

IONTB Incident Alerts

Complete user guide for the web dashboard, iPhone app, and Android app

Live calls • Maps • History • Alerts • Administration

Guide baseline	Product coverage
Reviewed September 6, 2026 iPhone 1.3 (build 15) Android 1.0 (project build 6)	911.iontb.com web dashboard IONTB Alerts for iPhone IONTB Incident Alerts for Android

Important: The web dashboard can be updated independently of the installed apps. Store version and build numbers may advance after this guide is issued.

Who this guide is for

Residents, journalists, first responders, administrators, and other authorized users who use IONTB to follow Pinellas County and nearby Florida public-safety activity.

What the service is—and is not

1. IONTB Incident Alerts is an independent informational and news product.
2. It is not a government agency, dispatch center, emergency service, or substitute for official confirmation.
3. Call 911 for an emergency. Do not use the dashboard or an alert to request help.
4. Public-feed information can be delayed, incomplete, changed, or unconfirmed.

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1. Safety, privacy, and data expectations

Read this before acting on an incident, map point, or notification.

Emergency use

The dashboard reports information; it does not dispatch help. If you see or experience an emergency, call 911 and follow instructions from public-safety personnel.

Location precision

Display	Meaning
Street address or intersection	A mappable location supplied by the source or corrected by an authorized user. It may still be approximate.
GRID 492B or similar	A general response area, not a specific address. Medical calls commonly use grid-only locations to protect privacy.
Map pin	A visualization of the location data available at that moment; it is not proof of the exact incident site.
Responding agency	An agency inferred from responding units. It is not necessarily the city in which the incident occurred.

Responsible use

5. Do not enter restricted scenes, interfere with responders, or rely on the app for tactical decisions.
6. Avoid redistributing personal or sensitive information merely because it appeared in a public record.
7. Expect incident type, units, address, status, and map position to change as source data is updated.

2. Choose the web dashboard, iPhone app, or Android app

The products share server data and account settings, but native notification behavior is platform-specific.

Platform	Best for	Key differences
Web dashboard	Desktop research, administration, large-screen maps, exports	Continuously updated from the server. Browser audio, if enabled, is separate from native app alerts.
iPhone app — IONTB Alerts	Native Apple notifications and a phone-optimized interface	Uses Apple Push Notification service (APNs), Apple notification permissions, badges, and iOS sound settings.
Android app — IONTB Incident Alerts	Native Android notifications and a phone-optimized interface	Uses Firebase Cloud Messaging (FCM), Android notification channels, Android sound settings, and launcher badge support.

Mobile navigation

Tab	Purpose
Calls	Active incidents in full-card or compact mode.
Map	Active-call map and map-related incident actions.
History	Search stored incidents and open details.
Alerts	Create rules, choose delivery methods, set priorities, and test notifications.
More	Account, additional tools, app information, and sign out.

Removed feature: Listen Live is not part of the current dashboard web, iPhone, or Android experience. Scanner-radio playback is a separate product.

3. Active Calls and compact view

Use filters and display modes to see the newest calls without losing unit-status detail.

Choose a display

Mode	Behavior
Full cards	More detail and action buttons are visible on each incident.
Compact list	Condenses each call, sorts newest first, and shows more calls at once. Desktop uses two columns when space permits; mobile uses one column.

Filter categories

Use Priority, Fire, Low Priority, Medical, and Events to control which active incidents are displayed. Medical incidents remain labeled Medical unless the source data identifies a Trauma Alert. A motor-vehicle collision is not labeled extrication unless it is actually coded that way.

Read a compact incident

Element	Interpretation
Time and date	Source time for the incident. Newest incidents are listed first.
Incident number	Tap or click to open full incident details and an available notification graphic.
NEW / TRAUMA ALERT	A new-call marker or a prominent trauma indicator when applicable.
TAC	Assigned tactical channel when available.
Units 5/9	Five units are currently shown as responding out of nine units associated with the call.
Unit chips	Status-colored units; removed or no-longer-active units may be shown with strike-through styling.

Unit chips can wrap to as many as three lines in compact mode. Additional lines begin beneath the first unit, keeping the TAC and unit count separate from the unit list.

Responding agencies

8. Before any recognizable unit responds, the responding-agency area should remain blank.
9. When units from several agencies respond, each recognized responding agency may be shown.
10. Once an agency has had a unit on scene, its name remains associated with that incident even if the unit later becomes available.
11. Agency names describe responders; they do not declare the municipality of the incident.

4. Maps, corrected locations, and incident graphics

Map and graphic content follows the best currently available incident location.

Open a map

1. Tap or click the blue MAP label, a mappable address, or the map action on an incident.
2. Review whether the location is an address, intersection, or general grid area.
3. Use the available Apple Maps or Google Maps choice on mobile when you want external navigation.

