Aware Intel Hub

QUICK START GUIDE:
CONTENT MANAGEMENT FOR INCIDENTS

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Aware Intel Hub

Quick Start Guide – Content Management for Incidents

Contents

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Purpose

This Quick Start Guide provides a concise overview of the core tasks required to share incident information with the public using the Aware Intel Hub. It is designed to help users quickly learn how to create and manage incidents, publish updates, and complete the approval process.

Who This Guide Is For

This guide is intended for personnel responsible for creating, updating, approving, or managing incident information shared with the public.

Logging In

The following URL will take you to the log in screen for the Aware Intel Hub: intelhub.intterra.io

When a system administrator creates your account, you will receive a verification email containing a link to access your account. This link will allow you to create your password. Your username will be your email address.

Use your agency-provided email and the password you created to log in. If you experience any login issues, please contact your system administrator.

Creating a New Incident (Public Facing)

To create an incident, users must have specific permissions within the system. If you do not have access to create incidents, contact your system administrator.

There are two ways to create a new incident within the system:

- **Create a new incident manually** – Start a new incident from a blank slate by entering all relevant details.

- **Create an incident from an existing Call for Service (CFS)** – Convert an existing Call for Service into a fully managed incident, carrying over available information from the map into the incident record.

Option 1: Create a New Incident Manually

1. Select **Incidents** from the sidebar.
2. Select **+ Create Incident** in the top-right corner.
3. Complete the required incident fields. Required fields are marked with an asterisk (*).
4. Add location information, related links, and additional incident details as needed. Attachments can be added after the incident has been saved.
5. Select **Save** at the bottom of the screen to create the incident.
6. After the incident is saved, the incident details screen remains open. At the top-right corner, the incident status displays as **Not Published** in the **Status** dropdown. The **Merge Incident** and **Edit** buttons are also available from this screen.
7. Select the **Status** dropdown next to **Not Published**, then select **Submit for Approval**.
8. The **Review** pane opens. Review all incident content carefully.
9. When the incident is ready to be reviewed for publishing, select **Submit for Approval** at the bottom-right corner of the **Review** pane.
10. After the incident has been submitted, the **Status** dropdown at the top-right corner of the incident details screen updates to **Pending Approval**.

Option 2: Create an Incident from a Call for Service

1. From the home screen, select **Entities**, then choose **Calls for Service**. If available, **Calls for Service** may also be accessed directly from the sidebar.
2. Click on CFS ID for the desired Call for Service
3. Click **+ Create Incident** (top right)

4. Complete or update the desired incident details (see below)
5. Select **Save** at the bottom of the screen to create the incident.
6. After the incident is saved, the incident details screen remains open. At the top-right corner, the incident status displays as **Not Published** in the **Status** dropdown. The **Merge Incident** and **Edit** buttons are also available from this screen.
7. Select the **Status** dropdown next to **Not Published**, then select **Submit for Approval**.
8. The **Review** pane opens. Review all incident content carefully.
9. When the incident is ready to be reviewed for publishing, select **Submit for Approval** at the bottom-right corner of the **Review** pane.
10. After the incident has been submitted, the **Status** dropdown at the top-right corner of the incident details screen updates to **Pending Approval**.

Incident Details

When creating an incident, complete the following fields as applicable:

- **Incident Name**
  Enter the incident name as designated by the incident commander or dispatch center
- **Incident Type**
  Select the appropriate type for the incident. Selecting “Wildfire” as the incident type will display an additional “Wildfire Details” section later in the Incident Details screen.
- **Incident Status**
  Indicates the current state of the incident:
  - **Planned** - The incident has been identified or scheduled but is not yet active.

  - **Active** – The incident is ongoing and requires response or coordination.
  - **Monitoring** – The incident is being watched for changes, but no active response actions are currently required.
  - **Resolved** - The incident has been addressed, and no further response action is expected.
  - **Closed** – Incident response has concluded, and the incident record is finalized.
  - **Merged** - The incident has been merged with another related incident record.
- **Incident Start Date/Time**
  Enter the date and time the incident began. Users can select the date and time manually, or select **Now** to automatically enter the current date and time.
- **Incident End Date/Time**
  Enter the date and time the incident concluded, if applicable. Users can select the date and time manually, or select **Now** to automatically enter the current date and time.
- **Agencies Having Jurisdiction**
  Select the agency or agencies responsible for the incident. Multiple agencies can be selected. Selecting more than one agency will change the incident from a single-agency event to a Unified Command event, allowing all participating agencies to access, edit, and provide status updates to the incident. Incidents not initially created under Unified Command can be updated at any time to add additional agencies and transition to a Unified Command event.
- **Incident Management Team**
  Select the appropriate management team from the dropdown

- **Incident Description**
  Enter a summary of the incident based on currently available information (This can be updated as new information becomes available).

