DRAKONTAS

DragonForce

Site & Department Administration

Reference Guide

Drakontas

Version 3.5.x

Contents

Unit 1 | About DragonForce

1.1 DragonForce Introduction

DragonForce is a command and control, shared situational awareness software application that provides teams of mobile users a secure environment where they can create and share mission-critical information with a tightly integrate set of collaboration tools. Our team's mission is to improve the operational effectiveness of professionals by delivering software to help manage resources, business processes and emergency response capabilities.

1.2 Compatibility & Installation

DragonForce provides a common operating picture to teams of mobile users, giving them the shared situational awareness they need to make better, faster, and safer decisions. DragonForce installs quickly and easily on your smartphones and tablets already in-use turning them into mission-critical, communication tools. DragonForce web runs on any standard web browser so there is no software to install; supported browsers include Chrome, Firefox, and Edge.

1.3 Entering DragonForce | Site Admin

Username

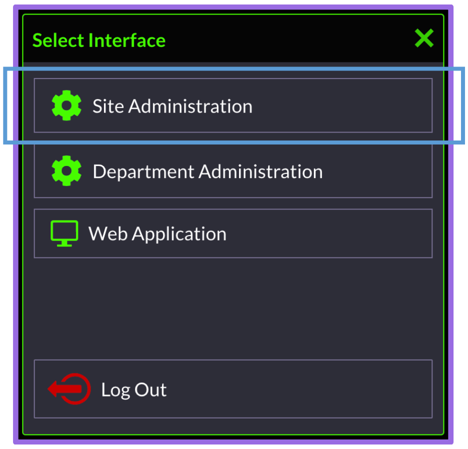
Password

Login

Reset Client

Utilize this function to refresh DragonForce in case of lag or instability.

Once the user has entered their login information the application requests an interface selection. The Site Administration interface is only available via the web app.



There are certain capabilities reserved only for the Site Admin which include:

- Changing the name of the department
- Setting a limit for the number of user accounts in the department
- Setting the aggregated amount of storage space for the department
- Enabling SMS notifications
- Enabling Situation Reports and forms for the department
- Enabling profile fields

1.4 Interface Iconography

 Home Icon

 User Manager

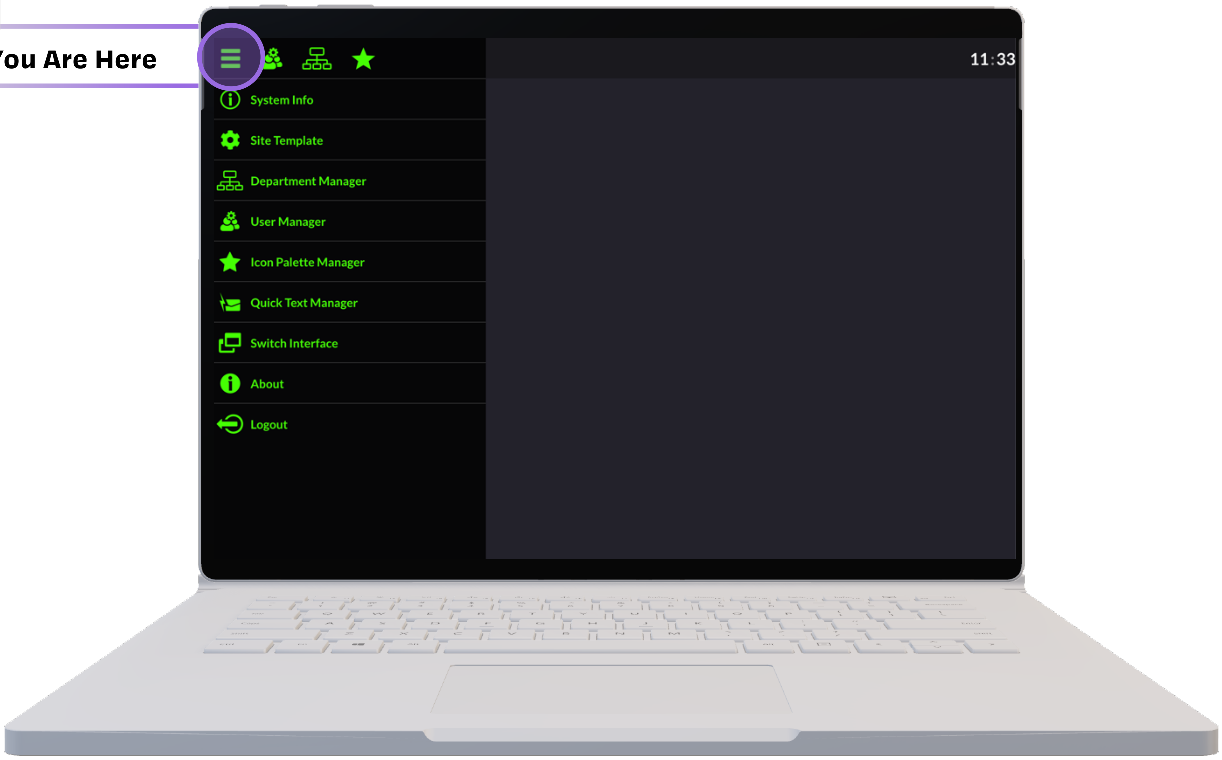
 Department Manager

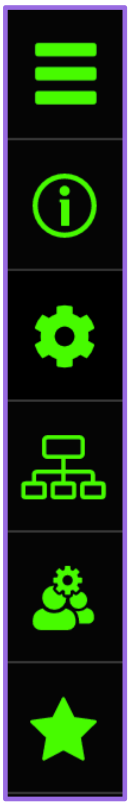
 Icon Palette Manager

12:00 Time

Unit 2 | Site Admin - Home Iconography

You Are Here





Home Icon: reveals site management tools.

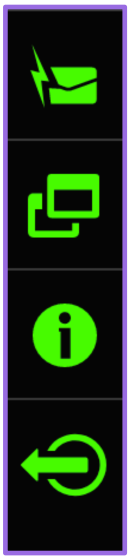
System Info: displays the hardware information.

Site Template: allows the admin to configure the settings applied to every newly created department including all parent & nested departments.

Department Manager: presents a list of the current departments and provides access to additional tools.

User Manager: allows the admin to create and manage user accounts.

Icon Palette Manager: allows the admin to configure the icon palette.



Quick Text Manager: allows the administrator to manage the quick text settings.

