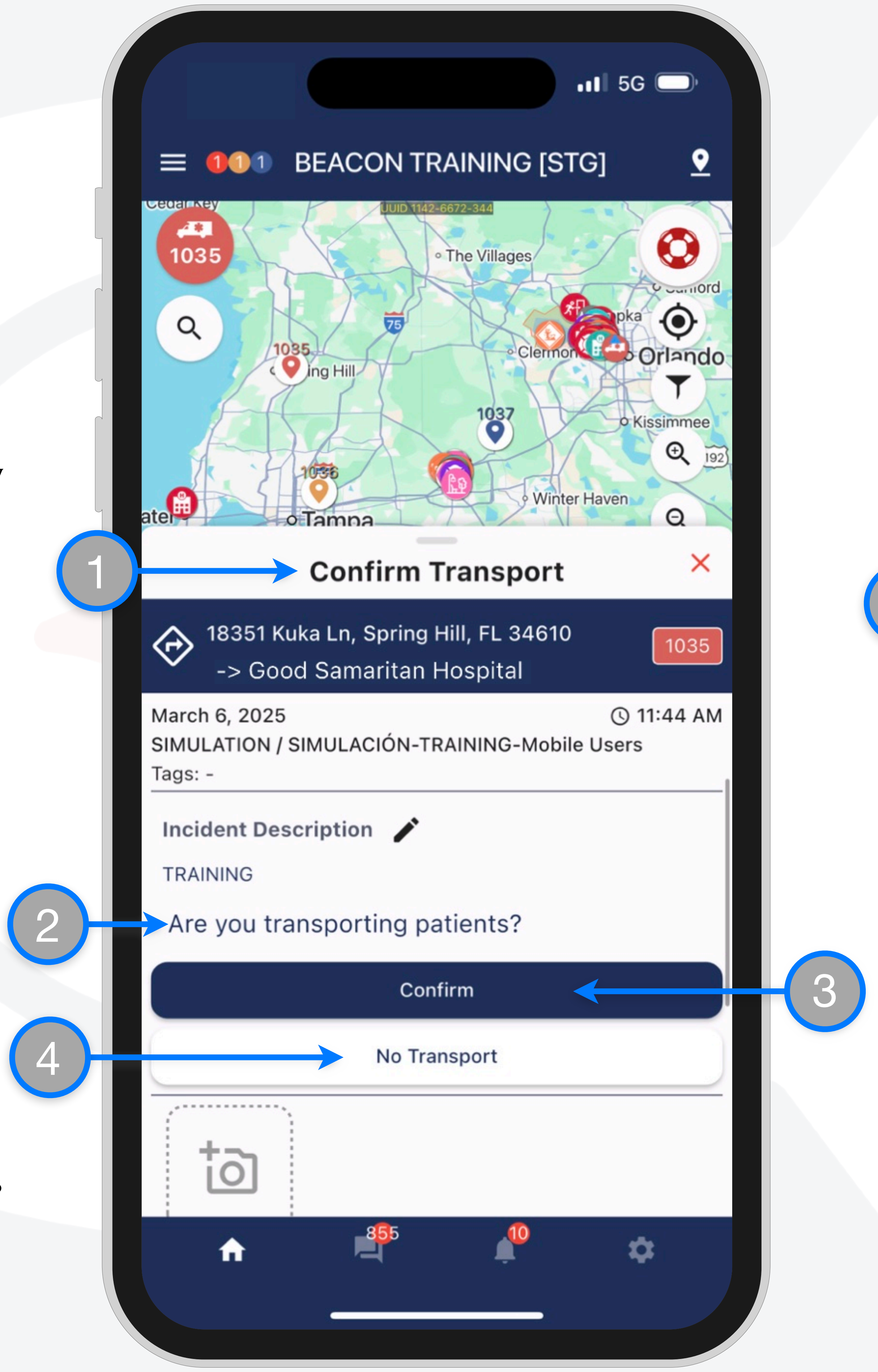
   B. Use the **Counter** to indicate how many **patients** or other cargo you'll be transporting

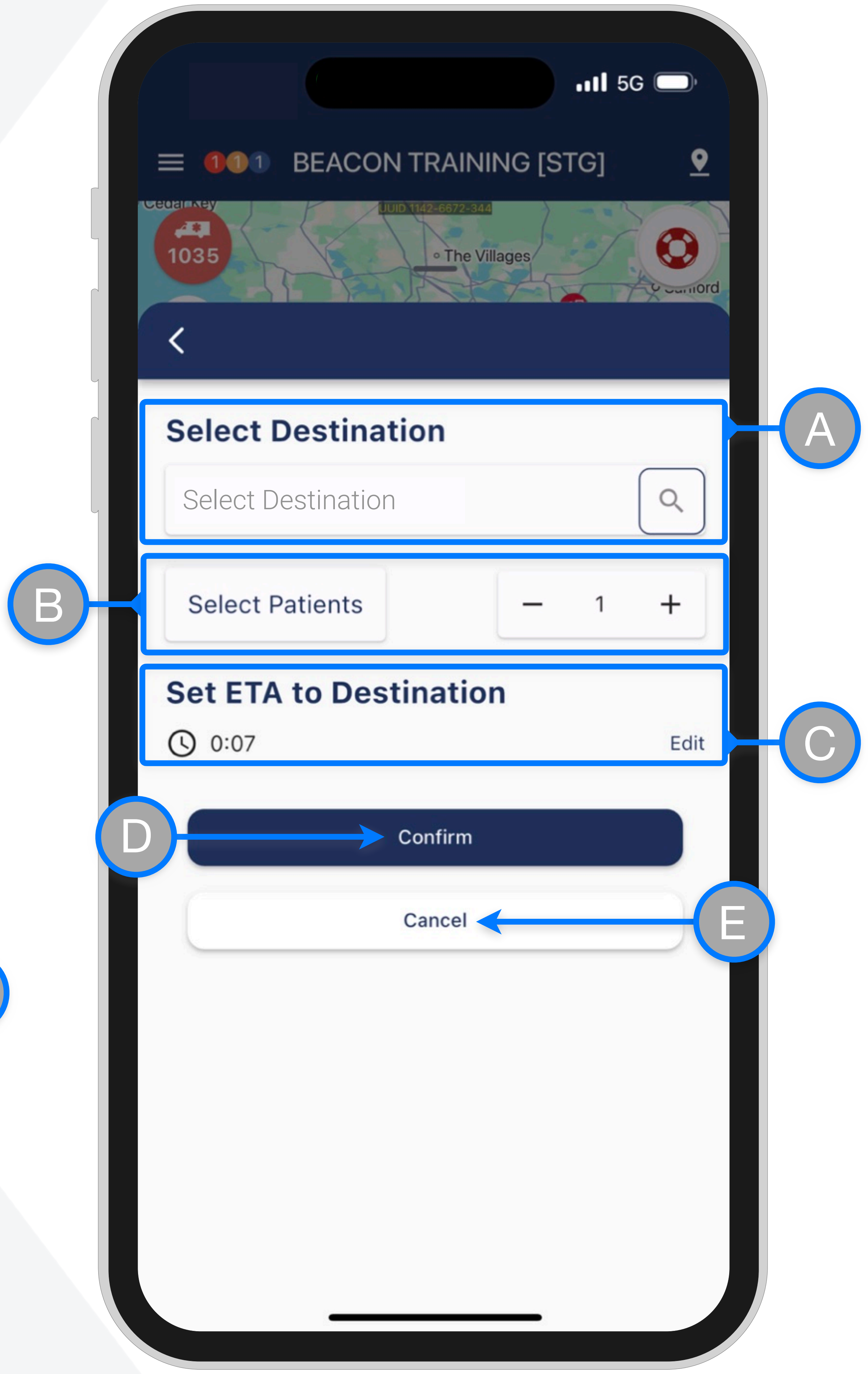
   C. Press **Edit** to indicate the **Estimated Time of Arrival** (*ETA*) to the destination, in minutes (not shown in image)

   D. Finally, click **Confirm** to finalize your transport details

   - If you added any phone numbers to the hospital, an advanced notification will be sent by SMS to that phone number with the information you just confirmed as well as your name and phone number so that the hospital can contact while en route you if needed

   E. Click **Cancel** to return to the previous screen
4. **No Transport** — Select to indicate that you won't be transporting to a destination. This will end your involvement in the incident



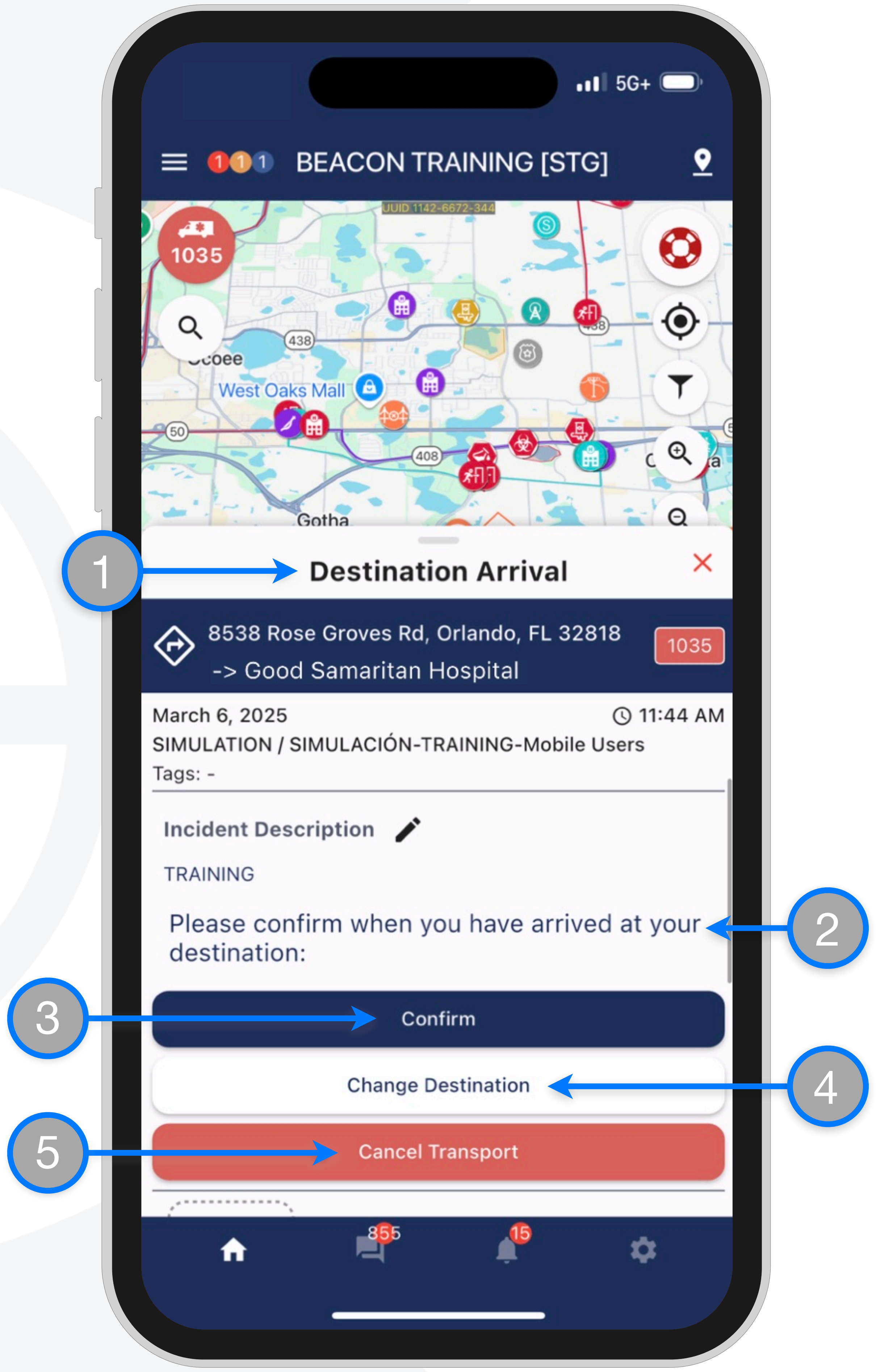
# 2.Response Workflows

## 2.7. Arrival at Destination

After the user has confirmed their transport destination, they’ll be asked to confirm when they have arrived at the destination.

**Workflow Message 6: Confirm Destination Arrival**

1. **Destination Arrival** — It is the sixth workflow message and can only be received after ***Confirming Transport***
2. **Response Prompt** — Asks responders to confirm when they have arrived at the selected destination
3. **Change Destination** — This button can be used to choose a different transport destination if needed. Pressing it will return the workflow to the **Confirm Transport Destination** message
4. **Cancel Transport** — Use this button to end the transport before arriving at the destination; dispatchers will be informed of the action



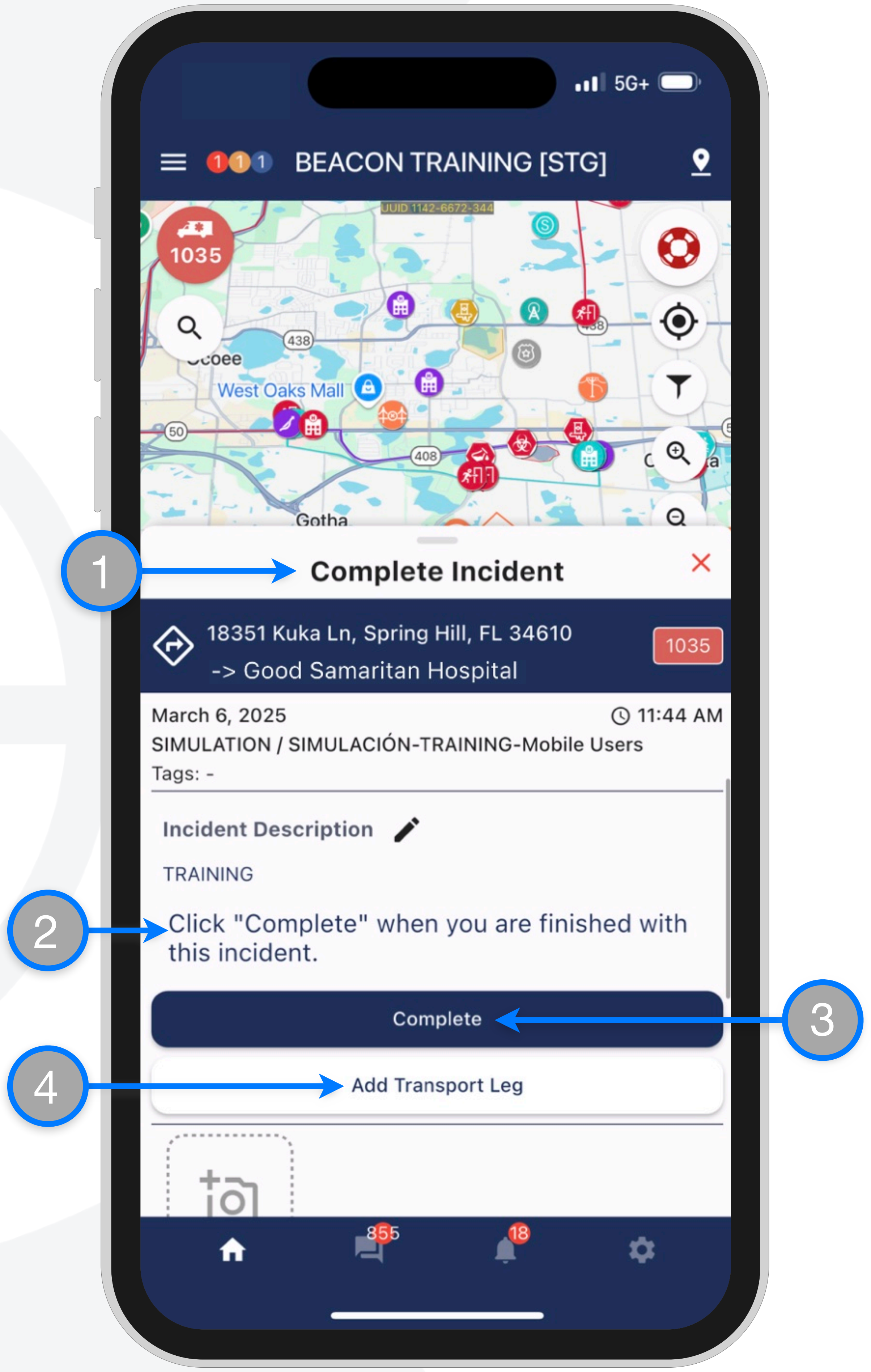
# 2.Response Workflows

## 2.8. Complete Incident

**After the responder has confirmed their arrival at the transport destination, they will be asked to confirm if they have completed the incident or need to add another transport leg.**

**Workflow Message 7: Complete Incident**

1. **Complete Incident** — It is the seventh and last workflow message. Every responder type will receive this message if they go through all the workflow steps
2. **Response Prompt** — Indicates the responder to click the Complete button when they are finished with the incident
3. **Complete** — Press this when all activities for the incident have been completed and ready to become available for new alerts
4. **Add Transport Leg** — Use this button if there is another transport destination to travel to. This will return the workflow to the **Confirm Transport Destination** screen




### Add Transport Leg: "Return to Scene"

Mass casualty incidents may require that transporting units return to scene to pick up additional patients for transport. **Read this page** on how the Return to Scene transport destination map marker makes this possible.

# 2. Response Workflows

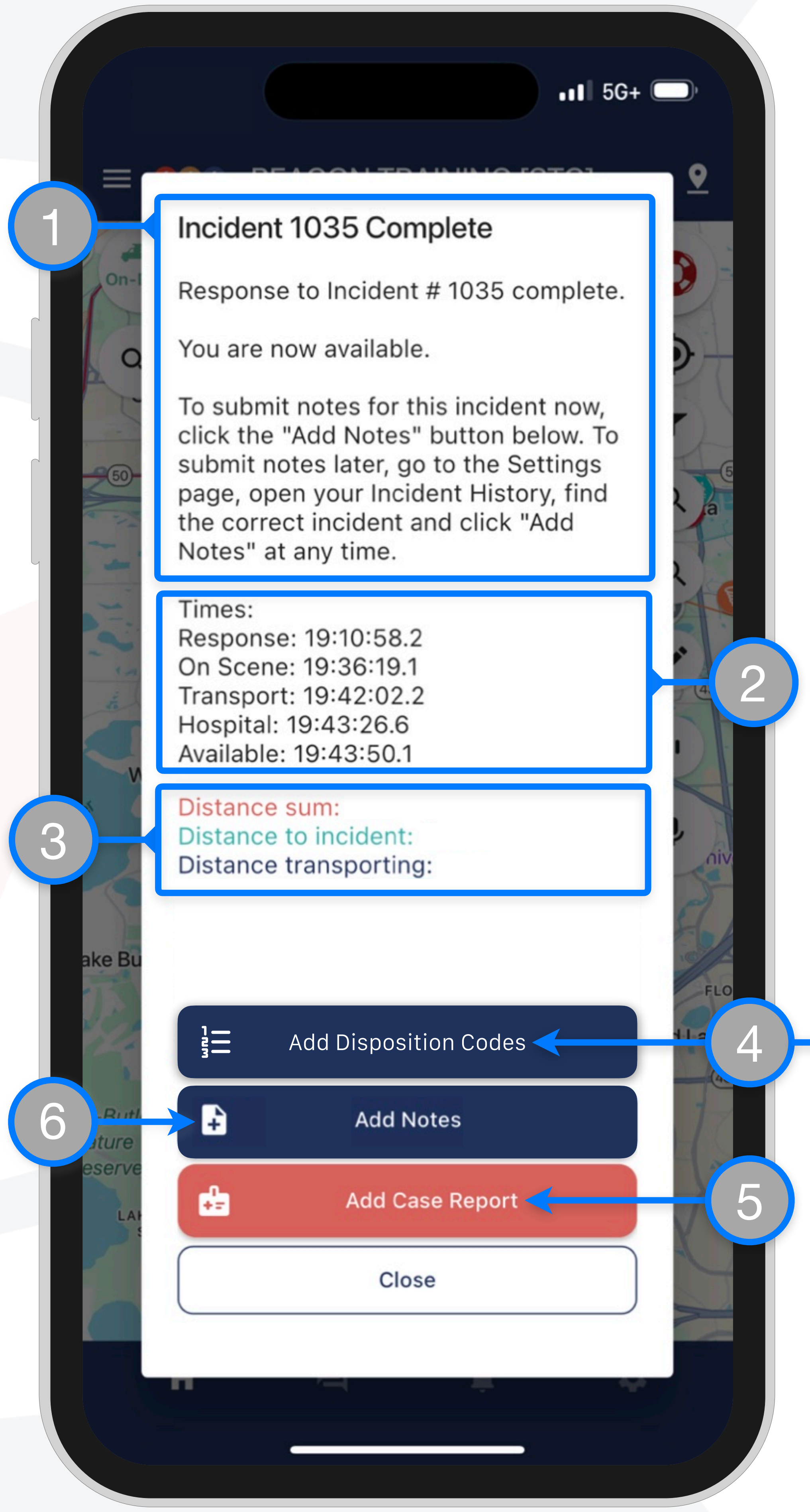
## 2.9. Response Times Summary

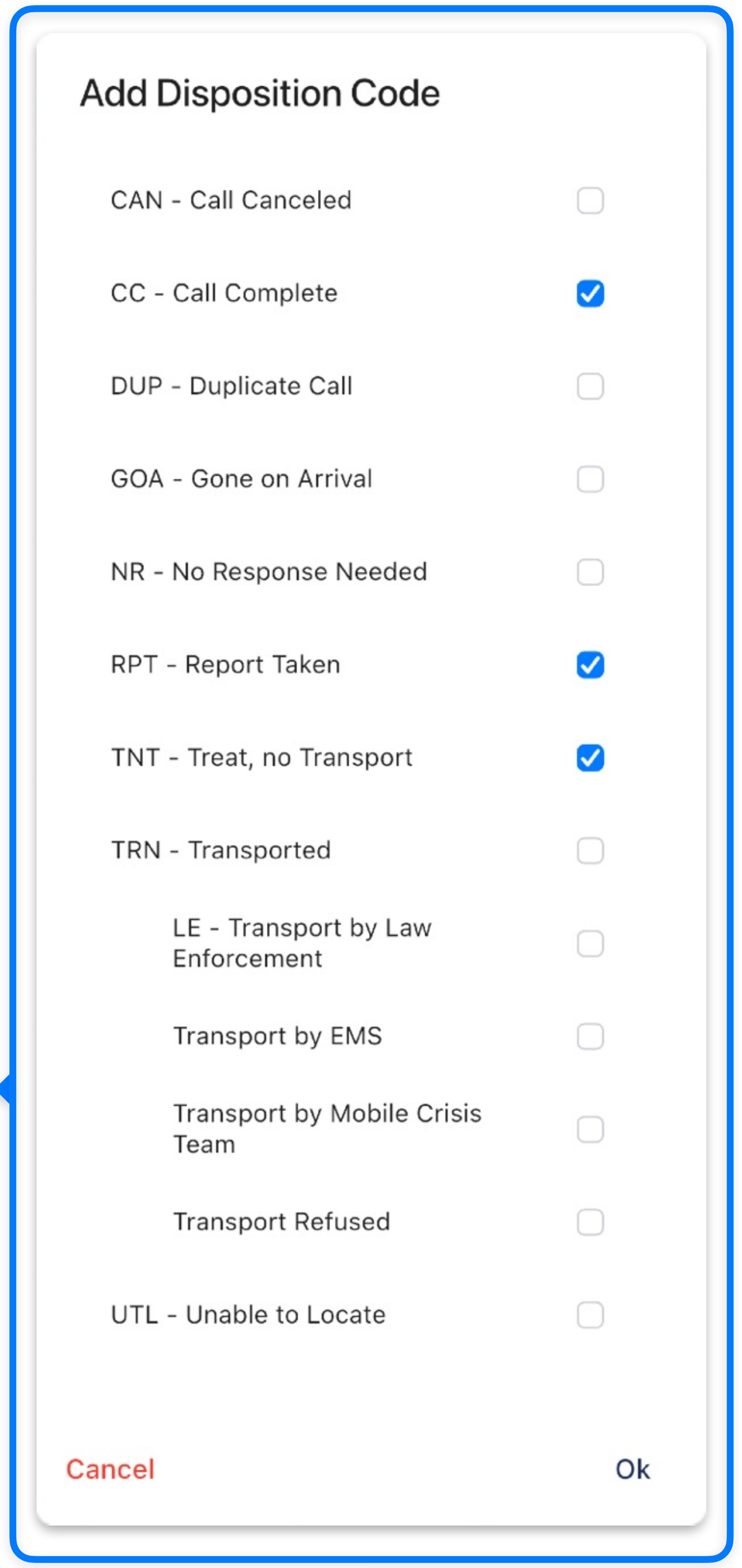
The **Response Summary** is sent to responders whenever their involvement in an incident ends.

**Response Summary Dialog**

1. **Incident Complete** — It details the Incident Number and tells the responder they are now available to receive new alerts. It also gives some indications on how to submit notes for the incident
2. **Response Times** — Displays the response times for each milestone completed in the response workflow
3. **Distance Traveled** — Depending on Tracking permissions and activity, Beacon will display here a calculation of distances. Please note that the calculation accuracy may vary depending on device and tracking settings, GPS signal strength and other external factors not controlled by Beacon
4. **Add Disposition Codes** — Responders now have the ability to see and select from a list of Disposition Codes to be added to the incident. The codes displayed here are handled by Account Managers
5. **Add Incident Notes** — Responders can add notes to be recorded in the incident report by pressing this button or through the Incident History interface
6. **Add Case Report** —Responders can access the Case Report interface by pressing this button or through the Incident History interface *(Special credentials needed)

*Case Reports* is an Add-On Feature of the Beacon Platform and is not enabled by default. Send an email to ***info@trekmedics.org*** to talk with a Support Team member about the Case Reports feature for your agency account.*



# 3.Documentation

## 3.1. Submit Incident Notes (Mobile App)

**About Incident Notes for Responders**

Beacon makes it possible for responders to submit and store notes for incidents to which they were assigned up to thirty (30) days after the incident. Mobile dispatchers are also able to add incident notes for incidents that they dispatched from their mobile device.

