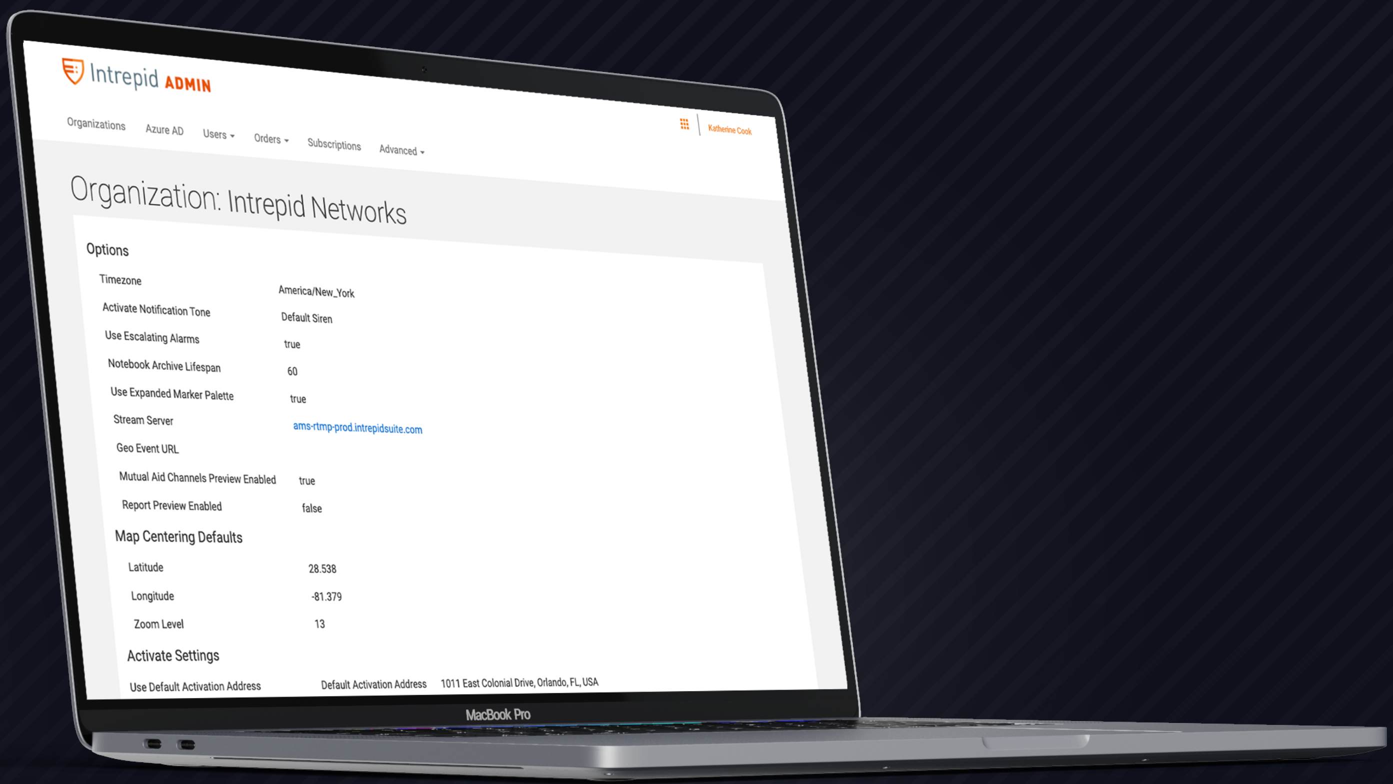
INTREPID RESPONSE ADMIN

USER GUIDE WEB



(+1) 407-205-2721
Intrepid-Networks.com
Support@Intrepid-Networks.com
1011 East Colonial Dr, Suite 501, Orlando, FL 32803

Intrepid NETWORKS®

ADMIN WEB: DASHBOARD AT A GLANCE

Manage your organizational profile and user database for utilization in all of the Response platform. A Intrepid Report User Guide is available as a separate document.

