VICC

Mobile Application User Guide

CLOUDSCANN

VICC Mobile Version 5.5

Contents

Getting Started

Downloading the App

The first step to using the CloudScann VICC Mobile application is to download it from the Apple iTunes or Google Play app store.

1. Open Apple iTunes or Google Play and search for *VICC*.
2. Download and install the VICC Mobile App on your device.
3. Open the VICC Mobile App.

That's it, you're ready to go!

Logging In

Signing In

To sign in, you need the following credentials.

1. **Domain**
2. **Email**
3. **Password**
   Note: The Domain code is a unique code for your organization's environment. If you are not sure what your domain code is, contact your system administrator.

Forgot Your Password

If you've forgotten your password, you can reset it by tapping the *Reset Password* link. You will receive an email with instructions on how to reset your password.

Register A New Account

No account? No problem! If your domain is setup with a registration option, tap the *Click To Register* button to fill out the registration form. If your domain is not setup for registration, contact your system administrator to setup an account for you.

Interface Overview

Part 1
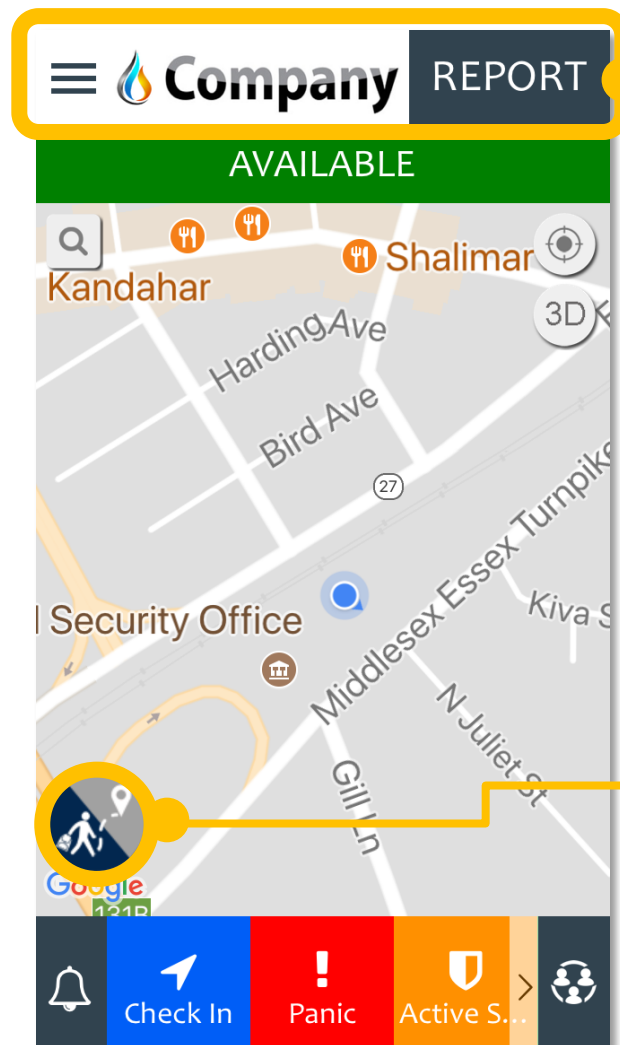
Header

The header is always visible. There are three main components to the header,

1. **Main Menu**
   The main menu provides access to various features and settings for the app.
2. **Company Logo**
   Your company logo is shown in this section of the header. The logo may be unique for different groups throughout your organization.
3. **Report Button**
   Tap this button to start sending information using the SEEitSENDit feature of VICC.

GuardMe

The GuardMe button initiates the personal security feature. Tap this button to start your trip.

