Requesting Revcord Credentials

in RapidSOS Portal

Credentials are managed through the administrative module in the RapidSOS Portal. Prior to receiving approved credentials for an integration, 911 Agencies, PSAPs, and ECCs must have a RapidSOS Portal account as an approved Jurisdiction Boundary File. Please see the following steps to obtain credentials:

RapidSOS Portal

Existing RapidSOS Portal Accounts

If you already have a RapidSOS Portal Account, skip to the section "Requesting Credentials for a New Integration" on Page 4.

New RapidSOS Portal Accounts

All integrations require an active RapidSOS Portal account with an approved Jurisdiction Boundary File.

Sign Up for a RapidSOS Portal Account

Customers that do not have a RapidSOS Portal Account can sign up for one at https://rapidsosportal.com/.
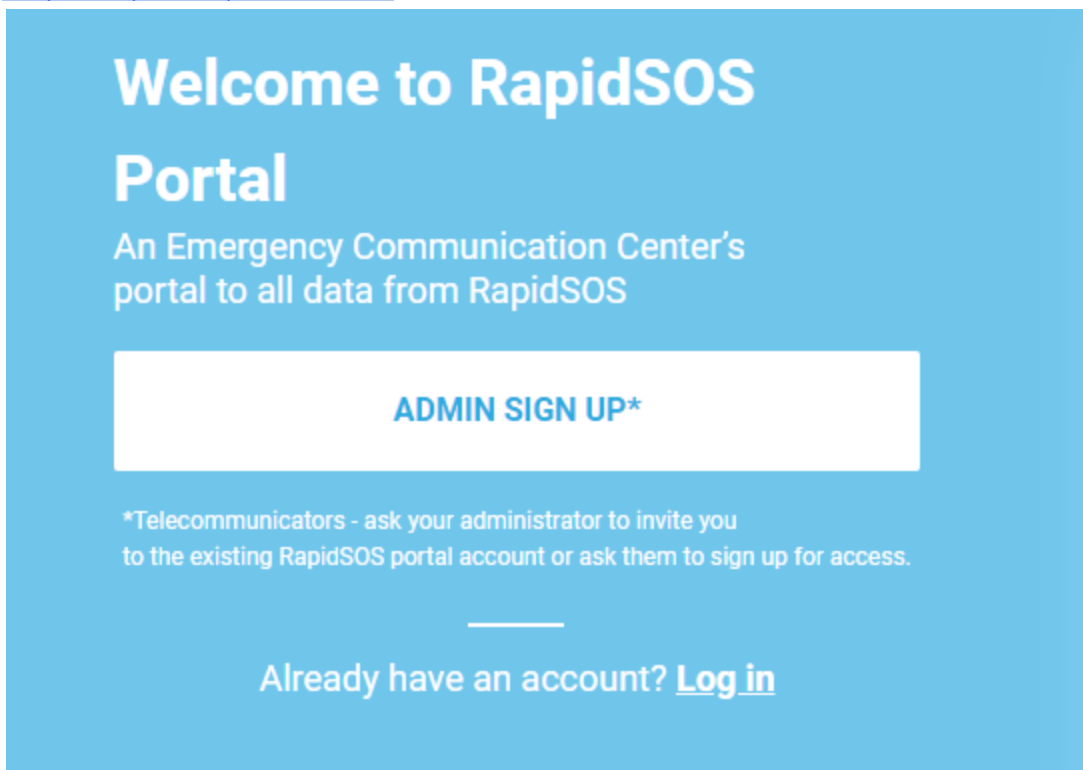

Click the "**ADMIN SIGN UP***" button and complete the registration form with your information.

