



COMMANDLINK Quickstart Guide

Release 1.8.0

GovCLO

Oct 08, 2026

COMMANDLINK Web Quick Start

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GovCIO

Oct 08, 2026

This quick start explains how to access, sign in to, and use GovCIO COMMANDLINK in a web browser.

General Information

GovCIO COMMANDLINK brings location awareness, operational communication, and alert coordination together in a browser-based workspace. Teams can maintain a shared view of mobile units, focus attention on developing activity, and communicate from the same operational picture.

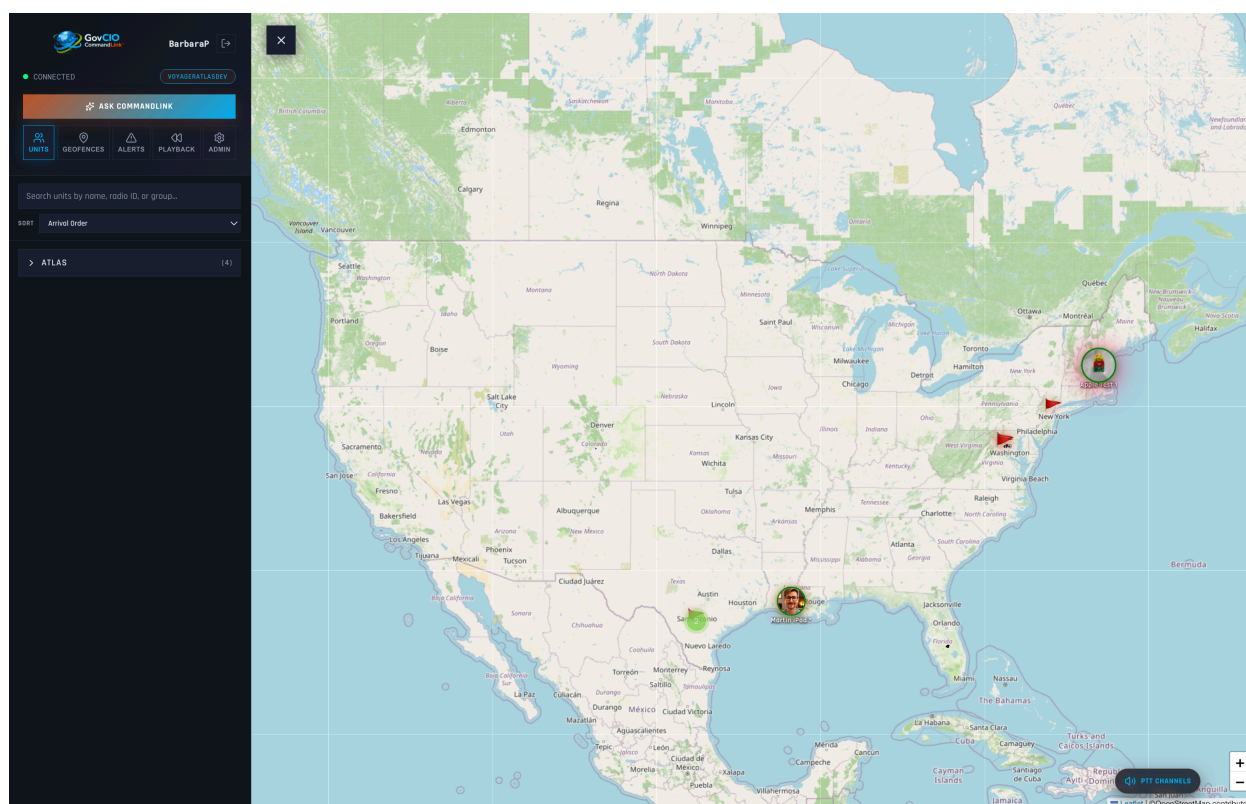


Fig. 1: GovCIO COMMANDLINK map and unit-monitoring workspace

1.1 What You Can Do

- Monitor mobile units and review location, status, movement, and recent activity on an interactive map.
- Create geofences to support location-based awareness and operational workflows.
- Use push-to-talk channels for direct communication with mobile teams.
- Review active alerts and use OMNIALERTS to reach the right people through supported communication channels.

- Manage groups, users, units, templates, recipient lists, and reporting when permitted by your role.

1.2 OMNIALERTS

OMNIALERTS helps authorized users coordinate time-sensitive communication from GovCIO COMMANDLINK. Compose an alert for selected users, groups, units, or reusable OMNI Lists; tailor content for supported delivery channels; review the message before sending; and monitor delivery and acknowledgment results from the OMNI Alert Dashboard.

See *Alerts and Notifications* to learn how to compose, review, send, and track an OMNIALERTS message.

1.3 Explore GovCIO COMMANDLINK

- *Map and Unit Tracking* - Monitor units, inspect current status and movement, and start breadcrumb tracking.
- *Alerts and Notifications* - Review alerts and coordinate broader communication with OMNIALERTS.
- *Geofences* - Define geographic areas that support location-based awareness.
- *Push-to-Talk* - Communicate with mobile teams through available channels.
- *Administration* - Manage operational configuration, users, groups, units, and activity logs.
- *OMNI Administration* - Manage OMNIALERTS templates, delivery reports, and reusable recipient lists.
- *Sign In* - Open GovCIO COMMANDLINK and begin a browser session.

1.4 Account Access

1. Contact COMMANDLINK Support or your program administrator to request access to GovCIO COMMANDLINK.
 - Telephone: 1-877-857-1100
 - Email: CommandLinkSupport@GovCIO.com
2. The COMMANDLINK Support Team might ask for the following information:
 - Name
 - Email address or username
 - Customer affiliation
 - Role or permissions needed
 - Browser and workstation details
3. COMMANDLINK Support or your program administrator will respond with the information needed to access GovCIO COMMANDLINK.

Confirm that you received:

 - The GovCIO COMMANDLINK URL

- Your username
- A temporary or permanent password

1.5 Application Details

GovCIO COMMANDLINK is the browser-based companion to GovCIO COMMANDLINK mobile products. It uses consistent operational terminology across the web and mobile experiences so users can move between field activity and browser-based monitoring, communication, and administration.

Administrative capabilities are role-based and may vary by global permissions and assigned group scope.

Authorized users may sign in through a browser to review units on the map, monitor alert activity, manage geofences, and perform administrative tasks when permitted by role.

1.6 Account and Role Information

After you sign in, GovCIO COMMANDLINK displays your username and the group you are assigned to.

Your assigned group controls the units, alerts, and administrative content you can access in the application.

Some account details can be managed directly in GovCIO COMMANDLINK, depending on your permissions. Administrators with the required access can update user profile details, unlock locked accounts, and manage group assignments.

If your username, group assignment, role, or other account information needs to be changed and you do not have access to make that change, contact COMMANDLINK Support or your program administrator.

1.7 Release Notes

After you log in, GovCIO COMMANDLINK release notes are available from the **GovCIO COMMANDLINK** name in the upper-left corner of the webpage.

1. Select **GovCIO COMMANDLINK** in the upper-left corner to open the current release notes.

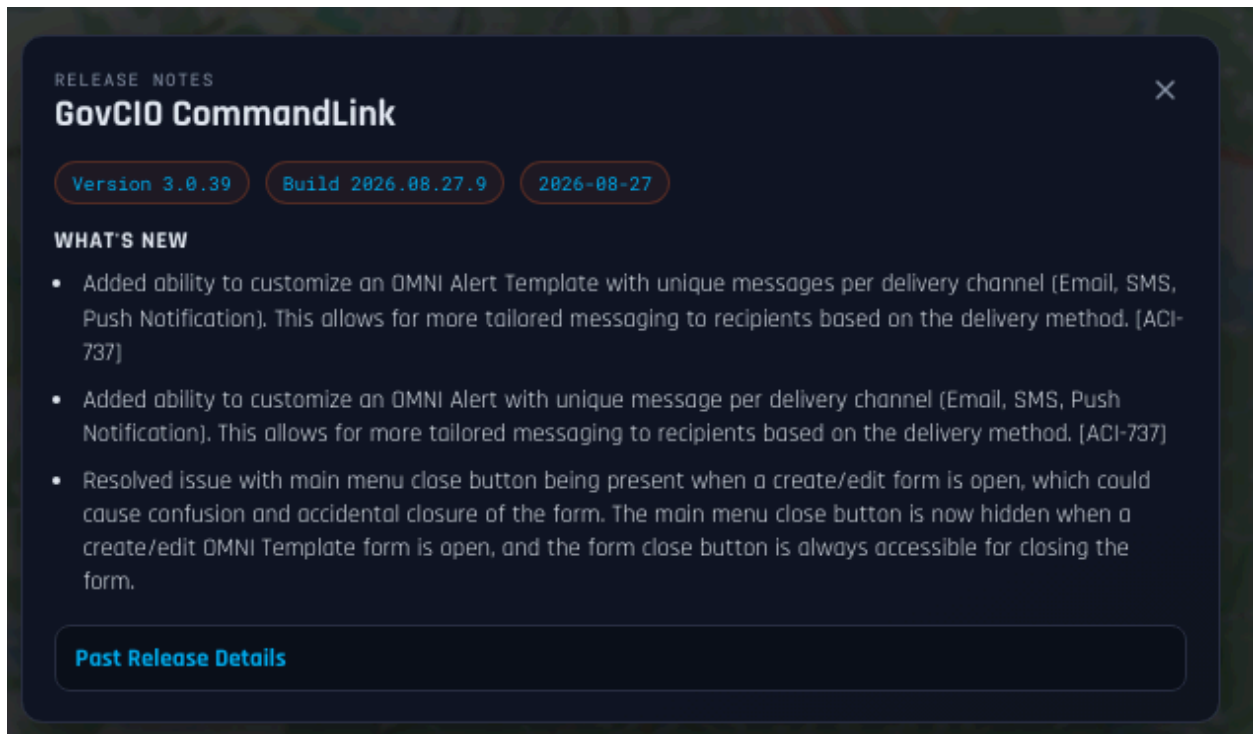


Fig. 2: GovCIO COMMANDLINK release notes

2. Select **Past Release Details** when you need to review older releases.

RELEASE NOTES

GovCIO CommandLink

Version 3.0.39

Build 2026.08.27.9

2026-08-27

WHAT'S NEW

- Added ability to customize an OMNI Alert Template with unique messages per delivery channel (Email, SMS, Push Notification). This allows for more tailored messaging to recipients based on the delivery method. [ACI-737]
- Added ability to customize an OMNI Alert with unique message per delivery channel (Email, SMS, Push Notification). This allows for more tailored messaging to recipients based on the delivery method. [ACI-737]
- Resolved issue with main menu close button being present when a create/edit form is open, which could cause confusion and accidental closure of the form. The main menu close button is now hidden when a create/edit OMNI Template form is open, and the form close button is always accessible for closing the form.

Past Release Details

Version 3.0.38 | Build 2026.08.25.6 | 2026-08-25

Version 3.0.37 | Build 2026.08.18.11 | 2026-08-18

Version 3.0.36 | Build 2026.08.12.9 | 2026-08-12

Version 3.0.35 | Build 2026.08.12.5 | 2026-08-12

Version 3.0.34 | Build 2026.08.10.14 | 2026-08-10

Version 3.0.33 | Build 2026.08.10.1 | 2026-08-10

Version 3.0.32 | Build 2026.08.7.11 | 2026-08-07

Version 3.0.31 | Build 2026.08.7.9 | 2026-08-07

Version 3.0.30 | Build 2026.08.6.4 | 2026-08-06

Version 3.0.29 | Build 2026.08.5.14 | 2026-08-05

Version 3.0.28 | Build 2026.08.5.9 | 2026-08-05

Version 3.0.27 | Build 2026.08.3.11 | 2026-08-03

Version 3.0.26 | Build 2026.07.31.8 | 2026-07-31

Version 3.0.25 | Build 2026.07.30.8 | 2026-07-30

Version 3.0.24 | Build 2026.07.29.7 | 2026-07-29

Fig. 3: GovCIO COMMANDLINK past release details

Signing In

1. Open an approved browser and navigate to your GovCIO COMMANDLINK web address.
2. Enter your assigned username.
3. Enter your password.
4. Select **Sign In**.
5. If the sign-in is successful, verify that the main application loads with the map and navigation panels visible.

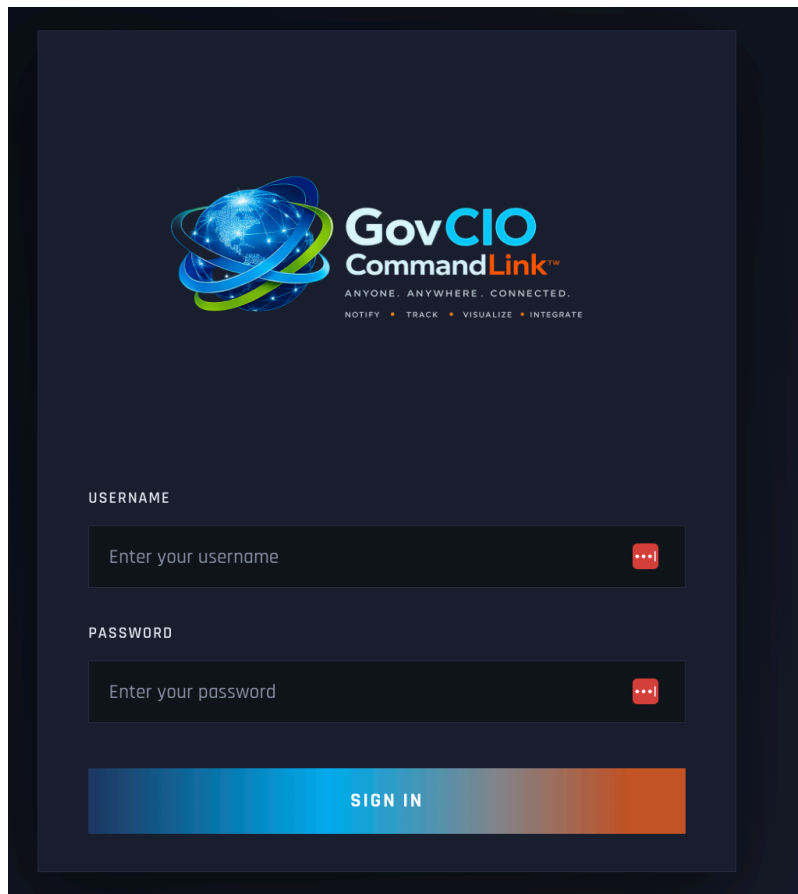


Fig. 1: GovCIO COMMANDLINK login screen

2.1 First Login Checklist

After signing in for the first time, confirm the following:

- Your display name or account details are correct.
- Your expected groups or units are visible.
- The map loads successfully.
- Alerts and administrative features appear only if your role should have them.

