

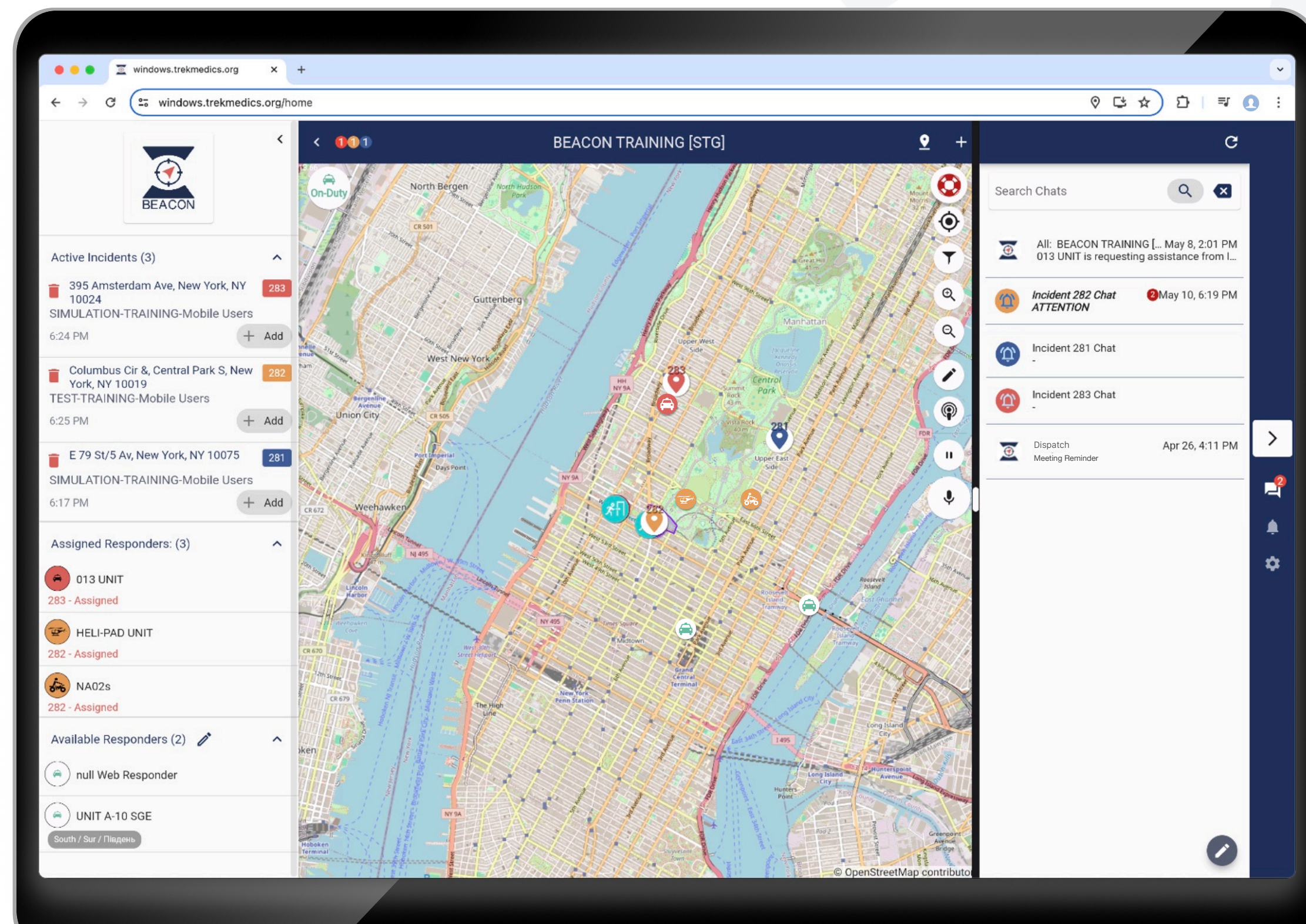
# BEACON

QUICKSTART GUIDE FOR  
MOBILE WEB RESPONDERS





# Introducing the Beacon Mobile Web Responder Interface



The Web Responder Interface is designed for users with Windows-based devices and can be accessed through compatible internet browsers. This allows users to utilize their Windows laptops or tablets in the same way that mobile app users interact with their smartphones.

[docs.trekmedics.org](https://docs.trekmedics.org)

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

Support Team Contact

[info@trekmedics.org](mailto:info@trekmedics.org)  
**+1.218.4BEACON ( +1.218.423.2266 )**

## **1. Before Using the Web Responder Interface**

- 1.1. Accounts Registration
- 1.2. Supported Browsers
- 1.3. Desktop Shortcut Install

## **2. Accessing the Web Responder Interface**

- 2.1. Initial Sign Up
- 2.2. Critical Beacon Settings \*

  - 2.2.1. Maps Provider
  - 2.2.2. GPS Tracking
  - 2.2.3. Volume Settings
  - 2.2.4. Visual Density & Marker Size
  - 2.2.5. Use Only Desktop Mode

## **3. Critical Browser Permissions**

- 3.1. Accessing Browser Permissions for the Web Responder Interface
  - 3.1.1. Notifications
  - 3.1.2. Sound
  - 3.1.3. Location Sharing
  - 3.1.4. Other Permissions
  - 3.1.5. Other Browser Settings

## **4. Recommended Device Settings**

- 4.1. Accessing Windows Device Settings
  - 4.1.1. Sounds
  - 4.1.2. Notifications
- 4.2. Using Virtual Keyboard



# 1. Before Using the Web Responder Interface

## 1.1. Accounts Registration

Registering a responder under an Agency Account is the first step in order to be able to use the Web Responder Interface. Beacon Account Managers are the only users that have the ability to add, edit and delete responders; please refer to them if in of a responder account.

To make sure that the responder information is registered correctly pay special attention to the following aspects:

- 1. First/Last Name** – Enter the responder’s first and last name
  - Note: If the user is a response vehicle, enter the vehicle identifier in the Last Name section only (e.g., Unit 414)
- 2. Phone Number** – Be careful to select the correct international code by using the correct flag
  - Note: If phone numbers begin with “0” when dialing domestically, it should not be included at the beginning of the phone number.
- 3. Email** – Enter an email for the responder account. Adding an email that works is an alternative to access the responder interface.
- 4. Responder Type** – Set the type of response workflow required for the responder.
  - Transports Patients – Workflow for responders who will transport patients to the hospital or other destination facilities
  - Response Only – Workflow for responders who only respond to the incident scene, but don’t provide transport (e.g., Firefighters, Community Responders etc)
  - Transports Animals – Workflow for animal rescue groups who transport animals to clinics
  - Transfer/Delivery – Workflow for responders who transfer patients and/or make multi-stop deliveries
  - Notification Only – For agencies that only need Responders to acknowledge alerts

The above are just some of the aspects about registering responder accounts.

To read more about adding responders please revise the Dispatcher Guide on our documentation website here:

<https://docs.trekmedics.org/documentation/dispatcher-resources/key-functions/add-and-edit-responders/>



# 1. Before Using the Web Responder Interface

## 1.2. Supported Browsers

Beacon Mobile Web Responder Interface can only be accessed through compatible web browsers. The following browsers have been tested and confirmed to work with the Web Responder Interface:



Chrome



Edge

### Not currently compatible:



Firefox

Although we are currently working to make Beacon Web Responder app compatible with Firefox we will not be recommending the usage of this browser at this time.

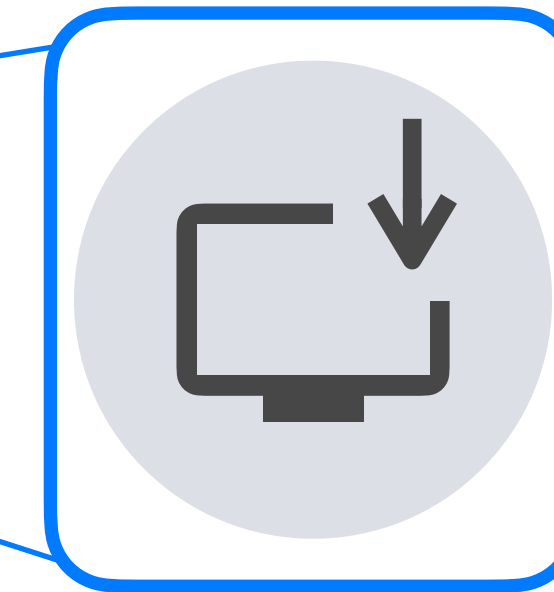
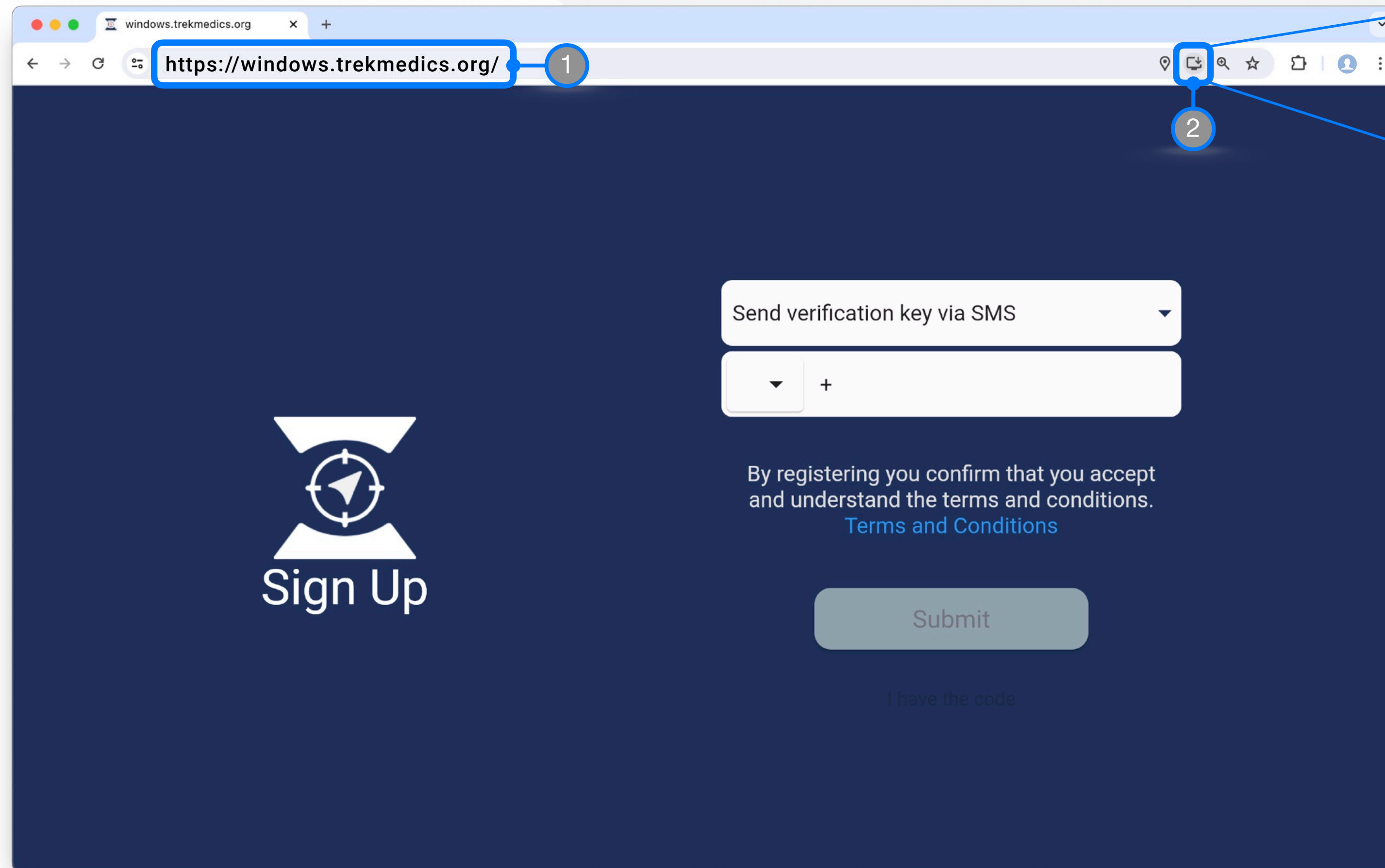
The web responder app will not work properly when using Firefox.



# 1. Before Using the Web Responder Interface

## 1.3. Desktop Shortcut Install

It is possible to install the Beacon Web Responder as a web app in the device.



### To install the Web Responder App:

1. Open the open the following link in a compatible web browser:  
<https://windows.trekmedics.org/>
2. Locate and click the install icon near the URL bar
  - **Note:** This icon might be different depending on the browser being used.  
(Reference image from Chrome browser)
3. You should see the Beacon icon on your desktop or apps folder
4. Clicking the icon, will open the Web Responder interface which runs directly from your browser

### \*\* Important Notes:

- Beacon Web Responder **is not** software installed on your device. Clicking the icon initializes a browser window specifically for the web responder interface
- Internet connection is always required to run the app. If connection is lost responder will not be able to perform certain tasks like receive new incident alerts or advance in the incident workflow



## 2. Accessing the Web Responder Interface

### 2.1. Initial Sign Up

Beacon Web Responders perform Sign-Up the same way Mobile App Responders do

To preform Initial Sign Up for the Web Responder App:

1. Open the open the following link in a compatible web browser: <https://windows.trekmedics.org/> or, if you have desktop installed the Web Responder App, Click the Beacon icon to open the web interface.
2. Select the verification key delivery method:
  - a. Send via SMS (Text Message)
  - b. Send via Email
3. Click the dropdown menu arrow to show the list of phone international country codes.
4. Select the correct flag for you phone number's country code
5. Enter the rest of the phone number on the field
  - Important: Do not include the digit zero ( 0 ) if after the country code the phone number begins with it. For example, some UK phone numbers start with 0 after their country code; for those cases:
    - ✗: +44 0 1234 567899
    - ✓: +44 1234 567899
6. Click submit when Ready.