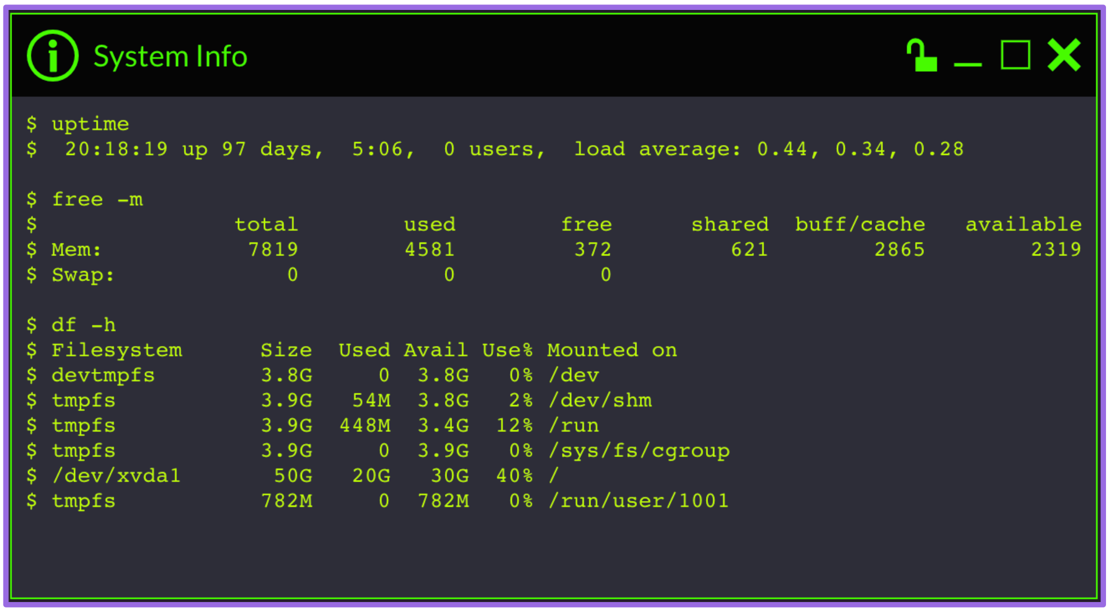
Switch Interface: displays various operational and administrative interfaces the user has permission to access.

About: reveals the software version, licenses, and a link to tech support.

Logout: signs off the user from their account.

2.1 System Info

The **System Info** control displays the hardware information; essentially, how much space it is consuming.



2.2 Site Template

This is the **Site Template** where the user can configure the settings that will be applied to every newly created department (all parent & nested departments).

You Are Here

Clicking on the site template reveals the map layers allowing the administrator to set the map services for the system and configure the map settings. To enable a map layer, simply click the tick box next to the preferred map layer and hit the checkmark to confirm. Apply the same process for setting a default map layer. Information on the subsequent tabs, with the exception of Quick Text (Quick Text Manager) and Icon Palette (Icon Palette Manager), is located in the following unit: Unit 3 | Department Manager.

Unit 3 | Department Admin – Home Iconography

You Are Here

TABLE 3.0

Dept. Admin Iconography	
Icons	**Descriptions**
	Home Icon: reveals site management tools.
	Department Manager: presents a list of the current departments and provides access to additional tools.
	User Manager: allows the admin to create and manage user accounts.
	Icon Palette Manager: allows the admin to configure the icon palette.
	Quick Text Manager: allows the administrator to manage the quick text settings.
	Switch Interface: displays various operational and administrative interfaces the user has permission to access.
	About: reveals the software version, licenses, and a link to tech support.
	Logout: signs off the user from their account.

Unit 4 | Site Admin - Department Manager

When the department manager tool is selected the interface shown below will be displayed. The user will be presented a list of the current departments and will have access to additional tools. The **New Department** button launches a new window prompting the user to enter the name and additional information for a new department. The user may set the default geographic location associated with a department.

You Are Here

4.1 Information

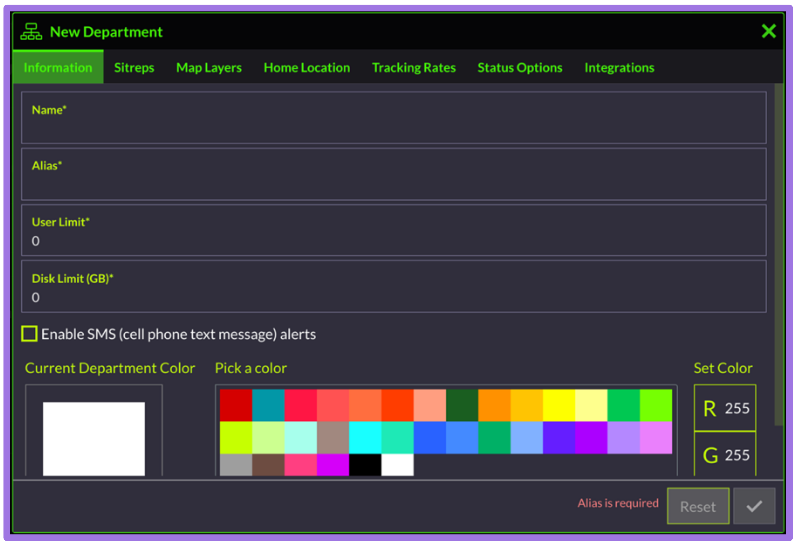
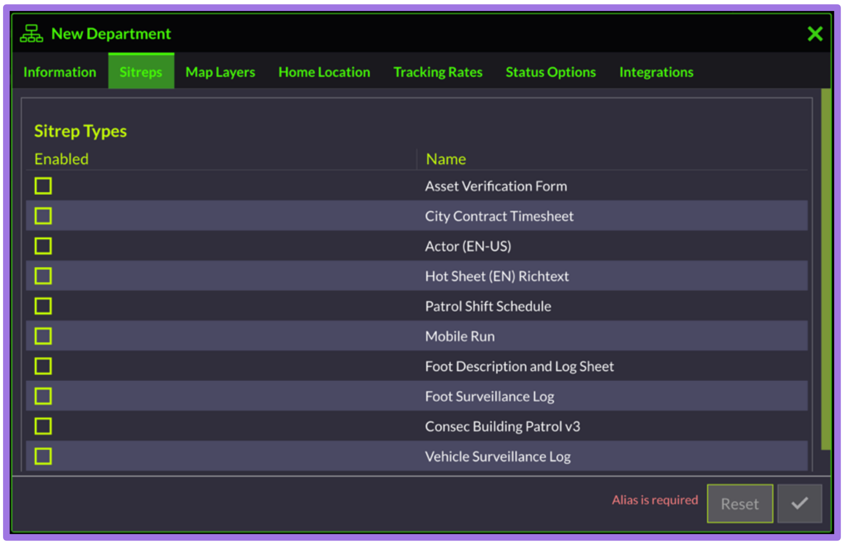


TABLE 4.1

INFORMATION FIELDS	
FIELDS	**DESCRIPTIONS**
NAME	The departmental name.
ALIAS	The departmental internal name.
USER LIMIT	Set limit for the number of user accounts in the department
DISK LIMIT (GB)	Set the aggregated amount of storage space for the department
ENABLE SMS ALERTS	Provides the user with the ability to send an SMS alert to other DF users.
CURRENT DEPT. COLOR	Displays the users current dept. color, which helps to visually distinguish depts.
PICK A COLOR	Preselected color palette.
SET COLOR	The user can set their red, green, and blue (RGB) color values.

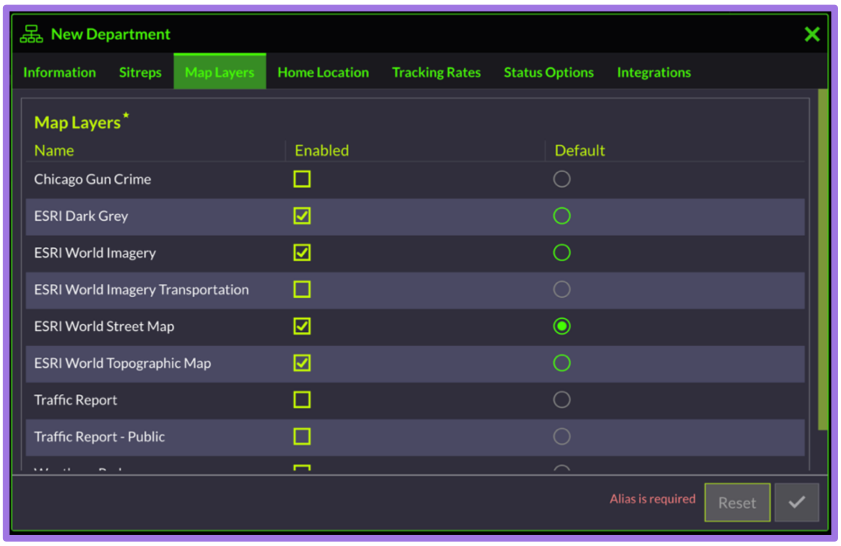
4.2 Sitreps

The **Sitreps** tab lists the "SitRep Types" available for activation. The packages are zip files and provided by Drakontas. To enable a sitrep, click the tick box next to the desired layer, then hit the checkmark to confirm.



