

## Quick Start Guide

**Learn the Basics. Build Awareness. Support the Mission.**

*This guide introduces the core workflows needed to access PRATUS, create an incident or exercise incident, and begin operating within the Incident Workspace.*

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## Welcome to PRATUS

PRATUS is a collaborative incident management platform that supports situational awareness, operational coordination, planning, and information sharing across incident and exercise environments.

## Purpose of This Guide

This Quick Start Guide provides an introduction to the core features and workflows of PRATUS. It is intended to help U.S. Coast Guard users access the platform, create an incident or exercise incident, and begin working within the Incident Workspace.

By the end of this guide, you will be able to:

- ✓ Access PRATUS
- ✓ Navigate between the Hub and Incident Workspace
- ✓ Create an Incident or Exercise Incident
- ✓ Configure basic incident information
- ✓ Add personnel to the Incident Roster
- ✓ Access help and support resources

## Need More Detail?

This guide focuses on the most common tasks required to get started in PRATUS. Additional tutorials, reference materials, FAQs, and training resources are available in the PRATUS Knowledge Base.

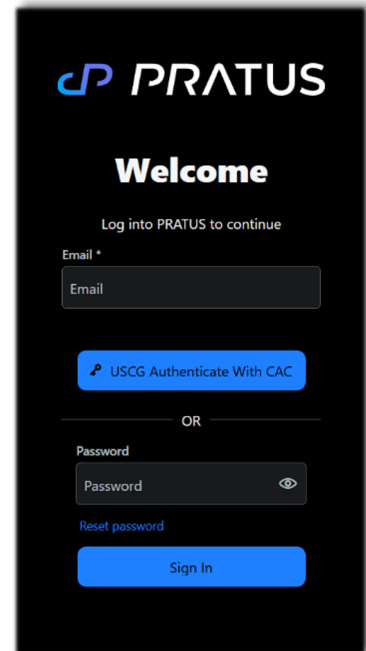
For detailed instructions, screenshots, FAQs, and training resources, visit the PRATUS Knowledge Base: <https://pratus.disastertech.com/knowledge>

## 1) Accessing PRATUS

### Log In

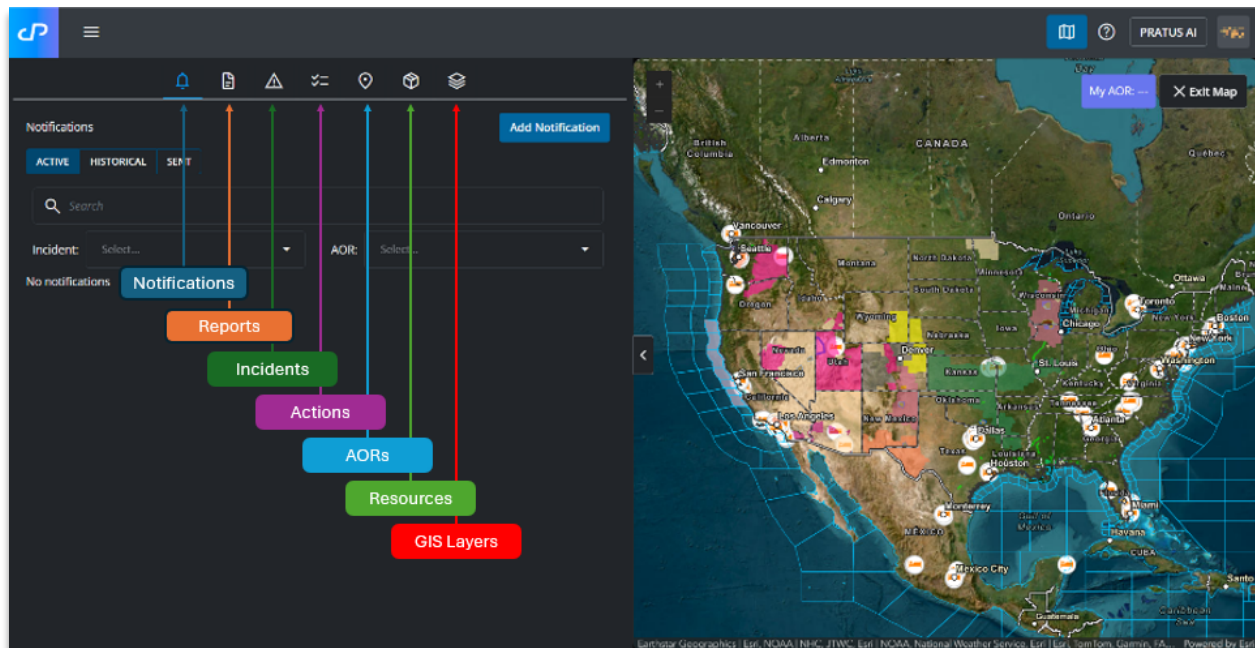
- a) Open PRATUS through your web browser (Teams integration in progress)
  - i) Navigate to [pratus.uscg.mil](https://pratus.uscg.mil)
- b) Fill in your USCG email (associated with your CAC)
- c) Sign by selecting “USCG Authenticate With CAC”.
- d) Once you have logged in, you will arrive in the PRATUS Hub.