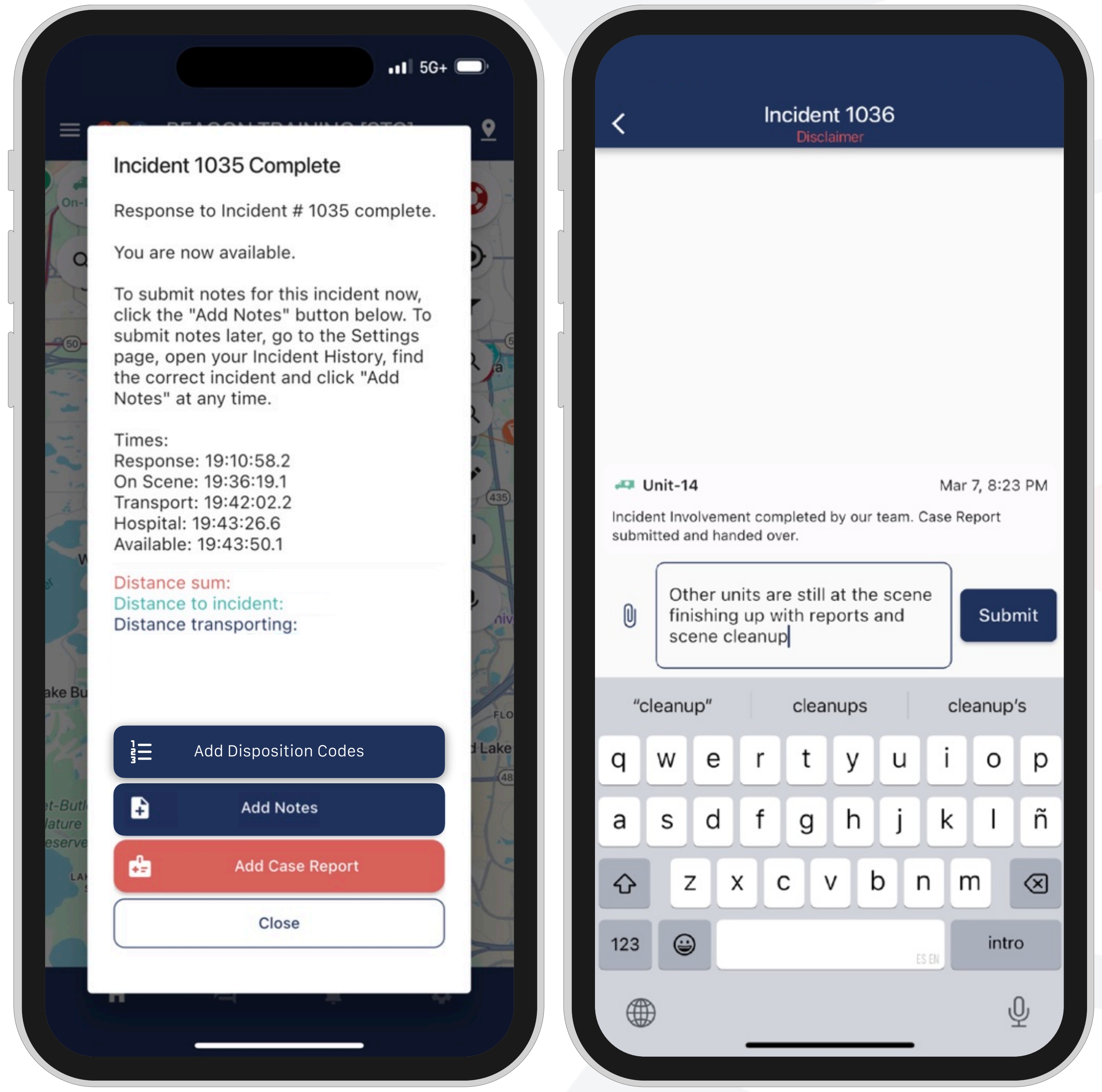
***Privacy Disclaimer***

*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.*

# 3.Documentation

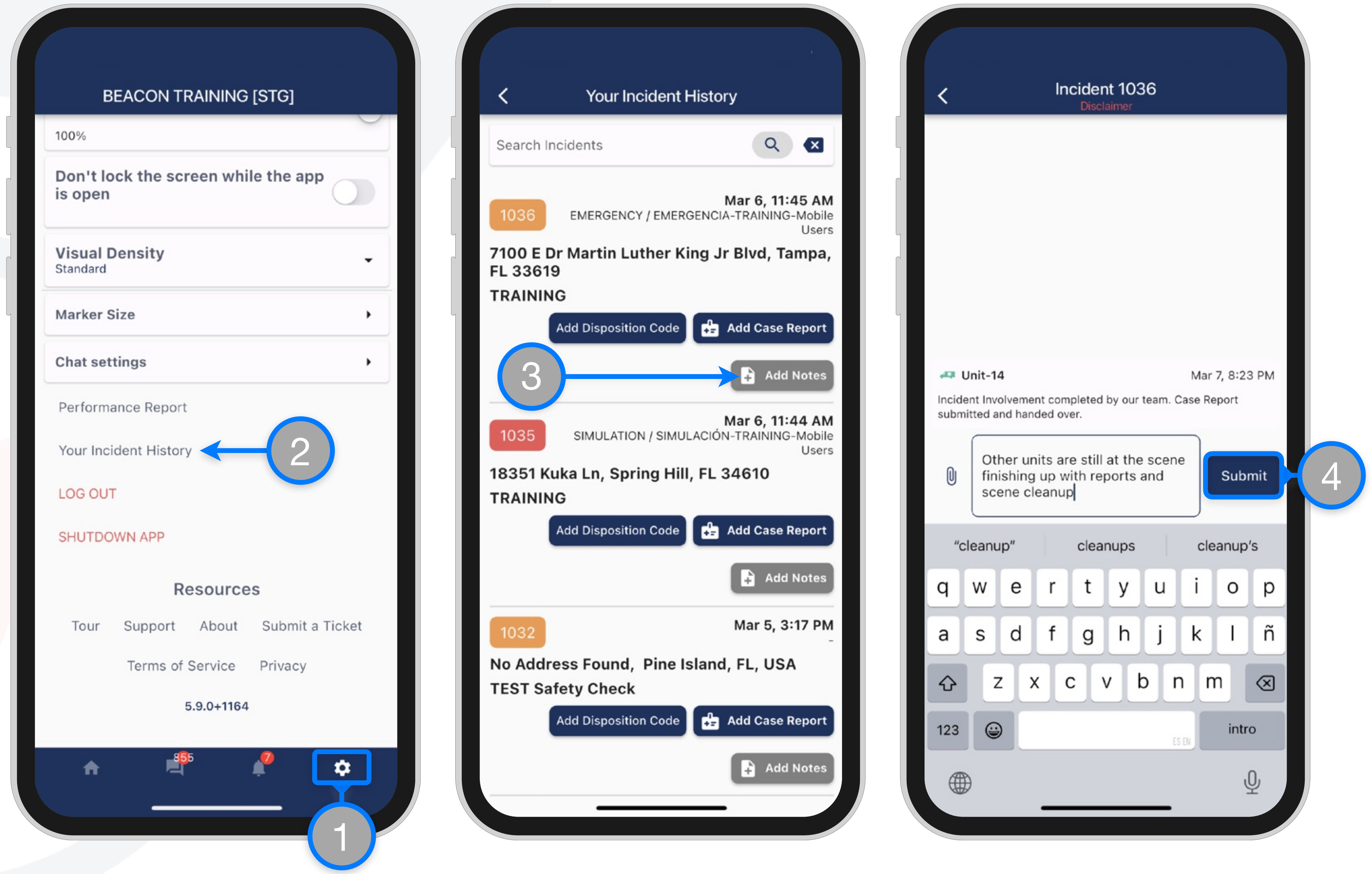
## 3.1. Submit Incident Notes (Mobile App)

You can choose to **Add Notes** by pressing the button here and the incident notes interface will open for that specific incident. You can also add notes later using the ***Incident History***.




***Case Reports** is an Add-On Feature of the Beacon Platform and is not enabled by default. Send an email to **info@trekmedics.org** to talk with a Support Team member about the Case Reports feature for your agency account.*

**To Submit Incident Notes using the Incident History:**




1. Go to the mobile app **Settings**
2. Scroll down to the **Incident History** button
3. Locate the incident number for which you wish to add notes and click on the **Add Notes** button
4. Enter your notes and click **Submit** to save

* **Be aware that Incident Notes are <u>permanent and cannot be edited</u> or deleted from the incident record.**

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

- 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 notes in the Incident Report**)

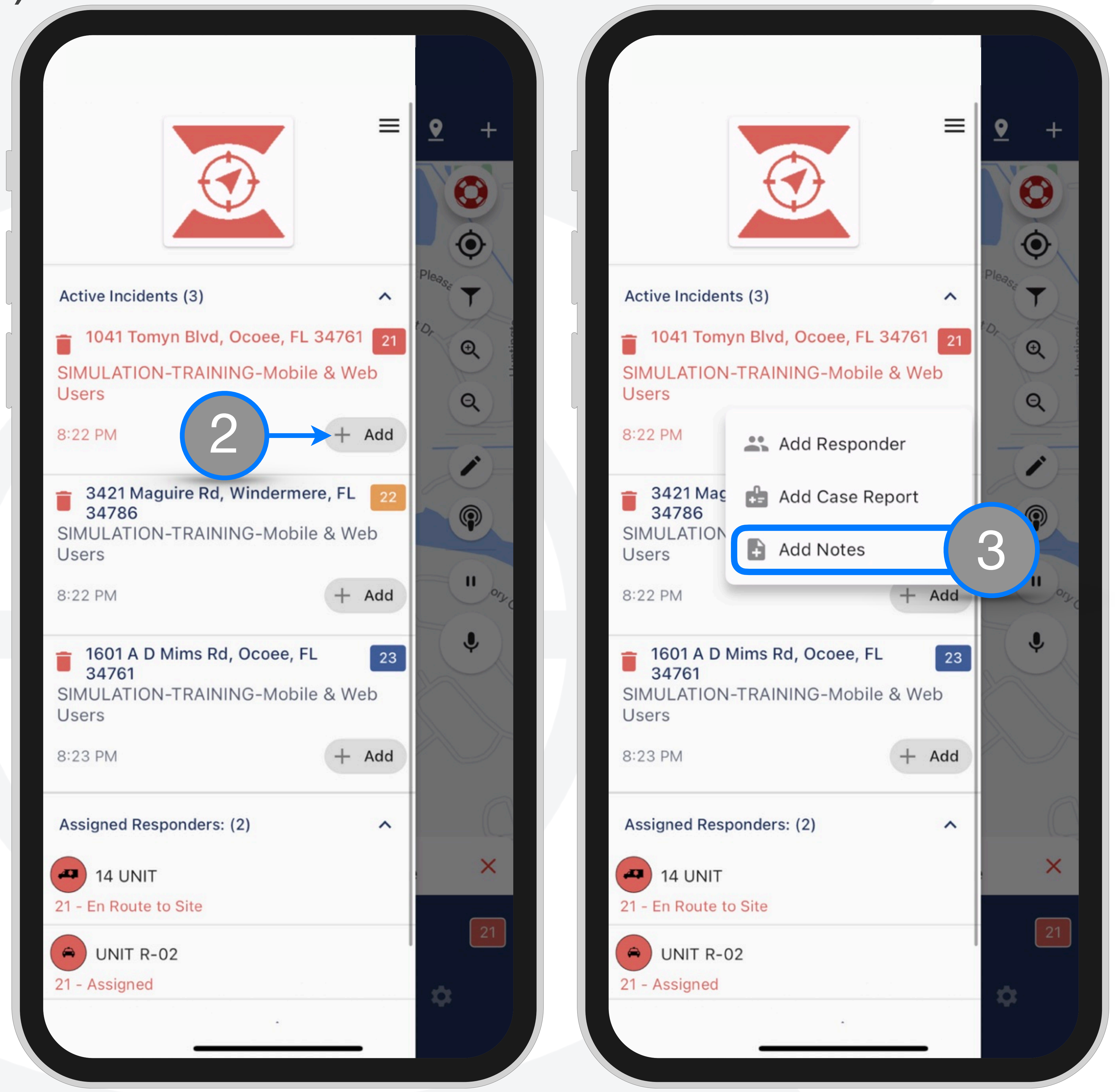
# 3.Documentation

## 3.1. Submit Incident Notes (Mobile App)

**The Incident Notes feature can also be accessed through the sidebar while an incident is active.**

**To add notes using the sidebar:**

1. From the Home Screen, press the **sidebar** icon (not shown)
2. Locate the active incident you would want to add notes to and press the **+ Add** button
3. From the list select **+ Add Notes** to access the incident notes interface




* **Be aware that Incident Notes are <u>permanent and cannot be edited</u> or deleted from the incident record.**

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

- 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 notes in the Incident Report**)

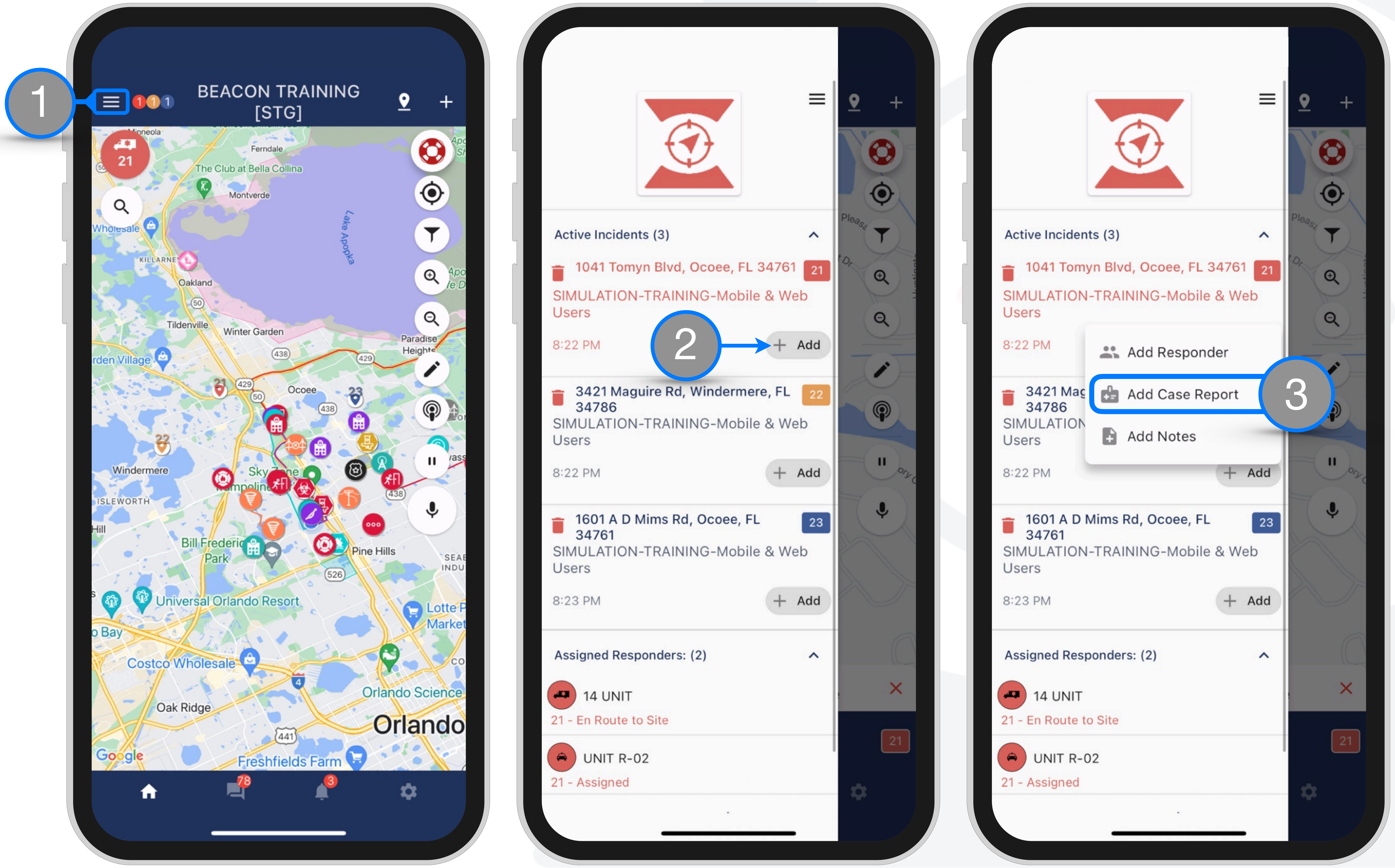
# 3. Documentation

## 3.2. Case Reports

### 3.2.1. Accessing the Case Report Interface

Mobile app users can access the Case Report interface through the mobile app in different ways.

**A. When Currently Assigned to an Active incident**




**A. When a responder is currently assigned to an active incident:**

1. Form the **Home Screen**, open the **Sidebar**
2. Locate the incident you are assigned to and press + Add
3. Press **Add Case Report** from the list

*** **Additional Notes:**

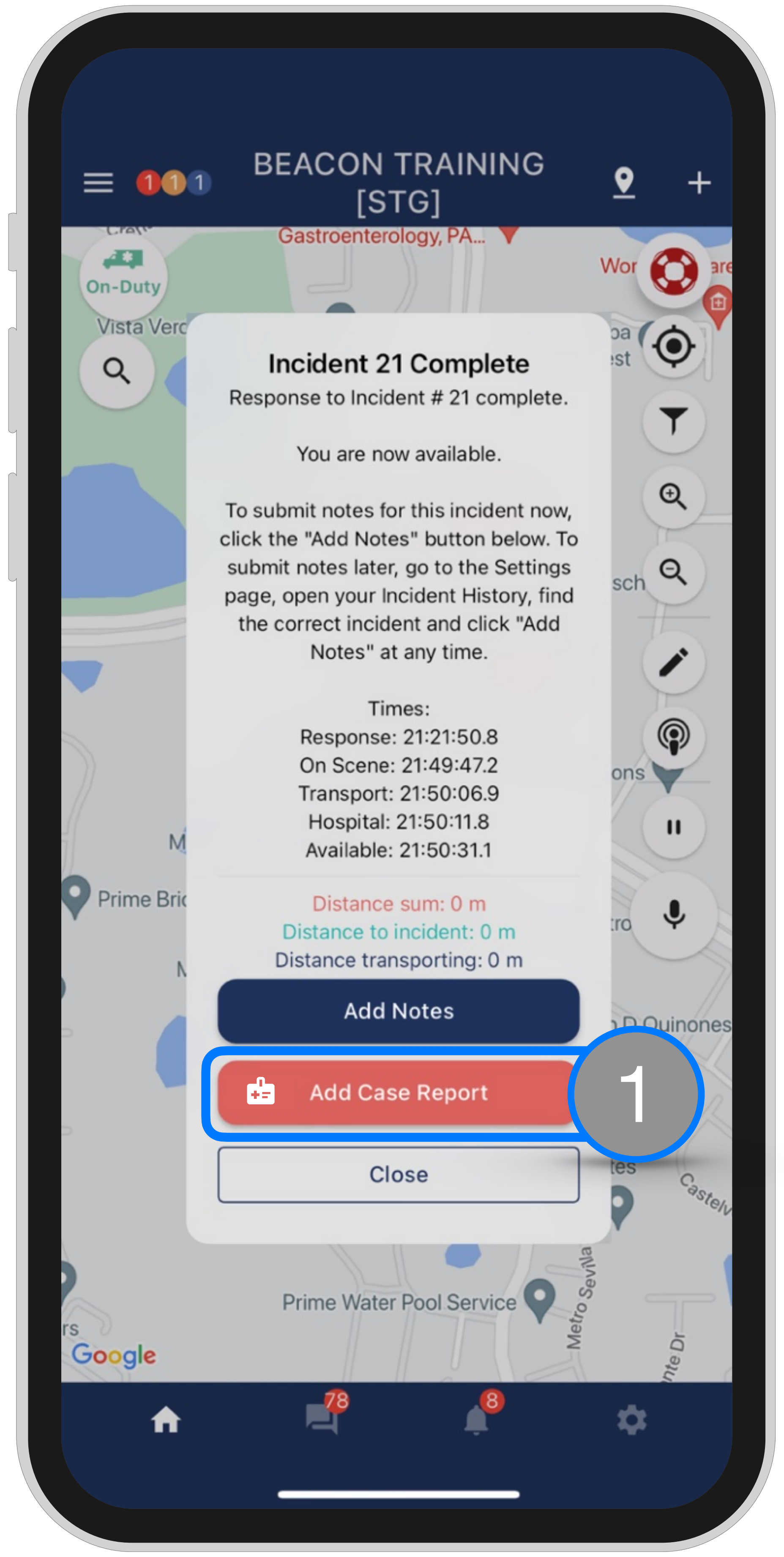
- Users can only create Case Reports for incidents they have been assigned to
- Email and password will always be required for mobile app users each time they **create**, **amend** or **view** a Case Report

# 3.Documentation

## 3.2. Case Reports

### 3.2.1.Accessing the Case Report Interface

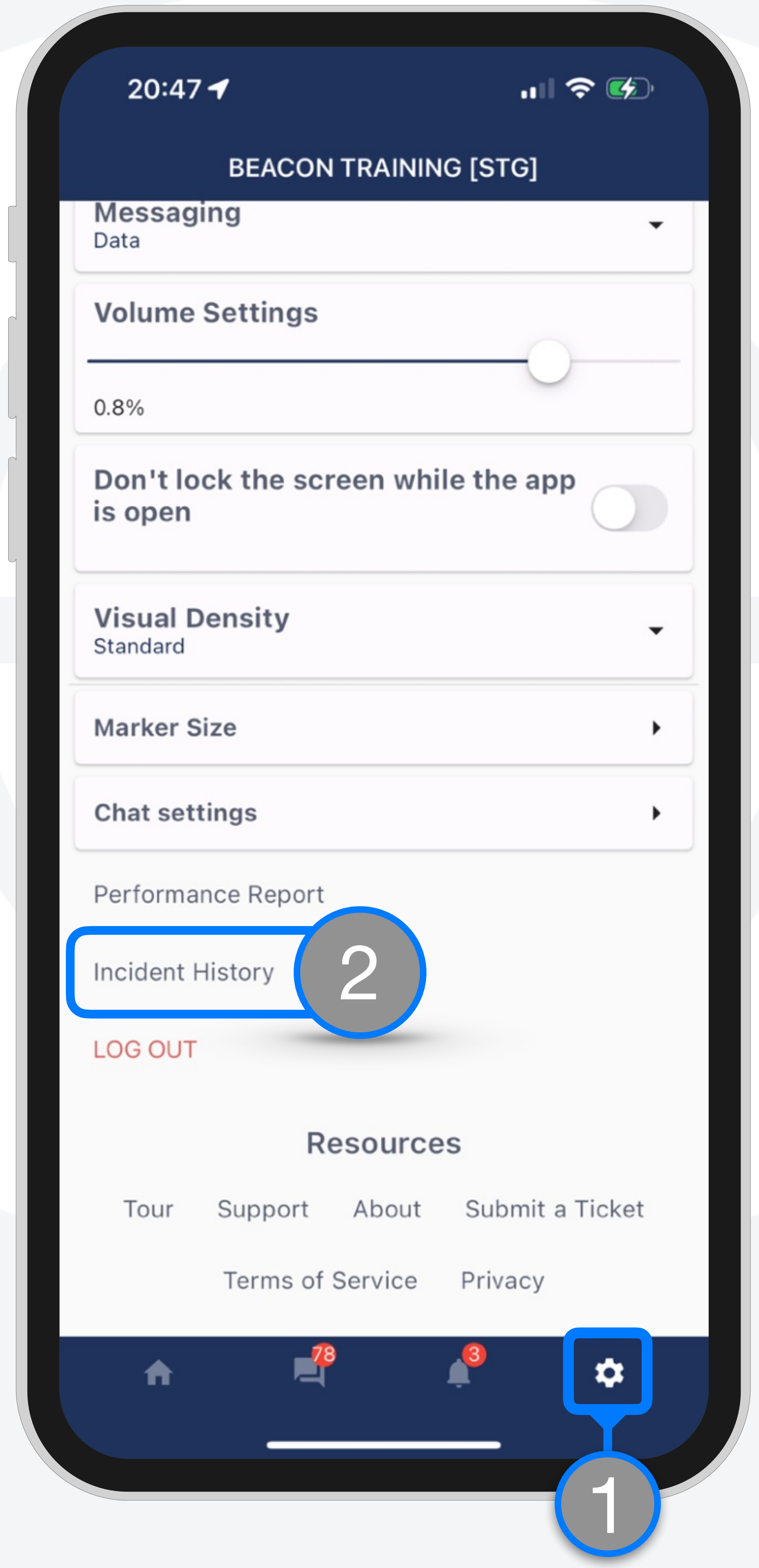
**B. When an Incident is Completed**

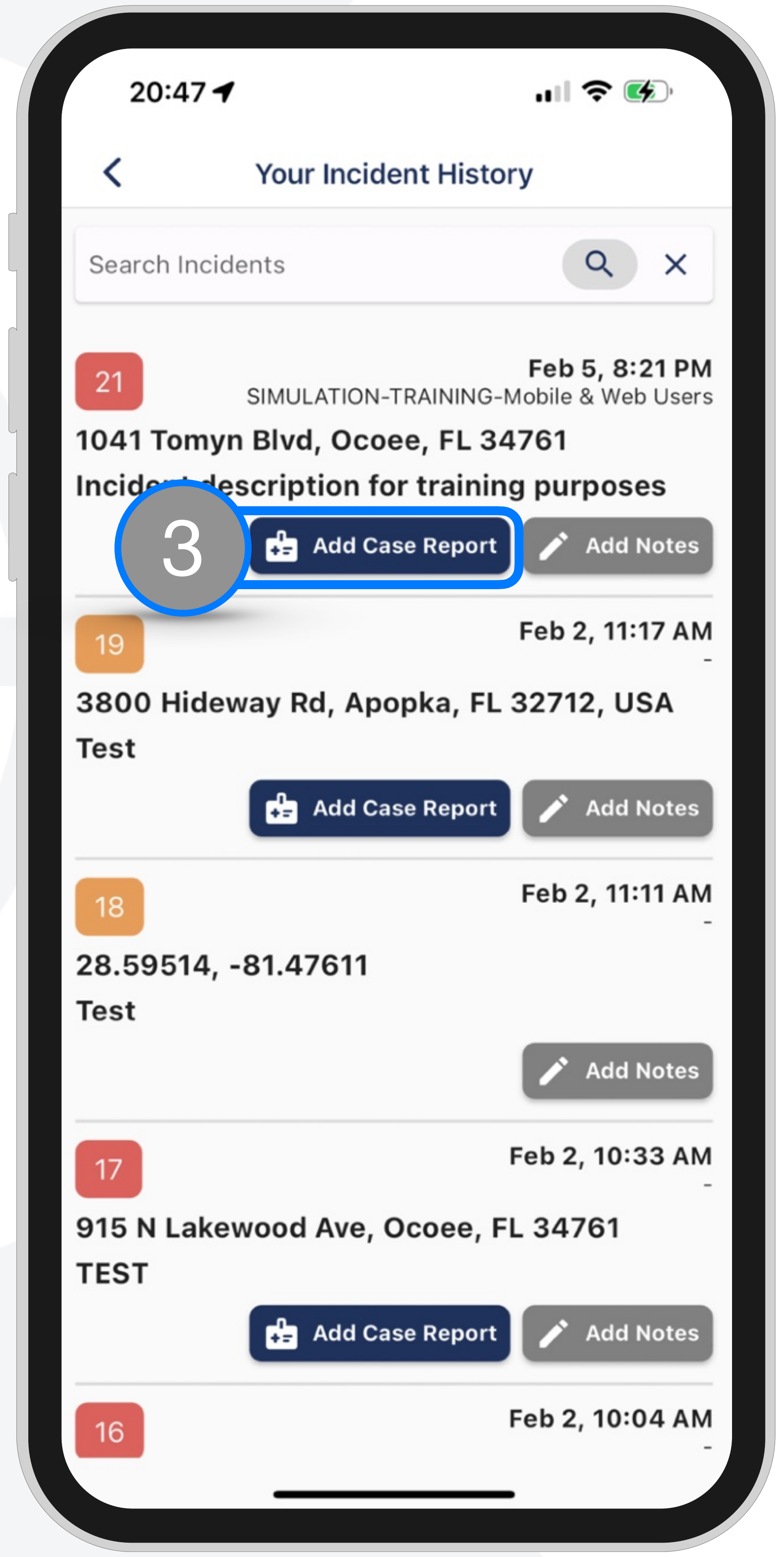



B. When the responder completes the incident they will get the Incident Summary:

1. Scroll down if needed and press **Add Case Report** from the options

**C. Through the Incident History**




C. The Case Reports feature will always be accessible through the Incident History:

1. Press the **Settings** icon on the bottom navigation bar
2. Scroll to the bottom and press on **Incident History**
3. Locate the specific incident and press **Add Case Report** button

*** Additional Notes:

- Users can only create Case Reports for incidents they have been assigned to
- Email and password will always be required for mobile app users each time they **create**, **amend** or **view** a Case Report

