PERFORMANCE ALERT

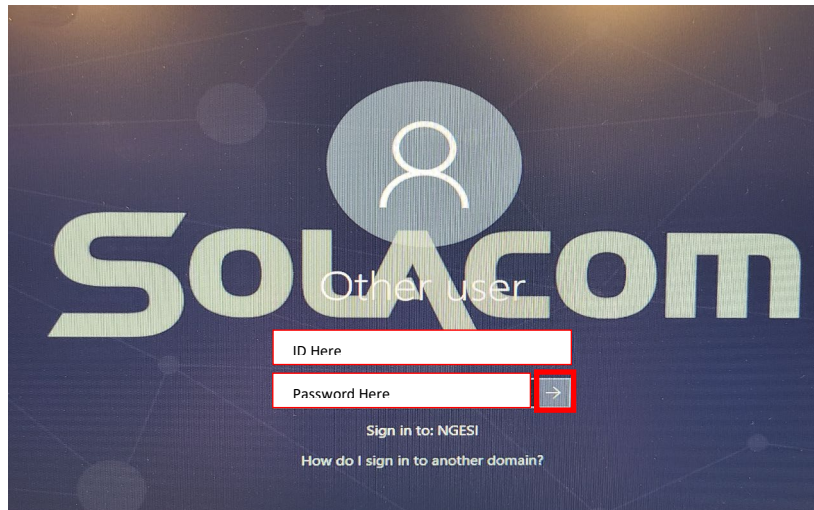********* **Single Sign-On/Off** *********

Single Sign-On (**SSO**) is an authentication scheme that allows a user to log in with a single ID and password to any of several related, yet independent, software systems. This will allow call takers to sign on to the NG911 network with their ID and Password and open the Solacom Guardian and GeoLynx map with just a click of the icons.

To Log In:

1. From the Windows resting screen press "Ctrl+Alt+Delete" on the keyboard.

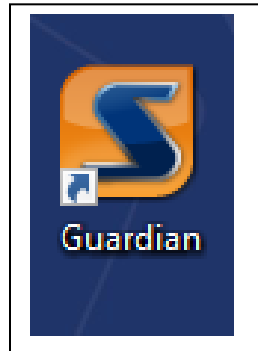2. Enter your network ID and Password, click enter or the → to login.

3. You are now viewing the Main Screen for logging into the Solacom Guardian IWS and GeoComm GeoLynx Map.
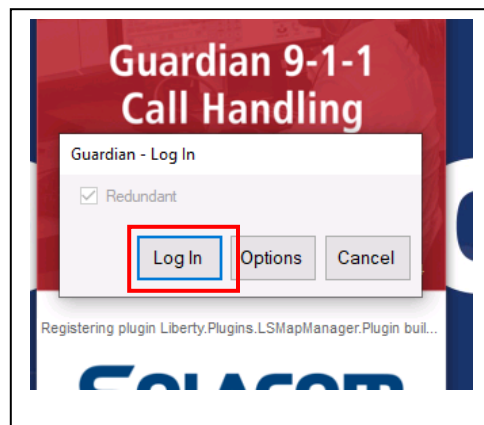
Launch Guardian

On the desktop, locate and double-click on the Solacom application icon:

Login

The "Guardian – Log In" dialog box will appear on your screen.

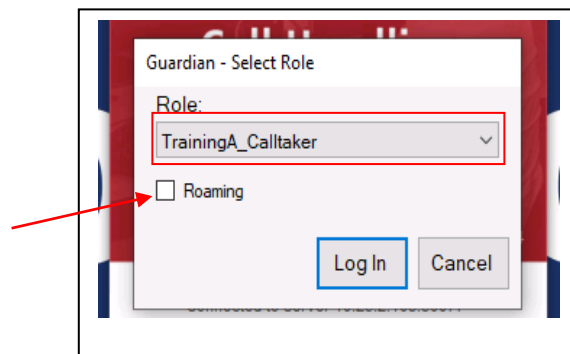
1. For ACD PSAPs:
   - Click Log In.