If the sign-in fails, confirm that the username and password were entered correctly and that any required organizational access steps were completed before retrying.

Note

Repeated failed sign-in attempts may lock the account. If your account is locked, contact your program administrator or COMMANDLINK Support to unlock it.

Map and Unit Tracking

GovCIO COMMANDLINK is used primarily to monitor GovCIO COMMANDLINK mobile units.

3.1 Main Map View

1. Review the main map after sign-in.

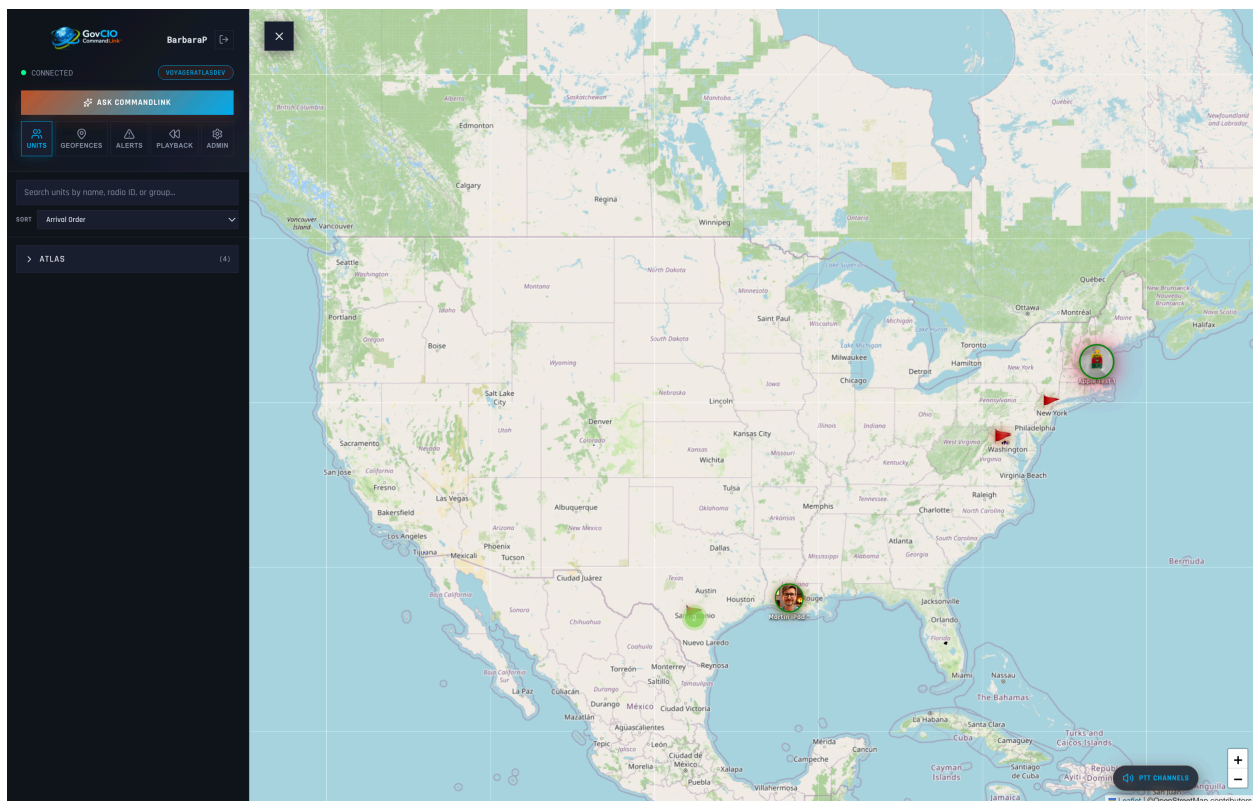


Fig. 1: GovCIO COMMANDLINK main map view

2. Use the sidebar to expand or collapse groups. Please note the groups default to collapsed when you first sign in. You must expand the groups to view the units assigned to them.

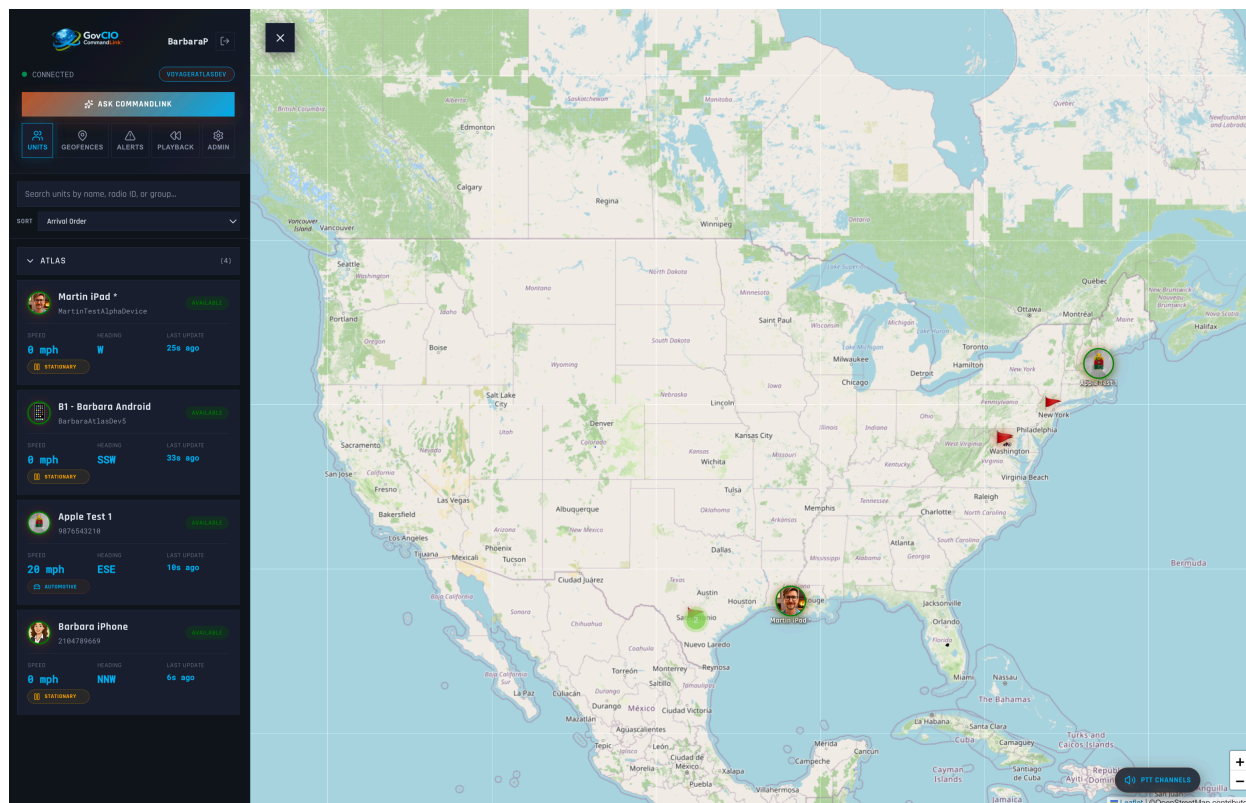


Fig. 2: GovCIO COMMANDLINK units tab view

3. Review the group name shown with each unit when you need to confirm the unit's organizational assignment.

3.2 Map Layer Selection

The map layer selector is located at the bottom of the main map, so you may need to close the left tray before you can see it.

1. Select the **X** in the left tray to close the panel if it is covering the lower part of the map.
2. Use the map layer selector at the bottom of the page to choose the display style that best fits your task.
3. Choose from **Dark**, **Light**, **Satellite**, or **Street** map layers.

If the default map provider is unavailable, GovCIO COMMANDLINK may fall back to an alternate map provider so the map remains available.

3.3 Unit List and Search

After you set the map view, use the unit list to find the unit you want to inspect.

There are options to sort the unit list by name, Arrival Order, or Most Recent Update. You can also search for a specific unit by name.

1. Search or sort units when monitoring a larger list.

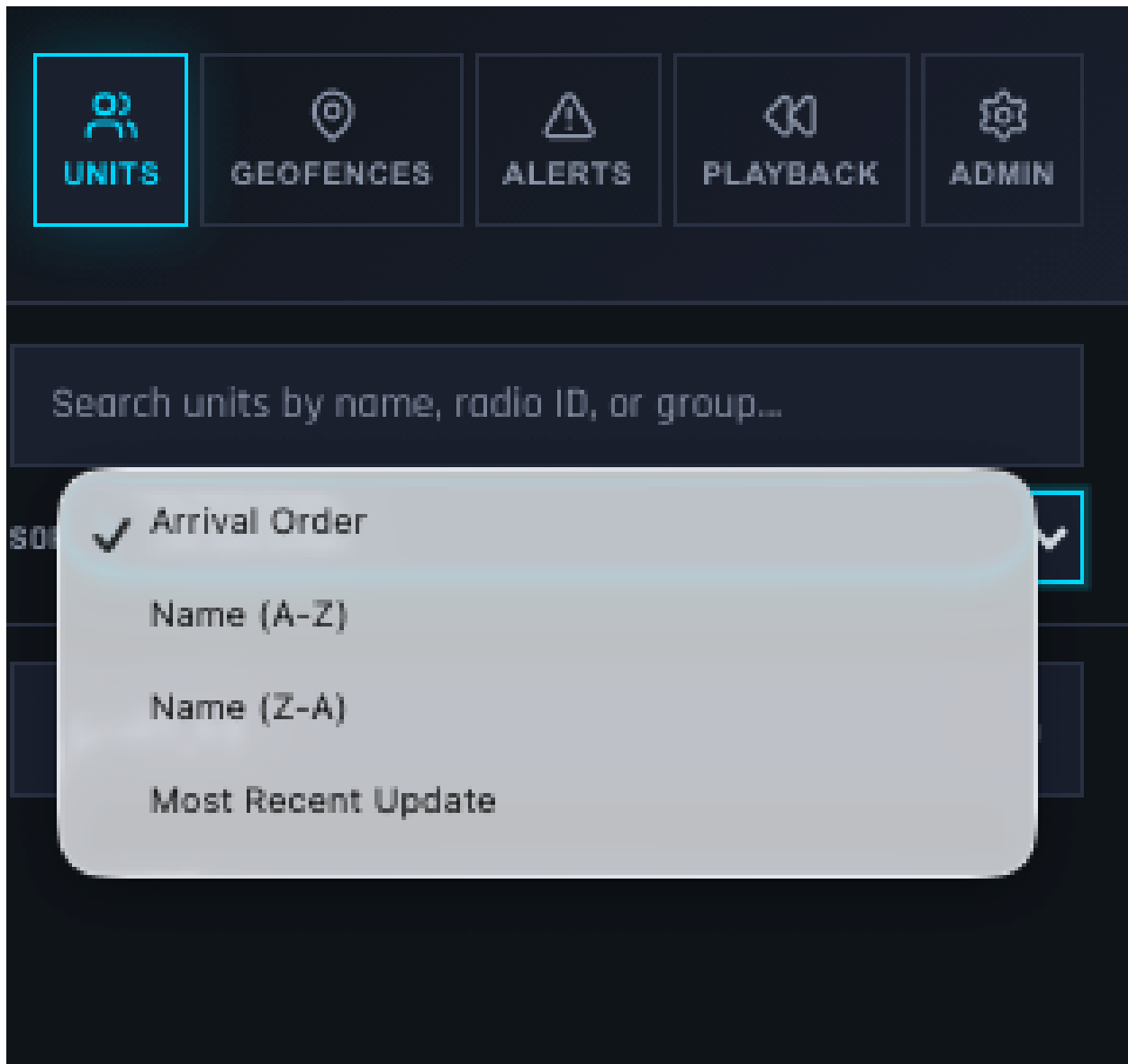


Fig. 3: GovCIO COMMANDLINK unit sort options view

3.4 Unit Detail

Select a unit from the list to open its detail view and review the unit's current status, movement state, and most recent update time.

1. Select a unit to review its current status, assigned group, recent update time, and map position.

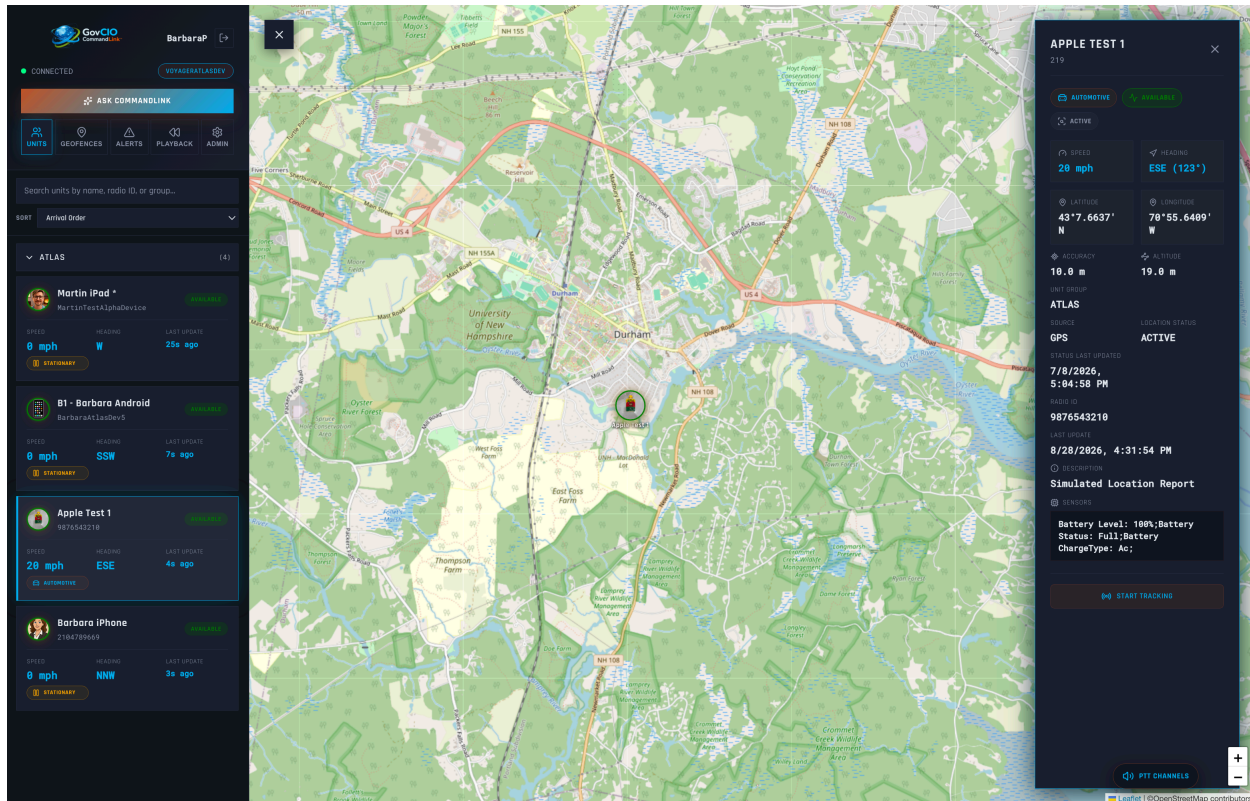


Fig. 4: GovCIO COMMANDLINK selected unit detail view

2. Review the unit status to confirm whether the unit is Available, Out of Office, or Not Sharing.
3. Check the movement indicator to determine whether the unit is moving or stationary.
4. An accuracy bubble appears around the unit avatar to understand the approximate accuracy of the reported location.
5. Review the most recent update time and current map position.

