KCTEAM Accountability System:

Policy and User Guidance

August 2012

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KCTEAM Accountability System Overview

The KCTEAM Accountability System provides area response agencies the necessary hardware and software to print identification badges unique to the Kansas City metropolitan area. The system was designed primarily for use in two different types of situations: "pre-incident" and "just-in-time" during an incident. As these situations have differing hardware, software, procedures and outcomes, distinctive policies for each situation are necessary to guide the proper use, deployment and verification of the KCTEAM Accountability System. This document is intended to establish these sets of policies as uniform guidelines for agencies employing the System. Participating agencies have adopted these guidelines and agreed to abide by them.

1.0 KCTEAM Pre-Incident Badging

Pre-incident badges are 3.375" x 2.125" holograph imprinted and laminated identification badges that display the cardholder's name, rank, agency/organization, discipline, and "mugshot" photograph as well as issuance and expiration dates of the badge. A unique, scan-able barcode is assigned to each personnel record. The following information is contained within each barcode:

(1) Barcode Expiration*
(2) Organization Country Code
(3) Organization State Code
(4) Organization Type Code
(5) Organization ID**
(6) Organization Name
(7) Personnel ID
(8) Last Name
(9) First Name
(10) Rank
(11) Qualifications (if included)
(12) Date of Birth

*Note: Has no current functionality.
**Note: Only one agency/organization can be assigned per personnel record. Therefore, if a person is a member of multiple agencies, they would require a separate record in each agency.

Pre-incident badges can be printed from any of the nine (9) fixed-site Badge Printing Stations located at area agencies. Seven of these stations are housed with local agencies in Missouri and two with agencies in Kansas. Additionally, Leavenworth and Wyandotte county emergency management agencies each have badging stations that were purchased prior to the development of the KCTEAM System, but are compatible with KCTEAM. **Table 1** below lists agencies with badging stations and points of contact information.

Pre-incident badges are created from personnel records uploaded to the KCTEAM Online system. The KCTEAM Online system consists of an online database of personnel records of participating agencies. Participating agencies access and maintain this database through the Internet. Each participating agency

only has permissions to view and edit records within their own agency's database, unless granted access by another agency. KCTEAM Online does not have the ability to verify or link to personnel qualifications. If qualifications are to be listed on the badge, the issuing agency is responsible for ensuring cardholders possess relevant credentials.

Table 1: Badging Station Locations			
Missouri			
Agency	**Primary Contact**	**Phone**	**Email**
CJCFPD	Trish Welch	(816) 229-9118	twelch@cjcfpd.org
Clay County Emergency Management	Amanda Oliver	(816) 407-3733	claycoem@yahoo.com
Independence Fire	Frank Coots	(816) 325-7133	fcoots@indepmo.org
KCFD	John Neeley	(816) 784-9212	john.neeley@kcmo.org
Raymore Emergency Management	Mike Boos	(816) 331-7788	mboos@raymore.com
Southern Platte Fire	Chris Denney	(816) 741-2900	cdenney@spfpd.com
Kansas			
Agency	**Primary Contact**	**Phone**	**Email**
KCKFD	Craig Duke	(913)-573-5950	cduke@kckfd.org
Johnson County Communications Center	Mark Whelan	(913) 826-1020	mwhelan@jocogov.org
Wyandotte County Emergency Management	Bob Evans	(913) 573-6300	bevans@wycokck.org
Leavenworth County Emergency Management	Chuck Magaha	(913) 684-0455	cmagaha@leavenworthcounty.org

1.1 State of Kansas Pre-Incident Badging System

The State of Kansas has developed a similar badging system to KCTEAM called the Comprehensive Resource Management and Credentialing System (CRMCS). CRMCS contains an online database of personnel records comparable to KCTEAM Online. There are two key differences with CRMCS: 1) all public safety agencies from across the State of Kansas have access to CRMCS; and 2) CRMCS will verify responder credentials [in the near future] against a statewide database maintained by the Kansas Division of Emergency Management (KDEM). KDEM governs policies and protocols for the use of CRMCS and www.kansasresponder.com should be consulted for further information. Kansas agencies in the Kansas City metro area have the option of utilizing CRMCS to create pre-incident badges. However, badges produced from CRMCS will appear different from those produced using KCTEAM Online. See **Figure 1** for a side-by-side comparison of badges. Additionally, CRMCS and KCTEAM Online are separate systems and it is not possible to share data across the systems. Therefore, if an agency wants to create a CRMCS badge and a KCTEAM badge, personnel records would have to be created in both systems. The State of Kansas has indicated that it will accept the KCTEAM badges for Kansas responders.

| KCTEAM Badge | State of Kansas Badge |

Figure 1: KCTEAM and State of Kansas Badge Comparison

1.2 Pre-Incident Badging Systems in the State of Missouri

The State of Missouri has not invested in a state-wide, standardized accountability system. Several emergency services agencies in Missouri have purchased "stand alone" badging systems. Badges made with these stations cannot be directly used with either the Kansas or KCTEAM system. The State of Missouri has indicated interest in developing a standardized state-wide system in the future; updates to that effort will be included in this document as they become available.

1.3 Guidelines for KCTEAM Pre-Incident Badging Use

The Pre-incident badging system was designed for use by first responders to manage personnel prior to an incident occurrence with the end goal of helping to ensure the right personnel are authorized to respond to a scene. Each discipline utilizing pre-incident badges will have differing policies and procedures for who is authorized to receive badges and how those badges are issued. The regional committees that represent a discipline are responsible for developing, approving and promulgating policies for badge use. Once a policy has been established, the regional committee should report back to the KCTEAM, who in turn will advise the Regional Homeland Security Coordinating Committee (RHSCC) that a policy has been enacted and that policy will then be added as an addendum to this document. In order to establish consistency and a baseline standard across the region, the below five elements should be addressed in every committee's policy. See **Appendix A** for a Sample Pre-Incident Badging Policy:

1) A description of the intent of issuing pre-incident badges (security verification, records management, etc.)

