



## FVTransport User Guide

## Contents

1	FV Transport App Setup and Usage .....	3
1.1	System Requirements .....	3
1.2	CAD Administrator .....	3
1.2.1	Setup .....	3
1.2.2	Approving New Users .....	4
1.2.3	Resyncing Agencies/Hospitals .....	5
1.3	Registering New Users .....	6
1.3.1	Android.....	6
1.3.2	Apple iOS.....	7
1.3.3	Web Browser .....	9
1.3.4	Edit Registration.....	10
1.3.5	PIN Recovery .....	11
2	EMS Agency Caller Types .....	12
2.1	EMS Agency Caller Types .....	12
2.1.1	Home Screen.....	12
2.1.2	FV Transport.....	14
3	Hospital Caller Types.....	19
3.1	Hospital Caller Type.....	19
3.1.1	Home Screen.....	19
3.1.2	FV Transport.....	19

# 1 FV Transport App Setup and Usage

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## 1.1 System Requirements

### Android

- Software version 4.0.3 and up
- Location and GPS enabled

### iOS

- iOS 5.1.1 and up
- Location and GPS enabled

### Internet Browser

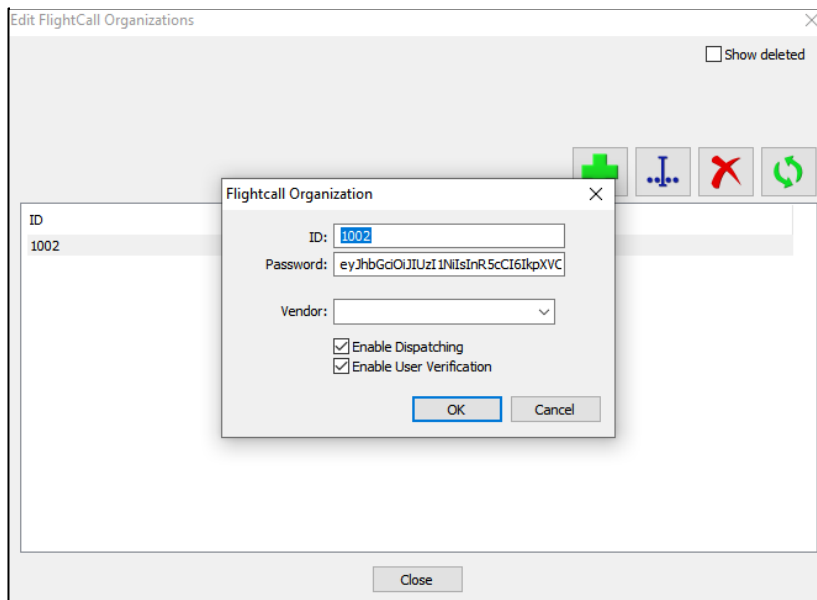
Latest version of Chrome, Firefox, or Microsoft Edge

## 1.2 CAD Administrator

### 1.2.1 Setup

1. Email the name of your organization as you would like it to appear in the app to [customerservice@flightvector.com](mailto:customerservice@flightvector.com).
2. An organization ID, FlightCall Password, FlightCall Host, and Organization Password will be provided once you have emailed customer service. The **FlightCall Organizations** setting will need to be updated by going to **Settings > FlightCall > FlightCall Organizations** and click the green plus button to add this information. Optionally, users will check the boxes to enable dispatching and enable user verification.

Figure 1: Edit FlightCall Organizations



3. The FlightCall Host setting will also need to be updated. Update by going to **Settings > FlightCall Host** and entering the information received by customer service.

4. If using more than one FlightCall organization, a default organization may be selected using **Settings > Default FlightCall Organization**.

Figure 2: FlightCall Host

### 1.2.2 Approving New Users

1. When a mobile user registers with your organization, they are put into an inactive state until they've been verified. To see a list of mobile users and verify them, and specify what type of user they are, go to, in the FlightVector client, **Settings > Verify Mobile Users**.
2. That will load the following dialog:

Figure 3: Verify Mobile Users

- Note:** This window will allow administrators to see the username, email, phone number, Org. ID, and associated EMS agencies/Hospitals for each user. Administrators will also see a list of users and whether those users have been granted mobile app privileges.
3. To change a user's status, click on their row and make changes in the Action section.

**Note:** After making changes, always click Save Changes for this User before clicking Done, or your changes will not be saved.

Figure 4: Verify Mobile Users

Verify Mobile Users

Filter by EMS Agency

Pending Users

N..	Registered on	Allow

Verified Users

Name	Registered on	Allow
Katie hospital 2	Apr 23 2018 13:06:08	Yes
another hospital user	Apr 30 2018 11:34:15	Yes
klh hospital	May 15 2018 09:22:03	Yes
Katie I howells	May 24 2017 08:00:08	Yes
Kt	May 24 2017 13:31:04	Yes
Katie Howells	Feb 20 2018 09:46:54	Yes
v5 hospital user	May 3 2018 13:00:41	Yes
katie sllewoh	May 14 2018 14:33:44	Yes
K Hospital	Apr 18 2018 08:02:01	Yes

Details

Name: Katie I howells

E-mail: katie@flightvector.com

Phone: 4069259770

Org. ID: 1002

EMS Agencies

Name: MT - PARK COUNTY SHERIFF

Action

Allow this user

Can access active calls

Can act as transfer center

Vendor: REACH

Save Changes for this User

Permanently Delete User

Export List to CSV

Done

4. Selecting the allow this user checkbox will allow them to create requests from their mobile device.
  - a. To remove a user, select Permanently Delete User.
  - b. To disable a user without deleting them simply unselect Allow this user.
  - c. Can access active calls allows the user to have access to the Active Call screen within the app.
  - d. Can act as transfer center hospital type user that is allows the user to request on behalf of another hospital, a hospital different than their registered hospital.
 

