

CORES® Quick Reference Guide

Mission Manager

Overview

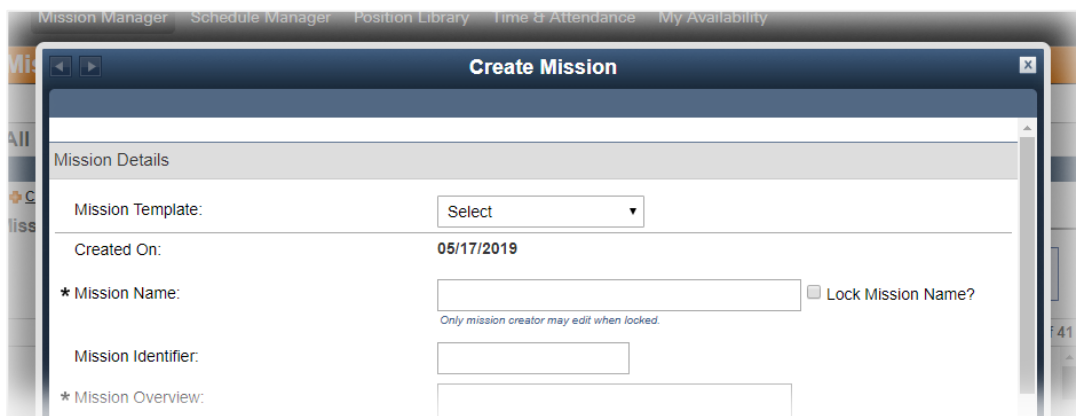
The Mission Manager module helps you organize and deploy responders and volunteers during an incident or event. The main components of a mission are deployments, positions, shifts (optional), availability, assignments, and notifications. Other than shifts, which are only available if your organization is using the *Schedule Manager*, all components must be defined to successfully create a mission.

Note: Responders and volunteers are both acceptable terms for the people who respond to and volunteer for incidents. Although your solution may refer to them as volunteers, responders is used throughout this document for consistency.

Mission components are entered through a series of steps. Templates for different types of missions and components can be set up and used to simplify the process of creating a mission. Contact your System Administrator to request new or edit existing templates.

To Create a Mission

1. Click the **Missions** tab, and if it is not already selected, click **Mission Manager**.
2. On the left, click **Create Mission**. The *Create Mission* window opens.



3. If an appropriate template is available, in the **Mission Template** list, click the template.
4. Enter any additional information, including all required fields and other details according to your guidelines.
5. Click **Add Organizations**. The *Organization Selection* window opens.
6. Select the check box for organizations that are eligible for the mission, and then click **Select**.

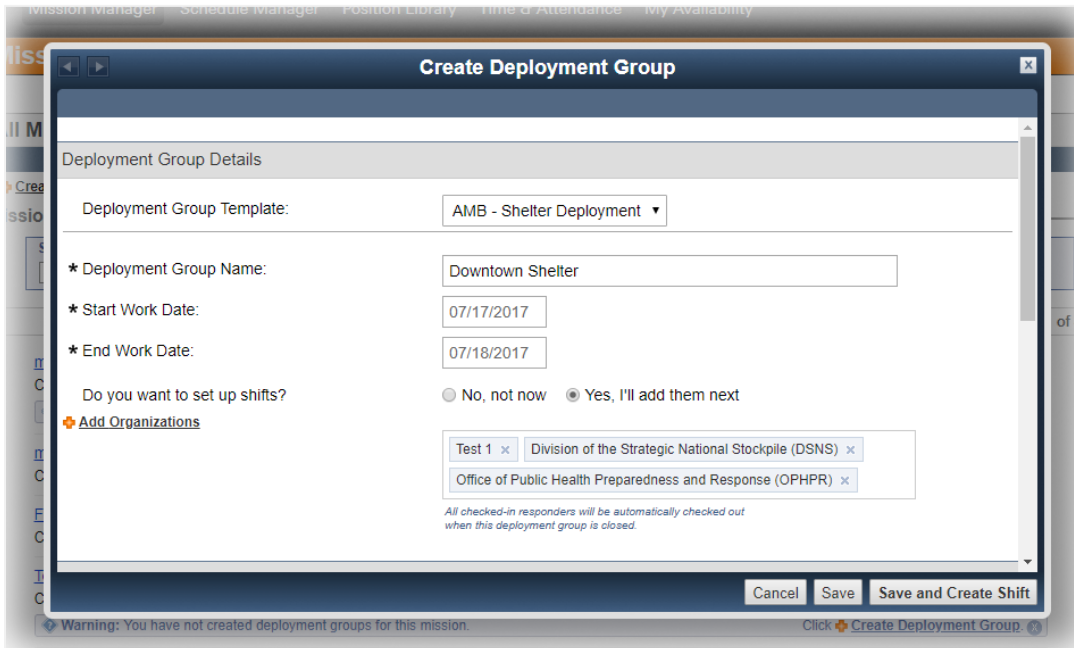
Note: Only responders that belong to selected organizations are considered for the mission.