2) A method for maintaining a database of cardholders to include who is responsible for the database and how it is kept updated.

3) Description of how cards are issued including standardized expiration dates and a method for revoking cards from personnel no longer affiliated with an agency.

4) If qualifications are to be listed on the badge, methods to ensure qualifications are accurate and updated.

5) A method for ensuring cardholders are familiar with ICS principles and understand where and when to report to incident scenes.

The following regional committees are responsible for setting pre-incident badging policy for their represented disciplines:

Discipline:	Regional Committee:
Fire	Heart of America Fire Chiefs' Association
Law Enforcement	Law Enforcement Subcommittee
EMS	MARCER
Public Health	Public Health Subcommittee
Emergency Management	MEMC
Volunteers (MRC, CERT, Amateur Radio)	MEMC
Healthcare System	Hospital Subcommittee
Private Industry (Critical Infrastructure)	MEMC in conjunction with LEPC/AMSC

1.4 Uploading Records and Printing Pre-Incident Badges

Since KCTEAM Online and CRMCS are different systems, there are separate procedures for uploading a member's profile information to create a badge:

1.4.1 For all KC Metro agencies utilizing KCTEAM Online:

Step 1) Contact your county/jurisdiction's emergency manager to request a login or submit a login request at www.kcresponder.com. A preferred badge printing station should be indicated on the request.

Step 2) Access KCTEAM Online (www.kcresponder.com) via any Internet enabled computer

Step 3) Enter data into the system and prepare mugshots (see next section).

Step 4) Arrange with your preferred badge printing station's coordinator to print badges.

1.4.2 For Kansas agencies utilizing CRMCS:

A username and password is required for CRMCS. To obtain each, follow the steps below:

User name and Password access for Emergency Managers / Administrators, State agencies or IMT / Region:

Step 1) Log into www.ksready.gov

Step 2) Go to Important Links click *Resource Manager User Name and Password Request*

Step 3) Fill out the form click *submit by email*

Step 4) Form will be received and a user name and password will be issued by the State of Kansas Administrator.

User name and Password access for City and County Organizations:

Step 1) Log into www.kansasresponder.com (there is also a link to it on ksready.gov)

Step 2) Click on Resources/Documentation menu

Step 3) Under CRMCS, Click "*County User Name and Password Request Form*"

Step 4) Fill out application and give to system administrator or county emergency manager and a user name and password will be issued.

- Johnson County, Dan Robeson, drobeson@jocogov.org, (913) 715-1013
- Leavenworth County, Chuck Magaha, cmagaha@leavenworthcounty.org, (913) 684-0455
- Wyandotte County, Bob Evans, bevans@wycokck.org, (913) 573-6300

After access to CRMCS is obtained, enter data into CRMCS and upload mugshots (see Appendix B "Quick Guide" Section 1). Once the data is in CRMCS, contact the county's badging station to coordinate a printing.

2.0 "Just-In-Time" Badging and Complete Accountability Kits

"Just-In-Time" badging refers to badges created on scene for a specific incident with a defined operational period. Within the KCTEAM Accountability System, these types of badges are known as RapidTAGs. RapidTAGs are "onetime use" and intended to provide accountability for responders at a scene, particularly when they arrive from agencies that do not have pre-incident badges. RapidTAGs are the same size and shape of pre-incident badges, but do not contain a hologram. RapidTAGs cards come in a variety of colors, but the printers print only black text. The following information is listed on a RapidTAG: Incident Name, Expiration Date, Cardholder's Name, Organization, Rank/Title, Role and Assigned Location. There is no picture ID on a RapidTAG.

The RapidTAG system is one of three components of a Complete Accountability Kit. Each Complete Accountability Kit contains:

- (1) Command Kit – laptop to synthesize data from mobile devices; shows "big picture" of who is on scene; runs reports on data; exports into ICS forms (can also scan badges if needed)
- (1) Mobile Express Badge Scanning Kit/Mobile ICS – laptop and two handheld scanners to scan badges at a scene and manage accountability
- (1) RapidTAG Kit – laptop, software and printer to create and print badges RapidTAGs at a scene

The region has invested in three Complete Accountability Kits located at:

- Kansas City, MO Fire Department
- Johnson County Communications Center
- MARC (deployable as needed)

2.1 Uses of the Complete Accountability Kits

The Complete Accountability Kits are designed to manage personnel by providing a real-time situational awareness view of personnel and/or equipment on scene. The three components of the Kit are designed to work in concert with one another. Generally, the RapidTAG station should be established at the staging area. There RapidTAG badges are created and issued to personnel/equipment as they check in on scene if not already pre-incident badged. Mobile Express is used to scan in badges (pre-incident or RapidTAG) in order to create assignments and establish accountability on and off scene. The Mobile Express laptop should usually be placed in staging in order to scan personnel as they check in. The handheld scanners can be deployed to other locations (e.g. Rehab) as necessary to maintain accountability of personnel. Mobile Express should regularly sync with Command to ensure all personnel information is as close to real time as possible. The Command kit should be placed at the Incident Command Post or support location and is used to maintain a global view of personnel accountability. The Command kit can create assignments, establish roles and build an ICS structure based on available personnel.

An agency should receive full training on the Accountability Kits prior to use at a scene. Following these trainings, agencies should develop specific internal protocols for use; as without sufficient protocols in place, operators can quickly overwhelm Command and confuse the scene. Appendix B contains "Quick Guides" developed as refresher trainings on the functional components of each kit. These guides are not intended as a replacement for proper training.