3.5 Map Visibility for Non-Sharing Users

When a user changes status from sharing location to **Out of Office** or **Not Sharing**, the map-visibility timeout starts.

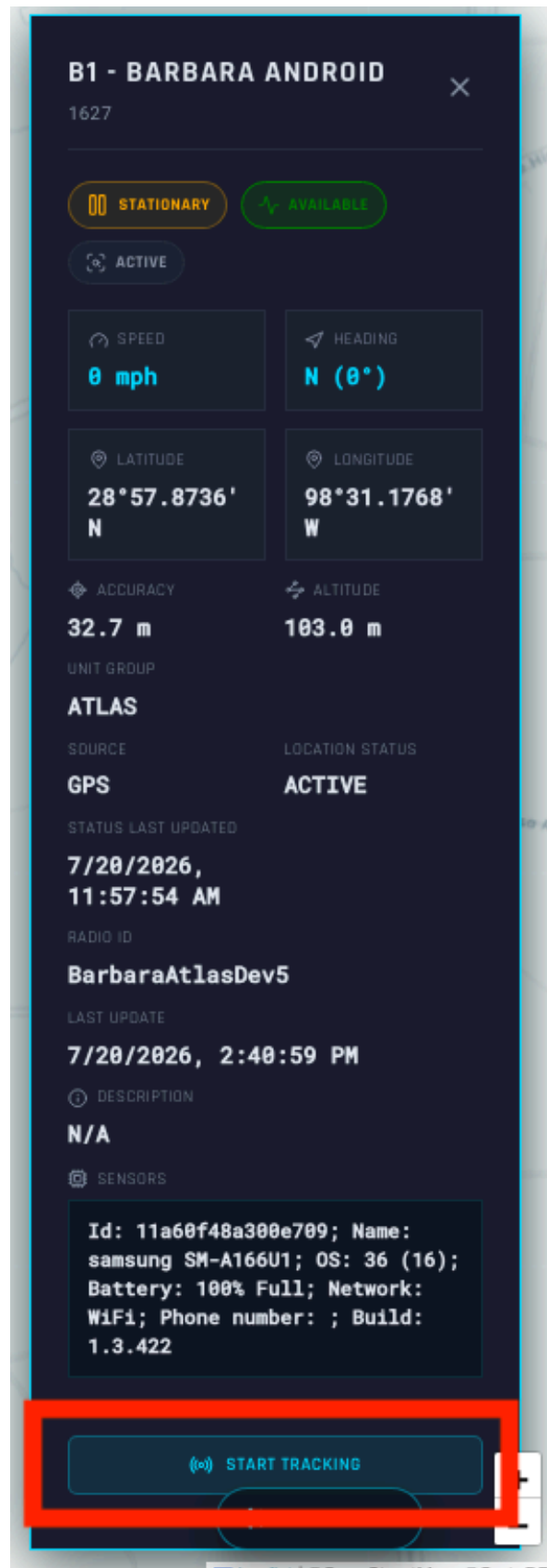
System administrators configure this timeout per group. The default timeout is 10 minutes.

After the timeout expires, the user is removed from the map.

When the user starts sharing location again, the user reappears on the map.

3.6 Start Tracking

Use **Start Tracking** when you want GovCIO COMMANDLINK to begin collecting breadcrumbs for the unit.



3.6. Start Tracking Fig. 5: GovCIO COMMANDLINK unit detail start tracking view

1. Select **Start Tracking** at the bottom of the Unit Detail panel when you want to begin collecting breadcrumbs for the unit.

Once tracking is enabled, GovCIO COMMANDLINK begins recording breadcrumbs for the unit according to your role and system settings.

Push-to-Talk Communications

GovCIO COMMANDLINK supports push-to-talk (PTT) communication for voice-based coordination.

The PTT experience is centered on channels. The default PTT group is available to assigned users for routine communication from the main map, and private channels can be created for smaller groups or specific activities.

4.1 Using the Default Channel

Use the default PTT channel when you want to communicate with the standard group assigned to your account.

1. Open the main map in GovCIO COMMANDLINK.
2. At the bottom of the map, select the **PTT Channels** menu option to open the PTT channel view.

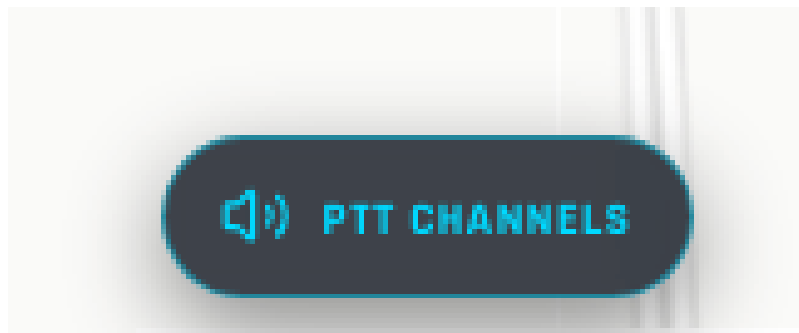


Fig. 1: GovCIO COMMANDLINK push-to-talk channels view

3. Tap the **Listen** button to hear the default channel. You can also tap the **HOLD TO SPEAK** button to speak to the group.

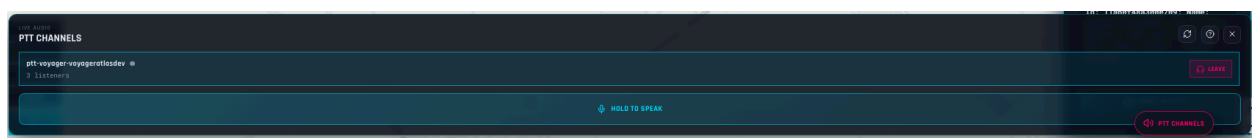


Fig. 2: GovCIO COMMANDLINK push-to-talk listen and talk buttons

4. Tap **LEAVE** to stop listening the channel when you are finished.

4.2 Private Channels

Private channels let you coordinate with a smaller group or a specific operational activity.

Note

GovCIO COMMANDLINK users cannot currently create PTT channels in the web interface. PTT channels must be created in GovCIO COMMANDLINK mobile.

1. At the bottom of the map, select the **PTT Channels** menu option to open the PTT channel view.

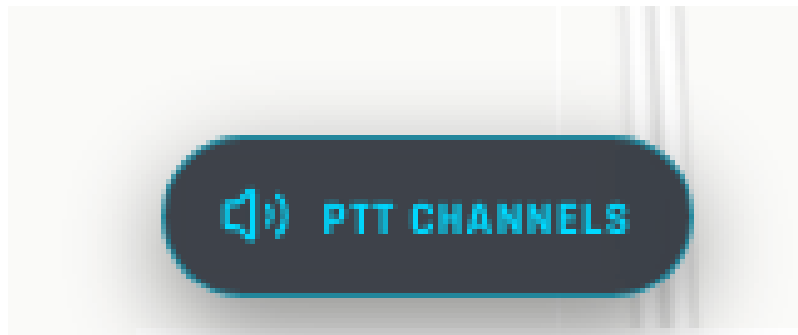


Fig. 3: GovCIO COMMANDLINK push-to-talk channels view

2. Join, listen, or leave channels as needed for the task.

4.3 Managing Members

Currently, use the channel member controls in GovCIO COMMANDLINK to add or remove units from a private PTT channel.

Users added to a channel gain access to that channel. Users removed from a channel can no longer listen or participate in it.

Geofences and Geocoding

GovCIO COMMANDLINK includes geofence and geocoding workflows in the web interface.

Use the **Geofences** tab to review existing geofences, create new geofences, and look up locations with forward or reverse geocoding.

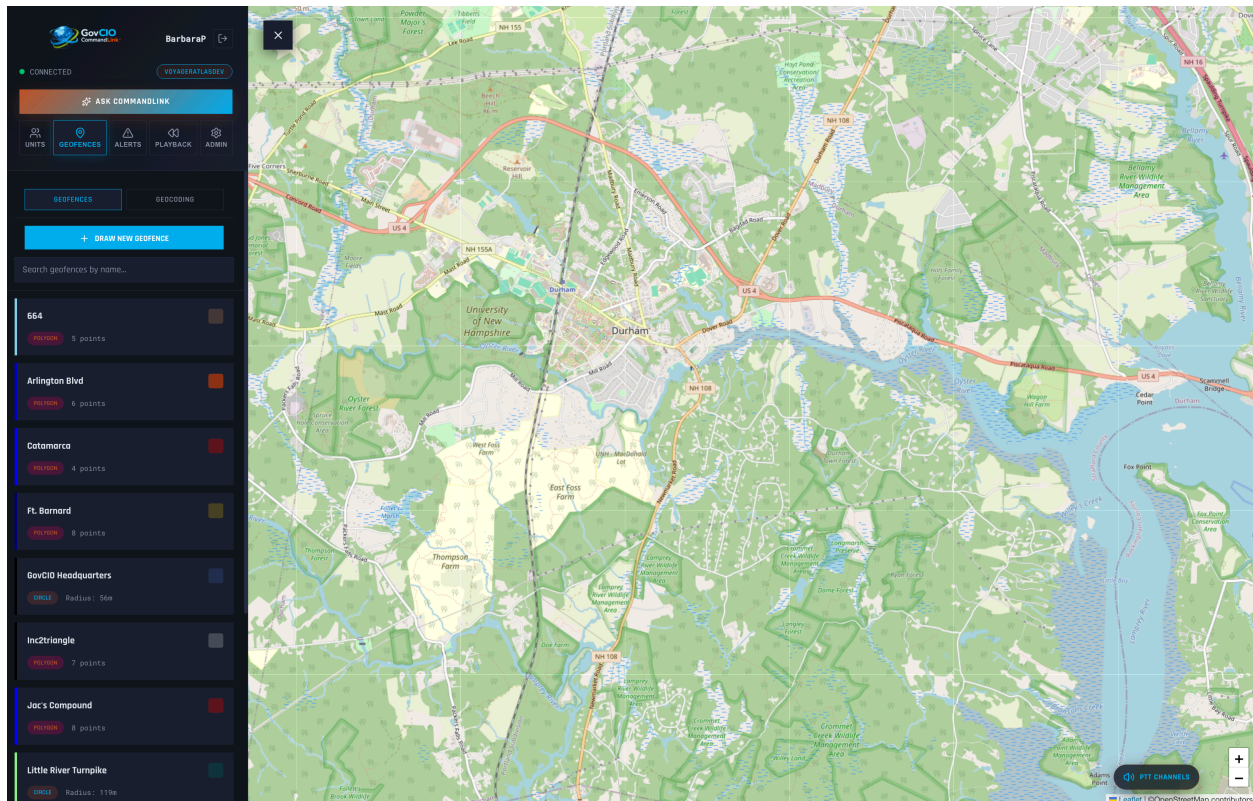


Fig. 1: GovCIO COMMANDLINK geofences list view

5.1 Geofence Tasks

1. Open the **Geofences** tab to review the currently available geofences.

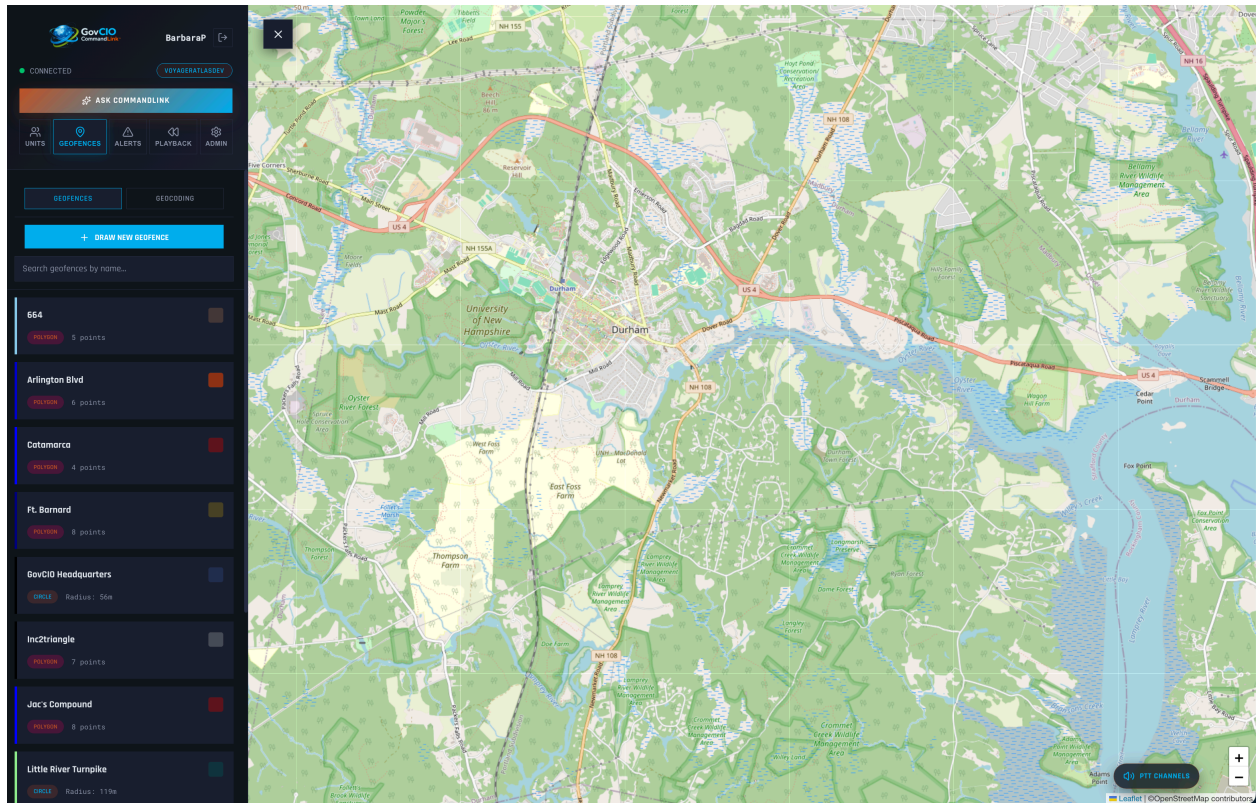


Fig. 2: GovCIO COMMANDLINK geofences list view

2. Search the list when you need to locate a specific geofence by name.
3. Use **Draw New Geofence** to begin placing points on the map.

