Mission Manager User Guide

Released July 29th 2014

Statement of Purpose

Lealman Fire District's Community Emergency Response Team utilizes Mission Manager as a day-to-day platform to track its member's information and state of readiness. Members can easily access information concerning upcoming events, update their contact information, enter volunteer hours and mileage, and stay informed utilizing the many features of Mission Manager.

The Number One Priority of CERT is the safety of its members! During activations, Mission Manager provides a clear incident picture and provides for volunteer accountability throughout the incident. With the information that is entered into Mission Manager, an Incident Action Plan is automatically generated as is required by the US Department of Homeland Security's National Incident Management System. Through accountability and clear communications, **Everybody Goes Home**.

The purpose of this manual is to familiarize new Mission Manager (MM) members with the administrative forms, formats, and administration of MM. Use of MM under tactical conditions is presented in a classroom environment.

Acknowledgements

Thanks go out to Lealman CERT members Dawn Jenkins and Bob Beck for their diligent work on not only this manual but the continuing set-up and management of Mission Manager. I would also like to thank the Lealman CERT Leadership Team for reviewing the manual and for suggesting changes to make the manual work for our members. Lastly, I wish to thank the members who have signed up for Mission Manager and for their efforts in maintaining their information.

~K. Larry Thompson, Program Manager.

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Logging into MM for the first time

After your class you will be invited to become a member of the Lealman CERT team. This entails information about you being in Mission Manager.

You will receive an email from Mission Manager (MM) to the email address you specified when signing up for the CERT training. It will contain a hyperlink to MM along with your email address and temporary password (Figure 1). If you do not receive an email within a week, check your spam folder. If you have checked your spam folder and still do not see an email from Mission Manager, contact klt@lealmanfire.com.
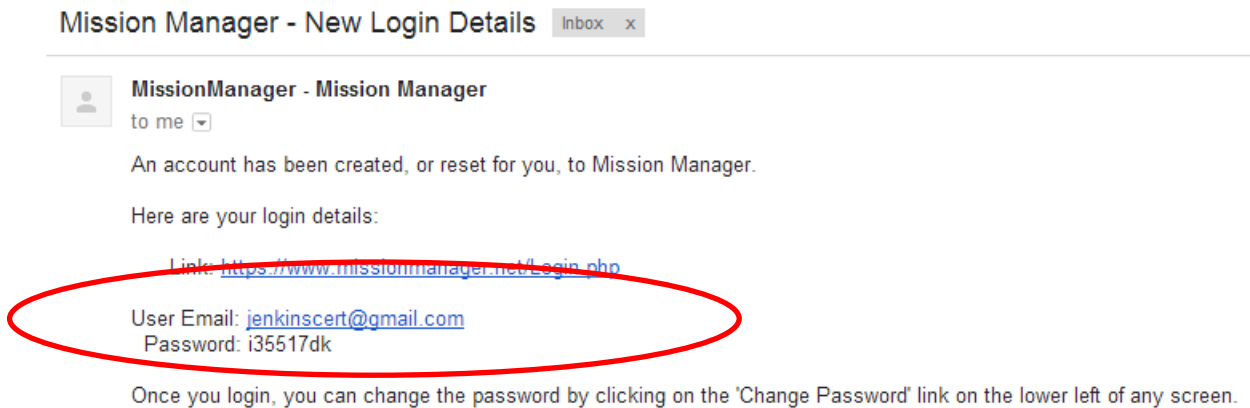