**Note:** Click Save Changes for this user to apply the changes you have made.
5. Click **Done** to close the dialog.

### 1.2.3 Resyncing Agencies/Hospitals

1. If a new mobile user is having trouble getting a hospital or EMS agency list to populate upon registration, the Administrator may select this, and the hospitals and agencies will be re-sent to FlightCall and should resolve the situation.

**Note:** Resyncing can take time depending on the size of the organization and number of hospitals, agencies, and landing zones.

Setting	Value
- FlightCall	
Resync Agencies/Hospitals/Landing Zones to FlightCall	Click for resync...

## 1.3 Registering New Users

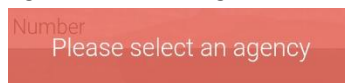
### 1.3.1 Android

1. Download FV Transport from Google Play Store.
2. Click the FV Transport app icon to open.
3. Complete the registration form ([Figure 5](#)).
  - a. Full Name
  - b. Email
  - c. Callback Number
  - d. Caller Type
  - e. Organization
  - f. EMS agencies or Hospital depending on Caller Type selected
  - g. Organization Password

**Note:** The password is provided to users by the organization's FV Transport administrator.

**Note:** Failing to enter a required field will prompt a red error message.

Figure 6: Error Message



4. Click **Register**.
5. You will receive an email with an activation code.
6. Refer to [1.3.1.1](#) for activation code instructions.
7. Enter the activation code you received using the dial pad.
8. Click **Confirm Code**.
9. After inputting the activation code, input the organization's passphrase that the organization provided to you. This prevents unauthorized users from requesting to be a user.
 

**Note:** The organization password is provided by the organization associated with the app.
10. Create and enter a PIN number of your choosing and click **Save**.
11. Then wait to be approved by an administrator.

#### 1.3.1.1 Activation Code

1. Wait for an email containing the activation code.

Figure 7: Email Notification

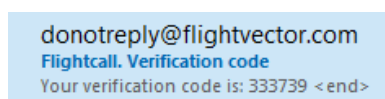


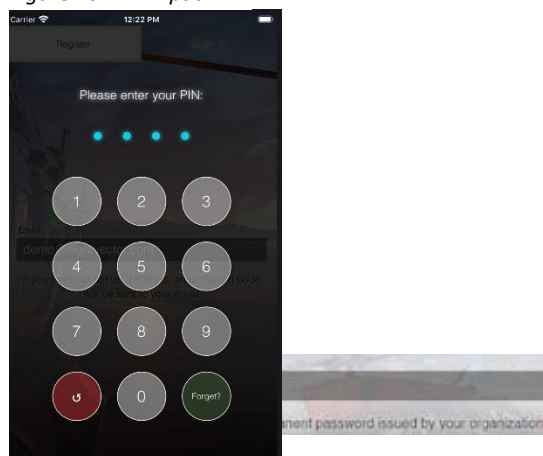
Figure 5: Android Registration Form

 A screenshot of the Android registration form. The form is titled "Register" and has a "Sign In" button. The form fields are: Full Name (Demo Hospital), Email (demohospital@flightvector.com), Callback Number (12345678), Caller Type (radio buttons for EMS Agency and Hospital, with Hospital selected), Organization (FlightVector), Hospital (A M E T Hospital), and Organization Password (masked with dots). A "Register" button is at the bottom.

2. Enter the activation code.
  3. Enter the organization password.
  4. Create and record a custom four-digit PIN number.
- Note:** Create an easy to remember code. This code will be

Figure 8: Code Input

Figure 10: PIN Input



used to verify the user upon re-entry into the app.

### 1.3.2 Apple iOS

1. Download FV Transport from the Apple Store.
2. Click the FV Transport app icon to open.
3. Complete the registration form ([Figure 11](#)).
  - a. Full Name
  - b. Email
  - c. Callback Number
  - d. Caller Type
  - e. Organization
  - f. EMS agencies or Hospital depending on Caller Type selected
  - g. Organization Password

**Note:** The password is provided to users by the organization's FV Transport administrator.

**Note:** Failing to enter a required field will prompt a red error message ([Figure 6](#)).
4. Click **Register**.
5. You will receive an email with an activation code.
6. Refer to [1.3.1.1](#) for activation code instructions.
7. Enter the activation code you received using the dial pad.
8. Click **Confirm Code**.

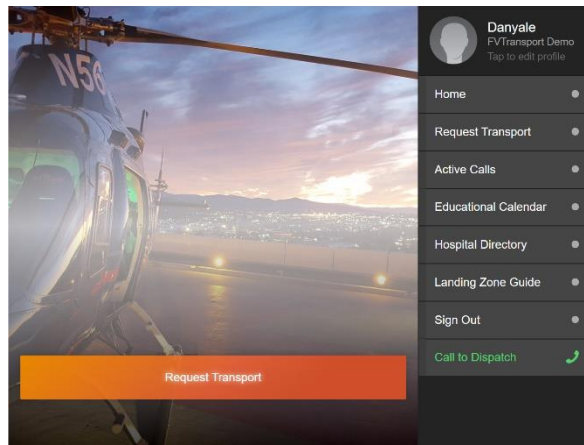
Figure 11: iOS Registration Form

9. After inputting the activation code, input the organization's passphrase that the organization provided to you. This prevents unauthorized users from requesting to be a user.  
**Note:** The organization password is provided by the organization associated with the app.
10. Create and enter a PIN number of your choosing and click **Save**.
11. Then wait to be approved by an administrator.

