



# Horizon Mobility<sup>®</sup> Administration Guide

Version 7.14 | July, 1, 2021

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## Table of Contents

Revision History.....	4
Introduction .....	5
Scope.....	5
What's New for Horizon Mobility v7.14 .....	6
<b>New Features</b> .....	6
<b>Improvements</b> .....	7
Organization Administration User Guide for Resellers.....	9
1. Dashboard and Menus .....	11
<b>Recent Issues</b> .....	15
<b>Recent Emergency Calls</b> .....	16
<b>License Information</b> .....	16
<b>Recent Events</b> .....	16
<b>Recent Import Status</b> .....	17
<b>IDs and Access Codes</b> .....	17
2.1 Organizations.....	20
<b>View Subtenant Organizations</b> .....	20
<b>Subtenant Action Menu Items</b> .....	21
<b>Change to Sub-Tenant</b> .....	21
2.2 Organization Management.....	22
<b>2.2.2 MyE911 User Welcome Emails</b> .....	23
<b>2.2.3 Disable MyE911Client Software Update Notifications</b> .....	23
2.3 Administrators.....	24
<b>To Add an Administrator</b> .....	24
2.3 Notification Integrations .....	25
3. Configuration.....	27
3.1 Alerts & Emails.....	27
Responsibilities .....	27
Requirements .....	27
3.2 Locations.....	27

- Responsibilities .....27
- Requirements .....28
- 3.3 Users.....28
  - Responsibilities .....28
  - Requirements .....28
- 3.4 Network Discovery .....28
  - Responsibilities .....28
  - Requirements .....29
- 4. Monitoring ..... 30
- 5. Importing..... 31
- 6. Self-Provisioning Portal..... 32
  - Requirements .....32
- 7. Reports ..... 33
  - 7.1 Create Reports.....33
    - 7.1.1 Run and Download Now ..... 34
    - 7.1.2 Schedule Report ..... 36
  - 7.2 Scheduled Reports .....37
    - 7.2.1 Details ..... 38
    - 7.2.2 Edit Scheduled Report ..... 38
    - 7.2.3 Delete Scheduled Report ..... 39
    - 7.2.4 Pause/Resume Scheduled Report ..... 40
- 8. Client Installers..... 41
  - 8.1 EON .....41
  - 8.2 MyE911 .....41
- 9. Manuals ..... 42

# Revision History

Date	Version	Revision	Made By
12/30/2019	-	Initial Draft	Chelsea Bumpus
01/10/2020	-	Revisions for external draft review	Jerry Eisner
01/13/2020	-	Amended responsibilities, clarified licenses	Chelsea Bumpus
2/28/2020	7.3	Revisions include updates from v7.3 –SPP, Import functionality, and Alert Redesign	Chelsea Bumpus
4/22/2020	7.6	Revisions include updates from v7.6	Chelsea Bumpus
6/9/2020	7.7	Revisions include updates from v7.7	Chelsea Bumpus
7/30/2020	7.8	Revisions include updates from v7.8	Chelsea Bumpus
9/22/2020	7.9	Revisions include updates from v7.9	Chelsea Bumpus
10/12/2020	7.10	Revisions include updates from v7.10	Chelsea Bumpus
12/18/2020	7.11	Revisions include updates from v7.11	Chelsea Bumpus
4/21/2020	7.13	Revisions include updated from v7.12 & 7.13	Chelsea Bumpus
6/30/2021	7.14	Revisions span across 7.12, 7.13, 7.13.1, and 7.14 releases	Katrina Vlasich

# Introduction

## About Us

RedSky Technologies is the leading provider of on-premises and cloud-based E911 solutions. In 1999, we developed and patented the first automated software application to manage 911 location data. As technology has evolved, we have kept pace with emerging voice technology to meet the requirements of modern enterprises. Our E911 enterprise-class software is used by 50 of the Fortune 500 companies. Using state-of-the-art software development languages and frameworks, our solutions are designed to run in the most secure enterprise, government, and virtual environments.

## Scope

### Overview

This guide is intended to provide an overview of the RedSky Horizon Mobility portal. Organization Administrators should refer to this guide for questions about basic management, configuration of users and locations, monitoring of alerts and call history, and installation of MyE911 and EON.

### Point of Contact

To submit recommendations for comments and changes to this manual or the Horizon Mobility portal application, please contact us at:

RedSky Technologies, Inc.

333 North Michigan Avenue, Suite 1600

Chicago, IL 60601

Toll Free: 866-778-2435

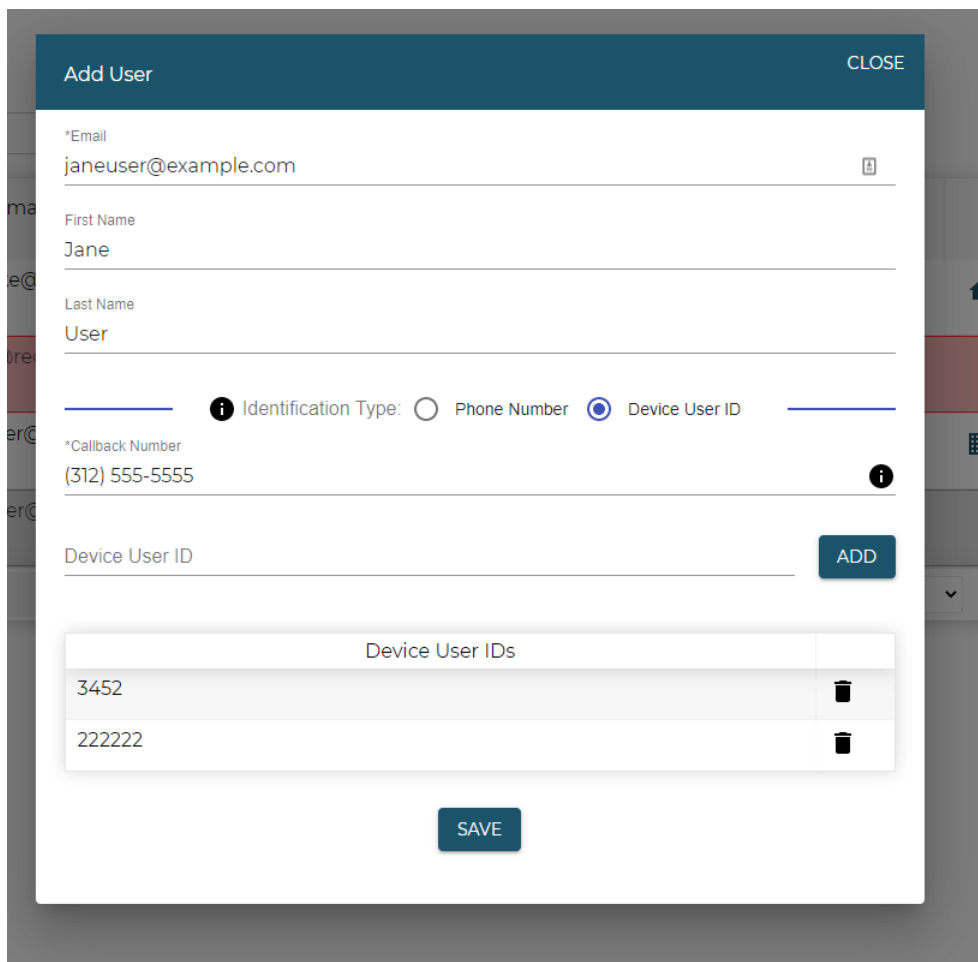
Email: [support@redskytech.com](mailto:support@redskytech.com)

# What's New for Horizon Mobility v7.14

## New Features



### Multiple Alternate Device User Identifiers Support

Version 7.11 of Horizon Mobility added support to identify a User by an alternate user identifier, such as extension. In some configurations an Organization may need to use multiple identifiers for a User, depending on the user profile that is active or the outgoing line when that User dials 9-1-1. Multiple identifiers can now be assigned to a User with this release.



