Operators Manual

Law Enforcement Software

CrimeSoft Advanced

2014-2015
Version M - R12

Section 1.

Before You Begin

Welcome to CrimeSoft, the only complete criminal database for generating professional quality reports, supplements, Uniform Crime Reporting documents, property room inventory, and case tracking. CrimeSoft offers you these key features to help you look your very best:

• Powerful easy to use, one click, Navigation & Task Buttons
• Programmable Warnings, Alerts and Cautions
• 'Easy View' Narrative report writing
• Automatic file and record saving

Check Your CrimeSoft Package

Your electronic download or CD/DVD should contain the following items:

• CrimeSoft Program and Manual(s)

• Installation Instructions and Install Codes and other important documentation.

• Confidential Log-on Accounts and Password List

If your package does not include all of these items, call us at (816) 781-9305 between the hours of 9AM and 4PM Monday thru Friday.

What You Need

To use CrimeSoft you'll need to following minimum equipment and system software.

Minimum Hardware Requirements

►At least 2GB RAM for 32bit and 4GB for 64bit Operating Systems
►At least 10GB of disk space for complete installation
►One CD or DVD drive

System Software Requirements (workstations or single package)

►Windows Vista, Windows 7, or Windows 8/8.1

Networking Requirements (server/host)

Check with http://www.filemaker.com for the most up to date system requirements for using FileMaker Pro or FileMaker Server as your server/hosting software.

Technical Support & Software Upgrades

Annual Support & Maintenance Program - For one low annual fee you get unlimited free tech support calls. Also included is **Live On Screen Tech Support**, so sit back, relax and have a cup of coffee. Chat with us on the phone and watch as we address your CrimeSoft technical issue live, right on your computer screen.

All this with total security for your data using the industry's leading secure remote support software.

Call us for full details on how easy it is to setup your CrimeSoft computer in about 5 minutes. All you need is a high speed internet connection. You retain full administrative control as to who and when access is granted.

Plus....Never purchase Law Enforcement Software again. All new upgrades and releases are shipped on CD or DVD to your department *FREE*.

The CrimeSoft Advanced Annual Support and Maintenance Program provides upgrades, critical patches and add-ons you get all major releases or completely newly designed CrimeSoft programs free of charge to your department.

The CrimeSoft Advanced maintenance program provides your department with valuable updates that further enhance the program and *timely critical patches*, ensuring that your CrimeSoft Advanced Software works up to its optimal potential. Receive and download new additional files that are created by our developers, keeping your program inundated with the latest and greatest CrimeSoft has to offer. Plus you will have the peace of mind in knowing that you will *never have to purchase a newly released CrimeSoft program again as this maintenance package also covers future new CrimeSoft releases.* Whether you're a single user department or server networked with several workstations, the CrimeSoft Advanced Annual Support & Maintenance program is designed to be a very affordable, cost effective program **with upgrade savings of approximately 75-90%.** Saving you the constant high cost of upgrading that is prevalent in the software industry today we hope to serve your long term needs. In short providing you with great software that is affordable year in and year out.

Section 2.

CrimeSoft
Learning The Basics

The goal of this section is to present basic CrimeSoft concepts and to guide you through the techniques you will use on a day to day basis. After completing the basics section you can begin to use CrimeSoft immediately and to your best advantage.

Before you begin, we assume you've installed CrimeSoft. If you haven't, follow the directions included with your CD/DVD or electronic download.

Before you plunge in...

We assume you know some computer basics, including how to:

• Find your way around the desktop and viewing files in explorer

• Click, double-click, press, and drag using the mouse

• Move about on the screen, including the use of scroll bars

• Choose from menus and dialog boxes

• Locate, move, open, copy, delete, close, print, and save documents

Ready... Set... *Go* !

To start CrimeSoft double-click the "CrimeSoft Advanced Pro.exe" icon located inside the "CrimeSoft Advanced" folder if your a single user - or - the "CrimeSoft Advanced Pro Start.fmp12" icon for network users which is normally located on your desktop.
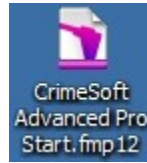
• **Note** – Single Users get faster access by creating a 'shortcut' of the "CrimeSoft Advanced Pro.exe" icon on your desktop.

When you start CrimeSoft a dialog box appears asking you for an account name (which is NOT case sensitive) and password (they ARE case sensitive). If you don't know your account name or password you will need to obtain one from your administrator before you can continue.

• **Note** –You can set your account name to automatically be entered when logging in from a specific computer by putting it in the 'User Name' box located in the Edit>Preferences .. 'General tab'.

Type in this account name and password now and click the OK button.


There is also an online video on how to automatically have your account name entered.

http://crimesoft.com/tvideo/autoenter%20accoun%20tinfo/autoenter%20accoun%20tinfo.html

Once you enter your account and password the CrimeSoft program will begin opening and within a few seconds you will see the opening screen (below).

Notice in the bottom center is your 6 digit serial number; also at the left upper corner of the opening screen is the "fingerprint" **OPEN** button. Click this button or the lower 'Menu' button to go to the main menu.
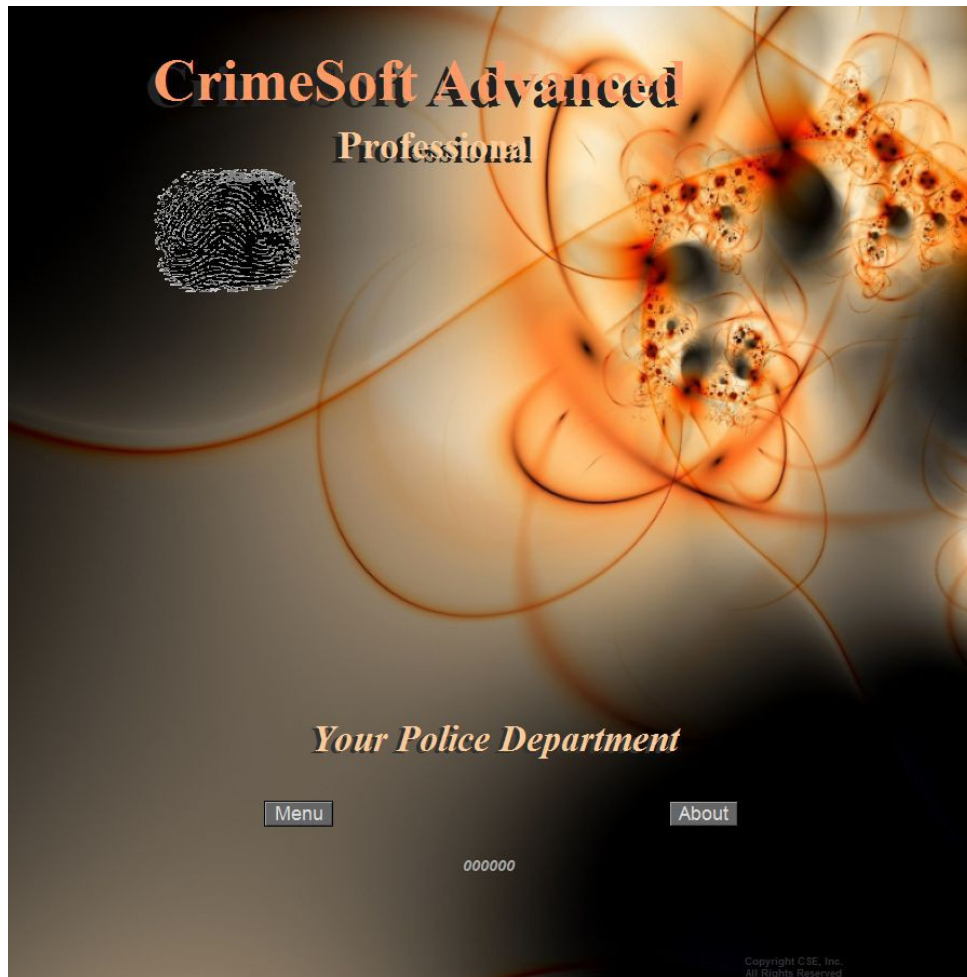
Opening Intro Screen

Click on the Fingerprint or Menu button now.
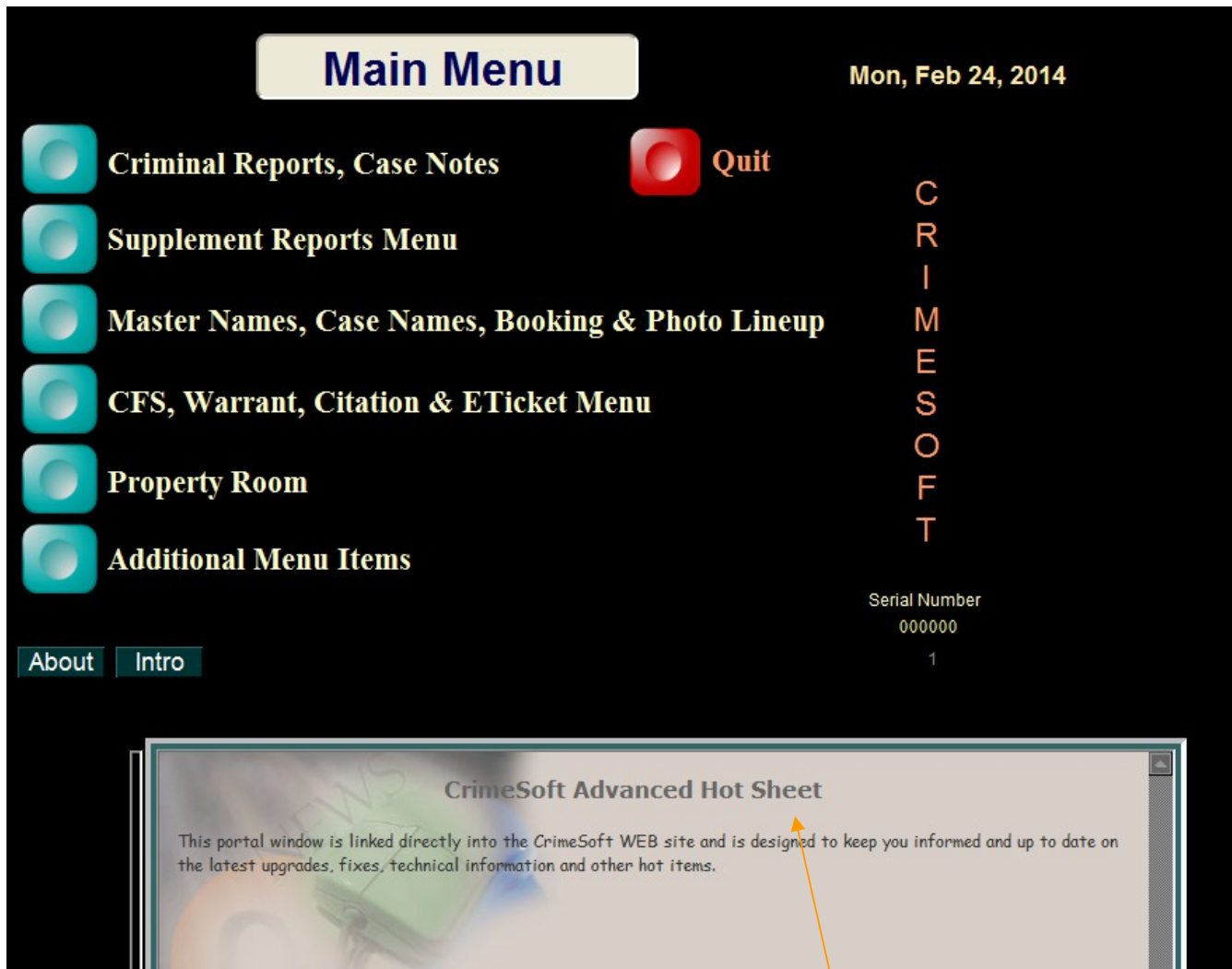
Main Menu

