



USER GUIDE

SALAMANDER IDENTITY VERIFICATION (SIV)

User Guide

Version 3.0

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1 ABOUT THIS GUIDE

This comprehensive guide provides all the information needed to take full advantage of the SALAMANDER IDENTITY VERIFICATION (SIV) feature of the TRACK APP, Salamander's mobile activity management application available on both Android and iOS.

2 INTRODUCTION

When managing incidents or events, taking someone's word that they should be on scene and are qualified to perform critical functions is not safe or practical. What if that resource was recently terminated or their certifications recently expired? These risks are daunting, but inevitable.


SALAMANDER IDENTITY VERIFICATION (SIV) provides peace of mind knowing that anyone's credential can be quickly scanned to verify they are authorized and qualified to help at the scene. ANY SalamanderLive TAG can be verified, including personnel belonging to other SalamanderLive accounts. The verification status can be shared with any connected TRACK APP. Knowing exactly who is at the scene and what they are qualified to do can help limit exposure to risk and liability. From the security of an enclosed office building, to a large arena or multiple-location event, to the chaos of a sprawling disaster site, SIV provides vital information when it's needed most.

3 ACTIVATING SALAMANDER IDENTITY VERIFICATION (SIV)

3.1 Turning SIV On or Off

If an account has purchased the SALAMANDER IDENTITY VERIFICATION (SIV) feature, by default, it will automatically be turned on for every incident joined or created in the TRACK APP. Turning the feature off for any reason, such as for planned events or training exercises, can be done at any time.

To turn identity verification on/off:

Step 1: From the Event view, access the identity verification setting by clicking the  Drawer icon at the top left of the screen (See Figure 3.1.1).

Step 2: The settings contain the user's name, the option to toggle identity verification on or off, and the option to change the user or to log out (See Figure 3.1.2).

Step 3: To turn identity verification off, swipe to the left and to turn it back on, swipe to the right.

NOTE: Whichever option is selected will apply to all events created locally on the device until the user goes back in to change the selection. This makes it so the user does not have to reset it for every individual event.

Step 4: To go back to the Events view, tap the "Back" button.

Step 5: With identity verification turned on or off per the selection, the user can resume an event, join an in-progress event or create a new event.

