Caliber PUBLIC SAFETY

Protecting Tomorrow–Today.™

Online RMS

11.5

Small Agency User Guide

December 2020

Caliber Public Safety

Online RMS 11.5

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December 2020

COLOSSUS, INCORPORATED, 102 West Third Street, Suite 750, Winston-Salem NC 27101.

www.caliberpublicsafety.com

Caliber provides toll-free support to qualified customers. If you have questions, concerns, or would like to send us comments, you can contact us by:

Phone (24/7 support line):	800.274.2911
Fax:	336.722.3479
Email:	TechSupport@caliberpublicsafety.com

Before you call, e-mail or fax, please gather the following information:

- Whether all users are affected
- Any error messages on the screen
- Any efforts made to correct a situation
- Duration of the problem

This information will help us serve you more efficiently and accurately.

Document Information

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Table of Contents

Chapter 1. Introduction

Overview

Online RMS is a comprehensive information management system designed specifically to meet the needs of federal, state, and local law enforcement and investigative agencies. It is the result of more than a decade of research, development, and direct feedback from hands-on users who prepare reports, manage records, investigate crime, and deploy resources on a day-to-day basis. Online RMS provides agency access to a central data hub to connect law enforcement with external data networks such as N-DEx, National Crime Information, and other local RMS databases.

Access to Online RMS begins with the customizable **Home Page**. For more information on the **Home Page** refer to "Home Page " on page 8.

Login Page

Online RMS is Internet based so it allows for anytime, anywhere access. As a user you will have access to the **Production** and **Training site**.

Production Site

https://rms.public-safety-cloud.com/prod/

Training Site

https://rmstrain.public-safety-cloud.com/train/

It is suggested to create a shortcut on your desktop and/or add the sites as Favorites on your Internet browser.

Caliber Main Website

https://caliberpublicsafety.com

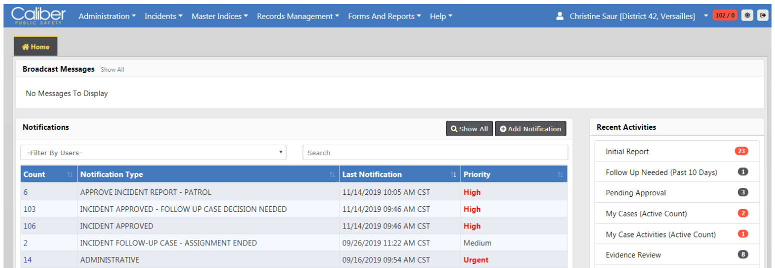
For best performance, Caliber Public Safety recommends using a computer, laptop, or tablet purchased within the last three years; running an industry popular web browser that is actively supported by the browser manufacturer and connects to the internet using DSL, Cable, or 4G cellular. The browser must support **TLS 1.2** or higher.

Night Versus Day Mode

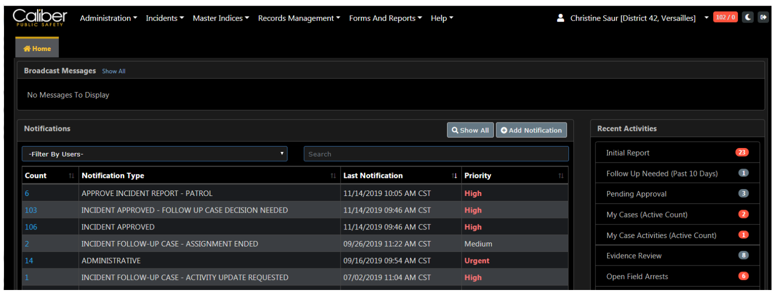
The Online RMS application offers a choice of two background colors: White or Black; **Day Mode** or **Night Mode** respectively. The **Day Mode** background appears by default when the application launches at login; however, you can set your **Mode Preference** to default to **Night Mode** if you wish.

You can also toggle between **Day Mode** and **Night Mode** at any time while in the application, regardless of the default setting.

Day Mode



Night Mode



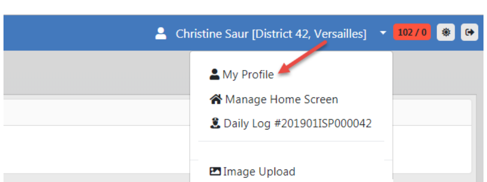
Set Mode Preference

You can set the **Mode** to always default to either **Day Mode** or **Night Mode** when the application launches, and you can also temporarily switch between **Modes** as often as you wish during your logged in session.

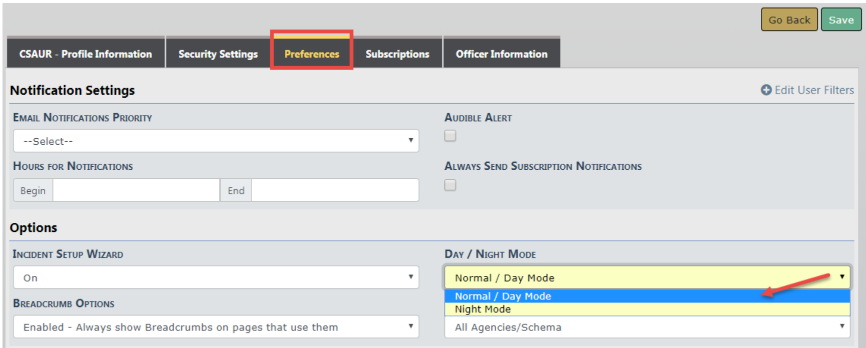
Default Mode

The **Day Mode** background appears by default when the application launches at login; however, you can set your **Mode Preference** to default to **Night Mode** at login if you wish.

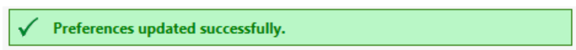
1. Click on your **login name** on the top menu bar, then select **My Profile**.



2. Click on the **Preferences** tab in the *Manage User* window, then choose the **Mode** you wish to use as the default.



3. Click the **Save** button and a confirmation message briefly appears.



Toggle Mode

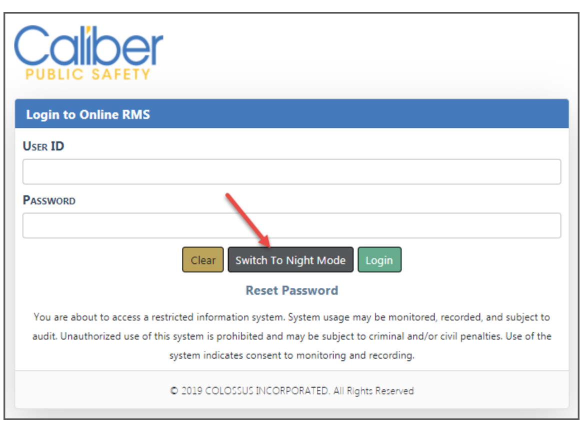
You can temporarily toggle between **Day Mode** and **Night Mode** as often as you like during your current logged in session, regardless of the default setting.

There are two ways to toggle between **Modes**:

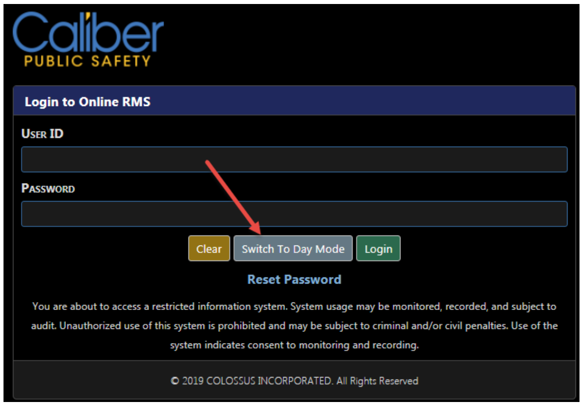
- A toggle button on the *Login* screen.
- Click on your *login name* on the top menu bar of the Dashboard.

Login Screen

Click the **Switch to Night Mode** button to change the background color from white to black.

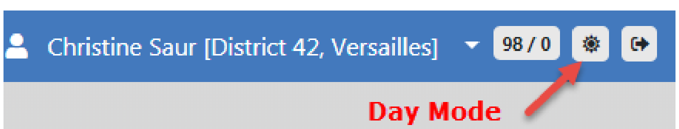


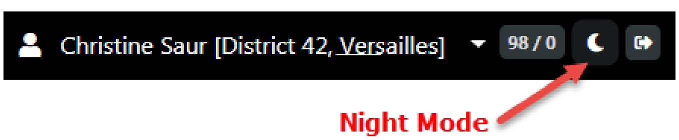
Click the **Switch to Day Mode** button to change the background color from black to white.



Dashboard

The icon to the left of your login name at the top of the *Dashboard* displays the **Mode** that is currently active. Click on the **Mode** icon to toggle between day and night **Mode**.





Password Rules

Each user will have a unique **User ID** and **Password**.

RMS Password validation enforces defined policy configuration that align with the *FBI CJS Security Policy Basic Password Standard*. It is recommended that agencies also implement a departmental policy for end-user password compliance.

- After initial log-in you will be prompted to set up security questions.
- Passwords are not displayed on entry.
- Passwords are encrypted for storage and transmission.
- Passwords expire every ninety (90) days.

- This option is configurable at the schema level for sites requiring expiration days different than the default configuration. Contact Caliber Support for assistance in updating this configuration setting.

- Change password using the following rules:

  - Minimum length shall be eight (8) characters. This option is configurable at the schema level for sites requiring a minimum length different than the default configuration. Agency admins should contact Caliber Support for assistance in updating this configuration setting.
  - It shall be case sensitive.
  - It shall be alphanumeric and allow for special character.
  - It shall contain one lower case letter, one capital letter, and one number.
  - It shall not be the same as the User ID.
  - Passwords are on a default rotation of ten (10) passwords. Passwords must cycle through ten passwords before re-use. This option is configurable at the schema level for sites requiring a rotation different than the default configuration. Agency admins should contact Caliber Support for assistance in updating this configuration setting.

Notes:

1. By default, you will have three (3) attempts to enter a correct password. After these attempts have been exhausted, you will be prompted to reset your password. If you are unable to reset your password using the above methods, you will need to contact your agency administrator.

   – This option is configurable at the schema level for sites requiring unsuccessful login attempts different than the default configuration. Agency admins should contact Caliber Support for assistance in updating this value.

2. Advance Authentication options are available. Agency admins should contact Caliber Support for more information.

Password Reset

There are three ways to reset a password:

- Select **Reset Password** on the login page.

- Request to **Reset Password via Email**.
- From My Profile.
- Administrator resets your password.

Forgotten Password

1. Click **Reset Password** on the **Login Page**.
2. Provide correct answers to your **Security Questions**.
3. If you answer correctly, you are prompted to create a new password.

   If you do not remember the answers to the security questions, see "Reset Password via Email" below.

Reset Password via Email

You can have a new temporary password emailed to you, which can come in handy when you have forgotten your security answers.

1. Click **Reset Password** on the **Login Page**.
2. Click the **Reset Password via Email** button at the bottom of the **Security Questions** page.

   NOTE: There is also a **Reset Password via Email** button on the *Change Password* link of My Profile. For information on My Profile, refer to "My Profile Overview" on page 45.

3. An email containing a temporary password is sent to your email account on file.
4. Enter the temporary password then create a new password when prompted.

Change Password from My Profile

1. Click **Change Password** on My Profile. For more information, refer to "My Profile Overview" on page 45.

Administrator Password Reset

Your agency administrator has the ability to reset your password without submission of a Caliber Public Safety support ticket. Contact your administrator to request a password reset.

User Account Inactivity Deactivation

Online RMS enforces a User Account Inactivity Policy in accordance with CJIS Security requirements. User accounts that remain inactive for ninety days are automatically deactivated. A warning email is sent to the user thirty days prior to account deactivation.

From: noreply@interact911.com [mailto:noreply@interact911.com]
Sent: Thursday, August 17, 2017, 4:00 AM
To: CSmith@gmail.com>
Subject: Your Caliber RMS Account Will Expire in 30 days.

Chris Smith, your Caliber RMS account will become deactivated in 30 days due to inactivity. Failure to log into your account within the next 30 days will require you to contact a System Administrator to reactivate your account. After a total of 60 days, the user's account will become inactive.

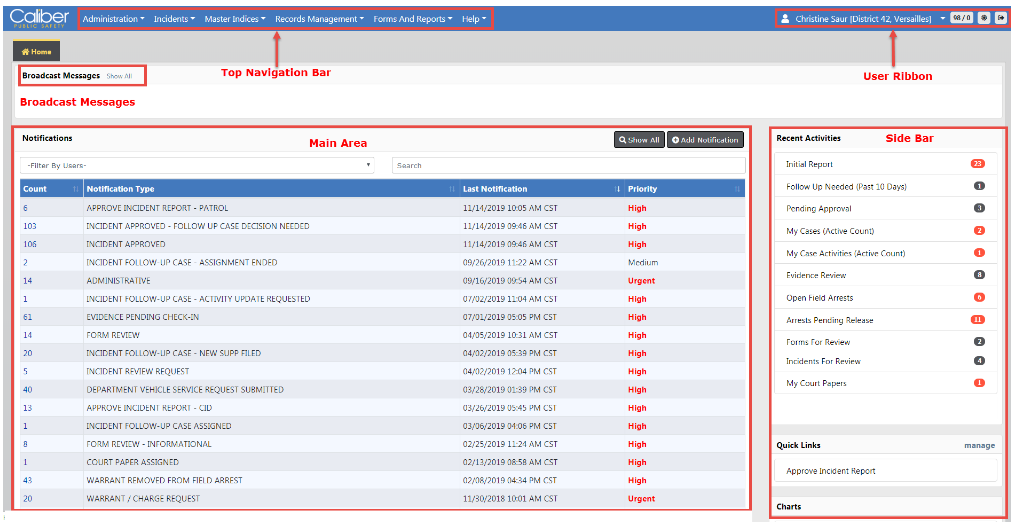
For more information refer to the system administrator.

Home Page

Online RMS is a comprehensive information management system. Access to Online RMS begins with the customizable **Home page**. This page can display any combination of recent activities, charts of crime statistics, links to the most frequently used functions in the system, external links to frequently referenced web sites and documents, broadcast messages from the command and control center or other officers in the field, outstanding reports that need approval or additional information, and various other items.

When you first log into Online RMS, the **Home Page** displays. You can access the **Home page** from anywhere within RMS by clicking on the **Caliber** logo that is located on the top left of the window.

The basic structure of the **Home Page** consists of a Top Navigation Bar, User Ribbon, Broadcast Messages, Main Area, and the Side Bar.



The **Home Page** content and layout varies by user. With proper permissions, you can change what you display in the panels, and in which order.

For information on managing the **Home Page** layout, refer to the *Manage Front Screen Layout* section of "User Information Menu" on page 39.

Top Navigation Bar Area

The Top Navigation Bar provides access to Incidents, Master Indices, Records Management, Forms and Reports, and Help menus. The Administration menu also appears for users with proper permissions.

The Top Navigation Bar adapts to mobile devices by utilizing a Collapsible Menu. For more information, refer to "Mobile Device Friendly" on page 14

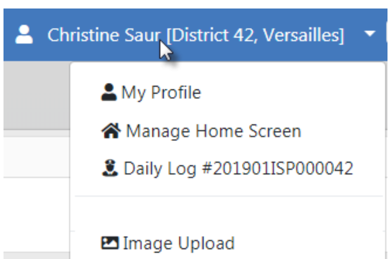
User Ribbon

The User Ribbon contains user information with menu options from which to choose, new notifications alert, a button to toggle between the night and day setting, and a button to log out.

The User Ribbon adapts to mobile devices by utilizing a Collapsible Menu. For more information, refer to "Mobile Device Friendly" on page 14

User Information Menu

Click on your user name to display the User Information Menu. Through this menu, you can change your user profile settings, manage the layout of your Home Screen, access your current Daily Log or create a new log if one doesn't already exist, upload images, and logout of RMS.

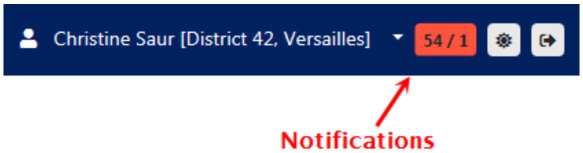


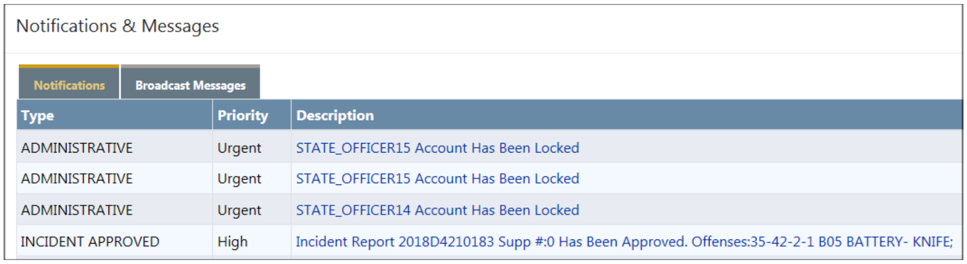
For more information on these options, refer to "User Information Menu" on page 39.

New Notification Alert

Notifications are used to relay important information to the user. There are automatic system notifications advising the user, depending on his/her role, when a report is submitted for approval, a report is disapproved, evidence is pending check-in, and other similar workflows. A user can also send an ad-hoc notification to another user or group of users.

The new notifications alert appears in the center of the User Ribbon in red. Click on the red notification to open a window listing the notifications.




Notifications & Messages

Notifications | Broadcast Messages

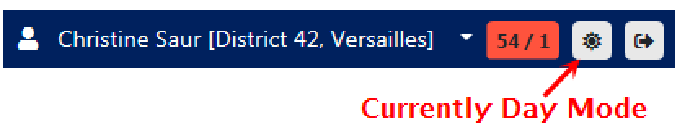
Type	Priority	Description
ADMINISTRATIVE	Urgent	STATE_OFFICER15 Account Has Been Locked
ADMINISTRATIVE	Urgent	STATE_OFFICER15 Account Has Been Locked
ADMINISTRATIVE	Urgent	STATE_OFFICER14 Account Has Been Locked
INCIDENT APPROVED	High	Incident Report 2018D4210183 Supp #:0 Has Been Approved. Offenses:35-42-2-1 B05 BATTERY- KNIFE;

Click on an item in the list to open the notification.

For more information on notification alerts, refer to "Notifications" on page 21.

Toggle Night Versus Day Mode

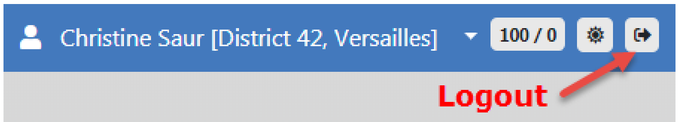
Click on the Night/Day mode icon on the User Ribbon to toggle between the two settings. When Day Mode is active, a sun-like image appears as the icon, and a moon for Night Mode.



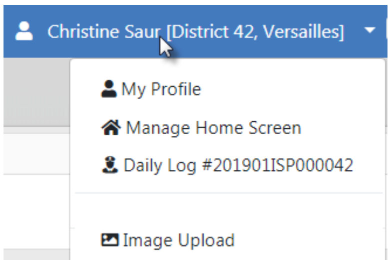
For more information on Night and Day Modes, refer to "Night Versus Day Mode" on page 2.

Logout

Click the Logout icon on the right of the User Ribbon to sign out of Online RMS and return to the Login window.



Alternatively, you can Logout through the *User Information Menu*. Click on your user name, then click Logout.



After you are logged out of RMS, click the X on the upper right corner to close the browser window.

For more information on the *User Information Menu*, refer to "User Information Menu" on page 39.

Recent Activities

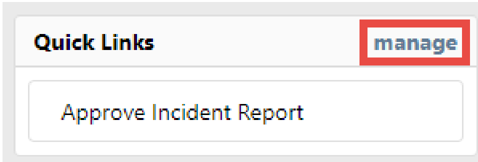
The **Recent Activities** section that appears on the right side of the Home Page allows quick access to edit a user's Incident reports, Cases, Open Field Arrests, Open Forms, Evidence Review, My Court Appearances, Forms for Review, and other areas specific to the logged in user.

Quick Links

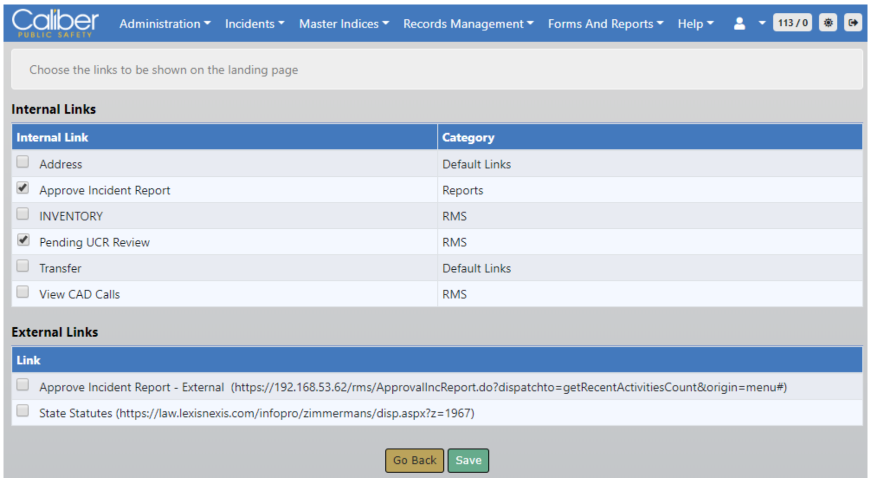
Quick Links that appear on the side bar of the Home Page allows for quick access to different areas within Online RMS. You can manage which links you want to see here.

> **NOTE**: Only you, as the user, can manage these links; the administrator cannot preset them for you.

Click on the **Manage** link to add items to the Quick Links area.



Check applicable links in the **Internal Links** section, then click **Save**.



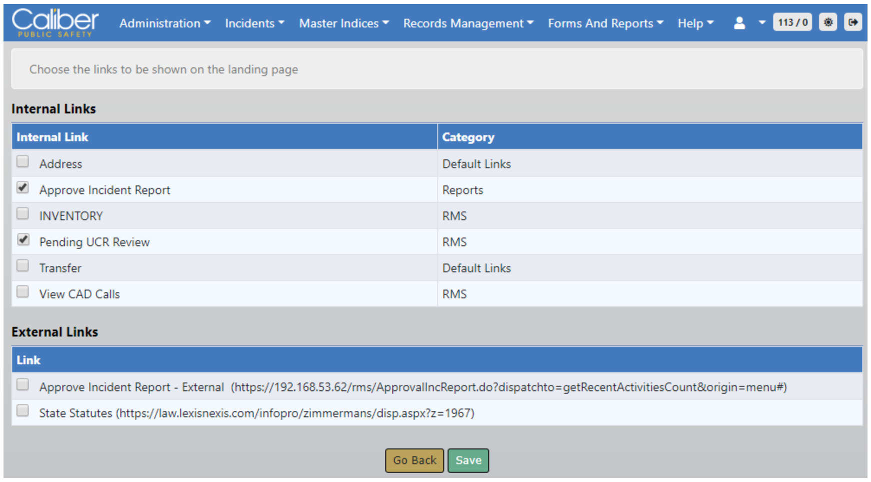
External Links

External Links that appear on the side bar of the Home Page allow quick access to external sites which open in a new browser. These are made available by your administrator. You can manage which available links you want to see on your Home Page.

> **NOTE**: Only you, as the user, can manage these links; the administrator cannot preset them for you.

Click on the **Manage** link to add items to the Extneral Links area.

Check applicable links in the **External Links** section, then click **Save**.



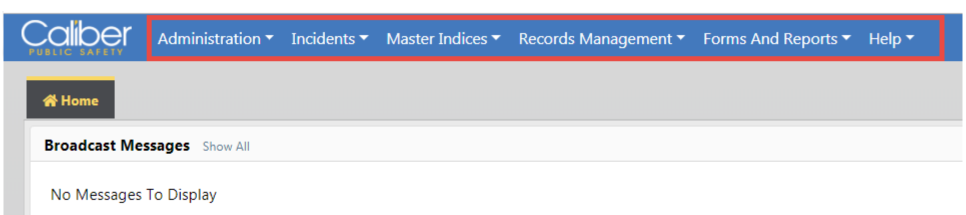
Charts

Charts allow users to access to statistical charts and events within Online RMS, with the proper authority.

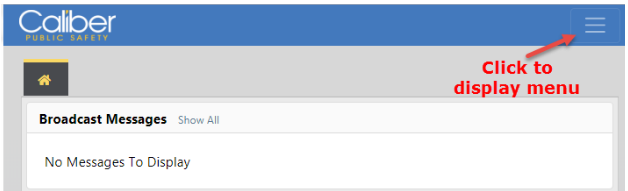
Mobile Device Friendly

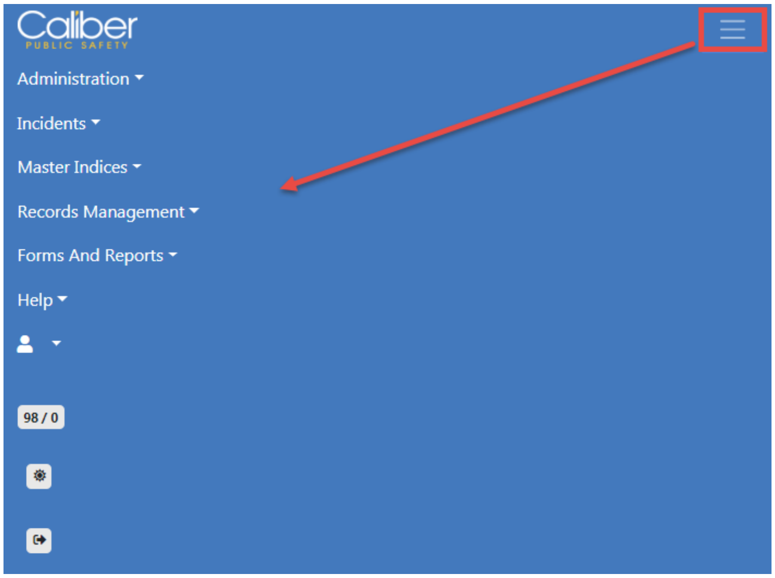
Online RMS content easily adapts to devices of various sizes by leveraging a scalable, responsive web-based design. Online RMS auto-adjusts layout and content according to the screen size, making navigation easy on any mobile device.

On larger screens, drop-down and other menus appear across the top of the screen.

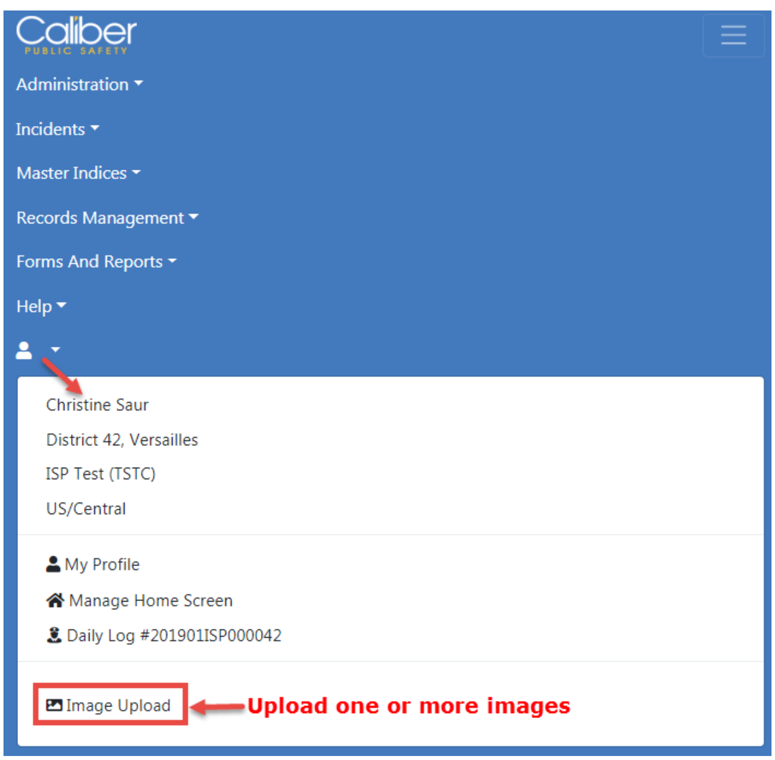


On smaller screens, such as mobile devices, a **Collapsible Menu** appears on the top right. Click on the **Collapsible Menu** to display various drop-down menus on the left of the screen, and click again to close.





Click on various drop-down menus for sub-menus or additional options, and click again to close.



Upload one or more images directly from your mobile device to your personal RMS Image Library. You can then easily import the images from the Image Library into an incident report, field arrest, or master person record. For more information on uploading images to the Image Library, refer to "Image Library" on page 63.

Broadcast Messages

Broadcast Messages allows users with appropriate permissions to relay information to other users, with the option to send to specific schemas.

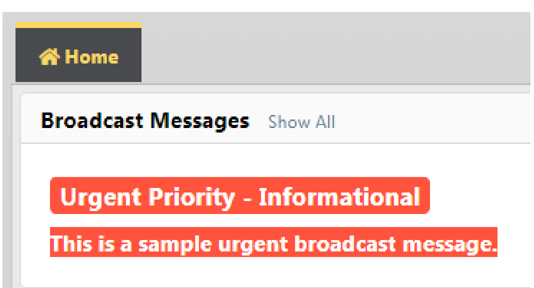
The information can be enforcement related, informational, or administrative in nature. **Broadcast Messages** relay administrative messages to users such as mandatory meeting or firearms qualification notices as well as time sensitive information such as an Attempt to Locate notice for a stolen vehicle or reckless driver.

Each message includes a start and end date/time. . Various message types (informational, web sites, Amber Alerts, warnings, training tips, and so forth) are selected then set with specific priority levels.

Color coded messages improves awareness and recognition of critical and high priority messages.

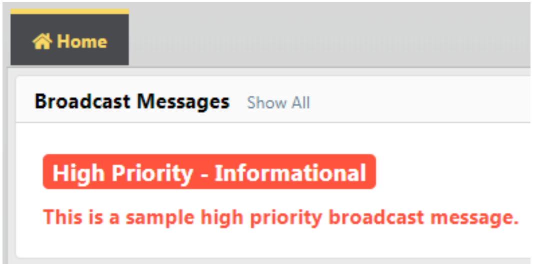
Urgent Priority Message

Full color coding of the message.



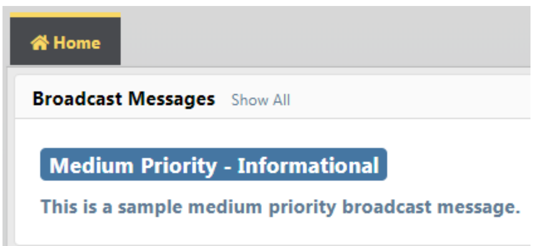
High Priority Message

Color Coding of high priority message.

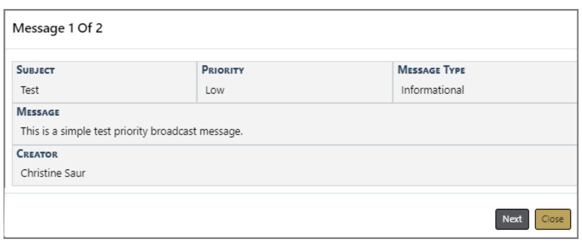


Medium Priority Message

Color coding of medium priority message.

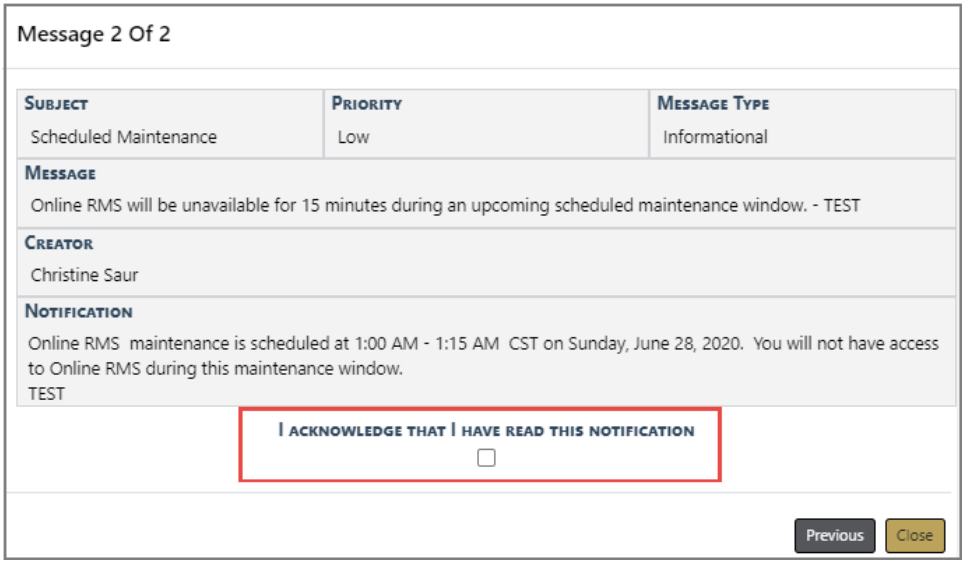


When more than one **Broadcast Message** is in the queue, each message will display for approximately fifteen seconds before transitioning to the next message. This will continue to the last message before starting the sequence again. You can display all messages in the queue by clicking on the message to open the *View Messages* window



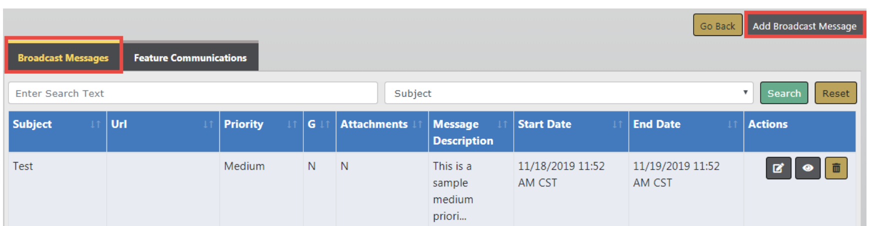
Click on the **Next** button to view the next message, if applicable.

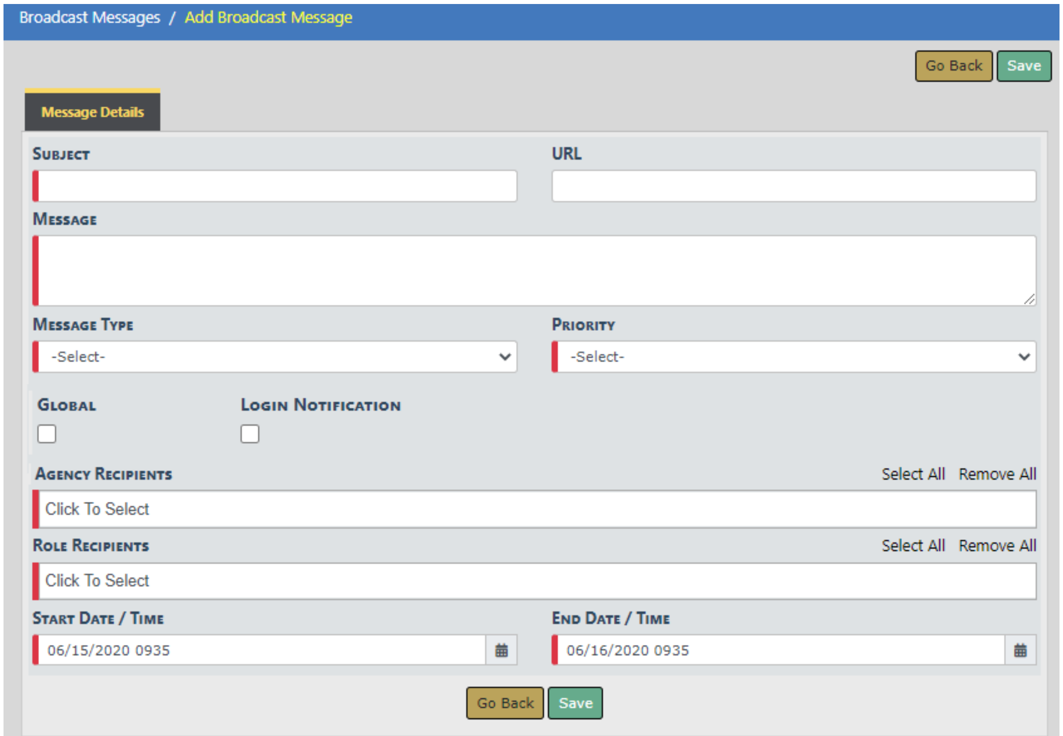
If a message requires acknowledgment, the message appears every time you log in, until you select the **Acknowledgment** checkbox.



Adding a Broadcast Message

1. Click on the Broadcast Messages tab. Click on the **Add Broadcast Message** button located on the top right above the message grid to open the **Add Message** window.



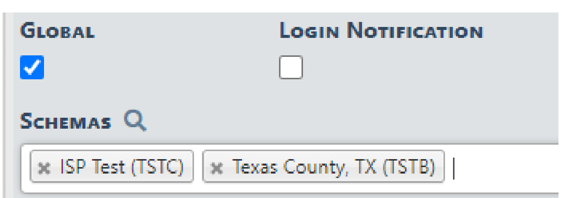


Note: Any field with a red left-hand border is a required field.

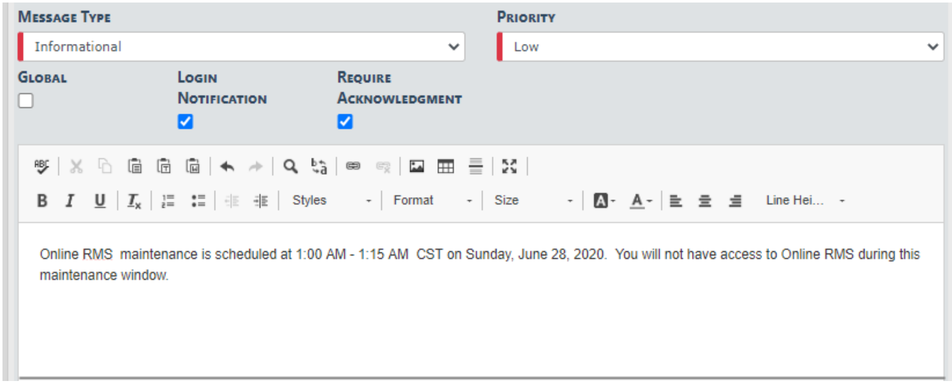
2. Enter a **Subject**.
3. Optionally enter a **URL**.
4. Select the **Global** checkbox if you want to send the notification to schemas rather than agency recipients.

   Note: This option is only available to users with *c_admin* permissions.

   a. A **Schemas** field appears. Select one or more Schemas.

5. Select the **Login Notification** checkbox if you want the notification to display to users upon login.



a. When you select the **Login Notification** checkbox, a text editor opens, where you can enter a message and format the content.

b. Select the **Require Acknowledgment** checkbox if you want to require users to acknowledge the message. If this option is checked, the message appears every time a user logs in, until the user acknowledges the message.

6. Select **Agency Recipients**. Choose one or more listed agency in the agency's schema/workgroup.

   Note: If **Global** is checked, skip this step.

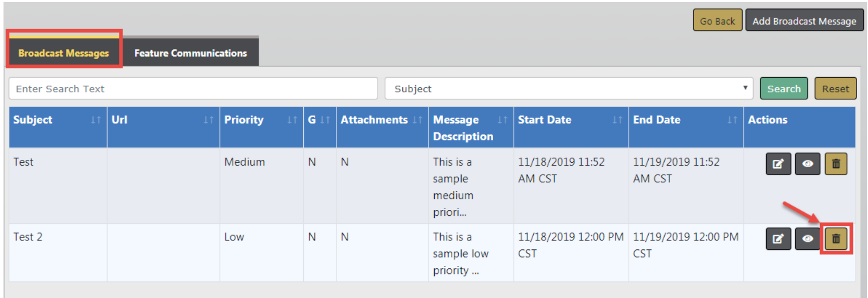
7. Select one or more **Role Recipients**.

8. Click **Save** to create the message, or click **Back** to return to the Message Center.

Deleting a Broadcast Message

You and other users within your agency, who are authorized to delete messages, can delete each other's **Broadcast Messages**. For multi-tiered agencies: Users outside of your agency, who are also authorized to delete messages, cannot delete messages created by another agency.

To delete a **Broadcast Message**, click on the Delete icon. If the Delete icon does not exist, then you are not authorized to delete that message.



Notifications

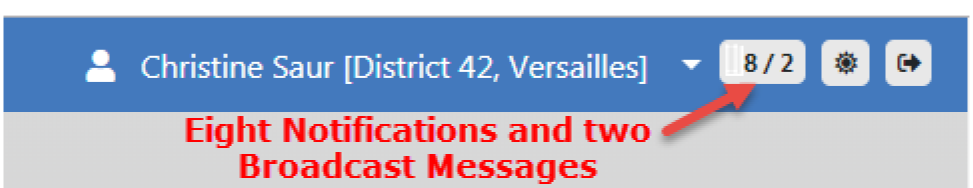
This area presents a grouped list of all **Notifications** for the user. The **Notification Types** can be:

- Information on the status of the user's Incidents or Arrests
- Messages sent to the user by another user or an administrator
  - Alerts from Master Indices subscriptions
  - Alerts from Warrant Logs
  - Alerts from a Public Custom Form submission.
  - Other system notifications based on the user's role

You can view a list of notifications two different ways: New notifications and all active notifications.

New Notifications

When new notifications arrive, the total number of Notifications near the top right of the screen appear with a red background. The red turns to a white background when the messages have been red as shown in the example.



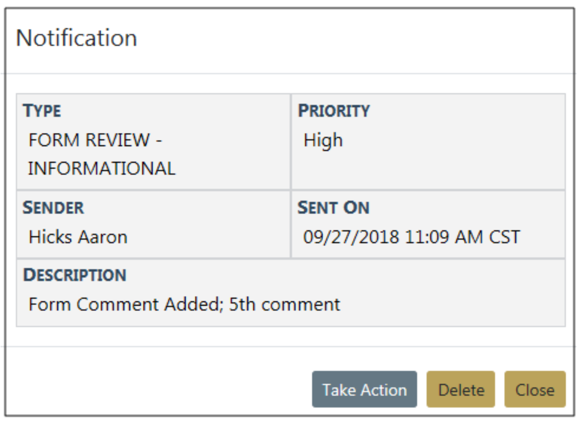
Click on the notification indicator to view the list of Notifications and Broadcast messages. Click on each tab to view.

Notifications & Messages

Notifications | Broadcast Messages

Type	Priority	Description
FORM REVIEW - INFORMATIONAL	High	Form Comment Added; This is a test comment
FORM REVIEW - INFORMATIONAL	High	Form Comment Added; This is my 2nd comment
FORM REVIEW	High	1 Custom Form to Rule Them All available for review;Resubmitted. please approve,. (District 42, Versailles)
FORM REVIEW	High	1 Custom Form to Rule Them All available for review;test (District 42, Versailles)
FORM REVIEW	High	1 Custom Form to Rule Them All available for review;test (District 42, Versailles)
FORM REVIEW	High	test available for review;tesitng (District 42, Versailles)
FORM REVIEW	High	Towing Form available for review;asdfasdfa (District 42, Versailles)
WARRANT REMOVED FROM FIELD ARREST	High	Warrant #123456 (Case #) removed from Field Arrest #1807579 by Homer Simpson. Status changed from Served to Active

Click on a notification link to open the **View Notification** window.



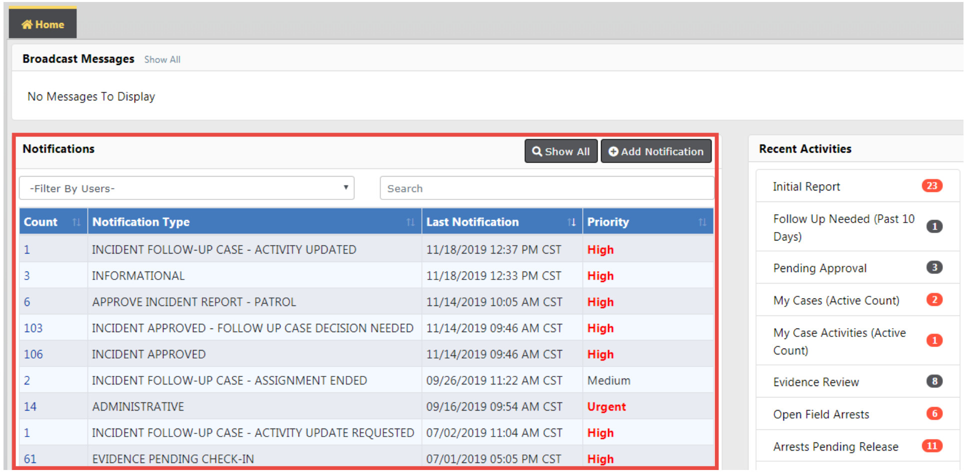
Depending on the type of notification, it can be canceled, replied to, reassigned, deleted, or acted on. The action buttons that appear on the bottom of the window vary by type of notification.

Click the **Clear New** button at the bottom of the screen to clear all new notifications.

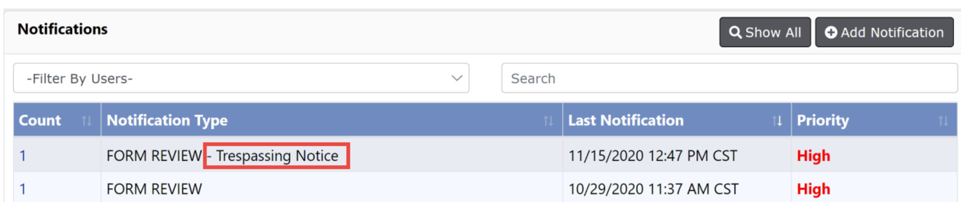
Click **Close** to close the window.

Show All Notifications

A list of all your notifications are displayed on the **Home** screen in a grid. A maximum number of notifications appear in the grid at one time. The **Count** of each **Notification Type** displays on the left.

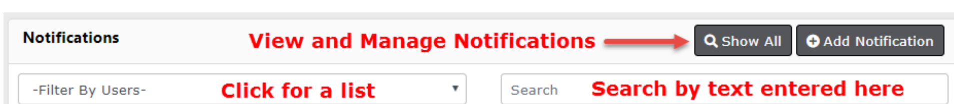


Note: With Caliber Public Safety version 11.5 and higher, a Notification Type sub-category includes the Custom Form name, if applicable, for improved usability for reviewing Custom Forms submissions and taking action.

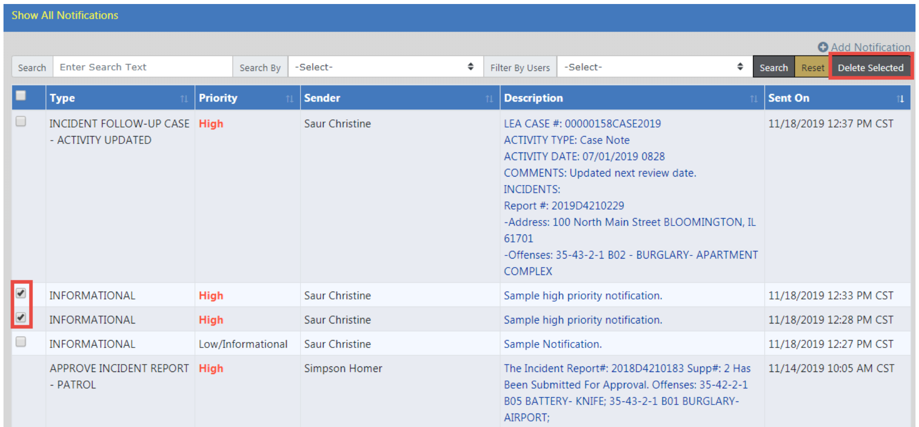


Enter text into the **Search** box to display only messages that match your entered text.

If you set up **User Groups** then you see the **Filter By Users** option. For more information on **User Groups** refer to the *My Profile* section of "User Information Menu" on page 39.

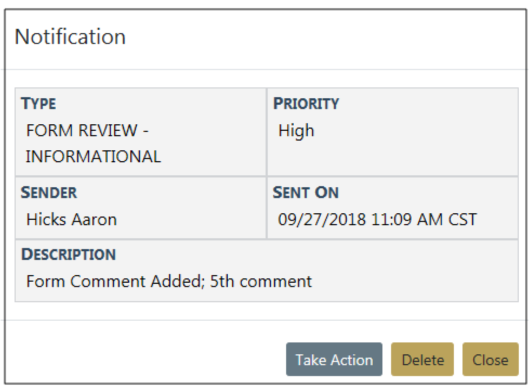


Click the **Show All** button at the top of the grid to display all notifications. Check a box to the left of a notification to display the **Delete Selected** box on the upper right, then confirm deletion when prompted.



Click on any column heading to sort the list by that column. For example, click on the **Type** column heading to sort the list by **Type**.

Click on a notification link in the **Description** column to open the **Notification** window.

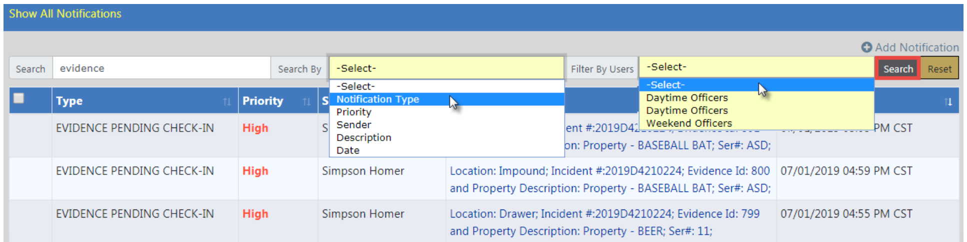


Depending on the type of notification, it can be canceled, replied to, reassigned, deleted, or acted on.

Search Notifications

You have the ability to **Search** for specific notifications in the **Show All Notifications** grid by entering text and selecting options from drop-down lists.

Enter text into the **Search** field. Select an option from the **Search By** and **Filter by Users** drop-down lists. Click the **Search** button to apply your search criteria.

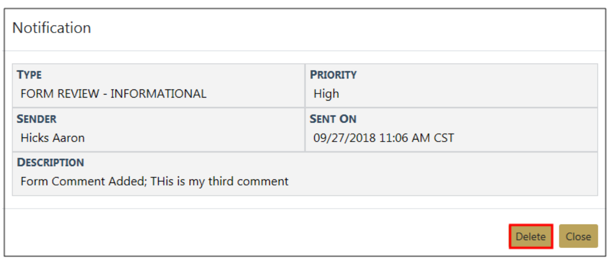


Click the **Reset** button to clear the entered Search text.

Delete Notifications

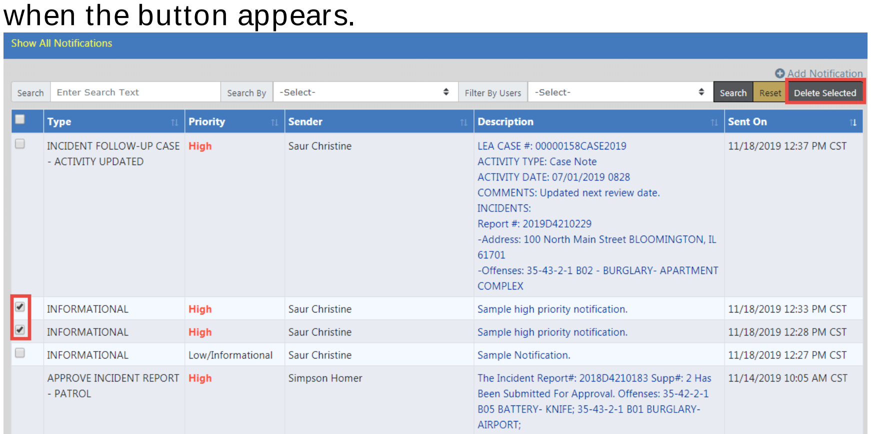
There are up to three ways to *Delete* Notifications that have the delete option.

- From the **New Notification** message. Refer to "New Notifications " on page 21.
- From the link in the **Description** column of the **Show All** notifications grid. Refer to "Show All Notifications" on page 22.



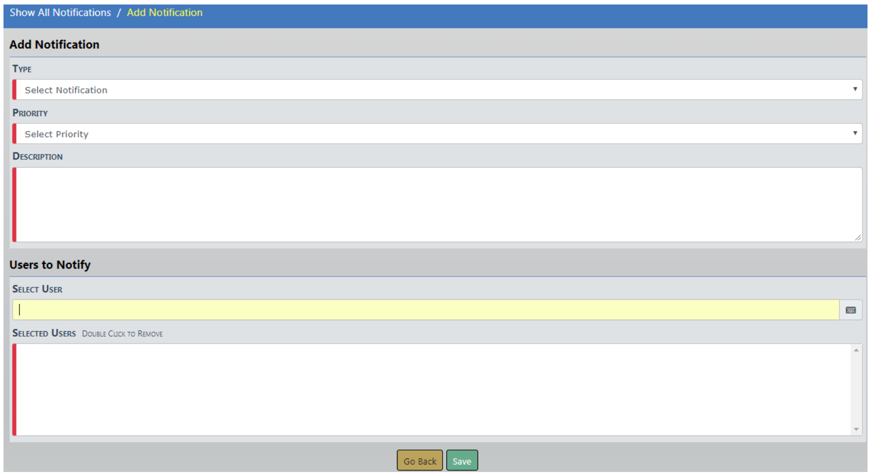
- Check the box in the **Show all** notifications grid.

  Check the box next to the notification you want to delete, then click **Delete Selected** when the button appears.



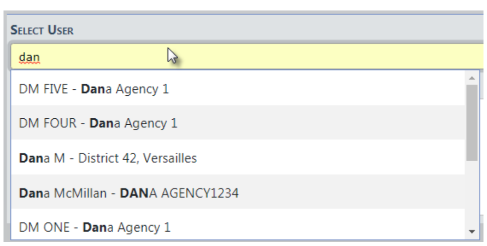
Add Notifications

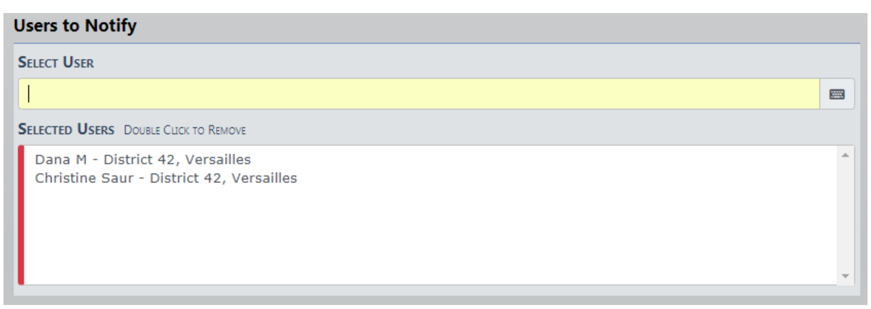
User-initiated notifications can be sent by clicking the **Add Notification** link to display the Add Notification screen.



Select the **Type** and **Priority** from the drop-down lists and enter a **Description**.

In the **Select User** field, begin entering a user's name then choose from the list that appears based on the text you enter. You can choose one or multiple names that are to receive your message. When choosing names, the names appear in the **Selected Users** box. **Double Click** on a name to remove.





When finished, click the **Save** button.

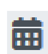
Entering Dates and Times

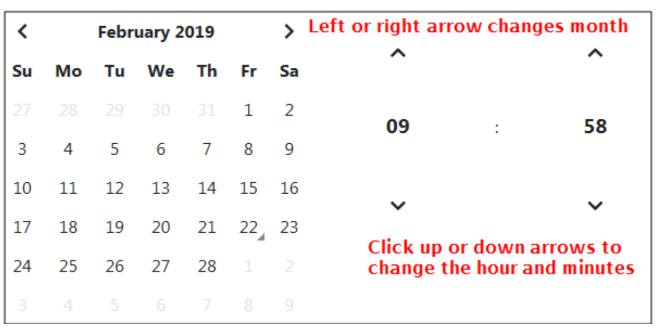
Dates and times can be entered using different methods.

- Type a **T** in the date field then tab out to return the current date and time.
- Type **T-#** (# represents the number of days) to return a date/time less than the current month.
  - Example: If today is 03/05/2019, enter **T-1** to return the date 03/04/2019.
- Type **T+#** (# represents the number of days) to return a date/time in to the future.
  - Example: If today is 03/05/2019, enter **T+2** to return the date 03/07/2019.
- Use the **Calendar Tool**, the icon to the right of the date and time field.

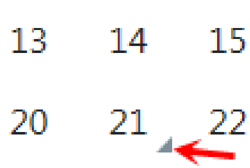
Calendar Tool

Throughout Online RMS, date fields have calendar icons on the right that are used to open the **Calendar Tool**. Using the **Calendar Tool** to enter dates into the system ensures that dates are always entered in a consistent format.

Click the calendar icon  to open the **Calendar Tool**.



The calendar defaults to the current month and year and the current day displays a triangle on the bottom right.



Click the **left** or **right arrow** at the top of the window to select the appropriate month and year if it is different than the default, then click on the appropriate **day** to select. Click on the **up** or **down arrows** to select the appropriate time and hour.

Text Fields, Drop-Downs, Buttons, Check Boxes

The following list provides information about the Text Fields, Drop-Downs, Buttons, and Check Boxes used in Online RMS.

Text Fields

Type information directly into the field.

> **NOTE**: Some text fields are auto-complete fields. When you place your cursor in an auto-complete field, the field turns yellow and acts as an auto-complete field by offering drop-down choices for selection. If the entry you want is presented, click it to pull it into the field.

Drop-Down Lists

Click to the right of a field to display a list, then click a value to select it and pull it into the field.

Buttons

There are different types of buttons: Function Buttons, Radio Buttons, and Floating Buttons.

Function Buttons

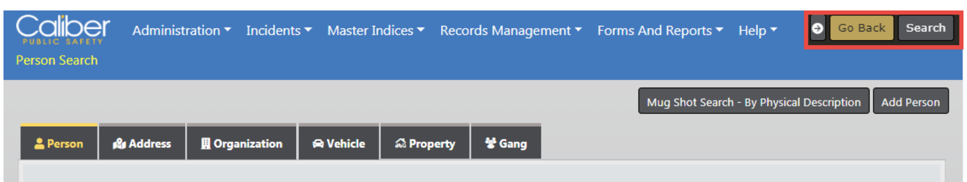
Function buttons are used to initiate system functions. Examples of function buttons include, **Quick Print**, **Print**, **Exit Report**, **Transfer**, **Exit Wizard**, and **Submit for Approval**.

Radio Buttons

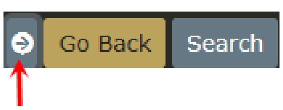
Only one radio button may be selected from a group (two or more displayed buttons).

Floating Buttons

Floating action buttons appear on the top right of search pages for easy navigation without scrolling.



Click on the arrow to hide, and click on the arrow again to unhide.

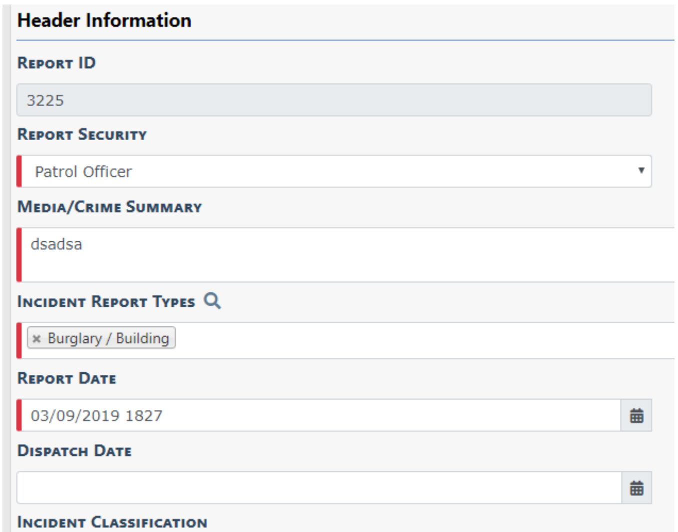


Check Boxes

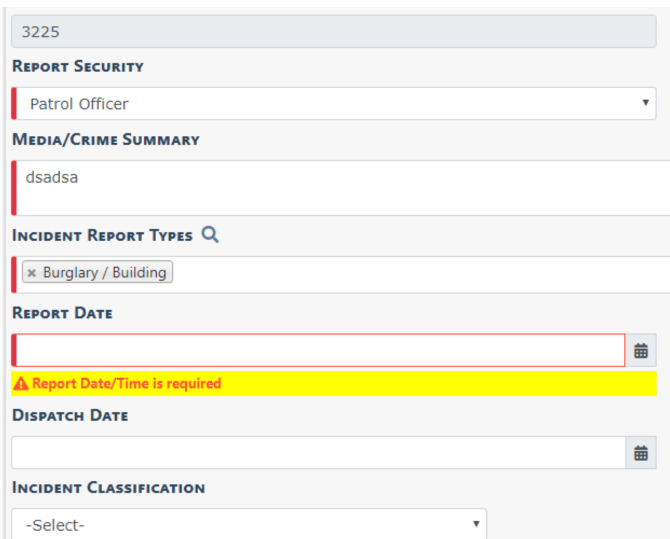
Click the box to select (insert a check mark) or deselect (remove a check mark) to activate or deactivate an option, or to filter a list by one or more parameters.

Required Fields

Any field with a red left-hand border is a required field.



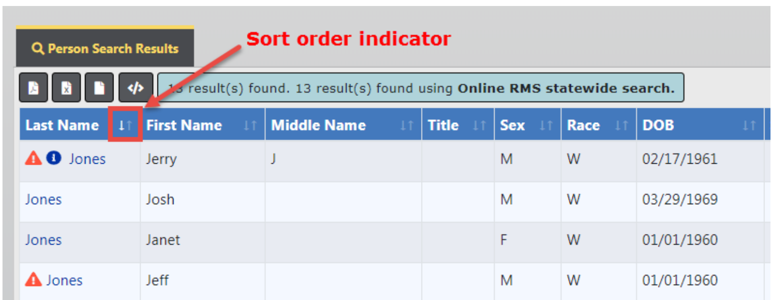
You must complete required fields to continue. If you do not supply a value in a required field, a descriptive message highlighted in yellow displays directly below the field.



Column Sorting

Online RMS allows you to sort any displayed column in ascending or descending order wherever data is listed in a columnar format.

For example, **Person Search Results** are in a columnar format. Click on any column heading to sort by ascending order, or click again to sort in descending order. The column you are sorting displays an up or down arrow to the right of the heading, indicating ascending or descending respectively.



SmartSearch

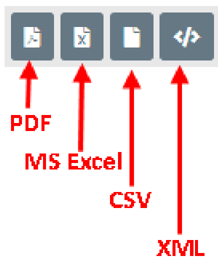
Users can search for incidents across all agencies in the Online RMS system within the user’s State, or agencies can choose to share data with other agencies outside of their State. This search adds a simple interface to perform searches the way one would in an Internet search engine, such as Google. The **SmartSearch** link is accessible from the *Incidents* main screen under the *Incident Reporting* section.

For details on using Incident **SmartSearch** refer to the Incident“SmartSearch” on page 189 .

Export Search Results

You have the ability to search data within the different modules of Online RMS, and export the results to various file types. For example, you can search Warrants, Incidents, or data in other modules to view a set of information, then export the search results to Excel or other supported formats.

There are four supported file formats from which to choose. Click on the associated icon to export the list.



- PDF (Printable Document Format)
    - File that contain a captured image of a printed document.
- MS Excel
    - Microsoft Excel is an electronic spreadsheet; typically used for storing and calculating data.
    - **NOTE:** Online RMS supports MS Excel export up to 5,000 records.
- CSV (Comma-Separated Values)
    - Files that contain a collection of data in a standard format; typically used for exchanging data between applications that support CSV files.
    - **NOTE:** Online RMS supports CSV export up to 5,000 records.
- XML (Extensible Markup Language)
    - A plain text file that contains a collection of data with a defined set of structure and storage rules of that data; typically used for websites.

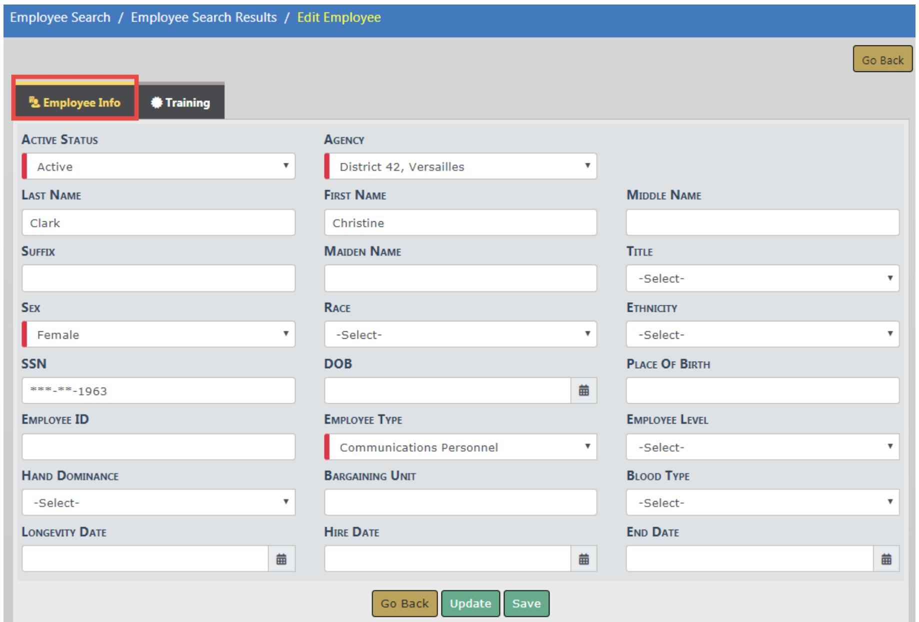
Personnel Management

The **Personnel Management** module of Online RMS allows agency administrators to manage employee information, whether or not the employees are Online RMS users. Only administrators with the appropriate permissions can see and access this module.

There is one *Master Employee* record per person with information grouped into two tabs:

Employee Info

The *Employee Info* tab contains Employee Name, SSN, DOB, Medical Info, Driver License Number, Hire Date, Addresses, Service History, Education, Languages, Skills, Medial Info, Photos, Documents, and other information. Sensitive information such as SSN is masked with asterisks and encrypted in the database for security purposes.

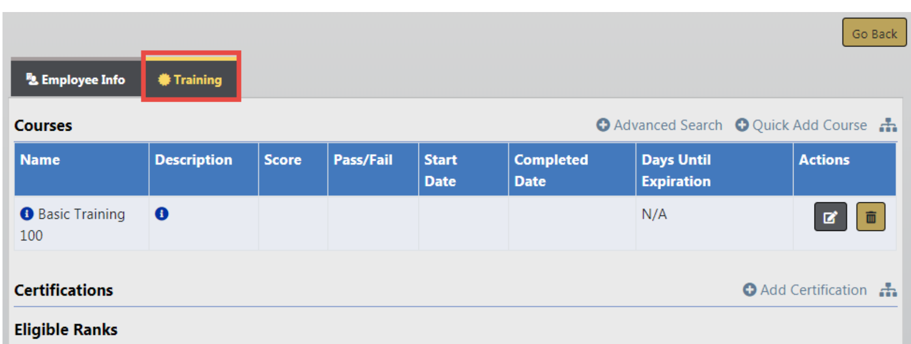


The Employee record opens to the *Employee Info* tab by default.

Note: Sensitive information such as SSN is masked with asterisks and encrypted in the database for security purposes.

Training

The *Training* tab contains training courses, certifications, and eligible ranks for that employee.



For more information refer your agency administrator or reference the *Personnel Management* chapter of the *Online RMS Administrative Guide*.

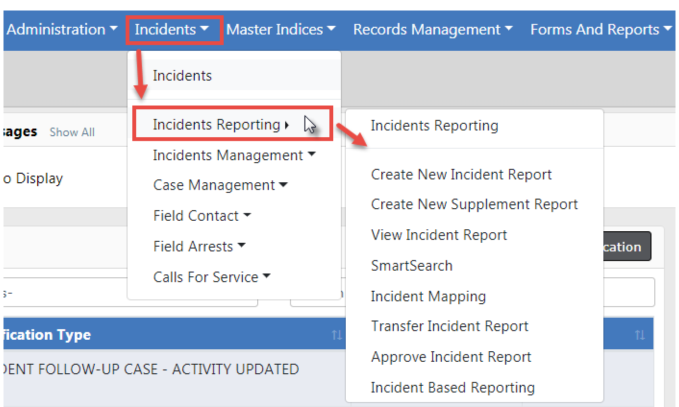
Chapter 2. Navigation Icons

Home Button

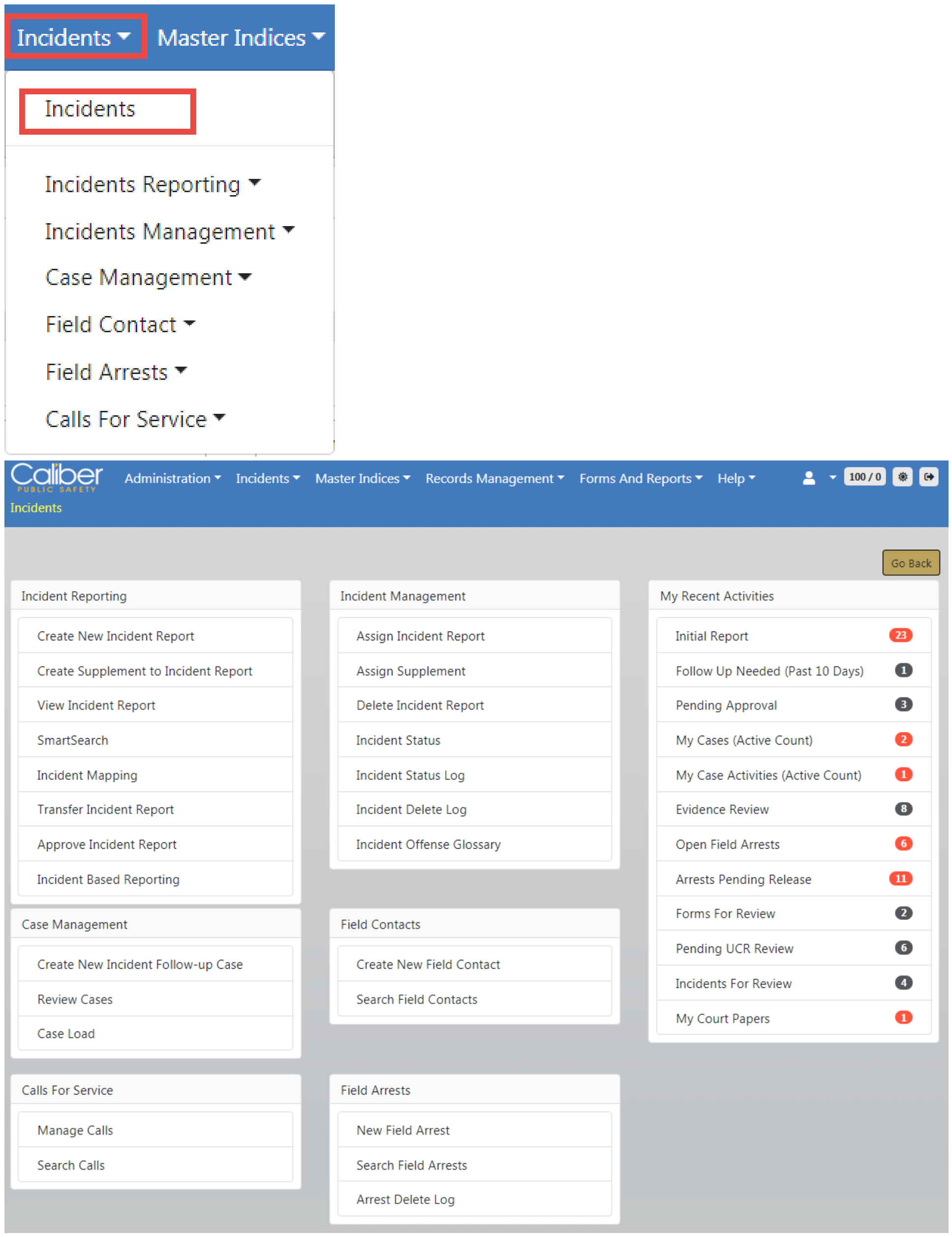
Click on the Caliber logo in the upper left corner of the window to return to your **Home Screen**, regardless of what area of the application in which you are working.

Incidents Button

The **Incidents** button is located on the navigation bar at the top of the Online RMS window. The down arrow on the right of the button indicates additional menu options are available. Click on the **Incidents** button to display menu options. There could be multiple layers of menu options. The menu options vary by agency and permissions.



Alternatively, click on the top menu option to display the full menu on one screen instead of navigating through the multiple drop-down menus.



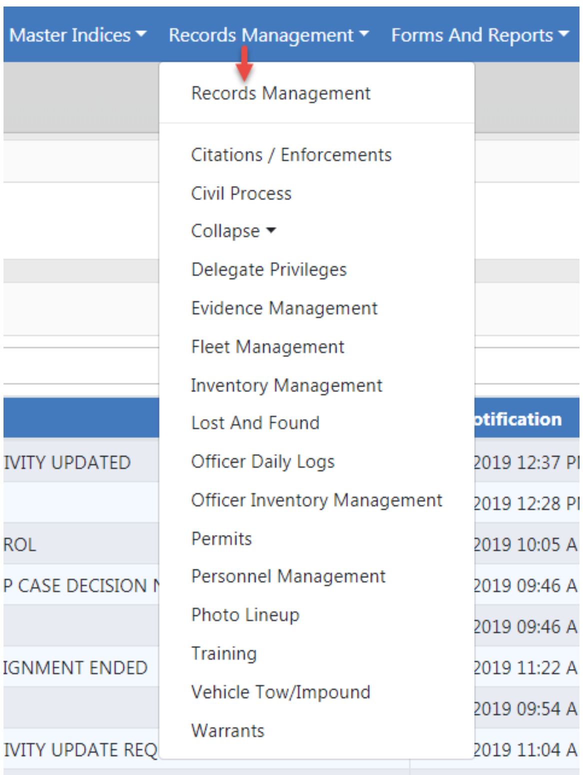
Your *Recent Activities* also appear on right of this screen.

Master Indices Button

The **Master Indices** button is located on the navigation bar at the top of the Online RMS window. The down arrow on the right of the button indicates additional menu options are available. Click on the **Master Incides** button to display menu options. For more information, see "Master Indices" on page 69. The menu options vary by agency and permissions.

Records Management Button

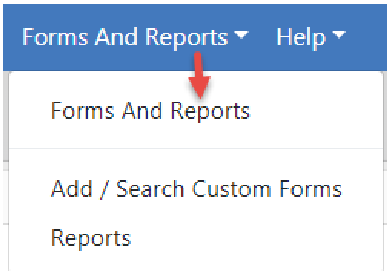
The **Records Management** button is located on the navigation bar at the top of the Online RMS window. The down arrow on the right of the button indicates additional menu options are available. Click on the **Records Management** button to display menu options. The menu options vary by agency and permissions.



Forms And Reports Button

The **Forms and Reports** button is located on the navigation bar at the top of the Online RMS window. The down arrow on the right of the button indicates additional menu options are available. Click on the **Forms and Reports** button to display menu options. This area allows you, with appropriate permissions, to search completed forms or run statistical reports.

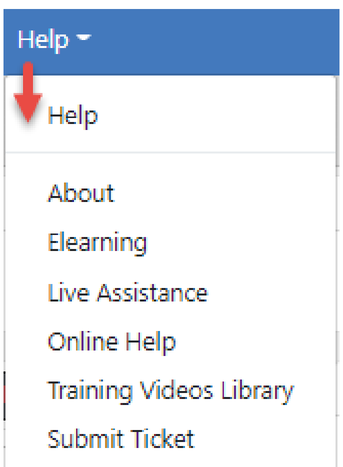
The menu options vary by agency and permissions.



For more information on *Custom Forms* and how to search for and view them, refer to “Custom Forms” on page 1.

Help Options

Click Help to display a drop-down menu. The menu options vary by agency and permissions.



About

This section provides information about the application version being used, information about the user’s computer including the operating system and browser, and information about the server being accessed.

ELearning

All users can access short training classes 24 hours a day for different modules within the Online RMS. The classes contain step-by-step instructional videos and offer assessment exams.

Live Assistance

This is a support tool prompted by our Support Team. It is used to view your computer screen and even take control of your mouse and keypad to assist with support issues. This is only available when prompted by an Caliber Support Team member and is not available otherwise.

Online Help

All users have access to this self-help option 24 hours a day. This area contains the Online RMS Knowledge Base, which contains information for all areas within RMS.

Training Videos Library

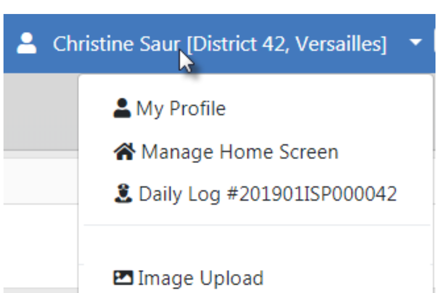
Beginning with Online RMS 11.4.0, agencies can enhance users' training and learning experience with the **Online Training** feature. The **Online Training** feature offers video-based learning to all users where agencies use and enable this feature.

Submit Ticket

All users have the ability to submit a ticket to our Support Team 24 hours a day. Support tickets will be responded to by the Support Team within one business day, during regular business hours (ET). For more urgent issues please call 800.274.2911.

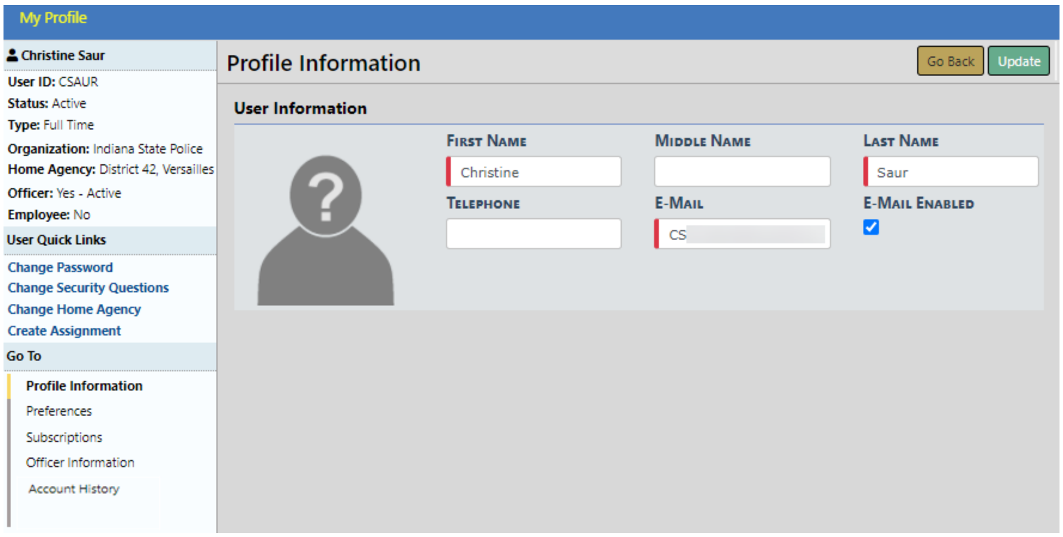
User Information Menu

Click on your user name to display menu options. The drop-down contains *My Profile*, *Manage Home Screen*, *Current Daily Log* (or the option to create a new log if one does not already exist), and *Image Upload*.



My Profile

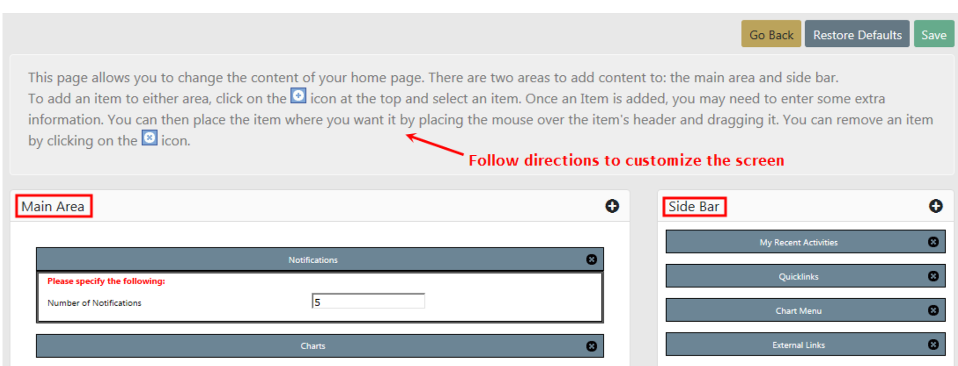
My Profile is a page that contains an organized set of links to various user settings and functions, such as profile information, preferences, subscriptions, officer information, change password and security questions links, and more.



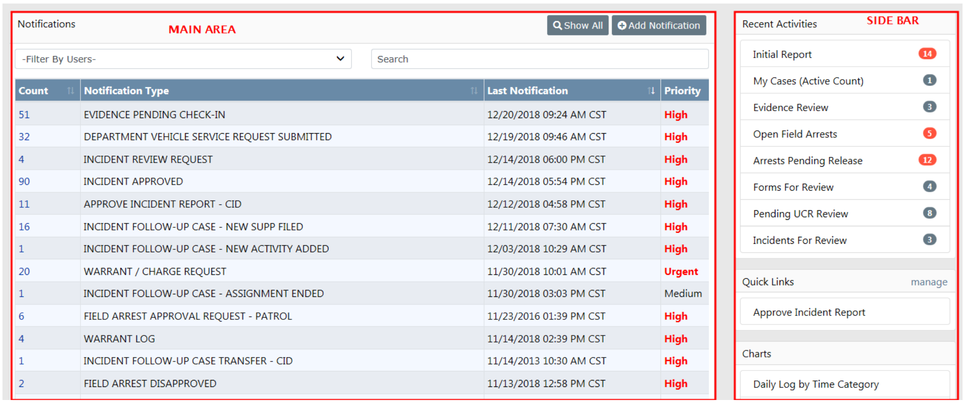
For more information, refer to "My Profile" on page 45.

Manage Home Screen

You can customize your *Main Area* and *Side Bar* items by dragging and dropping the order in which they appear or omit items from showing on your home screen. Follow the directions displayed near the top of the window to customize the screen.



The *Main Area* and *Side Bar* of the Front Screen, or Home Page, is shown in the figure below.



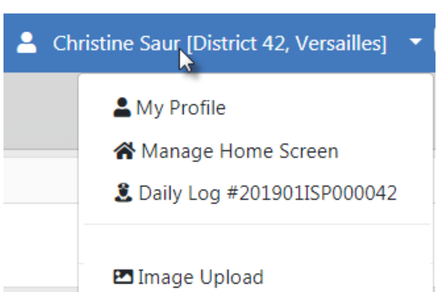
Click **Save** when you are finished making changes, click **Restore Defaults** to reset your changes back to the default settings, or click **Go Back** to return to the **Home Page**.

For more information on accessing the **Home Page** refer to "Home Page " on page 8.

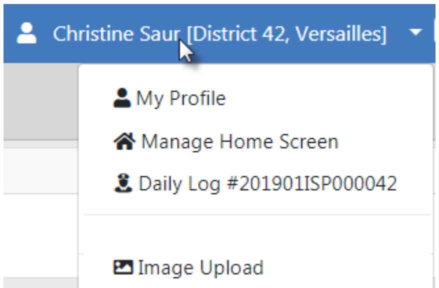
Daily Log

You can access your current Daily Log or create a new log if one doesn't already exist.

If a Daily Log has not yet been created, [New Daily Log] appears in the drop-down list. Click on that option to create a new log.



An existing Daily Log will appear in the drop-down list with a log number. Click on that option to open the existing log.

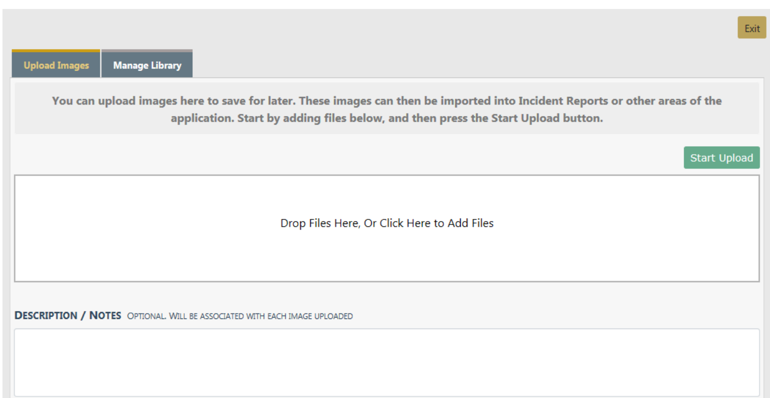


For more information on the Daily Log, refer to "Officer Daily Log" on page 243.

Image Upload

You can upload images directly from your mobile device or other devices into your personal RMS Image Library, then import later into Incidents Reports, Field Arrests, and other areas of Online RMS.

Click on the *Image Upload* option to open the upload utility.

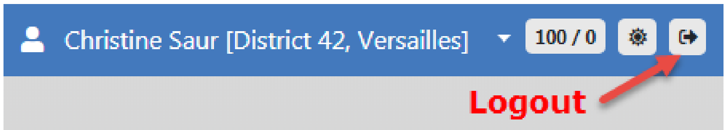


For more information on uploading images to your personal RMS Image Library, refer to "Image Library" on page 63.

Logout

The Logout option signs you out of Online RMS and returns you to the Login window.

Another option is to click the Logout icon on the right of the User Ribbon.

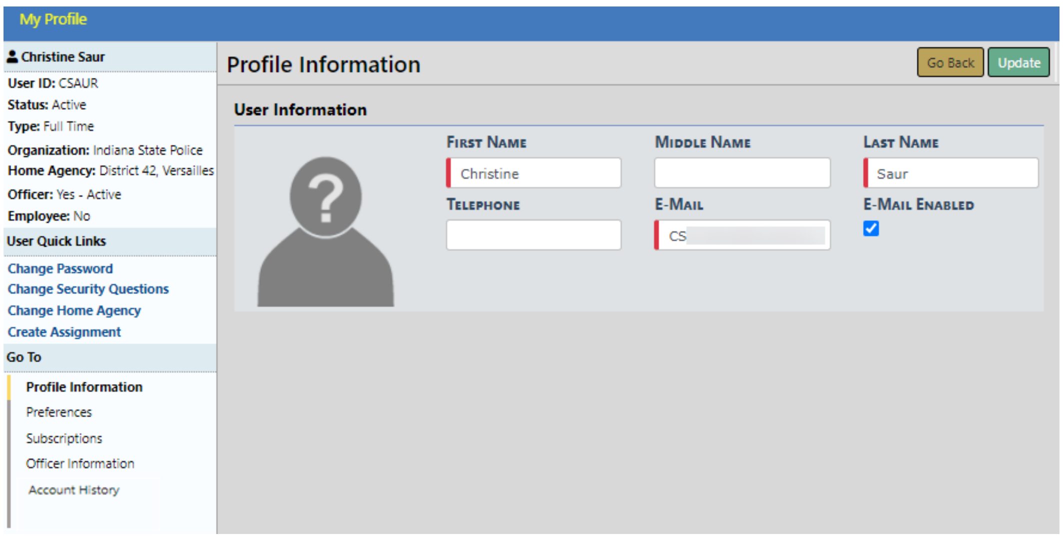


Once logged out, click the X on the upper right corner of the window to close.

Chapter 3. My Profile

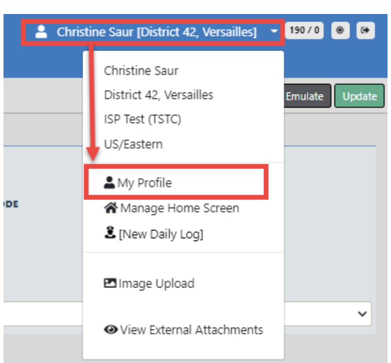
My Profile Overview

My Profile is a page that contains an organized set of links to various user settings and functions, such as profile information, preferences, subscriptions, officer information, change password and security questions links, and more.



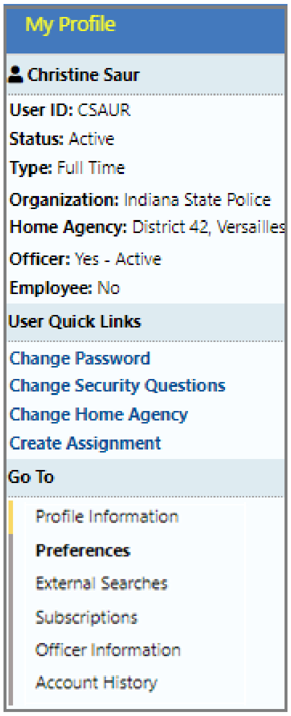
Access My Profile

To access **My Profile**, click your name on the upper right of the window, then select My Profile.



My Profile Page Layout

My Profile contains three sections on the left sidebar of the window:



User Information

Various user information, such as the user id, an active or inactive user account, whether the user is full or part time, the organization and home agency of the user, whether or not the user is an officer, and whether the user is an active or inactive employee.

This section is read-only.

User Quick Links

Links for quick access to specific functions, such as change password, change security questions, change home agency, and create assignment.

Change Password

Use this link to change your password while logged into Online RMS. When prompted, enter your new password, re-enter to confirm, then click the **Change Password** button, or click **Reset Via E-Mail** to have a temporary password emailed to you.

If you have forgotten your password, you can reset it from the Online RMS Login page. For more information, refer to "Resetting OnlineRMS Password" on page C.

Change Security Questions

Use this link to change your security questions. You can change one, two, or all three questions and answers. Click **Save**.

Change Home Agency

Use this link to change your home agency, if applicable. Select the agency from the drop-down list then click **Save**.

Create Assignment

Use this link to create an assignment, if applicable.

Select the assignment from the drop-down list, select a start date, select end date, if applicable, deselect Active if you do not want to enable the setting at this time, then click **Save**.

Go To

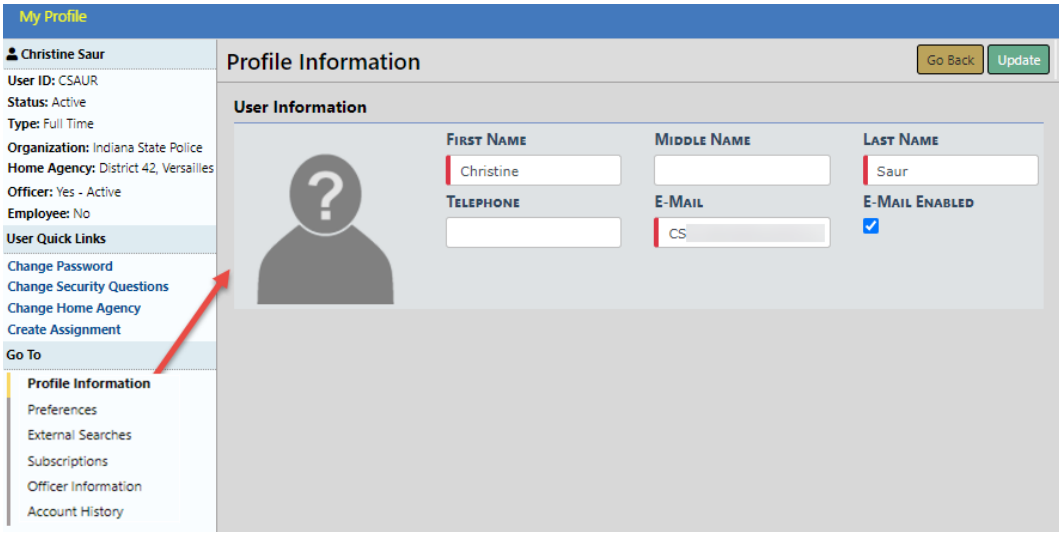
These are tabs to other user settings, such as profile information, preferences, external searches, subscriptions, officer information, and account history.

The tabs are based on permissions and may vary by user.

Click a tab to display settings for that tab. For example, click Preferences to view and update notification and other preference settings.

The Profile Information tab opens by default when you access *My Profile*.

Click on a tab under the **Go To** section of the left sidebar to access the tab. Profile Information is used in the below example.



Note: Your agency administrator can update, add, enable or disable Jurisdictions for users. For more information on jurisdictions, refer to the *Caliber Public Safety Online RMS Administrator Guide*, or refer to your agency administrator.

Refer to the following for tab details:

"Profile Information Tab" below

"Preferences Tab" on the facing page

"External Searches Tab" on page 51

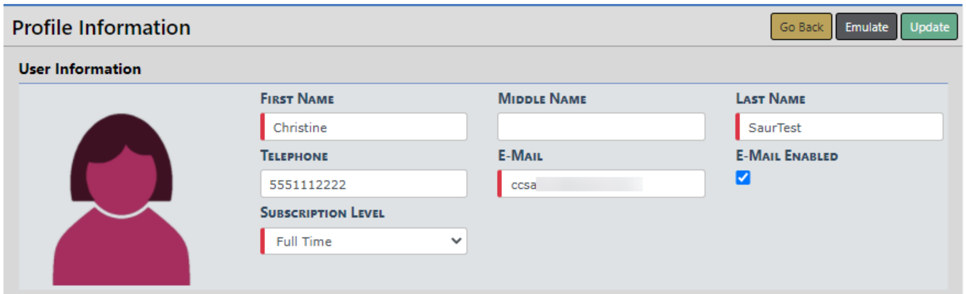
"Subscriptions Tab" on page 52

"Officer Information Tab" on page 53

"Account History Tab" on page 55

Profile Information Tab

Your Name, Telephone, and Email Address exists with an option to enable the email to receive notifications from the system.



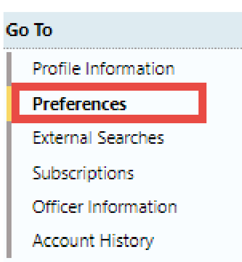
Make any necessary changes then click the **Update** button to save changes.

Preferences Tab

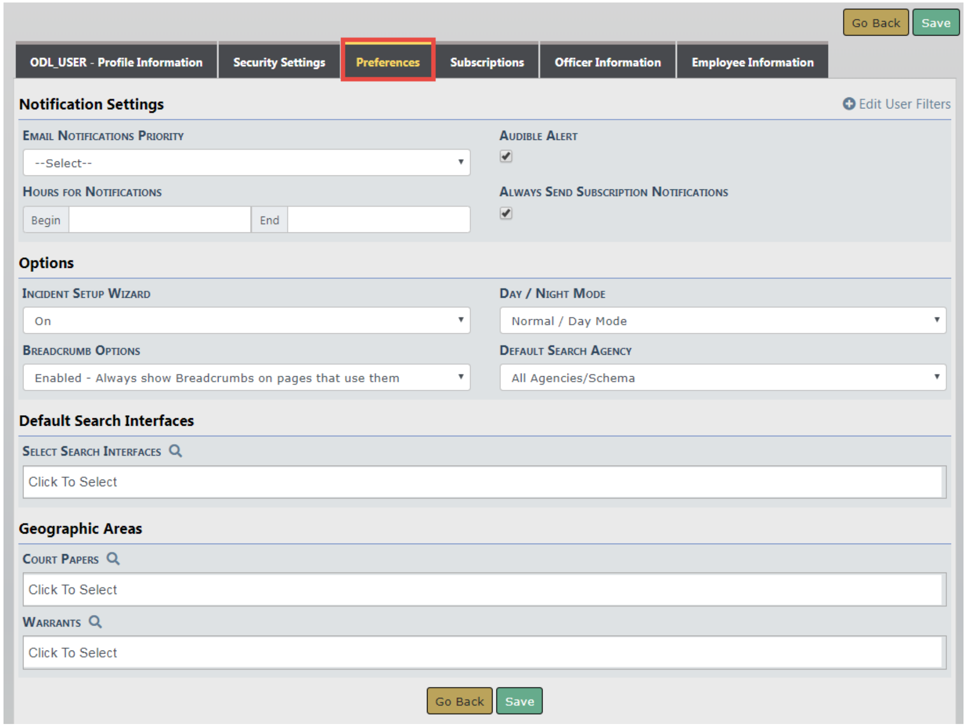
Use this tab to set notification preferences. You can enable or disable the audible alert, set email notification priority preferences, enable or disable Incident Setup Wizard, enable or disable Breadcrumb Options, set Day or Night Mode, set the Default Search Agency and Interfaces, identify Geographical Areas for court papers and warrants, and manage User Filters.

You can update your preferences from *My Profile*.

1. Access *My Profile* page. For instructions, refer to "My Profile Overview" on page 45.
2. Click **Preferences** under the *Go To* section.



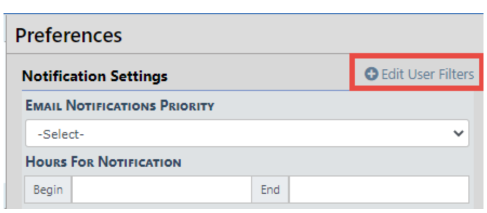
3. *Preferences* opens.

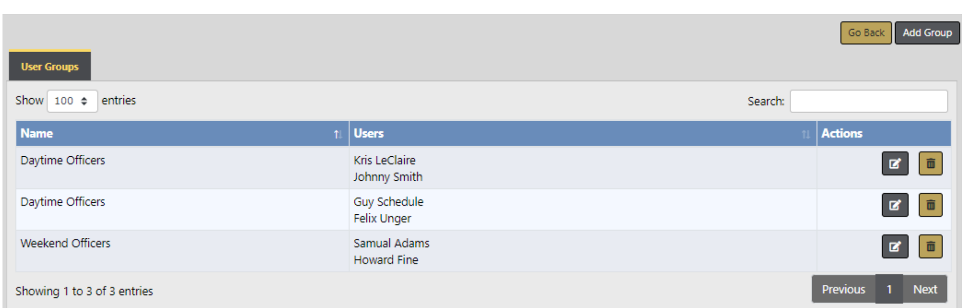


4. Complete the form as needed.

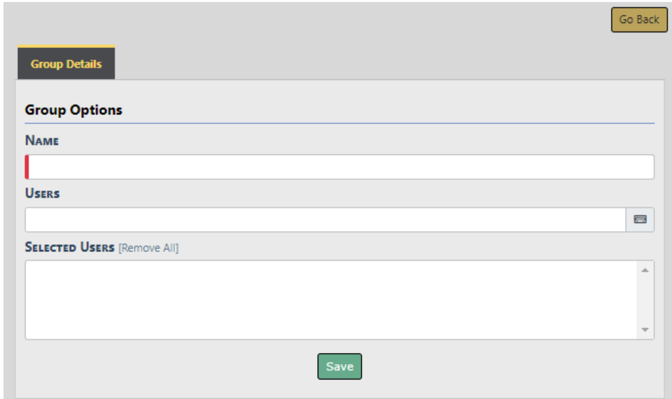
5. With proper permissions, you can optionally click the **Edit User Filters** link to include or exclude yourself in or from user groups.

   For example, a supervisor can define a user group to filter notifications by daytime and weekend officers.





a. Optionally, click the **Add Group** button to create a new group.



Enter a unique **Name**, select **Users**, then click **Save**.

b. Optionally, click on the edit icon to edit an existing group .

c. Optionally, click on the trash icon to delete an existing group.

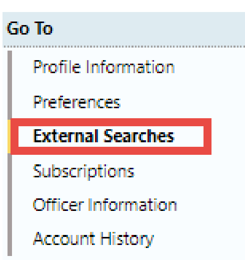
External Searches Tab

Caliber Public Safety Online RMS allows users to set their default external search interfaces.

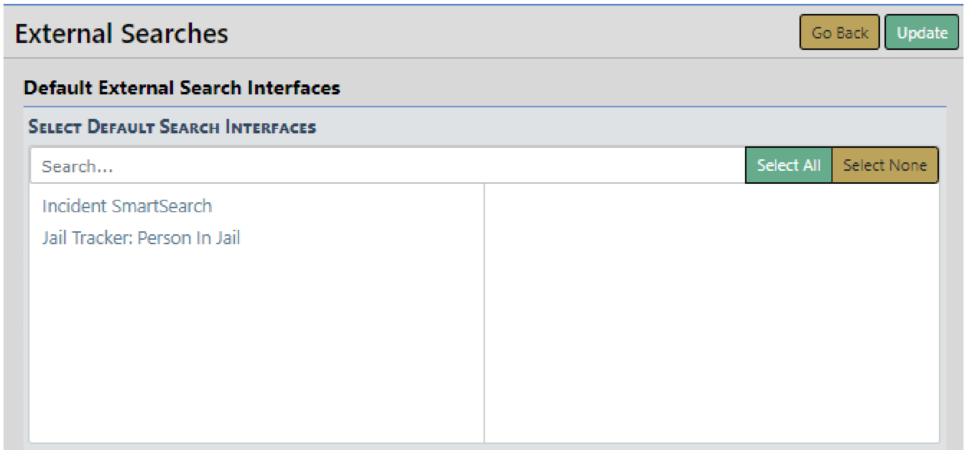
You can access your external searches from *My Profile*.

1. Access *My Profile* page. For instructions, refer to "My Profile Overview" on page 45.

2. Click **External Searches** under the *Go To* section.



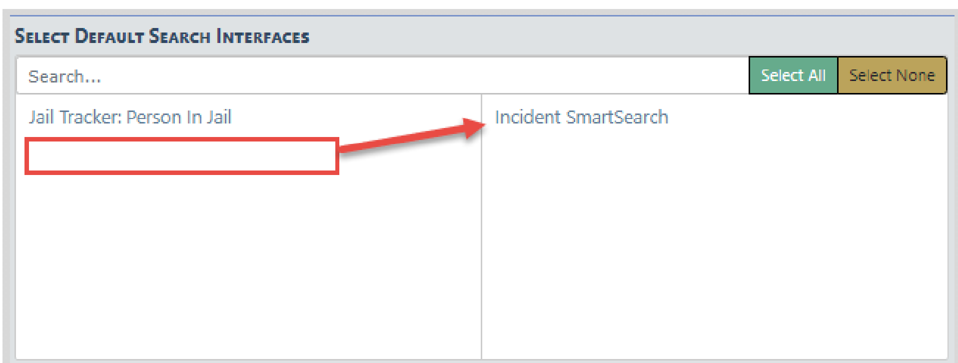
3. *External Searches* opens.



The available search interfaces appear on the left.

4. Two search interfaces are shown for illustration purposes. If many are listed, then you could **search** for a particular interface rather than page down to look through a long list.

5. Click on an interface in the list to **select**. The selected interface moves to the right side of the window.



Select as many available interfaces as you wish.

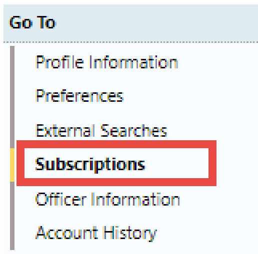
To **deselect**, click on an interface on the right and it moves back to the available column on the left.

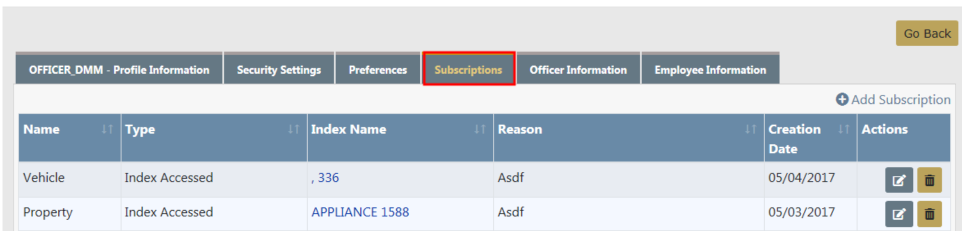
6. Click the **Update** button to save.

Subscriptions Tab

You can update or delete your existing subscriptions from *My Profile*.

1. Access *My Profile* page. For instructions, refer to "My Profile Overview" on page 45.
2. Click **Subscriptions** under the *Go To* section.





Note: The **Emulate** button appears only for users with proper permissions.

3. Click the edit icon to edit the subscription, or click the trash icon to delete the subscription.

You can **Subscribe** to existing master index records (person, address, vehicle, etc.) to receive notification when someone views, updates or associates records to which you have interest.

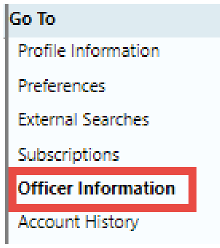
For example, you can **Subscribe** to Williams Jones' master person record to receive notification when someone updates information on his master person record.

For more information on creating a **Subscription**, refer to "Subscribe to Master Records" on page 108.

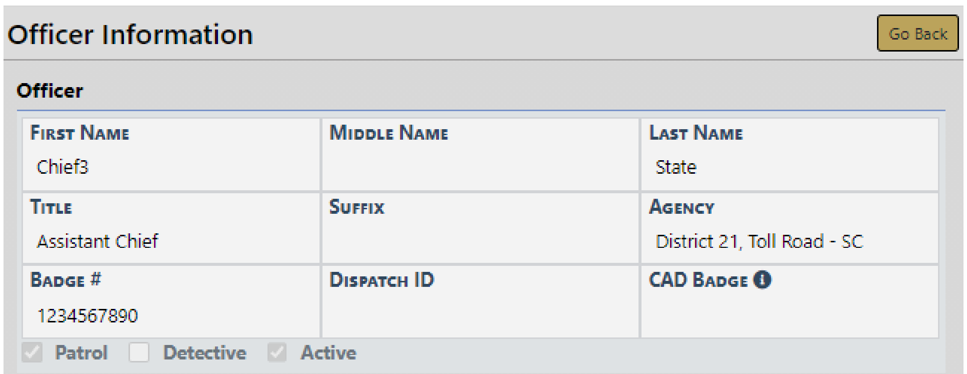
Officer Information Tab

You can view your officer record from the *My Profile* page.

1. Access *My Profile* page. For instructions, refer to "My Profile Overview" on page 45.
2. Click **Officer Information** under the *Go To* section.

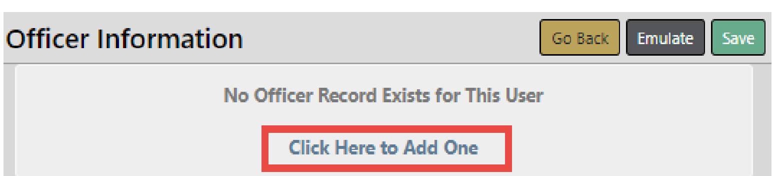


3. *Officer Information* opens.



This form is read-only. Refer to your agency administrator for necessary updates or questions.

If you receive a note stating no officer exists for the user, then with appropriate permissions, you can click on the provided link to add one.



4. Complete each of the fields for which you have information. Any field with a red left-hand border is a required field. You must complete required fields to continue.

   Hover your mouse over the CAD Badge blue information bubble for mapping instructions with CAD users.

   Note: For agencies with Caliber CAD spill integration with Online RMS, **CAD Badge** *must* match **Badge Number** in Caliber CAD.

Note: The system does not allow you to create or reactivate an RMS user with a duplicate badge number.

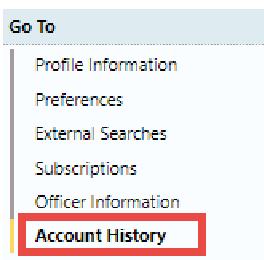
5. Click the **Update** button on the top right of the form to save.

Account History Tab

Caliber Public Safety Online RMS automatically captures and logs when users log in or out of the application and whenever user account statuses change.

You can view your account history from *My Profile*.

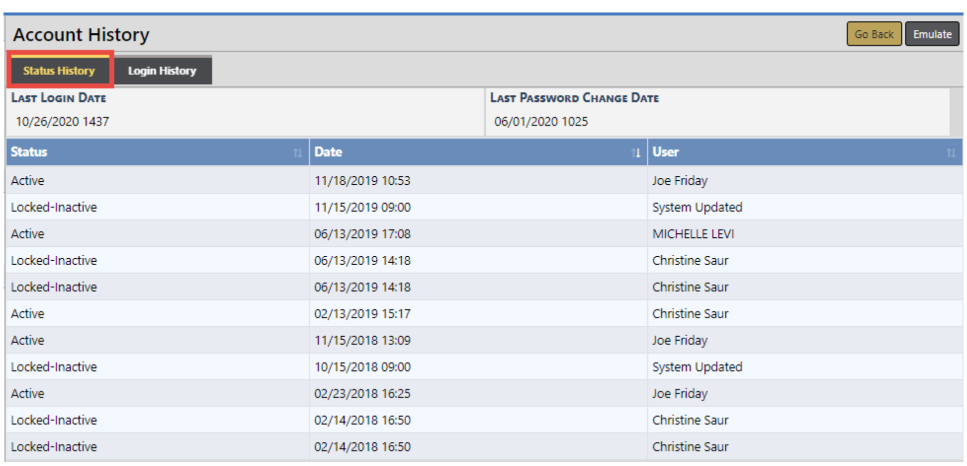
1. Access *My Profile* page. For instructions, refer to "My Profile Overview" on page 45.
2. Click **Account History** under the *Go To* section.



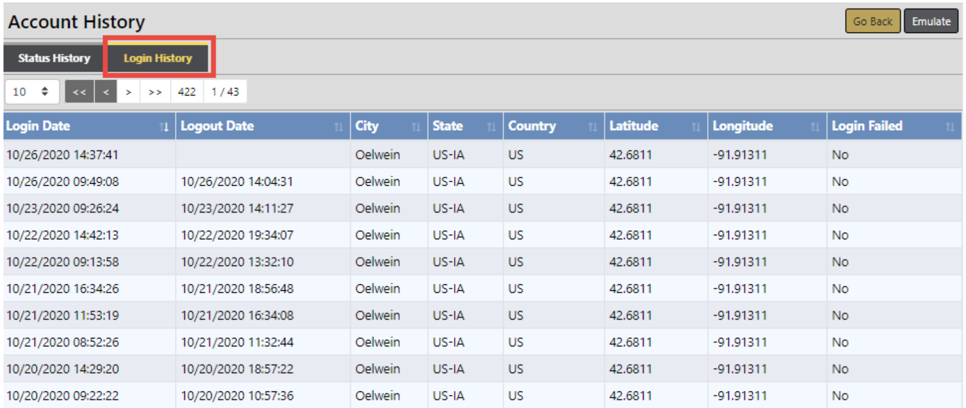
3. *Account History* opens as read-only.

   There are two tabs: *Status History* and *Login History*.

   The *Status History* tab opens by default.



Status	Date	User
Active	11/18/2019 10:53	Joe Friday
Locked-Inactive	11/15/2019 09:00	System Updated
Active	06/13/2019 17:08	MICHELLE LEVI
Locked-Inactive	06/13/2019 14:18	Christine Saur
Locked-Inactive	06/13/2019 14:18	Christine Saur
Active	02/13/2019 15:17	Christine Saur
Active	11/15/2018 13:09	Joe Friday
Locked-Inactive	10/15/2018 09:00	System Updated
Active	02/23/2018 16:25	Joe Friday
Locked-Inactive	02/14/2018 16:50	Christine Saur
Locked-Inactive	02/14/2018 16:50	Christine Saur



Account History

Go Back | Emulate

Status History | Login History

10 | << | < | > | >> | 422 | 1 / 43

Login Date	Logout Date	City	State	Country	Latitude	Longitude	Login Failed
10/26/2020 14:37:41		Oelwein	US-IA	US	42.6811	-91.91311	No
10/26/2020 09:49:08	10/26/2020 14:04:31	Oelwein	US-IA	US	42.6811	-91.91311	No
10/23/2020 09:26:24	10/23/2020 14:11:27	Oelwein	US-IA	US	42.6811	-91.91311	No
10/22/2020 14:42:13	10/22/2020 19:34:07	Oelwein	US-IA	US	42.6811	-91.91311	No
10/22/2020 09:13:58	10/22/2020 13:32:10	Oelwein	US-IA	US	42.6811	-91.91311	No
10/21/2020 16:34:26	10/21/2020 18:56:48	Oelwein	US-IA	US	42.6811	-91.91311	No
10/21/2020 11:53:19	10/21/2020 16:34:08	Oelwein	US-IA	US	42.6811	-91.91311	No
10/21/2020 08:52:26	10/21/2020 11:32:44	Oelwein	US-IA	US	42.6811	-91.91311	No
10/20/2020 14:29:20	10/20/2020 18:57:22	Oelwein	US-IA	US	42.6811	-91.91311	No
10/20/2020 09:22:22	10/20/2020 10:57:36	Oelwein	US-IA	US	42.6811	-91.91311	No

Chapter 4. Attachments

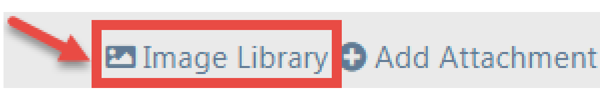
Attachments Overview

Attachments are files that are accessed by other programs, such as a picture, document, spreadsheet, etc. These files are uploaded and saved to Online RMS modules that support attachments. For example, mugshot attachments could be uploaded and saved to person records, or mechanic hand-written quotes uploaded to Fleet Vehicle records.

Attachments appear in a grid, or columnar format.

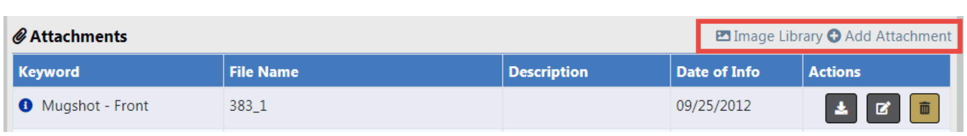
You can edit and delete attachments that were created by you. Users with administrator privileges have the ability to edit and delete attachments for any user.

Click on the **Image Library** link to access your personal RMS image library that contains images uploaded by you from a mobile device, or other devices. For more information, refer to "Image Library" on page 63.



Add Attachments

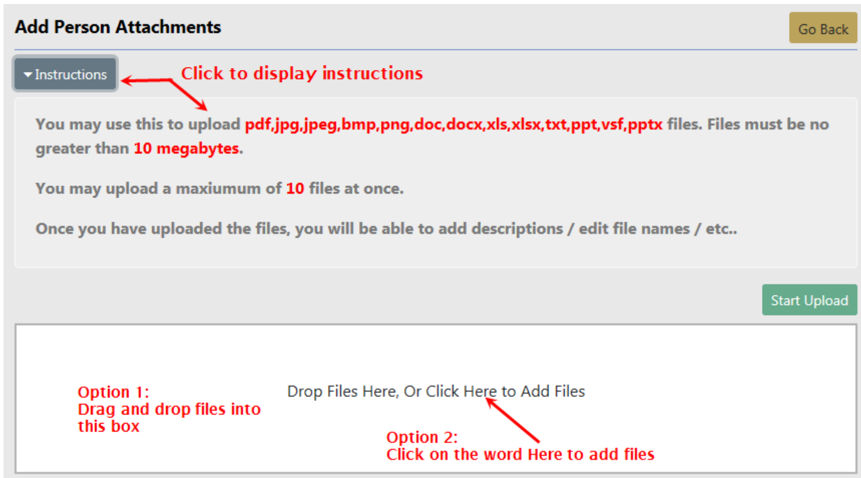
Several Online RMS modules support **Attachments**. Access the module and record that contains the **Attachment** you need to add. For example, to add an Attachment tied to a person, go to that person record and page down to the **Attachment** section, then follow the directions below.



