Symphia NowForce

Mobile User Guide

For versions 5.7 and higher

Preface

Symphia NowForce's advanced dispatch and response technology provides comprehensive situational awareness. Symphia NowForce allows dispatchers, responders and third-party resources to share insights in real-time, creating faster response times to potential threats and active incidents. Symphia NowForce leverages an integrated system of live and historical event data, state-of-the-art mapping, and tailored mobile applications for responders' and reporters' input to ensure that the closest, best equipped and most appropriate personnel is dispatched.

This Guide provides:

- The administrator with the recommended sequence of tasks to prepare your NowForce installation.

- The dispatcher operator and responder user with the key flows to use to Dispatcher and NowForce Mobile App.

Documentation and Firmware

- Download documentation and the latest firmware from: https://verintconnect.com.

- Send your questions or comments on the current document, or any other Verint user documentation, to our documentation feedback team at documentationfeedback@verint.com

Contacting Intellicene Sales and Marketing

About Intellicene

Intellicene's Situational Intelligence Solutions helps enterprises and governments manage complex security operations, fuse information from various sources, analyze vast amounts of data, and gain insight for better incident management, response and investigations. With our solutions, organizations can see what's happening across their operations, make quick and confident decisions for decisive actions. Powered by our Symphia portfolio of solutions, we help our customers orchestrate better outcomes to protect what matters most.

To schedule an online demo today, contact us on:

- https://www.intellicene.com/contact/

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Contacting Verint Service and Support

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Verint Smart Support™ App	Contact Support	
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	Europe, Middle East, and Africa	Phone: +44 (0) 845-843-7333 Email: customersupport.emea@verint.com Open 8:00 am to 6:00 pm (GMT) Monday to Friday
	Asia/Pacific	Australia: (+61) 3 9652 2000 China: (+86) 10 6522 9938 Hong Kong: (+852) 2797 5678 India: (+91) 124 415 9500 Singapore: (+65) 6549 7769 Email: APAC_VIS_Services@verint.com

Verint Smart Support™ App	Contact Support
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To request the latest versions of firmware and software or to download other product-related documents, you need access to the VerintConnect extranet. To register, go to https://oaccess.verint.com/ExtranetRegistration/Forms/SISRegistration.aspx.

Summary of Changes

September 2023

- Updated the mobile permissions with details for Android and for accepting permissions later in "Granting User Permissions on Mobile Devices" (page 22).

July 2023

- Updated the heading and content of the section "Granting User Permissions on Mobile Devices" (page 22).

March 2022

The following were updated:

- "Reporting an Incident from the App" (page 45).

October 2021

The following were updated:

- "Sending User Updates in the Mobile App" (page 106)

June 2021

The following sections were added for version 5.8:

- "Granting User Permissions on Mobile Devices" (page 22)

March 2021

The following sections were added for version 5.6 and 5.6.3:

- "Sending User Updates in the Mobile App" (page 106)

Contents

Overview

This guide provides an overview of the Symphia NowForce Mobile App and the key workflow

The NowForce Mobile App is an entirely customizable application. A typical home screen is shown below.
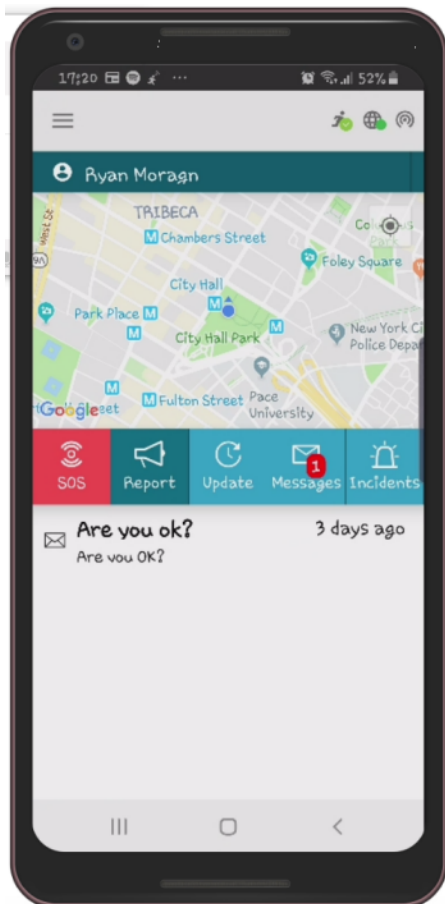
The application contains the following in its Main menu.

- **Home**: Returns you to the mobile app Home screen.

- **SOS**: Enables you to activate the SOS feature by tapping the **SOS** on the **Home** screen.

- **Map**: Enables you to view all active incidents and also see the location of other users in your organization.

- **Report**: Enables you to report an incident. This function is the same as tapping **Report** on the **Home** screen.

- **Incidents**: Opens the Incidents screen in which you can view all incidents assigned to you. This function is the same as tapping **Incidents** on the **Home** screen.

- **Messages**: Opens the Messages screen in which you can view all sent and received messages. This function is the same as tapping **Messages** on the **Home** screen.

- **Asset Lookup**: Opens the Asset Lookup screen in which you can search for assets.

- **Channels**: Opens the Channels screen in which you can view all the PTT channels to which you have access. The screen includes details of all messages received or sent on the PTT channels, which you can also replay.

- **Escort me**: Monitors your activity in a defined time frame of your choosing. If you feel unsafe or in a hostile environment, use this feature to set a time frame according to your activity. When the time frame expires, an SOS alert is activated, your dispatch center is immediately updated with your current location and an automated call to your emergency number is made.

- **Logout**: Logs you out of the mobile app. After logging out, you no longer receive alerts, messages, or any other type of communication from the dispatch operator.

- **Settings**: The Settings icon is located at the bottom left of the menu screen, and enables you to view and make configuration settings.

Mobile App User Guide

This section provides a guide to using the NowForce Mobile App. The main flows covered include:

- Accessing the NowForce Mobile App

- Creating an incident

- Responding to incidents

- Sending messages, and

- Adjusting your NowForce Mobile App settings

A comprehensive list of the topics covered are listed below.

Mobile Getting Started

Getting started includes help topics on:

- Logging into and out of the mobile app
- Setting password and passcode
- Navigating the menu
- Viewing your user profile
- Using SOS functionality

The following topics are covered in this section:

Logging In and Out of the Mobile App

You log in to the mobile app from the Home screen on your mobile device.

▼ To log in to the Mobile app

1. On the **Home** screen of your mobile device, tap the App icon.

   The sign in screen appears.
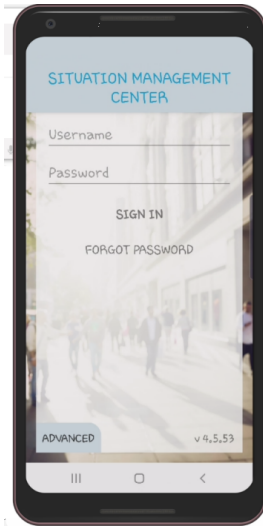
2. Enter your user name and password created for you by your organization in the respective **Username** and **Password** fields.

3. Tap **SIGN IN**.

   The End User License Agreement (EULA) screen appears.
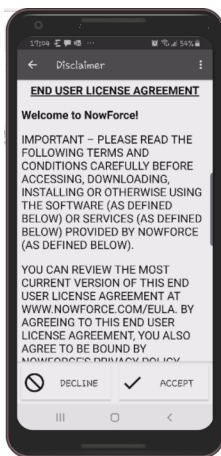
4. Tap **Accept**.

5. The mobile app **Home** screen appears.
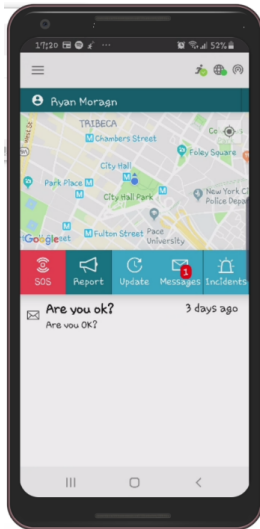
You also log out of the mobile app from the main menu. After you log out, you will no longer receive alerts, messages, or any other type of communication from the Dispatcher. In addition, any information that appeared in the application from incidents, alerts or messages, is erased.

▼ To log out of the mobile app

1. On the Home screen, tap the ![menu] (Menu icon).

2. At the bottom left of the **Menu** screen, tap ![settings] (Settings icon).

3. Tap **Logout**.
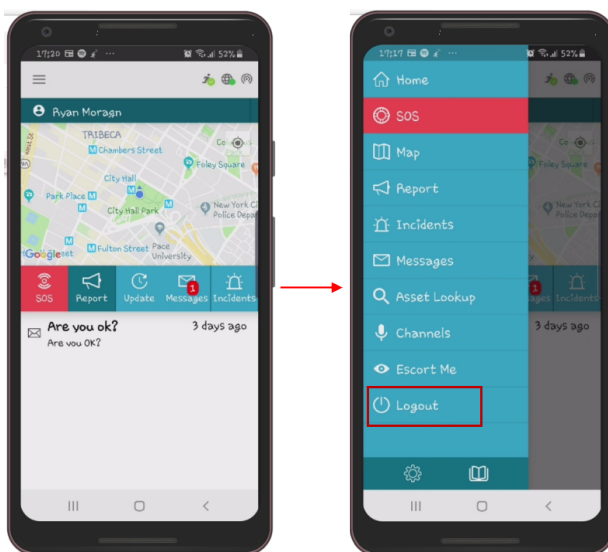
A message appears asking you to confirm that you want to log out.
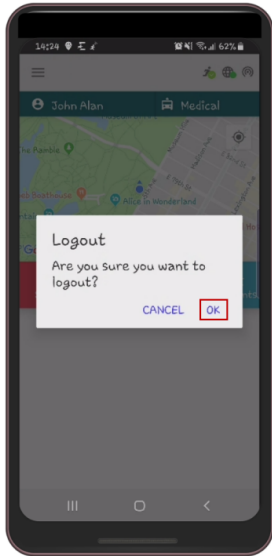
4. Tap **OK**.

   You are logged out and any information that appeared in the application from incidents, alerts or messages is erased.

Using the Main Menu in the Mobile App

The Mobile app's Main menu enables you to access additional tabs that do not appear on the Home screen. The menu items available are permission-based. The examples shown in this article show all available menu items. if a menu item does not appear in your mobile app, and you want to use that feature, consult your system administrator.

You access the main menu by tapping the Menu icon (3-lines) located at the top-left of the Mobile app's Home screen.
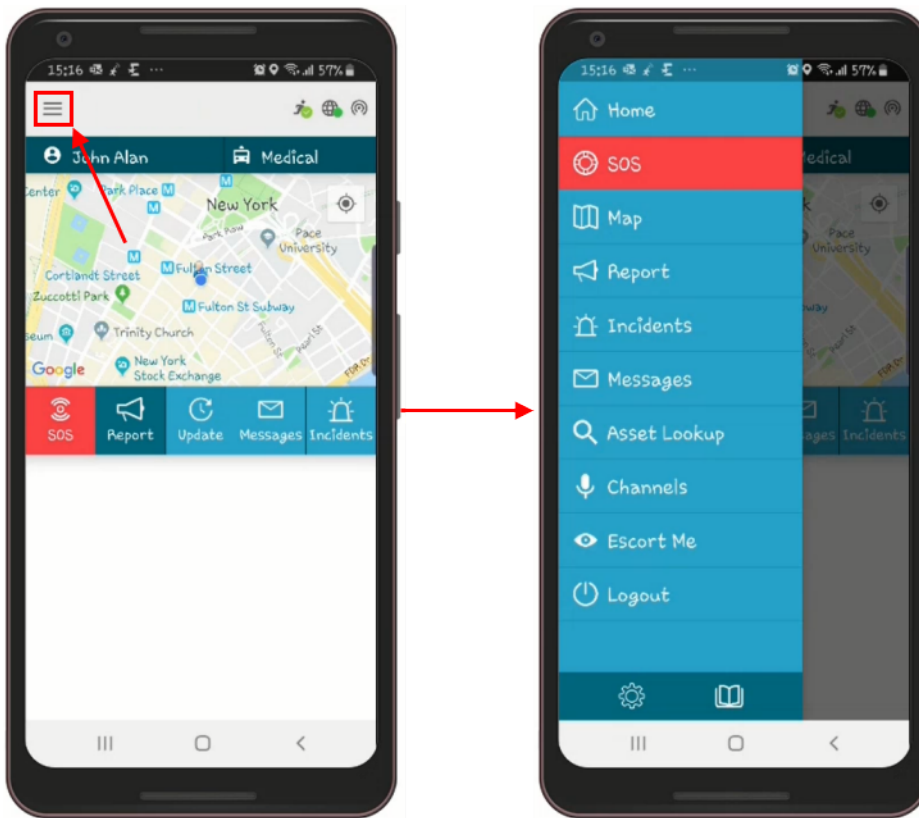
The Main menu has the following options:

- **Home**: Returns you to the mobile app Home screen.

- **SOS**: Enables you to activate the SOS feature. For more information on activating and deactivating the SOS feature, click here.

- **Map**: Enables you to view all active incidents and also see the location of other users in your organization.
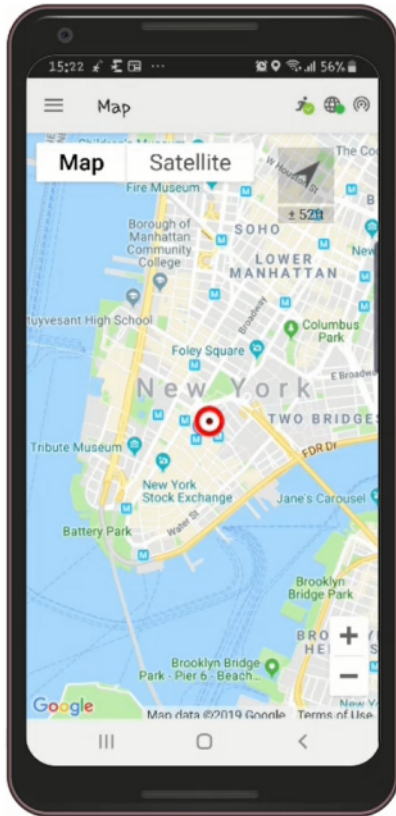
- **Report**: Enables you to report and incident. This function is the same as tapping **Report** on the **Home** screen. Read about reporting an incident.

- **Incidents**: Opens the Incidents screen in which you can view all incidents assigned to you. This function is the same as tapping **Incidents** on the **Home** screen.

- **Messages**: Opens the Messages screen in which you can view all sent and received messages. This function is the same as tapping **Messages** on the **Home** screen.

- **Asset Lookup**: Opens the Asset Lookup screen in which you can search for assets.

- **Channels**: Opens the Channels screen in which you can view all the PTT channels to which you have access. The screen includes details of all messages received or sent on the PTT channels, which you can also replay. Read about channels.

- **Escort me**: Monitors your activity in a defined time frame of your choosing. If you feel unsafe or are in a hostile environment, use this feature to set a time frame according to your activity. When the time frame expires, an SOS alert is activated, your dispatch center is immediately updated with your current location and an automated call to your emergency number is made. Read more about Escort me.

- **Logout**: Logs you out of the mobile app. After logging out, you no longer receive alerts, messages, or any other type of communication from the dispatch operator.

- **Settings**: The Settings icon is located at the bottom left of the menu screen, and enables you to view and make configuration settings.
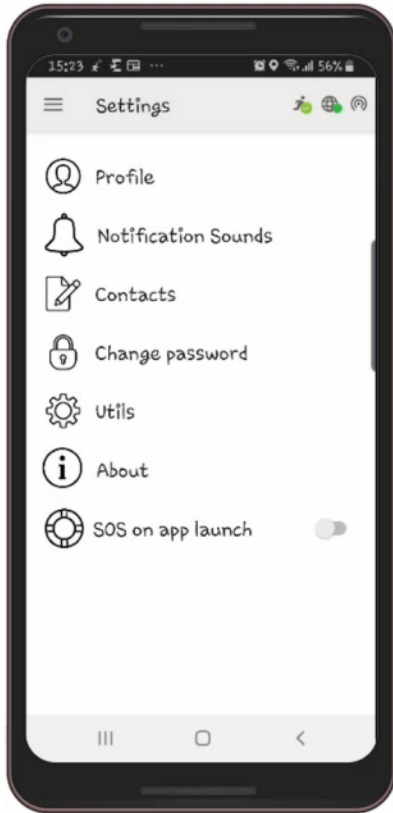
The Setting menu contains the following options:

- **Profile**: Shows your details and settings in the organization. For more information, click here.

- **Notification Sounds**: Enables you to set different ringtones on your mobile app for the different kinds of incident notifications and messages. Read more about notifications.

- **Contacts**: Enables you to add/edit emergency contact numbers in the mobile app. Read more about contacts.

- **Change Password**: Enables you to reset your password in the mobile app. Read more about resetting your password.

- **Utils**: Enables you to perform the following configurations:
  - Grab Flic button: Connect a Flic button (a wireless smart button) to the mobile app.
  - Toggle notification icon: Toggles the notification icon on/off.
  - Tap headphone button to start/stop PTT: Enables you to use your headphone controls with PTT conversations. Read more about sending PTT messages with your mobile app.

- **About**: Provides information [about](#) the mobile app and also enables you to send a log report and sync your mobile app with your current details.

- **SOS on app launch**: Activates the SOS feature when you launch the mobile app. Read more about [activating and deactivating the SOS feature](#).

Resetting Your Password

You can reset your password in the mobile app.

▼ To reset your password

1. On the **Home** screen, tap the ☰ (Menu icon).

2. At the bottom left of the **Menu** page, tap the ⚙ (Settings icon).

3. Tap **Change password**.
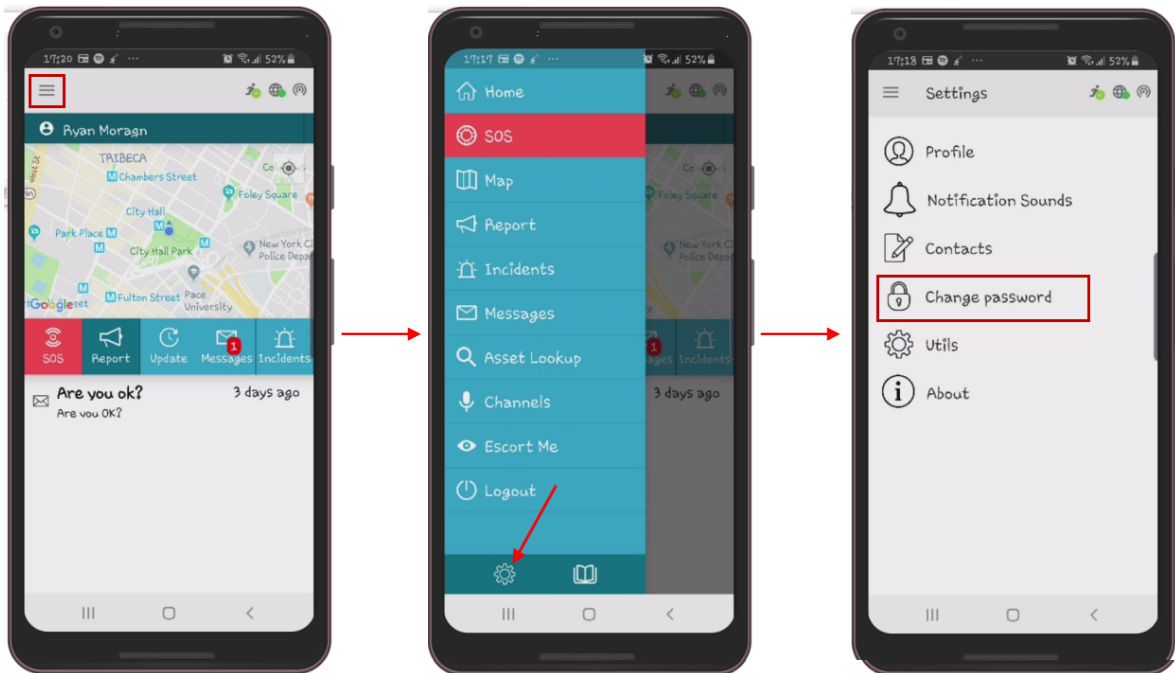
The Change password screen appears.

4. Enter your old password in the **Old Password** field.

5. Enter the new password in the **New Password** and **Verify Password** fields.

6. Tap **CHANGE PASSWORD**.

    The password is changed.

Granting User Permissions on Mobile Devices

The NowForce mobile app requests that you grant permissions in order to achieve full app functionality. System administrators define a required set of app permissions, which you are prompted to accept on starting the NowForce mobile app.

The required app permissions might include some or all of the following:

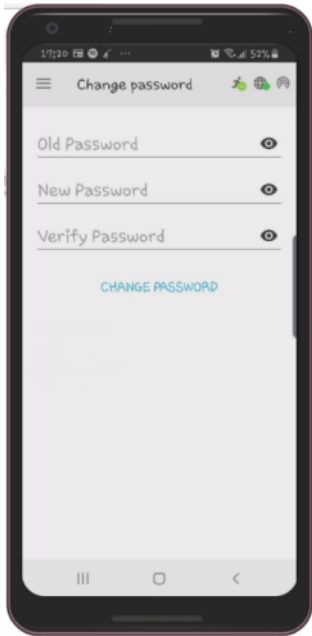*   **Camera access** - Enables taking and sending pictures in the incident forms. In addition, camera access is required to enable live streaming video from the scene during incidents or emergency SOS calls.

*   **Microphone access** - Enables audio access and recording for PTT functionality.

*   **Make call** - Enables calling to your control center when SOS is activated.

*   **Media access** - Enables you to share an image file when completing an incident form or sending a message to the control center.

- **Nearby devices** - Enables bluetooth audio device to be used for PTT and audio streaming during incidents or emergency SOS calls. Also enables bluetooth for indoor navigation using the app's beacon network.

- **Wifi state** - Enables checking your device network connectivity when activating SOS, submitting a report, or updating status during incident response.

- **Location access** - Enables access to foreground and background locations, used for dispatching to incidents near you or locating you during emergency SOS calls.

- **Notifications** - Enables sending push notifications for incident dispatching, notifications of incoming text or voice messages, and additional functionalities.

- **Background processing** - Enables processing while the app is in the background. This is required for functionality that is completed while the NowForce app runs in the background such as sending your reports, processing incoming push notifications, and other tasks.

▼ To grant mobile permissions

1. On the Home screen of your mobile device, tap the NowForce icon and log in to the NowForce mobile app.

2. Read the EULA and Terms and Conditions and then tap **ACCEPT**.

3. (Android only) On the **User Data Access, Safety and Privacy** screen, read the privacy data, and select the checkboxes to provide consent.

4. (Android only) When ready, tap **I UNDERSTAND AND AGREE**.

5. On the User Permissions screen, read the overview of the required app permissions and tap **Request all permissions**.

> **Note**
> Your system administrator defines which permissions are mandatory and which are recommended. You must accept all mandatory permissions in order to continue to the NowForce Dashboard.

6. On the pop-up messages which appear on screen, tap **While using the app**, **Allow**, or **ACCEPT** as relevant, to accept each mobile permission that is requested.
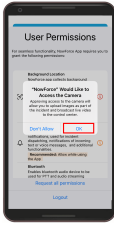
After accepting background location data, the Location permissions in the phone's settings opens.

7. In the Location permission settings screen, select **Allow all the time** to enable the app to access the phone's location, even when the mobile app is in background.

> **Note**
> In most organizations, the system administrator requires Location permissions to be set as "Allow all the time".

8. Tap ← (back arrow) to return to the mobile app.

9. After accepting all permissions, permissions display with a green check. Tap **Continue**.
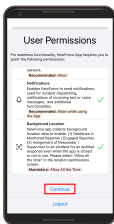
The home screen of the NowForce mobile app displays.

> **Note**
> If a mobile permission is removed or denied, the permission appears with a red X. You can accept the permission later, as follows:
>
> • On the User Permissions screen, tap the permission which is not yet granted or tap **Request all permissions**. The mobile application redirects you to the system settings, where you can manually accept the outstanding permissions.
>
> • After allowing the permissions which were not granted, tap ← (back arrow) to return to the mobile app.

Using Passcode Protection

This topic covers all aspects of Passcode Protection for your mobile app, including:

- Enabling passcode protection

- Changing passcode protection and

- Resetting your passcode protection as required in your mobile app.

Passcode protection enables you to configure an extra layer of security for your mobile app, specifically to secure sensitive information such as messages and incidents.

When you log in to your mobile device after you enabled passcode protection, in addition to entering your regular password, you are also required to enter your passcode pattern each time you access your messages and your incidents.

The passcode setting has a configurable time-out, meaning that if you try to access your messages or incidents within the time-out frame, you are not be required to re-enter the passcode. But if the time-out has expired, you must re-enter your passcode to access those sections. The time-out time is configured by the dispatch operator or control center administrator according to your organization's need. If required, ask your organization administrator for the time-out time.

Enabling Your Passcode

Note
You can only use this option on your mobile device if the dispatch operator or control center administrator of your organization has given you the appropriate permissions.
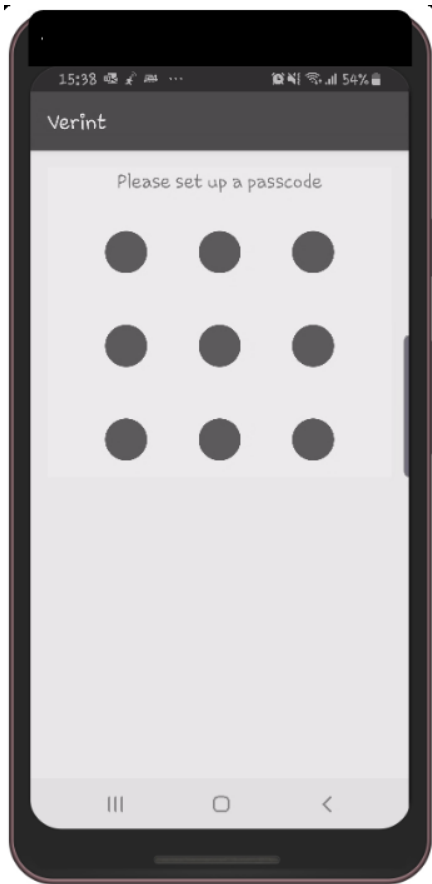
▼ To set your passcode for the first time

1. Open the NowForce Mobile App on your mobile device

2. Enter your user name and password created for you by your organization in the respective **Username** and **Password** fields.

3. Tap **SIGN IN**.

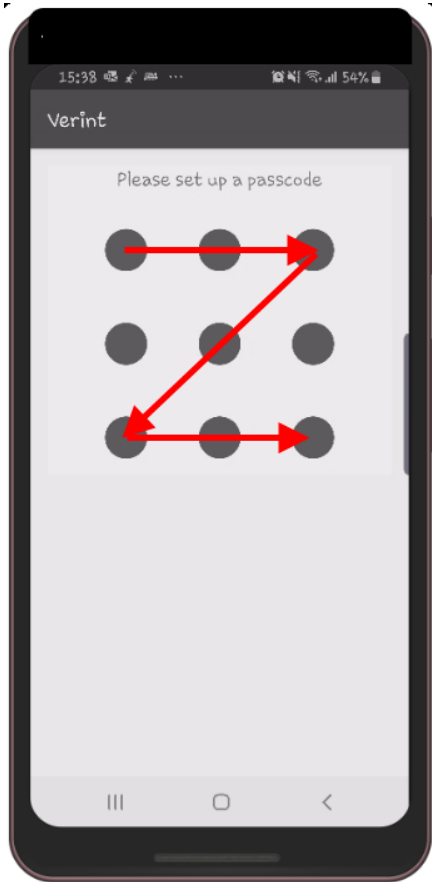   The **End User License Agreement** (EULA) screen appears.
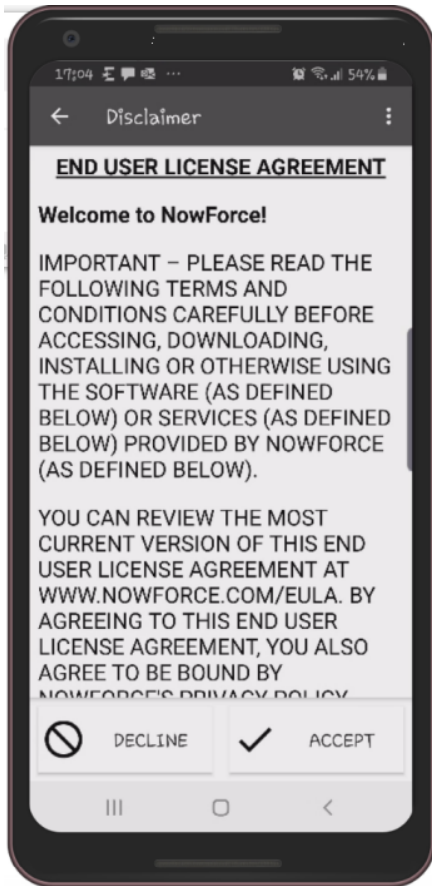
4. Tap **Accept**.

   The **Set Your Passcode** screen appears:

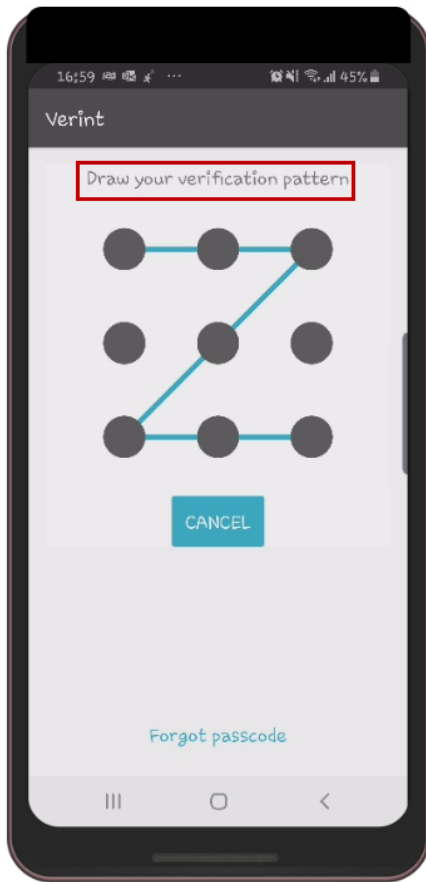5. Use your finger to draw a passcode pattern, and then confirm the pattern in a second screen.

6. Your passcode pattern is set.

Accessing Passcode Protected Areas

▼ To access passcode preotected areas

1. On the **Home** screen, tap **Messages** or **Incidents**.

2. The Draw your verification pattern screen appears.

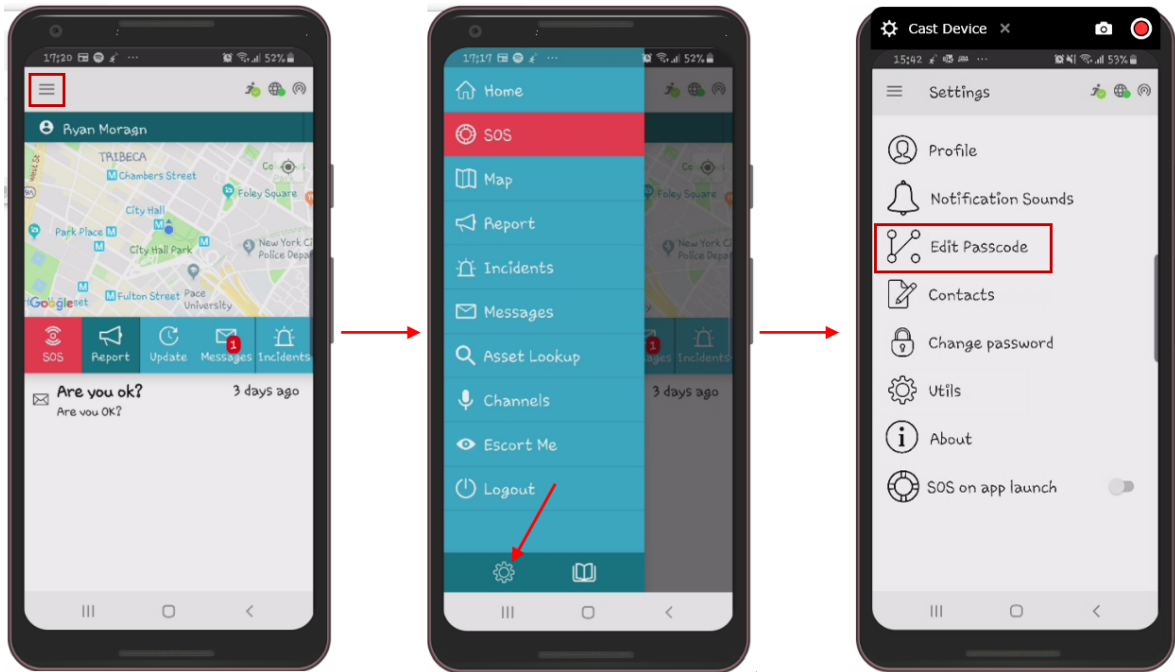3. Draw your passcode pattern, as shown in the following example.

After entering your passcode pattern, you have access to your message and incidents.
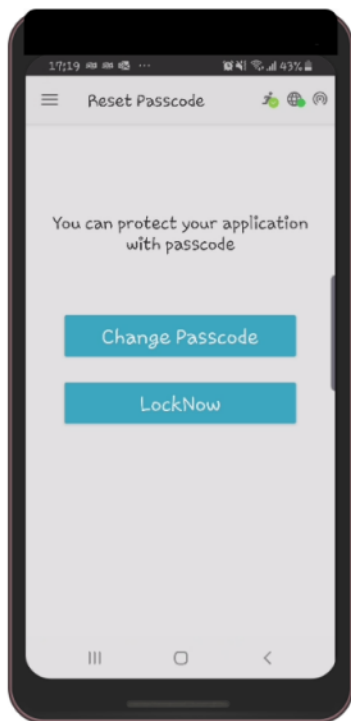
Resetting Your Passcode

You can reset your password in the mobile app.

▼ To reset your passcode

1. On the **Home** screen, tap ☰ (Menu icon)

2. At the bottom left of the Menu page, tap ⚙ (Settings icon).
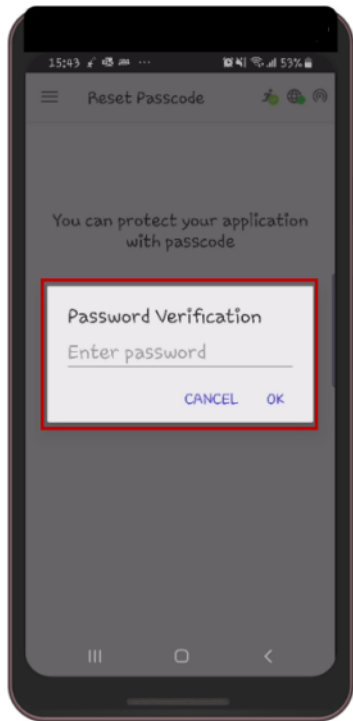
3. Tap **Edit Passcode**.

The **Reset Passcode** screen appears.

4. Tap **Change Passcode**.

The **Password Verification** screen appears.

5. Enter your password, and tap **OK**.

6. Redraw your passcode as described above.

7. To lock your mobile device and cancel the automatic time-out setting, tap **LockNow**.

   The time-out setting is cancelled and the next time you try to access messages or incidents on your mobile device, you are asked to enter your passcode.

> **Note**
> When you log out of the mobile app, your passcode is always reset, and the next time you log in to the mobile app, you must set a new passcode after you accept the EULA. You can use the same pattern again.

Viewing Your User Profile

The user profile shows your details and settings in the organization.

▼ To view your user profile

1. On the **Home** screen, tap the ☰ (Menu icon).

2. At the bottom left of the **Menu** page, tap ⚙ (Settings icon).

3. Tap **Profile**.
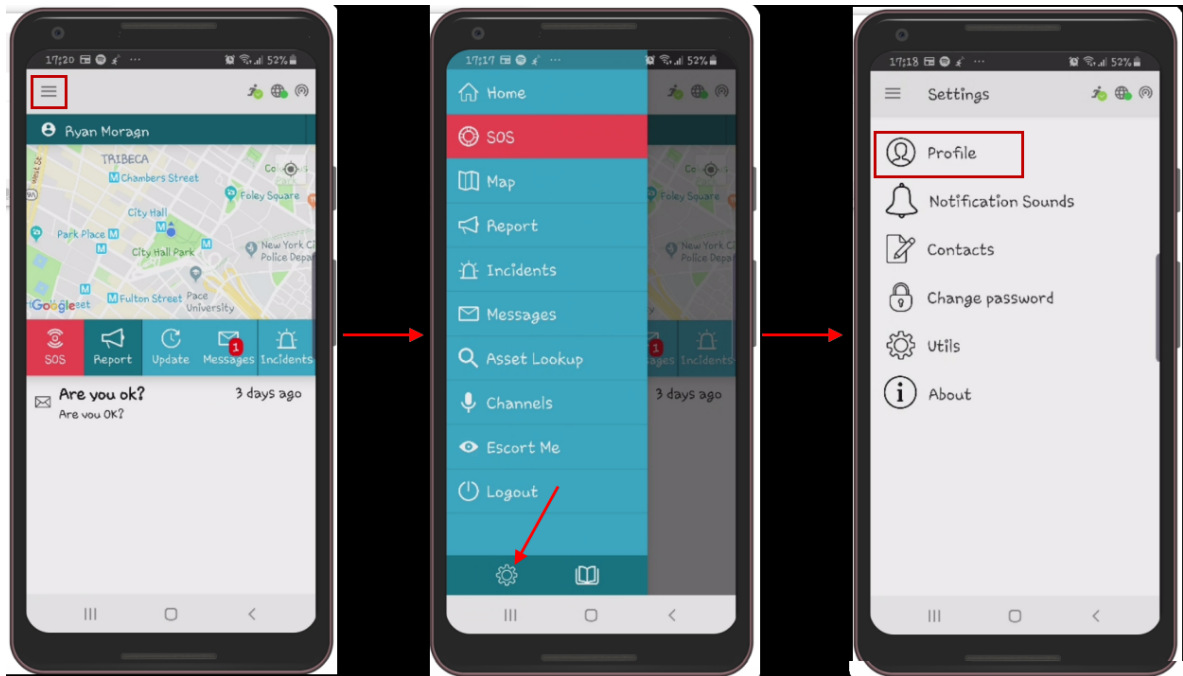
Your user profile settings appear.

Using SOS

The mobile application includes an SOS feature that you can activate if an emergency situation arises or if you require immediate assistance from the dispatch operator. An SOS activation immediately alerts your control center of your current location, and at the same time your mobile phone calls the emergency phone number defined in the system.
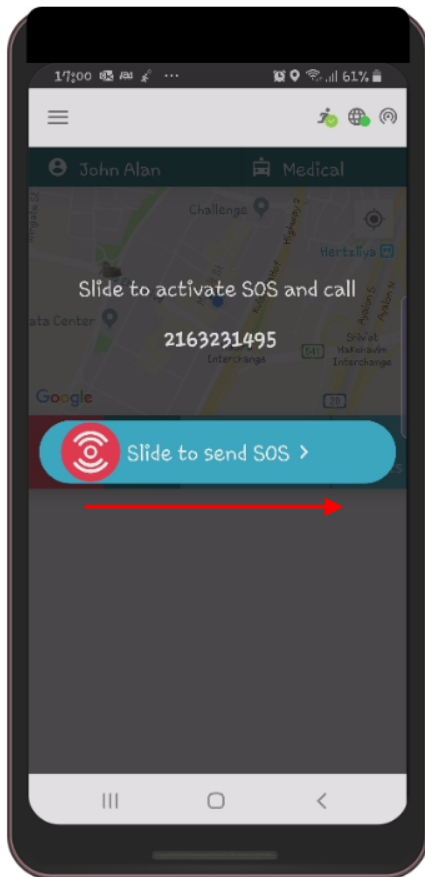
Activating SOS

The SOS feature is located on the home screen.
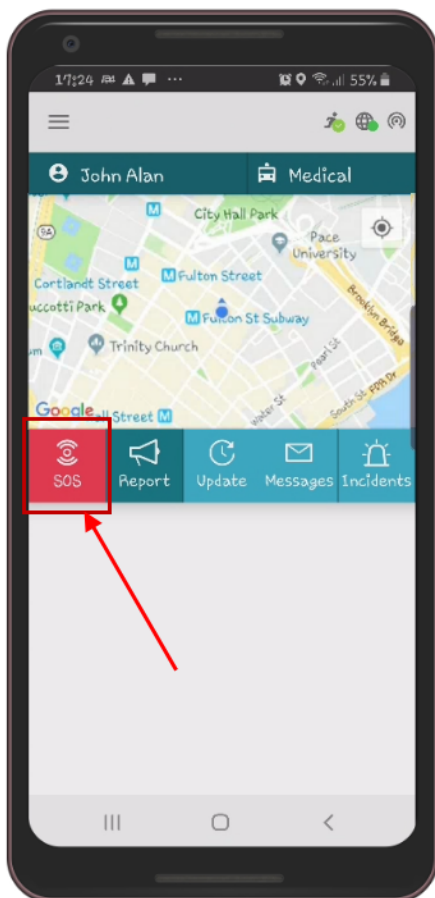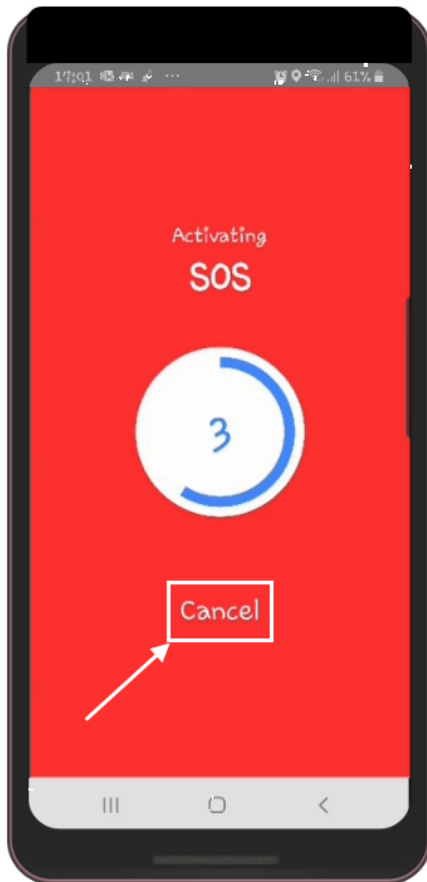

▼ To activate the SOS feature

1. Tap SOS on the Home screen.

2. Slide the red button all the way to the right.

Note
As a precaution to prevent accidental SOS alerts, a countdown timer activates and you have five seconds to cancel the SOS if it has been activated accidentally.