Corrected addresses

When an authorized user corrects an incident address, the app should use the corrected location for later map and graphic requests. If an old view remains, close and reopen the incident so the newest data is requested.

Incident graphics

12. Graphics are generated and retained for alerts that were actually delivered, not automatically for every incident.
13. When available, tapping the incident number opens the graphic and associated incident details.
14. A graphic may show a map, incident type, location, units, weather text, FAA delay information, or other branded information.
15. The full-page viewer supports normal viewing and system share/save actions. The previous image-zoom control was removed to avoid blur and instability.

Privacy: A grid graphic represents a general area. It should never be read as a precise medical location.

Other incident actions

Depending on the source data and the user's access, incident details can include structure information, aerial or street imagery, and other contextual links. Availability varies by incident.

5. Accounts, plans, login, and expiration

Public information is available without an account; alerts and restricted tools require sign-in.

Public and signed-in use

Without signing in	After signing in
View public active calls, maps, and available history.	Save bookmarks, create alert rules, enable native devices, and use account-authorized tools.

Plans and provisioning

Current plan choices and prices are shown at iontb.com/plans. A successful approved payment can create a new account or extend an existing CAD-access expiration. Because pricing can change, use the plans page as the source of truth.

Expiration

16. The CAD expiration date is stored with the user account and is visible to administrators in User Management.
17. When an account has no expiration, it is shown as No CAD expiration.
18. An administrator can add, change, or clear the date without deleting the user or the user's saved alert rules.
19. Expired users can be shown a renewal plan choice and renewal action when that flow is enabled.

Password changes

Administrators can reset a password without removing saved rules, bookmarks, permissions, or subscription information. Passwords are stored as secure hashes rather than readable plaintext.

6. History, bookmarks, summaries, and exports

History searches stored incidents; unique identifiers can search beyond the selected date range.

History search

Available criteria include date range, incident number, unit, incident type, location, and trauma-only filtering. Use All Dates when you intentionally want an unrestricted search.

How dates are applied

Search situation	Date behavior shown with results
Ordinary broad search	Uses the selected From and To dates. The result summary states the date range searched.
Unique incident number or other uniquely identifying value	The system can ignore the date range and search all stored dates. The result summary states across all stored dates.
No results	Check spelling and formatting, then widen the range or use the unique identifier by itself.

Results and details

20. Choose visible columns to keep large result sets readable.
21. Open an incident for its type, time, location, TAC, units, and responding-agency details.
22. Responding-agency names in historical incident details are available to all users.
23. Use pagination for large sets and CSV download when an export is offered.
24. Station Summary and Department Summary aggregate recognized units; excluded or unknown units are not forced into a station.

Bookmarks

Bookmarks are tied to the signed-in account. They provide a quick return to incidents without changing the original incident record or alert history.

7. FHP, weather, FAA, NHC, and FDLE information

These sources are separate from the primary active-call feed and have source-specific timing and fields.

Florida Highway Patrol (FHP)

FHP information can include active incidents, county, location, type, remarks, and fatality-related status when provided by the source. Refresh source data if an expected current incident is missing. A source correction may take another refresh cycle to appear.

Weather and NHC

- 25. Weather alerts are based on official alert text, event type, geography, severity, and the user's saved rule.
- 26. Geographic checks use the alert polygon against the full Pinellas County boundary where applicable, not only a single city label.
- 27. When a weather rule matches, the notification and incident view can show both the branded graphic and the associated alert text.
- 28. NHC products and tropical graphics appear when configured and available from the source.

FAA airport status

FAA alerts can report airport, reason, operation affected, and delay range. Delay graphics should preserve the intended bucket—for example, 61–75 minutes rather than reversing the numbers.

FDLE alerts

FDLE information is a separate alert source. Administrative publishing or social actions may require elevated permission and should be reviewed before release.

8. Alerts and delivery methods

A rule decides what matches; its delivery selections decide where the alert goes.

Delivery method	What it uses	Account requirement
Apple App Alerts	APNs and the iPhone app's native notification settings	Apple App Alerts permission plus an enabled iPhone registration
Android App Alerts	FCM and Android notification channels	Android App Alerts permission plus an enabled Android registration
Pushover	The separate Pushover service and Pushover sound choice	Pushover permission and valid Pushover account/device settings

Per-rule choices

Each rule can send to one, two, or all three available methods. A user without Pushover access can still use approved Apple or Android alerts. The rule's priority remains meaningful to the selected native platform even when Pushover is not configured.

Account defaults

New accounts created through the current plans workflow receive Apple App Alerts, Android App Alerts, and Weather Rules access by default. Access does not itself create a weather rule: the Weather Alert Profiles area remains empty until the user saves one.

Built-in help

Open Alerts and use Alerts User Guide — how rule matching works for a concise in-app explanation of delivery methods, OR/AND logic, field prefixes, priorities, and testing.

