

# Symphia NowForce

## Licensing Guide

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For versions 5.6 and above

# Preface

Cognyte NowForce's advanced dispatch and response technology provides comprehensive situational awareness. Cognyte NowForce allows dispatchers, responders and third-party resources to share insights in real-time, creating faster response times to potential threats and active incidents. Cognyte NowForce leverages an integrated system of live and historical event data, state-of-the-art mapping, and tailored mobile applications for responders' and reporters' input to ensure that the closest, best equipped and most appropriate personnel is dispatched.

## About this Document

This Licensing Guide provides:

- An overview of the range and scope of the different available licenses in NowForce.
- A review of where these licenses are applied in the NowForce system.
- The administrator with the recommended sequence of tasks to utilize your organization's licenses for your NowForce installation.

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# Introduction

A Symphia NowForce license enables the use of specific applications, modules, and features. It is valid for a specified number of mobile and desktop licenses as indicated in the Fulfillment Confirmation letter. The licenses are time-based and volumes of each type of license are specific to each organization.

This document covers:

- The types of licenses available to Symphia NowForce users.
- The typical license workflows for provisioning, managing and renewing a NowForce licenses.

# License Types

NowForce has multiple licenses for mobile app users and for desktop users. These licenses are grouped under typical user personae to help you decide which licenses best meet your organization's needs.

- Engaged users can report incidents and provide additional details to the VMS Control Center.
- Responder users are able to respond to incidents and provide input towards incident resolution.
- Control users include those with field supervision roles, dispatch management and administrative oversight.

The alignment of various NowForce License Types to User Personae is shown in the table below:

	User Personae		
	Engage	Respond	Control
License Types	Passive Reporter	Basic Responder	Mobile Supervisor
	Monitored Reporter	Advanced Responder	Dispatch Operator*
	Engaged Reporter		Administrator*

## Note

The Dispatcher Operator and Administrator licenses are Desktop licenses.

Licenses are assigned to a named user based on the user's permissions profile, see "[Assigning Licenses to Users](#)" (page 26)

## Mobile Licenses

Mobile licenses provide access to the NowForce Mobile App. Users aligning to Engage and Respond user personae and the Control user persona, Mobile Supervisor are mobile license users. A short description of each licenses follows:

- **Passive Reporter** – The user has the SOS feature and the ability to report up to 50 incidents a year to the control center.

- **Monitored Reporter** - The user has enhanced monitoring that can be used for personal safety, policy monitoring and geo-fenced requirements in addition to the SOS feature and the ability to report up to 50 incidents a year to the control center.
- **Engaged Reporter** – The user has the ability to engage with the operations center, submit report statuses, fill forms and reply to messages in addition to the functionality of the Monitored Reporter license.
- **Basic Responder** - Users responding to incidents.
- **Advanced Responders** - Users who are required to respond to a greater number of incidents and provide greater inputs to incident resolution.
- **Mobile Supervisor** - Users who are defined as a field supervisors, required to manage one or more of the following: a specific area, group of responders or set of incident types.

For further details see "[Mobile Reporter Licenses](#)" (page 9) and "[Mobile Responder Licenses](#)" (page 10)

## Desktop Licenses

Desktop licenses provide access to NowForce Dispatcher. Users aligned to the Control user personae of Dispatch Operators and Administrators require Desktop licenses.

- **Dispatch Operator** - The user oversees the management of incidents and the field forces.
- **Administrator** - The User has all of the Dispatch Operator capabilities and is also able to configure and define all settings in the NowForce system.

For further details see "[Desktop Licenses](#)" (page 14).



# Licenses and their Features

This section describes the feature set of each NowForce license. License features are cumulative, for example the Advanced Responder provides all the functionality of the Basic Responder and some extra features.

## Mobile Reporter Licenses

The following Mobile Reporter licenses are differentiated by the level of engagement each license holder has with the control center.

- **Passive Reporter** – The user has the SOS feature and the ability to report up to 50 incidents a year to the control center.
- **Monitored Reporter** - The user has enhanced monitoring that can be used for personal safety, policy monitoring and geo-fenced requirements, in addition to the SOS feature. The feature set includes the ability to report up to 50 incidents a year to the control center.
- **Engaged Reporter** – The user has the ability to engage with the operations center, submit report statuses, fill forms and reply to messages in addition to the functionality of the Monitored Reporter license.

LICENSE FEATURES	PASSIVE REPORTER	MONITORED REPORTER	ENGAGED REPORTER
<u>PERSONAL SAFETY</u>	SOS	SOS and Escort Me	SOS and Escort Me
<u>REPORTING INCIDENTS AND HAZARDS</u>	Only user's current location	Only user's current location	In any location
<u>LOCATION SHARING</u>	Only in SOS	Only in SOS	Only in SOS
<u>FOLLOW-UP ON REPORT</u>	X	X	√
<u>MASS MESSAGING</u>	√	√	√
<u>INCIDENT REPORT LIMITATIONS</u>	Up to 50 incidents per year	Up to 50 incidents per year	Up to 300 incidents per year
<u>POLICY MONITORING</u>	X	√	√
<u>USER UPDATES</u>	X	Unlimited	Unlimited

## Mobile Responder Licenses

The following Responder licenses, differentiated by their feature set are available to the user:

- **Basic Responder**- Users responding to incidents.
- **Advanced Responders** - Users who are required to respond to a greater number of incidents and provide greater inputs to incident resolution.
- **Mobile Supervisor** - Users who are defined as a field supervisors, required to manage one or more of the following: a specific area, group of responders or set of incident types.

