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# **Additional Data Repository (ADR) Management Portal**

## **User Guide for VESTA<sup>®</sup> 9-1-1**

**RAPIDSOS** 

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## 1. INTRODUCTION

Airbus DS Communications and RapidSOS are excited to present new functionality in the VESTA® 9-1-1 solution that provides PSAPs (Public Safety Answering Points) quick access to more precise caller location data. We know how vital it is for telecommunicators to have the most accurate location information to establish the current position of 9-1-1 callers in order to dispatch critical resources. The integration of the RapidSOS NG9-1-1 Clearinghouse into the VESTA 9-1-1 solution makes this possible.

RapidSOS is an advanced emergency technology company that brings more accurate caller location and additional data to 9-1-1 and First Responders. RapidSOS provides a direct data pipeline from smartphones and other connected devices to Public Safety through their Next Generation 9-1-1 (NG9-1-1) Clearinghouse. The NG911 Clearinghouse is a NENA i3 compliant Location Information Server (LIS) and Additional Data Repository (ADR) that is accessible to authorized PSAPs through integrations into all major call-taking equipment, mapping software & CAD products.

The new location information is available to Telecommunicators through the Enhanced Data Window, a web based interface on the VESTA 9-1-1 console. The RapidSOS Additional Data Repository (ADR) Management Portal provides the capability to configure the NG9-1-1 Clearinghouse data for display on the Enhanced Data Window.

We know every second counts in an emergency and that you need location accuracy to save lives. Now, through the integration of the RapidSOS NG911 Clearinghouse into the VESTA 9-1-1 system, PSAPs have the capability for improved situational awareness and improved decision making.

## 2. GETTING STARTED

### 2.1 List of Topics:

- Overview
- Accessing the ADR Management Portal
- Organizations
- Keys
- User Levels
- Roles
- Anchor Data
- Data Sets

#### 2.1.1 Overview

The purpose of the Additional Data Repository (ADR) Management Portal is to give system administrators and other authorized users in the Public Safety Answering Point (PSAP) the ability to control the data sets available to the PSAP and the various personnel, based on their role.

The ADR Management Portal will provide supplemental information that is valuable to the 9-1-1 Telecommunicator. In addition to precise device-based location, Telecommunicators may see demographic, emergency contacts and medical data, texting, and potentially multimedia – such as images and live video with audio.

The version 1.0 release of Enhanced Data within the VESTA 9-1-1 solution is an integrated web based interface that will display information provided to the Telecommunicator. The data presented is provided and formatted by RapidSOS.

### 2.2 Accessing the ADR Management Portal

The ADR Management Portal is intended for use by system administrators and other users who are authorized by the organization. A username and password are required in order to log in to the portal which will be issued by RapidSOS upon request. Users can request access here: [info.rapidsos.com/vesta](http://info.rapidsos.com/vesta).

Once logged on, the access period is one hour whether or not the user is active on the system. After one hour, the user will automatically be logged out and will need to enter the username and password again to continue. The system will first prompt the user to save anything they are in the process of editing. This is a security feature that is not configurable.

#### 2.2.1 Organizations

Users are given access to specific organizations. Note: An organization is a PSAP. A user may have access to more than one organization. A logged in user will be able to switch from one organization to another without logging out.

For example, a Service Provider or Channel Partner may have access to two or more organizations where each organization represents a PSAP. The Service Provider would be able to manage settings for each PSAP.

A PSAP user will typically have access to only one organization and thus will only be able to manage settings associated with their PSAP. However, in a hosted system serving more than one organization, it is feasible that a PSAP user may have access to more than one organization.

## 2.2.2 Keys

A Key is a security mechanism that contains the access credentials for the organization. The Key credential data is generated by RapidSOS and is specific to the organization. The Key credentials never expire. When creating Keys, the label should be intuitive, containing within it the name of the organization (or the agency it represents), for later ease in identification.

## 2.2.3 User Levels

**PSAP USER:** In the ADR Management Portal, a PSAP User is only able to view the existing Keys of the selected Organization and add/edit/delete roles and the data displayed for roles.

**ADMIN USER:** An Admin User, in addition to a PSAP User's permissions, is also be able to create, view and remove Keys.

**Note:** When creating a key the user must also select the environment associated to the key.

## 2.2.4 Roles

Roles have associated permissions to the various data sets available from RapidSOS. PSAP and Admin Users are able to set the permissions associated to a role. The name of a role in the ADR Management Portal must match precisely the name of the corresponding role in the VESTA 9-1-1 solution.

