WI-CAMS and 02 TRACK

User Guide

July 11, 2018

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02 TRACK: An overview

02 TRACK is an on-scene badging solution supported by Salamander Technologies. 02 TRACK accounts for both permanent and temporary deliverables via Android or Apple smartphones or tablets. Resources are scanned into the Salamander exchange platform and subject to various accountability functions (e.g. timestamps, branch assignments, etc.).

02 TRACK also allows users to view field incident data and generate reports via web browser. Additionally, 02 TRACK can be used in conjunction with other Salamander Technologies products. Documentation on other WI-CAMS-supported solutions can be found in the "User Tools" section at wicams.wi.gov.

02 TRACK licenses are available to local and state agencies as resources for request through Wisconsin's 24-Hour Duty Officer: 1-800-943-0003

O2 TRACK setup

1. Confirm with a system administrator that your SalamanderLive account and password have an O2 TRACK license enabled.

2. Find the O2 TRACK application in the Google Play Store or the iOS App Store. Verify that Salamander Technologies, Inc. is the listed seller and download the application. *(Note: You may also need to install O1 TAG.)*

3. Log in using the same account mentioned in Step #1. (*Note: Only one SalamanderLive account can be used in conjunction with an O2 TRACK license.*)

4. If you are pairing O2 TRACK with another Salamander solution, see the "Merging incident data in O2 TRACK" section of this guide. For additional assistance, contact a system administrator at wicams@wisconsin.gov.

Joining incidents in 02 TRACK

If an incident has already been created by another device, you can join that incident on your 02 TRACK device.

(Note: Your device's 02 TRACK license settings must match those of the device used to create the incident.)

Joining an 02 TRACK incident with iOS

1. Select the cloud icon at the bottom of the screen.

2. Find the desired incident from the "Server Incidents" screen, and select it.

3. Select "Join" in the upper right-hand corner.

4. If you are unable to join the incident, see the "Troubleshooting" section of this guide.

Joining an 02 TRACK incident with Android

1. Swipe left to the "Download" menu

2. Find the desired incident, and select it.

3. Select "Join" in the upper right-hand corner.

4. If you are unable to join the incident, see the "Troubleshooting" section of this guide.

Creating an incident in 02 TRACK

Creating an 02 TRACK incident with iOS

1. Navigate to the "Local Incidents" menu.

2. Select the "+" icon at the bottom of the screen. You may be prompted to allow 02 TRACK access to your location.

3. From the "New Incident" menu, provide a name. You may also provide additional information by selecting "Add Detail."

4. Press "Start" in upper right-hand corner.

Creating an 02 TRACK incident with Android

1. Swipe right to the "Categories" menu.

2. Select "New Incident."

3. From the "New" menu, provide a name. You may also provide additional information in the "Details" and "Location" sections below.

4. Press "Start" in upper right-hand corner.

Scanning resources with 02 TRACK

Before you scan resources in 02 TRACK, you must first add assignments to your 02 TRACK incident.

Creating Assignments

1. From the incident menu, select the assignment icon in the upper right-hand corner.

2. Check the "On Scene" and "Off Scene" boxes.

3. If you wish to create additional assignments to your incident, select the "+" icon.

4. Give your new assignment a name, and choose a category of best fit from the dropdown. Select "OK." Repeat for any additional assignments.

