



# USER GUIDE

RAPID TAG V5.0

User Guide

Version 5.0

# TABLE OF CONTENTS

1	ABOUT RAPID TAG.....	2
2	LICENSING.....	2
3	UPGRADE REQUEST PROCESS.....	2
4	ASSIGNING RAPID TAG.....	2
5	INSTALLING VERSION 5.0.....	3
6	INITIAL SETUP OF RAPID TAG.....	3
6.1	Server Tab.....	3
6.2	Scanners Tab.....	4
6.2.1	Serial Scanners Setup.....	5
6.2.2	USB Scanners Setup.....	6
6.2.3	Smart Card Setup.....	6
6.2.4	Personally Identifiable Information.....	7
6.3	Printing Tab.....	7
6.4	Assignment Tab.....	8
7	STARTING AND ENDING AN INCIDENT.....	8
8	CHECKING IN RESOURCES.....	8
8.1	Personnel.....	9
8.2	Adding Images.....	10
8.2.1	Capture Source.....	10
8.2.2	Capture Image.....	11
8.3	Equipment.....	11
8.4	Collections.....	12
8.5	Organization.....	14
9	SYNCING DATA.....	15
10	REPORTS.....	15
11	CONTACT US.....	16

## 1 ABOUT RAPID TAG

Many times, an activity will have personnel and equipment show up when they are not part of the initially responding organization. To add to the confusion of new resources, they may not have a compatible accountability system, if any at all. RAPID TAG was created to take care of this issue by making activity specific TAGs for people, equipment, and companies.

RAPID TAG is versatile enough to TAG on-scene resources ranging from Fire Fighters entering a burning building to the Media reporting from the side lines. Knowing who is present and where they should be are extremely important if a bad situation becomes worse.

## 2 LICENSING

With RAPID TAG (version 5.0), licensing is managed entirely through SalamanderLive™. Instead of being tied to a specific PC like its prior versions, it is linked to a user. Once a user logs into RAPID TAG, the user is tied to that computer. The user cannot switch computers by logging in on a different computer. To change computers, the user must contact Salamander to remove the link between the user and computer, which will then allow the user to log in on a different computer.

**NOTE:** If the user logs into a different RAPID TAG computer, access for the previous computer will be disabled (i.e. A user cannot login to RAPID TAG station #1, go off-line, and then login to RAPID TAG station #2 to get around licensing. If the user does this, all scans from RAPID TAG #1 will be invalid due to second sign in on RAPID TAG #2).

## 3 UPGRADE REQUEST PROCESS

For accounts who have a previous version of RAPID TAG (version 4.0 or earlier) and want to upgrade to version 5.0, a request for access must be made to Salamander:

**Step 1:** Visit [www.salamanderlive.com/](http://www.salamanderlive.com/).

**Step 2:** Click **Login**.

**Step 3:** Click **Login SalamanderLive V.2**.

**Step 4:** On the login page:

- a. If user has a SalamanderLive account:
  - a. Login with credentials
  - b. Click on **Help** from the menu bar
  - c. Click on **Email Support**
  - d. Fill out form and click **Submit**
- b. If user does not have a SalamanderLive account:
  - a. Click on **Support** on the V2 login page
  - b. Fill out form and click **Submit**

**Step 5:** Salamander will receive the request as well as an email will be sent to the requestor as a receipt.

**Step 6:** Salamander will process the request and send an email to the user letting them know they have been upgraded and how to access the upgraded version.

## 4 ASSIGNING RAPID TAG

To enable use of RAPID TAG (version 5.0), the RAPID TAG product must be assigned to the user in SalamanderLive (V2) under the User Security setting:

**Step 1:** In SalamanderLive, click **Security Users** from the left menu.

**Step 2:** Either create a new user or click the existing user name to give RAPID TAG access to. For instructions on how to create a new user, please view the 'Creating a Security User' tutorial or the SalamanderLive (V2) User Guide.

- Step 3:** In the user profile under the Products section, click the check box next to RAPID TAG. The feature will immediately be assigned if only one parent organization is tied to the account. If there are multiple parent organizations, click the drop-down to select the organization.
- Step 4:** Assign the appropriate role for the user. When using RAPID TAG, at minimum, the user must be able to create and update incidents. Assigning any one of these roles will give the user proper access to RAPID TAG: Administrator, App User – No Medical, Incident Management, and Incident Manager. If unsure whether the role selected has the permission to create and update events, click the **Info** icon next to the field to open the Role Detail chart.
- Step 5:** Enter the organization in which the user should have access to.
- Step 6:** Select whether the user should have access to any “children” of the entered organization. Children are organizations that are, hierarchically speaking, below the parent organization.
- Step 7:** Click **Apply**. The selected role will appear. Note that a user may have multiple roles assigned, especially if they have access to multiple products.
- Step 8:** Email the user their login information. This information will be used to login to RAPID TAG as well as any other products they have been assigned (i.e. SalamanderLive, TRACK APP, TAG APP, and INVENTORY APP).

## 5 INSTALLING VERSION 5.0

Once RAPID TAG is assigned to the user, they should:

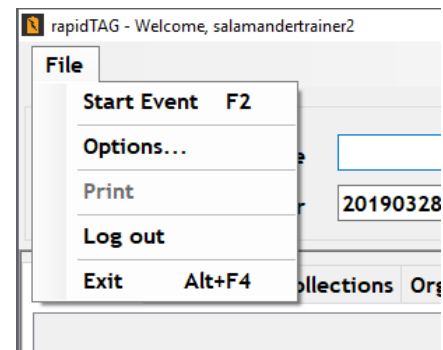
- Uninstall the previous version of RAPID TAG
- Go to [www.salamanderLive.com/](http://www.salamanderLive.com/) > Resources > Download Software (no license key needed)
- Click **Install RAPID TAG** (please review the RAPID TAG Install Guide for full instructions)
- Login to RAPID TAG using user credentials (logins are the same as SalamanderLive / mobile APPs)

**IMPORTANT NOTE:** Due to Microsoft end of support for Windows 7, RAPID TAG (version 5.0) will only be available on Windows 10 OS and later. This means if operating on Windows 7, users must upgrade their computer to Windows 10 or later to use RAPID TAG (version 5.0). If choosing not to update, existing versions of RAPID TAG (version 4.0 and earlier) will continue to work on their current system.