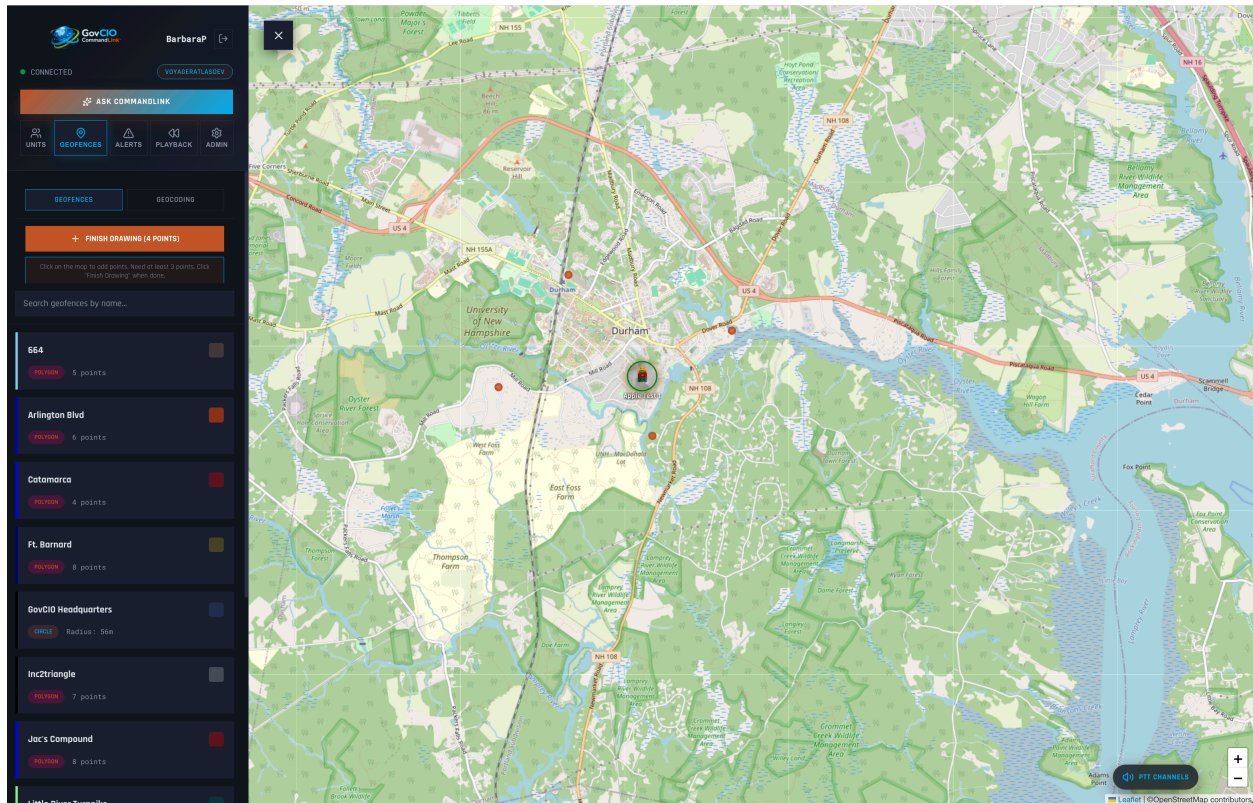


Fig. 3: GovCIO COMMANDLINK geofence drawing workflow

4. Finish the drawing by tapping **FINISH DRAWING (X Points)** when enough points have been added.
5. Save the geofence by completing the form with a name, fill color, border color, and transparency setting.

SAVE GEOFENCE (4 POINTS) ×

GEOFENCE NAME *

FILL COLOR (HEX WITHOUT #)

BORDER COLOR (HEX WITHOUT #)

TRANSPARENCY (0 = INVISIBLE, 1 = OPAQUE)

RADIUS (METERS, 0 FOR POLYGON)

Polygon geofence

 **SAVE GEOFENCE**

CANCEL

Fig. 4: GovCIO COMMANDLINK geofence save workflow

5.2 Geocoding Tasks

1. Use forward geocoding to search for an address or place name.

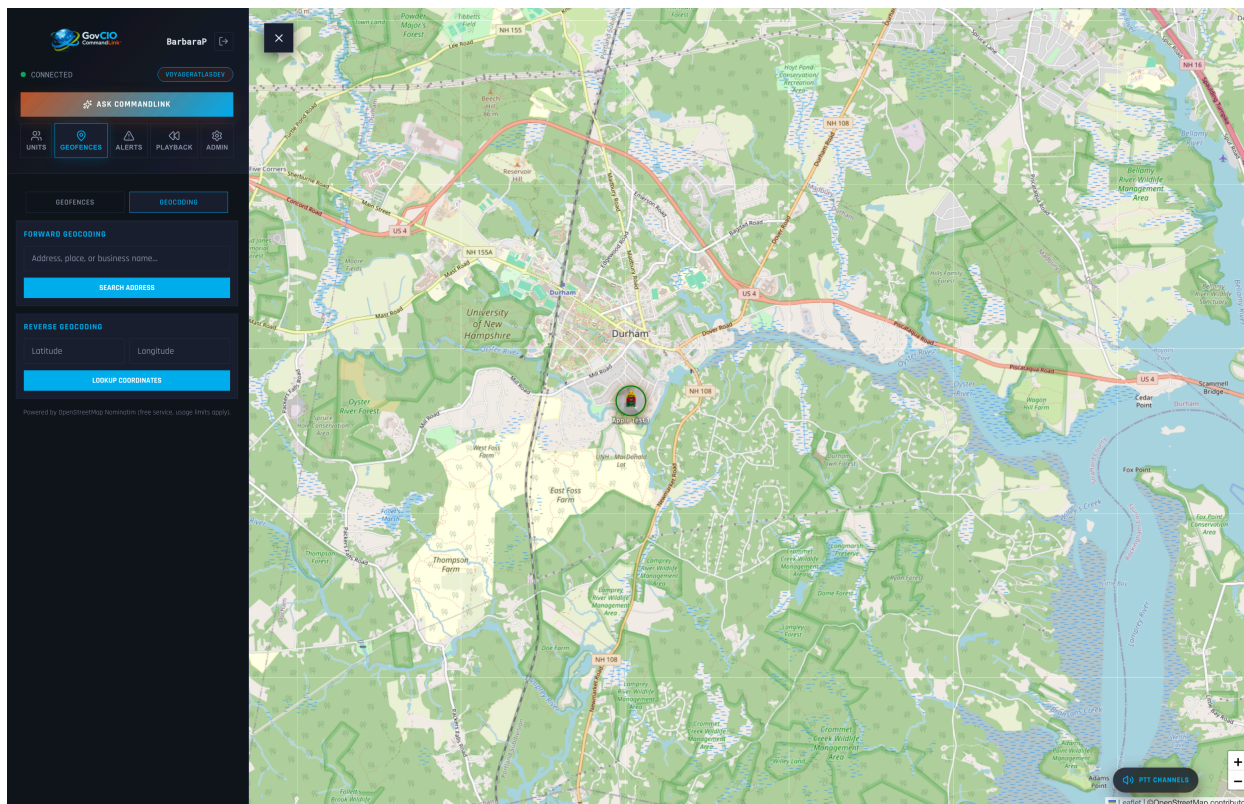


Fig. 5: GovCIO COMMANDLINK geocoding workflow

2. Use reverse geocoding when you need to identify a location from latitude and longitude values.
3. Recenter the map on a result to continue review or drawing work.

Alerts and Notifications

GovCIO COMMANDLINK includes alert monitoring and, when permitted, OMNIALERTS composition workflows.

Use the **Alerts** tab to review active alerts and, when permitted, create OMNIALERTS for broader communication and coordination.

6.1 Open Alerts

1. Open the **Alerts** tab. When the **Alerts** tab is selected, the list of active alerts appears. At the very top of the side panel is the **Create OMNIALERT** button. The active alerts are listed below the button, with the most recent alerts at the top of the list. The **Alerts** tab includes a badge count that updates dynamically while you are viewing the alerts panel. Active polling for alert updates occurs only while the alerts panel is open.

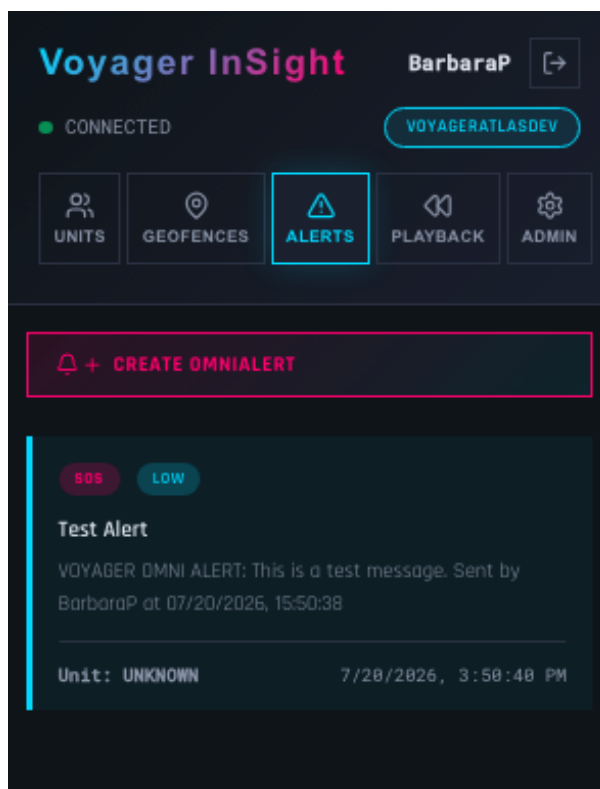


Fig. 1: GovCIO COMMANDLINK alerts tab view

- The details can be reviewed in the panel. The type of alert, priority, unit information, and timestamps are displayed for each active item. **SOS** is the alert type for an emergency alert. The priority is indicated by a badge, with **High** priority alerts shown in red and **Medium** priority alerts shown in yellow, and **Low** priority alerts shown in blue. The unit identifier, **Sent** timestamp, and **Server Processed** timestamp are also displayed for each alert.

6.2 Compose OMNIALERTS

- Select **Create OMNIALERT**. As noted, the **Create OMNIALERT** button is located at the top of the **Alerts** tab. Selecting this button opens the OMNIALERTS composer. The OMNIALERTS composer is a form that allows you to create a new notification for other users. The form opens in a side panel.

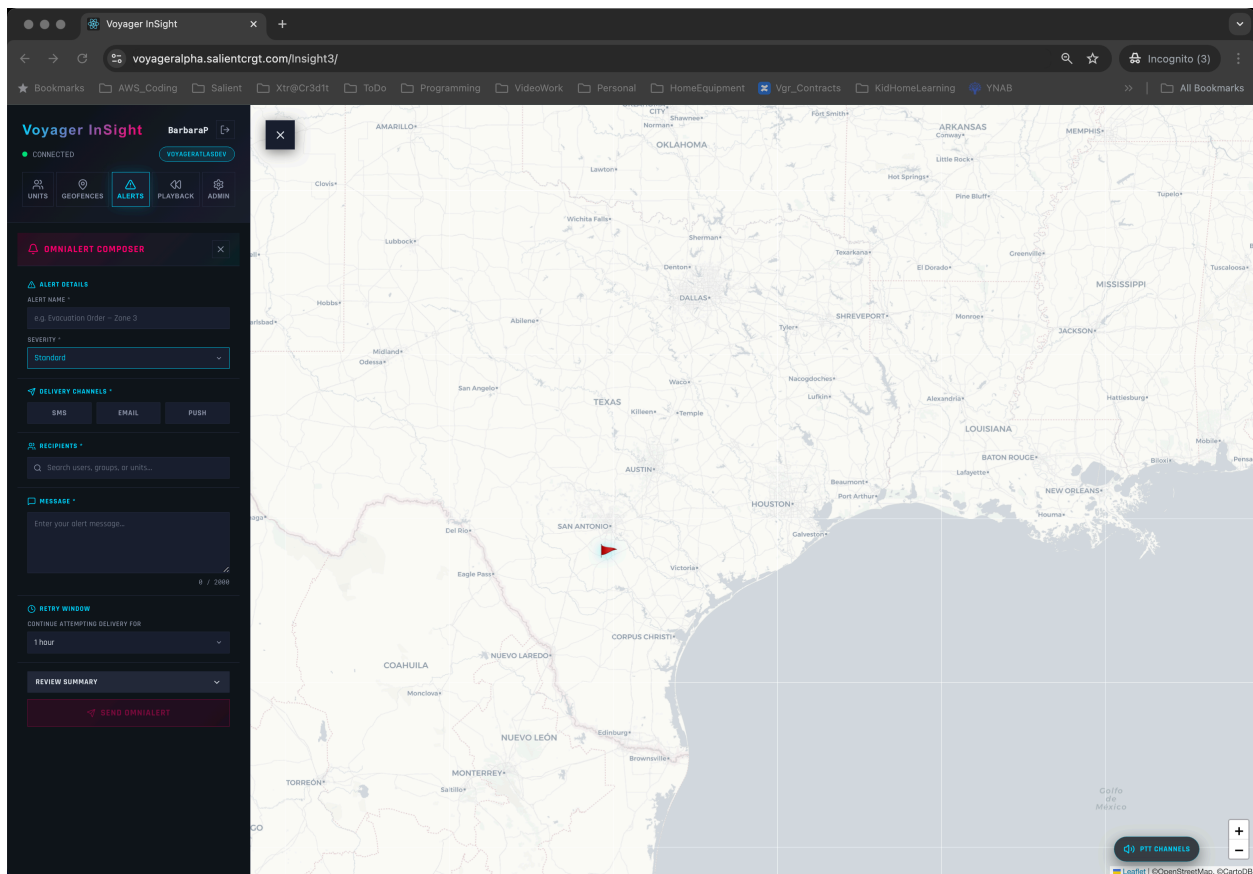
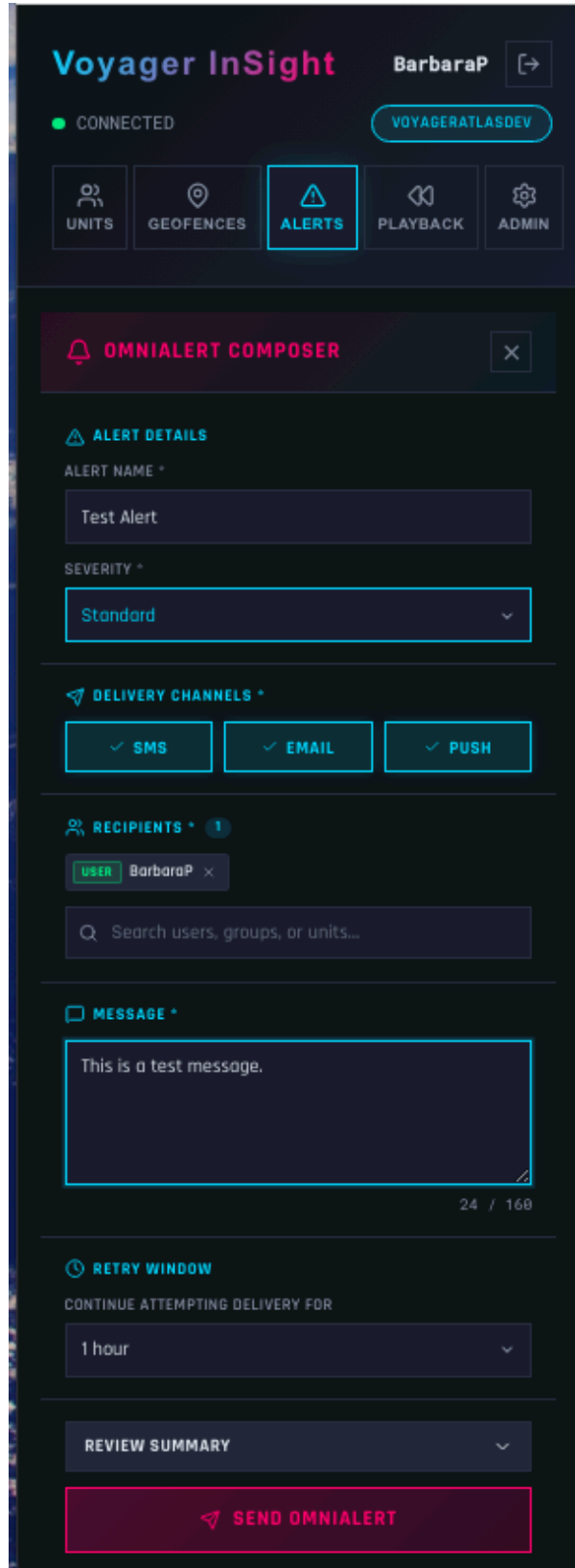