Figure 1

Click on the hyperlink (shown in the sample, figure 1 above) and type your email and temporary password in the appropriate boxes below (See Figure 2). Then press the "login" button.
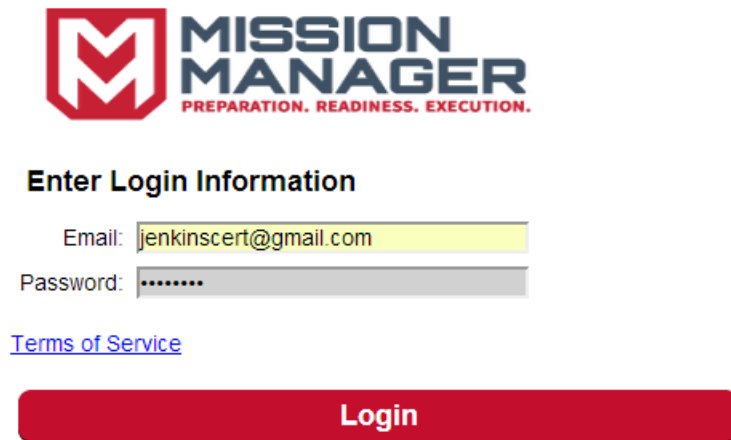

Figure 2

This will take you to the Terms of Service page. When you are done reading the terms of service (the verbiage 'You must agree to the Terms of Service' is a hyperlink that will take you to the terms of service), check the box and press the 'Agree' button to proceed (See Figure 3).
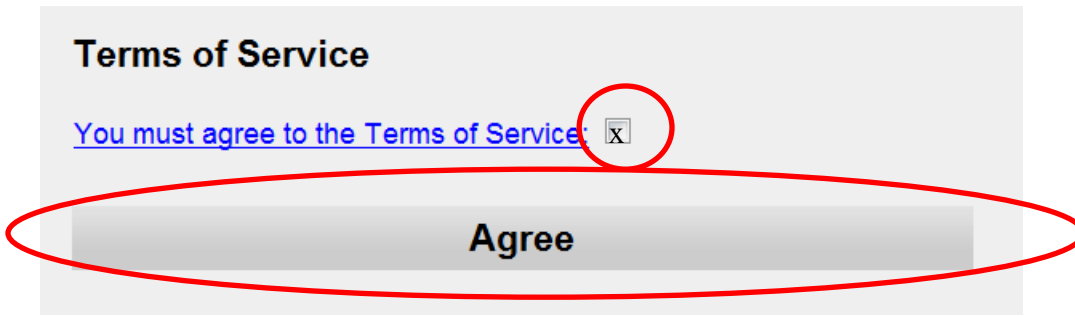
Figure 3

Once you agree to the terms of service you will enter MM.