The **Main Menu** (1 of 9 menu screens) offers you 6 options from which to choose. To view a file or a sub-menu of files simply click on the respective navigation button.

Below the buttons is the 'CrimeSoft Advanced Hot Sheet', a Hot Link to the CrimeSoft Secure WEB providing at a glance important information pertaining to the latest CrimeSoft upgrades, critical patches, fixes and other technical information.

For the remainder of the "CrimeSoft – Learning The Basics" we will primarily be using the **CRIMINAL REPORT(S)** file; most of your day to day data entry will normally center around this file, the CFS files, or the Master Name files.

Click the CRIMINAL REPORT(S) button now..

Criminal Report Data Entry Screen

Navigation Buttons   Current location   Radio Task Buttons
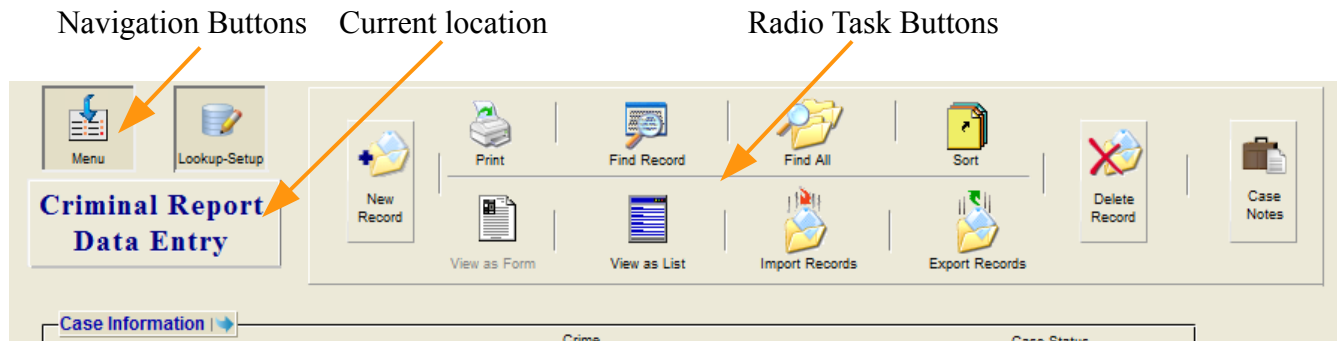
When you open the criminal report file you are automatically placed at the Data Entry screen. The upper portion of your screen should look similar to the one above. The rectangular block in the upper left portion indicates which screen you are currently viewing (in this case "Criminal Report Data Entry"). Above the block you will see 1 or more navigation buttons, and to the right of the block are numerous radio buttons.

Before we begin to enter a criminal report, lets get familiar with some of the data entry screens components, use the scroll bar on the right side of the screen to scroll slowly to the bottom. Notice the white colored boxes, these boxes are called "fields". A field is where you type in the data for the report. Some fields can only contain numerical data which are known as "numerical fields", while others can contain only dates , hence "date fields", fortunately most are "text fields" and can contain just about everything except graphics or a kitchen sink. When you get to the bottom of the screen click the "Home" button to return to the top of the screen. If this all looks confusing, don't worry we'll cover everything you need to know and have you up and running in no time.
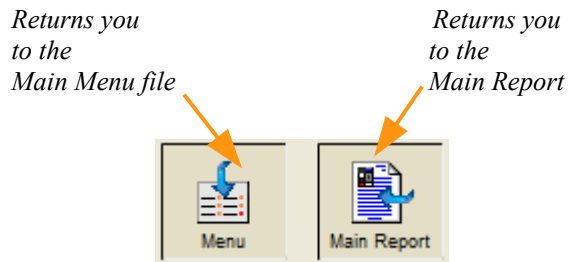
Buttons

Almost all of the various data entry screens have the same button setup and locations, so once you understand the "Criminal Report Data Entry" screen (the most complex of all the screens) you should have no problem using the others. The use of buttons greatly reduces the amount of time you will spend learning various tasks, since the buttons practically do it all for you. They also greatly reduce the amount of time required in the normal day to day operation of this database. The buttons are broken down into three general categories:
 • Navigation
 • Task
 • Special function

Navigation Buttons

To begin with "navigation" buttons sole function is to take you somewhere. This can be within the data entry screen you are presently on, such as the two buttons located in the center of the screen ("Sup" and "Nar"), which take you directly to either the narrative section or the supplement section located at the very bottom of the screen.
They can also take you to a specific file within the CrimeSoft database, for example, the "Criminal Report" button you pressed in the "Main Menu" file took you to the "Criminal Report Data Entry" screen located in the "Crime.fmp12" file.

Returns you
to the
Main Menu file

Returns you
to the
Main Report

Primary Task Buttons

Primary Task Buttons are radio looking buttons located in the upper right portion of the data entry screen. They perform a function *within* the file that you a currently working. (their use will be discussed later)

Radio Buttons

Another task button is the rectangular box containing your current location, clicking on

it will toggle on and off the upper Status Tool Bar (more about that later).

Clicking here will toggle status toolbar on and off
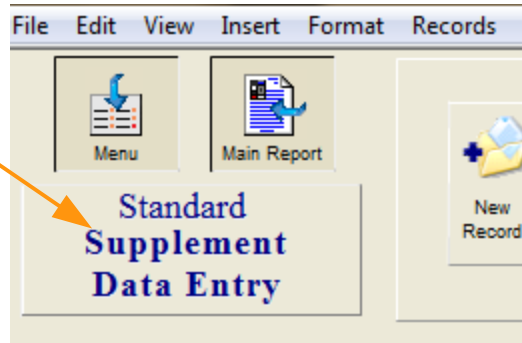
Status Toolbar
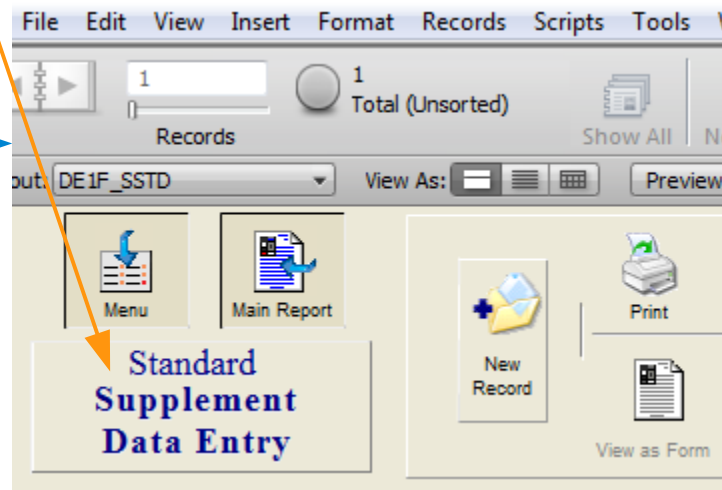
Special Buttons

Special buttons are located at various locations on all data entry screens. Their function is self explanatory. Below are the most common ones you will find.

Home button

The "Home" button scrolls the screen to the very top. This is much faster, and less aggravating than scrolling manually. Some of the longer data entry screens have more than one "Home" button placed at convenient locations.

Spell Check button

The "Spell Check" button checks the spelling of the narrative field that it is associated with. It uses a 100,000+ word dictionary and if you desire it can also use a user definable dictionary that can learn/store up to 32,000 proper names, street names, legal terms etc.

Add Item or check button

The "Add Item" Button is only used in those supplements that require a line item listing such as a stolen property list. Pressing this button gives you another blank line to enter data on. The "Check Item" Button allows you to easily select the response you desire.

Mode Indicator

The lower left corner of the screen border contains a database operating mode indicator. The mode indicator is simply a means of informing you what the database is attempting to do.
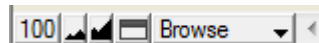
Mode Indicator

IMPORTANT ! **When entering report data you must be in the "Browse" mode, or the data will not be saved. The "Browse" mode is the default or normal setting.**

The other modes will be discussed later, they include "Find", and "Preview".
"Find" will be indicated only when you have clicked the "Find Record" button. The "Find" screen looks exactly like the screen you get when you press the "New Record" button, so *make sure that "Browse" is indicated before entering a new report*. "Preview" is used only when a report is printed out and "Layout" is not accessible to you unless you are the IT programmer for your department.
To change to the "Browse" mode simply click on the mode indicator in the lower left portion of the screen, a pop-up menu will appear, select "Browse". Another way is to select Browse from the pull down "View" Menu at the top of the screen (see below).
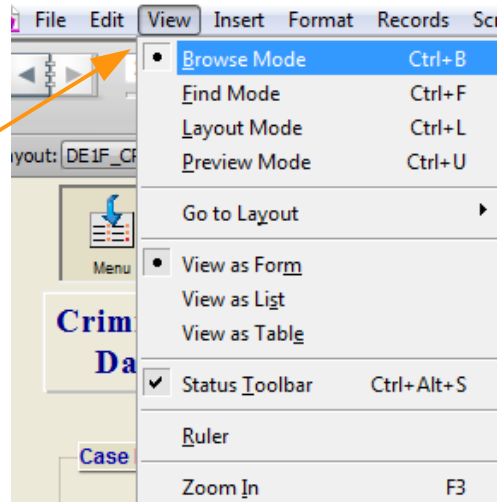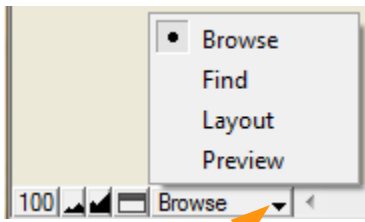
Click here – or – here and select "Browse"

Entering Data

Now that you have a basic idea of the screen layout, types of buttons, and the mode indicator you are ready to enter a criminal report. You should automatically be in the "Browse" mode but it's a good idea to always check to make sure.

