



WELCOME GUIDE

This Welcome Guide is intended to simplify your implementation of IamResponding.com, and to summarize some of the more important information about IamResponding.com, so that you may obtain the maximum benefit from this time-saving system. Please take a few moments to review this document.

If you have not viewed an on-line demonstration of the IamResponding.com system with a member of our sales team, we recommend that you call now (315-701-1372) to schedule a time for such a demonstration. A 15 minute demonstration is usually sufficient to get a good understanding of the primary functions of the system, and will be very beneficial to your implementation of this system. Demonstrations can be completed on-line, while on the phone with a member of our sales team.

1. Implementation within your Department, Agency or Team. There are now more than 225,000 emergency responders in more than 4,000 departments, agencies and specialty teams that use and rely on IamResponding.com every day! There are many time-saving benefits that can be experienced by implementing and using this system effectively. Through our extensive experience in implementing this system in every type of department and community, we have learned that a successful implementation depends on the manner in which IamResponding.com is introduced to the membership by the Chiefs and Officers of departments, agencies and teams using it.

If the system is rolled out to your membership in a very casual manner (“Hey, here’s something that you might want to use, if you want to”), then you are not likely to obtain the full benefit of this system, and your implementation may not be successful.

You should instead roll it out as follows:

- (1) By explaining to the membership how easy it is to use (most members only need to know how to push a button on our free apps, or dial a phone, to be able to use the most important function of the system);
- (2) By explaining the primary benefits of the system; and
- (3) By specifically requesting that the system be used by your members. We understand that using this system requires a new habit to be learned (pushing a button on our apps, or speed dialing a number when your pagers go off), but members typically learn this habit quickly in departments where the system is explained, and where its use is encouraged by the leadership. When explaining the benefits of this system, the primary benefits of the main system function (the member response function) include:

- (a) Being able to know immediately if you have a full crew on the way, or if you need to re-page for additional personnel;
- (b) Not waiting for members who are not on their way, and not leaving the station just as others are coming around the corner;
- (c) Knowing immediately who is responding to the station, scene or any other location;
- (d) Being able to assign duties before your members even arrive at the station or scene; and
- (e) Reducing your response times!

IamResponding.com is relied upon for both operational and tactical decision making in many departments that use this system. Make sure that your members understand the decisions that can and will be made based on the use of this system, as that will aid in the effectiveness of your implementation.

Operationally, information displayed through the system is relied upon for decisions which include: (1) whether to request a re-tone sooner than under the normal protocols, when it is clear that a full crew is not heading toward either the station or scene; (2) whether to request the activation of mutual aid resources sooner than under the normal protocols, when it is clear that a full crew is not heading toward either the station or scene; (3) whether to hold a truck for other members who are en-route to the station, so that the truck can leave with a more complete, more effective, and safer crew; (4) whether to hold a driver back at the station to get a second or third truck out with other members who are still en-route; and (5) whether to roll apparatus short to crew up with other members who are responding directly to the scene.

Tactically, for officers who respond directly to the scene, as they begin their size-up and begin to develop their plan of attack, the information displayed on the IamResponding system (through any mobile or portable device with internet access) will enable them to know not only how many members are responding behind them, but also which members are responding, without the necessity of any radio or telephone traffic to learn this information. This information impacts any successful plan of attack, as such plans are largely dependent on the number of members, and their qualification and experience levels.

When your members understand the benefits of this system, as well as the operational and tactical decisions that will be made based on this system, your implementation is going to be far more successful.

