Introduction

This guide orients Shared Resources Manager—Emergency Communications (SRM-EC) users to the platform's core workflow: monitoring, claiming, and reserving shared communications resources. It is intended for telecommunicators, Communications Unit personnel, emergency managers, and other authorized SRM users.

1. Accessing SRM

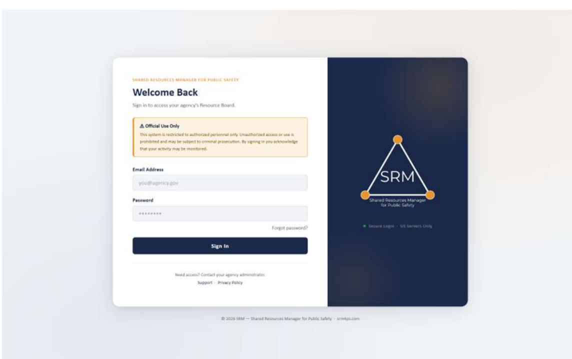
Browser & Device Requirements

SRM will work on any Window or Mac PC using a modern browser (e.g., Chrome, Edge, Safari, Firefox) or on Android and Apple devices.

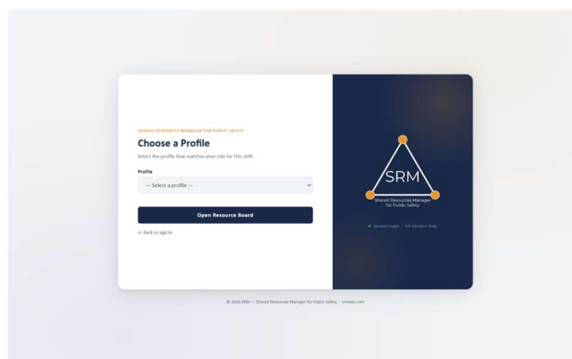
SRM requires an internet connection but demands minimal bandwidth and is suitable for wireless field-deployed networks.

Logging In

1. Log into SRM by navigating to http://srm4ps.com/LetsRoll
2. Read the Official Use notice. If you understand and agree, enter your username and password (provided by your administrator).
1. If Multifactor Authentication is enabled, follow the on-screen directions to authenticate.
2. Once your credentials are authorized, you will be taken to a page to choose the profile you wish to use. Choose the correct profile based on your assignment.