You will receive a confirmation email when submitted and another email once your account is approved.
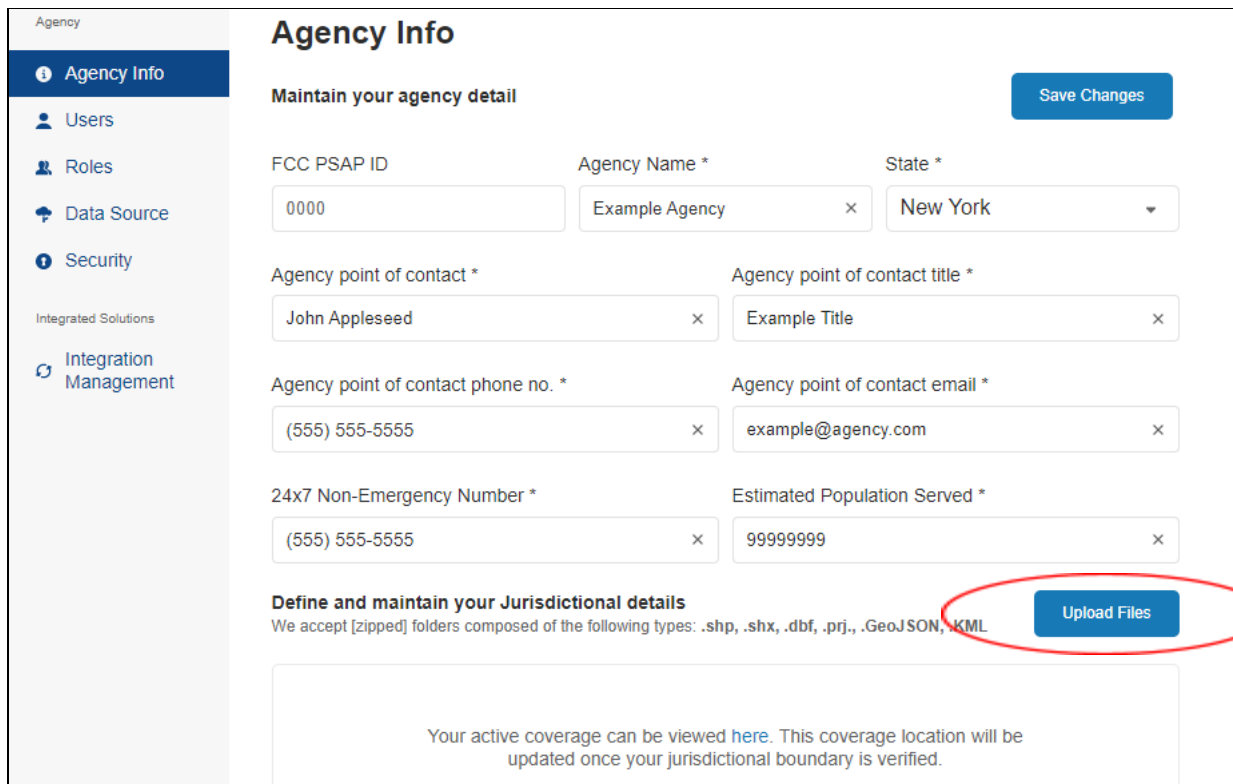
Uploading Your Jurisdiction Boundary File (JBF)

Once approved, log into your RapidSOS Portal account at https://rapidsosportal.com/login.

Click the menu button in the top right corner of the screen and select "**Admin**".
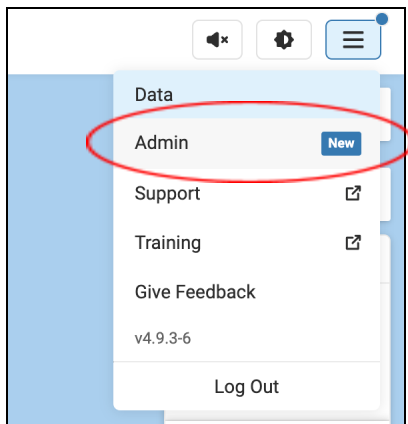
Click "**Agency Info**" in the left menu and navigate to the "**Define and maintain your Jurisdictional details**" at the bottom of the page and click "**Upload Files**" to select and upload your JBF.

Once the RapidSOS team has processed the jurisdictional boundary information, the requesting agency will need to verify that this information is accurate and correct.
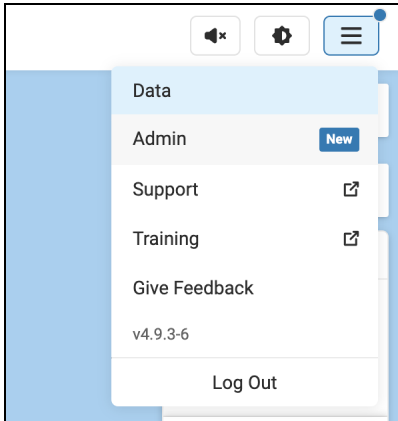
NOTE: Once submitted to RapidSOS, it may take 4-6 weeks to be approved by upstream partners.

Requesting Credentials for a New Integration

**Credentials will not be issued until the Jurisdiction Boundary File is approved.**

Log into RapidSOS Portal at https://rapidsosportal.com/login.

Click the menu button in the top right corner of the screen and select "**Admin**".

In the left menu of the Admin Page, select "**Integration Management**" and click "**Test All**" to test your connection with the RapidSOS Emergency Data Platform.