\*If you encounter log-in issues, or if you are not assigned to your respective AOR, reach out to your ICS Coordinators to confirm that your name was sent to CG-OEM-2.



## 2) Navigating the Hub

*The Hub provides a centralized view of operational information across your organization.*



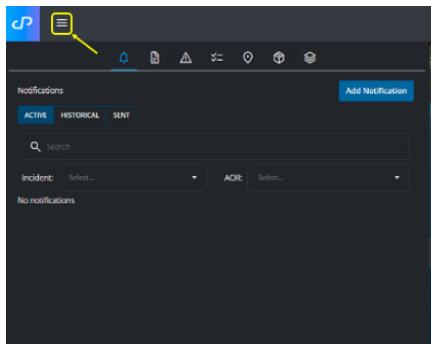
### 3) Create an EXERCISE Incident

*EXERCISE Incidents provide a safe environment for training, testing workflows, and familiarizing yourself with PRATUS.*

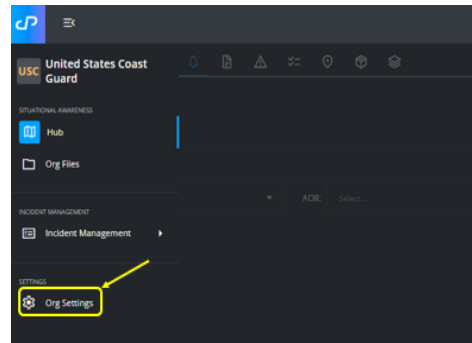
*For guidance on configuring a non-exercise incident, visit our Knowledge Base.*

<https://pratus.disastertech.com/knowledge>

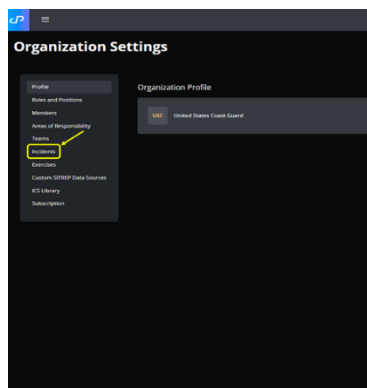
1. From the PRATUS Hub, select the Menu icon (☰)