  Note: Information entered in the Incident Description field can be included in the public-facing incident information once the incident is approved and published. Users should review this content carefully before submitting the incident for approval.

- **Incident Location**
  Select **Address** or **Coordinates** for the incident location. When Address is selected, users can search for the address and complete the available address fields. When Coordinates is selected, users can enter latitude and longitude values.

- **Location – Description**
  Enter additional details to help describe the location (e.g., landmarks, directions, or specific areas)

- **Counties**
  Select one or more counties associated with the incident

- **Wildfire Details**
  If "Wildfire" is selected as the Incident Type, an additional "Wildfire Details" section will appear below the Incident Location section within the Incident Details screen.

  This section provides the following additional fields specific to wildfire incidents:

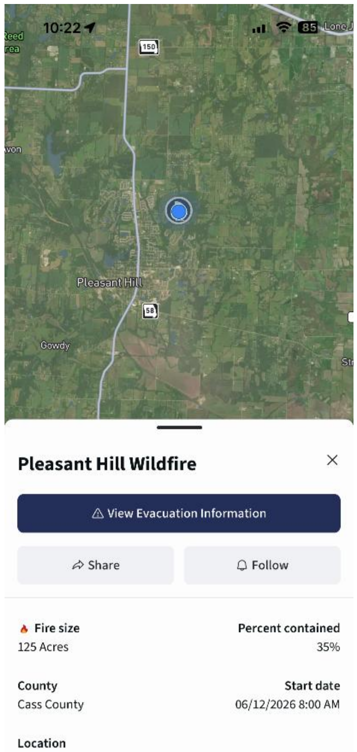
  - **Cause of Fire**
    Select the appropriate cause from the dropdown menu
  - **Acres Burned**
    Enter the number of acres burned (if known)
  - **Fuel Type**
    Select the appropriate fuel type from the dropdown menu

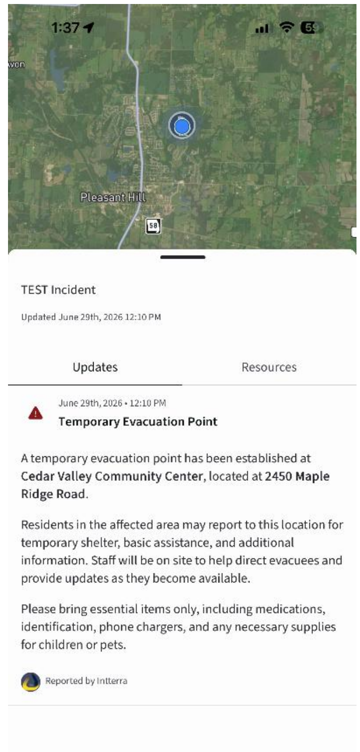
- **Percent Containment**
  Enter the percentage of containment (if known)
- **Containment Date/Time**
  Enter the date and time of wildfire containment (if applicable)
- **Control Date/Time**
  Enter the date and time of wildfire control (if applicable)

These fields can be updated at any time as incident conditions change or additional information becomes available. Containment and control information may not be known when the incident is first created, so users should return to the incident and update these fields throughout the lifecycle of the incident as needed.

- **Emergency Alerts**
  The Emergency Alerts section allows users to add public-facing evacuation information to an incident. Emergency alerts can be added when creating a new incident or when editing an existing incident.

  Emergency alerts appear in the Aware public-facing app after the incident is published. When a user opens the incident containing an emergency alert in the app, a **View Evacuation Information** button appears below the incident title. Selecting this button displays the evacuation type followed by the description entered for that alert.