Fig. 2: GovCIO COMMANDLINK map and OMNIALERTS composer view

- Complete the required fields:
 - Alert name:** Use a short, specific title so users can quickly identify the alert purpose.
 - Severity:** Select the priority level (for example, High, Medium, or Low) based on urgency.
 - Delivery channels:** Choose how the alert is sent (such as in-app notification, email, and SMS where enabled).
 - Recipients:** Select the intended audience, including users, groups, or units.

- **Message:** Enter clear action-focused instructions with the key details users need.
- **Customize Message By Channel:** When available, customize message text for each delivery channel so email, SMS, and push notification recipients receive channel-appropriate wording.
- **Alert Expiration:** Set when the alert should stop being active or visible. Expiration is based on when the alert is sent, not when it is created.



Voyager InSight BarbaraP

CONNECTED VOYAGERATLASDEV

UNITS GEOFENCES **ALERTS** PLAYBACK ADMIN

OMNIALERT COMPOSER

ALERT DETAILS

ALERT NAME *
Test Alert

SEVERITY *
Standard

DELIVERY CHANNELS *

☒ SMS ☒ EMAIL ☒ PUSH

RECIPIENTS * 1

USER BarbaraP

Search users, groups, or units...

MESSAGE *

This is a test message.

24 / 160

RETRY WINDOW

CONTINUE ATTEMPTING DELIVERY FOR
1 hour

REVIEW SUMMARY

SEND OMNIALERT

Fig. 3: GovCIO COMMANDLINK OMNIALERTS completed composer view

Note

SMS OMNIALERTS are only available for users with a mobile number configured in their profile. If a user does not have a mobile number, the SMS option will not be available for that user.

6.3 Send to Multiple Recipients

When sending an OmniAlert message, you can send to multiple recipients in either of these ways:

- Add multiple users, groups, or units directly to the **Recipients** list in the composer.
- Create an OMNI List under **Admin > OMNI > Lists**, then select that list as a recipient when composing the alert.

Use direct recipient selection for one-time messages. Use an OMNI List when the same group of users or units needs to receive repeated alerts.

1. To add recipients directly, open the OmniAlert composer and select each user, group, or unit that should receive the message.

SEVERITY *

Standard

DELIVERY CHANNELS *

✓ SMS

✓ EMAIL

✓ PUSH

RECIPIENTS * 2

UNIT Tester1 ×

UNIT Tester2 ×

Tester

Tester1	Radio: 2223334343	UNIT	✓
Tester2	Radio: 2223334344	UNIT	✓
Tester3	Radio: 2223334345	UNIT	
Tester4	Radio: 2223334346	UNIT	
Tester5	Radio: 2223334347	UNIT	
Tester6	Radio: 2223335656	UNIT	

Fig. 4: Adding multiple selected users in the OmniAlert composer.

2. To use a saved list, create or update the list from **Admin > OMNI > Lists**.

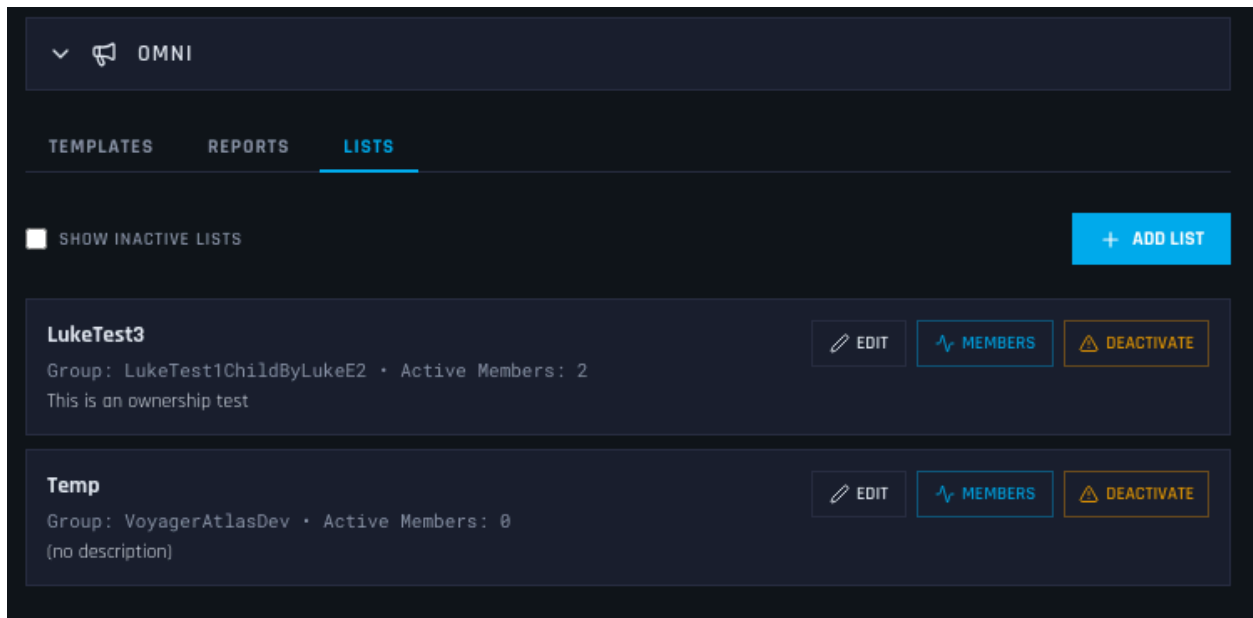


Fig. 5: Adding a recipient list in the OmniAlert composer.

3. In the OMNIALERTS composer, select the saved list from the recipient options.

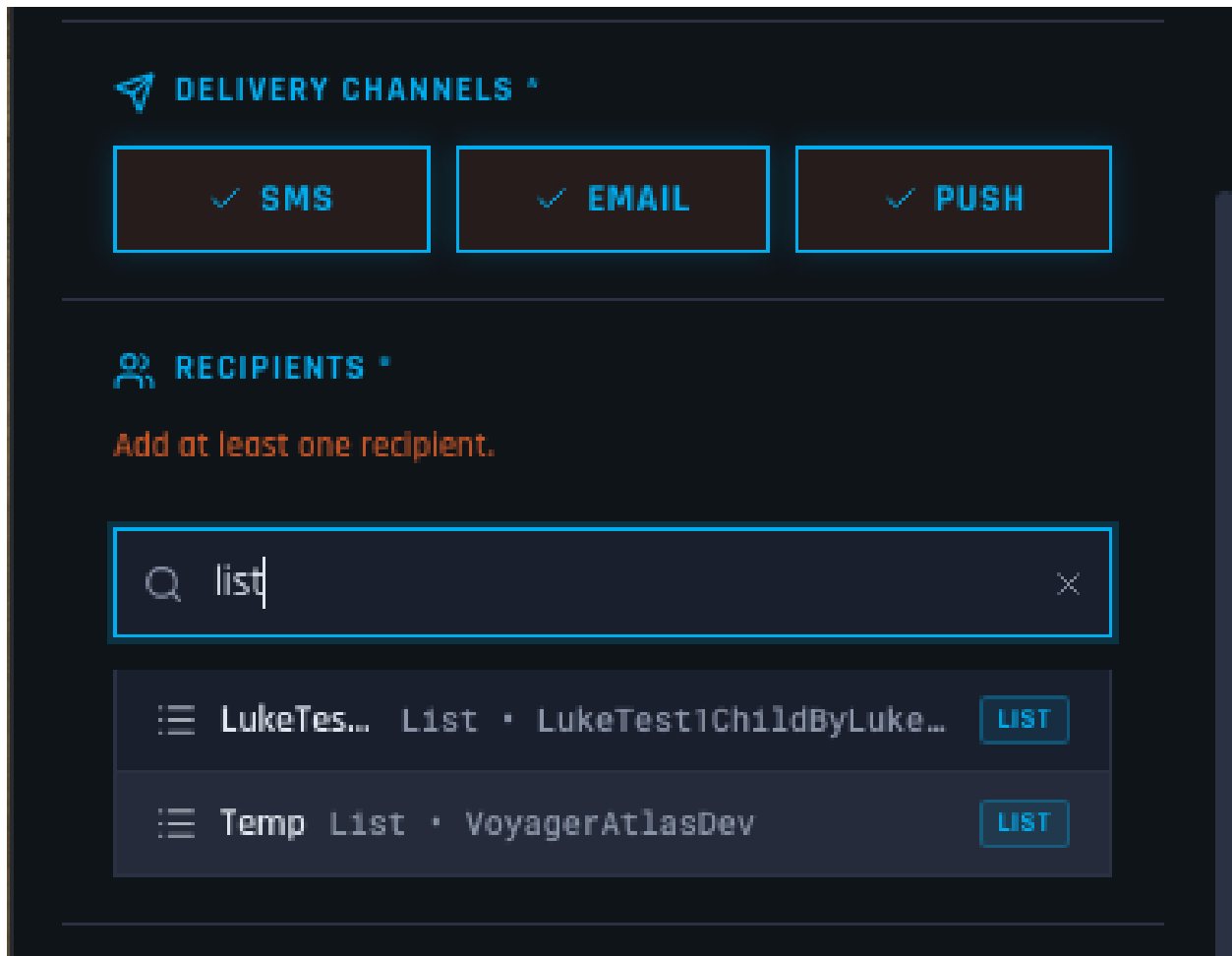


Fig. 6: Adding a recipient list in the OmniAlert composer.

- At the bottom of the composer, there is an option to review the alert before sending. If you select **Review**, a confirmation screen appears to allow you to verify the details before sending.

Confirm that severity, channels, recipients, message text, and retry window are correct before sending.

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BarbaraP

CONNECTED

VOYAGERATLASDEV

UNITS

GEOFENCES

ALERTS

PLAYBACK

ADMIN

Test

SEVERITY *
Standard

DELIVERY CHANNELS *
SMS
EMAIL
PUSH

RECIPIENTS * 1
UNIT Barbara iPhone
Search users, groups, or units...

MESSAGE *
This is a Test
14 / 168

RETRY WINDOW
CONTINUE ATTEMPTING DELIVERY FOR
1 hour

REVIEW SUMMARY

ALERT NAME	Test
SEVERITY	Standard
CHANNELS	SMS
RECIPIENTS	1 selected
RETRY WINDOW	1 hour
MESSAGE PREVIEW	This is a Test

SEND OMNIALERT

Fig. 7: GovCLO COMMANDLINK OMNIALERTS review summary before send

6.3. Send to Multiple Recipients

6.4 Send and Confirm

1. Submit the OMNIALERTS.

Before the alert is sent, a confirmation dialog appears for this action so you can verify details before submitting.

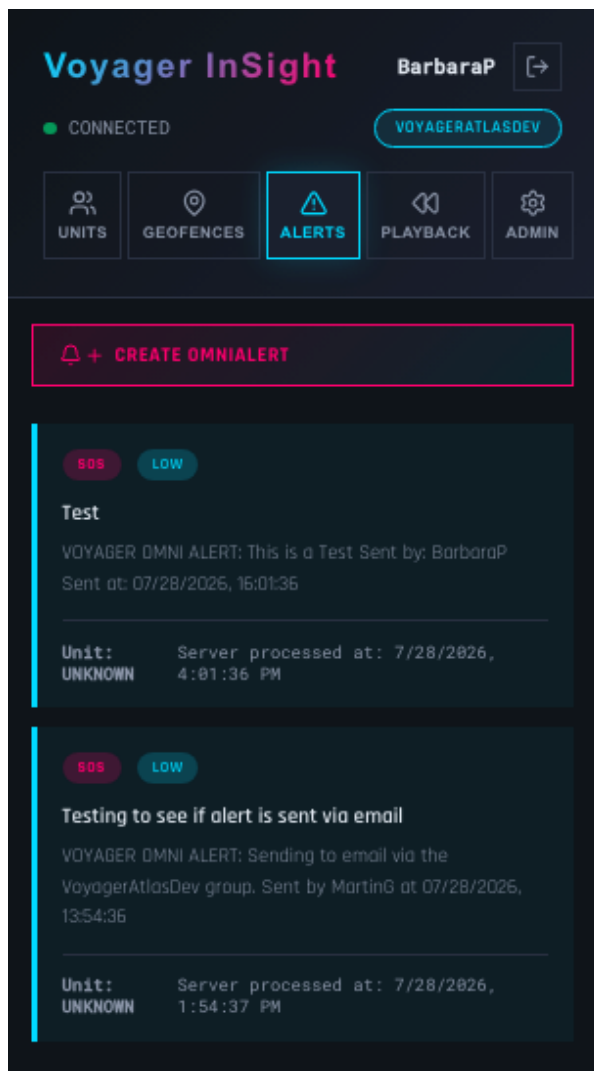


Fig. 8: GovCIO COMMANDLINK alerts list with newly created OMNIALERTS entry

2. Verify that a confirmation screen appears. Additionally, the **Alerts** tab will flash red to indicate that a new alert has been created. The new alert appears at the top of the active alerts list.