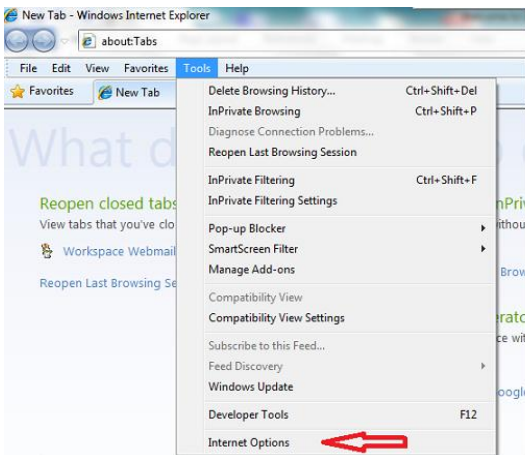
2. Computer Set-up. Most departments and agencies that utilize this system install at least one computer monitor either in their truck bay (usually near the members' gear), or right near the station entrance, and they leave that logged into IamResponding.com 24x7x365. We strongly recommend that you do this. This enables the relevant information to be immediately available and viewable as soon as you are dispatched for an emergency event, without members having to go into any other areas of the station, or having to log into a computer. Having the information readily viewable also serves as a visual reinforcement of the new habit that your members will need to learn about calling

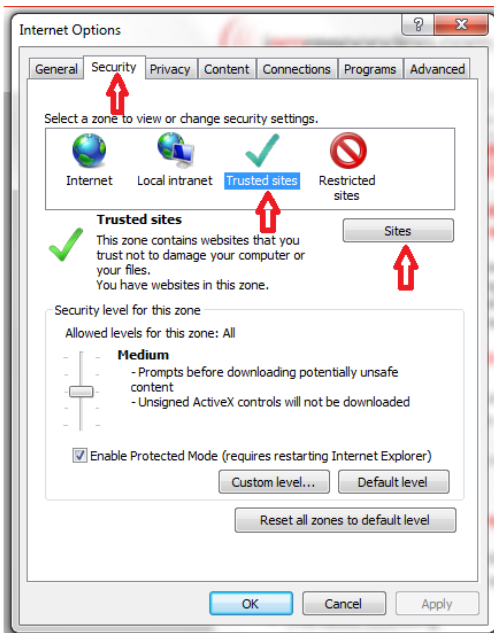
into this system after their pagers go off. If you do not have an easily viewable monitor in your station dedicated to displaying this system, then you will not likely obtain the full benefit of this system.

You do NOT need any extensive computer set-up to run this system. All that is needed is an inexpensive, or even refurbished computer that is configured for nothing more than Internet access. You can use a dedicated, but very simple computer to run that. Many departments simply use a refurbished computer with very few capabilities other than internet accessibility. For that computer, you should disable screen savers, disable Windows automated updates (so that it does not re-boot itself during the night), and you should get a battery back-up on it to cover for any generator testing that you do, to prevent the system from re-booting. Auto-scripting programs are available for download online that can be used to create auto-log ins in the event that computer does re-boot for any reason. While these are NOT necessary in order to be able to fully use your system, then can be of assistance in setting up a fully automated log-in process. Different versions are available at www.macro-recorder.com and www.autohotkey.com (among other sources).

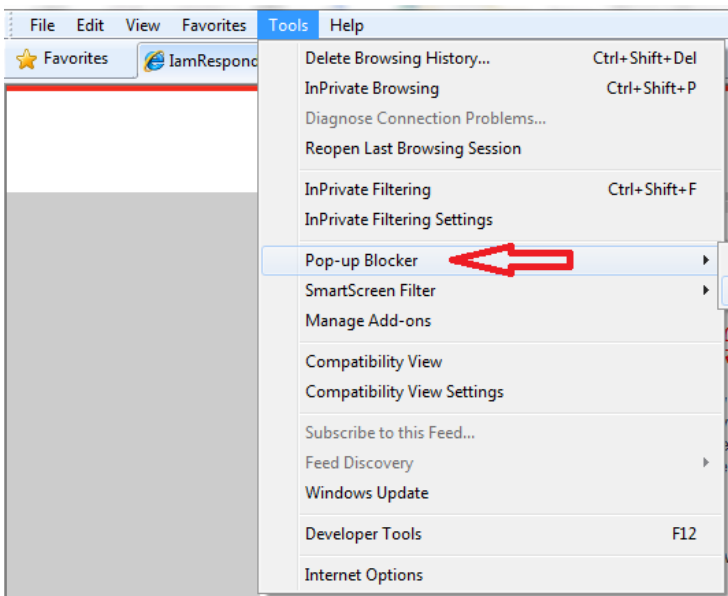
IamResponding works well on every major browser (Internet Explorer, Google Chrome, Safari, Firefox, etc.). If using Internet Explorer, please make sure that you are on version 9.0 or higher. For your station display, we encourage you to use Chrome, as it is the most reliable browser for maintaining the proper signal when we make changes to the back-end network.

