



Technical Note

TN563: Publishing an iOS White-labeled Symphia NowForce Responder Mobile Application

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Products	Symphia NowForce 5.5 and upwards
Technical Note Type	Product Integration
Exposure Level	Customer Facing
Description	This technical note provides the guidelines for publishing an white-labeled Symphia NowForce Mobile Application in Apple iOS format.

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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.

Contacting Intellicene Service and Support

For immediate assistance, contact the support team:

Contact Support	
Americas	<p>Symphia</p> <p>Phone: +1 888 747 6246</p> <p>Email: support@intellicene.com</p> <p>NowForce</p> <p>Phone: +1 888 924 7247</p> <p>Email: nowforcesupport@intellicene.com</p> <p>Canada/USA - Open 9:00am to 5:00pm (Local Time) Monday to Friday</p> <p>CALA - Open 9:00am to 5:00pm (EST) Monday to Friday</p>
Europe, Middle East and Africa	<p>UK Symphia and NowForce: +44 208 194 3368</p> <p>Israel Symphia and NowForce: +972 3 375 2005</p> <p>Symphia Support Email: support@intellicene.com</p> <p>NowForce Support Email: nowforcesupport@intellicene.com</p> <p>Open 9:00am to 5:00pm (GMT) Monday to Friday</p>
Asia/Pacific	<p>India Symphia and NowForce: +91 225 032 3020</p> <p>Singapore Symphia and NowForce: +65 310 51276</p> <p>Symphia Support Email: support@intellicene.com</p> <p>NowForce Support Email: nowforcesupport@intellicene.com</p> <p>Open 9:00am to 5:00pm (Local Time) Monday to Friday</p>

Introduction

This document describes how to create your own white label iOS version of the Symphia NowForce Responder mobile application.

This guide describes the following:

- Configuring your Symphia NowForce Responder mobile application.
- Releasing your Symphia NowForce Responder mobile application to your users through the App Store.

Before you Begin

Before creating your white label iOS application you must have the following:

- An Apple Developer account. If you do not an account, you can enroll in the Apple developer program [here](#).

Note

- You will have to provide your company's DUNS number. Confirm your DUNS number or register for a DUNS number [here](#).
- Make a note of the Apple ID used.

Prerequisites

Before creating your new white-label iOS application we require that you complete relevant organization and iOS related fields in the [jotform](#).

1. complete all the **Company Details** fields.
2. Navigate to the following sections and complete the listed fields:
 - a. **Mobile Applications Info** section populate all mandatory fields (marked with a red star):
 - In **Requested Mobile Platforms** select **iOS**.
 - In the **Email address for sending ...** add the populate the customer tech support

email.

- Select which if any a **Choose the desired countries to exclude ...** are applicable

b. In the **Mobile Applications Icons** populate all 3 fields:

- Top Logo
- Bottom Logo
- Application Splash

c. In **iPhone applications Icons** upload an image to all icon and graphics fields.

3. Scroll to the bottom of page and click **Submit**.

We recommend that you also:

- Review the eligibility to the [Apple Developer Enterprise Program](#) for the development and deployment of your white-label mobile app.
- Consider your deployment options, including [distribution via MDM](#).

How to Create an Application

This section provides the keys steps for creating your own Responder mobile application.

▼ To create an application

1. Send NowForce Support your Apple ID and Apple Developer Account Password.
2. Complete the [NowForce White Label Checklist](#).

Note

Ensure all iPhone application fields are completed.

3. Submit the NowForce White Label Checklist.

Application Release

You will receive notification from the App Store once your white label application has been approved. You can publish your app as soon as it's approved, or manually release it on a specific day. For more information on managing your app's release read [here](#).

Updates to your Application

All updates and new versions of the NowForce mobile app will be uploaded to your white-label app by NowForce.