

# MyE911® User Guide

MyE911 by Redsky is used with the PC/MAC desktop version of Avaya softphones (Avaya Workplace, Avaya one-X Agent). It is not needed for the iOS/Android version of the application.

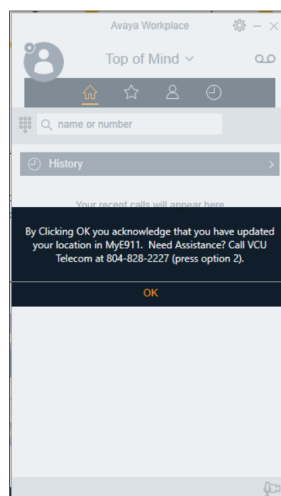
Once you log in to the portal and confirm or create your location, it does not need to remain open on your browser. After set-up, if you dial 911 from your Avaya softphone, it will ensure your call is routed to the closest 911 center and provide your location to the 911 operators.

- Use of this application is required by Federal 911 legislation.
- If you do not add your location, 911 operators will not see your address if you place an emergency call using an Avaya Softphone. **This could put your safety at risk and incur a \$100.00 fine from the 911 governing body.**
- Once you add your location, it will not change unless you update it.
- If you move to a new location, you must update your address. The application does not detect your address.

## *Step 1 - Open the Portal and Verify your Account*

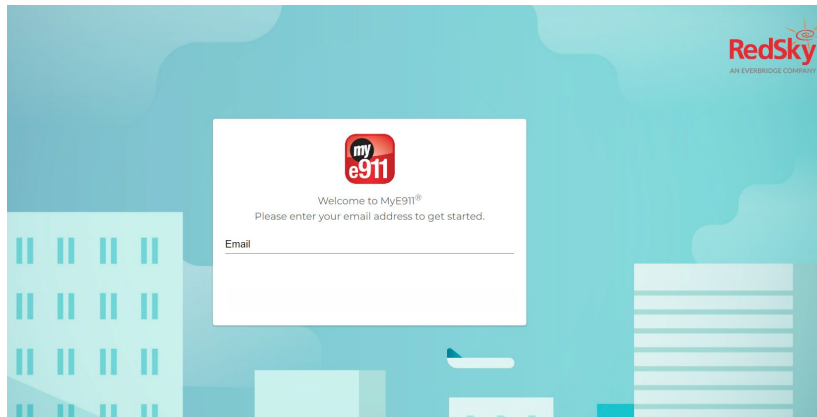
**After the initial setup**, you do not have to log into the portal unless the location at which you use your softphone changes.

**Note for Avaya Workplace Users Only:** After your initial set up, each time you open Workplace from scratch, the MyE911 portal will automatically open AND your workplace app will display the disclaimer shown below. If your location has not changed you can close the portal without logging in and click “OK” on the Workplace screen.

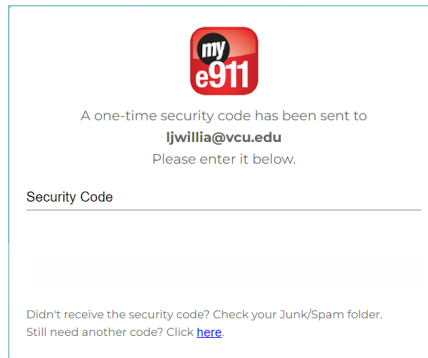


1. Navigate to the MyE911 portal (<https://mye911.anywhere.e911cloud.com>) **NOTE:** The portal should open automatically for Desktop users of Avaya Workplace.

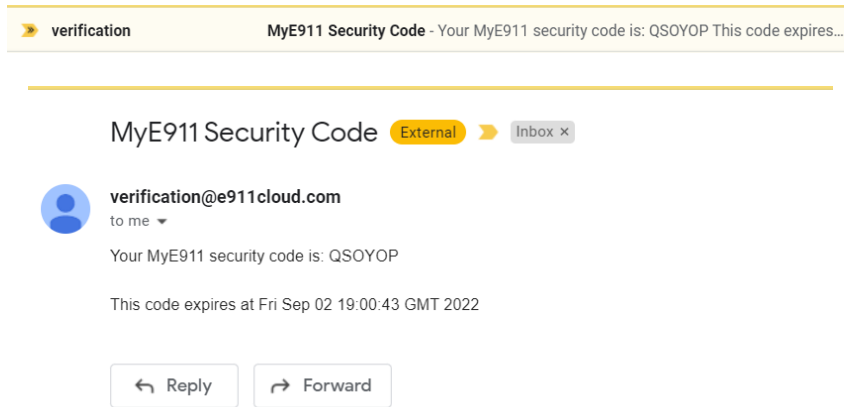
2. Enter your email address



3. The System will notify you that a security code was emailed.



- The email sender will be “verification@e911cloud.com”. The subject line will be “MyE911 Security Code”



(**Note:** If you do not receive a security code, check your SPAM folder)

- Enter the Security Code and click Submit.

