

# WI-CAMS and Command User Guide

April 3, 2018



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## Command: An overview

Command is an on-scene accountability solution supported by Salamander Technologies. Command integrates responders credentialed through WI-CAMS (Wisconsin Credentialing and Asset Management System) into a virtual platform using real-time field data.

Resources tracked with Command are a part of the Salamander exchange platform and are subject to the same accountability functions (i.e. timestamps, branch assignments, etc.).

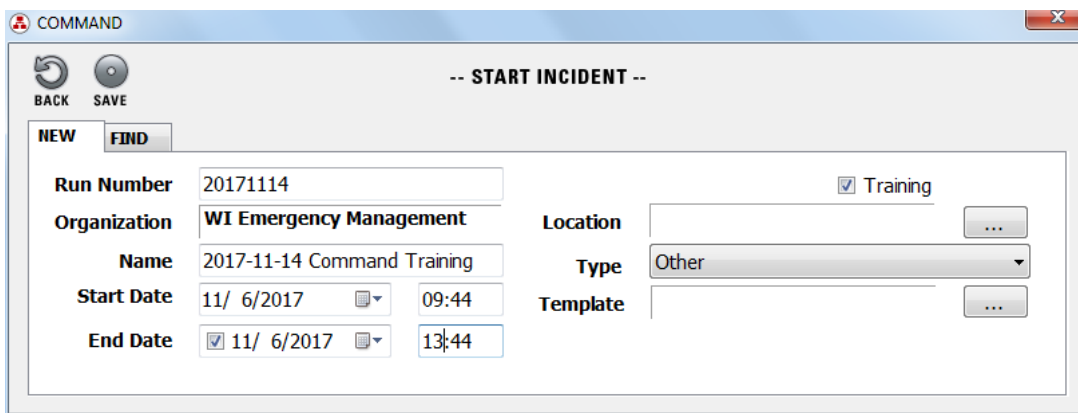
Command kits are available to local and state agencies as resources to request through Wisconsin's 24-Hour Duty Officer: 1-800-943-0003

## Starting and configuring Command

*While the Command case is water-proof, the equipment inside it is not. Prior to setup, verify that the Command equipment is in a dry location.*

1. Power on the Command kit's laptop and log into Windows with a DMA-issued profile. If you have not yet been issued a profile, you can submit a request to [wicams@wisconsin.gov](mailto:wicams@wisconsin.gov).
2. Verify that the laptop has an established internet connection. If no connection seems present, confirm that the laptop's network adapters have been turned on. Whenever possible, the network should always be secure. If the device is using cellular data, two bars on a 3G+ connection is sufficient.
3. Once you have verified the laptop has a network connection, click the Command icon on the desktop.
4. You may be prompted with a Windows administrator message. Click "No" and proceed.
5. From the "Start Incident" menu, click "New" and fill all desired fields. Be sure to include the date in your incident name. If additional users are using field devices, this incident name is what they will refer to when downloading and joining the incident.

(Note: If you are re-connecting to an existing Command incident, click the "Find" tab from the "Incident Start" menu to re-open it.)



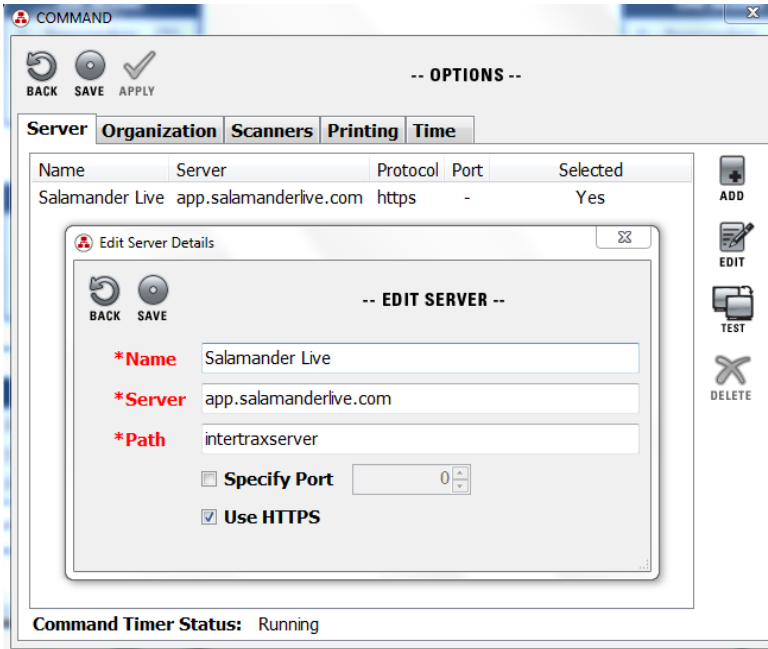
The screenshot shows the COMMAND application window with the title bar "COMMAND" and a close button. The window content is titled "-- START INCIDENT --" and includes a "BACK" button and a "SAVE" button. There are two tabs: "NEW" (selected) and "FIND". The form fields are as follows:

Run Number	20171114	Training	<input checked="" type="checkbox"/>
Organization	WI Emergency Management	Location	...
Name	2017-11-14 Command Training	Type	Other
Start Date	11/ 6/2017	Time	09:44
End Date	<input checked="" type="checkbox"/> 11/ 6/2017	Template	...

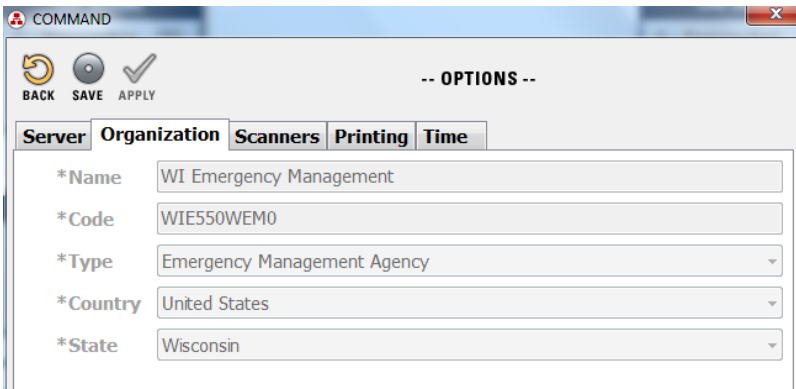
The "Template" option allows you to bring in pre-fabricated assignments and pre-scanned resources. If you are working from a previously established assignment structure, select your template here. Otherwise, you may skip this step. See the "Creating incident templates in Command" section of this guide for more information.

When finished, click "Save."

6. From the Command main screen, click “File” and then “Options.”
7. Select the “Server” tab. Select the server name, click “Edit,” and confirm the following details:

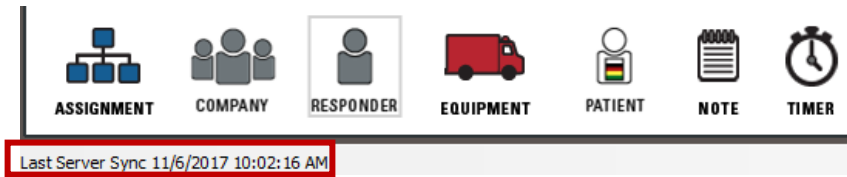


8. Select the “Organization” tab and verify the following settings:



When finished, click “Save.”

9. Ensure that Command is synchronizing with the exchange server by verifying that the date- and time-stamps in the lower left-hand corner are updating – at the very most – every few minutes.

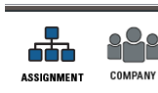


Properly configuring server and organization settings are critical as they determine whether additional field devices can download and join your incident on a 02 TRACK-enabled device. For additional assistance, contact [wicams@wisconsin.gov](mailto:wicams@wisconsin.gov).

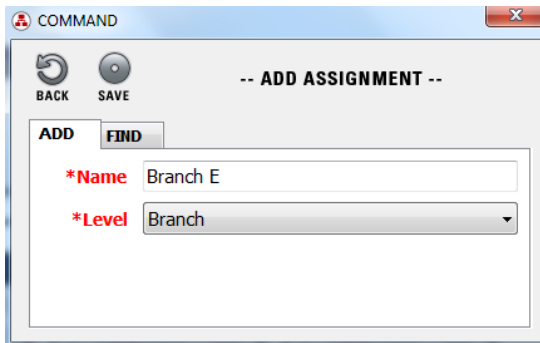
## Assignments in Command

If you have not selected a template for your incident, Command will default to two assignments: "On Scene" and "Off Scene." Moving resources to "Off Scene" is the same as checking them out of the incident.

