Mobility Portal Guide

January 29, 2026

Empowering people who serve the public®

Contents

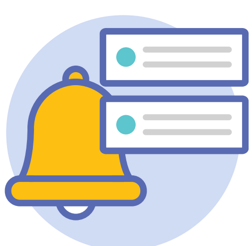
Chapter 1 Welcome

The *Mobility Portal* is a web-based application used to complete administrative tasks relating to the *Fire Field Mobile*, *Law Enforcement Field Mobile*, and *Report Writing* applications. This includes registering devices for use of the *Fire Field Mobile* and *Law Enforcement Field Mobile* apps, viewing the uploaded logs from a user's device when they run into an issue, and enabling various features for the applications.

The *Mobility Portal* is only accessible to those who have been designated as administrators or have the **Use** Mobility Portal permission assigned to their role, both of which are completed in *ESS*.

For additional information on designating users as administrators and the **Use Mobility Portal** permission, refer to the *Enterprise Security Online Help*.

To ensure you have the latest help updates, frequently clear your browser's cache, cookies, and history.



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Section 1.1 What's New in the Mobility Portal

This help topic contains information about the enhancements made to the **2025.4** version of the *Mobility Portal*, which is the most recent version.

For information on the enhancements made in previous versions of the application, see the What's New in the Mobility Portal - Enhancements from Past Releases help topic.

2025.4 Enhancements - Released on 1/29/2026

Change	Notes
New **Logout Device** button	A new **Logout Device** button has been added to the *Edit Registration* page. Clicking this button logs the selected device out of its current session of *Fire Field Mobile* or *Law Enforcement Field Mobile*, and sends the user a notification message stating an administrator has logged them out. However, the device remains registered to the *Mobility Portal*, and the user can access the app's functionality by simply logging in again.

Section 1.2 What's New in the Mobility Portal - Enhancements from Past Releases

This help topic contains information about the enhancements made to previous versions of the *Mobility Portal*.

For information on the enhancements made to the current version of the application, see the What's New in the Mobility Portal help topic.

2025.3 Enhancements - Released on 10/30/2025

Change	Notes
New ***Default*** list	A new ***Default*** list has been added to the *Search Layouts* page. This list is used to filter the results in the *Layouts* grid based on whether the layouts were created by *Tyler Technologies* or your agency. Layouts marked as Yes are those created by *Tyler Technologies*, while those marked as No are those created by your agency.
Layouts grid sorted by created date	When you open the *Search Layouts*page, the *Layouts* grid is now sorted by the date the layouts were created, by default.

2025.2 Enhancements - Released on 7/31/2025

Change	Notes
Context sensitivity added to the *Mobility Portal*	Previously, when you clicked the **Help** button in the *Mobility Portal*, then selected **Online Help**, you were taken to the *Welcome* help topic - regardless of which page of the *Portal* you actually had open. Now, context sensitivity has been added to the *Mobility Portal*. With context sensitivity, you are taken directly to the help topic that corresponds with the the page you currently have open. For example, if you click the **Help** button, then select **Online Help** while on the *New Layout* page, the *Layouts - New Layout* help topic opens. This helps save time and effort in finding the content for which you are looking.
New ***Expiration Date*** text boxes	New ***Expiration Date*** text boxes have been added to the *New Registration* and *Import Devices* pages. These text boxes are used to enter the date in which the registration codes for new devices expire.

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	When the ***Expiration Date*** text box is left blank, the device registration codes are automatically set to expire after eight hours. However, you may manually enter or use the **Calendar** button to select a date that is up to seven days from the current date. The correct format is MM/DD/YYYY.
New Activation Status label and information	The status and information corresponding with whether registered devices are active now displays on the *Edit Registration* page under the Activation Status label. For example, if a device has not been activated, its status of Not Activated displays, along with its activation code and the date/time the code expires.
New *Primary Submit Only* group and toggles	For those whose agencies are using *Enterprise Records* and have a license for the *Report Writing* application, a new *Primary Submit Only* group and associated toggles have been added to the *Settings* page. The toggles within this group are used determine whether the ability to submit a report for review is restricted to the primary contributing officer. • When the toggles are turned on, report submission is restricted to the primary contributing officer. • When the toggles are turned off, any user contributing to a report can submit it as long as each contributor has marked their work as complete using the **Report Complete** toggle.

2025.1 Enhancements - Released on 3/20/2025

Change	Notes
Downloadable PDF of help available	Beginning with **2025.1**, the *Mobility Portal Administrator Guide* will no longer be posted to *Tyler Community*. If a PDF version of the help is needed,

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	use the new **Download PDF** button in the upper-right corner of this help system. When clicked, a PDF version of the help opens in a new tab of your browser and can be downloaded to your device.
New ***Enable Mileage Tracking*** check box	A new ***Enable Mileage Tracking*** check box has been added to the *Location* sections of the *Fire Field Mobile Settings* and *Law Enforcement Field Mobile Settings* pages. When this check box is selected and the user had set their secondary location before attempting to clear themselves from a CFS, the *Mileage Entry* section, and within it, the ***Add Mileage*** text box, displays on the *Status - Add Disposition* screen in either *Fire Field Mobile* or *Law Enforcement Field Mobile*.
New ***Benchmark Times*** check box for layouts	A new ***Benchmark Times*** check box has been added to the *New Layout* and *Edit Layout* pages, allowing you to configure a *Home* screen layout with the *Benchmark Times* widget. The ***Benchmark Times*** check box only displays when **Fire Field Mobile** is selected from the ***Application Type*** list.
Imported device email updated	The email sent after registering multiple devices using the *Import Devices* page has been updated to include the device's name to help clarify which device and registration code go together. This is helpful in instances when a user is registering multiple devices under the same email address.

Section 1.3 Help Styles

Below are the various types of formatting used within this help system:

Formatting Convention	Type of Information Represented
Bold	Buttons, menus, list selections, menu selections.

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Bold and Italic	Check boxes, text boxes, lists, columns where information can be edited.
<bold in brackets>	Keyboard buttons. For example, **<shift>**.
Initial Caps Only	Icons, columns where information cannot be edited.
Italic	Pages, tabs, dialogs, sections, grids.

Section 1.4 Online Resources

Tyler Technologies offers several online resources to help with using our products. See the following for additional information:

- Registering for Tylertech.com
- Tyler Community
- Tyler University

Registering for Tylertech.com

Before accessing client support tools such as *Tyler Community*, *Tyler University*, and the ability to create online support cases, you must create a tylertech.com account.

Follow the steps below to create a new tylertech account:

1. Open your browser and navigate to https://www.tylertech.com. The *Tyler Technologies Home* page opens.
2. Click the **Register** link in the upper-right corner of the page. The *tylertech.com Registration* page opens.
3. Select your product group. For *Report Writing*, select ***Enterprise Public Safety***. Additional fields display.
4. Enter the information for your new account. All fields are required.
5. Click the **Register for access to tylertech.com** button to submit your account request. An email is sent to the email address you entered on the *tylertech.com Registration* page to confirm your request was received. Once your account is approved, you will receive an additional email stating that your account is now active.

Account approval for tylertech.com can take up to five business days.

