



iOS Quickstart Guide

Release 1.8.0

GovCIO

Oct 08, 2026

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Foreword



GovCIO COMMANDLINK places situational awareness of your organization's mission into the hands of the mobile workforce. With a 360 degree view of all system activity on an edge-to-edge map display, users have the data and actions necessary to make critical decisions quickly and effectively. Whether monitoring notifications triggered by geofencing events, navigating, or tagging actions of other system assets, users and management will experience more cost-efficient operations.

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The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

Welcome to GovCIO COMMANDLINK

GovCIO COMMANDLINK mobile seamlessly integrates with GovCIO COMMANDLINK, our personnel incident and management system for command centers.

The GovCIO COMMANDLINK system provides the ability to:

Monitor

- Real-time updates of all users
- Navigate to any location or user
- Quickly toggle location sharing on or off

Identify

- Set individual and system geofencing parameters*
- Capture and upload geo-tagged pictures and video*

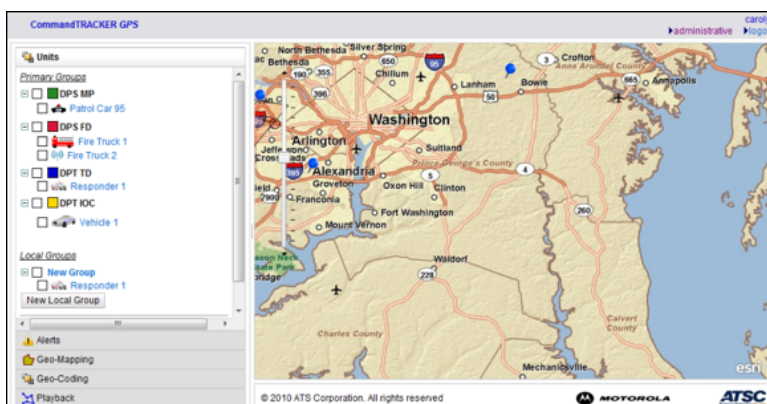
Inform

- Status actions via barcodes and RFID*
- In-app messaging*
- Configurable notifications*

Note

“*” - Future Release

GovCIO COMMANDLINK is a flexible and easy-to-implement personnel incident and asset management system for GPS-enabled radios. It is designed to provide situational awareness wherever mobile users are deployed, whether in vehicles or on foot. The solution provides command staff, communications specialists, and emergency operations managers with an enhanced geospatial view of resources and assets.



This document provides a quick-start procedure for GovCIO COMMANDLINK clients.

General Information

This quick start guide is provided to assist with the installation and execution of GovCIO COMMANDLINK on iOS mobile devices and MacBooks.

1.1 Registration ID

1. Contact COMMANDLINK Support to receive a registration ID.
 - Telephone: 1-877-857-1100
 - Email: CommandLinkSupport@GovCIO.com
2. The COMMANDLINK Support Team will ask for the following information:
 - Name
 - Email (username)
 - Phone number (Device ID)
 - Alias (name displayed on map)
 - Customer affiliation
 - Device type (iPhone, iPad, MacBook)
3. COMMANDLINK Support will activate your account and respond to your email address with relevant credentials.

1.2 App Details

The rate at which location updates are posted to the server is managed in GovCIO COMMANDLINK. If the unit (device) has an individual refresh rate set, that refresh rate will be used. If the refresh rate for the device is 0 or missing, the refresh rate of the device's primary group will be used.

All enabled units for the same primary group will be tracked from GovCIO COMMANDLINK and location updates (when received) will appear on the map.

Avatars may be touched to provide additional information for that user.

iOS App

2.1 iOS Installation

1. Open the Apple App Store on your device, and search for *GovCIO COMMANDLINK*

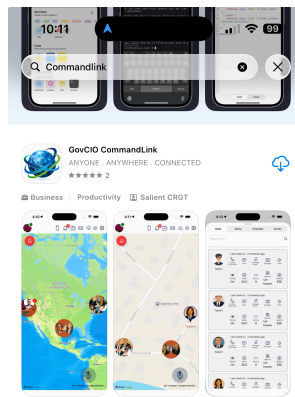


Fig. 1: Find GovCIO COMMANDLINK in App Store

2. Once found, tap to open the description, and then tap to install the app.

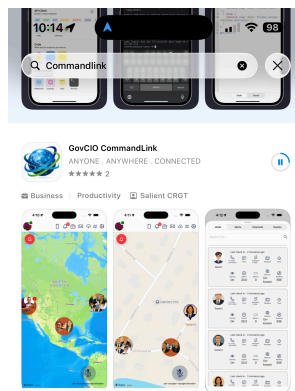


Fig. 2: Installing GovCIO COMMANDLINK in App Store

2.2 iOS Sign-In and Registration

Use this page for the updated GovCIO COMMANDLINK account sign-in process. This flow replaces the previous Device ID-only registration with username, password, and required multi-factor authentication (MFA).

2.2.1 Before you begin

Have the following available:

- Your GovCIO COMMANDLINK Mobile username and password
- Your existing Device ID
- An authenticator app, such as Microsoft Authenticator, Google Authenticator, or another compatible app

2.2.2 Set up GovCIO COMMANDLINK

Screens and prompts can vary by iOS version.

1. Install or update GovCIO COMMANDLINK from the App Store, then open the app. The new account sign-in process will not appear until you install or update to the latest version of GovCIO COMMANDLINK. Open your device's app store and install GovCIO COMMANDLINK or select Update if the app is already installed. After the installation or update is complete, open the app and continue with the steps below. If you still see only the previous Device ID registration process, return to your device's app store and confirm that the latest version has finished installing.
2. Respond to permission requests.

GovCIO COMMANDLINK Mobile may request access to location, camera, motion or physical activity, microphone, and notifications.