Changing Password

After you log into the system the screen will look similar to Figure 4 below. The first thing you should do is to change your password. This can be accomplished by clicking the 'change password' button in the lower left hand corner of the screen. (See Figure 4).
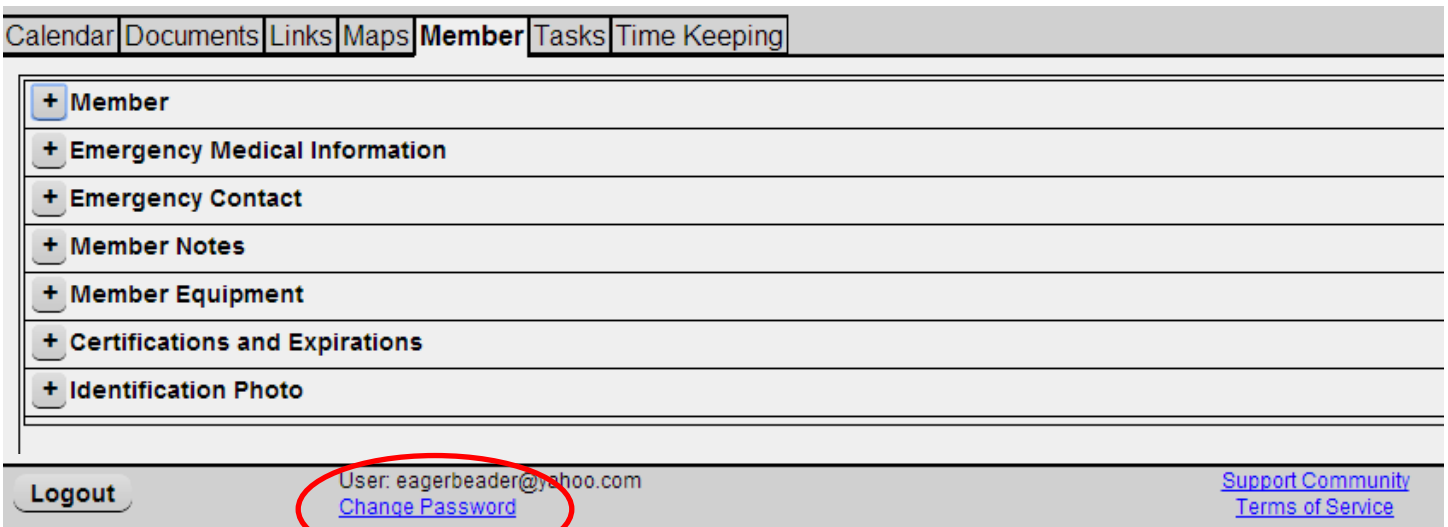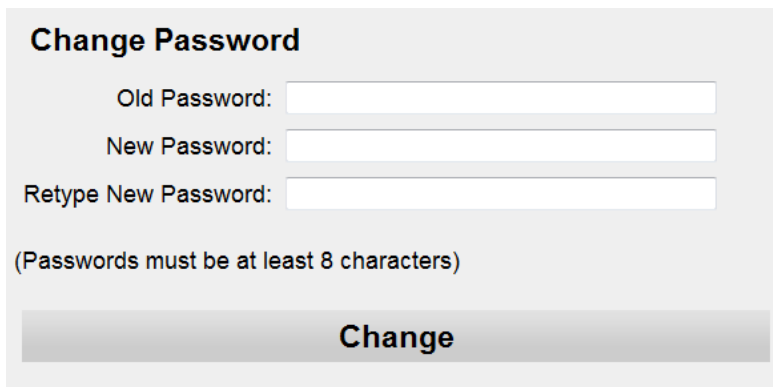

Figure 4

You will be required to enter your old password and then your new password two times. The new password must be a minimum of eight characters. Once you are done with this (and have written your password down somewhere safe), press the 'Change' button (See Figure 5).

Change Password

Old Password: [   ]

New Password: [   ]

Retype New Password: [   ]

(Passwords must be at least 8 characters)

[**Change**]

Figure 5

Familiarize yourself with the different forms in MM

You will now be taken back to the members' form of MM. This manual will discuss the various forms in MM, what information can be obtained using these forms, and what information needs to be entered by each user into these forms. It sounds daunting at first, but it is not.

The forms in MM are shown as tabs across the top of the screen at the main menu are:

A. Calendar
B. Documents
C. Links
D. Maps
E. Member
F. Missions
G. Tasks
H. Time Keeping (See Figure 6).

What form appears when you login depends on your permissions in MM. If you have access to missions, you will see the missions' form when you first login. If you do not have access to missions, you will see the member's forms when you first login and there will not be a missions tab. Permissions have been setup to ensure data integrity and the privacy of each member. This guide was written for members who have the basic permission level (that is where most members start).
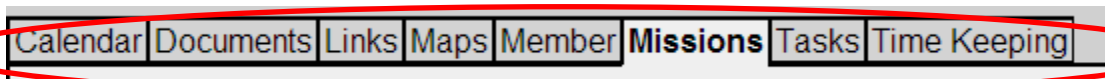

Calendar | Documents | Links | Maps | Member | **Missions** | Tasks | Time Keeping

Figure 6

E - Member form

The first form we will be discussing is the 'Member' form (it is not form A, but is the first form that must be completed by each team member). The member form has seven sections: Member, Emergency Medical Information, Emergency Contact, Member Notes, Member Equipment, Certifications and Expirations, and Identification Photo (See Figure 7)

