



RedSky MyE911 User Guide

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MyE911 Introduction

The **RedSky MyE911** application automatically detects when a user moves within the enterprise or while working remotely, then validates and updates your emergency location in real-time. MyE911 helps protect you when dialing 911 on a softphone by providing the **Public Safety Answering Point (PSAP)** with accurate location information, allowing for a timely emergency response. In the event of an emergency, every second counts.

MyE911 works with any softphone running on Windows or MAC devices. It is an enhanced feature of **E911 Anywhere**, the RedSky cloud-based call routing solution. E911 Anywhere is powered by a highly scalable redundant architecture. E911 Anywhere offers fail-over protection and will answer your 911 call 24/7 with its **Emergency Relay Center (ERC)**.

MyE911 Windows

Installation







Requirements

To ensure proper functionality of the MyE911 Client application, the following conditions must be met:

- A MyE911 client user must be pre-provisioned in RedSky's Horizon Mobility Portal by an Organization Administrator.
- Organization Administrator must send the installation link and the RedSky Horizon Mobility Host URL to all softphone users downloading the MyE911 client to their devices.
- The installer must be run on Microsoft Windows 10 or higher.

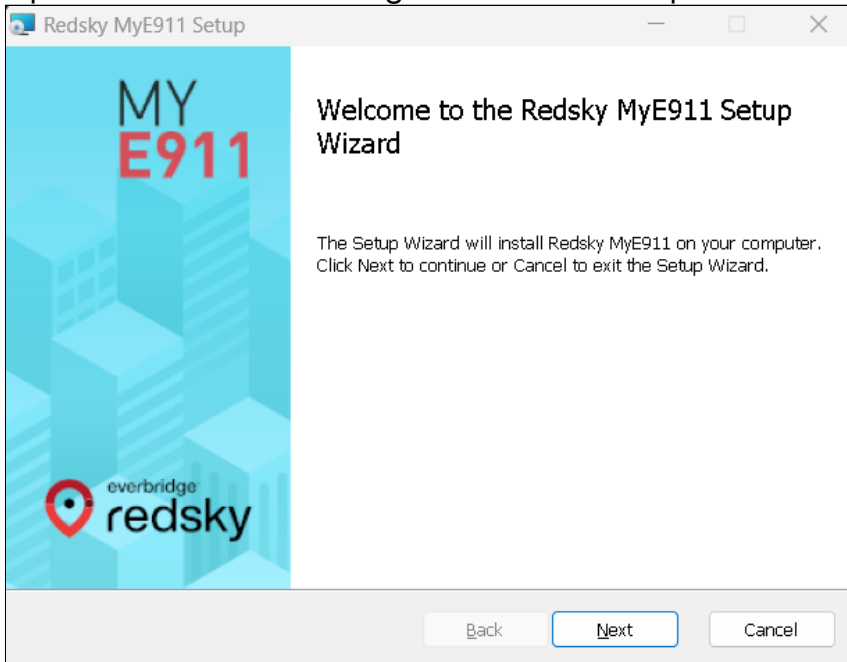
Installation Steps

1. Organization Administrators should download the MyE911 client installer directly from the E911 Anywhere/Horizon Mobility portal by navigating to the **Client Installers** page and downloading the appropriate installers. Organization Administrators can also use the **Copy Link** option to paste the appropriate download links into an email to softphone users. This will allow them to download/install the MyE911 client onto their own devices.

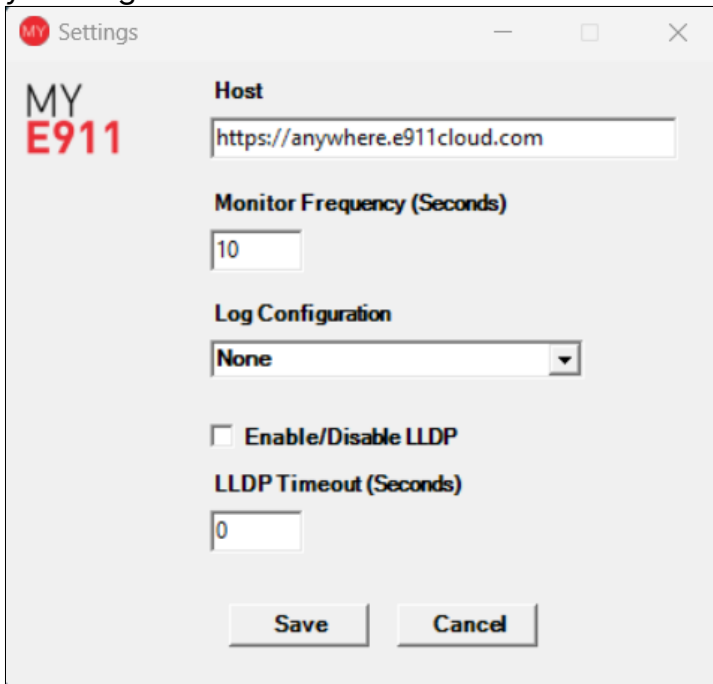
Client Installer Downloads						System
Client	Version	Release Date	OS	Size	Download	Copy Link
EON	4.12.0	March 27th 2024	Windows	102 MB		
MyE911	4.12.9	February 14th 2024	Windows	57 MB		
MyE911	5.0.3	March 20th 2024	macOS	3 MB		

2. To download the E911 application onto your device, click on the download link provided via an email from your Organization Administrator and download the installer.

- Open the installer and begin the installation process.

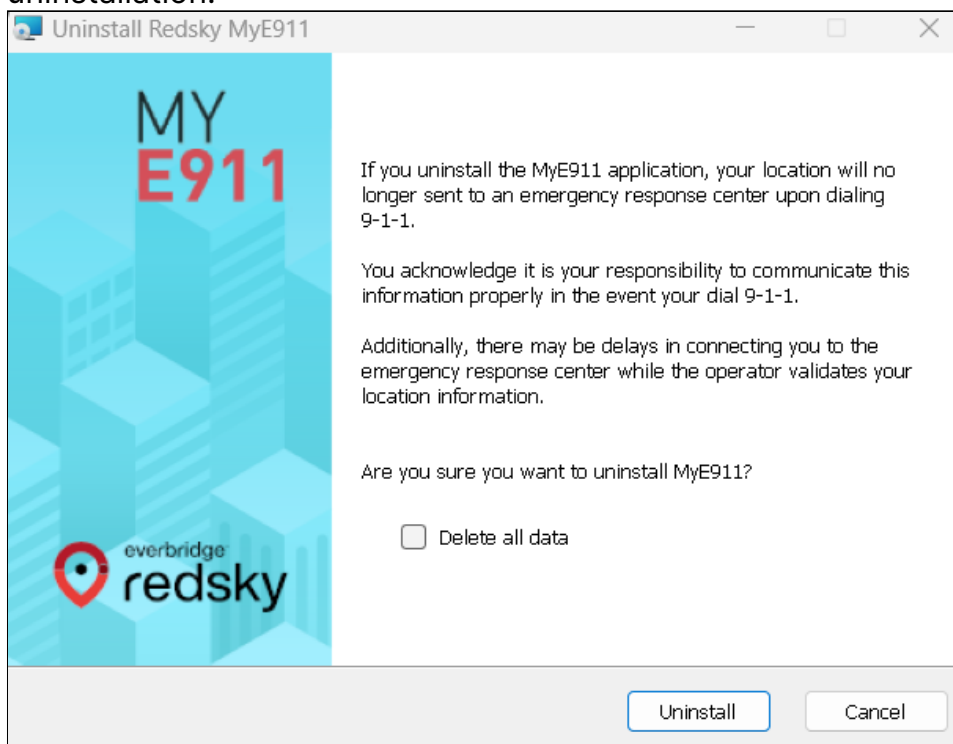


- In the **Settings** pop-up specify the **Host** provided to you by your Organization Administrator. If you did not receive a Host URL via email, you should contact your Organization Administrator.



- The Organization Administrator should provide this information to all softphone users who will download the MyE911 application onto their own devices.

5. If you will be using a wired network connection, you should ensure that you enable LLDP Network Discovery at the time of installation. This functionality is off by default.
6. Specify a destination folder (optional) and click **Next**.
7. Click **Install**.
8. After installation you will see a **Device registration** pop-up from the MyE911 Client. Enter your email address then click **Send**.
 - The email address with which you register your device must match the same email address that your Organization Administrator provisioned in the Horizon Mobility portal.
9. You will then be emailed a verification code. Note that this email may arrive in your spam folder.
10. Enter the verification code into the **Device Registration** pop-up.
11. Once your device is verified you should receive a Windows notification saying that your device has been activated.
12. If the user uninstalls MyE911, the below warning will appear before the uninstallation:



Updates

When the MyE911 application has available updates, a yellow bar will appear at the top of the **My Locations** page of the MyE911 Web User Interface (UI), as well as alert the user via a Windows Notification.

