



911 INFORM

LDS
ADMINISTRATION
PANEL



SECURETEC

NEXT GENERATION SECURITY

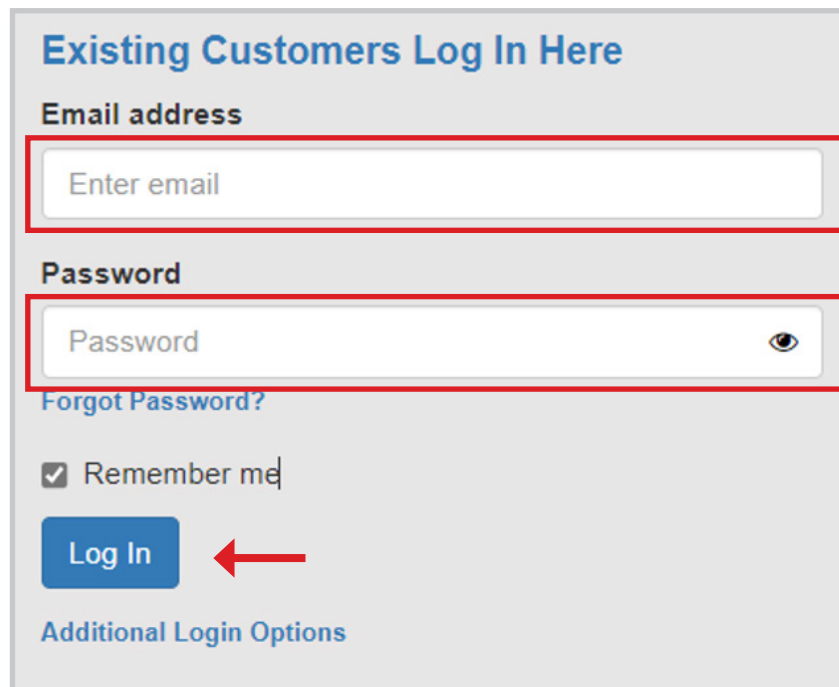
LDS Administration Panel

Today's evolving enterprise environments are easily enabled with communications that can now take place from anywhere and on any device, making working remotely even more accessible to any enterprise. As a result, employees are becoming more mobile, thus harder to locate during emergency events triggered on private branch exchange phone systems. Throughout the day, enterprise users working on site, remote, or even on the go - will cross the invisible boundaries of 911 call centers without being aware. Additionally, a user with a desk phone at the office may also have access to their extension via laptop or softphone. That user is now active in two separate locations, where both are tethered to the same phone number and extension. 911inform Location Discovery Solution (LDS) easily allows users to update their physical location without having to do more than tap their smartphone screen or a few clicks from your laptop, which in turn will save critical response time to emergencies.

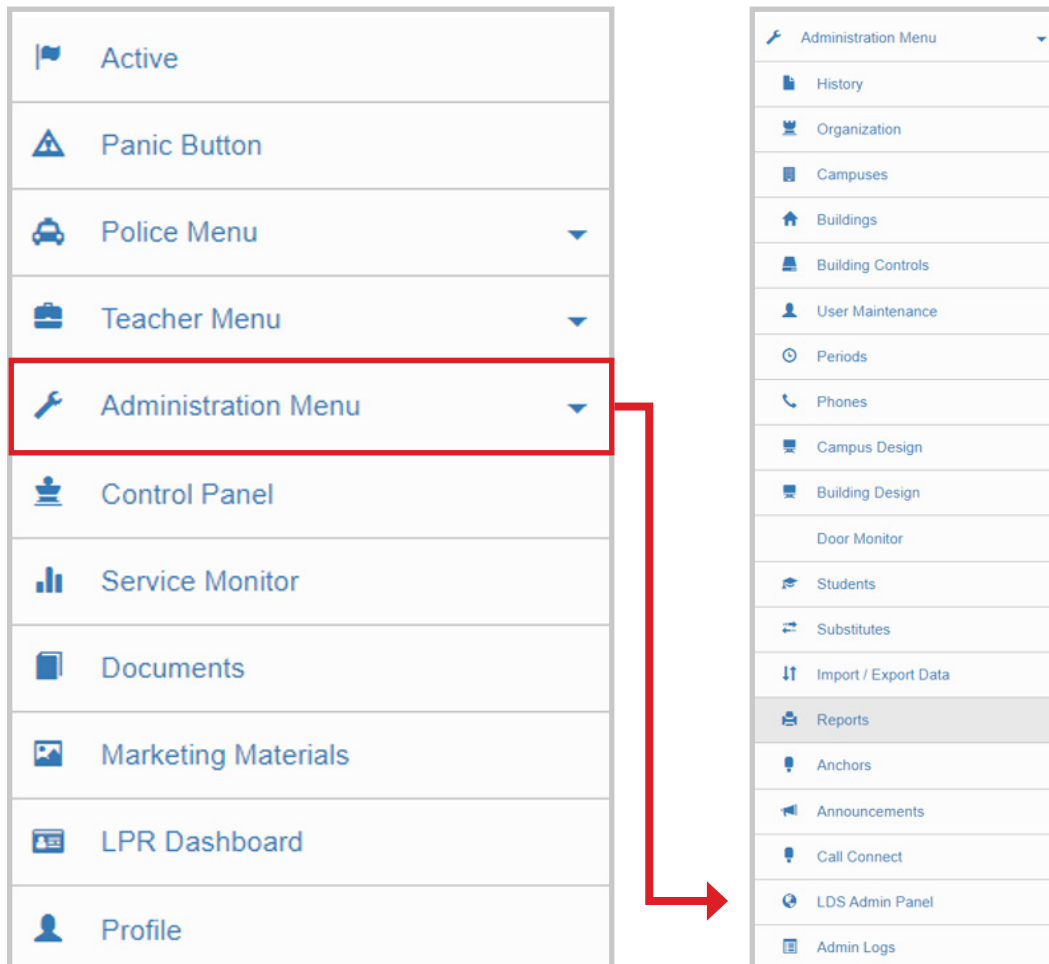
- Go to 911inform website.
- Login.