2.2 Requesting a Complete Accountability Kit

Complete Accountability Kits should be requested through the appropriate mutual aid coordinator. In Kansas, agencies should contact the Johnson County Communications Center; In Missouri, agencies should contact the Region A Mutual Aid Coordinator (Lee's Summit Fire Department).

The Complete Accountability Kits are not designed for routine, day-to-day use. Rather, they are intended for large-scale emergency events or pre-planned special events (e.g., national convention, regional exercises, other special security events, etc.). The MARC-housed kit should ideally be used for these pre-planned events and should be requested through MARC Emergency Services [with notification to KCTEAM], preferably 60 days prior to the event. This will ensure proper training on and support for the system. As MARC does not have 24-hour response capability, the Johnson County Communications Center and KCFD kits should generally be requested for emergency events.

For either type of event, any requesting agency must have training on the system prior to utilizing it. Kits should be returned within a reasonable period of time and an after-action report submitted to the KCTEAM Committee. The after action should detail how the kit was used, how it functioned, areas for improvement and any lessons learned.

The requesting agency shall be responsible for replacing used supplies or damaged equipment.

Appendix A: SAMPLE Pre-Incident Badging Policy

Title: *Pre-Incident Badging Policy for Hospital Employees*

Sponsoring Committee: Hospital Subcommittee

Background. During mass casualty or other disaster related events, the region's normal healthcare system may need to surge or enact mutual aid to augment personnel capabilities of one or more organizations with another. There is currently no mechanism to ensure personnel arriving to support mutual aid have the proper security credentials to enter into another hospital or healthcare facility. The Hospital Subcommittee has developed this protocol in order to utilize KCTEAM Badges as the security mechanism accepted by all participating hospitals and healthcare facilities to allow access to outside personnel.

Policy. This policy was developed by the RHSCC Hospital Subcommittee; all participating agencies have agreed to this policy and instituted it as part of their standard operating procedures. This policy contains four elements, Database Management, Issuing Badges, Member Qualifications and Training which are discussed in detail below.

1. Database Management: Each participating hospital is responsible for maintaining a current database of personnel within kcteamresponder.com. Logons for the system will be requested and issued through County/jurisdiction emergency Management.

2. Issuing/Revoking Badges: Hospitals will coordinate with their County Emergency Management or closest badge printing station to print badges. Reimbursement costs for card stock will be negotiated between the requesting hospital and badge printing station. All healthcare badges will have a standard expiration date of 4 years post-issuance date. If an employee is terminated or resigns from their position, their card shall be revoked as part of their normal check out procedures. Each hospital shall be responsible for ensuring this is included in local policies.

3. Member Qualifications: Professional qualifications shall be listed in each issued card. Participating hospitals and healthcare facilities are responsible for ensuring relevant and current qualifications are maintained up-to-date. Since the KCTEAM online system does not have the ability to identify changes to qualifications, any significant changes to a member's qualifications will result in the issuance of a new badge.

4. Training: Prior to receiving a KCTEAM badge, all personnel will be trained to applicable ICS standards.

Appendix B: Quick Guides

Section 1: KCTEAM Badging Procedures

How do I get a pre-incident badge?

There are nine Badge Printing Stations that allow for printing of badges before an event occurs ("pre-badging"). The Missouri printers are capable of creating a physical badge only (badging) while the Kansas printers utilize an online system that will verify qualifications in the near future (credentialing).

The Missouri badging stations use local software to print badges for any agency. The Kansas printers use an online system that will also verify credentials in the near future, but this system can only be used by Kansas responders due to limitations in the state license of the system.

Where are the badging stations?

Missouri			
Agency	**Primary Contact**	**Phone**	**Email**
CJCFPD	Trish Welch	(816) 229-9118	twelch@cjcfpd.org
Clay County Emergency Management	Amanda Oliver	(816) 407-3733	claycoem@yahoo.com
Independence Fire	Frank Coots	(816) 325-7133	fcoots@indepmo.org
KCFD	John Neeley	(816) 784-9212	john.neeley@kcmo.org
Raymore Emergency Management	Mike Boos	(816) 331-7788	mboos@raymore.com
Southern Platte Fire	Chris Denney	(816) 741-2900	cdenney@spfpd.com
Kansas			
Agency	**Primary Contact**	**Phone**	**Email**
KCKFD	Craig Duke	(913)-573-5950	cduke@kckfd.org
Johnson County Communications Center	Mark Whelan	(913) 826-1020	mwhelan@jocogov.org
Wyandotte County Emergency Management	Bob Evans	(913) 573-6300	bevans@wycokck.org
Leavenworth County Emergency Management	Chuck Magaha	(913) 684-0455	cmagaha@leavenworthcounty.org

How do I get my information to the badging stations?

For all KC Metro agencies utilizing KCTEAM Online:

Step 1) Contact your county/jurisdiction's emergency manager to request a login or submit a login request at www.kcteamresponder.com. A preferred badge printing station should be indicated on the request.

Step 2) Access KCTEAM Online (www.kcteamresponder.com) via any Internet enabled computer

Step 3) Enter data into the system and prepare mugshots (see next section).

Step 4) Arrange with your preferred badge printing station's coordinator to print badges.

