

# Integrated Public Safety Commission



2019 Regional Workshop



## Agenda

Welcome & Introductions	9:30 am
On-Scene Interoperability	9:45 am
FirstNet Authority Overview & Updates	11:00 am
FirstNet Local Control Portal/ Working Lunch	11:30 am
Data & Information Sharing	12:15 pm
NextGen 911 and GIS	1:15 pm
LMR/LTE Interoperability	1:45 pm
Closing / Next Steps	2:15 pm



August, 2019

Dear Workshop Attendee,

Thank you for taking the time out of your busy schedule to attend this workshop!

On the face of it, our goal today is simple: to continue to promote interoperable communications through planning and partnerships. That goal, however, becomes much more complex as public safety becomes much more reliant on data and applications. Now, in addition to Land Mobile Radio (LMR) communications, we must consider rapid technology advances in our plans and procedures.

The good news is that, for the first time ever, equipment and app developers are building for public safety, not adapting their products and services as an afterthought. I'm truly excited to be a part of this game-changing era for public safety. Today's technology advances will undoubtedly allow us to use the resources we have to create better outcomes for those we serve.

But, deploying and using this technology for the greatest good will take a lot of work. And that's why your presence here today is so important. The topics we'll discuss today are just the beginning. Working together, as partners, I know we'll forge a wise path forward to reach our shared goal – to protect our first responders and the public they serve.

Sincerely,

Kelly S. Dignin  
Executive Director,  
Integrated Public Safety Commission



# Interoperability Workbook



## On Scene Interoperability

Define Interoperability	
Beginning of the presentation	
End of the of the presentation	
What can be improved	

Large local incident or event	
Who do you need to talk to?	How do you talk to them?

Inventory: Radio Systems		
Talk Group Name	Description	Zone and channel # (optional)



## Inventory: Site Trunking Plan

Inventory: Radio Back Up		
Conventional Talk Group Name	Description	Programming location (optional)

## Inventory: Computer Systems

	Vendor	Customer #	Software Version
CAD			
Mobile			
RMS			
Jail			
Alerting			
Mass			
Video			



Inventory: Wireless/Broadband		
Agency	Wireless Provider	Internet Service Provider

Disaster	
Who do you need to talk to?	How do you talk to them?



# Baseline Radio Template

Channel	Zone A	Zone B	Zone C	Zone D	Zone E	Zone F	Zone G	Zone H	Zone I	Zone J	Zone K	Zone L	Zone M
1	Local	SWA	RMA1	RMA2	RMA3	RMA4	EVT	EMS	8 IO	7 IO a	7 IO b	7 IO c	7 IO d
2	Local	SW-CALL	A-MA1	E-MA1	I-MA1	M-MA1	EVENT N-1	HOSP-N-DISP	8CALL90	7CALL50	7MOB59	7CALL70	7MOB79
3	Local	SW-MA1	A-MA2	E-MA2	I-MA2	M-MA2	EVENT N-2	HOSP-N-OPS1	8CALL90D	7CALL50D	7MOB59D	7CALL70D	7MOB79D
4	Local	SW-MA2	A-MA3	E-MA3	I-MA3	M-MA3	EVENT N-3	HOSP-N-OPS2	8TAC91	7TAC51	7LAW61	7TAC71	7LAW81
5	Local	SW-MA3	A-MA4	E-MA4	I-MA4	M-MA4	EVENT N-4	HOSP-N-OPS3	8TAC91D	7TAC51D	7LAW61D	7TAC71D	7LAW81D
6	Local	SW-MA4	B-MA1	F-MA1	J-MA1	N-MA1	EVENT N-5	HOSP-N-OPS4	8TAC92	7TAC52	7LAW62	7TAC72	7LAW82
7	Local	SW-MA5	B-MA2	F-MA2	J-MA2	N-MA2	EVENT S-1	HOSP-N-OPS5	8TAC92D	7TAC52D	7LAW62D	7TAC72D	7LAW82D
8	Local	SW-MA6	B-MA3	F-MA3	J-MA3	N-MA3	EVENT S-2	HOSP-S-DISP	8TAC93	7TAC53	7FIRE63	7TAC73	7FIRE83
9	Local	SW-MA7	B-MA4	F-MA4	J-MA4	N-MA4	EVENT S-3	HOSP-S-OPS1	8TAC93D	7TAC53D	7FIRE63D	7TAC73D	7FIRE83D
10	Local	SW-MA9	C-MA1	G-MA1	K-MA1	O-MA1	EVENT S-4	HOSP-S-OPS2	8TAC94	7TAC54	7FIRE64	7TAC74	7FIRE84
11	Local	PROGRAM	C-MA2	G-MA2	K-MA2	O-MA2	EVENT S-5	HOSP-S-OPS3	8TAC94D	7TAC54D	7FIRE64D	7TAC74D	7FIRE84D
12	Local	RGRP	C-MA3	G-MA3	K-MA3	O-MA3		HOSP-S-OPS4		7TAC55	7MED65	7TAC75	7MED86
13	Local		C-MA4	G-MA4	K-MA4	O-MA4		HOSP-S-OPS5		7TAC55D	7MED65D	7TAC75D	7MED86D
14	Local		D-MA1	H-MA1	L-MA1					7TAC56	7MED66	7TAC76	7MED87
15	Local		D-MA2	H-MA2	L-MA2					7TAC56D	7MED66D	7TAC76D	7MED87D
16	Local		D-MA3	H-MA3	L-MA3						7TAC57		7GTAC77
			D-MA4	H-MA4	L-MA4						7TAC57D		7GTAC77D