The screenshot shows the 'Add User' form with the following fields and options:

- \*Email:** janeuser@example.com
- First Name:** Jane
- Last Name:** User
- Identification Type:** Radio buttons for 'Phone Number' and 'Device User ID' (selected).
- \*Callback Number:** (312) 555-5555
- Device User ID:** A text input field with an 'ADD' button next to it.
- Device User IDs:** A table listing existing identifiers:
 

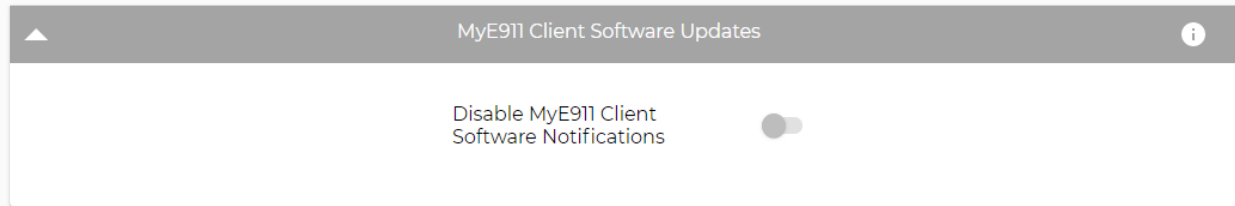
Device User IDs	
3452	
222222	

A 'SAVE' button is located at the bottom of the form.

## Ability to Disable MyE911 Client Update Notifications

For Organizations that do not permit their Users to install or update software themselves, they can disable the update notification messages that popup via the MyE911 Client. Notifications are enabled by default.

### Organization Management



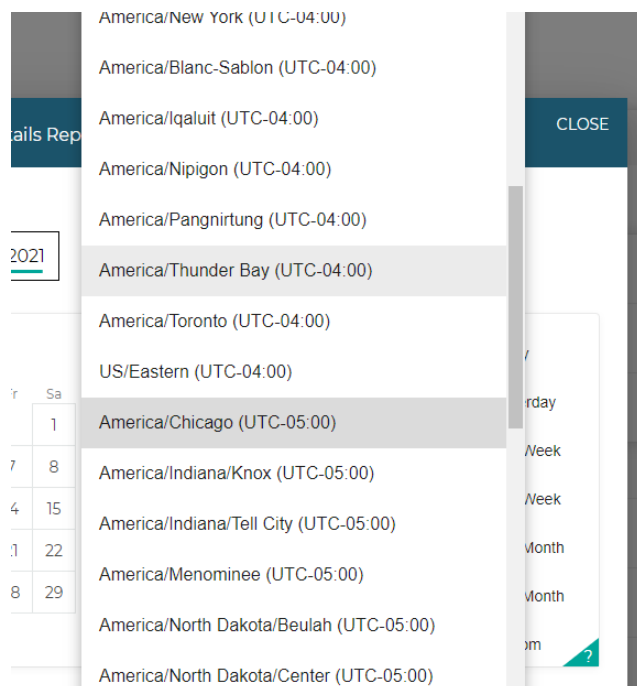
## Improvements

### Added Pagination to the 'Call Monitoring' Page

The Call Monitoring listing page now supports displaying more than 25 Call Monitoring configuration entries.

### Improved Time Zone Selection

Additional time zone selections are made available in the Portal mainly to support areas in North America that do not observe Daylight Savings Time.



## Improved Usability When Entering Data Where Fields Have Limits on the Number of Characters Entered

Many fields on the administrative portal have limits on the number of characters that can be entered. When this max limit is hit, an error message will be presented to the user they have reached the number of allowable characters.

## Full Address Displayed in Recent Call and ERC Call Dashboard Widgets

The Recent Calls and ERC Calls Dashboard widgets now additionally display city, state and, postal/zip code with the address of the call. Previously only the address line itself was shown.



# Organization Administration User Guide for Resellers

## Overview

The Organization Administration Guide is meant to provide a comprehensive manual for Resellers navigating RedSky's Horizon Mobility portal.

If you are logging in as a Reseller, RedSky Technologies has pre-provisioned and configured the following for you:

- Your Organization (Reseller)
  - RedSky will add your Organization into the Horizon Mobility portal
- Your Initial Organization Administrator
  - RedSky will add an initial Organization Administrator and provide you these credentials
- Your Subtenant (Customer)
  - RedSky will add your customers into the Horizon Mobility portal as Subtenants under your Organization
- Your Subtenant's Licenses
  - RedSky will provide your Subtenant's with the proper number of licenses according to their order

RedSky Technologies has provided you with a secure link to the Horizon Mobility portal, as well as a temporary login.

**In order to accomplish the steps below, the User must be logged in as an Organization Administrator.** If you have not received your temporary login information from RedSky, please reach out to RedSky Support at [support@redskytech.com](mailto:support@redskytech.com)

## Responsibilities

The Reseller is responsible for completing the following steps of implementation:

- Add Organization Administrator for Subtenant
  - Reseller is responsible for adding an initial Organization Administrator for their Subtenants

The Reseller is responsible for performing these steps or training their customer to complete the following steps of implementation:

- Add Locations
- Add Device Users
- Configure Network Discovery
- Configure Alerts
- Configure Call Monitoring
- Test 9-1-1 Calls

## Initial Set Up

Once your order is complete RedSky will email a company contact with the Horizon Mobility URL, as well as temporary credentials to access the web portal.

Once logged in, change your password by navigating to 'My Account' found by clicking on the circle with your initials at the top right of the screen.

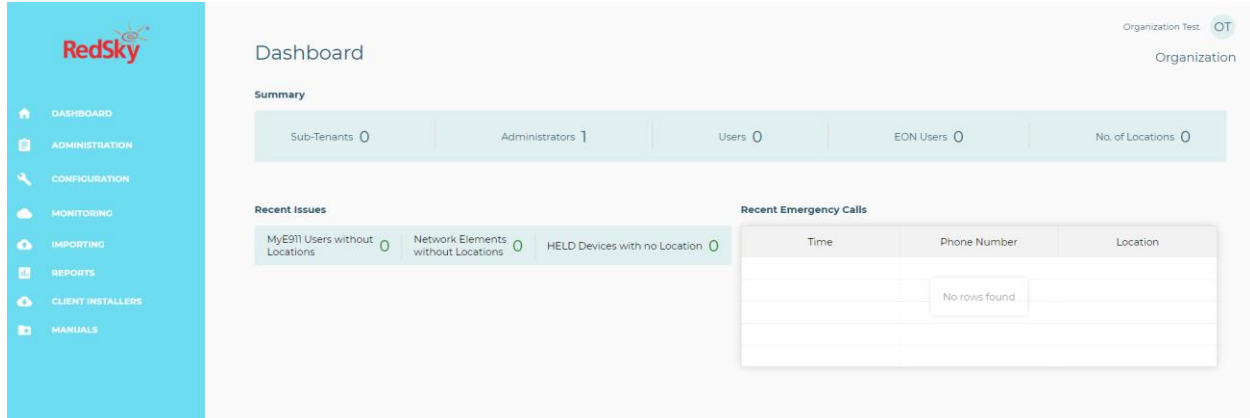
# 1. Dashboard and Menus

When Organization Administrator logs in, they will be navigated to the Dashboard. The Dashboard provides a snapshot of the latest organization information, including the following sections.

