



Digital Tactical Worksheets

Department Worksheet Guide

Web App, Setup, and Incident Workflow

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Open your department worksheet, install it as a web app, prepare offline access, organize units and assignments, conduct PAR, record search progress and benchmarks, recover work, and export the incident report.

Department layouts and available features vary. This guide follows the operational worksheet; instructor-led room setup and candidate rotation are covered in the separate Training Guide.

Essential habit: Prepare the device before an incident. Start the record before adding units. Export and verify the information you need before resetting or clearing site data.

Find what you need

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Department worksheets: www.digitaltacticalworksheets.com/departments/

Digital Tactical Solutions, LLC

Use DTW in accordance with department procedures. Safety & AI information

START HERE

Quick start for your first incident

Practice this sequence on the department device before using it in the field. Confirm that you are opening the correct department worksheet.

- 1 Open DTW.** Use the department's direct address or installed web-app icon.
- 2 Confirm readiness.** Check power, connectivity, the unit list, and offline readiness. Recover or export any previous incident that must be retained.
- 3 Start a fresh record.** Select Start Incident when shown, or More > New Incident. Read and confirm the clearing prompt before adding incident information.
- 4 Choose Call Mode.** Review the selected layout, tabs, and benchmarks. Confirm the incident timer is running.
- 5 Add units.** Drag resources from the sidebar. Use + Unit for an unlisted resource.
- 6 Organize assignments.** Move units into groups/divisions, or open unit details to enter an assignment, note, or crew entry/exit.
- 7 Track the incident.** Use PAR, benchmarks, primary search, Notes Log, and snapshots as conditions change.
- 8 Review assistance.** When Command Assist is enabled, verify its updates and review flagged transmissions.
- 9 Save before clearing.** Open More > Export Incident Report (PDF), save the report, and check it before starting another incident.

Understand the major parts

Part	Purpose
Department worksheet	Your configured board, resources, call modes, and benchmarks.
Sidebar	Available units and benchmark controls.
Canvas and tabs	Tactical boards, group/division containers, drawings, labels, and notes.
Notes Log	Timestamped incident activity and recorded information.
More menu (•••)	Reports, snapshots, layouts, recovery, and Help / Manual.
Offline status bar	Download / refresh offline and readiness messages.

Before each shift: Open the app you will actually use, confirm the department, and check offline readiness while connected.

DEVICE SETUP

Open DTW and install it like an app

DTW runs in a browser. A Home Screen or desktop installation provides a dedicated icon. Browser menus vary by version; installation does not by itself guarantee offline access.

Open the correct worksheet

- 1 From the DTW home page, choose Department Worksheets, or open the short address supplied by your department.
- 2 Confirm the department label, resources, and call modes. Use the operational worksheet address, not an administrator or training-room link.
- 3 Bookmark that address as a backup. After installing, check where the new icon actually opens.

iPhone or iPad - Safari

- 1 Open the department worksheet in Safari.
- 2 Tap Share, then Add to Home Screen. Tap View More or scroll the share actions if needed.
- 3 If Open as Web App is shown, turn it on. Give the icon a recognizable department name and tap Add.
- 4 Launch the icon and confirm the correct worksheet opens. Prepare offline access inside that installed app.

Android - Chrome

- 1 Open the department worksheet in Chrome.
- 2 Open the three-dot menu and choose Install and create shortcut > Install when offered. Some versions use Install app or Add to Home screen.
- 3 Follow the prompts, launch the new icon, and verify the department and offline readiness.

Windows - Edge or Chrome

Use the install icon in the address bar when offered and confirm Install. Browser menus may also offer an Apps or Install page as app option. Pin the installed app to Start or the taskbar if desired, then open it and confirm the correct worksheet.

Same device, different storage: A browser tab and an installed web app can have separate storage, especially on iPad/iPhone. Do not assume that autosave, settings, permissions, or offline preparation transfer between them.