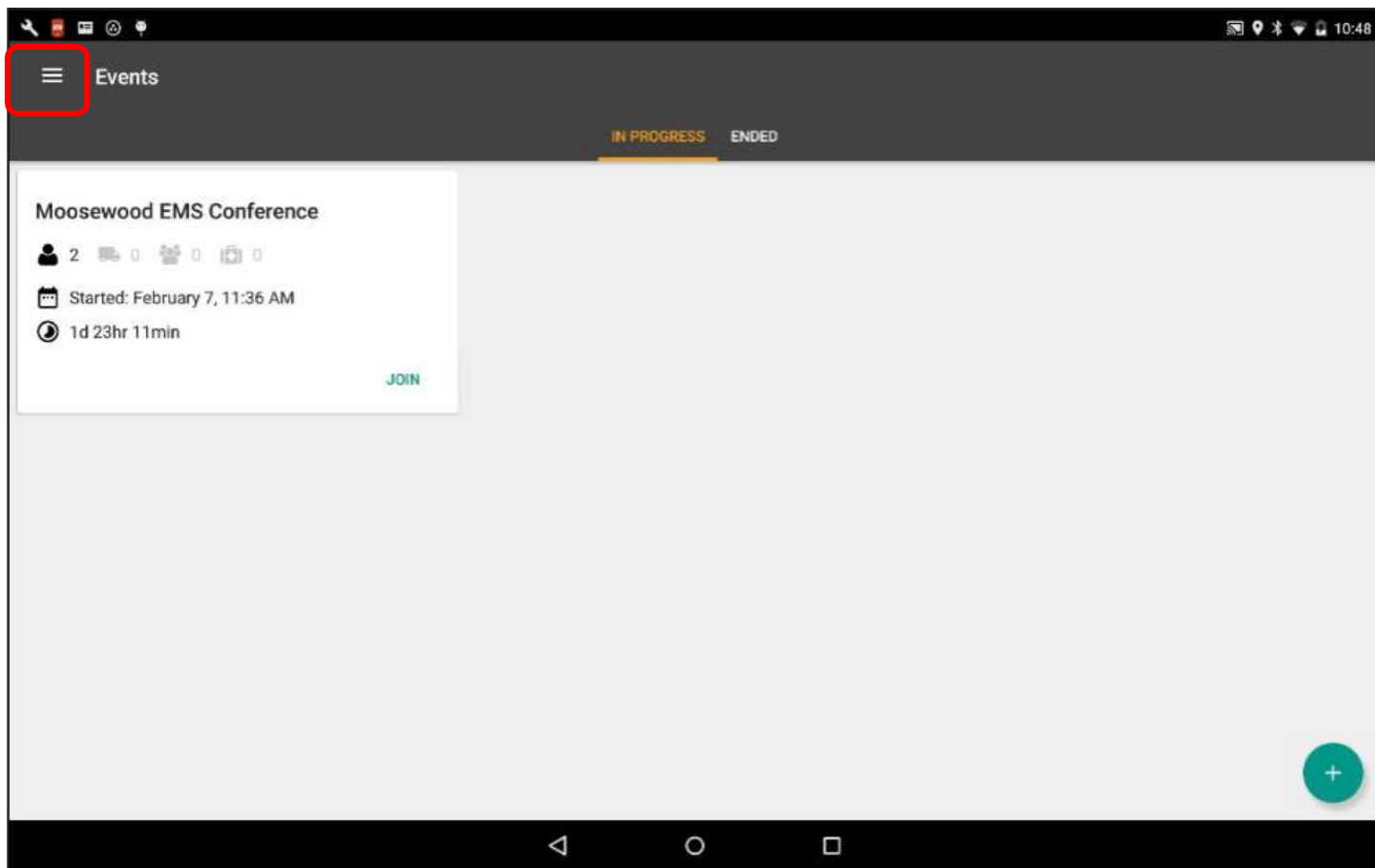


Figure 3.1.1

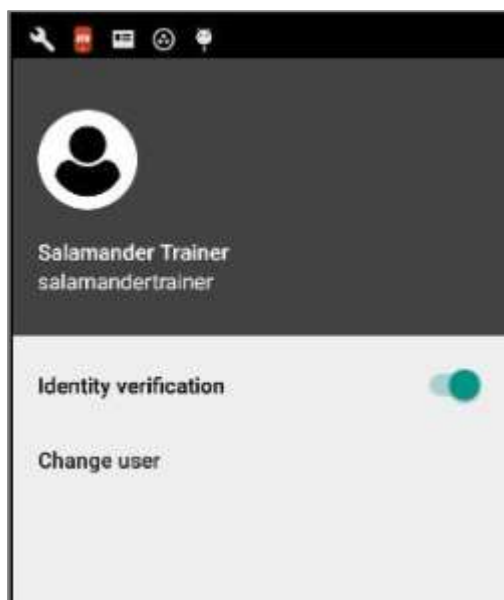


Figure 3.1.2

4 SALAMANDER IDENTITY VERIFICATION (SIV) TESTS

There are two instances where identity verification is employed within the TRACK APP. The most secure instance is when scanning TAGs, as all criteria are verified. The other instance is when personnel records are downloaded from SalamanderLive™.

4.1 Identity Verification Tests for Scanned IDs

When scanning a Salamander accountability TAG within an incident, information from the barcode is sent to SalamanderLive to pass five critical security tests for the TAG to be considered valid:

1. The personnel record exists in the SalamanderLive database.
2. The TAG is not expired.
3. The person's qualifications are not expired.
4. The person is in good employment standing. Statuses considered in good standing are:
 - Active
 - Full-Time
 - Life-Member
 - Other
 - Part-Time
 - Temp.
 - Voluntary
5. The Print ID is valid. In the SalamanderLive system, only the most recent printing of the ID TAG is valid for identity verification. It is possible to create multiple TAGs with the same Print ID by either printing multiple copies and/or choosing different card designs.

4.2 Identity Verification Tests for Downloaded Personnel

When downloading personnel from the SalamanderLive database into an event, each individual needs to pass three critical security checks for them to be valid:

1. The personnel record exists in the SalamanderLive database.
2. The person's qualifications are not expired.
3. The person is in good employment standing.

Using the download method for identity verification only verifies records within a user's security sphere. Scanning ID TAGs allows a TRACK APP user to verify ANY Salamander ID TAG, which is why scanning ID tags is the preferred method for identity verification.