To add an emergency alert:

1. In the Emergency Alerts section, select **Add Emergency Alert**.
2. Select an evacuation type, such as an evacuation order, evacuation warning, shelter in place, or another available alert type.
3. Enter a description for the selected evacuation type.
4. Continue completing or updating the incident.

   Once the incident is approved and published, the emergency alert information is visible to the public through the Aware app.

   Emergency alerts can be added to an incident at any time. To add an emergency alert after an incident has already been created, open the incident, select **Edit**, add the emergency alert information, save the incident, and submit it for approval again if approval is required.

   When editing an already published incident, notifications are only generated for emergency alerts with evacuation types of **Evacuation Warning** or **Evacuation Order**.

- **Map**
  Displays the incident location based on the provided address or coordinates.

- **Perimeter**
  The Perimeter section allows users to add a GeoJSON perimeter file to the incident before the incident is saved. This can be used to include a geographic boundary or perimeter associated with the incident.

  To add a perimeter file, drag and drop a GeoJSON file into the upload box, or select the box to browse for the file. The upload box displays the message Drop a GeoJSON perimeter file or click to browse.

  Perimeter files must be in GeoJSON format and cannot exceed 5 MB.

- **Attachments**
  Attachments can be added to an incident after the incident has been saved. Attachments can be documents, images, or videos.

  Important: Attachments cannot be added during the initial incident creation process before the incident record has been saved. To add attachments, users must first create and save the incident, then edit the saved incident record.

  To add attachments to an incident:

  1. Create and save the incident.
  2. Open the saved incident.
  3. Select **Edit**.
  4. Locate the **Attachments** section.
  5. Click the **+** sign next to Attachments to open the **Add Attachments** window.
  6. In the **Add Attachments** window, browse for a file or drag and drop the file into the upload area.
  7. Review the selected file.

8. Select **Add Files**.

9. Save the incident changes.

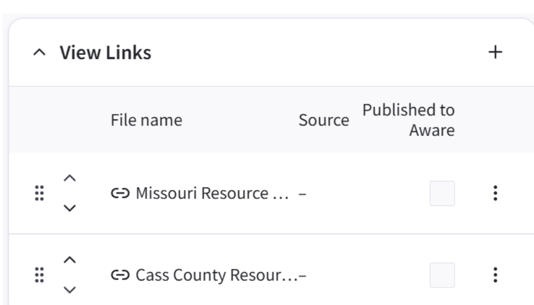
If the incident has already been submitted for approval or published, adding attachments can trigger the approval process again. Users should review the incident carefully before submitting updated content for approval.

Note: Incident attachments support common document, image, text/data, spreadsheet, compressed archive, and video formats. The default file size limit is 100 MB per attachment. This limit is configurable if a different maximum size is needed. For a full list of supported attachment file types, see **Appendix A: Supported Incident Attachment File Types**.

- **Related Links**
  Add external links relevant to the incident. These can include community resources, trusted partner links, or other sources that provide additional context and information.

  Related links can be added by selecting the **plus icon** in the View Links section. In the **Add Link** window, enter the **Link Name** and **Link URL**, then select **Save**.

  When more than one related link has been added, the links can be reordered. To reorder related links, drag a link using the **six-dot handle** on the left side of the row, or use the **up and down arrows** to move the link higher or lower in the list. This is helpful when more important links should appear at the top.



- **External System Identifiers**

- External system identifiers can be used to associate the incident with a matching record from another system. This section is optional and is not required to create or save an incident.

  When an incident is created from a Call for Service, the CAD call number is automatically added to the incident in the **External System Identifiers** section after the incident is saved. This identifier will appear with a system type of **IntelHub CAD**.

  Additional external system identifiers can also be added manually when needed. To add an external system identifier, select the **+** sign next to **External System Identifiers**. This opens the **Add Identifier** window.

  In the **Add Identifier** window, select the appropriate system from the **System** dropdown. Available system types may include **IRWIN** or other configured external systems.

  After selecting the system, enter the corresponding identifier in the **ID** field, then select **Save** to add the identifier to the incident.

  Once the identifier has been added, continue with saving or updating the incident.

Saving and Submitting an Incident for Approval

After entering incident information, selecting **Save** at the bottom-right corner of the screen creates and saves the incident.

Selecting **Save** saves the incident record but does not submit the incident for approval and does not publish the incident to the Aware Portal.