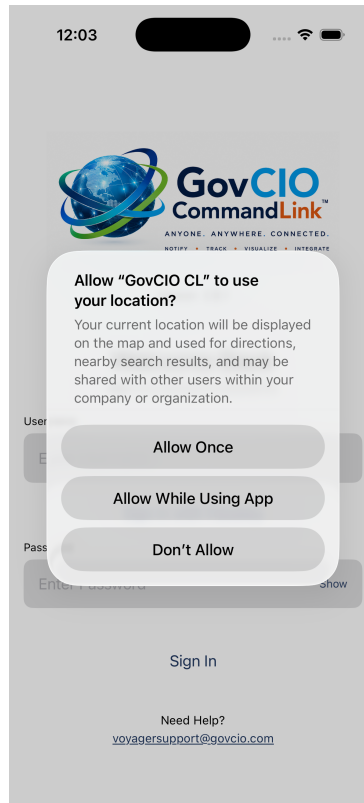


Fig. 3: iOS location permission prompt on first sign-in

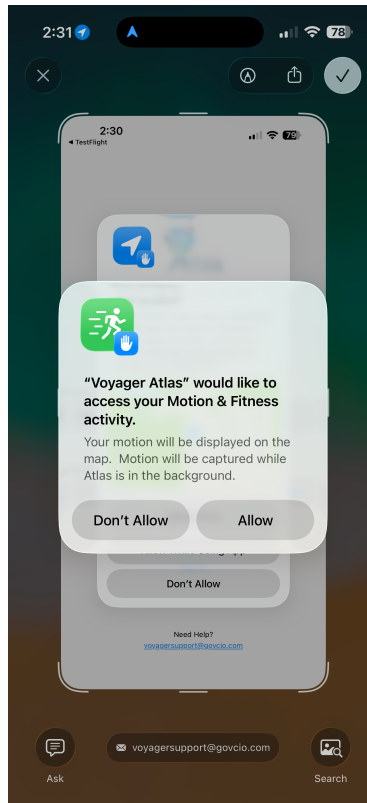


Fig. 4: iOS motion and fitness permission prompt

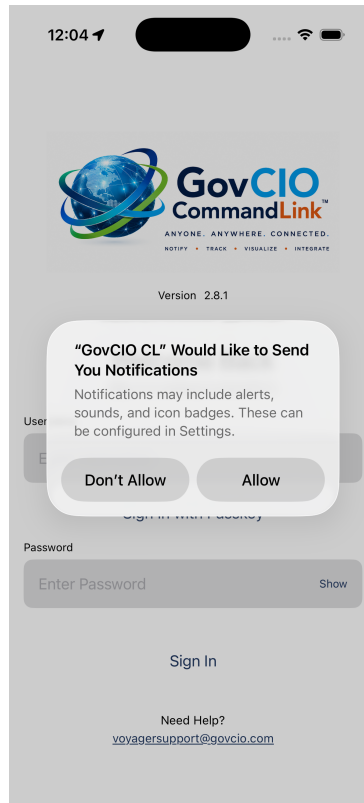


Fig. 5: iOS notifications permission prompt

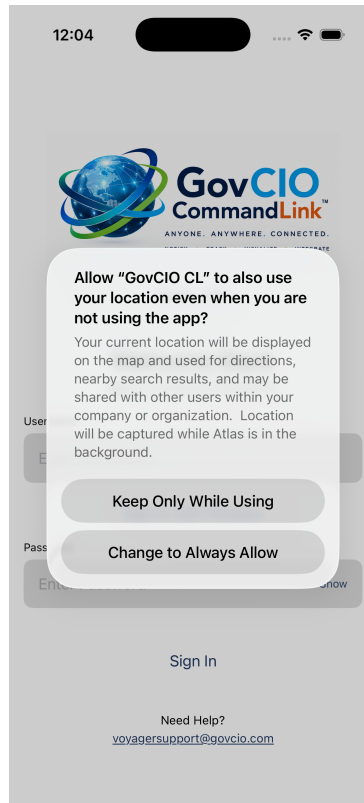


Fig. 6: iOS Location permission prompt

3. Sign in.

Enter the username and password from your credentials email, then select **Sign In**.

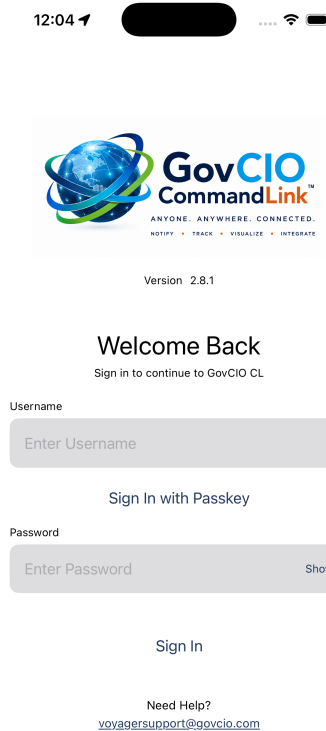


Fig. 7: Welcome Back sign-in screen

4. Set up multi-factor authentication.
 1. Open your authenticator app and add a new account.
 2. Scan the QR code displayed by GovCIO COMMANDLINK.

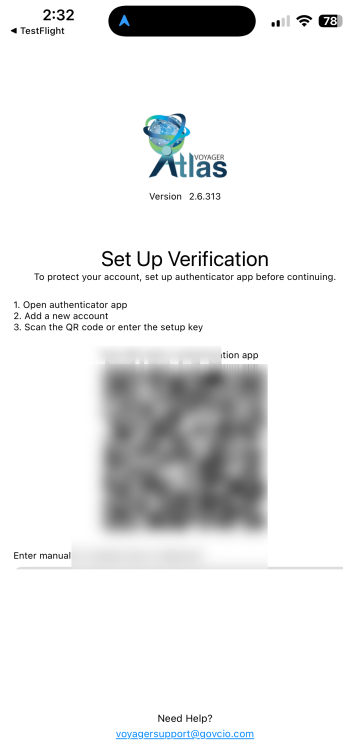


Fig. 8: Set Up Verification screen with QR code and manual key

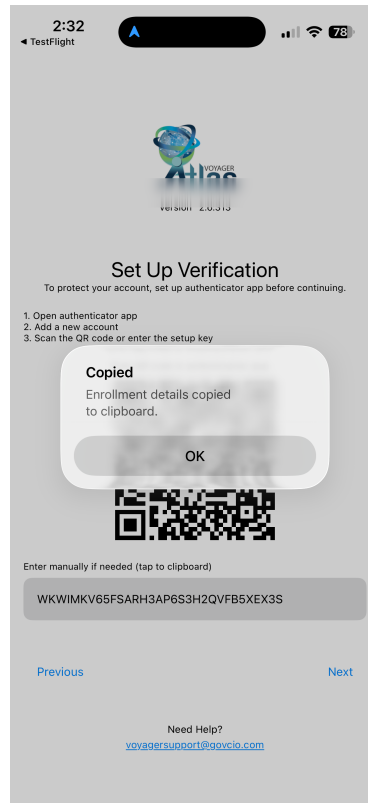


Fig. 9: Enrollment details copied confirmation

3. If you are setting up the authenticator on the same phone, enter the manual setup key instead.

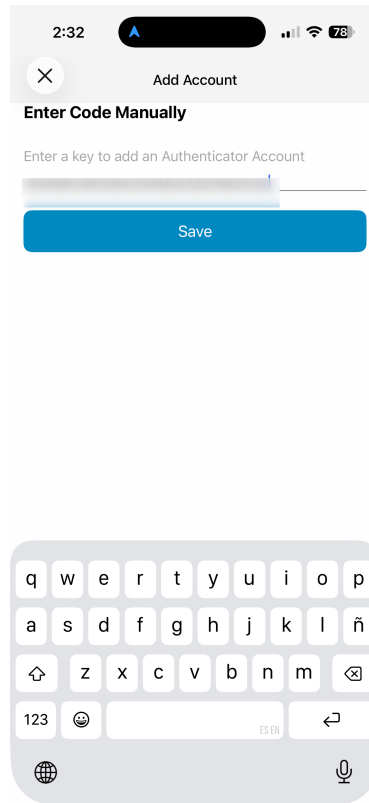


Fig. 10: Authenticator app manual key entry

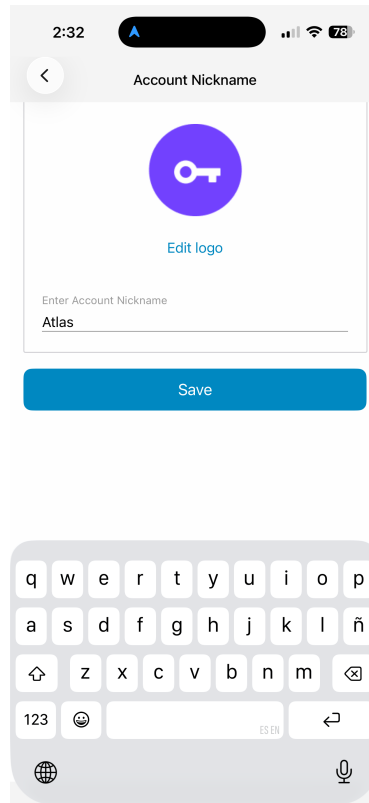


Fig. 11: Optional authenticator account nickname entry

4. Return to GovCIO COMMANDLINK and select **Next**.
5. Enter the six-digit verification code from your authenticator app.