3. To cancel the SOS activation, tap **Cancel** located below the countdown timer.

If the SOS activation was intentional, allow the countdown to complete. When the countdown is complete and the SOS is sent successfully, your device enters SOS mode and the following events take place:
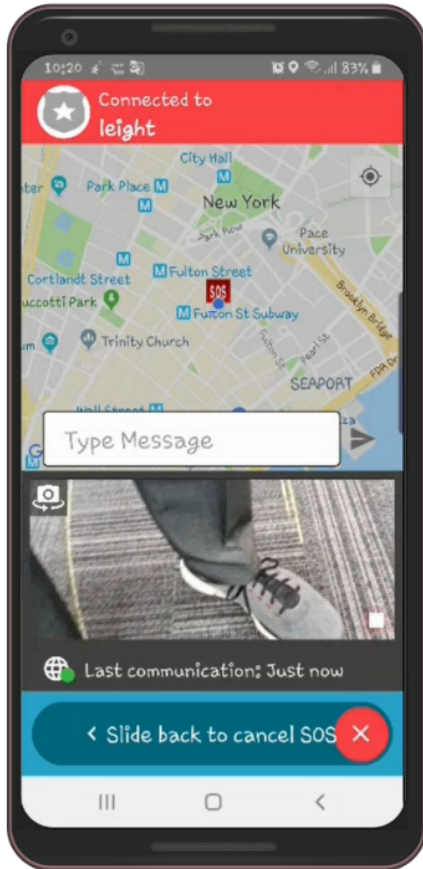
- The SOS alert is sent to the dispatch operator.
- Your mobile phone automatically opens and dials the emergency number set by the system administrator.

- If emergency contacts have been assigned to you, they are also contacted.
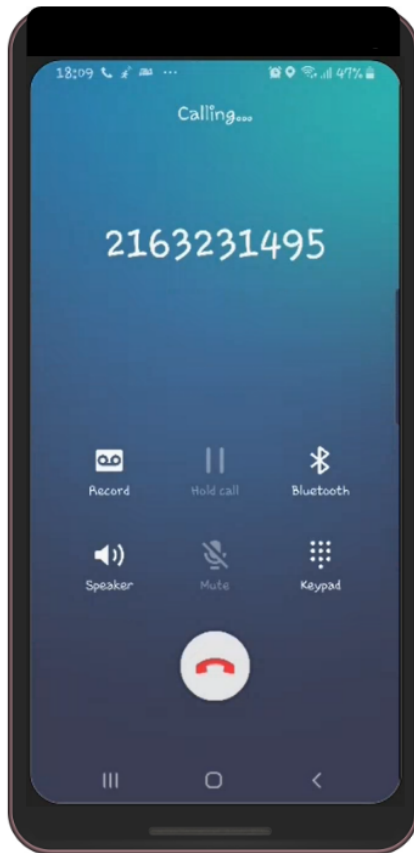
The Reporter app appears after the automatic phone call is made.

SOS Activation and Video Streaming

The Responder app can share a live video feed from your device when there is an SOS activation, according to the configurations of the Reporter App set by your organizations system administrator. If your organization allows this feature, there are two methods of streaming videos:

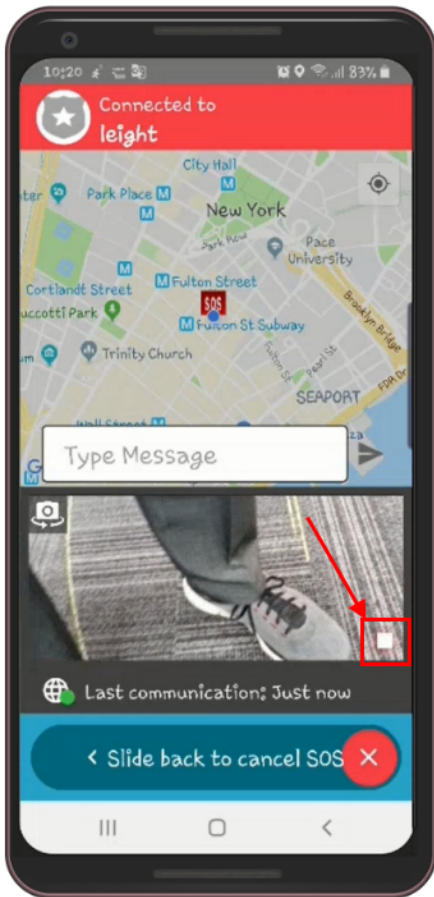- Automatic video streaming
- Manual video streaming

Automatic Video Streaming

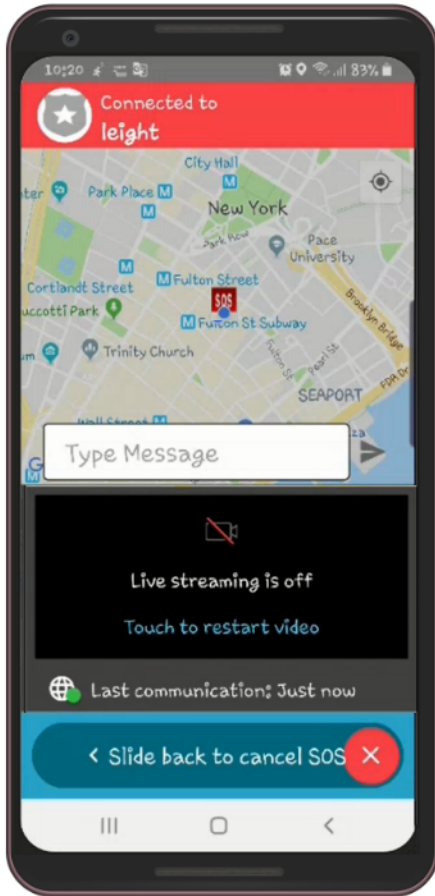If your Reporter App is configured for automatic video streaming:

- The camera opens.
- The video stream is sent to the dispatch operator.

- The video preview opens in the Reporter app.

To stop the video stream, tap the **Stop** button located at the bottom right of the video streaming area.

A message appears indicating that the live video streaming is off.

Manual Video Streaming

If your Reporter app is not configured for automatic video streaming, tap the **Streaming Video** button to open your mobile device's camera and start streaming live video to the dispatch operator.

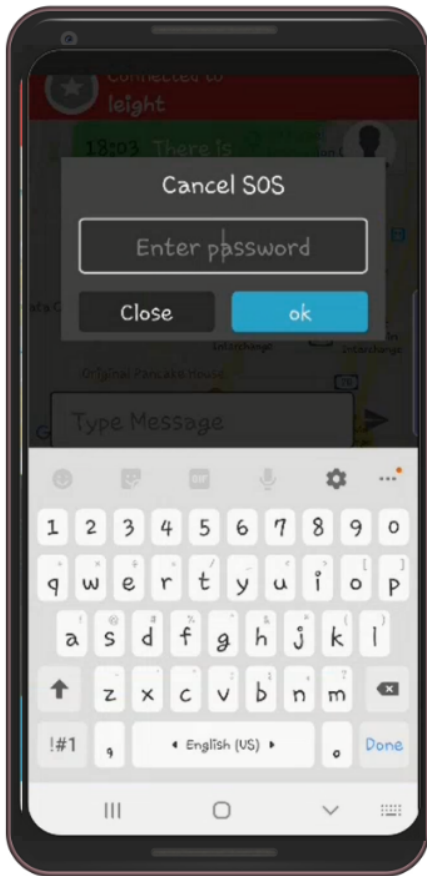▼ To deactivate/abort an SOS Activation

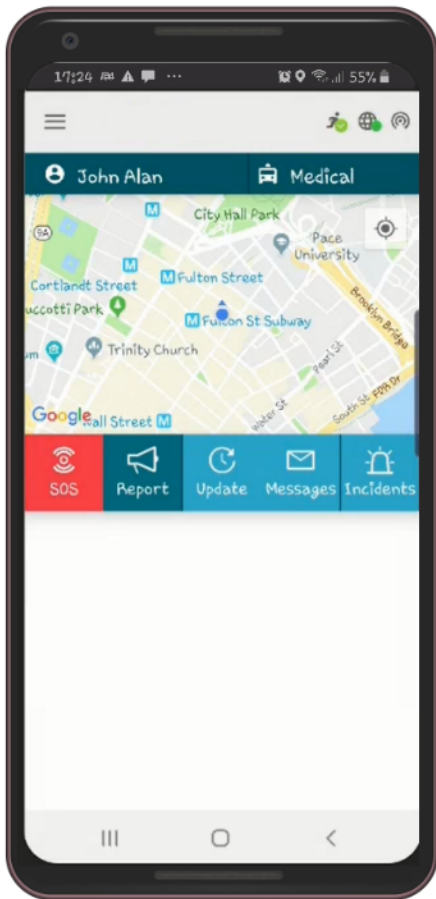1. Slide the red SOS button completely to the left.
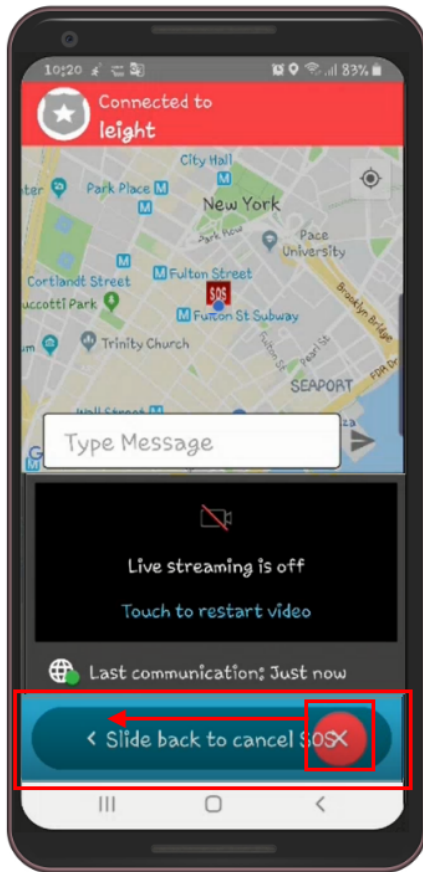
As a safety precaution to ensure that only the user who sent the SOS activation can abort it, you are required to authenticate your request to deactivate/abort the SOS by entering your user password.

2. When prompted, enter your password and tap **ok**.

The SOS activation is aborted, the home screen appears.

Using the SOS Chat Feature
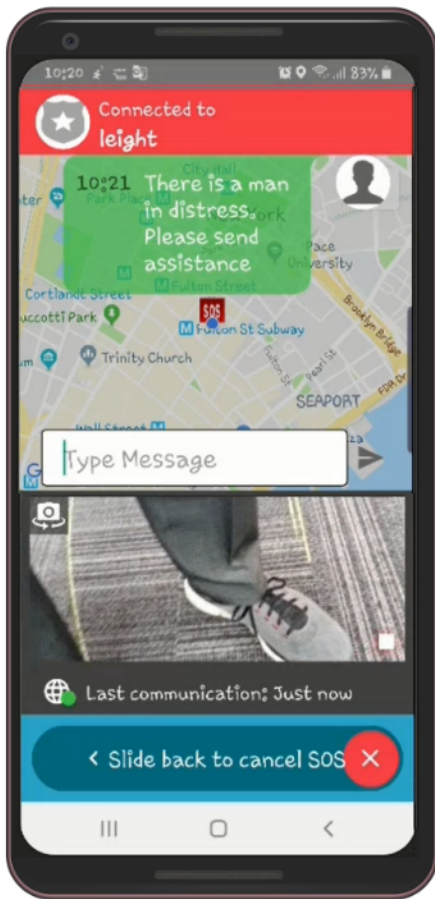
With your mobile device is in SOS mode, you can chat with the dispatch center in real time.

When you activate the SOS feature, a chat message panel opens on the screen. You can speak with a dispatch operator using the chat feature.

▼ To send a message

Type the message and tap **Send**.

The following is an example of a message sent to the Dispatch Operator using the chat feature.

Using Responder

The NowForce Mobile App is designed for users on the ground and allows them to receive and feedback all relevant incident information in real time to their control center. Notifications alert a user when they are being dispatched to an incident see "Opening an Incident Notification in the Responder App" (page 52)

The entire incident is managed from the NowForce Mobile App through an easy to navigate tabbed interface, see "Using the Info Tab" (page 62)

The NowForce Mobile App enables the creation of incidents by a responder, and be able to be instantaneously shared with the dispatcher and control center see "Reporting a New Incident in the Mobile App" (page 1)

The topics in this section focus on how to most effectively use the mobile application.

Reporting an Incident from the App

Mobile Users with the Reporter feature can report new incidents from their mobile devices. These incidents can then be managed by the Dispatch Operator and assigned to Responders in the field.

When reporting an incident you must provide the following information:

- Incident location (defaults to your current location)
- Incident type (select from list)
- Incident details and form (if defined by Administrator)

Reporters with special permissions can also:

- Select Location - You can modify the incident location to report on incidents not at your current location.
- Self dispatch - (For users with Responder license or above) You can inform the dispatch operator that as you are on the scene of the incident, you are dispatching yourself to the incident.
- Auto dispatch - (For Supervisors only) You can dispatch other responders to the incident.

▼ To report a new incident

1. Tap **Report** in the mobile app or from the Main menu, tap Report. For more information on using the Main menu, see "Using Responder" (page 44)
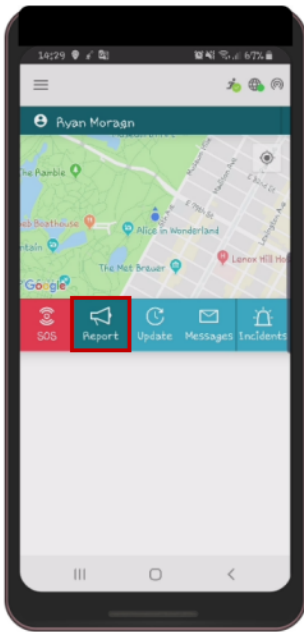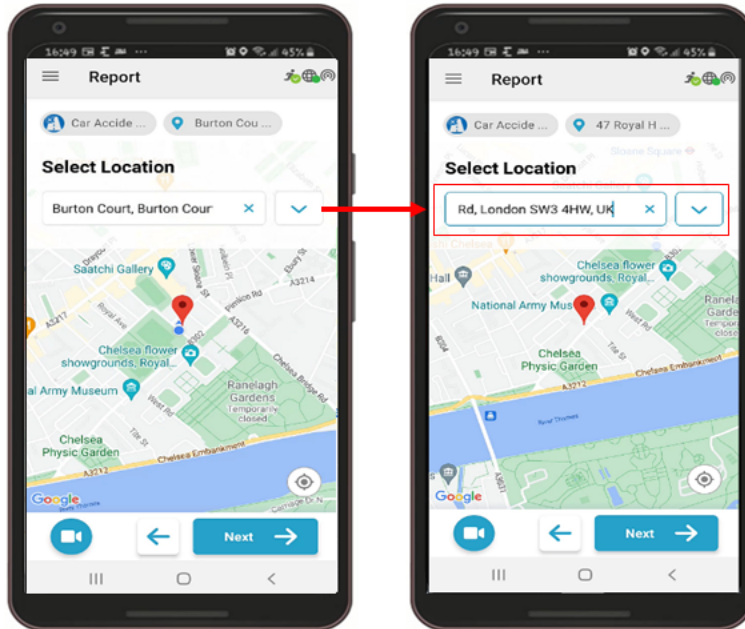
2. The **Report** screen appears with the list of Incident Types. Select the Incident Type from the list.
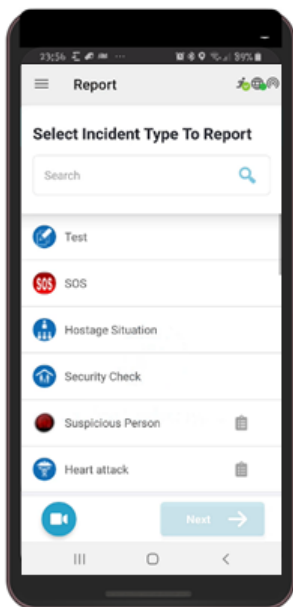
If you do not see the incident type displayed, scroll down or use the **Search** box to search for the required incident type in the list .

3. Tap **Next** to select a location for your Incident. Your current location is set as the default location.

If you have the appropriate permission, you can change the location of the incident.

- Tap the Location box and and type the new address. As you type, the mobile app auto-complete feature, starts showing addresses matching the characters you enter.

- You can also drag the location pin on the map to a new location.

When it appears, tap the new location address of the incident.
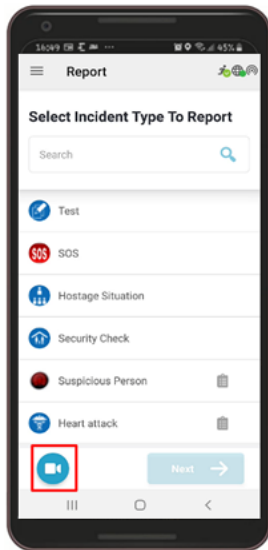
> **Tip**
> Use the dropdown arrow to add more details like entrance and floor to the location details.

4. *Optional* If you want to send live video of the incident to the dispatch operator, tap the **Video Recorder** icon. This icon appears on all Report screens.

> **Note**
> The Video Recorder icon available if configured for your organization.

Live video starts streaming to the dispatch operator, to end the video streaming tap the **Stop Icon**.

> **Tip**
> Tap on the Video Streaming window to enlarge it on your mobile device.

5. Tap **Next**.

6. If the incident type selected has a form assigned to it, you can fill the incident form before reporting the incident to the dispatch operator.

> **Note**
> If the incident form has mandatory fields, marked with a blue star, you will not be able to complete the report without filling these fields.
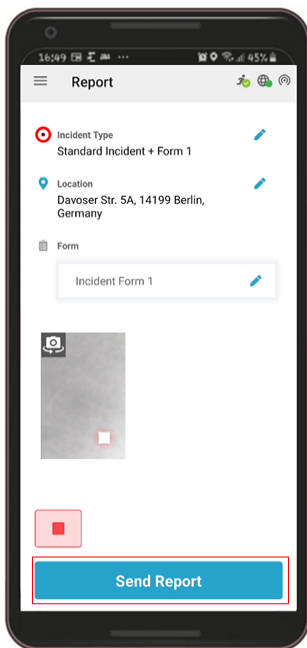
> **Tip**
> The more details you can provide, the better the dispatch operator and responder will have in understanding what is happening at the location of the new incident.
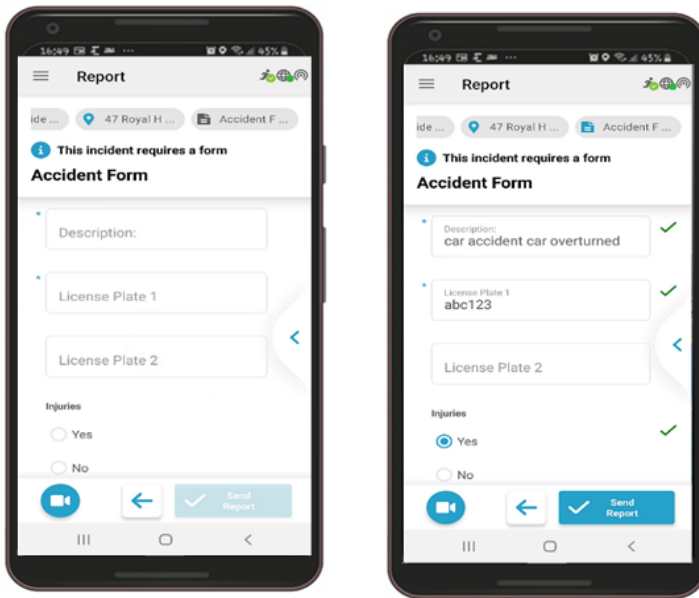
Once you have completed all the required information on the incident, including location , type and details you can report the new incident.

7. Tap **Send Report**.


Select one of the following options:

> **Note**
> These options may not appear on your device, depending on your permission and license.

- **Send Report**: Sends the incident report to the dispatcher without dispatching any specific responders. The dispatch operator receives the incident alert and manages the incident.

- **Self Dispatch**: Sends the incident report to the dispatch operator and indicates to the dispatch operator that you are assigned to the incident. This permission is available to users with the Responder license (or higher).

- **Auto Dispatch**: Activates the dispatch protocols for the selected incident type. Resources that are included in the dispatch protocol are dispatched to the incident. The dispatch operator receives the incident alert and can choose to send additional resources if necessary. This permission is available only to users with Supervisor license.
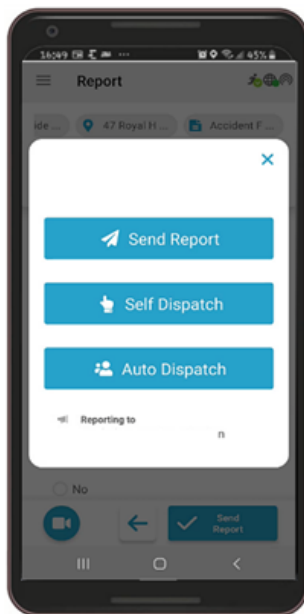
The report is sent and the following message appears on your mobile devices.
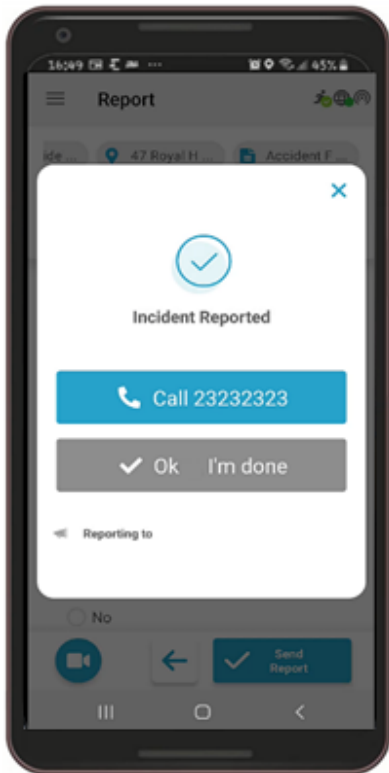
8. Tap **Okay I'm done**.

> **Note**
> A warning message displays to the mobile users if the system receives multiple reported incidents within the same location and time period.
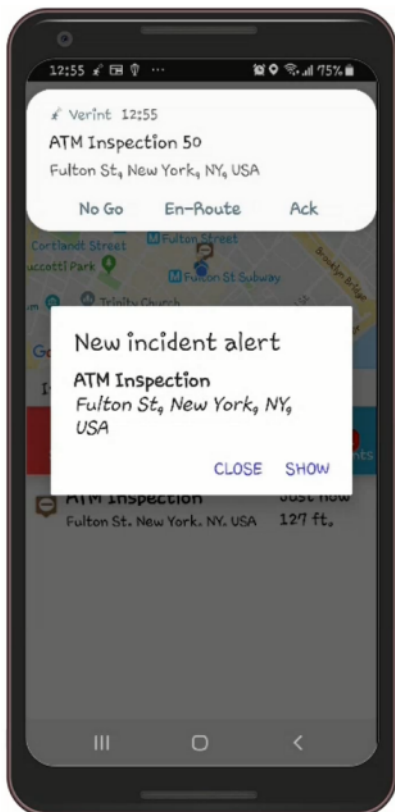
Opening an Incident Notification in the Responder App

A responder receives notification of an incident to which they have been dispatched on their mobile device.

Opening Incident Notifications

A notification pop-up appears on the mobile device's screen and an audible siren sounds. The mobile device may also vibrate depending on its notification settings. Refer to your mobile devices user guide for assistance on notification settings.
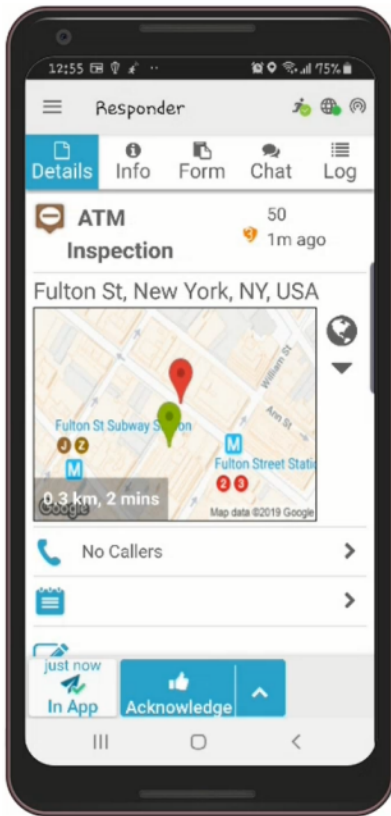
▼ Opening an incident from a pop-up notification

Tap **Show** to open the incident on your mobile device.
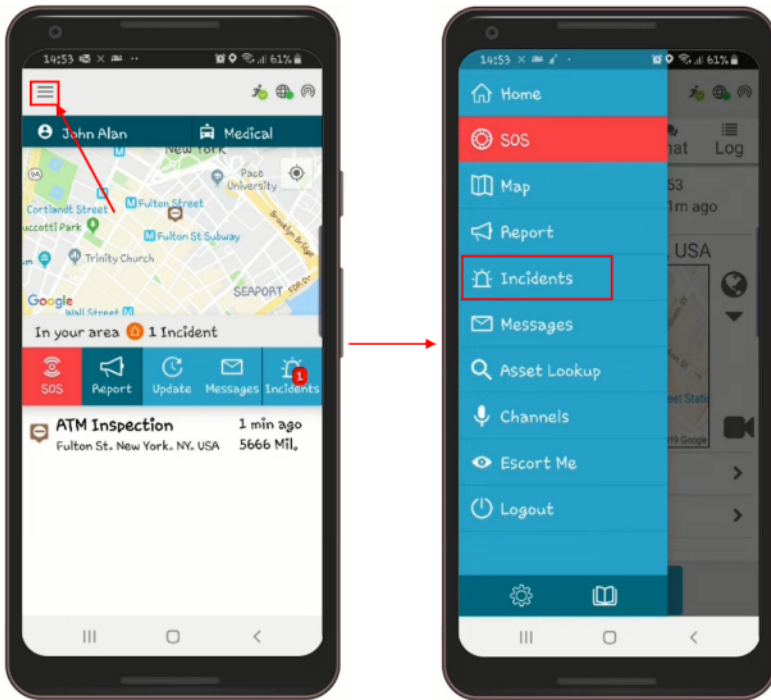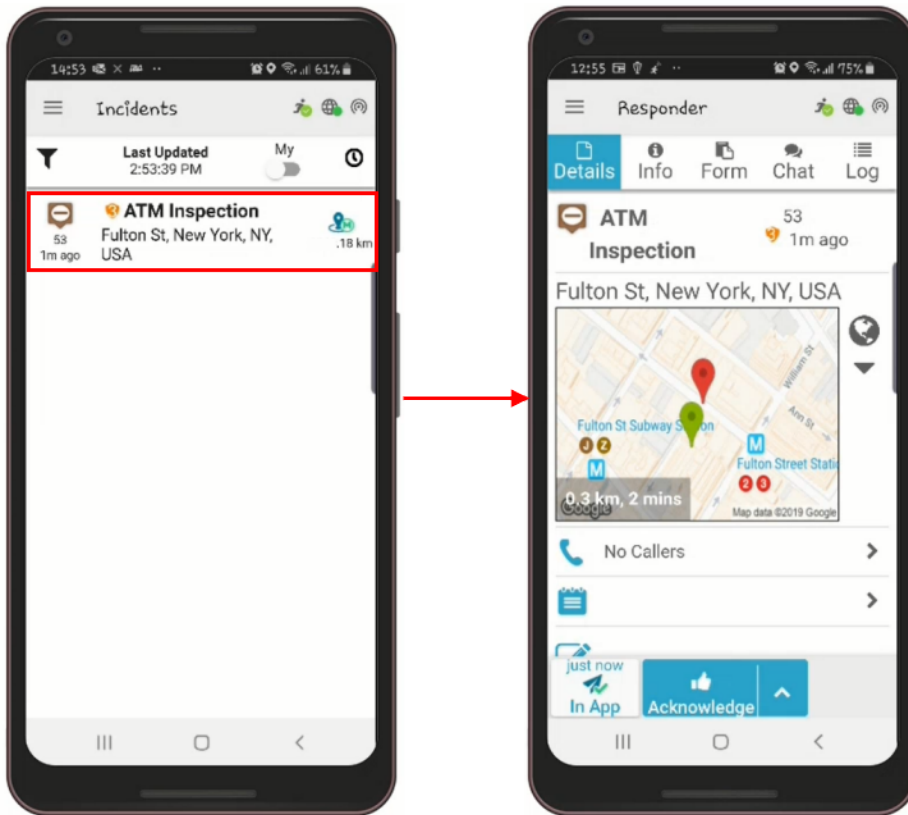
The incident screen displays.

If the mobile app does not open the incident from the notification message, revert directly to the app's Menu to open the incident.

▼ Opening an incident notification from the app menu

1. On the **Home** screen, tap the ≡ (Menu icon).

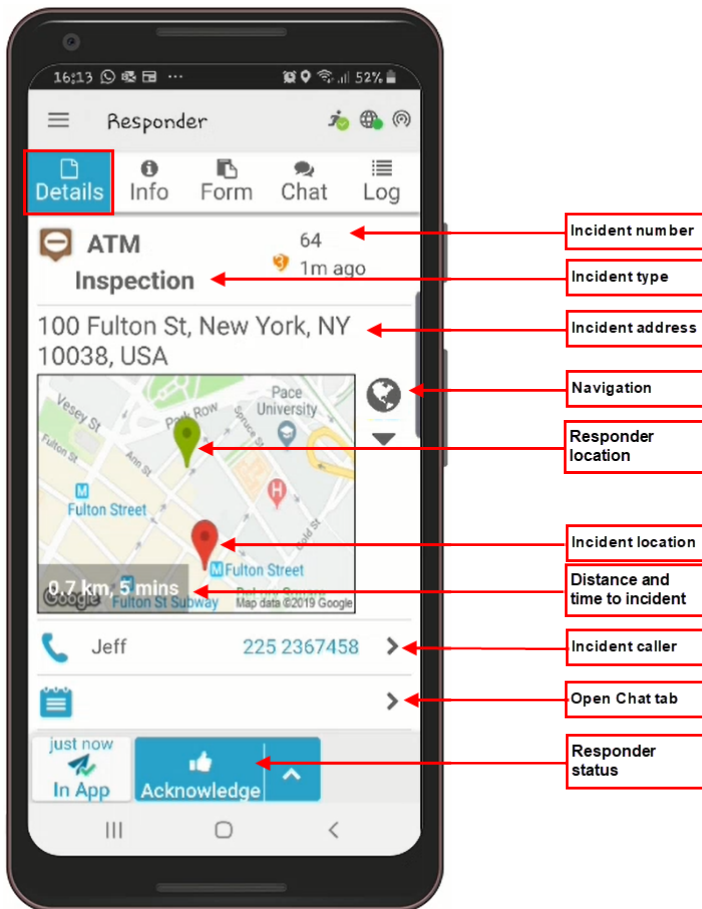2. Tap **Incidents** and the Incidents list opens.

3. From the **Incidents** list, tap the incident you want to view.

Understanding the Details Tab

The **Details** tab of the NowForce Mobile App shows you the basic details of the Incident to which you have been dispatched.

These following details are shown:

- **Incident number**: The number of the incident in the Dispatcher application.

- **Incident type**: The type of incident to which you have been dispatched as defined by the dispatch operator.

- **Incident address**: The address where the incident occurred.

- **Navigation**: Enables you select one of the navigation apps on your mobile device (for example, Waze. Google maps or Apple Maps for iPhone users) to navigate to the incident. You can change the default navigation app by tapping the dropdown arrow below the default navigation app's icon.

- **Responder location**: The green drop-pin indicates your current location.

- **Incident locations**: The red drop-pin indicates the location of the incident.

- **Distance and time to incident**: The distance from your current location to the incident as well as the estimates time it will take you to get to the incident.

- **Incident caller**: The name and phone number of the caller who reported the incident> Tap the phone number to auto-dial the incident caller from your mobile device. Tap the right-arrow to open the **Info** tab and view more details about the caller.

- **Open Chat tab**: Tap right arrow to open the **Chat** tab and chat with the dispatch operator.

- **Responder status**: Shows the current status of the responder. Upon receipt of the notification, you are expected to tap the **Acknowledge** status, to change the status to **En-route**. At this time a video icon appears on the screen (to the right of the map). Tap this icon to stream live video from the scene to the dispatch operator. When you reach the scene of the incident you tap the **En-route** status to change it to **On-Scene**. Upon completion of the incident, you tap the **On-Scene** status to change it to **Done**.

> **Note**
> If you are unable to go to the incident, tap the up arrow to the right of the status button and tap **Can't go** so the dispatch operator can send another responder to the incident.

Understanding Response Statuses in the NowForce Mobile App

The Status bar is located at the bottom of the **Incident** screen and shows the current status of the incident. As the incident progresses you are expected to update your status so the dispatch operator who is monitoring the incident can follow your progress.
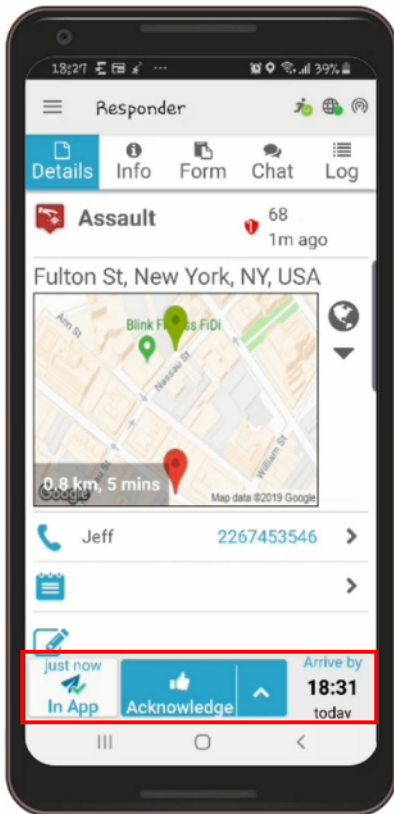
The **Arrive by** time that appears on the right of the **Status** bar, is only shown if the incident has a Service level Agreement (SLA). It shows the time by which you are expected to reach the incident, and is displayed in the following colors:

- **Green**: If you are expected to arrive within the required time.

- **Red**: If you are not expected to arrive within the required time.

When you send an **On-Scene** status, the **Arrive by** time changes to the expected **Completion** time. If the **Completion** time has elapsed, the time is shown in red to indicate that you need to finish the incident as soon as possible.

Updating Your Current Status

Your current status appears in the middle of the Status bar, as shown above. You update your status as the incident progresses by tapping:

- Your current status to automatically change it to the next status level, or

- The Up arrow to the right of the current status and selecting the next status from the displayed list, as shown in the following example:
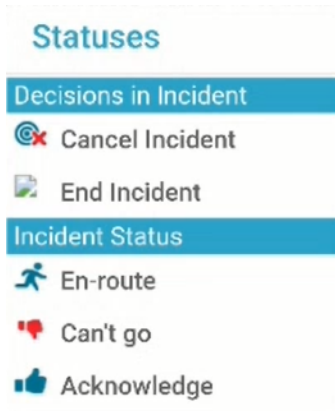
> **Note**
> The above lists shows the predefined statuses for the Assault incident shown in the screenshot above. This list varies according to the type of incident and statuses defined by your system administrator.

Status Descriptions
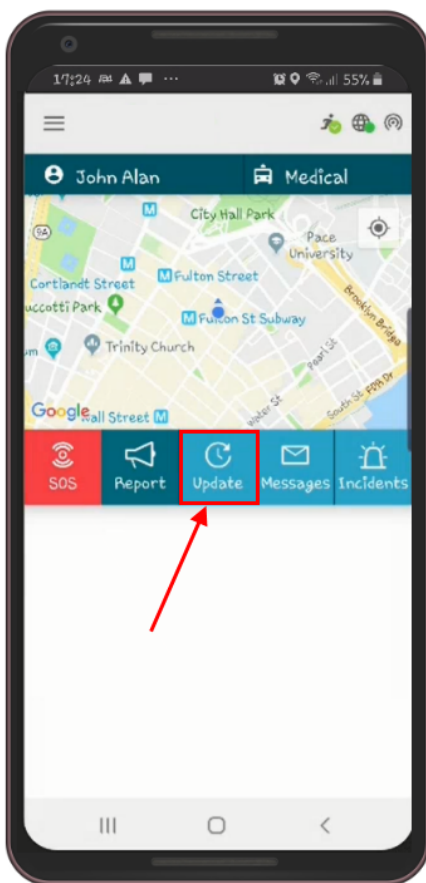
The following list describes the different statuses.

- **Can't go**: Notifies the dispatch operator and other responders to the incident that you are unable to respond to the incident. This status enables the dispatch operator to replace you with the next most appropriate responder.

- **Abort**: Notifies the dispatch operator and other responders to the incident that you are no longer able to respond to the incident.

- **Acknowledge**: (Only appears in incidents that are considered multi-task incidents.) This status verifies that you have received the incident and are responding to it.

- **En-route**: Notifies the dispatch operator and other responders to the incident that you are responding to the incident and are en-route to the incident's location.

- **On-Scene**: Notifies the dispatch operator and other responders to the incident that you have arrived at the incident.

- **Done**: Notifies the dispatch operator and other responders to the incident that you have completed your assignments and are no longer active in the incident.

# Sending Status Updates (Dynamic Reports) from Mobile App

You can send dynamic reports (status updates) in the NowForce Mobile App. Depending on the type of report, you may also be able to send text messages to the dispatch operator at the time you update your status.

▼ To send a dynamic status from the NowForce Mobile App
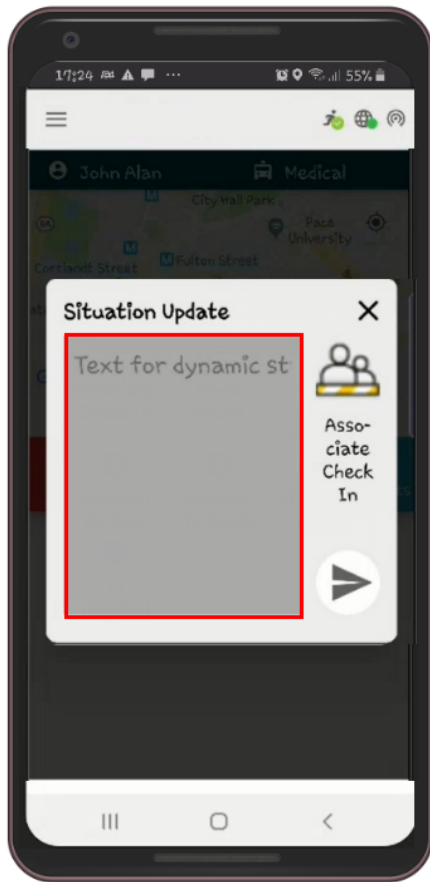
1. On the **Home** screen, tap **Update**.

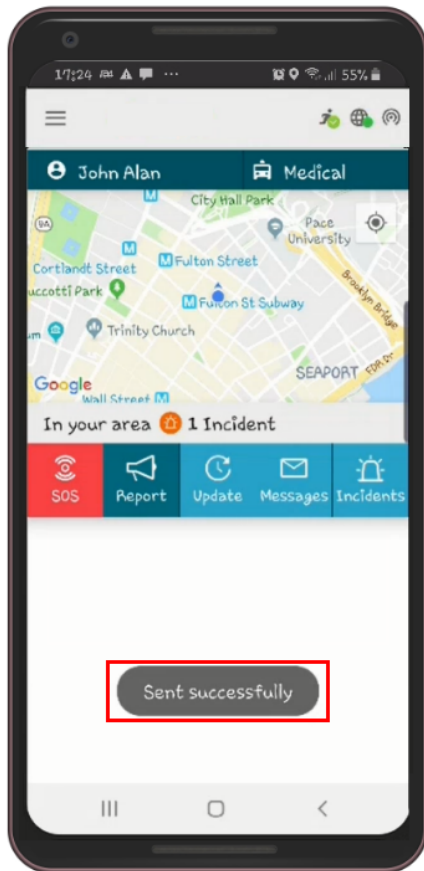The **Situation Update** pop-up opens.
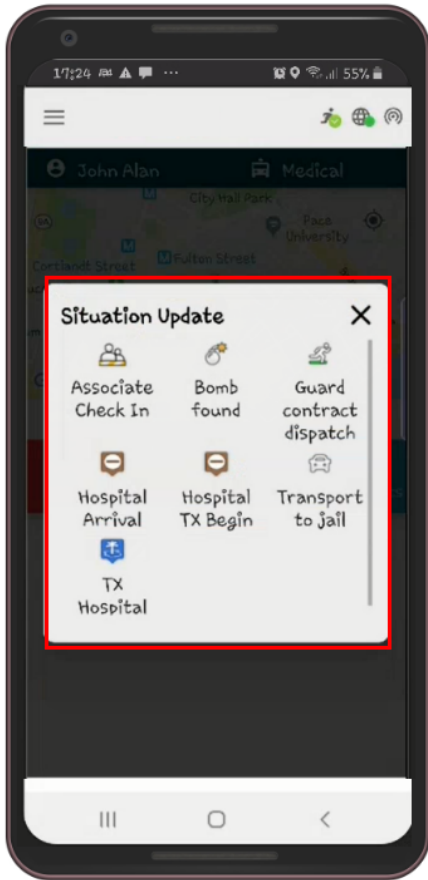
2. Tap the situation status you want to update.