If using Internet Explorer as your browser, make sure to add www.iamresponding.com as a “Trusted Site:”





Please make sure that pop-ups are enabled, so that the system can function correctly:

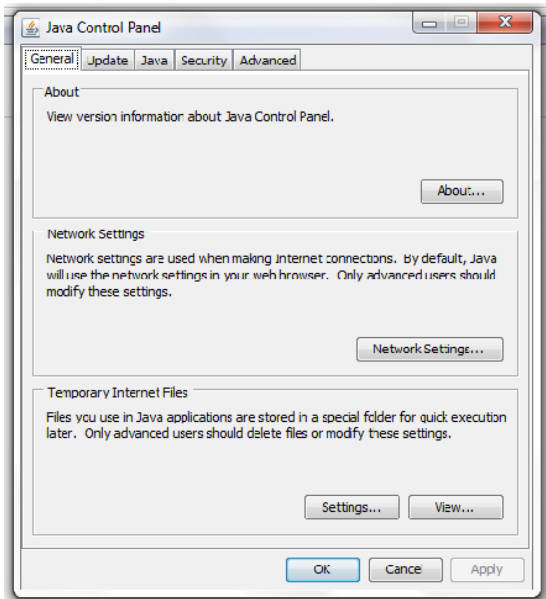


It is also important to be sure that you are running the most current version of Java on your computer. You can verify your Java version, and obtain updates as follows on Windows computers:

Click the "Start" button at the lower left of your screen:



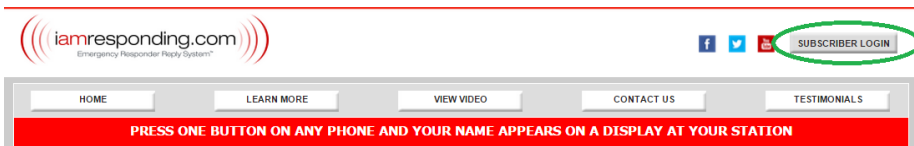
Select "Control Panel" from the menu of options, and then type "java" in the search field in the upper right corner. Click on the Java file that your computer finds. That will open the Java Control Panel, through which you can view your current version information, and obtain any applicable updates:



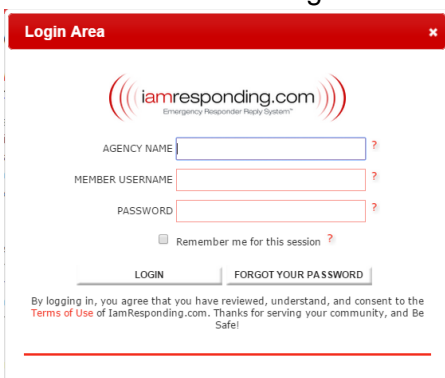
3. Technical Support. For any user settings that you would like to modify, please contact any member of our sales and customer support team at 315-701-1372. For technical support issues, please contact our support team at support@emergencysmc.com. If you do encounter any technical issues, it is important that you let us know. Most issues result from individualized settings on users' computers, but we can not help you fix what we do not know about!

4. Detailed User Instructions are Available On-line. All of the user interfaces of this system are designed to be as simple to use as possible. However, detailed instructions are also available by clicking on the "Help" button of your main screen after you have logged into your iamResponding.com system.

