

## FAQ For Online RMS 11.0

This FAQ document will serve as a guide to help prepare, equip and support users of Online RMS with acclimation to the User Interface (UI) modernizations coming in Online RMS 11.0. We recognize that humans are creatures of habit and have a natural reaction to resist change. The UI modernizations while much-needed for Online RMS may cause some apprehension as you acclimate to the new look and feel of the application. We hope that this FAQ document and included references give you the support necessary to ease any apprehension and acclimate you successfully to the new Online RMS UI.

### 1. When will 11.0 be available?

Online RMS 11.0 will be deployed to the production Nlets hosted environment on Tuesday, April 2, 2019 during the normal monthly maintenance window.

### 2. Why change the User Interface (UI)?

Caliber's commitment to offer public safety solutions that enhance operational efficiencies and drive data driven decisions is unrivaled and foremost in every interaction we take as a company. We value your business and take great pride to offer solutions that meet your current needs and future vision. As a Software-as-a-Service (SaaS) provider of public safety software we view Online RMS not as a one-time software investment but as a constantly evolving solution that needs to respond to client advice and industry changes. We continually evaluate what we see and hear from the market place with the following goals in mind:

- To keep our software current with technologies, design trends, and changing user expectations,
- Empower users to make data driven decisions,
- Streamline interactions to maximize efficiencies and save your staff time,
- Add new features and functionality in a way that feels logical and intuitive to users,
- Make the end-user experience more cohesive and powerful,
- Reduce the cost of ownership and support,
- Increased user satisfaction, and
- Increased our market presence

We heard from many of you that the Online RMS user interface looked outdated, did not adjust to full screen, and was not optimized for use on mobile devices with smaller screens and resolutions. We recognize that when users see visual elements that seem dated, it affects their perception of how an application functions and their perception of Caliber as a software provider. We also recognize that the way public safety users' work and how you use our solution is changing. Over the past several years, we have observed a rise in more users using Online RMS with mobile devices such as tablets and phones.

A key goal of the 11.0 UI modernization is to improve the user experience (UX) when using Online RMS on devices with smaller screens and resolutions. Online RMS 11.0 will offer end-users with a fresh modern look and feel and a responsive web-based experience where the page layout and content automatically adapt to the device (desktop computer, laptop, tablets, and phones) and size of screen. The 11.0 update will improve usability of Online RMS in the field when officers use RMS from mobile

devices such as phones and tablets, saving your staff valuable time and helping to keep them focused on their primary mission of protecting and serving.

### 3. What should I do to prepare for the UI changes?

Caliber is actively engaged in an information campaign to prepare, equip and support users of Online RMS with the successful acclimation of the UI modernizations coming in Online RMS 11.0. We urge you to pass this important information on to all users of Online RMS. To reduce apprehensions and support you with acclimatizing to the new look and feel of Online RMS, a special beta preview environment is available for you to view and interact with the 11.0 updates before April 2<sup>nd</sup>. Please see the instructions below for how to use the 11.0 preview environment.

- The 11.0 preview environment is a copy of the production system to provide you with a comparison environment for reviewing the 11.0 modernization and enhancements.
- Please use this dedicated URL to connect to the 11.0 preview environment.
  - <https://rmsbeta.public-safety-cloud.com/prod3>.
- Use your production username and password to logon to the preview environment.
- This is **non-production temporary environment** that will remain in place until April 2<sup>nd</sup>.
- **DO NOT** use this environment for production purposes. The environment will refresh weekly. Any data entered or changes made, will be overwritten during the refresh.
- The layout of printed reports has not changed. Interfaces, emails, and the ability to print reports have been disabled from this environment.

We have also prepared a series of short videos that highlight the UI modernizations and key enhancements coming in 11.0. Don't wait until April 2<sup>nd</sup>, please make your staff aware of the 11.0 changes today. Click each of the below links to see Online RMS 11.0 in action. These videos are also available from the 11.0 beta feedback team support portal at <http://rms11release.na3.teamsupport.com/>. See item #12 for instructions on how to use the beta feedback portal.