## 2.2.5 Anchor Data

Anchor data shall always be shown in the ADR Management Portal UI web page returned by RapidSOS, regardless of any configured data sets. Other configured data shall only affect the content of the tabs. Anchor Data will consist of the following data points from the Caller Location data set:

- Caller phone number
- Probable address
- Likelihood that the location record is at the probable address (0 to 100%)
- Last location update time
- Latitude/Longitude
- Uncertainty radius (meters)
- Confidence (0-100%, or null if not available)
- Altitude (meters, or null if not available)

Phone Number +15555555555	Last Location Update 12:33:29	Probable Address Google Bldg 40, 1600 Amphitheatre Pkwy, Mountain View, CA 94043, USA Likelihood: 60%
Latitude/Longitude Lat: 37.4219983 Lon: -122.085 Radius: 20.5 m Altitude: 4.5 m		

FIGURE 1 - ANCHOR DATA

## 2.2.6 Data Sets

After selecting a data set, the user will be able to specify what data to display for the given role. The information selection shall allow each data point to be turned on or off. By default, when selecting a data set all information for the data set shall also be selected. NOTE: The location data set is not configurable.

Any new data sets that are introduced later by RapidSOS will be turned off by default and will require the admin user to manually enable them for each profile.

**Note: The selection of this data only affects the information displayed in the tabs of the ADR Management Portal UI web page. The anchor data displayed above the tabs is not configurable at this time and will always be visible.**

The headers used in the portal to identify the data sets are the same headers that will be viewed by the operator in the ADR Management Portal UI.

## 3. NAVIGATING THE ADR MANAGEMENT PORTAL

### 3.1 Logging In

Log in to the ADR Management Portal at <https://adr-admin.rapidsos.com/login>. Use the login name and password provided by RapidSOS. Refer to this [link](#) to request a login/password.

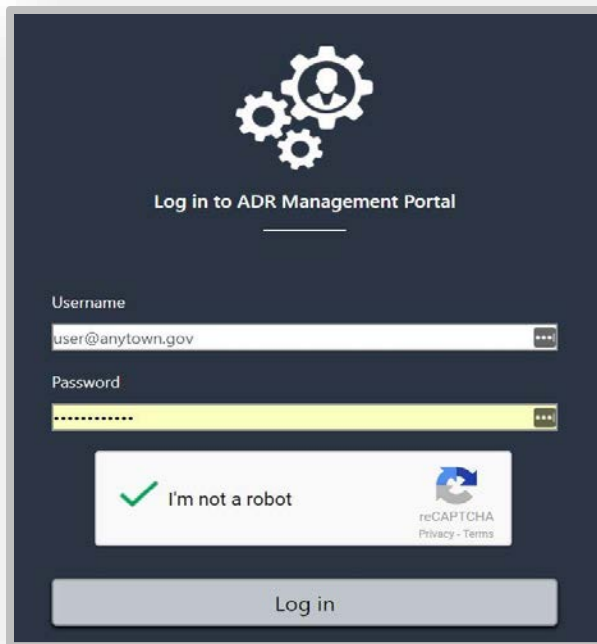


FIGURE 2 - RAPIDSOS ADR MANAGEMENT PORTAL

### 3.2 Select Organization

Once logged in to the ADR Management Portal, the user will see a drop-down list in the upper right corner. From this menu select the organization with which you want to work. A PSAP user will typically have only one listed in the menu. Service Providers will be able to see all the organizations for the PSAPs they support.

