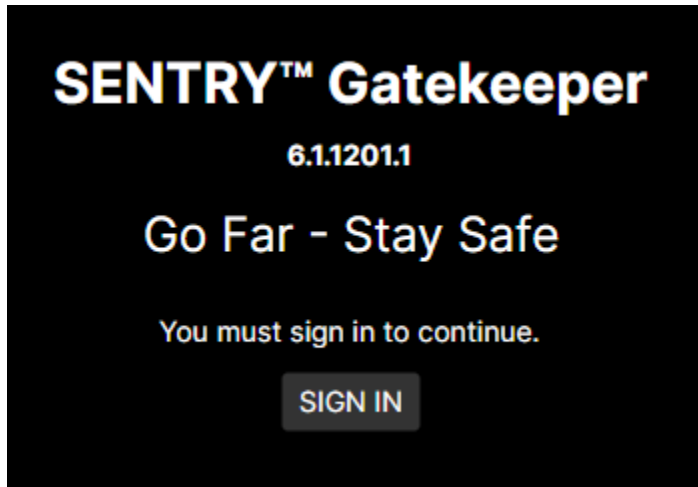
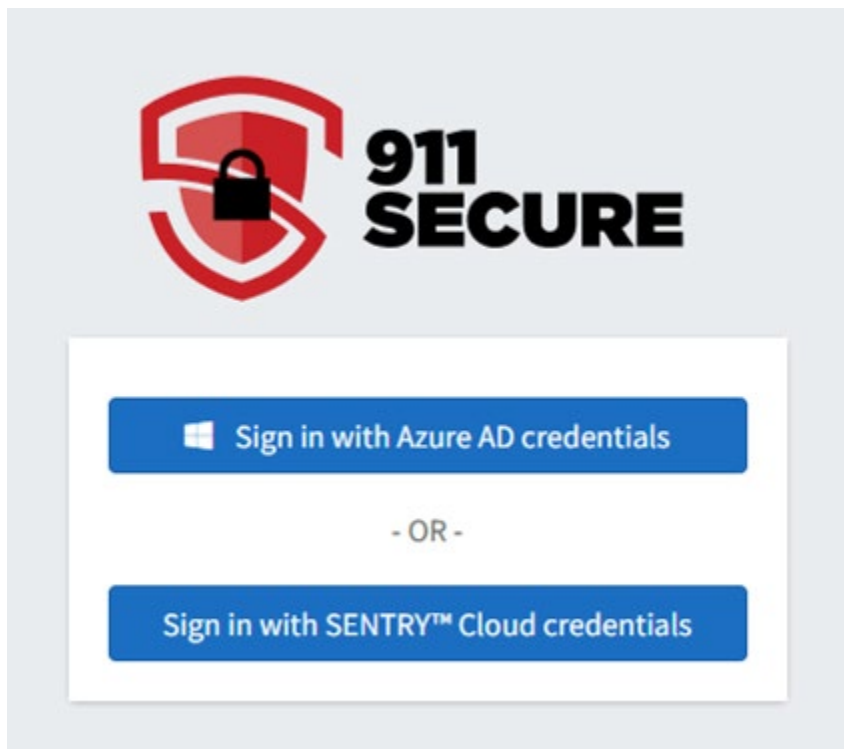


Sentry Gatekeeper Version 6, December 2025 Overview

The 911 location software for USNH softphone users, Sentry Gatekeeper has been upgraded with a new look. The first time the new program launches, you will be prompted to sign in:



Sign in with Azure AD credentials:



After signing in, you will be prompted to acknowledge the intent of using Sentry Gatekeeper:



Gatekeeper User Acceptance

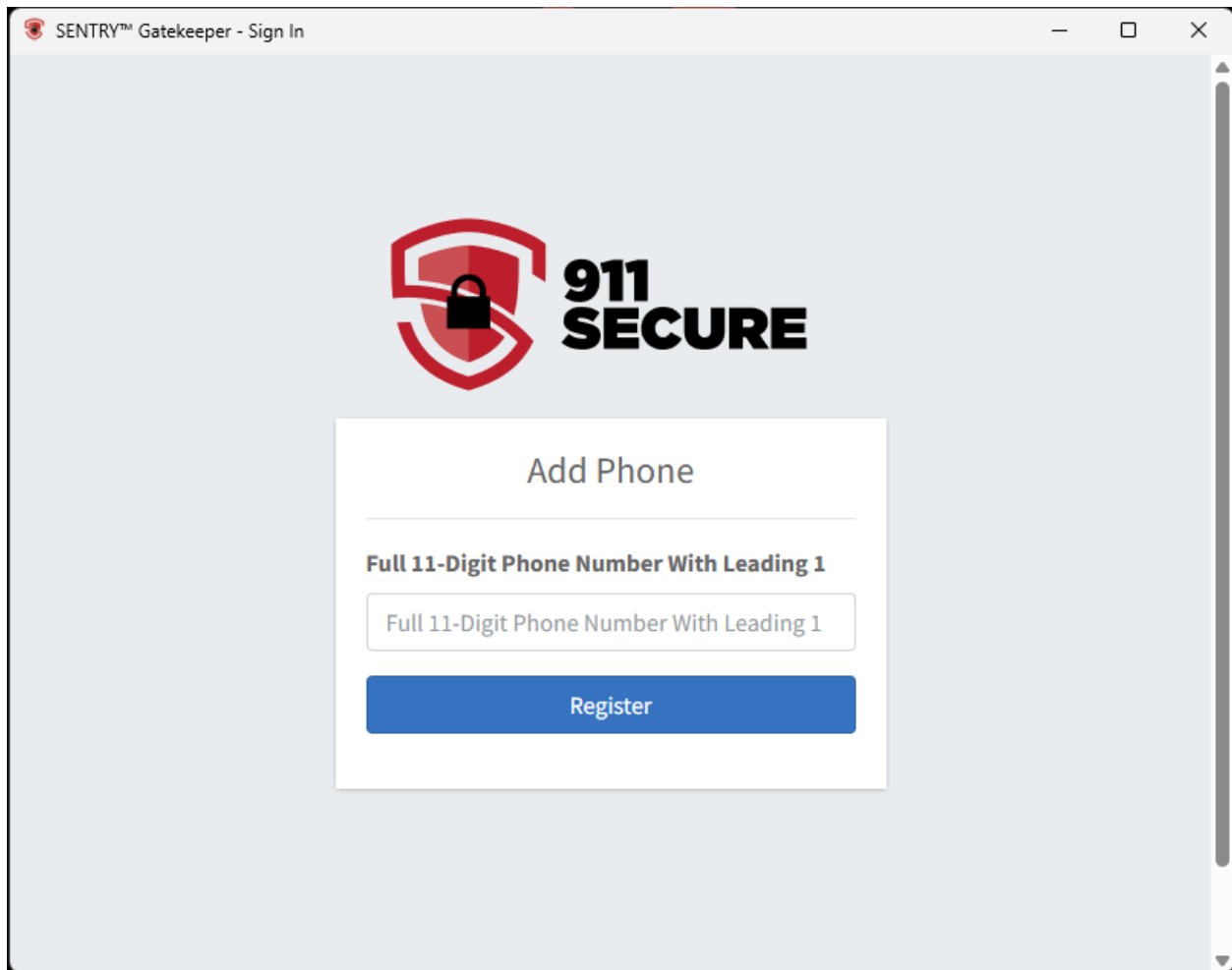
SENTRY™ Gatekeeper is an application for keeping softphone users safe whenever they are working from a remote / offsite location. It requires users to provide accurate location information so any 911 call made from their softphone can be routed to the closest Public Safety Answering Point. By clicking the OK button below, I acknowledge that I will enter only accurate location information whenever my work location changes.