5. Select the checkmark in the upper right-hand corner

Scanning resources

1. Now that you have added your incident's assignments, select your assignment from the incident menu.
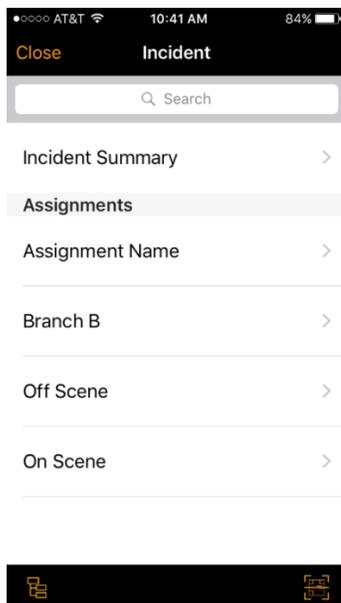
2. From the assignment menu, select the barcode icon. You may be prompted to give 02 TRACK permission to access your device's camera. (*Note: When scanning, hold your device several inches away from the barcode.*)
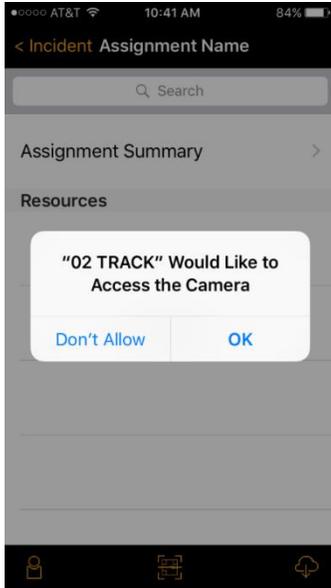
3. A WI-CAMS resource will now appear in that assignment:
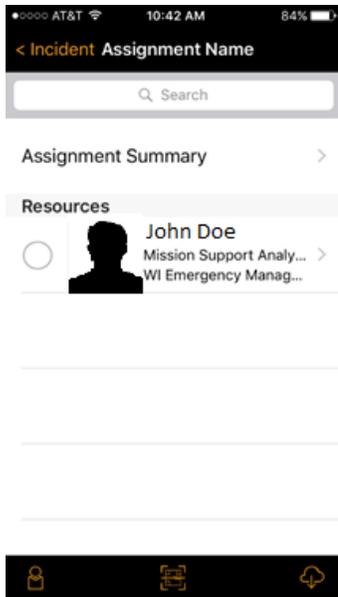
Moving resources

Once a resource has been scanned into 02 TRACK, it becomes integrated into the Salamander exchange platform and can be moved throughout your incident by multiple solutions and any connected devices.

1. Locate your resource(s) in 02 TRACK:
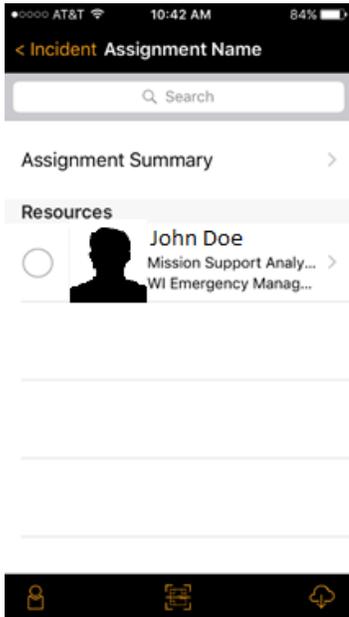
2. Select your resource(s):
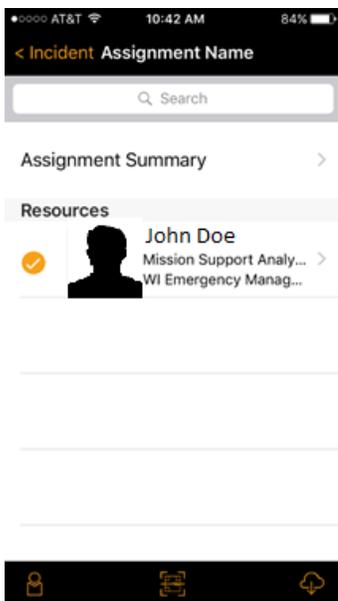
3. Select the assignment to which you're moving this resource(s):
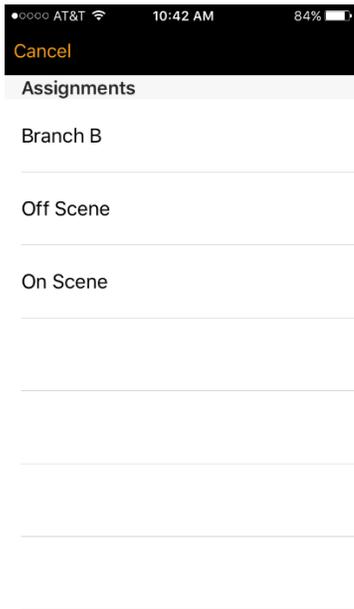
4. 02 TRACK will confirm your resource has been moved:
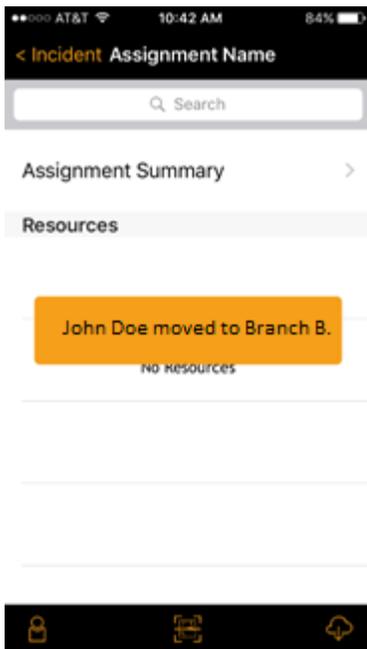
Leaving an 02 TRACK incident

