



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.rpd.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.

A screenshot of the login page for Rapid Deploy Edge. The page is white with a black background behind it. At the top center is a red 'X' icon. Below it is the text 'Welcome'. Underneath that is the instruction 'Log in to RapidDeploy to continue to NCT911 Dashboard.' There are two input fields: 'Email address' with an envelope icon and 'Password' with a lock icon and a toggle eye icon. Below the password field is a link that says 'Forgot password?'. A blue 'Continue' button is positioned below the input fields. Below the button is the text 'OR'. At the bottom is a button with the Microsoft logo and the text 'Continue with rapiddeploy.com'.



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

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

The screenshot shows the main interface of the NCT9-1-1 web application. On the left is a dark sidebar with a "91" badge, "APPLICATIONS" header, and menu items for "Call Search" and "Reports". The top navigation bar includes "RapidDeploy EDGE", a user profile for "911opsteam@nct911.org", and a "ReportViewer" dropdown. The main content area features a "Call Detail Search" form with fields for "ANI", "Date From" (April 15th), and "Date To" (April 15th), followed by a search button. Below the form is a table with columns for "Timestamp", "Location", and "Call Taker". The table is currently empty. At the bottom right, there is a pagination control showing "Rows per page: 10" and "0-0 of 0".



- 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.

911opsteam@nct911.org

911opsteam@nct911.org ReportViewer

Call Detail Search

ANI: (817) 703-7869 Date From: April 1st Date To: April 17th

Timestamp	Location	Call Taker
04/01/2020 14:49:19		aherrmann

Rows per page: 10 1-1 of 1



- 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

The screenshot displays the NCT9-1-1 web interface. The top navigation bar includes 'RapidDeploy', 'EDGE', and a user profile for '911opsteam@nct911.org'. The main content area is titled 'SEARCH RESULTS' and shows details for a call created on 04/01/2020 at 14:49:19, associated with the GREENVILLE POLICE DEPARTMENT. The interface is divided into several sections: 'Call Detail', 'Call Information', 'Duration', and 'Caller Information'. Below these is a 'Location Information' section with a 'Unique' toggle, and a 'Call Events' table listing the call's progress from start to end.

Timestamp	Event Description	Call Taker
04/01/2020 14:49:19	Start Call	.
04/01/2020 14:49:20	Answer	.
04/01/2020 14:49:20	Answer	aherrmann
04/01/2020 14:49:46	End Call	.