Tyler Community

Tyler Community is a forum-based website that provides an environment where you can ask *Tyler Technologies* employees and other application users questions about the products you are using. Additionally, *Tyler Community* contains documentation available for some products, such as user guides, product enhancement guides, and administrator guides.

Before accessing *Tyler Community*, you must create a tylertech.com account.

After your tylertech.com account is created and approved, you can access *Tyler Community* using the following methods:

- Open your browser and navigate to https://tylercommunity.tylertech.com/enterprise-public-safety/. The *Enterprise Public Safety powered by New World* page opens on the *Home* tab.
- Directly from tylertech.com:
    1. Navigate to https://www.tylertech.com. The *Tyler Technologies Home* page opens.
    2. If you are not already logged in, click the **Login** link in the upper-right corner and complete the login process.
    3. After logging in, click the **Client Support** button. The *Client Support* page opens.
    4. Click the **Access Tyler Community** button in the *Client Support* section or the **Tyler Community** button in the *Get Started Fast* section.
    5. After the *Tyler Technologies Community Home* page opens, click the **Enterprise Public Safety powered by New World** button. The *Enterprise Public Safety powered by New World* page opens on the *Home* tab.

You may be asked to log in with your tylertech.com account again before *Tyler Community* opens.

For questions concerning *Tyler Community*, contact the *Tyler Community* team at TylerCommunity@tylertech.com.

Tyler University

Tyler University, often referred to as *Tyler U*, provides training and education courses you can take to learn more about the *Tyler Technologies* products you are using. You can register for as many courses as you like and can easily track your progress towards their completion. Managers and supervisors can also view the progression of their employees' training to ensure every team member is learning the same valuable information.

Before accessing *Tyler University*, you must create a tylertech.com account.

After your tylertech.com account is created and approved, you can access *Tyler University* using steps below:

1. Navigate to https://www.tylertech.com. The *Tyler Technologies Home* page opens.

2. If you are not already logged in, click the **Login** link in the upper-right corner and complete the login process.

3. After logging in, click the **Client Support** button. The *Client Support* page opens

4. Click the **Enterprise Public Safety** link within the *Public Safety Portfolio* section. The *Enterprise Public Safety Support* section.

5. If you have not registered for *Tyler University*, click the **register now** link in the *Tyler University* section. The *Tyler University Registration* page opens.

   Trying to open *Tyler University* before creating an account causes a single sign on (SSO) error to display.

6. Enter the required information for your new account. Required fields contain a red line on the left side of the field.

7. Click the **Register for Tyler University** button. An email is sent to the email address you entered on the *tylertech.com Registration* page to confirm your request was received. Once your account is approved, you will receive an additional email stating that your account is now active.

   Account approval for *Tyler University* can take up to five to 10 business days.

8. After registering for *Tyler University*, click the **Start Learning** button in the *Tyler University* section. The *NaviGate* page opens in a new tab.

9. Click the green **Tyler U** button or hover over the **Tyler U** menu in the upper-left corner of the page, then click **Tyler U Home**. The *Tyler U Home* page opens.

For questions on *Tyler Univeristy*, including account registration, contact the *Enterprise Public Safety Education Services* team at PublicSafetyEducation@tylertech.com.

Section 1.5 Contacting Software Support

If you encounter an error, or something is not working quite right, contact software support:

- By phone: 1-800-333-9673
- Via internet: Enterprise Public Safety Support

Be prepared to provide the following information:

- Version of application in use
- Module
- Page or process
- Error message, if applicable

- Circumstances that let to the problem or error

Section 1.6 Contacting the Documentation Team

If you have any questions or comments about this help system, contact the Documentation team using the following email address: Troy-PublicSafety-DocumentationTeam@tylertech.com

Chapter 2 Getting Started

This help topic contains helpful information to new users of the *Mobility Portal:*

- After *Tyler Technologies* personnel creates an account for your agency, you will receive an email containing instructions on the next steps that should be completed and a copy of the *Fire Field Mobile and Law Enforcement Field Mobile Quick Start Guide*. You can also find a copy of the *Fire Field Mobile and Law Enforcement Field Mobile Quick Start Guide* on *Tyler Community*.
- You may notice that although the *Mobility Portal* has a **Home** button on the navigation bar, it does not have a "traditional" *Home* page. Typically, clicking the **Home** button opens the *Search Registrations* page within the *Mobility* module.
- Because the *Mobility Portal* contains functionality for multiple applications, each of its pages are organized according to their corresponding application. Use the navigation bar on the left to expand and access the different areas of the *Mobility Portal*:
  - Mobility (*Fire Field Mobile* and *Law Enforcement Field Mobile*)
  - Report Writing

Chapter 3 Mobility

The *Mobility* module is used to complete tasks for the *Mobility* applications, *Fire Field Mobile* and *Law Enforcement Field Mobile*, such as configuring the layout of the widgets displaying on the *Home* screen and registering devices to the *Mobility Portal*. Click **Mobility** on the navigation bar to view the pages within the module.

See the following help topics for additional information on the pages within the *Mobility* module:

- Mobility - Registrations
- Settings
- Layouts
- Views

- Auditing
- Account Info

Section 3.1 Registrations

Before logging in to *Fire Field Mobile* and *Law Enforcement Field Mobile*, you must first register your device on the *Mobility Portal*. The pages within the *Registrations* section allow you to search for, add, and edit registrations.

For additional information on the pages within the *Registration* section, see the following help topics:

- Search Registrations
- New Registration
- Edit Registration
- Import Devices

Search Registrations

The *Search Registrations* page displays the devices that have been registered to the *Mobility Portal*. Use the fields at the top of the page to filter the entries listed in the *Registrations* grid below.

Filter Fields	
Field Name	**Description**
Device Name text box	The name of the registered device.
Inventory Number text box	The inventory number assigned to the registered device.
Device Type list	The type of device that was registered. For example, **Phone** or **Tablet**.
Registration Status list	The current status of the registered device. For example, **Active**.

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	Pending and **Active** are automatically selected from the ***Registration Status*** list by default.
Application Name list	The application to which the device was registered. For example, **Fire Field Mobile**.
Model Type list	The registered device's model type. For example, **SM-S908U**
Device Platform list	The operating system platform running on the registered device. For example, **Android**.
Search button	Clicking this button runs the search for registered devices using the information entered/selected in the filter fields. You can also press **<Enter>** on your device's keyboard to run the search.
Clear button	Clicking this button clears information entered/ selected in the filter fields and the filtered results in the *Registrations* grid.

Registrations **Grid Buttons**	
Field Name	**Description**
+ New + New button	Opens the *New Registration* page, which is used to register a new device to the *Mobility Portal*.
Import button	Opens the *Import Devices* page, which is used to import information about multiple devices to complete a large number of registrations at one time.

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Export Results button	Exports the device information from the *Registrations* grid into a spreadsheet and downloads it to your device.
Show/Hide Columns button	Opens a menu containing check boxes that correspond with the columns on the *Registrations* grid. When a check box is selected, its column displays in the grid.
Edit button	Opens the *Edit Registration* page, which is used to view and edit information for the selected device. The *Edit Registrations* page can also be accessed by double clicking an entry on the grid.

