

Getting Started with iamResponding.com



For a fully detailed walkthrough of adding/editing members use the following link:

http://www.iamresponding.com/v3/articles/Add_a_member.pdf

When your lamResponding system is first setup your administrator will receive an email with initial login instructions. To login to the system you will need the following: Agency Name, Username & Password as shown below. Keep in mind these fields are case sensitive, we recommend copying and pasting these directly into the login fields.

*****Please Reply to Confirm You Have Received This Activation Email*****

Thank you for activating a **FREE, no obligation, 2-month trial** to lamResponding.com! lamResponding.com has been proven by your peers to be the most reliable method of responding to your incidents, where they are responding, and when they will be there.

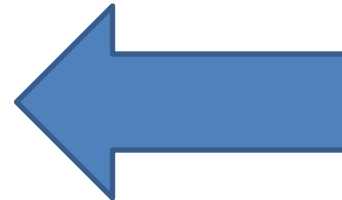
Please take some time to review the attached Welcome Packet, as that will provide you with the information you need to know in order to get up and running!

Your initial user log in information is as follows:

Agency Name: **IARFD**

Username: **&*#@817__3J??S2%^29201F**

Password: **CSJSiww923@xXz#9jKAI9><?**



The username and password are case sensitive, so please type them exactly as they appear.

Go to www.iamResponding.com . Once your at our website click “Subscriber Login” at the top right. Then simply copy and paste the login fields into the popup login area. Also you can choose to click “Remember me for this session” so you don’t have to login between pages.

The screenshot displays the iamresponding.com website interface. At the top right, there is a "SUBSCRIBER LOGIN" button. Below it, a navigation bar includes "LEARN MORE", "VIEW VIDEO", "CONTACT US", and "TEST". A red banner below the navigation bar reads "BUTTON ON ANY PHONE AND YOUR NAME APPEARS ON A DISPLAY AT YOUR STATION".

A red popup window titled "Login Area" is open, featuring the iamresponding.com logo and the text "Emergency Responder Reply System™". The login form includes the following fields and options:

- AGENCY NAME: [ARFD] ?
- MEMBER USERNAME: [&*#@817__3J??S2%^29201F] ?
- PASSWORD: [REDACTED] ?
- Remember me for this session ?

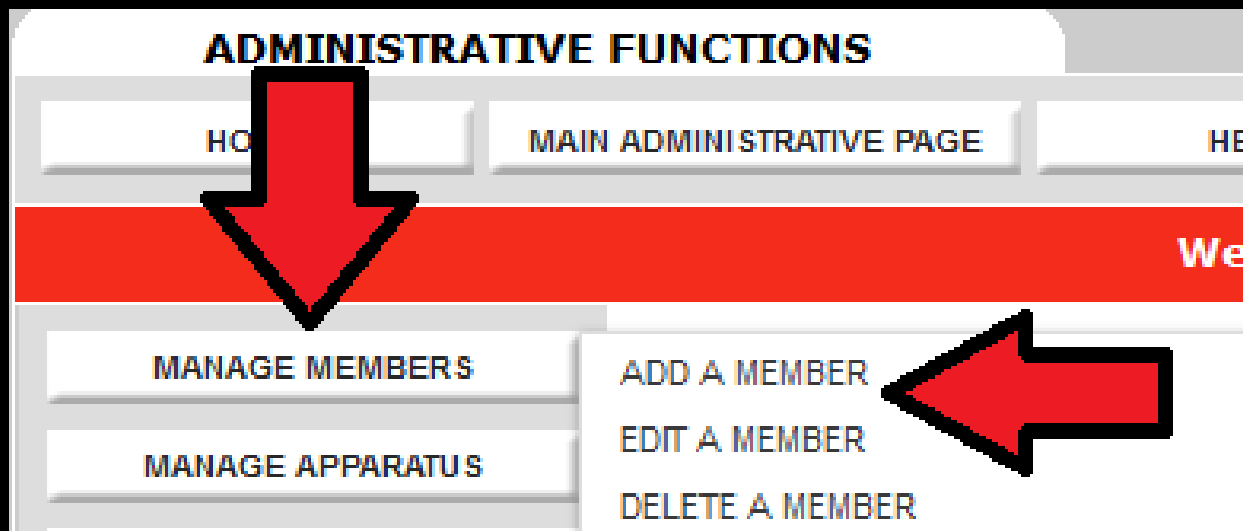
At the bottom of the popup are two buttons: "LOGIN" and "FORGOT YOUR PASSWORD". Below the buttons, a disclaimer states: "By logging in, you agree that you have reviewed, understand, and consent to the Terms of Use of iamresponding.com. Thanks for serving your community, and Be Safe!".

