



MyE911[®] User Guide (Windows)

Version 4.8 | July 2, 2021

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Revision History

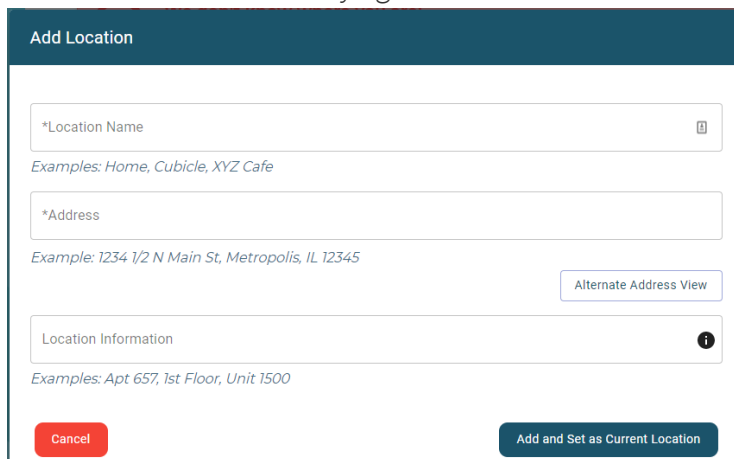
Date	Version	Revision	Made By
12/30/2019	4.0	Initial Draft	Chelsea Bumpus
1/13/2020	4.1	Revisions for external draft review	Chelsea Bumpus
5/4/2020	4.4	Revisions to include updates from v4.4	Chelsea Bumpus
11/09/2020	4.6	Revisions to include updates from v4.6	Chelsea Bumpus Katrina Vlasich
07/0/2021	4.8	Revisions include updates for v4.7 and v4.8	Katrina Vlasich

What's New for MyE911 4.8

New Features

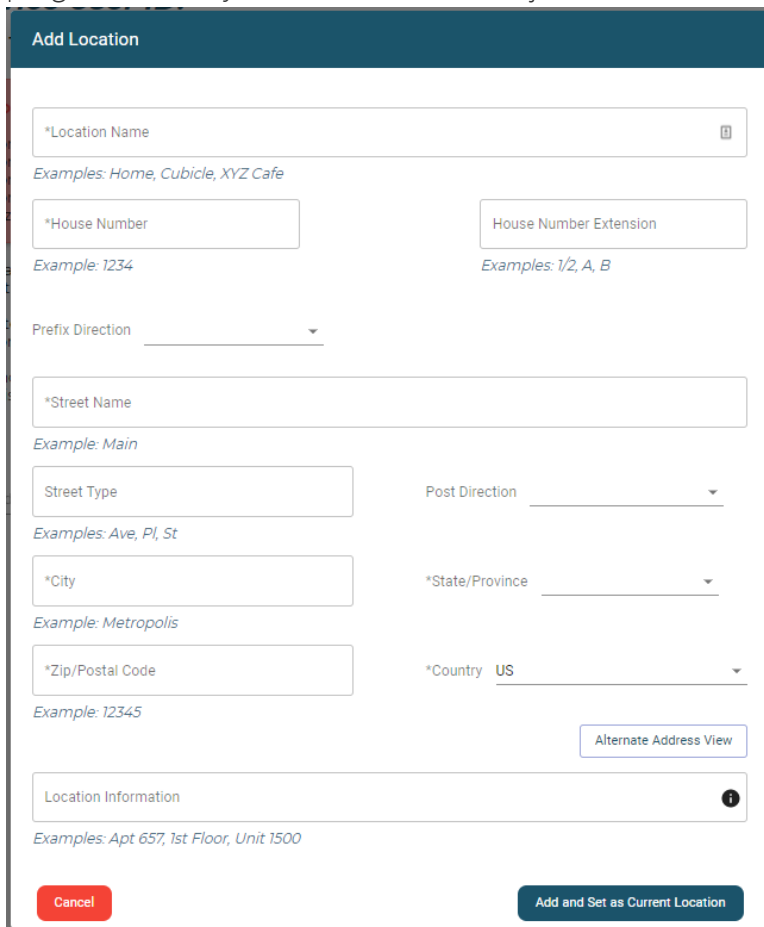
Support Alternate Address Entry

This release of MyE911 now provides support for alternate address entry. The design behind MyE911 was to make entry of addresses as straightforward and simple as possible. Entry was just a matter of entering “555 Main St., Anytown, IL 44444” as your current location. Behind the scenes we would parse and validate the entered address to ensure it was valid for 9-1-1 purposes. If the entered address could not be validated, a message is returned to the user to correct the address and try again.



The screenshot shows a web form titled "Add Location" with a dark blue header. It contains three input fields: "*Location Name" with a location pin icon and examples "Home, Cubicle, XYZ Cafe"; "*Address" with an example "1234 1/2 N Main St, Metropolis, IL 12345" and a new "Alternate Address View" button; and "Location Information" with an information icon and examples "Apt 657, 1st Floor, Unit 1500". At the bottom are "Cancel" and "Add and Set as Current Location" buttons.

There are times when the address is indeed valid, but MyE911 will refuse to accept it. Unfortunately, computers get it wrong and need some assistance to understand what has been entered. By using the Alternate Address View, an alternate entry screen is presented that will allow an address to be entered in its broken-up components. The user can specifically enter in the street number, name, type, directional (N, S, E, W, NW, HE, SW, SE). This aide to the system, greatly improves the success of adding an address that may be difficult understand programmatically, and result in a false rejection.



