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

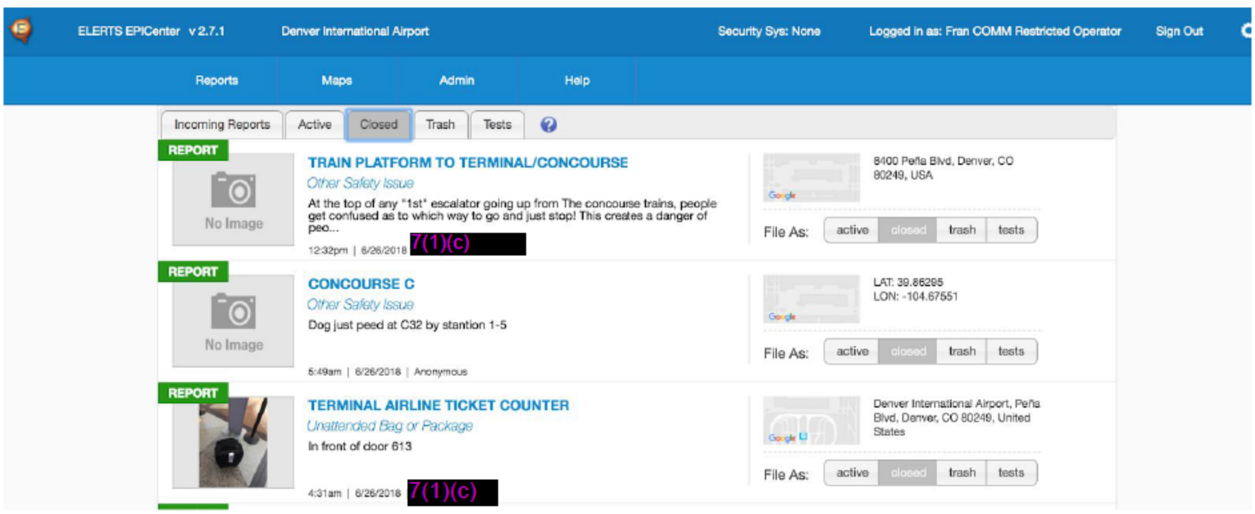
Open your Internet browser and go to URL provided to you by ELERTS. You will have received a **Username** and **Password** from your organization's ELERTS Console Administrator.
Enter your **Username** and **Password**. Your Password can be changed at any time
.Click the **Accept and Log In** button.

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.