Browser help: [Apple Home Screen setup](#) | [Chrome web apps](#) | [Edge web apps](#)

DEVICE SETUP

Prepare offline continuity

Prepare each device while connected, using the same browser or installed app that you intend to use during incidents.

- 1 Open the correct department worksheet with a reliable connection.
- 2 Find the offline status bar and select Download / refresh offline.
- 3 Wait for Offline ready. If Enable offline update is shown, use it at an appropriate time, then refresh the offline download and verify readiness again.
- 4 In a practice session with no active incident, test reopening the worksheet without a connection. Restore connectivity afterward.
- 5 Refresh the download after department configuration changes, major updates, or clearing site data.

What remains available

Feature	Without a network
Manual worksheet	Previously prepared resources can support local worksheet work. Test your department layout and device before deployment.
Live Incidents	Sharing, remote updates, and cloud history require connectivity.
Command Assist	Online transcription and AI processing require connectivity.
Recovery	Local recovery is limited to the same device and storage context. It is not a guaranteed archive.

Device checks

- **Power:** Charge the device and have a suitable power source available.
- **Browser:** Use a supported, current browser and avoid private/incognito mode for normal worksheet work.
- **Storage:** Keep site storage enabled. Export records before clearing data.
- **Microphone:** Check the selected input and permission if authorized Command Assist audio will be used.
- **Display:** Check brightness, orientation, and auto-lock during practice.

Verify the status: A Home Screen icon alone does not mean the worksheet is prepared for offline reopening. Check for Offline ready in that app.

WORKSPACE

Understand the worksheet interface

The toolbar holds incident controls, the sidebar provides resources and benchmarks, and the center contains the active tactical board. Exact controls depend on the department and device.

Control	What it does
Hide Sidebar	Collapses the resource/benchmark sidebar to provide more board space.
+ Unit	Opens resource controls, including adding an unlisted resource.
Text	Places a movable text label on the board.
PAR / End PAR	Starts or ends visual accountability tracking.
Call Mode	Selects a department-configured incident layout. The control shows the current mode, such as Residential Fire.
Map	Map tools and icons, when available for the layout.
Draw / Erase	Adds or removes freehand marks. Turn the active tool off to return to moving tiles.
Undo / Redo	Reverses or reapplies supported recent edits.
Start Incident / timer	Starts a fresh incident when idle; otherwise displays elapsed time. Starting can clear existing work.
More (•••)	Opens snapshots, report export, layouts, recovery, and Help / Manual.
Live Incidents	Opens live-sharing controls when available.
Zoom - / +	Changes the tactical board's displayed scale.

Sidebar and board tabs

Use Units for resources and Benchmarks for incident milestones. Board tabs may include a Main Board, blank or specialty boards, and Notes Log. Department defaults and call mode determine the available tabs.

Deleting a tile

Drag an unwanted tile to the delete area that appears during dragging. Deleting a group/division can also delete its attached units, so review what the container holds first.

Tablet tip: Collapse the sidebar, use landscape orientation where helpful, and adjust board zoom.

INCIDENT WORKFLOW

Start an incident and choose a call mode

Start the record before placing incident information. The Start Incident control can invoke New Incident and clear existing worksheet work after confirmation.

- 1 Recover or export any previous incident that must be retained.
- 2 Select Start Incident if displayed, or More > New Incident. Read the confirmation before proceeding.
- 3 Select the appropriate Call Mode, then review the board, tabs, and benchmarks.
- 4 Confirm that the timer is running and begin placing units and assignments.

Available call modes

Mode	Typical use
Generic	A flexible board when a specialized structure or MCI layout is unnecessary.
Residential	Residential structure worksheet and department workflow.
Apartment	Multi-family layout with location-based search tracking where configured.
High-Rise	Floor/location tracking and department high-rise controls.
Commercial	Commercial or large-area worksheet where configured.
MCI	Mass-casualty worksheet and configured resource/patient-count tools.

Changing modes during an incident

Changing Call Mode can change the board and specialized controls. Capture the current state and verify units, assignments, and tabs after the change. Use the department's naming and procedures.