Add Location

*Location Name ⓘ
Examples: Home, Cubicle, XYZ Cafe

*House Number House Number Extension
Example: 1234 *Examples: 1/2, A, B*

Prefix Direction

*Street Name
Example: Main

Street Type Post Direction
Examples: Ave, Pl, St

*City *State/Province

Example: Metropolis

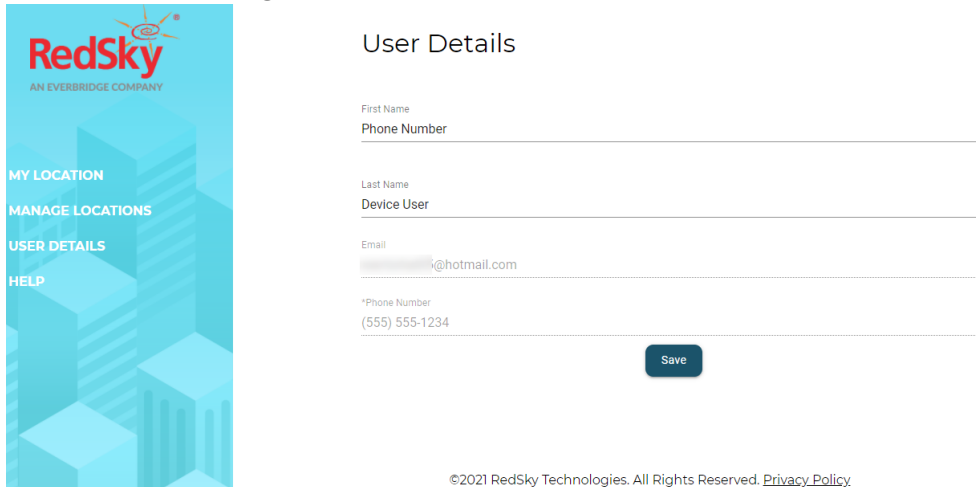
*Zip/Postal Code *Country US

Example: 12345

Location Information ⓘ
Examples: Apt 657, 1st Floor, Unit 1500

'User Details' Page

A new 'User Details' page has been added to this release. A MyE911 user can see their currently used email and assigned phone number, as well as be able to edit their First and Last Names.



User Details

First Name
Phone Number

Last Name
Device User

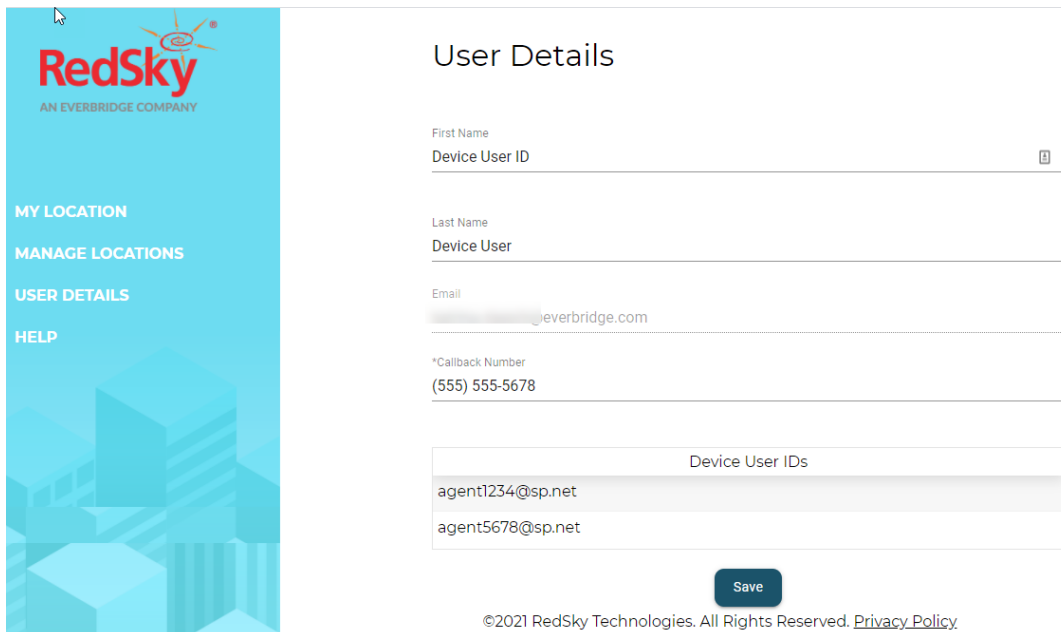
Email
@hotmail.com

*Phone Number
(555) 555-1234

Save

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When MyE911 is used with the Horizon Mobility or E911 Anywhere Alternate User Identifier feature, a Callback Number field will be available where the user can update what number should be used by the 9-1-1 operator to call them back in the event the call becomes disconnected.