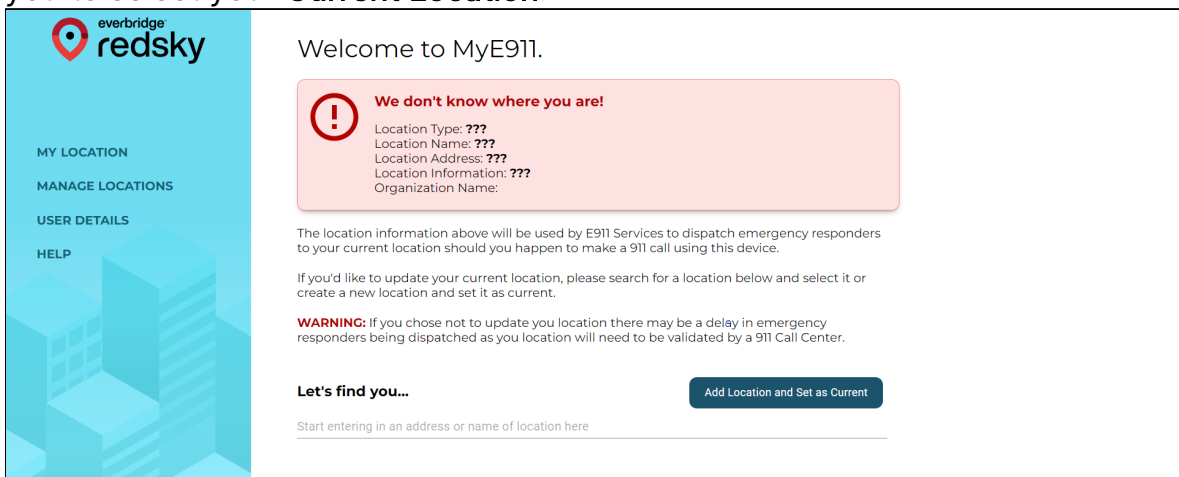
 A new version of MyE911 is available. [Click here to download](#)

My Location

Once a user installs the MyE911 application, it should automatically begin working in the background. If the user's company has provisioned corporate locations, MyE911 will automatically detect their location as they move. However, the MyE911 application will prompt the user to input their current location if it does not recognize where they are, either because they are off-premise or in a non-provisioned corporate location.

Setting Current Location

1. Launch the MyE911 Client application. This can be done by right-clicking the MyE911 icon that appears in the user's taskbar, or toolbar.
 - a. If the user right-clicks the icon the following options appear:
 - **Open** – opens the MyE911 Web User Interface (UI) in your default browser
 - **Snooze** – snooze location input prompts for up to 24 hours
 - **Settings** – edit settings for MyE911
 - **About** – MyE911 application information
 - **Exit** – exit the application; however, if you exit out of MyE911 your location will no longer be sent to an emergency response center upon dialing 9-1-1
2. If the MyE911 application cannot determine your location, the MyE911 application will open the MyE911 Web UI, via your default browser, prompting you to select your **Current Location**.



3. Enter the address or location name of your **Current Location**. The drop-down will auto-populate with a list of locations or addresses that closely match the information you've input. The locations can be:
 - a. **Corporate Locations** – locations that have been provisioned by your Administrator for your company. These will have a building icon.

- b. **Personal Locations** – locations that you have previously added via the MyE911 web UI. These will have a house icon.

Let's find you... Add Location and Set as Current

los|

Los Angeles, CA 90012

CA 90720
Latitude: Longitude:

CA 90012

Los Angeles, CA 90012

- 4. Select the location that best describes where you are physically located at the moment, and this will be set as your **Current Location**. The **My Location** page will display a green success alert with information about your Current Location.

Hello, Shervin!

Welcome to MyE911.

Success! Your current location has been updated to:

Location Type: **Corporate Location**
 Location Name: **geo only**
 Geodetic Coordinates: 33.638588, -117.742248
 Location Information:
 Organization Name: Shervin's sub-tenant (horizon-prime on)

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

5. You can always open the MyE911 web UI and view the **My Location** page to ensure that MyE911 has correctly detected your Current Location. You can also view this information from the **Manage Locations** page.

Hello, Shervin!

Welcome to MyE911.



We have your current location as:

Location Type: **Corporate Location**
Location Name: **geo only**
Geodetic Coordinates: **33.4385886, -111.742248**
Location Information:
Organization Name: **Shervin's sub-tenant (horizon-prime org)**

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


Adding a Personal Location and Setting It to Your Current Location


1. You can create new **Personal Locations** and set them to be your Current Location. There are two ways to accomplish this from the **My Locations** page:
 - a. You can start entering an address in the available search field; preferably one that does not already correlate to a pre-existing Corporate or Personal Location. A drop-down will appear displaying a list of possible address matches that already exist in the system. If you select one of these addresses you will be presented with an **Add Location** form where you can supply a name and additional, detailed, information about their exact location.


Let's find you... Add Location and Set as Current

geo

 **geo only**
Latitude: 33.658588 Longitude: -87.742248

 103 E Georgetown St, Crystal Springs, MS 39059
Latitude: 31.987742 Longitude: -90.257254


 702 George St, Harrisburg, PA 17102
Latitude: 40.122075 Longitude: -76.348053

 110 George Cir, Millersburg, PA 17042
Latitude: 40.277778 Longitude: -76.22944

- b. You can also simply click on the **Add Location and Set as Current** button and enter the address directly via the **Add Location** form.
2. The **Add Location** form allows you to supply the needed information in order to save an address as a Personal Location (See image below). You will need to provide the following:
 - a. **Location Name** – a name that identifies the personal location (should not be the same name as other Personal Locations you may have)
 - b. **Address** – civic address for the location
 - c. **Location Information** – granular location information such as room, floor, suite, etc. This is technically the “dispatchable location” – where


emergency services will look for you.

Add Location

*Location Name 
Examples: Home, Cubicle, XYZ Cafe

*Address
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](#)

NOTE: While the **Location Information** field supports up to 60 characters, not all PSAPs support more than 20 characters.

3. Click the **Add and Set as Current Location** button to save the location as a **Personal Location** for future use, and set it as your **Current Location**.

Invalid Address

If you attempt to add a location that contains an invalid address, or one that cannot be validated, the below error prompt will appear in the **Add Location** form. The address should be corrected, and the form re-submitted.

Add Location

*Location Name

Examples: Home, Cubicle, XYZ Cafe

*Address

*The address provided is not properly formatted.
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](#)

Manage Locations

You can view all locations (**Corporate** or **Personal**) available to you from the **Manage Location** page. Corporate Locations are notated with a building icon. Personal Locations are notated with a house icon.

Manage Locations

Location Type
 All Locations ▼

		Name	Address / Geodetic Coordinates	Info
<input type="radio"/>		aaa location	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>		bbb location	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>		ccc	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>		corp loc	127 Rockwater Dr, Downingtown, PA 19340	
<input type="radio"/>		ddd	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>		eee	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>		fdsjjlaw	25 Park Ln, Atherton, CA 94027	
<input checked="" type="radio"/>		geo only	33.456789, -111.123456	
<input type="radio"/>		loc1	1234 Street, Irvine, CA 92618	

You can filter locations to show only Corporate Locations, only Personal Locations, or both.

Personal Locations

Corporate Locations

All Locations

You can set your **Current Location**, as well as edit and delete **Personal Locations** from this page. You cannot edit or delete Corporate Locations, which is why the edit and delete icons are not available for Corporate Locations.

Setting Current Location from Manage Locations Page

Users can set their current location to a Personal or Corporate Location from the **Manage Locations** page by clicking on the associated radio button.

If you would like to change your Current Location from the **Manage Locations** page, select the radio button to the left of one of the locations listed.

The screenshot shows the 'Manage Locations' interface. At the top, there is a search bar labeled 'Filter by address or name' and a 'Location Type' dropdown menu set to 'All Locations'. Below this is a table with columns for 'Name', 'Address / Geodetic Coordinates', and 'Info'. The table lists several locations, each with a radio button to its left. A tooltip with the text 'Set this as your current location.' is positioned over the radio button for the 'bob location' row. The 'geo only' row has its radio button selected with a filled circle. At the bottom right of the table, there are icons for a location pin and a trash can.

