

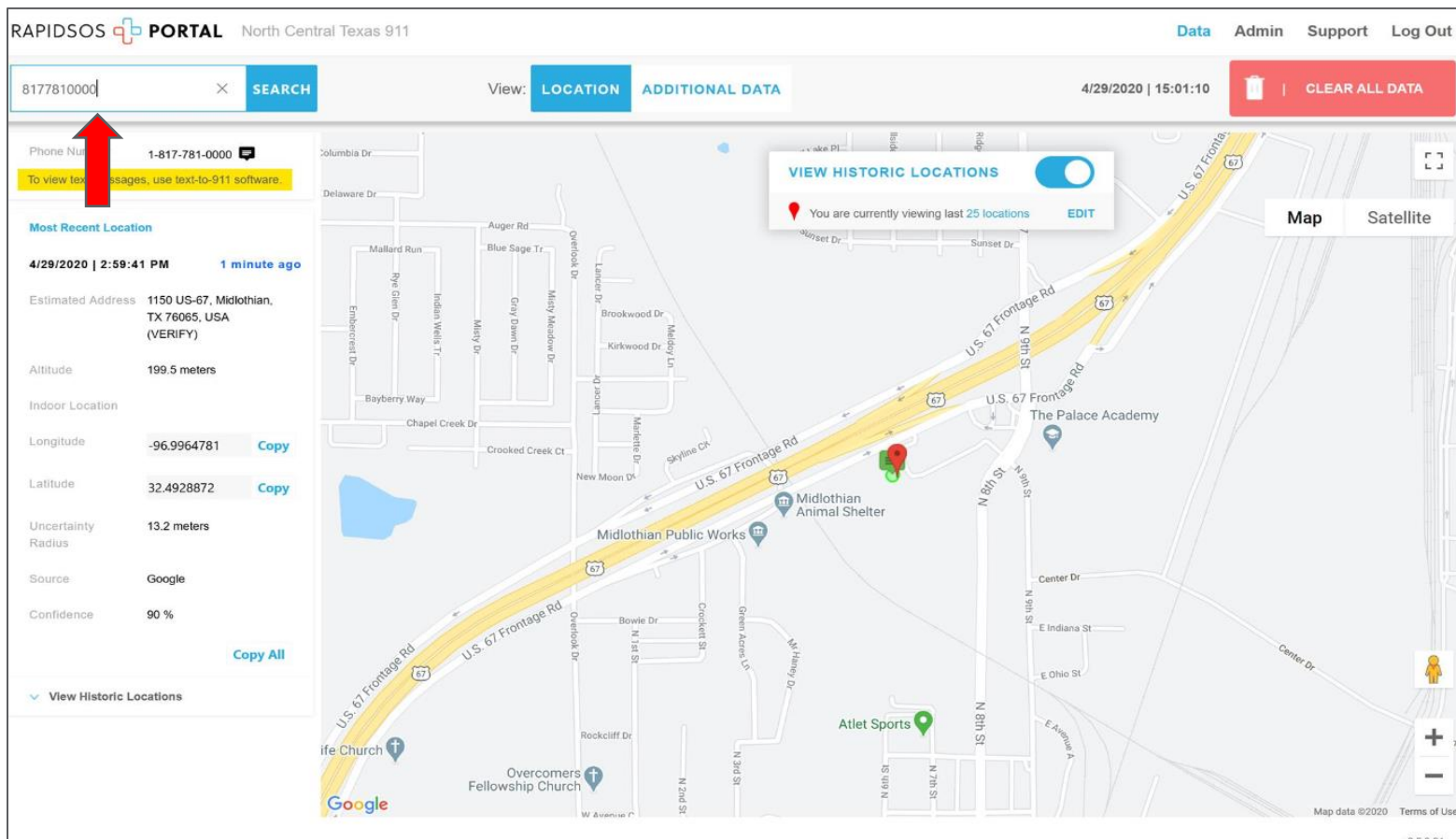
# RapidSOS Portal Text-to-9-1-1 Training Bulletin

In addition to the text-to-9-1-1 solution you can now access Text-to-9-1-1 incident location and caller information on the RapidSOS Portal.