### 1.3.3 Web Browser

1. Access the web app using the URL: <https://app.flightcall.flightvector.com/>
2. The link will bring you to the home page.

Figure 12: Homepage



3. As a new user, you will be prompted to register before you can proceed through the web application.
4. Complete the registration form ([Figure 13](#)).

- a. Full Name
- b. Email
- c. Callback Number
- d. Caller Type
- e. Organization
- f. EMS agencies or Hospital depending on Caller Type selected
- g. Organization Password

**Note:** The password is provided to users by the organization's FV Transport administrator.

**Note:** Failing to enter a required field will prompt a red error message ([Figure 6](#)).

5. Click **Register**.
6. You will receive an email with an activation code.
7. Refer to [1.3.1.1](#) for activation code instructions.
8. Enter the activation code you received.
9. After inputting the activation code, input the organization's passphrase that the organization provided to you. This prevents unauthorized users from requesting to be a user.

**Note:** The organization password is provided by the organization associated with the app.

10. Create and enter a PIN number of your choosing and click Save.
11. Then wait to be approved by an administrator.

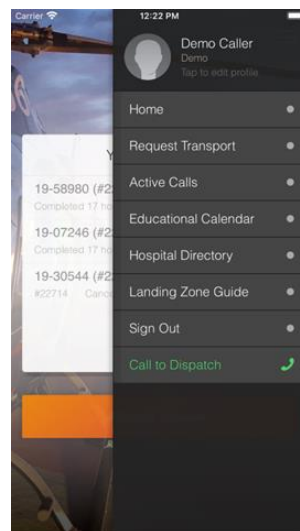
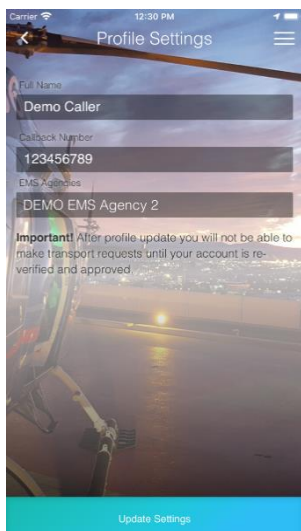
Figure 13: Web Registration Form

### 1.3.4 Edit Registration

**Note:** Once the changes are submitted, the user will need to re-enter their PIN and wait for Administrator approval in FlightVector. All changes must be approved before a user can use the app.

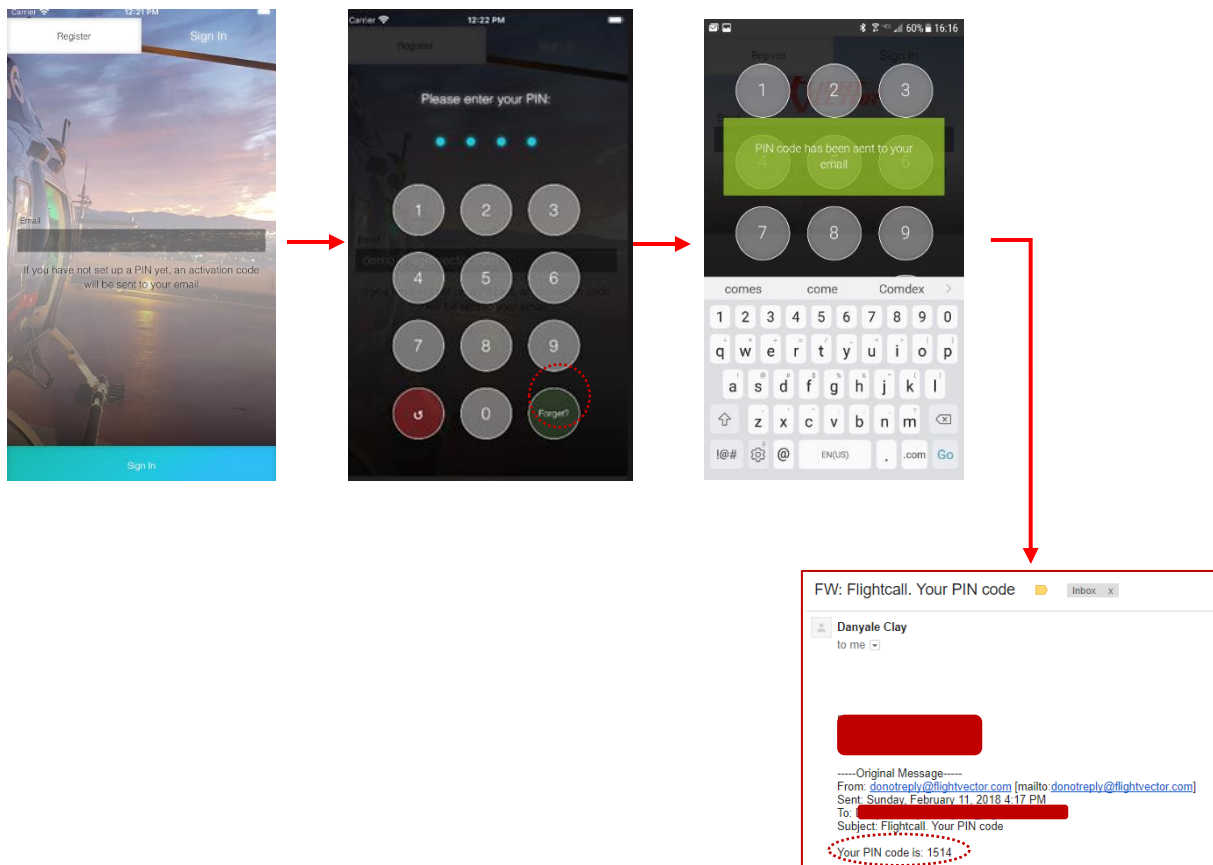
1. From the sidebar menu, click **Tap to Edit Profile**.
2. Here you can edit user information (except for your email address).
3. Click **Update Settings** to save any changed information.