If the phone number is registered to a responder account Beacon will redirect to the **Verification** screen

The screenshot shows the web browser interface for signing up. The address bar shows the URL <https://windows.trekmedics.org/>. The main content area has a dark blue background with a white Beacon logo and the text "Sign Up". There are two radio buttons for "Send verification key via SMS" and "Send verification key via Email". A dropdown menu for "Send verification key via Email" is open, showing a list of country codes. A "Submit" button is highlighted with a blue glow. Below the "Submit" button is a "I have the code" button. A confirmation message reads: "By registering you confirm that you accept and understand the terms and conditions. [Terms and Conditions](#)".

1. Address bar URL: <https://windows.trekmedics.org/>
2. Verification key delivery method: Send verification key via Email
3. Country code selection: US
4. Phone number input: +18005554545
5. Submit button
6. I have the code button

Continue to next page for following steps



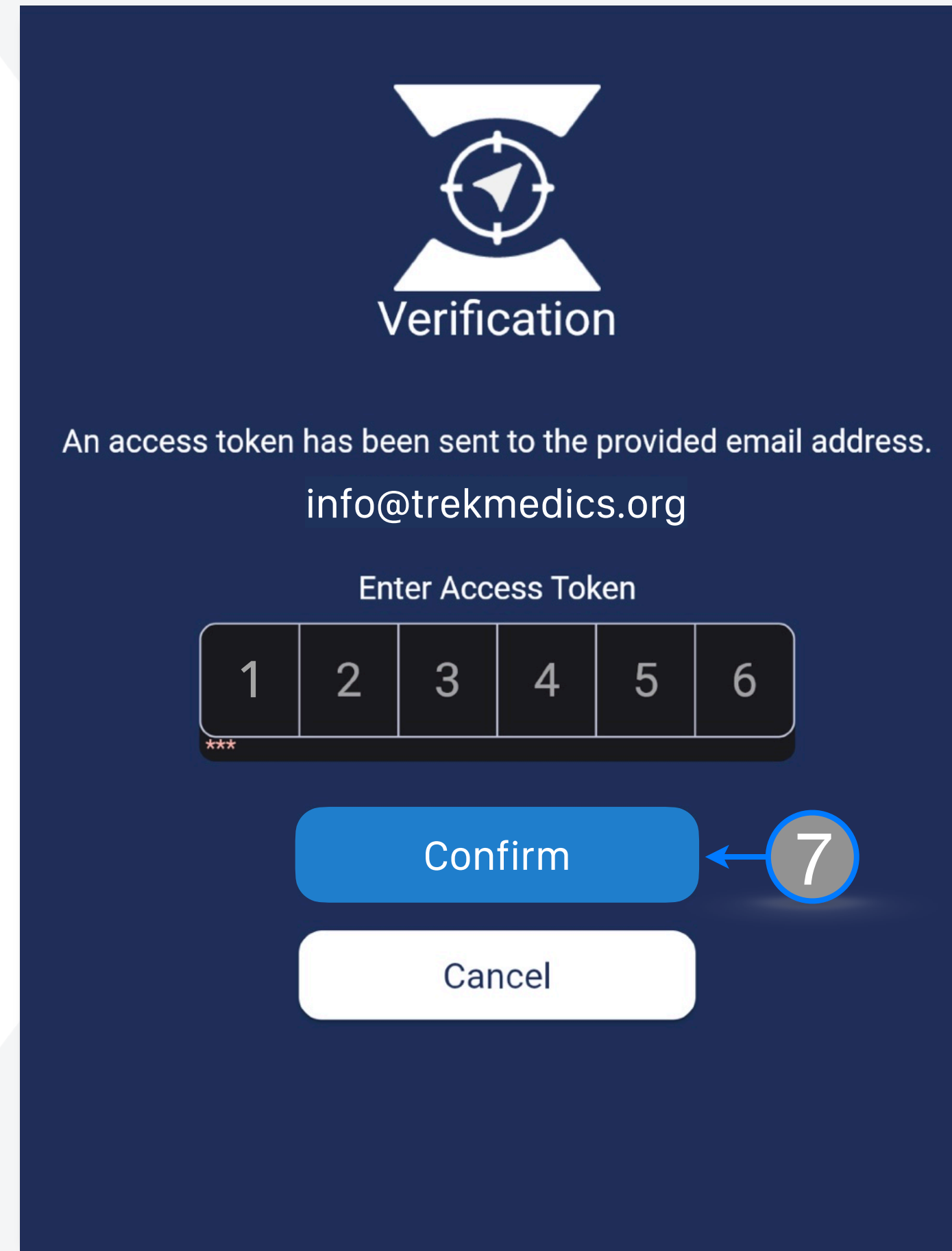
## 2. Accessing the Web Responder Interface

### 2.1. Initial Sign Up

Beacon Web Responders perform Sign-Up the same way Mobile App Responders do

#### Continue Initial Sign Up for the Web Responder App:

7. Enter the verification key received by the selected delivery method. If the code entered is correct, Beacon will allow access to the interface.
8. Make sure to read the different dialogs that will appear on screen as they will set initial configurations that could include Notifications and Location Sharing settings.



Verification

An access token has been sent to the provided email address.  
info@trekmedics.org

Enter Access Token

1	2	3	4	5	6
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\*\*\*

Confirm

Cancel

7

8

#### Push Notification Permission Requested

Beacon is requesting that you allow push notification permissions. Beacon uses push notifications to alert you to incidents and messages when the app is not in use.

Not now

Ok



## 2. Accessing the Web Responder Interface

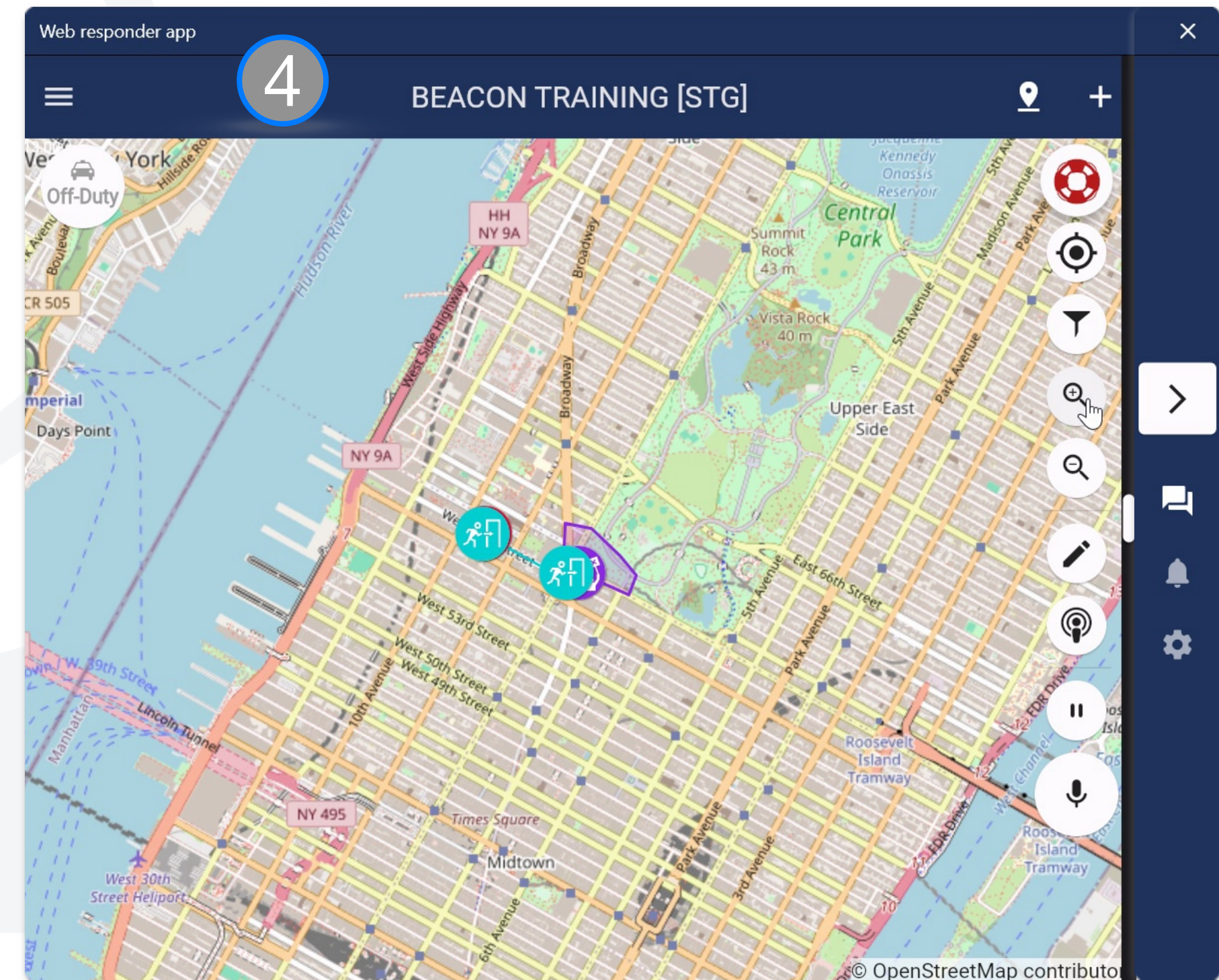
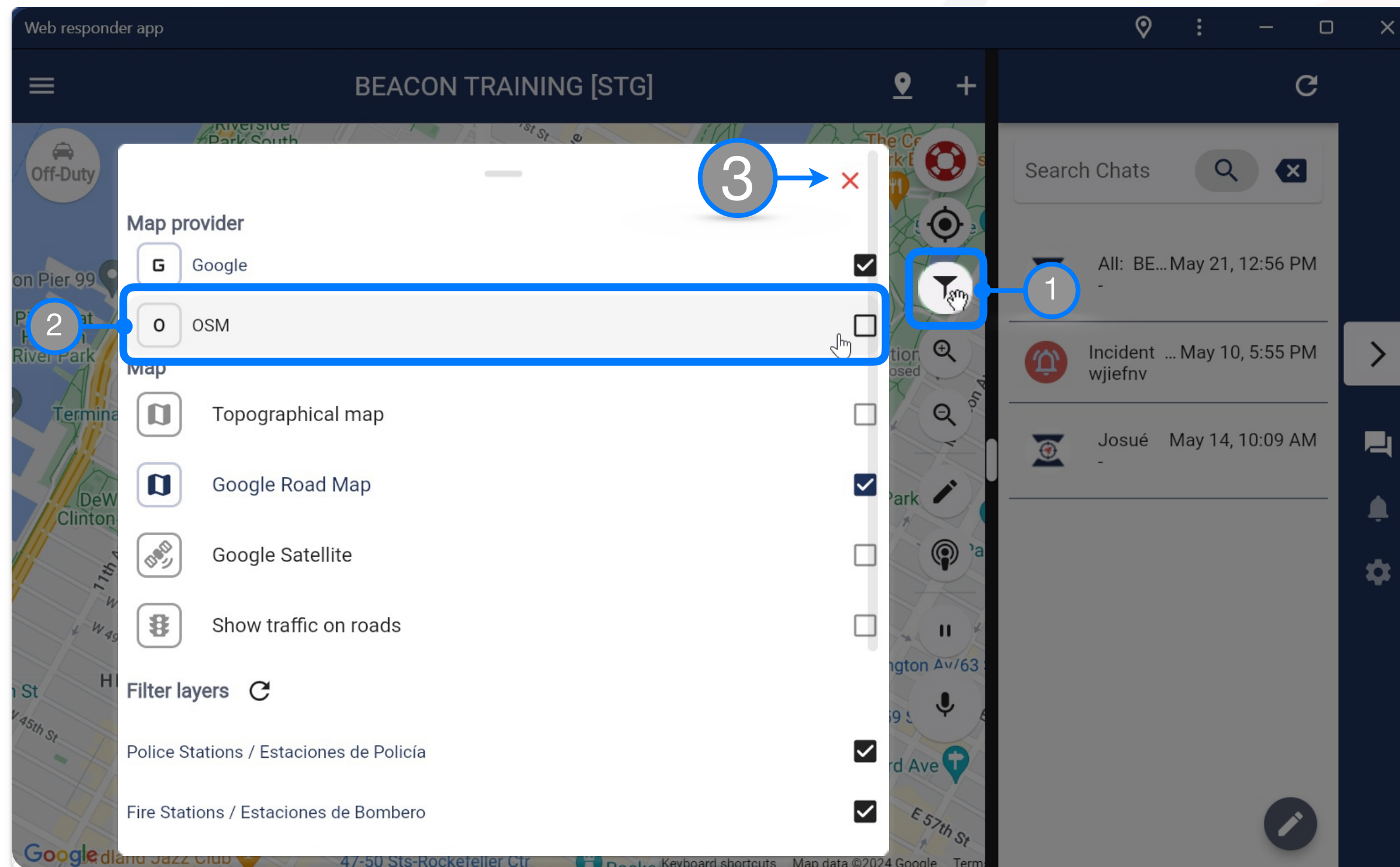
### 2.2. Critical Beacon Settings

#### 2.2.1. Maps Provider

Due to the nature of the interface, Google maps provider is not fully compatible and can sometimes interfere with certain actions. For that reason we have the OpenStreetMaps provider as the suggested option for the web responder interface.