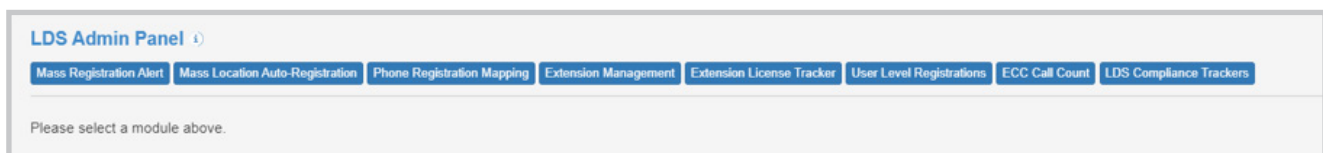
- Enter your credentials and then click "Log In."

A screenshot of the "Existing Customers Log In Here" form. The form is a light grey box with a blue title. It contains two input fields: "Email address" with the placeholder text "Enter email" and "Password" with the placeholder text "Password" and an eye icon. Below the password field is a link "Forgot Password?". There is a checkbox labeled "Remember me" which is checked. At the bottom left is a blue "Log In" button with a red arrow pointing to it. Below the button is a link "Additional Login Options".

- Click Administration Menu.
- Click LDS Admin Panel.



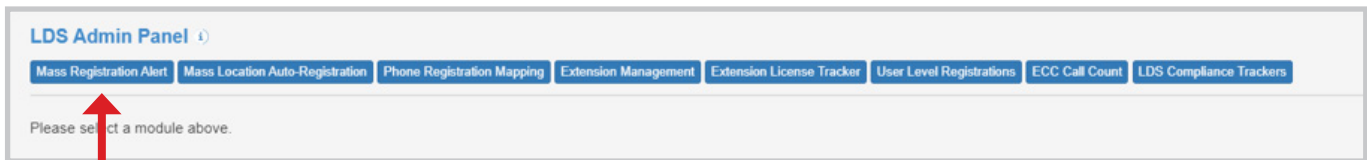
Now that we are in the LDS Administration Panel, let us go over what each function does, and how to use it.



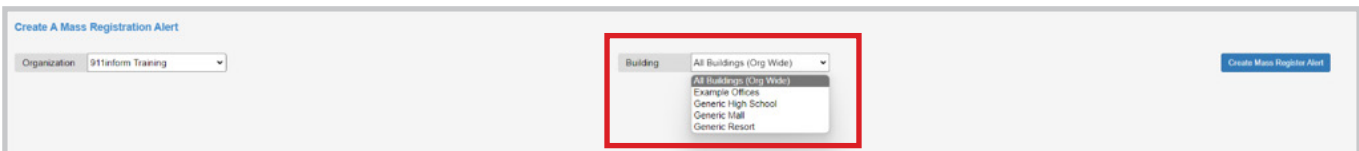
Mass Registration Alert

The Mass Registration Alert function sends registration requests to every user in a selected organization or to each user of said organization located in a specific building. This function is important to an administrator because it sends out organizational wide registration requests to all end users in an organization or specified building; making registration simple, easy, and quick for both administrator and user.

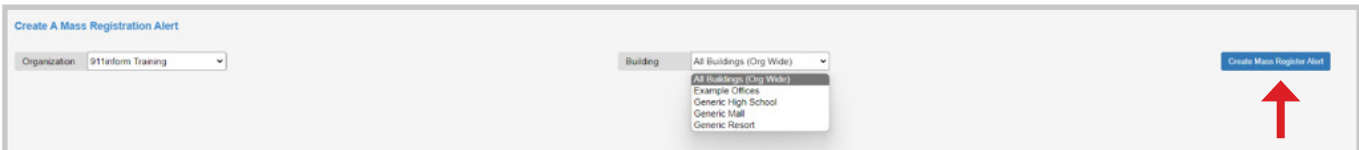
- Click the Mass Registration Alert button, it is the left most button at the top of the page.



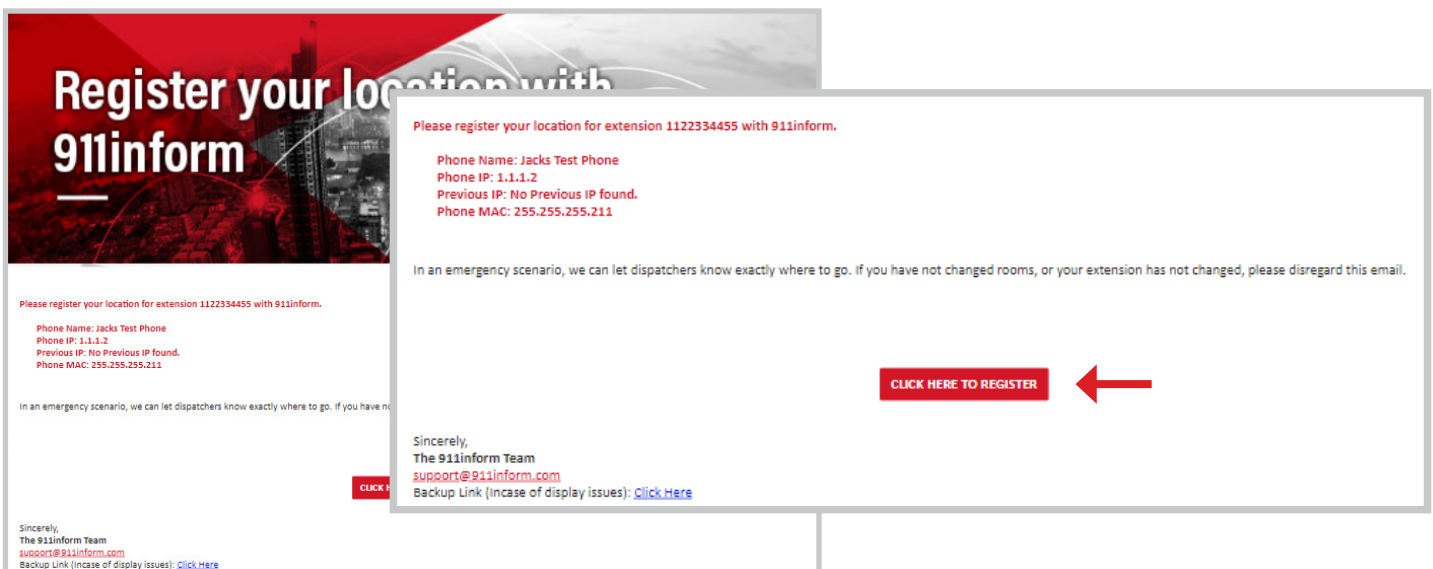
- Select the building whose users will receive the Registration Alert from the building Drop down.



