Beacon Dispatcher Walkthrough v3.0

**Background:** Beacon is a text message-based emergency medical dispatching platform designed by Trek Medics International.

**Purpose:** The Beacon Dispatcher Walkthrough v3.0 is used to train new dispatchers on how to create emergency incidents within the Beacon web application. This walkthrough is meant to be used along with the First Responder Manual ([App](#) or [SMS](#) version)

**Objective:** Successfully completing the walkthrough will allow users to begin dispatching emergency incidents to first responders.
Attention: Beacon SMS Users

Please read the following carefully if you plan to use Beacon with responders via SMS:

There are several factors that can affect SMS deliverability. Any problems encountered with Beacon SMS version are almost always a result of the local telecommunications system’s connection to Beacon. Beyond these connection errors, User Error constitutes the overwhelming majority of errors.

Please follow these helpful tips TO AVOID COMMON USER ERRORS:
1. Before starting this walkthrough, read “First Responder Manual - SMS Version”. This can be found online at: www.trekmedics.org/beacon/manual-sms-eng/
2. Make sure all phones have sufficient credits
3. Empty your message inbox so you have room for incoming text messages.
4. Make sure you are always sending SMS messages to the Beacon Number, which can be found in the profile drop down menu in the top right corner of the admin website.

The BEACON NUMBER is the only number that First Responders should be sending SMS messages to - even if they receive Beacon messages from a different number (this can happen in some countries).

To avoid sending SMS to the wrong number, be sure to save this number in your phone’s CONTACT LIST.

The BEACON NUMBER is found here: Save it in your phone!!
PART A – CREATE AN ACCOUNT
PART B – LOG IN

In this section you are acting as a System Administrator.

The OBJECTIVE is to Create a New Account and Log In

PART C – ADD RESPONDERS
PART D – ADD A HOSPITAL
PART E – CREATE AN INCIDENT

In this section you are playing two roles: Dispatcher and First Responder.

• OBJECTIVE 1 is to act as a Dispatcher and use the Beacon Admin pages to register responders, add a hospital destination, and create and send an emergency alert to available First Responders

• OBJECTIVE 2 is to act as the First Responder and use your personal mobile phone to reply to an Emergency Alert and other messages sent from Beacon via the Beacon Mobile App or SMS messages, and to simulate your ability to locate, treat and transport a patient with an acute medical emergency using Beacon
PART A - CREATE AN ACCOUNT
To create a new account for your agency go to:
https://beacon.trekmedics.org/
1. Click on SIGN UP
2. Enter your FIRST & LAST NAME
3. Enter your EMAIL
4. Select your LANGUAGE
5. Click NEXT
6. Create a USER NAME
7. Enter your AGENCY NAME
8. Enter your PHONE NUMBER (include the international code by selecting the correct flag)
9. Click NEXT
10. Click on LOCATION and wait for your GPS coordinates to appear
11. Enter your PASSWORD
12. Re-enter your PASSWORD
13. Click on the CAPTCHA
14. Agree to the TERMS & CONDITIONS
15. Click SIGN UP

PART B - LOG IN
If your agency has an account already and has given you your credentials go to:
https://beacon.trekmedics.org/
1. Enter your USER NAME
2. Enter your PASSWORD
3. Click SIGN IN

PART C – SET UP: Add Responders
After you have logged in:
1. Click on the RESOURCES TAB
2. Click on the MANAGE BUTTON

Enter the following information to register each responder:
3. FIRST & LAST NAME
4. PHONE NUMBER (include the correct international code by selecting the correct flag)
5. EMAIL ADDRESS
6. Select their LANGUAGE
7. Select their PERMISSIONS
8. Select their RESPONDER TYPE
9. Select their TRANSPORTATION MODE
10. CHECK THE BOX if you would like to send an email invite to the responder with a link to download the Beacon mobile app
11. Click CREATE
12. MANAGE RESPONDERS by using the tools
13. LOG IN RESPONDERS using the log in button

