

Rapid SOS Portal Training Bulletin


In addition to the Rapid SOS integrated mapping solution NCT9-1-1 is launching an integrated solution to the Rapid SOS Portal. This solution will allow access to the Rapid SOS Portal on the Solacom Guardian system.

What you need to know...

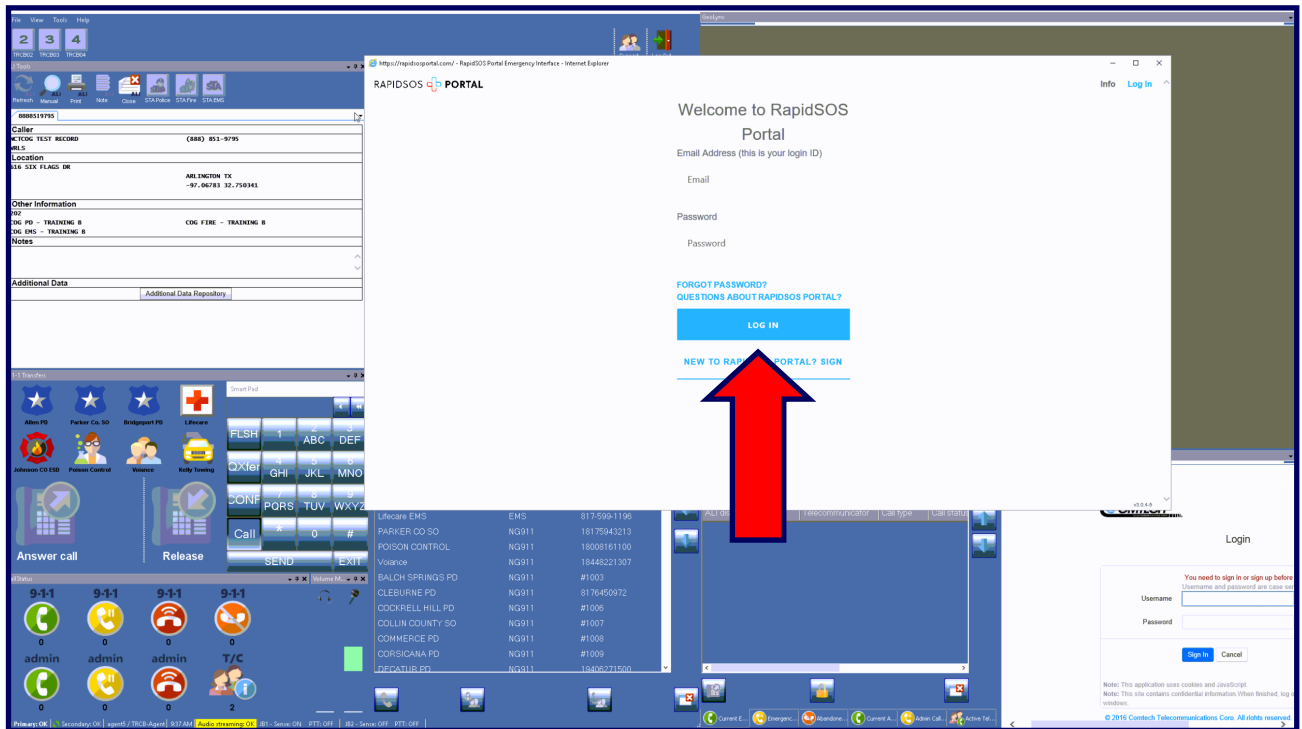
- *The link to the Rapid SOS Portal is in the ALI screen under additional data*
- *The Telecommunicator needs to log into the portal every time they log into Solacom*
- *The integrated solution does cover up a portion of your Solacom Guardian screen when launched*
- *You can minimize the Rapid SOS Portal screen and continuously relaunch, however it is recommended to close out every time in order to eliminate items in the background.*
- *The Rapid SOS Portal information is secondary to WPH2 information.*

The Additional Data Repository link will always be in the ALI screen even if there is not additional data. After logging into Solacom, log in to the Rapid SOS Portal by selecting the Additional Data Repository link. Every time someone logs in to Solacom the Rapid SOS Portal also requires a login.