- [RMS 11.0 Introduction](#)
- [RMS 11.0 Incident - Navigation](#)
- [RMS 11.0 Incident - Adding Details Offenses and Names](#)
- [RMS 11.0 Incident - Adding Narratives and Images](#)
- [RMS 11.0 Incident - Approval Process](#)

### 4. Should I retrain my end-users?

We will leave that decision up to you based on your review of the 11.0 UI modernizations. We recognize that changing something that people are familiar and comfortable with can cause some apprehension. While the look and feel of the Online RMS has changed, the core workflows and functionality that you are familiar with stay in place. In most situations, users will quickly acclimate to the UI modernizations and updates with minimal impact to their normal operations. We urge you to offer advance notice of these change to all users so they are ready for the new UI come April 2<sup>nd</sup>. Please see the 11.0 preview videos links and instructions for how to use the 11.0 preview environment in item #3.

## 5. Is the new look and feel all that has changed with the Software?

While the UI modernizations were our core focus for the 11.0 release, Online RMS 11.0 includes several new updates received from clients for increasing operational efficiencies and enhancing the end-user experience. Below are a few other software enhancements available in 11.0.

- General Enhancements (a few to mention)
  - Full Browser - Responsive UI design on mobile devices.
  - Standardized button layout and colors - build user recognition and muscle memory.
  - Sticky Buttons on Search pages – Ease of use.
  - Improved Icon recognition – Ease of use.
  - Bread Crumbs on incident navigation pages – Improved navigation.
  - Officer Auto Complete – increased efficiency.
  - Streamlined Entry of Offender Arrest Details and Victim LEO/KA Details
  - Quick Add link for “Not Known Offender” on incident report – Saves Time.
  - Greater Awareness of Mass Property Entry option for incidents – Saves Time.
  - Narrative side by side print preview – Aids you in preparing professional looking reports.
  - Incident Search – Search by offense groups and multiple incident types – Ease of Use.
- Enhanced Incident Disapproval Process – A fan favorite from client enhancement requests. The disapproval process was enhanced to allow “Disapproval Comments” to be added to any tab/section of the incident report, including the incident report narrative. Narrative text can be selected and disapproval comments added to provide feedback to officers. An officer acknowledgement process is available to make sure officers have reviewed all of the disapproval comments.
- Mobile device Image Upload - An "Image Library" feature has been added to Online RMS to save officers time in the field by allowing direct interaction with Online RMS to upload one or more images directly from a mobile device to be stored in a personal image library for the user. The images are available to easily import into an incident report, field arrest, and master person records, including SMTs.
- Field Arrest Mass Charges – The field arrest module was enhanced to increase efficiency and reduce mouse clicks when entering a field arrest that has multiple arrest charges. Users can select the number of charges to add and easily add the charges in mass from a single entry page.
- Charts and Stats – A “Calls For Service” chart has been added to provide a quick view of CFS events imported from CAD or directly entered via the RMS CFS module. Time parameters allow users to view events from a prior shift or particular time frame. Geo-coded events are available for plotting on a map display.
- Investigative Case Tags - In "my active cases", users can now "tag" cases with keywords that they choose. This enhancement allows the investigator to increase efficiency by creating their own tags to group cases based on similar actions, suspects, or other information.

6. Are all Online RMS modules available for review in the preview environment?

We are actively working on finishing the UI updates for all the Online RMS modules. Given the amount of change and number of modules available within Online RMS, we prioritized the updates based on modules that have the greatest use across our client base of more than 13,000 users. As of Feb 13, 2019, the following modules/features are available for your review in the 11.0 preview environment. The remaining modules/features will be available in the preview environment as they are ready for review.