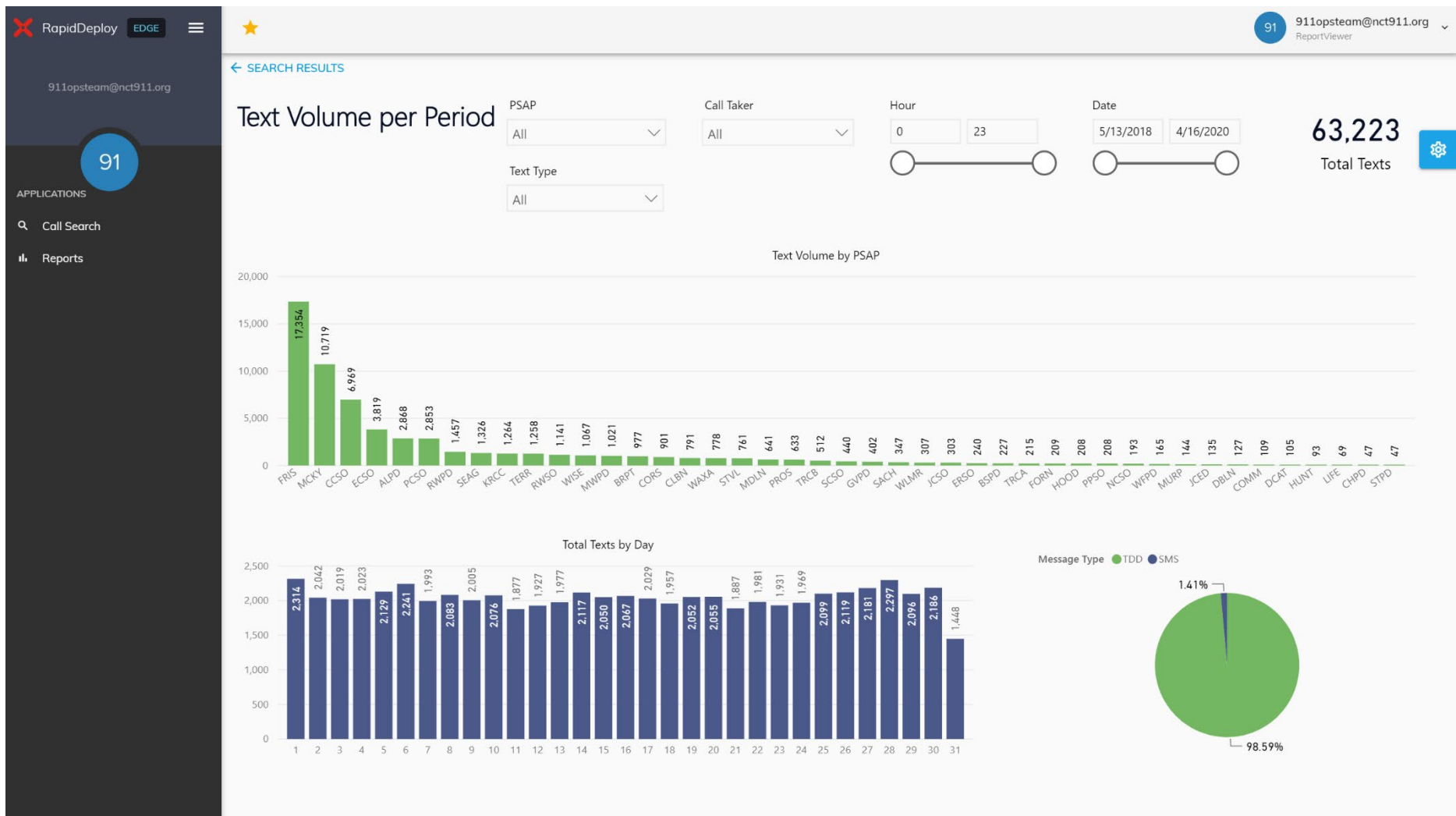


- In the toolbar on the left is reports. In Reports there are 26 preprogrammed reports available for all PSAPs.
 - To find a specific report, search the report by name in the search box or scroll through the list.
 - Once the desired report is found click on the report name to adjust the search settings.

The screenshot shows a web application interface. At the top left, there is a navigation bar with "RapidDeploy" and "EDGE" labels. Below this is a user profile section for "911opsteam@nct911.org" with a circular icon containing the number "91". A sidebar on the left contains "APPLICATIONS" and two menu items: "Call Search" and "Reports", with "Reports" highlighted in blue. The main content area is titled "Report Search" and features a search box labeled "Report Name". Below the search box is a table with 26 rows, each representing a report. The table has a "Name" column and the following report titles: ALL Retransmit Statistics, Call Center Statistics, Call Statistics per Call Taker, Call Statistics per ESN, Call Statistics per Session, Call Statistics per Time, Call Summary, Call Taker Answer Time Statistics, Call Time Statistics per Month, Call Transfer Delay Summary, Call Transfer Volume, Call Volume per Busiest Hour, Call Volume per Call Taker, Call Volume per Class of Service, Call Volume per ESN, and Call Volume per Position. A settings gear icon is visible in the top right corner of the main content area.