1. First, confirm that the "Post" tab has been selected from the Command main screen. Click and drag the "Assignment" icon from the lower left-hand corner to your desired location on the assignment tree.

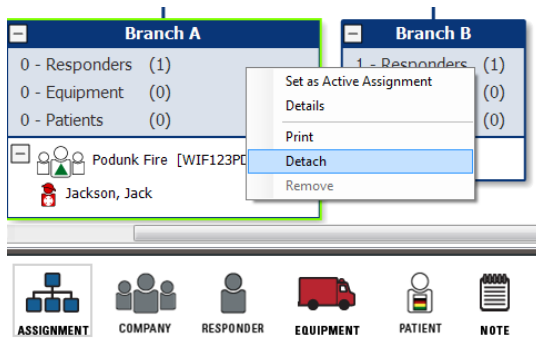


2. In the "Add Assignment" menu, enter an assignment name and level. Click "Save."



Command also offers the ability to re-arrange existing assignments by clicking and dragging an assignment to the desired location.

You may also separate an assignment from the assignment tree structure altogether by right-clicking and selecting "Detach."



Any assignment changes made in Command will be reflected on all connected field devices.

## Responders in Command

*Like RapidTAG, any responders added to an incident must be associated with an organization first. In support of accountability best practices, Wisconsin Emergency Management recommends you do not add additional responders directly via Command.*

*If you must however, responders can be added using two separate methods. Instructions on both are as follows:*

### Responders via ad hoc

1. From the main Command screen, confirm that the “Post” tab is selected. Click and drag the “Responder” icon from the lower left-hand corner of the screen to the desired assignment.
2. In the “Add Responder” menu, enter the appropriate fields and click “Save.”

COMMAND

BACK SAVE

-- ADD RESPONDER --

ADD FIND

\*ID: 171106163232812

\*Organization: WI Emergency Management

\*Last Name: [Empty]

\*First Name: [Empty]

Rank: [Empty]

Birth Date: 11/ 6/2017

**Qualifications**

Code	Description
ESF11Ag	Agriculture and Natural Resource
ESF2Comms	Communications
ESF14Recov	Community Recovery
ESF5EmMgt	Emergency Management
ESF12Energ	Energy
ESF15ExtAf	External Affairs
ESF4FF	Firefighting

>>> <<<

**Selected Qualifications**

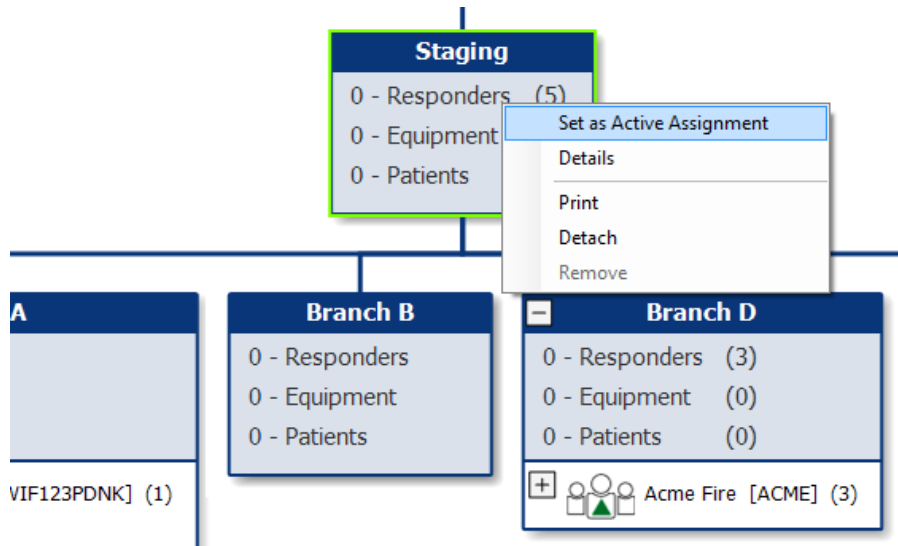
Code	Description
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## Responders via USB scanner

If the USB scanner's settings are not correct or if the USB scanner will not recognize barcodes, the hardware will need to be calibrated. See the "Troubleshooting the USB scanner" section for more information.