5. Let's Get Started! Go to www.iamresponding.com, and click on the "Subscriber Login" button in the upper right corner:



You will then see the log-in window:



With your activation email, you were provided with an Agency Log-in Name, and either your own unique user name and password, or a Master User Name and a Master Password. Agency log in names must be typed in all capital letters. The User Name and Password fields are case-sensitive, so please type those exactly as they have been provided.

If you were provided with your own user name and password, then those are what you should use to access and manage your lamResponding system.

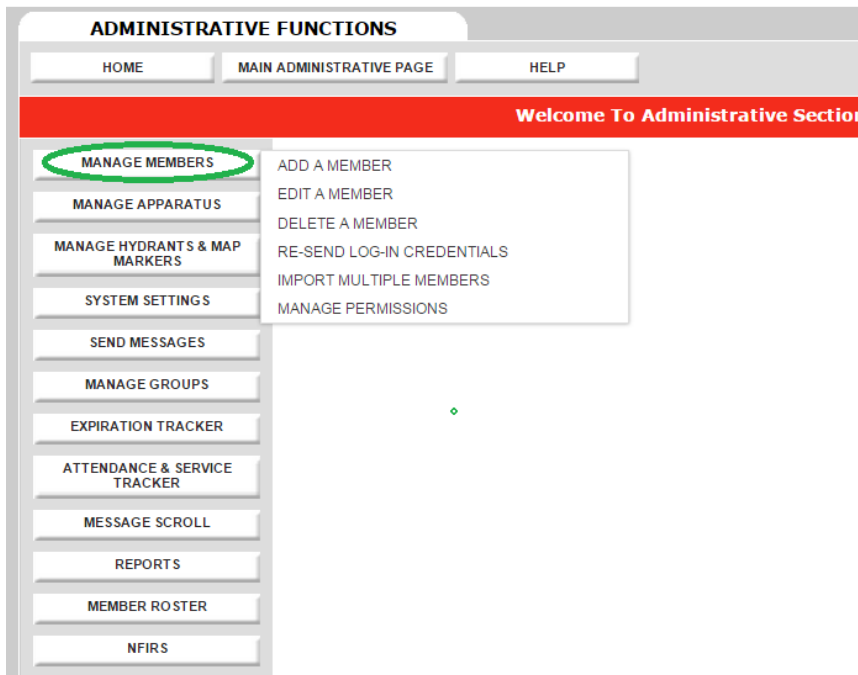
If you were provided with a Master User Name and a Master Password, then please use that information only to log into your system for the first time. The Master User Name and Master Password should ONLY be utilized the first time that you log into this system. You should add yourself into the system as a member (see "Adding New Members" below), and then log out of the system. You should then use your own password and user name any subsequent time that you log into the system. When you add yourself as a member, the system will automatically generate an initial user name and password for you. You should change those to a user name and password that you will remember (click on those fields within your member profile, and enter something different).

Your agency's Master User Name and Master Password permit access to every function of the system. You should keep the Master User Name and Master Password confidential and secure at all times, and should not share those with any other members of your agency. If other members are permitted to sign into the system using the Master User Name and Master Password, they may be able to access functions that they would not otherwise have permission to access. Also, the system will not be able to correctly determine the identity of any users who log in using the Master User Name and Master Password.

6. Adding New Members into your System. A "Member Profile Form" is attached to this document for your use in compiling the relevant information from all of your members. You should make copies of that form, and have each of your members fill one out. We do not need those back from you. Your department will load in the information necessary to register your members through the "Add a Member" function, on the Administrative functions page of your system. The Administrative functions page is accessed by clicking here:



Members can be added into the system either individually, or they may be imported as a list of new members. Both functions are available by pointing to the "Manage Members" button with your mouse on the Administrative Functions page:



Select “Add a Member” to enter one member. Select “Import Multiple Members” to add a list of members together. If importing a list of multiple members, detailed on-screen instructions on that process will be right on your screen during the import process.