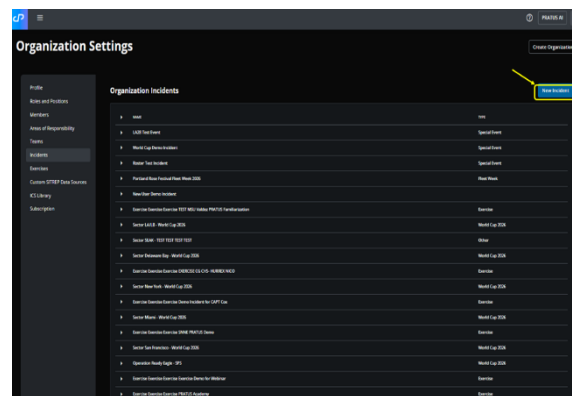
2. Select Org Settings



3. Select Incidents



4. Select New Incident



5. Enter the name for the exercise

6. Incident Type: Exercise

7. Select the appropriate AOR

8. Response Workflow: ICS

9. Sponsor Organization: USCG

10. Select Create Incident

\*Exercises will auto-generate “EXERCISE EXERCISE EXERCISE” ahead of the incident name

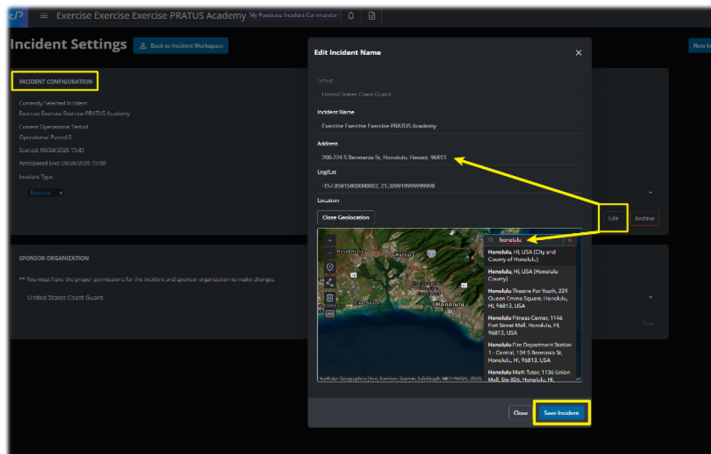
NAME	EMAIL	ROLE	STATUS
LTCM Dan Burns	daburn@uscg.mil	LTCOM General User	Created

## 4) Configure Your Incident

After creating an incident, you will enter the ICS 201 workflow to complete the basic setup information.

### Assign an Incident Location

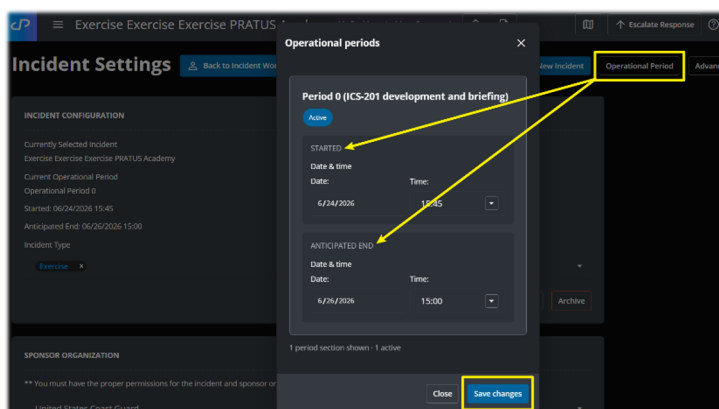
- Select the Menu icon (☰).
- Expand Incident Management.
- Select Settings.
- Select Edit in Incident Configuration.
- Assign the location by entering the Address or using the Geolocation search capability.
- Save Incident.



### Assign an Operational Period

Operational Periods organize planning and activities into defined timeframes.

- From the Incident Settings menu, select Operational Period.
- Save changes.

