

The following instructions will assist the First Responder in completing the smart phone app sign-up process as a **pre-registered user** as well as with submitting & viewing reports.

GETTING the APP


- Using the link provided in the email from National Grid, retrieve the app from the App Store.
- Install and open (iPhone: grant permissions; Android: edit in settings)
- Enter email & cell phone number
- You will be sent (on your cell phone) a one-time pin (OTP), valid for approx. 5 minutes
- Enter OTP. **Read** and agree to user terms
- If your profile is blank, fill out the remaining information:
 - Organization- *Use this format:* (County/City/Town) Fire Department or (County/City/Town) Police Department
 - Title- *Use this format:* “Firefighter”, “Police officer”, “Fire Chief”, “Police Chief”

USING the APP

- Open the app- *please read the safety message*, then select ‘Ok’
- Select the appropriate report type and sub-type
- Take one or two photos
- Complete the additional information as needed then **Submit**

**Reminder: the app is reliant on a data connection- if you are in an area with poor service, the upload of your report could be delayed; please see “My Report” for status- a red exclamation indicates an unsuccessful upload- you must tap that icon to resend. A green circle and check indicates a successful upload.*

View “My Reports”

To view a listing of the reports you have submitted, and their upload status, click the “My Reports” tab, upper right-hand corner of app.  (Entries are a static list)



- **Do I still have to call in to National Grid's Priority/911 line?**
 - **Yes.** The call-in reporting process **will not** change. You or your dispatcher (per your local procedure) must still call the incident in to the appropriate dedicated police and fire line. National Grid *will not* send crews based on an app report. **GAS LEAKS CANNOT BE REPORTED USING THE APP.**
- **What should be in the picture? Should it be close up or far away?**
 - **SAFETY should always be considered when taking photos. Please only so do as to not place yourself or others in an unsafe situation.** The recommended way to take photos is in portrait (vertical). Try to capture what you think will best illustrate the incident involving overhead/underground lines, poles, meters, or gas equipment, etc.
- **What if I am not pre-authorized?**
 - The app is only avail to authorized users. If your information was not previously submitted, you must have the chief of your department or county EMD email you name, title, email, and cell phone number to FirstResponderAppSupport@nationalgrid.com to pre-authorize use of the app.
- **Can I take video?**
 - No. At this time, video is not an option.
- **Can I use the app on my tablet?**
 - The app can be downloaded onto any Apple or Android device- at this time, the app can be downloaded onto only on one device per user.
- **Can I use pictures from my gallery?**
 - No. The app only uses photos taken while it is open. Also, it does not save the photos to the device gallery.
- **Will I be able to see the report after I submit it?**
 - You can view a list of your reports on "My Reports".
- **Who sees my report?**
 - A report will be available to qualified National Grid personnel. In some instances, the chief(s) of a department may also opt to receive notifications of reports submitted for their town or city.
- **Do I get a message that my report was received?**
 - When you have completed and submitted the report, and it is fully loaded, you will see a green circle with a green check next to the report in your list of "My Reports" indicating the report was submitted. (Upper right-hand corner of app report screen)
- **Will I be contacted about the report?**
 - If National Grid personnel require additional information, they may contact you using the phone number listed in the report.
- **What happens if I get an alert that I am not in a National Grid territory and I actually am?**
 - If you receive a non-service territory alert and you are certain that the location is in fact within a National Grid electric and/or gas territory, please email First Responder app support.