+ Member	E1
+ Emergency Medical Information	E2
+ Emergency Contact	E3
+ Member Notes	E4
+ Member Equipment	E5
+ Certifications and Expirations	E6
+ Identification Photo	E7

Figure 7

E1 - Member

Some fields have been entered for you and some you will enter yourself (See Figure 8). If any of the fields that were inputted for you are incorrect, edit that field in MM, and send an email with the changes made to klt@lealmanfire.com. If any of the fields that need to be corrected are not editable, send an email, and ask for changes to be made for you.

Figure 8

1. ID number – this is the unique identifier which each member receives, this field in inputted for you
2. First name – this is the first name you gave when signing up for the class, this field in inputted for you
3. Last name – this is the last name you gave when signing up for the class, this field in inputted for you
4. Address – enter your home mailing address (street number, street, direction, and apt # only)
5. City – enter your home mailing address city
6. State – enter your home mailing address state
7. Zip – enter your home mailing address zipcode
8. Email – this is the email address you gave when signing up for the class, this field in inputted for you.
9. SMS address - A **S**hort **M**essaging **S**ervice (SMS) address is the equivalent email address used by SMS systems to send text messages to a mobile phone. For most users within the United States (US) and Canada, their SMS address will be their phone number, including area code, following by an address locator that depends on the phone service they have. Enter information using the following format: For example, if a person has the phone number (012) 345-6789 and had mobile service with Verizon Wireless®, then their SMS address would be 0123456789@vtext.com. You can go to the site here to find out what the SMS address locater is for your carrier: http://www.emailtextmessages.com/

10. 11, 12, and 13 - Phone # - Enter at least one contact number for yourself in any of these fields. Enter this number in the following format: 012-345-6789. You do not have to enter information in all of these fields, but enter information in at least one of them.
14. APRS Callsign – enter your APRS call sign, if applicable
15. Agency – this field is inputted for you
16. Rank – this field is inputted for you
17. Unit – this field is inputted for you
18. Division – this field is for future use
19. CERT Team# – this field is inputted for you
20. Radio – If you have a HAM radio callsign, email it to klt@lealmanfire.com and your callsign will be inputted in this field.

E2 - Emergency Medical Information

Figure 9

1. Medications – We value your privacy and this field is optional. We suggest that instead of listing any medications that you enter a location where you keep your medical information, i.e.- "Medical information is kept inside CERT PPE Bag and glove box of POV (Personally Owned Vehicle)." You may consider listing any "emergency" medications you carry such as an Epi-Pen, or Nitro. You might consider entering your blood type (if known) in this section
2. Allergies – We value your privacy and this field is optional. Only consider entering allergies that cause a severe reaction such as bee/wasp stings, aspirin, etc. Do not enter allergies to hay, flowers, grass, etc

E3 - Emergency Contact

Figure 10

1. Name – enter the first and last name of your emergency contact person
2. Relation – enter the relation of the emergency contact to you
3. Phone – enter the phone number of your emergency contact. Phone number should be entered using the format 012-345-6789
4. Notes – you may enter other information such as secondary phone number or you may leave this field blank

E4 - Member Notes

You do not need to enter any information in this field at the present time, it is reserved for future use.

Figure 11

E5 - Member Equipment

Figure 12

1. Currently Field Ready – this field will be checked for you, if it applies
2. HAM Radio – check if you currently own a working HAM radio
3. CERT Identification –check if you possess a current Lealman CERT identification
4. FRS/GRMS Radio - check if you currently own a working FRS or GRMS radio
5. CERT Pack - check if you currently possess a CERT pack
6. Motorized Transport –check if you own a working vehicle (car, truck, SUV)
7. GPS –check if you possess a working GPS unit
8. Other Equipment –enter other equipment you currently possess that is both working and would be useful to the CERT team. If you are not sure, contact klt@lealmanfire.com before inputting information in this field
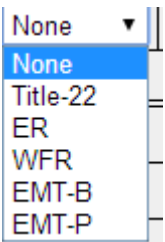
E6 - Certifications and Expirations
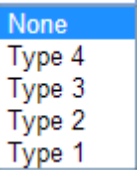
Some fields are entered for you and some you will enter yourself. If you do not have this information, leave the field blank. If anything is incorrect, email changes to klt@lealmanfire.com.