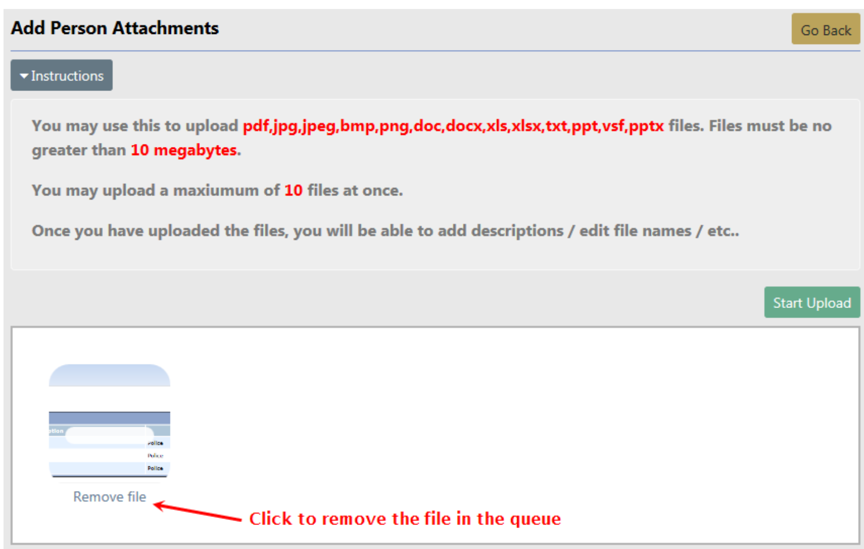
1. Click on the **Add Attachment** link to begin the upload process.

NOTE: Attachments are added to a temporary holding place or queue; you must then upload the files.

a. **Drag** files to the **Queue** or click *Here* to add files from Windows Explorer.

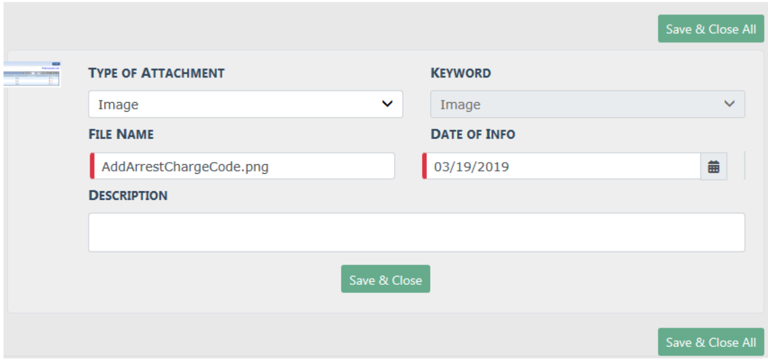


b. When all the files are in the **Queue**, click **Start Upload** button to add the attachments. Click on **Remove File** to remove from the Queue.



NOTE: To abandon the upload process and return to the previous window click the **Go Back** button.

c. Modify the attachment details when the following dialog window appears.



d. Click **Save & Close** to save each attachment individually, or click **Save & Close All** to save all of them at once.

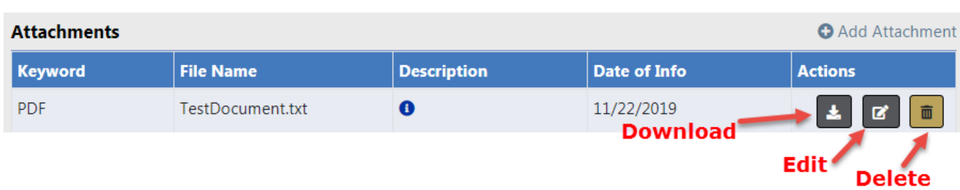
e. The attachments then appear in the **Attachments** grid. You can view additional information, download, edit, or delete the attachment.

NOTE: Up to ten (10) items or a maximum of 10 megabytes of data can be uploaded at one time.

Edit Attachments

Several Online RMS modules support **Attachments**. Access the module and record that contains the **Attachment** you need to update. For example, to update an Attachment tied to a person, go to that record and page down to the **Attachment** section, then follow the directions below.

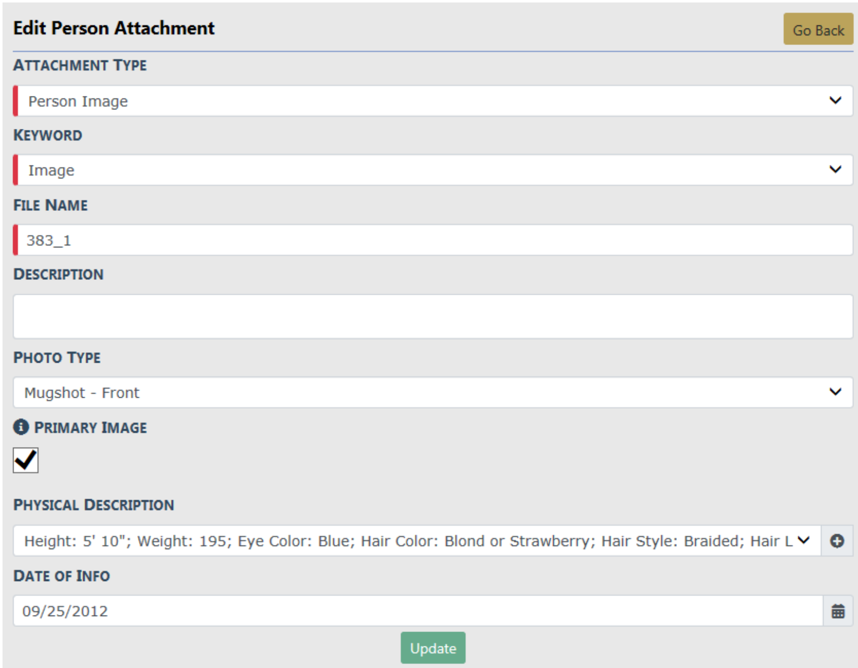
1. Click the edit icon on the record you need to update.



NOTE: You cannot update attachments created by another user.

2. Make the necessary updates in the **Edit** window.

NOTE: The content of the **Edit** window will vary by module and file type. The **Edit Person Attachment** is used for illustration purposes.



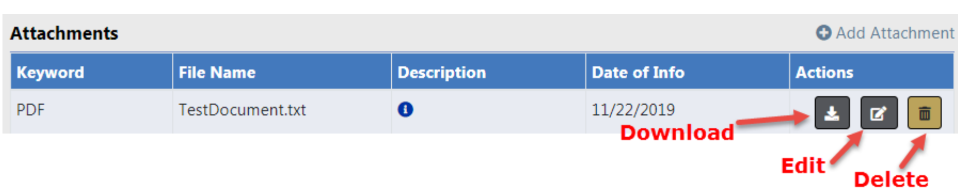
NOTE: Any field with a red left-hand border is a required field. You must complete required fields to continue.

3. Click **Update** to update the record, or click **Go Back** to return to the previous window without saving.

Delete Attachments

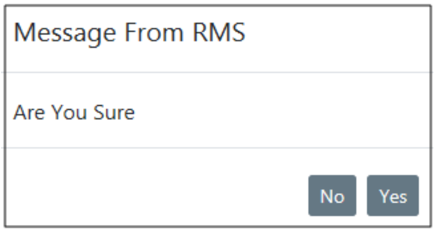
Several Online RMS modules support **Attachments**. Access the module and record that contains the **Attachment** you need to delete. For example, to delete an **Attachment** tied to a person, go to that record and page down to the **Attachment** section, then follow the directions below.

1. Click the delete icon on the record you want to delete.



NOTE: You cannot delete attachments created by another user.

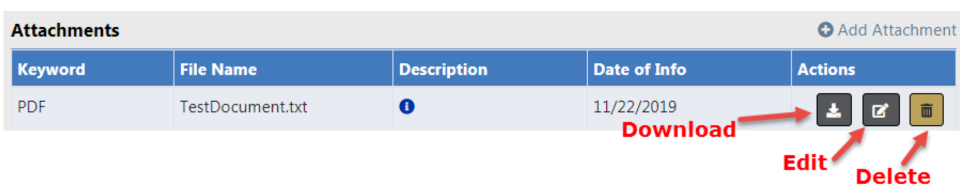
2. A confirmation window appears. Click **Yes** to delete or **No** to return to the previous window without deleting.



Download Attachments

Several Online RMS modules support **Attachments**. Access the module and record that contains the **Attachment** you want to download. For example, to download an **Attachment** tied to a person, go to that record and page down to the **Attachment** section, then follow the directions below.

1. Click the download  icon on the record you want to download.



2. The file downloads to your local machine. Double-click on the file to open.

Chapter 5. Image Library

Image Library Overview

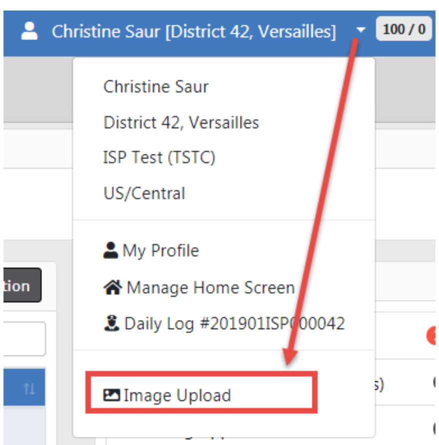
The **Image Library** is a personal RMS image library that contains images uploaded by you from a mobile device, or other devices. Only your user account has access to these personal images.

You can then easily import images from your Image Library into incident reports, field arrests, and master person records.

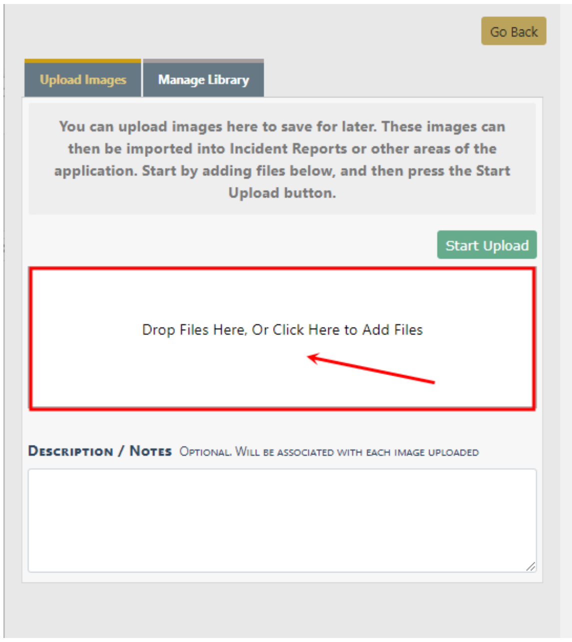
Upload Image

You can upload images into the Image Library from your computer, or directly from your mobile device.

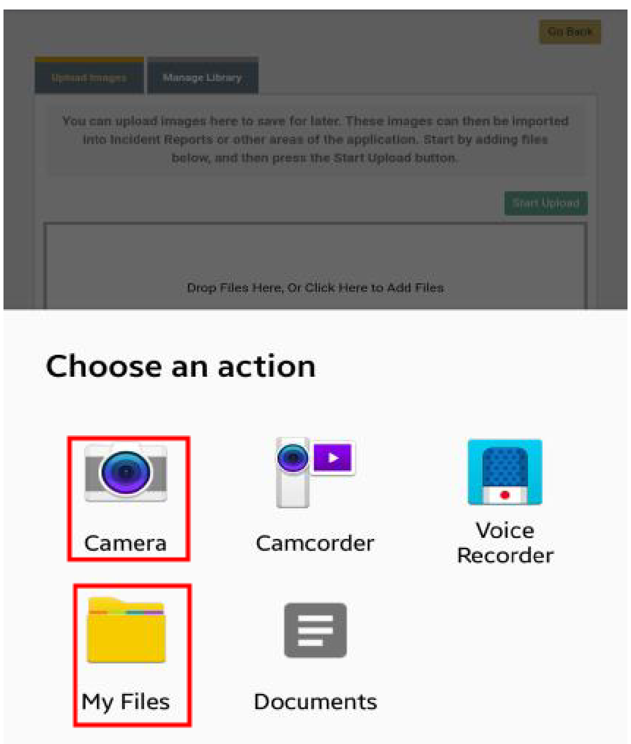
Click on the **My Profile** icon, then click **Image Upload**.



Drop files into the box, or click **Add Files**.

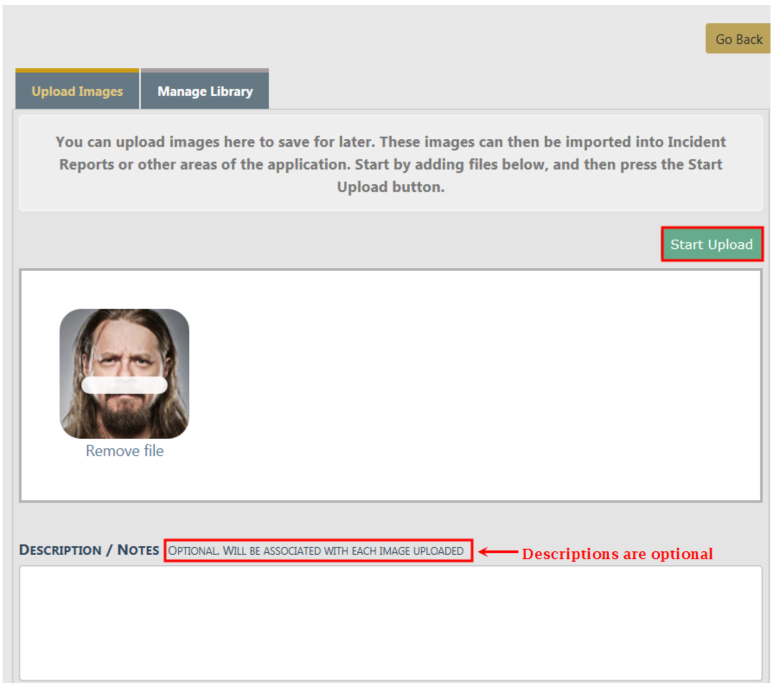


If uploading from your *mobile device*, select **Camera** to take a photo and upload directly from the camera on your mobile device, or select **My Files** (or local folder) to upload from device storage.



NOTE: Only images are supported from the Image Uploader at this time. Video support coming in a future release that requires a subscription to large file storage option.

Click **Start Upload**.



Click **Go Back** when the upload finishes.

You can delete and download images that exist in your Image Library. For more information, refer to "Manage Library " below.

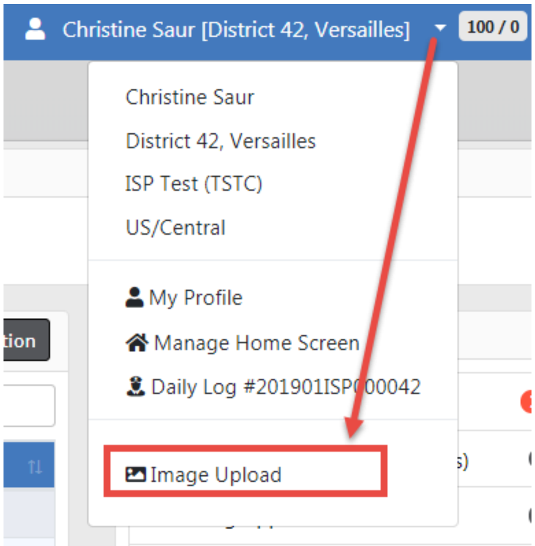
You can also attach library images to incidents, arrests, and master person records.

For more information on delet

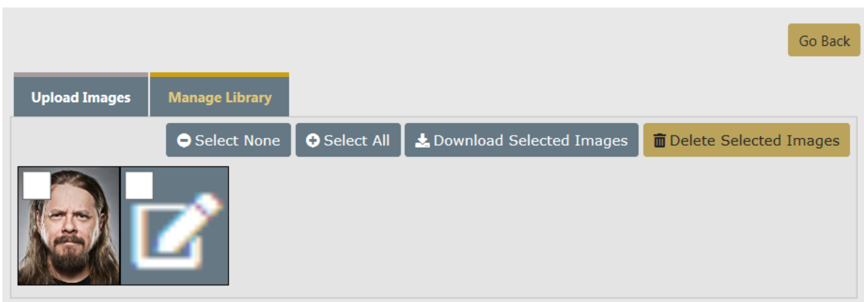
Manage Library

You can delete or download images from your personal RMS Image Library.

Click on the **My Profile** icon, then click **Image Upload**.

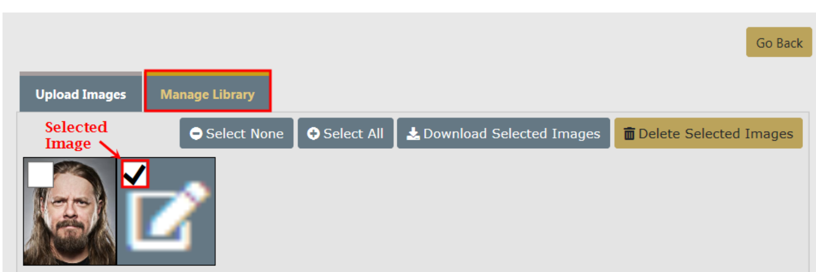


Click on the **Manage Library** tab to access your uploaded image files.

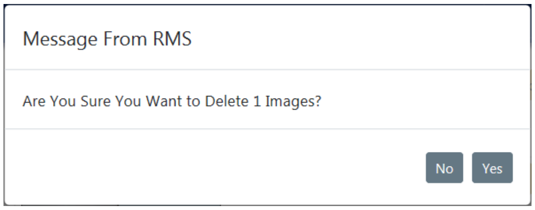


Delete Image Files

Click on the **Manage Library** tab to access your uploaded image files, then select the image files you want to delete.



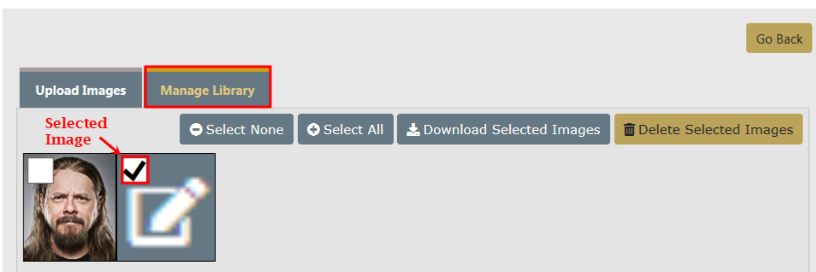
Click the **Delete Selected Images** button, then click **Yes** to confirm.



NOTE: You can also delete uploaded images after you import them into an incident, fields arrest, or person record. For more information, refer to "Import Images From Library" below.

Download Image Files

Click on the **Manage Library** tab to access your uploaded image files, then select the image files you want to download.

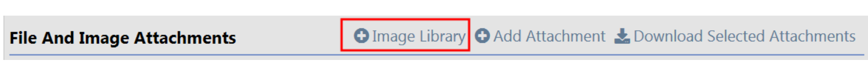


Click the **Download Selected Images** button, then click **Open** or **Save** the files.

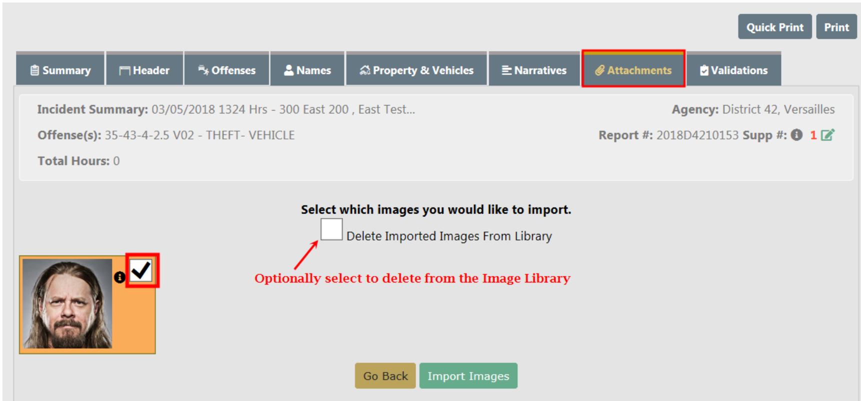
Import Images From Library

You can import image files from your personal Image Library into incidents, field arrests, and person records.

Click on the **Image Library** link under *File and Image Attachments* section. Incidents is used in this example; however, the same general process applies to field arrests and persons.



Select one or more images you want to import. You also have the option to delete the selected images from the Image Library.



Click the **Import Images** button at the bottom of the page. The image file then appears under *File and Image Attachments*.

Chapter 6. Master Indices

Master Indices Overview

Master Indices are centralized pieces of data that are accessed from different modules of the system for consistency. Each index is represented only once, such as a person, an address, a vehicle, etc. For example, all modules of Online RMS access the same person information for Joe Smith with SSN 123-12-1234 and the same vehicle information for VIN ABC1235223DE45455.

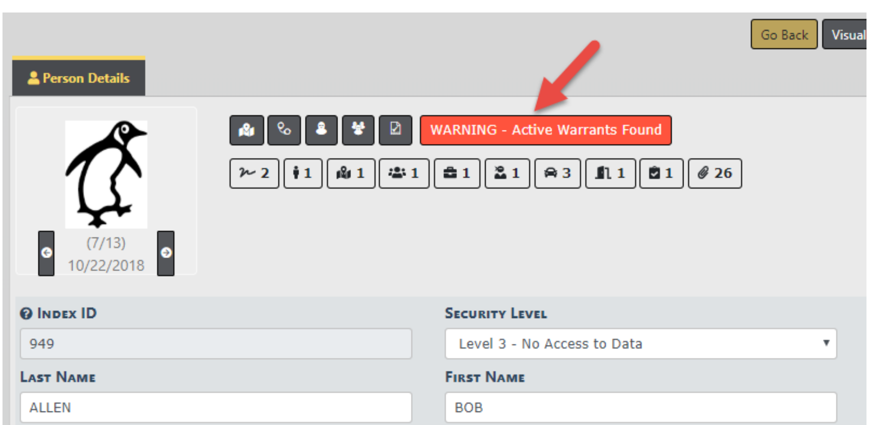
The following are considered **Master Indices**:

- Person

  The **Master Person Index** stores identifying information for persons. Composite sketches and unlimited number of images can be attached, and person records can be linked to appropriate incident, arrests, and other system modules.

  Note: If configured for your agency, you can take photos directly from the Online RMS Field Arrest or Master Person Index record using the **Hunter Camera** integration software installed on your local machine. The software associates the images with the *Master Person Index* record. For more information on the camera software, refer to “Hunter Camera” on page 1.

  When a person is associated with an active warrant, an automatic Caution Flag appears on the master person index record:



  For more information on active warrants, refer to Activate Warrant.

- Address

  The **Master Address Index** stores address information. If a geo-file is available, the address can be validated and geo-coded (latitude and longitude values included).

- Organization

  The **Master Organization Index** stores information about the organizations with which the department comes into contact. Each organization in the index can have multiple emergency contacts associated with it and link to incidents, patrols, security alarms, standard operating procedures, and other system modules.

- Vehicle

  The **Master Vehicle Index** tracks a vehicle's history with the department and has the ability to link a vehicle to incidents, name, businesses, stolen vehicle history, citations, evidence, and other system modules.

- Property

  The **Master Property Index** tracks stolen, lost, and recovered property. It also stores descriptive information including property disposition and associated incident and person data. Media files and documents can attach to the Master Property Index record. Property data easily transfers to evidence, and property owner information resides in the Master Person Index.

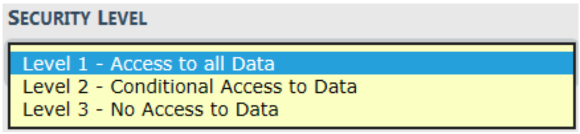
- Gang

  The **Master Gang Index** stores information about street gangs with which the department comes into contact.

Master Index Security

User access to master index data in Online RMS is controlled by **Master Index Security**, a hierarchical design where **Level 1** is the lowest and **Level 3** is the highest security. The Security Level exists on every master index record, and on each user account, to control data access. The **Master Index Security** applies to all master indices: Person, Address, Organization, Vehicle, Property, and Gang.

Master Indices Security Levels



- **Level 1**
  - No security restrictions to the master index record.
  - The default level for new master indices records.
- **Level 2**
  - Conditional security in place to restrict viewing of involvement data from the indices summary page.
- **Level 3**
  - Restrict viewing of the master indices in searches and displaying on event records.

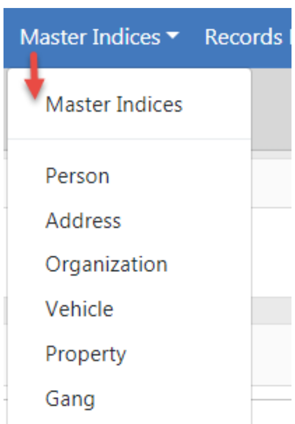
User Account Index Security Levels

- **Level 1**
  - View full details of master index records having **Security Level 1**.
  - Only view the indices demographic information for master indices records having **Security Level 2**.
  - And, Not see master indices records that have **Security Level 3**.
  - The default level for all new user accounts.
- **Level 2**
  - View the full details for master indices records having **Security Level 1**.
  - View the details for master indices records having **Security Level 2**.
  - And, Not see master indices records that have **Security Level 3**.

- **Level 3**
  - View the full details for master indices records having **Security Level 1**.
  - View the full details for master indices records having **Security Level 2**.
  - And, view the full details for master indices records having **Security Level 3**.

Accessing Master Indices

Master Indices are accessible, with appropriate permissions, by selecting the **Master Indices** button on the top navigation bar. The down arrow on the right of the button indicates additional menu options are available. Click on the **Master Indices** button to display menu options.



Each Index on the list contains additional information that pertain to that Index. For example, *Person* includes gender, race, date of birth, hair and eye color, ethnicity, etc.; *Vehicle* includes the vehicle model, color, VIN, etc.

You can update and print records, but you cannot delete them. **Master Index** records also provide Total Involvements of the record within Online RMS, Common Event Associations, and the ability to create a Subscription that notifies you when a particular record is accessed, updated, and/or associated to a module within RMS. You can also use **SmartSearch** in the person section for locating person involvement in incidents across all counties in the Online RMS system within your agency's state.

The standard configuration imposes a *100 hour edit lock rule* for all **Master Indices**. This means that the user adding the initial primary information has up to 100 hours to fix any errors but it cannot be edited by another user. Examples of primary information include an incorrect date of birth, social security number, street spelling, vehicle year, VIN, organization spelling, and gang spelling. You cannot edit primary information after

100 hours unless your administrator has given you access to do so, but you can add additional information at any time.

NOTE: The exceptions to this rule are Sex, Race, and Ethnicity. Updates to these fields are allowed if the previously selected value was *Unknown*, and your administrator has given you the *Master Indices - Add Missing Person Info Past Lock Hours* permission. Refer to your administrator for more information.

To access a particular master record, you must first search for the record. A *Search* window appears when you click on any one the of menu items. Search for a particular record, or groups of records, to narrow the search results, then select the record from the list. You can also export the search results to a file. For more information on searching, refer to "Searching Master Records" below.

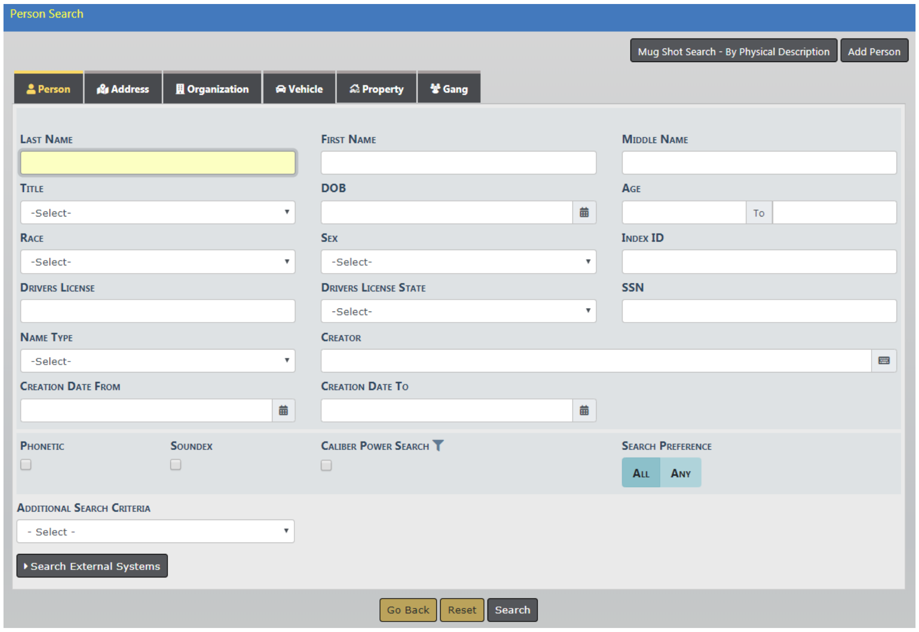
Searching Master Records

You can search any of the **Master Indices** at any time. Generally, searches are done to identify existing records when creating an Incident report or using another module within the application. If the record already exists, copy the information directly into the Incident report or other module. It is highly recommended you review the existing information prior to using it. This will give you the opportunity to update or add additional information if it is available. If an existing record is not available, you can, with proper permissions, create the master record directly from the module in which you are working.

NOTE: You can search and view Master Person or Vehicle records that were created on specific dates or by specific users.

Master Indices are accessible, with appropriate permissions, by selecting the **Master Indices** button on the top navigation bar. For more information on accessing the **Master Indices** button, refer to "Accessing Master Indices" on the previous page .

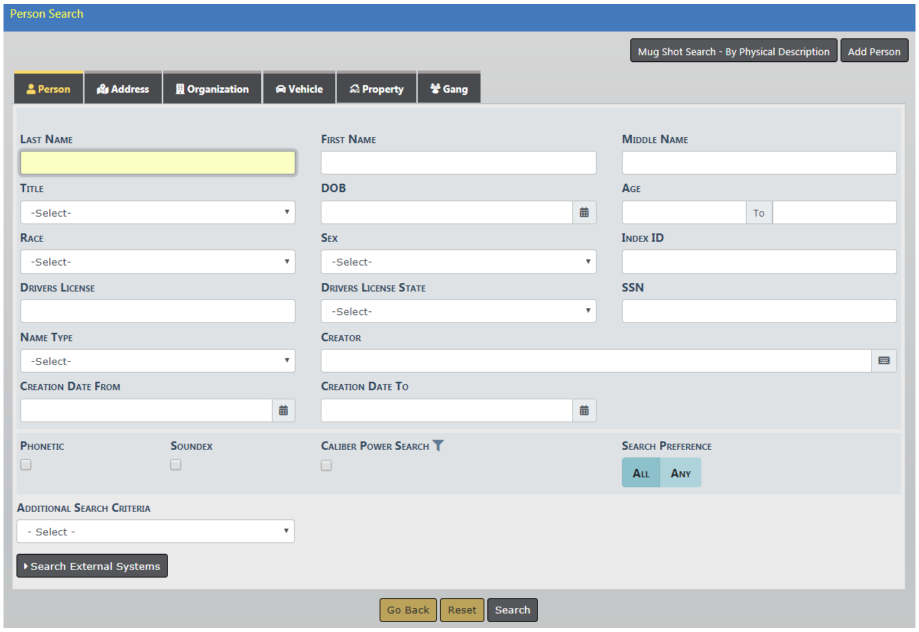
A *Search* window appears when you click on any one the of menu items. Each menu item considered a tab in the *Search* window. Choosing Master Indices or Person takes you to the Person tab of the *Search* window, choosing Address takes you to the Address tab, choosing Vehicle takes you to the Vehicle tab, etc.



NOTE: Person and Address search instructions are provided, though the same general process is also used when searching for Organization, Vehicle, Property, and Gang.

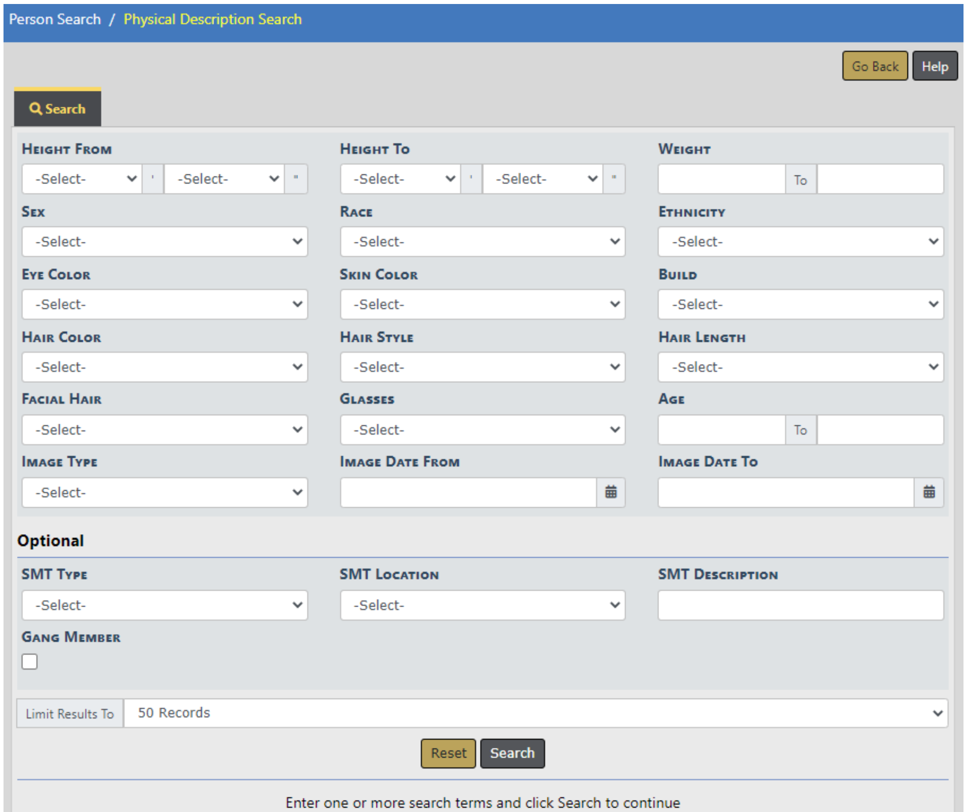
Person Search

A search can be done with full or partial text in any of the fields provided. Searching with less information yields more results. If too many results display, you can click on the **Refine Search** button on the top right of the *Search Results* window to add or change your search criteria.



Search Mug Shots By Physical Description

Optionally, click the **Mug Shot Search - By Physical Description** button to display the *Physical Description Search* window.

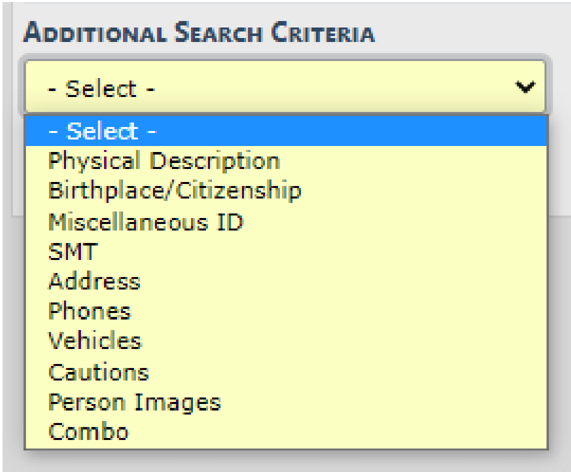


Enter or select one or more search criteria, then click **Search** to display a mug shot photos that match your search criteria.

Optionally, click the **Help** button for tips and guidance on this Search window.

Additional Search Criteria

You can also include **Additional Search Criteria** if configured for your agency.



Note: Choose **Cautions** from the **Additional Search Criteria** drop down to search person records by **Caution Code**.

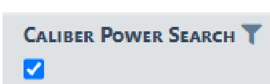
Note: Choose **Person Images** to search images by photo type (mugshots, etc.) and by date range.

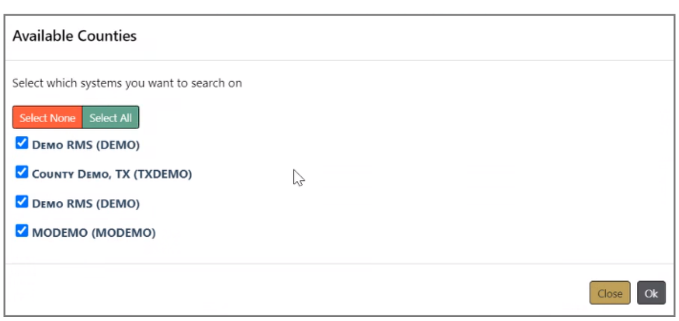
Note: Choose Combo to search by a combination of fields such as, physical description, miscellaneous IDs, address, phone, vehicle, and caution codes.

Power Search

You can conduct a **Power Search** across other counties, if configured for your agency.

Check the **Caliber Power Search** box, then click on the **funnel** to choose which counties you would like to include in your search.

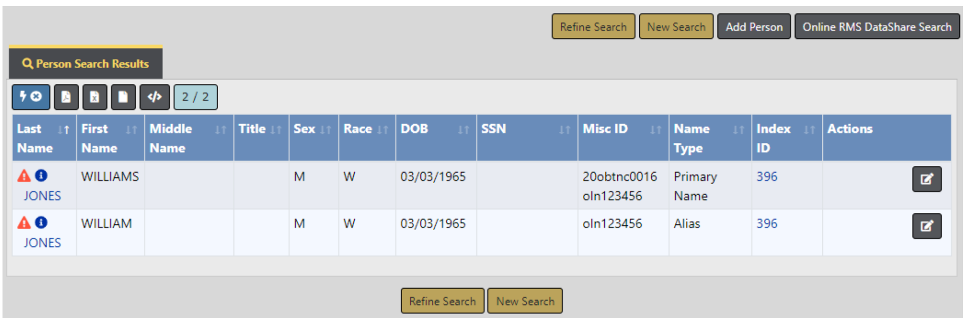




The list of available counties varies by agency.

Search Results

Every master record will be assigned an Index ID number by Online RMS when it is created. Click on the **Index ID** or the **Last Name** in the *Search Results* window to open the *View Person Details* window to view a specific record. Select the edit icon on the *Search Results* page to update a record.



Refine Search | New Search | Add Person | Online RMS DataShare Search

Person Search Results

2 / 2

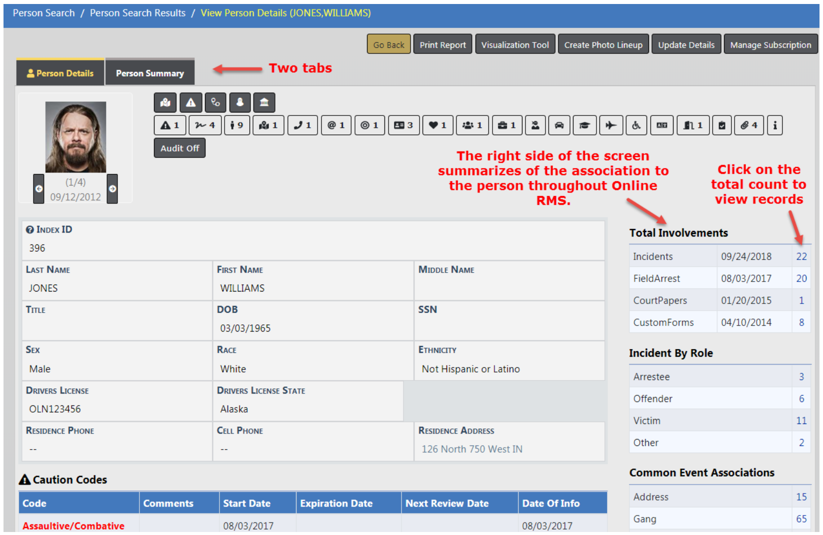
Last Name	First Name	Middle Name	Title	Sex	Race	DOB	SSN	Misc ID	Name Type	Index ID	Actions
JONES	WILLIAMS			M	W	03/03/1965		20obtnc0016 oln123456	Primary Name	396	
JONES	WILLIAM			M	W	03/03/1965		oln123456	Alias	396	

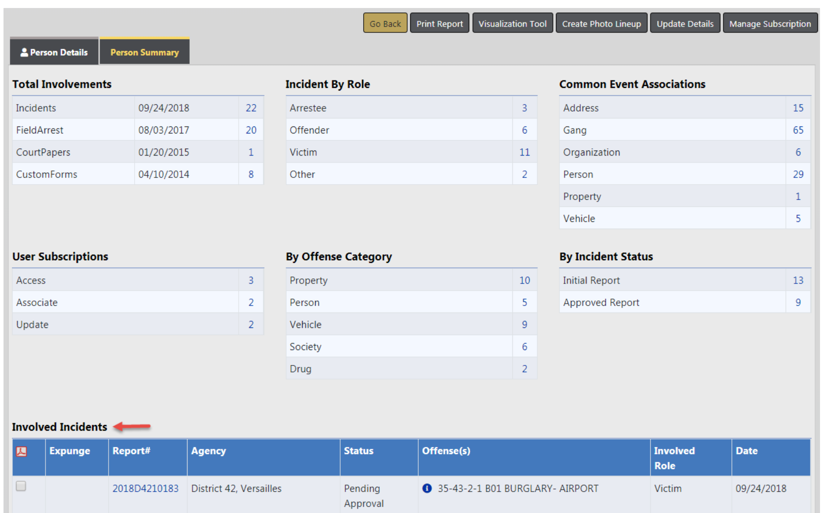
Refine Search | New Search

View Person Details

View Person Details contains two tabs with additional information about that index record, and on the right side of the screen is a summary of all associations to the master index record. Next to each association is a total count hyperlink. Click on the total count hyperlink to go directly to that list under the Summary tab.

> **NOTE**: Select the **Update Details** button on the top right to switch to Update mode.



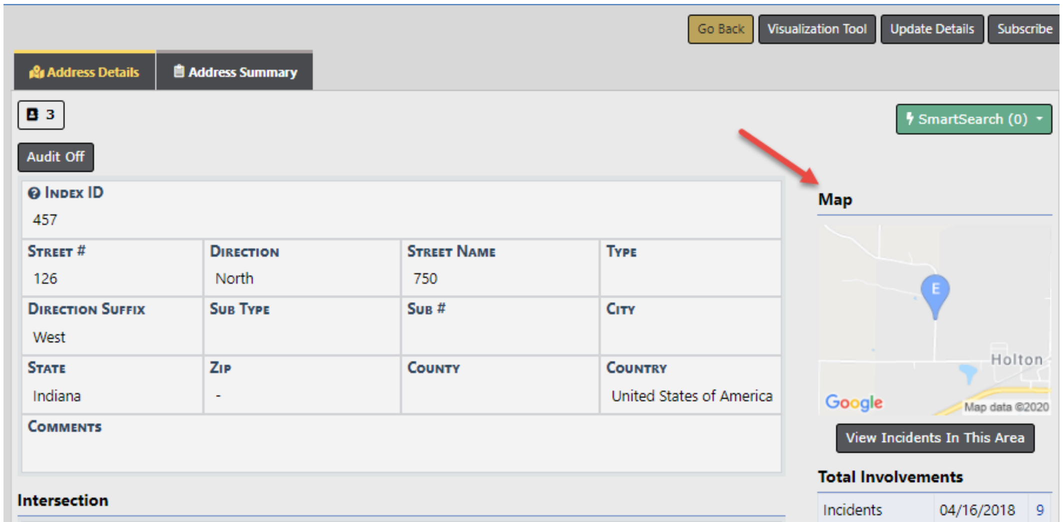


Master Index Associations

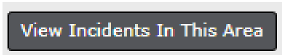
The Summary tab also summarizes the associations on the top portion of the tab. Click on the total count hyperlink to go directly to a list of those records.

Click on the **Residence Address** link to access the address record.

The address record integrates with **Google Maps** when a latitude and longitude are associated with the address, displaying the address location on the map.



Click on the **View Incidents In This Area** button to view closet incidents on the map.

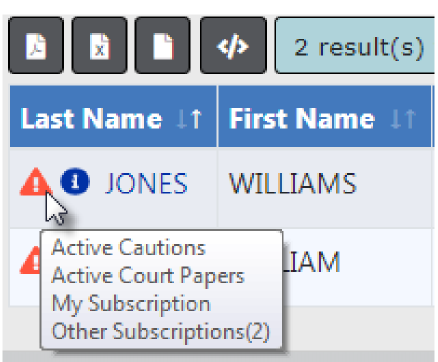


Click on the **Print Report** button to print the master person record. For details, refer to "Print Master Person Records" on page 105.

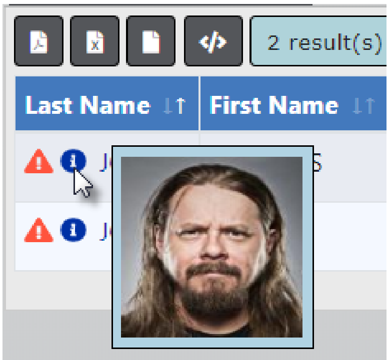
If you search the **Master Indices** from within a module (Incident Report, for example), a select icon  appears that allows you to select and use the record easily. It is highly recommended you review the existing information prior to using it. This gives you the opportunity to update or add additional information if it is available.

Person Active Alerts

A red *Alert Icon*, that appears next to the person's name in the *Person Search Results* window, indicates there are **Active Alerts** on that person. Hover your mouse over the *Alert Icon* to view a summary of the all the active alerts, or click on the *Alert Icon* to open details of all active alerts in a pop-up window.



A blue *Information Bubble*, that appears to the left of the person's name, indicates a photo exists on that person's record. Hover your mouse over the bubble to view the image.



There are various types of **Person Alerts**: Active Cautions, Active Warrants, Active Court Papers, Juvenile, etc.

If the person is a juvenile, an alert displays in red.

System administrators with appropriate permissions can create custom Caution Codes, Caution Categories, and assign Caution Category Roles, allowing administration of Caution Codes by specified user Roles and Categories. For example, you could have a specialized unit that keeps track of persons on probation, and only system administrators or users assigned to this Role can add, edit or delete these codes on person records.

Refer to your system administrator or *Online RMS Administration Guide* for details on administering Caution Codes.

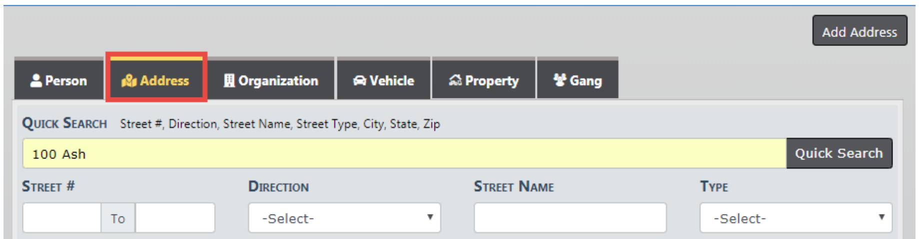
View Mobile Person Results in Online RMS

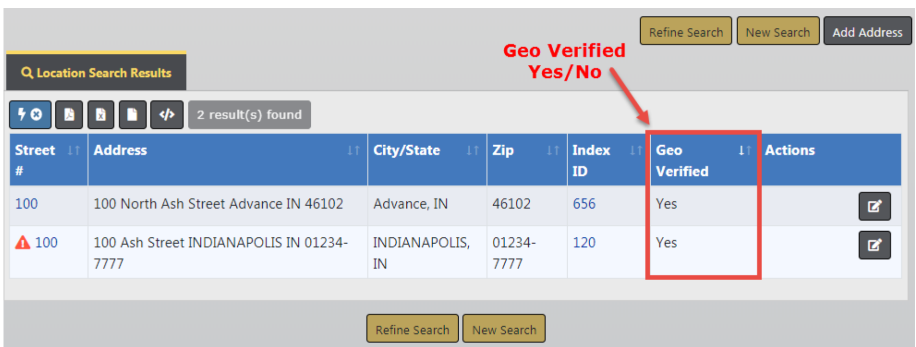
For agencies using both *Caliber Mobile* and *Online RMS*, person results that exist in *Caliber Mobile* within the last 24 hours are accessible on the Master Index Search page in *Online RMS* by a **Mobile Results Available** link prefixed by the number of results found.

Click on the **Mobile Results Available** link to display the *Mobile Results*.

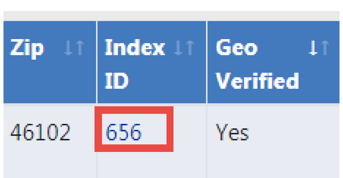
Address Search

The **Quick Search** returns addresses that match every typed word in the field. For example, *100 north* will return all master address records that contain the words *100* and *north*. For a list of everyone living in Indianapolis, Indiana, simply type: Indianapolis IN. You can enter the street number, direction, street name, street type, city, state, and zip, or a combination (*100 Indianapolis*, for example).

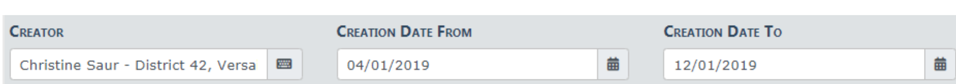




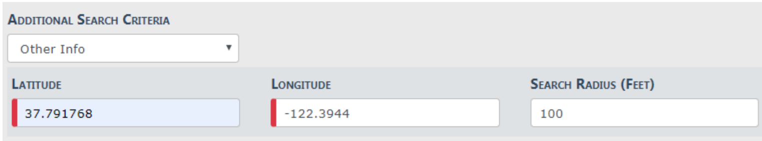
In the results list, click on an Index ID link to quickly view address details.



You can search for records that were created within a particular date range or by a particular user.



You can search for address records by Latitude and Longitude using the **Search Radius (Feet)** option under *Additional Search Criteria* located at the bottom of the page.



For instructions on adding an address to the Master Index, refer to "Adding Address" on page 92.

Adding Master Index Records

Master Index records can be added with appropriate permissions. If the Master Index record you searched for does not exist, click on the **Add** button to create the Master Index record.

> **NOTE**: Person and Address instructions are provided, though the same general process is also used when adding Organization, Vehicle, Property, and Gang.

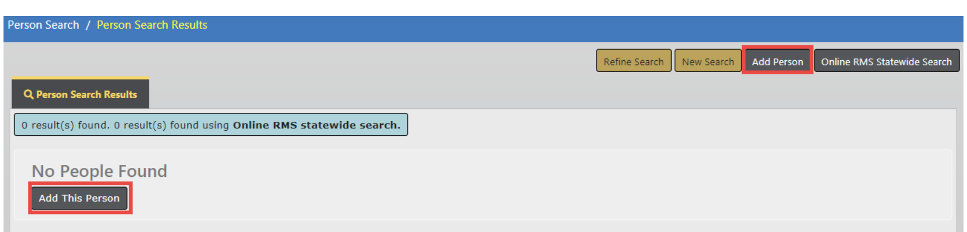
For details on accessing the Master Indices, refer to "Accessing Master Indices" on page 72.

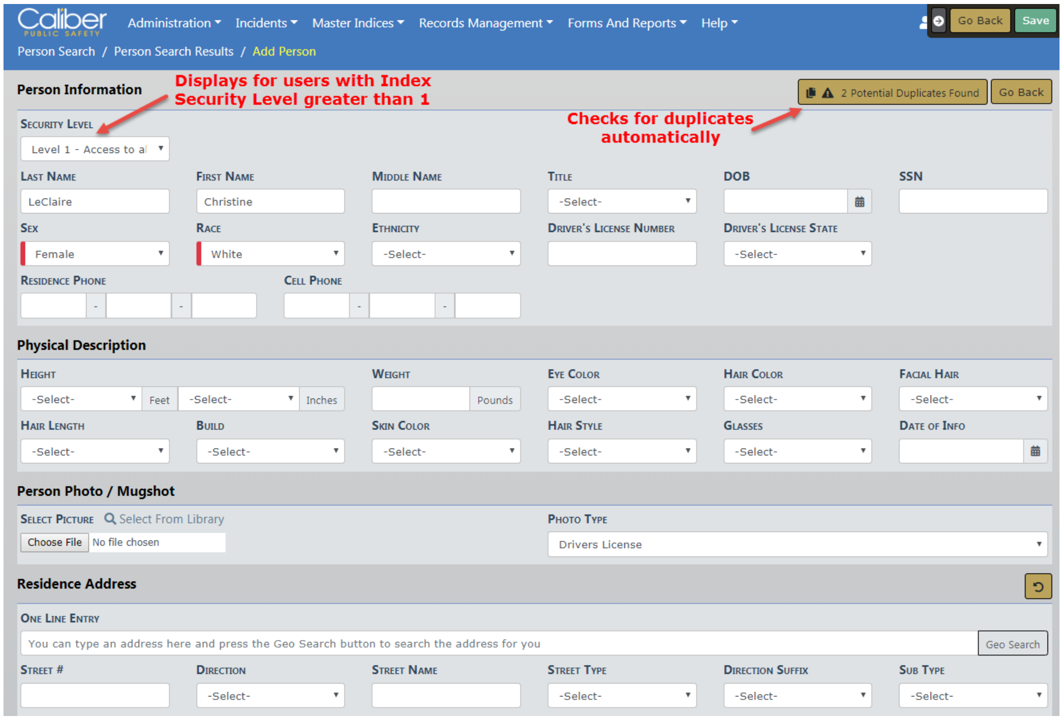
For details on searching for Master Index records, refer to "Searching Master Records" on page 73.

Adding Person

After searching for a Master Person record, the *Person Search Results* screen either displays a list of names that match your search criteria, or it indicates no records are found. For more information about searching Master Indices refer to "Searching Master Records" on page 73.

To add a new person record, click the *Add Person* hyperlink to open the **Add Person** screen.





Physical Description, *Person Photo/Mugshot*, *Residence Address* and *Vehicle* are included on the **Add Person** screen. The system also checks for duplicate Master Person, Master Address, and Master Vehicle records automatically based on at least one of the following combinations per section:

Note: To maximize your screen real estate and improve usability, the *Add Person* entry fields dynamically scale to screen size, reducing the number of rows when adding a new master person record.

Person Information

- Security Level
- *Last Name* and *First Name*
- *SSN*
- *Last Name*, *First Name*, and *DOB*
- *DL Number* and *DL State*.

Note: *Sex* and *Race* are required, so you must also select values in these fields even though they are not criteria in the duplicate search process.

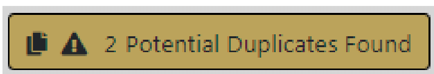
Residence Address

- *Street Number*, *Street Name*, *City*, and *State*

Vehicle

- *VIN*
- *License* and *State*

When the automatic duplicate search is complete, a message appears on the top right of each section, indicating whether or not possible duplicates are found.



For more information about duplicate records, refer to "Duplicate Records" on page 98
.

You can add a person one of two ways:

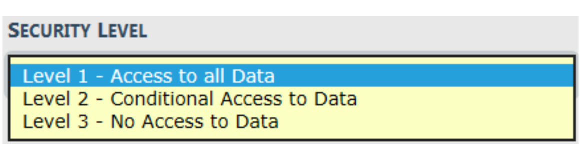
- Manually enter the data in each section.
- Import from external systems, if applicable to your agency.

Manual Entry

Enter Person Information

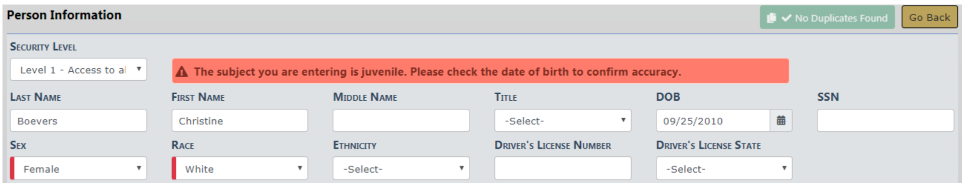
Enter the person information. Online RMS checks for duplicates automatically, and it displays a message indicating whether or not duplicates exist. For more information about duplicate records, refer to "Duplicate Records" on page 98.

The **Security Level** field displays for users that have an **Index Security Level** greater than 1 defined on their user profile page. There are three levels that control data access: Level 1, Level 2, Level 3. Level 1 is the default security level for new master indices records and on all new user accounts.



For more information on Master Index Security, refer to "Master Index Security" on page 70.

When entering the DOB, a verification message displays at the top of the form when the person is a Juvenile or is older than 100.



Add additional person and physical description information in the fields provided.

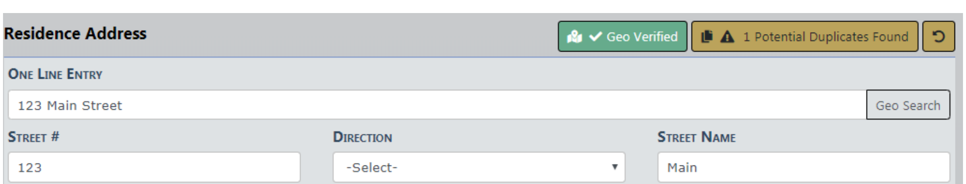
Enter Residence Address

The first field *One Line Entry* can be used to type the entire address on one line and perform a **Geo Search** against **Google Maps** or you can add the Street #, Name, Type, and City, and State in the appropriate boxes, then click to **Geo Verify**. A green *Geo Verified* message appears on the top left of the *Residence Address* section when successfully verified.

The system imports the available information such as, County, Country, Latitude, Longitude, zip. Review the imported data for accuracy and add or update information as needed.

It is important that all addresses save with their corresponding coordinates as Online RMS uses the information when performing event mapping.

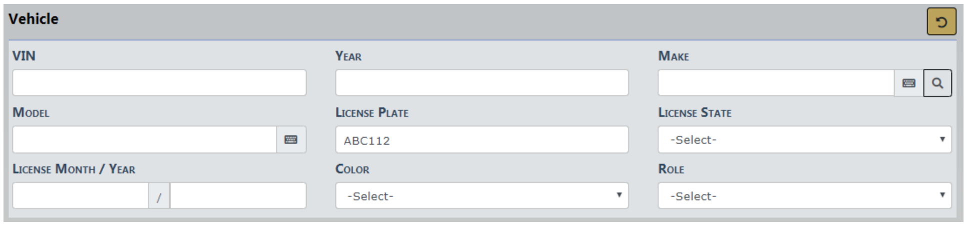
After entering address data, Online RMS checks the *Master Address Index* for duplicates automatically, and it displays a message indicating whether or not duplicates exist. For more information about duplicate records, refer to "Duplicate Records" on page 98.

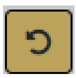


To remove your entered text from the residence address fields, click on the **Reset** button .

Enter Vehicle Information

After entering initial vehicle data, Online RMS checks the *Master Vehicle Index* for duplicates automatically, and it displays a message indicating whether or not duplicates exist. For more information about duplicate records, refer to "Duplicate Records" on page 98.

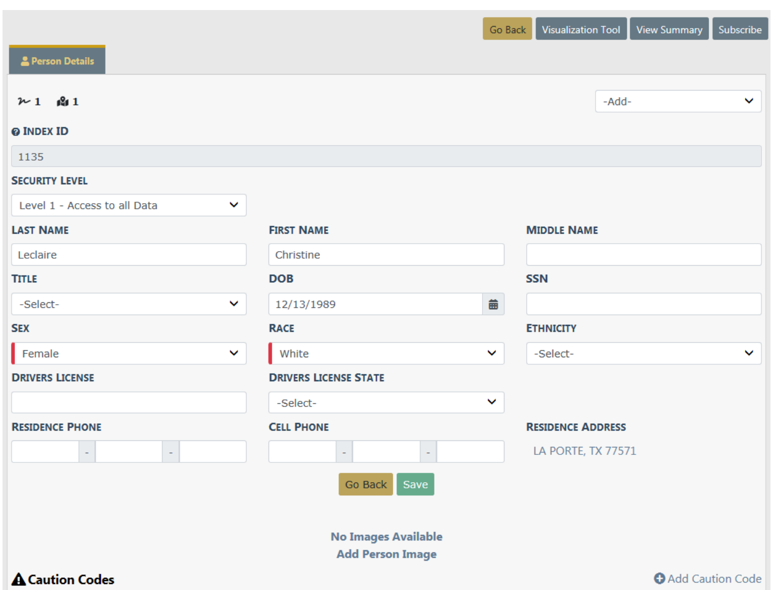


To remove your entered text from the residence address fields, click on the **Reset** button .

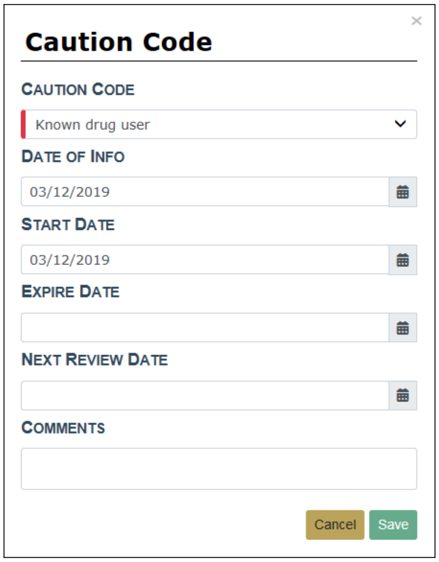
Note: Add additional vehicle information in the fields provided. You must select a **Role** before allowed to save the record.

Save Entry

After entering the necessary information, click the **Save** button on the bottom or top of the screen to save the entry and open the *Person Details* screen.



If you have appropriate permissions to add a **Caution Code** to a person record, click **Add Caution Code** to open the *Caution Code* window.



- Choose a **Caution Code** from the drop-down list.
- Enter the **Date of Info**.
- Enter the **Start Date**.
- Optionally enter the **Expiration Date**, **Next Review Date**, and **Comments**.
- Click **Save** to create an **Active Alert** on that person. A red *Alert Icon* appears next to the person's name in the *Person Search Results* window, indicating **Active Alerts**. Refer to "Searching Master Records" on page 73 for details.

NOTE: The **Start Date** and **Expiration Date** determine whether a **Caution Code** is *Active*. If the current date falls within the range (or the **Expiration Date** is empty and the current date is after the **Start Date**), then the **Caution Code** is considered *Active*.

Apply any additional updates if needed, then click **Save**.

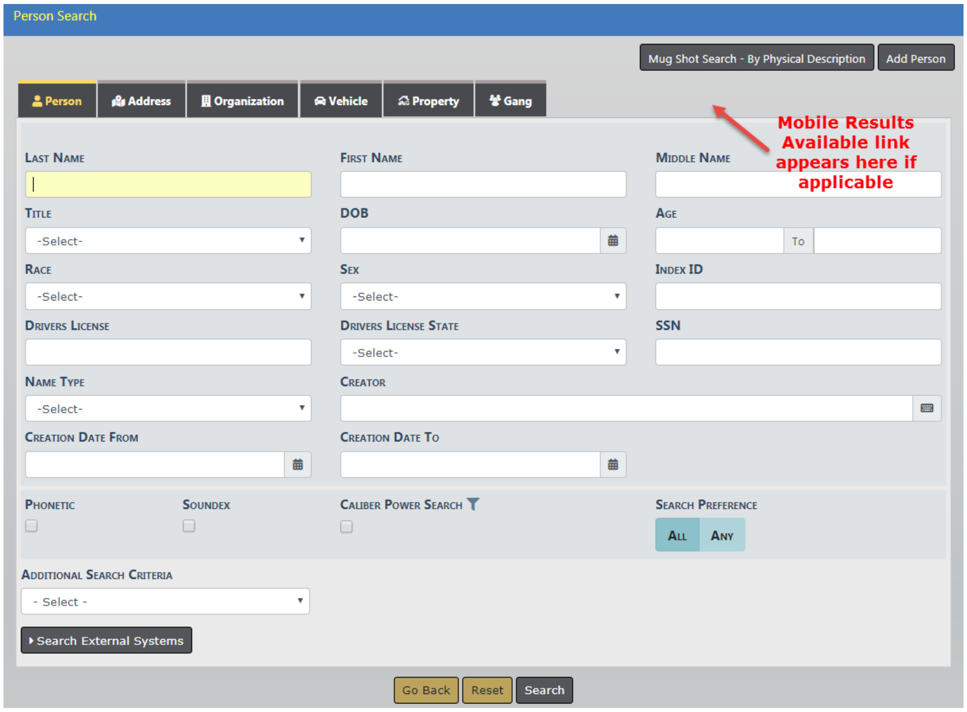
Import/Update Person Results from External Systems

Import New Person

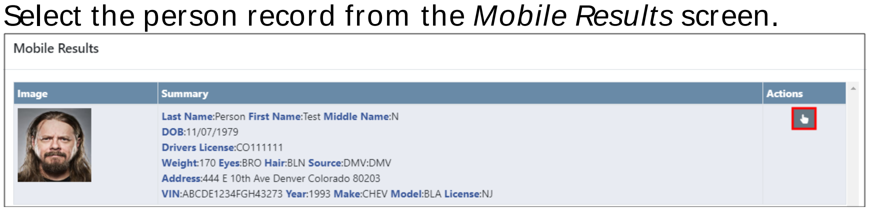
If a person record does not exist in Online RMS, data from the external data source can be imported.

Caliber Mobile

For agencies using both *Caliber Mobile* and *Online RMS*, person results that exist in *Caliber Mobile* within the last 24 hours are accessible on the **Add Person** screen by clicking on the **Mobile Results Available** link that is also prefixed by the number of results found.

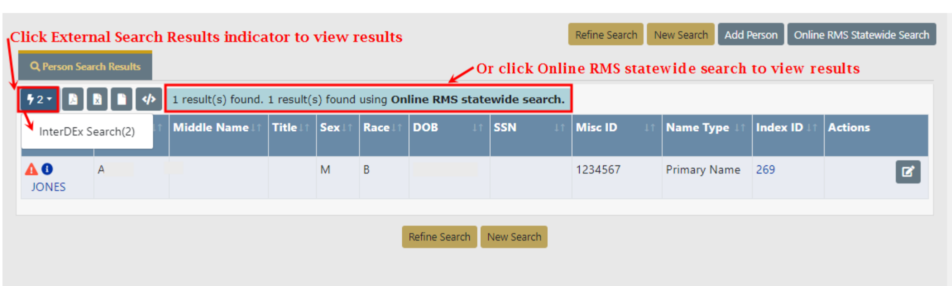


Select the person record from the *Mobile Results* screen.

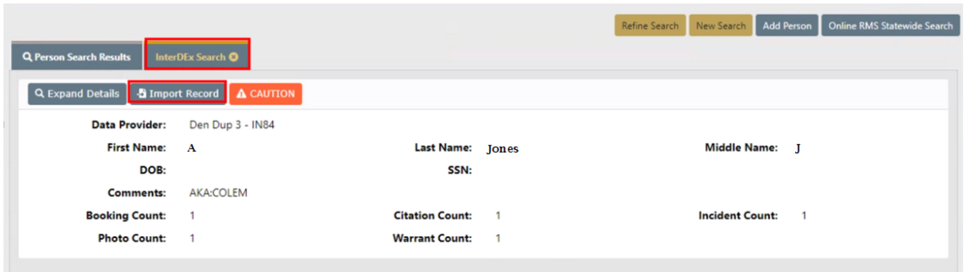


Statewide and InterDEx

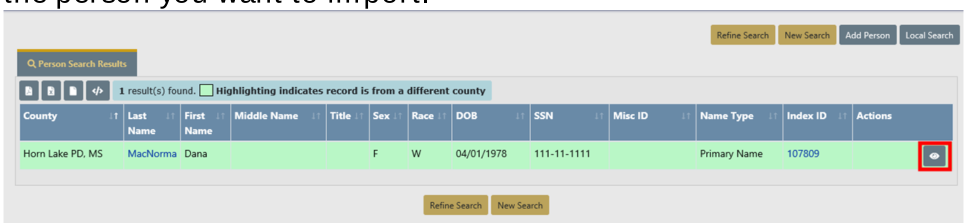
For agencies having access to *Online RMS Statewide*, *InterDEx*, and other External Person Search interfaces, click on **InterDEx Search** results indicator on the *Person Search Results* page, or the **Statewide Search** results to view potential matches outside of the Online RMS for the person.



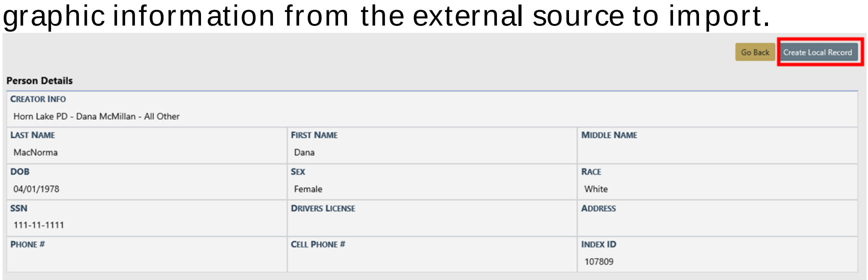
For *InterDEx* search results, click on the option to **Import Record** to select from the available person demographic information from the external source to import.



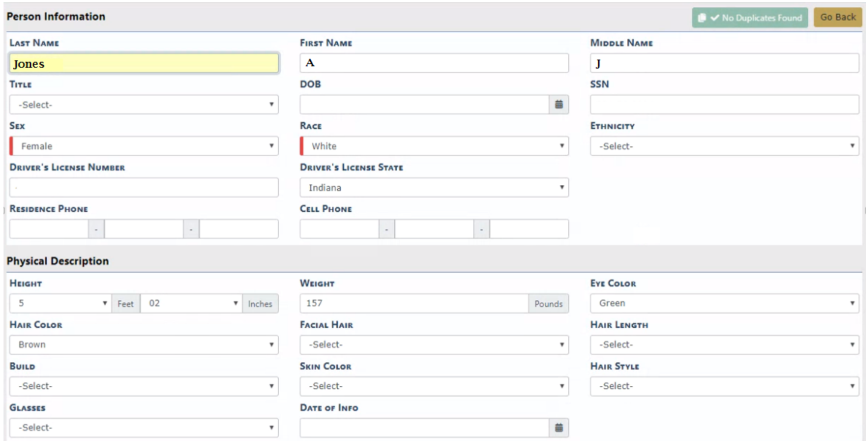
For *Statewide* search results, click on the icon in the *Actions* column to the right of the person you want to import.



Click on the option to **Create Local Record** to select from the available person demographic information from the external source to import.



After selecting one of the above search results options, the available person, address, vehicle, and image data then imports into the **Add Person** screen. The system then searches for duplicate Master Person, Master Address, and Master Vehicle data automatically. For more information about duplicate records, refer to "Duplicate Records" on page 98 .



Manually update data as needed.

Click **Save** to create the applicable Master Index records or click **Go Back** to return to *Master Index Search*.

Update Existing Person

If a matching person record exists in the Online RMS, data from the external data source can be added to the existing person record. Start by selecting the person from the duplicate search results dialog box.

Caliber Mobile

For updating persons coming from Mobile DIS returns, select the duplicate existing person record during the **Add Person** flow, then select **Yes** when asked if you would like to *import your data into the person record*.

For details on importing a person from Caliber Mobile refer to "Caliber Mobile" on page 89.

Statewide and InterDEx

For *Statewide*, *InterDEx*, and other External Search Sources, updates to add data from the external data source can be made directly from the *Edit Person* page. Select the **SmartSearch** link to view potential matches from external data sources.

Select **Update Record** to choose information from the external data source to add to the existing person record, including photo if available.

Adding Address

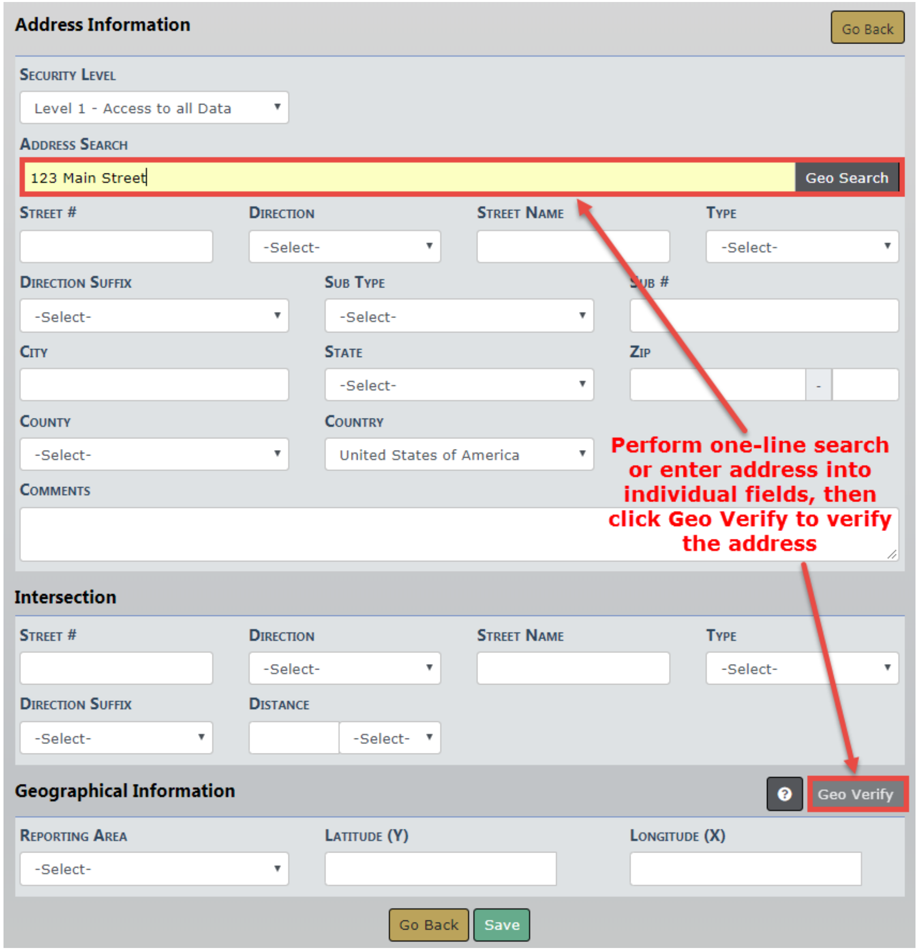
NOTE: When adding a new person, the address can be added as part of that process. For more information about adding a person, refer to "Adding Person" on page 83.

When an initial search of the database does not locate an existing address matching the search parameters, select the **Add Address** button to add the address. For more information about searching addresses, refer to the *Address Search* section of "Searching Master Records" on page 73 .

Specific Address

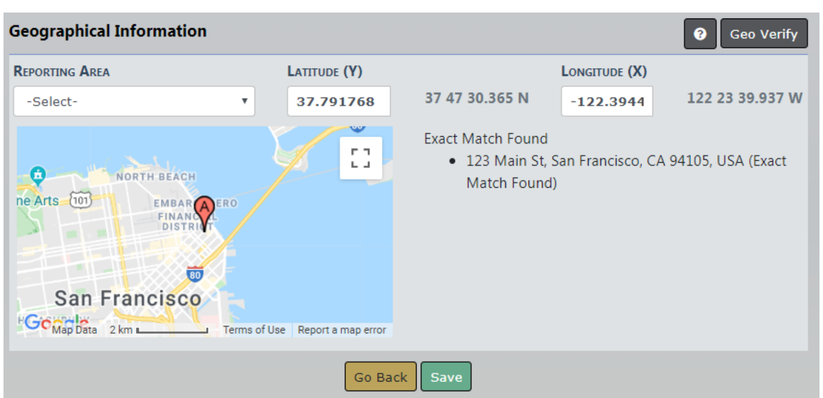
The top *Address Search* line can be used to type part or all of the address on one line and perform a **Geo Search** against **Google Maps**, or you can add the Street #, Direction, Street Name, Type, and City, and State in the appropriate boxes then click to **Geo Verify**.

NOTE: It is important that all addresses are saved with their corresponding coordinates as Online RMS uses the information when performing event mapping.

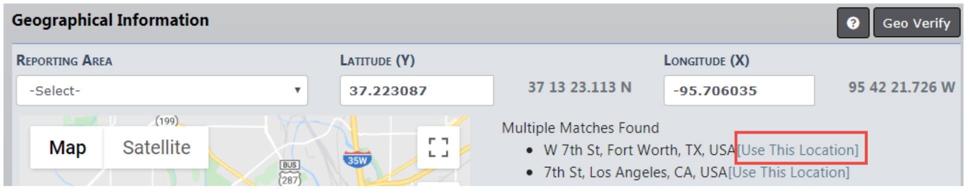


The **Geo Search** returns either an exact address match along with a map showing a pin positioned on it and will fill in the Latitude and Longitude for the searched address, or a possible list of address matches from which you choose fills in the Latitude and Longitude information. If the returned pin on the map is not in the exact location, you can move the pin by clicking on the map in the location that the pin should be positioned; this updates the Latitude and Longitude coordinates.

Example of an exact match:



If multiple addresses appear in the list a **Use This Location** link appears next to every listed address record. Click the **Use This Location** link to choose a selected address and add it to the record.



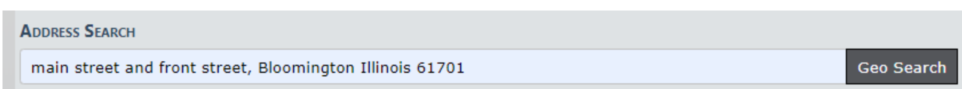
Once the correct **Geo Location** is selected and the coordinates are updated, verify the address information entered into each field.

NOTE: Vehicle, Gang, and Organization information is added by using the same process; searching for an existing record first. If the record does not exist, select the *add* hyperlink.

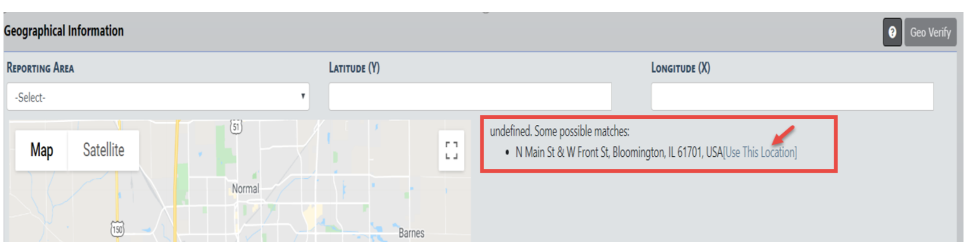
Intersections

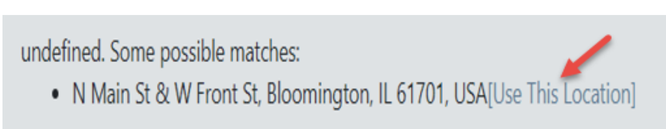
Intersection information can be parsed from Google search results and imported into the address record.

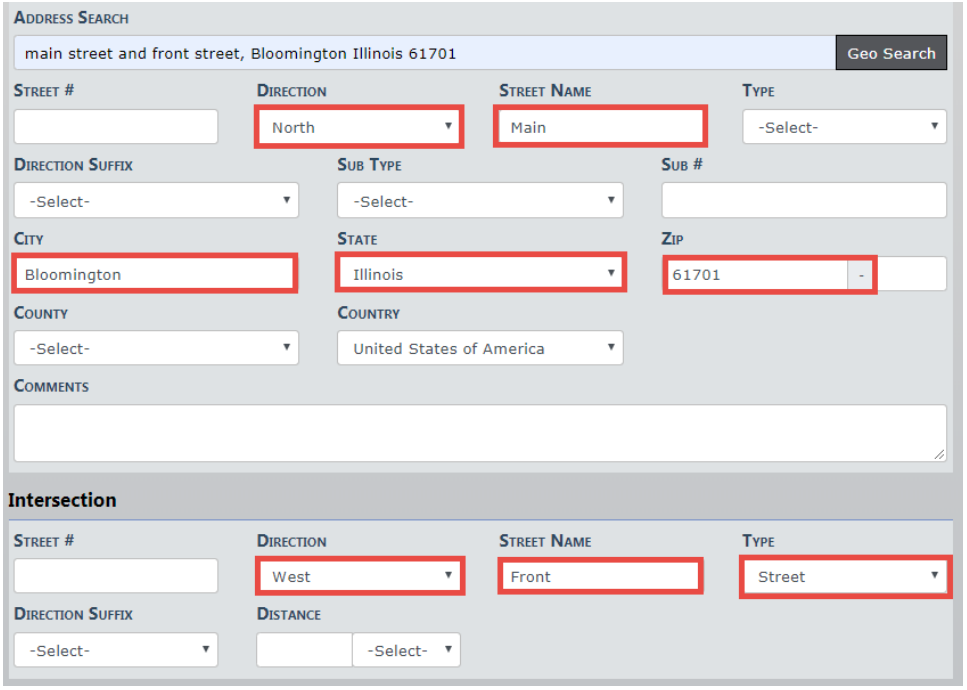
Enter the intersection information into the **Address Search** field then click **Geo Search**. to view the Goggle search results.



In the Google search results window, click the **Use This Location** link to parse the intersection information and import into the record.



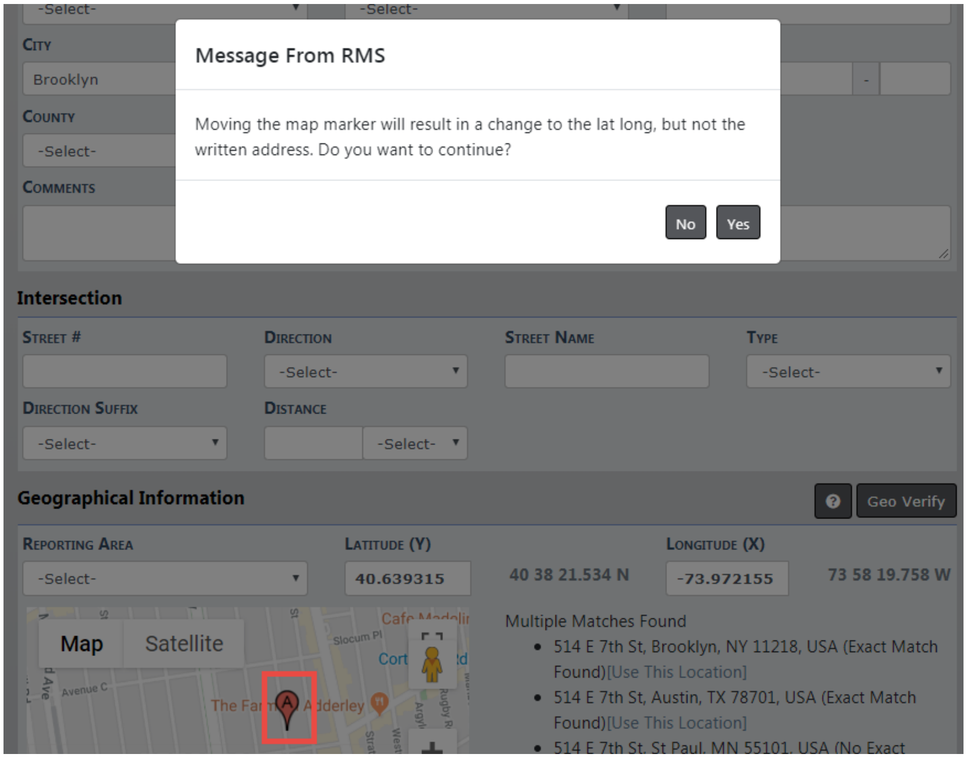




Dynamic Map Marker

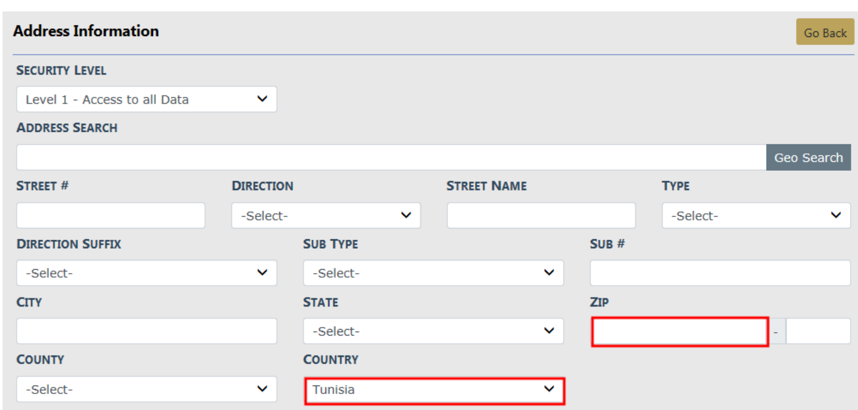
For events occurring at locations that are not at a specific address, you can drag the map marker location on the map to use Geo-Coordinates for that location. Choose a result from the location matches found, then drag the Map Marker to the exact location on the map to update the Geo-Coordinates for the Master Location record.

A message appears stating that moving the marker results in a change to the lat long, but not the written address. Select **No** to abort the change, or **Yes** to continue.



Other Countries

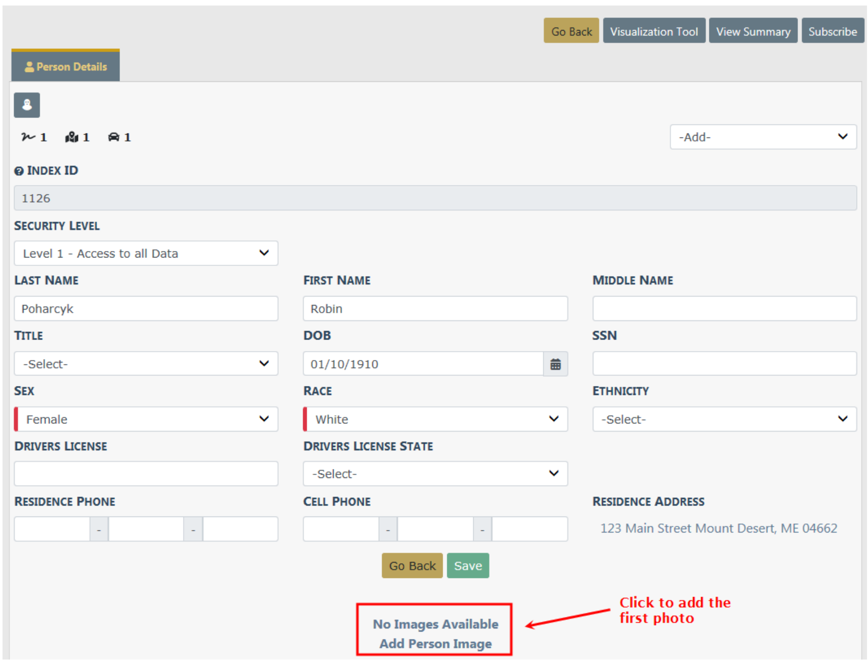
When choosing a **County Code** other than the *United States*, the system does not validate or enforce **Zip Code** entry rules.



Adding Photos

Adding the First Photo

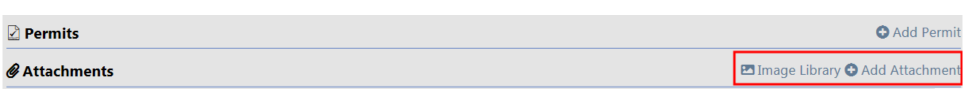
1. Select the **Add Person Image** link on a *Master Person Index* record that does not yet have a photo.



2. Follow the "Add Attachments" on page 57 instructions to add the new photo.

Adding Additional Photos

1. Page down and select the **Add Attachment** or **Image Library** link.



To add image files from your personal *Image Library*, select the **Image Library** hyper-link. If images do not exist in your Image Library, then the hyperlink does not appear.

2. Refer to "Add Attachments" on page 57 or "Image Library" on page 63 for more information.

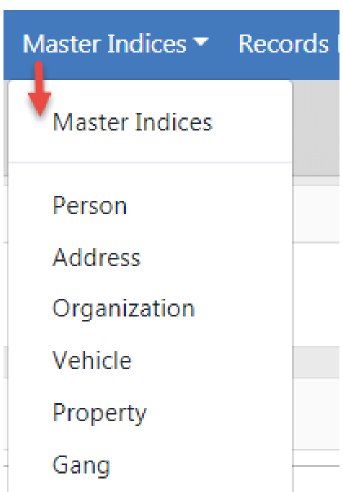
Duplicate Records

When attempting to enter a new person, address, organization, vehicle, property, or gang index record through the *Master Indices* menu, the system compares the entered data with existing records, and if a match between the two is found, an error message displays. If you continue creating the duplicate record, the system requires a reason as to why and the record is saved for later review.

NOTE: While the examples listed in this section reference Person, a similar process applies to all *Master Indices*.

For descriptive information on *Master Indices*, refer to "Master Indices Overview" on page 69.

For instructions on entering a new person or address record, refer to "Adding Person" on page 83 or "Adding Address" on page 92, respectively.



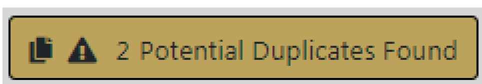
When entering a new Person record, the system checks for possible duplicate records and a message displays indicating whether or not a possible duplicate is found.

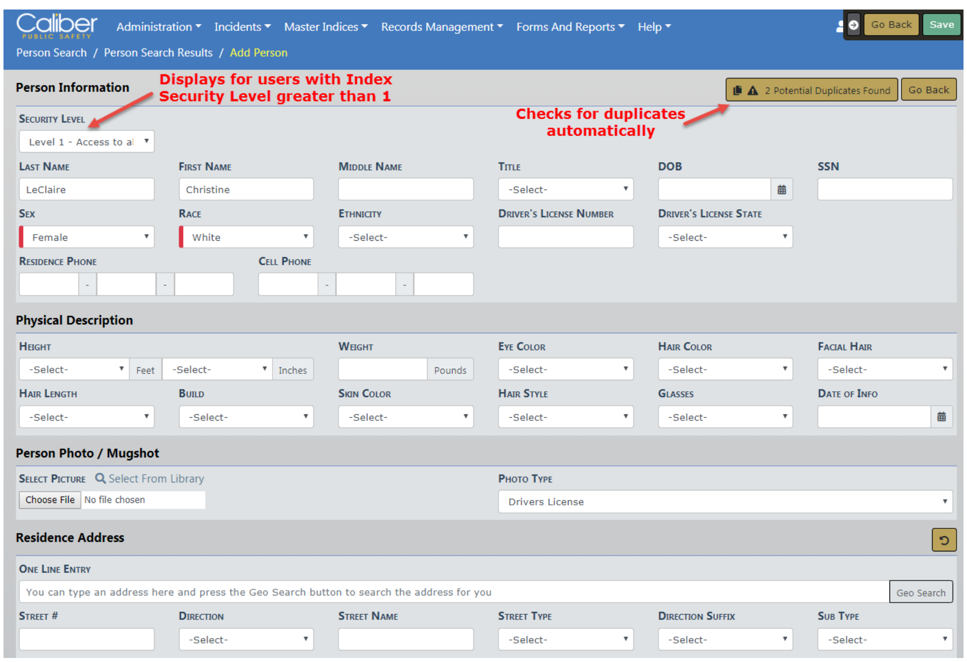
No Duplicates Found

If no duplicates are found, a green *No Duplicates Found* message appears on the top right of the section.

Possible Duplicates Found

A **Potential Duplicate Found** warning message appears if the system detects a match between the new record and an existing record.

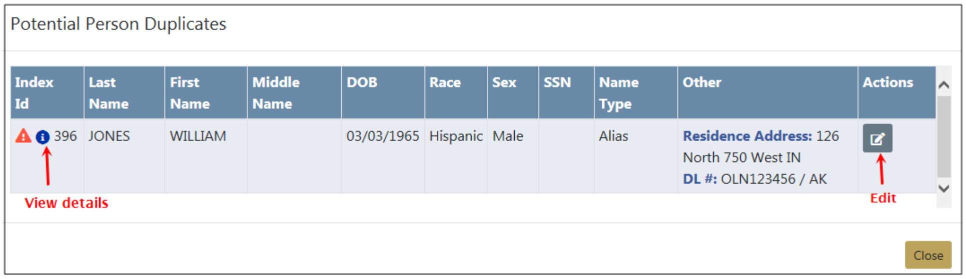




Click on **Potential Duplicates Found** to view the existing records.

Person Duplicates

Click on the *Potential Duplicates Found* message to display the list of duplicate records, to manually assess whether or not duplicates truly exist.



With proper permissions you can view details or edit (update) the existing records that appear in the list instead of creating a new entry.

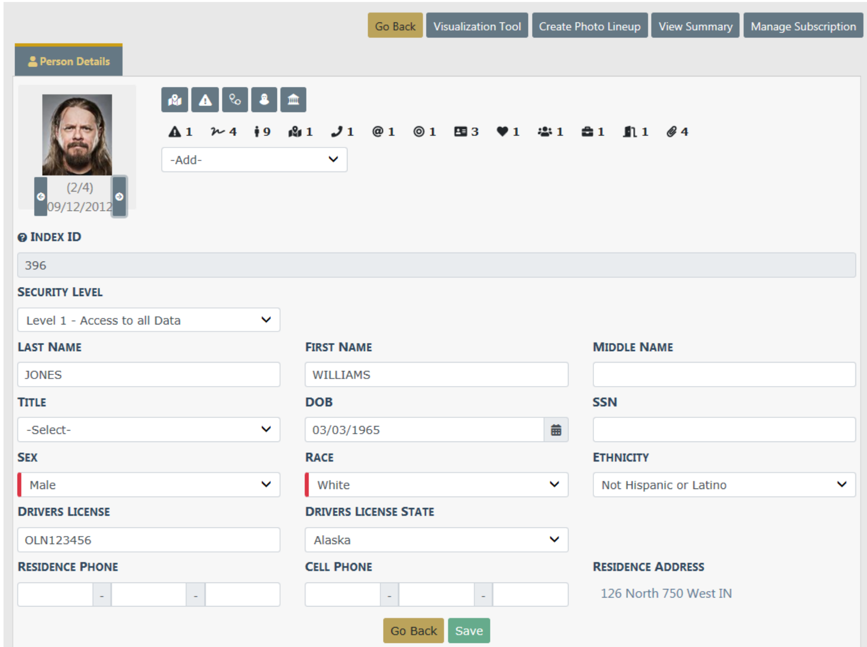
If duplicate entries exist for the same record they can be **Collapsed** together to create one record. Please contact your agency administrator if this function needs to be performed on the duplicate records.

View Details

Details of the record appears when you click on the blue information bubble.

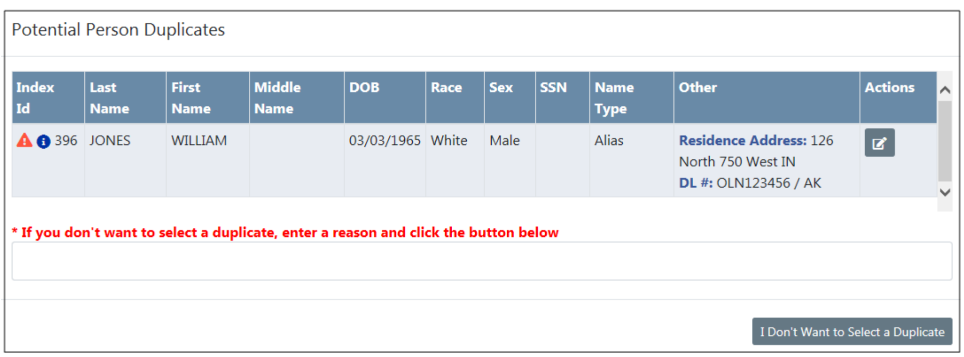
Edit Record

You can update an existing record rather than create a new record, if appropriate. The *Details* screen appears after you select the **Edit** icon in the *Actions* column of the Potential Duplicates list.



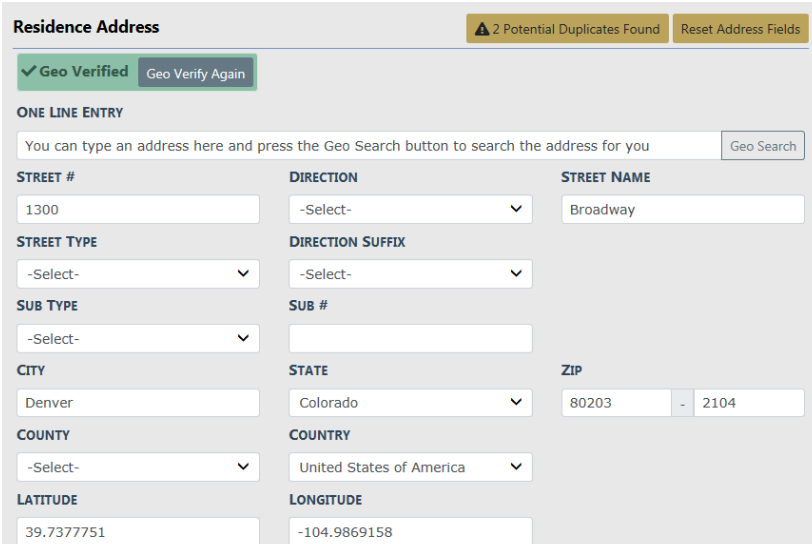
Make the necessary updates, then click **Save**, or click **Go Back** to return to the **Add Person** screen.

If you choose to click **Save** to create the record, even though potential duplicates are found, a screen appears asking you to select existing records as duplicates. Select duplicate records, or click the *I Don't Want to Select a Duplicate* button to create the record without selecting duplicates. You must enter the reason for the duplicate.

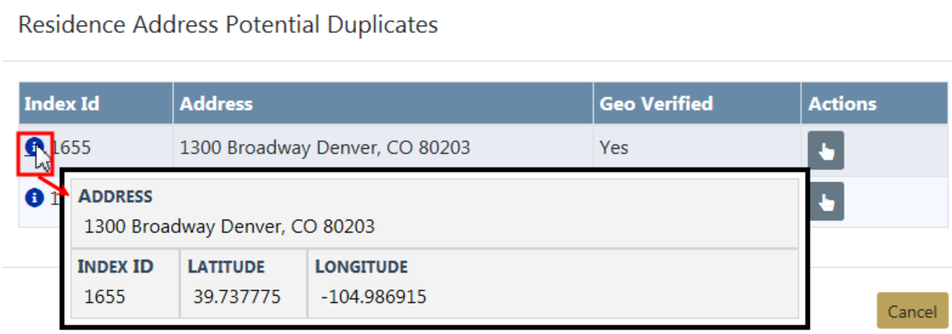


Residence Address Duplicates

Enter the address information.



If potential duplicates are found, click on the *Potential Duplicates Found* message to display the list of duplicate records, to manually assess whether or not duplicates truly exist. With proper permissions you can view details or edit (update) the existing records that appear in the list instead of creating a new entry.

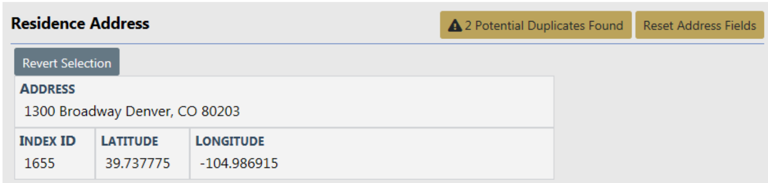


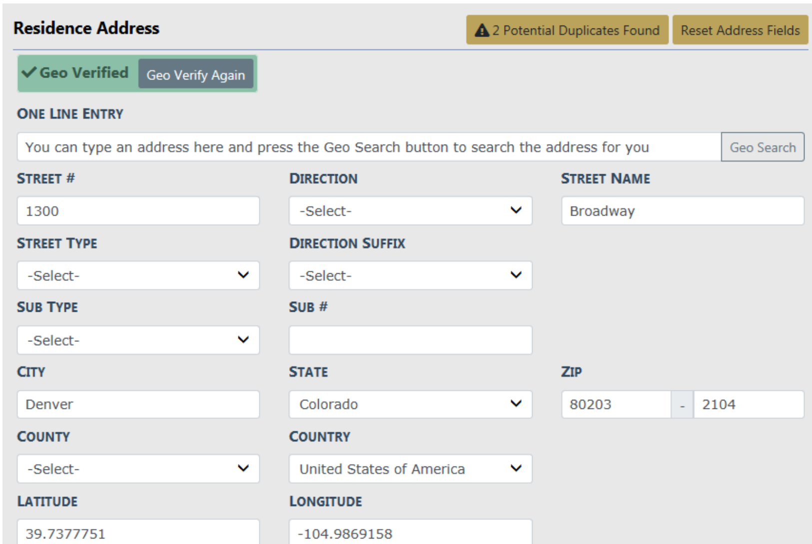
Optionally, click on or hover over the blue information bubble to view additional information.

If one of the duplicates contains the address you need, select it instead of creating a new record by clicking on the Select icon in the *Actions* column.

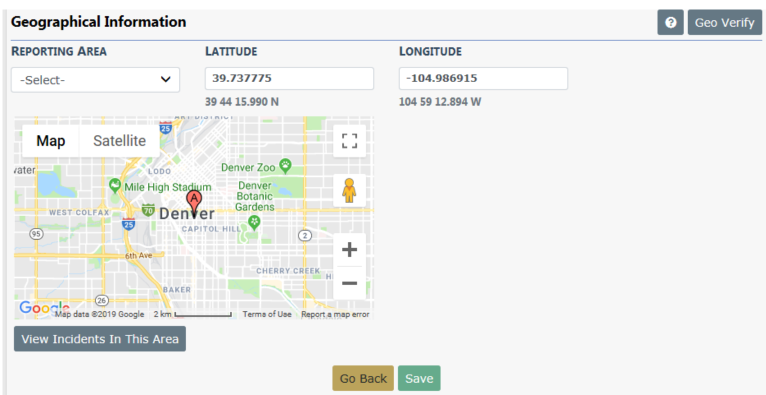
Optionally, click the **Reset Address Fields** button to clear the entered data.

Optionally, click the **Revert Selection** button on the upper left to remove the vehicle and redisplay vehicle fields





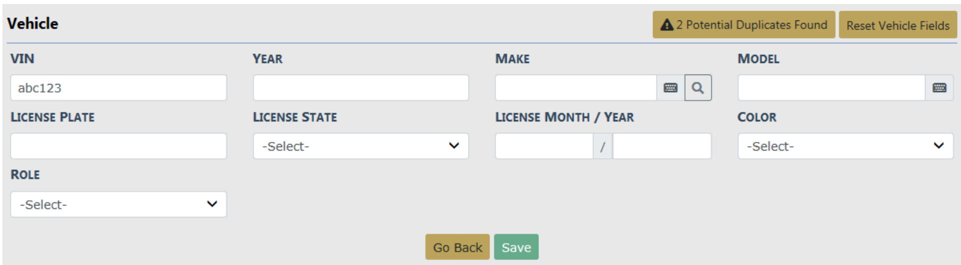
When selecting an existing record from the list, the system inserts the address map.



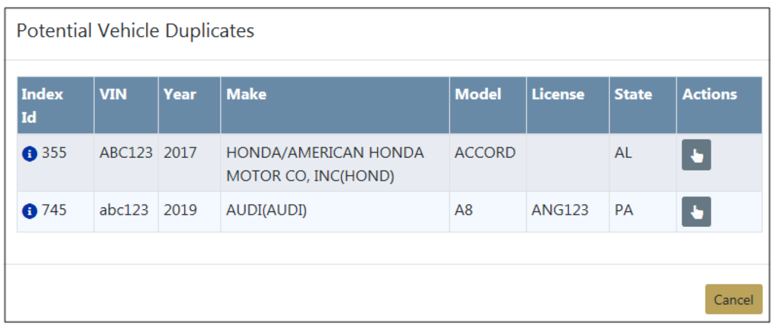
Click the **Save** button.

Vehicle Duplicates

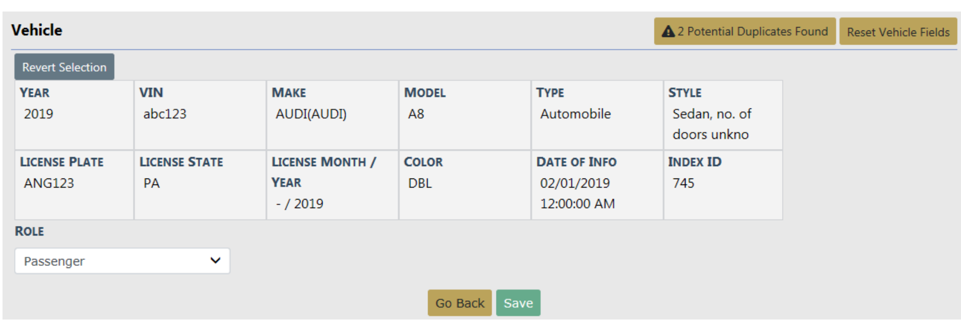
Click on the *Potential Duplicates Found* message to display the list of duplicate records, to manually assess whether or not duplicates truly exist. With proper permissions you can view details or edit (update) the existing records that appear in the list instead of creating a new entry.



Optionally, click on the blue information bubble to view additional information. If one of the duplicates contains the vehicle you need, select it instead of creating a new record by clicking on the Select icon in the *Actions* column.

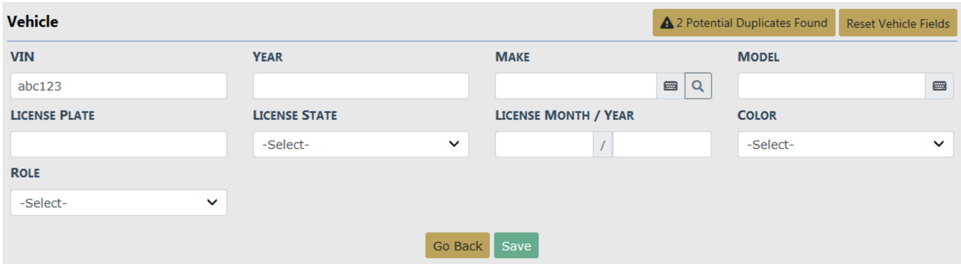


When selecting an existing record from the list, the system inserts the selected vehicle information. Select the **Role**.



Optionally, click the **Reset Vehicle Fields** button to clear the entered data.

Optionally, click the **Revert Selection** button on the upper left to remove the vehicle and redisplay vehicle fields.



Click **Save**.

Deleting Master Index Records

You cannot delete **Master Index** records, only edit and collapse them. For more information on collapsing records, refer to your system administrator.

Print Master Person Records

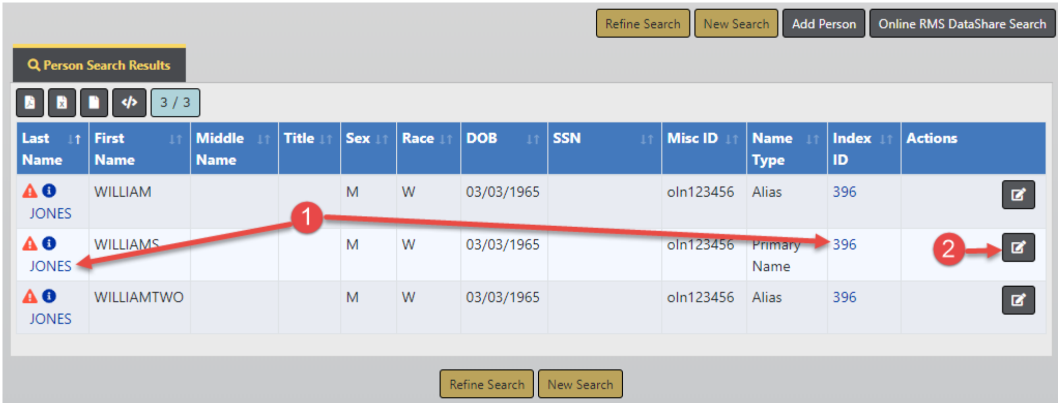
Master person records can be printed from the *View Person Details* page.

To print a master person record:

Search for and select the appropriate master person record.

For details on accessing the Master Indices, refer to "Accessing Master Indices" on page 72.
For details on searching for Master Index records, refer to "Searching Master Records" on page 73.

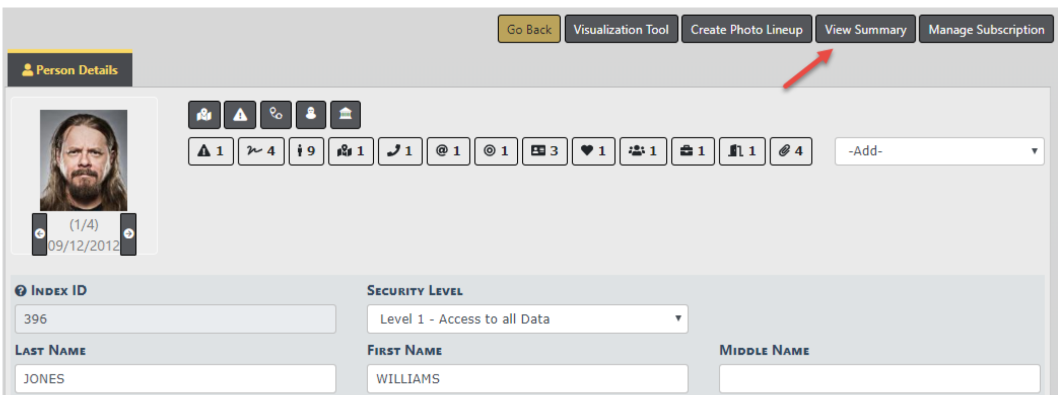
Access the *View Person Details* page using one of the following two methods from the *Search Results*:



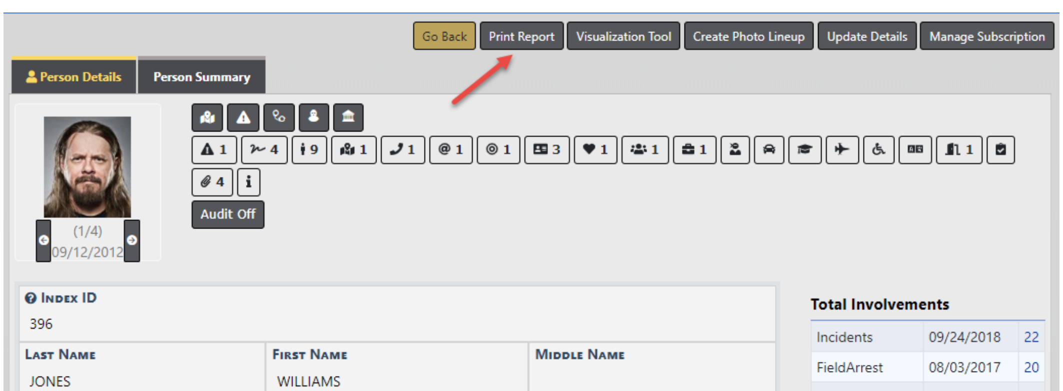
1. Click on the **Last Name** or **Index ID** to open that person's *View Person Details* page.

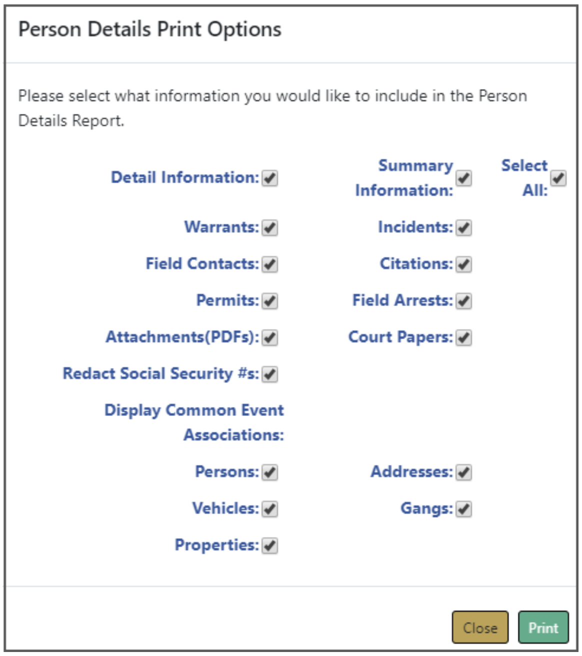
2. Or, click on the edit icon to open the *Edit Person* page

   a. Then click on the **View Summary** button to open the *View Person Details* page.



From the *View Person Details* page, click on the **Print Report** button to open the *Person Details Print Options*.




Person Details Print Options

Please select what information you would like to include in the Person Details Report.

Detail Information: ☑ | Summary Information: ☑ | Select All: ☑
Warrants: ☑ | Incidents: ☑
Field Contacts: ☑ | Citations: ☑
Permits: ☑ | Field Arrests: ☑
Attachments(PDFs): ☑ | Court Papers: ☑
Redact Social Security #s: ☑

Display Common Event Associations:

Persons: ☑ | Addresses: ☑
Vehicles: ☑ | Gangs: ☑
Properties: ☑

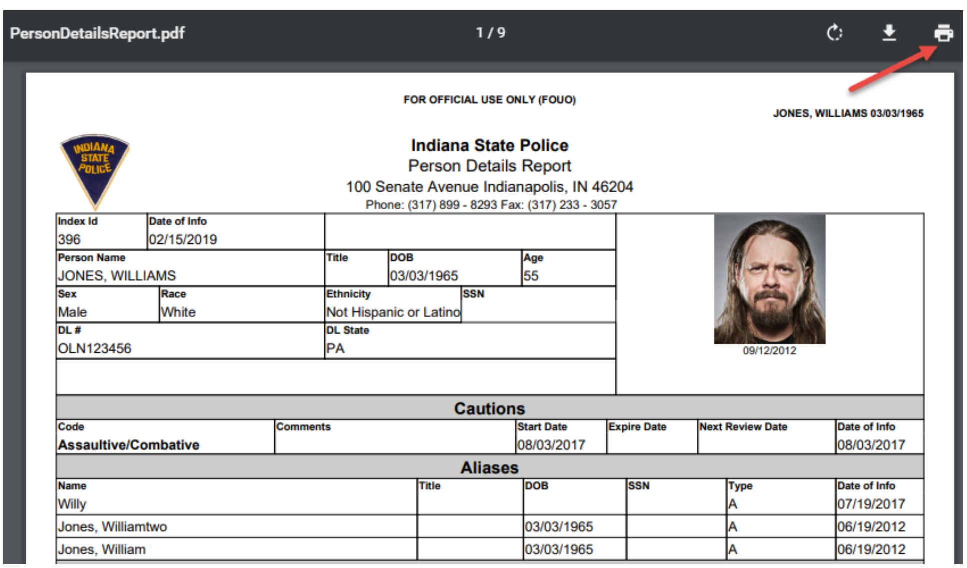
Close Print

Select one or more options listed, or Select All to include all options.

Click the **Print** button.

A **PersonDetailsReport.PDF** file generates and downloads to your local machine.

Open and print the PDF file. This document could contain several pages, depending on the number of chosen options.



