

PERFORMANCE ALERT



**** **NG911 Contacts-One Touch- Genovation Pad button process** ****

***** **Add, Update or Delete** *****

This is the process used when requesting to adding, updating or deleting a Contact, One Touch Keys in the Guardian or on the Genovation Key Pad.

- PSAP supervisor identifies the need to:
 - Add/change/remove a contact in the Guardian Contact/Speed Dial list.
 - Add/change/remove a speed button on the Genovation Key Pad.
 - Add additional One-Touch Keys in the Guardian IWS
- PSAP supervisor fills out the Request For Contact/Speed Dial/One Touch/Genovation - Add/Change/Delete Form. **See attached form.**
- PSAP supervisor sends the request to 911training.puc@maine.gov
- ESCB will review and approve all requests then forward to Consolidated 911 Service Management to make the requested change
- Once complete, Consolidated calls PSAP to coordinate making the change and verify proper operation. PSAP agent should place a test call to verify the change has been made correctly
- Consolidated 911 Service Management responds to original ESCB request with a confirmation of completion.

Please contact the Emergency 9-1-1 Center 1 (866) 984-3911 with any system issues.

Today's Date: / /

PSAP Name: _____

Requestor Name: _____

Requestor Title: _____

Please circle one: **Add / Change / Delete**

Choose a Classification:

Police Dispatch **Fire Dispatch** **Med Dispatch** **Transport Dispatch**
PSAP **DPS** **Other** _____

Description of request (be detailed): _____

Requested Activation Date: / /

ESCB use if applicable:

Approved ()

Denied: ()

Name: _____

Title: _____