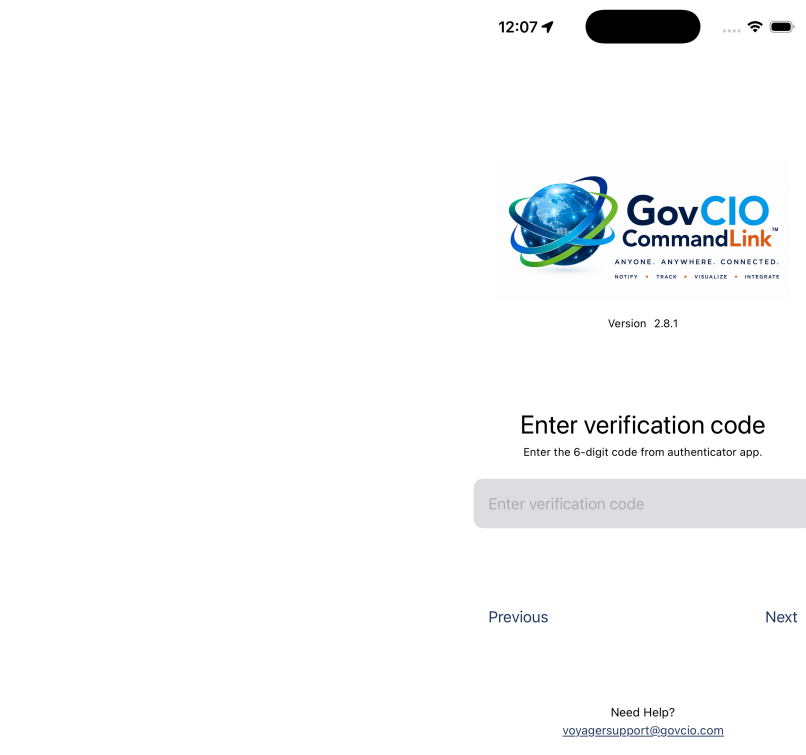


Fig. 12: Enter 6-digit verification code screen

6. Confirm the verification code, then select **Next**.

Warning

Never share or send anyone a screenshot of your QR code, enrollment URL, manual setup key, or verification code.

5. Choose whether to create a passkey.

Passkey setup is optional. A passkey allows sign-in using Face ID, Touch ID, device PIN, or screen lock instead of entering a password.

- To create a passkey, leave **Enable Passkey** turned on, select **Next**, and follow device prompts.
- To skip passkey setup, turn **Enable Passkey** off and select **Next**.

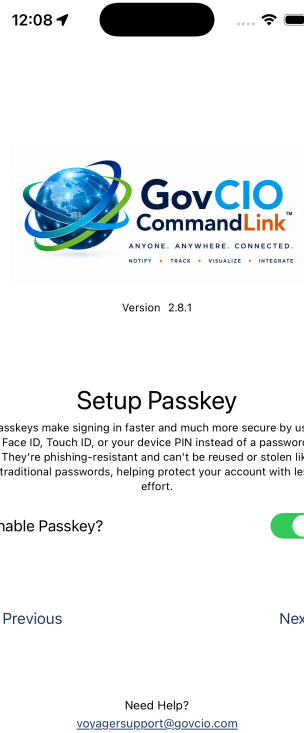


Fig. 13: Setup Passkey option screen

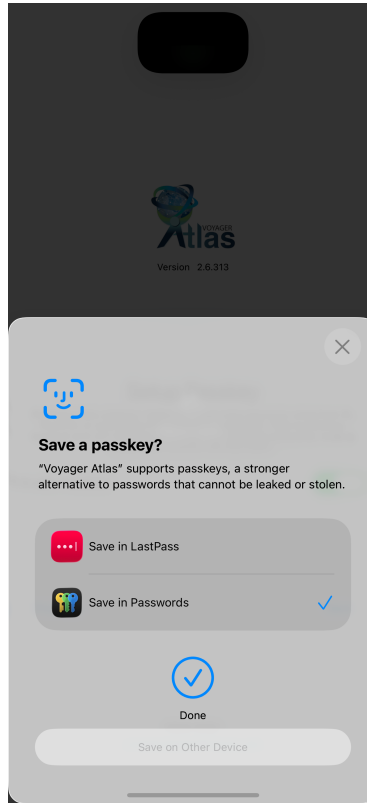


Fig. 14: iOS passkey save destination prompt

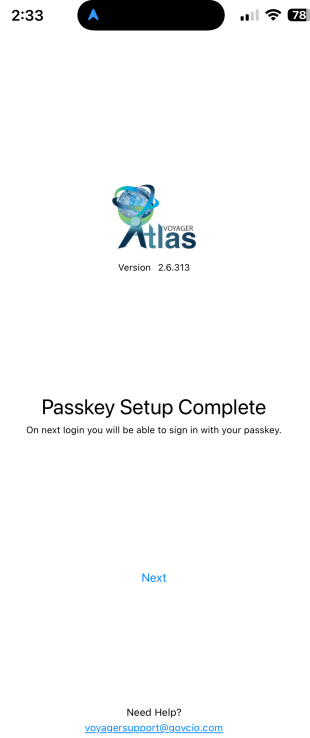


Fig. 15: Passkey Setup Complete confirmation

6. Register your device.

Enter your existing Device ID and select **Register Device** to complete setup.

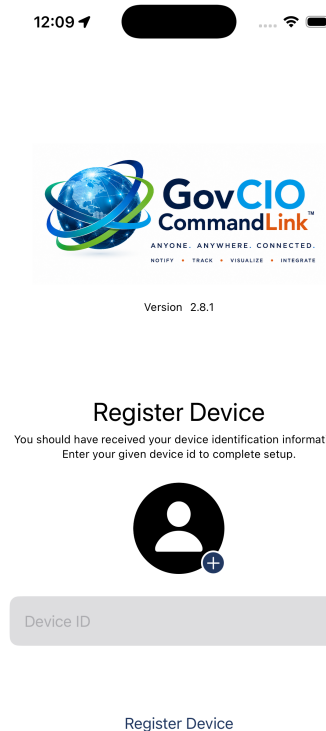


Fig. 16: Register Device screen for existing Device ID

2.2.3 Passkey notes

Your passkey may be saved in Apple Passwords or another password manager available on your device. Follow the prompts and authenticate with Face ID, Touch ID, or your device passcode.

2.2.4 Future sign-ins

If you created a passkey, select **Sign In with Passkey** on the GovCIO COMMANDLINK Mobile login screen. You may still use your username and password when needed.

2.3 Run iOS Application

1. Launch the GovCIO COMMANDLINK app. Listed below is the icon that should be in your installed apps.



Fig. 17: GovCIO COMMANDLINK Icon

2. On the first launch, you will need to enter a unique Device ID. The Device ID should be your mobile telephone number.

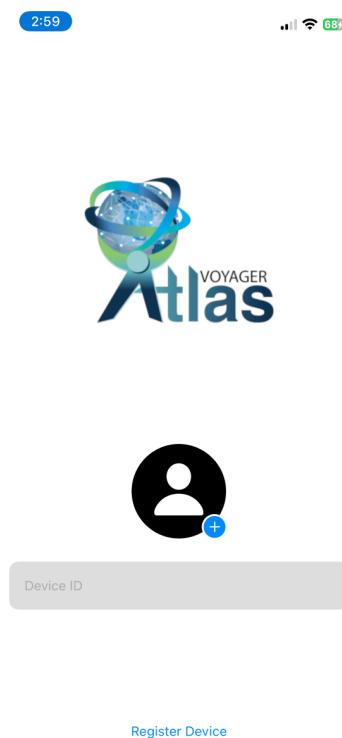


Fig. 18: GovCIO COMMANDLINK Device ID Entry

Note

If an incorrect ID is entered, a notification message will be displayed to the user.