User Details

First Name
Device User ID

Last Name
Device User

Email
@everbridge.com

*Callback Number
(555) 555-5678

Device User IDs
agent1234@sp.net
agent5678@sp.net

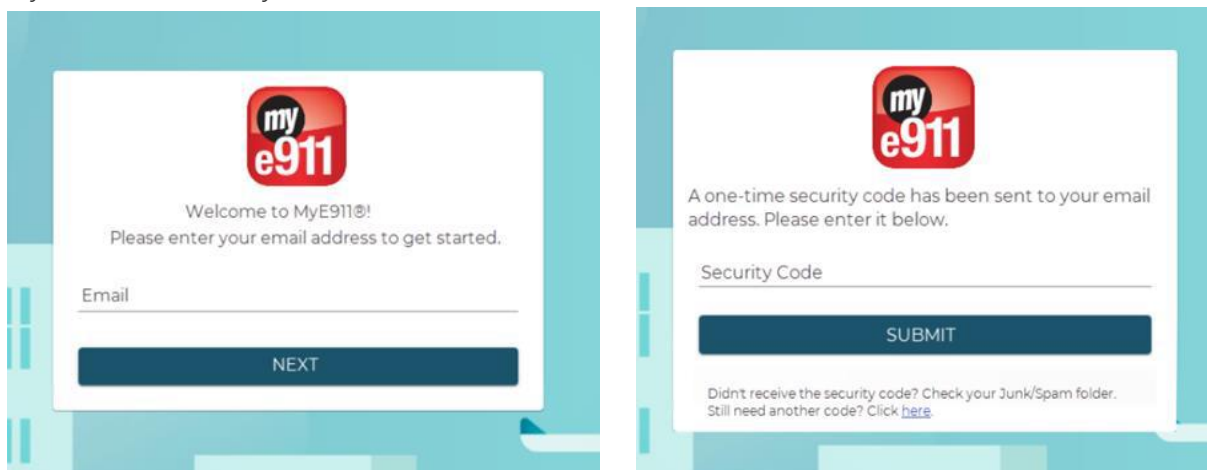
Save

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MyE911 'Lite'

This release of MyE911 includes the ability to use MyE911 functionality without needing to install the MyE911 Client software on their laptop or workstation. In this scenario, the user will authenticate themselves and access the MyE911 user interface. Users will access the MyE911 website directly through their web browser to initially set their address, and revisit if their location and/or address changes.

A user will navigate to the MyE911 site in their browser and enter their email in the login screen. If the user has previously been provisioned in the Horizon Mobility or E911 Anywhere system, they will then receive an email with a security code they will need to enter to gain access to the MyE911 functionality.



The significant difference between this MyE911 'Lite' version and the locally installed MyE911 Client is that MyE911 Lite users must manually update their current location for 9-1-1 calls whenever move to a new location. With the MyE911 Client installed, MyE911 will keep automatically set the user's location to known places the user has entered previously, or that have been set up by their Administrator.

Improvements

Improve UI of 'Unauthorized' Page

The 4.7 version of MyE911 greatly improved the usability and presentation of the MyE911 user interface. One screen that was missed was the 'Session Timeout' screen. This has been addressed in this 4.8 release.

Issues Resolved

Improve UI of 'Unauthorized' Page

No bugs were fixed with this release.

1. 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.

2. Scope

Overview

This guide is intended to provide an overview of the RedSky MyE911 for Windows application. Organization Administrators should refer to this guide for questions about basic management, and how to provide access/installation for their employees. Device Users should refer to this guide for questions about installation, basic management, and how to update their personal locations.

Point of Contact

To submit recommendations for comments and changes to this manual or the MyE911 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

3. Installation

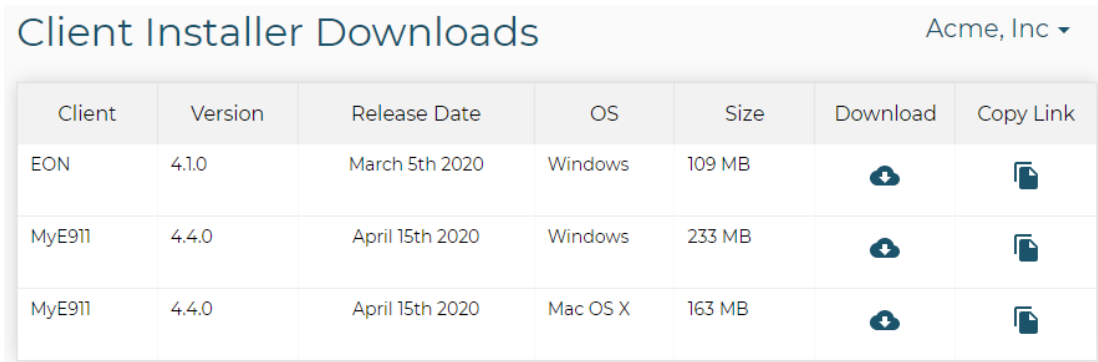
3.1 Requirements







To ensure proper functionality of the MyE911 Client application, the following conditions must be met:

- A MyE911 client user must be pre-provisioned in RedSky's Horizon Mobility Portal by an Organization Administrator
- Organization Administrator must send the installation link and the RedSky Horizon Mobility Host URL to all softphone users that will be downloading MyE911 client onto their devices.
- The installer must be run on Microsoft Windows 7.1 SP1 or higher