New Registration

Before being able to log in to *Fire Field Mobile* or *Law Enforcement Field Mobile*, you must first register your device to the *Mobility Portal*, which is completed using the *New Registration* page. The number of devices that can be registered to the *Mobility Portal* is dependent on the number of licenses your agency purchased from *Tyler Technologies*, which can be found on the *Account Info - Edit Administrator Emails* page.

The *New Registration* page is opened using the **+ New** + New button on the *Search Registration* page.

For information on the *New Registration* page's fields, see Mobility - Registrations - New Registration - Field Descriptions.

When finished, click the **Save** button. The *Activation Code* dialog displays, providing you with the activation code that needs to be entered in the ***Activation Code*** text box in *Fire Field Mobile* or *Law Enforcement Field Mobile*. Note that this code expires after eight hours.

Write down the provided activation code before clicking the **OK** button on the *Activation Code* dialog. If you forget the code, it can be found on the *Edit Registration* page under the Activation Status label.

After clicking the **OK** button on the *Activation Code* dialog, you are returned to the *Search Registration* page and the new device displays on the *Registrations* grid. Once you have completed the device's registration in *Fire Field Mobile* or *Law Enforcement Field Mobile*, additional information about the device, such as its type, model number, and OS version are automatically populated on the *Registrations* grid.

Clicking the **Save & New** button instead of the **Save** button allows you to remain on the *New Registration* page after clicking the **OK** button on the *Activation Code* dialog. Your device's cursor automatically returns to the ***Device Name*** text box, and the ***Application Name*** list remains populated with the previous selection you made.

Field Descriptions

This help topic contains descriptions of the fields that display on the *New Registration* page.

An asterisk (*****) next to a field's name indicates it is required.

Registration Fields	
Field Name	**Description**
* ***Device Name*** text box	The name of the new device you are registering.
Inventory Number text box	The inventory number assigned to the new device you are registering.
Owner Email text box	The email address of the person to whom the device you are registering belongs.
* ***Application Name*** list	The application to which the new device is being registered. For example, **Fire Field Mobile**.
Expiration Date text box	The date in which the registration code for the new device expires. When the ***Expiration Date*** text box is left blank, the device registration code is automatically set to expire after eight hours. However, you may manually enter or use the **Calendar** button to select a date that is up to seven days from the current date. The correct format is MM/DD/YYYY.

Return to the New Registrations help topic.

Edit Registration

The *Edit Registration* page allows you to view and edit information about a registered device, such as it's name, the application to which it is registered, and its connection history. If any edits are made to the fields on the *Edit Registration* page, click the **Save** button to retain them.

The *Edit Registration* page is opened by double-clicking a device on the *Search Registration* page's *Registrations* grid or clicking its associated **Edit** button.

An asterisk (*****) next to a field's name indicates it is required.

Registration Fields	
Field Name	**Description**
***** ***Device Name*** text box	The name of the registered device.
Inventory Number text box	The inventory number assigned to the registered device.
Owner Email text box	The email address of the person to whom the registered device belongs.
Application Name label	The application to which the device is registered. For example, Fire Field Mobile. This field cannot be edited.
Model Type label	The registered device's model type. For example, SM-S908U. This field cannot be edited.
Device Type label	The type of device that was registered. For example, Phone or Tablet. This field cannot be edited.
Registration Status label	The current status of the registered device. For example, Active. This field cannot be edited.
Platform label	The operating system platform running on the registered device. For example, Android. This field cannot be edited.

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Activation Status label	The status and information corresponding with whether the device is active. For example, if the device has not been activated, its status of Not Activated displays, along with its activation code, and the date/time the code expires. This field cannot be edited.
Upload Logs button	Used to upload logs from the selected device remotely. When clicked, a confirmation dialog opens, asking you to confirm whether you want to upload logs from the selected device. If logs have been uploaded from the *Mobility Portal* previously for the device, the date, time, and email address of the user who requested the most recent log upload also display. Click **OK** to proceed
Generate New Code button	Used to generate a new activation code for the associated device. A confirmation dialog opens, asking you to confirm that you want to deactivate the device and generate a new activation code. Click **Generate** to proceed. The *Activation Code* dialog displays, providing you with the activation code that needs to be entered in the ***Activation Code*** text box in *Fire Field Mobile* or *Law Enforcement Field Mobile*. Note that this code expires after eight hours. Write down the provided activation code before clicking the **OK** button on the *Activation Code* dialog. If you forget the code, it can be found under the Activation Status label.
Deactivate Registration button	Used to deactivate the selected device from the *Mobility Portal*. After a device is deactivated, it can be registered again using the **Generate New Code** button. Click **Deactivate** to proceed.

***Connection History* Grid Buttons**

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Field Name	Description
Export Results button	Exports the device information from the *Registrations* grid into a spreadsheet and downloads it to your device.
Show/Hide Columns button	Opens a menu containing check boxes that correspond with the columns on the *Registrations* grid. When a check box is selected, its column displays in the grid.
View Location on Map button	Opens *Google Maps* and plots the coordinates from the IP Address column on the map.

Import Devices

The *Import Devices* page allows you to register multiple devices to the *Mobility Portal* at once by uploading a spreadsheet file containing the devices' information.

To open the *Import Devices* page, click the **Import** button on the *Search Registrations* page's grid.

To import and register multiple devices, first download the Device_Import_Template file from the *Import Devices* page by clicking the **Download Template** button. After opening the file, enter the appropriate information about the devices in the columns on the spreadsheet. Note that only the ***Device Name*** and ***Application Name*** fields are required. When finished, save the spreadsheet to the user's device, making sure to change the ***File Type*** to **CSV (Comma delimited) (*.csv)**.

Only .csv files can be uploaded to the *Import Devices* page.

When you are ready to upload the spreadsheet to the *Mobility Portal*, click the **Select file** button, then select the .csv file from the device's *File Explorer*. A green check mark icon displays next to the file name when the upload is completed successfully.

Next, use the ***Expiration Date*** text box to enter the date in which the registration codes for the new devices expire. The correct format is MM/DD/YYYY. Alternatively, if the text box is left blank, the device registration codes are automatically set to expire after eight hours.

The **Calendar** button can also be used to select a date.

When finished, click the **Import Devices** button. The *Upload Device Import Data?* confirmation message displays, asking the user to confirm whether they want to import the devices in the selected file. Click **OK** to complete the action.

If the devices were imported successfully, a confirmation message displays at the bottom of the screen. Additionally, if an email address was entered for a device on the spreadsheet file, a email containing the device's registration code is sent to it.

Alternatively, there may be instances where information from the selected file is unable to be imported to the *Mobility Portal*. When this happens, the *Device Import Errors* section opens below, containing error messages stating why they were not able to be registered. Examples of when this may occur include the following:

- Your agency does not have an available license for *Fire Field Mobile* or *Law Enforcement Field Mobile*.
- You did not select an application for an entry.
- You did not enter a name for an entry.
- The file contains entries with the same name.
- The file contains entries with the same inventory number.
- A device with the same name is already registered to the *Mobility Portal*.
- A device with the same inventory number is already registered to the *Mobility Portal*.
- The device's associated email address is not formatted correctly.