## 6 INITIAL SETUP OF RAPID TAG

Before RAPID TAG can be used, some setup will need to be done so the software can function as expected. To set up RAPID TAG:

- Step 1:** Start **RAPID TAG** on the computer.
- Step 2:** Once it is open, login.
- Step 3:** Click the **File** menu and then select **Options...**



*Figure 6.1*

Within the Option window is where RAPID TAG can be setup to scan, print, and sync information with SalamanderLive. There are four tabs available for setup:

- Sync
- Scanners
- Printing
- Assignment

### 6.1 Sync Tab

The Sync tab is used to set the auto syncing of data between all RAPID TAG stations and other Salamander solutions joined to the same event in SalamanderLive.

The RAPID TAG two-way sync functionality allows:

- Resources to check-in from one RAPID TAG station and out from a different RAPID TAG station or from a joined solution (i.e. TRACK APP and / or COMMAND) and vice versa.
- Resources to obtain TAG reprints from any RAPID TAG station joined to the event.
- RAPID TAG to show the PAR count for the entire event vs. just the data in RAPID TAG.
- Organization values entered and assigned to resources from one RAPID TAG will be available on other stations.
- Assignments added from the TRACK APP or COMMAND to be selectable under the RAPID TAG Assignment field, allowing RAPID TAG users to move resources between assignments.

To set RAPID TAG to auto sync to and from SalamanderLive (see Figure 6.1.1):

**Step 1:** Click the drop-down.

**Step 2:** Select to sync at 1 to 5-minute intervals or disable it. If "Off" is selected, the "Sync" button on the RAPID TAG main screen must be manually clicked each time to sync data.

Also available under the Sync tab is a 'Hide Phone Mask' option (see Figure 6.1.1). Phone numbers are formatted slightly different outside of the US. If operating RAPID TAG outside of the US, selecting this option will take off the mask (xxx) xxx - xxxx that formats the phone number in the RAPID TAG form fields.

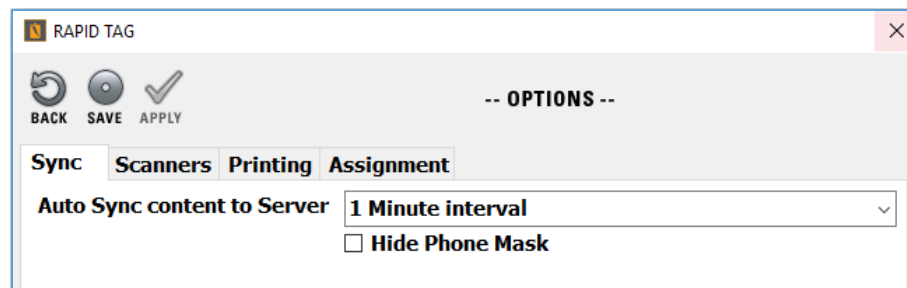


Figure 6.1.1

## 6.2 Scanners Tab

The Scanners tab is used to install and setup scanners for scanning different types of standard identifications. RAPID TAG does not require a scanner for it to function; however, having a scanner configured will quicken the process of checking resources in. Depending on the type of scanner, data for RAPID TAG can be pulled from various types of ID cards. These include:

- All 50 states (reads all standardized IDs as well as the latest versions of state ID's)
- Guatemala DL
- Guatemala National ID (including MRZ)
- Mexican Matricula (others are encrypted)
- South Africa
- Australia
- Nigeria
- US Virgin Islands
- Puerto Rico
- Panama
- Military IDs
- Green Cards
- Canadian Health Cards
- US Gun Permits/Vehicle Registrations

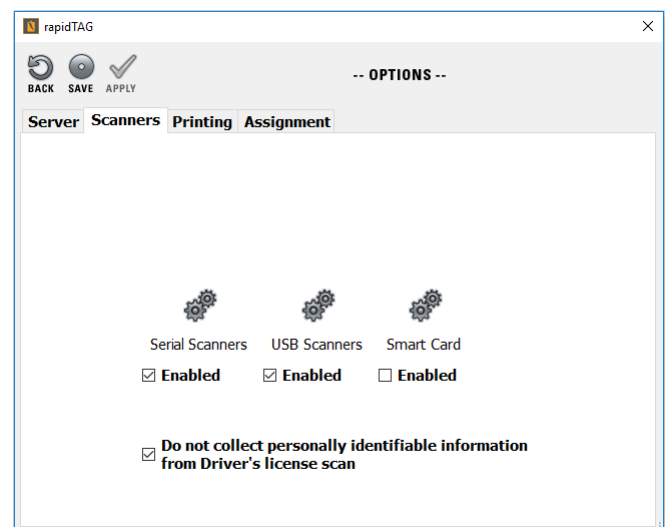


Figure 6.2.1

**NOTE:** Before setting up any scanners, make sure they are connected to the computer and receiving power.

## 6.2.1 Serial Scanners Setup

To have RAPID TAG connect to a serial scanner, click the gears above 'Serial Scanners.' This will also enable the scanner type. The Serial Port Settings screen will appear to allow configuration of the specific device.

When configuring the scanner, the correct COM Port must be highlighted before doing anything else. If only a single entry is present, setup is easily done in four steps:

- Step 1:** Highlight the correct COM Port the scanner is connected to.
- Step 2:** Provide a Name for the scanner.
- Step 3:** Check **Auto Load**. This is used to tell RAPID TAG to always load the scanner profile when it starts.
- Step 4:** Click **SAVE**.
- Step 5:** Click **CLOSE**.