3.2 Installation Steps

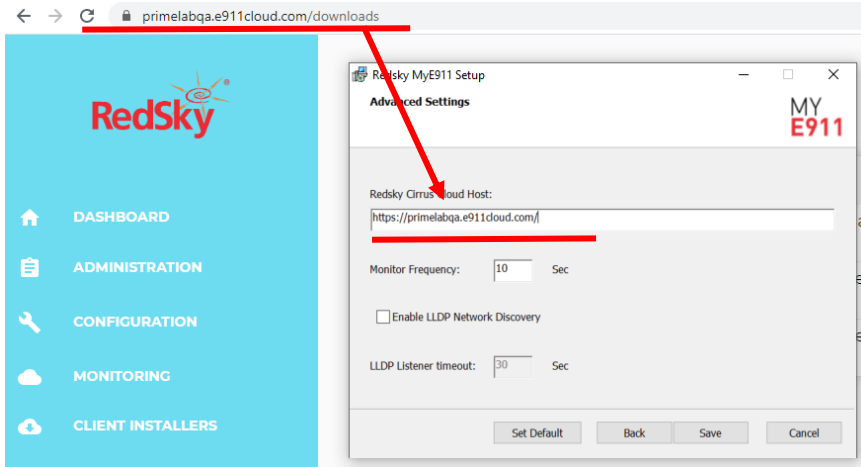
1. Organization Administrators should download the MyE911 client installer directly from the E911 Anywhere/Horizon Mobility portal by navigating to the "Client Installers" page and downloading the appropriate installers. Organization Administrators can also use the "Copy link" to paste the appropriate download links into an email to softphone users. This will allow them to download/install the MyE911 client onto their own devices. (See image below)



Client	Version	Release Date	OS	Size	Download	Copy Link
EON	4.1.0	March 5th 2020	Windows	109 MB		
MyE911	4.4.0	April 15th 2020	Windows	233 MB		
MyE911	4.4.0	April 15th 2020	Mac OS X	163 MB		

2. To download the E911 application onto your own device, you click on the download link provided via an email from your Organization Administrator and download the installer.
3. Open the installer and begin the installation process.
4. In the "Settings" pop-up specify the "Host" provided to you by your Organization Administrator. If you did not receive a Host URL via email, you should contact your Organization Administrator.

Note: The Organization Administrator should provide this information to all softphone users that will download the MyE911 application onto their own device. (See example image below)

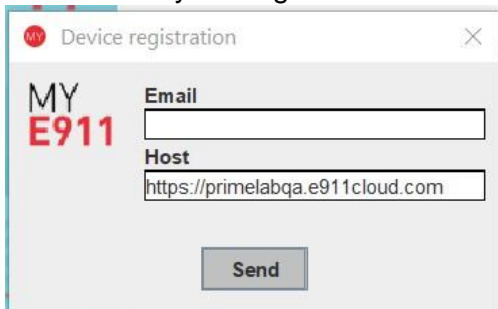


- If you will be using a wired network connection, you should ensure that you enable LLDP Network Discovery at the time of installation. This functionality is off by default.

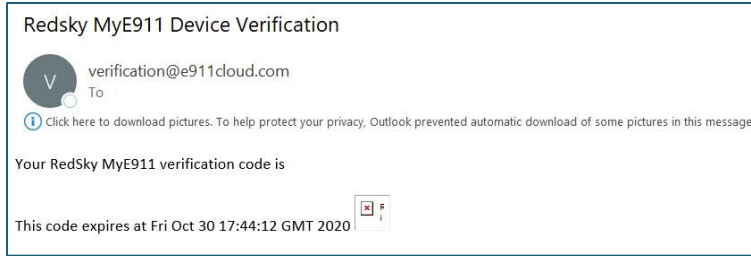
Note: You may need to check with your IT department, as your organization may have a policy against this functionality.

- Specify a destination folder (optional) and click “Next”.
- Click “Install”
- After installation you will see a “Device registration” pop-up from the MyE911 Client. Enter your email address then click “Send”.

Note: The email address with which you register your device must match the same email address that your Organization Administrator provisioned in the Horizon Mobility portal.



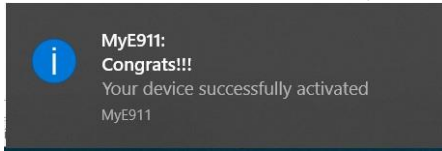
- You will then be emailed a verification code.
- You should receive an email with a verification code. This email may arrive in your spam folder.



11. Enter the verification code into the “Device Registration” pop up (See image below)



12. Once your device is verified you should receive a Windows notification telling you that your device has been activated. (See image below)



13. If user uninstalls MyE911, the below warning will appear before final uninstallation.



3.3 Updates

When the MyE911 application has available updates, a yellow bar will appear at top of “My Locations” page of the MyE911 Web User Interface (UI), as well as alert the user via a Windows

Notification. (See image below)

A yellow rectangular notification banner with a dark yellow exclamation mark icon on the left. The text inside reads: "A new version of MyE911 is available. Click here to download".

! A new version of MyE911 is available. Click here to download

4. User Guide

Once a user installs the MyE911 application, it should automatically begin working in the background. If the user's company has provisioned corporate locations, MyE911 will automatically detect their location as they move. However, the MyE911 application will prompt the user to input their current location if it does not recognize where they are, either because they are off-premise or are in a non-provisioned corporate location.

4.1 My Location

Setting Current Location

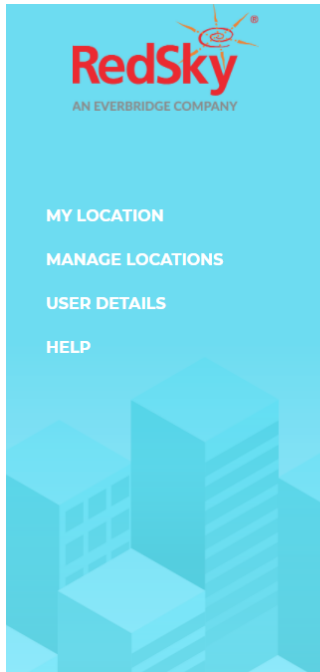
1. Launch the MyE911 Client application. This can be done by right clicking the MyE911 icon that appears in user's task bar, or toolbar. (See image below)



Note: If the user right clicks the icon – the following options appear:

- Open – opens the MyE911 Web User Interface (UI) in your default browser
- Snooze – snooze location input prompts for up to 24 hours
- Settings – edit settings for MyE911
- About – MyE911 application information
- Exit – exit the application; however, if you exit out of MyE911 your location will no longer be sent to an emergency response center upon dialing 9-1-1

If the MyE911 application cannot determine your location, the MyE911 application will open the MyE911 Web UI, via your default browser, prompting you to select your 'Current Location'. (See image below)



Hello, Device User!

