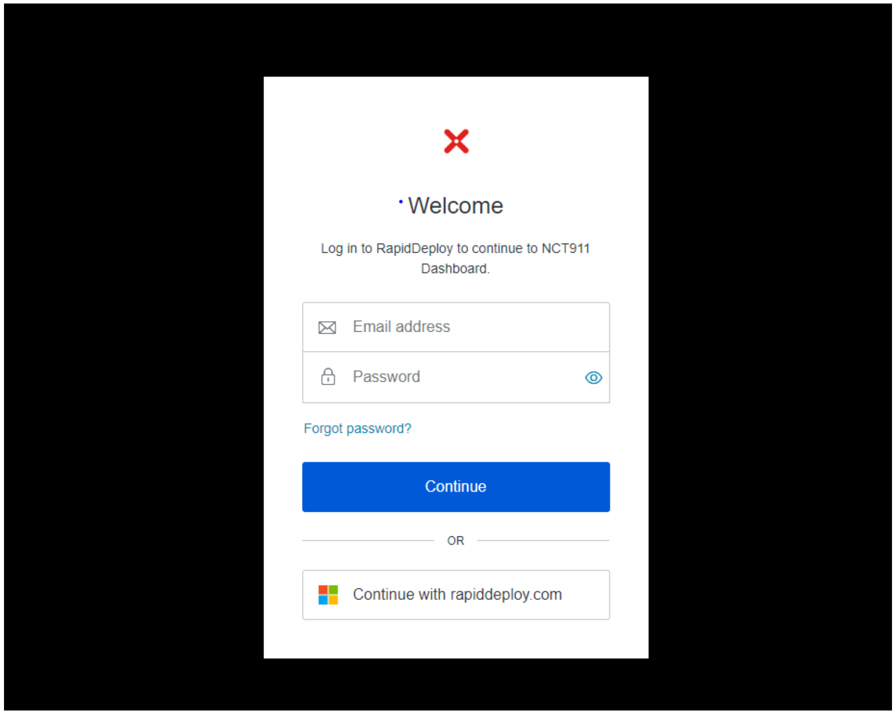
Rapid Deploy Edge Step by Step Guide

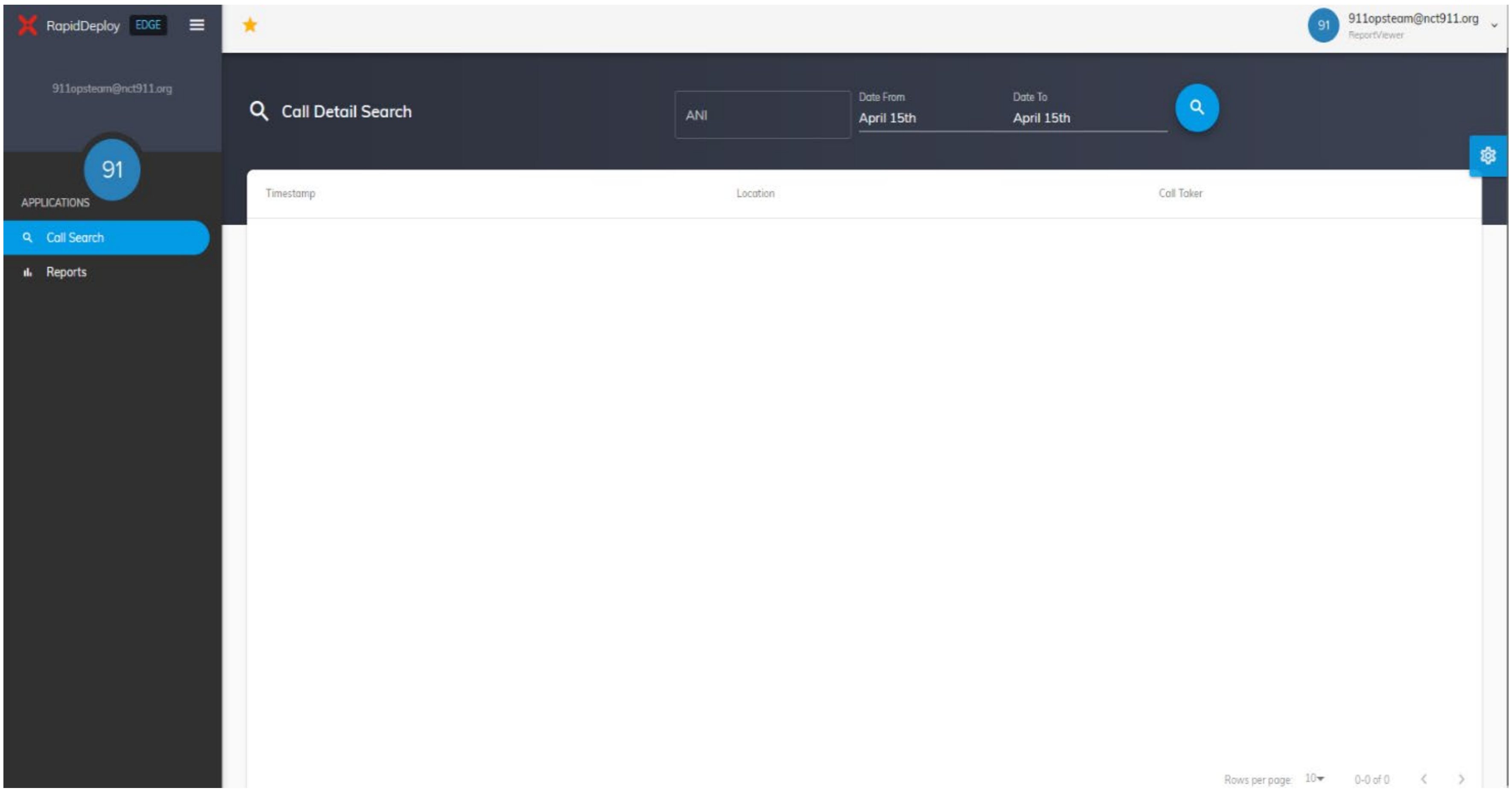
Utilize the link to access the Rapid Deploy Edge platform from a Chrome or Firefox browser at this time Internet Explorer and Edge are not supported browsers and will not always work: https://nct911.rpdy.io