- Click the Create Mass Register Alert to send the mass alert.



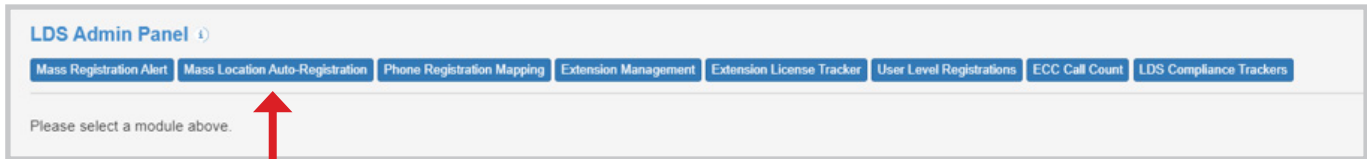
- For every extension set up in the building or organization, the user associated will be sent an SMS or email (based on their LDS Requests setting in their profile) asking them to register the location of the extension.



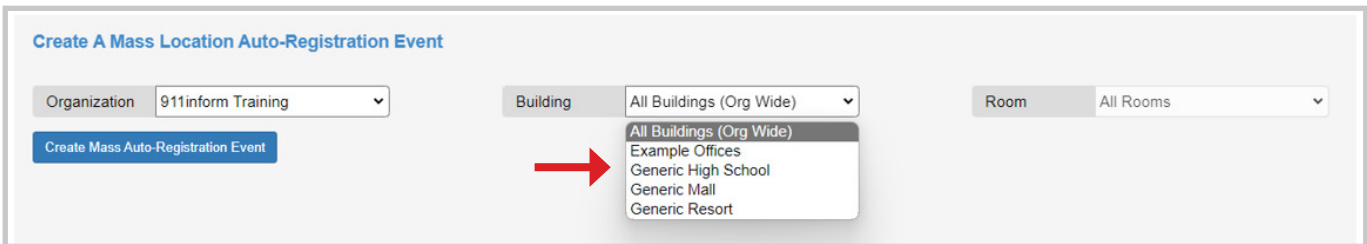
Mass Location Auto Registration

The Mass Location Auto Registration function sends out an automatic registration to each extension in every room for all buildings in an organization. This function is like the Mass Registration Alert function (above) but takes out the user involvement and allows administrative users to register an extension at the click of a button.

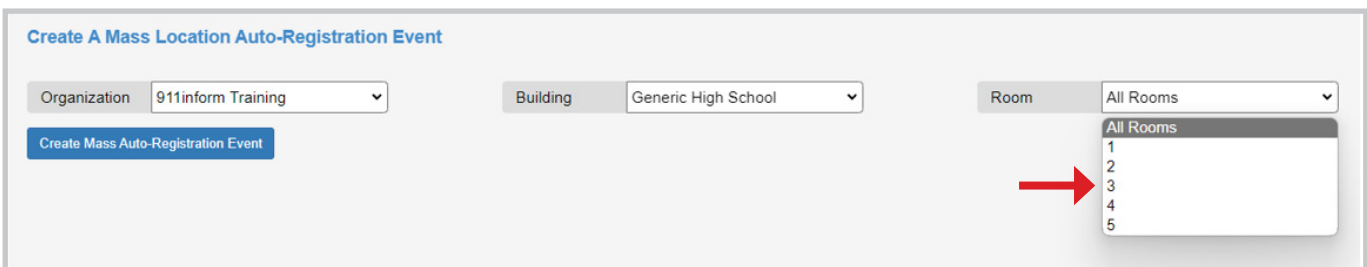
- Click the Mass Location Auto-Registration button, it is second to the left button at the top of the page.



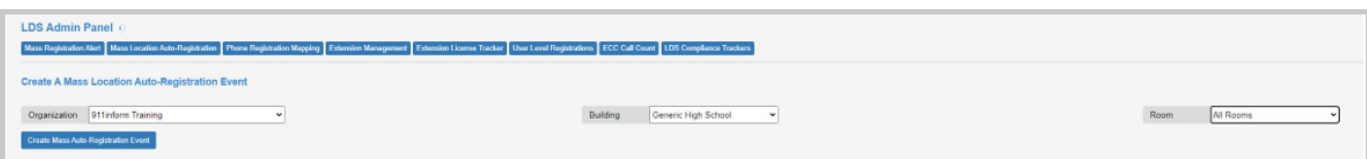
- Select the building whose phone is auto registered from the building Drop down.