ORGANIZATION OPTIONS AND MAP DEFAULTS

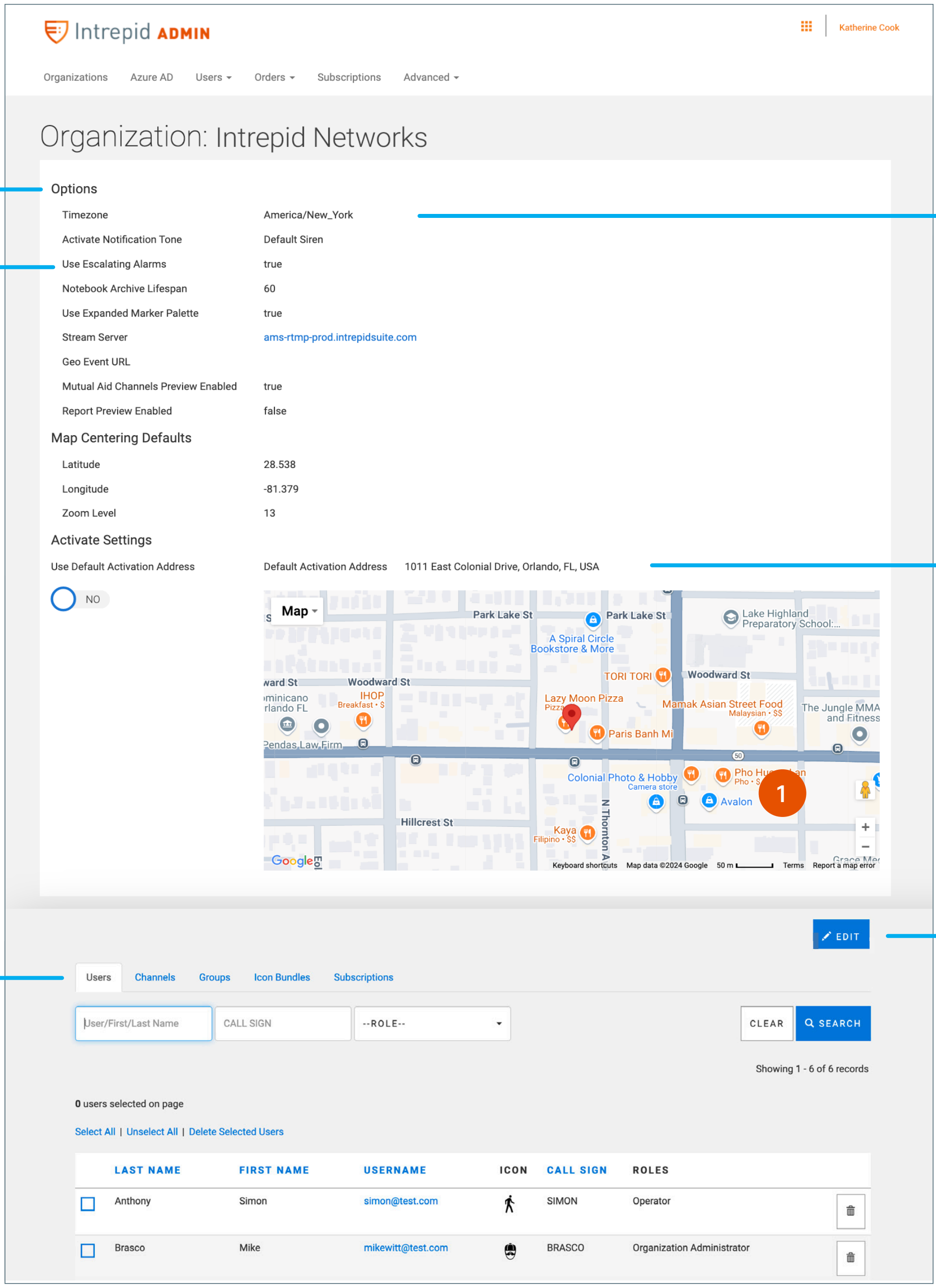
TO ENABLE ESCALATING ALARMS OR EXPANDED MARKER PALETTE, SET THIS VALUE TO TRUE

TIME ZONE DETAIL

DEFAULTS CALL OUT ADDRESS

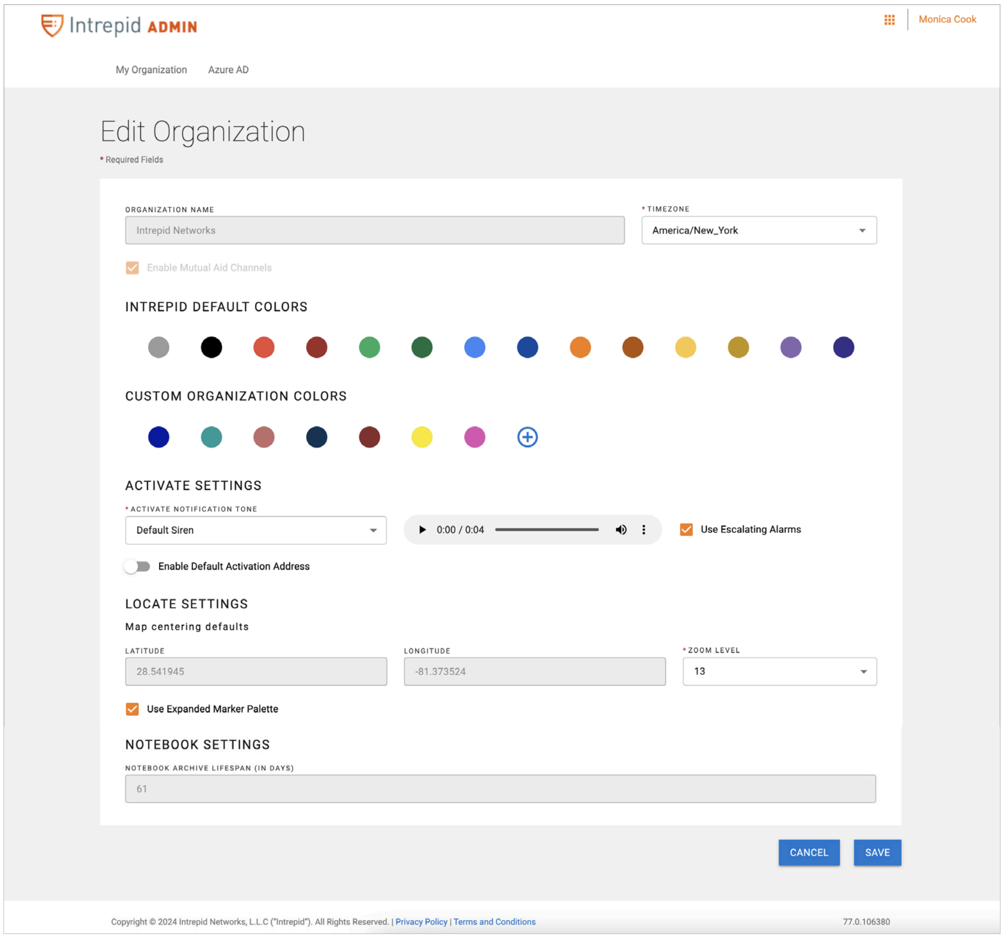
EDIT ORGANIZATION PROFILE

USERS
CHANNELS
GROUPS
ICON BUNDLES
SUBSCRIPTIONS



INFO@INTREPID-NETWORKS.COM | (+1) 407.205.2721 | INTREPID-NETWORKS.COM

ADMIN USER GUIDE: ORGANIZATION CONTROLS



1. My Organization: Your organization profile is presented in this window. Your profile consists of the following: organization name, escalating alarms, archive life span, marker pallet selection, time zone, map centering defaults, zoom