# Indiana Mutual Aid Talkgroups

## National

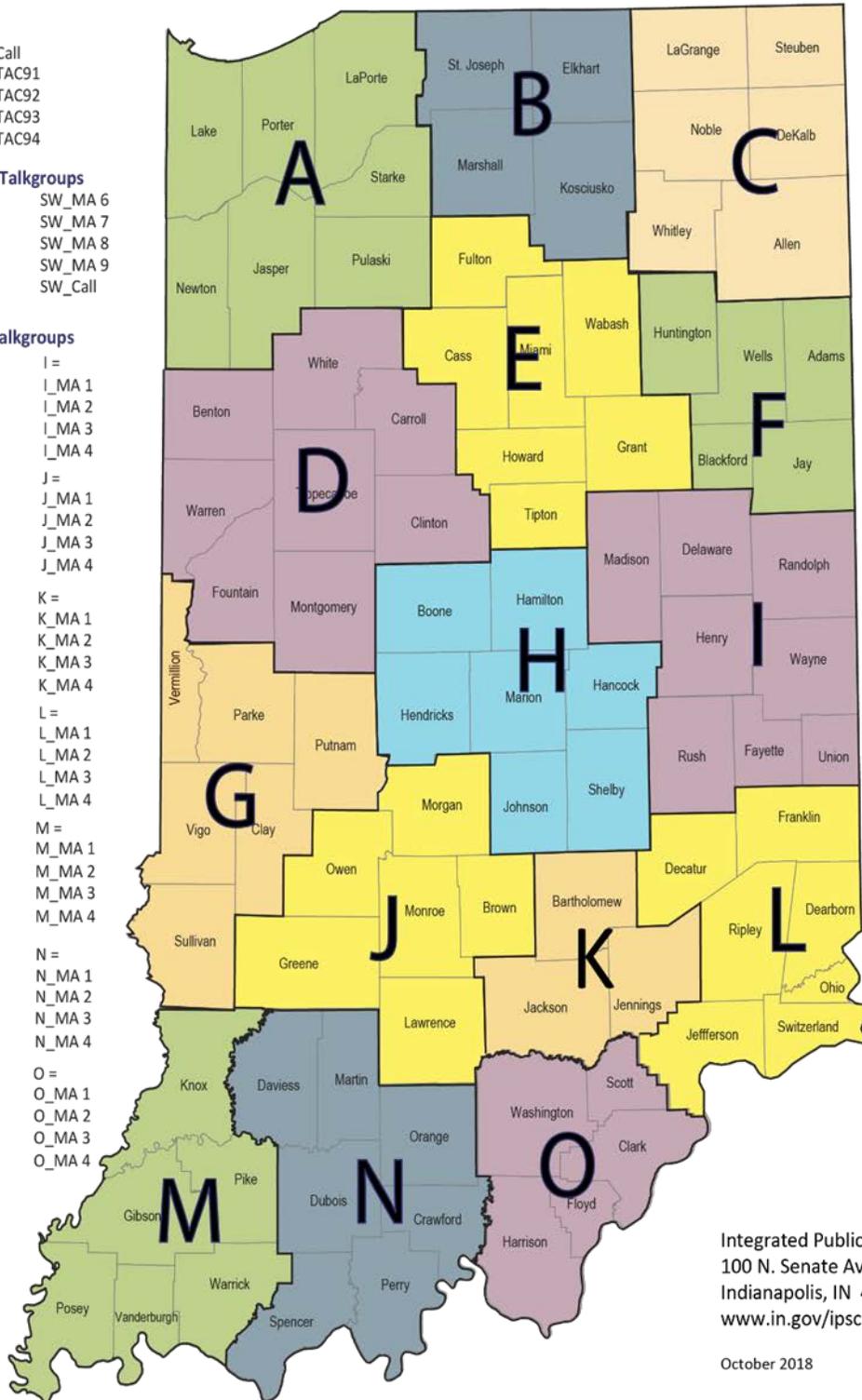
- NPSAC - 8Call
- NPSAC - 8TAC91
- NPSAC - 8TAC92
- NPSAC - 8TAC93
- NPSAC - 8TAC94

## Statewide Talkgroups

- SW\_MA 1
- SW\_MA 2
- SW\_MA 3
- SW\_MA 4
- SW\_MA 5
- SW\_MA 6
- SW\_MA 7
- SW\_MA 8
- SW\_MA 9
- SW\_Call

## Regional Talkgroups

- |        |        |
|--------|--------|
| A =    | I =    |
| A_MA 1 | I_MA 1 |
| A_MA 2 | I_MA 2 |
| A_MA 3 | I_MA 3 |
| A_MA 4 | I_MA 4 |
| B =    | J =    |
| B_MA 1 | J_MA 1 |
| B_MA 2 | J_MA 2 |
| B_MA 3 | J_MA 3 |
| B_MA 4 | J_MA 4 |
| C =    | K =    |
| C_MA 1 | K_MA 1 |
| C_MA 2 | K_MA 2 |
| C_MA 3 | K_MA 3 |
| C_MA 4 | K_MA 4 |
| D =    | L =    |
| D_MA 1 | L_MA 1 |
| D_MA 2 | L_MA 2 |
| D_MA 3 | L_MA 3 |
| D_MA 4 | L_MA 4 |
| E =    | M =    |
| E_MA 1 | M_MA 1 |
| E_MA 2 | M_MA 2 |
| E_MA 3 | M_MA 3 |
| E_MA 4 | M_MA 4 |
| F =    | N =    |
| F_MA 1 | N_MA 1 |
| F_MA 2 | N_MA 2 |
| F_MA 3 | N_MA 3 |
| F_MA 4 | N_MA 4 |
| G =    | O =    |
| G_MA 1 | O_MA 1 |
| G_MA 2 | O_MA 2 |
| G_MA 3 | O_MA 3 |
| G_MA 4 | O_MA 4 |
| H =    |        |
| H_MA 1 |        |
| H_MA 2 |        |
| H_MA 3 |        |
| H_MA 4 |        |



Integrated Public Safety Commission  
 100 N. Senate Avenue, N825  
 Indianapolis, IN 46204  
[www.in.gov/ipsc](http://www.in.gov/ipsc)