Name	Address / Geodetic Coordinates	Info
aaa location	333 N Michigan Ave, Chicago, IL 60601	
bob location	333 N Michigan Ave, Chicago, IL 60601	
ccc	333 N Michigan Ave, Chicago, IL 60601	
corp loc	627 Sacramento St, Downers Grove, IL 60526	
ddd	333 N Michigan Ave, Chicago, IL 60601	
eee	333 N Michigan Ave, Chicago, IL 60601	
fdsjjlaw	210 Park Ln, Atherton, CA 94527	
geo only	33.68886, -117.92248	
loc 1	1500 Arroyo, Irvine, CA 92618	

You will be prompted when you have successfully updated your **Current Location**.





The success notification banner has a dark teal header with the word 'Success!' in white. The main body is white with a dark teal border. It contains the following text: 'The location "Huddle Room 1" was successfully set as your current location. You can view this on the "My Location" page.' At the bottom center, there is a dark teal button with the word 'Close' in white.

Edit Personal Location

You can only edit **Personal Locations**, indicated by a **house** icon next to the location's name.

To edit a Personal Location:

1. Click the **Edit** icon associated with the desired Personal Location.

<input type="radio"/>		Someone's Cube	333 N Michigan Ave, Chicago, IL 60601	16th fl SE side	
<input checked="" type="radio"/>		Home	123 This Ave, This Place, IL 60000	1st floor	 

2. The **Edit Location** form will appear. You can edit **Location Name**, **Address**, and **Location Information**.

Edit Location

*Location Name


Examples: Home, Cubicle, XYZ Cafe

*Address

Example: 1234 1/2 N Main St, Metropolis, IL 12345

[Alternate Address View](#)

Location Information



Examples: Apt 657, 1st Floor, Unit 1500

Cancel

Save

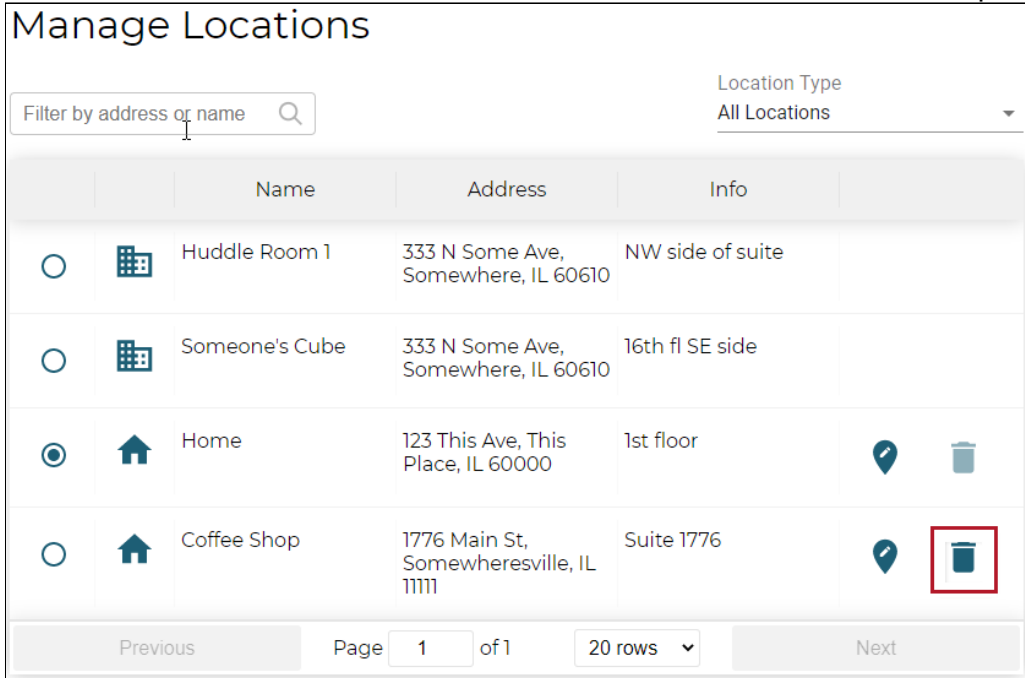
3. Click the **Save** button to update the Personal Location.

Delete Personal Location

You can only delete **Personal Locations**, indicated by a **house** icon next to the location's name.

To delete a Personal Location:





1. Click on the associated **delete** icon for the Personal Location in question.



Manage Locations

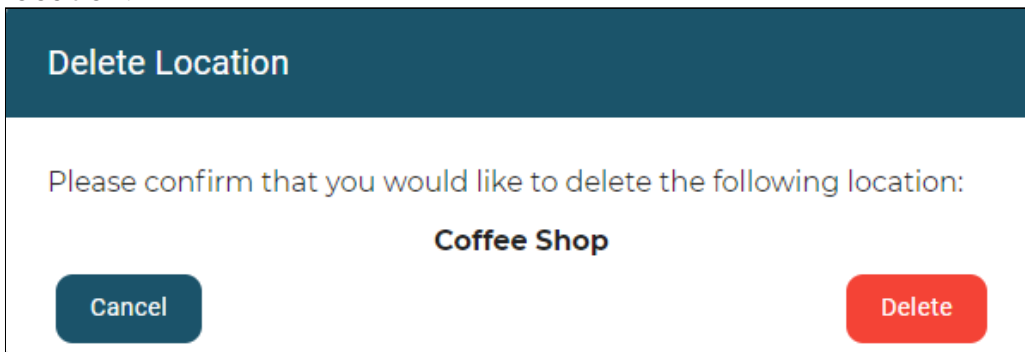
Filter by address or name

Location Type: All Locations

	Name	Address	Info	
<input type="radio"/>	Huddle Room 1	333 N Some Ave, Somewhere, IL 60610	NW side of suite	
<input type="radio"/>	Someone's Cube	333 N Some Ave, Somewhere, IL 60610	16th fl SE side	
<input checked="" type="radio"/>	Home	123 This Ave, This Place, IL 60000	1st floor	 
<input type="radio"/>	Coffee Shop	1776 Main St, Somewheresville, IL 11111	Suite 1776	 

Previous Page 1 of 1 20 rows Next

2. The **Delete Location** confirmation box will appear. Select **Delete** to delete the location.



Delete Location

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

Coffee Shop

NOTE: You cannot delete a location that is set as your **Current Location**.

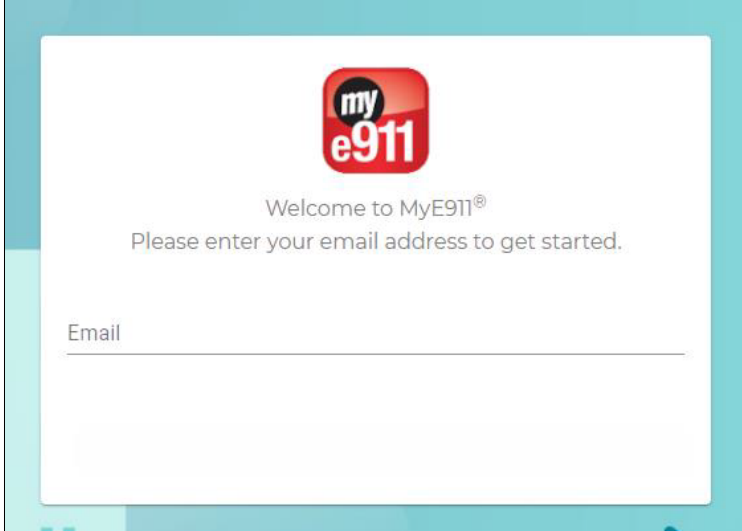
MyE911 "Lite"

Users can also authenticate themselves and access MyE911 without needing to install the MyE911 Client. Using MyE911 without the client is considered the MyE911 "Lite" version. Users will access the MyE911 UI directly via their web browser to initially set their address, and revisit if their location and/or address changes.

The significant difference between using the MyE911 "Lite" version and the locally installed MyE911 Client is that MyE911 "Lite" users must manually update their current location for 9-1-1 calls whenever move to a new location. With the MyE911 Client installed, MyE911 will keep automatically setting the user's location to known places the user has entered previously, or that have been set up by their Administrator.

