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.

2. Enter your email address

3. The System will notify you that a security code was emailed.
4. 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)

5. Enter the Security Code and click Submit.
6. Once the Portal opens, Confirm Your Telephone Number.
   a. Click on “User Details”
   ![User Details screenshot]
   b. Check your telephone number.
   ![User Details screenshot]
   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”
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.
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 Screen]

   b. The "Success!" message will display. Click Close.

   ![Success Screen]

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

   ![RedSky Screen]
4. **Alternate Address** – Expands the number of fields used to enter an address if the standard “add location” window does not recognize your formatting.
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*
x. Country*
xii. Location Information (not required but will be sent with your 911 call) – Apt. Number, floor, unit, etc.
b. Click “Add and Set as Current Location.”

![Add and Set as Current Location]

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...]

Start entering 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**.

- 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)
  - Select the location from your list by clicking on the radio button.
- Click Close.

![Success message]

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

![Screen capture of MyE911 interface]

- 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