“Know Who’s Responding - In Real Time”
# Table of Contents

**Getting Started**  3  
- Adding data to the FFRS application  3  
  - Logging into the FFRS application  3  
  - Adding Members Accounts  4  
  - Adding Access Accounts  7  
**What features should I use?**  8  
- Responding Status  8  
- On-Duty Status  9  
- Available/Unavailable Scheduler  9  
**Installing display screens in station bays**  10  
- Screen Size  10  
- Supported Internet Browsers  10  
- Internet Connection Speed  10  
- Computer Settings  10  
- Display Location  10  
**Creating a FFRS desktop shortcut**  11  
**Standard Operation Guidelines (SOGs)**  11  
- Creating FFRS SOGs  11  
- Critical procedures to include in FFRS SOGs  12  
- Optional FFRS SOGs  12  
**Implementation**  12  
- FFRS introduction to agency personnel  12  
- Member handouts – SOGs and User Guide  12  
- Programming members phone speed dials  13  
- Caller ID blocking - removal  13  
- Testing/Implementation  13  

---

Support Resources: (These and other resources can be found at: [http://support.myffrs.com/portal](http://support.myffrs.com/portal))

- User Guides
- Training Tutorials
- Frequently Asked Questions
- FFRS Standard Operating Guidelines (SOGs)

U.S. Patent No. 7,898,410
Last updated: 02/2018
Getting Started

Thank you for using the FFRS application. We are confident this system will enhance your agency’s ability to make informed decisions. Your agency FFRS system has been created and you are now ready to start the implementation process. You can access your agency’s FFRS application from any computer with an Internet browser and an Internet connection. Simply navigate to our website, www.myffrs.com and sign-in. You should have received an email from the FFRS system with your username and temporary password. If you have not received this email, please check to make sure your ISP did not block it or that it’s not in your spam box.

Adding data to the FFRS application

Logging into the FFRS application

1. Navigate your web browser to www.myffrs.com
2. Enter your login credentials (email and password)
3. Click “Sign In”

You are now logged into your agency’s FFRS application. The first step is to add members to FFRS.
Adding Members Accounts

Member accounts are needed for each person who will be using FFRS, so the application knows who is calling in to register their response or status and who can access (sign in) from a computer. When adding a member or later should you choose to edit a member, you can set the member roles to limit access according to your needs.

To add or edit a member:
Log into the FFRS application using the email and password provided to you.

Once you have logged in:

1. Click on “Admin” from the main menu
2. Click on “Member Accounts” on the left hand side
3. To add a new member; click the “Add New Member” button on the bottom of the page or click “edit” next to a members name to edit that member.
4. First, enter the members’ information or update as needed.

To make a member inactive, simply uncheck the box marked “Active” and click save. To delete a member, click the “Delete Member” link.
5. Now, enter or update the members roles; there are 4 main options:

   a. Administrator Access
      i. This option grants full rights to the entire application
   
   b. Command Access
      i. By default, this gives the member access to everything but Administrator access. You can refine these roles as needed by selecting or unchecking the box next to each role.
   
   c. First Responder Access – No sign-in access
      i. This option will allow a member to call into the FFRS app to register their response or call in and change their status. It also allows for the member to receive eNotify messages. It does not allow them to sign into the FFRS app from a computer.
   
   d. First Responder Access – Sign-in access
      i. By default, this gives the member access to the Home Page – read only, On-Duty grid – read only, Available grid – read only, Unavailable grid – read only, and the Mobile App. This allows members to sign into FFRS from home or work, and allows them to change their status from a computer as well as from a phone by calling in. You can refine these roles as needed by selecting or unchecking the box next to each role.

   ![Member Roles Diagram](image)

After selecting the member roles, enter the email address of the member and select the default tab that will be automatically open when the member first logs in. Please note, if the member has a “First Responder Access – Simple Access”, then you will not need to enter an email address for them as they won’t be logging into the FFRS app from a computer. If you’re updating a member who had the “First Responder Access – Simple access”, and their role is being changed so to either Command Access or First Responder Basic access, then you will need to add an email address.

Once you’ve finished filling out the form for the new member, and you’ve clicked Save Changes, the member will receive an email instructing them how to sign into the FFRS app.
6. Next, enter or edit your members phone number(s) that they will use to call into the system to register their response when they are toned out by dispatch. Each member can have up to four phone numbers associated to their account.

If the member calls from any one of those four phone numbers, he or she will be automatically logged into the FFRS.

When a member is added to the FFRS, the system automatically assigns them a 5-digit pin number. If a member calls from a phone number that is not associated with them in the FFRS, they will be prompted to enter their 5-digit pin number. Providing your members with their 5-digit pin number is optional as most members always register their response from their cell phone.