FOR OFFICIAL USE ONLY (FOUO)

JONES, WILLIAMS 03/03/1965

Indiana State Police
Person Details Report
100 Senate Avenue Indianapolis, IN 46204
Phone: (317) 899 - 8293 Fax: (317) 233 - 3057

Index Id	Date of Info			
396	02/15/2019			
Person Name		Title	DOB	Age
JONES, WILLIAMS			03/03/1965	55
Sex	Race	Ethnicity	SSN	
Male	White	Not Hispanic or Latino		
DL #		DL State		
OLN123456		PA		

09/12/2012

Cautions

Code	Comments	Start Date	Expire Date	Next Review Date	Date of Info
Assaultive/Combative		08/03/2017			08/03/2017

Aliases

Name	Title	DOB	SSN	Type	Date of Info
Willy				A	07/19/2017
Jones, Williamtwo		03/03/1965		A	06/19/2012
Jones, William		03/03/1965		A	06/19/2012

Subscribe to Master Records

You can **Subscribe** to existing master index records (person, address, vehicle, organization, etc.) to receive a notification when someone views, updates or associates the master index records to which you have an interest.

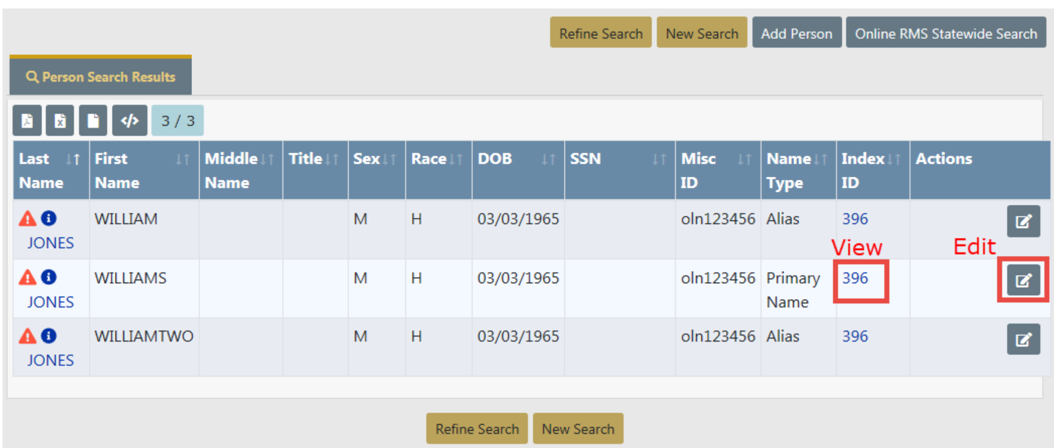
For example, you can **Subscribe** to Williams Jones' master person record to receive notification when someone applies updates to his master person record.

Follow these steps to Subscribe:

1. **Search** for the master person record to which you want to subscribe.

   For more information on searching, refer to "Searching Master Records" on page 73.

2. From the search results grid, **View** or **edit** the record to which you want to subscribe.



3. The view or edit form opens, based on which option you chose.

4. Whichever option you chose, a Subscription button appears on the top right of the window.

   The button varies on whether this is an existing or new subscription:

   = Add a new subscription.

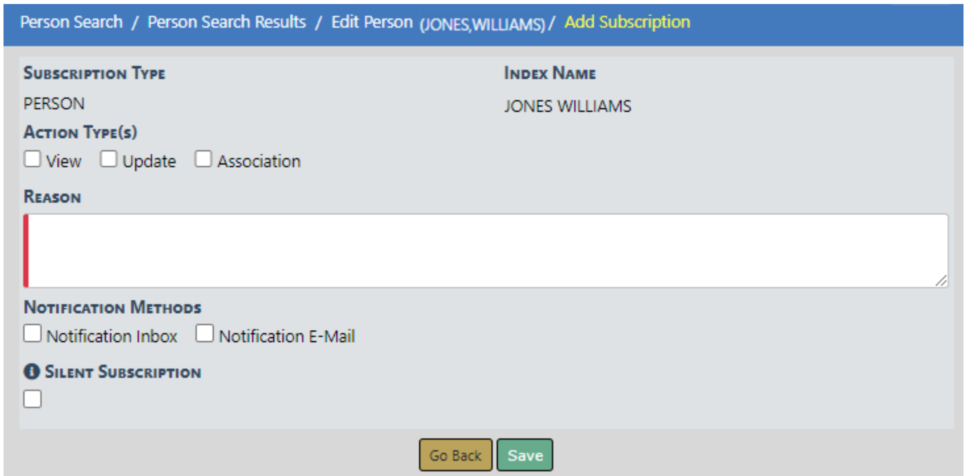
   

   = Update or delete the existing subscription.

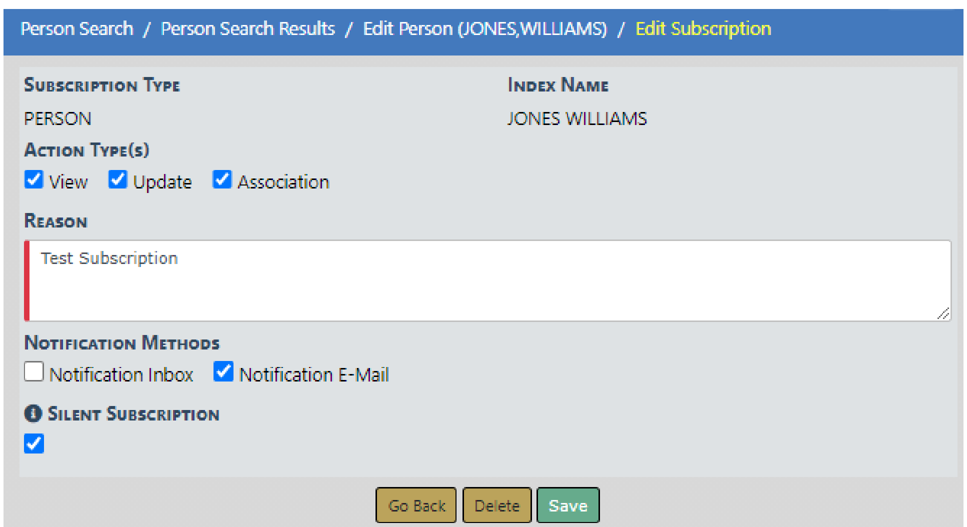
5. Click the button that applies in this case.

6. The **Subscription** form opens.

   If adding a new subscription, an empty *Add Subscription* form opens.



   If managing an existing subscription, the *Edit Subscription* form opens.



7. Select or deselect the appropriate check boxes and provide the reason for the subscription.

   If the **Silent Subscription** box is checked, the subscription cannot be viewed by another user.

8. Click **Save**.

9. If you want to delete the existing subscription, click the **Delete** button, then confirm deletion.

Chapter 7. Crime Visualization Tool

Crime Visualization Tool Overview

The **Crime Visualization Tool** displays connections, or network, between persons, vehicles, addresses, phones, and involvement in police-related events in a graphical format to identify complex relationships, which then improves the likelihood of solving more crimes. The **Crime Visualization Tool** produces a graph, also known as the **Spider Chart**, because of its web-like appearance.

The **Spider Chart** is made up of a network of associations that are connected: People, places, things, and events. The following **Network Associations** are currently supported:

Organizations

People

Addresses

Phone Numbers

Vehicles

Incidents

Field Contacts

Organizations (Relationships)

People

Vehicles

Gangs

Addresses

Incidents

Field Contacts

Phone Numbers

Organizations (Employment, Education)

People (relationships)

Vehicles

People

Incidents

Field Contacts

Gangs

Field Contacts

People

Associated Gangs

Addresses

People

Organizations

Incidents

Field Contacts

Phone Numbers

People

Organizations

Field Contacts

People

Incidents

Gangs

Vehicles

Addresses

Incidents

People

Organizations (Victims, Other Names)

Vehicles

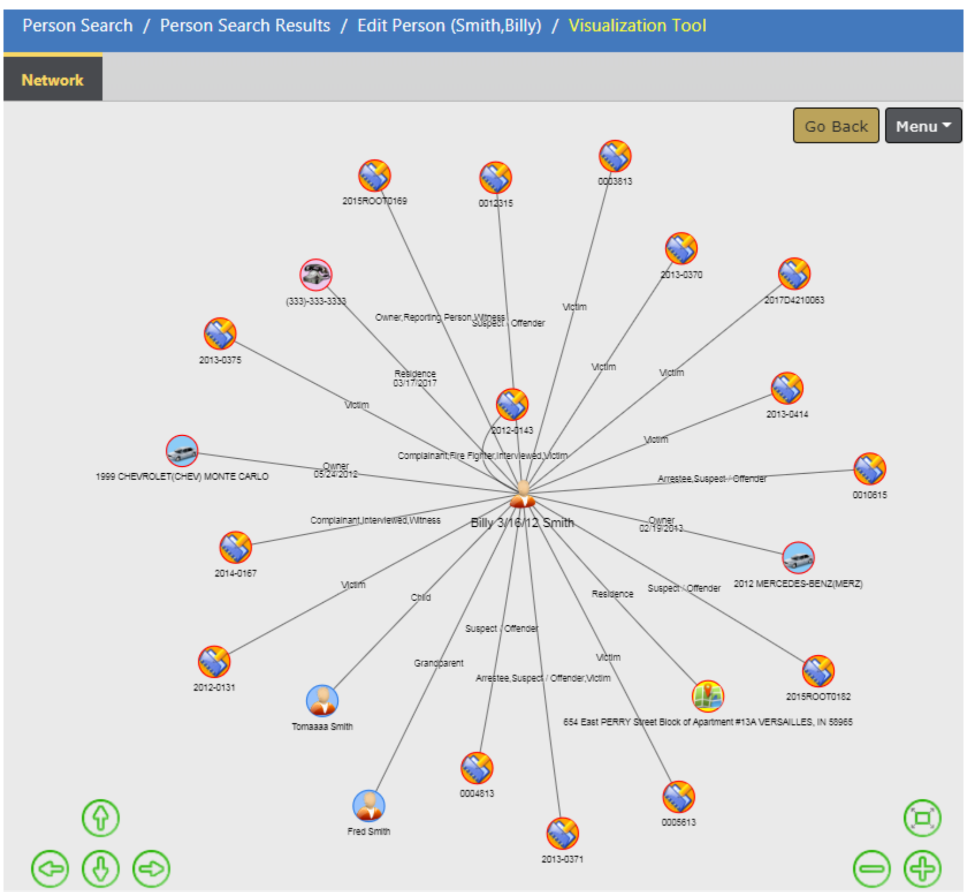
Addresses

Field Contacts

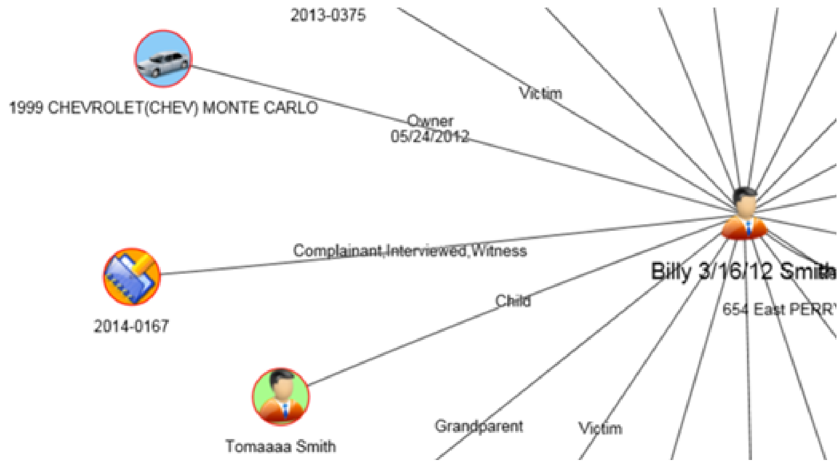
Spider Chart

The **Crime Visualization Tool** that generates the **Spider Chart** is accessible from various pages of Online RMS such as Incident Summary, Persons, etc., by clicking on the **Visualization Tool** button or other method, depending on the Online RMS page. For more information on accessing the **Crime Visualization Tool** refer to "Access Points" on page 120.

Below is an example of a **Spider Chart** generated from the *Edit Person* page for Billy Smith. Billy Smith appears in the center of the chart with connecting lines to each association, also known as **Element**.



A closer view of the same chart shows the associated label to each **Element**, such as Grandparent, Victim, Child, etc.



Click on an **Element** to open a box containing links to either view the data in a new tab, or include all associations to that **Element** on the **Spider Chart**.

NOTE: Double Click on an **Element** to immediately open all associations to that **Element** on the **Spider Chart** without displaying the box.

Open in Viewer


Person Search / Person Search Results / Edit Person (Smith,Billy) / Visualization Tool

Network | 2014-0167

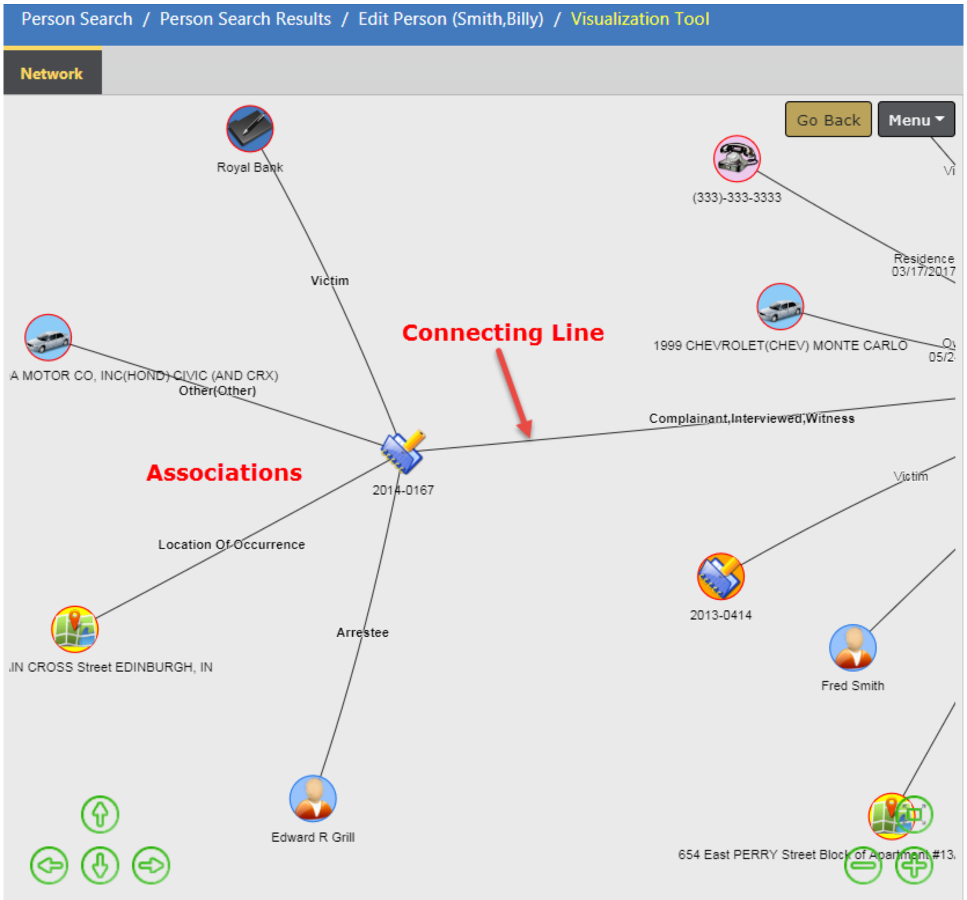
Incident

Report # 2014-0167	Location 123 East MAIN CROSS Street EDINBURGH, IN	Agency District 16, Peru - GA
Reporting Area -	Types Burglary / Building	NIBRS City FRANKLIN
Agency of Occurrence District 16, Peru - GA	County Fulton County	Report Date 04/14/2014 1018
Occurrence Date 04/14/2014 1018	Township	Location Remarks
Dispatch Date	On Scene Date	Clear Date
Summary Media Report		

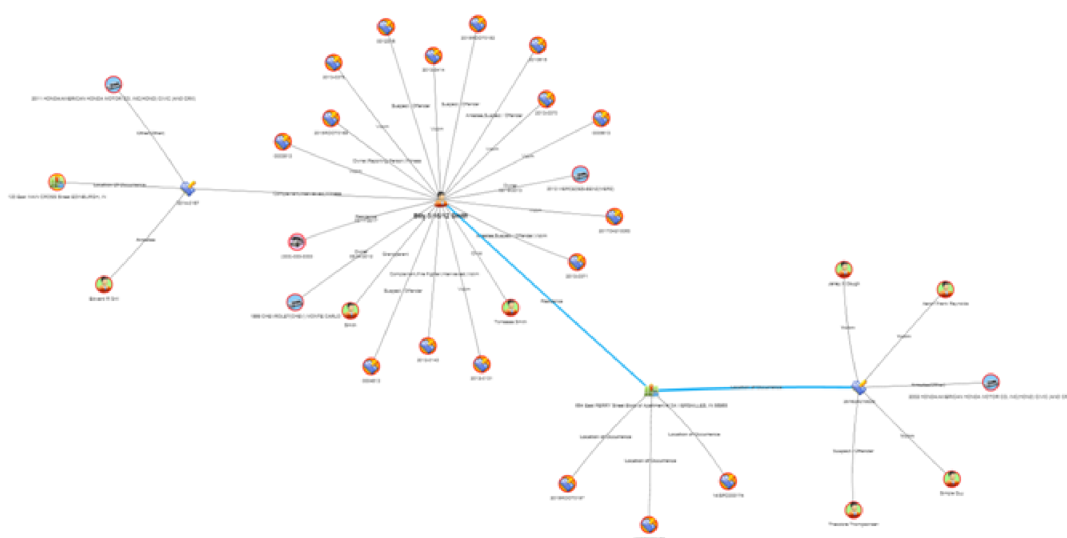
Supplements

Status	Responsible User	Security Level	Date Created	Date Approved	Approving User	Supp #
Approved Report	Rachel (off) Hospelhorn		04/14/2014 1018	04/14/2014	Julio (osuper) Arnez	0
Approved Report	Brenda (cid super) Allens	Patrol Officer	04/14/2014 1348	04/14/2014	Brenda (cid super) Allens	1
Initial Report	Rachel (off) Hospelhorn	Patrol Officer	04/14/2014 2311			2

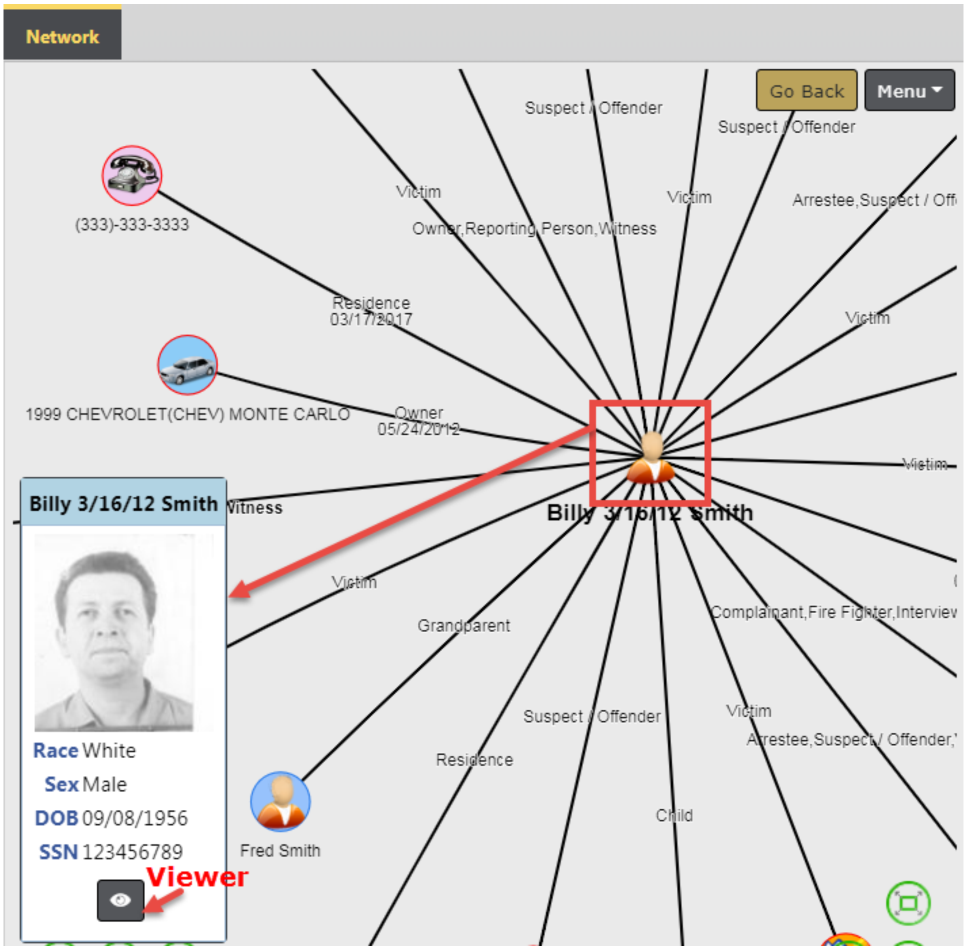
Load Associated Data



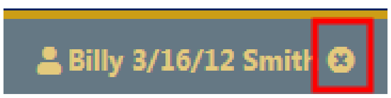
Open and expand associations to multiple **Elements**, and at multiple levels.



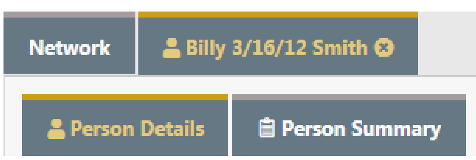
The record from which you accessed the **Crime Visualization Tool** displays as the center **Element** in the **Spider Chart**. The above chart generated from *Persons* for Billy Smith. Click on the *Billy Smith* **Element** to display a box with a link to additional information, then click **Open in Viewer** to display details of *Bill Smith* in a new tab.



Click the **X** on the right side of the tab to close.



Click on the **Person Details** or **Person Summary** sub-tabs to view details of the associations, or a summary.



Spider Chart Components

Structure and Terminology

The Spider Chart consists of several components:

- Network
  - A visual representation of the entire collection of nodes, elements and associations, and how they interrelate.
- Node

- Collection of elements and their association to one another.

- Element

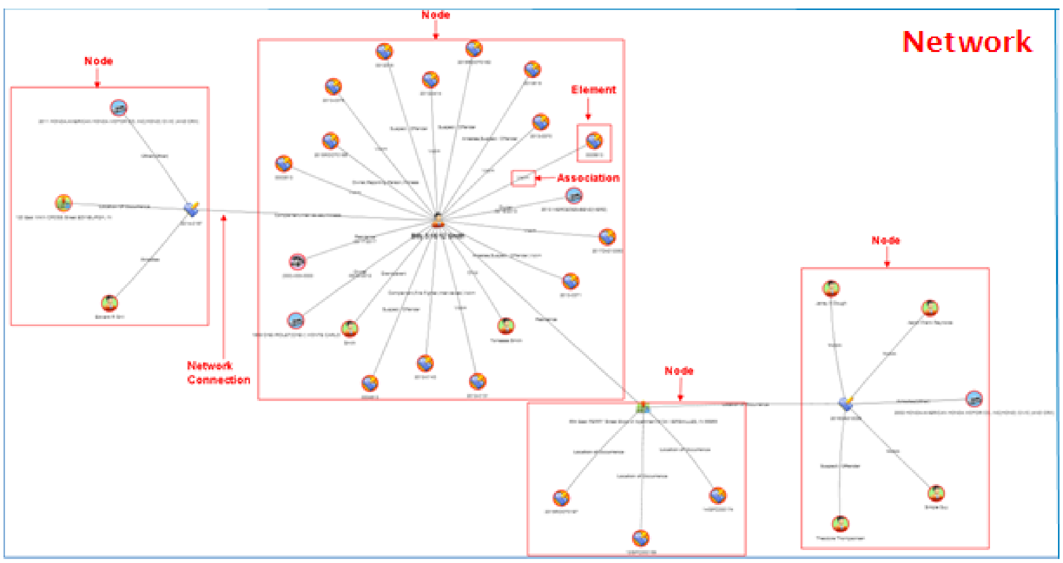
  - The representation of specific people, places, things or events.

- Association

  - A line with description showing how elements are associated with one another.

- Network Connection

  - A line that represents the connection between Nodes within the Network.



Manually Re-size the Chart

You can re-size the chart by using the mouse, keyboard, or the resizing icons.

Mouse

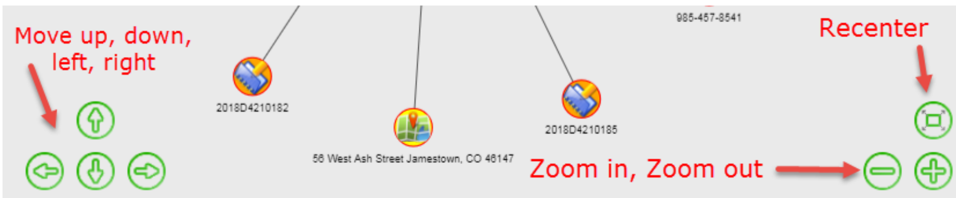
Click anywhere on the chart then move the mouse wheel away from you to enlarge the image on the screen, or move the mouse wheel toward you to decrease the size of the image.

Keyboard

Press the **Ctrl** and **+** (plus sign) keys simultaneously to enlarge the image, or press the **Ctrl** and **-** (minus sign) keys to decrease the size.

Resizing Icons

The resizing icons allow you to easily zoom in, zoom out, re-center, or move the visualization up, down, left or right.

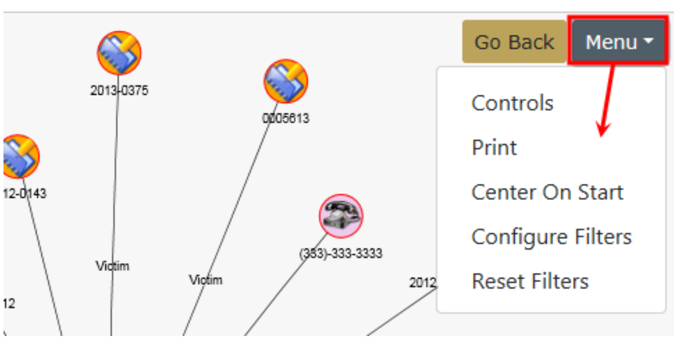


Manually Reposition the Chart

Click anywhere on the chart then drag to a new location on the screen.

Re-Center and Filter the Chart

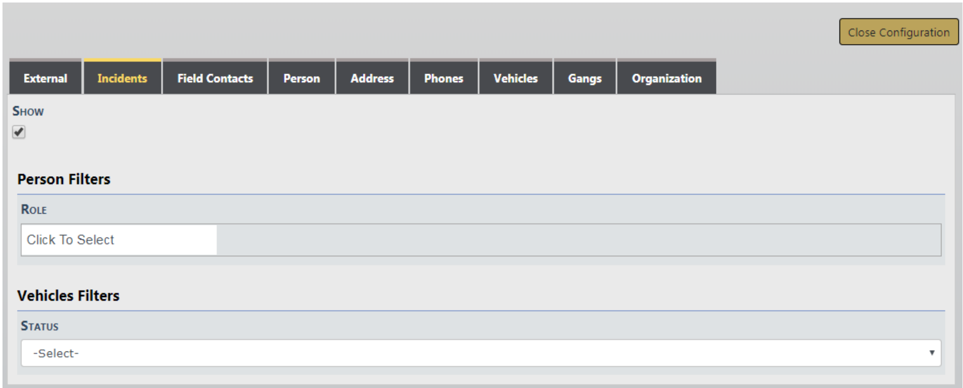
Click on the **Menu** button on the top right to re-center the chart and include or exclude filters, print, and set controls.



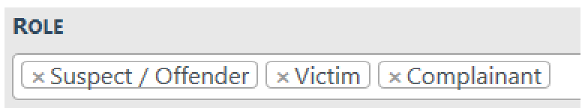
Center on Start

- Re-centers the **Network** display on the screen.

Configure Filters



- Select one or multiple roles from the list. To remove a chosen role, click on the X.



- Select one status from the list
- Click **Close Configuration** to apply the Filters.

NOTE: Filters are reciprocal, which means if you filter the incident category using person details, it also filters on the person category of the associated incidents.

Reset Filters

- Clears any Filters applied and redraws the chart.

Access Points

The **Crime Visualization Tool** is currently accessible from the following pages in Online RMS for users with the *Crime Visualization Tool Role*:

NOTE: For more information on the *Crime Visualization Tool Role* contact your administrator.

- Incident Summary.

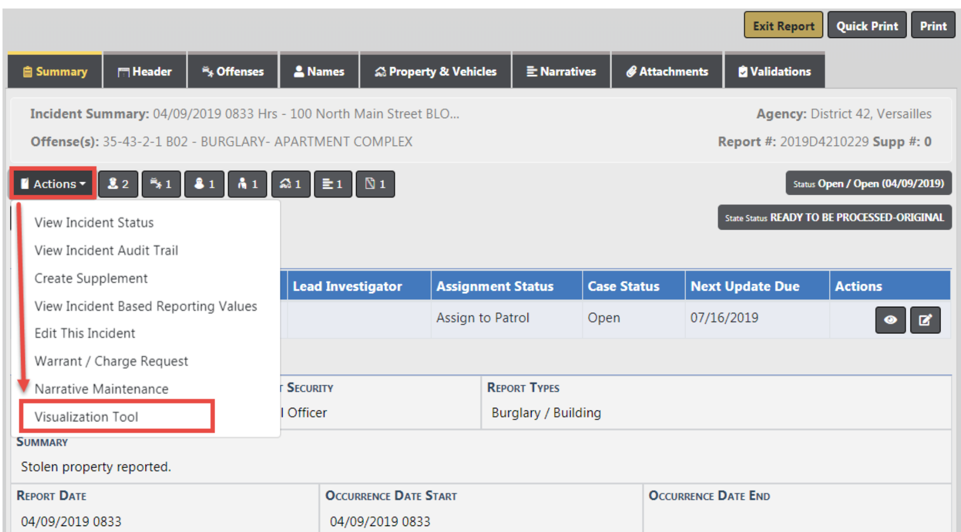
- Master Indices Details, in both *View* and *Edit* modes.
  - Organization, Person, Address, Vehicle, and Gang.
- Field Contacts, in both *View* and *Edit* modes.

Incident Report

The **Crime Visualization Tool** is currently accessible from the Online RMS **Incident Report** page for users with the *Crime Visualization Tool Role*:

NOTE: For more information on the *Crime Visualization Tool Role* contact your administrator.

Click on the **Actions** button then click on the **Visualization Tool** menu option.



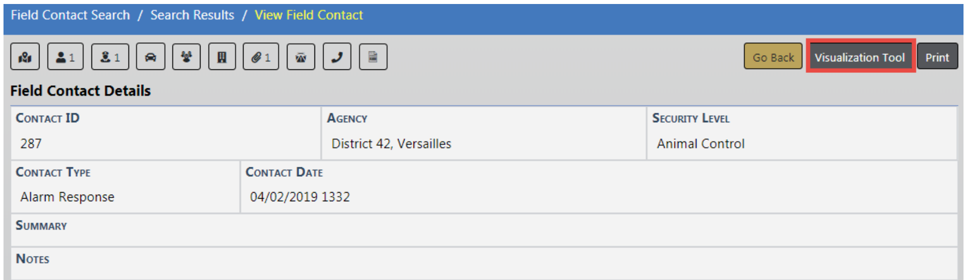
The **Spider Chart** will open with the **Incident Report** as the center **Element**. For more information on **Spider Chart** refer to "Spider Chart" on page 113.

Field Contact

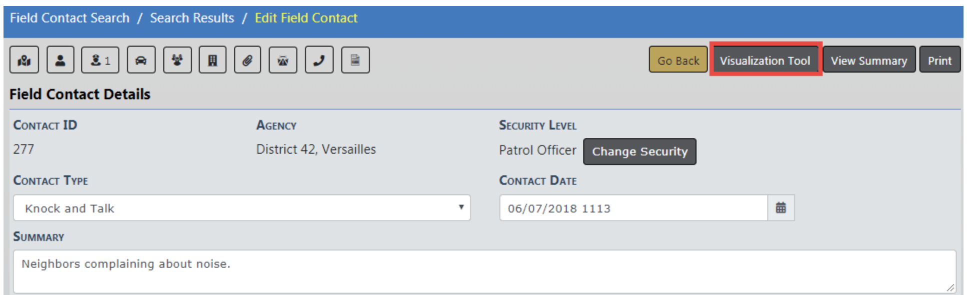
The **Crime Visualization Tool** is currently accessible from the Online RMS **Field Contact** page in both the View and Edit modes, for users with the *Crime Visualization Tool Role*.

For more information on **Field Contacts**, refer to "Field Contacts" on page 205

View Mode



Edit Mode



The **Visualization Tool** displays a **Spider Chart** with the center **Element** as the record you are on, along with lines leading to its associated records. For example, the center **Element** would be the record in the above example. For more information on **Spider Chart** refer to "Spider Chart" on page 113.

Master Indices Detail Pages

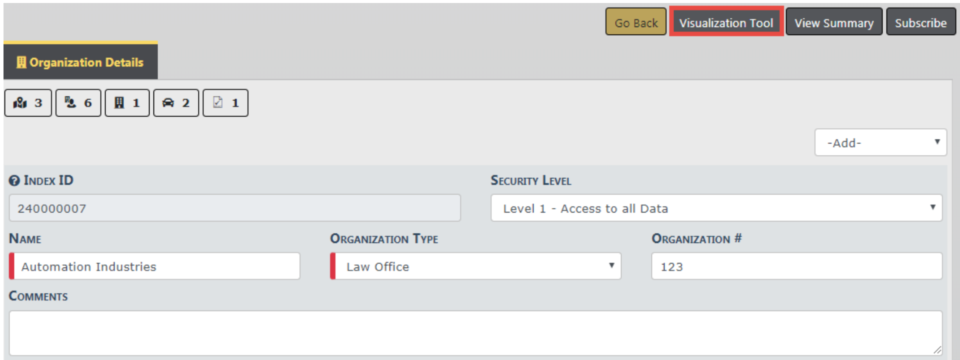
The **Crime Visualization Tool** is currently accessible from the Online RMS **Master Indices** detail pages in both the *View* and *Edit* modes, for users with the *Crime Visualization Tool Role*.

For more information on **Master Indices**, refer to "Master Indices" on page 69.

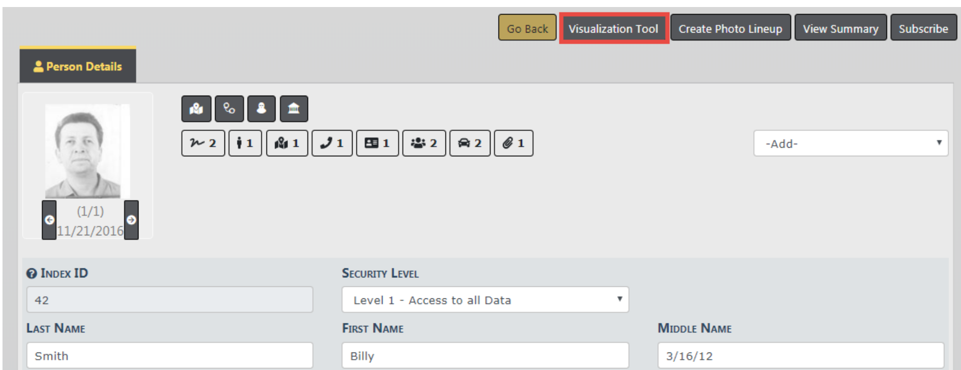
The **Visualization Tool** displays a **Spider Chart** with the center **Element** as the record you are on, along with lines leading to its associated records. For example, if you open the tool from Billy Smith's Person record, the center **Element** is Billy Smith. For more information on **Spider Chart** refer to "Spider Chart" on page 113.

The **Visualization Tool** is available in either the *View* or *Edit* mode of each category. Below are a few examples.

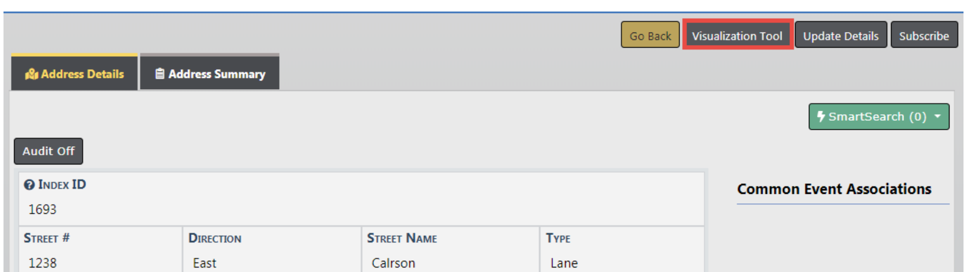
Organization



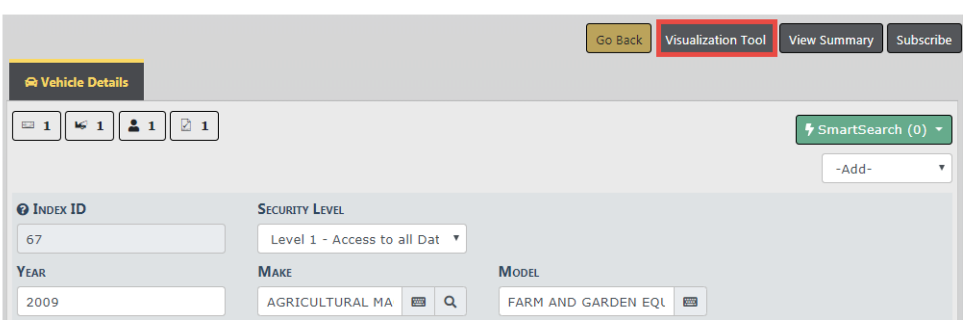
Person



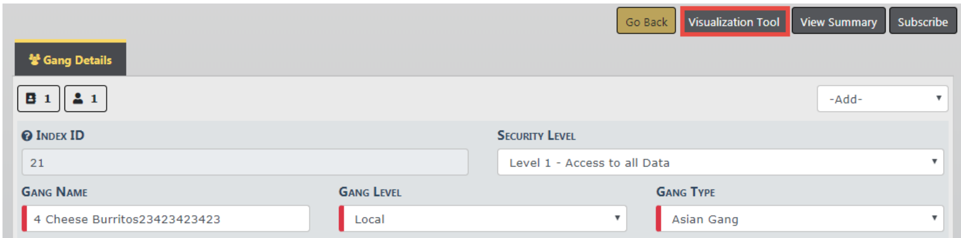
Address



Vehicle



Gang


Go Back
Visualization Tool
View Summary
Subscribe
Gang Details
-Add-
Index ID
21
Security Level
Level 1 - Access to all Data
Gang Name
4 Cheese Burritos23423423423
Gang Level
Local
Gang Type
Asian Gang

Chapter 8. Incidents

Incidents Overview

Incidents Reports can be created in Online RMS manually, or integrated from Caliber CAD for Agencies with an active Caliber CAD interface.

The *Integration Interface* transfers Caliber CAD call information to the Online RMS **Calls For Service** module and initiates an Incident Report for the responding unit, linking the Caliber CAD data to the report.

Note: If the CFS module and integration is turned on, and the integration process cannot match people that exist on the CFS record with RMS, the unmatched names appear on the Names tab of the Incident Report. With appropriate permissions, you have the option to add unmatched people to the Master Index in RMS, then associate them with the Incident Report. For details, refer to "Incident Report Section – Names Tab" on page 150.

- **Incident Reporting** includes the following activities:
  - Create New Incident Report manually, or by integration from Caliber CAD, if applicable.

Note: The *Wizard* leads you through each section of the incident report to help you fulfill the system requirements for a valid incident report. The *Wizard* can be turned on and off, but you should leave it on to help ensure that you complete required information. This practice helps to prevent problems with validation at the end of the incident creation process.

  - Create Supplement to Incident Report
  - View Incident Report

Note: With appropriate permissions, investigators can create a case on an initial unapproved Incident to begin working on an investigation without waiting for Incident approval. Refer to Create a Follow-Up Case for details.

– SmartSearch

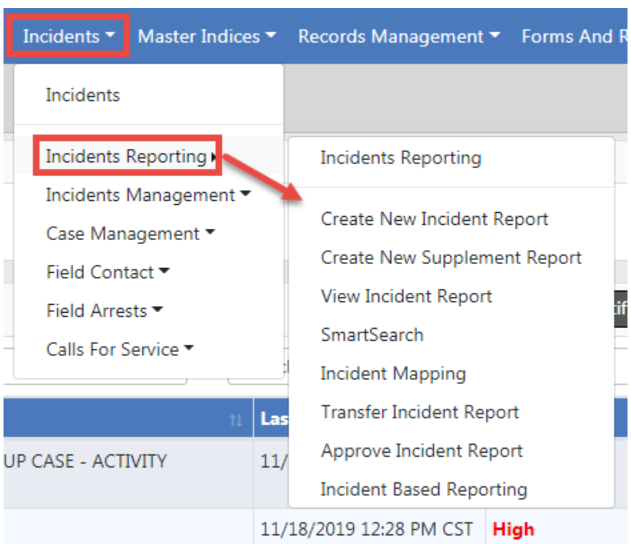
– Incident Mapping

– Transfer Incident Report

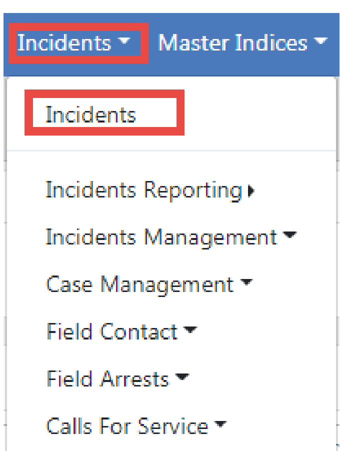
– Approve Incident Report. (Available with proper permissions.)

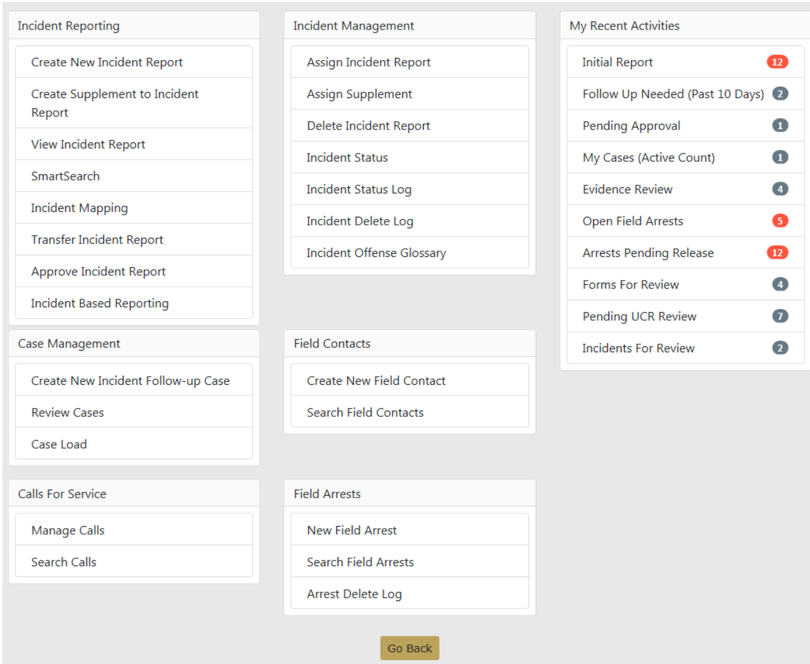
– Incident Based Reporting (Available with proper permissions.)

- You can access these features from the Incident Reporting sub-menus. Click **Incidents** on the top navigation bar, then click the **Incident Reporting** to display more options from which you can select.



Or, you can click **Incidents** on the navigation bar, then click **Incidents** again to display all Incident options. Click on an option to access that module.

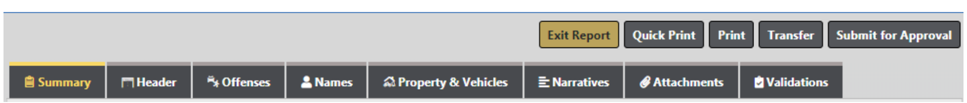




NOTE: Items that appear are based on permissions and vary by user.

Top Buttons

The **Incident Report** contains various buttons that enable the user to *Exit Report*, *Quick Print*, *Print*, *Transfer* the report to a different user, *Show* or *Exit* the *Wizard*. The *Submit for Approval* button remains inactive (gray) until the components of the report are completed appropriately and the report is ready for review by an officer supervisor or CID supervisor.



The top buttons appear regardless which tab the user is on.

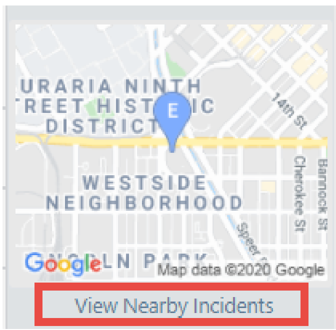
Google Maps Integration

Google Maps appears on the *Summary* tab of the Incident, showing the location of the report location when a latitude and longitude are associated with the address.

Report Location

Address	Latitude	Longitude
1770 Block of Lincoln Denver, CO 80104	39.739577	-104.999408
Reporting Area	**Incident NIBRS City**	**Incident Location Remarks**
	CANNELTON	
Common Place Name	**Campus Code**	
	Off Campus	
Geographic Location	**County of Occurrence**	**Township of Occurrence**
District 42, Versailles	Hancock	

Click on the **View Nearby Incidents** link to view incidents on the map.



Incident Report – Requirements And Rules

Requirements:

There are four (4) minimum requirements before a report can be submitted for approval:

- Report/Occurrence Dates and Times
- Report Location
- Reporting Officer
- Narrative

Additional validation requirements may exist such as Media Crime Summary, Incident Types, Reporting Area, and Completion of Custom Form started within the Incident.

Additional validation requirements will be driven by any Offenses added to the report and possibly Custom Fields created by the agency.

Information entered on the Incident saves automatically as it is selected for the report. The Narrative auto saves every 60 seconds as the user is creating it.

Incident Rules:

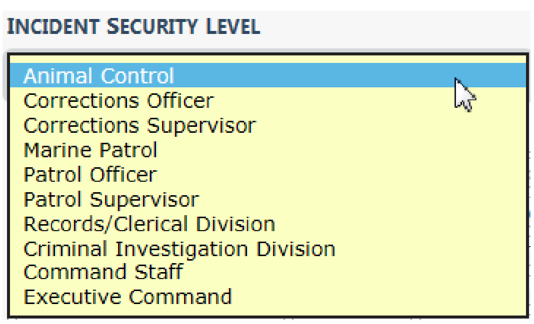
- The Initial Report is designated as “Supp# 0” and Supplements are then added in sequential order (e.g., Supp. # 1, 2, 3, etc.).
- A user can submit another report owner's Incident.
- Incidents can be edited when in *Initial* or *Disapproved* status, otherwise will result in a Supplement.
- Incidents that have been *Approved* can only be Supplemented.

Field Arrests, Field Contacts, Citations, and Warrants can be associated to an **Incident Report** within the **Summary** tab of the report.

Associated CAD information can be found within the **Header** and **Summary** tabs in the **Calls For Service** section.

Incident Security

Incident Security uses a hierarchical design. A user account is assigned incident security based on general rights to view the details of an incident report. **Animal Control** is the lowest incident security level and **Executive Command** is the highest incident security level.



Incident Security applies to each individual Incident Supplement. In addition to the security level, there are also security control to restrict to *Agency Only* and for *Security Groups*.

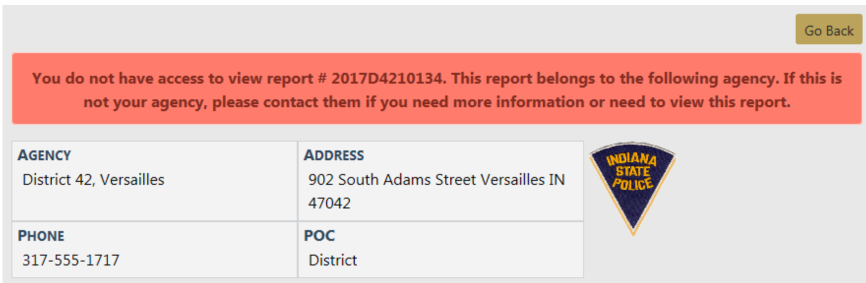
The default security for Incident Reports is set at the *Patrol Officer* level. This means users with *Patrol Officer* security rights can:

- View Incident Supplements having a security level of *Patrol Officer* or less.

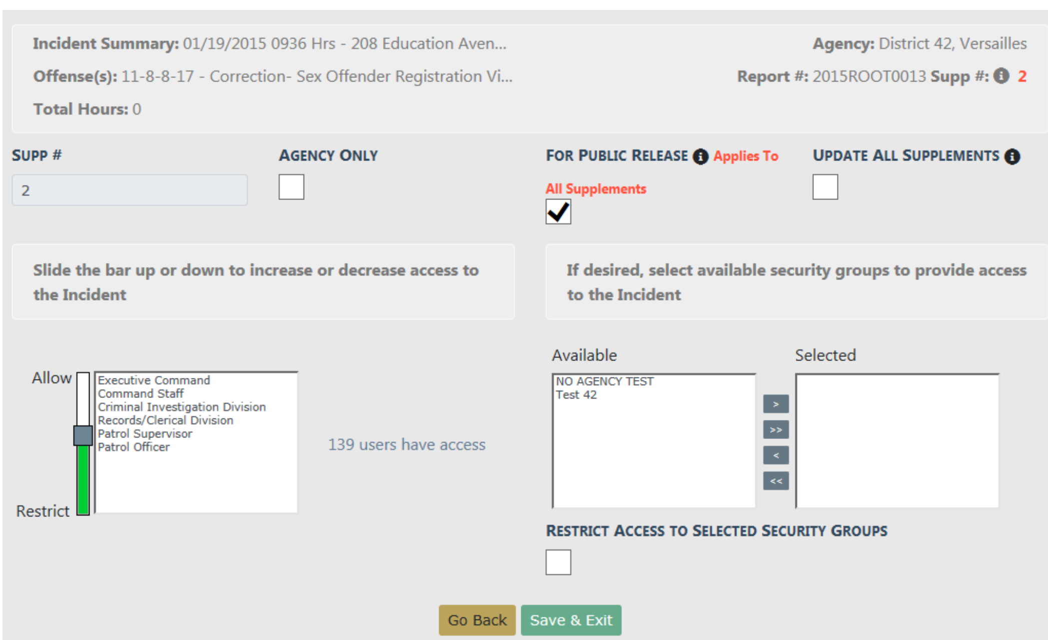
- Cannot view Incident Supplements having a security level greater than *Patrol Officer*, unless the user is added to a security group assigned to the Incident Report.

It is understood that some Incident Reports will be of a more sensitive nature and may require a higher security level to minimize the number of users that have access to the report.

Users without the proper security level receive an access denied message when selecting an Incident report.



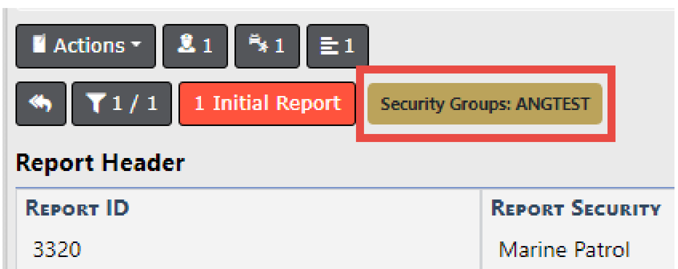
The security of an Incident Report can be set by clicking on **Change Security** button from the **Incident Approve/Disapprove** screen when supervisors approve the supplement.



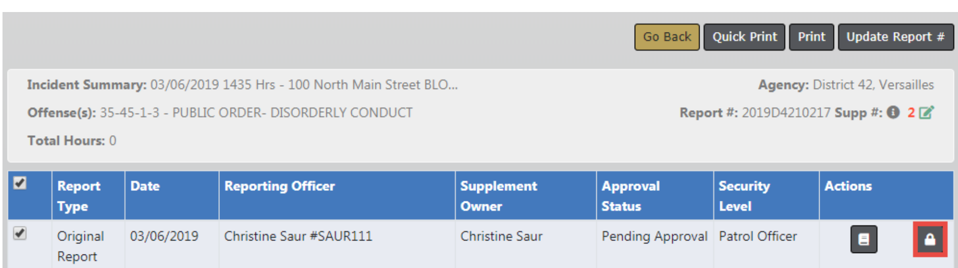
- *Agency Only* - Check this box to restrict the Incident Report to users at your agency only.

- *For Public Release* - Deselect this box to print NOT FOR PUBLIC RELEASE across the top of the Incident report. This button is active (green) by default.
- *Update All Supplements* - Check this box to update the security on all Supplements.
- *Incident Security Levels* - Set the Incident's security level at a level equal or less than his or her security rights. This means other users at that level or above would have access to the report across all agencies (unless the Restrict to Agency Only is selected).
- *Security Groups* - Available security groups can be selected which will allow any user in the selected group to have access regardless of their individual security level. If Restrict Access to Selected Security Groups is checked, the Incident report can only be accessed by members of the selected Security Group.

Note: If access is restricted to the selected security groups, a message appears on the summary tab of the incident indicating which security groups have access.



The **Incident Security** screen can also be accessed at any time through the **Incident Status** screen by clicking on the **Security** icon .

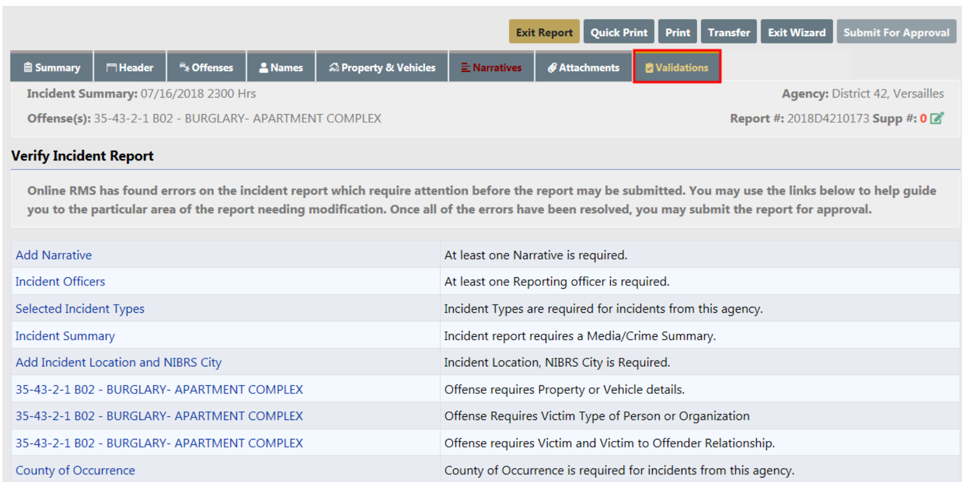


You can access the **Incident Status** screen from the *View Incident Report* screen, or from the *Incident Report* menu. For more information on accessing the *Incident Report* menu, refer to "Incidents Overview" on page 125. For information on changing the Incident Status, refer to "Changing Incident Status" on page 193.

Incident Report – Report Validations

The Online RMS program has a built-in **Wizard** that guides you through the creation of the **Incident Report**. Navigational buttons are displayed to navigate through the report. The use of the Incident **Wizard** is highly recommended.

National Incident-Based Reporting System (NIBRS) validations use tab indicators to assist the user in entering all required information. The required information may change depending on the offense(s) added to the report. A tab that lists NIBRS validation information displays on the **Incident Validations** tab.



The **Incident Validations** tab lists any missing required information to assist you. Click on any of the validations listed in **Incident Validations** to return to the area within the report to add or edit data. Once all the minimum required information has been entered, the report can be submitted for approval.

Click the **Exit Wizard** button to view and edit the report in **Form Mode**. This mode allows you to navigate through the necessary tabs in any order without following the linear style used in the **Wizard** mode. Navigating to the **Summary** tab, or clicking on the tabs instead of the navigational buttons, may also cause you to exit the **Wizard** mode. Click the **Show Wizard** button at the top of the page to return to **Wizard** mode.

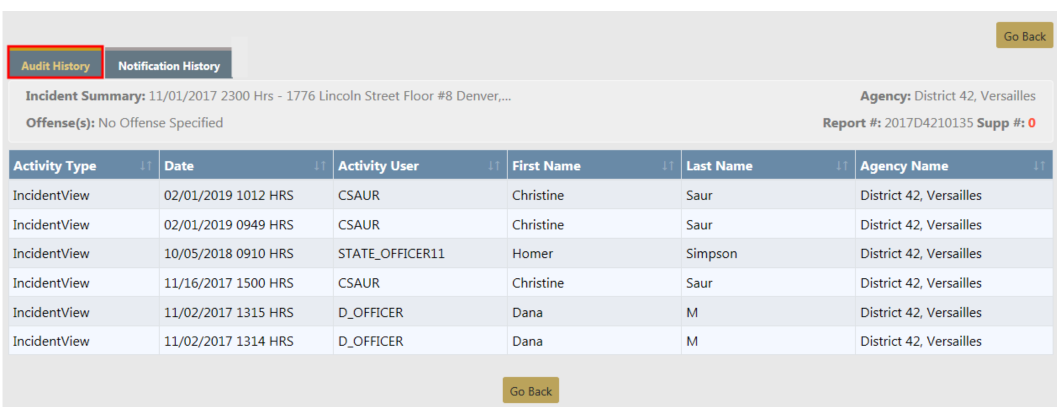
> **Note**: The **Wizard** mode is only available when editing a *Supp 0* incident.

View Incident Audit Trail

Another valuable security tool for the Investigator is the **View Incident Audit Trail** feature. Information is captured anytime someone accesses an incident report. If you suspect another user is accessing or attempting to access an incident report set above their security level, you can view these access attempts.

To view the audit entries, select *View Incident Report*. When the correct report is located and selected, select the **Actions** button, then **View Incident Audit Trail** menu option

Anyone who accesses or attempts to access the Incident Report appears in the Audit History.



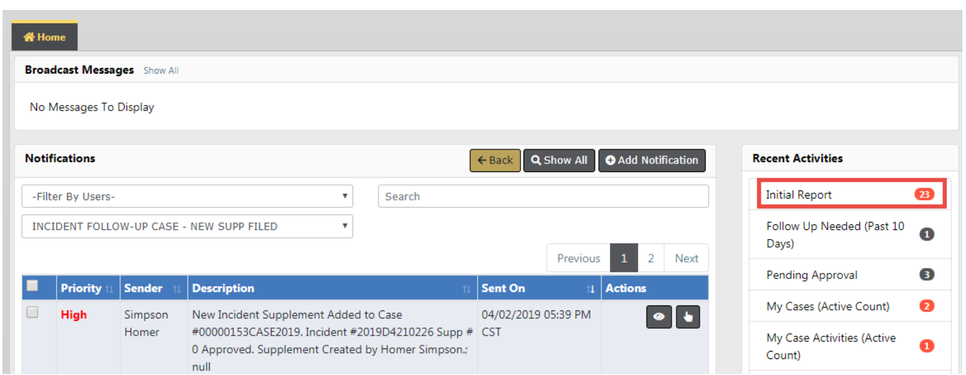
Create Incident Report

The Incidents module is where you input, retrieve, and edit professional law enforcement reports. Create reports step-by-step using the **Incident Report Wizard**. Each report is validated against state or federal guidelines which are driven by any offense(s) entered on the report.

Depending on your agencies configuration, incidents may be created manually or automatically via the **Caliber CAD** interface. Mobile users may also have access to generate a report in CAD using **Caliber Mobile**.

Incident Reports generated by **Caliber CAD**, or other CAD system through a system interface, will contain information generated by CAD or imported through the CAD interface.

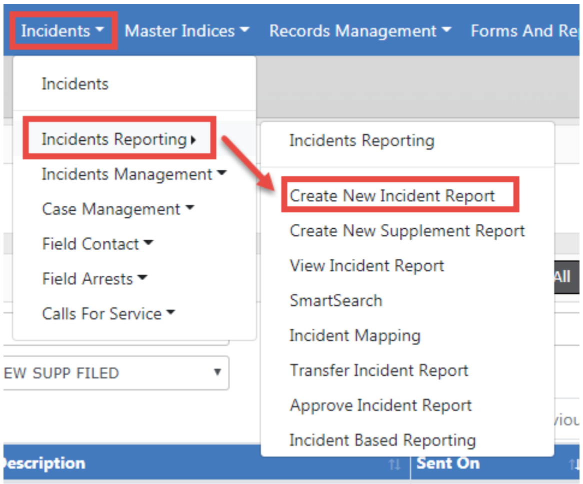
Once logged into Online RMS the Home Page displays. You can edit the CAD generated Incident from the *Recent Activities* section under **Initial Report** by clicking on the number to the right.



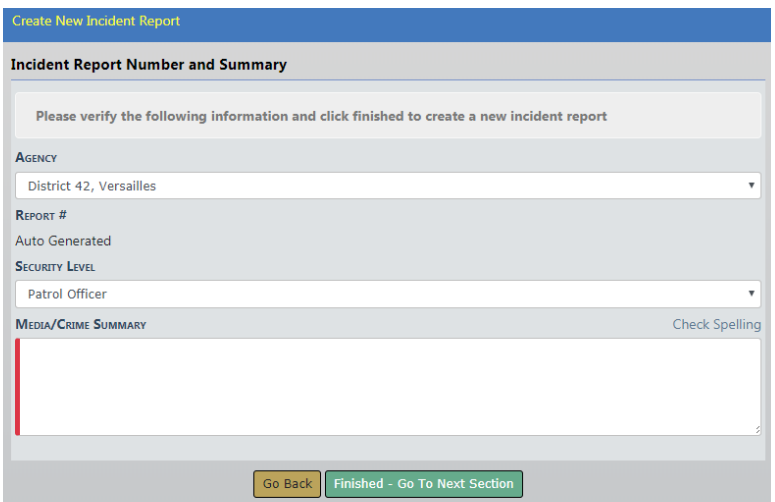
Incident Reports generated by the *Calls For Service* module contain the call dates and times in the **Header** tab. When you log into Online RMS, you can edit the CFS generated Incident from the *Recent Activities* section under **Initial Report**. These calls can be searched using the *Calls for Service* module. The associated call will show in the **Header** and **Summary** tabs of the **Incident Report**.

Incidents created manually by officers will use the following workflow:

The **Create New Incident Report** feature is located in the **Incidents** menu under **Incident Reporting**.



This allows you to create a report using your agency's numbering format. Some agencies will use *Automatic Number Generation* where the Incident report number will be populated automatically, and some agencies will have the opportunity to manually enter the report number based on the agency's business practice.



Select the Security Level, if different than the default.

Enter the Media/Crime Summary, and optionally click *Check Spelling* to validate and correct any spelling errors.

Click **Finished - Go To Next Section**. The wizard steps you through each tab, one at a time.

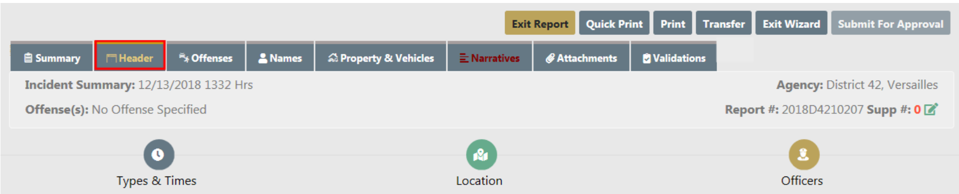
Incident Report Tabs

- *Summary tab*-provides a summary of all the information entered on an incident report.
- *Header tab*- captures the dates/times, report location, and reporting officer(s), associated arrests, and associated calls for service for the incident.
- *Offenses tab*-captures any and all offenses associated with the report. Validations are offense driven and will alert the user of necessary information.
- *Names tab*-captures Offenders, Victims, and Other Incident Names such as witnesses who are associated with the report.
- *Property & Vehicles tab*-captures applicable property or vehicles associated with the report. Evidence is also created in this section (See Incident Evidence section for a detailed explanation).
- *Narratives tab*-captures the users narration of the details surrounding the incident.
- *Attachments tab*-captures an incident related attachments such as crime scene photos or statements. Forms such as the Marijuana Eradication Form can be completed in this section also.
- *Validations tab*-does a final check of your report to ensure the minimum requirements are met based on the offense(s) entered on the report.

Incident Report Header Tab

Regardless of which method is used to initiate the report, the following workflow is the same for editing and completing a report; the only difference you may see is pre-populated information from CAD or Calls For Service module.

The **Header Tab** contains 3 separate sections: *Report Types & Times*, *Location*, and *Officer*. By using the **Wizard** the sections are completed in the listed order, though the use of the **Wizard** is not required.



Click on each button to access that information.

Report Types & Times

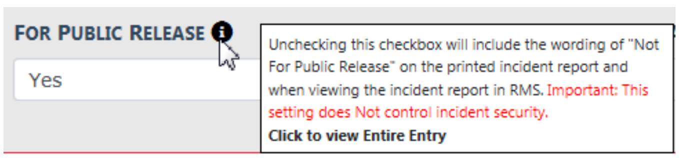
The *Header Information* area includes Report Security, For Public Release, Report Agency/District, the Media / Crime Summary box, Incident Report Types, Report Date, Occurrence Date Start, Incident Classification, and other information.

Report Security

Select the Incident Report security level.

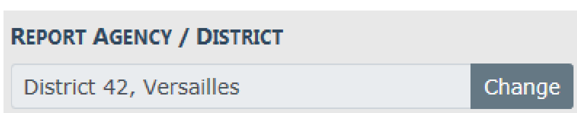
For Public Release

This field defaults to **Yes**. Change this value to **No** if this Incident should not be public. Hover over or click on the information bubble for more information.



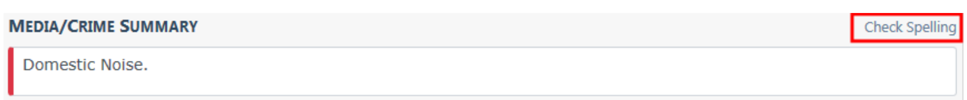
Report Agency/District

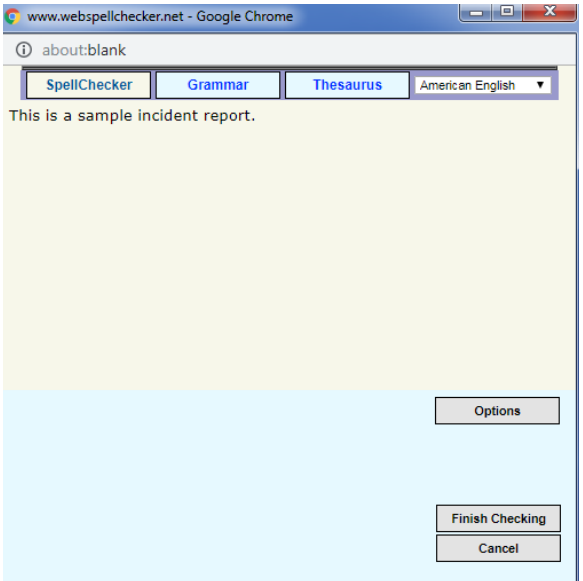
Select the **Change** button to change the listed reporting agency. You must have proper permissions to access this function.



Media/Crime Summary

The Media/Crime Summary is designed to enter a brief description of the Incident. After entering a description, optionally select **Check Spelling** to open the *WebSpellChecker* window. When finished checking your entered text, select **Finish Checking**.

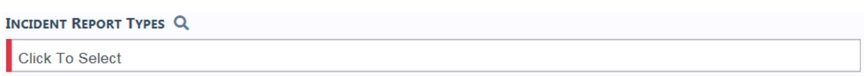


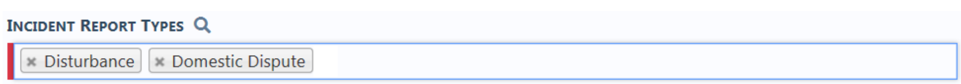


Incident Report Types

The Incident Type selection box is designed to categorize the general nature of the incident. Multiple selections may be selected to cover all applicable types that occurred during the incident. Incident Type is a searchable field when searching for incidents.

Click into the box and select all the applicable Incident Report Types from the provided list.



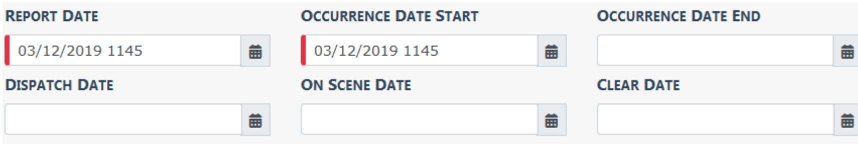


Click on the **X** to remove a selected type from the list.

Incident Report Dates and Times

The Incident Report Times area contains the various times associated with the incident, Report Date, Occurrence Date, Dispatch Date, On Scene Date and Clear Date. These incident date(s) and time(s) may be completed in Incident Reports generated by Caliber CAD or by the Calls For Service module but they still need to be verified by the user for completeness and accuracy. Editing is permitted as needed.

Any field with a red left-hand border is a required field. You must complete required fields to continue.



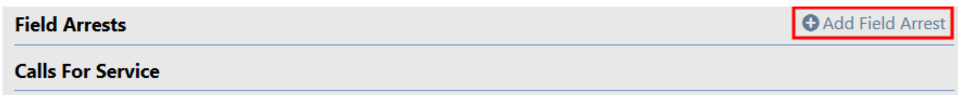
You can click on the date icon on the right of each date field to select a date and time, or type T in the field then tab out to return the current date and time.

Additional Information

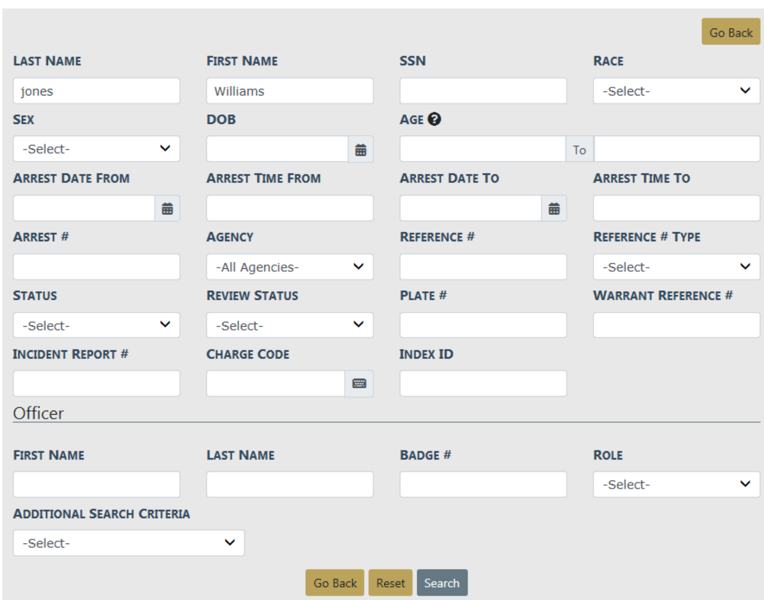
Complete the Additional Information section as needed.

Field Arrests and Calls For Service

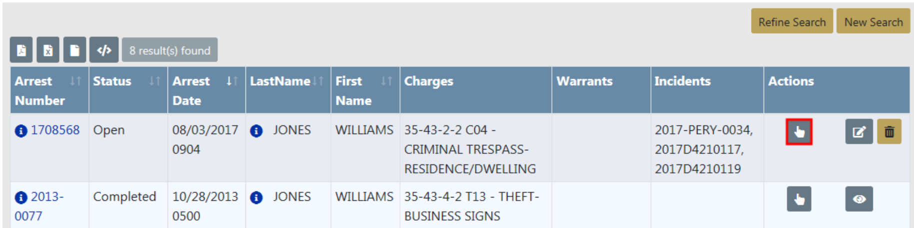
Click on the **Add Field Arrest** link to associate a Field Arrest to the Incident, if applicable.



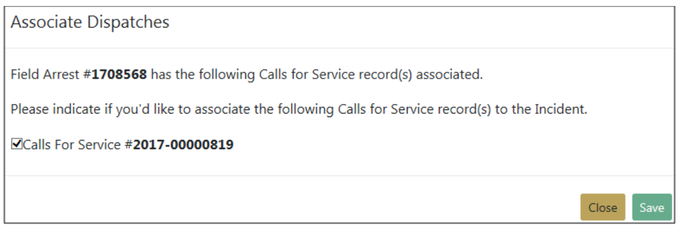
Enter the search criteria in the *Field Arrest Search* form to locate the Arrest record, then click the **Search** button.



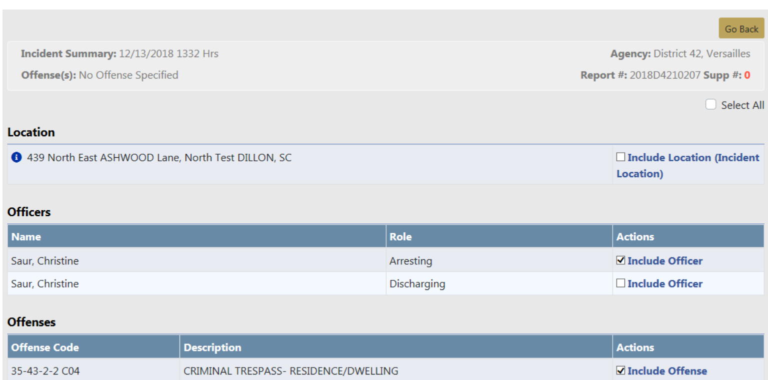
Click on the Select icon in the *Actions* column to select the appropriate record in the *Search Results* window.



In the *Associate Dispatches* window, select the **Calls for Service** records to associate with the Incident, if any. Then click **Save** to associate the records, or **Close** to ignore the request.



If you chose to associate the **Calls for Service** records, the Associate Incident form appears. Select all specifics that apply, then click **Save**.

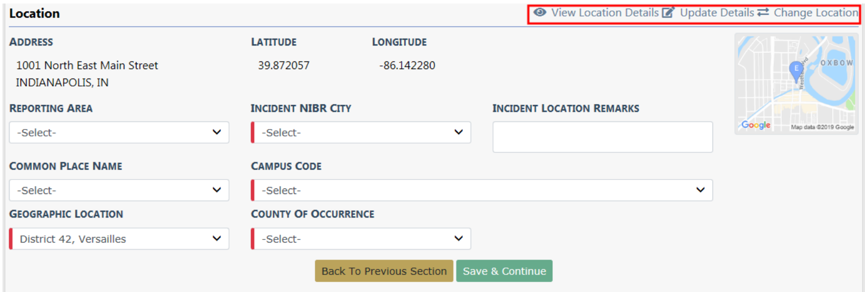


The data then appears in the Arrest and Calls for Service sections.

Click the **Continue** button to progress to the *Report Location* tab.

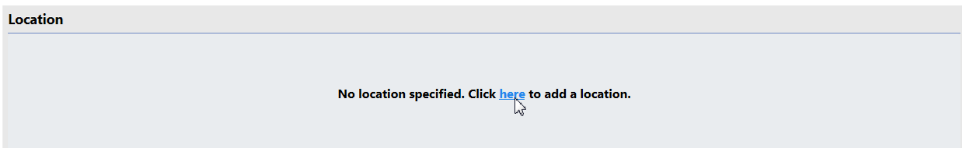
Location

The Location is completed by selecting the geographic location, county of occurrence, township (if applicable) where the incident occurred. The incident address is also added on this screen by utilizing the Master Indices. There are three options available on this page: *View Location Details*, *Update Details*, or *Change Location*.



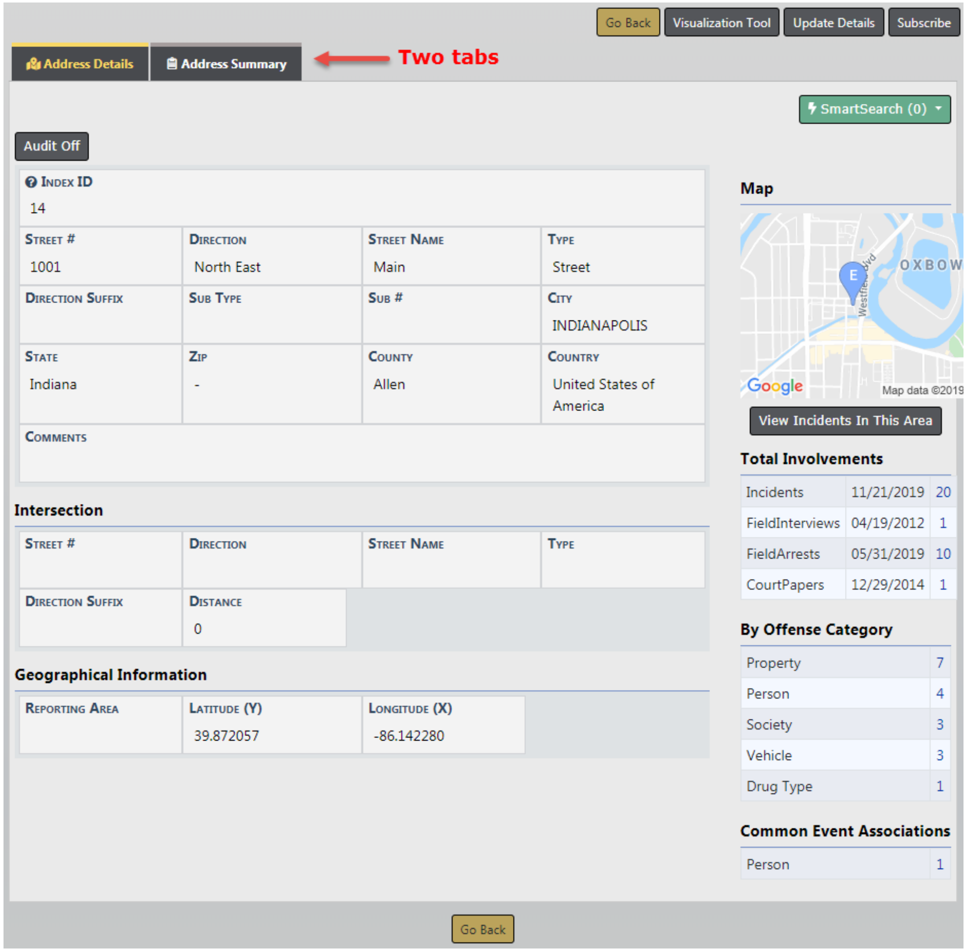
Any field with a red left-hand border is a required field. You must complete required fields to continue.

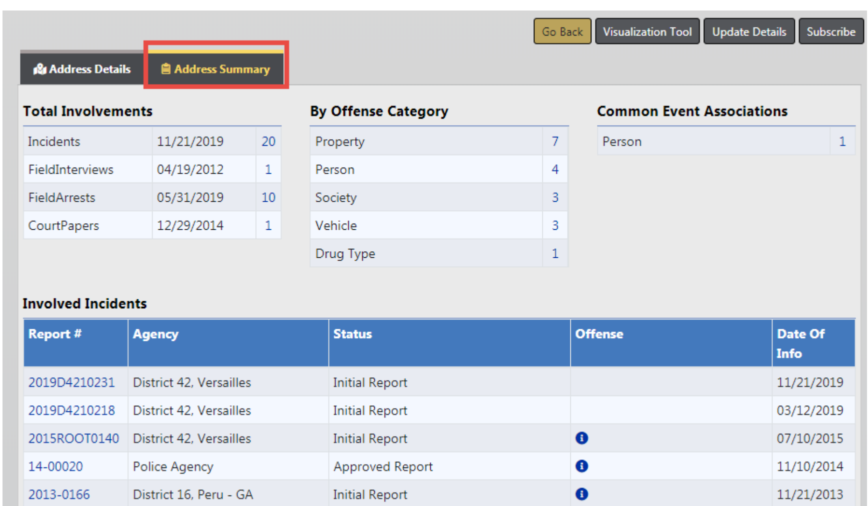
If no Location exists, click the provided link to add one.



View Location Details

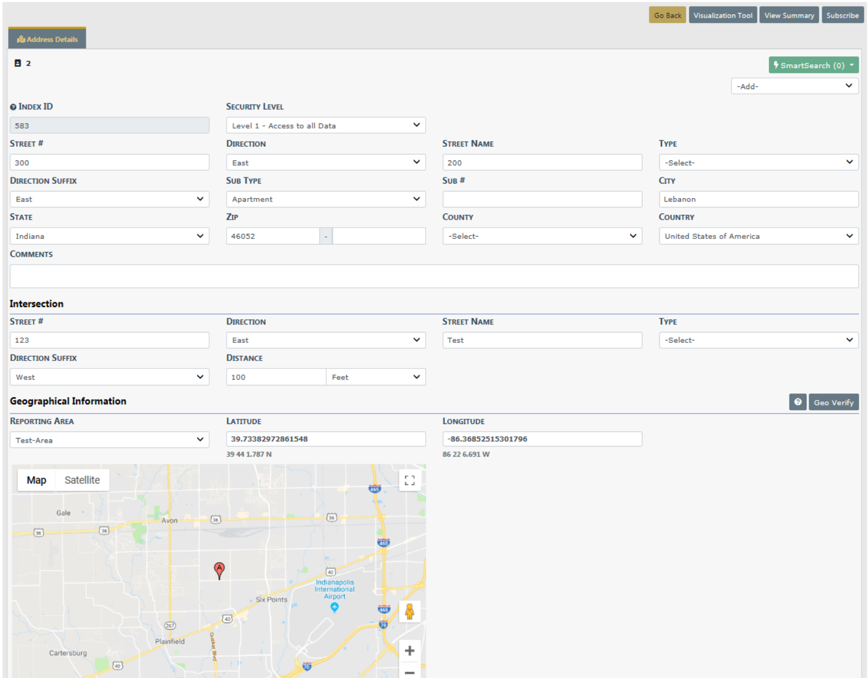
This displays two tabs, *Address Details* and *Address Summary*, that lists all involved incidents tied to this location, and details about the location itself.





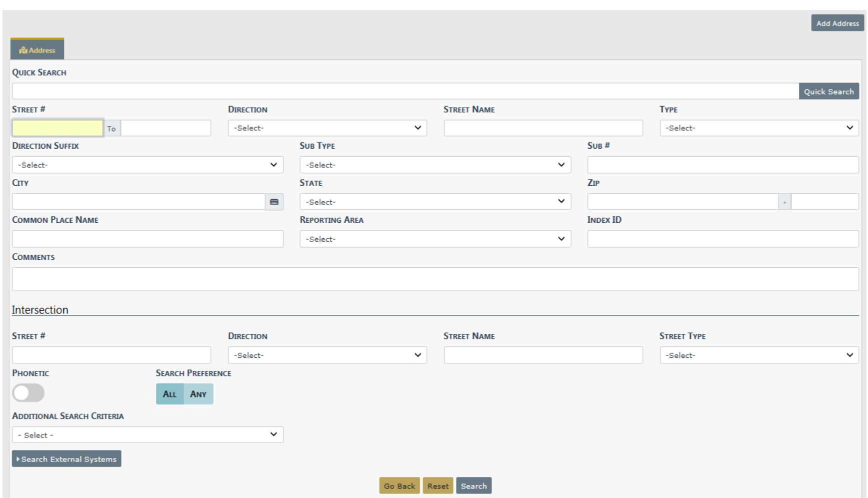
Update Details

Update Details allows you to update the details of the location.



Change Location

Change Location allows you to change the location, address of the Incident. You may also add an address to the Master Index if it doesn't already exist.



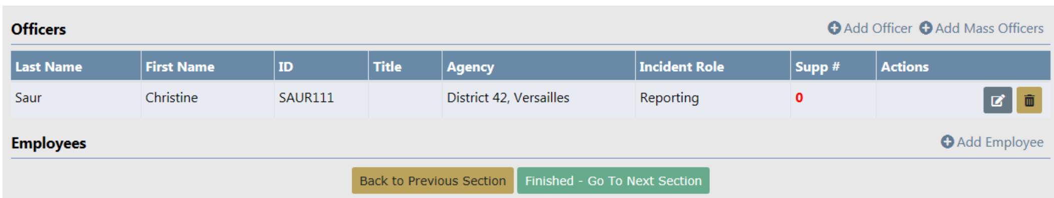
First search for an existing address to determine if the address already exists before adding a new one. It is recommended that you search by individual fields rather than the *Quick Search* field. See "Adding Address" on page 92 for further instructions on adding addresses to the Master Index.

If adding a new address, click the **Save and Select** button. This saves the address to the Master Indices and selects the record for the report.

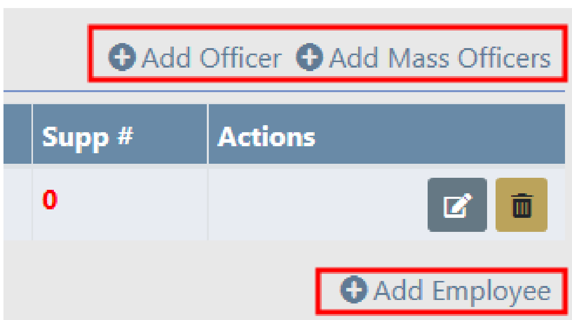
Click the **Save & Continue** button at the bottom of the window to advance to *Officers* .

Officers

The Officers section is where all officers and employees involved in the incident are listed. The officer creating the report will default as the *Reporting Officer*.

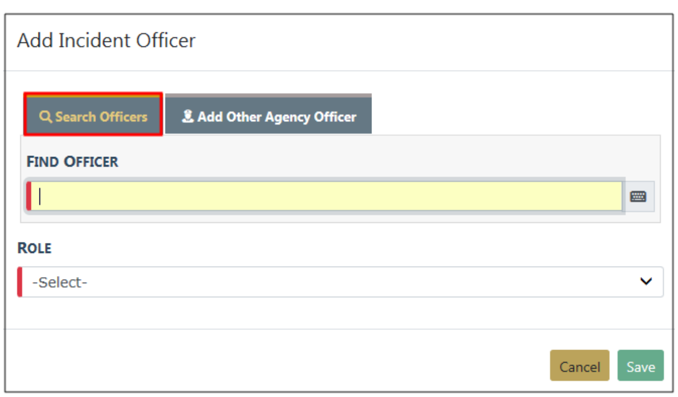


Click the **Add Officer**, **Add Mass Officers**, or **Add Employee** hyperlink to add additional officers or employees.



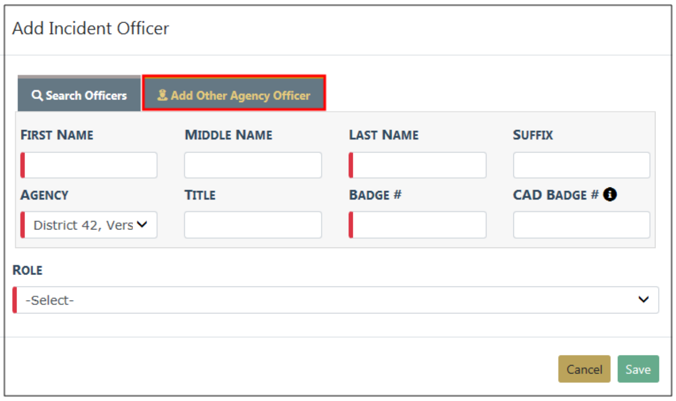
Add Officer

Use this link to add one officer at a time. Begin entering the officer name in the **Find Officer** field to display a list of names that match the entered text, then click the appropriate name from the list. Select the **Role** from the drop-down list.



NOTE: All Supplement reports must have a *Reporting Officer* associated with the report.

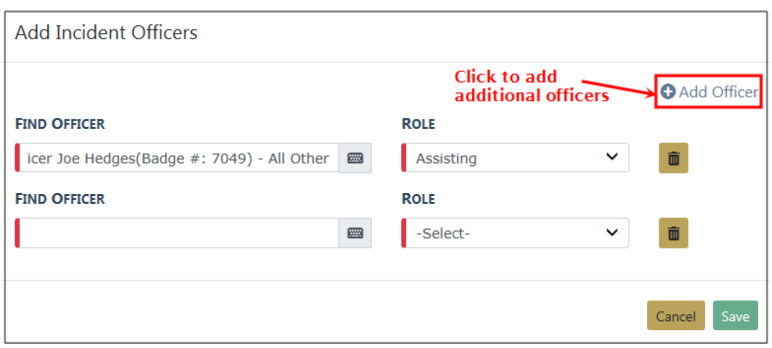
Select **Add Other Agency Officer** to add officers from other agencies. These are officers who are not Online RMS users within the current schema.



Click **Save** to add the officer to the Incident.

Add Mass Officers

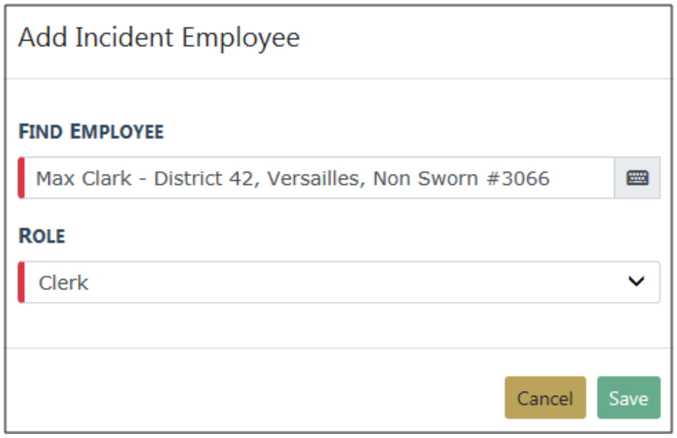
Use this link to add multiple officers at one time. Begin entering the officer name in the **Find Officer** field to display a list of names that match the entered text, then click the appropriate name from the list. Select the **Role** from the drop-down list. Click **Add Officer** to add another officer, and repeat until all officers are included.



Click **Save** to add all selected officers to the Incident.

Add Employee

Use this link to add an employee to the Incident. Begin entering the employee name in the **Find Employee** field to display a list of names that match the entered text, then click the appropriate name from the list. Select the **Role** from the drop-down list.



Click **Save** to add the employee to the Incident.

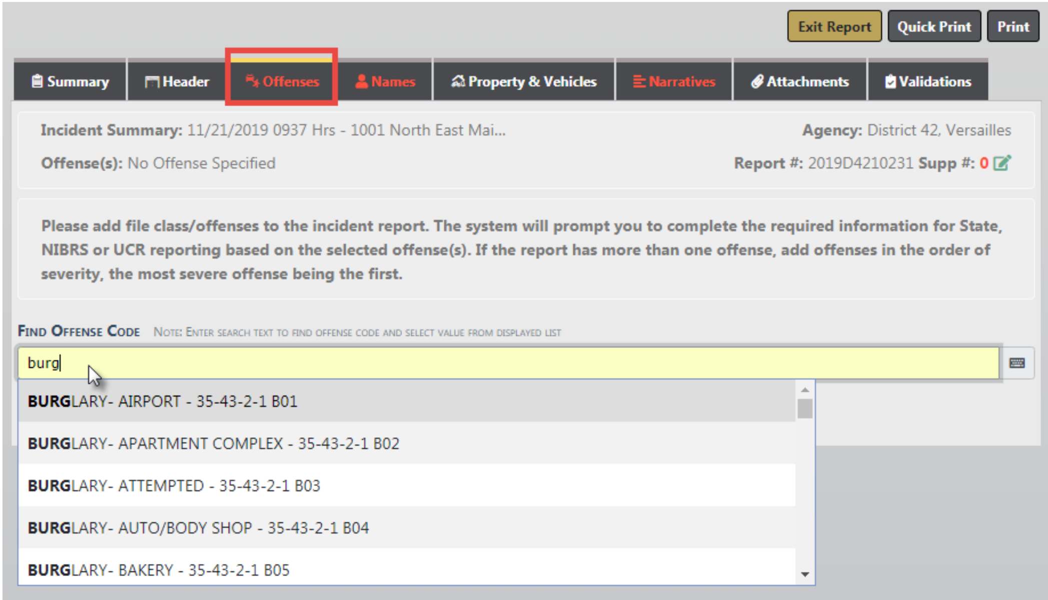
Click the **Finished - Go To Next Section** button to advance to the *Offenses* tab.

Incident Report Section – Offenses Tab

Upon completing the three sections of the **Header Tab** you are then taken to the **Offenses Tab**, where you enter any applicable offenses for the incident report.

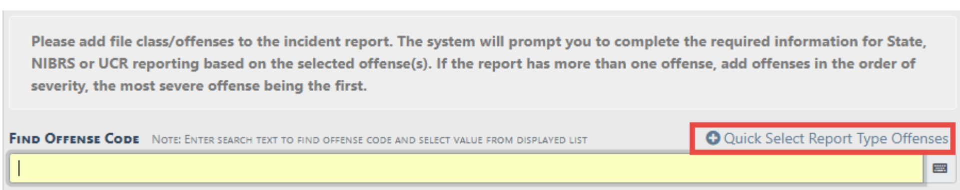
If no offense was committed during this incident, select the **Skip Offense Section** and you are taken to the next tab of the report, the **Names** tab. This ability to skip the offense section allows for the agency to create incidents for recording non-criminal incidents (accidents, civil matters, ordinance violations, etc.).

To add an offense, begin by entering text into the **Find Offense Code** field and select a value from the displayed list. If the offense you entered is not found, refine your search text and the results will refresh as well. If the offense is still not located, contact your agency administrator.

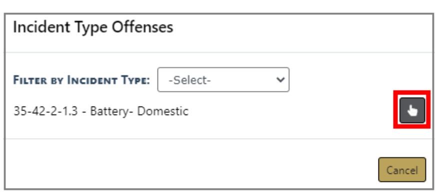


If your agency administrator relates an offense to one or more Incident Types, the offense requires at least one of the related offenses on the Incident Report when that Incident Type is added to an Incident Report.

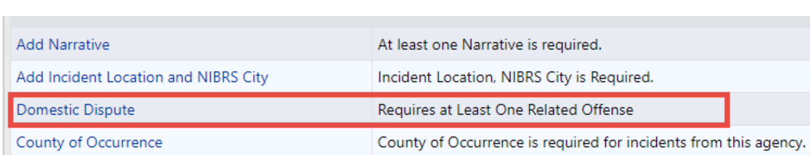
In this case, a **Quick Select Report Type Offenses** link appears on the Offenses tab.



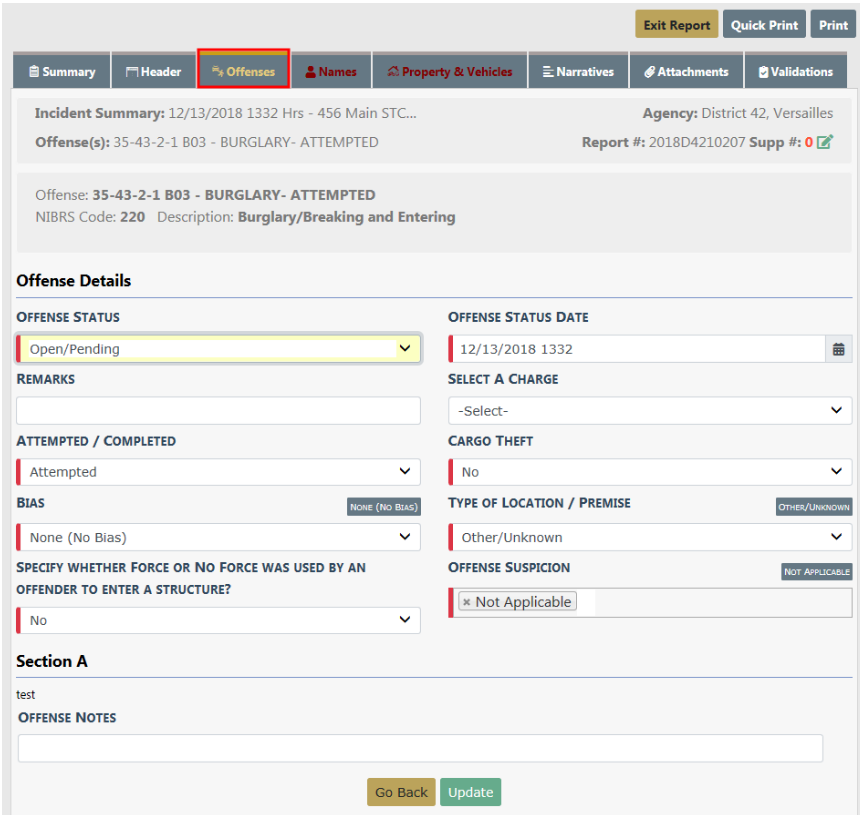
Click the link to open a dialog box that lists the offense(s) from which to choose. You can filter by Incident Type by selecting from the list. Only one offense appears in the below example for illustration purposes.



If you do not choose a related offense, a notification appears on the Validations tab.

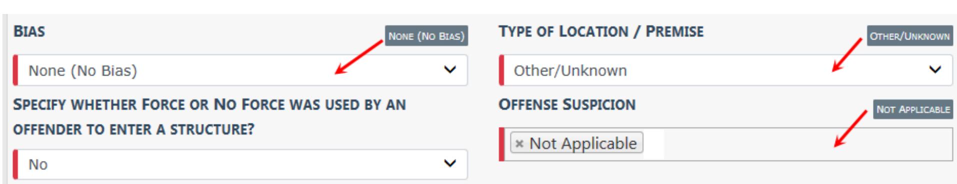


Once the offense has been selected, the system will display the **Offense Details**. This screen is used to describe the status of the offense and collect information related to state reporting guidelines.

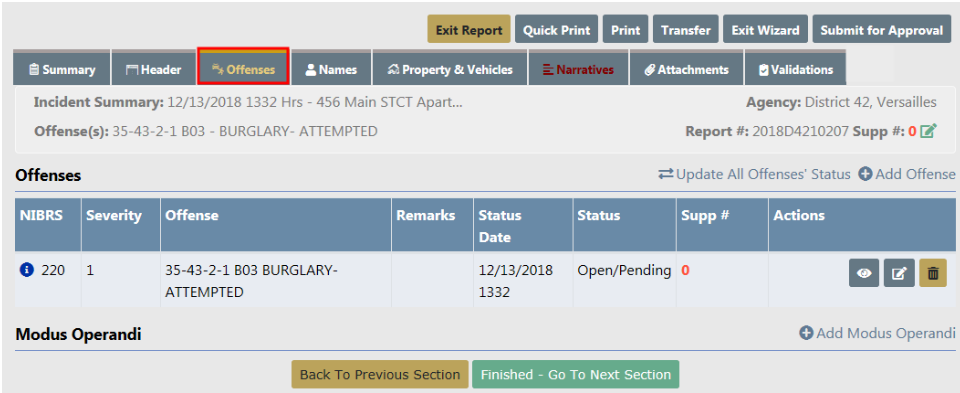


Select the appropriate answers about the offense by using the drop down menus or multi-select menus provided.

Click on **None**, **Unknown**, and **Not Applicable** buttons to quickly enter that selection into the field, when applicable.



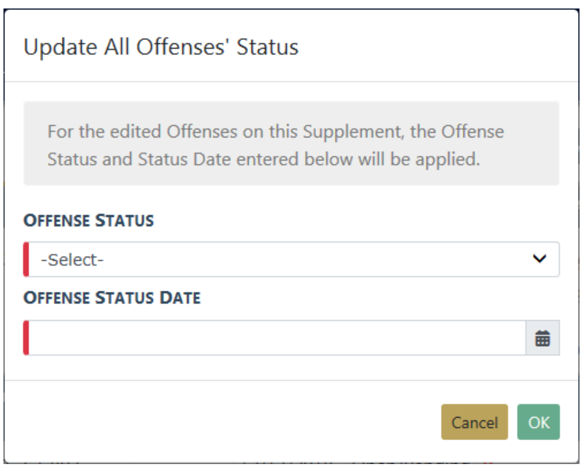
After the mandatory questions have been completed, select the **Save** button, which will then take you back to the **Offenses** tab for review.



Hover your mouse over the information bubble to the left of the NIBRS code to view the NIBRS Crime Description.

Additional offenses may be added by clicking the **Add Another Offense** hyperlink and repeating the same process.

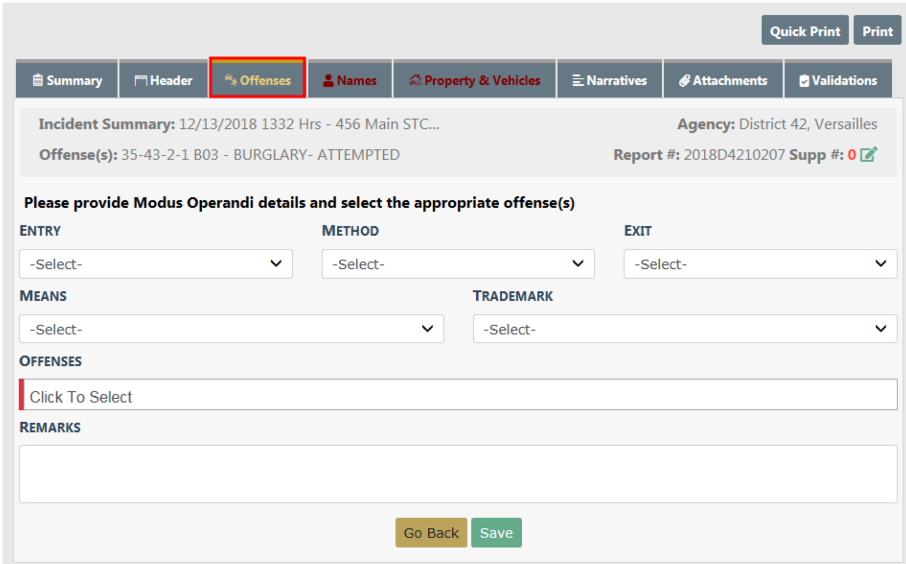
Click on the **Update All Offense's Status** hyperlink to update the offense status and status date on all edited offenses on the Supplement.



Select the **Offense Status** and enter the **Offense Status Date**, then click **OK**.

Depending on the offense(s) selected on the Incident, certain tabs may turn red. This indicates that additional information in those tabs is needed to validate the state reporting requirements for the agency. Placing the mouse pointer over the red tab displays a pop-up window displaying the required information.

Optional **Modus Operandi** information can also be added at the bottom of the page. Clicking the **Add Modus Operandi** link will display the **Modus Operandi** page where entry, exit, method, means, and trademark information can be added and associated to one or more of the offenses listed on the report.

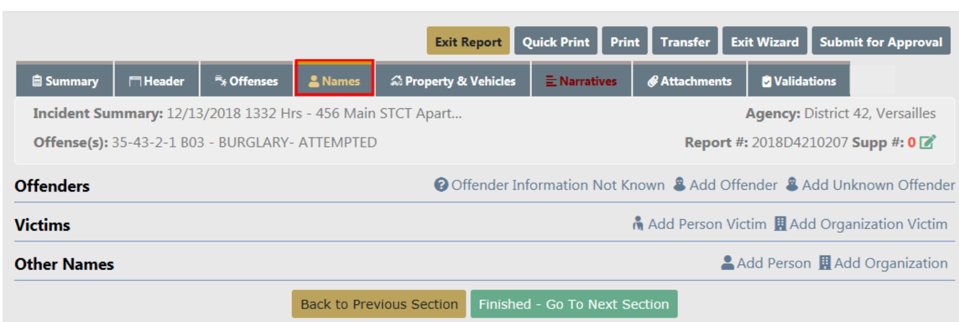


Click **Save** after entering or selecting all required fields on the **Modus Operandi** page.

Click the **Finished – Go To Next Section** button to advance to the *Names* tab.

Incident Report Section – Names Tab

The **Names Tab** contains the list the names of all persons and organizations involved in the incident. The names section is broken into three sections, the *Offender*, *Victim*, and *Other Names*.



Agencies using Caliber CAD and entering person contact data, the Person Name data is automatically added to the incident report in Online RMS without user action using one of the following criteria:

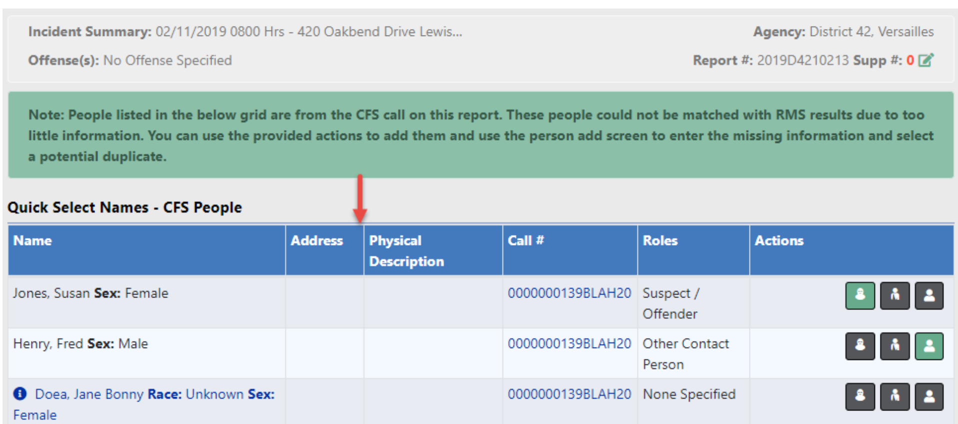
- *Person exact match*. Caliber CAD CFS Contact Type matches Online RMS involvement role.

  – Person is added to the incident report Offenders, Victims, or Other Names section automatically without user action.

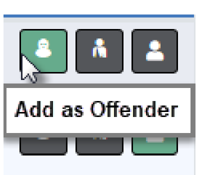
- *Person exact match*. Caliber CAD Person Contact Type is **not** provided **nor** matches Online RMS involvement role.
  – Person is added to Master Person Index automatically without user action. Use **Quick Select Names - CF People** option to add person to incident report.
- *No Person exact match*.
  – Use **Quick Select Names - CFS People** option to create the master person index record and add to the incident report.

Quick Select Names - CFS People

If the CFS module and integration is turned on, and the integration process cannot match people that exist on the CFS record with RMS, the unmatched names appear in this section of the **Names Tab**. With appropriate permissions, you have the option to add unmatched people to the Master Index in RMS, then associate them with the Incident Report.



Click the appropriate icon in the *Actions* column to add the name as an Offender, Victim, or Other Person. Hover your mouse over each icon for a description of what the icon does.



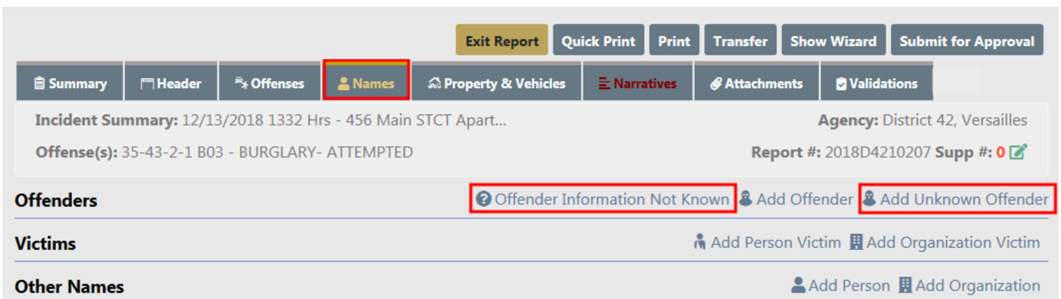
NOTE: A green icon suggests the Recommended Action based on the CFS Contact Type/Involvement Role. For example, if the *Add as Offender* icon is green, that is the recommended action.

NOTE: Names appearing as black text, lack unique person identifiers required to match to or create a new master person index record.

After clicking the appropriate icon, the **Add Person** screen appears. Fill in the appropriate information then add and select the person. When adding a new person record, the system notifies you if there are potential duplicates.

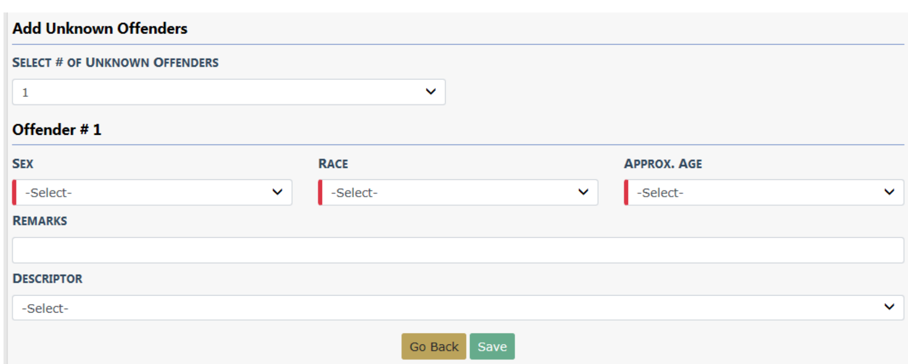
- For more information, refer to "Adding Person" on page 83.

Offenders Section-Adding Unknown Offender(s)



- **Add Unknown Offender**

  Selecting the **Add Unknown Offender** hyperlink prompts you to list the number of unknown offenders by using a drop down menu. Once the number of unknown offenders is selected, add applicable sex, race, age, and description to each. *Not Known* is also an acceptable answer.



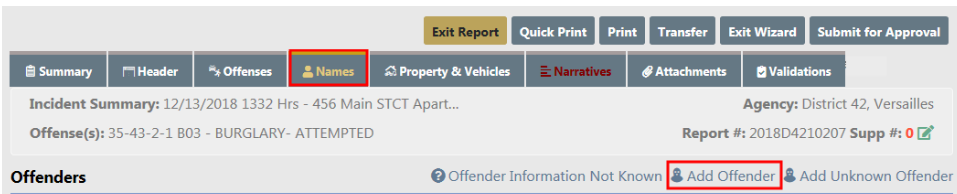
  Click **Save** to create the Offender records.

- **Offender Information Not Known**

Selecting **Offender Information Not Known** enters one *Unknown Offender* record as a place holder, allowing you to return and update the record when details are known.

The **Offender Information Not Known** hyperlink only appears when an Offender record is nonexistent.

Offender Section-Adding Known Offender(s)



If the **Add Offender** hyperlink is chosen you are taken to the **Master Indices Person Search** screen.

You can select person records for the incident report three ways:

- Search by entering your own criteria, then select from the search results list.
- Create new master person record and add it to the incident report.
- Search for a person that exists on a CFS record that is associated to the incident report, if applicable, then select from the search results list. An Associated CFS Available link appears if the incident is associated to a CFS record.

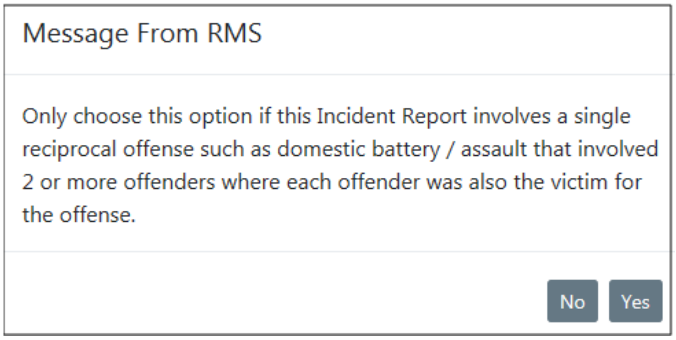
For more information on searching, selecting, and creating *Master Person* records, refer to "Master Indices" on page 69.

NOTE: Always search for *Master Person* prior to adding a new record. Search as broadly as possible to yield more results, then Refine Search as necessary to narrow the search. This will help to prevent Master Indices duplicate records for the same Person, Address, etc.

Once all information has been added to the person record click the **Select** button to continue to the next screen to add additional NIBRS/UCR related information for that person.

NOTE: This same process is used for adding the Offender(s), Victim(s) and Other Name(s).

If you select the box indicating that the Offender was also a victim of the offense, you are asked to confirm. Select **Yes** to confirm.



Select the **Save** button to return to the **Names** tab where the person will appear added to the Offender Section. If the offender was also a victim, the name is also listed under the victim section. Add additional offenders if applicable.

Incident Victim(s)

Society crimes will default **Society** as the victim.

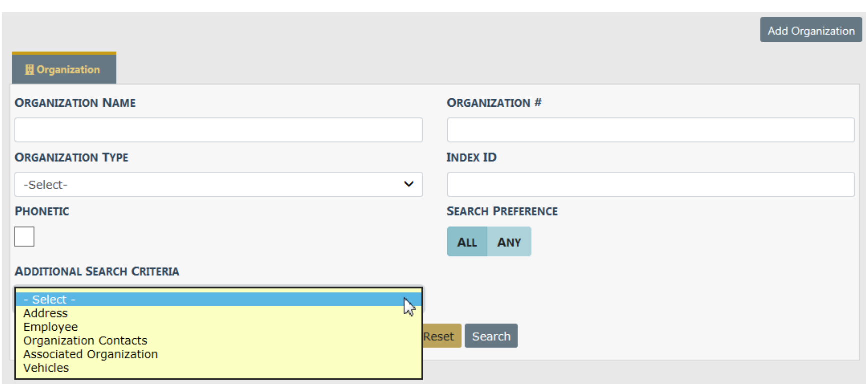
Persons and Organizations can be added to the Incident following the same process used to add a Known Offender. For details on adding a Known Offender refer to "Offender Section-Adding Known Offender(s)" on the previous page.

At the bottom of the screen is an optional area where you can note Victim Rights Notification information if applicable.

Click **Continue** to return to the names tab where the person added can be seen. Add Additional victims in the same manner if applicable. If no other names are needed click the **Finished – Go To Next Section** button to proceed to the **Property & Vehicles** tab.

Adding Organization as Victim

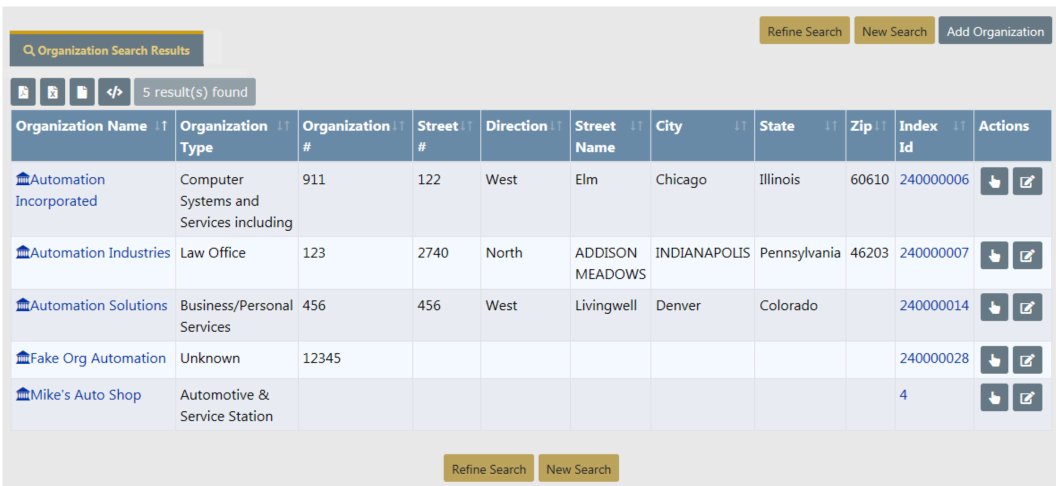
Select the **Add Organization** hyperlink to advance to the **Master Indices Organization Search** screen. Search for the Organization they need to add to the report as a victim.