Contact COMMANDLINK Support at 1-877-857-1100 or CommandLinkSupport@GovCIO.com if you need assistance with this configuration.

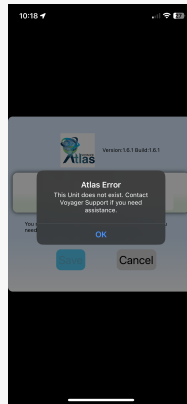


Fig. 19: GovCIO COMMANDLINK Device ID Error

3. On the first launch, the app will ask for permission for several items. The app relies on each of these permissions being granted. If they are not granted, various features will not function and the user may not be fully connected to the organization.

1. The app will ask for permission to send notifications.

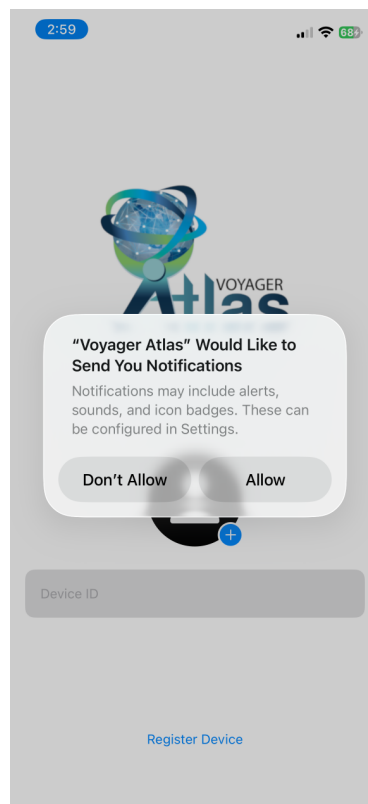


Fig. 20: Notification Permission Request

2. The app will ask for permission for motion and fitness activity.

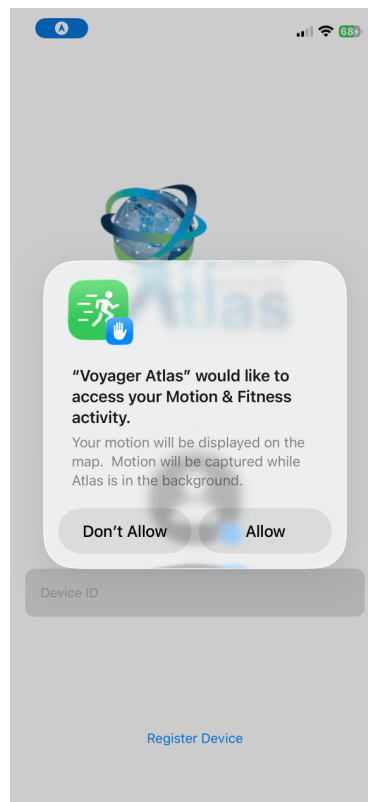


Fig. 21: Motion and Fitness Activity Permission Request

3. The app will ask for location permission.

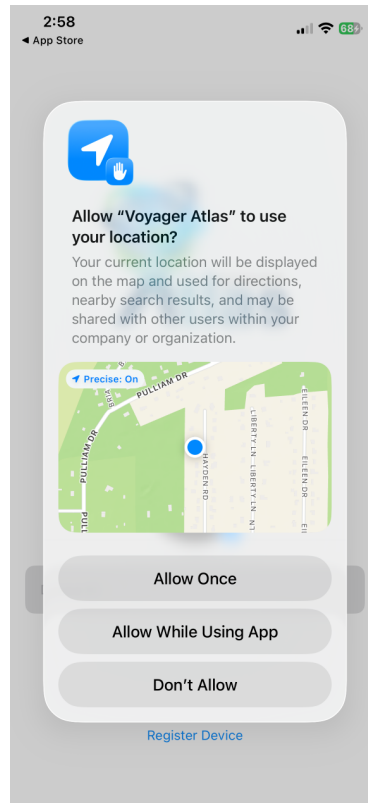


Fig. 22: Location Permission Request

4. View Map

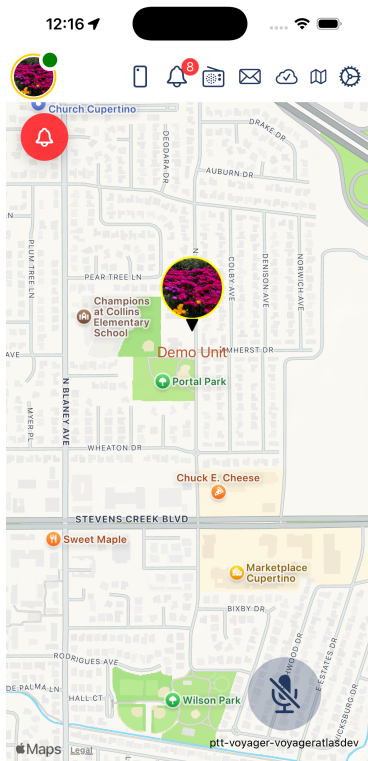


Fig. 23: GovCIO COMMANDLINK

2.4 iOS Menu Bar

The GovCIO COMMANDLINK Mobile v2 app uses a menu bar across the top of the app. Each section below provides additional detail on the menu options.

2.4.1 User Status

Your status tells your team:

- Whether they can see you on the map
- Whether your device is sharing its location
- Whether your radio (PTT) channel is open

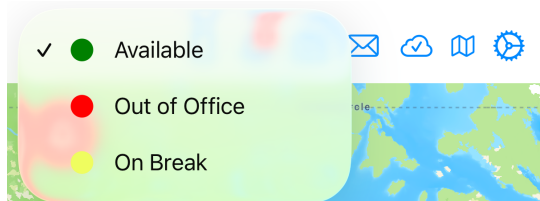
You can change your status at any time.

The system ships with three default statuses:

- Available
- Out of Office

- On Break

All statuses can be modified and new statuses can be added.



Menu Bar - Status

2.4.1.1 Available



Menu Bar - Location Sharing On - Available

What it means:

You are on duty and active.

What others see:

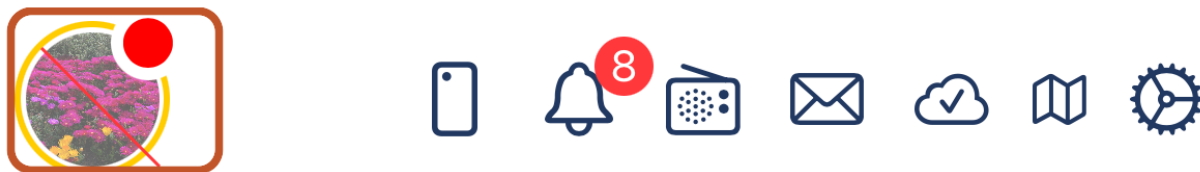
You appear on the map normally, updating your position as you move.

How your device behaves:

- Sends location
- Shares your location with others
- PTT channel is open
- Uses the standard channel
- Shown in green

Use this when you're working and reachable.

2.4.1.2 Out of Office



Menu Bar - Location Sharing Off - Out of Office

What it means:

You are not working and should not be contacted.

What others see:

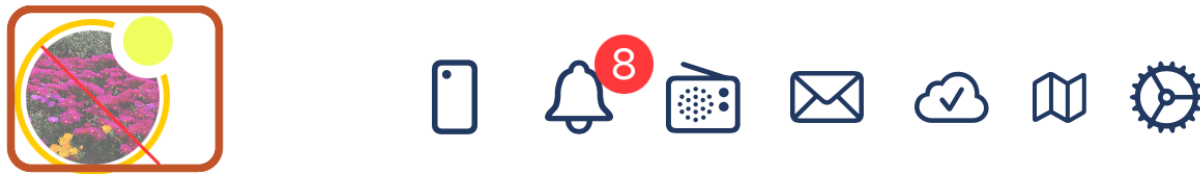
You will appear with a red bar for a set amount of time (currently 10 minutes configurable by your administrator). After this time, you will not appear on the map.