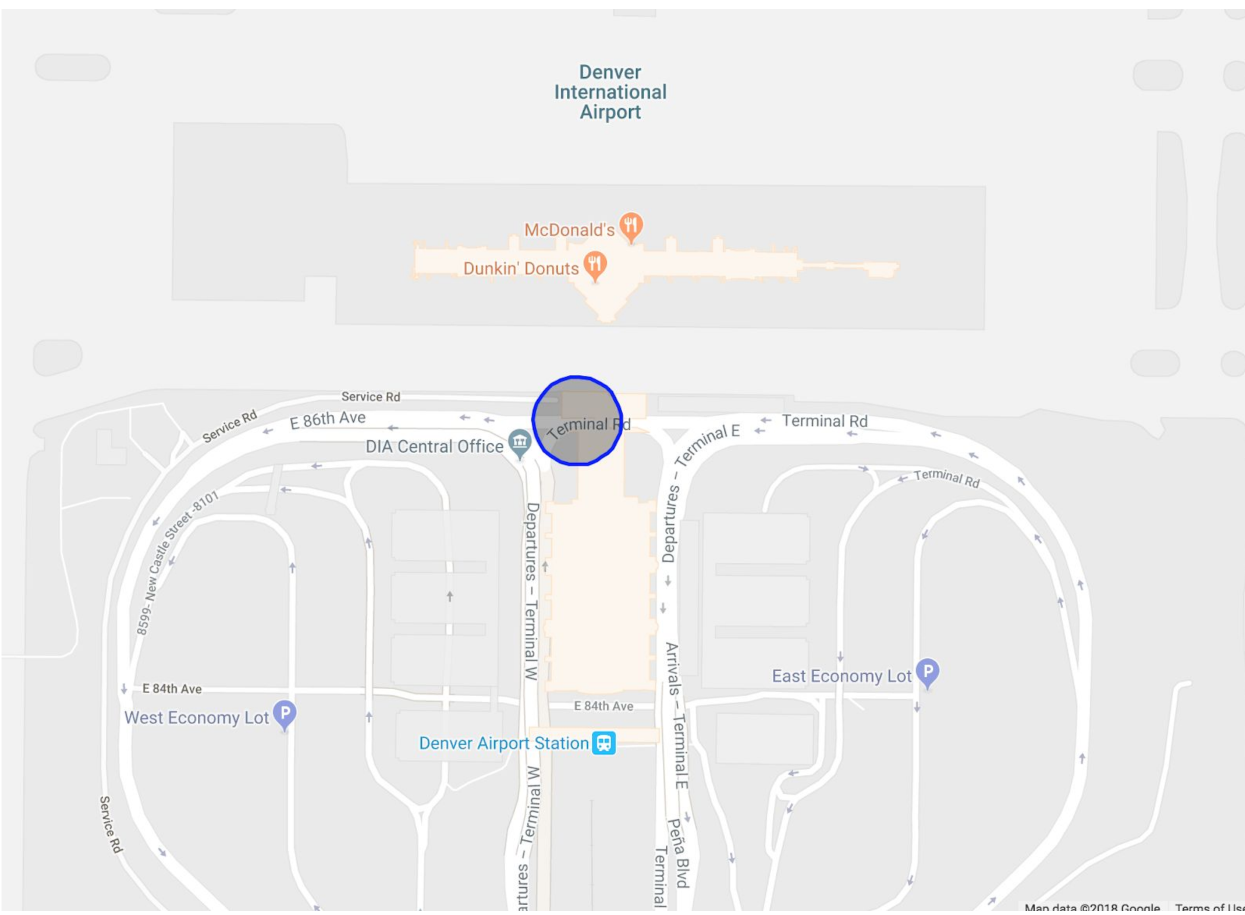
Responding to Incoming Reports

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.

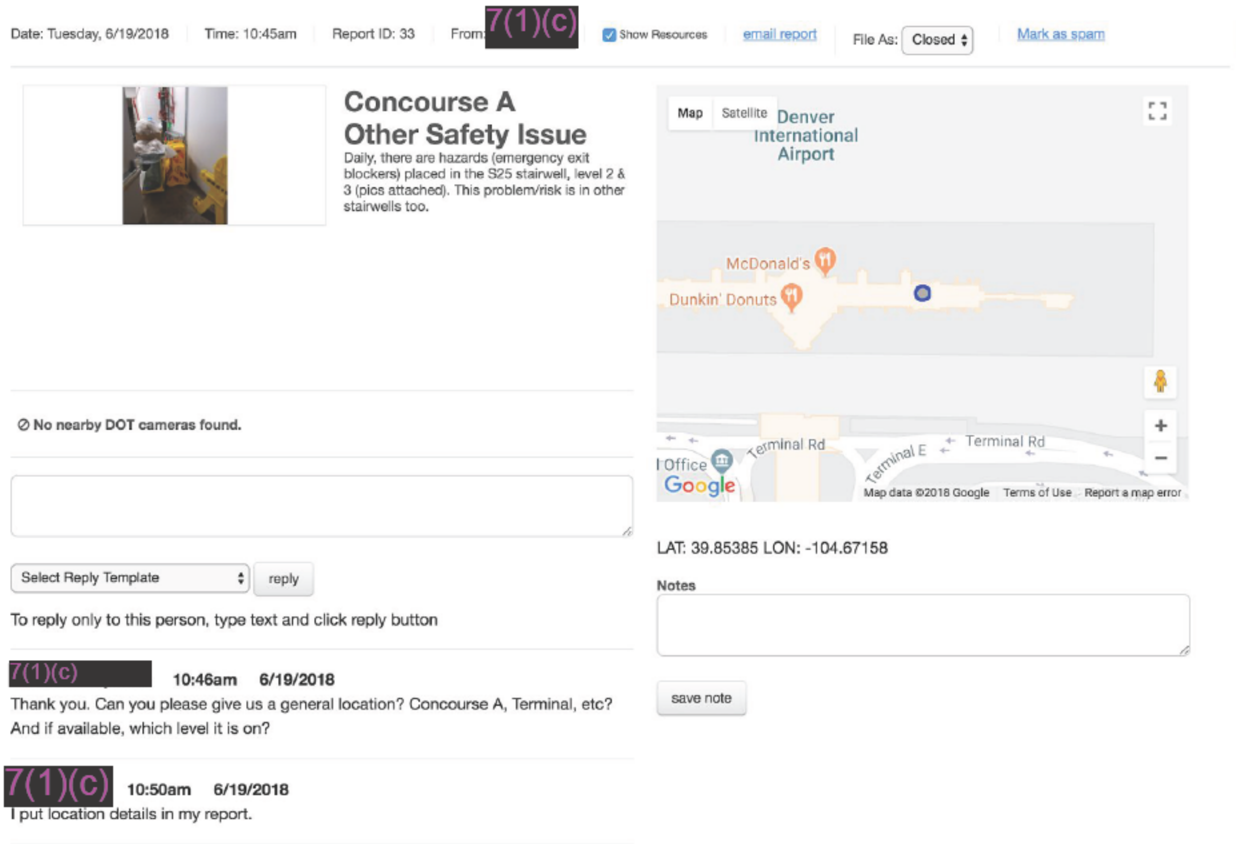
- **Active:** The report is currently active and being managed by Operator.
- **Closed:** The issue is settled and the report is closed.
- **Trash:** The report is junk or frivolous.
- **Tests:** Test reports may be sent by new users. (i.e. Report Type is "TEST – THIS IS ONLY A TEST") Sending a TEST 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