Log In Page

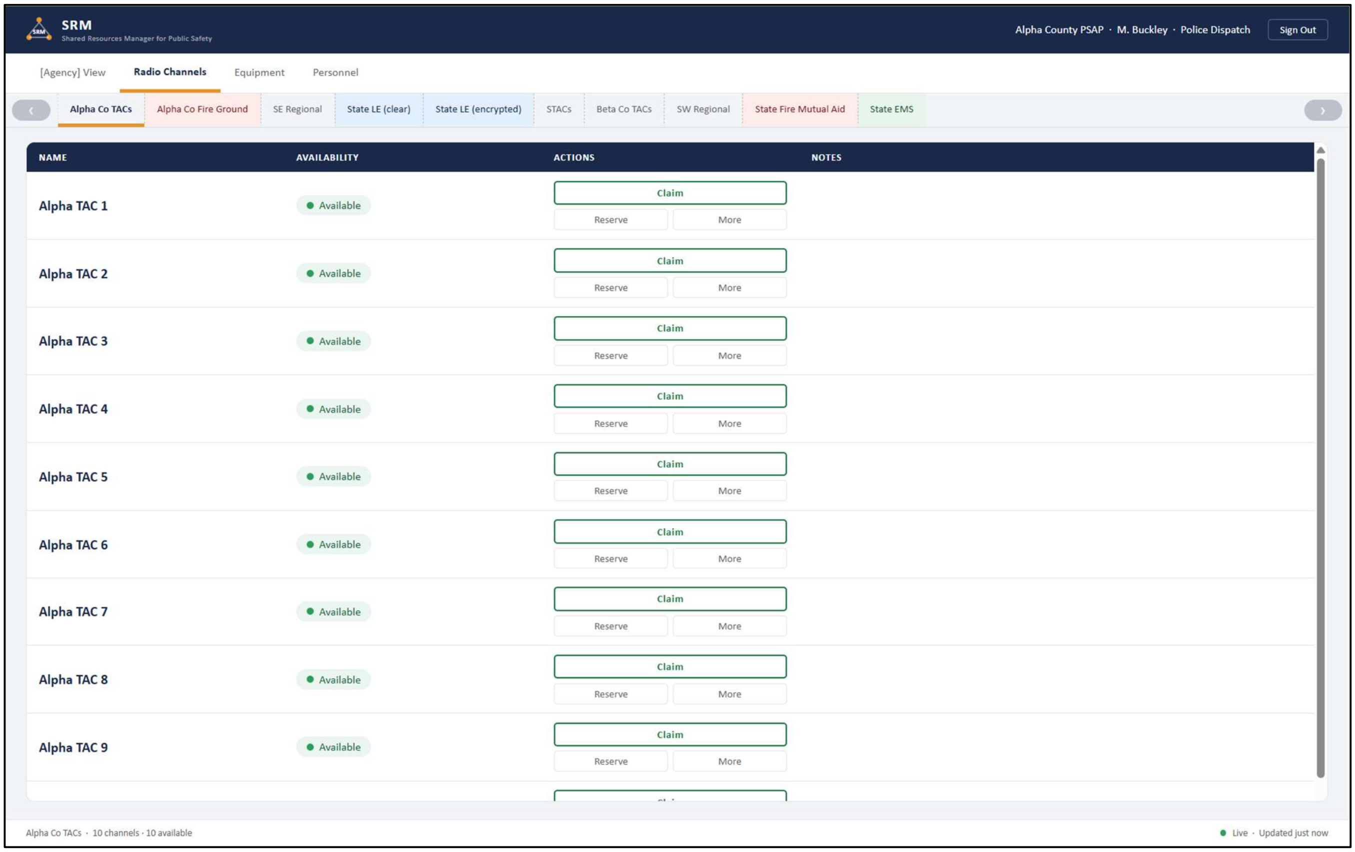


Profile Page

2. The Dashboard

The Dashboard is SRM's primary screen and where all functions can be executed.

Layout Overview



There are two types of dashboards with the only difference being in which “Actions” are enabled for the resource type.

- The “Claim Dashboard” allows users to immediately claim resources and is best for resources that may be claimed immediately such as radio channels.
- The “Status Change Dashboard” does not have the Claim (or Quick Claim Widget described below) functionality but instead allows users to change a resource’s status.

Both dashboards are broken into the following sections:

Row 1

The top row is navy blue with white text. On the left is the SRM logo and name. On the right is the organization, name, and profile of the person logged in. On the far right is the “Sign Out” button.

Row 2

The second row down in white with navy blue text and a gold underline (selected tab) or grey text (unselected tab). This row allows you to choose what type of resources you wish to display:

- [Organization] View (see section 5 for more information)
- Radio Channels
- Equipment
- Personnel
- Radio System

On the far right are the "Launch QCW" and the "Calendar" buttons. Both are explained below.

Row 3

This row has a grey background and contains tabs that may be of different colors. Each tab represents a different list of similar resources. Which tabs displayed depends on which resource type was chosen in Row 2.

Row 3 will display resource types based on a left-to-right order decided by your organization. If there are more tabs than fit on the screen, the left and right arrows on both sides of the row will scroll the tabs left or right.

Individual users may rearrange the order of tabs for their display only by dragging and dropping them into a new order. The order will reset to the default order when you log out.

Row 4 (Table Header)

This row is navy blue with white text and serves as the header row for the table of individual resources below. The data in the table is dependent on the tab that was chosen in Row 3. Clicking on the row headers will not change the order of the table list.

Resource Table

Resource tables hold similar resources and are typically ordered by number or letter. The size of your screen will determine how many rows are displayed. If there are only a few resources to list, the balance of the screen will appear medium grey.

The individual resources are listed in a specific order as decided by your organization. Typically, this is in numerical or alphabetical order. It may, however, be an established order of items that typically do not have a default order, such as colors.

Footer

The footer is the horizontal row at the very bottom of the screen. It has a light grey background and medium grey text. On the far left is the resource name, the quantity of resources of that type, and the quantity of available resources of that type. On the far right is a connectivity status indicator. A green dot indicates a satisfactory connection. A yellow dot suggests a compromised connection. A red dot indicates no connection.

Resource Table

Resource Names

Resource names are determined by your organization and will typically be the informal or commonly-know-as name (e.g., "LE-TAC" rather than "Law Enforcement Tactical).

The resource will be identified in the tab for that table and in the name of individual resources.

