



Type: Guide	Northumbria Blood Bikes Procedure: Wave Dispatcher 2 – One Time Password Controller User Guide		
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A. Why do we need this Guide

This guide provides the Radio & Controller support teams with the process for setting up the One Time Password (OTP) for Dispatcher 2 that Motorola have introduced for their Wave Dispatch system.

B. Who is Responsible for this Guide

The Radio Manager assisted by the Shift Control Team Lead is responsible for the maintenance of this guide.

The Executive Committee is responsible for approving this guide.

All members supporting the NBB Controller role should be familiar with the information in this guide.

C. When will this Guide be reviewed

The guide will be reviewed a maximum of Two years following its approval.

D. How will changes be notified

The latest version of the guide will be made available via the members' library on the group website. New versions will be announced via email to all members of the executive committee and relevant NBB personnel.

1. Aim of this guide

- 1.1. To provide basic instruction for the installation and operation of the Google Authenticator to allow access to Wave Dispatch for designated NBB personnel.
- 1.2. The authenticator is now required to access Dispatcher 2. All designated members authorised to access Dispatcher 2 will be required to download the authenticator as detailed below in order to log onto the Dispatcher system.
- 1.3. This user guide serves to instruct required access and to refer to as required.

2. Installing Google Authenticator

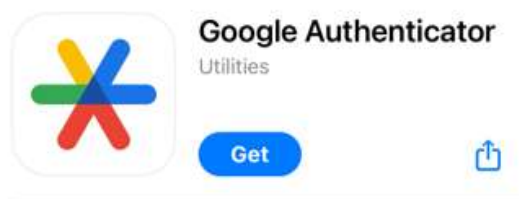
- 2.1. To install the Google Authenticator app, use one the links below to install it on your mobile device:

For IOS:

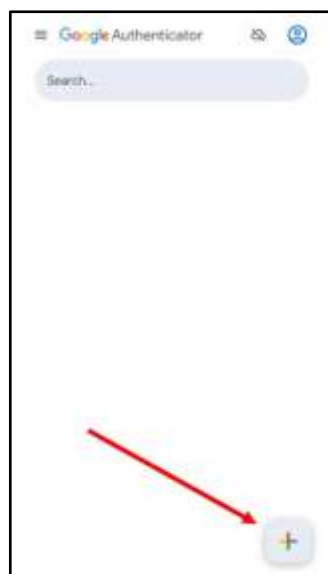
<https://apps.apple.com/gb/app/google-authenticator/id388497605>

For Android:

https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en_GB



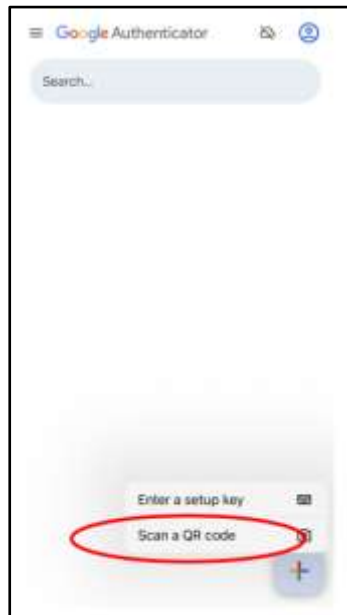
- 2.2. Once installed on your mobile device, open the Google Authenticator app.
- 2.3. Once your Google Authenticator app is open, press the large “+” button at the bottom of your screen



Please note – **do not scan this code without having the Google Authenticator app open.**

It may corrupt any stored passwords you have stored on your mobile device!!

2.4 Select “Scan a QR Code”



2.5 The QR Scan code required for Dispatcher 2 will be located in the Committee ‘Confidential’ page and only available to members with the appropriate website permissions.

2.6 Once you have completed the scan, it will add the following to Google Authenticator – the number shown in blue will be different, it will **not** be 078 320.

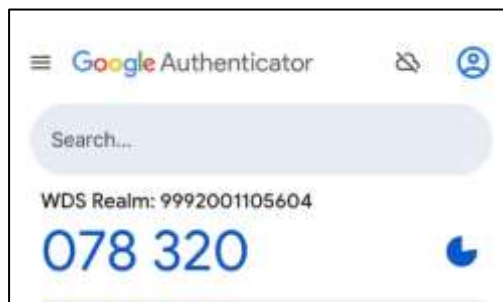


3. Logging into Dispatch

- 3.1. Follow your normal log in to Dispatch process, obtaining the web address and controller logins from the NBB Confidential page. Once you have completed your normal login process, you will be presented with this screen:



- 3.2. Open your Google Authenticator on your mobile device and you should be presented with a 6-digit number:

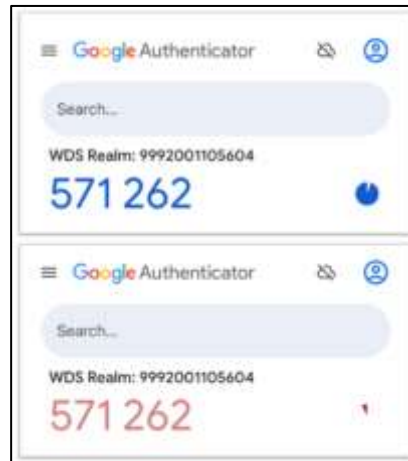


- 3.3. Enter this number into the OTP window and 'sign in' which should log you into the program as Dispatch 2.



4. Further information

- 4.1. After your initial set up of Google Authenticator and logging into Dispatch, the next time you log into Dispatch you will need to follow the original process of entering email address & password then simply open your Google Authenticator app and enter the 6-digit OTP that you are presented with.
- 4.2. Google Authenticator changes the 6-digit password every 30 seconds to make access as secure as possible. This 6-digit passcode is synchronised by Google with Motorola and your display.
- 4.3. The image at the bottom right of Google Authenticator is a countdown clock and when it is about to change, both the image and the 6-digit pass code turn red, as shown in the images below:



- 4.4. It is strongly advised that you do not enter your 6-digit pass code if it is red; simply wait a couple of seconds until Google Authenticator generates a new 6-digit pass code and enter this one. This is to prevent any mismatch of the 6-digit pass codes used if there is a delay in your connection i.e. a slow internet connection.
- 4.5. For those members who have access to both Dispatcher 1 & 2, it is possible to rename the Authenticator name as shown below. This is an advisable step as the authenticator used for Dispatch 1 is different to the authenticator used for Dispatcher 2 login.
- 4.6. To rename the authenticator, swipe left, tap on the pencil symbol, rename & save.



- 4.7. Whilst Dispatcher 1 will be the operational preference, there may be a time in the future when we have to revert to using a different Dispatcher login. If this occurs, then the Dispatcher 2 QR code will be made available to controllers as appropriate.

5. Exceptions and Variations

5.1. There are no exceptions and variations to this procedure.

**Northumbria Blood Bikes Definition:
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Version Control and History

Date	Version	Author:	Reason For Change
January 2026	1.0	Ian Jamieson	First Version