5 SALAMANDER IDENTITY VERIFICATION (SIV) RESULTS

Regardless of whether personnel are scanned or downloaded into an incident, identity verification uses the same four icons to communicate results:





Valid	Warning	Blocked	Offline
			
The individual has passed all security checks.	The individual has failed at least one security check.	The individual has been blocked by a TRACK APP user.	The TRACK APP is not connected to the internet.

Figure 5.1

5.1 Valid Result

The valid result is the most desired result, with the ID TAG or downloaded personnel passing all the security tests. When a TAG produces a valid result when scanned, the person will automatically be added to the assignment. No further action from the user is needed to be taken. It's likely that most people scanned in will produce a valid result. When downloading personnel, the Valid icon will display next to their image.

Scanned Valid Result:

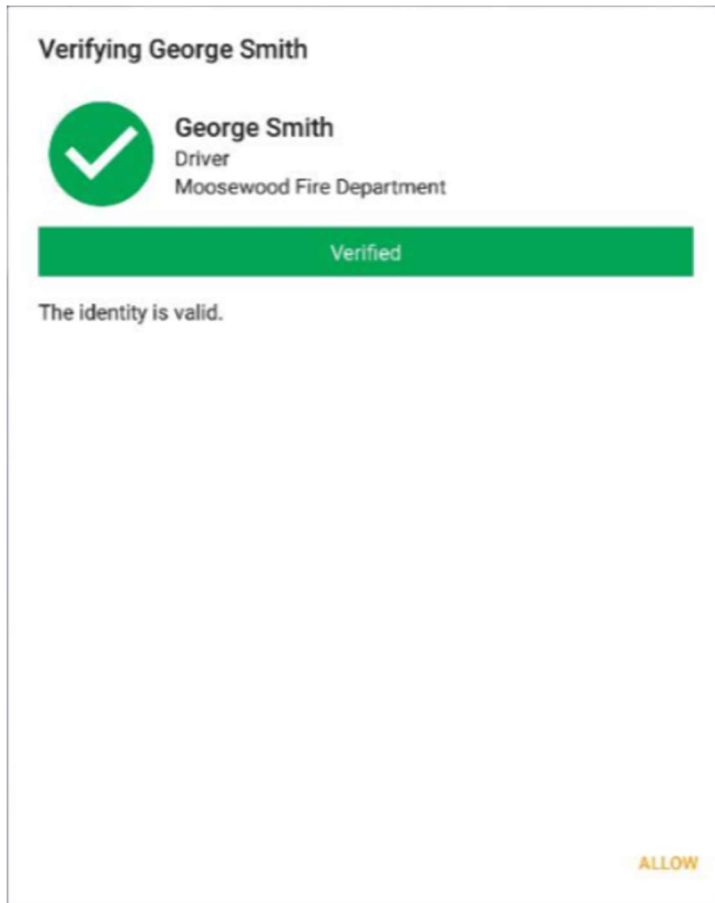


Figure 5.1.1

Downloaded Valid Result:



Figure 5.1.2

5.2 Warning Result

The warning result is returned when the credential has failed at least one security check. In a scan, the warning result will display with the reason or reasons for the warning. These reasons include:

- "The identity was not found." – This occurs when the personnel record does not exist in the SalamanderLive.
- "Tag expired on [date]." – This occurs if the TAG was issued an expiration date and that date has passed.
- "Qualification [qualification code] expired on [date]." – This occurs if a qualification or certification on their record has expired.
- "Invalid status: [invalid status]" – This occurs if the person has an invalid employment status. Statuses that will trigger a warning are inactive, laid off, leave, medical leave, retired, terminated or unknown.
- "The tag is not authentic." – This occurs if the person was issued a new TAG and the TAG that was scanned is an older TAG. With the SALAMANDER IDENTITY VERIFICATION feature active on an account, all printed TAGs will be assigned a TAG ID number, which is embedded in the TAG barcode. The TAG ID number helps track which TAG is the most recently printed TAG.