October 2018



# NPSPAC Repeater Sites

**Lowell ISP 219-696-6242**  
 Summit - 8CALL & 8TAC91  
 Lowell - 8CALL & 8TAC94  
 Monon - 8CALL & 8TAC93  
 Lafayette - 8CALL & 8TAC92  
 Crawfordsville - 8CALL & 8TAC94

**Toll Road 574-206-2931**  
 Plymouth - 8CALL & 8TAC94  
 Elkhart - 8CALL & 8TAC93

**Ft. Wayne ISP 260-432-8661**  
 Huntington - 8CALL & 8TAC93  
 Decatur - 8CALL & 8TAC92  
 Ft. Wayne - 8CALL & 8TAC94  
 Angola - 8CALL & 8TAC91  
 Peru - 8CALL & 8TAC91  
 Kokomo - 8CALL & 8TAC93, 8TAC94

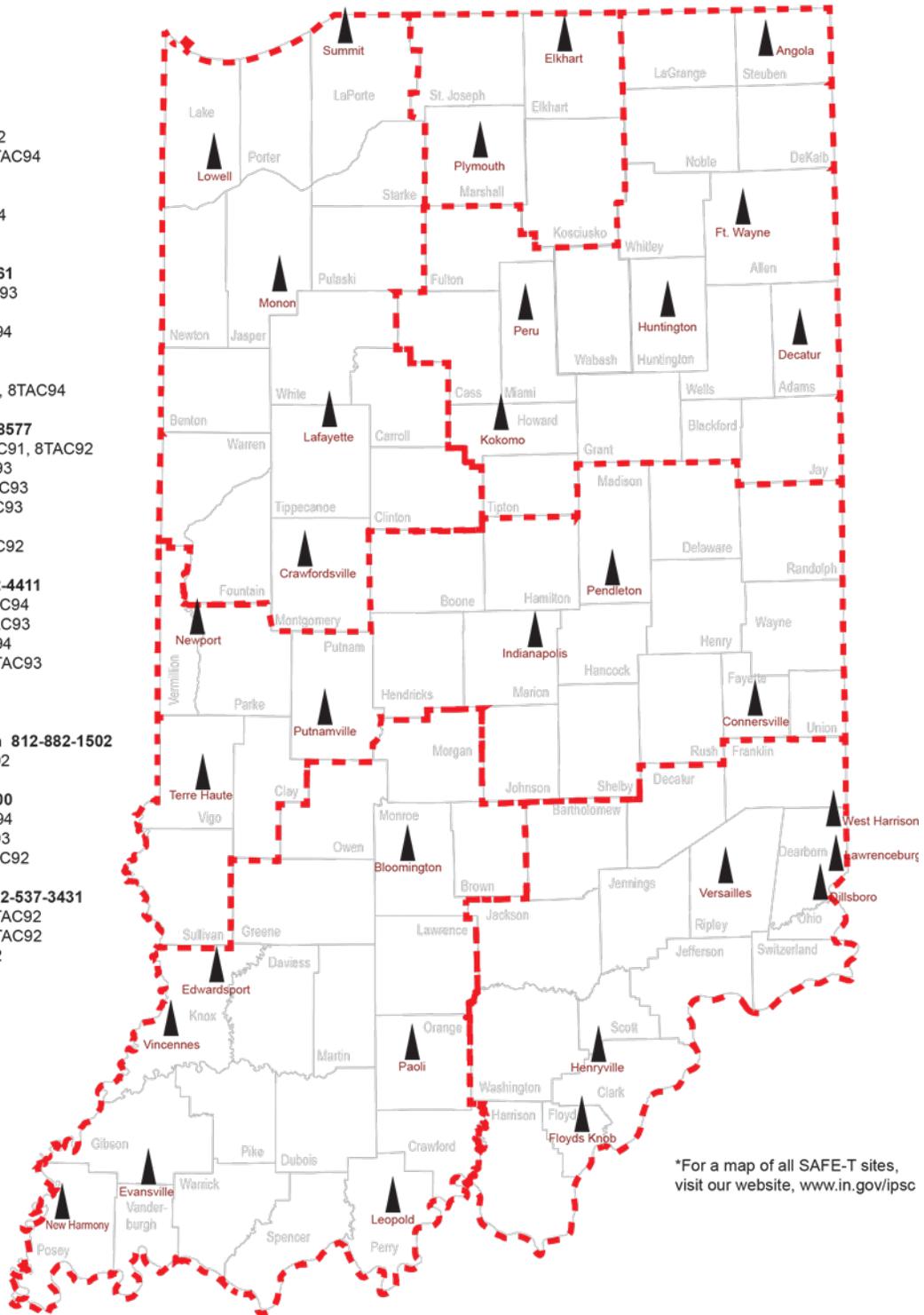
**Indianapolis ISP 317-899-8577**  
 Indianapolis - 8CALL & 8TAC91, 8TAC92  
 Pendleton - 8CALL & 8TAC93  
 Connersville - 8CALL & 8TAC93  
 Putnamville - 8CALL & 8TAC93  
 Newport - 8CALL & 8TAC91  
 Terre Haute - 8CALL & 8TAC92

**Bloomington ISP 812-332-4411**  
 Bloomington - 8CALL & 8TAC94  
 Edwardsport - 8CALL & 8TAC93  
 Evansville - 8CALL & 8TAC94  
 New Harmony - 8CALL & 8TAC93  
 Leopold - 8CALL & 8TAC94  
 Paoli - 8CALL & 8TAC91

**Knox Co. Central Dispatch 812-882-1502**  
 Vincennes - 8CALL & 8TAC92

**Versailles ISP 812-689-5000**  
 Versailles - 8CALL & 8TAC94  
 Henryville - 8CALL & 8TAC93  
 Floyds Knob - 8CALL & 8TAC92

**Dearborn Co. Dispatch 812-537-3431**  
 West Harrison - 8CALL & 8TAC92  
 Lawrenceburg - 8CALL & 8TAC92  
 Dillsboro - 8CALL & 8TAC92