Multiple Role Users – ACD Configuration

A user with multiple roles will see the "Guardian – Select Role" dialog box.

To select your role:

1. Click the **Role drop down arrow.**
2. Select the appropriate role for your current session.

3. The **Roaming** check box needs to remain unchecked.
4. Click the **Log In** button.
5. To change roles, you must log out and then log in selecting the appropriate role.

Single Role Users – Ring All Configuration

1. The **Roaming** check box needs to remain unchecked.
2. Click the **Log In** button.
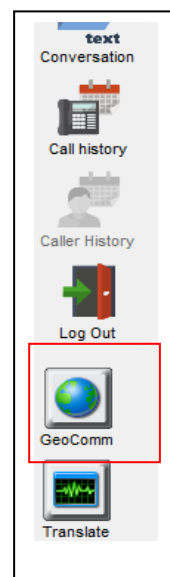3. Automatically opens the Solacom Guardian IWS.

📌 **You will be logged into the Solacom Guardian IWS without the need for additional ID and Password**.

GeoComm GeoLynx Map Log In

Launching the GeoLynx Map

1. Locate the GeoComm Map Icon [GeoComm] in the left Navigation bar.
2. Click once on the GeoComm Map Icon.
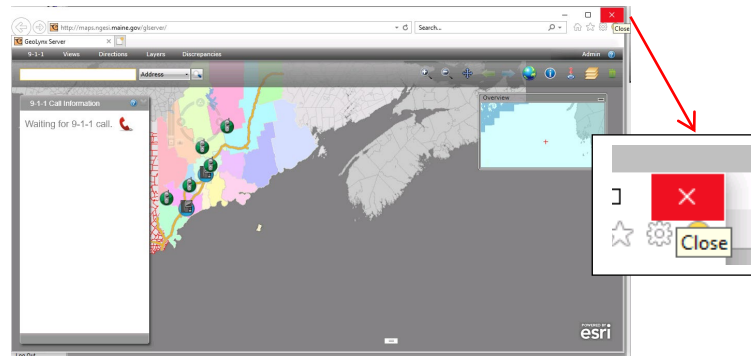3. Map will launch on the opposite screen.

Log Out

At the end of each shift, you must log out of the GeoComm GeoLynx Map, Solacom Guardian IWS and the Windows 10 application. It is important to properly log out of all 3 systems.

Log Out Steps:

GeoComm GeoLynx Map:

To log out of the GeoLynx Map

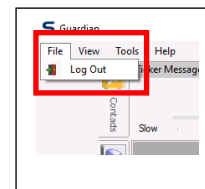**1.** Click on the "X" in the upper right corner of the Map screen.
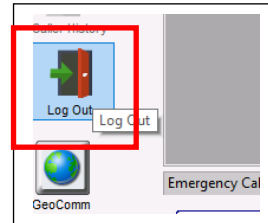

2. One click and the map will close.

Log Out of Solacom Guardian IWS:

There are two ways to close out of the Solacom Guardian IWS.

1. First option is by using the "**File**" menu then click **Log Out**.

2. The second option would be to click on the
    Log Out button located in the Left Navigation
    bar in the Guardian screen**.**

Note: Both options will properly close the Solacom Guardian IWS program. Using the [×] **in the upper right of the screen is not suggested.**

Log Out of Windows 10 application

1. From the Windows 10 main screen double click on the [Sign Out] icon.

2. At the end of your shift your position should be at the "Press Ctrl+Alt+Delete to unlock" screen to be sure you completely logged out.

3. If your screen does not look like the screen pictured above then you are still logged in as a calltaker and anyone is able to use your login to answer 9-1-1 calls.

Please contact the Emergency 9-1-1 Center 1 (866) 984-3911 with any system issues.