To save an incident:

1. Complete the required incident fields.
2. Review the incident information.
3. Select **Save** at the bottom-right corner of the screen.

After the incident is saved, the Incident Details screen remains open. At the top-right corner of the screen, the status displays as **Not Published** in the **Status** dropdown. The **Merge Incident** and **Edit** buttons are also available from this screen.

To submit the incident for approval:

1. Select the **Status** dropdown next to **Not Published**.
2. Select **Submit for Approval**.
3. Review the incident information in the **Review** pane.
4. When the incident is ready to be reviewed for publishing, select **Submit for Approval** at the bottom-right corner of the **Review** pane.

After the incident has been submitted, the **Status** dropdown at the top-right corner of the Incident Details screen updates to **Pending Approval**.

The incident will not be published to the Aware Portal until the approval request is approved.

Cancel an Approval Request

If an incident has been submitted for approval but needs to be changed before approval is completed, users can cancel the pending approval request when the option is available.

To cancel an approval request from the Incident Details screen:

1. Open the incident with the pending approval request.
2. Select the **Pending Approval** dropdown at the top-right corner of the screen.
3. Select **Cancel Approval Request**.
4. Confirm the cancellation if prompted.

After the request is canceled, the incident can be updated and resubmitted for approval when ready.

Open an Existing Incident

You can open an existing incident using any of the following methods:

- **From the sidebar:** Expand **Incidents** and select an active incident from the list.
- **From the Incidents screen:** Select Incidents from the sidebar, then select the incident name from the table.
- **From the map:**
  Click on the specific incident icon on the map, then select **View More Information** from the pop-up.

Edit an Incident

If incident information needs to be corrected or updated, the incident record can be edited directly.

For ongoing updates or new information, users should use **Status Updates** rather than repeatedly modifying the original incident description.

To edit an incident:

1. Open the desired incident.
2. Select **Edit** in the top-right corner.
3. Update the necessary fields.
4. Select **Save** at the bottom-right corner of the screen.

If the incident has not been published, the edits are saved to the incident record.

If the incident has already been published, saving changes updates the incident status to **Published with Edits**. The published version remains visible on the Aware Portal until the pending edits are submitted, approved, and published.

When an incident displays **Published with Edits**, the dropdown provides the following options:

- **View Pending Changes**

- **Submit for Approval**
- **Revert to Last Published**

View Pending Changes

To review pending edits before submitting them for approval:

1. Open the incident.
2. Select the **Published with Edits** dropdown at the top-right corner of the screen.
3. Select **View Pending Changes**.

The **Pending Changes** pane appears and displays the unpublished changes that have been made to the incident.

Submit Edited Content for Approval

To submit edited incident content for approval:

1. Open the incident.
2. Select the **Published with Edits** dropdown at the top-right corner of the screen.
3. Select **Submit for Approval**.
4. Review the updated incident content in the **Review** pane.
5. Select **Submit for Approval** at the bottom-right corner of the **Review** pane.

After the edits are submitted, the incident moves into the approval process. The updated content will not be published to the Aware Portal until it is approved.

Approvers can review the edited content from the **Approval Requests** screen or from the related Incident Details screen. When reviewing edited content, the approval request displays the published version alongside the pending edited version. Removed or changed content from the published version is shown with strikethrough formatting, while the updated content appears in the pending version. This allows the approver to quickly review what changed before approving or denying the edited content.

Revert to Last Published

To discard unpublished edits and return the incident to the last published version:

1. Open the incident.
2. Select the **Published with Edits** dropdown at the top-right corner of the screen.
3. Select **Revert to Last Published**.
4. Review the confirmation message.
5. Select **Revert Changes** to discard the unpublished changes.

After the changes are reverted, the incident record is restored to the last published version.

Content Approval

Depending on agency configuration, incidents, status updates, edits, publishing actions, unpublishing actions, and closing actions can require approval before they are published or finalized.

Saving an incident does not trigger the approval process. After an incident is saved, users can submit the incident for approval from the **Status** dropdown on the Incident Details screen.

When an incident is submitted for approval, approvers are notified through the notification bell and by email if email notifications are configured.

Approvers can review approval requests from either the **Approval Requests** screen or from the related Incident Details screen.