\*For a map of all SAFE-T sites, visit our website, [www.in.gov/ipsc](http://www.in.gov/ipsc)

UPDATED March 2018



Partnerships	
Contact #1	
Contact #2	
Contact #3	

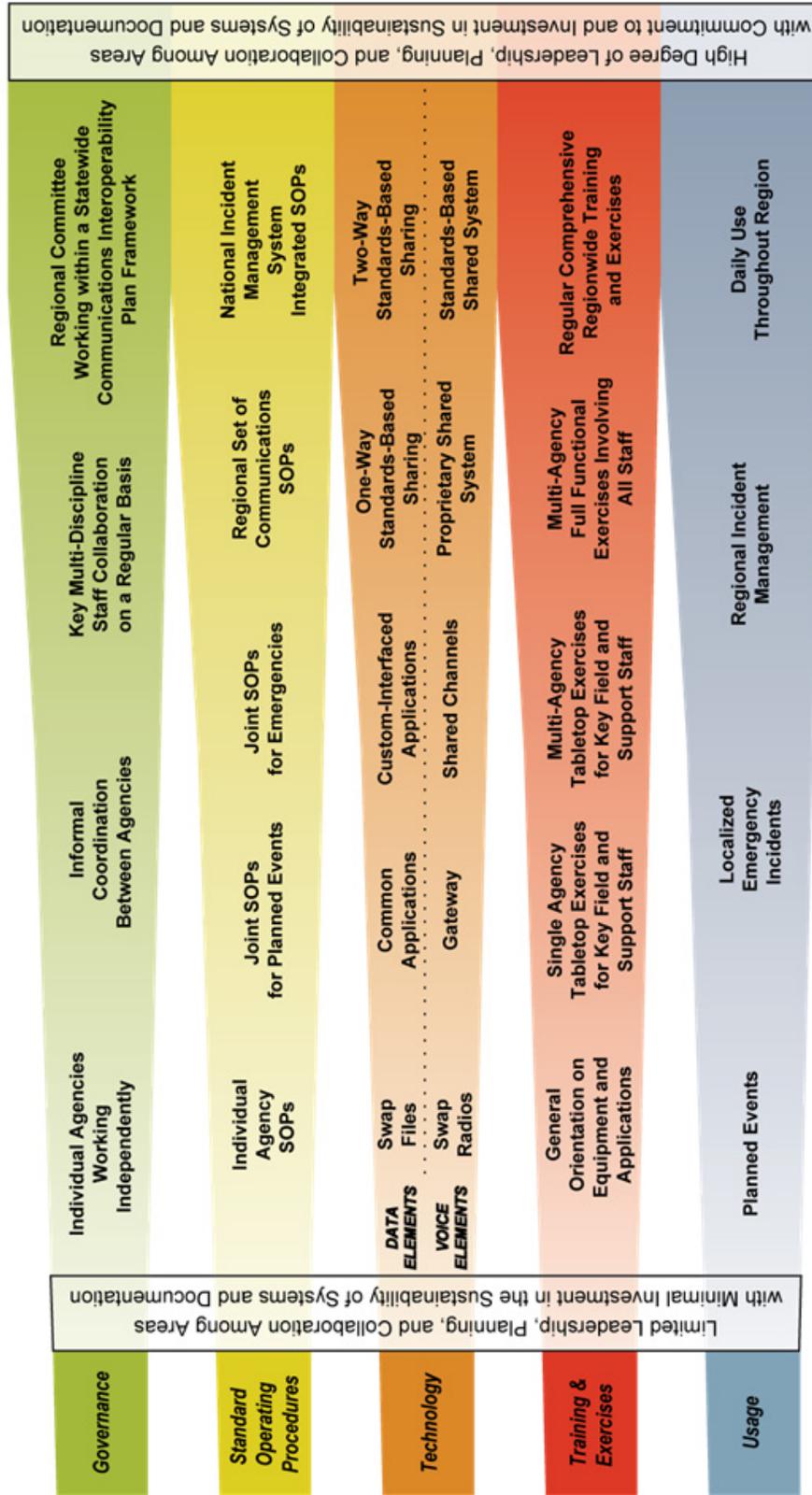
Stakeholders		
Agency	Name	Phone
911/PSAP		
Sheriff		
Police		
Town Marshall		
County Council		
County Commission		
Fire Department		
Fire Department		
Fire Department		
EMA		
EMS/Ambulance		
School		
School		
School		
Hospital		
Radio Programmer		
IT/GIS Department		
RACES/ARES		
Highway Dept.		
Utility Dept.		
CERT Team		





**Homeland Security**

# Interoperability Continuum



# FirstNet Local Control Portal User Guides





# User Management Guide – Agency Paid Administrator

As an Agency Paid Administrator, your role is to add and manage your organization’s Agency Paid Users. You do this using the User Management website. This guide shows you how to activate your FirstNet account, and how to add and manage Agency Paid Users.

Agency Paid Users have their wireless accounts, including their devices and service, paid for by their organization. They’re often employees of the organization. You manage their devices, service, and the permissions that control which parts of the [FirstNet website](#) they can access.

**Note:** For the best experience, we recommend using Google Chrome™, Firefox®, or Safari® to access FirstNet.

- [Activate your FirstNet account](#)
- [Access User Management Add users](#)
- [Add multiple users Edit a user Deactivate a user](#)
- [Resend activation email Get more help](#)

## Activate your FirstNet account

To get started with FirstNet, another administrator or a FirstNet Specialist needs to create your account. When they do, you’ll receive an account activation email with a link to the activation website. Make sure you have enough time to complete activation. If you click the link and don’t complete the activation, you’ll need to request another email.

1. Open the activation email you received and click **Activate Now**. Your web browser opens, and the account activation page appears.
2. Enter your information, and then click **Continue**. **Note:** These phone number fields are optional:
  - **FirstNet wireless number (optional):** This field is only for numbers on the FirstNet network. If you don’t have a FirstNet number, you can add it to your profile after you receive one.



