




Step-by-Step Through SpotOnResponse for Business

Welcome to the user guide for SpotOnResponse for Business. If you have any questions, please contact your Administrator or SpotOnResponse at info@SpotOnResponse.com.

Log-In Options: Web Browser and Mobile Apps (Android® and Apple®)

- Web Browser: In a web browser on your computer, go to <https://app.SpotOnResponse.com> and enter your username and password.
- Apple iPhone or iPad: Go to the Apple App Store® and search for SpotOnResponse to download and install. When you use the app for the first time, enter your username and password.
- Android Smartphone or Tablet: Go to the Google® Play Store® and search for SpotOnResponse to download and install. When you use the app for the first time, enter your username and password.

Allow GPS or
Location
Services, Popups,
access to photos
and videos when
asked

Your Location: The StatusMap is identical on the browser and the mobile devices. When you log on to SpotOnResponse, you  will be located on the Status Map by the GPS location provided by your mobile device or computer. (If not, make certain Location Services are allowed.)



On the app, you touch StatusMap to get to the map showing your location.

On the web browser you are located on the StatusMap ...

SpotOn RESPONSE

1. Add a Business Location (or Other Items of Interest or Incidents)

You will probably want to have all your business locations added as a service by SpotOnResponse. But to add new ones, or other features of your business operations, events, etc. follow this short procedure.

From browser or mobile device StatusMap, touch the Green Plus button and the location is marked by your GPS ...

Touch Business Status (or other form as instructed by your Administrator)...

Locate business with Add Shapes ...

Check the infrastructure box on Required tab to share only status changes ...

Save or Add Update for pictures, plans, and other business details.

Infrastructure - Not shared to XchangeCore until Status changed in Status - Modify

2. View Your Company Business Locations on Map and List to Get to Details

Once you have added a business location, you view it on the map or yellow list.

The Status Map shows locations of businesses on the map with customized icons and in the yellow list ...

Touching a store in the yellow list takes you to the Details view of the information about a business ...

Or touch an icon and Details appear in the popup. Touch or click Details and Directions and you go to the Details view ...

(Details & Directions)

Note: The yellow list is ordered by distance from your location ... you can switch to alphabetical listing by touching A or D above the list.



3. Add Optional Details: Plans, Resources, Observations, Pictures, Documents

Use SpotOnResponse for daily support of business operations with Updates that add information about the store.

Update Type ☐ Observation ☐ Plan ☐ Resource ☐ GIS

Observe, Plan, Request or Deploy Resources or add GIS data ...

☐ Use IOI Location ☐ Use Current Device/Set Location

Locate your Update on the map ...

File Uploads:

File:	Choose File	No file chosen
Camera:	Choose File	No file chosen
Video:	Choose File	No file chosen
Audio:	Choose File	No file chosen
URL:		

StatusMap yellow list or icons take you to Details view, click or touch the pencil ... then the Update button from the menu ...

Take pictures with your device camera, or add photos, videos, audio; add a Plan document; Request or Deploy a Resource with manifest attached; or add GIS data as KML, GeoJSON, and other formats, or link to GIS data from anywhere.

4. View Details of a Business: Plans, Floor Plans, Checklists, Videos, and More

After adding an Update to a business location, view it es can have Updates that add information about the store. You can see examples on the Test Drive.

Details **Observations** **Plan** **Resources** **GIS**

Name: Test Drive
What: FOOD
Status Comment:
Priority Needs:
Impact Description:
Reopening Date:
Brand Name: Test Drive Stores
Store Name: Cuyahoga Valley Career Center
Type: Retail serving medical center
Store ID: TD-085
Address: 3367 North Lake Street
City: North Aurora
State: IL
Zip: 60057
County:
Phone: 630 763 6262
Email:
Manager Name:
Site Description: Retail in InterCity Medical C
Generator: Unknown

StatusMap yellow list or icon popup and Details and Directions ...

Use the tabs and click any button on the right ...