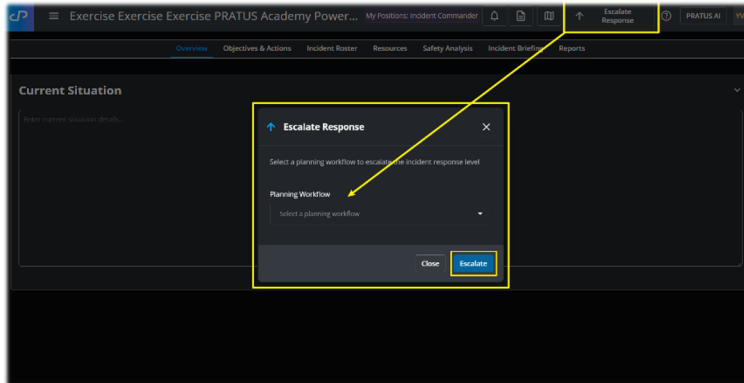


## Escalate the Incident

To progress to the Planning P, you must select Escalate Response.

### To Escalate Beyond Initial Response

- Select Escalate Response at the top-right of the screen.
- Select the Incident Command System Planning Workflow.
- Select Escalate.

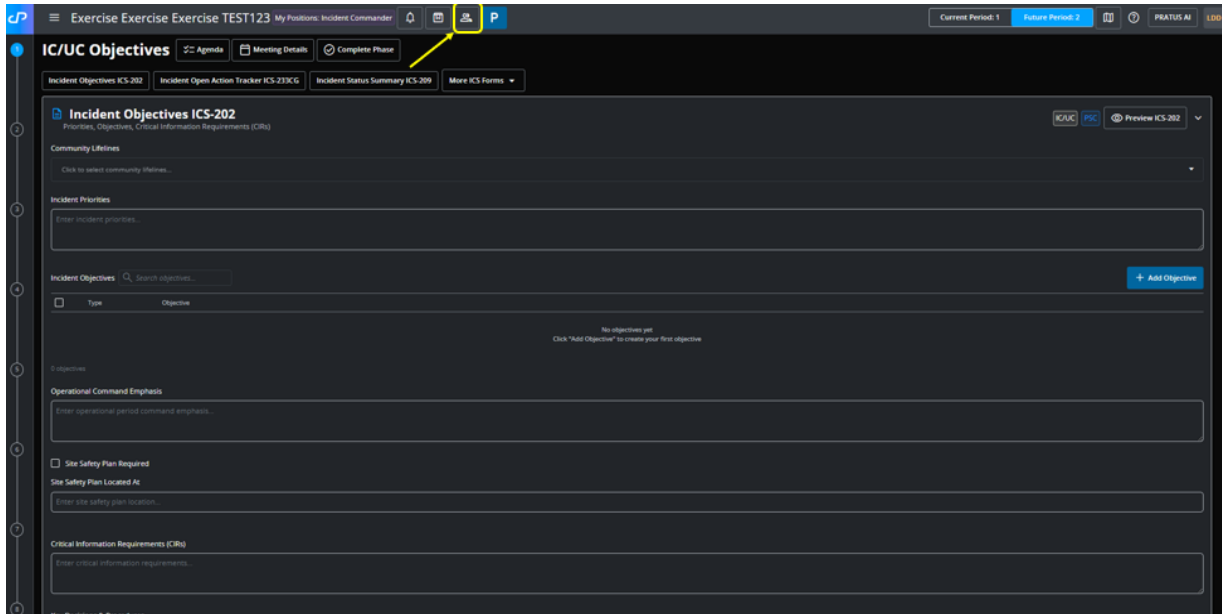


## 5) Add Personnel to the Incident Roster

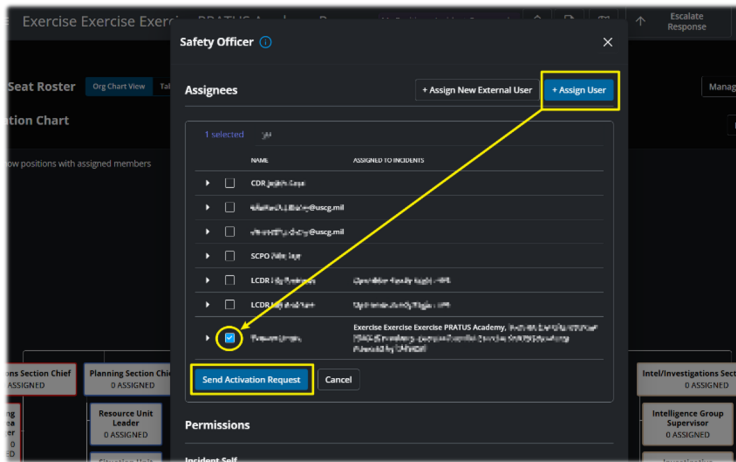
The Incident Roster identifies personnel participating in incident operations.