- Summary
- Recent Issues
- Recent Emergency Calls
- License Information
- Recent Events
- Recent Import Status
- IDs and Access Codes

The Organization Administrator can also navigate to the various pages and information available on the portal, using the following menus.

- Admin User Menu
- Organization Navigation Menu
- Navigation Menu



The screenshot shows the RedSky Dashboard interface. On the left is a blue navigation sidebar with the RedSky logo and menu items: DASHBOARD, ADMINISTRATION, CONFIGURATION, MONITORING, IMPORTING, REPORTS, CLIENT INSTALLERS, and MANUALS. The main content area is titled 'Dashboard' and includes a 'Summary' section with five metrics: Sub-Tenants (0), Administrators (1), Users (0), EON Users (0), and No. of Locations (0). Below this is a 'Recent Issues' section with three items: MyE911 Users without Locations (0), Network Elements without Locations (0), and HELD Devices with no Location (0). To the right is a 'Recent Emergency Calls' table with columns for Time, Phone Number, and Location. The table is currently empty, displaying 'No rows found'.

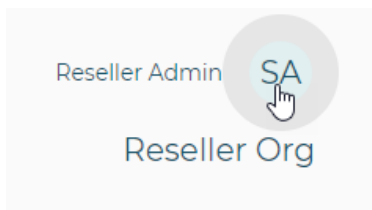
License Information		Recent Events		
License Type	Total	Time	Event Type	Username
Basic User	0			
Common Area	0	No rows found		
Enhanced Notification	0			
Enterprise User	0			

Recent Import Status			IDs and Access Codes		
Created	Import Type	Status	Name	Value	Copy/View
No rows found			HELD Company ID	d8e6f4d-3d20-48a4-a85d-d9ae9eb82826	
			HELD+ Secret Key	*****	

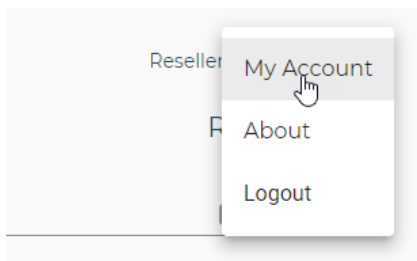
## Admin User Menu

The Admin User Menu can be accessed by simply clicking on one's initials, just above the organization name. This menu allows the administrator the ability to view their account information, application version information, and to log out of the application.



### To view and edit account information:

1. Click on the Admin User Menu and select the 'My Account' option. (see image below)



2. The Organization Administrator can edit Email, First Name, Last Name, and Password. (See image below). If the Administrator changes either their email or password, they will be logged out and will need to log back in with their new credentials.

Reseller Admin SA  
Reseller Org

## My Account

Email  
[Redacted]

First Name  
Reseller

Last Name  
Admin

New Password  
.....

(Leave empty to keep current password)

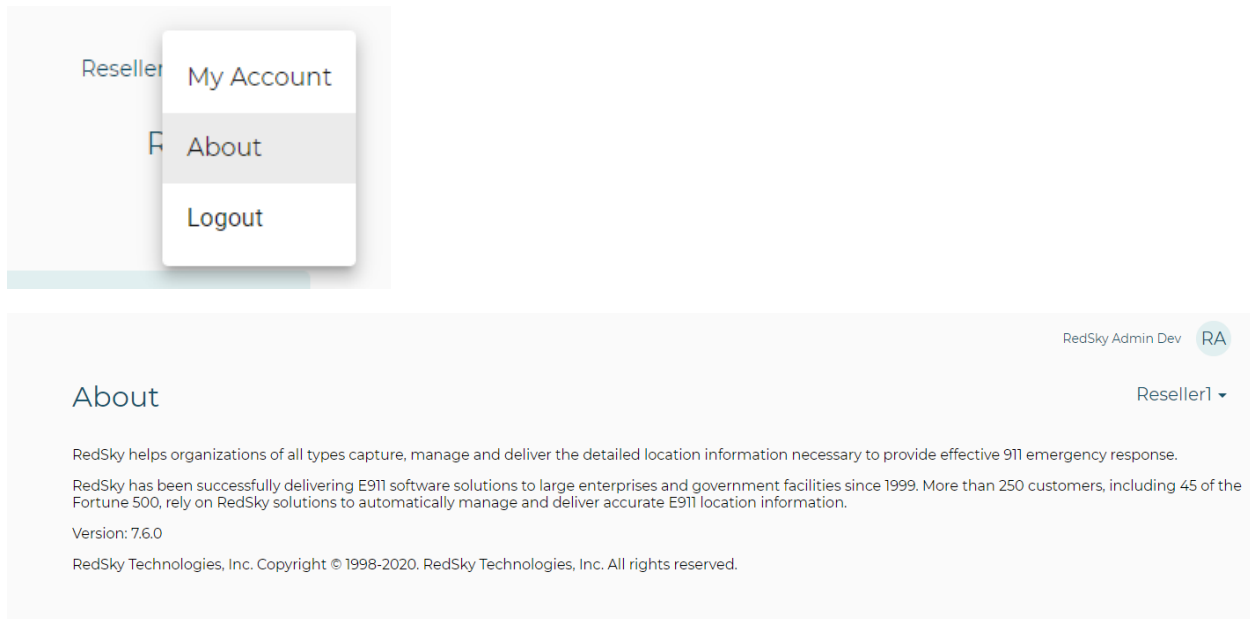
Confirm New Password

SAVE

3. Click 'Save'

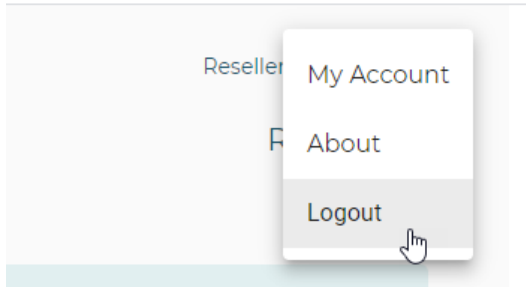
### To view application version information:

Click on the 'About' menu option. (see image below)



### How to log out of the Horizon Mobility portal:

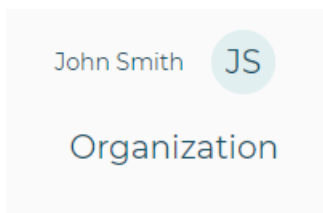
Click on the 'Logout' menu option. (see image below)



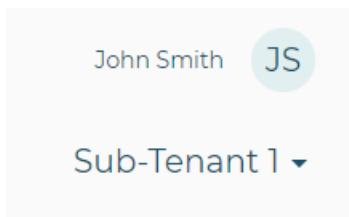
## Organization Navigation Menu

Under the Organization Administrator's name, at the top right-hand side of the screen, the Organization Administrator can see which entity they are operating the portal as.

