

# ELERTS Administrator Guide

## ELERTS Management Console

The management console enables Operators to receive and reply to incoming Reports submitted from persons using the **See Say** app on their smartphone or by sending a text message to the Text-A-Tip phone number provided. To send a report to the console from the mobile app, a user clicks the Report a Problem button on the main screen of the app. A report can include a photo, video, text description of the problem and a GPS location. Employees or the public may also submit a report using the Text-A-Tip phone number, and include a photo with the text message, if desired.

## Login

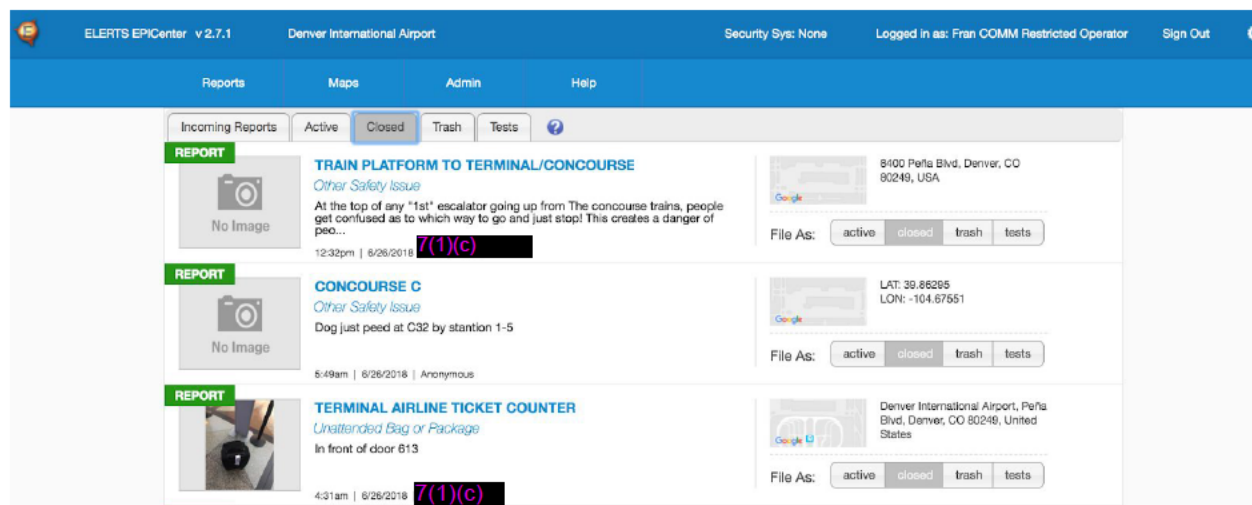
Open your Internet browser and go to URL provided to you by ELERTS. You will have received a **Username** and **Password** from your organization's ELERTS Console Administrator. Enter your **Username** and **Password**. Your Password can be changed at any time. Click the **Accept and Log In** button.

## Change Password

At the top-right of the console, click the gear icon or choose the Admin button. Either option allows the Operator to change his login password. Fill in all three fields and select Submit to commit the password change for future use.

## Incoming Reports

When you first login, the Incoming Reports screen is displayed. Reports sent from app users and Text-A-Tip users will appear here. It is recommended that Operators immediately respond to Incoming Reports. These reports are arriving in real-time.