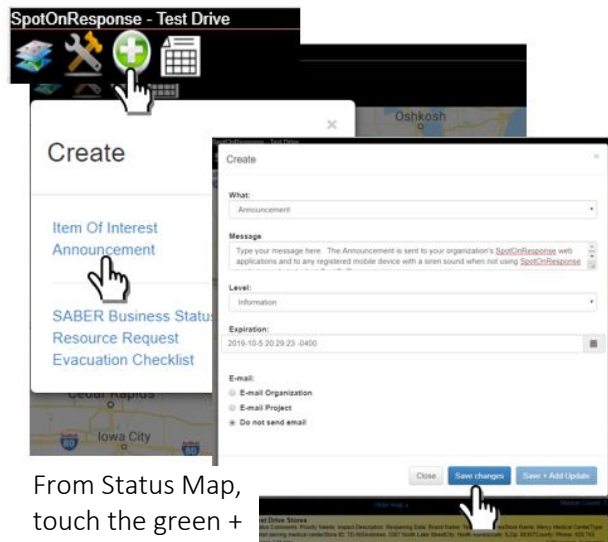
To see pictures, documents, videos ... then back to yellow list.

Detail view tabs show Observations, Plan documents, Resources, and GIS ...

SpotOn RESPONSE

5. Notify Your Stores of Important Information

You can send pager-like notifications to your stores. Have your mobile device with sound on.



From Status Map, touch the green + and then click Announcement ...

Enter the Announcement, set the Level, and an expiration time, and Save ...

Note: The siren can be changed to other sounds and activates when SpotOnResponse is not being used.

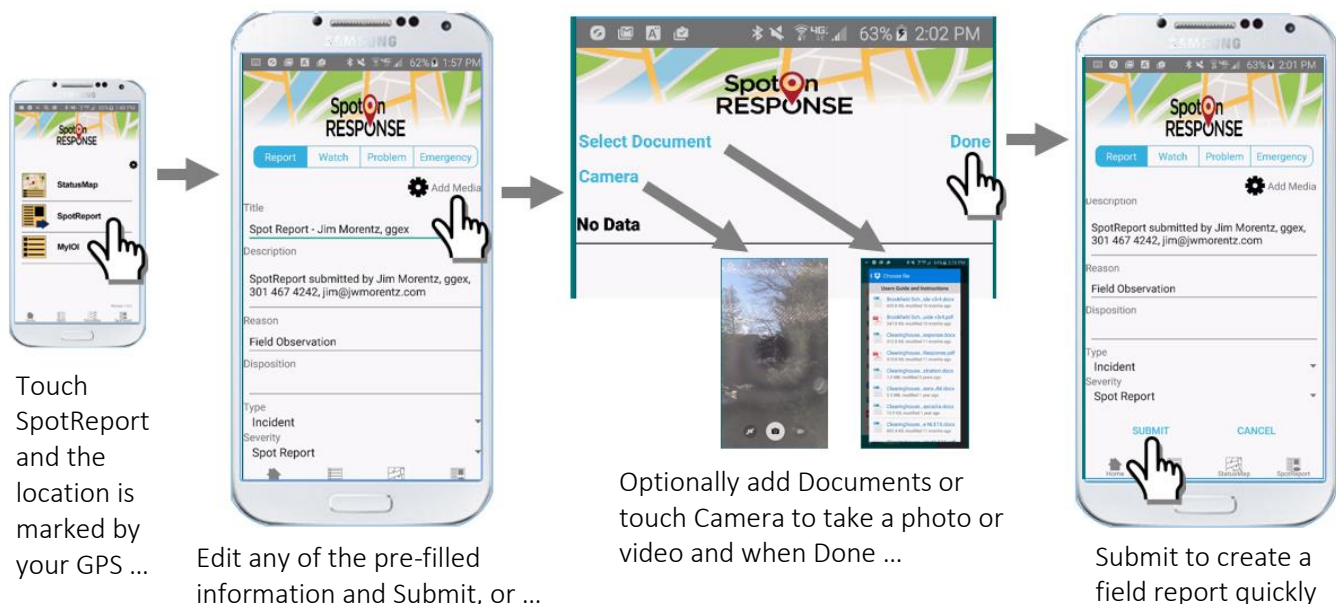


Have your mobile device with sound on.

A siren sounds (or phone vibrates) when not using SpotOnResponse and Announcements always pop up in the Status Map.

6. Get Live Reports Back from Your Business Locations

Your stores share hyper-localized situational awareness with HQ using the SpotReport feature to provide text, photo, video of scenes at a store/facility.