Reviewing an Approval Request from the Notification Bell

To review an approval request from the notification bell:

1. Select the **notification bell** at the top of the screen.
2. Select **View Approval Requests**.
3. On the **Approval Requests** screen, locate the pending approval request.
4. Select the approval request to open the request details.
5. Review the incident content carefully.
6. Select **Approve and Publish** to approve the request and publish the incident to the Aware Portal.

If the request should not be approved, select **Deny**.

When **Deny** is selected, the **Reject Request** window appears. Enter the reason for rejecting the request, then submit the rejection. The rejection reason is used to communicate why the request was not approved so the content can be corrected and resubmitted if needed.

Reviewing an Approval Request from the Incident Details Screen

Approval requests can also be reviewed directly from the related Incident Details screen.

To review an approval request from the Incident Details screen:

1. Open the incident with the pending approval request.
2. Select the **Pending Approval** dropdown at the top-right corner of the screen.
3. Select **Review Publish Request**.
4. The approval request opens for review.
5. Review the incident content carefully.
6. Select **Approve and Publish** to approve the request and publish the incident to the Aware Portal.

If the request should not be approved, select **Deny**.

When **Deny** is selected, the **Reject Request** window appears. Enter the reason for rejecting the request, then submit the rejection.

When **Approve and Publish** is selected, a confirmation message appears asking the user to confirm that the content should be approved and published to the Aware Portal. Select **Approve and Publish** in the confirmation message to complete the approval and publish the incident.

After the incident is approved and published, the Incident Details screen displays **Published** at the top-right corner of the screen, along with the **Merge Incident** and **Edit** buttons.

Unpublishing an Incident

Published incidents can be unpublished when they need to be removed from the Aware Portal.

To unpublish an incident:

1. Open the published incident.
2. Select **Published** at the top-right corner of the Incident Details screen.
3. In the confirmation window, select **Unpublish**.

The confirmation window explains that the incident will be removed from the Aware Portal and can be republished at any time. Select **Cancel** if the incident should remain published.

Selecting **Unpublish** submits the unpublish request for approval. The approver is notified through the normal approval notification process.

While the unpublish request is pending, the Incident Details screen displays **Pending Approval** at the top-right corner of the screen.

To review an unpublish request:

1. Open the approval request from the notification bell, email notification, Approval Requests screen, or related Incident Details screen.
2. Review the request.

3. Select **Approve Unpublish** to approve the request and remove the incident from the Aware Portal.

If the incident should remain published, select **Reject Unpublish**. When rejecting the request, enter the reason for rejection.

After the unpublish request is approved, the incident is removed from the Aware Portal.

Depending on agency configuration, incidents, status updates, edits, publishing actions, and closing actions can require approval before they are published or finalized.

Saving an incident does not trigger the approval process. After an incident is saved, users can select **Submit for Approval** from the Incident Details screen. A review pane appears on the right side of the screen. After reviewing the content, selecting **Submit for Approval** at the bottom of the review pane begins the approval process.

Users with approval permissions can review approval requests from the **Approval Requests** section or from the related incident when available.

Approval actions depend on the request type. For a publishing request, approvers can approve and publish the request or deny it. For an incident closing request, approvers can select **Reject Close** or **Approve Close**.

Incident Status Updates

Incident Status Updates are used to communicate new or evolving information related to an incident after it has been created. Status updates provide a chronological record of changes, progress, and key developments.

Rather than modifying the original incident description for each new development, users should add status updates to keep incident information organized and easier to follow.

Status updates can be used for information such as:

- Changes in incident conditions
- Updated public instructions
- Progress updates
- Road closure changes
- Evacuation information
- Containment or control updates
- Other important incident developments

Add a Status Update

To add a status update:

1. Open the desired incident.
2. Scroll down to the **Status Updates** section.
3. Select **+ New Status Update**.
4. In the **New Status Update** window, complete the update details:
5. **Category** - Select the appropriate update category.
6. **Pin to Top** - Toggle on to pin the update to the top of the list.
7. **Content** - Enter the update information.
8. **Attachments** - Add any relevant images or videos.
9. Select **Approve and Publish** at the bottom-right corner of the **New Status Update** window.