Interface Overview

Part 2
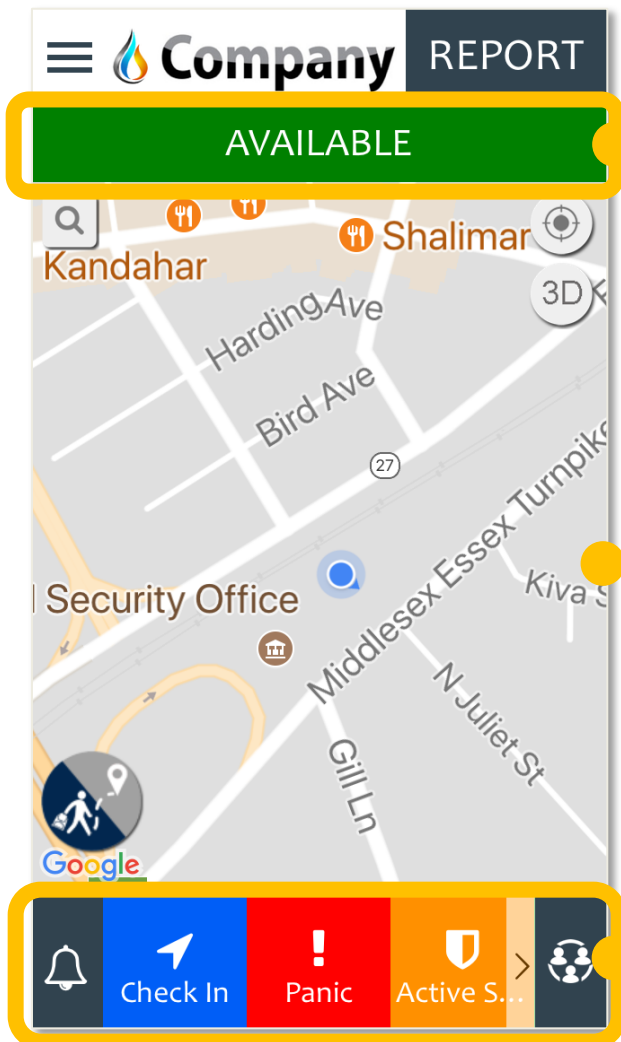
Responder Status

Tap the Responder Status ribbon to change your status. Some statuses may automatically allow for real-time tracking of your location. This feature is only available to responder type users.
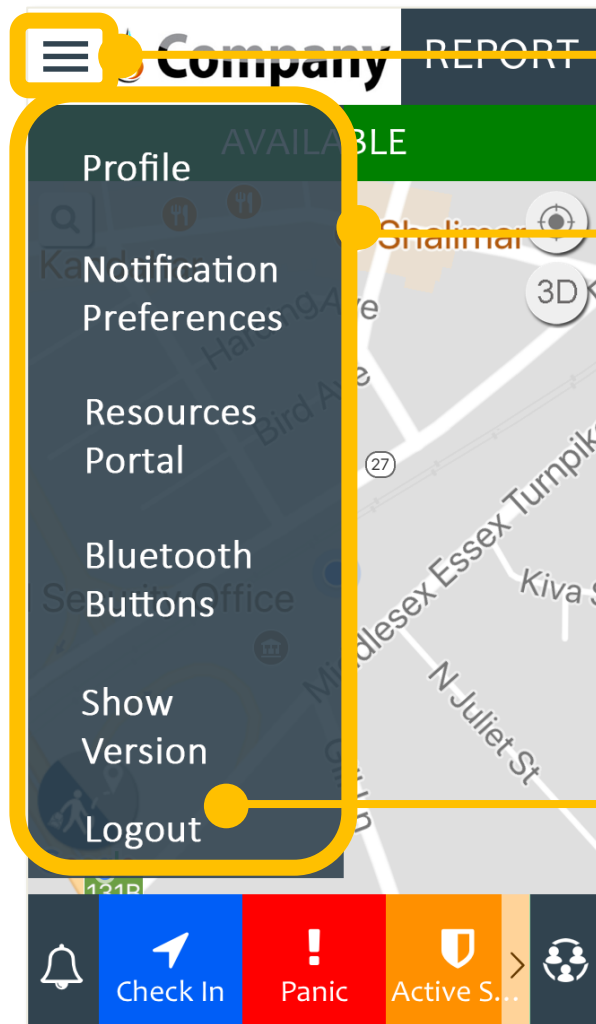
The Map

The Map is a central component for the VICC Mobile app. It allows a user to see where they are, update reports with location data and receive routing information for responding to incidents.

Footer

The footer is always visible. There are three main components to the footer,

1. **Notifications**
   View Notifications that have been sent to you from VICC Operations.
2. **Quick Action Buttons**
   Quickly perform preconfigured actions with a simple tap of a button.
3. **Collaboration**
   Chat with other VICC users or operators.

Main Menu

Open Main Menu

Tap the Main Menu button to the far left of the header to open the main menu.

The Main Menu Options

The Main Menu options will differ by organization based on the features available. The following options will always be available.

1. Profile – Update user profile information including your profile picture.
2. Resource Portal – Redirects you to External links to access websites, files or apps. The links list may be empty if no links are added by your system administrator.
3. Logout

Logout

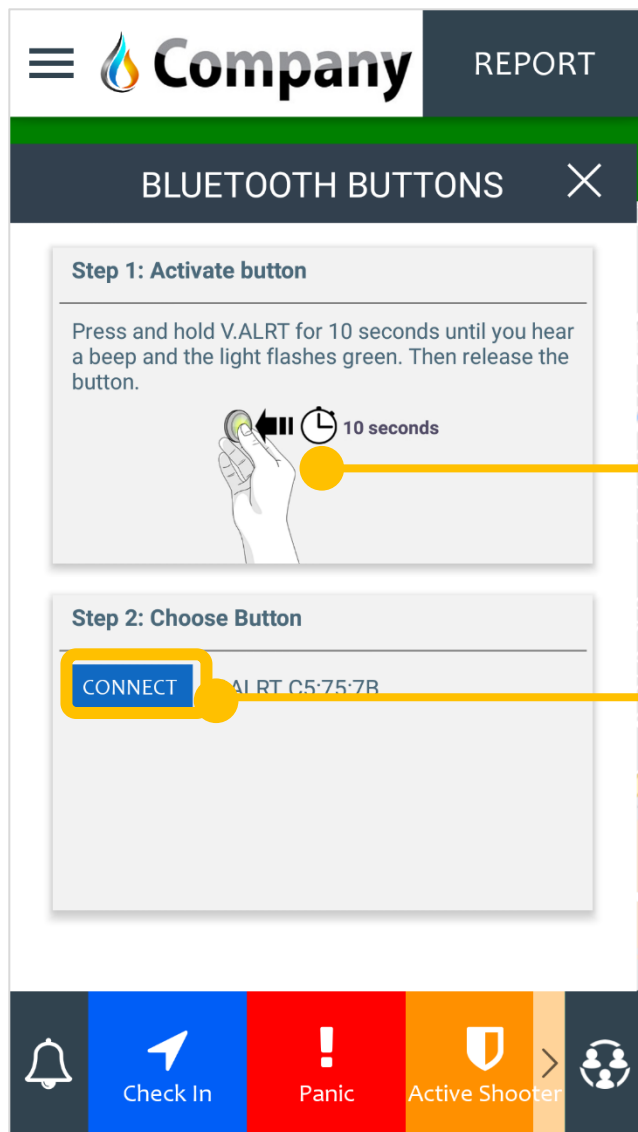To Logout of the VICC Mobile app, tap the **Logout** option the Main Menu
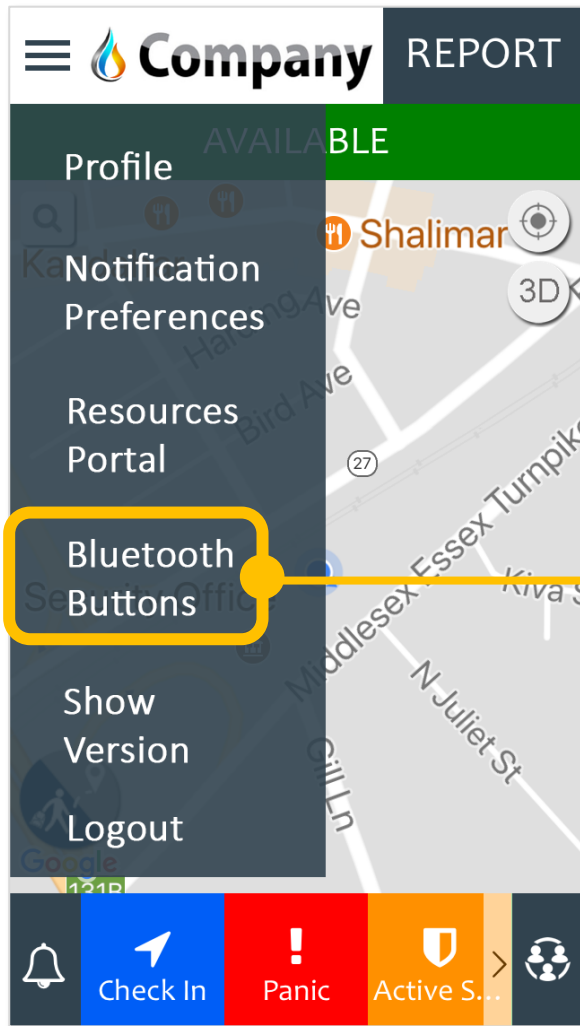
Bluetooth Buttons