3. If the selected situation update has been enabled for text messages, a message box opens, otherwise the updated status is sent directly to the dispatch operator.

Enter the message text and tap the **Send** icon.

4. A **Sent successfully** message appears on your screen.

Using the Info Tab

The Info tab in Responder provides users with incident and contact information for the incident to which they have been dispatched.

In the Main screen, tap **Info.**
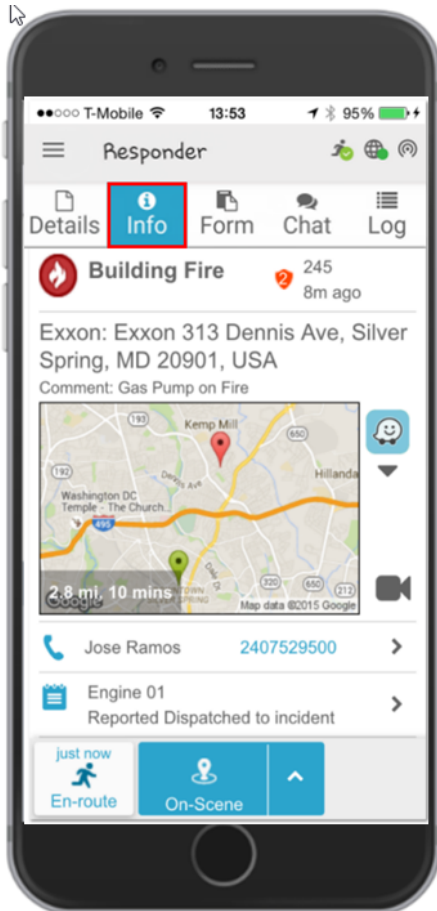
The **Info** tab opens.
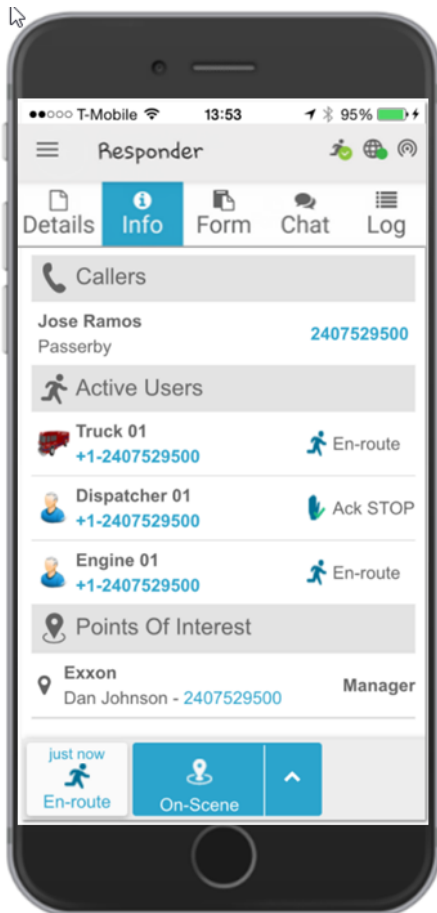
Callers

The Callers area shows details of the person who reported the incident. These details include the callers name and phone number, as well as any notes that the dispatch operator made while speaking to the caller.
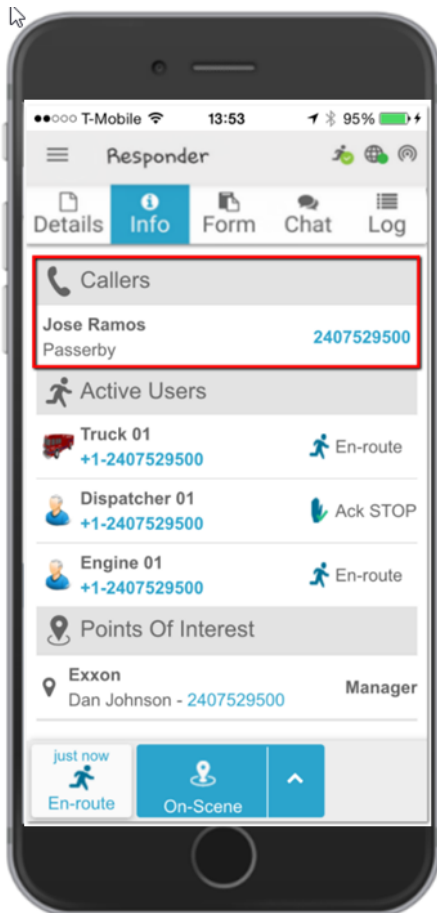
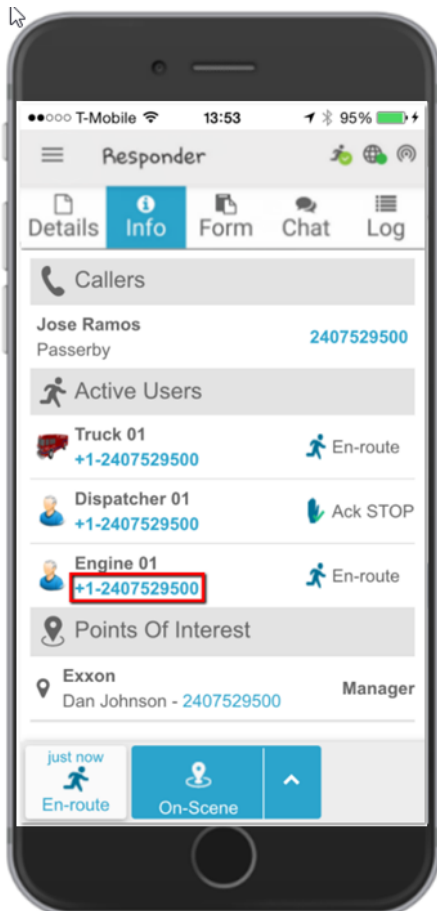You can call the incident caller by tapping the caller's phone number.
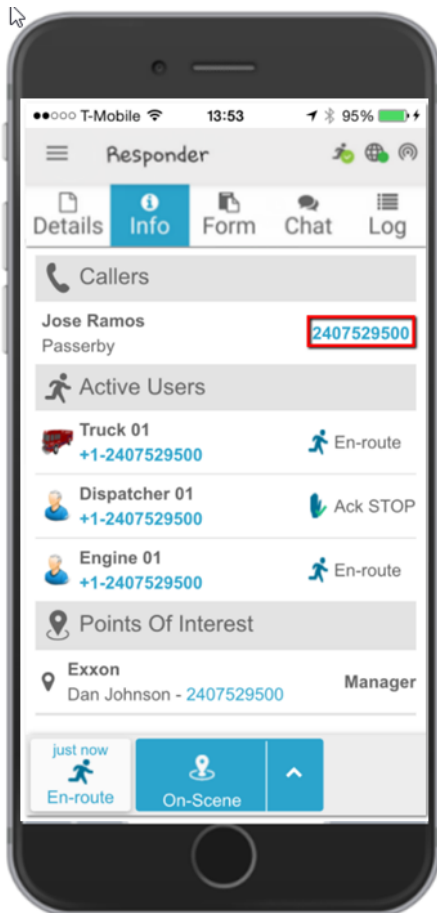
Active Users

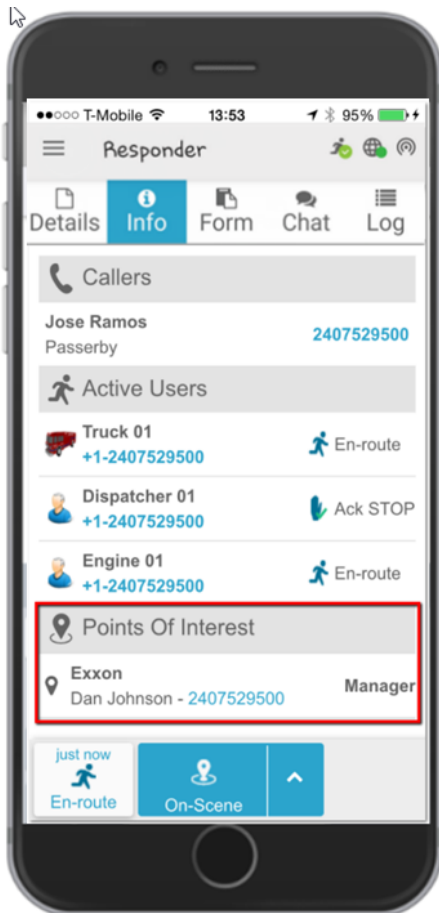The Active Users area shows details of the active users in the incident and their current statuses.
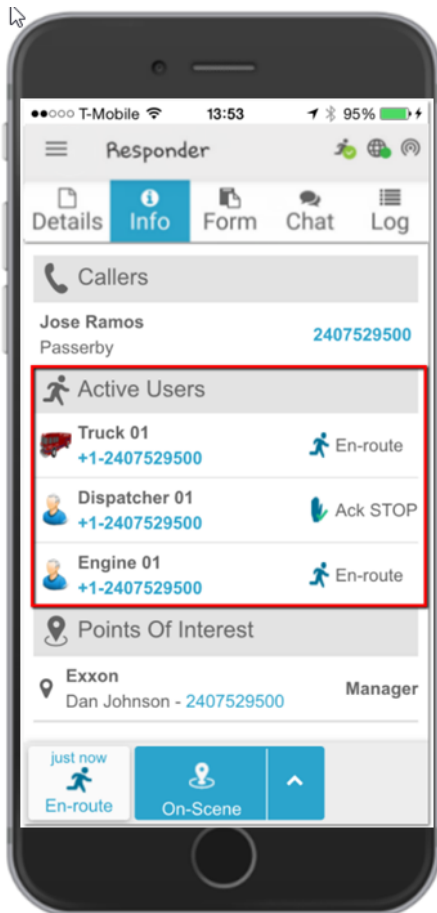
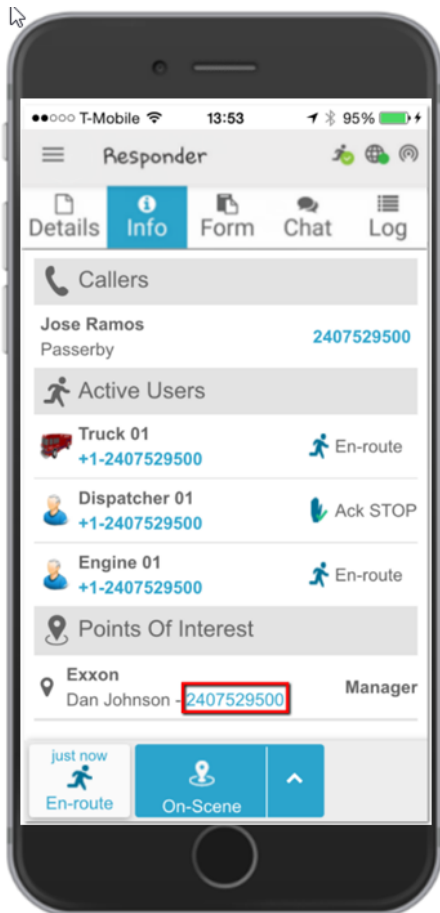You can call an active user by tapping the active user's phone number.

Points of Interest

If the incident is located at a predefined Point of Interest (POI), the **Points Of Interest** area shows the POI name and assigned contact's information.

You can call the POI contact person by tapping the POI's phone number.

Using the Forms Tab

The incident's Forms tab in the NowForce Mobile App enables you to share and document pertinent incident information with the dispatch operator. Incident forms vary in design and function; from Read Only forms to elaborate forms that include dynamic and editable fields on both ends (dispatcher operators and responders).

Forms can be created and customized by users with the necessary permissions for each incident type.

Tap **Form** in the **Incident** menu to open the incident's form.
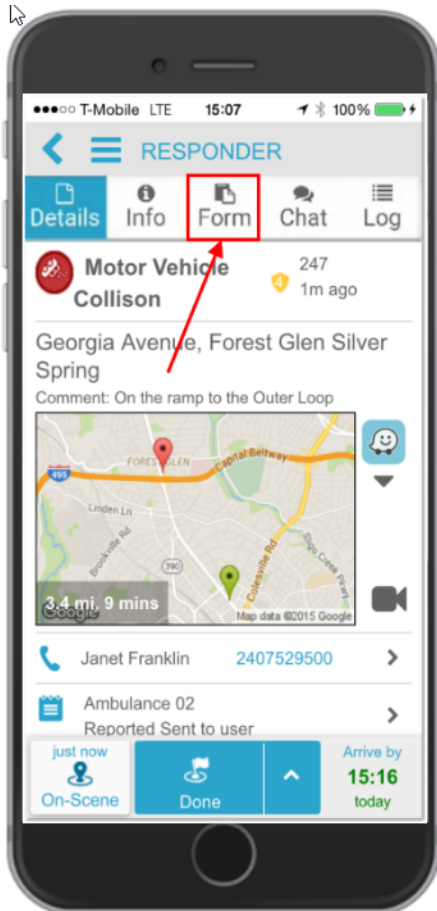
The **Form** tab opens showing the custom form assigned to the incident.
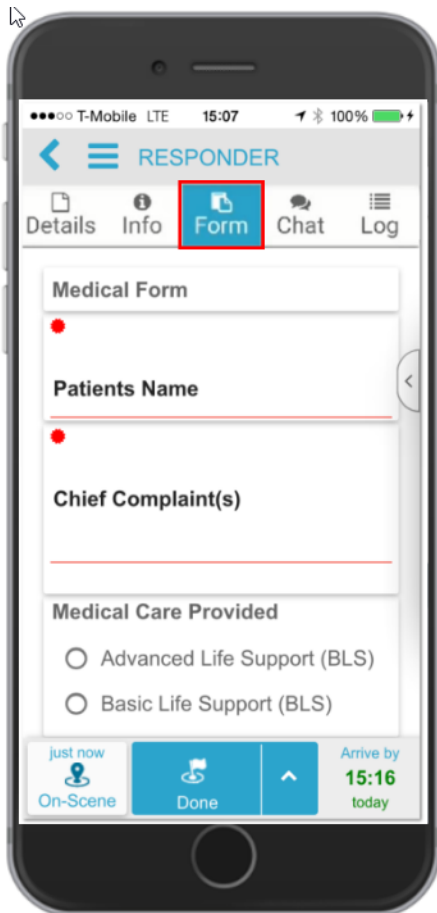
Form Options Menu

The Form Options menu enables you to scroll through the form and find fields quickly and easily. The menu also enables you to change the view mode of the form and also zoom in and out of the form.

Tap the arrow on the right side of the form to open the **Form Options** menu.
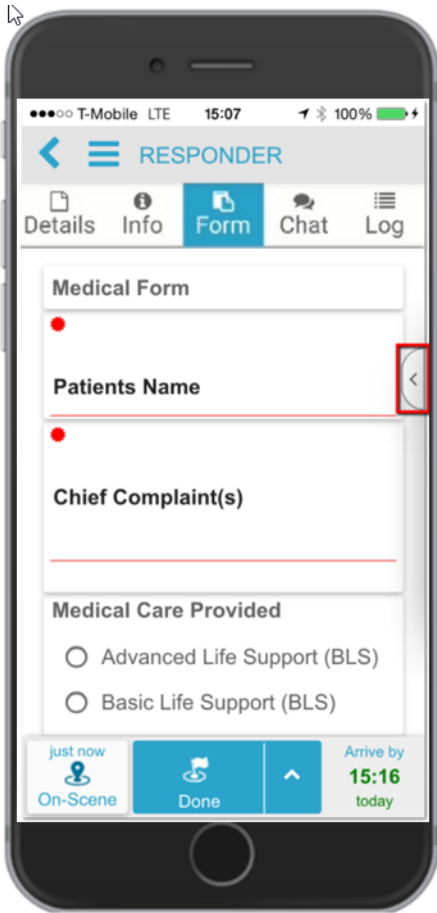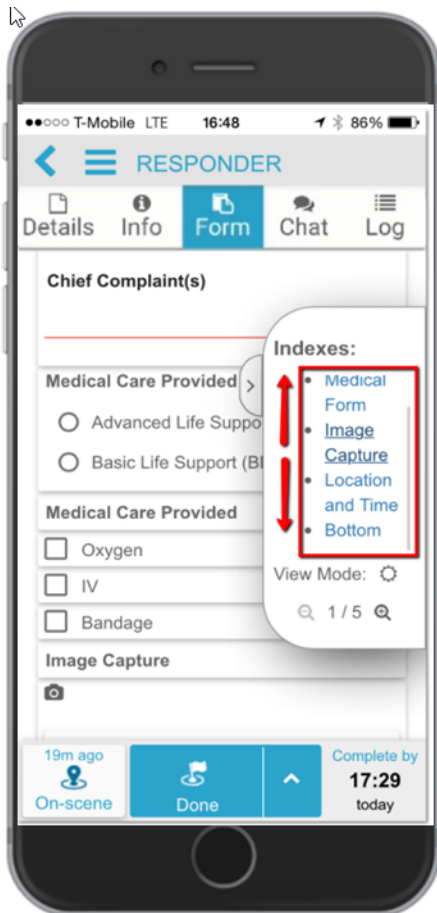
The **Form Options** menu opens on the right.
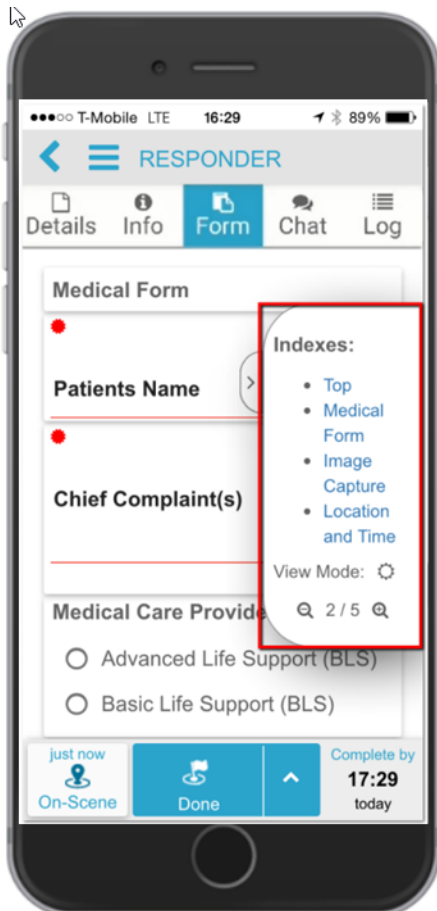
Form Index

When an incident form is designed it is divided into sections. These sections are listed in the **Form Options** menu under **Indexes**. You can scroll through the index to find the required section. When you find the section you want, tap on the section heading, and the form jumps to its location.

Form View Mode

View mode enables you to switch your screen between day and night display mode. Tap the **View** icon to change the default day mode to night mode.
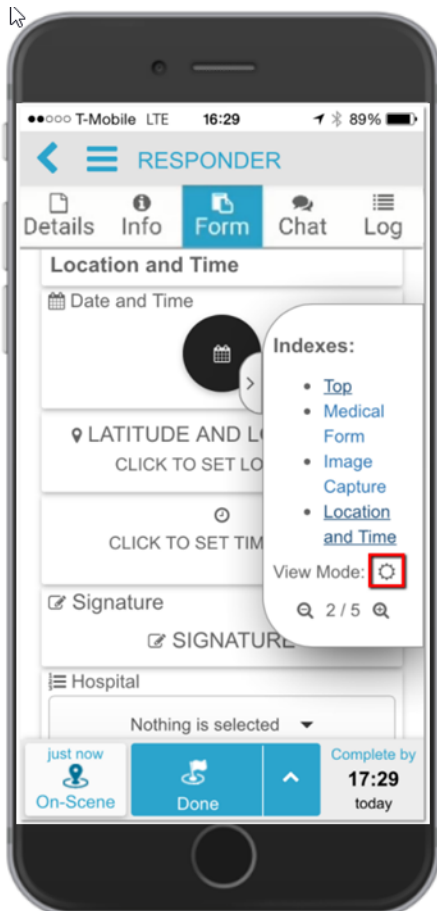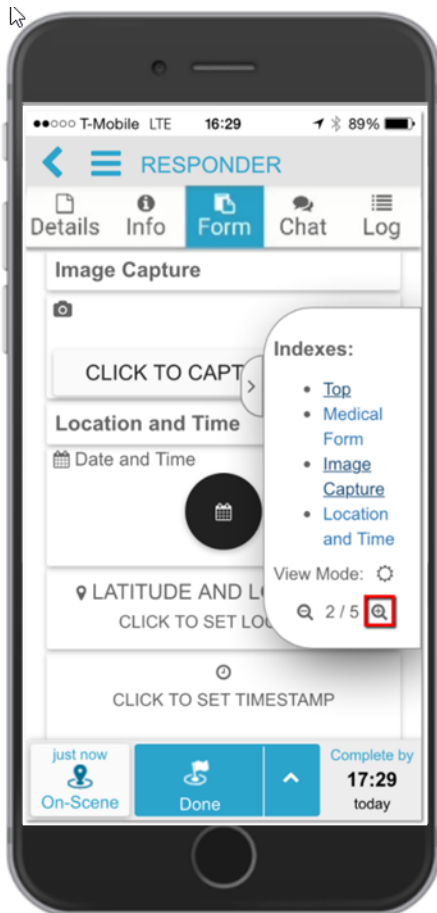
Zooming the Form

You can zoom in and out of the form. There are 5 zoom levels, with level 1 being the smallest display.

To increase the form size, tap the **+ Magnifying Glass** icon. You can increase the zoom further by tapping the **+ Magnifying Glass** again. Each time you tap the **+ Magnifying Glass**, the zoom level increases until you reach the maximum zoom level of 5.

To decrease the form size, tap the **- Magnifying Glass** icon. You can decrease the zoom further by tapping the **- Magnifying Glass** again. Each time you tap the **- Magnifying Glass**, the zoom level decreases until you reach the minimum zoom level of 1.

Mandatory Form Fields

Incident forms may contain mandatory fields. **Mandatory** fields are underlined in red and also have a red icon in the top left corner of the field.
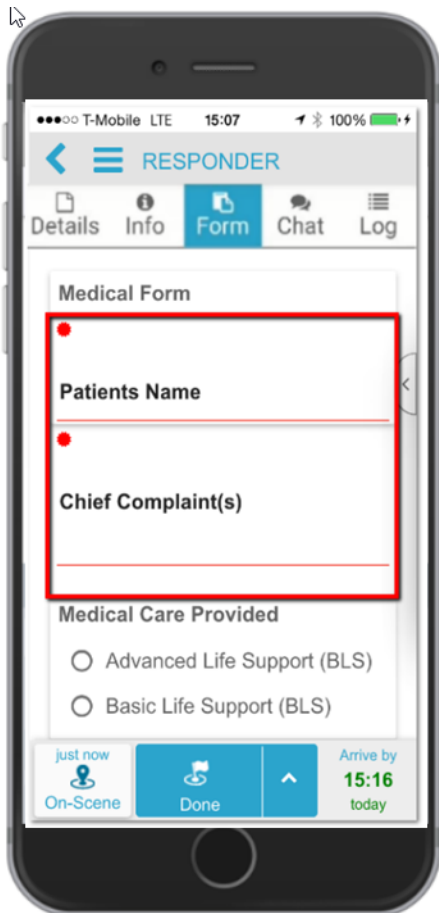
When a mandatory field is completed, the underline is removed and the red icon changes to a green check mark.
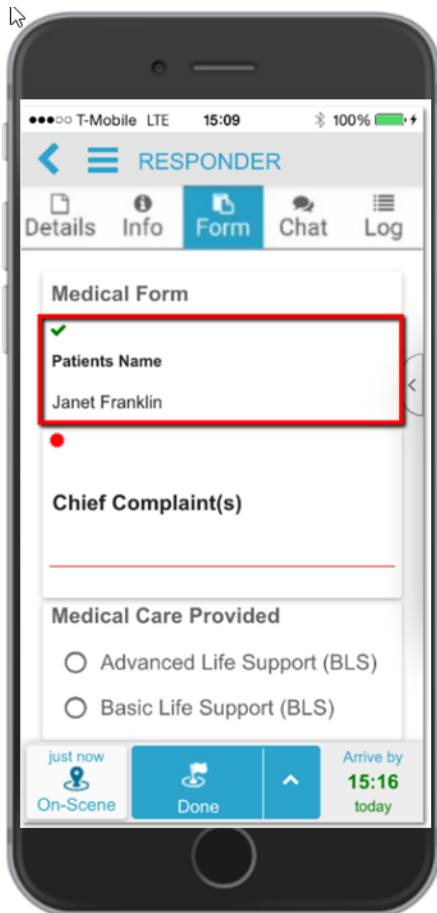
You can save an update form without completing the mandatory fields. If you do this, a notification message is shown confirming the form has been saved, although there are still mandatory fields that have not been completed.

If you tap **Done** to complete your response to an incident, and the incident form has mandatory fields incomplete, a message appears indicating that there are mandatory fields missing. Under these circumstance your status cannot be updated until you complete all the mandatory fields.
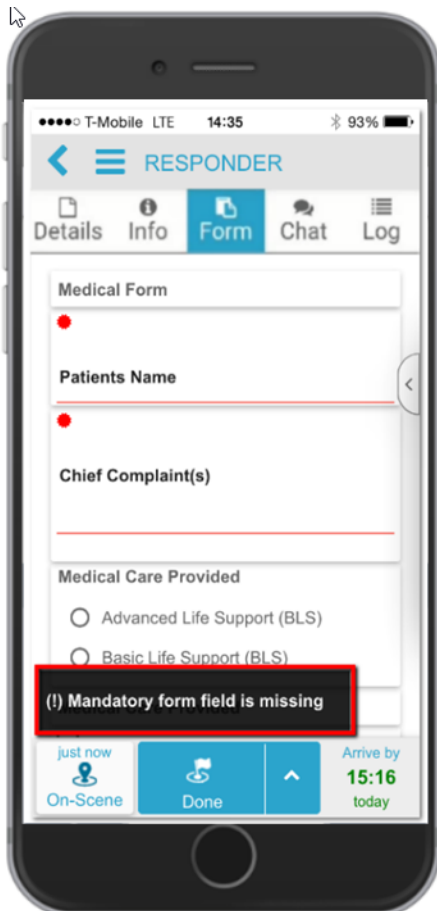
Read Only Forms

The system administrator can create forms with read only fields. You are therefore not able to edit these fields and the information in them is for your information only.

Form Field Types

Forms may comprise the following field types:

- Text boxes and text areas
- Radio buttons
- Check boxes
- Image capture
- Date and time
- Latitude and Longitude

- Timestamp

- Signature

- Dropdown list

Text Box and Text Area

Text boxes and text areas enable you to enter free text responses. These fields may be limited to a predetermined number of characters. Tap the field to enter your response.
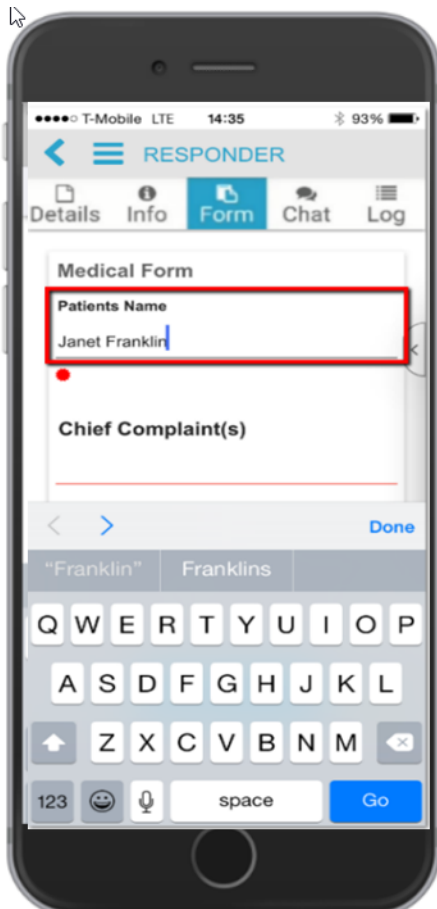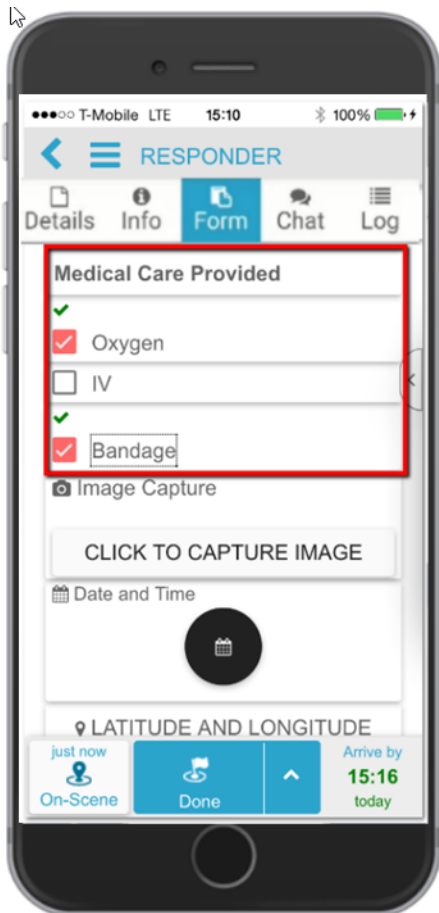

Radio Button

Radio buttons enable you to select one response out of predefined list of options. Tap the button to the left of the item you want to choose.
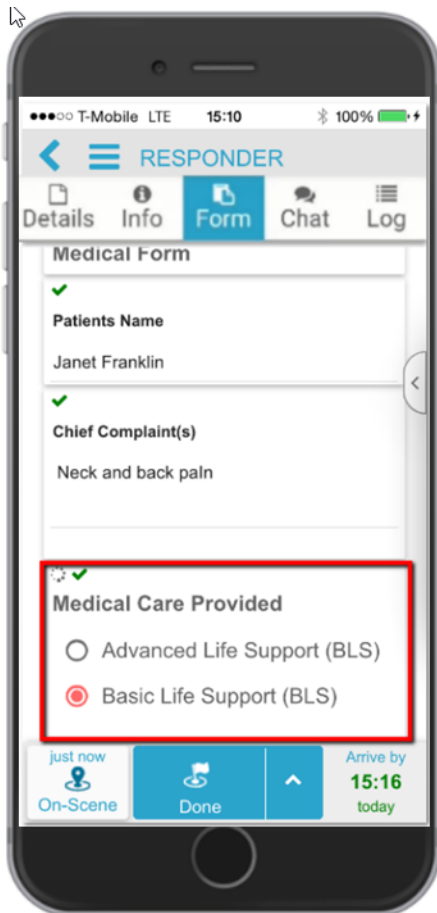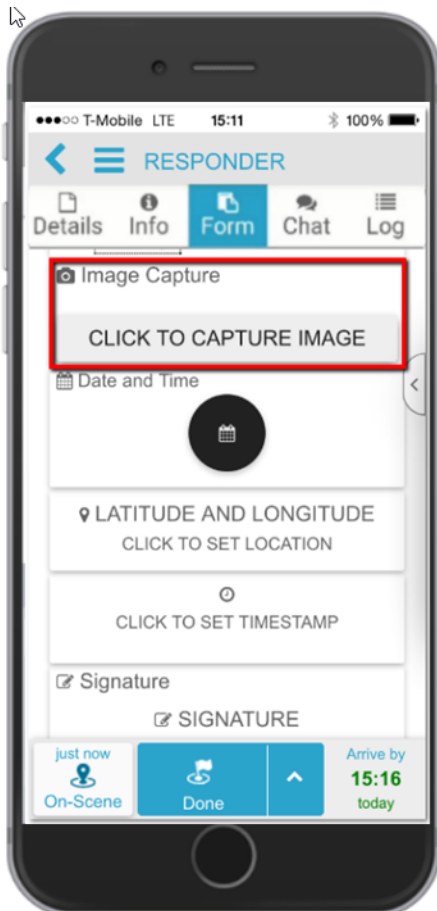
Check Box

Check boxes enable you to select multiple answers from a predefined list of answers. Tap the required check boxes to the left of the field's choices.

Image Capture

Image capture enables you to take a picture of the incident using your device's camera and share the image with the dispatch operator and other responders in real-time.
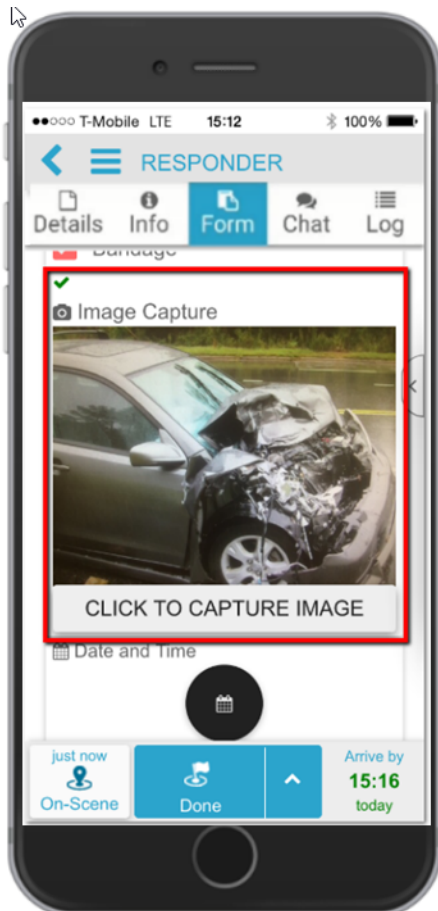
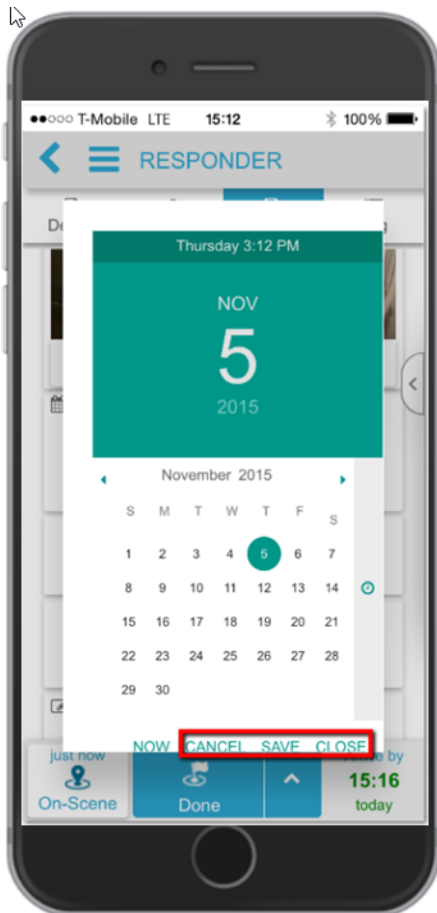Tap **CLICK TO CAPTURE IMAGE** to open your device's camera.

Use the device's camera to take a picture.

The Responder app automatically inserts the picture into the form.

Date and Time

Select the **calendar** icon to add a date and time to the form.

A calendar opens. Select the required date on the calendar. To set the date and time to the current date and time, tap **NOW** at the bottom of the calendar. To cancel, save, or close the pop-up, select the required option at the bottom of the calendar.
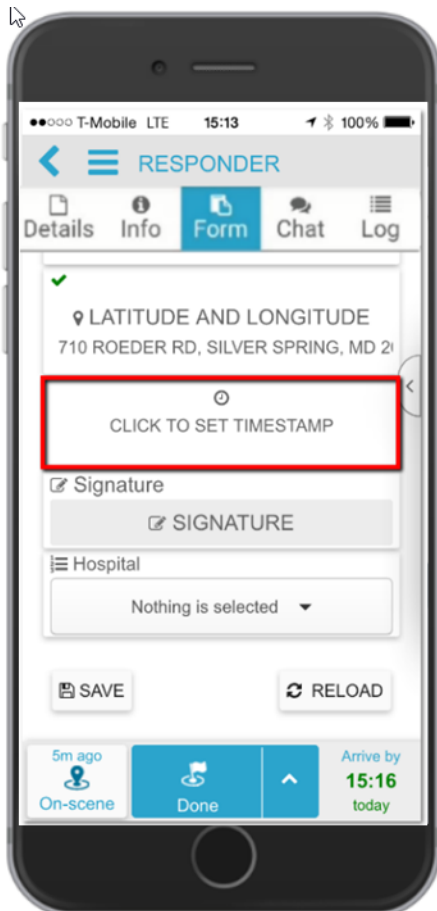
Latitude and Longitude

You can save your current location in the form by tapping **CLICK TO SET LOCATION**.
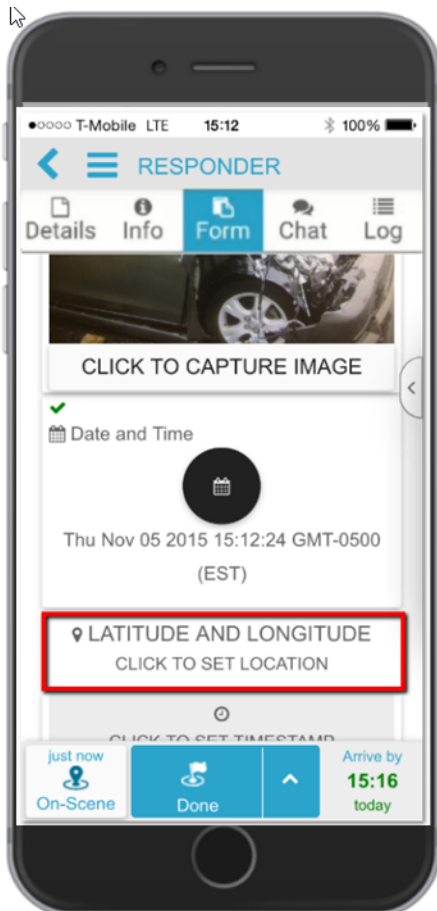
Timestamp

You can save a timestamp to the form, by tapping **CLICK TO SET TIME STAMP**.

Signature

To save a signature in the form, tap **SIGNATURE**.

Normally you, as the responder, are required to sign the form, but the form may also require witnesses to sign the form. Use the touch screen to sign the form with your finger or a using a stylus pen.

Save the signature by selecting the **Check** icon.

Dropdown List

Open a dropdown list by tapping the lists down arrow. You can select items from the dropdown list in one of the following ways:

- Select all items in the list
- Select items by filtering the list
- Select items by scrolling through

You can filter the items in the dropdown list by typing your filter criteria in the **Filter** box. As you type, items that match your filter criteria appear in the list. Select the required item, and tap **Done**.

Saving and Reloading the Form

Tap **SAVE** to save the incident form. You can, if required, reload the incident form by tapping **RELOAD**.

Multi Forms in the Mobile App

Multiple forms can be associated to an Incident type. In addition an Administrator can designate a form template to only be available to specific groups.

This enables both Dispatchers and Responders to select the most appropriate form template and/or duplicate an existing form template from the incident form dropdown list. For example:

Multiple Responders in the same incident can complete separate forms for the incident.

Multiple "customers" in the same incident can each complete a separate form.
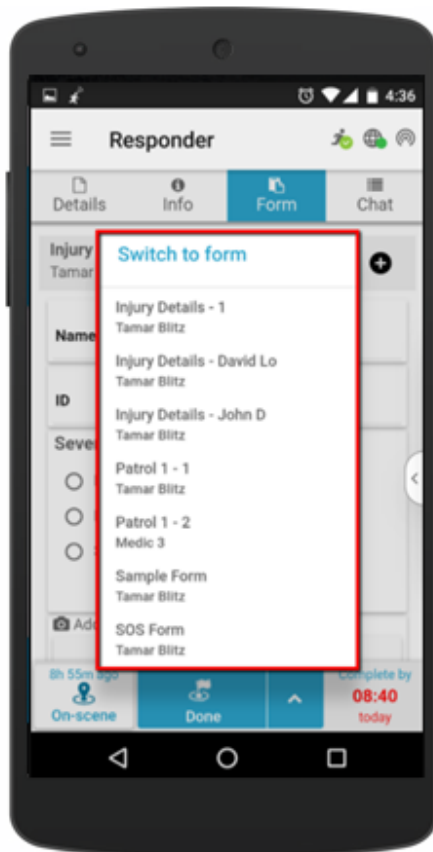
Selecting a Form Template

As a responder, you are notified of an incident on your mobile device. As part of your response to the incident, you must complete a form with details of the incident. The contents of this form are automatically sent to the dispatcher who opened the incident.