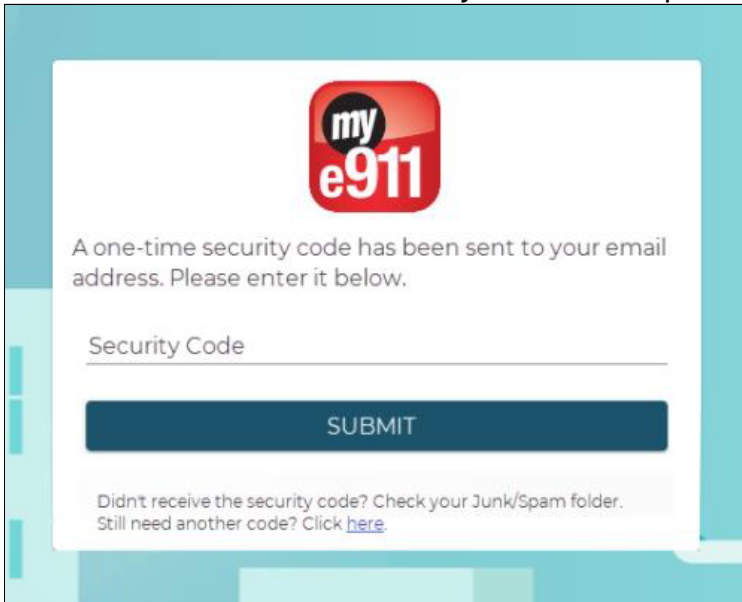
User Authentication

1. Navigate to the MyE911 "Lite" landing page (provided by your Administrator).
2. Enter the email address that was used to create the User account.



The screenshot shows the MyE911 logo at the top. Below it, the text reads: "Welcome to MyE911®" and "Please enter your email address to get started." There is a text input field labeled "Email" with a horizontal line below it.

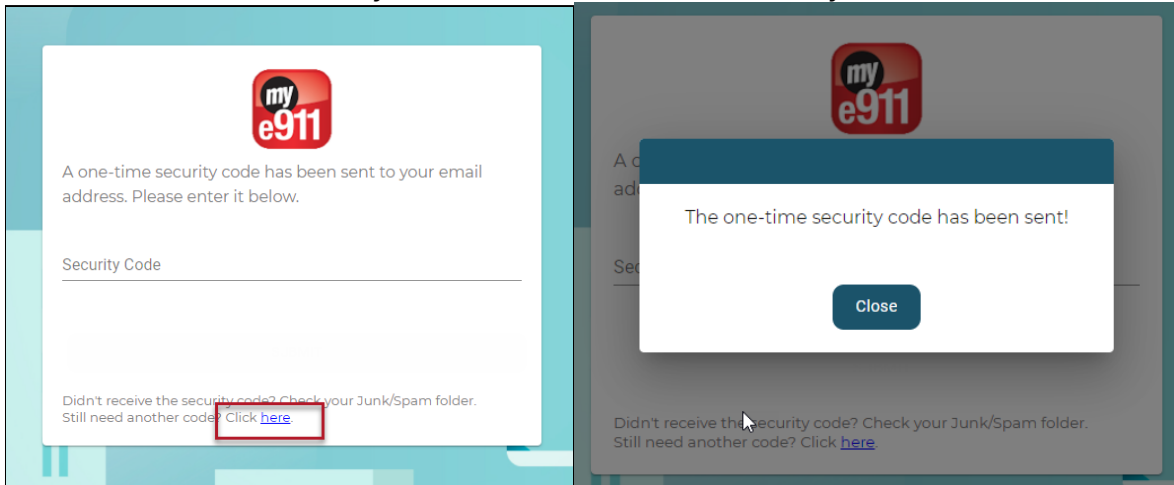
3. Enter the one-time security code that was sent to the associated email account. The one-time security code will expire after 24 hours.



The screenshot shows the MyE911 logo at the top. Below it, the text reads: "A one-time security code has been sent to your email address. Please enter it below." There is a text input field labeled "Security Code" with a horizontal line below it. Below the input field is a dark blue button labeled "SUBMIT". At the bottom, there is a small text box that says: "Didn't receive the security code? Check your Junk/Spam folder. Still need another code? Click [here](#)."

4. Users of MyE911 "Lite" will be prompted to reauthenticate after 60 minutes.

5. Users will have the ability to resend a one-time security code.



6. Once authenticated, Users will be directed to the **My Location** page like they would via the MyE911 Client.

MyE911 macOS

Installation







Requirements

To ensure proper functionality of the MyE911 Client application, the following conditions must be met:

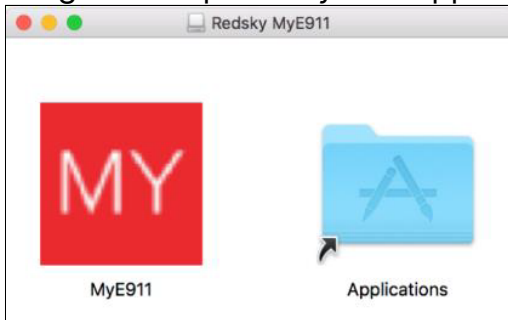
- A MyE911 client user must be pre-provisioned in RedSky's Portal by an Organization Administrator.
- Organization Administrator must send the download link for the MyE911 application and the
- RedSky Horizon Mobility Portal URL or "Host URL" to all softphone users that will be downloading the MyE911 client onto their device.
- JAVA 11 or higher is required to properly upgrade the application, or a machine running version 10.13 of macOS.

Installation Steps

1. Organization Administrators should download the MyE911 client installer directly from the E911 Anywhere/Horizon Mobility portal by navigating to the **Client Installers** page and downloading the appropriate installers. Organization Administrators can also use the **Copy Link** button to paste the appropriate download links into an email to softphone users. This will allow them to download/install the MyE911 client onto their own devices.

Client Installer Downloads						Acme, Inc ▾
Client	Version	Release Date	OS	Size	Download	Copy Link
EON	4.1.0	March 5th 2020	Windows	109 MB		
MyE911	4.4.0	April 15th 2020	Windows	233 MB		
MyE911	4.4.0	April 15th 2020	Mac OS X	163 MB		

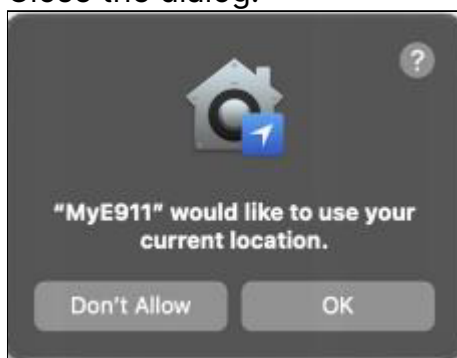
2. To download the E911 application onto your own device, click on the download link provided via an email from your Organization Administrator and download the installer.
3. Drag and drop the MyE911 application into your **Applications** folder.



4. MyE911 will prompt for **Location Services**, which should be allowed. If “**Don’t Allow**” is selected, network data such as BSSID will not be able to be collected and used by MyE911.

If **Don’t Allow** was clicked by mistake, we need to enable location services manually. To do this:

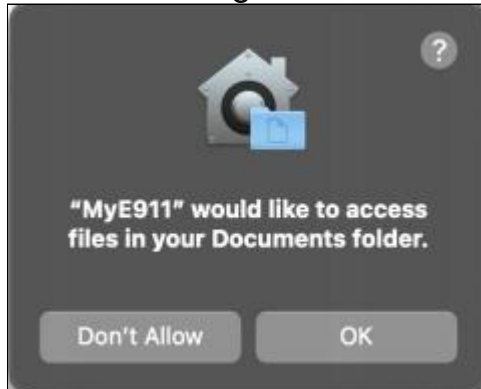
- a. Click on the **Apple logo** in the top-left corner, then select **System Preferences**.
- b. Select **Security & Privacy**.
- c. From the left panel select **Location Services**.
- d. You might need to click on the **lock icon** at the bottom of this dialog to make changes.
- e. From the right panel, make sure **Enable Location Services** is checked.
- f. From the list of apps in the right panel, look for the MyE911 app and add the checkmark.
- g. Close the dialog.



5. MyE911 will prompt for **Documents Folder Access**, which should be allowed. This is used for logging the MyE911 activity in case any errors occur and troubleshooting is needed.