Tap on it to add a Bluetooth Button.

Bluetooth Buttons

Step1: Hold the Bluetooth button for 10 seconds unless it is already shown on the list. The button should start blinking green to show that it is currently transmitting its ID.

Step2: Choose between the available Bluetooth devices. Tap the connect button next to the ID of the button you want to connect. You will hear a beep when the button and app are connected.

Bluetooth Buttons

☰ 🔥 **Company** | REPORT

BLUETOOTH BUTTONS ✕

Step 2: Choose Button

V.ALRT C5:75:7B

✓

Connected

DISCONNECT

Step 3: Add Notification Recipients

ADD

NEW CONTACT ✕

Name | name

✉ | email | ▢

💬 | Ex. +1 123-456-7890 | ▢

SAVE

🔔 | ✈ Check In

Step3: To add external recipients to be notified upon a panic or disconnect, tap on the *"ADD"* button.

A form will pop-up asking for recipient's information. Tap on the box next to the email and/or SMS input boxes to enable those modes of communication. Tap *"SAVE"* to add the recipient to the list.
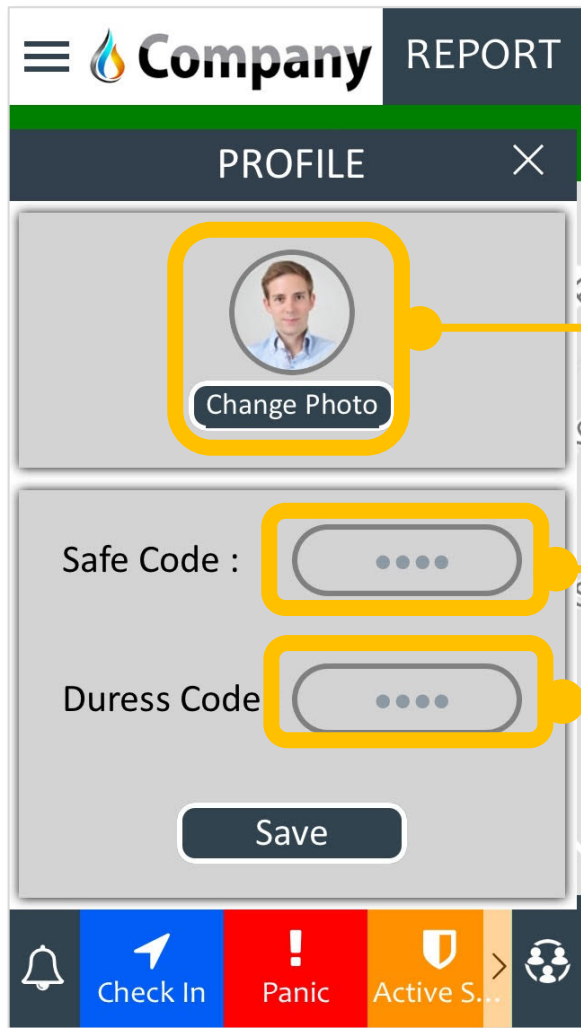
10

Bluetooth Buttons
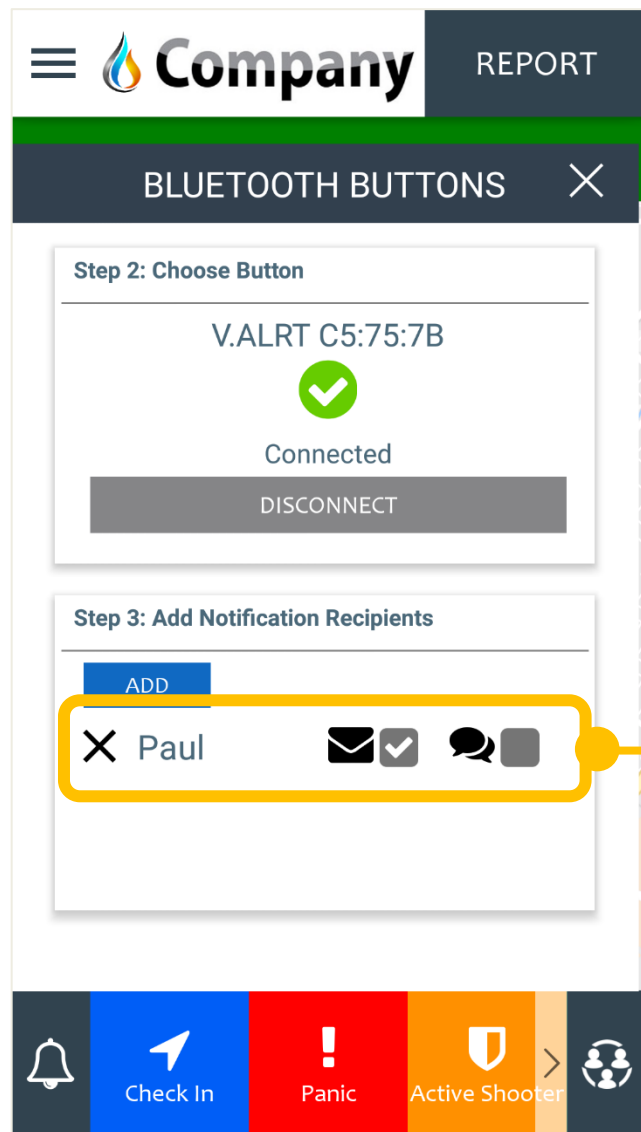
User has been added.