NOTE: Always search the Master Indices prior to adding a new record. Search as broadly as possible to yield more results then Refine Search as necessary to narrow the search. This will help to prevent duplicated records for the same Person, Address, etc. in the Master Indices.

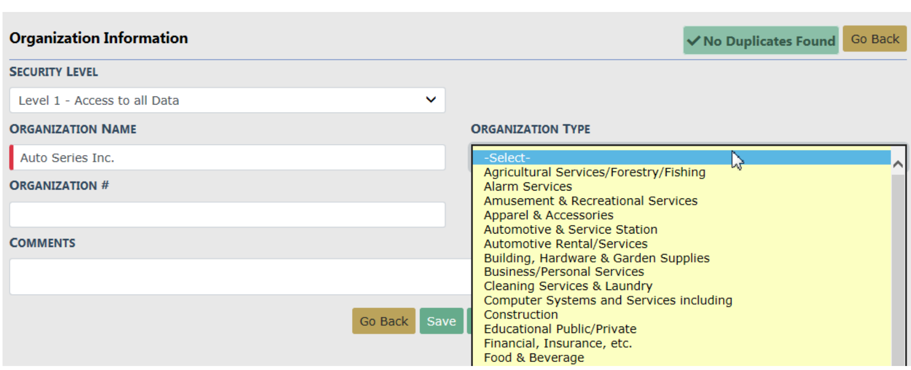
The search results display either a list of organization names meeting the search parameters or will indicate that there were no results found.

If the desired organization is listed, you can select the existing record as the victim for the report. Best practice is to review the information by clicking on the Organization Name or Index ID to review the information and verify it is up to date prior to selecting the record for the report.



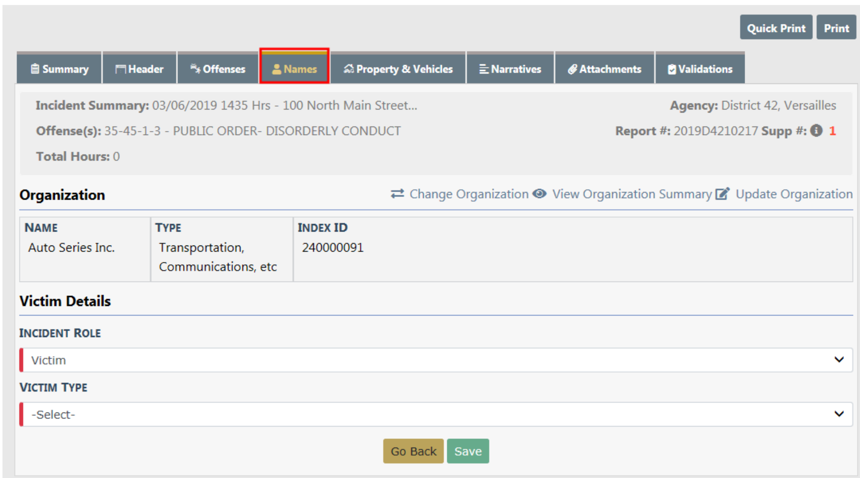
Organization Name	Organization Type	Organization #	Street #	Direction	Street Name	City	State	Zip	Index Id	Actions
Automation Incorporated	Computer Systems and Services including	911	122	West	Elm	Chicago	Illinois	60610	240000006	
Automation Industries	Law Office	123	2740	North	ADDISON MEADOWS	INDIANAPOLIS	Pennsylvania	46203	240000007	
Automation Solutions	Business/Personal Services	456	456	West	Livingwell	Denver	Colorado		240000014	
Fake Org Automation	Unknown	12345							240000028	
Mike's Auto Shop	Automotive & Service Station								4	

If the organization does not already exist in the Master Indices, select **Add Organization** to add the new record. Enter the Organization Name and Type fields then click **Save**, or click **Save & Select** to save and add to the Incident. Add additional known information such as the organization's address, phone number, employee information, and attachments.

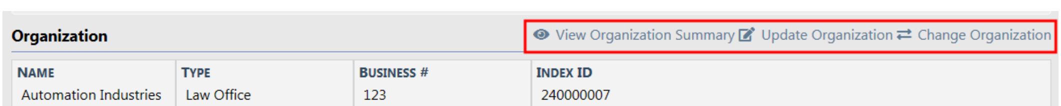


With proper permissions, you can select the **Security Level**. For more information, refer to "Master Index Security" on page 70.

If you are selecting an organization from the search results list, click the **Select** icon  to add the organization to the report. Add additional required information regarding the organization's role, the offense(s) the organization is a victim of, and the victim type.



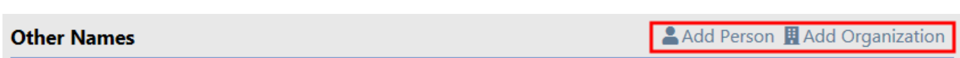
You can, with appropriate permissions, **View Organization Summary**, **Update Organization** information, or **Change Organization** by clicking on the respective links on this screen.



Click the **Save** button to add to the Incident. Add additional names and organizations for the report if applicable.

Other Names

Additional persons and organizations can be added to the report when applicable.



The entry of **Other Names** is performed using the same method as adding a Person, Organization, Victim, or Known Offender.

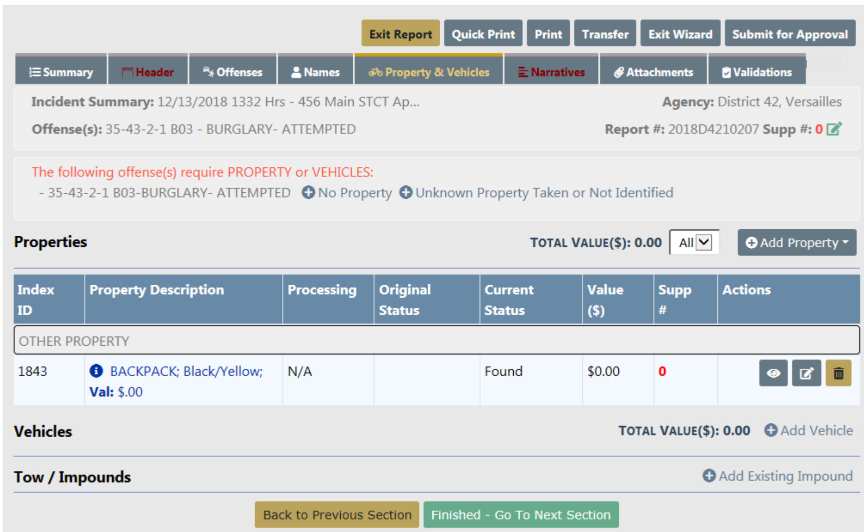
For more information on adding a Known Offender refer to "Offender Section-Adding Known Offender(s)" on page 153.

For more information on adding an Organization as a Victim refer to #AddOrgAsVictim.

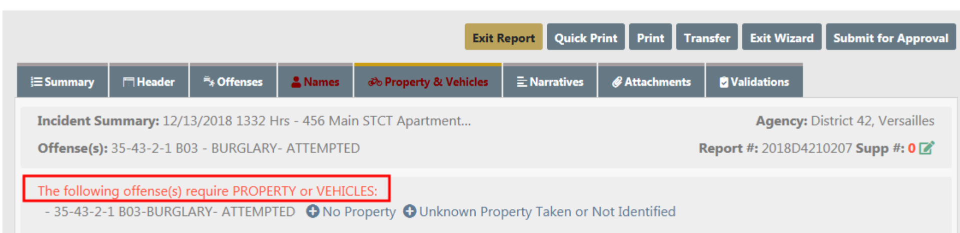
Select the **Finished – Go To Next Section** button to proceed to the *Property & Vehicles* tab.

Incident Report Section – Property & Vehicles Tab

The **Property & Vehicles Tab** contains all the incident related property and vehicles.

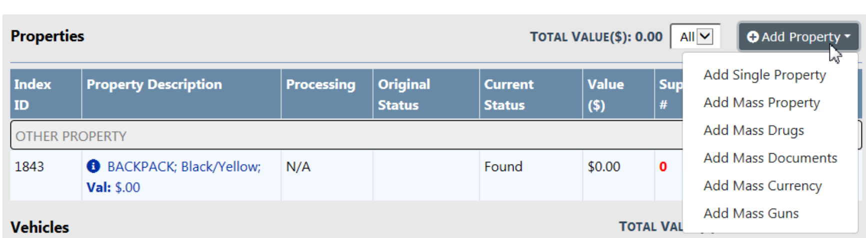


If there is an offense on the report that requires property or vehicle association to satisfy NIBRS/UCR validations, the tab will be red and there will be instructions on the page stating the requirement.



Add Property

Click the **Add Property** button to display menu items from which to choose. You can add a single piece of property, or multiple (mass) property types listed.

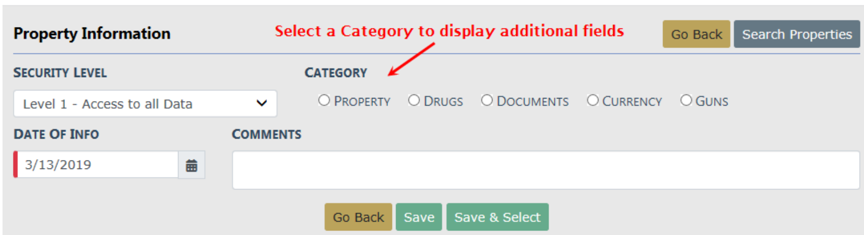


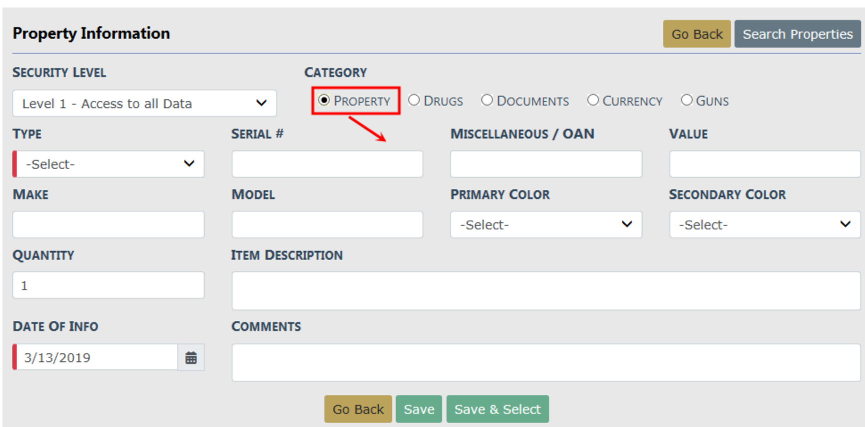
There are five **Categories** for adding property: *Property*, *Drugs*, *Documents*, *Currency*, and *Guns*.

The majority of the time when dealing with a piece of property for an Incident report, the piece of property has not been dealt with by the user’s agency. For this reason you are presented with the **Add Property** screen instead of a **Master Indices** search screen.

- **Add Single Property**

  Click **Add Single Property** to display the *Property Information* screen. Select the **Category** to display additional fields to describe the property in more detail.





NOTE: If you have reason to believe the piece of property you are going to enter on the report has been dealt with previously, use the **Search Properties** button to the top right, locate the existing property in the **Master Indices**, and add it to the report.

  Enter necessary data, then click **Save** to save your entry, or **Save & Select** to save your entry and add it to Incident Property.

- **Add Mass Entries**

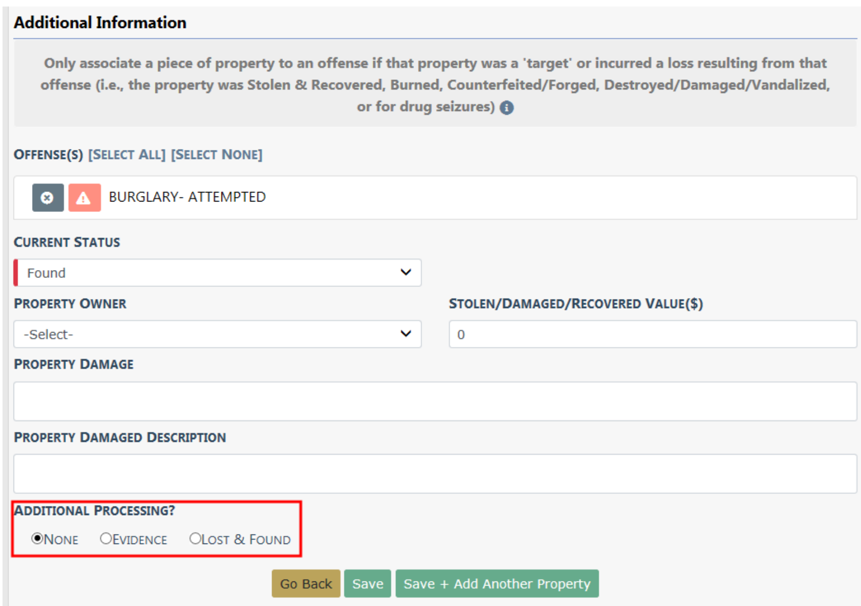
  You can add multiple (mass) property types for *Property*, *Drugs*, *Documents*, *Currency*, and *Guns*. If you choose any one of the Mass options, you can add multiple property records on one screen, rather than add them one at a time.

  Refer to "Mass Entry" on page 164 for details.

NOTE: If you are entering *Mass Currency*, currency should only be used when dealing with large amounts of currency where the denominations are known. For smaller amounts, use the *Property* category and select **Cash** from the drop-down list. For example, *$500 stolen from a person* would be entered as *Property*, Cash and the description could state *Miscellaneous 5, 10, & 20, dollar bills*.

Enter the property information in the fields provided then click **Save** to display *Additional Information*.

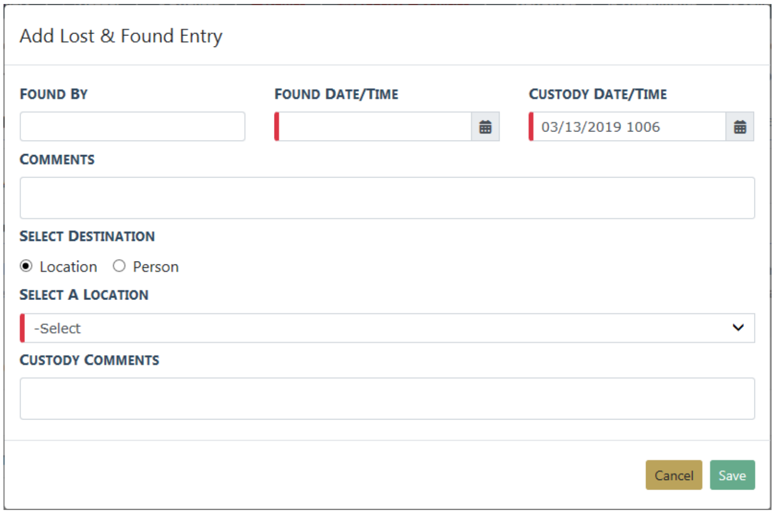
You have the ability to process the property as **Evidence**, **Lost & Found**, or **None** (neither), providing your agency elected to turn on these modules.



If you choose **Evidence** or **Lost & Found**, a data entry screen appears with data specific to the option you choose. You must also select a **Current Status** from the drop-down list.

Lost & Found

The *Add Lost & Found Entry* screen appears after selecting the **Lost & Found** button.



Enter the necessary information then click **Save**.

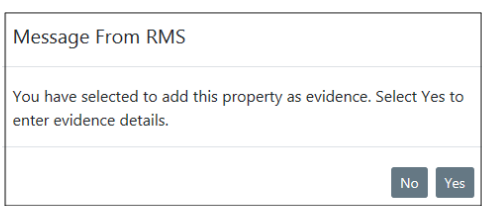
The newly entered **Lost & Found** information appears near the bottom of the *Additional Information* screen. If necessary, click on the **Edit** link to update the record.

Click **Save + Add Another Property** to save the new entry and add another property record, or click **Save + Continue** to save the new entry and display the property records.

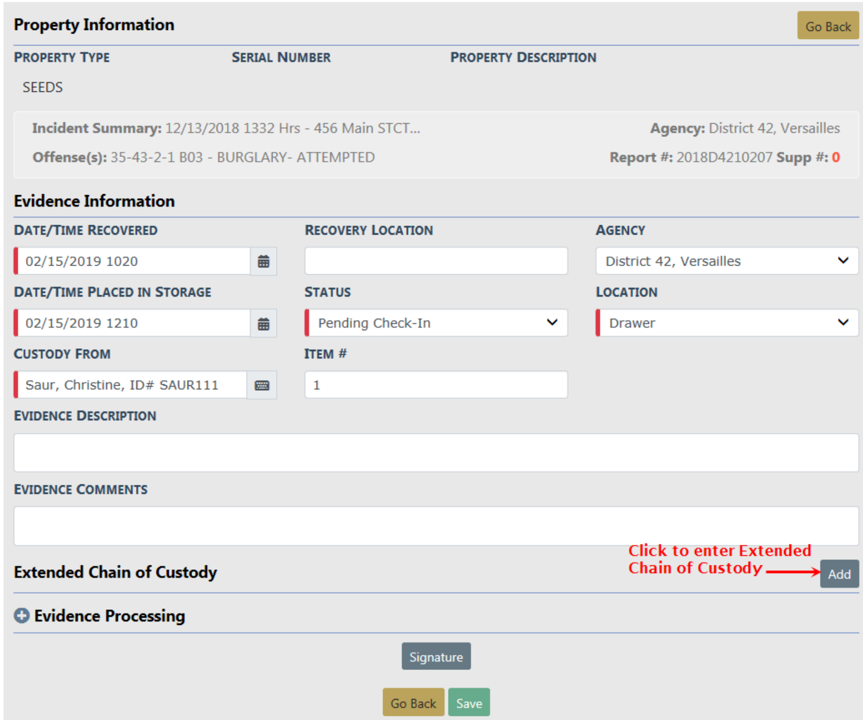
NOTE: For information on the *Lost & Found Module*, refer to Lost and Found Property.

Evidence

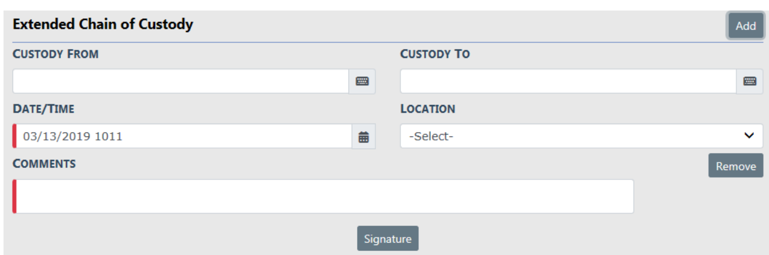
For Evidence, select the **Evidence** button then click **Save** to display an evidence confirmation.



Selecting the **Yes** button displays the **Add Evidence** screen to enter the date and time of recovery, the location the evidence is being stored, description, comments, an extended chain of custody and if the evidence needs any testing. The status defaults to *Pending Check-in* and the Location list of values (LOV) will have the temporary storage locations specific to the user’s agency.

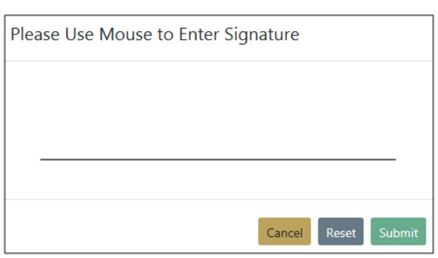


An **Extended Chain of Custody** can be entered to show if a piece of evidence was collected and transferred prior to entering the evidence. This can be done for multiple transfers if necessary. The **Custody From** and **Custody To** fields are tied to system users; however, you can leave one or both of these fields blank then add the data to comments.

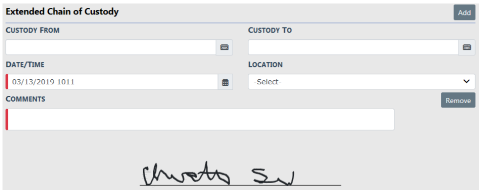


NOTE: In a multi-tiered agency the *Location* list filters based on the selected agency.

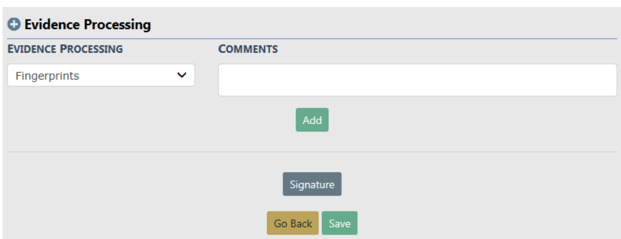
Select the **Signature** button to open the signature window.



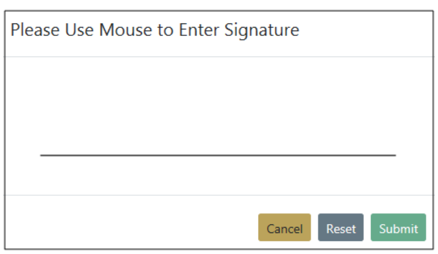
Sign for the custody change using the mouse then select **Submit** to apply the signature.



Evidence Processing can also be noted when entering a piece of evidence. Specific notes may be entered to relay specific information about the request. Multiple processing requests can be entered for a single piece of evidence.

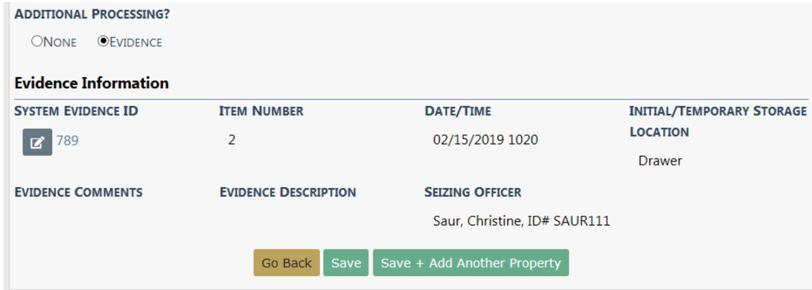


Select the **Signature** button to open the signature window.



Sign for the evidence processing using the mouse then select **Submit** to apply the signature.

Select the **Save** button to add the item to the evidence database.

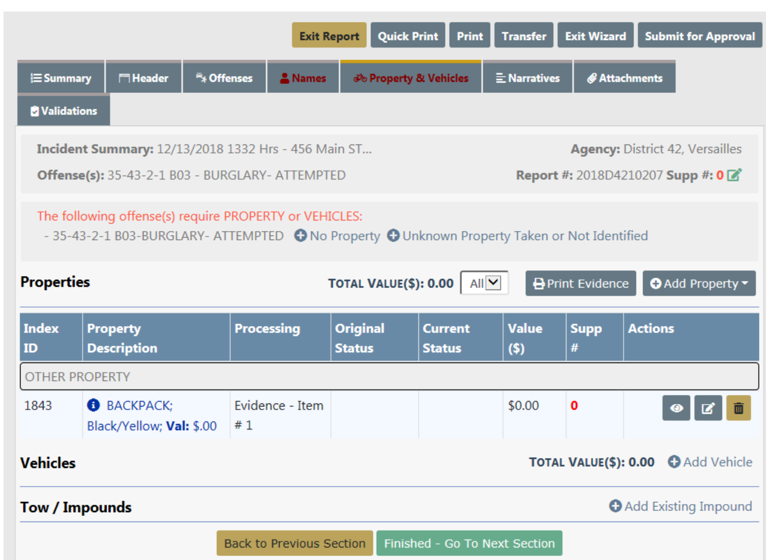


After completing the evidence screen, you are returned to the **Property & Vehicles** screen. Either click the **Save** button or the **Save + Add Another Property** button.

NOTE: **If you do not select one of the two save buttons, evidence will not save correctly to the report**. If you click another incident tab, it will be listed in the evidence database and associated with the System Evidence Id but will not be attached to the incident report. It will be attached to the report as a piece of property in the report but not as evidence in the report.

You can now **Print** *Evidence Labels*, *Receipts*, or *Chain of Custody* from the current screen, or print at a later time.

NOTE: For more information on printing *Evidence Labels*, *Receipts*, or *Chain of Custody* refer to "Incident Report – Print Evidence Labels, Receipts, Chain of Custody" on page 170.



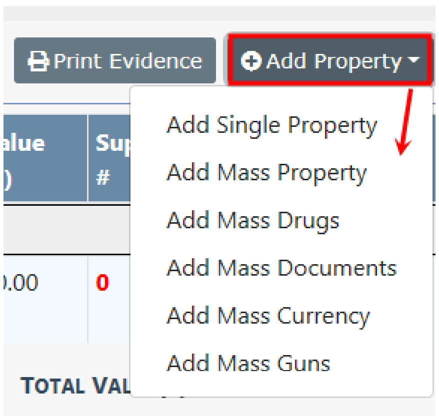
Select the **Finished – Go To Next Section** button to proceed to the next tab.

NOTE: A warning message displays to unauthorized users who attempt to remove *Property* from the **Incident Report** that is processed as *Evidence*.

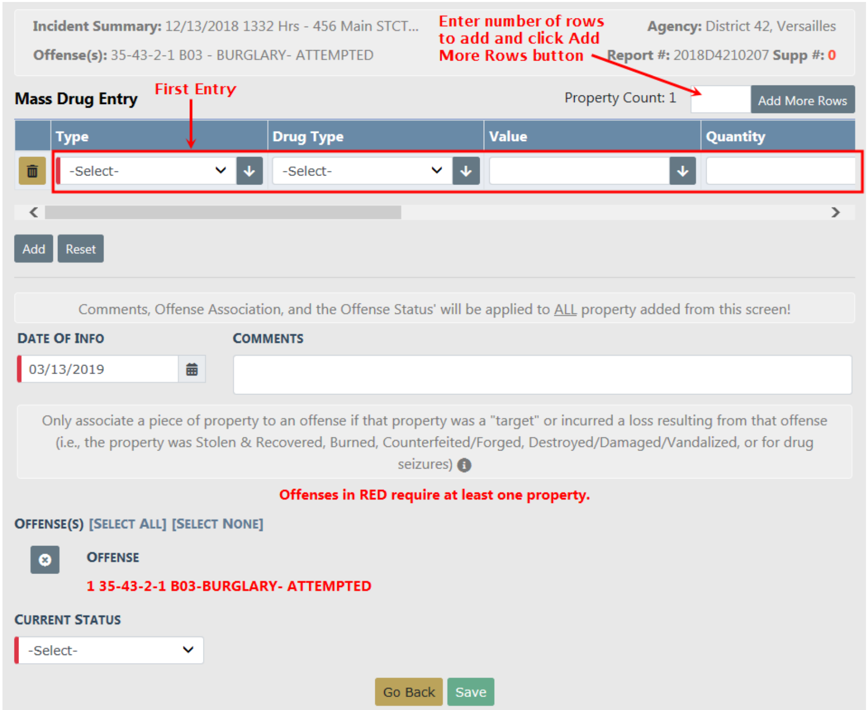
NOTE: For information on the *Evidence Module*, refer to Evidence Module.

Mass Entry

All five property **Categories** support **Mass Entry**, a form that allows you to enter multiple property records on the same screen. Click on the **Add Property** button to display a list of **Categories** from which to choose.



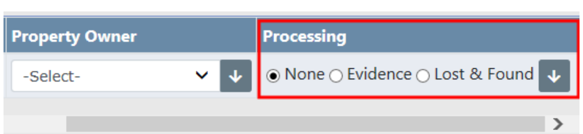
Select a mass category from the list to open the associated Mass Entry form. *Add Mass Drugs* is used in the example.



Enter the first row in the fields provided.

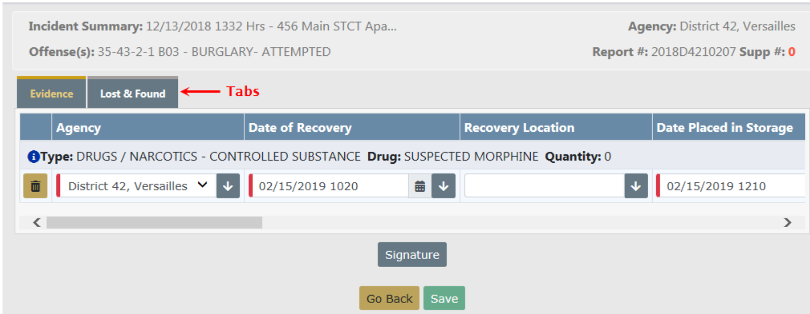
There are two ways to add additional fields: Click the **Add** button to add one row at a time. To add multiple rows at one time, enter the number of rows you want to add in the box on the left of the **Add More Rows** button, then click the **Add More Rows** button.

Select a radio button to the far right of each line item to indicate how to process it: *Evidence*, *Lost & Found*, or *None*. You may need to slide the bar to the right to see the radio buttons.



When all the required information and other known information have been entered, click the **Save** button. A confirmation window appears listing the number of mass records entered and how they are processed. Click **Yes** to create the records.

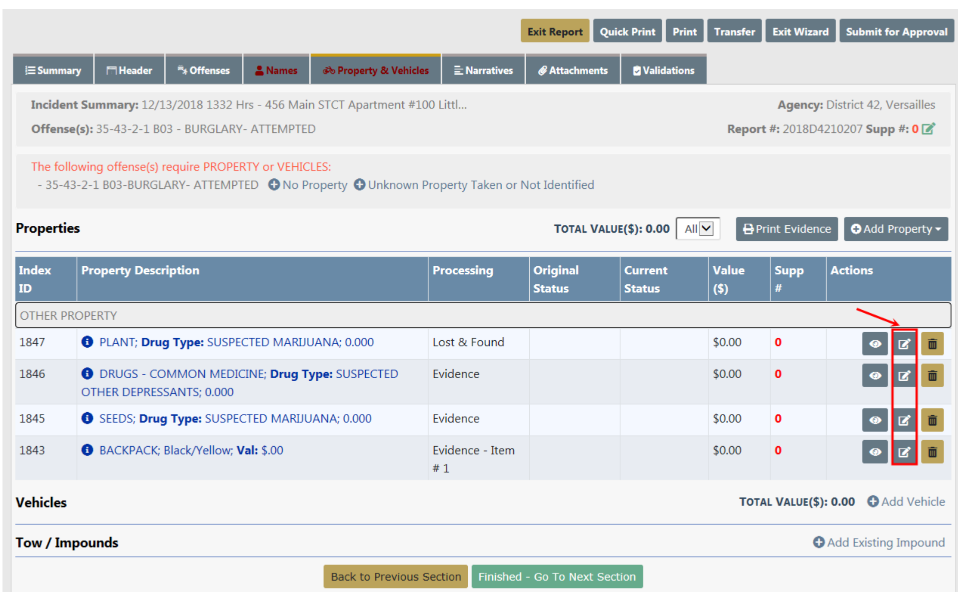
A window appears displaying the new entries with *Evidence* and *Lost & Found* separated into tabs.

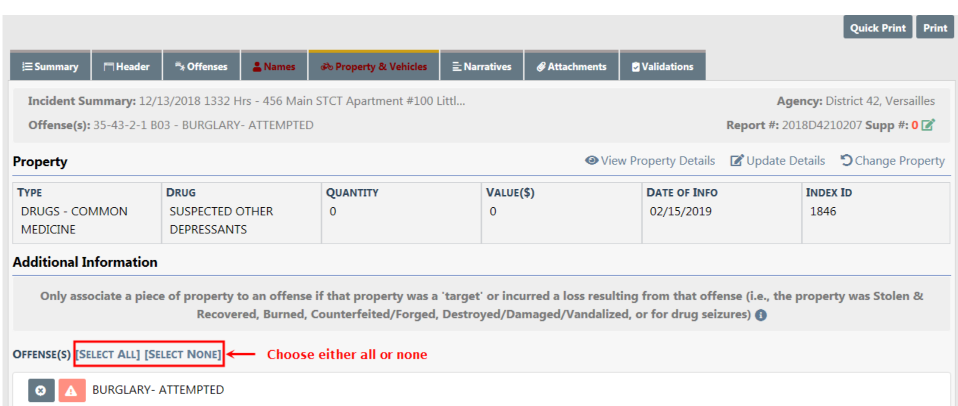


Fill in all the required fields in each tab. Any field with a red left-hand border is a required field. You must complete required fields to continue. Click **Signature** to sign if required by your agency.

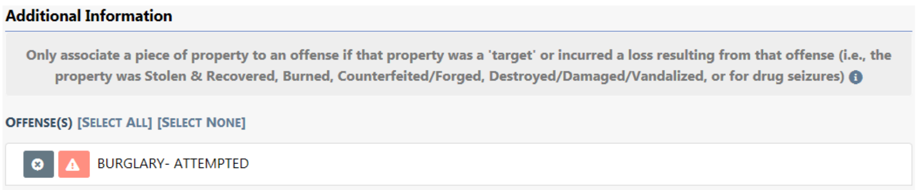
Click **Save** to add to the Incident Report.

Click the Edit icon on the applicable properties to relate them to the report. Then choose all offenses or none.





When an offense on the report requires a property or vehicle association, validations are in red advising of the requirement. Make note of the instructions indicating what property should be associated to what types of offenses. Hovering over the blue information bubble will provide examples.

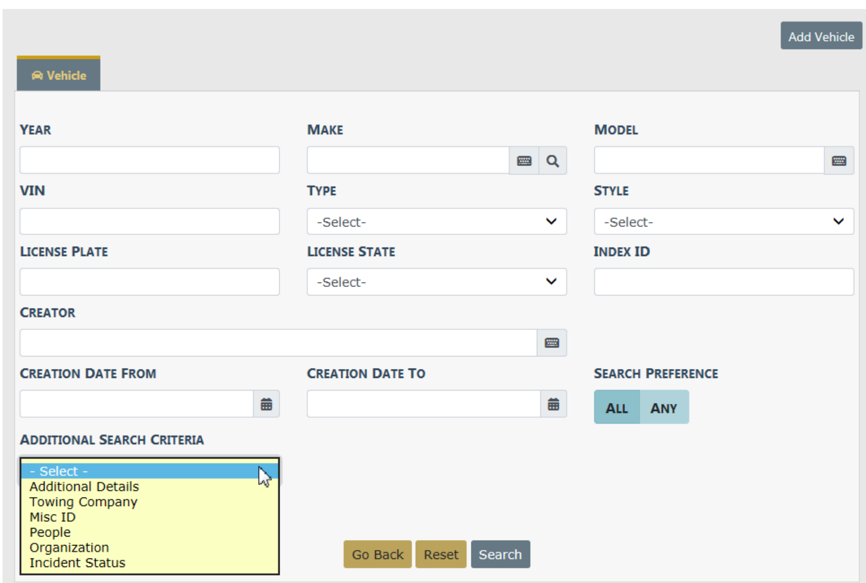


If the property being added needs to be tracked as **Evidence**, select **Yes** at the bottom of the screen answering the question, *Was Property confiscated and placed into evidence?* and follow the prompts. (see Incident Report – Incident Evidence for more information).

Select the **Save & Add another Property** button to add additional property or **Save & Continue** button to return to the **Property & Vehicles** tab for review.

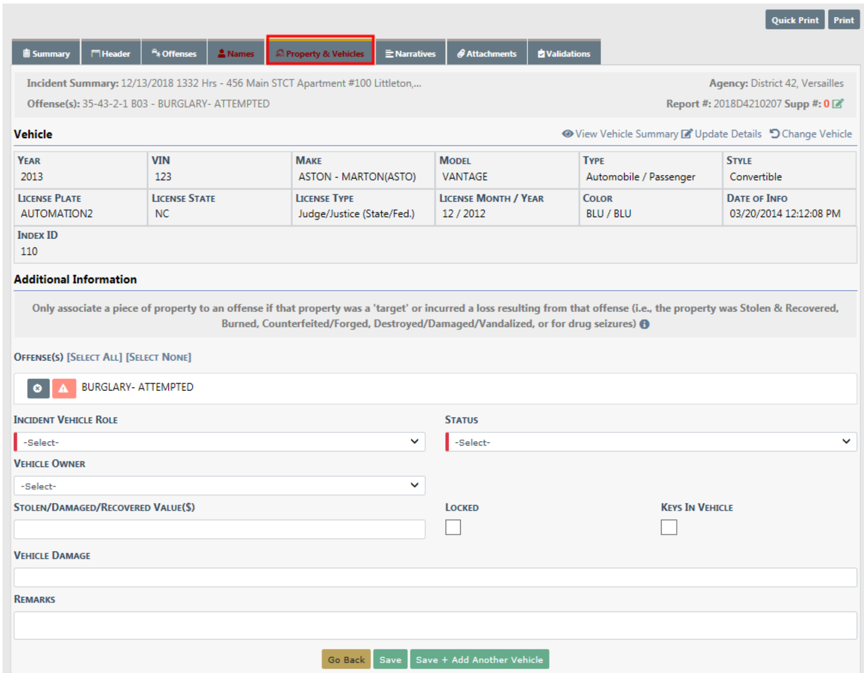
Add Vehicle

Selecting the **Add Vehicle** hyperlink will display the **Search Vehicle** screen.



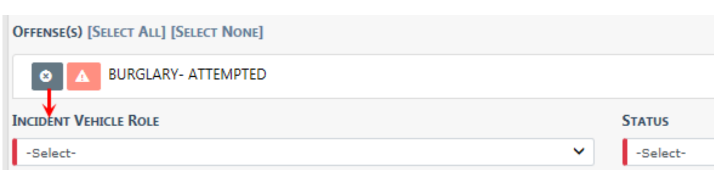
NOTE: Always search the Master Indices prior to adding a new record. Search as broadly as possible to yield more results and Refine Search as necessary to narrow the search. This helps to prevent duplicated records for the same Person, Address, Vehicles, etc. in the Master Indices, and it keeps all RMS system activities related to the record in a centralized location.

The search results display either a list of records matching the search parameters or will indicate that there were no results found. If the desired record is listed you can select the existing record as the victim for the report. Best practice is to review the information by clicking on the VIN or Index ID to review the information and verify it is up to date prior to selecting the record for the report.



When an offense on the report requires a property or vehicle association, validations appear in red advising of the requirement. Make note of the instructions indicating what property should be associated to what types of offenses. Hovering over the blue information bubble will provide examples.

Crime Not Selected/Associated



Crime Selected/Associated

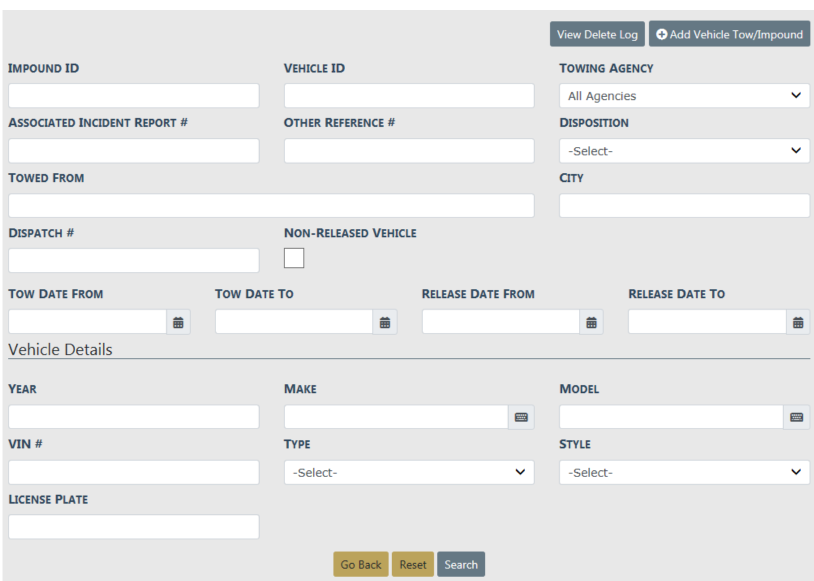
Once all this information is completed select either the **Save & Add another Vehicle** button to add more property or the **Save & Continue** button to return to the **Property & Vehicles** tab for review.

Once all Property & Vehicle have been added, select the **Finished – Go to Next Section** to advance to the **Narrative** tab.

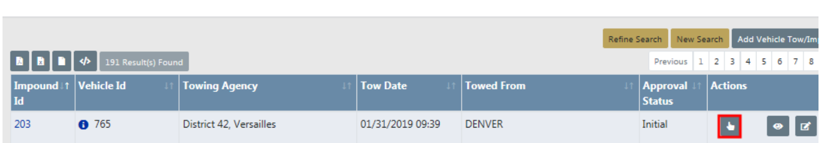
Add Existing Impound

Vehicle Tow/Impound can be associated with an Incident. However, the Tow/Impound grid will not appear on the Incident screens is the Agency is not using the Tow/Impound module.

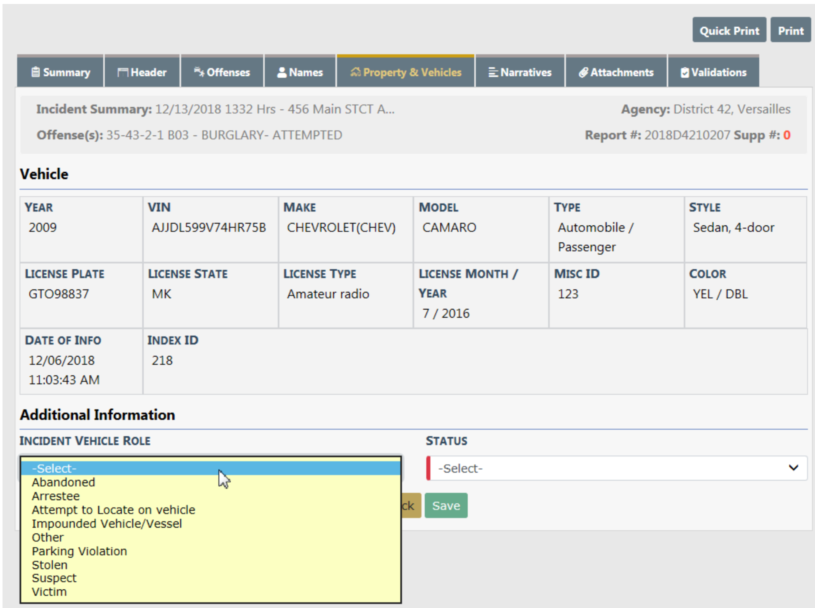
Selecting the **Add Existing Impound** hyperlink displays the **Vehicle Tow/Impound Search** screen.



Enter the necessary data to search for the record needed, then click the **Search** button to view the results.

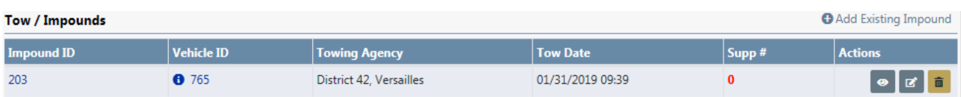


Click the **Select** icon to select the record and to open the **Associate Incident to Vehicle Tow/Impound** page.



Select the proper **Incident Vehicle Role** and **Status** from the lists, then click the **Save** button.

The Tow/Impound record is now associated to the Incident.

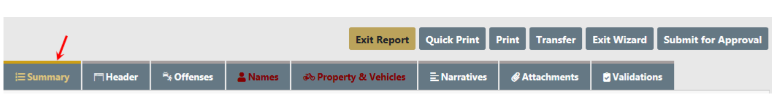


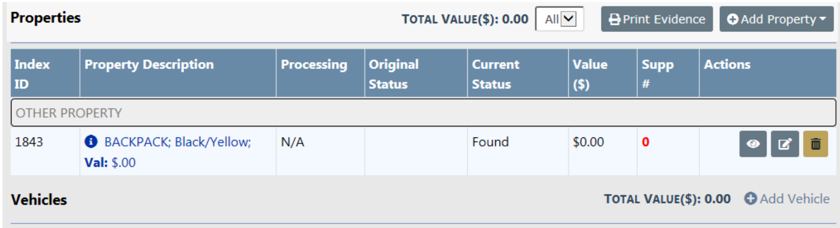
Incident Report – Print Evidence Labels, Receipts, Chain of Custody

After all the property and evidence have been entered you can review the property and/or evidence entered on the report. If evidence exists, you have the ability to print **Evidence Labels**, **Evidence Receipts**, and **Chain of Custody**.

There are two access points to print labels, receipts, and chain of custody:

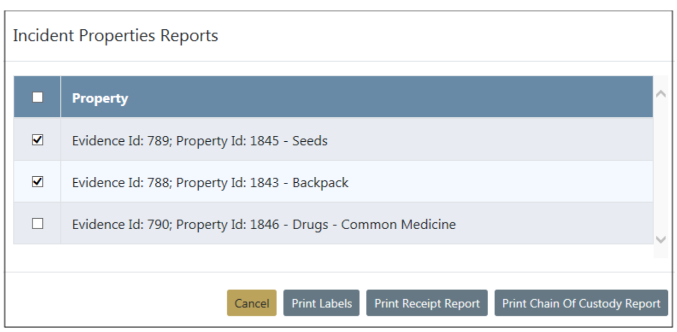
- The **Summary** tab of the Incident Report, then scroll down to the **Property** section.





- The **Property and Vehicles** tab of the Incident Report.

Select **Print Evidence** button from either tab and a new Reports window displays.

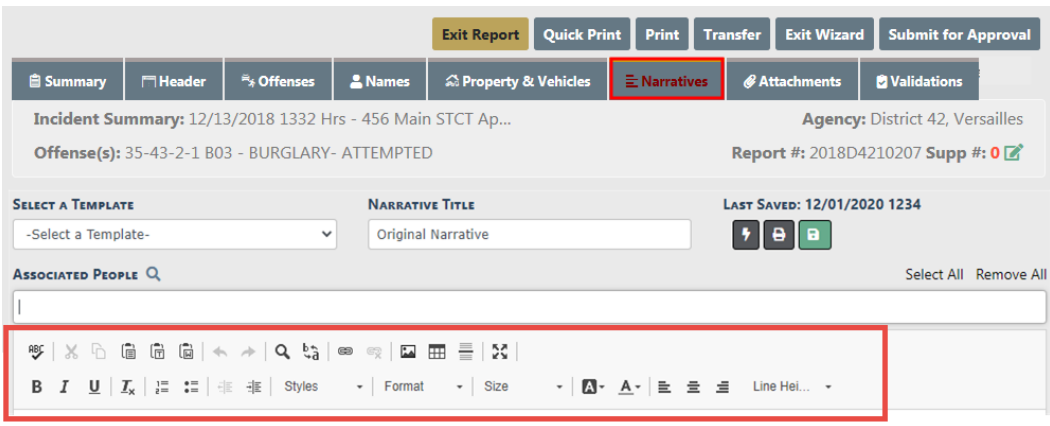


Select which properties to include, then select one of the available print buttons. **Print Labels** is used in this example. The PDF generates and is sent to your download folder. Click **Open** to view the report or click **Save**.

NOTE: Only items that are checked print.

Incident Report Section – Narrative Tab

While on the **Narrative** tab, click on the **Add Narrative** button to open the Narrative entry screen where there is a built-in editor with formatting tools that supports grammar and spell checking, and provides the ability to format the body of the narrative.

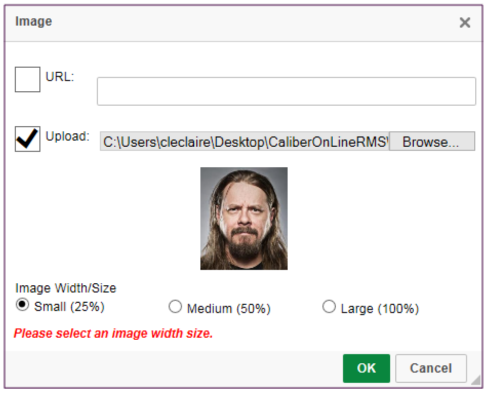


When inserting an image, you must use the **Image** icon on the tool bar.

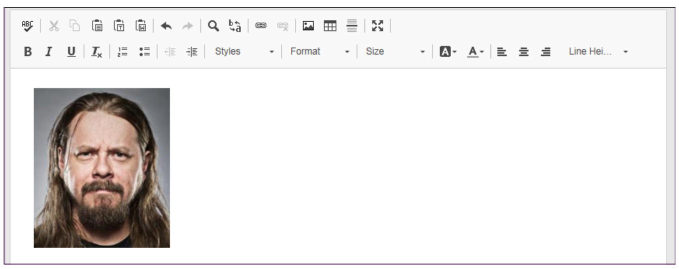
A dialog window appears giving you the option to insert an image from a URL or file.

Note: You cannot drag and drop, or copy and paste images at this time. You must use the **Image** icon to insert.

Select **URL** or **Upload**, select the **Image Size**, then click **OK**.



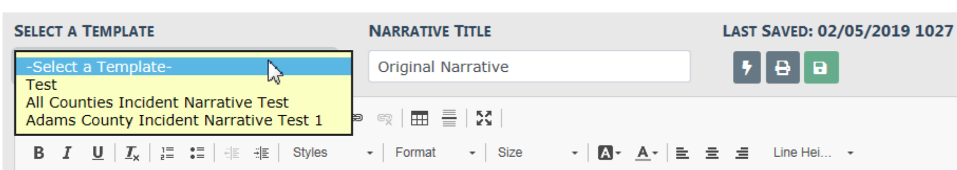
The image inserts into the body of the narrative.



To *remove the image* from the body of the narrative, click on the image then press the **Delete** key on your keyboard.

The built-in *Spelling and Grammar Checker* identifies mistakes and corrects them as you type your narrative.

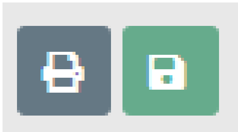
Some agencies may use **Narrative Templates** to guide you in creating their narrative. If a template is selected, the information will be applied to the narrative for you to complete and edit as required.



The **Narrative Title** will default to *Original Narrative* but you may edit the title if necessary.

Select **Associated People** to associate the Incident persons to the Narrative. Select as many that apply.

There are icons for printing the narrative and for saving the narrative which can be used at any time while the narrative editor is open.



As the narrative is being typed, the system auto-saves the narrative every sixty seconds in the event the connection is lost or the computer becomes unusable.

If the application attempts to save and is not able to reach the server, you are presented with a Warning indicating the connection may be lost. Navigating away from this screen may cause you to lose up to 60 seconds worth of your narrative. Simply reestablish your connection and select the **Click Here to Try Again** link so the narrative can be saved to the server and continue the auto save feature.

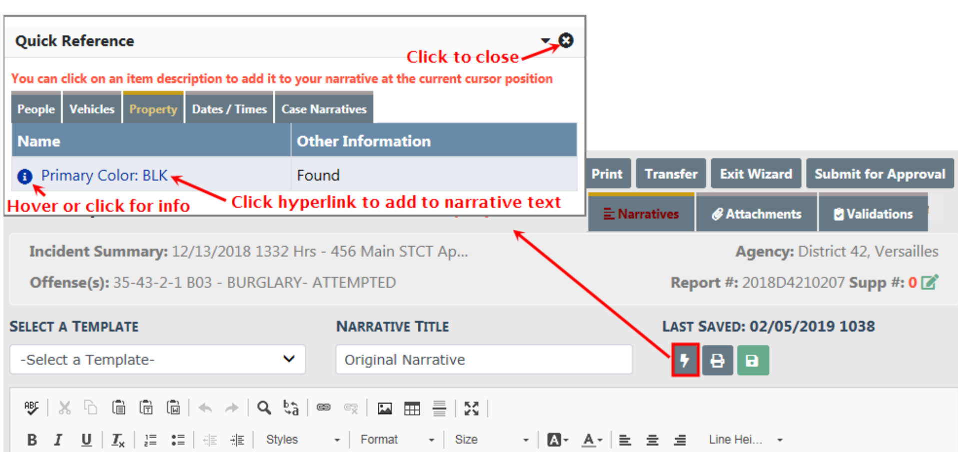
You should only have one workstation logged in to Online RMS at any given time.

If you have two workstations open on the Narrative screen, the first session open to the Narrative page is saved in Online RMS. If you write a lengthy narrative on the second open session, it does not save on your report.

> **Note**: Always **Save and Exit** your Narrative when leaving the computer for any length of time, or move to a different computer to complete your report.

The **Quick Reference** icon  is a hyperlink that displays a window in the upper left hand corner which provides easy access to all the people, organizations, vehicles and property, and case narratives within the incident report.

> **Note**: If no items exist for a particular tab, that tab does not appear. For example, if a Case Narrative does not exist with an associated Case, then the Case Narrative tab does not appear.



The **Quick Reference** window contains blue hyperlinks. By clicking on the blue hyperlink you add that particular information directly into your report's narrative in the area where your cursor is located.

You may also place your mouse over the blue information bubbles to see additional information.

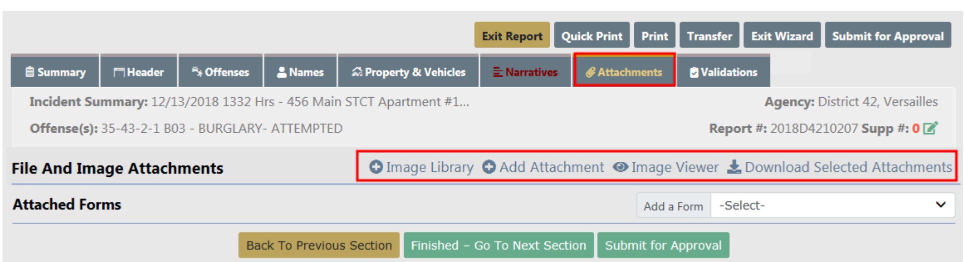
Once the narrative has been completed you can select the **Save & Continue** button which will display the **Narrative** tab for review. Additional narratives may be added to the report by selecting the **Add Narrative** link to the top right which will open a new narrative entry screen.

> **NOTE:** If the agency is configured to bring over notes from CAD, you will see those narratives listed. You can view, edit, or delete the existing narrative as needed. A new narrative can be added by selecting the **Add Narrative** link.

When you have completed the narrative(s) for the report, select the **Finished - Go To Next Section** button to navigate to the **Attachments** tab.

Incident Report Section – Attachments Tab

The **Attachments** tab is used to capture incident related attachments such as crime scene photographs or statements, and you can download existing attachments. This is also the location where *Custom Forms* can be completed if the agency is using them.



To add a file or image as an attachment, select the **Add Attachment** hyperlink. For more information on adding and downloading attachments, refer to "Attachments" on page 57.

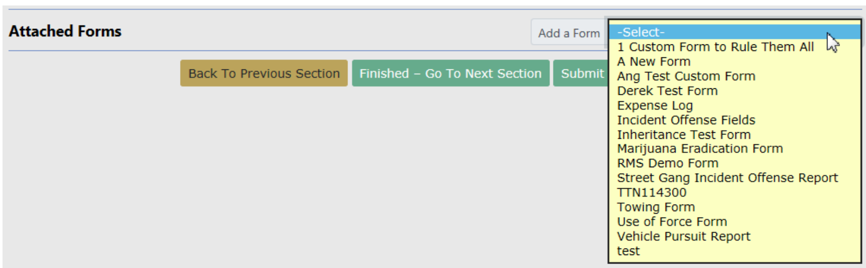
To add an image file from your personal Image Library, select the **Image Library** hyperlink. If images do not exist in your Image Library, then the hyperlink does not appear. For more information on the Image Library, refer to "Image Library" on page 63.

To view an image, select the **Image Viewer** hyperlink.

When all attachments are saved and closed the system returns to the **Attachments** Tab where the files will be displayed.

There are icons next to each file in the *Actions* column that allows you to download, view, edit, and delete the file.

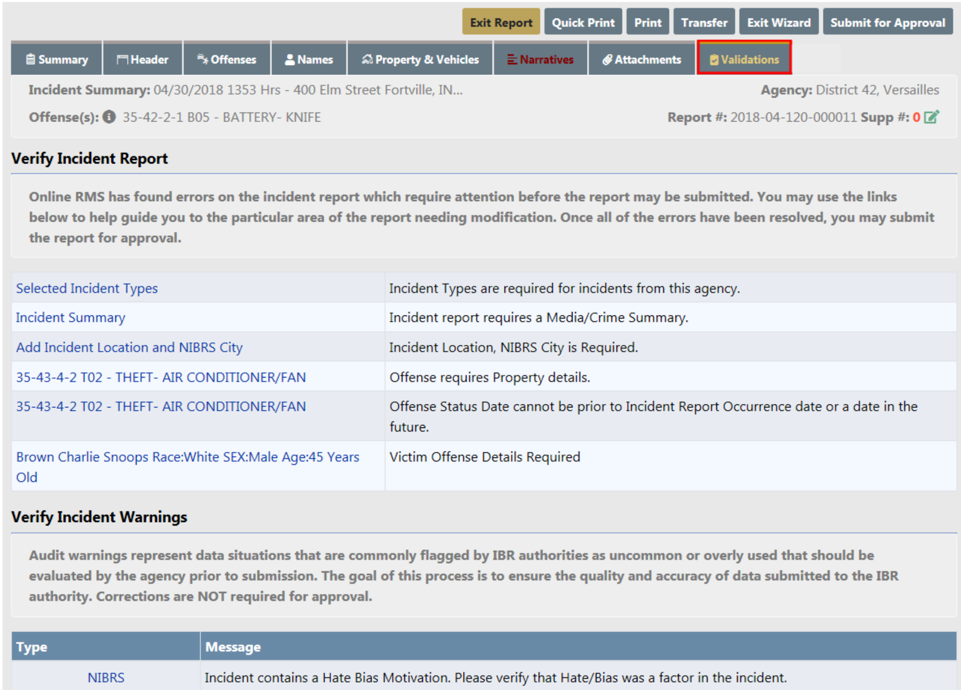
Agency Forms can also be completed in the attachments section of the incident report. Select and complete the form from the drop-down menu. Refer to your administrator for details.



Select the **Finished - Go To Next Section** button to advance to the **Validations** Tab.

Incident Report Section – Validations Tab

The **Validations Tab** allows a final check of your report to ensure the minimum requirements are met based on the offense(s) entered on the report. The validation check occurs automatically when navigating to the **Validations** tab. The validation process verifies all the minimum requirements are met, then lists information still required for the report along with a hyperlink to that section of the report



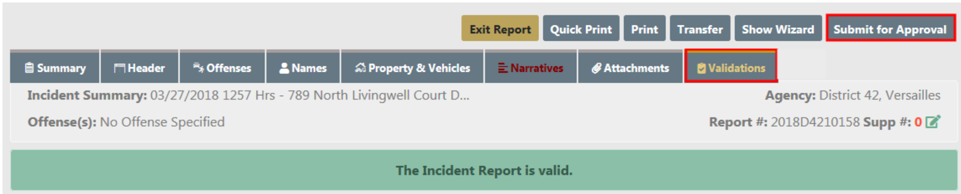
Click on each hyperlink in blue to correct the errors. After each correction, click **Save**, **Continue**, or **Update** (the button differs on each form) to return to the Validations page, or click **Return to Incident Validation** to return without saving.

A message appears in the **Incident Validations** tab when the report passes all validations.

Once the report is valid, submit it for approval. For more information on submitting for approval, refer to "Incident Report – Submit For Approval" below.

Incident Report – Submit For Approval

When the report passes all validations, it is ready for approval submission. Submit the report for approval by selecting the **Submit for Approval** button located at the far right hand of the screen just above the tabs.

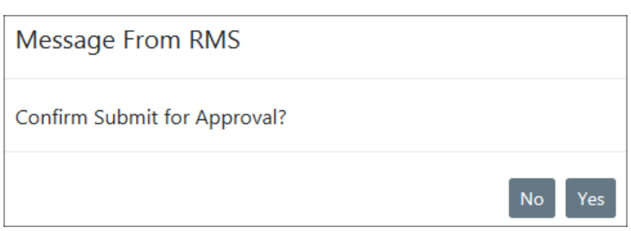


Users with approval authority will receive a message to either approve or submit the request.

By selecting the **Submit** button, the **Submission** screen appears. The *Approving Agency* defaults to your home agency and the *Approving Group* defaults to the *Approving Supervisor*. A text box is provided to supply additional information for the *Approving Supervisor*. Select the **Submit** button for submission.

NOTE: Only a multi-tiered agency user will have the added ability of selecting the *Approving Agency* to direct the report for approval to the agency where the report was taken.

Select **Yes** to submit for approval.



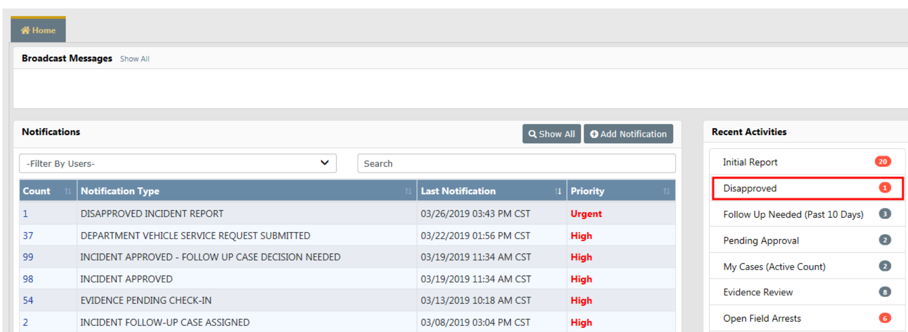
The *Approving Supervisor* receives notification that the Incident Report needs approval. For more information about the approval process refer to "Approve/Disapprove Incident Report" on page 223.

There may be times when the *Approving Supervisor* **disapproves** the Incident Report and routes it back to you for more information or to make corrections. After making corrections, you have an opportunity to resubmit for approval. For more information, refer to "Incident Report – Disapproval Notice Corrections" below.

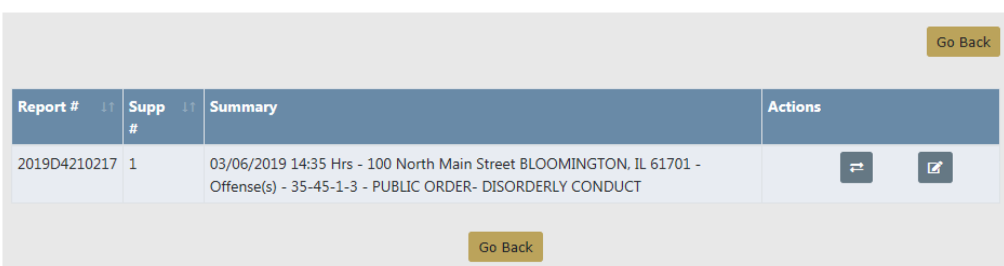
Incident Report – Disapproval Notice Corrections

The *Approving Supervisor* may **disapprove** the Incident Report and route it back to you for more information or to make corrections. You will then have an opportunity to make the necessary corrections and resubmit for approval.

The Recent Activities section of your Home page displays those that have been disapproved.

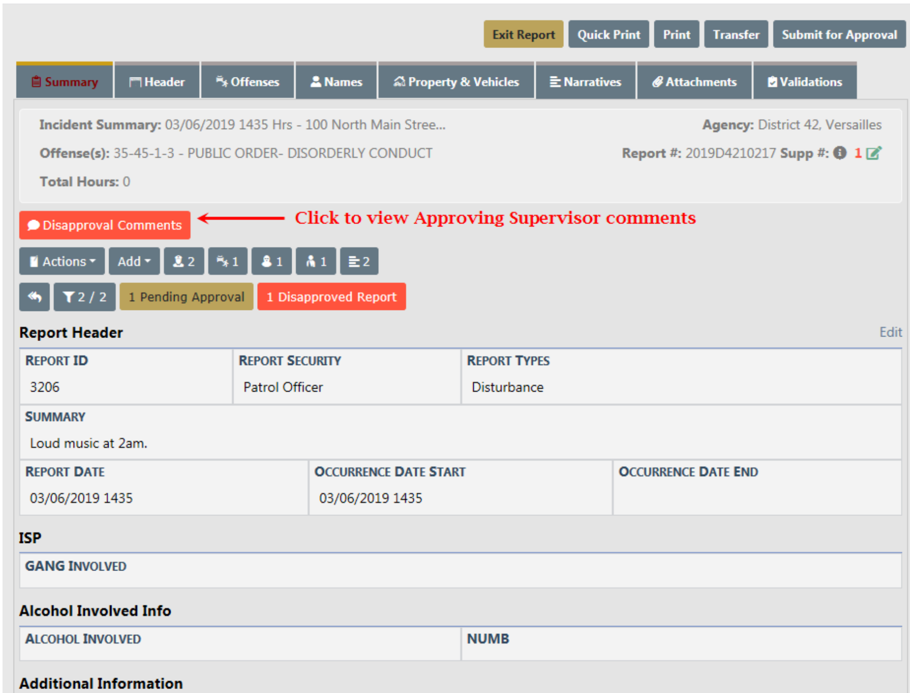


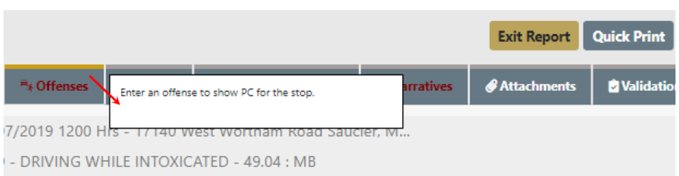
Click the **Disapproved** link to display a list. The number of incidents that appear in the list match the disapproved number that displays in Recent Activities.



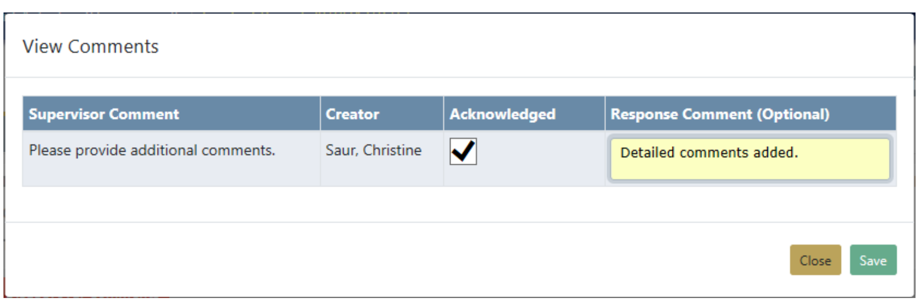
Click the transfer icon  to transfer the incident to another user, or click the edit icon  to make changes to the incident.

The *Incident Report* opens if you chose to edit. Click the red **Disapproval Comments** button to view the *Approving Supervisor* comments, or mouse over tabs highlighted in red to view disapproval comments associated with that tab.



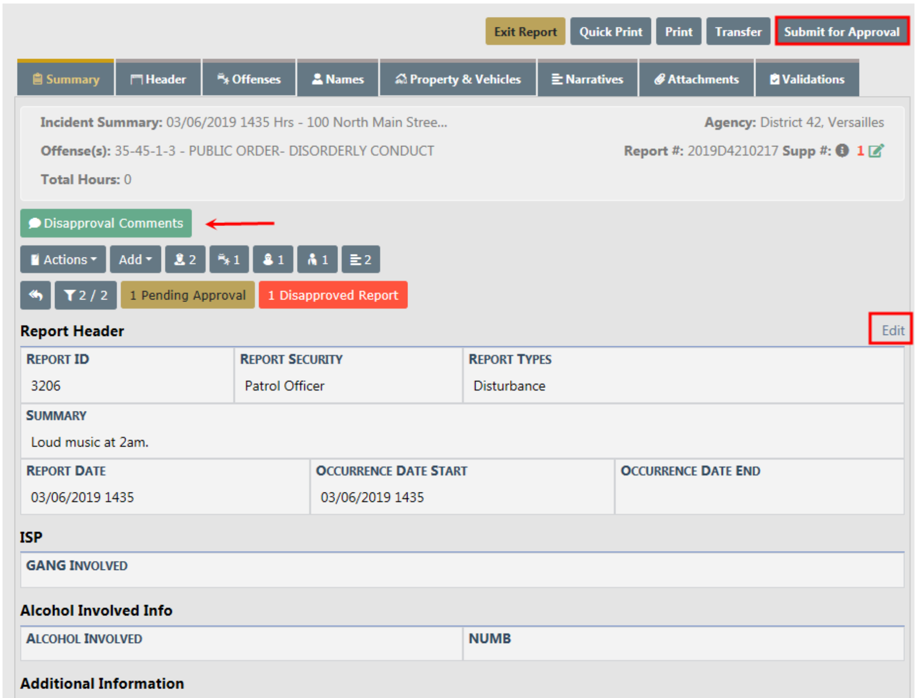


Review the supervisor comments and check the **Acknowledged** box. Add **Response Comments**, if any, then click **Save** to return to the *Incident Report* page.



NOTE: All disapproval comments must be acknowledged prior to submitting report for approval.

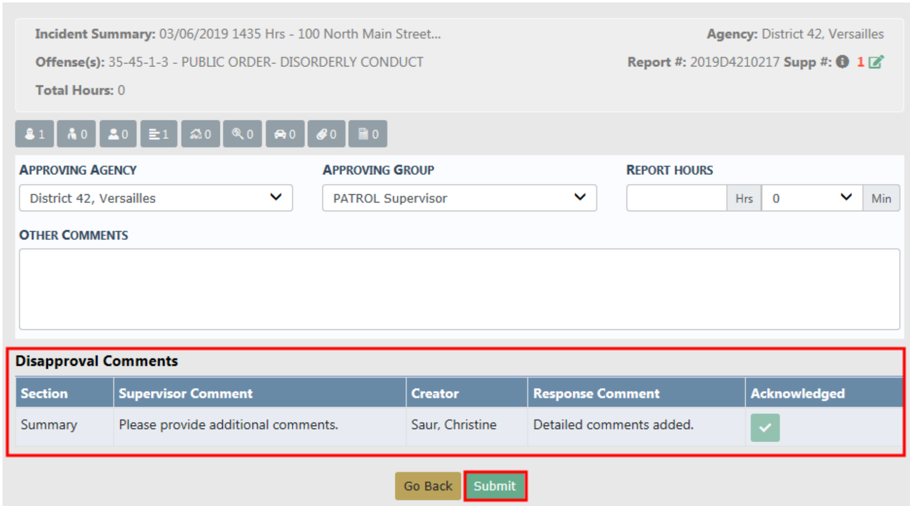
On the *Incident Report* page, click **Edit** on the top right of applicable sections to make any necessary changes.



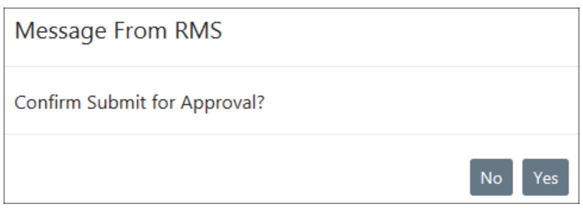
NOTE: The **Disapproval Comments** button turns green when supervisor disapproved comments are acknowledged.

Click the **Submit for Approval** button on the top right of the *Incident Report* page. For more information on submitting incidents for approval, refer to "Incident Report – Submit For Approval" on page 177.

Click the **Submit** button on the bottom of the *Submit for Approval* page. Notice the disapproval comments and responses appear on the bottom of the page.



Select **Yes** to submit for approval.

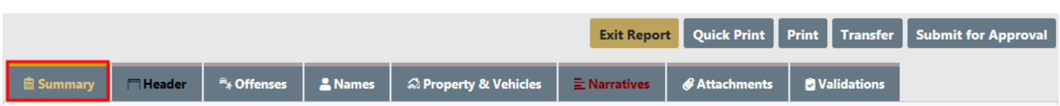


The *Approving Supervisor* receives notification that the Incident Report needs approval. For more information about the approval process refer to "Approve/Disapprove Incident Report" on page 223.

Click **Go Back** to return to your Home page.

Incident Report Section – Summary Tab

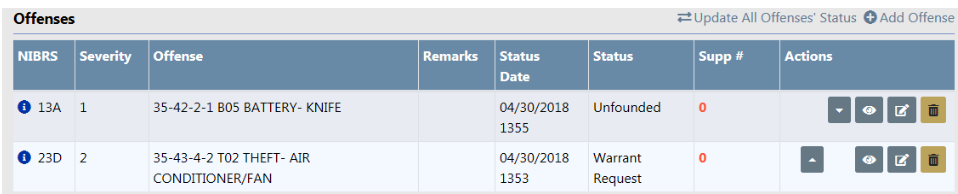
The **Summary** tab contains a summary of all the information that is contained in the other tabs of the current Incident Report.



Information in the **Summary** tab is divided into sections, such as Officers, Employees, Offenders, Victims, Narratives, etc.

The icons under the tab headers and Incident description are hyperlinks that direct you to each section. Hover your mouse over the icon to view a description of the hyperlink.

For example, select the *Offenses* hyperlink and you are directed to the *Offenses* section of the **Summary** tab.



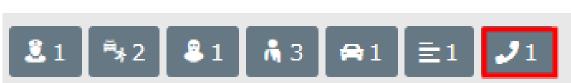
Offenses

Update All Offenses' Status Add Offense

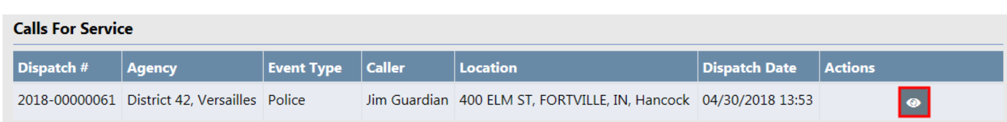
NIBRS	Severity	Offense	Remarks	Status Date	Status	Supp #	Actions
13A	1	35-42-2-1 B05 BATTERY- KNIFE		04/30/2018 1355	Unfounded	0	
23D	2	35-43-4-2 T02 THEFT- AIR CONDITIONER/FAN		04/30/2018 1353	Warrant Request	0	

Add data to the Incident Report in sections that contain an **Add** hyperlink. For example, the **+ Add Person** hyperlink opens the **Person Search** screen to begin the process of adding a person to the report, and the **+ Add Field Arrest** hyperlink provides the ability to associate a *Field Arrest* to the report. This functionality also applies to other tabs of the report. For more information on using the **Add** feature refer to "Incident Report Header Tab" on page 136.

The Calls for Service section is located at the bottom of the **Summary** tab. Page down or click on the icon hyperlink to go directly to the CFS section.



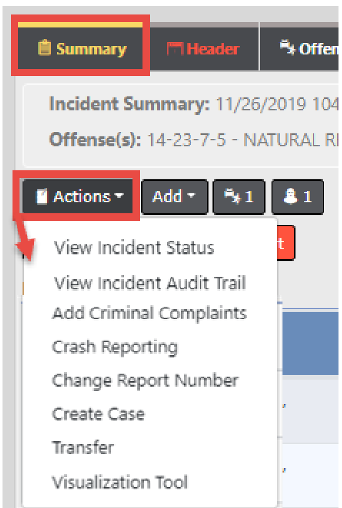
In the **Calls For Service** section, view the CFS by selecting the **View** icon  under the *Actions* heading.



Calls For Service

Dispatch #	Agency	Event Type	Caller	Location	Dispatch Date	Actions
2018-00000061	District 42, Versailles	Police	Jim Guardian	400 ELM ST, FORTVILLE, IN, Hancock	04/30/2018 13:53	

The Summary tab also contains an **Actions** button that allows you to perform certain actions. Click on the button to view a drop-down list of choices from which to choose. This list is based on permissions and varies by agency.



Crash Reporting

If configured for your agency, this option is a single sign-on to the Ethos home page for States where the LexisNexis Ethos Crash application is available.

Add Criminal Complaints

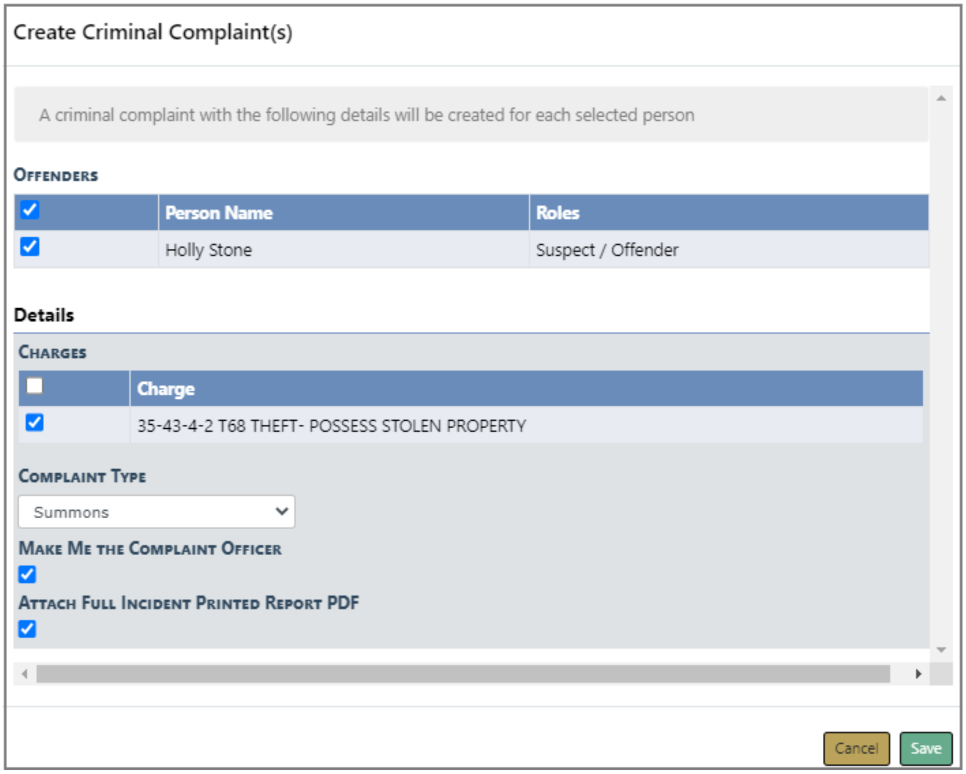
This option is available providing you have the appropriate permissions and the feature is turned on for your agency.

Perform one of the following options on the **Summary** tab to add a Criminal Complaint:

– Click the **Actions** menu button, then click **Add Criminal Complaints**.

– or **Page down** on the Summary tab to the Criminal Complaints section and click **Add Criminal Complaints**.

The *Create Criminal Complaint* form opens.



Select the Offenders.

- The names listed are only the Incident suspect/offenders that do not already have a criminal complaint associated with the incident.
- A Criminal Complaint is created for each person selected.
- Only displays.

Select one or more Charges.

- At least one charge is required.

Select the **Complaint Type** from the drop-down list.

If applicable, check the box to make yourself the **Complaint Officer**.

If the Incident has Custom Forms, an option displays allowing you to select any or all **Custom Forms** to be associated with the criminal complaint.

If applicable, check the box if you want to attach the full **Incident Printed PDF Report**.

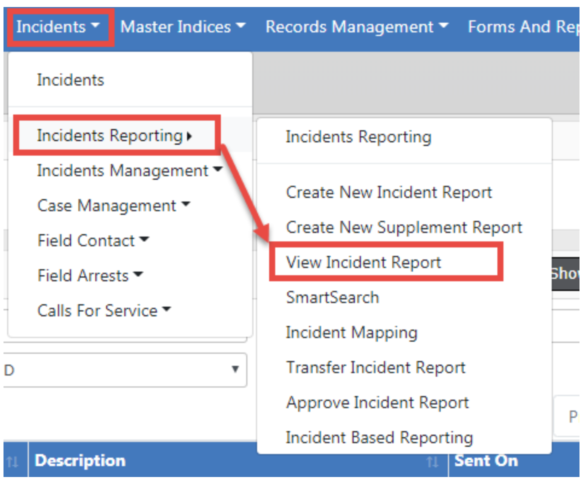
- If the Incident has **Custom Forms** and it is configured to create a fillable form, the fillable form PDF is associated with the criminal complaint instead of the custom form.

Click **Save** to create the Criminal Complaints and associate them to the Incident Report supplement automatically.

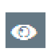
- The complaints are listed in a grid on the *Summary* page. You can further edit the complaint and submit for approval.

View Incident Reports

The option to **View Incident Reports** is in the Incidents menu.



A **Incident Search** window opens, where you can search for a particular incident to view by entering data in any field or combination of fields. For more information on incident searching, refer to "Incident Search" on the facing page.

Click on the view icon  in the incident Search Results to view the Incident Report.

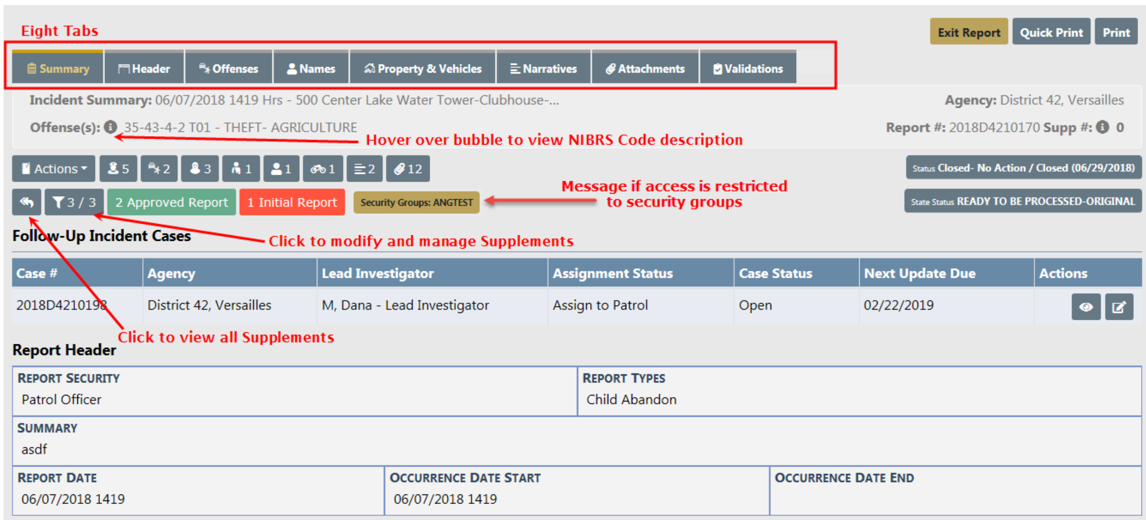
The *Summary* tab opens by default. If the report has more than one Supplement, the number of Supplements are listed next to the  icon.

Note: The *Summary* tab will also advise if a follow-up Case has been assigned to the incident.

Note: With appropriate permissions, an investigative case can be created directly from an *initial unapproved* Incident report using the **Actions** button.

Note: If access is restricted to the selected security groups, a message appears on the summary tab of the incident indicating which security groups have access.

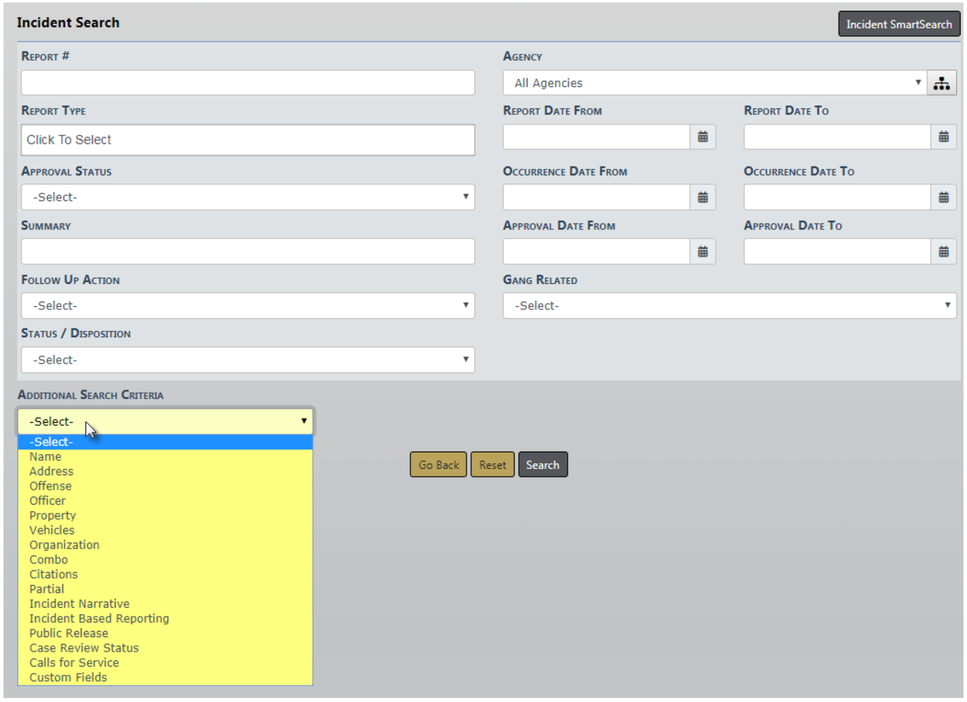
For more information on the *Summary* tab, refer to "Incident Report Section – Summary Tab" on page 182.



Click on each tab heading to navigate to the different tabs of the Incident report.

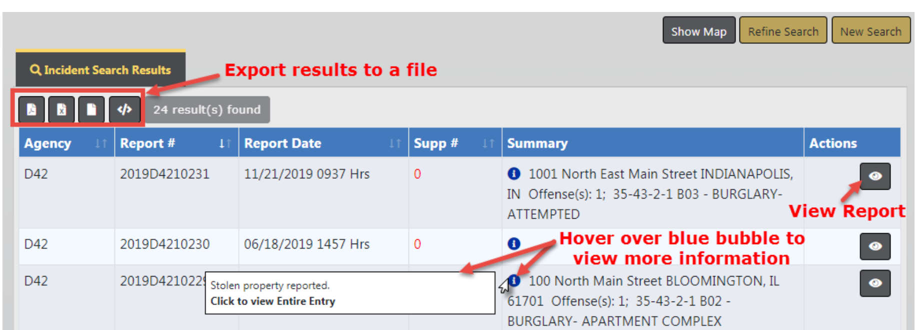
Incident Search

The **Incident Search** window allows you to search for incidents by entering data in any field or combination of fields. When entering the report number you can use the % sign as a wildcard. For example, if you were looking for report number 2018D4210149, you could enter %10149 and the report would be located. Agency defaults to your agency, but with appropriate permissions, a different agency in your workgroup can be selected. Select the *Additional Search Criteria* for more search options.



You can search for incidents across all agencies within the user's state by clicking on the **Incident SmartSearch** button on the top right of the screen. For more information on **SmartSearch** refer to "SmartSearch" on page 189.

If you type in a specific report number, the system takes you directly to the report. If you click the **Search** button without entering any search criteria, a message appears in red at the top of the screen instructing you to specify at least one field when performing a search. Regardless of which method you use to query the system, except for specific report number, you will receive a list with reports matching your search criteria.



At the top of the *Incident Search Results* window there is a **Show Map** feature that plots the listed reports with GEO Verified addresses using **Google Maps**. The **Export Results** allow you to export the list to a PDF document which can be printed, export to an Excel document, export to a Comma Spaced Values (CSV) file, or to an Extensible Markup Language (XML) file.

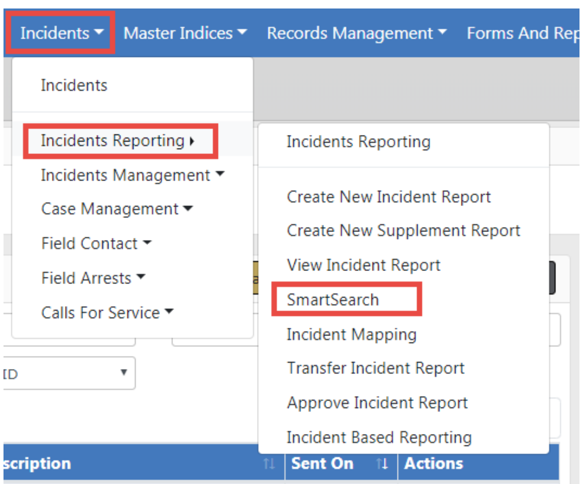
Click on the view icon to view the Incident Report. The *Summary* tab opens by default. If the report has more than one Supplement, the number of Supplements are listed next to the icon.

SmartSearch

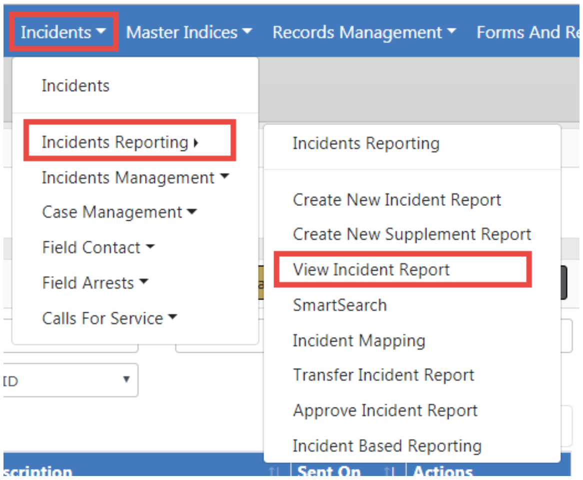
Users can, with appropriate permissions, search for incidents across all agencies in the Online RMS system within the user's State, outside of the State if configured by your agency, or both. You can also limit your search using date range filters. This search adds a simple interface to perform searches the way one would in an Internet search engine, such as Google.

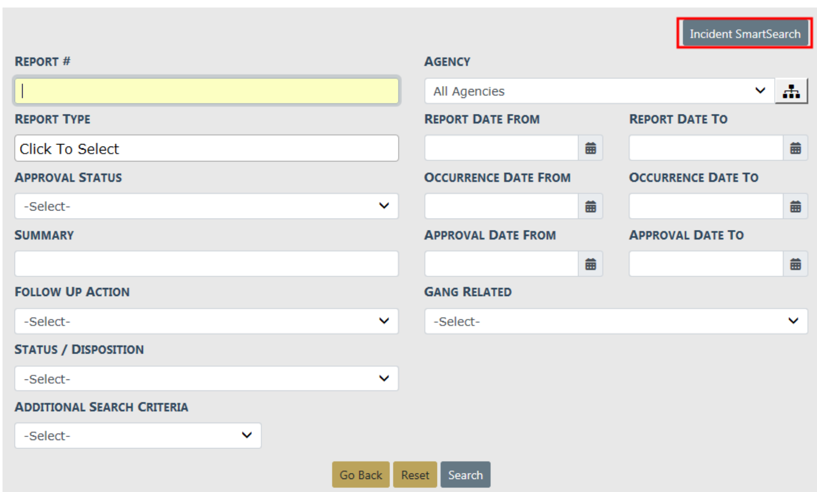
You can access **SmartSearch** two ways:

- Click the *Incidents* menu on the top navigation bar, click *Incidents Reporting*, then click the *SmartSearch* option.

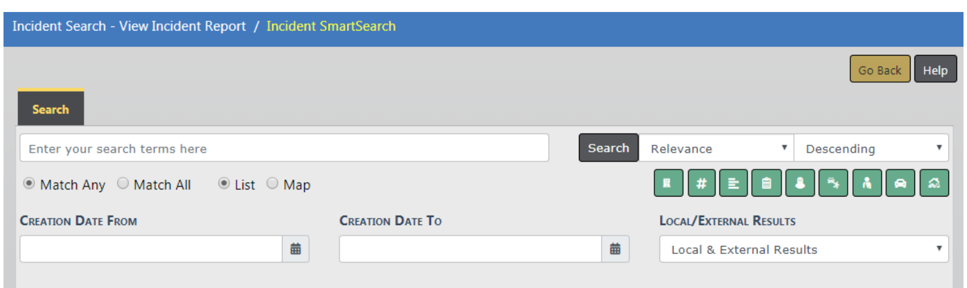


- Or click *the Incidents* menu on the top navigation bar, click *View Incident Report*, then click the **Incident SmartSearch** button on the Incident Search screen.





Either option opens the *Incident SmartSearch* screen.



Enter a word or phrase into the search box on the upper left, then click the **Search** button. The results display based on how well they match the entered text.

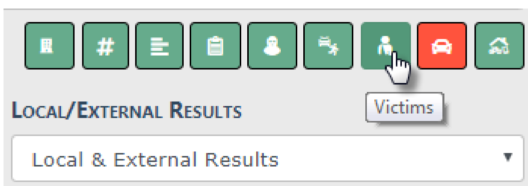
NOTE: The **SmartSearch** only searches on Approved incident reports. Incident reports with other statuses can be searched using the standard View Incidents option in the Incidents menu.

The default sorting option is *Relevance*, which means **SmartSearch** sorts the returning documents based on how well they match the entered text. There are other sorting options available in the *Sort By* area.

To ensure that each document contains every search word specified, check the *Match All* option. This forces the search to return documents which only contain all of the words or phrases entered in the search bar.

Review the search results in a *List* format, or on a *Map*.

The green icons on the right side of the page indicate what areas of the incident report are being searched. Hover your mouse over an icon to view what it represents. Click on each icon to disable or enable an area. Disabling will cause **SmartSearch** to exclude that area from the search; red icon excludes and green includes.

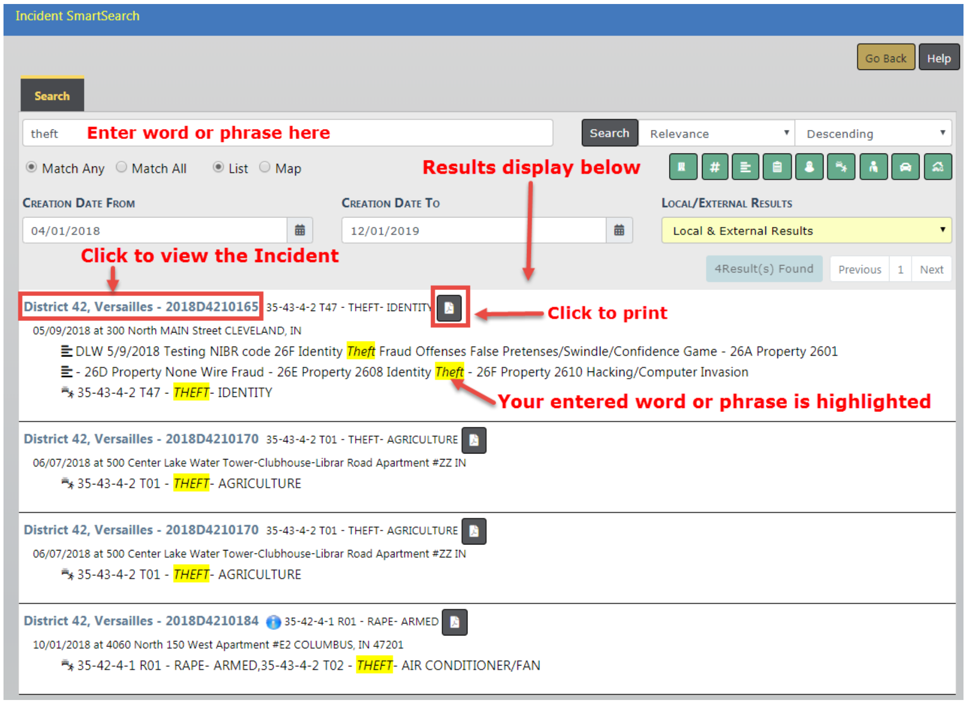


Optionally, enter a date range to filter your search results for specific date ranges.

You can filter by *Local Results Only*, *External Results Only*, or *Local & External Results* if configured by your agency.

If you chose to display the results in a *List*, the results highlight the text matching your query. If any *Offenders* in the matched reports have mug shots, these also display. You can view the report by clicking on the **Incident Report #** link at the top of each result. This opens a new tab, letting you view the report details without actually leaving the search page. To return to the search page, click the Search tab.

Click on the print icon to print a specific Incident Report that appears in the results list.



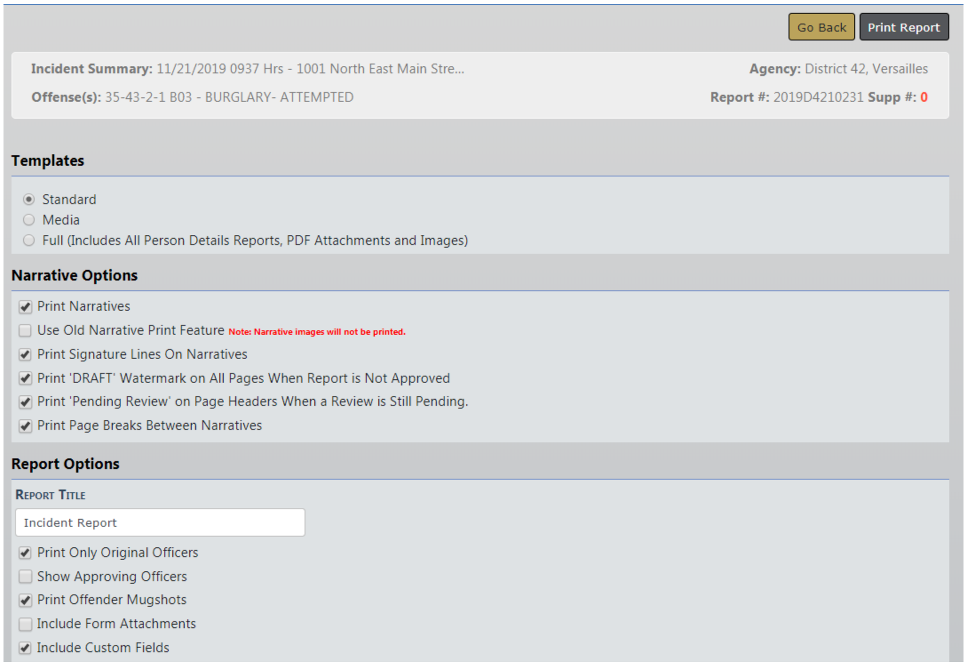
Printing Options

When viewing the **Incident Report** there are two print options available.

The **Quick Print** button will download a pre-formatted *Standard* view containing the basic information on the report, excluding attachments.

The **Print** button takes you to a full menu of print options. The top of the window has available print templates for easy selection.

- *Standard*-prints the main areas of the report and associated people. The checked areas can be edited to further customize your print.
- *Media*- selects the most common public information areas to include and appropriate redaction options. The checked areas can be edited to further customize your print. Please refer to your agency's policy on Public Information.
- *Full*- selects all areas of the report including attachments, forms and person details. The checked areas can be edited to further customize your print.



Choose a print template and select the options you wish to include on the report.

Click the **Print Report** button to download the report to your local machine, click on the report to open it in a new window, then click on the printer icon to send it to the printer. For your convenience, the **Print Report** button is located on the top right and on the bottom of the report window.

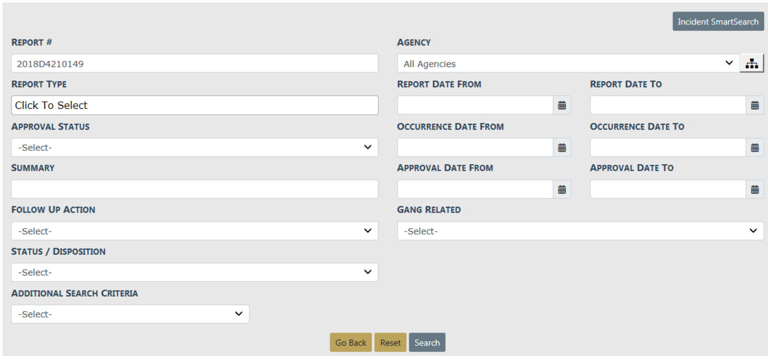
Changing Incident Status

With proper authority you can change the status of an *Approved Report* to either *Initial* or *Disapproved* from the **Incident Status** screen. Every change to the **Incident Status** is tracked in the *Status History*.

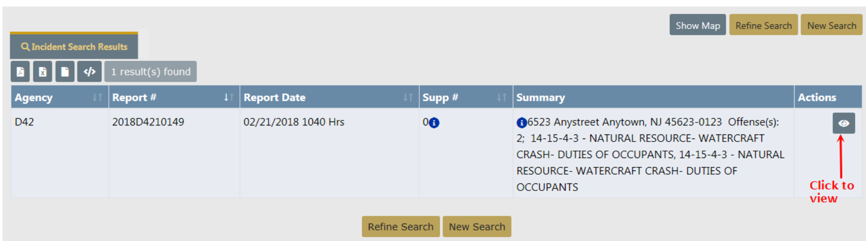
You can access the **Incident Status** screen from the *View Incident Report* screen, or from the *Incident Report* menu.

From View Incident Report

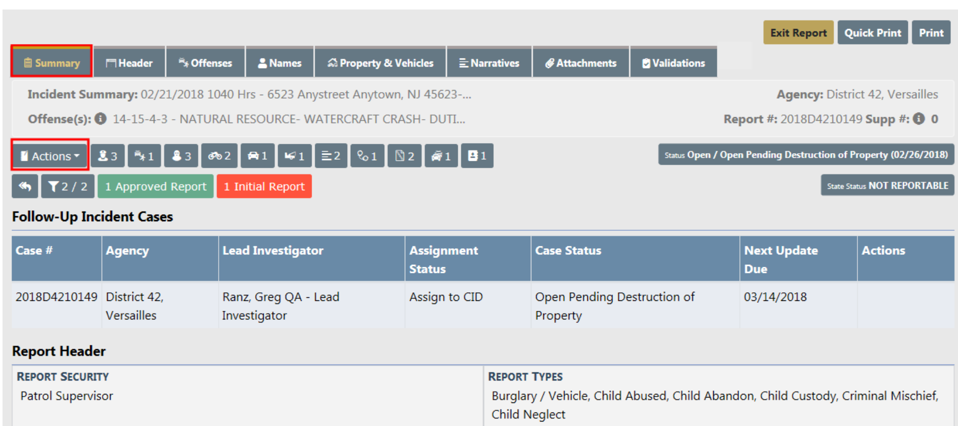
Click on the *Incidents* menu on the top navigation bar, select the *Incidents Reporting* submenu, then select *View Incident Report* to display the Incident Search screen. For more information using this method, refer to "View Incident Reports" on page 186.

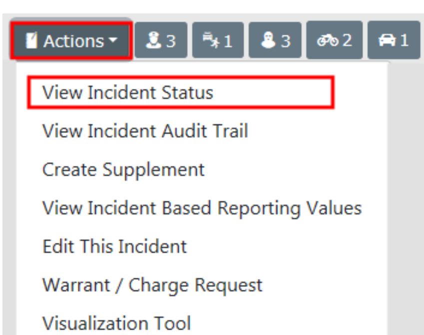


On the *Incident Search Results* screen, click the view icon to view the incident.

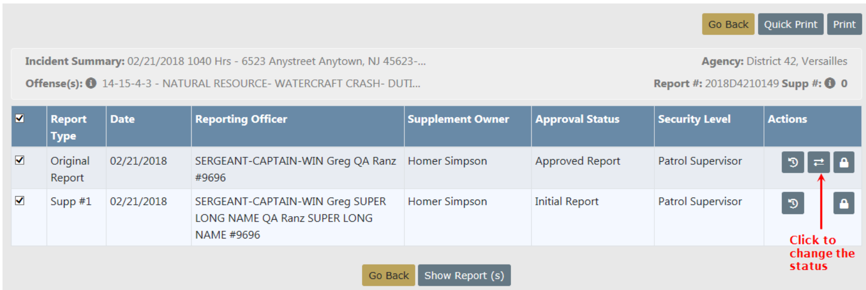


Click the **Actions** button on the *Summary* tab of the Incident Report, then select **View Incident Status**.

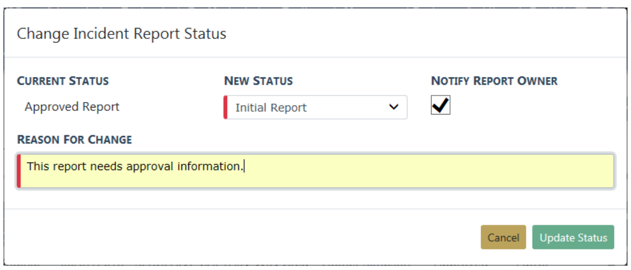




Click on the select icon on the right of the appropriate Incident to open the **Incident Status** record, then click on the change status icon to open the *Change Incident Report Status* screen.

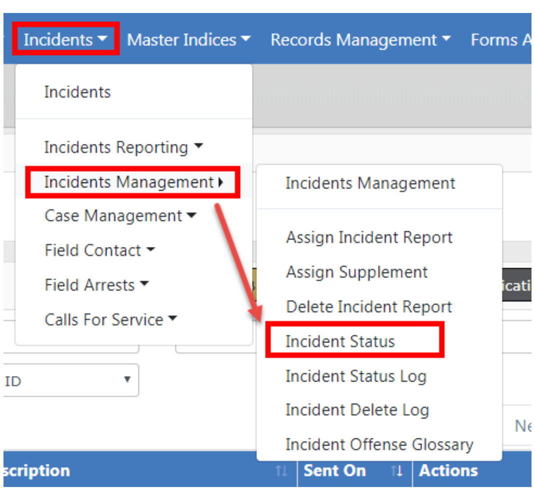


On the *Change Incident Report Status* screen, click **New Status** and select a status from the drop-down list, enter the **Reason For Change**, select whether or not to **Notify Report Owner**, then click the **Update Status** button.

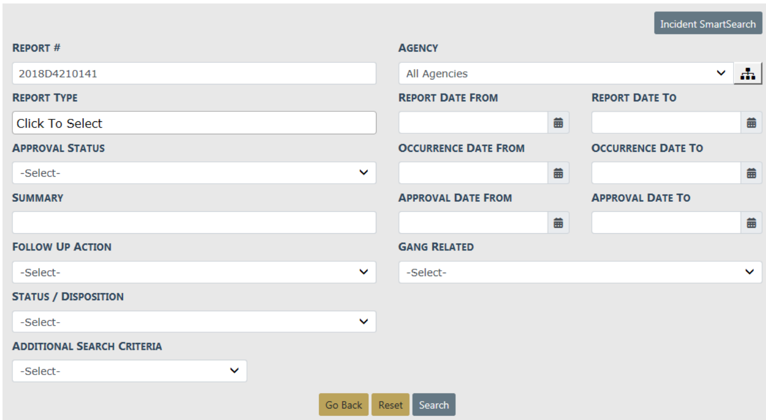


From the Incident Management Menu

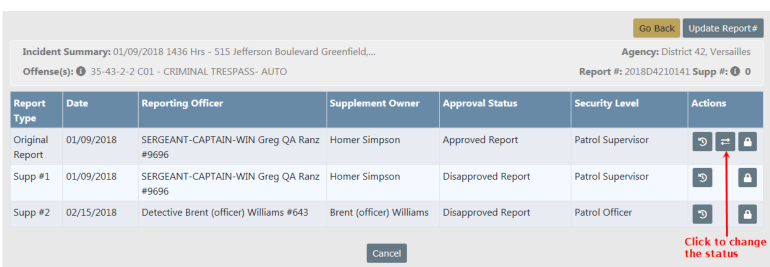
Click on the *Incidents* menu on the top navigation bar, select the *Incidents Management* submenu, then select *Incident Status* to display the Incident Search screen.



Enter the search criteria then click the **Search** button to display the Search Results.



Click on the select icon  on the right of the appropriate Incident to open the **Incident Status** record, then click on the change status icon  to open the *Change Incident Report Status* screen.

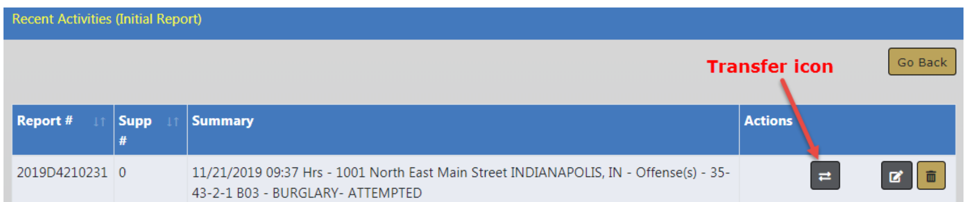


On the *Change Incident Report Status* screen, click **New Status** and select a status from the drop-down list, enter the **Reason For Change**, select whether or not to **Notify Report Owner**, then click the **Update Status** button.

Transfer Incident Report

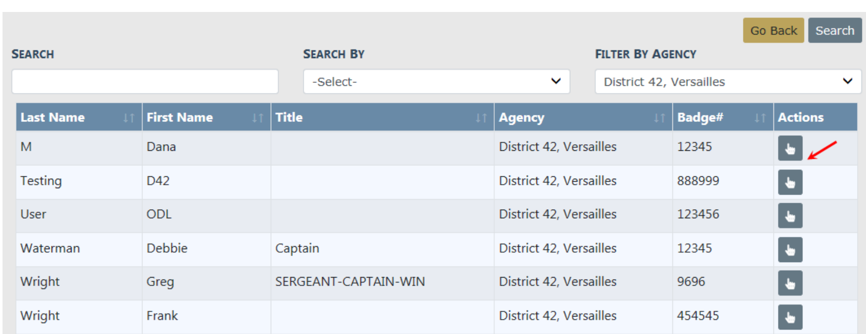
You have the ability to **Transfer Incidents** (Initial and Supplements) to other officers or to *Records*. You must *own* the report and it must be in *Initial* or *Disapproved* status. This can be done from the **Recent Activities** menu, or by searching for reports using the **Transfer Incident Report** section in the **Incidents** menu.

My Recent Activities



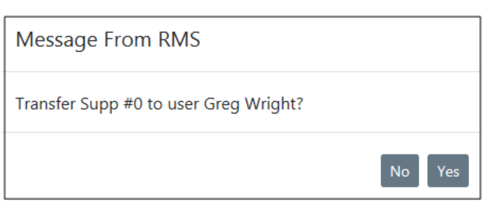
Select the **Transfer** icon to open a window with the transfer options.

Select **Officers** or **Records** then click the **Transfer** button. If **Officers** is chosen, then select the appropriate officer by clicking the **Hand** icon.

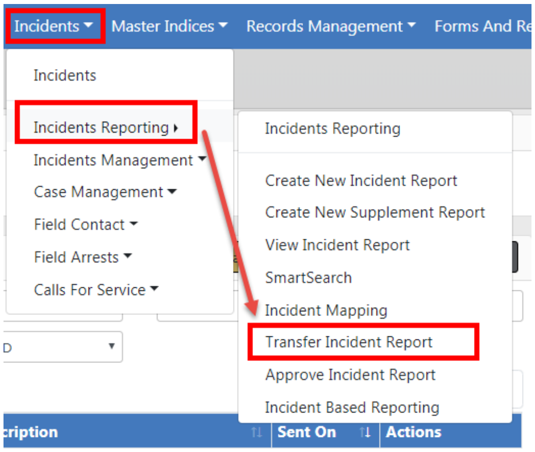


Last Name	First Name	Title	Agency	Badge#	Actions
M	Dana		District 42, Versailles	12345	
Testing	D42		District 42, Versailles	888999	
User	ODL		District 42, Versailles	123456	
Waterman	Debbie	Captain	District 42, Versailles	12345	
Wright	Greg	SERGEANT-CAPTAIN-WIN	District 42, Versailles	9696	
Wright	Frank		District 42, Versailles	454545	

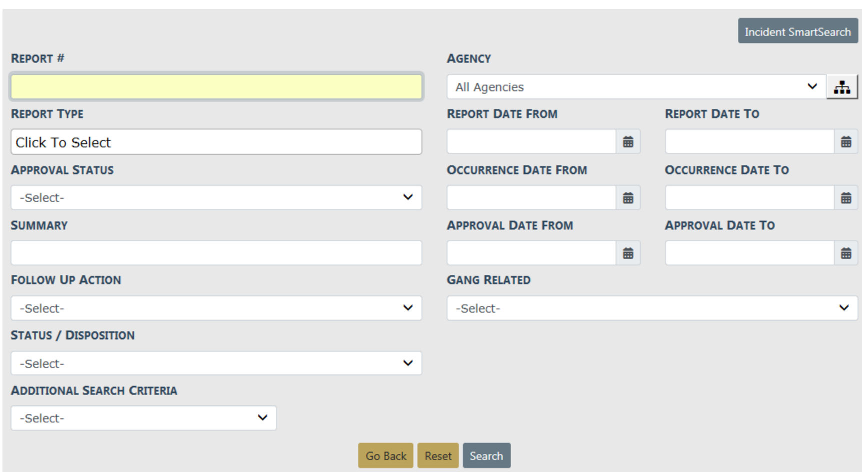
Select **Yes** to confirm the transfer, or select **No** to return to the *Select User* page.

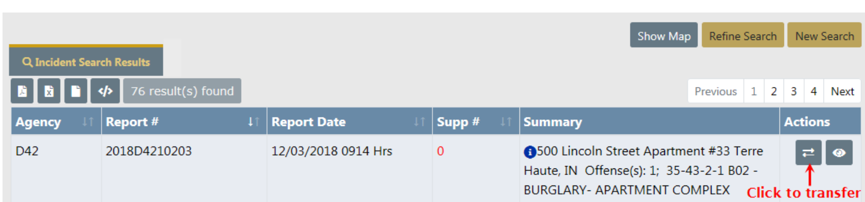


Incidents Menu



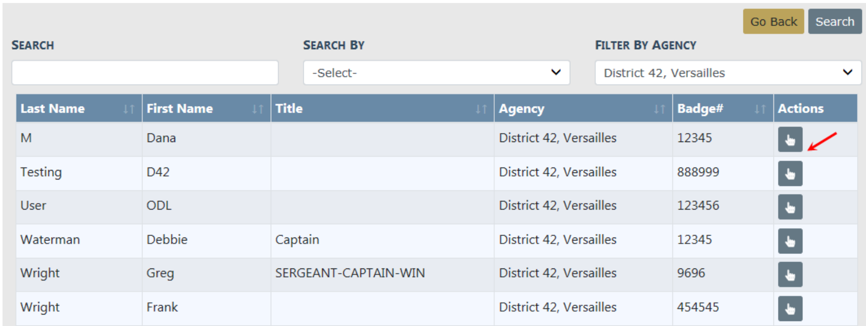
Enter the search criteria then click the **Search** button to return the search results, then select the **Transfer** icon to open a window with the transfer options..





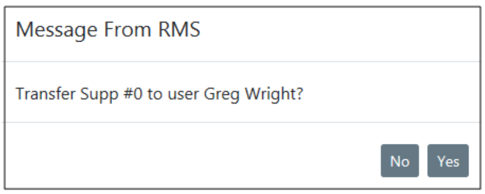
Select either **Officers** or **Records** in the *Transfer Options* window then click the **Transfer** button.

If **Officers** is chosen, then select the appropriate officer by clicking the **Hand** icon.



Last Name	First Name	Title	Agency	Badge#	Actions
M	Dana		District 42, Versailles	12345	
Testing	D42		District 42, Versailles	888999	
User	ODL		District 42, Versailles	123456	
Waterman	Debbie	Captain	District 42, Versailles	12345	
Wright	Greg	SERGEANT-CAPTAIN-WIN	District 42, Versailles	9696	
Wright	Frank		District 42, Versailles	454545	

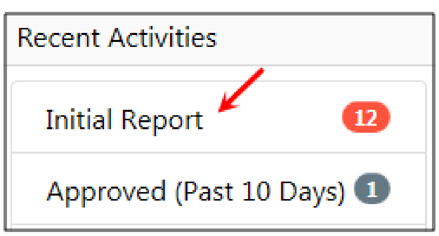
Select **Yes** to confirm the transfer, or select **No** to return to the *Select User* page.