Timer behavior

Some worksheet activity can start the incident record automatically. A running timer does not establish the actual dispatch or arrival time. Check the recorded sequence and add context when reviewing the report.

Start before building: Do not use Start Incident simply to add a timer to an already populated board without reading its clearing prompt.

RESOURCE MANAGEMENT

Place units and record assignments

Use one tile per resource and update that tile as its assignment changes. Duplicate copies can make accountability and incident reports confusing.

Add and place a unit

- 1 Open the Units sidebar and drag a listed resource onto the board. Tap-to-add may also be available.
- 2 For a missing resource, use + Unit, select the tile type, and enter its unit label.
- 3 Place the tile in the appropriate position or group/division container.
- 4 When the unit changes assignment, move or update its existing tile.

Groups and divisions

Drag a unit into a group/division, or open its details and enter an Assignment. The assignment workflow can create or reuse a matching container. Review the resulting location and name. Command Assist-created units may remain in an unassigned area until their assignment is resolved.

Unit details

Open the tile while PAR is not active. Mouse and touch gestures can differ; a double-click or a tap opens details in supported layouts.

Field/action	Use
Note	Record a short unit-specific note.
Assignment	Choose a common assignment or enter one. Verify the group/division name.
Crew count	Enter the actual number of personnel for the entry.
Entry side / floor	Select the entry side and add the floor when needed.
Record Entry	Record when the crew enters the tracked area.
Record Exit	Close the active entry before recording another entry cycle.

Assignment, note, and crew-movement events are recorded in Notes Log where supported. A location on the board alone does not verify a crew's status.

Avoid duplicates: Reassign the existing tile. Remove an accidental duplicate by dragging it to the delete area and verify the remaining resource.



ACCOUNTABILITY

PAR, primary search, and benchmarks

Conduct a PAR

- 1 Select PAR to place unit tiles in a pending accountability state.
- 2 As units report, double-click or double-tap each reporting unit tile to confirm it.
- 3 Confirm the unit itself, not only the group/division heading.
- 4 Review pending units, then select End PAR when the check is complete.

During PAR, double-click/double-tap confirms accountability rather than opening unit details. Ending PAR clears the highlighting; it does not independently verify that every crew reported.

Record primary search

Apartment and high-rise modes can provide location-based search tracking. Record the reported room, apartment, floor, or area and the reporting unit. Use Entire Building only for a whole-building report. Correct an inaccurate location or unit rather than creating a second conflicting entry.

Record incident benchmarks

Open the Benchmarks sidebar and select a milestone when it is achieved. Available benchmarks depend on the department and call mode. Examples include water supply, primary all-clear, ventilation, utilities, RIT/RIC, evacuation, and fire control.

A benchmark is a record of an event, not a prediction or an assignment. Review the resulting timestamp and Notes Log entry when needed.

Review automated updates

Command Assist may propose or apply supported benchmark updates according to the active workflow. Check the actual benchmark and source transmission. Do not assume that a spoken phrase was heard correctly or that all milestones were captured.

Verify the report: Search completion, accountability, and benchmarks must reflect confirmed incident information. A tile color or AI-generated entry is not independent confirmation.

BOARD TOOLS

Draw, label, zoom, and use boards

Text labels

Select Text to place a movable label on the active board. Use short labels for hazards, staging, collapse zones, water supply, access, or other information that should remain visible.

Drawing and erasing

Use Draw for arrows, boundaries, hose lines, or access points. Erase removes drawing marks. Turn off the active drawing tool before moving unit tiles. Undo and Redo can help recover supported recent edits.

To remove a tile, drag it to the delete area. Review attached units before deleting a group/division container.

Working across tabs

- **Main Board:** The primary tactical worksheet for the incident.
- **Blank or specialty boards:** Additional space for planning, staging, MCI, high-rise, or local needs.
- **Notes Log:** Timestamped incident activity and recorded information.
- **Department tabs:** Administrators can configure default tabs and background worksheet images.