To change the maps provider:

1. While on the home screen, click the **Map Filtering icon**
2. Under the Map provider section locate and click the checkbox for **OSM**
3. Close the Map Filtering menu
4. OSM should now be the map displayed on the home screen





## 2. Accessing the Web Responder Interface

### 2.2. Critical Beacon Settings

#### 2.2.2. GPS Tracking

Beacon Web Responder offers the same GPS Tracking settings as the smartphones Mobile App. If the device being used is GPS enabled, the Beacon Platform will be able to track it depending on the selected In-App settings, the browser location settings and the device location permissions. Please keep in mind that the Beacon In-App settings must be aligned with the browser settings for the Web Responder app and the device location settings for the browser.



#### Important Notes :

- If the device being used is not GPS enabled, Beacon will not be able to track the responder. Please consult the device manufacturer for more details.
- GPS Accuracy will vary depending on the device capability and Beacon does not have control over this. Please consult the device manufacturer for more details.

Continue to the next page to learn more about Beacon GPS tracking settings





## 2. Accessing the Web Responder Interface

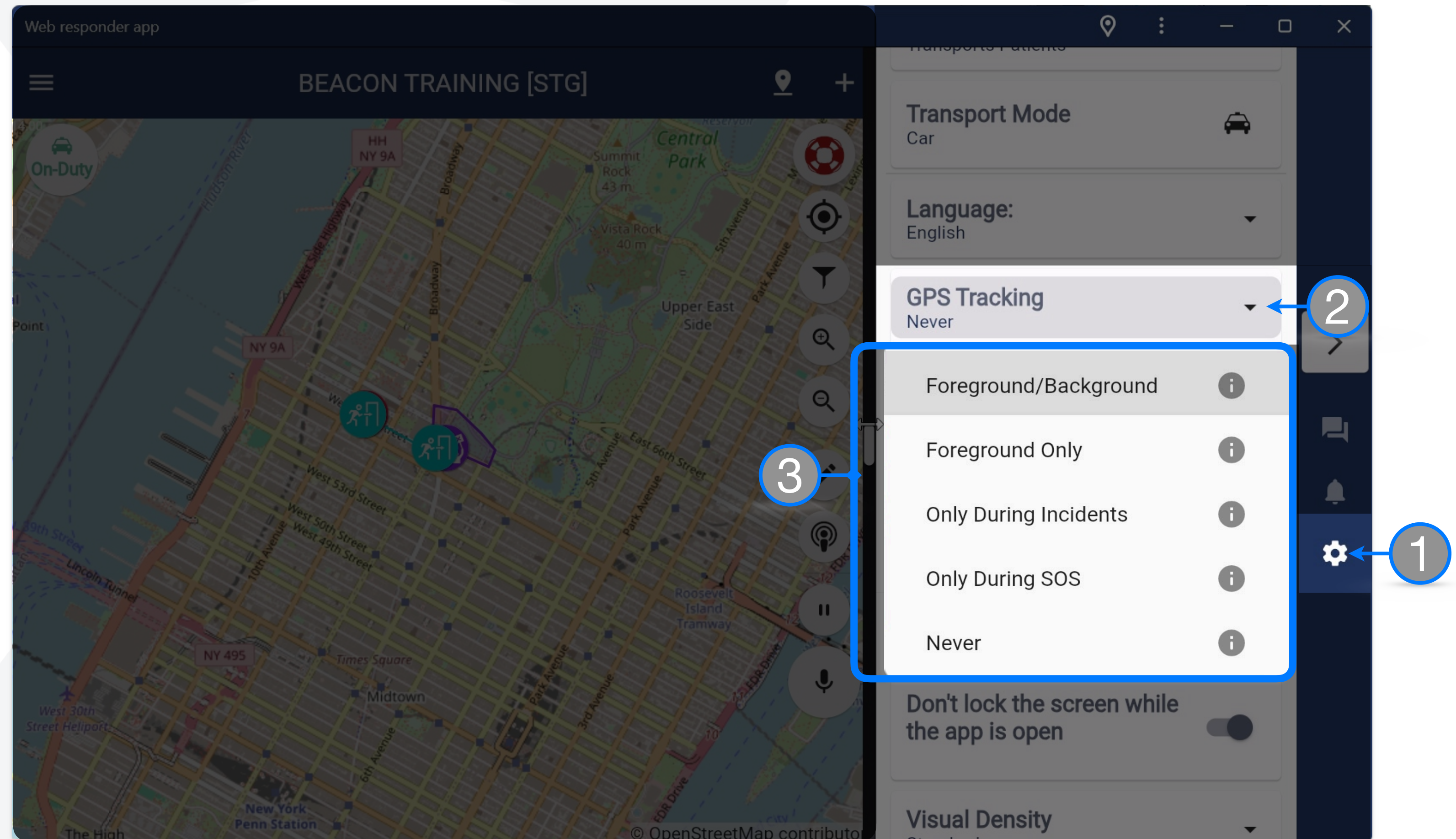
### 2.2. Critical Beacon Settings

#### 2.2.2. GPS Tracking : In-App Settings

Beacon will collect and display the web app user's GPS location based on the frequency that the user has granted to Beacon through the web responder app's Settings page.

These are the Beacon GPS Tracking settings options:

- **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





## 2. Accessing the Web Responder Interface

### 2.2. Critical Beacon Settings

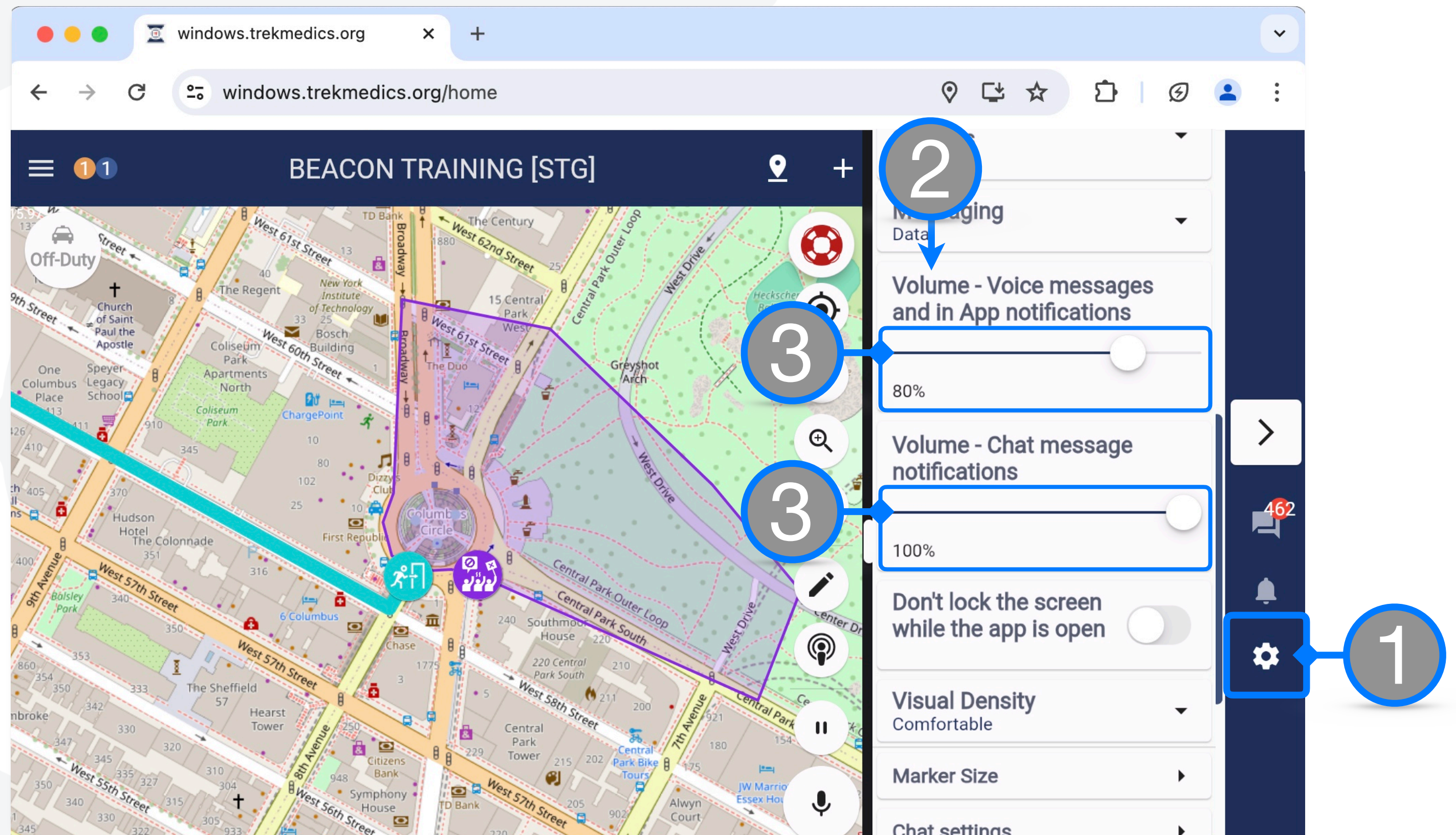
#### 2.2.3. Volume Settings

Beacon has In-App volume settings apart from your general device settings.

To adjust Volume settings:

1. Click the **Configuration icon** to open the menu on the right side drawer
2. Scroll down until you find **Volume Settings**; there will be two different sliders
3. Adjust to the desired volume settings. Default volume setting is 80%

- ◆ Please note that sound levels may vary by device. Also, be aware that these volume settings inside the Beacon app are overridden by your device general volume settings.





## 2. Accessing the Web Responder Interface

### 2.2. Critical Beacon Settings

#### 2.2.3. Visual Density & Marker Size

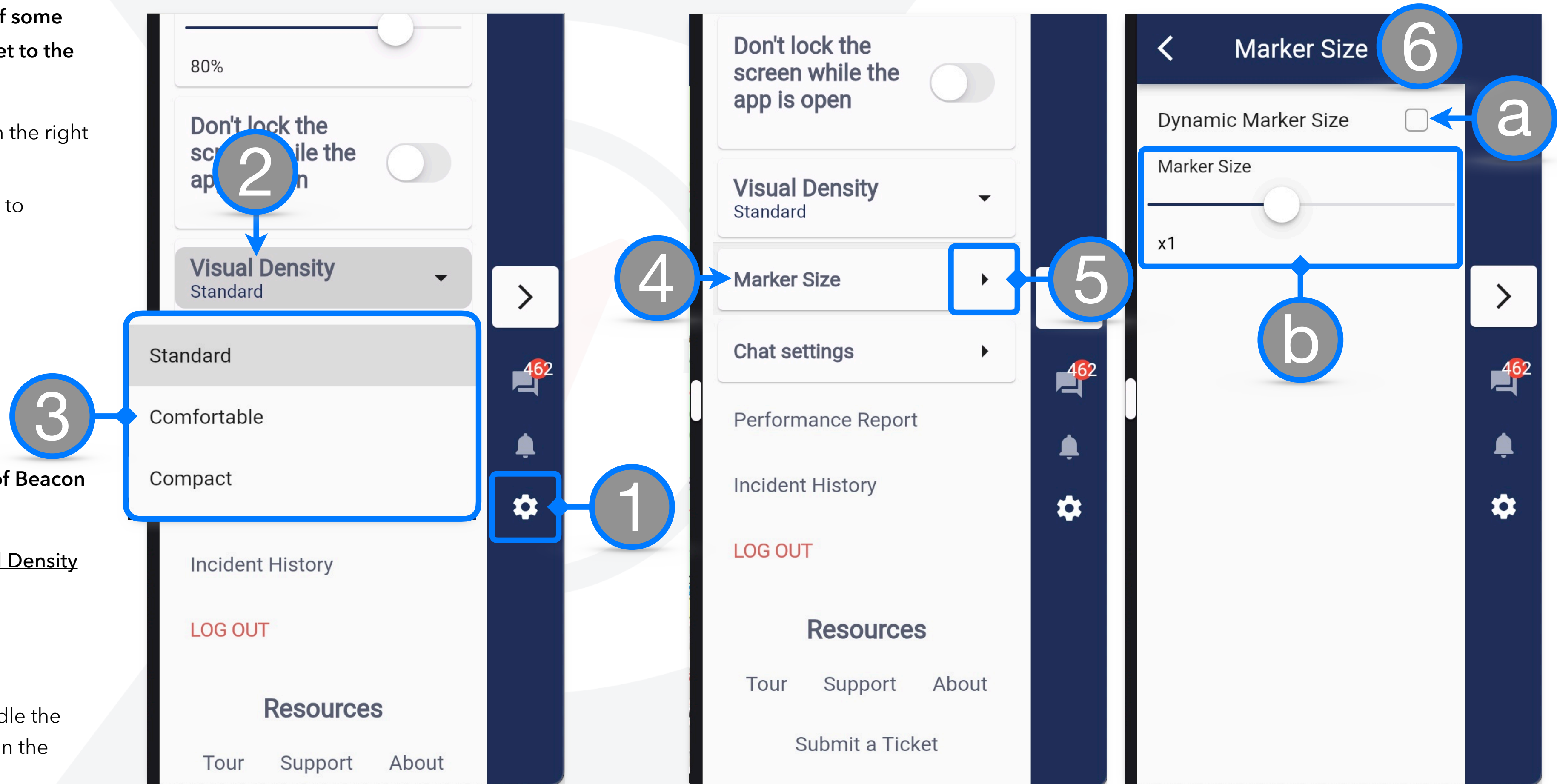
Depending on the device screen size and resolution, the Visual Density and the Marker Size settings will help to adjust the visual aspect of the Beacon Interface