The following table depicts the different features aligned to each Responder license:

LICENSE FEATURES	BASIC RESPONDER	ADVANCED RESPONDER	MOBILE SUPERVISOR
<u>PERSONAL SAFETY</u>	SOS and Escort Me	SOS and Escort Me	SOS and Escort Me
<u>REPORTING INCIDENTS AND HAZARDS</u>	In any location	In any location	In any location
<u>LOCATION SHARING</u>	Routine	Routine	Routine
<u>FOLLOW-UP ON REPORT</u>	Yes + Self Dispatch	Yes + Self Dispatch	Yes + Activate Auto Dispatch
<u>MASS MESSAGING</u>	√	√	All Message Types + Send mass messaging from app
<u>INCIDENT REPORT LIMITATIONS</u>	Unlimited	Unlimited	Unlimited
<u>POLICY MONITORING</u>	√	√	√
<u>USER UPDATES</u>	Unlimited	Unlimited	Unlimited
<u>INCIDENT RESPONSE</u>	√	√	Yes + ability to join another incident
<u>SLA TIMERS &amp; ALERTS</u>	√	√	√
<u>MAP</u>	Self-location only	Self-location and nearby resources	Full screen map with all resources
<u>FORMS PER INCIDENT</u>	1 Form	Multiple Forms	Multiple Forms
<u>SELF-DISPATCHING</u>	√	√	Activate auto-dispatch triggers
<u>RESPONDER JOURNAL FOR INCIDENTS HISTORY</u>	X	My incidents	All incidents
<u>MULTIPLE ADDRESSES (ROUTE)</u>	Single Address	Up-to 2 waypoints	Up-to 2 waypoints
<u>ASSIGNMENT TO UNIT</u>	X	√	√
<u>ASSET LOOKUP</u>	X	√	√
<u>DEACTIVATE ROLE/EQUIPMENT</u>	X	√	√
<u>CANCEL INCIDENT</u>	X	X	√

# Mobile License Feature Descriptions

The following section describes in detail the features provided with each license.

- **Personal Safety** – The mobile application end-user has an option to activate an SOS alarm or an “Escort Me” procedure and alert the operations center about personal safety concerns:
  - **SOS Button** – Triggers 5 simultaneous procedures: (i) initiate a call to a predefined phone number, (ii) alert the operations center, (iii) share updated location, (iv) initiate real-time video streaming and (v) send messages to personal contacts. If configured – nearby responders can be dispatched for assistance.
  - **Escort Me** – Activates a configurable countdown timer and changes the status of the user. If the timer ends without cancellation, an SOS alarm is triggered.
- **Reporting Incidents and Hazards** – Allows users to send reports to the operations center, including location details, video footage and other details that help to describe the incident/hazard.
- **Location sharing** – Indicates if and under which circumstances the location of the mobile device is shared with the operations center.
- **Follow-up on report** – Engaged reporters can view the follow-up statuses of incidents they have reported.
- **Mass Messaging** – Smart messages/polling allows the operator and mobile supervisor to interact with thousands of users simultaneously. The system has three types of messages: (i) basic notifications, (ii) survey with a multiple answer question and (iii) open text question.
- **Incident Report Limitations** – The number of incident reports that each named user can send annually. If this amount is reached, users will need to upgrade the license in order to continue creating incident reports.

## Note

SOS alarms and User Updates are not counted as Incident Reports.

- **Policy Monitoring** – User has the capability of being added to their organization's Policies.
- **User Updates** – Provides the user the capability to send updates and personal forms.

## Note

These updates are not counted against the incident reporting capacity.

- **Incident Response** – Enables users to receive, acknowledge and report on incidents through the mobile device.