If multiple entries are present, the correct COM Port will need to be located before completing the above steps. The easiest way to accomplish this is to test each COM Port entry until the correct one is found. This is done by highlighting an entry and clicking the **TEST** button.

From here, take the scanner and scan a nearby barcode. This can be anything from a driver's license to a water bottle. If the correct COM Port is picked, data will populate in the window as seen in the image to the right.

If the correct COM Port cannot be found, this is typically because the scanner is not installed properly or is malfunctioning.

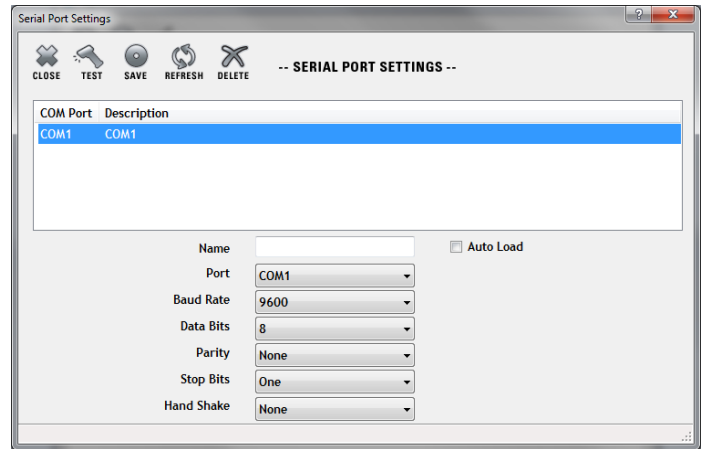


Figure 6.2.1.1

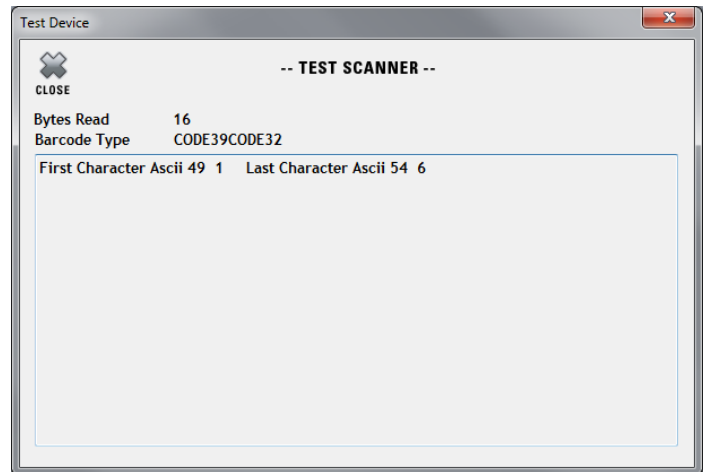


Figure 6.2.1.2

## 6.2.2 USB Scanners Setup

To have RAPID TAG connect to a USB scanner, click the gears above 'USB Scanners.' This will also enable the scanner type. The USB Port Settings screen will appear to allow configuration of the specific device.

When configuring the scanner, the correct Device must be highlighted before doing anything else. If only a single entry is present, setup is easily done in five steps:

- Step 1:** Click to highlight the correct device for the scanner.
- Step 2:** Enter a name for the scanner.
- Step 3:** Check **Auto Load**. This is used to tell RAPID TAG to always load the scanner profile when it starts.
- Step 4:** Click **SAVE**.
- Step 5:** Click **CLOSE**.

If multiple entries are present, the correct Device will need to be located before completing the above steps. The easiest way to accomplish this is to test each Device entry until the correct one is found. This is done by highlighting an entry and clicking the **TEST** button.

From here, take the scanner and scan a nearby barcode. This can be anything from driver's license to a water bottle. If the correct Device is picked, data will be populated into the window as seen in the image to the right. If the correct Device cannot be found, it is typically because the scanner is not installed properly, it is malfunctioning, or it is not set up for Salamander software.

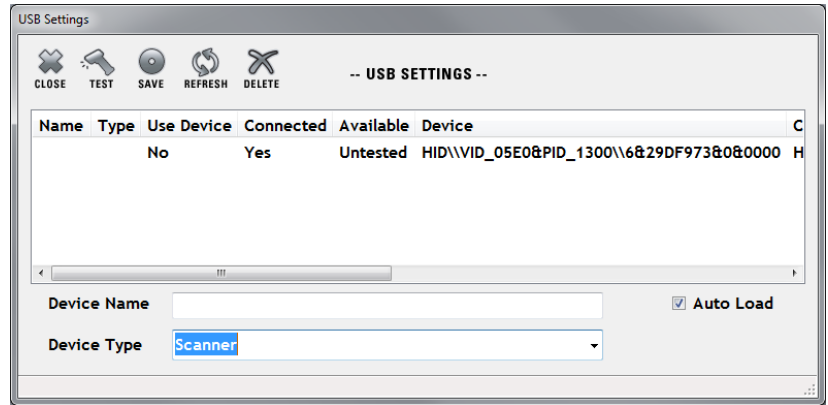


Figure 6.2.2.1

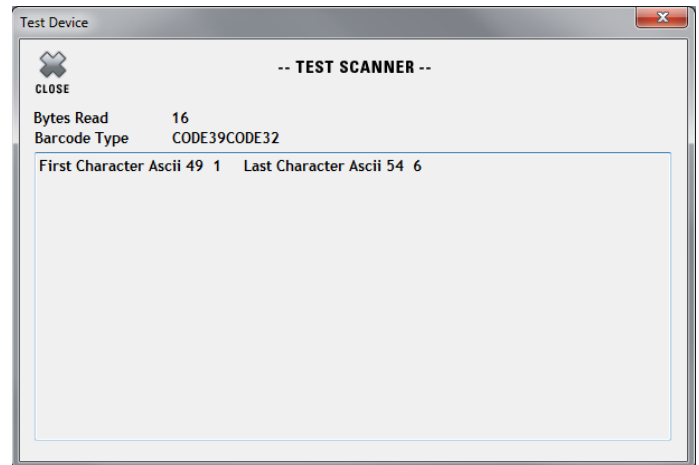


Figure 6.2.2.1

## 6.2.3 Smart Card Setup

To have RAPID TAG connect to a Smart Card reader, click the gears above 'Smart Card.' This will also enable the scanner type. The Smart Card Settings screen will appear to allow configuration of the specific device.