During a warning result, the user has the option to allow or block the person from receiving an assignment. Selecting the "Block" option will not add the person to the assignment. Selecting "Allow" will add the person to the assignment, however, the warning icon will continue to display on the person's image to indicate their identity verification status (See Figure 5.2.1). When downloading personnel, the warning icon will display next to the person's image (See Figure 5.2.2). Clicking the person's information will open their record and display the reasons for the warning(s) in red (See Figure 5.2.3)

Scanned Warning Result:

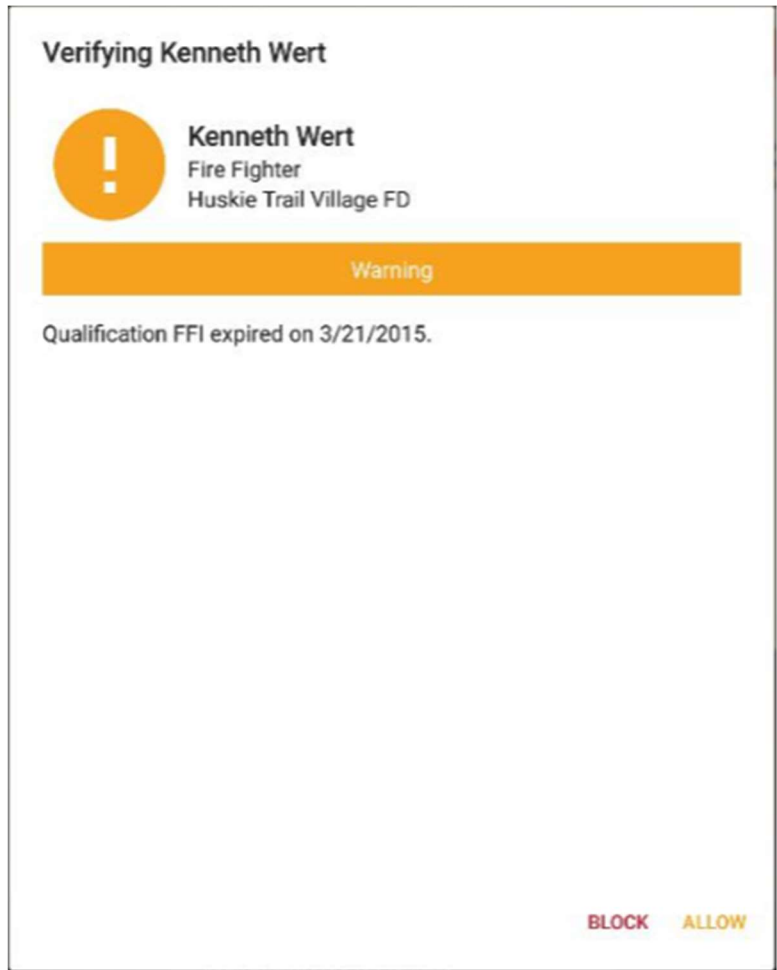


Figure 5.2.1

Downloaded Warning Result:



Figure 5.2.2

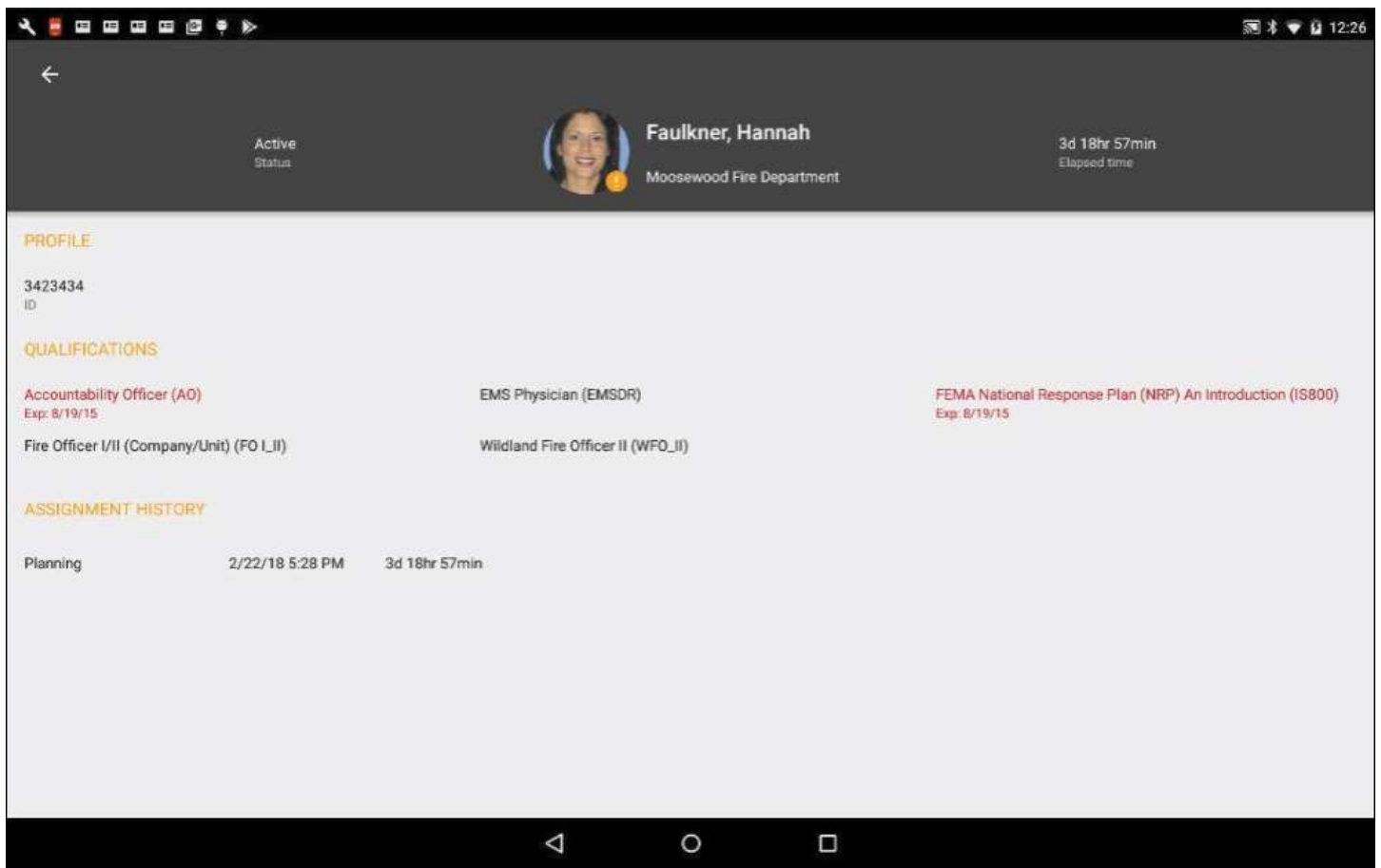


Figure 5.2.3

5.3 Blocked Result

During a warning result, the TRACK APP user has the option to allow or block the person from receiving an assignment. If the user chooses to allow the person into an assignment and then later decides to block them, the blocked icon will display next to the person's image.

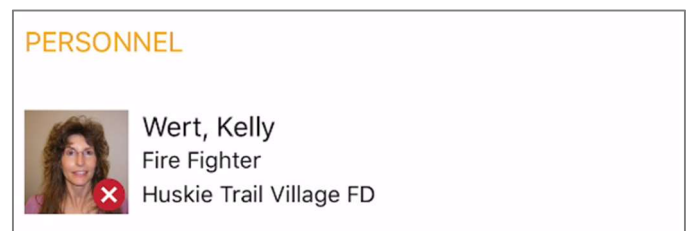


Figure 5.3.1

For example, a firefighter was allowed into a fire-related assignment that he or she was qualified to do. However, within the same incident, he or she was blocked from a medical assignment due to an expired EMT qualification. In this case, the blocked icon would display. It's important to note that the TRACK APP will only display the last scanned status. To see an identity verification history report, see Section 6.2 of this guide.

5.4 Offline Warning

SALAMANDER IDENTITY VERIFICATION is optimized when the mobile device is connected to the internet. Utilizing the TRACK APP with no internet connection will return an "Offline" result. In the situation where the TRACK APP is operating offline, the application is only able to verify the TAG and qualification expiration dates when an ID TAG is scanned. This is because the TAG and qualification expiration dates are embedded directly into the TAG's barcode and the TRACK APP does not need to talk to the SalamanderLive server to verify the information. If the TAG or a qualification is expired, that will also display. At that time, the user will have the option to allow or block the person from receiving an assignment.