## Reviewing Incoming Reports

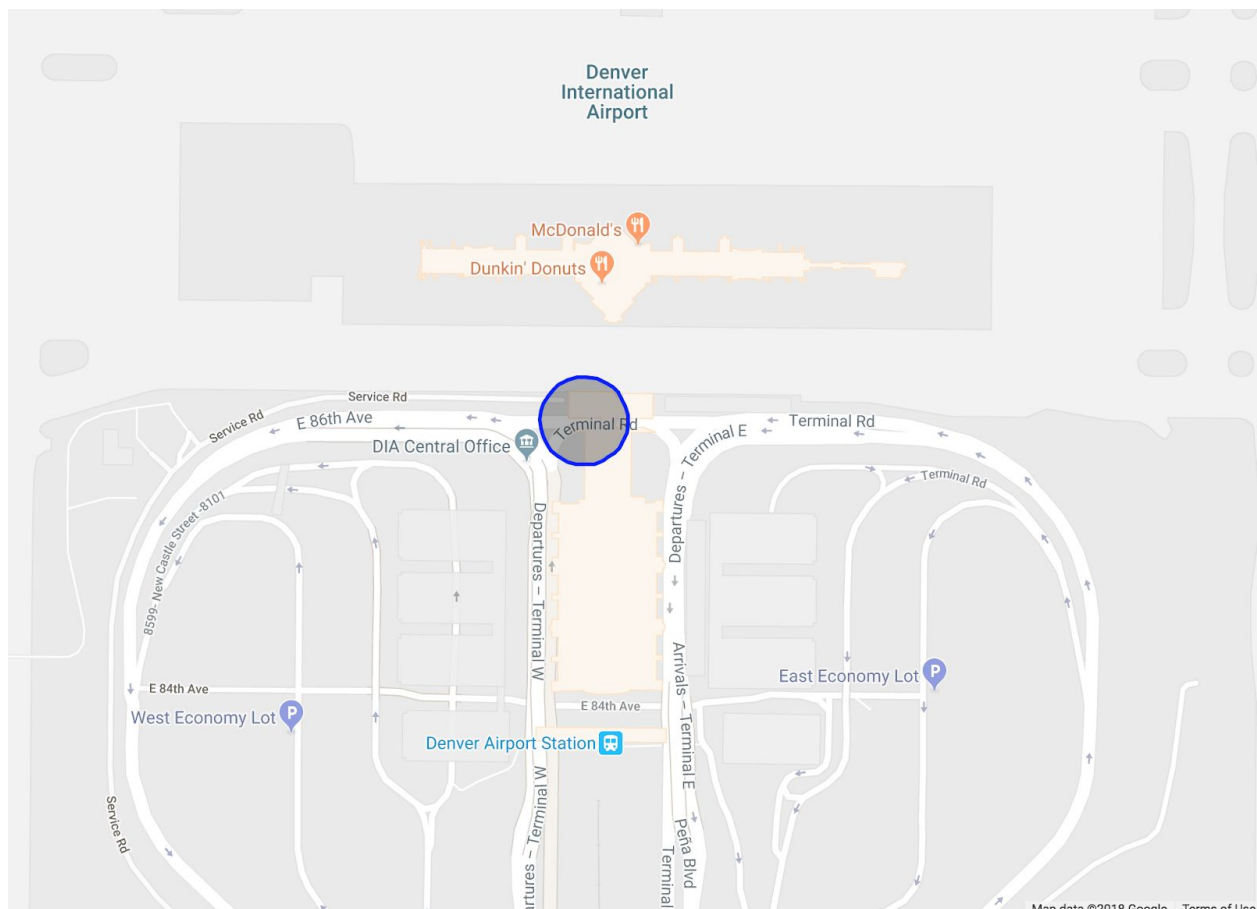
From the Reports tab, select Incoming Reports. The graphic above shows a single report, including the date, time, photo, and descriptive text (optional). The report will show the person's name used to register the app, unless the sender chose to send the report anonymously or did not enter a name when installing the app. A location map is on the right, showing where the Report was sent from, provided the app user enabled Location Services during installation.

When a person submits a report, they may optionally include a photo, video (max 15 seconds) or an image/video from their library. The incident description is optional. It's up to the sender to decide how much information they wish to provide in their report. You might see detailed information, or you might not. The app user also chooses a Report Type and Report Location from the list of choices on the app.

## Responding to Incoming Reports

A new report from an app user triggers a sound in the console to notify the Operator of its arrival. An alert icon will flash in the Incoming Reports tab as well. Console operators should take action to address new reports. Typically, the operator will reply to the app user, then move the report to the Closed folder. If a Report requires further investigation, file the Report in the Active folder. **Keep the Incoming Reports screen empty as possible.**

- **Image:** If you receive a photo, it will show here. Click on this image to see the Report Detail page.
- **Report Text:** Below the report date and time, there may be a Report Type, a Report Location and a description of what the report is about. However, it is up to the smartphone user to decide how much information they wish to provide in a report. Clicking on either link will take you into the Report Detail page.
- **Map:** A map of the incident location displays to the right of the information above. (Provided the app user had enabled Location Services) You can zoom or pan the map.



## Report Status

The Operator may assign classification to any report by clicking on one of the choices shown below. Reports may be classified as being Active, Closed, Trash, and Tests. The Operator may update the status of each report at any time.

