

Section 6.2: Logging into the Vesta 911 System

The on-duty dispatcher must always be logged into one of the two 911 terminals. During shift change the on-coming dispatcher is to log into the out of service terminal, leaving the off-going dispatcher logged into the in-service terminal. Once the on-coming dispatcher is appropriately logged in, the off-duty dispatcher may then be logged out. This is to ensure that no calls for service are missed during shift change. It should be noted that the system will not allow you to be logged into more than one terminal at any given time.

To log into the Vesta 911 system:

1. Double-click the Vesta icon on the desktop to bring up the login screen.
 - a. If the desktop icon is not present go to the Start Menu, select “all programs” and select “Vesta”.
 - b. Double click “console” to bring up the login screen.
2. Input your personal username and password.
 - a. Username: first initial followed by your last name. ex: jsmith
 - b. Password: Last four digits of your UIN
3. Select “use my default profile”.
 - a. If you work for another agency as well, do not select “use my default profile”. Go to the next screen to select your TAMU_CT profile.
4. Ensure your terminal is set to the green “ready” (a phone must be plugged into the appropriate jack).
5. Log off of the off-going dispatcher’s terminal, if desired.

When logging into the system, there is a “details” button on the log-in screen. By selecting this, you can ensure all of the components required for the system to work are being properly launched. If for any reason you are unable to log into the system, you will need to click “details” to show the reason. Some of the reasons may include: incorrect password, SAM not connected, or other network connections unable to function. See *Section 6.4: Status Bar*.

If you do not remember your password or accidentally type it in incorrectly, you will have two more attempts before you will have to close the program. The program will never lock you out completely, but only temporarily after three attempts. Each time the program is closed and brought back up you will have three attempts to correctly enter your username and password.