Coordinators

For core user functions, such as going on and off duty, adding and resolving records and logs, refer to the Basic User Quick Start Guide.

Crisisworks
Quick Reference

Start of an emergency or large scale incident

Creating an Event

Coordinators can create events. Use the event pull down menu to add a new event . 1 Then succinctly include the date format, location, emergency type and choose your predefined event template to automatically set the positions and resources.

On the next screen you can review the default information and finish.
If you want to make any changes tick "*Configure advanced options*" to make changes such adding extra positions. (Note you can edit the event later from the "events" menu.

Making Announcements (*Publishing information*)

Announcements are created from within an information record, so the first step is to select "New Information" then choose the "Publish…" option 2

Announcements are broadcast to users with matching positions that are 'on duty' based on their notification settings. Use "Send to off-duty..." to send to users with corresponding positions that are 'on call'. Target different positions and users via "Send to selected recipients". Use "Force send as SMS" feature to bypass the user's own settings.

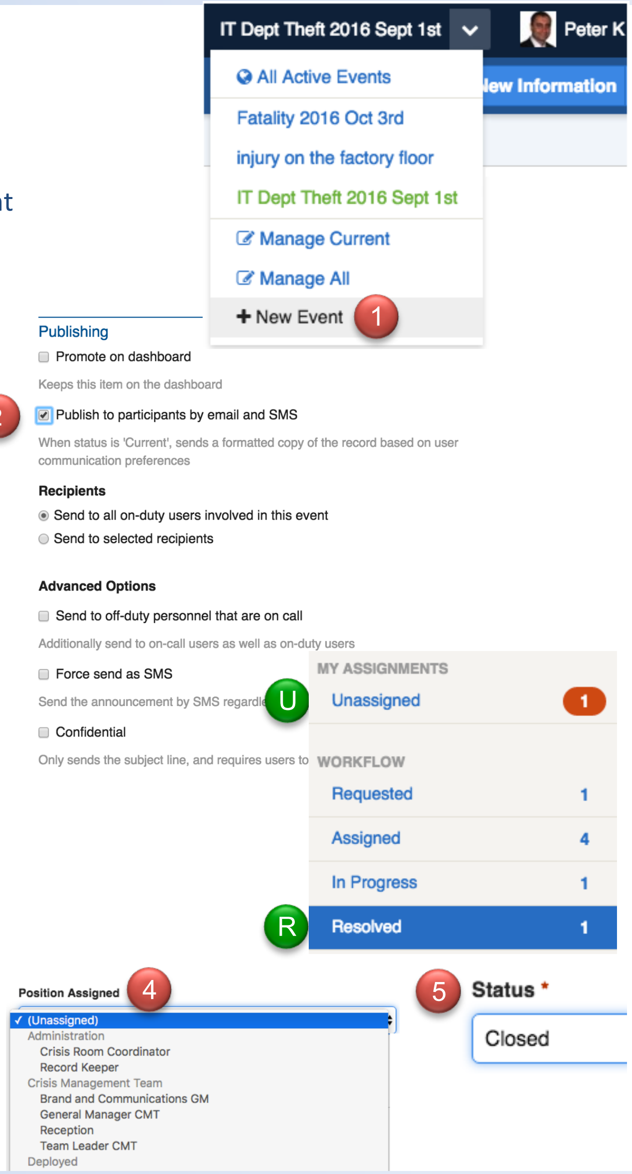
Managing Requests

The Coordinators monitor unassigned *Requests* and assign them to the appropriate position. The Unassigned counter U can be used for this. Select the counter to show the request(s) waiting to be assigned. After viewing the record you can then press "edit" to add a comment and assign to the appropriate position. 4

The assigned parties manage their *Requests,* add progress comments, and set the status to *Resolved* once they have completed them (If the assignee isn't going to use Crisisworks, the coordinator can do this on their behalf once notified by phone).

Coordinators review *Resolved Requests* R Once satisfied that they have been adequately completed, they should set the status 5 to *Closed.*

There are many more counters to help gain a quick overview and to show those records with a single press.



Crisisworks Administrators

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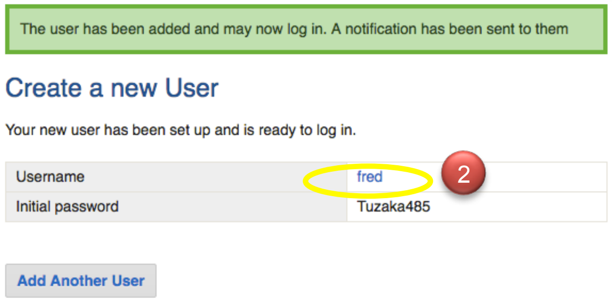
Managing Users and Positions

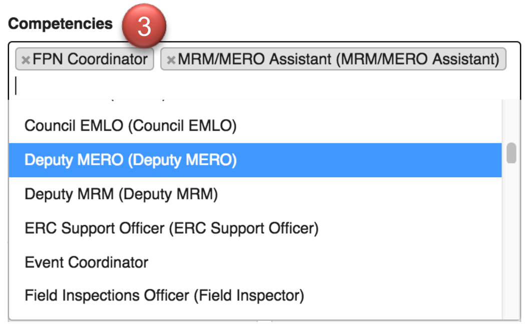
Adding Users

- New users can be created from the “Users” list, accessible via the “Administration” Menu.
- Administrators can add users from the user’s list by pressing “New User”.
  - Choose the user’s Emergency/ Incident Management position(s).
  - An email will be sent to their email address once you press “create”.
  - The temporary password is visible (this is changed by the user on their first login for security purposes). Click on the username 2 to edit their profile or change user’s password if desired.



Editing Users

Existing users can be managed by Administrators as required via the same “Users” list . View the user’s contact details then press the green **“Edit Profile”** button. On the next page edit the “Competencies”. 3 Press the × to the left of an existing position to remove it, enter the competencies field to select a position from the list (typing filters the list for you). Press Enter to select or use your finger/mouse.



Creating New Positions

- New positions can be created/edited from the “Positions” list, accessible via the Setting option which is under the the “Administration” Menu. You can create positions that match your own organisation’s positions.
- Administrators can edit positions to change what functional access they have.