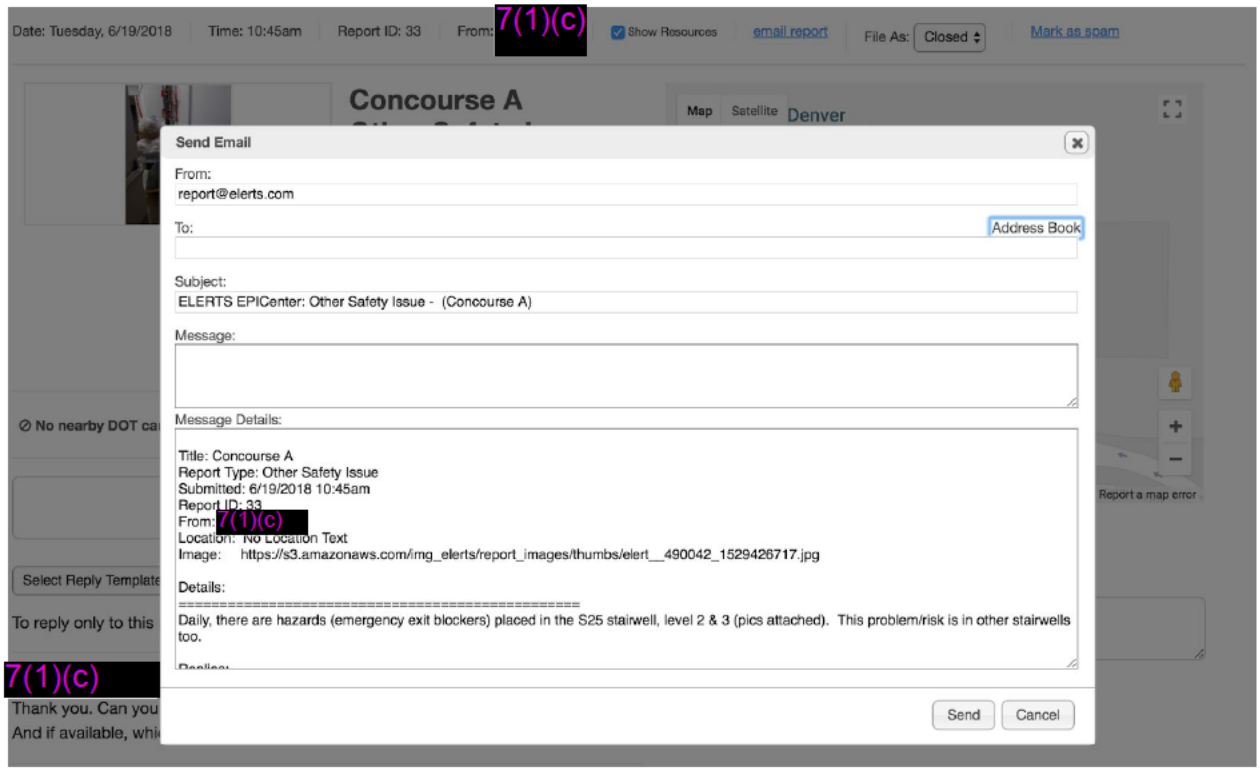
This page shows detailed information about the Report, including date, time, location of the message and any replies. If the operator wishes to see the picture enlarged they should click the picture and it will be enlarged. The Operator may forward the report via email to a third party. Operator may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



- 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.