Leaving an 02 TRACK incident is specific to your smartphone or tablet. Leaving an incident does not terminate the incident or erase its data. It also does not sign you out of the application itself.

Leaving an 02 TRACK incident with iOS

1. Select "Close" in the upper left-hand corner of the incident screen. *(Note: If you are still in an assignment, you will need to first select "Incident" in the upper left-hand corner.)*

2. Select "Back" in the upper left-hand corner. You will return to the "Local Incidents" menu.

Leaving an 02 TRACK incident with Android

1. To leave an 02 TRACK incident on an Android device, simply push your device's back button.

2. 02 TRACK will prompt you with a message. Select "Yes" to confirm, and you will return to the main application interface.

Signing out of the 02 TRACK application

Signing out of the 02 TRACK application with iOS

1. To sign out, you must first leave the current incident you are working in. See the "Leaving an 02 TRACK incident" section of this guide for more information.

2. From the "Local Incidents" menu, select the sign-out button in the upper left-hand corner. 02 TRACK will prompt you with a message. Select "Logout" and you will return to the application's login menu.

Signing out of the 02 TRACK application with Android

1. Exit the 02 TRACK application and select "Settings" on your Android device.

2. Select "Accounts" under the "Personal" section.

3. Select "Salamander" under "Accounts."

4. Select the options dropdown in the upper right-hand corner and then "Remove account." 02 TRACK will prompt you with a message. Select "Remove Account" and you will return to your device's account settings.
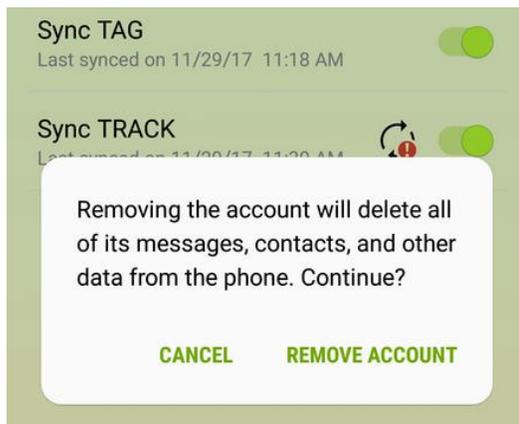
Using 02 TRACK via web browser

While you cannot create a new 02 TRACK incident from a web browser, you can still view existing incident data and generate reports with the same account you use on a mobile device.