Now, if you press the button for more than 3 seconds and let go, it will automatically send in a Panic alarm.

User Profile

Update User Picture

To change your user picture, tap on the **Change Photo** link below your picture. Choose a new picture from your library or take a new one. Tap the **Save** button to save your changes.

Update GuardMe Safe Code

The GuardMe safe code is used with the GuardMe Personal Safety module in the VICC Mobile app. This safe code is required to indicate that you are safe and your trip is complete. Enter your preferred code and tap **Save**.

Update GuardMe Duress Code

The GuardMe duress code is used with the GuardMe Personal Safety module. This code is used to silently indicate that you are in duress. The trip will look like it has ended safely, but an alert will be sent to the control center.
Enter your preferred code and tap **Save**.
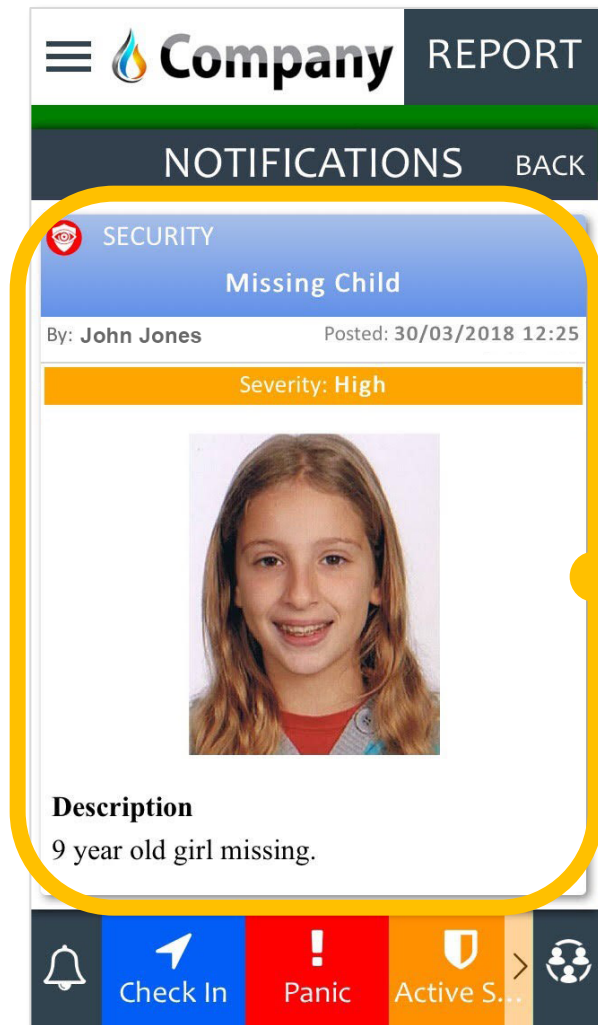
Notifications
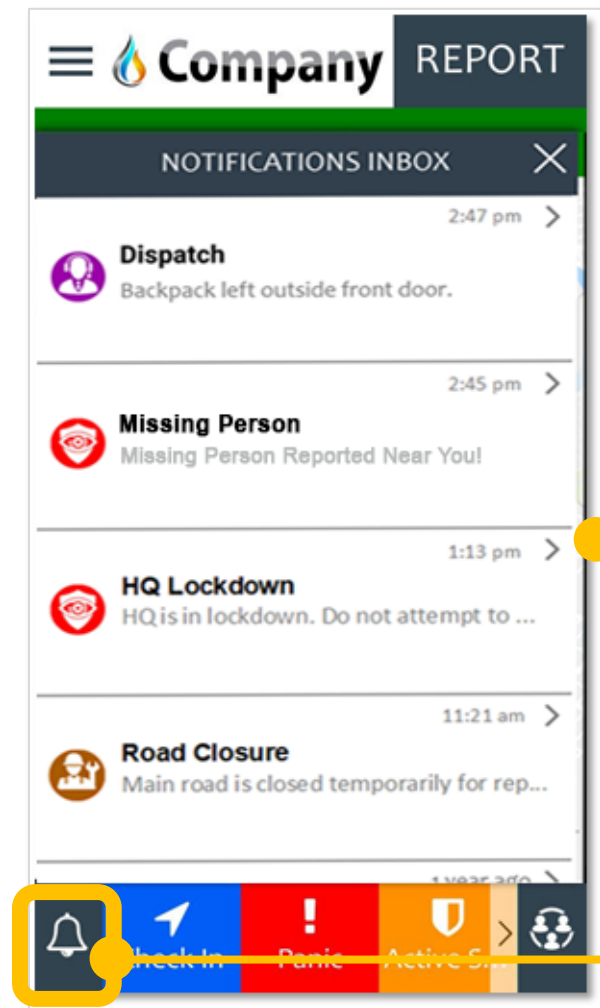
Open Notifications Panel

To open the Notifications Panel, tap the first button from the left on the footer bar.

Viewing Notification

Scroll up and down the list to view the various notifications sent to you. The following notifications are visible in the Notifications panel.
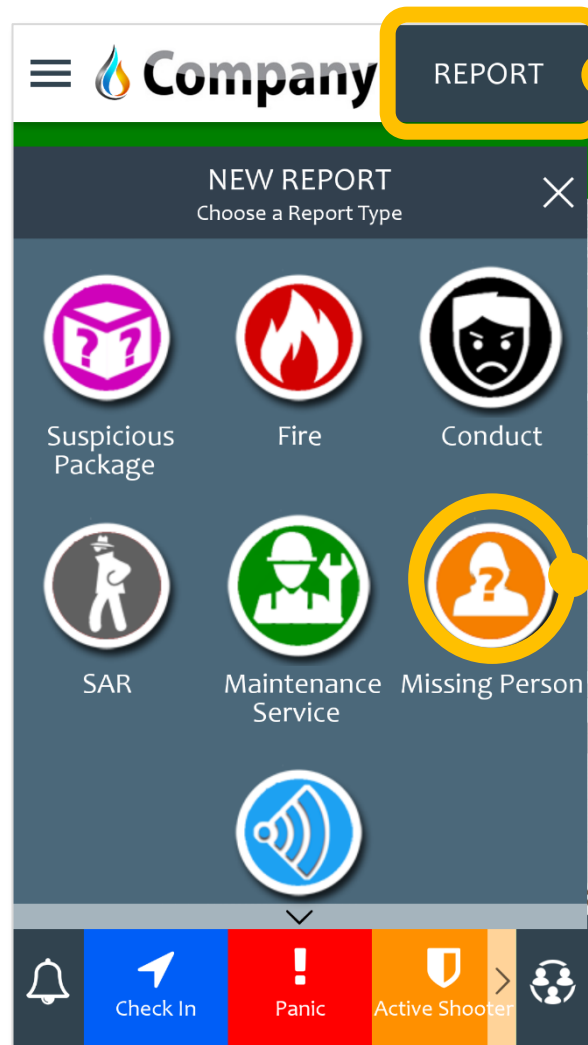
1. Bulletins
2. Dispatch
3. Be-On-The-Lookout (BOLO)
4. System

