

Request RapidSOS Credential - PSAP

Credentials are managed through the administrative module in the RapidSOS Portal. **There are two options for how credentials can be requested.**

1. Customers that do not yet have a RapidSOS Account
2. Customers that already have a RapidSOS Portal Account

Option 1 – Customers that don't have a RapidSOS Portal Account

1 911 Agency Sign-Up

Users without a RapidSOS Portal Account can sign up at <https://rapidsosportal.com/>.

2 Admin Sign-Up

Click on **Admin Sign Up** and complete the information to register for an account.

3 Uploading Jurisdiction Details

Jurisdiction Details can be uploaded once the account is active. *“Active” means you can access the RapidSOS portal with your Login ID and Password.* Log in to RapidSOS Portal at <https://rapidsosportal.com/login>. Click the **Admin** tab in the upper right-hand corner of the page.

4 ECC Information

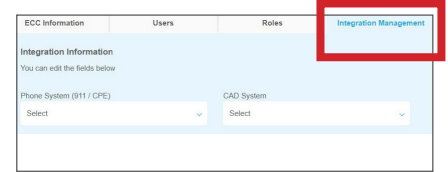
Click on the **ECC Information** tab, scroll down to the **Jurisdiction Details** section, and click **UPLOAD FILE** to upload your jurisdictional boundary information. *This will start the jurisdictional boundary file confirmation process.*

The RapidSOS CSM will send an email to the primary contact to confirm the agency's boundary file information. The boundary file must be verified by the appropriate party at your agency for the geofence approval process to begin. If not verified, the geofence approval process will be delayed.

here. This coverage location will be updated once your jurisdictional boundary is verified.' and 'Have questions? Submit a ticket via the 'Support' tab.'"/>

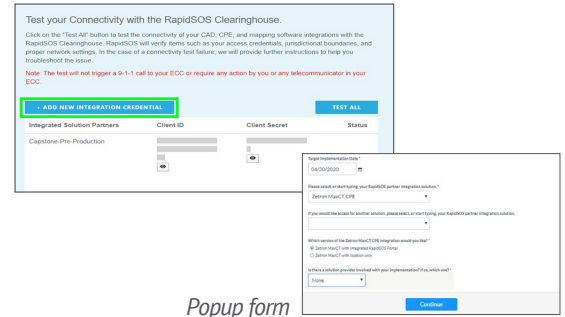
5 Integration Management

- Click the **Admin** tab in the upper-right corner of the page.
- Click the **Integration Management** tab and select the appropriate Phone, CAD, and Mapping systems, then click **Save**.




6 Test Connectivity

- Next, scroll down to the **Test your Connectivity with the RapidSOS Clearinghouse** section.
- Click **+ ADD NEW INTEGRATION CREDENTIAL**.
- Fill out the popup form to request credentials for any integration your agency may need.



Popup form

7 Credentials Issued

Once credentials have been issued, click the small eye icon  below the **Client ID** and **Client Secret** to reveal the credential. These credentials are used to enable access to the RapidSOS Clearinghouse for the specified integration.

8 Geofence Approval Process

Once the jurisdictional boundary file information is verified by the appropriate party at your agency, the geofence process can begin.

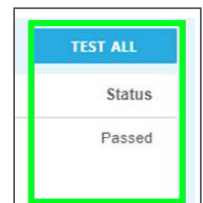
Tip: The geofence approval process may take two to four weeks.

9 Boundary File (Geofence) Approval Notification

Once geofence approval has been provided, the RapidSOS team will notify your agency's primary contact and the appropriate Zetron representative. Please work with the Zetron or Zetron Partner representative managing your deployment to ensure the configuration is set up correctly.

10 Testing Approved Credentials

- Log into RapidSOS Portal at <https://rapidsosportal.com/login>.
- Click the **Admin** tab in the upper-right corner of the page.
- Click the **Integration Management** tab and scroll down to **Test your Connectivity with the RapidSOS Clearinghouse**.
- Click **Test All** and verify the **Status** column indicates **Passed**. If the **Status** shows something other than **Passed**, please contact support@rapidsos.com.



Option 2 - Customers WITH a RapidSOS Portal Account

1 Log In

Log in to RapidSOS Portal at <https://rapidsosportal.com/login>.

2 Integration Management

- Click the **Admin** tab in the upper-right corner of the page.
- Click the **Integration Management** tab and select the appropriate Phone, CAD, and Mapping systems, then click **Save**.

3 Test Connectivity

- Next, scroll down to the **Test your Connectivity with the RapidSOS Clearinghouse** section. If you need to request a new credential, click **+ ADD NEW INTEGRATION CREDENTIAL**.
- Fill out the popup form to request credentials for any integration your agency may need.

Test your Connectivity with the RapidSOS Clearinghouse.

Click on the "Test All" button to test the connectivity of your CAD, CPE, and mapping software integrations with the RapidSOS Clearinghouse. RapidSOS will verify items such as your access credentials, jurisdictional boundaries, and proper network settings. In the case of a connectivity test failure, we will provide further instructions to help you troubleshoot the issue.

Note: The test will not trigger a 9-1-1 call to your ECC or require any action by you or any telecommunicator in your ECC.

+ ADD NEW INTEGRATION CREDENTIAL TEST ALL

Integrated Solution Partners	Client ID	Client Secret	Status
Capstone-Pro-Production			

Super Administration
04/20/2020

Please click on identifying your RapidSOS partner integration solution:
Zetron VITALCT CPE

If you would like access for another solution, please select or start typing your RapidSOS partner integration solution.

What version of the Zetron/VitalCT CPE integration would you prefer?
A Zetron VITALCT (not integrated RapidSOS) CPE
C Zetron VITALCT (integrated)

Is there a specific provider/technology you are implementing? If yes, which one?
None

Complete

Popup form

4 Credentials Issued

If the credential needed has already been issued, click the small eye icon below the **Client ID** and **Client Secret** to reveal the credential. These credentials are used to enable access to the RapidSOS Clearinghouse for the specified integration.

Client ID	Client Secret

5 Testing Approved Credentials

- Log into RapidSOS Portal at <https://rapidsosportal.com/login>.
- Click the **Admin** tab in the upper-right corner of the page.
- Click the **Integration Management** tab and scroll down to **Test your Connectivity with the RapidSOS Clearinghouse**.
- Click the **Test All** button and verify the **Status** column indicates **Passed**. If the **Status** shows something other than **Passed**, please contact support@rapidsos.com

Contact Zetron Technical Support Toll Free at 1-877-284-4616 or 1-425-820-6363 if you have any questions.