Section 3.2 Settings

The pages within the *Settings* section allow you to configure various settings for the *Fire Field Mobile* and *Law Enforcement Field Mobile* apps, such as the map provider used and whether emergency functionality is enabled.

For additional information on the pages within the *Settings* section, see the following help topics:

- Fire Field Mobile Settings
- Law Enforcement Field Mobile Settings

Fire Field Mobile Settings

The *Fire Field Mobile Settings* page is used to configure various settings for the *Fire Field Mobile* app.

The fields on the *Fire Field Mobile Settings* page are organized into various sections. See the following help topics for additional information:

- *Map Provider* section
- *Location* section
- *Overview Map* section
- *Emergency* section

- *Par Timer* section

Return to the Mobility - Settings help topic.

Map Provider Section

This help topic contains descriptions of the fields that display in the *Map Provider* section. Click the section's header to expand or collapse it.

When finished adding/editing information, click the **Save** button

The ***Map Provider Name*** list is used to select the map provider used for the *Overview Map* and *Route Map* widgets. If **ESRI - Local** is selected, note that you must upload an .MMPK map file to the *Mobility Portal* - either by dragging a file into the gray box or clicking the **Select file** button.

After selecting an .MMPK map file to upload, the following occurs:

- If the .MMPK map file is 500 MB or larger, a warning message displays, notifying you that the map file you are trying to upload is too large. The upload process does not complete and you must choose a smaller file.
- If the .MMPK map file is 300 MB or larger (but less than 500 MB), a warning message displays, notifying you that uploading large map files can cause performance issues when using *Law Enforcement Field Mobile*.
- If the .MMPK map file is 299 MB or smaller, the upload process completes, and no warning messages display.

You can download an uploaded .MMPK file to your device by clicking the **Download** button.

Return to the Fire Field Mobile Settings help topic.

Location Section

This help topic contains descriptions of the fields that display in the *Location* section. Click the section's header to expand or collapse it.

When finished adding/editing information, click the **Save** button

Field Name	Description
Automatically Change Arrival Status check box	When selected, the user's status automatically updates to Arrived after coming within a specified distance of their destination, which is set using the ***Distance for Arrival (Feet)*** text box.

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Distance for Arrival (Feet) text box	Used to determine when the user's status automatically changes to Arrived based on the distance they are from their destination. The minimum number that can be entered in the text box is **50** and the maximum is **300**. For example, if **250** is entered in the ***Distance for Arrival (Feet)*** text box, the user's status automatically changes to Arrived when they are within 250 feet of they destination. The ***Distance for Arrival (Feet)*** text box only displays when the ***Automatically Change Arrival Status*** check box is selected.
Automatically Change Enroute Status check box	When selected, the user's status automatically updates to Enroute after traveling a specified distance from their origin, which is set using the ***Distance for Enroute (Feet)*** text box.
Distance for Enroute (Feet) text box	Used to determine when the user's status automatically changes to Enroute based on the distance they have traveled from their origin. The minimum number that can be entered in the text box is **50** and the maximum is **300**. For example, if **100** is entered in the ***Distance for Enroute (Feet)*** text box, the user's status automatically changes to Enroute after they have traveled 100 feet from their origin. The ***Distance for Enroute (Feet)*** text box only displays when the ***Automatically Change Enroute Status*** check box is selected.
Automatically Change Arrival Status at Secondary Location check box	When selected, the user’s status automatically updates to Arrived based on the distance they are from their secondary location, which is determined using the ***Distance for Arrival at Secondary Location (Feet)*** text box.

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Distance for Arrival at Secondary Location (Feet) text box	Used to determine when the user's status automatically changes to Arrived based on the distance they are from their secondary location. The minimum number that can be entered in the text box is **50** and the maximum is **300**. For example, if **250** is entered in the ***Distance for Arrival at Secondary Location (Feet)*** text box, the user's status automatically changes to Arrived when they are within 250 feet of their secondary location. The ***Distance for Arrival at Secondary Location (Feet)*** text box only displays when the ***Automatically Change Arrival Status at Secondary Location*** check box is selected.
Automatically Change Departure Status from Secondary Location check box	When selected, the user's status automatically updates to Enroute based on the distance they have traveled from their secondary location, which is determined using the ***Distance for Departure from Secondary Location (Feet)*** text box.
Distance for Departure from Secondary Location (Feet) text box	Used to determine when the user's status automatically changes to Enroute based on the distance they have traveled from their secondary location. The minimum number that can be entered in the text box is **50** and the maximum is **300**. For example, if **100** is entered in the ***Distance for Departure from Secondary Location (Feet)*** text box, the user's status automatically changes to Enroute after they have traveled 100 feet from their secondary location. The ***Distance for Departure from Secondary Location (Feet)*** text box only displays when the ***Automatically Change Departure Status from Secondary Location*** check box.
Enable Mileage Tracking check box	When selected, the *Mileage Entry* section, and within it, the ***Add Mileage*** text box, displays on the *Status - Add Disposition* screen if the user had set their

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	secondary location before attempting to clear themselves from a CFS.

Return to the Fire Field Mobile Settings help topic.

Overview Map Section

This help topic contains descriptions of the fields that display in the *Overview Map* section. Click the section's header to expand or collapse it.

When finished adding/editing information, click the **Save** button

Field Name	Description
Current Location At Center check box	When selected, the current location of the user's unit/apparatus displays at the center of the *Overview Map* widget.
Zoom to Unit Extents check box	When selected, the *Overview Map* widget zooms to a level where all units/apparatuses dispatched to the same call as the user are visible.
Show Only Your Call check box	When selected, only the call to which the user is currently dispatched displays on the *Overview Map* widget.

Return to the Fire Field Mobile Settings help topic.

Emergency Section

This help topic contains descriptions of the fields that display in the *Emergency* section. Click the section's header to expand or collapse it.

When finished adding/editing information, click the **Save** button

Field Name	Description

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Enable Emergency check box	Enables the **Emergency** button in *Enterprise Fire Mobile*, allowing users to send and receive emergency alerts.

Return to the Fire Field Mobile Settings help topic.

Par Timer Section

This help topic contains descriptions of the fields that display in the *Par Timer* section. Click the section's header to expand or collapse it.

When finished adding/editing information, click the **Save** button

Field Name	Description
PAR Timer Duration (Minutes) text box	In *Fire Field Mobile*, the *PAR Timer* widget provides a means for users to let incident commanders know they are safe and accounted for during dangerous situations by using a Personnel Accountability Reporting (PAR) timer. The ***PAR Timer Duration (Minutes)*** text box is used to select the number of minutes the *Countdown* section defaults to on the *PAR Timer* widget. The default setting for the ***PAR Timer Duration (Minutes)*** text box is **20**, but you may enter any number between one and 100.

Return to the Fire Field Mobile Settings help topic.

Law Enforcement Field Mobile Settings

The *Law Enforcement Field Mobile Settings* page is used to configure various settings for the *Law Enforcement Field Mobile* app.