- **Service Level Agreed (SLA) Timers & Alerts** – Allows the operations center to set different SLA timers for different types of incidents. SLAs establish goals and expectations for the time required to handle different types of incidents. SLAs enable Key Performance Indicators (KPI) to be effectively measured. The Responder's actions and timelines are measured, and deviations from established SLAs are recorded and can trigger an alert.
- **Map** - Digitized map presented on the application's main dashboard:
  - **Self-location** - The Responder can see only their location on the map.
  - **Nearby resources** - The Responder is informed about near-by users, incidents, points of interest and assets.
  - **View all Incidents** - The Mobile Supervisor can view a map with all incidents, users and organization resources under a given jurisdiction.
- **Self-Dispatching** – All responders can create a new incident and self-dispatch to that incident in order to continue the status reporting and engagement in the incident.
- **Responder Journal for Incidents History** – Basic Responders can only view currently active incidents while Advanced Responders can access past and future incidents using multiple filters and sorting tools.
- **Multiple addresses (Route)** – Basic Responders can respond to incidents with one location while Advanced Responders can address incidents that have several locations (i.e. take a parcel from location A to location B).
- **Assignment to Unit** – Allows the assignment of incidents to a group of responders that manage incidents as a team. In situations where incidents are not assigned to a personal responder but are instead assigned to an entity to which responders can be added. This is applicable for Advanced Responders and Mobile Supervisors.
- **Asset Lookup** – Assets are users, objects and data entities. Basic Responders are only able to view the details of assets associated with the incident to which they were dispatched. Advanced Responders and Mobile Supervisors can search for Assets near them and access the Asset's information and log history. They are also able to perform various actions on the asset.
- **Deactivate Role/Equipment** – Advanced Responders and Mobile Supervisors can turn off/on roles and equipment associated to them thus impacting the auto-dispatch engine.

## Extended Features for Mobile Supervisors Mobile License

The Mobile Supervisor license also includes the following features:

- **Augmented Map view** - Displays a view that includes all incidents, users and resources under a given jurisdiction.
- **Activate auto-dispatch triggers** - Ability to dispatch responders under their jurisdiction.

- **Incident Management** - Able to join existing incidents, cancel and close incidents.
- **Sending Messages** - Can send mass messages to users under their jurisdiction.

## Desktop Licenses

There are two levels of Desktop licenses, differentiated by the features and capabilities available to the Control user personae of the Dispatch Operator and Administrator.

- **Dispatch Operator** - The User oversees the management of incidents and the field forces.
- **Administrator** - The User has all of the Dispatch Operator capabilities and is also able to configure and define all settings in the NowForce system.

The following table depicts the different features aligned to each license:

LICENSE FEATURE	DISPATCHER OPERATOR	ADMINISTRATOR
<u>MANAGING GEO-FENCES</u>	√	√
<u>END-TO-END INCIDENT MANAGEMENT</u>	√	√
<u>FOLLOW CHECKLISTS AND WORKFLOWS</u>	√	√
<u>VISUALIZATION OF RESOURCES AND POINTS OF INTEREST</u>	√	√
<u>MULTIPLE DYNAMIC FORMS</u>	√	√
<u>MANUAL AND AUTOMATIC DISPATCHING OF PERSONNEL</u>	√	√
<u>ASSETS AND PERSONNEL TRACKING</u>	√	√
<u>VIEW LIVE VIDEO STREAM FROM THE INCIDENT</u>	√	√
<u>2-WAY COMMUNICATIONS</u>	√	√
<u>CREATE AND MANAGE ORGANIZATION SETTINGS</u>	X	√
<u>GEOGRAPHICAL PLANNING</u>	X	√
<u>ASSET PLANNING</u>	X	√

## Desktop License Feature Descriptions

- **Managing Geo-Fences** – Allows users to define an area on a map, in any polygon shape, controlling the entry/exit of resources to a certain area, defining rules and alerts for that defined area.

- **End-to-End Incident Management:**
  - **Incident opening** – Directly or via an interface with third-part systems
  - **Follow checklists and workflows** – Dispatch Operator can follow predefined, step-by-step checklists and workflows designed to manage the incident according to preplanned procedures.
  - **Visualization of resources and points of interest** – Dispatch Operator can see, on a live map, the location and availability of resource including field teams and points of interest like incident location, medical facilities etc.
  - **Multiple dynamic forms** – Fills the forms and checklists according to the incident type.
  - **Manual or automatic dispatching of personnel** – Based on workflows, the Dispatch Operator can manually or automatically dispatch the most suitable resource to the incident.
  - **Assets and Personnel Tracking** – If personnel are logged in to the mobile application, the Dispatch Operator can view their location (based on the mobile user's license type).
  - **View live video stream from the incident** – The Dispatch Operator can receive live video stream from the mobile application for further analysis and decision making. The video recording is retained in the system.
  - **2-way communications** – The Dispatch Operator can engage with field teams and citizens through the incident chat function. With the PTT add-on, the Operator and Responders can communicate via a dedicated PTT channel.
- **Timestamped logs for future investigation and incident summary** – The Dispatch Operator can summarize the incident history for reporting and post incident debriefing. This report can later be exported and shared as a PDF file with various stakeholders.

## Extended Features for Administrators Desktop License

The **Administrator** license also includes the following functionality:

- **Define all permissions and settings** - Including roles, groups, forms, create customized checklists and workflows, dispatch rules, SLAs, operations centers, icons etc.
- **Create and manage Users** - The ability to create new users Reporters, Responders, Supervisors and Dispatch Operators.
- **Geographical planning** – Defining areas of interest, geofences, jurisdictions and indoor positioning, as well as, creating geo-based rules and alerts.