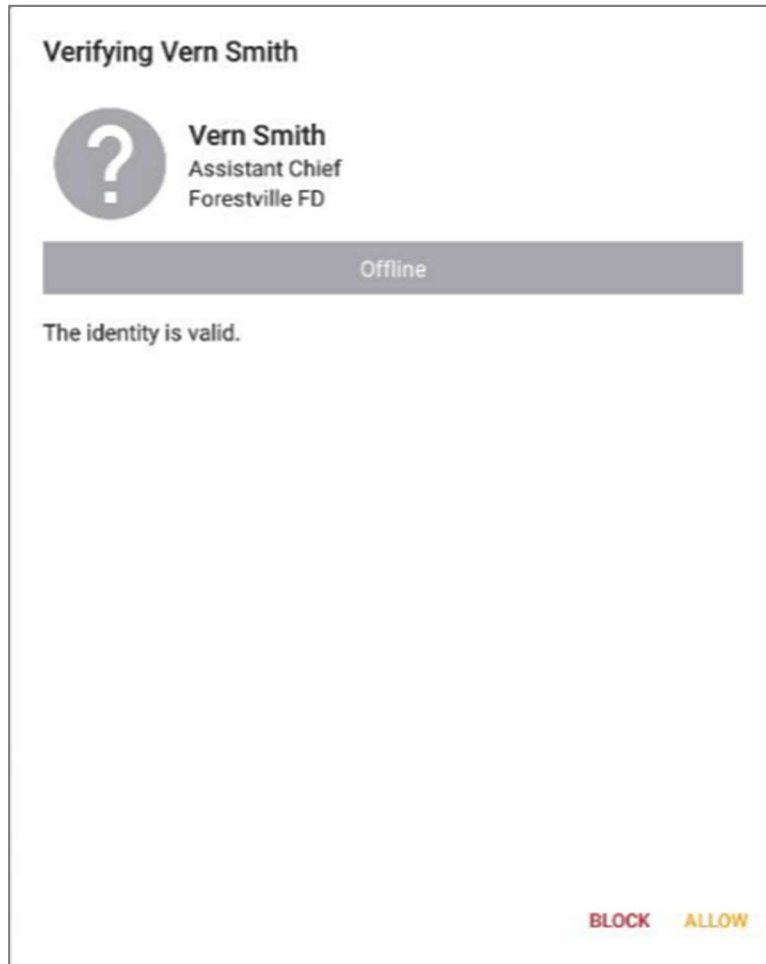


Figure 5.4.1

6 SALAMANDER IDENTITY VERIFICATION REPORTS

6.1 Identity Verification Report

After an event, viewing the history of identity verification can be beneficial. The Identity Verification Report in SalamanderLive provides information such as:

- Who was allowed on scene.
- Unauthorized people trying to gain access the incident.
- New tags to be printed.
- Personnel requiring recertification training.


To access the Identity Verification Report for an event in SalamanderLive:

Step 1: Log into SalamanderLive and click on the TRACK tab.

Step 2: Click on "View All Incidents."

Step 3: Locate and click on the name of the incident.

Step 4: Click on the Reports tab and select the Identity Verification Report. In a new browser window, SalamanderLive will display the report for identity verification activity from the incident.

HELPFUL HINT: To manipulate the data, click the  icon to the right of the Identity Verification Report name from the Reports drop-down menu. This will export the Identity Verification Report to MS Excel.

Identity Verification						
Incident Name / Run Number	SIV Training Incident II / 8675309					
Valid	3					
Valid with Warnings	6					
Invalid	4					
Total Identities	13					
Name	Rank	Organization	Activity Date	Verify	Reason	Reads
Valid						
Lily Evans (LE8675309)		Salamander Technologies Inc.	11/18/2015 4:45:41 PM	Valid		1
Jean-Luc Picard (001002-003)	Captain	Starfleet	11/18/2015 12:08:33 PM	Valid		1
Sal Law (STI-Saltlaw)	Chief	Salamander Technologies Inc.	11/18/2015 11:38:54 AM	Valid		1
Valid With Warnings						
Sybill Trelawney (ST8675309)	Paramedic	Salamander Technologies Inc.	11/19/2015 2:24:18 PM	Valid With Warnings	Badge not Trusted.	1
Howard Hodge (700506)	Fire Fighter	Moosewood Fire Department	11/18/2015 4:40:57 PM	Valid With Warnings	Expired Identity.	2
Jean Hogg (820628)	Fire Fighter	Moosewood Fire Department	11/18/2015 4:40:25 PM	Valid With Warnings	Expired Identity.	1
De'anna Hogg (82021)	Fire Fighter	Moosewood Fire Department	11/18/2015 4:39:37 PM	Valid With Warnings	Expired Identity.	4
Bobby Smith (RS0Bob5849L)	fi	Salamander Technologies Inc.	11/18/2015 4:36:08 PM	Valid With Warnings	Invalid Status.	1
James Potter (JP8675309)	EMT	Salamander Technologies Inc.	11/18/2015 3:45:47 PM	Valid With Warnings	Expired Identity.	1
Invalid						
Dolores Umbridge (DU8675309)	Director	Salamander Technologies Inc.	11/19/2015 3:03:03 PM	Invalid	Badge not Trusted.	2
Beverly Crusher (0911-3450-1223)	Commander	Starfleet	11/18/2015 12:09:04 PM	Invalid	Expired Qualification.	1
William Riker (004005-006)	Commander	Starfleet	11/18/2015 12:08:40 PM	Invalid	Expired Qualification.	1
Dale Lewiston (55751)	Captain	Moosewood Fire Department	11/18/2015 12:03:31 PM	Invalid	Expired Identity.	1

