



IaR Dispatch Mapping

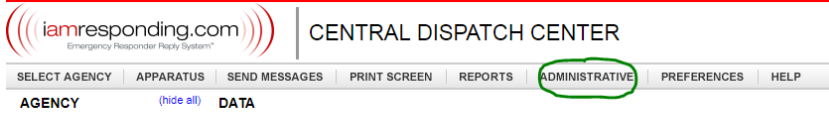
Welcome to the new mapping feature of IaR's dispatch center systems. As with any new release, it is possible that occasional errors may be uncovered as this becomes widely used. If you do encounter any, please provide a detailed report of the issue, along with screen shots of the steps that produced the error, to support@emergencysmc.com. We'll get those promptly resolved.

Please **use Chrome as your browser** (this is available as a free download) when using IaR, as Chrome is the most reliable browser for using the IaR system.

LET'S GET STARTED

1. You will log into IaR just as you always have. However, if unique log-ins have not been configured by your system administrator, we advise your system administrator to do that at this time.

Your system administrator should log in using the master administrator credentials that were provided when your system was activated. After logging in with those master credentials, you will see this "ADMINISTRATIVE" button:



Click on that button, and then create new users with unique log-in credentials. You can also set various preferences there for each log-in that you create.

Why is this important? Because the already existing display preferences, and the new mapping settings are stored by each unique user profile. Allowing users to use their own credentials will allow them to maintain the same settings each time that they log in.

2. If you have not already explored the "PREFERENCES" button, please do so. There, you can configure agencies to auto-populate to your screen when they are dispatched, control what data displays on your screen, and set certain audio and visual alerts to make your system easier to use.

3. On your main screen, when an agency is being displayed, you will see these new "MAP VIEW" buttons:



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(((iamresponding.com))) CENTRAL DISPATCH CENTER
Emergency Responder Reply System™

SELECT AGENCY | APPARATUS | SEND MESSAGES | PRINT SCREEN | REPORTS | PREFERENCES | HELP

AGENCY	(hide all)	DATA
19 Mahopac Falls		Responding:
0:00		
Map View	←	
ABC EMA		Responding:
0:00		
Map View	←	
FIRE & EMS		Responding:
0:00		
Map View	←	

You can open up to five (5) maps at a time. Simply click the “Map View” button of the agency/department that you want to see. Clicking that will open the mapping view from that department’s own system, and will display a map of that department’s most recent incident location (for those departments receiving dispatch information from you via their IaR system – if you are not currently sending dispatch information to IaR, please contact our support team to set that up).

Clicking “Map View” will open a tab within your system that looks like this:

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SELECT AGENCY | APPARATUS | SEND MESSAGES | PRINT SCREEN | REPORTS | PREFERENCES | HELP

AGENCY (hide all) DATA FIRE & EMS

(((iamresponding.com))) FIRE & EMS DEPARTMENT

22:43:31
Monday, November 26, 2018

22:43:30
Monday, November 26, 2018

Night Mode

Now Responding

Incident Detail

Back

🔍

📍 Nature: Fire Alarm
Location: 165 West Seneca Street
Comments: Occupants Evacuated

Sep 25, 2018 - 14:45

The location is not validated yet.

165 W Seneca St, Mahopac, NY 13104, USA

WARNING: Verify mapped destination. Other possible destinations available HERE





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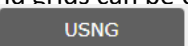
In the bottom left corner, you will see the details of that department's most recent dispatch. You can click the "Back" button or use the search function there to find other incidents.

In the upper left corner, you will see who is responding, when and where for that department's most recent incident.

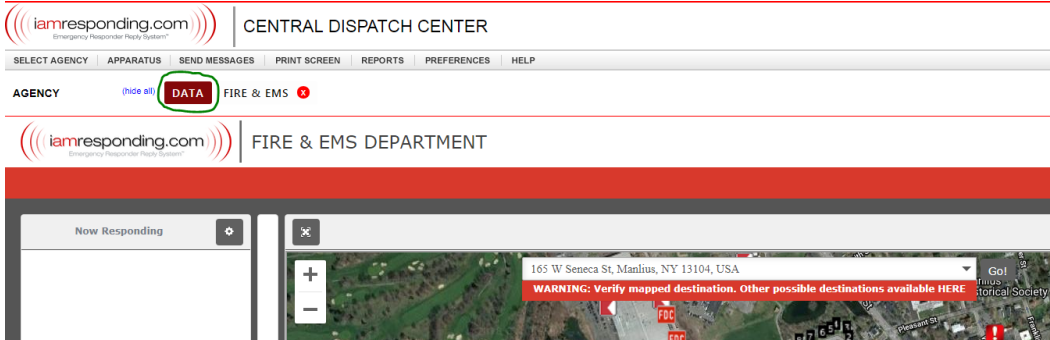
In the map, you will see the incident mapped out and indicated with a red pin, as long as a valid address was provided to iamResponding for that incident. If necessary, you can manually modify or enter the address in the address search bar at the top of the map.

In the upper right corner of the screen, clicking on the  symbol will allow you to alter your display settings, such as whether to display all of the hydrants, map markers, etc and the default mapping zoom level. Any settings saved there will be stored and applied to all of the maps opened by the same user with the same login credentials.

When available from Google Maps, street view imagery for the designated location can be viewed by clicking on this symbol in the lower right corner: 

USNG coordinates and grids can be overlaid on your maps by clicking this button in the upper right corner of the maps: 

To return to your main dispatch screen, simply click the "DATA" button here:





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If you open multiple maps at the same time, those will each be indicated by buttons here:

The screenshot shows the IamResponding.com interface. At the top left is the logo with the text 'IamResponding.com'. To the right of the logo is the text 'CENTRAL DISPATCH CENTER'. Below this is a navigation bar with the following items: SELECT AGENCY, APPARATUS, SEND MESSAGES, PRINT SCREEN, REPORTS, PREFERENCES, and HELP. Below the navigation bar is a row of buttons for different agencies: FIRE & EMS, 19 MAHOPAC FALLS, ABC EMA, and FLANDERS FIRE AND RESCUE. Each button has a red 'x' icon in the top right corner. Below the buttons is a table with two rows. The first row is for '19 Mahopac Falls' and the second row is for 'ABC EMA'. Both rows have a 'Responding:' status and a timer showing '0:00'. Green arrows point from the buttons in the row above to the 'Responding:' status in the rows below.

Simply click on any of the buttons to re-open the applicable map.

Clicking the red "x" on any of the map name buttons will close that map.

Remember, you can only open five (5) maps at a time.

QUESTIONS? Call our customer support team at 315-701-1372 or email support@emergencysmc.com, and our team will be happy to assist you!