Map tools

Use Map when available for geographic context. Available icons and map features depend on the layout. Online map content may require connectivity even when the worksheet itself has been prepared offline.

Board zoom

Use the zoom controls to show more of the board or enlarge a working area. Board zoom is separate from device/browser display scaling. Collapse the sidebar when you need additional working space.

Keep it readable: Use drawings and labels that help command understand or communicate the incident. Review the active tab before adding information.

INCIDENT RECORD

Use the timer, Notes Log, and snapshots

Incident timer

The timer provides elapsed time for the worksheet record. Explicitly start the incident before building the board and verify the running display. Activity may also begin the record automatically; timestamps should be checked against the actual incident sequence.

Notes Log

The log can include manual notes, assignments, benchmarks, entry/exit, resource changes, live information, and Command Assist interpretations. Newer entries appear first in the current interface. Review the log for missing context or incorrect information.

Capture a snapshot

A snapshot preserves worksheet state at a checkpoint. It is not continuous screen recording.

- 1 Open More at an important decision point.
- 2 Select Capture Snapshot Now.
- 3 Continue working and verify the capture when reviewing the report.

Automatic snapshots also occur at configured time or event checkpoints. Do not assume every small edit produces its own snapshot.

Useful checkpoints

- Initial command organization after the first assignments are established.
- A completed PAR or significant search report.
- A strategy change or major expansion of resources.
- Before reorganizing or clearing an important board layout.

What the record can show

Snapshots, notes, and unit assignments help reconstruct what was recorded in DTW. They do not prove that an action occurred or that information absent from the worksheet was absent from the incident.

Capture before changing: Take a snapshot before a major board reorganization so the earlier arrangement remains available for review.

RECOVERY

Autosave, layouts, and local recovery

Recover the last autosave

- 1 Stay on the same device and in the same browser or installed app where the work was created.
- 2 Open More > Load last autosave if it is available. Read any replacement prompt before proceeding.
- 3 Check the restored call mode, tabs, unit positions, assignments, notes, and incident record before continuing.

If the control is unavailable or recovery cannot be saved, keep the existing worksheet open and export what you need before troubleshooting.

Recover a previous-version worksheet

After an update, the offline status bar may show Recover previous-version worksheet when an older recovery copy exists on the device. It loads that copy into the current department worksheet after confirmation. Check the restored board before continuing.

Save Layout and Load Layout

Save Layout downloads a JSON file of worksheet layout data. Load Layout imports a saved JSON file. Full-tab files can replace tabs, tiles, drawings, and associated stored state; legacy files may replace the current tab. Do not assume that existing unit tiles will be preserved.

Save Layout is separate from an incident report. Review the imported result before relying on it, and preserve any current incident record before loading another layout.

Upload Worksheet

Upload Worksheet selects a background image for the worksheet. Department administrators can also configure saved default images and tabs through their authorized customization workflow.

Storage limits

- Autosave is local recovery, not automatic transfer to a different device.
- Installed apps and browser tabs may use separate storage.
- Clearing site data, removing an app, storage restrictions, or device cleanup can affect recovery and offline content.
- Recheck offline readiness after changing browser/app storage or department configuration.

Recover before resetting: New Incident can replace the state you are trying to recover. Export or verify the record before starting over.



SHARING

Use Live Incidents when enabled

Live Incidents provides a connected way to share or review a worksheet. Availability and retention depend on department access and server configuration.

Share the current incident

- 1 Select Live Incidents.
- 2 Choose Share current incident and complete the available sharing workflow.
- 3 Open the authorized viewer's link or live entry on the receiving device.
- 4 Confirm that the receiving view shows the correct incident and recent updates.

Use Refresh list when a new or recently closed incident is not shown. Follow the available view/edit controls; a shared view does not necessarily grant editing permission.

Closed incidents

Use Show closed incidents to include previous entries when available. Verify the record before relying on cloud history as a retained copy. Keep independent copies required by department policy.