Most times the correct entry will be selected, but multiple entries may exist if the device has multiple functions or more than one device are connected. If this is the case, a dropdown is available to pick the correct device. Salamander sold devices typically show as OMNIKEY in the beginning and end with CL. If multiple devices are installed the final number will increase when the entry belongs to another device.

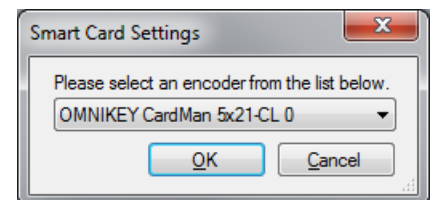


Figure 6.2.3.1

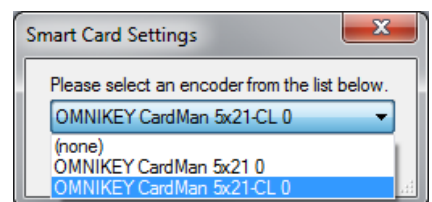


Figure 6.2.3.2

When the correct entry is selected, click **OK** to save and close the Smart Card Settings window.

### 6.2.4 Personally Identifiable Information

Once the scanner(s) are set up, there is an option to turn off the collection of personally identifiable information when a Driver's License is scanned. When the setting is checked, the scanning of a Driver's License will only capture the person's First and Last name (see Figure 6.2.1).

## 6.3 Printing Tab

The printer and design for the various TAGs RAPID TAG can produce will be setup within the Printing tab. For a detailed listing of the TAG designs available, refer to the Salamander Default Designs Resource Guide.

The Printing Tab allows different printers and designs to be set for each type of printable TAG, such as Companies, Equipment, and Responders. By selecting one of the TAG types, the printer and TAG design can be picked from the drop-down lists. The number of TAGs printed can also be adjusted by increasing or decreasing the number of copies. A maximum of 5 copies can be printed for a single print job. If multiple Salamander software products are installed on the computer, the designs from the other software will be available for use in RAPID TAG.

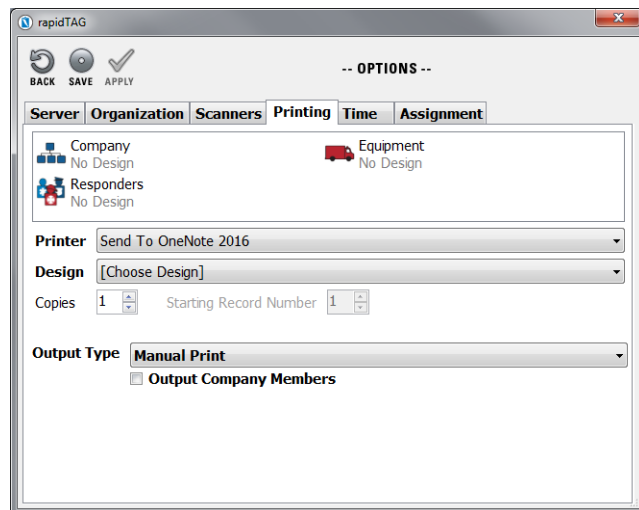


Figure 6.3.1

RAPID TAG can print TAGs to any printer, but some designs may not fully print, use multiple pages, or use small sections of a page if the printer is not using the correct stock or is not configured correctly.

A group of shared settings is at the bottom of the Printing tab. The Output Company Members check box tells RAPID TAG to print individual TAGs for all company members when the company is printed. This is helpful if the company is built by adding individuals directly instead of creating the company after the members are scanned into RAPID TAG.



Figure 6.3.2

The Output Type allows for different actions to be taken when a new record is created. These options are:

- **Manual Print:** The user needs to click **Print** for a TAG to be produced.
- **Auto Print:** When a record is created and saved a TAG is automatically produced.
- **Manual Encode:** The user needs to click **Print** for a smart card to be encoded with data.
- **Auto Encode:** When a record is created and saved the encoding process automatically starts.

The Encode options are used to send the records data to a Smart or RFID Card.



**NOTE:** The encoder is always the same as the one chosen in [Section 6.2.3](#). The main screen has a 'Print when finished' check box. This can be used to toggle between auto and manual print / encode.

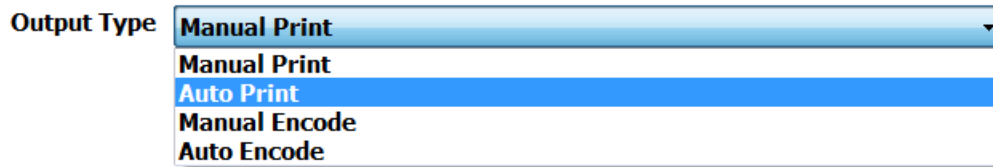


Figure 6.3.3

## 6.4 Assignment Tab

The Assignment tab is used to set the default assignment when a resource is manually added or scanned into RAPID TAG. This is useful when RAPID TAG is at the main entrance of an event so everybody can be scanned in and out of the activity as they pass through. Once an event is started, the Assignment values are locked until the event is ended.

By default, the Checked In Assignment value will be "Checked In". This value can be changed to whatever assignment suits the organization (i.e. On-Scene, Staging, etc.) before the event is started. Once the Checked In Assignment value is saved, RAPID TAG will place all new records added from RAPID TAG into that assignment.

To enable the Check Out feature, place a check in the "Enable Check Out" box.

