

Steps to install and test MyE911 App (Mac Version)

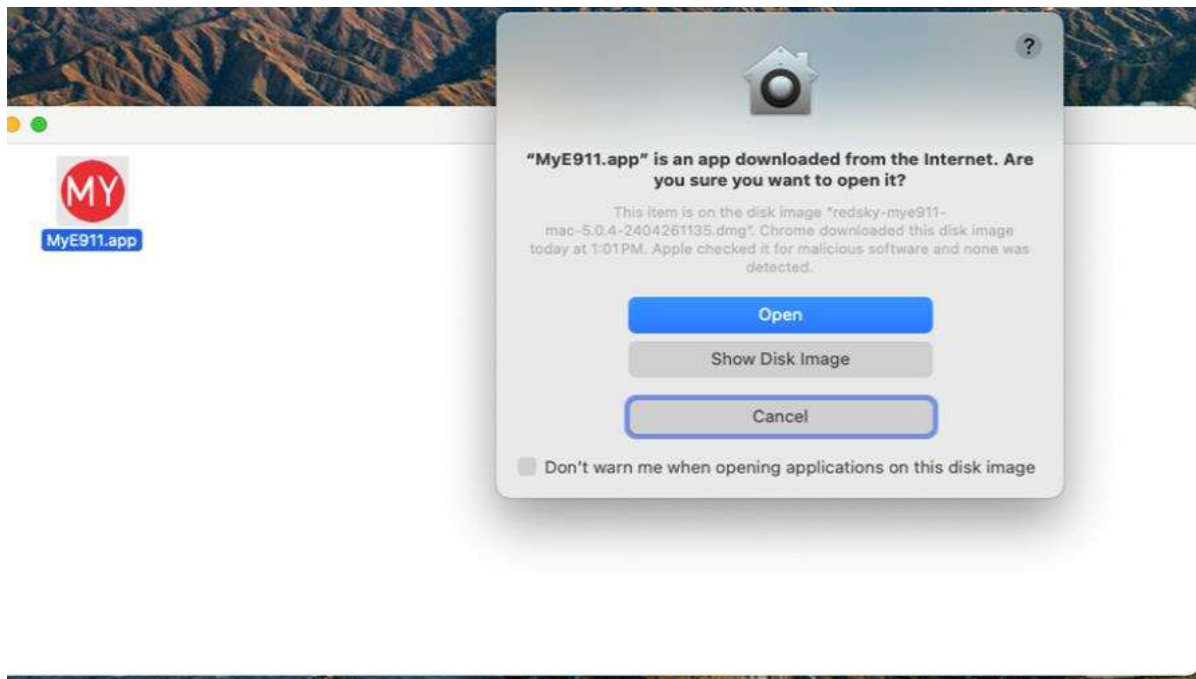
Note: Section 1 will require Admin Rights. If you do not have Admin Rights, Desktop support will complete this section. Remaining sections can be completed by the user.

Section 1 – Installation

1. Go to the below link
<https://software.usc.edu/mye911/>
2. Select MacOS link for Mac users
3. Drag and drop the MyE911 application into your Applications folder. (See image below).



4. Click on the MyE911 app and click 'Open'



5. MyE911 app would have been successfully installed.

Section 2 – Location Set-Up

1. Once MyE911 is successfully installed, go to task bar, or toolbar and right click on MyE911 app and select “Register”.



2. Enter your Agent email address and host name as “https://five9.e911cloud.com”



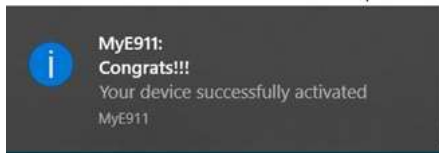
3. You will receive a verification code in your email and enter the verification code.



4. Enter the verification code into the “Device Registration pop up (See image below)



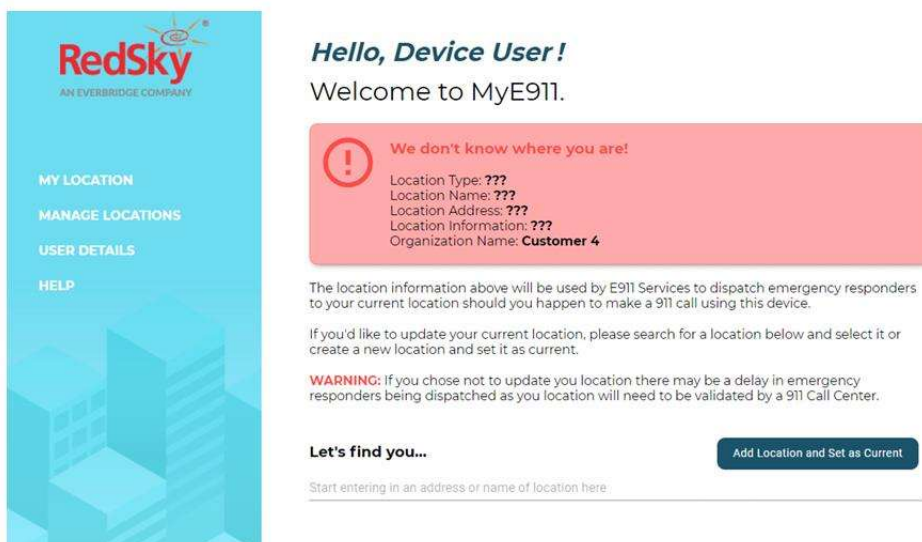
5. Once your device is verified you should receive a notification telling you that your device has been activated. (See image below)