Selecting **Approve and Publish** does not always immediately publish the status update. If an approval process is configured, the status update is submitted for approval and displays as **Pending Approval** in the **Status Updates** section of the Incident Details screen.

The status update will not be published to the Aware Portal until it is approved.

Edit a Status Update

Users with appropriate permissions can edit status updates at any time.

To edit a status update:

1. Open the desired incident.
2. Scroll down to the **Status Updates** section.
3. Locate the update you wish to modify.
4. Select the pencil icon to edit.
5. Make the necessary changes.
6. Select **Save Changes**.

Note: Edits can trigger the approval process if approval is configured.

Approving a Status Update

Depending on agency configuration, status updates may require approval before they are published to the portal.

When a status update is submitted for approval, approvers are notified in two ways:

- The status update publish approval request appears through the notification bell at the top of the screen.
- The pending status update also appears in the **Status Updates** section of the related Incident Details screen with a **Pending Approval** status and a **Review** button.

Approvers can review and act on the status update from the Approval Requests screen or directly from the associated Incident Details screen.

Approving a Status Update from the Notification Bell or Approval Requests Screen

To approve a status update from the notification bell or Approval Requests screen:

1. Select the **notification bell** at the top of the screen.
2. Open the status update publish approval request from the notification list, or select **View Approval Requests** to open the Approval Requests screen.
3. Locate and open the status update approval request.
4. Review the status update content and related incident information.
5. Select **Approve and Publish** to approve and publish the status update.

If the status update should not be approved, select the deny or reject action. When rejecting the request, enter the reason for rejection. The user who submitted the status update can use the rejection reason to correct and resubmit the content if needed.

Approving a Status Update from the Incident Details Screen

To approve a status update from the Incident Details screen:

1. Open the associated incident.
2. Scroll to the **Status Updates** section.
3. Locate the status update marked as **Pending Approval**.
4. Select **Review** for the pending status update.
5. Review the status update content in the **Review Status Update** window.
6. Select **Approve and Publish** to approve and publish the status update.

If the status update should not be approved, select **Reject Changes**. When rejecting the request, enter the reason for rejection.

Approvers should review the status update carefully before approving it because approved status updates become visible on the portal.

Merging Incidents

Incidents can be merged when the current incident needs to be combined with an existing Unified Command incident.

The merge process uses **Merge and Join**, which closes and merges the current incident's data into an existing Unified Command incident.

To merge an incident:

1. Navigate to the Incident Details screen for the incident you want to merge.
2. Select **Merge Incident** in the top-right corner.
3. In the merge window, select **Merge and Join**.
4. Review the list of available incidents. Incidents are listed by distance, with the closest incidents shown first.
5. Select the incident you want to merge into.
6. Select **Continue**.
7. On the **Confirm Merge** screen, review the merge details.
8. Confirm that the correct incidents are being merged.
9. Select **Confirm Merge** to complete the merge.

If the merge should not be completed, select **Cancel** from the Confirm Merge screen.

After the merge is confirmed, the current incident is closed and merged into the selected incident. The selected incident remains active as the primary incident record.

Merging an incident does not require a separate approval process.

Merged Incidents

When one or more incidents have been merged into another incident, the incident that remains active displays a **Merged Incidents** box in the lower-right area of the Incident Details screen.

The **Merged Incidents** box lists the incidents that have been merged into the current incident. Each merged incident appears as a link. Selecting a linked incident opens the Incident Details screen for that merged incident, even though the merged incident is closed.

The **Merged Incidents** box also includes an **Unmerge** button for each merged incident listed. This allows users to unmerge a specific incident from the current incident without unmerging all merged incidents.

Unmerging an Incident

An incident can be unmerged from the incident it was previously merged into.

There are two ways to unmerge an incident:

- From the **Merged Incidents** box on the incident that remained active after the merge.
- From the Incident Details screen of the incident that was merged and closed.

Unmerge from the Merged Incidents Box

To unmerge an incident from the incident that remained active:

1. Open the incident that contains the merged incident data.
2. Locate the **Merged Incidents** box in the lower-right area of the Incident Details screen.
3. Find the merged incident that should be separated.
4. Select **Unmerge** for that specific merged incident.
5. Confirm the unmerge action if prompted.

After the incident is unmerged, that specific incident is separated from the current incident.