When this is checked, the record's assignment will be changed to the 'Off Scene' assignment when the TAG is scanned a second time. The Off Scene assignment is the only assignment that will stop the clock on a resource.

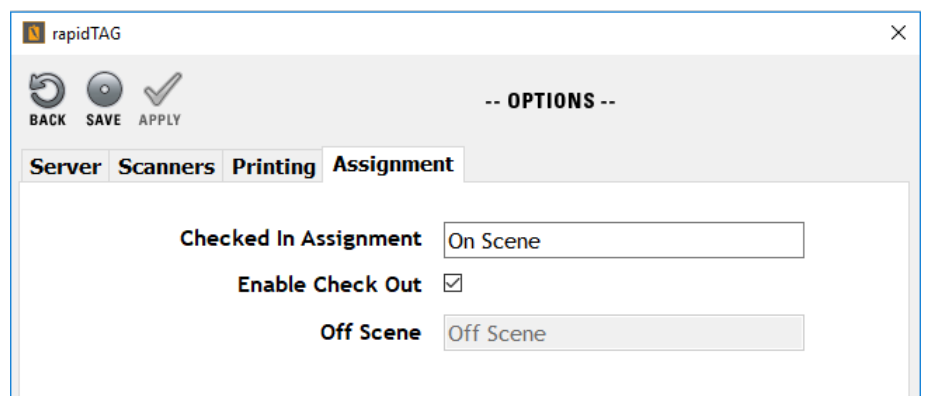


Figure 6.4.1

## 7 STARTING AND ENDING AN INCIDENT

Before an event can be started, an event name must be entered. Creating a recognizable name makes it easier to find the event in SalamanderLive and the TRACK APP when joining events. The Run Number can be used to associate the event to other paperwork.

Once the event name is entered, click the **Start** button to begin the check in process.

After an event is complete and all resources have been moved to the Off Scene assignment, click the **End** button to end the event.

**IMPORTANT NOTE:** Only one event can be running at a time. Once an event is ended, it can no longer be accessed in RAPID TAG.

## 8 CHECKING IN RESOURCES

After an event is started, resources can be added through two different methods. The first and preferred method is to scan a barcode, mag stripe, or smart card from the main screen of a tab. This method will add any data stored on the card to the corresponding fields in RAPID TAG. The second method is to click **Add** in any of the tabs (see Figure 8.1). Using this method, all required fields will need to be typed in manually.

**NOTE:** If the stored data is not recognized by RAPID TAG, an 'Unknown Scan, Not Support' error will appear. Barcodes must be scanned from the main screen.

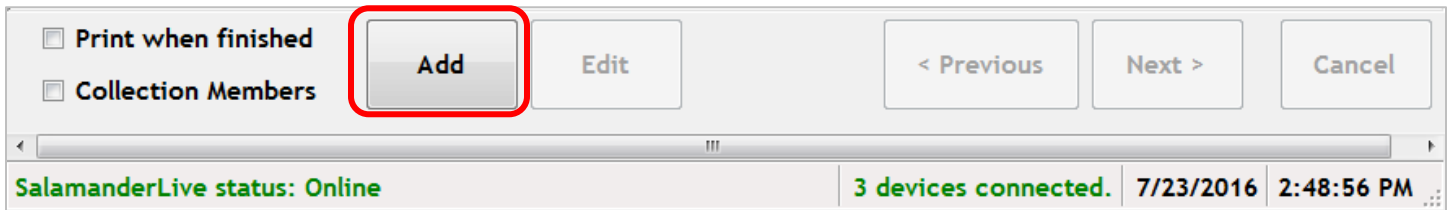


Figure 8.1

## 8.1 Personnel

When scanning someone's ID, some required fields may auto-populate, and some may not. This all depends on the data stored in the scanned card. Clicking **Finish** creates the Person's record and a TAG will print if "Print when finished" was checked.

Figure 8.1.1

A few fields are required to create a person's TAG. These include:

- **ID:** This is auto-populated with a unique number but can be changed.
- **First Name:** The person's first name.
- **Last Name:** The person's last name.
- **Organization:** The organization the person belongs to or represents. This is a drop-down field. New organizations can be added on the fly or be pre-created by clicking **New**.

The other fields are optional and can be used to enhance the basic information provided on the TAG. Fields of note are:

- **Person's Image:** A picture of the person. The process of adding an image is covered in [Section 8.2](#).
- **Phone Number, Email, and Full Address**
- **Birthdate:** When scanning a driver's license, this field may be filled in if the information is encoded into barcode of the license.
- **DL #, Country, and State:** When scanning a driver's license, these fields may be filled in if the information is encoded into barcode of the license.

- **Assignment:** The person’s assignment. This is a drop-down field containing all assignments added from joined solutions (i.e. TRACK APP and COMMAND).
- **Rate:** The rate entered here will be used in the Burn Down tile in the Events Dashboard and the Person Activity Report (CSV, Excel, and PDF) in SalamanderLive. **IMPORTANT NOTE:** The RAPID TAG rate will override the standard rate on the personnel record and the account default rate, if one is available. It is recommended not to enter a RAPID TAG rate if the person already has a standard rate attached to their record / account.
- **Expires:** Provides an expiration date and time for the TAG. This must be set in the future and cannot exceed a year from the current date.
- **Title:** When scanning a Salamander TAG, this field may be filled in if the information is encoded into barcode of the TAG.
- **Role and Location**
- **Qualifications:** When a Salamander TAG is scanned, it will display any qualifications contained in the barcode, however, the user will not have the ability to edit qualifications on-the-fly.

## 8.2 Adding Images

Images can only be added to a person’s record. Organizations, equipment, and collections will not have the option to add an image. This includes:

- **Capture Image:** This is available after a Capture Source is chosen and allows the source to be used to take a picture in RAPID TAG.
- **My Pictures:** Add a stored image from the computer.
- **Paste:** Add a previously copied image.
- **Edit Image:** Allows an uploaded image to be edited.
- **Clear Image:** Removes the image.
- **Capture Source:** Choose a compatible camera to take pictures.