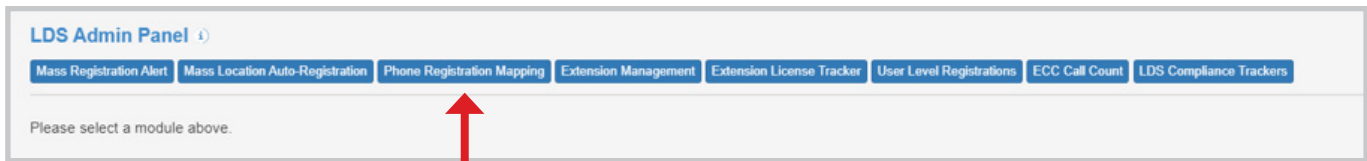
- If a building was selected instead of the entire organization a particular room in the building can be selected.



- Click the Create Mass Auto-Registration Event to register all the selected extension's location with bandwidth.



Phone Registration Mapping



The Phone Registration Mapping function shows a phone's registration map and information by providing a status, current location, and previous registration analytics. The status provided in this tab reveals whether the user's extension is registered, registered but outstanding pending or unregistered (see terminology below) on 911inform's website. The current location provides an address for which the extension is being used. Previous Registration Analytics will provide a visual representation of metrics for Location History and Location Usage Analytics.

- » **Registered:** There is a location for this user/phone and there is no outstanding pending request for them to update this location.
 - » **Registered (Outstanding pending):** There is a location for this user/phone, but we detected that information has changed and have sent out a registration request. This request has not yet been updated by the user.
 - » **Unregistered:** There is no location for this user/phone on record.
- Enter in credentials of Email/Extension/Phone Name that user wishes to search in the 'Phone Search' line.

Phone Registration Mapping

Organization: 911inform Training

Phone Search: Email/Extension/Phone Name Search

User	Phone Name	Extension
No search query, please query above to see phones displayed here.		

- Click search.
- Search results will show underneath the search bar.

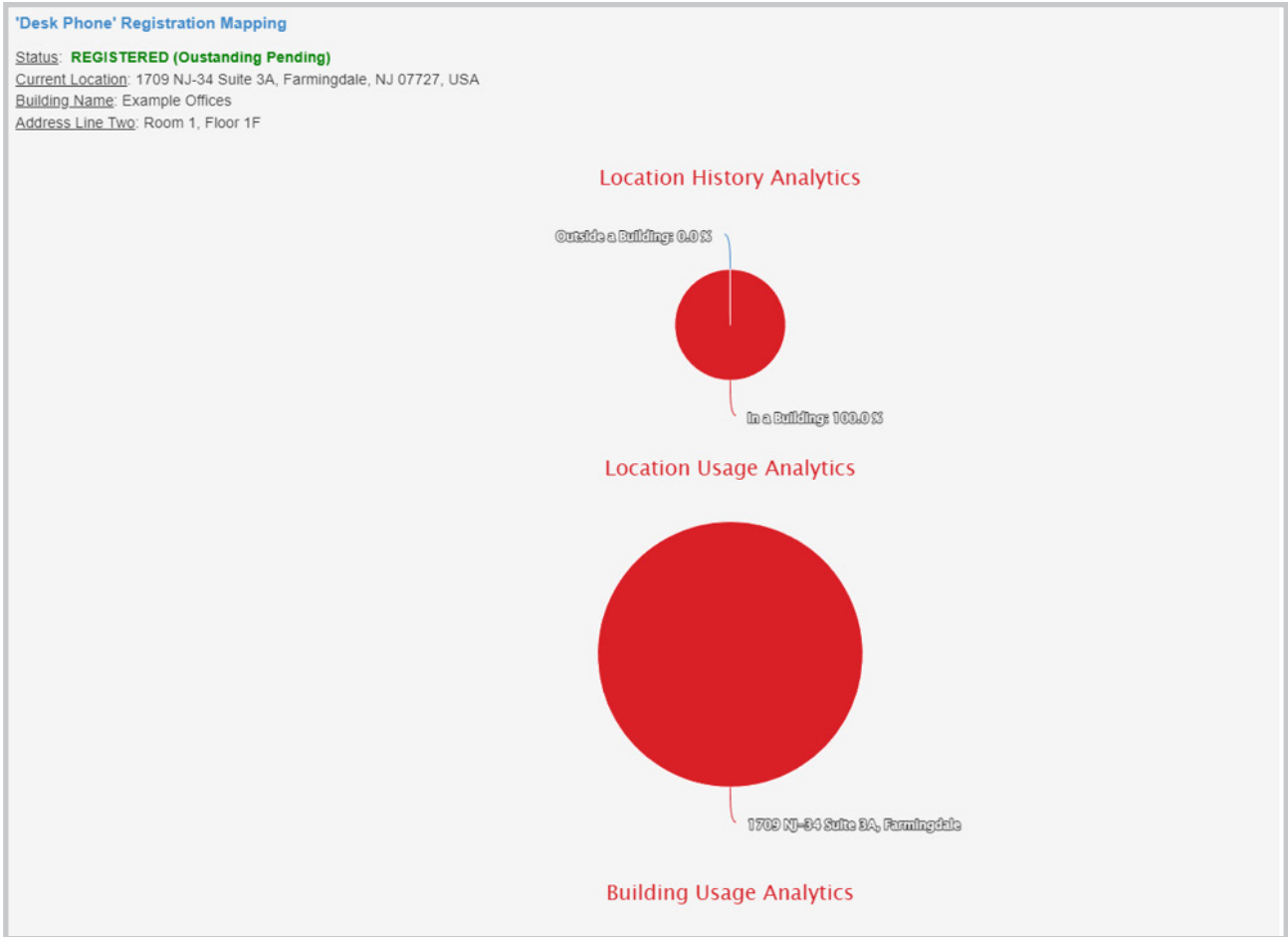
Phone Registration Mapping

Organization: 911inform Training

Phone Search: 4264 Search

User	Phone Name	Extension
hsignorelli@911inform.com	Desk Phone	4264

- Click on the user that you wish to see analytics for.



