Android App Quick Start Guide

We have made this app available FREE to all members of entities that have a current subscription to IamResponding.com. If you are not a member of an entity with a current IamResponding.com subscription, then the app will not work for you.

The iamresponding.com Services, including those provided through the IamResponding app, are provided only as a supplement to existing dispatch, communication and response systems. These Services are not intended, and should not be used by you, as a primary dispatch system for emergency events or situations, as a substitute for existing emergency communication systems, or as a substitute for the exercise of reasonable judgments made by you or reasonable emergency services providers. Use your good, reasonable common sense when using the Services, do not substitute the Services for such common sense, and obey all applicable laws and regulations.

The Terms of Use and Privacy Policy which govern all of the iamresponding.com Services, including those made available to you through the IamResponding app, are available: by clicking the "Terms of Use" button on our website at www.iamresponding.com; upon your initial access of the IamResponding app, and by requesting the same in writing from IamResponding.com.

For any technical support needs or inquiries, please contact us at support@emergencysmc.com, or during regular business hours (M-F, 9am-5:50pm ET) at 315-701-1372. Please note that we do NOT monitor our Facebook page for technical support issues, and we cannot reply to support issues posted as user reviews in iTunes™ or in the App Store.

Please Note: if your dispatch messages are not currently processed through your department's IamResponding system, that is a free configuration that can be done in most jurisdictions. Your app will have more complete functionality if we enable that feature for you. Have your local system administrator contact our customer support team at 315-701-1372 to set this up.
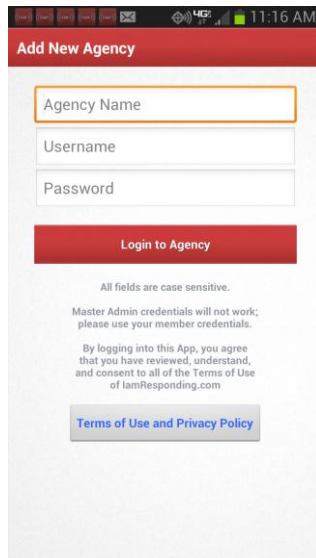
Let's get started!

Step 1:　　　　Install the IamResponding iPhone ™ app from the Google Play™. The app is simply called "IamResponding."

Please note that this app is optimized for the most current version of the Android operating system, but should work on OS version 2.3 or newer.

Please understand that newer phones, with newer operating system versions, will work better than older phones with older operating system versions. Also, unlike iPhones, there are many, many different phones that run the Android operating system. Some are frankly better than others, with better processors, and those will work better with this app than lesser phones.

Step 2:　　　　This is the screen that you will see when you first access the IamResponding app:

Enter your agency log-in name, user name and password.

All fields must be entered case sensitive. Master administrative user names and passwords will NOT work. You must use your own user name and password. If you do not remember your log in credentials, ask your local system administrator to re-send them to you by clicking "Update" within your member profile online.

If you are a member of more than one entity that subscribes to IamResponding, log into any one of those entities here, and you will then be able to enter the others in a later step.

Step 3:   After logging in correctly, the "Agency Settings" (preferences) page will automatically open:
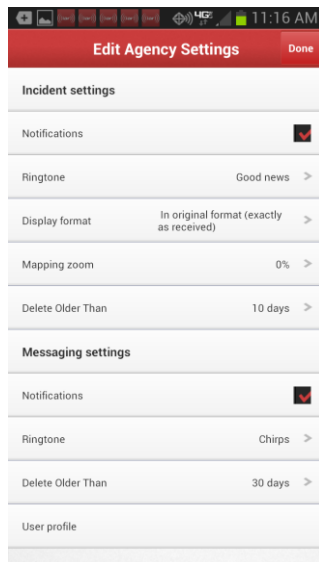
Here, you can view, but not edit, your member profile , by tapping at the bottom of the page (member profiles can only be edited from the website).

If your dispatches are currently processed through IamResponding, you can select here whether to receive push notifications of those to your app. You can also select a unique ringtone, the format to receive them in, and how long you want to keep them within your app.

To receive the notifications without a ringtone, simply choose the "silent" ringtone.

You can also select here whether you want to receive intra-department messages, sent through your entity's IamResponding system, via push notification, and you can again select a custom ringtone for those messages.

Tap "Done" in the upper right corner when you are done.

Please note: if your dispatch messages are not currently processed through your department's IamResponding system, that is a free configuration that can be done in most jurisdictions. Have your local system administrator contact our customer support team at 315-701-1372 to set this up.

Step 4:   You will then be brought to the "Agencies" page:

Here, you can:

1. Access the app for the entity that you have already logged into, by tapping on that entity; or

2. Add an additional log-in for as many entities as you belong to, by tapping the "+" symbol in the upper right corner, and starting over for each new entity. Remember, each entity must have an active subscription to IamResponding.com!

3. Edit your settings for each entity, at any time. To edit your settings for a particular entity, touch and hold for a few seconds the name of the agency that you want to edit your preferences in. The preferences page will then open.

