



User Guide: Dispatch

Last Updated: October 15, 2020

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Overview

Welcome to EDGEauditor!

EDGEauditor helps resorts remove their reliance on paper-based forms, waivers and more by transitioning all of these pertinent documents into digital form. Whether you're a small family-operated resort or an operation with thousands of employees, this digitized tool will improve efficiency and accuracy while decreasing administrative overhead and mitigating risk.

Some of the many benefits to using EDGEauditor are:

- Helping you maintain more consistent, complete and accurate reports with additional information that's just not possible with paper.
- Never having to deal with legacy versions of the software, or people using different versions. EDGEauditor is a SaaS (Software as a Service) solution so every update made to the software is automatically applied to every user.
- Desktop-based manager dashboard provides administrative users with a full 360-degree view of all reports, ability to approve or reject reports, add new sections or criteria to reports, export data and much more!
- Easily manage security and access permissions to each individual user so there's no need to worry about things going missing or being altered.
- Enable email and text alerts for incident reporting based on the criteria you set.
- Saving incident reports, daily logs, inspections and other reports locally on a tablet and then upload later when an internet connection is available.
- Through tablets and smartphones, your staff can start to catalog every piece of risk mitigation you have on your property.

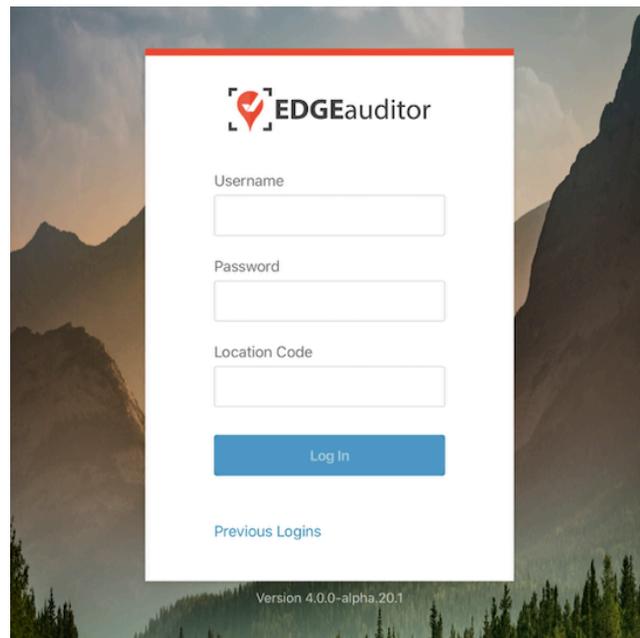
Login

The login screen is a single point of entry into EDGEauditor. The EDGEauditor app is what dispatcher's will use to create medical and other event types. The EDGEauditor manager dashboard is an online website where supervisors can view closed dispatch events, manage alerts, generate data exports and so on. **The Dispatch module is only available on the browser version of the EDGEauditor app.**

Accessing the EDGEauditor App

Desktop Computer:

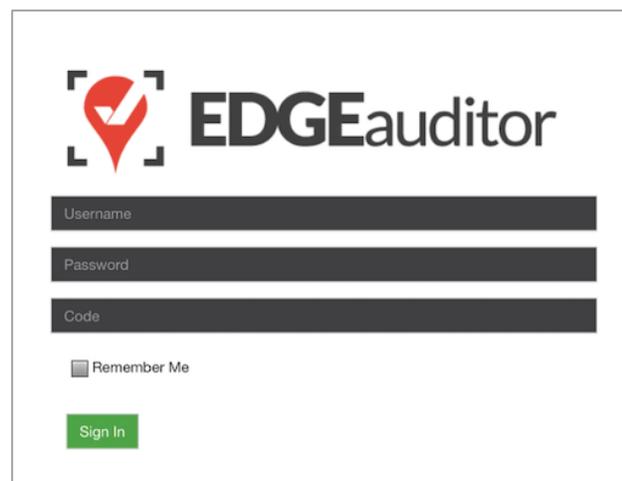
1. Open Chrome browser and go to browser.edgeauditor.com.
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the 'Log In' button to log into the EDGEauditor application.



Accessing the EDGEauditor Manager Dashboard

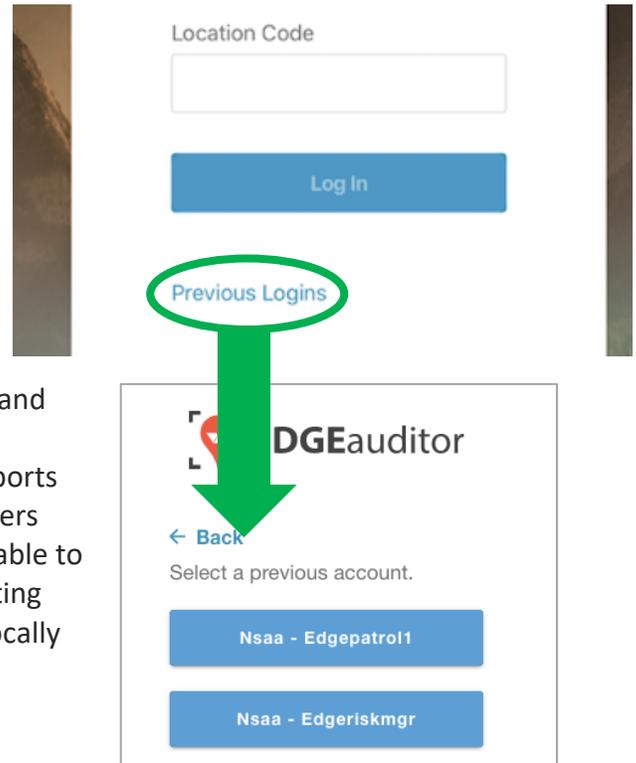
Desktop Computer:

1. Open Chrome browser and go to resort.edgeauditor.com.
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the *Sign In* button to log into the website.



Additional Notes

- Both the manager dashboard and the browser-based version of the app are optimized to work with Chrome browser.
- On the EDGEauditor app, if a previous login is saved it will be shown when you select *Previous Logins* located beneath the *Log In* button.
- You can then select the username and just add the password as a shortcut to login as that user. A maximum of 2 previous logins can be saved. If logging in with a third user, it will clear the other logins.
 - If either of those previous users have reports saved locally, the app will not be able to clear them until the user(s) logs in and clears the report(s) from PENDING LOCAL REPORTS. This login “failsafe” prevents reports from being accidentally deleted. If both users have locally saved reports you will not be able to login with a new user until one of the existing users submits/deletes the reports saved locally under their profile.