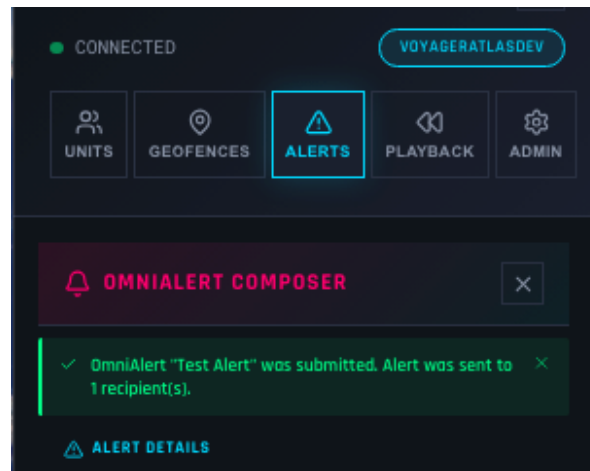


Fig. 9: GovCIO COMMANDLINK OMNIALERTS sent confirmation view

3. Recipients can confirm receipt of the OMNIALERT directly from the notification. When an OMNIALERT is received, a confirmation URL or link appears allowing the recipient to acknowledge the message. Following the link marks the alert as received and logs the acknowledgment with a timestamp.

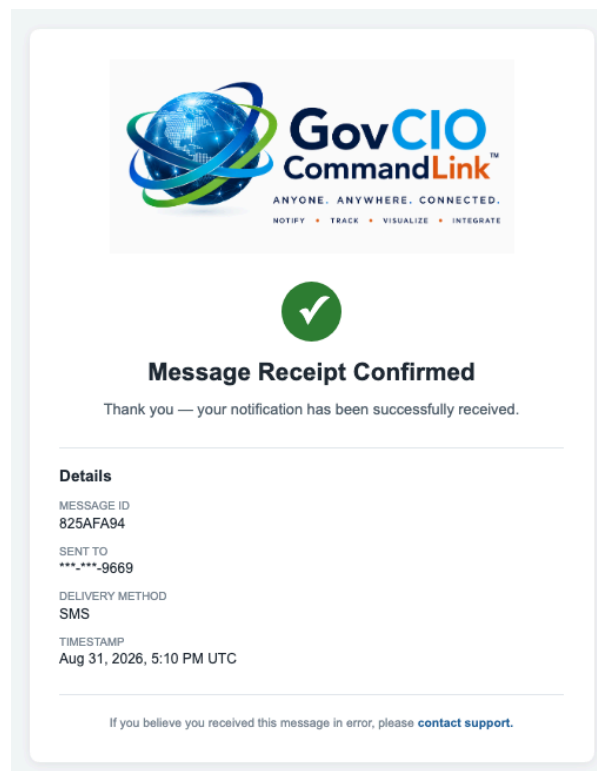


Fig. 10: GovCIO COMMANDLINK OMNIALERT receipt confirmation view

6.5 Review OMNI Alert Delivery Status

Use the OMNI Alert Dashboard to review delivery and acknowledgment status after an OMNIALERTS message is sent.

1. Open the OMNI Alert Dashboard by tapping OMNI -> Reports -> OMNI Alert Dashboard (Open Dashboard).
2. Select an alert to review recipient and delivery-channel status.
3. Review whether each delivery is active, expired, or acknowledged when those details are available.
4. If an alert has unacknowledged deliveries, use the resend option when it is available for your role and workflow.
5. Optionally mark completed alerts as processed in the Alerts list when your workflow requires cleanup. Currently, the **X** button is available to mark an alert as processed. Selecting the **X** button opens a modern confirmation modal, similar to group deactivation, to ensure that you want to mark the alert as processed.

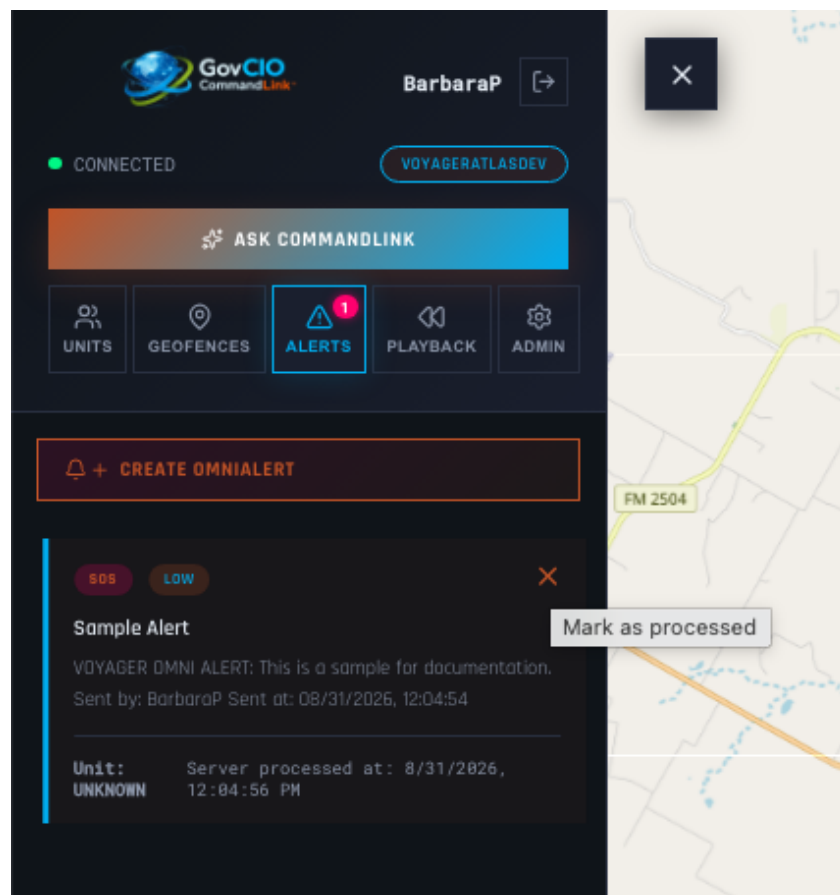


Fig. 11: GovCIO COMMANDLINK alert card action to mark an alert as processed

The confirmation modal is the only way to mark an alert as processed. Once confirmed, the alert is removed from the active list and this action cannot be undone. The number listed here will change to reflect the active alert number.

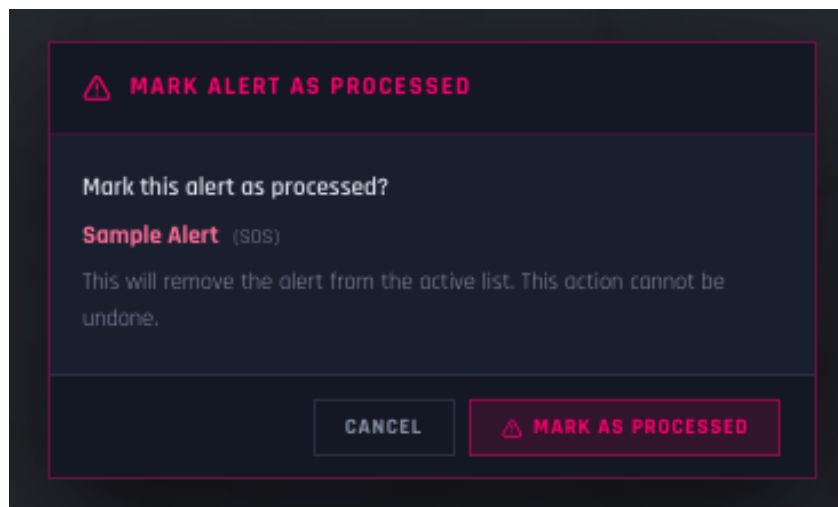


Fig. 12: Confirmation prompt shown before marking an alert as processed

6.6 Quick Notes

- You can send OMNIALERTS to specific users, groups, or units.
- You can use OMNI Lists when the same users or units need to be selected repeatedly.
- OMNIALERTS templates and alerts may support channel-specific message text for email, SMS, and push notifications.
- Available channels can include app notifications, email, and SMS.
- The OMNI Alert Dashboard can show delivery and acknowledgment status by recipient and channel.
- Timestamp labels now identify both when the alert was sent and when the server processed it.
- If the confirmation screen does not appear, review required fields and try again.

6.7 Ask CommandLink About an OMNI Alert

When the experimental **Ask CommandLink** feature is enabled, you can ask questions from the main menu or from an OMNI Alert detail screen.

1. Select **Ask CommandLink** from the available location.
2. Choose a suggested prompt or enter a question.
3. Review the response before taking action.

Administration

Administrative users can manage configuration tasks directly in GovCIO COMMANDLINK.

7.1 Administrative Areas

- Primary groups
- Users
- Units
- Group-level searches and filters
- Activity log access, if enabled

7.2 Administrative Permissions and Scope

Administrative access is role-based. The available controls depend on both your assigned group scope and your global permissions.

- Group Admin users can view and manage only their assigned root group and allowed sub-groups.
- The **Add Group** button at the base of the group hierarchy is visible only to administrators with the required global permissions.
- Group deactivation and reactivation controls are visible only to administrators with the required global permissions.

7.3 Group Hierarchy

The group hierarchy can include multiple levels of sub-groups. Indentation and visual line indicators show the parent-child relationship between groups.

Administrators with the required permissions can mark a group as a root group, create child groups, and manage visible groups. GovCIO COMMANDLINK prevents removing the root-group setting when the group still has child groups.

7.4 Group Deactivation and Reactivation

GovCIO COMMANDLINK supports soft-delete behavior for groups through deactivation.

1. Select a group and choose the deactivate action when available.
2. Confirm the action in the confirmation dialog.
3. If the selected group still has active devices, deactivation is blocked and a notification appears.
4. Use the inactive-groups view to display hidden inactive groups when needed.
5. Reactivate a group either in its previous hierarchy location or at the root level, based on your workflow needs and permissions.

Groups that are inactive are hidden from the default group view until the inactive-groups view is enabled.