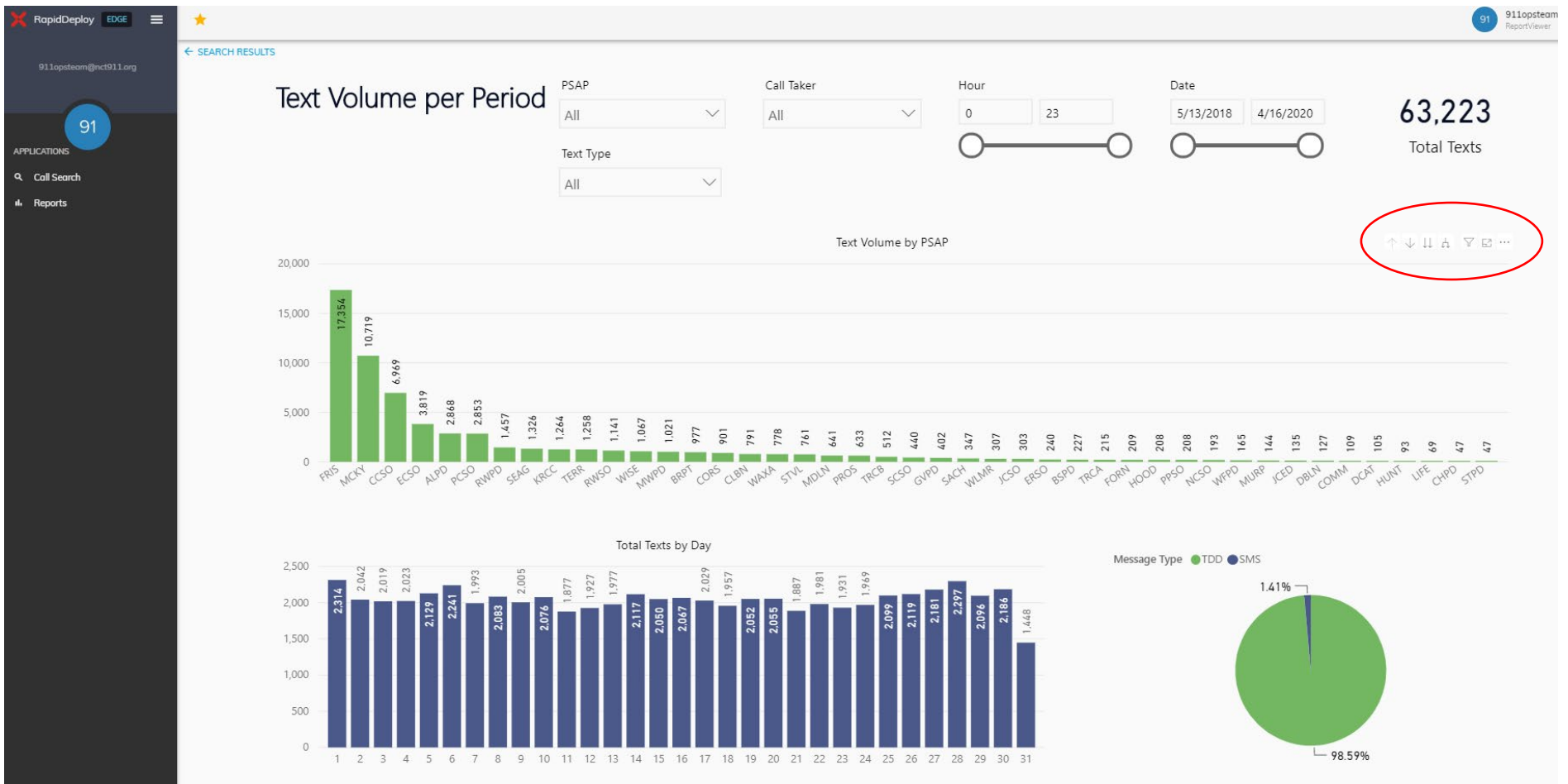


- Search settings can be adjusted once the desired report has been selected.
 - Each search setting is different depending on the type of report being ran. In this example the PSAP, call taker, text type, hour, and date can all be adjusted to refine the search.