- **Assets planning** – Defining the physical and data sources, like cameras and sensors, that provide contextual, real-time operational information to the system for faster and more efficient incident management.



# Licenses and Profiles User Interface in NowForce

The following sections display the user interface for License Settings, Profile Settings and User Management relevant for managing licenses in the NowForce system.

- Licenses are confirmed and maintained in the "[License Settings Page](#)" (page 17).
- Licenses are added to profiles in the "[Profile Settings Page](#)" (page 18).
- Licenses are assigned to users via the selected profiles in the window "[User Management Window](#)" (page 19).

## License Settings Page

The License Settings page contains the details of all purchased licenses for your organization.

▼ [To access the Licenses Settings page](#)

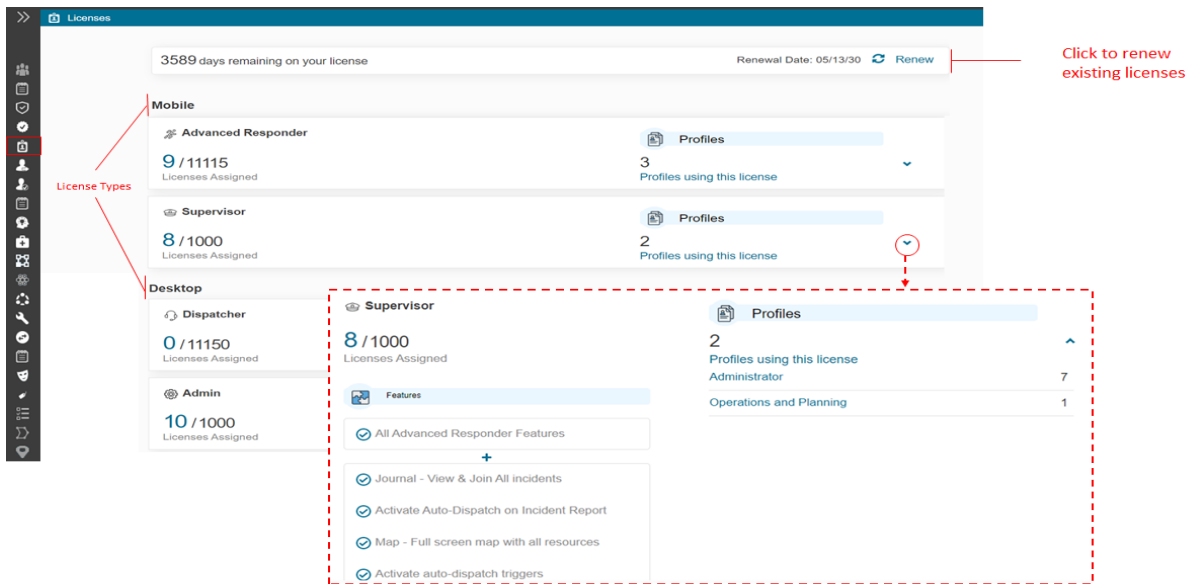
1. Click **Settings** (gear) in the upper left corner of the **Dispatcher** screen.



2. Click **Licenses** tab, the **Licenses Settings** page opens.

This page provides the snapshot of all licenses for both the Mobile and Desktop category types. Your remaining current license period is shown at the top of the page and you can renew your organization's licenses by clicking **Renew**.

Selecting the **down arrow** on the right of a license displays the specifics of that license including the number assigned, the name and number of the profiles that use the license as well as all the license features.



## Profile Settings Page

The user permission profiles (Profiles) determine the authorization and access of each class of user within NowForce. Each user is assigned to a profile that allows the user to see and have use of different functions of the Dispatcher or the Mobile Application.

A Profile is associated with one or more specific license, which can be either mobile or desktop, and related selected permissions and add-ons.

### Note

The license added to the profile determines the available set of permissions for users assigned to the profile.

There is no system limit on the number of profiles you can add but as best practice it is unwise to create too many profiles as it complicates profile management.

### ▼ To access the Profiles settings page

1. Click **Settings** (gear) in the upper left corner of the **Dispatcher** screen.



2. Click **Profiles** tab, the **Profiles** settings page opens.

Discards all changes requires you to start over

DISCARD CHANGES SAVE

\*Profile Name:

Description:

Tabs with license options and permissions

Mobile Desktop Add-Ons Permissions Remove mobile selection Deselect button for the active tab

<input type="radio"/>	Passive Reporter	1000 Licenses Available	▼
<input type="radio"/>	Monitored Reporter	21001 Licenses Available	▼
<input type="radio"/>	Engaged Reporter	21001 Licenses Available	▼
<input type="radio"/>	Basic Responder	998 Licenses Available	▼
<input type="radio"/>	Advanced Responder	11106 Licenses Available	▼
<input type="radio"/>	Supervisor	991 Licenses Available	▼

### Note

Clicking **SAVE** saves all your changes and closes the **Add Profile** window, returning you to the **Profile Settings** table. To continue editing a profile, stand on the profile and select **Edit** to open the **Edit Profile** page.

