



# First Responder Mobile Reporting App



---

## Frequently Asked Questions

---

### **What is the First Responder Mobile App?**

- The First Responder mobile app is a smartphone app that can be used by responding officials (Police & Fire) in the field to quickly snap a picture of a utility-related incident (ex, broken or leaning pole) which will then be sent to certain Unitil personnel. Please see our instructional page about the app [here](#).

### **Who are the users of the app?**

- The ideal users of the app will be police and fire field first responders. *Please send a list of users you wish to have approved.*

### **What is the benefit of using the app?**

- The benefit of the mobile app is that it can provide Unitil with a view or “eyes-on” the incident scene. The picture(s) and exact location information sent will aid the Company when determining the appropriate resources and equipment to dispatch to the scene.

### **How does this change reporting procedures?**

- It does not. Existing protocols of contacting (via phone) the Company (Dispatch Center) are to still be followed. The app simply provides an added layer of information to show field conditions after the initial report is made. **Always report emergencies via phone (603-294-5102) before using the app.**

### **How do I get the new app?**

- Please refer to the attached document (instructions) for steps on how to download and register with the app. *We ask that you please send us a list of the personnel you wish to have access to the app (Name, Mobile No., Email Address). Only personnel approved by Unitil will be able to use the app to send reports.*

### **When should I use the First Responder App?**

- The First Responder App will be useful when responding to an electrical-hazard related incident where an image of the scene may be helpful to describe the incident (such as an MVA pole hit, Wire Down, or Tree Limb on Wire).

**Reminder: The app is reliant on a data connection to submit the report. Always check “My Reports” to ensure the report has a green circled check (✅) next to it. A red exclamation (!) next to a report indicates it was not sent successfully. You can attempt to resend by tapping the red exclamation once you have better service.**

### Checking My Reports

**To view previous reports you have submitted click the (📄) icon in the upper right hand corner of the main page of the app.**