- **Alternative wireless number (optional):** This field is for numbers that aren't on the FirstNet network.
3. When the **Terms of use** page appears, read the terms carefully. Agree to the terms, and then click **Complete**.
  4. If you entered a FirstNet wireless number or an alternative wireless number, we'll text you a PIN number. When the verification message appears, enter the PIN number, and then click **Continue**. The **Complete** page appears, and your FirstNet account is active. You're ready to perform your responsibilities as an Agency Paid Administrator.

## Access the User Management website

On the User Management website, you can add and manage users. To access User Management, you need to log in to the FirstNet website.

1. [Log in to FirstNet](#). The **Local Control** page appears.
2. Click **Manage Users**. The User Management homepage appears.

## Add users

You can add a single user or add multiple users at a time.

### Add one user

1. On the User Management homepage, click **Users**, and then click **Add new user**. The **Create user** page appears.
2. Enter account information for the user:
  - **User type:** If you're also an Subscriber Paid Administrator, select a user type. Otherwise, this is automatically set to **Agency paid**.
  - **User role:** To enable the user to create and manage users, select **Administrator**. To give the user basic access to User Management, select **Member**.
3. Enter the user's email address, and then click **Continue**.
4. Specify the user's access levels:
  - **Manage devices and service:** To grant the user access to the Devices and service section, select **On**. Then select a role:
    - **Wireless users** manage their own devices and service.
    - **Billing account administrators** manage 1 or more billing accounts. A billing account is a group of wireless users.
    - **Foundation account administrators** manage 1 or more foundation accounts. A foundation account is a group of billing accounts.



- **Uplift request tool:** To grant the user access to the uplift request tool, which controls network priority and preemption during an incident, set this option to **On**.
5. For **Manage devices and service**, do 1 of these things:
    - Select **Off** and click **Create user**. A success message appears letting you know the user has been added.
    - Select **On** and click **Continue**. The Devices and service permissions page appears.
  6. Select 1 or more employee groups for this user to join. The user can manage other users in their groups.
  7. Select permissions to grant the user, and then click **Create user**. A success message appears letting you know the user has been added.

The user receives an email with information about how to complete the profile. For instructions, see [User Guide – Agency Paid User](#).

**Note:** Users who have opted out of FirstNet marketing emails will not receive this email.

## Add multiple users

1. On the User Management homepage, click **Users**, and then click **Add multiple users**. The **Add multiple users** page appears.
2. Download a blank template, and then fill out the following fields according to these guidelines:
  - **userid:** Enter the user's email address.
  - **company\_ID:** Enter **21**.
  - **First Name, Last Name, Address 1, City,** and **Email Address:** Enter the user's information.
  - **OrgID:** Enter the 6-character ID found on your organization's profile page on the User Management site.
  - **State:** Enter the 2-letter abbreviation.
  - **Zip code:** Enter the 5-digit ZIP Code.
  - **Groups:** Leave unchanged. (Automatically set to **G\_FN** and **G\_FN\_SUB**.)

All other fields are currently not used.

3. Click **Continue**. The upload page appears. Upload the file and click **Upload**. A confirmation page appears.
4. Click **OK**. The users' information is sent for processing, which runs once per hour. You'll receive a confirmation email when processing is complete.

The users receive an email with information about how to complete their user profiles. For instructions, see **User Guide – Agency Paid User**.

**Note:** Users who have opted out of FirstNet marketing emails will not receive this email.



## Edit a user

1. On the User Management homepage, click **Users**, and then click the name of the user you want to edit. The user's profile page appears.
2. Click **Edit user profile**. The **Edit user** page appears.
3. Make the changes you want, and then click **Save**. A success message appears letting you know the edits were made.

## Deactivate a user

When you deactivate ineligible users, they can no longer log in to FirstNet, but they can still contact FirstNet Customer Service. Deactivation may also result in AT&T suspending, and then terminating, the user's FirstNet service.

1. On the User Management homepage, click **Users**, and then click the name of the user you want to deactivate. The user's profile page appears.
2. Click **Edit user profile**. The **Edit user** page appears.
3. Set **Account status** to **Off**, and then click **Save**. A success message appears letting you know the user is deactivated.

## Resend activation email

1. On the User Management homepage, click **Users**, and then click the name of the user you want. The user's profile page appears.  
**Note:** To find users who have not yet completed their user profiles, in the user table, click **Status**. Then, scroll to find users with the **Pending** status.
2. Click **Resend activation email**. A success message appears.

The user receives an email with information about how to complete the profile. For instructions, see [User Guide –Agency Paid User](#).

## Get more help

Have more questions about user management?

- For more general information, see the **Frequently asked questions**.
- To chat online with a FirstNet Specialist, click **Chat Live** on any page. Chat is available from Monday through Friday, 9:00 a.m. to 6:00 p.m. ET.
- To contact FirstNet Customer Support, call 800.574.7000. We're available 24/7/365.

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# User Management Guide – Subscriber Paid Administrator

As a Subscriber Paid Administrator for your organization, your role is to identify employee and volunteer first responders who are eligible to become Subscriber Paid Users. You also identify Subscriber Paid Users who are no longer eligible. You add and manage them in the User Management website. This guide shows you how to activate your FirstNet account, and how to add and manage Subscriber Paid Users.

Subscriber Paid Users pay for and manage their own wireless accounts, including their devices and service. You manage the permissions that control which parts of the [FirstNet website](#) they can access.

**Note:** For the best experience, we recommend using Google Chrome™, Firefox®, or Safari® to access FirstNet.

[Activate your FirstNet account](#)  
[Access User Management Add user](#)  
[Edit user Deactivate user](#)  
[Resend activation email Purchase devices and service](#) [Get more help](#)

## Activate your FirstNet account

To get started with FirstNet, another administrator or a FirstNet Specialist needs to create your account. When they do, you'll receive an account activation email with a link to the activation website. Make sure you have enough time to complete this process. If you click the link and don't complete the activation, you'll need to request another email.