A screenshot of a web-based security code verification form. At the top center is the "my e911" logo, which consists of a red square with "my" in white and "e911" in white on a red background. Below the logo, the text reads: "A one-time security code has been sent to" followed by the email address "ljwillia@vcu.edu" in bold. Below that, it says "Please enter it below." There is a label "Security Code" followed by a text input field containing the code "QSOYOP". Below the input field is a dark blue button with the word "SUBMIT" in white. At the bottom, there is a small text block: "Didn't receive the security code? Check your Junk/Spam folder. Still need another code? Click [here](#)."

6. Once the Portal opens, Confirm Your Telephone Number.

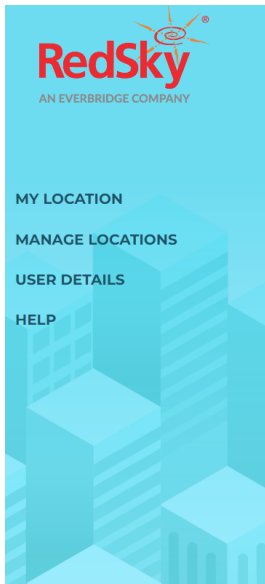
a. Click on “User Details”

b. Check your telephone number.

- i. If it is correct, proceed to Step 2.
- ii. If incorrect – It can only be corrected by our Client Support Group (CSG) at 82227 or 804-828-2227 and press option 2.

*Step 2 – Enter the Address Where you are Working.*

1. Click on “Add Location and Set as Current”



**Hello, Lynne!**

Welcome to MyE911.

**! We don't know where you are!**  
Location Type: ???  
Location Name: ???  
Location Address: ???  
Location Information: ???  
Organization Name: **Virginia Commonwealth University**

The location information above will be used by E911 Services to dispatch emergency responders to your current location should you happen to make a 911 call using this device.

If you'd like to update your current location, please search for a location below and select it or create a new location and set it as current.

**WARNING:** If you chose not to update you location there may be a delay in emergency responders being dispatched as you location will need to be validated by a 911 Call Center.

Let's find you...



Add Location and Set as Current

Start entering in an address or name of location here

2. Complete the following fields and click "Add and Set as Current Location"
  - a. Location Name (Home, Office, etc.)
  - b. Address – use the format shown as an example below the field
  - c. Location Information – if appropriate (floor, apt. #, etc.)

**NOTE:** If you use an Avaya softphone on campus, you must create your office location. It MUST include the floor number in the Location Information field.

**Add Location**

\*Location Name  
Starbucks  
*Examples: Home, Cubicle, XYZ Cafe*

\*Address  
2250 John Rolfe Pkwy, Richmond, VA 23233  
*Example: 1234 1/2 N Main St, Metropolis, IL 12345*

Alternate Address View

Location Information ⓘ  
*Examples: Apt 657, 1st Floor, Unit 1500*

Cancel Add and Set as Current Location

3. The application will verify the address against the civic address tables.
  - a. If the address is correct, click the radio button and click “Add and Set as Current Location.”

(If the system returns an error, skip to number 4. Alternate Address)

**Add Location**

\*Location Name

*Examples: Home, Cubicle, XYZ Cafe*

2250 John Rolfe Pkwy, Henrico, VA 23233

We found this address. Please select it in order to proceed.

Location Information i

*Examples: Apt 657, 1st Floor, Unit 1500*

Cancel
Add and Set as Current Location

- b. The “Success!” message will display. Click Close.

**Success!**

The location "Starbucks" was successfully added as a Personal Location. You can view it on the 'Manage Locations' page.

Close

- c. The application will display the location you created. You’ve completed setup. You can close the portal.

AN EVERBRIDGE COMPANY

MY LOCATION

MANAGE LOCATIONS

USER DETAILS

HELP

Hello, Lynne!

Welcome to MyE911.

Success! Your current location has been updated to:

Location Type: **Personal Location**

Location Name: **Starbucks**

Location Address: **2250 John Rolfe Pkwy, Henrico, VA 23233**

Location Information:

Organization Name: **Virginia Commonwealth University**

The location information above will be used by E911 Services to dispatch emergency responders to your current location should you happen to make a 911 call using this device.

If you'd like to update your current location, please search for a location below and select it or create a new location and set it as current.

Let's find you...

Add Location and Set as Current

Start entering in an address or name of location here

4. Alternate Address –Expands the number of fields used to enter an address if the standard “add location” window does not recognize your formatting.