4.3 Map Layers

The **Map Layers** tab allows the administrator to set the map layers for the department and configure the map settings.



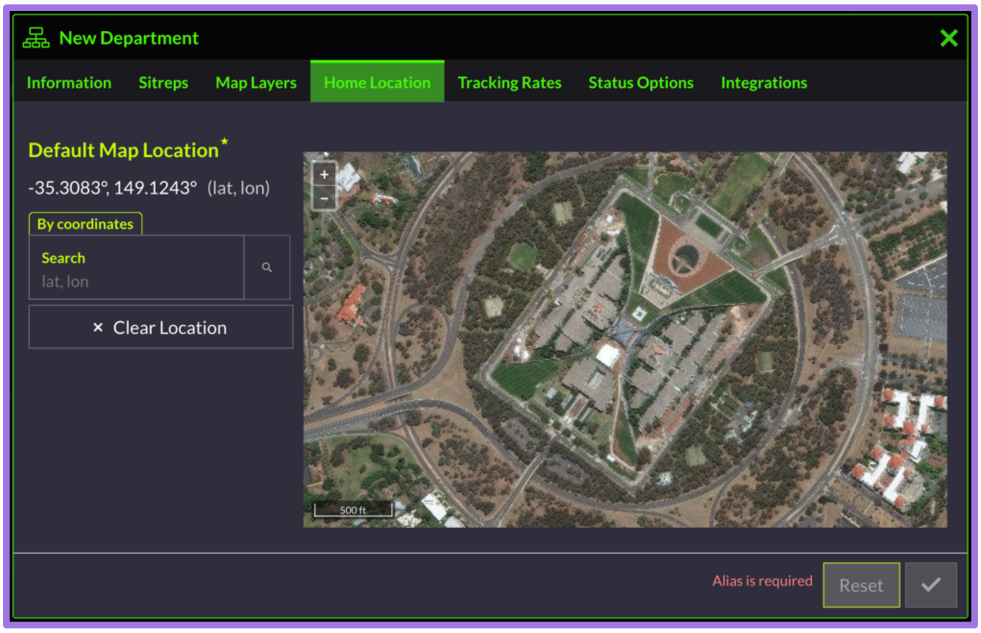
4.3.1: How to Enable a Map Layer

To enable a map layer:

1. **Select** the **Department Manager** Tool > **New Department**.
2. **Click** the **Map Layers** tab > **click** the **tick box** next to the preferred map layer.
3. **Hit** the **checkmark** to save changes.

4.4 Home Location

The **Home Location** tab allows the administrator to set the default geographic location associated with a department. When clicking on the home location tab, the user will be presented with a map interface.



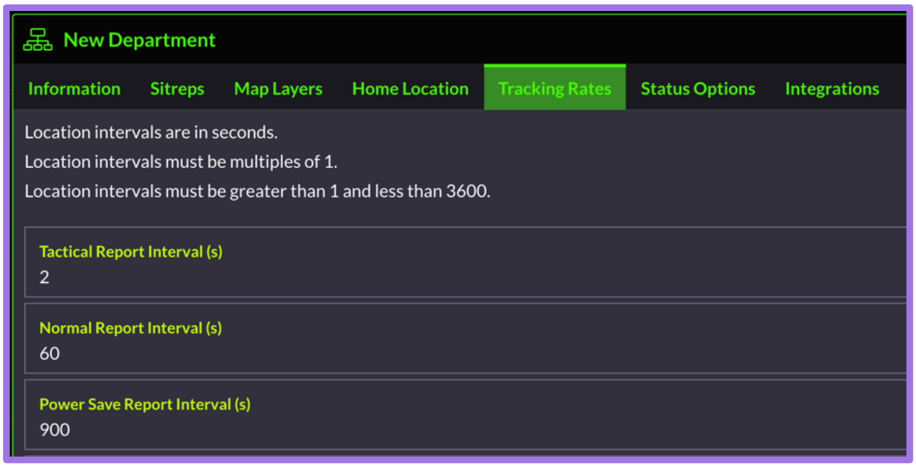
4.4.1: How to Set the Home Location

To set the home location:

1. **Select** the **Department Manager** Tool > **New Department**.
2. **Click** the **Home Location** tab > **pan, zoom**, and **click** on the desired **location** on the map.
3. **Click** the **checkmark** to save changes.

4.5 Tracking Rates

The tracking rates tab displays the location rates and thresholds. Settings marked as “Default” are only used as defaults for new departments. They may be changed for each department by a site or department administrator.



Default **tactical report interval** (s) **[2]**: This is the lowest tactical location report interval (in seconds) that any department may set. It is the amount of time (in seconds) between location updates while in "Tactical" tracking mode. The smaller numbers yield "faster" tracking rates.

Default **normal report interval** (s) **[60]**: This is the amount of time (in seconds) between location updates while in "Normal / Standard" tracking mode.

Default **power save report interval** (s) **[900]**: This is the amount of time (in seconds) between location updates while in "Power Save" tracking mode.

Accuracies and minimum delta are in **meters (m)**.

Settings marked "Default" are only used as defaults for new departments. Default **worst acceptable accuracy** (m) **[5000]**: Clients will not report a location unless it is known to be accurate within this number of meters.

Default **preferred accuracy** (m) **[5]**: Clients will spend up to 30 extra seconds to obtain location information known to be accurate to within this number of meters.

Default **minimum delta** (m) **[3]**: Client will not report a new location unless the location has changed by this amount or more.