### To Assign Personnel

- Open Incident Roster.



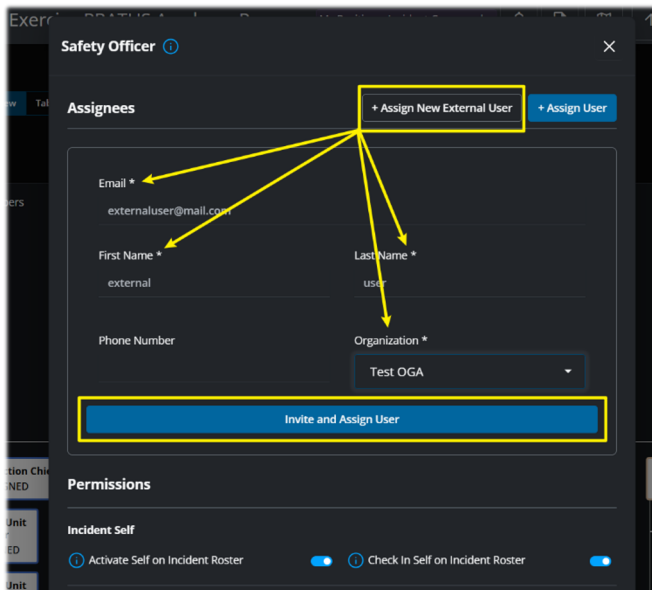
- b) Select the position in the org chart to assign personnel.
- c) Select +Assign User.
- d) Select the appropriate user and “Send Activation Request”.



**\*If the user is not available, this means their name was not sent to CG-OEM-2 during the bulk import of USCG Users.**

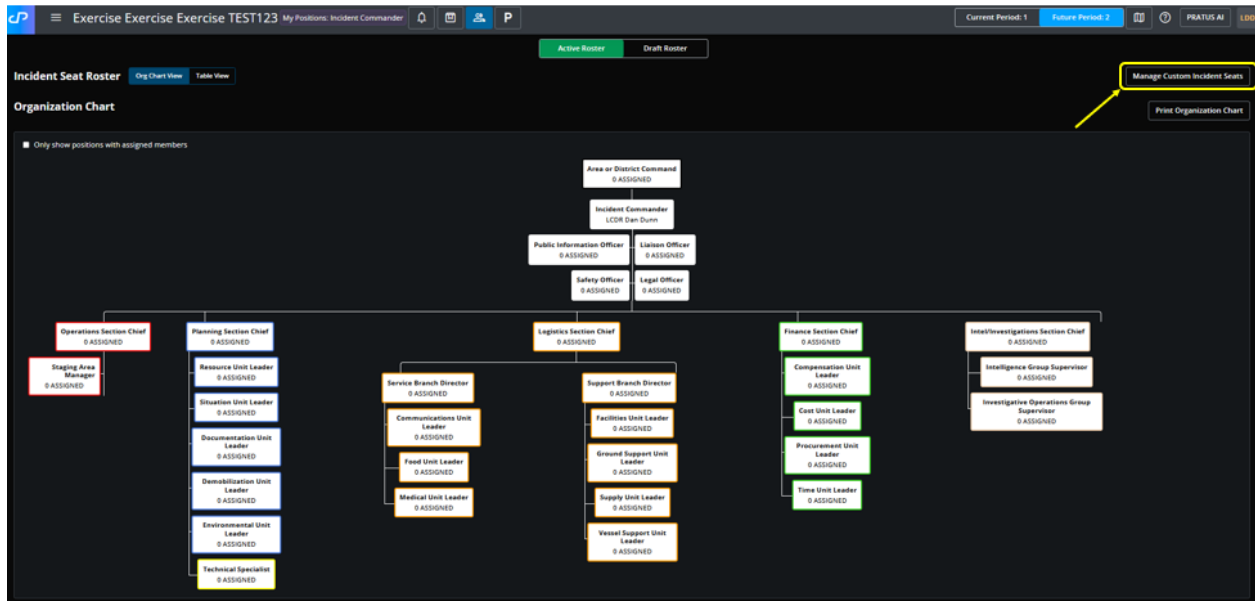
### To Assign New External Personnel (Port Partners)