Welcome to MyE911.



We don't know where you are!

Location Type: ???
 Location Name: ???
 Location Address: ???
 Location Information: ???
 Organization Name: **Customer 4**

The location information above will be used by E911 Services to dispatch emergency responders to your current location should you happen to make a 911 call using this device.

If you'd like to update your current location, please search for a location below and select it or create a new location and set it as current.

WARNING: If you chose not to update you location there may be a delay in emergency responders being dispatched as you location will need to be validated by a 911 Call Center.

Let's find you...

Add Location and Set as Current

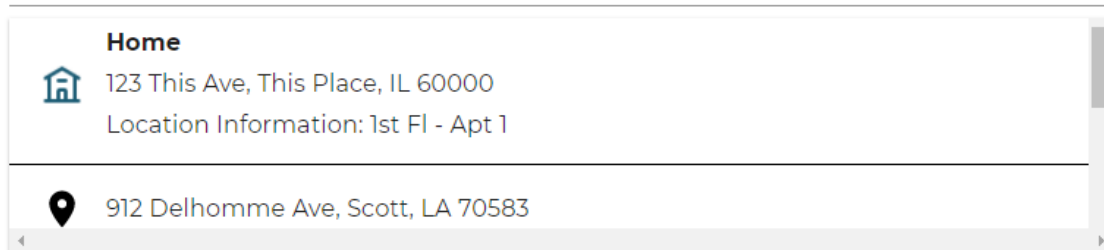
Start entering in an address or name of location here

3. Enter the address or location name of your 'Current Location'. The drop-down will auto-populate with a list of locations or addresses that closely match the information you've input. The locations can be:
 - a. "Corporate Locations" – locations which have been provisioned by your Administrator for your company. These will have a building icon.
 - a. "Personal Locations" – locations which you have previously added via the MyE911 web UI. These will have a house icon.

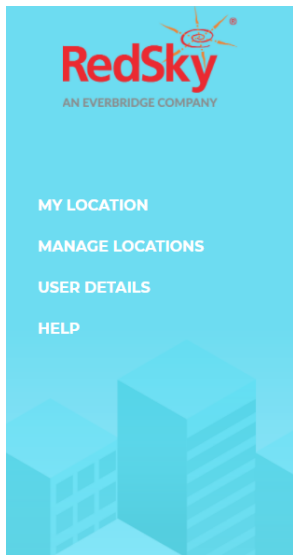
Let's find you...

Add Location and Set as Current

home



2. Select the location which best describes where you are physically located at the moment, and this will be set as your 'Current Location'. The "My Location" page will display a green success alert with information about your 'Current Location'. (See image below)



Device User

Welcome to MyE911.



Success! Your current location has been updated to:

Location Type: **Corporate Location**
 Location Name: **Corporate HQ**
 Location Address: **123 Main St, Your City, IL 60000**
 Location Information: **16th Floor**
 Organization Name: **Acme Corp.**

The location information above will be used by E911 Services to dispatch emergency responders to your current location should you happen to make a 911 call using this device.

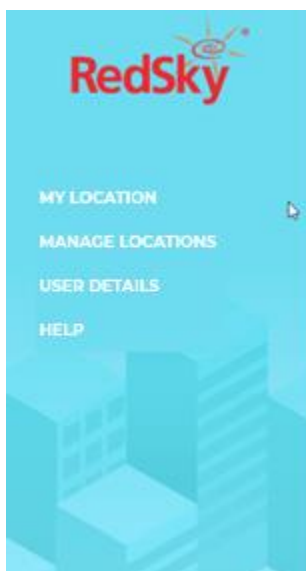
If you'd like to update your current location, please search for a location below and select it or create a new location and set it as current.

Let's find you...

Add Location and Set as Current

Start entering in an address or name of location here

4. You can always open the MyE911 web UI and view the “My Location” page to ensure that MyE911 has correctly detected your ‘Current Location’. You can also view this information from the “Manage Locations” page.



Hello, Katrina!

Welcome to MyE911.



We've detected your current location to be:

Location Type: **Personal Location**
 Location Name: **Home**
 Location Address: **123 This Ave, This Place, IL 60000**
 Location Information: **1st Fl - Apt 1**
 Organization Name: **Acme Widget Manufacturer**

The location information above will be used by E911 Services to dispatch emergency responders to your current location should you happen to make a 911 call using this device.

If you'd like to update your current location, please search for a location below and select it or create a new location and set it as current.

Let's find you...