When adding new members into your system, you will only need to enter the information required in the mandatory fields (they are marked with an asterisk). As long as you grant your members permission to edit their own profiles, they will be able to access the system to modify their user names, passwords, and other member information. If you do not grant your members permission to edit their own profiles, then you will have to enter all of their information for them. We recommend that you grant all of your members permission to edit their own profiles, **but only a few selected members should be granted permission to “add, edit or delete all members’ information.”**

If a member is NOT granted permission to “add, edit or delete all members’ information,” then they will be able to see their permission levels, but will NOT be able to edit any of their permission levels when they log-in to edit their member profile. If a member IS granted permission to “add, edit or delete all members’ information,” then they will be able view and edit the information and permission settings of every member, including the ability to edit their own permissions. Only a very few members should be able to do this.

You will see question marks next to many of the data fields in the Add a Member page. Click on those for further information about the corresponding data field.

In order to speed the process of adding new members, you should consider completing only the following fields when adding members: Member First Name, Member Last Name, Membership

Category¹, and Email Address (The user name and password fields will automatically be completed by the system). After you click the “Register Member” button at the bottom of the Add a Member page, that member will automatically receive an email notification which informs them that they have been added to the system, and which provides them with instructions about how to log in to update their profile. Each member will be assigned an initial user name and password by the system, which they should edit to something that they can remember.

If you do not enter an email address for a newly added member, they will NOT be notified by the system about having been entered into the system, and will not know their user name or password. Whenever possible, email addresses should be entered for every member, as there are many functions of the system that are dependent upon the system being able to send emails to the members.

Every time that you view a member’s profile through the “Edit a Member” function, their user name and password will be replaced by a row of asterisks in order to keep those private. **If a member forgets their user name or password**, simply go to the Administrative Functions page, point to “Manage Member” and click “Re-Send Log-in Credentials.” Select the member’s name, and then click “Re-send Credentials.” If that member has an email address entered in their member profile, then the system will automatically send them an email which will include their user name and password. If the member does not have an email address in their member profile, then you will need to go into their member profile (via the Edit a Member function) and either manually change their user name and password, or enter an email address for them.

Please Note: All of your members should add “@iamresponding.com” and “@emergencysmc.com” as permitted addresses within their spam filters so that they can receive important messages automatically generated by this system.

7. Setting up your Station Display. For the computer(s) that you leave logged into lamResponding.com at your station, you do NOT want to leave those logged in under a user name and password that allow members to access functions that they can not access using their own log-in information. Therefore, you should create “dummy members” for log-in access on those computers. For example, you can add a “member” with a first name “Station” and last name “Computer.” Give that “member” an easy to remember user name and password, and click “No” for all of the permissions in that “member’s” member profile. You can then use that user name and password to log into the system on the computer that you will leave logged in at your station.

8. Using the Member Response Function. After your department, agency, or specialty team is dispatched through any existing dispatch system, your members simply press one button on any phone if they are going to respond to the incident. On any internet-connected device (including laptops and mobile phones) your stations, chiefs, dispatchers and fellow members are able to immediately see who is responding, where there are responding, and when they will arrive. Departments using this function have reported a significant reduction in their response times, as they know immediately whether or not they have a full crew compiling, and can re-page almost immediately for more members when they do not.

¹ If you do not see a member category that describes the member’s position within the initial drop-down list, select “Other” at the very bottom of that list. A new entry field will then appear beneath the Member Category field, in which you can type a new member category.

Members can indicate their response status by using lamResponding's FREE iOS (iPhone and iPad) and Android™ apps. Those are available via the Apple's App Store and Google's Play Store, by simply searching "lamResponding." Via the apps, members simply click a "Respond Now" button to indicate whether, when and where they are responding. Detailed app set-up guides are available under the "Help" button on your main lamResponding screen.

