



**MPSCS  
Radio  
Management**  
(MPSCS-RM)  
*A public safety solution*



# Onboarding Manual

## Customer Agency Users



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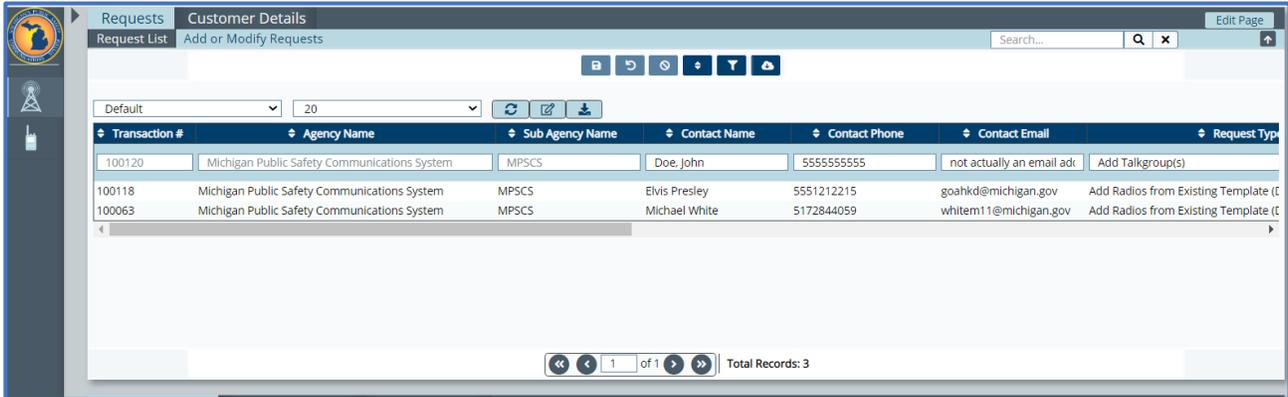


# 1. Onboarding Requests

The onboarding module consists of two separate main application screens:

- Requests
- Customer Details

When you first load the Onboarding module, the “Requests” application screen will load. Within that screen, you will see the “Request List” view by default (shown below):



This view shows a paged list of the Onboarding requests. By default, you will see the first 10 records in the list the records sorted by the most recent date they were created.

The Request List view displays the current selected “Layout” of fields. This will be a system default until the Layout is edited and saved by the User.

## 1.1. Adding a New Request

### 1.1.1. Adding a New Request record

1. Select the “Add of Modify Requests” tab.
2. Single-Click on the Add New Request button **Add New Request**. The fields on the screen will clear and the required fields will be highlighted with a red line (see example below).

**Add New Request**

<p>Agency Name: <input type="text" value="Michigan Public Safety Communications System"/></p> <p>Svc Agreement #: <input type="text" value="33-035"/></p> <p>Emergency Alert Contact: <input type="text" value="EA-NO"/> <input type="text" value="No Emergency"/></p> <p>Sub Agency: <input style="border: 2px solid red;" type="text"/></p> <p>Request Type: <input style="border: 2px solid red;" type="text"/></p> <p>Instructions: <input style="border: 2px solid red;" type="text"/></p> <p>Contact Name: <input type="text" value="Jonathan-3rd party Campbell"/></p> <p>Contact Phone: <input type="text" value="205-807-1502"/></p> <p>Contact Email: <input type="text" value="jcampbell@mcmttechnology.com"/></p>	<p>Transaction #: <input type="text"/></p> <p>Status: <input type="text" value="New Request"/></p> <p>Create Date/Time: <input type="text" value="mm/dd/yyyy --:-- --"/></p> <p>Submission Date: <input type="text" value="mm/dd/yyyy --:-- --"/></p> <p>Data Enabled: <input type="checkbox"/> Data Billing Level: <input type="text"/></p> <p>Radio Count: <input type="text"/></p> <p>Comments: <input style="border: 2px solid red;" type="text"/></p> <p style="text-align: right;"><b>Submit Request</b></p>
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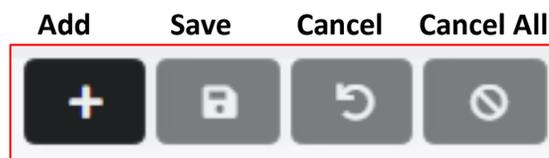
3. Select the Agency first using the Browser lookup option  next to the field. **\*\* Note: If you only have one Agency assignment, this value will auto-fill.**
4. Select the Sub Agency next using the Browser lookup option  next to the field.
5. Select the Request Type using the Browser lookup option  next to the field.
6. Enter the Contact Name, Phone, and Email. **\*\* Note: This will auto-fill based on your user credentials, but can be changed as desired.**
7. Enter notes into the “Comments” section that provides additional details about the request.
8. Most of the remaining required fields should be auto filled from the Agency and Sub Agency selections, but if there are any remaining, finish filling out the fields and **Save**  the record.