The screenshot shows a web form titled "Add Location" with a dark teal header. The form contains several input fields and dropdown menus. The "House Number" field is highlighted with a red border and has a red error message below it: "House Number is a required field." The "House Number Extension" field has examples "1/2, A, B" below it. The "Prefix Direction" and "Post Direction" are dropdown menus. The "Street Name" field has an example "Main" below it. The "Street Type" field has examples "Ave, Pl, St" below it. There is a vertical scrollbar on the right side of the form.

**Add Location**

\*Location Name  
*Examples: Home, Cubicle, XYZ Cafe*

\*House Number   
*House Number is a required field.*

House Number Extension   
*Examples: 1/2, A, B*

Prefix Direction

\*Street Name   
*Example: Main*

Street Type  Post Direction   
*Examples: Ave, Pl, St*

- a. Complete the following fields using the formats specified under each field. Fields with an Asterisk (\*) are required.

**NOTE:** If you use an Avaya softphone on campus, you must create your office location. It MUST include the floor number in the Location Information field.

- i. Location Name (Home, office)
- ii. House Number\*
- iii. House Number Extension (if appropriate)
- iv. Prefix (If appropriate – select from drop-down)
- v. Street Name\* – Name only. Do not include the street type (d., ave, etc.)
- vi. Street Type\* – Ave, Pl, st, etc. (use the street type abbreviation w/o punctuation)
- vii. Post Direction – (if appropriate – select from drop-down)
- viii. City\*
- ix. State/Province\*
- x. Zip Code/Postal Code\*
- xi. Country\*
- xii. Location Information (not required but will be sent with your 911 call) – Apt. Number, floor, unit, etc.

**Add Location**

Home

*Examples: Home, Cubicle, XYZ Cafe*

601

*Example: 1234*

*Examples: 1/2, A, B*

W

34th

*Example: Main*

St

richmond

*Example: Metropolis*

23220

*Example: 12345*

VA

US

*Examples: Apt 657, 1st Floor, Unit 1500*



b. Click “Add and Set as Current Location.”

c. The “Success!” message will display. Click Close.

**Success!**

The location "Home" was successfully set as your current location. You can view this on the 'My Location' page.

**Close**

d. The application will display the location you created

***Hello, Lynne!***

Welcome to MyE911.

**Success! Your current location has been updated to:**

Location Type: **Personal Location**  
 Location Name: **Home**  
 Location Address: **601 W 34th St, Richmond, VA 23225**  
 Location Information:  
 Organization Name: **Virginia Commonwealth University**

The location information above will be used by E911 Services to dispatch emergency responders to your current location should you happen to make a 911 call using this device.

If you'd like to update your current location, please search for a location below and select it or create a new location and set it as current.

**Let's find you...**


**Add Location and Set as Current**

Start entering in an address or name of location here



## Notes and Tips

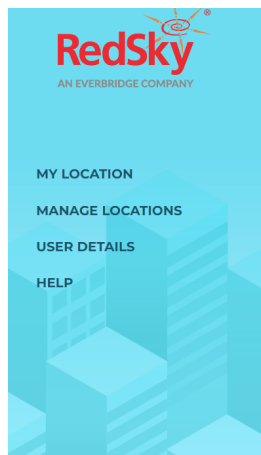
- **Avaya Workplace Users** - After your initial set-up, when you open Avaya Workplace, the MyE911 portal will open. If you have not changed your location, you can close the window without logging in. If you have moved to a new location, log in and follow the directions to change your location.
- **Avaya one-X Agent** users – After your initial set-up, you do not need to open your MyE911 portal unless your location has changed
- If you are working on campus AND using your softphone, you must create an “office” location **that includes your floor.**



**We have your current location as:**

Location Type: **Personal Location**  
 Location Name: **Office**  
 Location Address: **701 W Broad St, Richmond, VA 23220**  
 Location Information: **4th Floor**  
 Organization Name: **Virginia Commonwealth University**

- Your address in the portal will not change unless you change it.
- If you move to another location, you can follow the steps above to create a new location or select a previous location.
  - Select “Manage Locations” from the left-hand menu (you may be asked to re-verify your account)



**Hello, Lynne!**

Welcome to MyE911.



**Success! Your current location has been updated to:**

Location Type: **Personal Location**  
 Location Name: **Home**  
 Location Address: **601 W 34th St, Richmond, VA 23225**  
 Location Information:  
 Organization Name: **Virginia Commonwealth University**

The location information above will be used by E911 Services to dispatch emergency responders to your current location should you happen to make a 911 call using this device.


If you'd like to update your current location, please search for a location below and select it or create a new location and set it as current.