Extension Management

The Extension Management function will help a user to look up what extensions belong to who, as well as deleting the user that no longer belongs to a previously owned extension. This function is useful to an administrator, as it will make extensions easy to manage and search for in one place.

- Click on the Extension Management button, it is the fourth button, in the middle of the panel.



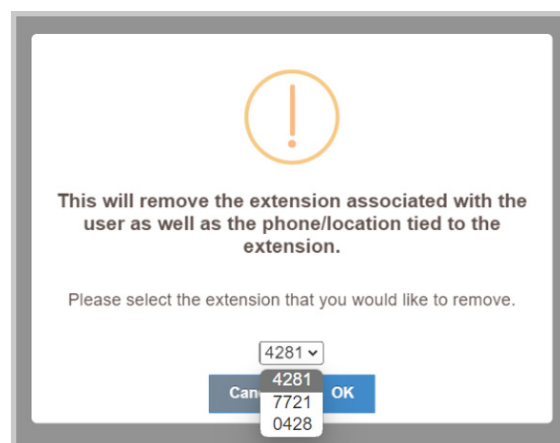
- Search for an extension by typing it in the Extension(s) and hitting the search extension button. Multiple extension can be searched for by separating them with comma.



- The search results are a list of users with any of the extensions which were searched, to the right of the email address is a list of all the extensions associated with that email address.



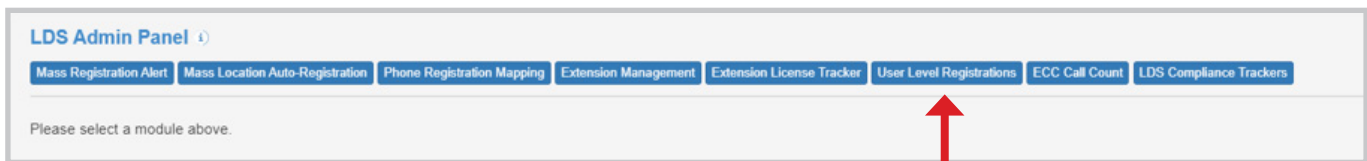
- Clicking the red trashcan button will open a menu to select which extension of the user to delete.



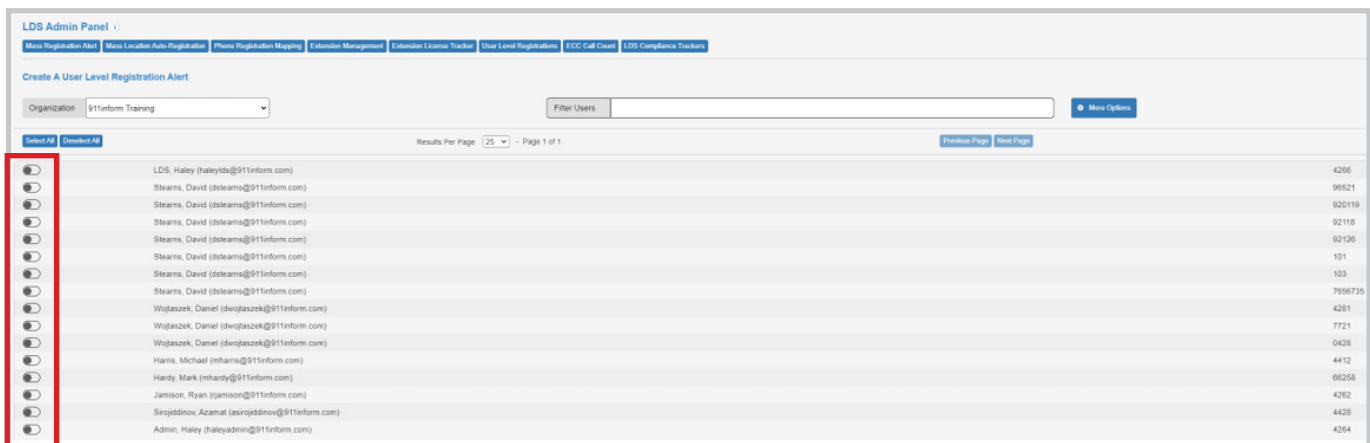
User Level Registration

The User Level Registration function allows an administrator to send registration requests to specific users, rather than a whole building or organization like the Mass Location Alert function. This tool is useful to administrators like the Mass Registration Function, but it allows registration requests to be sent to individual and specified users. If there is a user(s) who has not been registered and needs another registration request, rather than sending a registration request to the whole organization or building, an administrator can send a request to specified user(s).