**Note:** The user must enter their PIN to edit information.



### 1.3.5 PIN Recovery

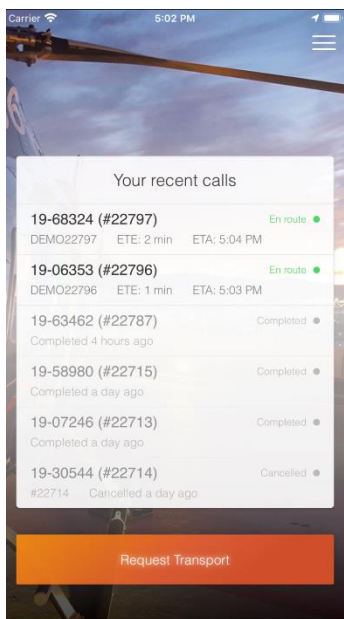
1. If you cannot remember your PIN, sign out of the app.
2. Under the **Sign In** tab, enter the email you registered with.
3. Click the green **Forget?** button.
4. You will be sent an email with your PIN number.



## 2 EMS Agency Caller Types

### 2.1 EMS Agency Caller Types

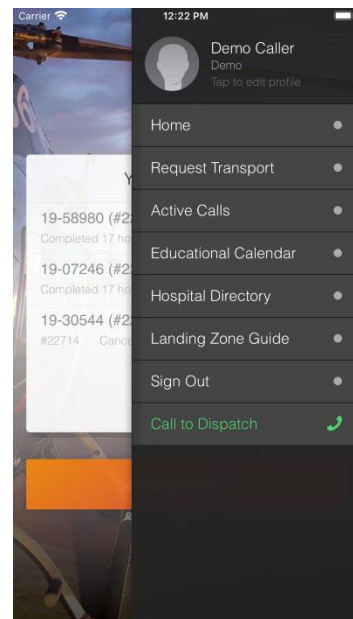
#### 2.1.1 Home Screen



#### Opening the App

1. After activation, the user will be prompted to enter their PIN.
2. From the home screen the user can access Request Transport or the side menu.

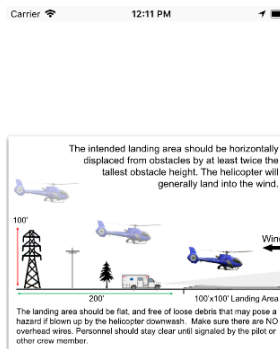
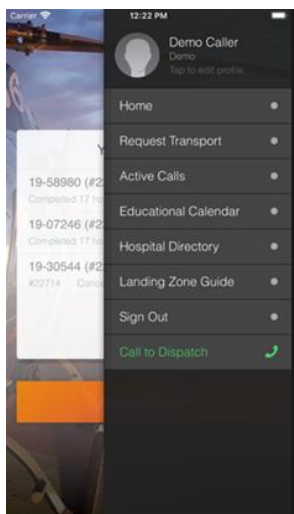
Whenever the app is closed, the user must re-enter their PIN number to use the app.



#### 2.1.1.1 Landing Zone Guide

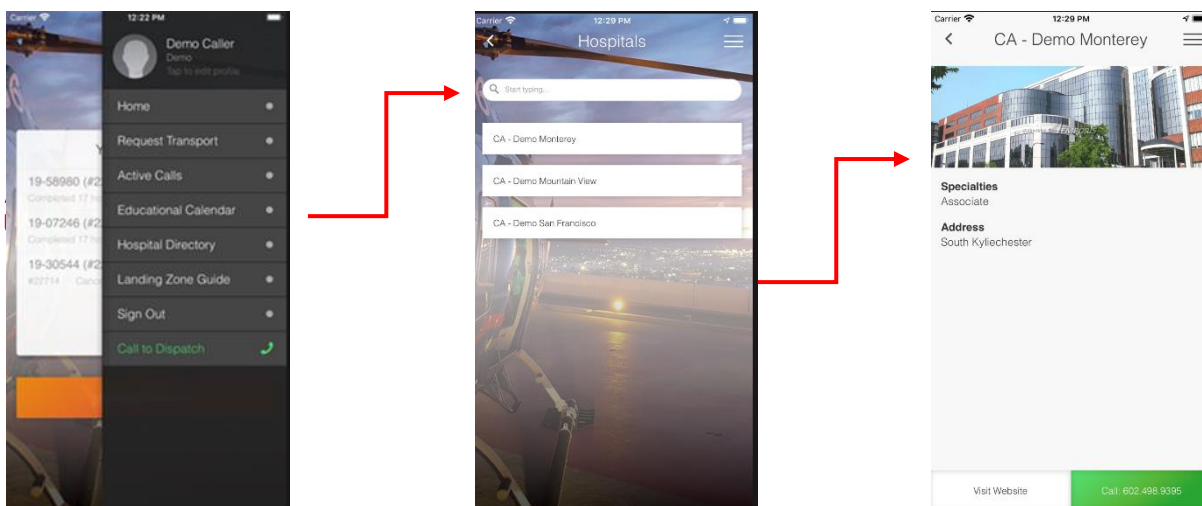
*This guide is informational only.*

1. From the sidebar menu, click **Landing Zone Guide** (Left).
2. The graphic that appears is informational only (Right).
3. Click **Done** to return to the main menu.