Figure 6.1.1

6.1.1 Understanding the Identity Verification Messages

The verification status messages received within the TRACK APP are like the messages listed in the Identity Verification Report:

02 TRACK APP MESSAGES		IDENTITY VERIFICATION REPORT MESSAGES
Valid	=	Valid
Warning	=	Valid with Warnings
Blocked	=	Invalid

Figure 6.1.1.1

Being able to review identity verification messages will help determine which credentials and qualifications need to be updated. With the reporting function of SALAMANDER IDENTITY VERIFICATION, the necessary information is provided to make incidents more secure.

6.2 Personnel Detail Report

Another useful report is the Personnel Detail Report, also available in SalamanderLive. This report documents an individual's identity verification history.

To access the Personnel Detail Report:

- Step 1:** Log into SalamanderLive and click on the TRACK tab.
- Step 2:** Click on "View All Incidents."
- Step 3:** Locate and click on the name of the incident.
- Step 4:** From the Incident Details view, click on any assignment. All personnel within the assignment will appear.
- Step 5:** Click on the individual. This will create the PDF report in a new window.

Personnel Detail					
Name	Rank	Organization	State	Type	
Belote, Kandi (ANY1040)	Fire Fighter	Anytown Fire Department (28277)	MI	F	
Qualifications					
HMA, EMT, VEHX, EMT_P, FFI, MFR, WFOI, FOI, EMT_					
Incident Name / Run Number			Start Date	End Date	
Multiple Gasoline Fires / 3211F			1/11/2016 12:56:00 PM		
Activity Date	Device Name	Type	Assignment	Assigned Time	Elapsed Time
1/14/2016 3:32:05 PM	Jodie	Read	Dispatcher	00:07:56	00:07:56
1/14/2016 3:40:01 PM	Jodie	Manual	Medical Unit Leader	00:13:45	00:21:41
1/14/2016 3:53:46 PM	Jodie	Read	Dispatcher	00:01:23	00:23:04
1/14/2016 3:55:09 PM	Jodie	Manual	Air Tanker Coordinator	00:00:55	00:23:59
1/14/2016 3:56:05 PM	Jodie	Read	Dispatcher	00:00:23	00:24:22
1/14/2016 3:56:27 PM	Jodie	Manual	Air Tanker Coordinator	00:00:50	00:25:12
1/14/2016 3:57:17 PM	Jodie	Read	Dispatcher	00:00:27	00:25:39
1/14/2016 3:57:44 PM	Jodie	Manual	Air Tanker Coordinator	00:00:53	00:26:32
1/14/2016 3:58:37 PM	Jodie	Read	Dispatcher	00:02:59	00:29:31
1/14/2016 4:01:37 PM	Jodie	Manual	Air Tanker Coordinator	00:23:54	00:53:25
1/14/2016 4:25:31 PM	Jodie	Read	Dispatcher	952:03:49	952:57:14
Activity Date	Verify Result	Verify Reason	Identity Result	Treatment	
1/19/2016 10:32:55 AM	Invalid	Expired Identity.	Expired	No Assignment	
1/14/2016 4:25:26 PM	Valid		Ok	Joined Assignment	
1/14/2016 3:58:28 PM	Valid		Ok	Joined Assignment	
1/14/2016 3:57:09 PM	Valid		Ok	Joined Assignment	
1/14/2016 3:55:56 PM	Valid		Ok	Joined Assignment	
1/14/2016 3:53:37 PM	Valid		Ok	Joined Assignment	
1/14/2016 3:47:48 PM	Invalid	Tag not Trusted.		No Assignment	
1/14/2016 3:32:01 PM	Valid		Ok	Joined Assignment	

Figure 6.2.1

7 CONTACT US

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