For the call-in system, your assigned telephone number to use to call into your system is displayed in the upper left portion of your lamResponding.com system after you have logged in. You and all of your members should program that as a speed dial number on your phones. Members will need to disable caller-ID blocking when calling into this system in order for it to work properly. If a member has caller ID block enabled on their phone, they can program in a code to disable caller-ID blocking as part of their speed dial number, and that will disable caller-ID blocking only when calling into this system.

For your members' information to appear on your screen when calling in, they need to have the telephone number(s) from which they are calling entered within their member profile (this is not applicable to responses that are indicated via the laR apps). Each member can enter up to six different phone numbers from which they would be calling into the system. Make certain that these numbers are entered into the following fields in their member profile:

Contact Information			
Email Address	<input type="text"/>		
Secondary Email Address	<input type="text"/>		
Text Message Address	<input type="text"/>		
Pager Address	<input type="text"/>		
Business Telephone Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Home Telephone Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mobile Phone Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Additional Telephone No. 1	<input type="text"/>	<input type="text"/>	<input type="text"/>
Additional Telephone No. 2	<input type="text"/>	<input type="text"/>	<input type="text"/>
Additional Telephone No. 3	<input type="text"/>	<input type="text"/>	<input type="text"/>

If more than one member of the same household is a member of your department/agency, then only one of them can enter that home phone number in their member profile (otherwise, the system will not be able to determine who is calling into the system). The same applies to multiple members who work for a single employer.

Your department has pre-designated certain response codes and destinations for when you and your members call into this system. Those are displayed by clicking on the "Response Codes" tab toward the top of your main page, after you have logged in. Those can be changed at any time by contacting any member of our customer support team.



Your members can (and should!) designate any one of your response codes as their default destination within the “Default Call-in Response” and "Default On-Screen and App Response" fields in their member profile:

Membership Information and Preferences

Membership Category	Not Selected	?	DELETE CATEGORY
Assigned Station	Not Selected		
Default Call-in Response	Station	?	
Default On Screen and App Response	Not Selected		
Maximum response time from when I call as responding	05		
Default On Duty Location	Select	?	
Default Duty Category	Available	?	
Default Duty Shift Length	0.25 (15min)	?	
Receive text message reminder one hour before next scheduled shift?	<input type="radio"/> Yes <input checked="" type="radio"/> No *		
ID Number			
Date of Birth		?	
Date Joined		?	
Date Retired		?	
Membership Status	Not Selected	?	DELETE STATUS

Each members' default response is what will appear in the “Responding To” column on your main screen (and on your apps) each time that they respond either via the apps or via calling into the system, unless they select a different response code when responding.

9. Overview of Additional Functions of lamResponding.com. In addition to the member response function, lamResponding.com also includes many other easy-to-use and time-saving features that you should take some time to look at and utilize. **Detailed instructions concerning each are found under the “Help” button on your agency’s main page.**

Dispatch Messaging. With lamResponding, you can have your dispatch messages sent to your mobile devices via text message, email, and push notifications (to our free iOS and Android apps). lamResponding also posts your current dispatch information right on your lamResponding home page, so that it is quickly and easily viewable. Some regions already have text message capability set up through their dispatch center's CAD system. Advantages of doing this through lamResponding include the following: (1) Members are able to keep their own text message and email addresses updated right through their own member profiles. No one else from the municipality or dispatch center has to maintain a list of contacts; (2) Members can enable and disable this messaging service themselves, in their own profile. When they are out of town or on vacation and don't want the messages, they can simply turn off this function; (3) When this function is enabled through lamResponding, the dispatch information will post right to your main lamResponding screen; (4) pushing the dispatch messages through your lamResponding system automatically triggers the embedded Google Mapping features of the lamResponding mapping system; and (5) Your department/agency/team will be able to generate reports of all of your dispatches.