Notification Card

Tapping on a notification shows all available information associated to that incident.

SEEitSENDit Reports

See Something Send Something!

Whether for Safety, Security or just maintenance, report information directly to the Control Center or Operations to get the right people the information they need to respond as quickly as possible to any situation.

Step 1: Report Button

Tap the Report button on the top right of the screen.

Step 2: Select a Report Type

Choose the appropriate report type most relevant to the situation and information you are sending in.

15

SEEitSENDit Reports

Step 3: Fill in Report Form

Each report may require different information. Fill in the appropriate fields and scroll up to see remainder of form cards.

Step 4: Add Media

Images and video clips can be added to the report via the Add Attachments button. Tapping on the button pops-up a dialogue that allows you to take a picture or video on the spot or attach a file from your device's library.

A preview of each attachment is shown in the attachments bar. To remove an attachment from the report, Tap the small *x* button on the top right of the attachment thumbnail.
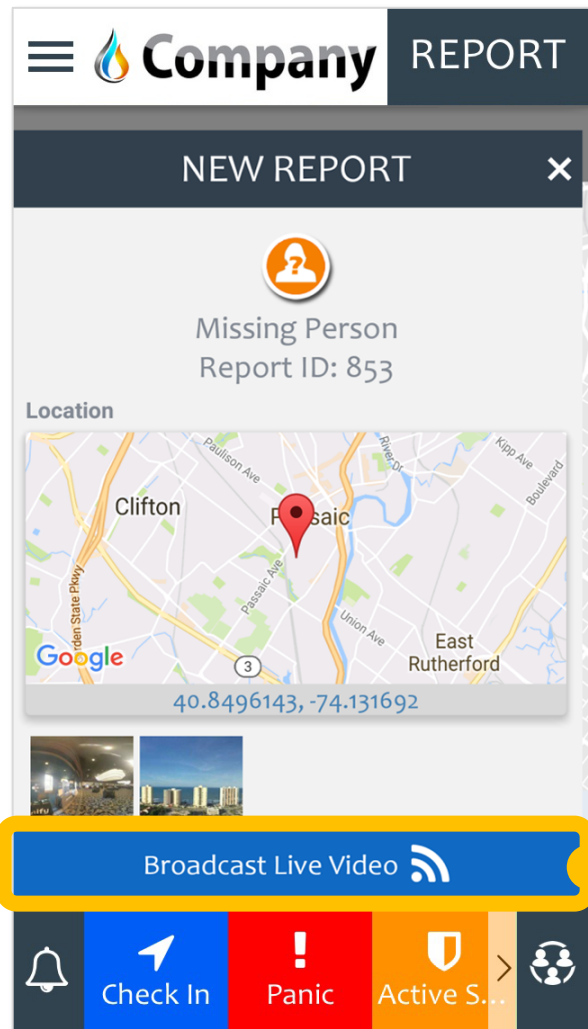
SEEitSENDit Reports

Step 5: Review & Submit Report

Review all fields in the form.

Note: Some fields may be marked as *required* and will not allow the report to be submitted if they are empty.

Once you are satisfied with the report details, tap the SUBMIT REPORT button to send in the report.
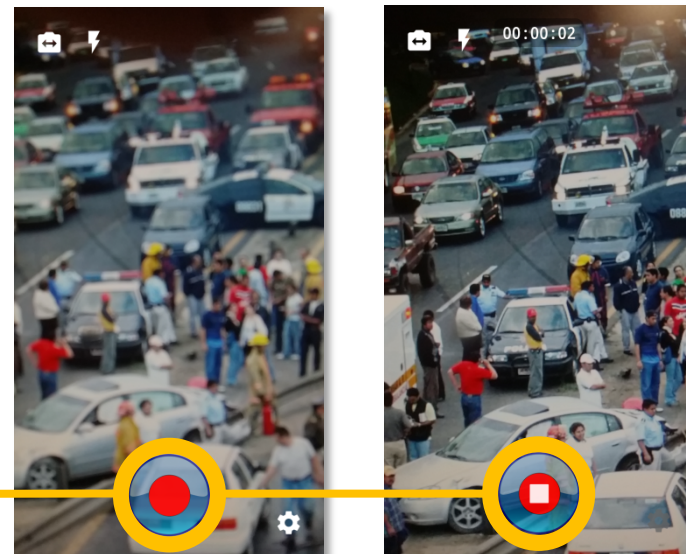
17