If you tap an entity's name, the app for that entity will launch

You can also access the Agencies page from various other control features within other pages of the app, using the telephone's Menu button to the left of the phone's "Home" button. Where available, simply select "Agencies."

Step 5:   Certain Mapping Services within the app require location services to be "On" within your phone's general settings. Location services can be turned on or off by tapping the "Settings" icon on your phone:

Tap Location Services:
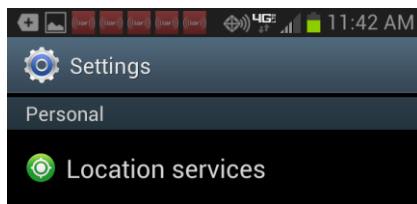
Set your Location Services to "On."

Step 6:   In order to receive push notifications to your phone of dispatch messages (if such messages are currently processed through your department's IamResponding system), you need to go into your member profile (on-line via a desktop computer; not via the app), and make 3 entries in the "Dispatch Information" section of your member profile:

1. Select where else you want your dispatch messages sent. You must choose at least one other destination, in addition to push notifications to your app.
2. Click "Yes" to have push notifications sent to your app.
3. Select the type(s) of dispatches you want pushed to your app.

Dispatch Information

Send dispatch information to my:
- ☐ Primary email address
- ☐ Secondary email address
- ☐ Text message address   **?** ⬅
- ☐ Pager address
- ☐ Priority messaging address

Priority messaging address (for Verizon users only):   [_____] **?**

Push Notifications to My App
* To receive this you also need to enable incident notifications within your app settings   ◉ Yes ○ No   ⬅

Send me these dispatches:
- ☐ Fire
- ☐ EMS
- ☐ HAZMAT   ⬅
- ☐ All Call

Step 7:   In order for the turn-by-turn navigation feature to function, you must also download the free Google Maps™ app to your phone from the App Store (if that is not already loaded on your phone).

Please Note: Your privileges within the App are determined from the settings in your user profile in the web-based IamResponding.com system accessible via desktop computers. You may view, but cannot change, your membership profile information from within the App. You can do this in the "Agencies" page, by touching and holding the agency to for which you want to view your profile.   Then select "User Profile."

That's it! You should now be all set to start using the app!

Please note: if at any time your app should lock up or stop functioning, go into your phone's settings page, select Application manager, then tap on the IaR app icon. There should then be a button called "Force Stop." Tap on that to re-set the app.

Android App Overview

Dashboard: The 3-screen Dashboard slides right and left, and displays who is responding, who is on duty, and the status of your apparatus.
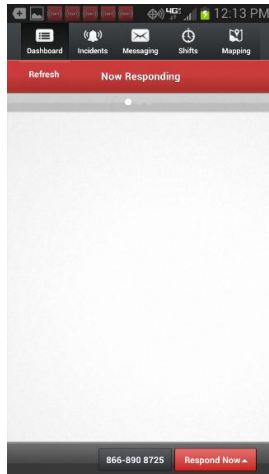
This page displays who is responding, where and when. You can also indicate your response either by tapping the telephone number to speed-dial your assigned number, or by using the "Respond Now" button to indicate your response status directly through the app.

Unlike the desk-top web page, you will have to manually refresh this screen to update the list of responders.

You can sort the order of the list, and clear the list (if you have permission to do so) by selecting those options after tapping your phone's menu button. There, you can also return to the Agencies page to switch agencies or edit your preferences. (Note that clearing the screen clears the data for all members of your department, on all devices.)

This page will display a list of who is on duty, who is available, and who is not available.

You can sort the order of the list by selecting the Sort feature after tapping your phone's menu button. There, you can also return to the Agencies page to switch agencies or edit your preferences.
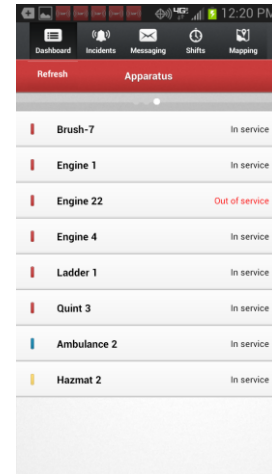
This page will display the current status of all of your apparatus

By touching and holding an apparatus, you will be able to change the status of that apparatus (if you have permission to do so), after entering the reason for the change.

After tapping your phone's menu button, you can also return to the Agencies page to switch agencies or edit your preferences.

Incidents   This page will list your most recent incidents, if your department's dispatches are processed through your department's IamResponding.com system. If your dispatch messages are not currently processed through your department's IamResponding system, that is a free configuration that can be done in most jurisdictions. Have your local system administrator contact our customer support team at 315-701-1372 to set this up.
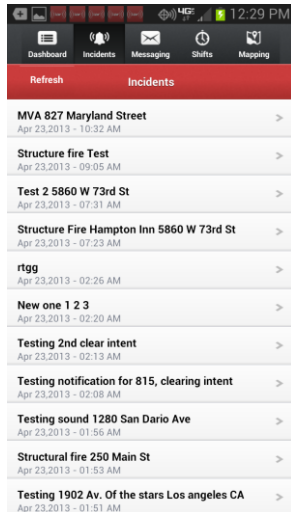

Tapping on any incident will open that incident, showing the incident details.