If operating the portal at your Organization's level, it will read the name of your Reseller's company. (See image below)



If operating the portal at a Subtenant's level, it will read the name of your Subtenant's company. (See image below)

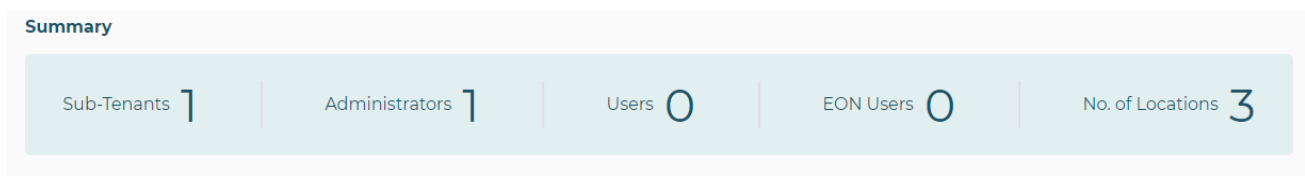


If operating the portal at a Subtenant's level, the Organization Administrator can navigate back to their Organization's level by clicking on the Subtenant's name and selecting their Organization's name from the dropdown menu. This will always bring you back to your Organization's Dashboard. (See image below)



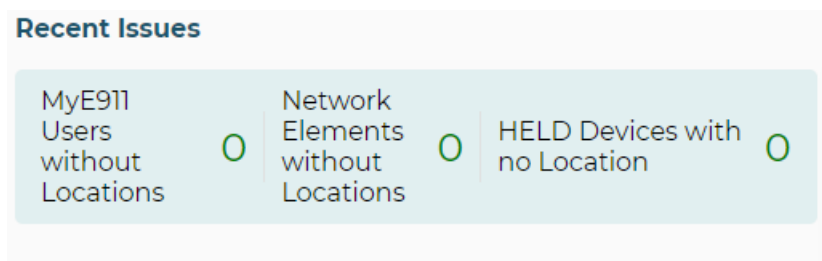
## Summary

Summary provides the number of Subtenants (if your Organization has Subtenant capabilities), Administrators, Users, EON Users, and Locations. See example image below:



## Recent Issues

Recent Issues provides a quick view of the number of MyE911 Users without Locations, Network Elements without Locations, and HELD Devices with no Location. When the Organization Administrator clicks on any of these items, it will take you to the corresponding pages (Users page, Network Discovery page, and HELD Devices page respectively) which provide more detail. (See image below)



## Recent Emergency Calls

Recent Emergency Calls provides the time 9-1-1 was dialed, the phone number which dialed 9-1-1, and the location which the call was made from. (See image below)

**Recent Emergency Calls**

Time	Phone Number	Location
------	--------------	----------

Note: If the Organization Administrator clicks 'Recent Emergency Calls', they are directed to the 'Call History Page', which is primarily found under the Monitoring menu item. As a Reseller, this will show ALL calls made from ALL Subtenants.

## License Information

License Information provides the License Type and Total amounts of license types provided to your Organization by RedSky. (See image below)

**License Information**

License Type	Total
--------------	-------

**Note:** As a Reseller Organization, this quick view will provide no information, unless RedSky has supplied your company with licenses for your own organization's internal E911 implementation. If you would like to see the License Information for one of your Subtenants, you must 'Change to' that specific Subtenant to view their home screen (instructions on how to 'Change to' a specific Subtenant are located under 1.2 Organization Administration > 1.2.1 Organizations Page).

Further information about licenses can be found in section 2.1.

## Recent Events

Recent Events provides the time of an event that occurred within the Horizon Mobility Portal, the Event Type for example COMPANY\_DELETED or LOGIN, and the logged in Username when the event occurred. (See image below)



### Recent Events

Time	Event Type	Username
------	------------	----------

Note: If the Organization Administrator clicks on 'Recent Events' it directs them to the Events page, which is primarily found under the 'Monitoring' menu item.

### Recent Import Status

Recent Import Status provides the Time, Import Type, and Status of any data imported into the Horizon Mobility portal. (See image below)

#### Recent Import Status

Time	Import Type	Status
------	-------------	--------

### IDs and Access Codes

IDs and Access Codes provides the HELD Company ID, the Organization unique identification code. The HELD+ Secret Key is also kept here. A View/Copy to Clipboard button is located on the right these values. (See example image below)

#### IDs and Access Codes

Name	Value	Copy/View
HELD Company ID	f80a98b8-0af5-4e29-9b05-5d63499d03e8	
HELD+ Secret Key	●●●●●●●●●●●●●●●●	

**Note:** As a Reseller, your Subtenant may need to be directed to where they can find their Self Provisioning Access Code. This will be available in their own IDs and Access Codes section on their Dashboard.

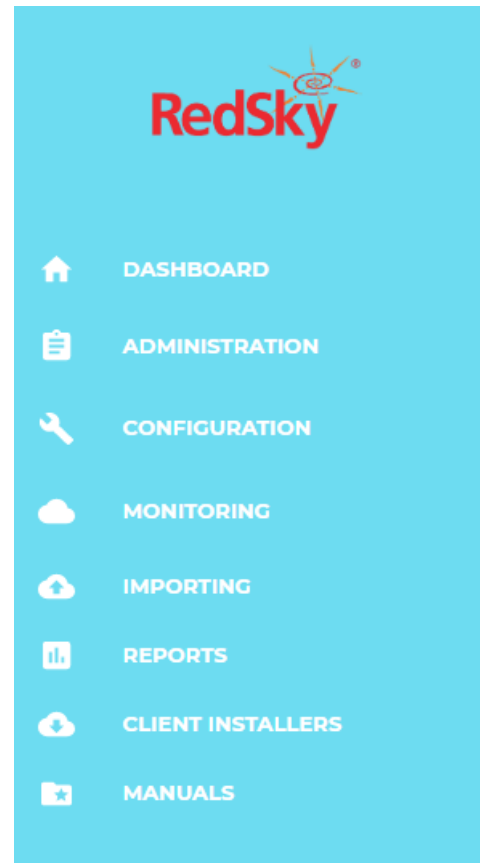
The Self Provisioning Access Code can be shared with employees that must gain access to the Self Provisioning Portal (SPP) in order to update the locations of static phones within the organization. This code will not be used by a Reseller entity unless the Reseller has implemented

RedSky's products for their own environment. If a Subtenant is inquiring about their Self Provisioning Access Code, you will need to find it under their specific Organization's dashboard by 'Changing to' that Subtenant. (Instructions on how to 'Change to' a specific Subtenant are located under 1.2 Organization Administration > 1.2.1 Organizations Page) More information about SPP is in Section 6.

## Navigation Menu

The navigation menu is located on the left-hand side of screen. Some menu items are grouped under a category and can be accessed by expanding the category.

- Dashboard
- Administration
  - Organizations
  - Organization Management
  - Administrators
  - Notification Integrations
- Configuration
  - Alerts & Emails
  - Locations
  - Users
  - Network Discovery
  - Call Monitoring
- Monitoring
  - Test Call Generator
  - Call History
  - Events
  - HELD Devices
- Importing
- Reports
  - Create Reports
  - Schedule Reports
- Client Installers
- Manuals



## 2. Administration

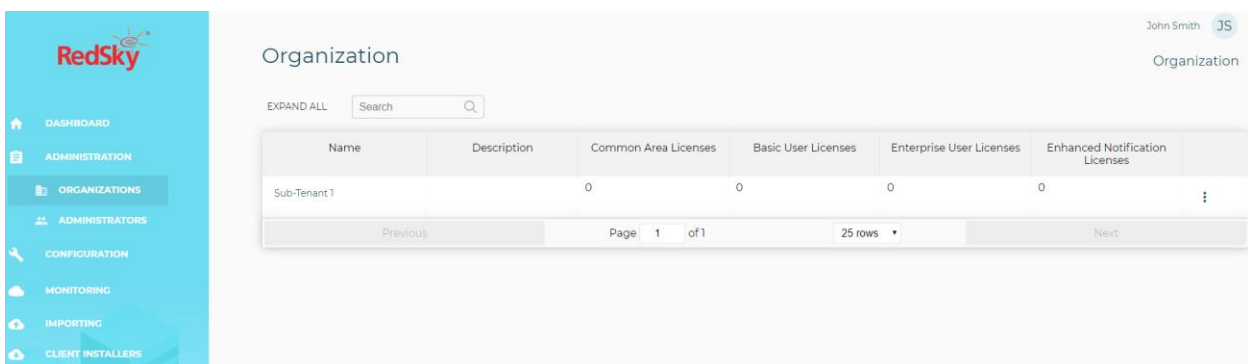
### 2.1 Organizations

The Organizations menu item housed under the Administration menu item allows a Reseller Organization to view their Customer Subtenants.