Connection loss

Continue manual local worksheet work where available. Live updates and remote synchronization need connectivity. After reconnecting, check both the local status and the receiving view; do not assume every offline change was transmitted.

Sharing discipline

- Confirm the department and incident before sharing.
- Limit links and access to the intended people.
- Make clear which device or user is maintaining the active command worksheet.
- Verify important updates by established communications methods.

Operational priority: Radio communications, personnel accountability, and department command procedures remain primary. A shared screen supports situational awareness.

OPTIONAL AI

Use Command Assist when enabled

Command Assist is in beta testing. It can transcribe audio, summarize incident information, and help organize units and assignments. Availability and controls vary by department.

One Command Assist panel

Open Command Assist. Briefing shows incident information; Review holds transmissions and items needing attention. Where Advanced is enabled, Assignments, Ask / briefing, and MAYDAY appear in this same panel. Advanced access is limited to select department worksheets and can require a department PIN.

Radio and briefing workflow

- 1 Select Listen to radio for authorized live audio, Upload clip for a recording, or Record briefing for a spoken update. Check microphone permission and input.
- 2 Review the Incident Summary and Units and Assignments. Correct the worksheet when information is wrong.
- 3 Select Review or the items-needing-review count. Use View transmission to read the source for a flagged item.
- 4 Use the available apply, keep, dismiss, or reviewed action as appropriate. Mark reviewed is an acknowledgement, not proof that a proposed worksheet change was applied.

En Route Auto-Build

Enable En Route Auto-Build with Luna only when you want supported radio updates to help prepare the board. High-confidence changes may be applied automatically; uncertain information can require review. Check created units and assignments and keep deliberate manual corrections authoritative.

Select Assume Command when the en-route phase ends. Verify the listening status separately and stop audio capture when finished.

Typed briefing updates

In Review, enter a Briefing or update and use Update worksheet for the intended changes. Check the resulting board and Notes Log. Online audio/AI processing requires connectivity.

Verify AI output: Confirm assignments, benchmarks, and critical information against actual radio traffic and incident conditions. An alert or transcription is not a verified incident fact.

ADMINISTRATION

Configure the department worksheet

Worksheet customization is for the DTW owner and authorized organization owners/admins. Make and test configuration changes outside an active incident.

Open customization

- 1 Sign in to your account and open the operational worksheet management page.
- 2 Select the department worksheet, then Customize Worksheet.
- 3 Review Admin Setup, make the intended changes, and save through the provided controls.
- 4 Reopen the operational worksheet and verify the units, modes, benchmarks, tabs, and backgrounds.

Control	Purpose
Department Name	Sets the department label.
Unit Tiles / Sidebar	Defines resource types, unit groups, and available units.
Benchmarks	Configures department milestones and categories.
Mode Templates	Defines the available modes and their defaults.
Choose Worksheet PNG	Uploads a department background image.
Save Tabs + Worksheet Default	Saves the intended default board/tab state.
Reset to Department Default	Replaces the working tabs, tiles, drawings, and notes with the saved default.

Restore a previous configuration

From worksheet management, select Version History and choose Restore for the intended version. Review the confirmation. Restoring creates a new current version while preserving earlier saves. Users need to reload to receive the restored configuration; coordinate this outside active incidents.

After a configuration change

- Test with a non-operational device or practice incident.
- Keep unit labels consistent with department radio naming.
- Communicate changes that affect procedures or training.
- Have devices reopen the correct worksheet and refresh offline access.

Home Screen setup: Save the operational worksheet address to the device, not the Customize Worksheet or administrator address.

CLOSEOUT

Export the incident and start the next one

Export the incident report

- 1 Review Notes Log, unit assignments, benchmarks, search entries, and important snapshots.
- 2 Open More > Export Incident Report (PDF). Allow the report window to open and wait for its content to load.
- 3 Use the browser's Print / Save as PDF workflow. On iPad, use the available print or sharing controls to save the PDF to Files.
- 4 Open the saved PDF and confirm that the expected board, notes, snapshots, and incident information are present.