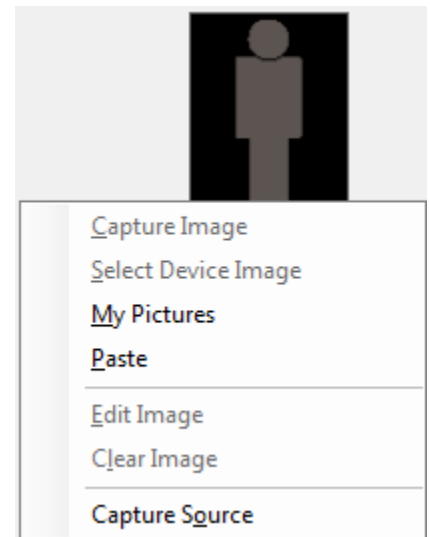


Figure 8.2.1

### 8.2.1 Capture Source

When Capture Source is selected, the Capture Device window is opened to display any compatible cameras attached to the computer. Typically, any web cam or built-in laptop camera is compatible. To select a camera, select it to highlight it and then click ‘SAVE’ at the top.

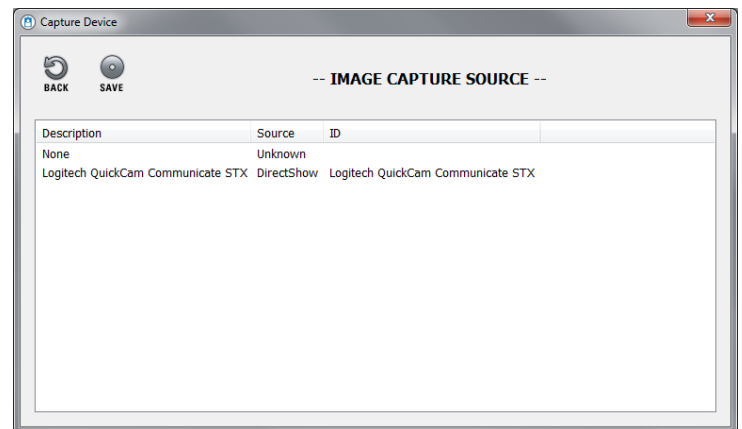


Figure 8.2.1.1

## 8.2.2 Capture Image

When selecting Capture Image, this brings up the Image Capture Window. A viewer is available so the image can be seen before clicking the 'CAPTURE' button.

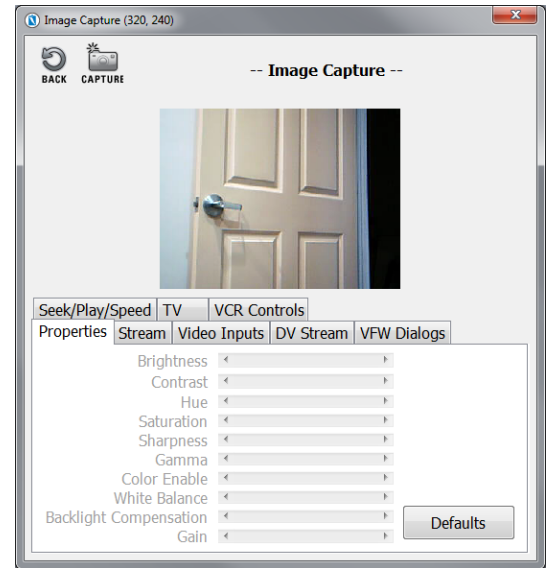


Figure 8.2.2.1

After clicking the 'CAPTURE' button, the Image Edit screen appears. This allows the image to be cropped and centered on the person's face. After all edits are made, click 'SAVE'. If the initial edit is not quite right, the saved image can be further edited by right-clicking the image and choosing 'Edit Image'. See [Figure 8.2.1](#).

If the finished image needs to be removed, right-clicking the image allows the image to be deleted by clicking 'Clear Image'. See [Figure 8.2.1](#).

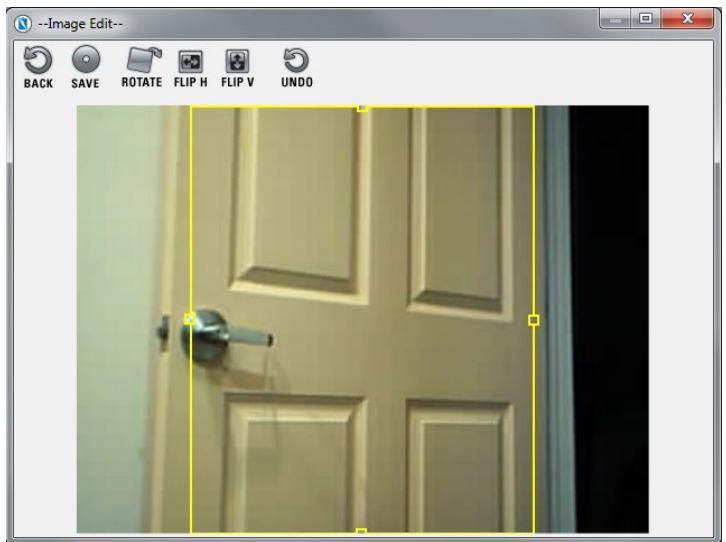


Figure 8.2.2.2

## 8.3 Equipment

When scanning an equipment card, some required fields may auto-populate and some may not. This all depends on the data stored in the scanned card. Clicking **Finish** creates the Equipment's record and a TAG will print if "Print when finished" was checked.

The screenshot shows the 'rapidTAG' software interface. At the top, there's a 'File' menu and 'Event Information' section with 'Name: Test 1' and 'Number: 20190328-142046'. Below this is the 'Equipment' form with various input fields and dropdown menus. The status bar at the bottom shows 'Production status: Online' and '3 devices connected'.