Visual Density settings change the size and spacing of some interface elements like menus, buttons and font. To get to the visual density settings:

1. Click the **Configuration icon** to open the menu on the right side drawer
2. Scroll down until you find **Visual Density** and click to expand
3. There are three options offered:
  - a. Standard
  - b. Comfortable
  - c. Compact

Marker Size settings will let the user control the size of Beacon customized map markers:

4. **Marker Size settings** are located below the Visual Density on the **Configuration** screen
5. Click the arrow to enter the Marker Size settings
6. There are two options available:
  - a. **Dynamic Marker Size** will let Beacon handle the marker size as the user zooms in and out on the map
  - b. Manual **Marker Size slider** will let the user select their preferred marker size. This marker size will be maintained regardless of zoom actions





## 2. Accessing the Web Responder Interface

### 2.2. Critical Beacon Settings

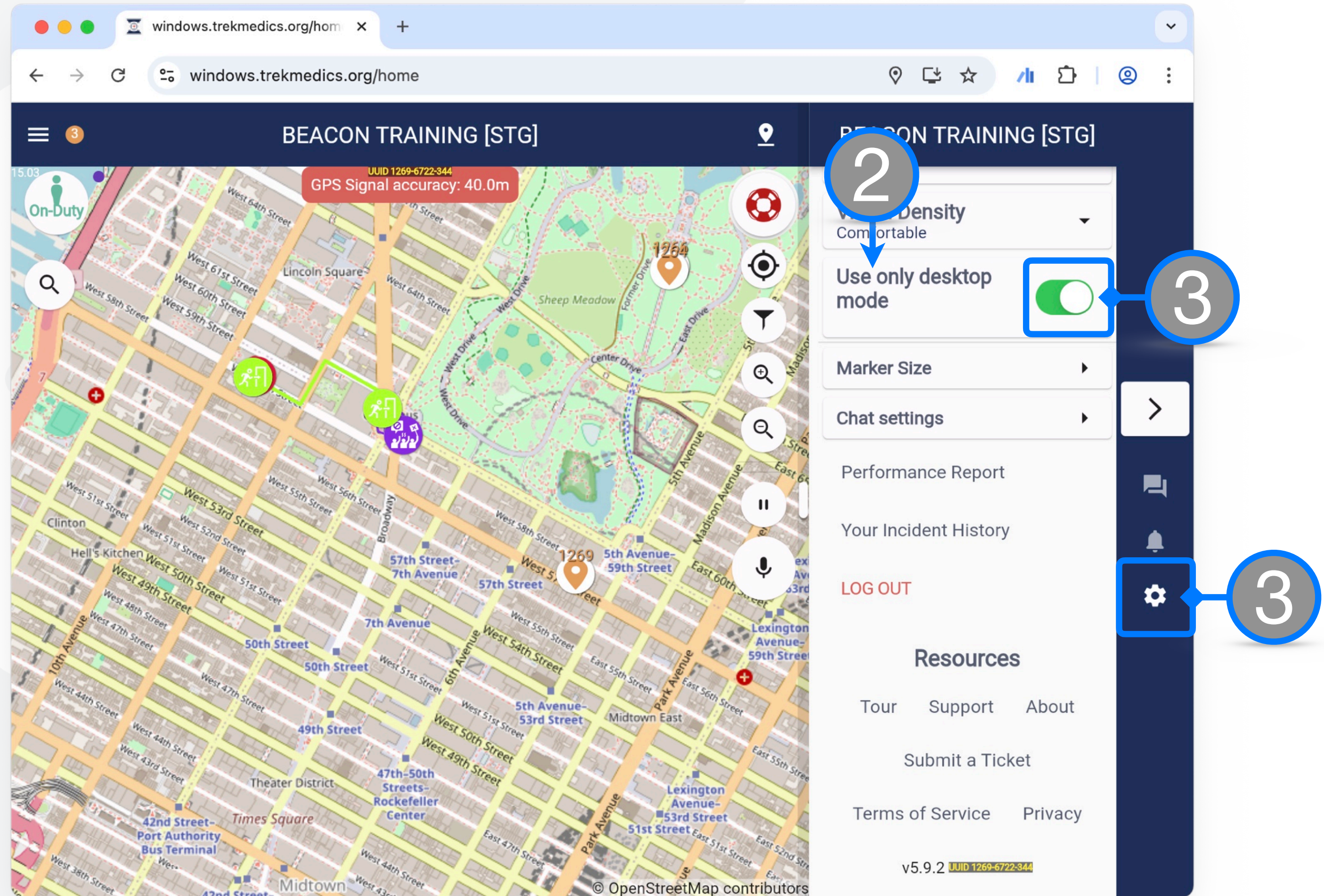
#### 2.2.5. Use Only Desktop Mode

This setting is very important for users that have "tablet-like" PC.  
When it is not switched on, some functions of the app might not work properly.

To activate Use Only Desktop Mode:

1. Click the **Configuration icon** to open the menu on the right side drawer
2. Scroll down until you find the specific setting
3. Click on the switch to activate

This setting will also be useful if your device has support for screen rotation.





# 3. Critical Permissions and Device Settings

## 3.1. Accessing Browser Permissions for Beacon Web Responder

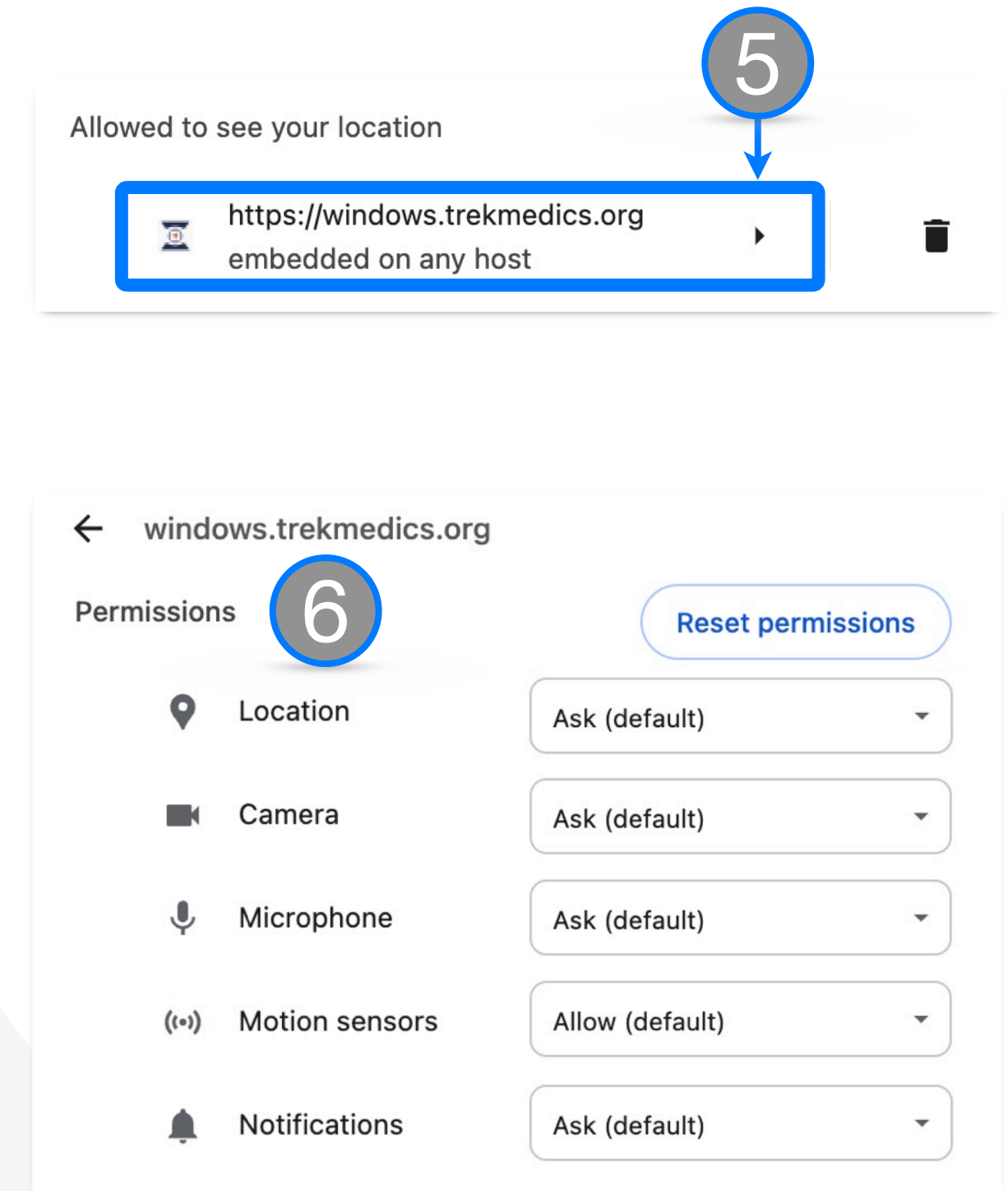
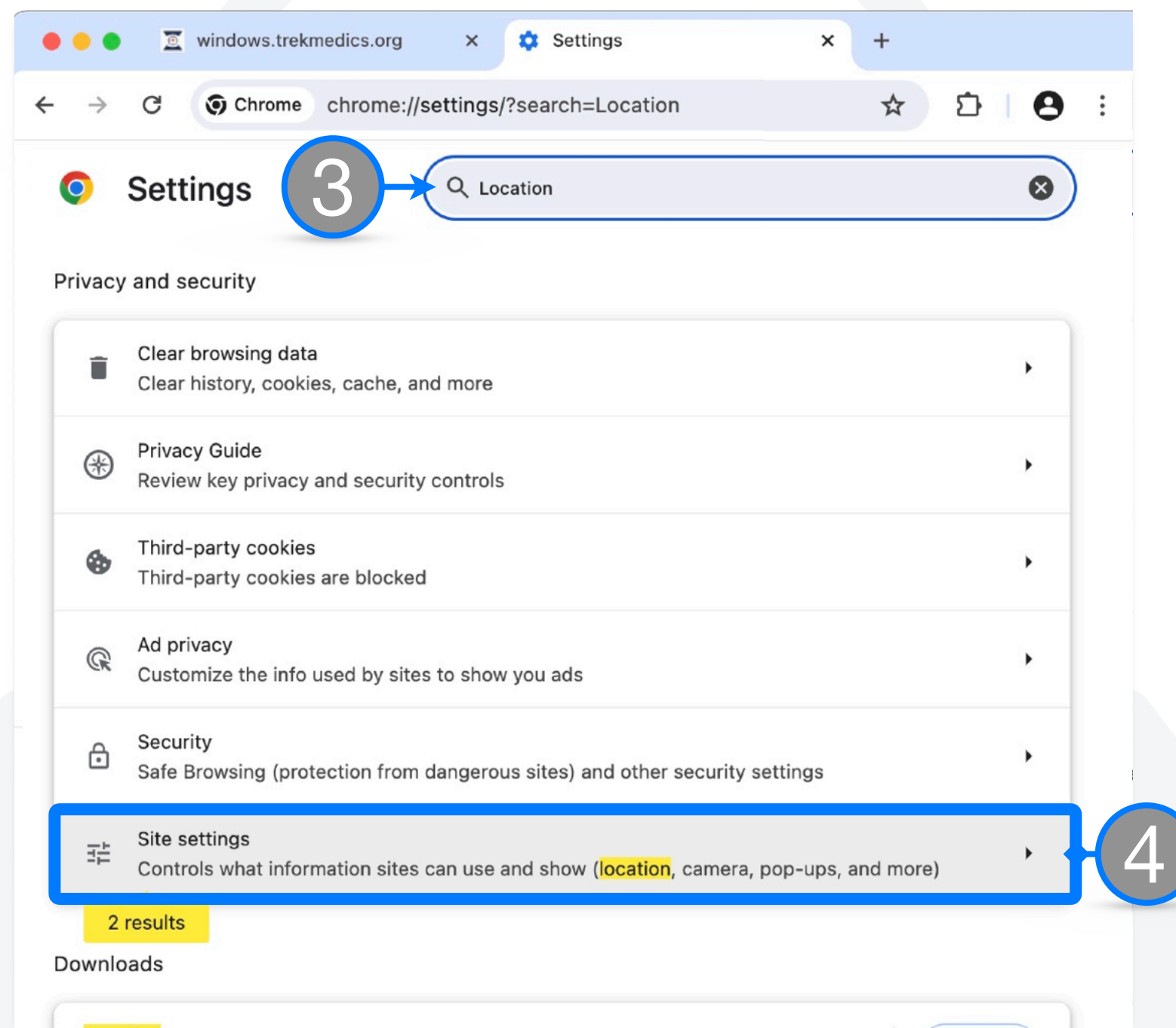
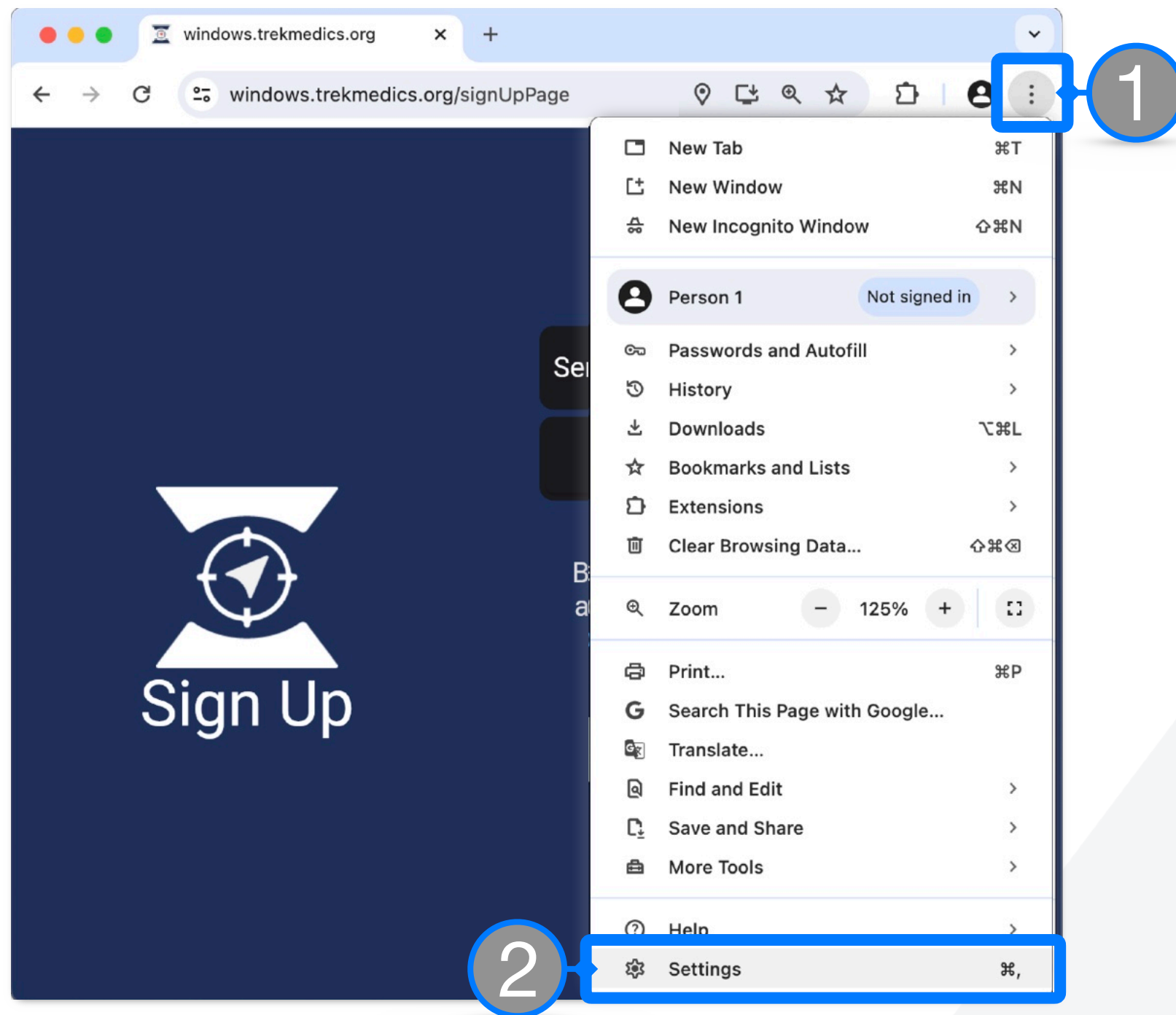
Let's cover the list of permissions that might be required by the Beacon Web Responder interface for certain app features.

