**RadiusPlus Update Training Bulletin**

On December 7th, 2023, between 9 AM – 3 PM RapidDeploy will conduct a product update to RadiusPlus, the 9-1-1 mapping solution. The update will include some new features as well as some changes to current features. Google Street view, ALI Discrepancy Report, and Map Discrepancy Report will move to a new location that provides a more seamless process for users. There will also be a new log-in process and a way to access TxDOT cameras.

After the update is complete:

After the update is completed, we strongly encourage users to log out and back in, so they are moved to the new Radius Mapping version as soon as possible. Users must use their existing passwords to log in to Radius. If users encounter issues using their existing Radius password, they should contact technical support immediately at 1-888-311-3911.

Users will not be forced to log out if they are in a session when the update occurs. However, once the update is completed, users in active Radius sessions will not be able to utilize certain features, including SMS Chat, RapidLocate and RapidVideo until they log out and log back into a new session.

If users attempt to use the features noted above without logging out, they will receive the following notification within Radius:

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New Log In Process:

The update will include a new log-in process, Single Sign On. You will log on to the computer just as you do now. The biggest difference will come when logging in to the Radius solution, you will only need to enter the username, example [bburross@nct911.systems](mailto:bburross@nct911.systems). There will be no need for a password because the password was entered when logging onto the computer. The single sign on however only applies to the Solacom and Radius solution. You will still need use your current username and password when you log on to the text to 9-1-1 solution.

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Google Street View, Discrepancy Report (ALI and Map):

The icons for accessing Google Street View and Discrepancy Reporting (ALI and Map) have been updated to improve the user experience. Please note that there are no changes to the functionality of these features – this is simply an update and improvement to the user interface (icons) for accessing these features.

Google Street View is accessible through the *Call Detail Drawer*, when a Radius Telecommunicator:

* + Accepts a call
  + Manually creates a call
  + Accepts a signal or Text-to-911\

Select *the call* under 'My Calls' to open the *Call Details Drawer*.

Select *Location Timeline*to open the tab.

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*Click on the* Google Street View icon*in the Location Update card.*

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*Google Street View opens in a different browser tab.*

*A street with trees and buildings

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ALI Discrepancy Report can be submitted by any Radius user for faulty CPE events.

Navigate to the Location Timeline card with ALI data. (If there is no ALI data associated with the Location timeline card, the *Report ALI discrepancy*button will not display)

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Click on the*ALI Discrepancy icon in* the Location Update card.

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A new browser tab will open to the Report an ALI Discrepancy page. Complete the required fields:

* + Select the issue(s) that apply; call misroute, no record found, incorrect ALI.
  + Select the subscriber group from the Subscriber Group drop-down menu option.
  + Describe the ALI discrepancy in the Comments text box.
  + A screenshot of a computer

    Description automatically generatedClick Submit to submit the ALI Discrepancy report.

Mapping Discrepancy Report can be submitted by any Radius user for an issue with the 9-1-1 map.

Select the call to open the Call Details Drawer.

Select Location Timeline to open the tab.

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Click on the*Map Discrepancy icon in* the Location Update card.

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A new browser tab will open with a screenshot of the map and a text box to describe the map discrepancy.

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Accessing TxDOT Traffic Cameras:

ECCs will now have the ability to view TxDOT traffic camera feed for their jurisdiction. The feed will pop up over the map solution when selected but disappears when a call is answered.

Skyline Camera is an additional layer that can be selected on the 9-1-1 map that will turn on the TxDOT camera feed.

Click on the “Select Map Layers” button on the map toolbar.

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Click the Esri tab and locate the Skyline Camera layer.

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Click on the orange icon on the map and the TxDOT camera for that location will pop up in an iFrame window.

A map with a picture of a road

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If you have any questions, contact [911OpsTeam@NCT911.org](mailto:911OpsTeam@NCT911.org)