☒ I have read and understand the above statement

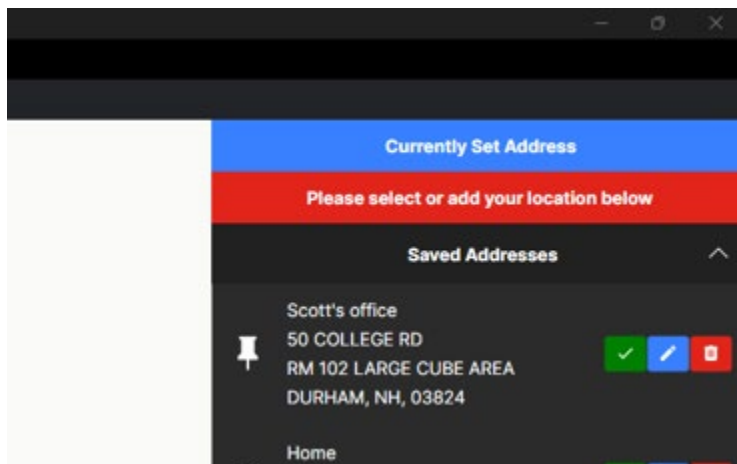
OK

Cancel

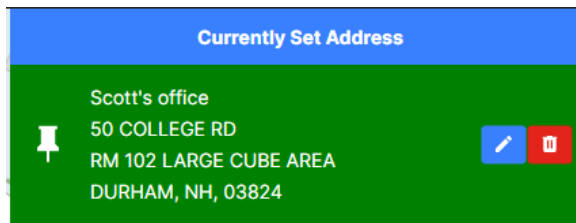
If this is your first time with Sentry Gatekeeper, you will be prompted for your full 11-digit phone number. This should not be your cell phone or home phone, but the number assigned to you for your soft phone. Example: extension 21234 would be 16038621234.



Depending on your location, you may see a map view or a grey area in the center of the application. On the right, your saved addresses will be available. Select the check box next to a saved address to set your current location.

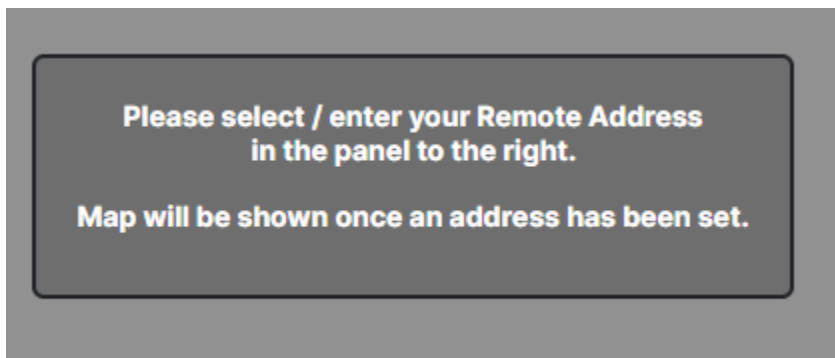


The set address moves to the top of the screen and becomes highlighted in green:

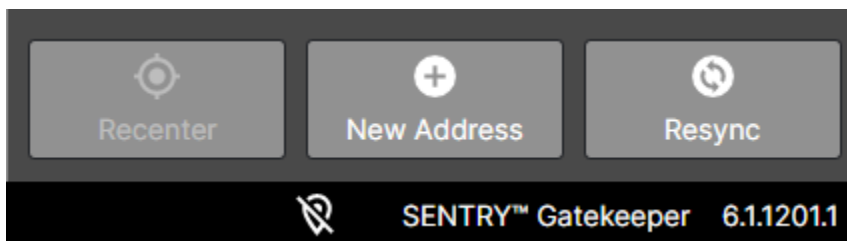


Adding an address:

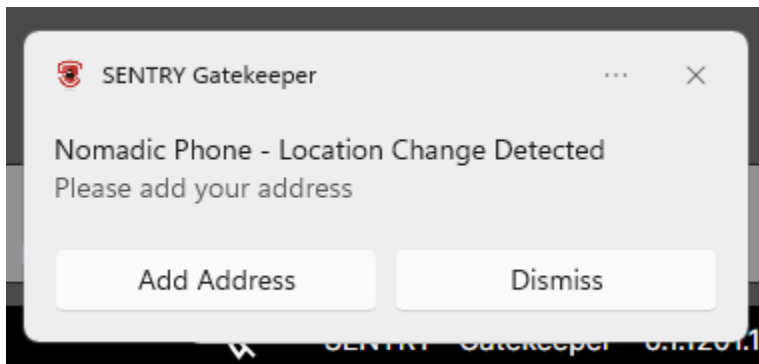
In some cases the default view will show a map, in others you may see this message surrounded by grey in the center of the application.