Red arrows highlight the "SUBSCRIBER LOGIN" button, the login fields, the "Remember me" checkbox, and the "LOGIN" button.

Once logged in go to the “Administrative Functions” tab



Select “Manage Members” then click “Edit a Member”. If your name does not appear under the members list, click “Add a Member”.



User Profiles

Mandatory Fields	
First Name	Mike
Last Name	Smith
User Name	*****
Password	*****

Contact Information	
Email Address	mike@smith.com
Secondary Email Address	1234@smith.com
Text Message Address	5478541258@txt.att.net
Pager Address	
Business Telephone Number	
Home Telephone Number	555 555 5555
Mobile Phone Number	123 456 7891
Additional Telephone No. 1	
Additional Telephone No. 2	
Additional Telephone No. 3	

Address	
Street	123 Main Street
City/Town	Smithville
State	New Jersey
Zip Code	01455

Membership Information and Preferences	
Membership Category	FF/EMT

Mandatory Fields:

When creating a profile enter the user's first and last name. An auto-generated username and password will appear. This can be changed by highlighting and typing over the field.

Contact Information:

Email address: is a vital field, when a user is added IAR will send the primary/secondary email address(s) initial login information.
Text Message Address: This is your members 10-digit phone number followed by the carriers dmain. Click the red question mark next to the field for a list of addresses we have on the site. If you don't see your carrier listed contact support@emergencysmc.com for assistance.
Pager Address: This is for users with alpha-numeric pages with a text display. Contact your carrier for this address
Telephone Number Fields: Add any numbers you may be calling your IAR toll-free number from. This is where the system searches to identify you. If you use the app this is not required but should still be completed incase your app is not available when responding.

Membership Information and Preferences:

Membership Category: Choose the members role in your agency, if a relevant category does not exist click other and the category will be added to your list.

If your dispatch center sends call information to IAR complete the following field. After entering the members : email, text and/or alpha-pager address you can now select how they will receive dispatches. Make sure to check the "Send me these dispatches" field, this will commonly be labeled "All". Next choose the delivery method, commonly this is to the member's "Text message address" (you can select multiple delivery methods). If your member has Verizon, select "Priority messaging address" instead of text. Priority messaging is a service we have with Verizon that allows faster/larger messages to be sent. You will then need to complete the "Priority messaging address" field which will be the members 10-digit number followed by @vzvmg.biz

Dispatch Information

Send me these dispatches: All

Send dispatch information to my:

- Primary email address
- Secondary email address
- Text message address
- Pager address
- Priority messaging address

Priority messaging address (for Verizon users only): ?

FOR APP USERS: To have the selected dispatches sent via push notifications to your app(s), you have to enable that from within the app(s) on your mobile device(s). Turn on "Notifications", under "Incidents", on the app's "Agencies and Settings" page.

No single method of message delivery is perfect. Any delivery method can be impacted or delayed by factors outside of our control. Redundancy is critical, and strongly recommended. Please select multiple methods of delivery of your dispatch messages (push, text, email, etc). DO NOT ABANDON YOUR PAGERS. Push, text and email notifications are dependent on many factors beyond our control and should be used as supplemental notifications only.

System Permissions

- | | |
|---|---|
| Permitted to edit all members' schedules (past, current and future)? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to only make future changes to this member's schedule? | <input type="radio"/> Yes <input type="radio"/> No * |
| Permitted to make past, current and future changes to this member's schedule? | <input type="radio"/> Yes <input type="radio"/> No * |
| Permitted to only make current and future changes to this member's schedule? | <input type="radio"/> Yes <input type="radio"/> No * |
| Permitted to clear "Now Responding" screen? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to add, edit or delete all member's information? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to edit message scroll? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to run reports? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to send text messages/emails? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to update messaging groups? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to access expiration tracker? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to administer Attendance and Service Tracker? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to edit System Functions? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to add/edit/delete apparatus? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to edit apparatus status? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to edit his/her own profile? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to edit calendar information? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to add/edit hydrants? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to delete hydrants? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to add/edit markers? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |
| Permitted to delete markers? | <input checked="" type="radio"/> Yes <input type="radio"/> No * |

System Permissions:

Select "yes" or "no" for the permissions you wish to grant. If you are the administrator click "yes" for all of the permissions.

Please note: If someone has ability to "add, edit or delete all member's information", they will have the ability to act as an administrator. They will have the ability to log into all member's profiles and change privileges of any member. Permitting a member to edit their own profile will not permit the member to change their own privileges.

REGISTER MEMBER

Last step: click "Register Member" Your all set, you can now add your other members to the system.