Every member who is active and responds to calls should be added to the FFRS application.

One phone number is required for each member and the other three are optional.

Enter the ETA to the member’s home station (enter the estimated amount of time it takes the volunteer to reach their home station from the location they respond from most often. This is optional)

7. Now, if your agency will be utilizing the eNotify Module, complete or edit the eNotify Module details.

   a. Outbound Voice – this is used to send outbound voice message via a phone call.
   b. Outbound Email – this is used to send outbound emails.
   c. Outbound Text (SMS) – this is used to send outbound SMS texts.

8. Click “Save Changes” to add the new member or save changes for the updates to an existing member.
Adding Access Accounts

Access accounts are used for access from locations such as your station bays, command vehicles, etc. Access accounts are easy to add, do not require an email address and allow you to create a unique username and password to sign in.

To add or edit an access account:
Log into the FFRS application using the email and password provided to you.

Once you have logged in:

1. Click on “Admin” from the main menu
2. Click on “Access Accounts” on the left-hand side
3. To add a new account; click the “Add New Account” button on the bottom of the page or click “edit” next to an existing account name to edit.
4. First, enter the account information or update as needed.

To make an account inactive, simply uncheck the box marked “Active” and click save.
To delete an account, click the “Delete Access Account” link.
5. Now, enter or update the accounts roles

After selecting the accounts roles, select the default tab that will be automatically open when the account signs into the FFRS application.

6. Click “Save Changes” to add the new member or save changes for the updates to an existing member.

---

What features should I use?

The default status that FFRS tracks for agencies is “Responding”; keeping track of who is responding to an incident instantly after it’s been toned out.

Responding Status

FFRS was designed to keep track of who is responding to a call instantly after it’s been dispatched. The system is designed to allow members to change their responding status in a variety of ways, depending on how they are alerted of an incident. Here are the 3 ways a member can change their responding status:

1. By calling into the system from a phone. This method is designed to be used when a member is alerted of an incident and is out of the station. This allows the member to easily call in and change their status to responding if they are coming to the call.

2. By changing their status from the FFRS User Interface. This method is designed to be used when a member is alerted of an incident when he or she is at the station and is able to simply and easily sign themselves in as responding by easily clicking the “add new” button under the responding grid. This will allow multiple members who may be at the station to be added at one time.

3. By changing their status from the mobile application User Interface. This method can be used to change a member’s status without having to call into the system, rather from the mobile device.
On-Duty Status

Your agency can keep track of who is On-Duty, which is helpful for the following:

- Resident Volunteers
- Career Members
- Engine, Medic, Rescue, Crews, etc.
- Shift personnel
- Members who are hanging out at the station

This allows your agency to not only keep track of who is responding to a call when its toned out, but also who is On-Duty at the station or other location, and what the members position or event is. An example would be that a member is On-Duty at Station 1 and on Engine 335. Your agency can create its own unique locations and position/event fields.

This feature is optional. To change this option, see the Administrative User Guide. If you need help in determining if your agency should utilize this feature, please contact support.

Available/Unavailable Status

Your agency can keep track of who is Available or Unavailable. This enables your agency to know who is available and unavailable to respond to an incident at any given time. For example, if a member is out of town, sick, or for some reason could not respond to a call if dispatched, they would be listed as unavailable. If it would be beneficial that you know who would be “available” to respond to a call prior to being dispatched, then this feature would be a good for your agency to utilize. Members can change their status quickly and easily by simply calling the toll-free number associated with your available/unavailable status feature. Members change their status quickly and easily by simply calling the toll-free number and pressing 4 for “available” or pressing 5 for “unavailable”. A member's available/unavailable status can be changed 4 different ways

- Mobile App
- Phone call
- From a computer, on the home page
- Automatically from a schedule created by the member

Scheduler

As mentioned above, your members can change their status one of three ways. One of those ways is for your members that want to have their status change automatically, is to create a scheduler. Their status will follow whatever schedule they create, and automatically update their status.
Installing display screens in station bays

For your personnel to instantly see who is responding, a display screen will need to be installed in your stations. For departments that utilize MDT’s, installing a display screen is not necessary, but is recommended.