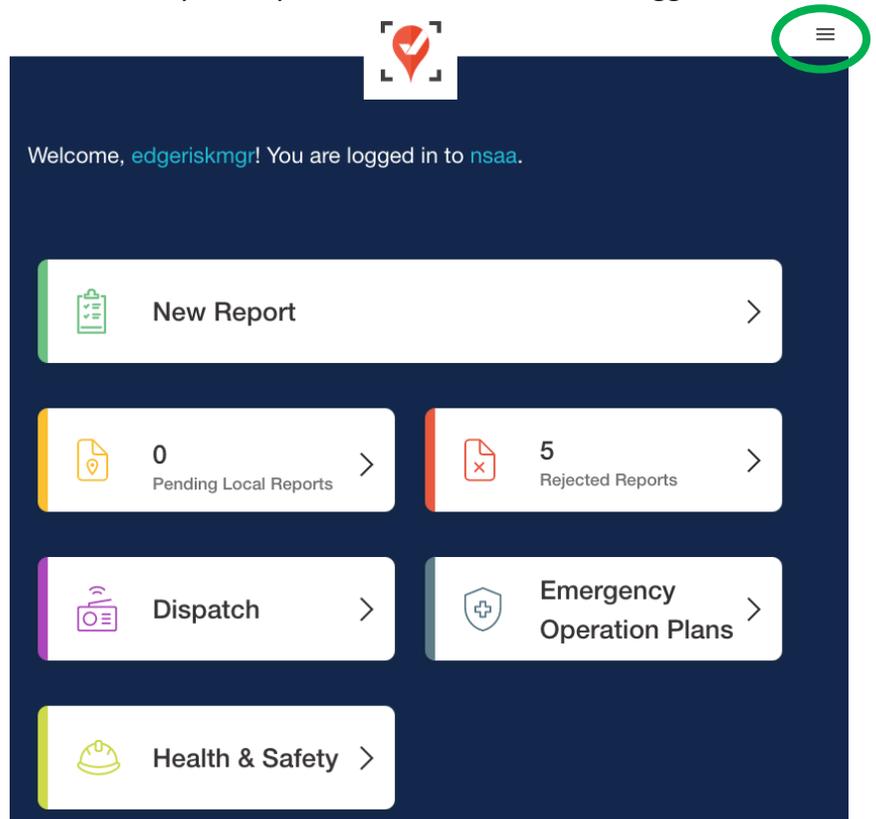


Getting Started

Upon successful login, you will be taken directly to the app home screen that shows each of the modules your user profile has access to. Access to specific modules are determined by the user permissions setup by your manager or those being used by your resort so you may not see all of these when logged in.

To access the settings for your account, select the menu icon located at the top right-hand corner of the main screen (circled in green on the image to the right). From settings you can:

- View your username and location.
- Log out of the app (be sure to do this every time you're finished using the app; this is a security feature to prevent unauthorized access to your account).
- Change your password – if your user profile allows for this (make sure you either memorize it or write it down and keep it in a safe place so you have it when needed).



Dispatch Console

EDGEauditor's Dispatch module keeps track of incidents and other event types that occur at your location. It ensures timely information sharing for decision-making and rapid command transmissions. The Dispatch module is fully integrated with EDGEauditor's incident reporting, so an incident report can be started by a dispatcher on the console and then picked up by patrol on a tablet to complete.

Navigating the Dispatch Console Main Screen

A maximum of 20 open events can be shown on the screen at a time. If you have more than 20 events open, you will be able to use the arrows at the bottom left-hand corner of the screen to access each additional page:



The numbers below correspond to the screen shot of the main dispatch console screen shown on page 7. If there are any pre-existing open events they will appear on the console main screen.

1. Clicking the back arrow will take you back to the main menu.
2. If an open event is highlighted in grey that means another dispatcher is editing the event and it is locked. This will prevent multiple dispatcher's from overriding each other's entries. Once the dispatcher is out of the event (by exiting the console or clicking another event), or there is inactivity inside an event for more than 15 seconds the lock will be removed and another dispatcher can edit it.
3. *New Event*
 - Opens a drop-down list of each dispatch event type – Medical, Search and Rescue, Guest Contact, Lifts & Work Mission. Click on any of these options to start a new event.
4. *View Archived Events*
 - Opens a new tab that takes the user to the https://resort.edgeauditor.com/dispatch_events_history page. Once a dispatch event is closed, it will be removed from the console and can be accessed on the Event History page at any time.

5. *Runs / Lifts / Buildings*

- Clicking on either of these will open a new tab that allows the user to manage the status of ski runs, lifts or buildings.

6. *Search*

- User can start to type a search query and the open dispatch events will automatically filter based on the text entered. To remove the search filter, just erase what you've entered in the search box.

7. *Communication Log*

- This is where the dispatches can communicate with each other in real time regarding events or issues at the resort (gate openings/closings, wildlife sightings, lift down, etc.). New messages will always appear at the top. By default, the communication log will be filtered to the current date but you can use the date pickers to view older messages as well as filter by log categories. If there is a colour block shown beside a message, it is in reference to the colour code assigned to that specific category (e.g., Wildlife = green).
- Communication log categories are created by going to https://resort.edgeauditor.com/dispatch_communication_categories

8. Clicking on the column headers will sort the information in ascending/descending order. By default, all events are sorted in order of most recent ID.

9. *ID*

- This is automatically generated each time a new dispatch event is created, regardless of the event type.

10. *Type*

- This displays the specific type of dispatch event for that entry (Medical, Search and Rescue, Guest Contact, Lifts & Work Mission).

11. *Title*

- This is a text field for the dispatcher to enter the title of the event.

12. *Status*

- This is where you can set your status for the dispatch event (e.g., patrol dispatched, patient transport, etc.) and continuing to update the status in real-time as the event transpires.
- Dispatch statuses are created here > http://resort.edgeauditor.com/dispatch_event_statuses.

13. Dispatch Category

- This where you choose the specific category the event falls under (e.g., Code Red, Lift Maintenance, Trail Check, etc.).
- Dispatch categories are created here > https://resort.edgeauditor.com/dispatch_categories. You can assign a colour to each category (optional). This colour will appear on the far left-hand side of the main dispatch console screen once you select your category.

14. Reported By

- This is a text field to record who first reported the event.