### 2.1.1.2 Hospital Directories

1. From the home screen side-bar menu users can search hospital directories for important information.

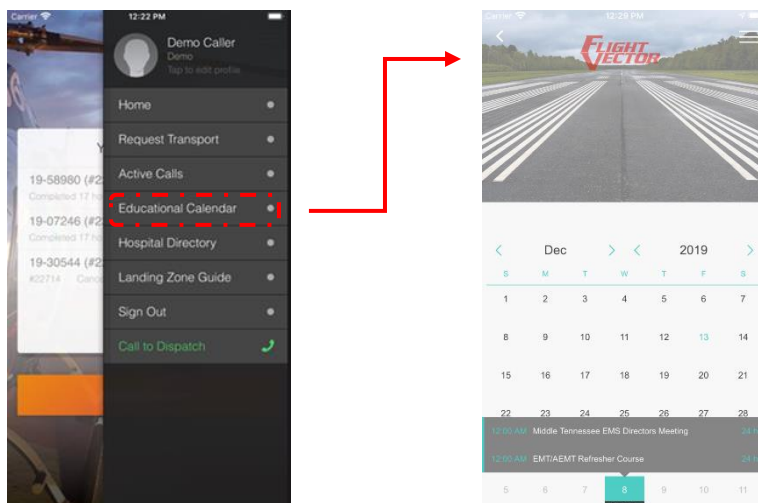


2. Use the search bar or scroll down to find a specific hospital or medical facility.
3. The user can call the hospital by clicking the green bar with the phone number at the bottom of the screen.
4. Use the back arrow in the left, upper corner to return to search, then to the home screen.

### 2.1.1.3 Educational Calendar

**Note:** The calendar cannot be edited in the app. It is for informational purposes only.

1. The user can create their own Google calendar outside of the app.
2. The user then provides FlightVector the Calendar ID.
3. FlightVector can then add the calendar to the database to be viewable in the app.
4. Navigate to the home screen, side-bar menu and select *Educational Calendar* for access.



## 2.1.2 FV Transport

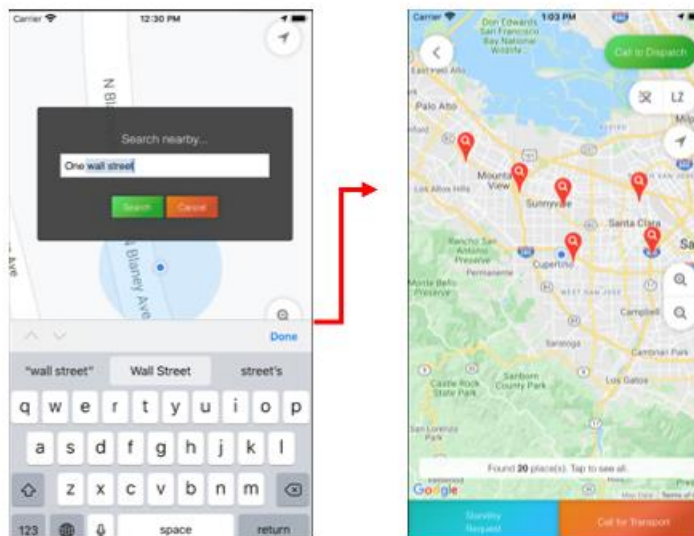
From the FV Transport map screen the user can access the following: *Search, Standby Request, Request Transport, Call to Dispatch, Back* (return to home screen).

1. Once the PIN is accepted, the home screen appears as shown in [\(2.1.1\)](#).
2. Click Request Transport at the bottom of the home screen.
3. A map will appear.

### 2.1.2.1 Search Nearby and Landing Zones

#### Search Nearby

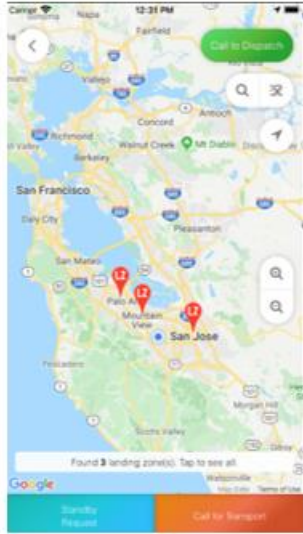
1. Use the search function in the upper right corner to find nearby pick-up locations using keywords.



2. Click **Search** to find locations for pickup.
3. Click the banner at the bottom of the map to see all search results.
4. Click one of the map's pinned locations to choose for pickup location.
5. User location is identified as a small, circular, blue dot.

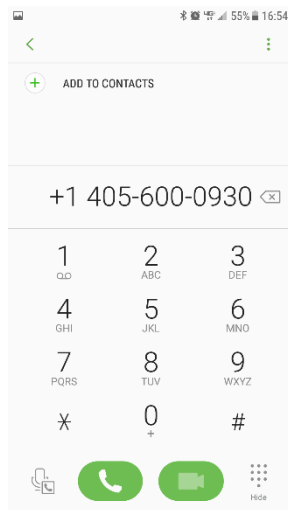
#### Landing Zones

1. Use the Landing Zone search function in the upper right corner to find nearby landing zone location.
2. Simply click the LZ button to see landing zones with the map screen.
3. Click on one of the map's pinned LZ markers to select it as the pick-up location.
4. User location is identified as a small, circular, blue dot.