1. Log into the SalamanderLive database at https://app.salamanderlive.com/dashboard with your SalamanderLive account.

2. From the SalamanderLive home screen, select the "TRACK" tab in the upper left-hand corner of the screen.

3. Under the "Incidents" section on the left-hand side of the screen, locate and select your incident. SalamanderLive will display an incident summary with an assignment list, incident duration, and resource totals.
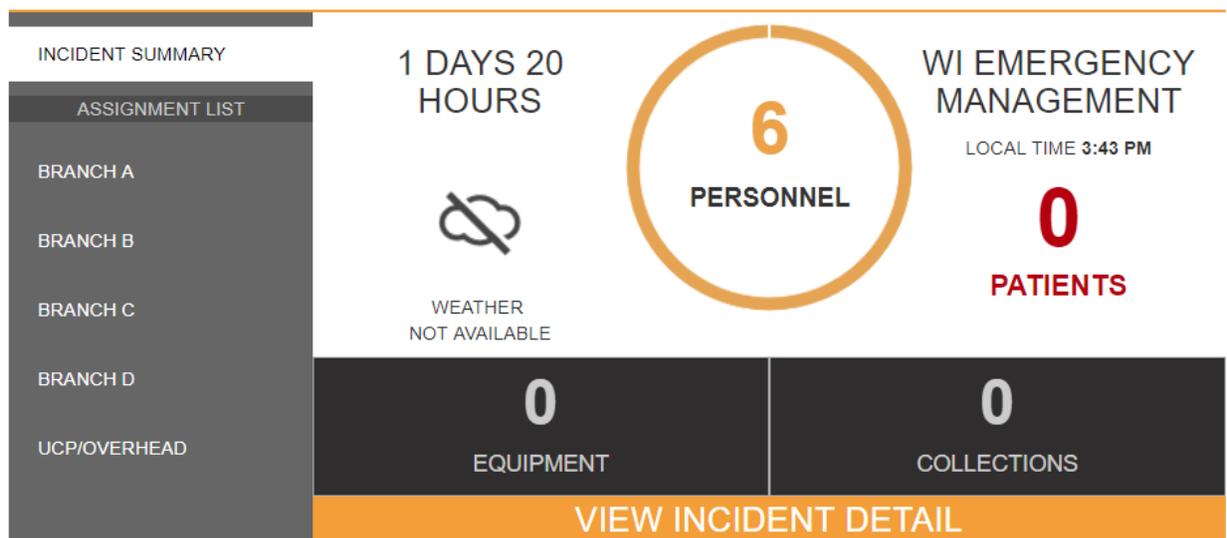
If you are searching for an older incident, select "View All Incidents" at the bottom of the incident listing. Contact a system administrator at wicams@wisconsin.gov for additional troubleshooting.

4. To view additional information, select the yellow "View Incident Detail" option at the bottom of the incident summary.

5. Select a branch or assignment name to expand and view its assigned personnel.

Branch A (1)	Report

 Jackson, Jack (171031001112015)

Branch B (1)	Report

Branch C (2)	Report

Branch D (1)	Report

UCP/Overhead (1)	Report

(Note: As of this writing, SalamanderLive does not automatically update assignment information from the Incident Details screen. You will need to force a refresh in your browser window to sync with the latest field data.)

Reporting in 02 TRACK via web browser

Reporting in an 02 TRACK incident requires an internet connection, web browser access and an account with an 02 TRACK license. See the "Using 02 TRACK via web browser" section for more information.

1. Log into the SalamanderLive database at https://app.salamanderlive.com/dashboard with your SalamanderLive account.

2. From the SalamanderLive home screen, select the "TRACK" tab in the upper left-hand corner of the screen.

3. Under the "Incidents" section on the left-hand side of the screen, locate and select your incident. Select the yellow "View Incident Detail" option at the bottom of the incident summary.