9. Build and test 911 alert rules

Start specific, test the logic, then add broader alternatives only when needed.

Basic workflow

1. Open Alerts and create or edit a 911 rule.
2. Give the rule a clear name describing the condition.
3. Enter one or more match expressions.
4. Choose Apple App Alerts, Android App Alerts, Pushover, or a combination allowed for the account.
5. Choose the rule priority. Select Pushover Sound only if Pushover is one of the delivery methods.
6. Enable and save the rule, then use a test control before relying on it.

Useful examples

Goal	Expression
Any structure fire text	*STRUCTURE FIRE*
Medical call in grid 680A	TYPE:MEDICAL & GRID:680A
Engine-style units E11 through E19	UNIT:E1?
Stations 4 through 9	STATION:4-9
Specific incident code	CODE:6137053MES
Specific tactical channel	TAC:B

Priority levels

Priority	Use
Quiet (-1)	No notification sound.
Normal (0)	Routine alerting.
High (1)	Prominent or time-sensitive alerting where supported.
Emergency (2)	Highest application priority. Pushover may repeat when configured; native Apple behavior is still governed by iOS permissions and entitlements.

Sound separation: Pushover Sound controls only Pushover. Apple and Android sounds are configured separately by priority in their native-app sections.

10. Weather and FAA alert rules

Weather and airport rules have their own event, location, and delivery controls.

Create a weather rule

1. Open Alerts and choose the Weather rule area.
2. Choose the covered county, ZIP code, state, or other offered geographic selector.
3. Select the event types that should match, such as Tornado Warning, Severe Thunderstorm Warning, Flash Flood Warning, or Special Marine Warning.
4. Set a default priority and any per-event priority override.
5. Choose one or more approved delivery methods, save, and send a test.

Long alert names and priority controls wrap within the mobile layout. Scroll inside the event selector when more events exist than can fit at once.

Weather tests

A weather test is sent only to the delivery methods selected on that rule and enabled for the account. If Android is not selected or the Android device registration is missing, the same test can reach Apple or Pushover without reaching Android.

FAA rules

Choose the airport or airports, the qualifying delay/status condition, priority, and delivery methods. FAA data is source-driven; no pending alert appears when the latest source status does not satisfy the saved condition.

11. iPhone notifications

The iPhone app receives native alerts through Apple Push Notification service.

Enable an iPhone

1. Install or update IONTB Alerts from TestFlight or the App Store.
2. Sign in to the intended IONTB account.
3. Open Alerts, enable notifications on this device, and allow notifications in the iOS prompt.
4. Choose and save Notification Sounds by Priority.
5. Send a normal test and verify the banner, sound, graphic, tap destination, and badge.

Badges and registrations

29. The app icon badge represents pending/unread native alerts tracked for the device/account.
30. Opening the app and completing its acknowledgement/clear flow should reset the badge.
31. Deleting and reinstalling the app creates a new device installation and can leave an older server registration until it is removed.
32. A normal App Store update should preserve the installation and generally should not require notification setup again.

Sounds and silent mode

Apple sounds are selected by priority in the app. High or time-sensitive presentation does not automatically guarantee sound through Silent mode. Bypassing Silent mode requires Apple Critical Alerts entitlement and user permission; the standard app should not be described as having that ability.

Rich notification behavior

When available, the banner can include the IONTB app icon, incident fields, and a preview graphic. Tapping it should open the exact incident; map actions then use the incident's current stored location. Expired incidents may open historical details instead of an active card.

12. Android notifications

The Android app receives native alerts through Firebase Cloud Messaging.

Enable an Android device

1. Install the current IONTB Incident Alerts build from Play testing, Google Play, or an authorized direct APK.
2. Sign in and approve Android notifications when prompted.
3. Open Alerts and enable Android App Alerts for the desired rules.
4. Review Android notification-channel sound and importance settings.
5. Send tests with the app in the foreground, background, and fully closed.

Graphics, deep links, and maps

Current Android notification work mirrors the iPhone information model: reliable incident graphics when available, the same core incident fields, a tap that opens the exact incident, and a map action that uses the incident location. Slow-network and expired-incident cases should fail gracefully rather than opening the wrong incident or reusing another incident's graphic.

Sounds

Android sounds are tied to notification channels. Android can preserve an existing channel's original sound choice even after the app changes defaults. If a selected sound does not change, review the channel in Android Settings or reinstall during testing to recreate channels.

Launcher badges

Badge presentation depends on the Android launcher and notification settings. Supported launchers derive a dot or number from active notifications and app-provided counts; appearance can differ from iPhone.

13. Pushover

Pushover remains an optional, independent delivery method.

Required settings

- 33. Pushover access enabled for the IONTB account.
- 34. Valid Pushover user key, application token, and optional target device.
- 35. Pushover selected on the rule and a Pushover Sound chosen when sound is desired.

