

Goal:

The goal is to have a procedure in place to notify Fire Departments of an event via text message.

Scope:

To develop a procedure for:

1. FireQ RVS;
2. Microsoft Outlook.



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| Chapter 9 | Operational Guidelines – Communication Centre | February 16, 2017 |
| Section 26 | Texting Fire Calls Procedure | Page 2 of 2 |

1.0 FireQ RVS

1.1 For Fire Departments set up on the FireQ RVS program do the following:

- a. Click on the FireQ RVS icon on the desktop and log in with the name as “bonnyville” and the current password.
- b. Click on the drop down menu and choose which Fire Department you want to receive the text.
- c. Fill in the message box with the address, the incident, the time and the date. Eg. Highway 6 60 Range Road 4 75 or 4 3 1 0 1 Township Road 6 10.
- d. Click on the “Send message” and wait for the box to pop up saying that it was send.
- e. There will be an audible sound from the dispatch cell phone when the message has been sent. It could take a few seconds to go through.

2.0 Microsoft Outlook

2.1 For Fire Departments set up on Microsoft Outlook email to text do the following:

- a. Open the Outlook email program and ensure the “Home” tab is selected.
- b. Choose “New Email” from the far left side of the tool bar and a new message window will pop up.
- c. Click on the “To” button and a window with all the addresses will appear.
- d. Double click the appropriate department’s text list and it will be auto-filled in the address box.
- e. Under the “Subject” line type in the time, the address of the incident and what the incident is; e.g..Structure Fire, MVC.
- f. Copy the Subject line and paste it into the main body of the message. Add any instructions like specific directions or special warnings.
- g. Once the message is completed, click “Send” button and the window will close. Then click on the “send/receive” icon on the top left hand corner. This will ensure the message will be sent right away.
- h. An audible tone will also sound on the dispatch cell phone to let you know that it went through.

