



COUNTY OF ERIE

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DEPARTMENT OF HOMELAND SECURITY & EMERGENCY SERVICES

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IAM RESPONDING UPDATE

Important reminder:

We hope that you have by now had an opportunity to become familiarized with IaR's fully customizable display screens that enable each user to control their own display settings. You can control what you want displayed on your screen(s), where you want it, and how you want it displayed. You can also configure multiple, rotating non-emergency mode screens in addition to your fully customizable emergency mode screen.

We have left the original, "legacy" dashboard and toggle screen view live for over a year as users have transitioned to the new display, but the time has come to remove those pages from the system. Those legacy pages rely on outdated code and processes that have been significantly improved in the new display screens. Having both running simultaneously requires us to maintain two totally separate code bases (old and new) and to make modifications to both each time there is a system modification, new release, or patch. That is no longer feasible, and consumes valuable resources that are better spent on developing and releasing new features for you to use.

The legacy dashboard and toggle screen view will be retired as early as [Tuesday, October 13, 2020](#).

We understand that some users are still most comfortable with the historical look and feel of the legacy IaR screens that are being retired. That can easily be accomplished with the new display, and a video tutorial showing you how to do that is [here](#).

Please stay tuned for additional updates on the system!

The Help Desk is here to assist the First Responders of Erie County with any questions or issues they may have with the Erie County Alerting Network. By calling 716-961-7893 you will reach a staff member to address your specific issue.

When possible, we ask that individual members please contact their Agency Administrator for assistance prior to contacting the help desk so that they too are aware of any issues within their department. You may also submit your requests electronically by completing an Alerting Equipment Service Request by clicking <http://www2.erie.gov/alert/>