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Please stand by for realtime captions.

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Hello everyone. This is Stacy Stanford from NACCHO. We will get started in just about one minute. If you would like to use your phone, you can use the dial-in information under the notes. Or, you can listen through your computer speakers. You can't have them on at the same same time. If you decide to dial-in with field -- with your phone, these mute your pewter speakers. Thank you. We will be right back.

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All right. Good afternoon everyone. Thank you for taking the time to participate in this webinar today. Were excited to provide an introduction to the Medical Reserve Corps first mobile and web-based application, MRC Connect. As I said, I'm Stacy Stanford joined by my colleague Alyson Jordan. We have both been working working on that MRC team at not show for more than two years. A couple of things I want to mention before I get started. We are recording this session so anyone not able to join us today will have access to the information at a later point. Therefore, we are muting all the phone lines to prevent background sounds. If you have a questions through out the presentation, please enter it in the chat docks. If we have enough time at the end we can open up the phone lines for questions that way, as well.

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This presentation is going to go through screenshots of MRC Connect. If you find the slides too small to see something you can click on the small icon with four opposing arrows in the top right-hand view of the slide to view them in full screen mode.

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During the presentation, we will discuss why we created this system. We will explain the process behind developing a tool like this and how we engage the network throughout the process. Then, we will show you a little bit about the system and all the various features that are a vailable. Finally, we will touch on how the system will grow and change based on feedback and future needs of the network. We have a special guest at the and to talk about his experience doing the pilot testing and with the app in general.

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For some time now NACCHO has been gathering information about the technology needs of the MRC network. And 2013, as part of the network profile survey, we discovered theft half of all MRC units used some type of social media. Be it Twitter, Facebook logs or LinkedIn as part of their unit -- the unit communications. A little while later we asked questions about the technology as part of the communication survey and that's where we found out that more than 80% of unit leaders use smartphones and nearly 70% use mobile applications on their p hones. As you can see from this slide. In addition, almost all access to information via their via their dustup or laptop computer.

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You can see that unit leaders are above the national average in smartphone ownership. At the same time we were hearing from unit leaders that networking and exchanging ideas and resources with their fellow unit leaders was critical to units sustainability. All this data supported the decision to develop a tool that augments the existing suite of resources designed to help units be successful.

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For this project, we identified technology partner, Rallyware that has a lot of experience in developing communication tools for decentralized networks like the MRC. Since NACCHO began developing the MRC network, the MRC Connect application with Rallyware and 2013, we have engaged the network throughout the process in different ways. First, a steering committee was established that includes representatives from MRC units, state coordinators, regional coordinators, the DC MRCV leadership and not show MRC staff. This group provided the initial insight into what the application could look like, the technical requirements and challenges and also offer overall guidance about the needs for the MRC network. We also took advantage of MRC units attending the 24 -- 2004 preparedness Summit in Atlanta. The nature of MRC workgroup comprised entirely of unit leaders with test on the system to provide input on the first version of the application.

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The entire MRC network was invited to provide input into the development of the MRC Connect application what it was possible to survey everyone. First, NACCHO launched a naming contest in March of 2014. Inviting the network to choose from one of five named suggestions for the application. After a two-week voting period, MRC Connect was chosen as the winning name with 48% of 529 votes cast. Also, as part of the 2014 NACCHO MRC communications survey released in April, NACCHO invited feedback to help shape several areas within the application. Unit leaders were asked to share what types of topics they would like to discuss further in communities, common tasks types and incentives for using the application. This will make war sense once we get into the system.

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Finally, in July, we sent an email to the listserv inviting unit leaders to participate in a pilot study. We had a great response and over 50 people tested the system and provided valuable feedback, which we incorporated into the development of the current version. The word cloud you see on the right side of the screen is from the feedback we received from the pilot testers. I think this was a question that we asked that said -- what would you like to say about the application to the network? We were happy to see the word easy come up again and again.