7. Click **Save and Create Deployment**. The *Create Deployment Group* window opens and you can proceed to [The Create Deployment Group](#) procedure.

To Create a Deployment Group

Note: You must specify at least one position in the deployment group.

1. On the *Create Deployment Group* window, enter the required information.

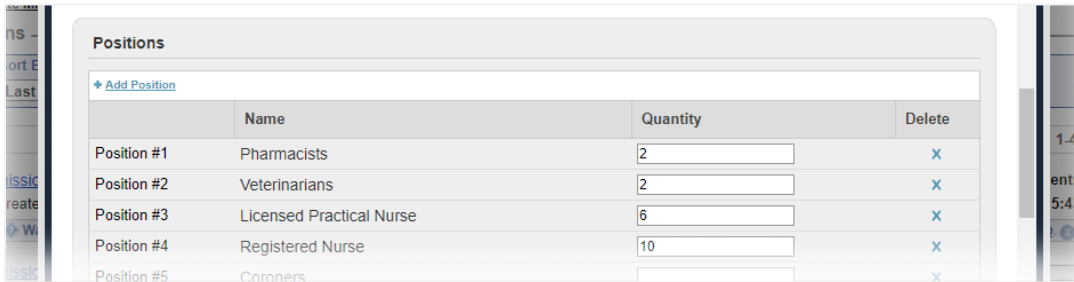


2. Click **Add Organizations**. The *Organization Selection* window opens.
3. Select the check box for organizations that are eligible for the mission, and then click **Select**.

Note: Only responders that belong to selected organizations will be considered for the mission.

4. In the *Positions Needed* section, click **Add Position**. The *Deployment Group* window opens.
5. Select the check box for the positions you want to include in this group. Alternatively, click **Create Custom Position**. The *Position* window opens. Enter the required information and click **Create**.

- Click **Add Position**. The *Create Deployment Group* window opens and selected positions appear in the table.



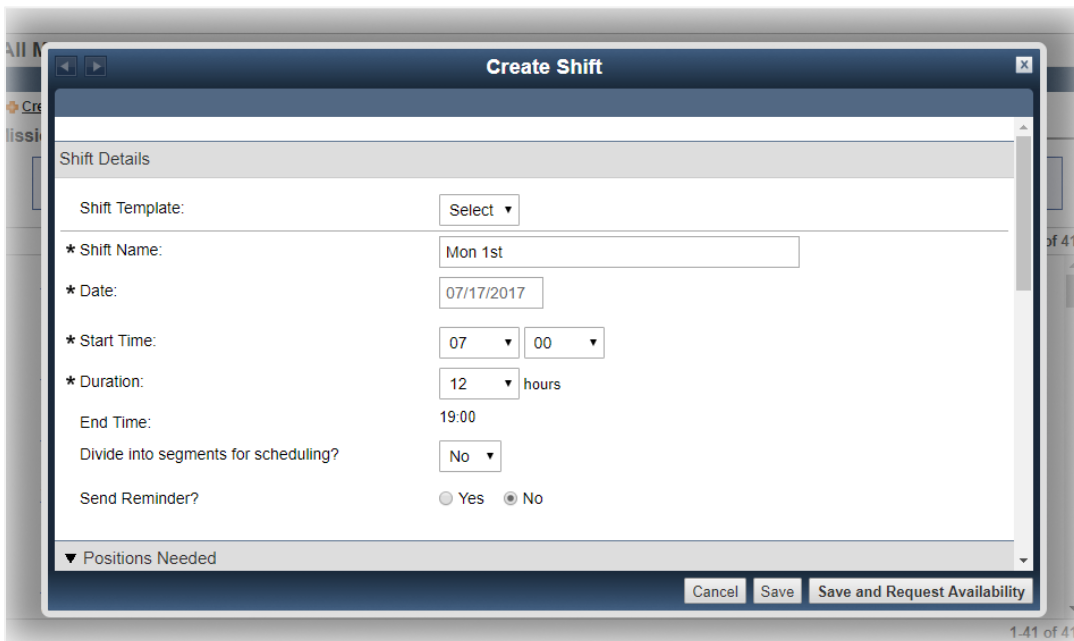
- For each position, enter the **Quantity** of responders needed for this deployment.
- Take one of these actions.