15. Incident Area

- This drop down populates answer options based on the Areas your organization has setup on <https://resort.edgeauditor.com/areas>.

16. Lead Responder

- For medical event types, this is a text field that auto-filters the results as you type to show a list of matching patrollers, which comes from resort.edgeauditor.com/staffs where the staff type = Patroller. Alternatively, you can use the drop-down arrow to manually scroll through the list of patrollers and choose the specific one.
- The patroller that's entered here will appear as the "Lead Staff" on the In-Progress Incident Reports screen on the app, as well as under the "Lead Staff" column on resort.edgeauditor.com/accident_reports.
 - To choose which patroller role will be lead, go to https://resort.edgeauditor.com/patroller_roles and edit an existing role by selecting "Lead" in the checkbox before clicking "Update Patroller Role". Only one patroller role can be selected as the lead.
- For non-medical event types, the Lead Responder is not limited to just patrollers. It can be any staff member from resort.edgeauditor.com/staffs.

17. Rep. Time

- This is a time field to enter the time the event was reported to dispatch. User clicks the field to activate the clock selector and modify the time as needed. Time is based on the 24-hr clock.
- When first clicked on, the time field will always default to the current time in the user's time zone.
- If time is added here, it will pre-populate the *Incident Time* field on the Incident Report.

- 18. Clicking the drop-down arrow will expand the event to show you the full view of all fields and sections for that event. Clicking the arrow a second time will collapse the event. Each time you create a new event it will be collapsed by default.

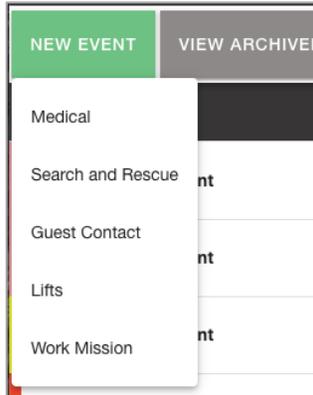
EDGEauditor

NEW EVENT VIEW ARCHIVED EVENTS RUNS LIFTS BUILDINGS Search COMMUNICATION LOG

| ID | TYPE | TITLE | STATUS | DISPATCH CATEGORY | REPORTED BY | INCIDENT AREA | LEAD RESPONDER | REP. TIME |
|-------|-------------------|-----------------------------------|-------------------|--------------------|------------------|---------------|------------------|-----------|
| 14352 | Medical Event | Keyhole 1050 | Patrol Dispatched | Routine Medical | | Saddleback | John LeClair | |
| 14347 | Medical Event | 2 Skiers - Bottom of Purgatory | First Aid | Code 66 | | | Jonathan Towes | |
| 14345 | Medical Event | Jurassic Park - Shoulder + Header | At Clinic | Code Yellow | Park Staff | | Stephanie Glancy | |
| 14344 | Medical Event | Medical at F | Patrol Dispatched | Code 1 | Staff | | Jonathan Towes | |
| 14343 | Medical Event | Cowabunga - Ankle | Patrol Dispatched | Routine Medical | | | Kirk Muller | |
| 14342 | Medical Event | Juniper Medical | Active | Routine Medical | Restaurant Staff | | Jonathan Towes | |
| 14331 | Medical Event | Ski School - Wrist | Active | Routine Medical | | | Buffy Summers | |
| 14303 | Search and Rescue | Joe Pavelski Missing | Patient Transport | Avalanche Response | Patrol | | Stephanie Glancy | 03:40 |
| 14302 | Search and Rescue | 2 Children Missing | Patient Transport | Out of Area Rescue | Guest | Saddleback | John LeClair | 04:25 |
| 14301 | Work Mission | Grooming Boards | Active | Grooming Boards | Patrol | Village | Stephanie Glancy | 03:10 |
| 14152 | Medical Event | 34 YO Male Snowboarder | First Aid | Code 1 Red | Radio | Saddleback | John LeClair | 04:20 |

Starting a New Event - General Functionality

1. Click the “New Event” button in the top left-hand corner of the screen and choose the event type you want to create. By default, all new events will appear at the top of the open dispatch event list (the exception to this is if you have sorting applied, which may change where the new event appears depending on how you have things sorted).
 - The dispatch console has an auto-save feature built in so users will not need to save each time they start an event or add details to it. Events will auto-save every 15 seconds.



2. Start to fill in the information for your new event. Since the event will be collapsed by default, to fill out the additional fields not shown, click the arrow button to the far right of the event to open the full view. To collapse the event, just click the arrow again.
3. The input fields found under the Staff Dispatch, Transport Log & Notes section will be the same across all event types (full details regarding each is explained on pages 9 – 13). Under Dispatch Details, a few of the fields will change depending on the event type:
 - Medical & Search and Rescue event types will contain text field to enter “# of People Involved”.
 - Guest Contact event type will contain text fields to enter “Guest First Name”, “Guest Last Name” and “Team Responsible”.
 - Lifts will contain checkboxes for “People on Lift”, “Run Off Electric Power”, “Run Off Auxiliary” and “Code 50 Alert”. For each one of those, if selected there will be a corresponding time field to enter the time each was initiated at or cleared at (applies to “People on Lift” only).
 - Lifts will also contain time fields to record “Lift Stopped At” and “Lift Started Back Up At”. The “Total Time” field will auto calculate based on the time’s entered in those two fields the next time the auto-save occurs.
 - Work Mission event type will contain “Priority”.
4. To add additional staff, transport or notes, click the “ADD NEW” button:



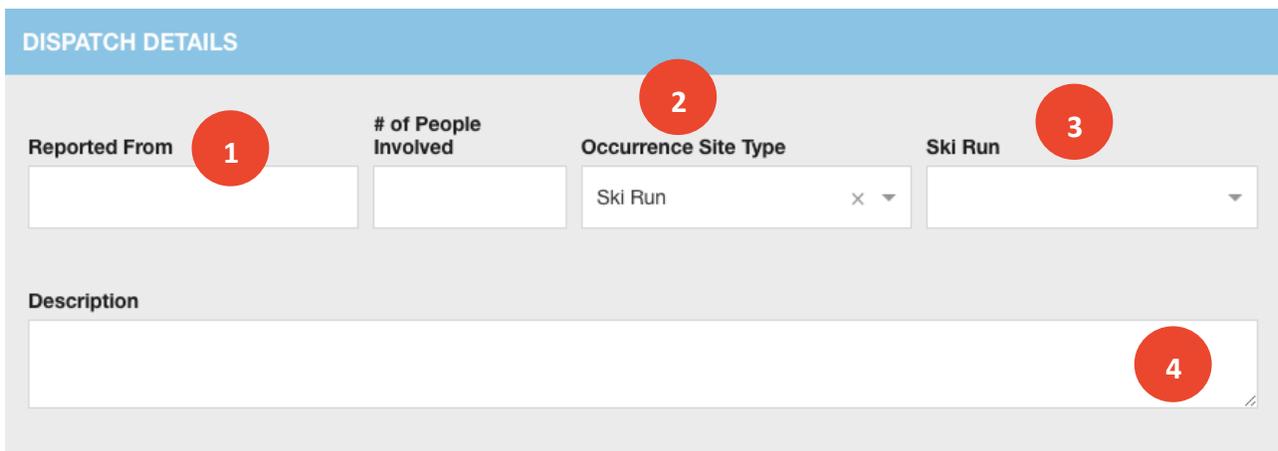
5. To remove a section, click



6. Clicking  will close the event and it will be removed from the dispatch console. To review the event at any time, you can access it via the Event History page.
7. Clicking  will open a pop-up confirming you wish to delete the event.

Dispatch Details Section - General Overview

1. *Reported From*
 - This is a text field where the dispatcher enters the location the event was first reported from.
2. *Occurrence Site Type*
 - This drop down displays static options of Building, Lift, Ski Run, Terrain Park, Trail and Other.
3. *Building/Lift/Ski Run/Terrain Park/Trail/Other*
 - Once the dispatcher makes a selection under “Occurrence Site Type” a new field will display with the appropriate label (Building, Lift, Ski Run, Terrain Park, Trail or Other).
 - For “Other”, user can input any information in this field.
 - For all other types, this will be a drop-down list that the user can either select the feature from or type the name of the feature to auto-filters the results to show a list of matching buildings, lifts, ski runs, terrain parks or trails for your location.
4. *Description*
 - This is a text field where there is no character limit on the length of the comment/note. Clicking the three diagonal lines in the bottom right hand corner will allow you to expand the size of the comment box.



The screenshot shows a form titled "DISPATCH DETAILS" with the following fields and callouts:

- 1**: "Reported From" text input field.
- 2**: "# of People Involved" text input field.
- 3**: "Occurrence Site Type" dropdown menu, currently showing "Ski Run".
- 4**: "Description" text area with a diagonal line icon in the bottom right corner for expansion.

Staff Dispatch Section

1. Staff Name

- For medical event types, this is a text field that auto-filters the results as the user types to show a list of matching patrollers, which comes from resort.edgeauditor.com/staffs where the staff type = Patroller. Alternatively, you can use the drop-down arrow to manually scroll through the list of patrollers and choose the specific one.
- For non-medical event types, the Lead Responder is not limited to just patrollers. It can be any staff member from resort.edgeauditor.com/staffs.

2. Dispatched

- This is a time field to enter the time the staff member was dispatched. User clicks the field to activate the clock selector and modify the time as needed. Time is based on the 24-hr clock.
- When first clicked on, the time field will always default to the current time in the user's time zone.

3. Arrived

- This is a time field to enter the time the staff member arrived on scene. User clicks the field to activate the clock selector and modify the time as needed. Time is based on the 24-hr clock.
- When first clicked on, the time field will always default to the current time in the user's time zone.

4. Equipment Dispatch

- If any equipment was dispatched along with the staff member, the dispatcher can make note of it in this text field

5. Equipment Notes

- This is a text field where there is no character limit on the length of the comment/note pertaining to the equipment dispatched. Clicking the three diagonal lines in the bottom right hand corner will allow you to expand the size of the comment box.

6. Staff Notes

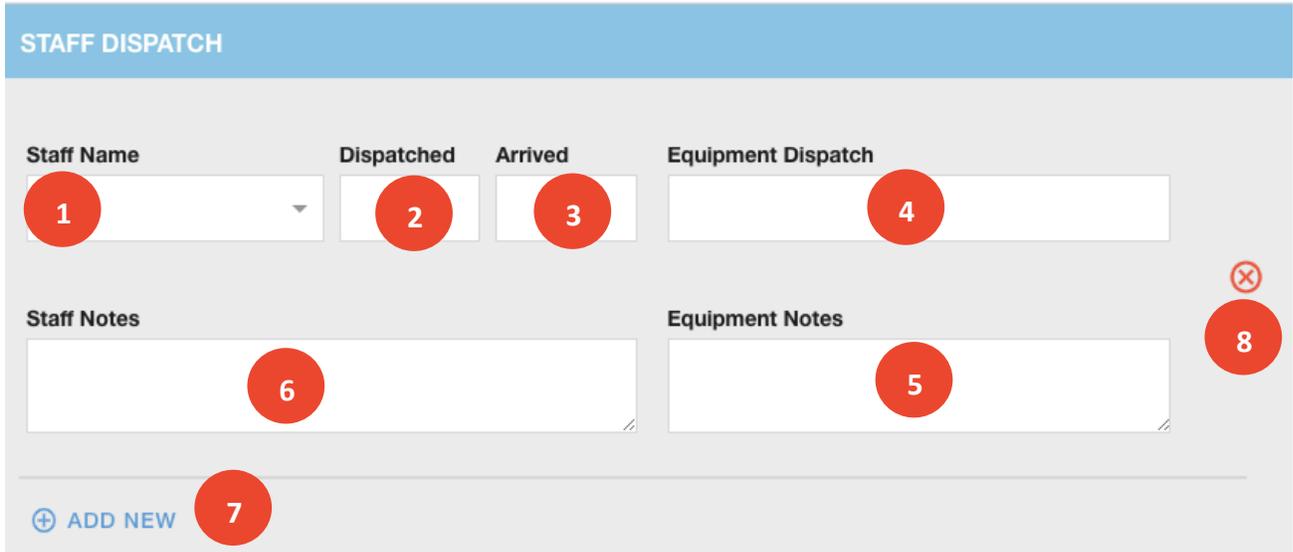
- This is a text field where there is no character limit on the length of the comment/note attached to a specific staff member. Clicking the three diagonal lines in the bottom right hand corner will allow you to expand the size of the comment box.

7. Add New

- To add additional staff or equipment, click the "ADD NEW" button.

8. Delete

- To remove a staff section, click the red “x”.