This is the log in page. To access Rapid Deploy Edge utilize the unique PSAP email and password provided by NCT911. An example of your PSAP email is ALPD@NCT911.info. The PSAP email will start with the PSAP 4-digit code that is on the 9-1-1 monitors. If you have forgotten your password submit a support ticket through the 9-1-1 system. Do not request a password reset through the Rapid Deploy website.

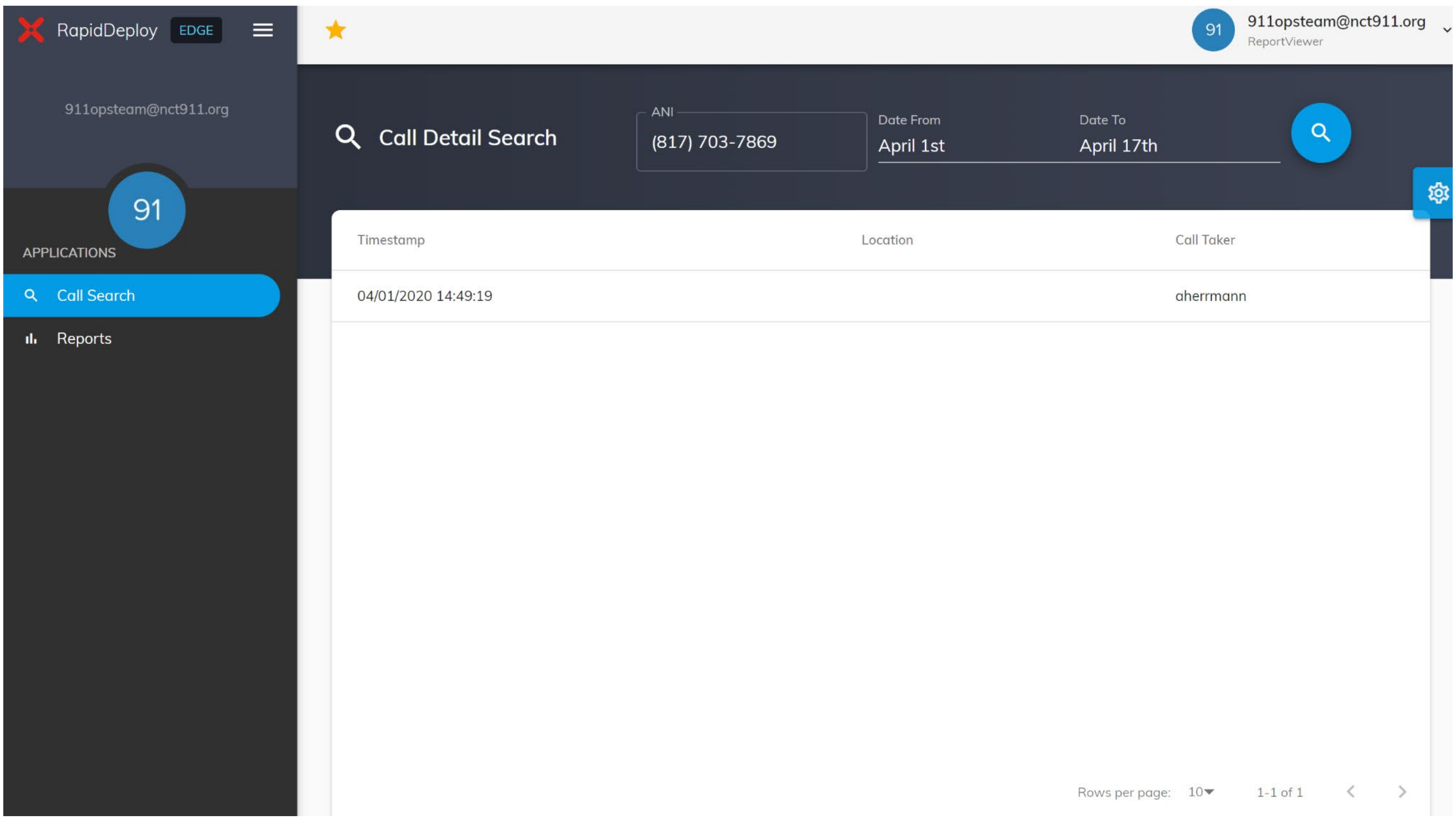


This is the main landing page. From this page you can acces call search, reports, and settings.

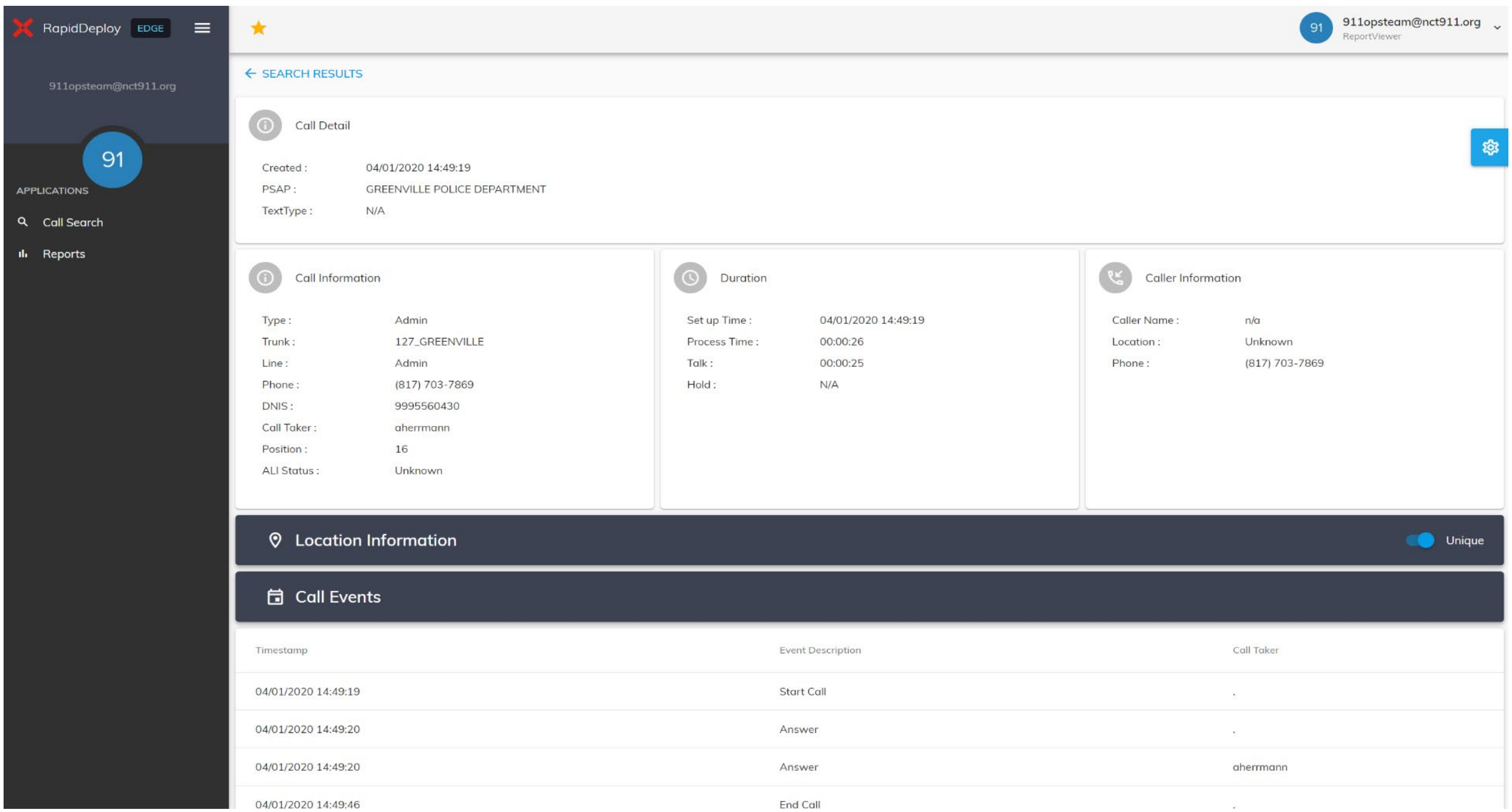
- On the right is the settings wheel
    - The settings wheel allows the ability to change the landing page layout.