On your Preferences page, you can select which format to view that information in (these choices relate to the dispatch parsing settings available in the Administrative Functions page of your desktop-based IamResponding system).

Incidents are stored here for however long you set within your preferences page.

After selecting an incident, the bottom of the screen displaying the incident details provides you with 3 options:
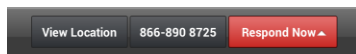

Tapping "View Location" will open a Google Map™, displaying the location of the incident, as long as there is a valid address in the incident notification.

If the incident location that is extracted from your incident notification is not correct, please send the incident notification, and the incorrectly extracted address to support@emergencysmc.com. You can snap a screen shot of the incident detail page, and the mapping page by simultaneously pressing the on/off button at the top of your phone and the round "Home" button at the bottom center of the face of your phone. Sending those to us will be very helpful.

From here, you can also call in directly to your assigned number, or indicate your response status directly through the app.

Mapping   Mapping can be opened either by tapping "View Location" from within your incident details page, or by tapping "Mapping" on the top menu bar (if you are not navigating to that page from a specific incident notification).
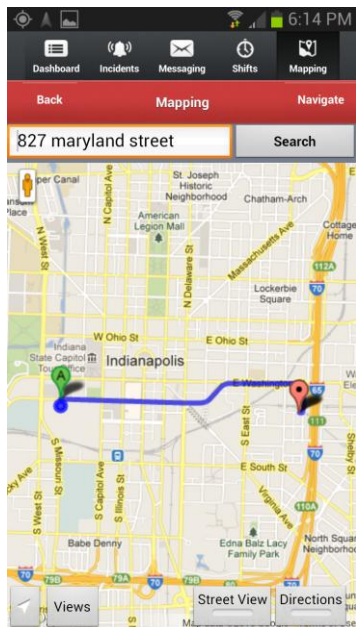
The map will display the incident location (whether automatically when accessed through the incident details page, or manually entered when accessed through the "Mapping" icon).

If you have location services correctly enabled, the map will show you one available route to the incident location.

With the "Views" button, you can modify the map view to see a Satellite, Terrain or Hybrid map view.

You can zoom in or out by using your fingers to pinch or expand the map.

If Google has a street view of the incident location, you can view that by tapping Street View. Tap that again to go back to the ordinary map view.

If you have location services enabled, you can review turn-by-turn directions of one route to the incident by tapping the "Directions" button. Tap that again to go back to the ordinary map view.

If you have location services correctly enabled, and also have the Google Maps™ app on your phone, tapping the "Navigate" button will launch the Google Maps™ app, automatically input your locations and the incident address shown on your map, and provide access to audible turn-by-turn navigation.

Messaging   A listing of the intra-department messages manually sent to you through your department's IamResponding system via email, text and/or pager can be viewed and sent from this page. Some automated messages will NOT be available on this list.
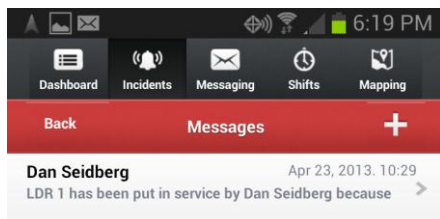
To Read a message: Tap the message you want to review

To write a new message: Tap the button.

Select who you want to send the message to by tapping and then select who you want to send the message to (members of a group, individual members, or both), tap the "OK" button in the upper right corner, and then select "mail", "text", and/or "pager" as your method of delivery. Note that selecting any one of the delivery methods will also cause the message to be sent to all recipients via the app (if they have selected within their app to receive such notifications. Tap "send".

Note that you must have permission to send messages within your member profile, or you will not be able to do so.

Shifts   This page lets you add, edit and view your schedule, and lets you view the upcoming schedule for your department.

Deleting shifts from the app is not presently available.

When viewing your schedule, you will be shown shifts from the present date forward. To view past shifts, select "My Schedule," and then tap the "Edit" button in the upper right corner. That will allow you to select a date in the past or future, and the result will show you shifts beginning with that selected date.

Alerts delivered to your phone   If you have selected to receive dispatch notifications and/or intra-department messages to your app (this is done within your app's Edit Agency's Settings page, then so long as all of your settings are correct, you will receive push notifications of those to your phone. When you receive them, you will hear the applicable ring tone that you selected.

The IaR icon will then appear at the top of your phone's screen. Swipe down on your phone's screen from top to bottom to open your phone's notification screen. This is an Android phone function separate from this app. On that notification screen, you will see the most recent alert(s) that you received from your department through this app. Tap on that, and the app will automatically open to the applicable screen.