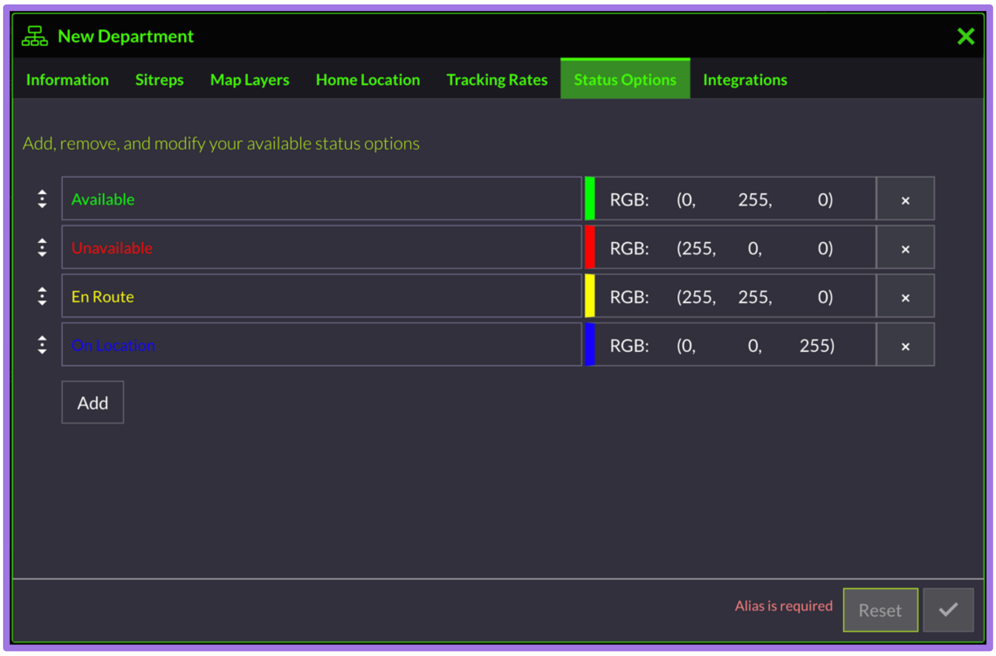
4.5.1: How to Change the Tracking Rates

To change the tracking rates:

1. **Select** the **Department Manager** Tool > **New Department**.
2. **Click** the **Tracking Rates** tab > **click** the appropriate **text box** and **type** in your desired **value.**
3. **Hit** the **checkmark** to save changes.

4.6 Status Options

Viewing the user's status can help determine who to add to a group or see the activity of responders. The Status options and items are fully customizable. To set and edit the status options, you must have administrative permission.



4.6.1: How to Edit Existing Status Options

To edit existing status options:

1. **Select** the **Department Manager** Tool > **New Department**.
2. **Click Status Options** > **click** the **text box** and change the status text description.
3. **Hit** the **checkmark** to save changes.

4.6.2: How to Add a New Status

To add a new status:

1. **Select** the **Department Manager** Tool > **New Department**.
2. **Click Status Options** > **Add**
3. **Enter** in the **text description** (e.g. Off Duty) > **choose** a **color** to associate with it.
4. **Hit** the **checkmark** to save changes.

4.6.3: How to Change the Status Options Color

To change the color:

1. **Select** the **Department Manager** Tool > **New Department**.
2. **Click Status Options** > **click** on the **color selector**.

RGB: (0, 0, 255)

3. **Select** a **color** from the palette > **click** the **checkmark** to confirm.
4. **Hit** the **checkmark** to save changes.

4.6.4: How to Change the Presentation Order

To change the presentation order:

1. **Select** the **Department Manager** Tool > **New Department**.
2. **Click Status Options** > **click** the appropriate **handle** to either drag it up or down.
3. **Hit** the **checkmark** to save changes.

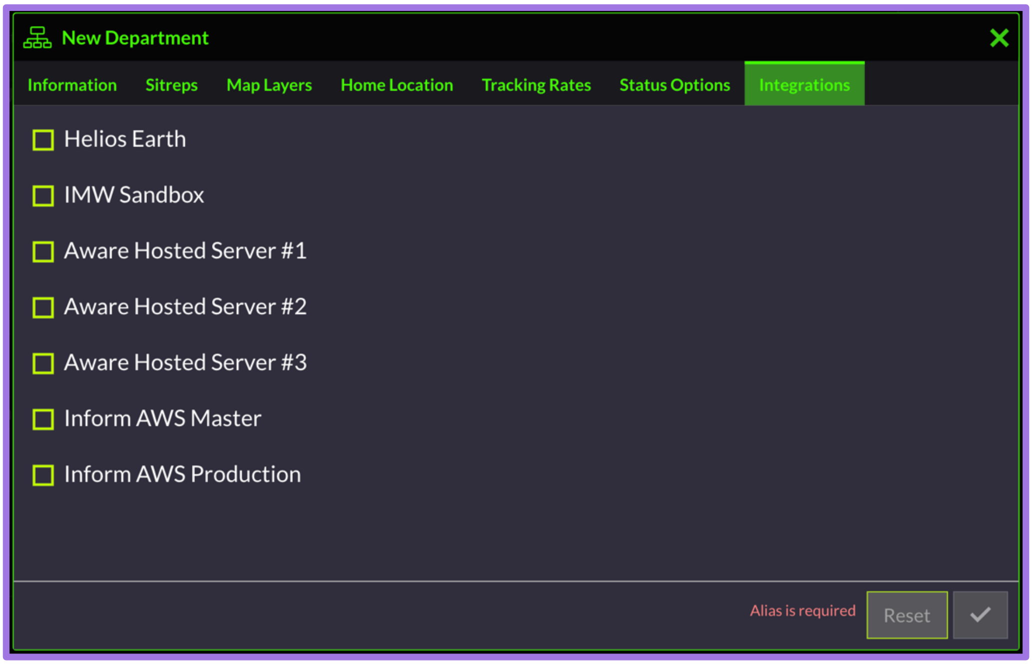
4.6.5: How to Remove a Status

To remove a status:

1. **Select** the **Department Manager** Tool > **New Department**.
2. **Click Status Options** > **click** the “**x**” next to the appropriate status option.
3. **Hit** the **checkmark** to save changes.

4.7 Integrations

The “Integrations” tab allows an administrator to enable an integration between DragonForce and a third-party software platform. These integrations can be used to exchange information (e.g. location reports, text messages, group creation events, etc.) An administrator can edit or enable these integrations.