NOTE: Once ownership has changed hands, only the new owner can edit it as if it were an *Initial Report* of their own.

Delete Initial Incident Report

A report that is initial status, and not submitted for approval, can be deleted by the owner of the report or by other users who have the delete authority. This can be done until you submit the report for approval. As the owner of a report, you can quickly access it from **Recent Activities** using the **Initial Report** link.



NOTE: Before proceeding further be aware that reports that are deleted are not recoverable from the database. A *Delete Log* is available, where a list of reports that have been deleted and by whom can be viewed.

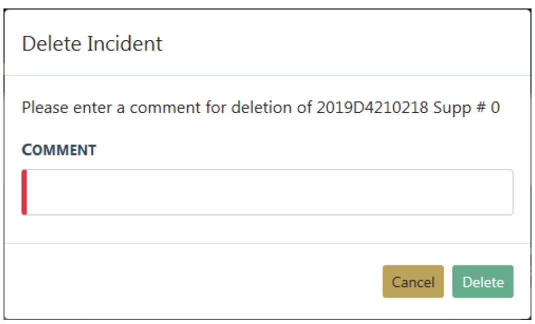
Use the following procedure to delete one of your reports that is still in **Initial Status**.

1. If needed, click the *Home* tab in the upper left corner of the screen to open your *Home* page.

2. From the **Recent Activities** section, click on the number link to the right of **Initial Report** to open the **Recent Activities** window with a listing of your recent incident reports that are still in **Initial Status**.

Report #	Supp #	Summary	Actions
2018D4210173	0	07/16/2018 23:00 Hrs - Offense(s) - 35-43-2-1 B02 - BURGLARY- APARTMENT COMPLEX	
2018D4210172	0	07/12/2018 23:00 Hrs - Offense(s) - 14-15-11-11 - NATURAL RESOURCE- OPERATE A MOTORBOAT WHILE LICENSE SUSPENDED	
2018-04-120-000011	0	04/30/2018 13:53 Hrs - 400 Elm Street Fortville, IN 46040 - Offense(s) - 35-42-2-1 B05 - BATTERY- KNIFE	

3. Locate the report you want to delete and click the delete icon .



4. Type the reason for deletion in the **Comment** text box and click the **Delete** button to return to the **Recent Activities** window.

Expunging Records

Refer to your agency's policy on **Expunging Records**. When an agency is required to expunge a record, the specifics on what needs to be expunged are in the Court Order.

With proper permissions you can expunge an offender/arrestee from an Incident Report or expunge an entire Field Arrest. Expunged records will no longer be visible throughout Online RMS unless the user is granted permissions to view expunged details.

For detailed instructions on expunging records in Online RMS refer to Expungements.

Chapter 9. Supplement to Incident Reports

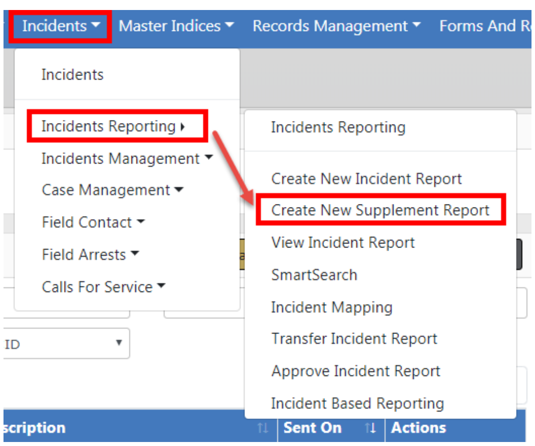
Create Supplements

Once an **Initial Report** is in the system, **Supplement Reports** can be created and attached to the **Initial Report**. The **Initial Report** is designated as *Supp# 0* and additional Supplements are then added in sequential order (e.g., *Supp. # 1*, *Supp. # 2*, etc.). Create **Supplements** to your own reports or to reports belonging to other users.

A **Supplement** can be entered to a report from your agency, even if the **Initial Report** is not yet completed; however, you cannot create a supplement to a report from another agency unless that **Initial Report** has been approved.

Supplements can be created using different methods:

- From the Incidents Menu.

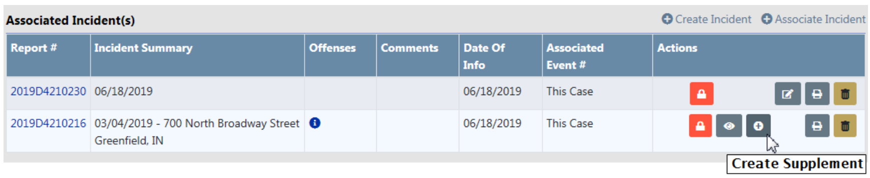


Search for the report by using the provided *Incident Search* screen. You must enter at least one search criteria. For more information on searching for incidents, refer to "View Incident Reports" on page 186.

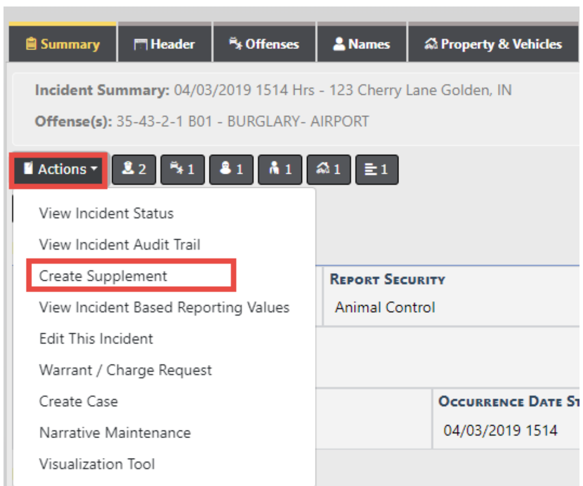
Select the appropriate incident from the search results.

- From an existing Case, to which an Incident is associated.

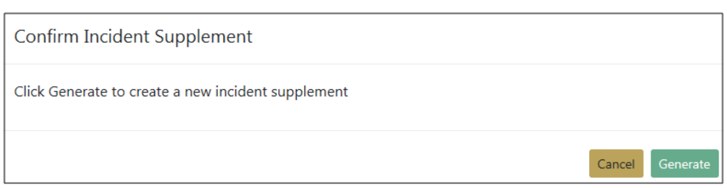
Access the Case, then page down to the *Associated Incident(s)* section. Click on the Create Supplement icon  on the appropriate Incident. For more information on Cases, refer to Case Management.



- From the *Actions* menu when viewing an incident report.



Whichever method you choose, a *Confirm Incident Supplement* window appears once you elect to create a Supplement:



Click **Generate** to continue with creating the **Supplement**.

There is no Incident Wizard when creating **Supplements** since there are only two minimum requirements which must be met before it can be submitted for approval.

- Reporting Officer for the Supplement
- Narrative

Although these are the two minimum requirements, a user is able to contribute any and all applicable information to a **Supplement** including *Attachments*.

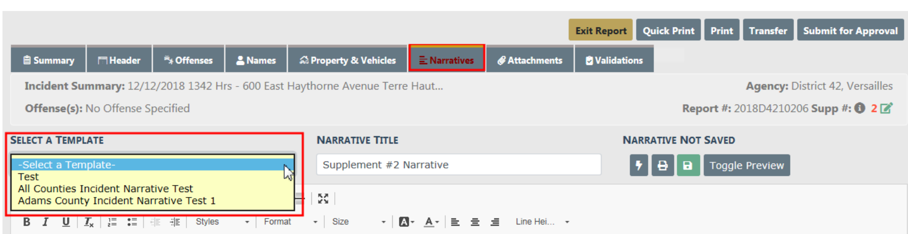
NOTE: The system adds you as a *Reporting Officer* automatically.

Supplement Rules

- The **Initial Report** is designated as *Supp# 0* and **Supplements** are then added in sequential order (e.g., *Supp. # 1*, *Supp. #2*, etc.).
- You can add a supplement that does not include NIBRS reporting data (i.e., add a narrative only) and submit for approval without satisfying any NIBRS validations that may exist from a previous supplement.
- You must be the owner of the *Supp* to edit it.
- Incidents can only be edited when in **Initial Status** or **Disapproved Status**.
- Incidents cannot be edited while in **Approved Status**.
- Incidents can only be deleted when in **Initial Status**.

Supplement Templates

Agency Templates can be used when creating the *Narrative* section of the **Supplement**. At the top of the built-in narrative creator, there is a drop-down box labeled **Select a Template** where you can choose a template.

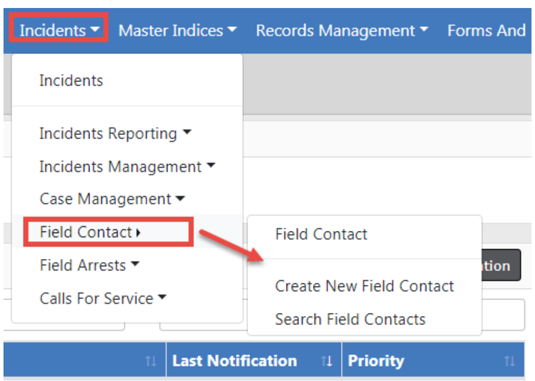


Select a template from the list, complete the narrative, then click **Save.**

Chapter 10. Field Contacts

Overview

A **Field Contact** gives you the ability to document a situation such as an encounter with a suspicious person. The situation is such that it does not warrant an *Incident Report* but you still want to document it in the event something comes of it. That way it is searchable and you see the **Field Contact** associations within the *Master Indices* section. **Field Contacts** are located in the *Incidents* menu where you can search existing or create new **Field Contacts**.



When completing a **Field Contact**, you are able to document:

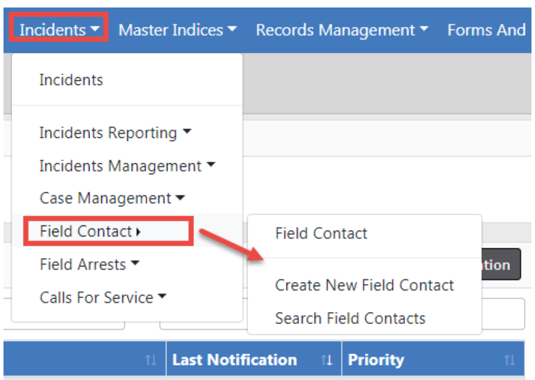
- Notes
- Location
- People
- Officers
- Vehicles
- Gangs
- Organizations
- Attachments
- Associate existing Incidents from within the Field Contact.

- Create Incidents from within the Field Contact.
- Associate existing Calls from within the Field Contact.

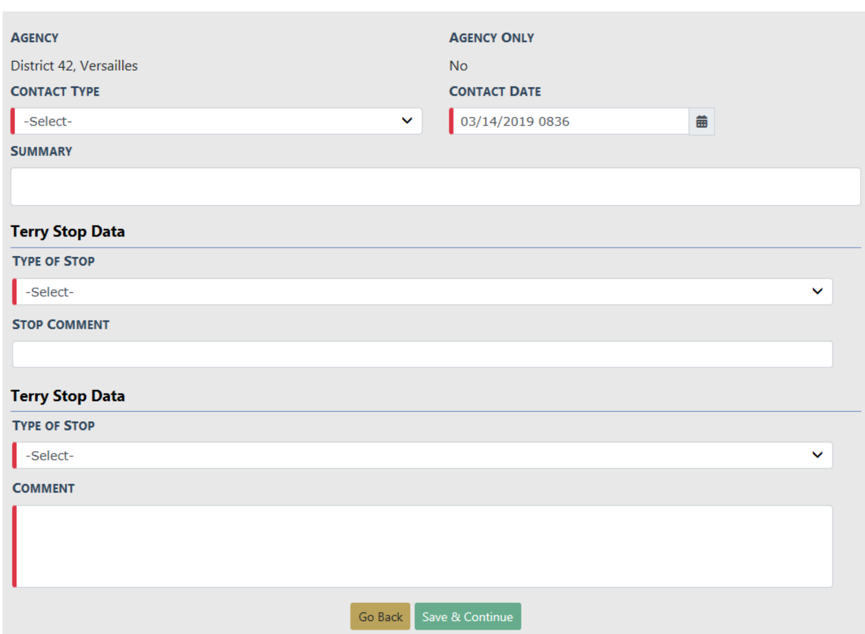
An *Incident Report* can also be generated from the **Field Contact**, similar to the **Field Arrest**. Once the **Associate Incident** link is selected, you will be able to select what information should be transferred to the *Incident Report*.

Add a Field Contact

Field Contacts are located under the Incidents menu.



Click **Create New Field Contact** menu option to open the **Add Field Contact** form.



Enter the necessary data. Any field with a red left-hand border is a required field. You must complete required fields to continue.

Click **Save & Continue** to open the **Edit Field Contact** form.

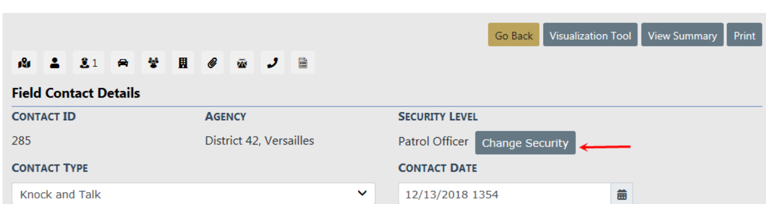
Enter the applicable sections of the **Edit Field Contact** form, then click the **Save** button:

- Field Contact Details
- Stop Data
- Location
- People
- Officers
- Vehicles
- Gangs
- Organizations
- Attachments
- Add (associate) existing Incidents from within the Field Contact.
- Create Incidents from within the Field Contact.

  NOTE: Once the **Associate Incident** link is selected, you will be able to select what information should be transferred to the *Incident Report*.

- Add (associate) existing Calls from within the Field Contact. If the selected Incident is associated with a Calls For Service, a dialog box with the information appears, giving you the option to associate the Calls For Service to the Field Contact.

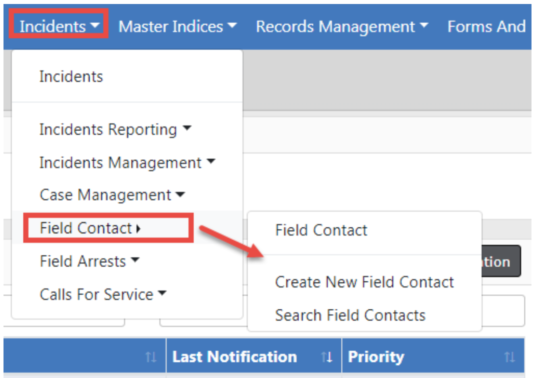
Once the **Field Contact** is completed, you can increase the **Security Level** if necessary.



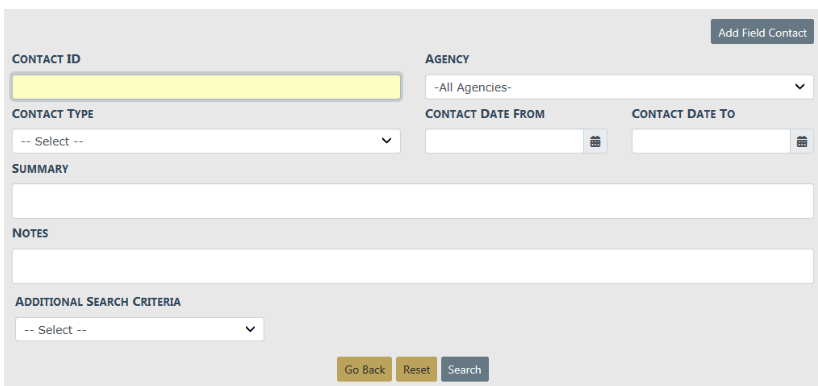
NOTE: For more information on the **Edit Field Contact** form, refer to "Edit a Field Contact" on page 210.

Search for a Field Contact

Field Contacts are located in the *Incidents* menu where you can search existing or create new **Field Contacts**.



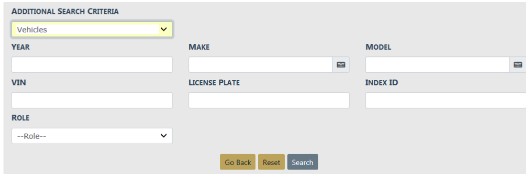
1. Select **Search Field Contacts** from the menu to open the *Search Field Contacts* form.



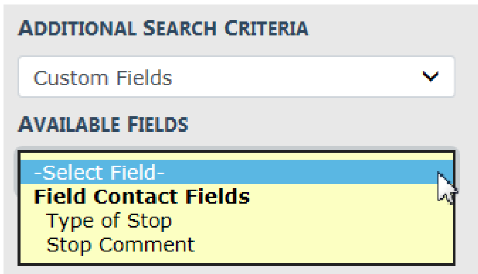
2. Enter the necessary data that assists with finding the **Field Contact** record.

   The **Additional Search Criteria** allows you to include information from a specific section, if needed. Additional search fields will appear if you choose one of the available options from the list.

Vehicle example:

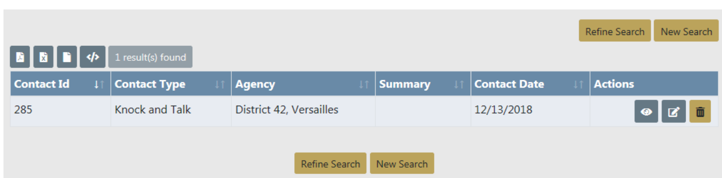


Custom Fields example:



NOTE: *Custom Fields* is available for agencies that have the *Custom Fields* feature enabled. *Custom Fields* captures data defined by the agency. For more information refer to your administrator.

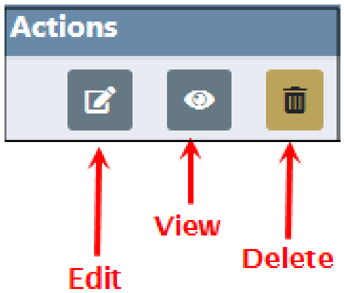
3. Click the **Search** button to view the *Search Results*.



From the *Search Results* window, you have the ability to export the search results to a file using the icons below the *Search Results* tab. For more information refer to "Export Search Results" on page 31.

4. If you want to make changes to your current search or start a new search, click the **Refine Search** button or the **New Search** button, respectively.

5. The icons under the *Actions* column of the *Search Results* allow you to *Edit*, *View*, or *Delete* a **Field Contact**, if you have the proper permissions. If an icon does not display, then you do not have access to perform that function.

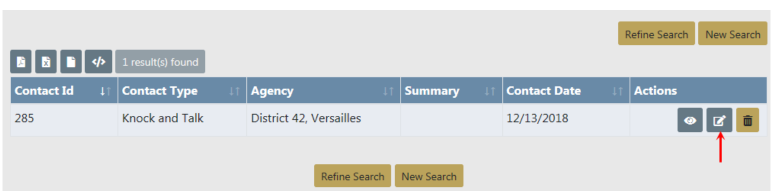


For more information refer to "Edit a Field Contact" below, "View a Field Contact" on page 212, or "Delete a Field Contact" on page 215.

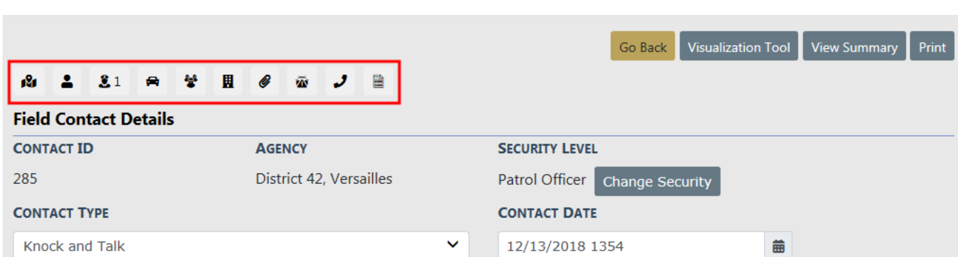
Edit a Field Contact

To edit a **Field Contact** you must first **Search** for the **Field Contact**, then select the *Edit* icon in the **Search Results** window. For more information on searching refer to "Search for a Field Contact" on page 208.

1. Select the **Edit** icon on the **Field Contact** record in the Search window to open the **Edit Field Contact** page.



There are several sections that make up the **Edit Field Contact** page. Each available section is listed across the top as icons. Click on any icon to go directly to the corresponding section, or scroll down the page to each section. The number that appears on the icon indicates the number of records associated with that icon. For example, the number 1 on the Officer icon indicates there is one officer record, and no number indicates there isn't a record associated with that icon.



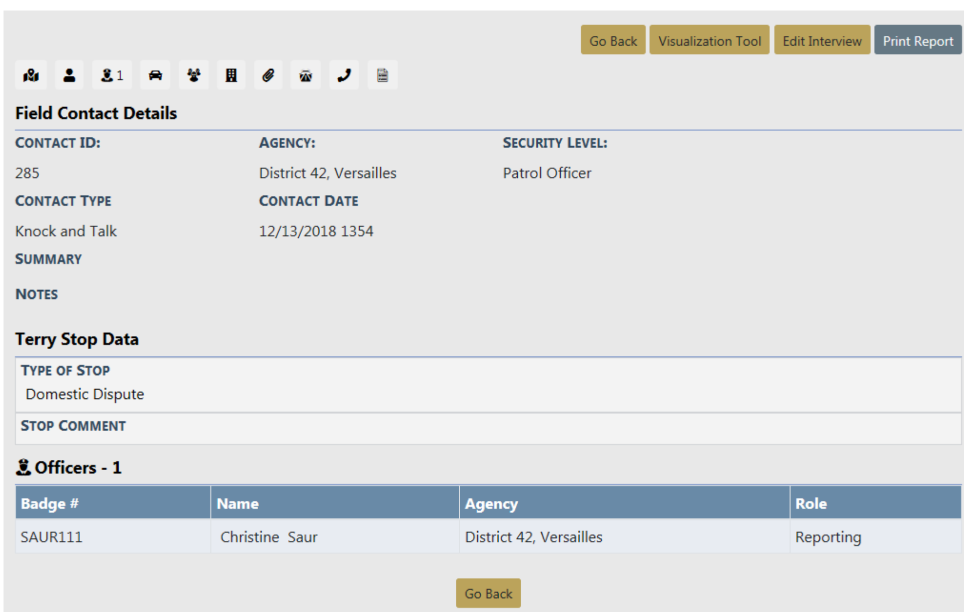
NOTE: Field Contacts can associate with a Calls for Service (CFS) event while in Edit mode. Click on the **Calls for Service Go To** link or page down to the **Calls for Service** grid to add an associated CFS to a Field Contact record. If the CFS has associated incidents, a pop-up window appears to select incidents that should also be related to the Field Contact.

- Click the **Print** button to print the **Field Contact**. For more information refer to "Print Field Contacts" on page 216.

- Click the **Visualization Tool** button to view display connections between people, addresses, involvements, etc., in a graphical format. For more information refer to "Crime Visualization Tool" on page 111.

  NOTE: This button is based on user permissions and is not visible to all users. For more information contact your administrator.

- Click the **View Summary** button to view a summary of the **Field Contact**.

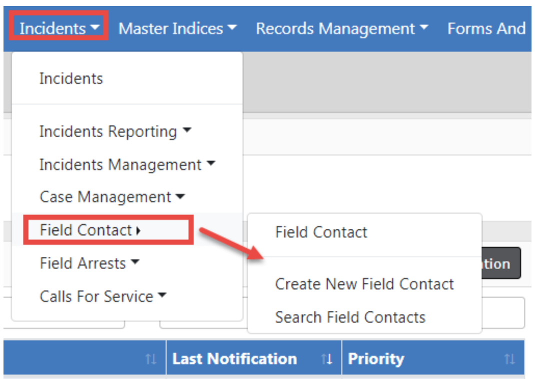


Click **Go Back** to return to the *Search Results*, or click **Edit Interview** to return to the **Edit Field Contact** page.

2. Complete all applicable sections and click the **Save** button after each section. For detailed instructions refer to "Enter or Update Field Contact Details" below.

View a Field Contact

Field Contacts are located in the *Incidents* menu where you can search existing or create new **Field Contacts**. To view a Field Contact you must first search for the record.



Click **Search Field Contact** menu option to open the search form and enter the criteria to find and view the appropriate **Field Contact**. For more information on searching, refer to "Search for a Field Contact" on page 208.

Enter or Update Field Contact Details

Whether you are creating a new **Field Contact** record or updating one that already exists, the process of entering the details is fundamentally the same.

Field Contacts data is grouped into various sections: field contact details, notes, locations, people, vehicles, gangs, etc.

The **Field Contacts** module utilizes *Master Indices*. *Master Indices* are centralized pieces of data that are accessed from different modules of the system for consistency. Each index is represented only once, such as a person, gang, vehicle, and organization.

NOTE: For more information on *Master Indices* refer to "Master Indices" on page 69.

Sections containing **Quick Search** and **Advanced Search** links utilize the *Master Index*. Caliber strongly recommends that you first search the *Master Index* to determine whether or not this data already exists before adding or updating. If the record exists, you must use it in the **Field Contact**. If the record doesn't exist, then you can create it, providing you have the proper permissions. For more information on permissions see your administrator.

Click the **Save** button to save the entered data.

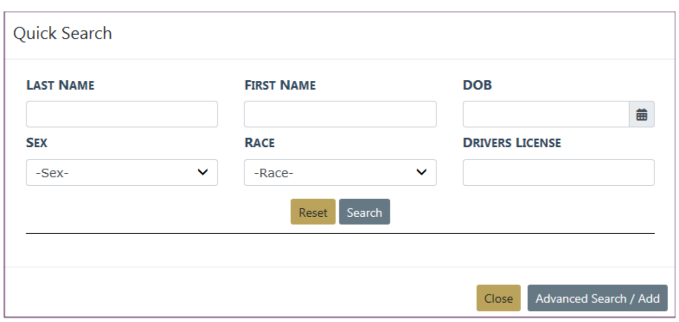
Location, People, Vehicles, Gangs, Organizations

There are two types of searches:

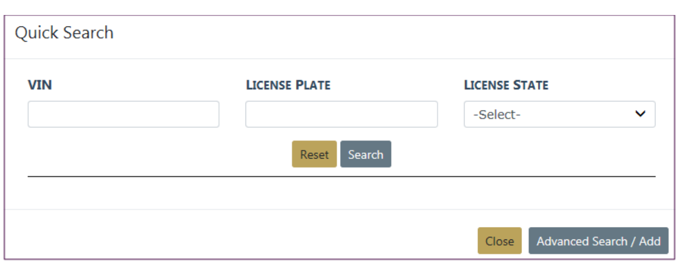
Quick Search

– Limited Master Index search. For example, for person you can only search by last name, first name, DOB, sex, race, and driver's license number.

Person Example



Vehicle Example



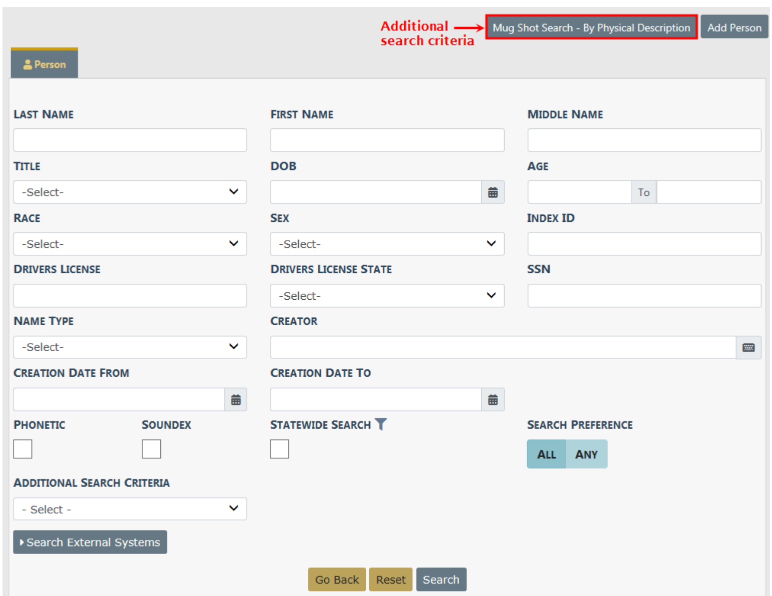
Advanced Search

To perform an advanced search, click on the **Advanced Search/Add** button at the bottom right of the Quick Search window .

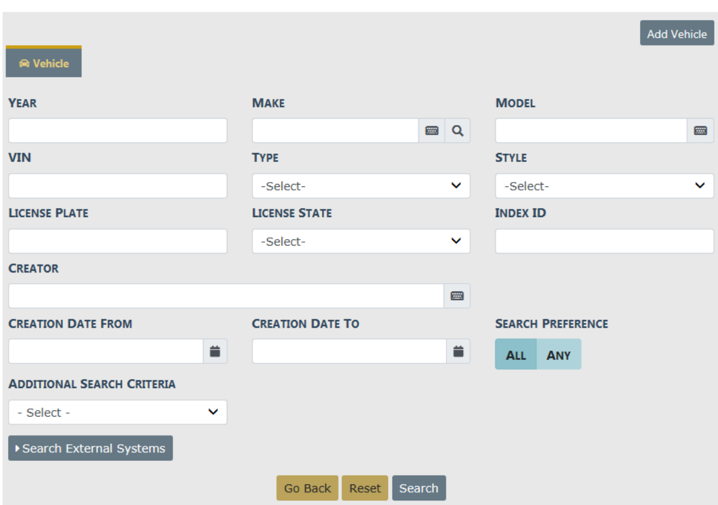
– Extensive Master Index search. For example, in addition to the Quick Search criteria for person, you can also search by age, middle name, physical features, age range, and more.

– This feature also allows you to add new *Master Index* records if they don't already exist, providing you have the proper permissions. See your administrator for more information.

Person Example



Vehicle Example



All Other Sections

Enter data into all applicable sections.

Any field with a red left-hand border is a required field. You must complete required fields to continue.

Add Officer

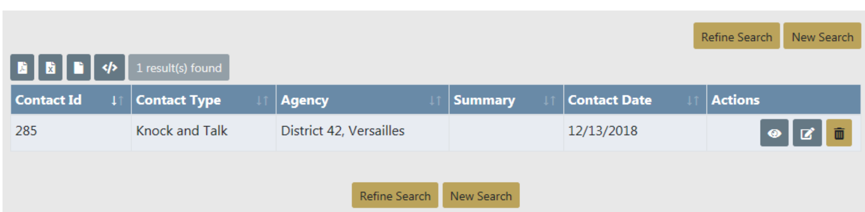
Click **+Add Officer** to include additional officers.

Delete a Field Contact

On rare occasions you may need to delete a **Field Contact** record, if you have proper permissions to do so.

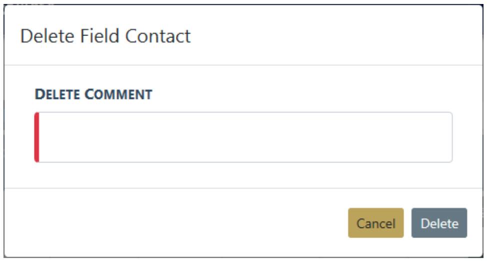
> NOTE: **Field Contacts** can be deleted only by the creator.

1. Search for the **Field Contact** record you want to delete. For more information on searching refer to "Search for a Field Contact" on page 208.
2. The **Field Contact** record you want to delete should appear in the Search Results window.



The **Delete** Icon in the *Actions* column allows you to **Delete** the record listed. If the delete icon does not display, then it is likely you do not have permissions to delete it. For more information on permissions, refer to your administrator.

3. Click the **Delete** Icon on the record you want to delete.
4. Enter **Delete Comment** then click **Delete**.



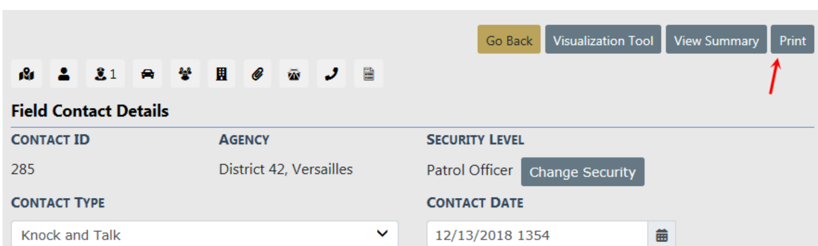
Print Field Contacts

You can print a Field Contact you are viewing or editing.

For more information on editing a Field Contact refer to "Edit a Field Contact" on page 210.

For more information on viewing a Field Contact refer to "View a Field Contact" on page 212.

1. Click the **Print** button while viewing or editing the **Field Contact**.

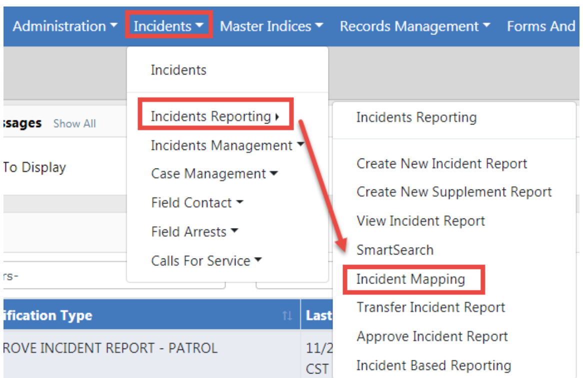


2. A file downloads to your machine. Click on the file to open the file in a new window, then click the print icon on the upper right-hand corner.

Chapter 11. Incident Mapping

Access Incident Mapping

To access **Incident Mapping**, click on the **Incidents Reporting** drop-down menu on the top *Navigation Bar*, then click on **Incident Mapping**.



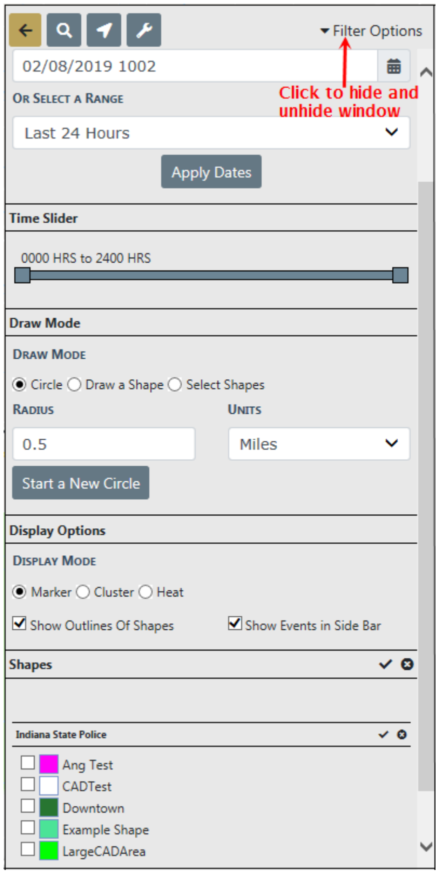
Screen Layout

Incident Mapping contains two windows that overlay the map:

- Filter Options
- Current Query

The *Current Query* displays search results based on the defined *Filter Options*.

Filter Options Window



- *Date Options* – Select a start date and time and an end date and time. You may also select a date range from the drop-down list, such as *Last 24 Hours*, *Week to Date*, *Last Week*, *Month to Date*, etc. There is also a Time Slider if you want to select just a specific Time range. Click the **Apply Dates** button.

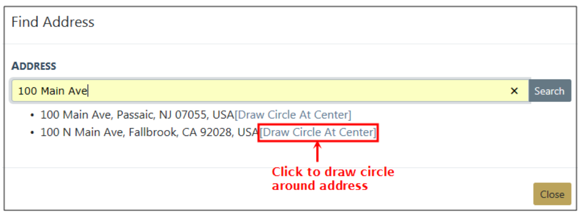
- *Draw Mode* – This allows you to select a *Circle Radius*, *Draw a Shape*, or *Select Shapes*. If you select the *Circle* option, you need to select Radius and Units. The Radius and Units defaults to 0.5 Miles.

- *Display Options* – These are options on how the search results display.

- *Shapes* – are the Areas to which you want search results to be returned. Check the box next to the applicable areas then click the **Apply Selected Shapes** button when it appears. The **Apply Selected Shapes** button does not display until at least one area box is checked.

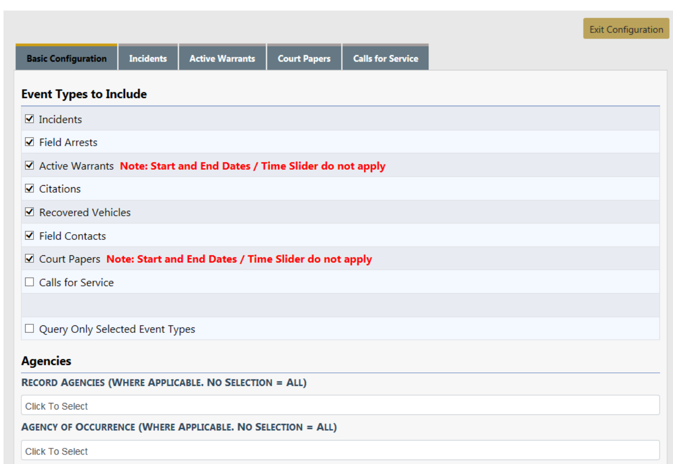
- *Search Address* - To search for a specific address, select the magnifying glass icon  on the top of the window to open the search window.

Enter the street address then select the **Search** button or press **Enter** to display a list of matching addresses. Click on the *[Draw Circle At Center]* link if you want to draw a circle on the map around a specific address from the list.



- *Configure* - To configure what and how event types Incidents, Active Warrants, Court Papers, and Calls for Service are displayed on the map, select the **Configure** icon  .

  Your search results reflect what you select in the *Basic Configuration* tab.



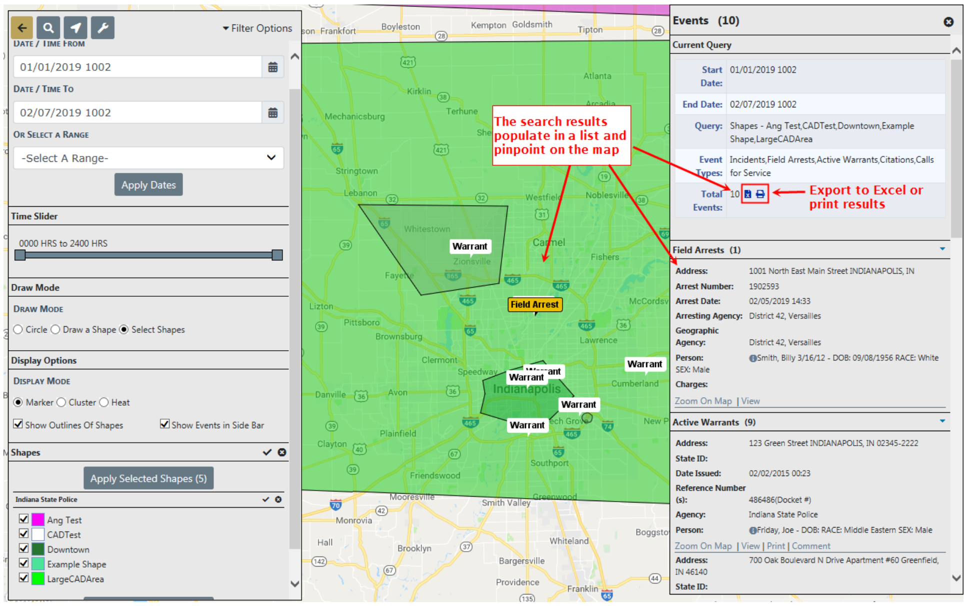
  After making your selections on each tab, click the **Exit Configuration** button to return to the previous screen.

- *Exit* Incident Mappings window. To exit the Incident Mappings window and return to your Home Page, select the **Go Back** icon .

- *Center Map* - To center the Map on the screen, select the **Center Map** icon .

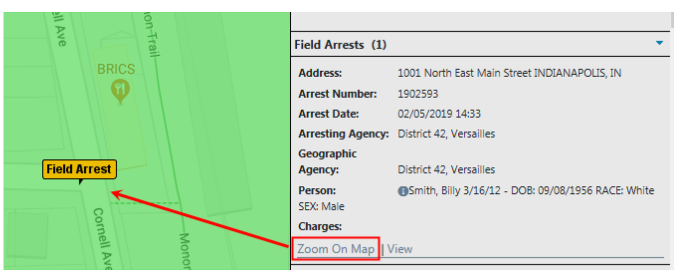
- *Hide or Unhide Filter Window* - To hide or unhide the Filter Window, select the **Filter Options** button.

Query Window

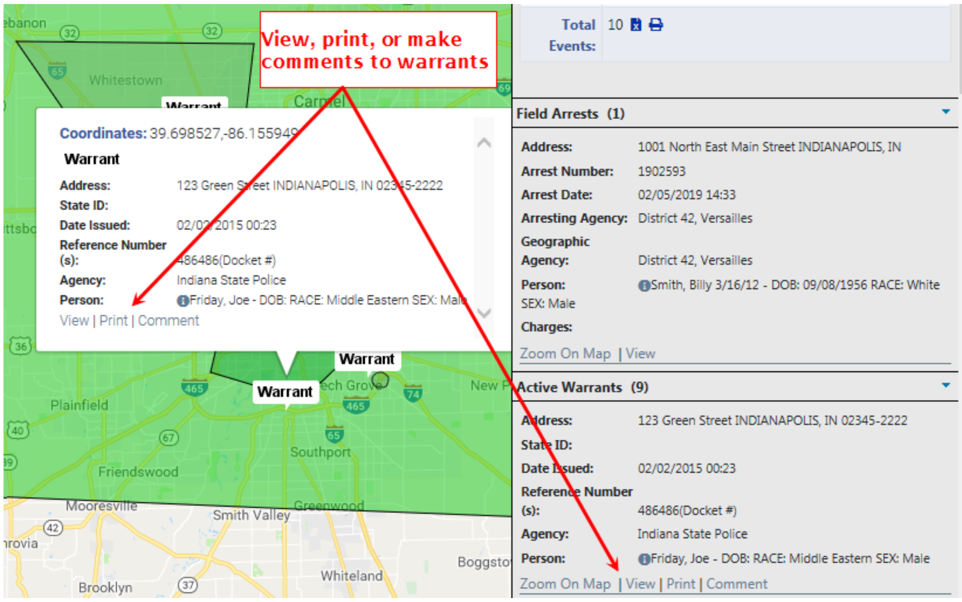


From the *Current Query* section of the **Query Window** you have the ability to print or export the search results to an Excel document.

Click the **Zoom On Map** link to zoom to a specific event on the map.



Anyone with permissions to view warrant locations on the **Incident Map** can also view, print and comment directly from the map to the Warrant. You must enter a Log Date and Time, Action Type and Comment. This will be added to the Warrant Log.

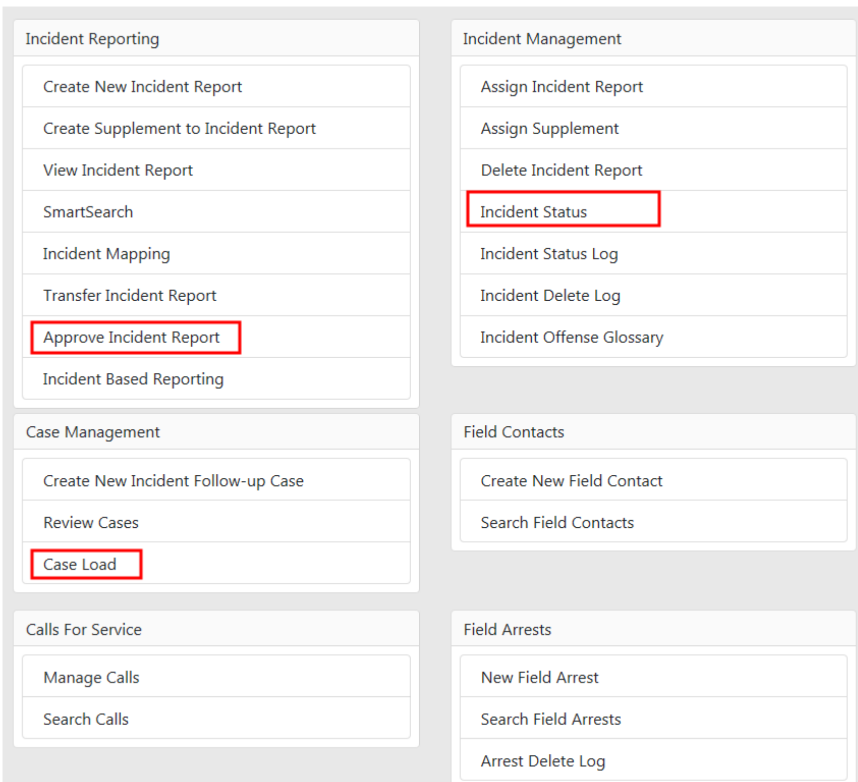


Click the **Save** button to commit the comment to the log, or click **Cancel** to abort the log entry and return to the map.

Chapter 12. Supervisory Functions

Supervisory Function Overview

Users with *Supervisor* rights have more options than the regular user. Most of these added functions will be seen in the Incidents menu. For more information on accessing the Incidents menu, refer to "Incidents Overview" on page 125.



Approve/Disapprove Incident Report

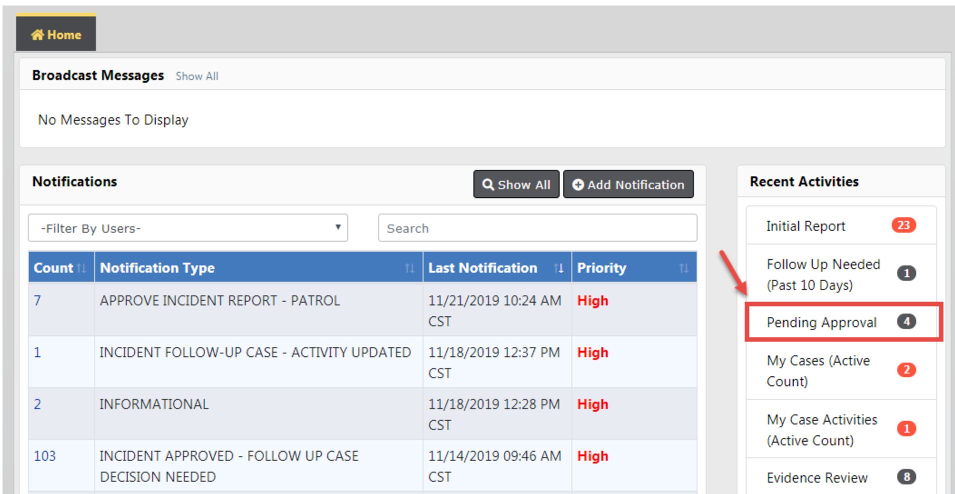
You can initiate the approval process one of three ways:

- Click on *Pending Approval* in **Recent Activities** section, located on the right side of the home page.
- Directly from the **Notification** when Incident Reports are submitted for approval.

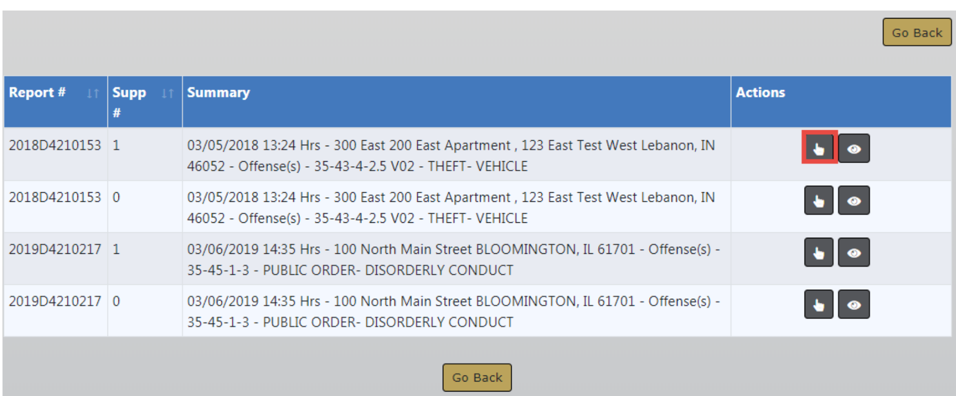
- Directly from the **Incident**.

Initiate from Recent Activities

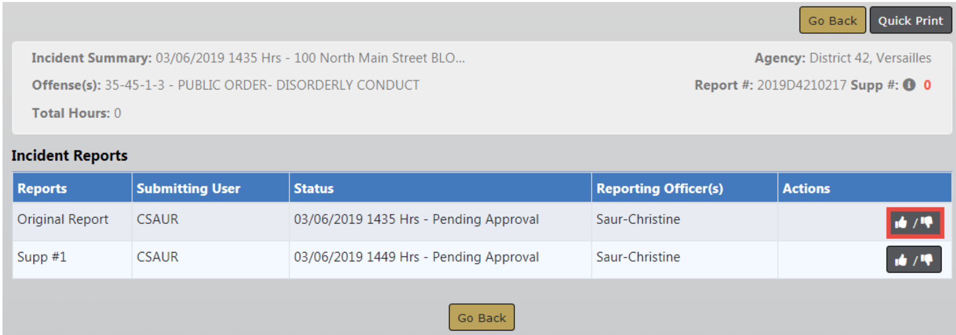
Initiate the incident approval process by clicking on *Pending Approval* under Recent Activities.



Click on the select icon  to select the appropriate incident from the list.



Click the **Approve/Disapprove** button to open the Incident Report.



The Incident Report opens. Continue with the approval/disapprove process. For more information, refer to "Approval/Disapprove Process" on page 227.

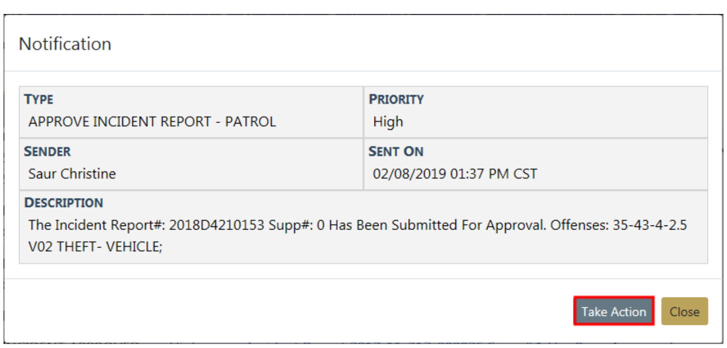
Initiate from Notifications

Users with a supervisory role for their agency will receive notifications when Incident Reports are submitted for approval. A supervisor can initiate the approval process directly from the notification.

For more information about accessing notifications, refer to "Notifications" on page 21.

Click on the appropriate notification to initiate the approval process.

Click on the **Take Action** button.

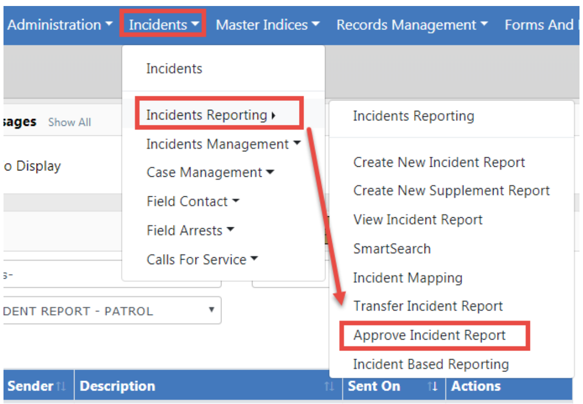


The Incident Report opens. Continue with the approval/disapprove process. For more information, refer to "Approval/Disapprove Process" on the facing page.

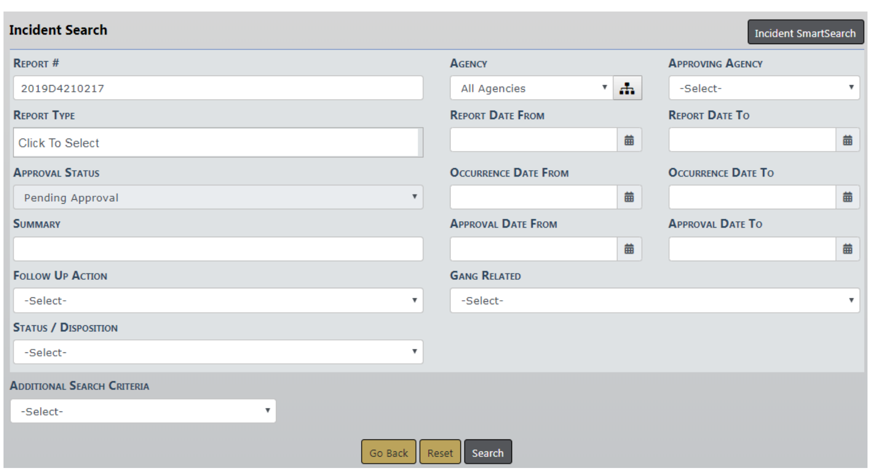
Initiate from the Incident

Users with a supervisory role can also initiate approval directly from the Incident.

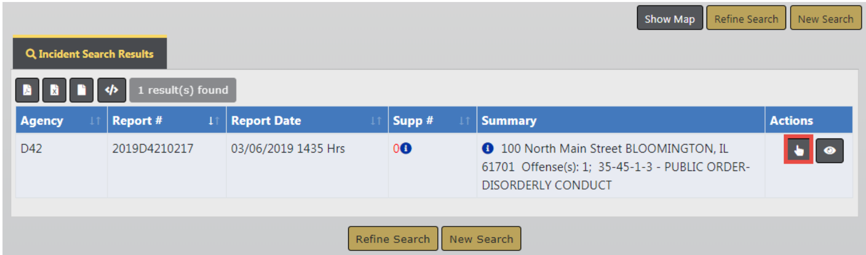
Click **Incidents** on the top navigation bar, click on **Incidents Reporting**, then click on **Approve Incident Report**.



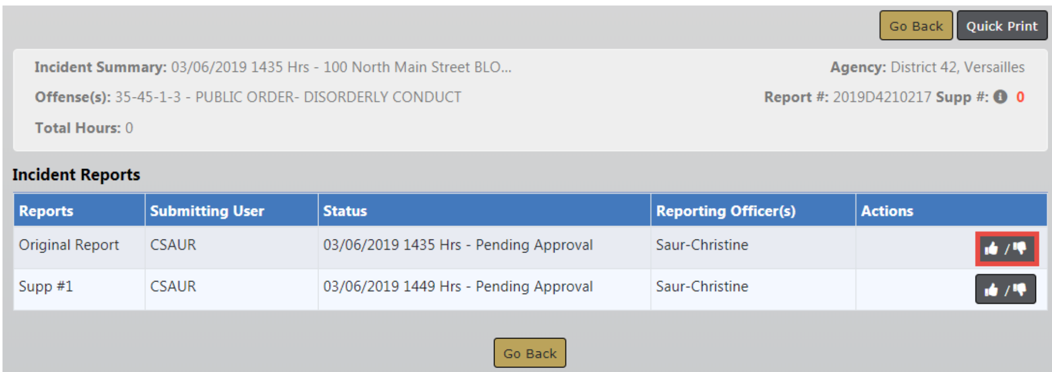
The *Incident Search - Approve Incident Report* screen appears.



Enter the search criteria, click on the **Search** button to display the search results, then click the **select icon**  to begin the approval process.



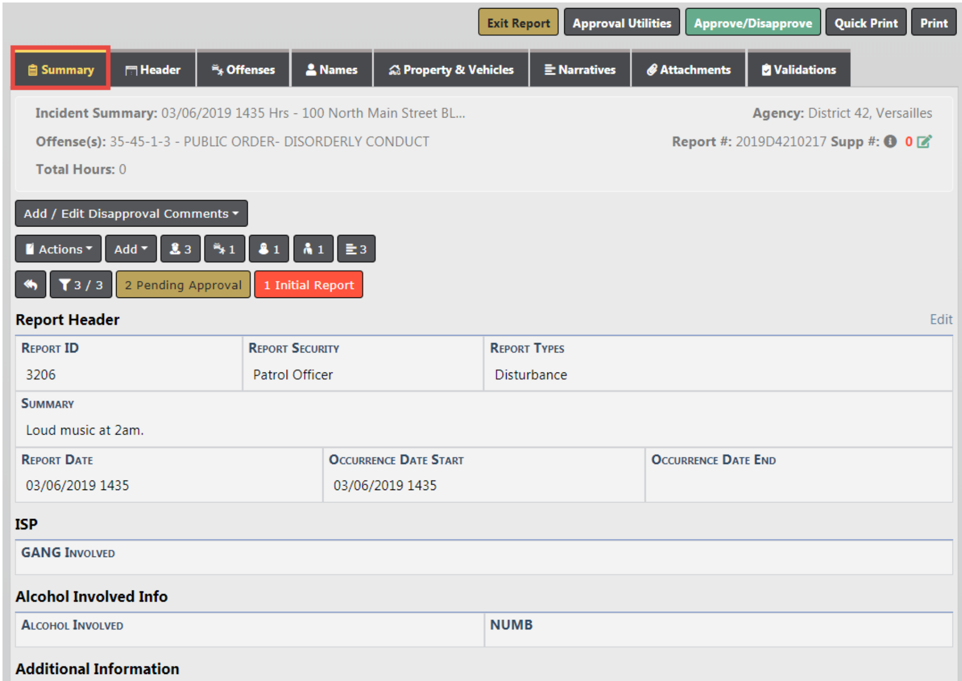
Click the **Approve/Disapprove** button to open the Incident Report.



The Incident Report opens. Continue with the approval/disapprove process. For more information, refer to "Approval/Disapprove Process" below.

Approval/Disapprove Process

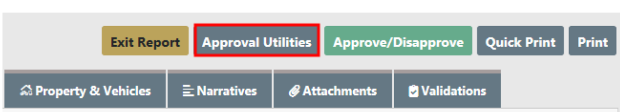
After choosing a method to initiate the approval process, the *Incident Approval* screen appears, defaulting on the Summary tab.

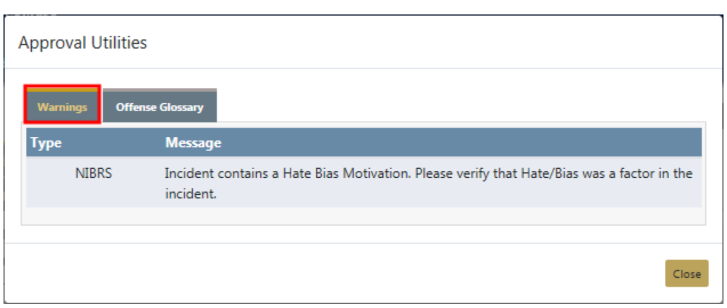


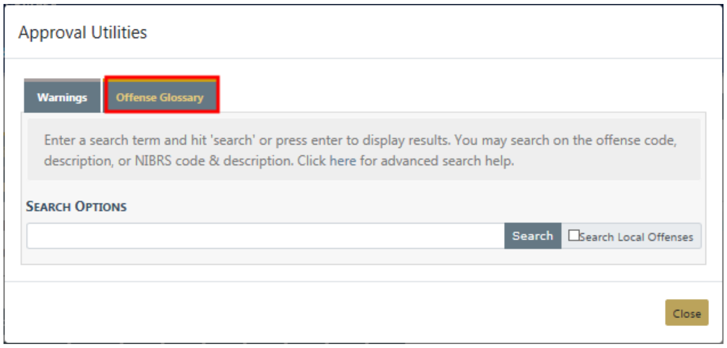
You can perform various functions, such as check for warnings, search for offense or NIBRS codes, add disapproval comments if applicable, and review the incident report. Supervisors can also edit the incident report providing the agency is setup to allow this function.

Approval Utilities

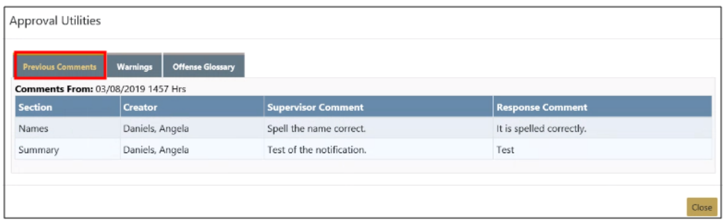
Optionally, click on the **Approval Utilities** button on the top right of the page to view *Warnings* and search for offense or NIBRS codes using the *Offense Glossary*.







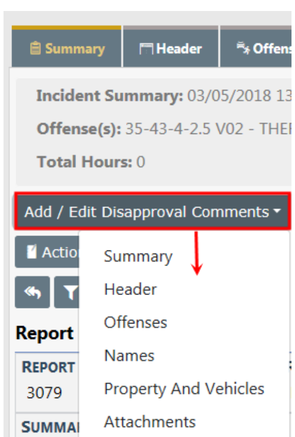
A *Previous Comments* tab appears if the incident report is disapproved at least once. This tab contains comments that are made during the disapproval process.

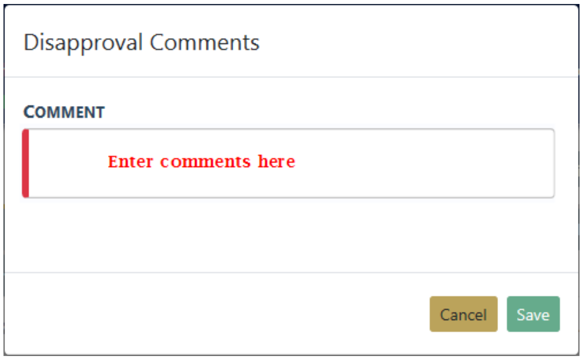


Disapproval Comments

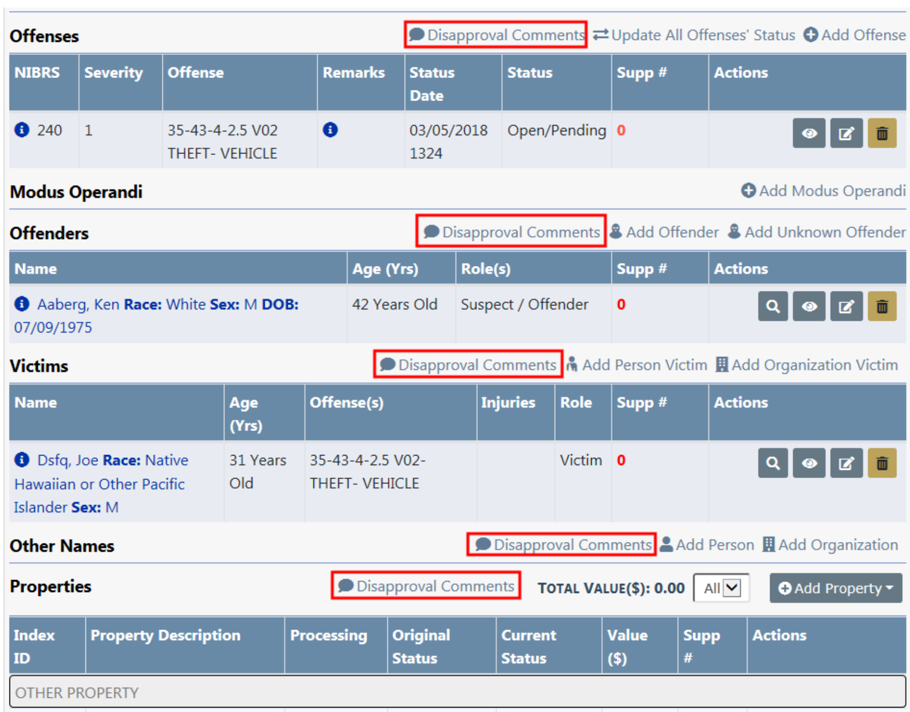
If applicable, you can add disapproval comments to various sections of the incident report two ways.

- Click the **Add/Edit Disapproval Comments**, then select an option from the list to incorporate disapproval comments to various sections. Add your comments then click **Save**.



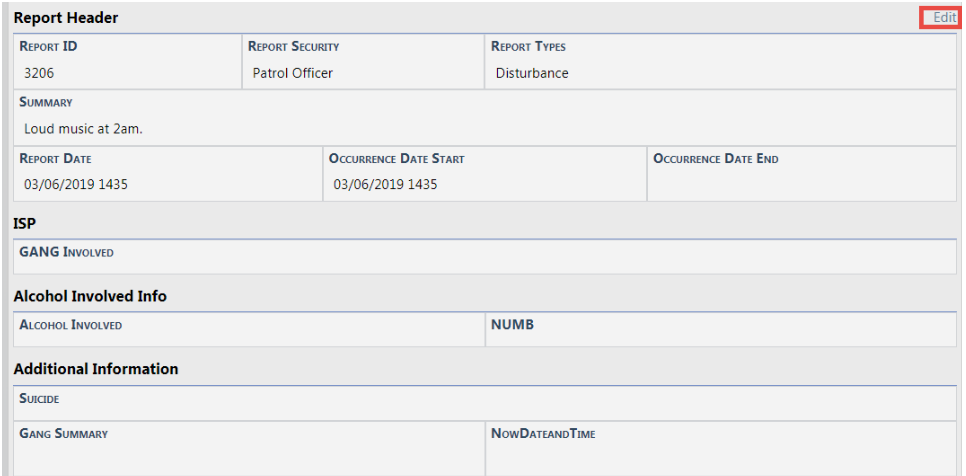


- Or, you can page down and add **Disapproval Comments** to various sections like shown in the example below.



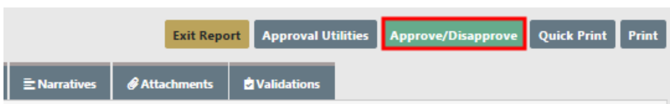
Edit the Incident Report

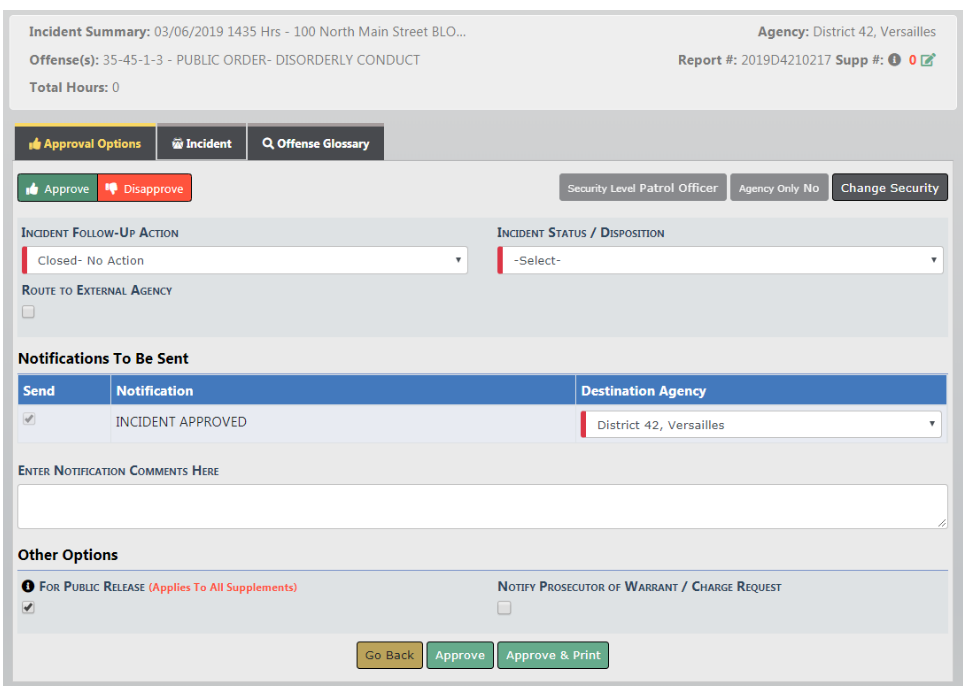
The agency setup dictates whether or not supervisors can edit the incident report during the review process. If supervisors have been granted edit privileges, an **Edit** link appears on the top right of applicable sections.



Finalize the Approval Process

Click on the green **Approve/Disapprove** button on the top right of the incident report to open the *Approve Incident Report*.





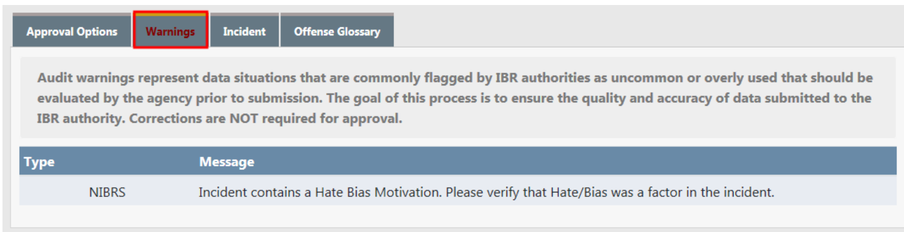
There are four tabs on the *Approve Incident Report* screen:

- Approval Options

- – Contains the necessary options to either Approve or Disapprove. The *Approve Incident Report* screen defaults to this tab.

- Warnings (if applicable)

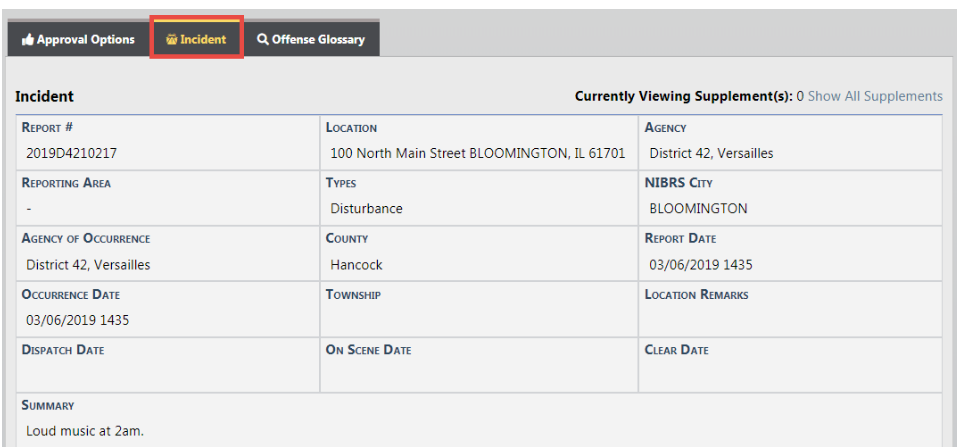
  – Contains Incident Report validation warnings.



- Incident

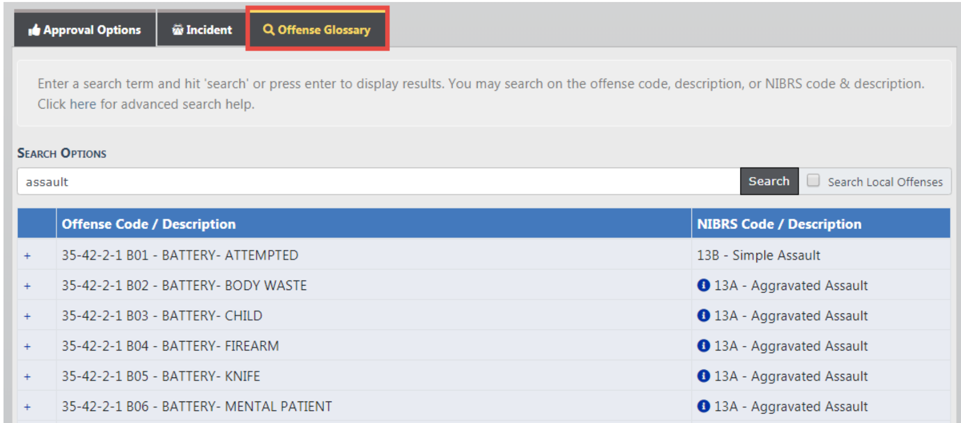
  – Incident Report in view only mode.

  The Offenses section includes details for the related NIBRS Offense code, NIBRS Offense Title, and offense description. Hover the mouse over the blue information bubble to view a summary of this information, or click on the blue information bubble to view details.



- Offense Glossary

  – Contains a feature to lookup offenses to confirm accuracy of the offense selected for the Incident Report. Enter the search criteria in the search field provided, then press **Enter** or click **Search** to display a list of NIBRS Codes that contain the entered text.



Approval Options

Depending on your agency's business practice, supervisors may have various options when approving a report:

- Restricting reports to the internal *Agency Only*. The **Route to External Agency** button is gray when the report is restricted to the internal agency, and green when selected to route to external agencies.
- Click on the **Change Security** button allowing for greater internal security among the users within an agency.
- Choose the **Follow-up Action**.
- Choose the **Status/Disposition**.
  - Your system administrator has the ability to map *Incident Status* codes to *Offense Status* codes to prevent mismatches. During the approval process, if you set an *Incident Status* to something other than what has been mapped to an *Offense Status*, a message appears disallowing that selection and it prompts you to verify the information and make any necessary changes. Refer to your system administrator for more information.

NOTE: The Follow-up/Action option you choose drives what Incident Status/Dispositions are available for selection.

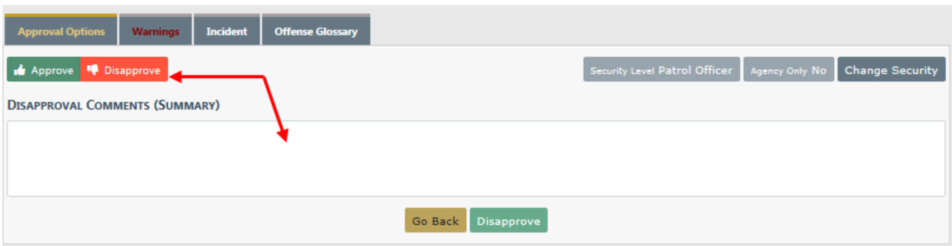
The different options available will depend on the workflow selected for **Case Management** by your agency. The *Notifications to Be Sent* section generates a notification to request a follow-up Case determination in an optional workflow. For more information refer to Case Management.

Make other necessary updates.

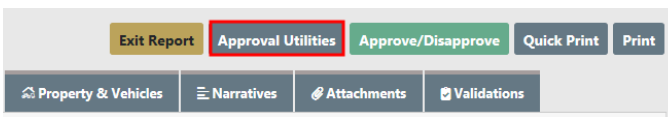
Click the **Approve** button to finalize the approval, or click the **Approve and Print** button to finalize the approval and print.

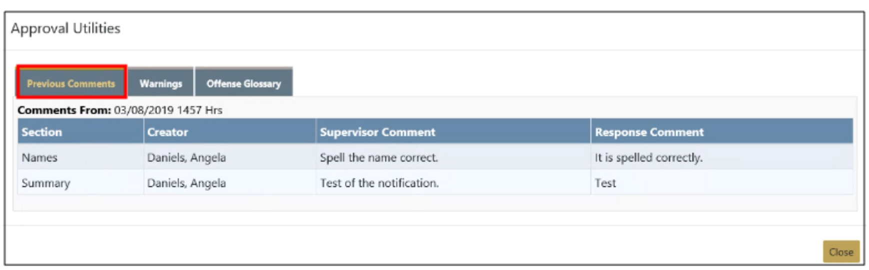
Disapprove

When **Disapprove** is selected, a comments box displays so the supervisor can advise the user of the reason for the disapproval. Enter comments then click the **Submit** button.



The disapproval comments now appear in the *Previous Comments* tab in Approval Utilities.



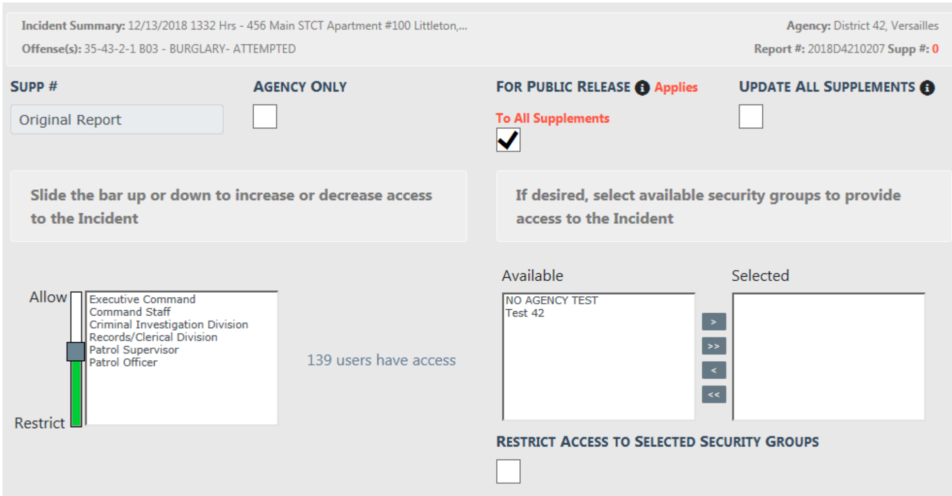


Incident Security

The default security for **Incident Reports** is set at the Patrol Officer level. This means anyone with Patrol Officer Security rights and above can access these reports. It is understood that some **Incident Reports** will be of a more sensitive nature and may require a higher security level to minimize the number of users that have access to the report. The security of an **Incident Report** can be done by clicking on **Change Security** from the **Incident Approve/Disapprove** screen.

Report Type	Date	Reporting Officer	Supplement Owner	Approval Status	Security Level	Actions
Original Report	12/13/2018	Christine Saur #SAUR111	Christine Saur	Initial Report	Patrol Officer	

The **Incident Security** screen can also be accessed at any time through the **Incident Status** screen by clicking on the *Security* icon.



Agency Only- Selecting this button will restrict the **Incident Report** to users at your agency only.

For Public Release- Clicking the button to turn it gray will cause NOT FOR PUBLIC RELEASE to be printed across the top of the **Incident Report**.

Update All Supplements - Selecting this button updates all supplements you have access to.

Incident Security Levels- A user can set the Incident's security level at a level equal or less than their security rights. This means other users at that level or above would have access to the report across all agencies (unless the *Restrict to Agency Only* is selected).

Security Groups- Available security groups can be selected which will allow any user in the selected group to have access regardless of their individual security level. If *Restrict Access to Selected Security Groups* is selected, the **Incident Report** can only be accessed by members of the selected Security Group.

Incident Management

Assign Supplement

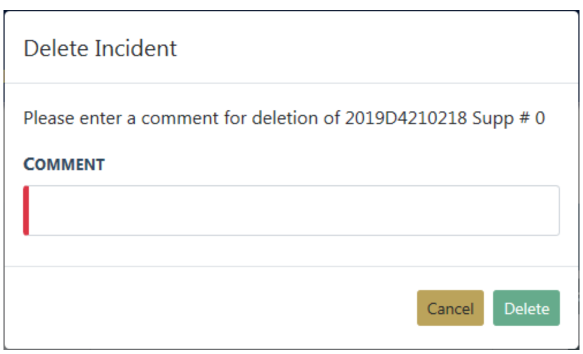
Supervisors can create a *Supplement* to an Incident Report and assign it to another user.

- Click **Assign Supplement** in Incidents menu.
- Search for and select the Incident to which you wish to create the **Supplement**.
- Click **Assign Supplement** at bottom of page.
- Enter the **Reporting Officer** you want to assign.
- Click **Assign Officer** at bottom of page.
- You will be prompted to create a comment for the officer.
- Click **Assign** at the bottom of page.
- The officer will receive a Notification regarding assignment.

Delete Incident Report

Reports can be deleted by users who have ownership of the report or by Supervisors.

Once a report is selected, the user can delete the report. A confirmation screen appears and users are required to give a reason for the deletion.



NOTE: Reports that are deleted are not recoverable from the database.

Incident Status

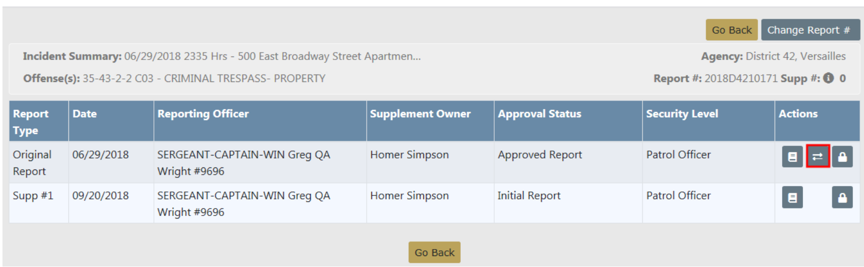
Users can view the status of a report from this location. The different report statuses are:

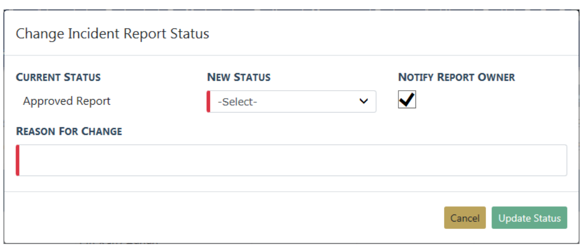
- Initial Report

- Pending Approval
- Approved Report
- Disapproved Report

Supervisors can use this section to change the status of a report from *Approved Report* to either *Initial* or *Disapproved* status to allow the user to edit the report. Every change in a report's status is tracked in the **Status History**.

From the Incident Status screen, click on the Change Status icon.





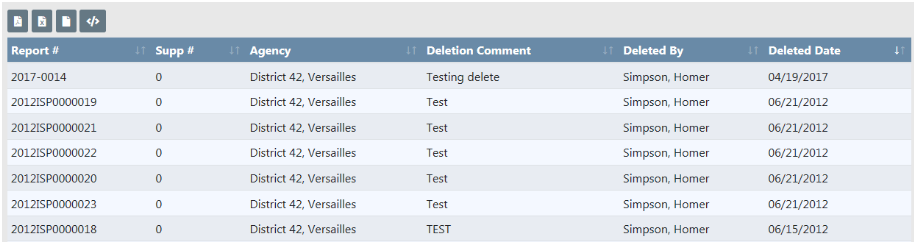
Select a new status from the drop-down menu and enter the reason for the change, you also have the ability to select to notify the report *Owner of the Status Change*.

Incident Status Log

This area is where users can search for an incident and obtain a *History* of the status changes and/or updates for any report.

Incident Delete Log

Deleted reports are listed in a report log with all the pertinent information for the report, including the required reason for the deletion.



Report #	Supp #	Agency	Deletion Comment	Deleted By	Deleted Date
2017-0014	0	District 42, Versailles	Testing delete	Simpson, Homer	04/19/2017
2012ISP0000019	0	District 42, Versailles	Test	Simpson, Homer	06/21/2012
2012ISP0000021	0	District 42, Versailles	Test	Simpson, Homer	06/21/2012
2012ISP0000022	0	District 42, Versailles	Test	Simpson, Homer	06/21/2012
2012ISP0000020	0	District 42, Versailles	Test	Simpson, Homer	06/21/2012
2012ISP0000023	0	District 42, Versailles	Test	Simpson, Homer	06/21/2012
2012ISP0000018	0	District 42, Versailles	TEST	Simpson, Homer	06/15/2012

NOTE: Remember that deleted reports cannot be recovered.

Using Charts to Visualize Data

Charts provide a mechanism to users to visualize data in a quick and efficient manner right from the home page. There are two different types of charts we offer

- **Non-interactive** image charts which appear right on the home page,
- A menu of **Interactive** charts which can be accessed on the right side bar.

Home Page Image Charts

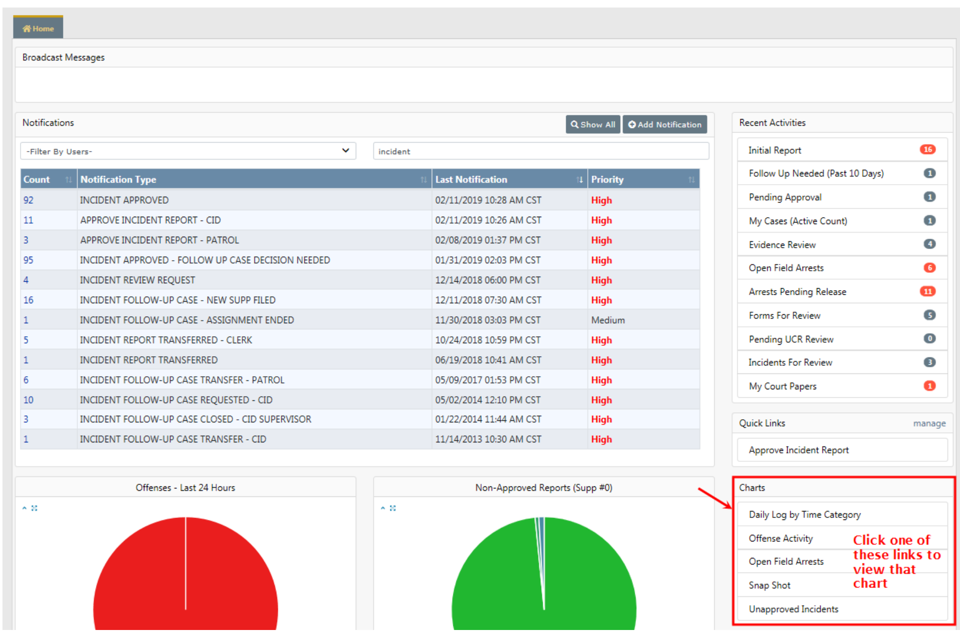
These charts are not interactive and are meant to give a very quick summary of data. As of our current release, they include:

- *Offenses - Last 24 Hours*- This is a pie chart which summarizes offense in the last 24 hours. The offenses are grouped according to their NIBRS codes to offer simple categories such as larceny, assault, etc... Note that this chart's functionality is expanded in the interactive charts Offense Activity and Snap Shot, which are described below.
- *Non-Approved Reports* - This pie chart shows counts of all initial incident reports (Supp 0) which are not approved (i.e. either in initial status, pending approval, or disapproved). A more interactive version is available in the interactive charts, described below.

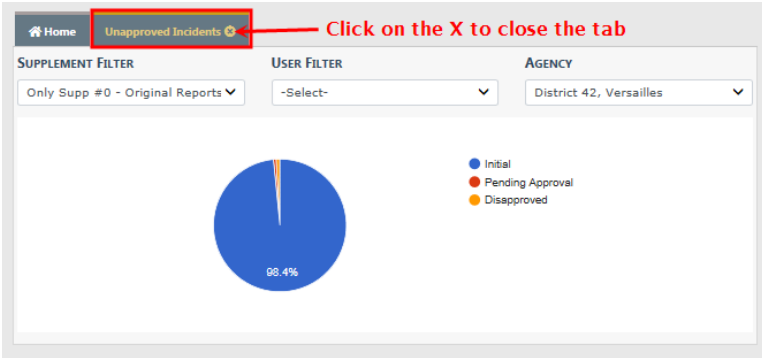
Above is an example of how the image charts are shown on the Online RMS home page

Interactive Charts

Interactive Charts are accessible from the right side bar of the home screen. Look for the section labeled **Charts**.



When you click on a chart link, a new tab opens on the home page to display that chart. Click on the **X** to close the tab.



Some charts have controls such as date ranges to allow you to customize the data you want to see.

Various **Interactive Charts** are available.

- Daily Log by Time Category
- Offense Activity
- Open Field Arrests
- Snap Shot
- Unapproved Incidents
- Calls for Service

Offense Activity

This chart displays offenses, by count, for various date ranges, and even allows you to display offense counts based on the time of day. The **Select a Display** select box allows you to choose what date range you want for visualizing data. It will either display a daily or monthly view depending on which range is selected. For example, the week to date option would show a daily view; however month to date & last month has far too many days to make sense on a graph, so it is shown in a monthly view.

You can also select **Show Results by Time of Day** to change the display to group offenses based on the time of day the occurred. The time of day is split up into four hour intervals starting from midnight.

The **Agency** filter is available for multi-tiered agencies to view events at the top organization level for all agencies, or an individual agency beneath the parent organization.

Regardless of the display you select, results will be shown in color coded *Stacks*, with a legend at the bottom indicating what colors represent what offenses. You can hover the mouse over a particular section to show the offense type & count, and you can click on a section to bring up a list of actual Incident Reports containing those offenses on that date / time.

When viewing the incidents, you can click on the **Quick Tab** icon in the *Actions* column to open another tab which will give you a summary for that Incident Report. This is similar to the Incident Summary Page, but is presented in a view-only manner to give you quick access to the report.

Open Field Arrests

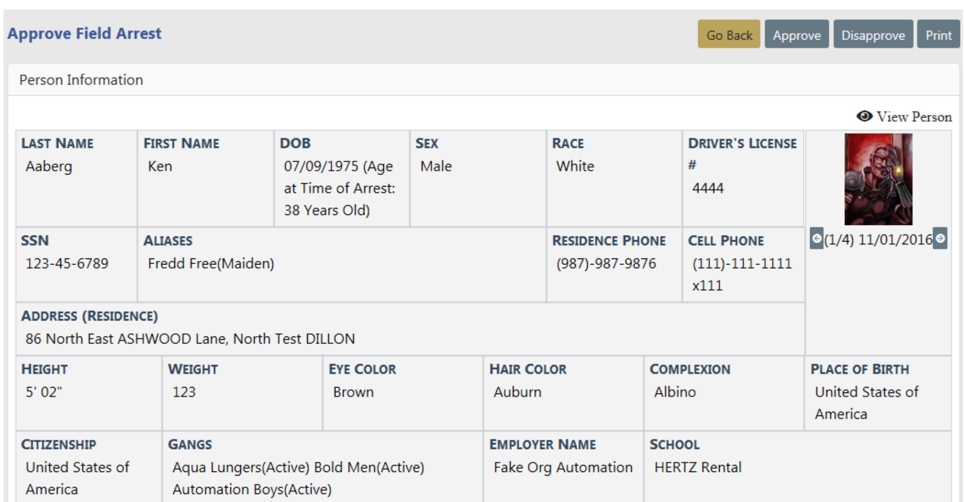
This bar chart identifies Arrests that are in *Open* or *Pending Review* status.

As a Officer Supervisor you can open the **Field Arrest Chart** and drill down to the details to either approve or disapprove the **Field Arrests**.

Hover your mouse over the blue boxes to see a total count, and click the blue boxes to display details of those counts in the bottom grid.

Click on the icons to the right to *view* or *review* an entry in the bottom grid. If an icon does not display, then you do not have access to that function.

- The **View** icon opens the *View Field Arrest* form. For more information on the disapproval process refer to ApproveDisapproveFieldArrest.htm


Approve Field Arrest

Go Back Approve Disapprove Print

Person Information

View Person

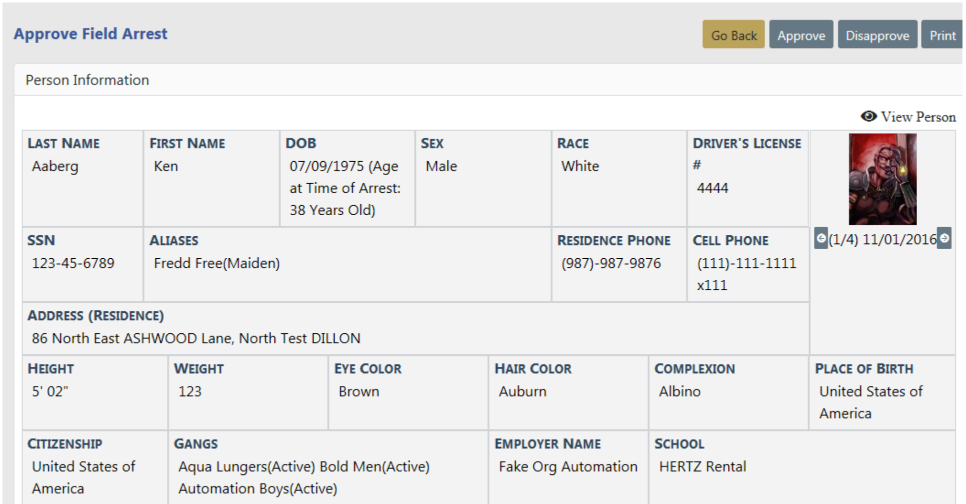
LAST NAME	FIRST NAME	DOB	SEX	RACE	DRIVER'S LICENSE #
Aaberg	Ken	07/09/1975 (Age at Time of Arrest: 38 Years Old)	Male	White	4444
SSN	ALIASES			RESIDENCE PHONE	CELL PHONE
123-45-6789	Fredd Free(Maiden)			(987)-987-9876	(111)-111-1111 x111

(1/4) 11/01/2016

ADDRESS (RESIDENCE)
86 North East ASHWOOD Lane, North Test DILLON

HEIGHT	WEIGHT	EYE COLOR	HAIR COLOR	COMPLEXION	PLACE OF BIRTH
5' 02"	123	Brown	Auburn	Albino	United States of America
CITIZENSHIP	GANGS		EMPLOYER NAME	SCHOOL	
United States of America	Aqua Lungers(Active) Bold Men(Active) Automation Boys(Active)		Fake Org Automation	HERTZ Rental	

- The **Review** icon opens the *Approve Field Arrest* form, where you can *Approve*, *Disapprove*, or *Print* the **Field Arrest**. For more information on the approval process refer to ApproveDisapproveFieldArrest.htm.



Snapshot

This is a by-the-numbers chart which varies based on what features your agency has access to. Currently it contains the following:

- A count of offenses.
- A count of citations based on the citation type.
- A map showing incident data.

This chart has a **Select a Display** option which allows you to select different date ranges. It is different from other charts in the date range options it presents, as it is only meant to display very recent data.

Unapproved Incidents

This is a more interactive version of the Non-Approved Reports chart featured on the home page. It gives you the option to display only initial incident reports (supplement 0) which are currently not approved (Initial, Disapproved, or Pending Approval), or all supplements not approved. You can click on a section of the chart to bring up a list of the incidents that fall under the category you clicked. You can then use the **Quick Tab** icon in the *Actions* column to view the details of the report.

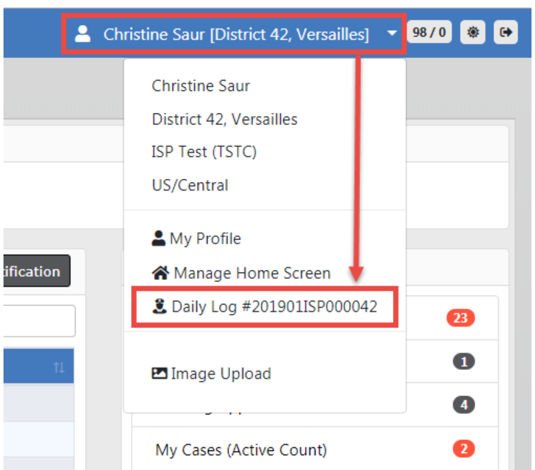
Calls for Service

You can view CFS event imported from CAD or directly entered via the Online RMS module. The chart provides awareness of activities for shift briefings. Time ranges allow users to view events from a prior shift or particular time frame. Geo-coded events are available for plotting on a map display. You can filter by agency and user groups.

Chapter 13. Officer Daily Log

Officer Daily Log (ODL) Overview

As an Officer, you can access your existing current log from the *Home* page by clicking on your user name in the upper right corner, then click **Daily Log** (notice the current log number also displays).



If a Daily Log has not yet been created, a **[New Daily Log]** option appears on the menu instead of the exiting Daily Log that contains a number. Click on **[New Daily Log]** to create.

NOTE: For instructions on creating a new Daily Log, refer to "Create New Log" on the next page.

A law enforcement officer's **Daily Log** captures all the activity that the officer performs during the course of a shift. Assignments, issued equipment, report assignments and filings, and other activities are captured and summarized in the Officer **Daily Log**. The officer can enter data as needed, and certain activities, such as creation of incident reports, are automatically tracked in the log by the system.

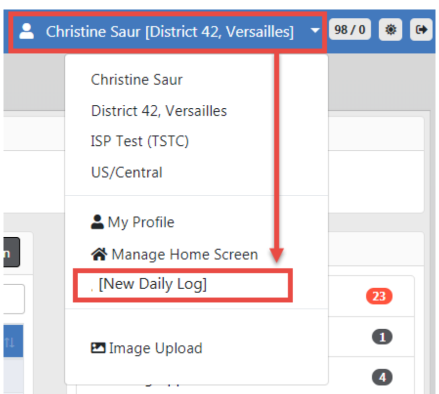
NOTE: Once closed, the **Officer Daily Logs** are maintained in *Records Management*. Before a supervisor posts an officer's log, it can be viewed, edited or deleted by the owner of the log. Supervisors then post the logs in the *Records Management* area where they can be viewed as needed. A supervisor must un-post a log using the **Un-Post** feature before the log can be corrected or modified again.

There are two tabs in the **Officer Daily Log**:

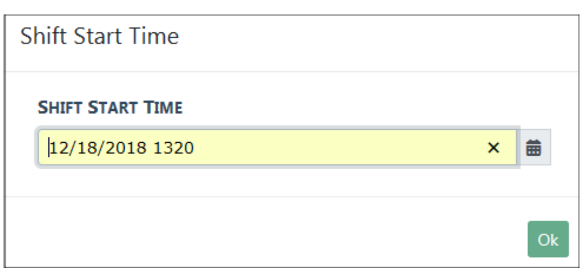
- Assignment Information
- Activity Log

Create New Log

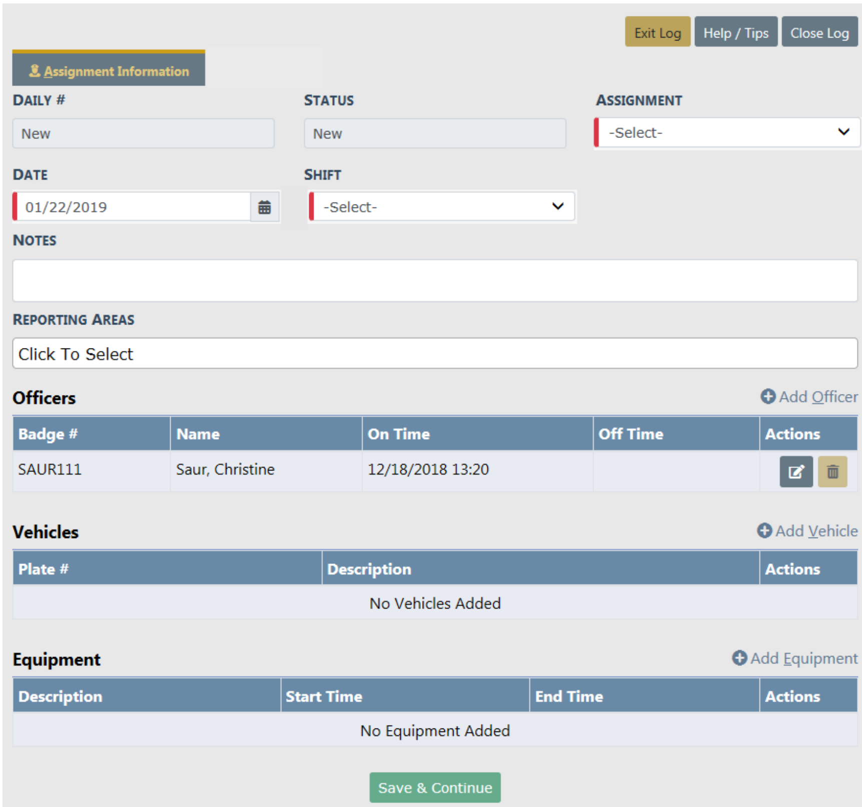
You can create a new Daily Log from the *Home* page by clicking on your user name in the upper right corner, then click **New Daily Log**.



A *Shift Start Time* window opens, defaulting to the current date and time. Change the date and time if needed, then click **OK**.



An *Assignment Information* form appears. Enter the appropriate information in the fields provided.

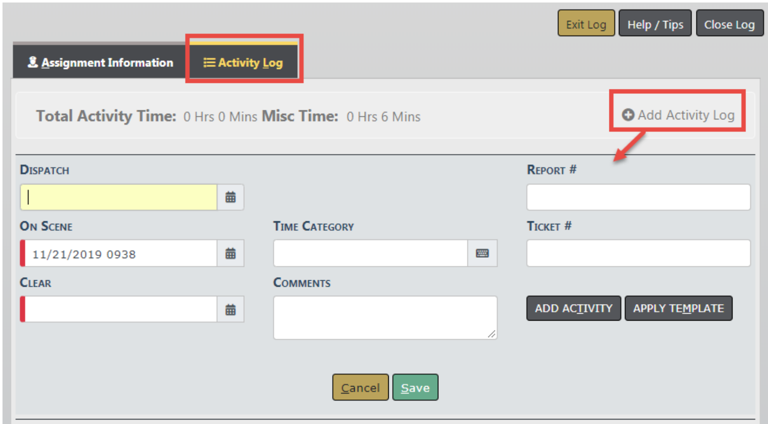


- The **Daily#** generates a number for you systematically after saving the form.
- The **Status** defaults to *New*.
- Any field with a red left-hand border is a required field. You must complete required fields to continue.
- Select **Assignment** and **Shift** from the drop-down lists.
- Enter any **Notes** and select the **Reporting Area**.
- Complete the Officers, Vehicles, Equipment sections as needed.

NOTE: For more information on *Assignment Information*, refer to Assign-mentTab.htm.

Click **Save & Continue**.

An *Activity Log* tab opens. Click **Add Activity Log** to create an entry.



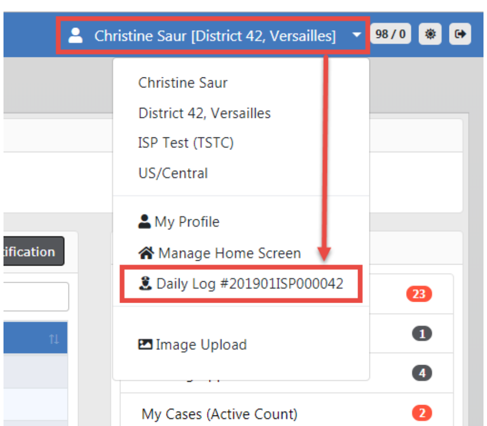
Enter data into the fields provided then click **Save**.

> **NOTE**: For more information on the *Activity Log*, refer to "Activity Log Tab" on page 251.

To exit the log and come back to it later, click **Exit Log**, or to close and submit the log for supervisor review, click **Close Log**.

> **NOTE**: For more information on exiting and closing the log, refer to "Exit or Close Daily Log" on page 258.

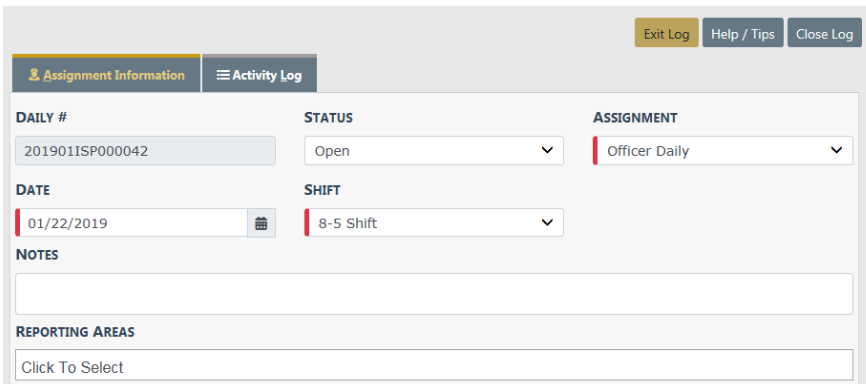
To access your own current log throughout the day, click on your user name on the *Home* page, then click **Daily Log**.



NOTE: For more information on accessing your current log, refer to "Officer Daily Log (ODL) Overview" on page 243.

Assignment Tab

The Officer Daily Log defaults to the **Assignment Information** tab. Complete the top portion of the *Assignment Information*.



NOTE: Any field with a red left-hand border is a required field. You must complete required fields to continue.

Complete the Officers, Vehicles, and Equipment sections as needed.

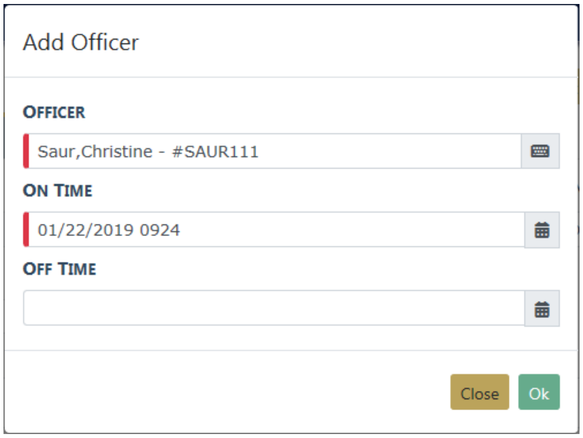
For more information on Officers, refer to "Officers" below.

For more information on Vehicles and Equipment, refer to "Vehicle & Equipment" on the next page.

Officers

There may be times an additional officer needs to be added to the **ODL**. To do this, select **Add Officer** under the *Officers* section.

Badge #	Name	On Time	Off Time	Actions
SAUR111	Saur, Christine	07/24/2017 13:37		



Start typing the officer's name/User ID in the Officer field to display a list of officers from which you can select.

If you need to select a different *On Time* you may use the Calendar tool to select a different date/time than the default.

Click **OK** and the Officer's information is added to the Officers grid.

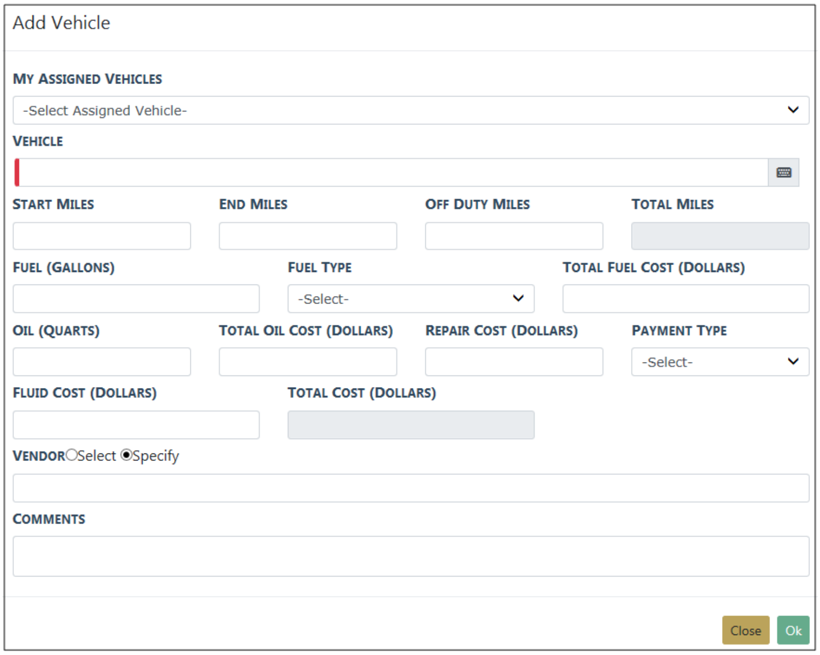
Use the **Edit** or **Delete** icons to the right in the appropriate row of the grid/table to make changes as needed to your log.

> **NOTE**: Agency specific values can be administered by an Agency Administrator under *Manage Agency*, and the **Officer Daily Log** tables under the *Agency Settings* tab.

> **NOTE**: Additional officers added to the **Daily Log** must be added manually to the *Assignment* within **Fleet Management**. Refer to Edit Vehicles for more information.

Vehicle & Equipment

If the vehicle to which you are assigned does not auto-generate into the **ODL**, you will need to **Add** the vehicle.



Click the **My Assigned Vehicles** field and choose a vehicle from the drop-down list. The **Vehicle** field will populate automatically. Or, you can add your own **Vehicle** by begin typing the **Unit #** or **Plate #** into the Vehicle field, then select the correct vehicle from the list that appears. It will auto-generate the **Start Miles** for you based on the previous users/your end miles. Select **OK**.

NOTE: Any field with a red left-hand border is a required field. You must complete required fields to continue.

Select the **SR** button to create a new **Service Request** for the assigned vehicle. Refer to "Service Request" on the next page for more information.

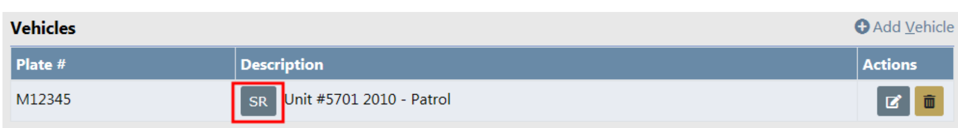
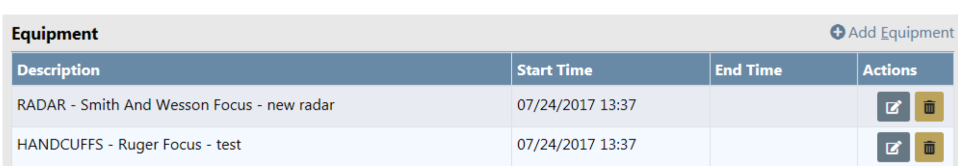

Vehicles Add Vehicle

Plate #	Description	Actions
M12345	SR Unit #5701 2010 - Patrol	

You may also **Add**, **Edit** or **Delete** equipment assigned to you.


Equipment Add Equipment

Description	Start Time	End Time	Actions
RADAR - Smith And Wesson Focus - new radar	07/24/2017 13:37		
HANDCUFFS - Ruger Focus - test	07/24/2017 13:37		

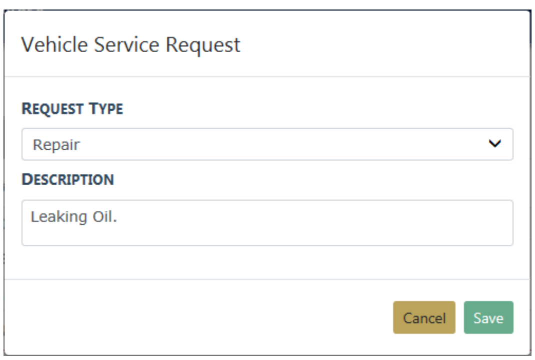
NOTE: If any Vehicles or Equipment have been taken out-of-service by an Agency Administrator prior to you closing your **ODL**, you will not be able to close your **ODL** unless the Vehicle and/or Equipment is put back in service. This is why it is important to make sure you close your **ODL** after your shift is complete.

Select the **Update** button on the bottom of the page to save your work.

Service Request

Select the **SR** button to create a new **Service Request** for the assigned vehicle, if applicable.

Select the **Request Type** from the drop down list, enter a description of what is needed, then click **Save**.



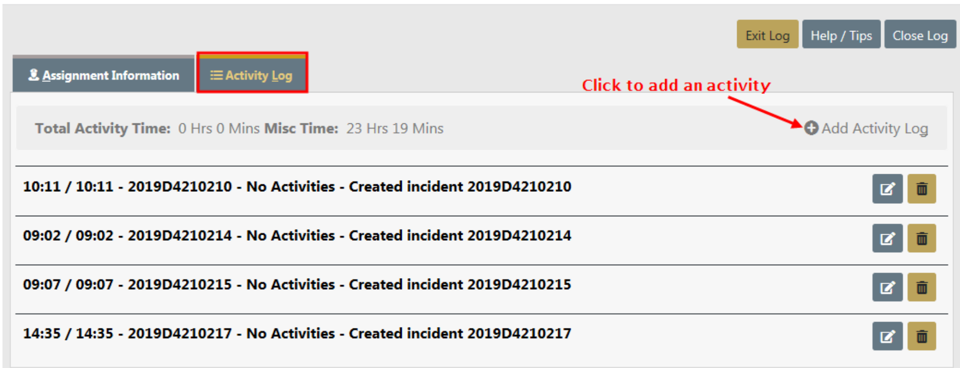
NOTE: The **Requesting Officer** defaults to the officer and the Status defaults to Pending.

A successful confirmation message briefly appears across the top of the window.

NOTE: Officers must edit **Services Requests** via the *Fleet Management* module. Refer to Edit a Service Request for more information.

Activity Log Tab

Click on the **Activity Log** tab to manage activity. You can add, edit, or delete records.



Add Activity Log

Click the **Add Activity Log** link to add a new record.

Dispatch: Use the calendar tool to enter the dispatch date, and then type in the time you were dispatched to the scene. This may be auto-generated from CAD from the Dispatch Center.

On Scene: Current date is entered by the system, but you must enter the time you arrived on scene.

Clear: You must enter a date and time in these fields to save and/or continue.

Time Category: Start typing in this auto-complete field and the system displays a list of similar entries. Select the appropriate entry.

Comments: Type text in the text field. You can enter whatever information you want to include here, OR click **Apply Template** to copy standard text that has already been entered for you in a template.

> **NOTE**: Administrators set up and maintain activity codes and templates in the *Tables* module. Administrators can refer to the *Tables* chapter in the RMS Administrator Guide for more information.

Report #: If applicable, enter a **Report Number**. If you completed an incident report as a part of this activity, you would enter the incident report number here.

Ticket #: If applicable, enter a **Ticket Number**. During the course of a traffic stop, you might issue a ticket or Citation. If so, you would record the ticket/Citation number here.

When all applicable fields are complete, select **Save** to save the record.

Continue working as follows:

Select **Add Activity Log** to enter another activity in the log.

Edit Activity Log

Select **Edit** to the far right of a log entry to open it and make any changes.

Delete Activity Log

Select **Delete** to the far right of the log entry to completely remove the entry.

Switch to Edit Status

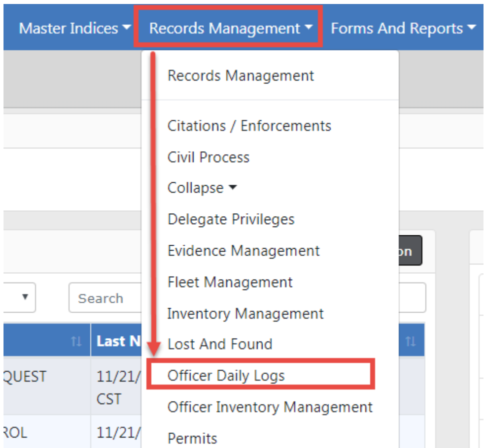
At this point you may choose to **Switch to Edit Status** if you have discovered something that would need editing.

NOTE: For more information on switching to edit status, refer to "Switch to Edit Status" on page 261.