If you want to...	Then...
Create shifts,	Click Save and Create Shift and proceed to the To Create a Shift procedure.
Request availability,	Click Save and Request Availability and proceed to the To Request Availability procedure.

To Create a Shift

Shifts and shift features may not be available in your system.

- On the *Create Shift* window, enter the required information.



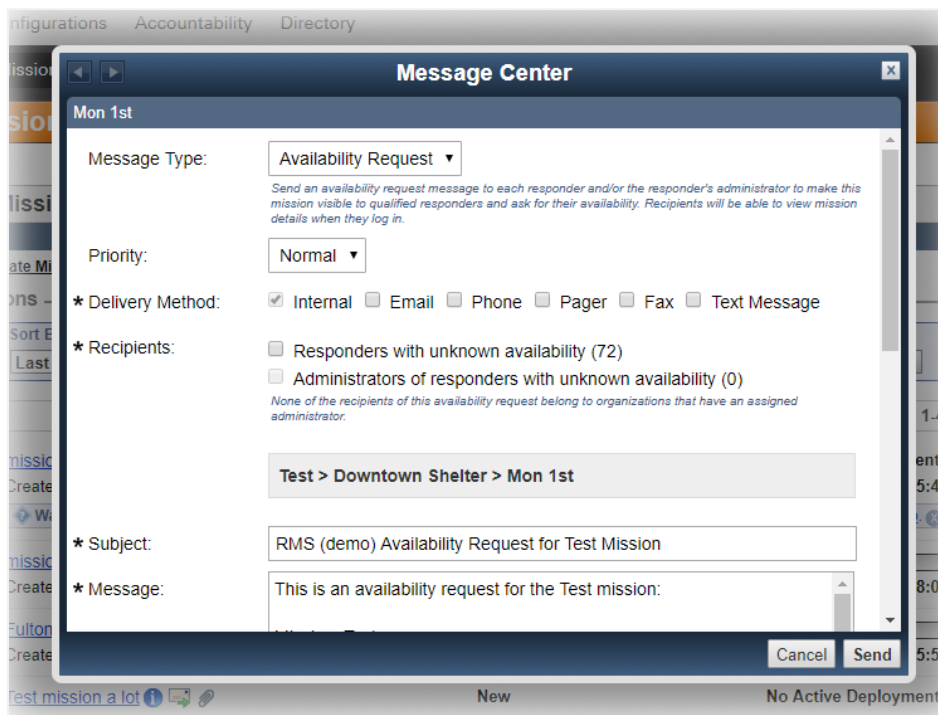
- If you want to add positions, take these actions.
 - In the *Positions Needed* section, click **Add Position**. The *Shift* window opens.

- b. Select the check box for the positions you want to include on this shift. Alternatively, click **Create Custom Position**. The *Position* window opens. Enter the required information and click **Create**.
 - c. Click **Add Position**. The *Create Shift* window opens and selected positions appear in the table.
3. For each position, enter the **Quantity** of responders needed for this shift.
4. Click **Save and Request Availability**. The *Message Center* window opens and you can proceed to the To Request Availability instructions.