Note: SpotReports always use GPS. Be certain GPS is ON and Location Services are enabled.

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SpotOn RESPONSE

7. Quickly Change the Status of Your Business Locations

This is how your stores quickly let HQ, other stores, supply chain facilities, warehouse/distribution facilities, and governments through SABER (if you are a member) of their changed status.



Touching MyStatus and the Site Status tab shows a list of stores and their current status (red, yellow, green). Touch any store ...

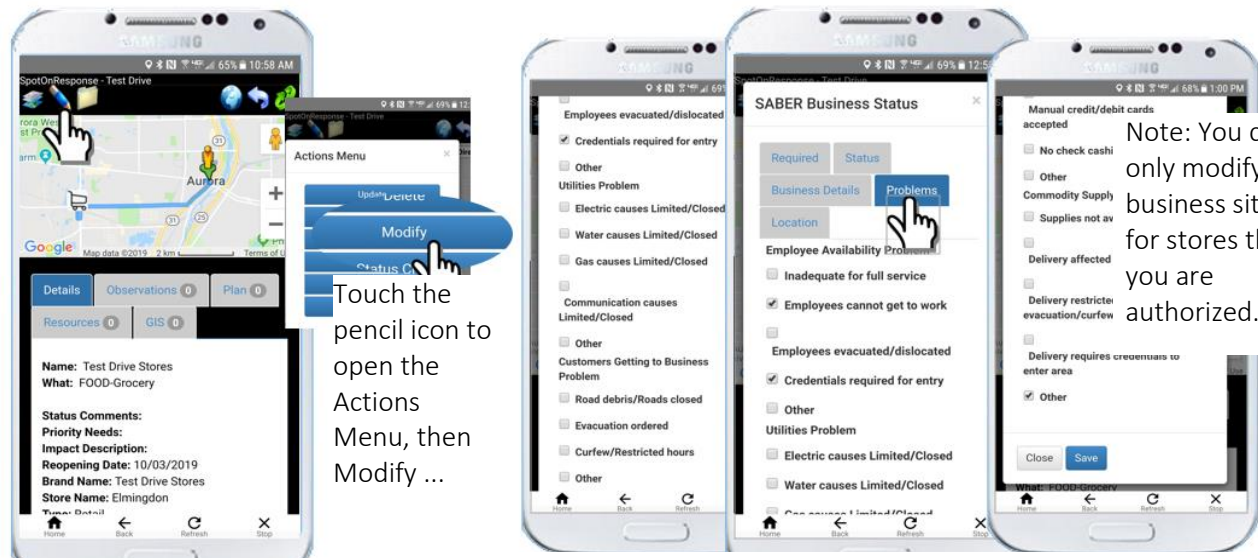
... for choices to change status. Touch the status and the site updates in SpotOnResponse ...

Appearing on the store details, on the yellow list, and as a changed color icon when the SpotOnResponse map refreshes ... and through SABER the status is shared to popular government emergency management software.

Note: In a real-world implementation only designated users can change status for their specific business.

8. Tell HQ and Government What you Need to Stay Open or Re-open

Using the SABER Business Status form, your stores can provide details of the problems they face and what they need to get back in business.



Pick another Test Drive 2 Store and click the yellow list or an icon and Details and Directions ...