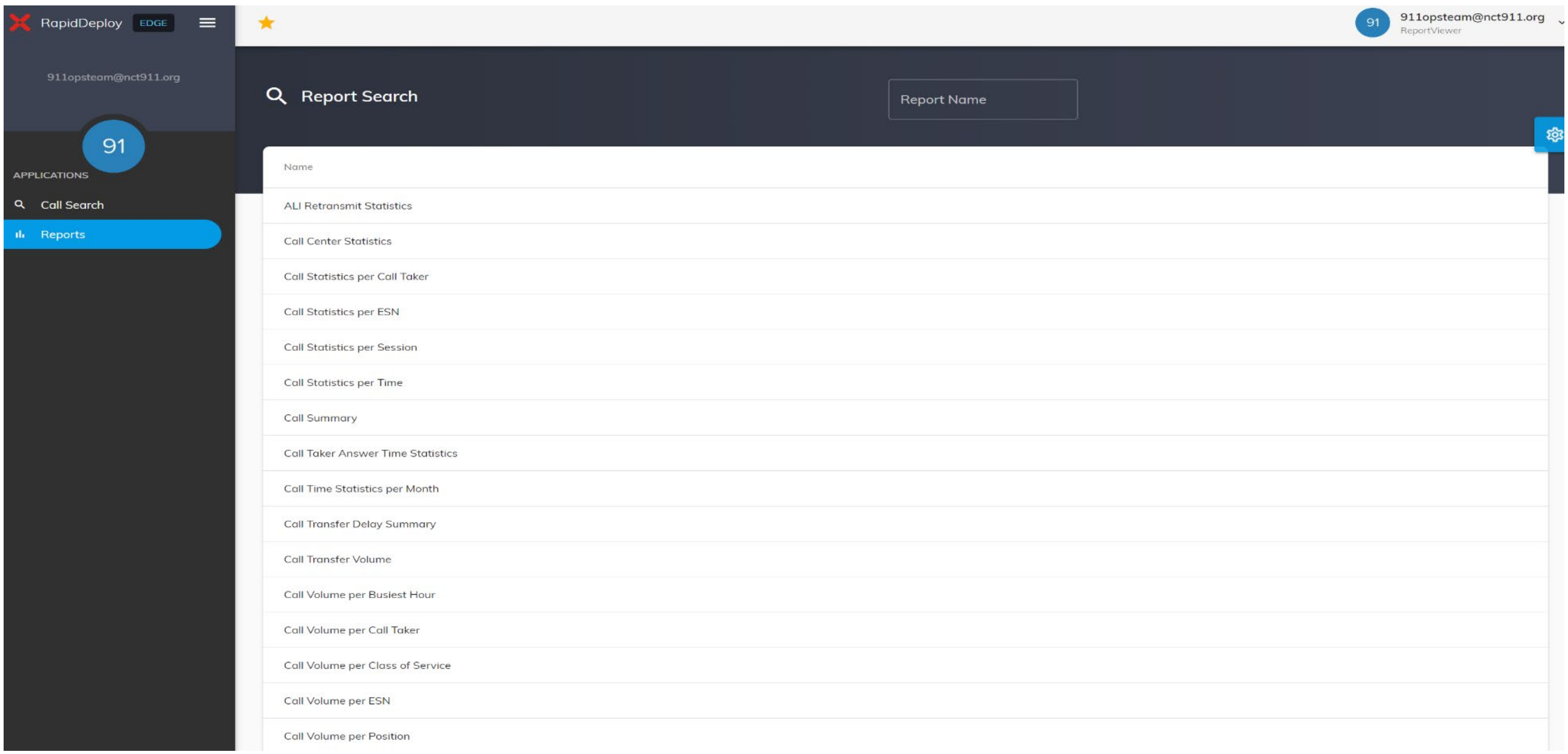
- In the toolbar on the left is call search . Call Search is utilized to look up a specific phone number by date.
  - Enter the number in the ANI field and adjust the date accordingly.
  - If there is a record of that number calling 9-1-1 or integrated admin lines for that date it will appear in the middle of the screen.
  - Select the desired call for additional call information.