## User Management Window

You assign licenses in the **User Management** window. The **Organization** tab of shows the licenses available in your organization. The **Available Licenses** area that appears on the right of the **Permissions Profile** area lists the licenses being used for that particular profile.

### ▼ To view the user license in the User Management window

1. In the Dispatcher screen, select **Users icon** from the taskbar.
2. In the User Panel, hover on the user's image displayed in the **Actions** column and select **Edit** from the popup menu. The User Management window opens.
3. In the User Management window, select **ORGANIZATION** tab and then select the Profiles to display the user's license.

The user license is displayed as below:

The screenshot displays the 'User's Organization Profile' for Fred Flinstone. The interface includes a top navigation bar with the user's name, score (0), incidents (0), and user status (Active). A left sidebar contains navigation options: PERSONAL, ORGANIZATION (highlighted), MOBILE DEVICE, GEOFENCE, CONTACTS, RELATIONSHIPS, LOG, and STATISTICS. The main content area shows the 'Mr Delivery' profile selected. Below the profile name, there are icons for various roles: Administrator, Dispatcher, Mr Delivery (highlighted with a green box), Operations..., Reporter, Responder, Responder..., Responder..., and Site 3 Sup... The 'Assigned Licenses' section on the right lists: Basic Responder (2 / 1000), Advanced Responder (9 / 11115), Supervisor (9 / 1000), Dispatcher (1 / 11150), and Admin (10 / 1000). The 'Supervisor' and 'Dispatcher' licenses are highlighted with a red box, and a red arrow points from the 'Mr Delivery' profile icon to this box. At the bottom right, there are 'Save' and 'Cancel' buttons.

In this example, the user is assigned to the Mr Delivery profile which has both the Supervisor and Dispatcher licenses associated with the profile.

#### Note

- The licenses being used are indicated by a yellow check mark on the left of the license.
- The number displayed next to the license name is the assigned number of licenses/total available licenses

You can purchase more licenses by clicking the **Purchase Licenses** link. See "[Maintaining License Allocation](#)" (page 29).

# Overview of License Workflows

Licenses are assigned to a named user based on the user's Profile. Licenses must first be purchased and added to a profile by an administrator and can then be allocated to a named user by either a dispatcher or administrator.

- ADDING LICENSES TO PROFILES
- ASSIGNING LICENSES TO USERS
- LICENSE MAINTENANCE

The table below identifies the major steps required for the workflows:

WORKFLOW	STEP	LOCATION IN NOWFORCE	PERFORMED BY
<b>ADDING LICENSES TO PROFILES</b>	Step 1: "Confirming Licenses" (page 22)	"License Settings Page" (page 17)	Admin
	Step 2: "Adding a License to an Existing Profile" (page 22)	"Profile Settings Page" (page 18)	Admin
	Step 3: "Creating Additional Profiles and Adding Licenses" (page 24)	"Profile Settings Page" (page 18)	Admin
<b>ASSIGNING LICENSES TO USERS</b>	"Assigning Licenses to Users" (page 26)	"User Management Window " (page 19)	Admin or Dispatcher
<b>LICENSE MAINTENANCE</b>	"Resolving License Feature Limits" (page 28)	"Profile Settings Page" (page 18)	Admin
	"Maintaining License Allocation" (page 29)	"License Settings Page" (page 17)	Admin

# Adding Licenses to Profiles

Permission profiles determine the access that each user has to specific functions in the Dispatcher and on their mobile devices. You assign each user to a permissions profile and they are allocated to the available licenses that have been allocated to that profile. This section explains how to allocate licenses to an existing profile and how to create and allocate licenses to a new profile.

## Confirming Licenses

Before allocating licenses to a profiles review the Entitlement Letter you received from Symphia NowForce and confirm that the supplied licenses are correctly loaded and displaying in your License settings.

### ▼ To review your provisioned licenses

1. Click **Settings** (gear) in the upper left corner of the **Dispatcher** screen.



2. Click **Licenses** tab, the **Licenses** settings page opens.
3. Review the available licenses.

For further details see "License Settings Page" (page 17) .

Contact [support@nowforce.com](mailto:support@nowforce.com) to resolve any concerns.