In either case, If you need to set a new location at this point, close any pop-ups in the way, and select New Address in the bottom right corner of the app:



Optionally, sometimes you will see this, and can click Add Address to start the process.



Either method will start the process to manually add the address which will be pre-populated with some approximate info:







Currently using a Mobile Hotspot to connect to the internet ☐

Please select / enter your Remote Address in the panel to the right.

Map will be shown once an address has been set.

Cancel

New Address

Description

Description

Address Line 1

20 Post Office Sq

Address Line 2

Some PSAPs may truncate to 20 characters

Building, Floor, Suite values, etc.

City/Town

Plymouth

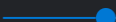
State

NH

Zip Code







03264

Accuracy: 56



SAVE CANCEL

You can manually correct the information

Description

PSU Higland Conference Room

Address Line 1

20 Highland Street

Address Line 2

Some PSAPs may truncate to 20 characters

FL1, Room 163

City/Town

Plymouth

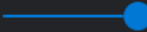
State

NH

Zip Code

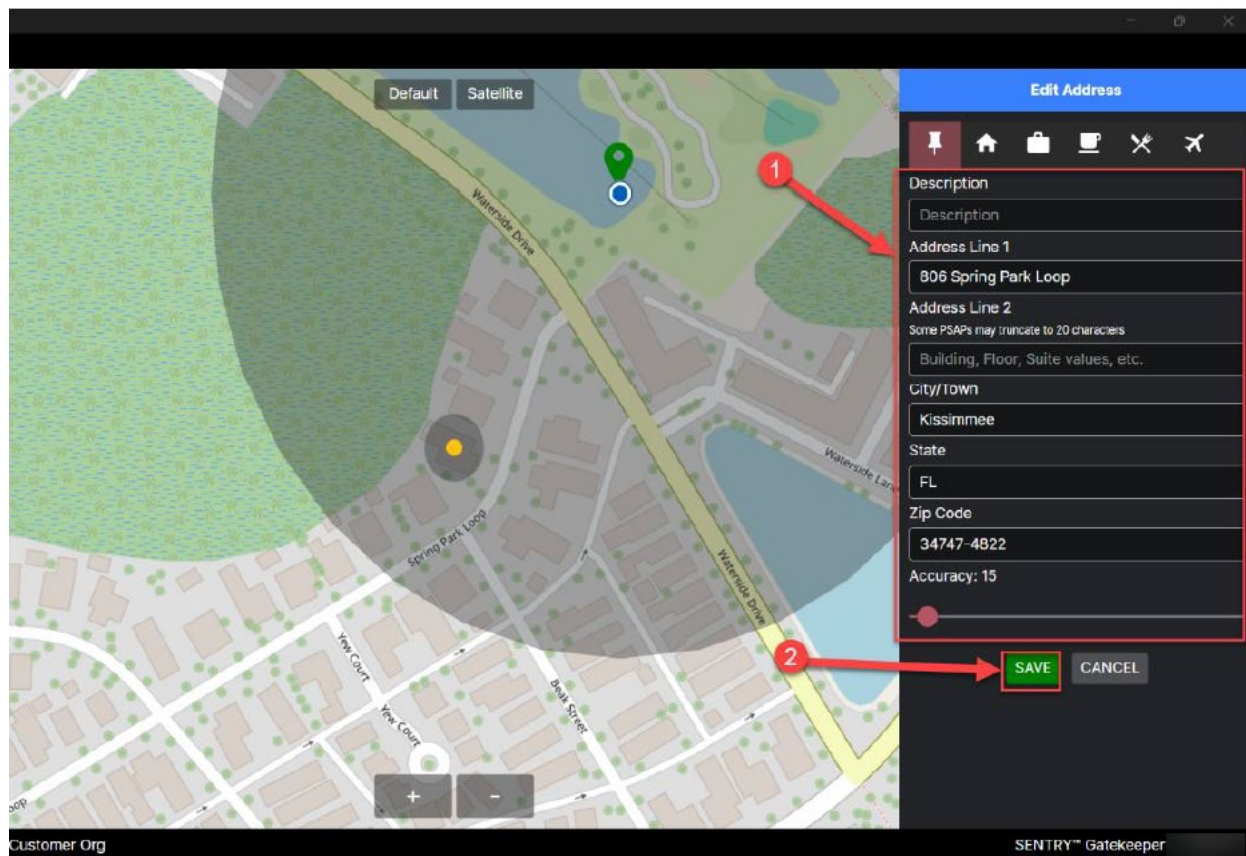
03264

Accuracy: 52

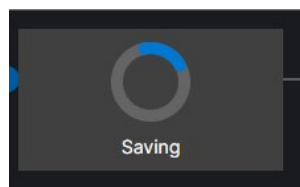