# 3.Documentation

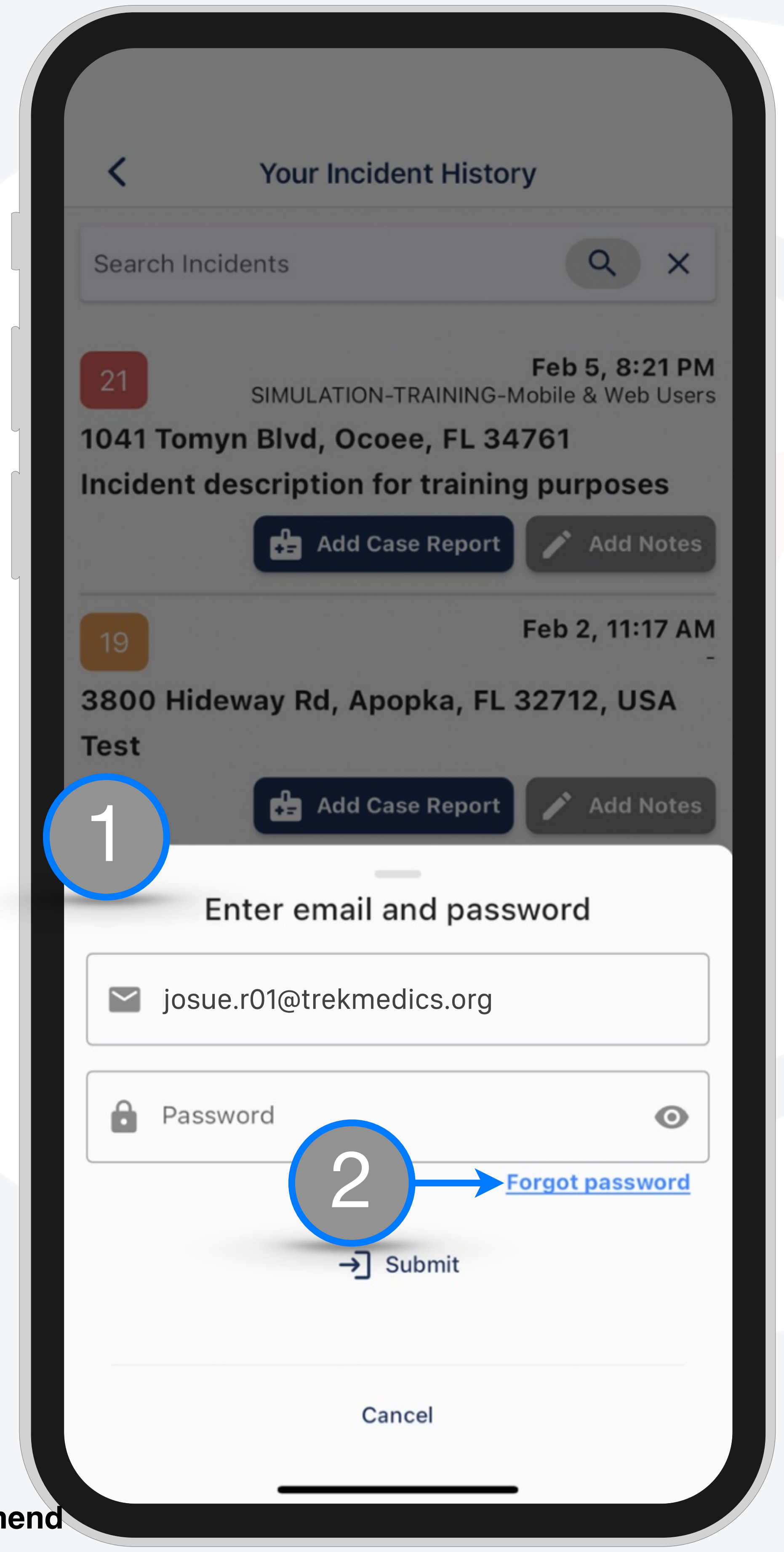
## 3.2. Case Reports

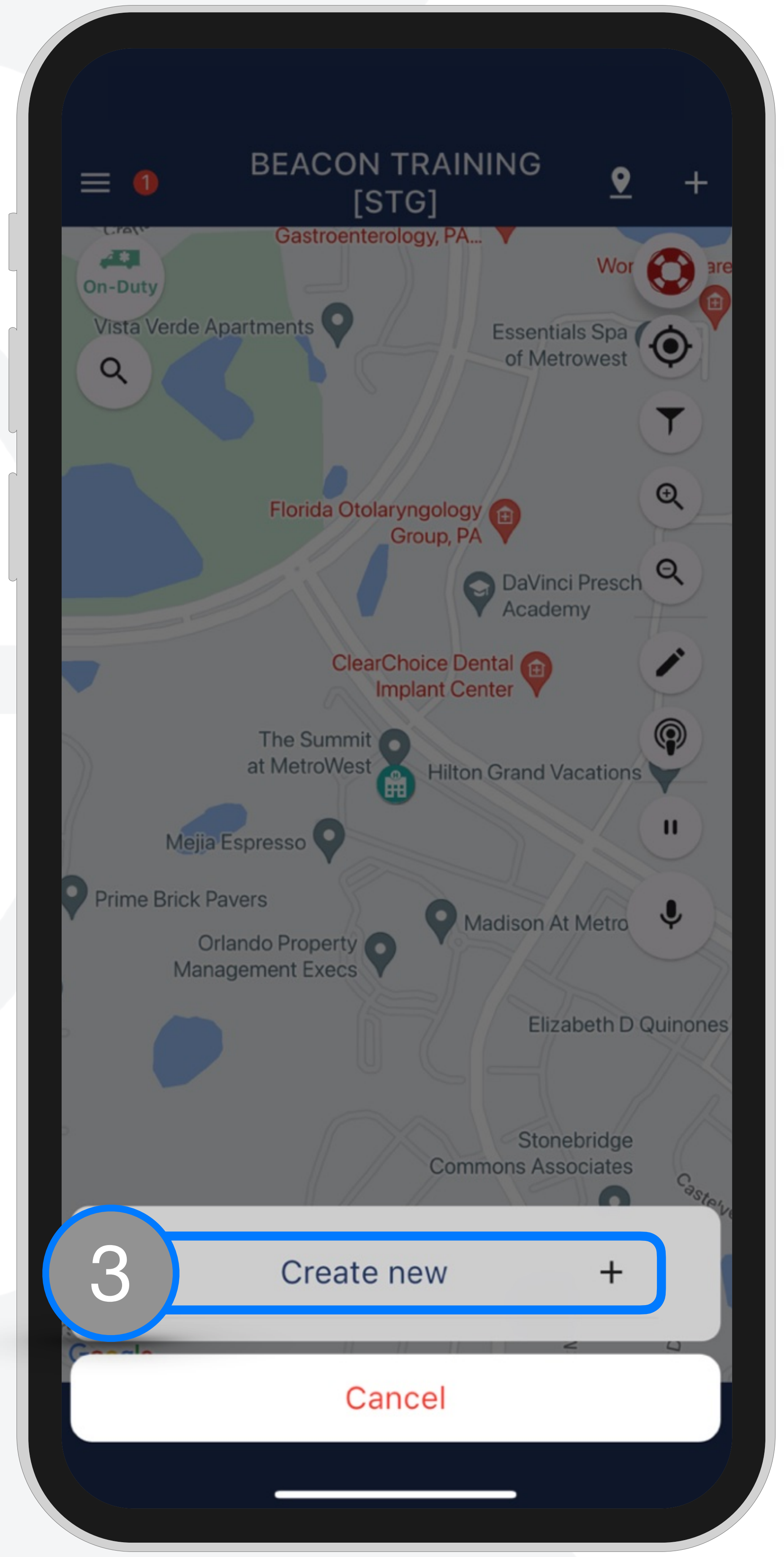
### 3.2.2.Creating Case Reports

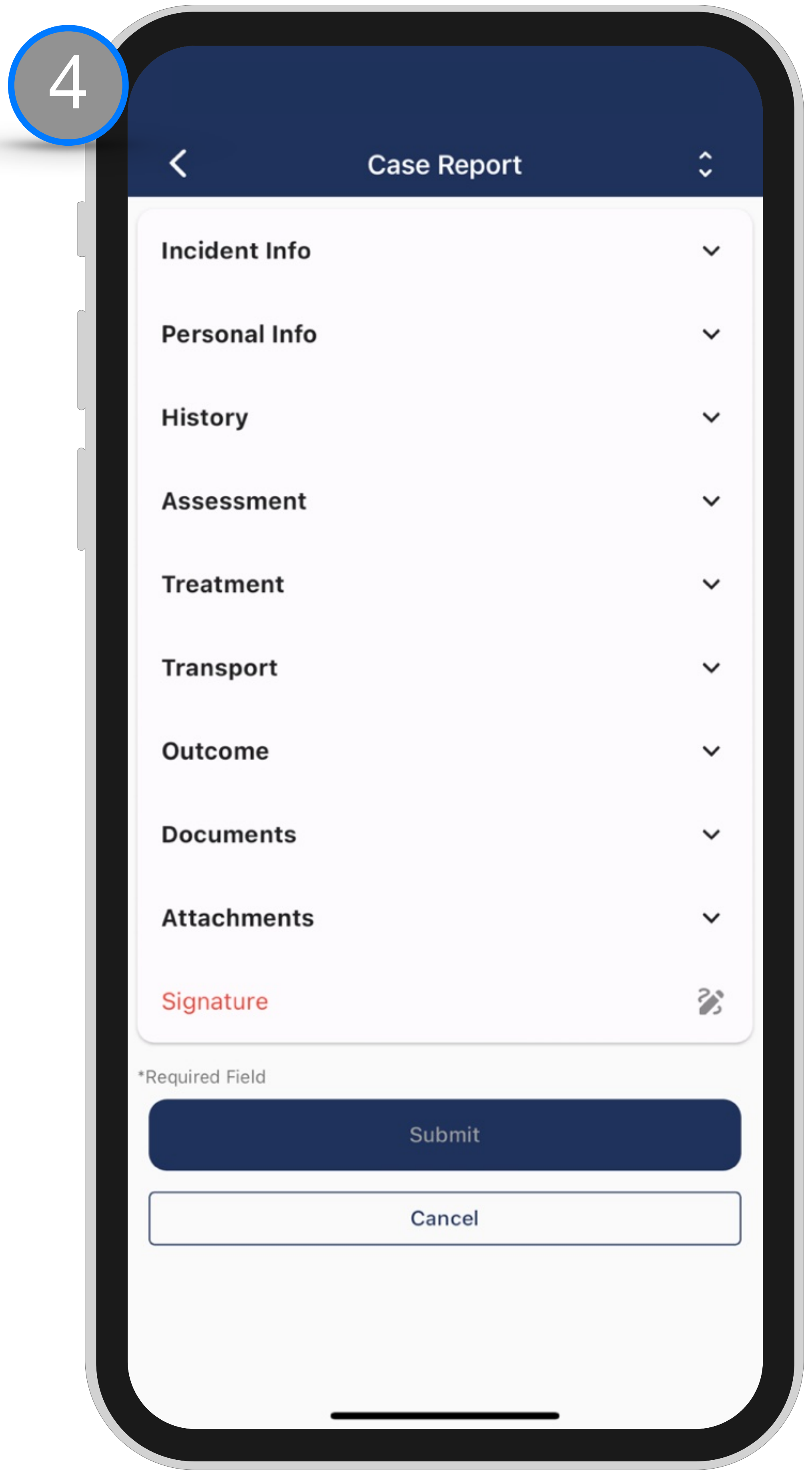
Mobile app users can create Case Reports through the mobile app for incidents that they have been assigned to.

**To add, edit or view a Case Report, mobile app users first verify their identify through the Log In interface:**

1. **Log In** using the email and password that was registered.
2. **Forget Password** — Use this feature to send a password reset link to the user registered email. The correct email must be entered on the email field in order for the process to complete
3. After a successful Log In press the **Create new +** button that will be displayed
4. This is how the **Case Report** form will look initially before completion.




*** Additional Notes:

- Users can only create Case Reports for incidents they have been assigned to
- Email and password will always be required for mobile app users each time they **create**, **amend** or **view** a Case Report
- **In compliance with HIPAA privacy standards, no patient data is stored on mobile devices. Exiting the Case Report will clear all fields so users should be sure to Submit a Case Report before exiting the feature**

# 3.Documentation

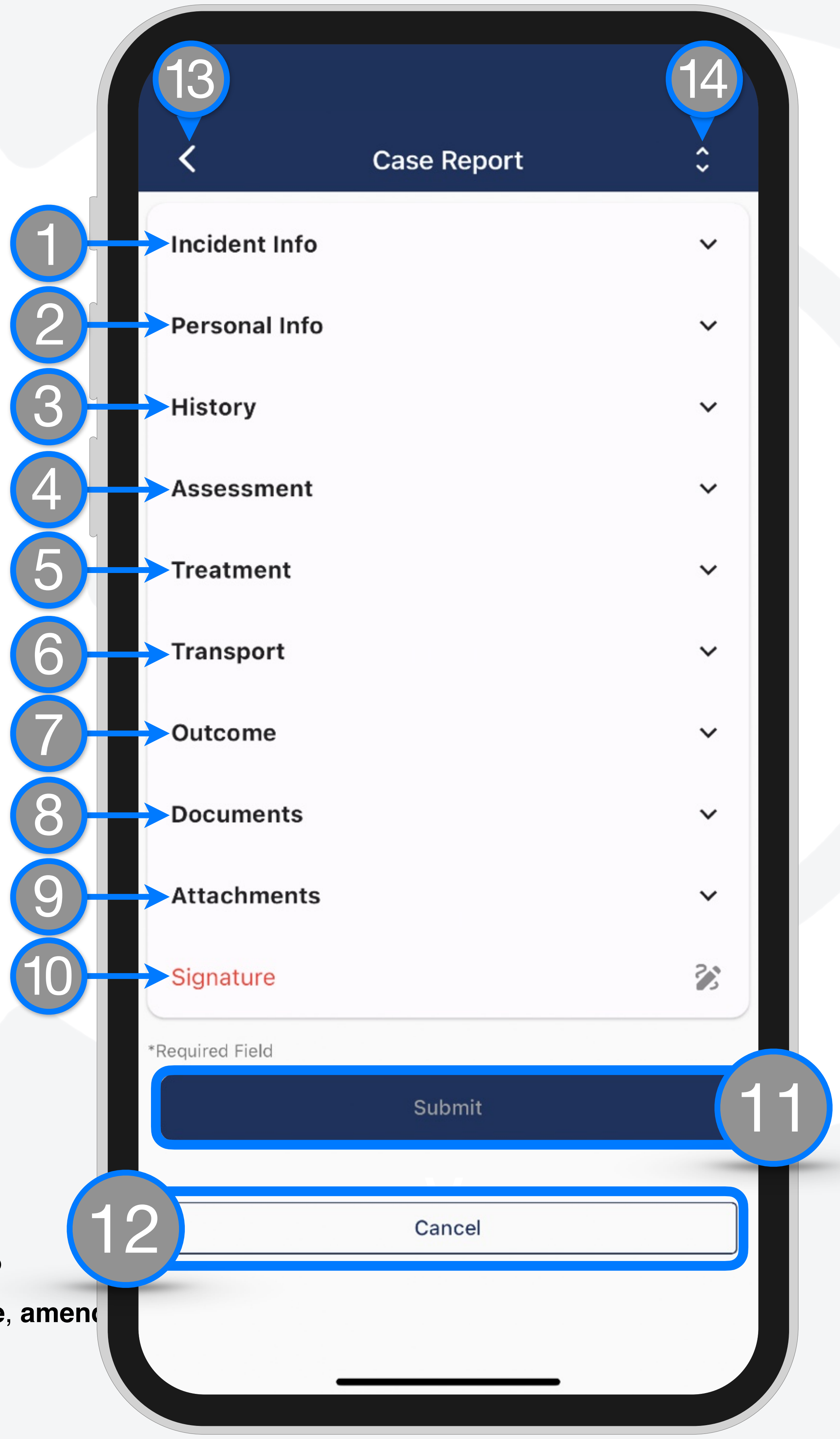
## 3.2. Case Reports

### 3.2.2.Creating Case Reports

Mobile app users can create Case Reports through the mobile app for incidents that they have been assigned to.

The **Case Report** form has ten ( 10 ) main sections to capture information including a signature requirement:

1. **Incident Info —** This section includes: Responder Name, Incident Address, Location Type and Severity. It includes automatically captured information from the Incident Details
2. **Personal Info —** Here you can add **Personally Identifiable Information (PII)** details about the person a responder is providing services to
3. **History Info —** An open text field which allows users to document the history of the incident and/or patient
4. **Assessment —** includes **Signs & Symptoms** and **Psychological Presentation** subsections to document vital signs and other common observable assessment findings along with some guided open text fields to continue **PHI** capture
5. **Treatment —** Use this to document medical interventions (mostly applicable to EMS)
6. **Transport — I**ncludes automatically captured information from the Incident Details if a **transport incident workflow** has been completed. Manual input is also possible
7. **Outcome —** Includes guided open text fields: **Referral**, **Disposition**, **Safety Plan**




8. **Documents —** Custom Documents uploaded through the Web App will be available here for responders to access and download
9. **Attachments —** image and file attachments can be uploaded and saved here
10. **Signature —** A signature will **always be required** in order to submit a Case Report. Press on the field to Sign and Save. The signature will be added to the attachments section when successfully captured
11. **Submit — T**his button will activate when all **Required Fields** are complete. Please submit a Case Report before leaving the interface as this will save the information and allow the user to come back to **Amend Case Report**
12. **Cancel —** Closes the Case Report and information entered on the form related to the session will be lost if not submitted — this is to prevent unauthorized access and storage on devices
13. **Back —** Use this button to go back. Note that all information will be lost if the user goes out of the Case Report interface without a successful submit
14. **Expand / Collapse All —** Pressing this button will expand or collapse all sections at once

*** Additional Notes:

- Users can only create Case Reports for incidents they have been assigned to
- Email and password will always be required for mobile app users each time they **create**, **amen** or **view** a Case Report
- Some of the information automatically included by Beacon will be editable
- **In compliance with HIPAA privacy standards, no patient data is stored on mobile devices. Exiting the Case Report will clear all fields so users should be sure to Submit a Case Report before exiting the feature**

# 3.Documentation

## 3.2. Case Reports

### 3.2.3.Amending Case Reports

Mobile app users can Amend Case Reports through the mobile app. This option will only be available for incidents that already have a submitted Case Report by the specific responder.

Once a Case Report has been submitted a responder can submit Amendments to add or correct information from the previous submission.

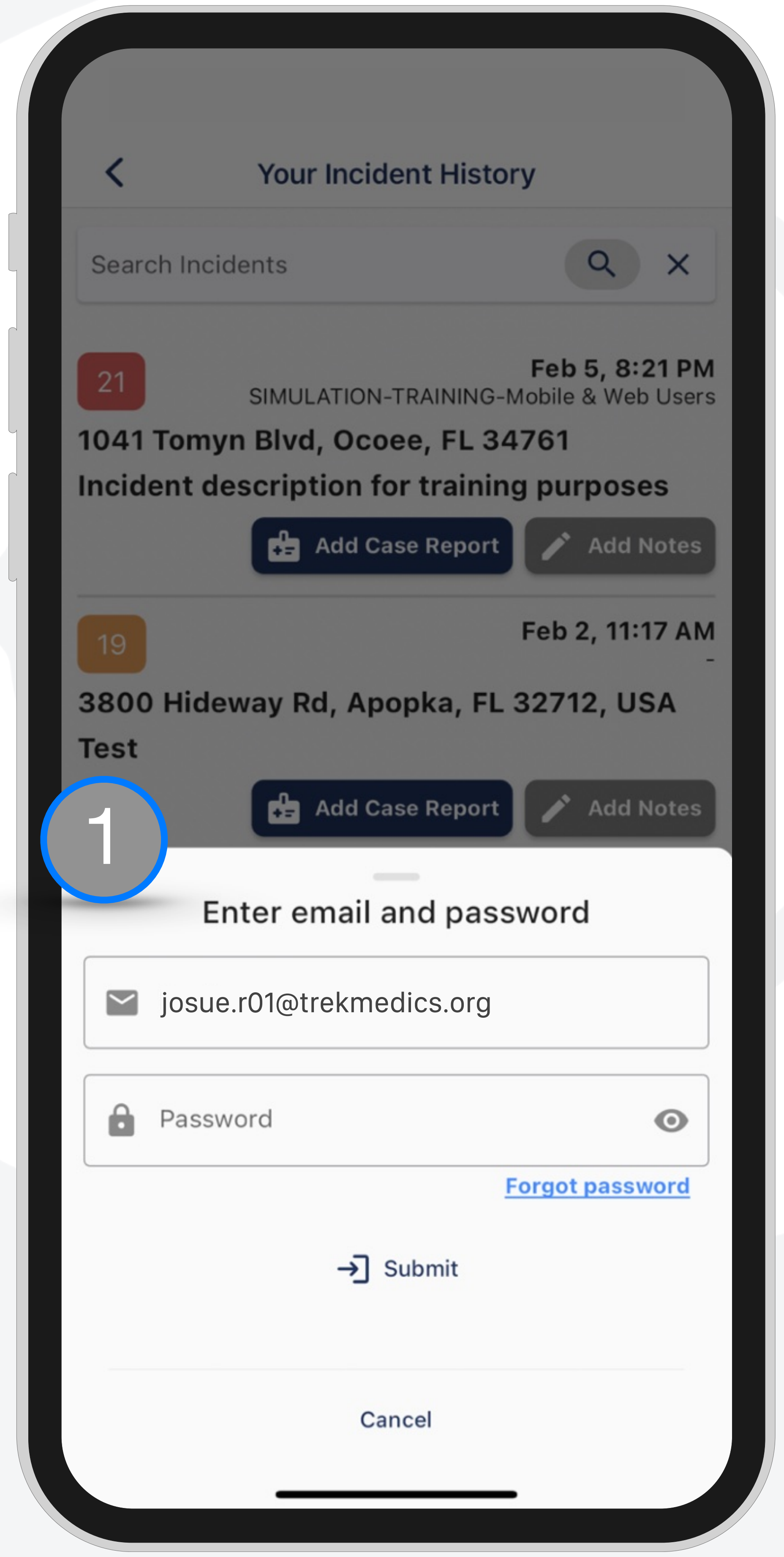
**To Amend A Case Report:**

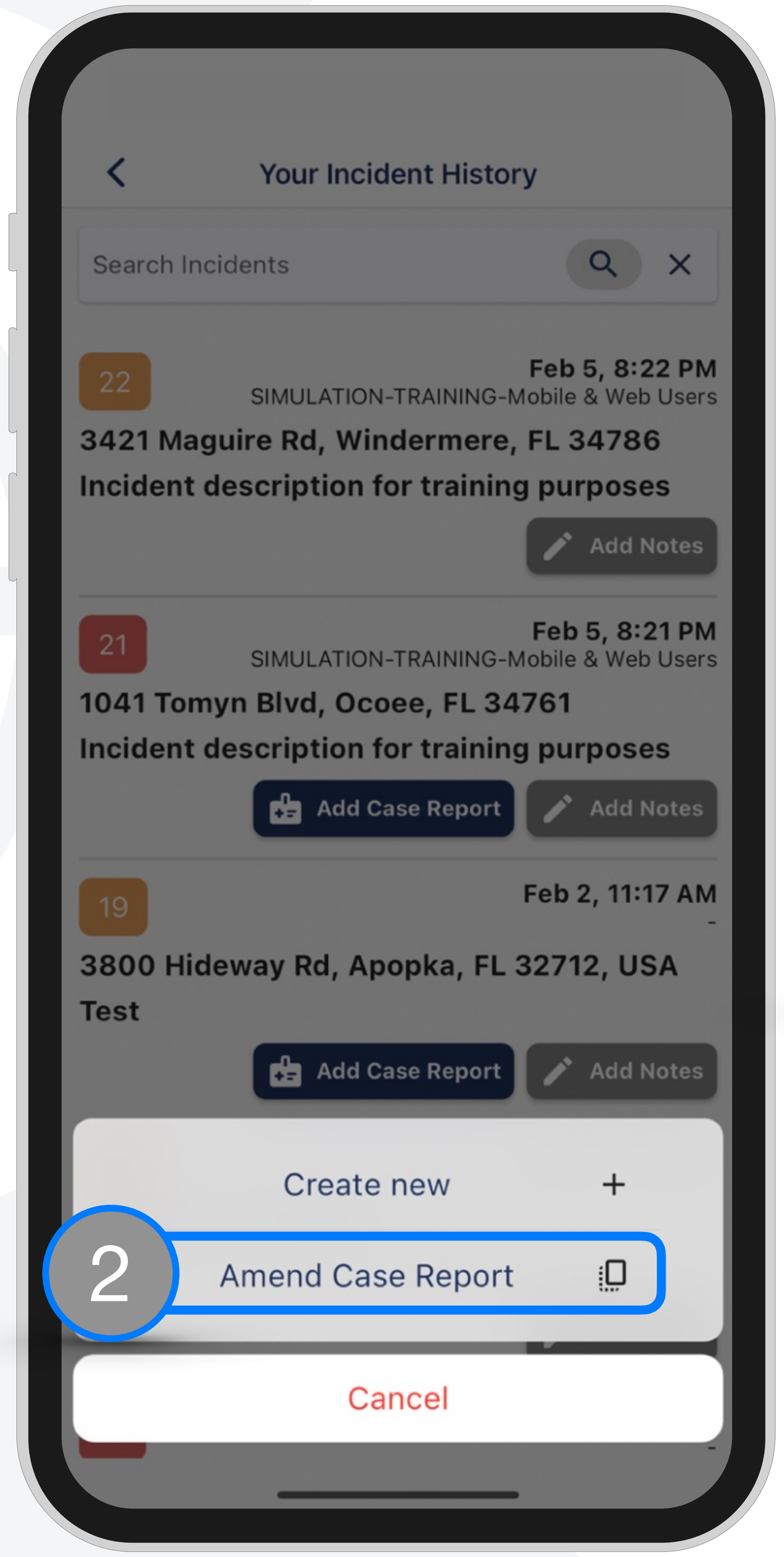
1. Locate the incident and press **Add Case Report**. **Log In** using the email and password that was registered.
2. Press the **Amend Case Report** button that will be displayed
3. Expand the menu to show the revisions. If multiple **Amended Case Reports** have been submitted a Revision will be displayed for each
4. Select the Revision you would like to Amend

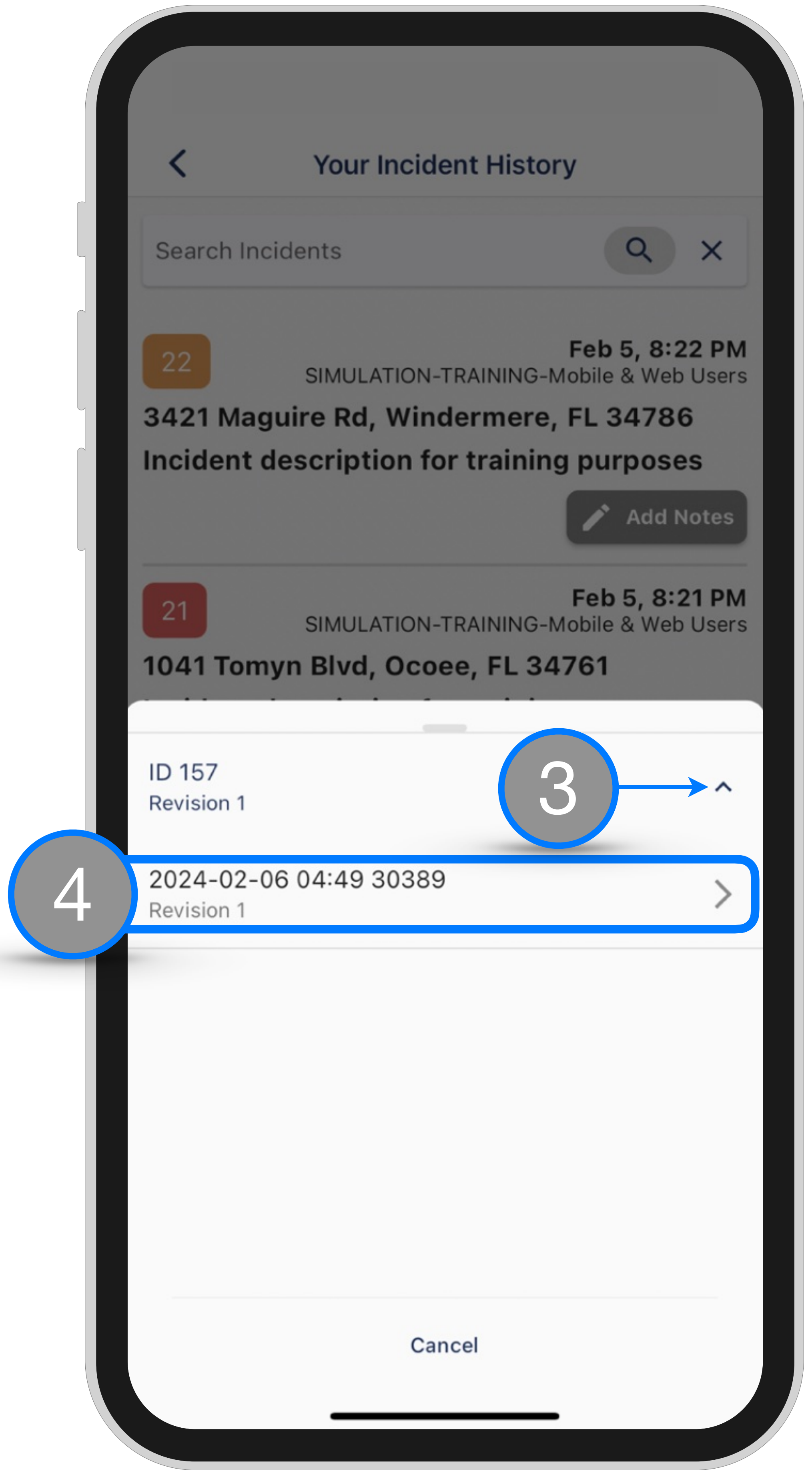
**IMPORTANT:** Amending a Case Report does not overwrite the original submission. Amending a Case Report allows you to add information or make corrections, but previously submitted information will not be deleted. Amendments can be made as many times needed and will be displayed along with the original submission in the Case Report printout file, along with User names and timestamps. Make sure to Submit the Case Report.