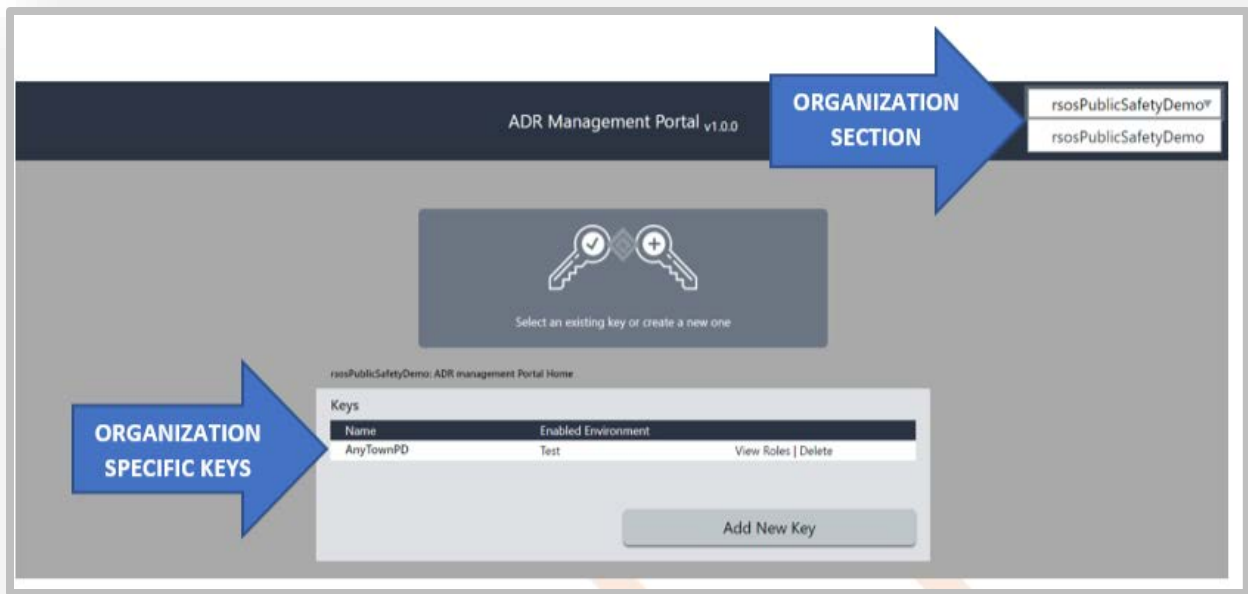


FIGURE 3 - RAPIDSOS ADR ADR MANAGEMENT PORTAL - ORGANIZATION SELECTION

### 3.3 Creating Keys

Admin users have the ability to create Keys.

1. Select the Add New Key button.
2. Enter the new key name in the appropriate field. The name should be intuitive, including the agency/organization name and any other terms that help differentiate one key from another.
3. Select either Production or Test environment and save. Note: Once created, the environment cannot be changed. In order to change the environment, users need to create a new key.



The screenshot shows the 'Create Key' form in the RAPIDSOS ADR Management Portal. At the top, there is a header with three icons: a key with a plus sign, a house with a plus sign, and a box with a plus sign. Below the icons is the text 'Define the key name and environment'. The breadcrumb trail reads 'rsosPublicSafetyDemo: ADR management Portal Home > Create New Key'. The form title is 'Create Key'. It contains a 'Name' field with the value 'AnyTownPD Supv', an 'Enabled Environment' section with radio buttons for 'Production' and 'Test' (where 'Test' is selected), and two buttons at the bottom: 'Cancel' and 'Save & Add New Key'.

FIGURE 4 - RAPIDSOS ADR MANAGEMENT PORTAL - CREATING KEYS

Credentials are added automatically upon adding the key. These credentials never expire.

The screenshot shows the 'View Key' form in the RAPIDSOS ADR Management Portal. At the top, there is a header with a key icon and the text 'View Key'. The breadcrumb trail reads 'rsosPublicSafetyDemo: ADR management Portal Home > View Key: AnyTownPD Supv'. The form title is 'View Key: AnyTownPD Supv'. It displays the key details: 'Name: AnyTownPD Supv', 'Client ID: ONm4RdDGqyPeRYPzjnuMDj6z43g10W6W' (with a 'Copy Client ID' link), 'Client Secret: 6RNFVqp8zDDgrXp8' (with a 'Copy Client Secret' link), and 'Enabled Environment: Production' and 'Test' (where 'Test' is selected). A 'Done' button is located at the bottom right.

FIGURE 5 - RAPIDSOS ADR MANAGEMENT PORTAL - CREDENTIALS

### 3.4 Creating and Editing Roles

Once a key has been added to the system, users are ready to define data access levels for the various roles. Roles are typically managed by the PSAP user. A role definition will be required for each of the different corresponding roles in the VESTA 9-1-1 DDS Configurator. The role names must match exactly and are case sensitive.

In the Keys menu, select View Roles for the key you wish to edit.

Keys		
Name	Enabled Environment	
AnyTownPD	Test	View Roles   Delete
AnyTownPD Supv	Test	View Roles   Delete

FIGURE 6 - RAPIDSOS ADR MANAGEMENT PORTAL - KEYS AND ROLES

If roles have yet to be defined, you will be prompted to add a new role.