1. Open the activation email you received and click **Activate Now**. Your web browser opens, and the account activation page appears.
2. Enter your information, and then click **Continue**. **Note:** These phone number fields are optional:
  - **FirstNet wireless number (optional):** This field is only for numbers on the FirstNet network. If you don't have a FirstNet number, you can add it to your profile after you receive one.

- **Alternative wireless number (optional):** This field is for numbers that aren't on the FirstNet network.
3. When the **Terms of use** page appears, read the terms carefully. Agree to the terms, and then click **Complete**.
  4. If you entered a FirstNet wireless number or an alternative wireless number, we'll text you a PIN number. When the verification message appears, enter the PIN number, and then click **Continue**. The **Complete** page appears, and your FirstNet account is active. You are ready to perform your responsibilities as a Subscriber Paid Administrator.

## Access the User Management website

On the User Management website, you can add and manage users. To access User Management, you need to log in to the FirstNet website.

1. [Log in to FirstNet](#). The **Local Control** page appears.
2. Click **Manage Users**. The User Management home page appears.

## Add a user

When you identify employees or volunteers who are eligible to become Subscriber Paid Users, add a FirstNet user profile for them. They then receive an email inviting them to complete their profile.

1. On the User Management home page, click **Users**, and then click **Add new user**. The **Create user** page appears.
2. Enter account information for the user:
  - **User type:** If you're also an Agency Paid Administrator, select a user type. Otherwise, this is automatically set to **Subscriber paid**.
  - **User role:** To enable the user to create and manage users, select **Administrator**. To give the user basic access to User Management, select **Member**.
3. Enter their email address, and then click **Continue**.
4. Specify their access levels:
  - **Manage devices and service:** All Subscriber Paid Users manage their own devices and service, so this is automatically set to **On** and can't be changed.
  - **Uplift request tool:** To grant the user access to the uplift request tool, which controls network priority and preemption during an incident, set this option to **On**.
5. Click **Create user**. A success message appears letting you know the user has been added. The user receives an email asking them to complete their user profile. For instructions, see **User Guide – Subscriber Paid User**.



**Note:** If users you are trying to add have opted out of FirstNet marketing emails, they won't receive this email.

## Manage users

When you identify users who are no longer eligible to be Subscriber Paid Users, you need to deactivate them. You can also edit certain user information and request that the initial FirstNet email be resent to a user.

### Edit a user

1. On the User Management home page, click **Users**, and then click the name of the user you want to edit. Their profile page appears.
2. Click **Edit user profile**. The **Edit user** page appears.
3. Make the changes you want, and then click **Save**. A success message appears.

### Deactivate a user

When you deactivate ineligible users, they can no longer log in to FirstNet to manage their wireless account online, but they can still contact FirstNet Customer Service. Deactivation may also result in AT&T suspending, and then terminating, the user's FirstNet service.

1. On the User Management home page, click **Users**, and then click the name of the user you want to deactivate. Their profile page appears.
2. Click **Edit user profile**. The **Edit user** page appears.
3. Set **Account status** to **Off**, and then click **Save**. A success message appears letting you know the user is deactivated.

### Resend complete profile email

1. On the User Management home page, click **Users**, and then click the name of the user you want. Their profile page appears.  
**Note:** To find users who have not yet completed their user profiles, in the user table, click **Status**. Then, scroll to find users with the Pending status.
2. Click **Resend activation email**. A success message appears.

The user receives an email and can complete their user profile. For instructions, see **User Guide – Subscriber Paid User**.



## Purchase devices and service

Subscriber Paid Users can purchase FirstNet Capable devices and FirstNet service for their account.

### Purchase at an AT&T retail store

When Subscriber Paid Users complete their FirstNet user profiles, they receive an email containing an authorization code. To purchase FirstNet service in an [AT&T company-owned retail store or AT&T authorized retail store](#), they must bring this code.

If the user can't find the email containing the authorization code, the retail store representative can resend the email.

**Note:** If users opted out of FirstNet marketing emails, they won't receive this email.

### Purchase online

When Subscriber Paid Users complete their FirstNet user profile, the authorization code email they receive also contains a link to the online store. They can also log in to FirstNet, and then click **Shop devices & plans**.

## Get more help

Have more questions about User Management?

- For more general information, see the **Frequently asked questions**.
- To chat online with a FirstNet Specialist, click **Chat Live** on any page. Chat is available from Monday through Friday, 9:00 a.m. to 6:00 p.m. ET.

To contact FirstNet Customer Support, call 800.574.7000. We're available 24/7/365.

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# User Management Guide – Uplift Request Manager

As an Uplift Request Manager, you can manage network priority using the Uplift Request Tool. This guide shows you how to complete your FirstNet profile, and how to access the Uplift Request Tool.

**Note:** For the best experience, we recommend using Google Chrome™, Firefox®, or Safari® to access FirstNet.

## Complete your FirstNet user profile

To get started with FirstNet, your organization’s administrator or a FirstNet specialist needs to create your user profile. When they do, you’ll receive an email with a link to complete your profile. Make sure you have enough time to complete this process. If you click the link and don’t complete your profile, you’ll need to request another email.

**Note:** If you opted out of FirstNet marketing emails, you won’t receive this email.

1. Open the email you received and click **Activate Now**. Your web browser opens, and the activation page appears.
2. Enter your information, and then click **Continue**. The login information page appears.