- **Active:** The report is currently active and being managed by Operator.
- **Closed:** The issue is settled and the report is closed.
- **Trash:** The report is junk or frivolous.
- **Tests:** Test reports may be sent by new users. (i.e. Report Type is “TEST – THIS IS ONLY A TEST”) Sending a TEST report helps users become familiar with the app. These reports will automatically be routed into the Tests folder so the operator will not be distracted by them.

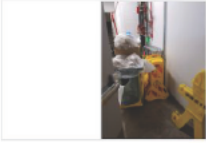
Select any one of the report classification choices to see a list of reports that were assigned to that category. Some have contact information and/or text, while others won't. Remember, the See Say app allows the sender to report anonymously, if they choose. If a report is sent Anonymously, the Operator will not receive the sender's Name, E-mail or phone number. However, the Operator may still communicate with the anonymous app user.

App users may find themselves in an area where there's no cellular or WIFI connectivity. The smartphone app is able to create a report even if there's limited or no connectivity. However, the report won't be transmitted until adequate connectivity is reestablished. The Android app continuously polls for connectivity to return and automatically sends the Report when connectivity is restored. On iPhone, the message may be sent sooner if the app user opens the app. Else Apple decides in the background when to send the report.

## Report Detail

This page shows detailed information about the Report, including date, time, location of the message and any replies. If the operator wishes to see the picture enlarged they should click the picture and it will be enlarged. The Operator may forward the report via email to a third party. Operator may add internal notes about the Report, in the Notes text box. E.G. 'Case 1237' or 'Recurring problem', etc.

Date: Tuesday, 6/19/2018 Time: 10:45am Report ID: 33 From: 7(1)(c) [Show Resources](#) [email report](#) File As: **Closed** [Mark as spam](#)



### Concourse A Other Safety Issue

Daily, there are hazards (emergency exit blockers) placed in the S25 stairwell, level 2 & 3 (pics attached). This problem/risk is in other stairwells too.

📷 No nearby DOT cameras found.

Select Reply Template

reply

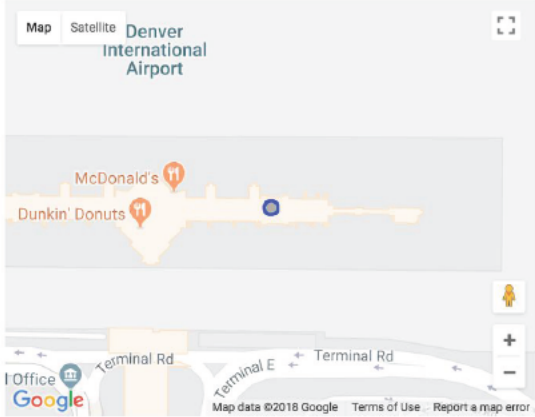
To reply only to this person, type text and click reply button

**7(1)(c)** 10:46am 6/19/2018

Thank you. Can you please give us a general location? Concourse A, Terminal, etc? And if available, which level it is on?

**7(1)(c)** 10:50am 6/19/2018

I put location details in my report.



LAT: 39.85385 LON: -104.67158

Notes

[save note](#)

- To move a report, click the **File as:** dropdown and select the appropriate category. Active, Closed, Trash or Tests.
- **Mark as Spam** link will mark a user as spam if they are abusing the system. Once a user is marked as spam, all subsequent reports sent will go directly into the trash folder.
- The **email report** link opens an e-mail web form, populated with the contents of the Report.

Date: Tuesday, 6/19/2018 Time: 10:45am Report ID: 33 From: 7(1)(c) [Show Resources](#) [email report](#) File As: Closed [Mark as spam](#)

## Concourse A

Map Satellite Denver

**Send Email** [X]

From: report@elerts.com

To: [Address Book](#)

Subject: ELERTS EPICenter: Other Safety Issue - (Concourse A)

Message:

Message Details:

Title: Concourse A  
 Report Type: Other Safety Issue  
 Submitted: 6/19/2018 10:45am  
 Report ID: 33  
 From: 7(1)(c)  
 Location: No Location Text  
 Image: [https://s3.amazonaws.com/img\\_elerts/report\\_images/thumbs/elert\\_\\_490042\\_1529426717.jpg](https://s3.amazonaws.com/img_elerts/report_images/thumbs/elert__490042_1529426717.jpg)

Details:  
 =====  
 Daily, there are hazards (emergency exit blockers) placed in the S25 stairwell, level 2 & 3 (pics attached). This problem/risk is in other stairwells too.  
 Details:

Send Cancel

7(1)(c)

Thank you. Can you  
 And if available, whi

- Operator should Reply to a person that submitted the report, to suggest actions or ask questions. This is done by entering some text into the dialog area at the bottom of the report. The operator simply types in the text to be sent (or uses Reply Templates created by your console administrator) and then selects the Reply button to send it.

