

Appendix A – Ready Op

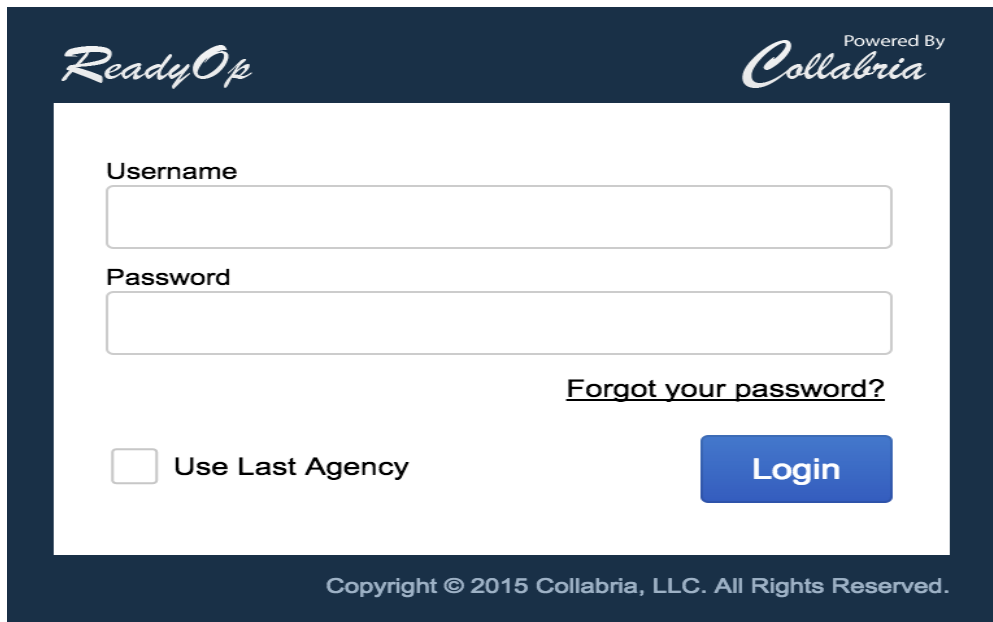
ReadyOp alerting Standard Operating Procedures (SOP)

Information and SOP providing step-by-step instructions pertaining to ReadyOp is found at <https://www.readyop.com/documentation-dashboard/>. Only a pre-certified "Administrator" can send an alert out.

ReadyOp is an innovative platform approach to interoperable communications based on lessons learned in the field with actual first responders, government agencies, hospitals and corporations. ReadyOp is a secure, web-based platform initially developed for incident and emergency planning, immediate access to information, and fast, flexible and efficient communications. ReadyOp integrates multiple databases and a communications platform for fast, efficient access to information, as well as the ability to plan, coordinate, direct and communicate with multiple persons, groups and agencies. ReadyOp provides a single location for planning, response, communication and documentation of personnel, assets and activities during both training and actual incidents and emergencies.

Login

In order to access the ReadyOp Dashboard you will first need to login. The website address and User credentials for login (Username and password) are assigned by system administrators. When accessing your ReadyOp dashboard site you will be prompted with the following login screen. Enter your Username and password as assigned by your system administrator.



ReadyOp

Powered By Collabria

Username

Password

[Forgot your password?](#)