▼ To select a form template on your mobile device

1. Tap the incident on your mobile device.

2. Tap **Form**.

3. Tap the number to the right of the form name to view a list of all the available form templates for the incident.

4. Select the required from template and complete the details as required.
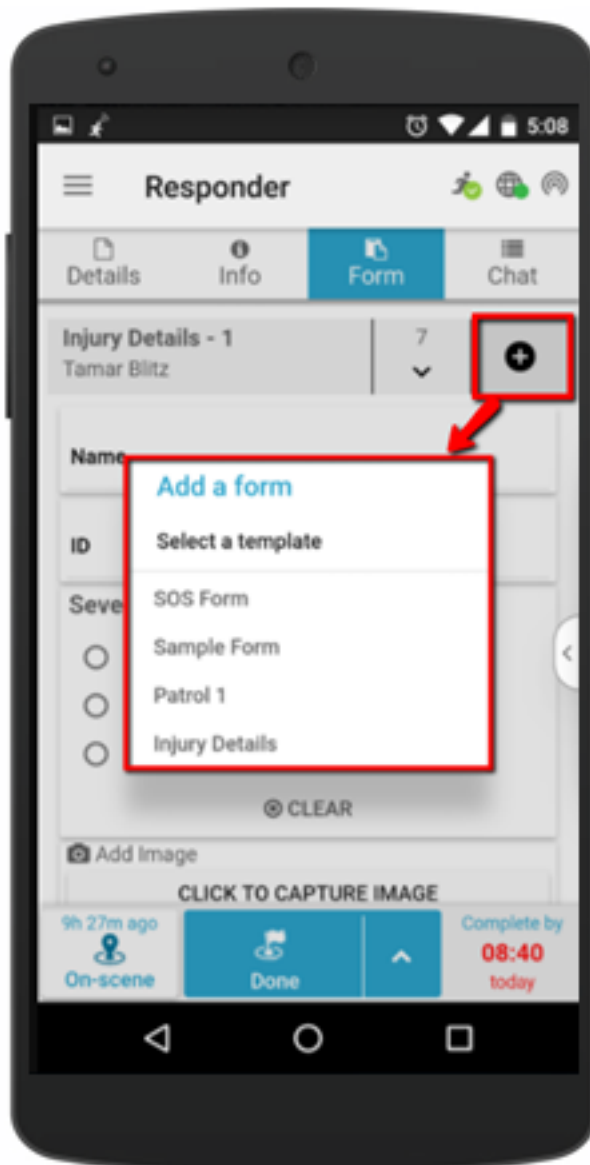

The list of forms includes only the forms you are able to view and duplicate in terms of your group and incident type permissions.

Duplicating a Form Template

You can duplicate any of the form templates available to you.

▼ To duplicate a form template

1. Click the **+ sign** next to the **Select Form** dropdown list.

2. Select a form template from the dropdown list.

Note
You can only duplicate form templates if you have the permissions to do so.

Form Template Name

Each new form template is tagged with name of the form template and the name of its creator (the user who opened the Incident, or the user who duplicated one of its form temples). When predefined by the administrator, a form template's name can be automatically modified to include text entered into the **Title** field on the form.

Form Template Mandatory Fields

Form templates can be defined (by the administrator) with mandatory fields.

A red star icon appears next to the name of a form that has mandatory fields. The red star icon also appears next to the mandatory field in the form.

A responder user can only report an incident as **Done** if all mandatory fields in the original form templates, and any form templates created or duplicated by them are completed.

You can read more about:

- [Understanding Multi Forms](#)
- [Using Multi Forms in the Dispatcher](#)
- [Configuring Multi Forms permissions](#)

Using the Escort Me Feature

The Escort Me feature monitors your activity in a defined time frame of your choosing. If you feel unsafe or in a hostile environment, use this feature to set a time frame according to your activity. When the time frame expires, an SOS alert is activated, your dispatch center is immediately updated with your current location and an automated call to your emergency number is made.

▼ To activate Escort Me

1. On the Mobile app, tap the Menu (3 lines) icon on the top left of Home screen.
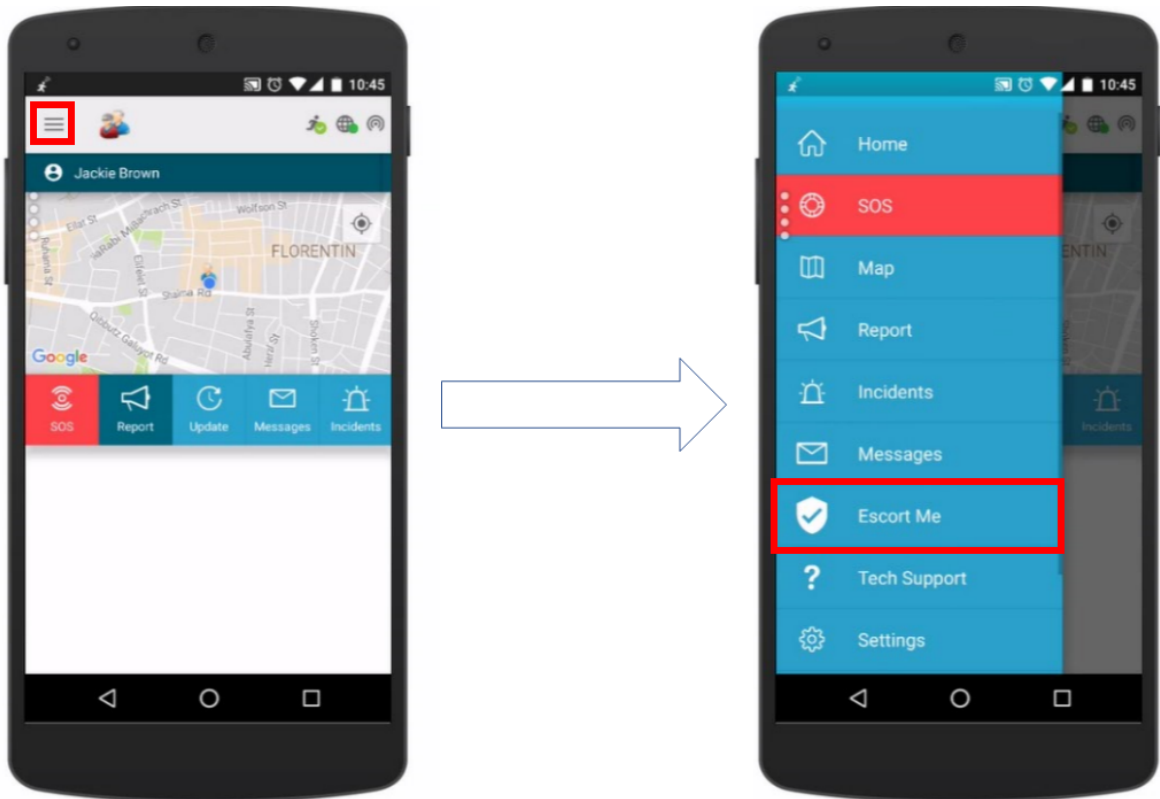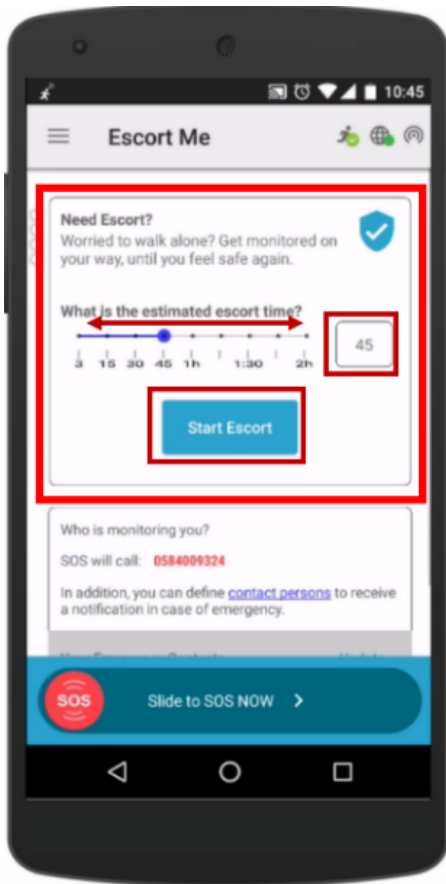
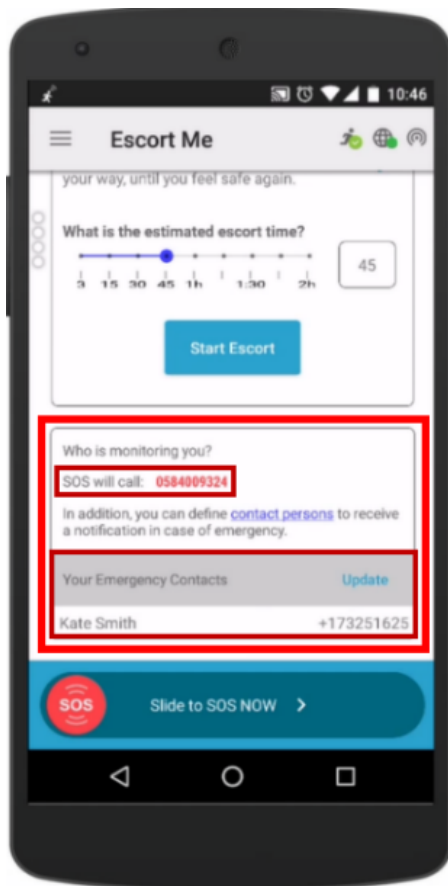2. Tap **Escort Me** to open the Escort Me screen.
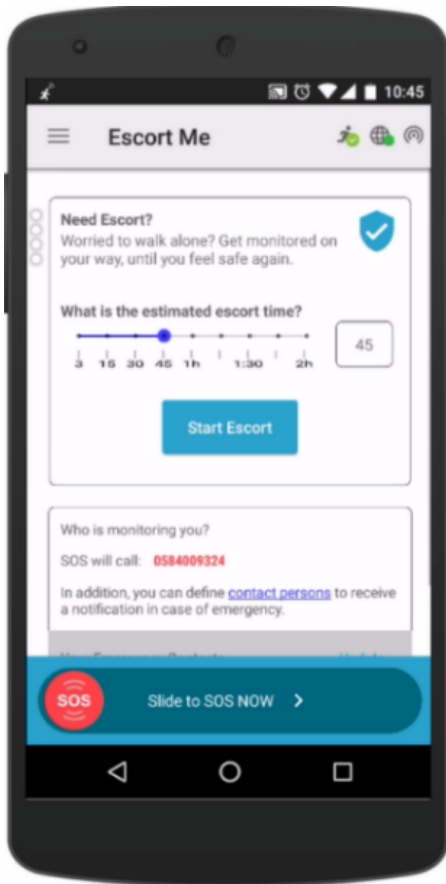
3. Set the estimated escort time by sliding the blue circle left or right on the timeline, observing the time you set in the box on the right of the timeline.

4. Tap **Start Escort** to activate the escort.

5. Scroll down the page to see your SOS number and your Emergency Contacts.

6. To add or edit the Emergency Contacts tap the contact persons name or the **Update** link. The Manage Emergency Contacts screen open. For more information on how to add emergency contacts, see How to Add/Edit Emergency Contacts.

7. Tap **Start Escort** to start the escort timer. The Escort Me screen shows that Escort Me is activated and also shows the escort time remaining.
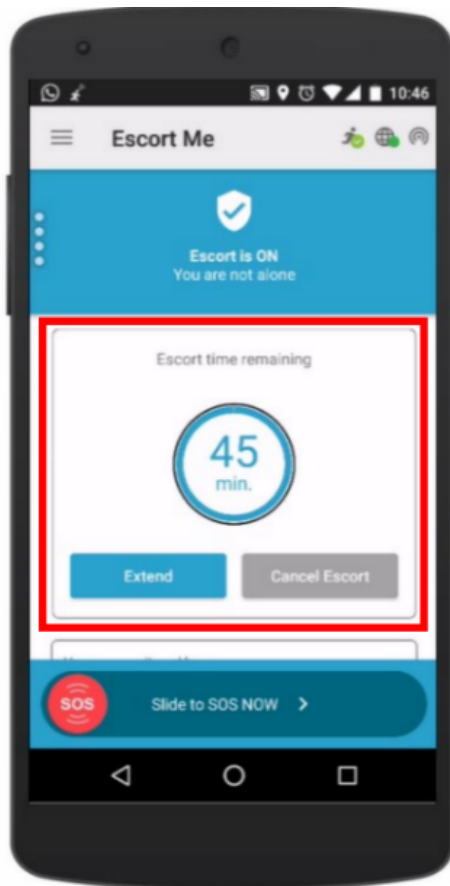
8. Tap **Extend** if you want to extend the escort time. The timeline screen shown in step 2 opens. adjust the escort time, as required.

9. Upon reaching your destination or finishing your activity, tap **Cancel Escort** to stop the escort timer. To remind you to cancel the escort, your phone will vibrate and the screen will turn red when the remaining escort time reaches 1 minute to go.

> **Note**
> If you do not cancel the escort time, the SOS is automatically activated when the time is up.
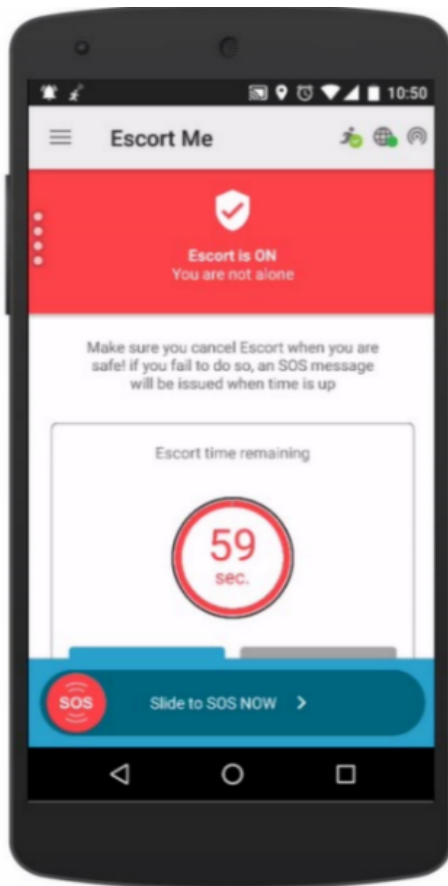
Escort Time is up

When the Escort Time is up, the SOS is activated. An SOS activation immediately alerts your Dispatch center of your current location and it automatically dials the emergency number stored on your phone.

Important: You can activate the SOS button at any time regardless of the Escort Time. The SOS button is located at the bottom of each screen:
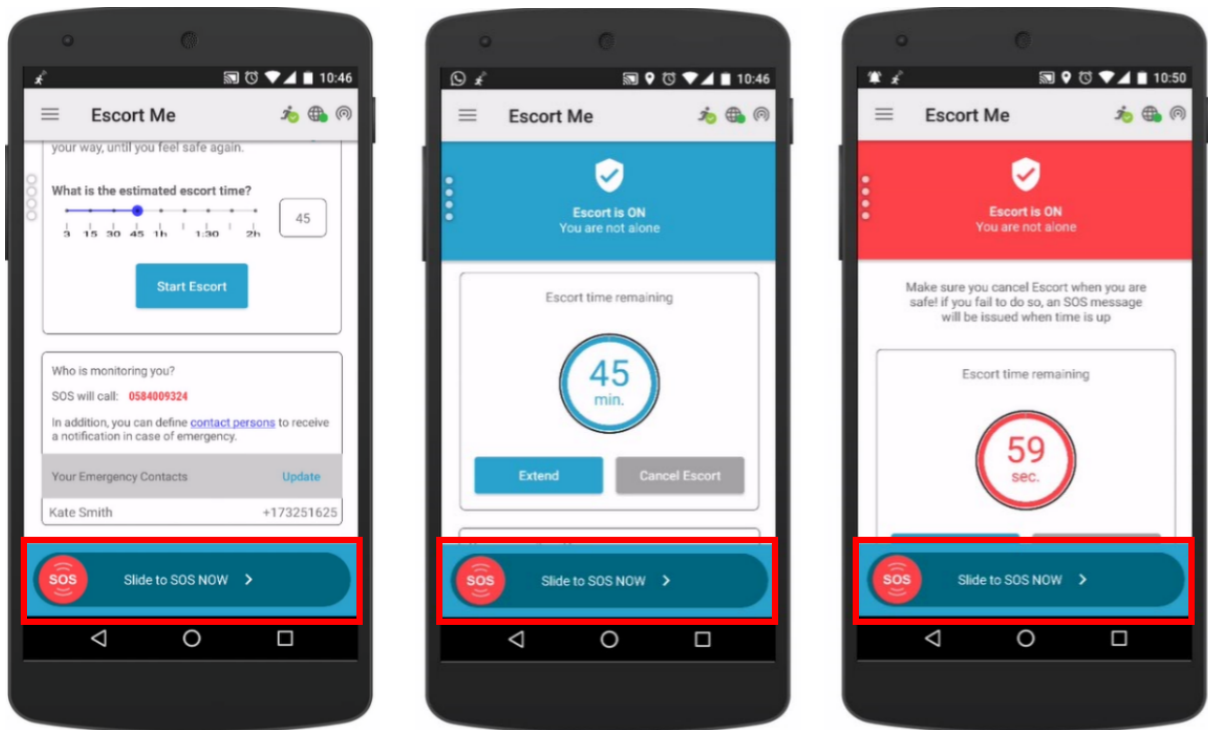
For more information on activating the SOS mode, see How to activate the SOS mode.

> **Note**
> The 'Escort Me' feature as a permission can be added by the administrator. This permission can be found in the SOS section.

Using the Navigation Feature in the Responder App

The Navigation feature in the Details tab of the Responder app enables you select one of the navigation apps on your mobile device (for example, Waze. Google maps or Apple Maps for iPhone users) to navigate to the incident. You can change the default navigation app by tapping the dropdown arrow below the default navigation app's icon.

For more information on the Details tab in the Responder app, click Understanding the Details Tab in Responder.

The Navigation icon is located to the right of the map in the Details tab of the Responder app.
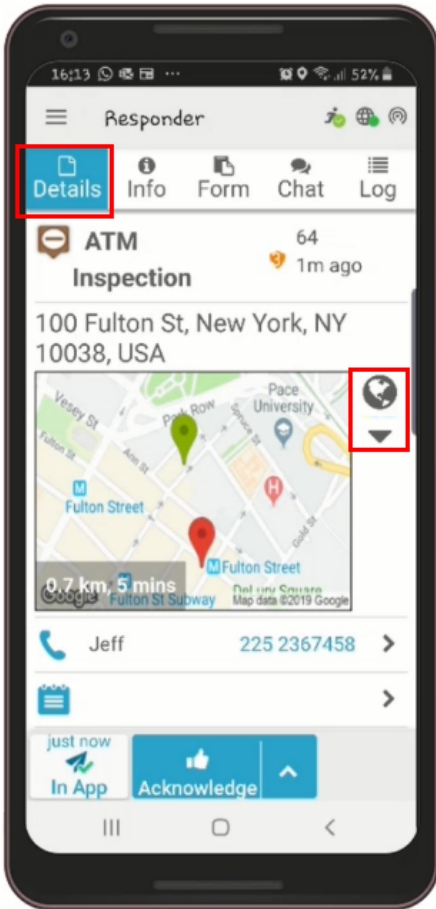
▼ To navigate in the Responder app

1. Tap the Navigation icon to show the navigation options available on your mobile device.
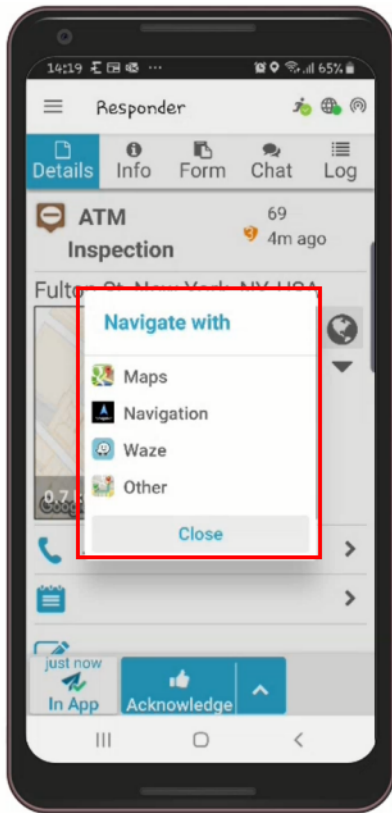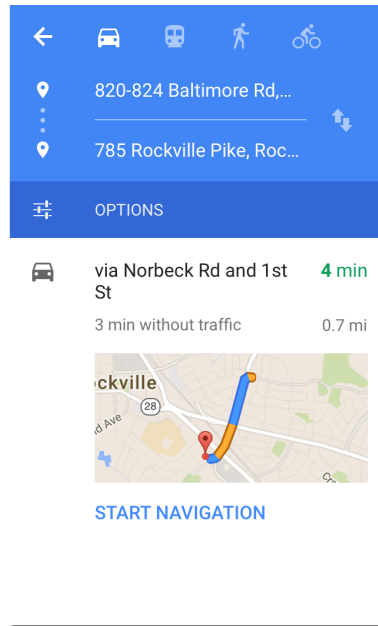

2. Select the desired navigation app.

> **Note**
> If you don't have navigation apps installed on your mobile device, visit the device's app store to download the navigation apps.

The navigation app opens (in the foreground, placing the Responder app in the background) with both the device's current location and the incident location preloaded.
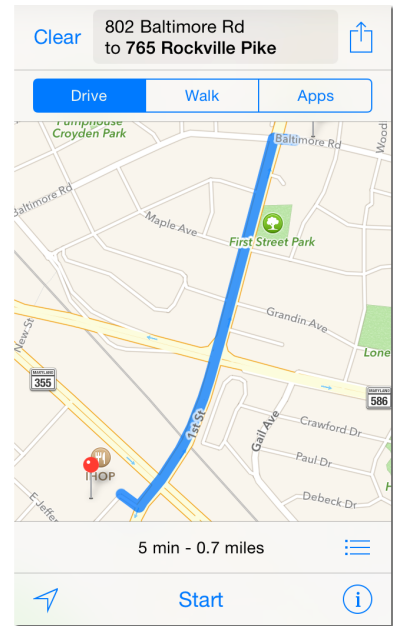
The following screenshots show examples of the navigation maps in 3 navigation apps.
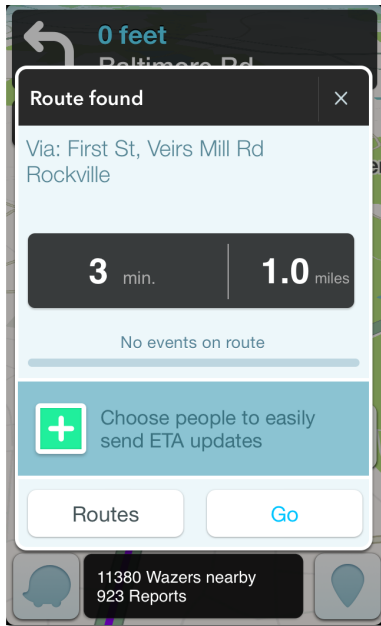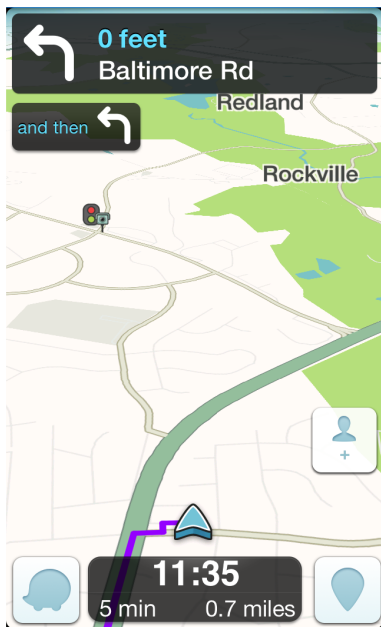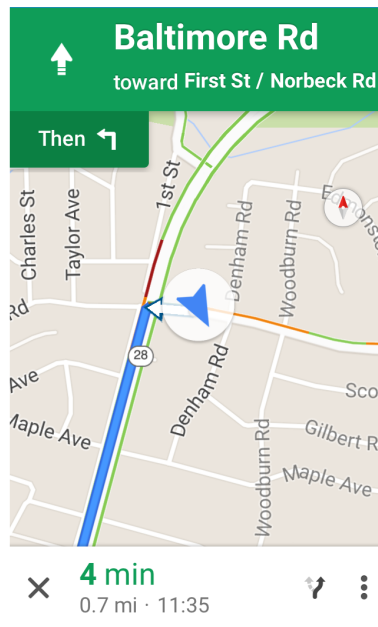
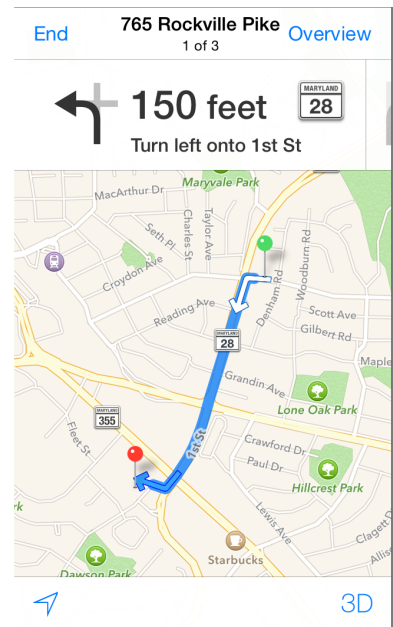**Waze**

Google Maps

Apple Maps

3. Select the desired route from route options, or use the route recommended by the navigation app.

Waze

Google Maps

Apple Maps

4. To return to the Responder app, bring it back to the foreground on your mobile device.

> **Note**
> After selecting a navigation app in the Responder app, it remains your default navigation app. If you want to use an alternate navigation app, tap the down-arrow below the Navigation icon and select the desired navigation app.

Sending User Updates in the Mobile App

User Updates are available on the Mobile App under the Update page. The Update page can be accessed either via the main menu or via a home screen shortcut bar.
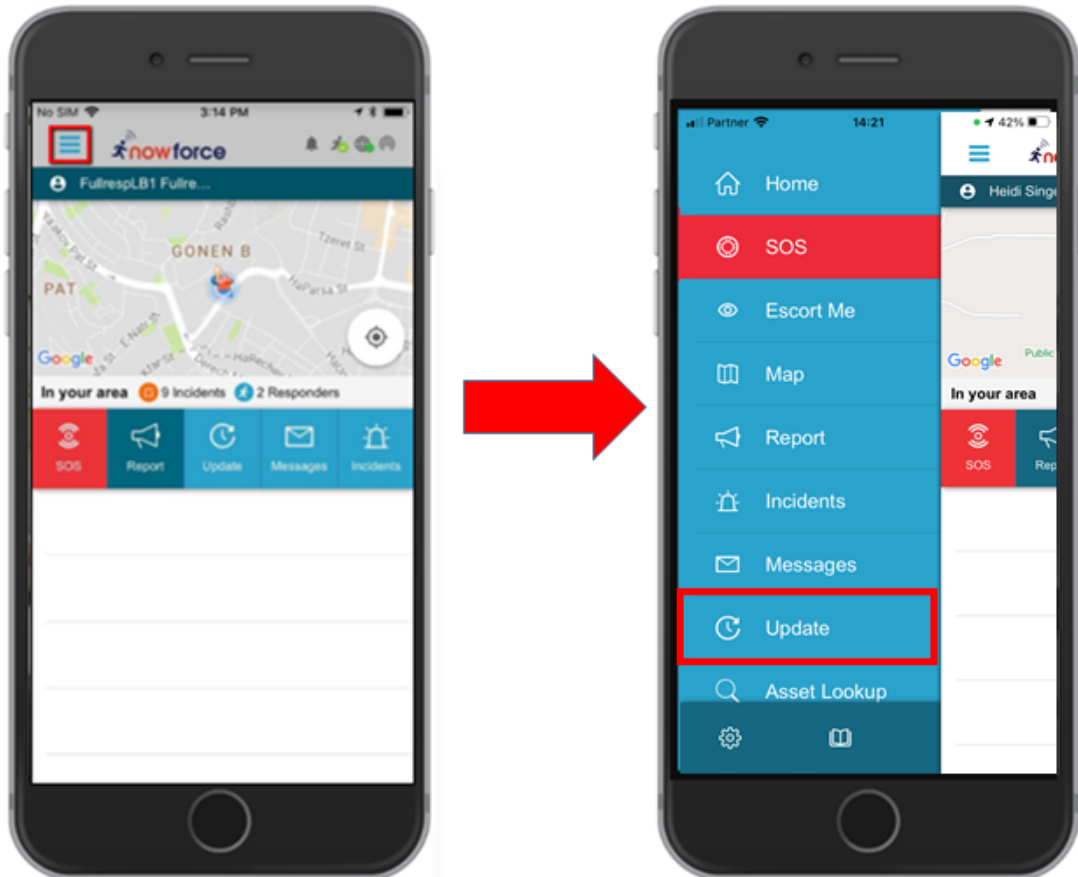
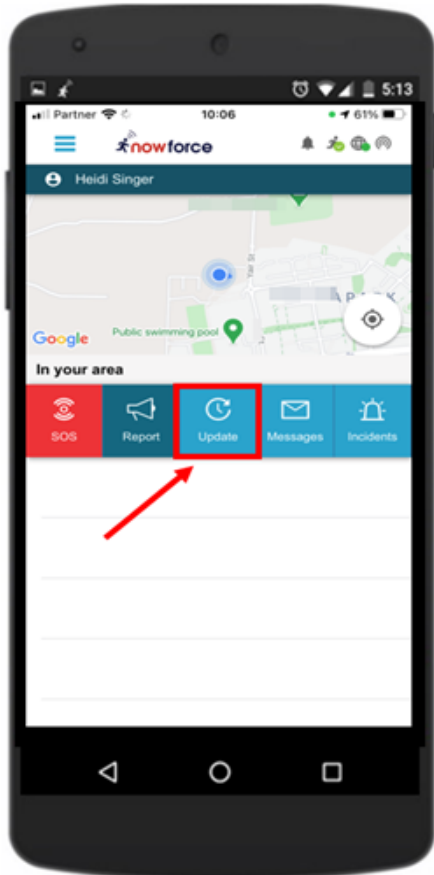Your User Update will be recorded in your User Log after sending.

> **Note**
> You will only have User Updates available to your user profile and specific policy.

▼ To send a User Update from the Mobile App

1. On the **Home** screen, tap **Update in the main menu**,

or select **Update** on the Home screen **shortcut** bar.

The User Update pop-up opens.
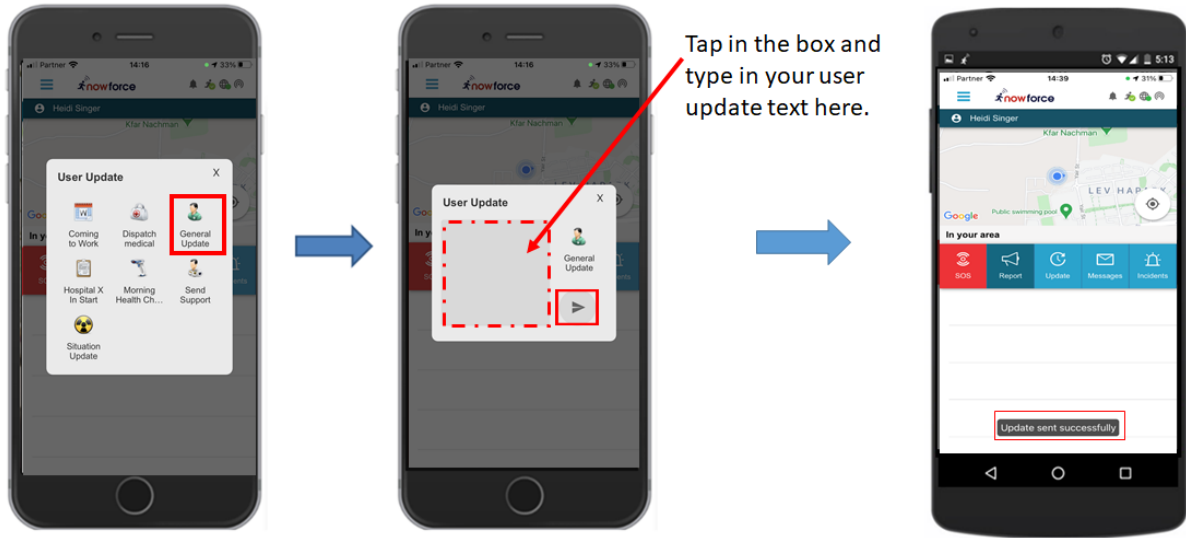
2. Tap the User Update you want to select.

> **Note**
> - Title and text only UUs are sent directly to the dispatch operator upon selection.
> - Free-text UUs require you to tap the free-text box and add in your update, then tap the send icon (airplane) to send.
> - UUs that include a form, the form opens upon selection of the UU.

▼ To Send a Free-Text User Update

In the example shown below the "General Update" is configured as a free-text user update. Selecting the General Update user update option opens like:

Tap in the box and type in your user update text here.

1. In the User Update, tap the **User Update** type you want to select.

   The UU opens with the free-text box.

2. Tap inside the **free-text box** to begin typing your message.

3. Tap the **Send** icon (airplane) to send your update.

   A pop-up message with Update sent successfully appears.

▼ To send a User Update with a form

The Morning Health Check update is configured with a form. Selecting this user update opens like this:
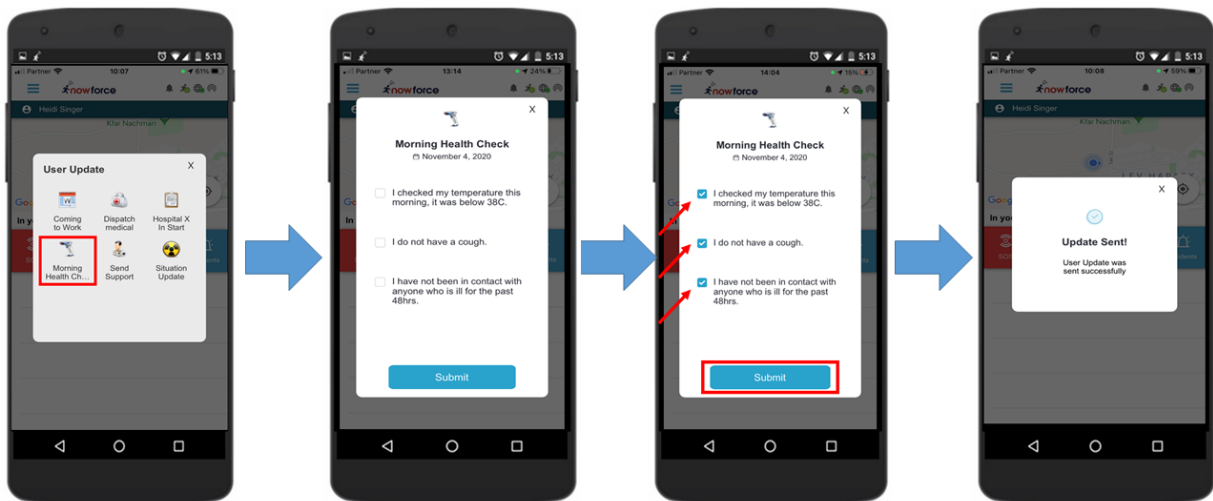
1. In the User Update, tap the User Update type you want to select.

   The UU opens with the form.

2. Tap the selection boxes.

3. Tap **Submit** to send your update.

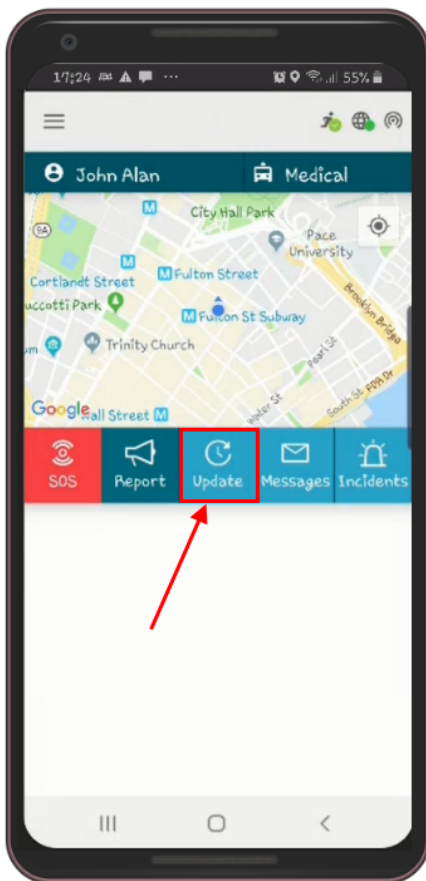   The Update Sent! message appears on your screen.

4. Tap the **X** to close the message screen.

# Sending Status Updates (Dynamic Reports) from Mobile App

You can send dynamic reports (status updates) in the NowForce Mobile App. Depending on the type of report, you may also be able to send text messages to the dispatch operator at the time you update your status.

▼ To send a dynamic status from the NowForce Mobile App
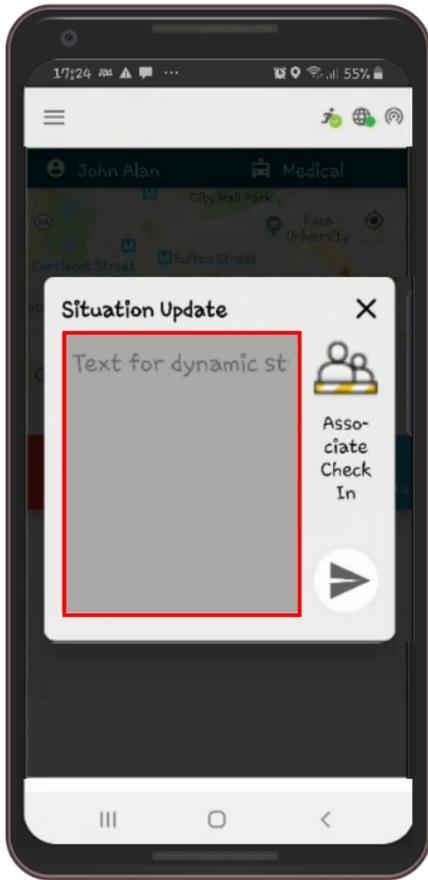
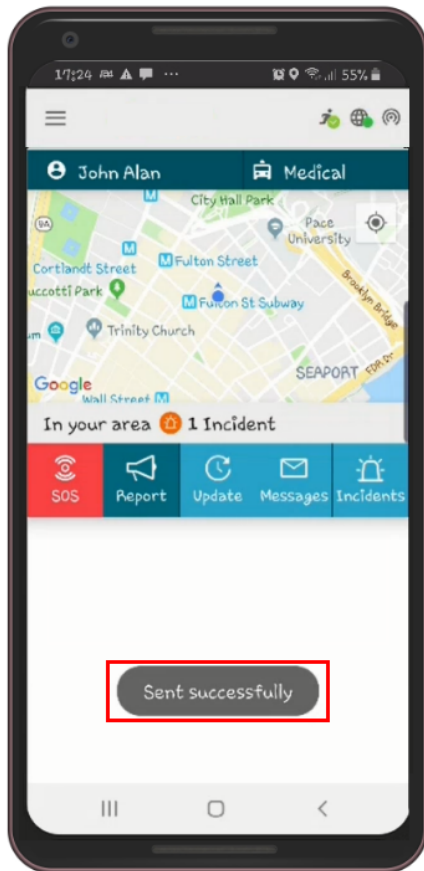1. On the **Home** screen, tap **Update**.

The **Situation Update** pop-up opens.
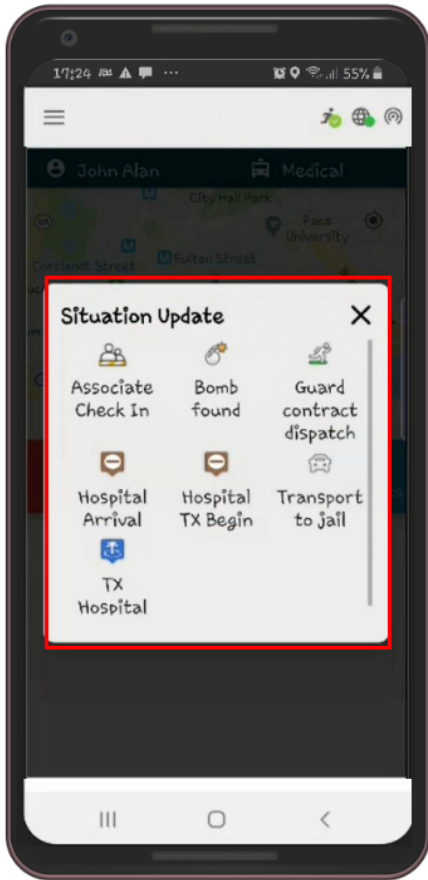
2. Tap the situation status you want to update.

3. If the selected situation update has been enabled for text messages, a message box opens, otherwise the updated status is sent directly to the dispatch operator.

Enter the message text and tap the **Send** icon.

4. A **Sent successfully** message appears on your screen.

Using the Asset Lookup

The Asset Lookup feature enables mobile users (Responders and Supervisors) to search and perform actions on Assets in the system, and to add log entries or create new incidents associated with the asset. For more information on assets, see Managing Assets.

Once granted these permissions, authorized users can perform the following actions:

- Add a textual log entry to the asset history log. The log entry is automatically registered with a timestamp and the user's current location.

- Create a new incident at the asset's location. This action opens the NowForce Reporter module on the mobile device, with the asset's location set as the reported address.

- Create and add a new asset, if the Asset search failed to retrieve a relevant result (currently available only for iOS).

- Edit the asset form.

The following examples describe situations where you would want to use asset lookup:

- A firefighter arrives at the scene of a fire and wants to locate all nearby fire hydrants.

- A patrol officer who needs to survey all houses in a specific jurisdiction once a month.

- A guard who gives access to a facility to pre-registered persons only.

- A supervisor who wants to collect footage from all cameras pointed at a specific location.