7.5 Navigate to the Administrative Area

1. Open the administrative area by Tapping the **Admin** button in the main navigation panel.

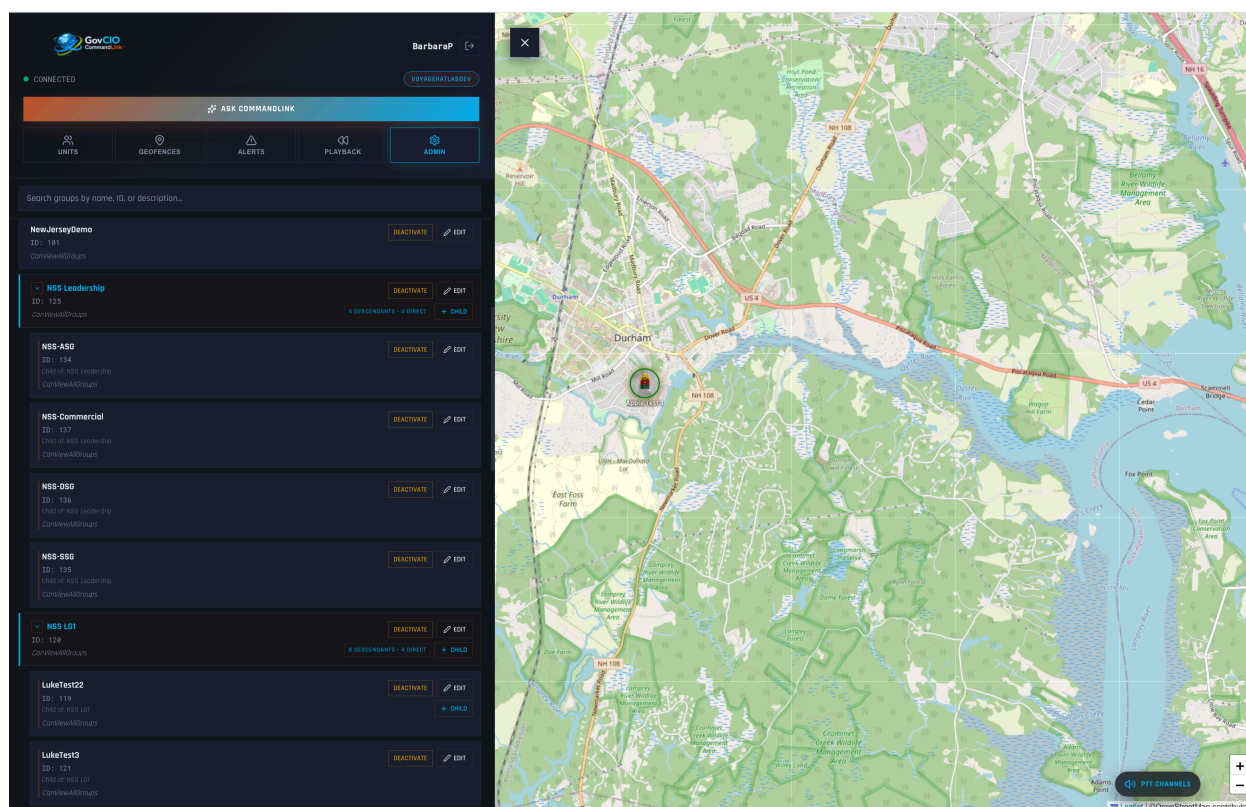


Fig. 1: GovCIO COMMANDLINK admin overview view

2. Select a primary group.

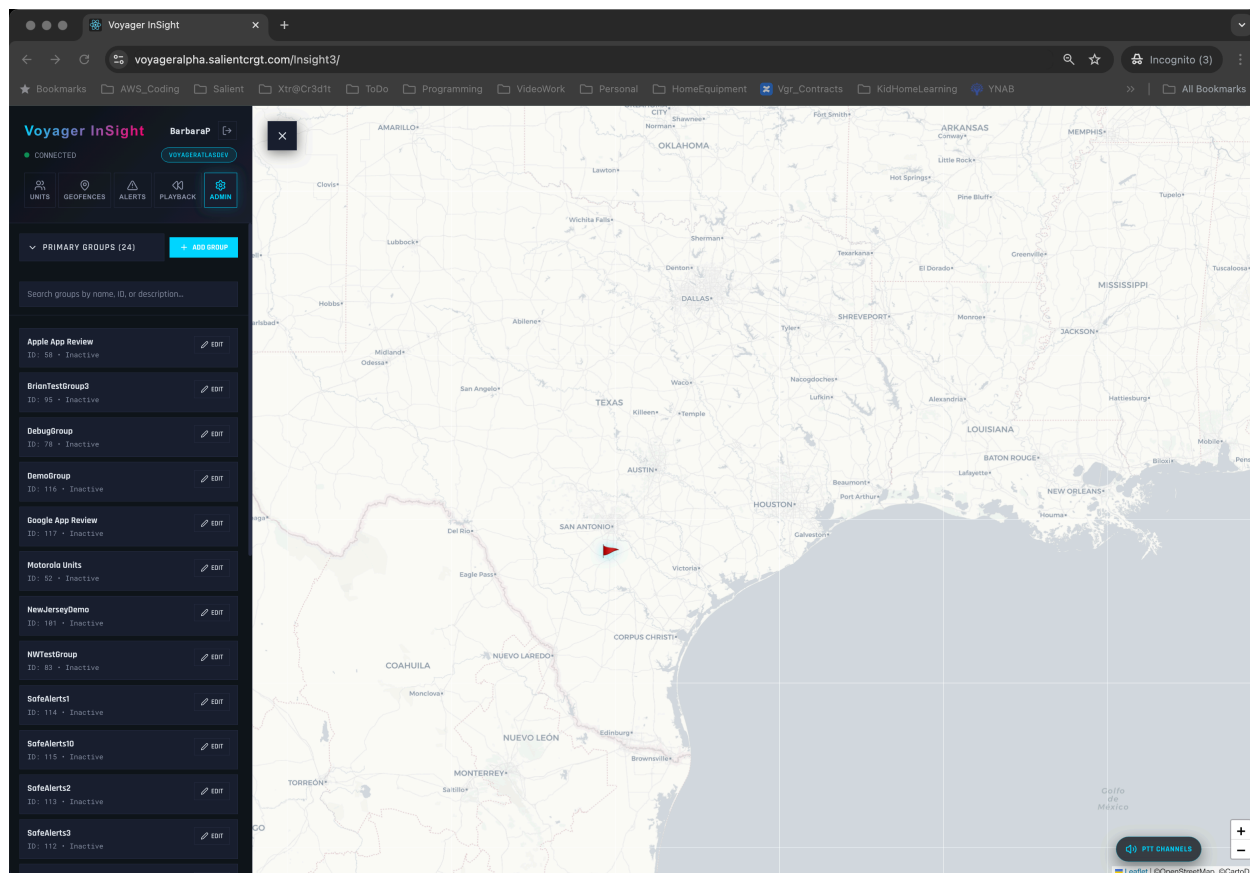


Fig. 2: GovCIO COMMANDLINK admin group detail view

3. Review units assigned to the group.
4. Add or edit a group, unit, or user as permitted by your role.
5. Return to the main monitoring view when changes are complete.

7.6 Primary Group Management

Primary Group Management allows administrators to create and update primary groups directly in GovCIO COMMANDLINK.

1. Open the Admin area and select the **Primary Groups** tab.

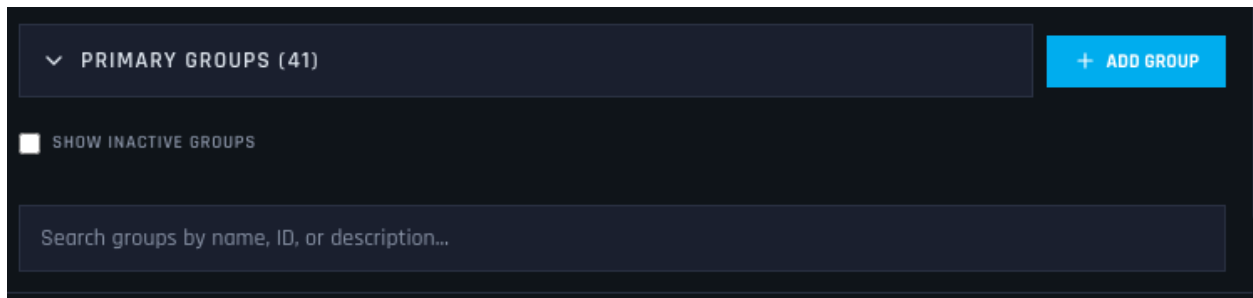


Fig. 3: GovCIO COMMANDLINK primary group management options

Note

The **Primary Groups** section provides the following options:

- Select the arrow next to **Primary Groups** to expand or collapse the section. The group list may disappear briefly while the system updates.
- The number in parentheses is the number of groups configured in the system that you have permission to view.
- Select **+ ADD GROUP** to create a primary group when permitted by your role.
- Use **Show Inactive** to show or hide inactive groups.
- Select the search bar and enter a group name to filter the list.

2. Add a new primary group or select an existing group to edit.

ADD NEW GROUP ✕

GROUP NAME *

Enter group name

Display Settings

COLOR (HEX)

e.g., FF0000

BORDER (HEX)

e.g., 0000FF

MARKER

Marker identifier (optional)

VISIBLE GROUPS

- ☐ Apple App Review
- ☐ BarbaraTopLevel
- ☐ BarbaraSubGroup
- ☐ BarbaraSubGroup2
- ☐ BrianTestGroup3
- ☐ DebugGroup

Configuration

REFRESH RATE (SECONDS)

e.g., 30

SESSION TIMEOUT (SECONDS)

e.g., 1800

RECENT REPORT THRESHOLD (MINUTES)

Fig. 4: GovCIO COMMANDLINK add or edit primary group view

3. Use the enhanced color picker to set or update the group color.

4. Review group-level values such as refresh rate, session timeout, and recent report threshold when those settings are available for your role.
5. Save your changes.

7.7 User Management

Users are shown according to the logged-in administrator's group hierarchy and permissions.

1. Open the administrative area and select **Users**.

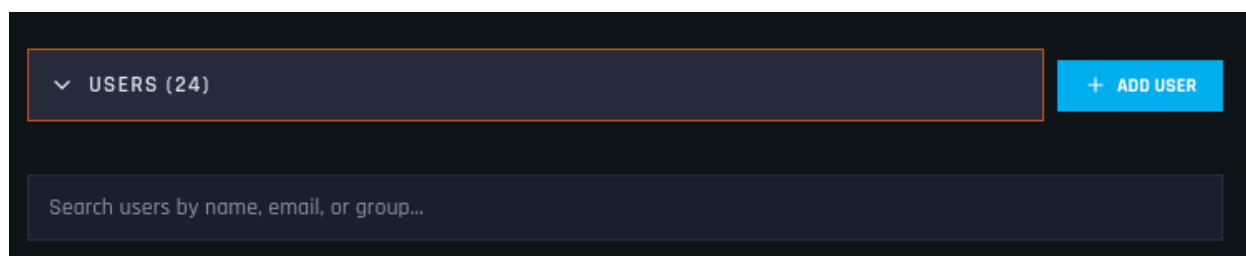


Fig. 5: GovCIO COMMANDLINK user management options

Note

The **Users** section provides the following options:

- Select the arrow next to **Users** to expand or collapse the section. The user list may disappear briefly while the system updates.
- The number in parentheses is the number of users configured in the system that you have permission to view.
- Select + **ADD USER** to create a user when permitted by your role.
- Select the search bar and enter a user name to filter the list.

2. Add or edit a user as permitted by your role.
3. Update editable profile details such as first name, last name, phone, and other attributes when needed.
4. Passwords can be updated by users with administrative privileges.
5. Unlocking a locked user account is also possible with administrative privileges.

7.8 Unit Management

Units are shown according to the logged-in administrator's group hierarchy and permissions.

1. Open the **Admin** area and select Primary Groups.
2. Select the primary group to which the unit belongs.
3. Add or edit a unit as permitted by your role.

4. Assign the unit to the correct group.
5. Save your changes.

7.9 Live Activity Log

The live activity log is an optional feature that may be enabled for your environment. It provides a real-time view of system events, including alerts, geofence activity, and user actions.

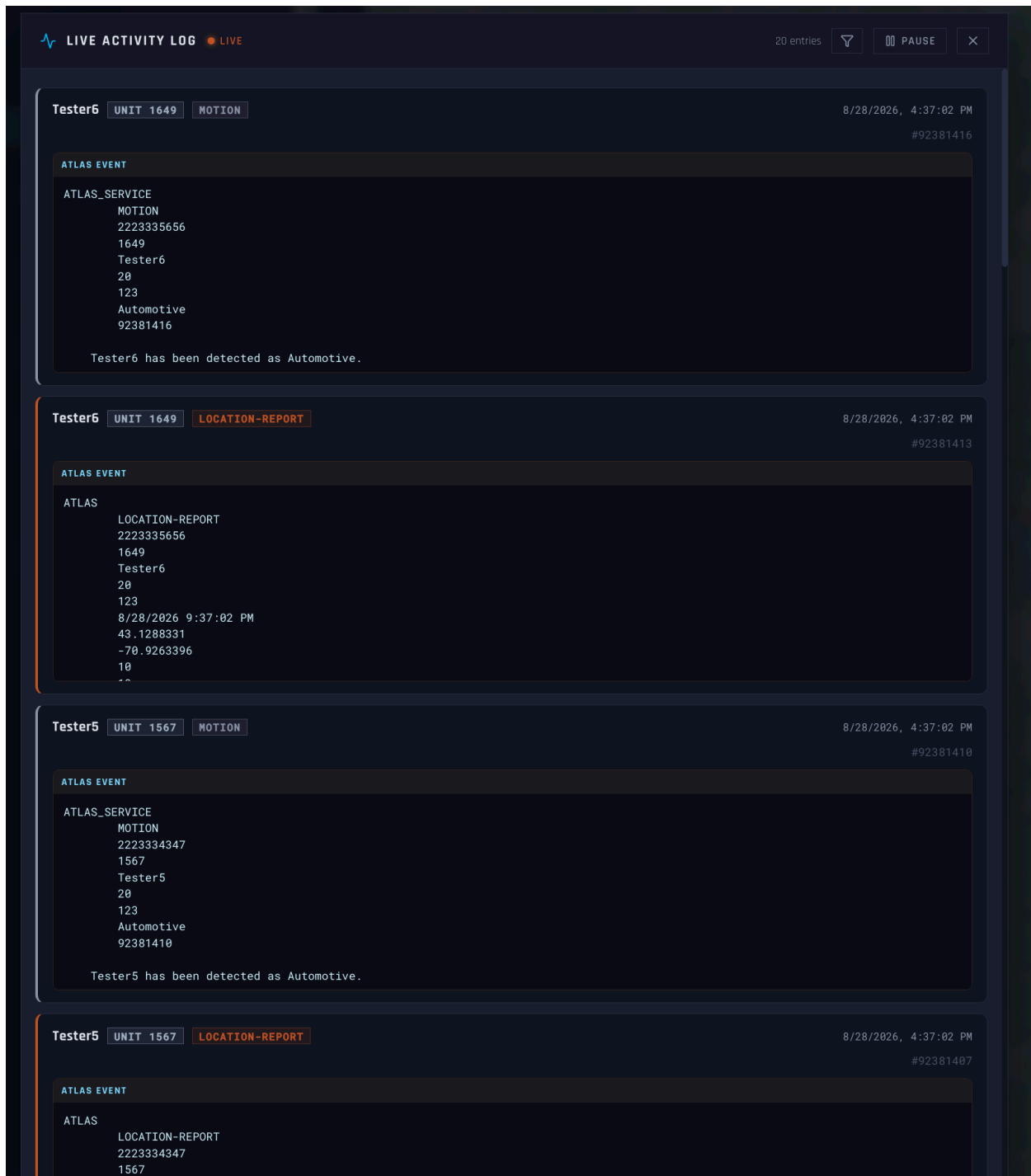


Fig. 6: GovCIO COMMANDLINK live activity log view

7.10 Live Activity Log Filters

The Live Activity Log includes an **Activity Type** filter for more granular event tracking.

1. Open the Live Activity Log.
2. Select the **Activity Type** filter and choose one or more activity types to narrow the results.