To Request Availability

You can send messages from the mission, deployment, shift, or position windows. The window from which you send the message determines the which responders receive it. For example, to notify all responders, send your message from the mission level. To notify responders on a particular shift, send your message from the shift window.

1. On the *Message Center* window, enter the required information. Some fields are pre-populated, but you can change the text to meet your needs and correspond with your standards.



The screenshot shows the 'Message Center' window with the following details:

- Message Type:** Availability Request (dropdown menu)
- Priority:** Normal (dropdown menu)
- Delivery Method:** Internal (checked), Email, Phone, Pager, Fax, Text Message (unchecked)
- Recipients:**
 - Responders with unknown availability (72) (unchecked)
 - Administrators of responders with unknown availability (0) (unchecked)
- Subject:** RMS (demo) Availability Request for Test Mission
- Message:** This is an availability request for the Test mission:
- Buttons:** Cancel, Send

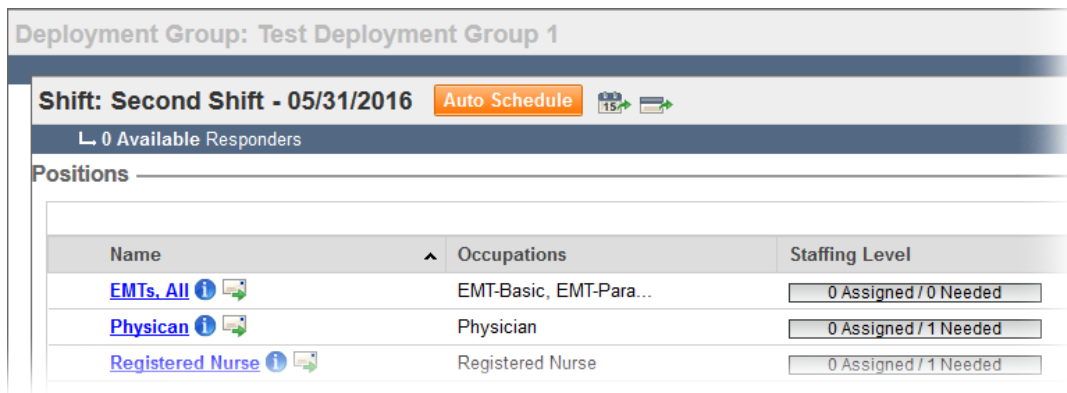
2. For more options, such as adding and formatting information, scroll down and click **Go to full message**. The *Compose* page opens.
3. Enter your message details.
4. Click **Send**. The *Message Center* window closes.


To Assign and Notify Responders

Consider assigning specialty positions first to ensure volunteers with specialized skills are not assigned to more general roles. Once specialized positions are assigned, if you do not have a preference regarding which qualified responders are assigned to the remaining positions, you can use **Auto Schedule** on the *Deployment Groups* or *Shift* page to allow the system to automatically assign available and qualified responders.

If the system indicates there are no qualified responders for a position, click **View Position Details** and consider editing the position requirements to see whether you have other registered users who can fill the position.

1. In the *Deployment Groups* or the *Shift* page, click a position name. The *Position: [Name]: Qualified Responders* window opens.



2. Locate the responders you want to assign to the position, and in their **Status** menu, click **Assigned**.
3. Close the window, and repeat steps 1-3 for other positions.
4. When you are done assigning responders to positions, click the close icon . In the *Deployment Groups* or *Shift* window, the staffing level for each position is visible.



5. When you are done assigning all positions, click **Notify [Number]** to open the *Message Center* window.
6. Return to the procedure [To Request Availability](#) to notify your assigned responders.

Notifications

Responders receive requests and notifications as alerts in the system. They also receive notifications via other methods, as specified by the mission administrator in the message.

Juvare envisions a future in which communities are resilient in the face of danger. With precise, vigilant, and connected solutions, Juvare fosters networks of mutual assistance that help organizations bounce forward. For more information, contact Juvare Support at 877-771-0911 or support@juvare.com.