▼ To access Asset Lookup

- Tap the **Menu** icon (3 lines) in the upper left corner and select Asset Lookup.
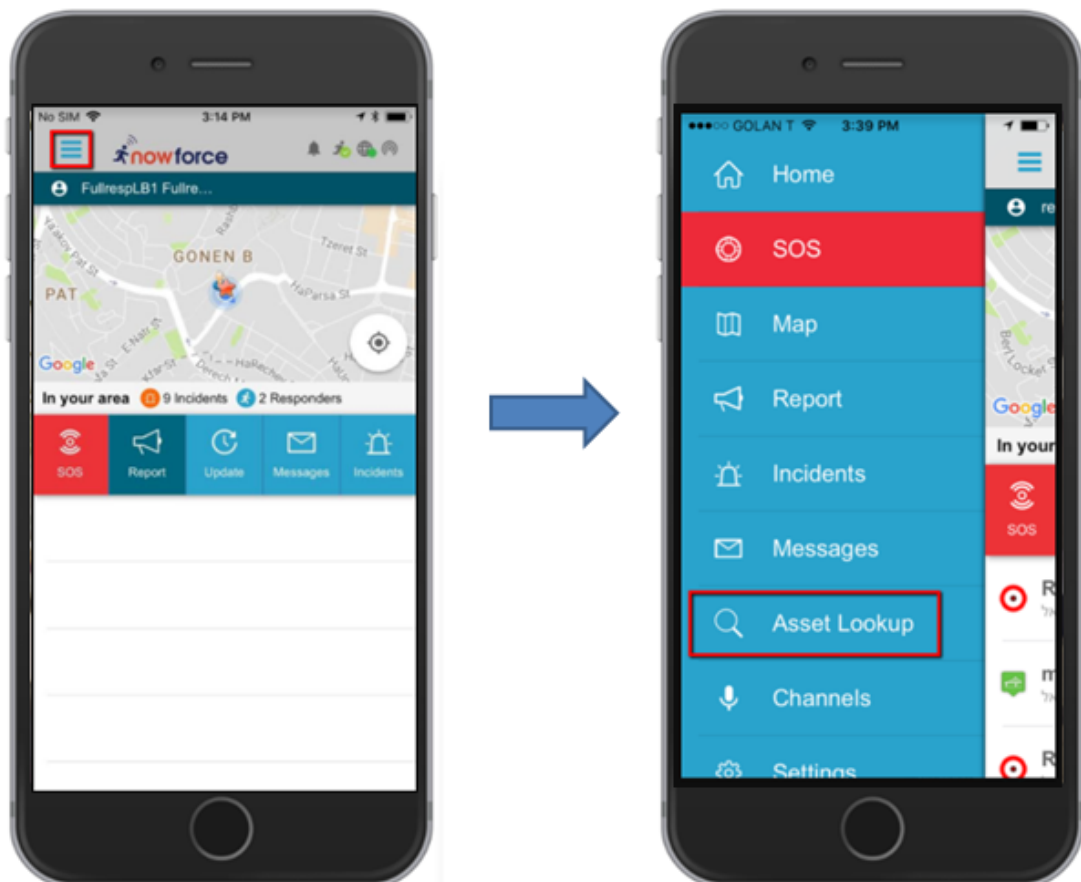
▼ To search for nearby assets

1. Start typing the asset name.

> **Note**
> The relevant assets that match the characters you enter, appear in the dropdown list based on the distance between you and the asset. The assets are displayed from the nearest to the farthest in distance from you.

Start typing asset name

Drop-down list of all available assets, from the nearest to the farthest

> **Note**
> - The asset lookup also returns results based on searchable fields in the asset, and not only based on the asset name.
> - Next to the asset name, you can see, when the asset was last edited, in other words, the time since the last log entry or incident was created.

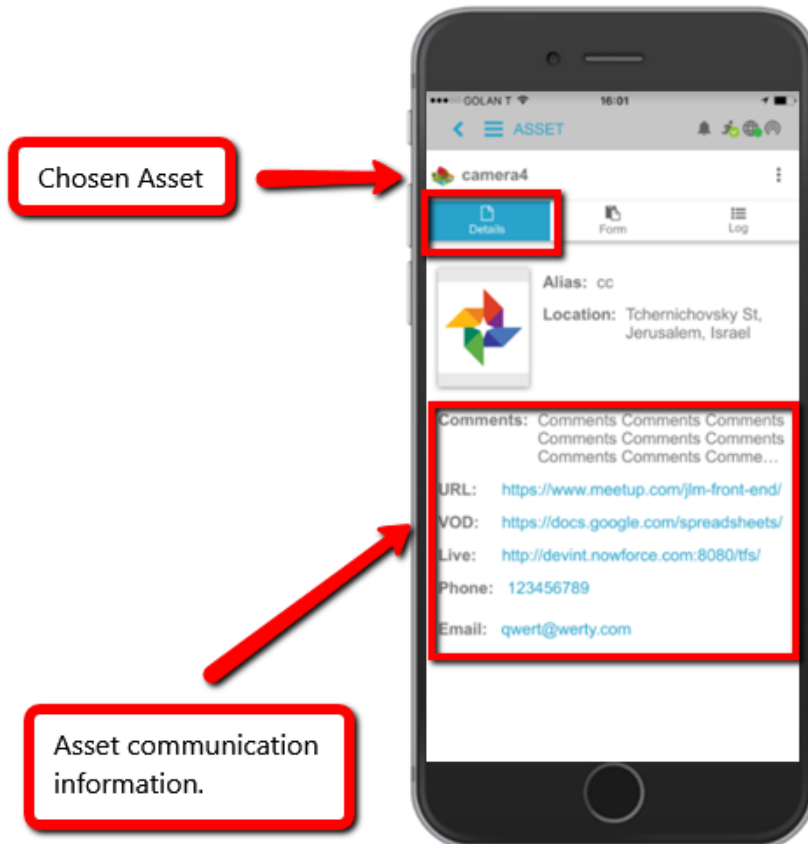2. Click an asset in the dropdown list, to display all its asset details.

Asset Information

Assets information is presented in the Details, Form and Log tabs.

Details Tab

The Details tab displays the following basic asset details:

- Image
- Alias

- Location

- Comments

- Communication details

You can click any of the communication links to communicate directly with the asset. For example, click the asset's telephone number to dial directly to the asset's phone; click the asset's email address to send an email; click the assets URL to access the asset's URL/VOD.
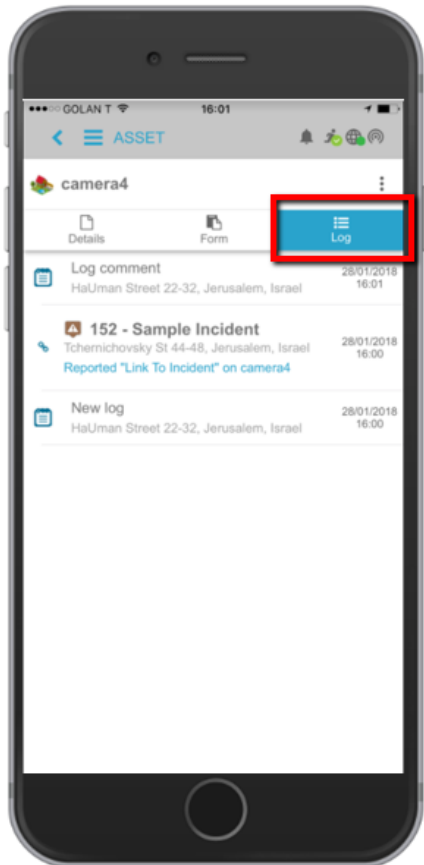
Form Tab

The Form tab displays the form template that was defined for the Asset. You can view the form details, and with the correct permissions, you can also edit it.

Click on any field to edit
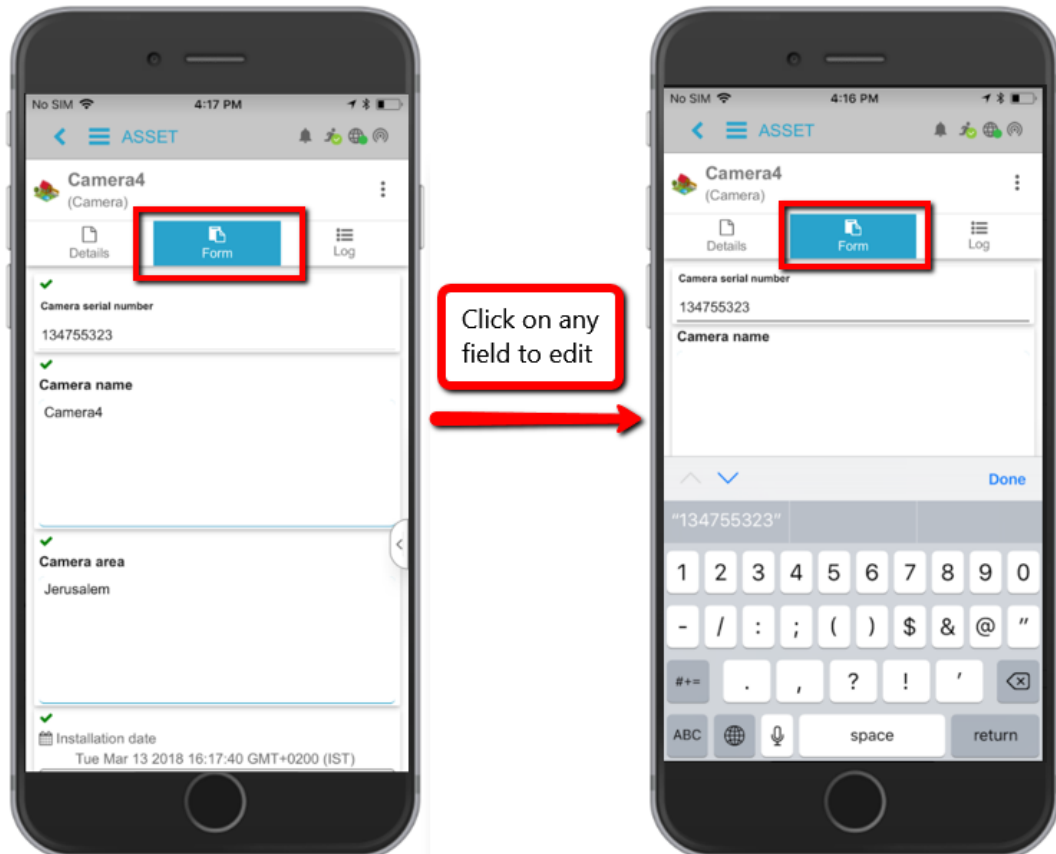
Asset Log Tab

The Log tab shows the asset history and all the actions performed on the asset. For example, log entries, related incidents, SMS/emails sent, etc.

Creating Incidents and Log Entries

▼ To create a new incident or log entry

- Click the vertical ellipsis on the right of your screen and select new log or new incident.
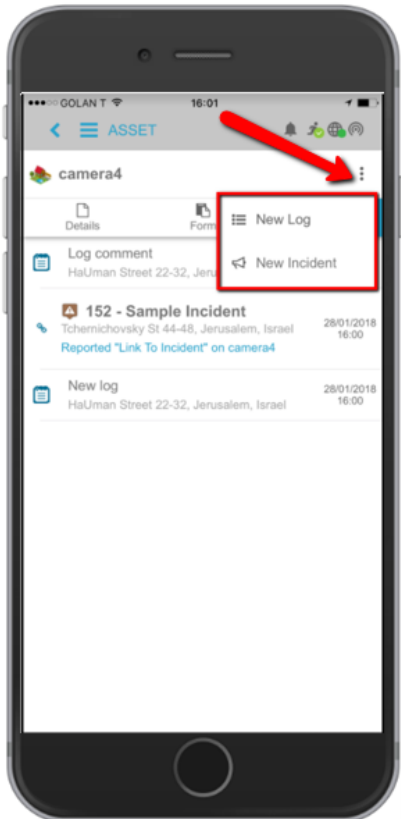
▼ To add a log entry

1. From the ellipsis menu select **New Log**.

2. In the Asset Report field, enter the text that you want added to the asset history log. The log entry is automatically registered with a timestamp and your current location.
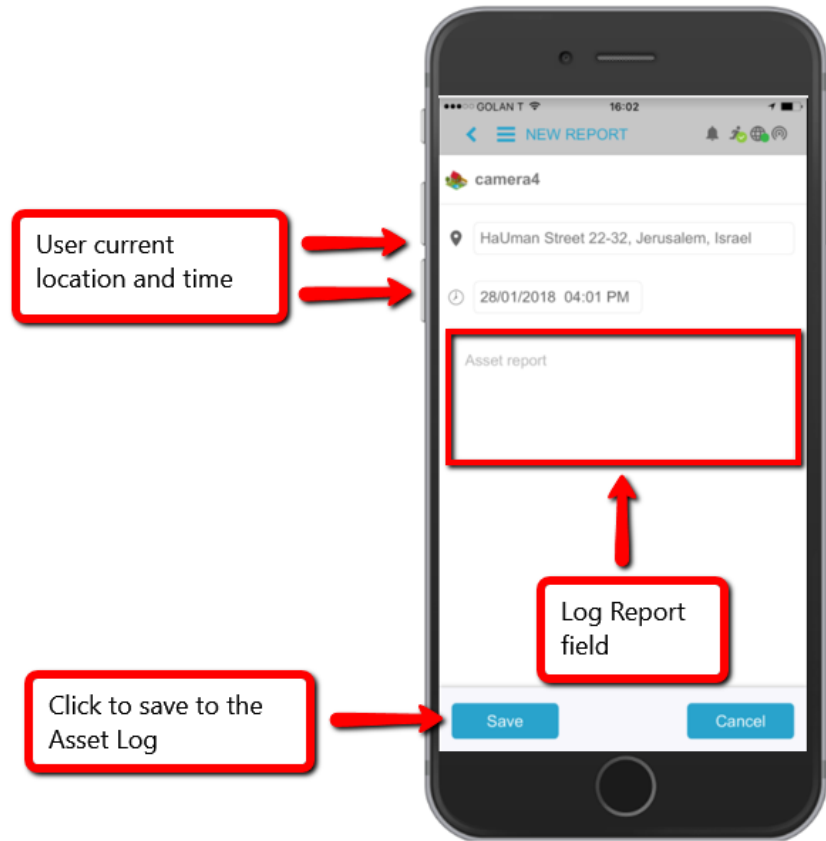
If you have the correct permissions, you can edit the Location and the Date and Time fields by clicking on them and entering the new details you want recorded.

▼ To create a new incident

• From the ellipsis menu select **New Incident**.

   The New Incident option opens the NowForce Reporter module with the asset's location as the reported address, and with the asset's name in the Address Comment field.
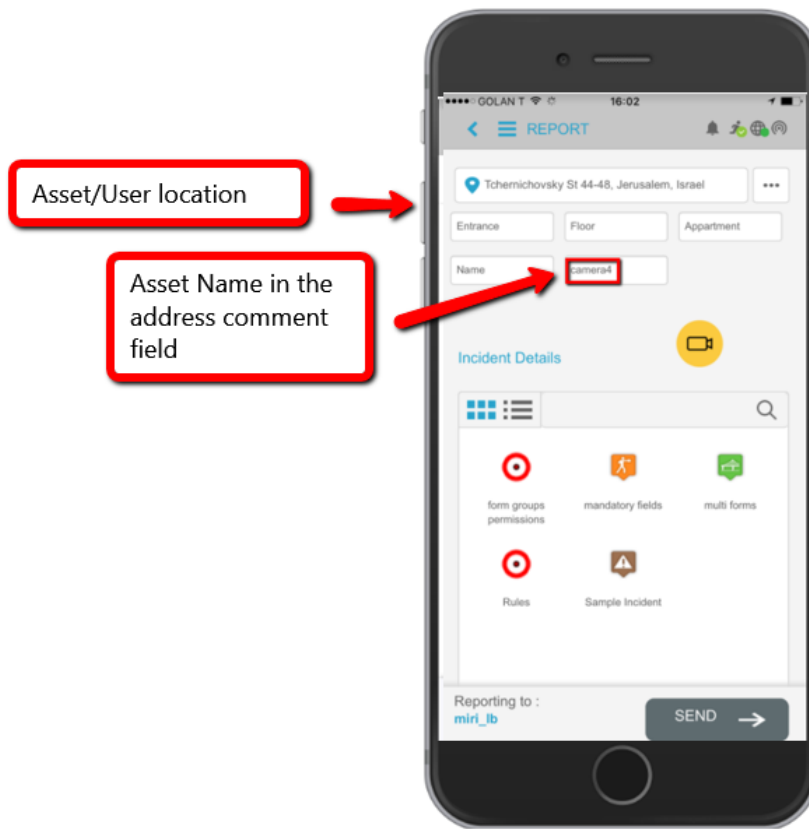
Asset/User location

Asset Name in the address comment field

As you are now reporting an incident, you must chose the incident you want to report, fill in the form and tap **Send** to report it. The incident you have created is now also displayed in the Asset log.

Creating a New Asset

If the asset search did not retrieve a result, and you have the required permissions, you can create a new asset.

▼ To create a new asset

1. In the Asset Lookup screen, tap **+.**

2. Select the Asset Category.

3. Select the Asset Type and enter the asset details. The Asset Name field is required.
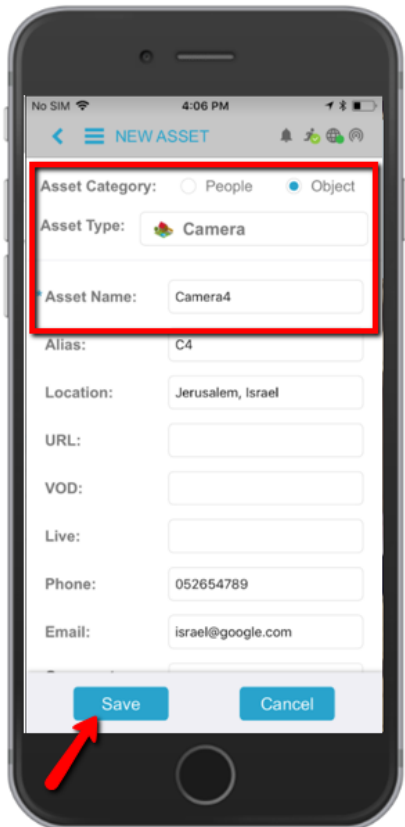
4. Tap **Save** to create the new asset.

For more information on asset lookup permissions and how to add them, click Configuring Asset Lookup Permissions.

Messaging from the Mobile App

The Messages screen in your mobile app enables you to view a history of your incoming and outgoing messages as well as compose messages from your mobile phone.

> Note
> Message templates are currently only available for iOS devices. We will update this article when this feature is available on Android devices.

Accessing the Messages panel

You can access messages on your mobile device using one of the following:

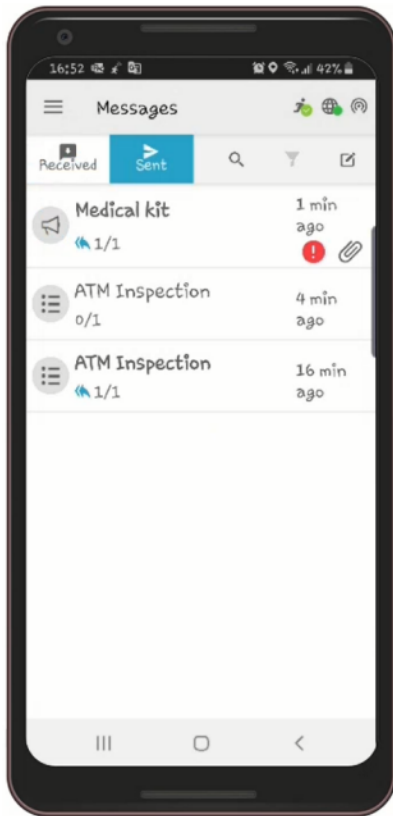- On the **Home** screen, tap **Messages**.
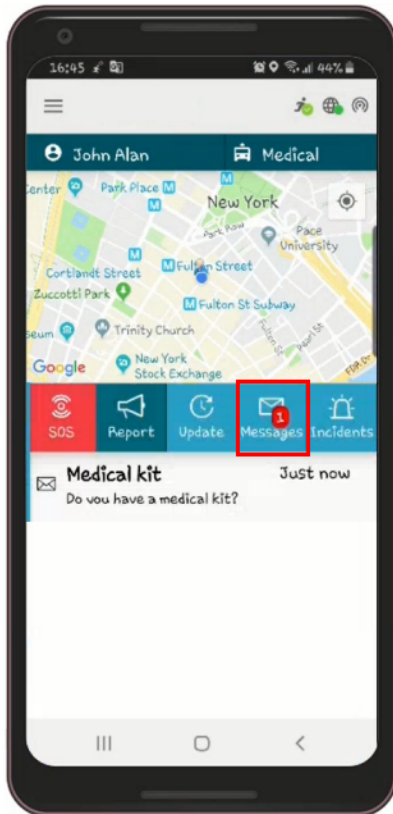
- Tap the **Main menu** on the Home screen, and tap **Messages**.
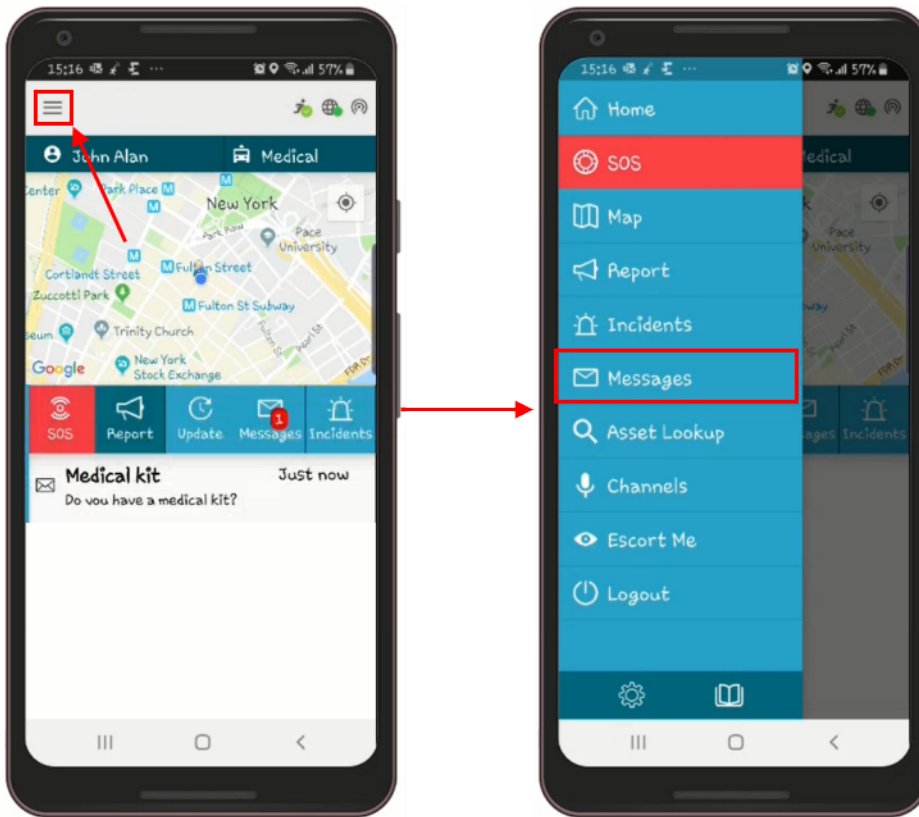
After tapping Messages using either of the above methods, the Messages screen appears as shown in the following example:

Receiving Messages

You can receive notification of new messages as follows:

- If the application is in the background, a pop-up appears on your Home screen indicating that a new message has arrived, and a sound plays

- If the application is in the foreground, a pop-up appears in the app indicating that a new message has arrived, and a sound plays.
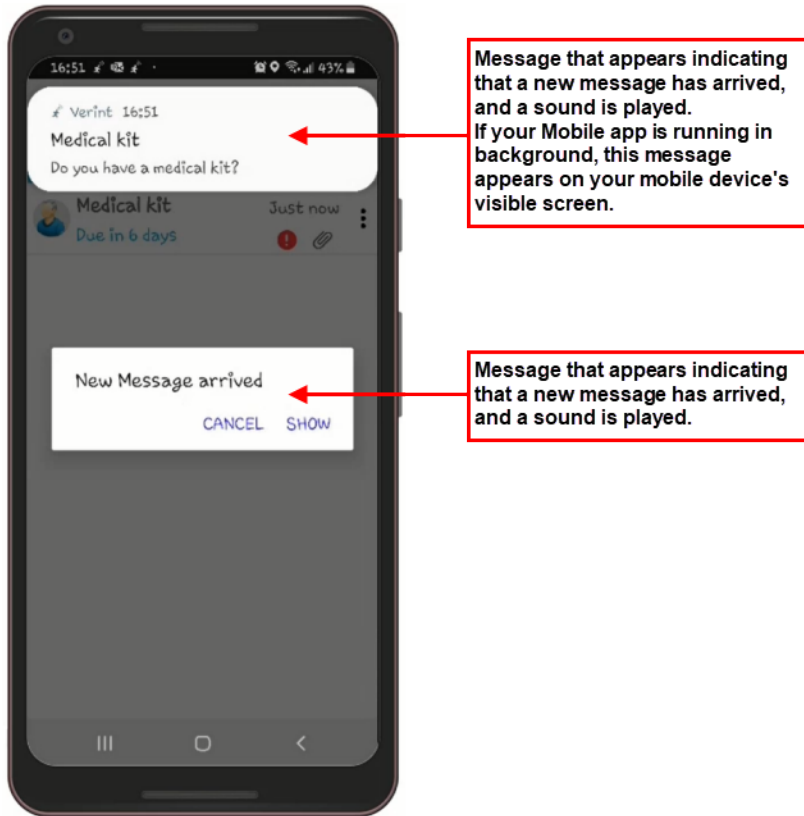
Your Home screen also lists all the unread messages. The unread messages remain on the Home screen until you view them, after which they are no longer available on the Home screen, but can still be accessed through the Messages panel.
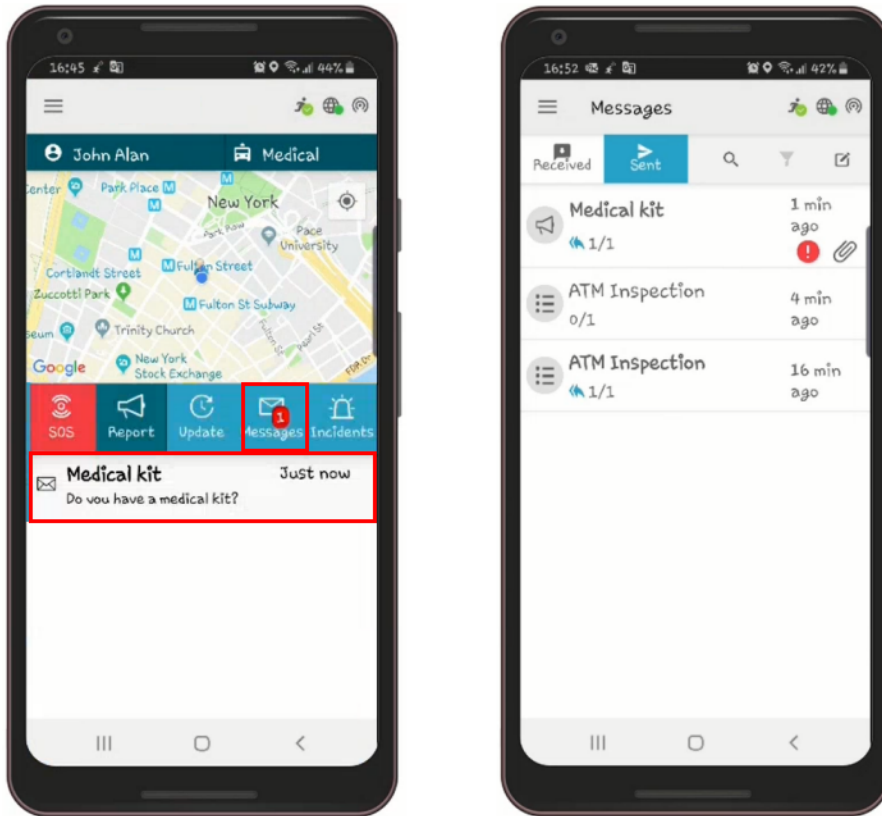
Opening Messages that have Attachments

When a message includes an attachment, a paper-clip icon appears in the message line. Tap the message line to view the message contents. Then tap the document icon to open the attachment.
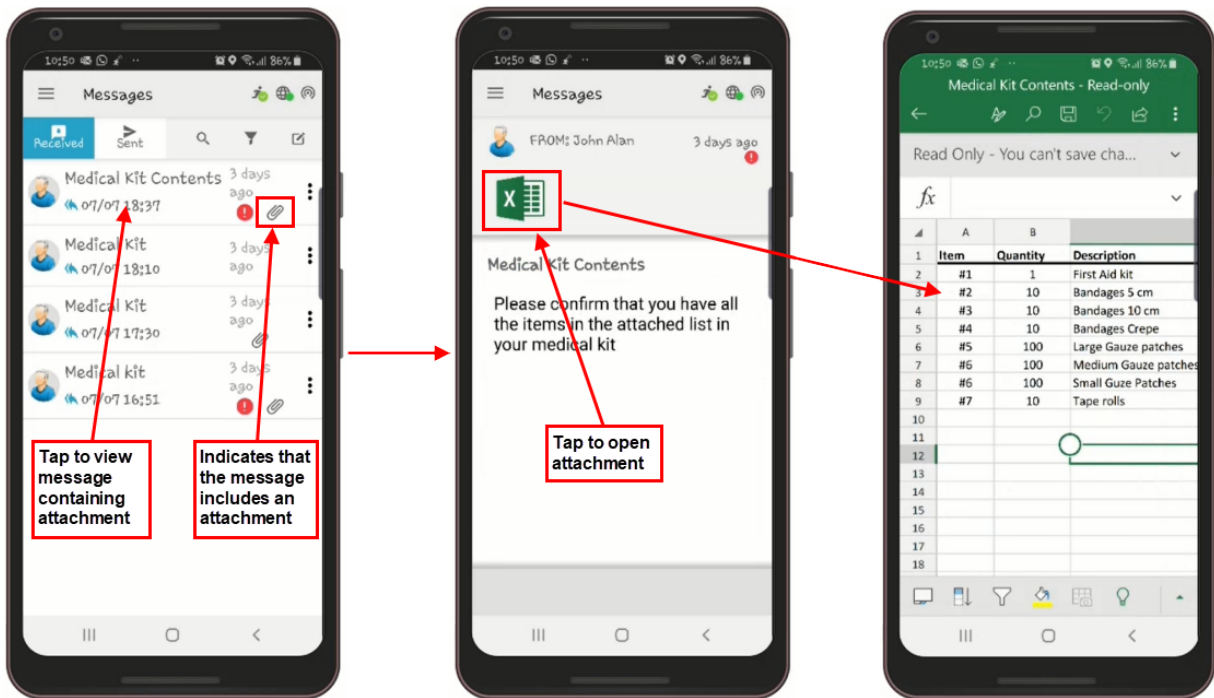
Composing Messages

▼ To compose a message

1. From the Messages panel, tap the **Compose** icon to open the Messages screen in which you compose messages.

2. In the Messages screen:

   a. Tap the arrow on the right of Select Recipient. The Select users or Groups bar on the Messages screen open.

   b. Start typing the characters of the recipient's name. The auto-complete feature displays the available options.

   > **Note**
   > Recipients can be groups or users.

   c. Select the required recipient/s, and tap the blue checkbox icon on the right.
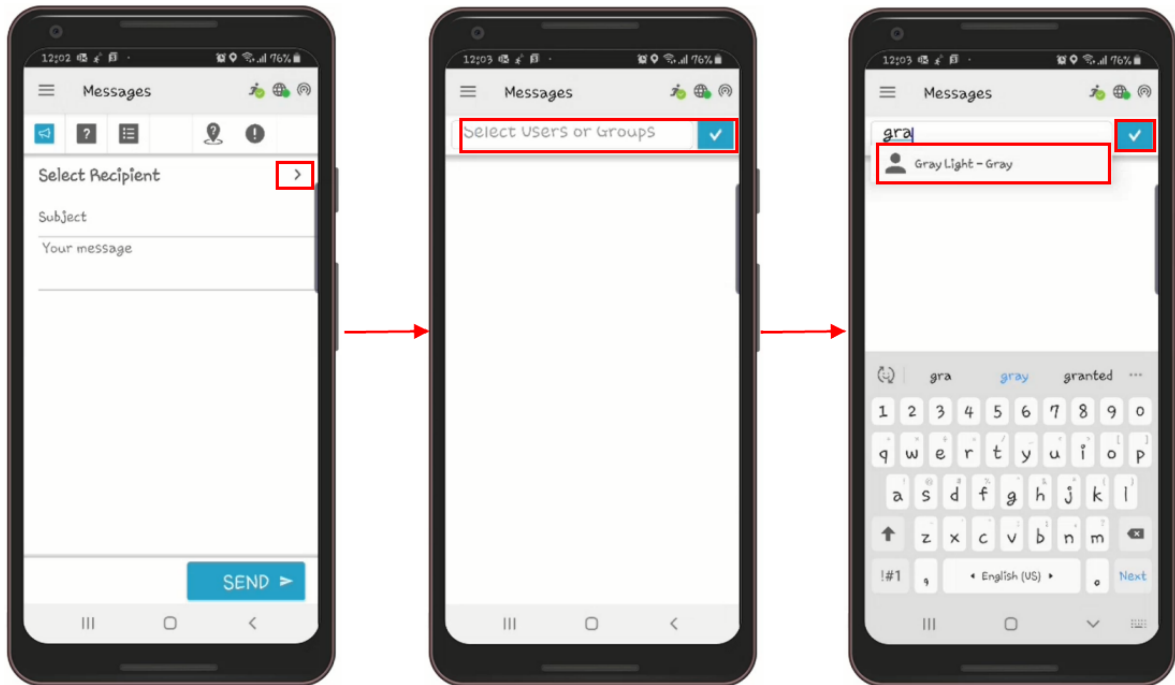
Selecting Message Types

After selecting the recipients, select from the following message types:

- **Simple Message**- Comprises any type of information that you want to pass on that doesn't need a response.

- **Open Ended Question Message**- Enables the recipient to answer a question in free text.

- **Multiple Choice Message**- Enables the recipient to choose one of the answers pre-defined by the message sender.
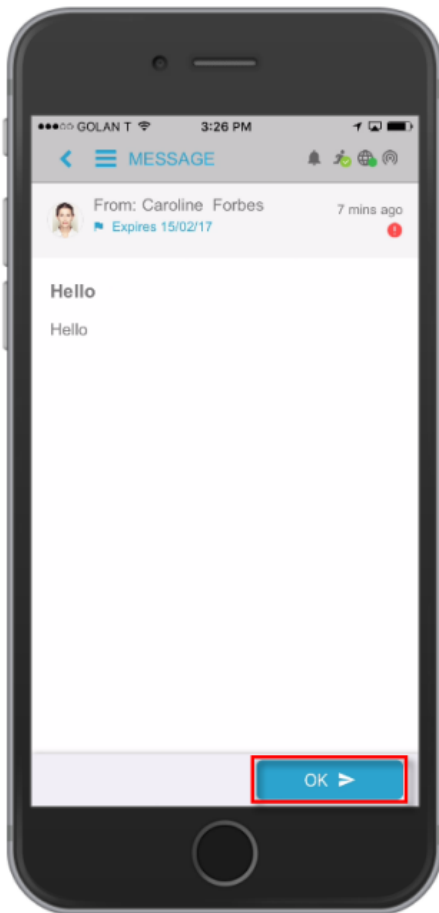
▼ To compose a simple message

1. Tap the **Simple Message** icon highlighted in red in the following example.

2. If you haven't selected the recipients yet, follow the above procedure and select them now.

3. Enter the **Message Subject** and **Message Text** and tap **Send** to send your message.
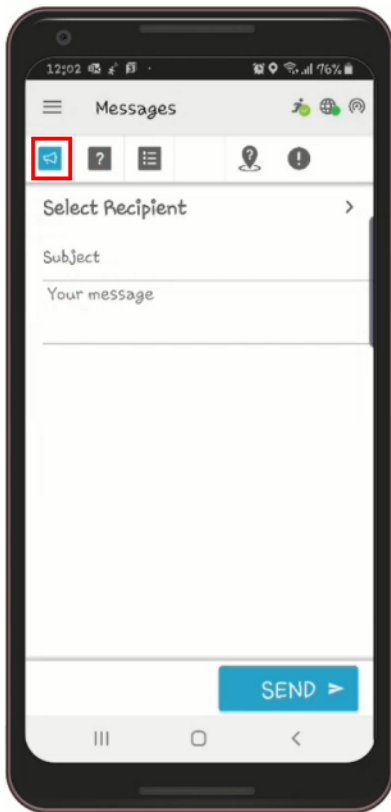
Note
When receiving a Simple Message, the recipient can tap **OK** to notify the sender that the message was received. The recipient cannot respond with free text.
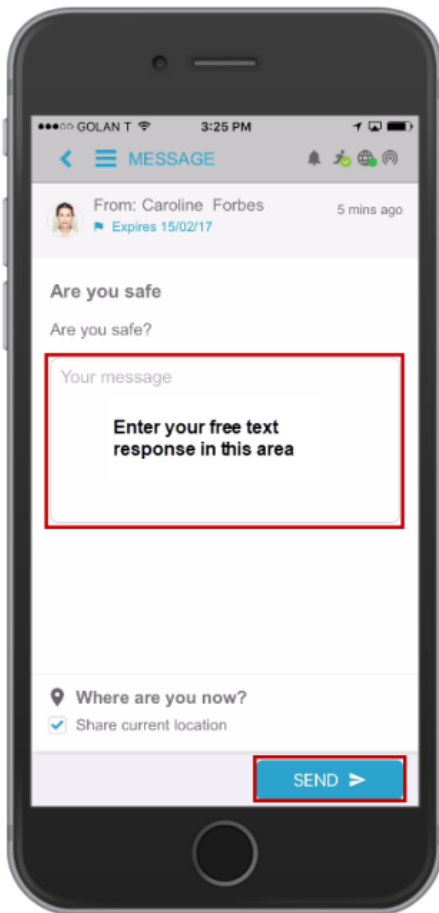
▼ To compose an open ended question message

1. Tap the **Open Ended Question** icon, as highlighted in red in the following example.

2. If you haven't selected the recipients yet, select them now.

3. Enter the **Message Subject** and **Message Text** and tap **Send** to send your message.
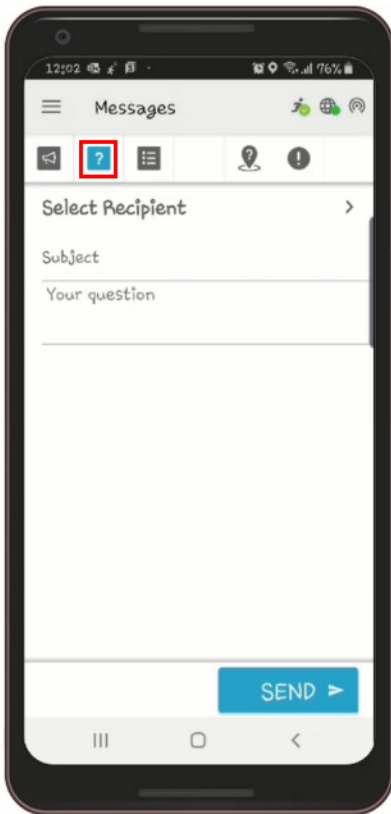
A recipient can enter their free text response in the Your message area, and then tap Send to send the message to the sender.

▼ To compose a multiple choice message

1. Tap the **Multiple Choice Message** icon highlighted in red in the following example.

2. If you haven't selected the recipients yet, select them now.

3. Enter the **Message Subject**, the **question** and the **answers**.

    Note
    Tap **+ADD ANSWER** to add additional answers.
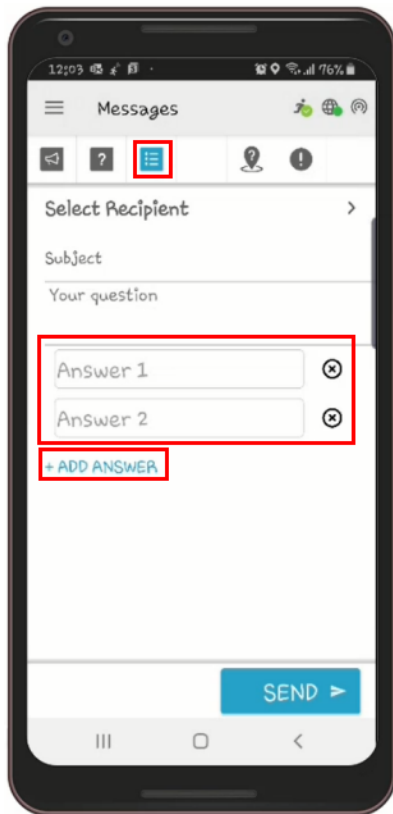
The following is an example of a multiple choice message received by the recipient. The recipient can select their response, and then tap Send to send the message to the sender.
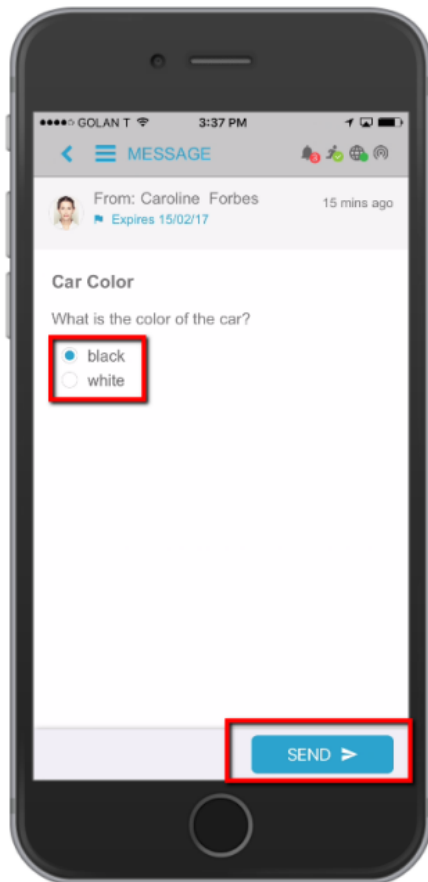
Message Templates

The dispatch operator can create simple message templates in the Dispatcher Message panel. Once these templates exist on the Dispatcher, you can access them via the mobile messaging application and you can use them to send simple messages.