#### View Subtenant Organizations

To View Subtenant Organizations:

1. You must be logged in as a Reseller Organization Administrator
2. Navigate to Organizations under Administration menu item
3. The Organization Administrator will see the list of Subtenants added under your Organization. Along with the following information. (See example image below)
  - a. Name of Subtenant
  - b. Description of Subtenant
  - c. License Information – this provides the number and kind of licenses allotted to a Subtenant
    - a. Common Area License – one of these licenses allows you to add one static hardphone in the Horizon Mobility portal
    - b. Basic User License – one of these licenses allows you to add one Device User (using only ONE device) in the Horizon Mobility portal
    - c. Enterprise User License – one of these licenses allows you to add one Device User (using MULTIPLE devices) in the Horizon Mobility portal
    - d. Enhanced Notification License – one of these licenses allows you to add one EON (Emergency On-Site Notification) User in the Horizon Mobility portal



Name	Description	Common Area Licenses	Basic User Licenses	Enterprise User Licenses	Enhanced Notification Licenses
Sub-Tenant 1		0	0	0	0

## Subtenant Action Menu Items

Each Subtenant has an action menu, which is indicated by the vertical ellipsis opposite the Subtenant's name. (See example image below)

Organization John Smith JS  
Organization

EXPAND ALL

Name	Description	Common Area Licenses	Basic User Licenses	Enterprise User Licenses	Enhanced Notification Licenses	
Sub-Tenant 1		0	0	0	0	⋮
Sub-Tenant 2		0	0	0	0	⋮
Sub-Tenant 3		0	0	0	0	⋮

Previous Page 1 of 1 25 rows Next

The only action menu item for Subtenants is 'Change to Sub-Tenant'. (See example image below)

Name	Description	Common Area Licenses	Basic User Licenses	Enterprise User Licenses	Enhanced Notification Licenses	
Sub-Tenant 1		0	0	0	0	Change To Sub-Tenant
Sub-Tenant 2		0	0	0	0	⋮
Sub-Tenant 3		0	0	0	0	⋮

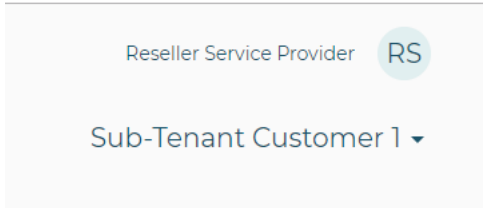
Previous Page 1 of 1 25 rows Next

## Change to Sub-Tenant

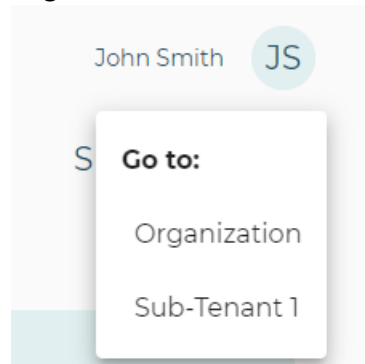
The 'Change to Sub-Tenant' action menu item enables an Organization Administrator to operate the portal as a Subtenant's Organization Administrator. This function allows a Reseller Organization Administrator to perform changes in a specific Subtenant's portal such as adding Administrators, Locations, Device Users, Network Discovery, etc.

1. If you would like to operate the portal as if you were a specific Subtenant, select 'Change to Sub-Tenant' from the action menu for the Subtenant you want to operate as, or simply click on the name of the Subtenant.
2. Once selected, the Organization Administrator will be taken to the Dashboard Screen of the Subtenant they've selected, and the menu will now function as if you're operating as the Subtenant's Organization Administrator.

- The Reseller Organization Administrator can confirm they are operating the portal as a Subtenant Organization Administrator by looking at top right-hand side of the home screen. There, they will see the name of the Organization they are operating the portal as. (See example image below)



- If you would like to return to operating the portal at your Organization's level, click the Name of Subtenant's Organization at the top right-hand side of the screen, and a dropdown menu will appear. Select your Organization from the list, which will return you to your Organization's dashboard. (See example image below)



**Note:** Ensure you are at the correct level of administration before performing changes.

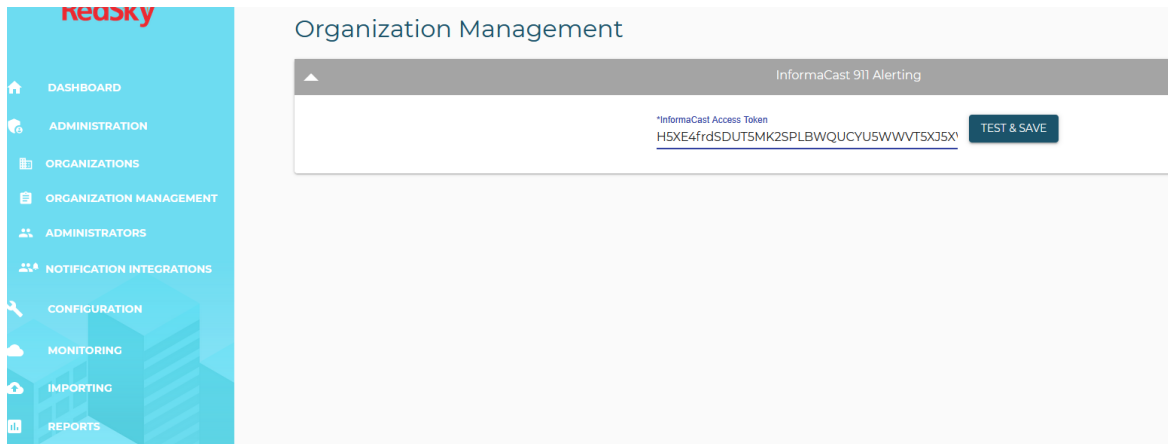
## 2.2 Organization Management

The Organization Management page is nested under the Administration menu category. An Organization Administrator can manage feature configurations for their Subtenants via this page.

### 2.2.1 Integration with Singlewire® InformaCast® for Notifications

Horizon Mobility adds support for Singlewire's InformaCast Notification solution. Horizon Mobility is now capable of sending notifications to the InformaCast system when an emergency call is made.

The access token allowing communication with the InformaCast system, should be entered via the 'Organization Management' page.

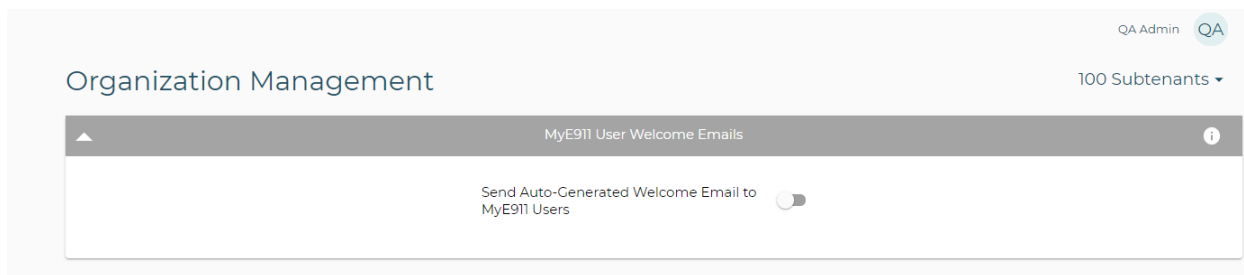


### 2.2.2 MyE911 User Welcome Emails

If you would like the Auto-Generated Welcome Email to MyE911 Users feature to be enabled for all your Subtenants, your Organization Administrator can toggle this feature on or off from the Organization Management page. (See image below)

Enabling this feature will ensure that any newly onboarded MyE911 User within any of your Subtenant populations will receive an auto-generated email with instructions on how to begin using MyE911.