\* Note: The most common types of incidents can be responded to quickly and consistently by the operator by using Reply Templates.

## Reply Templates

Reply templates are easy to create and will make the Operator's job easier. When routine incident reports come in such as panhandling, the Operator can choose a standard reply template. This also ensures consistency in the way Operators communicate back to the riders. Please see instructions below to create templates:

ELERTS EPICenter v 2.7.3

Elerts Transit

Security Sys: None

Logged in as: ELERTS Admin

Sign Out

Reports

Maps

Alerts

Users/Groups

Analytics

Admin

Help

Manage Reply Templates

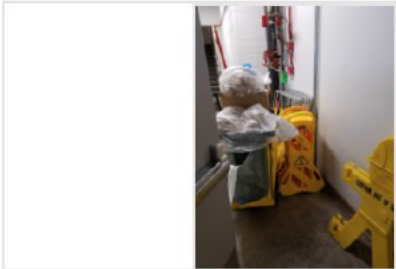
Create New Reply Template

☐ Allow all users to create reply templates (Only Administrators can edit or delete)

Template Name	Reply Message	Edit	Delete
Advised of the situation	Thank you for contacting ELERTS Transit. We have already been advised of the situation and have officers on the way.		
Bus Number	Please provide the train number located at the front of the bus. Thank you.		
Sending an Officer	Thank you for your report. We will send an officer immediately.		
Train Number	Please provide train number.		

Operators may select Reply Templates from dropdown list when replying to an app user.

Date: Tuesday, 6/19/2018 | Time: 10:45am | Report ID: 33 | From: 7(1)(c) | ☒ Show



## Concourse A Other Safety Issue

Daily, there are hazards (emergency exit blockers) placed in the S25 stairwell, level 2 & 3 (pics attached). This problem/risk is in other stairwells too.

Ø No nearby DOT cameras found.

Select Reply Template

- 1. Test Acknowledged
- 2. Maintenance Compliment
- 3. Send Maintenance Where?
- 4. Sending Airfield Ops
- 5. Sending Emergency Resources
- ✓ 6. Sending Maintenance
- 7. Sending PD
- 8. Sending PD-Need more info

advised our maintenance team of the issue you  
resolve the problem.

reply

text and click reply button



## Searching Reports

The Operator has the ability to search for specific reports. This can be done by selecting the **Reports > Search Reports** menu item.

The screenshot displays the 'Search Reports' interface. At the top is a navigation bar with 'Reports', 'Maps', 'Admin', and 'Help'. Below this is a 'Search' section with four input fields: 'Start Date' (06/18/2018), 'Text Query' (Contains), 'Report Type' (All), and 'Report Location' (All). There are also 'End Date' (06/26/2018) and 'Report Id' (ID #) fields. A 'Search' button is centered below these fields. Below the search section, a summary bar shows 'Results from 2018-06-26 - to - 2018-06-19 (100 on this page) - 126 Total Results - PDF - CSV'. The results are displayed in a grid with two columns. Each result includes a thumbnail image, a date and time stamp (6/26/2018 | 1:53pm), a title 'Concourse C', a subtitle 'Other Maintenance Issue', a description 'Hole in wall between C29/27 just right of door CCC 01 4W 004A', a source 'From: 7(1)(c)', a map thumbnail, coordinates (LAT: 39.8634, LON: -104.676949), and a status 'Status: Active'.

The Operator can type text to be searched for, as well as fields for a date range to define the search range. If no text is typed, all reports within the date range will be presented in the search results. Text searches are performed with case insensitivity. The searches can also be filtered by Keywords (Text Query), Report ID, Report Type and/or Report Location.

## Exporting Search Results

Search results can be exported using the PDF or CSV link.

