



Situation Awareness & Collaboration Tool

Phase 1 Agency/Unit Administrator Registration Instructions

www.scout.ca.gov

SCOUT is open for Registration Only. Phase 1 Agencies may begin registering users.

Do not use SCOUT for Training or Incident Management.

Registration Checklist

- Designated Agency/Unit Administrator must register as a user in SCOUT.

Note: If you participated in User Acceptance Testing, your test account was transferred to production. Please confirm you can log in and then move on to reviewing your “Org” details.

- Select “Register” > Select “Org Affiliation” > Select “Organization” > Complete remaining details.
 - If you cannot find your “Org” in the drop-down list, contact your Functional Area Admin (FAA) before proceeding—do not select a different or incorrect “Org”. The FAA may need to add your agency as an “Org”.
- Once registered, your Agency Fire/Unit Chief must send an email to your Functional Area Administrator designating you as Agency/Unit Administrator and requesting your account to be “Enabled.”

Tip: You cannot log into SCOUT until your account is enabled by your Functional Area Administrator.

- Once “Enabled”, log into SCOUT and confirm your “Org” account details.

Tip: Check for misspellings and extra spaces.

- ✓ Agency Name
- ✓ Agency Designator, i.e. FIRESCOPE 3 Letter Designator **Tip: Do not include State “CA”.**
- ✓ Agency Address
- ✓ Email Distribution List contacts for New User Registration notification.
- ✓ Other Org Account Details

- Direct Agency Users to register in SCOUT.

Tip for “legacy users”: new username will be the user’s email address, not proper name.

- Agency Administrator accounts will receive an email that a new user has registered.
 - Agency Admin must update new User Account to the appropriate User Role: Read Only, Read/Write or GIS User.
 - **Do not “enable” user accounts until directed by the SCOUT Launch Team at Cal OES & CAL FIRE.**
- When directed to by email, “Enable” Agency Users.
 - Inform Users that they have been “enabled” and can now log in to SCOUT.

Note: usernames are case sensitive. User must log in using same case under which they registered.



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- Transferring “Active Incidents” to SCOUT (No active incidents? No action needed.)
 - ✓ Archive all non-active Incidents in NICS immediately.
 - ✓ Incidents w/ expected completion date before 5/31, finish managing in NICS.
 - ✓ **Do not use SCOUT for new Incidents** until you receive notification SCOUT is open for Incident Management. Estimated to open in mid-May.
 - ✓ If you have any active incidents in NICS that you expect to be active beyond 5/31, email scout@caloes.ca.gov.

Problems?

- Admin cannot find a User in their designated Org—email scout@caloes.ca.gov. If user is assigned to the wrong Org, it must be fixed by our vendor.
- User receives error when signing in—ensure they are signing in with the same “case sensitive” configuration with which they registered.

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Several features have not been enabled yet in the production environment, including maps, data layers and tracking. Users should not explore, train or use SCOUT for any purposes other than registration until directed otherwise.

Archived Incidents

All archived incidents will be downloaded from NICS at the end of May and uploaded to SCOUT. Agencies can access archived incidents in NICS until 5/31/2016, and then they will be available in SCOUT. If an agency has immediate need and is not sure how to access the information, contact scout@caloes.ca.gov.

For More Information

- Local Agencies:** Contact your [OES Region Assistant Fire Chief](#)
- CAL FIRE CNR Units:** Contact Battalion Chief Dan Dennett at dan.dennett@fire.ca.gov or Battalion Chief John Erwin at john.erwin@fire.ca.gov
- CAL FIRE CSR Units:** Contact Division Chief Ron Arbo at ron.arbo@fire.ca.gov or Deputy Chief Dan Johnson at dan.johnson@fire.ca.gov
- CAL FIRE Sacramento:** Contact Deputy Chief Chris Starnes at chris.starnes@fire.ca.gov
- Cal OES SCOUT Program:** scout@caloes.ca.gov or www.caloes.ca.gov/scout