6. Launch MyE911 app by going to task bar, or toolbar and right click on MyE911 app. Select “OPEN”

7. MyE911 app opens in a web browser as shown below.

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’. (See image below)



8. 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 which have been provisioned by your Administrator for your company. These will have a building icon. a. "Personal Locations" – locations which you have previously added via the MyE911 web UI. These will have a house icon.

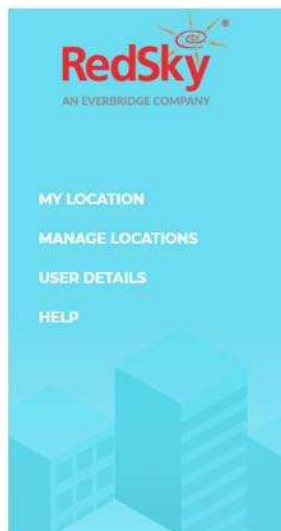
Let's find you...

Add Location and Set as Current

home

	Home 123 This Ave, This Place, IL 60000 Location Information: 1st Fl - Apt 1
	912 Delhomme Ave, Scott, LA 70583

9. Select the location which best describes where you are physically located now, 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'. (See image below)



Device User

Welcome to MyE911.



Success! Your current location has been updated to:

Location Type: **Corporate Location**
Location Name: **Corporate HQ**
Location Address: **123 Main St, Your City, IL 60000**
Location Information: **16th Floor**
Organization Name: **Acme Corp.**

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:

10. 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.

Five9

MY LOCATION
MANAGE LOCATIONS
USER DETAILS
HELP

Manage Locations

Filter by address or name

Location Type: Corporate Locations

	Name	Address / Geodetic Coordinates	Info
<input type="radio"/>	615 Childs Way, Trojan Residence Hall, Los Angeles, CA, USA 90089	615 U S C, Los Angeles, CA 90089	
<input type="radio"/>	ABA FL1	2715 University Ave, Los Angeles, CA 90089	1st flr
<input type="radio"/>	ABM FL1	2823 S Flower St, Los Angeles, CA 90007	1st flr
<input type="radio"/>	ABM FL2	2823 S Flower St, Los Angeles, CA 90007	2nd flr
<input type="radio"/>	ABP FL1	2303 U S C, Los Angeles, CA 90089	1st flr
<input type="radio"/>	ABX FL1	2716 Severance St, Los Angeles, CA 90089	1st flr
<input type="radio"/>	ACB FL1	825 Bloom Walk, Los Angeles, CA 90089	1st flr
<input type="radio"/>	ACB FL2	825 Bloom Walk, Los Angeles, CA 90089	2nd flr
<input type="radio"/>	ACB FL3	825 Bloom Walk, Los Angeles, CA 90089	3rd flr
<input type="radio"/>	ACB FL4	825 Bloom Walk, Los Angeles, CA 90089	4th flr

Five9

MY LOCATION
MANAGE LOCATIONS
USER DETAILS
HELP

Manage Locations

Filter by address or name

Location Type: Personal Locations

	Name	Address / Geodetic Coordinates	Info
<input checked="" type="radio"/>	Home	[REDACTED]	1st floor

Page 1 of 1, 25 rows

11. Update your cellphone number in Callback Number field under User Details.

Five9

MY LOCATION
MANAGE LOCATIONS
USER DETAILS
HELP

User Details

First Name
Srisneha

Last Name
Krishnaraj

Email
Srisneha.Krishnaraj@usc.edu

*Callback Number
[Redacted]

Device User IDs
[Redacted]

Save

Section 3 – Complete Test Call

1. Place a 933 Test call from your Five9 agent desktop, by entering 933 and scroll to the bottom of the list.



No active interaction

Q 933

Mandi Wang (2064583933)	UNKNOWN
Nancy Henning (3234096933)	Keck Sch...
ISI-MDR-1054-3104489339 (3104489339)	Common ...
Tod Neal (6193336523)	UNKNOWN
Neil Teixeira (2138218933)	USC Ann...
Pinghui Feng (2137407933)	Herman ...
Karen Young (2138213933)	USC Dor...
Cynthia Cuno (2137409333)	Informati...
Seokun Choi (9493314749)	Student ...
933 (9110000003, 911 Test)	Speed Dial

More results available, refine your search...

Once you hit dial you will hear an automated message playing your address and phone number that is configured in MyE911 app as shown above. Please validate your address and phone number in your 933-test call.

Note: Once the testing is complete, please share results with your supervisor.