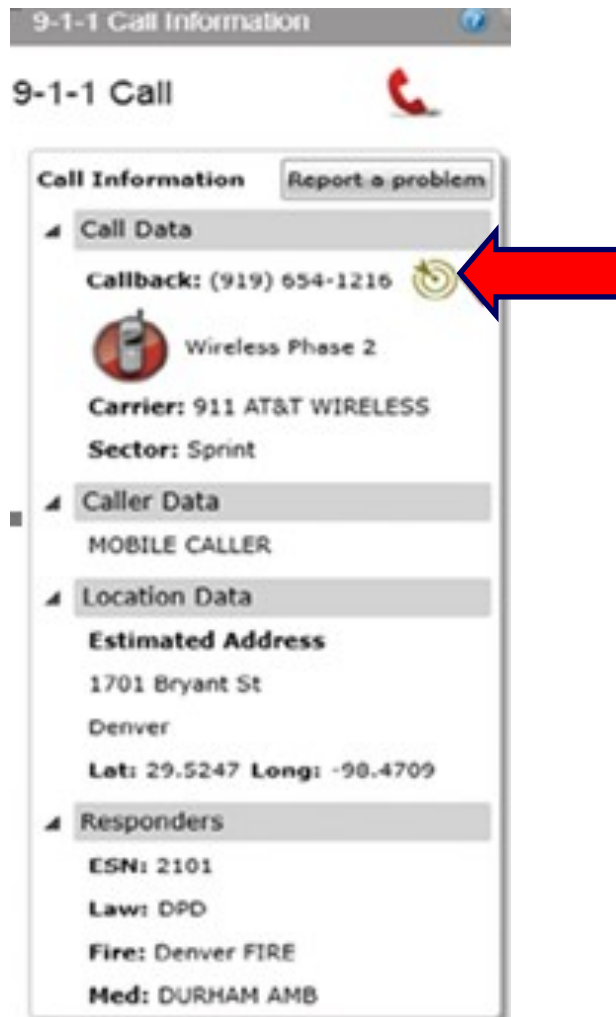
8888519795	
Caller	
NCTCOG TEST RECORD	(888) 851-9795
WRLS	
Location	
616 SIX FLAGS DR	ARLINGTON TX -97.06783 32.750341
Other Information	
202	
COG PD - TRAINING B	COG FIRE - TRAINING B
COG EMS - TRAINING B	
Notes	
Additional Data	
Additional Data Repository	



If launching the Rapid SOS Portal for the first time the log in screen will appear. Utilize the agency log in and close out of the window by selecting X in the upper right hand corner. If the screen is minimized another window can be opened however, it takes up space in the background which could slow down the system.



One way to know if the caller has additional data information before launching the portal is to check for the yellow target on the Geolynx map. If the yellow target is not present there will not be additional data information for the caller on the portal.





9-1-1 Call Information

9-1-1 Call

Call Information [Report a problem](#)