The screenshot shows a form titled "STAFF DISPATCH" with the following fields and callouts:

- 1**: Staff Name dropdown menu.
- 2**: Dispatched checkbox.
- 3**: Arrived checkbox.
- 4**: Equipment Dispatch text input field.
- 5**: Equipment Notes text area.
- 6**: Staff Notes text area.
- 7**: + ADD NEW button.
- 8**: Red "x" delete button.

Transport Log Section

1. Type

- This is where the dispatcher adds the specific type of transport that was initiated (e.g., snowmobile, toboggan, etc.).

2. Destination

- This is where the destination of the transport type is indicated (e.g., clinic, first aid, etc.).

3. Start

- This is a time field to enter the time the transport was started. User clicks the field to activate the clock selector and modify the time as needed. Time is based on the 24-hr clock.
- When first clicked on, the time field will always default to the current time in the user's time zone.

4. End

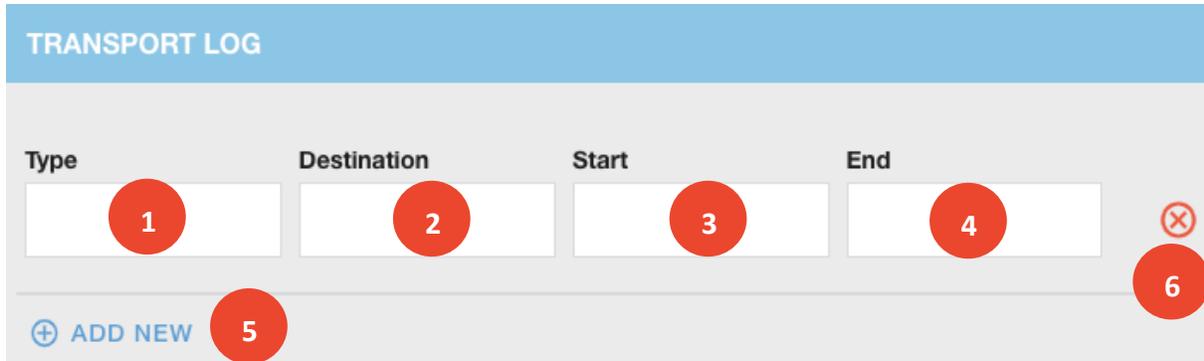
- This is a time field to enter the time the transport arrived at its destination. User clicks the field to activate the clock selector and modify the time as needed. Time is based on the 24-hr clock.
- When first clicked on, the time field will always default to the current time in the user's time zone.

5. Add New

- To add additional transports, click the “ADD NEW” button.

6. Delete

- To remove a transport log section, click the red “x”.



The screenshot shows a form titled "TRANSPORT LOG" with four input fields: "Type", "Destination", "Start", and "End". Each field has a red circle with a number inside it: 1 for Type, 2 for Destination, 3 for Start, and 4 for End. To the right of the End field is a red circle with an "x" inside it, labeled with a red circle containing the number 6. Below the input fields is a blue button with a plus sign and the text "ADD NEW", labeled with a red circle containing the number 5.

Notes Section

1. By

- For medical event types, this is a text field that auto-filters the results as the user types to show a list of matching patrollers, which comes from resort.edgeauditor.com/staffs where the staff type = Patroller. Alternatively, you can use the drop-down arrow to manually scroll through the list of patrollers and choose the specific one.
- For non-medical event types, the Lead Responder is not limited to just patrollers. It can be any staff member from resort.edgeauditor.com/staffs.

2. Time

- This is a time field to enter the time the note was created. User clicks the field to activate the clock selector and modify the time as needed. Time is based on the 24-hr clock.
- When first clicked on, the time field will always default to the current time in the user's time zone.

3. Note

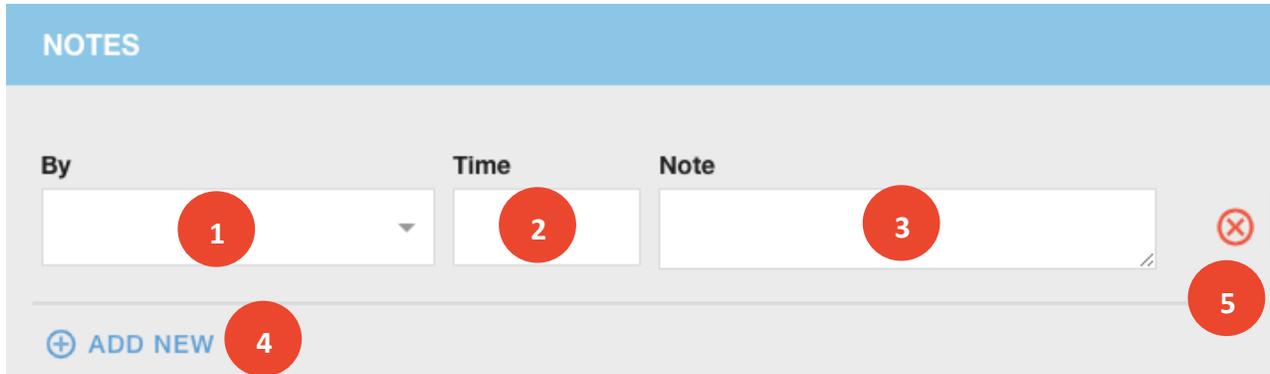
- This is a text field where there is no character limit on the length of the comment/note attached made by that staff member. Clicking the three diagonal lines in the bottom right hand corner will allow you to expand the size of the comment box.

4. Add New

- To add additional notes, click the “ADD NEW” button.

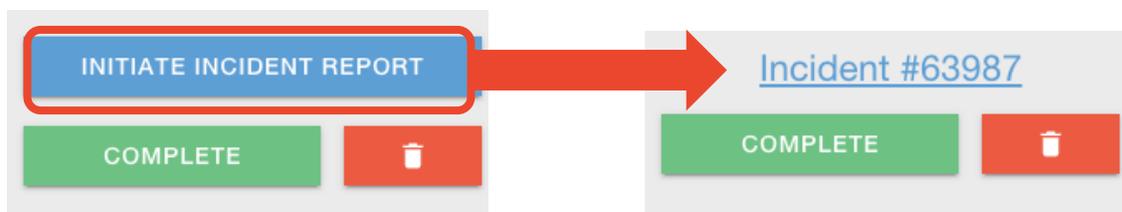
5. Delete

- To remove a note section, click the red “x”.