### 2.1.1.2.2 Call Dispatch

1. The user can call dispatch from the map screen (upper right corner) or after they have submitted a request.
2. Selecting **Call Dispatch** will give the user dispatch's phone number.

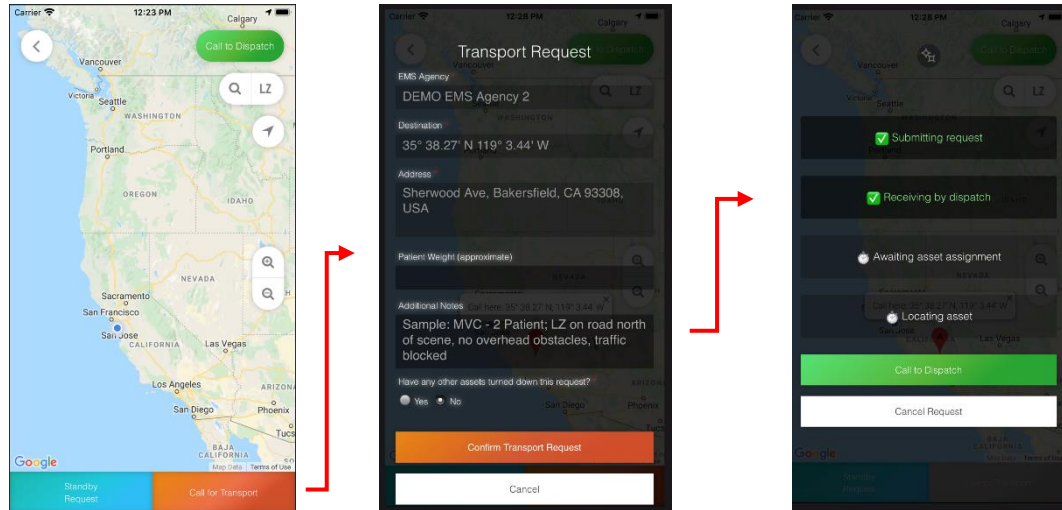


**Note:** The number provided in the graphic is a sample number.

### 2.1.1.2.3 Standby Request

1. Choose a location for standby by using **Search Nearby** and selecting a pin from the search or by double-tapping a location. The blue dot shows your location, but you must double tap it to use that location.
2. Click **Standby Request**.

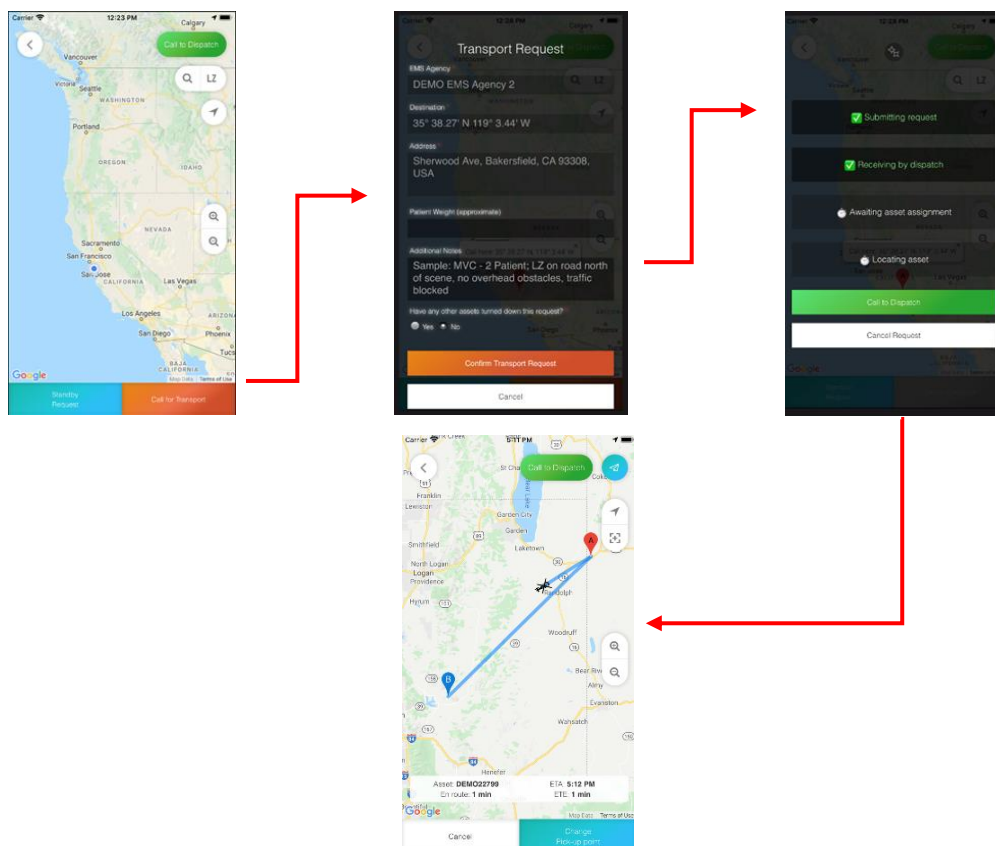
3. Include all pertinent information in the text prompt and click **Confirm Transport Request**.