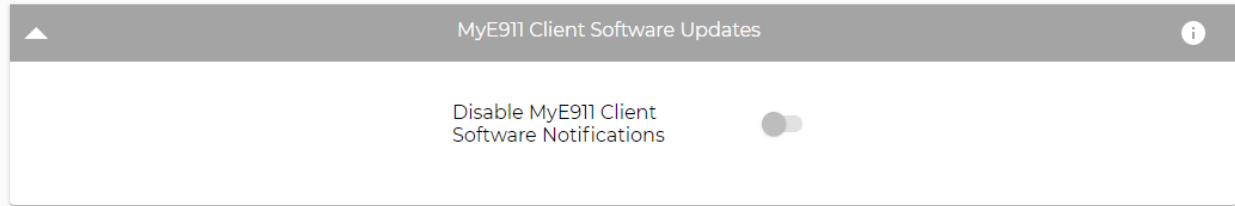
Your Subtenant populations will be automatically provided with a standard template for the email. However, as a reseller, you can provide all Subtenants with a customized template from which they will work. If you choose to customize the email template, your Subtenants will inherit the template you've customized as their standard email template.



### 2.2.3 Disable MyE911Client Software Update Notifications

For Organizations that do not permit their Users to install or update software themselves, they can disable the update notification messages that popup via the MyE911 Client. Notifications are enabled by default. This can be accomplished via the *Organization Management* page. (See image below)

## Organization Management

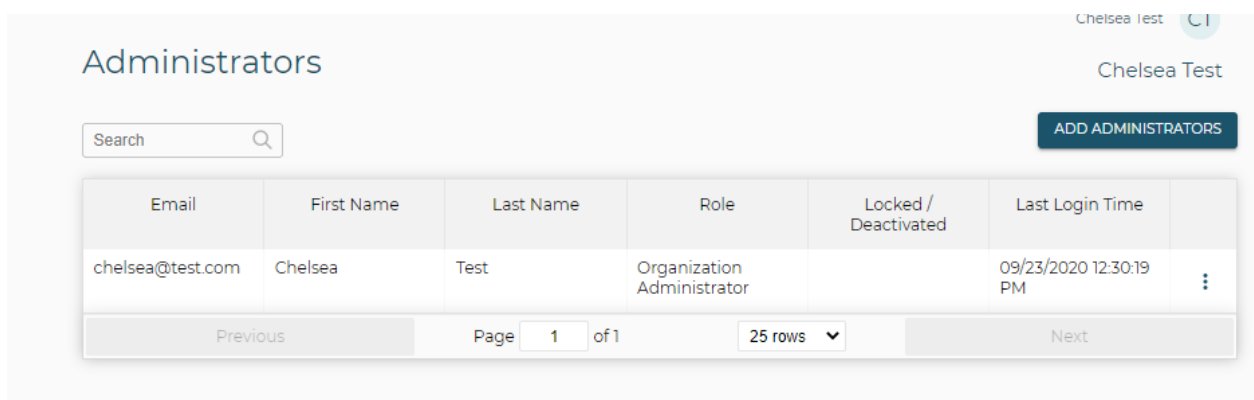


### 2.3 Administrators

The Administrators page is housed under the Administration menu item. An Organization Administrator can add additional types of administrators for their Organization via the Administrators page.

#### To Add an Administrator:

1. Navigate to Administrators page housed under the Administration menu item
2. The Organization Administrator will see a table of other Administrators including the Email, First Name, Last Name, Role, Locked/Deactivated status, and the Last Login Time of each User. To add a new administrator, click the 'Add Administrator' button on the top right of the table. (See image below)



3. The Add Administrator dialog will appear. (See image below)



Add User
CLOSE

Role \*  
 Organization Administrator ▼

---

Email \*

---

First Name

---

Last Name

---

Password \*

---

Confirm Password \*

---

SAVE

4. Fill out the following information:

- Role
  - *Organization Administrator* – an Organization Administrator has full access to provision and monitor all information within the Organization’s portal
  - *EON User [only applicable when creating for a Subtenant]* an EON User can install and manage the EON client, as well as receive Alerts. An EON User can only be added if the Subtenant has purchased an Enhanced Notification License.
- Email of individual to be Administrator
- First Name and Last Name of individual to be Administrator
- Password – set a temporary password for the Administrator you are provisioning, inform them to change this password upon initial login

5. Click ‘Save’

## 2.3 Notification Integrations

The ‘Notification Integrations’ page is where the mapping to InformaCast Distribution List and Template will be set. This mapping will then be used when defining Alerts Subscriptions.

### Notification Integrations

QA Org with InformaCast ▾

[ADD INFORMACAST 911 ALERT ENTITY](#)

InformaCast 911 Alert Entity Name	InformaCast Distribution List	InformaCast Template
QA test InformaCast 911 alert	<a href="#">Edit InformaCast 911 Alert Entity</a> <a href="#">CLOSE</a>	911 Call
RedSky 911 alert		Evacuate!

\*InformaCast 911 Alert Entity Name  
QA test InformaCast 911 alert

\*InformaCast Distribution Lists  
[QA List](#)

\*InformaCast Template  
911 Call

[SAVE](#)

### Edit Subscription

[CLOSE](#)

Emergency Call Received ▾

\*Template  
Standard Emergency Call Alert Template ▾

\*Time Zone  
Central (UTC-06:00) ▾

\*Buildings All Buildings

All Buildings

#### Recipients ⓘ

USER   SMS   EMAIL   **INFORMACAST**

InformaCast 911 Alert Entity ▾ [ADD](#)

Recipients	
	QA test InformaCast 911 alert

## 3. Configuration

As a reseller, you will ONLY be using the configuration tools in order to perform changes for your customers (Subtenants).

The Reseller is responsible for configuring, or training your Subtenant to configure Alerts, Locations, Device Users, Network Discovery, and Call Monitoring of your Subtenant's environments.

Once you have 'changed to Subtenant' you would like to perform changes for (see section 2.1), use the Horizon Mobility User Guide to guide you through how to configure Alerts, Locations, Device Users, Network Discovery, and Call History.

### 3.1 Alerts & Emails

#### Responsibilities

As a Reseller, if a Subtenant has purchased an Enhanced Notification license, your Organization Administrator is responsible for setting up alert/notification capabilities and/or training your Subtenant to do so. Refer to Horizon Mobility User Guide.

#### Requirements

- User must be logged in as Organization Administrator
- As a Reseller setting up alert/notification capabilities for a Subtenant, you MUST be viewing the portal as that Subtenant by selecting 'Change to' from the Subtenant's action menu
- An EON User must already be configured in Horizon Mobility portal to receive alerts

### 3.2 Locations

#### Responsibilities

In order for your Subtenant's 9-1-1 calls to automatically send the proper location alongside the call, you need to provision your Subtenant's Locations within the Horizon Mobility portal.

RedSky has provisioned your Organizations/Subtenants with a specific Location Hierarchy type, either 'Building and Location' or 'Location Only'. RedSky will inform you of this information.

Refer to the Horizon Mobility User Guide to provision Locations for your Subtenant according to their specific Location Hierarchy type.

## Requirements

- You must be logged in as an Organization Administrator to view, add, edit, or delete any building or location
- As a Reseller provisioning buildings and/or locations for a Subtenant, you MUST be viewing the portal as that Subtenant by selecting 'Change to' from the Subtenant's action menu (refer to 1.2.1).