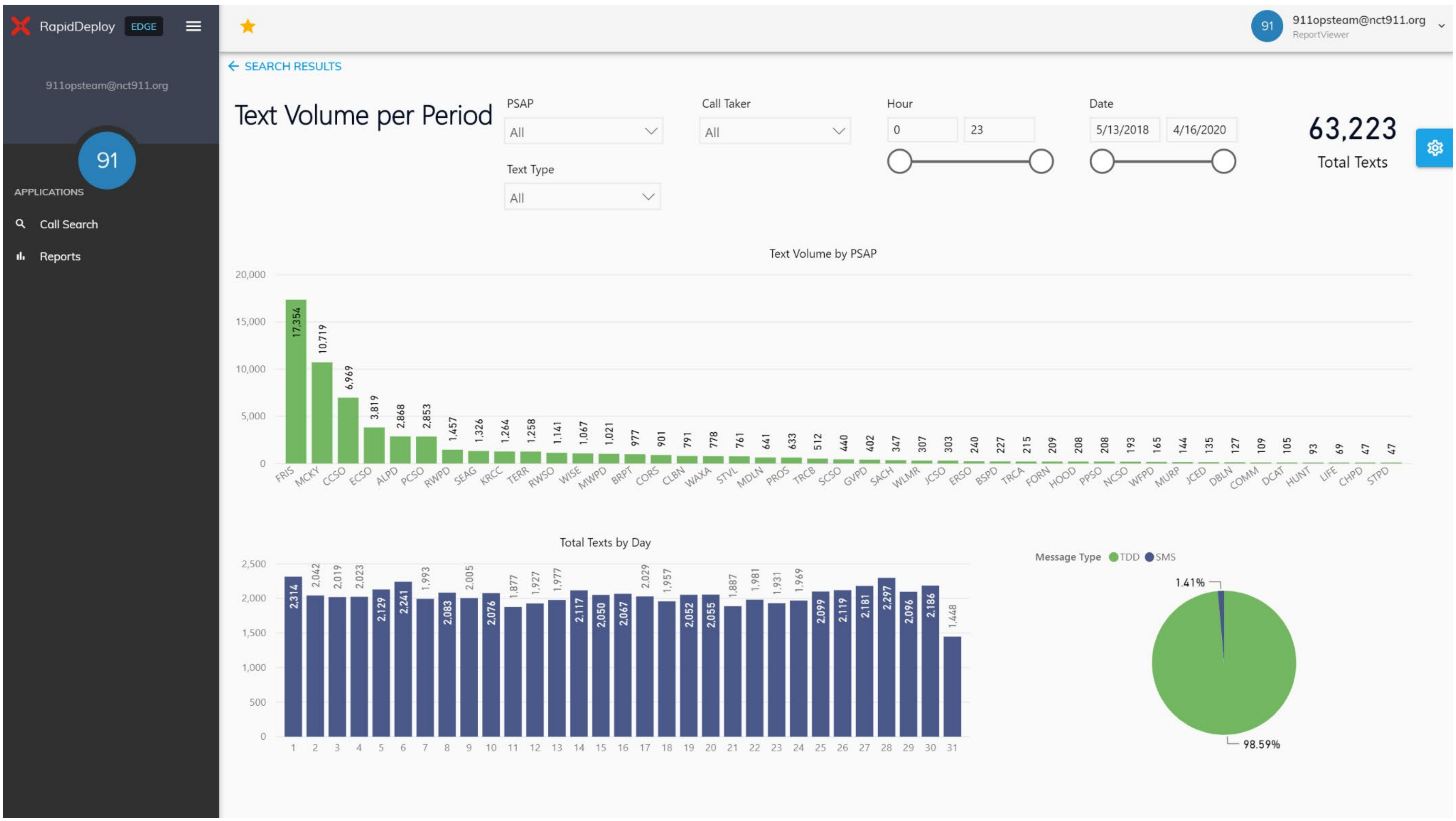
- Additional information can be found once the desired call is selected.
  - Call detail shows the date and time of the call, the PSAP, and if there was text involved.
  - Additional call information, call duration, caller information, location information, and a breakdown of the call events can be found on this screen as well.
  - Location information will only display on 9-1-1 calls.
  - Caller information will only display on 9-1-1 calls or on admin integrated sites that have caller ID on their admin lines.
  - Click search results to go back to the previous screen



