

The CITY 311 Responder App User Manual

www.city311.online



Protecting people with advanced communication processes.



USER MANUAL

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SYSTEM OVERVIEW

Welcome to the CITY 311 Responder App. The CITY 311 Responder App is a wonderful tool that instantly connects City Hall with its Residents. It enables an intelligent two-way communication when needed to help make your Town/City or District even more livable.



The CITY 311 Responder App is a free download. HOWEVER, the User Profile is created by the System Administrator then provided to the staff member so they can log in.

Please contact your System Admin to have them create your access. You can edit your profile after you log on.

Here are instructions on how to use the CITY 311 Responder App effectively.

Set up notes:

To download the App, please go to:

For Android users:

<https://play.google.com/store/apps/details?id=com.a911world.ct311responder>

For iOS users:

<https://itunes.apple.com/us/app/the-responder-app/id1305506906?ls=1&mt=8>

QR Codes:

Android



iOS



Notifications. In order for the CITY 311 Responder App to work properly please ensure your “Notifications” are on.

Location. Please turn on your location services for this app for a more precise and accurate result.

Battery and Data Usage. To conserve battery life and data usage while using the app, please make sure your apps are up-to-date and you can set your location services off when not in use. For more tips, see App Usage Tips below.

Now that you have downloaded the App.

The app has many powerful components. We shall explain and review the app and how it works below.

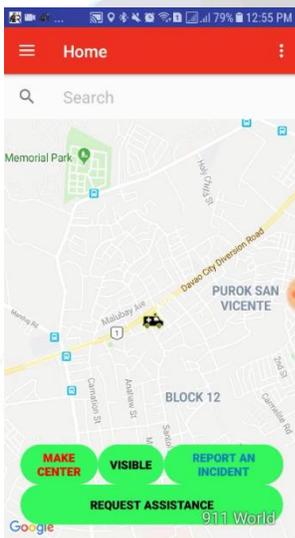
Login: CITY 311 Responder App users will log in by entering their:

Assigned Username:

Assigned Password:

Once these fields are completed press “Start Shift”, then you will be logged into the Home/App Map.

Home/App Map:

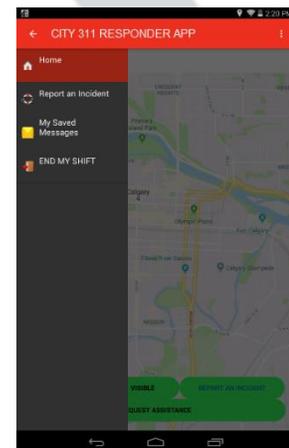


Once you log in, the app opens to this map, the Home / the App Map. The app like the Monitoring and Response Console (MRC) is focused around the map.

On this map, you can see all of the buildings, features, waypoints and the other app users.

Clicking on each of them will reveal all of the data associated with each map features.

There are several buttons/links on the home map, to explain we will start at the top left side of the app map.



App Left Side Menu:

This symbol is in the upper left corner of your Home Map.

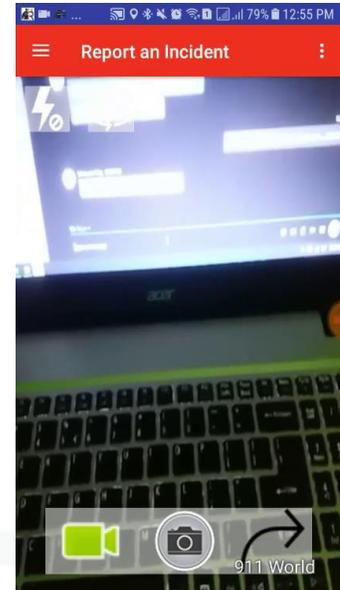
☰ Clicking on it reveals the App Left Side Menu.

Home: Click this button to return to the Home screen.

Report an Incident: When you “Report an Incident” you are sending data right to the MRC.