## Adding a License to an Existing Profile

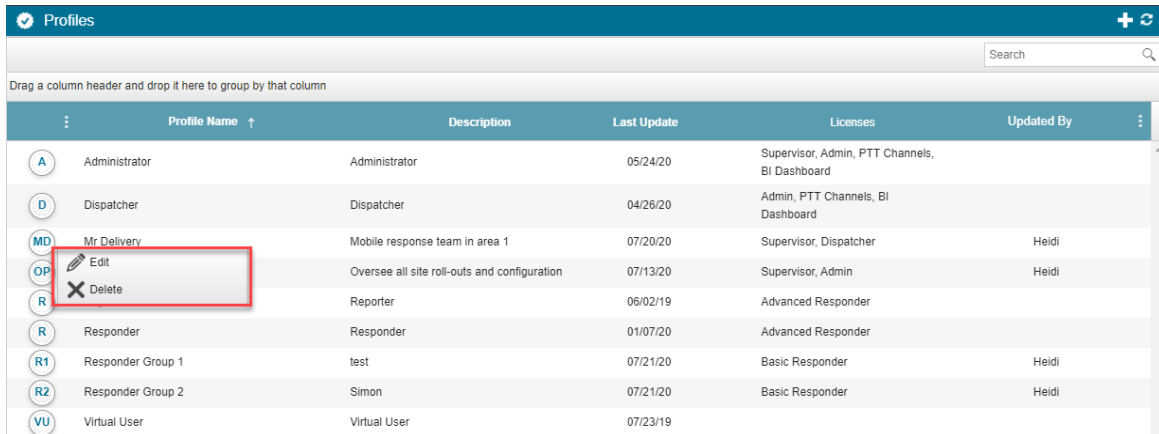
The Administrator, Dispatcher and Responder profiles are provided by default with NowForce Dispatcher. This section describes how to add a license to an existing profile.

### ▼ To allocate a license to an existing profile

1. Click **Settings** (gear) in the upper left corner of the **Dispatcher** screen.



2. Click **Profiles** tab, the **Profiles** settings page opens.
3. In the Profiles settings table, hover over the Profile name you need to edit. Select **Edit**. The **Edit Profile** page opens.



	Profile Name ↑	Description	Last Update	Licenses	Updated By
(A)	Administrator	Administrator	05/24/20	Supervisor, Admin, PTT Channels, BI Dashboard	
(D)	Dispatcher	Dispatcher	04/26/20	Admin, PTT Channels, BI Dashboard	
(MD)	Mr Delivery	Mobile response team in area 1	07/20/20	Supervisor, Dispatcher	Heidi
(OP)		Oversee all site roll-outs and configuration	07/13/20	Supervisor, Admin	Heidi
(R)	Reporter	Reporter	06/02/19	Advanced Responder	
(R)	Responder	Responder	01/07/20	Advanced Responder	
(R1)	Responder Group 1	test	07/21/20	Basic Responder	Heidi
(R2)	Responder Group 2	Simon	07/21/20	Basic Responder	Heidi
(VU)	Virtual User	Virtual User	07/23/19		

4. Select the either **Mobile** or **Desktop** tab to select the required license. See "[License Types](#)" (page 7).
5. Select the **License** required.
6. Select **Add-Ons** tab and select relevant licenses.
7. Select **Permissions**.
8. Click **Available Only** to display on **Available Permissions**.
9. Select the **Permissions** tab and select all relevant permissions for the profile.

#### Note

Only the permissions available to the user with the selected licenses are available for selection.

10. Click **SAVE**.

#### Note

Changes to a profile takes effect on close of the profile settings page and are applied to the user the next time they log in.

You can also create additional profiles and add licenses to new profiles.

# Creating Additional Profiles and Adding Licenses

This section describes how to create additional profiles and then allocate licenses to the new profile.

## ▼ To create a new profile and add a license

1. Click **Settings** (gear) in the upper left corner of the **Dispatcher** screen.



2. Click **Profiles** tab, the **Profiles Settings** page opens.
3. Click the **+** to add a profile.

 A screenshot of the 'Profiles' settings page. At the top right, there is a '+ Add Profile' button and a refresh icon. Below is a search bar. A message says 'Drag a column header and drop it here to group by that column'. The main content is a table with the following data:
 

	Profile Name ↑	Description	Last Update	Licenses	Updated By
(A)	Administrator	Administrator	05/24/20	Supervisor, Admin, PTT Channels, BI Dashboard	
(D)	Dispatcher	Dispatcher	04/26/20	Admin, PTT Channels, BI Dashboard	

4. Provide a name in **Profile Name** text box.

A pop up warning indicates that changes occur only after pressing **SAVE** appears.

 A screenshot of the 'Add Profile' form. At the top left is a back arrow and the text 'Add Profile'. At the top right are 'DISCARD CHANGES' and 'SAVE' buttons. A yellow warning banner reads 'Changes will take place after pressing SAVE'. Below the banner are two input fields: 'Profile Name' with the value 'Site 3 Supervisor' and 'Description' which is empty.

### Note

Clicking **SAVE** saves all your changes and closes the **Add Profile** window, returning you to the **Profile Settings** table. To complete the set up of your new profile select your recently added profile and click **Edit** to open and continue the steps below.

### Caution

Selecting **DISCARD CHANGES** removes all changes and you must start over.

5. Add a **Description** in the text box.

### Tip

Ensure your description explains the new profile's function in your organization.



6. Select the either **Mobile** of **Desktop** tab to select the required license. See "License Types" (page 7).
7. Select the checkbox of the **License** required.
8. Select **Add-Ons** tab and select relevant checkboxes of add-on licenses.
9. Select **Permissions**.