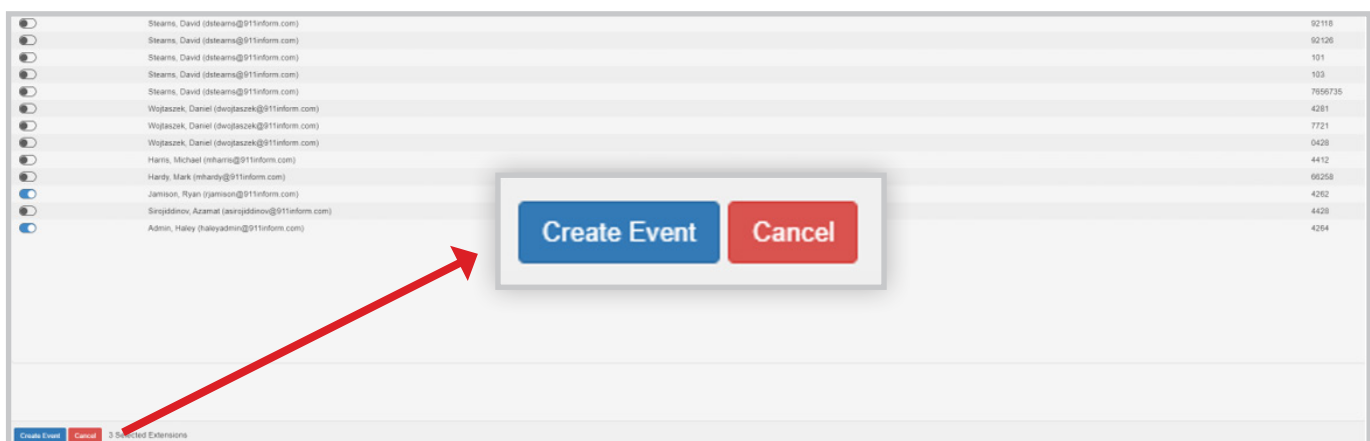
- Click on the User Level Registration button, it is the sixth button, towards the right of the panel.



- By clicking on the toggle, administrators can select specific users to send registration requests to.



- After selecting the specified users to send registration alerts to, click the 'Create Event' button on the bottom left side of the screen.

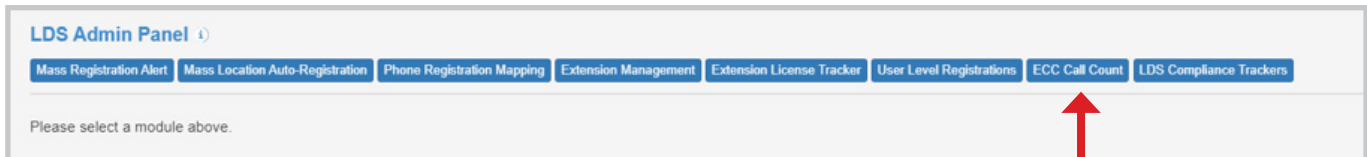


- Clicking 'Create Event' will send out a Registration Request to those selected users.

ECC Call Count

The ECC Call Count function allows specified users within an organization to be notified about calls that went to ECC, (Emergency Communication Center) when the phone number is under their organization. This is so users know when there is not a registered location assigned to an extension within their organization. The count must exist to bill organizations for having their phone numbers go to the ECC. This will show the count of calls that went to the ECC for each organization based on month and year.

- Click on the ECC Call Count button, it is the seventh button, towards the right of the panel.



- This function simply shows the number of calls that were made by your organization.



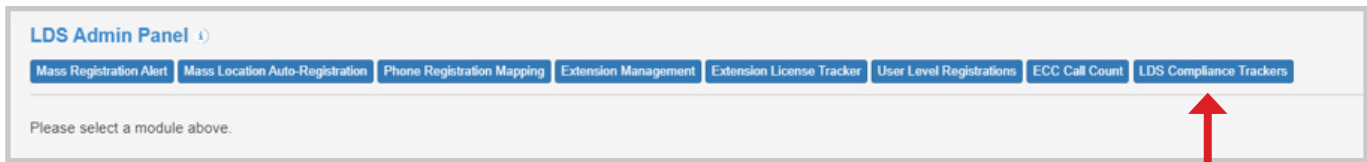
Month & Year	Count
January 2023	3

The screenshot shows a table with two columns: 'Month & Year' and 'Count'. The first row of data shows 'January 2023' and a count of '3'. Above the table, there is a search filter 'Filter Month & Year', a page number '25', and 'Page 1 of 1'. There are also 'Previous Page' and 'Next Page' buttons.

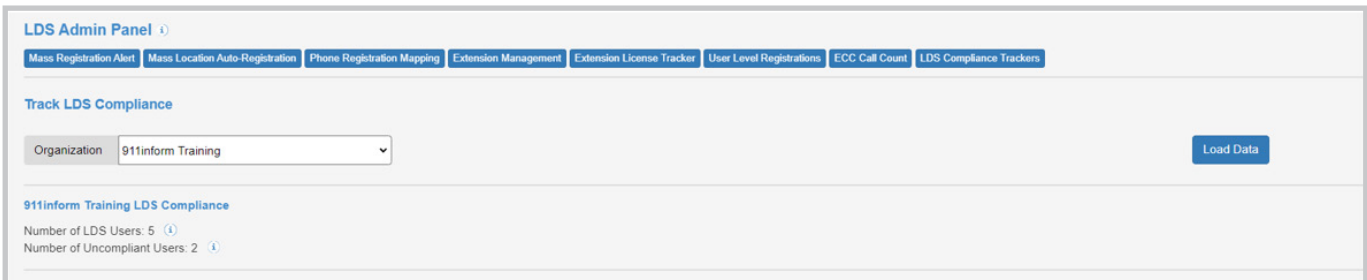
LDS Compliance Tracker

The LDS Compliance Tracker module should report that users are out of compliance and all users that have registered any pending location updates. This module also features graphic metrics that show the number of users registered, the number of outstanding pending users, and uncompliant (unregistered) users. This module is helpful to an administrator, as it shows analytics of compliance throughout an organization.