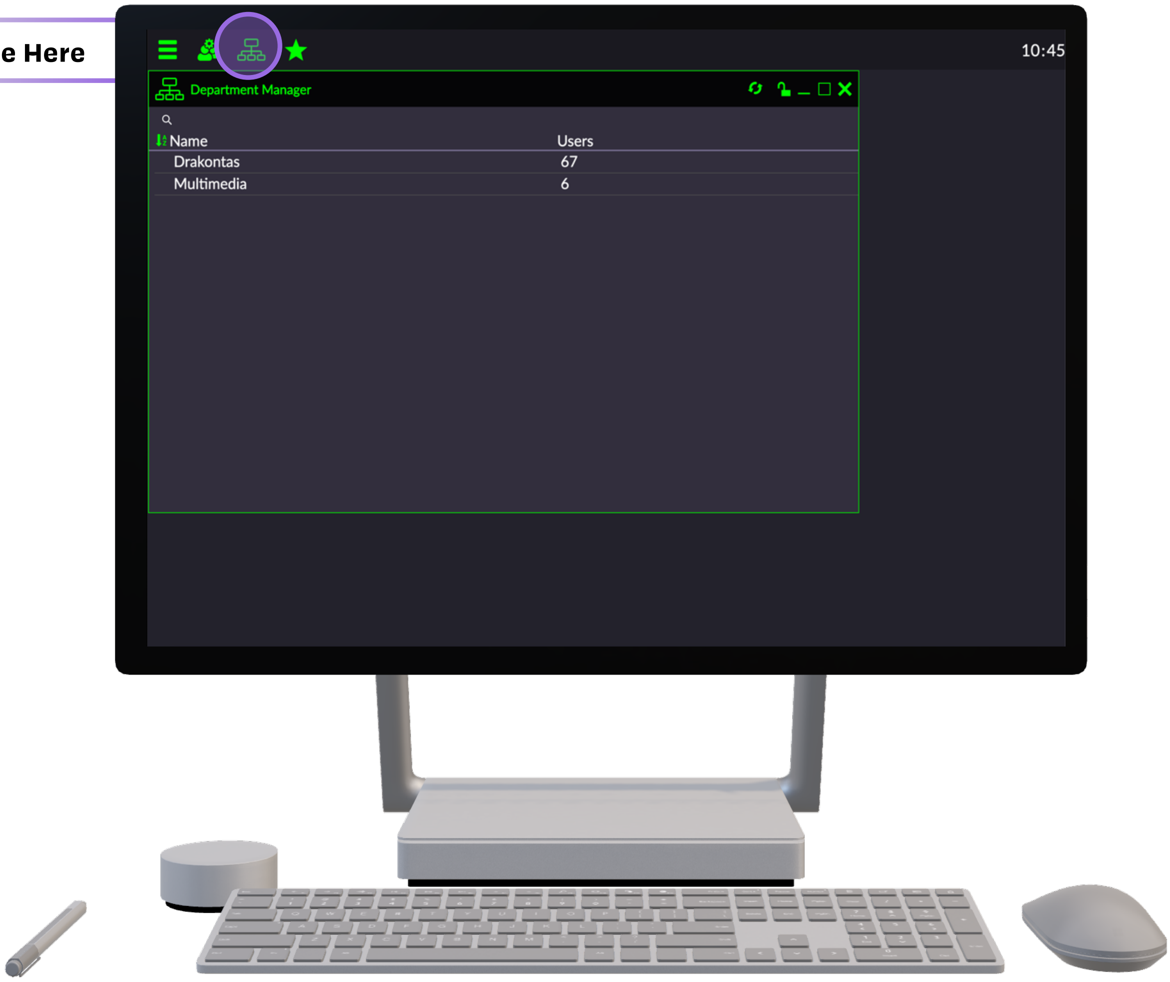
4.7.1: How to enable an integration

To enable an integration:

1. **Select** the **Department Manager** Tool > **New Department**.
2. **Click** the **Integrations** tab > **check** the appropriate **tick boxes** to enable the integration.
3. **Hit** the **checkmark** to save changes.

Unit 5 | Department Admin – Department Manager

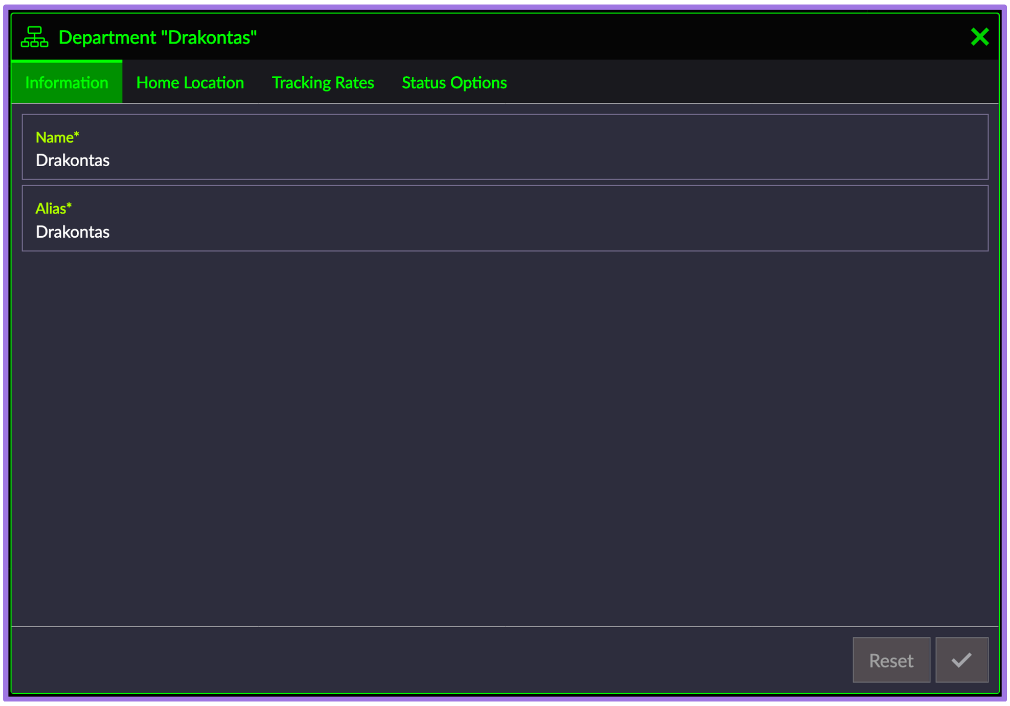
You Are Here



When the department manager tool is selected the interface shown above will be displayed. The user will be shown their current department and will be able to access additional tools. Double clicking on the department launches a new window allowing the user to view and edit the department information.

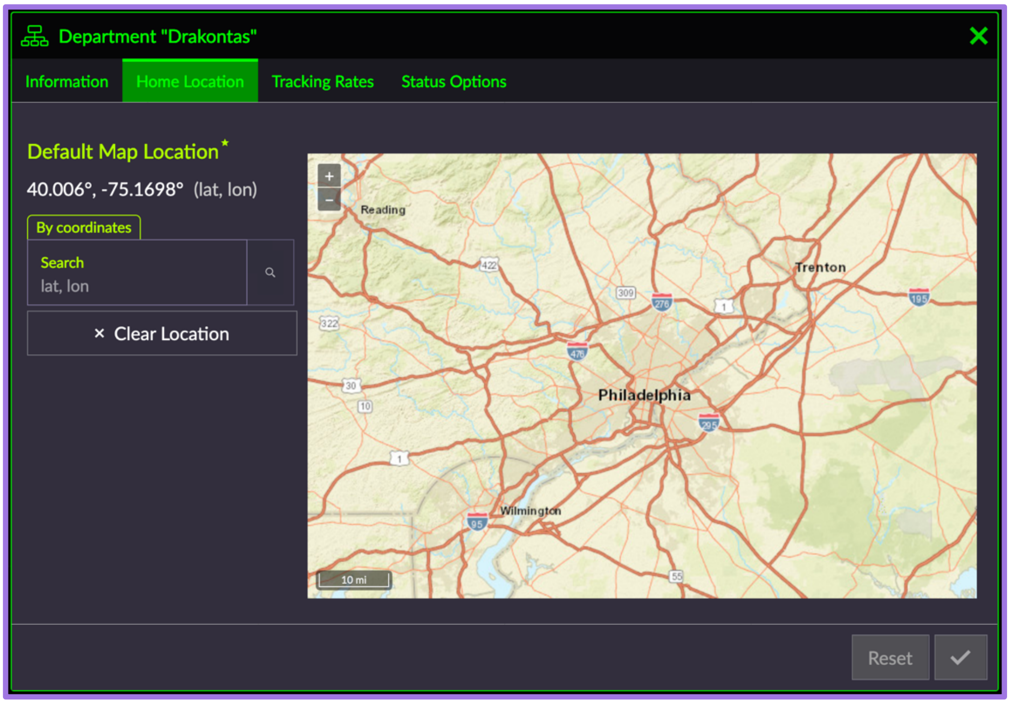
5.1: Information

The information tab below displays the user's current department name and alias, the department's internal name.



5.2 Home Location

The **Home Location** tab allows the department admin to set the default geographic location associated with their department. When clicking on the home location tab, the user will be presented with a map interface.