**\*\* NOTE\*\* Do not click “Submit Request” until you have added the required details to the request, as described in the next few sections**

### 1.1.2. Adding Details to the Request

After saving a request, you can now add the required details. Based on the “Request Type”, the bottom portion of the Request screen will display different options.

This tab has it’s own set of options that are used for managing the records that are entered into the list under the tab. The first four option buttons are the common options that are used for adding and editing records in the list:



There are some additional options available that are more specific to the Radio lists as follows:



**Remove from List** – This removes the selected record from the list.



**Duplicate** – This will duplicate the select record in the list. It inserts a new row that is an exact copy of the record you had selected to duplicate.

### 1.1.3. Add New Radios

The “Add New Radios” tab shows for any request types that are designated as “Add” types. Here is the current list of these types:

- Add Radios from Existing Template (Duplicate)
- Add Radios with New Template



Add New Radios | Change History

Default | 20

Serial Number	Flashcode	Model Family	Model	Model Desc	Radio ID	Existing Template Prefix
471MCM9901	100008-000480-1	APX-4500	M22URS9PW1AN	APX4500, ASTRO 800 MHZ, 35 WATT MODEL O2		MPSCSSTD01
471MCM9903	100008-000480-1	APX-4500	M22URS9PW1AN	APX4500, ASTRO 800 MHZ, 35 WATT MODEL O2		MPSCSSTD01
471MCM9902	100008-000480-1	APX-4500	M22URS9PW1AN	APX4500, ASTRO 800 MHZ, 35 WATT MODEL O2		MPSCSSTD01

To add a new record into the list, select the **Add** button. A new empty row will be inserted into the list. Fill out the required fields and then select the **Save** button to save the new record. Repeat this process to add additional records.

**HINT:** If entering multiple radios of the same model and flash code, use the duplicate icon , then change the needed characters in the serial number field.

Use the **Cancel** or **Cancel All** buttons at any time to cancel adding a record(s) or to cancel editing.

#### 1.1.4. Select Existing Radios

The “Select Existing Radios” tab shows for the following request types:

- Change Template to New
- Change Features in Radio
- Disable Radio

To select assets into the list, enter the Serial # of the radio into the box and use the enter key to submit the value. **OR** click on the “Browse” button.

Select Existing Radios | Change History

Radio List | Multi-Select Radios

Enter Serial #

Default | 20

Serial Number	Flashcode	Model Family	Model	Model Desc	Radio ID
481CQZG384	181069-011480-3	APX-6000	H98UCF9PW6AN	APX6000, ASTRO 800 MHZ, 3 WATT, MODEL 2.5E	9480026

When the Browse window opens, you will be presented a filtered list of records based on the Agency and Sub Agency you selected for the request previously. You can further filter that list by entering a value in the field above the column(s) you want to search. Use the enter key or the search button to apply the filter.



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Serial Number	ESN	Radio ID
721cgf27		
721CGF2754		2828612
721CGF2755		2828614
721CGF2756		2828616
721CGF2757		2828618
721CGF2760		2828624
721CGF2761		2828626

Navigation: 1 of 1, 10, Clear, Close

Once you have found the record you want to add to the list, single-click on the row you want to select. The window will close and the record will be added to the list. The system will refresh the list automatically once the data has been saved.