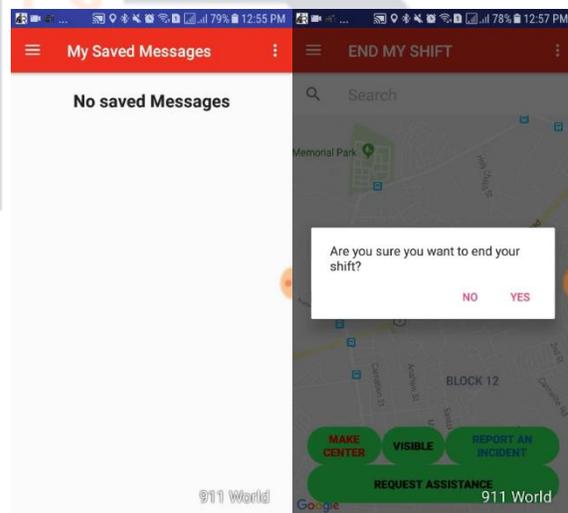
When a report is submitted the MRC will be immediately alerted that a report has been submitted.

To create or to “Submit a Report” click the button: Your camera will open and you can now take a picture or create a video of what you wish to report, it is a great idea to narrate your video providing even more valuable information. Multiple pics or videos can be attached to your report. After creating your pics/videos click the right hand arrow in the lower right to go to the report screen.



1. Now complete the “Report Subject” and “Add Description” sections of the form and if needed add additional supporting data from your phone to augment the report. Once the Report is properly prepared press the submit button and the Report will be sent right to the MRC.
2. The MRC can respond directly to this data and the MRC know WHO sent it, WHEN it was sent and WHERE it was sent from.
3. The data and attachments here can be immediately integrated into a [WARNING!](#)
4. Cancel the submission of your report by tapping on the ‘back’ button. You can submit hundreds of reports a day.

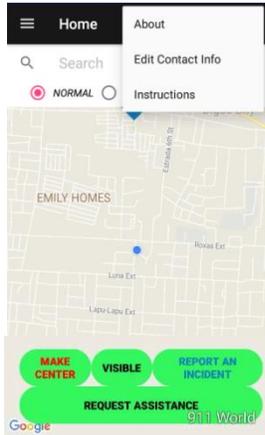
My Saved Messages: Click this button to see all of the messages sent to the app. You can delete the messages that have been sent to you in the past.



End My Shift: When you no longer need to use the app, then you can end your shift. The app will NOT work when you are logged out and the MRC can NOT see you nor can they HELP you!

App Ride Side Menu:

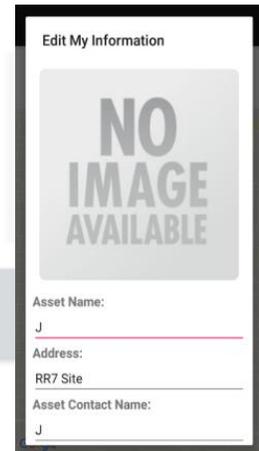
In the upper right corner, there are  3 dots, click on them to access the following features:



About: Learn more about your app and test the *Push Notification* function in your app to ensure you are connected to the MRC.

Edit Contact Info: Click on this link and now you can update your user profile.

Simply review and edit your profile information in your app to ensure accuracy of your data by adding a picture and editing the rest of the data fields.



Instructions: Click on this link to see the app instructions for support.

Search:

At the top of the app map is the standard Google Search form. This search is for Google only and not the map features.

Map Views:

The app map offers the user 3 different map views: **Normal/Satellite/Terrain**. Simply choose the setting you wish to use.

This menu can also be hidden to reveal a larger map view.



When this menu is minimized you will see this symbol. Click on the symbol to center the map on you!

The Map:



You are the dark blue dot on the map. The app utilizes a Google Map and the map also works the same as a Google Map.

Your map will feature: **Teammates/Bases/Map Notes/Buildings/Features.** Each of these has critical data attached to it. Simply tap on the icon to reveal the needed data.

When you click on a feature the feature will open into a feature box. This box has all of the details and attachments that were created by the MRC.

All details on all features are 100% editable at any time by the MRC staff.

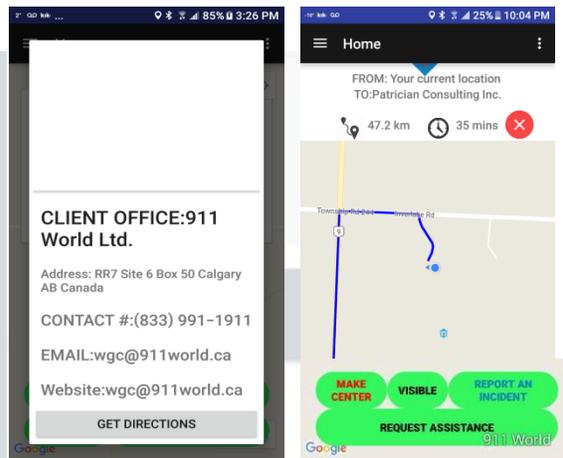
GET DIRECTIONS: When you click on map features added by the MRC you will see the GET DIRECTIONS button at the bottom of the feature box.