*** Additional Notes:

- Users can only create Case Reports for incidents they have been assigned to
- Email and password will always be required for mobile app users each time they **create**, **amend** or **view** a Case Report
- Once a Case Report has been submitted the information cannot be deleted
- The **Amend Case Report** feature can be used as many times needed
- A **Signature** is required for each Case Report or Amendment submission
- **In compliance with HIPAA privacy standards, no patient data is stored on mobile devices. Exiting the Case Report will clear all fields so users should be sure to Submit a Case Report before exiting the feature**



# 3.Documentation

## 3.2. Case Reports

### 3.2.4.Documents and Attachments

Custom Documents uploaded through the Web App will be available for Responders to use when creating a Case Report

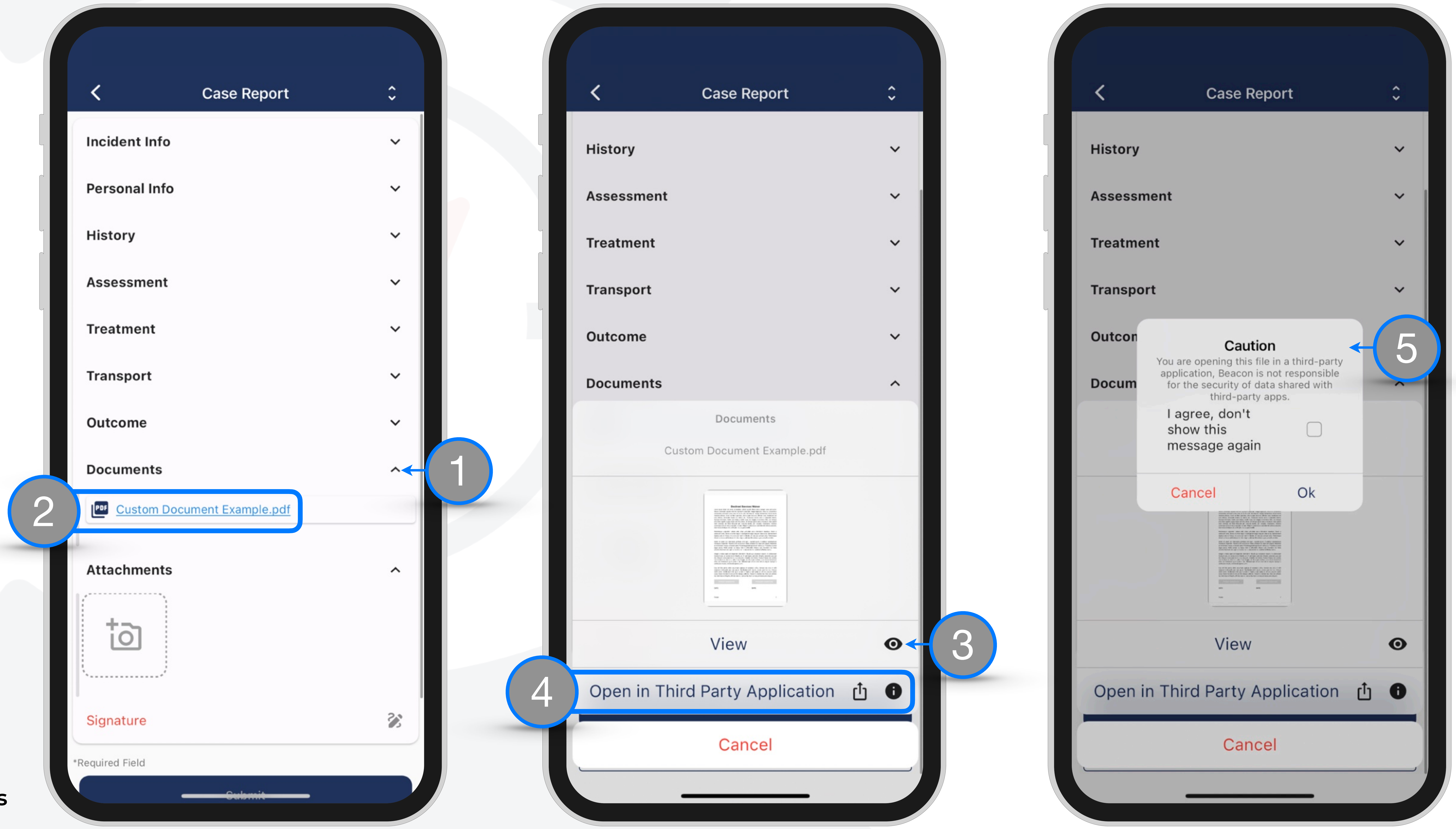
**When the agency has uploaded custom documents they will be available under the Documents Section:**

1. Locate the **Documents** section and expand to display the list of documents
2. Press on the desired document to view the options available
3. Press the Eye icon to show a pre-view screen of the document
4. **Open in Third Party Application —** press this button to open the document on any installed application that will allow you to edit / fill the document
5. A disclaimer message will appear. Agreeing by checking the box is required to continue

   ***** IMPORTANT *****
   Beacon is not Responsible for the security of data shared with Third Party Applications

6. Once the document is complete, it will need to be retrieved as a file attachment from the device.

Continue to the next page to learn about **Adding Attachments**



# 3.Documentation

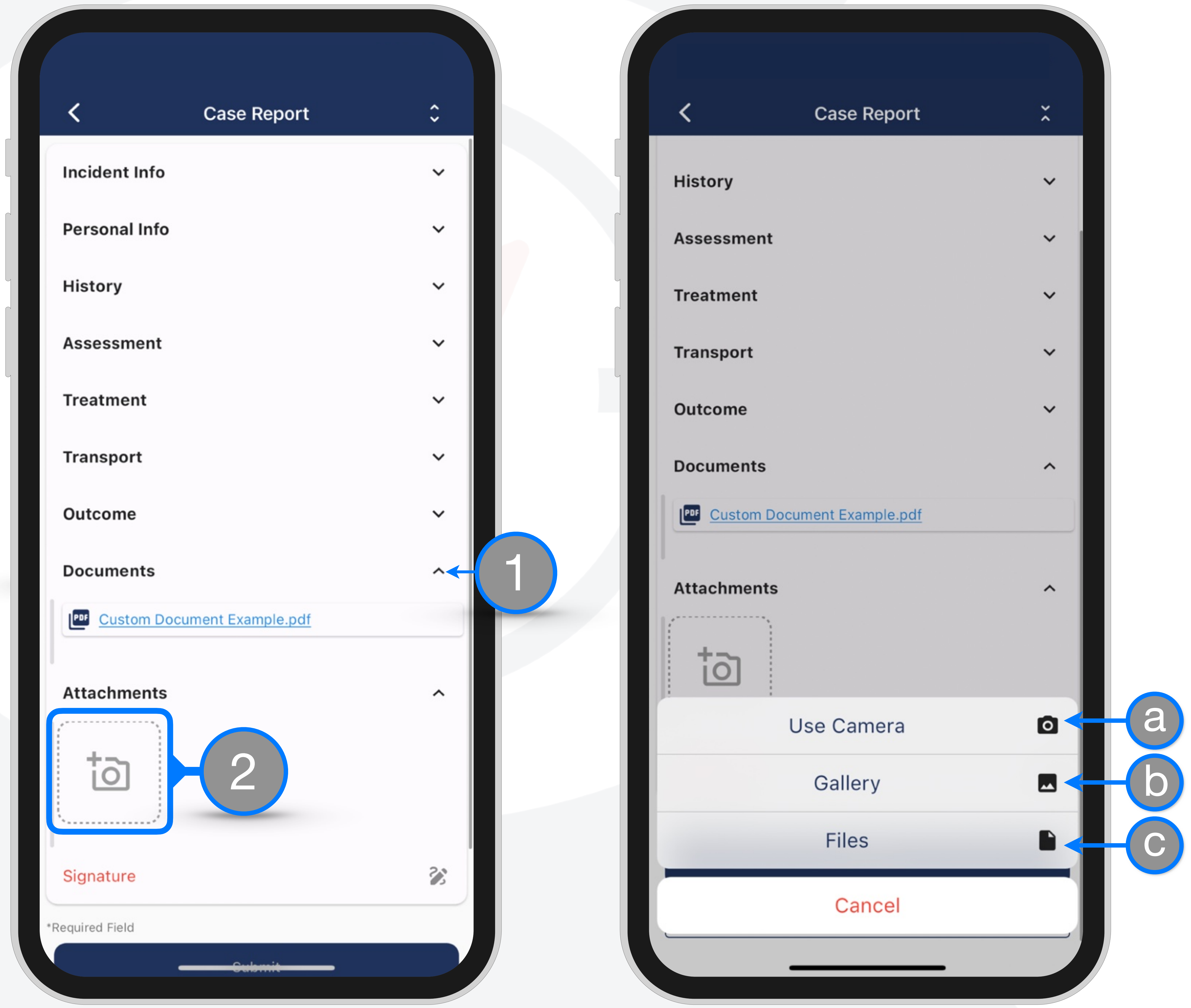
## 3.2. Case Reports

### 3.2.4.Documents and Attachments

Responders can include attachments when creating a Case Report

**Responders can manually upload attachments to be included with the Case Repot:**

1. Locate the Attachments section and expand
2. Press the add attachments button to display options available:
   a. Use Camera — Allows the camera to capture an image without the need to go out of the app **(permission to use the camera should be granted)**
   b. Gallery — Allows user to select an existing image from the device gallery
   c. Files — allows to browse and select files located on the device.
   If using the Custom Documentation feature with a Third Party App as described on the previous page, this step is needed to locate the file and upload it into the Case Report




*** **Additional Notes:**

- Attachments will be appended to the Case Report and available to download from the Beacon Web application by authorized users.

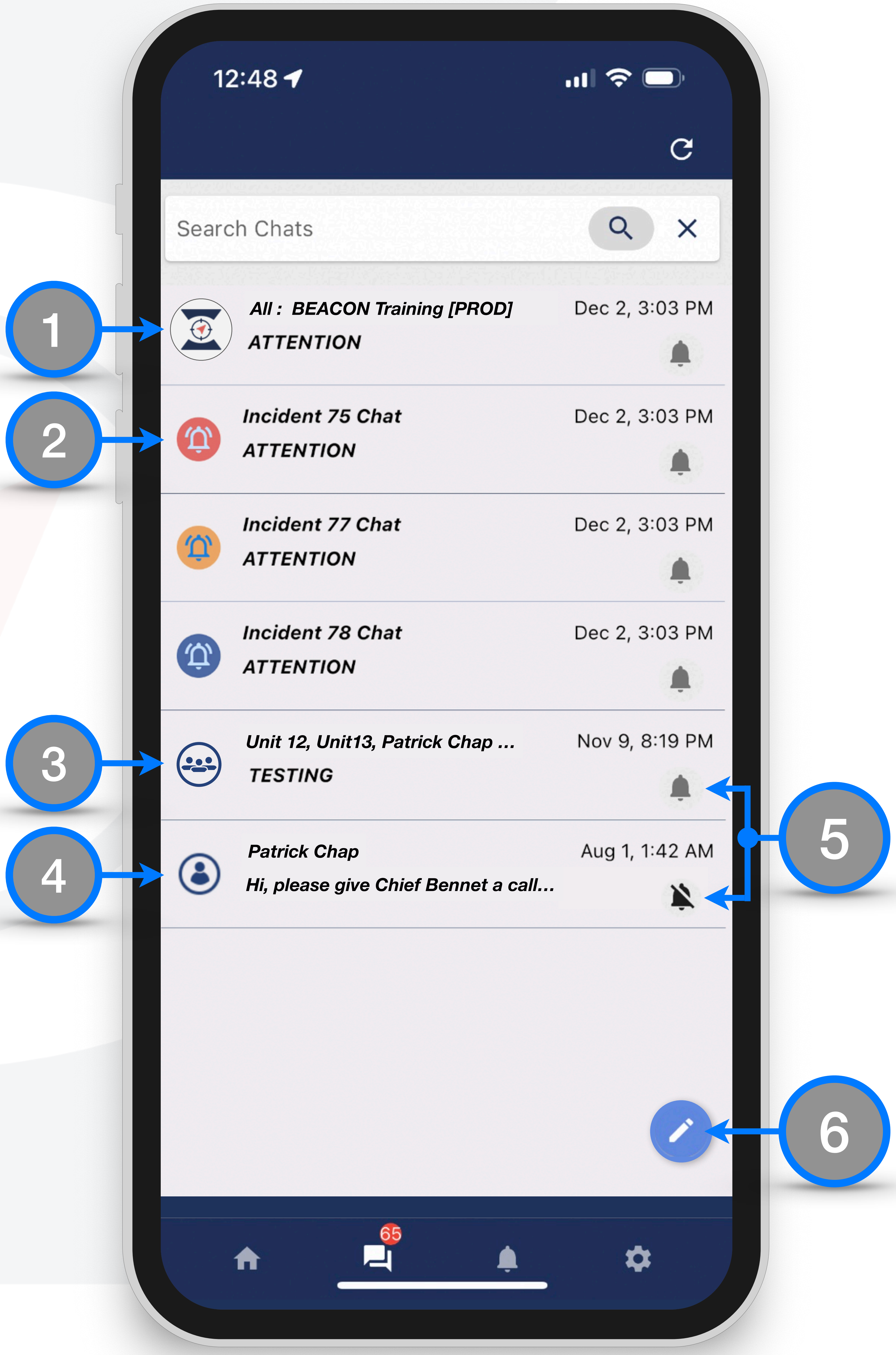
# 4. Other Features

## 4.1. Mobile App Chat

This is the **Chat Rooms** screen where you can chat with Web Dispatchers and/or Responders using the Beacon Mobile App with Internet connectivity.

### Chat Room Screen navigation:

1. **All Chat** — This is a general chat group that includes all Web Dispatchers and Responders using the mobile app who are registered with your Agency Account
2. **Incident Chat** –This is a chat group that is created for a specific incident and automatically includes all Web Dispatchers and Responders who are assigned to the incident. Responders who are not assigned to the incident cannot access it. When the incident closes the chat group is no longer accessible and will not appear in your chat list, though its contents will be saved on the **Incident Details page** and in the **Incident Report**
3. **Group Chat** — Chats that include more than two members, but are restricted only to members who have been added to the group by the creator
4. **Individual Chat** — Chats that include yourself and one other member (Web Dispatcher or Responder)
5. **Mute / Unmute button** — Pressing this button will subscribe or unsubscribe the Push Notifications service for the specific chat
6. **Create New Chat** — Click here to select members and name your chat group



# 4. Other Features

## 4.1. Mobile App Chat

### 4.1.1. Create a Custom Chat Room

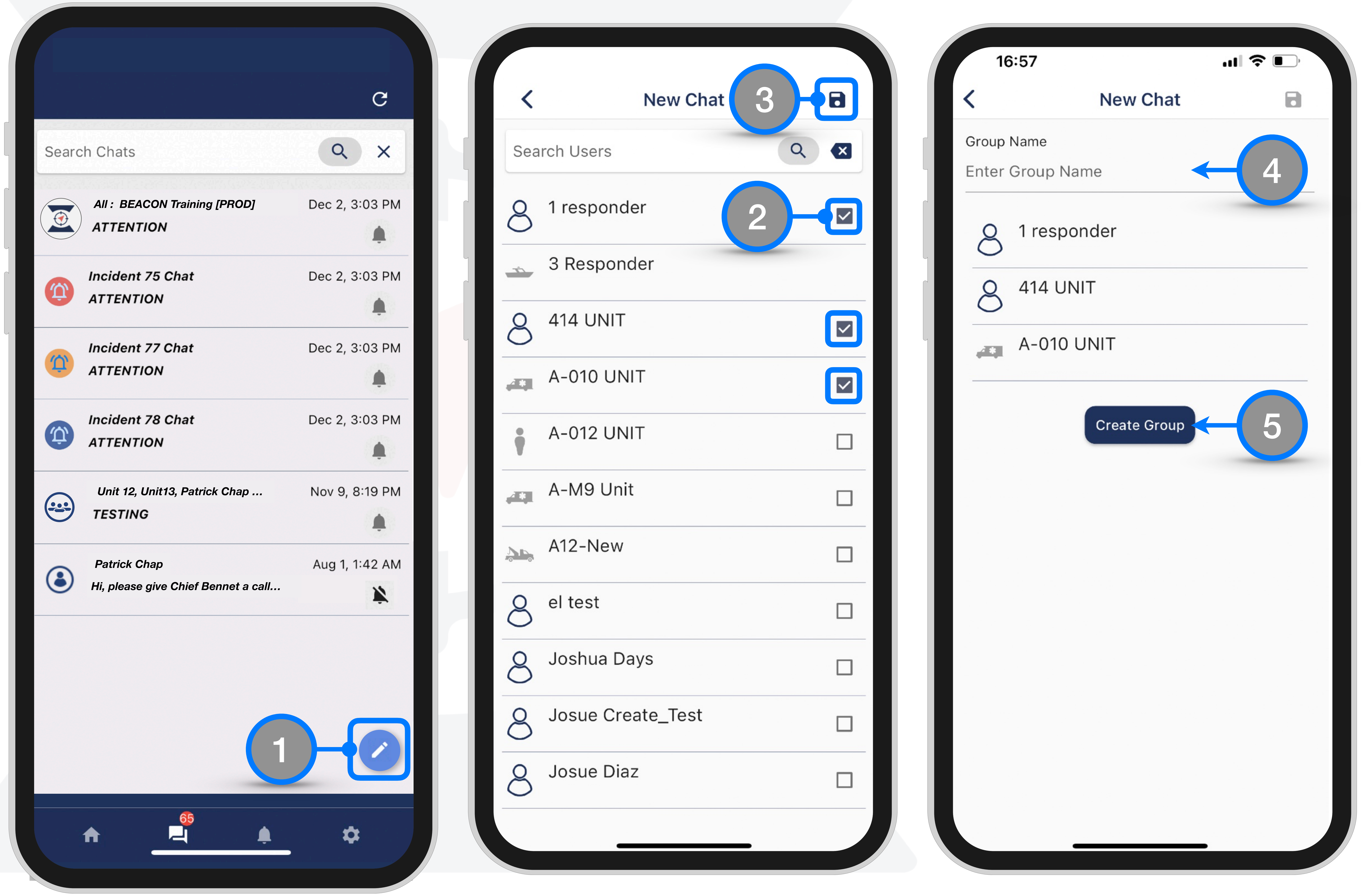
This is the **Chat Rooms** screen where you can chat with Web Dispatchers and/or Responders using the Beacon Mobile App with Internet connectivity.

**To create a custom Chat Room:**

1. On the Chat Room Listing screen, **press the create new chat button**
2. On the New Chat screen, select the members that you would want to include in the new chat room by **checking the box next to the name of the user**
3. **Press the Save icon** to create the new room and continue to the next step
4. **Enter the Chat Room Name** and confirm the members
5. **Press Create Group** when ready to complete the process
6. Once created, the chat room 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



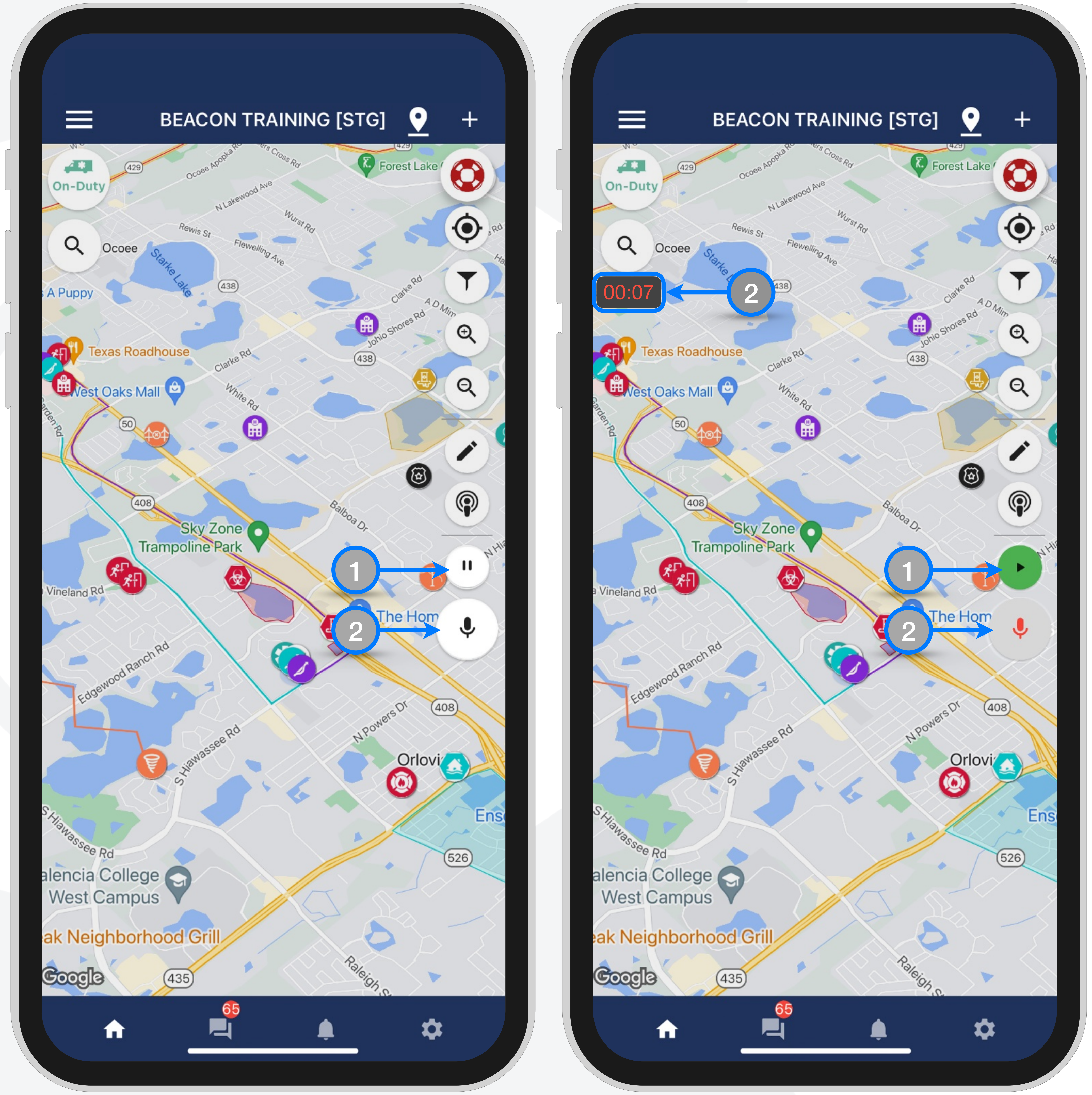
# 4.Other Features

## 4.2. Push-To-Talk (PTT)

**Beacon now includes a Push-to-Talk (PTT) interface conveniently located in the home screen**

**See how it works:**

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** — Press this button once to record a voice message; the icon will turn red and a counter will display the recording time elapsed. Press the button a second time to send the message.
   * Microphone access permissions are required in order to use this feature. Some devices might need Speech Recognition Permissions as well. In case you dismissed the permission dialog, please go to your device settings and allow Beacon the necessary permissions.




**Additional Notes**

- The Beacon app should be open in the foreground or background for the feature to autoplay the voice message. If the app is terminated (swiped close) the (PTT) functionality will not work as described above.
- 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" of your agency account meaning every user under your Beacon account will have access to them

# 4. Other Features

## 4.3. Create New Incidents

This **requires special permission**

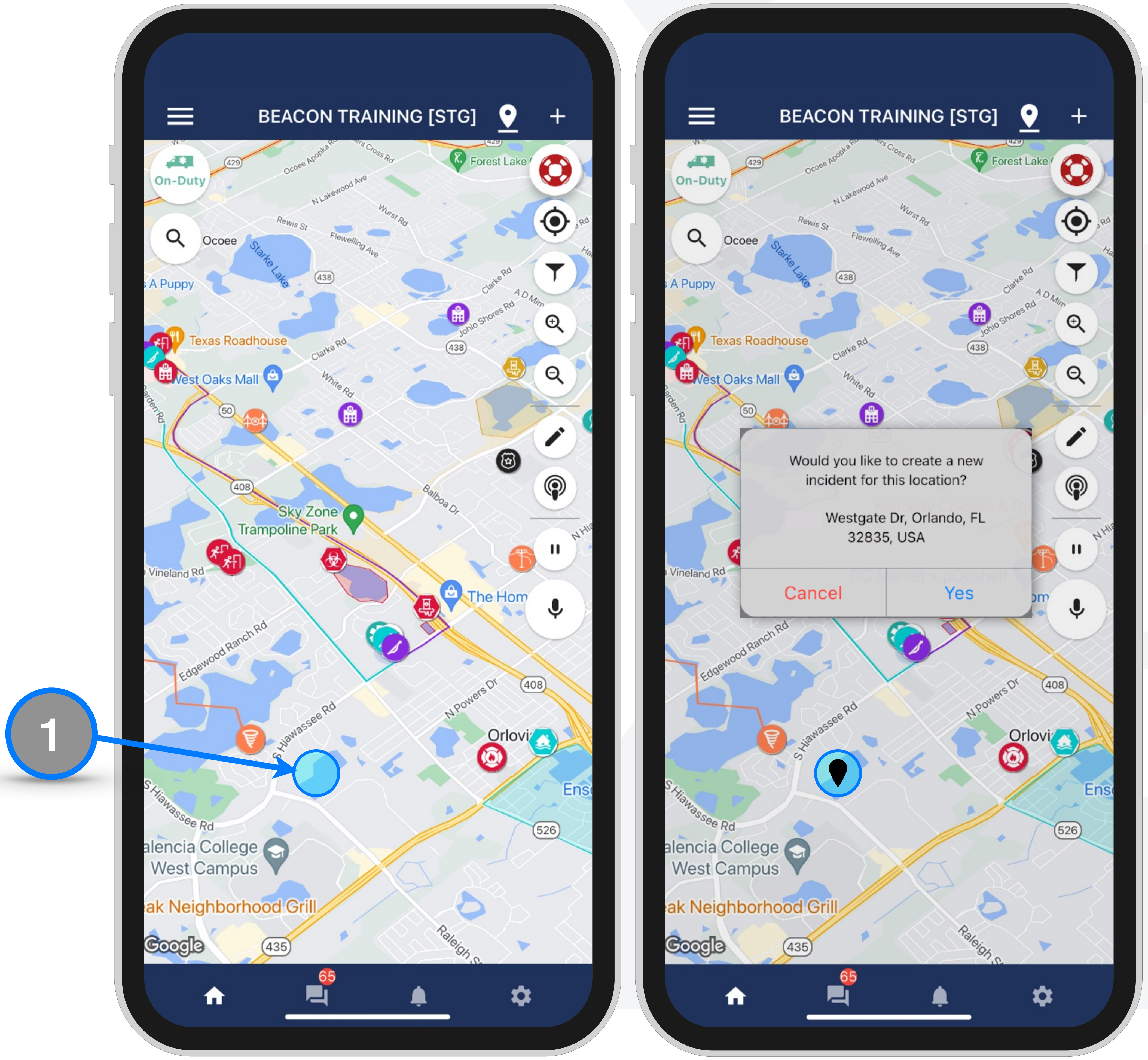
Responders who have been given **Mobile Dispatcher permissions** can create new incidents through the Beacon mobile app which will be sent out to all available responders. It's important that only trusted responders are given Mobile Dispatcher permissions.