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These were just the first first steps in engaging the network and the development of MRC Connect. The application is truly user inspired and your feedback, feedback, through the use of the application, will help us make changes and offer new tasks and communities, when possible.

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This site will launch in September. The location for the website is listed here. [Mrconnect.org](http://Mrconnect.org). The following demo will show the web version, the mobile version will also be available, which will be optimized for viewing on your phone. When you initially go to the site, once it launches in September,

you will be asked to sign in or register. As you can see from the screenshot, you click in the gray box to register and the registration form comes up.

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Some of the fields are mandatory and are indicated by the red Star. Some are optional. The password you choose needs to be eight characters and we are requiring unit ID and unit name. If you don't know your unit number or unit ID, a required field, you can obtain that from your account on the Medical Reserve Corps.gov website. All this information is editable on your profile after registration. You have a chance to go in and update this, if need be.

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At the bottom of this page you have to agree to terms of use for the site and you submit.

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Immediately, once you submit you will receive an email to confirm your registration. To prevent this from going to your spam folder, you can add the email address on this green to your safe senders list. No-reply@rallyware.com.

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Clicking the orange box in the email confirms your email address and complete the registration. Right now, the system is for unit leaders, NACCHO staff, the DC the MRC and state coordinators and regional coordinators only. After you finished your registration, you go back to the log in screen with your email and password and get to the system. What you look at now is the web-based version of the system. On the left you will find a menu of features. The first feature I will show you is the tasks section.

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Tasks are designed to gather information about various aspects of your MRC activities. We hope together this information from the network and clean awareness of needs and identify promising us is an, perhaps, innovative ideas that can be disseminated to the network.

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At the top you see how many tasks are available, at divan completed. Active tasks are ones that you start, save and are going to continue later. If you logout at that point and return to the site, you will see a notification next to the task tab letting you know that you still have a task to finish.

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Some of the tasks are recurring tasks, so you can complete multiple times and earn points each time you enter it. Some tasks are episodic or topical tasks. You can see on this page. The first task, prepare for that NACCHO MRC awards, is a once a year task that only appears before the awards application period. You can see there is a countdown on this task and that is the point that I took the screenshot there were 76 days left before the opening of the application.

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You have to finish it before the time runs out. The second task listed is a task that asks for input on updates to the system. Suggest a new task is a task that lets you let us know exactly what you'd like to see, new ideas for tasks that you think would help the network that more information about something.

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The third task listed is MRC in the press. This is the task I will demonstrate. Once I click on the task there is a short description at the top. The large blue start button and below that you will see who has recently completed this task. Any comments and conversations about this topic show up at the bottom of the page and when you are ready to complete the task you click start.

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When the task is open you find a few questions to answer. This task asks used to share any press you may have received for your activity, event or MRC, in general. We encourage you to upload the article using the media upload tool bar at the top of the field. You find this toolbar in most fields within tasks, as we encourage you to upload photos, files, links and videos.

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At this point, you can save a draft of the task you completed or you can submit by clicking the large blue bar at the bottom. When you return to the task page, you will notice that your recent submission will be reflected in the completed list. You also receive points for submitting the task. These points add up for all the tasks you complete. If you click on completed, you come to a page where you can see all your completed tasks. Your submissions are accessible here along with a number of points you receive for completing that particular task. In this test case, I received 10 points. As I mentioned, the points add up and determine your spot on the leaderboard.

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This feature is a little friendly competition for the network. You appear at the top of the page and under your name appears where you can stand in the ranking. You can see with only 12 points, 10 for submitting a task and two for uploading my photo, I ranked 29 of 62. Below my name, the top of the leaderboard reveals the unit leader and the number of points. Currently we have information from the pilot testing but we clear the leaderboard before we launch the site so everyone has a fair chance to be at the top here now, I'm going to hand it to Alyson to talk about some of the features that facilitate information exchange between units.