Figure 8.3.1

A few fields are required to create an equipment TAG. These include:

- **ID:** This is auto-populated with a unique number, but can be changed.
- **Description:** A description of the equipment.
- **Organization:** The organization the equipment belongs to. This is a drop-down field. New organizations can be added on-the-fly or be pre-created by clicking **New**.

The other fields are optional and can be used to enhance the basic information provided on the TAG. Fields of note are:

- **Type:** This is a drop-down with some basic vehicle types.
- **Mfg Make and Model**
- **Mfg. Year:** This field auto-populates with the current year but can be changed or removed.
- **In-Service Date**
- **Assignment:** The equipment's assignment. This is a drop-down field containing all assignments added from joined solutions (i.e. TRACK APP and COMMAND).
- **Expires:** Provides an expiration date and time for the TAG. This must be set in the future and cannot exceed a year from the current date.
- **Role and Location**

## 8.4 Collections

A collection is a company or group of people and equipment that can be checked in and tracked as a single resource. When scanning a collection, some required fields may auto-populate and some may not. This all depends on the data stored in the scanned card.

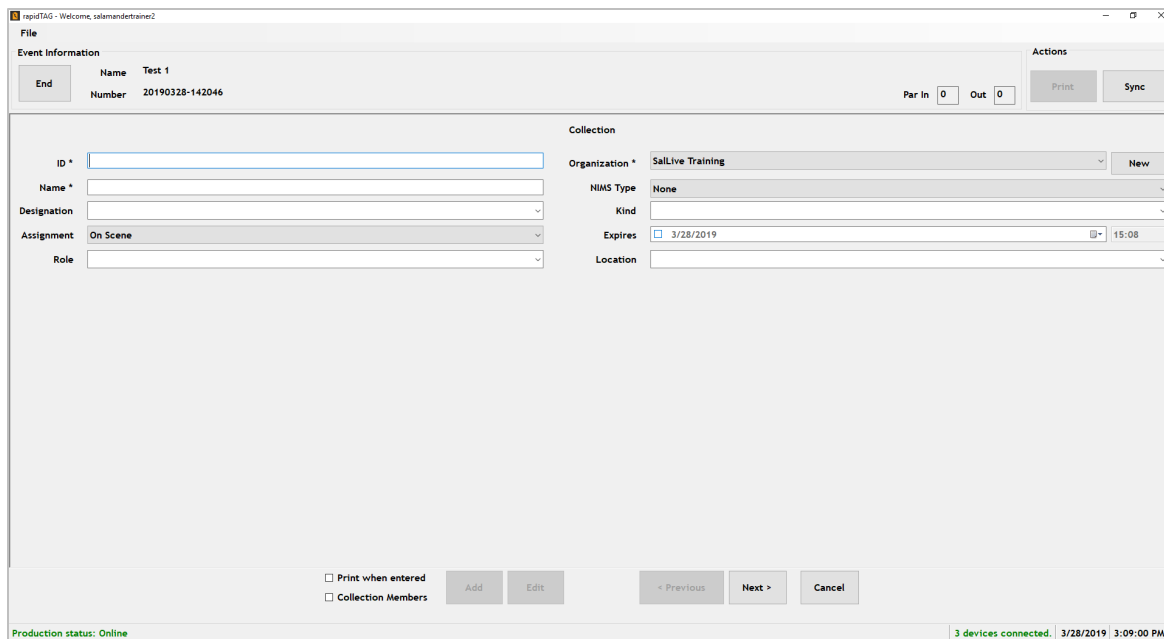


Figure 8.4.1

A few fields are required to create a collection TAG. These include:

- **ID:** An alpha-numeric ID.
- **Name:** The name of the Collection or Company. When the ID is entered, it will be replicated here, but it can be changed.
- **Organization:** The organization the equipment belongs to. This is a drop-down field. New organizations can be added on-the-fly or be pre-created by clicking **New**.

The other fields are optional and can be used to enhance the basic information provided on the TAG. Fields of note are:

- **NIMS Type:** This is a drop-down with the various NIMS classifications.
- **Designation:** The collection designation. This is a precompiled list, but it can be added to.
- **Kind:** The type of collection. This is a precompiled list, but it can be added to.
- **Assignment:** The collection's assignment. This is a drop-down field containing all assignments added from joined solutions (i.e. TRACK APP and COMMAND).
- **Expires:** Provides an expiration date and time for the TAG. This must be set in the future and cannot exceed a year from the current date.
- **Role and Location**

**NOTE:** If a Collection or Company TAG is scanned, any personnel and equipment will be added to RAPID TAG and associated with the RAPID TAG collection.

After the Company information is added, click **Next**. The People and Equipment included in the collection are displayed. Since this a new Collection, nothing should be listed here. Personnel and Equipment are added to a collection in the same way as adding them individually. Scanning a barcode will add the person or equipment to their respective sections. To manually add either, select **People** or **Equipment** and then click **Add**.