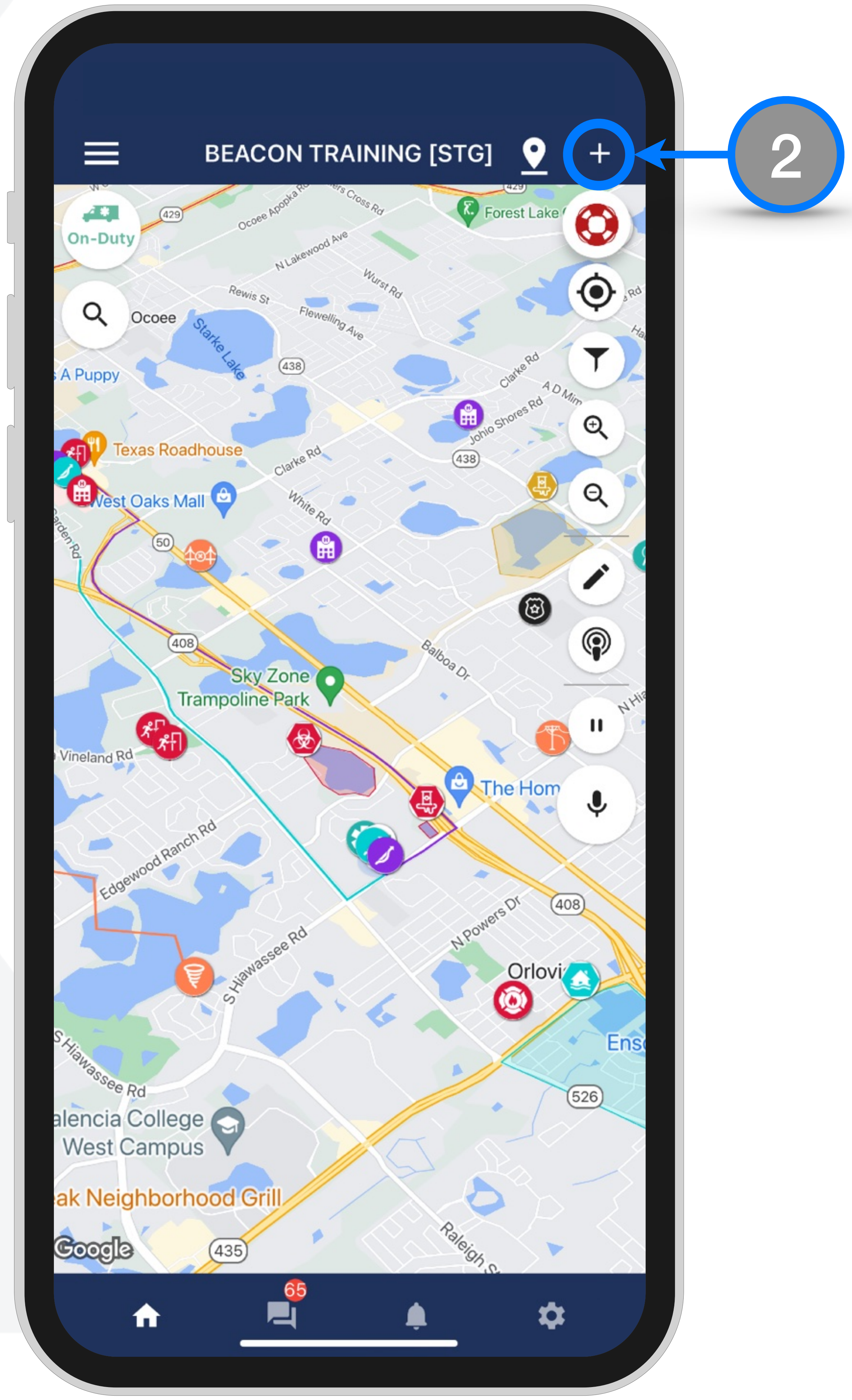
**Creating an Incident**

There are two ways to create an incident through the mobile app.
Mobile dispatchers can initiate new incident creation by:

1. Long pressing a location on the map and following the dialogue message instructions

2. By tapping on the **+** symbol located at the top right corner of the Home Screen. This will open the incident creation interface.



# 4. Other Features

## 4.3. Create New Incidents

**This requires special permission**

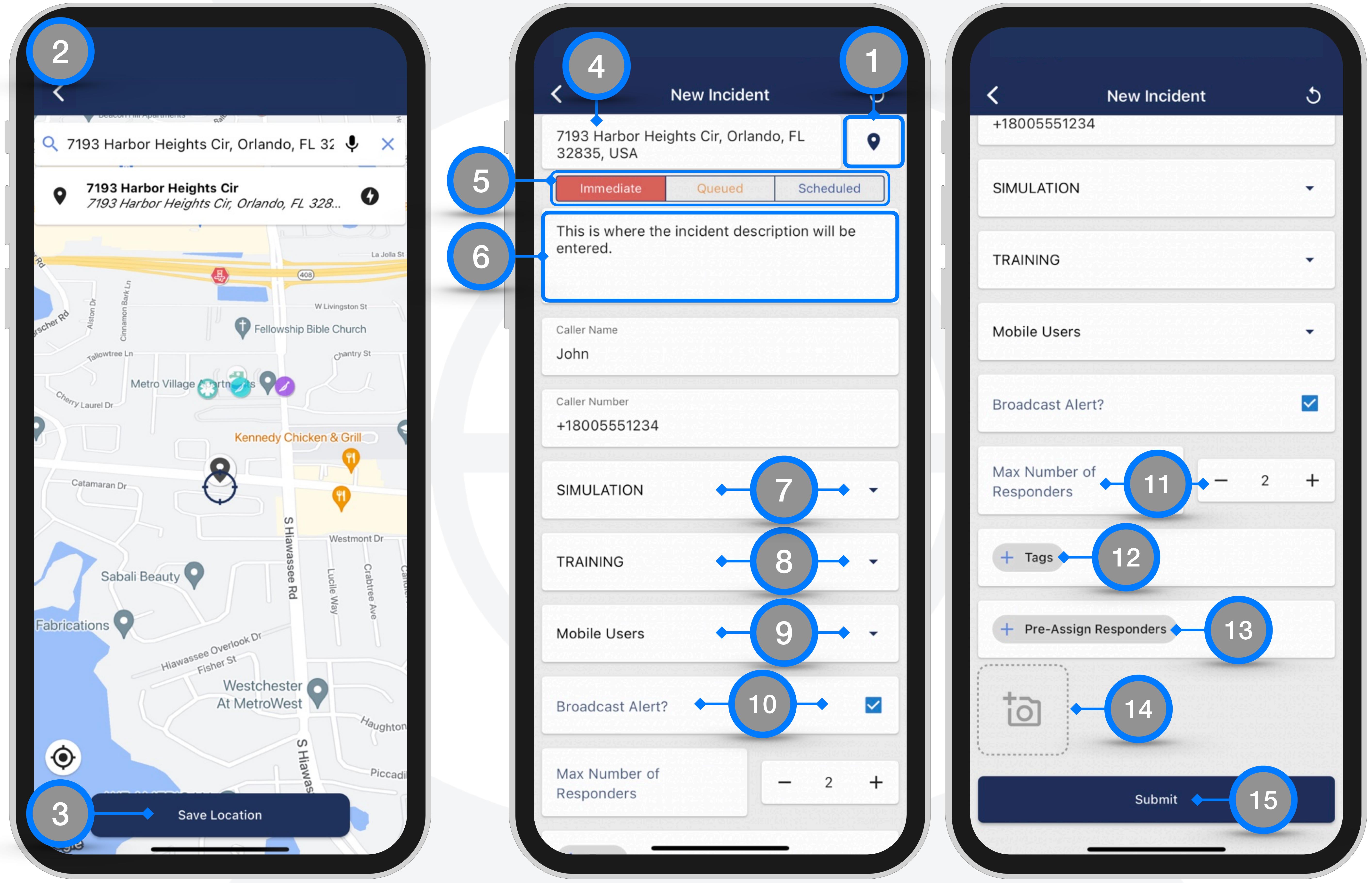
Responders who have been given **Mobile Dispatcher permissions** can create new incidents through the Beacon mobile app which will be sent out to all available responders. It's important that only trusted responders are given Mobile Dispatcher permissions.

**Navigation: Incident Creation Interface**

1. Press on the **location icon** at the top right.
2. On the location selection screen you can use the **Search Bar** if you know the address of the incident location, or you can manually place the **Incident Location Marker** by moving the map with your fingers. If no physical address is available, latitude and longitude coordinates will appear instead.
3. Press **Save Location**
4. After saving the location, the address text can be edited to add information like unit numbers and other relevant details that might help the responders locate the incident. This edits will not affect the position of the incident marker on the map.
5. Select the Incident Dispatch Mode
6. Press on the **Incident Description*** field to enter more information
7. Select the Incident **Class****
8. Select the Incident **Category****
9. Select the Incident **Type****
10. To send the alert to all available responders, check the box next to **Broadcast Alert** (**read more about *Broadcast Alerts* here**)

**Note*: Location and Description are both required to create a new incident; all other fields are optional

***Note*: These labels can all be customized through the Beacon web pages




11. Use the **Max. Responder Quantity Selector** to determine the maximum number of responders that Beacon will accept for this incident (this applies to *Broadcast Alerts* only)
12. To send the broadcast alert to certain groups responders, select the appropriate **group Tag(s)** (**read more about group Tags here**)
13. To assign specific responders to the incident, press the **Pre-Assign Responders** button to select individual responders (**read more about *Assigning Responders* here**)
    - ***Note*: There are three ways to create incident alerts:
        - If you only want to broadcast the alert, don't pre-assign any responders
        - If you only want to pre-assign responders, select the specific responders you want to assign and then leave the broadcast alert box unchecked
        - If you want to pre-assign responders and broadcast the alert, check the box and select the responders you want to pre-assign. Pre-assigning responders does not count towards the maximum responder limit
14. Press to add **Attachments**. Attachments added here will be displayed on the incident information card. These attachments will disappear once the incident is completed.
15. Press **Submit** to create the incident

Once created, Beacon will inform you by push notification every time a responder has been assigned to this incident.

If you want to cancel this incident, return to the Sidebar on the Home Screen and press the red trash can icon next to the incident. You will be required to give a reason why you are canceling the incident which will be sent out to all Assigned Responders as well as to Web Dispatchers.

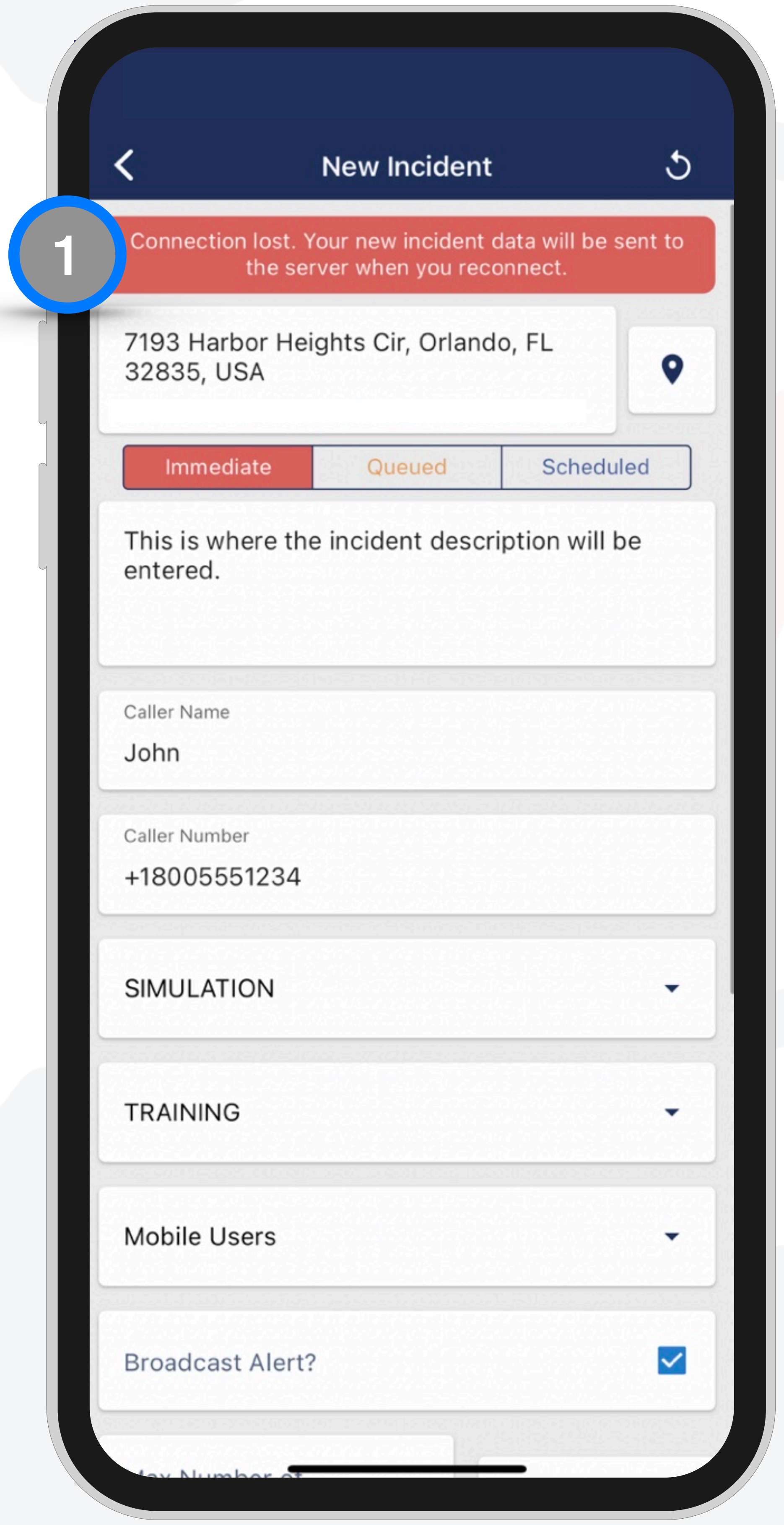
# 4. Other Features

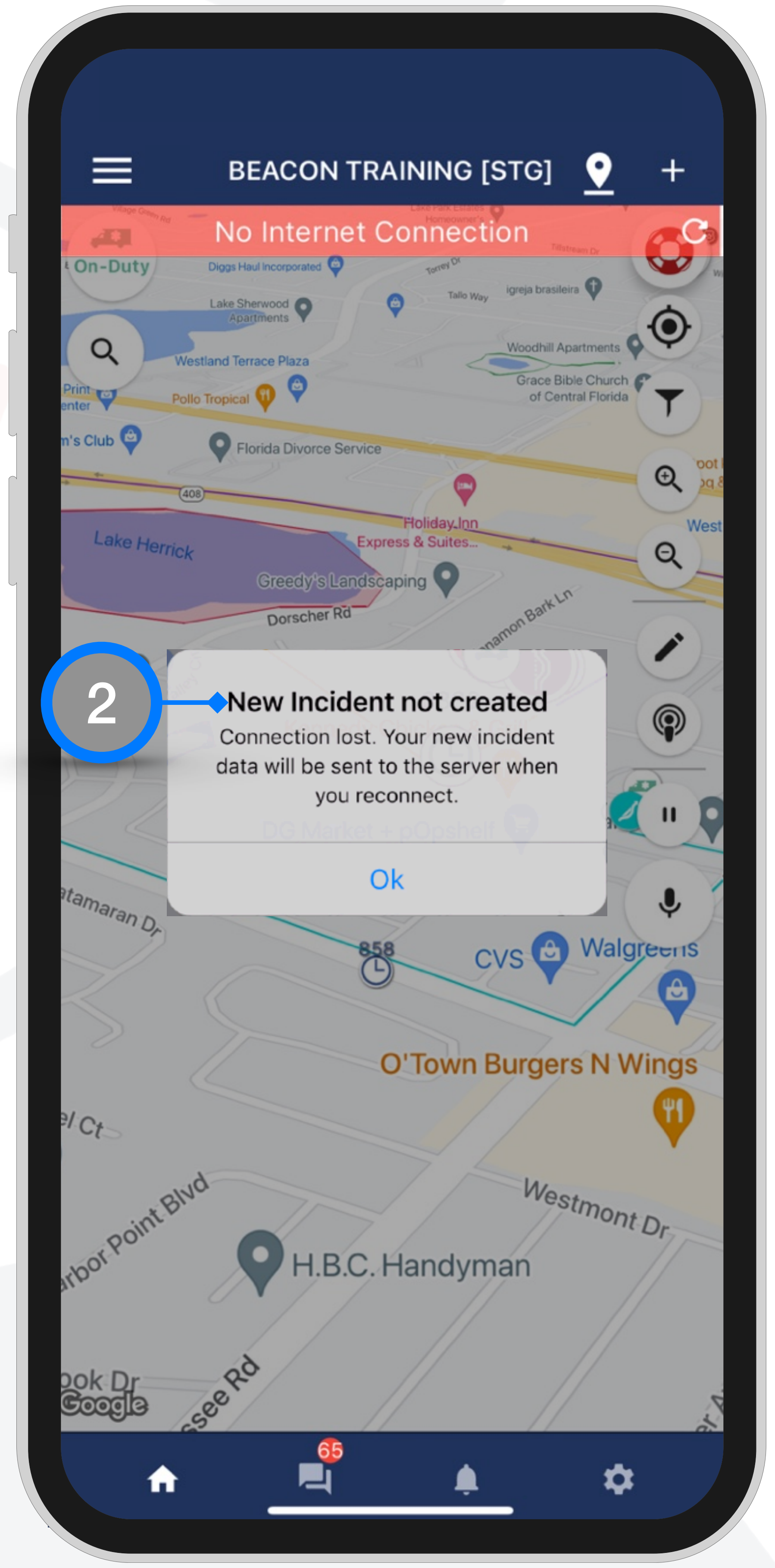
## 4.3. Create New Incidents

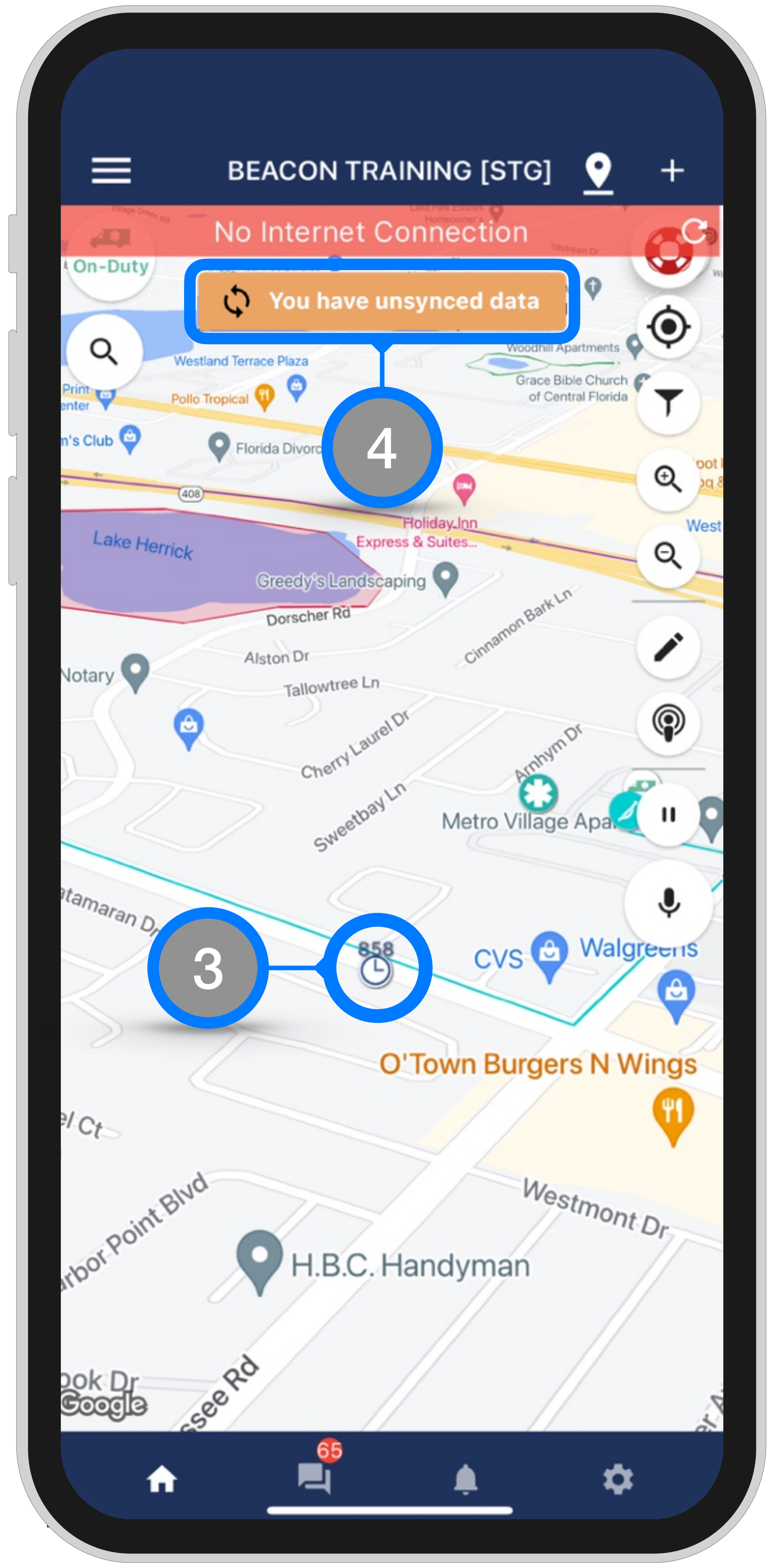
**This requires special permission**

Beacon is capable of caching the incident creation process even there is no internet connection. All data will be cached and sent to the Beacon servers when connectivity is re-established.

1. When in need to create an incident on a device that has lost connection to the internet, follow the same steps for the incident creation process. You will notice the *connection lost* message while the device is disconnected from the internet.
2. When submitted, a message will pop up to let you know that the new incident was not created due to the lack of internet connection.
3. When dismissing the message you will notice that there is a clock icon where the new incident marker should be placed. This is to let you know that this incident is still pending connectivity for creation.
4. You will also notice the unsynced data messages the top of the Home Screen.



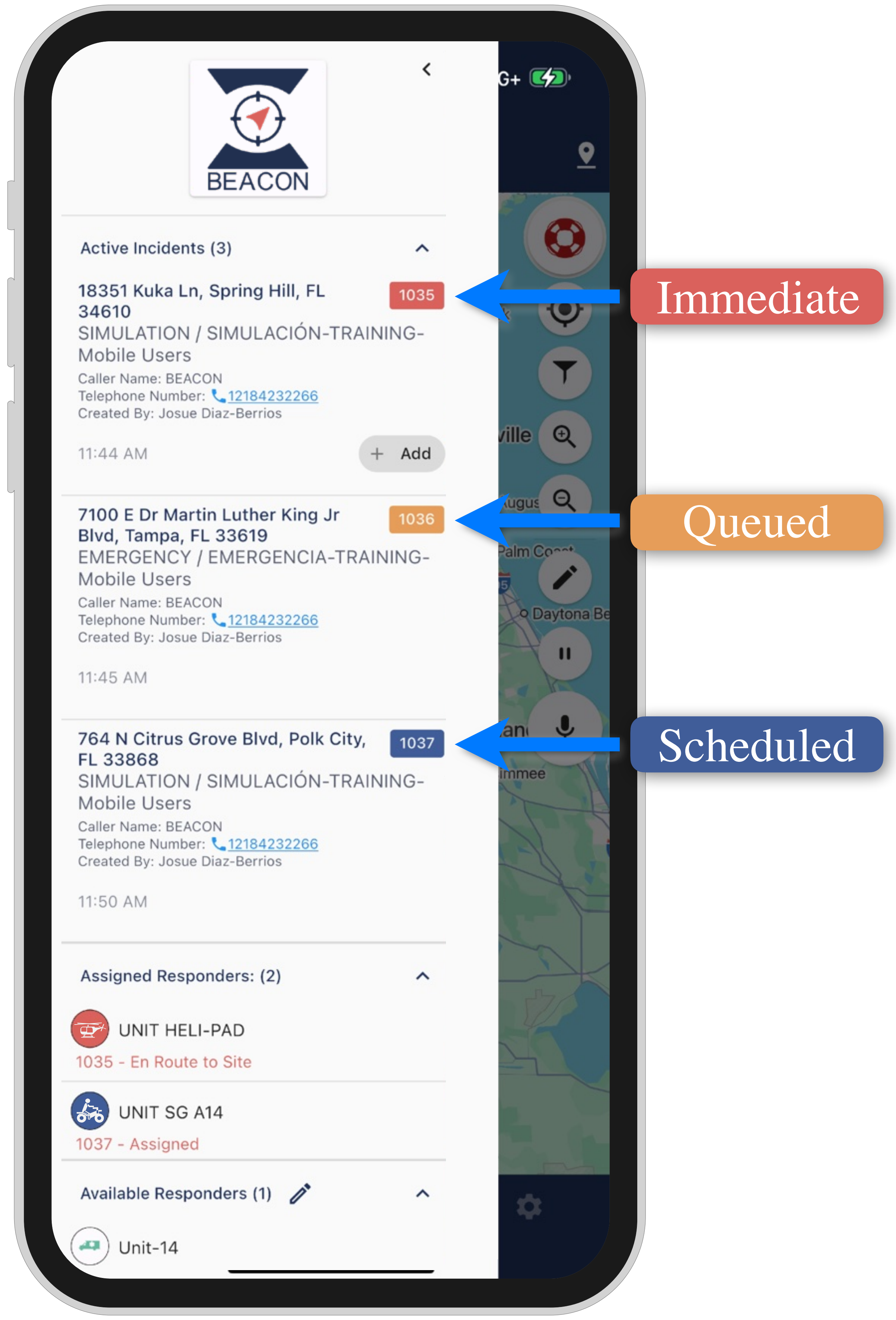
# 4. Other Features

## 4.4. Incident Dispatch Mode

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

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

Visit the respective Dispatcher Resources section **here** to learn how to activate the different Incident Dispatch Modes on your agency account. Also check the example for recommended use cases to help you decide the best Dispatch Mode type/s that fits your operational needs.




| 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**<br>The original and default Beacon incident type | ✓ | ✓ | ✗ | ✓ | ✗ |
| **Queued**<br>For when responders are not immediately available or longer duration incidents | ✓ | ✓ | ✓ | ✗ | ✗ |
| **Scheduled**<br>For routine or preplanned tasks or appointments | ✗ | ✗ | ✓ | ✗ | ✓ |