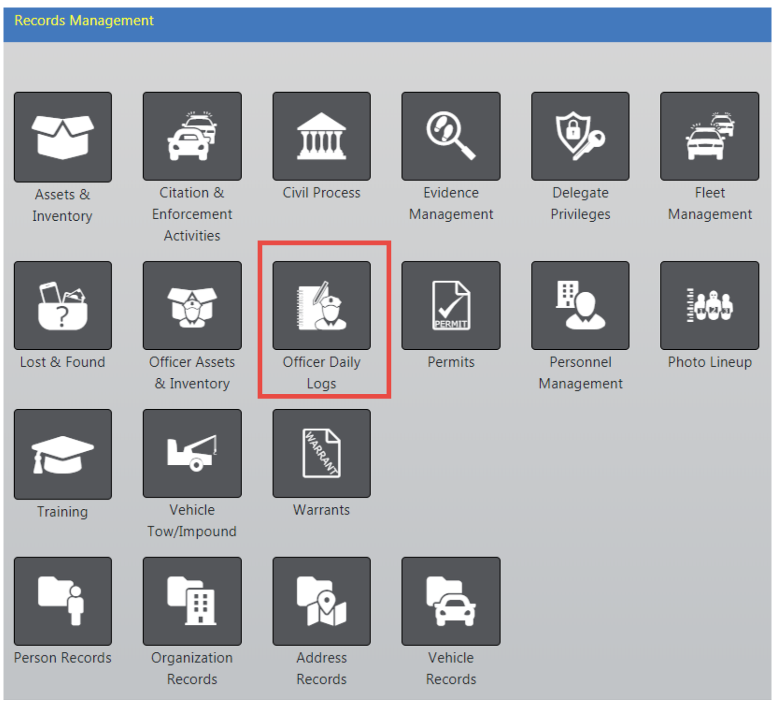
Log Search

Use the following procedures to search Officer Daily Logs:

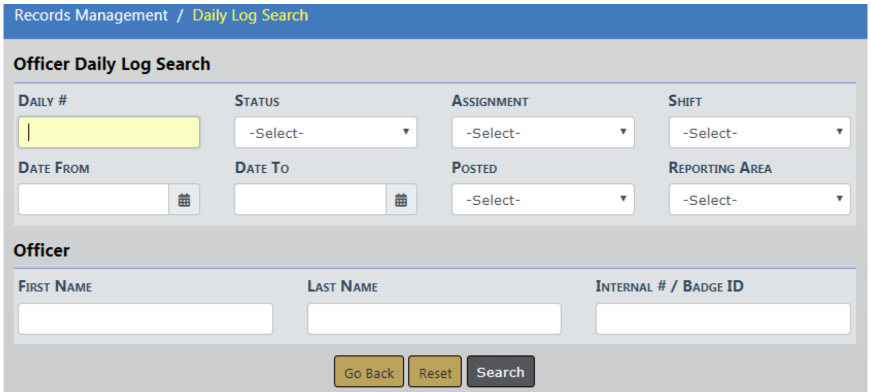
Select *Records Management* from the top menu, then select *Officer Daily Logs*.



Or, select *Records Management* to open the Records Management menu, then select *Officer Daily Logs*.

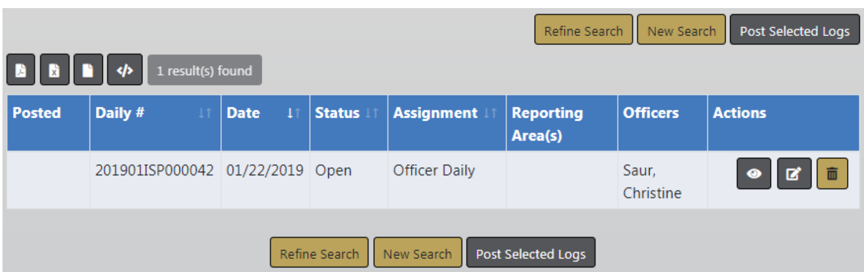


Whichever method you choose, the *Search Daily Logs* screen appears.



Complete fields to set search parameters or go directly to the next step to return ALL daily logs.

Select **Search** to display the *Daily Logs Search Results* page with a list of search results.



NOTE: If needed, select **Refine Search** to narrow the search results by adding more parameters, or click **New Search** to start over with a new search.

Select the View icon to view a report.

Select the Edit icon to edit a log.

Select the delete icon to delete a log.

Post and Un-post Logs

NOTE: Only supervisors with the proper role assignment can post and un-post daily logs.

Use the search feature to display a list of logs from which to choose. Refer to "Log Search" on page 252 for instructions on searching.

Post Logs

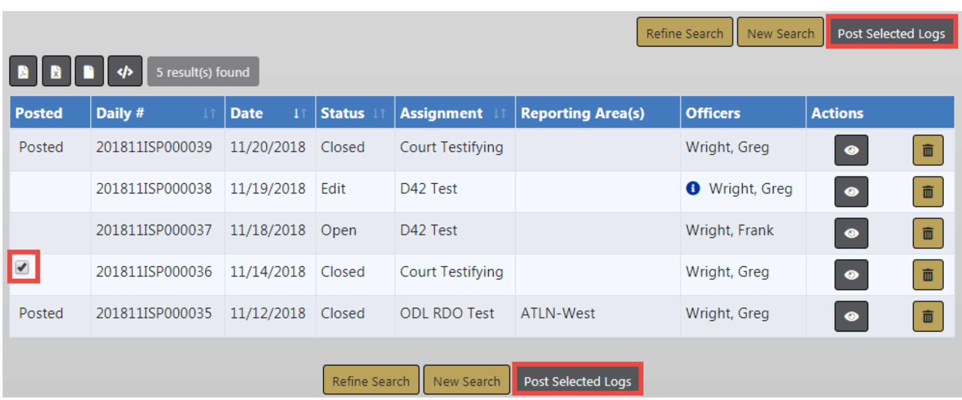
There are two ways to **Post** logs:

- Post a log you are currently viewing.
- Select and post one or more logs from the search results window.

Post Logs from Search Results

Search for a group of logs to post. For more information on searching logs, refer to "Log Search" on page 252.

In the Search Results window there is a box under the *Posted* column, next to the Logs that have not yet posted. Select each log you wish to post, then click the **Post Selected Logs** button. For your convenience, there is a button on the bottom and on the top right.



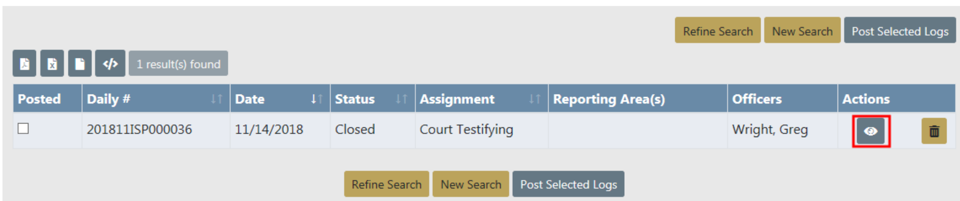
Posted	Daily #	Date	Status	Assignment	Reporting Area(s)	Officers	Actions
Posted	201811ISP000039	11/20/2018	Closed	Court Testifying		Wright, Greg	
	201811ISP000038	11/19/2018	Edit	D42 Test		Wright, Greg	
	201811ISP000037	11/18/2018	Open	D42 Test		Wright, Frank	
	201811ISP000036	11/14/2018	Closed	Court Testifying		Wright, Greg	
Posted	201811ISP000035	11/12/2018	Closed	ODL RDO Test	ATLN-West	Wright, Greg	

The selected logs are now **Posted**.

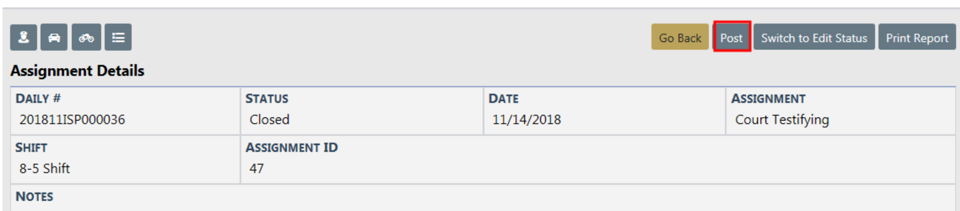
Post Current Log

Search for the daily log you want to post. For more information on searching logs, refer to "Log Search" on page 252.

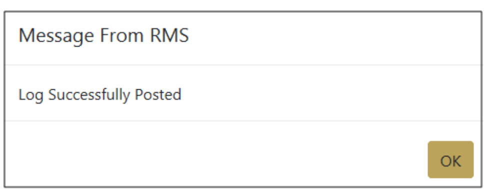
In the Daily Log Search Results window, click the View icon in the *Actions* column of the log you want to post to display the *View Daily Log* page.



On the *View Daily Log* window select the **Post** button.



A Successful dialog box displays. Select **OK**.



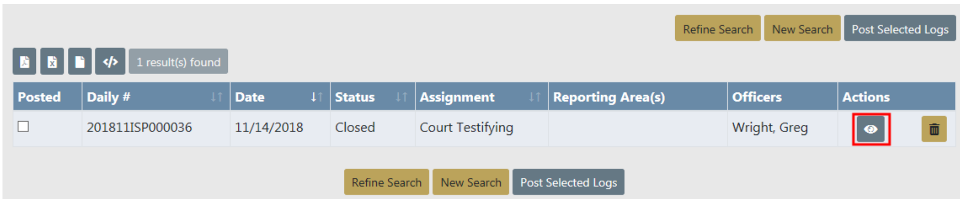
The log is now **Posted**.

Un-Post Log

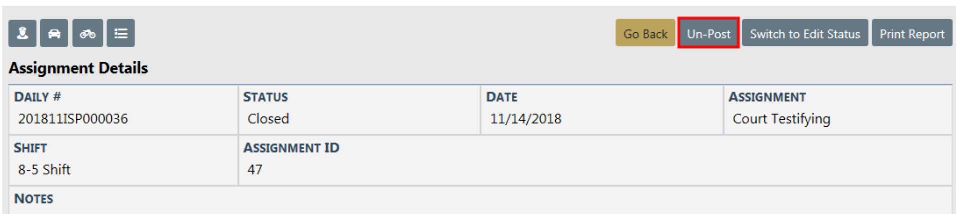
There may be times when a Daily Log needs to be un-posted. Perhaps one was posted by mistake, for example.

Use the *Officer Daily Logs Search* to find that specific log, defining your search parameters as specific as possible. Refer to "Log Search" on page 252 for instructions on searching.

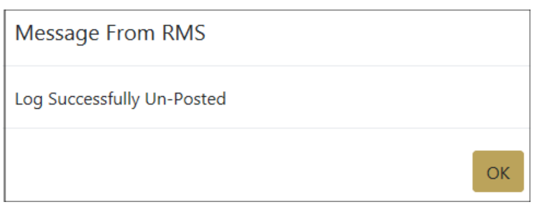
In the Results window, click the view icon in the *Actions* column of the log you want to un-post and it will display the *View Daily Log* page.



Select **Un-Post**.



A Successful dialog box displays. Select **OK**.



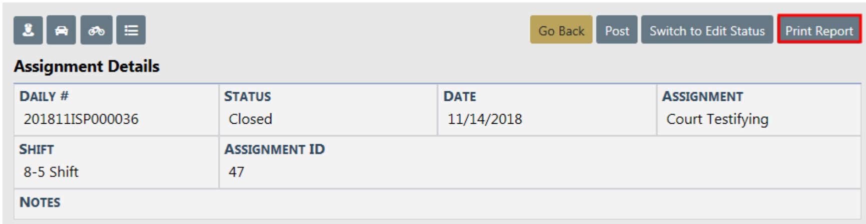
The log can now be edited by the Officer who created it.

Print Report

Daily Log Reports can be printed, saved to a file on your computer, or both.

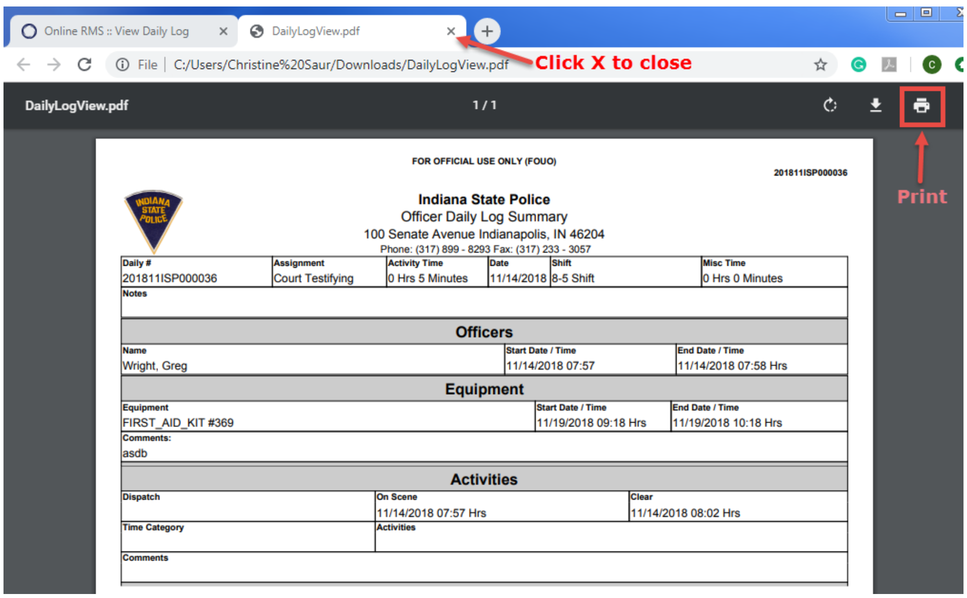
Use the search feature to view the log you wish to print. Refer to "Log Search" on page 252 for instructions.

After you have searched and selected the Log you wish to print, click on the **Print Report** button on the *View Log* screen.



A PDF file downloads to your machine.

Click on the file to open the PDF in a new tab.

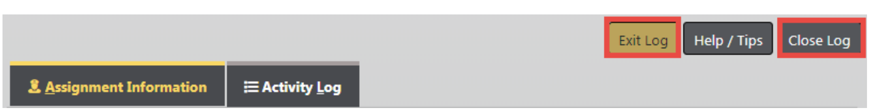


Click on the **Print** icon to print.

Click on the **X** to close the tab.

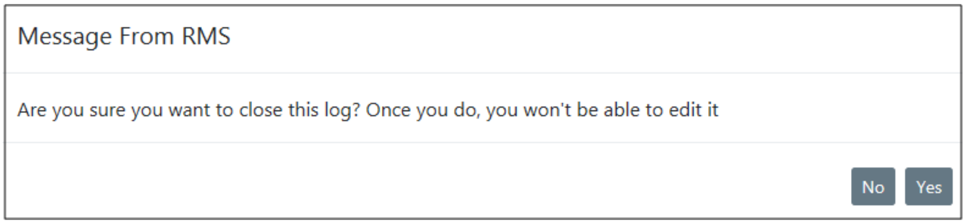
Exit or Close Daily Log

You have the option to exit or close the ODL. There is a difference between the two.



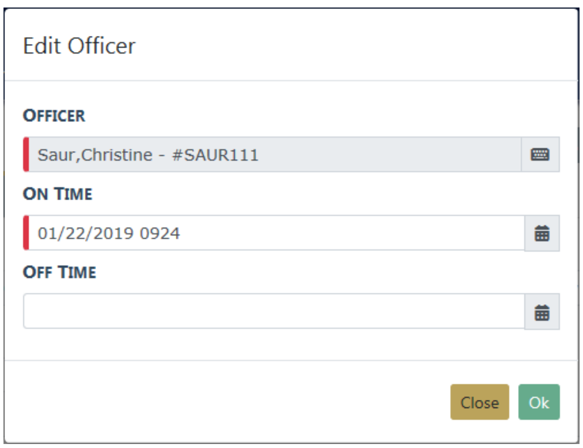
Close the Daily Log

The last button at the top of the **ODL** is the **Close Log** button. Use this button to close your log at the end of the day/shift and make it available to your supervisor for review and posting. Once you select this option, you will not be able to edit the log.



Click **Yes** to begin the close process, or click **No** to return to the *Activity Log* tab.

If you clicked **Yes**, an **Edit Officer** window appears.

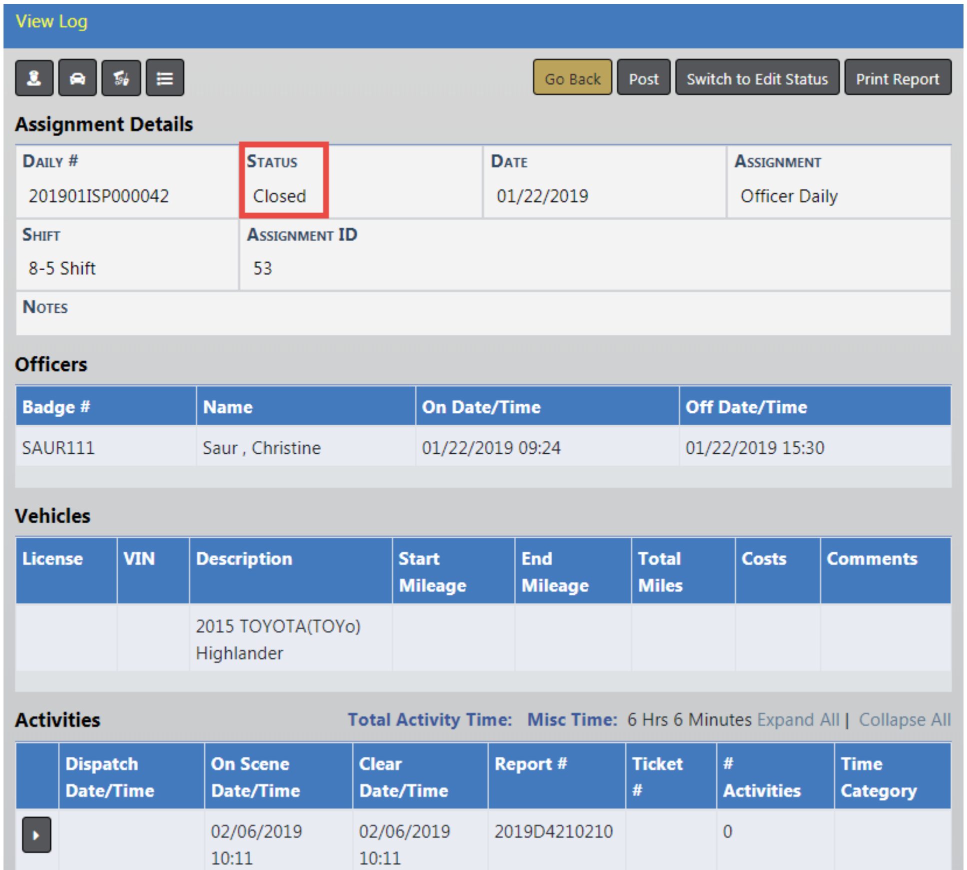


Select the **Off Time** for EACH officer that was on the **ODL**. Select **OK**.

If the log has vehicles or equipment, a separate window displays allowing you to select the **Ending Mileage** for the vehicle and any other appropriate fields that need to be filled in. Once those fields are complete; select **OK**.

A separate window displays for the equipment, if any. Apply the necessary data then select **OK**.

The *View Log* window displays, showing a status of **Closed**.



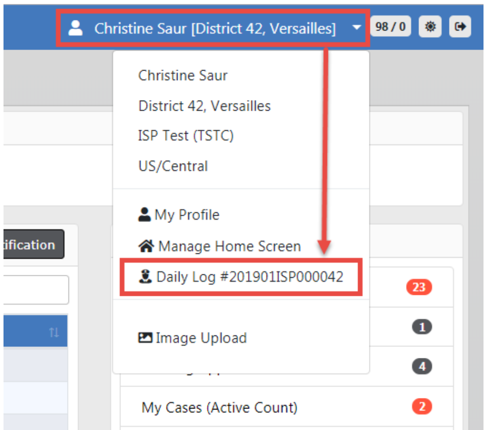
If you have discovered you need to make a correction to the Daily Log, click on the **Switch to Edit Status** button.

NOTE: For more information on switching to edit status, refer to "Switch to Edit Status" on the facing page.

Exit the Daily Log

The first button on the top of the **ODL** is the **Exit Log** button. Use this button to exit your log but not close it.

You can return to your active log at any time by selecting the **ODL** that is active. For more information on accessing your current active log, refer to "Officer Daily Log (ODL) Overview" on page 243.



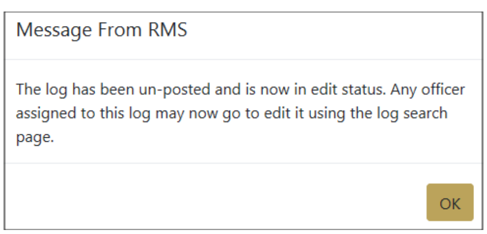
Switch to Edit Status

You can **Switch to Edit Status** if you have discovered a Daily Log needs editing.

If you have just closed the log, a **Switch to Edit Status** button appears near the top right of the form. If you closed the log earlier, then you need to search for and select the Daily Log to see the button.

For more information on searching for a Daily Log, refer to "Log Search" on page 252.

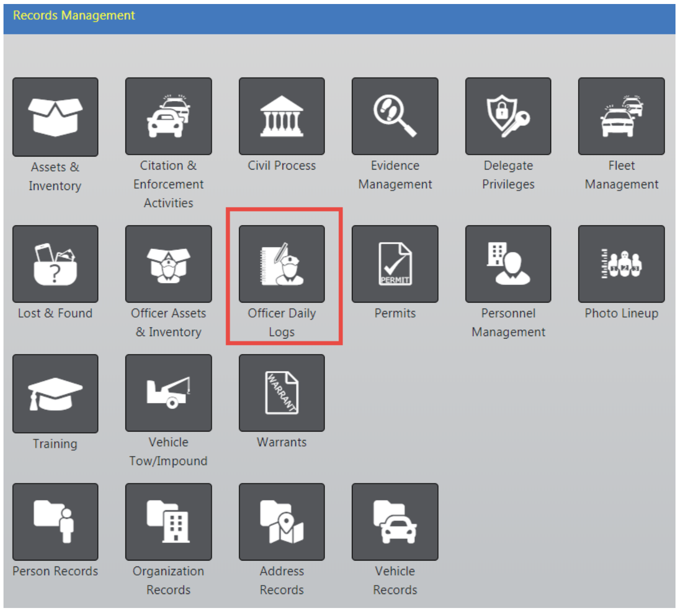
When you select the **Switch to Edit Status** button an un-posted confirmation message appears.



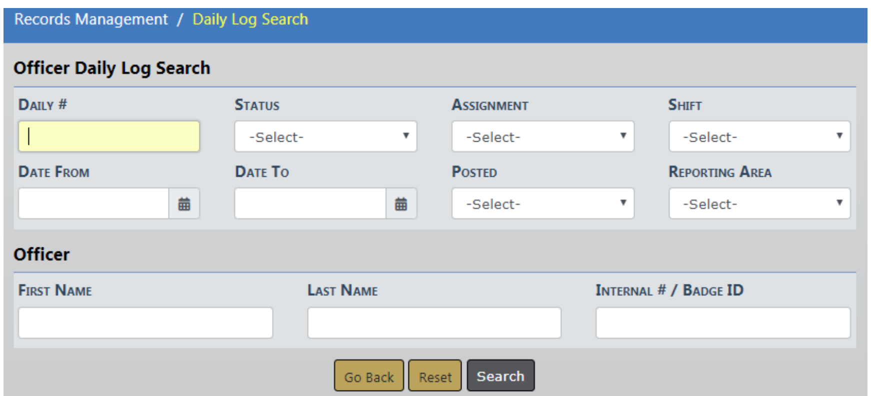
Select **OK**.

Select **Go Back**.

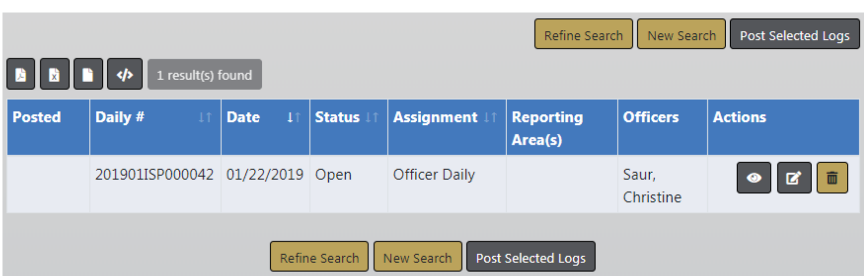
Click on the **Officer Daily Logs** hyperlink on the *Records Management* screen.



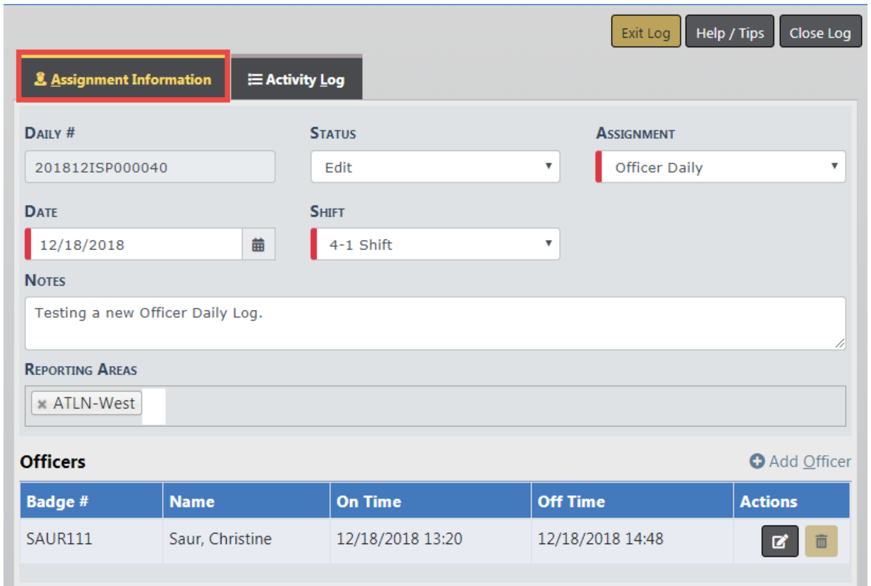
The *Search Daily Logs* screen appears.



Enter the search criteria then select **Search** to display the search results. For more information on searching, refer to "Log Search" on page 252.



Select the Edit icon  in the results window to open the log in edit mode.



Make the necessary updates, then select **Close Log** to close the log. You have to complete the same steps that you completed when you initially closed the log. The status is now **Closed**.

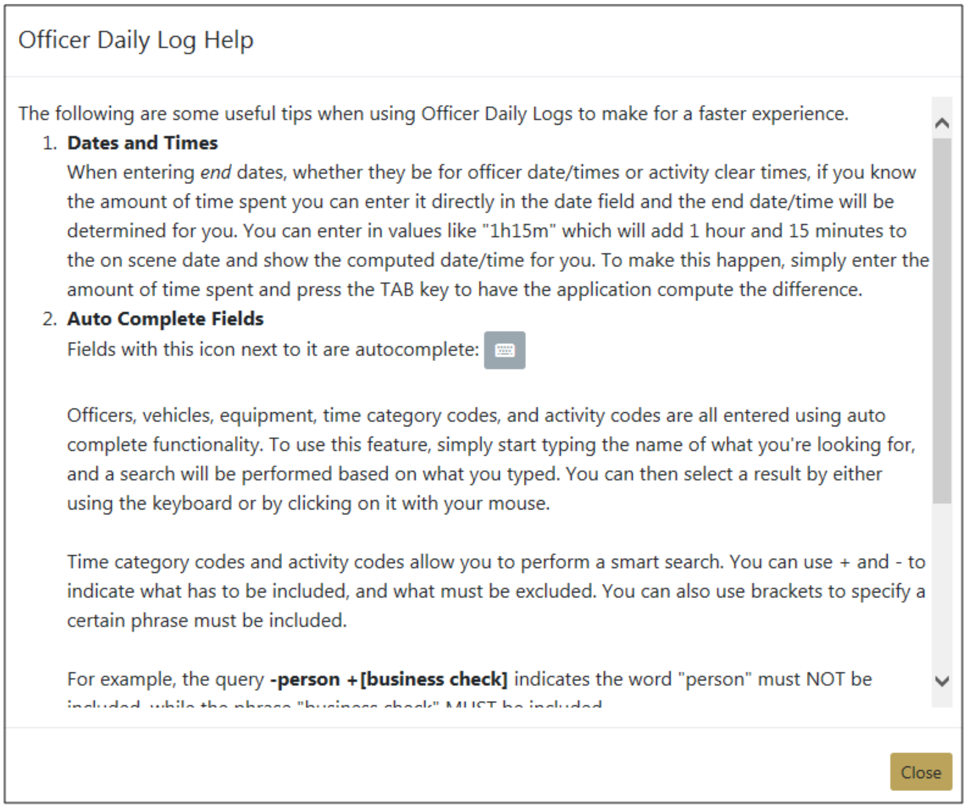
For more information on the *Assignment Information* tab, refer to "Assignment Tab" on page 247.

For more information on the *Activity Log* tab, refer to "Activity Log Tab" on page 251.

For more information on closing the daily log, refer to "Exit or Close Daily Log" on page 258.

Help and Tips

For Help with the Officer Daily Logs, Select the **Help/Tips** button. This window will display information about entering dates and times, using auto-complete fields and keyboard shortcuts.



Click **Close** to close the window.

Chapter 14. Training Videos

Training Videos Overview

Beginning with Online RMS 11.4.0, agencies can enhance users' training and learning experience with the **Online Training** feature. The **Online Training** feature offers standard Caliber video-based learning to all users and optionally, agency-specific videos. Videos can also be configured to pop-up on a certain page when a feature is enabled.

Benefits of Video-Based Learning

- A cost-effective training approach.
- Provides up-to-date training opportunities.
- Provides a **Training Video Library** where users can keep track of their videos.

Note: For more information on the **Training Video Library**, refer to “Training Videos Library” on page 266.

- Provides the ability to watch videos more than once.
- Ability to enforce required training.
- Provides a history of e-training participation.

Video Rules and Requirements

- Agency must have the **Online Training** feature turned on and configured to get the pop-up (required) videos. Contact Caliber Public Safety to turn on and configure this feature.
- Agency must enable this feature on the agency profile for users to have access to non-standard videos.

- No roles or permissions are associated with this feature; the **Online Training** feature controls access.
- Supports only MP4 files at this time.
- Contact Caliber Public Safety to upload videos.
- The agency administrator has the option to require user acknowledgment after viewing the video.
- The **date and time** watched by users are saved to the database on videos that **require acknowledgment**.

Acknowledgment Required vs. Optional

The agency administrator has the option to **require your acknowledgment** after viewing videos. By acknowledging a video, you are stating that you have watched the video in its entirety. The video pops-up automatically each time you log into Online RMS and access a page to which the video is associated until you acknowledge having watched it.

Unlike videos that require acknowledgment, **optional** videos do not pop-up automatically when you log into Online RMS.

All videos are stored in your **Training Videos Library**. You can watch videos whenever you wish by navigating to your **Training Videos Library**.

For more information on **watching** and **acknowledging** videos, refer to “Watch Training Videos” on page 271.

For more information on **Training Videos Library**, refer to “Training Videos Library” on page 266.

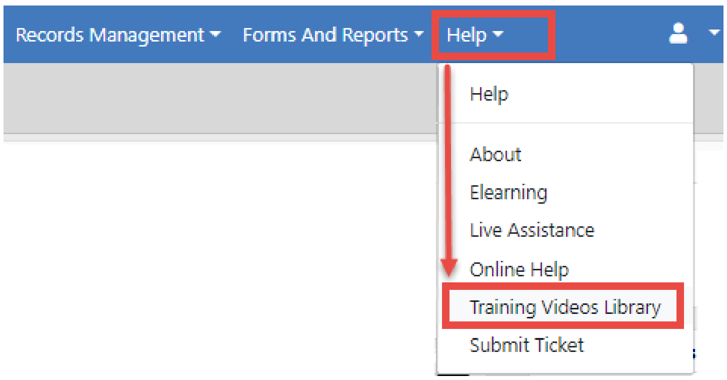
Training Videos Library

Training videos reside in your personal Online RMS **Training Videos Library**, where you can keep track of the videos you have and haven't watched, and you can watch these videos as often and as many times as you wish.

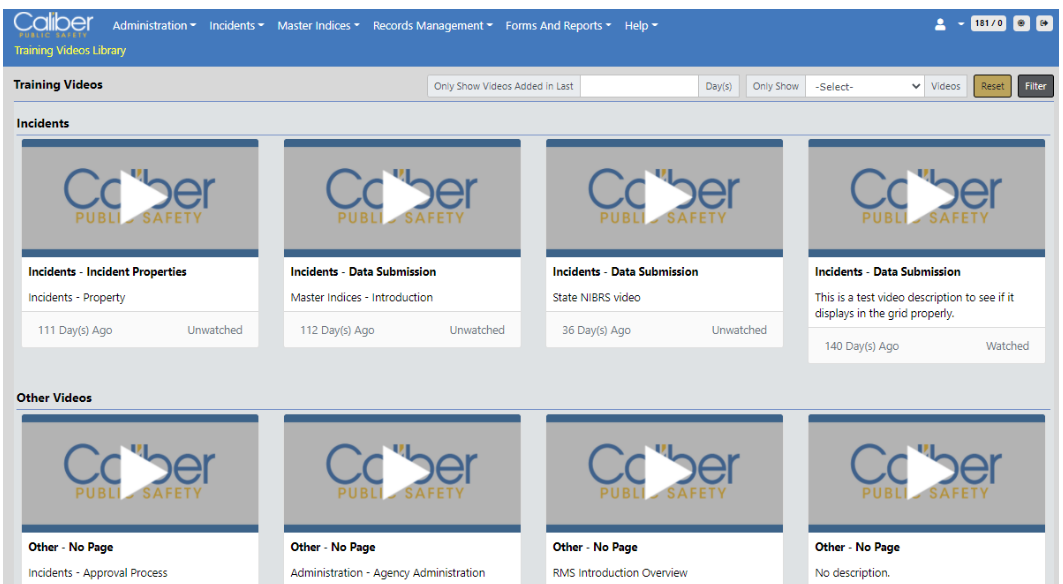
Access the Training Videos Library

Follow these steps to access your **Training Videos Library** in Online RMS:

1. Click **Help** on the top navigation menu, then click **Training Videos Library**.



2. The **Training Videos Library** Opens.



Understanding the Training Videos Library

Videos can be divided into groups

Group examples:

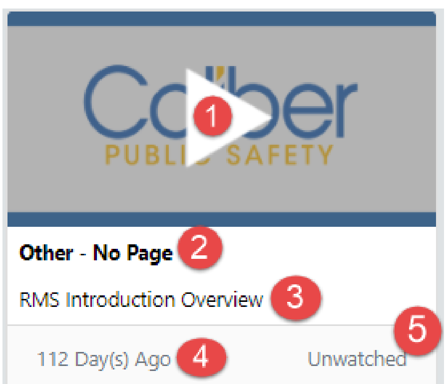
- Incidents
  - This group contains incident-based reporting videos.
- Other Videos
  - This group contains videos that do not fall into the other groups.

Grouping happens when the pop-up option is turned on and the agency administrator configures specific videos to pop-up on a specific page.

For example, if the agency administrator turns the feature on and they configure the Incident Category video to pop-up on the Incidents page, the Incident Category page displays under the Incidents category.

This the pop-up feature is not turned on, all videos appear under the Other Videos category.

Video Elements



1. Click to **Play**.
2. The **Group** to which the video belongs (i.e., Incidents or Other Videos).
3. **Description** of the video.
4. The **number of days** the video has been in your Training Video Library.
5. **Status** of the video (i.e., Watched or Unwatched).

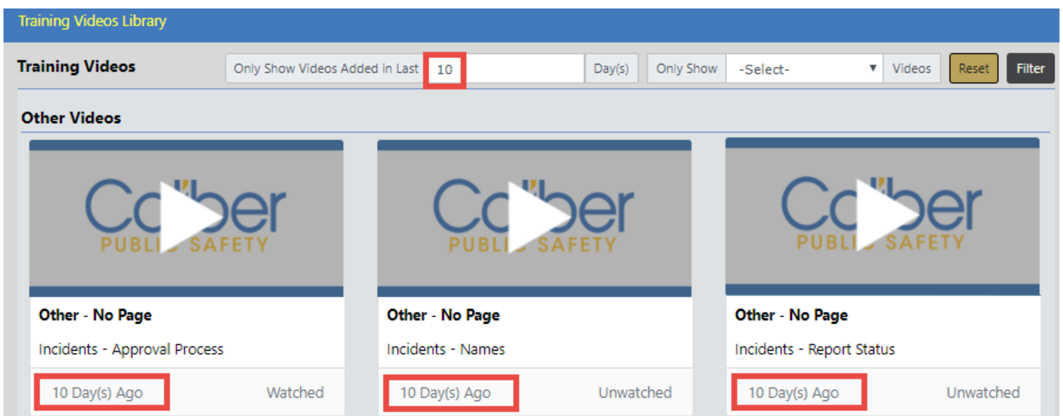
Filter Video List

Across the top of the **Training Video Library**, you have the option to filter the video list by only showing videos that have been added within a *specified number of days*, and only show *watched* or *unwatched* videos.

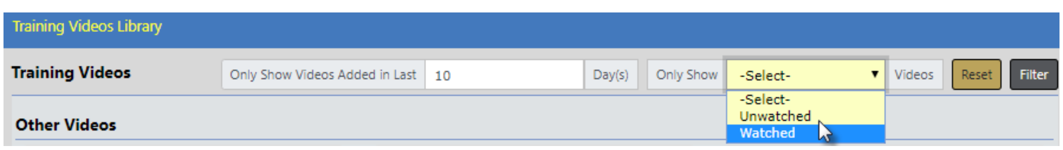
Show Videos Added in Last Number of Day(s)

1. Enter the **number of days** in the field provided.

2. Click **Filter** to display only the videos that were posted to your **Training Video Library** within the days specified.

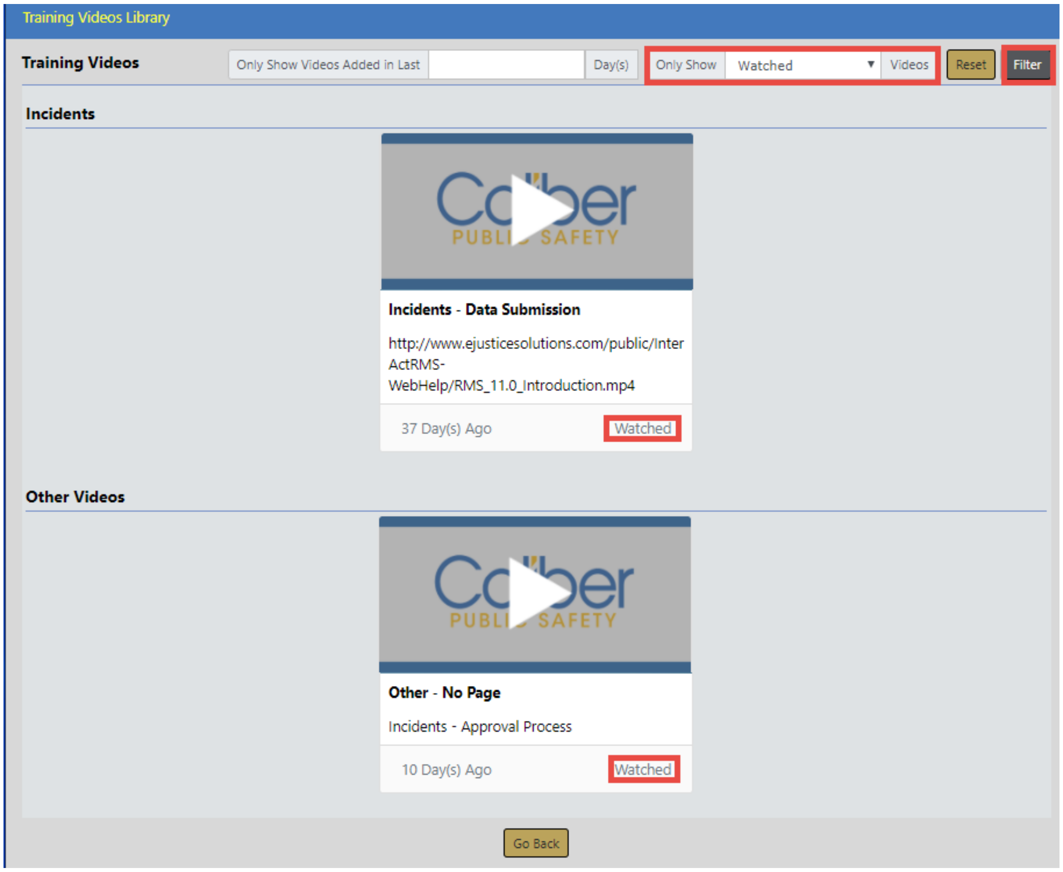


Show Watched or Unwatched Videos



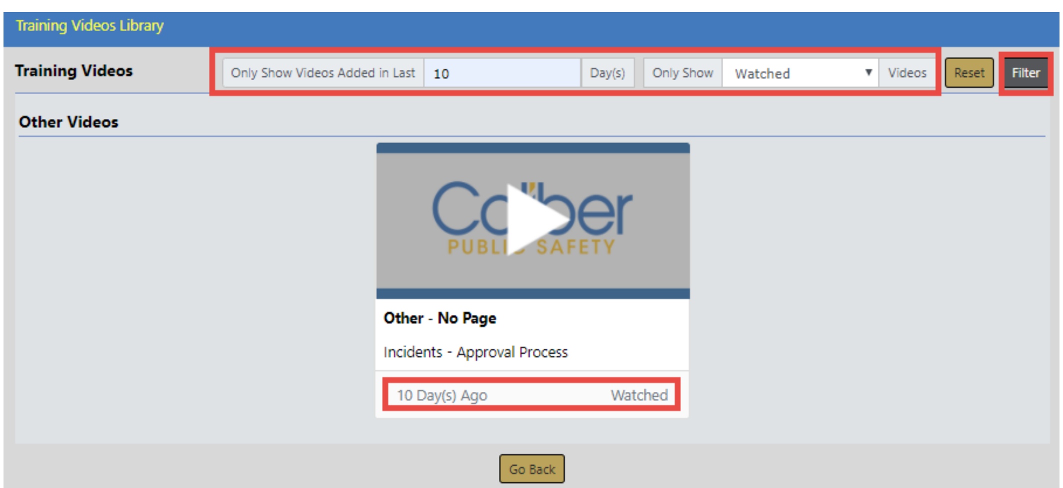
1. Click into the **Only Show** field and select **Watched** or **Unwatched** from the list. **Watched** is used in the example.

2. Click **Filter** to display only the videos that match your criteria.



Show Videos with Combined Criteria

1. Enter the **number of days** in the field provided.
2. Click into the **Only Show** field and select **Watched** or **Unwatched** from the list. **Watched** is used in the example.
3. Click **Filter** to display only the videos that match your combined criteria.



Watch Training Videos

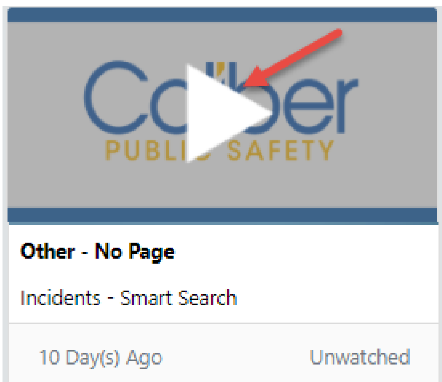
Follow these steps to watch training videos in Online RMS:

1. Identify the training video you wish to watch. There are two ways to do this:

a. When a video *requires your acknowledgment*, the video pops-up automatically each time you log into Online RMS and access a page to which the video is associated until you acknowledge having watched it..

b. Or, you can go to your **Training Videos Library** for a list of videos available to you. For details on accessing videos in your **Training Videos Library**, refer to “Training Videos Library” on page 266.

2. Click the **Play** button to launch the video with additional options.



1. The **Group** to which the video resides in your Training Video Library.

2. Hover mouse over, or click on, the **information bubble** to view the Description of the video.

3. Click on **Open in New Window** to open the video in a new window, separate from Online RMS.

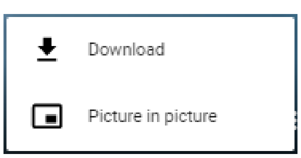
4. Click to **Play** the video.

5. The length of time left and total video time, respectively.

6. Click to manage the **audio**.

7. Click to watch the video in **Full Screen** mode.

8. Click to **Download** the video or view it **Picture in Picture**.



9. Click **acknowledge** after watching the video in its entirety.

Note: This option only appears when an acknowledgment is required. For more information, refer to your agency administrator.

Note: The video pops-up automatically every time you log into Online RMS until you acknowledge having watched it.

10. Click to **Close** the window.

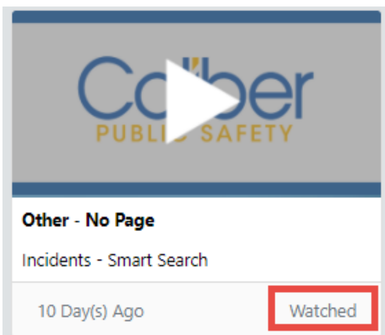
Note: This option is grayed-out if the an acknowledgment is required, and the acknowledgment checkbox has not been checked.

11. Click **Watch Later** if you wish to close and return to the video later.

Note: This option appears only if the an acknowledgment is required, and it grays-out when the acknowledgment box is checked.

Note: If you do not acknowledge having watched the video, the video pops-up automatically each time you log into Online RMS and access a page to which the video is associated.

3. After the video plays and the window is closed, the video status changes from **Unwatched** to **Watched**.



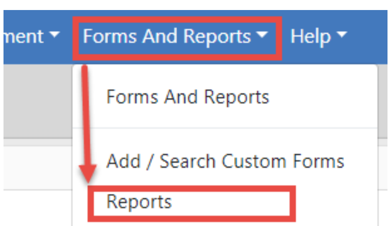
Chapter 15. Reports

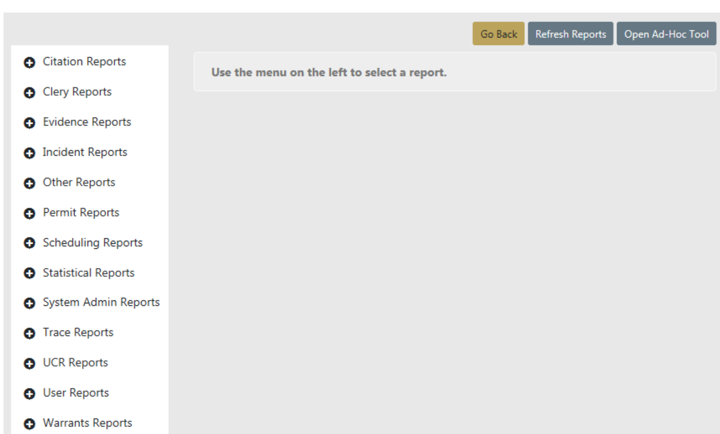
Reports Overview

A **Report** returns a set of data in a structured format, so the information is easy to view, follow, and understand. Online RMS offers a variety reports that can be viewed and printed, such as Incident Reports, User Reports, and NIBRS Reports to name a few. Some reports may include charts or graphs that summarize data at a glance.

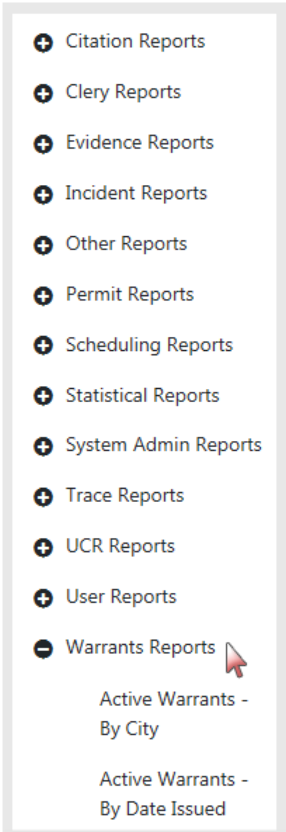
Available reports vary by agency and permissions. For more information on permissions refer to your administrator.

Reports are accessed from the top menu of Online RMS.

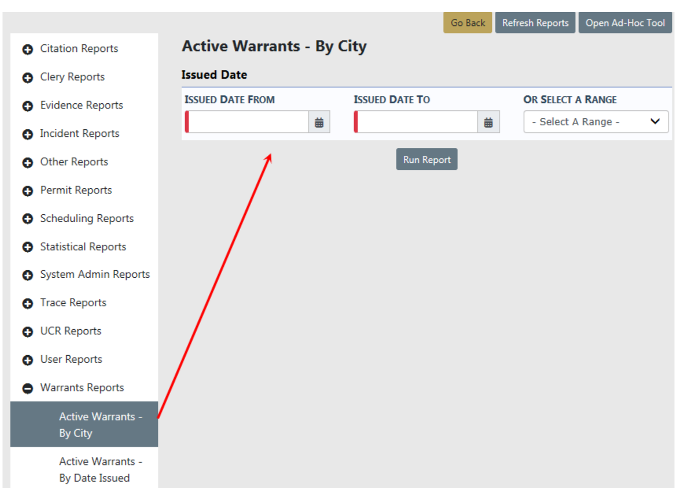




Reports are grouped by Module. Click on a Module to view the available reports.



Click on the report you want to generate then enter parameters to restrict the set of records that appear in the report. The *Active Warrants - By City* report below is used as an example.



Page down to the bottom and select the **Output Type** from the drop-down list.

Click the **Run Report** button.

The report file downloads to your local machine.

Chapter 16. Manage Agencies

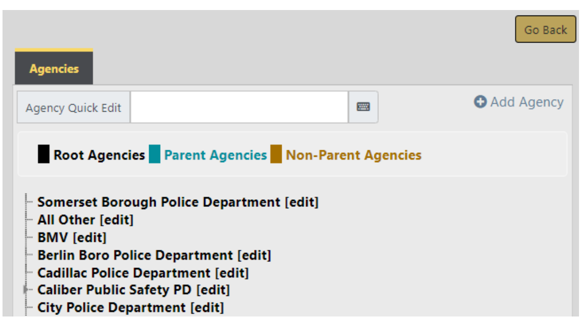
Manage Agencies Overview

To access this option from the Online RMS *Home* page, perform one of the following tasks:

- Click on the Administration icon/label to display the drop-down menu and select the **Agencies** option.

- Click the Administration icon/label to open the *Administration Home* page and click the **Agencies** icon.

For System Administrators, the *Manage Agencies* page displays as shown here.

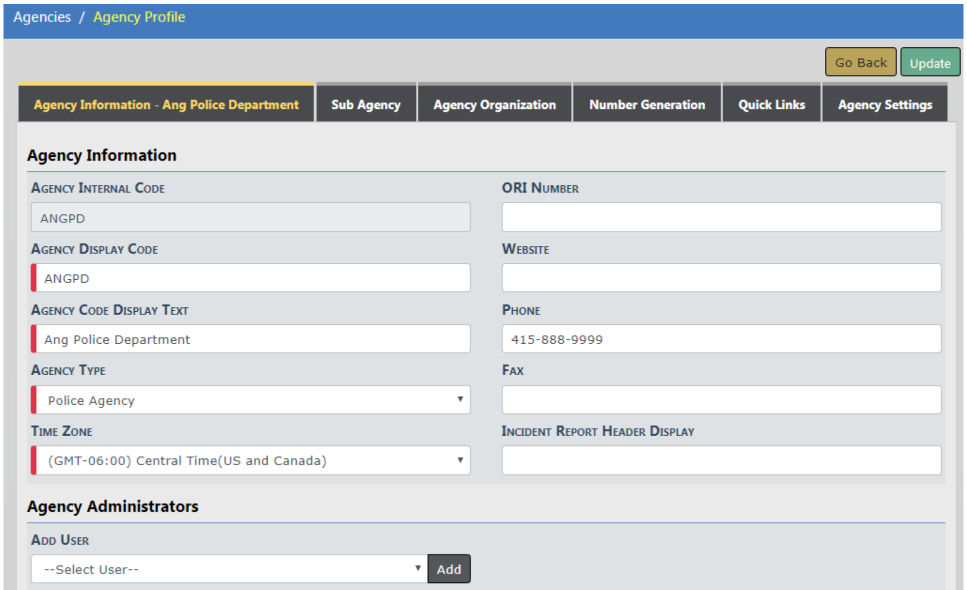


- Click **Add Agency** on the top right of the page to open an empty *Agency Profile* page where you can complete fields as needed to add another agency to your schema. Refer to "Add Agency" on page 335 for more information.

- Click **[edit]** next to an agency name to open the existing *Agency Profile*. Refer to "Agency Profile" below for details.

Agency Profile

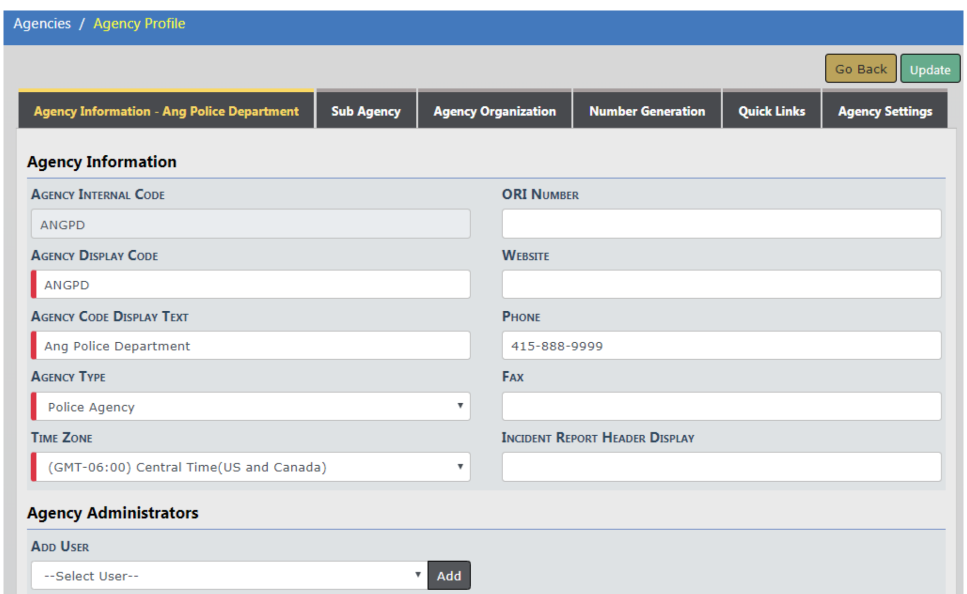
From the *Manage Agencies* page, click **[edit]** next to an agency to open the *Agency Profile* page for that agency. The *Agency Profile* contains up to six tabs. You may or may see all tabs, depending on your permissions.



The **Agency Information** tab is the first tab (far left) on the *Agency Profile* page. If another tab is in front, click the **Agency Information** tab to bring it to the front. "Agency Information Tab" below for more information.

Agency Information Tab

The *Agency Profile* has five tabs, defaulting to the **Agency Information** tab.



The **Agency Information** tab has twelve sections, depending on your permissions:

Agency Information

This section is used to record and maintain identification and other information data specific to the agency. The data recorded here is printed under the badge/logo on the incident reports.

Agency Administrators

This section is comprised of a grid or table listing all agency administrators. When agency administrators are listed, click in the **Actions** column to open the *Manage User* page for the agency administrator listed in that row. The *Manage User* page allows you to enter/edit profile information, security settings, preferences, subscriptions, and employee information for the selected user. ("Manage Users" on page 337 for more information.)

To add an agency administrator, select a user from the drop-down box and click **Add**.

Agency User Subscriptions

Agency administrators can easily track end-user subscriptions by monitoring the allocation and usage of user subscriptions. Caliber Admins enter user subscription limits when a new agency is added to Online RMS, and subscription limits are updated when your agency purchases additional user subscriptions.

This section is read-only to agencies. The *Manage Subscription Counts* link is accessible to Caliber Admin staff only.

Agency User Subscriptions ⊕ Manage Subscription Counts

Subscription Type	Allocated	Actual	Difference
Full Time	10	0	10
Part Time	10	0	10
Reserve	10	0	10
Full Time Non-Sworn	10	0	10
Part Time Non-Sworn	10	0	10
View Only	10	0	10
TOTAL	60	0	60

Note: If your agency's user subscription allowed limit has been reached, you receive a warning stating the maximum number has been reached and to contact support to add additional subscriptions, or deactivate an existing user account. For more information on **User Subscriptions**, refer to "Agency Information Tab" on the previous page.

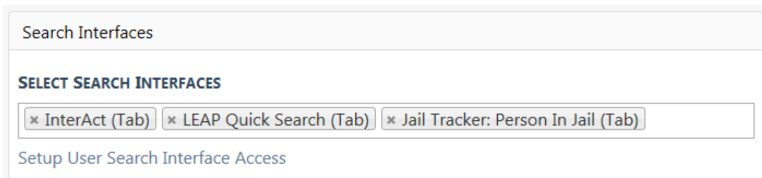
You have reached the maximum number of active named user accounts for your Organization. Please contact support to add additional user accounts or deactivate an existing user account.

Features

The section enables Online RMS personnel to enable the features.

Search Interfaces

This section allows the agency to select interfaces to use. The Setup User Search Interface Access link opens the *Setup User Search Interfaces* page where you can select screens from the drop-down selection list (or leave the default values as is) and select available search interfaces from the drop-down selection list.



Attachment Interfaces

Jail Tracker - Facilities to Search

State Submissions Configuration

Miscellaneous

This section is used to set up LEA Security Level and LEA CASE Update Days and other miscellaneous information. It is also used to select NIBR City Indicators from the **Available** box and moved them to the **Selected** box. An administrator with the appropriate permissions can use the arrows to move available features

NIBR City Indicator

Address Information

This section is used to edit/maintain agency address information and set the Geo Code (latitude and longitude values) for the agency address.

Agency Logo

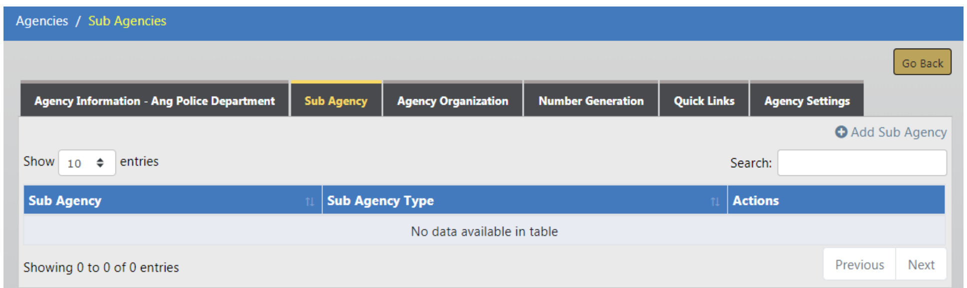
This section is used to upload and display an image of the agency logo. This logo appears on printed incident reports.

Sub Agency Tab

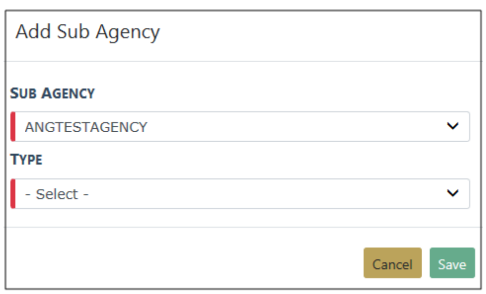
A sub agency is one for which the primary agency dispatches in response to calls for service. The **Sub Agency** tab is used to add sub agencies and to delete them.

Use the following procedure to add a sub agency.

1. Access the *Agency Profile* page for the primary agency.
2. Click the **Sub Agency** tab, the second from the left tab.



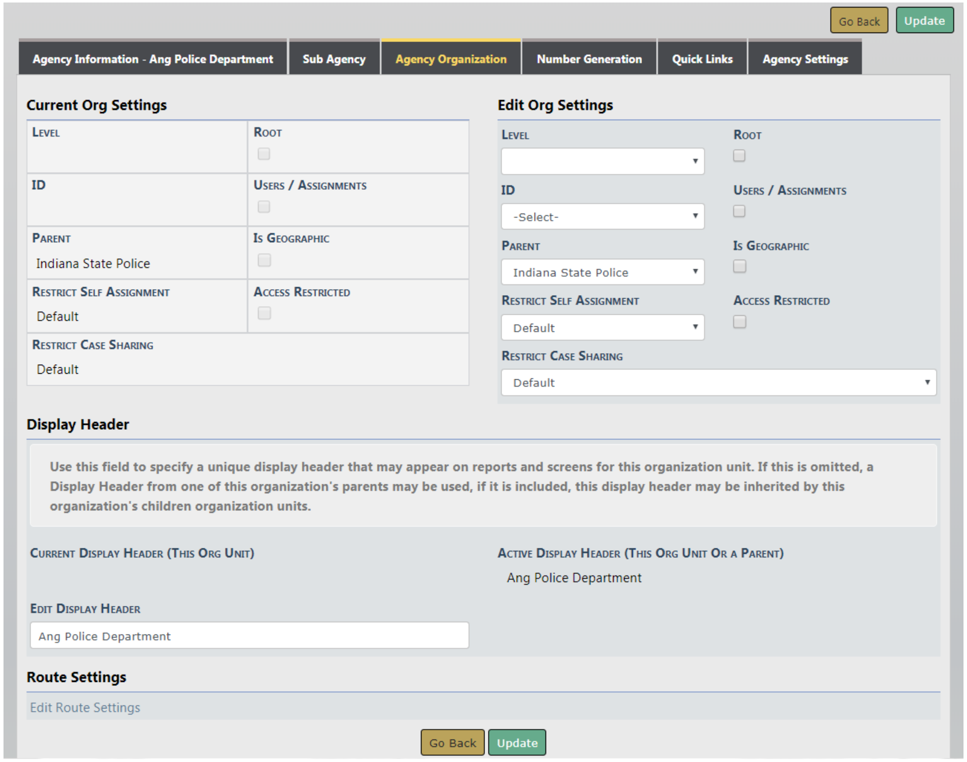
3. Click the Add Sub Agency link to open the *Add Sub Agency* window.



4. Click ▾ to the right of the **Sub Agency** field and select an agency.
5. Click ▾ to the right of the **Type** field and select an agency type.
6. Click **Save** to close the window and return to the **Sub Agency** tab of the *Agency Profile* page with the new sub agency listed.

Agency Organization Tab

Agency Organization is the third tab from the left on the *Agency Profile* page. If another tab is in front, click the **Agency Organization** tab to bring the *Agency Organization Entry* page to the front as shown in the following example.



This tab is used for statewide configurations. To share data with agencies outside of your State, contact Caliber Support to configure this ability. The parent agency is made a root agency then the regions or districts are configured as child agencies. This function is configured by Caliber Admins only. Then the Header can be configured to show the agency's name.

Note: To share data with agencies outside of your State, contact *Caliber Support* to configure this ability.

The top panel is used to set and maintain organization settings.

Current Org Settings: Display the current settings.

Edit Org Settings: Provide fields and boxes to use for editing organization settings.

The bottom panel is used to specify a unique display header.

Display Header – This field is used to specify a unique display header that may appear on reports and screens for this organization unit.

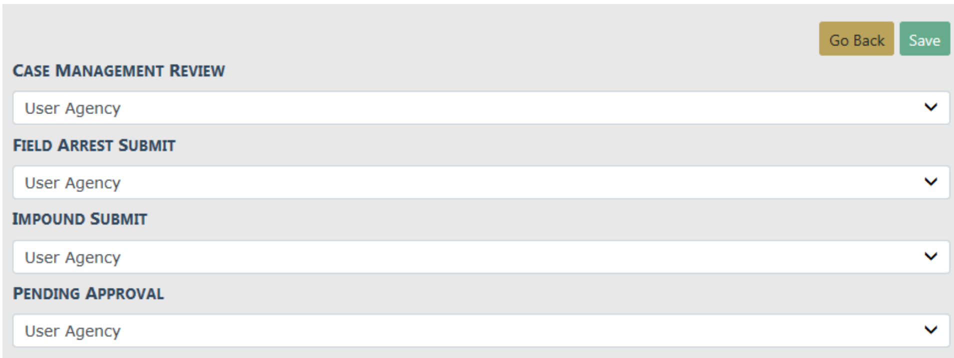
Current Display Header (This Org Unit)

Edit Display Header: Use this text field to edit the display header.

Active Display Header (This Org Unit Or a Parent)

Route Settings:

Edit Route Settings link opens the *Agency Route Settings* page where you can select the appropriate value for **Case Management Review**, **Field Arrest Submit**, **Impound Submit**, and **Pending Approval**.



Click **Save** to save new settings; click **Go Back** to return to the *Agency Organization Entry* page.

Number Generation Tab

The **Number Generation**tab is the fourth tab on the *Agency Profile* page. The **Number Generation** tab is used to set up and format automatic number generation for system forms and reports.

Add Number Generation

Beginning with Online RMS 11.3.2, agencies can create *Community Reporting* public forms using the *Custom Forms* module, making the forms available to the public via the agency's website. Publicly available custom forms require an active **Number Generation** format.

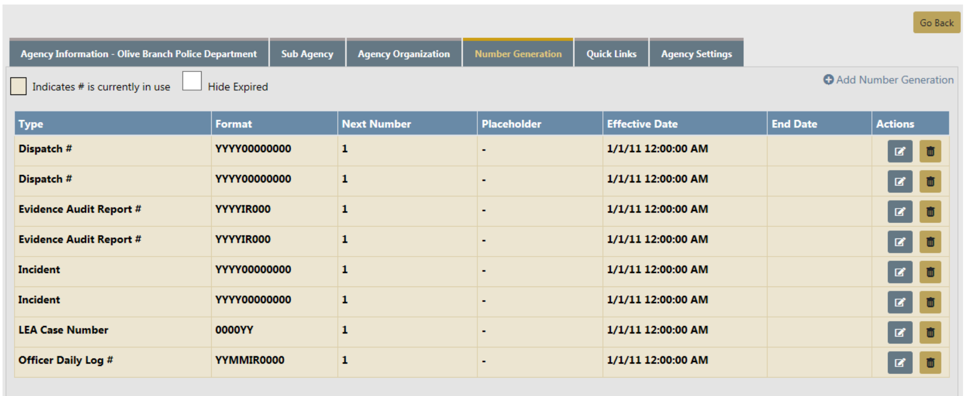
For more information about *Community Reporting* public forms, refer to “Community Reporting with Custom Forms” on page 1.

Use the following procedure to add a number generation for a type of form/report.

1. On the *Administrative Home* page, click the **Agencies** icon to display the *Manage Agencies* page.

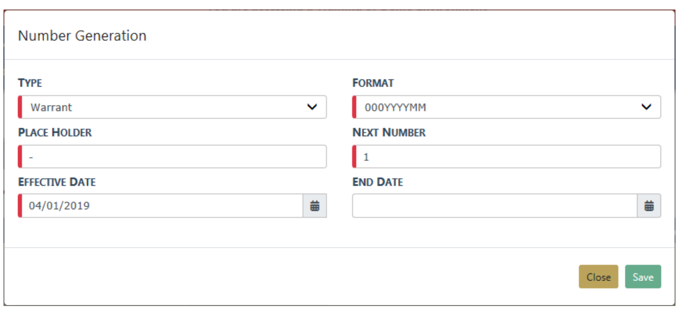
2. Click **[edit]** in the same row as an agency listing to open the *Agency Profile* page for that agency.

3. On the *Agency Profile* page, click the **Number Generation** tab to bring it to the front as shown.



Type	Format	Next Number	Placeholder	Effective Date	End Date	Actions
Dispatch #	YYYY00000000	1	-	1/1/11 12:00:00 AM		
Dispatch #	YYYY00000000	1	-	1/1/11 12:00:00 AM		
Evidence Audit Report #	YYYYIR000	1	-	1/1/11 12:00:00 AM		
Evidence Audit Report #	YYYYIR000	1	-	1/1/11 12:00:00 AM		
Incident	YYYY00000000	1	-	1/1/11 12:00:00 AM		
Incident	YYYY00000000	1	-	1/1/11 12:00:00 AM		
LEA Case Number	0000YY	1	-	1/1/11 12:00:00 AM		
Officer Daily Log #	YYMMIR0000	1	-	1/1/11 12:00:00 AM		

4. Click the **Add Number Generation** link on the top right, immediately under the tab headers to open the Number Generation form.



5. In the selection field under the **Type** column, click and select a type (for example, Dispatch, Incident, or Officer Daily Log #) from the list.

Note: If using the *Create Incident* option from publicly available custom forms, select *Incident* as the **Type**.

6. In the select format field under the **Format** column, click and select a format from the list.

Zeros represent the number of digits in each Next Number; the IR Value is whatever value you choose (one or more letters, numbers, symbols, and so forth – or nothing at all); YY indicates a two digit representation of the year; YYYY represents a four digit representation of the year; and MM represents a two digit representation of the month.

Note: If using the *Create Incident* option from publicly available custom forms and users manually enter the Incident Number from Caliber CAD, select a **Format** that matches the **Tracking Number** format configured in Caliber CAD.

7. Enter the **Place Holder**.

Note: If using the *Create Incident* option from publicly available custom forms, enter a **Place Holder** such as **CR**. This placeholder value replaces the **IR** value in the selected format.

8. In the **Next Number** field, type the beginning number for this series of numbers (e.g. 1).

Note: If using the Create Incident option from publicly available custom forms and users manually enter the Incident Number from Caliber CAD, enter **0** (zero) as the **Next Number**.

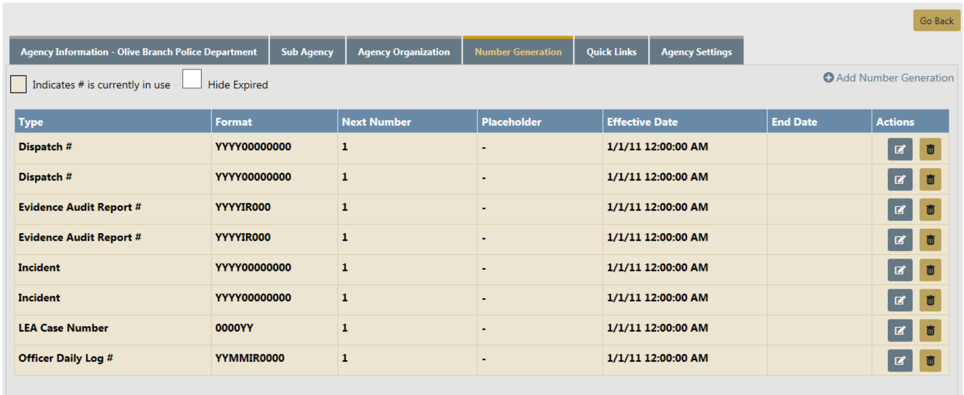
9. In the **Effective Date** field, use the calendar tool to specify a beginning date.
10. Optionally, use the calendar tool to specify an **End Date**.
11. Click **Save** to add this generation of numbers.

Note: You cannot create a number generation when a valid, unexpired already exists. You can edit an existing entry to add an expiration date, then create a new one to pick up where the last one left off.

Edit Number Generation

Use the following procedure to edit a number generation.

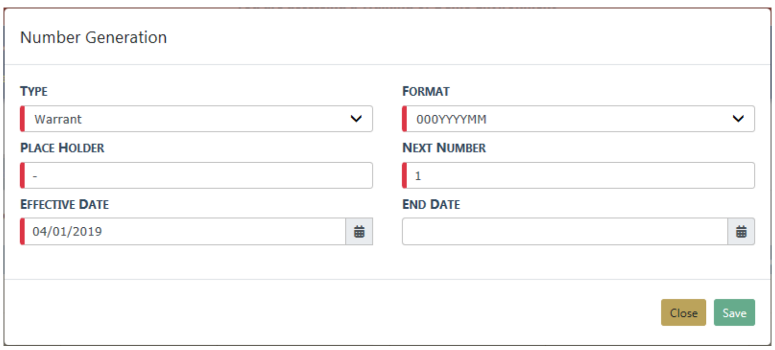
1. On the *Administrative Home* page, click the **Agencies** icon to display the *Manage Agencies* page.
2. Click **[edit]** on the same row as an agency listing to open the *Agency Profile* page for that agency.
3. On the *Agency Profile* page, click the **Number Generation** tab to bring it to the front as shown.



Type	Format	Next Number	Placeholder	Effective Date	End Date	Actions
Dispatch #	YYYY00000000	1	-	1/1/11 12:00:00 AM		
Dispatch #	YYYY00000000	1	-	1/1/11 12:00:00 AM		
Evidence Audit Report #	YYYYIR000	1	-	1/1/11 12:00:00 AM		
Evidence Audit Report #	YYYYIR000	1	-	1/1/11 12:00:00 AM		
Incident	YYYY00000000	1	-	1/1/11 12:00:00 AM		
Incident	YYYY00000000	1	-	1/1/11 12:00:00 AM		
LEA Case Number	0000YY	1	-	1/1/11 12:00:00 AM		
Officer Daily Log #	YYMMIR0000	1	-	1/1/11 12:00:00 AM		

4. Locate the listing of the number generation that you want to edit in the **Number Generation** grid.

5. Click in the **Actions** column to the far left in the same row as the listing to pull the details of that record into the fields at the bottom of the page as shown.



6. Make changes as needed. (Use the drop-down selection lists and calendar icons where available to ensure consistency and accuracy.)

7. Click **Save** to save the changes and refresh the display with the new values.

Delete Number Generation

Use the following procedure to delete a number generation record.

1. On the *Administrative Home* page, click the **Agencies** icon to display the *Manage Agencies* page.

2. Click **[edit]** the same row as an agency listing to open the *Agency Profile* page for that agency.

3. On the *Agency Profile* page, click the **Number Generation** tab to bring it to the front as shown.

4. Locate the listing of the number generation that you want to delete in the **Number Generation** grid.

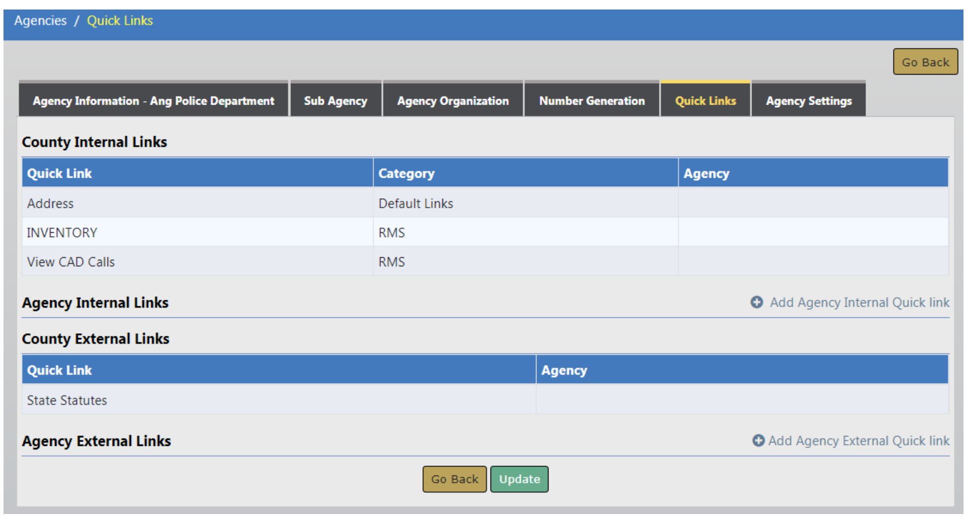
5. Click  to the far left in the same row to display the prompt, *Are you sure?*

6. Click **Yes** to confirm deletion and close the window.

   The listing no longer appears in the **Number Generation** grid.

Quick Links Tab

Access the *Agency Profile* page for any agency from the *Manage Agency* page. The Quick Links tab is the fourth (from the left) on the *Agency Profile* page. If another tab is in front, click the **Quick Links** tab to bring it to the front as shown in the following example.



- "Edit Quick Link" on the next page for instruction on editing an existing quick link.

- "Add Quick Link" on the next page for instruction on creating a new quick link.

Edit Quick Link

On the *Agency Quick Links* page, use the following procedure to edit an agency quick link.

1. From the **Agency Internal Quick Links** grid or the **Agency External Quick Links** grid, click in the **Action** column in the same row as the link to be edited.

   The *Edit Agency Internal Quick Link* or the *Edit Agency External Quick Link* window displays.

2. Make changes to the field content as needed.

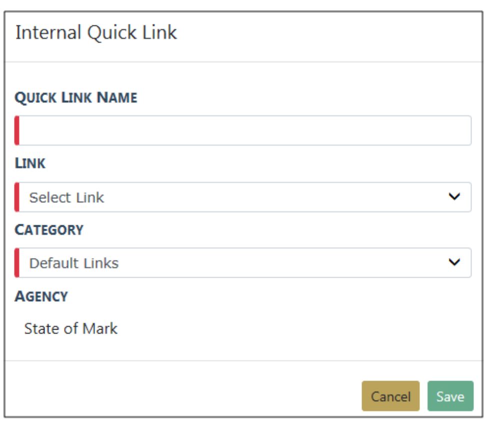
3. Click **Update** to save the changes, close the window, and return to the *Agency Quick Links* page.

Add Quick Link

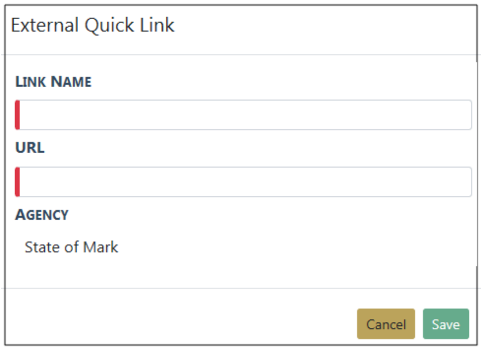
Use the following procedure to add a quick link.

1. Determine if you want to add an internal quick link or an external quick link.

   - Click Add Agency Internal Quick Link to open the *Add Agency Internal Quick Link* window.



   - Click the Add Agency External Quick Link to open the *Add Agency External Quick Link* window.

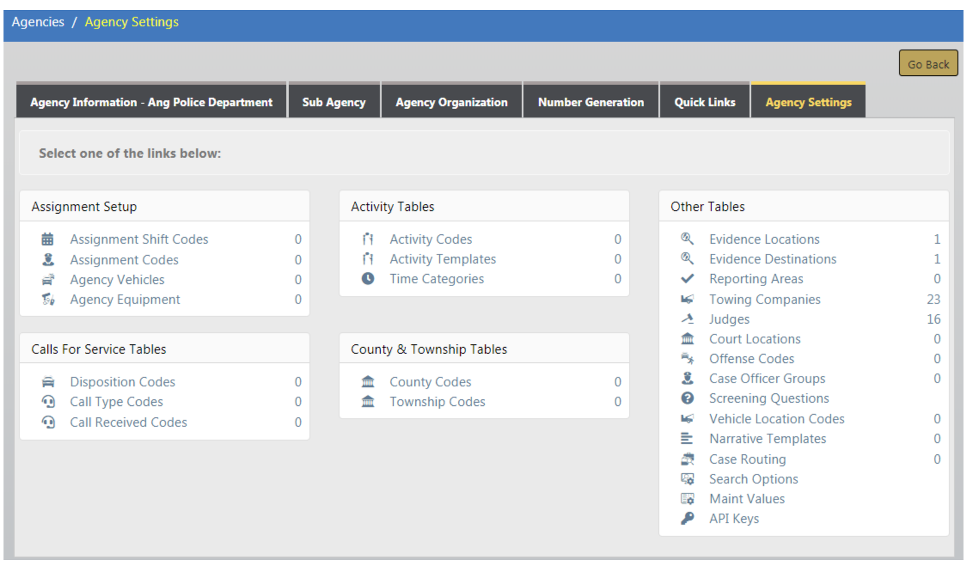


2. Complete all the fields on the window.

3. Click **Save**.

Agency Settings

Agency Settings is the fifth (from the left) tab on the *Agency Profile* page. If another tab is in front, click the **Agency Settings** tab to bring it to the front as shown in the following example. Refer to "Agency Profile" on page 279 for instructions on accessing the *Agency Profile*.



This page consists of five panels, each of which contains links to specific areas of the Online RMS application. **Assignment Set Up** and **Activity Tables** are used in the Officer Daily Module. **Calls for Service Tables** are used only in the Calls for Service module. The **County & Township Tables** and **Other Tables** are self explanatory. Each of these tables is described in a separate topic as listed.

Assignment Setup Panel – "Assignment Set up" on the next page.

Activity Tables Panel – "Activity Tables" on page 300.

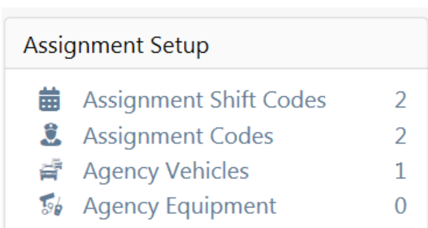
Calls for Service Tables Panel – "Calls for Service Tables" on page 306.

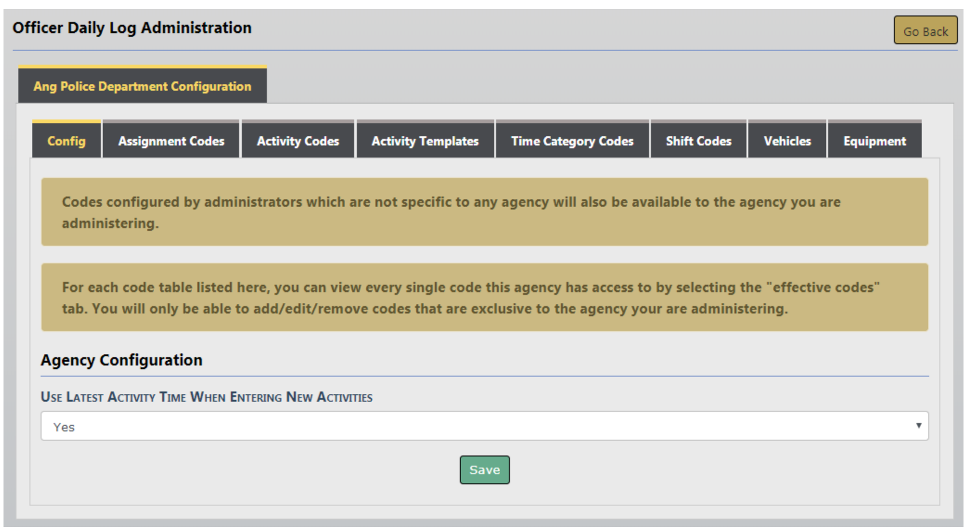
County and Township Tables Panel – "County and Township Tables" on page 310.

Other Tables Panel – "Other Tables" on page 313.

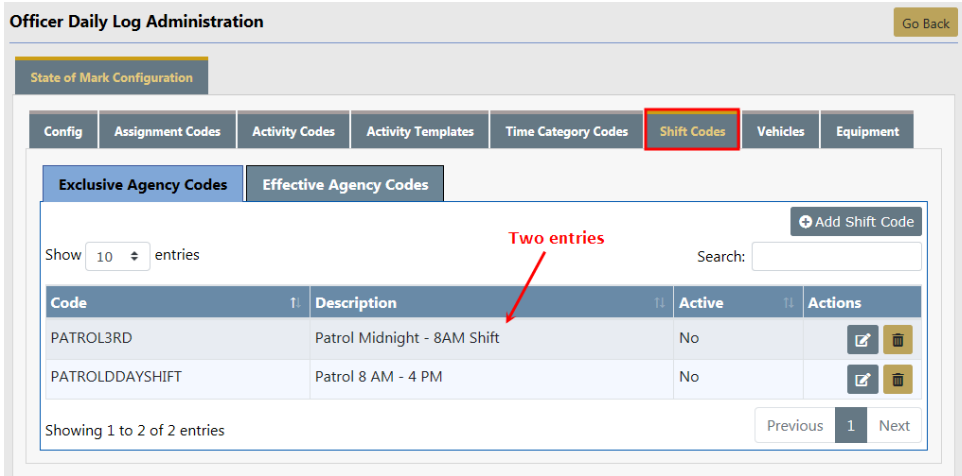
Assignment Set up

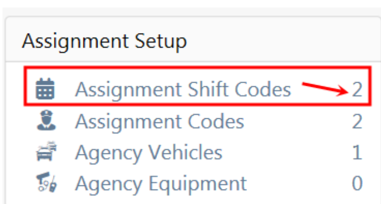
The **Assignment Setup** panel contains four links to the *Officer Daily Log Administration* page which contain several tabs of information. Each link in the **Assignment Setup** panel display a total record count of information that exists in particular tabs of the *Officer Daily Log Administration* page.





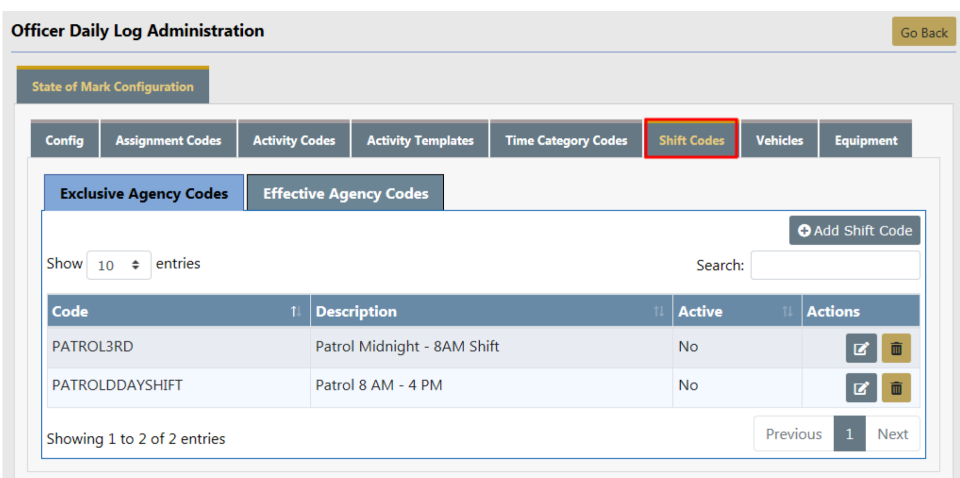
For example, the Assignment Shift Codes in the **Assignment Setup** panel ties to the Shift Codes tab of the *Officer Daily Log Administration* page. If two entries in the Shift Codes tab exist, then the number 2 appears to the right of the Assignment Shift Codes in the **Assignment Setup** panel.



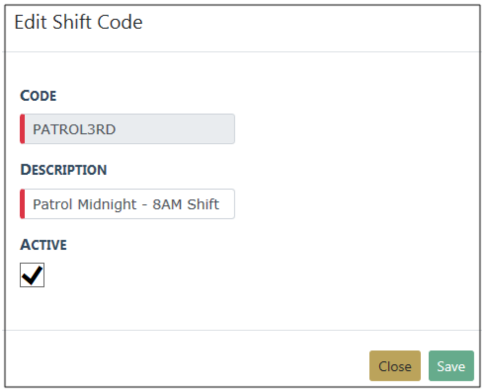


Assignment Shift Codes

Click the Assignment Shift Codes link link to open the *Officer Daily Log Administration* page, then click on the **Shift Codes** tab.



- Click  in the **Actions** column to open the *Edit Shift Code* window.



– Change field content as needed.

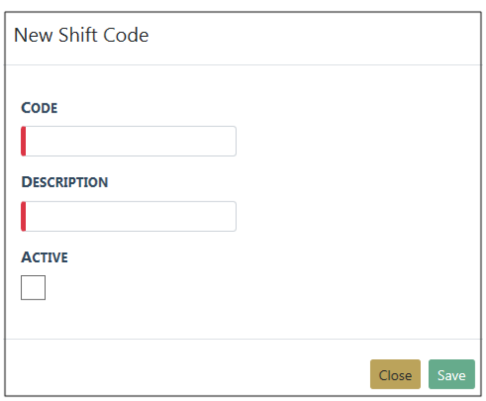
– Check the **Active** box to activate/deactivate the code. (If a code is active, *Yes* displays in the **Active** column to the right of that code listing on the *Assignment Shift Codes* page, if not, *No* displays.)

– Click **Save** to update the assignment shift code and close the window; click **Close** to cancel changes and close the window.

• Click in the **Actions** column to delete the record listed in the same line.

Note: A record that has been used cannot be deleted. It can only be edited or made inactive.

• Click the Add Shift Code button to open the *Add Assignment Shift Code* window to add an assignment shift code.



– Complete the **Code** and **Description** fields. Shift Code must be UPPERCASE.

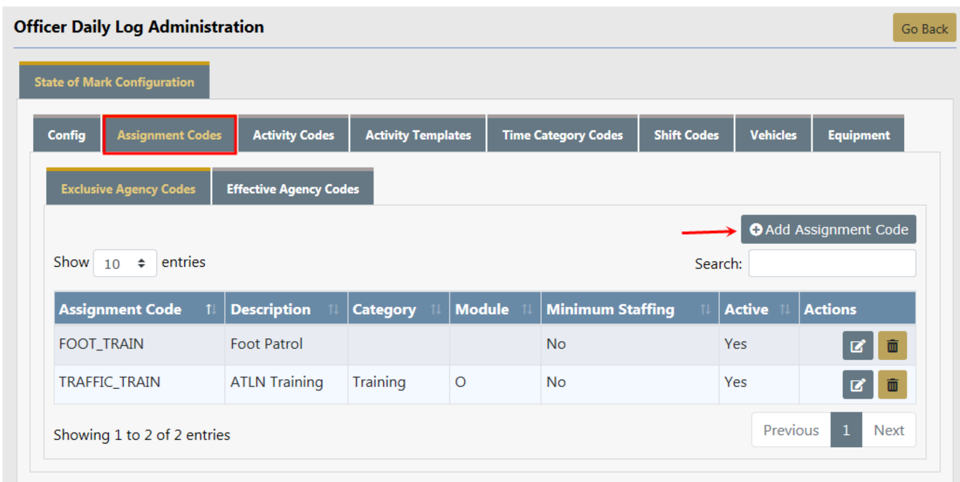
– Check the **Active** box to activate the code. (If a code is active, *Yes* displays in the **Active** column to the right of that code listing on the *Assignment Shift Codes* page, if not, *No* displays.)

– Click **Save** to add the assignment shift code and close the window; click **Close** to cancel and close the window.

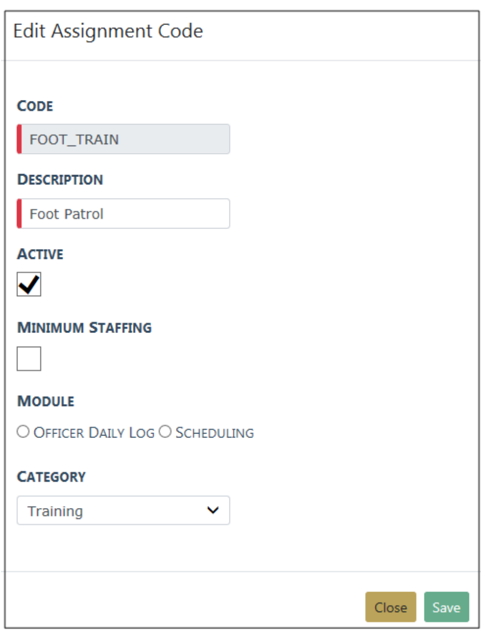
- Click **Go Back** to close the *Assignment Shift Codes* page and return to the *Agency Settings* page.

Assignment Codes

Click the Assignment Codes link to open the *Officer Daily Log Administration* page, then click on the **Assignment Codes** tab.



- Click  in the **Actions** column to open the *Edit Assignment Code* window.



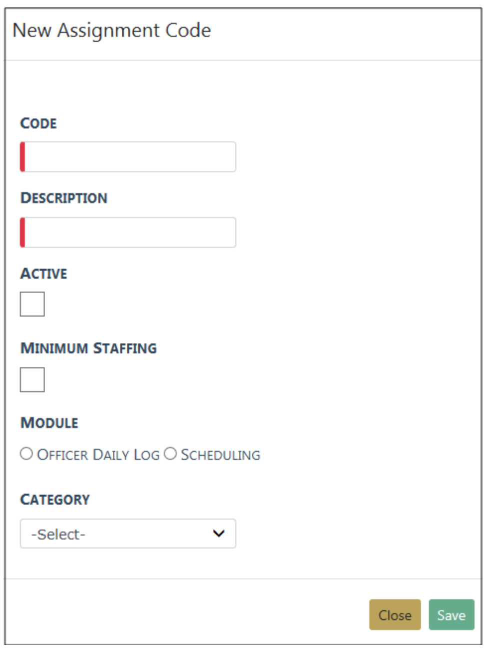
– Change field content as needed.

– Click **Save** to update the assignment shift code and close the window; or click **Close** to cancel changes and close the window.

- Click in the **Actions** column to delete a record listed.

  Note: A record that has been used cannot be deleted. It can only be edited or made inactive.

- Click the Add Assignment Code button to open the *Add Assignment Code* window to add an assignment code.



– Complete the **Code**. Enter letters and/or numbers. Letters must be in UPPERCASE.

– Add a **Description**

– Check the **Active** box or leave it blank to make it inactive.

– Optionally click **Minimum Staffing**.

– Optionally select one **Module**.

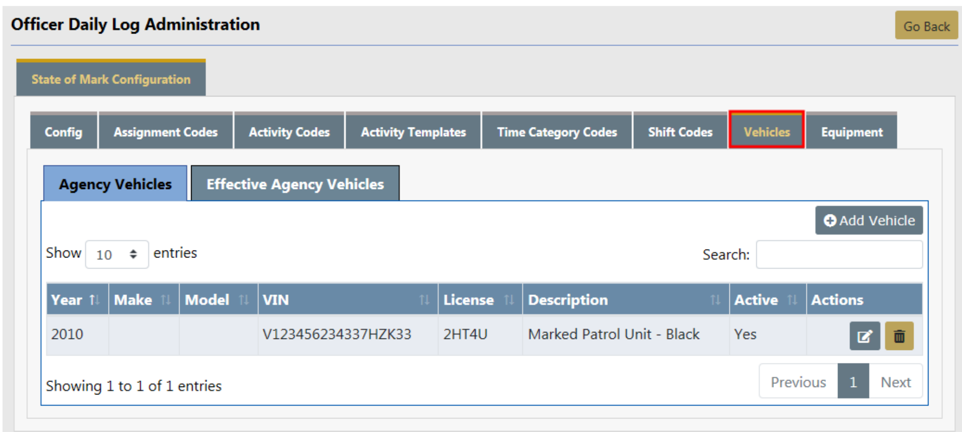
– Optionally select a **Category** from the list.

– Click **Save** to add the assignment code and close the window; or click **Close** to cancel and close the window.

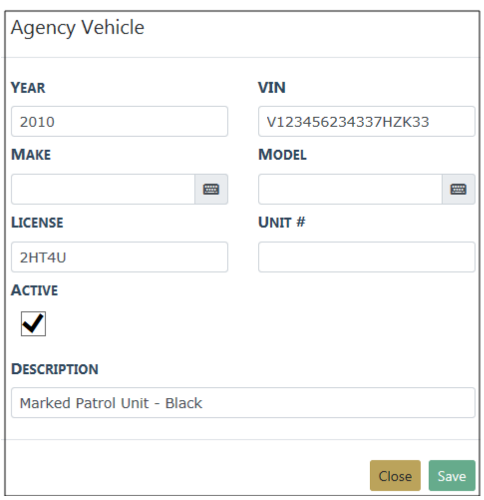
- Click **Go Back** to close the *Assignment Codes* page and return to the *Agency Settings* page.

Agency Vehicles

Click the Agency Vehicles link to open the *Officer Daily Log Administration* page, then click on the **Agency Vehicles** tab.



- Click in the **Actions** column to open the *Update Agency Vehicle* window as shown.



– Change field content as needed.

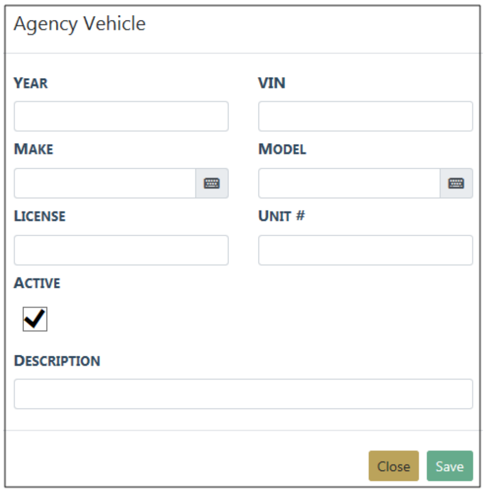
– Check the **Active** box to activate the vehicle. (If a vehicle is active, *Yes* displays in the **Active** column to the right of that code listing on the *Agency Vehicles* page, if not, *No* displays.)

– Click **Save** to update the vehicle record and close the window; click **Close** to cancel changes and close the window.

- Click  in the **Actions** column to delete the record listed in the same line.

  Note: A record that has been used cannot be deleted. It can only be edited or made inactive.

- Click the  Add Vehicle button to open the *Add Agency Vehicle* window to add a vehicle.



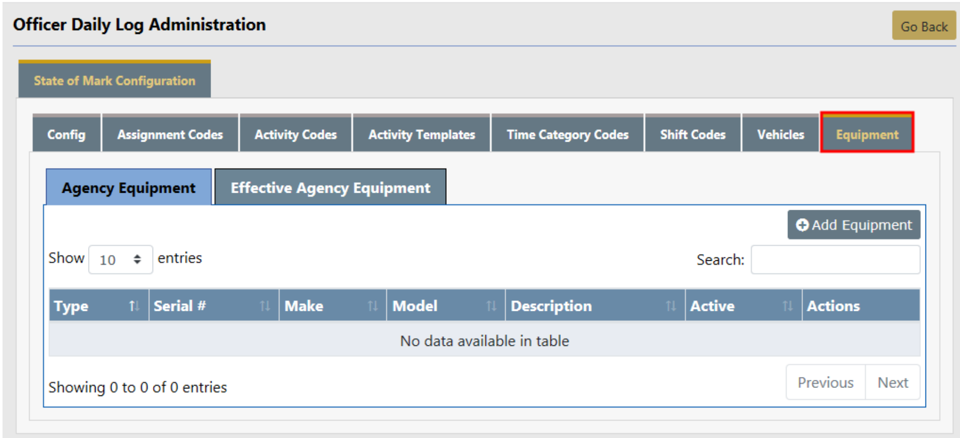
  – Complete fields.

  – Click **Save** to add the vehicle and close the window; click **Close** to cancel and close the window.

- Click **Go Back** to close the *Agency Vehicles* page and return to the *Agency Settings* page.

Agency Equipment

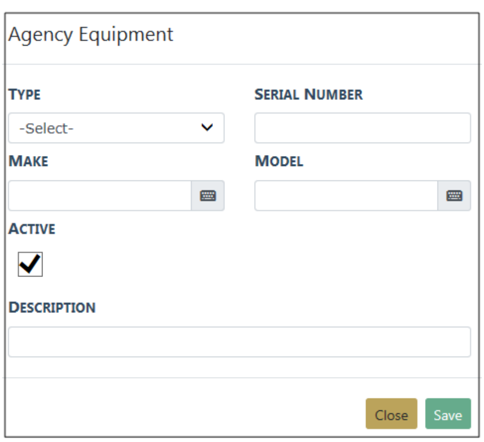
Click the Agency Equipment link to open the *Officer Daily Log Administration* page, then click the **Agency Equipment** tab.



- Click in the **Actions** column to open the *Update Agency Equipment* window.
  - Change field content as needed.
  - Check the **Active** box to activate the equipment. (If the equipment is active, *Yes* displays in the **Active** column to the right of that code listing on the *Agency Equipment* page, if not, *No* displays.)
  - Click **Save** to update the agency equipment record and close the window; click **Close** to cancel changes and close the window.
- Click in the **Actions** column to delete the record listed in the same line.

  Note: A record that has been used cannot be deleted. It can only be edited or made inactive.

- Click the Add Equipment button to open the *Add Agency Equipment* window to add equipment.



  - Complete fields.

– Click **Save** to add the equipment and close the window; click **Close** to cancel and close the window.

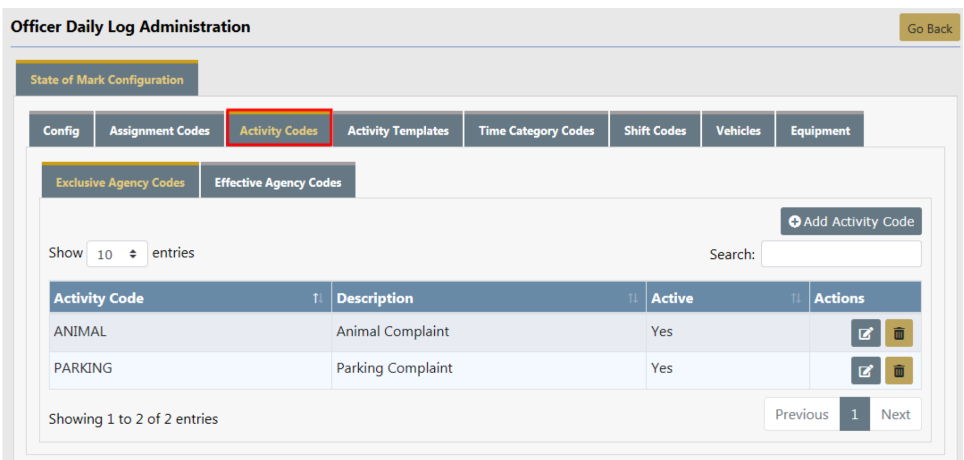
- Click **Go Back** to close the *Agency Equipment* page and return to the *Agency Settings* page.

Activity Tables

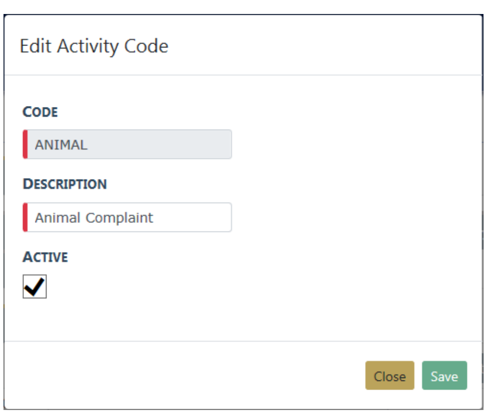
The **Activity Tables** panel contains three links, each of which is described below.

Activity Codes

Click the Activity Codes link to open the *Officer Daily Log Administration* page, then click on the **Activity Codes** tab.



- Click  in the **Actions** column to open the *Edit Activity Code* window as shown.



– Change field content as needed.

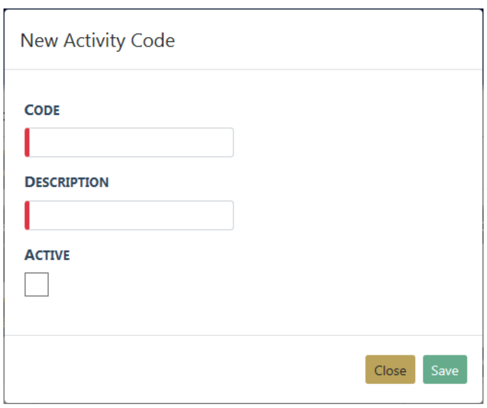
– Check the **Active** box to activate the code. (If a code is active, *Yes* displays in the **Active** column to the right of that code listing on the *Activity Codes* page, if not, *No* displays.)

– Click **Save** to update the activity code and close the window; click **Close** to cancel changes and close the window.

- Click in the **Actions** column to delete the record listed in the same line.

Note: A record that has been used cannot be deleted. It can only be edited or made inactive.

- Click the Add Activity Code button to open the *New Activity Code* window to add an activity code.



– Complete the **Code** and **Description** fields. The **Code** must be UPPERCASE.

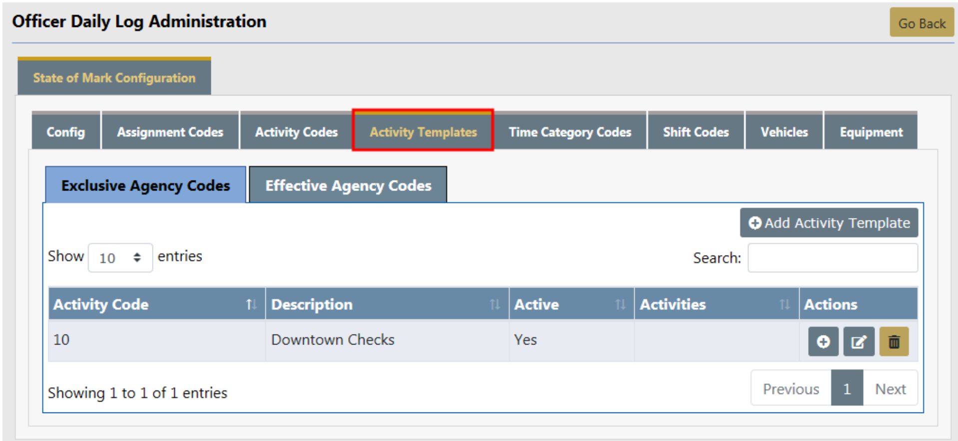
– Check the **Active** box to activate the code. (If a code is active, *Yes* displays in the **Active** column to the right of that code listing on the *Activity Codes* page, if not, *No* displays.)

– Click **Save** to add the activity code and close the window; click **Close** to cancel and close the window.

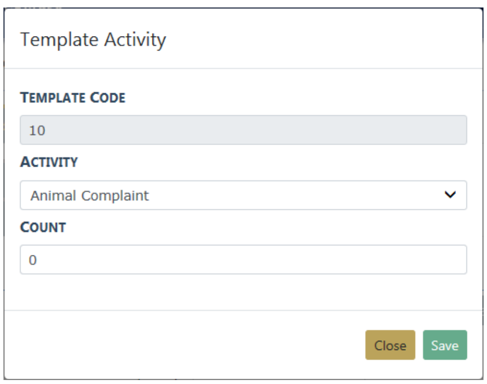
- Click **Go Back** to return to the *Agency Settings* page.

Activity Templates

Click the Activity Templates link to open the *Officer Daily Log Administration* page, then click on the **Activity Templates** tab.



- Click in the **Actions** column to the right of the activity template that requires another activity to open the *Add Activity To Template* window as shown.



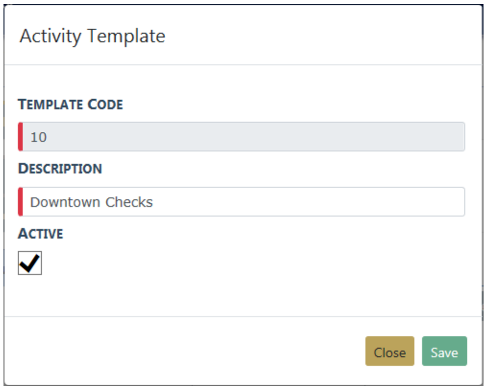
  – Click in the **Activity Code** field to open a selection list of activity codes.

  – Select the appropriate activity code.

  – Complete the **Count** field. A number goes here is for a template for a recurring activity that occurs at the agency, for example, for downtown building checks, the number could be 5 to indicate that five buildings are checked.

  – Click **Save** to add the activity code and close the window; click the **X** in the upper right corner of the window to cancel and close the window.

- Click in the **Actions** column to the right of the template requiring changes to open the *Edit Template* window as shown.



– Change field content as needed.

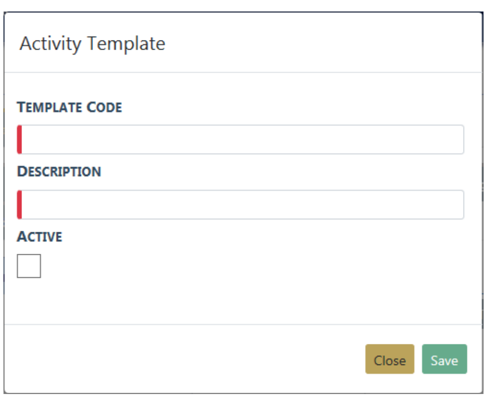
– Check the **Active** box to activate the code. (If a code is active, *Yes* displays in the **Active** column to the right of that code listing on the *Activity Templates* page, if not, *No* displays.)

– Click **Save** to add the activity code and close the window; click the **X** in the upper right corner of the window to cancel and close the window.

- Click in the **Actions** column to delete the template listed in the same line. A system message, *Activity Template Deleted Successfully*, confirms the deletion of the template.

Note: A record that has been used cannot be deleted. It can only be edited or made inactive.

- Click the Add Template button to open the *Add Template* window to add an activity template.



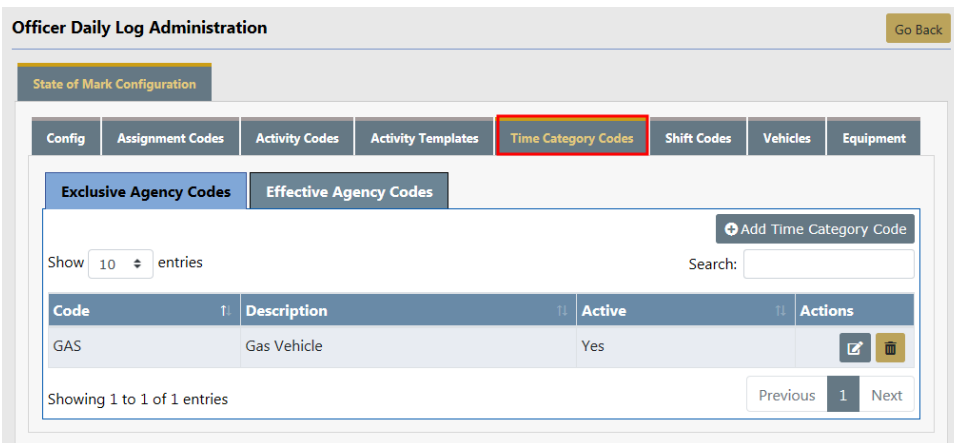
– Complete the **Template Code** and **Description** fields. The **Template Code** must be in UPPERCASE.

- Check the **Active** box to activate the code. (If a code is active, *Yes* displays in the **Active** column to the right of that code listing on the *Activity Templates* page, if not, *No* displays.)
- Click **Save** to add the template code and close the window; click **Close** to cancel and close the window.

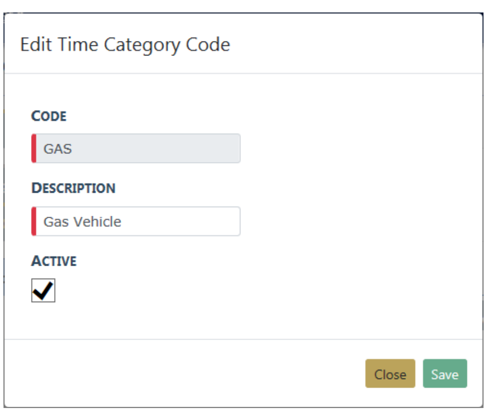
- Click **Go Back** to return to the *Agency Settings* page.

Time Categories

Click the Time Categories link to open the *Officer Daily Log Administration* page, then click on the **Time Category Codes** tab.



- Click in the **Actions** column to the right of the time category code that you want to change to open the *Edit Time Category Code* window as shown.



- Change field content as needed.

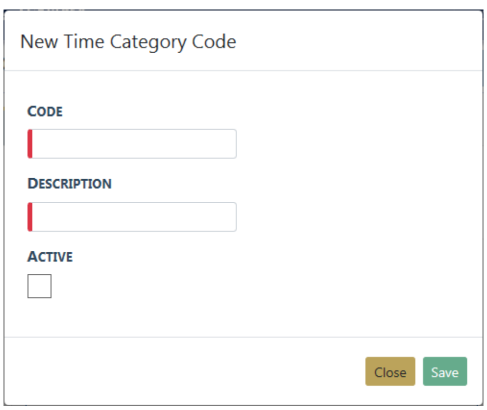
– Check the **Active** box to activate the code. (If a code is active, *Yes* displays in the **Active** column to the right of that code listing on the *Time Category Codes* page, if not, *No* displays.)

– Click **Save** to update the time category code and close the window; click **Close** to cancel changes and close the window.

- Click in the **Actions** column to delete the time code listed in the same line. A system message, *Time Category Code Deleted Successfully*, confirms the deletion of the template.

Note: A record that has been used cannot be deleted. It can only be edited or made inactive.

- Click the Add Time Category link to open the *New Time Category Code* window to add a time category code.



– Complete the **Code** and **Description** fields. The **Code** must be UPPERCASE.

– Check the **Active** box to activate the time category code. (If a code is active, *Yes* displays in the **Active** column to the right of that code listing on the *Time Category Codes* page, if not, *No* displays.)

– Click **Save** to add the time category code and close the window; click **Close** to cancel and close the window.

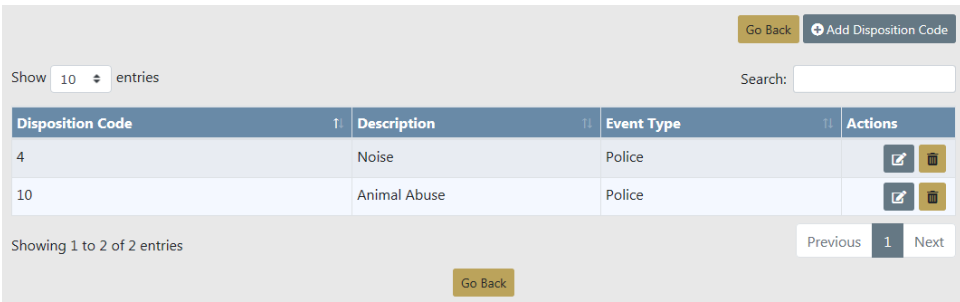
- Click **Go Back** to return to the *Agency Settings* page.

Calls for Service Tables

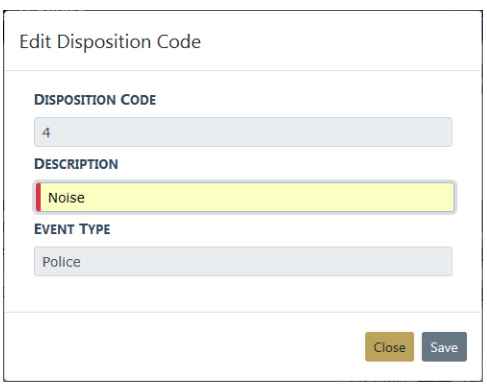
The **Calls for Service Tables** panel contains three links, each of which is described below.

Disposition Codes

The Disposition Codes link opens the *Call Disposition Codes* page.



- Click in the **Actions** column to open the *Edit Call Disposition Code* window as shown.



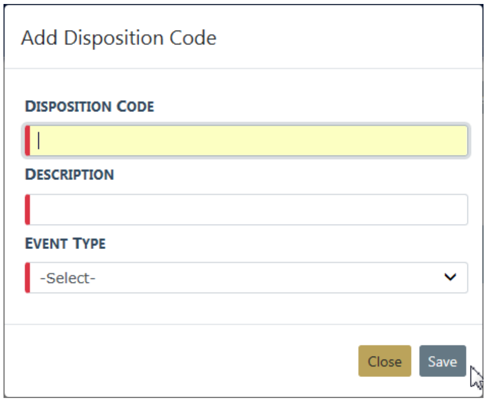
  – Change field content as needed.

  – Click **Save** to update the call disposition code and close the window; click **Close** to cancel changes and close the window.

- Click in the **Actions** column to delete the record listed in the same line.

  Note: A record that has been used cannot be deleted. It can only be edited or made inactive.

- Click the Add Disposition Code button to open the *Add Call Disposition Code* window to add a call disposition code.



– Complete the **Disposition Code** and **Description** fields.