4. Select "Report" next to the desired assignment to generate a report on that specific assignment.

Branch A **(1)**	Report
🛡 Jackson, Jack (171031001112015)	
Branch B **(1)**	Report
Branch C **(2)**	Report
Branch D **(1)**	Report
UCP/Overhead **(1)**	Report

A new browser tab will open with an "Assignment Detail" report, which compiles the information of every individual in that assignment. Unlike the incident details screen in SalamanderLive, reports will automatically sync with the latest field data.

Assignment Detail

Assignment Name: Branch A

Incident Name / Run Number			Start Date	End Date
20171030 Cazenovia Demo / 20171030			10/30/2017 7:09:00 PM	

PAR	Type	Name	Last Activity	Assignment
Spooner FD (WIF129SPFD), WI, F				
	Responder	Jackson, Jack (171031001112015)	11/1/2017 3:59:10 PM	Branch A

PAR	Name		

5. Additional reports can be generated across an entire incident, too. From the incident details screen, select the "Reports" dropdown menu and a report of your choosing.
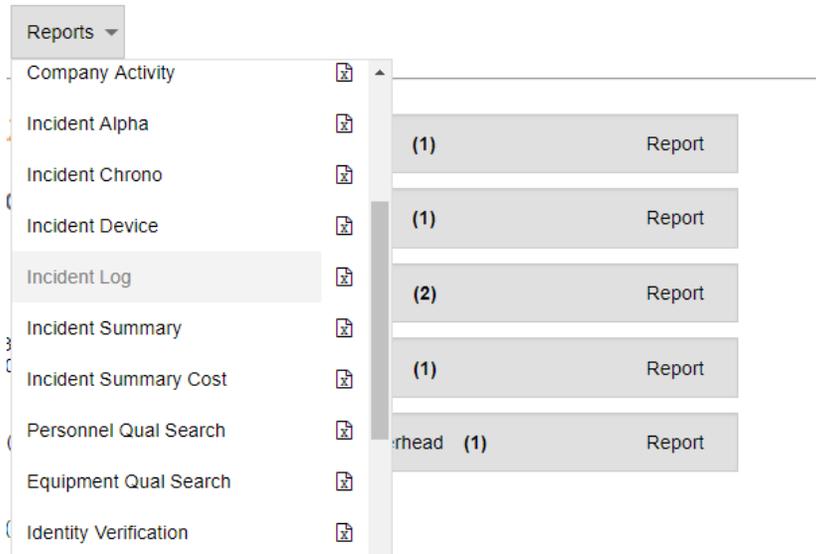
Commonly used reports include:

"Personnel Activity" -- lists the assignment history of every responder

"Personnel Activity Cost" -- calculates each responder's cost based on their listed rate in SalamanderLive as a factor of time elapsed

"Personnel Qual Search" – queries the incident for responders based on qualification(s)

"Incident Log" -- provides an exhaustive record of every action performed in the incident since its creation including when assignments were created and what scanning devices moved which resources

6. The "More" dropdown menu allows you to export incident data to an Excel spreadsheet, remove the current incident, or resume a previously ended incident. See the "Deleting an 02 TRACK incident" section of this guide for more information.

Deleting an 02 TRACK incident

Deleting an 02 TRACK incident requires an internet connection, web browser access and an account with an 02 TRACK license. Deleted data cannot be recovered.