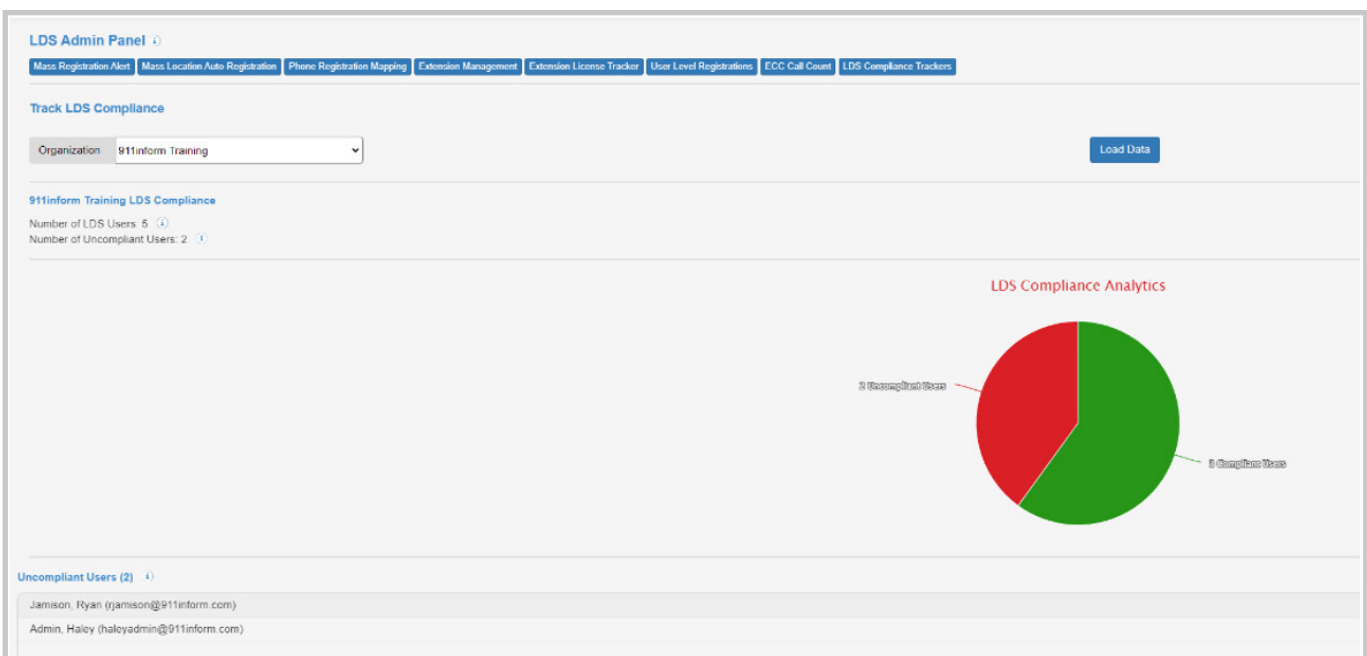
- Click on the LDS Compliance Tracker button, it is the eighth button, towards the right of the panel.



- Click the Load Data button which will then give you the most up to date analytics on the Compliance Tracker.



- After looking at this module, administrators should be able to go into the Extension Management tab to send emails regarding compliance (registry) of users.

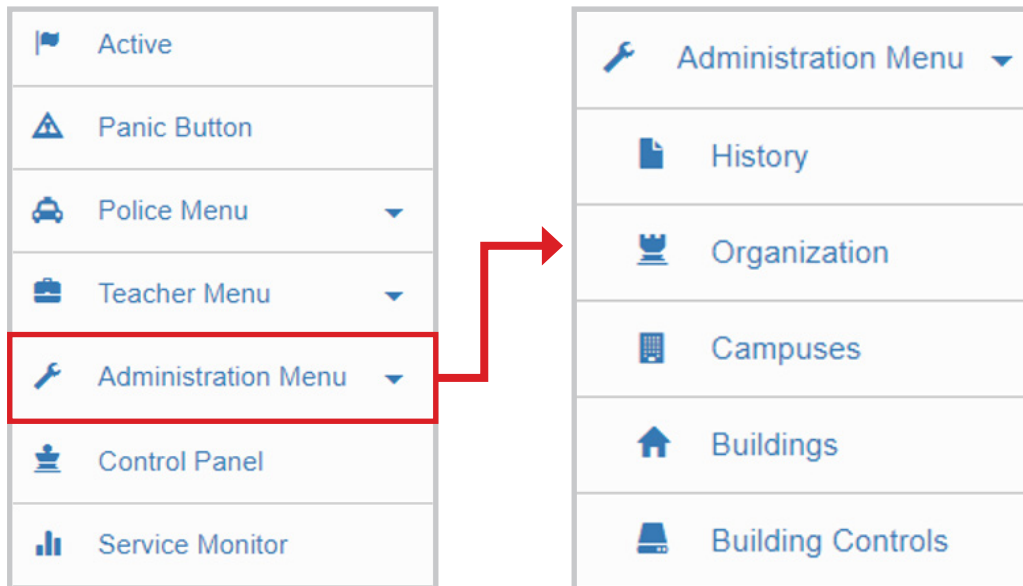


Uncompliant Users/Compliant Officers

A compliance officer would be a user within an organization that monitors the registration events of an organization's users and provides support to unregistered users to keep an organization in compliance. Uncompliant users are end users who have not registered themselves to a location on the 911inform system.

LDS/Compliance Officer Reminder Settings

- Click Administration menu button on the sidebar menu.
- Click on the Organizations tab underneath the Administration Menu.



- Scroll down to LDS/Compliance Officer Reminder Settings.

LDS/Compliance Officer Reminder Settings	
Unregister Notify Delay (in Minutes)	0
Unresponded Notify Delay (in Minutes)	0

- The 'Unregistered Notify Delay (in minutes)' tab allows an administrator to set the length of time until a second registration request email is sent to the end user.