How your device behaves:

- Does not send location
- Does not share location
- PTT channel is not open
- Shown in red

Use this for incognito use, vacation, personal time, sick days, etc.

2.4.1.3 On Break



Menu Bar - Location Sharing Off - On Break

What it means:

You are temporarily unavailable, but still listening. You are able to view other users' locations and live activities on the map.

What others see:

You appear on the map with an indicator showing your location is not updating.

How your device behaves:

- Does not send location
- Does not share location
- PTT channel stays open so you can listen
- Shown in yellow

Use this for lunch, short breaks, or times when you're away from your vehicle or workstation but still monitoring live activities and radio traffic.

Once you enter *On Break*, your avatar's last position will be available on the map for a configurable amount of time. The default setting is 10 minutes.

Note

An Administrator must configure the avatar time out.

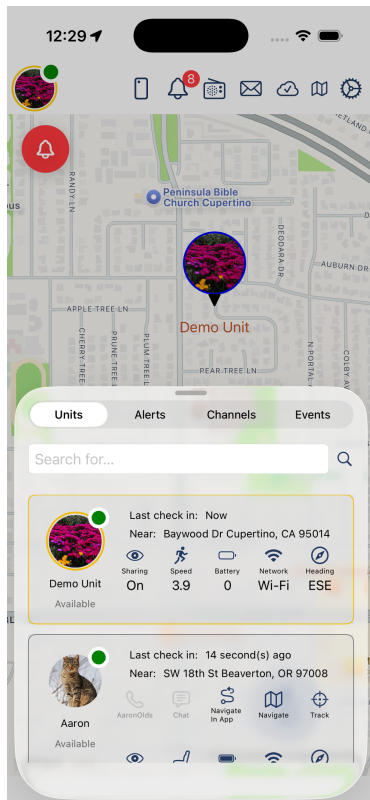
2.4.2 Unit Listing

Use the Units menu option to view active units.



Menu Bar - Units

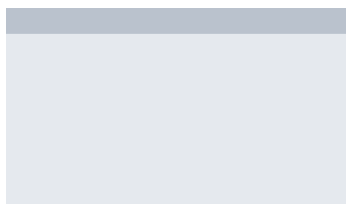
Tap the menu option to open the Units view.



Units View

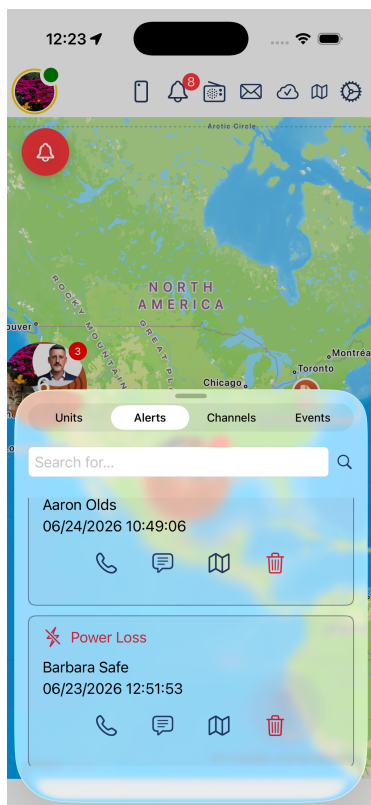
2.4.3 Alerts and Notifications

Use the alerts and notifications menu option to view alerts and notifications.



Menu Bar - Alerts and Notifications

Tap the menu option to open the Alerts view.



Alerts View

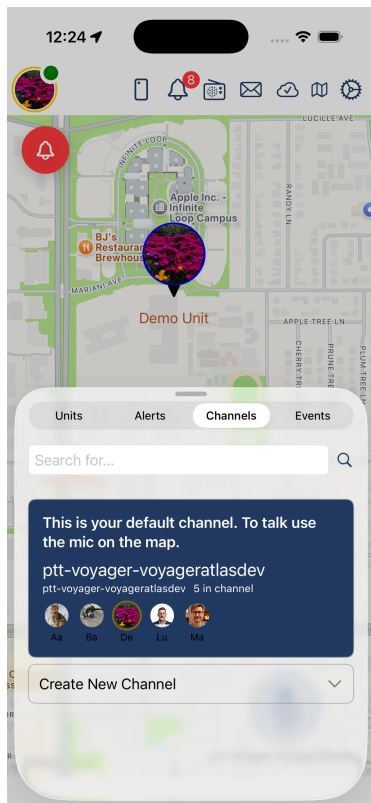
2.4.4 Channels - PTT

Use the Channels menu option to view push-to-talk (PTT) channels.



Menu Bar - Channels

Tap the menu option to open the Push to Talk Channels view.



Push to Talk Channels View

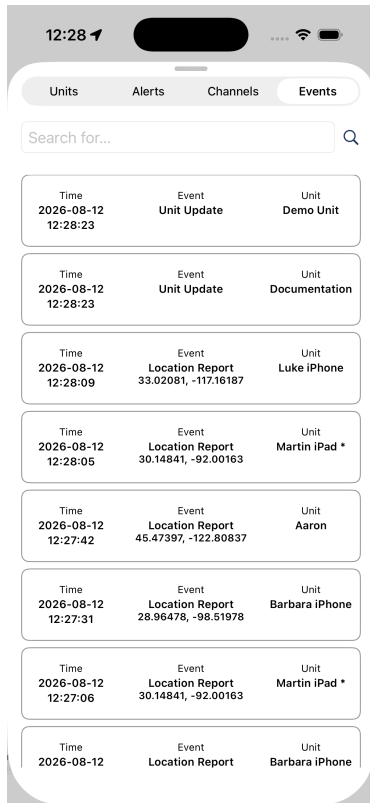
2.4.5 Event Listing

Use the Events menu option to view app and server communication records.



Menu Bar - Events

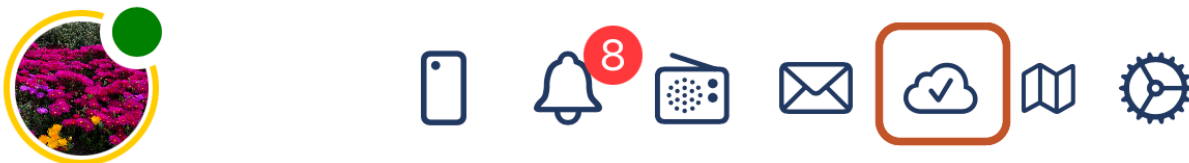
The Events view shows message details for records sent and received between the device and the server. This is useful for troubleshooting sync issues and understanding the flow of data between the device and the server.



Events View

2.4.6 COMMANDLINK Server Status

The status of the connection to the GovCIO COMMANDLINK Server can be seen via the cloud icon in the menu bar. This icon will animate as position updates are sent and received.



Menu Bar - Network Status

If network connectivity is lost, the icon will display a count of records. When network connectivity is restored, these messages will automatically be sent to the server.

2.4.7 Toggle Map Layers

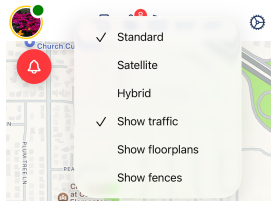
Map layers can be toggled *off* and *on* by the user.