Figure 13

1. Status – inputted for you when you are added to MM.

2. Joined – date you completed CERT training, this field is inputted for you
3. CPR/AED – the date your Red Cross or American Safety & Health Institute (ASHI) certification **<u>expires</u>**
4. Basic First Aid – date the your Red Cross or American Safety & Health Institute (ASHI) certification **<u>expires</u>**
5. LECERT ID CARD – date the your Lealman CERT ID **<u>expires</u>**
6. Skywarn – date your Skywarn certification **<u>expires</u>**. For more information on the local Skywarn program and how to join in TampaBay, contact Daniel Noah at daniel.noah@noaa.gov. You may also visit: http://skywarn.org/
7. CERT Training – this box will be checked once you have completed your basic CERT training, this field is inputted for you
8. ISC100 – check this box once you have completed the online or in-person NIMS ICS100 course. For more information on these courses, contact klt@lealmanfire.com for guidance or you can visit: http://training.fema.gov/IS/NIMS.aspx
9. ISC200 - check this box once you have completed the online or in-person NIMS ICS200 course.
10. ICS300 - check this box once you have completed the NIMS ICS300 course. This is not an online course, but is instructor led.
11. ISC400 - check this box once you have completed the NIMS ICS400 course. This is not an online course, but is instructor led.
12. ISC700 - check this box once you have completed the online or in-person NIMS ICS700 course.
13. ISC800 - check this box once you have completed the online or in-person NIMS ICS800 course.
14. Medical Level – this field is a dropdown. If none of these applies to you, select none.
15. USAR (Urban Search and Rescue) – this field is a dropdown. If none of these applies to you, select none.
16. Amateur Radio – this field is a dropdown. If none of these applies to you, select none.
17. Other Certifications – this field is for other certifications you may have, such as other FEMA courses. Note that this field is very limited in length, only 30 characters.

E7 - Identification Photo

If desired, you may upload an image of yourself in this section. Press the upload button, locate the directory where the photo is stored, select the image, and press open. Make sure that the image is a head shot and your face is clearly shown.

A - Calendar

The calendar form shows a monthly view of the events/meetings that are part of our CERT team (See Figure 14). Many of these events/meetings are hyperlinks; which means you can click on them to get more details.

Calendar	Documents	Links	Maps	Member	Tasks	Time Keeping

| Previous Year | Previous Month | June | 2014 | Now | Next Month | Next Year |

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	**2**	**3**	**4**	**5**	1800 - CERT TtT Course **6**	0800 - CERT TtT Course **7**
0800 - CERT TtT Course **8**	**9**	**10**	**11**	**12**	**13**	0900 - PINELLAS COUNTY HURRICANE EXPO (RSVP) **14**
15	1830 - LEADERSHIP MEETING **16**	**17**	**18**	**19**	**20**	**21**
22	1830 - CERT MEETING (RSVP) **23**	**24**	**25**	**26**	**27**	ARRL FIELD DAYS **28**
ARRL FIELD DAYS **29**	**30**					

Figure 14

The following exhibit will show the June 14, 2014 Pinellas County Hurricane Expo detail when you go into detail mode (See Figure 15). The screen is very easy to follow and shows the following details: event summary, category, start date/time, end date/time, location, and description. Underneath the description, there is a field where you can RSVP to the event: yes, you will be attending; no, you will not be attending; or maybe, with a field for comments. This helps CERT evaluate an expected number of attendees.