The fields on the *Law Enforcement Field Mobile Settings* page are organized into various sections. See the following help topics for additional information:

- *Map Provider* section
- *Location* section

- *Overview Map* section
- *Emergency* section
- *Create Call* section

Return to the Mobility - Settings help topic.

Map Provider Section

This help topic contains descriptions of the fields that display in the *Map Provider* section. Click the section's header to expand or collapse it.

When finished adding/editing information, click the **Save** button

The ***Map Provider Name*** list is used to select the map provider used for the *Overview Map* and *Route Map* widgets. If **ESRI - Local** is selected, note that you must upload an .MMPK map file to the *Mobility Portal* - either by dragging a file into the gray box or clicking the **Select file** button.

After selecting an .MMPK map file to upload, the following occurs:

- If the .MMPK map file is 500 MB or larger, a warning message displays, notifying you that the map file you are trying to upload is too large. The upload process does not complete and you must choose a smaller file.
- If the .MMPK map file is 300 MB or larger (but less than 500 MB), a warning message displays, notifying you that uploading large map files can cause performance issues when using *Law Enforcement Field Mobile*.
- If the .MMPK map file is 299 MB or smaller, the upload process completes, and no warning messages display.

You can download an uploaded .MMPK file to your device by clicking the **Download** button.

Return to the Law Enforcement Field Mobile Settings help topic.

Location Section

This help topic contains descriptions of the fields that display in the *Location* section. Click the section's header to expand or collapse it.

When finished adding/editing information, click the **Save** button

Field Name	Description

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Automatically Change Arrival Status check box	When selected, the user's status automatically updates to Arrived after coming within a specified distance of their destination, which is set using the ***Distance for Arrival (Feet)*** text box.
Distance for Arrival (Feet) text box	Used to determine when the user's status automatically changes to Arrived based on the distance they are from their destination. The minimum number that can be entered in the text box is **50** and the maximum is **300**. For example, if **250** is entered in the ***Distance for Arrival (Feet)*** text box, the user's status automatically changes to Arrived when they are within 250 feet of they destination. The ***Distance for Arrival (Feet)*** text box only displays when the ***Automatically Change Arrival Status*** check box is selected.
Automatically Change Enroute Status check box	When selected, the user's status automatically updates to Enroute after traveling a specified distance from their origin, which is set using the ***Distance for Enroute (Feet)*** text box.
Distance for Enroute (Feet) text box	Used to determine when the user's status automatically changes to Enroute based on the distance they have traveled from their origin. The minimum number that can be entered in the text box is **50** and the maximum is **300**. For example, if **100** is entered in the ***Distance for Enroute (Feet)*** text box, the user's status automatically changes to Enroute after they have traveled 100 feet from their origin. The ***Distance for Enroute (Feet)*** text box only displays when the ***Automatically Change Enroute Status*** check box is selected.

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Automatically Change Arrival Status at Secondary Location check box	When selected, the user's status automatically updates to Arrived based on the distance they are from their secondary location, which is determined using the ***Distance for Arrival at Secondary Location (Feet)*** text box.
Distance for Arrival at Secondary Location (Feet) text box	Used to determine when the user's status automatically changes to Arrived based on the distance they are from their secondary location. The minimum number that can be entered in the text box is **50** and the maximum is **300**. For example, if **250** is entered in the ***Distance for Arrival at Secondary Location (Feet)*** text box, the user's status automatically changes to Arrived when they are within 250 feet of their secondary location. The ***Distance for Arrival at Secondary Location (Feet)*** text box only displays when the ***Automatically Change Arrival Status at Secondary Location*** check box is selected.
Automatically Change Departure Status from Secondary Location check box	When selected, the user's status automatically updates to Enroute based on the distance they have traveled from their secondary location, which is determined using the ***Distance for Departure from Secondary Location (Feet)*** text box.
Distance for Departure from Secondary Location (Feet) text box	Used to determine when the user's status automatically changes to Enroute based on the distance they have traveled from their secondary location. The minimum number that can be entered in the text box is **50** and the maximum is **300**. For example, if **100** is entered in the ***Distance for Departure from Secondary Location (Feet)*** text box, the user's status automatically changes to Enroute after they have traveled 100 feet from their secondary location. The ***Distance for Departure from Secondary Location (Feet)*** text box only displays when the ***Automatically***

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	Change Departure Status from Secondary Location check box.
Enable Mileage Tracking check box	When selected, the *Mileage Entry* section, and within it, the ***Add Mileage*** text box, displays on the *Status - Add Disposition* screen if the user had set their secondary location before attempting to clear themselves from a CFS.

Return to the Law Enforcement Field Mobile Settings help topic.

Overview Map Section

This help topic contains descriptions of the fields that display in the *Overview Map* section. Click the section's header to expand or collapse it.

When finished adding/editing information, click the **Save** button

Field Name	Description
Current Location At Center check box	When selected, the current location of the user's unit/apparatus displays at the center of the *Overview Map* widget.
Zoom to Unit Extents check box	When selected, the *Overview Map* widget zooms to a level where all units/apparatuses dispatched to the same call as the user are visible.
Show Only Your Call check box	When selected, only the call to which the user is currently dispatched displays on the *Overview Map* widget.

Return to the Law Enforcement Field Mobile Settings help topic.

Emergency Section

This help topic contains descriptions of the fields that display in the *Emergency* section. Click the section's header to expand or collapse it.

When finished adding/editing information, click the **Save** button

Field Name	Description
Enable Emergency check box	Enables the **Emergency** button in *Enterprise Law Enforcement Mobile*, allowing users to send and receive emergency alerts.

Return to the Law Enforcement Field Mobile Settings help topic.

Create Call Section

This help topic contains descriptions of the fields that display in the *Create Call* section. Click the section's header to expand or collapse it.

When finished adding/editing information, click the **Save** button

Field Name	Description
Show License Plate check box	When selected, the ***Plate Information*** text box displays on the *Create Call* widget. Tapping this text box opens the *Plate Information* screen, where additional fields display, allowing users to add information about an associated vehicle's license plate to the new CFS.

Return to the Law Enforcement Field Mobile Settings help topic.

Section 3.3 Layouts

In the *Mobility Portal*, layouts are used to determine which widgets display on the *Home* screen in *Fire Field Mobile* and *Law Enforcement Field Mobile*, and the order in which they display. Agencies have the ability to create and edit their own layouts in addition to using the default layouts created by *Tyler Technologies*. Layouts created in the *Mobility Portal* can then be selected for various contexts on the *New View* and *Edit View* pages.

For additional information on the pages within the *Layouts* section, see the following help topics:

- Search Layouts
- New Layout
- Edit Layout

Search Layouts

The *Search Layouts* page displays the layouts created by *Tyler Technologies* personnel and those from your agency. Use the fields at the top of the page to filter the entries listed in the *Layouts* grid below.

Filter Fields	
Field Name	**Description**
Layout Name text box	The name of the layout.
Application Name list	The name of the application for which the layout was created. For example, **Law Enforcement Field Mobile**.
Device Type list	The type of device for which the layout was created. For example, **Phone** or **Tablet**.
Default list	Used to select whether the layouts were created by *Tyler Technologies* or your agency. Layouts marked as Yes are those created by *Tyler Technologies*, while those marked as No are those created by your agency.
Search button	Clicking this button runs the search for layouts using the information entered/selected in the filter fields. You can also press **<Enter>** on your device's keyboard to run the search.
Clear button	Clicking this button clears information entered/ selected in the filter fields and the filtered results in the *Layouts* grid.