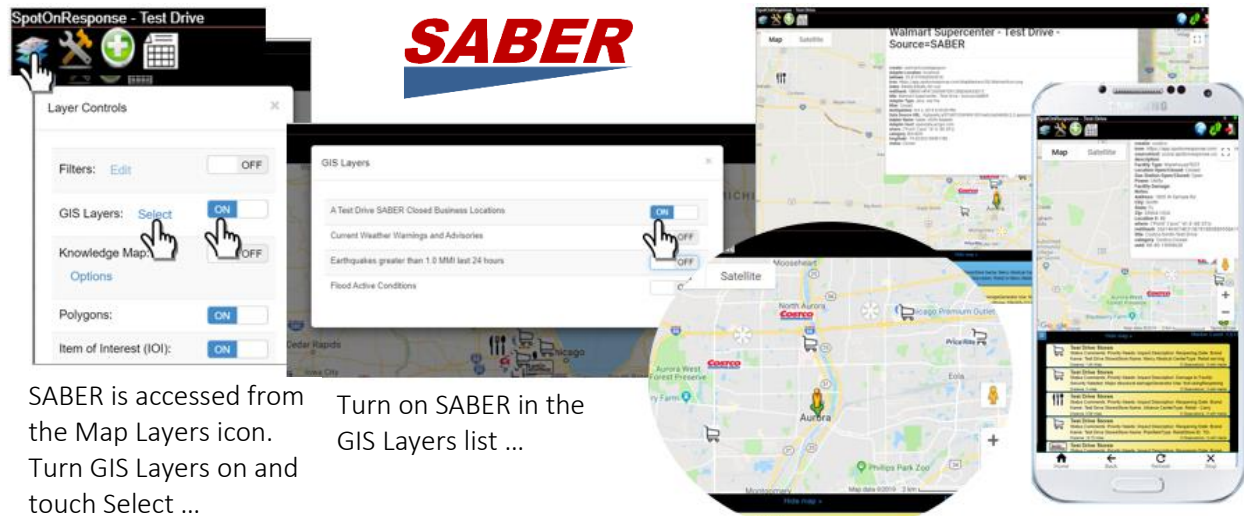
Use the tabs to pick a section. The SABER Business Status form is one of many forms – you can create as many as you want.

Note: To ONLY change Status in a web browser, from the Actions Menu click the Status Change button.

SpotOn RESPONSE

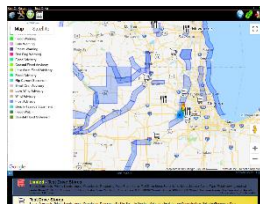
9. Learn the Status of Other Businesses from SABER

As an FMI member, you automatically share status with SABER and can view other SABER member businesses as do state, county, or municipal governments, FEMA, and FEMA Regions.



SABER is accessed from the Map Layers icon. Turn GIS Layers on and touch Select ...

Turn on SABER in the GIS Layers list ...



Note: Many other types of map overlays, like weather warnings shown here, are available in GIS Layers (see below how to add).

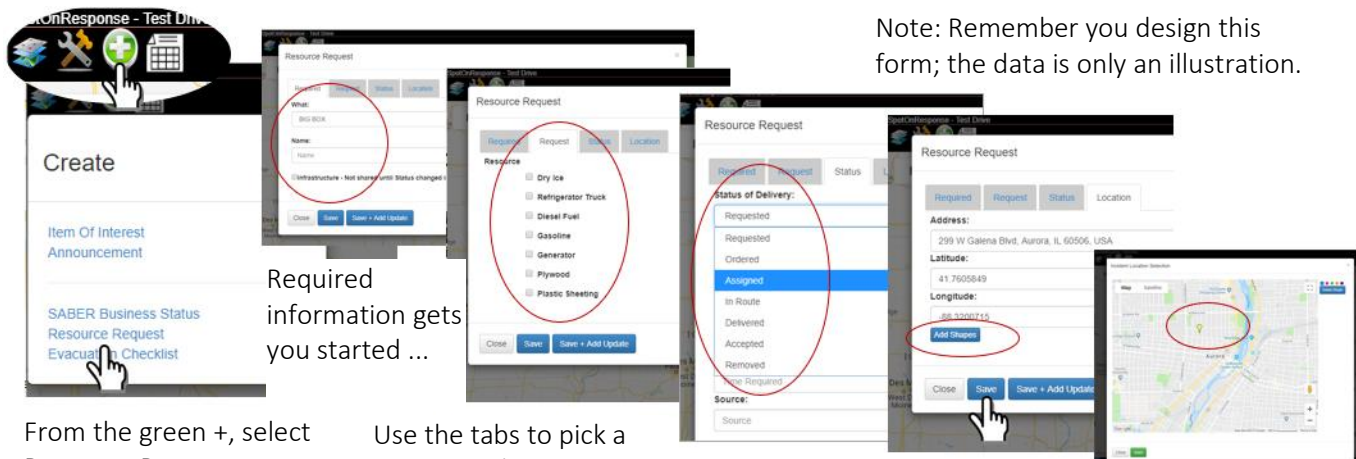
SABER icons representing closed businesses show on the map.

Touch an icon and the popup describes the business status.

Note: Your Administrator has the option of making SABER status display automatically.

