



fūsus

Requesting FususOne Credentials with RapidSOS Portal

Credentials are managed through the administrative module in the RapidSOS Portal. Prior to receiving approved credentials for an integration, 911 Agencies, PSAPs, and ECCs must have a RapidSOS Portal account as an approved Jurisdiction Boundary File. Please see the following steps to obtain credentials:

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RapidSOS Portal

Existing RapidSOS Portal Accounts

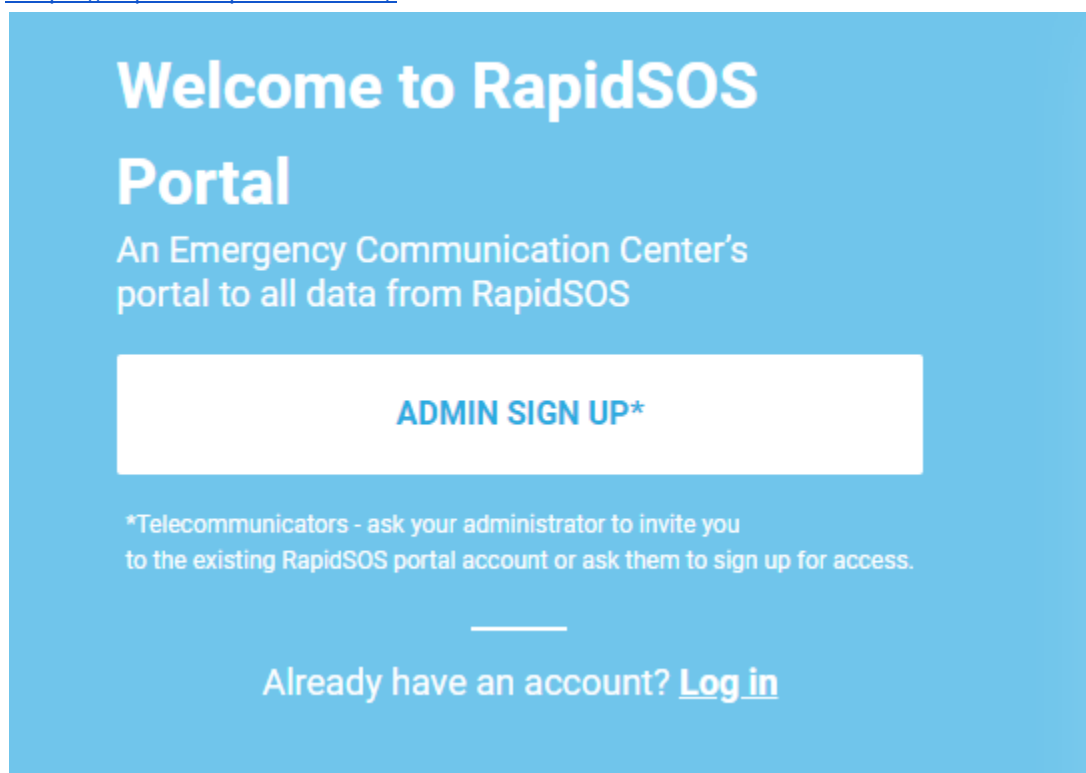
If you already have a RapidSOS Portal Account, skip to the section “[Requesting Credentials for a New Integration](#)” on [Page 4](#).

New RapidSOS Portal Accounts

All integrations require an active RapidSOS Portal account with an approved Jurisdiction Boundary File.

Sign Up for a RapidSOS Portal Account

Customers that do not have a RapidSOS Portal Account can sign up for one at <https://rapidsosportal.com/>.



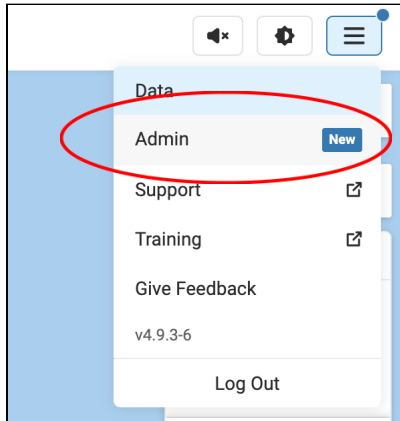
Click the “**ADMIN SIGN UP***” button and complete the registration form with your information.

You will receive a confirmation email when submitted and another email once your account is approved.