SEEitSENDit Reports

Step 6: Broadcast Live Video

To Broadcast Live Video directly to operators in the control center, tap the *Broadcast Live Video* button.
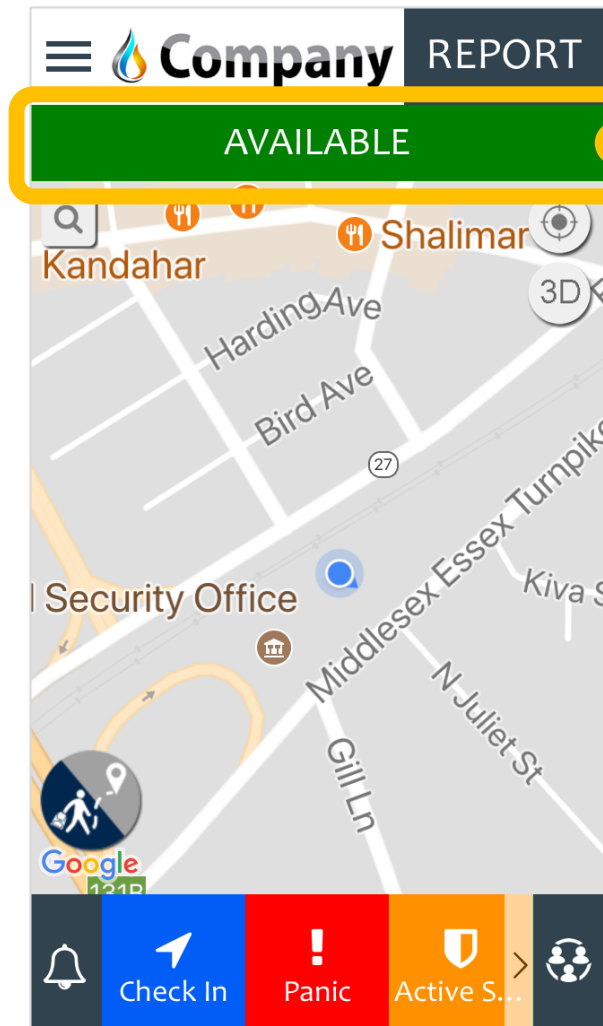
Step 7: Start/Stop Broadcasting

Tap the blue and red record button to start broadcasting. Tap it again to stop the broadcast.
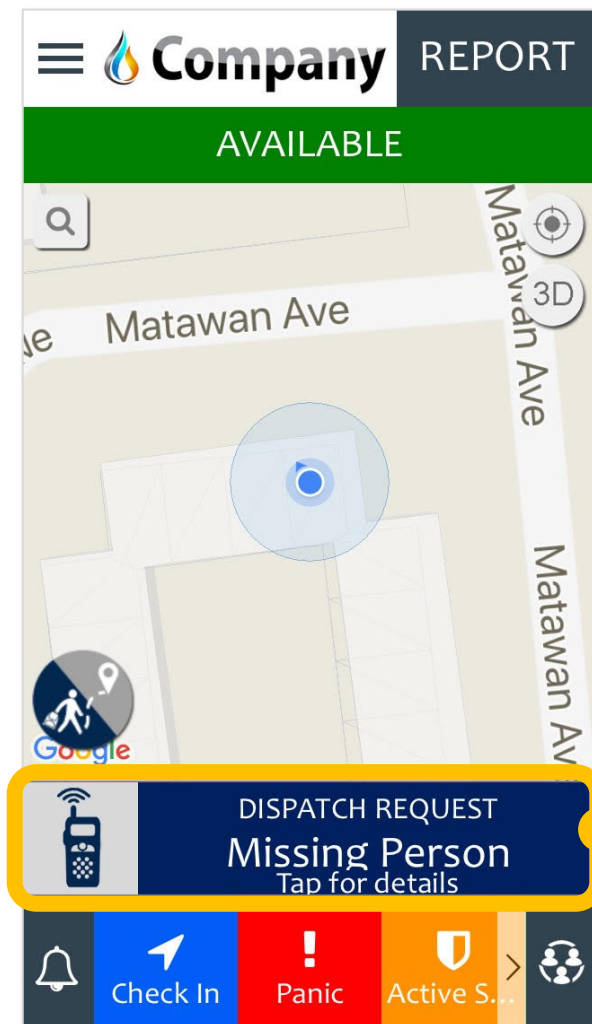
Dispatch

Updating Your Status

Responder Status

Tap on the Responder Status ribbon to change your status. Some statuses may automatically allow for real-time tracking of your location. This feature is only available to responder type users. Exact statuses may vary by organization.