For Kansas agencies utilizing CRMCS:

A username and password is required for CRMCS. To obtain each, follow the steps below:

User name and Password access for Emergency Managers / Administrators, State agencies or IMT / Region:

Step 1) Log into www.ksready.gov

Step 2) Go to Important Links click *Resource Manager User Name and Password Request*

Step 3) Fill out the form click *submit by email*

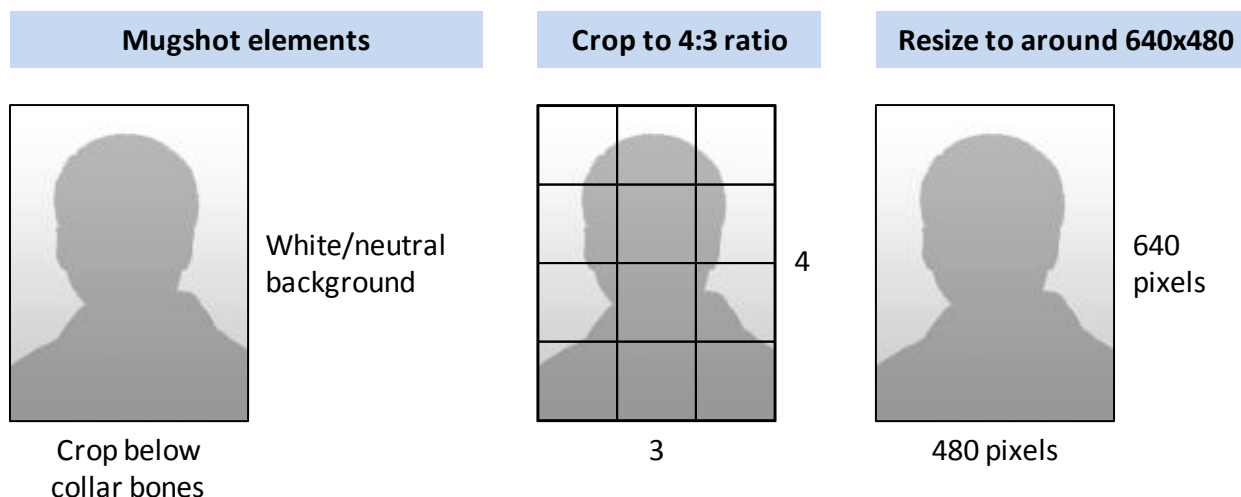Step 4) Form will be received and a user name and password will be issued by the State of Kansas Administrator.

User name and Password access for City and County Organizations:

Step 1) Log into www.kansasresponder.com (there is also a link to it on ksready.gov)

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- Leavenworth County, Chuck Magaha, cmagaha@leavenworthcounty.org, (913) 684-0455
- Wyandotte County, Bob Evans, bevans@wycokck.org, (913) 573-6300

Mugshots

1) Photos should be taken in front of a plain, neutral (gray) or white background (Federal recommendation).
2) Photos will need to be cropped to portrait orientation (tall). (Required by systems).
3) Photos should be cropped just below the collarbones.
4) Photos should be resized to around 640x480 to save space.

Mugshot elements	Crop to 4:3 ratio	Resize to around 640x480

White/neutral background

4

3

640 pixels

Crop below collar bones

480 pixels

How do I get a just-in-time badge (RapidTAG)?

Typically, just-in-time badges (RapidTAGs) are used at an incident where the full Accountability and RapidTAG kits have been deployed. However, there are instances where RapidTAGs are made before an incident. Please contact _____ to coordinate.

How do I request the full Accountability and/or RapidTAG kit?

There are three complete accountability kits in the region. These are at:

• Kansas City Fire Dept.
• Johnson County Communications Center
• MARC (deployable as needed)

To request the kits for emergency events: Agencies in Kansas should contact the Johnson County Communications Center; In Missouri, agencies should contact the Region A Mutual Aid Coordinator (Lee's Summit Fire Department).

To request the kits for pre-planned events (e.g., national convention, regional exercises, other special security events, etc.)**:** The MARC-housed kit should ideally be used for these pre-planned events and should be requested through MARC Emergency Services [with notification to KCTEAM], preferably 60 days prior to the event.

What is in the full Accountability and RapidTAG kit?

Each set contains:

- Command Kit – laptop to synthesize data from mobile devices; shows "big picture" of who is on scene; runs reports on data; exports into ICS forms (can also scan badges if needed)
- Badge Scanning Kit – laptop and two handheld scanners to scan badges at a scene for accountability
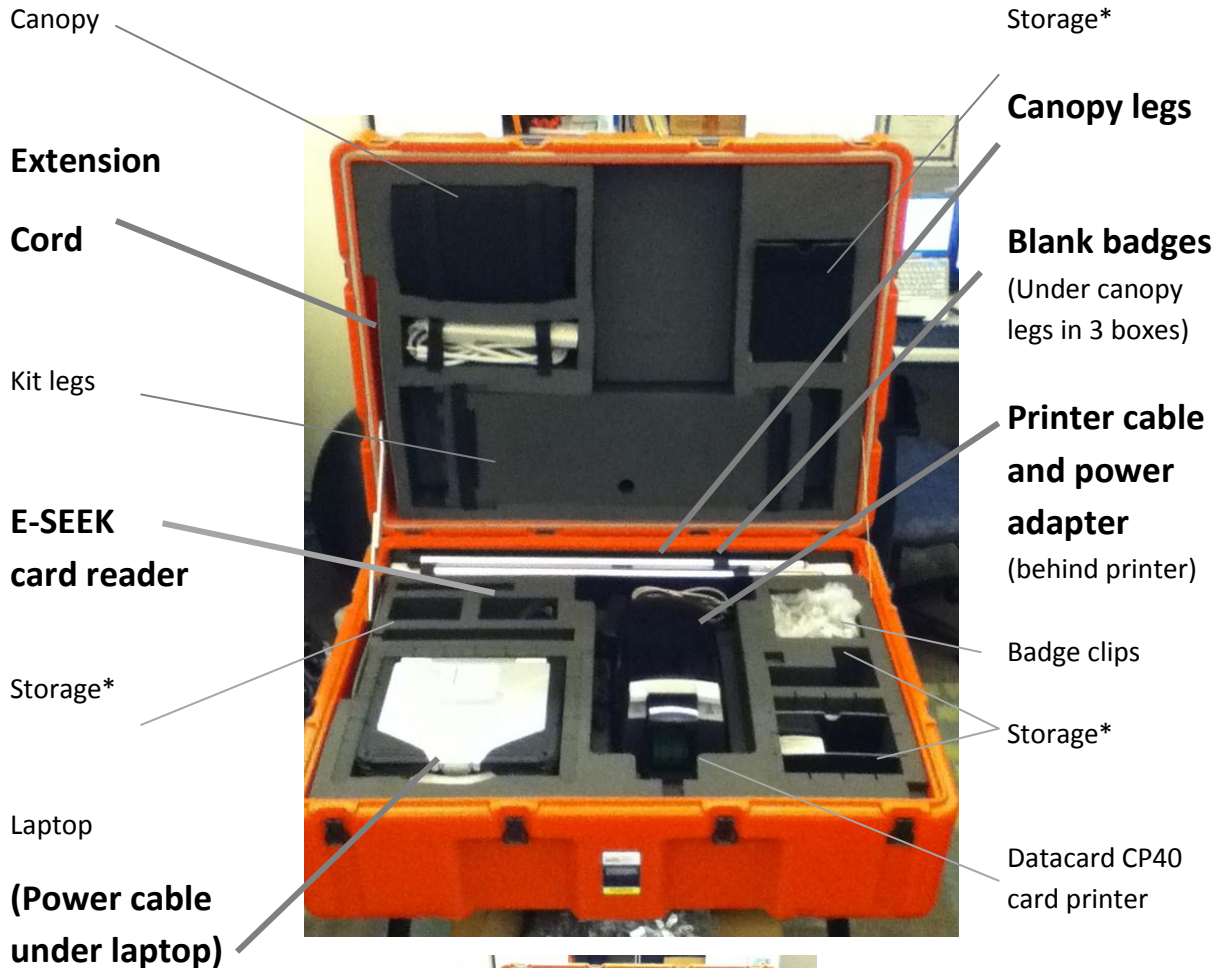- RapidTAG Kit – laptop with software to create and print badges "just-in-time" at a scene

How do I run reports and export event data?

Each of the accountability kits (COMMAND or Mobile Express) includes interTRAX Reports. interTRAX Reports is not included in the RapidTAG kits. InterTrax Reports not only generates reports, but aslo exports event data into Excel format for later review.

Section 2: RapidTAG Quick Guide

Just-in-time badging

What you should have

Canopy

Storage*

Extension

Canopy legs

Cord

Blank badges
(Under canopy legs in 3 boxes)

Kit legs

Printer cable and power adapter
(behind printer)

E-SEEK card reader

Badge clips

Storage*

Storage*

Laptop

Datacard CP40 card printer

(Power cable under laptop)

Plastic work surfaces (2) (stored on left side on top of laptop)

⚠ **Do not put blank cards in storage spaces – foam dust will stick to them.**

Add legs to the case if necessary

⚠ I recommend doing this with two people

1. If you only have one person, here is one technique:

    a. Make sure the case is locked shut with a few locks

    b. Stand case sideways on right or left side

    c. Add the right or left legs

    d. Stand up on those legs and add remaining legs

Put laptop and printer on top of work surfaces

Add canopy if necessary

1. Two arms hold up the front corners.

2. One arm holds front corners apart

3. One strap goes across the front

4. Two straps go underneath

Power

• Connect devices to power strip and connect to power supply

Setup printer

1. Make sure ribbon is seated properly

   a. Lift up light gray bar to open

   b. Make sure ribbon is not loose

   c. Press on dark gray lid to close

2. Connect power cord to extension cord. Printer will turn on automatically.

3. Connect USB cable to printer and laptop.

⚠ **Make sure printer is powered and connected to laptop before starting RapidTAG!!!**

Setup COMMAND on the laptop

1. Connect E-SEEK card reader to laptop.

2. If the power adapter is not connected to the laptop, do so now.

3. If the laptop is not already connected to the power strip, do so now.

4. Turn on the laptop with the switch at the front right.

5. Double-click the blue RapidTAG "IncidentID" icon on the desktop or single-click the blue RapidTAG "IncidentID" icon at the bottom

6. Fill in the **Incident Name and Number** of the incident.

   - Remember this info in case you have to recreate the incident
   - ⚠ **Incident name will be printed on the card.**
   - FYI Number defaults to an auto-generated date stamp.

7. Click Start

   - Be patient – it takes a few seconds for the system to create the incident.

   - If **Print When finished** is checked (at the bottom of the screen), clicking the finish button when entering a person, will print a card for the person.
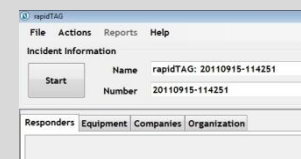
Creating Company or Team tags

⚠ **If you are using Company or Team tags, create the Company/Team tags first!!! Then add personnel.** If you do this out of order, you will be forced to recreate personnel records.

1. Click the Company tab

2. If the correct Organization is not available for the Company, click **New** next to Organization and fill in this info. This is printed on the card.

3. Fill in the Company information

4. Click Next

Adding personnel to a Company or Team tag

5. Follow the instructions below for Creating personnel records

Printing

6. After you click **Finish** – If you have **Print when finished** checked, you should get a printed card. If not, select the Company/Team > File menu > Print

Creating a personnel record

1. Either:

    a. Click ADD button at the bottom or

    b. Scan in driver's license or Salamander ID

    • FYI Hologram cards can be trickier to scan

2. Fill in required fields: **First & Last Name, Role, Location and Expiration**

    • You can type in a new Role and Location if an item is missing from the dropdown.