levels, and module settings. Escalating alarms can be used to progressively increase the alert sound when sending Activate callout invitations.

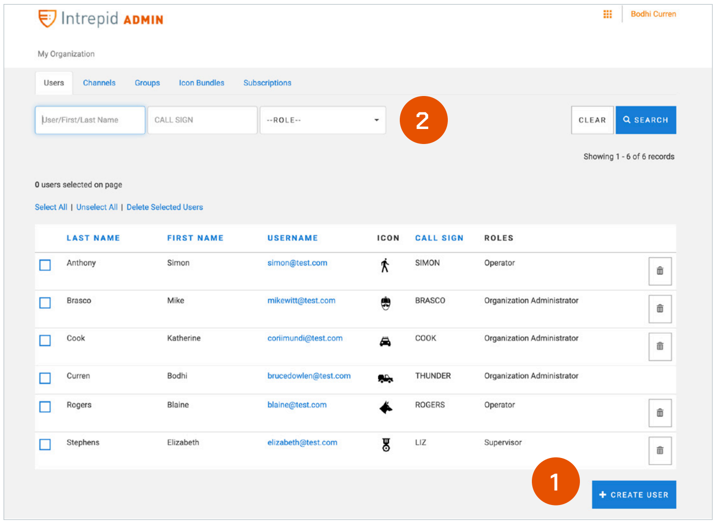
Additionally, If you have subscribers to our Activate Module, you will also have a default call-out address and activation notification ringtone as part of your profile.

At the bottom-right of the organization profile window, an Edit button enables the Response Administrator to change some of your profile details. These include timezone, marker palette selection, creating custom colors, escalating alarms, activation notification ringtone, location settings, and module archive settings.