The first step in entering a new criminal report is to click the "New Record" button; this gives you a new blank report to enter your data on.

Click to Add a new report
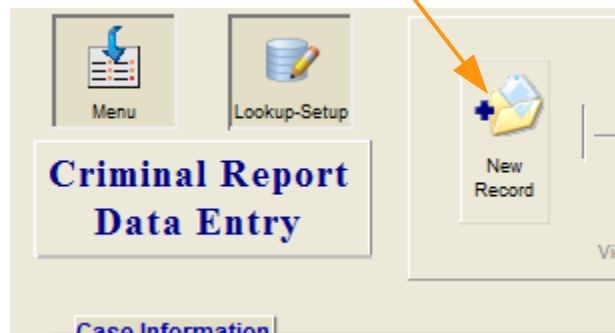
A flashing cursor is now located in the center of the "Case No." data field. The "Case No." field is a text field (it can contain numbers, letters or both).

Flashing cursor

Click blue arrow to go to last record
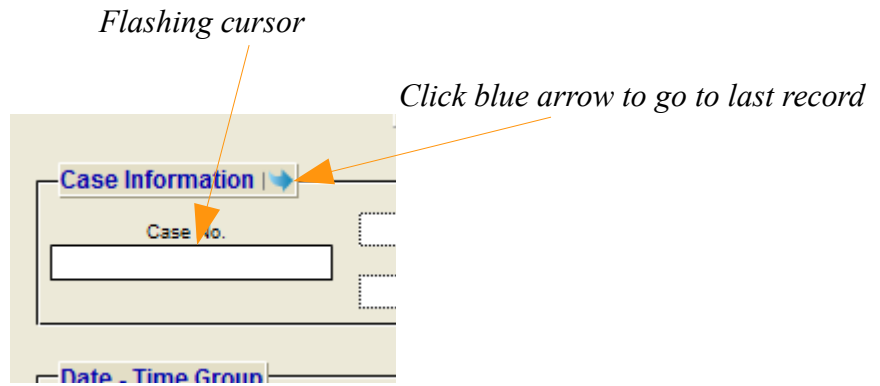
Enter your case number and when finished press the "Tab" key this will move the cursor to the next field of data entry the "Crime" field.

Important: Do not start a Case Number with 0 (zero). The Case Number should never contain mathematical operators such as dash (-), plus (+), slash (/), or star (*).

Note: As with other sections, if the data for a particular field is not available at the time you are typing this report, or if the field itself is not applicable, you can skip those fields. The only exception to this is the Case Number which must be filled in during the initial entry of the report.

If you fail to enter data into this field before you go to another record or if you press the enter key on the numeric pad before you enter a Case Number, you will get a warning box like the one below.
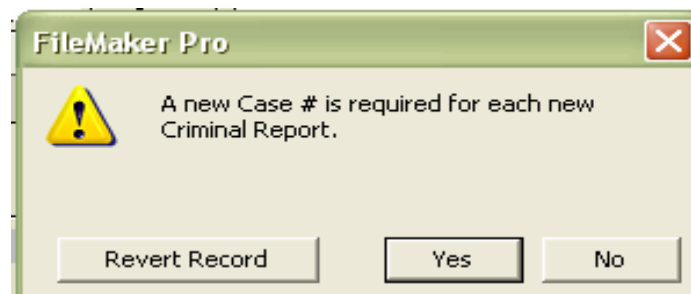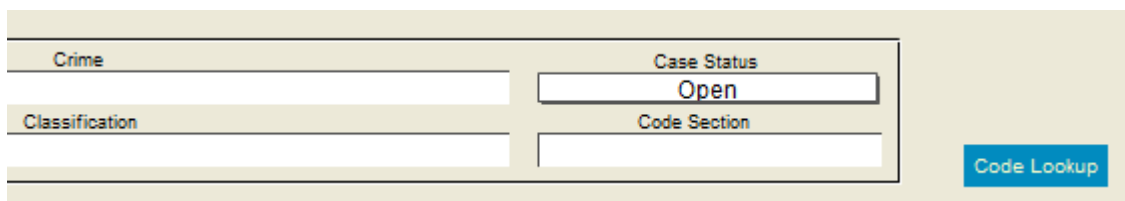
Note: If at this point if you click the 'Revert Record' it will revert to its last saved state, in other words it will delete it, this record can only be created and saved (committed) after you do one of two things.

1. Click 'Yes' and the record will be saved without a case number
2. Click 'No" and the cursor will flash in the case number field allowing you to enter the case number.

Note: If you miss a field, or want to enter data into a field in some other part of the screen, just click the mouse pointer into the field you want and the cursor will be positioned there.

Enter your data into the "Crime" field and press the "Tab" key. After entering data into the "Classification" field, don't press the "Tab" key because the next field ("Case Status") is a little bit different than the ones you just finished with.

The 'Code Lookup' button will automatically enter the proper Crime, Classification, and Code for you with just a click of the button (it is explained in detail in the 'Beyond the Basics' section)

Notice that "Case Status" already has been filled in with "Open", this is an auto enter feature you will see on some other fields as well. Most cases when initially entered into the computer are classified as "Open", auto entering the data saves time. You can however change this entry at any time.

Press the "Tab" key now.

Pop-up
Value List
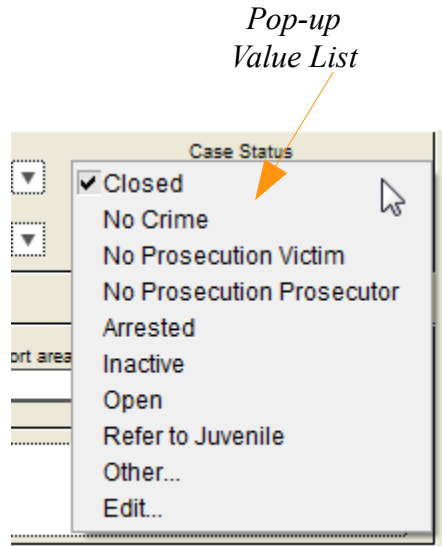
Another feature of the "Case Status" field and some other fields is the predefined value list. A value list maintains database uniformity by insuring that everyone who enters data uses the same terminology. To change the default entry use the up or down arrows on your keyboard to make your selection then press the "Enter" key. Pressing "Tab" again will take you to the next field. If no changes are made, press "Tab" twice to go to the next field.

Note: You can also use the mouse to make a selection.

Location & Codes

The next area you tab into is the "Location & Codes" section. Fill in the appropriate information if your department requires it, otherwise it is optional and can be left blank.

Date -Time Group

The "Date - Time Group" is broken into three sections. The two sections "Date Beginning" and "Date Ending" are to be completed when there is a time range that the crime occurred, for example...a residential burglary occurred over the weekend while the owners were away on vacation, since it is impossible to determine the exact time it occurred you would enter the date/time/day of week when the owners last left the property into the "Date Beginning" section and the date/time/day of week when the owners returned and discovered the crime into the "Date Ending" section.
Always enter all dates in the MM/DD/YYYY format; they will however print as MM/DD/YY (see pop-up calendar below).

If an exact time that a crime occurred is known, enter that information into the "Date Beginning" section and leave the "Date Ending" section blank.

The last section is the "Date Reported" area which is self explanatory.

Date - Time Group

Pop-up Calendar

Most date fields feature a pop-up calendar to facilitate quick and accurate date entry. Whenever you click or tab into a date field a pop-up calendar is automatically displayed with the current date circled. Simply click on the date desired and it is placed instantly into the respective field for you, or you can directly type in the date if you want to.

Case Name Portals

Since not all criminal reports have witnesses, suspects, etc. it is much more efficient to keep a separate file to store this information. For example, all of the victims, witnesses, suspects, reporting parties etc. are located in the "Case Name" table of the "Mname" file *(a file can contain many separate record storage areas which are called tables. For example the Mname file has 4 different storage areas, the 'Case Name' contains all names that are put into the criminal report, there is also an 'Alias' table for storing alias names, an 'Assoc' table for storing known associates, and a 'Master' table for the storage of master names..more on master names later. Don't worry about knowing the file names or their location, we are only providing this information so that you can better understand the relational database concept)*.

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CrimeSoft is a multi-file relational database, meaning that data in one file and its tables (such as the "Case Name" table in the 'Mname' file) can be shared with and printed, viewed, sorted, added, or edited from another file (such as the Criminal Report "Crime" file), provided they are related in some way, like having the same "Case No.".

As mentioned above, data from a related file or table can be shared, edited or viewed. A "Portal" is like a window, showing the data contained in the related file. The data you see in a portal is the actual data of all the related records in the other file (the typeface is in red as a reminder that this data is in fact in a different file). Each horizontal section is a separate record within that file.

Although you are currently in the criminal report file you can easily see all the people in the Case Name file that are related (have the same "Case No") to that criminal report. It is much easier to enter the basic data* on these people here rather than to having to switch back and forth between various files. You can enter an unlimited number of people in the 'Additional Name(s)' or 'Suspect(s)' tabs by using the scroll bar associated with that portal window to scroll down. In addition to being able to view all related files, every time you put data into the last available record within a portal, a new additional blank record is then created just below your entry, thus allowing you to create virtually an unlimited number of entries within that those portals.

Note: The Primary Complainant/Victim is limited to one entry, if there is more than one victim you can enter them in the Additional Name(s) section.

* Basic Data – Portals only display the essential data of the 'Case Name Record' used to identify an individual. The actual record has over 90 data fields available including items such as vehicle identification, know associates, physical attributes, addresses, employment, and much more including photos. You can view, edit, enter additional data, and print any of this by clicking on the 'Go to File' button associated with every record in the portals.

