

Attention !

Your Radius Map will be upgraded to a new version mid-morning on Wednesday, **November 29, 2023**. Please be advised that this upgrade will not affect the current map layout. Instead, it will introduce three new features to enhance your experience: map markup, Google View, and map measurement tool.

If you see a screen flash on your map tomorrow that reads SYSTEM NOTIFICATION and requests you to log out and back in, please do so using your V4 credentials. You will be prompted to put your agent position number back in, but then it will remain just as it did in V4. If you don't know your agent positions, please copy them down from V4 before 7am tomorrow.

A lot of details to accompany this release were provided to your agency supervisor(s) via email.

If you run into trouble, please contact your liaison.

The end-user (non-administrator/supervisor) call-taking experience remains primarily the same, except for the availability of a few new features to improve the login experience and additional map tools. There are also associated infrastructure improvements in the Radius Mapping back-end that are part of the transition to Radius Mapping V5, aimed at improving the reliability and scalability of the platform, but those changes are invisible to the users.

1. V5 Map Feature Changes

- a. **Google Street View** - When enabled, the Google Street View capability can be accessed from the ellipsis in the call's location card. The Google Street View map will open the location in a new browser tab and has all the functionality of Google Maps. For more information, log in to your Radius Map, open the support button, and click [here](#).
- b. **Map Measurement Tool** - When enabled, the Measurement Tool allows the Radius user to measure the distance between different points on the map. This feature will be available in the map control toolbar on the ECC's map. The Measurement Tool does not depend on the Radius user accepting a call or a signal. For more information, log in to your Radius Map, open the support button, and click [here](#).
- c. **Map Markup Tool** – Enabling the Map Markups feature allows the Radius user to indicate locations/areas of temporary

events. Found on the ECC's map in the map control toolbar, this feature allows the user to create a circle, line, area (polygon), or point on the map with an expiration date/time to mark a temporary event such as an area closure due to a parade. For more information, log in to your Radius Map, open the support button, and click [here](#).

2. V5 Login Changes

- a. **New Login Experience** - The Radius Mapping login experience has improved. It offers a more secure user experience and users are no longer required to reset their password every 90 days. The default sign-in process for Radius/Admin is to sign in with a password only. More information can be found [here](#).

The administrator experience is much different in V5, allowing the ECC manager to control many features locally. The administrator access is available under services (the gear) and opens in a separate browser.

3. V5 Admin Changes

- a. **Managing Users** – V5 offers a user-friendly platform to create/edit and remove users. For more information, log in to your Radius Map, open the support button, and click [here](#).
- b. **Configure Map Markup Categories** – The Council Team asks that you add Controlled Burns, Flooding, Livestock Out, Roadblocks/Closed Roads, and Special Event categories as described in the admin training. If you want to add categories beyond these, you can create them for your agency. For more information, log in to your Radius Map, open the support button, and click [here](#).

When you start using the enhanced V5 version, if you notice a tool missing you had in V4 or something that doesn't work as effectively as it should, please reach out to your liaison immediately and report it.

Advisory: When utilizing the links above for Radius Map support, you may see additional capabilities for Radius Map that are not available on the Kansas system. This is due to the extensive area coverage of the Kansas map and the need to keep consistency and operational control of the platform.

Some things that we are aware of and hope to see resolved in future enhancements are:

- 1) **Configuration lists failing to update.** Sometimes when you add an item to a list in Settings, the item does not show up immediately. You may have to refresh Chrome to see the actual updated list.

- 2) Although rare, it has been reported that the new Measurement tool may fail to open when clicked. If that happens, refreshing the browser should correct it.

Administrators will see that you can change map settings for their PSAP. These settings are being handled by the GIS team at the “Customer” level for all PSAPs. If you believe something should be changed in your map settings, please contact your liaison to discuss the settings before making any changes.

Our team has created training in the [KSNG911 Learning Center](#), and you are welcome to check it out for a refresher on the new map features.

Thanks

Angie angela.murphy@kansas911.org or Ellen ewernicke@kansas911.org

New Learning Management System launches November 1st.

We're excited to announce that starting November 1st, the Kansas NG911 Learning Center will be moving to a new training portal with Moetivations. We're still using Talent LMS, but the platform will be hosted in a different location. We advise you to remove your old bookmarks (ksng911-marckc.talentlms.com) and replace them with the new one (KSNG911.MOE911.COM) to ensure uninterrupted access. Please whitelist the email address moe911.com to ensure you can receive emails from the system.

All the features and functions will remain the same in the new location. All training records and progress have been transferred to the new platform.

- From the old site to the new site, your username will remain the same, and you will be provided a new temporary password to get started.
- All courses available on the old platform have been activated on the new platform.
- Each user receives an email from the new platform with instructions to login to the new system.

If you have any issues logging in, please contact your liaison for assistance.