PART D – SET UP: Add Hospitals
1. To add a new hospital, search for the location using the ZOOM IN / ZOOM OUT tools or the SEARCH BAR
2. When you have found the location, click on the MAP EDITOR TOOL BUTTON
3. Then click on the ADD LANDMARKS icon
4. Point the LANDMARK TOOL on top of the correct location and click it to lay down a marker
5. Select HOSPITAL as the Landmark type
6. Enter the HOSPITAL NAME as the Landmark type
7. Click on DETECT ADDRESS and wait for the address to appear (do not skip this step)
8. Add COMMENTS (optional)
9. Click CREATE
10. Close the editing tool by clicking on the MAP EDITOR TOOL BUTTON (It should change color from red to blue)
11. Click on the RESOURCES TAB
12. Then click on the HOSPITALS TAB and you should see your hospital listed

PART E - CREATE A NEW INCIDENT
Note: You cannot create a New Incident if no responders are available. Return to PART C - SET UP: Add Responders if you haven’t done so already

1. To create a new incident, click on the INCIDENTS TAB
2. Then click on the “NEW” button
3. Point and click your mouse so that the RED MAP MARKER appears on the desired location of the incident
4. Check the GEO-REFERENCED ADDRESS here to make sure it matches the address you’ve been given, where available
5. Where available, you may also use the SEARCH BAR to find a specific address

Enter the following information as it’s relayed to you by the caller
6. The INCIDENT DESCRIPTION (this should include the address for responders using Beacon via SMS and/or without maps)
7. The CALLER NAME and PHONE NUMBER (in case the call is dropped)
8. Select the EMERGENCY CLASS, CATEGORY & TYPE. (Note: These can be customized through the SETTINGS page)
9. Select the total number of RESPONDERS desired
10. Select the minimum number of TRANSPORT UNITS desired
11. If desired, you can ASSIGN SPECIFIC RESPONDERS to this incident using this drop down menu
12. Click CREATE
13. You will see the SUCCESSFUL NOTIFICATION POP-UP when your incident has been created.
14. Click on RETURN TO DASHBOARD to monitor the incident

This is the end of the Dispatcher Walkthrough for Beacon v3.0.

Responders should now be receiving Alerts from Beacon at the phone number(s) registered in Part C. To complete the incident, reply correctly to all of the messages received from Beacon on your mobile phone.
PART A – CREATE AN ACCOUNT

To create a new account for your agency go to: https://beacon.trekmedics.org/

1. Click on **SIGN UP**

2. Enter **FIRST & LAST NAME**

3. Enter your **EMAIL**

4. Select your **LANGUAGE**

5. Click **NEXT**

6. Create a **USER NAME**

7. Enter your **AGENCY NAME**
   For example, “Monroe Ambulance Service” or “Springfield Fire Department”

8. Enter your **PHONE NUMBER**
   Select your country flag to use proper international format

9. Click **NEXT**
PART A – SET UP (cont’d)

10 Click on LOCATION and wait for Beacon to detect your location in order to set your map.

(This is optional, but if not selected you’re going to have to set your map manually)

11 Enter your PASSWORD

12 Re-enter your PASSWORD

13 Click on the CAPTCHA

14 Agree to the TERMS & CONDITIONS

15 Click SIGN UP
PART B – LOG IN
If your agency already has an account and has given you a log in:

Go to: https://beacon.trekmedics.org/

1. Enter USER NAME
2. Enter PASSWORD
3. Click SIGN IN
PART C - SET UP: Add Responders

**IMPORTANT**: Be sure to add your responders BEFORE they download the Beacon mobile app and register with it.

If your Responders register with the app before you add them here, their account will be placed in a generic agency list. (They will know this is the case when the map in their app is different than the map you created for your Agency Account).