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Hello everyone. I'm going to go over the community feature on MRC Connect, which is a very exciting feature that allows you to discuss specific topics within a 4-ohm. Marcie connect has separated as community is in just three different types, regional, which corresponds to each of the 11 regions and communities cratered for major events common for unit leaders to attend and interest communities which are based on popular discussion items for unit leaders. Thanks to your feedback and the NACCHO MRC communications we have selected the initial four interest communities to begin with. We will continue to add more communities on MRC Connect as discussion arises. During registration, you will be prompted to ask communities. You can add or remove your community at any time by returning to your profile page. Up here is a screenshot of my profile page and you can see the needs for basic row file

information in the community list and this displays the communities you are already a member of and if you would like to add or remove communities, click on the link that says add or remove my community.

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Here you see the current list of communities you are a current member of and next to each community you see a link to leave the community. If you wish to leave the community, on the leaves button and it removes you from this community. To add a community of, go back to the profile page and you will see a list of current community memberships. Another list of communities that you are able to join is shown. You can join a community and one of two ways. First, you can type in the name of the community that you would like to join in the search bar or select a community name from a list of options below. When you add a new community, and automatically takes you to that communities page where you can see current members and activity in the community.

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You can view the communities you are a current member of that anytime by clicking on the all communities link. When you are on the task, announcement or home pages. From this list you can choose to view the activity happening with members in the community.

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Communities are excellent tools for staying up-to-date on issues affecting MRC unit leaders, conversing with attendees of other major events and for connecting with other folks in your region of the country. Communities always have the ability to grow and change. It will start with a few different types of communities and we will continue to add more, based on the request of unit leaders and topics we hear about.

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You can stay updated on major announcements within MRC Connect I visiting the announcements page. You can sort discussions on the announcements page by the most popular discussions, or buy the newest post by clicking buttons on the right-hand side of the page.

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Popular discussions are those that have received a high number of uploads and you can up vote or down vote an announcement by clicking on the arrow in the bottom right-hand corner of the announcement.

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And up vote is similar to a like on Facebook. It means the topic is relevant to you. It down vote means this topic is less relevant to you. You can add a new announcement by clicking on the add new announcement link on the top right-hand corner.

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I apologize for having a slight technical difficulty on our end, but we will pause for just a moment while we get that corrected.

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All right. Thank you everybody. We got that corrected and we are good to go.

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We will talk about commenting on announcements and you can comment on an existing announcement by clicking on the comment link beneath the announcement you would like to comment on. This will take you to a new page where you can see all of the comments and announcements that have been received, so far. You can add your comment to the announcement by typing it into the say something bar and by hitting reply.

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You can start your own announcement by going back to the main announcements page and clicking new announcement. This will take you to a page where you can title your announcement. The drop-down menu for communities allows you to choose which community you would like to share your announcement with. To share with everyone using MRC Connect, select national. To share with one community only, choose the community from the drop down list. You will only be able to share announcements with communities you are already a member of. In the text box, write your announcement. You can add photos, attachments, videos and links to your announcement by using the buttons at the top of the text bar. Once your announcement is complete, click the create and to share with your selected community.

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Messages or private conversations are between you and another user on MRC Connect. To send someone a message, then the messages tab on the left-hand side and view all of your conversations with MRC Connect users. Messages are displayed in the order received, with the most recent passages at the top of the page.

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While MRC Connect was designed to be easy to use and a fun tool for MRC unit leaders, we do recognize that you might have some questions when using MRC Connect if you are trying out a new feature or haven't answered in a while. The help and resources page on the left side is always available with frequently asked questions about MRC Connect and includes a feedback forum where you can ask questions if they are not listed.

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This concludes the walk-through of our system, so far. As Stacie mentioned earlier, MRC Connect will be ready for launch at the end of September. We have submitted the mobile applications to the iTunes Store and GooglePlay and we are waiting to hear from Apple and Google what date it will be available for download. Not to will provide more information when we know that application is available for download. Lastly, upon launch of the application, NACCHO will create a video tutorial highlighting the use of major features. This will be available on NACCHO's website and we will provide a link to the video once it is lies. This webinar is also being recorded and will be made available if you would like to review anything we mentioned here. As Tracy mentioned earlier, we will continue to solicit feedback from the MRSA network about the features that you would like to see in the application and what you would like to see more of. You can share feedback with us either through MRC Connect or by e-mailing

mrc@naccho.org. Now, I would like to invite Ralph from the Monroe County MRC in New York to share his experience serving as a pilot tester and to highlight some of the ways that he can see MRC Connect as a useful tool for the unit. If you wouldn't mind holding for just a moment.