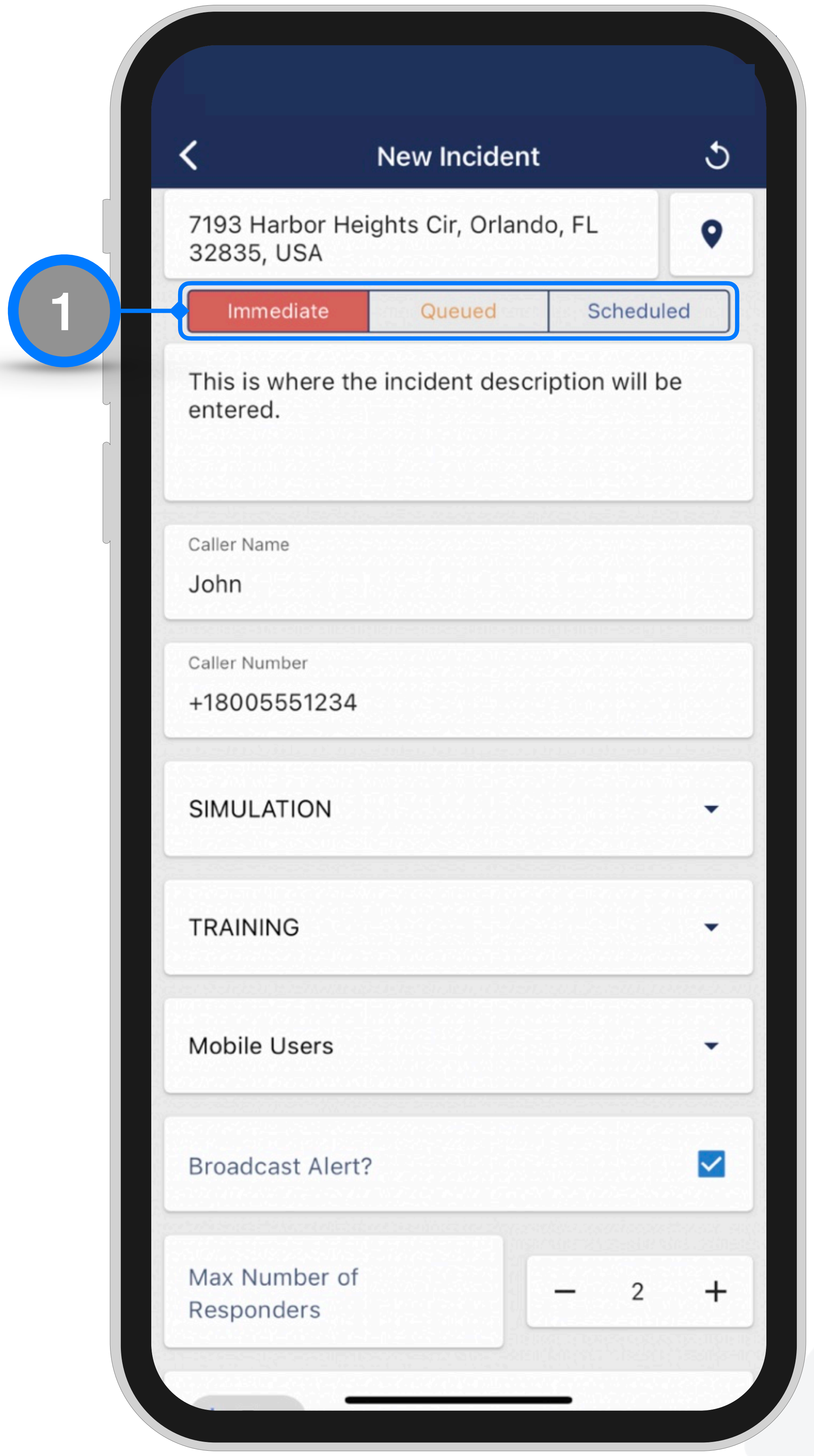
# 4.Other Features

## 4.4. Incident Dispatch Mode

This **requires special permission**

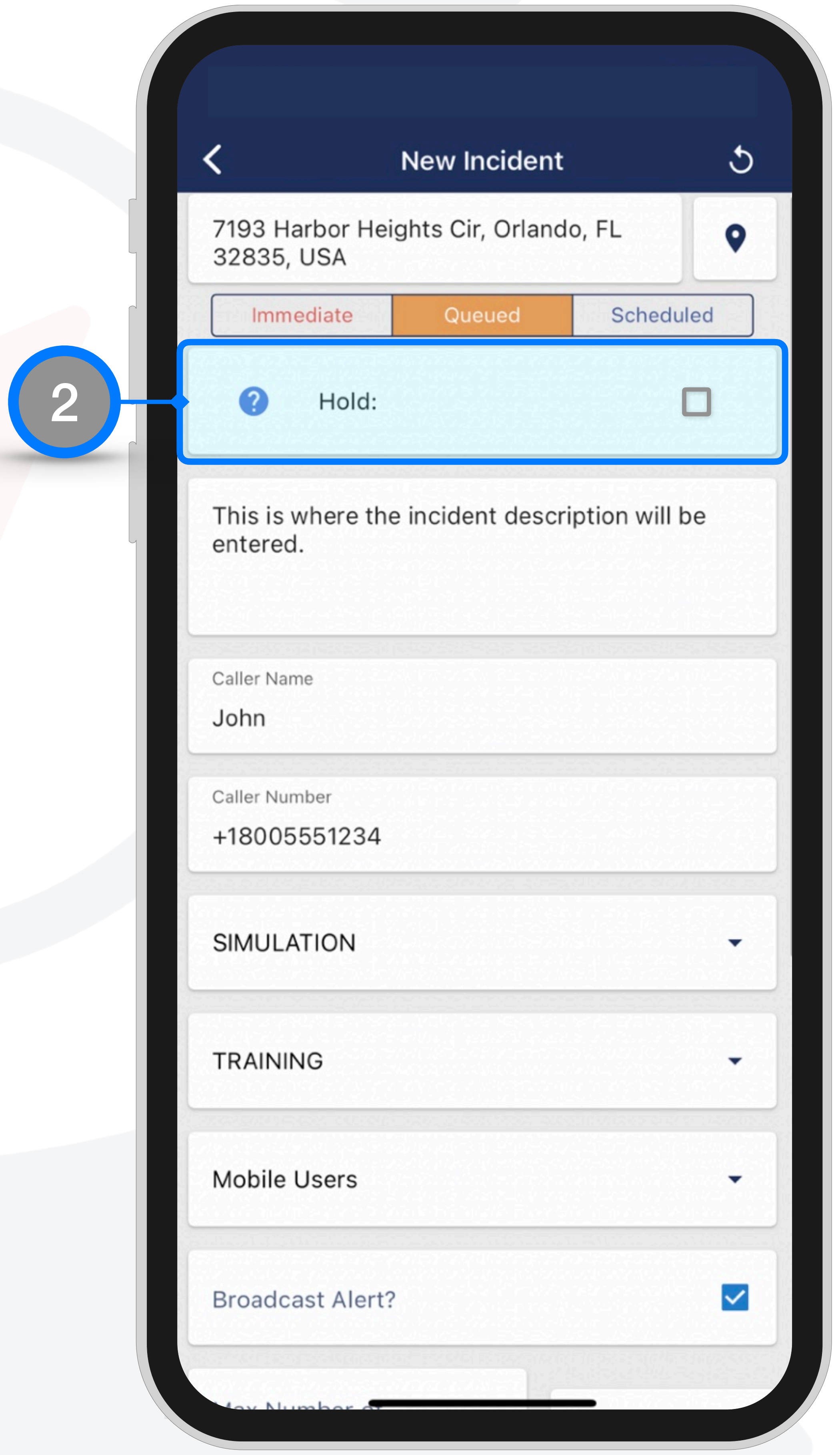
If your agency has enabled the use of multiple Incident Dispatch Mode you should be able to use this feature if you have the **Mobile Dispatcher Permission**.

### 1. Dispatch Mode Selector




Incident Dispatch Mode selectors will appear between the incident location and the description fields when creating a new incident as shown on the left.

### 2. Queued Hold




We have included a **Hold** checkbox when selecting 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 *Pre-Assign* responders while creating the incident, meaning it will generate an alert.

# 4. Other Features

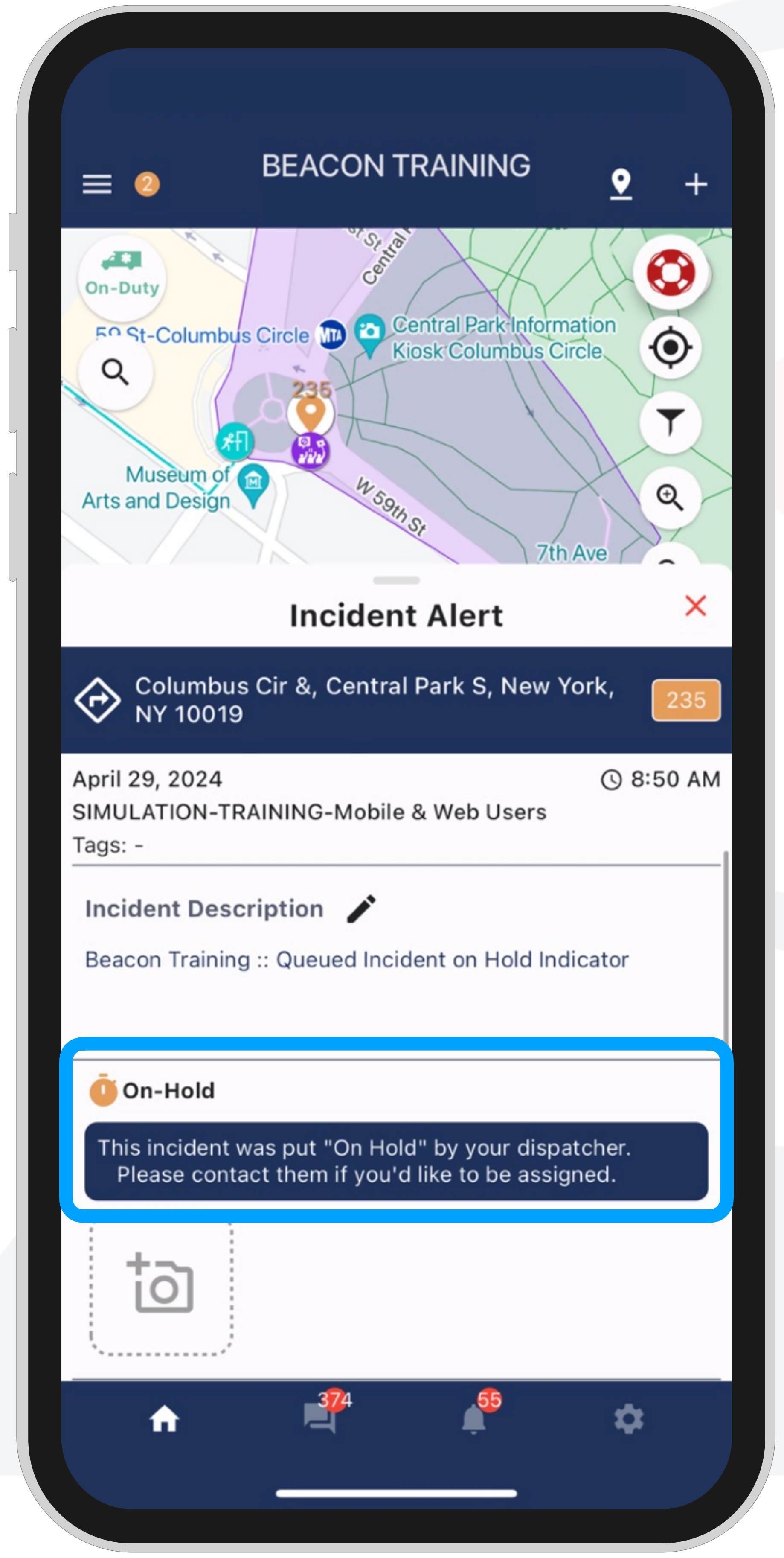
## 4.4. Incident Dispatch Mode

If your agency has enabled the use of multiple Incident Dispatch Mode you should be able to use this feature if you have the **Mobile Dispatcher Permission**.

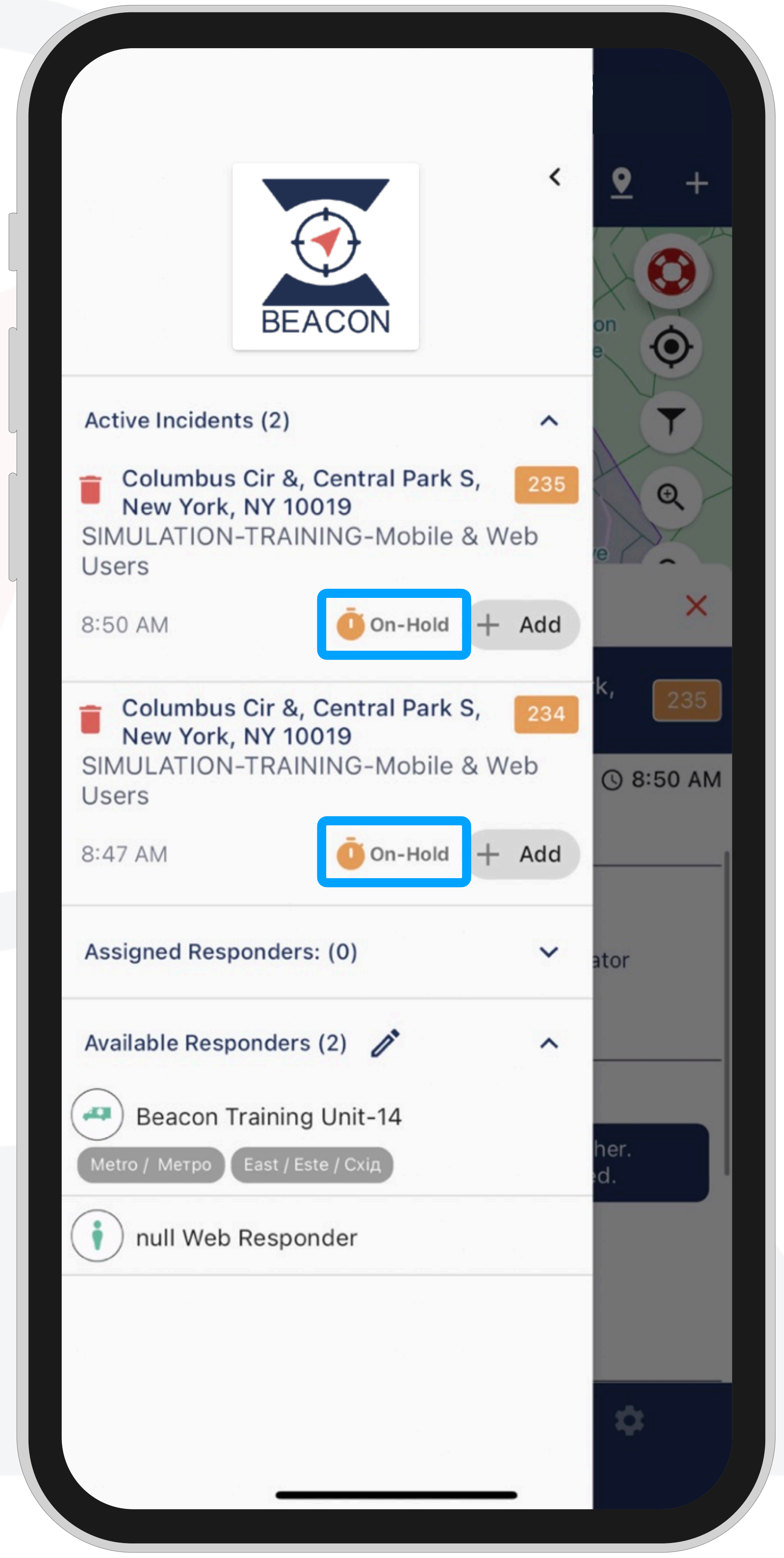
**Once created, Queued on Hold Incidents will display an icon indicator for easy identification on the Mobile App**

The **On-Hold** icon indicator will be visible on the:

**Incident Info Card**




**Mobile App Sidebar**



# 4. Other Features

This requires special permission

## 4.5. Update the Incident After Creation

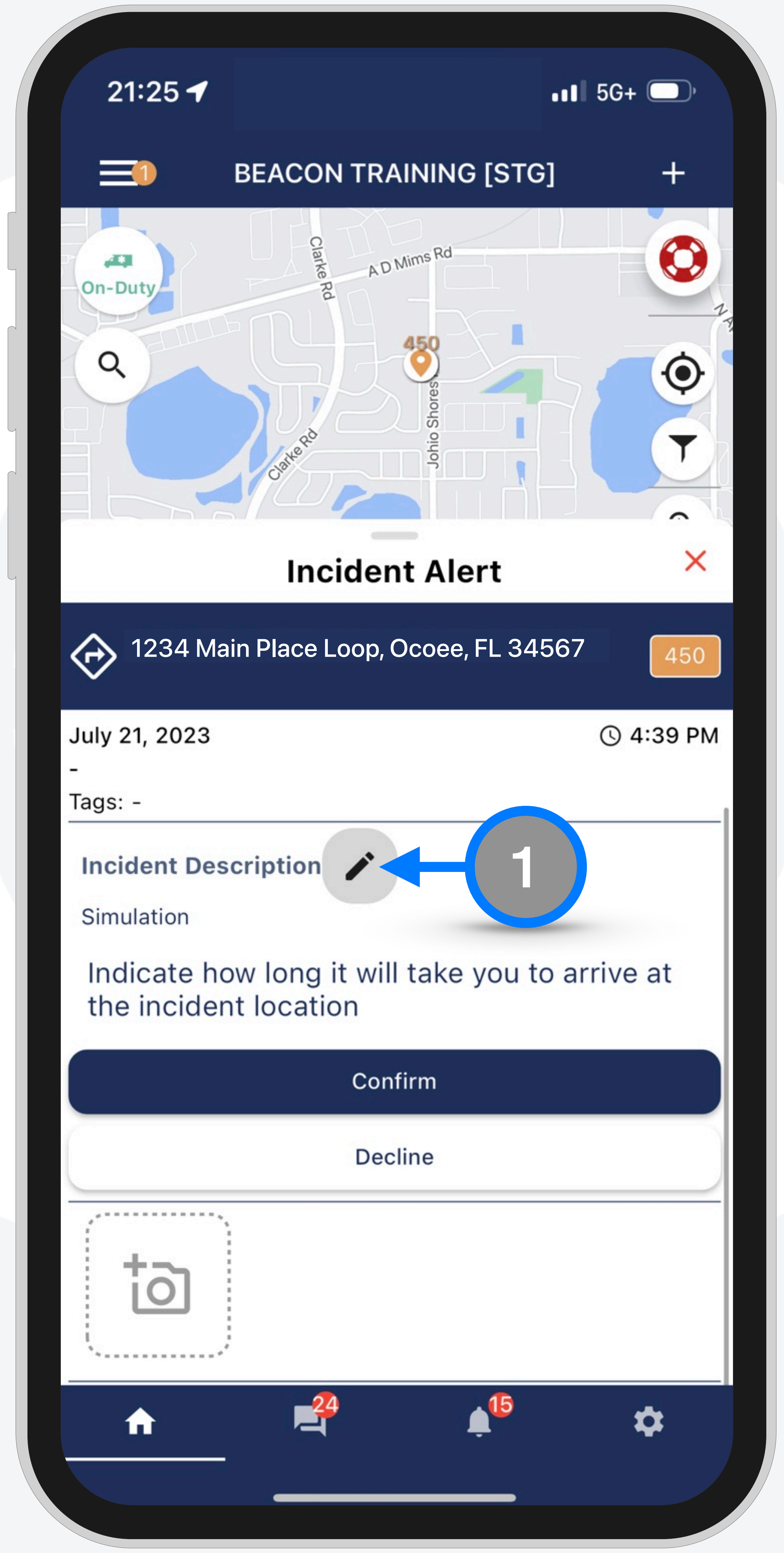
### 4.5.1. Update Description

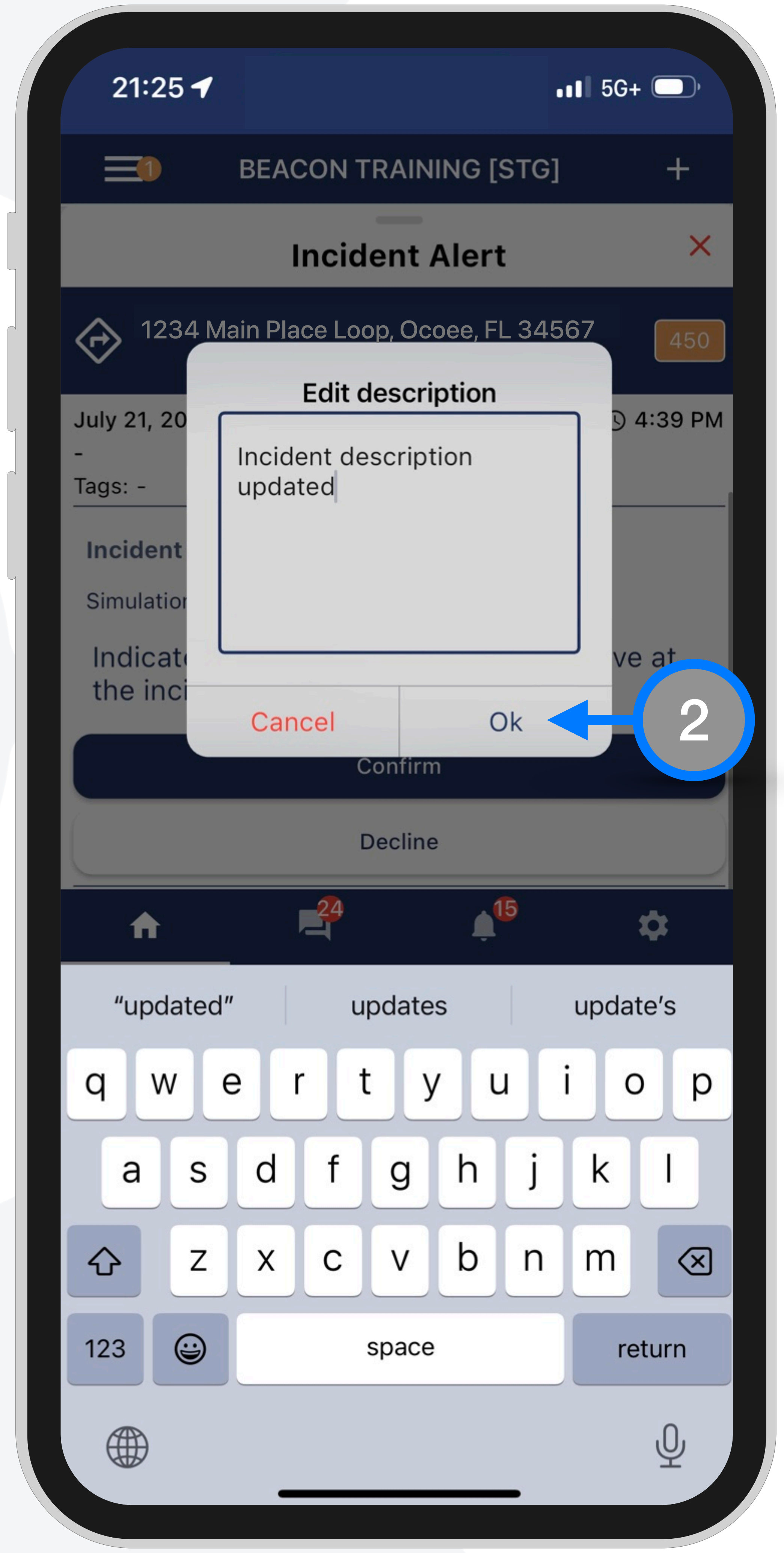
**Mobile Dispatchers are also able to update the incident description after the incident has been created.**

**To update the incident description through the mobile app:**

1. On the incident card, press the edit icon near the incident description
2. Update the incident description as needed and press OK when finished

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



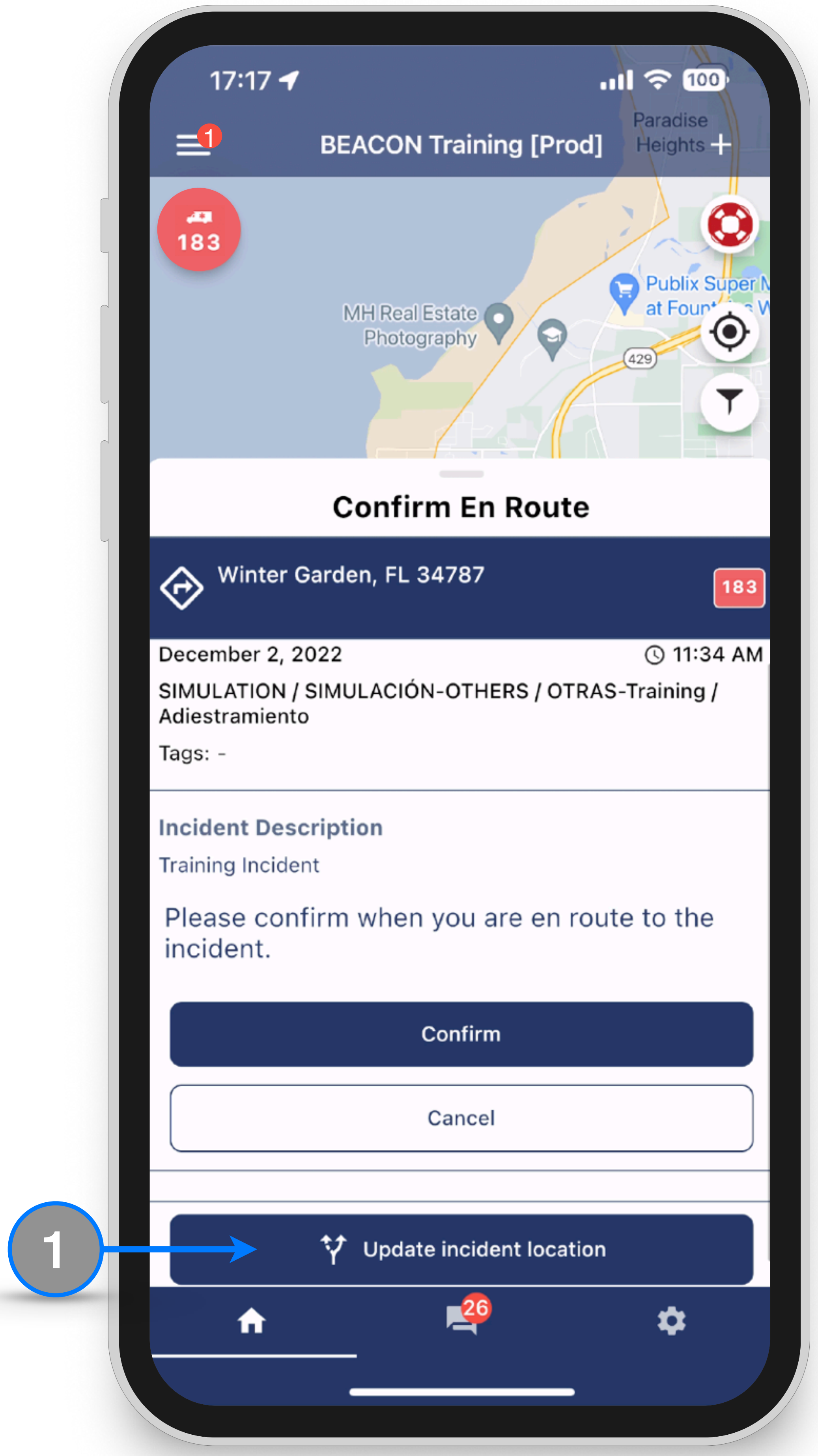
# 4. Other Features

## 4.5. Update the Incident After Creation

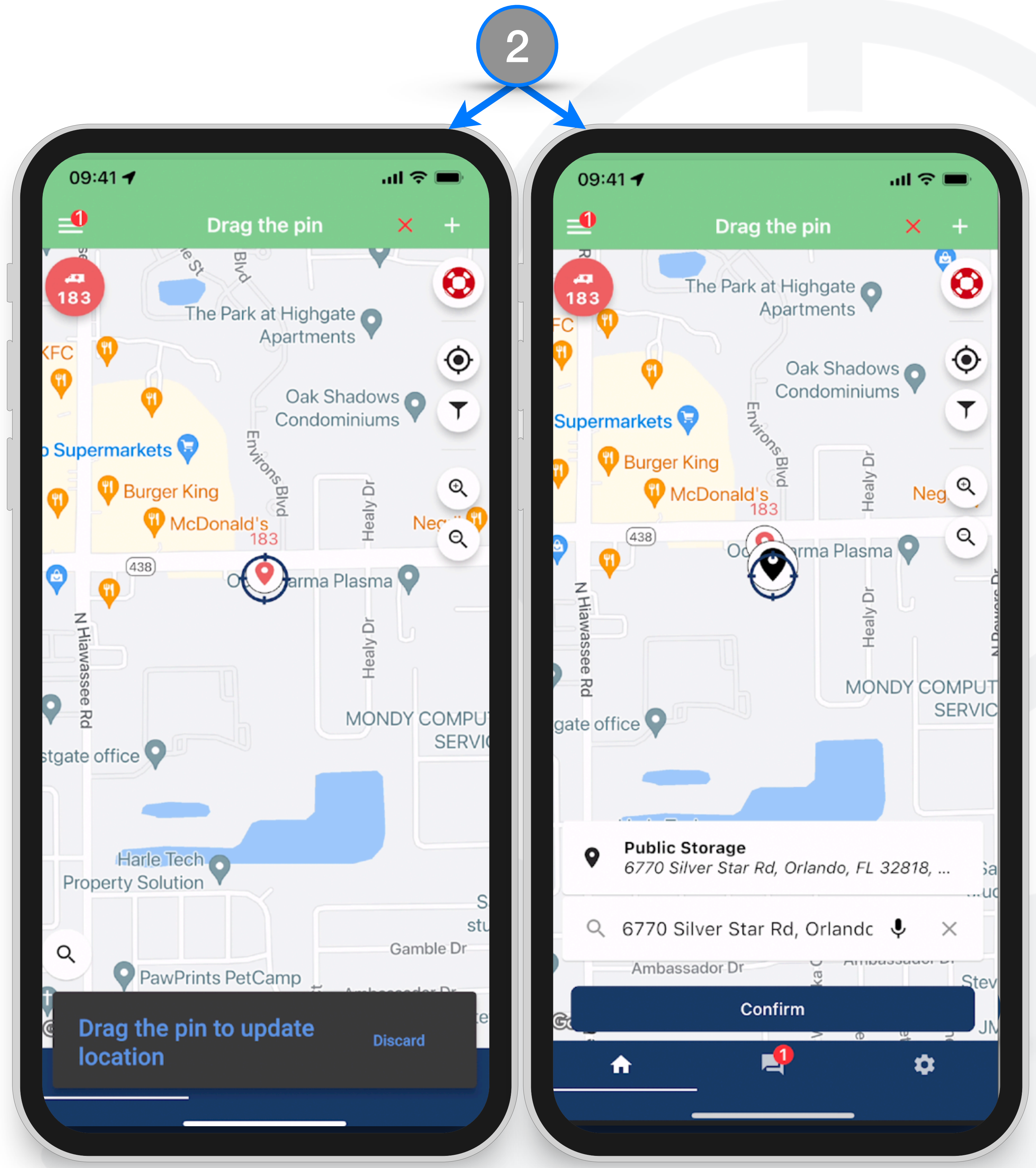
### 4.5.2. Update Location

Beacon also presents the option to Update the Incident Location if the responder has the correct information at the moment.