Add Location and Set as Current

Start entering in an address or name of location here

Adding a Personal Location and Setting It to Your Current Location

1. You can create new ‘Personal Locations’ and set them to be your ‘Current Location’. There are two ways to accomplish this from the “My Locations” page.
 - a. You can start entering an address in the available search field; preferably one that does not already correlate to a pre-existing Corporate or Personal Location. A drop-down will appear displaying a list of possible address matches that already exist in the system. If you select one of these addresses you will be presented with an “Add Location” form where you can supply a name and additional, detailed, information about their exact location. (See image below)

Let's find you... Add Location and Set as Current

1235

- 123 Overview Dr, Hummelstown, PA 17036

- 123 S Pine St, York, PA 17403

- 123 N La Salle Dr, Chicago, IL 60610

- b. You can also simply click on the “Add Location and Set as Current” button and enter the address directly via the “Add Location” form.
2. The “Add Location” form allows you to supply the needed information in order to save an address as a Personal Location (See image below). You will need to provide the following:
 - a. Location Name – a name that identifies the personal location (should not be the same name as other Personal Locations you may have)
 - b. Address – civic address for the location
 - c. Location Information – granular location information such as room, floor, suite, etc. (This is technically they “dispatchable location” – where emergencies services will look for you)

Add Location

*Location Name ?
Examples: Home, Cubicle, XYZ Cafe

*Address ?
Example: 1234 1/2 N Main St, Metropolis, IL 12345 Alternate Address View

Location Information ?
Examples: Apt 657, 1st Floor, Unit 1500

Cancel
Add and Set as Current Location

3. Click the “Add and Set as Current Location” button to save the location as a “Personal Location”, for future use, and set it as your ‘Current Location’.

Invalid Address

If you attempt to add a location that contains an invalid address, or one that cannot be validated, the below error prompt will appear in the “Add Location” form. The address should be corrected, and the form re-submitted.

Add Location

*Location Name

Examples: Home, Cubicle, XYZ Cafe

*Address

The address provided is not properly formatted.
Example: 1234 1/2 N Main St, Metropolis, IL 12345

Alternate Address View

Location Information

Examples: Apt 657, 1st Floor, Unit 1500

Cancel
Add and Set as Current Location

4.2 Manage Locations

You can view all locations (Corporate or Personal) available to you from the “Manage Location” page. Corporate Locations are notated with a building icon. Personal Locations are notated with a house icon. (See image below)

AN EVERBRIDGE COMPANY

- MY LOCATION
- MANAGE LOCATIONS**
- USER DETAILS
- HELP

Manage Locations

Location Type
 All Locations

		Name	Address	Info	
<input type="radio"/>		Somone's Cube	333 N Some Ave, Somewhere, IL 60601	16th fl SE side	
<input type="radio"/>		Huddle Room 1	333 N Some Ave, Somewhere, IL 60601	NW side of suite	
<input type="radio"/>		Home	123 This Ave, This Place, IL 60000	1st floor	
<input checked="" type="radio"/>		Coffee Shop	1776 Main St, Somewheresville, IL 11111	Suite 1776	

Previous
Page 1 of 1
20 rows
Next

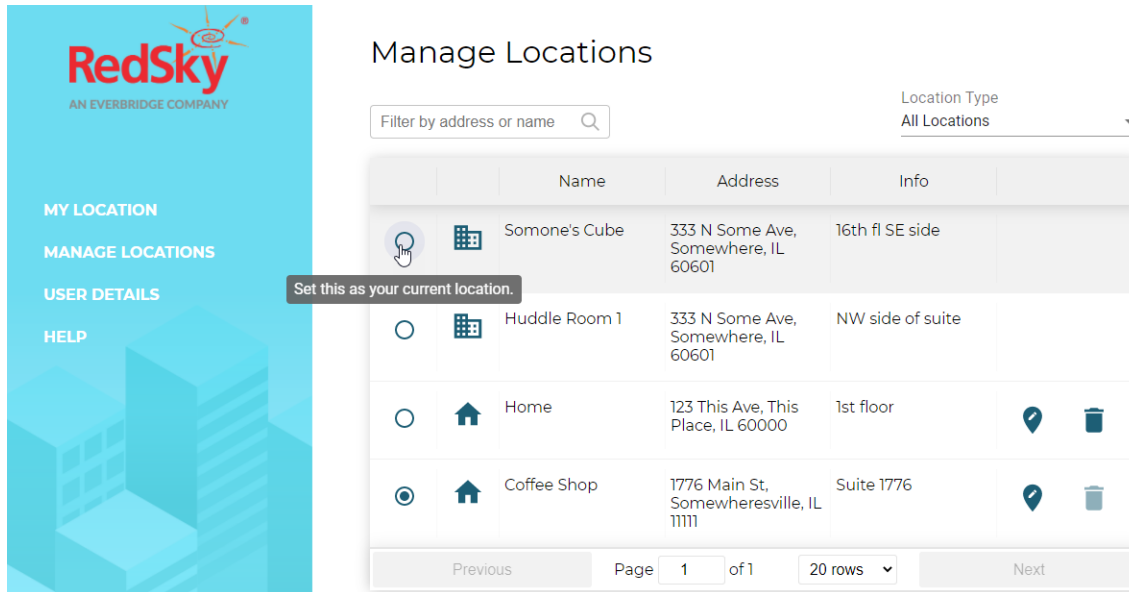
You can filter locations to show only Corporate Locations, only Personal Locations, or both. (See image below)

- Personal Locations
- Corporate Locations
- All Locations





You can set your 'Current Location', as well as edit and delete Personal Locations from this page. You cannot edit or delete Corporate Locations, which is why the edit and delete icons are not available for Corporate Locations.

Setting Current Location from Manage Locations Page

Users can set their current location to a Personal or Corporate Location from the "Manage Locations" page by clicking on the associated radio button.