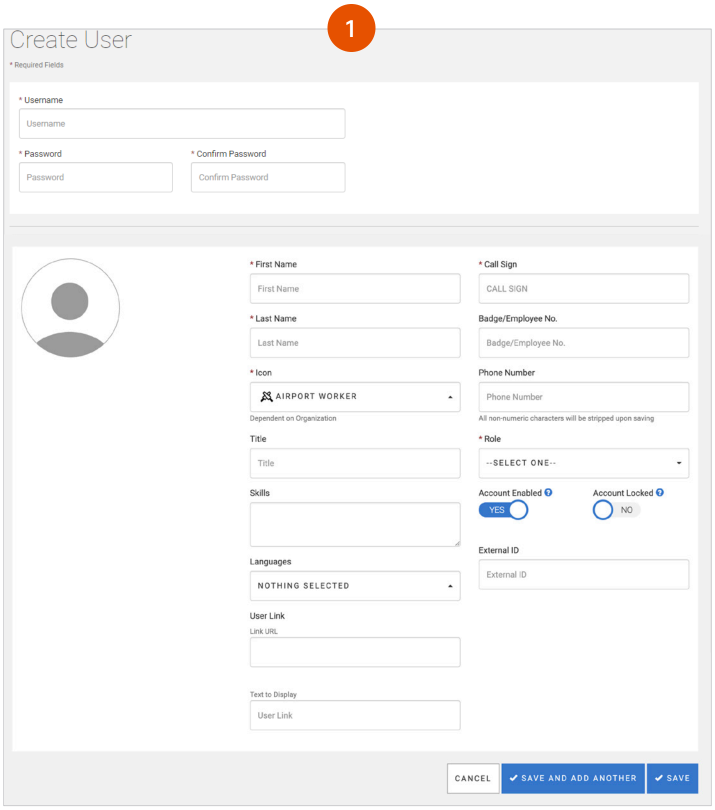
To exit this menu, click Cancel or Save at the bottom-right of the menu.

ADMIN: USERS MANAGEMENT

Selecting the Users tab in the middle of the Admin Web dashboard will display all currently provisioned users in the Response platform for your organization. Each profile contains username, password, badge/employee number, first/last name, user icon, phone number, call sign, URL link, and Response permission role. Only some of these fields are shown in the main user details page. Select an individual user for additional profile details.



1. Create New Users: To create a new user in the organization, select the + Create User button located in the bottom right-hand side of the Dashboard. A user name must be in the form of an valid email address. Only * fields must be populated elsewhere in the Create User window



Password Requirements: Must be between 8 and 64 characters, may not be the same as your username, may not be identical to your previous 10 passwords, must contain both alphabetic and numeric characters.

NOTE: On this screen you also can suspend the user's account by changing the Account Enabled toggle to "off" located below the Role selection option. If the account locked toggle is on, the user has attempted too many incorrect password and their account is now locked from usage. This may be corrected by creating a new password for the user and deselecting this option.

All users must be added to the Intrepid module subscriptions via the "Subscriptions" tab within Intrepid Admin.

2. Search Users: Select one of the three search boxes to search by username/first/last name, call sign, or Role. You can also select the username / email address to go directly to a specific user profile as well.

ADMIN: USERS MANAGEMENT CONTINUED

3. Edit User Profile: Click a user from the list to edit their profile. You can change all fields except for username, which is a unique identifier in the system. When complete, select Save to exit this window.

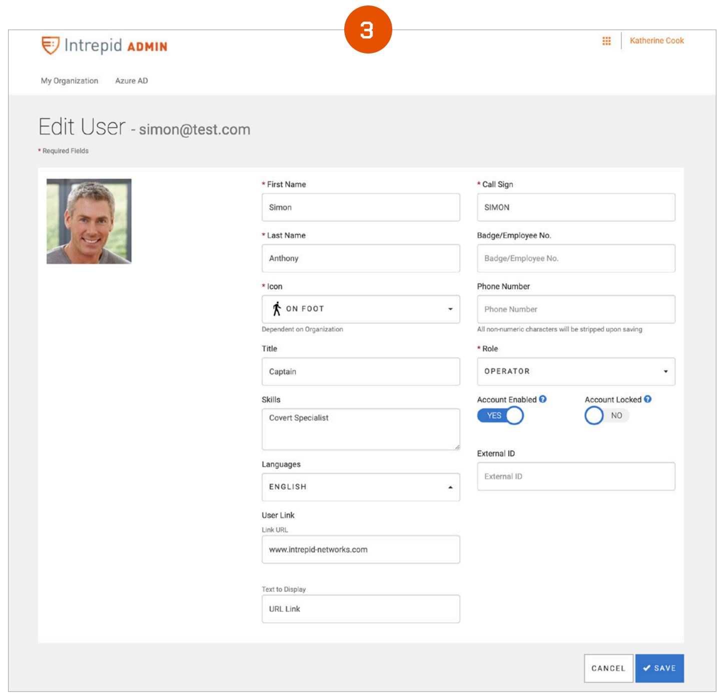
4. Edit, Delete, Change Password: Change Password: Select a user profile and choose Change password in the bottom-right of the window. Insert a new password and confirm a second time. Once complete select Save or Cancel.