1. If you have a properly connected USB device, right-click your desired assignment and select "Set as Active Assignment." (Repeat this step when changing the assignment in which your resources are scanned.)



2. Proceed with scanning resources using the USB scanner.

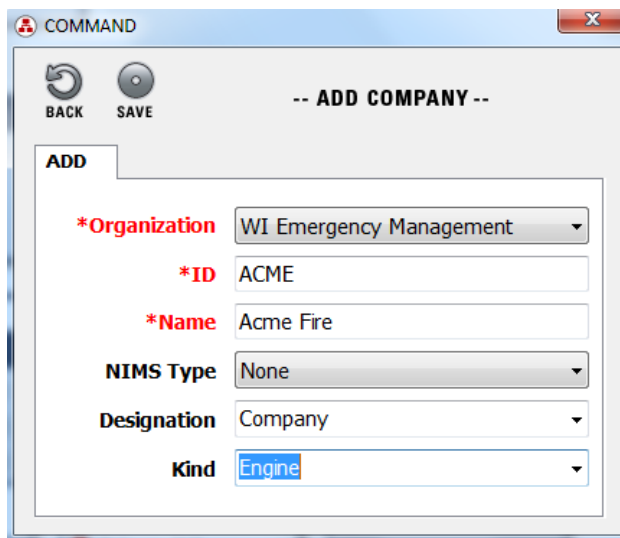
## Companies in Command

If you wish to track units or teams of resources together, you can use the “Companies” function to group and move them as a single resource.

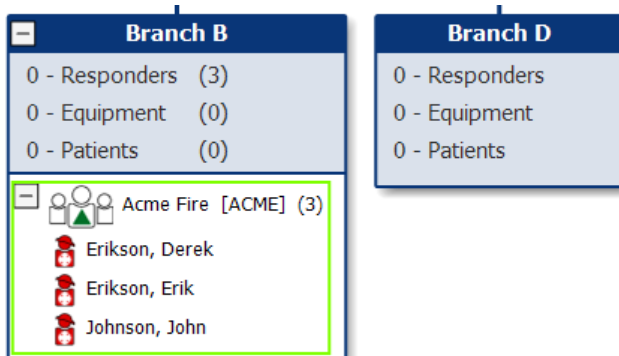
1. First, confirm that the “Post” tab is selected from the Command main screen. Click and drag the “Company” icon from the lower left-hand corner to the desired assignment.



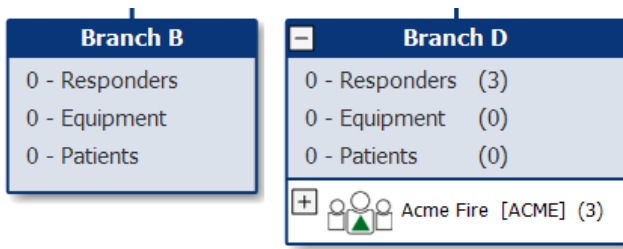
2. In the “Add Company” menu, enter all appropriate fields. Note the required fields in red, and click “Save.”

A screenshot of the 'ADD COMPANY' form in the COMMAND application. The form has a title bar with 'COMMAND' and a close button. Below the title bar are 'BACK' and 'SAVE' buttons. The main area is titled '-- ADD COMPANY --'. There are several fields: '\*Organization' (dropdown menu with 'WI Emergency Management'), '\*ID' (text input with 'ACME'), '\*Name' (text input with 'Acme Fire'), 'NIMS Type' (dropdown menu with 'None'), 'Designation' (dropdown menu with 'Company'), and 'Kind' (dropdown menu with 'Engine'). The asterisked fields are highlighted in red.

3. With your company added, you can now add resources by dragging them to that company.



4. Additionally, you can now move the company as a single unit throughout the incident. Collapse the unit by selecting the “-” sign next to its name and then drag it to the desired assignment.