Call Data

Callback: (919) 654-1216 

 Wireless Phase 2

Carrier: 911 AT&T WIRELESS

Sector: Sprint

Caller Data

MOBILE CALLER

Location Data

Estimated Address

1701 Bryant St
Denver

Lat: 29.5247 Long: -98.4709

Responders

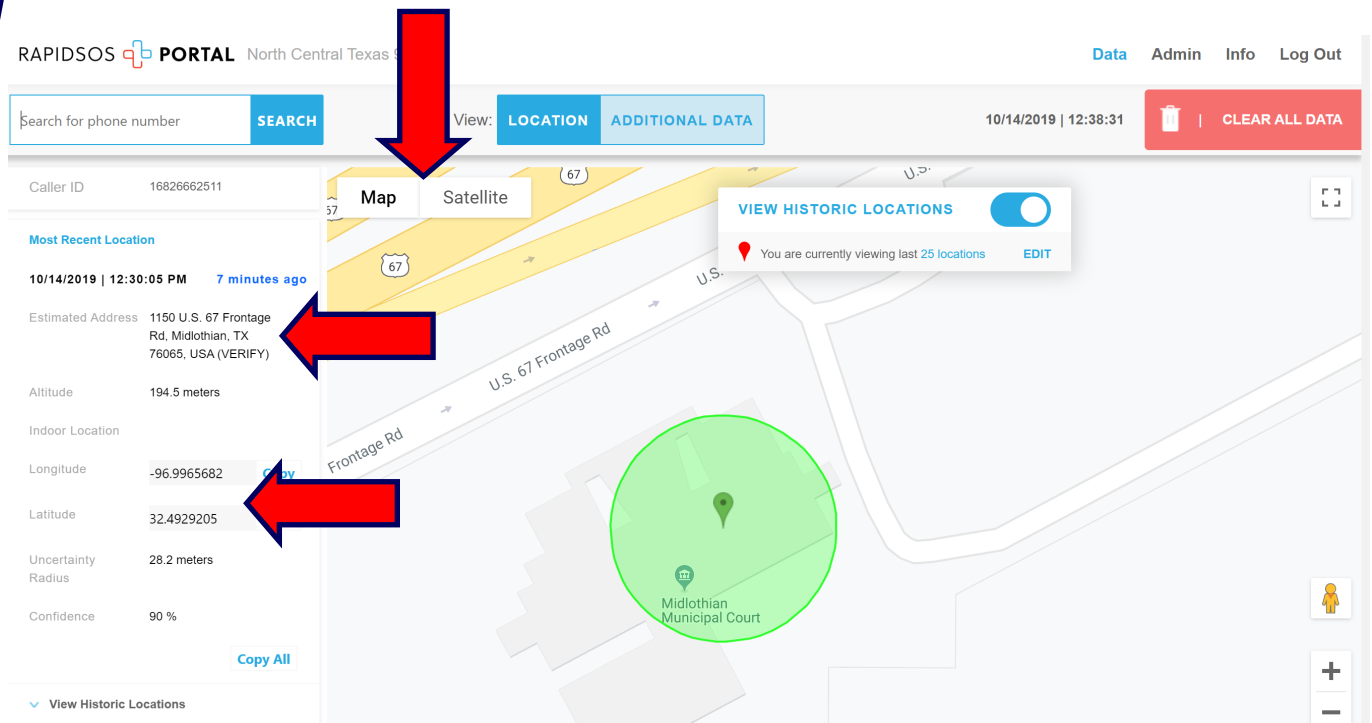
ESN: 2101


Law: DPD

Fire: Denver FIRE

Med: DURHAM AMB

The integrated Rapid SOS Portal solution automatically queries the callers telephone number for additional data when it is launched. This capability is the main difference between the non integrated solution, where the Telecommunicator has to copy and paste or manually type the callers telephone number into the search field. In the panel on the left side of the screen there is a lot of caller information; date, time, duration of the call, an estimated address, longitude, latitude, an uncertainty radius and the location confidence. The map can be viewed in map view as shown below or satellite view is also available.