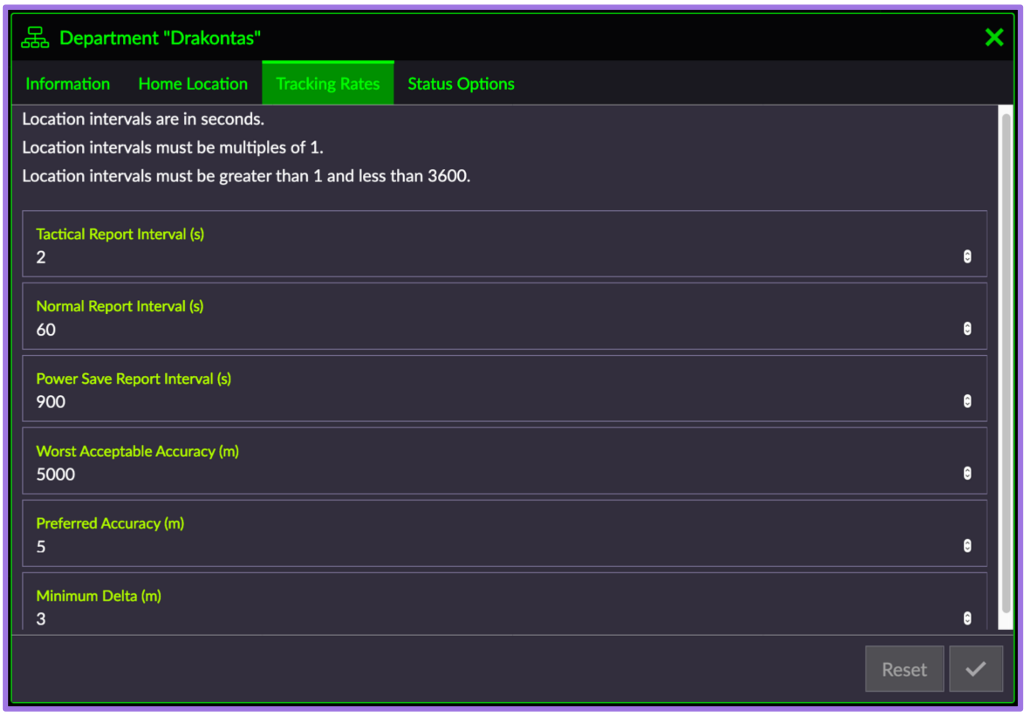
5.2.1: How to Set the Home Location

To set the home location:

1. **Select** the **Department Manager** Tool > **double-click** on the **department**.
2. **Click** the **Home Location** tab > **pan, zoom**, and **click** on the desired **location** on the map.
3. **Click** the **checkmark** to save changes.

5.3 Tracking Rates

The tracking rates tab displays the location rates and thresholds. Settings may be changed for the department by a site or department administrator.



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5.4 Status Options

The Status options and items are fully customizable. To set and edit the status options, you must have administrative permission.

5.4.1: How to Edit Existing Status Options

To edit existing status options:

1. **Select** the **Department Manager** Tool > **Double-click** on the **department**.
2. **Click Status Options** > **click** the **text box** and change the status text description.
3. **Hit** the **checkmark** to save changes.

5.4.2: How to Add a New Status

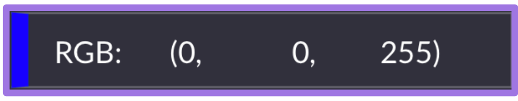
To add a new status:

1. **Select** the **Department Manager** Tool > **Double-click** on the **department**.
2. **Click Status Options** > **Add**
3. **Enter** in the **text description** (e.g. Off Duty) > **choose** a **color** to associate with it.
4. **Hit** the **checkmark** to save changes.

5.4.3: How to Change the Status Options Color

To change the color:

1. **Select** the **Department Manager** Tool > **Double-click** on the **department**.
2. **Click Status Options** > **click** on the **color selector**.



3. **Select** a **color** from the palette > **click** the **checkmark** to confirm.
4. **Hit** the **checkmark** to save changes.

5.4.4: How to Change the Presentation Order

To change the presentation order:

1. **Select** the **Department Manager** Tool > **Double-click** on the **department**.
2. Click **Status Options** > **click** the appropriate **handle** to either drag it up or down.
3. **Hit** the **checkmark** to save changes.

5.4.5: How to Remove a Status

To remove a status:

1. **Select** the **Department Manager** Tool > **Double-click** on the **department**.
2. **Click Status Options** > **click** the "**x**" next to the appropriate status option.
3. **Hit** the **checkmark** to save changes.

Unit 6 | Site Admin - User Manager

You Are Here

The user manager is used to create and manage user accounts. The user manager display shows how many active user accounts are available to be provisioned. User manager features and tools include:

- Department selector – this tool shows the users associated with the selected department.
- New user function – launches the interface to create a new user.
- User list – the list of current users in the selected department.

TABLE 6.1

6.1 New User Tabs

NEW USER TABS

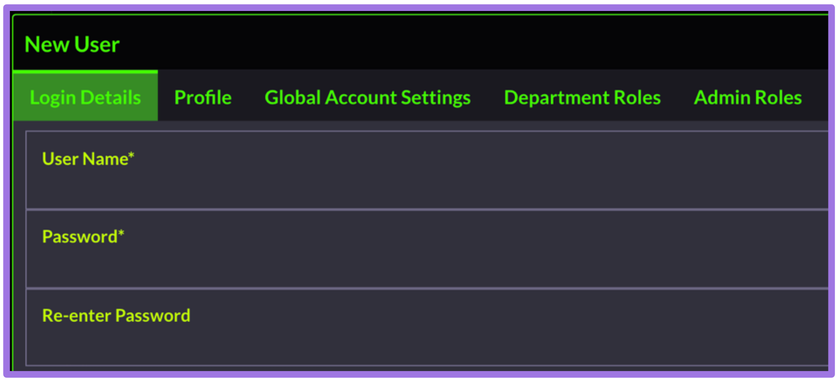
TABS	DESCRIPTIONS
LOGIN DETAILS	This section is used to identify the new user and provision a required username and password.
PROFILE	Launches an interface to view/edit the users profile information.
GLOBAL ACCOUNT SETTINGS	Allows the admin to enable the user account status and the user resources.
DEPARTMENT ROLES	This is where individual roles / permissions are set.
ADMIN ROLES	Allows a Site Admin to designate a user as another Site Admin.

6.1.1: How to Create a New User

DragonForce passwords **must** be at least 8 characters long and **must** contain at least one (1) letter and one (1) number or special character. Passwords **are** case sensitive.

To create a new user:

1. **Select** the **User Manager** tool > **click New**.
2. **Type** in the **Username** and **Password** > **Re-enter Password**.
3. **Hit** the **checkmark** to save changes.

