

## **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:

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# **RapidSOS Portal**

### **Existing RapidSOS Portal Accounts**

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

### **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 <u>https://rapidsosportal.com/</u>.



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.

Agency	Agency Info			
Agency Info	Maintain your agency detail			Save Changes
Lusers	,			
Roles	FCC PSAP ID	Agency Name *	State *	
Data Source	0000	Example Agency	× New York	-
Security	Agency point of contact *	Agency poi	nt of contact title *	
ntegrated Solutions	John Appleseed	× Example 1	ītle	×
O Integration Management	Agency point of contact phone no.	* Agency poi	nt of contact email *	
	(555) 555-5555	× example@	)agency.com	×
	24x7 Non-Emergency Number *	Estimated F	Population Served *	
	(555) 555-5555	× 99999999		×
	Define and maintain your Jurisdi We accept [zipped] folders composed of	ctional details the following types: .shp, .shx, .dbf, .	prj., .GeoJ SON, KML	Upload Files
	Your active cove update	erage can be viewed here. This c ed once your jurisdictional bound	overage location will t ary is verified.	De

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".

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Data	
Admin	New
Support	ď
Training	ď
Give Feedback	-
v4.9.3-6	
Log Out	
	<ul> <li>Admin</li> <li>Support</li> <li>Training</li> <li>Give Feedback</li> <li>v4.9.3-6</li> <li>Log Out</li> </ul>

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.

	genient		
Test your connectivity wit	h RapidSOS		
Click on the "Test All" button	to test the connectivi	ty of your CAD, CPE, and mappi	ng software integrations
with the RapidSOS Platform. RapidSOS will verify items such as your access credentials, jurisdictional boundaries, and proper network settings. In case of a connectivity test failure, we will provide further instructions to belo you troubleshoot the issue. Note: The test will not trigger a 9-1-1 call to your ECC or			
require any action by you or	any telecommunicate	or in your ECC.	r can to your 200 of
Test All Add New I	Integration Credential	>	
Integrated Solution Partners	Client ID	Client Secret	Status
RapidSOS Portal	•	Ø	Passed
	Test your connectivity with Click on the "Test All" buttom with the RapidSOS Platform boundaries, and proper netw instructions to help you trou require any action by you or Test All Add New F Integrated Solution Partners RapidSOS Portal	Test your connectivity with RapidSOS         Click on the "Test All" button to test the connectivity with the RapidSOS Platform. RapidSOS will verify boundaries, and proper network settings. In case instructions to help you troubleshoot the issue. No require any action by you or any telecommunication         Test All         Add New Integration Credential         Integrated Solution Partners       Client ID         RapidSOS Portal       Image: Client ID	Test your connectivity with RapidSOS         Click on the "Test All" button to test the connectivity of your CAD, CPE, and mapping with the RapidSOS Platform. RapidSOS will verify items such as your access cred boundaries, and proper network settings. In case of a connectivity test failure, we transructions to help you troubleshoot the issue. Note: The test will not trigger a 9-transructions to help you or any telecommunicator in your ECC.         Test All       Add New Integration Credential         Integrated Solution Partners       Client ID         RapidSOS Portal       Imaging Solution Partners

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</u> <u>URL</u> . For example, sometimes "sandbox" (for testing and development) is left in the URL.
	Good: <u>https://api.rapidsos.com</u> Bad: <u>https://api-sandbox.rapidsos.com</u>
"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 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 <u>this contact list</u> of RMs and EEMS by region and state.

### Jamison Peevyhouse

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

