Dear Caliber Online RMS Client,

As a user of Caliber's Online RMS, we have exciting news to share with you about the 11.0 release of Online RMS coming to you on **Tuesday, April 2, 2019**. As a Software-as-a-Service (SaaS) solution, Caliber continually updates the Online RMS product to make sure the product aligns with industry standards and mandates, delights our clients, and is constantly growing to take advantage of new technologies that simplify usability, improve efficiencies, and give access to mission critical data.

Online RMS 11.0 includes User Interface (UI) modernizations 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 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.

To help prepare, equip and support users of Online RMS with acclimation to the 11.0 UI modernizations, we have made ready a FAQ document for download here. Please read through the FAQ and share with all user of your agency. 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.

We also have ready a series of short videos that highlight the UI modernizations and key enhancements coming in 11.0. Please click each of the below links to see Online RMS 11.0 in action.

- 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

Don't wait until April 2nd, please make your staff aware of the 11.0 changes today!

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 .

Our Very Best,

Caliber Public Safety