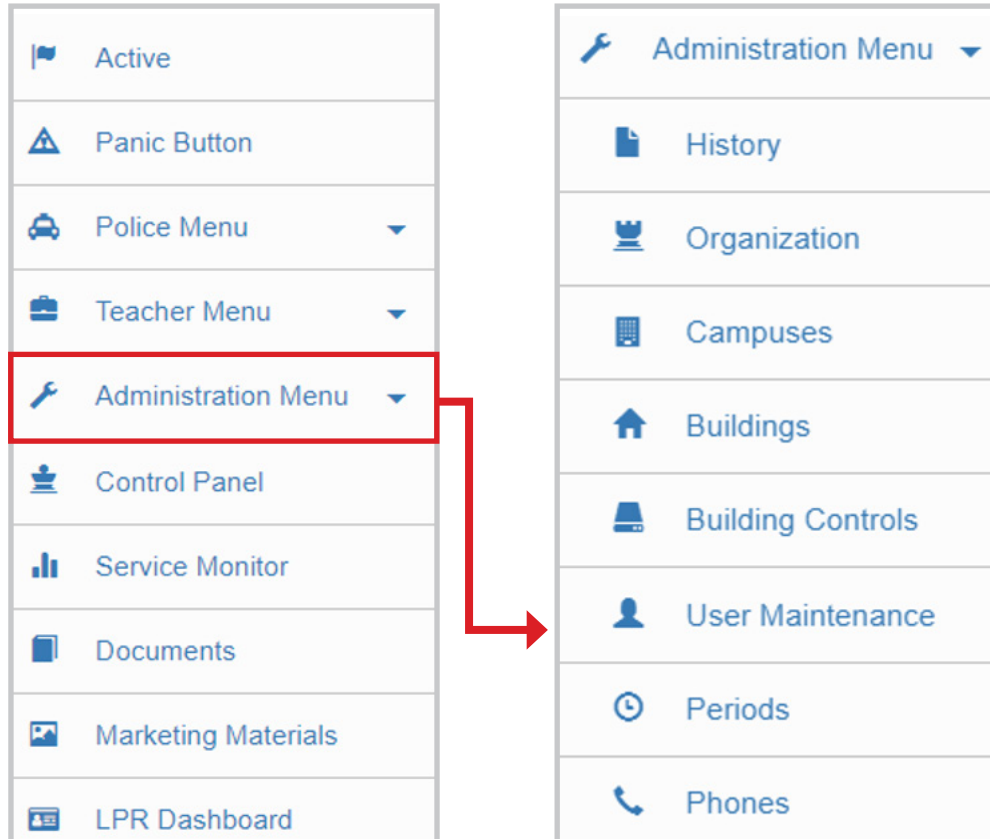
Unregister Notify Delay (in Minutes)	0
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- The 'Un-responded Notify Delay (in minutes)' tab allows an administrator to set the length of time until a notification is sent to the Compliance Officer to make them aware of a user being uncompliant.

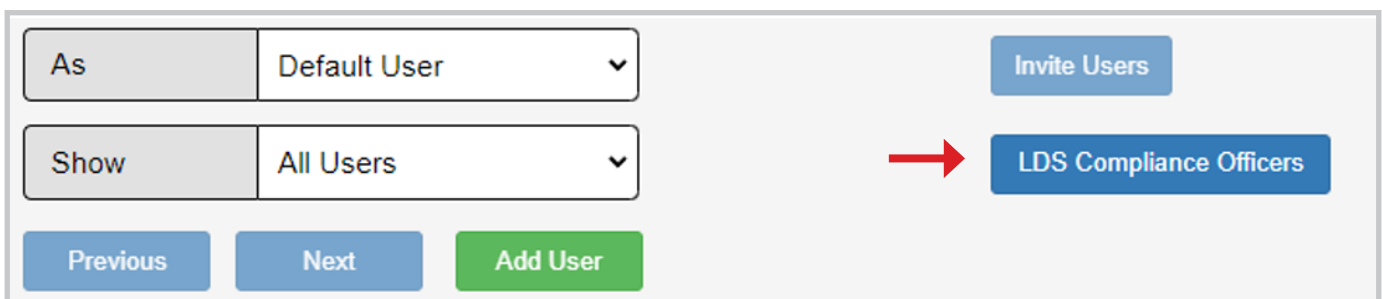
Unresponded Notify Delay (in Minutes)	0
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How to set up a Compliance Officer

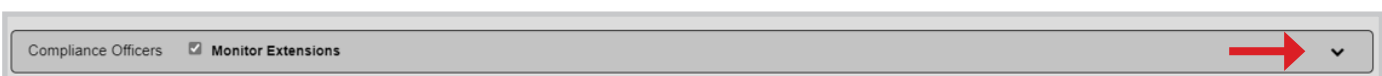
- Click on Administration Menu.
- Click on the User Maintenance tab.



- Click on LDS Compliance Officers button.



- Click on the drop-down arrow for the Compliance Officers line.



- Click the Edit Users button to add in your Compliance Officer(s).



- Click on the names of members of the organization that are being assigned as Compliance Officers.

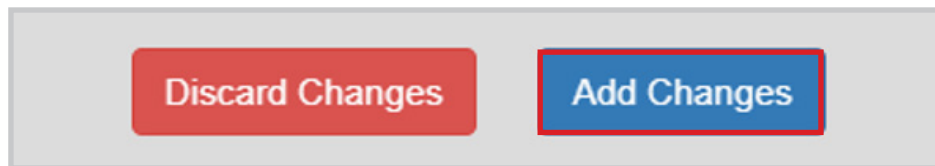
Editing Users for Test Building : Compliance Officers

Filter Users

[Select All](#)

Haley Admin	(haleyadmin@911inform.com)	<input type="checkbox"/>
Mark Hardy	(mhardy@911inform.com)	<input checked="" type="checkbox"/>
Michael Harris	(mharris@911inform.com)	<input type="checkbox"/>
Haley LDS	(haleylds@911inform.com)	<input type="checkbox"/>

- When done selecting users, click Add Changes button.



- Click Save.



- To add in Managed Users, follow the same steps but select the users that will be managed by the Compliance Officers. After adding those users, make sure to hit save again.