

Request RapidSOS Credential - PSAP

Credentials are managed through the administrative module in the RapidSOS Portal.

There are three options for how credentials can be requested.

1. Customers that do not yet have a RapidSOS Account (4-6 week lead time to complete integration)
2. Customers that already have a RapidSOS Portal Account (1-2 week lead time)
3. Customers with a RapidSOS Portal Account and an active Zetron integration moving to MAX Call Taking 4.1.1 (lead time dependant on implementation team)

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

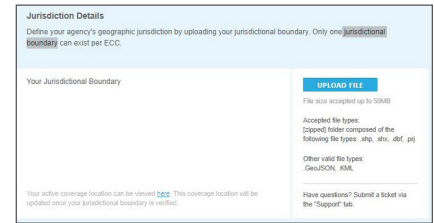
Jurisdiction Details can be uploaded once the account is active. *“Active” means you can access the RapidSOS portal with your Login ID and Password.* Log in to RapidSOS Portal at <https://rapidsosportal.com/login>. Click the **Admin** tab in the upper right hand corner of the page.

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.*

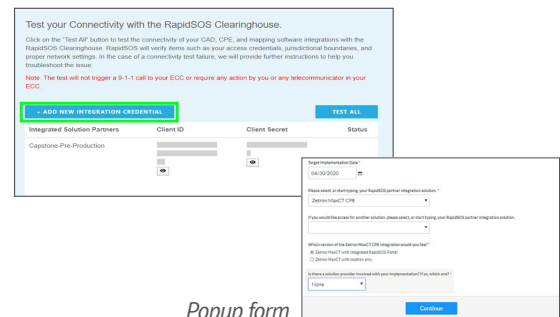
The RapidSOS ECC Emergency Manager (EEM) will send an email to the primary contact to confirm the agency's boundary file information. The boundary file must be verified by the appropriate party at your agency for the geofence approval process to begin. If not verified, the geofence approval process will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



5

Test Connectivity

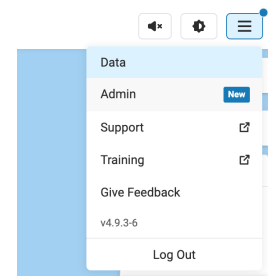
- Next, scroll down to the **Test your Connectivity with the RapidSOS Emergency Data Platform** section.
- Click **+ ADD NEW INTEGRATION CREDENTIAL**.
- Fill out the popup form to request credentials for any integration your agency may need.



6

Credentials Issued

Once credentials have been issued, customers will click the MENU button on the far right of the page and then click the admin link to retrieve credentials. These credentials are used to enable access to the RapidSOS Emergency Data Platform for the specified integration.



7

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.

8

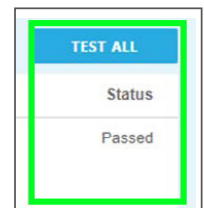
Boundary File (Geofence) Approval Notification

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.

9

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 Emergency Data Platform*.
- 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

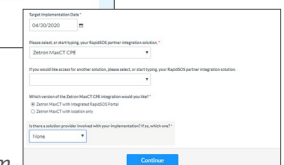
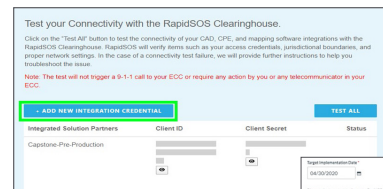
Log In

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

2

Test Connectivity

- Next, scroll down to the *Test your Connectivity with the RapidSOS Emergency Data Platform* 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.

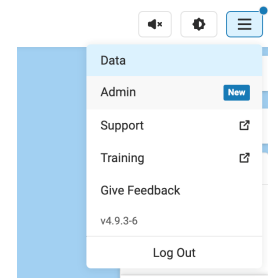
A screenshot of a 'Request Integration Form' popup. It contains fields for 'Request Integration Name', 'Request Integration ID', 'Request Integration Description', 'Request Integration Type', and 'Request Integration Status'. There is a 'Continue' button at the bottom.

Popup form

3

Credentials Issued

Once credentials have been issued, customers will click the MENU button on the far right of the page and then click the admin link to retrieve credentials. These credentials are used to enable access to the RapidSOS Emergency Data Platform for the specified integration.



4

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 Emergency Data Platform**.
- 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.

Option 3 – Customers with a RapidSOS Portal Account and an active Zetron integration moving to MAX Call Taking 4.1.1

1

Seamless Migration

Notify your implementation team responsible for completing integration and correct URL usage.

Contact Zetron Technical Support Toll Free at **1-877-284-4616** or **1-425-820-6363** if you have any questions. RapidSOS EEM & RM contacts: <https://rapidsos.com/our-latest/rapidsos-regional-contact-list/>



©Zetron, Inc. All rights reserved. Zetron® and Zetron and Design® are registered trademarks of Zetron, Inc. All other trademarks are properties of their respective owners. www.zetron.com

www.zetron.com



The Power to Respond