## *What you need to know...*

- *Text-to-9-1-1 will be indicated as a text rather than a call in the left-hand call queue.*
- *The location for Text-to-9-1-1 incidents will appear as a message bubble instead of a pin on the satellite map.*
- *A warning label will appear, reminding users that Rapid SOS Portal only receives the location of the texter.*
- *Rapid SOS does NOT receive the actual text message content.*
- *Continue to utilize the current Text-to-9-1-1 software to view dialog between the texter and the telecommunicator.*

When a text is received in the text software, launch the RapidSOS Portal by selecting the Additional Data Repository button in the 9-1-1 AII screen and input the text number into the portal for additional texter information.



**RAPIDSOS PORTAL** North Central Texas 911

8177810000 SEARCH

View: LOCATION ADDITIONAL DATA

4/29/2020 | 15:01:10 CLEAR ALL DATA

Phone Number: 1-817-781-0000

To view text messages, use text-to-911 software.

**Most Recent Location**

4/29/2020 | 2:59:41 PM 1 minute ago

Estimated Address: 1150 US-67, Midlothian, TX 76065, USA (VERIFY)

Altitude: 199.5 meters

Indoor Location

Longitude: -96.9964781 Copy

Latitude: 32.4928872 Copy

Uncertainty Radius: 13.2 meters

Source: Google

Confidence: 90%

Copy All

View Historic Locations

VIEW HISTORIC LOCATIONS

You are currently viewing last 25 locations EDIT

Map Satellite

Midlothian Public Works, Midlothian Animal Shelter, The Palace Academy, Atlet Sports, Overcomers Fellowship Church, Life Church

Map data ©2020 Terms of Use

The location for Text-to-9-1-1 incidents will appear as a green message bubble instead of a pin on the satellite map.

RAPIDSOS PORTAL North Central Texas 911 Data Admin Support Log Out

4699808167  SEARCH View: LOCATION ADDITIONAL DATA 4/29/2020 | 14:50:30 CLEAR ALL DATA

Phone Number 1-469-980-8167

To view text messages, use text-to-911 software

**Most Recent Location**

4/29/2020 | 2:48:31 PM 1 minute ago

Estimated Address 7200 Stonebrook Pkwy, Frisco, TX 75034, USA (VERIFY)

Indoor Location

Longitude -96.82305 [Copy](#)

Latitude 33.1339 [Copy](#)

Uncertainty Radius 65.0 meters

Source Apple

Confidence 95 %

[Copy All](#)