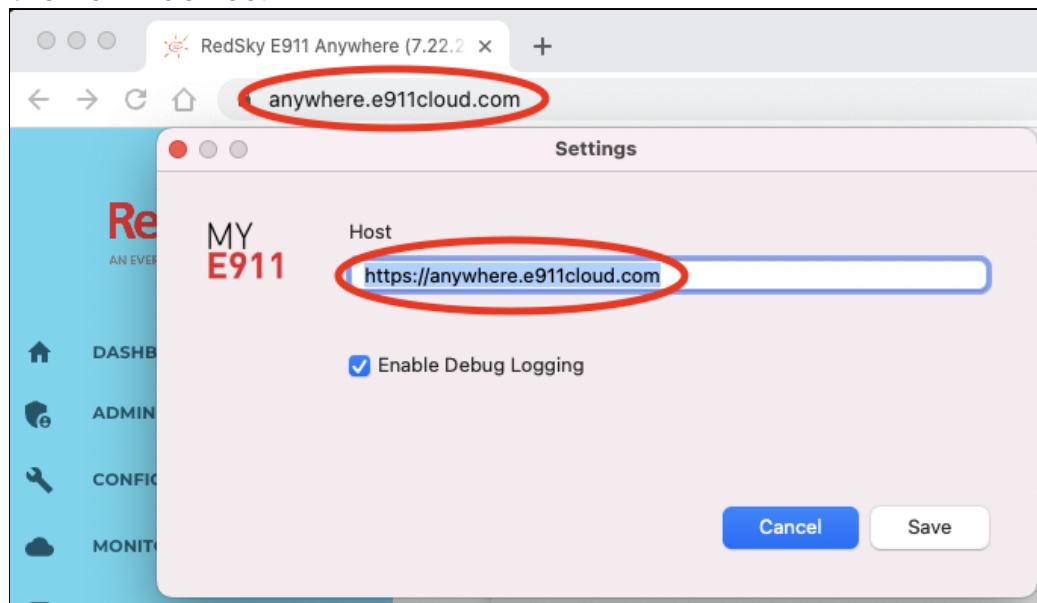
If **Don’t Allow** was clicked by mistake, we need to enable access manually. To do this:

- a. Click on the **Apple logo** on the top-left corner, then select System Preferences.
- b. Now click on **Security & Privacy**.
- c. From the left panel select **Files and Folders**.
- d. You might need to click on the **lock icon** at the bottom of this dialog to make changes
- e. From the right panel, scroll down to the MyE911 entry.
- f. Make sure the **Documents Folder** is checked under MyE911.
- g. Close the dialog.



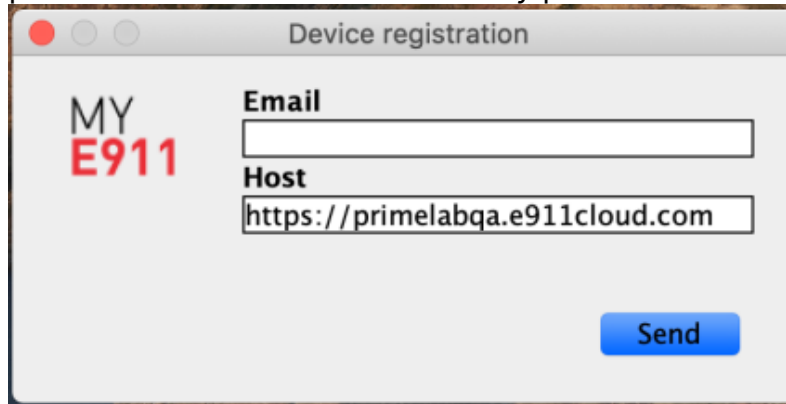
Logs are disabled by default, to enable logging in the MyE911 app. Please refer [Log_Files](#) to enable logging.

6. In the **Settings** pop-up, specify the “Host” provided to you by your Organization Administrator. If you did not receive a Host URL via email, you should contact your Organization Administrator.
 - **NOTE:** The Organization Administrator should provide this information to all softphone users that will download the MyE911 application onto their own device.



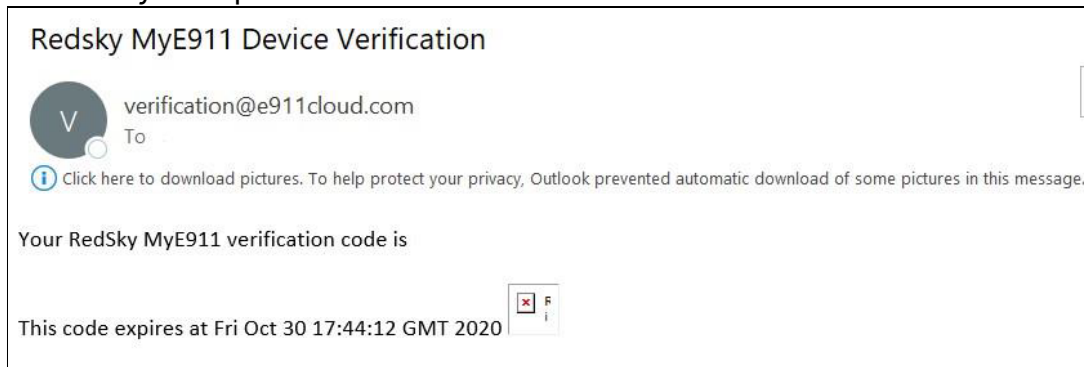
7. Specify a destination folder (optional) and click **Next**.

8. Click **Install**.
9. After installation you will see a **Device registration** pop-up from the MyE911 Client. Enter your email address then click **Send**.
 - **NOTE:** The email address with which you register your device must match the same email address that your Organization Administrator provisioned in the Horizon Mobility portal.

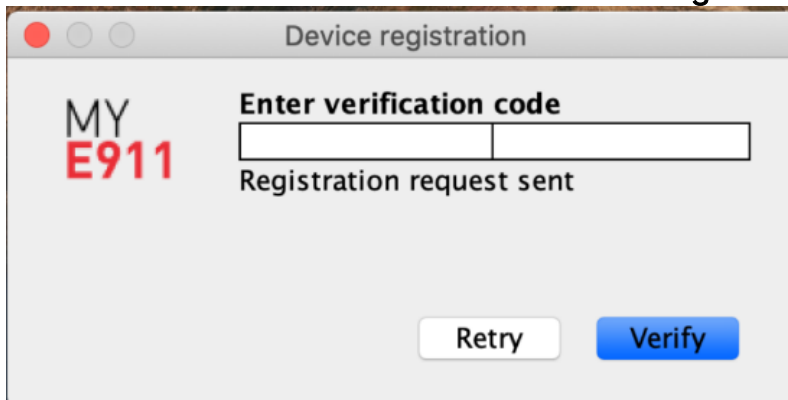


The image shows a 'Device registration' window with the 'MY E911' logo on the left. It contains two input fields: 'Email' and 'Host'. The 'Host' field is pre-filled with 'https://primelabqa.e911cloud.com'. A blue 'Send' button is located at the bottom right.

10. You should receive an email with a verification code. Note that this email may arrive in your Spam folder.

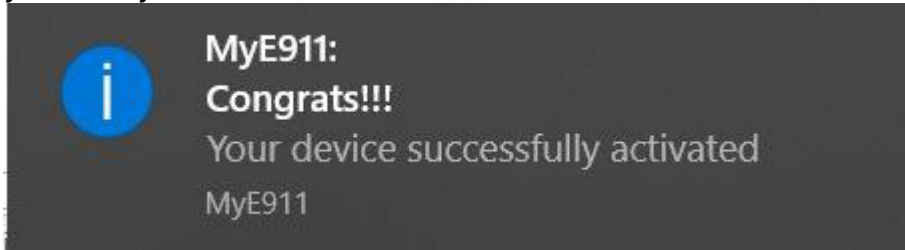


11. Enter the verification code into the **Device Registration** popup.

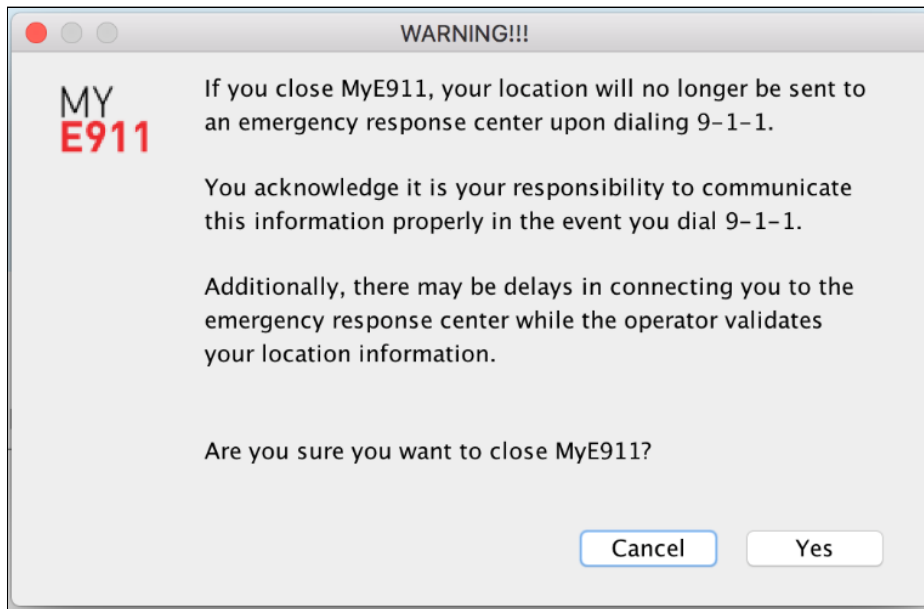


The image shows the 'Device registration' window after clicking 'Send'. The 'Email' field is now empty, and the 'Host' field remains. A new input field labeled 'Enter verification code' is present, with the text 'Registration request sent' below it. At the bottom, there are two buttons: 'Retry' and 'Verify'.