By clicking on the name of any individual resource, a window will open giving information about that resource such as:

- Full or proper name of the resource
- Who is allowed and not allowed to use the resource
- Who should and who may have the resource programmed in their radios
- On which towers the resource allowed to connect
- Whether a radio channel is encrypted or clear
- Guidance on picking channels (e.g., low numbered channels for emergent situations and high-numbered channels for planned events)

Status Codes

SRM uses the following Status Codes for resources:

- **Available** – The resource is not in use or unavailable; it is free to claim.
- **In Use** – The resource is being used and is not available. The resource may still be reserved for a later date and time.
- **In Use—Edit/Cancel** – The resource is being used by someone from your organization and is not available. Any active SRM user from your organization may edit or cancel the reservation. The resource may still be reserved for a later date and time.
- **<4 Hours** – The resource is available to Claim but there is a reservation for the resource that will come due within the next four hours.
- **Unavailable** – The resource is not available for reasons other than it is already in use.

Buttons in the Action column allow the following actions for each resource:

Claim

Clicking the Claim button opens a pop-up window that contains the following elements:

- The name of the resource being claimed: "Claiming… [resource name]"
- Start time (24-hour format) – this defaults to the time the Claim button was pushed
- End time (24-hour format) – this defaults to 60 minutes from the time the Claim button was pushed and may be manually changed
- Notes – entering notes is optional at this point (notes should never include Personally Identifying Information, HIPPA-protected information, or other protected data)
- Cancel button – clicking this button aborts the claiming action and closes the window
- Claim button – clicking this button executes the action

In Use

The Claim button changes to the "In Use" button once the resource has been successfully claimed.

- Users from other agencies may not edit or cancel the reservation.

In Use—Edit/Cancel

The Claim button changes to the "In Use—Edit/Cancel" button once the resource has been successfully claimed by someone from your organization.

- Any active SRM user from the organization that claimed the resource may edit or cancel the reservation.

Reserve

Clicking the Reserve button opens a pop-up window that contains the following elements:

- The name of the resource being claimed: “Reserving… [resource name]”
- One schedule block – this block has fields for the start and end dates and time for the reservation (defaults to starting immediately and ending in one hour)
- Add Another Day button – this button opens another schedule block exactly 24 hours after the previous block
- Notes – entering notes is required at this point for reservations so others have a basic idea for what the resource is intended (notes should not include Personally Identifying Information, HIPPA-protected information, or other protected data)
- Cancel button – clicking this button aborts the claiming action and closes the window
- Reserve button – clicking this button executes the action

The add another day feature is beneficial when reserving a resource for a multiday event. As an example, you may want to reserve a radio channel from 18:00 to 02:00 Thursday night through Saturday night for a county fair. After entering Thursday, each click of the Add Another Day button will add another day, Friday and then Saturday.

More: View Log

Clicking the More button opens a dropdown menu with additional choices. Clicking the View Log button opens a pop-up window that contains the following elements:

- The name of the resource being claimed: “Activity Log – Claiming… [resource name]”
- A reverse chronological list of the last 20 activities for the resource
- Close button – clicking this button closes the window

This feature is intended to be a quick look back at recent activity. For example, if someone added notes to your event, you may see who that was.

Monthly logs of all SRM activity are emailed to your entity’s administrators.

More: Unavailable

Clicking the More button opens a dropdown menu with additional choices. Clicking the Unavailable button opens a pop-up window that contains the following elements:

- The name of the resource being marked Unavailable: “Unavailable – [resource name]”
- Notes – entering notes is required so others have a basic idea for why the resource is not available (notes should not include Personally Identifying Information, HIPPA-protected information, or other protected data)
- Cancel button – clicking this button aborts the claiming action and closes the window
- “Mark Unavailable” button – clicking this button executes the action

More: Back in Service

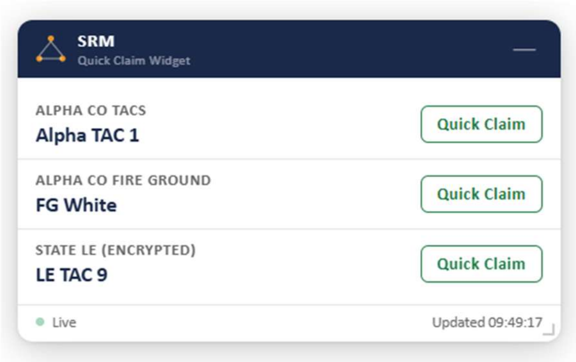
Clicking the More button opens a dropdown menu with additional choices. Clicking the Back in Service button changes resource’s status to Available.

Updating a Claimed Resource

After claiming a resource, the resource may be opened anyone within the claimant’s organization by clicking the “In Use—Edit/Cancel” button.   Once open, the end time may be amended and notes may be entered. Also, the claim of the resource may be ended by clicking the "In Use—Edit/Cancel" button. Clicking the red "Delete" and then the red "Confirm Delete" will delete the reservation. Clicking the grey Cancel button aborts the cancellation.