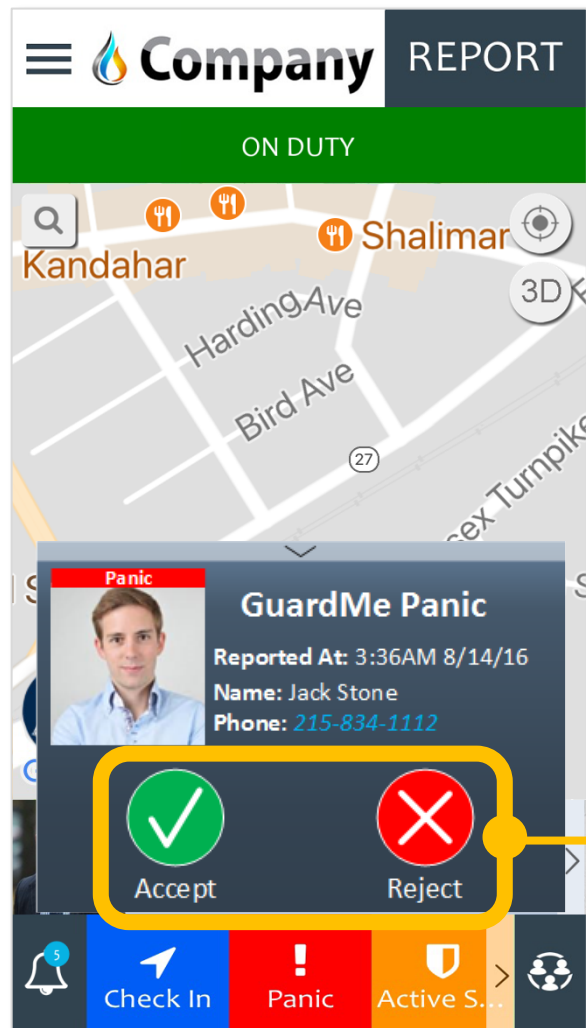# Dispatch

Receiving Dispatch Requests

View Dispatch Request

When a new Dispatch request is received a notification will show in the Notifications quick view banner. To see more details about the request and to respond, tap the banner.
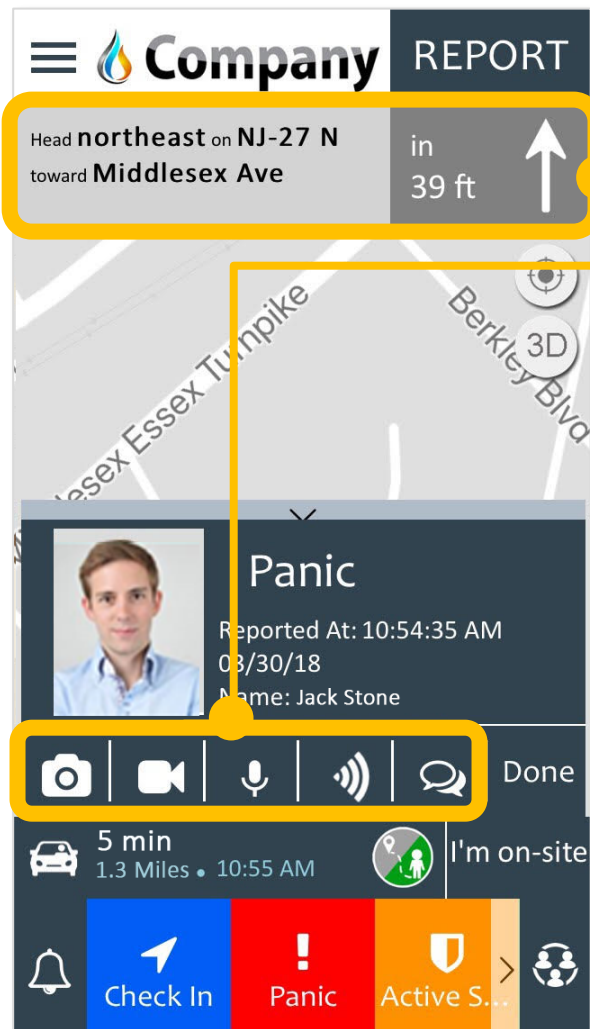
Dispatch

Receiving Dispatch Requests

Responding to a Dispatch Request

From dispatch request you can choose the *Accept* or *Reject* button to indication whether or not you can respond to the incident.

Dispatch

Receiving Dispatch Requests

Turn-By-Turn Navigation

After tapping the *Accept* button, the Dispatch module will automatically build the fastest route to the incident location. Your default mode of transportation will be used but you can tap on the mode button on the left of the eta details to change the mode.

Broadcast Live Video

This panel has five main components camera, video, audio, Live Video Broadcast and Collaboration.

"Live Video Broadcast" Just as with SEEitSENDit Reports, this module allows responders to send in Live Video to the control center. Tap the Broadcast Video button to open the Live Video Broadcast module and start the recording.

"Collaboration" Chat with other VICC users or operators associated with the same incident.

Dispatch

Receiving Dispatch Requests
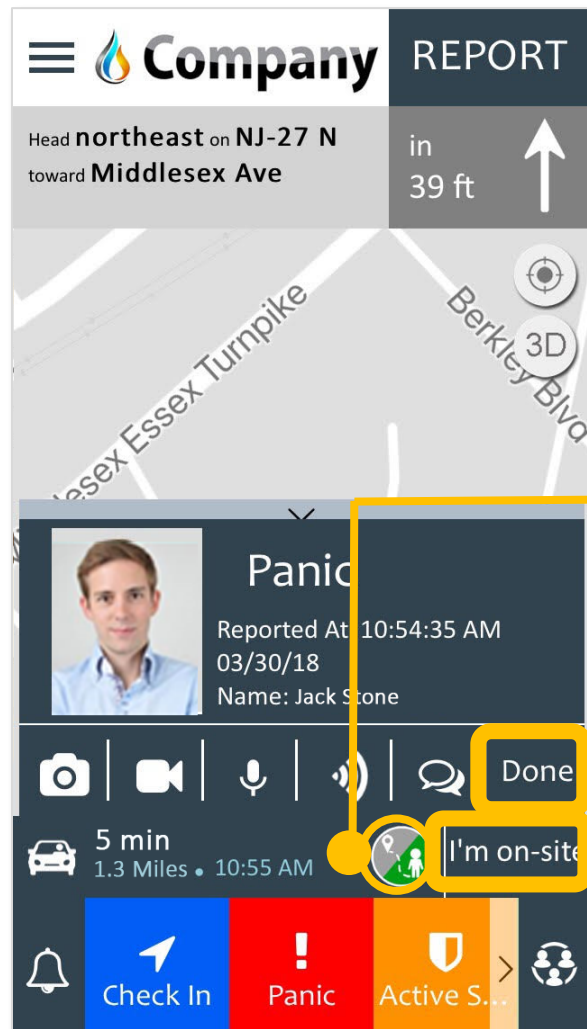
Complete a Dispatch

Simply tap the Done button to indicate you are finished responding to the incident.
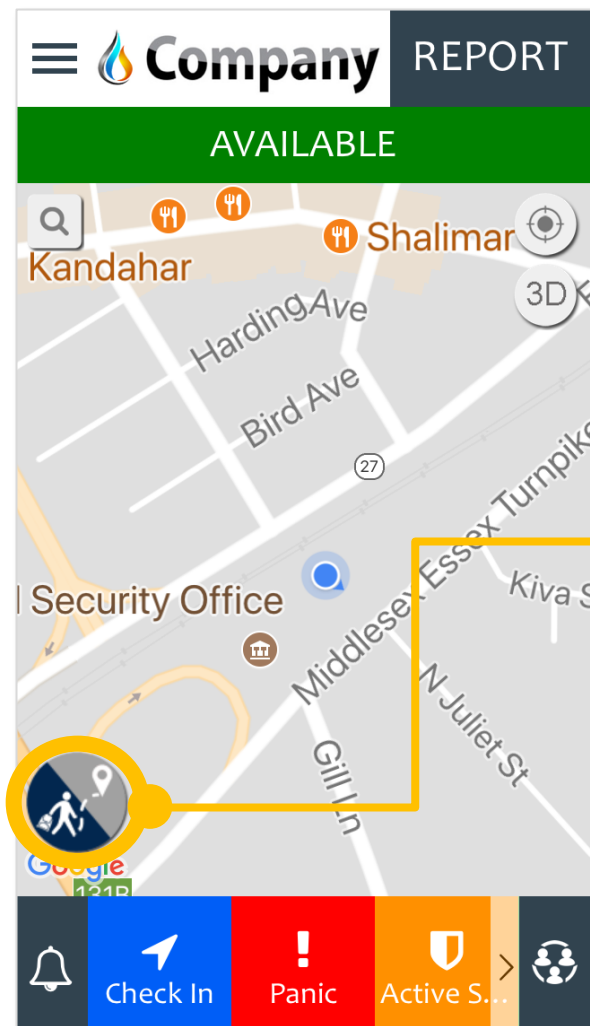
I'm on-site

Responders can update their status as Onsite after reaching at the location.