Menu Bar - Map Layer Toggle

2.4.8 Toggle Traffic

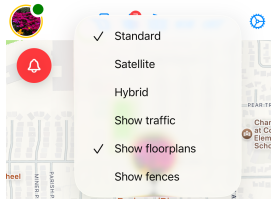
Traffic patterns can be toggled *off* and *on* by the user.



Menu Bar - Traffic Toggle

2.4.9 Toggle Floorplans

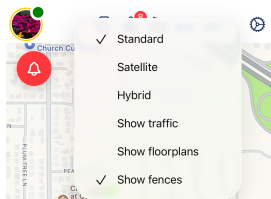
Floorplans can be toggled *off* and *on* by the user.



Menu Bar - Floorplans

2.4.10 Toggle Geofences

Geofences can be toggled *off* and *on* by the user.



Menu Bar - Geofence

2.4.11 Settings

The settings menu can be accessed via the cogwheel icon in the menu bar.



Menu Bar - Settings

2.5 Using iOS Application

GovCIO COMMANDLINK can be used to view and initiate alerts, communicate with Push to Talk, and interact with other users on the map.

For detailed workflows, see:

- *Units*
- *Alerts*
- *Push to Talk*

2.6 Units

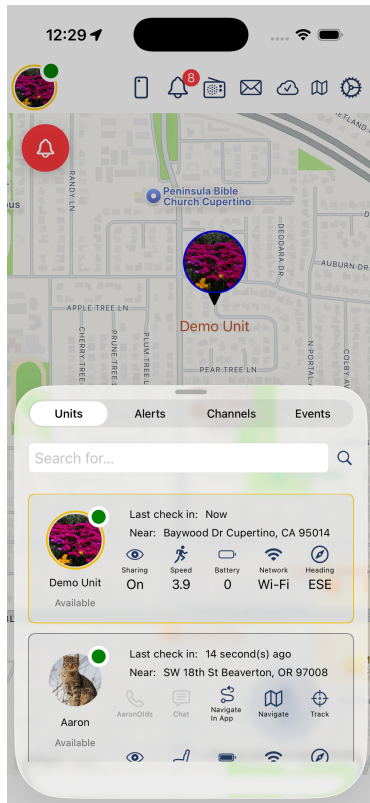
The *Units* view shows your unit and other active units that are available to you in GovCIO COMMANDLINK v2 Mobile. Use this view to check unit status, confirm recent location updates, contact other users, navigate to a unit, or track a unit on the map.

Your unit is the device registered with GovCIO COMMANDLINK Mobile for location tracking. This is typically a user's mobile phone, but it can also be a tablet, computer, or another device capable of sending GPS coordinates.

When location sharing is enabled and your status is *Available*, your device sends GPS coordinates to the server so your location can be shared with other users.

2.6.1 Viewing Units

Open the *Units* tab to view available units.



Units List

All units in your group are shown in the Units list. Each unit includes context-rich details and available actions. Units appear in the list with their most recent available status and location information.

Depending on the unit details available, actions may include:

- Call the unit when the device ID is a valid phone number
- Send a chat message
- Navigate to the unit within GovCIO COMMANDLINK Mobile
- Open navigation in the device map application
- Track or follow the unit on the map

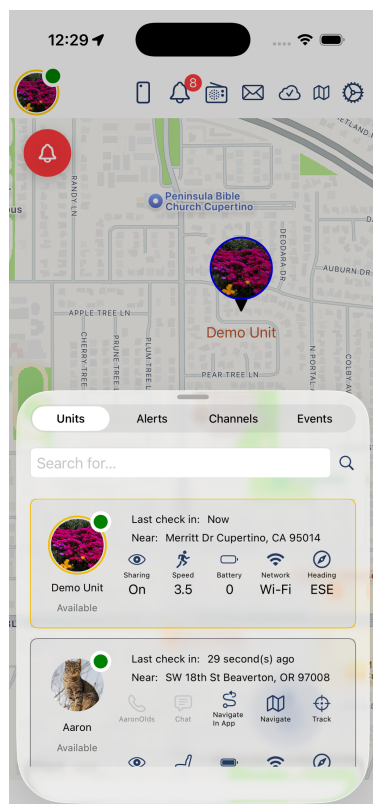
Tap a unit in the list to pan and focus the map on that unit's location.

2.6.2 Your Unit Status

Your unit card can include:

- Current status, such as *Available*
- Location sharing state
- Last check-in time
- Latest known location
- Speed

- Battery level
- Network type
- Heading



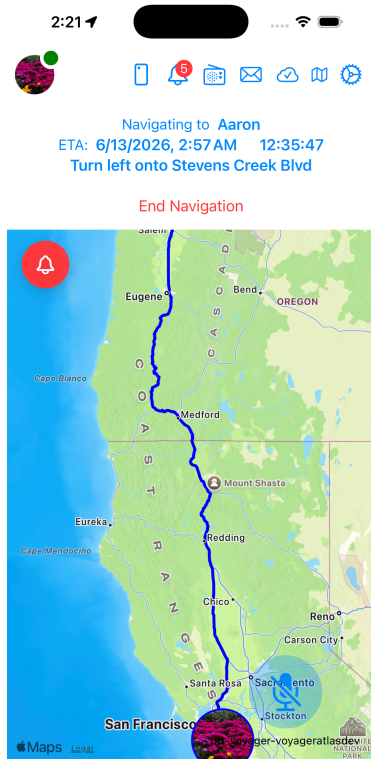
Your Unit

Use this information to confirm that your device is reporting correctly and that location sharing is enabled when expected.

The last check-in time indicates when the most recent location update was sent or received. For example, if the last check-in time is 30 seconds and the unit's refresh rate is 60 seconds, the position was sent 30 seconds ago and the next location update is expected in about 30 more seconds.

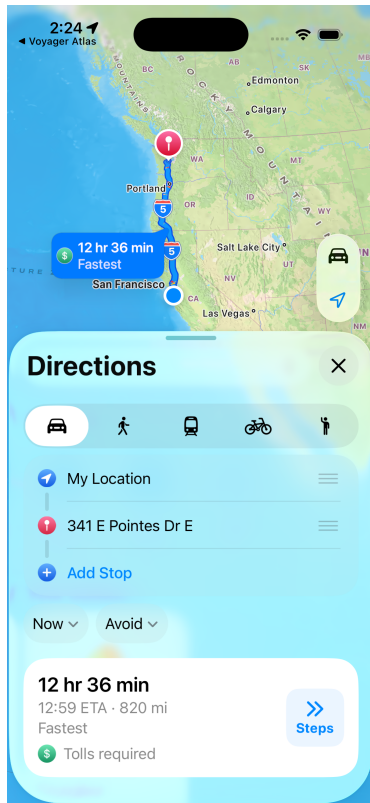
2.6.3 Navigating to a Unit

Use *Navigate In App* to start navigation inside GovCIO COMMANDLINK Mobile.



Navigate In App

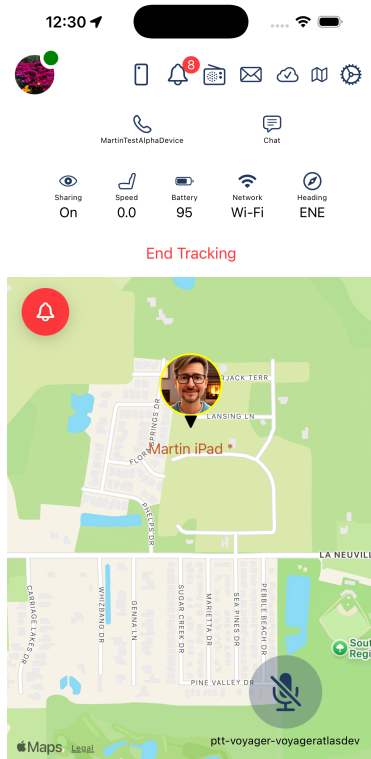
Use *Navigate* to open directions in the device map application.