    • What you select for **Role, Location and Expiration** will be the setting for badges created next.

    ⚠ **Warning! Expiration is printed but will not bring up any warnings on scanning devices.**

3. Make sure Organization is correct

    ⚠ **This is printed on the card!**

4. Fill in Qualifications by double-clicking the qualification or clicking the qualification and clicking the >>> button

Printing a badge

5. Click Finish – If you have **Print when finished** checked, you should get a printed card

Printing a badge from an existing record

6. Select a record from the personnel list

7. Click Print at top right

Sending data to COMMAND

1. If you are connected to COMMAND, you can send personnel to the assignment CHECKED IN on COMMAND by clicking SEND (at top right).

Putting away the kit

Shutting down

1. End the Incident
2. Close RapidTAG
3. Shut down the computer

Putting away the canopy

- Fit as best as you can

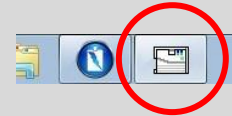# Putting away the legs

Method A

Method B

Troubleshooting

My badges won't print

(because I forgot to make sure the printer was powered up and connected to the laptop before starting RapidTAG)

1. At the bottom, click on the print spooler icon
2. Click Default Printer button
3. Select CP Printer and click OK
4. Reprint badges

Help! RapidTAG had to be restarted or I ended the Incident too early!

1. Start a new Incident
2. Use the same event name
3. Either use the same event number or leave the default if you did this on the previous event and can't recall it.

Oops!

The E-Seek reader won't read the card

- Some cards (like hologram cards) are harder to scan.
- If the scanner won't scan anything, try unplugging and plugging in the scanner again. Please, be patient while communication between the hardware and software is established.
- If this doesn't work, try testing the reader:
  - o Click File menu > Options > Scanners > Serial Scanners, select E-SEEK at top, click TEST, scan a card.
  - o Close > Close > Back. You should be good to go now.

The screen is too dark/bright

- Hold the Fn key and click either F1 or F2 key

I can't hear the computer

- Hold the Fn key and click either F5 or F6 key

Can't see keyboard at night

- Hold the Fn and F12 keys to toggle backlit keyboard

Section 3: Mobile Express Quick Guide

Scan badges and sync to COMMAND

What you should have

Toughbook power adapter

Toughbook with Mobile Express

Documentation

MC75's with Mobile ICS

(store upside down so power adapters can attach)

USB barcode scanner

Extension handle

(do not use to lift bag)

MC75 power adapters

15' power strip

Power cables to Toughbook and MC75's

MC75 belt holsters

Leave laptop and MC75's plugged into power strip and plug power strip into outlet to keep devices charged.

Connect power strip

- Unplug power supplies to MC75's if you wish, but they draw negligible power when **not** connected to MC75's.

Setup Mobile Express on the laptop

1. If the laptop is not already connected to the power strip, do so now.

2. Turn on the laptop with the switch at the front right.

3. Plug in the USB barcode scanner.

4. Double-click the Mobile Express icon on the desktop or single-click the red COMMAND icon at the bottom

5. If the Start incident screen does not come up, then make sure the Incident tab is selected, click the Start button, click the New tab

6. Fill in the Run Number, Name, Type and click the Training checkbox if this is a training event.

7. Enter event data and click SAVE

Creating Assignments (Rehab, Staging, etc)

1. Click on the Assignments button at the top left.

2. Enter an Assignment Name and an Assignment Level
   - Rehab is usually a Section Level
   - If in doubt, chose the Other Level
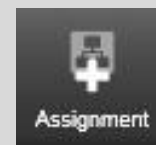
Scanning in individual barcodes

1. Click on the Assignment you want the personnel to be assigned to

2. Scan in barcode
   a. Hold the trigger until scanner beeps.
   b. Move the scanner closer or farther if barcode doesn't scan.

3. To send data to COMMAND, click the SYNC button.

Scanning in Group barcodes

1. Single-click on the Assignment you want the group to be assigned to

2. Scan in Group barcode

3. A Company PAR will appear. Open up the lists by clicking on the arrow button (>>) and then the next (>>) button.

4. Uncheck any personnel who are not present and then click OK.

5. To send data to COMMAND, click the SYNC button.

Groups (Companies, Teams, etc)

Creating Groups

⚠ To avoid issues, this should be done with a Team barcode. If you do not have a team barcode, please get one using the RapidTAG system.

⚠ WARNING! Manually creating groups leads to the potential of accidently moving personnel out of groups by scanning in an individual's barcode (and not the group barcode).

Scanning personnel into Groups

1. (Issues to be addressed)

Moving Groups

- Either:
    a. Drag the group icon to the new assignment or
    b. Select the assignment and scan in the group barcode
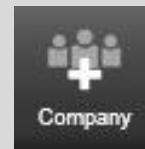
Warnings

- If additions are made on COMMAND or Mobile ICS, these additions will **_not_** be reflected in Mobile Express. Mobile Express only displays what is scanned at that station.