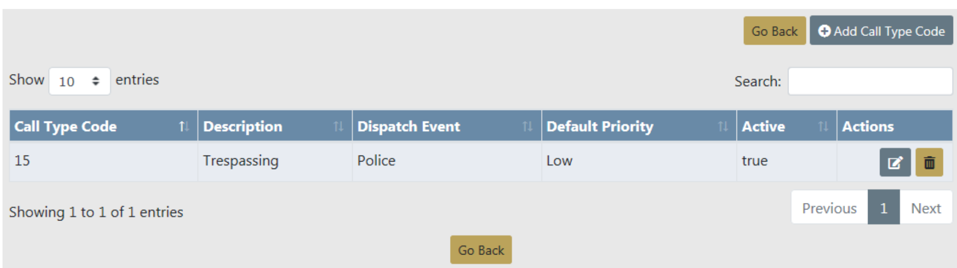
– Select an **Event Type** from the drop-down list.

– Click **Save** to add the call disposition code and close the window; click **Close** to cancel and close the window.

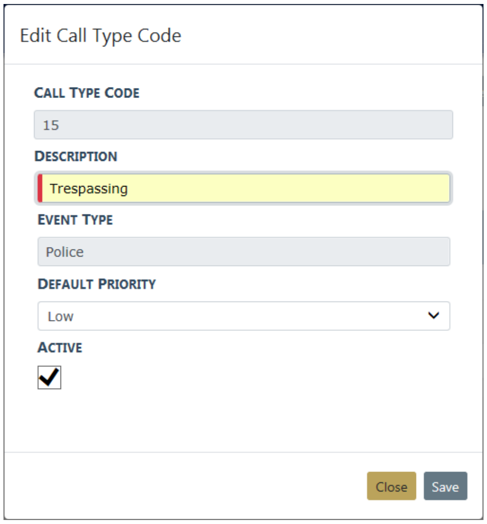
- Click **Go Back** to close the *Activity Codes* page and return to the *Agency Settings* page.

Call Type Codes

The Call Type Codes link opens the *Call Type Codes* page.



- Click  in the **Actions** column to open the *Edit Call Type Code* window as shown.

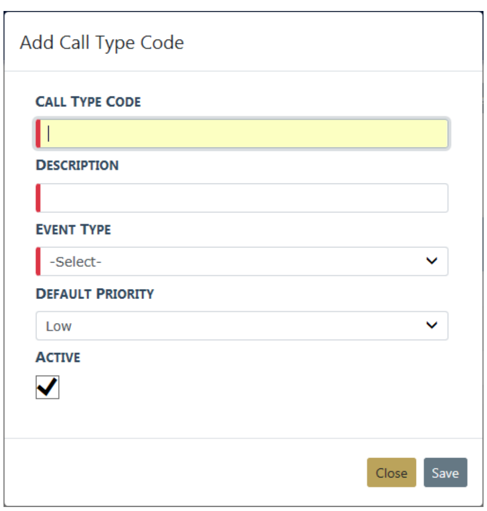


– Change field content as needed.

– Check the **Active** box to activate the code. (If a code is active, *true* displays in the **Active** column to the right of that code listing on the *Call Type Codes* page, if not, *false* displays.)

– Click **Save** to update the call type code and close the window; click **Close** to cancel changes and close the window.

- Click in the **Actions** column to delete the record listed in the same line. A system message, *Call Type Code Deleted Successfully*, confirms the deletion of the code.
- Click the Add Call Type Code link to open the *Add Call Type Code* window to add a call type code.



– Complete the **Call Type Code** and **Description** fields.

– Select the appropriate **Event Type** from the drop down list.

– Select the appropriate **Default Priority** from the drop down list.

– Check the **Active** box to activate the code. (If a code is active, *true* displays in the **Active** column on the *Call Type Codes* page, if not, *false* displays.)

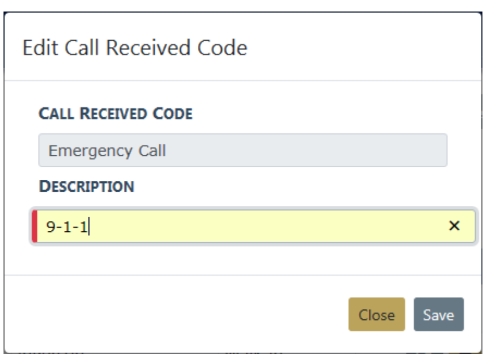
– Click **Save** to add the call type code and close the window; click **Close** to cancel and close the window.

- Click **Go Back** to close the *Call Type Codes* page and return to the *Agency Settings* page.

Call Received Codes

The Call Received Codes link opens the *Call Received Codes* page.

- Click in the **Actions** column to open the *Edit Call Received Code* window as shown.

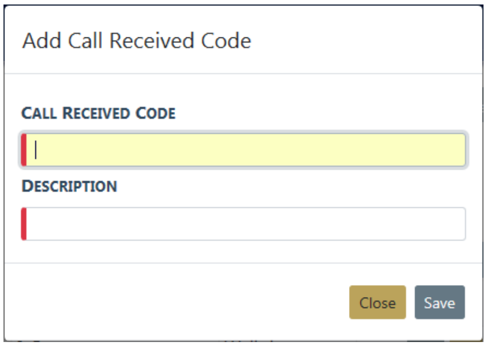


– Change field content as needed.

– Click **Save** to update the call disposition code and close the window; click **Close** to cancel changes and close the window.

- Click in the **Actions** column to delete the record listed in the same line. A system message, *Call Received Code Removed Successfully*, confirms the deletion of the code.

- Click the Add Call Received Code link to open the **Add Call Received Code** window to add a call received code.



  – Complete the **Received Code** and **Description** fields.

  – Click **Save** to add the call received code and close the window; click **Close** to cancel and close the window.

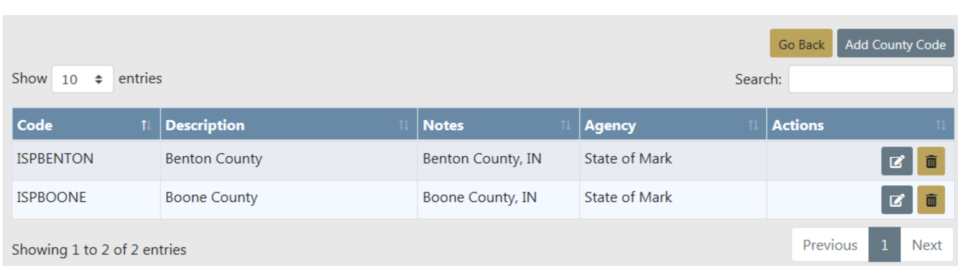
- Click **Go Back** to close the *Call Received Codes* page and return to the *Agency Settings* page.

County and Township Tables

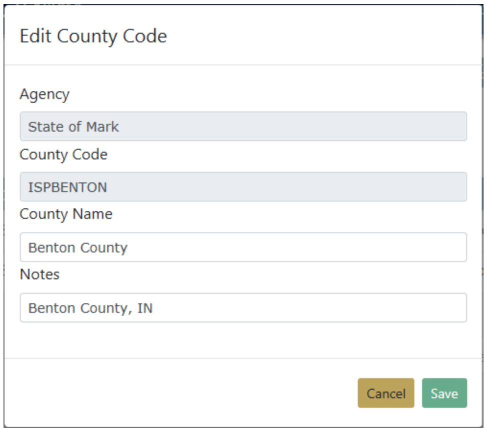
This panel contains two links, each of which is described below.

County Codes

The County Codes link opens the *County Codes* page.



- Click in the **Actions** column to open the *Edit County Code* window as shown.

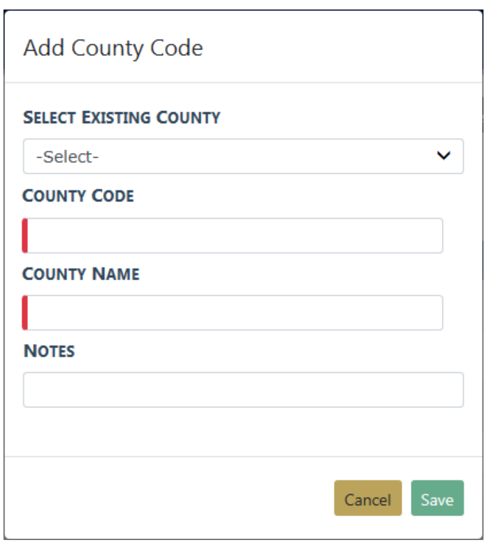


  – Change field content as needed.

  – Click **Save** to update the county code and close the window; click **Cancel** to cancel changes and close the window.

- Click in the **Actions** column to delete the record listed in the same line. The system message, "County Code Removed Successfully," confirms deletion of the record.

- Click the <u>Add County Code</u> button to open the **Add County Code** window to add a county code.



  – Select **Existing County** from the drop-down selection list.

  – Complete the **County Code** and **County Name** fields

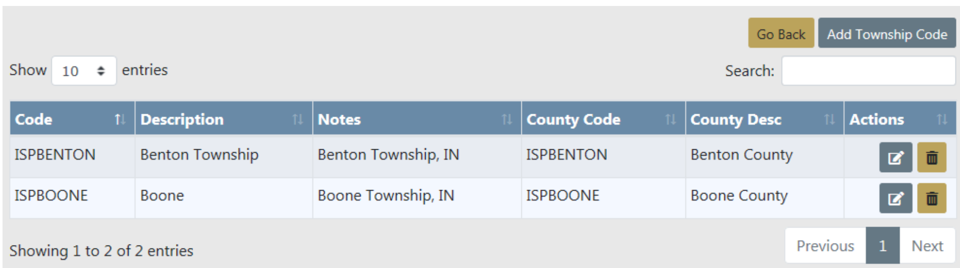
  – Enter notes in the **Notes** field, if needed.

- Click **Save** to add the county code and close the window; click **Cancel** to cancel and close the window.

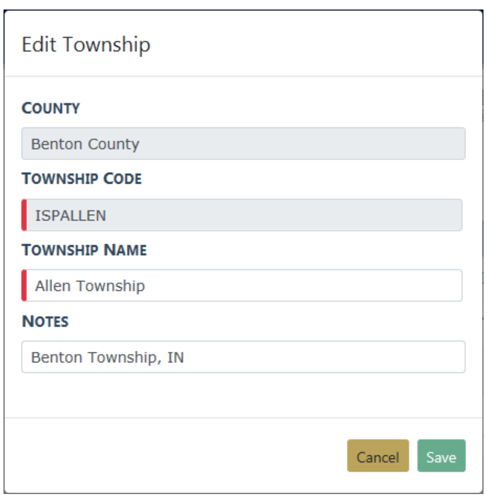
- Click **Go Back** to close the *County Codes* page and return to the *Agency Settings* page.

<u>Township Codes</u>

The <u>Township Codes</u> link opens the Township Codes page.



- Click in the **Actions** column to open the *Edit Township Code* window as shown.

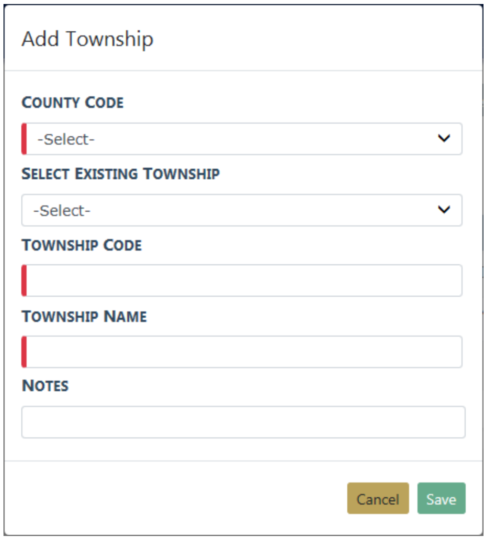


- Change field content as needed.

- Click **Save** to update the township code and close the window; click **Cancel** to cancel changes and close the window.

- Click in the **Actions** column to delete the record listed in the same line. The system message, "Township Code Removed Successfully," confirms deletion of the record.

- Click the Add Township Code button to open the **Add Township Code** window to add a township code.



  – **Select County Code** from the drop-down selection list.

  – **Select Existing Township** from the drop-down selection list.

    Or enter new

  – **Township Code** and **Township Name** fields.

  – Enter notes in the **Notes** field, if needed.

  – Click **Save** to add the township code and close the window; click **Cancel** to cancel and close the window.

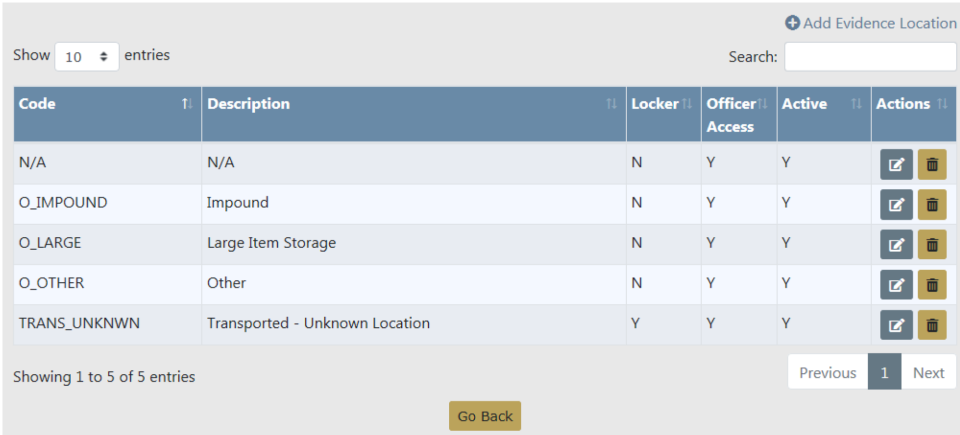
- Click **Go Back** to close the *Township Codes* page and return to the *Agency Settings* page.

Other Tables

The **Other Tables** panel on the **Agency Settings** tab contains eleven links, each of which is described below.

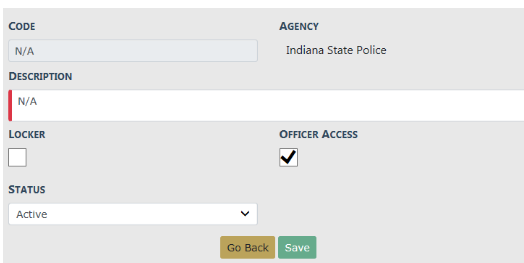
Evidence Locations

The Evidence Locations link opens the *Evidence Locations* page.



If needed, type a search value in the **Search** field and click **Search** to redisplay the *Evidence Locations* page with the search results.

- When you have located the listing of the record requiring editing, click in the **Actions** column to the far right of the listing to open the *Edit Evidence Locations* page.



  – Change field content as needed.

  – If needed, check the **Locker** box to indicate that the evidence location is a locker or click to remove the check if the location is not a locker. (If **Locker** is checked, *Y* displays under the **Locker** column for the location on the *Evidence Locations* page.)

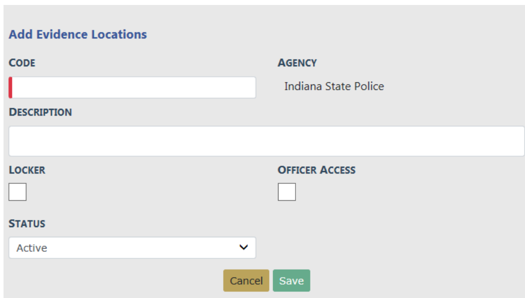
  – Uncheck the **Officer Access** box to prevent access.

  – Select **Active** or **Inactive** from the **Status** field drop-down selection list to indicate whether or not the location is active. (If the location status is active, *Y* displays in the **Active** column on the *Evidence Locations* page, if not, *N* displays.)

  – Click **Save** to save changes to the record and return to the *Evidence Locations* page.

- Click in the **Actions** column to delete the record listed in the same line. The message, "Are you sure you want to delete this Evidence Location?' displays. Click **Yes** to confirm deletion or click **No** to keep the record.

- Click the Add Evidence Location link to open the *Add Evidence Locations* window to add another evidence location record.

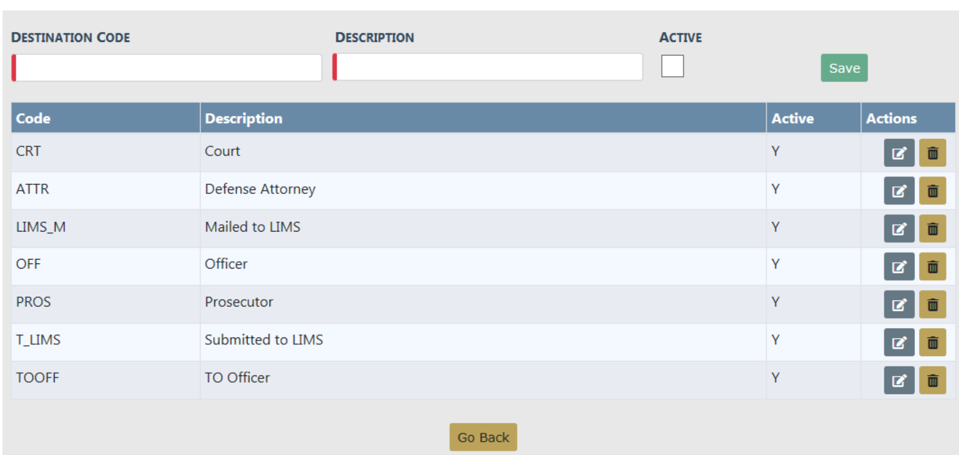


  – Complete the fields appropriately.

  – Click **Save** to return to the *Evidence Locations* page where the new evidence location is now listed.

Evidence Destinations

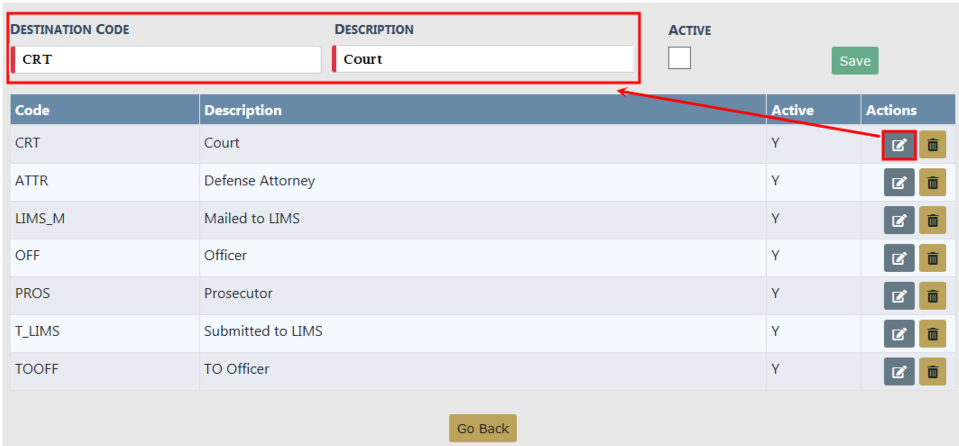
The Evidence Destinations link opens the *Evidence Destinations* page.


DESTINATION CODE | DESCRIPTION | ACTIVE | Save

Code	Description	Active	Actions
CRT	Court	Y	
ATTR	Defense Attorney	Y	
LIMS_M	Mailed to LIMS	Y	
OFF	Officer	Y	
PROS	Prosecutor	Y	
T_LIMS	Submitted to LIMS	Y	
TOOFF	TO Officer	Y	

Go Back

- Click in the **Actions** column of the record you want to update. Three fields at the top of the page populate with the record you are updating. Use these fields to edit the record as follows:



- Change the content in the **Destination Code** and the **Description** fields as needed.

- Check the **Active** box to activate the code. (If a code is active [**Active** check box checked], *Y* displays in the **Active** column on the *Evidence Destination* page, if not, *N* displays.)

- Click **Update** to update the evidence destination record and close the window; click **Cancel** to cancel changes and close the window.

• Click in the **Actions** column to delete the record listed in the same line. The message, "Are you sure you want to delete?',displays. Click **Yes** to confirm deletion or click **No** to keep the record.

• To add another evidence destination, use the three fields near the bottom of the page as follows:

- Click in the **Destination Code** field and type in a code for the evidence destination.

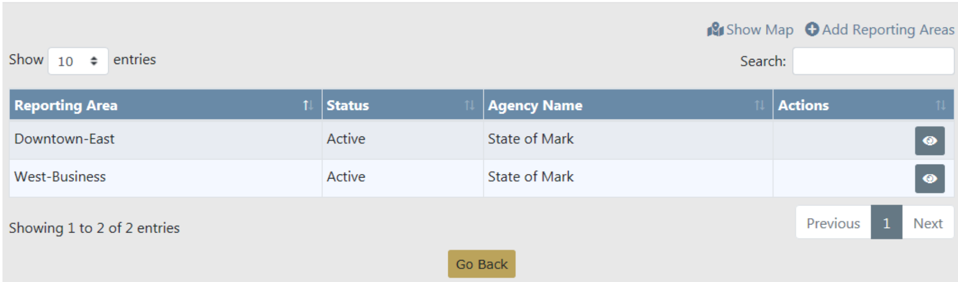
- Click in the **Description** field and type in a brief description of the evidence destination.

- Check the **Active** box to activate the code. (If the **Active** check box is checked, *Y* displays in the **Active** column on the *Evidence Destination* page, if not, *N* displays.)

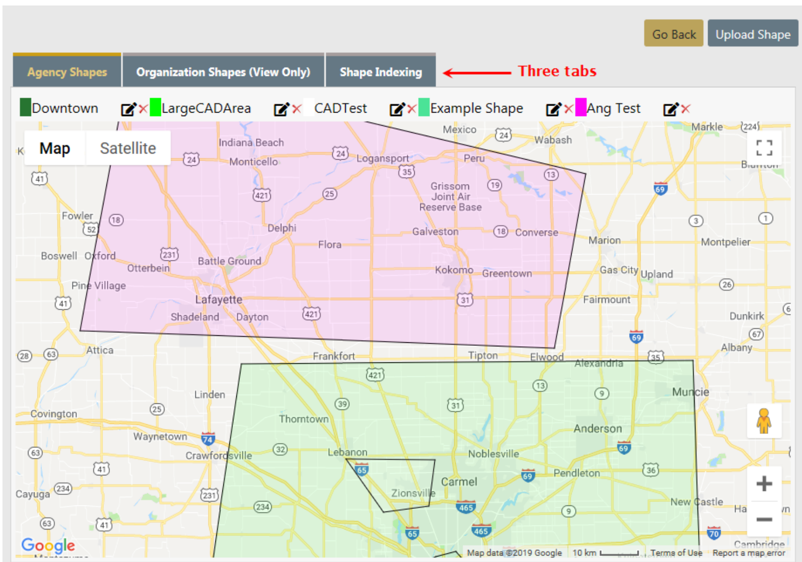
- Click **Save** to save the new destination code or click **Go Back** to clear the fields and return to the *Agency Settings* page.

Reporting Areas

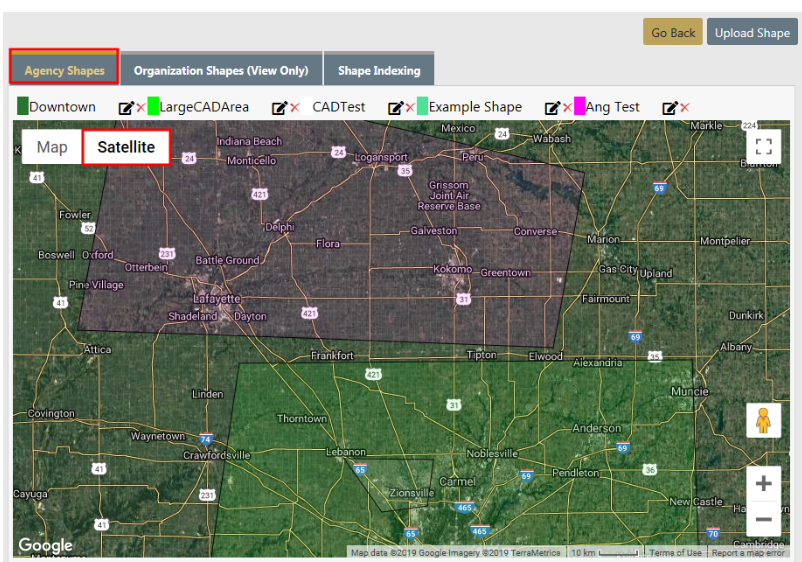
The Reporting Areas link opens the *Reporting Areas* page.



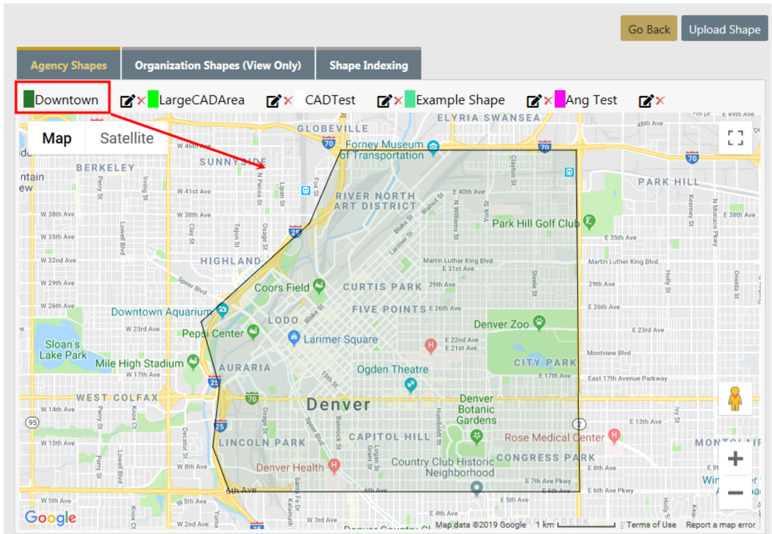
- Click the Show Map link to open the *Mapping Shapes* map as shown in the following example.



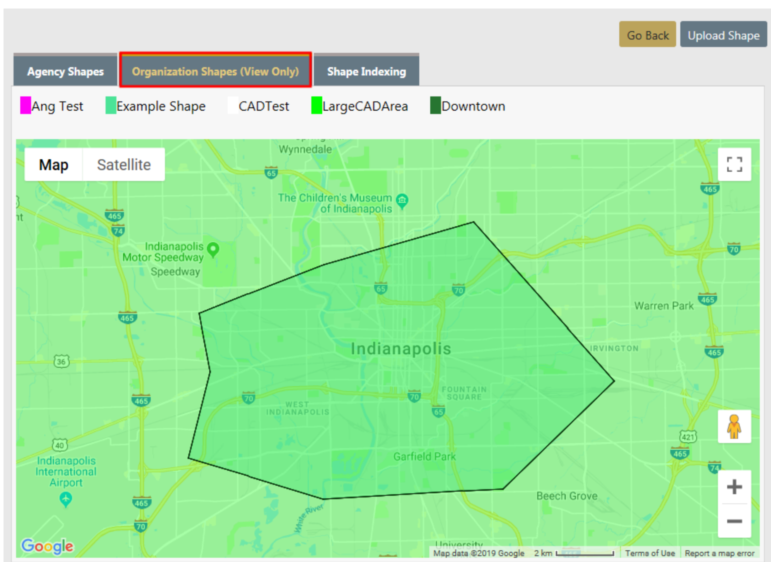
  – Click **Satellite** in the upper left corner to change the display as shown in the following example.



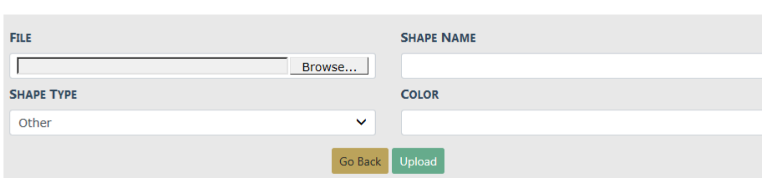
– Click on the different areas to view that area on the map.



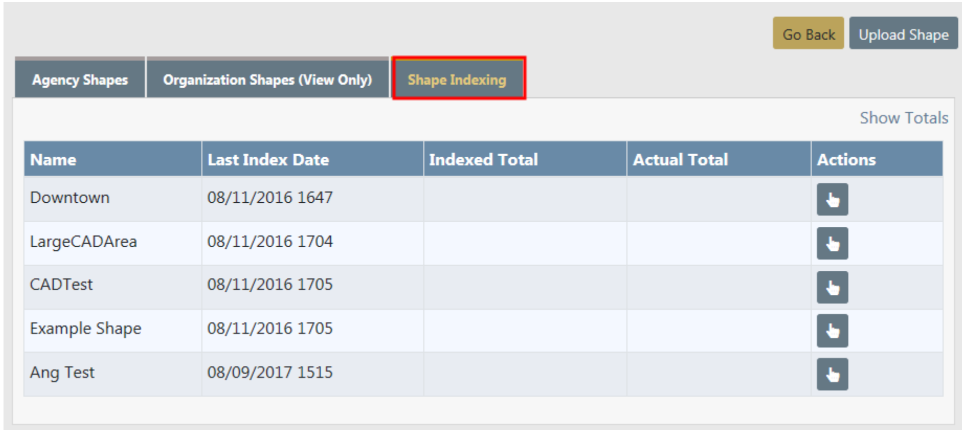
– Click on the **Organization Shapes (View Only)** tab to view for the organization only.



– Click on the **Upload Shape** button on the upper right of the page to select a file to upload.



– Click on the **Shape Indexing** tab to index the shapes.



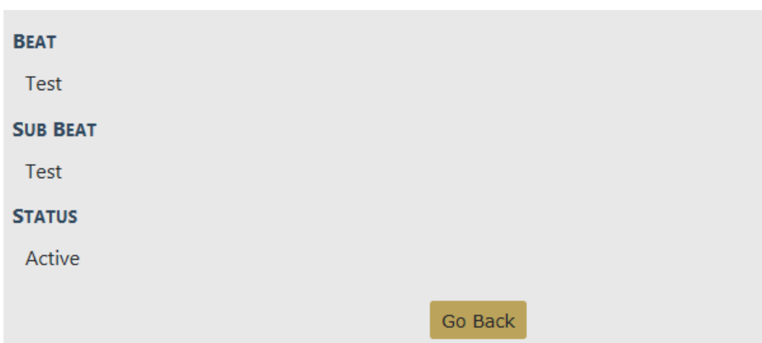
Click on the select icon to index a shape.

– Click **Save Changes** to save your changes and return to the *Reporting Areas* page.

– Click **Go Back** to return to the *Reporting Areas* page.

- If needed, type a search value in the **Search** field and click **Search** to redisplay the *Reporting Areas* page with the search results.

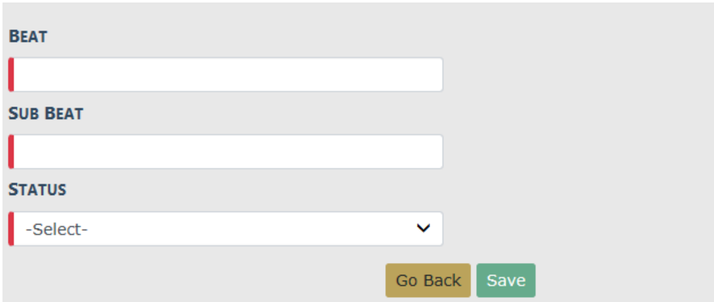
- Click in the **Actions** column to the far right of the listing to open the *View Reporting Areas* page.



– This is a view only page.

– Click **Go Back** to close the *View Reporting Areas* page and return to the *Reporting Areas* page.

- Click the Add Reporting Area link to open the *Add Reporting Areas* page to add another reporting area record.



– Complete the fields appropriately.

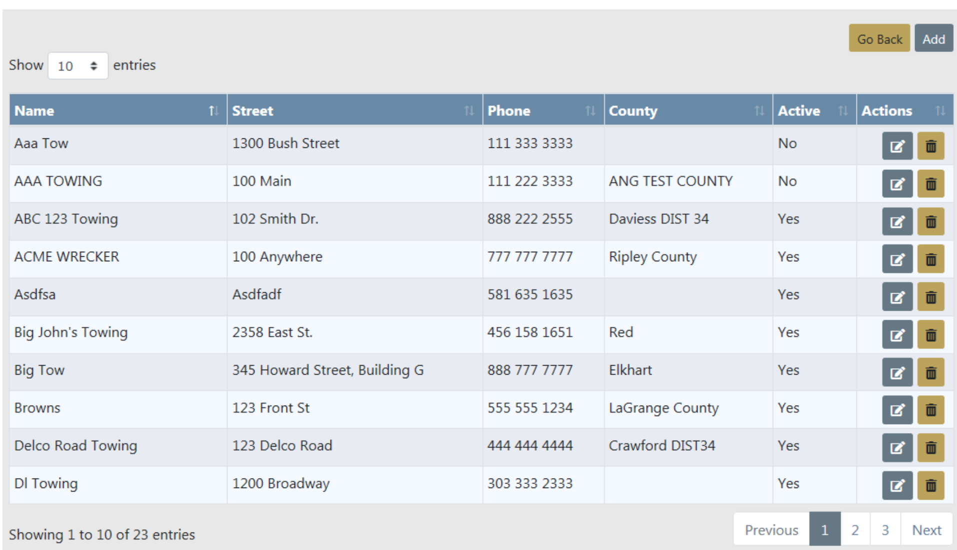
– Click **Save** to save the new record and return to the *Reporting Areas* page where the new reporting area is listed.

– Click **Go Back** to close the *Add Reporting Areas* window without saving and return to the *Reporting Areas* page.

• On the *Reporting Areas* page, click **Go Back** to return to the *Agency Settings* page.

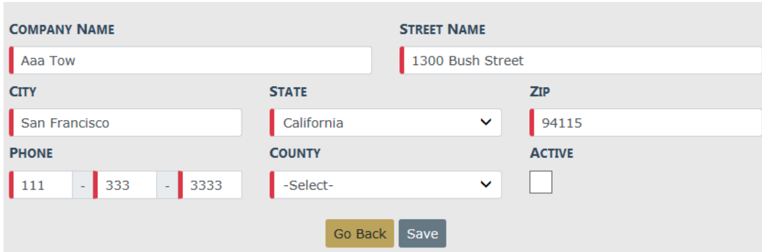
Towing Companies

The Towing Companies link opens the *Towing Companies* page.



Name	Street	Phone	County	Active	Actions
Aaa Tow	1300 Bush Street	111 333 3333		No	
AAA TOWING	100 Main	111 222 3333	ANG TEST COUNTY	No	
ABC 123 Towing	102 Smith Dr.	888 222 2555	Daviess DIST 34	Yes	
ACME WRECKER	100 Anywhere	777 777 7777	Ripley County	Yes	
Asdfsa	Asdfadf	581 635 1635		Yes	
Big John's Towing	2358 East St.	456 158 1651	Red	Yes	
Big Tow	345 Howard Street, Building G	888 777 7777	Elkhart	Yes	
Browns	123 Front St	555 555 1234	LaGrange County	Yes	
Delco Road Towing	123 Delco Road	444 444 4444	Crawford DIST34	Yes	
Dl Towing	1200 Broadway	303 333 2333		Yes	

• Click  in the **Actions** column to the far right of the listing to open the *Edit Towing Company* page.

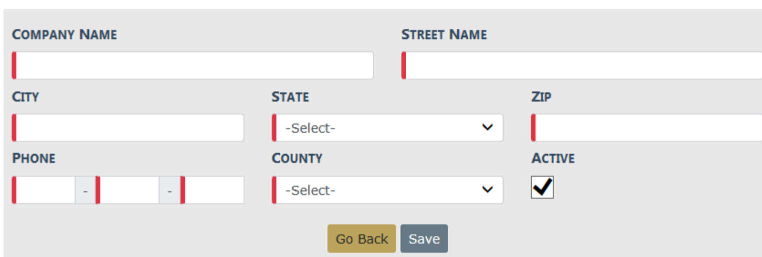


– Change field content as needed.

– Click **Save** to save changes to the record and return to the *Towing Companies* page.

- Click in the **Actions** column to delete the record listed in the same line. The message, "Are you sure?' displays. Click **Yes** to confirm deletion or click **No** to keep the record.

- Click **Add** in the upper right corner to open the *Add Towing Company* page as shown.



– Complete the fields appropriately.

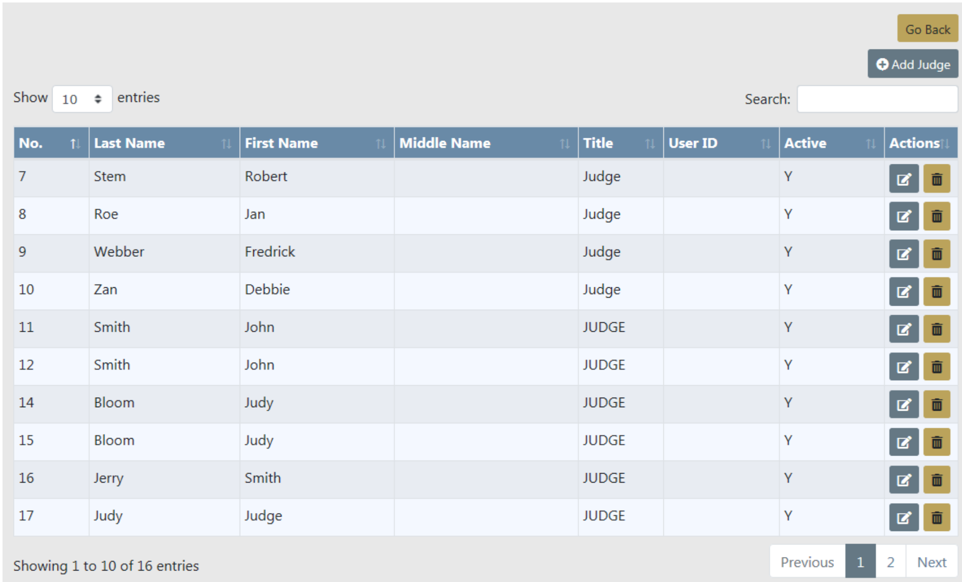
– Click **Save** to save the new record and return to the *Towing Companies* page where the new towing company is listed.

– Click **Go Back** to close the *Add Towing Company* page without saving and return to the *Towing Companies* page.

- Click **Go Back** to return to the *Agency Settings* page.

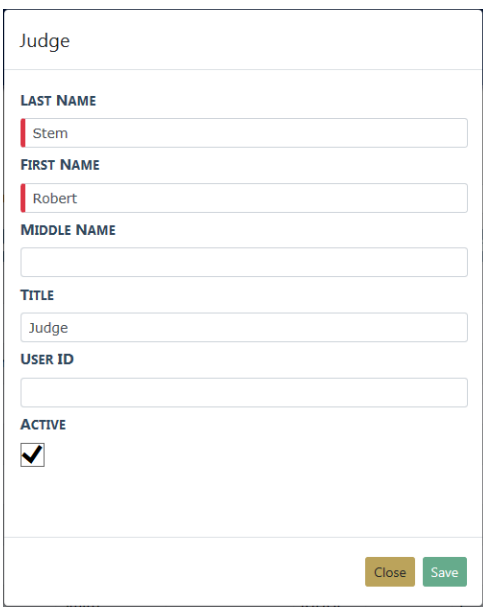
Judges

The Judges link opens the *Judges* page.



No.	Last Name	First Name	Middle Name	Title	User ID	Active	Actions
7	Stem	Robert		Judge		Y	
8	Roe	Jan		Judge		Y	
9	Webber	Fredrick		Judge		Y	
10	Zan	Debbie		Judge		Y	
11	Smith	John		JUDGE		Y	
12	Smith	John		JUDGE		Y	
14	Bloom	Judy		JUDGE		Y	
15	Bloom	Judy		JUDGE		Y	
16	Jerry	Smith		JUDGE		Y	
17	Judy	Judge		JUDGE		Y	

- Click in the **Actions** column to the far right of the listing to open the *Edit Judges* page.

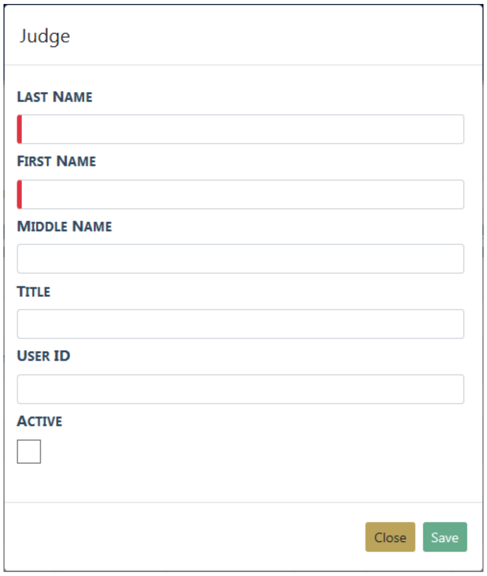


  – Change field content as needed.

  – Click **Save** to save changes to the record and return to the *Judges* page.

- Click in the **Actions** column to delete the record listed in the same line. The message, "Are you sure?" displays. Click **Yes** to confirm deletion or click **No** to keep the record.

- Click **Add Judge** in the upper right corner to open the *Judges* page as shown.



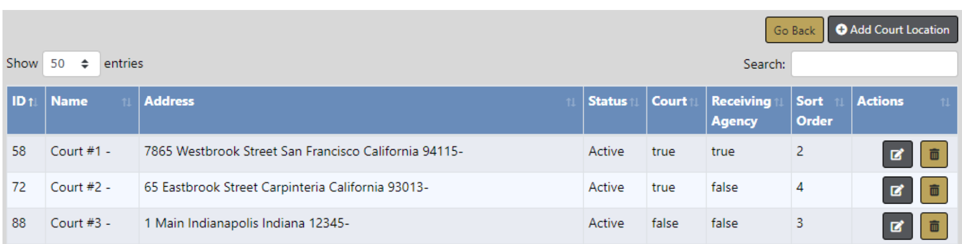
– Complete the fields appropriately.

– Click **Save** to save the new record and return to the *Judges* page, or click **Close** to return to the *Judges* listing without saving the new record.

- Click **Go Back** to return to the *Agency Settings* page.

Court Locations

The Court Locations link opens the *Court Locations* page.

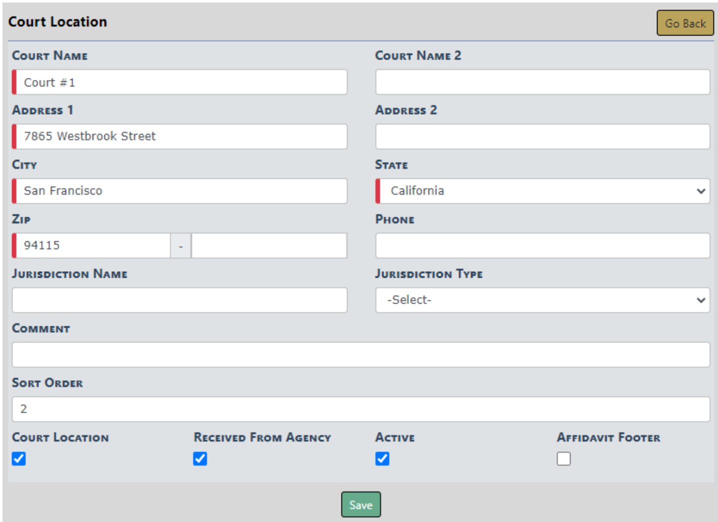


Go Back | Add Court Location

Show 50 entries Search:

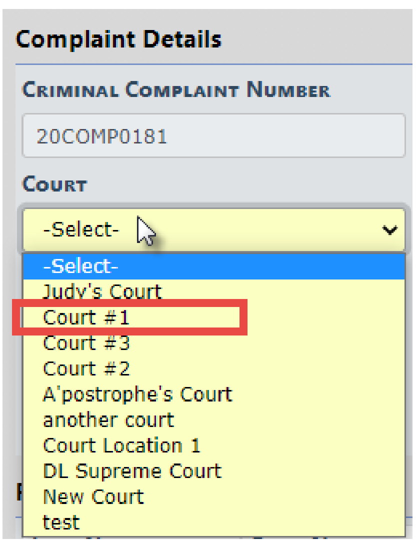
ID	Name	Address	Status	Court	Receiving Agency	Sort Order	Actions
58	Court #1 -	7865 Westbrook Street San Francisco California 94115-	Active	true	true	2	
72	Court #2 -	65 Eastbrook Street Carpinteria California 93013-	Active	true	false	4	
88	Court #3 -	1 Main Indianapolis Indiana 12345-	Active	false	false	3	

- Click in the **Actions** column to the far right of the listing to open the *Edit Court Location* page.



– Change field content as needed.

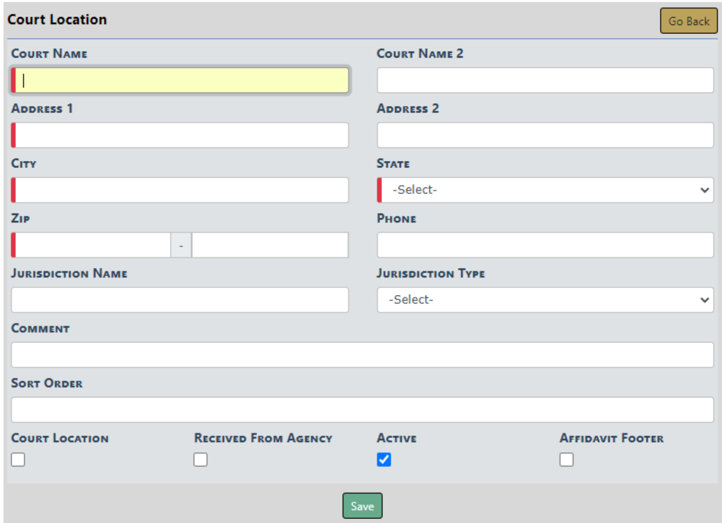
– The **Sort Order** is where this record falls in the Court *List Of Values*. In this example, Court #1 appears as the second option on the list.



– Click **Save** to save changes to the record and return to the *Court Locations* page.

- Click in the **Actions** column to delete the record listed in the same line. The message, "Are you sure?' displays. Click **Yes** to confirm deletion or click **No** to keep the record.

- Click **Add Court Location** in the upper right corner to open the *Court Location* page as shown.



- – Complete the fields appropriately.
- – The **Sort Order** is where this record falls in the Court *List Of Values*.
- – Click **Save** to save the new record and return to the *Court Locations* page, or click **Go Back** to return to the *Court Locations* listing without saving the new record.

- Click **Go Back** to return to the *Agency Settings* page.

Offense Codes

The Offense Codes link opens the *Local Offense Codes* page.

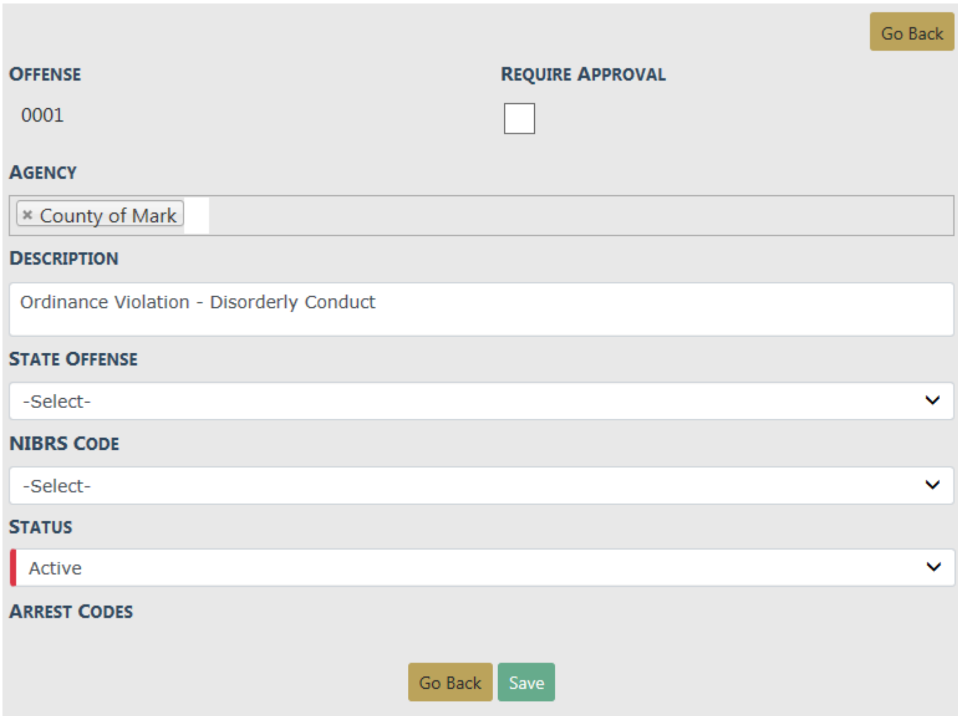
Go Back | Add Local Offense Code | Print

Show 10 entries Search:

Local Offense	Description	State Offense	NIBRS Code	Status	Actions
0001	Ordinance Violation - Disorderly Conduct			Inactive	
1111555	Test			Inactive	
12333	Local Offense - Failure to Register			Active	
6.2.106.A :M: 1350	Homicide Criminally Negligent Manner	35-42-1-1 M01	09A	Inactive	
ANG TEST	Ang Test			Active	
IA-32644	Testing			Inactive	
REGION 2 LOCAL OFFENSE TEST	Region 2 Local Offense Test			Active	
TEST LOCAL OFFENSE	Test Offense Description	10-14-3-29.5	90Z	Active	
TESTING123	Testing123	9-21-8-52A	90Z	Inactive	

Showing 1 to 9 of 9 entries Previous 1 Next

- Click in the **Actions** column to the far right of the listing to open the *Edit Local Offense Code* page.



  – Ensure that the button to the left of the **Require Approval** label is checked, if all incident reports with this offense must be approved.

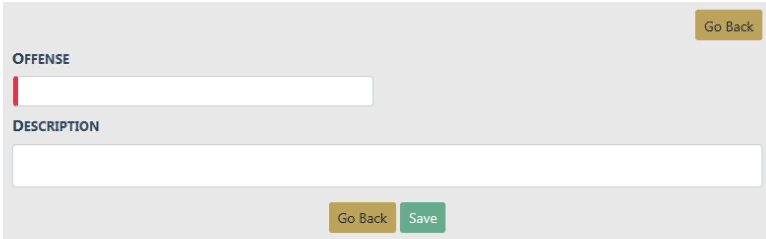
  – Change content in all fields as needed.

  – Select **Active** or **Inactive** from the **Status** field drop-down selection list to indicate whether or not the offense code is active. (If the offense code status is active, *Active* displays in the **Status** column on the *Local Offense Codes* page, if not, *Inactive* displays.)

  – Click **Save** to save changes to the record and return to the *Local Offense Codes* page. Click **Go Back** to cancel changes and return to the *Local Offense Codes* page.

- Click in the **Actions** column to delete the record listed in the same line. The message, "Are you sure you want to delete Offense Code?" displays. Click **Yes** to confirm deletion or click **No** to keep the record.

- Click the Add Local Offense Code button to open the *Add Local Offense Code* page to add another offense code record.



– Complete the fields appropriately.

– Click **Save** to save the new record and return to the *Local Offense Codes* page where the new reporting area is listed.

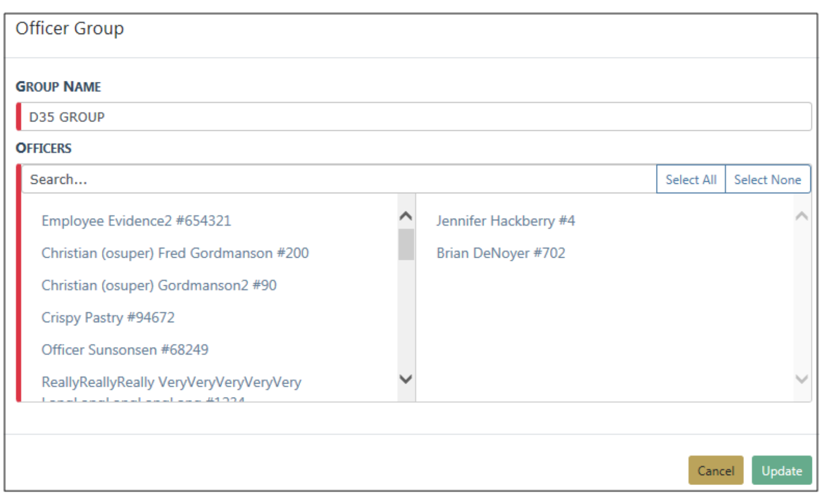
– Click **Go Back** to close the *Add Local Offense Code* page without saving and return to the *Local Offense Codes* page.

- Click **Go Back** to return to the *Agency Settings* page.

Case Officer Groups

The Case Officer Groups link opens the *Case Officer Groups* page.

- Click  in the **Actions** column to the far right of the listing to edit an existing record.

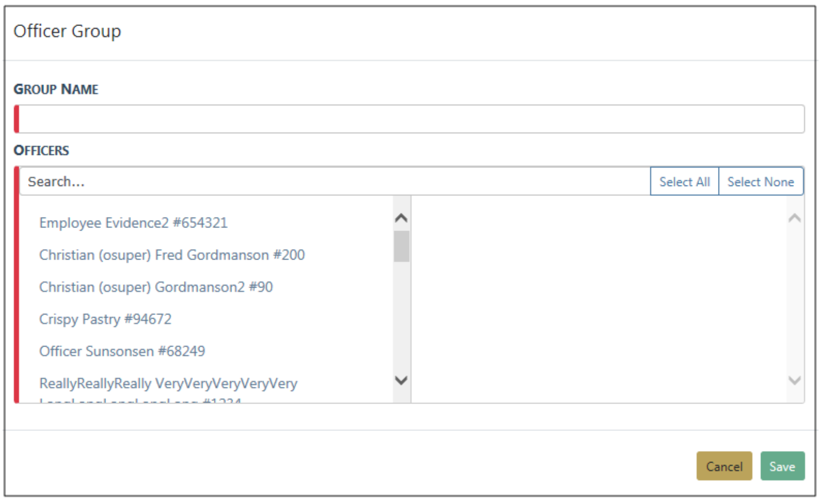


– Click an officer in the left window to move it to the right window. Officers that appear in the right window are included in the group. Click the **Select All** button to include all officers that appear in the left window. Click the **Select None** button to remove all officers from the group.

– Click the **Update** button to save your changes.

- Click in the **Actions** column to delete a record. The message, "Are you sure?' displays. Click **Yes** to confirm deletion or click **No** to keep the record.

- Click the Add Officer Group button to add a new Officer Group record.



– Enter a unique **Group Name**. It must be unique within the organization.

– Click an officer in the left window to move it to the right window. Officers that appear in the right window are included in the group. Click the **Select All** button to include all officers that appear in the left window. Click the **Select None** button to remove all officers from the group.

The group may contain any officer in the organization. A single group may contain officers from different agencies.

Users with access to the *Agency Settings* tab can see all groups for the entire organization.

– Click the **Save** button.

Screening Questions

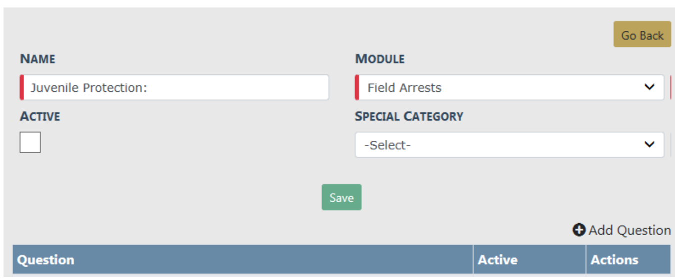
Screening Questions are used with the *Field Arrest* module in conjunction with the incarceration progress.

The Screening Questions link opens the *Screening Questions* page that lists the question sets.


Go Back
Add Question Type

Name	Module	Active	Special Category	Actions
Juvenile Protection:	Field Arrests	No	Juvenile Questions	
Screening Questions	Field Arrests	No		
Drugs Screening	Field Arrests	Yes		
test	Field Arrests	No	Juvenile Questions	

- Click the Add Question Type link on the top right of the window to open the *Screening Questions* page to add a question set.

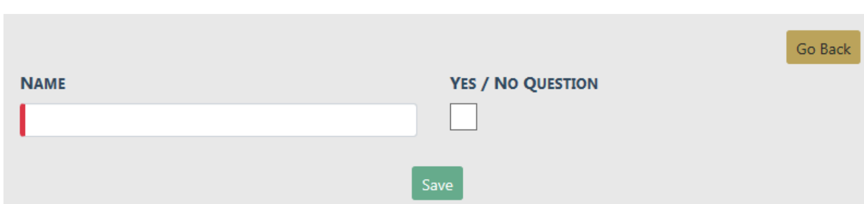


  – Enter a **Name** for the question set, select values for the **Module** and **Special Category**.

  – Check the **Active** box to make it active, or leave the box blank to make it inactive.

  – Click **Save** to save the new record, or click **Go Back** to cancel the entry and return to the previous screen.

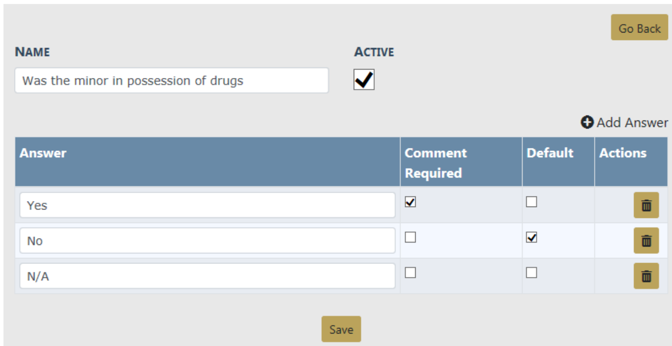
- Once you have created a new question set, click the Add Question link on the bottom right of the page to open the *Screening Questions* page to enter more questions related to the question set.



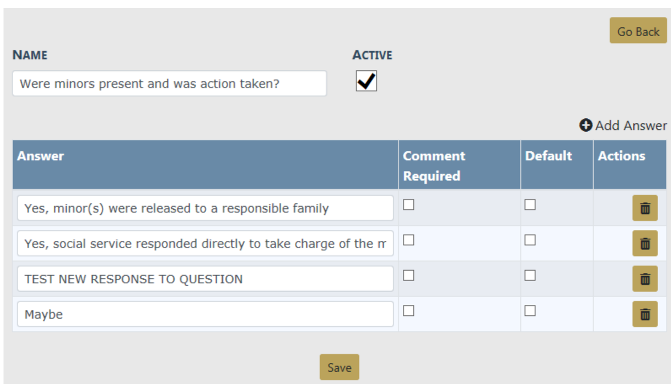
  – Enter the question in the **Name** field.

– Check the **Yes/No Question** box if the question can be answered with a Yes or No, others leave it blank. Click **Save** to display the answer options.

If a Yes/No Question



If not a Yes/No Question



– Check the **Active** box to make it active, or leave the box blank to make it inactive.

– Select appropriate values based on the question type.

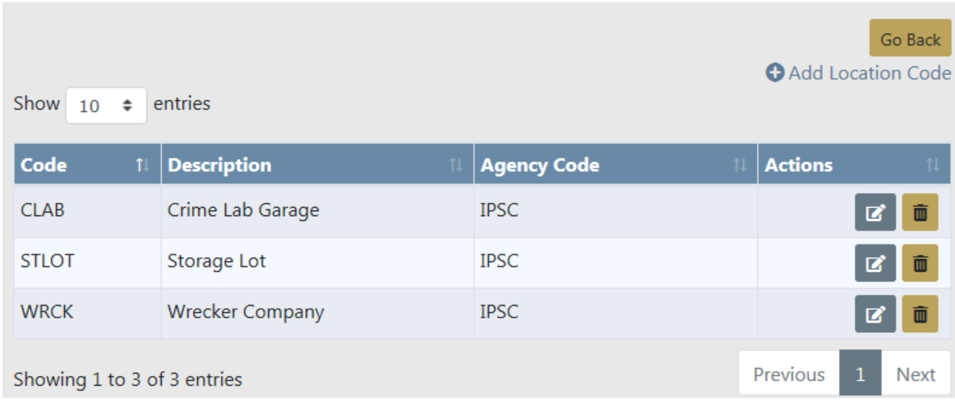
– Click the Add Answer link on the upper right of the window to add additional answers if needed, click **Save**, then click the **Go Back** button to return to the previous page.

Note: Use the icons in the **Actions** column to edit or delete questions.

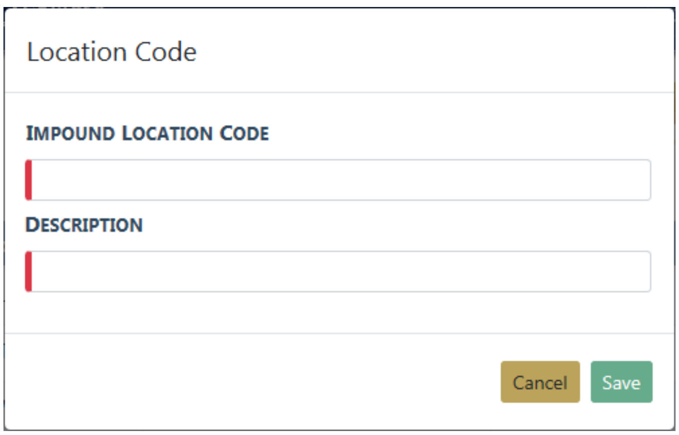
Note: If there are no answers tied to a question, the **Active** checkbox on the Question automatically is unchecked and disabled until at least one answer is added.

Vehicle Location Codes

This link opens the *Vehicle Impound Location Codes* page as shown.



To add a code, click the Add Location Code link to display the *Add Impound Location Code* window.



Type an alphanumeric code in the **Impound Location Code** field, and type a description for the code in the **Description** field. Click **Save** to save the code and return to the *Vehicle Impound Location Code* page with the new code listed.

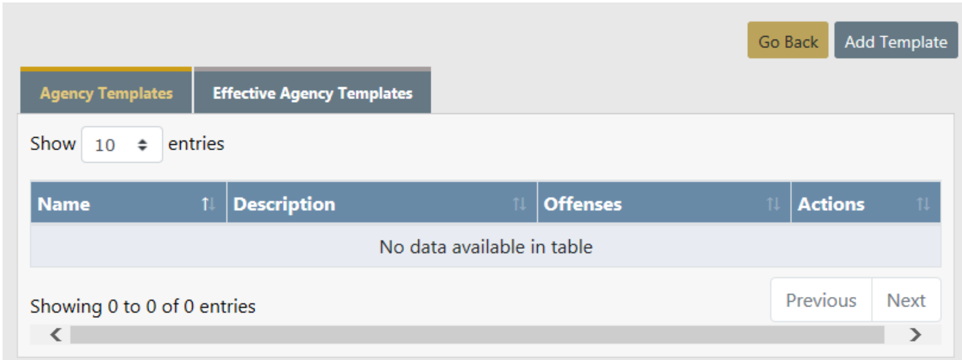
Add as many location codes as needed. The following page example shows four location codes.

To edit a code, click in the **Actions** column to the far right of the code listing to open the *Edit Vehicle Impound Location Code* window where you can edit the code and/or description then click **Save**.

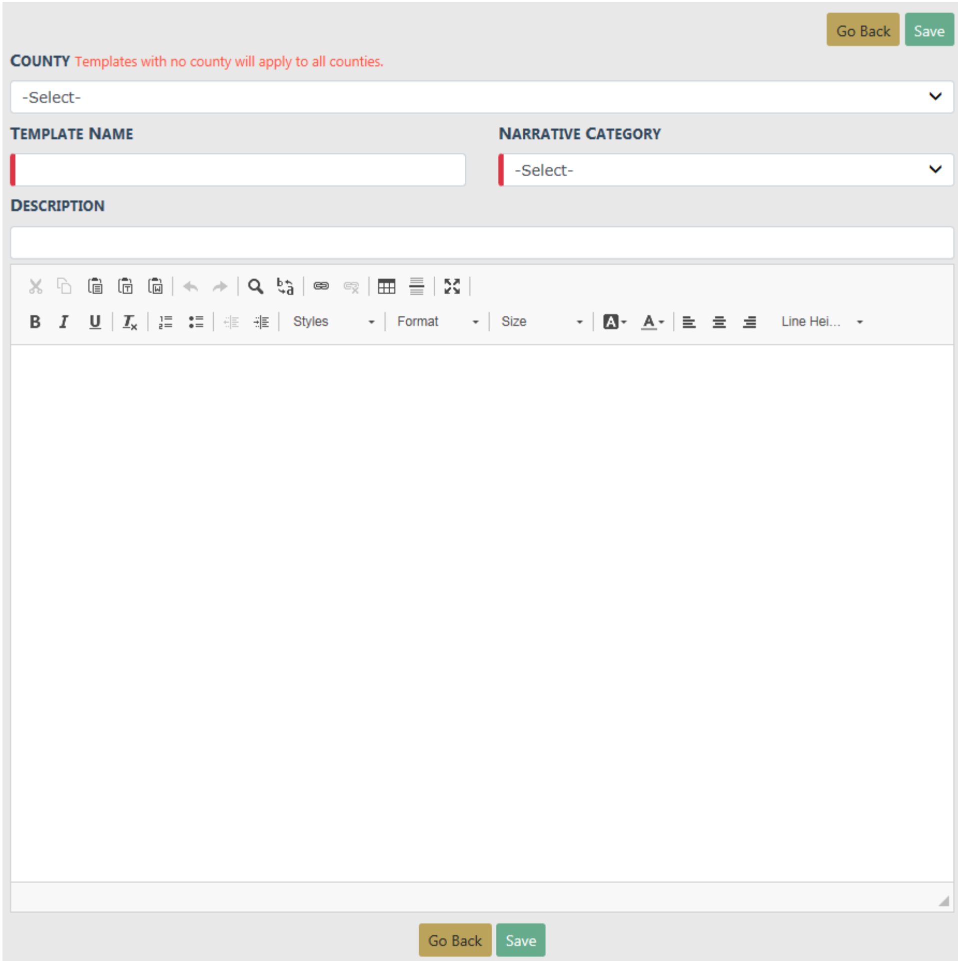
To delete a code click in the **Actions** column to the far right of the code listing to open the message, *Vehicle Impound Code Deleted Successfully*. Click **Yes** to return to the page where the deleted code is no longer listed.

Narrative Templates

The Narrative Templates link opens the *Narrative Templates* page.



- Click in the **Actions** column to the far right of a listing to open the *Edit Narrative Template* page.
  - – Change content in all fields as needed.
  - – Click **Save** to save changes to the record and return to the *Narrative Templates* page. Click **Cancel** to cancel changes and return to the *Narrative Templates* page.
- Click in the **Actions** column to delete the record listed in the same line. The message, *Are you sure you want to delete this template?* displays. Click **Yes** to confirm deletion or click **Cancel** to keep the record.
- Click the Add Template button in the title bar of the grid to open the *Add Narrative Template* page to add another narrative template.



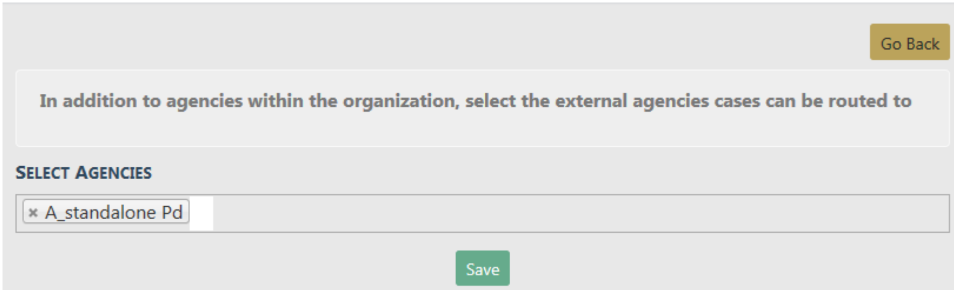
- – Complete the fields at the top of the page appropriately.
- – Type the content of the template in the large pane, using the tool bar at the top of the pane to format the text as needed.
- – Click **Save** to save the new template as often as needed.
- – Click **Go Back** to close the *Add Narrative Template* page and return to the *Narrative Templates* page.

- Click **Go Back** to return to the *Agency Settings* page.

Case Routing

Administrators with appropriate permissions can route cases to external agencies.

The Case Routing link opens the *Agency Case Routing* page.

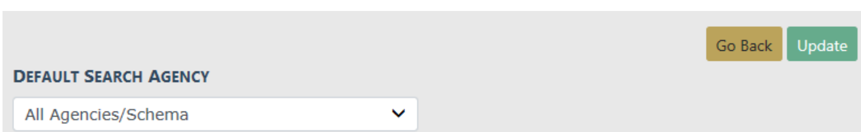


- To *select* an available agency, click in the **Select Agencies** box then select one or more agencies from the list that appears.
  - To *deselect* an agency, click on the X to the left of the agency name to remove it from the **Select Agencies** box.
- Click **Save**. A successful message appears in green when the save is complete.
- Click **Go Back** on the upper right of the page to return to the *Agency Settings* page.

Search Options

Administrators of a multi-tier organization have the ability with appropriate permissions to set the Online RMS *Default Search Options* to control what agency data is searchable by default. For example, the *Search Option* default could be set to either allow users to search data within their agency, all agencies within an organization., or all agency schemas.

The Search Options link opens the *Agency Search Options* page.



- Click on the **down arrow** then select an option from the list.
- Click **Update** to save the change.
- Click **Go Back** on the upper right of the page to return to the *Agency Settings* page.

Maint Values

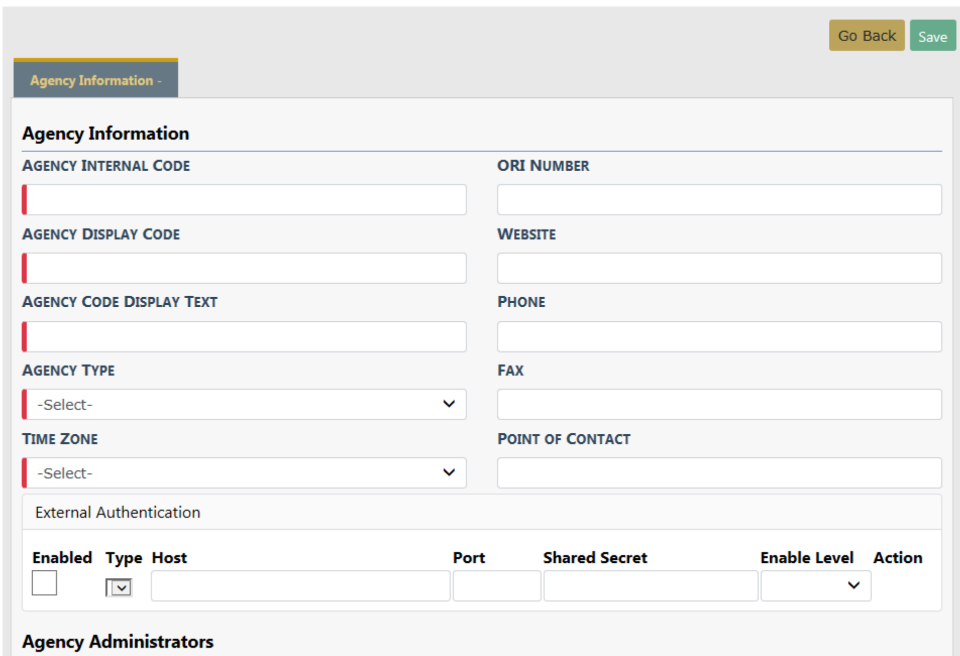
Maintenance Values provides administrators with proper permissions the ability to configure module behavior and restrictions for the agency.

For details, refer to “Maintenance Values” on page 1.

Add Agency

Use the following procedure to add an agency record.

1. On the *Administrative Home* page, click the **Agencies** icon to display the *Manage Agencies* page.
2. Click Add Agency link in the upper right corner to display the *Agency Profile* page as shown.



3. Complete each of the sections.

Note: Any field with a red left-hand border is a required field. You must complete required fields to continue.

- "Agency Information Tab" on page 280 for information on the **Agency Information** tab.
- "Sub Agency Tab" on page 283 for information on the **Sub Agency** tab.
- "Agency Organization Tab" on page 283 for information on the **Agency Organization** tab.
- See "Quick Links Tab" on page 289 for information on the **Quick Links** tab.
- "Agency Settings" on page 291 for information on the **Agency Settings** tab.

Chapter 17. Manage Users

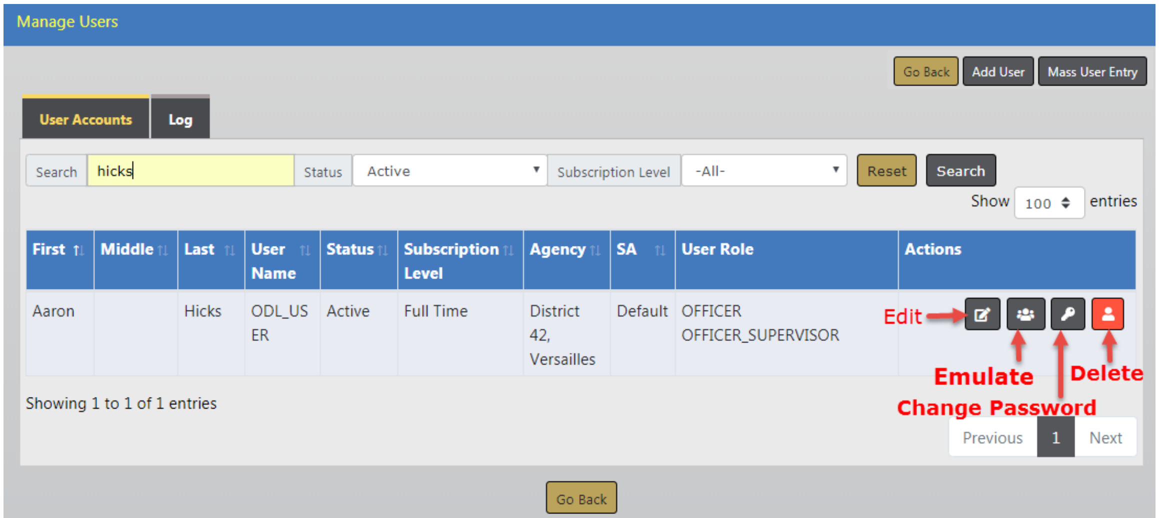
Users Overview

Administrators with the appropriate permissions can add and update users to an agency or schema.

- One user may be permitted to log into different schemas, depending upon the roles assigned to that user.
- A user has multiple roles, depending upon the tasks that user is expected to perform.
- User names cannot be deleted, only disabled (made inactive).
- A user name can only be used once within one database.
- An administrator with the appropriate permissions can emulate another user and view that user's screens to troubleshoot.

Manage Users

From the *Administration Home* page, click the **Users** icon to open the *Manage Users* page. (Alternatively, select **Users** from the **Administration** drop-down menu.) For details on accessing the *Administration Home* page refer to Access Administration.



The *Manage Users* page contains buttons to add users, and two tabs: *User Accounts* and *Log*. The *User Accounts* tab opens by default.

Filter Results List

You can filter the results list by using the Search, Status, and Subscription Level search boxes. For example, to only list active user accounts, select *Active* in the Status field, or enter part of the person's name in the Search text box.

Click the **Search** button to display the search results based on the entries in the search fields.

Add User Buttons

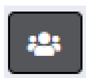
You can add one user or enter multiple users by using the Add User or Mass User Entry button on the top right of the form.

To add one user, refer to "Add a User" on page 367.

To add multiple users, refer to "Add Mass Users" on page 368.

User Accounts Tab

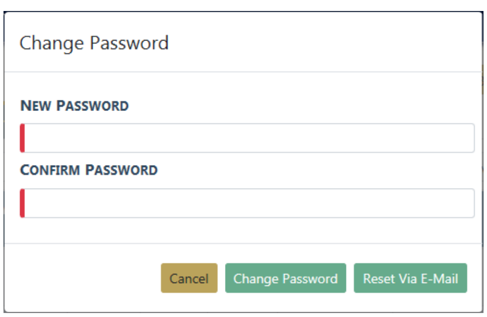
From the *User Accounts* tab you can use the icons in the *Action* column to Manage User Accounts, Change Passwords, Deactivate or Activate Users, and Emulate Users.

- Edit  icon
  - Click the **Edit icon** under the *Actions* column to open the *User Details* page to update user roles, employee information, security settings, etc. See "User Details" on page 341 for more information.
- Emulate users  icon
  - Click the Emulate icon under the *Actions* column.
  - See "Emulate a User" on page 364 for instructions.
- Change passwords  icon

  There are two ways to change a password: The Change Password or Edit Icon.

  a. Change Password Icon

  Click the **Change Password icon** under the *Actions* column to display the *Change Password* window.

  Enter **New Password** and re-enter to **Confirm**, then click **Change Password** or **Reset Via Email**.

  b. Edit Icon

  Click the **Edit icon** under the *Actions* column to open the *User Details* page, then click the **Change Password** link on the left sidebar navigation under *User Quick Links*. See "User Details" on page 341 for more information.

- Deactivate  and Activate  users icons

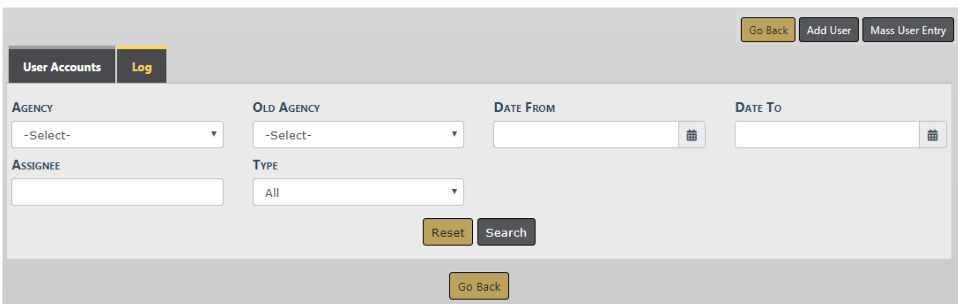
– Click on the red or green person icon under the *Actions* column, whichever applies. (The example displays a red icon.)

– See "Deactivate a User" on page 346 and "Activate a User" on page 345 for instructions.

Log Tab

Multi-tier organizations can temporarily assign a user to a different agency. Assignment changes are recorded automatically to a database log table. The *Log* tab allows you to view the assignment changes that have taken place.

Click on the *Log* tab to open the search screen.



Enter your **search criteria**, then click the **Search** button to list records that match your entered data.

– Select a specific **Agency**. To select all, leave the choice as **-Select-**.

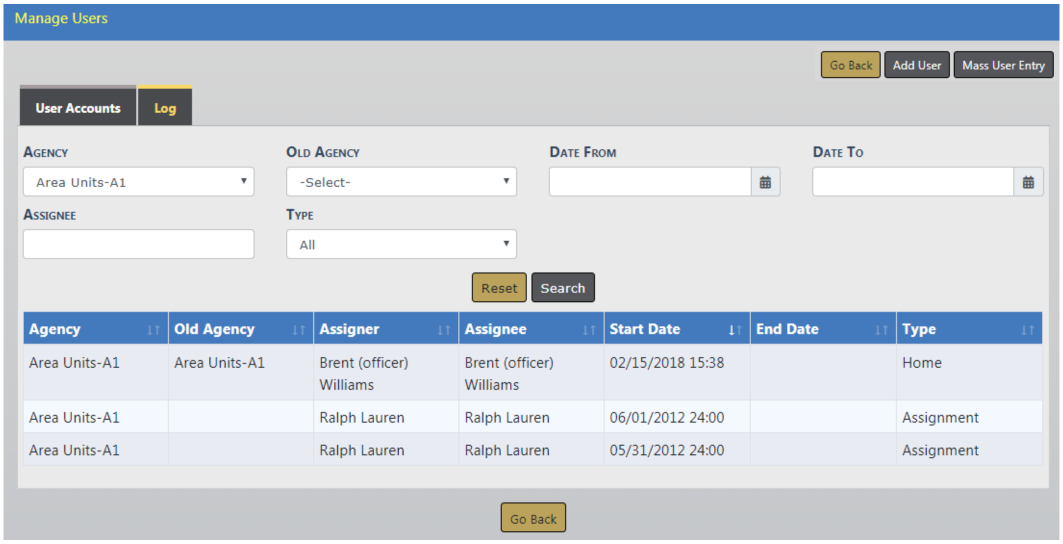
– Select a specific **Old Agency**. To select all, leave the choice as **-Select-**.

– Select the **Date From** and **Date To**, or leave them blank to select all dates.

– Enter all or part of the **Assignee** name, or leave it blank to select all.

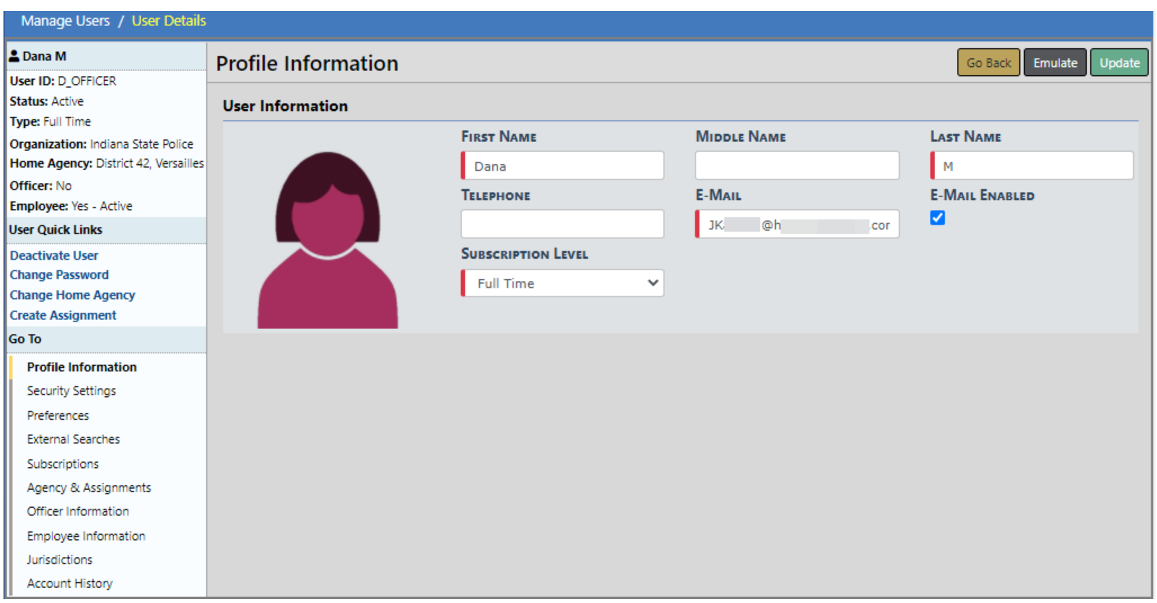
– Select the **Type** of assignment.

Note: The **Type** *Home* means the default agency association changed to another agency within the organization.



User Details

The *User Details* is a landing page that contains an organized set of links to various user settings and functions, such as security settings, officer information, employee information, profile information, change password, deactivate or activate account, and more.

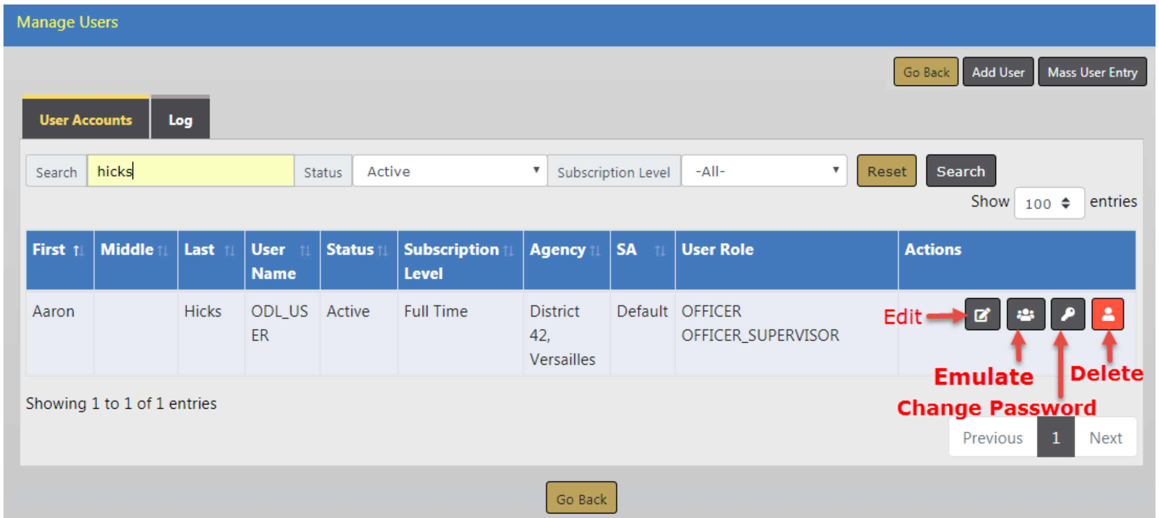


A photo of the employee can be uploaded via the Employee Management page. For details, refer to Manage an Employee.

Access User Details

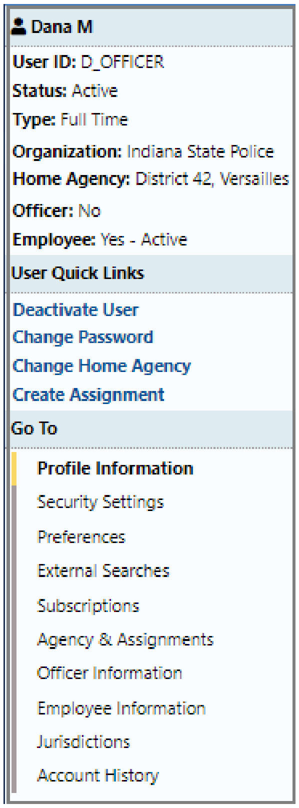
1. Access the *Manage Users* page from the *Administration* menu on the top menu bar. For instructions, refer to "Manage Users" on page 337.

2. Access the *User Details* page from the *Manage Users* page by editing or adding new users.



User Details Page Layout

The *User Details* page contains three sections on the left sidebar of the window:



- **User Information**.
  - Various user information, such as the user id, an active or inactive user account, whether the user is full or part time, the organization and home agency of the user, whether or not the user is an officer, and whether the user is an active or inactive employee.
  - This section is read-only.
- **Quick Links**.
  - Links for quick access to specific functions, such as the ability to quickly deactivate or inactivate the user, change the password, change their home agency, and create an assignment.

    "Deactivate a User" on page 346

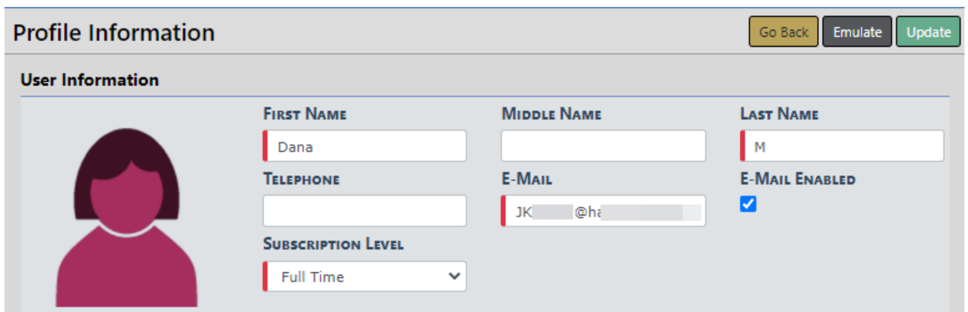
    "Activate a User" on page 345

    "Change Password" on page 346

    "Change Home Agency" on page 348

    "Create Assignment" on page 349

- **Go To**.
  - These are tabs to other user settings, such as Subscriptions, Officer Information, Preferences, and more.
  - Click a tab to display the user settings for that tab. For example, click Preferences to view and update notification and other preference settings.
  - The Profile Information tab opens by default when you access the *User Details* landing page.
  - Click on a tab under the **Go To** section of the left sidebar to access the tab. Profile Information is used in the below example.



Refer to the following for tab details:

"Profile Information Tab" on page 351

"Security Settings Tab" on page 351

"Preferences Tab" on page 352

"Subscriptions Tab" on page 354

"Agency & Assignments Tab" on page 354

"Officer Information Tab" on page 356

"Employee Information Tab" on page 358

"Jurisdictions" on page 360

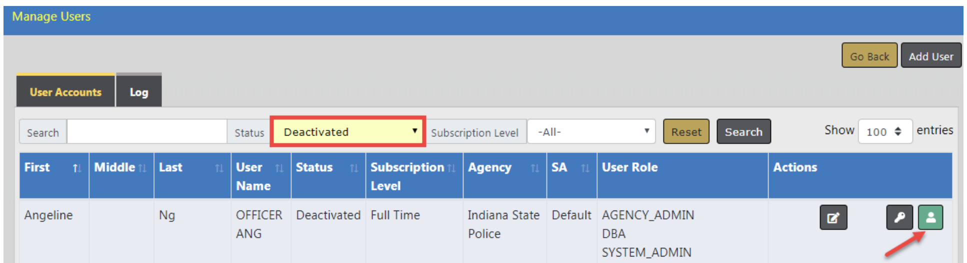
"Account History" on page 363

Activate a User

Use the following procedure to activate a user.

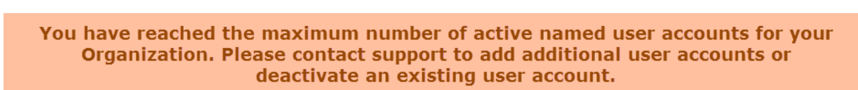
1. Access the *Manage Users* page. For more information, refer to "Manage Users" on page 337.

2. Locate the user to *Activate* and click on the **green person** icon in the *Actions* column on the user record.

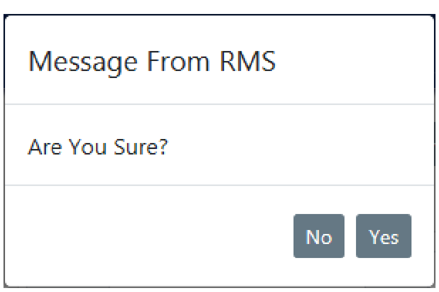


Note: The system does not allow you to create or reactivate an RMS user with a duplicate badge number.

Note: Agency administrators can easily track end-user subscriptions by monitoring the allocation and usage of **User Subscriptions**. If your agency's user subscription allowed limit has been reached, you receive a warning stating the maximum number has been reached and to contact support to add additional subscriptions, or deactivate an existing user account. For more information on **User Subscriptions**, refer to "Agency Information Tab" on page 280 of the Agency Profile.



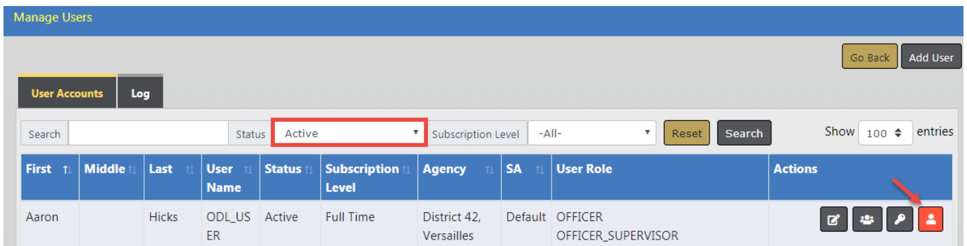
3. Click **Yes** to confirm, or **No** to return to the *Users Lookup* page.



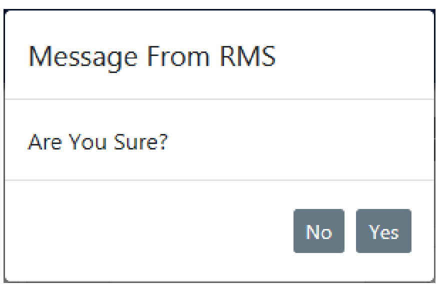
Deactivate a User

Use the following procedure to deactivate, or disable, a user record to make them inactive.

1. Access the *Manage Users* page. For more information, refer to "Manage Users" on page 337.
2. Locate the user to *Deactivate* and click on the **red person** icon in the *Actions* column on the user record.



3. Click **Yes** to confirm, or **No** to return to the *Manage Users* page.



Change Password

Administrators can change a user's password when the user has forgotten their password or is locked out.

However, users are encouraged to reset their own password using the **forgot password** link on the login page. Refer to the *Forgotten Password Procedure* section in the *Online RMS User Guide* for instructions.

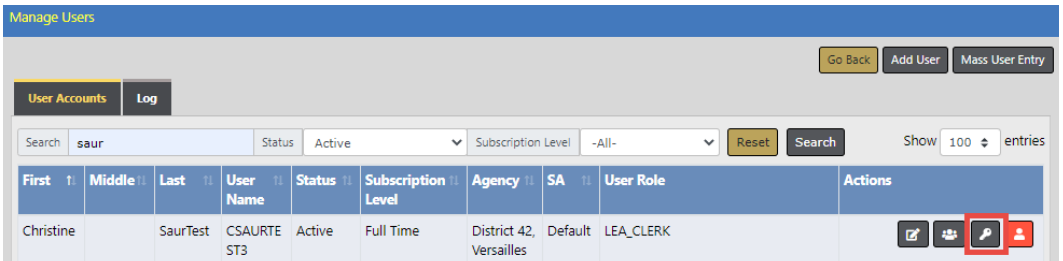
There are two ways to reset a user's password:

- From the Manage Users page.
- From the Users Detail page.

Reset from Manage Users Page

1. Access the *Manage Users* page from the Administration top menu bar and search for the user account. For instructions, refer to "Manage Users" on page 337.

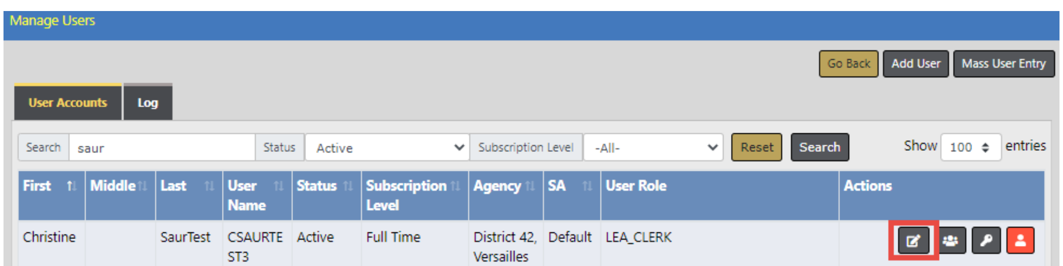
2. Click on the **Change Password** icon.



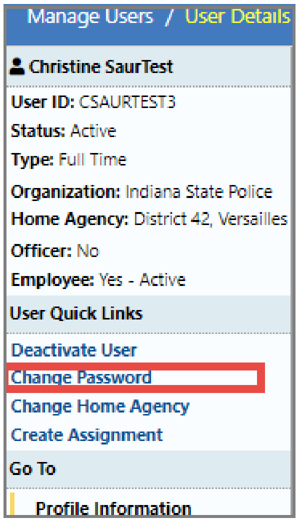
Reset from Users Detail Page

1. Access the *Manage Users* page from the Administration top menu bar and search for the user account. For instructions, refer to "Manage Users" on page 337.

2. Click on the **Edit** icon to open the *Users Detail* page.



3. Click **Change Password**.

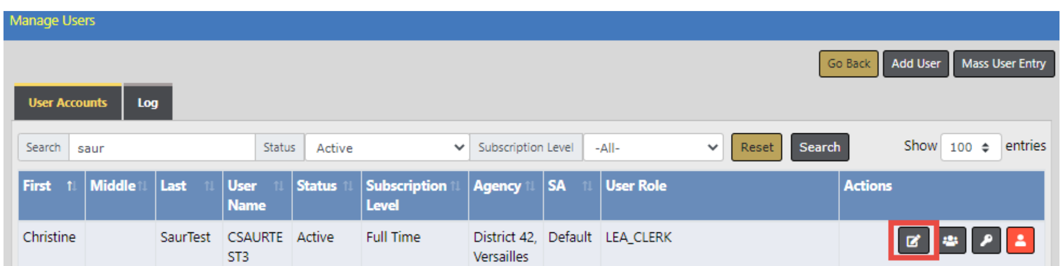


Change Home Agency

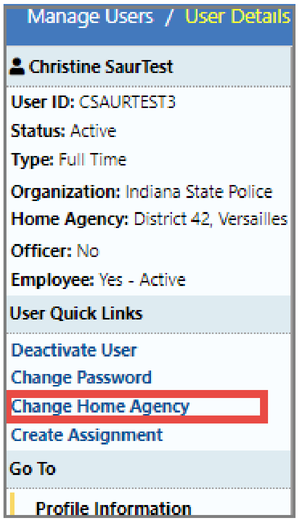
Administrators can change a user's home agency from the *User Details* page.

1. Access the *Manage Users* page from the Administration top menu bar and search for the user account. For instructions, refer to "Manage Users" on page 337.

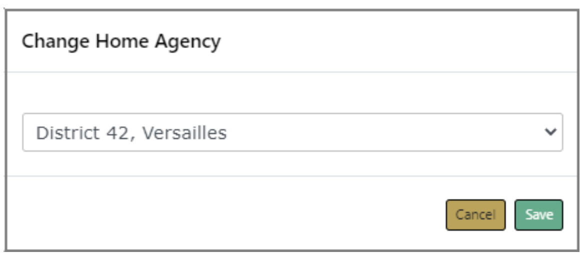
2. Click on the **Edit** icon to open the *Users Detail* page.



3. Click **Change Home Agency**.



4. Select the **Home Agency** from the drop-down list.



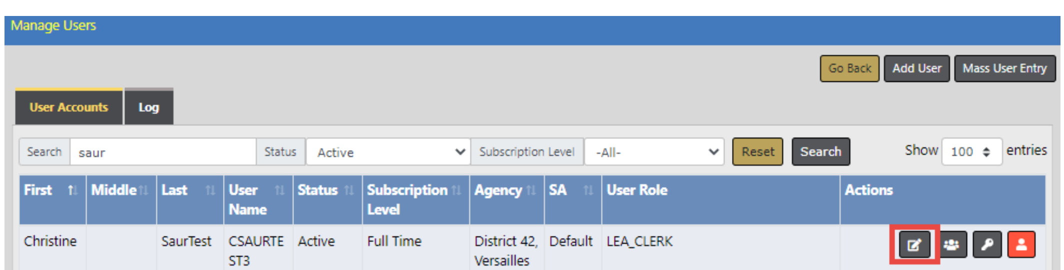
5. Click **Save**.

Create Assignment

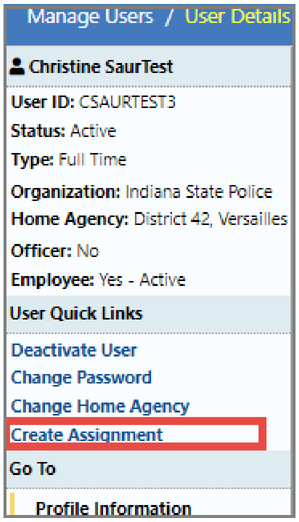
Administrators can create a user's assignment from the *User Details* page.

1. Access the *Manage Users* page from the Administration top menu bar and search for the user account. For instructions, refer to "Manage Users" on page 337.

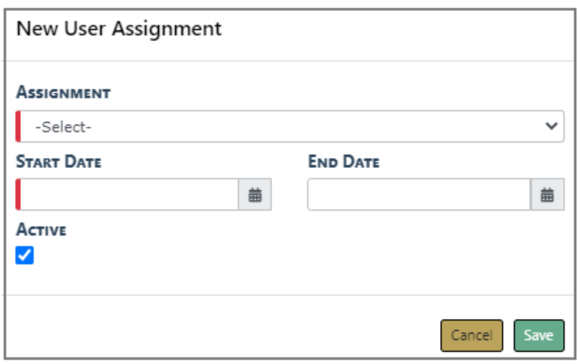
2. Click on the **Edit** icon on the *Manage Users* page to open the *Users Detail* page.



3. Click **Create Assignment**.



4. In the *New User Assignment* dialog box opens.



5. Select the **Assignment** from the drop-down list.

6. Select the **Start Date**.

7. Optionally, select an **End Date**.

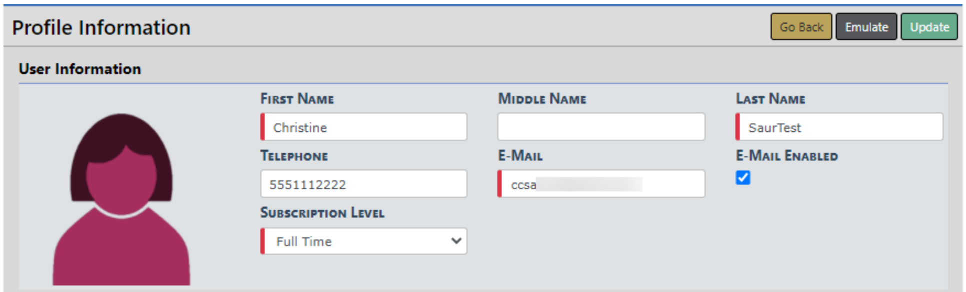
8. Deselect **Active** if you do not want enable this setting at this time, otherwise, keep it checked.

9. Click **Save**.

10. Click the **Update** button on the top right of the window.

Profile Information Tab

The *Profile Information* tab of the *User Details* page contains basic user contact information.



For details on accessing the *User Details* page, refer to "User Details" on page 341.

Make any necessary changes then click the **Update** button to save changes.

To Emulate a user, refer to "Emulate a User" on page 364.

Security Settings Tab

The *Security Settings* tab of the *User Details* page contains settings, such as roles and security levels assigned to the user, two factor authentication, and mobile integration.

Roles and Security Levels

1. Click ▾ in the **Incident Security Level** field and select the appropriate incident security level for this user.
2. Click ▾ in the **Index Security Level** field and select the appropriate index security level for this user.

   Level 1 is the lowest security level; users with this security level have access only to data that has not been restricted. Level 3 is the highest level; users with this security level have access to all data.
3. Check the **Is Caliber Employee System Admin** box if this employee is an agency admin, or leave it blank.
4. Click on one or more **Roles** to *select* from the list of roles that appear on the left.

   To *deselect* a role, click a **Role** on the right.

You can also shorten the roles list by using the **Search** text box. Enter part of the role name to shorten the list by your entered text.

Optionally, use the **Select All** or **Select None** button to quickly *select* or *deselect* all.

5. Click into the **Security Groups** text box, then select one or more security groups from the list of groups that appears. This feature is the same as that described for Roles.

Two Factor Authentication

1. Check the box to Enable.

2. Optionally, type the User Name.

Mobile Integration

a. Enter the **Mobile User Name**, if applicable.

b. Enter a **Terminal ID**, if applicable.

c. Enter the **Unit ID**, if applicable.

d. Enter the **One Time Password User Name**, if applicable

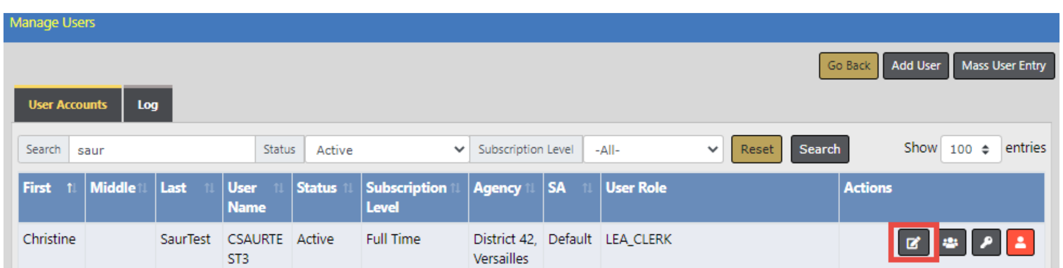
Click **Update** on the top right of the window.

Preferences Tab

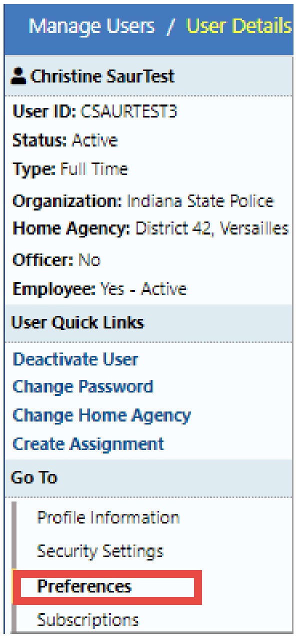
Administrators can update the user's preferences from the *User Details* page.

1. Access the *Manage Users* page from the Administration top menu bar and search for the user account. For instructions, refer to "Manage Users" on page 337.

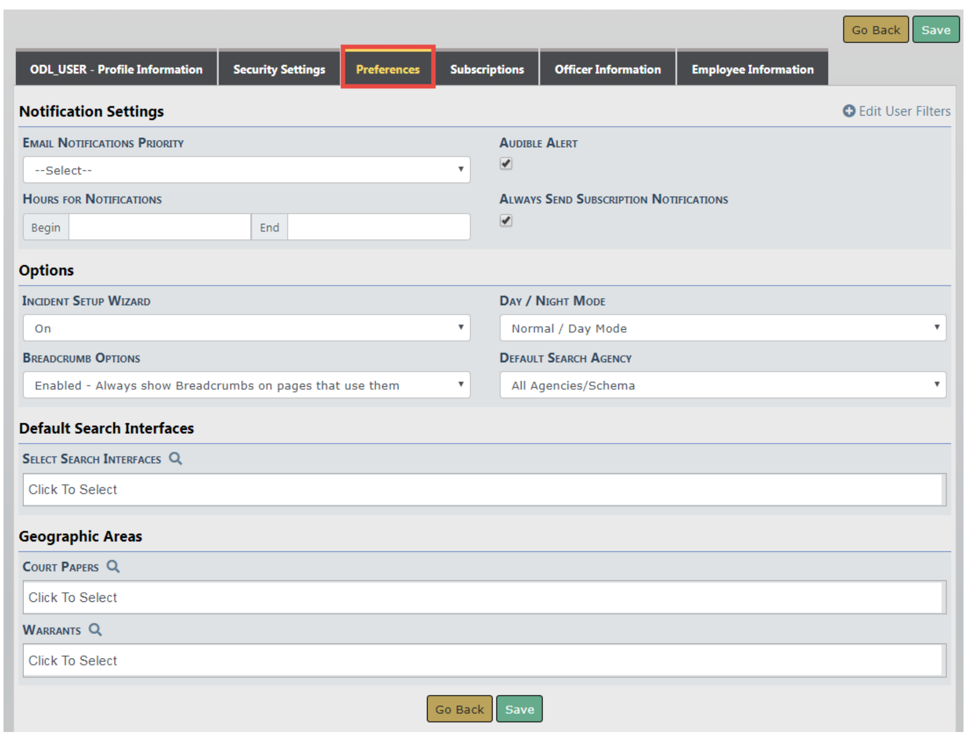
2. Click the **Edit** icon on the *Manage Users* page.



3. Click **Preferences** on the *User Details* page.



4. *Preferences* opens.



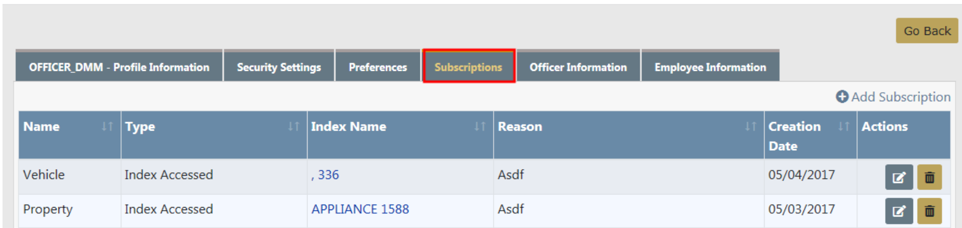
5. Complete the form as needed.

6. Optionally, click the **Edit User Filters** link to include or exclude this user in or from user groups.

   For more information on *Preferences*, refer to the *Online RMS User Guide*.

Subscriptions Tab

The **Subscriptions** tab displays existing subscriptions for the user you are viewing.



Click the edit icon to edit the subscription, or click the trash icon to delete the subscription.

With appropriate permissions, users can **Subscribe** to existing master index records (person, address, vehicle, etc.) to receive notification when someone views, updates or associates records to which they have interest.

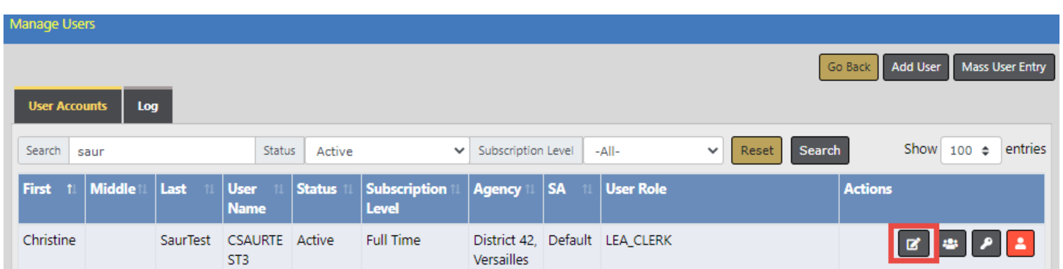
For example, users can **Subscribe** to Williams Jones' master person record to receive notification when someone applies updates to his master person record.

For more information on creating a new subscription, refer to the Master Indices chapter in the *Caliber Online RMS User Guide*.

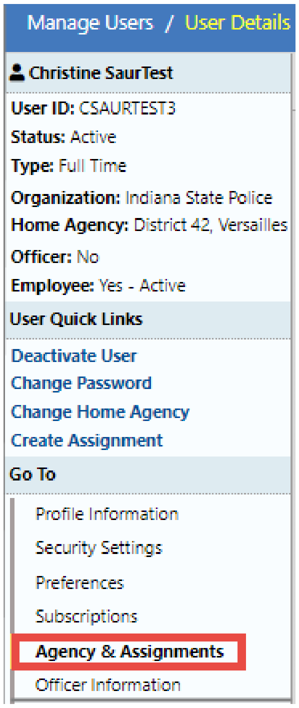
Agency & Assignments Tab

Administrators can update the user's agency and assignments from the *User Details* page.

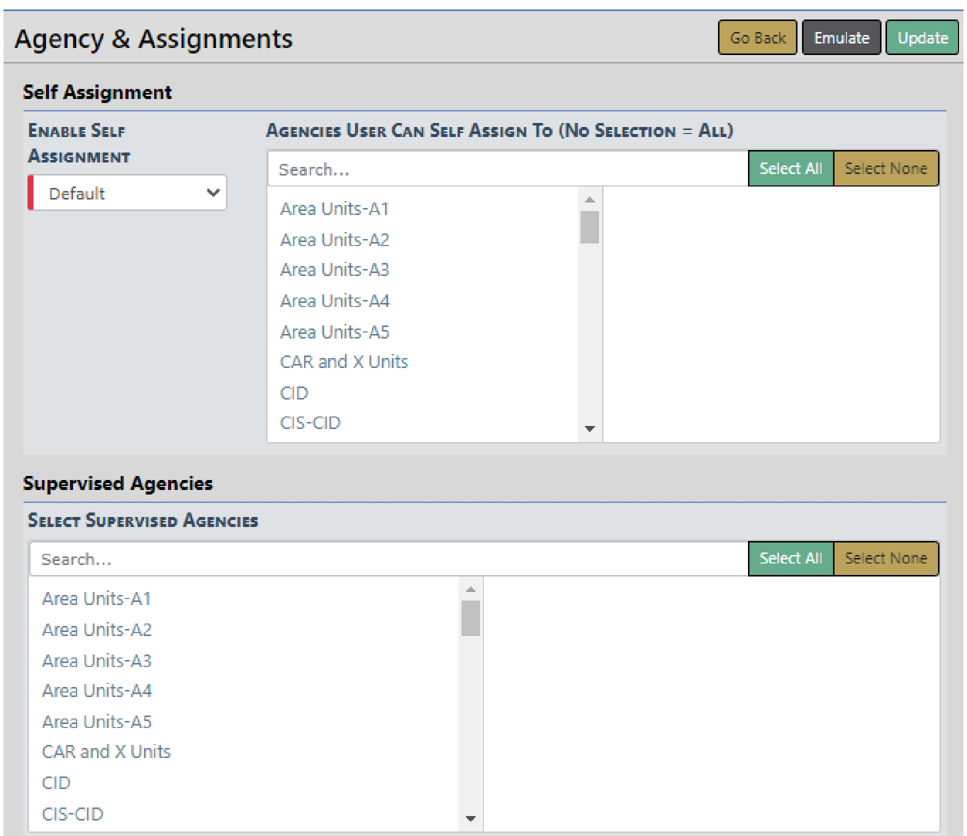
1. Access the *Manage Users* page from the Administration top menu bar and search for the user account. For instructions, refer to "Manage Users" on page 337.
2. Click the **Edit** icon on the *Manage Users* page.



3. Click **Agency & Assignments** on the *User Details* page.



4. *Agency & Assignments* opens.



5. Change the **Enable Self Assignment** to *No* if you do not want the user to self-assign. Otherwise, leave it as *Default* to use the setting set for your agency, or change it to *Yes* to allow the user to self-assign.

6. If applicable, limit the **agencies** to which the user can self-assign, otherwise do not select any agencies from the list if you want the user to have the ability to self-assign with all agencies.

7. If applicable, select **Supervised Agencies**.

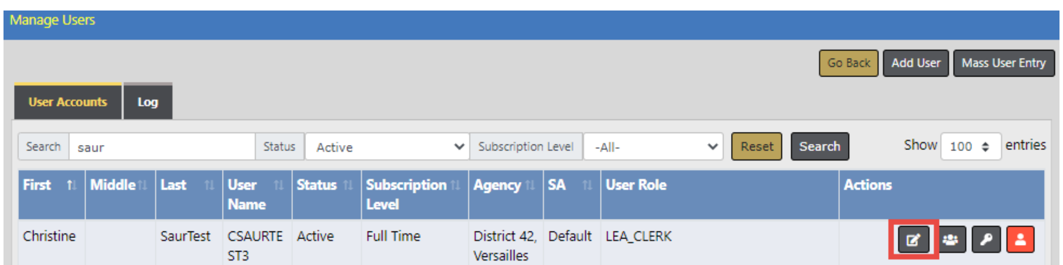
8. Click the **Update** button.

Officer Information Tab

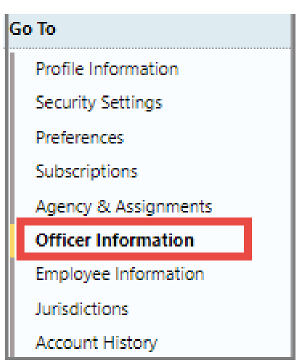
Administrators can update the user's officer information from the *User Details* page.

1. Access the *Manage Users* page from the Administration top menu bar and search for the user account. For instructions, refer to "Manage Users" on page 337.