Screen Size

- 20” or larger display screen is recommended, with screen resolution set to 1024 x 768

Supported Internet Browsers

- Firefox
- Google Chrome
- Safari
- Internet Explorer
- Microsoft Edge

Internet Connection Speed

- 128 Kbps recommended

Computer Settings

- Display resolution: 1024x768
- Screen Saver turned OFF (for Windows XP, select NONE)
- Power Schemes:
  - Turn off monitor: NEVER (your display should always be turned ON)
  - Turn off hard disks: NEVER
  - Disable hibernation

Display Location

- Your FFRS display screens should be in your station bay, in a place that is easily viewable by your personnel when they arrive and are preparing to respond to with emergency apparatus from the station.
- Potential locations:
  - On the wall above or beside turnouts
  - On the wall in front of emergency equipment
  (NOTE: More than one display can be installed in each station bay)
Creating a FFRS desktop shortcut

Creating a FFRS shortcut on your desktop enables your users to easily launch the FFRS. To create a FFRS desktop shortcut, follow these steps:

1. Log into your FFRS application
2. Click and hold the small icon in the upper left-hand corner next to the URL address.
3. Drag this icon out to the desktop and then release it. This will create your desktop shortcut to the FFRS application.

Standard Operation Guidelines (SOGs)

Creating FFRS SOGs

To ensure reliable and consistent use of the FFRS application within your department, SOGs should be created and implemented. These SOGs will help guide your members in the use of the system. FFRS has created generic FFRS SOGs that your agency can use as a base from which to build your own personalized SOGs. This document can at [http://support.myffrs.com/portal](http://support.myffrs.com/portal) in the ‘Getting Started’ section.

If your agency is utilizing the On-Duty and/or Available/Unavailable features, SOG’s should be created so members know what your expectations are. For example, you can create protocols that stipulate that members should change their status if they have a change in status for anything over 30 minutes. That would require firefighters to call in and change their status to unavailable if they have a 30-minute meeting at work that they can’t excuse themselves if they are dispatched. Or, you could create protocols that stipulate that a firefighter should only change their status if they have a change in status that is over 1 hour. Create protocols that will best suite your department’s needs.
Critical procedures to include in FFRS SOGs

1. All virtual station numbers need to be programmed on members’ telephones (include your stations’ FFRS numbers on the SOG document; see “Programming volunteers phone speed dial” below)

2. All members who are responding to a call are required to register their response on the FFRS application, if in the station by clicking on the “add new” link or if out of the station by calling in from their phone.

3. FFRS response data should be viewed and used to make decisions prior to going en route with emergency apparatus from the station.

4. All members must check themselves off the FFRS application when leaving the station after an incident

5. If your agency is using the Available/Unavailable status, stipulate how often when you expect your members to change their status.

Optional FFRS SOGs

A. Activate the “auto-purge” feature, which will automatically check volunteers off the system after a pre-set time. (NOTE: with this feature activated, procedure number 4 above will not be used. Also, if the auto-purge feature is activated, your agency will not be able to track volunteer man-hours. However, volunteer responses will still be tracked.) See “Administrative User Guide” for more information.

B. Use the FFRS application to track volunteers’ responses. This is to be used as point system for payment to volunteers.

Implementation

FFRS introduction to agency personnel

At this point, you’re ready to introduce FFRS and its SOGs to your agency personnel. This will provide an opportunity to review the SOGs and answer any questions that may come up.

Member handouts – SOGs and User Guide

Members should be provided with printed copies of your FFRS SOGs as well as the User Guide. The User Guide can be found on the Support link under the User Guide section.
Programming members phone speed dials

Each of your stations (FFRS tabs) has been provisioned with a unique virtual toll-free phone number. These unique toll-free numbers need to be programmed in your members’ mobile phones. This will enable your members to push just one button on their cell phone, which will call into the FFRS application. Your station numbers should coincide with your mobile phones buttons if possible (i.e. Station 1 = Button #1, Station 2 = Button #2, etc.).

If your agency has special tabs such as POV, LATE, etc., a unique virtual toll-free number will be provisioned for this as well. If your agency is using the Available/Unavailable Status, it will have a unique virtual toll-free number as well, this number should also be programmed in their speed dial.

To find your station’s virtual toll-free numbers, log into the FFRS application, once you have logged in:

1. Click on the “My Profile” link on the top of the page
2. Your FFRS tabs and PAS numbers are displayed on this page. These are the numbers your members will program in their phones.

Caller ID blocking - removal

The FFRS application uses two pieces of information when registering a member’s response; the members phone number and the number the member called (the virtual station number). If members have caller ID blocking on their phones, they will have to remove it for the virtual station numbers so the FFRS knows who is calling.

Testing

Before implementing the FFRS application it is necessary for your members to make test calls into the system to confirm their response is being registered properly. Each member should make a test call into each FFRS tab that they respond to.

Implement

Your FFRS application is now ready to be implemented.