1. Log into the SalamanderLive database at https://app.salamanderlive.com/dashboard with your SalamanderLive account.

2. From the SalamanderLive home screen, select the "TRACK" tab in the upper left-hand corner of the screen.

3. Under the "Incidents" section on the left-hand side of the screen, select the incident you wish to delete and then click "View Incident Detail" option. Select "Remove Incident" from the "More" dropdown. SalamanderLive will prompt you to confirm your choice at the bottom of the browser window. Select "Yes" to confirm or "No" to cancel.
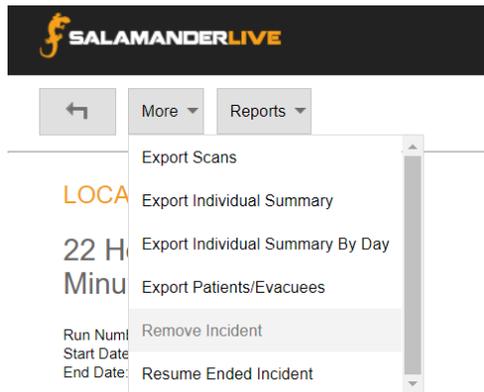
4. Alternatively, you can also find your incident under "View All Incidents." From the incident selection screen, find and check the "Selected" column of the 02 TRACK incident you wish to data. Select "Remove Incident" from the "More" dropdown. SalamanderLive will prompt you to confirm your choice at the bottom of the browser window. Select "Yes" to confirm or "No" to cancel.
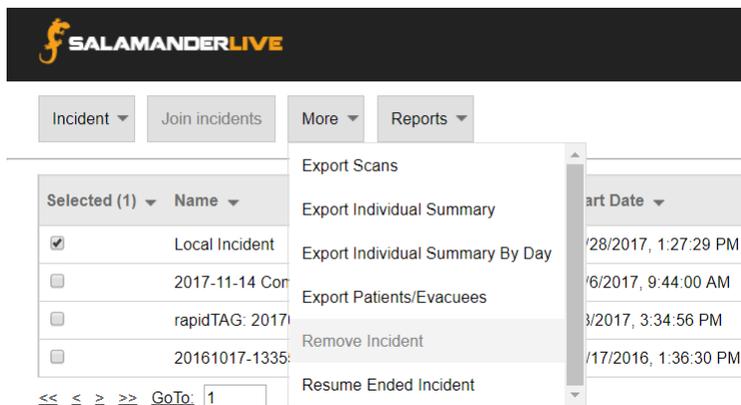
Merging incident data in 02 TRACK

All 02 TRACK data exists in a silo, however the Salamander exchange platform allows you to merge this data with data from other Salamander solutions. Merged data can then be simultaneously managed from those respective solutions. Salamander products are designed such that all date/time stamps are kept and reported in a joined incident. If a single responder using a single credential is scanned into two separate incidents and those incidents are then joined, all activity regarding that resource is maintained and reported.

Merging 02 TRACK incidents

Merging data from multiple 02 TRACK incidents requires an internet connection, web browser access and an account with an 02 TRACK license.

1. Log into the SalamanderLive database at https://app.salamanderlive.com/dashboard with your SalamanderLive account.

2. From the SalamanderLive home screen, select the "TRACK" tab in the upper left-hand corner of the screen.

3. Under the "Incidents" section on the left-hand side of the screen, select the "View All Incidents" option at the bottom of the list.

4. From the incident selection screen, find and check the "Selected" column of the 02 TRACK incidents you wish to merge. The joined incident will retain the name of whichever incident you checked first. Click "Join incidents."
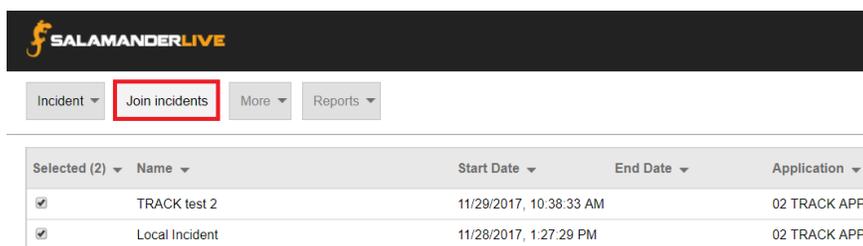
5. SalamanderLive will prompt you to confirm your choice at the bottom of the browser window. Select "Yes" to confirm or "No" to cancel.

02 TRACK and Command

Merging 02 TRACK data with Command data requires an internet connection, web browser access and an account with an 02 TRACK license. If you are using a WEM-managed Command kit, 02 TRACK must also be on a WEM license.