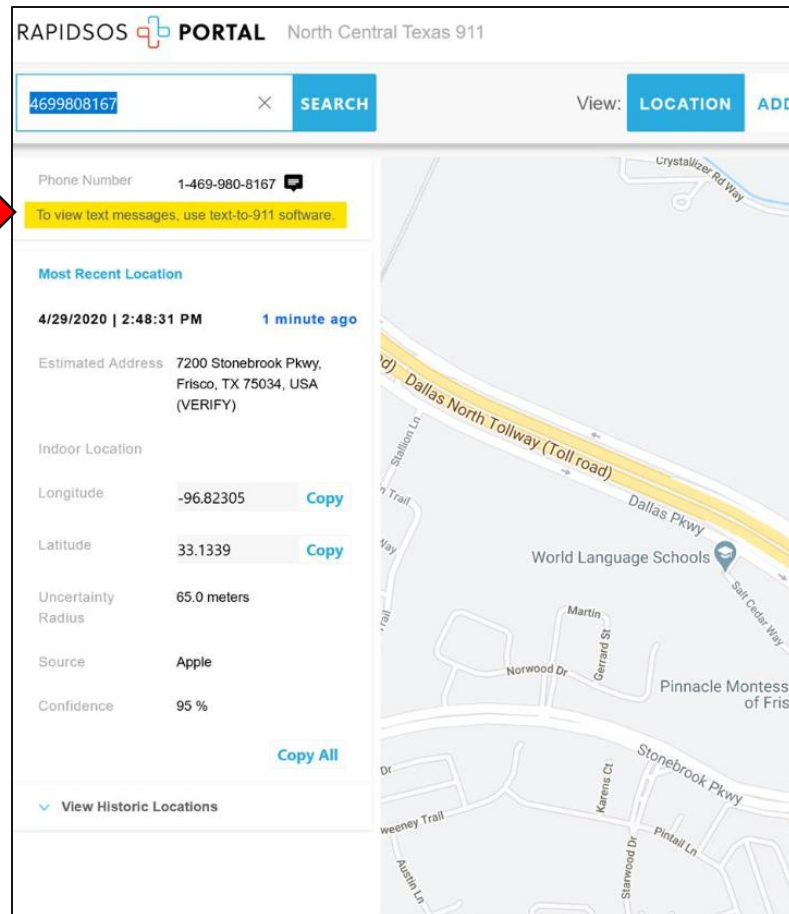
View Historic Locations


**VIEW HISTORIC LOCATIONS**  [EDIT](#)

You are currently viewing last 25 locations


Map Satellite

A warning label will appear, reminding users that RapidSOS Portal only receives the location of the texter.



RAPIDSOS  PORTAL North Central Texas 911

4699808167  SEARCH View: LOCATION ADD

Phone Number 1-469-980-8167 

To view text messages, use text-to-911 software.

**Most Recent Location**

4/29/2020 | 2:48:31 PM 1 minute ago

Estimated Address 7200 Stonebrook Pkwy,  
Frisco, TX 75034, USA  
(VERIFY)

Indoor Location

Longitude -96.82305 [Copy](#)

Latitude 33.1339 [Copy](#)