\* The following instructions are for the Chrome desktop browser.  
Other browsers might look different.

To access the site Permissions for Beacon Web Responder:

1. With the browser open, click the **Browser menu (3 dots) icon** on the top right corner of the toolbar
2. Locate and click the **Settings tab**
3. **Type the word Location** on the search bar

4. Go to **Site settings**
5. Inside site settings, scroll the Allowed to see your location section and locate on the arrow next to the Web Responder app url: <https://windows.trekmedics.org>
6. Scroll down if needed to find the Permissions section



Continue to the next page to learn more about specific Permissions >>>



## 3. Critical Permissions and Device Settings

### 3.1. Accessing Browser Permissions for Beacon Web Responder

#### 3.1.1. Notifications

The Web Responder interface needs Notifications permissions in order to get Beacon alerts to the user device

On the Site Settings Permissions Section:

1. Locate the **Notifications** settings
2. **Click the arrow** on the option menu to expand the dropdown
3. **Select Allow**

The screenshot shows the browser's site settings for windows.trekmedics.org. Under the 'Permissions' section, there is a 'Reset permissions' button and a list of permissions. The 'Notifications' permission is highlighted with a blue circle labeled '1'. The dropdown menu for 'Notifications' is expanded, showing 'Allow' selected with a checkmark, and 'Ask (default)' and 'Block' as other options. A blue circle labeled '2' points to the dropdown arrow, and a blue circle labeled '3' points to the 'Allow' option.

Permission	Setting
Location	Ask (default)
Camera	Ask (default)
Microphone	Ask (default)
Motion sensors	Allow (default)
Notifications	Allow



## 3. Critical Permissions and Device Settings

### 3.1. Accessing Browser Permissions for Beacon Web Responder

#### 3.1.2. Sounds

The Web Responder interface needs Sounds permissions in order to get Beacon alerts to the user device

On the Site Settings Permissions Section:

1. Locate the **Sounds** settings
2. **Click the arrow** on the option menu to expand the dropdown
3. **Select Allow**

The screenshot shows the browser's site settings for windows.trekmedics.org. The 'Permissions' section is visible, with a 'Reset permissions' button at the top right. The permissions list includes: Images (Ask (default)), Pop-ups and redirects (Ask (default)), Intrusive ads (Ask (default)), Background sync (Allow (default)), and Sound (Allow). The 'Sound' permission is highlighted with a blue circle labeled '1'. The dropdown arrow for 'Sound' is highlighted with a blue circle labeled '2', and the expanded dropdown menu is highlighted with a blue circle labeled '3'. The expanded menu shows 'Allow' selected with a checkmark, 'Ask (default)', and 'Block'.



## 3. Critical Permissions and Device Settings

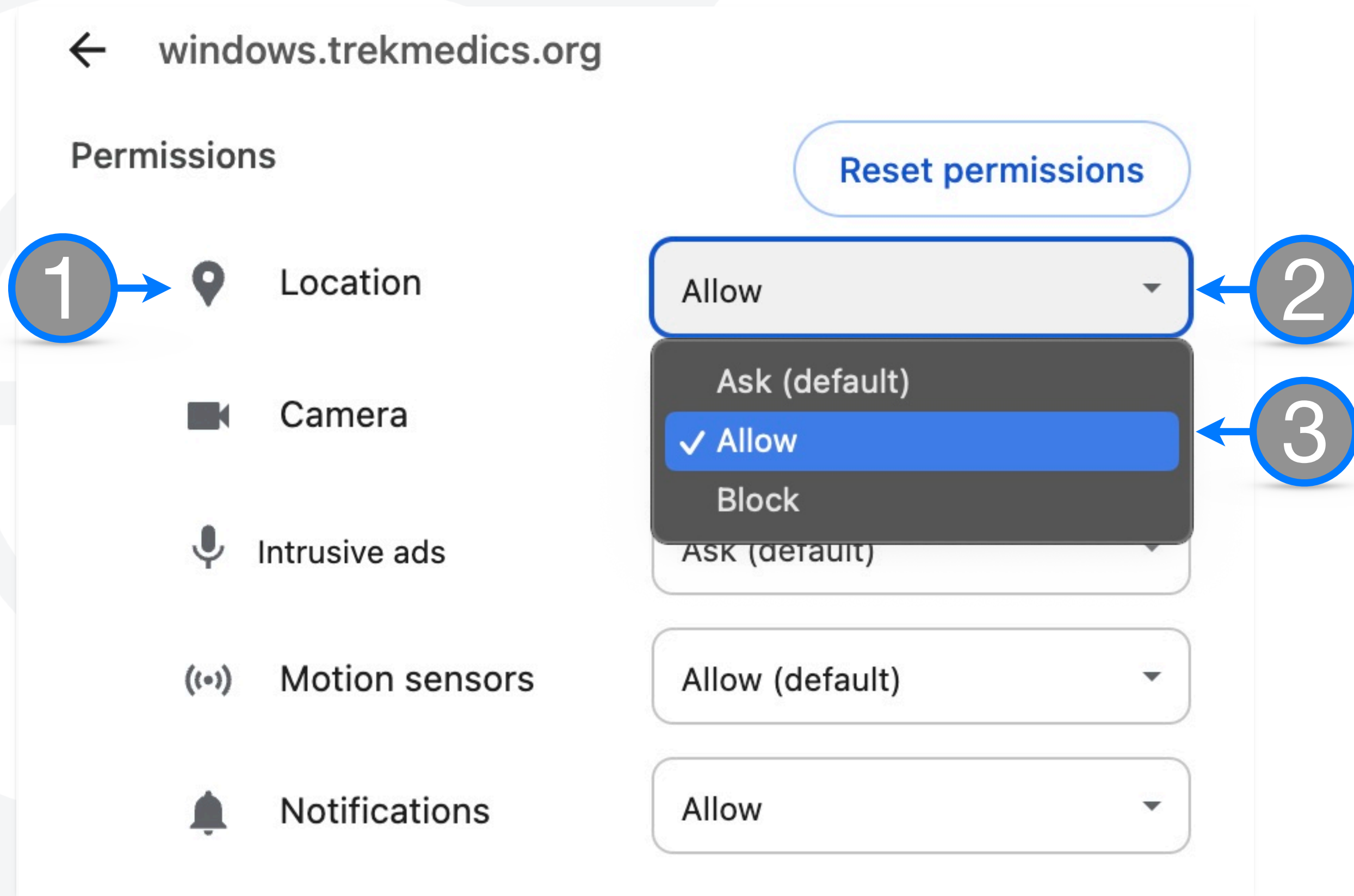
### 3.1. Accessing Browser Permissions for Beacon Web Responder

#### 3.1.3. Location Sharing

The Web Responder interface needs Location permissions in order for GPS Tracking to properly work with Beacon

On the Site Settings Permissions Section:

1. Locate the **Location** settings
2. **Click the arrow** on the option menu to expand the dropdown
3. **Select Allow**



There is also a icon shortcut for this setting on the Home Screen of the Beacon Web Responder Interface