When you are ready to go back to the main calendar, you can either press the calendar tab at the top of the page or press the 'return to calendar' button at the bottom of the page

Figure 15

B - Documents

This form will show documents that have been uploaded for our team.

Figure 16

C - Links

This form shows hyperlinks to online resources that are useful to the team

Figure 17

D - Maps

The CERT team can use the map to locate team members and equipment during a mission.

Figure 18

G - Tasks

This form is used to show tasks that members have been assigned by the administrator (See Figure 19).

Figure 19

H - Time Keeping

This form is used so each member can either input his/her time in non-calendar CERT activities or the time will be inputted automatically from a RSVP'd calendar event.

Figure 20

Figure 20 shows time inputted for a member who has both time inputted by the member (1st row) and time inputted through the calendar (2nd row). Notice how the 2nd row has two astericks (**) before the activity name; this denotes an item inputted through the RSVP feature of the calendar.

Before entering any time into the time keeping, always look at what is already there. If you need to enter an event that is CERT related and does not appear follow these steps:

Figure 21

Example: On May 28, 2014 you took the ICS-100 online course. This course lasted for one day and took you three hours to complete it.

Press the 'add new activity' button at the bottom of the screen. The form will now look like Figure 22:

Figure 22

1. Place the cursor in the hours field and enter the number of hours for this activity – 3
2. Tab over or use your mouse to the start date and enter 05/28/2014 (just like that) or select the calendar button (see red circled area) and select the date from there
3. Tab over or use your mouse to the end date and enter 05/28/2014 (just like that) or select the calendar button
4. Tab over or use your mouse to the category button and choose training from the dropdown
5. Tab over or use your mouse to mileage and enter any mileage you accrued while at a training or event.
6. Tab over or use your mouse to activity and enter 'Course - ICS-100'

After adding the data your form will now look like Figure 23.

Figure 23

If a course is more than one day in length you do not need to input three separate entries, you just add one. Course ICS300 was taken for three days at eight hours a day; the entry is a summarization of all three days. This makes time keeping entries to be entered more efficiently. Figure 24 shows what the timekeeping entry is like for a three day course.

Figure 24

F - Missions

A mission is activated either during a real event or as part of training. What you can view and can input depends on your permission level. A sample mission was created as to not only describe what a mission does, but to visually show what it looks like.

The sample mission created is called 'Test Hurricane Irene'. To open an active mission you just click the missions tab in the main menu, select the mission you want to open, and press the 'open web mission' button.
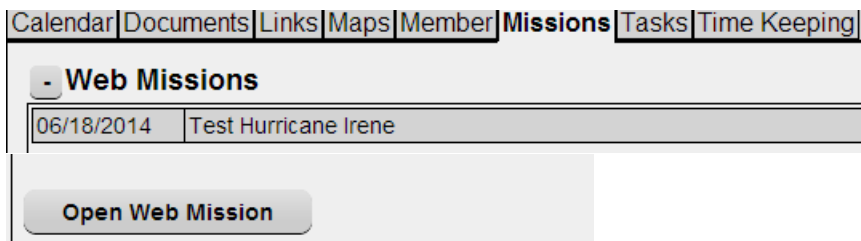
Figure 25

This will take you to the landing page of the mission, which is typically the 'general' tab. Most of the information in these tabs will not be entered by the basic CERT member, but this guide will show what information each tab contains. Most of the sections under the mission are usually inputted and maintained by the Incident Command Staff or one of their deputies or assistants.