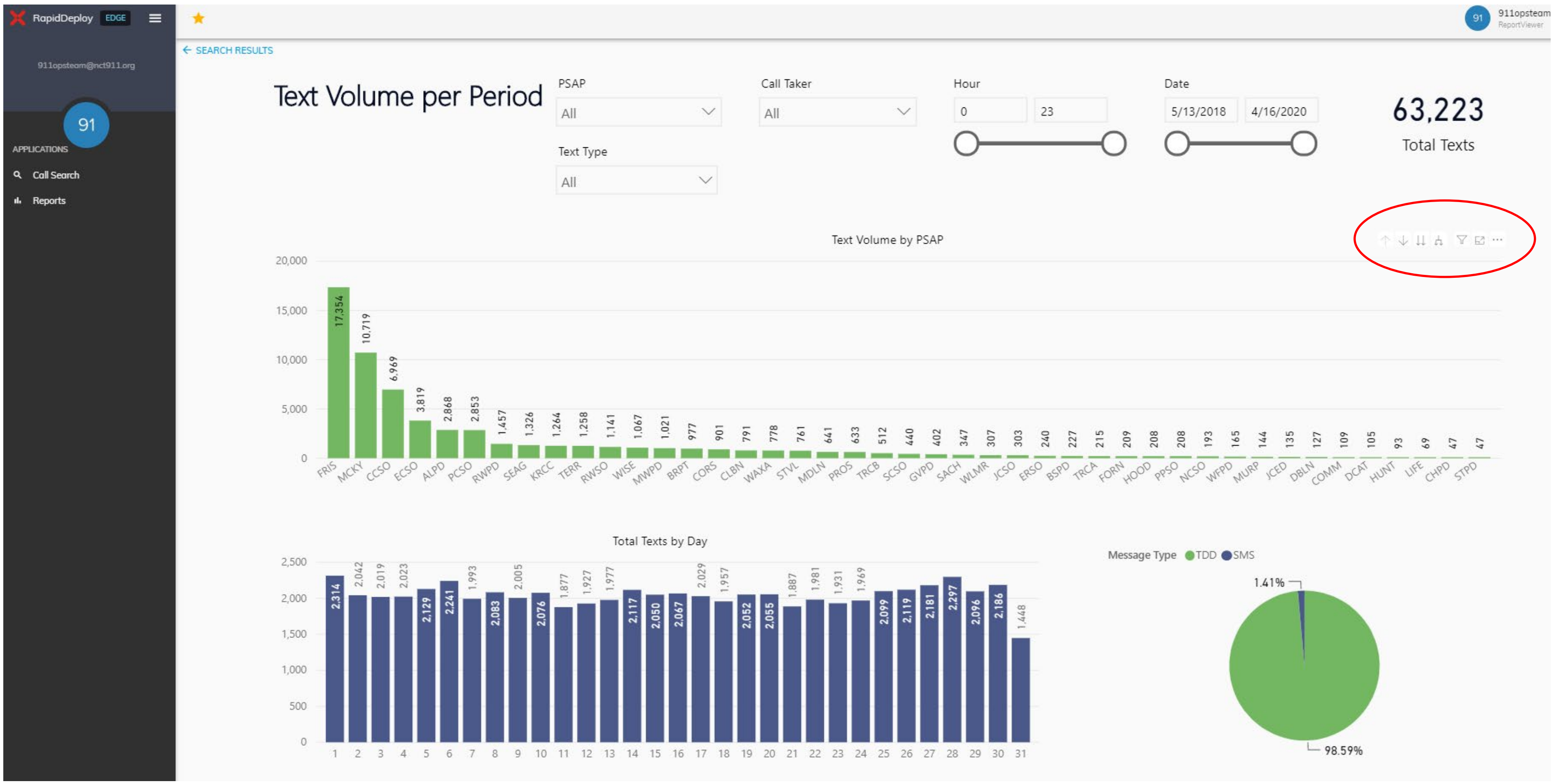
- In the toolbar on the left is reports. In Reports there are 26 preprogrammed reports available for all PSAPs.
    - To find a specific report, search the report by name in the search box or scroll through the list.
    - Once the desired report is found click on the report name to adjust the search settings.