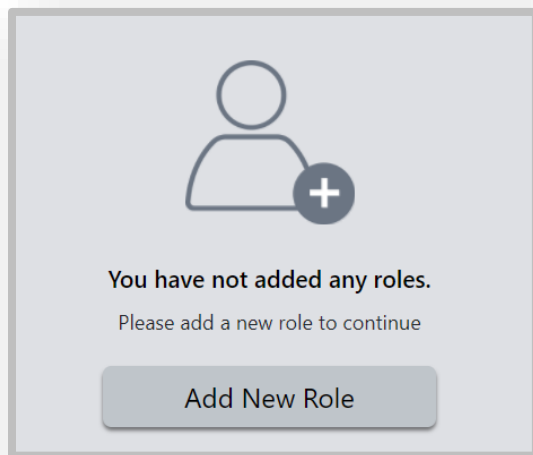
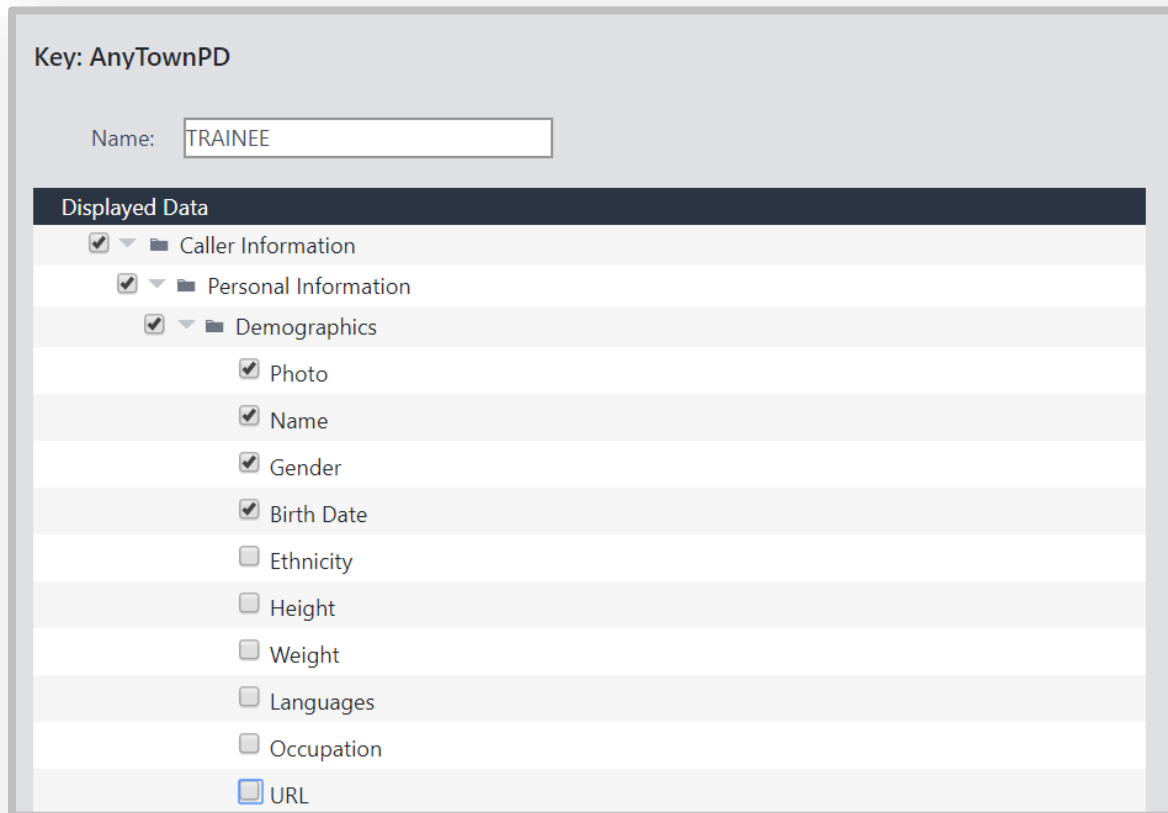


FIGURE 7 - RAPIDSOS ADR MANAGEMENT PORTAL - ADD NEW ROLE

Once a name is assigned to the role, you must define the data access parameters. It is here that you limit access of persons not authorized to view confidential data, such as a technician, or grant full access to others with a need to know, such as supervisors.



The screenshot shows a web interface for managing data access. At the top, it says "Key: AnyTownPD". Below this is a "Name:" label followed by a text input field containing "TRAINEE". Underneath is a section titled "Displayed Data" with a dark header. This section contains a list of data categories, each with a checkbox and a dropdown arrow. The categories are: "Caller Information", "Personal Information", and "Demographics". Under "Demographics", there are several sub-items: "Photo", "Name", "Gender", "Birth Date", "Ethnicity", "Height", "Weight", "Languages", "Occupation", and "URL". The checkboxes for "Photo", "Name", "Gender", and "Birth Date" are checked. The checkboxes for "Ethnicity", "Height", "Weight", "Languages", "Occupation", and "URL" are unchecked.