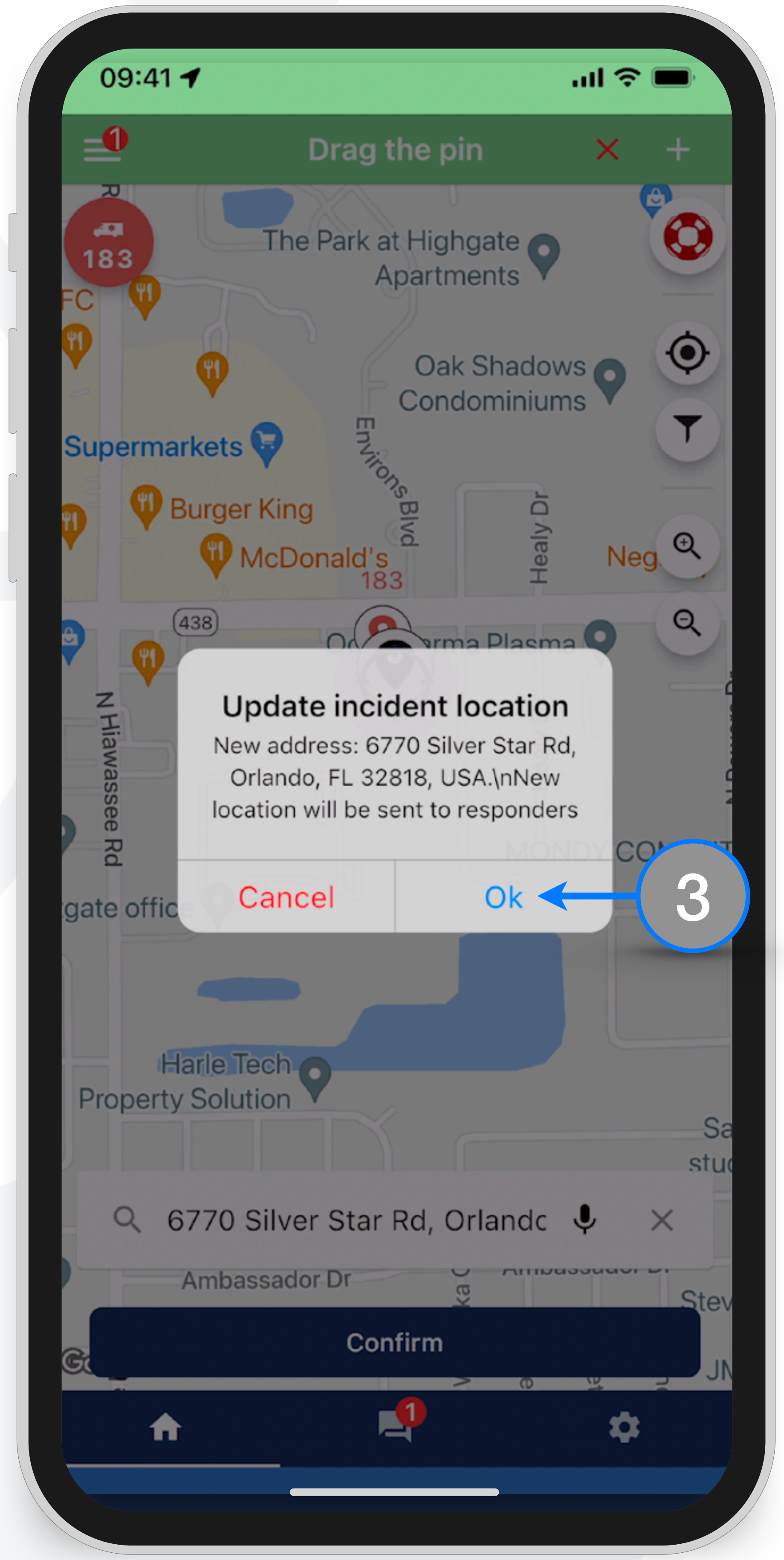
**1.** On the incident info card, press **Update Incident Location**



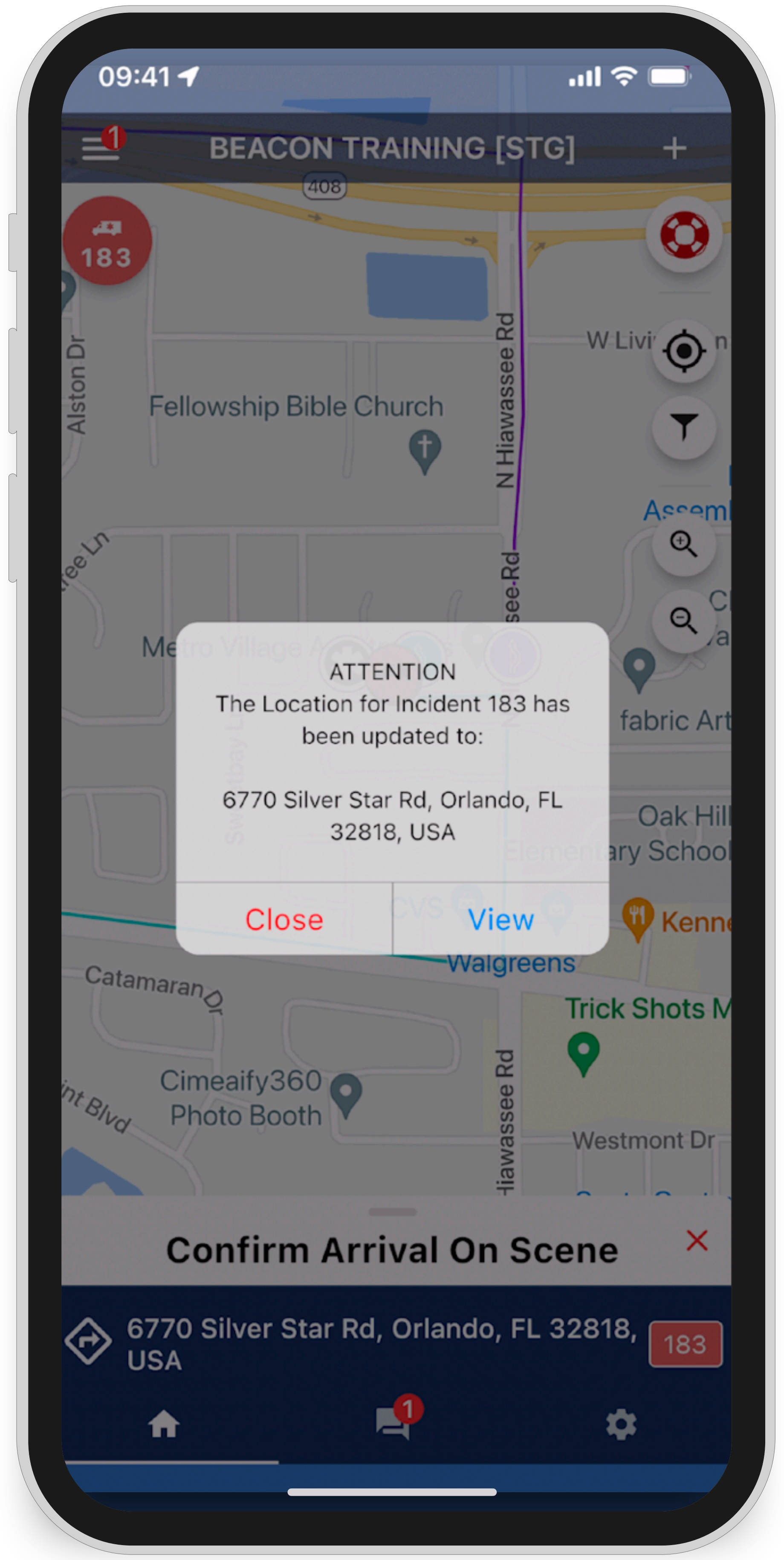

**2.** A map screen will open. Drag the indicator by sliding the screen or, use the search tool to locate a place or address and click confirm.




**3.** Verify and Confirm the Update




**4.** A message will be sent to responders and dispatchers to let them know



# 4. Other Features

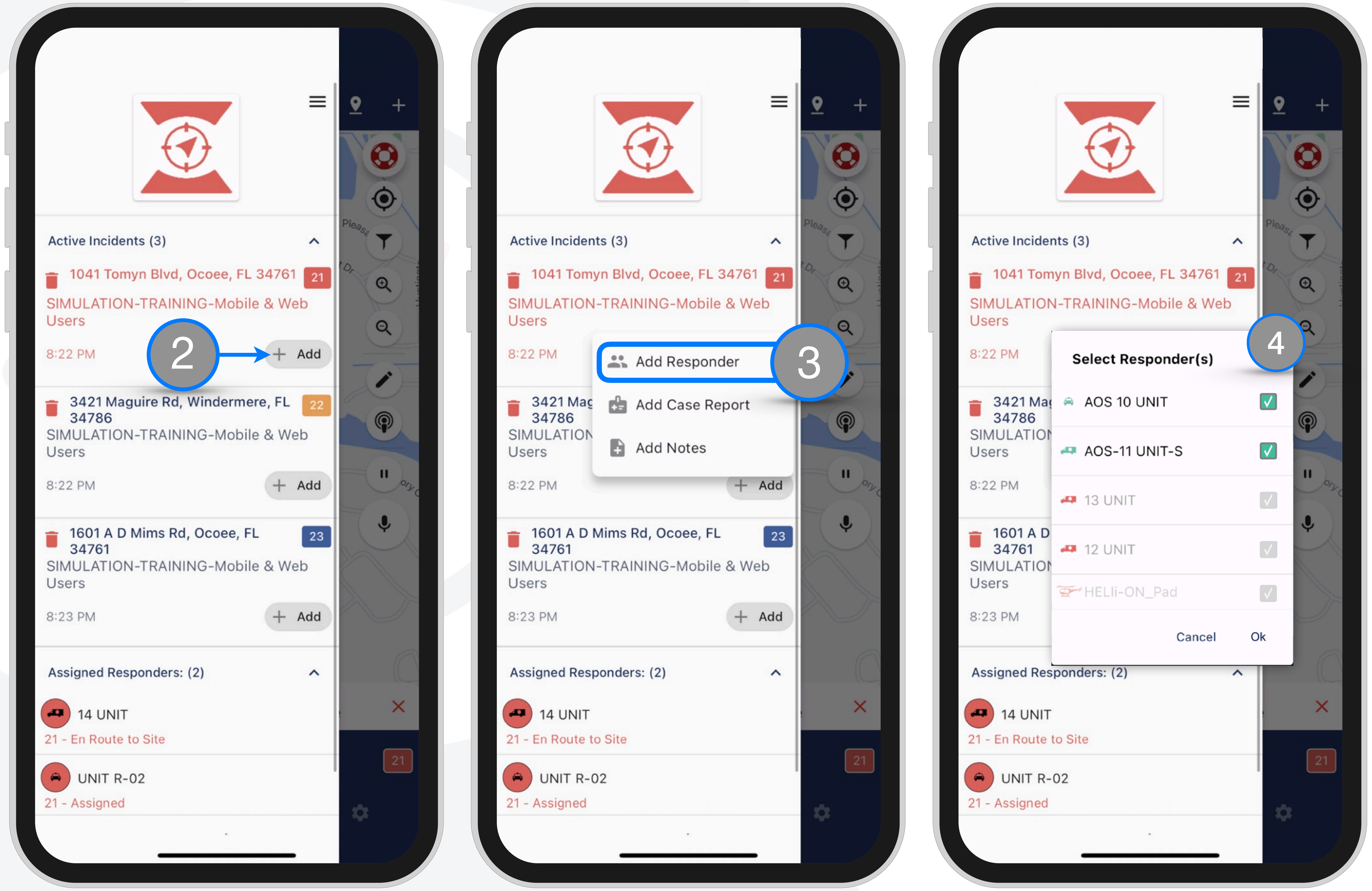
## 4.5. Update the Incident After Creation

### 4.5.3. Add Responders

**Mobile Dispatchers are also able to add more responders to an active incident.**

**To add more responders to an incident:**

1. From the Home Screen, press the **sidebar** icon (not shown)
2. Locate the active incident you would want to add more responders and press the **+ Add** button
3. From the list select **+ Add Responders**
4. A dialogue will pop up. Check the box for the responders you would like to assign to this incident and press **Ok**

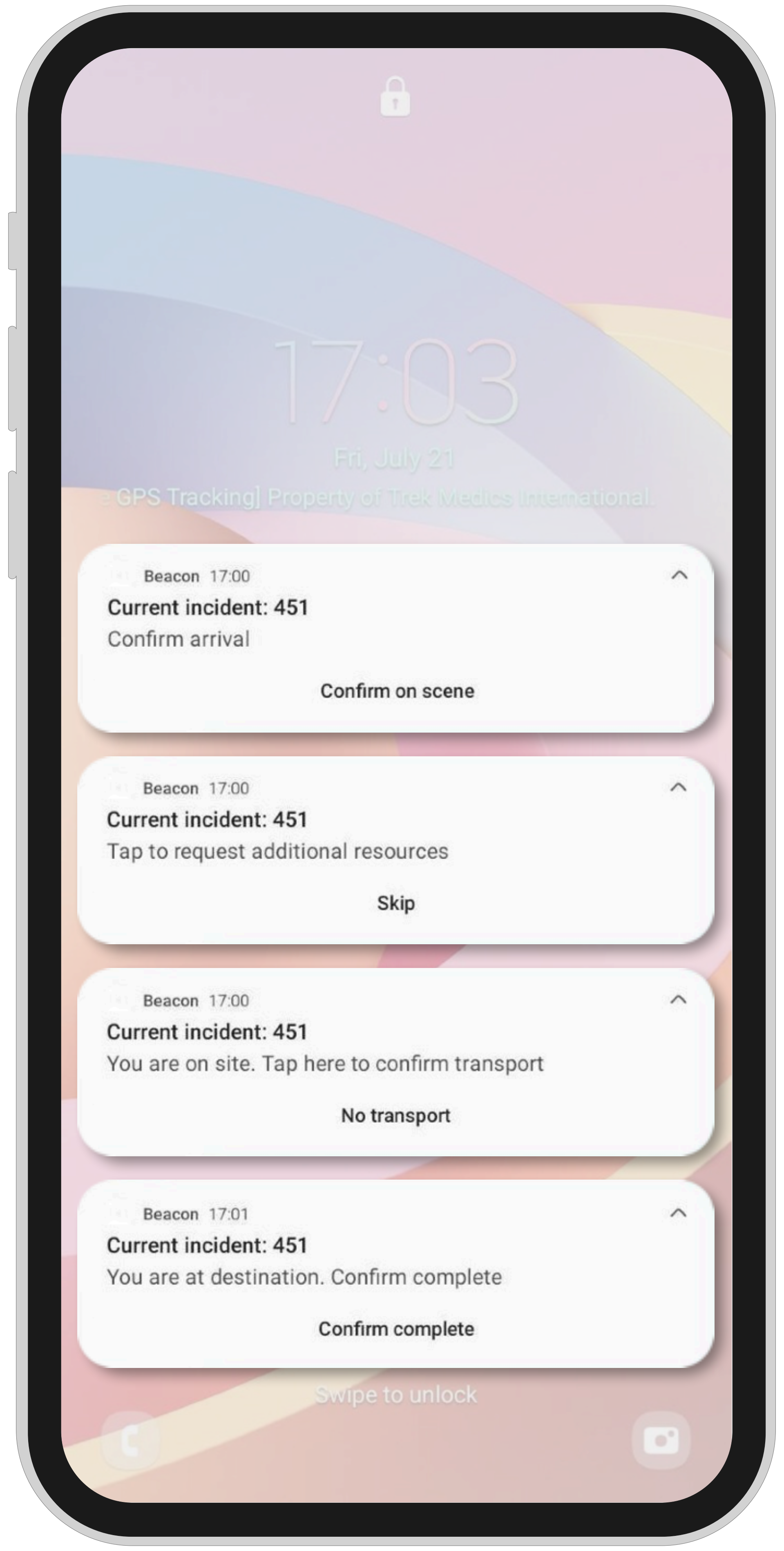



** *Additional Notes*:
The *Select Responder(s)* list will display and allow you to select responders according to the Dispatch Mode of the incident.

# 4.Other Features

## 4.6. Interactive Notifications

The introduction of interactive buttons to the mobile app push notifications will give the ability to continue the Incident Workflow without a need to open the app.

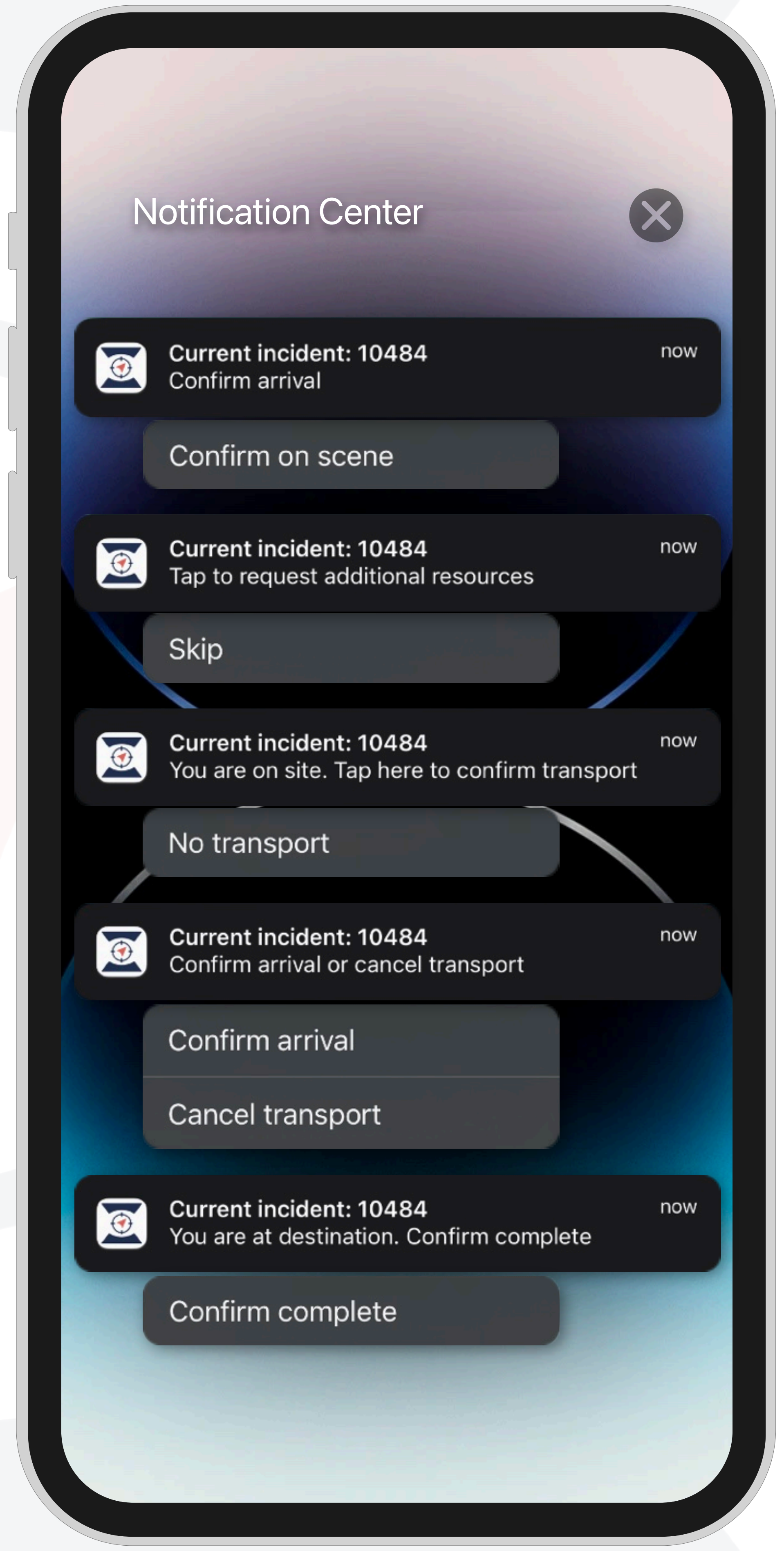



**To use interactive buttons on Android devices:**

1. Use the button on the notification banner when it arrives

   *or*

   Go to the notification center and look for the Beacon notifications.
2. Expand the notification to display the Workflow option.
3. When making a selection, a new notification will arrive with the next step on the Beacon workflow until the incident is completed.




**To use interactive buttons on iOS devices**

1. Press and hold on the notification banner when it arrives to display the interactive button

   *or*

   Go to the notification center and look for the Beacon notifications.
2. Press and hold the notification to display the Workflow option.
3. When making a selection, a new notification will arrive with the next step on the Beacon workflow until the incident is completed.

*** Please note that some incident response workflow features like Requesting Additional Resources and Transporting Patients require additional interaction with the mobile app to confirm the specific details. Also remember that different Responder Types have different workflow messages therefore Interactive Buttons on push Notifications might be different.

# Special Permissions for Mobile App Users

***Special Permissions*** grant mobile app users additional capabilities like ***Map Editor, Mobile Dispatcher, Manage Responders and Supervisor View***. These permissions do not fully replace all Web Dispatcher account capabilities but are very useful to manage operations On-the-Go.

**Special Permissions by sections on this guide document:**

- **Map Editor** — grants the ability to create landmarks, zones and paths map markers (Section **4.7.1**)
- **Mobile Dispatcher** — grants the ability to:
  - Create Incidents (Section **4.3**)
  - Update the Incident Information (Section **4.5**)
- **Manage Responders** — grants the ability to create, edit and delete responders directly on the mobile app (Section **1.5**)
- **Supervisor View** — allows to see the location of all other responders on the mobile app map at all times when they have allowed GPS Tracking services (Section **4.7.2**)

****** We advice to evaluate each permission to grant them accordingly to staff with operational, management and administrative level tasks on your agency.***

# 4. Other Features

## 4.7. Special Permissions

### 4.7.1. Map Editor

This requires special permission

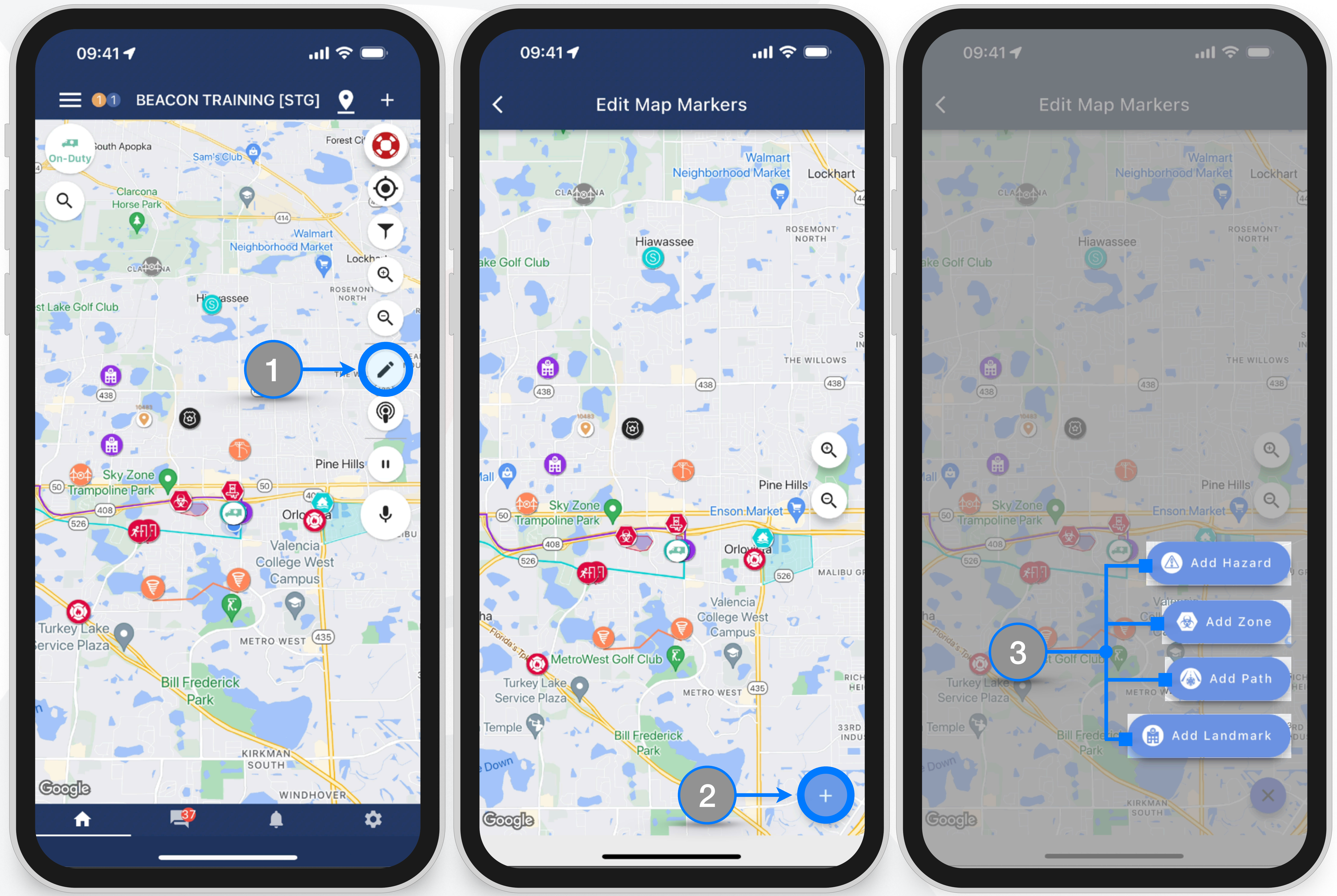
Responders who have been given the ***Map Editor permission*** can create landmarks, zones and paths map markers in a similar way it is performed through the Web Dispatcher interface. Editing markers and information capabilities are being developed and will be included in future updates.