- e) Open Incident Roster.
- f) Select the position in the org chart to assign personnel.
- g) Select +Assign New External User.
- h) Enter personnel details in the required fields.
- i) Select Invite and Assign User.



## Add/Remove Positions to the Incident Roster

a) From the Organization Chart, select Manage Custom Incident Seats.



b) Select Action: Add Seat, Edit Seat, Delete Seat

i) Add Seat:

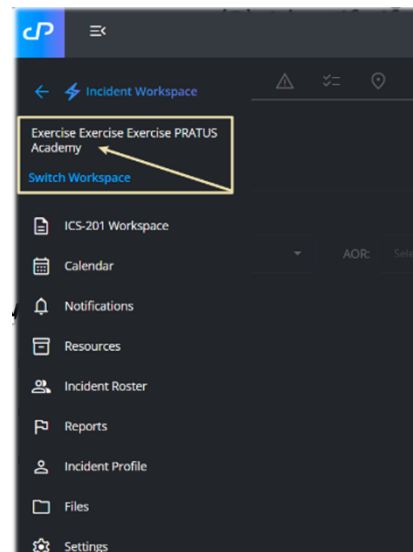
- (1) Define Seat Name.
- (2) Select who will this Unit, Division, Group, Single Resource, etc. report to.
- (3) Identify if this is a Workgroup (notifies PRATUS that this is within the OPS Section and requires an ICS 204; also applies to Shoreline Cleanup Teams assigned to Planning, if applicable).

ii) Edit/Delete Seat:

- (1) Only applies to created positions.

## Navigate to Incident Workspace (After Incident/Exercise Creation)

- c) Select the Menu icon (☰).
- d) Expand Incident Management.
- e) Select/Confirm your Workspace.



## **Next Steps**

Once your incident has been configured, you can begin exploring:

- Planning P
- Notifications
- Reports
- Resources
- Files
- Incident Settings

***Users are encouraged to create and manage exercise incidents to become familiar with PRATUS functionality.***

## **Help & Support**

**Knowledge Base** <https://pratus.disastertech.com/knowledge>

The PRATUS Knowledge Base contains:

- Step-by-step guides
- Frequently Asked Questions
- Training materials

### **If you need assistance:**

- a) Select the Help (?) icon at the top-right of the screen within PRATUS.
- b) Search the Knowledge Base.
- c) Submit a support or enhancement request.
  - a. Select “Contact Support”.
  - b. Fill in your information.
  - c. Select either “Report an Issue” or “Product Feedback”
    - i. Report an Issue: Bugs or problems utilizing PRATUS
      1. Example: “The Sextant connection to ArcGIS Online is not working.”
    - ii. Product Feedback: Improvements, user interface improvements, and desired functionality
      1. Example: “I need to access ICS symbology more readily in the COP for it to be an effective tool. My recommendation is to \_\_\_\_\_.”
    - iii. Screenshots are preferred to identify issues and share your vision of what PRATUS should be or how it should operate.