Let's find you...

Add Location and Set as Current

Start entering in an address or name of location here

- Select the location from your list by clicking on the radio button



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MY LOCATION  
MANAGE LOCATIONS  
USER DETAILS  
HELP

### Manage Locations

Filter by address or name

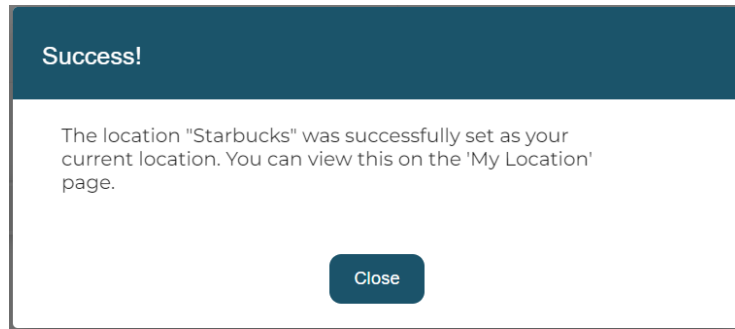
Location Type  
Personal Locations

	Name	Address	Info
<input checked="" type="radio"/>	Home	601 W 34th St, Richmond, VA 23225	
<input type="radio"/>	Starbucks	2250 John Rolfe Pkwy, Henrico, VA 23233	

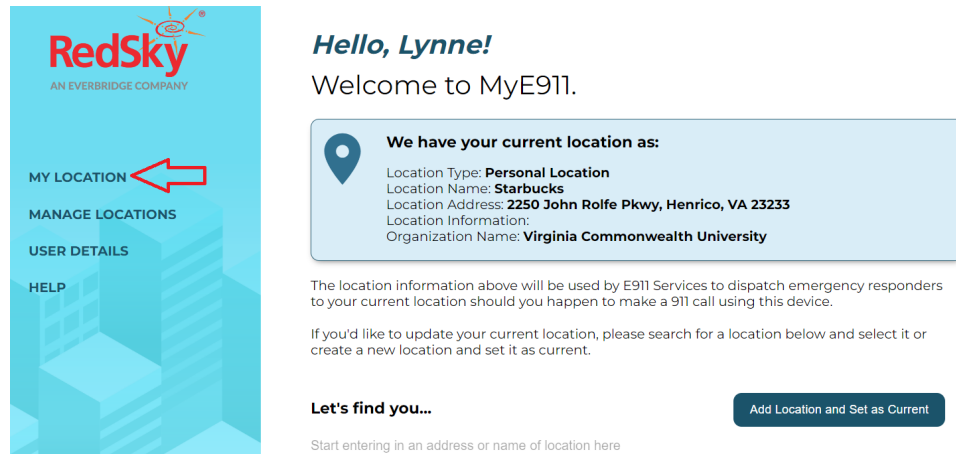
Set this as your current location.

Page 1 of 1    25 rows    Next

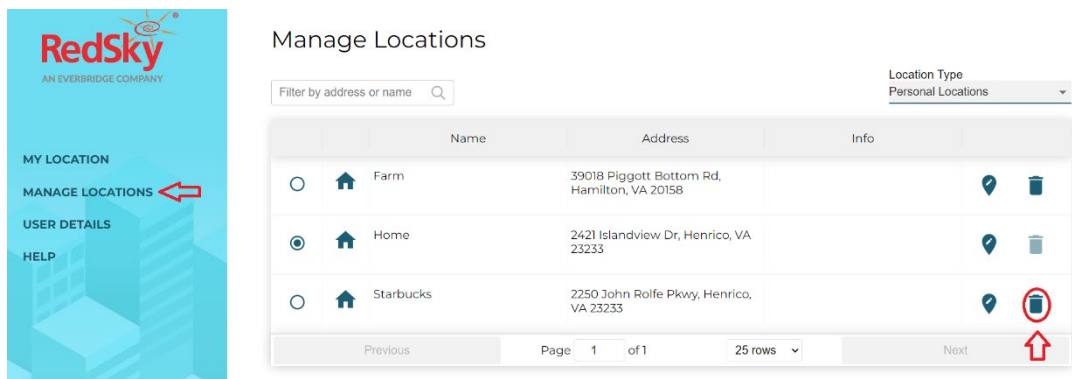
- Click Close.



- You can click on “My Location” to confirm that your new location is active.



- Deleting a Location
  - Select Manage Locations
  - Click the “delete” icon associated with the location to remove. (you cannot delete a location set as your current location)



- Confirm by clicking “Delete.”

## Delete Location

Please confirm that you would like to delete the following location:

**Starbucks**

Cancel

Delete