For more information on how to create simple message templates (and messaging in general) via the Dispatcher, click here.

> **Note**
> Templates are currently available for iOS devices only. We will update this article when this feature is available on Android devices.

▼ To send a simple message template from your mobile device

1. Tap the Template Icon and tap **Select Template**.

2. On the Templates screen, select the required template from the list of templates defined in the Dispatcher.
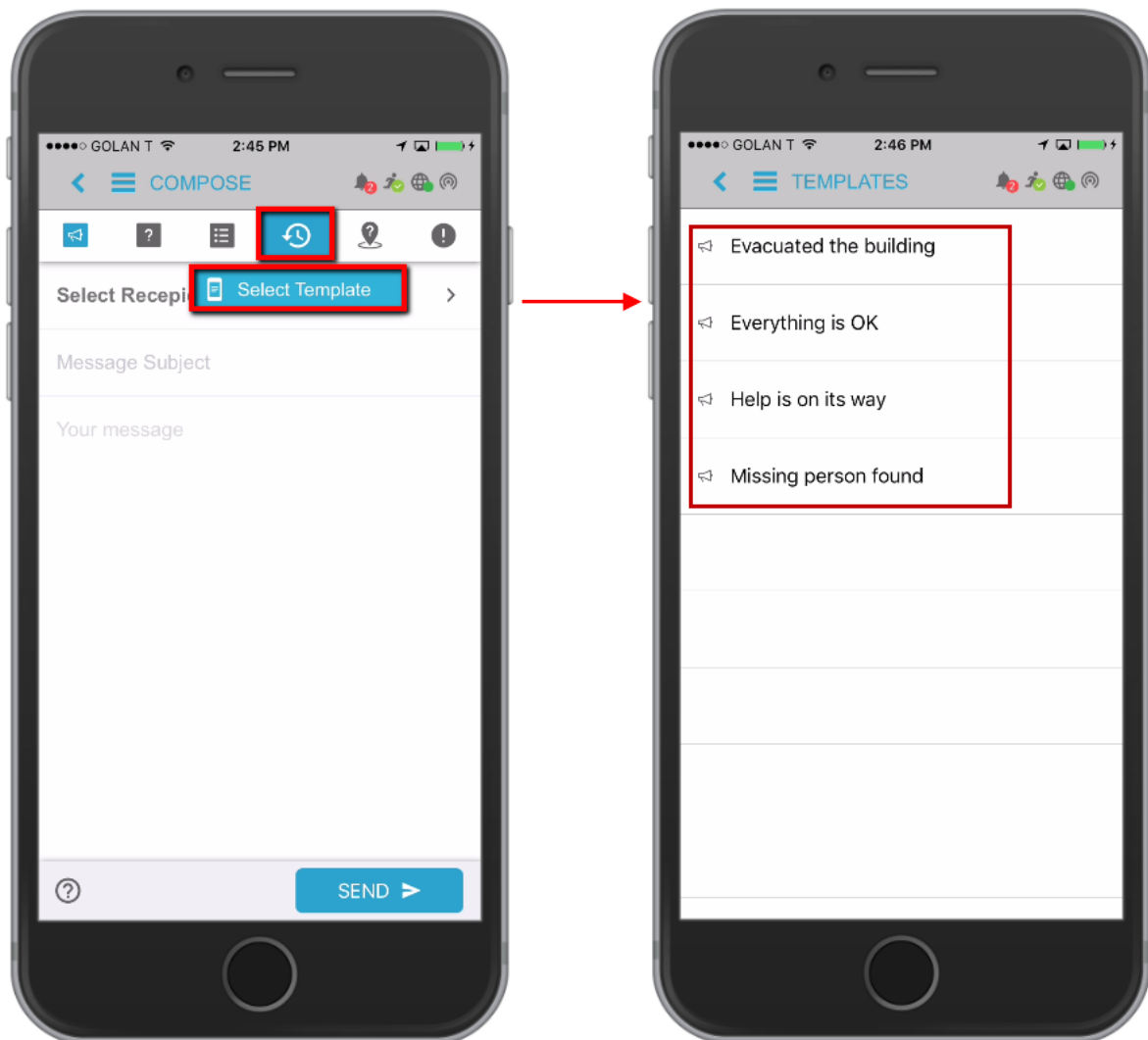
Note

You only see the templates created in your organization. If you require a template for regular use, contact your organization's administrator or the dispatch operator and ask them to create one for you.

3. If you haven't selected the recipients yet, select them now and tap **SEND** .

Urgent Button

You can choose to send a message as an urgent message by tapping the **Urgent** icon. The icon turns red. Tap the icon again to return to a standard message.
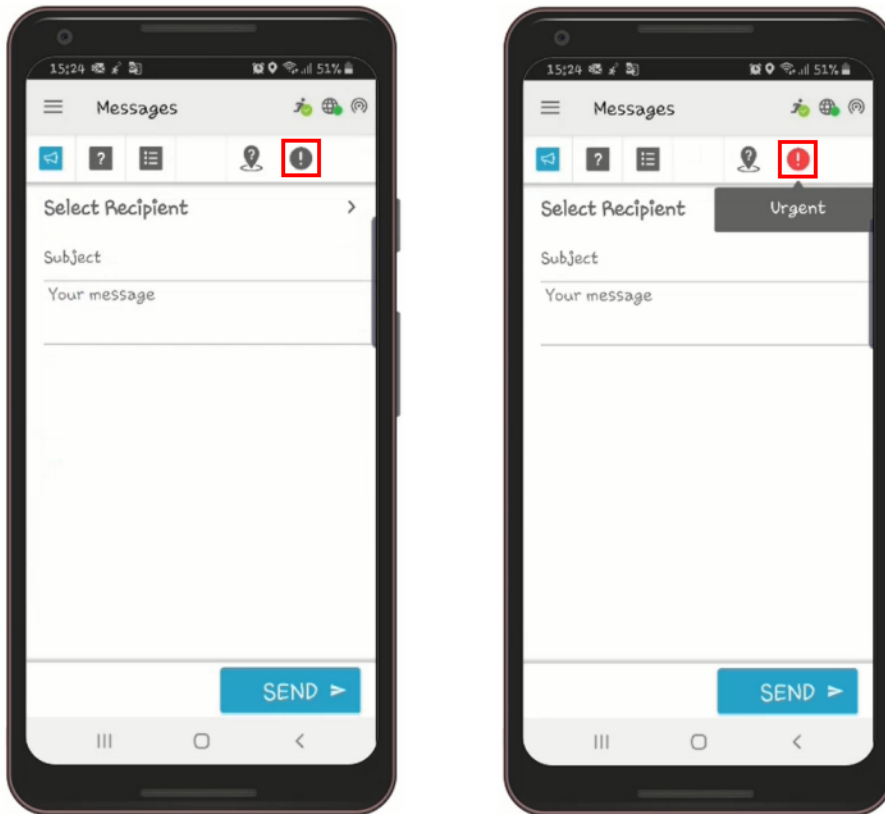
Request Location Button

You can ask for a recipient's location by tapping the **Request Location** icon. Green means the location will be requested. Black means the location will not be requested.

When the recipient opens the message, the Share current location check box is shown. The recipient can share their location by selecting the check box, and tapping **OK** to send it to the sender.
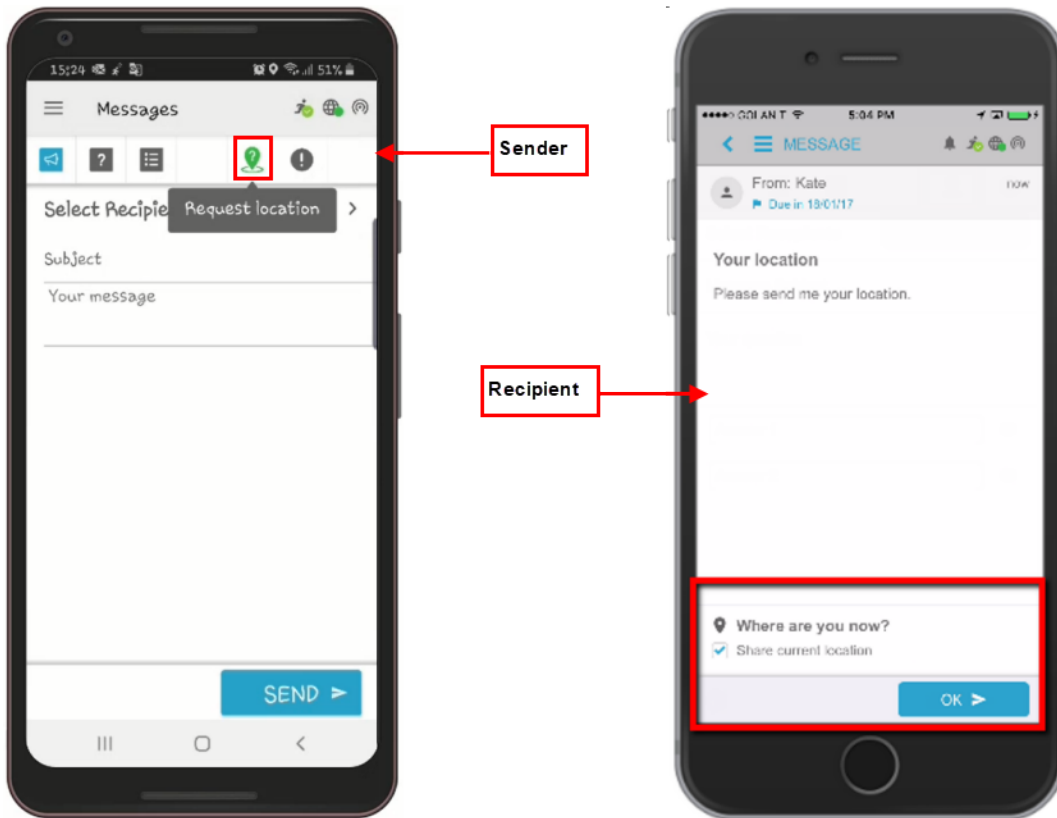
Help Button

Tap the **Help** icon, located at the bottom left of the Compose screen, to display a screen showing you the functionality of each button in the Compose screen. To leave the Help screen, tap anywhere on the screen to go back to the message you were composing.
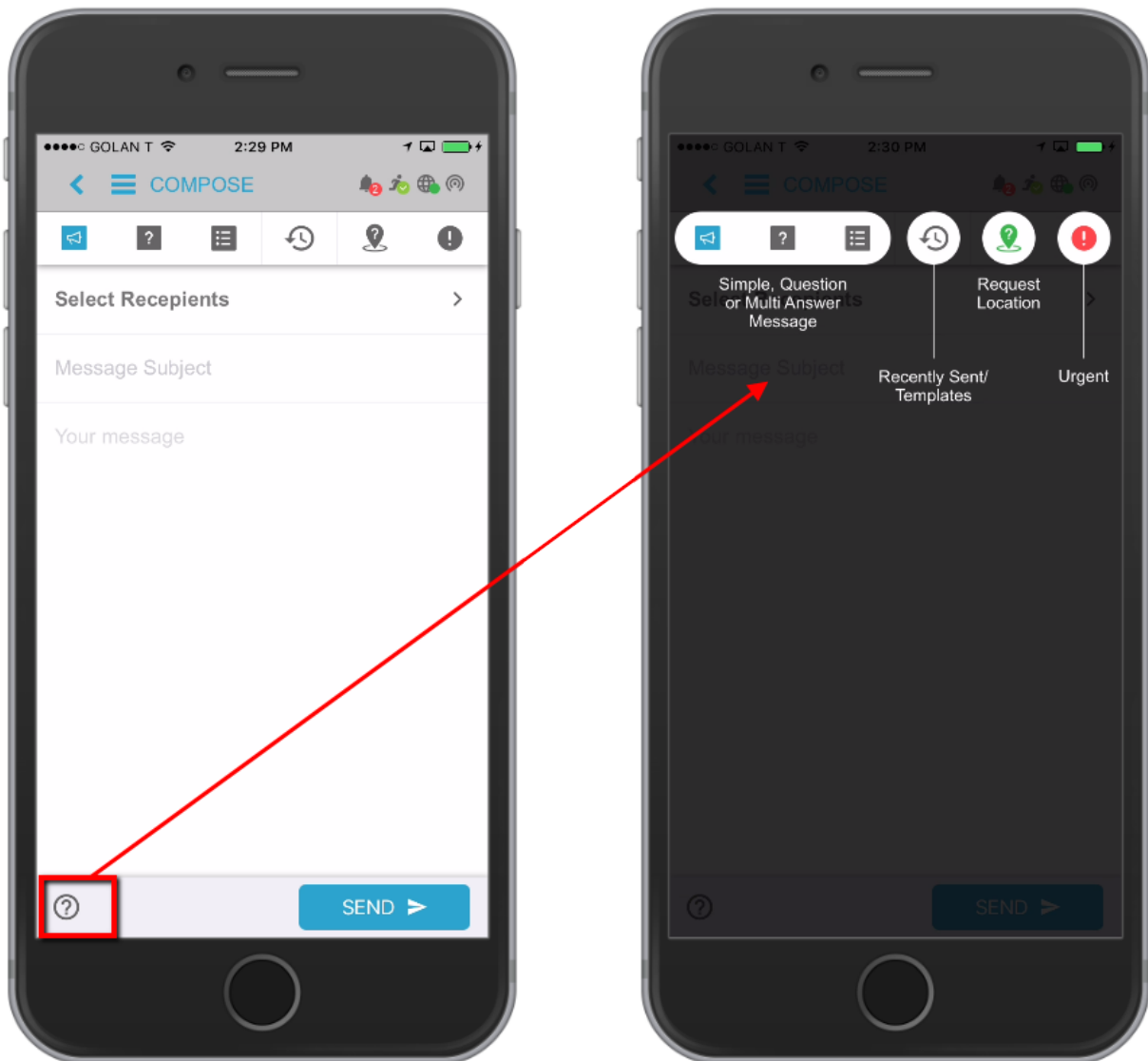
Sent Messages

- On the Message screen, tap **Sent** to view a list of all your sent messages. The icons on the left indicate the type of message sent. These icons correspond with the different message type described above.

- Tap a message to view the message statistics in the Reports tab. You can also download all replies to Excel to view specific reply information.

> **Note**
> Message statistics are only available for iOS devices.
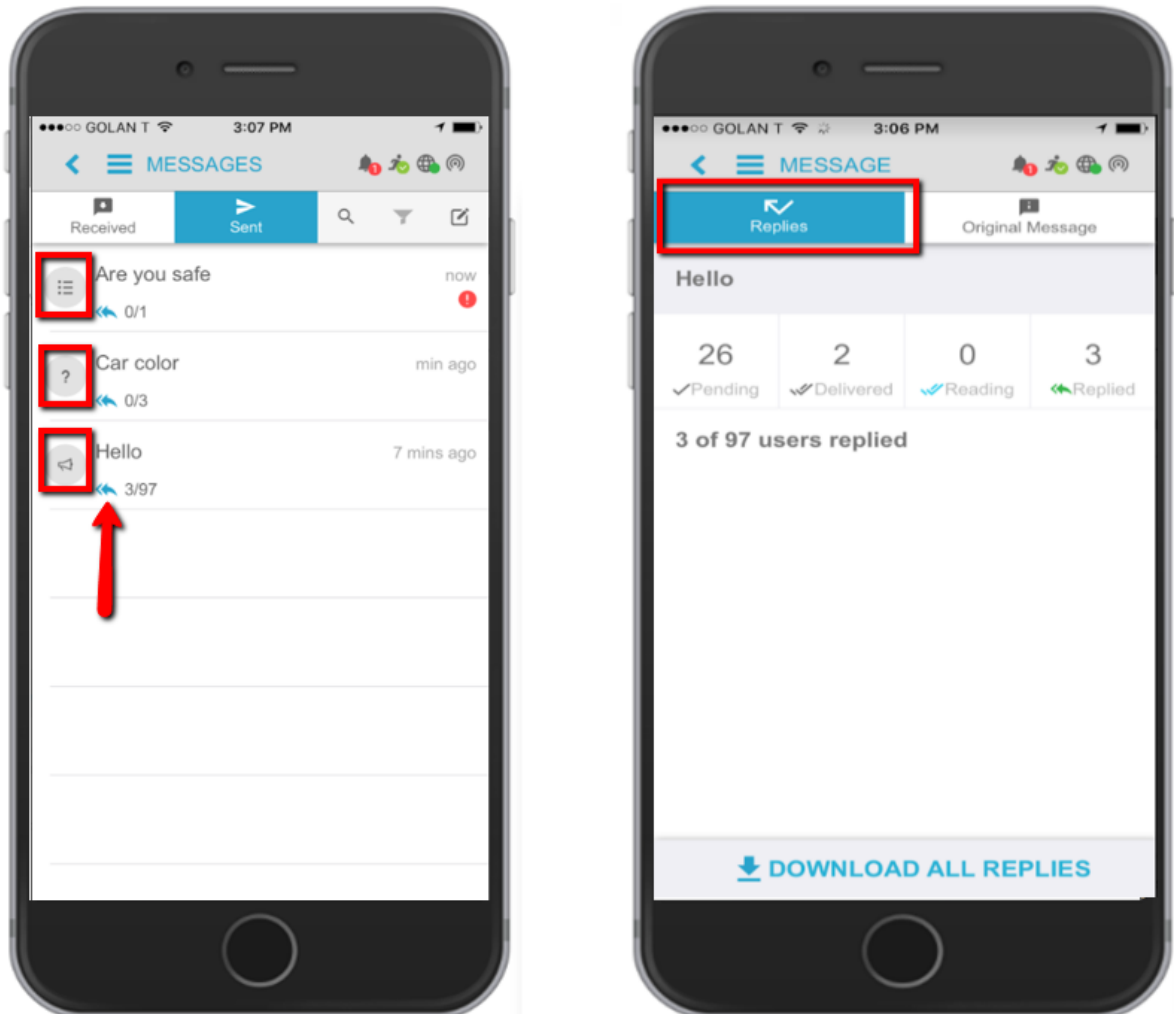
Received and Answered Messages

On the Message screen, tap **Received** to view details of all your received messages. Messages in bold indicate that you have not opened the message yet. Messages with the double blue arrow Icon indicate that you have read and responded to the message.
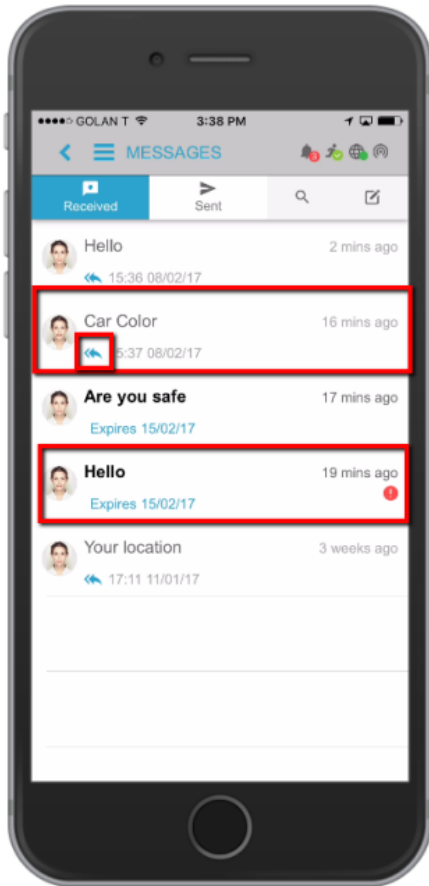
Searching Messages

You can search for messages by tapping the Search Icon and entering your search criteria.
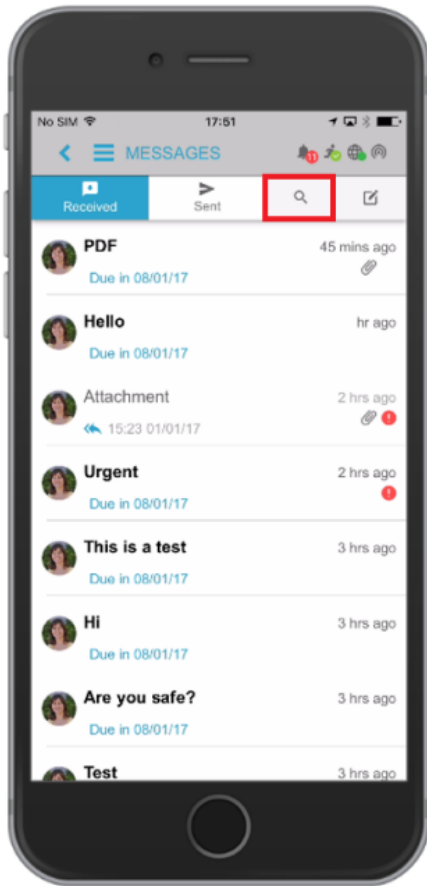
# Streaming Live Video and Audio from the NowForce Mobile App

As a responder, when you arrive at the scene of an incident to which you have been dispatched, you can stream live video and audio of an incident from the NowForce Mobile App. These functions only become available when you confirm that you have arrived at the scene of the incident.
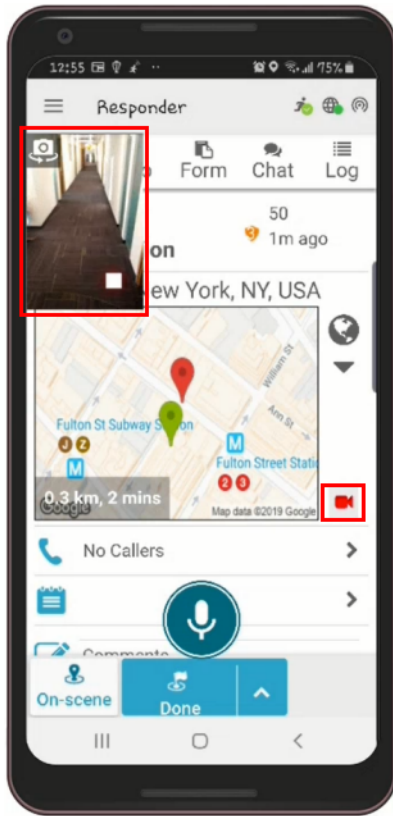
▼ To stream live video and audio from an incident

1. Tap **Acknowledge** in the Responder screen as soon as you receive notification of the incident.
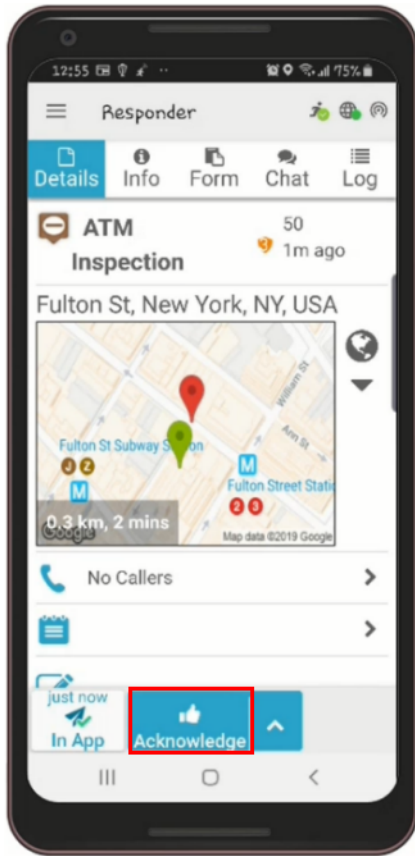
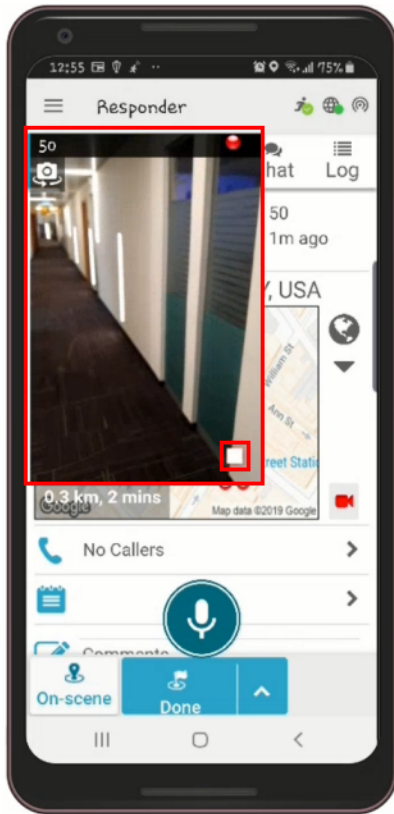The **Live Stream** and **Channel PTT** icons appear.
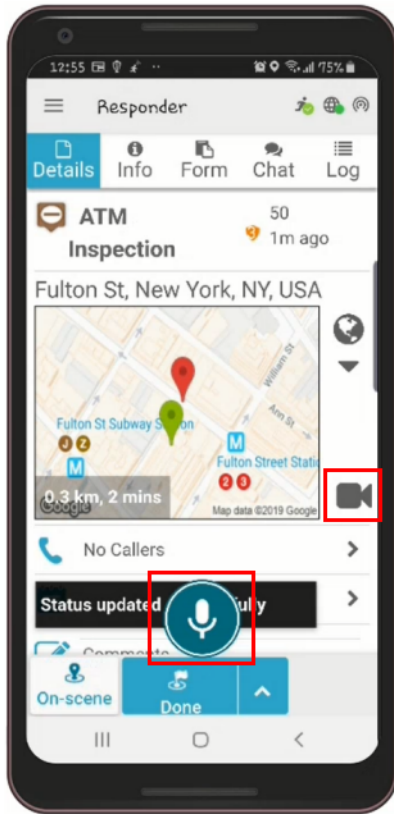
2. Tap the **Video** icon to start streaming live video to the Dispatcher.
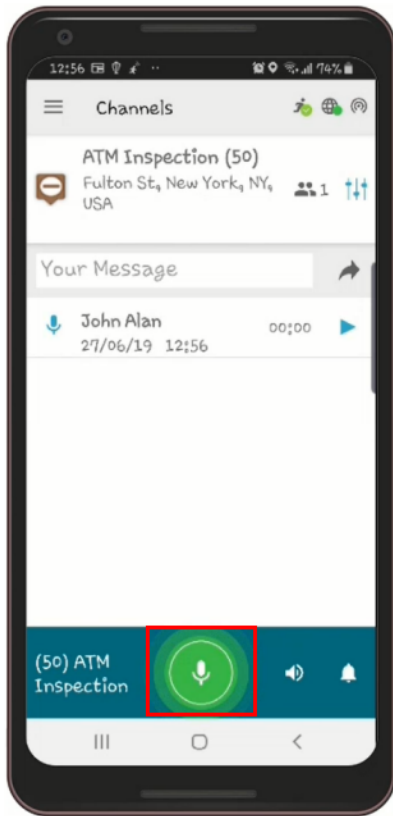
3. Tap the **Video Display** area to enlarge it.

> **Note**
> The Video icon turns red to indicate that you are streaming live video.

4. Tap the **Stop** icon at the lower right of the Video Display area to stop the live stream. You can tap the Video icon again to restart live streaming.

   Tap and hold the **Chanel PTT** icon to talk to the dispatch operator.

Sending PTT Messages from the NowForce Mobile App

Channels PTT is an add on feature that enables users to communicate via voice chat (Push-to_ Talk radio style) with other groups in the organization.

The system provisions a PTT channel for each group in the organization enabling group members to voice chat (and text) with each other on that channel. Users (dispatchers and mobile users) can also create their own group channels and start chatting with other users.

The feature is only relevant for Responder/Supervisor and Dispatcher profiles.

Responders have access to channels based on the groups to which they belong. In addition, supervisors also have access to channels based on the control centers to which they have access (meaning all groups that fall under the jurisdiction of the control center).
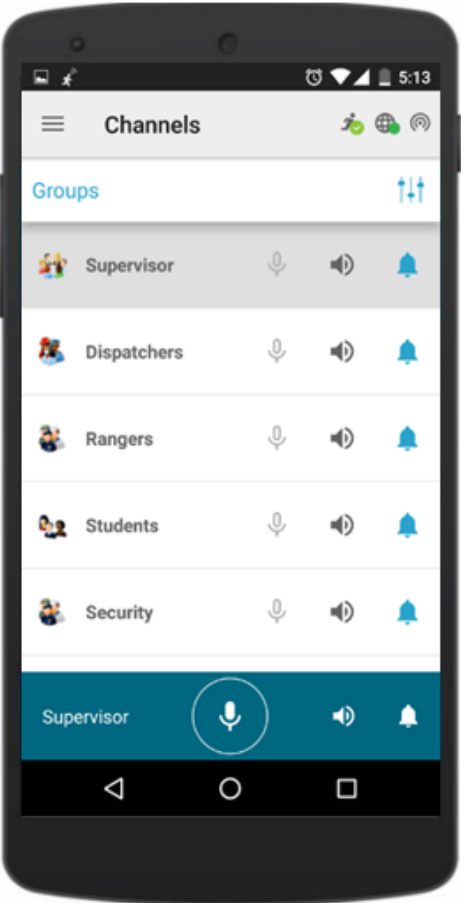
Opening the Channel feature

The Channels feature is located on the app menu. Tap on the **Menu** icon in the upper left corner and tap **Channels**.
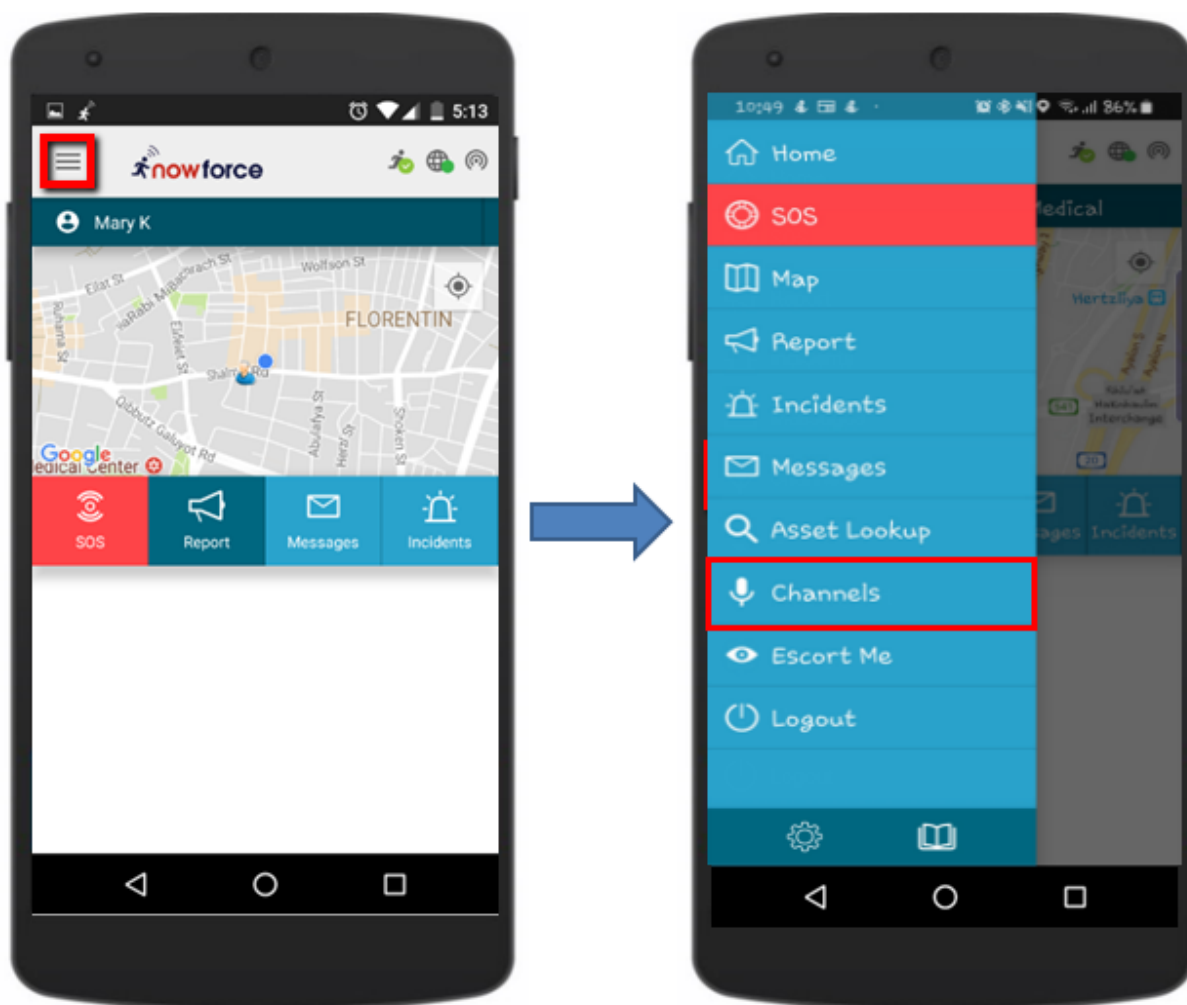
The Channels screen opens listing the all the group channels to which you have access.

Tap one of the groups to see all voice and text messages in that group. You can hear the voice messages by tapping the Play icon on the right of a user name.
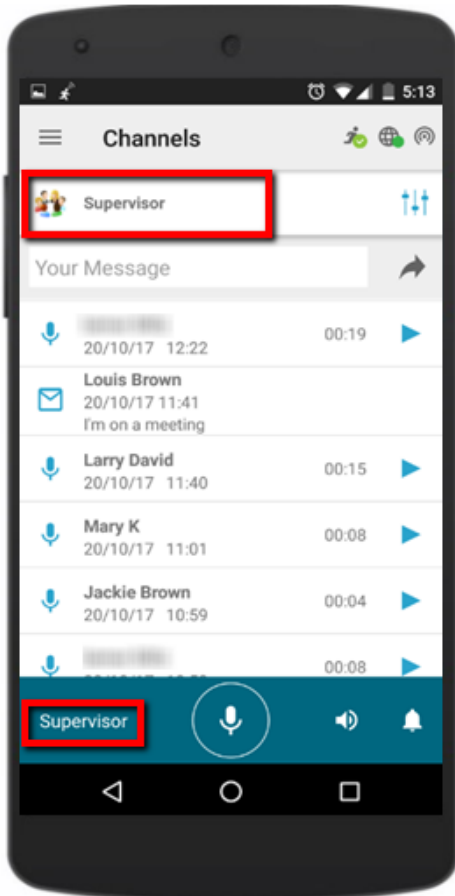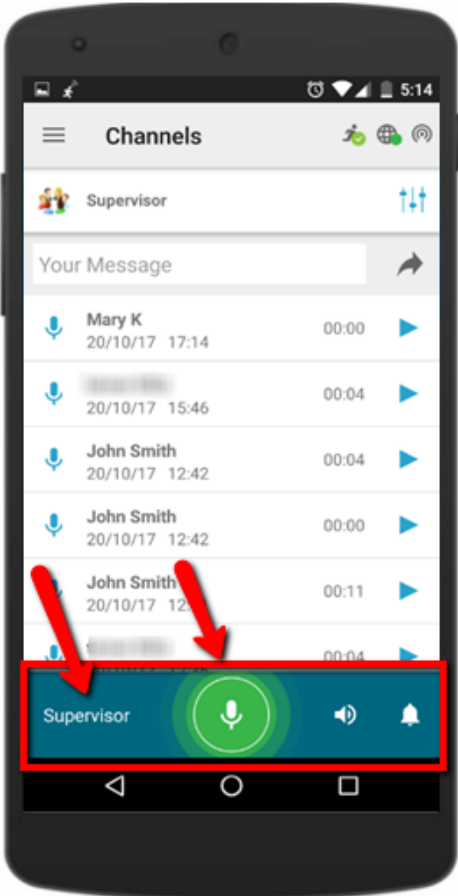
Transmitting a Voice Message

To transmit a voice message tap the **Microphone** (PTT) icon in the center of the blue ribbon at the bottom of the screen, and start speaking.
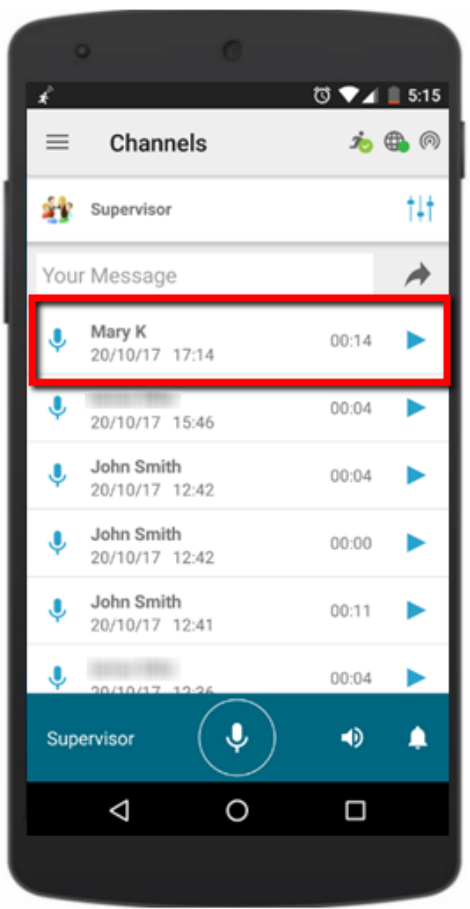
> **Note**
> When you are transmitting your message, the **Microphone** icon changes to green, and the name of channel to which you are transmitting also appears.
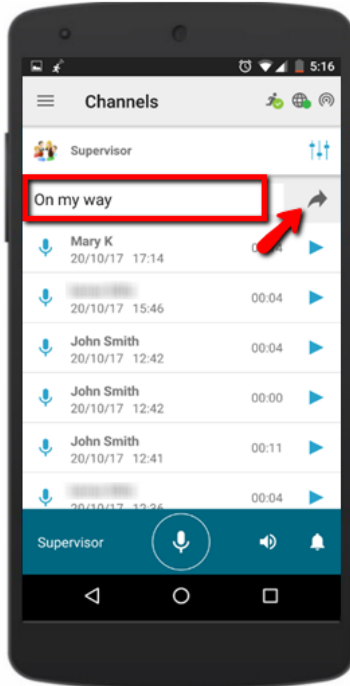
Your message is automatically heard by all all members of the group's channel who are currently logged in.

After you finish transmitting, the voice message is logged to the conversation screen.

Sending a Text Message

To send a text message, type the message in the text box and tap **Enter** (Arrow) icon.