### 1.1.5. Select Template and Radios

The “Select Template Radios” tab shows for the following request types:

- Change Template to Existing

The features and functions are the same as the “Select Existing Radios” tab except for the addition of a selectable field to choose the **New Template Prefix** that you want to be applied to the radios in the list. You can select this value using the **BROWSE** selector to the right of the field.

New Template Prefix   

*HINT: After selecting a New Template Prefix value, make sure you Save the Request before attempting to Select more assets into the list.*

### 1.1.6. Add Talkgroups

The “Add Talkgroups” tab shows for the following request types:

- Add Talkgroup(s)

Add Talkgroups   Select Talkgroups   Change History						
Alias	AKA	Owner	CKR	Paging Talkgroup	Encryption Mode	New Encryption Key
MCMXX003	MCM Test 003	LANSING-FD				



To add a new record into the list, select the **Add** button. A new empty row will be inserted into the list. Fill out the required fields and then select the Save button to save the new record. Repeat this process to add additional records.

Use the **Cancel** or **Cancel All** buttons at any time to cancel adding a record(s) or to cancel editing.

### 1.1.7. Select Talkgroups

The “Select Talkgroups” tab shows for the following request types:

- Add Encryption to Talkgroup(s)

To select Talkgroups into the list, enter the Talkgroup ID or Alias into the box and use the enter key to submit the entry. **OR** click on the “Browse” button.

Talkgroup ID	TG Alias	TG AKA	TG Owner
80001113	33LFD1		LANSING-FD
80001114	33LFD2		LANSING-FD
80001115	33LFD3		LANSING-FD
80001116	33LFD4		LANSING-FD

When the Browse window opens, you will be presented a filtered list of records based on the Agency you selected for the request previously. You can further filter that list by entering a value in the field above the column(s) you want to search. Use the enter key or the search button to apply the filter.

Once you have found the record you want to add to the list, single-click on the row you want to select. The window will close and the record will be added to the list. The system will refresh the list automatically once the data has been saved.

## 1.2. Submitting a Request

Once you have entered the required details based on the Request Type, you are ready to submit the request. To do this, simply click **Submit Request**.

The request will automatically change status to submitted and an alert will be sent to MPSCS staff that there is a new request.



### 1.3. Editing an Existing Request

To locate an existing Request record, you can use the **QUICK SEARCH** or **FILTER** functions. The fields that are part of the **QUICK SEARCH** option in the Requests screen are:

- OB Transaction Number
- Agency Name
- Contact Name

Once you locate the record you want to edit, simply modify the fields/values as desired and select the **Save** option button when finished editing. Use the **Cancel** or **Cancel All** buttons at any time to cancel editing.

## 2. Customer Details

The Customer Details screen is where you can view Customer Agency records. The default values that are used throughout the Onboarding process are derived from the Customer Agency record. This screen has 2 views:

- **Details** - The Details view is a view of an individual record.

The screenshot displays the 'Customer Details' view of a request record. The interface includes a search bar at the top right with the text 'WAYNE-CO'. Below the search bar is a toolbar with various icons for navigation and actions. The main area contains a form with the following fields:

- Customer Agency ID: WAYNE-CO-EMD
- Customer Agency Name: Wayne County Emergency Management
- Service Contract Number: 82-009
- EA Contact ID: NO-EA (with search and delete icons) and a note 'Use with Radios with no Eme'
- Default Payee: CREDIT-WAYNE (with search and delete icons) and 'Wayne County Credit'
- County / Svc Area: WAYNE (with search and delete icons) and 'MRSC'
- Homeland Security District: 25 (dropdown) and Class: NP-PS (dropdown)
- Status: Active (dropdown)
- ID Type: LOCAL (dropdown) and Zone: 2 (dropdown)
- Default ID Range: (empty field with search and delete icons)
- IV&D CEN: CEN01 (dropdown)
- Primary Talkgroup: 80002135 (with search and delete icons) and 82COM (text field)
- Cost Code: 17M700 (dropdown)
- Billing Level: ACTIVATION (dropdown)
- Data Billing Level: DATA4 (dropdown)
- Data Billing Level Description: (empty text area)

- **List** – The List View shows a list of the Agency records you can view.