10. Resource Requests to HQ

Your stores need help and they make their requests and track the delivery. Pretend to be a members and request and offer resources to collaborate with other members and



Note: Remember you design this form; the data is only an illustration.

From the green +, select Resource Request, a customized form for your organization ...

Required information gets you started ...

Use the tabs to pick a section ... the content has been created by your Administrator.

Dropdowns, radio buttons, checkboxes, and more make completion easy.

To locate the resource at another location, use the Add Shapes button and position a point or area. Then Save.

SpotOn RESPONSE

11. Employee Availability, Responsibilities, and Capabilities

Know whether you employees can report to work or need help.

On StatusMap, Team and Me icons show status and list capabilities customized by your Administrator.

Touching MyStatus and Personal Status tab lets you change from normal (blue) to red, yellow, and green status categories (words defined by your Administrator).

Administrators Only: Tools menu then Profile Report to see everyone's status and other information customized for your company.

Last Name	First Name	MyStatus	Last Activity	Organization	tel
Moretti	Jim	No Status	2017-02-28 18:05:22	California Earthquake Clearinghouse	36.9179
Korntal	Ron	In OK	2017-02-28 18:05:28	CAOES	37.548
Jeffery		No Status	2017-02-28 18:05:18	Emergency Maps	

12. See People and Asset Locations Shared from Their Mobile Device GPS

The location of the mobile device appears on your maps so that HQ and those at stores and traveling know each other's locations. Turn it off when your employees want privacy.

Turn People and Assets on and off in the Tools > Map Layers menu to see their selectable icons on the map ...

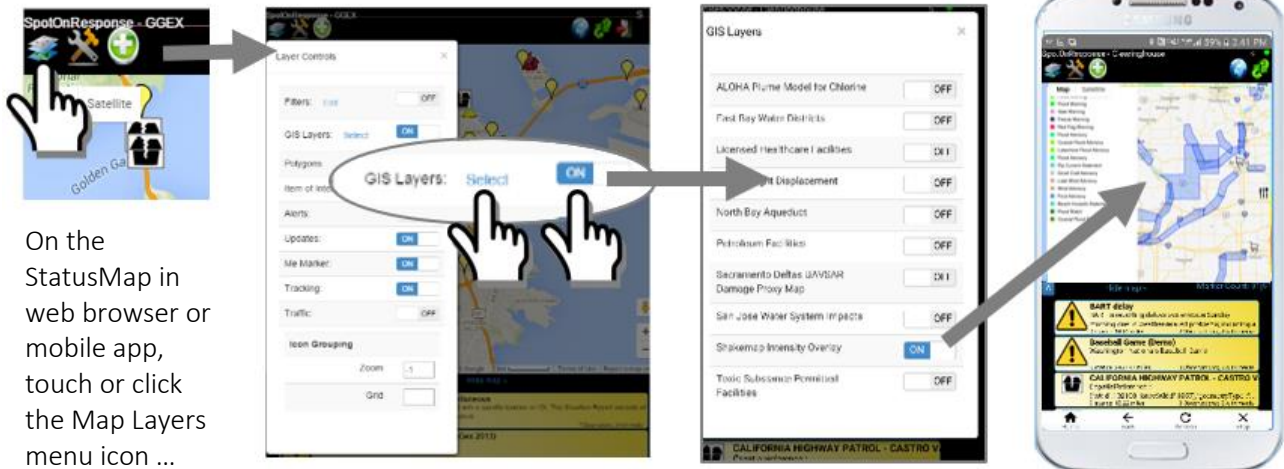
Note: This requires multiple devices – invite others to download the app and use testdrive3 or testdrive5 to log in.

Location of employees, associates, contractors, vehicles, or other mobile assets are automatically updated with popups informing of capabilities described in the configurable User Profile.



13. Give Your Stores Situational Awareness – Weather, Events, Disruptions

You can share map overlays, incident information to provide situational awareness of severe storms, earthquakes, flooding, traffic, fire detections, and other hazard-related information.



On the StatusMap in web browser or mobile app, touch or click the Map Layers menu icon ...