- Home Page, Master Indices, Incidents, Incident Disapproval Comments, including narrative, Case Management, Data Submissions, Field Arrest, Warrants, Citations, Civil Process, Field Contact, Permits, Officer Daily Log, Phone Image Upload Library, Image Editor and User Admin.

7. Will this system upgrade cost me anything?

No. The Caliber (SaaS) subscription model ensures Caliber clients are always on the latest and greatest release of the Online RMS software. Three (3) major releases per year and monthly service pack releases makes the Online RMS remains an evergreen solution (continually renewing) to meet your current and future needs.

8. Do I need to do anything with my computer or browser to prepare for Online RMS 11.0?

If you have used Online RMS, no changes to your computer or browser settings are necessary for the 11.0 version. For the best experience, we recommend you use a modern web browser with the latest browser version installed. As a reminder, please make sure your browser is using the TLS 1.2 security protocol. All modern browser versions and modern operating systems are compatible with the TLS v1.2 protocol. A list web browser versions and support for TLS 1.2 can be viewed from the following URL [https://help.salesforce.com/articleView?id=000220586&language=en\\_US&type=1](https://help.salesforce.com/articleView?id=000220586&language=en_US&type=1). Instructions to confirm that TLS 1.2 is enabled for your browser are found in the 10.31 Product Release Bulletin via the Online RMS Help page.

9. Is there any change to my data?

No. The 11.0 UI modernizations do not have any impact on data stored in the Online RMS. Your data is secure, backed up daily, and replicated offsite in real-time, with disaster recovery in place via our secondary Nlets data center.

10. What does 11.0 mean for my agency?

That you have chosen the right partner in Caliber Public Safety. By subscribing to Caliber's Online RMS (SaaS) service, you are running a software solution that is continually updated and will never go stale or lose relevancy in the industry. Caliber has invested over 8,000 hours to bring you the 11.0 modernization enhancements. For many agencies, this type of software update would involve a complete replacement solution and spending tens of thousands to hundreds of thousands of dollars.

11. Will the Help Documents be updated to reference the new UI?

Yes. We are working diligently to update the Online RMS help documentation with new screen prints and descriptions for the 11.0 release. The updates will accompany the 11.0 release on April 2<sup>nd</sup>. Please check-out the Help documentation on April 2<sup>nd</sup> and share your thoughts on how we can better serve you.

12. What if I encounter an issue or have comments to share for from the 11.0 preview environment?

A full regression test of the Online RMS 11.0 preview environment has not been completed, if you meet any issues or have comments to share with us, please coordinate with your Online RMS agency admin to enter a ticket using the team support portal link below. Please note: This portal is for Online RMS Version 11.0 – Beta Feedback only. <http://rms11release.na3.teamsupport.com/>

- Please log in using your current team support portal User Name and Password.
- Dashboard will display:
  - Browse the WIKI product documentation and issues list.
  - Tickets (view of both open/closed tickets that you have submitted).
- Create a new ticket by pressing the “Submit a Ticket” option in the upper right side of the title bar.
  - Title and Product fields are require.
  - Ticket Type will default to BETA FEEDBACK.
  - Product will have one option - ONLINE RMS.
  - Include a full description of the issue or enhancement request. Please include the specific module and steps taken so that our team can attempt to reproduce the error.
  - Include any files or images to the ticket if available.
- The dashboard also includes a WIKI page which will include product information related to RMS V11.0 and a spreadsheet showing current known issues. To save you time, please review the known issues list prior to submitting a ticket. Caliber will work toward resolving all critical issues prior to the April 2<sup>nd</sup> release.

We hope you join us in our excitement for the release of Online RMS 11.0 on Tuesday, April 2, 2019. If you have questions about the 11.0 UI modernizations or suggestions on how we can help you further acclimate to the changes, please do not hesitate to contact us by email at [rms@caliberpublicsafety.com](mailto:rms@caliberpublicsafety.com) .

We appreciate and thank you for the opportunity to serve you, your agency, and the communities you serve.

Our Very Best,

Caliber Public Safety