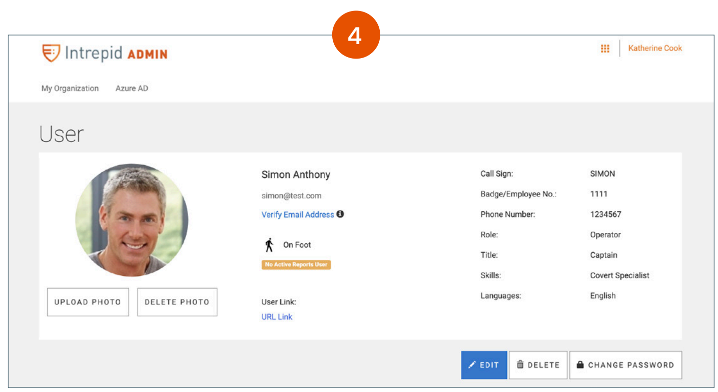
Password Requirements:
Must be between 8 and 64 characters, may not be the same as your username, may not be identical to your previous 10 passwords, must contain both alphabetic and numeric characters.

Delete User: Select the Delete button to remove a user from your organization. A confirmation box will be displayed upon selecting this option.

NOTE: This will permanently remove the user and is not reversible. Before removing or deleting a specific User from the Intrepid Response Platform, please note that doing so will cause all Markers, Shapes, Messages, and Files created by that User to also be removed from the Locate Map, Connect and Notebook Log, and Channels that the User was a part of. Instead of removing a User completely, we recommend toggling that User's profile status to "Inactive" within the Admin Web portal. Doing so will allow those Markers, Shapes, Messages, and Files to remain within the Platform, while not adding to the total subscription count of a organization.

NOTE: Users can receive critical notifications through SMS messages. These notifications are for the purpose of activation during a call-out. See page 4 for instructions on how to register your phone to receive SMS messages.



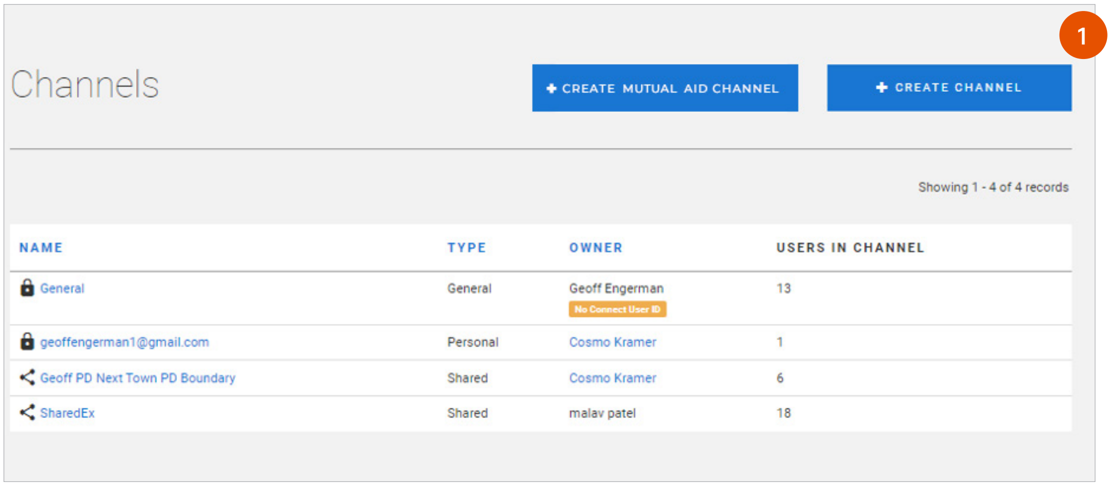


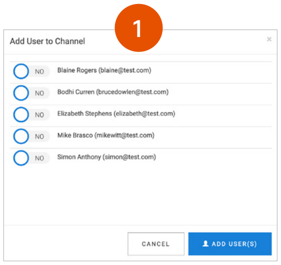
ADMIN USER GUIDE: CHANNELS

1. Create Channels: To create a Channel, navigate to the Channels tab in the middle of the Admin Web dashboard. A list of all available channels in your organization is displayed in this window. On the bottom-right, click the + Create Channel button. Choose a unique name for the new Channel and assign an Owner.