Mapping. lamResponding's free iOS and Android apps are 100% Google maps™ integrated. When dispatch messages are pushed through the lamResponding system (this is very simple and easy to set up), lamResponding automatically provides turn-by-turn voice and map navigation to the scene of any dispatched incident. On the embedded mapping system, departments can also import and display all of their hydrant and water-source locations, color coded by flow rates, and 30+ additional map markers (including road closures, road construction, Knox Box™ information, mile markers, hazards and other warnings, gas and electrical shut-off locations, truss construction information, pre-plan documentation, and much more).

Mass Messaging. You can instantly send messages to your membership by email, alpha-pager and text message. You can create up to 50 messaging groups, and can send messages to individuals or groups in just seconds. One of the benefits of this, as opposed to traditional email lists, is that your members are able to keep all of their own contact information (email addresses, text message addresses, etc) current by updating their own profiles on line. With this, no one has to be the "keeper of the list" for up to date contact information. Departments use this for meeting reminders, drill reminders, and many other department-wide updates.

Apparatus Status Tracking. Icons can be added by you to your main lamResponding screen that represent each of your vehicles. Those icons will continuously keep you updated about which vehicles are in service and which are out of service. This function is tied into your messaging system so that pre-designated members will immediately and automatically be notified (by text and/or email) any time a piece of apparatus is taken out of service, or placed back in service. The system also keeps a vehicle history report for each apparatus, tracking each time it was taken out of service, by whom, and for what reason. You can also set up distinct log-in credentials for each of your apparatus. Use those to log into laR's apps in devices that are dedicated to the corresponding apparatus, and those can be used to map and track the location and responding status of your apparatus right on your lamResponding maps.

Expiration Date Tracking. Every department struggles with efficiently keeping track of all of the various expiration dates that we have to keep track of, from dates pertaining to individual members (CPR certifications, member physicals, etc) to dates pertaining to equipment (vehicle registration and inspection deadlines, hose testing deadlines, narcotic license, etc). All of these dates can easily be tracked through lamResponding.com's expiration tracker, which provides color-coded, excel exportable reports. PLUS, the feature that makes this function so much more valuable is that it can be set to automatically email out a weekly expiration report each Monday morning of everything set to expire in the next 30, 60, 90 and 120 days. Those reports can be sent automatically to each of your officers, and each member will also get individualized notices when they have an item expiring soon. Therefore, this information gets spoon fed out automatically to your department, without people having to spend time going into the system, generating reports, and then re-sending information to others.

Scheduling. lamResponding.com has a complete, web-based scheduling system, so that all duty crew scheduling can be completed on-line. As soon as a member's shift starts, their information appears on your screen. As soon as the shift ends, their information disappears from the screen (but all the data remains fully reportable by you). Even for those volunteer departments which do not schedule duty crews, members can use the web-based scheduling system to advise their department of their availability or unavailability. For example, if a member is at home and knows that they can

respond to any incident during the next 7 hours, they can log in and put them-self "on duty" at "home" for the next 7 hours. Members who will be out of town or simply unavailable can schedule themselves as "out of service" for "X" hours or days. This enables your department to be able to assess its in-town, available personnel resources at any time.

Calendar. lamResponding.com includes a full calendaring system for your department events. While calendaring systems are common, they are usually only good if people remember to look at them. What sets this calendar apart is that it is tied into your mass-messaging system. When events are added, the system will automatically send email notifications and reminders to any members who need to know about that event. With this, members know about important events without even having to look at the calendar. Upcoming events are also displayed on your department's home page.

Drill and Training Tracking and Reporting. With lamResponding.com, you can track all of your drills and training events, including detailed reporting of all of the components covered within each drill, the amount of time spent on each, who completed the drill, and the applicable service award points earned by each member.

Attendance Tracking and Reporting. With lamResponding.com, you can track all of your events, such as meetings and fundraisers, including detailed reporting of the event, its date and duration, the, who attended, and the applicable service award points earned by each member.

Class Completion Tracking and Reporting. With lamResponding.com, you can track all of your members' class completion status for national, state, regional and local classes.