1. Log into the SalamanderLive database at https://app.salamanderlive.com/dashboard with your SalamanderLive account.

2. From the SalamanderLive home screen, select the "TRACK" tab in the upper left-hand corner of the screen.

3. Under the "Incidents" section on the left-hand side of the screen, select the "View All Incidents" option at the bottom of the list.

4. From the incident selection screen, find and check the "Selected" column of the 02 TRACK incident and the Command incident you wish to merge. The joined incident will retain the name of whichever incident you checked first. Click "Join incidents."

5. SalamanderLive will prompt you to confirm your choice at the bottom of the browser window. Select "Yes" to confirm or "No" to cancel.

02 TRACK and RapidTAG

Merging 02 TRACK data with RapidTAG data requires an internet connection, web browser access and an account with an 02 TRACK license. If you are using a WEM-managed RapidTAG kit, 02 TRACK must also be on a WEM license.

1. Log into the SalamanderLive database at https://app.salamanderlive.com/dashboard with your SalamanderLive account.

2. From the SalamanderLive home screen, select the "TRACK" tab in the upper left-hand corner of the screen.

3. Under the "Incidents" section on the left-hand side of the screen, select the "View All Incidents" option at the bottom of the list.

4. From the incident selection screen, find and check the "Selected" column of the 02 TRACK incident and the RapidTAG incident you wish to merge. The joined incident will retain the name of whichever incident you checked first. Click "Join incidents."

5. SalamanderLive will prompt you to confirm your choice at the bottom of the browser window. Select "Yes" to confirm or "No" to cancel.

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Troubleshooting

Sign-in errors in 02 TRACK

Certain devices' operating systems may prompt you with a sign-in error. Oftentimes, this is because the 02 TRACK license issued to your account was revoked by an administrator. You will need to remove the account from your device. See the "Signing out of the 02 TRACK application" section of this guide for more information.

If you do not believe your license has been revoked, try the following steps:

1. Confirm the 02 TRACK device has adequate cell coverage or a wireless internet connection. Two bars on a 3G+ connection is sufficient.

2. Exit the 02 TRACK application and select "Settings" on your Android device.

3. Select "Accounts" under the "Personal" section.

4. Select "Salamander" under "Accounts."

5. Select the options dropdown in the upper right-hand corner and then "Sync now."
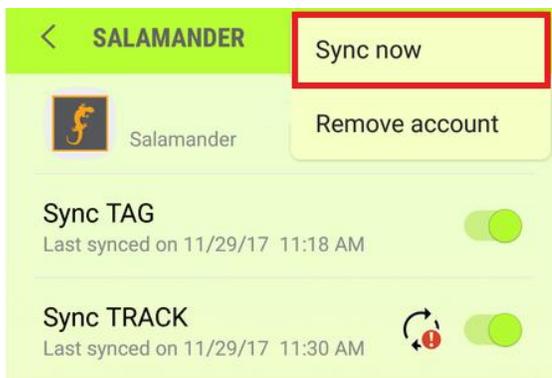
6. If the problem persists, contact a system administrator at wicams@wisconsin.gov.

Cannot join an incident from 02 TRACK

1. Confirm the 02 TRACK device has adequate cell coverage or a wireless internet connection. Two bars on a 3G+ connection is sufficient.

2. Restart the application on your device using the appropriate Android or iOS procedure.

3. Sign out of the application and then sign back in. See the "Signing out of the 02 TRACK application" section of this guide for more information.

4. If the problem persists, contact a system administrator at wicams@wisconsin.gov.

Cannot find incident data in 02 TRACK

1. Confirm all devices have adequate cell coverage or a wireless internet connection. Two bars on a 3G+ connection is sufficient.

2. If you are merging multiple 02 TRACK incidents, confirm their license settings match. You will need 02 TRACK administrator privileges.

3. If you are merging 02 TRACK data with Command or RapidTAG, confirm their license settings match. You will need 02 TRACK administrator privileges.

4. If the problem persists, contact a system administrator at wicams@wisconsin.gov.