Primary Complainant/Victim & Additional Name(s) Tabs
Data entry - Basic

There are 2 ways to enter data into a 'Case Name" Portal. The 1st way is to type data directly into the data fields. To do this click the mouse into the "Last Name" field on the first blank line of the window. Enter the Last Name then press "Tab" and enter the next field data. You are actually entering the data into a newly created record located in the 'Case Name' section of the Mname file.

Note: As soon as you type anything into any one of these fields, CrimeSoft automatically creates a new record in the 'Case Name' table with the data that you are typing in and links it to this Criminal Report by automatically copying the "Case No" from your criminal report, it also copies their status (IE: Victim, Witness, Suspect etc.)into this newly created Case Name record, thereby linking it to share and properly display its data within this criminal report.

Master Name ID Code Lookup   *Paste Master Name ID code button*   *View This Case Name Record*
         Click to display the Help screen   *# of Records in each Portal*

The ID code buttons (shown above) will be fully explained later :)

(It's the 2ⁿᵈ way to enter all of the data and create new 'Case Name' records in seconds with only a few mouse clicks!!)

Scroll bar

The record sections contain standard fields, some have pop-up value lists as described in the previous "Case Status" section, and are for the most part self explanatory. Since you almost always have a victim, the first section is classified as "Primary Complainant/Victim", and allows only one entry (the primary victim), if you have more than one Victim or a Witness, Reporting Party, etc., that information is placed into the "Additional Name(s) Portal" which allows unlimited entries. The "Additional Name(s) Portal" section has one additional field that being "Code". As the picture below shows, "Code" is a pop-up value list allowing you to quickly identify the individuals status associated with that case.

Code Pop-up

Customize current selection or change the value list

Note: Many of the pop-up fields have the "Other" and/or the "Edit" lines available. Using the "Other" selection brings up a dialog box that allows you to type in the text you want displayed on only the record you are presently working on.

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Note (continued): Using the "Edit" selection causes another box to be displayed, showing the entire pop-up list and allows you to permanently change that pop-up list. The "Edit" selection allows you to customize CrimeSoft to fit your departments' specific requirements. Using "Edit" will not change the entries you made for previous reports. The "Edit" function is available only to those possessing a Master level password.

Suspect Information

The "Suspect(s) Portal" section contains the same text and date fields as the "Additional Name(s) Portal". "Suspect(s) Portal" records have no 'Code' field since it is not required since all entries are suspects. All portal records have the ability to display the 'Weapon Alert' and 'Juvenile' alerts as shown in the previous example.

This section allows you to enter basic information on a particular suspect. To enter additional information you need to go to the actual record located in the "Case Name" file (discussed in the next chapter).

Note: "Weapon Alert" is activated whenever you enter data into the "Weapon" field located in the "Case Name" record (explained next).

Note: When entering data into any date field either of the two formats listed below is acceptable. (This is done automatically when using the pop-up calendar)

DD/MM/YYYY   -or-   DD-MM-YYYY

Code: DD=day, MM=month, YYYY=year   (*always use 4 digit years*)

Note: DOB fields do not have a pop-up calendar

Using the Master Name File

New users to CrimeSoft Advanced that have not upgraded from a previous version will not have any records in the database. This section will guide you through entering records for the first time as well as using the Master Name File once you have an established working records section.

The easiest way to start is to create an actual criminal/incident report. At the 'Main Menu' click on the 'Criminal Reports' button to take you to the data entry screen. Below is a portion of that screen showing the various portals used to enter individuals associated with a particular case. Begin by entering a case number (*remember not to start it with a zero and not to use mathematical operators like / - + = in the case number*). Continue filling out the data until you arrive at the 'Case Name File - Portals' shown below.

As mentioned earlier, every time you enter a person into one of the portals listed above, a new record is created in the case name file linking that person to that specific case. If the same person is listed as a 'witness' in one report and a 'suspect' in another report then two records of that person will be in the 'Case Name' table.

Now enter the Complainants Last Name along with the rest of the data (leave the ID Code blank). When you have completed this, press the 'Enter' key on your keyboards numeric pad (this commits or saves the record). You have just created a new record in the Mname files 'Case Name' table, linking this person to this specific report as the complainant. For this demonstration we have created the complainant shown below.

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Let's take a look at that newly created record 'Case Name' record by clicking on the 'Go to File' button (shown above).

You should now be viewing a 'Case Name File' record (upper portion shown here) like the one below (except with your data).

Notice that the name, his status (complainant/victim), case number and the other fields that you filled out are already completed. You can at your option fill out the rest of the data or leave it as is. Since this is the first time you have entered this person it would be a good idea to include as much data on him as possible so that it would be included in the 'Master Record' that we are going to create next. If you would like to include/import a photo, click on the camera icon in the upper right photo area.

After completing the data entry on this 'Case Name Record' you can easily make an identical 'Master Record' from it with just a click of a button. This new Master Record can then quickly and easily reenter all of the data for you that is contained on this record *(except case number, crime and status which are automatically added to each newly created Case Record)* whenever you need to put him again into any of the 3 tabbed areas of a criminal report in the future. No more typing out all the data over and over.
To create a Master Record go to the tabbed button area shown below.
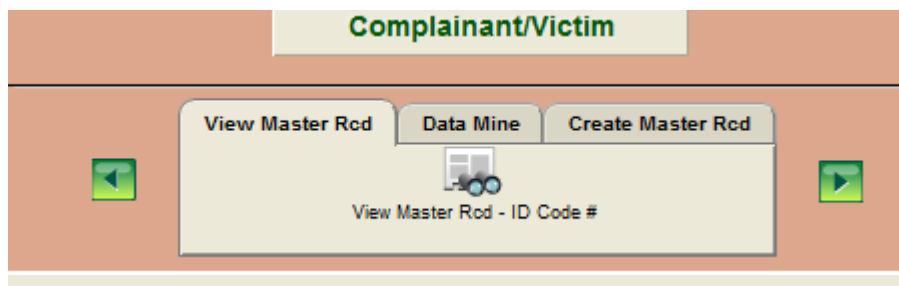
There are three tabs to choose from:

'View Master Rcd ' button (if this Case Name Record was created from a 'Master Record' template a number will also appear here, you can then click this button to review or edit the Master Record).

'Data Mine' displays a button that will allow you to data mine this record for other possible record matches in various fields (shown in the next chapter).

'Create Master Record' displays a button that will instantly create a "Master Record" template for future use. (Shown below) Click this tab then click this button now to create a new Master Record.

Create a Master Record

To create a 'Master Record' from this record click 'OK'
Click 'Cancel' to cancel this operation

Case
1234

Cancel   OK

View Master Rcd   Data Mine   Create Master Rcd
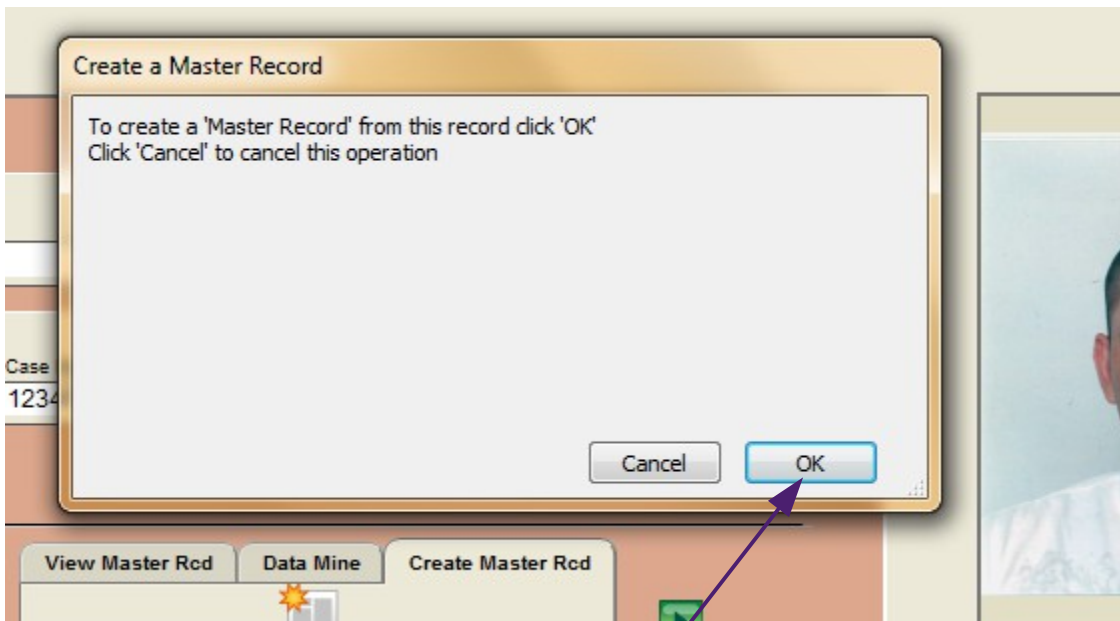
Click OK (above)

The program will temporarily pause on the newly created 'Master Record' until you Click the 2nd OK button (below)

Menu   Crime Reports

New Record

Master File Data Entry

Case Name List Portal   View as List   Import Records   Expo

Master Record

A new Master Record SJ33.01 has been created.