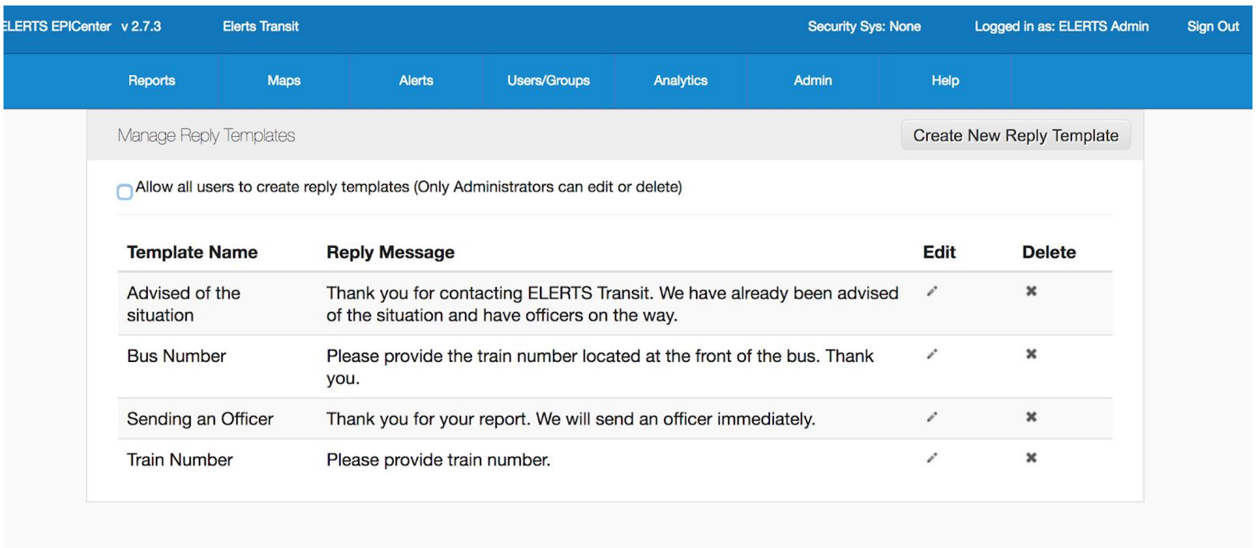


- Operator should Reply to a person that submitted the report, to suggest actions or ask questions. This is done by entering some text into the dialog area at the bottom of the report. The operator simply types in the text to be sent (or uses Reply Templates created by your console administrator) and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

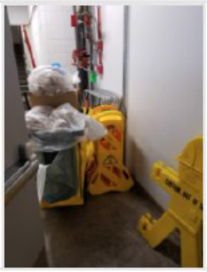
Reply Templates

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:



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: [redacted] 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.

⊘ **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

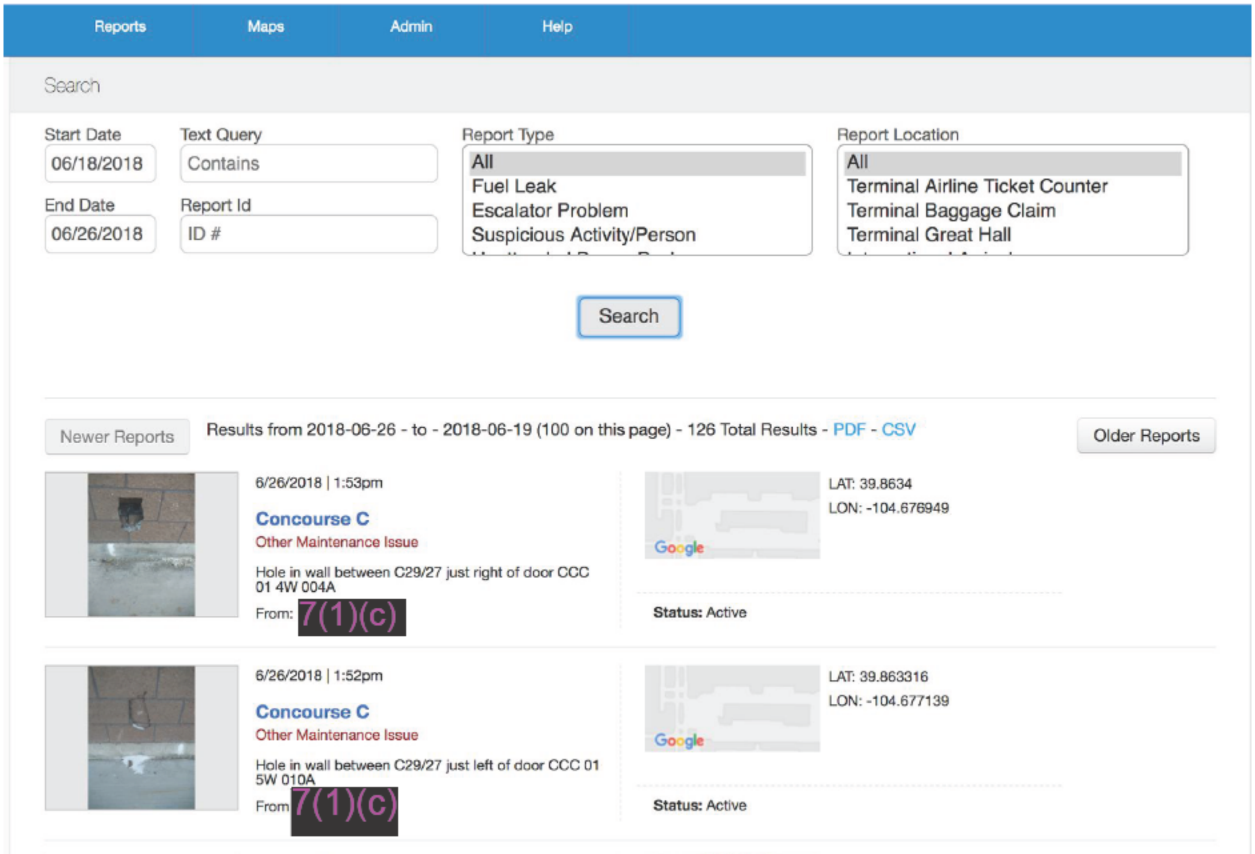
dvised our maintenance team of the issue you
resolve the problem.