Medical Event - Specific Functionality

- If the event type is Medical, there will be an INITIATE INCIDENT REPORT button that appears above the COMPLETE and trash buttons. Clicking this button will kick off an incident report. At minimum, an event needs a Title and Lead Responder to initiate the incident report. Both the Event Title, Lead Responder and date the event was created (which will be the incident date) will appear on the In-Progress Incident Reports screen on the app so the patroller knows which incident report they should complete. If Rep. Time was also added, this will appear as well as the Incident Time.
 - Once the incident report has been initiated, the Incident Report # will display in place of the Initiate Incident Report button. When clicked on, it will redirect the user to the view page of the specific incident report on the manager dashboard.
 - The lead patroller will need to add the Patient Name and Incident Time to the incident report. This is a functionality change from the previous dispatch module.



Lift Event - Specific Functionality

- By default, Lift Event types will have the Occurrence Site Type pre-selected to “Lift” by default. You will either use the drop-down to select the specific lift or start to type the name of the lift to filter the results and then select the one that is needed.

Dispatch - Supporting Sections

Within the manager dashboard (resort.edgeauditor.com), there are various sub sections within the Dispatch menu that support the Dispatch Console. We'll take a look at each of those sections now.

Dispatch Categories

For each event type, you have the ability to create custom categories. To access dispatch categories, click on *Dispatch > Dispatch Categories* from the side navigation.

1. Click *+New Category* to add a new dispatch category.
2. Click the pencil button to modify an existing category.
3. Click the trash can button to remove an existing category.

Dispatch Categories

1
+ New Category

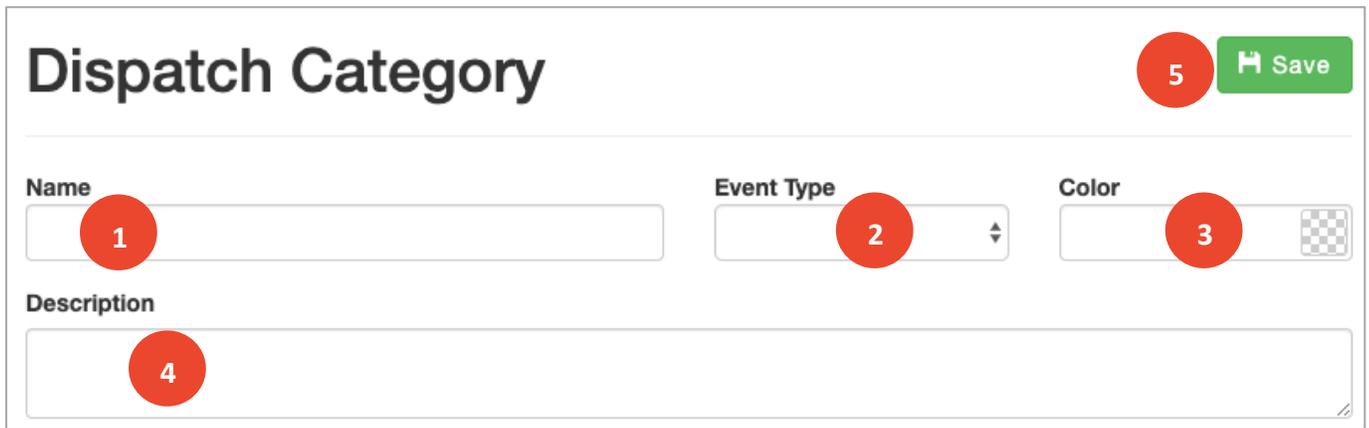
Search:

| ^ EVENT TYPE | ⇅ CATEGORY NAME | ⇅ DESCRIPTION | COLOR | EDIT | DELETE |
|---------------|------------------------|--|-------|--|--|
| Guest Contact | Separated Party | | |  |  |
| Guest Contact | Skier Safety Violation | | |  |  |
| Guest Contact | Taxi | Non-injured guest transport | |  |  |
| Lifts | Lift Breakdown | | |  |  |
| Lifts | Lift Maintenance | | |  |  |
| Lifts | Lift Problem | | |  2 |  3 |
| Lifts | Medical Hold | | |  |  |
| Lifts | No Start | Lift did not start at beginning of day | |  |  |
| Lifts | Weather Hold | | |  |  |
| Medical | Code 1 Red | Life or limb threatening (unstable) | |  |  |
| Medical | Code 2 Red | Medical (unstable) | |  |  |
| Medical | Code 66 | Collision | |  |  |
| Medical | Code Yellow | | |  |  |

Adding a new category or making changes to an existing one:

1. Give the category a name (e.g., Skier Safety Violation).
2. Choose the event type the category should be attached to.
3. Enter a colour code using HEX (e.g., #c65911), or click on the colour swatch to open the colour picker to add a colour to your category (optional).
4. Give the category a description (optional).
5. Click the “Save” button to save your changes.

The next time you create a dispatch event, this category will be available for selection.



The screenshot shows the 'Dispatch Category' form. At the top left is the title 'Dispatch Category'. At the top right is a red circle with the number '5' next to a green 'Save' button. Below the title are three input fields: 'Name' (with a red circle '1' over the input), 'Event Type' (with a red circle '2' over the dropdown arrow), and 'Color' (with a red circle '3' over the input and a color swatch icon). Below these is a 'Description' field with a red circle '4' over the input. A red circle '5' is also present near the 'Save' button.

Event History

Once a dispatch event is closed it is removed from the dispatch console. To access closed dispatch events, click on *Dispatch > Event History* from the side navigation.

Dispatch Event History – Main Screen

1. Use the search filters to locate a specific event or events. Click the “Search” button to initiate a search and click the “Clear Filters” button to remove any search filters and show all closed events.

2. By default, events are sorted by most recent date. You can use the arrows beside the specified headers to sort the results in either ascending/descending order.
3. Click the icon under the View Event column to open a read-only copy of that event.
 - From the view screen, if the event is linked to an incident report, you can see the report(s) it is linked to by clicking on the “Linked Incident Reports” button.
4. Click the icon under the Edit Event column to make changes to a closed event.
 - If a closed event needs to be re-opened, you can click the Re-Open button on either the view or edit screen. This will send the event back to the dispatch console.