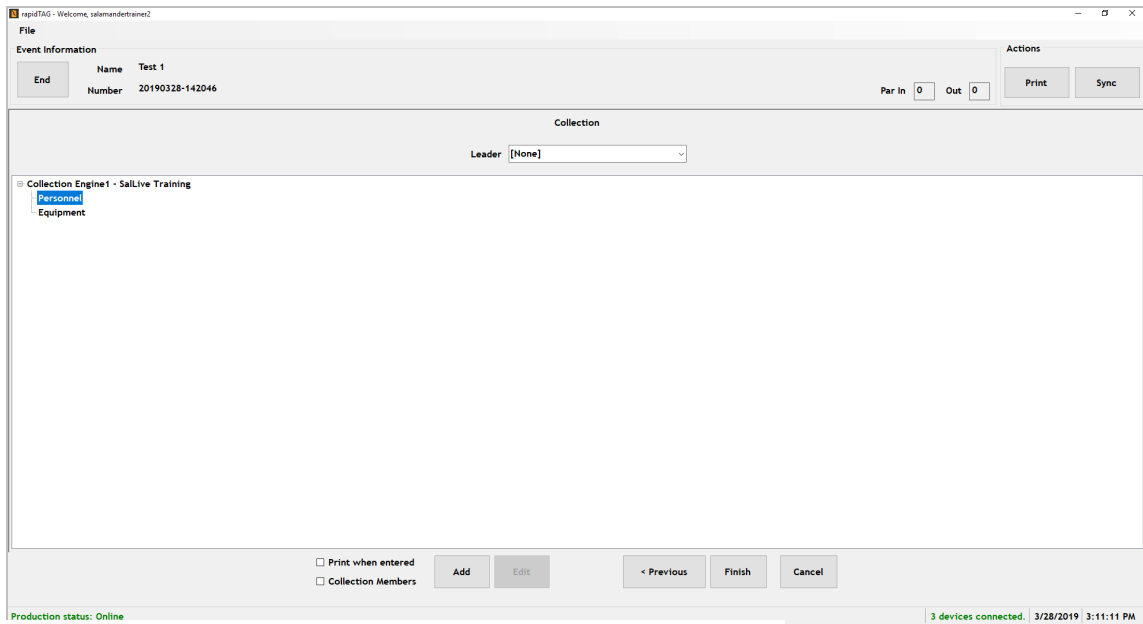


Figure 8.4.2

## 8.5 Organization

Organizations can be pre-added to RAPID TAG by clicking the **Organization** tab. All fields are required when creating an Organization, however, the values do not need to match the organization record in SalamanderLive.

**NOTES:** After an organization is saved, only the name can be edited. Once an Organization is created, it will be available in all future events created on this RAPID TAG computer. Organizations cannot be deleted.

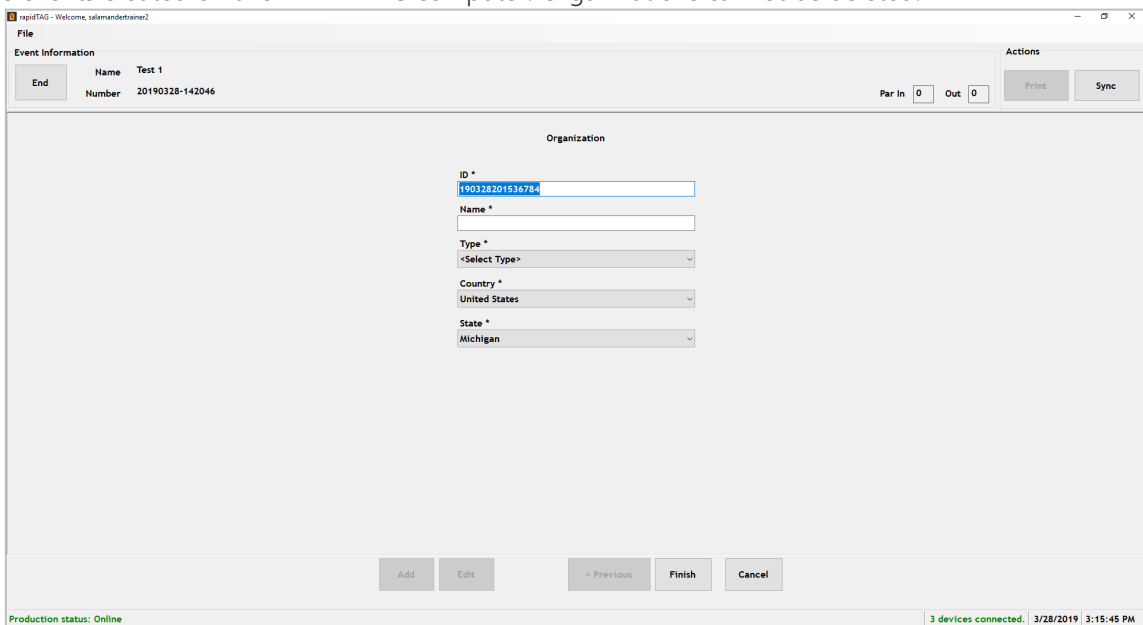


Figure 8.5.1

## 9 SYNCING DATA

Data can be synced to SalamanderLive from any tab at any time by clicking **Sync**. If the Auto Sync feature is enabled, RAPID TAG will automatically sync the data at the specified time interval selected (see [Section 6.1](#)).

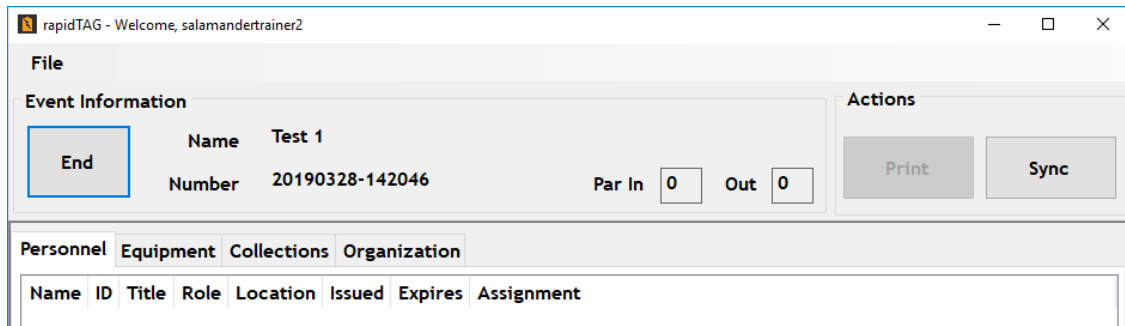


Figure 9.1

## 10 REPORTS

Data from RAPID TAG can be downloaded and printed in the reports available in SalamanderLive.



## 11 CONTACT US

877.430.5171

[training@salamanderlive.com](mailto:training@salamanderlive.com)

[www.salamanderlive.com](http://www.salamanderlive.com)