Navigate in Device Map Application

2.6.4 Tracking a Unit

Use *Track* to follow a selected unit on the map. Tracking keeps the selected unit in focus and displays its current details while location updates are available.



Track Unit

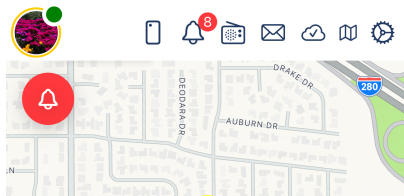
To stop tracking, select *End Tracking*.

2.7 Alerts

GovCIO COMMANDLINK can be used to view and initiate notifications or alerts. In the app, you may generate your own alerts or view other alerts and notifications generated by administration or other users.

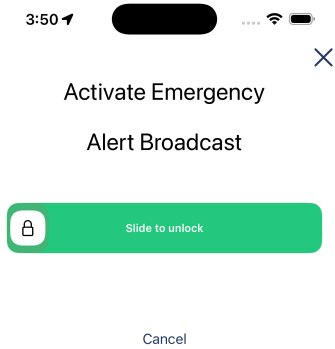
2.7.1 Initiating an Emergency Alert

A GovCIO COMMANDLINK emergency is triggered by tapping the red bell icon.



Emergency Button

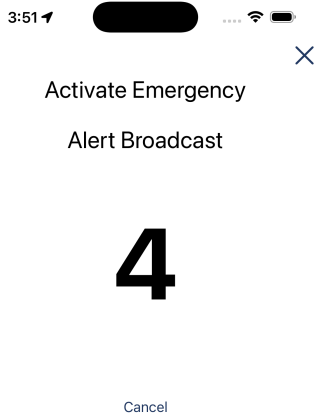
After you tap the red bell, the app displays an activation prompt. The prompt shows a countdown before the alert is sent to the group.



Emergency Alert - Activate Emergency

2.7.2 Cancelling an Emergency Alert

After triggering a GovCIO COMMANDLINK emergency, you have a few seconds to cancel the alert if needed.

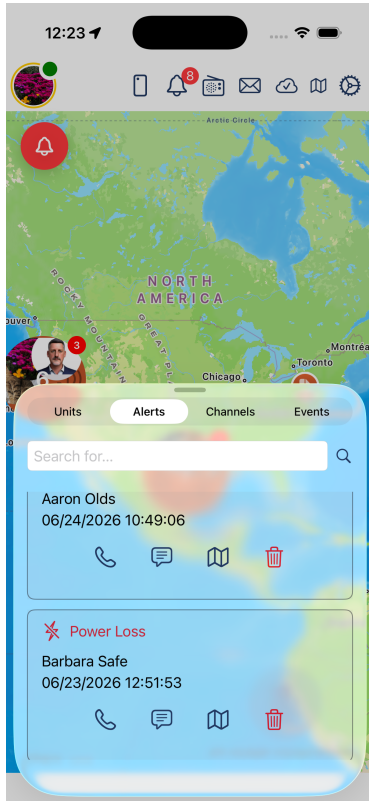


Emergency Alert - Option to Cancel

2.7.3 Viewing Alerts

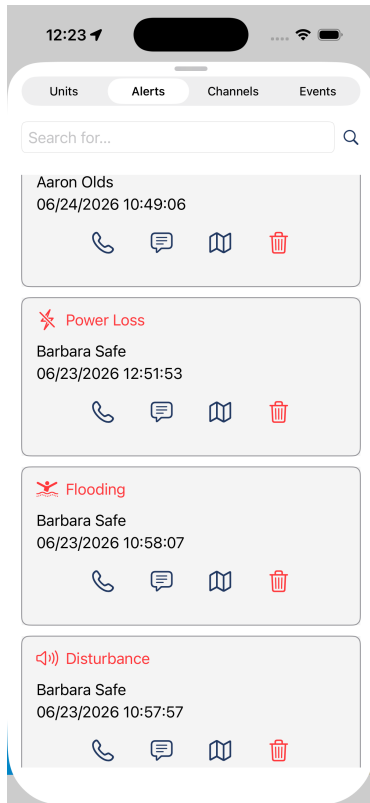
Alerts can be viewed from the *Alerts* tab. The alert list displays active alerts that have been reported by users or received from the system.

Each alert entry includes the alert type, the reporting user, and the time the alert occurred. The alert list also provides quick action controls so users can respond without leaving the alert view.



Alerts List

Users can search the alert list to find a specific alert or reporter.



Expanded Alert List

Selecting an alert opens additional information about the alert.

2.7.4 Interacting with Alerts

Users can interact with an alert from the alert list or alert details view. Available actions may include:

- View alert details
- Call the reporting user
- Send a text message to the reporting user
- Navigate to the alert location
- Delete or remove the alert

The details view provides more information about the alert, including location, who reported it, and when it occurred.

2.7.5 Removing Alerts

An alert can be removed when it no longer requires attention or was created in error. Removing an alert requires the user to provide a reason and additional context.

12:23

Power Loss

Details

Location 339 Hayden Rd
Pleasanton TX 78064

Reported By Barbara Safe

Occurred On 06/23/2026 12:51:53

Removal Details

Reason False Alarm

Details

Required

Remove Alert

Alert Removal Details

To remove an alert:

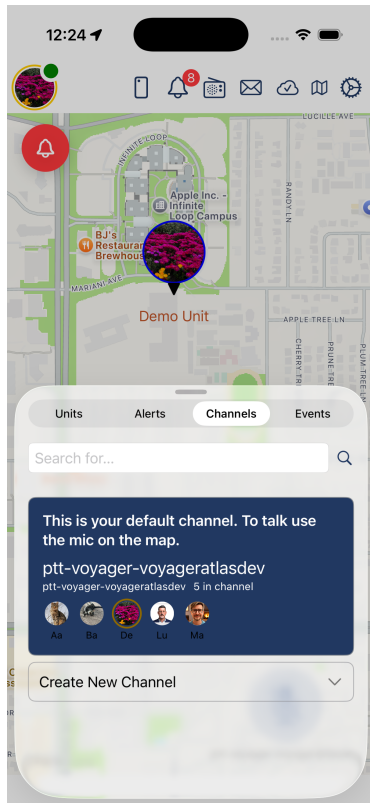
- Select the delete icon for the alert.
- Choose the reason the alert is being removed.
- Enter details that explain why the alert is being removed.
- Select *Remove Alert*.

The removal reason and details provide an audit trail for why the alert was closed or dismissed.

2.8 Push to Talk

Push to Talk (PTT) lets users communicate by voice from the GovCIO COMMANDLINK Mobile app. GovCIO COMMANDLINK uses LiveKit to support live audio channels.

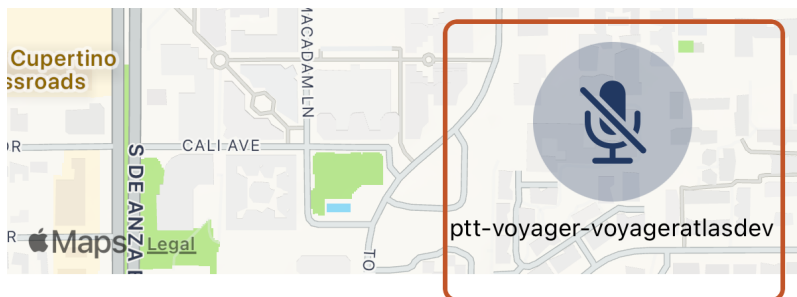
All users with a GovCIO COMMANDLINK Mobile device have access to the default PTT group. The default group can be used for routine team communication from the main map.