reply

xt 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.



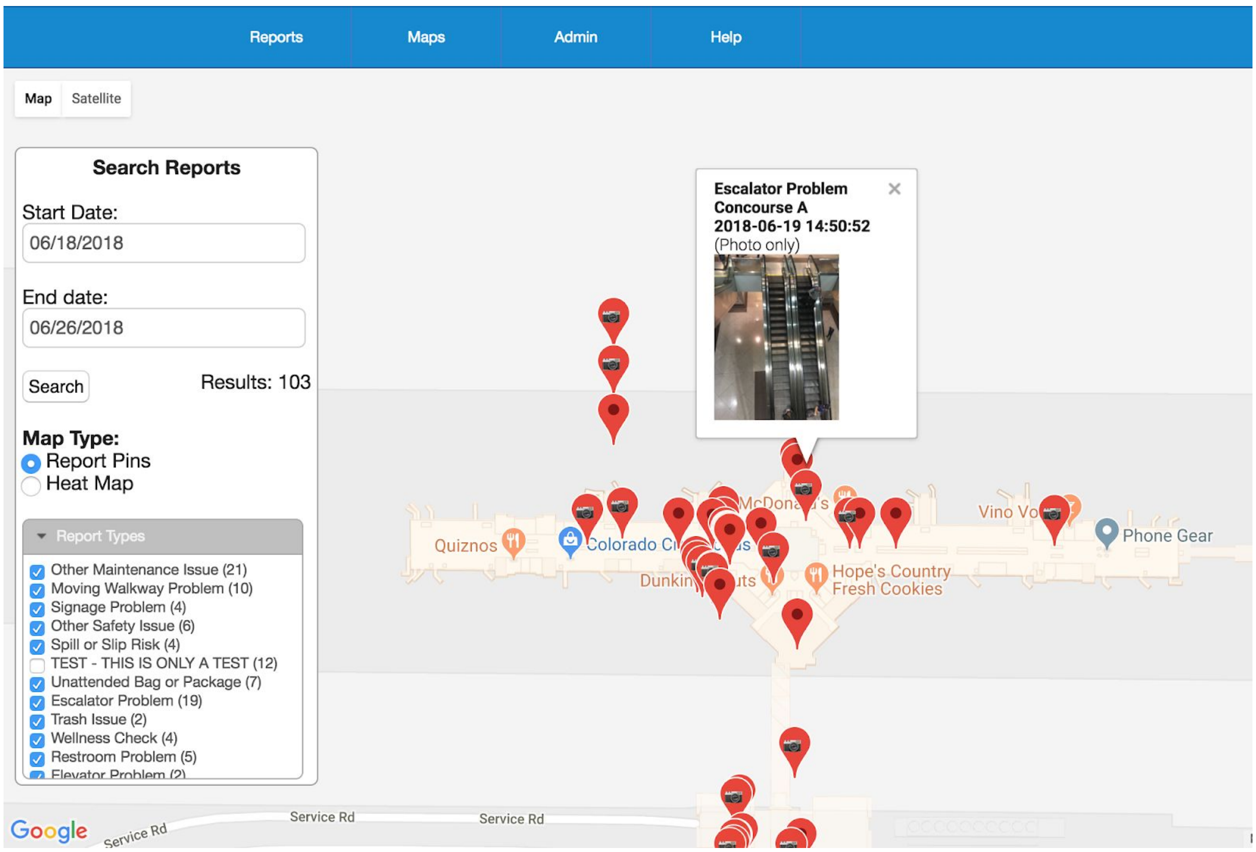
The Operator can type text to be searched for, as well as fields for a date range to define the search range. If no text is typed, all reports within the date range will be presented in the search results. Text searches are performed with case insensitivity. The searches can also be filtered by Keywords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