## 3.3 Users

### Responsibilities

Softphone users that will be using MyE911 must be provisioned as a Device User on the Horizon Mobility portal. Each Device User provisioned uses one User license (Basic or Enterprise).

As a Reseller, the Organization Administrator will be provisioning your Subtenant(s) Device Users. Refer to the Horizon Mobility User Guide to provision device users.

### Requirements

- You must be logged in as an Organization Administrator to add, view, edit, or delete any Device User
- As a Reseller adding Device Users for a Subtenant, you MUST be operating the portal as that Subtenant by selecting 'Change to' from the Subtenant's action menu item (refer to 1.2.1).

## 3.4 Network Discovery

### Responsibilities

In order for your Subtenant's employees to be properly located as they move about the enterprise, each Location must be mapped to a network element, such as IP Subnet, Network Switch, or Access Point. This Network Discovery, or wire mapping, must be provisioned in the Horizon Mobility portal.

As a Reseller, your Organization Administrator will set up your Subtenant(s) Network Discovery. Refer to the Horizon Mobility User Guide to set up a Subtenant's Network Discovery.

**Note:** The Organization Administrator can only quick-add a location from a network discovery page if the Organization or Subtenant they are provisioning is configured as 'Locations Only'. If

the Organization or Subtenant is configured as 'Building and Locations' the option to quick-add a location will not appear. (See more on Building and Location hierarchies in section 3.2 Locations)

### Requirements

- You must be logged in as an Organization Administrator to view, add, edit, or delete any network elements
- As a Reseller configuring Network Discovery for a Subtenant, you **MUST** be operating the portal as that Subtenant by selecting 'Change to' from the Subtenant's action menu item (refer to 1.2.1).

## 4. Monitoring

As a reseller, you are responsible for training your Subtenant how to use the monitoring tools. Refer to the Horizon Mobility User Guide for how a Subtenant can use the Test Call Generator, Call History, Events, and HELD Devices pages.

## 5. Importing

As a reseller, you are responsible for training your Subtenant how to quickly import data into the Horizon Mobility portal database. Refer to the Horizon Mobility User Guide for how a Subtenant can efficiently uploading CSV files.

## 6. Self-Provisioning Portal

The Self-Provisioning Portal (SPP) allows individuals to update the locations of static hard phones in an Organization's enterprise. As a reseller, you may have to instruct your customers on the following information regarding the SPP.

### Requirements

- The Organization Administrator must send the SPP URL to those who will be updating locations
- The Organization Administrator must send the Access Code to those who will be updating locations. The Organization Administrator can find this code on their Organization Dashboard.
- The phone location a user is updating must already exist in the portal.

The Organization Administrator should have access to the Self-Provisioning Portal's URL. This can then be sent to individuals alongside the access code, who can then update a hard phone's location in the Horizon Mobility portal. Follow the below steps to update the location of hard phone.



## 7. Reports

As a reseller, the Reports page allows you to run various reports that includes the data from ALL your Subtenants.

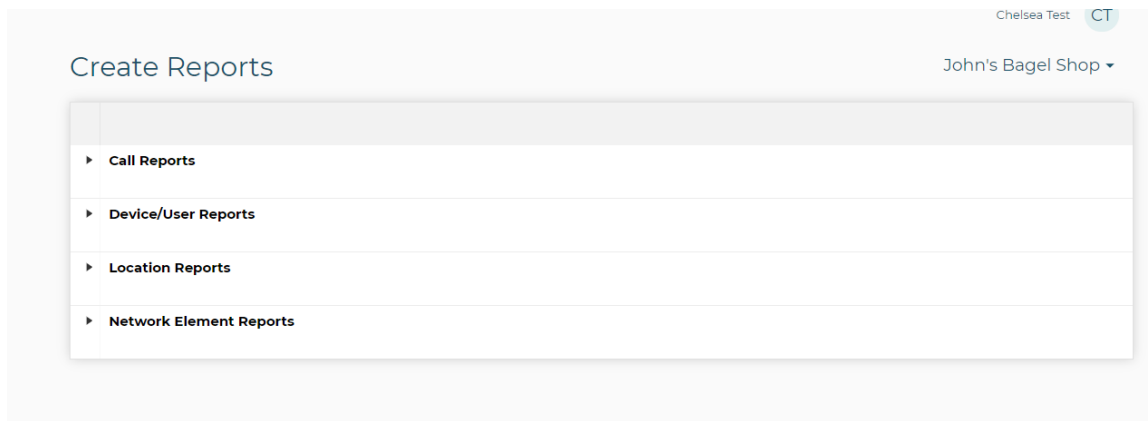
**NOTE:** If you would like to run a report for a specific Subtenant, you must 'Change to Subtenant' prior to running the report.

An Organization Administrator has the ability to run and download reports on demand, or by scheduling them to arrive at specified times. The reports available to run are: Call Reports, Device/User Reports, Location Reports, and Network Element Reports.

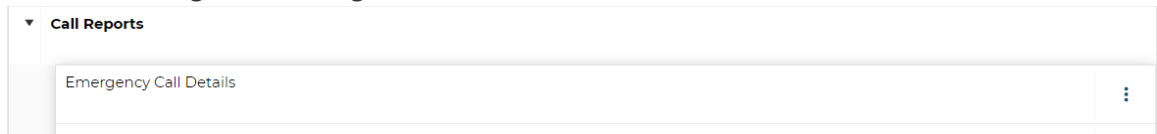
### 7.1 Create Reports

Follow the below steps to create reports:

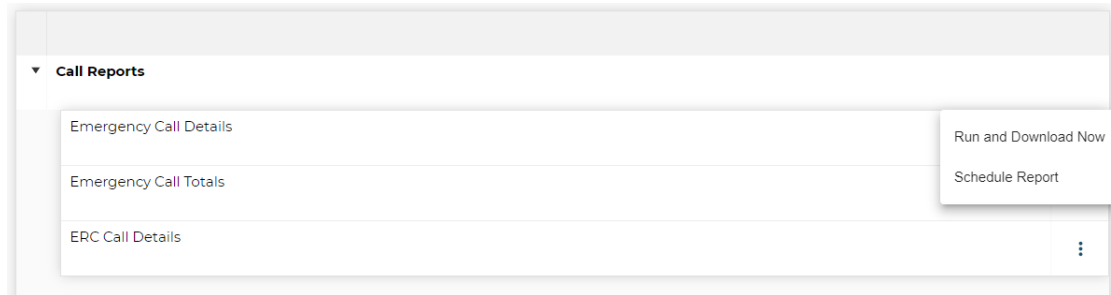
1. Navigate to Create Reports under the Reports menu item
2. The Create Reports page will show all the different kinds of reports you are able to run (see screen shot below):
  - a. Call Reports:
    - i. Emergency Call Details
    - ii. Emergency Call Totals
    - iii. ERC Call Details
  - b. Device/User Reports:
    - i. Device Users
    - ii. HELD Devices
  - c. Location Reports:
    - i. Building
    - ii. Location
  - d. Network Element Reports
    - i. BSSID
    - ii. LLDP Chassis
    - iii. LLDP Port
    - iv. MAC Address
    - v. Private IP Ranges



- Expand the sections to find the report you would like to run and click on the hamburger menu to the right (See image below):



- You can select either Run and Download Now or Schedule Report (See image below):



### 7.1.1 Run and Download Now

Follow the below steps to run and download a report on-demand.

- Select Run and Download Now from the hamburger menu of the report you would like run.
- A dialog will pop up that allows you to select a specific date range and time zone for the run report. (See image below):

#### Definitions for Date Range

- Today - Starts at 12:00:00 AM on the current day and continues for 24 hours.