Dispatch History

Search Filters

Title Dispatch ID Type Category

Event Date

Show entries

| DISPATCH ID | DATE | TITLE | TYPE | CATEGORY | VIEW EVENT | EDIT EVENT |
|-------------|---------------|---------------------------------|-------------------|------------------|------------|------------|
| 2981 | Apr. 03, 2017 | Home Run - Ankle | Medical | Walk In | | |
| 2921 | Apr. 01, 2017 | Skier out of bounds (Jack Ryan) | Search and Rescue | | | |
| 2788 | Mar. 29, 2017 | Jurassic Park - Shoulder | Medical | On-Hill Response | | |
| 2698 | Mar. 27, 2017 | Wrist, Walk-In | Medical | On-Hill Response | | |
| 2236 | Mar. 16, 2017 | Inspiration - Knee Injury | Medical | On-Hill Response | | |
| 2227 | Mar. 16, 2017 | Head & Neck - The Slayer | Medical | On-Hill Response | | |
| 2213 | Mar. 16, 2017 | Spin Cycle - Wrist & Arm | Medical | | | |
| 2211 | Mar. 16, 2017 | Warp Speed - Knee | Medical | On-Hill Response | | |
| 2192 | Mar. 16, 2017 | Collision - King of the North | Medical | Walk In | | |
| 2140 | Mar. 15, 2017 | Awesomesauce - Leg | Medical | On-Hill Response | | |

Previous ... Next

Communication Log Categories

On the dispatch console, dispatchers can communicate with one other in real time regarding events or issues at the resort (gate openings/closings, wildlife sightings, lift down, etc.). These communications fall into specific categories that are created by going to *Dispatch > Log Histories*.

1. Click *+New Category* to add a new log category.
2. Click the pencil button to modify an existing category.
3. Click the trash can button to remove an existing category.

Communication Log Categories 1 + New Category

Search:

| ^ CATEGORY NAME | ⇅ DISCRIPTION | COLOR | EDIT | DELETE |
|-----------------------|---|--|------|--------|
| 911/Emergency Call | EMS, RCMP, etc contacts - sent & received | <div style="width: 20px; height: 10px; background-color: red;"></div> | | |
| Avalanche Report | | <div style="width: 20px; height: 10px; background-color: black;"></div> | | |
| Gate Closings | Terrain closed to public | <div style="width: 20px; height: 10px; background-color: red;"></div> | | |
| Gate Openings | Terrain open to public | <div style="width: 20px; height: 10px; background-color: green;"></div> | | |
| General | | <div style="width: 20px; height: 10px; background-color: gray;"></div> | | |
| Lift Stoppage | | <div style="width: 20px; height: 10px; background-color: orange;"></div> | | |
| Missing Person Report | | <div style="width: 20px; height: 10px; background-color: red;"></div> | | |
| Run Checks | | <div style="width: 20px; height: 10px; background-color: blue;"></div> | | |
| Summer Ops | Use for summer operations | <div style="width: 20px; height: 10px; background-color: green;"></div> | | |
| Transportation | Transportation & courtesy ride requests | <div style="width: 20px; height: 10px; background-color: blue;"></div> | | |
| Wildlife Report | | <div style="width: 20px; height: 10px; background-color: yellow;"></div> | | |

Adding a new category or making changes to an existing one:

1. Give the category a name (e.g., Wildlife Report).
2. Enter a colour code using HEX (e.g., #c65911), or click on the colour swatch to open the colour picker to add a colour to your category (optional).
3. Give the category a description (optional).

4. Click the Save button to save your changes.

The next time you open the communication log within the dispatch console this category will be available for selection.



Communication Log Category 4 Save

Name 1

Color 2

Description 3

Communication Log History

Each time a message is sent via the communication log on the dispatch console it is also stored in the Communication Log History. To access all communications/messages, click on *Dispatch > Log History* from the side navigation.

Communication Log History – Main Screen

1. Use the search filters to locate a specific message or messages. Click the “Search” button to initiate a search and click the “Clear Filters” button to remove any search filters and show all events.
2. By default, logs are sorted by most recent time stamp. You can use the arrows beside the specified headers to sort the results in either ascending/descending order.
3. Click the icon under the Edit column to make changes to a message.
4. Click the icon under the Delete column to remove a message.
5. Click the Export Communication Log button to be redirected a new screen where you can generate an export of the communication messages by date and/or category. The available export formats are PDF or CSV.
 - Due to the potential file size of the export, you will receive your file via the email address you provide.

5
Export Communication Log

Communication Log History

Search Filters

Category

Start Date

1

End Date

Show entries

| 2 | 3 | 4 | 5 | 6 | 7 |
|--------------------|------------|--|-----------------------|------|--------|
| ↕ CATEGORY | ↕ USERNAME | ↕ LOG ENTRY | ↕ DATE & TIME CREATED | EDIT | DELETE |
| Transportation | superadmin | Guest transport requested | May. 02, 2019 14:21 | | |
| Lift Stoppage | superadmin | Alpine stopped at 15:30 | Mar. 28, 2019 14:29 | | |
| Gate Closings | superadmin | Closed gate for the day | Dec. 03, 2018 17:07 | | |
| Wildlife Report | superadmin | Family of big horn sheep walking close to Saddleback | Sep. 19, 2018 07:33 | | |
| Wildlife Report | superadmin | 1 female grizzly spotted walking along Cougar Creek Road. | Sep. 19, 2018 07:32 | | |
| 911/Emergency Call | superadmin | EMS called at 11:11 - lights and sirens | Sep. 19, 2018 07:31 | | |
| Avalanche Report | superadmin | Guest reported to Cloud 9 - A bit of slide action at Icy Vein due to winds - #19 advised they will check it out. | Sep. 19, 2018 07:30 | | |
| Gate Openings | superadmin | West Bowl open | Sep. 19, 2018 07:28 | | |
| General | superadmin | All trails inside fence open | Sep. 19, 2018 07:24 | | |
| Lift Stoppage | superadmin | Alpine lift down for maintenance. Expected down time ~30min | Sep. 18, 2018 07:20 | | |