Unmerge from the Merged and Closed Incident

To unmerge from the Incident Details screen of the merged and closed incident:

1. Open the incident that was previously merged and closed.

2. Review the message at the top of the Incident Details screen. The message states that the incident has been merged and closed and that the data now lives in the incident it was merged with.
3. Use the **View [Incident Name]** button to open the incident that now contains the merged data, if needed.
4. Select **Unmerge this incident**.
5. When the confirmation message appears, select **Yes** to unmerge the incident.

If the incident should remain merged, select **Cancel** from the confirmation message.

After the incident is unmerged, the incident is separated from the incident it was previously merged into.

Closing an Incident

Users with the appropriate permissions can request to close an incident from the **Incident Details** screen.

To close an incident:

1. Open the incident that needs to be closed.
2. Select **Edit** at the top of the **Incident Details** screen.
3. Change the status of the incident to **Closed**.
4. Select Submit for Closing at the top-right corner of the screen to submit the close request.

If the incident should not be submitted for closure, select **Cancel** from the confirmation window.

After the closing request is submitted, approvers are notified by email or through the notification bell within the Aware Intel Hub.

While the close request is pending, the incident remains open. The pending close request can be canceled from the Incident Details screen by selecting **Cancel Request**.

Canceling a Close Request

To cancel a pending close request:

1. Open the incident with the pending close request.
2. Select **Cancel Request** on the **Incident Details** screen.
3. Confirm the cancellation if prompted.

After the request is canceled, the incident remains open and can be updated or resubmitted for closure when ready.

Approving or Rejecting a Close Request

Users with approval permissions can approve or reject an incident close request from the approval request.

To approve or reject a close request:

1. Open the close request from the **Approval Requests** screen, email notification, notification bell, or related incident.
2. Review the close request and related incident information.
3. Select **Reject Close** or **Approve Close**.

If **Reject Close** is selected, a rejection reason must be entered. The user who submitted the close request will be notified of the rejection reason.

If **Approve Close** is selected, a confirmation message appears. Select **Approve Close** in the confirmation message to approve the request and close the incident.

After the close request is approved, the incident status updates to closed.

For incident closing requests, use **Reject Close** or **Approve Close** to complete the approval decision.

Support

At Intterra, we are committed to your success. Whether you have a quick question, need technical assistance, or want to explore more of what the platform can do, our team is here to help. The following resources are available to support you and your agency.

Emergency Support

24/7 Emergency Phone Support
For critical issues that require immediate assistance, Intterra offers 24/7 phone support for authorized agency users.

Emergency Support Numbers:

- 1-888-826-6005
- 1-512-823-0355

These numbers connect directly to our on-call support team and are intended for urgent, high-impact issues such as:

- System outages or major service disruptions
- Data not updating or flowing as expected
- Issues impacting active incidents or operations

Important: This phone support is reserved for emergency situations. For non-urgent requests, including general questions, training, minor issues, or account assistance, please use one of the standard support methods listed below.

Non-Emergency Support

Customer Support Website
Submit support requests, request account changes, suggest product

improvements, or make general inquiries:
[Intterra Help Center]

This is the recommended method for submitting support requests, as it allows you to track request status and receive updates.

Email Support Requests
You may also submit a support request via email:
Support@Intterragroup.com

Emails sent to this address will automatically generate a support ticket. However, this method does not provide request tracking or status updates. When submitting via email, please include your agency name and any relevant details to help us assist you more efficiently.

Additional Resources

Product Knowledge Base
Access step-by-step guides, training videos, and detailed documentation:
Service Management Knowledge Base

General Product Questions
For questions about system functionality, workflows, or general use of the platform:
Questions@Intterragroup.com

New Feature Requests
If you have a new idea or enhancement that could improve our products, we encourage you to submit a new feature request here:
https://intterragroup.atlassian.net/servicedesk/customer/portals

Select Suggest a Product Improvement and complete the form. Once submitted, your request will be routed to our Product Management team for review. The team will evaluate the idea and may reach out with additional questions or requests for clarification if needed.

Aware Public-Facing App Support

For support related to the Aware public-facing mobile app, including AwareCA, users can contact support directly from within the app.

On the mobile app, go to Settings, select FAQ, then choose How do I contact support.

Support Email Address:
aware-help@intterragroup.com

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