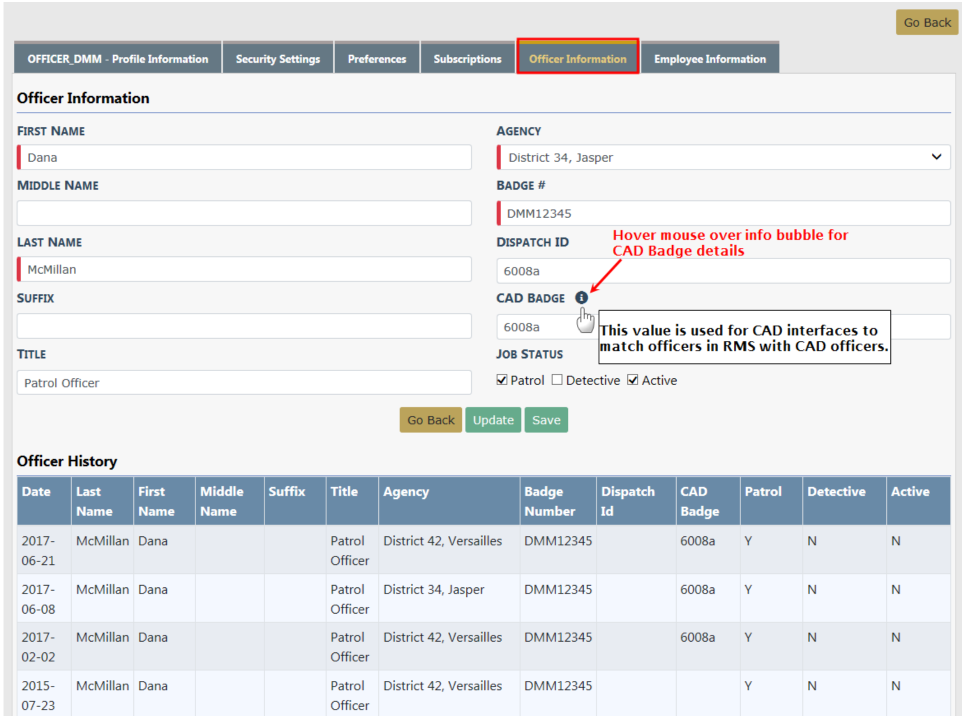
2. Click the **Edit** icon on the *Manage Users* page.



3. Click **Officer Information** on the *User Details* page.

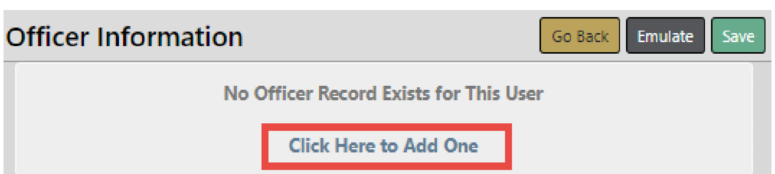


4. *Officer Information* opens.



Date	Last Name	First Name	Middle Name	Suffix	Title	Agency	Badge Number	Dispatch Id	CAD Badge	Patrol	Detective	Active
2017-06-21	McMillan	Dana			Patrol Officer	District 42, Versailles	DMM12345		6008a	Y	N	N
2017-06-08	McMillan	Dana			Patrol Officer	District 34, Jasper	DMM12345		6008a	Y	N	N
2017-02-02	McMillan	Dana			Patrol Officer	District 42, Versailles	DMM12345		6008a	Y	N	N
2015-07-23	McMillan	Dana			Patrol Officer	District 42, Versailles	DMM12345			Y	N	N

If you receive a note stating no officer exists for the user, then click on the provided link to add one.



5. Complete each of the fields for which you have information. Any field with a red left-hand border is a required field. You must complete required fields to continue.

   Hover your mouse over the CAD Badge blue information bubble for mapping instructions with CAD users.

   Note: For agencies with Caliber CAD spill integration with Online RMS, **CAD Badge** *must* match **Badge Number** in Caliber CAD.

   Note: The system does not allow you to create or reactivate an RMS user with a duplicate badge number.

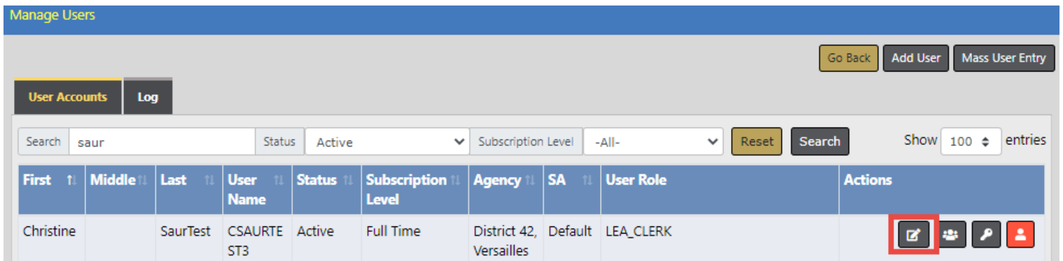
6. Click the **Update** button on the top right of the form to save.

Employee Information Tab

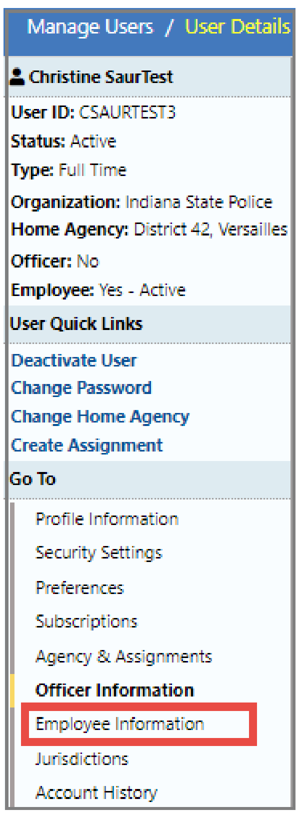
Administrators can update employee information from the *User Details* page.

1. Access the *Manage Users* page from the Administration top menu bar and search for the user account. For instructions, refer to"Manage Users" on page 337.

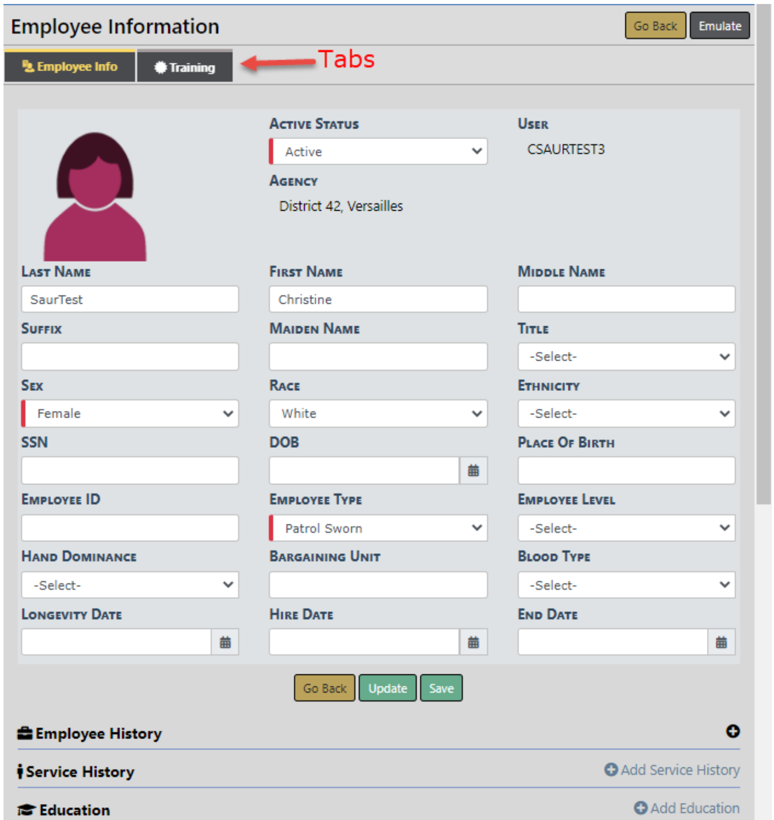
2. Click the **Edit** icon on the *Manage Users* page.



3. Click **Employee Information** on the *User Details* page.



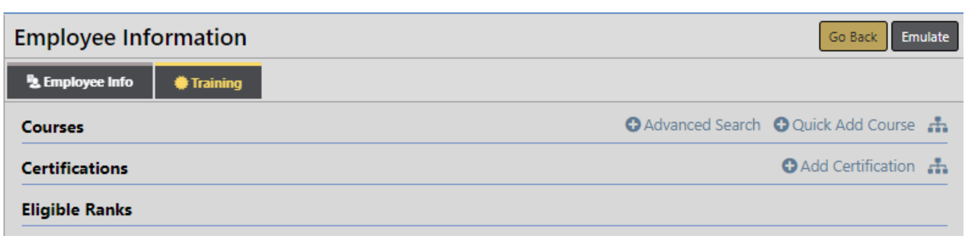
4. *Employee Info* sub-tab opens.



Note: This page and the *Personnel Management Module* share the same employee data.

5. Complete the form, then click **Update** to save without archiving, or click **Save** to archive the employee record.

6. Optionally, click the **Training** tab to add training courses or certification to the employee record.



a. Click the catalog icon to the right of **Course** to view the course catalog.

b. Click the catalog icon to the right of **Certifications** to view the certification catalog.

For more information on courses and certifications, refer to the Training Module.

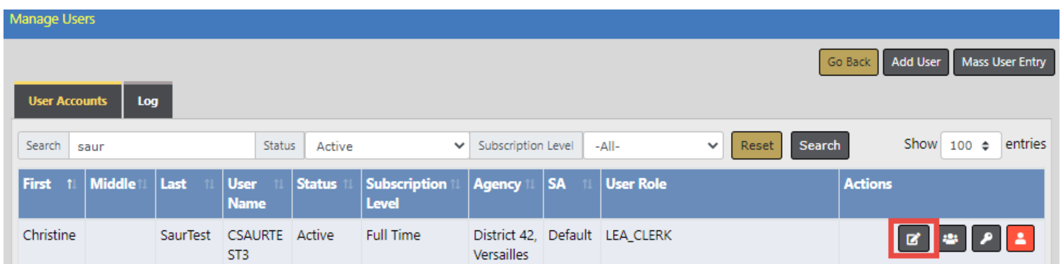
7. Click **Go Back** to return to the *Manage Users* page.

Jurisdictions

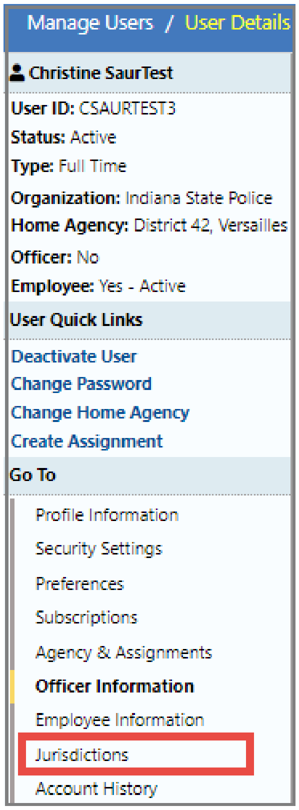
You can update, add, enable or disable Jurisdictions.

Update or Add Jurisdiction

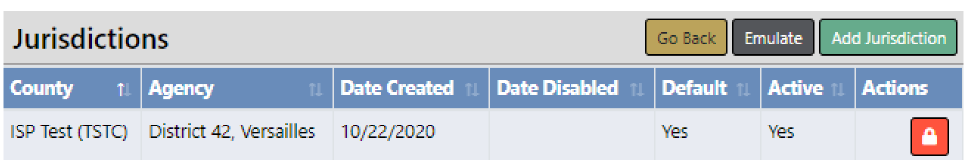
1. Access the *Manage Users* page from the Administration top menu bar and search for the user account. For instructions, refer to "Manage Users" on page 337.
2. Click the **Edit** icon on the *Manage Users* page.



3. Click **Jurisdictions** on the *User Details* page.



4. *Jurisdictions* opens.



Jurisdictions — Go Back | Emulate | Add Jurisdiction

County	Agency	Date Created	Date Disabled	Default	Active	Actions
ISP Test (TSTC)	District 42, Versailles	10/22/2020		Yes	Yes	

Note: Click the **Emulate** button to emulate that user. For more information on emulating users, refer to "Emulate a User" on page 364.

5. If applicable, click **Add Jurisdiction** to add a jurisdiction.

a. Select a **Jurisdiction** from the drop-down list.

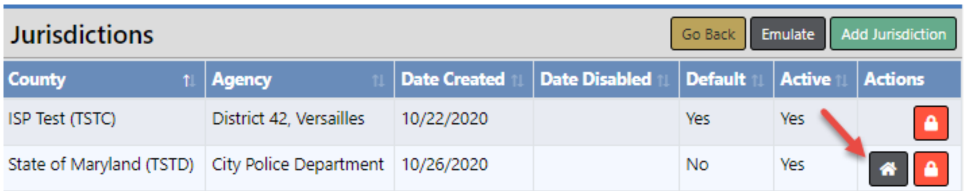
b. If applicable, select an **Agency** from drop drop-down list.

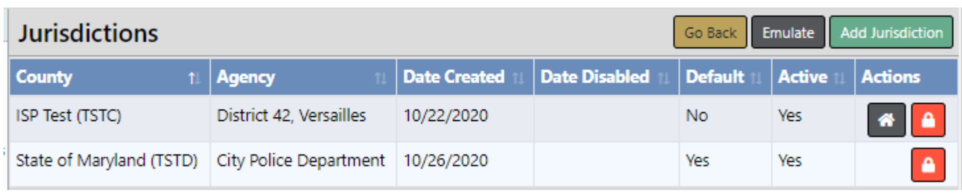
c. Click **Save**.

Change the Default Jurisdiction

You can change the default Jurisdiction when multiple Jurisdictions exist. Only one Jurisdiction can be marked as the default.

1. Click on the **Default Schema** icon to flag that entry as the default schema. The record without the Default Schema icon is considered the default.



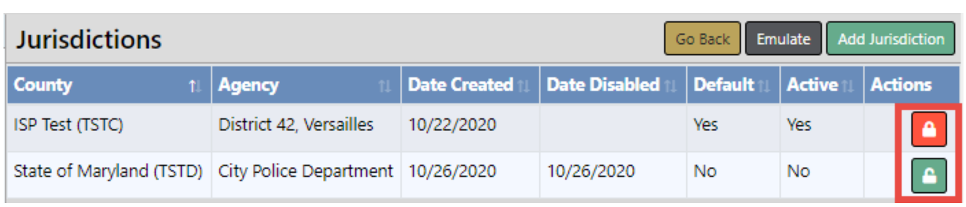


- Hover your mouse over the icon to see a description of the icon.

Enable or Disable Jurisdictions

You can enable or disable Jurisdictions.

1. Click on the red paddle lock icon to **Disable** or the green icon to **Enable**.



2. Click **Yes** to confirm, or **No** to return to Jurisdictions without performing the requested change.

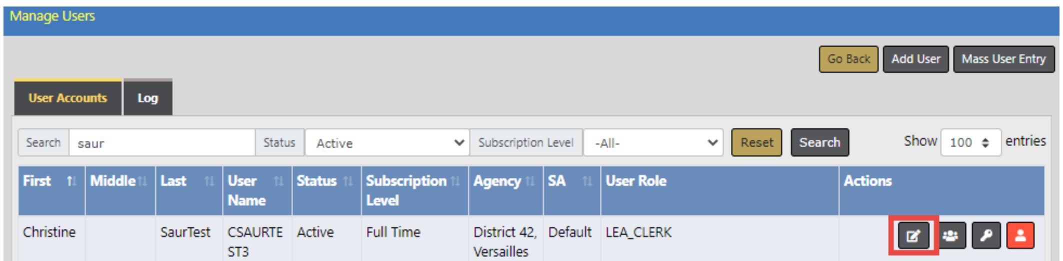
Account History

Caliber Public Safety Online RMS automatically captures and logs when users log in or out of the application and whenever user account statuses change.

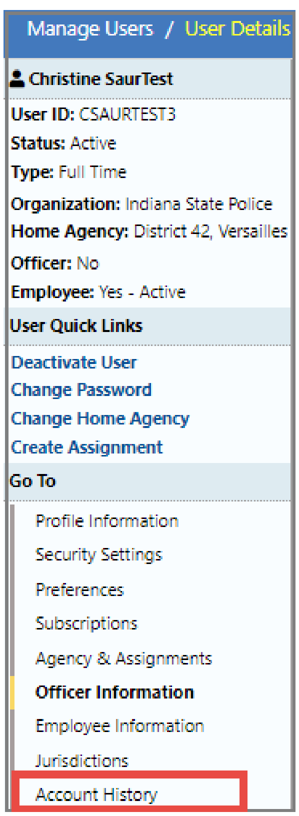
The log files can be viewed for specific users from the *User Details* page.

1. Access the *Manage Users* page from the Administration top menu bar and search for the user account. For instructions, refer to "Manage Users" on page 337.

2. Click the **Edit** icon on the *Manage Users* page.



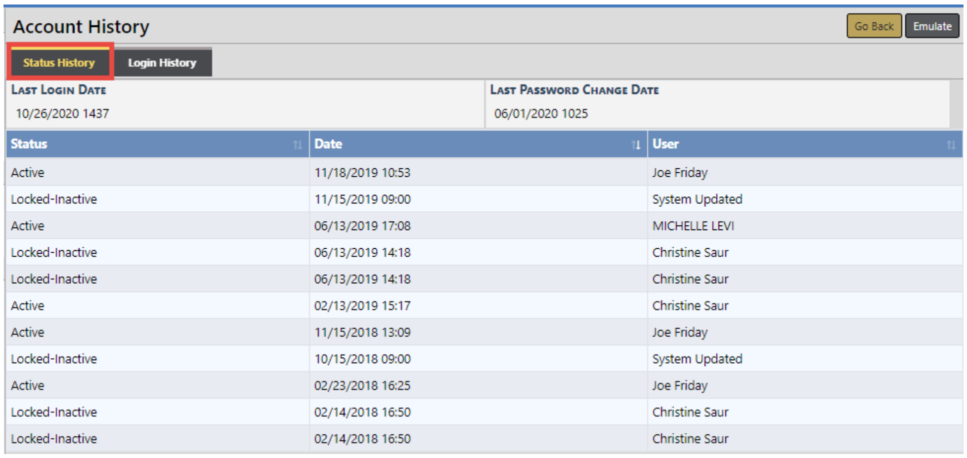
3. Click **Account History** on the *User Details* page.



4. *Account History* opens as read-only.

There are two tabs: *Status History* and *Login History*.

The *Status History* tab opens by default.



Account History

Go Back Emulate

Status History Login History

Last Login Date	Last Password Change Date
10/26/2020 1437	06/01/2020 1025

Status	Date	User
Active	11/18/2019 10:53	Joe Friday
Locked-Inactive	11/15/2019 09:00	System Updated
Active	06/13/2019 17:08	MICHELLE LEVI
Locked-Inactive	06/13/2019 14:18	Christine Saur
Locked-Inactive	06/13/2019 14:18	Christine Saur
Active	02/13/2019 15:17	Christine Saur
Active	11/15/2018 13:09	Joe Friday
Locked-Inactive	10/15/2018 09:00	System Updated
Active	02/23/2018 16:25	Joe Friday
Locked-Inactive	02/14/2018 16:50	Christine Saur
Locked-Inactive	02/14/2018 16:50	Christine Saur

Account History

Go Back Emulate

Status History Login History

10 << < > >> 422 1 / 43

Login Date	Logout Date	City	State	Country	Latitude	Longitude	Login Failed
10/26/2020 14:37:41		Oelwein	US-IA	US	42.6811	-91.91311	No
10/26/2020 09:49:08	10/26/2020 14:04:31	Oelwein	US-IA	US	42.6811	-91.91311	No
10/23/2020 09:26:24	10/23/2020 14:11:27	Oelwein	US-IA	US	42.6811	-91.91311	No
10/22/2020 14:42:13	10/22/2020 19:34:07	Oelwein	US-IA	US	42.6811	-91.91311	No
10/22/2020 09:13:58	10/22/2020 13:32:10	Oelwein	US-IA	US	42.6811	-91.91311	No
10/21/2020 16:34:26	10/21/2020 18:56:48	Oelwein	US-IA	US	42.6811	-91.91311	No
10/21/2020 11:53:19	10/21/2020 16:34:08	Oelwein	US-IA	US	42.6811	-91.91311	No
10/21/2020 08:52:26	10/21/2020 11:32:44	Oelwein	US-IA	US	42.6811	-91.91311	No
10/20/2020 14:29:20	10/20/2020 18:57:22	Oelwein	US-IA	US	42.6811	-91.91311	No
10/20/2020 09:22:22	10/20/2020 10:57:36	Oelwein	US-IA	US	42.6811	-91.91311	No

Emulate a User

Administrators, with appropriate permissions, can **Emulate** (act as) other users within their own agency. Emulation is a troubleshooting tool, allowing the administrator to look at a user account to determine the nature of a problem and facilitate solutions.

Note: Emulation activity is logged to the database for auditing and tracking purposes.

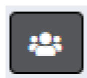
There are two ways to Emulate a user:

- From the *Manage Users* page.

- From the *User Details* page.

Manage Users Page

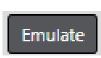
Use the following procedure to **Emulate** a user's account from the *Manage Users* page.

1. Access the *Manage Users* page and search for the user you want to emulate. For more information, refer to "Manage Users" on page 337.
2. Click on the emulate icon  in the Actions column to display that user's Home page.

User Details Page

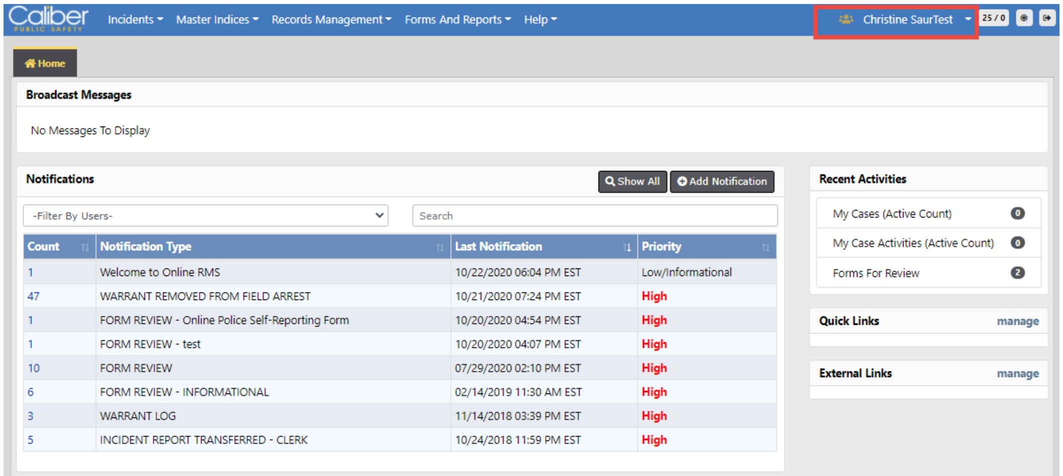
Use the following procedure to **Emulate** a user's account from the *User Details* page.

1. Access the *User Details* page for that user. For more information, refer to "User Details" on page 341.
2. Click the **Emulate** button on the top right of the window to emulate the user.



Navigate Online RMS as the Emulated User

1. Whichever method you use to emulate a user, the **Home Page** appears as if you are that user.



Notice that the name of the user you are emulating appears on the top right.

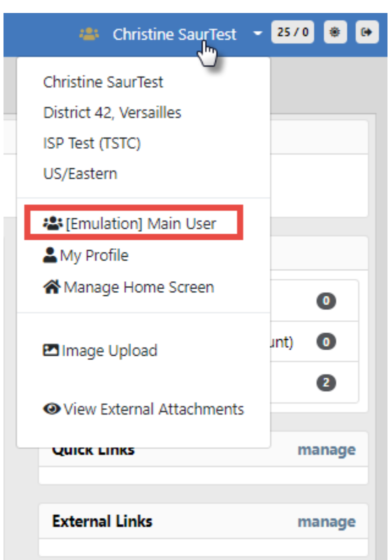
2. Navigate through Online RMS as if you were the user to locate the information you need.

3. To stop emulation, refer to "Stop Emulating User" below.

Stop Emulating User

Whichever method you use to emulate a user, the same process stops emulation.

1. To stop emulating the user, click on the **user's name**, then select **[Emulation] Main User** from the drop-down list.



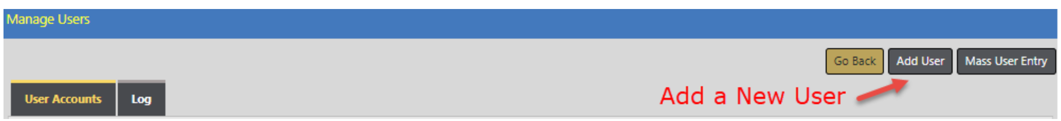
2. Your own **Home Page** appears and your name displays on the top right of the window.

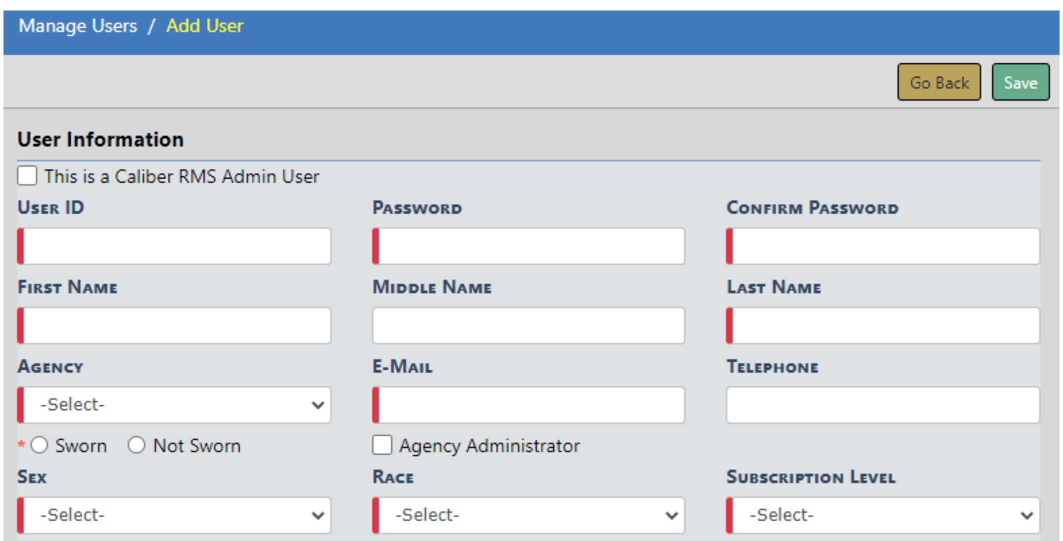
Add a User

Use the following procedure to add one user record.

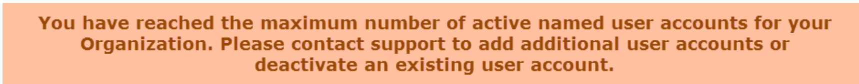
Note: For instructions on adding multiple user records at once, refer to "Add Mass Users" on the next page.

1. Access the *Manage Users* page. For details, refer to "Manage Users" on page 337.
2. Click the **Add User** button to open the *Add User* page.





Note: Agency administrators can easily track end-user subscriptions by monitoring the allocation and usage of **User Subscriptions**. If your agency's user subscription allowed limit has been reached, you receive a warning stating the maximum number has been reached and to contact support to add additional subscriptions, or deactivate an existing user account. For more information on **User Subscriptions**, refer to "Agency Information Tab" on page 280 of the Agency Profile.



3. Check **This is a Caliber RMS Admin User** if the user is an admin user, otherwise leave it blank.

4. Complete the form with the appropriate information.

   - Fields with the left red border are required.
   - You must choose either **Sword** or **Not Sworn**. The user is automatically assigned roles to fit these needs.
   - Check the **Agency Administrator** box if applicable.

5. Click **Save** to save your entries to this tab.

   Note: The system automatically creates an employee record.

6. The *User Details* page opens. Enter the necessary information in the applicable sections.

   For more information on the *User Details* page and applicable sections, refer to "User Details" on page 341.

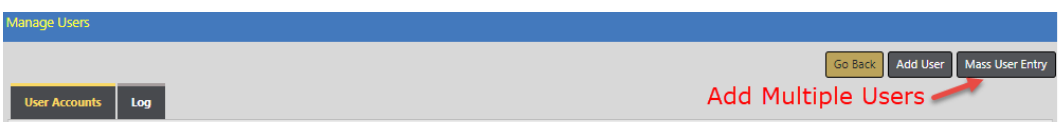
Add Mass Users

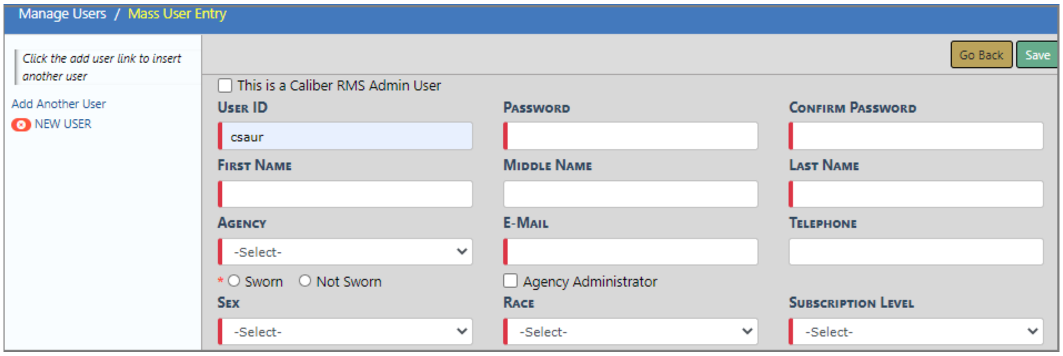
Use the following procedure to add multiple user records at once.

Note: For instructions on adding one user record, refer to "Add a User" on the previous page.

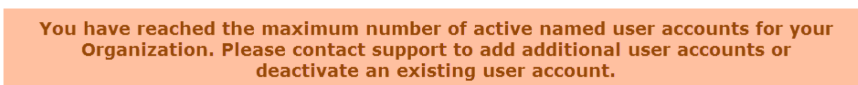
1. Access the *Manage Users* page. For details, refer to "Manage Users" on page 337.

2. Click the **Mass User Entry** button to open the *Mass User Entry* page.





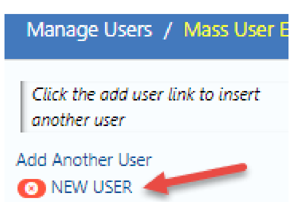
Note: Agency administrators can easily track end-user subscriptions by monitoring the allocation and usage of **User Subscriptions**. If your agency's user subscription allowed limit has been reached, you receive a warning stating the maximum number has been reached and to contact support to add additional subscriptions, or deactivate an existing user account. For more information on **User Subscriptions**, refer to "Agency Information Tab" on page 280 of the Agency Profile.

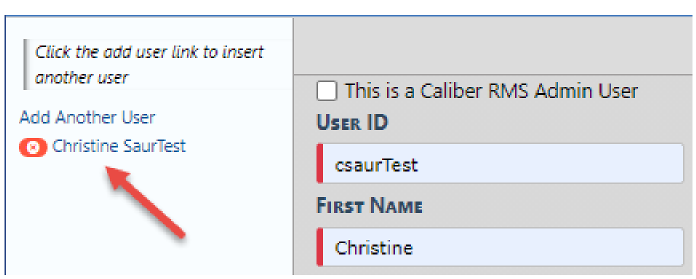


3. Check **This is a Caliber RMS Admin User** if an admin user, otherwise leave it blank.

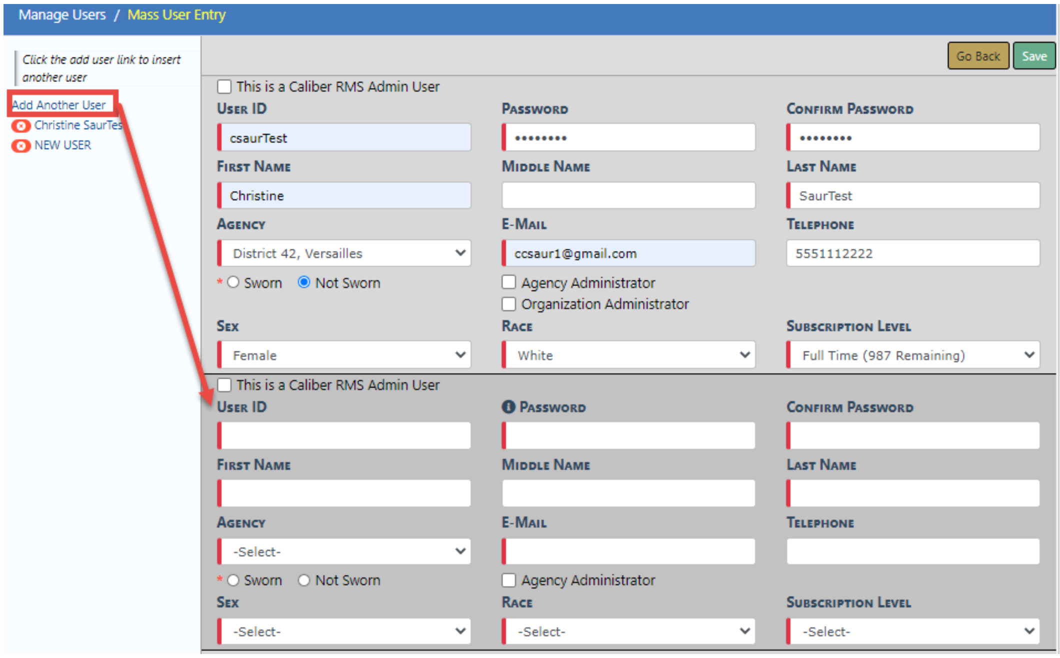
4. Complete the form with the appropriate information.

   - Fields with the left red border are required.
   - You must choose either Sword or Not Sworn.
   - When you enter the person's first and last name, the NEW USER name on the left changes to the first and last name as shown below.





5. Click the **Add Another User** to display another set of user fields. Notice that NEW USER displays on the left until you enter the first and last name.



6. Repeat steps 3 and 4.

7. Repeat steps 5 and 6 until all the new users have been entered.

8. Click **Save** to save all new entries.

9. Click **Go Back** to return to the *Manage Users* page.

10. On the *Manage Users* page, search for the newly added records to update the roles, preferences, subscriptions.

    For more information on searching and updating, refer to "Manage Users" on page 337.

Appendix A. Training Accounts

Generic Training Accounts

When you connect to the Online RMS Training Database, you may utilize any of the following generic accounts. Each role has a selection of accounts and can be used by multiple individuals. These accounts are available for any actions you wish to perform in the Online RMS system. The training system does not contain any real criminal data so please ensure you only enter test data. For example, we often use cartoon characters or invented names and identifiers. Real address locations can be utilized to view the mapping functionality.

Simply go to the following website to enter the Online RMS Training DB:

https://rmstrain.public-safety-cloud.com/train

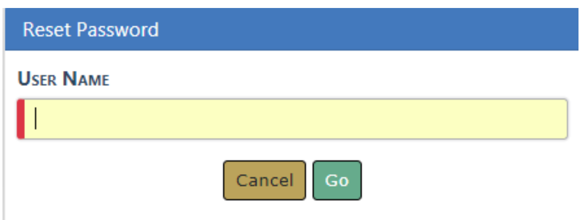
Training Accounts user IDs and passwords will be distributed by the administrator.

Appendix B. Resetting Passwords

Resetting OnlineRMS Password

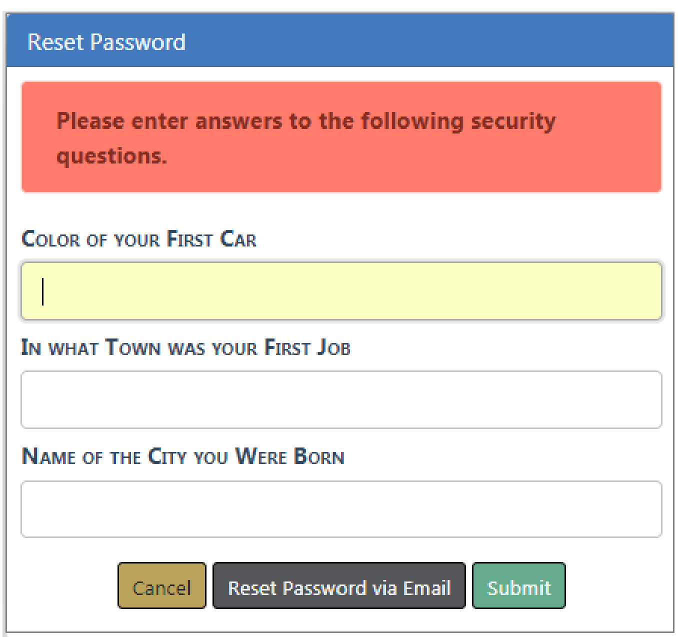
This guide explains how to reset the Online RMS password from the workstation web browser.

- Click the **Reset Password** link at the Online RMS login screen.
- Type the **User ID** and click the **Go** button.



- For added security, the user will be prompted with three security questions. There are different questions available and they are configurable by the administrator or user with proper permissions. Answer the security questions and click the **Submit** button.

Questions can vary by user and apply only when configured.



NOTE: If you have forgotten your password click on the **Reset Password via Email** link to receive a confirmation email. For further assistance contact your agency administration or refer to "Forgotten Password Procedure" below

NOTE: If no user security questions are found in the system, a window appears where you must reset your password via email.

- Once the credentials are validated, the user is taken to the *Change Password* screen.
- The password rules are as follows:
  - The minimum password length shall be 8 characters.
  - Passwords shall be case sensitive.
  - Passwords shall be alphanumeric and allow for special characters.
  - Passwords shall contain at least one lower case, one capital letter, and one number
  - Passwords shall need to be reset every 90 days.
  - Passwords will be on a rotation of three (10) passwords.
  - The maximum amount of password attempts is five (5). Once the account is locked, the password will need to be changed.
- Type a new password in the **Enter** and **Re-Enter** fields and click **Submit**.
- A warning message will appear if the password rules are not followed.
- Once completed, the user will be transported to their *Home* screen.

NOTE: Click the **Cancel** button to abort the process at any time.

Forgotten Password Procedure

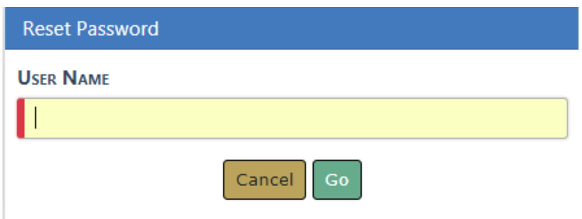
With the release of Online RMS 10.9, we have instituted a security policy that every user have a unique email address associated to their account. This requirement grants users with improved, self-administered password resets.

NOTE: In addition, this complies with the CJIS policy many of our users must follow. For information about this and the email address requirement, review the additional document called Secure Email Account Requirement for Online RMS users.

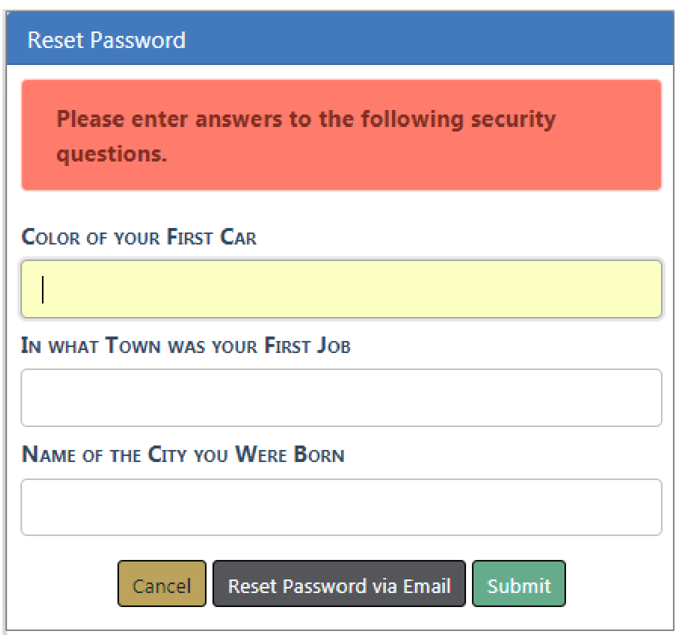
To facilitate the self-administration for forgotten passwords and/or security questions, Caliber Public Safety has implemented a new **Reset Password** procedure at the Online RMS login screen.

The reset password procedure will work in the following fashion:

1. At the Online RMS login screen, click the **Reset Password** link.
2. Type the **User ID** and click the **Go** button.



3. Click on the **Reset Password via Email** link to receive a confirmation email



4. You are prompted to provide the unique email address on file for your user account. Enter the email address then click the **Go** button. A confirmation message displays on screen:

   "A new password has been sent to your email address. Please follow the instructions on the email for further information."

If an incorrect email address is given, an error is presented and you cannot continue with the password reset.

5. An email is sent to you from Online RMS with the new temporary password.

6. Login with your User ID and this temporary password. You must re-register your account by:

- Providing three new and unique security questions (using the drop down fields).
- Providing answers to these new security questions.
- Resetting and confirm a new password (following the same secure password rules when they initially registered their accounts)

Appendix C.Incident Based Reporting

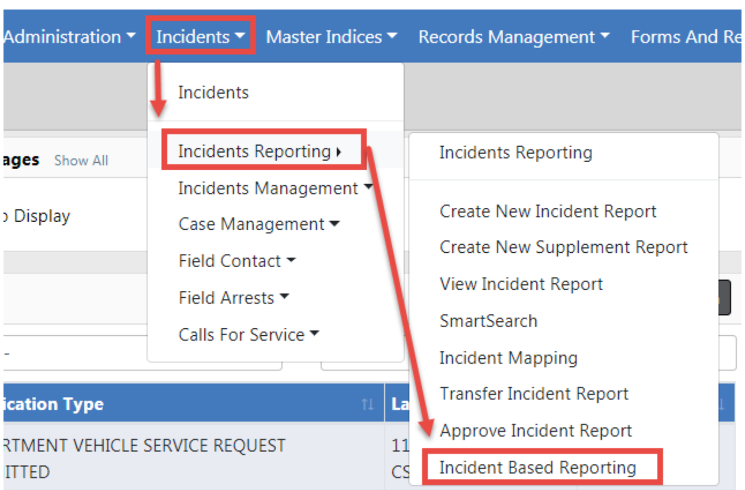
Overview

The purpose of this document is to provide instructions on producing Incident Based Reports from the Online RMS application. The application collects FBI data based on the National Incident Based Reporting (NIBRS) requirements.

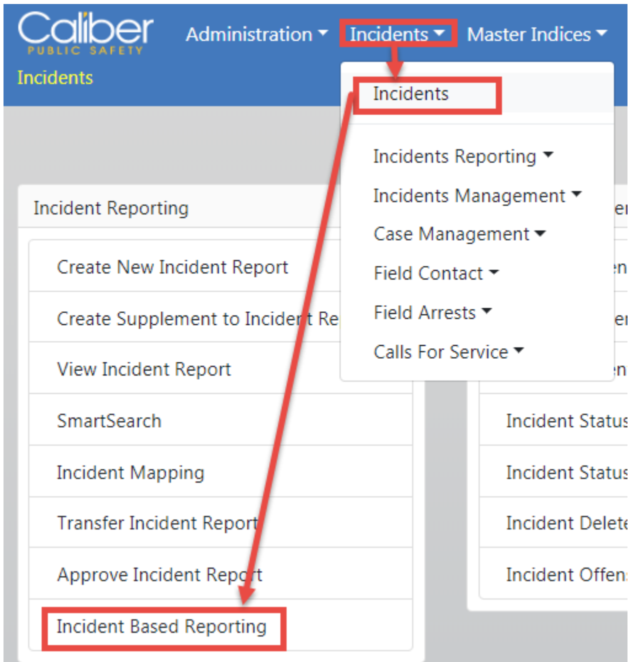
You access a data set (file) that contains all Agency reports that have a reportable offense that is in approved status. They filter out the reports for inclusion in the file to be used to create the NIBRS Reports. This is typically on a monthly basis but can be filtered as necessary.

1. From your *Home* page there are three ways to access the **Incident Based Reporting** module of the application.

   a. Incidents>Incident Reporting>Incident Based Reporting

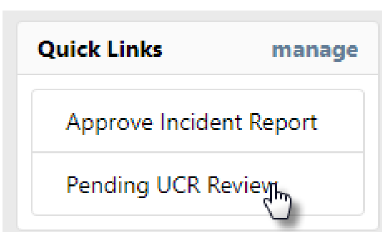


   b. Click on the *Incidents* tab and when the *Main Incident Menu* opens find **Incident Based Reporting** under the *Incident Reporting* header.

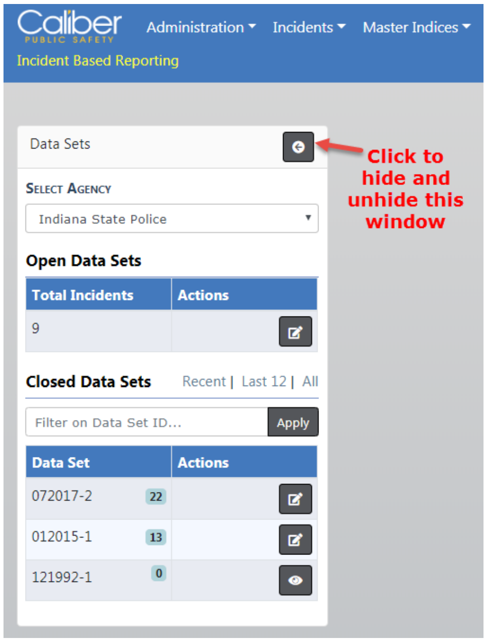


c. If available, click on the **Pending UCR Review** link in the *Quick Links* box. If the **Pending UCR Review** link doesn't appear, you can with appropriate permissions, add this link to the *Quick Links* box. This appears only on your Home Page, no one else's. For instructions, refer to the Quick Link section of "Home Page " on page 8.

Note: While UCR functionality is still available within Online RMS, the FBI is no longer accepting UCR Summary Data as of Jan 1, 2021.



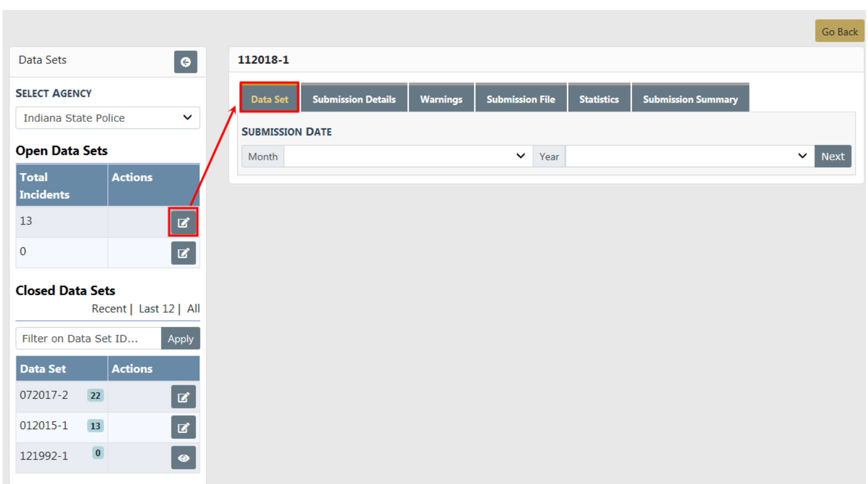
Any option above opens the *Data Sets* details page:



2. Accessing *Open Data Sets*.

   a. Find the *Open Data Set* you want to open and click on the **Edit** icon under the *Actions* column.

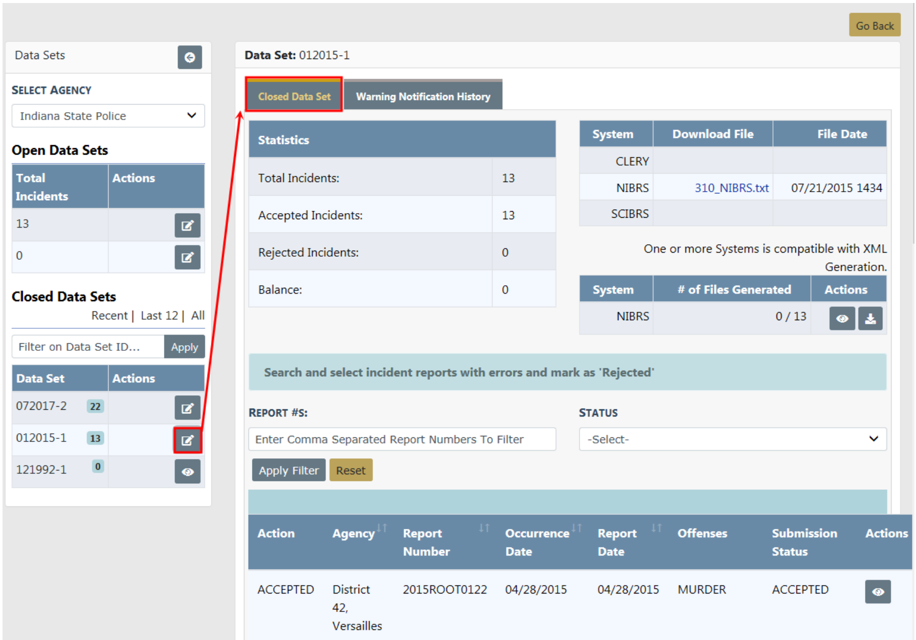
   The right windows display six tabs of *Open Data Set* topics, defaulting to the **Data Set** tab.



3. Accessing *Closed Data Sets.*

   a. Find the *Closed Set* you want to open and click on the **Edit** icon under the *Actions* column.

The right windows display two tabs of *Closed Data Set* topics, defaulting to the **Closed Data Set** tab.

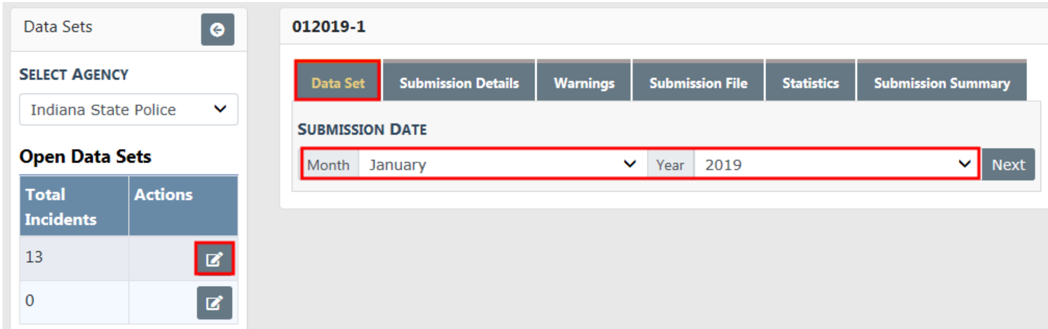


Role and Permission Requirements

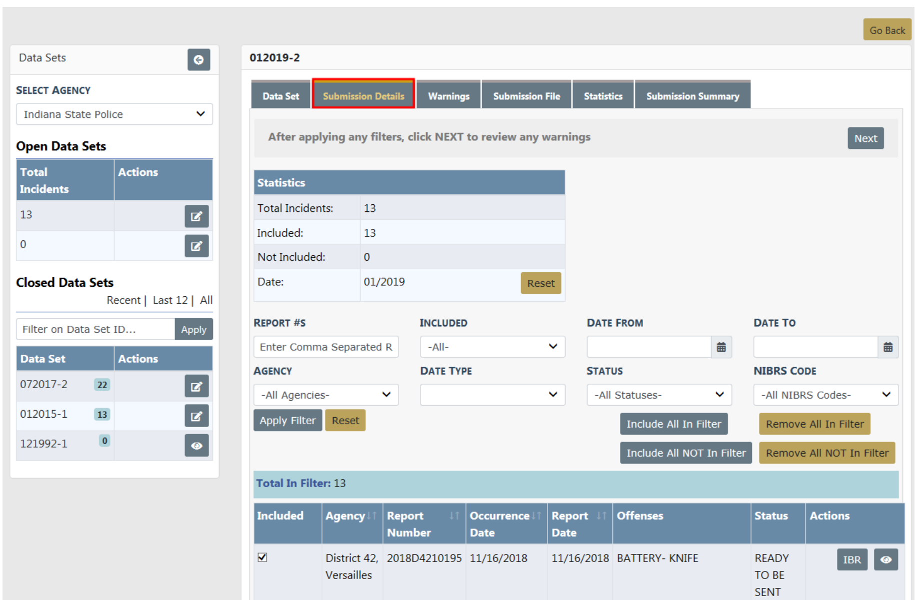
To perform this procedure it is necessary that a user have the role of **LEA_RECORDS_ MGMT** and/or the permission of **Incident Based Reporting**. The permission can be assigned to any role that the agency administrator would like. Please Contact Online RMS Support for assistance on any changes.

Filter

1. Enter the **Month** and **Year** of the reports that you want to report with this file. If you have not completed this action before you need to start at the Month and Year that you began using this application, then create Submission File by Month until you reach the present.

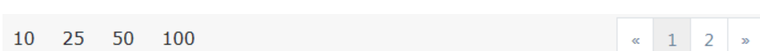


2. Click the **Next** button to filter the reports. The *Search Results* page will then display under the **Submission Details** tab. This may take a minute depending on the number of reports in the selected month.



Reports on Page Adjustment

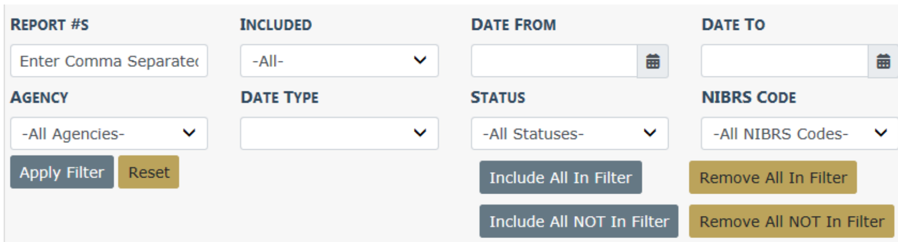
1. You can adjust the number of reports on each page by scrolling down. At the bottom left of the page you can select the number of reports you want to see on a page.



2. On the bottom right of the page the number of pages display based on your previous selection and the number of reports.

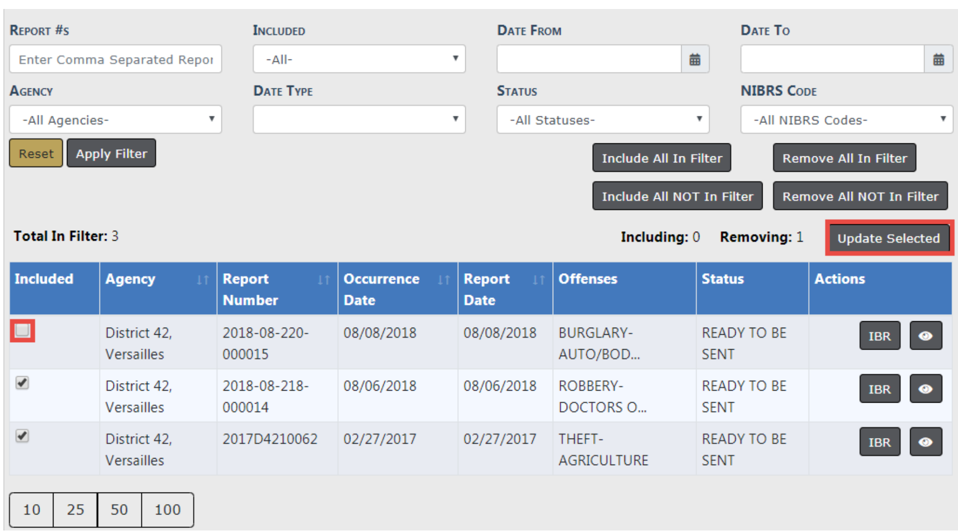
Additional Filters

1. If necessary you can enter criteria in the additional filter fields and **Apply Filter** to further define the reports you are reporting.



2. Unchecking individual reports.

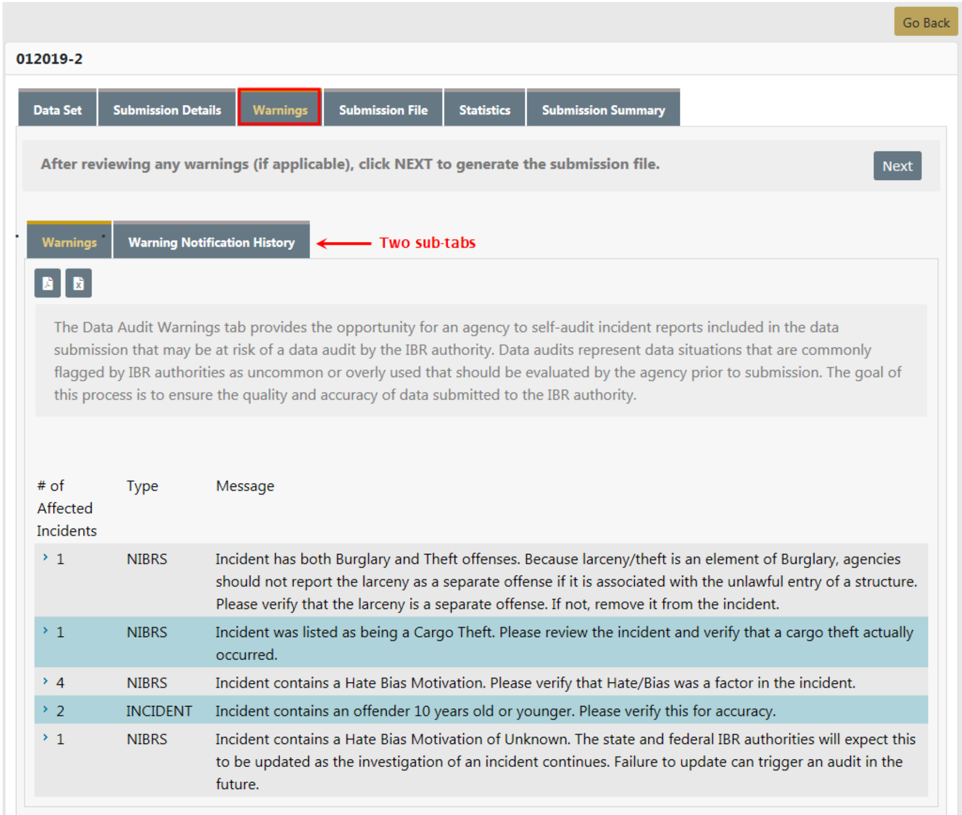
   a. If find reports you do not want to include, uncheck the checkbox in the *Included* column on the left side. An **Update Selected** button appears on the upper right once you uncheck a box. Click the **Update Selected** button.



3. Click the **Next** button to advance to the **Warning** tab.

Warnings

The Warning tab provides the opportunity to self-audit incident reports included in the data submission that may be at risk of a data audit by the IBR authority



1. Review the warnings.

2. Click the **Next** button to advance to the **Submission File** tab.

Generate the Submission File

There are two types of submission files:

- Flat Files

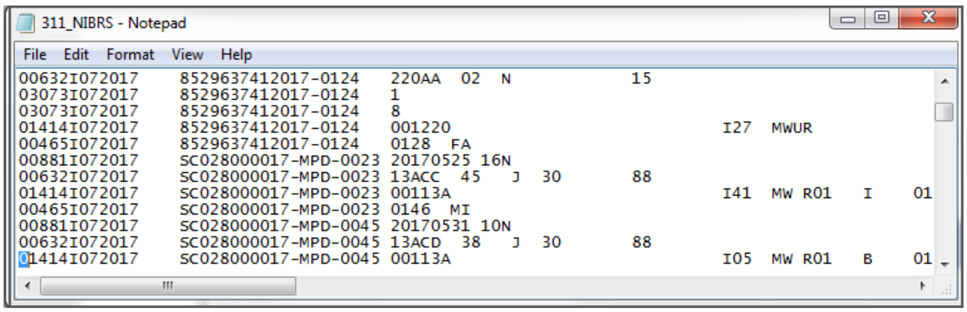
  A flat file contains data that is stored in plain text format, and there is one record per line. Columns are typically separated by a tab, comma, or another single value character; Online RMS creates flat files with tabs to separate the columns.

- XML Files

  An XML file is an XML (Extensible Markup Language) data file. They are plain text files that store information in a hierarchical standard format that is commonly used in data transfers. Unlike flat files, *custom tags* are used in XML files instead of *tabs* to define different columns of data.

Flat File

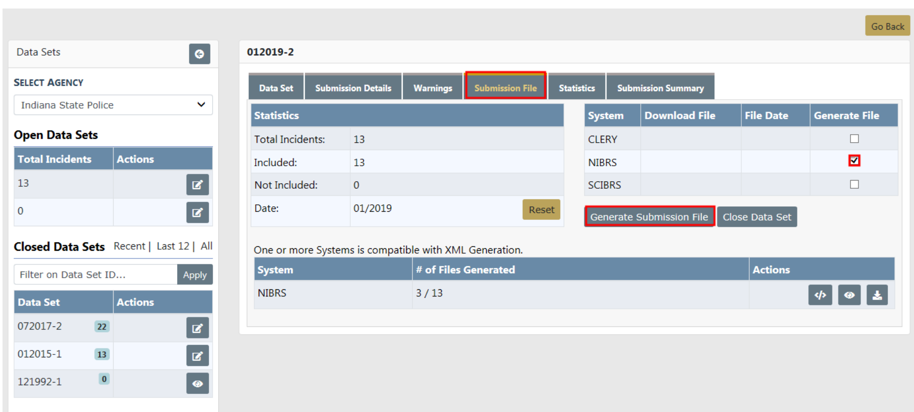
A flat file contains data that is stored in plain text format, and there is one record per line. Columns are typically separated by a tab, comma, or another single value character; Online RMS creates flat files with tabs to separate the columns.


311_NIBRS - Notepad

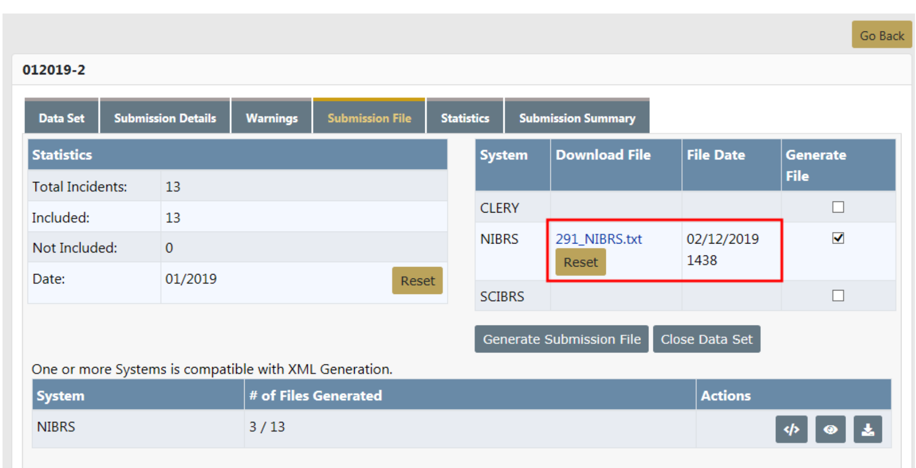
File Edit Format View Help

```
00632I072017    8529637412017-0124    220AA   02   N             15
03073I072017    8529637412017-0124    1
03073I072017    8529637412017-0124    8
01414I072017    8529637412017-0124    001220                                 I27   MWUR
00465I072017    8529637412017-0124    0128   FA
00881I072017    SC028000017-MPD-0023 20170525 16N
00632I072017    SC028000017-MPD-0023 13ACC   45    J   30        88
01414I072017    SC028000017-MPD-0023 00113A                                  I41   MW R01    I    01
00465I072017    SC028000017-MPD-0023 0146   MI
00881I072017    SC028000017-MPD-0045 20170531 10N
00632I072017    SC028000017-MPD-0045 13ACD   38    J   30        88
01414I072017    SC028000017-MPD-0045 00113A                                  I05   MW R01    B    01
```

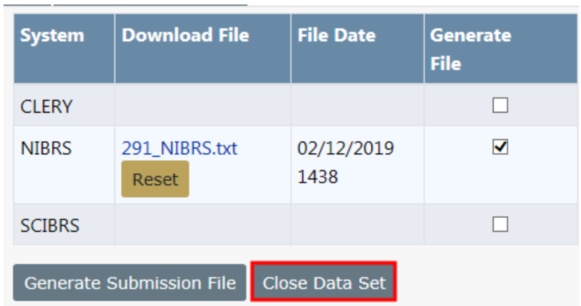
1. To generate the submission file you must first check the appropriate checkboxes in the *Generate File* column, then click the **Generate Submission File** button.



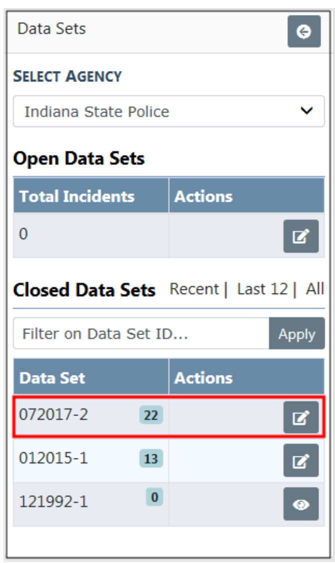
a. Depending on the number of files being included in this file, it may take a few minutes to generate the file. Once complete the **Download File** and **File Date** will fill in.



b. Agencies reporting by **Summary UCR Reports** will then click the **Close Data Set** button on the right side of the page. Note the number in the **Download File** name, as this will help you locate it later when running UCR Reports. You will also be able to locate the correct file as the Month and Year will be added next to the file name along with your ORI.

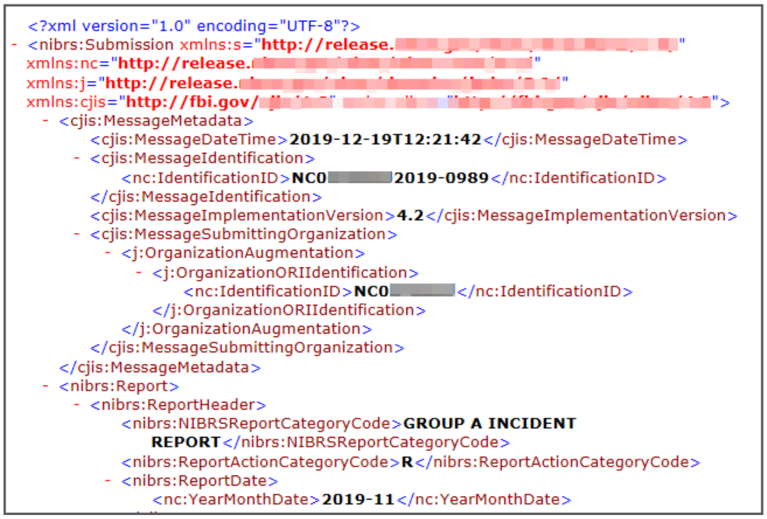


This will close the Data Set and place it in the *Closed Data Set* list on the left side of the page.



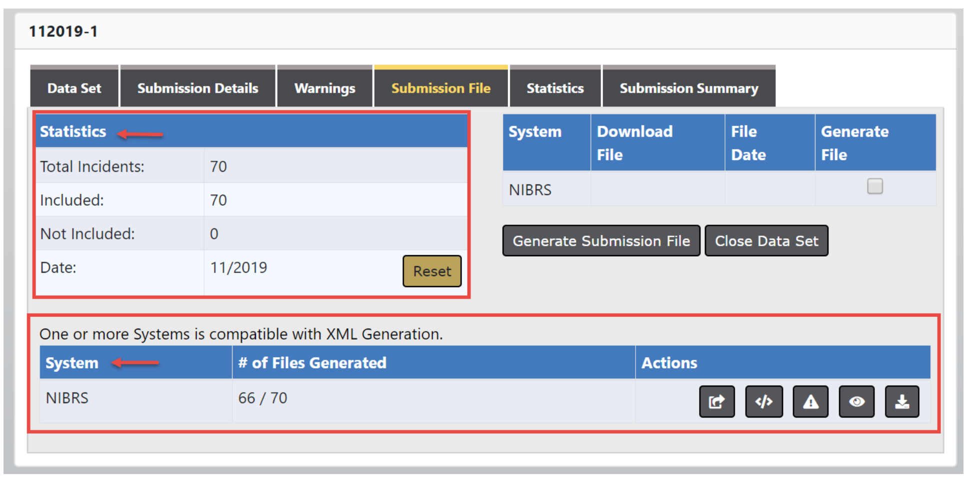
XML File

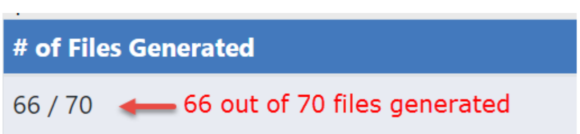
An XML file is an XML (Extensible Markup Language) data file. They are plain text files that store information in a hierarchical standard format that is commonly used in data transfers. Unlike flat files, *custom tags* are used in XML files instead of *tabs* to define data.


<?xml version="1.0" encoding="UTF-8"?>
- <nibrs:Submission xmlns:s="http://release.[redacted]"
xmlns:nc="http://release.[redacted]"
xmlns:j="http://release.[redacted]"
xmlns:cjis="http://fbi.gov/[redacted]">
- <cjis:MessageMetadata>
<cjis:MessageDateTime>2019-12-19T12:21:42</cjis:MessageDateTime>
- <cjis:MessageIdentification>
<nc:IdentificationID>NC0[redacted]2019-0989</nc:IdentificationID>
</cjis:MessageIdentification>
<cjis:MessageImplementationVersion>4.2</cjis:MessageImplementationVersion>
- <cjis:MessageSubmittingOrganization>
- <j:OrganizationAugmentation>
- <j:OrganizationORIIdentification>
<nc:IdentificationID>NC0[redacted]</nc:IdentificationID>
</j:OrganizationORIIdentification>
</j:OrganizationAugmentation>
</cjis:MessageSubmittingOrganization>
</cjis:MessageMetadata>
- <nibrs:Report>
- <nibrs:ReportHeader>
<nibrs:NIBRSReportCategoryCode>GROUP A INCIDENT
REPORT</nibrs:NIBRSReportCategoryCode>
<nibrs:ReportActionCategoryCode>R</nibrs:ReportActionCategoryCode>
- <nibrs:ReportDate>
<nc:YearMonthDate>2019-11</nc:YearMonthDate>

The **Statistics** section on the *Submission File* tab help you to identify how many reports were in the original query and how many you did not include.

The **System** type section is specific to your agency or State. NIBRS is the basic, and is used by all agencies that report by Summary UCR Reports, and agencies that report directly to the NIBRS Unit at the FBI.



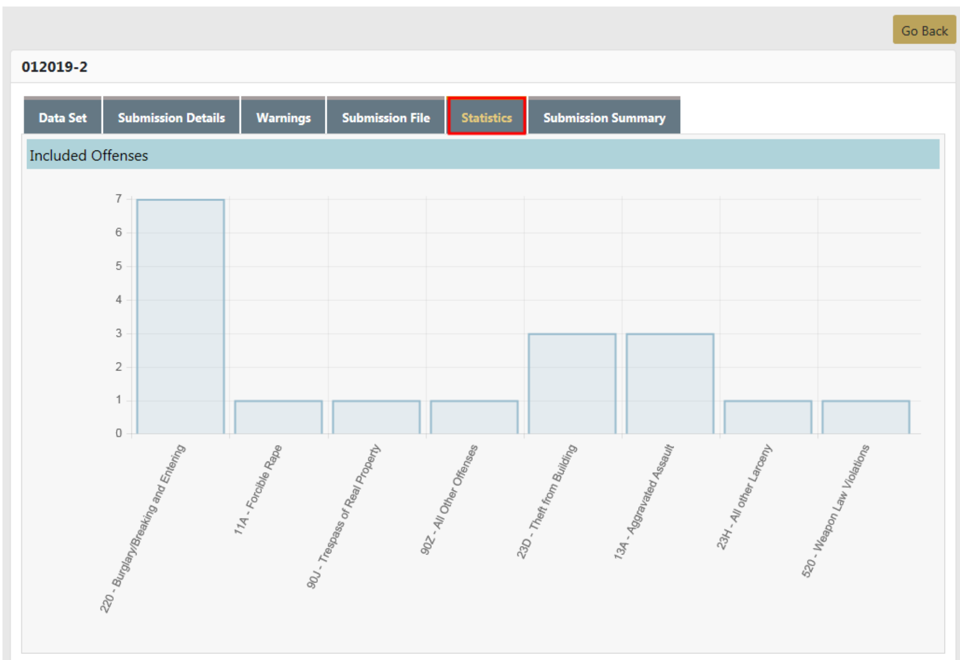


For more information on XML submission files, refer to the *Incident Based Reporting Guide* found under the Help Menu in Online RMS.

Statistics Report

The **Statistics** tab is to help you identify how many reports were in the original query and how many you did not include if you unchecked any reports. In the center is the **System** type that is specific to your agency and/or state. NIBRS is the basic and will be used by all agencies that report by **Summary UCR Reports** and those agencies reporting directly to the NIBRS Unit at the FBI.

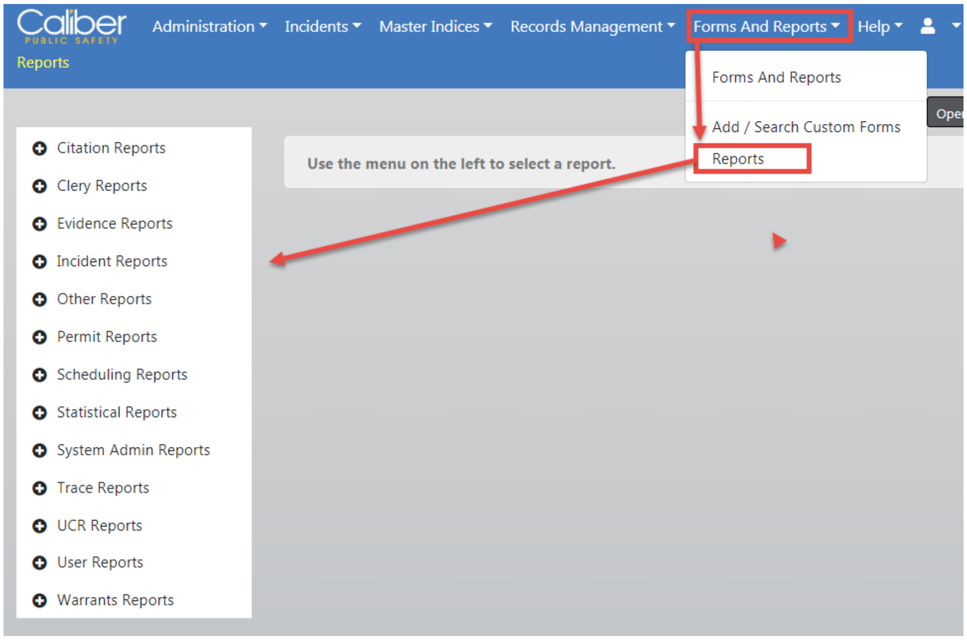
Note: While UCR functionality is still available within Online RMS, the FBI is no longer accepting UCR Summary Data as of Jan 1, 2021.



Run Summary UCR Reports

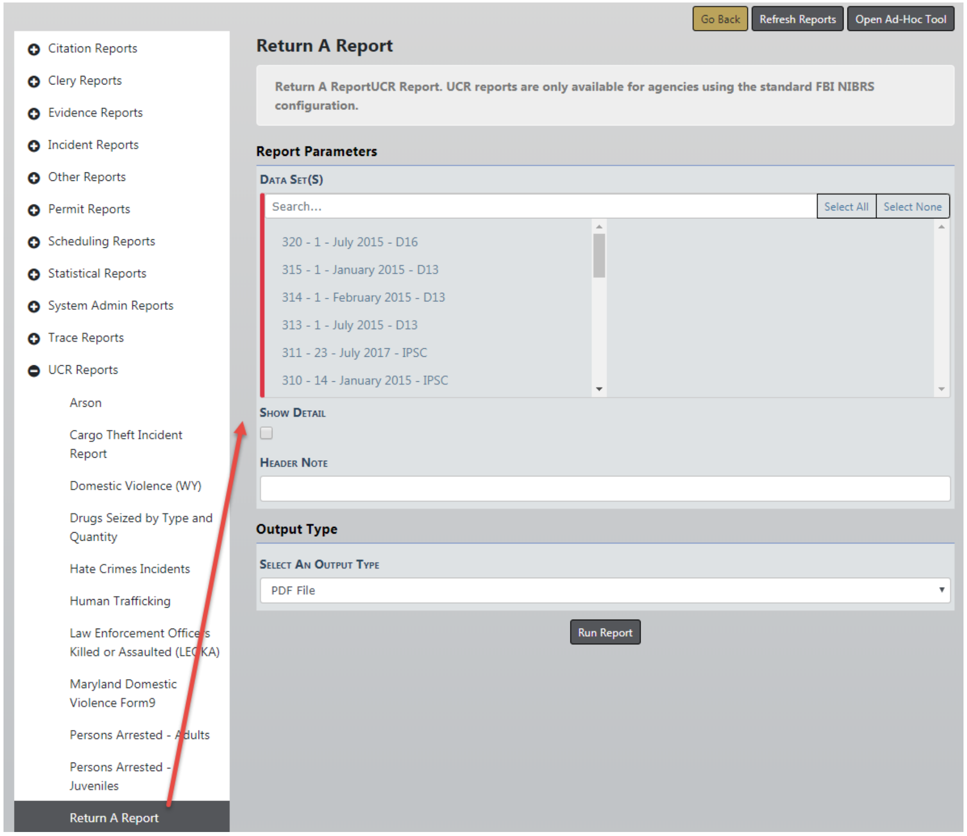
Note: While UCR functionality is still available within Online RMS, the FBI is no longer accepting UCR Summary Data as of Jan 1, 2021.

1. From your *Home* page click on the **Forms and Reports** tab at top of screen. Then click on **Reports**.



a. On the left is a list of *Report Category*, click on the **UCR Reports** category banner to display the UCR available reports in alphabetical order.

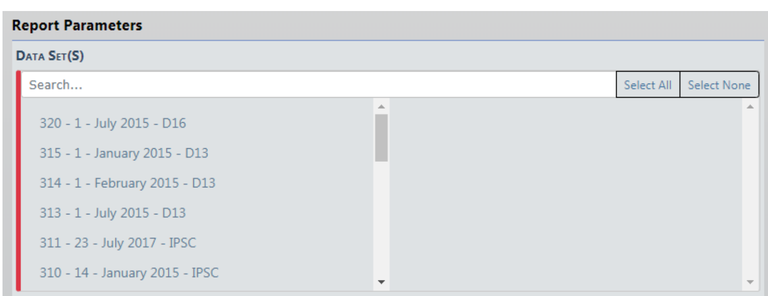
b. Click on the Report you wish to run, most likely the **Return A**. A filter opens on the right of the window.



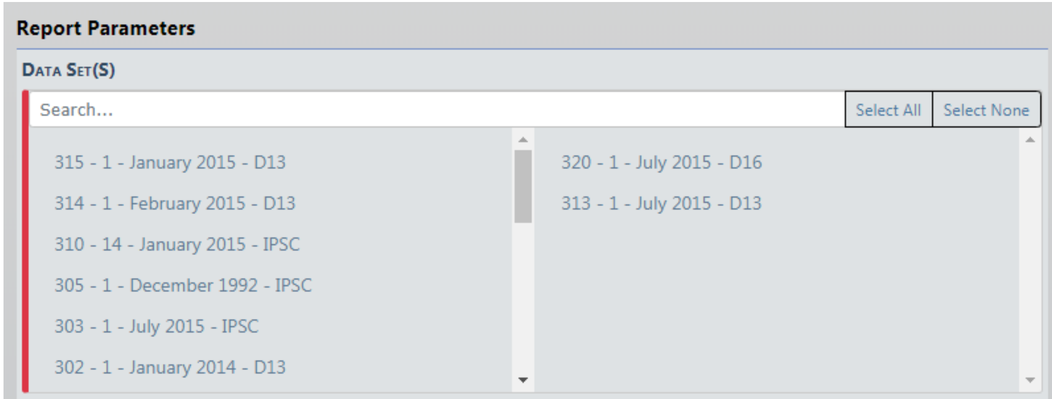
c. Click on the **Data Set** file or files you want to include. You can also enter search criteria to shorten the available list.

The format of the listed files:

291 – 13 – January 2019- IPSC (291 is the file number you created, 13 is the number of reports in the file and Month Year is based off the median date of those reports. And then of course your ORI#)



The selected parameters move from the left to the right window. To deselect a parameter, click on the parameter in the right window to move it back to the left.



d. If **Show Detail** button is selected, the report lists the report number that the returned data was from so that you can verify any information that does not appear to be accurate. The button turns green when selected, otherwise it remains gray.

e. It is recommended that you enter something into the **Header Help** field to help you identify the report that you are about to create, i.e. January 2019, December 2018, etc. Then click **Run File**.

NOTE: Creating the file may take several minutes to complete.

f. Once completed open the PDF file that was created then **Print** or **Save**. You will then need to enter this information into the Worksheet file that was provided by the UCR Unit of the FBI or report UCR data to your State Reporting Agency as they have specified.

Finalize Data Set

1. Once you have completed your **Reports** it is necessary that you **Finalize** the **Data Set** that you closed when making the file. Return to the *Incident Based Reporting* page. Find the Data Set that you closed under the *Closed Data Sets* list.

   For more information on accessing the *Incident Based Reporting* page, refer to " Overview" on page G.

2. Click the **Edit** icon under the *Actions* column next to that file. It asks you if any errors were reported. As Summary UCR Reporting Agency you do not get an error report, so click the **No** button.

   If errors were reported and you want an error report, click **Yes**. For more information, refer to "Errors Reported" on the next page.

3. A warning displays stating this will set all Incidents to *Accepted* and *Finalized*. Click **Yes**.

4. The necessary actions on this **Data Set** are now complete.

Errors Reported

1. If errors are reported, click **Yes**.
2. A list of the reports appear. You can filter the list by entering one or more report numbers into the **Report#** field. Separate reports with a comma. Click **Apply Filter**.
3. Click the Apply Filter button as **Rejected**.
4. Click the **Update** button.
5. A message appears stating the action cannot be undone. Click **Yes** to continue or **No** to cancel.
6. You are returned to the report list to accept all the other reports.

Accepting Reports after Error Reports have marked Rejected

1. Once you have rejected the reports with errors you must mark all the other reports as accepted.
2. If your file has more than 50 or 100 records go to the bottom of the page and change the page count to 100, then return to the top of the list.
3. Click on the button **Apply Status to All on Page**.
4. Open this list and select **Accepted.**
5. Once selected it will mark all the radio buttons as **Accepted**, except the reports you rejected.
6. On the right side it will tell you how many reports on that page you will be updating to **Accepted** and the click the **Update** button. You will get the *This action cannot be undone* warning again.
7. If you have more than one page, navigate to the next page and repeat the marking as **Accepted**. You will have to change the **LOV** back to *Apply Status to All on Page* and then back to **Accepted** before the **Update** button will become available again. Continue this until you have marked all reports on all pages as accepted.

8. Once you have all the reports marked as either **Rejected** or **Accepted**, click on the **Accept and Finalize** button.

9. When the confirmation window appears, confirm you are sure.

Glossary

A list of definitions for terms and abbreviations associated with Caliber products follows. All terms included here are not necessarily found in the *Caliber Online RMS User Guide* or the *Caliber Online RMS Administrator Guide*.

9-1-1 or **911**— A three-digit telephone number used to report an emergency requiring response by a public safety agency (from *NENA Master Glossary of 9-1-1 Terminology*)

911 service area — The geographic area to which the government has granted authority to provide 911 service

911 system — A telephone system that automatically connects a person dialing “911” to an established PSAP through traditional telephone service facilities

abandoned call — A call placed to 911 in which the caller disconnects before the call can be answered by the PSAP attendant

access line — The connection between a customer premises network interface and the local carrier that provides access to the public switched telephone network

accident reports — Report category that enables sorting and viewing of accident query and accident state reports

active window — Indicated by a blue title bar, a window with which a user can interact

add-ons — Agency-defined field used to customize RMS for specific local needs,

AFIS — Automated Fingerprint Identification System (US FBI)

AFR — Abbreviation for *Automated Field Reporting*

alarm — Any notification made to an emergency agency that a situation exists or may exist and requires a response. An alarm can be generated via an electronic alarm system, telephone, radio, word-of-mouth, and so forth.

alert — A message, error, or notification of a situation (incoming calls, timer alerts, mail messages, and so forth) that may require immediate attention

ALI Database — Alternative name for DMS (Database Management System)

ALIDBS — Abbreviation for ALI Database

alias — A name, other than that recorded on an individual's birth certificate, by which the individual may be known

alternate routing — The routing of a 911 call or message over a designated substitute route when the primary 911 lines are unavailable for immediate use

Amber Alert — Broadcast system for *America's Missing: Broadcast Emergency Response*, Amber Alerts are immediate, up-to-date information to aid in the safe recovery of a missing child. Amber Alerts are dispatched to law enforcement, the media, and the public.

ANI/ALI — Abbreviation for *Automatic Name/Location Information/Identifier* or *Identification*

AOC — Abbreviation for *Authority Operation Center*

API — Abbreviation for application programming interface

Application — Generic term for a program or system that handles a specific business function

Application Programming Interface (API) — An interface used by programmers to write interfaces between their system and another vendor's system, thereby simultaneously integrating multiple systems

Application Software — A complete, self-contained program that can perform work for a user. This is in contrast to system software such as an operating system, server processes, and libraries that exist in support of application software.

AREA — Patrol Area/Zones/Beats

area of fire origin — The specific location where a fire started. May be a room, a portion of a room, a vehicle, a portion of a vehicle, or an open area devoted to a specific use. Every fire has an area of fire origin. (From NFIRS 5.0 Ref. Guide)

arrival time — The time at which a 911 call is received (if it generates an incident record) or at which an incident is created (if the call generates a manually-created incident)

arrived — Status of a unit indicating that it is assigned to respond to an incident and has arrived at the location specified on the incident record

assigned unit — A unit that is assigned (dispatched, en route, arrived, and so forth) to an incident. Some systems may be configured to consider units designated as busy (such as out for food, out for fuel, or at the station) as assigned.

Assigned Units Window — A CAD window that displays all units assigned to an incident. Some systems may be configured to consider units designated as busy (such as out for food, out for fuel, or at the station) as assigned.

Attendant Window — A CAD window that displays alerts to inform users of events or incidents that may require immediate attention

audit trail — Automated system records that show if database/fields have been changed, what changes were made, who made them, and when

automatic — When applied to fire protection devices, a device or system providing an emergency function without human intervention

automatic location identifier — Automatic PSAP display of a caller's telephone number, the phone location, and any additional emergency services information. If phone number is also included, it may be called ANI-ALI.

automatic number identification — Telephone number associated with the access line from which a 911 call originates

automatic vehicle locator — A product that allows a client to receive Global Positioning Satellite (GPS) coordinates, locating a client unit's position

available unit — A response unit not currently assigned to an incident

Available Units Window — A CAD/WebCAD window that displays all units (individuals, stations, and/or cars) not currently assigned to an incident. Some systems may be configured to consider units designated as busy (out for food, out for fuel, at the station, etc.) as assigned.

AVL — Abbreviation for *Automatic Vehicle Location*

B&E — Abbreviation for *breaking and entering*

bitmap — A picture representation that displays on the screen instead of text or numeric characters

BMP — File extension for bitmap, an image format commonly used on the web and in web applications

BOLO — Abbreviation for *Be on the Lookout*

building — A structure enclosed with walls and a roof and having a defined height (from NFIRS 5.0 Reference Guide)

busy — Status of a unit indicating that it is not assigned to an incident but is unavailable or may be slow to respond due to its current activities. Busy units include units that are out for food, out for service, at the station, and so forth. Some systems may be configured to consider units designated “busy” as assigned.

CAD — Abbreviation for *Computer Aided Dispatch*

call — An incident phoned into a police, fire, or EMS dispatch center

Call Detail Recording — Process of providing a written record, by telephone number, of all 911 calls received by a PSAP

Call Number Sequence — Sequence numbers in CAD to track and record CAD calls

Call Relay Method — Process by which a 911 call is answered at the PSAP and the call taker relays the information to the appropriate public or private safety agency for further action

Call Taker — The person in an agency that receives a call for an incident. This person may or may not be a dispatcher.

CFS — Abbreviation for *calls for service*

Caliber CAD — Caliber’s CAD Solution

Call Transfer Method — Process by which the PSAP call taker determines the appropriate responding agency and transfers the 911 caller to that agency

casualty (fire) — A person who is injured or killed at the scene of a fire (from NFIRS 5.0 Reference Guide)

CATP — Abbreviation for *customer acceptance test plan*

charge — An accusation of wrongdoing, particularly an official statement that accuses someone of committing a crime

check box — An interface icon that when clicked turns an option *on (checked)* or *off (empty)*. When two or more checkboxes are offered as selections, the user may check as many choices as are applicable (unlike radio button selections, where the user can only select one option).

CID — Abbreviation for *Criminal Investigation Division*

CIR — Abbreviation for *Criminal Incident Report*

citation — A writ or ticket for a person to appear in court on a specific date to respond to a charge of breaking the law

citation reports — Report category that enables sorting and viewing the following report types: Charges by Person, Court Schedule, Ticket Inventory, and Officer Activity

civil process reports — Report category that enables sorting and viewing the following report types: Civil Process by Sector, Court Schedule, Payments Received, and Papers by IV-D

civilian fire casualty — Any non-fire service casualty who is injured or killed at the scene of a fire (from NFIRS 5.0 Reference Guide)

CIS — Abbreviation for *Criminal Information System*, a Caliber state switch interface product. CIS has also been referred to as *Javelin*. No product queries NCIC directly. NCIC queries are a result of a properly formatted query to a state switch.

CJS — Abbreviation for *Criminal Justice Information System*

class — A type (Fire, Law, EMS) of incident or a type of responder

class group — The unit associated with an incident. The class group is a subset of the class.

CLR — Abbreviation for *clear*, a status code

COC — Abbreviation for *Chain of Custody*

combustible — A material that will release heat energy on burning (from NFIRS 5.0 Reference Guide)

complaint type — Complaint types convey more than just a description of the complaint. Each type has an associated priority, class, ten code, and responding departments. Your agency should determine the information for each complaint type and enter them into the system.

Computer Aided Dispatch (CAD) — Electronic dispatching system used to manage an agency's communications center

computer hardware — Devices capable of accepting and storing computer data, executing a system sequence of operations on computer data, or producing control outputs, including the computer, monitor, keyboard, printer, cabling, and other peripherals.

Computer Telephony Integration — Also called computer–telephone integration or CTI, is a common name for any technology that allows interactions on a telephone and a computer to be integrated or coordinated. The term is predominantly used to describe desktop-based interaction for helping users be more efficient, though it can also refer to server-based functionality such as automatic call routing.

configuration — The functional and/or physical characteristics and interrelationships of project hardware and software

COTS — Abbreviation for *Commercial off the Shelf*

Criminal Justice Information System — A division of the FBI that has the mission of reducing terrorist and criminal activities by maximizing the ability to provide timely and relevant criminal justice information to the FBI and to qualified law enforcement, criminal justice, civilian, academic, employment, and licensing agencies concerning individuals, stolen property, criminal organizations and activities, and other law enforcement related data. Each state has its own CJS division. (*from CJS Web site mission statement*)

CS — Abbreviation for *CAD Station*

CTI — Abbreviation for *Computer Telephony Integration*

daily files — Daily records update file received by PSAPs from telephone companies. Contains any changes made to subscribers, subscriber phone numbers, or subscriber addresses.

data — Numbers, text, graphics, images, and sound stored in a form that can be used by a computer

data integration server — An XML-based communications server that allows almost instant integration and use of any new data source

DBF — File extension for Data Base File, the dBase file format, used with SHP (see SHP)

data-sharing software — Systems such as NCIC Client that enable information to be sent and received from a single workstation to other workstations, databases and agencies elsewhere

default routing — The capability to route a 911 call to a designated (default) PSAP when the incoming call cannot be selectively routed due to ANI failure or other causes

DEM — Abbreviation for *Digital Elevation Model*

department — A specific segment of a responding agency, such as any city police department, any county sheriff, and any fire district department

design — Tasks associated with specifying and sketching the features and functions of a new application prior to coding

DGN — File extension - DesiGN file, the Microstation drawing format

DIG — Abbreviation for *Digital Information Gateway*

DIS — Abbreviation for *Data Integration Server*

dispatch center —The location from which a public or private safety agency's mobile units are dispatched.

dispatch time — Present duration (in minutes) in which the user must dispatch a unit to an incident before a supervisor receives an alert indicating that the incident is awaiting assignment

dispatched — Status of a unit that is assigned to respond to an incident

dispatcher — The person in an agency that enters a call for an incident into the CAD system. This person may or may not be a call taker.

disposition — The final outcome of a CAD incident

dissemination — Information concerning property or court dockets that is released to individuals involved in the case

DMV — Abbreviation for *Department of Motor Vehicles*

DNR — Abbreviation for *Department of Natural Resources*

DOB — Abbreviation for *Date of Birth*

DOT — Abbreviation for *Department of Transportation*

DRG — Abbreviation for *Digital Raster Graphic*

drop-down selection menu — A list of selections that displays when a down arrow on an input field is clicked

DSP — Abbreviation for *Dispatch*, a status code

DWG — File extension - DraWinG file, the AutoCad drawing format

DXF — File extension - Drawing eXchange Format, an AutoCad export file

E911 (enhanced 911) — An emergency telephone system that includes network switching, database and CPE elements that can provide selective routing, selective transfer, fixed transfer, Automatic Location Identification (ALI), and Automatic Number Identification (ANI)

elapsed time — The duration since the previous contact time. Once a unit is assigned, the elapsed time indicates the time that has passed since the AGN STAT time.

EMD — Abbreviation for *Emergency Medical Dispatch*

emergency call — A telephone request for service which requires immediate action to prevent loss of life, reduce bodily injury, prevent or reduce loss of property, and other emergency situations as defined by local policy

Emergency Medical Dispatch — Critical medical advice offered by specially trained 911 call answering personnel. Advice follows approved protocols, given in logical sequence, for such conditions as heart attacks, choking, and child birth. Protocols are administered by phone until the arrival of emergency medical personnel on the scene.

Emergency Service Number — A three- to five-digit number that represents a unique combination of emergency services agencies (Law, Fire, EMS) designated to serve a specific range of locations within a geographical area. ESNs are set up by the telephone company in conjunction with subscriber input and transmitted along with E911 data. ESNs are not always available in the E911 ALI feed.

Emergency Service Zone — A geographical territory consisting of a specific combination of law enforcement, fire, and EMS coverage areas

EMS — Abbreviation for *Emergency Medical Service*

EMS Zone — Also called *Run Zone*, a specific area by which EMS responsibilities are defined

En Route — Status of a unit indicating that it is assigned to respond to an incident and is proceeding to the location specified on the incident record

ENR — Abbreviation for *Enroute*, a status code

environment — The set of tools and the physical surroundings in which software is developed, tested, and/or deployed

ESN — Abbreviation for emergency service number

ESRI — Abbreviation for Environmental Systems Research Institute (3rd party supplier of GIS and database software)

evacuation route — A route for a specific geographic area that dispatchers can use to instruct citizens in case of an evacuation

event code — Unique alphanumeric code that identifies the circumstance or occurrence that resulted in a call for help. Event codes may differ from one agency to another and are established by your system administrator.

exposure — A fire incident that results from a single igniting event. For record-keeping purposes, the initial fire incident(primary ignition event) is "Exposure 1" and each subsequent fire resulting from that initial exposure is sequentially numbered.

exposure — (fire) A fire in a building, structure, vehicle, or outside property resulting from a fire outside that building, structure, vehicle or outside property (from NFIRS 5.0 Reference Guide)

expungement — Permanently deletes chosen records from the RMS tables; there is no audit trail or logging of this activity.

Extensible Markup Language — (XML) A markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable. It is a highly compressible, standard markup language that defines a way of transmitting and representing data used for applications and the internet.

fatality — An injury that is fatal or becomes fatal within one year of the incident (from NFIRS 5.0 Reference Guide)

FDID — (Fire Department ID) A unique, five-character identifier assigned by the state to identify a particular fire department within that state (From NFIRS 5.0 Reference Guide)

field — An area on the screen into which you can enter information into a system

Field Reporting — Caliber applications used for wireless (via Mobile) reporting of various documents, such as incident reports, traffic tickets, and accident reports. Also functions as a stand-alone that can be accessed via a LAN workstation or notebook computer. All information entered into a report is reviewed by a supervisor and fed into a database.

fire casualty — A person working for an fire department who is injured or killed at the scene of a fire (From NFIRS 5.0 Reference Guide)

fire fatality — An injury that is fatal or becomes fatal within one year of a fire incident (From NFIRS 5.0 Reference Guide)

fire plan database — The fire plan database contains detailed information about a specific site for use in a fire of other emergencies. This information will help your agency respond quickly and efficiently to situations that are dangerous or have the potential to become dangerous. Using a fire plan, you can create and store address-specific information that includes data crucial to those responding to a fire.

fire (run) zone — A specific area by which fire responsibilities are defined.

footprint — A specific geographical area covered by a wireless cell or cell sector

function key (**F** key) — The computer keys labeled **F1** through **F12**, some of which may be assigned special functions (For example, **F8** is usually reserved for the *Exit* function in Caliber products.)

gcpk — file extension - geocoding package used for location calculations

geocoding — GIS operation to locate geographic coordinates associated with an address or point on map

geoprocessing — GIS operation to manipulate spatial data, including geocoding, searching, and routing

GIS — Abbreviation for *Geographical Information System*

Global Positioning System — (GPS) A space-based satellite navigation system that provides location and time information in all weather conditions, anywhere on or near the Earth where there is an unobstructed line of sight to four or more GPS satellites. The system provides critical capabilities to military, civil and commercial users around the world. Maintained by the United States government, it is freely accessible to anyone with a GPS receiver.

gpk — file extension - geocoding package used for route determination

GPM — Gallons per minute

GPS — Abbreviation for *Global Positioning System*

GPS Tracker — GPS/AVL tracking software

group — 1. (CAD) The unit associated with the same specific incident. The class group is a subset of the Class field. 2. (ENS) A list of call recipients that belong to the same area or community.

GUI — Abbreviation for *Graphical User Interface*

hardware — Physical equipment used to process, store, or transmit computer program data

hazardous materials — Any material that is an air-reactive material, flammable or combustible liquid, flammable gas, corrosive material, explosive material, organic peroxide, oxidizing material, radioactive material, toxic material, unstable material, or water reactive material; and any substance or mixture of substances that is an irritant or a strong sensitizer or that generates pressure through exposure to heat, decomposition, or other means. (From NFIRS 5.0 Ref. Guide)

hazmat — Abbreviation for *Hazardous Materials*

high cross street — A term used to indicate the next street that intersects a particular street in the direction in which that street's numbers ascend

hot sync — Using a third party device manager application, this allows the import and export of applications, files and data between computer servers and a desktop or laptop computer.

html — Abbreviation for *Hyper Text Markup Language*

hypertext — Text that is displayed electronically and contains links

iamap — File extention - Caliber map project file

icon — On a Windows interface, an image or button containing an image that represents various system functions

in service — Status of a response unit indicating that it is available for assignment. Often referred to as *On Duty*.

inactive window — Indicated by a gray title bar, a disabled window with which a user cannot interact because another window is selected

incident — An event that results in a call for help. CAD assigns an incident number to every call for help so that the call can be assigned to units as necessary. Incident records include details of the initial information given by the caller as well as details of every action the organization takes as a result of the call.

incident number — A unique, sequential number assigned to a specific incident record

Incident Wizard — An RMS feature that allows users to configure the system so that the appropriate screens automatically display upon creation of an incident record. This feature helps to ensure that all relevant known incident data is entered into RMS

interface — A connection between two devices or systems

ISSI — Abbreviation for *Individual Short Subscriber Identity*

ISPS — Abbreviation for *Caliber Safety Portal System*

issue — A problem to be solved or a decision that has not been made

JMS — Abbreviation for *Jail Management System*

JPG (jay-peg) — Abbreviation for the file extension *Joint Photographic Experts Group* which is an image format commonly used on the Web

jurisdiction — An overall area of responsibility. An installation could provide service for one or more jurisdictions. For example, an installation could be responsible for just one small county so it would need only one jurisdiction. Another installation could provide service for the county and the major city within that county. This installation could use two jurisdictions, one for the county, and one for the city.

LAN — Abbreviation for *Local Area Network*

latitude — The angular distance north or south of the earth's equator, measured in degrees along a meridian, as on a map or globe. Latitude lines run parallel to the equator. Values range from 0 degrees at the equator to 90 degrees at the North and South Poles. Minutes and seconds range from 0 to 59. (From *NFIRS 5.0 Ref. Guide*)

layer — Map (GIS) data layer that can be portrayed in map legend as an individual feature

LEO — Abbreviation for *Law Enforcement Officer*

LINK — Abbreviation for *Law Information Network of Kentucky*

link — Text that when clicked takes you to another page, topic, site, and so forth. Also called hyperlinks, links are typically underlined and of a different color than the surrounding text. An image can also be used as a link.

literal — A term used to refer to generic field names, or labels, for user-defined fields. Some RMS and JMS modules allow users to set up agency-specific fields. These fields must be assigned names (labels). Thus, a literal is a name/label that an agency assigns to a field.

local area network — A computer network that encompasses a discrete area, such as in a building. In a law enforcement agency, this may include Dispatch, CAD, GEO, MIS, and desktop computers.

location — The address at which an incident is occurring as provided by the ALI system or the caller

login — A process in which a user identifies and authenticates himself/ herself to a computer

longitude — Angular distance on the earth's surface, measured east or west from the prime meridian to the meridian passing through a position, expressed in degrees (or hours), minutes, and seconds. Longitude lines run north/south, are parallel at the equator, and converge at the North and South Poles. Values range from 0 at Greenwich, England, to 180 degrees at the International Date Line west of Hawaii. Minutes and seconds range from 0 to 59. (*From NFIRS 5.0 Ref. Guide*)

low cross street — A term used to indicate the next street that intersects a particular street in the direction in which that street's numbers descend

Maps — Map display of GIS data (raster and vector)

marker — Map icon/symbol used to display specific data (search results, incident, or unit location)

Master Street Address Guide (*MSAG*) — Computerized geographical file or database that consists of all streets and address ranges within the 9-1-1 system area. Key to selective routing capability of E911 systems; requires constant updating.

MDT — Abbreviation for *Mobile Data Terminal*

MM — Abbreviation for *Mile Marker*

MNI — Abbreviation for *Master Name Index*

MO — Abbreviation for *Method of Operation*

mobile property type — Property designed to be movable whether or not it still is (from NFIRS 5.0 Reference Guide)

move-ups — Move-Ups provide dispatchers with information when handling various types of calls, such as EMS. For example: When a dispatcher requests to view EMS move-ups, the system checks this database to see if the current situation matches any situations in the database. If a match is found, the instructions are displayed to the dispatcher. These instructions can indicate what station should move up a unit to provide back-up coverage. They should also include whatever information your agency normally expects a dispatcher to have access to when dealing with a particular EMS situation.

mpk — File extension - ESRI map package file, vector map graphic data

MSAG — Abbreviation for *Master Street Address Guide*

Narrative — Additional description or details, in free-form text, associated with an incident

National Crime Information Computer — NCIC is a computerized index of criminal justice information that is available to Federal, state, and local law enforcement and other criminal justice agencies, and it is operational 24 hours a day, 365 days a year. The NCIC system provides a computerized database for ready access by a criminal justice agency making an inquiry and for prompt disclosure of information in the system from other criminal justice agencies about crimes and criminals. This information assists authorized agencies in criminal justice and related law enforcement objectives, such as apprehending fugitives, locating missing persons, locating and returning stolen property, as well as in the protection of the law enforcement officers encountering the individuals described in the system.

National Emergency Number Association — NENA's mission it is to foster the technological advancement, availability, and implementation of a universal emergency telephone number system in the United States. In carrying out its mission, NENA promotes research, planning, training and education. The protection of human life, the preservation of property and the maintenance of general community security are among NENA's objectives.

National Institute of Corrections — The National Institute of Corrections (NIC) is an agency of the United States government. It is part of the United States Department of Justice, Federal Bureau of Prisons. NIC provides support programs to assist federal, state, and local corrections agencies and provides funds to support programs that are in line with its key initiatives.

National Law Enforcement Telecommunication System — NLETS is the International Justice and Public Safety Information Sharing Network — a state-of-the-art secure information sharing system for state and local law enforcement agencies. It provides electronic messaging to allow information exchange between state, local, and federal agencies and support services to justice-related computer programs.

NCIC — Abbreviation for *National Crime Information Computer*, located in Washington, D.C.

NENA — Abbreviation for *National Emergency Number Association*

NFIRS — Abbreviation for *National Fire Incident Reporting System*

NIC — Abbreviation for *National Institute of Corrections*

NLETS — Abbreviation for *International Justice and Public Safety Network* formerly known as *National Law Enforcement Telecommunication System* (https://www.n-lets.org)

NOK — Abbreviation for *Next of Kin*

Objective Jail Classification System — developed guidelines for assessing jail inmates' individual custody and program needs

OCA — Abbreviation for *Originating Case Agency*

OCC Number — The number of occupants at a location

occupancy — The specific property use of a building or portion of a building

Off Duty — See *Out of Service*

officer reports — Report category that allows access and viewing of Associated Papers and Case Assignment Records

OJC — Abbreviation for *Objective Jail Classification*

OMS — Abbreviation for *Offender Management System* which is replacing JMS

On Duty — See “in service”

on-site materials — Any significant amounts of commercial, industrial, energy, or agricultural products or materials on the property, whether or not they became involved in the fire. Note: For more information, refer to the NFIRS 5.0 Complete Reference Guide, available from www.fema.gov/nfirs.

ORI — Abbreviation for *Originating Agency Identifier*, a nine-digit code used by agencies on the law enforcement network

Originating Case Agency — A term used in RMS Case Management to refer to the first agency to respond to and/or create a report about an incident

ORION — Abbreviation for *Originating Agency Identifier On-line Directory*

OS — Abbreviation for *On Scene*, a status code

out of service — Status of a unit indicating that it is not assigned to an incident but is unavailable for assignment, often referred to as Off Duty

PACE — Abbreviation for *Pro-Active Criminal Enforcement*

patrol area — Geographical area of a jurisdiction that a unit works

PCB — Abbreviation for *product change bulletin*

PCN — Abbreviation for *product change notice*

PCS — Abbreviation for *Public Communications Supervisor*

pending call — A call to which no units have been assigned

person history reports — Report category that enable sorting and viewing of the following report types: Person Involvement, Crimes by Person, Gender and Race Profile, Arrest History Summary, Civil and Warrants by Defendant, Civil and Warrants by Plaintiff, and Sex Offender Registration

phases — The divisions of a software development life cycle into discrete stages (requirements, design, code, test, and so forth)

pictometry — Aerial image capture and display, orthogonal and oblique images (3rd party)

place alias — A common name for a business, landmark, or general location that a caller may use to identify a place when unsure of the exact location

place file — Function that cross-references a place (alias) name with a location record.

png — File extension - Portable Network Graphics which is a commonly used image format

pod — Used in JMS/OMS, this term is equivalent to cell block

POI — Abbreviation for *Point of Interest*

pop-up — A window that opens "pops up" when an option is selected or a function key is pressed. A pop-up window usually contains a menu of commands and stays on the screen only until a command is selected.

priority — Level of importance assigned to an incident. CAD includes the following priorities: Priority 1 - Emergency. Priority 2 - Important, but not an emergency. Priority 3 - Less important; not an emergency.

probation — An alternative to prison/jail in which offenders can remain in the community under court supervision

process — The step-by-step sequence of activities (systematic approach) that must be carried out to complete a project

Product Change Bulletin — A document summarizing changes (such as fixes, enhancements, and usability improvements) to a product since the last major release (for example, 10.1 to 10.2)

Product Change Notice — A document summarizing changes (such as fixes, enhancements, and usability improvements) to a product since the last minor release (for example, 10.1.1 to 10.1.2)

property — An item of value that can be FIXED on the Earth's surface, i.e., water, land, roadways, structures, buildings, or MOBILE, i.e., ships, airplanes, trains, trucks, automobiles (from NFIRS 5.0 Reference Guide)

proximity distance — Relative distance that determines when the symbols for two or more AVL units merge together to show up as one symbol on the GIS map

PSAP — Abbreviation for *Public Safety Answering Point*

Public Safety Answering Point — The initial answering location of a 911 call. Sometimes called a 911 center.

Quality Assurance — The process of tracking and oversight functions for monitoring project performance, adherence to commitments, and budget requirements

radio button — Interface icon with a round button shape that can be clicked to indicate a choice. A radio button operates like the buttons on a radio tuner, when a button is pressed, all other buttons are disengaged, allowing only one selection at a time.

Records Management System — Also known as RMS, a centralized electronic package of modules used to enter, maintain, track and manage data related to criminal incidents, evidence, cases, and so forth

remark — A comment or note that may be appended to a unit’s log or sent to a unit’s pager as an alphanumeric text message

responding unit — The unit currently assigned to respond to an incident

response — Deployment of an emergency service resource to an incident (from the NFIRS 5.0 Reference Guide)

rich text format — generic word processing format

RL — Abbreviation for *Radio Log*

RMS — Abbreviation for *Records Management System*

route — GIS function used to determine route/directions from one point on a map to another

RTF — Abbreviation for *rich text format*, a file extension

run cards — Run cards are sets of instructions for dispatchers to follow based on given situations. Each run card contains one set of instructions.

run number — A chronological value assigned to a recorded incident. Also called *OCA number* or *case number*.

SBN — A file extension used by files that store the spatial index of the features used by Maps

SBX — A file extension used by files that store the spatial index of the features used by Maps

SDE — Abbreviation for *Spatial Database Engine*

SDTS — Abbreviation for *Spatial Data Transfer Standard*

scope — The magnitude of the effort required to complete a project

sealing — A means to flag records as sealed. This activity produces no audit trail nor is it logged. Typically, general users do not have access to sealed records, but with appropriate permissions set up in File Maintenance, a user may be allowed access.

search reports — A report category that can be used to sort vehicle, charge, person, and property records

sequence number — Number identifying a row in the System Monitor table. Clicking on the sequence number displays the incident details. The sequence number is not permanently associated with the incident record displayed in the row. In other words, an incident may be moved to another row and consequently associated with another sequence number as incidents are added to or removed from the table.

session time out — Inactive status of an application that occurs when a page is left open and untouched for a customer defined / configured duration (example: 30 minutes). The User Login page displays at session time out, prompting the user to log in again.

sid — File extension - MrSid georeferenced raster graphic file, aerial imagry map data

SME — Abbreviation for *Subject Matter Expert*

Spatial Database Engine — Helps manage spatial data to provide a quicker retrieval of that data from database engines such as Oracle, SQLSever, and Informix

Spatial Data Transfer Standard — A standard used to describe earth-referenced spatial data. It was designed to easily transfer and use spatial data on different computer platforms.

SOD — Abbreviation for *Special Operations Division*

solvability factors — Factors that influence whether crimes are more or less likely to be solved. Agencies assign relative weights to these factors. These weights are then used to assess the solvability of a case to determine assignment of investigative resources.

soundex — A coded name index based on the way a word sounds rather than the way it is spelled. Names that sound the same, but are spelled differently, like SMITH and SMYTH have the same code and are filed together. The soundex coding system allows you to find a surname even though it may have been recorded under various spellings.

SOP — Abbreviation for *Standard Operating Procedures*

SQL — Structured Query Language

SSM — System Status Monitor

specifications — General term for the wide variety of paper-based descriptions of a program or system

stacking — This allows a user to hold/stack an incident for a certain unit. Example: If a unit is on an incident and a second incident is created in that unit's zone/beat, the user can hold/stack the second incident until the unit clears the first incident.

station — A particular fire station within a fire department. If used, station IDs are assigned locally.

teleco — Abbreviation for *telephone company*

telecommunicator — The person in an agency that monitors phone activity and talks with the callers dialing 911. This person may or may not be a dispatcher.

testing — The set of defect removal tasks that include execution of all, or part, of an application on a computer

TMD — Abbreviation for Tactical Map Display

tpk — File extension - ESRI tile package file, raster map graphic data

TS — Abbreviation for *Traffic Stop*

UCR — Abbreviation for *Uniform Crime Reporting*

UID — Abbreviation for *Unit ID*

Uniform Crime Reporting — A collective effort on the part of city, county, state, tribal, and federal law enforcement agencies to present a nationwide view of crime. Agencies throughout the country participating in the UCR program provide summarized reports on offenses known to law enforcement and reports on persons arrested. (From the *Introduction of the U.S. Department of Justice's [FBI] Uniform Crime Reporting Handbook – 2004*)

Uniform Crime Reports (*UCR*) — An FBI program that collects and disseminates data on arrests and crimes

unit — An entity dispatched using a single code. A unit might be one officer, a patrol car, an EMS station, or even a fire station.

use of force — A classification of an incident, indicating that use of force was required

vacant — Not occupied or put to use; with no furnishings or equipment present

validation — Process that ensures that the entered data is correct

VIN — Abbreviation for *Vehicle Identification Number*

VINE — Victim Information and Notification Everyday. VINE is a system that allows crime victims across the U.S. to obtain up-to-date information about criminal cases and the custody status of offenders at any time over the telephone, through the Web, or by e-mail.

warrant — A judicial writ authorizing an officer to make a search, seizure, or arrest, or to execute a judgment

warrant reports — A report category of that enables sorting and viewing of the following types of reports: Warrants Served by Officer, Warrants to Expire, Served by Officer/Date Range, Status Snapshot by Date Range, Warrants by Dept/Status, Warrants by Process Dept, and City/County Warrant Report

wildcard character — A character, usually an asterisk, that is used to take the place of other unknown characters to perform searches. For example, to search for a person with the name *Jansen* or *Jensen* you would use “j*nsen” to find all occurrences of both.

wildcard search — The Master Vehicle Index (MVI) and Master Name Index (MNI) modules allow for wildcard searches to broaden search terms and find information. In RMS, the wildcard symbol is an asterisk (*****). This symbol is used to search the indices for possible matches to, or hits on, data entries.

wildland — An unsettled, uncultivated region or minimal to no development, covered with timber, woodland, brush, or grass. (From NFIRS 5.0 Ref. Guide)

window — A section of a screen that contains an application or part of an application

wrecker — A vehicle that is used in recovering or removing a wreck, especially a truck with a hoist and towing apparatus used in towing disabled or wrecked vehicles

XML — File extension and Abbreviation for *Extensible Markup Language*. XML is a highly compressible, standard generalized markup language to define a way of transmitting and representing data. Designed to transmit data used for applications and the internet.

zone — An area to which dispatchers are assigned to dispatch responsibilities; may include an entire city or county or only certain regions, depending on zoning, which is based on the agency's call activity and the agency size

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