4. The user will now see the transport's status.
5. The user can now either promote the standby to urgent or call dispatch ([2.1.2.2](#)).

### 2.1.2.4 Request Transport

1. Choose a location for standby by using **Search Nearby** and selecting a pin from the search or by double-tapping a location. The blue dot shows your location, but you must double tap it to use that location.
2. Click **Call for Transport** once location is chosen.
3. Include additional information, such as location and any other important information, in the **Notes** textbox.
4. You will now see the request status. You can **Call Dispatch** or **Cancel Request**.
5. The map screen will display with the transport's location from the pickup location.

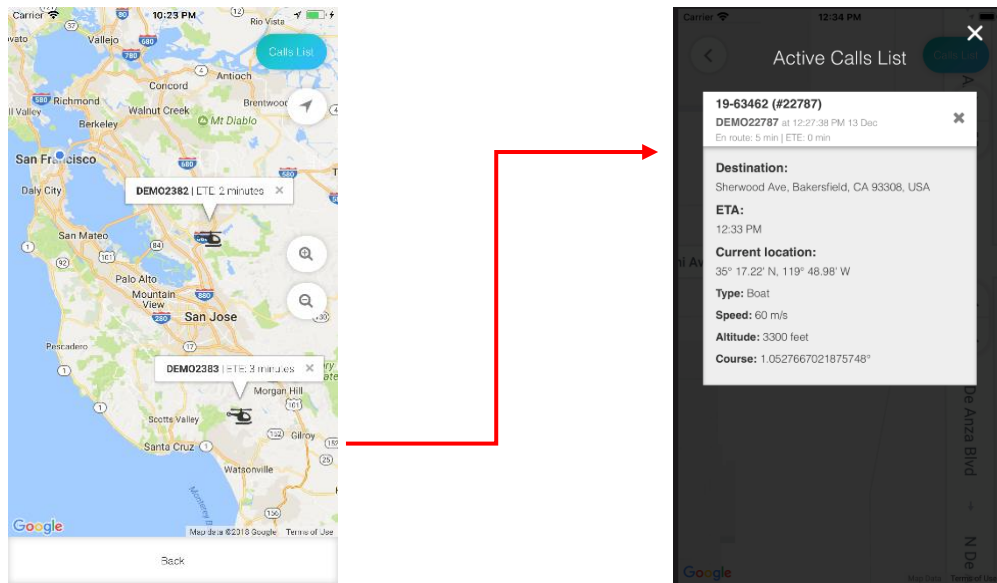


#### NOTICE

1. EMS agency users can edit the request by selecting Change Pickup Location and selecting New Pickup.
2. Clicking *Cancel Call* will notify the CAD user that the call was cancelled by the requestor, ending communication with FlightVector.
3. You will be required to re-enter your PIN if the app is ever closed.

### 2.1.2.5 Active Calls

1. Multiple requests can be viewed by both the Requesting and Receiving Agency/Hospital.
2. This functionality is controlled by the administrator through a permission when the user is approved.
3. The map will display multiple asset icons and display an information tag.
4. When selected the Calls List button will open a modal of all Active Calls that will include detailed information.



## 3 Hospital Caller Types

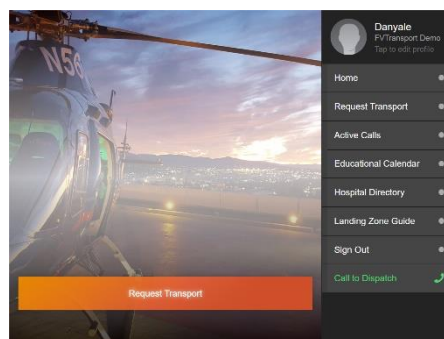
### 3.1 Hospital Caller Type

#### 3.1.1 Home Screen

##### Opening the App

1. After activation, the user will be prompted to enter their PIN.
2. From the home screen the user can access FVtransport or the side menu.

Whenever the app is closed, the user must re-enter their PIN number to use the app.

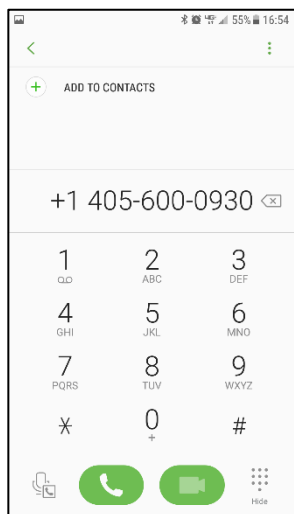


#### 3.1.2 FV Transport

1. From the FV Transport map screen the user can access the following: *Standby Request, Request Transport, Call to Dispatch, Back* (return to home screen).
2. The home screen will appear once the PIN is accepted.
3. Click the **Request Transport** button at the bottom of the home screen.
4. A map will appear.