SAVE CANCEL

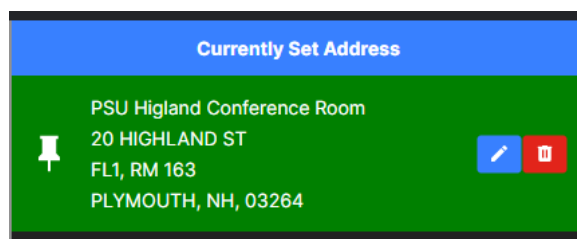
Optionally, if the map is available when setting or editing a location, you will see your approximate location with the blue dot. You can update your location by selecting a building or place on the map, represented by a yellow dot. Confirm the address (1) is correct on the right, then press save (2).



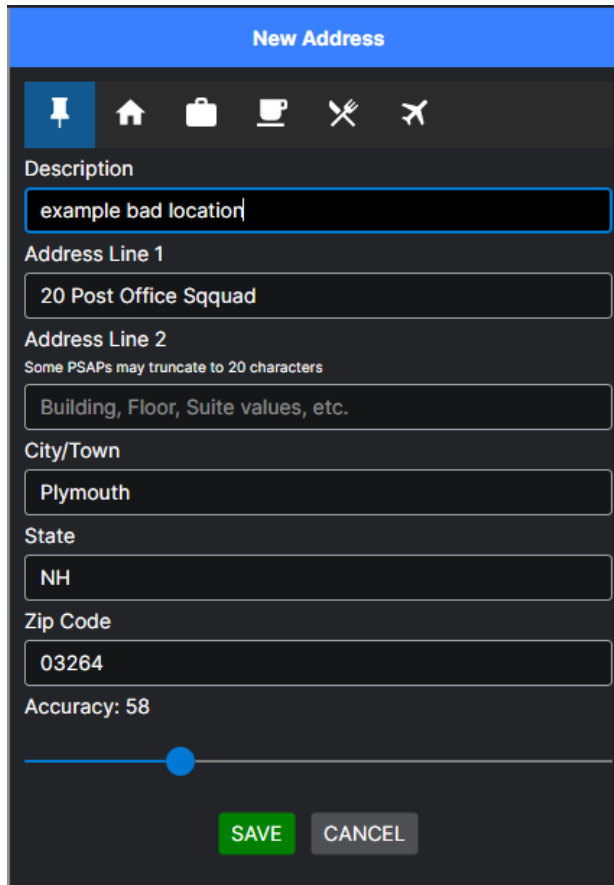
Pressing Save will validate the information with legitimate 911 addresses:



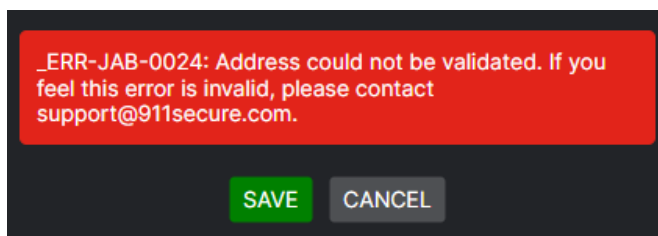
If successful, it will save the address to your list for future use; and set that as the active location:



If unsuccessful, it is possible that Address line 1 or the city, state, zip code is invalid:



The result may look like this:



Correct the address information and try pressing save again.

Additional resources:

All USNH addresses and common building names can be found here:

<https://telecom.usnh.edu/apps/summit?action=buildings>

The Full Sentry User Guide v5 and v6** (published for an earlier version but is still valid) can be found here: <https://telecom.usnh.edu/apps/summit?action=support> **note, this includes features and scenarios that we may not currently fully support