Click on this to get directions to the feature.

At the bottom of the map are several app links.

Map buttons:

There are 5 buttons on the bottom of the app:



Make Center. The default setting is for the map to follow you- keeping you in the center of the map. Turn it off to change your map scale and position when needed.

Visible/Hidden: If you do not want others to see you on their app map click this button to enable the visible or hidden mode of your App. The MRC can still see you in this mode.

Report an Incident: This function is exactly the same with the “Report an Incident” button on the left side menu.

Request Assistance: Click on the button to inform the MRC and your teammates that you need assistance. The MRC should respond to you.

APP USAGE TIPS

911 World Ltd. is constantly improving its systems and applications.

For optimum performance, please always be sure that you are using the latest version. To make sure that you are automatically getting all updates, please adjust your phone as follows.

How to turn on Automatic Version Updates:

Android: The default setting for an Android device is to auto update when your device is connected to Wi-Fi. It will not update when you are using data unless you change the setting in the “Google Play Settings”.

To do this, open the Google Play Store app. Tap the three horizontal lines on the upper left corner. Tap Auto-update apps. Then select the “Auto-update apps over Wi-Fi only” to update apps only when your device is connected to a Wi-Fi network. For more information regarding this matter, please visit this link: <https://support.google.com/googleplay/answer/113412?hl=en>

Please note that our apps work better with Android products due to how Apple monitors activity.

iOS: You can set your iOS device to “auto update” which automatically updates all apps without your permission or interaction.

To do this, access your **Home** screen. Tap the **Settings** icon. Now, scroll down to the Settings menu and select “**iTunes & App Store**”. Scroll down this page until you see the **Automatic Downloads** heading. Here, you’ll see 4 options:

1. **Music** – When turned on, any purchased iTunes music will download automatically.
2. **Apps** – When turned on, any purchased Apps will download automatically.
3. **Books** – When turned on, any purchased Books will download automatically.
4. **Updates** – When turned on, updates for any apps on your device will download as soon as they become available.

You can keep automatic downloads enabled but make sure that your device never uses your mobile data for automatic downloads. This means that automatic downloads would only run when your device is connected to a Wi-Fi network. It’s a good way to make sure your mobile data isn’t used up unexpectedly by automatic downloads.

To do this, just turn off the **Use Cellular Data** option using the slider which is found just below the **updates** option.

iOS Tips:

- To check the battery health of your iPhone, go to Settings -> Battery then you can see your battery health (beta) -> maximum capacity (%). For more information regarding the battery health please visit: <https://support.apple.com/en-ca/ht208387>
- To check data consumption, go to your iPhone Settings -> Cellular-> scroll down to bottom and look for “The Responder”.

Note: You can save battery and data consumption up to 100% if you turn off your data. The App can still track your work as long as project tracker is running. You can still send your detailed report at the end of the day.

CITY 311 Responder App tips on saving data and battery life

Please keep your app updated all the time. We are constantly updating the app to improve the user experience.

All apps use data and battery when using the GPS functionality. The GPS provider uses Bluetooth or Wi-Fi for higher accuracy, but you can turn this off when you have low battery remaining, the GPS will still work but with reduced accuracy.

To turn this off on the iPhone do this: Settings -> Privacy -> Location Services -> The Responder -> Select “Never” or “While Using the App”. When you select “Never”, this turns off completely the location services but when you select “While Using the App”, this turns off only when you are not using the app then turns on again if you’re using the app.

To turn this off on the Android do this: Settings -> Apps -> App Settings -> App Permissions -> Your Location -> The Responder. Tap to turn off location usage.

Support:

Please enjoy your CITY 311 Responder App and if you have more good ideas please contact the [CITY 311 Responder App Team](#) so we can keep you safer and more informed.

If you need support please contact: 4403-270-2278 and support will be arranged or email mfw@911world.ca.

www.city311.online