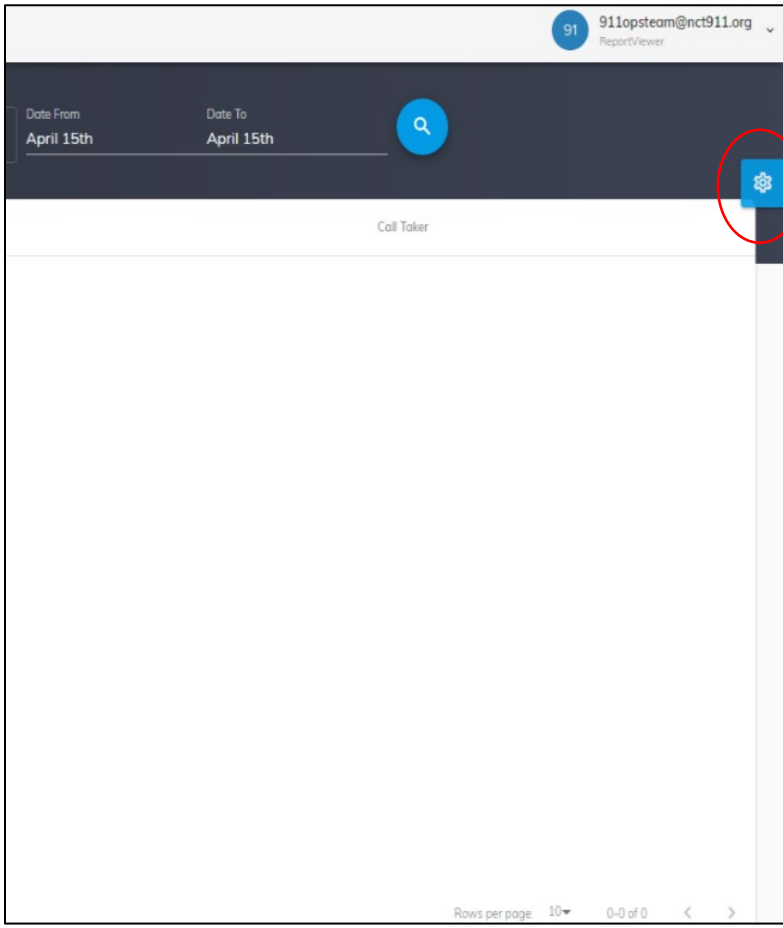
- Search settings can be adjusted once the desired report has been selected.
  - Each search setting is different depending on the type of report being ran. In this example the PSAP, call taker, text type, hour, and date can all be adjusted to refine the search.

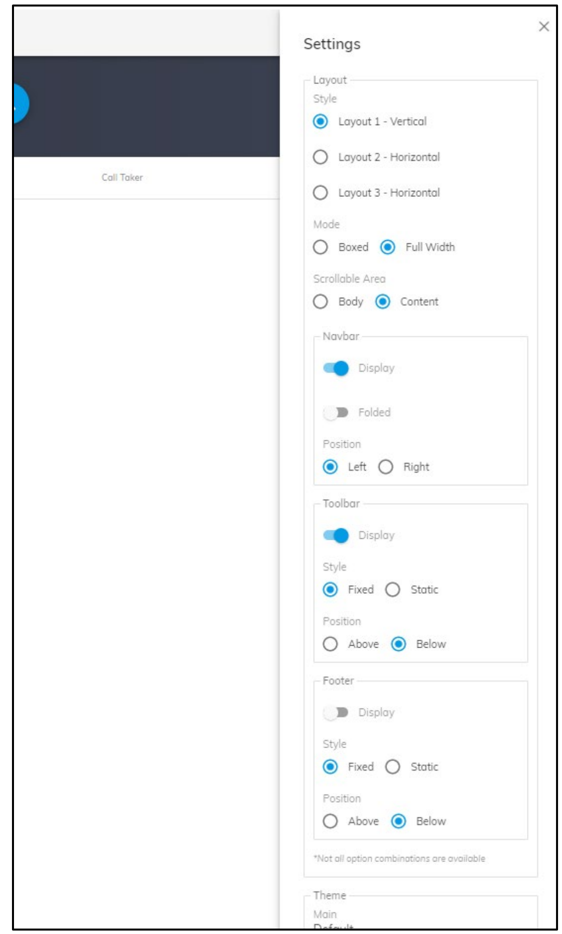


- For options to sort the report by ascending, descending, or for export options hoover over the graph in the report and utilize the more options pop up that appears.