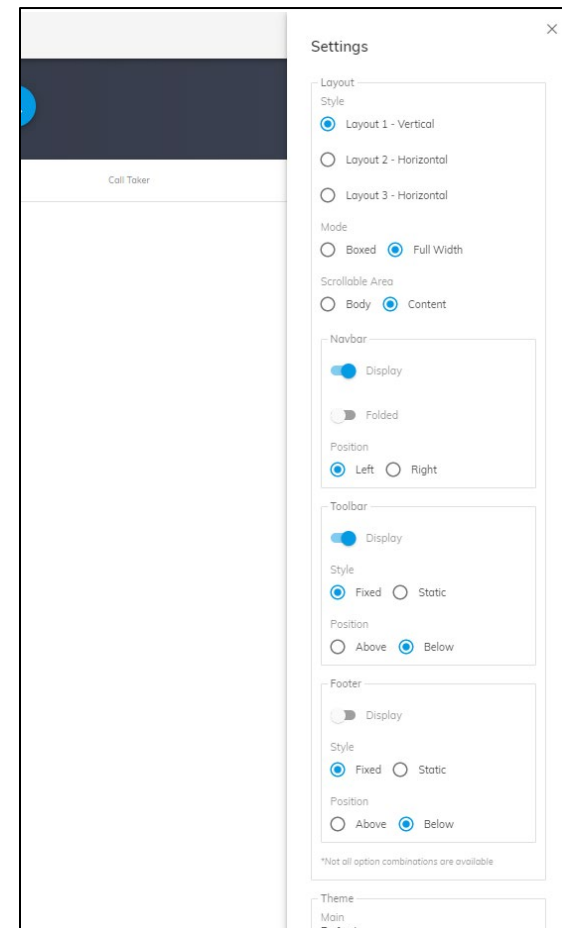
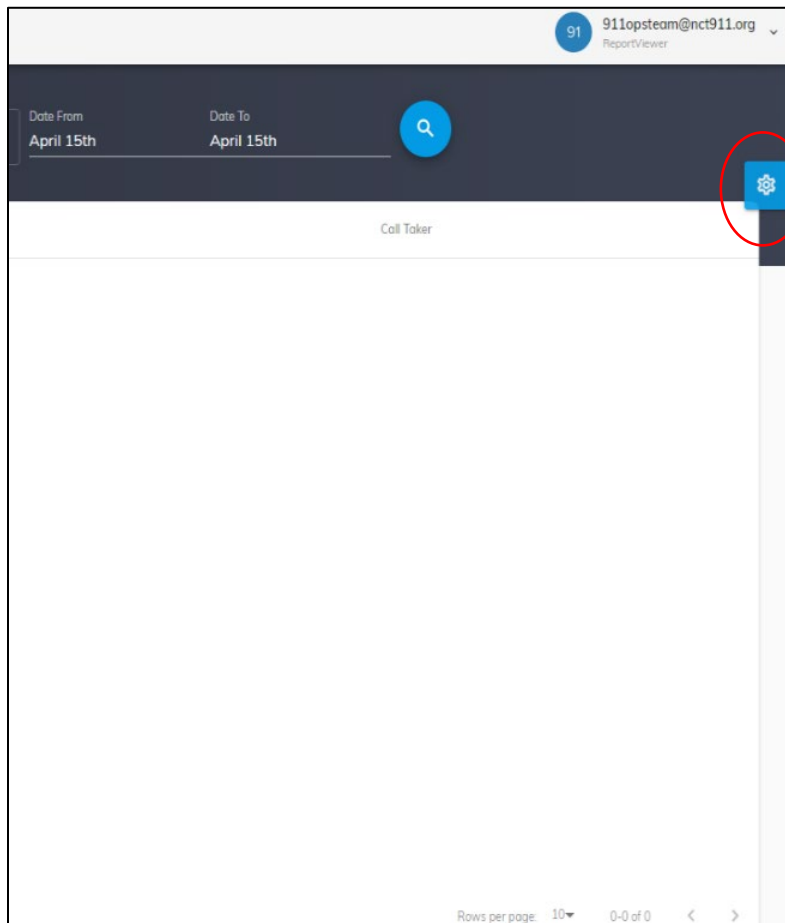


- For options to sort the report by ascending, descending, or for export options hover over the graph in the report and utilize the more options pop up that appears.





- 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.

The screenshot shows the Rapid Deploy Edge web application interface. At the top left, there is a navigation bar with 'RapidDeploy' and 'EDGE' labels, a hamburger menu icon, and a star icon. The user's email '911opsteam@nct911.org' is displayed in the top right corner. Below the navigation bar is a search bar titled 'Call Detail Search' with a magnifying glass icon. The search form includes an 'ANI' input field, 'Date From' (April 1st) and 'Date To' (April 17th) dropdown menus, and a search button. A sidebar on the left contains 'APPLICATIONS' with a '91' badge, and options for 'Call Search' and 'Reports'. The main content area displays a table with columns for 'Timestamp', 'Location', and 'Call Taker'. At the bottom right, there is a pagination control showing 'Rows per page: 10' and '0-0 of 0'.



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.