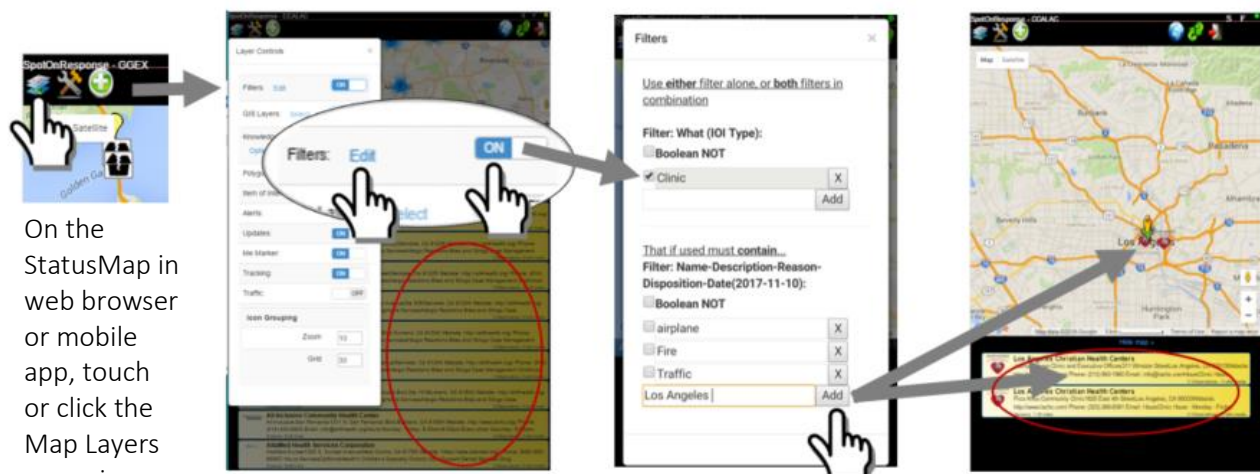
Customize your map view by selecting GIS Layers provided by many sources, Live Traffic, SpotOnResponse area overlays, and more ...

GIS Layers are easily turned on and off and interact with the IOI from the event ...

GIS data is available from many government resources, ArcGIS Online, and drawn with the built-in Shape Tools.

14. Filters Control the Data Displayed

Create the visual image you want to make decisions by using extensive filtering to get the view of exactly what you need.



On the StatusMap in web browser or mobile app, touch or click the Map Layers menu icon ...

Filter to display exactly the combination of data you want from the list and on the map ...

Filter any of the data by entering text you want to match and touching Add, the Refresh Map ...

The result is only the items you need on the map and in your list.



15. Table View of Your Information

From the Reports menu icon select a report ...

Data in the table can be exported in several formats for you to further view and analyze.

Brand Name	Store Name	Type	Store ID	Address	City	State	Zip
Test Drive Stores	Elmington	Retail	TD-072	123 Elmington Ave	Elmington	IL	123
Test Drive Stores	Alliance Center	Retail - Carry Out	TD-034	Alliance Center	Naperville	IL	
Test Drive Stores	Plainfield	Retail	TD-37	Division Avenue	Plainfield	IL	
Test Drive Stores	Bolingbrook	Retail with gas station	TD-037	Bolingbrook Mall	Bolingbrook	IL	
Test Drive Stores	DeKalb Taylor Airport	Retail with food and gas	TD-011	DeKalb Taylor Airport	DeKalb	IL	
Test Drive Stores	Elgin	Retail	TD-09	323 Dundee Ave	Elgin	IL	73832

Note: Look at the three examples of forms that can be built by your Administrator.

The report is a table view of the data on any form you have created (see below) ...

16. Administrators Only: Examples of Other Forms ... Build Your Own

From Admin Tools select Forms tab ...

From the Tools menu icon select the Admin Tools ...

Build a Form by adding Tabs then adding Fields for text, dropdown, radio button, checkbox, or date.

SpotOn RESPONSE

17. Set Your Location to Play in an Exercise or Report from Afar

To play in an exercise or report on something not at your location you can artificially Set Location to “move” somewhere on the StatusMap,

Touch Tools on the StatusMap ...

Turn off GPS ...

Touch anywhere on the map ...

OR ...

Enter an address and click on Lookup ...

When satisfied, touch Set Location and you appear at the new location on the StatusMap

Questions or Tell Us What You Think: If you have questions or suggestions to improve this guide, email us at info@SpotOnResponse.com or add comments at <http://www.spotonresponse.com/contact-us-1.html>.