If this happens, tell them to delete and uninstall the app from their phone. Then you add them to your Agency Account (as shown in this section). Then tell them to re-install the app and re-register their account. If you are still having problems contact us at info@trekmedics.org

1. Click on the **RESOURCES TAB**

2. In the Responders tab, click on the **MANAGE** button
PART C - SET UP: Add Responders

Enter the following information for each first responder:

1. **FIRST & LAST NAME**
2. **PHONE NUMBER**
   - Be sure to select your international code using the correct flag
3. **EMAIL ADDRESS**
4. **Select their LANGUAGE**
5. **Select their PERMISSIONS**
   - "Mobile Dispatcher" permissions allow the responder to create new incidents through the mobile app
   - "First Responder" permissions do not allow that option
6. **Select their RESPONDER TYPE**
   - **EMS** = Includes hospital transport
   - **FIRE** = Does not include hospital transport
7. **Select their TRANSPORTATION MODE**
   - **PATIENT** = Has a vehicle appropriate for patient transport
   - **NON-PATIENT** = Has a vehicle that is not appropriate for patient transport
   - **NON-MOTORIZED** = On foot, bicycle, etc
8. **CHECK THIS BOX** if you would like to send an email invite to the responder to download the mobile app
9. **Click CREATE**

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After creating your responder, they will appear in the **MANAGE RESPONDERS** section on the right (or below, depending on the size of your screen).

Responders that are shown in **GREEN** are logged in and available, so they will receive alerts when new incidents are created.

Responders that are shown in **GRAY** are logged and unavailable, so they will not receive alerts when new incidents are created.

Responders can log in/out using two methods:

A. By clicking on the **LOG IN/LOG OUT** button next to their name

B. Through the **SETTINGS** screen in the Beacon Mobile App
PART D - SET UP: Add Hospitals

1. To add a new hospital, search for the location using the ZOOM IN / ZOOM OUT tools or the SEARCH BAR.

2. When you have found the location, click on the MAP EDITOR TOOL BUTTON.

3. Then click on the ADD LANDMARKS icon.
PART D - SET UP: Add Hospitals

4. Point the LANDMARK TOOL on top of the correct location and click it to lay down a marker.

5. Select HOSPITAL as the Landmark type.

6. Enter the HOSPITAL NAME as the Landmark type.

7. Click on DETECT ADDRESS and wait for the address to appear (do not skip this step).

8. Add COMMENTS (optional).

9. Click CREATE.

10. Close the editing tool by clicking on the MAP EDITOR TOOL BUTTON (It should change color from red to blue).
PART D - SET UP: Add Hospitals

To confirm that your hospital has been registered:

11. Click on the **RESOURCES TAB**

12. Then click on the **HOSPITALS TAB** and you should see your hospital listed
PART E - CREATE AN INCIDENT

Note: You cannot create a New Incident if no responders are available. Return to PART C - ADD RESPONDERS if you haven’t done so already.

1. To create a new incident, click on the INCIDENTS TAB

2. Then click on the “NEW” button
PART E - CREATE AN INCIDENT

1. Point and click your mouse so that the RED MAP MARKER appears on the desired location of the incident.

2. Check the GEO-REFERENCED ADDRESS here to make sure it matches the address you’ve been given, where available.

3. Where available, you may also use the SEARCH BAR to find a specific address.

4. Enter the following information as it is relayed by the caller:
   - The INCIDENT DESCRIPTION (this should include the address for responders using Beacon via SMS and/or without maps)
   - The CALLER NAME and PHONE NUMBER (in case the call is dropped)
   - Select the EMERGENCY CLASS, CATEGORY & TYPE (NOTE: These can be customized through the SETTINGS page)
   - Select the total number of RESPONDERS desired

5. Select the minimum number of TRANSPORT UNITS desired

6. If desired, you can ASSIGN SPECIFIC RESPONDERS to this incident using this drop down menu

7. Click CREATE
PART E - CREATE AN INCIDENT

You will see this **SUCCESSFUL NOTIFICATION** when your incident has been created.

Click on **RETURN TO DASHBOARD** to monitor the incident.