IamResponding Subscriber News
March 24, 2015

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Hello from IamResponding! Your IamResponding team continues to grow, so that we can continue to provide you with the best customer service possible. Please join us in welcoming Alex, Kelsey, Ray and Kevin as the newest members of our customer service and account management teams. Together they bring with them many years of experience in the fire industry, and they look forward to working with you.

We have also been very busy adding new features and functions to your IamResponding systems. Some of the most recently added features are outlined in this edition of our Subscriber News. As always, **there is no increased or additional cost for any of these new features**. They are all included within your subscription!

First, for those who have not yet seen all that was added to our mapping systems in 2014, here's a quick image to show you just some of what can be done with your IamResponding maps:


The maps, hydrants and map markers are easy to use, and can be edited from both pc's and via our free apps. Please call the office with any questions, and our team will be happy to assist you!

Newly added (this week!) are the following system changes/additions/enhancements:

1.   New fields have been added to your membership profiles (accessible via the add a member and edit a member options on the Administrative Functions page):

2.   With the appropriate permission level in your member profile (permitted to edit system settings), you can now add custom fields to your department's member profiles. This can be done here:
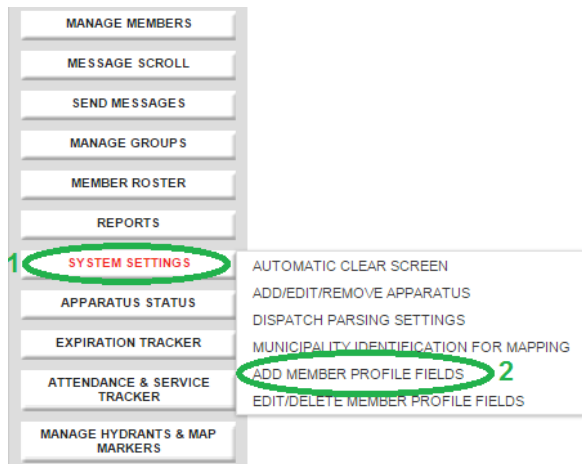
When added, these new fields will appear in your member profiles, and in all member roster reports. These can be used to track an endless list of things, such as License ID numbers, which vehicles a member is qualified to operate, property identification numbers for equipment issued to members, and frankly anything else that you want to keep track of by member!

3.   We have been asked about adding quick "Available" and "Unavailable" buttons to our system and apps. We think that's a bad idea. A mere list of "available" or unavailable" members can be very misleading. You may look at such a list, see that lots of members are "available," and assume that you have coverage. However, they all may only be available for the next 15 minutes, and be unavailable thereafter. You would have no way of knowing that, unless you checked the list constantly. Such lists are meaningful, and can be relied upon, ONLY if you know how long the members are available for. That's why we do available/unavailable within our scheduling system. If you do not currently have available and unavailable scheduling options in your scheduling system, then please have your local system administrator let us know, and we'll add those for you right away.

To make availability and other scheduling even easier for users, we have added new default scheduling fields within this section of the member profiles:

Here, users can set defaults for where they would typically be on duty or available, for how long, and for what they would be available. To use this for availability defaults, simply set your defaults to be:

On duty location: In area
Duty category: Available
Duty shift length: [however long you would typically plan to be available when signing in as available]

With these defaults, to mark yourself as "Available," you would merely have to go to the scheduling section, click to add a shift, and click "enter/save." Of course, these are merely defaults, and they can be over-ridden easily any time you are scheduling a shift with different parameters. *To use these defaults on your apps, you'll need to update your apps. The Android app update will be available this week, and the iOS app update should be approved by Apple for release next week.**

4.   We've now added the ability for you to view all of your mapping right on your laptops and pc's, so you can now see and use the same maps on those devices as you can through our free iOS and Android apps!

Right on your main screen, there is a new "Toggle Dashboard" button. Click on that, and you'll be taken right to a new view that is very similar to our tablet app screen, with all of the same mapping capabilities.
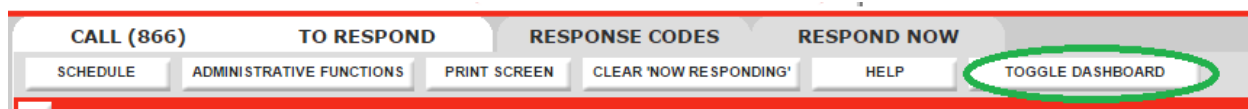
Make sure that you click on the button in the upper right corner of your screen after you toggle to the map view, so that you can set the correct preferences to control what you want to view on your maps!

Please note that this toggle view will NOT work using master admin log-in credentials! You must use your own log in credentials that are in your own member profile!

5.   On all of our mapping platforms (the new toggle view screen, phone apps, tablet apps), if you are navigating to an incident, and have either a cellular data connection or a wifi hotspot in your vehicle, you can now cause the maps to auto-adjust to your current position as you drive. Activate that by tapping an icon in the lower right corner of your map. The icon differs slightly across our various platforms, but looks like this on the new toggle map view:
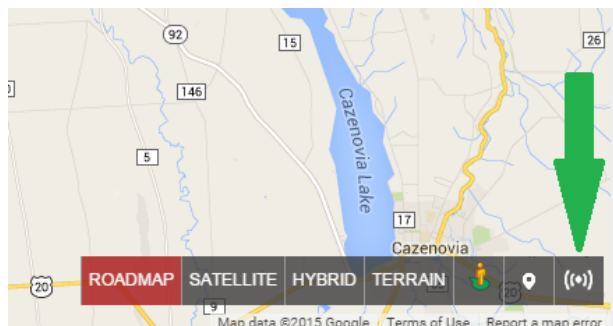
There's LOTS more exciting new feature news coming in the next month! Stay tuned, and we'll shoot you an announcement as soon as more is released!

Please call the office at 315-701-1372 with any questions about any of these new features, and our team will be happy to assist you.

If your department is not fully familiar with all of the features of your IamResponding system, we would be happy to schedule a live webinar, at your convenience, to show you all that your IamResponding system can do for you!