Continue to the next page to learn more



## 3. Critical Permissions and Device Settings

### 3.1. Accessing Browser Permissions for Beacon Web Responder

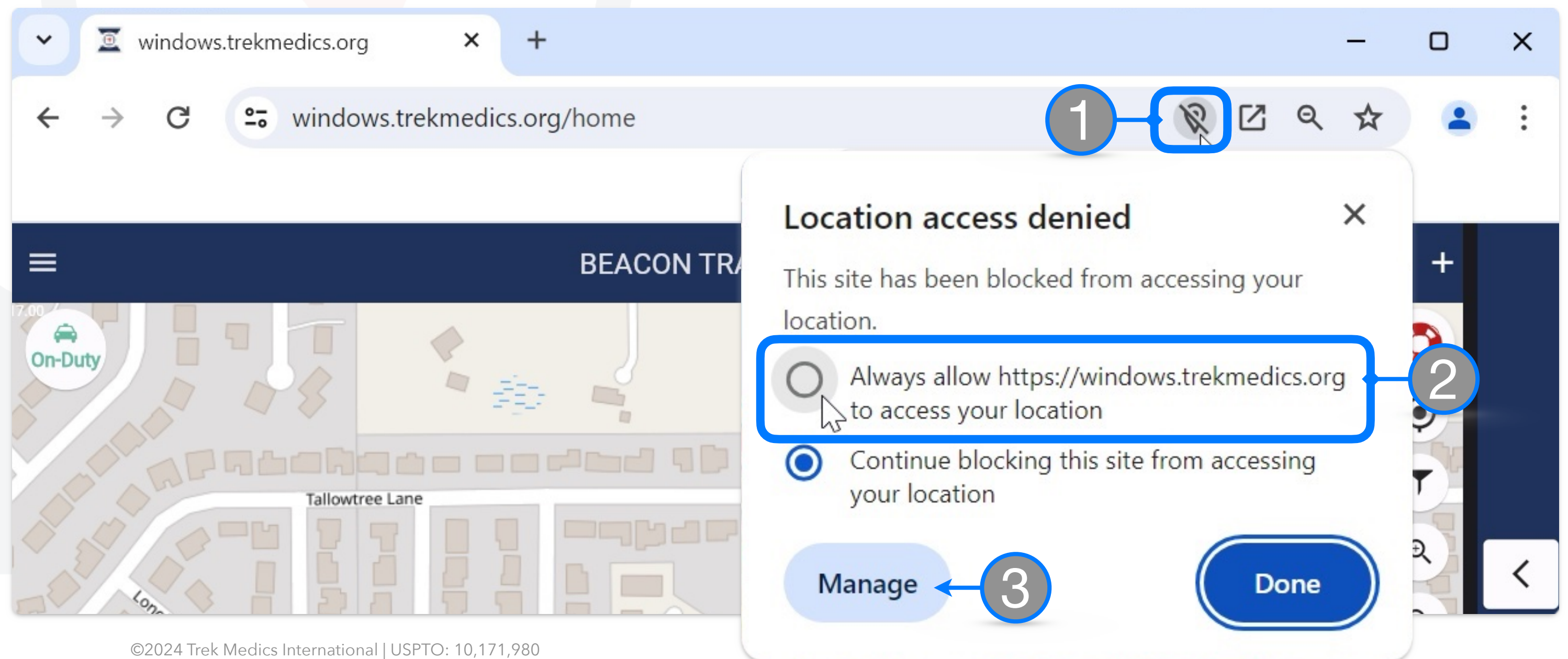
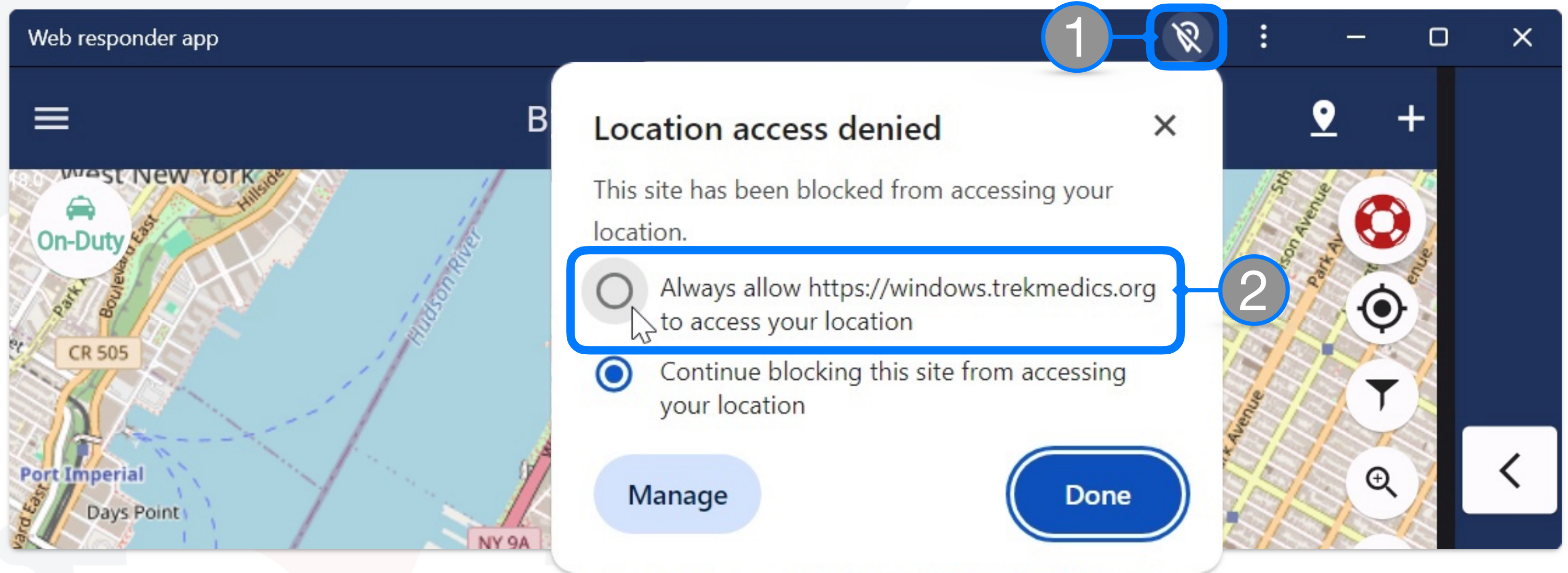
#### 3.1.3. Location Sharing

\* The following instructions are for the Chrome desktop installed Beacon Web Responder shortcut and Chrome browser. Other browsers might look different.

While on the app home screen:

1. Go to the window's tool bar at the top and **click the location icon**
2. Select **Always allow** on the prompted dialog
3. You can click Manage to view the full permissions settings

The above steps can also be followed if using Beacon directly on the browser. The **location icon** will be on the browser's url bar.





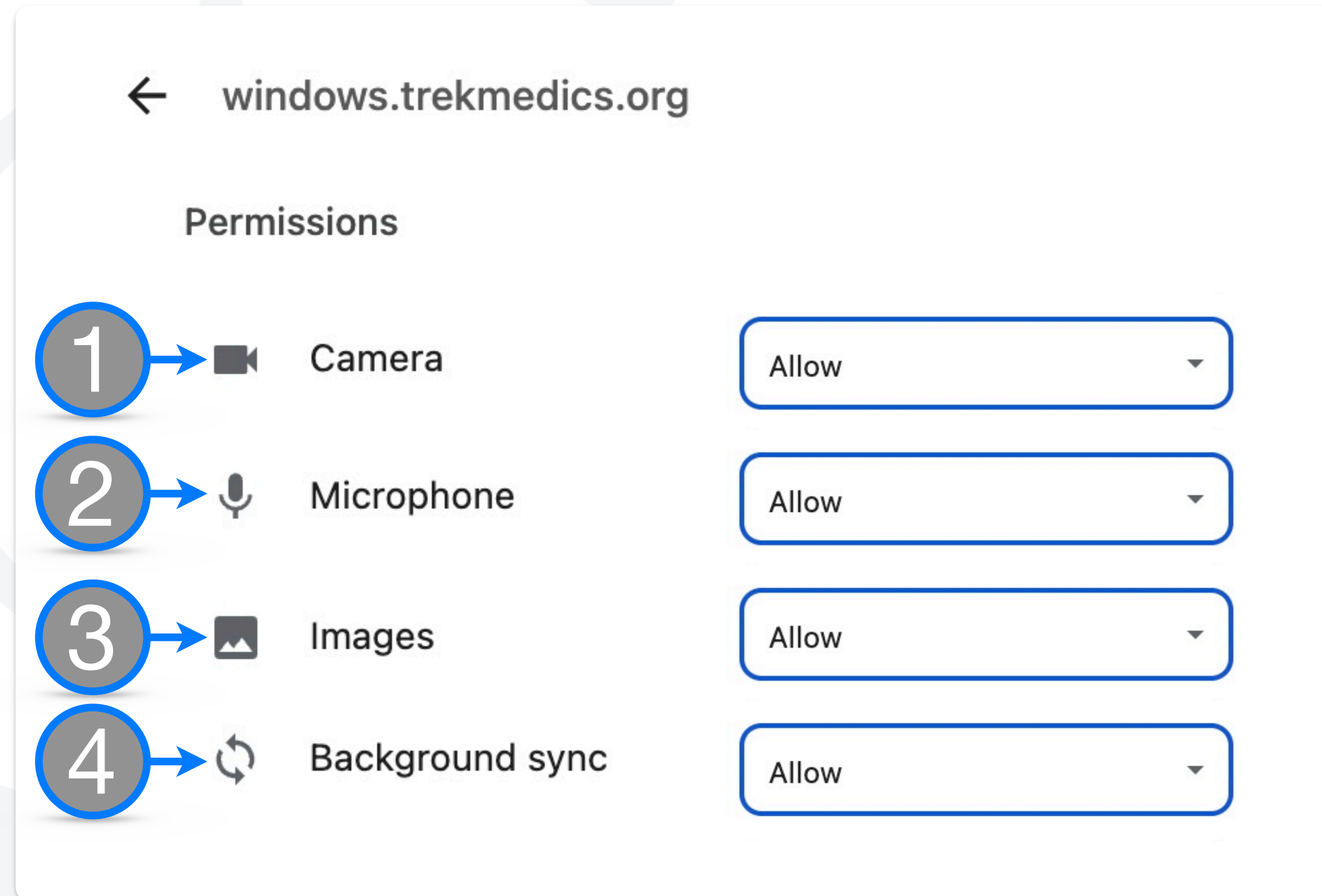
## 3. Critical Permissions and Device Settings

### 3.1. Accessing Browser Permissions for Beacon Web Responder

#### 3.1.4. Other Permissions

There are other site settings permissions that Beacon needs for different features

- 1. Camera** – If the device is equipped with a camera it can be used to add attachments on different parts of the platform
- 2. Microphone** – If the device is equipped with a microphone it can be used to add audio attachments through Push-To-Talk and Chat Room features
- 3. Images** – Permission to access images will allow Beacon to open
- 4. Background sync** – Allows the browser to keep the Beacon interface information synchronized





## 3. Critical Permissions and Device Settings

### 3.1. Accessing Browser Permissions for Beacon Web Responder

#### 3.1.5. Other Browser Settings

There are other browser settings that will benefit the performance of Beacon

On your browser settings:

1. Locate and click on **Performance**
2. Under **Memory**, click the **Add button** beside to "Always keep these sites active"
3. On the emergent dialog type the url: <https://windows.trekmedics.org/>
4. When finished, click **Add**
5. Under **Power**, click the switch to turn off Energy Saver

The screenshot shows the Chrome Settings - Performance page. The left sidebar lists various settings categories, with 'Performance' highlighted. The main content area is divided into sections: Memory, Power, and Speed. In the Memory section, the 'Always keep these sites active' option is selected, and the 'Add' button is highlighted. An 'Add sites' dialog is open, showing the URL 'https://windows.trekmedics.org/' entered in the 'Site' field, with the 'Add' button highlighted. In the Power section, the 'Energy Saver' toggle switch is turned off, highlighted by a callout. The Speed section shows the 'Preload pages' toggle switch turned off.



## 3. Critical Permissions and Device Settings

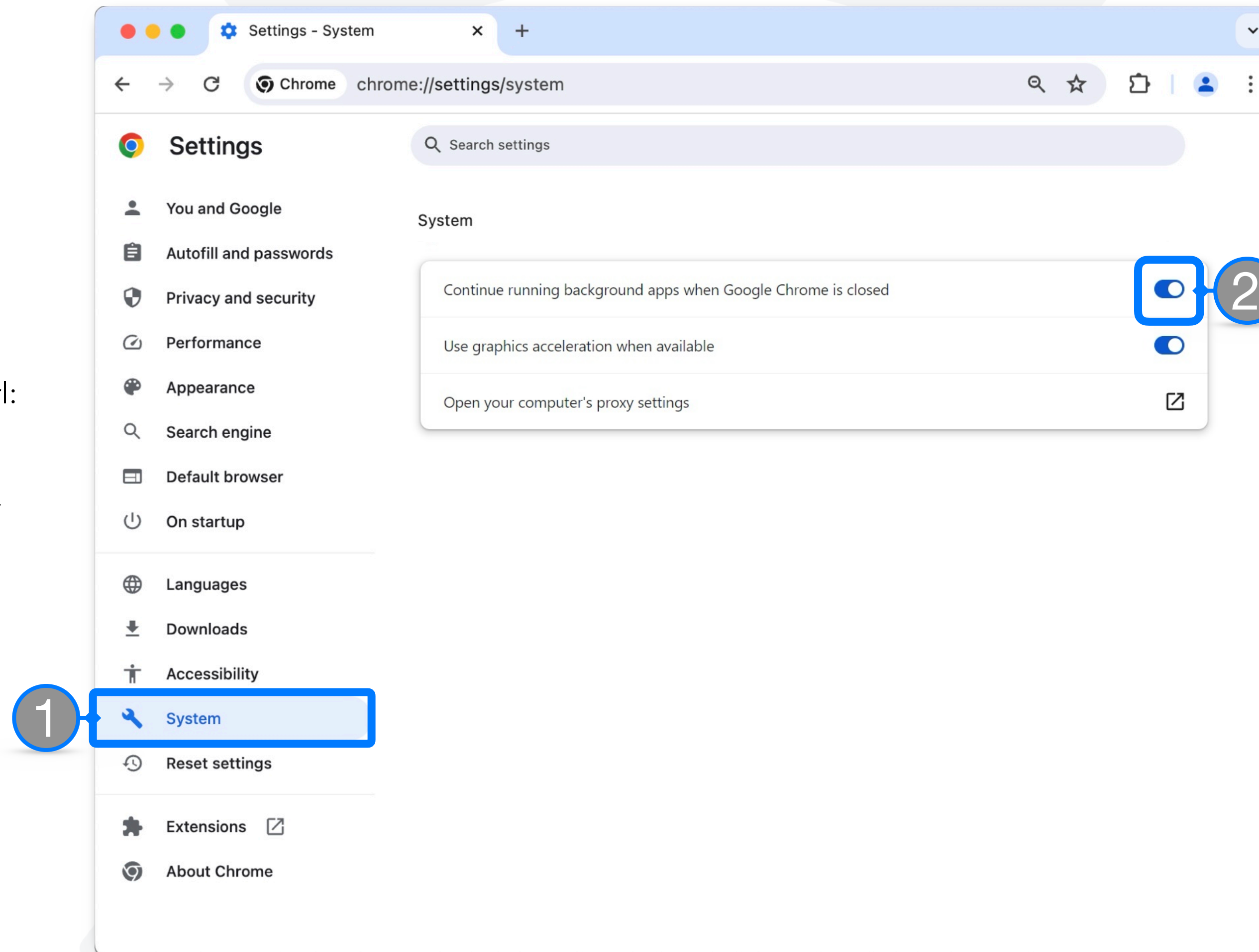
### 3.1. Accessing Browser Permissions for Beacon Web Responder