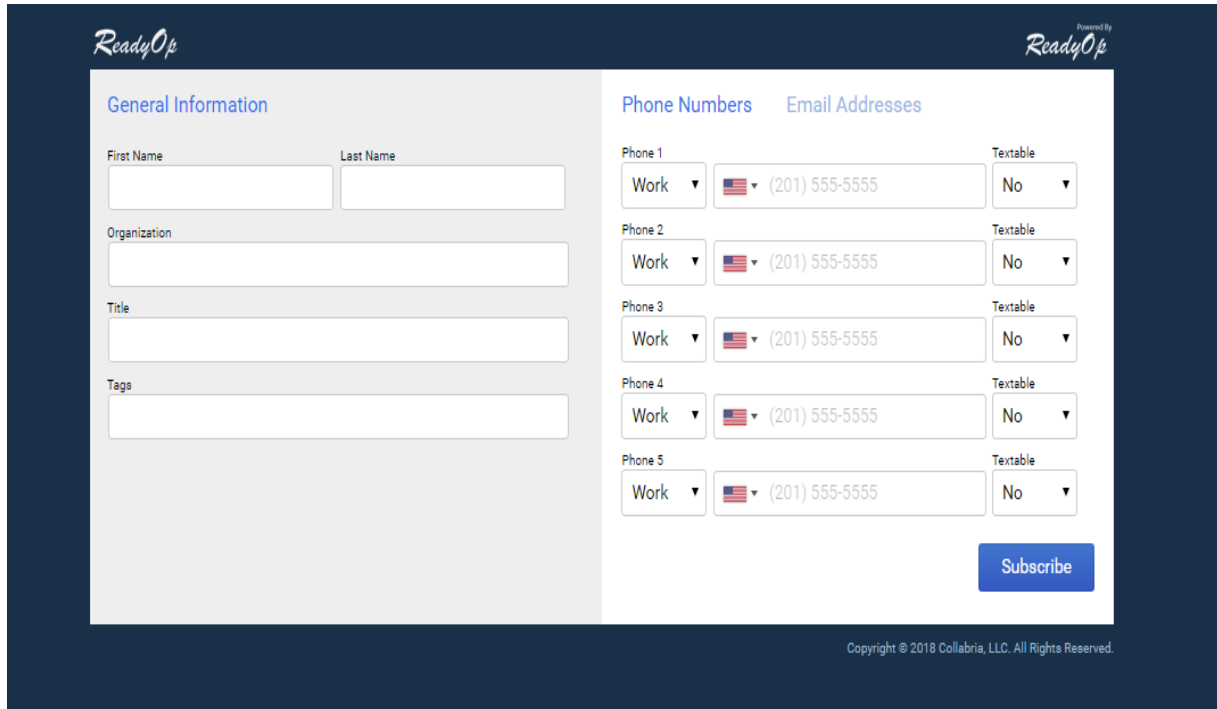
Use Last Agency

Login

Copyright © 2015 Collabria, LLC. All Rights Reserved.

Users

A user is someone that is allowed to access the ReadyOp platform using a Username and Password. Users are assigned permissions on a per agency basis from within the ReadyOp dashboard system. Users differ from Contacts in that a contact is someone who can be contacted through the ReadyOp system, but may not have access to login and access the system itself. A contact may not be aware of how the ReadyOp system works.

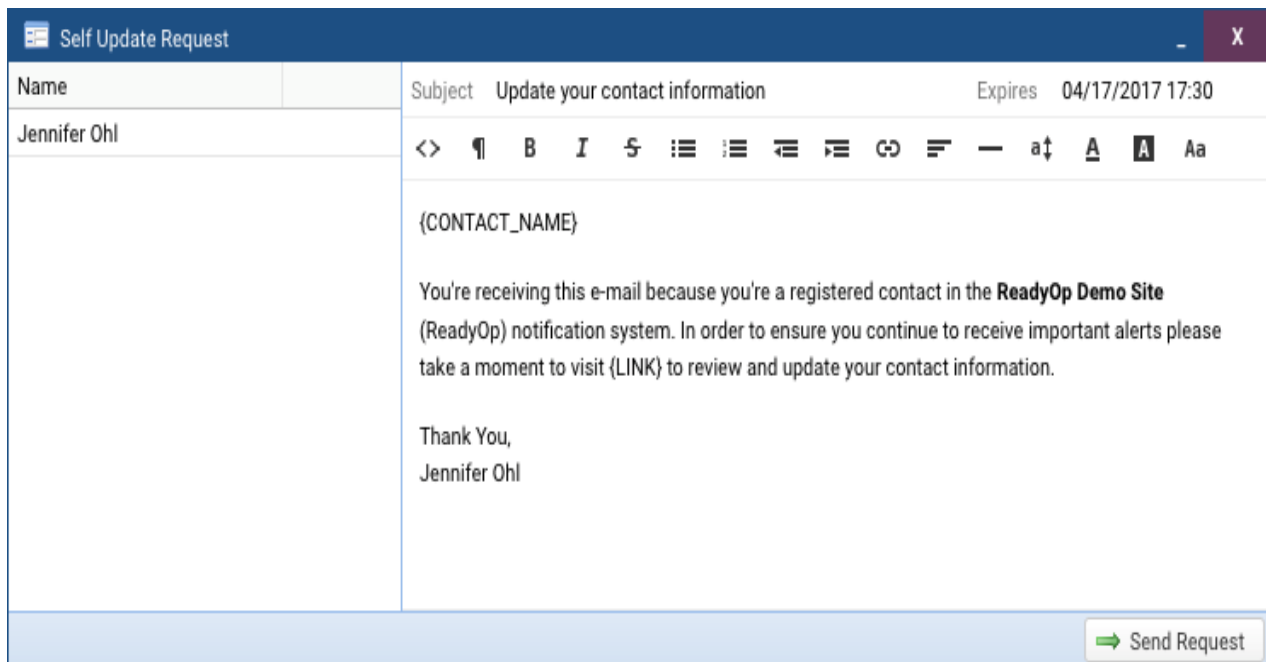


A user is sent an url <https://ky.readyop.com/contact/register/8>. The individual fills out the information and self-registers. The administrator then reviews, if necessary modifies and adds information to the form, and gives permission to the individual to be added to the alert notification network. In ReadyOp, contacts are managed through the Roster. Contacts are people with whom you can communicate. There is no limit to the number of contacts you can have in a Roster. Contact information is managed with tags, titles and other information that makes finding contacts much easier. Contacts can be assigned various information, such as Title/Job Duty, Organization, and Tags. All of this information is searchable through the Roster.

Request Contact Update

An Update Request is a great way to get a quick update from people who are included in the Roster.

- Update requests can be sent to any valid email address in the Roster.
- When you send an update request, the recipient will receive an email with a link that they can click to edit specific data without signing in to ReadyOp.



All types of communication sent from ReadyOp are logged in the history including SMS, alerts, chats, calls and e-mails. The history provides a method to access this logged information. All users who have access to the ReadyOp dashboard have access to their own history, and administrators have access to view the history for all users.

The ReadyOp logbook allows you to document and track ongoing cases or events and their updates. When a user creates a case, other users are then able post comments/updates to that event, as long as the case remains open. This provides users with a running record of events in real time, as well as the ability to coordinate and communicate faster when sharing information between multiple persons, groups and agencies.