Layouts Grid Buttons	
Field Name	**Description**

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+ New + New button	Opens the *New Layout* page, which is used to create a new layout.
Export Results button	Exports the information from the *Layouts* grid into a spreadsheet and downloads it to your device.
Show/Hide Columns button	Opens a menu containing check boxes that correspond with the columns on the *Layouts* grid. When a check box is selected, its column displays in the grid.
View button	For layouts created by *Tyler Technologies* personnel, the **View** button displays in the *Actions* column of the grid. Although clicking this button opens the *Edit Layout* page, layouts created by *Tyler Technologies* personnel cannot be edited. However, you can still view information about its configuration. The *Edit Layout* page can also be accessed by double clicking a layout on the grid.
Edit button	For layouts created by your agency, the **Edit** button displays in the *Actions* column of the *Layouts* grid. Clicking this button opens the *Edit Layout* page, which is used to view and edit the selected layout. The *Edit Layout* page can also be accessed by double clicking an entry on the grid.
Delete button	For layouts created by your agency, the **Delete** button displays in the *Actions* column of the grid. Clicking this button opens a confirmation message, which asks you to confirm that you want to delete the selected layout. Click **Delete** to complete the action.

New Layout

The *New Layout* page allows you to create layouts for *Fire Field Mobile* and *Law Enforcement Field Mobile's Home* screens. After creating a layout on the *New Layout* page, it can be selected for a context on the *Views* page.

The *New Layout* page is opened using the **+ New** + New button on the *Search Layouts* page.

To create a new layout, enter its name in the ***Layout Name*** text box, then select the type of device and the application for which it is being created from the corresponding ***Device Type*** and ***Application Type*** lists. Next, using the check boxes on the left, select the widgets that should be included in the new layout. When a check box is selected, a corresponding widget card is automatically added to the grid on the right. These cards can be moved to another spot in the grid by clicking and dragging them, or resized by clicking their edge and dragging.

To delete a card from the grid, click the associated **Delete** button.

If you are having a difficult time resizing or moving a card, try resizing it or deleting another card temporarily.

When the ***Overview Map*** and ***PAR Timer*** check boxes are selected, their cards can be configured to retain the settings selected on the *Fire Field Mobile Settings* or *Law Enforcement Field Mobile Settings* pages, or you can configure their settings to be different for this specific layout.

- *Overview Map* card:
    - When the ***Inherit Overview Map Settings*** check box is selected, the settings in the *Fire Field Mobile Settings* or *Law Enforcement Field Mobile Settings* page's *Overview Map* section are used for *Overview Map* widget.
    - When the ***Inherit Overview Map Settings*** check box is cleared, the ***Current Location At Center***, ***Zoom to Unit Extents***, and ***Show Only Your Call*** check boxes enable. Select or clear each of the check boxes to configure the *Overview Map* widget for this specific layout.
- *PAR Timer* card
    - When the ***Inherit Overview Map Settings*** check box is selected, the settings in the *Fire Field Mobile Settings* page's *PAR Timer* section are used for the *PAR Timer* widget.
    - When the ***Inherit PAR Timer Settings*** check box is cleared, the ***PAR Timer Duration (1-100)*** text box enables. Enter a number in the text box to configure the *PAR Timer* widget for this specific layout.

Additional information on the fields mentioned above can be found on the following help topics:

- Law Enforcement Field Mobile Settings - Overview Map Section
- Fire Field Mobile Settings - Overview Map Section
- Fire Field Mobile Settings - Par Timer Section

The ***PAR Timer*** and ***Benchmark Times*** check boxes only display when **Fire Field Mobile** is selected from the ***Application Type*** list.

When finished, click the **Save** button. Keep in mind that the entire grid must be filled with cards for the layout to be saved. If there is still available space on the grid and you click the **Save** button, an error message displays stating this.

Edit Layout

The *Edit Layout* page is used to view layouts created by your agency and *Tyler Technologies* personnel. If the selected layout was created by your agency, it may be edited as well.

The *Edit Layout* page is opened by double-clicking a device on the *Search Layouts* page's *Layouts* grid or clicking its associated Edit or **View** button.

To edit a layout created by your agency, enter its name in the ***Layout Name*** text box, then select the type of device and the application for which it is being created in the corresponding ***Device Type*** and ***Application Type*** lists. Next, using the check boxes on the left, select the widgets that should be included in the layout. When a check box is selected, a corresponding widget card is automatically added to the grid on the right. These cards can be moved to another spot in the grid by clicking and dragging them, or resized by clicking their edge and dragging.

To delete a card from the grid, click the associated **Delete** button.

If you are having a difficult time resizing or moving a card, try resizing it or deleting another card temporarily.

When the ***Overview Map*** and ***PAR Timer*** check boxes are selected, their cards can be configured to retain the settings selected on the *Fire Field Mobile Settings* or *Law Enforcement Field Mobile Settings* pages, or you can configure their settings to be different for this specific layout.

- *Overview Map* card:
    - When the ***Inherit Overview Map Settings*** check box is selected, the settings in the *Fire Field Mobile Settings* or *Law Enforcement Field Mobile Settings* page's *Overview Map* section are used for *Overview Map* widget.
    - When the ***Inherit Overview Map Settings*** check box is cleared, the ***Current Location At Center***, ***Zoom to Unit Extents***, and ***Show Only Your Call*** check boxes enable. Select or clear each of the check boxes to configure the *Overview Map* widget for this specific layout.
- *PAR Timer* card
    - When the ***Inherit Overview Map Settings*** check box is selected, the settings in the *Fire Field Mobile Settings* page's *PAR Timer* section are used for the *PAR Timer* widget.
    - When the ***Inherit PAR Timer Settings*** check box is cleared, the ***PAR Timer Duration (1-100)*** text box enables. Enter a number in the text box to configure the *PAR Timer* widget for this specific layout.

Additional information on the fields mentioned above can be found on the following help topics:

- Law Enforcement Field Mobile Settings - Overview Map Section

- Fire Field Mobile Settings - Overview Map Section
- Fire Field Mobile Settings - Par Timer Section

The ***PAR Timer*** and ***Benchmark Times*** check boxes only display when **Fire Field Mobile** is selected from the ***Application Type*** list.

When finished, click the **Save** button. Keep in mind that the entire grid must be filled with cards for the layout to be saved. If there is still available space on the grid and you click the **Save** button, an error message displays stating this.

Section 3.4 Views

In *Fire Field Mobile* and *Law Enforcement Field Mobile*, views designate the information users can see, along with the actions they are allowed to perform. In the *Mobility Portal*, the pages within the *Views* section allow you to search for, add, and edit those views.

For additional information on the pages within the *Views* section, see the following help topics:

- Search Views
- New View
- Edit View

Search Views

The *Search Views* page displays the views that have been created in the *Mobility Portal*. Use the fields at the top of the page to filter the entries listed in the *Views* grid below.