#### 3.1.5. Other Browser Settings

There are other browser settings that will benefit the performance of Beacon

On the browser settings:

1. Locate and click on **System**
2. Click the switch to turn on "Continue running background apps when Google Chrome is closed"
3. On the emergent dialog enter the url: <https://windows.trekmedics.org/>
4. Under **Power**, click the switch to turn off Energy Saver





# 4. Recommended Device Settings

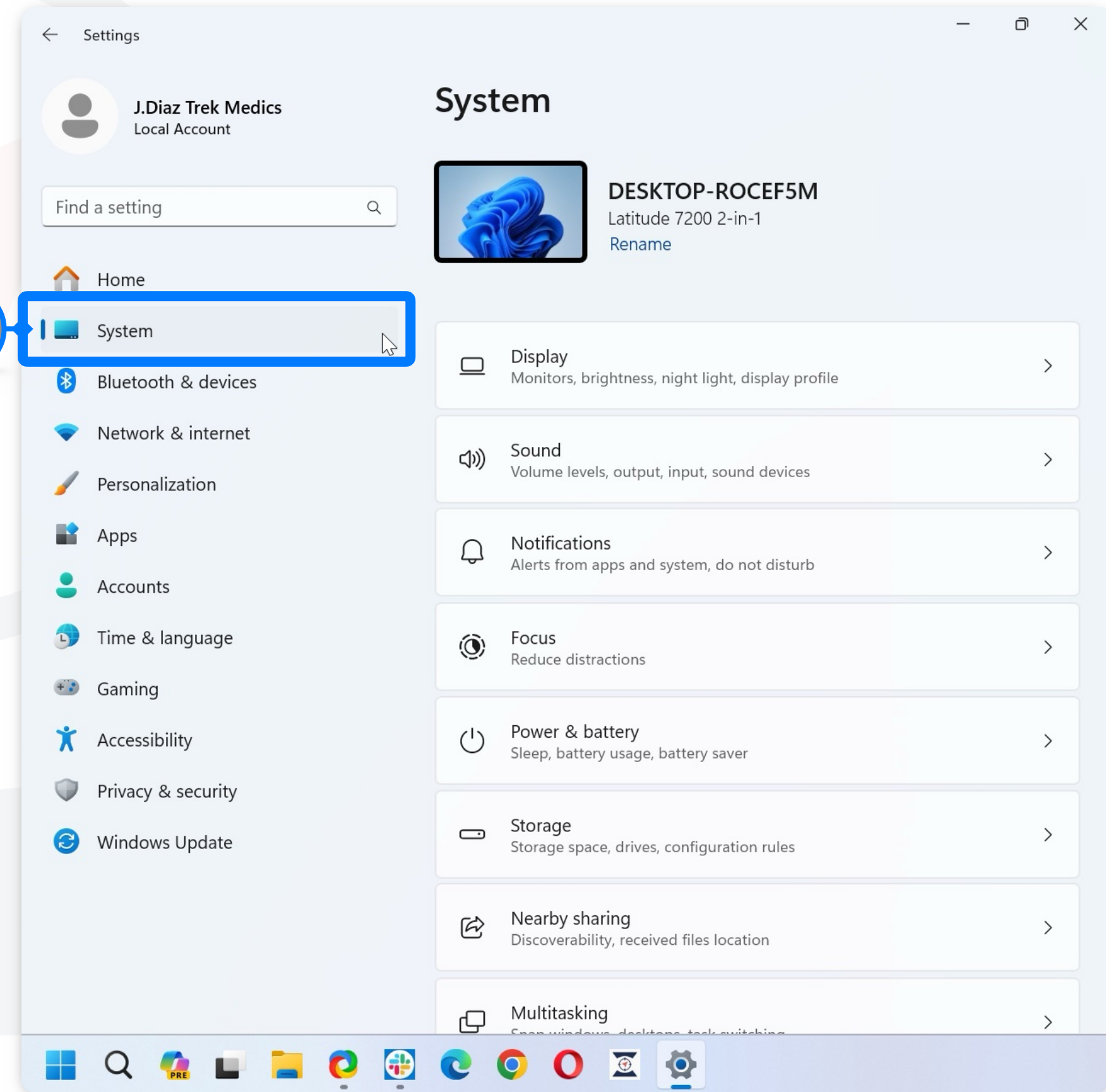
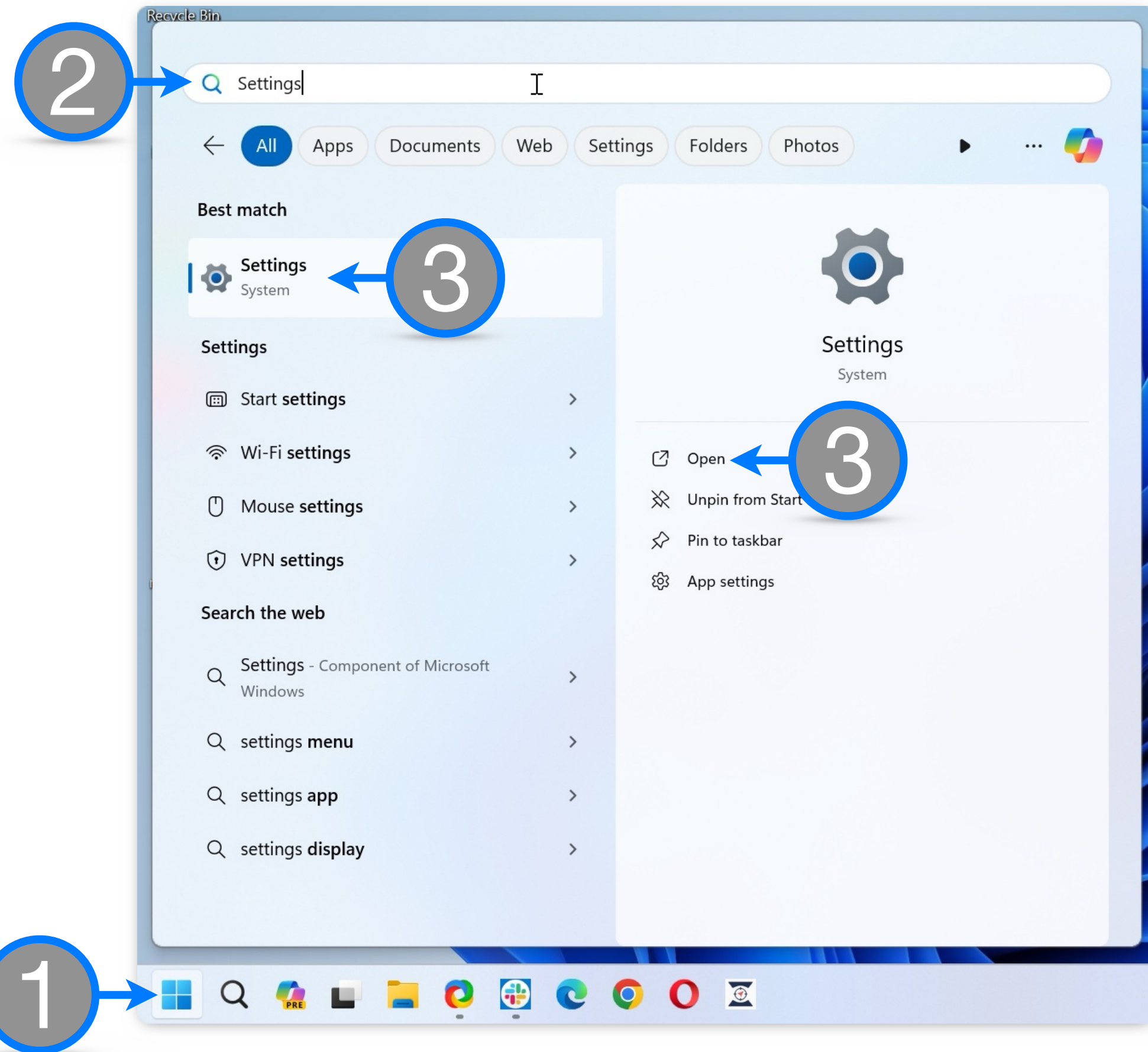
## 4.1. Accessing Windows Device Settings

\*The following instructions are for Windows 11 Operating System.  
Other OS versions might look different

To access the device settings:

