



**ROYAL CANADIAN MARINE
SEARCH & RESCUE**
Saving Lives on the Water



MEHR Environmental & Hazard Response Tasking Setup

To receive MEHR tasking calls from the CG Regional Operations Centre (ROC), you must configure a Connect Rocket Workflow to receive the predetermined 9999 code.

In some cases, 9999 may be the conference access code for your station, and this will need to be changed first. Your access code can be any 4-digit code you are not currently using, and it is sent to any station member who misses a conference call and needs to dial in. Ensure this change, if required, is communicated to station members.

If you do not currently use conference calls this still needs to be done.

1. Navigate to 'Manage Account' via the profile menu
2. Click 'Call & Notification'
3. If your Access Code is 9999 click Edit to change it

To set up your 9999 MEHR Environmental & Hazard Response Tasking workflow, general instructions are available here:

<https://support.connectrocket.com/article/198-configure-multi-purpose-phone-line>

1. Enter "MEHR Environmental & Hazard Response Tasking" as the Workflow name.
2. Enter "9999" as the Alphanumeric code.

Most stations are following a similar callout procedure to their Mayday or Pan Pan callouts; however, they must call ROC rather than JRCC. To assist with this, they add an additional Notification to be sent: "Environmental & Hazard Response. Coxswain call ROC at 1-800-889-8852. Responding crew await further CR message from coxswain."

If you are unsure how to set this workflow up please book a call with Connect Rocket and their support team will assist you. <https://calendly.com/connect-rocket-hk/15min>