12. Once your device is verified you should receive a macOS notification telling you that your device has been activated.



13. If the user uninstalls MyE911, the below warning will appear before the final uninstallation.



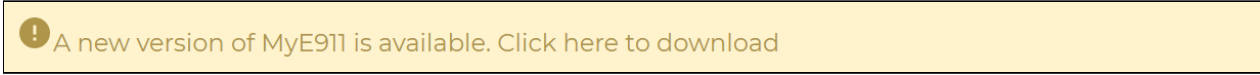
NOTE: In order to enable LLDP capabilities, a script is needed to run with root user privileges.


To **enable LLDP**, open the terminal and run the following command `sudo: /Applications/MyE911.app/Contents/Resources/scripts/mye911-ldp-install.sh $USER`

To **disable LLDP** permissions, use the following command `sudo: /Applications/MyE911.app/Contents/Resources/scripts/mye911-ldp-uninstall.sh`

Updates

When the MyE911 application has available updates, a yellow bar will appear at the top of the **My Locations** page of the MyE911 Web User Interface, as well as alert the user via a macOS Notification.



 A new version of MyE911 is available. [Click here to download](#)

My Location

Once a user installs the MyE911 application, it should automatically begin working in the background. If the user's company has provisioned corporate locations, MyE911 will automatically detect their location as they move. However, the MyE911 application will prompt the user to input their current location if it does not recognize where they are, either because they are off-premises or are in a non-provisioned corporate location.

Setting Current Location

To set your Current Location:


1. Launch the MyE911 Client application. This can be done by right-clicking the MyE911 icon that appears in your device's taskbar or toolbar.


If the user right-clicks the icon, the following options appear:


- **Open** – opens the MyE911Web User Interface (UI) in your default browser.
 - **Snooze** – snooze location input prompts for up to 24 hours.
 - **Settings** – edit settings for MyE911.
 - **About** – provides MyE911 application information.
 - **Exit** – exit the application; however, if you exit out of MyE911 your location will no longer be sent to an emergency response center upon dialing 9-1-1.
2. If the MyE911 application cannot determine your location, the MyE911 application will open the MyE911 Web UI via your default browser, prompting you to select your **Current Location**.
 3. Enter the address or location name of your **Current Location**. The drop-down will auto-populate with a list of locations or addresses that closely match the information you've input. The locations can be:
 - **Corporate Locations** – locations that have been provisioned by your Administrator for your company. These will have a **building** icon.
 - **Personal Locations** – locations that you have previously added via the MyE911 web UI. These will have a **house** icon.


Let's find you... Add Location and Set as Current

geo

 **geo only**
 Latitude: 33.638188 Longitude: -87.742248

 103 E Georgetown St, Crystal Springs, MS 39059
 Latitude: 31.987742 Longitude: -90.377254

 702 George St, Harrisburg, PA 17103
 Latitude: 40.122075 Longitude: -76.348053


 110 George Cir, Harrisburg, PA 17103
 Latitude: 40.122075 Longitude: -76.348053

4. Select the location that best describes where you are physically located at the moment, and this will be set as your **Current Location**. The **My Location** page will display a green success alert with information about your Current

Location.

Hello, Shervin!

Welcome to MyE911.



Success! Your current location has been updated to:

Location Type: **Corporate Location**
Location Name: **geo only**
Geodetic Coordinates: **33.458586, -111.742248**
Location Information:
Organization Name: **Shervin's sub-tenant (horizon-prime org)**

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

5. You can always open the MyE911 web UI and view the **My Location** page to ensure that MyE911 has correctly detected your **Current Location**. You can

also view this information from the **Manage Locations** page.

Hello, Shervin!

Welcome to MyE911.



We have your current location as:

Location Type: **Corporate Location**

Location Name: **geo only**

Geodetic Coordinates: **33.458586, -111.742248**

Location Information:

Organization Name: **Shervin's sub-tenant (horizon-prime org)**

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


Adding a Personal Location and Setting It to Your Current Location


1. You can create new **Personal Locations** and set them to be your **Current Location**. There are two ways to accomplish this from the **My Locations** page.
 - a. You can start entering an address in the available search field; preferably one that does not already correlate to a pre-existing Corporate or Personal Location. A drop-down will appear displaying a list of possible address matches that already exist in the system. If you select one of these addresses you will be presented with an **Add Location** form where you can supply a name and additional, detailed, information about their exact location.


Let's find you... Add Location and Set as Current

geo

 **geo only**
Latitude: 33.658588 Longitude: -87.742248

 103 E Georgetown St, Crystal Springs, MS 39059
Latitude: 31.987742 Longitude: -90.257254

 702 George St, Harrisburg, PA 17102
Latitude: 40.122075 Longitude: -76.348053

 110 George Cir, Millersburg, PA 17042
Latitude: 40.277778 Longitude: -76.52944

- b. You can also simply click on the **Add Location and Set as Current** button and enter the address directly via the **Add Location** form.
2. The **Add Location** form allows you to supply the needed information in order to save an address as a Personal Location (See image below). You will need to provide the following:
 - a. **Location Name** – a name that identifies the personal location (should not be the same name as other Personal Locations you may have)
 - b. **Address** – civic address for the location
 - c. **Location Information** – granular location information such as room, floor, suite, etc. This is technically the “dispatchable location” – where

emergency services will look for you.

Add Location

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

*Address
Example: 1234 1/2 N Main St, Metropolis, IL 12345

Alternate Address View

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

Cancel
Add and Set as Current Location

NOTE: While the **Location Information** field supports up to 60 characters, not all PSAPs support more than 20 characters.

3. Click the **Add and Set as Current Location** button to save the location as a **Personal Location** for future use, and set it as your **Current Location**.

Invalid Address

If you attempt to add a location that contains an invalid address, or one that cannot be validated, the below error prompt will appear in the **Add Location** form. The address should be corrected, and the form re-submitted.

Add Location

*Location Name

My Location



Examples: Home, Cubicle, XYZ Cafe

*Address

111 This Place, Here, IL 60001

The address provided is not properly formatted.

Example: 1234 1/2 N Main St, Metropolis, IL 12345



Alternate Address View

Location Information

1st Floor



Examples: Apt 657, 1st Floor, Unit 1500

Cancel

Add and Set as Current Location

Manage Locations

You can view all locations (Corporate or Personal) available to you from the **Manage Location** page. **Corporate Locations** are notated by a **building icon**, while **Personal Locations** are notated by a **house icon**.

Manage Locations

Location Type
 All Locations ▼

		Name	Address / Geodetic Coordinates	Info
<input type="radio"/>		aaa location	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>		bbb location	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>		ccc	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>		corp loc	127 Rockwater Dr, Downingtown, PA 19340	
<input type="radio"/>		ddd	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>		eee	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>		fdsjjlaw	250 Park Ln, Atherton, CA 94027	
<input checked="" type="radio"/>		geo only	33.456789, -111.123456	
<input type="radio"/>		loc1	1234 Street, Irvine, CA 92618	

You can filter locations to show only Corporate Locations, only Personal Locations, or both.