External Navigation

You can use external navigation applications such as Waze or Google Maps instead of the built in VICC Navigation.

GuardMe

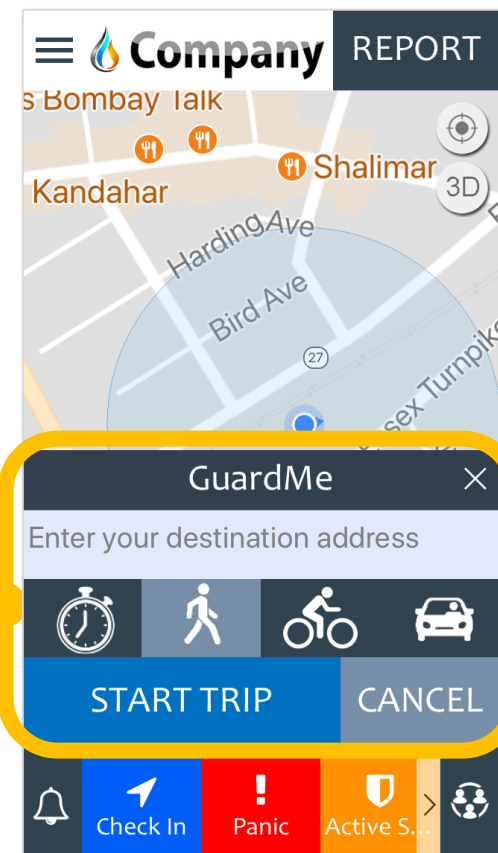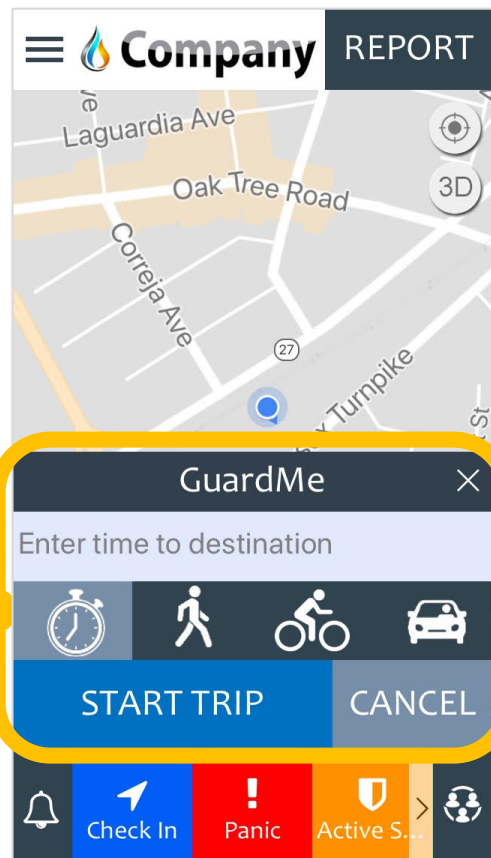## The Personal Safety Module

Start a Trip

To start a GuardMe trip, tap the GuardMe button on the home screen of the VICC Mobile App.
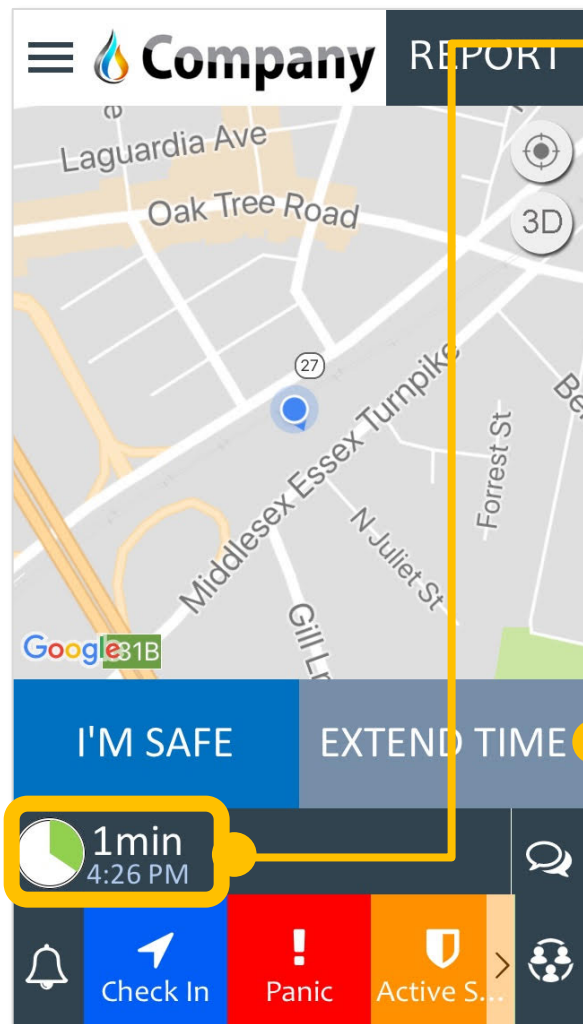
GuardMe

Enter Trip Details

Choose your trip based on time or destination with a mode of transportation. If you choose by destination, enter an address for the destination and the VICC Mobile app will automatically estimate the time to destination. When ready tap the **START TRIP** button or **CANCEL** to exit.

25

GuardMe

The Personal Safety Module

Real-time Trip Status

A timer will show on the map indicating your estimated time of arrival to your destination.

Extend a Trip

If you need more time, tap the **EXTEND TIME** button.

End a Trip

To end a trip, tap the **I'M SAFE** button.