

# Responder App Quick Start



## 1. Introduction & Purpose

Welcome to a faster, smarter way to respond. We are transitioning from legacy paging and radio systems to a comprehensive platform built for the modern responder.

This guide outlines the essential steps for configuring, managing, and utilizing the Code 3 Rescue mobile application to ensure you are mission-ready.

### Before You Begin

- **Device Updates:** Ensure your phone has the latest software updates. Go to Settings > General > Software Update on iOS.
- **Battery:** Ensure your battery is charged above 50% before initiating installation.

## 2. Installation & Authentication

To receive calls and assignments, you must correctly install and configure the mobile application.

- 1 Get the App:** Search for "Code 3 Rescue" in the iOS App Store and download the application.
- 2 Sign In / Register:** Open the app. If you don't have an account, navigate to [www.c3rescue.com/portal.html](http://www.c3rescue.com/portal.html) and click "Are you a responder? Sign up here", or wait for an administrator to register your credentials.
- 3 Biometric Setup:** After logging in with your email and password, save your credentials to your password manager or create a passkey for quick sign-in on future uses.

### Critical Step: Enable Alerts

During the initial setup, your phone will request permissions. You **MUST select "Allow" for Critical Alerts**. This ensures the station siren will sound even if your phone is set to Silent or Do Not Disturb. *Privacy Check: The app only uses your GPS location when you are actively responding to a call to calculate ETA.*

## 3. Shift Management (App Sign-in)

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Your availability must be actively managed to ensure dispatchers have an accurate view of deployable resources.

- 4 Check-In:** Log into the staff section of the mobile app. When you sign in on shift, select "Check-in" to indicate you are ready to receive alerts.
- 5 Check-Out:** When your shift ends, press "Check-in" again to sign out and tell the platform you are "Off" shift.

## 4. Responding to a Call

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When an alert hits your phone, utilize one-tap statuses to update Command instantly:

- **RESPONDING:** Tells Command you are traveling to the station.
- **IN ROUTE:** Tells Command you are heading to the scene.
- **ON SCENE:** Marks your arrival and starts your personal incident timer.
- **CLEAR:** Clears you from the scene and places you back in-service (Available) for the next incident.
- **UNAVAILABLE:** Keeps the board clean so the Chief knows who isn't coming.

## 5. Pro Field Tools

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Once you are on a call, swipe up in the app to access your advanced toolkit:

- 6 Proximity Engine:** See exactly how many feet you are from the incident and track other responding units.

- 7 **Smart SOPs:** Follow interactive checklists for specific call types (e.g., Cardiac Arrest vs. Signal 77) without second-guessing protocols.
- 8 **Personal SOS:** If you encounter trouble in the field, hold the SOS button to trigger a high-visibility strobe and alert all units to your exact coordinates.

### Pro-Tip for the Crew

Use the **In-App Chat** for incident-specific updates instead of personal text threads. It keeps the radio clear and ensures all data is logged for the final incident report.