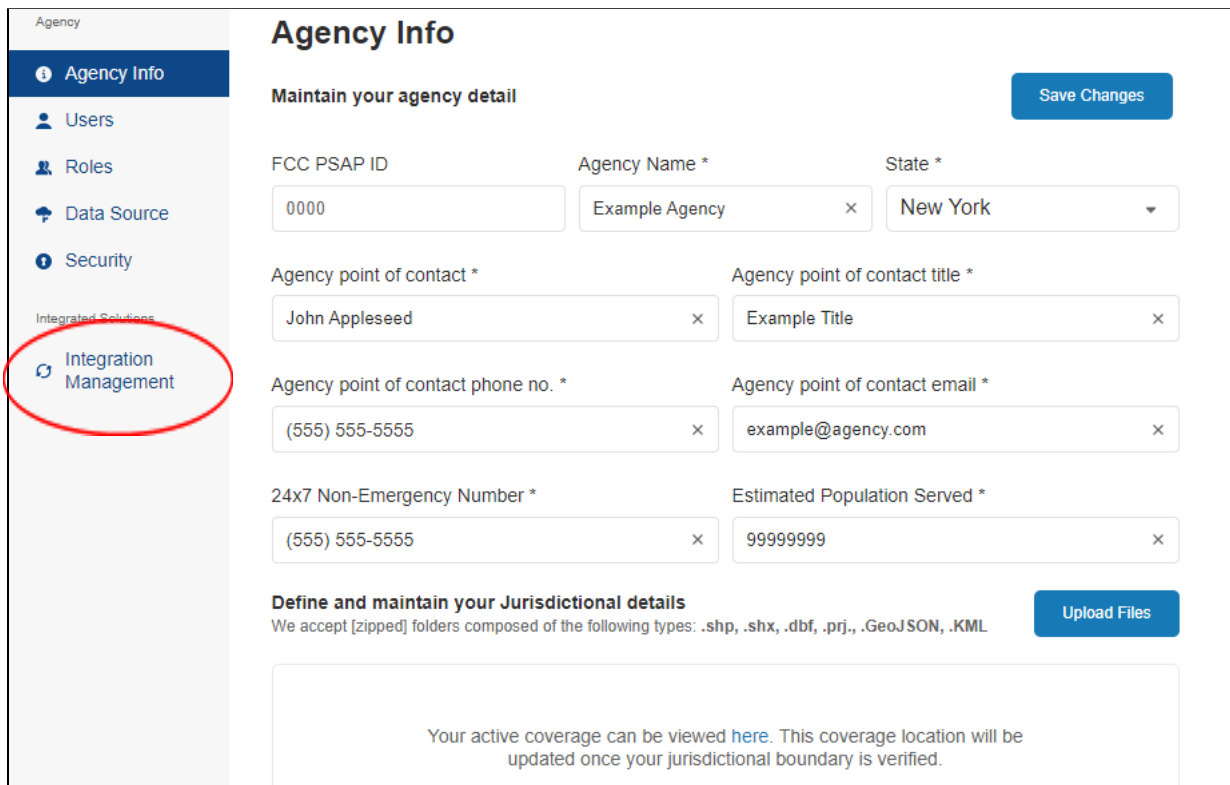
Uploading Your Jurisdiction Boundary File (JBF)

Once approved, log into your RapidSOS Portal account at <https://rapidsosportal.com/login>.

Click the menu button in the top right corner of the screen and select “Admin”.



Click “Agency Info” in the left menu and navigate to the “Define and maintain your Jurisdictional details” at the bottom of the page and click “Upload Files” to select and upload your JBF.

A screenshot of the 'Agency Info' page in the RapidSOS Portal. The left sidebar contains a menu with items: 'Agency Info', 'Users', 'Roles', 'Data Source', 'Security', 'Integrated Solutions', and 'Integration Management'. 'Integration Management' is circled in red. The main content area is titled 'Agency Info' and has a subtitle 'Maintain your agency detail'. It contains several input fields: 'FCC PSAP ID' (0000), 'Agency Name *' (Example Agency), 'State *' (New York), 'Agency point of contact *' (John Appleseed), 'Agency point of contact title *' (Example Title), 'Agency point of contact phone no. *' ((555) 555-5555), 'Agency point of contact email *' (example@agency.com), '24x7 Non-Emergency Number *' ((555) 555-5555), and 'Estimated Population Served *' (99999999). There are 'Save Changes' and 'Upload Files' buttons. At the bottom, there is a section titled 'Define and maintain your Jurisdictional details' with a note: 'We accept [zipped] folders composed of the following types: .shp, .shx, .dbf, .prj., .GeoJSON, .KML'. Below this is a text box with the message: 'Your active coverage can be viewed here. This coverage location will be updated once your jurisdictional boundary is verified.'

Once the RapidSOS team has processed the jurisdictional boundary information, the requesting agency will need to verify that this information is accurate and correct.

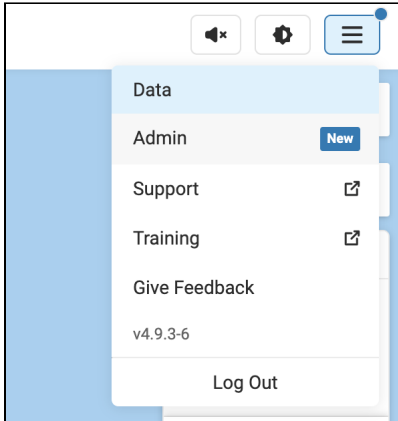
NOTE: Once submitted to RapidSOS, it may take 4-6 weeks to be approved by upstream partners.

Requesting Credentials for a New Integration

Credentials will not be issued until the Jurisdiction Boundary File is approved.