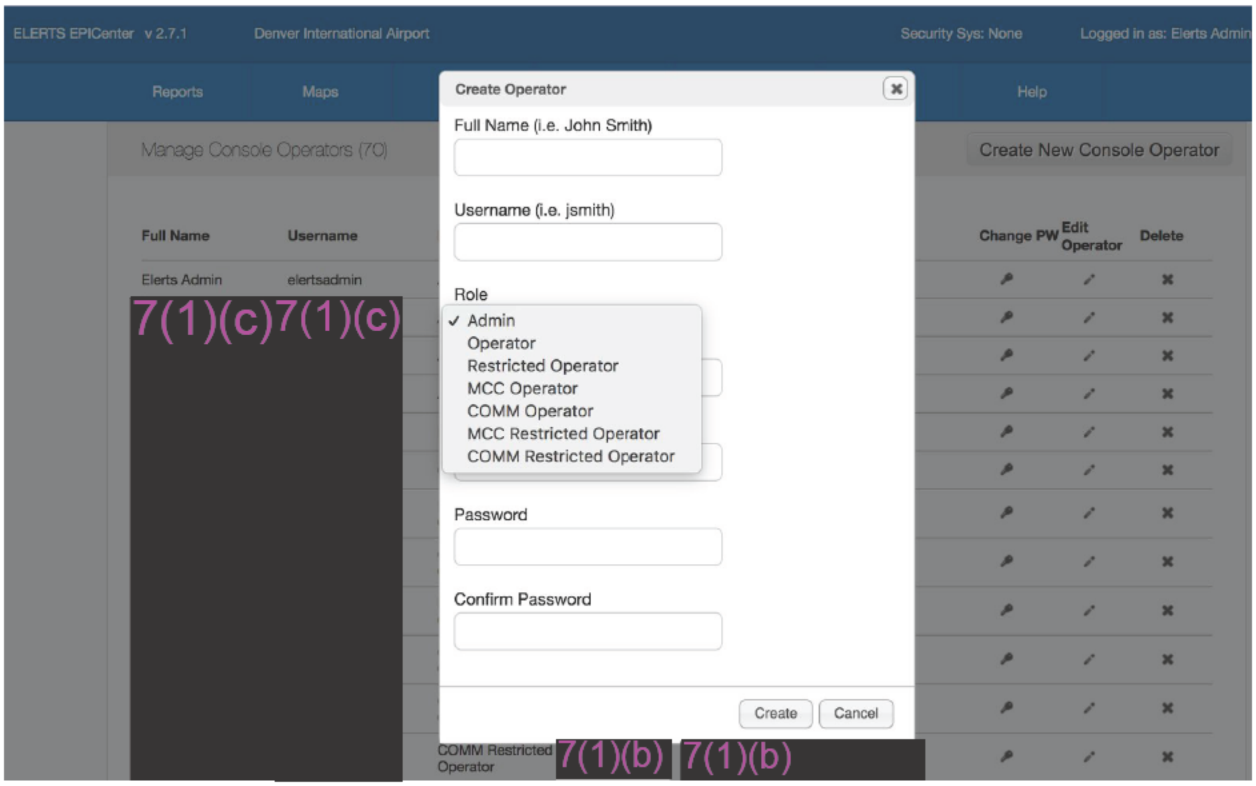


Create Console Operators

Console Operators will manage the EPICenter Console. Create a Console Operator with an Admin Role for initial setup such as adding additional console operators with Regular & Restricted Roles (see Role Designation).

Add a Console Operator

1. To add a new Operator Click the **Create New Console Operator** Button



2. Enter the correct information in the appropriate fields.

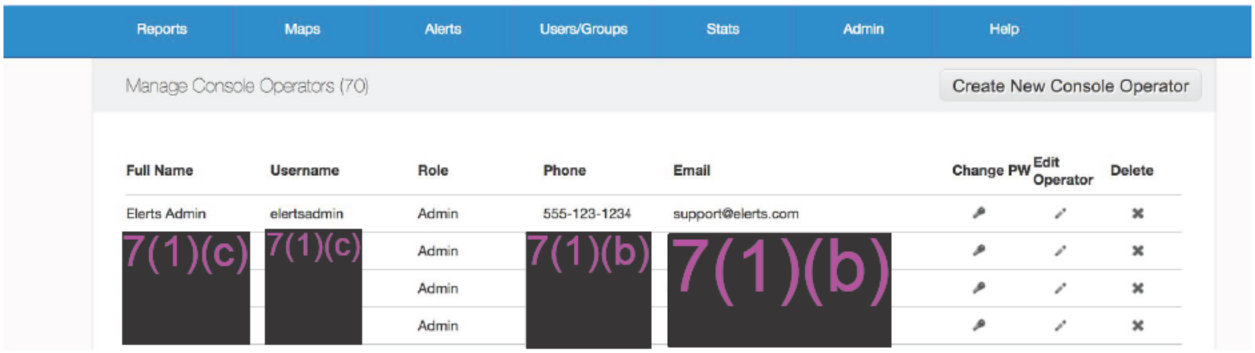
3. Choose appropriate Role Designation from the “Role” dropdown menu.
Role Designation : Refers to the fact that **Console Operators** are designated with one of three roles (Admin, Regular Operator & Restricted Operator). Each role has a different level of functionality.