Uncertainty Radius 65.0 meters

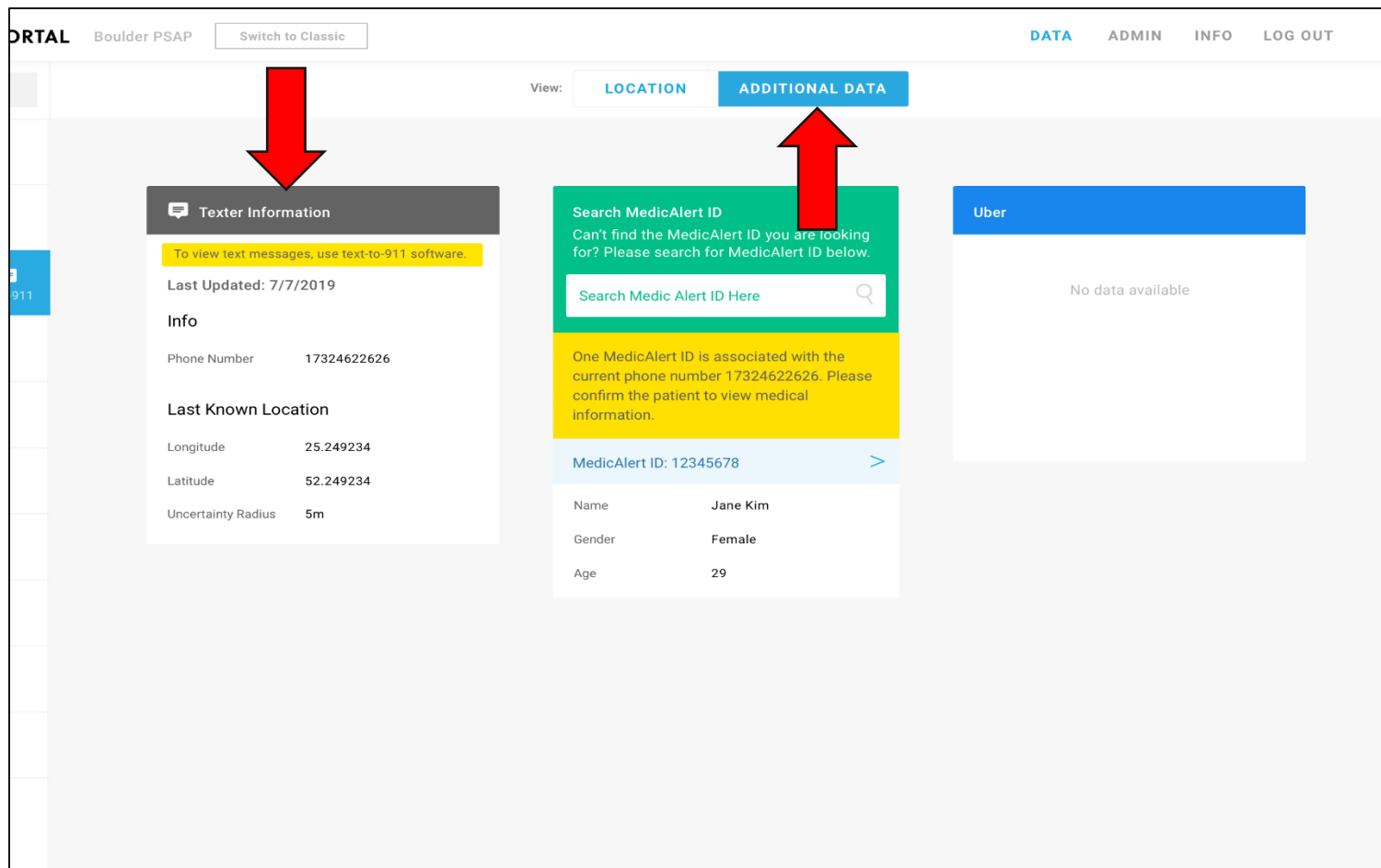
Source Apple

Confidence 95 %

[Copy All](#)

[View Historic Locations](#)

You can select the additional data tab in the RapidSOS portal for additional texter information.



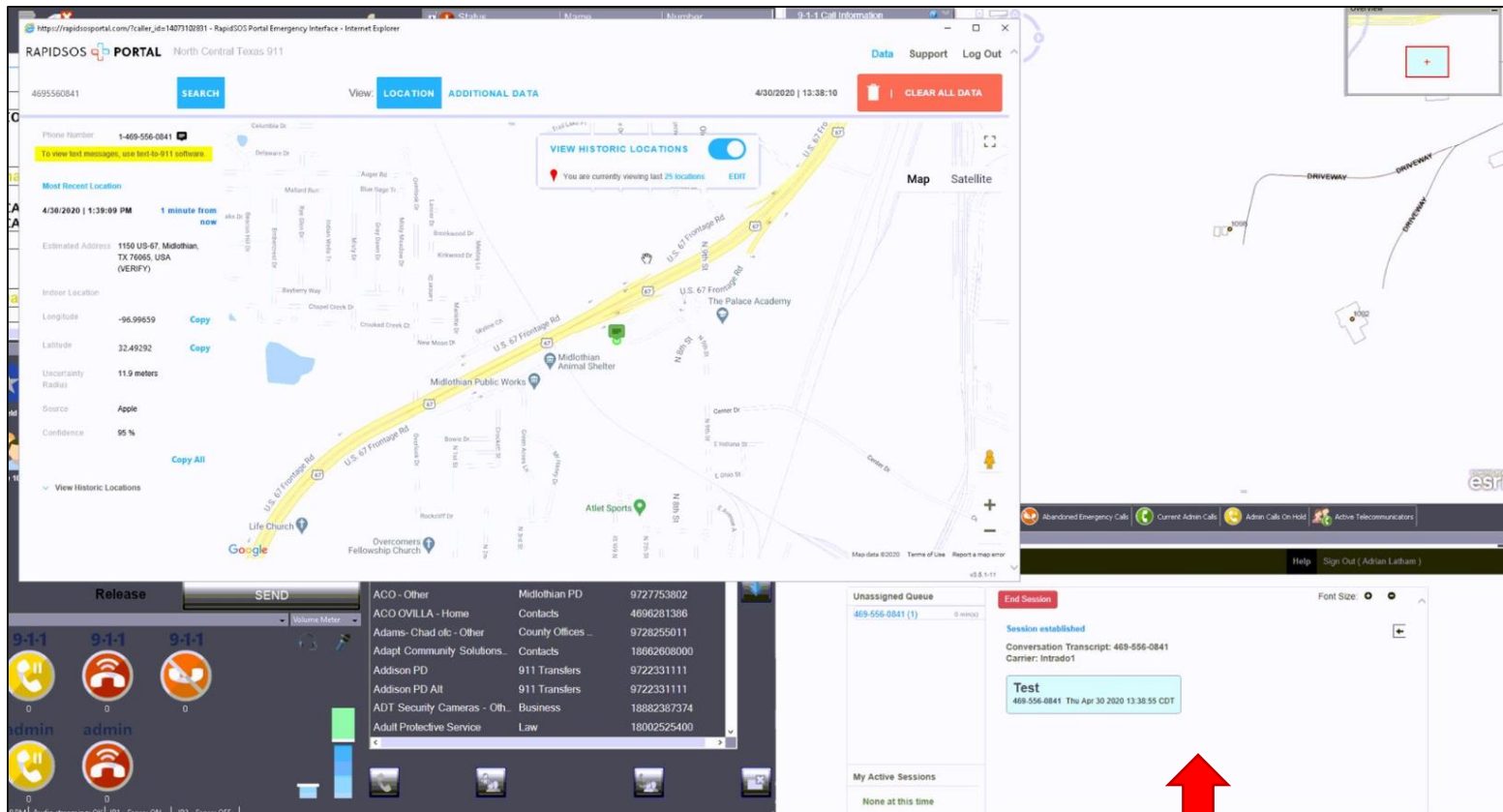
The screenshot shows the RapidSOS portal interface for Boulder PSAP. The top navigation bar includes 'DATA', 'ADMIN', 'INFO', and 'LOG OUT'. The 'View:' dropdown is set to 'ADDITIONAL DATA'. The main content area is divided into three sections:

- Texter Information:** A grey header with a red arrow pointing to it. Below the header is a yellow box with the text "To view text messages, use text-to-911 software." and a "Last Updated: 7/7/2019" timestamp. The "Info" section lists "Phone Number: 17324622626". The "Last Known Location" section lists "Longitude: 25.249234", "Latitude: 52.249234", and "Uncertainty Radius: 5m".
- Search MedicAlert ID:** A green header with a red arrow pointing to it. Below the header is a yellow box with the text "One MedicAlert ID is associated with the current phone number 17324622626. Please confirm the patient to view medical information." and a "MedicAlert ID: 12345678" with a right arrow. Below this is a table with patient information:

Name	Jane Kim
Gender	Female
Age	29

- Uber:** A blue header with the text "No data available" below it.

Remember the text conversation will only appear in the current text software. Only utilize the RapidSOS Portal for additional location and texter information.



The screenshot displays the RapidSOS Portal interface. The top section shows the portal name and search options. A map of Midlothian, TX, is centered on U.S. 67 Frontage Rd. The interface includes a sidebar with search results, a main map area, and a bottom panel with a contact list and a text conversation window.

**Search Results:**

- Phone Number: 1-469-556-0841
- To view text messages, use text to 911 software.
- Most Recent Location: 4/30/2020 | 1:38:09 PM | 1 minute from now
- Estimated Address: 1150 U9-67, Midlothian, TX 76645, USA (VERIFY)
- Indoor Location: 119.9 meters
- Longitude: -96.99659
- Latitude: 32.49292
- Uncertainty Radius: 11.9 meters
- Source: Apple
- Confidence: 95%

**Contact List:**

ACO - Other	Midlothian PD	9727753802
ACO OVILLA - Home	Contacts	4696281386
Adams- Chad etc - Other	County Offices	9726255011
Adapt Community Solutions	Contacts	18662608000
Addison PD	911 Transfers	9722331111
Addison PD Alt	911 Transfers	9722331111
ADT Security Cameras - Oth.	Business	18882367374
Adult Protective Service	Law	18002525400

**Text Conversation Window:**

- Unassigned Queue: 469-556-0841 (1)
- Session established
- Conversation Transcript: 469-556-0841
- Carrier: Intrado1
- Test: 469-556-0841 Thu Apr 30 2020 13:38:55 CDT





Contact NCT9-1-1 Tech Support for any issues or concerns; 1-888-311-3911