North – Ellen Wernicke ewernicke@kansas911.org

South – Angie Murphy angela.murphy@kansas911.org

You are enrolled in a brief introductory course to learn about Moetivations and how to use the platform. Please take it at your earliest convenience.

Additionally, starting November 2nd, all new users will automatically be enrolled in the Welcome Course. Once you've completed the Welcome Course, you'll be able to access the required courses listed below. These courses will need to be completed in the order they're presented but don't worry, we'll be with you every step of the way! Once you've finished the required courses, the entire course catalog will be at your fingertips! We can't wait to see you succeed!

Required courses for the hosted solution:

1. Welcome course
2. PSAP Security Policy (annual)
3. Vesta Text to 911
4. TDD/TTY
5. RapidPlus Full Course V4 and V5 enhancements

We are excited that our partnership with Moetivations allows you access to some of their course catalogs. Be sure to log in and check out classes featuring change management, character in crisis, communications with purpose, dispatch skills, health and wellness, stress management, and workplace strategies.

We wanted to take a moment to say thank you from the Kansas 911 Coordinating Council. Your hard work and selfless dedication to Kansas citizens are genuinely

appreciated, and we're grateful for your patience as we all learn to navigate this new platform together.

Kansas 911 Team

Using the technology ! Have you used technology to improve the outcome of a call?

- Text Translation
- Text Locate
- Waze
- What3Words
- OnStar
- VIDEO

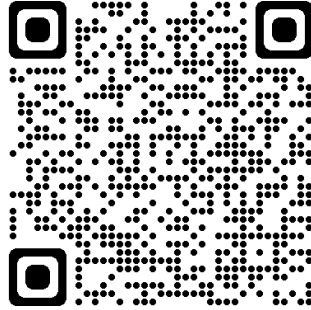
If so- please email michele.abbott@kansas911.org We would love to share your success & best practices with other centers.

We have started to see some tickets opened for low memory, lag, slow responses. Please ensure that your teams are rebooting regularly. The industry recommendation is at least once a week.



Rebooting helps keep your computer running efficiently and can often speed up performance if you've been having issues. The combination of things such as flushing the RAM and clearing up temporary files and processes helps keep "computer cobwebs" from forming and as a result your PC can perform at peak speed.

**Have you locked yourself out of the KSNG911 Learning Center?
Scan this QR code for instructions on how to reset your password.
You can do this real time.**





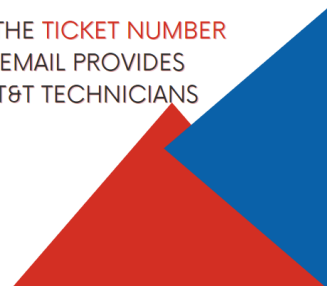
TROUBLE REPORT PROCESS: AT&T RESOLUTION CENTER



IF YOUR PSAP HAS PROBLEMS WITH THE VESTA CALL HANDLING SYSTEM
OR YOUR RAPIDDEPLOY MAPPING SYSTEM CALL, THE RESOLUTION
CENTER AT **1-866-722-3911**.

WHEN REPORTING TROUBLE TO THE AT&T RESOLUTION CENTER
PLEASE SEND AN EMAIL TO:

KSNG911RESCENTER@GOOGLEGROUPS.COM WITH THE **TICKET NUMBER**
AND A BRIEF DESCRIPTION OF YOUR PROBLEM. THIS EMAIL PROVIDES
IMMEDIATE VISIBILITY TO THE COUNCIL STAFF AND AT&T TECHNICIANS
OF YOUR PROBLEM.



11/03/2022

As discussed on the PSAP Admin Call, we are progressing with the installation of ASE. As part of this process there is a need to involve third-party broadband/internet providers. We know this causes frustration when unfamiliar vendors visit your PSAP, so the following process is being implemented. Additionally, we have asked that they give you 24-hour notice but absent that please make sure your frontline staff know about this process below to help eliminate confusion.

With regard to the Kansas Hosted Next Generation 911 Bandwidth Enhancement Project Expectations document sent to you previously by your Kansas 911 Coordinating Council Liaisons informing you of the survey and installation of your new Broadband connection, please accept this memo, along with any site requirements noted below, to either survey or install a circuit for the expansion of your NG911 network connection. **This most likely will be a technician other than one that you are used to seeing and may be a non-AT&T technician.**

During the site survey and/or installation, the technician may need access to the following areas:

- Network Equipment/Telco Room
- Network Communication Rack
- Building Demarc
- Minimum Point of Entry (MPOE)

If you have any questions regarding the person's identity or the work that they will be performing, please contact the following:

- DSR Helpdesk for Kansas 911 Coordinating Council
 - 1-866-848-9174 Option 1 if service has been installed
 - 1-866-848-9174 Option 2 if service is pending
 - kansas911support@dsrglobal.com

Best Practice Shortcut:

RapidDeploy RadiusPlus Map-Each shift when logging on and off from RapidDeploy Radius Plus - press Shift F5. This is a short-cut to a hard reload and should start your session with a fresh session.