## Maps

The Maps screen enhances the visualization of your incident reports over a time period. Chose a date range and press Search. The map will be displayed with pins indicating where incident reports were sent from. Reports with no location will not be displayed. i.e. Location Services was not permitted by app user. A circle with the number of reports, will be displayed for a cluster of pins. Click on the number to view the individual pins. The initial search shows ALL Report Types. You may deselect certain Report Types to remove them from the map.













The screenshot displays the 'Maps' interface of a mobile application. At the top, a blue navigation bar contains the labels 'Reports', 'Maps', 'Admin', and 'Help'. Below this, a 'Map' button is selected, and a 'Satellite' button is visible. On the left side, there is a 'Search Reports' panel. It includes input fields for 'Start Date' (06/18/2018) and 'End date' (06/26/2018), a 'Search' button, and a 'Results: 103' indicator. Below the search fields, the 'Map Type' section shows 'Report Pins' selected and 'Heat Map' as an option. A 'Report Types' list is also present, with various categories and counts, such as 'Other Maintenance Issue (21)', 'Moving Walkway Problem (10)', 'Signage Problem (4)', 'Other Safety Issue (6)', 'Spill or Slip Risk (4)', 'TEST - THIS IS ONLY A TEST (12)', 'Unattended Bag or Package (7)', 'Escalator Problem (19)', 'Trash Issue (2)', 'Wellness Check (4)', 'Restroom Problem (5)', and 'Elevator Problem (2)'. The main area of the screen is a map showing a cluster of red location pins. A pop-up window is open, displaying details for a specific report: 'Escalator Problem Concourse A', dated '2018-06-19 14:50:52', with a photo of an escalator. The map also shows various business locations like Quiznos, Colorado Club, Dunkin' Donuts, McDonald's, Hope's Country Fresh Cookies, and Phone Gear. At the bottom, there are labels for 'Service Rd' and a Google logo.



5. To change any **Console Operators'** password, click the icon under "Change PW," for the appropriate Operator.

6. To Delete any of the **Console Operators**, click the "x" under "Delete," for the appropriate Operator.

7. To Edit any of the **Console Operators'** information, click the icon under "Edit Operator," for the appropriate Operator

Reports	Maps	Alerts	Users/Groups	Stats	Admin	Help			
Manage Console Operators (70)							Create New Console Operator		
Full Name	Username	Role	Phone	Email	Change PW	Edit Operator	Delete		
Elerts Admin	elertsadmin	Admin	555-123-1234	support@elerts.com					
7(1)(c)	7(1)(c)	Admin	7(1)(b)	7(1)(b)					
		Admin							
		Admin							

## Edit a Console Operator

1. Click on the icon under **Edit** for the appropriate **Console Operator**.
2. Make the edits you wish to make.
3. Click **Save**.

Manage Console Operators (70) Create New Console Operator

Full Name	Username	Change PW	Edit Operator	Delete
Elerts Admin	elertsadmin			
7(1)(c)	7(1)(c)			

**Edit Console Operator**

Name: 7(1)(c)

Username: 7(1)(c)

Role: Admin

Email: 7(1)(b)

Phone: 7(1)(b)

Save Cancel

## Delete a Console Operator

1. Click the “x” under “Delete” for the appropriate **Console Operator**.
2. Click **Delete User**.

Manage Console Operators (70) Create New Console Operator

Full Name	Username	Change PW	Edit Operator	Delete
Elerts Admin	elertsadmin			
7(1)(c)	7(1)(c)			

**Confirm Delete**

Are you sure you want to delete this console operator?  
Elerts Admin (elertsadmin)

Delete Cancel

## Role Designation

Console Operators are designated with one of three roles. Each role has a different level of functionality.

**Admin – Administrators** have the ability to:

- o Create, set up and manage individual Console Operators.
- o Manage notification settings for Unattended Incident Reports.
- o Enter and authorize app users
- o Review Incident Report and Alert statistics.
- o See Incident Reports as they come in.
- o Reply to the app users who send in those reports.
- o Categorize reports as “active,” “closed,” “trash,” or “tests.”
- o Search report.
- o Create and broadcast Alerts to app users.
- o Review sent Alerts.