The export opens a printable report; opening that report is not the same as saving a PDF file. Follow the department's naming and retention process.

Start the next incident

- 1 Export or otherwise verify all records that must be retained.
- 2 Choose More > New Incident and read the clearing confirmation.
- 3 Confirm only when ready to clear the current incident.
- 4 Select the next Call Mode and verify the timer and fresh board before adding information.

After-action review

Use the report and snapshots to review recorded assignments, command organization, and the sequence of worksheet events. Add context from verified communications and department records where needed.

DTW records reflect the information entered or captured in the worksheet. They do not independently establish compliance, performance, or incident outcome.

Do not clear too soon: Verify the saved PDF, not just an open report tab. New Incident clears working information across the worksheet.

TROUBLESHOOTING

Common problems and first checks

Problem	First checks
Worksheet will not load	Check connectivity and the direct department address. For offline reopening, confirm the app was prepared on this device.
Wrong department opens	Check the icon's launch address and department label. Open the supplied operational URL and correct the shortcut.
Board is crowded	Collapse the sidebar, adjust board zoom, and use another tab for secondary information.
A unit is duplicated	Keep the correct tile and drag the accidental copy to the delete area. Reassign the existing tile next time.
Double-tap will not open details	During PAR it confirms accountability. End PAR before resuming normal details actions.
Work is missing after refresh	Use the same browser/app and try More > Load last autosave before New Incident.
Recovery cannot be saved	Keep the current tab open and export a report or available layout. Do not clear site data while the record is still needed.
Offline status needs attention	Reconnect, select Download / refresh offline in the status bar, and verify Offline ready.
Live view is stale	Check both connections, refresh the live list, and confirm the receiving view shows recent updates.
Command Assist hears no audio	Check microphone permission, selected input, audio level, and connectivity. Try a briefing or authorized uploaded clip.
Review count needs explanation	Open Review or the count, then View transmission for the source. Review the board before accepting an update.
Report does not open or save	Allow the report tab/pop-up, wait for loading, then use Print / Save as PDF or device sharing controls.

Ask for help

Contact contact@digitaltacticalworksheets.com. Include the department/page, device and browser, approximate time, and exact error message. Exclude passwords, PINs, patient details, and other sensitive information.

Protect current work: Keep the worksheet open and capture or export what is available before resetting, reinstalling, or clearing browser data.

Data handling and quick reference

DTW supports the command workflow. It does not replace verified communications, personnel accountability, or department procedures. Submit audio only when authorized. Keep sensitive data out of notes and reports unless your organization has an approved process.

Quick reference

Task	Action
Open DTW	Department web-app icon or direct operational URL.
Prepare offline	Status bar > Download / refresh offline > verify Offline ready.
Start fresh	Start Incident or More > New Incident; confirm clearing, select Call Mode, and check timer.
Add unit	Drag from Units; use + Unit for a missing resource.
Assign / crew details	Open a unit while PAR is inactive; enter assignment or entry/exit.
Remove a tile	Drag it to the delete area. Check group contents first.
PAR	PAR > double-tap/click reporting units > review pending > End PAR.
Benchmark	Benchmarks sidebar > select the confirmed milestone.
Snapshot	More > Capture Snapshot Now.
Recover	Same browser/app > More > Load last autosave.
Report	More > Export Incident Report (PDF) > Print / Save as PDF > verify file.
Live sharing	Live Incidents > Share current incident, when enabled.
Command Assist	Review > View transmission; verify updates. Assume Command ends the en-route phase.
Help	More > Help / Manual or Department Worksheets > Worksheet Guide.
Next incident	Export and verify first, then More > New Incident.

Practice before deployment

Test app launch, offline reopening, unit placement, assignments, PAR, search, snapshots, recovery, and PDF saving on each device model. Keep independent copies of required records.