Filter Fields	
Field Name	**Description**
View Name text box	The name of the view.
Application Name list	The application for which the view was created. For example, **Fire Field Mobile**.
Search button	Clicking this button runs the search for views using the information entered/selected in the filter fields.

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	You can also press **<Enter>** on your device's keyboard to run the search.
Clear button	Clicking this button clears information entered/ selected in the filter fields and the filtered results in the *Views* grid.

***Views* Grid Buttons**	
Field Name	**Description**
+ New + New button	Opens the *New View* page, which is used to create a new view.
Export Results button	Exports the device information from the *Views* grid into a spreadsheet and downloads it to your device.
Show/Hide Columns button	Opens a menu containing check boxes that correspond with the columns on the *Views* grid. When a check box is selected, its column displays in the grid.
Edit button	Opens the *Edit View* page, which is used to view and edit information for the selected view. The *Edit View* page can also be accessed by double clicking an entry on the grid.
Show View / **Hide View** buttons	For views created by *Tyler Technologies* personnel, the **Show View** / **Hide View** button displays in the *Actions* column of the grid. Clicking this button opens a confirmation message, which asks you to confirm that you want to either show or hide the selected view in either *Fire Field*

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	Mobile or *Law Enforcement Field Mobile*. Click **OK** to complete the action.
Delete button	For views created by your agency, the **Delete** button displays in the *Actions* column of the grid. Clicking this button opens a confirmation message, which asks you to confirm that you want to delete the selected view. Click **Delete** to complete the action.

New View

The *New View* page allows you to create views for the *Fire Field Mobile* and *Law Enforcement Field Mobile* apps. These views dictate the information users in the apps can see, along with the actions they are allowed to perform.

The *New View* page is opened using the **+ New** button on the *Search Views* page.

To create a new view, enter its name in the ***View Name*** text box, then select the application for which it is being created from the ***Application Name*** list.

Next, using the various ***Tablet*** and ***Phone*** lists, select the layout that should display on *Fire Field Mobile* or *Law Enforcement Field Mobile's Home* screen when the user has the new view selected and their status is changed to one that has been configured with the corresponding context.

For example, consider the following:

- An Enroute Officer Phone layout is created for *Law Enforcement Field Mobile* app, which contains the *Call Info*, *Directions*, and *Route Map* widgets.
- An Officer view is created for the *Law Enforcement Field Mobile* app.
- **Enroute Officer Phone** is selected from the ***Phone*** list for the *Enroute* context.

If the *Law Enforcement Field Mobile* user has the Officer view selected and changes their status to one with a context of *Enroute*, the *Call Info*, *Directions*, and *Route Map* widgets from the Enroute Officer Phone layout display on the *Home* screen.

Statuses and their contexts are configured in the *MMP*.

For additional information on configuring statuses and their contexts, refer to the *Enterprise Mobile - Mobile Management Portal Administrator Guide* or the *Mobile Management Portal Online Help*.

When finished, click the **Save** button. Keep in mind that a selection must be made from each of the ***Tablet*** and ***Phone*** lists for the view to be saved. If any of these lists are empty and you click the **Save** button, error messages display below the corresponding fields, stating they are required.

Edit View

The *Edit View* page allows you to view and edit views created by your agency and *Tyler Technologies* personnel. Views dictate the information users in the *Fire Field Mobile* and *Law Enforcement Field Mobile* apps can see, along with the actions they are allowed to perform.

The *Edit View* page is opened by double-clicking a device on the *Search View* page's *Views* grid or clicking its associated **Edit** button.

To edit a view, enter its name in the ***View Name*** text box, then select the application for which it is being created from the ***Application Name*** list.

If a view was created by *Tyler Technologies* personnel, its name cannot be edited.

Next, using the various ***Tablet*** and ***Phone*** lists, select the layout that should display on *Fire Field Mobile* or *Law Enforcement Field Mobile's Home* screen when the user has the new view selected and their status is changed to one that has been configured with the corresponding context.

For example, consider the following:

- An Enroute Officer Phone layout is created for *Law Enforcement Field Mobile* app, which contains the *Call Info*, *Directions*, and *Route Map* widgets.
- An Officer view is created for the *Law Enforcement Field Mobile* app.
- **Enroute Officer Phone** is selected from the ***Phone*** list for the *Enroute* context.

If the *Law Enforcement Field Mobile* user has the Officer view selected and changes their status to one with a context of *Enroute*, the *Call Info*, *Directions*, and *Route Map* widgets from the Enroute Officer Phone layout display on the *Home* screen.

Statuses and their contexts are configured in the *MMP*.

For additional information on configuring statuses and their contexts, refer to the *Enterprise Mobile - Mobile Management Portal Administrator Guide* or the *Mobile Management Portal Online Help*.

When finished, click the **Save** button. Keep in mind that a selection must be made from each of the ***Tablet*** and ***Phone*** lists for the view to be saved. If any of these lists are empty and you click the **Save** button, error messages display below the corresponding fields, stating they are required.

Section 3.5 Auditing

The *Auditing* pages allow you to access various settings for auditing purposes, such as viewing users' log files and the frequency at which push notifications are sent.

For additional information on the pages within the *Auditing* section, see the following help topics:

- Search Notification History
- Search Log Files
- Search Audit History
- Active Users

Search Notification History

When a push notification is sent from *Tyler Technologies* to *Fire Field Mobile* or *Law Enforcement Field Mobile* users, a record of that notification is saved in the *Mobility Portal*. The *Search Notification History* page is used to view and search for these push notification records, and includes information such as when the push notification was sent, which device it was sent to, and a description of the message it included. Use the fields at the top of the page to filter the entries listed in the *Notification History* grid below.

Filter Fields	
Field Name	**Description**
Device Name text box	The name of the device to which the push notification was sent.
Device Type list	The type of device to which the push notification was sent. For example, **Phone** or **Tablet**.
Application Name list	The name of the application to which the push notification was sent. For example, **Law Enforcement Field Mobile**.
Notification Category list	The type of push notification sent. For example, **Dispatch** or **Emergency**.

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Notification After text box	The earliest date at which the push notification could have been sent. The **Calendar** button may also be used to select a date. The correct format is MM/DD/YYYY.
Notification Before text box	The latest date at which the push notification could have been sent. The **Calendar** button may also be used to select a date. The correct format is MM/DD/YYYY.
Search button	Clicking this button runs the search for sent push notifications using the information entered/selected in the filter fields. You can also press **<Enter>** on your device's keyboard to run the search.
Clear button	Clicking this button clears information entered/selected in the filter fields and the filtered results in the *Notification History* grid.

***Notification History* Grid Buttons**	
Field Name	**Description**
Export Results button	Exports the information from the *Notification History* grid into a spreadsheet and downloads it to your device.
Show/Hide Columns button	Opens a menu containing check boxes that correspond with the columns on the *Notification History* grid. When a check box is selected, its column displays in the grid.

Search Log Files

The *Search Log Files* page allows you and *Tyler Technologies* support personnel to view and download log files that have been uploaded to the *Mobility Portal* by *Fire Field Mobile* and *Law Enforcement Field Mobile* users for debugging purposes. Use the fields at the top of the page to filter the entries listed in the *Log Files* grid below.

