# Five9 E911 Device Registration

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**Description:** Steps for agents to register their location with MyE911 in case of any emergency (Ambulance, Fire, Police, etc.) while using the Five9 System.

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| Reminders |

Prior to starting Device Registration, confirm the below:

* My911 software has been pushed to agent device. Check by locating the MY911 icon in the system tray (Refer to My E911 Device Registration [Step 1](#Step1)).
* Confirm email notification from “no-reply@e911cloud.com” that agent has successfully been added as a Five9 Emergency Service Client User by System Administrator.
* **Email subject example:** [EXTERNAL] Welcome to Five9 Emergency Services (E911) - CVS MISC Agent 41's Choice for E911 Solutions
*  Complete the instructions below to register device. **Do not** follow the link in the email noted above.

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| My E911 Device Registration |

Agents will need to register their device upon initial receipt of My E911 software. If physical location changes, this will need updated for safety.

Follow the steps below:

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| **Step** | **Action** | |
| **1** | Open the MyE911 Icon from System Tray.   1. Click the caret from the Windows task bar.      1. Double click the “MY” below icon.     **Result:** Device Registration pop-up appears. | |
| **2** | Enter CVS Email Address and click **Send**.  **Note:** The host information is automatically populated.    **Result:** The E911 System will send a Verification Email From [verification@e911cloud.com](mailto:verification@e911cloud.com). | |
| **3** | 1. Enter the verification code in the MyE911 Application (Valid for 4 hours) and then select **Verify**. 2. Select **Save**. | |
| **4** | 1. To confirm agent has registered the correct email, close the Device registration window by clicking on the "X". 2. Right click on the MyE911 Icon in the System Tray. 3. Select **About**.     **Result:** The About pop-up displays agent’s email address. This confirms agent’s email is registered correctly. | |
| **5** | Right click on the MyE911 Icon in the System Tray and select **open**.  **Result:** The Five9 E911 opens in default Web browser. | |
| **6** | Select **Add Location and set as Current**. | |
| **If the agent works from…** | **Then…** |
| Off-site (**Example:** Work-From-Home (WFH)) | 1. Enter the Location Name using the Naming Convention:   WFH - First Name Last Name Home 1  **Example:** WFH-John Doe Home 1   1. Enter current physical address in the appropriate fields.   **Notes:**   * Address is validated against national database. * If address is rejected, use the Alternate Address View to enter current address.   Only use the alternate Address View if address is not accepted.   1. Click **Save**.     **Result:** A Welcome to MyE911 screen will automatically appear with agent’s entered location information. |
| An on-site location | On-site locations are automatically set. No action required.  **Result:** A Welcome to MyE911 screen will automatically appear with your on-site location information once agent has completed Step 5. |

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| Manage Locations |

Agents must change location in the E911 system when their off-site (**Example:** Work-From-Home) location changes or if they move from a WFH status to an onsite colleague.

Follow the steps below:

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| **Step** | **Action** |
| **1** | Open the MyE911 icon from System Tray.   1. From the Windows task bar, click the caret.      1. Right click the “MY” icon.      1. Select **Open**. |
| **2** | Select **MANAGE LOCATIONS** in the MyE911 application. |
| **3** | Select the address to manage and click the  icon. |
| **4** | Edit the information to update to correct physical location address. |
| **5** | Click **Save**. |

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| Update User Info |

Employees can go to User Detail in the MyE911 application to update their name if necessary.

Follow the steps below:

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| **Step** | **Action** |
| **1** | Open the MyE911 icon from System Tray.   1. From the Windows task bar, click the caret.      1. Right click the “MY” icon.      1. Select **Open**. |
| **2** | Select **USER DETAILS** in the MyE911 application. |
| **3** | Update First and Last Name, then click **Save**. |

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| Related Documents |

[Five9 Customer Care Document Index (052184)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e696b7c2-078e-444c-a317-bf857986aa23)

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](file:///C:\Users\c114744\AppData\Local\Microsoft\Office\CMS-2-017428)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/cs/groups/public/@pnp/@all/@6700/documents/sop/y2fs/bc0w/~edisp/call-0049.pdf)

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