1. From the desktop screen open the **Windows menu**
2. If the **Settings** app is not pinned, search for Settings

3. Click on the **Settings** app icon or on Open to access it
4. Locate and click the **System** tab





# 4. Recommended Device Settings

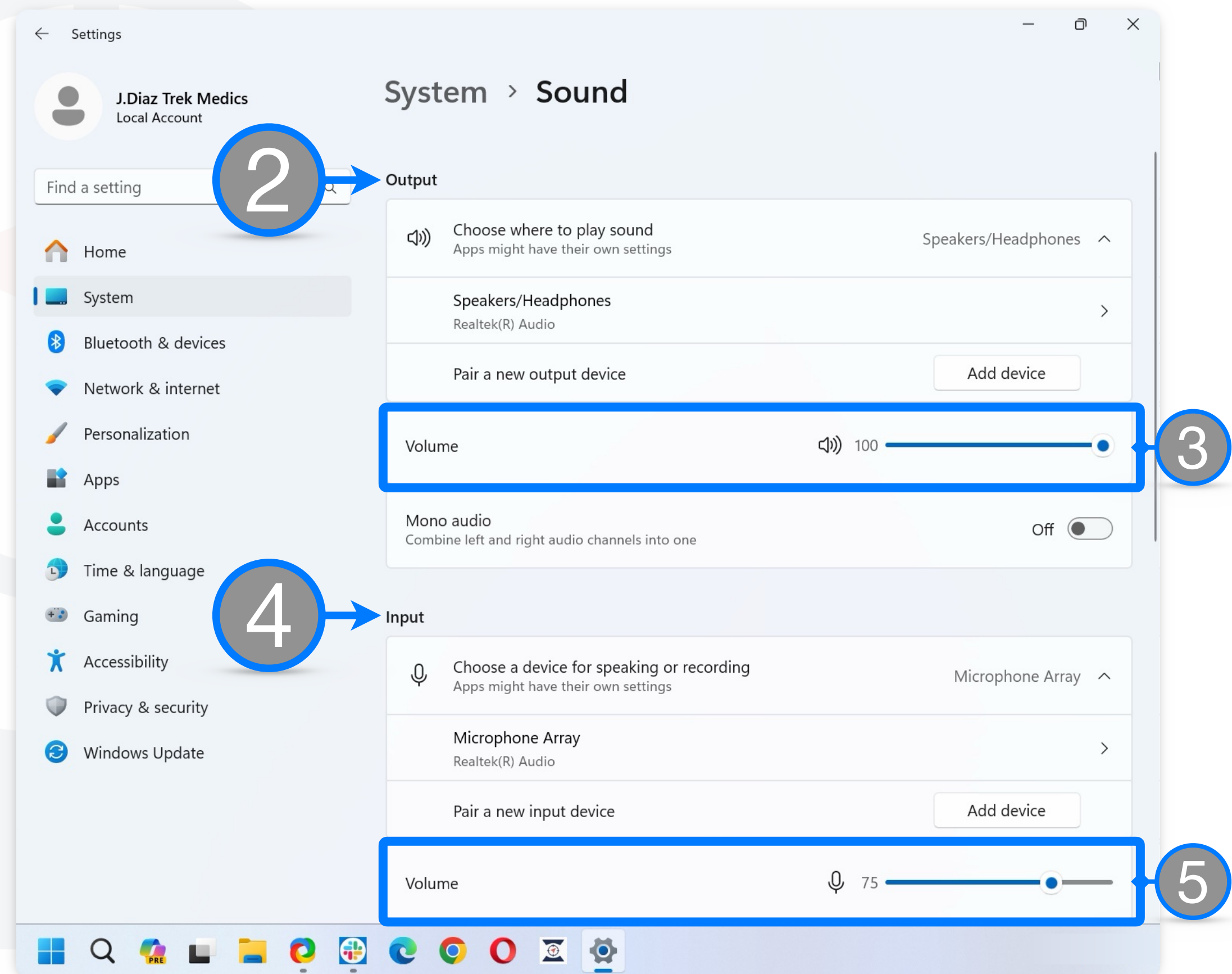
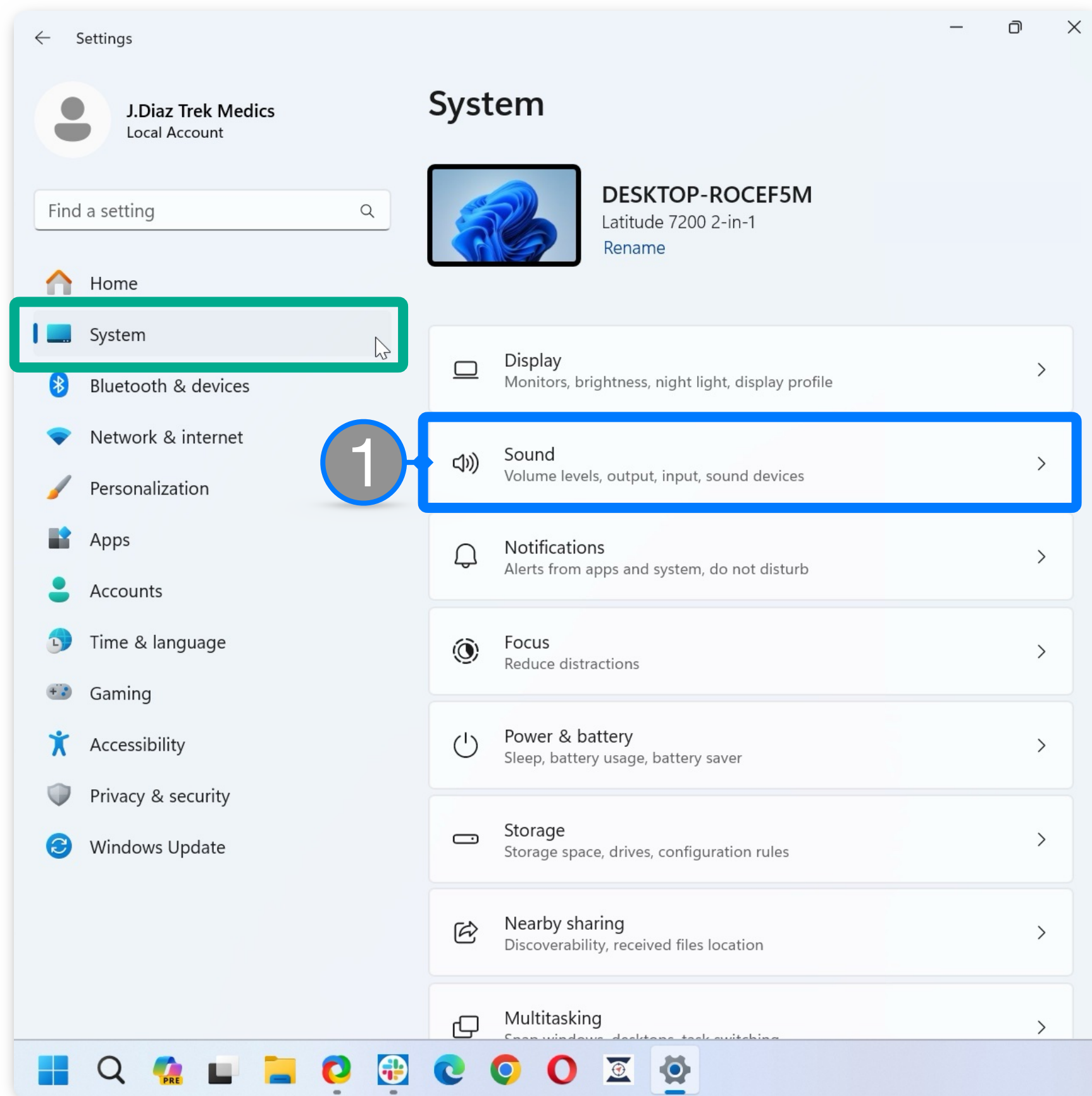
## 4.1. Accessing Windows Device Settings

### 4.1.1. Sound

\* The following instructions are for Windows 11 Operating System. Other OS versions might look different

From the System Settings tab:

1. Locate and click the **Sound menu**
2. Revise the sound Output configuration
3. Adjust the speaker **Volume** settings as desired
4. Revise the sound Input configuration
5. Adjust the microphone **Volume** settings as desired





# 4. Recommended Device Settings

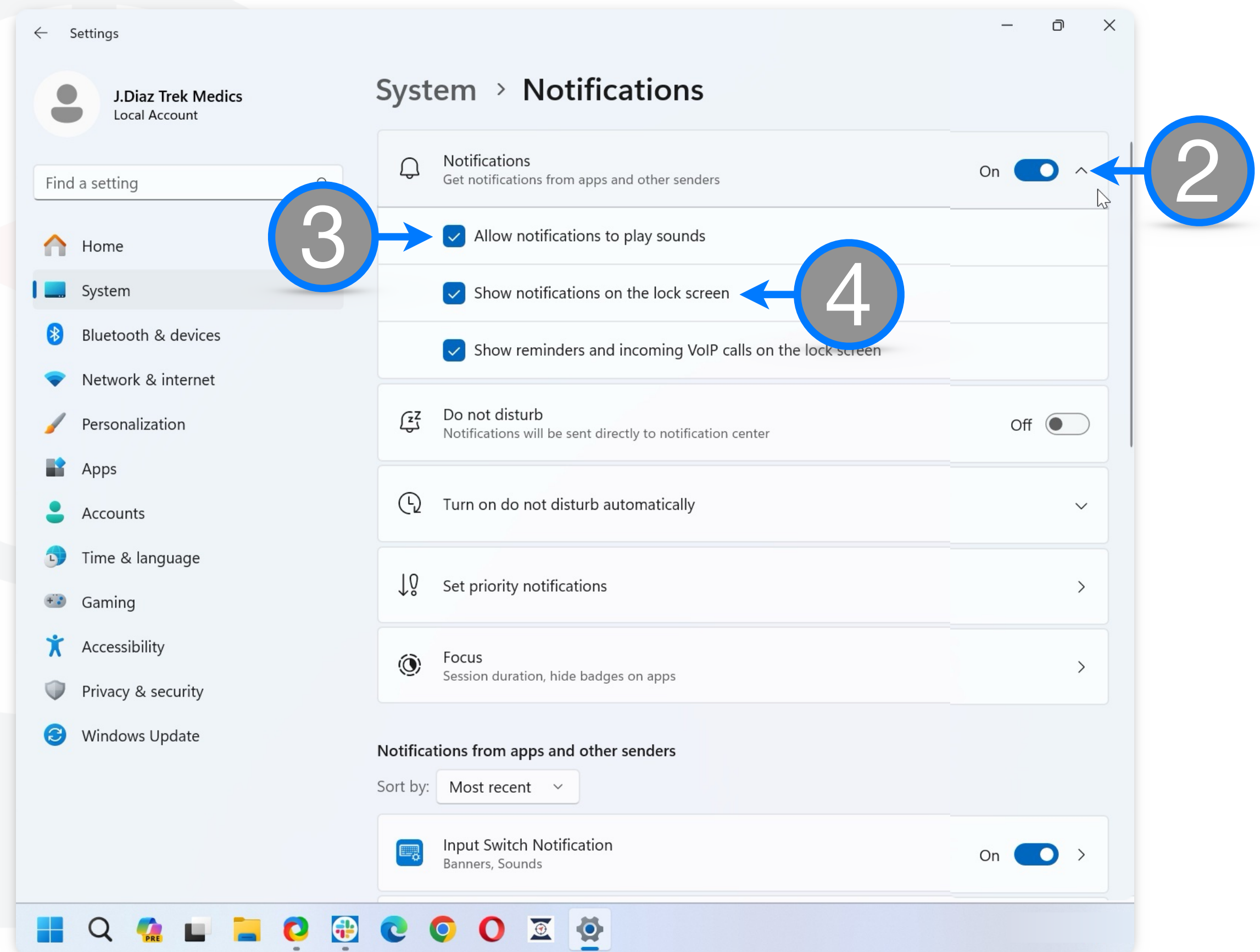
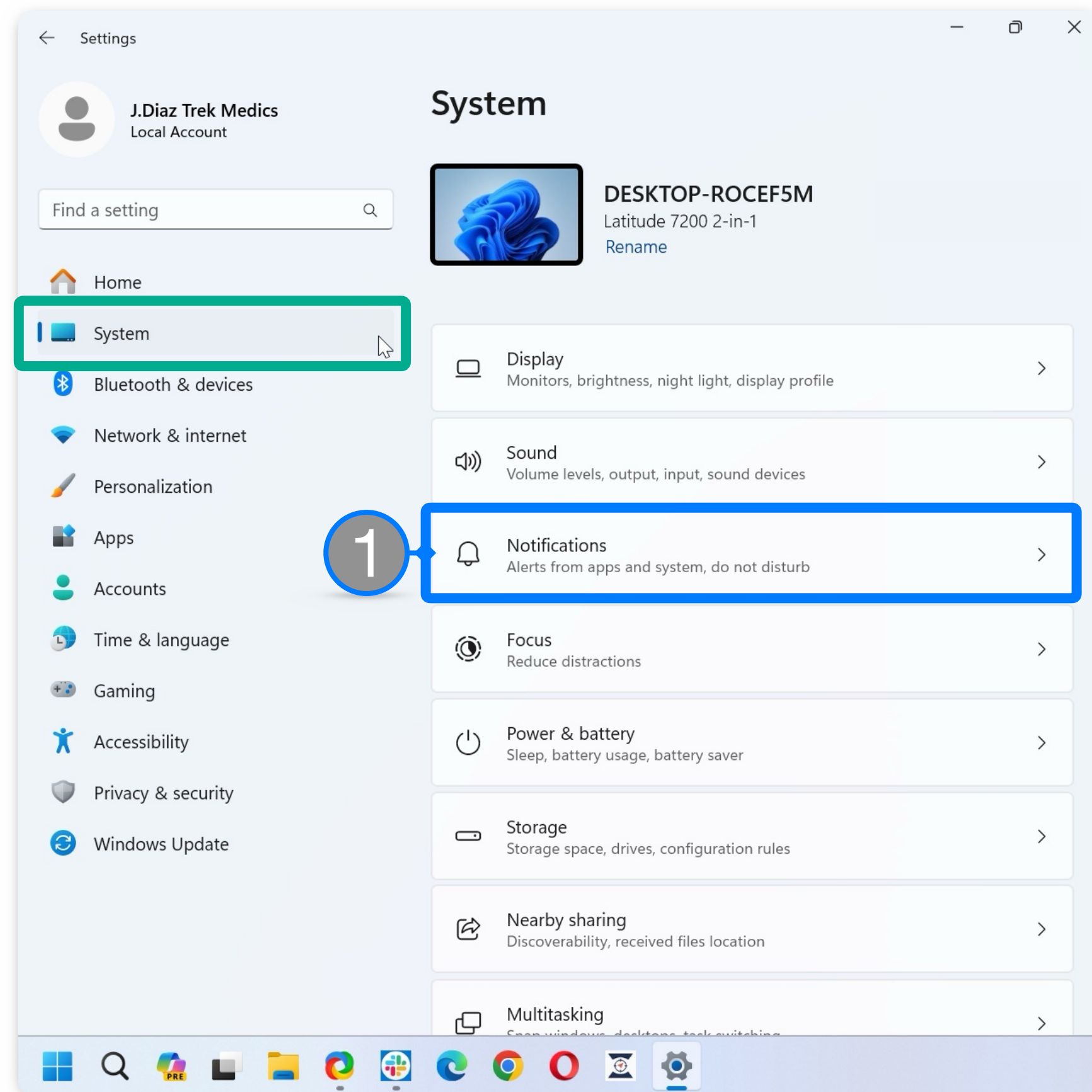
## 4.1. Accessing Windows Device Settings

### 4.1.2. Notifications

\* The following instructions are for Windows 11 Operating System.  
Other OS versions might look different

From the System Settings tab:

1. Locate and click the **Notifications** menu
2. Click the switch to turn on Notifications
3. Check the box to **"Allow notifications to play sounds"**
4. Check the box to **"Show notifications on the lock screen"**





## 4. Recommended Device Settings

### 4.2. Using Virtual Keyboard

\* The following instructions are for Windows 11 Operating System.  
Other OS versions might look different

Using Virtual Keyboard might sometimes take a big amount of the display and sometimes might cover the typing field. The solution would be to change the visual keyboard layout.

To change the Virtual Keyboard layout:

1. Tap the **Gear icon** at the top left corner of the keyboard
2. Extend **Keyboard layout**
3. Select **Small**
4. Depending on your specific device, tapping this undock icon on the right side would also perform the previous 3 steps

5. When complete, you should see a floating keyboard that can move it across the screen
6. The size of your keyboard can be adjusted on the OS settings. Tap more settings in the keyboard menu to redirect