Click "**Add New Integration Credential**" and complete the popup form, selecting "**Revcord**" from the list of integration solutions to request your credentials.
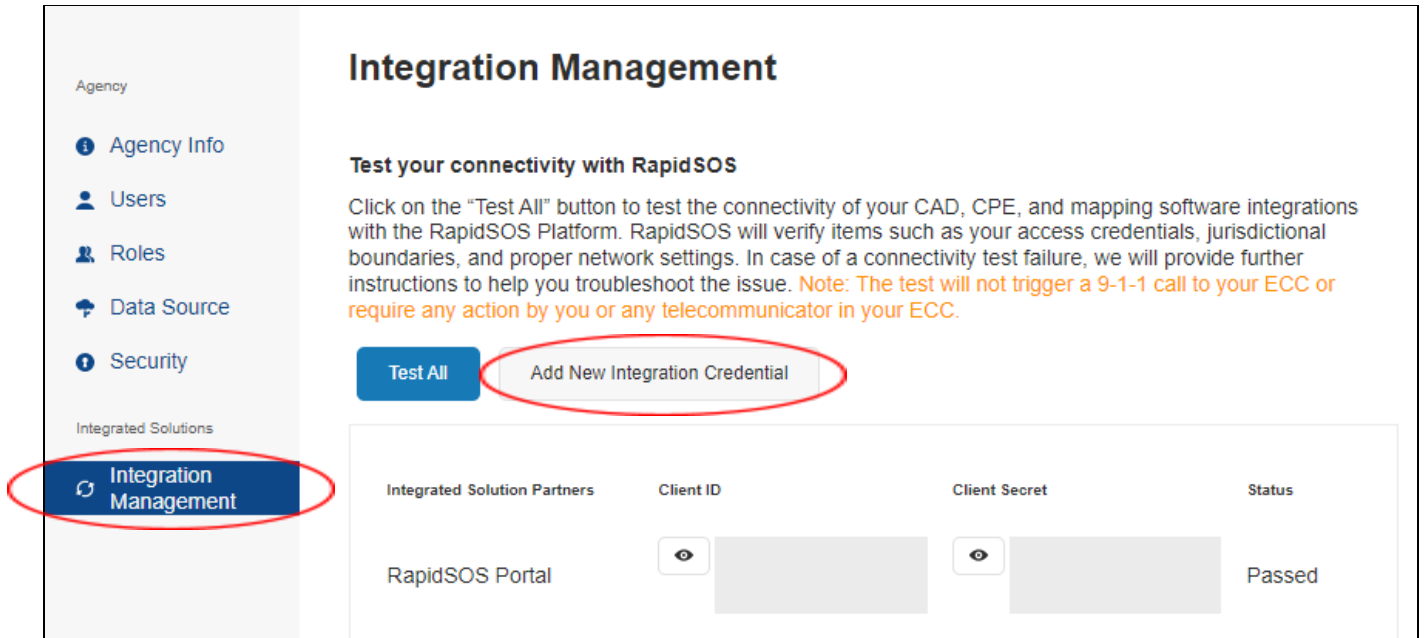
You will be notified by the RapidSOS EEM or RM serving your area when the credentials are approved. **This process takes 1-2 weeks.** You can see your credentials by clicking the "Eye" button next to each Client ID and Client Secret for the integration. **Each credential is unique to each integration**.

RapidSOS Support

Please work with Revcord and/or the RapidSOS support team to ensure the configuration is set up correctly.

Troubleshooting

| Issue	Resolution
"Unauthorized Access"	Check the client configuration points to the <u>production URL</u>. For example, sometimes "sandbox" (for testing and development) is left in the URL. **Good**: https://api.rapidsos.com **Bad:** https://api-sandbox.rapidsos.com
"Unauthorized Access"	Check the client's credentials for your integration. View the credentials in the client's portal and re-copy/paste the credentials into the configuration page. Please check that there are <u>no trailing whitespaces</u> after copying/pasting as shown below. **Good**: …GQcStHaL **Bad:** …GQcStHaL