Personal Locations

Corporate Locations

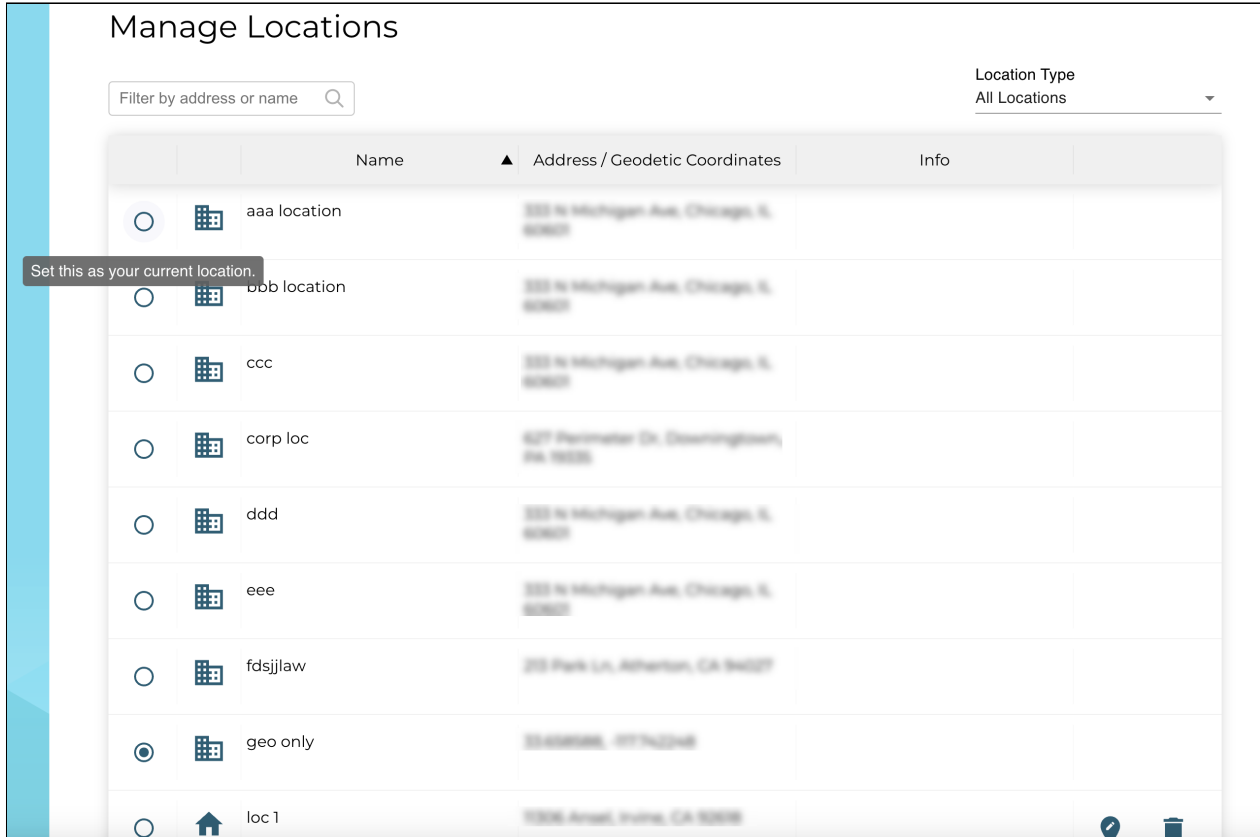
All Locations

You can set your **Current Location**, as well as edit and delete **Personal Locations** from this page. You cannot edit or delete Corporate Locations, which is why the edit and delete icons are not available for Corporate Locations.

Setting Current Location from Manage Locations Page

Users can set their current location to a Personal or Corporate Location from the **Manage Locations** page by clicking on the associated radio button.

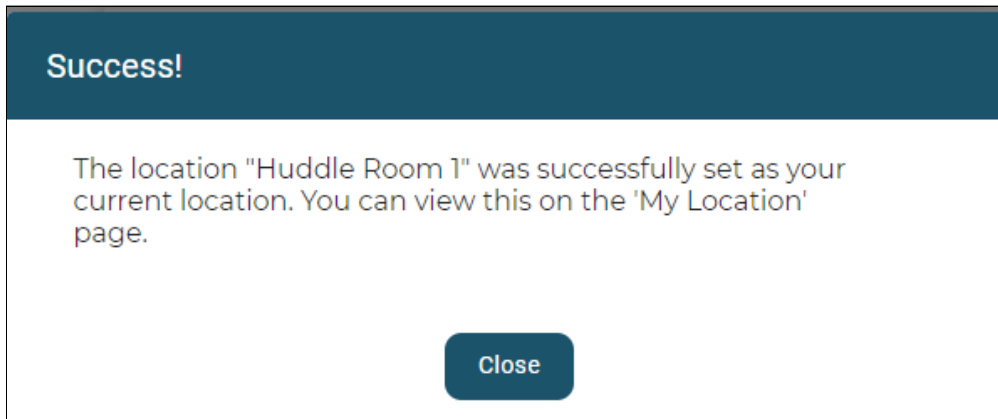
If you would like to change your **Current Location** from the **Manage Locations** page, select the radio button to the left of one of the locations listed.



The screenshot shows the 'Manage Locations' interface. At the top, there is a search bar labeled 'Filter by address or name' and a dropdown menu for 'Location Type' set to 'All Locations'. Below this is a table with columns for Name, Address / Geodetic Coordinates, and Info. The table lists several locations, each with a radio button to its left. A tooltip points to the radio button for the 'geo only' location, with the text 'Set this as your current location.' The 'geo only' location is currently selected, indicated by a filled radio button.

	Name	Address / Geodetic Coordinates	Info
<input type="radio"/>	aaa location	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>	bbb location	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>	ccc	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>	corp loc	627 Sacramento St, Downingtown, PA 19340	
<input type="radio"/>	ddd	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>	eee	333 N Michigan Ave, Chicago, IL 60601	
<input type="radio"/>	fdsjllaw	210 Park Ln, Atherton, CA 94027	
<input checked="" type="radio"/>	geo only	33-688866, 07742248	
<input type="radio"/>	loc 1	1500 Arroyo, Irvine, CA 92618	

You will be prompted when you have successfully updated your **Current Location**.







The success message dialog box has a dark blue header with the text 'Success!'. Below the header, the message reads: 'The location "Huddle Room 1" was successfully set as your current location. You can view this on the "My Location" page.' At the bottom center of the dialog is a dark blue button labeled 'Close'.

Edit Personal Location

You can only edit **Personal Locations**, which are indicated by a **house icon** next to the location's name.

To edit a Personal Location:

1. Click the **edit icon** associated with the Personal Location in question.

<input type="radio"/>		Someone's Cube	333 N Michigan Ave, Chicago, IL 60601	16th fl SE side	
<input checked="" type="radio"/>		Home	123 This Ave, This Place, IL 60000	1st floor	 

2. An **Edit Location** form will appear. You can edit **Location Name**, **Address**, and **Location Information**.

Edit Location

*Location Name

Examples: Home, Cubicle, XYZ Cafe

*Address

Example: 1234 1/2 N Main St, Metropolis, IL 12345

[Alternate Address View](#)

Location Information i

Examples: Apt 657, 1st Floor, Unit 1500

Cancel
Save

3. Click the **Save** button to update the Personal Location.

Delete a Personal Location

You can only delete **Personal Locations**, which are indicated by a **house icon** next to the location's name.

To delete a Personal Location:

1. Click on the associated **delete** icon for the Personal Location in question.

Manage Locations

Filter by address or name 🔍

Location Type
 All Locations ▼

		Name	Address	Info	
<input type="radio"/>		Huddle Room 1	333 N Some Ave, Somewhere, IL 60610	NW side of suite	
<input type="radio"/>		Someone's Cube	333 N Some Ave, Somewhere, IL 60610	16th fl SE side	
<input checked="" type="radio"/>		Home	123 This Ave, This Place, IL 60000	1st floor	
<input type="radio"/>		Coffee Shop	1776 Main St, Somewheresville, IL 11111	Suite 1776	

Previous
Page of 1
20 rows ▼
Next

2. A **Delete Location** confirmation box will appear. Select **Delete** to delete the location.

Delete Location

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

Coffee Shop

Cancel

Delete

NOTE: You cannot delete a location that is set as your **Current Location**.

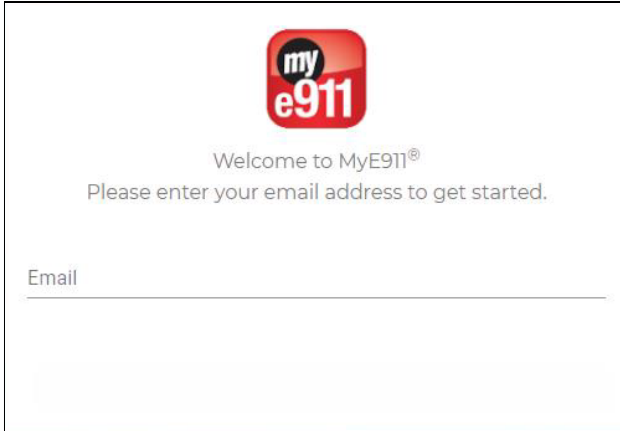
MyE911 "Lite"

Users can also authenticate themselves and access MyE911 without needing to install the MyE911 Client. Using MyE911 without the client is considered the MyE911 "Lite" version. Users will access the MyE911 UI directly via their web browser to initially set their address, and revisit if their location and/or address changes.

The significant difference between using the MyE911 "Lite" version and the locally installed MyE911 Client is that MyE911 "Lite" users must manually update their current location for 9-1-1 calls whenever move to a new location. With the MyE911 Client installed, MyE911 will keep automatically setting the user's location to known places the user has entered previously, or that have been set up by their Administrator.