There are 10 forms in the Missions tab: Chat, Checkin/Out, Event Log, General, Maps, Member, Personnel, Radio Log, Reports, and Teams (see figure 26).
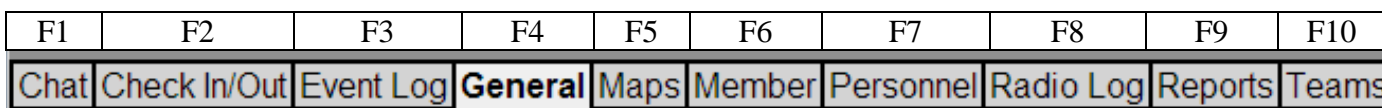

Figure 26

F1 – Chat

This section is used to chat with another person, during an active mission who is logged into Mission Manager

Figure 27

F2 – Check In/Out

This section is used to check members in who come to the event and to check members out who leave the event. This section is all about accountability

You would first enter either the ID number, email, first, or last name of the member.

You would then press the 'lookup' button and if there are multiple members with that information, a list of these members will appear.

You would then select the member who is at the event and press 'check in/out selected member'

Figure 28

The member is not checked in yet. First verify the check in time and date is correct. Do not worry about the EOS (end of service) time and date or the round trip mileage at this time. Also, please verify the member's email address and contact phone numbers (enter any changes in the form).

Figure 29

Once you are done with this, press the 'check in' button and the member is now checked into the mission

When this member is ready to check out, you would go back to check in/out and press the check out button (which will appear after a user is checked in).

F3 – Event Log
This section will show the log of everything that has happened within a mission.

F4 – General
This section shows the general mission setup. For the purposes of this guide we will not go into the details of each section, but if you are interested go into the mission described here and take a look.

Figure 30

F5 – Maps

This section will show a map of the mission area, including command post, member locations, etc.

F6 – Member

This section will show your member information.

F7 – Personnel

This section will show the members available for both current deployment and those who are already deployed and where they are. It also shows who is in Incident Command.

F8 – Radio Log

This section will show what radio communications have been captured in MM during the mission. It will log who called, at what date/time, and what the message was.

F9 – Reports

This section will show all the potential reports that can be printed from the mission. Many of these reports are used for accountability (both for people and resources) and are National Incident Management System compliant.

F10 – Teams

This section will show what teams have been created, who is available, what the team objectives are, etc.

Playing in the Sandbox

Mission Manager has created an account that allows users to practice their Mission Manager skills without affecting the user's main site. It is known as the Mission Manager Sandbox. The Sandbox supports several logins. These logins are a safe experimental area where you can learn Mission Manager without worrying about making changes to your master data. **The Sand Box members, missions, configurations, etc. all automatically reset nightly.** Using one of the Sand Box Logins listed below, you can experiment with different configurations, missions, and any other area of Mission Manager. Also using the different logins you can experiment and see what various levels of logins might look like. Remember any changes or additions you make in the Sand Box area will be lost nightly. The Sand Box logins are as follows:

Login Email	Password	Rank	Comments (Note these permissions are set by default for the Sand Box, you can control member and rank permissions however you like).
cmd@missionmanager.net	password	Commander	Has the highest level of access and is considered the system administrator. This user can set the permissions and create logins for other users within the sand box.
cap@missionmanager.net	password	Captain	Has access to all mission data both active and non-active, has access to all team members, and all certifications. About the only thing this level of use can't do is create logins or change login permissions for other team members. Has access to the calendar, can add calendar events, and delete others events.
ul@missionmanager.net	password	Unit Leader	Has access to active missions only, and access to all information about members in their unit. This user can change certifications for those members in their unit. Can send messages to anyone on the team. Has access to the calendar and can add calendar events, and delete their own events.
srv@missionmanager.net	password	Supervisor	Has access to their fellow unit members only. Can't change certifications or have access to mission data. Can send messages to anyone on the team. Has access to the calendar and can add calendar events, and delete their own events.
rv@missionmanager.net	password	Member	Only has access to their own member information and time keeping entries. Has access to view the calendar.

To log into the Sandbox go to www.missionmanager.net, enter the email address from the list above for the level of access you wish to practice at and enter the password (which is "password"). You will now be able to explore the full world of Mission Manager.