Filter Fields	
Field Name	**Description**
Device Name text box	The name of the device from which the log files were uploaded.
Application Name list	The name of the application from which the log files were uploaded. For example, **Law Enforcement Field Mobile**.
Created After text box	The earliest date at which the log files could have been uploaded to the *Mobility Portal*. The **Calendar** button may also be used to select a date. The correct format is MM/DD/YYYY.
Created Before text box	The latest date at which the log files could have been uploaded to the *Mobility Portal*. The **Calendar** button may also be used to select a date. The correct format is MM/DD/YYYY.
Search button	Clicking this button runs the search for the log files using the information entered/selected in the filter fields. You can also press **<Enter>** on your device's keyboard to run the search.
Clear button	Clicking this button clears information entered/ selected in the filter fields and the filtered results in the *Log Files* grid.

Log Files Grid Buttons	
Field Name	**Description**
Show/Hide Columns button	Opens a menu containing check boxes that correspond with the columns on the *Log Files* grid. When a check box is selected, its column displays in the grid.
Download button	Downloads a .zip file of the uploaded logs to your device.

Search Audit History

The *Search Audit History* page allows you to view information associated with changes made to the *Mobility Portal*, such as a user editing a layout, registering a new device, etc. Use the fields at the top of the page to filter the entries listed in the *Audit History* grid.

Filter Fields	
Field Name	**Description**
Area list	The area of the *Mobility Portal* that was changed. For example, **Devices** or **Layouts**.
Module list	The specific module in the *Mobility Portal* that was changed. For example, **Device Activation** or **Layout Detail**.
Username list	The username associated with the user who made the change to the *Mobility Portal*.
Transaction Type list	The type of change made to the *Mobility Portal*. For example, **Add** or **Delete**.

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Created After text box	The earliest date at which the change could have been made. The **Calendar** button may also be used to select a date. The correct format is MM/DD/YYYY.
Created Before text box	The latest date at which the change could have been made. The **Calendar** button may also be used to select a date. The correct format is MM/DD/YYYY.
Search button	Clicking this button runs the search for the changes made to the *Mobility Portal* using the information entered/selected in the filter fields. You can also press **<Enter>** on your device's keyboard to run the search.
Clear button	Clicking this button clears information entered/selected in the filter fields and the filtered results in the *Audit History* grid.

***Audit History* Grid Buttons**	
Field Name	**Description**
Export Results button	Exports the information from the *Audit History* grid into a spreadsheet and downloads it to your device.
Show/Hide Columns button	Opens a menu containing check boxes that correspond with the columns on the *Audit History* grid. When a check box is selected, its column displays in the grid.

Active Users

The *Active Users* page allows you to view the users in your agency who are registered to the *Mobility Portal* and have logged in to *Fire Field Mobile* or *Law Enforcement Field Mobile* within the last 30 days. This helps provide awareness as to whether your agency is approaching or has already met your licensing limit, and which users are using the apps most often. Use the fields at the top of the page to filter the entries listed in the *Active Users* grid below.

Filter Fields	
Field Name	**Description**
Username list	The username associated with the active user.
Owner Email text box	The email address of the active user.
Inventory Number text box	The inventory number assigned to the active user's device.
Model Type list	The model type of the active user's device. For example, **SM-S908U**.
Device Type list	The type of device the active user is using. For example, **Tablet**.
Application Name list	The application for which the active user's device is registered. For example, **Fire Field Mobile**.
Device Platform list	The operating system platform running on the active user's device. For example, **Android**.
Search button	Clicking this button runs the search for active users using the information entered/selected in the filter fields. You can also press **<Enter>** on your device's keyboard to run the search.

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Clear button	Clicking this button clears information entered/ selected in the filter fields and the filtered results in the *Active Users* grid.

Active Users Grid Buttons	
Field Name	**Description**
Export Results button	Exports the information from the *Active Users* grid into a spreadsheet and downloads it to your device.
Show/Hide Columns button	Opens a menu containing check boxes that correspond with the columns on the *Active Users* grid. When a check box is selected, its column displays in the grid.

Section 3.6 Account Info

The *Edit Administrator Emails* page allows you to view information about your agency's *Mobility* account. Additionally, the ***Administrator Emails*** text box on this page can be used to add or remove the email addresses of the administrators assigned to the account.

To add an administrator's email, click inside the ***Administrator Emails*** text box, enter the email address, then press **<Enter>**. Alternatively, to delete an administrator's email, click its associated **Delete** button. When finished making any changes to the ***Administrator Emails*** text box, click the **Save** button to retain them.

At least one email address must be added to the ***Administrator Emails*** text box.

Chapter 4 Report Writing

The *Report Writing* module is used to configure various settings for the *Report Writing* application. Click **Report Writing** on the navigation bar to view the available page within the module.

The *Report Writing* module only displays when your agency is using *Enterprise Records* and has a license for the *Report Writing* application.

See the following help topic for additional information on the page within the *Report Writing* module:

- Settings

Section 4.1 Settings

The *Settings* page allows you to configure various settings for the different report types in the *Report Writing* application, such as whether certain fields are required.

Field Name	Description
Primary Submit Only group: • **Arrest Report** toggle • **Case Report** toggle • **Field Interview** toggle • **Incident Report** toggle	The toggles in the *Primary Submit Only* group are used to determine whether the ability to submit a report for review is restricted to the primary contributing officer. • When the toggles are turned on, report submission is restricted to the primary contributing officer. • When the toggles are turned off, any user contributing to a report can submit it as long as each contributor has marked their work as complete using the **Report Complete** toggle.
Allow Review group: • **Arrest Report** toggle • **Case Report** toggle • **Field Interview** toggle • **Incident Report** toggle	The toggles in the *Allow Review* group are used to determine whether submitted reports must go through a single or multi-level review process before being merged into your agency's *Enterprise Records* database. • When the toggles are turned on, submitted reports are sent to their creator's supervisor, where they perform a review of the entire report to ensure no information is missing, incorrect, etc. When they are finished reviewing the report, it can be rejected back to the user(s) who contributed to it for editing, or submitted to *Enterprise Records* for their personnel to review. • When the toggles are turned off, submitted reports are sent directly to *Enterprise Records* for their personnel to review.
Requires Reviewer Field group: • **Arrest Report** toggle	When the toggles in the *Requires Reviewer Field* group are turned on, the ***Reviewer*** list on the *Review / Error Check* page in *Report Writing* becomes required. If you have not selected a reviewer from

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• **Case Report** toggle • **Field Interview** toggle • **Incident Report** toggle	the list, the **Submit** button remains disabled and therefore, they cannot submit the report for review.
Requires Priority Field group: • **Arrest Report** toggle • **Case Report** toggle • **Field Interview** toggle • **Incident Report** toggle	When the toggles in the *Requires Reviewer Field* group are turned on, the ***Priority*** list on the *Review / Error Check* page in *Report Writing* becomes required. If you have not selected the report's priority level from the list, the **Submit** button remains disabled and therefore, they cannot submit the report for review.

Return to the Report Writing help topic.