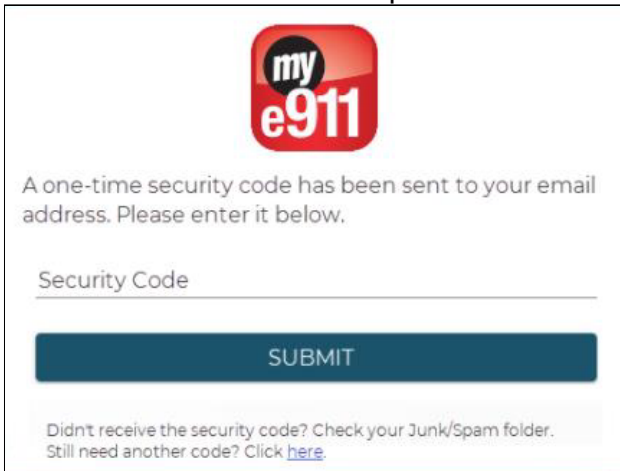
User Authentication

1. Navigate to the MyE911 "Lite" landing page (given to you by your administrator).
2. Enter the email address that was used to create the User account.



The screenshot shows the MyE911 logo at the top. Below it, the text reads: "Welcome to MyE911®" and "Please enter your email address to get started." There is a text input field labeled "Email" with a light blue border and a white background.

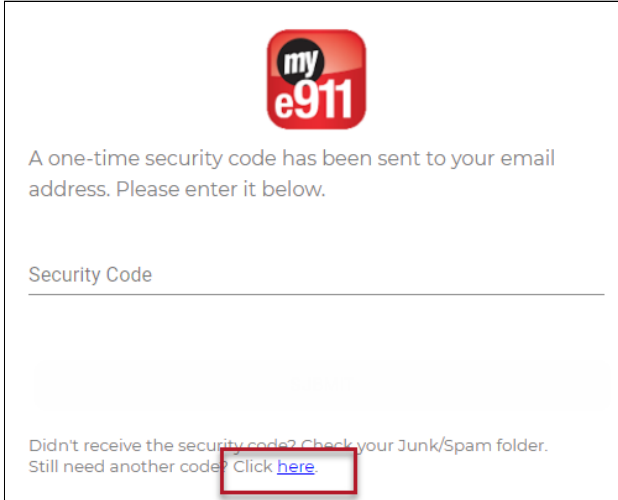
3. Enter the one-time security code that was sent to the associated email account. The code will expire after 24 hours.



The screenshot shows the MyE911 logo at the top. Below it, the text reads: "A one-time security code has been sent to your email address. Please enter it below." There is a text input field labeled "Security Code" with a light blue border and a white background. Below the input field is a dark blue button with the text "SUBMIT" in white. At the bottom, there is a link: "Didn't receive the security code? Check your Junk/Spam folder. Still need another code? Click [here](#)."

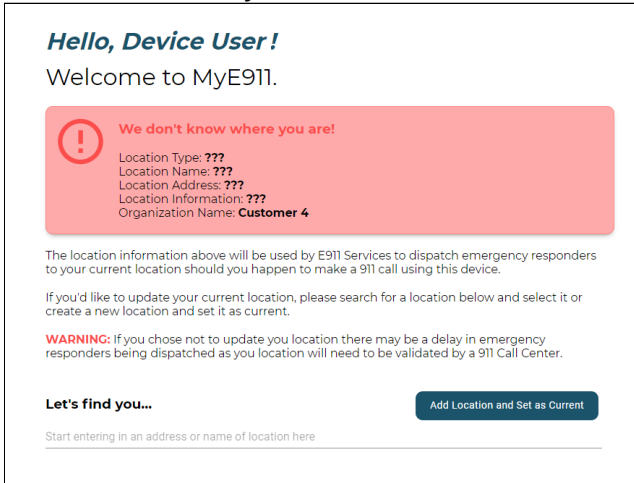
4. Users of MyE911 "Lite" will be prompted to reauthenticate after 60 minutes.

5. Users will have the ability to resend a one-time security code.



The screenshot shows a mobile application interface for MyE911. At the top is the MyE911 logo. Below it, a message states: "A one-time security code has been sent to your email address. Please enter it below." There is a text input field labeled "Security Code". At the bottom, a message says: "Didn't receive the security code? Check your Junk/Spam folder. Still need another code? Click [here](#)." The "here" link is highlighted with a red box.

6. Once authenticated, users will be directed to the My Location page like they would via the MyE911 Client.



The screenshot shows the "Hello, Device User!" screen in the MyE911 application. It includes a welcome message: "Welcome to MyE911." Below this is a red warning box with an exclamation mark icon and the text: "We don't know where you are!" followed by location details: "Location Type: ???", "Location Name: ???", "Location Address: ???", "Location Information: ???", and "Organization Name: Customer 4". Below the warning box, there is explanatory text: "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." and "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." A "WARNING:" section states: "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." At the bottom, there is a section titled "Let's find you..." with a search input field and a button labeled "Add Location and Set as Current".

Troubleshooting

Log Files

The log files are located at `~/Documents/logs`. The log files are named `0.log`, `1.log`, et cetera. The first time the app is launched it will log to `0.log` and use that file for the day. Then, on the next day, it will log to `1.log` and use that file for the day, and so on, up to seven days (`6.log`). On the eighth day, the app will reuse `0.log` and use that file for the day, appending more logs to the end.

Logs are disabled by default. To enable logging in the MyE911 app:

1. Click on the **MyE911 icon** in the menu bar.
2. Click on **Settings**.
3. Check the **Enable Debug Logging** checkbox.
4. Click on the **Save** button.

App Properties

Unlike the 4.x version, properties are not stored in a file on macOS, but they can be accessed using the defaults command. Below are some examples with their corresponding output.

NOTE: The dollar sign in the examples represents the **Terminal prompt**. It's not part of the command.

How to Display All App Properties

```
$ defaults read redsky.mye911.com
{
  api = "https://primelabdev01.e911cloud.com";
  currentLogFileNumber = 1;
  dateOfLastLog = "2023-03-05 19:26:52 +0000";
  lldpTimeput = 2;
  logsEnabled = 1;
  numOfLogFiles = 7;
  secret = "azO9m/Woyf+zN5+NuwogcpWWi...Xs9zQsjRws/pf006geJXFHQ=";
  token = "x0kt01NCPnCHneULCYj...HEkYt0NtfFPLH/e5buQXMwc8VhvJg==";
}
```

How to Display a Single Property

In this example, we're only displaying the **API property**, which corresponds to the **Host** field in the **Settings** dialog of the app.

```
$ defaults read redsky.mye911.com api
https://primelabdev01.e911cloud.com
```

How to Edit a Property

In this example, we're manually enabling the logs by setting the **logsEnabled** property to **true**.

```
$ defaults write redsky.mye911.com logsEnabled 1
```

How to Delete All Properties

Deleting all properties will cause the app to trigger the registration dialog again. It's not recommended to do this while the app is running.

```
$ defaults delete redsky.mye911.com
```

How to Reset App Prompts

When the app launches for the first time, and when it gets updated, it will show the user some authorization prompts. Those are remembered by the OS and not shown again.

However, there is a way to delete the answers given and make the OS prompt the user again. This is done with the **tccutil** command. Below are some examples. Please quit the app first before running the commands.

Reset Documents Folder Prompt

Successfully resets SystemPolicyDocumentsFolder approval status for redsky.mye911.com.

```
$ tccutil reset SystemPolicyDocumentsFolder redsky.mye911.com
```

Reset All MyE911 Prompts

Successfully resets All approval status for redsky.mye911.com.

```
$ tccutil reset All redsky.mye911.com
```

Removing the App

Normally, deleting an app from the **Applications** folder is enough to “uninstall” it. However, that is not enough to completely remove all traces of MyE911 from the Mac.

Follow these steps to remove everything the app generates. Remember to quit the app before uninstalling it.

From the Terminal, run these commands:

1.

```
rm -fr ~/Documents/logs
```
2.

```
defaults delete redsky.mye911.com
```
3.

```
sudo /Applications/MyE911.app/Contents/Resources/scripts/mye911-lldp-uninstall.sh
```
4.

```
rm -fr /Applications/MyE911.app
```
5.

```
osascript -e 'tell application "System Events" to delete every login item whose name is "MyE911"'
```
6.

```
tccutil reset All redsky.mye911.com
```

NOTE: Running the LLDP uninstall script in Step 3 will require you to run the install script again if the app is reinstalled.