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Ralph, are you on?

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Yes, I am. Can you hear me now?

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I think so.

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Hi everyone. It's Ralph [Last name indiscernible]. You may have heard of me before. I've been participating in online things with MRC and I'm excited that we got a chance to use this MRC Connect. I had a chance to get involved with it. I volunteered to get involved back at the preparedness Summit in the springtime end of used it off and on since then as a tester. I've used it on my iPad, i Phone, I've also used it on the desktop computer and I can tell you it works in all of those. I use it on my personal lap top and link to the Internet that way. It's not something that should be viewed as going to lock you into any one particular tool or hardware piece. The other thing I liked about it, which was spoken today, it's a pretty clean and straightforward interface. A couple of things I was confused about when I first got onto it and I put a question on it was quickly -- it was quickly responded back to me. The picture didn't look as good as I wanted it to. I substituted a second picture and it went inside ways. I got it straightened around eventually. One Gbyte -- one thing I should point out, for those at the moment personally, I'm not what you would call a teenage person who works on computers all my life. I'm actually at the end of my career. But, I do like to work on c omputers. I'm not necessarily person who spends all day long on Facebook or one of those other social networking systems. This system, I think, has an advantage because it's straightforward, geared toward work that we do day to day and it's another way to communicate with people in our same place in our career and doing the same kind of thing. I've seen some comments as they come by on the content screened about people thinking it might be just another thing they have to be responsive to and I wouldn't look at it that way. I would look at it as another way you can help yourself if you want to get opinions from other people in the MRC community out there. The connect part is the key to it. You are out there to connect with other folks. Get information back and forth. I understand -- I understand how well that works, working on the email systems and on listservs, that way. This might even free up some space in your inbox if you stop using listserv in use the system. I'm not saying it's going to necessarily replace it, at this point in time. I do think it's a great system and something you should try out. That's what what I have to say. Thank you for the opportunity to speak to.

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Thank you so much, Ralph. I am so happy to hear that you enjoyed this system and found it useful. We have a lot of questions that have come in over the chat. We are going to try to get to them all. Ralph mentioned this and I've seen this on the chat a couple of times. Will this replace the listserv? The answer

is no. It's not designed to replace the listserv. As just an opportunity opportunity -- an additional opportunity to connect with your other units. As I also mentioned, there are different communities. You may join the ham radio community inside MRC Connect and then you can discuss issues around that topic. That way, not everyone needs to be involved in the conversation, it's just a targeted communication tool that you can use on an interest or region base or an event coming up in the future. It's definitely not designed to replace the listserv. We still want to encourage use on the listserv and it's very good for what it does there.

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Another question that we received was, will both web and mobile versions be launched in September? That is correct. We will have some web and mobile versions ready at the end of September. NACCHO will be sharing more information when we hear back from Apple and Google. When those will be available, we will announce through the listserv and also to the unit leaders that we have email addresses for. You will certainly hear him or information from us when those are ready.

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The rent number of questions about -- can someone else in the unit use the system because the unit leader or coordinator might not be available or have time? Right now, we really only want to -- we are really opening this only for one or two people per unit. But, you are welcome to let someone use your account if you trust them and feel that you can't participate that you would like your unit to participate. We are limiting it at this point -- to not open up to all the volunteers. That something we might do in the future, but at the lunch were not going to do that.

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We also have a number of questions about if today's session will be recorded and if we will have a transcript available afterwards. Yes. This is this is VA reported and we will have a transcript work as you can see, we have closed captioning taking place right now and we will announce that the of the listserv and email when that is available and link to that. If any of your colleagues would like to hear the presentation and Word table to make it today, or if there's something that you missed that you would like to review later, that will be available.