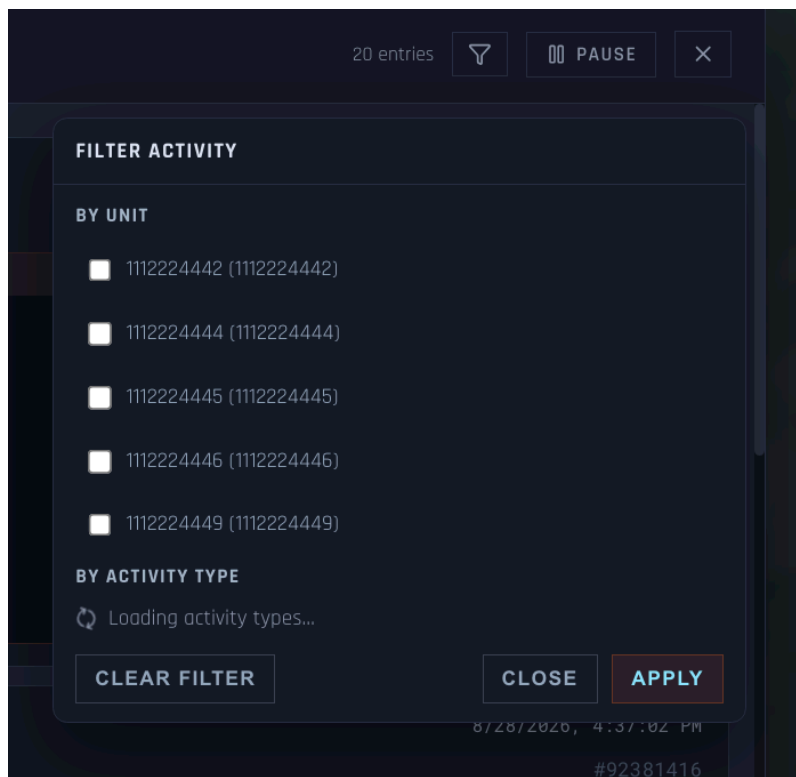


Fig. 7: GovCIO COMMANDLINK activity type filter selection view

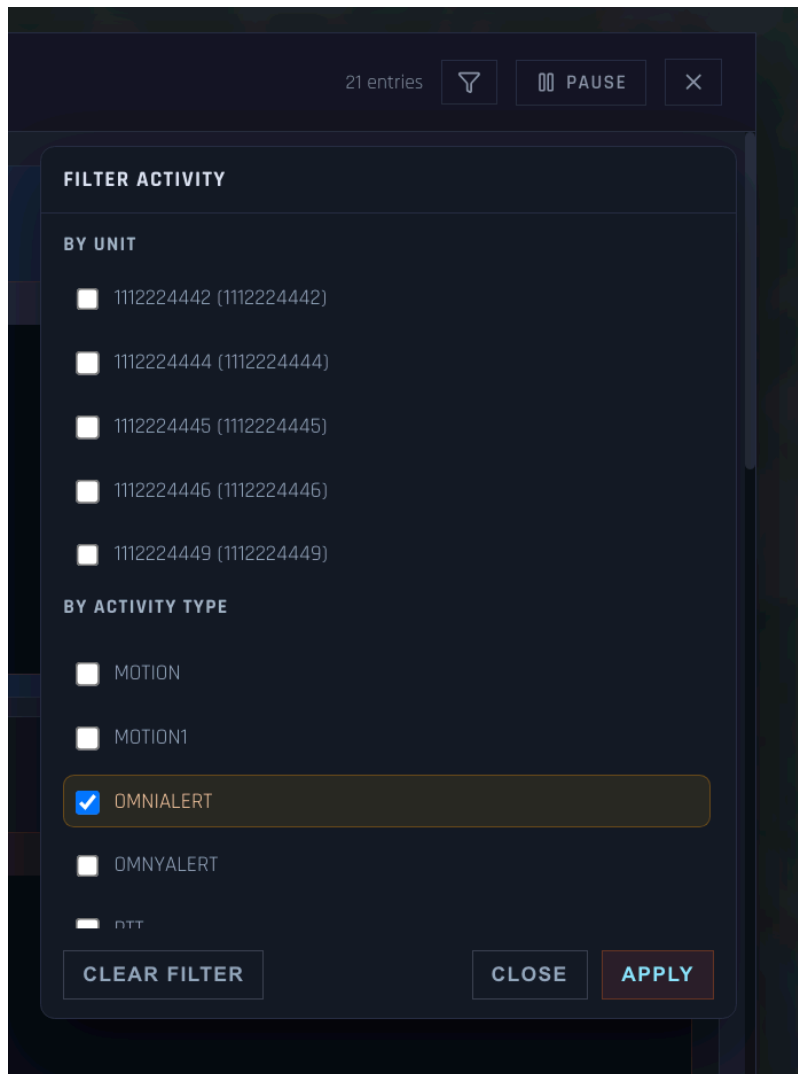


Fig. 8: GovCIO COMMANDLINK activity type filter with OMNIALERT selected

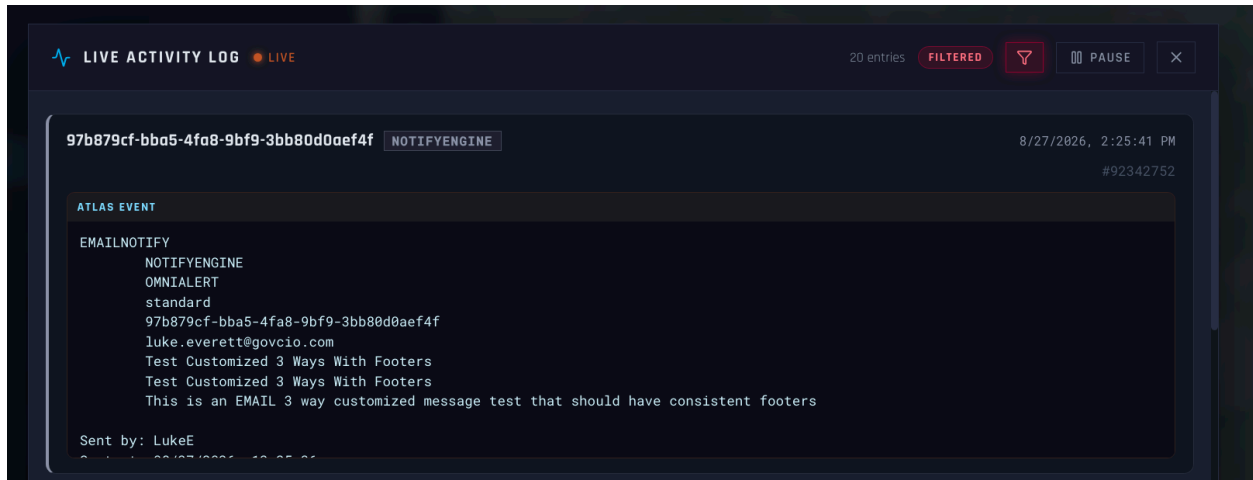


Fig. 9: GovCIO COMMANDLINK filtered live activity log results view

3. When activity types are loading, wait for the loading indicator to complete before applying additional filter changes.

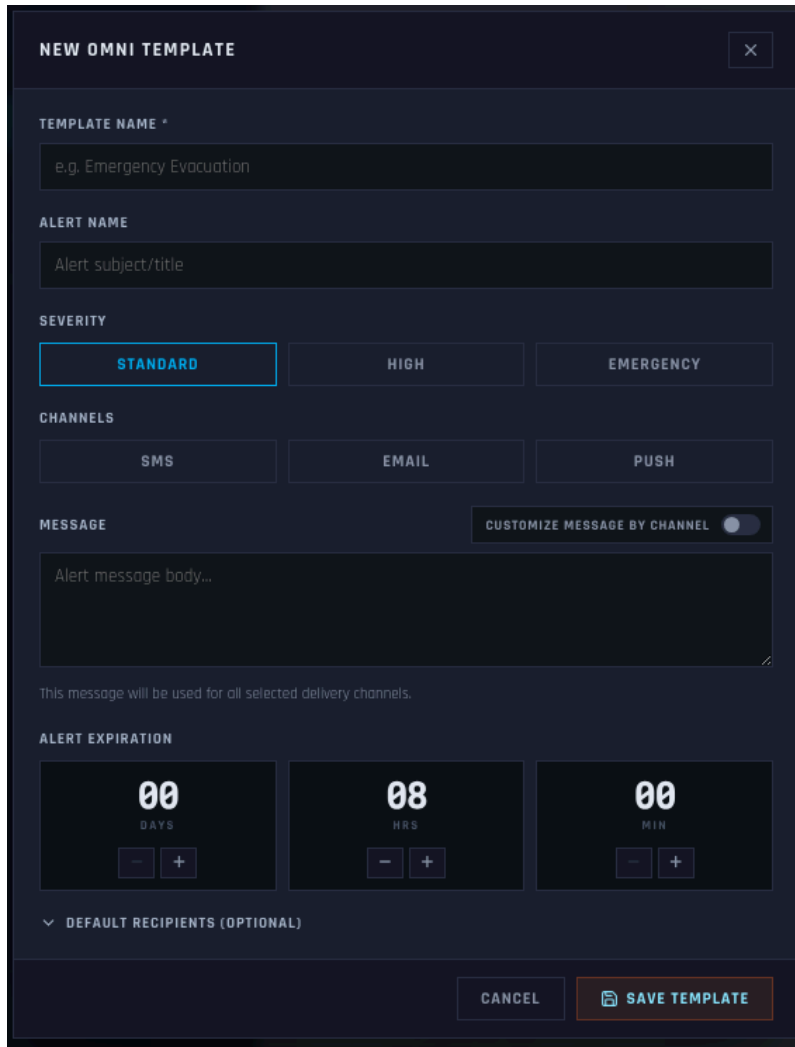
OMNI Administration

The **OMNI** administration area includes **Templates**, **Reports**, and **Lists** tabs. The available tabs and actions depend on your administrative permissions.

8.1 OMNI Templates

Use the **Templates** tab to create and manage reusable OMNIALERTS messages.

1. Open the administrative area and select **OMNI**.
2. Select the **Templates** tab.
3. Create a new template or select an existing template to edit.



NEW OMNI TEMPLATE [X]

TEMPLATE NAME *
e.g. Emergency Evacuation

ALERT NAME
Alert subject/title

SEVERITY
STANDARD HIGH EMERGENCY

CHANNELS
SMS EMAIL PUSH

MESSAGE **CUSTOMIZE MESSAGE BY CHANNEL** [ON]
Alert message body...
This message will be used for all selected delivery channels.

ALERT EXPIRATION
00 DAYS 08 HRS 00 MIN
[-] [+] [-] [+] [-] [+]

▼ **DEFAULT RECIPIENTS (OPTIONAL)**

CANCEL **SAVE TEMPLATE**

Fig. 1: GovCIO COMMANDLINK add or edit OMNI template view

4. Select one or more recipients as needed.
5. Save the template.

Note

You can customize messages by delivery channel. SMS messages have character limits, while email messages can include more detail.

NEW OMNI TEMPLATE [X]

CHANNELS

SMS EMAIL PUSH

DEFAULT / FALLBACK MESSAGE **CUSTOMIZE MESSAGE BY CHANNEL** [ON]

Alert message body...

Used as the default message and CommandLink alert summary. If left blank, the most detailed channel message will be used automatically.

CUSTOM MESSAGE BY CHANNEL 3 active

SMS MESSAGE
Short-message optimized

Leave blank to use the default message.

Used only for SMS delivery. Leave blank to use the default message.

EMAIL MESSAGE
Email-specific content

Leave blank to use the default message.

Used only for Email delivery. Leave blank to use the default message.

PUSH MESSAGE
Mobile push content

Leave blank to use the default message.

Used only for Push notification delivery. Leave blank to use the default message.

CANCEL SAVE TEMPLATE

Fig. 2: GovCIO COMMANDLINK custom message for different delivery channels

8.2 OMNI Reports

Use the **Reports** tab to review OMNIALERTS delivery and acknowledgment status.

1. Open the administrative area and select **OMNI**.
2. Select the **Reports** tab, then open the OMNI Alert Dashboard.

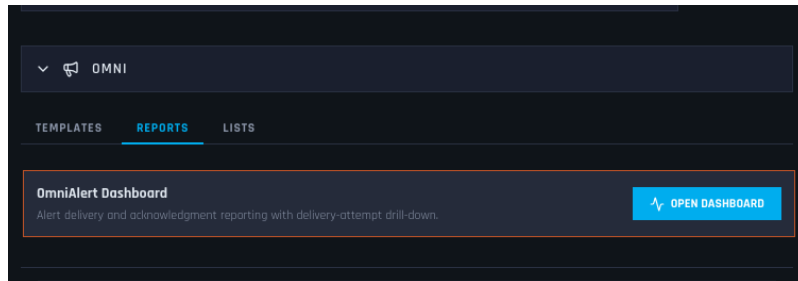


Fig. 3: GovCIO COMMANDLINK OMNI Alert Dashboard view

3. Select an alert to review delivery status by recipient and channel.
4. Review active, expired, and acknowledged deliveries when those statuses are available.
5. Resend an alert to unacknowledged recipients when the resend action is available for your role.

8.3 OMNI Lists

OMNI Lists group users and units together for quicker recipient selection. Use the **Lists** tab to create and manage saved recipient lists.

1. Open the administrative area and select **OMNI**.
2. Select the **Lists** tab.

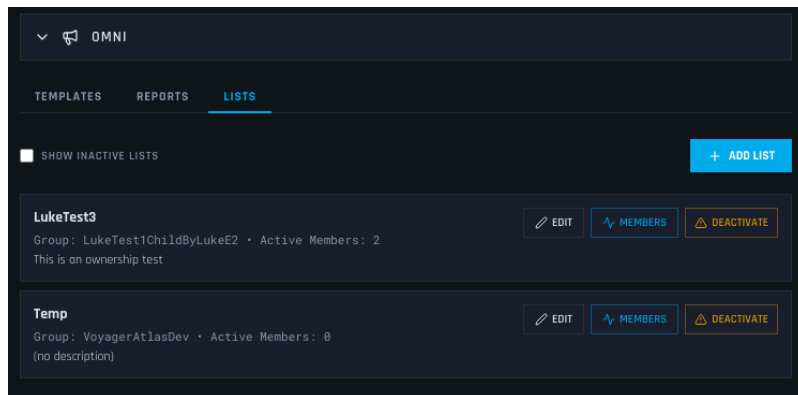


Fig. 4: GovCIO COMMANDLINK OMNI Lists view

3. Create a new OMNI List or select an existing list to edit.
4. Enter or update the list name and select the users and units to include.
5. Save the list.

Note

When sending an OMNIALERTS message, select one or more OMNI Lists to dynamically populate the recipient audience.

Troubleshooting and References

9.1 Supported Browser Guidance

GovCIO COMMANDLINK should be used with the browsers approved for your deployment.

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Safari

9.2 Troubleshooting Checklist

If GovCIO COMMANDLINK does not behave as expected, confirm the following:

- Your username and password are correct.
- You have cleared your cache and cookies, or try a private/incognito browser session.
- Your account has the correct permissions for the expected groups or features.

If the map, alerts, or administrative data do not load as expected, try signing out and signing back in after confirming that your account is associated with the correct environment and role.

9.3 COMMANDLINK Support

For account, access, or feature issues, contact COMMANDLINK Support.

- Telephone: 1-877-857-1100
- Email: CommandLinkSupport@GovCIO.com

COMMANDLINK Quick Start TODO

This page tracks open documentation items for the GovCIO COMMANDLINK quick start.

10.1 Open Items

- Add or refresh a screenshot for the in-application password change workflow.
- Add or refresh screenshots for locked-user unlock controls in the Admin user management view.
- Add or refresh screenshots showing editable user extended attributes such as first name, last name, and phone number.
- Add or refresh screenshots showing group names in the Units list and Unit Detail view.
- Add or refresh screenshots showing the map accuracy bubble around unit avatars.
- Add or refresh screenshots for multi-level group hierarchy, root group settings, and child group creation.
- Add or refresh screenshots for Add/Edit Unit fields, including group assignment, commander, and log level.
- Add screenshot showing multiple selected users in the OMNIALERTS composer **Recipients** list.
- Add screenshot showing **Admin > OMNI > Lists** for creating or managing an OMNI List.
- Add screenshot showing an OMNI List selected as an OMNIALERTS recipient.
- Add or refresh screenshots for OMNI Lists creation and selecting a list as an OMNIALERTS recipient.
- Add or refresh screenshots for channel-specific OMNIALERTS messages in templates and sent alerts.
- Add or refresh screenshots for the OMNI Alert Dashboard delivery status detail view and resend-unacknowledged-alerts control.
- Add or refresh screenshots for experimental Ask CommandLink entry points and OMNI Alert detail questions if the feature should be documented for end users.

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