3. Quick Claim Widget

The Quick Claim Widget (QCW) is a small display that may be positioned conveniently in the corner of a primary screen that displays the first available resource of up to 20 resource types.



QRC expanded (up to 20 permitted)

QRC Collapsed

Your organization will determine which resources will be populated in the QRC. There may be a different QCW for each user profile (e.g., police telecommunicators may see different resources than fire telecommunicators).

The QCW will open after logging into SRM and clicking Launch QCW in the upper right hand corner of the screen.

The QCW is broken into the following sections:

Address Bar

The QCW is technically a separate web application from the main resource page. The URL is displayed so you can be assured that you are actually connected to an SRM server. Check for "SRM.com" on the front end of the displayed address.

Row 1

The top row is navy blue with white text. On the left is the SRM logo and name. On the right is either a dash or a square. Clicking the dash will collapse the QRC resource list and clicking the square will expand it.

Resource Rows

Below Row 1 up to 20 resource rows may be displayed. Each row will display the first available resource of a specific type.

Typically, resources are ordered numerically or alphabetically. In those cases, the first available resource is the lowest numbered or lettered resource that is not claimed or unavailable. In the case of resources that cannot be ordered numerically or alphabetically (such as resources that have color names), your organization will set the order.

Each resource row will, in small text, display the name of the resource type and, in large text, the name of the first available resource.

To the right of each name is a green box labeled "Quick Claim."

Footer

The footer is the horizontal row at the very bottom of the screen. It has a light grey background and medium grey text. On the far left is a connectivity status indicator. A green dot indicates a satisfactory connection. A yellow dot suggests a compromised connection. A red dot indicates no connection. On the far right is a session timer showing how long the session has been in place.

Actions

The only action allowed from the QCW is to claim a resource.

Claim

Clicking the Quick Claim button immediately claims the resource for 60 minutes. It does not open a separate box nor does it ask you to add notes.

As soon as the first available resource is claimed the QCW display changes to the next available resource and a confirmation screen opens advising if your Quick Claim was successful. You may either close the window by clicking anywhere on the QCW screen.

When the last available resource of a resource type is claimed, the QCW display will indicate "None Available" and the Quick Claim button will turn grey.

5. [Organization] View Resource Pages

Your organization may create its own resource pages. These pages may be one of two types:

1. Resources specific to your organization (not shared with others but useful to just your organization)
2. A mix of commonly used resources suitable for your organization

Organization Resources

The Entity-defined resource pages are like all other resource pages except that their content is defined by your entity. Organization Resources may include:

- On call command staff, detective, or fire inspector lists identifying who is on call and who is unavailable
- Squad car status (which are available and which are out of service)

Mixed Resources

The Entity-defined resource pages are like all other resource pages except that their content is defined by your entity. A mixed resource table would typically display a few of the most commonly used resources in one list. For example:

- 2 county LE tactical channels
- 4 regional fireground channels
- 2 regional all-user tactical channels
- 2 regional EMS-to-Hospital channels
- 2 statewide LE tactical channels
- 2 statewide all-user tactical channels

8. Calendar

To open the Calendar, click the "Calendar" button in the upper right corner of the Dashboard.

The calendar view defaults to a weekly view. A button in the upper left corner allow SRM users to also choose a Day view. The Today button brings the user to today. The left and right arrow buttons allow the user to scroll down or up on the calendar based on the Day or Week view chosen.

In the upper right hand corner, users can choose to which resource to include in their calendar view. Options are: All Resources, all of a certain type, or just one specific resource type.

Users may not claim, edit, or cancel resources from the Calendar View.

To exit the Calendar view and return to the Dashboard, click the "← Dashboard" in the upper right corner of the Calendar.

Note: While the SRM Dashboard updates almost instantaneously, the calendar only updates once every 60 seconds.

9. Prioritization

When an *available* resource is Claimed (via the Claim Dashboard) or Quick Claimed (via the Quick Claim Widget) and that reservation is manually extended to the point where it conflicts with an existing reservation for the same resource, the active event will take priority over the reservation.

10. Logs, Reports & Exports

SRM automatically logs all activities (e.g., resource claiming, reservations, notes added, notes changed). SRM logs are the property of SRM Entities. SRM logs may be viewed two ways.

- By clicking the Log button for a specific resource in the Resource Page, the previous twenty entries of activity specific to that resource will be displayed.
- Each month, a report (PDF and CSV file formats) are emailed to SRM Administrators.

11. Getting Help

For questions not covered in this guide, contact your organization's SRM administrator or reach SRM support at HelloSRM@srm4ps.com.