**Regular Operator – Regular Console Operators** have the ability to:

- o See Incident Reports as they come in.
- o Reply to the app users who send in those reports.
- o Categorize reports as “active,” “closed,” “trash,” or “tests.”
- o Search reports.
- o Create and broadcast Alerts to app users.
- o Review sent Alerts.

**Restricted Operator – Restricted Console Operators** have the ability to:

- o See Incident Reports as they come in.
- o Reply to the app users who send in those reports.
- o Categorize reports as “active,” “closed,” “trash,” or “tests.”
- o Search reports.
- o Review sent Alerts.
- o Restricted Operators DO NOT have the ability to create and broadcast alerts.

## Groups

All activated app users will appear on Users/Groups => Manage Group => All Users List.  
Groups can be defined on this screen

### Define Groups

The operator can broadcast alert messages to all app users or a specific set of app users through groups. Also, features such as eScanner can be enabled for certain groups.

Note: eScanner is a feature that allows Security or staff managers to receive app user's reports on their smartphones. So even when at home, a Security manager may receive copies of reports sent to the EPICenter console.

### Create a New Group

1. Click the **Create Group** button
2. Enter the **name** of the group and click **Create Group**

### Rename a Group

1. Click on the group you would like to rename
2. Enter in the new **name** and click **Rename Group**

### Assign a User to a Group

1. Click the checkbox next to the user you want to add
2. Click the Plus button that is now visible next to the desired group

### Remove a User from a Group

1. Click the checkbox next to the user you want to remove
2. Click the **Remove Selected Users** button

### Remove a Group

1. Click on the group you would like to delete
2. Click the **Delete Group** button
3. Click the **Delete Group** button on the prompt

## Alerts - Create / Send / Review

The operator can create alerts to send messages to all app users or a group of app users to inform or notify public safety alerts or announcements. Alerts can also be used for general tips or advice relevant to the users.

### Create Alert

This tab option, when selected, brings up the Create Alert page. Here you will provide the specifics on the new alert.

**Upload an Image:** Add an image or photo from any directory, to accompany the alert. The two permitted types of images are JPG and PNG.

**Title:** Enter a title for the alert.

**Expires:** An expiration date automatically populates this field. A click in the field brings up a calendar if you would like to change the date of expiration.

**Details:** Type in the specific wording for the alert.

**Next Button:** Click Next and you're taken to the Send Alert page where you can review the alert before sending it

### Send Alert

**Edit Link :** Select this to make changes, if needed. You'll be taken back to the Create Alert screen.

**Send Alert Button:** When the alert is ready, click this button.

**Verify User Box :** Enter password, click Send

**Alert Sent : All specified app users receive alert.**

**User Communication :** Users can provide information or to ask for more information by responding to the alert (new incoming report)

### Review Alerts

**Verification** Alert Sent message (blue bar)

**List of sent alerts displayed**

**Date / Time alert created**

**Date / Time alert sent**

**Expire date**



## Unattended Incident Report (UIR)

Operators can be notified of unattended incoming reports. If an Incident Report comes in and is not attended (i.e. not moved to a folder like 'Closed') to within the specified period of time, it is considered an "Unattended Incident Report." When this happens, an SMS or email is automatically sent out to pre-arranged personnel to let them know there is a report that needs immediate attention.

### UIR Notifications Settings

On the right you can select the desired length of time before being notified. You can also disable all notifications by clicking the checkbox.

Unattended Incident Report (UIR) Notification Settings

**UIR Notification List**  
Contacts: 3/10

Add Contact Remove Selected Contact

	Name	Phone Number	Email Address	Edit
<input type="checkbox"/>	7(1)(c)	7(1)(b)	7(1)(b)	
<input type="checkbox"/>				
<input type="checkbox"/>				

**Unattended Incident Report Timer**

5 minutes

Inactive Reports in the Incoming Reports list will trigger notifications to the users that you set after a given period of time.

If an Incident Report is received and is not attended to in the specified amount of time, a SMS message will automatically be sent to the contacts chosen on this screen.

☐ Disable notifications

Save

### Add a New Contact

1. Click **Add Contact**.
2. Fill in the contact info and click **Save**.
3. Click **Save**.

If you enter in both **SMS** and **Email** you will get notified on **both**. If you **only** want an email, only fill in **Email** and if you only want an **SMS** fill in just **SMS**

### **Remove a Contact**

1. Select the check box next to the desired contact.
2. Click **Remove Selected Contact**