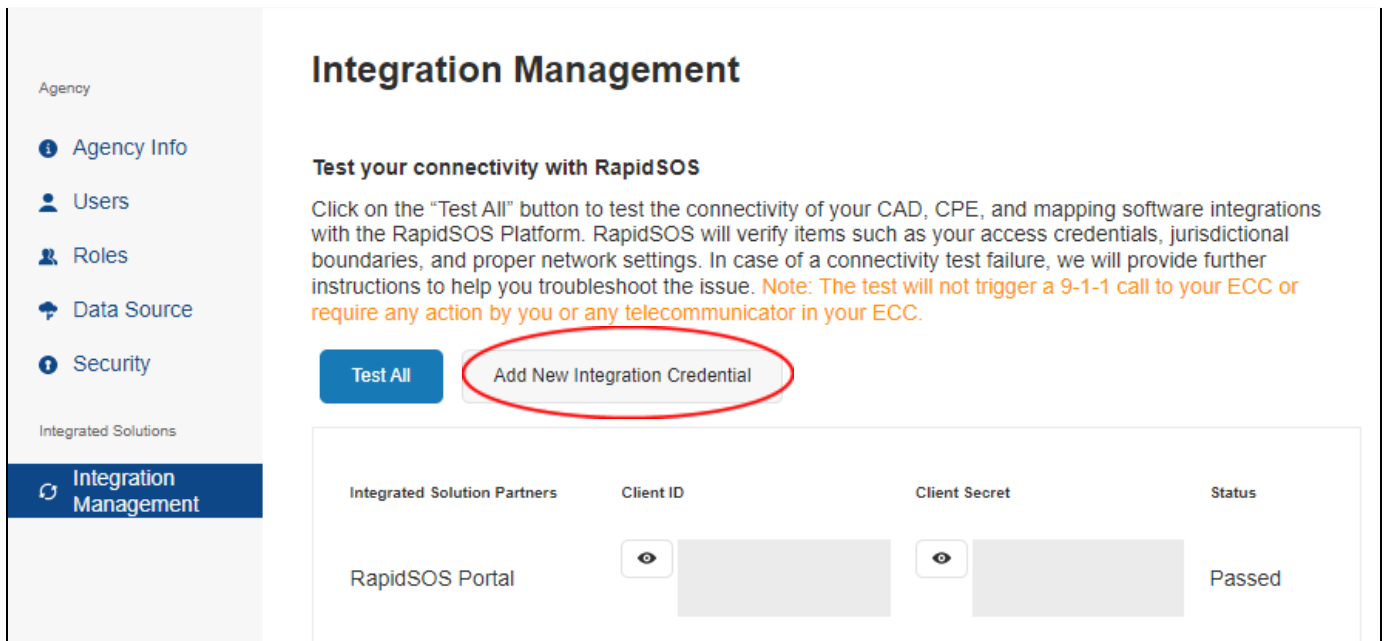
Log into RapidSOS Portal at <https://rapidsosportal.com/login>.

Click the menu button in the top right corner of the screen and select “Admin”.



In the left menu of the Admin Page, select “Integration Management” and click “Test All” to test your connection with the RapidSOS Emergency Data Platform.

Click “Add New Integration Credential” and complete the popup form, selecting “FususOne” from the list of integration solutions to request your credentials.



You will be notified by the RapidSOS EEM or RM serving your area when the credentials are approved. **This process takes 1-2 weeks.** You can see your credentials by clicking the “Eye” button next to each Client ID and Client Secret for the integration. **Each credential is unique to each integration.**

RapidSOS Support

Please work with Fusus and/or the RapidSOS support team to ensure the configuration is set up correctly.

Troubleshooting

Issue	Resolution
“Unauthorized Access”	<p>Check the client configuration points to the <u>production URL</u>. For example, sometimes “sandbox” (for testing and development) is left in the URL.</p> <p>Good: https://api.rapidsos.com Bad: https://api-sandbox.rapidsos.com</p>
“Unauthorized Access”	<p>Check the client’s credentials for your integration.</p> <p>View the credentials in the client’s portal and re-copy/paste the credentials into the configuration page.</p> <p>Please check that there are <u>no trailing whitespaces</u> after copying/pasting as shown below.</p> <p>Good: <code>...GQcStHaL</code> Bad: <code>...GQcStHaL</code></p>

Support Contacts

PARTNER TEAM

General Inquiries:

partnerenablement@rapidsos.com

Cornelius Cody

Partner Success Associate

ccody@rapidsos.com

(908) 619 9294

Bill LePoidevin

Partner Success Manager

wlepoidevin@rapidsos.com

(206) 457-7525

Dave Sehnert

Director of Strategy & Partnerships | NG911

dsehnert@rapidsos.com

(303) 476 0719

TECHNICAL

Matt Faircloth

Technical Support Manager

support@rapidsos.com

(205) 627-4025 *

****Partners should always submit a ticket for non-urgent technical support requests.***

Please only reach out by phone in urgent circumstances.

PUBLIC SAFETY

Regional & ECC Emergency Managers

Please refer to [this contact list](#) of RMs and EEMS by region and state.

Jamison Peevyhouse

Senior Director, Public Safety

jpeevyhouse@rapidsos.com

(731) 571-7482