Details List WAYNE-CO

Default 10

Customer Agency ID	Customer Agency Name	County Number	County Name	ID Type	Zone
CREDIT-WAYNE-CO-AIRPORT	Wayne County Airport Credit	82	WAYNE	LOCAL	2
INFR-WAYNE-CO-EMD	Wayne County Emergency Management	82	WAYNE	LOCAL	2
WAYNE-CO-AIRPORT	WAYNE COUNTY AIRPORT AUTHORITY	82	WAYNE	LOCAL	2
WAYNE-CO-COMM-COLLEGE	Wayne County Community College District Public Safety Dept.	82	WAYNE	LOCAL	2
WAYNE-CO-EMD	Wayne County Emergency Management	82	WAYNE	LOCAL	2
WAYNE-CO-PROS-CID	Wayne County Prosecutors Office Criminal Investigation Division	82	WAYNE	LOCAL	2
WAYNE-CO-SD	Wayne County Sheriff Department	82	WAYNE	LOCAL	2

Total Records: 7

## 2.1. Additional Details / Tabs

On the bottom half of the Customer Details screen, there are tabs that contain additional details that are related to the Customer Agency that is the current selected record. These are:

- Contacts
- Sub Agencies
- Approved Talkgroups
- Notes

### 2.1.1. Contacts

The Contacts tab is where you can View and Edit the contact records for a Customer Agency.

Contacts Sub Agencies Approved Talkgroups Notes

Contact Type	Agency Name	Address	Contact Name
Billing	Wayne County Emerg	10250 Middlebelt Ro	Tadarial Sturdivant
Member	10250 Middlebelt Road		Brian Herman

Contact Type: Billing

Agency Name: Wayne County Emergency Management

Address: 10250 Middlebelt Road

Contact Name: Tadarial Sturdivant

City/State/Zip: Romulus MI 48242

Phone: O:734-728-3711 F:734-727-7478

Email: tsturdiv@waynecounty.com

To Edit a Contact:

1. Select the **Contacts** tab.
2. Select the contact record in the list.
3. Edit information about the selected contact in the fields to the right of the list.
4. When finished select **Save**.



### 2.1.2. Sub Agencies

Sub Agencies are a list of the different entities within an Agency. Sub Agencies are used to differentiate who owns/manages Asset records within an Agency. **\*\* NOTE: These are viewable only and must be added by MPSCS Administrators.**

Sub Agency	Sub Agency Name	User Type
82-009-01	WAYNE-CO-EMD	EMERGENCY MAN

### 2.1.3. Approved Talkgroups

The Approved Talkgroups tab is a list of the Talkgroups that are approved for use by the selected Agency. **\*\* NOTE: This list is read-only and must be modified by MPSCS Administrators.**

Talkgroup ID	TG Alias	TG AKA	TG Owner
80001010	EVENT01	EVENT 01	MPSCS
80001011	EVENT02	EVENT 02	MPSCS
80001012	EVENT03	EVENT 03	MPSCS
80001013	EVENT04	EVENT 04	MPSCS
80001014	EVENT05	EVENT 05	MPSCS
80001015	EVENT06	EVENT 06	MPSCS
80001016	EVENT07	EVENT 07	MPSCS
80001017	EVENT08	EVENT 08	MPSCS
80001018	EVENT09	EVENT 09	MPSCS
80001019	EVENT10	EVENT 10	MPSCS

### 2.1.4. Notes

You can add notes for the Customer Agency on this tab. Add a note as follows:

1. Select the **Notes** tab.
2. Single-Click on the **Add** button. A new row will be inserted into the list.
3. Type a note into the text field and the select **Save**.