Tests and retries

Use the Pushover-specific test to verify credentials, target device, message, link, and attachment. Delivery history records attempts and retries separately. Larger generated graphics are allowed more upload time before the request is treated as failed.

Common failures

Message	Likely meaning
This operation was aborted	A request or graphic upload timed out or was cancelled before completion. Check retry entries rather than assuming no later attempt occurred.
No device received it	Verify user key, app token, device selection, account permission, and that Pushover is checked on the rule.
Wrong sound	Confirm the rule's Pushover Sound. Apple and Android sound choices do not control Pushover.

14. Administration and account management

Administrative pages control access, subscriptions, devices, and delivery diagnostics.

User Management

Users are listed alphabetically. The page shows active and expired account totals and keeps the table header visible while scrolling.

Column	What administrators manage
User / Email / Notes	Identity, contact address, and internal notes.
CAD expiration	Add, change, or clear the expiration date; blank means no CAD expiration.
Account	Enable or disable the account and review status.
Search Access	Compact grouped access checkboxes for authorized search tools.
Alerts & Actions	Pushover, Apple App Alerts, Android App Alerts, source-rule permissions, invite, password/reset, and delete actions.

Device cleanup

Remove stale native registrations when a deleted/reinstalled device causes duplicate device counts or unexpected badges. Remove only the identified user/device registration; do not delete the user account merely to clear a device token.

System Status and delivery history

- 36. Review source freshness, active process health, and recent application errors.
- 37. Use notification delivery history to separate original attempts from retries and to compare Apple, Android, and Pushover outcomes.
- 38. Check whether a graphic was generated/attached and whether the provider accepted the request.
- 39. Use the Stripe fulfillment/review area for payments that need manual attention.

Security basics

Keep service credentials in protected environment files, never in the browser or guide. Web access to .env and similar secret files should be blocked. Password hashes, restrictive permissions, security headers, current dependencies, and tested backups are all part of the operating baseline.

15. Search and matching reference

These operators apply to alert-rule expressions; supported fields vary by source.

Syntax	Meaning	Example
Comma or new line	OR between alternatives	FIRE, RESCUE
&	AND within one expression	TYPE:MEDICAL & GRID:680A
*	Any number of characters	*STRUCTURE FIRE*
?	Exactly one character	UNIT:E1?
Prefix:	Match a named field instead of all searchable text	ADDRESS:34 ST S
Numeric range	Inclusive range where the field supports ranges	STATION:4-9

911 field prefixes

Prefix	Field
UNIT:	Responding unit identifier
TYPE:	Incident type
CODE:	Incident number or source code
GRID:	Response grid
STATION:	Recognized station assignment
TAC:	Tactical channel
TEXT:	Combined searchable incident text
ADDRESS:	Location/address text

Avoid unintended matches

- 40. Use a field prefix when a short term could appear in several fields.
- 41. Use AND to narrow, not to list alternatives.
- 42. Test wildcard rules carefully; a leading and trailing asterisk can make a rule very broad.
- 43. Use the exact incident number alone when you want History to search all stored dates.

16. Troubleshooting and glossary

Start with the symptom, then confirm account, device, source, and display state in that order.

Quick troubleshooting

Symptom	Check
No native alert	Rule enabled; correct delivery method selected; account permission granted; device enabled; OS notifications allowed; test accepted by server.
Duplicate device count	A prior install may have left a stale token. Remove the older registration and re-enable the current device.
Badge will not clear	Open the app, allow acknowledgement to complete, confirm network access, and check for a stale registration/account count.
Wrong or repeated graphic	Close and reopen the incident; verify incident-specific graphic identity and current corrected address.
Android sound unchanged	Review the existing Android notification channel or recreate it during testing.
Map slow or wrong	Distinguish a grid from an address, wait for current incident data, and reopen after an address correction.
Weather test missing on one platform	Confirm that platform is selected on the rule and that its device registration is active.
App content looks outdated	Check the in-app update notice and compare installed version/build with the current store or test release.

Glossary

Term	Definition
APNs	Apple Push Notification service used for iPhone native alerts.
FCM	Firebase Cloud Messaging used for Android native alerts.
CAD expiration	The account date controlling time-limited CAD dashboard access.
Grid	A general response area; not necessarily a precise address.
Deep link	A notification link that opens a specific incident inside the app.
Priority	Quiet, Normal, High, or Emergency setting used by the selected delivery channel.
Pushover Sound	The sound requested only from the Pushover service.
Native registration	A device token that lets the server address one app installation.

Support information to collect

44. Username, platform, device model, operating-system version, app version/build, and approximate time.
45. Incident number or weather/FAA event, rule name, selected delivery method, and whether a test works.
46. A screenshot of the visible problem without exposing passwords, keys, tokens, or private account details.