4. Click **Create**.

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

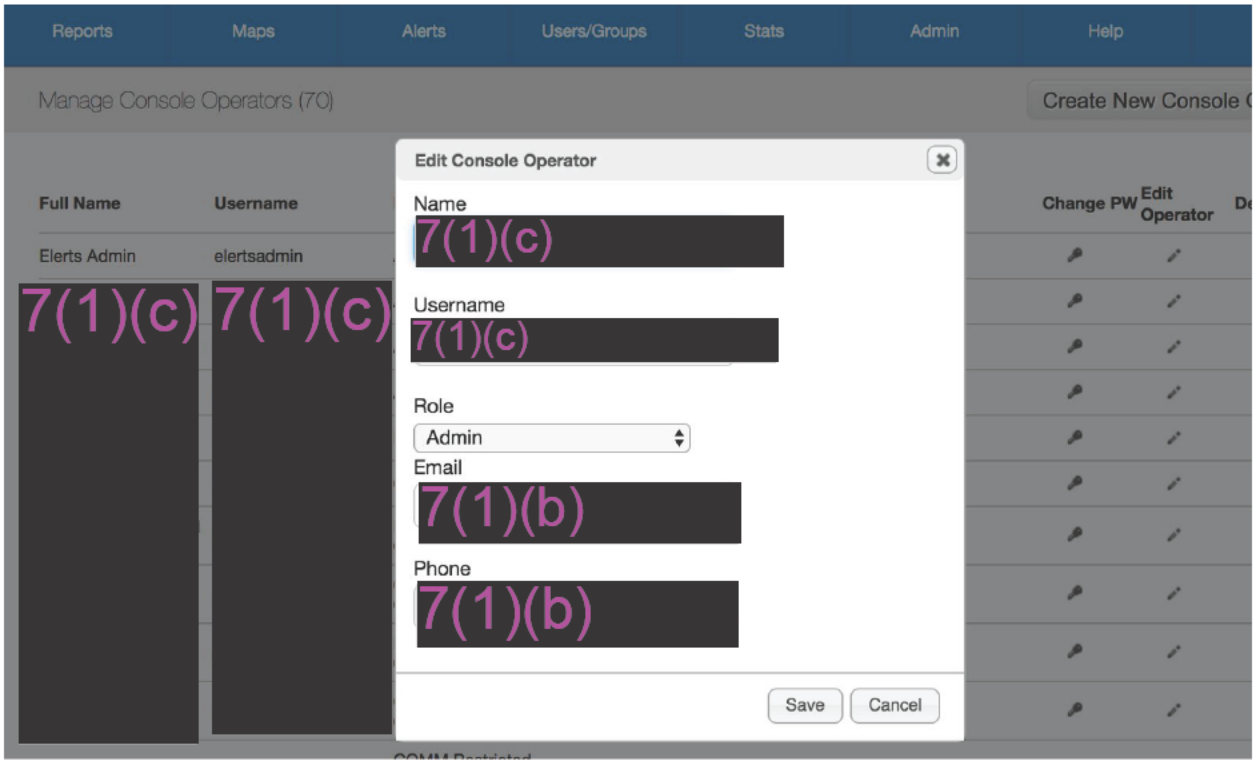


Edit a Console Operator

1. Click on the icon under **Edit** for the appropriate **Console Operator**.

2. Make the edits you wish to make.

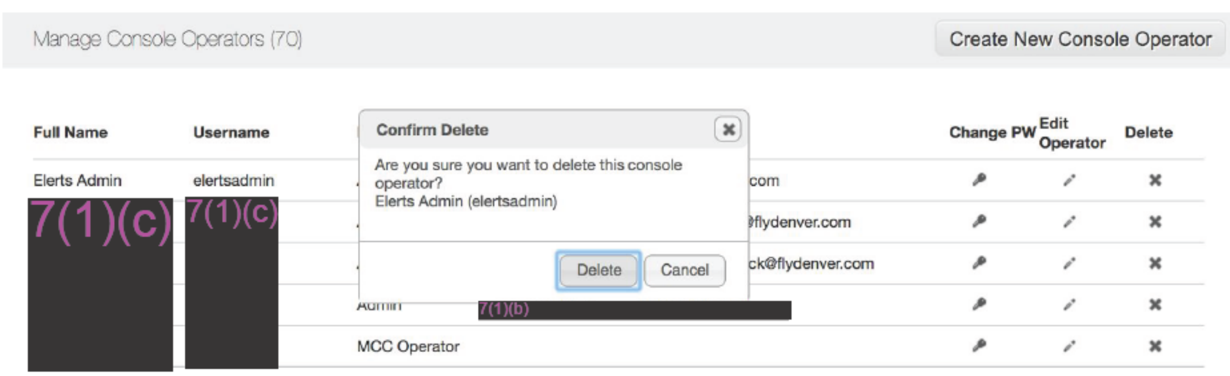
3. Click **Save**.



Delete a Console Operator

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