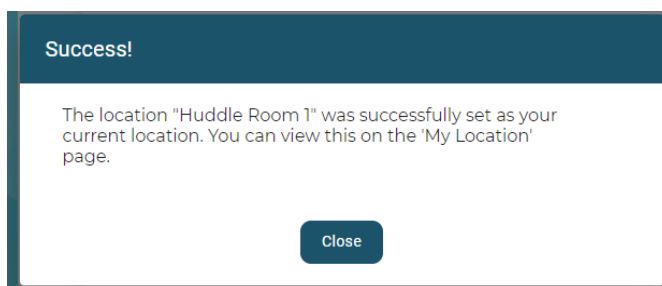
The screenshot shows the 'Manage Locations' interface. On the left is a navigation sidebar with 'MANAGE LOCATIONS' selected. The main area contains a table of locations:

	Name	Address	Info	
<input type="radio"/>	Somone's Cube	333 N Some Ave, Somewhere, IL 60601	16th fl SE side	
<input type="radio"/>	Huddle Room 1	333 N Some Ave, Somewhere, IL 60601	NW side of suite	
<input type="radio"/>	Home	123 This Ave, This Place, IL 60000	1st floor	 
<input checked="" type="radio"/>	Coffee Shop	1776 Main St, Somewheresville, IL 11111	Suite 1776	 

A tooltip 'Set this as your current location.' is displayed over the radio button for 'Huddle Room 1'.

If you would like to change your 'Current Location' from the "Manage Locations" page, they simply select the radio button to the left of one of the locations listed. (See image above)

You will be prompted when you have successfully updated your 'Current Location'. (See image below)



A success message dialog box with a dark blue header and white body. The text reads: "Success! The location "Huddle Room 1" was successfully set as your current location. You can view this on the 'My Location' page." A "Close" button is at the bottom.

Edit Personal Location

1. You can only edit Personal Locations. Again, Personal Locations are indicated by a house icon next to the location's name. To edit a Personal Location, you must click the edit icon associated with the Personal Location in question. (See image below)

<input type="radio"/>		Someone's Cube	333 N Michigan Ave, Chicago, IL 60601	16th fl SE side	
<input checked="" type="radio"/>		Home	123 This Ave, This Place, IL 60000	1st floor	

- An “Edit Location” form will appear. You can edit Location Name, Address, and Location Information. (See image below)

Edit Location

*Location Name

Examples: Home, Cubicle, XYZ Cafe

*Address

Example: 1234 1/2 N Main St, Metropolis, IL 12345

[Alternate Address View](#)

Location Information

Examples: Apt 657, 1st Floor, Unit 1500

Cancel
Save

- Click the “Save” button to update the Personal Location.

Delete Personal Location

- You can only delete Personal Locations. Again, Personal Locations are indicated by a house icon next to the location’s name. To delete a Personal Location click on the associated delete icon for the Personal Location in question. (See image below)

Manage Locations

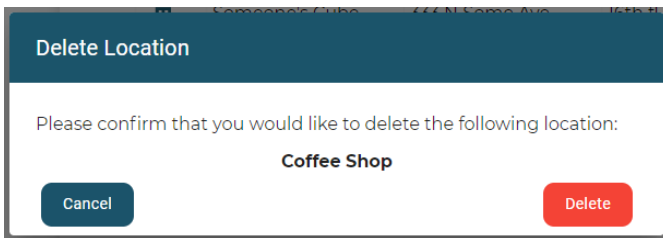
Filter by address or name

Location Type
All Locations ▼

		Name	Address	Info	
<input type="radio"/>		Huddle Room 1	333 N Some Ave, Somewhere, IL 60610	NW side of suite	
<input type="radio"/>		Someone's Cube	333 N Some Ave, Somewhere, IL 60610	16th fl SE side	
<input checked="" type="radio"/>		Home	123 This Ave, This Place, IL 60000	1st floor	
<input type="radio"/>		Coffee Shop	1776 Main St, Somewheresville, IL 11111	Suite 1776	

Previous Page of 1 20 rows ▼ Next

- A “Delete Location” confirmation box will appear. Select “Delete” to delete the location. See example image below:



Note: You cannot delete a location that is set as your ‘Current Location’. (See image below)

333 N Some Ave, Somewhere, IL 60610	NW side of suite	
333 N Some Ave, Somewhere, IL 60610	16th fl SE side	
123 This Ave, This Place, IL 60000	1st floor	
1776 Main St, Somewheresville, IL 11111	Suite 1776	

You cannot delete a location set as your current location.

Page of 1 20 rows ▼ Next

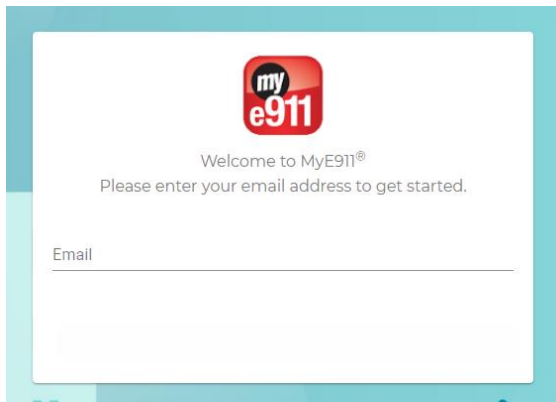
4.3 MyE911 'Lite'

Users can also authenticate themselves and access MyE911 without needing to install the MyE911 Client. Using MyE911 without the client is considered the MyE911 'Lite' version. Users will access the MyE911 UI directly via their web browser to initially set their address, and revisit if their location and/or address changes.