Last N
Smith

OK

Information   General   Information   Physical
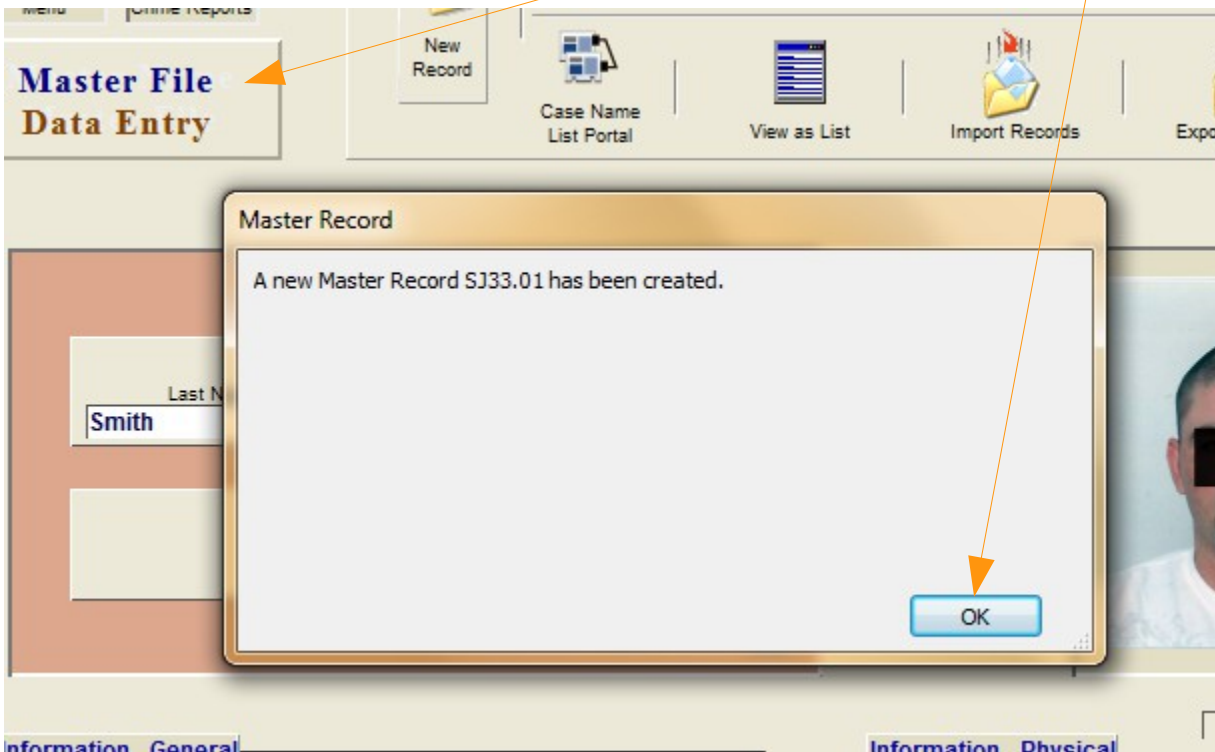
You have just completed making a Master Name Record.

'Master Name ID Code'

This 'Case Name Record' is now associated with a newly created 'Master Name Record' which has the unique 'Master Name ID Code' shown above.
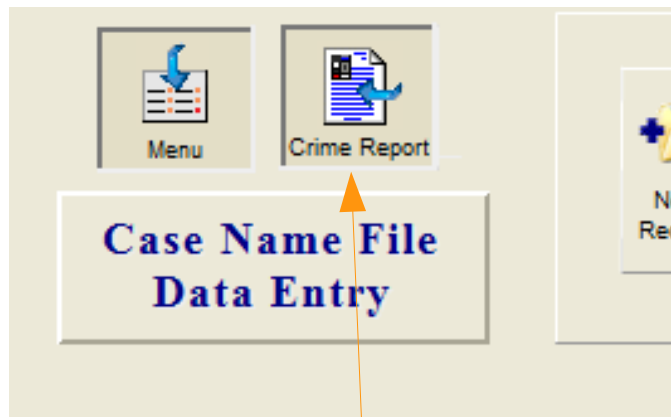
Click to return to your report

Primary Complainant/Victim & Additional Name(s) Tabs
Data entry – The Easy Way

Having 'Master' records makes data entry fast and easy. You start by clicking on the 'Master Name ID Code Lookup ' button (shown below).
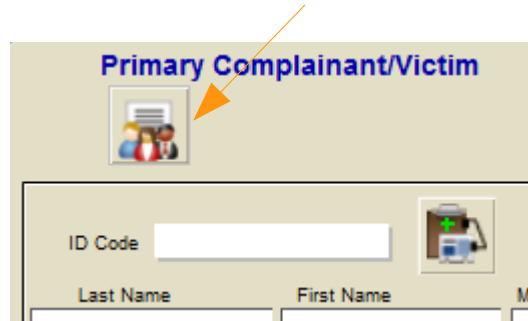
A special 'find' entry screen (shown below) will appear, complete with full instructions.

Next enter the name or other data of the person you are looking for (note: we typed in just the last name Smith), then click the 'Continue' button in the upper right part of the screen (or *you can also press the enter key on your numeric pad*). A list of all <u>matching</u> 'Master' records is displayed in an easy to view 'List' format including their photo (each with its own 'Copy ID Code' button very similar to the Paste ID code button) .
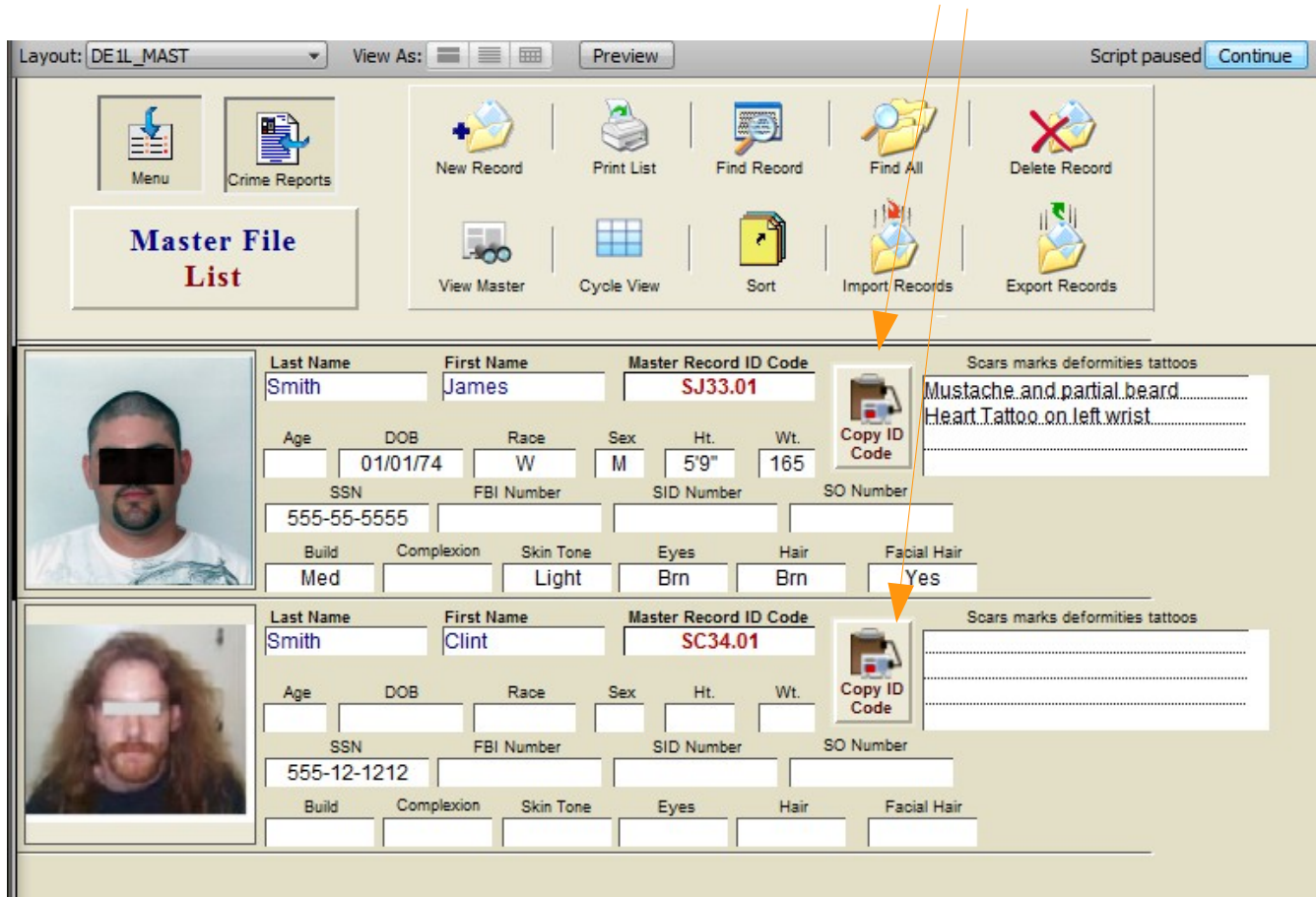
Now, just click on the 'Copy ID Code' button associated with the person you are looking for. A dialog box will appear (shown on the next page)stating:

"The ID for - " the persons name here"- Master Name Record has been copied to your clipboard. Click 'OK' to return to your Crime/Incident Report. When you paste this ID into the report a duplicate of this 'Master Name Record' will be created in the 'Case Name File' and directly linked to your report."