Incoming Voice Message

When other members of the channel transmit a message, it is automatically received and plays on your mobile device. At the same time, the **PTT** icon next to the relevant group and the **Microphone** icon on the blue ribbon both turn red. A red strip who is currently speaking and in which channel also appears at the bottom of the **Channels** screen.
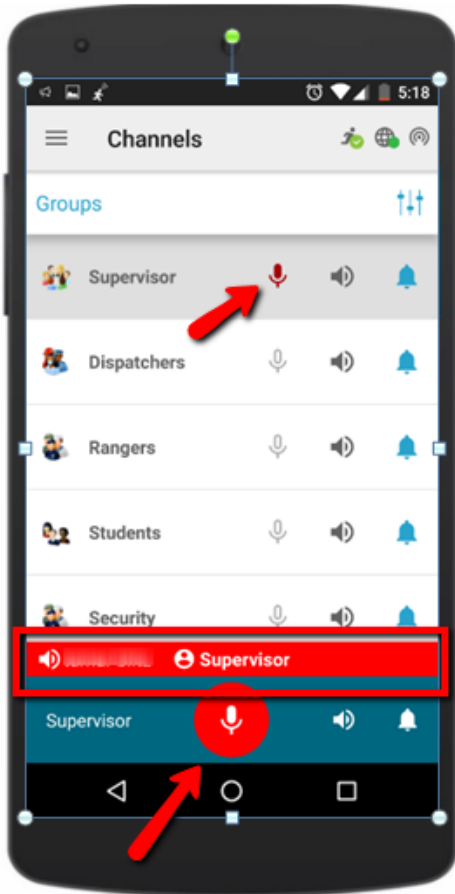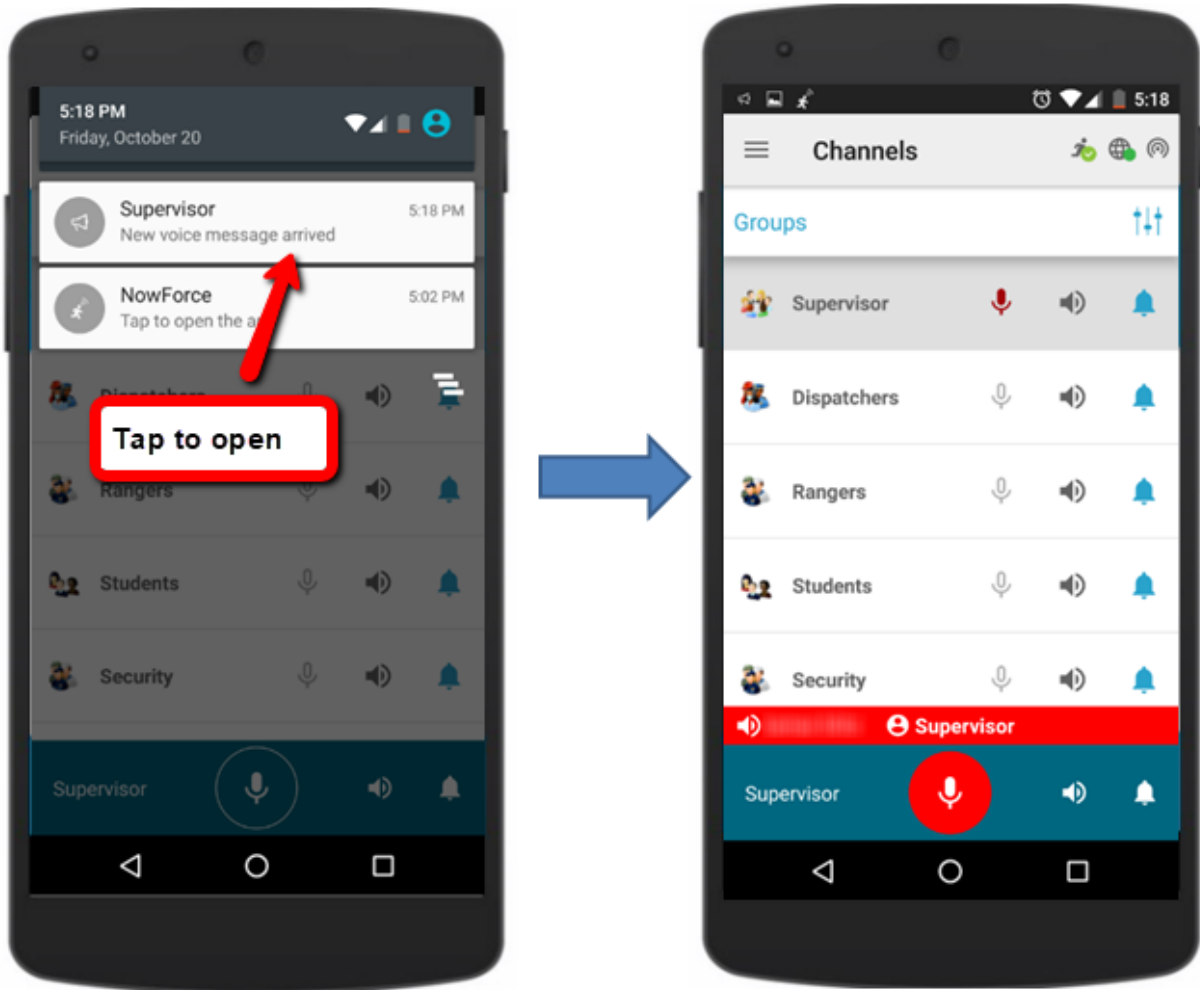
If you want to mute a specific channel, tap the relevant group to enter the channel and then tap the **Pause** icon. You can re-play this message later.
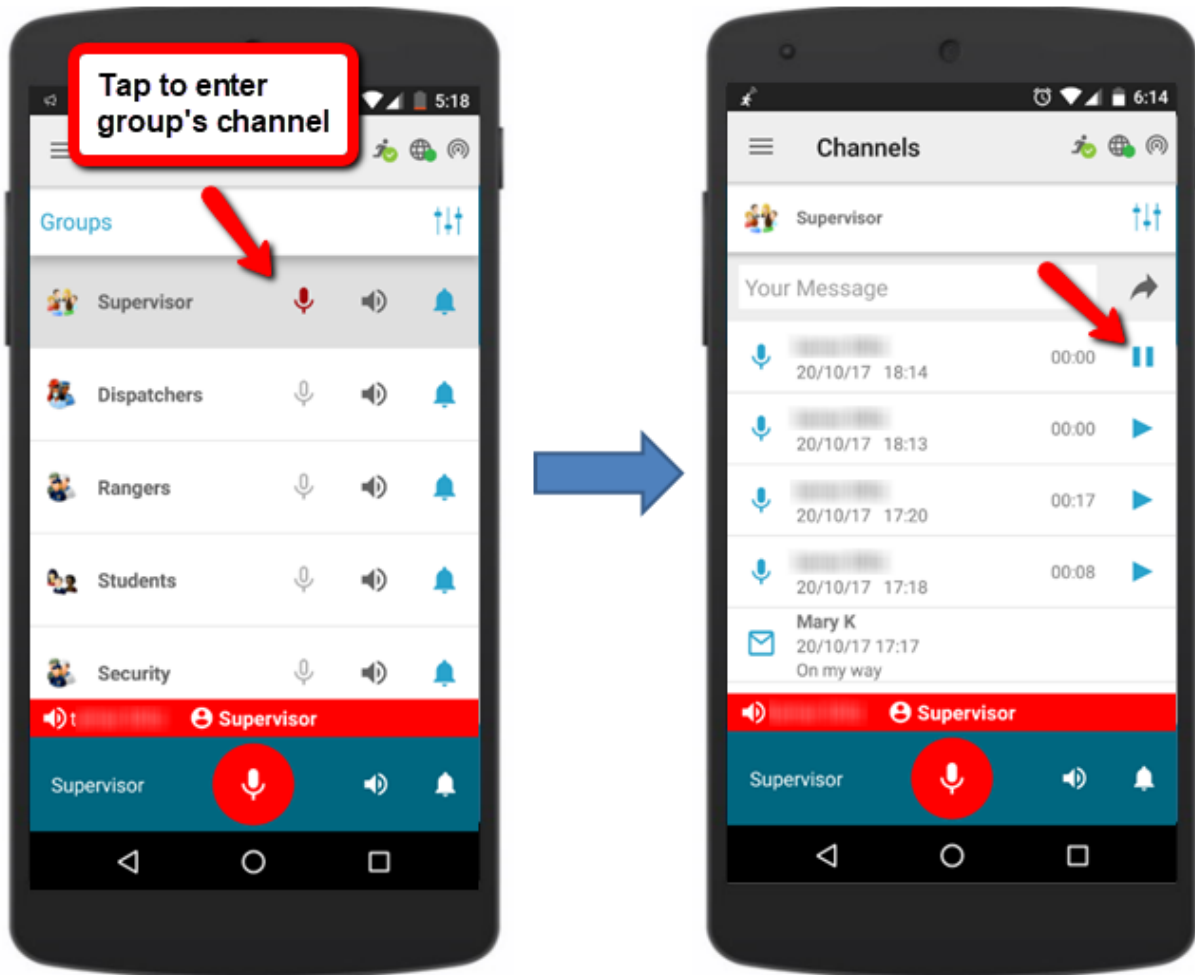
When a member of a channel transmits a message, you also receive a text notification. Tap the notification to open the group's channel.
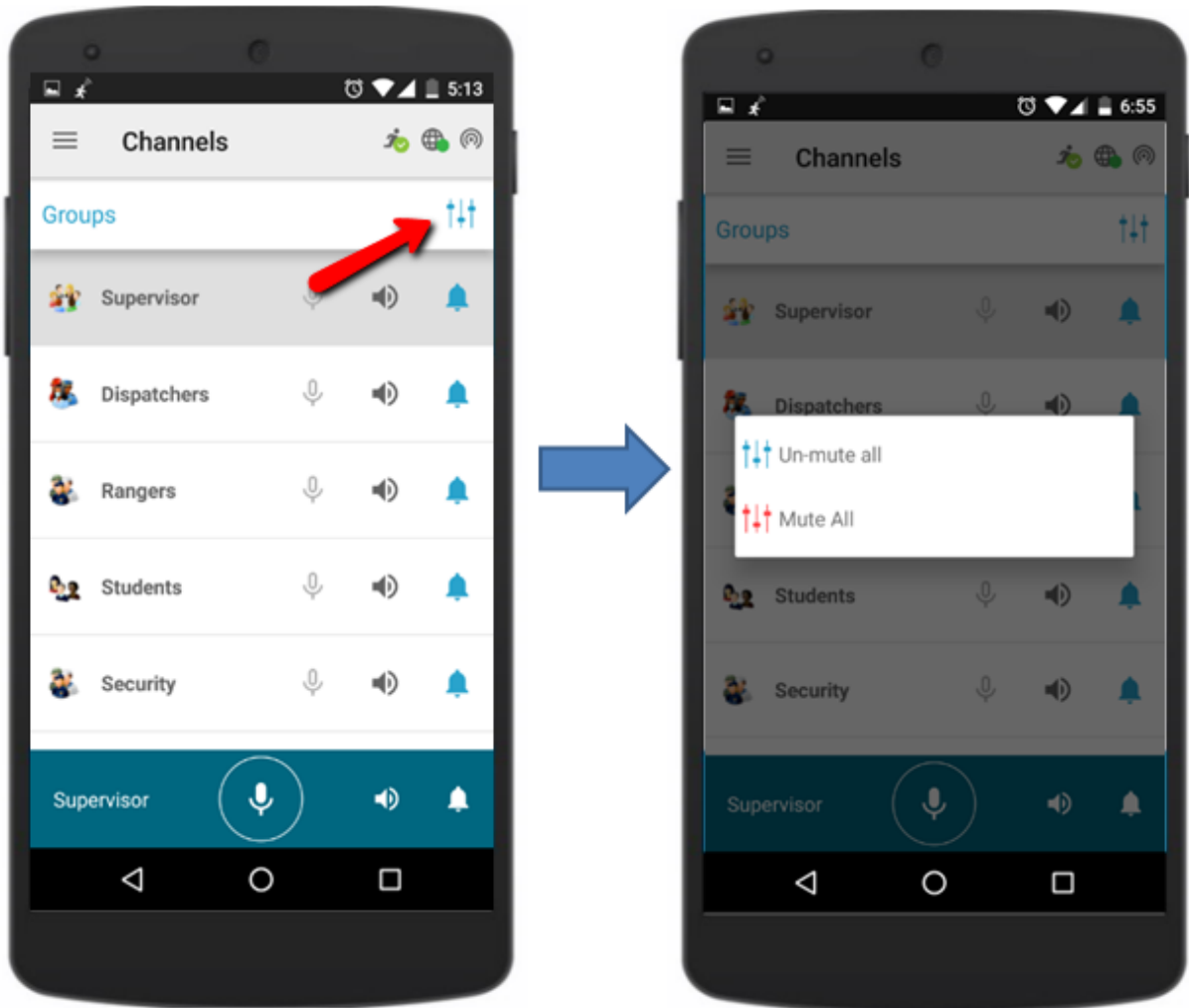
New Text Message

When a member of the group channel sends a text message, all other members receive a sound alert and a text notification showing the name of the relevant channel. Tap the notification to open the channel and view the message.
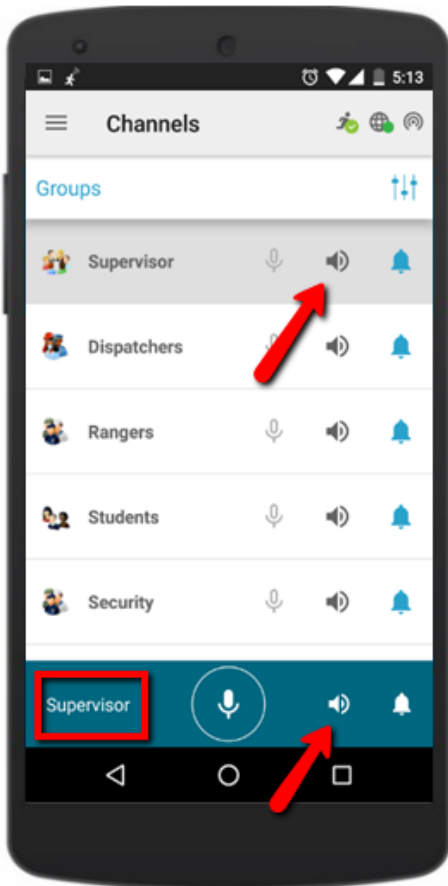
Tap to view message
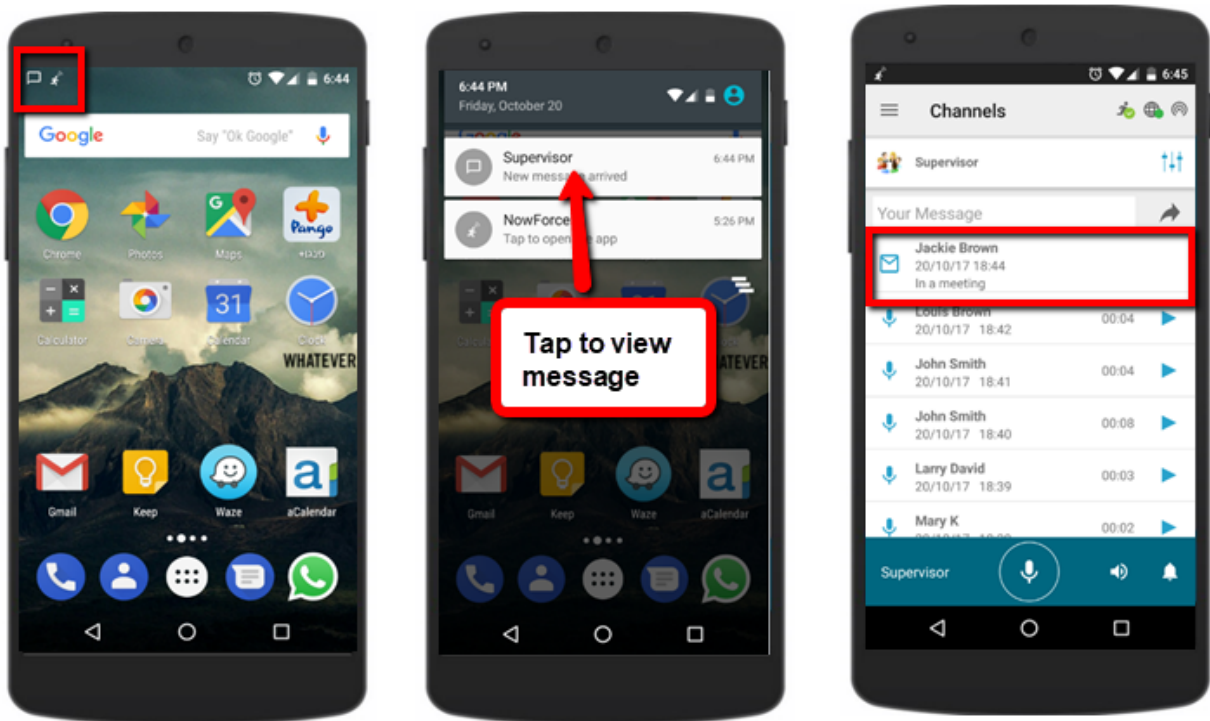
Muting Channels

You can mute (or un-mute) all channels by tapping the **Mute All** icon on the **Channels** screen.

You can mute selected channels by tapping the **Speaker** icon on the blue ribbon or next to the selected channel on the groups list.

> **Note**
> If you mute a group you do not hear voice messages nor do you receive a text notification.
> You still get alerts and text notification of text messages.

You can mute the text message alerts (sounds and text notifications) by tapping the Bell icon at the blue ribbon or next to the selected group at the groups list.
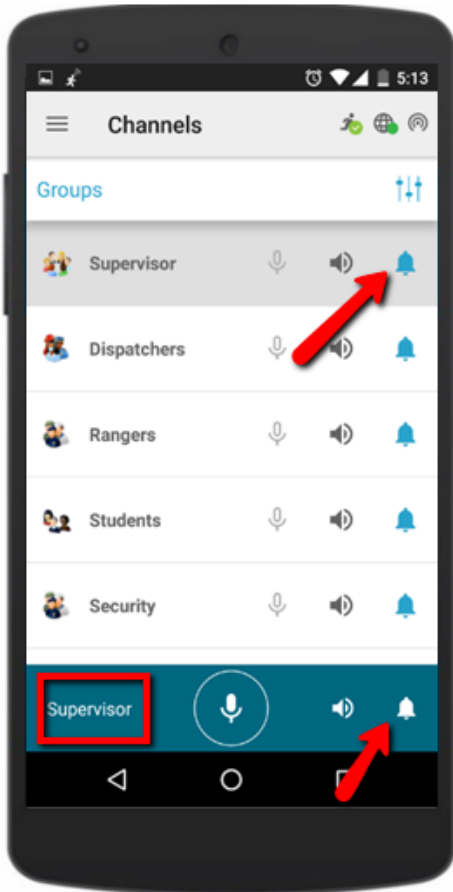
Read more about the PTT Feature in Dispatcher and Creating New PTT Groups and Chats in Mobile.

Creating New PTT Groups and Chats in the Mobile Application

Channels PTT (Push-to-Talk radio style) is an add on feature that enables users to communicate via voice chat PTT style with other groups in the organization.

The system provisions a PTT channel for each group in the organization enabling group members to voice chat (and text) with each other on that channel. Users (dispatchers and mobile users) can also create their own group channels for chatting with other users.
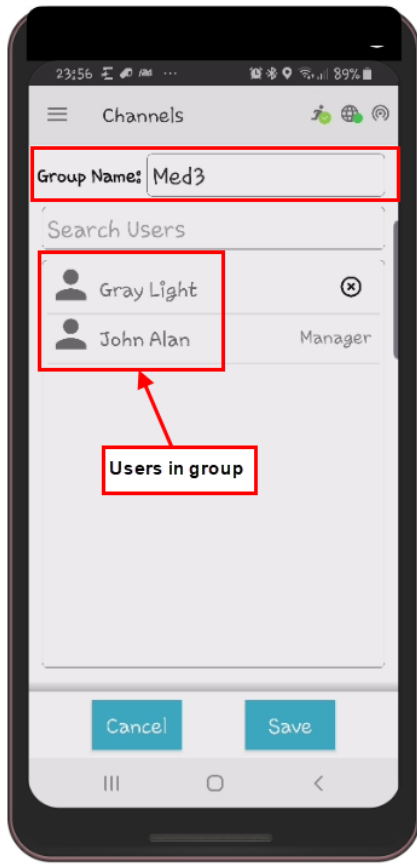
Creating a new chat

▼ To create a new chat

1. On your mobile app, from the menu, select **Channels**.

2. Tap **Chats**, and then tap **+Add Chat**.

   The Chat Group page opens.
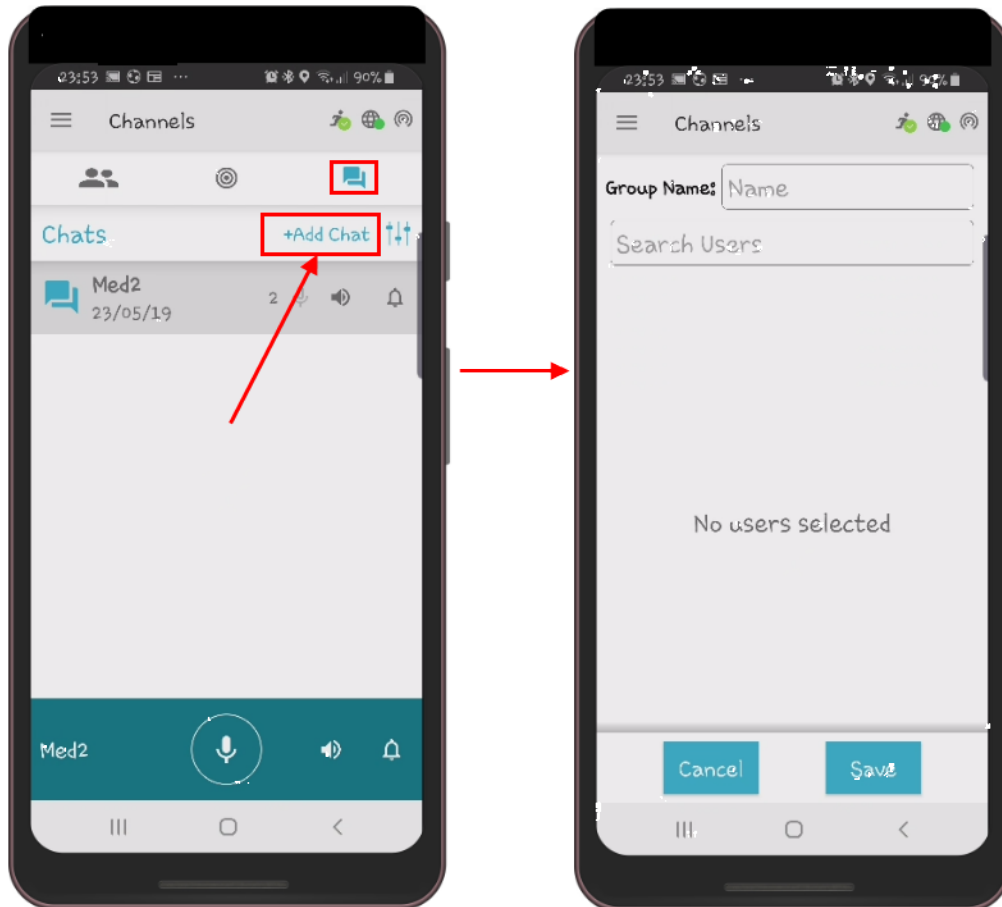
3. In the Group Name field, enter the name of the new group.

4. In the Search Users field, start typing the names of the users you want to add to the group, and then select the required name form the list that appears.

5. Tap **Save**. The new group, together with number of users in the group and the group creation time, is added to the Chats tab on the Channels screen.
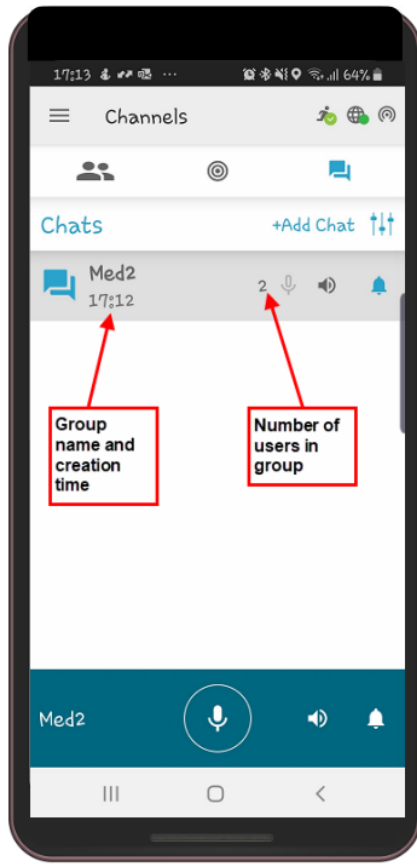
Note
Responders can only create new groups with users who are members in their groups. Supervisors can only create new groups with users who are members in the groups to which they have access (meaning users from all groups under the jurisdiction of the control center in which they have permissions to view).

6. Tap the group name to open the group chat screen, where you can edit the group and users, send voice or text messages, and mute the group and chat alerts.
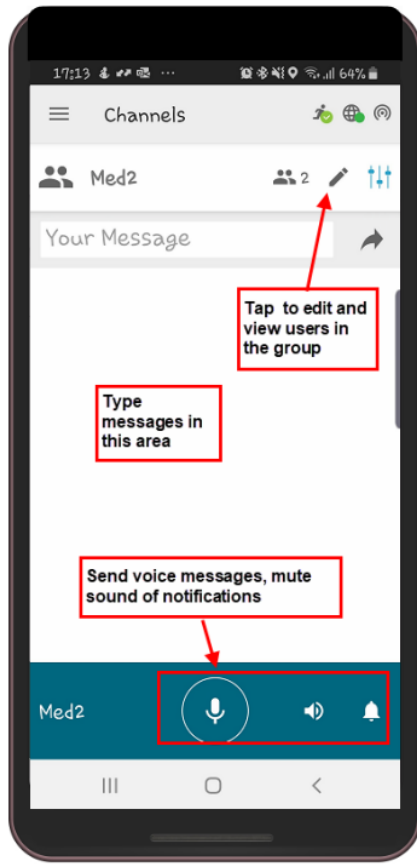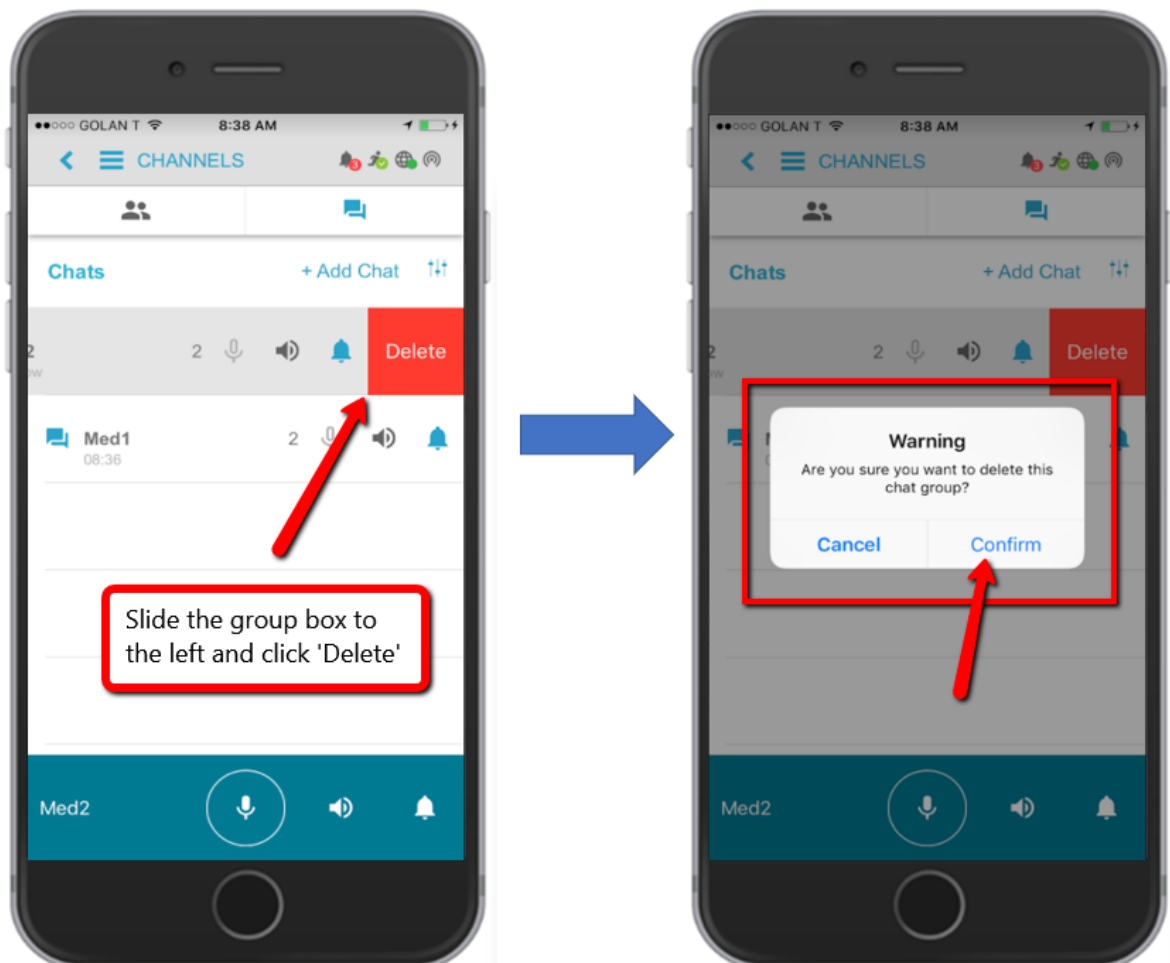
Deleting Groups
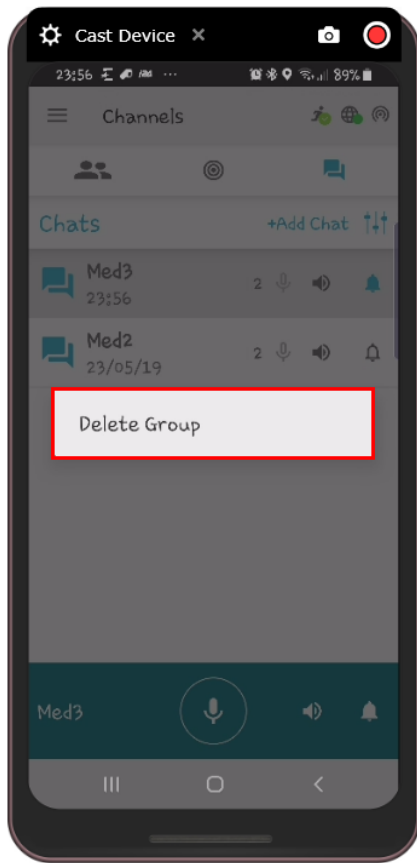
You can only delete the groups that you have created.

▼ To delete a group in iOS

1. Slide the group box to the left, and tap **Delete**.

2. In the Warning message, tap **Confirm** to confirm the group deletion.

▼ To delete a group in Android

1. Press the group name for several seconds until Delete Group appears on the screen.

2. Tap **Delete Group** to confirm the group's deletion.

To learn how send voice and text messages in a chat, how to mute a chat and much more about using the PTT channel in Dispatcher, click Using the PTT Channels in Dispatcher.

Incident PTT Channels for Responders and Supervisors

Channels PTT is an-add on feature that enables users to communicate via voice chat (Push-to-Talk radio style) with other groups in the organization.

The Incident PTT Channels module enables dispatchers, supervisors and active responders to chat in a designated incident PTT Channel. The Incident PTT channel is provisioned automatically as soon as an incident participant (dispatcher, supervisor, or responder) taps the PTT button. The designated channel remains available as long as the incident remains open and there are active responders in the incident.

- **Responders** can receive and transmit messages in an incident channel from the moment they report an **Acknowledge** status in the incident. They remain active in the channel as long as they are active in the incident.

> **Note**
> An active responder is any responder that has one of the following Incident statuses: **Acknowledge**, **En-Route**, **On-scene** or **Done**.

- Supervisors can only gain access to the channels of Incidents that fall within the jurisdiction of the control centers to which they are assigned. A supervisor becomes active in a channel either by opting to join an incident or by opening the specific channel in the PTT module..

Accessing the Incident PTT Channels

The incidents PTT channels are located on the Incidents tab in the Channels (PTT) panel. Each channel displays the Incident Type icon and name as well as the incident ID number. The channels are sorted chronologically based on the most recent message transmitted.
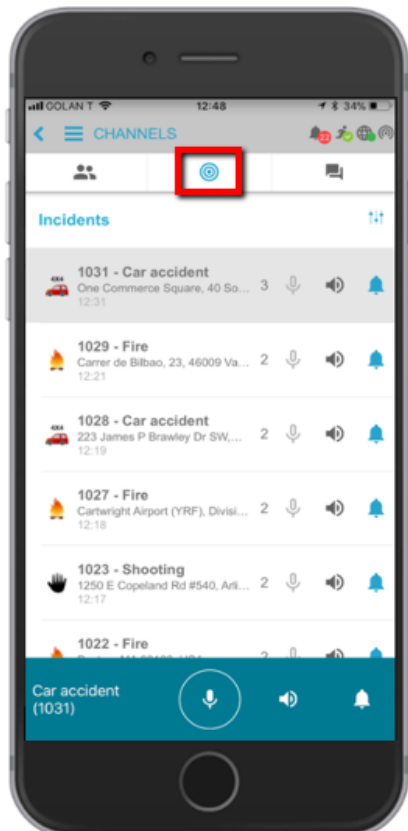
Select an incident channel to view all the channel conversations. With the channel selected you can transmit voice (or text) messages and view a list of the channel members.
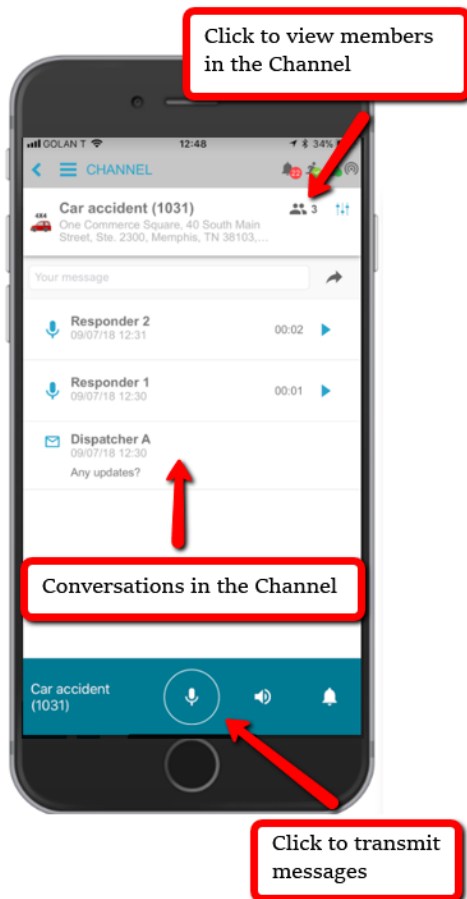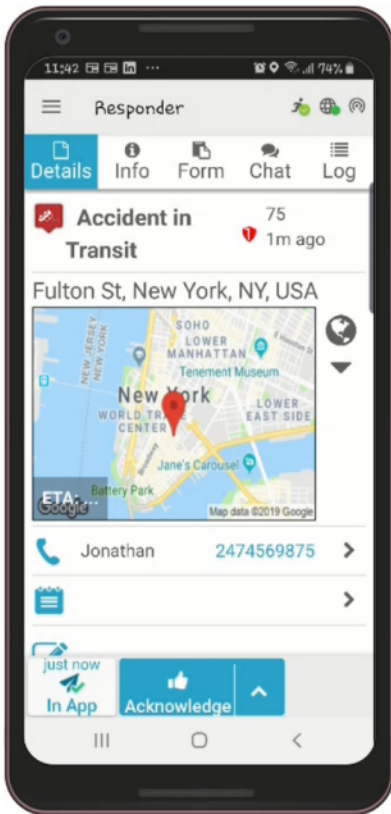

To learn more about using the Channels PTT feature, see:

- [Using incident channel in the Dispatcher.](#)
- [Sending PTT messages from the mobile application](#).

Using the Chat and Log Tabs

When you, as a Responder, are dispatched to an incident, the NowForce Mobile App opens on your mobile device providing details of the incident.

This article describes The Chat and Log tabs. Read more about:

- Details tab
- Info tab
- Form tab

The **Chat** and **Log** tabs enable you to view a history of the chats and events that occur when you , as a Responder, are dispatched to an incident. The **Chat** tab records the chat messages that take place between you and the dispatch operator and other responders to the incident, while the **Logs** tab maintains record of both the chats and the system events that you report after being dispatched to an incident.

> **Note**
> The Chat and Log tabs are only available on your mobile device while the incident is open. However, a record of the incident events and chats are still available in the Incident tab of the Dispatcher application.

The following screenshots show examples of a series of events that are recorded when you are dispatched to an incident.

In the app, tap the **Chat** or **Log** tab. Initially these tabs are empty, as shown in the following examples:
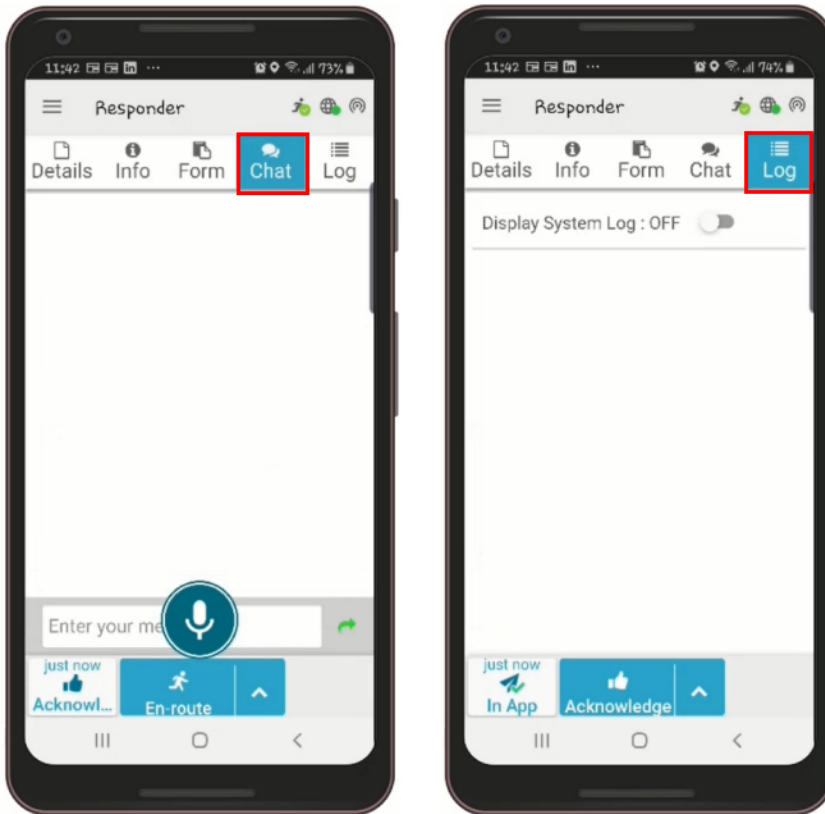
By default, the **Log** tab does not show system events, meaning events that are automatically recorded by the system, such as dispatching you to an incident. Tap the **Display System Log** switch to view the system events.
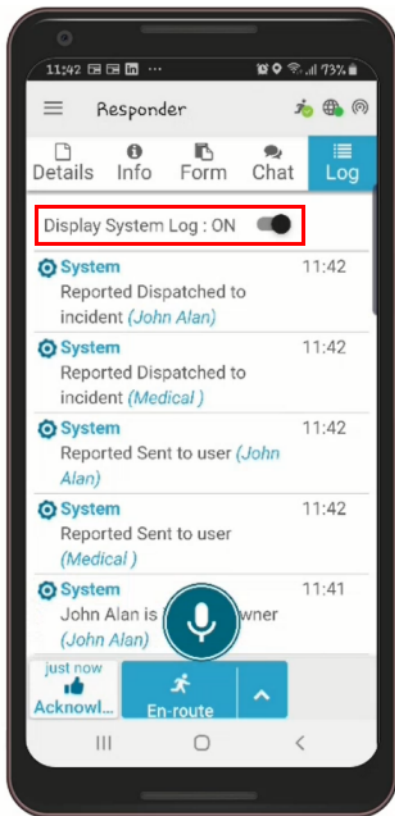
Sending Chat Messages