2. Click **Delete User.**



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

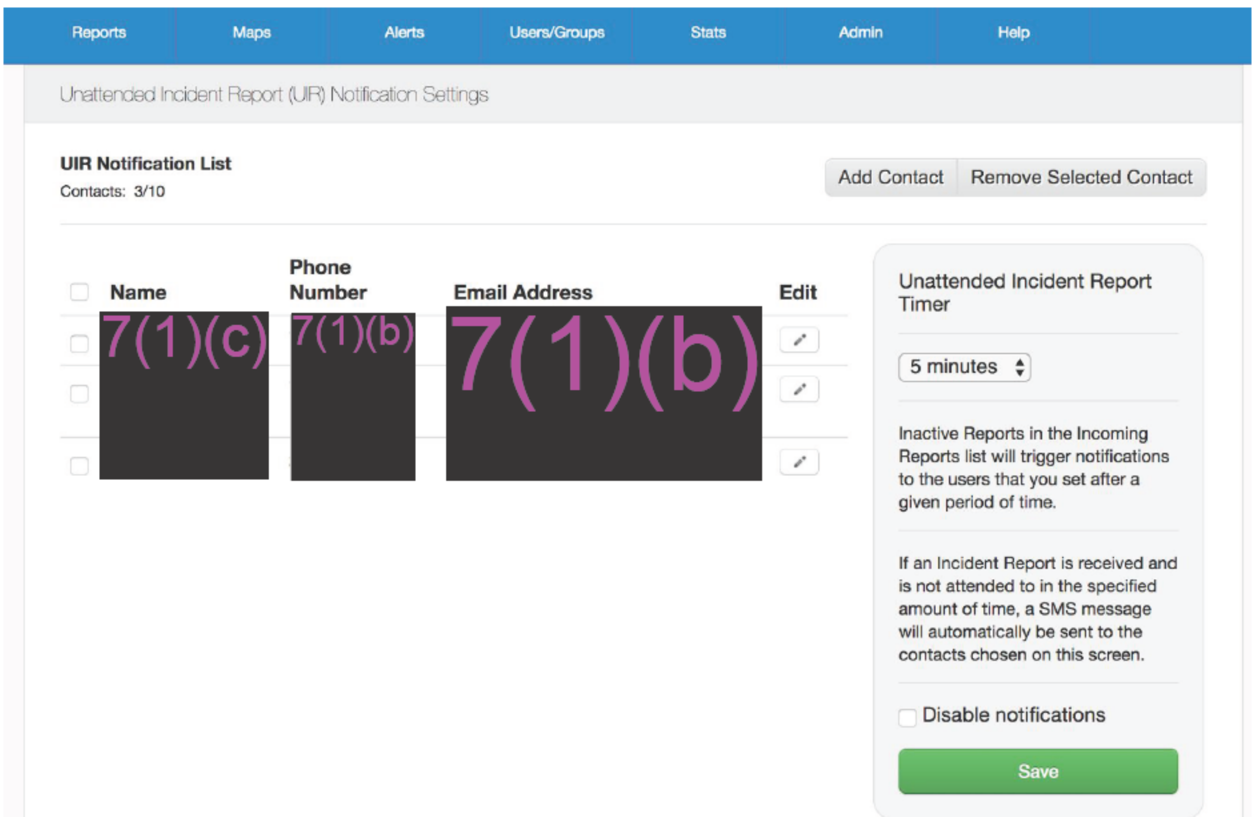
Verification Alert Sent message (blue bar)
List of sent alerts displayed
Date / Time alert created
Date / Time alert sent
Expire date

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.



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**