A list of all available channels in your organization is displayed in this window. Mutual Aid Channels are identified by the icon ' ‹ '. On the upper right, click the + Create Mutual Aid Channel or + Create Channel button depending on the type of channel you want to create. Then choose a unique name for the new Channel and assign an Owner. Users can also Mark a Channel as Covert, to further compartmentalize important data.

NOTE: Owners must have the Response permission role of Administrator or Supervisor.
If the Mutual Aid Channels feature is not available, please reach out to your Account Manager so this feature can be turned on.





Adding Users or Groups to a Channel

Navigate to the channels list and select a channel to add users to the existing membership, click the 'Add User' button at the bottom right of the window. A toggle menu will open where you can select users from your organization to be added to the channel. Multiple users can be added at the same time.

The same steps can be applied to adding Groups, however, you must select the Groups function instead of Users at the top of the channel window, however, you must select the 'Groups' tab instead at the top of the window. To add a group, click the Add Group(s) button at the bottom right of the window. A toggle menu will open where you can select groups from your organization to be added to the channel. Multiple groups can be added at a time.

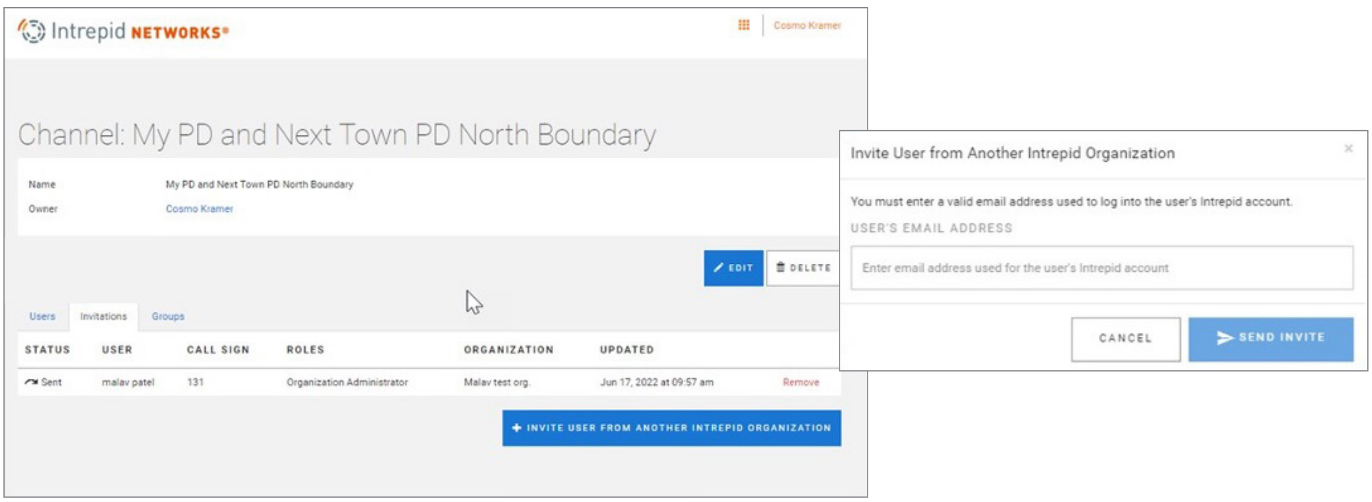
ADMIN USER GUIDE: CHANNELS CONT.

Adding Users or Groups to a Mutual Aid Channel

Users or Groups from your organization can be added the same way they are added for an Organization's Channel. However, when a user from another organization is to be added to a Mutual Aid Channel they are 'Invited' to the channel via email. The Invitations 'Tab' is used to display the status of all invitations to members from other organizations.

Clicking on the + INVITE USER FROM ANOTHER INTREPID ORGANIZATION will bring up a dialog box in which the email address of the user to be invited from another organization will be entered.

Note: The user's email address must be previously 'validated' by the Intrepid Response application in order for the 'Send Invite' button to appear. The invited user must also have a subscription to Locate or Activate for the button to appear.



Once the invitation is sent, the invited user's status will be present in the Invitations Tab (Click the F5 refresh button to receive the most current status of an invitation). When the user 'Accepts' the invitation through their email they will become a member of the Mutual Aid Channel. If their role is Supervisor or Administrator, they will be able to invite other users to the Mutual Aid Channel. They can also add users and groups in their organization directly to the Mutual Aid Channel, without having to send an email invitation.