Now, just click the "OK" button (shown below) and you are once again back at your Criminal Report data entry screen.
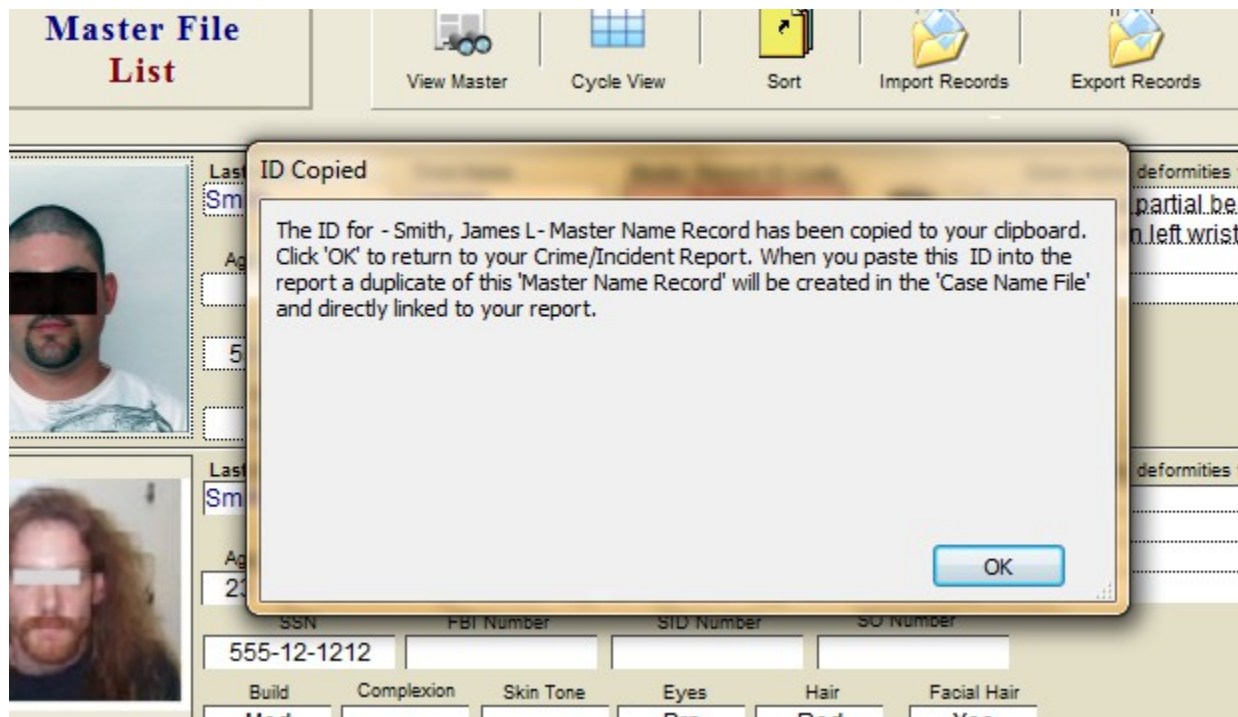
Back at the Crime/Incident Report. Just click the 'Paste ID Code' button (in the example below he is a suspect in another report) and a verify dialog box appears (see Below).
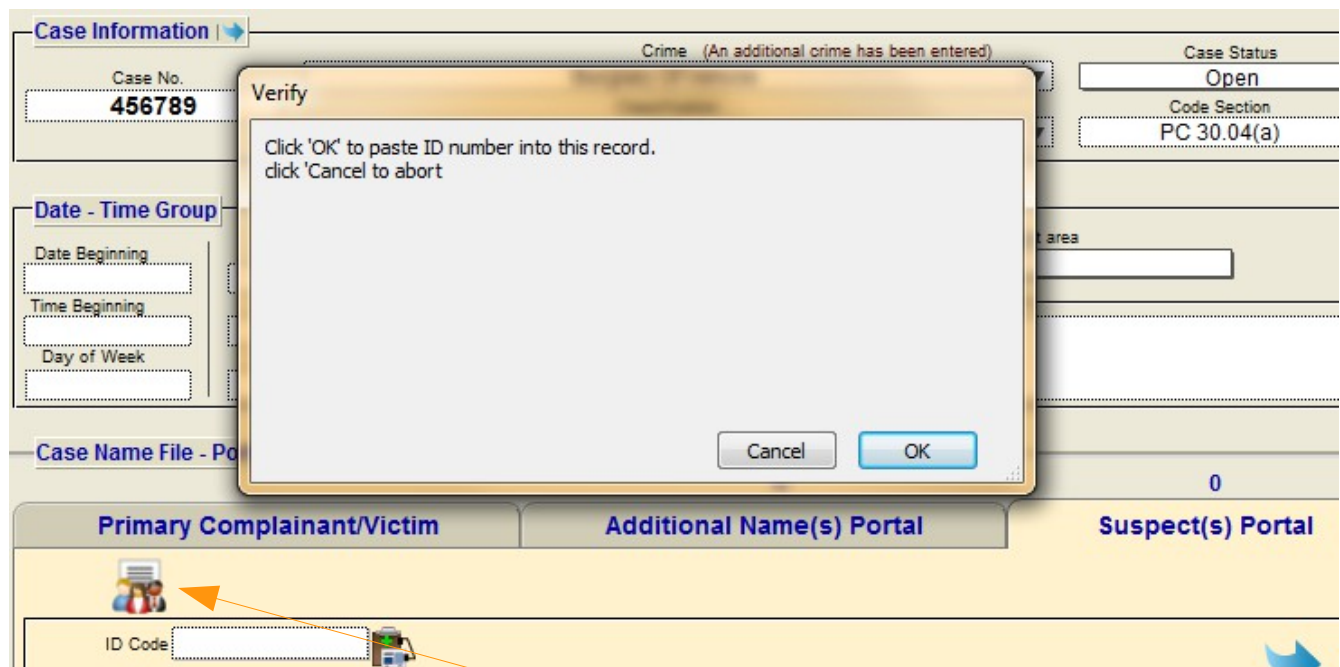
'Paste ID Code' button

Everything about that person is filled out…Instantly (in other words, a new 'Case Name Record' was instantly created for you)!

Entering a Master record into a report is as easy as clicking a few buttons.

Please invest a few more minutes by watching a short online video that explains in more detail what was just covered and some important additional information on Master Name file uses that you will want to know.
Click on the link below, or copy and paste it into your browser. The video requires you to have installed Quicktime - it's free at   https://www.apple.com/quicktime/

http://crimesoft.com/tvideo/case%20name%20file%20mov/case%20name%20file%20mov.html

Type Ahead – Lookup feature

Another feature of CrimeSoft is the ability to type-ahead and enter the data for you before you have even finished typing the word. This feature is available for the following fields:
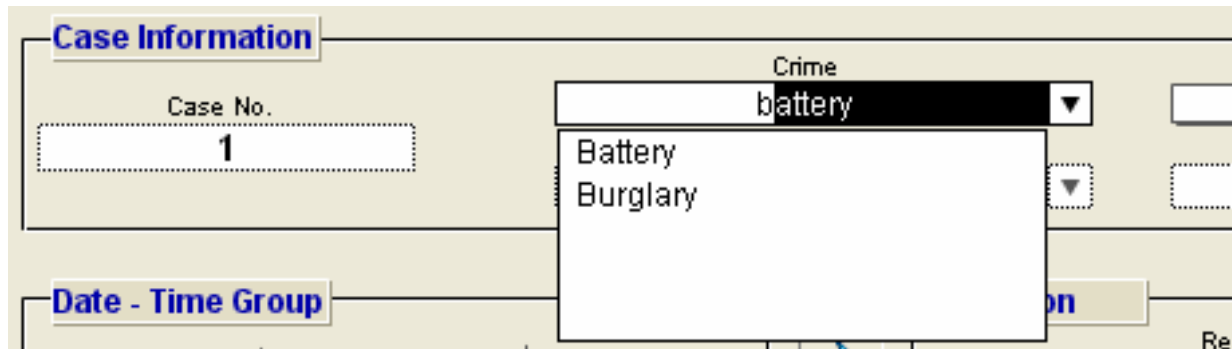
Crime
Classification
Code Section
Reporting Officer or Recording Officer

Once this feature is properly setup entering data into these fields is a snap. Below is an example of how it works.

In the above picture the letter b has been entered into the crime field, immediately an alphabetized list of all crimes that is stored in the lookup file appear. You now have the option of selecting one of these or continue typing as shown below.

When the next letter is typed the list narrows to the only crime that starts with a 'bu'. Note: If you have more than 1 crime starting with 'bu' they would also be shown.

In the above example all that was needed was the typing of two letters to completely fill out that field. It even capitalized the first letter for you since this was the way it was spelled in the lookup file. Also if you noticed on the previous page that an arrow appeared on the right side of the crime field when you began to enter data, clicking on this arrow will display all items that are associated to that specific field.

Setting it up

To setup the lookup file in advance, click on the 'Setup' button shown below.
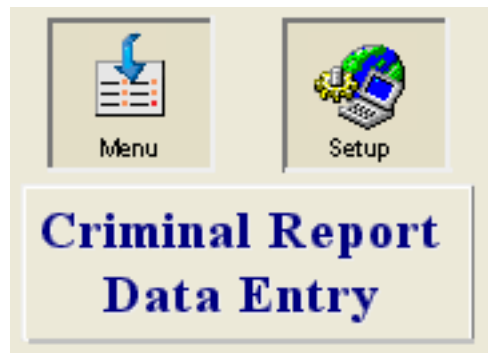
In the picture below (next page) the yellow area represents records; one record per line. Initially there will not be any records listed as this is a new database. To create a record click on the 'New Record' button in the upper left corner. Enter the appropriate data that you wished to be displayed under the proper column. You can also convert and import this data if you already have a codified list - see the online video at
http://crimesoft.com/tvideo/Code%20Lookup/Code%20Lookup.html

Important: Enter crime, classification and Code data on a single record (as shown below) IE.: do not enter a crime, classification, Code, and Officer on the same line record. Enter each officer's name and log-on on a separate record line).
Note: You can sort any column by clicking on the column heading.

There is also a quick help page you can view by clicking on the 'Quick Help' button. When you have completed entering the data click on the' Return to Crime Data Entry' button located in the upper portion of the screen.

Recording Data

The "Recording Data" section is self explanatory. The fields "Date" and "Time" are auto enter fields and can be modified. CrimeSoft automatically enters the current date and time from the computers internal clock when you pressed the "New Record" button.