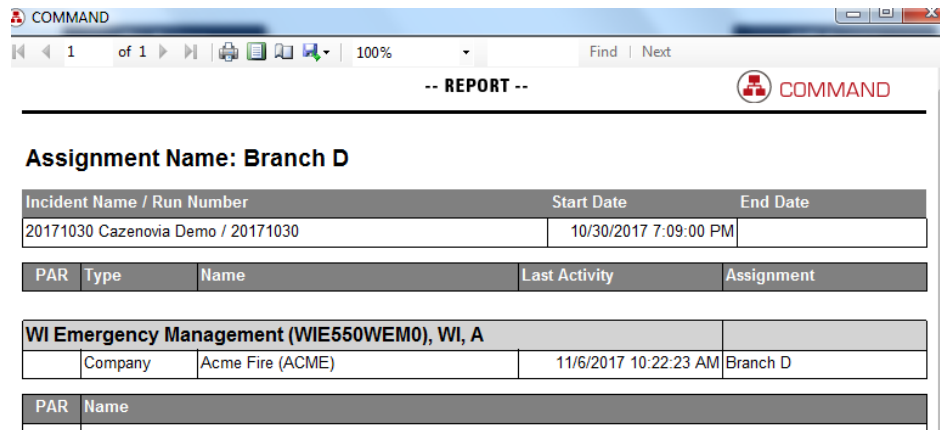


Any companies you add in Command will also be available on all connected field devices as well.

## Reporting in Command

In addition to the solution's basic accountability functions, Command also provides in-depth reporting capabilities.

To run a report on a single assignment in Command, double-click that assignment. You can also right-click the assignment and select "Details."



The screenshot shows the COMMAND application interface. At the top, there is a navigation bar with a back arrow, a page indicator '1 of 1', a search icon, a refresh icon, a zoom level of '100%', and a 'Find | Next' button. Below this is a header area with '-- REPORT --' and the COMMAND logo. The main content area displays the following information:

**Assignment Name: Branch D**

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

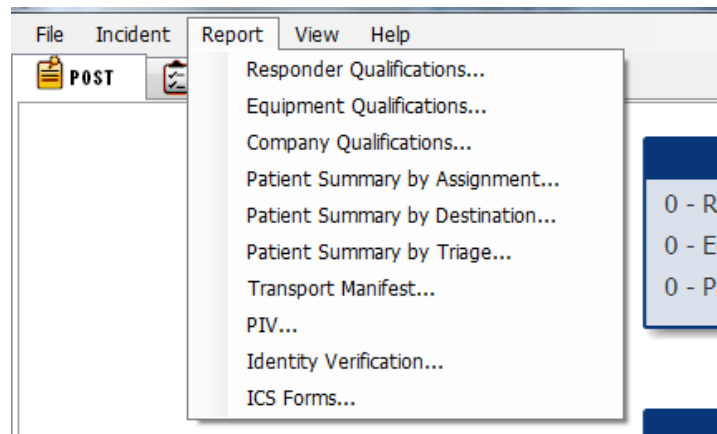
PAR	Type	Name	Last Activity	Assignment
<b>WI Emergency Management (WIE550WEM0), WI, A</b>				
	Company	Acme Fire (ACME)	11/6/2017 10:22:23 AM	Branch D

PAR	Name
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A new window will open with assignment details. You can save reports or print them directly from Command. Reports will automatically sync with the latest field data.

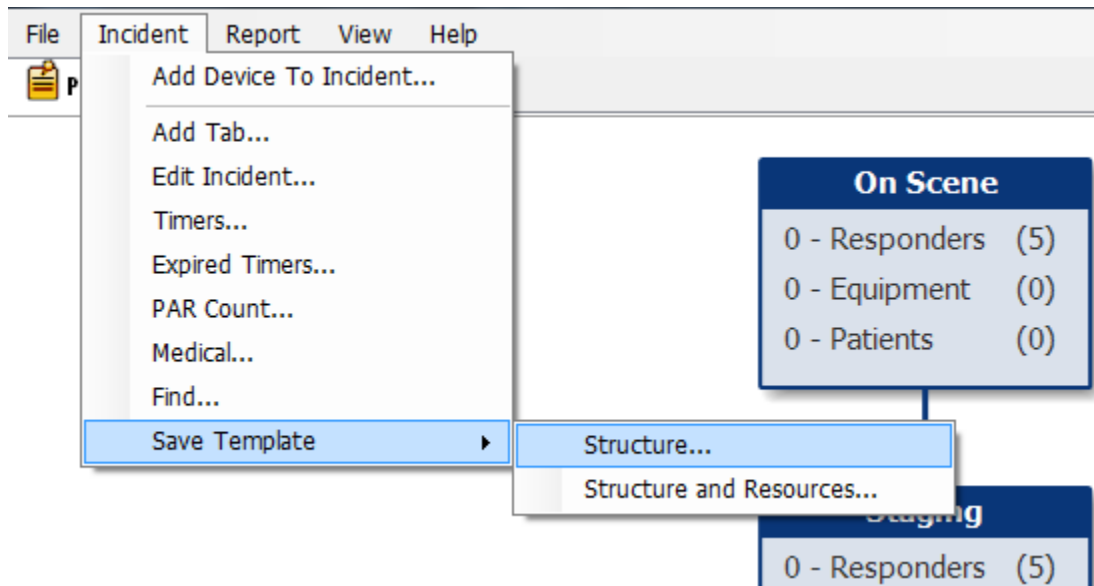
Command can also generate reports across an entire incident. From the Command main screen, select "Report" and select a report of your choosing.