**Note:** These phone number fields are optional:

- **FirstNet wireless number (optional):** This field is for wireless numbers with FirstNet service. If you don’t have FirstNet service yet, you can leave this field blank and add your number to your profile after you receive one.
  - **Alternative wireless number (optional):** This field is for wireless numbers that don’t have FirstNet service.
3. Create a password and security question, and then click **Continue**. The **Terms of Use** page appears.
  4. Read the terms carefully. Agree to the terms, and then click **Complete**.
  5. If you entered a FirstNet wireless number or an alternative wireless number earlier, we’ll text you a PIN. When the verification message appears, enter the PIN, and then click **Continue**. **Note:** If there’s an error when you submit your PIN, you can click **Skip this step** to continue. You can add the number to your profile later.

The **Complete** page appears, and your FirstNet user profile is complete.



## Resend profile email

If the link in your complete profile email expires or no longer works you can:

- Contact your administrator. They can resend the email.
- Contact FirstNet Customer Support at 800.574.7000 and ask the representative to resend the email. We're available 24/7/365.

## Access the Uplift Request Tool

1. [Log in to FirstNet](#). The **Local Control** page appears.
2. Click **Uplift**. The Uplift Request Tool appears.

## Get more help

Have more questions about User Management?

- For more general information, see the **Frequently asked questions**.
- To chat online with a FirstNet Specialist, click **Chat Live** on any page. Chat is available from Monday through Friday, 9:00 a.m. to 6:00 p.m. ET.

To contact FirstNet Customer Support, call 800.574.7000. We're available 24/7/365 **Resend profile email**

If the link in your complete profile email expires or no longer works you can:

- Contact your administrator. They can resend the email.
- Contact FirstNet Customer Support at 800.574.7000 and ask the representative to resend the email. We're available 24/7/365.

## Access the Uplift Request Tool

3. [Log in to FirstNet](#). The **Local Control** page appears.
4. Click **Uplift**. The Uplift Request Tool appears.

## Get more help

Have more questions about User Management?

- For more general information, see the **Frequently asked questions**.
- To chat online with a FirstNet Specialist, click **Chat Live** on any page. Chat is available from Monday through Friday, 9:00 a.m. to 6:00 p.m. ET.

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# User Management Guide - Subscriber Paid

## User

As a Subscriber Paid User, you can purchase FirstNet capable devices and FirstNet service that you pay for and manage under your own wireless account. This guide shows you how to complete your FirstNet profile, and how to purchase devices and service.

**Note:** For the best experience, we recommend using Google Chrome™, Firefox®, or Safari® to access FirstNet.

### Complete your FirstNet user profile

To get started with FirstNet, your organization's Subscriber Paid Administrator needs to create your user profile. (If your organization doesn't have Subscriber Paid Administrator, a representative at an AT&T retail store can also create your profile.) When they do, you'll receive an email with a link to complete your profile. Make sure you have enough time to complete this process. If you click the link and don't complete your profile, you'll need to request another email.

**Note:** If you opted out of FirstNet marketing emails, you won't receive this email.

1. Open the email you received and click **Activate Now**. Your web browser opens, and the activation page appears.
2. Enter your information, and then click **Continue**. The login information page appears.  
**Note:** These phone number fields are optional:
  - **FirstNet wireless number (optional):** This field is for wireless numbers with FirstNet service. If you don't have FirstNet service yet, you can leave this field blank and add your number to your profile after you receive one.
  - **Alternative wireless number (optional):** This field is for wireless numbers that don't have FirstNet service.
3. Create a password and security question, and then click **Continue**. The **Terms of Use** page appears.
4. Read the terms carefully. Agree to the terms, and then click **Complete**.
5. If you entered a FirstNet wireless number or an alternative wireless number earlier, we'll text you a PIN. When the verification message appears, enter the PIN, and then click **Continue**. **Note:** If there's an error when you submit your PIN, you can click **Skip this step** to continue. You can add the number to your profile later.

The **Complete** page appears, and your FirstNet user profile is complete. You'll receive an email containing an authorization code used to activate your FirstNet service.

## Resend profile email

If the link in your complete profile email expires or no longer works you can:

- Contact your Subscriber Paid Administrator, if you have one. They can resend the email.
- Contact FirstNet Customer Support at 800.574.7000 and ask the representative to resend the email. We're available 24/7/365.

## Purchase devices and service

After you complete your FirstNet user profile, you can purchase FirstNet capable devices and FirstNet service.

### Purchase at an AT&T retail store

When you complete your profile, you'll receive an email containing an authorization code. Bring this code to an [AT&T company-owned retail store or AT&T authorized retail store](#) and ask a representative to help with your purchase.

If you can't find the email containing the authorization code, the retail store representative can resend the email.

### Purchase online

When you complete your profile, the authorization code email you receive also contains a link to the online store. You can also log in to FirstNet, and then click **Shop devices & plans**.

## Get more help

Have more questions about User Management?

- For more general information, see the **Frequently asked questions**.
- To chat online with a FirstNet Specialist, click **Chat Live** on any page. Chat is available from Monday through Friday, 9:00 a.m. to 6:00 p.m. ET.
- To contact FirstNet Customer Support, call 800.574.7000. We're available 24/7/365.

To learn more about devices and service, log in to FirstNet, click **Manage services & billing**, and then click **Support**.

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# Data & Information Sharing



# Indiana Public Safety Information Sharing: ShareIN



August 2019



## Public Safety Information Exchange Overview and Trends

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Public safety data agencies across the US have engaged in an array of information sharing and interoperability initiatives to improve response times, situational awareness and communication across public safety entities. Exchanges commonly include sharing:

- Incident Reports
- Incarceration Data
- Sentencing Information
- Photos
- Videos
- GIS Data
- Citations

Exchanges are **facilitated through technologies** such as:

- Message Brokers
- Message Queues
- Middleware
- Data Warehouses
- Information Systems

Amongst states, information exchanges **commonly involve:**

- Fire Departments
- Sheriffs
- Local Police Departments
- Homeland Security
- Highway Patrol
- Disaster Management
- Courts
- FBI
- University Police
- Emergency Management Agencies
- Department of Natural Resources





# IPSC Current Data Sharing

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Currently, IPSC hosts a statewide multi-agency, multi-jurisdiction police, fire and EMS data interoperability system that includes:

Computer Aided Dispatch (CAD); Mobile Data Devices (MDD); Automatic Vehicle Location (AVL); and Records Management System (RMS).