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We also have a couple of questions about the point system. As we mentioned at the beginning, this is not a required tool to use. It's something we've created that we think will be useful for the network. But, it's definitely not required. Keeping that in mind, the point system is really just -- it's just an added feature that we decided to do. You will see this on a lot of applications or social media sites, where they've just create -- it's a friendly competition and we plan on clearing the leaderboard, perhaps, quarterly so there isn't one person who was blown away with that. We do think we want to highlight and recognize people who use the system and in turn they are supplying information to the rest of the network so we would like to highlight them. We will probably mentioned their names in publications and on the listserv just to let people know who is using the system really well. They are supplying a lot of information for the rest of the network.

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We also received a question that said, two comments from MRC Connect come directly to the email or do we need to go and log in? That is up to you. There is a section on your profile when you create a profile in MRC Connect that allows you to edit your email preference. If you would like to receive email notifications, you will be able to turn on that feature and select which notifications for which parts of MRC Connect you would like to receive notifications for. It's very similar to Facebook and LinkedIn this you use social networking sites to be able to fill out which parts of the application you would like to receive notification.

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There was a question, Kim the unit show up on the leaderboard versus just register unit leaders? Right now, we are doing it as an individual account, not a unit account. We are still working on how we can have the unit be represented and we may have two leaderboards. Individual leaderboard and unit leaderboard, with discussions how that's going to look. If you have opinions about that, definitely -- you can let us know what you think would be a good way to motivate you and your unit.

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We had another question come in, if you are a state coordinator and hat don't have a unit number. How can you create a profile? For you to ship within the MRC versus regional coordinator and state coordinator, we will send additional guidance before the application launches. Likely, we will have a standard number that you can insert if you don't have a unit number. You might have seen for the screenshot on my profile, my unit number was listed as four zeros. We will provide more guidance to leadership who wants to create an account on MRC Connect.

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I see a question that is a security question, it looks like. The system is password-based, so you will have the rights to your account. If you want to let someone else use your account, that is up to you, but it is password-based so no one else should be able to use your account unless you give them a ccess.

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There's also a question if you are part of the pilot test do you need to register. You do not need to T register. We will contact you regarding the information that you put in your your profile. If there was anything you use that you consider test information. But you do not need to reregister.

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We had a question about the compatibility through BlackBerry. I am going to turn it over to our developers that Rallyware, as they are on the line. George and Misha should be able to address that question. George and Misha, are you on?

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Okay. It looks like they have access through the chat box right now. So, they will address that question via the chat.

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It looks like for BlackBerry users, you can use the mobile site to access the system and you can access the mobile web version from any modern smaller phone -- smartphone.

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At this time, if anyone would like to ask to ask a question via audio, we will open that up to you now.

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The conference has been unmuted.

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If you don't have a question, feel free to mute your line now.

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Amanda, you raised your hand. If you have a question, you should be able to speak into your phone.

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Does anyone else have additional questions that we did not catch in the chat or you did not put in the chat?

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Comments about what you saw?

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Can you hear me?

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Yes.

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This is Jeff Clark from the metro area MRC in Charlotte, North Carolina. I was curious. Maybe I missed it. A couple of questions in the chat regarding the capacity to build an award. If this was going to have any factor into those.

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Josh, thank you for your question. No, this will not have any impact on the capacity building award. We do have a task associated with the capacity building award but that's really more to help you get ready for the awards and your use of the application will have no bearing on your award.

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Okay. Wonderful. Thank you very much.

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Do we have other questions?

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If nobody has other questions or comments, this has been recorded and will be made available. Also, the last screen has the email address. Please feel free to email [mrc@naccho.org](mailto:mrc@naccho.org) if you did not have your question addressed, today. We will make a recording of the webinar soon. Thank you everybody. Stay tuned to the listserv for the final release date of MRC Connect.

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Thank you.

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[Event concluded]