Demobilize

1. Click SYNC one last time

2. Click End incident

3. Click the close button [X] at the top right

4. Shut down the computer

    o Start button (bottom left) > Shut down button

Scanning with Mobile ICS

- See Mobile ICS Quick Guide

The screen is too dark/bright

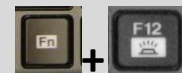- Hold the Fn key and click either F1 or F2 key

I can't hear the computer

- Hold the Fn key and click either F5 or F6 key

Can't see keyboard at night

- Hold the Fn key and click the F12 key to toggle backlit keyboard

WiFi adapter does not appear to be turned on

- Switch to turn on WiFi adapter is in the left side compartment
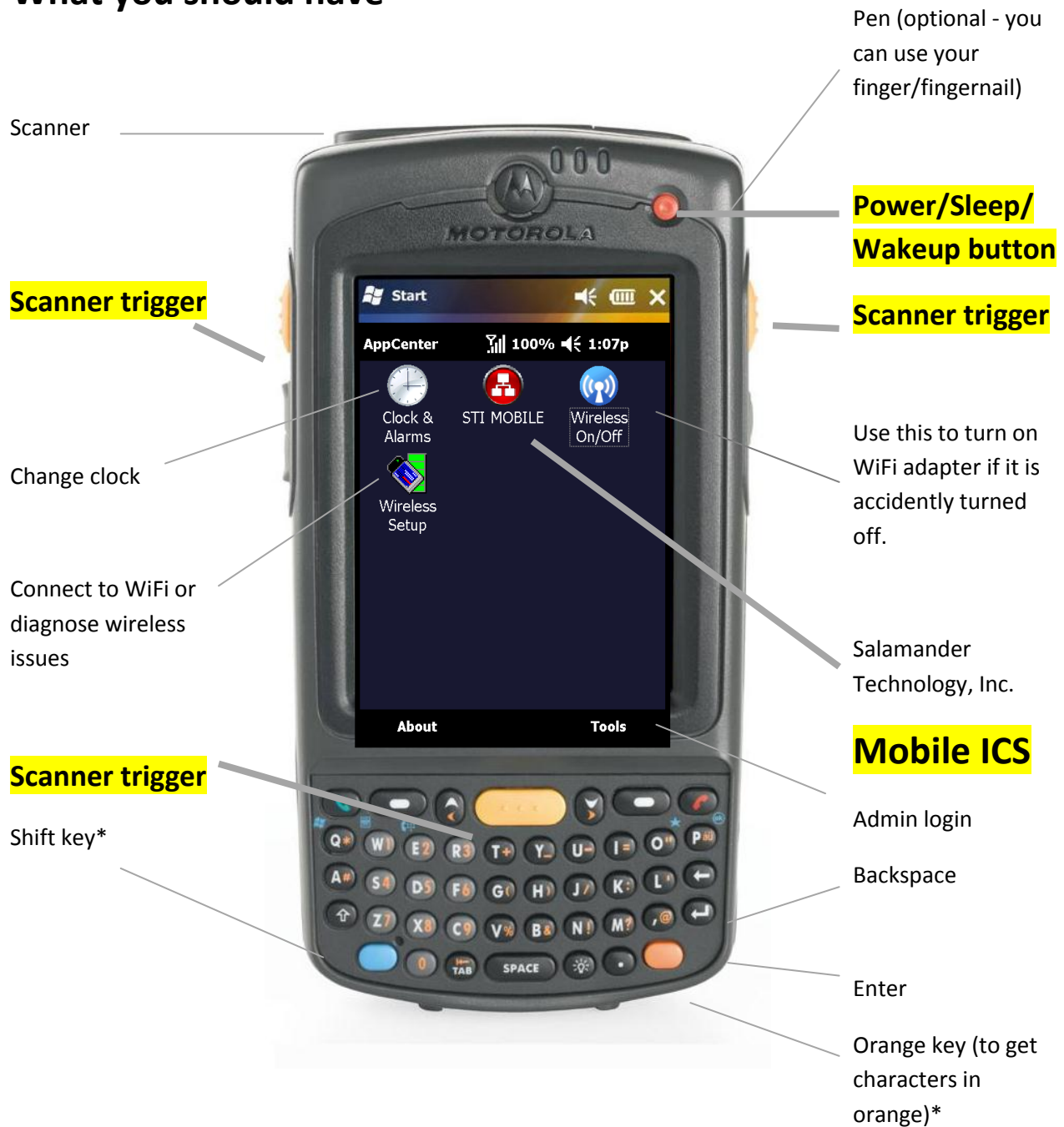
I need more USB ports!

- Devices should be plugged into correct color-coded port, but if you need more USB ports for other devices, there are two additional ports in the back compartment

Section 4: Mobile ICS Quick Guide

Scan badges and sync to COMMAND

What you should have

Pen (optional - you can use your finger/fingernail)

Scanner

Power/Sleep/ Wakeup button

Scanner trigger

Scanner trigger

Change clock

Use this to turn on WiFi adapter if it is accidently turned off.

Clock & Alarms   STI MOBILE   Wireless On/Off

Wireless Setup

Connect to WiFi or diagnose wireless issues

Salamander Technology, Inc.

About   Tools

Mobile ICS

Scanner trigger

Admin login

Shift key*

Backspace

Enter

Orange key (to get characters in orange)*

* Click once for one character. Hold down for multiple characters. Double-click to toggle. Click again to disengage.

Setup

1. Click STI Mobile icon

2. Click **Menu button** > **New Incident**

3. Add an incident name and number (optional) and chose a Type from the dropdown

4. (Check **Training** if this is a training/test.)

5. Click **Start**

6. Select your Assignment. If the assignment is missing, click the Assignment box and type in your assignment like "rehab."

Scanning Badges

1. Make sure your Assignment is correct

- **If Company/Team barcodes are being used, you must scan these barcodes and NOT the individual responder's barcode!!!**

2. Aim scanner (top of the device) at a barcode

3. Push one of the yellow scan buttons

4. If you scan a Company or Team badge, you may be asked to verify members of the company. Click the [+] symbol to expand the list and uncheck any members not present.