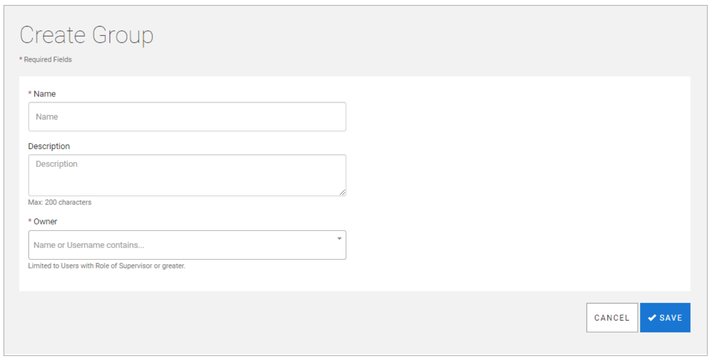
Removing Users or Groups from a Channel

From a selected Channel, you can navigate to any user and select Remove to the far right of the user. The same remove function can be applied to Groups, choose the Groups tab, and select Remove in the same location.

	USER	ICON	CALL SIGN	ROLES	GROUPS	
☐	Blaine Rogers		ROGERS	Operator	SWAT TEAM 1 Crisis Negotiating Team 1	Remove
☐	Bodhi Curren		THUNDER	Organization Administrator	SWAT TEAM 1 Crisis Negotiating Team 1	

ADMIN USER GUIDE: GROUPS

Groups are a collection of individuals within your organization to simply the process of adding large amount of users to channels and activations. Your teams, divisions, shifts, sub-organizations or any other similar collections of users can be managed with Groups.



Creating A Group

Select the Groups menu from the Admin dashboard to view the current groups in the organization. Select Add Group, enter the name of your new group, describe the group details or purpose, and select an owner for the group.

NOTE: Owners must have the Response permission role of Administrator or Supervisor.

Editing Groups

Select Groups from the dashboard and choose a group to edit. Click Edit to change the group name, description and the owner.

Assigning Group Managers

From the Groups menu, select a user to assign a Group Manager. Group Managers also have permissions to manage the users within the group, similar to a Group Owner.

You may assign multiple group managers by navigating to the Group Managers tab. Once the Group Managers window is opened, click Add Users to assign any Supervisor or Administrator as a Group Manager.

Group Management Guidelines

A supervisor or administrator is necessary to create a Group. If you create a User Group and assign someone else as owner, you are added to Group as a Group Manager. Group Owners cannot be removed from the Group, however Group Managers can be removed. Only a User Group Owner or a User Group Manager can edit/delete Groups and/or information related to them.

ADMIN USER GUIDE: ICON BUNDLES/SUBSCRIPTIONS

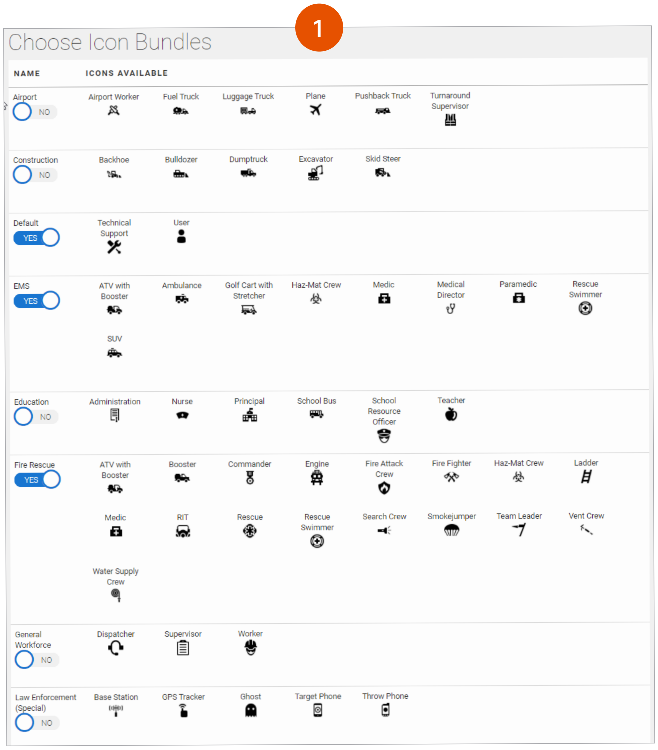
1. Icon Bundles: All icons in selected bundles are available to utilize by any user in your organization. Icons in selected bundles can be assigned to any user in the organization. To select an Icon Bundle for utilization, toggle Yes/No on the left-hand side of any Icon Bundle.