## Creating incident templates in Command

If you wish to preserve an existing assignment structure, Command allows you to save that structure as a template for future use.

1. From the Command main screen, click “Incident” and select “Save Template.”



Selecting “Structure...” will save the current assignment structure at the time of saving.

Selecting “Structure and Resources...” will save the current assignment structure and all resources scanned in the incident at the time of saving.

2. Be sure to note where you save your incident template file. If the template is saved locally, it will be accessible to any users creating future Command incidents from that device.

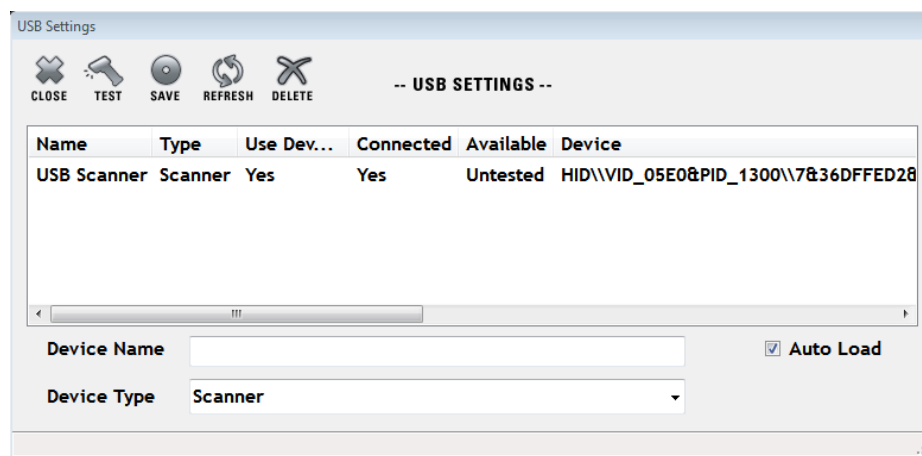
## Shutting down Command

1. When your incident has ended, you will need to end the incident in the Command software and power down the hardware. From the Command main screen, click “End.” The software may prompt you to confirm this action.
2. Close out of the Command software, and power down the laptop.
3. Disconnect all power adapters. Re-wind all chords and return equipment pieces to their original locations in the Command case. Refer to the diagram included in the kit if needed.
4. If not yet completed, complete the equipment checkout form enclosed in the kit.

## Troubleshooting the USB scanner

*If the USB scanner's settings are not correct or if the USB scanner will not recognize barcodes, the hardware will need to be calibrated.*

1. From the main Command screen, click "Options" and select the "Scanners" tab.
2. Confirm that "USB scanners" is checked. Click "USB Scanners."
3. Highlight your scanner, and click "Test."
4. Scan the back of a driver's license until a window prompt appears. Close out of the prompt.
5. Verify that "Tested" now appears under "Available."
6. Enter a name for the scanner under "Device Name."
7. Check the "Auto Load" checkbox.
8. Verify the USB Settings now match the settings below. Note that both "Connected" and "Use Device" should now be set to "Yes."



9. Click "Save" and then click "Close."
10. If problems persist, completely remove the USB Scanner by clicking "Delete" in the USB Settings. Unplug the scanner, plug it in once more, and repeat the above steps.
11. If problems still persist, send a support request to [wicams@wisconsin.gov](mailto:wicams@wisconsin.gov).