User Definable Field Headings

You notice that 2 of the fields do not have headings (above).
When you click on the ? Mark to the right of them the dialog box below is shown.
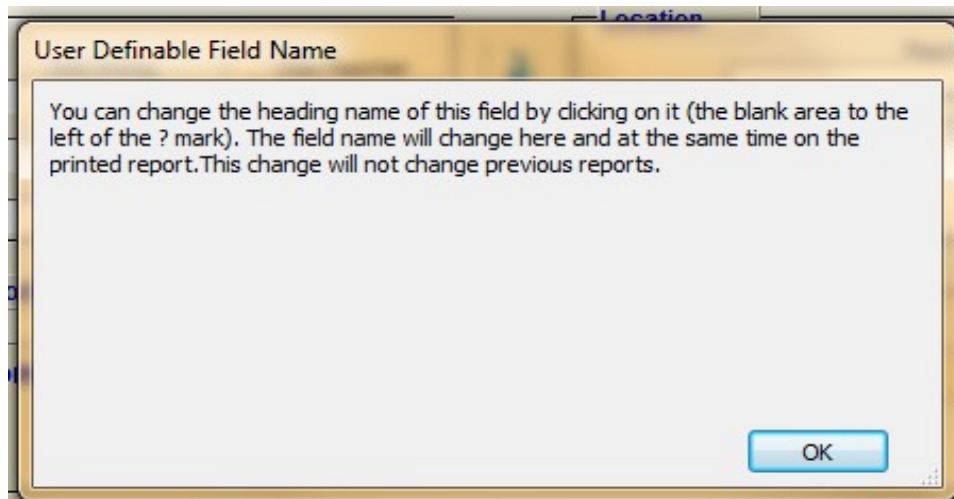
Clicking into the headings area will show a drop-down list enabling you to select or change the respective field heading title. This drop-down list can be customized to fit you departments needs by selecting "Edit..." .
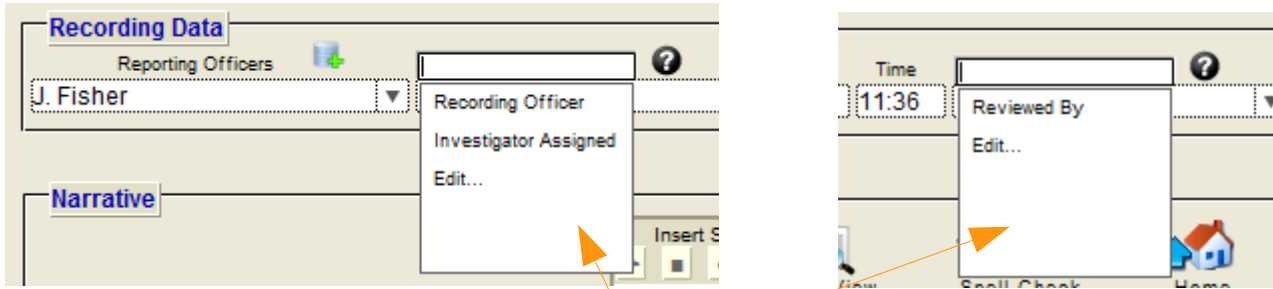
Drop-down lists
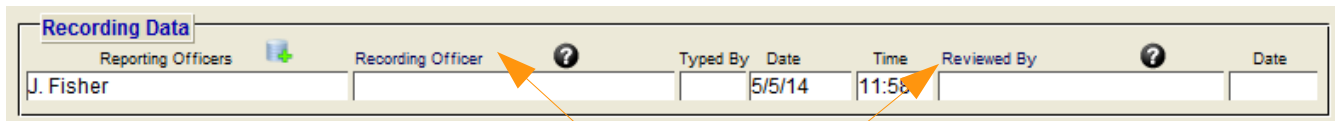
Field headings after list selection

Narrative

The "Narrative" section is one large text field. There is enough space within this field to type over a thirty page criminal report. When entering data into this field you will notice that once you reach the bottom the text will begin to scroll upward, this is because the "Narrative" is actually its own window complete with a scroll bar on the right hand side.

Once you have completed entering the narrative information, click on the "Spell check" button. The narrative will be checked against a 100,000+ word dictionary and your own user defined dictionary as well (setting up a user defined dictionary will be discussed later). A spelling dialog box, similar to the one below, will appear on screen during this process, allowing you to change incorrect words etc..
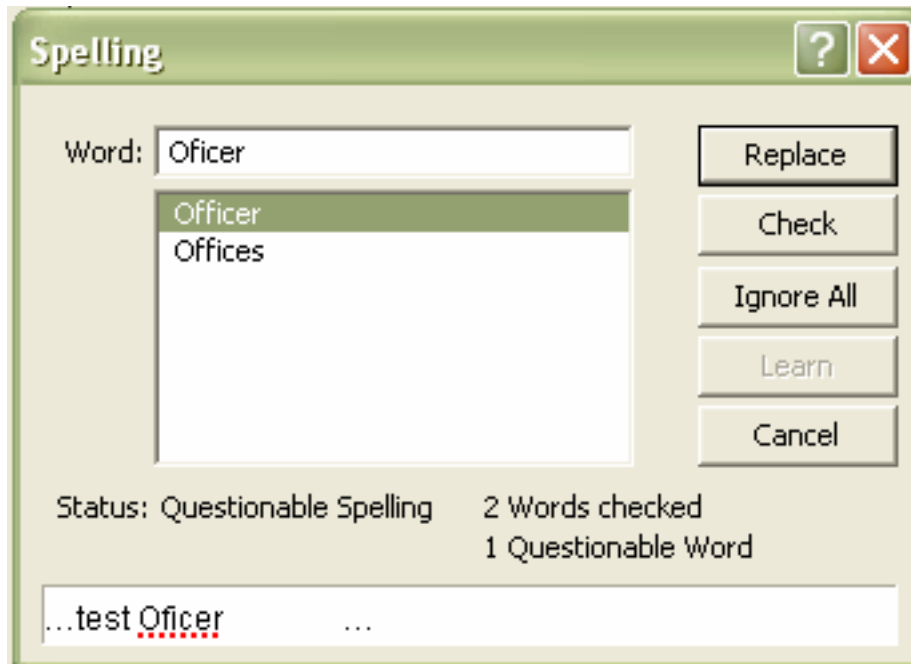
You can also insert symbols easily with a click of the mouse and when you click the 'Easy View' button it will expand the narrative section to a full page (full height and width) view including larger, easier to read type.

Insert Symbols   Easy View (Expand to full Page)
More on Easy View'-see pg 39

Jones was then arrested for Driving While Intoxicated.

Word count   480

Optional Documents

Officers Statement   Media Release
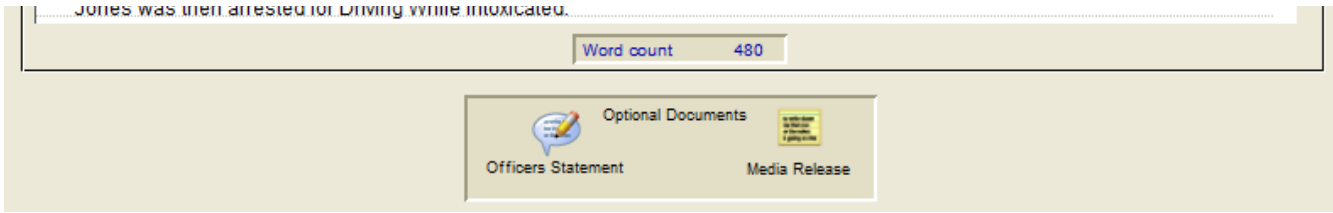
The bottom portion of the narrative section displays a total word count that is updated when you exit the narrative field.

Below the narrative are two buttons that will switch the narrative view to either the 'Officers Statement' or the 'Media Release' (shown below). Both of them have their own separate printouts.
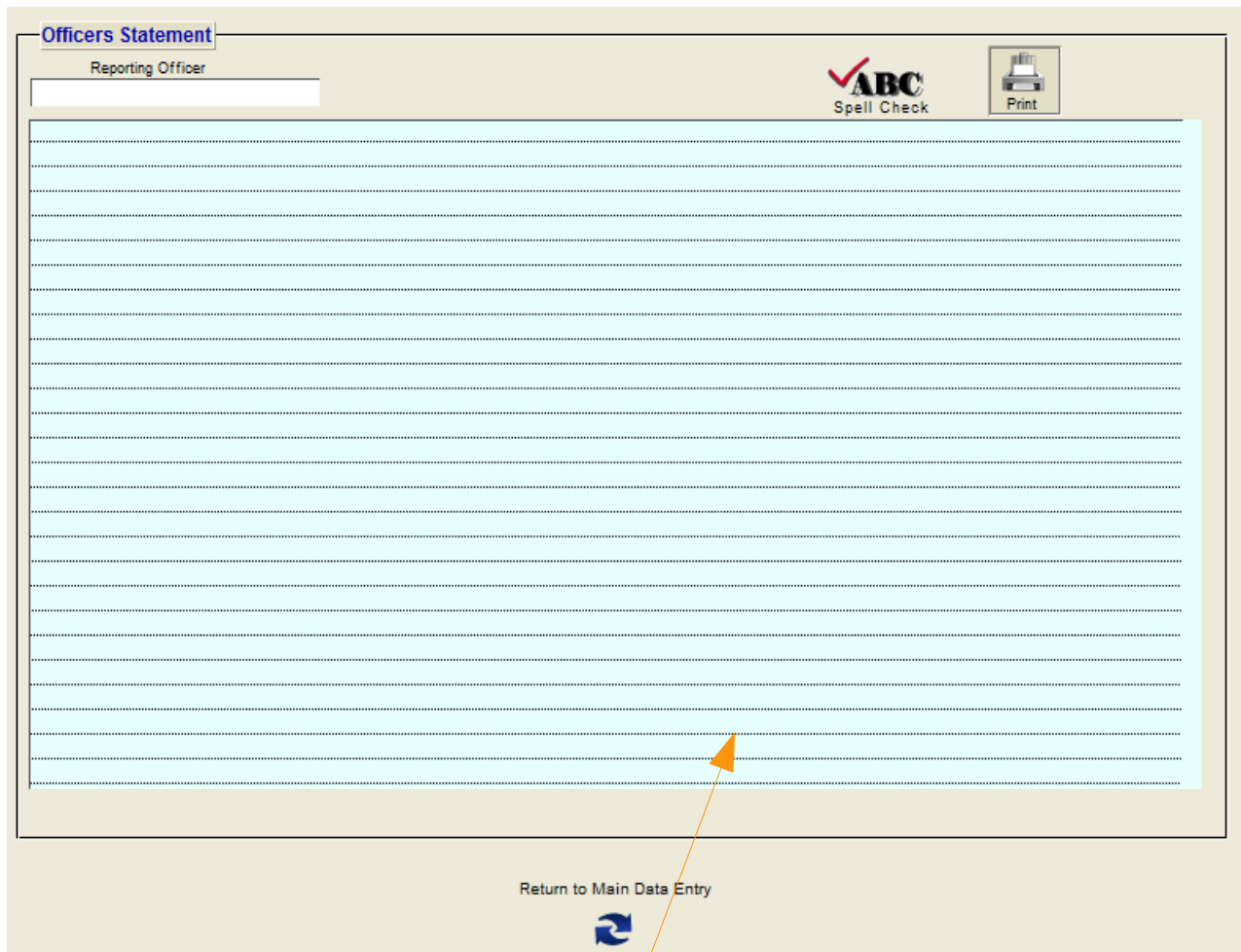
Officers Statement

Reporting Officer

ABC
Spell Check

Print

Return to Main Data Entry

Officers Statement

News Media Release

ABC
Spell Check

Print

Return to Main Data Entry

News Media Release

'Easy View'
Narrative Report Writing

A feature that will make the criminal report and standard supplement report writing much easier is 'Easy View'. When writing or editing the narrative section, clicking on this button will enlarge the narrative section to the full window size. You can even (FMP 9 or later) enlarge the window to full monitor width and the narrative will auto expand to whatever size window you create. In addition the size of the font in the 'Easy View' is larger.