Profile Name: Operations and Planning Users: 0 Approaching Limit → 0 Active → 1 Assigned →

Description: Oversee all site roll-outs and configuration

Mobile Desktop Add-Ons **Permissions**

View:  All  Available Only

+ SOS 4 Selected

+ Incident Reporter 6 Selected

- Basic Responder 6 Selected

- Edit forms of Incidents in All-Done state
- Allow users to change incident description
- Protect incidents and messages data with passcode /fingerprint
- Access to Incident log
- Virtual User
- Ability to change mobility in mobile
- Use PTT Feature

Toggle to show relevant Permissions

The + expands the list of permissions

Grayed out checkboxes show permissions not associated with the license when All View is selected.

10. Click **Available Only** to display on **Available Permissions**.
11. Select **Permissions** tab and select all relevant permissions for the profile.

**Note**

Only the permissions available to the user with the selected licenses are available for selection.

12. Click **Save**.

**Note**

Changes to a profile take effect on close of the profile settings page and are applied to the user the next time they log in.


# Assigning Licenses to Users

This section describes how to apply a license to a user.

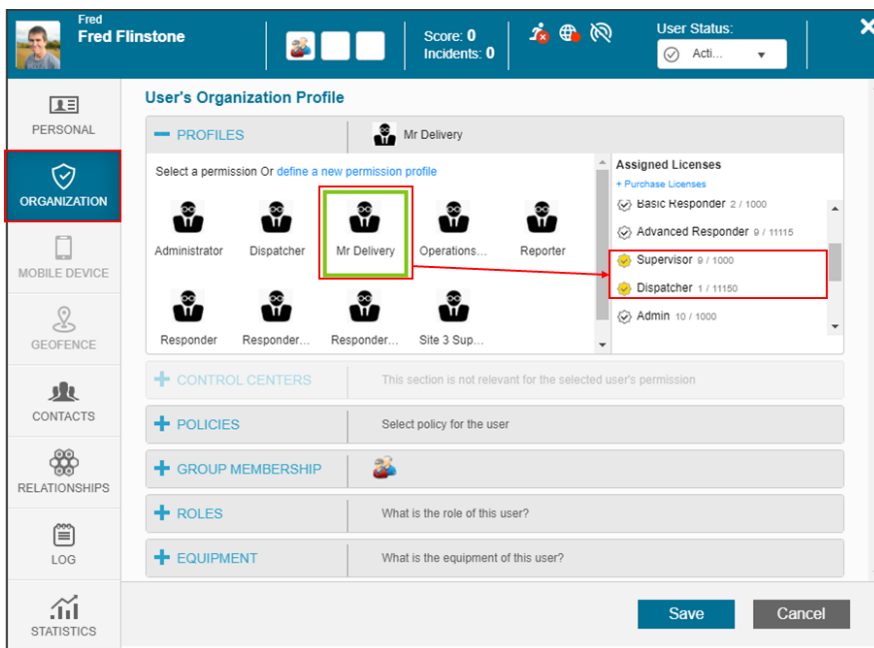
## Tip

Review your organization's Profile settings and ensure that the licenses are applied to the profiles as required, see "[Profile Settings Page](#)" (page 18).

### ▼ To apply a license to a user in the User Management window

1. In the Dispatcher screen, select  **Users icon** from the taskbar.
2. In the User Panel, stand on the user's image displayed in the **Actions** column and select **Edit** from the popup menu. The User Management window opens.
3. In the User Management window, select **ORGANIZATION** tab and then select the Profiles to select a profile for the user.

Each profile has its associated user license/s displayed as below:



The screenshot displays the 'User's Organization Profile' for 'Mr Delivery'. The left sidebar shows the 'ORGANIZATION' tab selected. The main area is divided into 'PROFILES' and 'Assigned Licenses'. The 'Assigned Licenses' section lists the following licenses:

License Name	Count	Limit
Basic Responder	2	1000
Advanced Responder	0	11115
Supervisor	0	1000
Dispatcher	1	11150
Admin	10	1000

4. Select the **Profile** required for your user.

## Tip

Shown on the right side of the panel in **Assigned Licenses** is the number of licenses your

organization has assigned out of the total number available in that profile is shown.