- Yesterday - Starts at 12:00:00 AM on the day before the current day and continues for 24 hours.
- This Week - Starts at 12:00:00 AM on the first day (Sunday) of the current week and continues for seven days.
- Last Week - Starts at 12:00:00 AM on the first day (Sunday) of the week before the current week and continues for seven days.
- This Month - Starts at 12:00:00 AM on the first day of the current month and continues for all the days of that month.
- Last Month - Starts at 12:00:00 AM on the first day of the month before the current month and continues for all the days of that month.

### Time Zone

Selecting a specific time zone will only be available for reports in which time zone is pertinent to the data returned in the report. The time zone selected will adjust the time outputted in the report to that specific time zone.

Generate Emergency Call Details Report
CLOSE

Date Picker

September 25th 2020 → September 25th 2020

\*Time Zone ⓘ

← August 2020

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

September 2020 →

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Today

Yesterday

This Week

Last Week

This Month

Last Month

Custom ?

Include Subtenants

GENERATE REPORT

3. In order to run the report to include all Subtenants, make sure the 'Include Subtenant' toggle is on.
4. Click Generate Report, and a CSV file will be downloaded onto your computer.

### 7.1.2 Schedule Report

An Organization Administrator is also able to schedule reports in advance to be run at preferred times at specified intervals, with data from selected time period included, and be sent to listed recipients. Follow the below steps to schedule a report.

1. Select Schedule Report from the action menu to the right of the report you would like to schedule.
2. A dialog will appear (see image below):

Schedule Emergency Call Details Report
CLOSE

\*Scheduled Report Name

---

#### Scheduling Information

Run the report on specific days

<input checked="" type="checkbox"/> Sunday	<input type="checkbox"/> Thursday
<input type="checkbox"/> Monday	<input type="checkbox"/> Friday
<input type="checkbox"/> Tuesday	<input type="checkbox"/> Saturday
<input type="checkbox"/> Wednesday	

Run the report on the first day of every month

Run the report on the last day of every month

Preferred Start Time i 12AM v 00 v

AT 12:00 AM, ONLY ON SUNDAY

#### Report Data

Date Range v Last Week v

\*Time Zone i v

Include Subtenants

#### Email Information

3. Fill out the following information:
  - a. Scheduled Report Name – Provide a unique name for the scheduled report
  - b. Scheduling Information – When you would like the report to run
  - c. Report Data (where applicable) – What do you want this report to include? (See image below):
    - i. Date Range – See definition of Date Range above
    - ii. Time Zone – See definition of Time Zone above
  - d. Email Information – If you would like this report to be automatically emailed to someone, specify the following information (See image below):
    - i. Email Subject Line – input subject line for email
    - ii. Email Address – input email address this report will be sent to, click add.
4. Click ‘Schedule Report’. This report will now run on the date and time you selected, with the specific date range of data/time zone you selected. All scheduled reports can be seen under the scheduled reports menu item.

## 7.2 Scheduled Reports

If you have scheduled multiple reports, you can view them by selecting Scheduled Reports under the Reports menu item. Here, you will be able to view: Report Schedule Name; Report Type; Scheduling Information; Recipients; Status; Details. (See image below):

Reseller Admin RA

### Scheduled Reports Reseller Org

Report Schedule Name	Report Type	Scheduling Information	Recipients	Status	Details
test	Emergency Call Details	At 12:00 AM, only on Sunday	██████████@hotmail.com	Completed	<span style="font-size: 1.2em;">📄</span> <span style="font-size: 1.2em;">⋮</span>

Previous
Page  of 1
25 rows ▼
Next

## 7.2.1 Details

Clicking on the details icon shows you more information about this specific report: Report Schedule Name; Report Type; Scheduling Information; Status; Date Range; Email Subject Line; Recipients; Last Run Time; Created On; Last Updated By; Last Updated On. Including (See image below):

Scheduled Report Details
CLOSE

**Report Schedule Name:** test

**Report Type:** Emergency Call Details

**Scheduling Information:** At 12:00 AM, only on Sunday

**Status:** Completed

**Date Range:** Last Week

**Email Subject Line:** fsdfs

**Recipients:** ██████████@hotmail.com

**Last Run Time:** 06/20/2021 12:00:00 AM

**Next Run Time:** 06/27/2021 12:00:00 AM

**Created On:** 05/18/2021 04:30:41 PM

**Last Updated By:** ██████████@redskytech.com

**Last Updated On:** 06/20/2021 12:00:01 AM

## 7.2.2 Edit Scheduled Report

- To edit the the scheduled report, click 'Edit' from the menu to the right of the scheduled report you would like to edit. (See image below):

Report Schedule Name	Report Type	Scheduling Information	Recipients	Status	Details
Monthly Call Details Report	CALL_HISTORY		chelsea@test.com	ACTIVE	<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;">                     Edit                      Delete                      Pause                 </div>

Previous
Page 1 of 1
25 rows ▼

- An Edit Schedule Report dialog will open where you can edit all information for the report. (See image below):

Edit Scheduled Report
CLOSE

\*Scheduled Report Name  
Device Users Report

### Scheduling Information

Run the report on specific days  
 Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

Run the report on the first day of every month

Run the report on the last day of every month

Preferred Start Time

▶
AT 10:00 AM, ONLY ON TUESDAY
ⓘ

### Report Data

\*Time Zone ⓘ  
America/Chicago [...]

### Email Information

\*Email Subject Line  
Device Users Report

Email Address  ADD

Recipients	
✉	[redacted].net
✉	[redacted].com

SCHEDULE REPORT

### 7.2.3 Delete Scheduled Report

1. To delete a scheduled report select Delete from the menu to the right of the scheduled report you would like to delete.
2. A confirmation box will pop up, click delete. (See image below):

Delete Scheduled Report
CLOSE

Please confirm that you would like to delete the following scheduled report.

Name: **Monthly Call Details Report**

DELETE

## 7.2.4 Pause/Resume Scheduled Report

1. To pause a scheduled report, select 'Pause' from the menu to the right of the scheduled report you would like to pause.
2. Once you select 'Pause', this will update the status of that scheduled report to 'PAUSED'. (See image below):

Report Schedule Name	Report Type	Scheduling Information	Recipients	Status	Details	
Monthly Call Details Report	CALL_HISTORY		chelsea@test.com	PAUSED		

Previous Page 1 of 1 25 rows Next

3. When you would like to resume this scheduled report, select 'Resume' from the menu. (See image below):

Report Schedule Name	Report Type	Scheduling Information	Recipients	Status	Details	
Monthly Call Details Report	CALL_HISTORY		chelsea@test.com	PAUSED		

Previous Page 1 of 1 25 rows Next

Edit  
 Delete  
 Resume

4. Once you select 'Resume', this will update the status of that scheduled report back to 'ACTIVE'. (See image below):

Scheduled Reports John's Budget Shop

Report Schedule Name	Report Type	Scheduling Information	Recipients	Status	Details	
Monthly Call Details Report	CALL_HISTORY		chelsea@test.com	ACTIVE		

Previous Page 1 of 1 25 rows Next



## 8. Client Installers

### 8.1 EON

Refer to EON Client Installer Manual

### 8.2 MyE911

Refer to MyE911 Client Installer Manual











# 9. Manuals

An Organization Administrator can view and download all guides for personal use or distribution from this page. (See image below)

Sam Hamilton SH  
Reseller1

## Manuals

Please click one of links below to view/download the manuals

Manual Name	View	Download
Administration Guide		
User Guide		
MyE911 for Windows Guide		
MyE911 for OSX Guide		
EON		
Troubleshooting Guide	