The significant difference between using the MyE911 'Lite' version and the locally installed MyE911 Client is that MyE911 'Lite' users must manually update their current location for 9-1-1 calls whenever move to a new location. With the MyE911 Client installed, MyE911 will keep automatically set the user's location to known places the user has entered previously, or that have been set up by their Administrator.

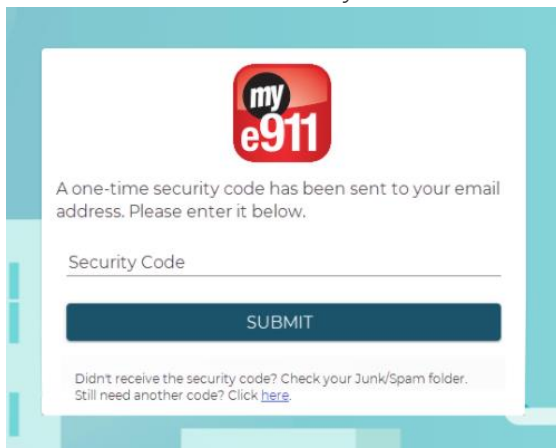
User Authentication

1. Navigate to the MyE911 'Lite' landing page (given to you by your administrator).
2. Enter the email address that was used to create the User account.



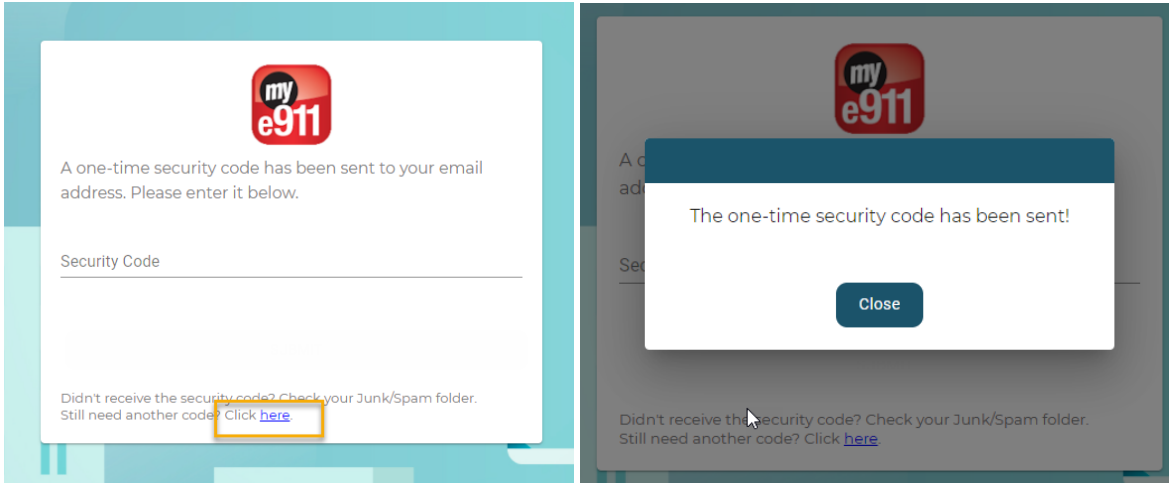
The screenshot shows the MyE911 'Lite' landing page. At the top center is the MyE911 logo, which consists of the word 'my' in white on a red rounded square, with 'e911' in white on a red rounded rectangle below it. Below the logo, the text reads 'Welcome to MyE911®' followed by 'Please enter your email address to get started.' There is a text input field labeled 'Email' with a horizontal line underneath it.

3. Enter the one-time security code that was sent to the associated email account.

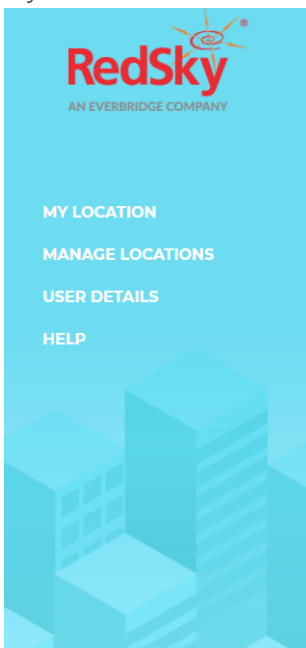


The screenshot shows the MyE911 'Lite' security code input page. At the top center is the MyE911 logo. Below the logo, the text reads 'A one-time security code has been sent to your email address. Please enter it below.' There is a text input field labeled 'Security Code' with a horizontal line underneath it. Below the input field is a dark blue button with the word 'SUBMIT' in white. At the bottom of the page, there is a small text box that says 'Didn't receive the security code? Check your Junk/Spam folder. Still need another code? Click [here](#).'

- a) **NOTE:** The one-time security code will expire after 24 hours.
- 4. Users of MyE911 'Lite' will be prompted to reauthenticate after 60 minutes.
- 5. Users will have the ability to resend a one-time security code.



- 6. Once authenticated, Users will be directed to the 'My Location' page, like they would via the MyE911 Client.



Hello, Device User!

Welcome to MyE911.



We don't know where you are!

Location Type: ???
 Location Name: ???
 Location Address: ???
 Location Information: ???
 Organization Name: **Customer 4**

The location information above will be used by E911 Services to dispatch emergency responders to your current location should you happen to make a 911 call using this device.

If you'd like to update your current location, please search for a location below and select it or create a new location and set it as current.

WARNING: If you chose not to update you location there may be a delay in emergency responders being dispatched as you location will need to be validated by a 911 Call Center.

Let's find you...

Add Location and Set as Current

Start entering in an address or name of location here