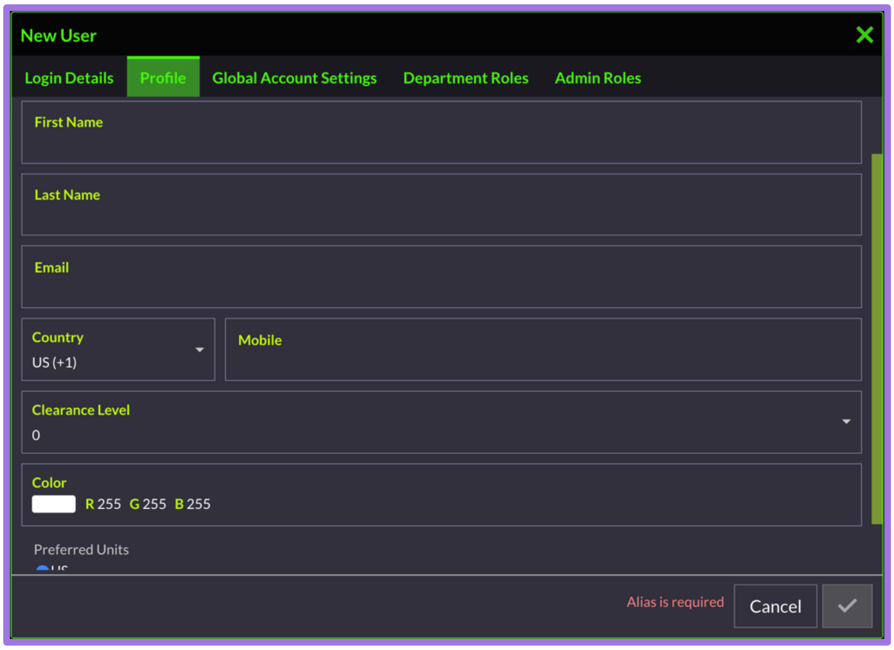


6.1.2: The Profile Tab

The **Profile** tab contains a series of descriptive fields related to a user. To complete a new user profile, simply enter the required user information in each field and save all changes made.

Each DragonForce user has a **clearance level** parameter. This Parameter is ordinal and ranges from 0 to N, where 0 represents the lowest level of clearance and progressively higher numbers represent higher levels of clearance. Clearance levels can also be applied to DF information objects e.g. whiteboards, sitreps.

The user **color** provides a customizable palette helping users visually distinguish group members.



6.1.3: Global Account Settings

The **Global Account Settings** tab gives the administrator the authority to enable or disable a user account (Account Status) and their resources (my Resources) across all DragonForce departments.

6.1.4: Department Roles

New users are assigned roles. Each role grants different capabilities to the user. This area is used to set department membership for the user. The user can be assigned to a single department, multiple departments, or to unassigned users.

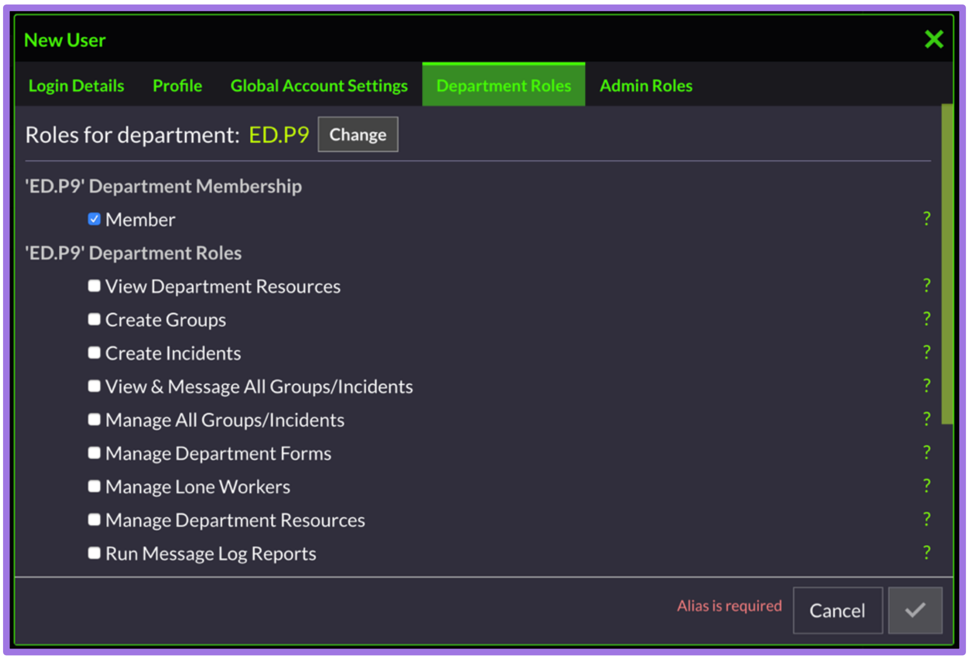


TABLE 6.1.4

Department Roles	
View Dept. Resources	Can view department resource files
Create Groups	Can create groups in this department
Create Incidents	Can create incidents in this department
View & Message all Groups/Incidents	Can view and message all groups and incidents in this department
Manage all Groups/Incidents	Can view and manage all groups and incidents in this department

Manage Dept. Forms	Can view and manage submitted forms
Manage Lone Workers	Can use the lone worker tools to set user check-in settings and view user check-in status
Manage Dept. Resources	Can view and change department resource files
Run Message Log Reports	Can generate reports of user and group message history
Run Location Log Reports	Can generate reports of user and group location history
Department Manager	Can log into the department administrator web app to provision department users

Cross-Department Roles	
Send text messages to members	Can send messages to users in departments linked to this one who also has this permission
View location of members	Can track location of members in linked departments
Add members to groups	Can add users from departments linked to this one to groups in this department

6.1.5: Admin Roles

The **Admin Roles** tab allows the administrator to provide a new user access to the tools and settings associated with each listed administrative role.

Unit 7 | Department Admin – User Manager

You Are Here

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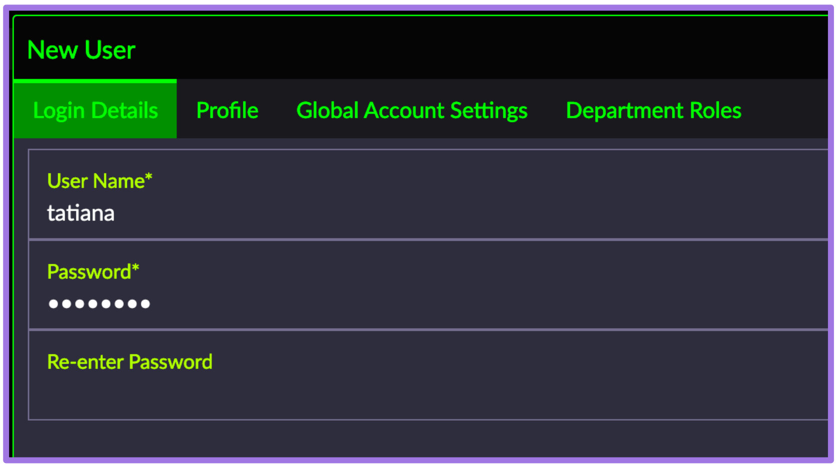