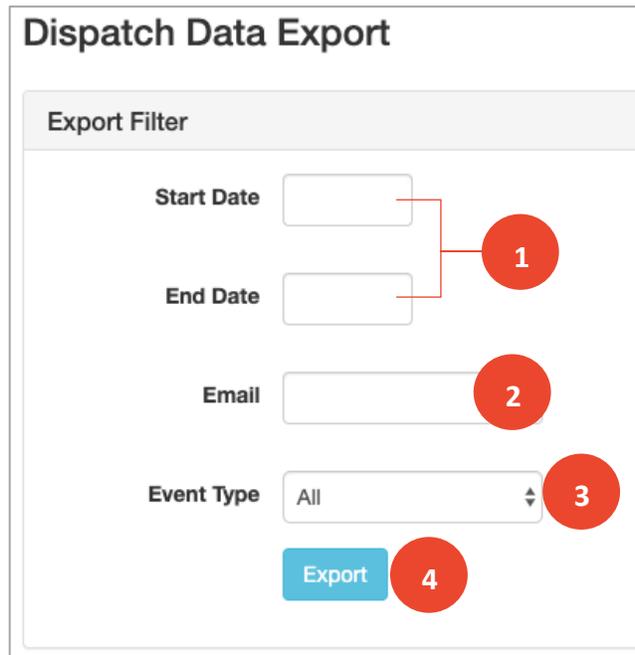
Dispatch Data Export

Using the data export feature, you can export select fields into from dispatch events. The fields that can appear in the export are:

- Event Title
- Event Date
- Event Type
- Reported Time
- Status
- Lead Responder
- Dispatch Category
- Reported By
- Incident Area
- All fields from the “Dispatch Details” section
- Staff Name, Dispatched & Arrived from the “Staff Dispatch” section
- Incident Report the event is linked to (if any)

To access the data export, click on *Dispatch > Dispatch Data Export* from the side navigation.

1. Choose the start and end date ranges for your export.
2. Enter the email address the export should be sent to.
3. Choose the event type you wish to export. The default setting is "All".
4. Click "Export" to generate your export. You'll then receive a confirmation message that the export is in progress. Depending on the date range and size of the export, it could take several minutes or longer to receive the email. The file will be in .csv format.



The screenshot shows the "Dispatch Data Export" form. It has a title bar "Dispatch Data Export" and a sub-header "Export Filter". Below the header are four input fields: "Start Date" and "End Date" (both empty text boxes), "Email" (empty text box), and "Event Type" (dropdown menu with "All" selected). A blue "Export" button is at the bottom. Red circles with numbers 1, 2, 3, and 4 are overlaid on the form: 1 is next to the Start Date and End Date fields, 2 is next to the Email field, 3 is next to the Event Type dropdown, and 4 is next to the Export button.

Dispatch Alerts

Users can create criteria dispatch alerts that generate once certain criteria is met within a dispatch event. Users can subscribe to receive email alerts, text alerts or both. Within this alert system there are 2 types of alerts that can be generated:

1. **Standard:** This alert type allows users to use various dispatch fields to make alerts trigger. Its functionality is very similar to Incident Report Alerts.
2. **Lift Down:** This alert type will only trigger if the dispatch event type is LIFTS, the "Lift Stopped At" field has a time stamp in it and the dispatch event contains the lift the alert is linked to. With this alert type the user can also choose the frequency at which the alert should generate by making a selection under "Alert Generation Frequency". You can also set the "Maximum Number of Times Alert Will Generate" by inputting a numerical value into this field. If left blank the alert will generate indefinitely until a time is added to "Lift Started Back Up At". Once a time is added to "Lift Started Back Up At" the alert generation will stop even if it did not generate for the maximum number of times specified.

1. To create a dispatch alert, click on *Dispatch > Dispatch Alerts* from the side navigation.
2. Select “New Alert” from the top right-hand corner.
3. Enter a name for your alert and then choose your alert type. Different fields will appear based on the alert type you select.

Dispatch Alert

Save

Name

Alert Type Standard

Alert Criteria

Select Field To Initiate Alert x

Field Values:

Trigger Values (for multiple values, separate each one with a comma)

Add Another Condition

STANDARD
alert type

Dispatch Alert

Save

Name

Alert Type Lift Down

Alert Criteria

Select Lift(s) To Be Included

Lifts

- Alpine
- Cloud 9
- Glide
- Summit
- Sunrise
- frequent flyer

Lift(s) Alert Is Linked To

Alert Generation Frequency Select Alert Generation Frequency

Set Maximum Number of Times Alert Will Generate Use numbers only, if left blank alerts will generate

LIFT DOWN
alert type

- Once you have added your alert criteria, choose “Save”.
- To subscribe to the alert, simply click the “Subscribe” button next to the alert back on the main alerts screen. To unsubscribe, simply click the button again. The alerts will send to the email address and/or phone number associated with your user account. If another user wants to subscribe to the alert(s) you created, they will need to login and go the dispatch alerts screen to subscribe to it.

Dispatch Alerts + New Alert

Search:

| ALERT NAME | EMAIL SUBSCRIPTION | TEXT SUBSCRIPTION | EDIT | DELETE |
|---------------------------|---|---|---|---|
| Alpine Lift | Unsubscribe | Unsubscribe | ✎ | 🗑 |
| Avalanche | Subscribe | Unsubscribe | ✎ | 🗑 |
| Collision - Black Ski Run | Unsubscribe | Unsubscribe | ✎ | 🗑 |
| Glide Down | Subscribe | Subscribe | ✎ | 🗑 |

- You can use the EDIT or DELETE buttons to modify or remove an alert.
- Repeat steps #1 through #4 for each alert you wish to setup.

Technical Escalation Process

Escalations may be required when team members encounter technical issues within the application. Before contacting EDGEauditor support, please ensure you:

1. Determine if the issue is isolated to a single or handful of devices or affecting all tablets.
2. Armed with the above information, contact your IT resource so they can do some internal troubleshooting first in the event it is internet related.

If your internal IT department cannot resolve the issue, please follow these steps for incident reporting to EDGEauditor:

- Go to <https://edgeauditor.zendesk.com/hc/en-us/requests/new> and complete the required information in order to submit your ticket. The more information you are able to provide the easier it will be for the support team to troubleshoot. Otherwise, you can open a ticket by sending an email to support@edgeauditor.com.
- For severity Level 1 Service Incidents (defined below), please call +1 (866) 485-3571.

Business Hours Support

- For severity Level 1 Service Incidents, support is available 24 hours a day, seven days a week.
- All other service incidents will be handled during EDGEauditor business hours:
 - 9:00am to 5:00pm ET Monday to Friday (except statutory holidays observed in the province of Ontario, Canada)

After Business Hours Support

EDGEauditor provides after hours technical support should resorts encounter Level 1 Service Incidents, which are defined as:

- Application is not accessible on all devices.
- Application is accessible but major functions (e.g., saving) are unusable to the extent that the normal business use of the application is significantly impeded.

For support after hours and during statutory holidays, please call 1-866-485-3571 or send an email to support@edgeauditor.com