5. If you scan a Company or Team badge that is empty:

   a. Click OK

   b. Select the Company/Team (this will make it the active assignment)

   c. Scan in individual badges

- **Don't forget to change your Assignment otherwise anyone you scan will be added to the team.**

- **Warning! The system will warn you if you scan individual badges of a Company/Team will that this will break up the team in the system.**

6. If you are connected to the COMMAND unit via wifi, click SYNC to send data. (System is not automatic. You must click Sync.)

- If you accidently leave the scan screen, select the incident and click the 🔍 icon.
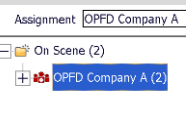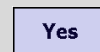
Shutdown

To clean up your incident list:
1. Make sure you are connected to COMMAND.
2. Exit the scanning page.
3. Click the Menu button > Sync.
4. Click OK to close the app. Next time you start Mobile ICS, the Incident list should be cleared.

5. Click **OK**

6. Click **Yes** to closing the incident

7. Push **power button** to put device into standby (or wait about 5 minutes and it will put itself into standby)

Section 5: COMMAND Quick Guide

Collects and displays all data

What you should have

15' power strip

Toughbook power adapter

Documentation

USB barcode scanner

Wireless router power supply

Toughbook

CradlePoint **wireless router (WiFi)**

Leave laptop plugged into adapter and plug adapter into outlet to keep laptop charged.

If you plug this into the power strip, make sure the wireless router is unplugged (or it will overheat and fail).

Extension handle

(do not use to lift bag)

Connect power strip

- Make sure laptop and wireless router are plugged in.

Startup the wireless router

1. Wireless router can be left in the bag if a better position is not available (but it would be better to be out of the bag).

2. If the wireless router's power adapter is not plugged into the router and to the power strip at the back of the computer bag, do so now.

3. Devices are set up to connect to this router automatically.

- Optional (not provided): If these computers need Internet Access, connect a USB modem, MiFi via USB cable or Expresscard into the wireless router.

Setup COMMAND on the laptop

1. If the laptop is not already connected to the power strip, do so now.

2. Turn on the laptop with the switch at the front right.

3. Double-click the COMMAND icon on the desktop or single-click the red COMMAND icon at the bottom.

4. If the Start incident screen does not come up, then select **File** menu > **New Incident**.

5. Enter **Run Number**, **Name** and **Type**.

6. If this is a training event, check the **Training** checkbox.

7. Click **SAVE**.

8. Plug in the USB barcode scanner if you need to scan any badges. The plug and port are both tagged with a red dot.

When Devices attempt to connect to COMMAND

1. When Devices attempt to sync with COMMAND, COMMAND will display an "Add Device to Incident" confirmation window.

2. Check all devices that start with KCTEAM and click Save.

⚠ DO NOT check unknown devices as this may give you bad data or mix up data from another Salamander Accountability system.

⚠ Warning! Devices must manually click Sync in order for COMMAND to receive data.

Displaying only Companies/Teams

Displaying members of a Company/Team

Running a report of …

Running a report of …

These next steps are not usually necessary if SOP is being followed	

Creating Assignments (Rehab, Staging, Etc)

⚠ This should be done at the scanning devices to avoid issues.

⚠ WARNING! Creating Assignments on COMMAND will **_NOT_** create the assignments on the other devices.

1. Drag the Assignment icon onto the screen

2. If you want the Assignment to be subordinate to another existing Assignment, drag it onto that Assignment

3. Fill in the Name, select a _____, click OK

ASSIGNMENT

Scanning in individual barcodes

1. Right-click on the Assignment you want the personnel to be assigned to > select Set as Active Assignment.

2. Scan in barcode.

   a. Hold the trigger until scanner beeps.

   b. Move the scanner closer or farther if barcode doesn't scan.

Scanning in Group barcodes

1. Right-click on the Assignment you want the group to be assigned to > select **Set as Active Assignment.**

2. Scan in Group barcode.

3. A Company PAR will appear. Open up the lists by clicking on the arrow buttons (>>).

4. Uncheck any personnel who are not present and click OK.

Adding personnel to a Group

By drag-and-drop
1. Drag existing personnel on the screen into the group.

By scanning
1. Right-click group > select Set as Active Assignment.
2. Scan individual barcodes.

Creating Groups (Companies, Teams, etc)

- To avoid issues, this should be done with a Team barcode. If you do not have a team barcode, please have them created using the RapidTAG system.

⚠ WARNING! Manually creating groups leads to the potential of accidently moving personnel out of groups by scanning in an individual's barcode (and not the group barcode).

Scanning Personnel Into Groups

- To avoid issues, scan Team barcode first.
- Right click on the Team > Set as Active Assignment.
- Scan barcodes.
- Don't forget to set an Assignment as Active Assignment otherwise all additional barcodes will be joined to the team.

⚠ WARNING! Scanning in an individual barcode will pull the individual out of the team.

Moving Groups

1. Drag the Group icon to the new assignment.

Move an individual out of a Group

1. Drag the individual's icon out of the group.

2. Scan in an individual's barcode into another Group or Assignment.

Remote Scanning

- Deploy the BADGE SCANNING kit.

Mobile Just-In-Time Badging

- If temporary badges are needed, set up the RapidTAG kit.

Help! I am not seeing new data

- People operating the badge scanning devices (Mobile Express on the laptops and Mobile ICS on the handhelds) **must manually click their SYNC buttons.**

The screen is too dark/bright

- Hold the Fn key and click either F1 or F2 key.

I can't hear the computer

- Hold the Fn key and click either F5 or F6 key.

Can't see keyboard at night

- Hold the Fn key and click the F12 key to toggle backlit keyboard.

WiFi adapter does not appear to be turned on

- Switch to turn on WiFi adapter is in the left side compartment.

I need more USB ports!

- Devices should be plugged into correct color-coded port, but if you need more USB ports for other devices, there are two additional ports in the back compartment.