### 3. Request Types and Workflow

In this section, we will cover each Request Type in detail and the associated steps that are required.

#### 3.1. Add Radios with New Template and Add Radios with Existing Template (Duplicate)

- Step 1 - Add new Request record with Type = “Add Radios with New Template” or “Add Radios with Existing Template (Duplicate)”.
- Step 2 - **Save** the new request record. Status will default to “New Request”.
- Step 3 - On the **Add New Radios** tab, select the **Add** button to insert a new row into the list.
- Step 4 - Fill in the fields as desired. Here are some specifics about Adding new radios:
  - Serial # must match the designated format for the Model family selected.
  - Flashcode or ESN will be required based on the Model family selected
  - For Add Radios with Existing Template type, select the desired Template Prefix and Template for each record in the list.
  - Most of the remaining fields will already be auto-filled from the Request data.
- Step 5 - **Save** the record. (Repeat steps 3 through 5 to add additional records into the list)
- Step 6 - Select the **Submit Request** button.

#### 3.2. Activate Existing Radio

- Step 1 - **Add** new Request record with Type = “Activate Existing Radio”.
- Step 2 - Fill out comments and other details as required and **Save** the new request record. Status will default to “New Request”.
- Step 3 - On the Select Existing Radios tab, enter a Serial # and hit the enter key OR select the **BROWSE** button to bring up a list to search within. Repeat this process to enter additional records into the list.
- Step 4 - When finished selecting Radios into the list, Select the **Submit Request** button.

#### 3.3. Change Features in Radio, Change Template to New, Change Template to Existing

- Step 1 - **Add** new Request record and select Type = “Change Features in Radio”, “Change Template to New”, or “Change Template to Existing”.
- Step 2 - If you selected “Change Template to Existing”, you also need to select a value for the “**New Template Prefix**” field on the **Select Template and Radios** tab.



Step 3 - Fill out comments and other details as required and **Save** the new request record. Status will default to “New Request”.

Step 4 - On the **Select Template and Radios** tab, enter a Serial # and hit the enter key OR select the **BROWSE** button to bring up a list to search within. Repeat this process to enter additional records into the list.

Step 5 - When finished selecting Radios into the list, Select the **Submit Request** button.

### 3.4. Disable Radio

Step 1 - **Add** new Request record and select Type = “Disable Radio”

Step 2 - An additional field will appear below the request type where you are required to select the “Reason” for the Disable Radio request.

Step 3 - Fill out comments and other details as required and **Save** the new request record. Status will default to “New Request”.

Step 4 - On the **Select Template and Radios** tab, enter a Serial # and hit the enter key OR select the **BROWSE** button to bring up a list to search within. Repeat this process to enter additional records into the list.

Step 5 - When finished selecting Radios into the list, Select the **Submit Request** button.

### 3.5. Add Talkgroup(s)

Step 1 - **Add** new Request record and select Type = “Add Talkgroup(s)”

Step 2 - Fill out comments and other details as required and **Save** the new request record. Status will default to “New Request”.

Step 3 - On the **Add Talkgroups** tab, select the **Add** button to insert a new row into the list.

Step 4 - Fill in the fields as desired. Here are some specifics about adding Talkgroups:

- Alias must be unique, have no spaces or special characters (\*\* dashes are allowed), and cannot exceed 17 characters.

Step 5 - **Save** the record. (Repeat steps 3 through 5 to add additional records into the list)

Step 6 - Select the **Submit Request** button.



### 3.6. Add Encryption to Talkgroup(s)

- Step 1 - **Add** new Request record and select Type = “Add Encryption to Talkgroup(s)”
- Step 2 - Fill out comments and other details as required and **Save** the new request record. Status will default to “New Request”.
- Step 3 - On the **Select Talkgroups** tab, enter a Talkgroup ID or Alias and hit the enter key OR select the **BROWSE** button to bring up a list to search within. Repeat this process to enter additional records into the list.
- Step 4 - Select the **Submit Request** button.

– END –