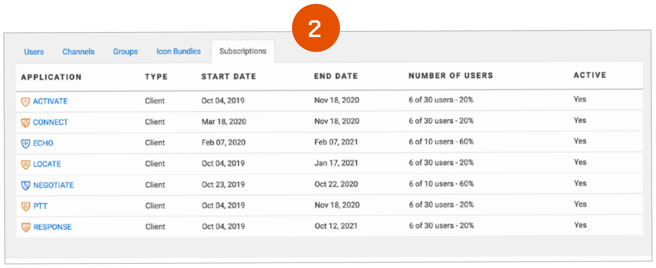
2. Subscriptions: The Subscription window displays the Intrepid module subscriptions that are currently available to your organization. View important details about your module subscriptions including:

- Start and end dates of subscriptions.
- Total number of subscriptions.
- Available subscriptions to assign to users.
- Status of your subscriptions (active or expired).

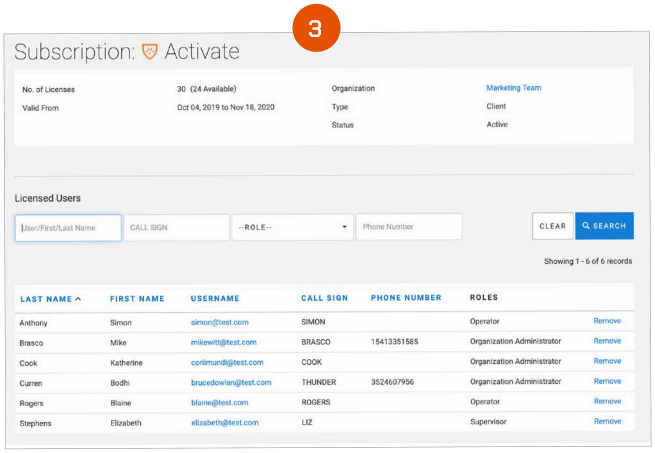
3. Adding Subscriptions to a User: Select any module subscription to add a license to a user from your available license pool. Once selected, the module Subscription menu will be displayed. For individual user additions, click Add User underneath the subscription information displayed. To add all users unsubscribed, click Add All Users in Organization to apply the subscription to all current users not enrolled in the selected subscription.

Removing Users from a Subscription: Following the above steps in the Adding Users to a subscription. In the same menu, the administrator also can remove users from the subscription by clicking the 'Remove' button next to any User's role.





APPLICATION	TYPE	START DATE	END DATE	NUMBER OF USERS	ACTIVE
ACTIVATE	Client	Oct 04, 2019	Nov 18, 2020	6 of 30 users - 20%	Yes
CONNECT	Client	Mar 18, 2020	Nov 18, 2020	6 of 30 users - 20%	Yes
ECHO	Client	Feb 07, 2020	Feb 07, 2021	6 of 10 users - 60%	Yes
LOCATE	Client	Oct 04, 2019	Jan 17, 2021	6 of 30 users - 20%	Yes
NEGOTIATE	Client	Oct 23, 2019	Oct 22, 2020	6 of 10 users - 60%	Yes
PTT	Client	Oct 04, 2019	Nov 18, 2020	6 of 30 users - 20%	Yes
RESPONSE	Client	Oct 04, 2019	Oct 12, 2021	6 of 30 users - 20%	Yes



LAST NAME	FIRST NAME	USERNAME	CALL SIGN	PHONE NUMBER	ROLES	
Anthony	Simon	simon@test.com	SIMON		Operator	Remove
Brasco	Mike	mikewitt@test.com	BRASCO	15413351585	Organization Administrator	Remove
Cook	Katherine	coriimundi@test.com	COOK		Organization Administrator	Remove
Curren	Bodhi	brucedowlen@test.com	THUNDER	3524607956	Organization Administrator	Remove
Rogers	Blaine	blaine@test.com	ROGERS		Operator	Remove
Stephens	Elizabeth	elizabeth@test.com	LIZ		Supervisor	Remove

ADMIN USER GUIDE: USER ROLES

Human Asset Roles

Organization Administrator

The highest Response permissions role that can be assigned in an Organization. Response Administrators are the only users that can edit the organization profile, add/edit/delete users and assign licenses. They also have all the permissions of the supervisor and operator roles as well.

Supervisor

Supervisors also have other special features within the various Response modules, including global delete capabilities of Markers and Shapes in Locate. They also can change the color of any user's icon as well. This role also includes all the permissions of the Operator.

Operator

The Operator is able to share content to channels and delete or edit their own data. They have full control over sharing location within Response and their availability status for activation requests. Operators can also create an activation and receive an activation request. Lastly, users in this role can change the basic attributes of their user profile (profile picture, color, call sign, first and last name).

Device Roles

Ghost User, Tracker, External API Integrator

Contact Intrepid Networks for more information.