FIGURE 8 - RAPIDSOS ADR MANAGEMENT PORTAL - DATA ACCESS BY ROLE

Once the Displayed Data choices are complete, you may add the new role to the key.

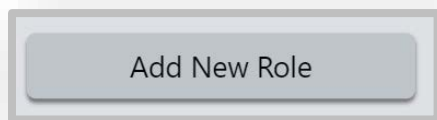


FIGURE 9 - RAPIDSOS ADR MANAGEMENT PORTAL - ADD NEW ROLE TO KEY

Tabs for each of the created roles will display on the left side of the roles portal. As each tab is selected you will be able to see the data designated for view by that role. To amend the selections click on Edit Role, make your changes and Save.

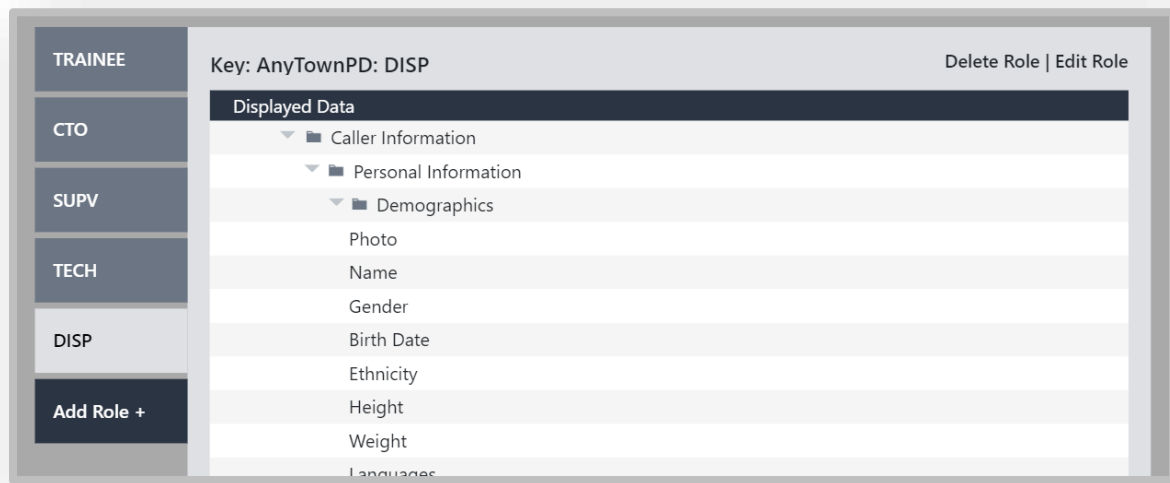


FIGURE 10 - RAPIDSOS ADR MANAGEMENT PORTAL - TABULAR VIEW OF ROLES AND DATA ACCESS

### 3.5 Selectable Data

The data available in the version 1.0 release of Enhanced Data is in tree format as follows:

Personal Information	Medical Information	Caller-Provided Locations
Photo	Allergies	Name
Name	Disabilities	Address
Gender	Blood Type	Comment
Birth date	Medical Conditions	URL
Ethnicity	Note	Contact
Height	Medications	
Weight	Emergency Contacts	
Languages		
Occupation		
Comment		
Contact Information		
Email		
Phone Number		

## **3.6 Synchronizing**

Changes made in the ADR Management Portal are automatically available to the VESTA 9-1-1 solution for the selected organization. If the changes made involve creating a new role or generating new Keys, an operator who is logged on to a VESTA 9-1-1 console will have to log off and back on for changes to take effect. If the changes are simply editing the permissions of an existing role, there is no need to log off.

## 4. GLOSSARY

### A

#### **ADR: Additional Data Repository**

NENA i3 Additional Data Repository and Identity-Searchable Additional Data Repository - Provides standard-compliant additional data XML (extends IETF RFC 7852), pursuant to the NENA i3 architecture.

### D

#### **DDS (Data Distribution Service) Configurator**

A redundant server that provides advanced 9-1-1 call-handling and call management services to critical call-management centers.

### P

#### **PSAP: Public Safety Answering Point**

A facility that is equipped and staffed to receive and manage emergency telephone number calls. It is responsible for dispatching a response from emergency-response agencies (such as police, fire or EMS) that are under its direction, or for transferring a call to another call center for dispatching a response.

A primary PSAP is the initial answering location of an emergency call. An alternative PSAP can receive calls when the primary PSAP is unable to do so.

### R

#### **RapidSOS**

Third Party vendor providing enhanced location and additional data for 9-1-1 calls.

### U

#### **UI: User interface**

The means by which the user and a computer system interact, in particular the use of input devices and software.