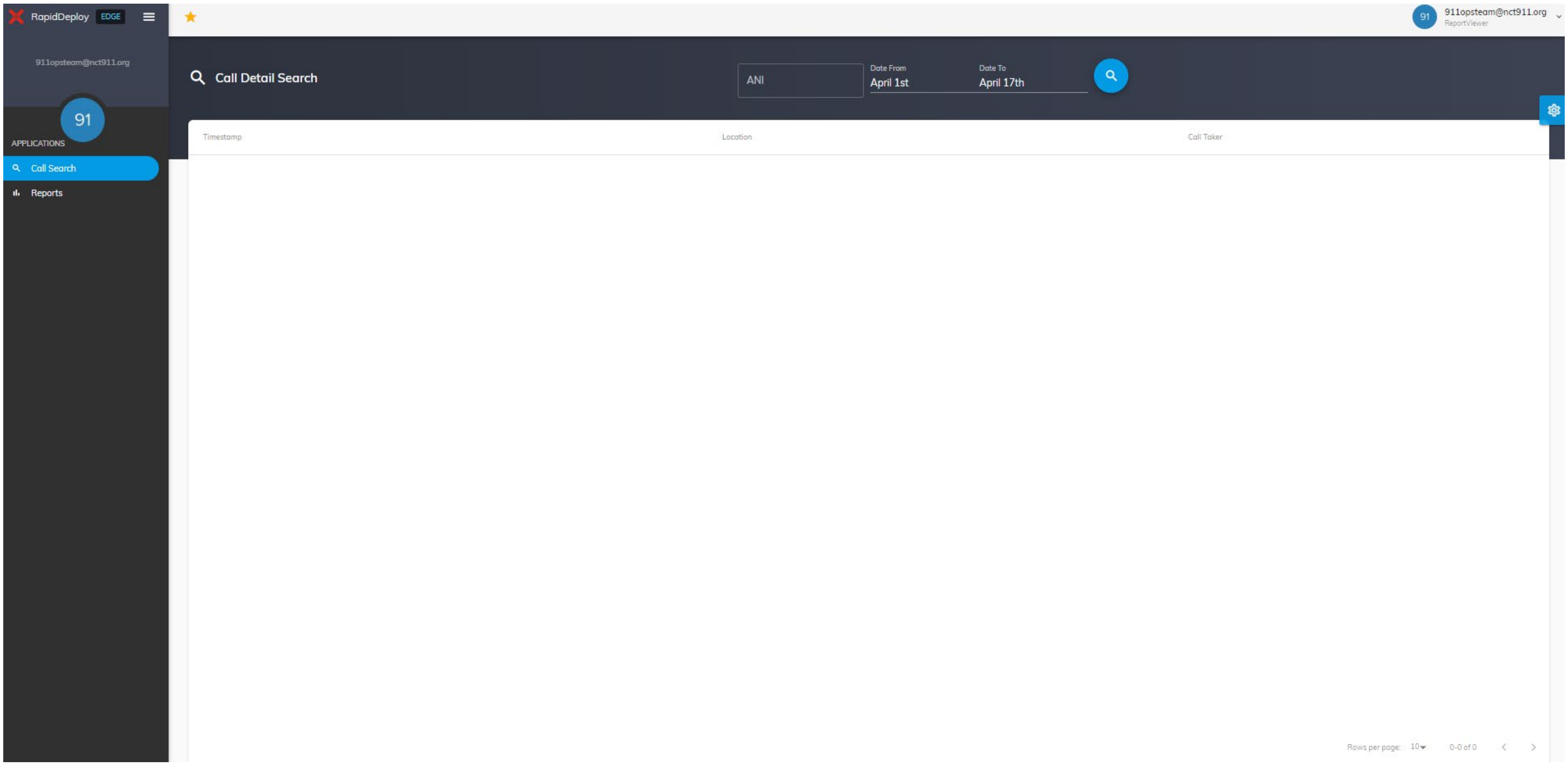


- On the right-hand side of the landing page is the settings wheel. The settings wheel allows the ability to change the layout of the landing page and reports page. Once the layout is changed it will remain that way for everyone from your PSAP that logs in.





- To sign out from Rapid Deploy Edge select the drop down menu in the upper right hand corner of the screen.



If you have any questions contact the Operations Team at 911OpsTeam@NCT911.org.

If you experience any issues, contact NCT9-1-1 Support at Support@NCT911.org or 1-888-311-3911.

*Do not contact Rapid Deploy for issues with Rapid Deploy Edge.