**To Create map Markers:**

**1.** Press the edit icon located at the right side of the screen

**2.** Press the + symbol at the lower right corner of the map.

**3.** Select what type of marker you would like to create



# 4.Other Features

## 4.7. Special Permissions

### 4.7.1.Map Editor

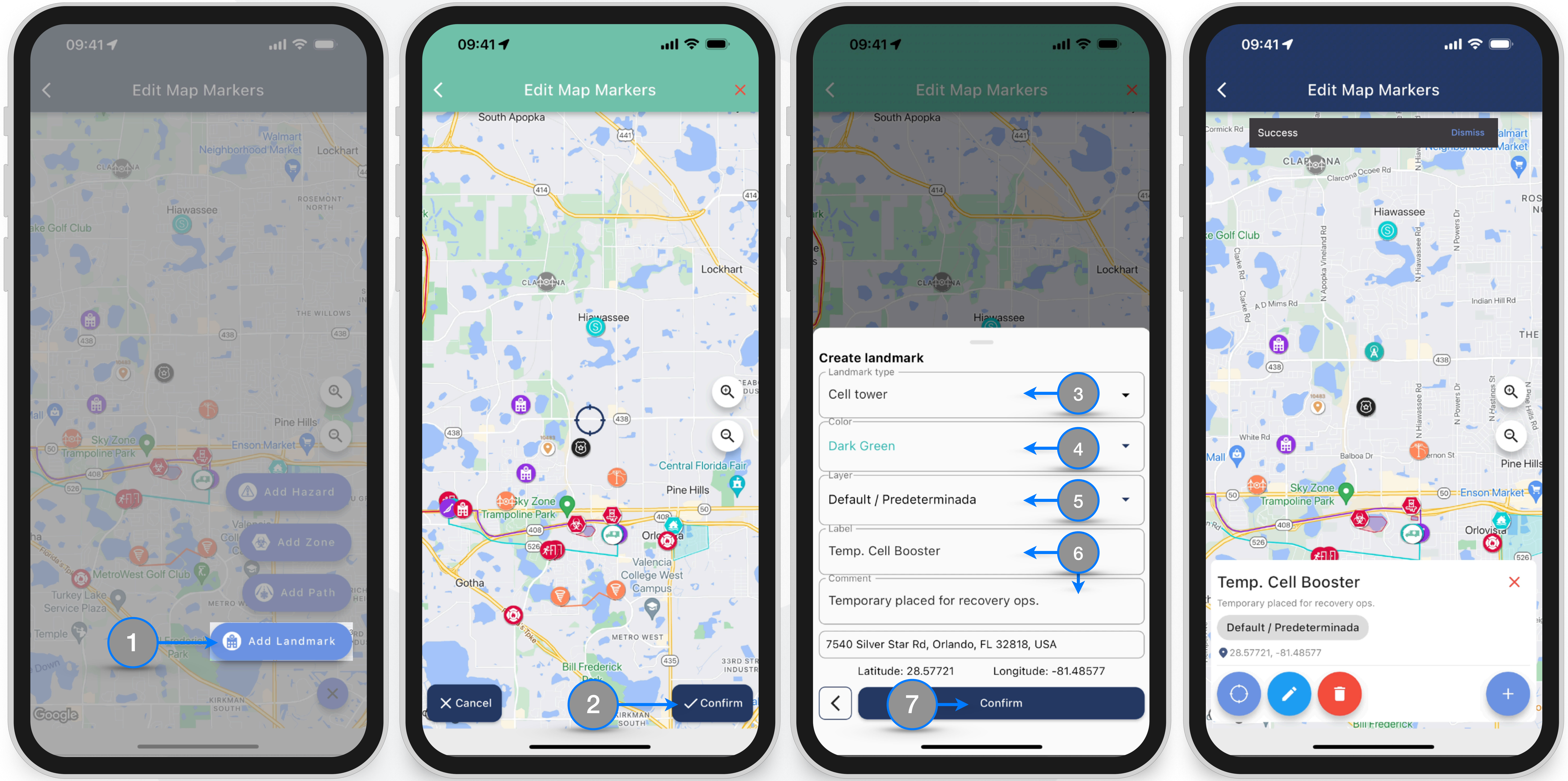
This **requires special permission**

**Landmarks** are fixed points of interest including transport destinations (hospitals, clinics, shelters…) and other general markers (fire stations, ambulance headquarters, AED’s)

**To create Landmarks:**

1. Press the Add Landmark button
2. Find the desired location on the map by sliding the screen and click Confirm
3. Select the Landmark Type
4. Select marker Color
5. Select the **Map Layer** you’d like the marker to belong
6. Add the landmark Label name (required) and Comment (optional)
7. Press **Confirm** to create the Marker

You can also follow these instructions to create ***Hazard*** markers.



# 4.Other Features

## 4.7. Special Permissions

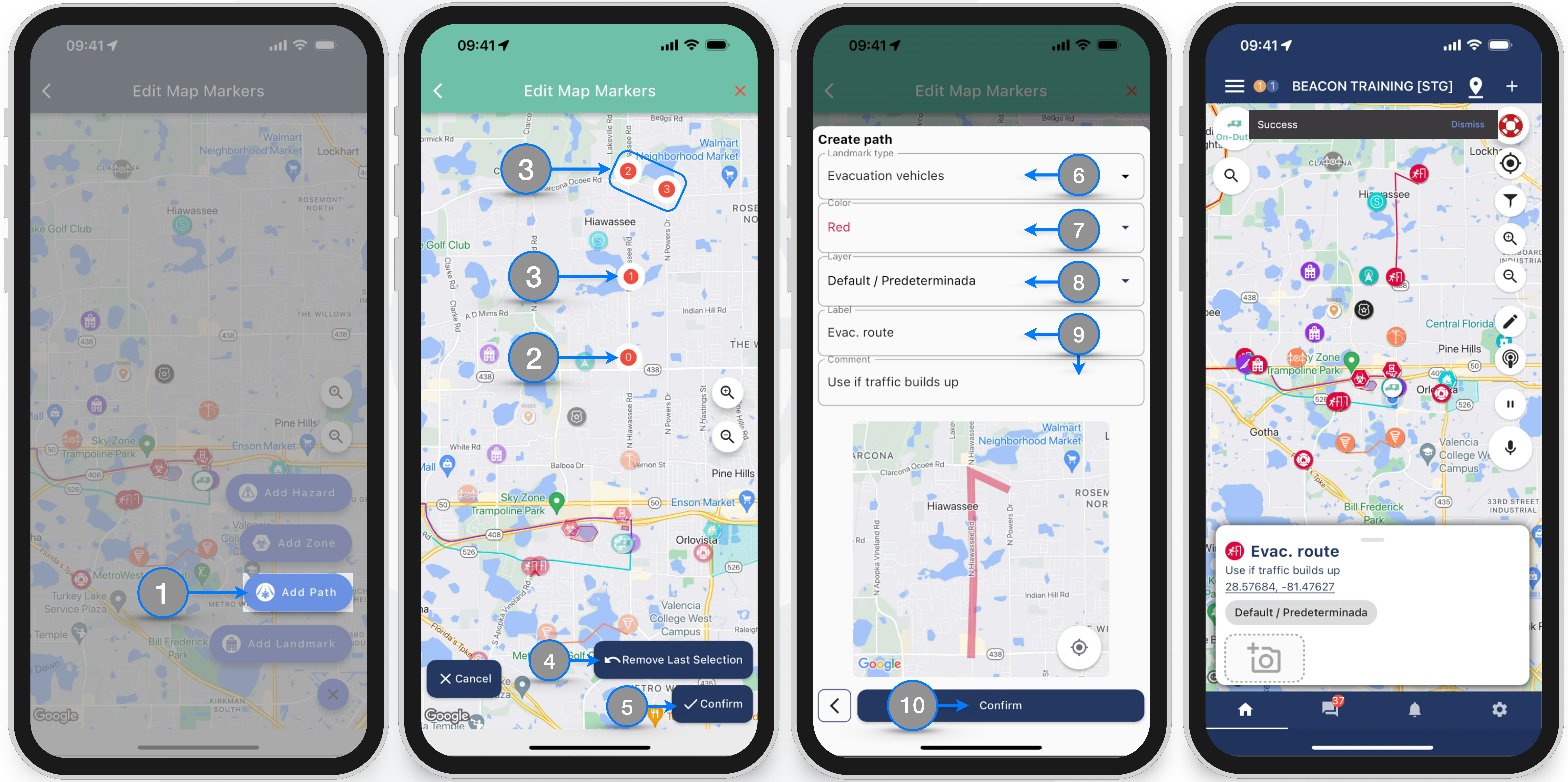
### 4.7.1.Map Editor

This requires special permission

**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. Press the **Add Path** button
2. Press on the screen to add the starting point.
3. Press other locations on the map to place additional vertices.
4. You can delete the last placed vertex by clicking **Remove Last Selection** so you can place that point in a different location
5. Click **Confirm** to finish the path
6. Select the **Path Type** from the dropdown
7. Select **Color**
8. Select the **Map Layer** you'd like the marker to belong
9. Enter the **Label Name** (required) and **Comments** (optional)
10. Click **Confirm** to create the path marker.



# 4.Other Features

## 4.7. Special Permissions

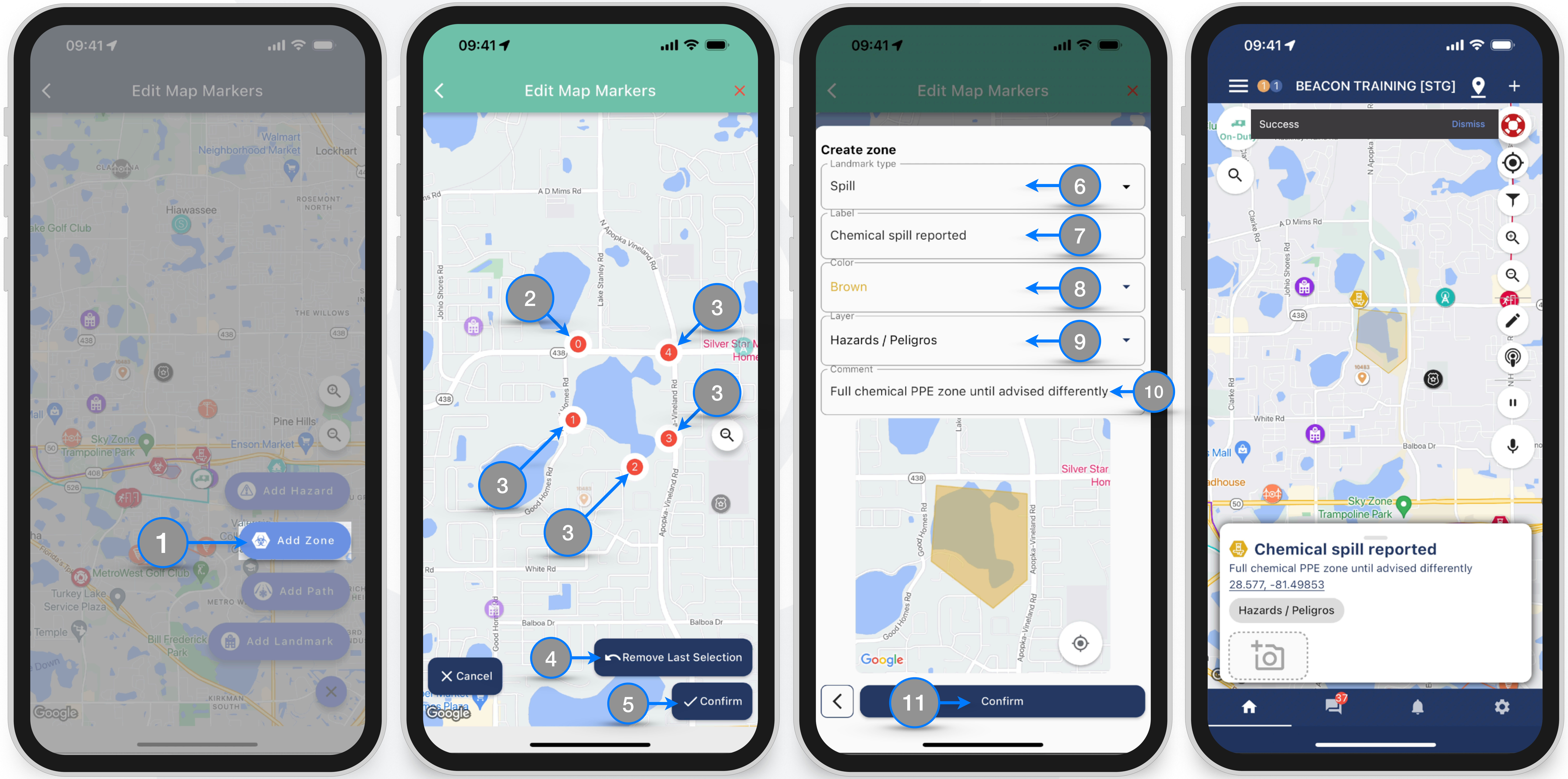
### 4.7.1.Map Editor

This requires special permission

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

**To add a new zone:**

1. Click the **Add Zone** button
2. Press on the screen to add the starting point.
3. Press other locations on the map to place additional vertices.
4. You can delete the last placed vertex by clicking **Remove Last Selection** so you can place that point in a different location
5. When you’re ok with the area created, pressing **Confirm** will finish the polygon and connect the first and last vertex
6. Select the **Zone Type** from the dropdown
7. Enter the **Zone Label** name **(required)**
8. Select **Color** for the marker icons
9. Select the **Map Layer** you’d like the marker to belong
10. Enter **Comments** (optional)
11. Click **Confirm** to create the marker



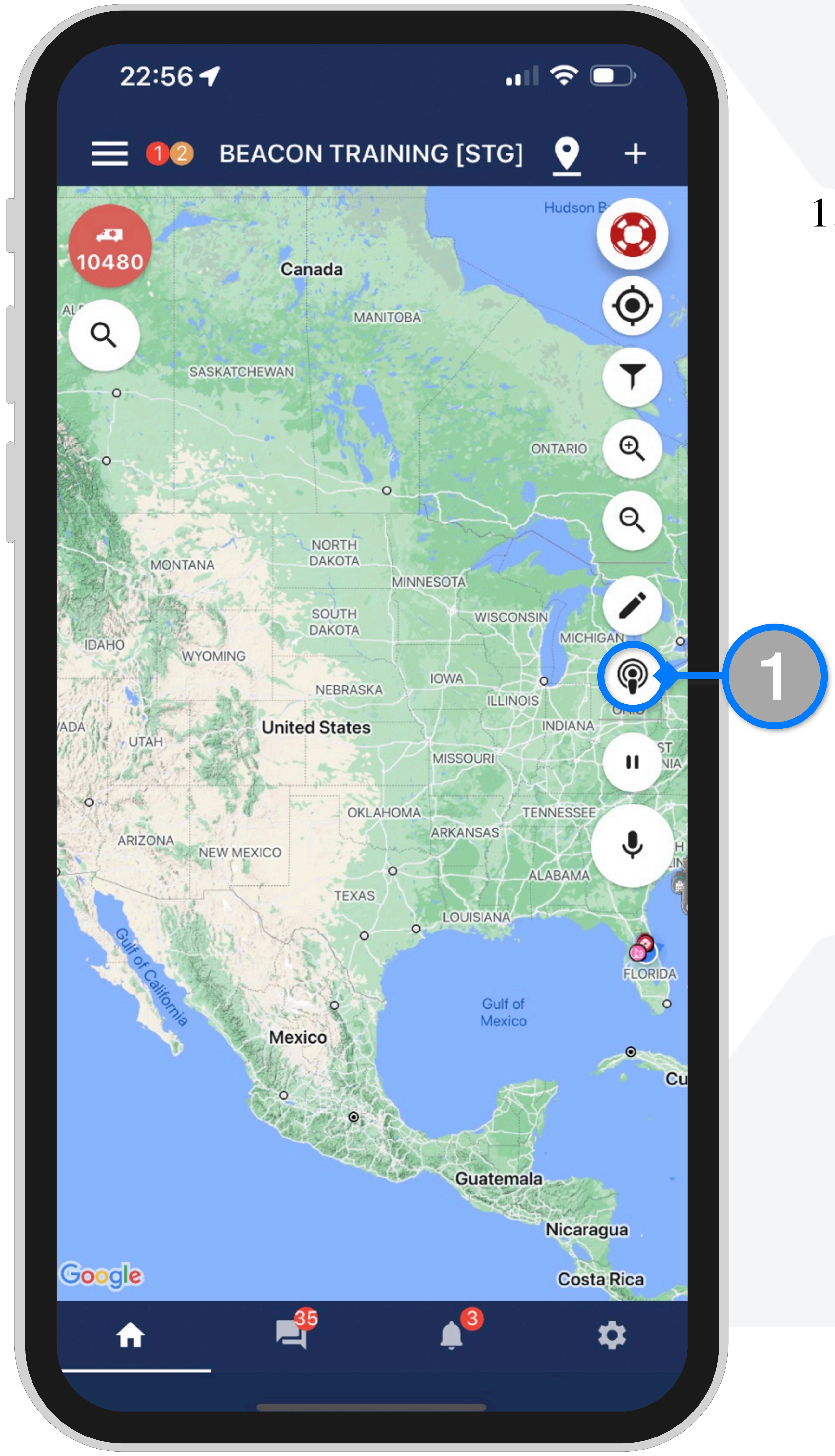
This requires special permission

# 4.Other Features

## 4.7. Special Permissions

### 4.7.2.Supervisor View

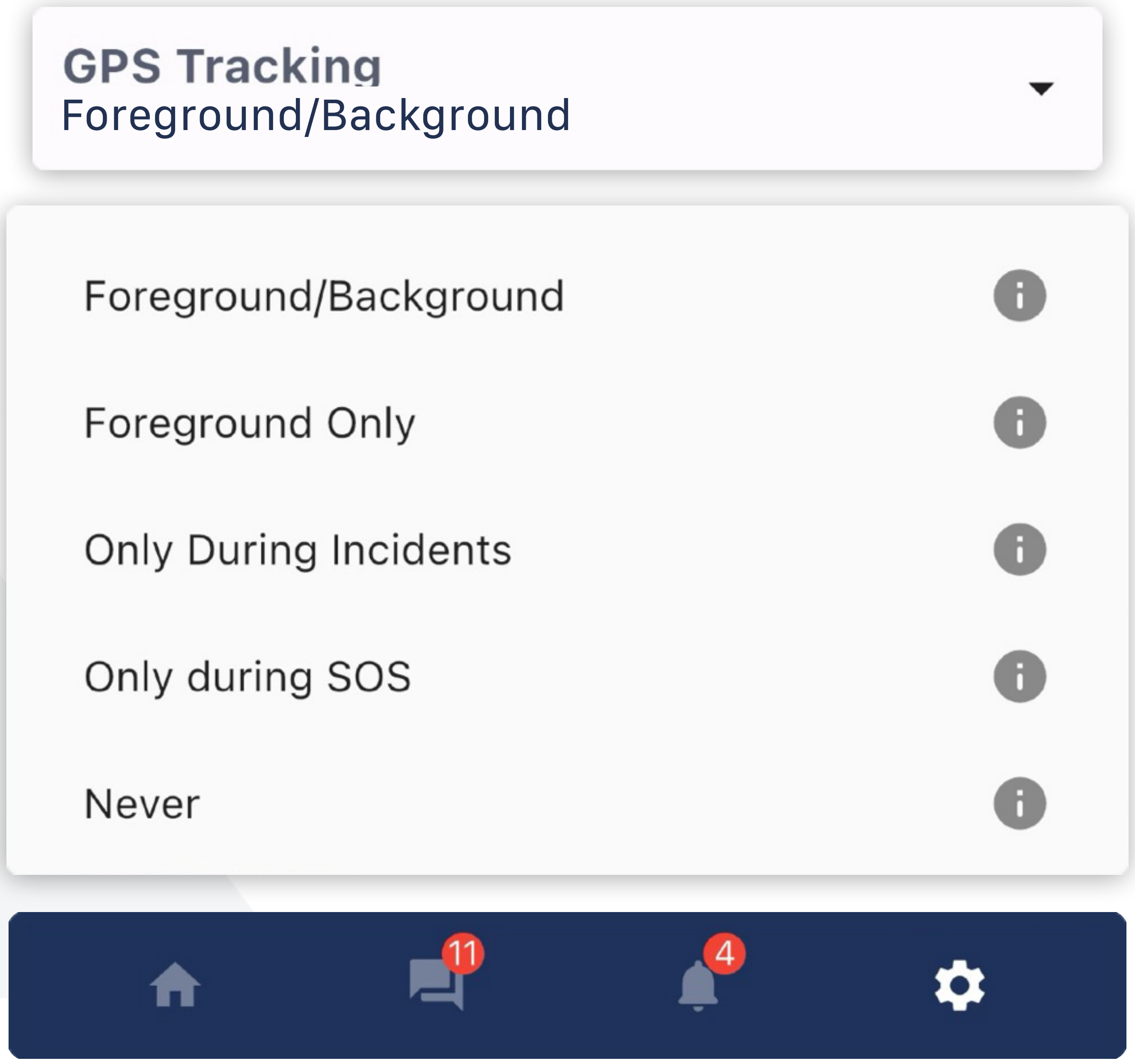
**Ping Button Now Available for Users with Supervisor Permissions**




1. Press the ping button to retrieve the most updated location of all responders. All responders who have enabled GPS Tracking permissions will be displayed on the map.

***Additional Notes*:

- Location permissions should also be granted to the Beacon app on the device settings in order for GPS tracking to work accordingly.
- If GPS permissions are enabled, the responder's location should update as described on the settings selected for GPS Tracking inside of Beacon



# 4.Other Features

## 4.7. Special Permissions

### 4.7.3.Responder Management

**Responder Manager Permission features are explained in *Section 1. 5***

### 4.7.4.Mobile Dispatcher

**Mobile Dispatcher Permission features are explained in *Section 4. 3***

# 4. Other Features

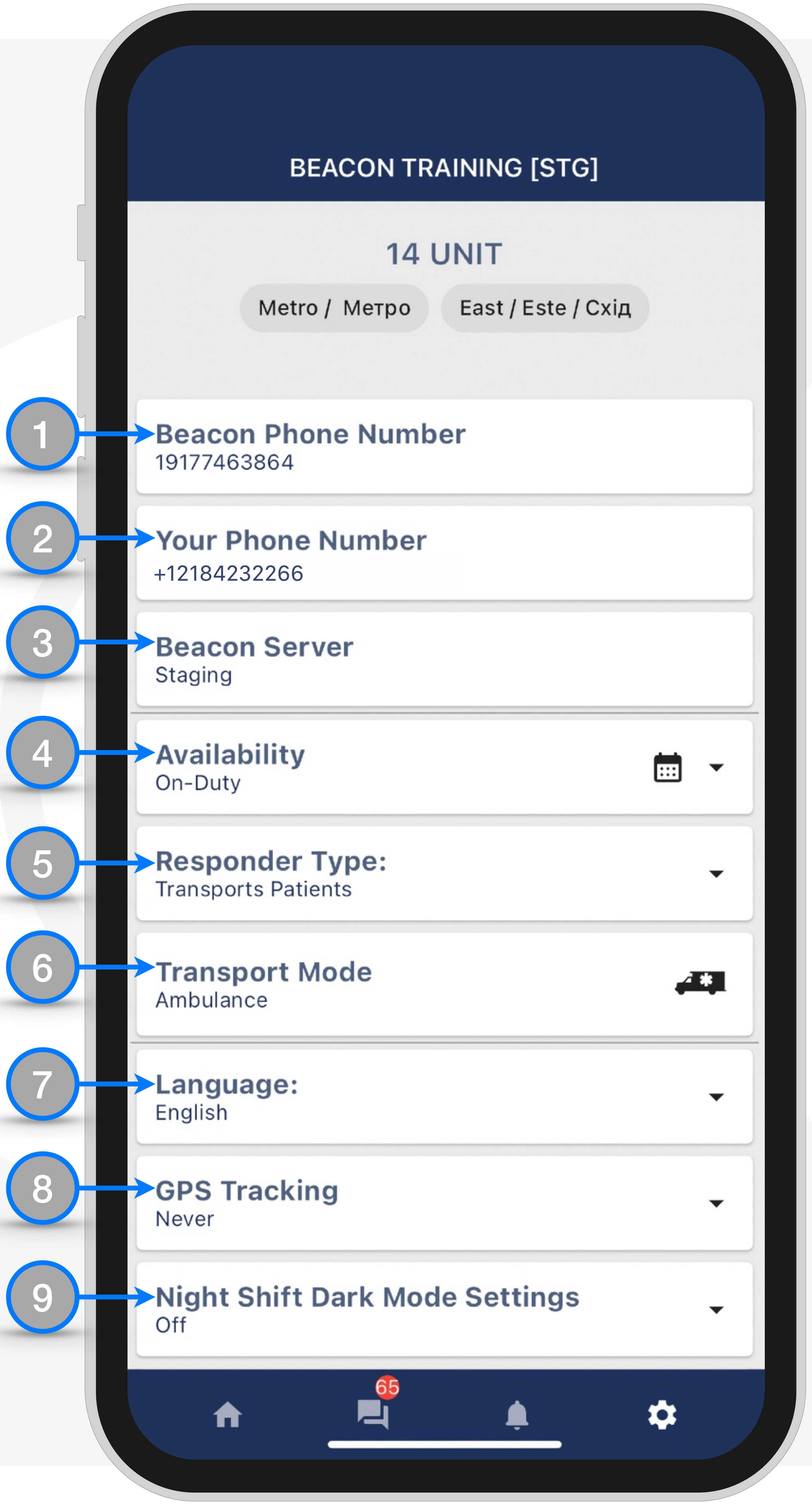
## 4.8. Mobile App Settings

The **Settings page** allows responders to configure the app and manage their status.

1. **Beacon Phone Number** — The phone number that was used to pair your device with the Beacon app. This is also the number used to send and receive alerts from Beacon by SMS when in SMS Mode.
2. **Your Phone Number** — The phone number you used to register your device with Beacon. This is also the number that Beacon will send and expect to receive SMS from when you're interacting with Beacon in SMS Mode.
3. **Beacon Server** — The Beacon server instance that your agency account is connected.
4. **Availability** — Allows you to set your duty status to *On-Duty* (shown as a green icon) or *Off-Duty* (shown as a gray icon).
5. **Responder Type** — Allows you to select which response workflow messages you'll receive. You have four options:
   - Patient Transport — Recommended for responders who transport patients, like ambulance personnel
   - Response Only — Recommended for responders who do not transport patients, like firefighters, search-and-rescue, community responders, etc.
   - Animal Transport — Recommended for animal rescue that involves animal transport
   - Transfer / Delivery — Recommended for responders who are making scheduled and/or non-urgent transfers and deliveries

   *Read more here to learn about different Responder Types and their message workflows
6. **Transport Mode** — Allows you to select your transport mode.
7. **Language** — Sets the language you want displayed in the mobile app as well as SMS messages

*Note: Settings that do not have a dropdown arrow cannot be changed/configured through the mobile app*




8. **GPS Location Settings** — Beacon will collect and display the mobile app user's GPS location based on user selection through the mobile app's Settings page, specifically:
   - ***Always "Foreground/Background" will enable GPS tracking:***
     - When the app is first opened
     - When the app is in the foreground
     - When the app is in the background
     - Every 30 meters when moving
   - ***While the App is Open "Foreground Only" will enable GPS tracking:***
     - When the app is first opened
     - When the app is in the foreground
     - Every 30 meters when moving
   - ***Only During Incidents will enable GPS tracking:***
     - When the app is first opened
     - When the app is in the foreground
     - When the app is in the background
     - Every 30 meters when moving
   - ***Only During SOS*** will actively track and share the responder's location with other Beacon users with the correct permissions only while in SOS mode
   - ***Never*** means the GPS location is never tracked

   *Important:* Unless otherwise instructed by your management, we recommend that you select "Only During Incidents" if your phone isn't plugged into a constant power source in order to prevent the GPS tracking from quickly draining your battery. Additionally, the user's GPS location will never be tracked when their status is set to "Off-Duty" or when the mobile app is terminated/swipe-closed.
9. **Night Shift Dark Mode Settings** — Makes the Beacon app adapt the display to reduce the eye strain. It is recommended for users that are regularly working during night or on low light environments.
   - ***Automatic****: This selection will make the Beacon app adapt in coordination with your device system settings*
   - ***On****: This will make Beacon to always display in Night Shift Dark Mode*
   - ***Off****: This selection tells Beacon to never change display settings to reduce eye strain*

# 4. Other Features

## 4.8. Mobile App Settings (Continued)

10. **Messaging —** Describes how you will receive communications from Beacon
    - *Data* means you will receive messages and alerts through the mobile app via push notifications
    - *SMS* means you will receive alerts through your phones default text messaging app. When the phone is set to SMS Mode, you'll see a yellow banner across the app screen that says *SMS Mode Enabled*
        - Another way to switch from Data to SMS is to send 789 to the Beacon number as an SMS message. After you do this, you'll get a reply message from Beacon saying "*You have switched from Data to SMS messaging*"

    ****Important***: It's possible to have the Beacon mobile app set to SMS mode but still receive messages via data, too. If you see the *SMS Mode Enabled* banner but want to communicate with Beacon via the mobile app, change the Messaging settings back to Data in order to not accrue unnecessary SMS costs**.**
11. **Volume - Voice messages and in App notifications** — Use the slider to adjust the volume of voice messages and in-app notifications
12. **Volume - Chat message notifications** — Use this slider to adjust the volume of Chat messages notifications specifically
13. **Don't Lock the screen while the app is open** —Enable to prevent the device screen from locking while using the app
14. **Visual Density** — Select between Standard, Comfortable and Compact to adjust the view of the app interface
15. **Marker Size** — Manually select the map marker icons size or check the Dynamic Marker size box to automatically adjust marker size when zooming in and out the map
16. **Chat Settings** — Use these settings to manage Chat Messages cached data
17. **Performance Report** — Press the button to display your personal stats in the aggregate (i.e., "all-time")
18. **Incident History** — Press the button to display a list of incidents that you have responded to or dispatched in the last thirty days. You can also add *Incident Notes* and create *Case Reports* for these incidents
19. **LOG OUT** — Pressing this button will end the current session and redirect to the initial *Sign In* screen on of the Beacon mobile app
20. **SHUT OWN APP** — Pressing this button will force quit Beacon but will not end the current user session
21. **Resources** — A series of resources links and information about Beacon and Trek Medics
22. **App Version Number** —At the very end of the Settings page you will find the ***App Version*** you currently have installed on your device. This will come handy when requesting technical support from a Trek Medics team member