



Dauphin County Department of Public Safety

EMS and Fire Service - Netviewer / Mobile for Public Safety / Mobile Responder User Account Request Form

Dauphin County Department of Public Safety (DCDPS) controls and monitors access to its network. Only authorized users will be able to access specific areas of service, including NetViewer, Mobile for Public Safety, and Mobile Responder.

To receive authorization, the User Agency shall return the completed Account Request Form and corresponding MOU's. DCDPS will evaluate and authorize areas of service based on the information reported on the ARF.

Access Requested: NetViewer MPS Mobile Responder

Requesting Agency / Department Name: _____

Name of user requesting access: _____
(First Name, Last Name)

1. Has the above named user received MPS/MR training?
 Yes (If yes, please provide Trainer's name: _____)
 No
2. Has the above named user read and understood the attached MDU SOP(s) and MOU(s)?
 Yes
 No

Type of NetViewer access requested: OIC (*read/write access*) General (*read-only access*)

1. Has the above named user been trained in NetViewer?
 Yes (If yes, please provide Trainer's name: _____)
 No
2. Has the above named user read and understood the attached NV SOP(s) and MOU(s)?
 Yes
 No

Additional comments: _____

Print User Agency's MDU Coordinator

Signature of User Agency's MDU Coordinator

Date



Dauphin County Department of Public Safety EMS and Fire Service - Mobile Data User (MPS/MR) Memo of Understanding

This Memo of Understanding, hereinafter referred to as MOU, made and entered into this day,

_____, by and between Dauphin County Department of Public Safety, hereinafter known as
Month Day Year

DCDPS, _____, hereinafter referred to as the User Agency, and
Print User Agency Name

_____, hereinafter referred to as the Mobile Data User (MDU).
Print User Name

DCDPS is requiring each Mobile Data User (MDU), who participates in the Mobile system, to complete the MOU. This MOU shall be signed by the MDU, the User Agency's MDU Coordinator, and a representative of the DCDPS Information Technology Department. The User Agency shall complete and return the MOU to DCDPS prior to any user account being created.

Below is a description of responsibilities which the Mobile Data User shall fulfill:

1. The MDU shall read, understand, and follow the MDU Standard Operating Guidelines as defined in all applicable DCDPS Standard Operating Guidelines.
2. The MDU shall not copy or screenshot any information from DCDPS systems.
3. The MDU shall not publish or display information obtained from DCDPS systems to the internet or social media under ANY circumstance.
4. All data obtained while using Dauphin County systems is property of the Dauphin County Department of Public Safety. Maintaining personal copies is strictly prohibited.
5. The MDU shall not use account to stream/broadcast/share DCDPS data to other devices.
6. Apparatus accounts are created for apparatus only. They are not to be used by individual users.
7. Sharing account credentials is strictly prohibited. Login activity is routinely audited. If the sharing of account credentials is detected, account(s) involved will be deactivated.
8. Accounts are authorized for ONE device only. Requests for multiple devices will be reviewed on a case-by-case basis.
9. The MDU shall not send or receive messages deemed inappropriate under the applicable Dauphin County Standard Operating Guidelines. All messages sent through the Mobile systems are logged and stored in the database utilized by the system. These messages could be retrieved and reviewed at any time by request of the User Agency, Court Order, or Subpoena.
10. The MDU shall contact the MDU Coordinator of the User Agency to solve any issues with the service. The MDU shall **NOT** contact DCDPS directly for any issues with the mobile services.

Violations of this MOU shall result in the Mobile Data User's loss of access to mobile systems.

_____ Print Mobile Data User's Name	_____ Signature of Mobile Data User	_____ Date
_____ Print User Agency's MDU Coordinator Name	_____ Signature of User Agency MDU Coordinator	_____ Date



Dauphin County Department of Public Safety EMS and Fire Service - Netviewer User Memo of Understanding

This Memo of Understanding, hereinafter referred to as MOU, made and entered into this day,

_____, by and between Dauphin County Department of Public Safety, hereinafter known as

Month Day Year

DCDPS, _____, hereinafter referred to as the User Agency, and
Print User Agency Name

_____, hereinafter referred to as the Netviewer (NV) User.
Print NV User Name

DCDPS is requiring each NV User, who participates in the Netviewer system, to complete the MOU. This MOU shall be signed by the NV User, the User Agency's NV Coordinator, and a member of the DCDPS I.T. staff. The User Agency shall complete and return the MOU to DCDPS prior to any NV User account being created.

Below is a description of responsibilities, which the NV User shall fulfill:

1. The NV User shall read, understand, and follow the NV Standard Operating Guidelines as defined in all applicable DCDPS Standard Operating Guidelines.
2. The NV User shall not send or receive messages deemed inappropriate under the applicable Dauphin County Standard Operating Guidelines. All messages sent through the Netviewer system are logged and stored in the database utilized by the system. These messages could be retrieved and reviewed at any time by request of the User Agency, Court Order, or Subpoena.
3. Homeland Security bulletins may be disseminated using the Netviewer system. The information contained within the bulletins may be sensitive. Therefore, all Homeland Security Bulletins published utilizing the Netviewer system shall be deemed sensitive and treated accordingly.
4. The NV User shall contact the NV Coordinator of the User Agency to solve any issues with the service. The NV User shall **NOT** contact DCDPS directly for any issues with the Netviewer service.
5. Access to computer aided dispatch data through Netviewer may include information relative to law enforcement and/or emergency medical services (EMS). This information may be protected under law and shall be released only with authority from the responsible agency.
6. Emergency Medical Services patient information must remain confidential in accordance with the Emergency Medical Service Act 45 (EMS Act) and the Health Insurance Portability and Accountability Act (HIPAA). Specific questions on release must be directed to the responsible EMS company.
7. Law enforcement information which is under investigation is not releasable by law under the provisions of the Criminal History Record Information Act, Title 18, Pa C.S.A Section 9101, et seq.

Violations of this MOU shall result in the NV User's loss of access to the NV system.

Print NV User's Name

Signature of NV User

Date

Print User Agency's NV Coordinator Name

Signature of User Agency NV Coordinator

Date