RAPIDSOS  PORTAL North Central Texas

Data Admin Info Log Out

Search for phone number SEARCH View: LOCATION ADDITIONAL DATA 10/14/2019 | 12:38:31 CLEAR ALL DATA

Map Satellite

VIEW HISTORIC LOCATIONS You are currently viewing last 25 locations EDIT

Caller ID 16826662511

Most Recent Location

10/14/2019 | 12:30:05 PM 7 minutes ago

Estimated Address 1150 U.S. 67 Frontage Rd, Midlothian, TX 76065, USA (VERIFY)

Altitude 194.5 meters

Indoor Location

Longitude -96.9965682 Copy

Latitude 32.4929205

Uncertainty Radius 28.2 meters


Confidence 90 %


Copy All

View Historic Locations

Midlothian Municipal Court

Once the portal is launched the Telecommunicator will begin seeing the additional information available. This information includes call “bread crumbing”. The telephone number is queried in the clearinghouse every 10 seconds and identifies any updates to the callers location. The green dot represents the callers most current location while the red dots represent previous locations. The picture below is an example of someone walking around inside of a building. If there were any other additional data associated with the callers telephone number it would be located in the additional data tab. This information could include medical data, video footage from a home camera, vehicle information, etc.

RAPIDSOS  PORTAL North Central Texas 911 Data Admin Info Log Out

8177037869 SEARCH View: LOCATION ADDITIONAL DATA 10/14/2019 | 12:44:20  CLEAR ALL DATA

Caller ID 18177037869

Most Recent Location

10/14/2019 | 12:40:55 PM 3 minutes ago

Estimated Address 1150 U.S. 67 Frontage Rd, Midlothian, TX 76065, USA (VERIFY)

Indoor Location

Longitude -96.99662 Copy

Latitude 32.49287 Copy

Uncertainty Radius 8.0 meters

Confidence 95 %


Copy All

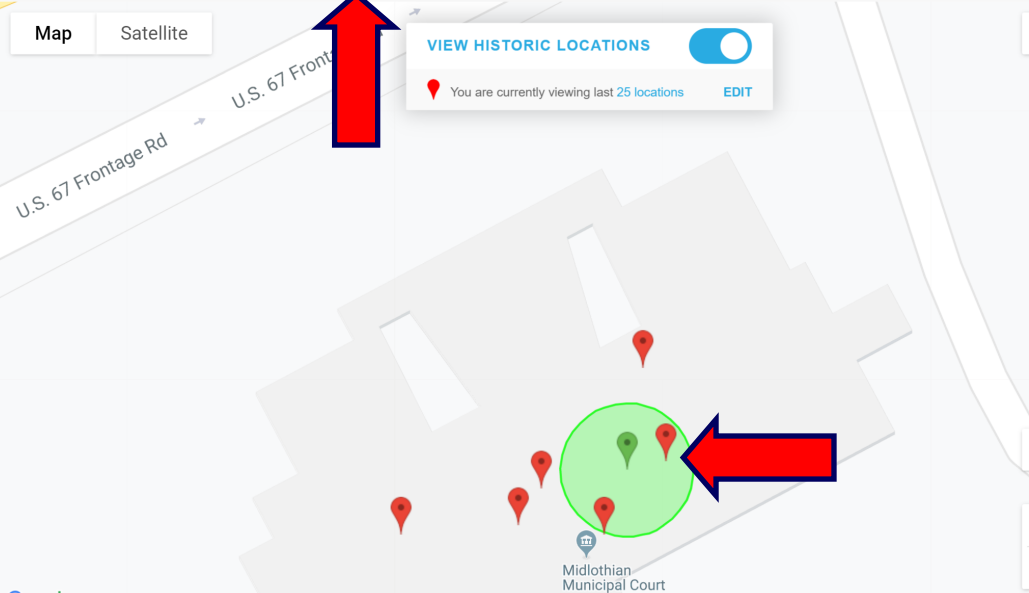
View Historic Locations

Map Satellite

U.S. 67 Frontage Rd → U.S. 67 Frontage Rd

VIEW HISTORIC LOCATIONS

 You are currently viewing last 25 locations EDIT



Midlothian Municipal Court



Wireless Phase 2 information should still be utilized as the primary source of location information for a 9-1-1 caller. Rapid SOS portal information is supplemental secondary information.

For concerns:

Support@NCT911.org

For questions:

911OpsTeams@NCT911.org