##### 3.1.2.1 Call Dispatch

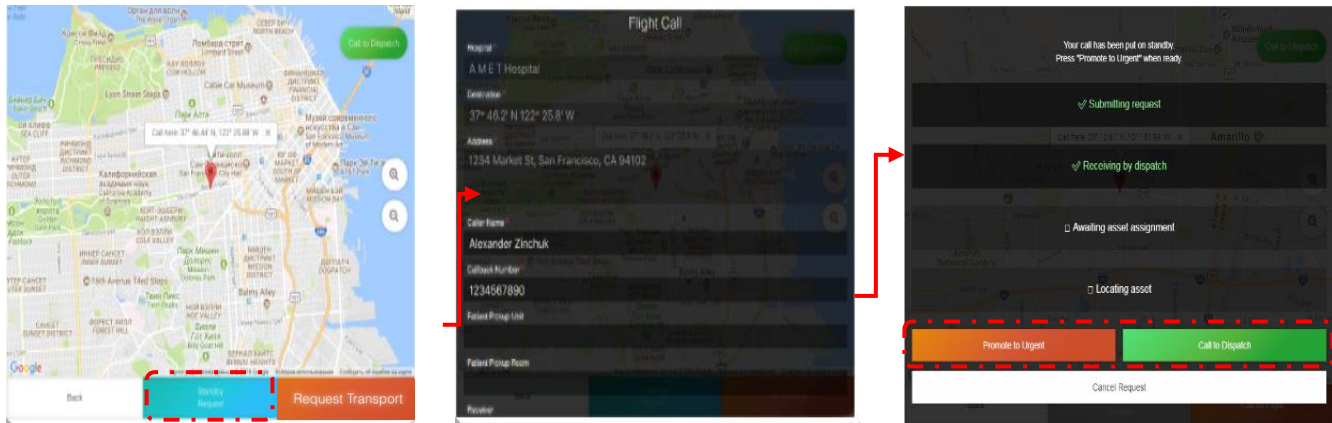
1. The user can call dispatch from the map screen (upper right corner) or after they have submitted a request.
2. Selecting **Call Dispatch** will give the user dispatch's phone number.



**Note:** The number provided in the graphic is a sample number.

### 3.1.2.2 Standby Request

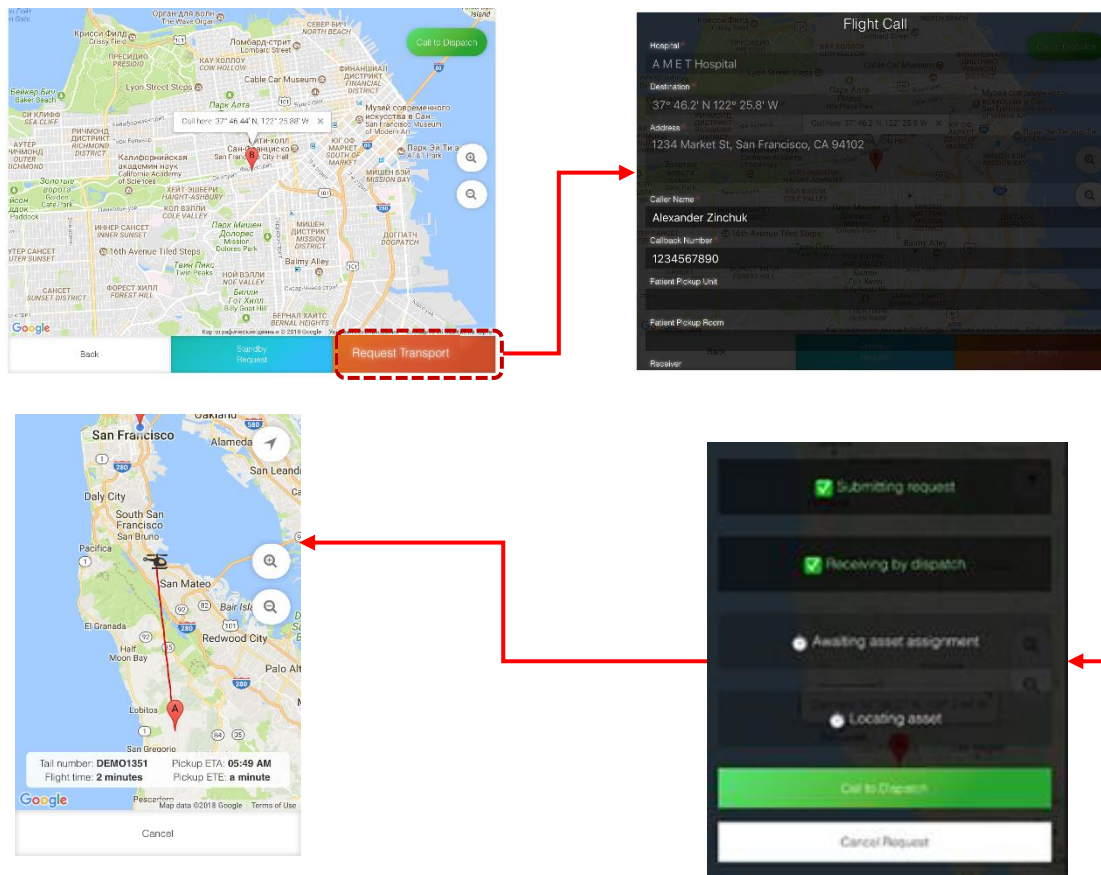
1. Click **Standby Request**.
2. Include all pertinent information in the text prompt and click **Confirm Standby**.
3. The user will now see the standby's status.



4. The user can now either promote the standby to urgent or call dispatch ([3.1.2.1](#)).

## 3.1.2.3 Request Transport

1. Click **Request Transport**.
2. Include additional information, such as location and any other important information, in the **Notes** textbox.
3. The user will now see the request status. The user can **Call Dispatch** or **Cancel Request**.
4. The map screen will display with the transport's location from the pickup hospital location.



## NOTICE

1. EMS agency users can edit the request by selecting Change Pickup Location and selecting New Pickup
2. Clicking *Cancel Call* will notify the CAD user that the call was cancelled by the requestor, ending communication with FlightVector.
3. You will be required to re-enter your PIN if the app is ever closed.