5. Click **Save**.

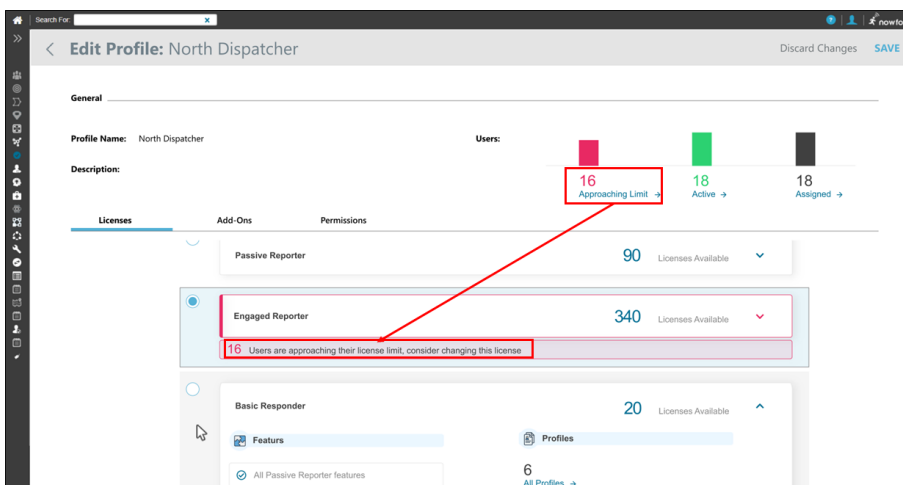
# License Maintenance

This section describes the workflows required to maintain your organization's NowForce licenses:

- Users approach their license's feature limit and require assignment to a different license.
- Available licenses are taken up, and additional licenses are required for new users.

## Resolving License Feature Limits

When users within a Profile are approaching their license's feature limit a warning like below appears.



### ▼ To change a upgrade a profile's license

1. Click **Settings** (gear) in the upper left corner of the **Dispatcher** screen.

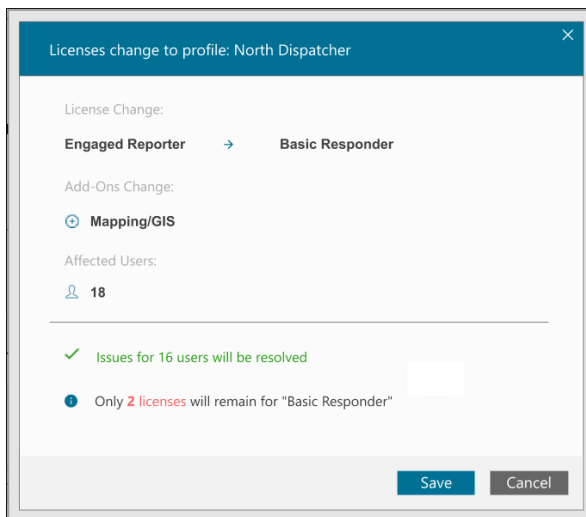


2. Click **Profiles** tab, the **Profiles** settings page opens.
3. In the **Profiles** settings table, hover over the **Profile** name you need to edit.

	Profile Name ↑	Description	Last Update	Licenses	Updated By
A	Administrator	Administrator	05/24/20	Supervisor, Admin, PTT Channels, BI Dashboard	
D	Dispatcher	Dispatcher	04/26/20	Admin, PTT Channels, BI Dashboard	
MD	Mr Delivery	Mobile response team in area 1	07/20/20	Supervisor, Dispatcher	Heidi
OP		Oversee all site roll-outs and configuration	07/13/20	Supervisor, Admin	Heidi
R	Reporter	Reporter	06/02/19	Advanced Responder	
R	Responder	Responder	01/07/20	Advanced Responder	
R1	Responder Group 1	test	07/21/20	Basic Responder	Heidi
R2	Responder Group 2	Simon	07/21/20	Basic Responder	Heidi
VU	Virtual User	Virtual User	07/23/19		

4. Select **Edit**. The **Edit Profile** page opens.
5. Select the required upgraded license type you want to associate with the profile.

A warning screen appears.



6. Click **Save**.

**Note**

Changes take effect on close of Profile settings page and are applied upon user log in.

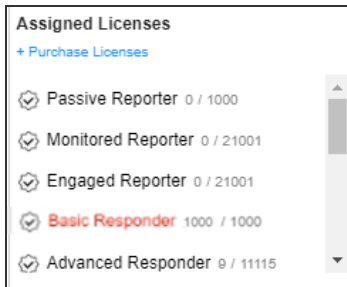
## Maintaining License Allocation

When the allocation of licenses in a profile reaches 90% several warnings appear throughout the NowForce system.

Red warning text appears in the License settings as below, indicating there are insufficient available free licenses to allocate.



In addition, in the Assigned Licenses tab in the User Management window, the license name turns red.



To resolve this, the administrator should purchase additional licenses. This can be undertaken in the License Settings page or User Management window.

▼ To get more licenses in the License Settings page

1. Click **Settings** (gear) in the upper left corner of the **Dispatcher** screen.




2. Click **Licenses** tab, the **Licenses** settings page opens.
3. The depleted license has a red **Get More** button available.



4. Click **Get More**.
5. A pop up message appears indicating that the request has been forwarded to the sales team.
6. **Exit** the settings page.

▼ To get more licenses in the User Management window

1. In the Dispatcher screen, select  **Users** icon from the taskbar.
2. In the User Panel, stand on the user's image displayed in the **Actions** column and select **Edit** from the popup menu. The User Management window opens.
3. In the User Management window, select **ORGANIZATION** tab and then select the Profiles to display the user's license.
4. Click **Purchase Licenses**.
5. An email is sent to NowForce Support with your request.