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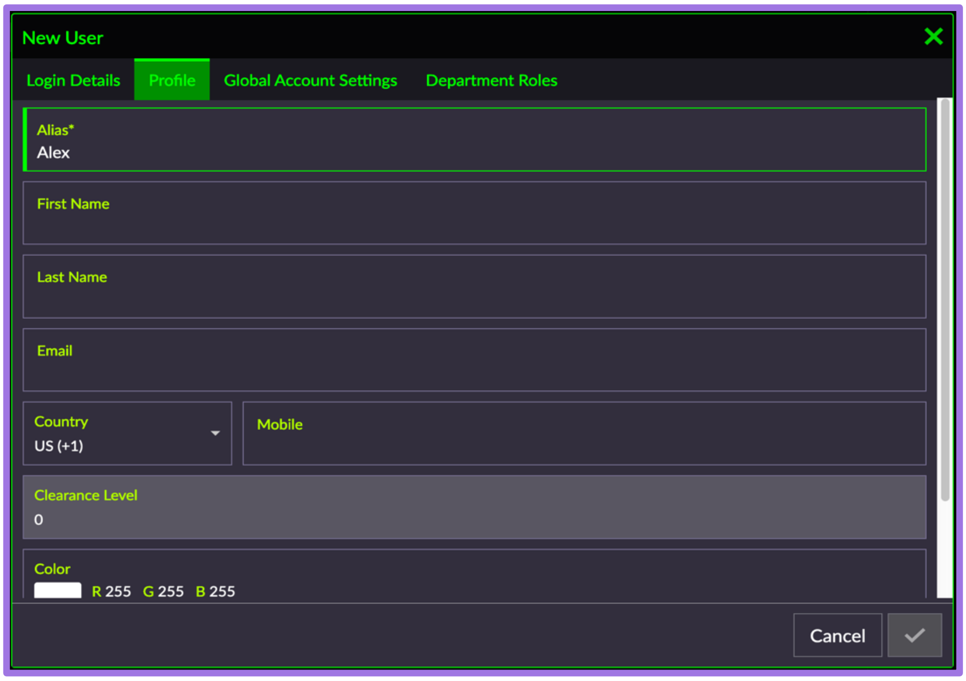

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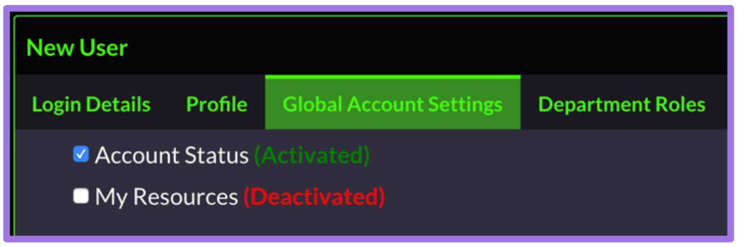

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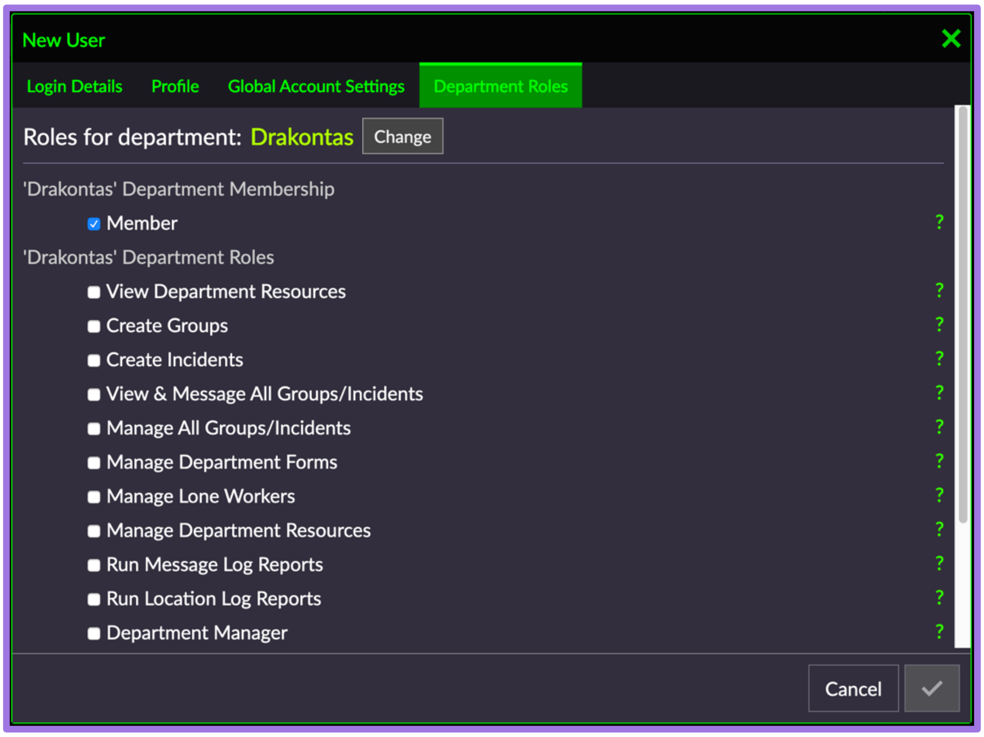
View 6.1.4: Department Roles for role descriptions.



Unit 8 | Icon Palette Manager

You Are Here

Each DragonForce department may configure its own set of icons. This is done via the Icon Palette Manager. The administrator can view and select a department from the dropdown list.

8.1: How to Add a New Icon

Icon images should be 40 x 40 pixels exactly. Larger items will be scaled down. The PNG file format is recommended; however, JPG and GIF are also supported.

To add a new icon:

1. **Open** the **Icon Palette Manager.**★
2. **Click** the "**+**" icon in the Icon Palette Manager.
3. **Type** in the **icon description** in the new icon window > **click next.**
4. **Click Select File** to open the system's file storage.
5. **Select** the **file** > **open** > **Add Icon.**

8.2: How to Change the Presentation Order of an Icon

To change the presentation order of an icon:

1. **Open** the **Icon Palette Manager.**
2. **Click** and drag the icon to the desired location.
3. **Click save** to confirm the changes made.

8.3: How to Rename an Icon

To rename an icon:

1. **Open** the **Icon Palette Manager.**
2. **Select** the **icon** > **edit** the **text** in the "Description" box
3. **Click save** to confirm the changes made.

8.4: How to Delete an Icon

To delete an icon:

1. **Open** the **Icon Palette Manager.**
2. **Select** the **icon** from the Icon Palette Manager.
3. **Click Delete** under Current Icon.

Unit 9 | Quick Text Manager

You Are Here

Quick text messages are completely customizable and can be unique for each department of a DragonForce deployment. To edit the quick text settings, you must be in the department or site administration interface of the web app. Only users with department or site administration permissions have access to the quick text settings.

In the "Quick Text Manager" window you can create or delete a message, edit an existing message, or change the order that they appear. The abbreviated version of the quick text messages is displayed in a dropdown list inside the text messaging tool on both the web and mobile clients.

9.1: How to Add a New Quick Text Message

To add a new quick text message:

1. **Click** the **Home** icon ☰ > **select Quick text Manager.**
2. **Click** the **Add** control bar to add a new Quick Text message.
3. **Type** in the full **text** of the message and its **abbreviation** > **click Save**.

9.2: How to Adjust the Order of Messages

To adjust the order of messages:

1. **Click** the **Home** icon ☰ > **select Quick text Manager.**
2. **Click** and **drag** the "**handle**" of the quick text message to the desired location.
3. **Click save** to confirm the changes made.

9.3: How to Switch Departments

Quick text settings can also be customized for each department. Any changes you make to one department will not carry over to the other departments. Make sure that you save all changes before switching departments. You can only manage quick text messages for the departments where you are the manager.

To switch departments:

1. **Click** the **Home** icon ☰ > **select Quick text Manager.**
2. **Click** on the Department tab to open the drop-down menu.

   The department tab shows the name of the department you are currently in.

3. **Click** on the department name > **Ok** to confirm.

Unit 10 | Contacts & References

For more information visit our website www.drakontas.com. To arrange a trial or evaluation of DragonForce for your organization, please contact us.

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