### InterDEX

- Shares situational awareness information across multiple agencies through the InterDEX network.
  - Obtain data from multiple public safety agencies without separate logins.
  - Access federated data queries from multiple trusted sources without storing information locally.
  - InterDEX does not require agencies to send their data to a 3<sup>rd</sup> party data warehouse. All the data stays in the agency's current systems and remains under their complete control.



# InterDEX Overview

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INTERDEX						
Name	DOB	SSN	Sex	Race	Source	Comments
					Indiana State Police - RMS	AKA:
					IN - Odyssey	Defendant
					Marion County IN - RMS	
					Shelby County IN - RMS	AKA:
					Desoto County MS - RMS	
					Horn Lake MS - RMS	
					Olive Branch MS - RMS	Active Warrant
					Southaven MS - RMS	

MRI			
Local			
Date	Time	User	Unit
2019-08-01	15:04:27	JoAllen	IPSC-ALLEN
2019-04-12	11:32:45	kdignin	IPSC-75-MC
2019-03-22	10:22:35	JoAllen	IPSC-ALLEN
2019-03-22	09:51:52	JoAllen	IPSC-ALLEN
2018-11-20	10:51:23	MADDENCENTER	IPSC-75-MC



## ShareIN Project Purpose

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Plan for and establish a **statewide public safety data sharing platform** that will connect disparate systems together, which will facilitate the **exchange of public safety information** in a secure environment. Such a system, would:

- Facilitate data sharing between state, federal and local agencies
- Reduce inconsistency and unreliable data between systems
- Eliminate need to separately query existing department databases to retrieve information
- Promote electronic information sharing



## Current Public Safety Systems Used

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### Federal Systems

- [N-Dex](#)
- [NLETs](#)
- [NCIC / IDACS](#)

### State Systems

- [Odyssey](#)
- [eCWS](#)
- [CODY](#)
- [SAVIN](#)
- [BMV](#)
- [ImageTrend](#)
- [Aries](#)
- [Esri GIS](#)

### Local Systems

- [Spillman CAD](#)
- [Cisco](#)
- [Caliber](#)
- [Crimestar](#)
- [Motorola](#)
- [ValorCAD](#)
- [Cushing / J2](#)
- [Inteliforce](#)
- [Central Square](#)
- [TriTek](#)
- [New World / Tyler Technologies](#)
- [Sungard](#)
- [OSSl](#)
- [Tiburon](#)
- [Aleer](#)
- [General Data Com](#)
- [Emergitech](#)
- [ESO](#)

What other systems do you use?





## Open Discussion

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- Open thoughts on the ShareIN initiative
- What public safety information/data would you like to have that you currently do not have access to?
  - Consider Federal, State and Local information/data
- What are obstacles/challenges in exchanging this information?

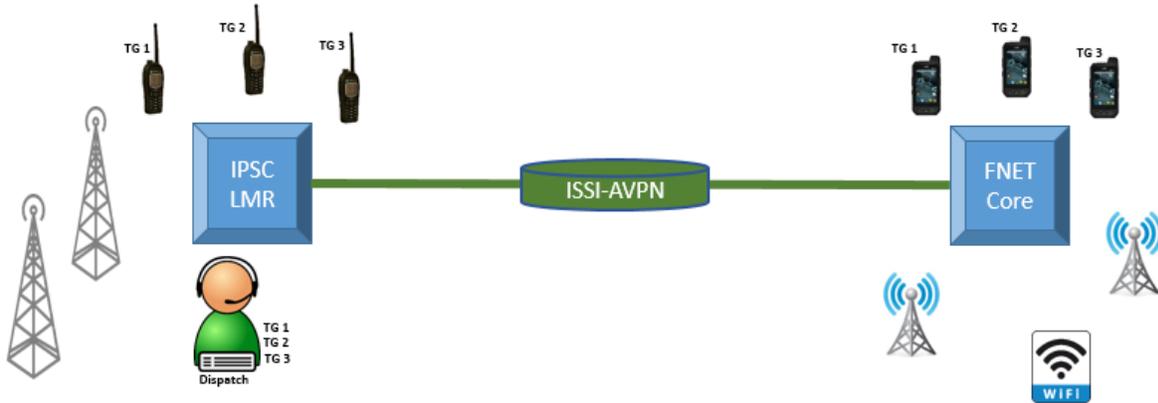


# LMR to LTE



# Land Mobile Radio -to- Long Term Evolution (LMR –to- LTE)

Best of Both Worlds



## Pros & Cons of LTE

### Pro

Cost Saving

2 Devices in one

Uses Cellular & WiFi

Reduces the load on the LMR

Emergency (Priority)

Scan

CAT Tool (Admin Override).

### Con

Mission Critical Reliability?

Low watts (1 watt vs 3-5 in a portable).

Still being developed

PTT ID/Talkgroup ID

Latency

Location Service (LTE only)



# NEXT STEPS





# RESOURCES



## Resources

County Communication Plan TEMPLATE:

[https://www.in.gov/ipsc/files/SAMPLE\\_County\\_Emergency\\_Communications\\_Plan\\_revised\\_July\\_2019.docx](https://www.in.gov/ipsc/files/SAMPLE_County_Emergency_Communications_Plan_revised_July_2019.docx)

IPSC SAFE-T System Maps: <https://www.in.gov/ipsc/3020.htm>

SAFECOM: <https://www.dhs.gov/safecom>

NG911 GIS Data Standards: [https://www.in.gov/ipsc/NG911\\_GIS\\_Data\\_Standards.htm](https://www.in.gov/ipsc/NG911_GIS_Data_Standards.htm)

NG911 Statewide 911 Board: <https://www.in911.net/>

Indiana Geographic Information Office: <https://www.in.gov/gis/>