To add a message, tap in the **Enter your message** box, type your message, and then tap the green arrow to send the message. You can use the built-in Speak-to-Text feature if your device supports it. The chat message now appears in the **Chat** tab.
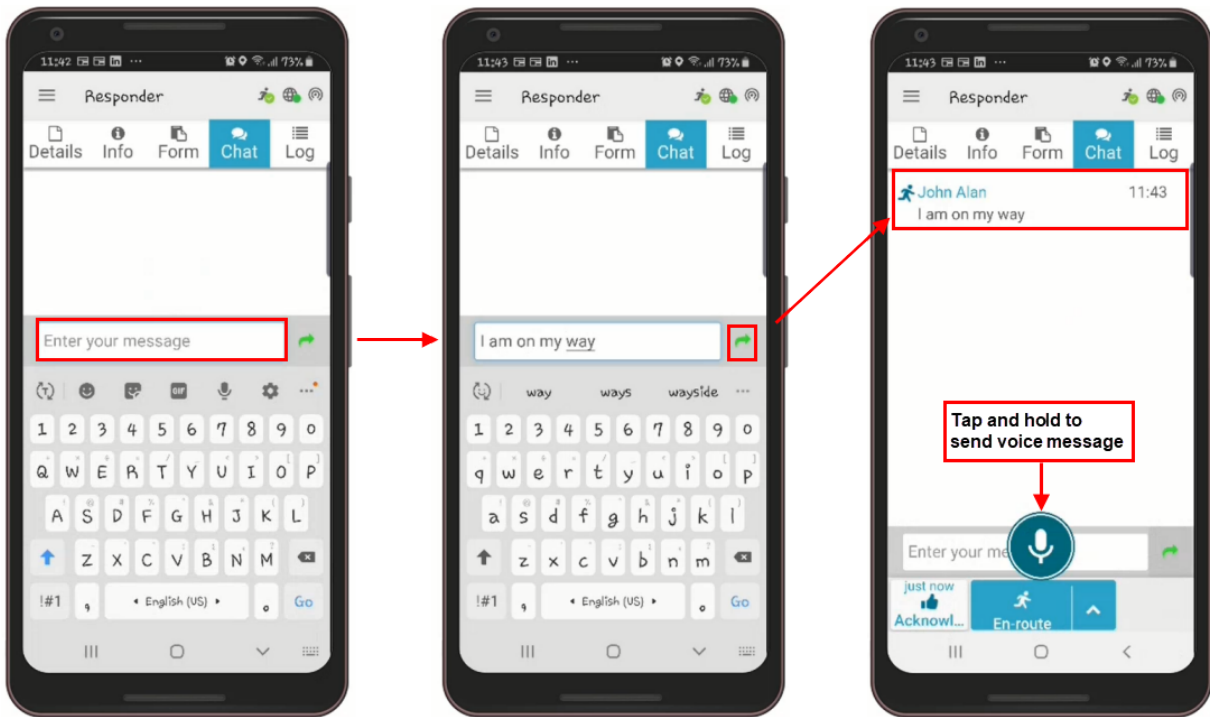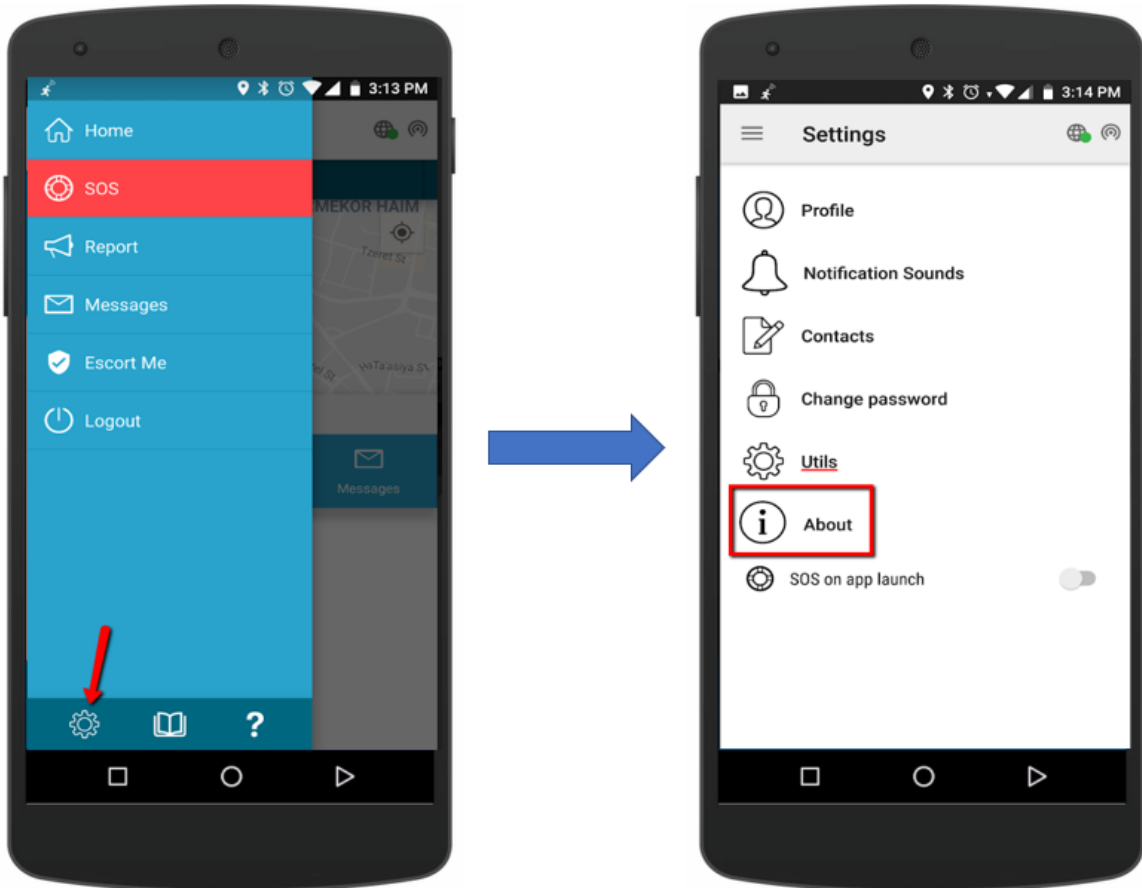
Your message is also added to the **Log** tab. The following screenshots show the **Log** tab with the new message. The screenshot on the left shows the **Log** tab with chat messages only, while the screenshot on the right shows both chat and system messages.
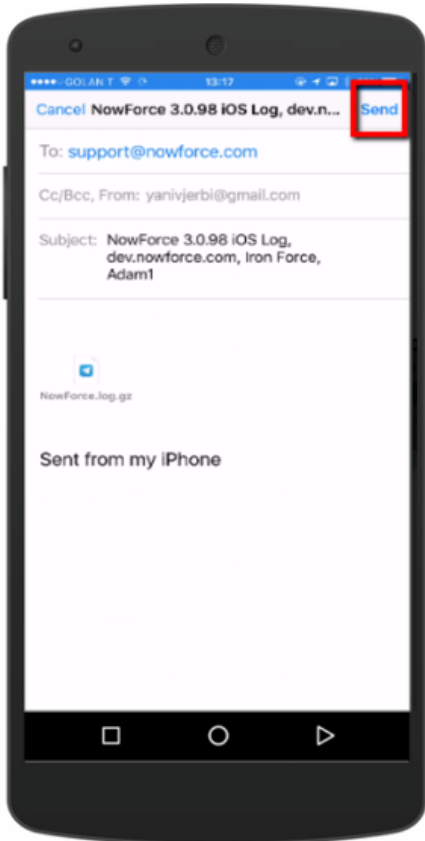
173
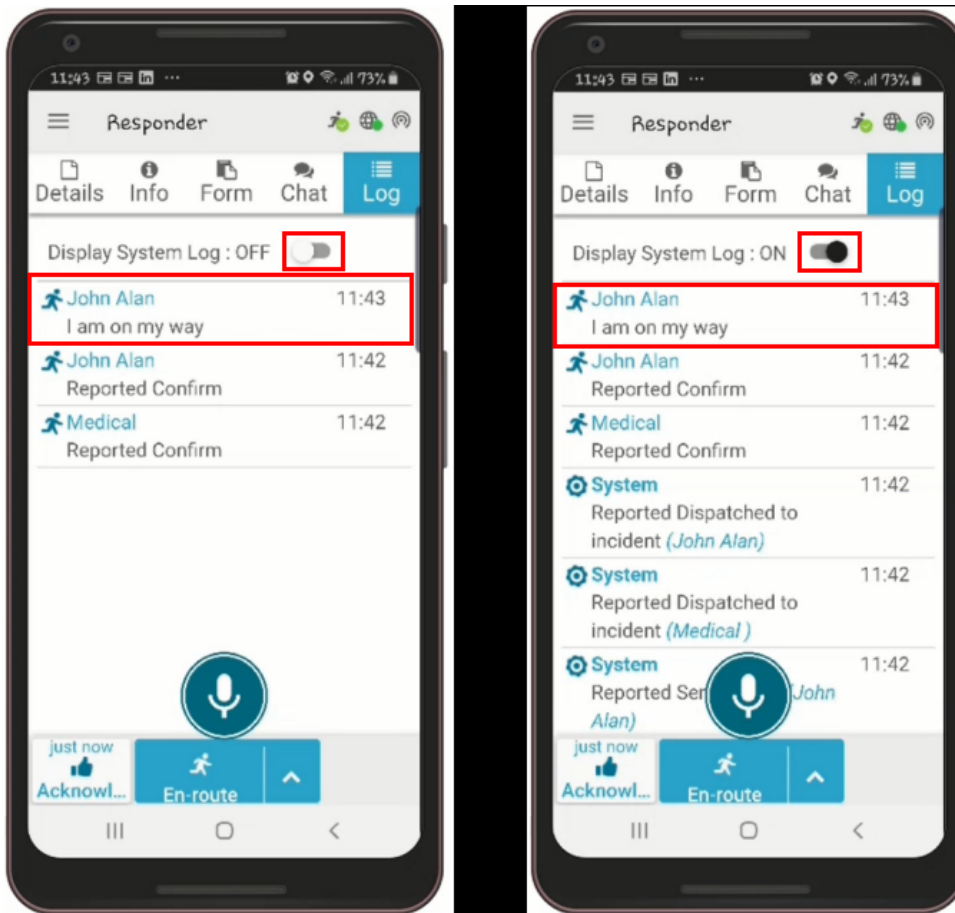
Sending Mobile Logs

1. In the **Dashboard** of the app, tap ☰ (Menu icon).

2. Tap **Settings** and tap **About**.

3. The app opens the **Information Menu**. Tap **LOG**.

4. Tap **Mail Compressed Log**.

5. A new email opens with the log attached. If you have multiple email addresses setup on your phone, confirm you have your correct email address selected and click **Send**.

Mobile Settings

This section includes several articles on the NowForce Mobile App settings.

For more information on system settings see "Organization Infrastructure Settings" (page 1).

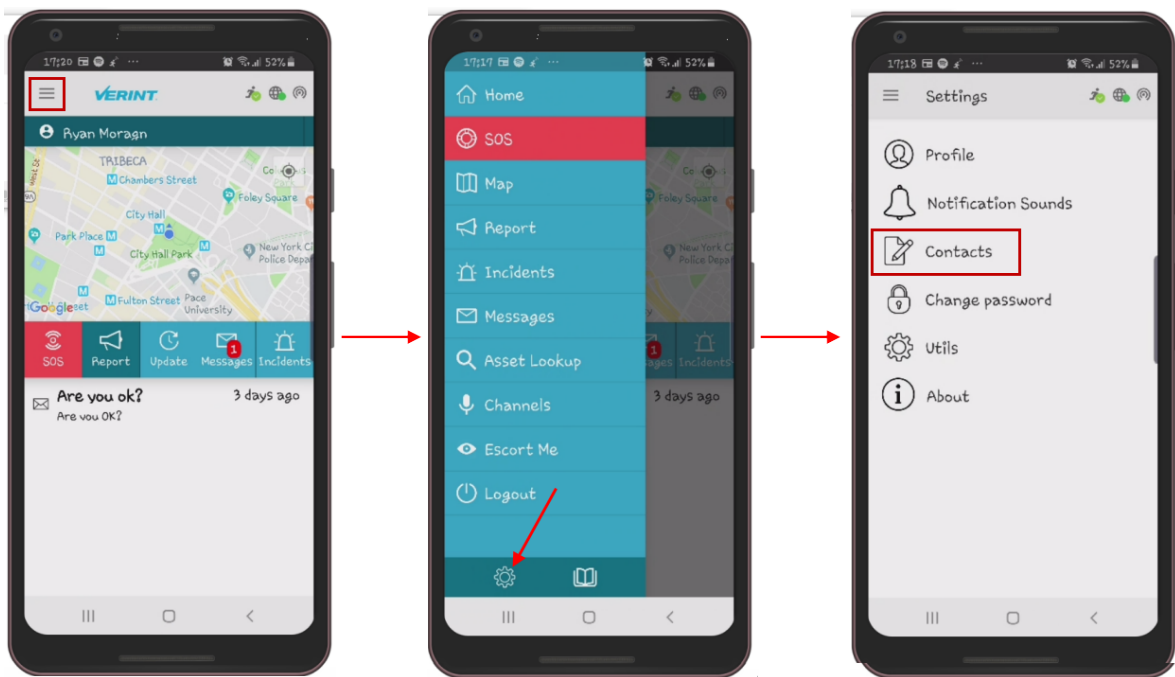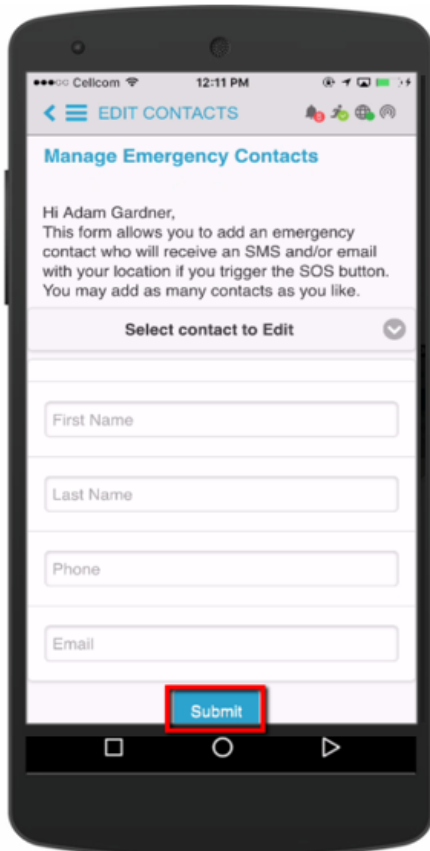# Adding and Editing Emergency Contacts

You can add and edit emergency contact numbers in the mobile app.

▼ To add and edit emergency contact numbers

1. On the **Home** screen, tap the ≡ (Menu icon). The **Menu** screen opens.

2. At the bottom left of the **Menu** page, tap the ⚙ (Settings icon). The Settings screen opens.

3. In the Settings Page, tap **Contacts**.


4. Enter the contact information.

5. Tap **Submit**.

Setting a Fixed Location

Responders can put their mobile app on Fixed Location mode, meaning their mobile phone does not use GPS to report their location. It only reports the static address to the Dispatcher.

> **Note**
> - **Fixed Location** is a permission that must be granted to the responder by the organization's administrator.
>
> - The **Fixed Location** saves battery usage on the mobile phone, but if a responder reports a fixed location, the dispatch operator does not see them as available for dispatch to incidents that occur in any other location.
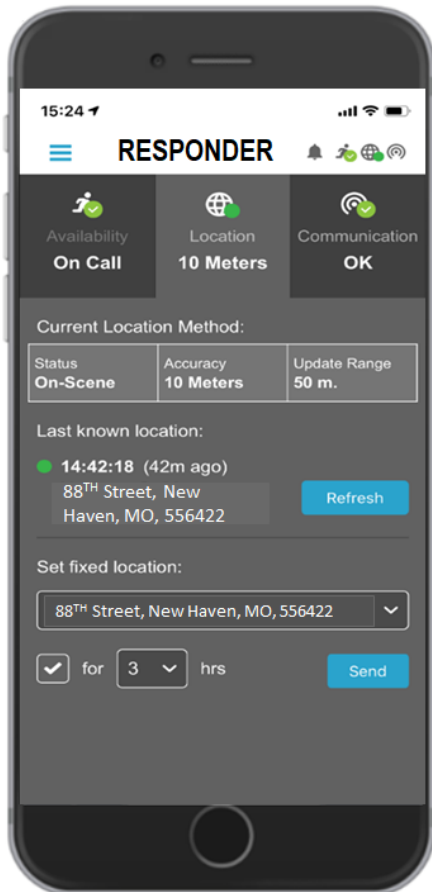
When Fixed Location is on, the Location icon changes from green to blue. You can cancel the fixed location by tapping Cancel Fixed Location.
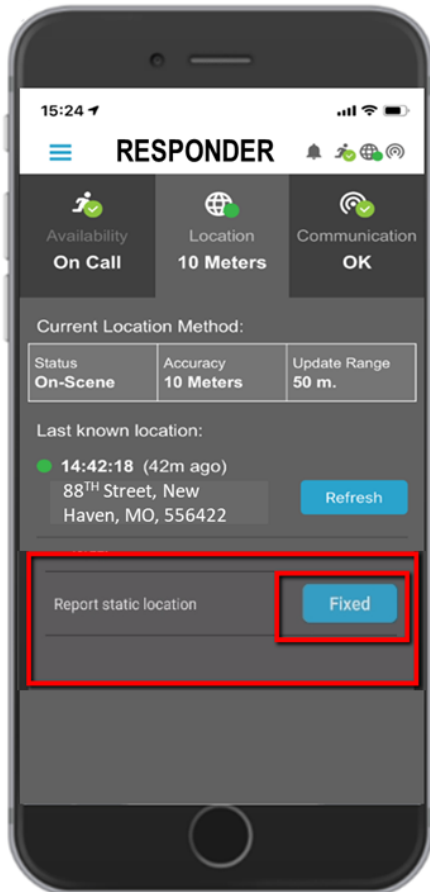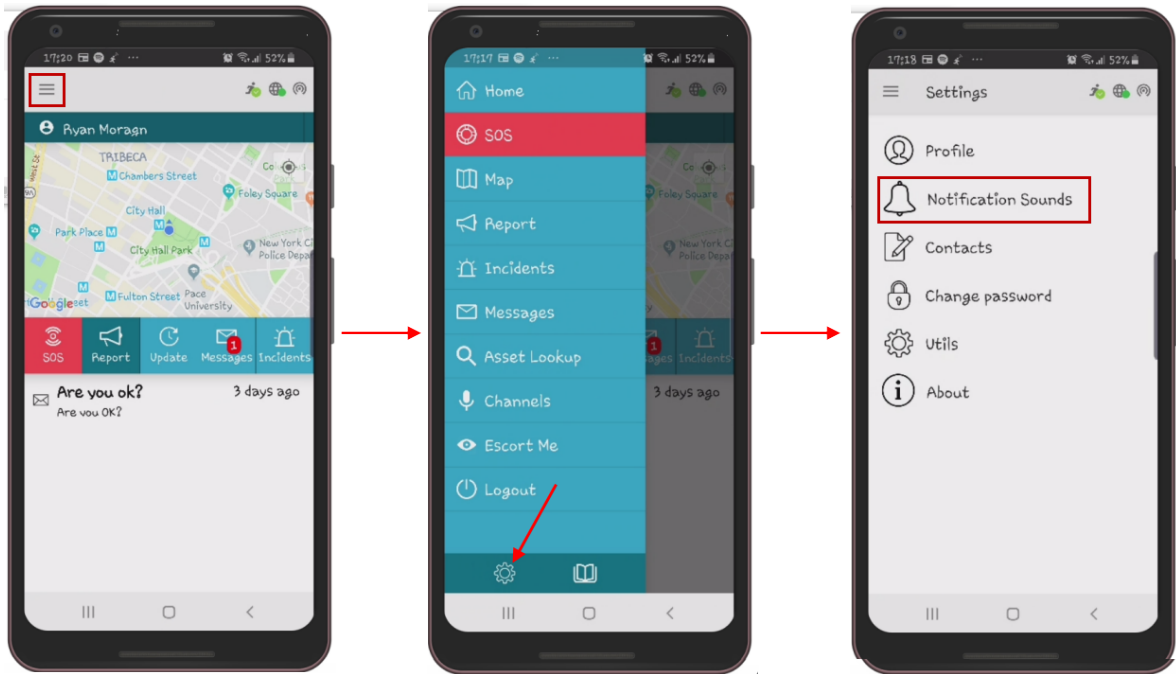
Setting Ringtones for Incident Notifications and Messages
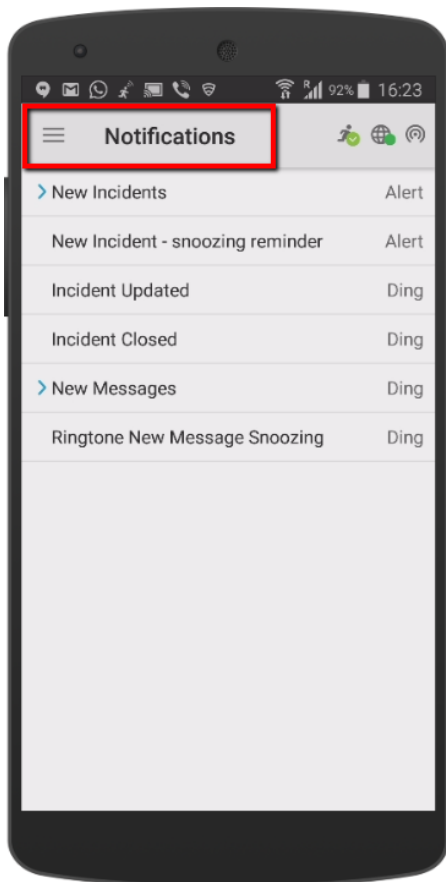
You can set different ringtones on your mobile app for the different kinds of incident notifications and messages.

▼ To set notification sounds

1. On the **Home** screen, tap the (Menu icon).

2. At the bottom left of the **Menu** page, tap the (Settings icon).

3. Tap **Notification Sounds**.

The **Notifications** screen opens.

You can set ringtones for the following notifications:

- New Incidents (see
- New Incident - snoozing reminder
- Incident Updated
- Incident Closed
- New Messages: See below for more information
- Ringtone New Message Snoozing: If you are in an area that has poor WiFi connectivity, this setting send you a different New Message ringtone, as soon as you have a better connection. The different New Message ringtone indicates that the message is not new, but was sent previously, but was not received by you.

> **Note**
> You can set different ringtones for different Incidents according to their priority. Read more about prioriy levels in [Modifying the Priority Level of an Incident](#).

▼ To set new incidents' ringtone

1. In the Notification screen, tap **New Incidents** to open a list showing the current ringtones for all 5 incident priorities.

2. Tap **Set All** if you want to set a new ringtone for all new incident priorities, or tap the incident priority whose ringtone you want to change.

   The **Pick a ringtone** screen appears.

3. Choose the required ringtone, and tap **OK**.

4. Repeat this process for every ringtone you want to change.
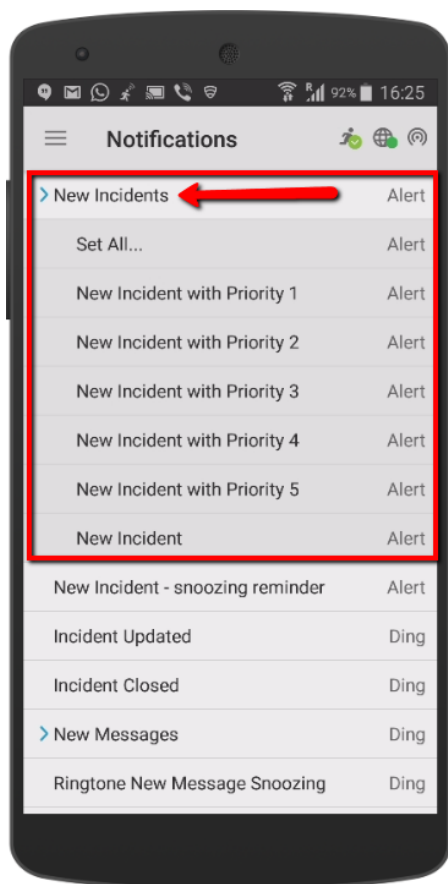
You can also set different ringtones for the different types of new messages, including setting a unique ringtone for new high priority messages.

▼ To set new messages' ringtones

1. In the Notification screen, tap **New Messages** to open a list showing the current ringtones for all new messages.

2. Tap **Set All** if you want to set a new ringtone for all new messages, or tap the message priority whose ringtone you want to change.

    The **Pick a ringtone** screen appears.

3. Choose the required ringtone, and tap **OK**.

4. Repeat this process for every ringtone you want to change.
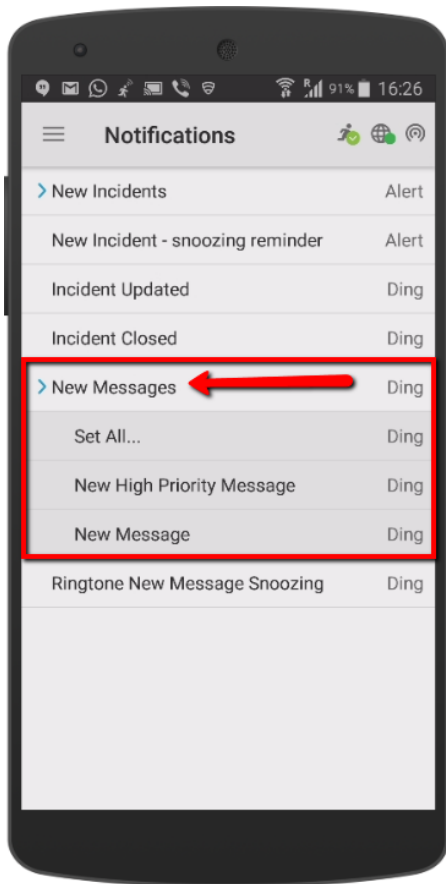
Connecting a Flic Button to the App

Once properly connected and configured, a pressing your Flic Button will activate an SOS emergency call via your NowForce mobile app.

> **Note**
> Flic Buttons are supported by Symphia NowForce Mobile Apps in Android and iOS, however, the integration process is specific to mobile operating system.

Before you begin

- Ensure you have downloaded and installed the approriate Flic app on your device for Android or iOS .

- To associate your Flic Button with your device, follow the Flic Setup Tutorial.

- Ensure you have updated your Symphia NowForce mobile to version 5.9.

# Configuring Flic Button to Integrate with your Android Device

To enable your Flic Button to send an SOS call via the Android version of the Symphia NowForce mobile app, you must undertake the configuration in the Flic App on your mobile phone.

▼ To configure your Flic Button for an Android device

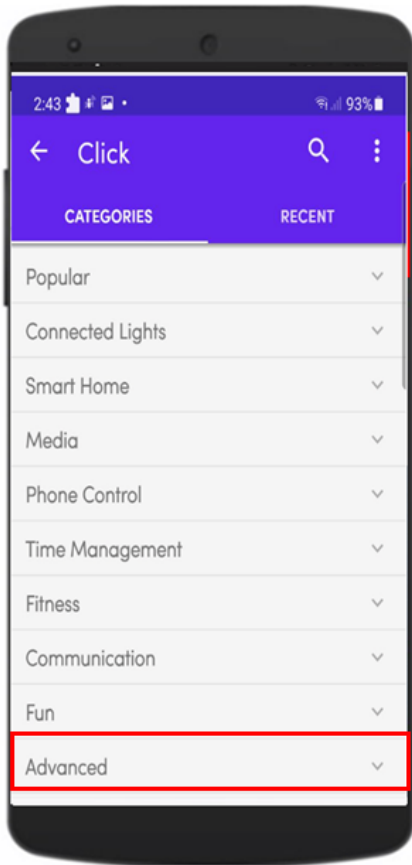1. In your Flic App, open the **PHONE** tab and select the **Flic Button** you want to configure.
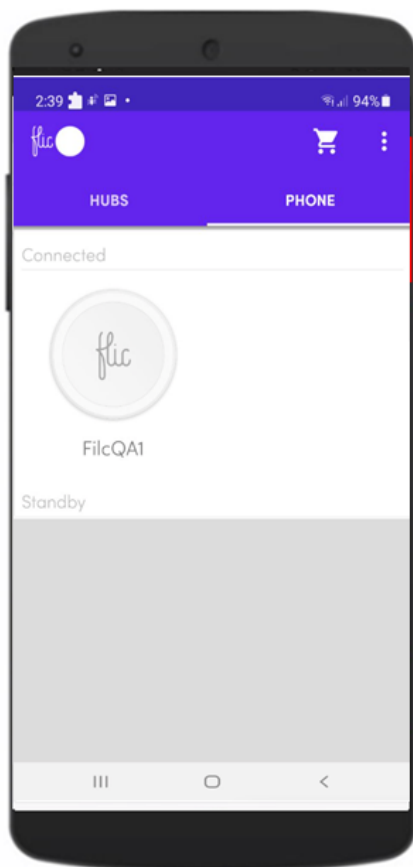
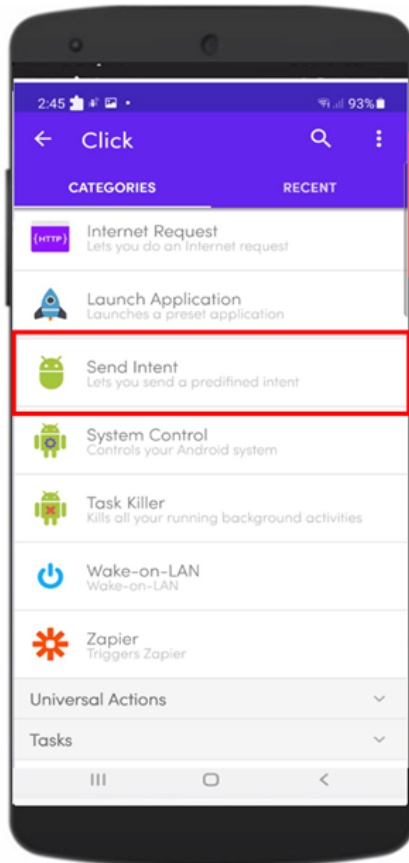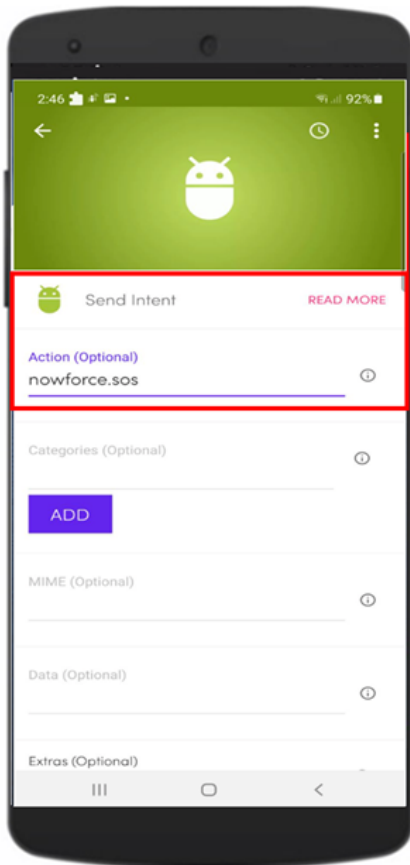2. In the **Event** screen, tap **Click**.
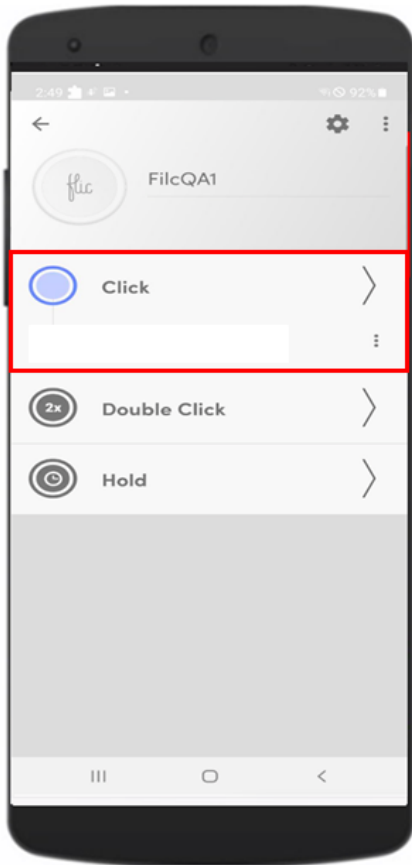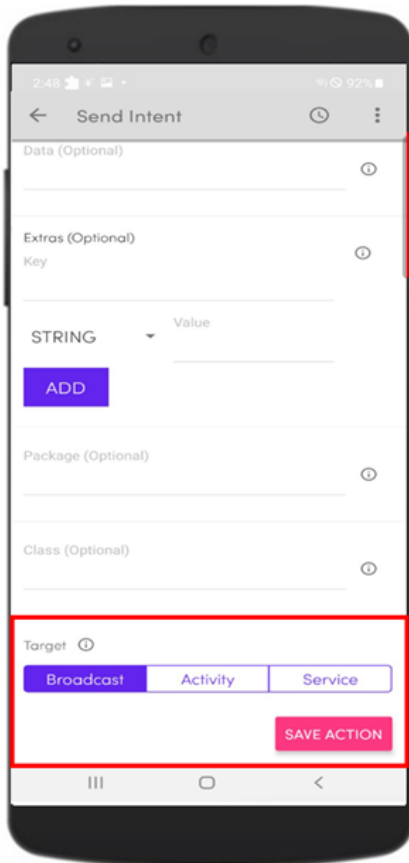
3. In the actions list tap **Advanced**.

4. From the **Advanced** list tap **Send Intent**.

5. In the **Send Intent** screen, in the **Action** (Optional) box enter **nowforce.sos** (in lower case letters).

6. Scroll down to the **Target** and tap **Broadcast**.


7. Tap on **SAVE ACTION.**

Configuring a Flic Button for an iOS Device

To enable a Flic Button to work with your iOS device, you must associate the Flic Button with your Symphia NowForce Mobile Application.

▼ To configure a Flic Button for an iOS device

1. Open your NowForce mobile app and navigate to the **SETTINGS**.

2. In the **SETTINGS** screen, tap on **Utilities**.

3. In **UTILITIES**, tap **Connect a Flic Button**.
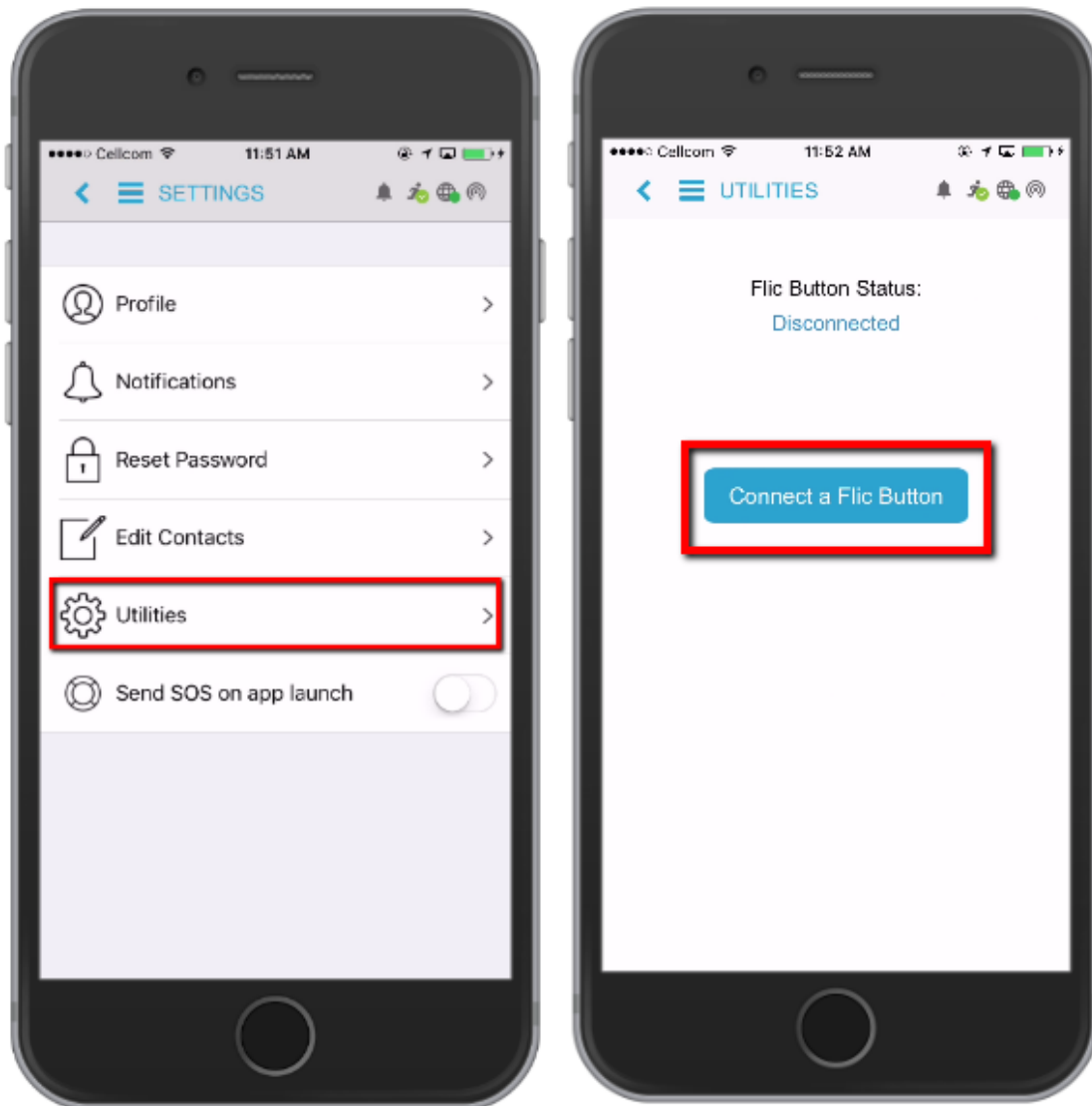
Automatic Updates

To automatically update your Symphia NowForce app, whenever there is a new version release, we recommend that you set your mobile device to automatically update apps.

▼ To enable automatic updates for Android phones

1. Open the Google Play Store app.

2. Tap the **Play Store** icon, the **menu** (**hamburger**) and **My Apps and games** to view your downloaded apps.

> **Note**
> Apps with available updates are labeled "Update."

3. Select the app you want to update.

4. Tap the **Menu** and select **Enable auto update**. (depending on your device, your Menu icon may look different).

> **Note**
> When the Auto-update box is selected, the app automatically updates when updates are available.

▼ To enable automatic updates for iPhones

> **Note**
> The automatically updating apps feature is only available for iPhones with iOS7 and higher.

1. Go into Settings and scroll until you see iTunes and App Store.

2. Tap on iTunes & App Store, then scroll down until you see Automatic Downloads.

3. To turn on automatic app updates, tap in the white oval next to Updates. The apps will now update automatically.

Toggling Between On-Call and Offline Status

The Dispatcher or Control Center can give responders permission to toggle between On-Call and Offline statuses. This can be a useful feature for a responder who is not on shift and does not want to receive new incident push notifications.

It is important for the responder to make sure that they turn their status back to On-Call when their shift starts because when the status is set to Offline the responder does not receive push notifications on new Incidents and their device does not report its location as the GPS location tracking feature is also turned off.
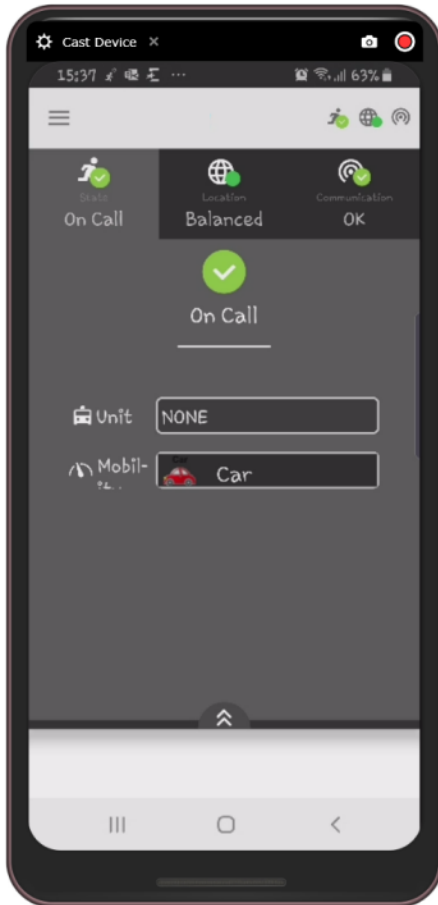
▼ To set your mobile app to Offline

1. In the mobile app, tap the **Running Man** icon to enter the **Toggle** screen.
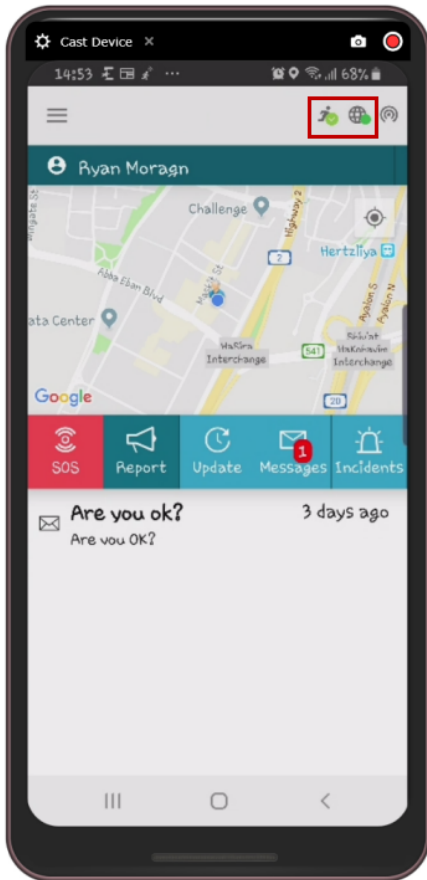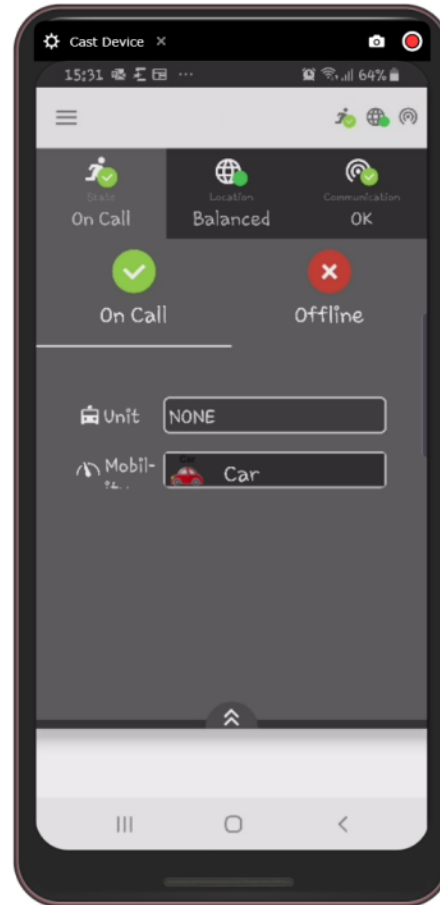

The following are examples of the mobile app screens that appear if you have or do not have permissions to go offline.
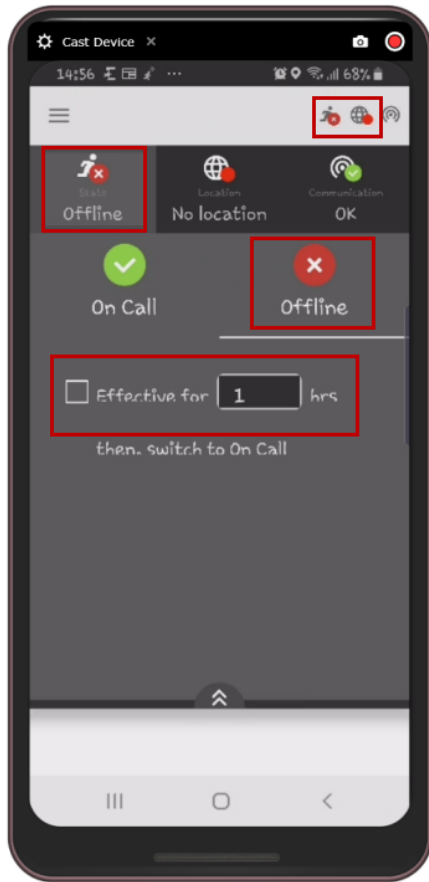
Responder with no
permission to go offline

Responder with permission
to go offline

2. Tap **Offline** to turn your mobile app offline.

3. Select the **Effective** for check box, and then select the number of hours before the app automatically returns to the **On Call** status.

Note
When you toggle to Offline, the Running Man icon turns red.