Incident Reporting. With lamResponding.com, you can simply create and run full incident reports for each of your incidents, including all of the details of the incident, the NFIRS incident type, who attended it, and which apparatus were on scene. The associated reports enable you to run reports of how many incidents each member attended, how many incidents each apparatus attended, average response times per incident type, average on-scene times per incident type, and much more.

10. Accessing lamResponding on Mobile Devices (iPhones, iPads, Droids, Blackberries, etc)

lamResponding also has FREE iPhone™ and Android™ apps for all of our subscribers. Those can be found by searching "lamResponding" in the applicable app stores. Most of the lamResponding features are available within the free apps. There are specific set-up and configuration guides for the iPhone™ and Android™ apps, so please consult those when setting up the apps.

lamResponding also has a dedicated mobile web site optimized for use on all other mobile devices (other than Apple and Android devices, which can run laR's free apps). That site can be accessed by navigating to www.iamresponding.com/selection.aspx on your mobile device. This url can also be used on Apple and Android devices (eg on iPads and other tablets) to access the full desk-top version of the lamResponding system.

11. Monitoring of your System by your Dispatch Center. Your dispatch center can be set up to monitor your system, so that your dispatchers also are able to know immediately if you have enough members responding, or if a re-page for additional personnel is needed. One way to do this is to set

up a member profile for your dispatch center, and to then give your dispatchers the applicable user name and password to log directly into your system.

Alternatively, if your dispatch center dispatches for more than one department, agency or team that uses the lamResponding.com system, it would be preferable if we set up a separate system for your dispatch center. With that, they will be able to monitor every department, agency and team in their dispatch region that uses this system, all on a single screen. There is no cost to set up or use that dispatch system, as long as at least one department, agency or team within the region is a subscriber to lamResponding.com.

12. Understanding the terms of your FREE 60-day trial. We have provided you with a completely free, 60-day trial. We want you to use your system as much as possible, so that you can see how easy and effective this system is. You will receive a subscription agreement during your second month to sign, if you decide to subscribe to the system beyond your 60 day trial. Please make sure that you get that back to us timely, to avoid any interruption of your service! If you for any reason do not receive that agreement, please let us know, so that we can get that to you timely.

We understand that the end of your free trial might not coincide with your fiscal year, and that this system may not be budgeted within your current fiscal year. If that is the case for your department or agency, then we can work with you to avoid any interruption of service between the end of your free trial, and the start of your next fiscal year. So long as your next fiscal year is within a reasonable number of months of the end of your trial, and so long as you sign a subscription agreement that starts at the end of your trial, we will allow you to make payment at the beginning of your next fiscal year. Alternately, you can sign an agreement that starts when your trial ends, but which includes both a pro-rated amount for the remainder of your current fiscal year, and then a second payment at the beginning of your next fiscal year. In any event, all subscription agreements will have a start date that coincides with the end of your free trial.

13. We Want to Hear from You! If you have any problems whatsoever with the implementation or use of lamResponding.com, we want to know! We are always available to assist you, and we are committed to the highest level of customer service that we can provide.

We would also like your assistance in spreading the use of lamResponding.com throughout your region! If you have a well-attended county-wide or regional chiefs meeting at which you can assist us in getting on the agenda to conduct a brief, 20-30 minute presentation, please let us know. Our experience has been that this system spreads rapidly in regions where it is implemented effectively, and we would like to work with you to make that happen in your area! While this system is subscribed to and used by many individual departments, agencies and teams, we have also completed many region-wide implementations. Regional implementations often result in reduced subscription fees on a per-department basis, when there are a significant number of departments, agencies or teams involved. Please call any member of our sales team if you have any questions about this!

**Thank you again for using lamResponding.com,
and we look forward to working with you!**



MEMBER PROFILE FORM

First Name:	
Last Name:	
Membership Category:	
Primary Email Address:	