RapidSOS

RapidSOS Support Site

You can find answers to your support questions and submit a ticket using the RapidSOS Support site. In the RapidSOS Portal, click the Menu in the top right and select "Support".
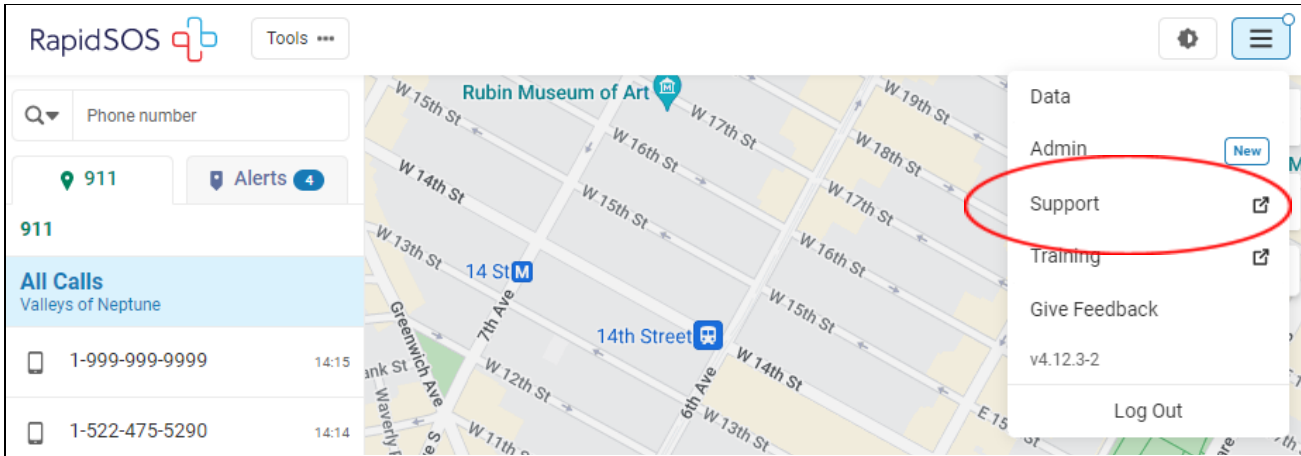
Knowledge Base and Submitting a Ticket

Click "Submit a Support Ticket" on the Support portal and fill out the request form. The Support site also has resources for commonly asked questions.
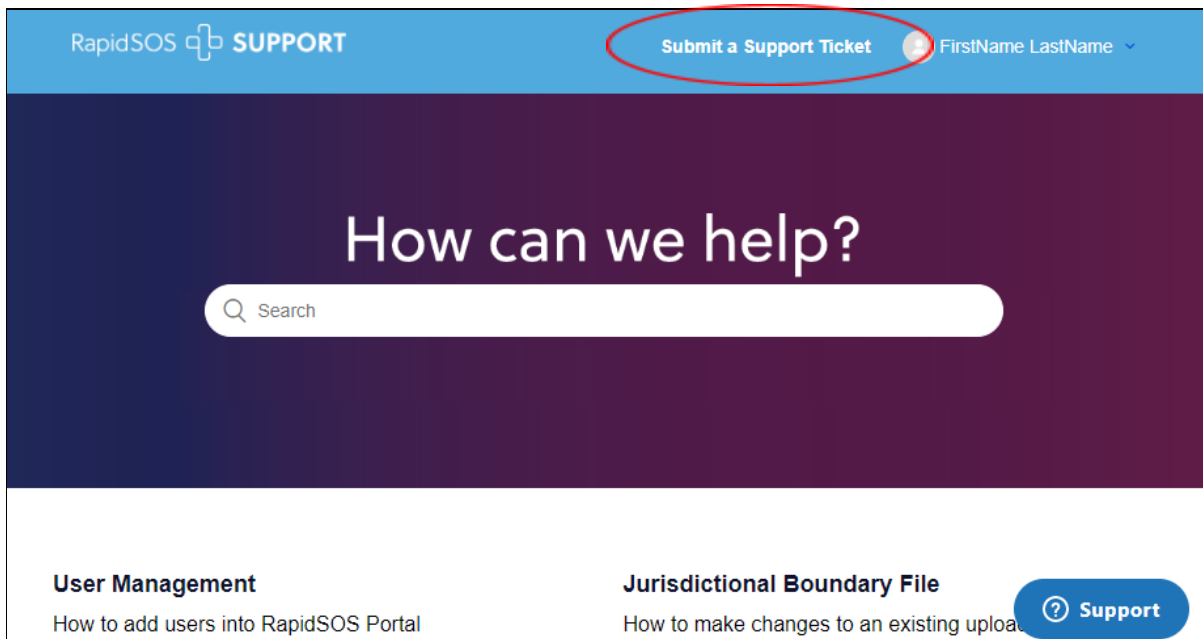
Support Contacts

PARTNER TEAM

General Inquiries:
partnerenablement@rapidsos.com

Cornelius Cody
Partner Success Associate
ccody@rapidsos.com
(908) 619 9294

Bill LePoidevin
Partner Success Manager
wlepoidevin@rapidsos.com
(206) 457-7525

Dave Sehnert
Director of Strategy & Partnerships | NG911
dsehnert@rapidsos.com
(303) 476 0719

TECHNICAL SUPPORT

Matt Faircloth
Technical Support Manager
support@rapidsos.com
(205) 627-4025*

*Please submit a ticket for all non-urgent support requests. Please only reach out by phone in urgent circumstances.

PUBLIC SAFETY TEAM

Regional & ECC Emergency Managers
Please refer to this contact list of RMs and EEMS by region and state.

Jamison Peevyhouse
Senior Director, Public Safety
jpeevyhouse@rapidsos.com
(731) 571-7482

RapidSOS