2.8.1 Using the Default Channel

The default channel is created for the organization and is available to all users with an GovCIO COMMANDLINK Mobile device. When you are added to the channel, the app displays a confirmation message.

To talk on the default channel, use the blue microphone control at the bottom right side of the map. When the microphone is enabled, other users in the channel can hear your audio.



Default Group Microphone on the Map

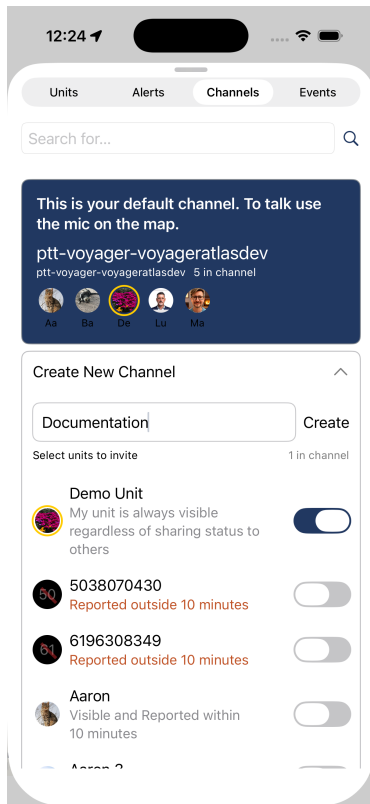
The microphone control for the default group is available only on the main map. The *Channels* tab is used to view and manage channels, but it does not provide the microphone button for the default group.

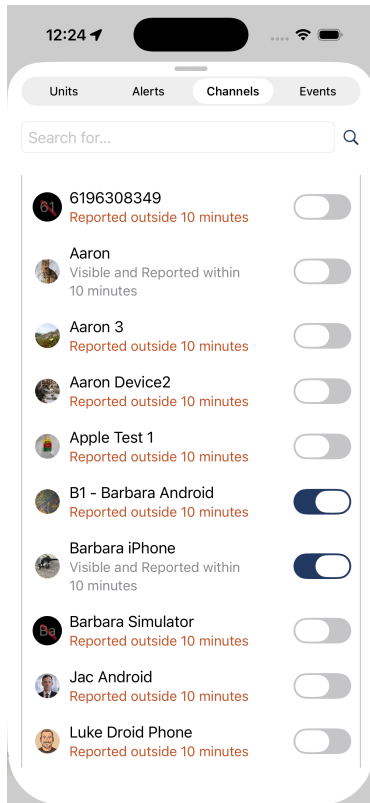
2.8.2 Creating a Private Channel

Users can create private PTT channels for smaller groups or specific activities. Private channels allow users to select which units should be invited to listen and participate.

To create a private channel:

- Open the *Channels* tab.
- Expand *Create a new channel*.
- Enter a channel name.
- Select the units to invite.
- Tap *Create*.





2.8.3 Managing Channel Members

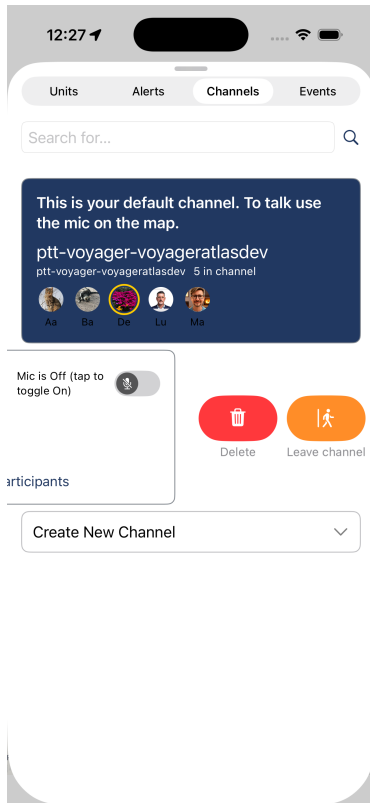
Channel members control who can listen and participate in a private channel. Use the unit toggles to add or remove users from the channel.

Users added to a channel receive access to that channel. Users removed from a channel will no longer be able to listen or participate in that channel.

2.8.4 Joining, Leaving, and Deleting Channels

Users can join available channels from the *Channels* tab. A channel may also provide controls to leave the channel or delete the channel.

Leaving a channel removes your unit from that channel. Deleting a channel removes the channel for all users who were added to it.



2.9 iOS Troubleshooting

2.9.1 iOS Permissions

The needed iOS permissions are shown in the following screen capture.

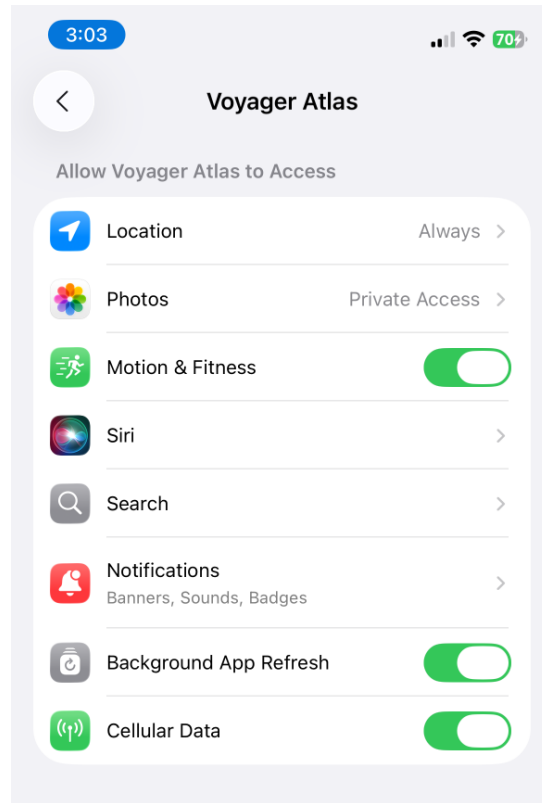


Fig. 24: GovCIO COMMANDLINK App Permissions

2.9.2 iOS Always Allow Location Access

At some point when the app is running, the user is prompted to confirm the desired access to location sharing. Select **Always Allow** to ensure location is shared even when the app is in the background.

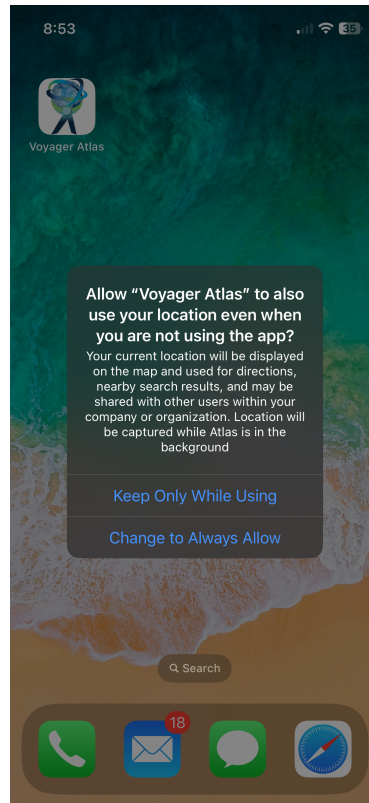


Fig. 25: GovCIO COMMANDLINK Always Allow Location Access

2.9.3 iOS Message Queueing Indicator

If a cloud icon appears in the top bar with an increasing number, messages are queueing and have not been sent yet.

This usually indicates network connectivity was lost or became unstable.

When connectivity is restored, queued messages are sent automatically and the count should decrease.

Recommended action: verify cellular or Wi-Fi connectivity, keep the app open briefly, and retry once the queue count begins to drop.

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