We've also lightened the black text baselines to gray and indented the text narrative 3 pixels on both the left and right margins keeping the text from actually touching the reports vertical margin lines on the narrative, in the data entry screens, easy view screens, and the printed reports. The end result is a better looking and much easier reading text and more professional looking printed reports.

Easy View Button
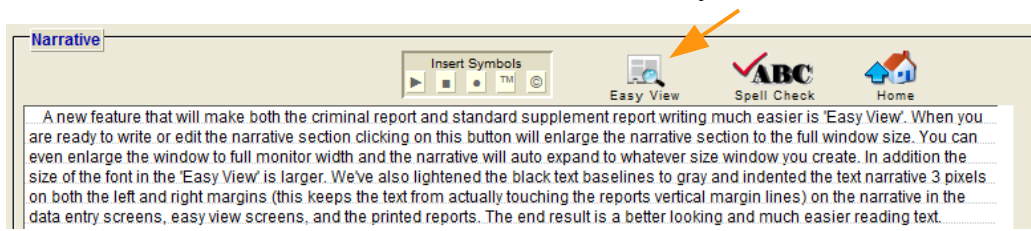
The normal data entry screen (above)
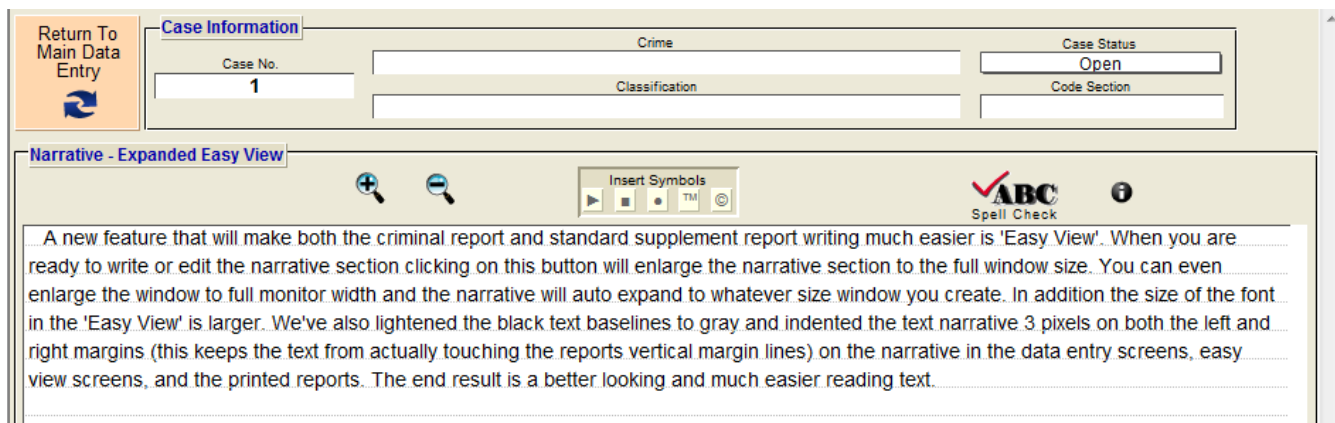
'Easy View' data entry screen (above – window width set to ½ wide screen monitor width)

Note: The above comparison are JPG screen shot captures that had to be reduced in size approximately 40% to fit. This reduction caused text to blur when converted to this PDF presentation.

In the CrimeSoft program, the text always remains clear and sharp at any size.

U.C.R. Offenses

One of CrimeSoft many unique capabilities is compiling in seconds (what before took hours or days) the data required for the monthly Department of Justice (FBI) Uniform Crime Report, Return A and Supplements to Return A.

Although the average officer may have never seen a U.C.R. report, filling out the U.C.R. data that is required for a particular criminal report at the time a report is entered into the database is fast, easy and best of all requires no understanding of how the report is prepared. Reading the screen and clicking a few buttons is all that is needed to complete the additional information required.

After completing the "Narrative" field, the next field is the "U.C.R. Offenses" field. If your report is not classified as one of the crimes listed, click the "No" button and "No" will be entered into the field for you. You are done with the U.C.R. section.

If your report is classified as one of the crimes listed, click the "Yes" button and "Yes" will be entered into the field for you and you will be taken to the screen shown on the next page.

Crime selection buttons

This window contains the buttons for crime selection, a button to return you to where you left off in the criminal report data entry screen, a "Clear" button that will clear all the information that is present in the "Information window", and the "Information window" itself that shows you the items that you selected.

Note: The "Information window" is for viewing the data only, you cannot tab or click into it. If you need to change the information, click the "Clear" Button and reenter the data.

Select the type of crime by clicking one of the seven "Crime selection" buttons. After selecting a crime, you will be taken to the last screen in the U.C.R. section.

Uniform Crime Reporting Data Entry

Homicide Information ——— Select one

○ Murder And Nonnegligent Homicide

○ Manslaughter By Negligence

1a. Criminal Homicide
a. Murder & Nonnegligent Homicide

UCR Offense Menu

Return to Criminal Report

The last screen in the U.C.R. section is a sub-menu that further defines the specific crime you just selected in the "Data Entry Menu". Depending on the crime you selected this screen may have more buttons than the one depicted above.

Simply click on the appropriate "Crime info" button, the information is entered for you and displayed in the information window (no typing required). Pay close attention to the "Selection criteria" because for some crimes there are two groups or categories of buttons from which to select, the "Selection criteria" will instruct you on how many need to be selected. When you are satisfied with your selections, click the "Return to Criminal Report" button. If changes need to be made, select the "U.C.R. Offense Menu" button and you will be returned to the previous screen.

Question 1   *Question 2*   *Question 3*

Clicking the "Return to Criminal Report" button returns you to the "U.C.R. Offenses" section of the criminal report data entry screen. Three final questions need to be answered.

The cursor will be located at "Question 1". Select your answer by clicking either the "Yes" or "No" button. The "Uniform Crime Reporting Handbook" published by the U.S. Department of Justice states the following:

"On occasion, an agency will receive a complaint which is determined through investigation to be false or baseless. If the investigation shows that no offense occurred nor was attempted, the reported offense can be unfounded for UCR purposes. Please remember that the recovery of stolen property, the small value of stolen property, the refusal of the victim to cooperate with prosecution, or the failure to make an arrest does not unfound a legitimate offense. Also the findings of a coroner, court, jury, or prosecutor do not unfound offenses or attempts which law enforcement investigations establish to be legitimate."

The final two questions deal with reports cleared by arrest or exceptional means. The following excerpt from the "Uniform Crime Reporting Handbook" published by the U.S. Department of Justice explains the criteria:

"Clearances by Arrest
An offense is "cleared by arrest" or solved for crime reporting purposes when at least one person is:
      1. arrested;
      2. charged with the commission of the offense; and
      3. turned over to the court for prosecution (whether following arrest, court summons, or police notice). Although no physical arrest is made, a clearance by arrest can be claimed when the offender is a person under 18 years of age and is cited to appear in juvenile court or before juvenile authorities."...
"Several crimes may be cleared by the arrest of one person, or the arrest of many persons may clear only one crime. Further, if several persons are involved in the commission of a crime and only one is arrested and charged, the crime is listed..." "as cleared by arrest."

"Exceptional Clearances
In certain situations, law enforcement is not able to follow the three outlined steps under "clearance by arrest" to clear offenses known to them. Many times all leads have been exhausted and everything possible has been done in order to clear a case. If the following questions can be answered "yes", the offense can then be cleared "exceptionally" for crime reporting purposes:
      1. Has the investigation definitely established the identity of the offender?
      2. Is there enough information to support an arrest, charge, and turning over to the court for prosecution?
      3. Is the exact location of the offender known so that the subject could be taken into custody now?
4. Is there some reason outside law enforcement control that precludes arresting, charging, and prosecuting the offender?"

Case Disposition

Below the UCR section is a section that contains data related to the disposition of the case.

---Continued on next page---

Supplement Portals

Scroll bars   *Portal Windows*

Navigation Buttons

The data entry of the basic criminal report is now complete. This section will describe how to enter data into a supplement report.

Although you are currently in the criminal report file you can easily see all the supplements in all the other files that are related (have the same "Case No") to that criminal report. If more than 5 supplements are in one file you will need to use the scroll bar associated with that portal window to scroll down.

Optional Topic Field

To enter data for a new supplement report, click the mouse into the "Reporting Officer" field on the first blank line of the appropriate portal window. Enter the officers' name then press "Tab" and enter that supplement date. You are actually entering the data into a new record located in the supplement file. CrimeSoft automatically copies the "Case No" from your criminal report into that supplement record thereby allowing that supplement record to share the appropriate data from the criminal report.

Note: The Standard Narrative Supplement has is an additional optional field that allows you to enter the topic of the supplements narrative (see above). This makes it much easier to locate a specific one when there are many written supplements on a case. It also has a UCR portal (its use will be explained in a moment).

Now click the "Go to Selected Report" button.

---Continued on next page---

Return to Criminal Report   Standard Narrative Supplement Data Entry (top portion)

Case No. link to Main Criminal Report   *Data shared from main criminal report*

Upper Portion of printed Supplement Report (reduced view)

Since the supplement can share and view data from the original "Criminal report", the data entry screen (on the top) only requires you to enter the information that is not present in that "Criminal Report".

Sharing data increases report accuracy and saves time by requiring the user to only put the data in once, at one place.

The only other supplement item that requires some explaining is in the "Standard Narrative Supplement", which contains a portal window displaying the three U.C.R. questions in the criminal report. This portal window is present within the "Standard Narrative Supplement" solely for your convenience. Arrests that are made after the original criminal report is filed are generally entered on a "Standard Narrative Supplement" report. Thus, having the U.C.R. arrest information available on the supplement data entry screen is an easier way of changing the data in the main criminal report.

_____

On Supplements that require a listing of items, such as, the "Stolen Property" supplement below, an "Add Item" button will be present. Click this button for each new item you wish to add to the list (or click the mouse button into the next line) the cursor will be positioned at the beginning of the next line. The reason for this is because that each line item is in reality a separate record stored in another file (this is required for generating the monthly UCR stats or in the case of the "Evidence Seized" supplement, generates the data for the "Property Room" file).

Add Item button

Classification field is a Pop-up value list

Printing

After you have completed entering the data, printing a professional looking report is almost as easy as clicking on a button.

Print Button

Once you click the "Print" button your screen enters the preview mode and will change to a reduced view of 75%. Displaying either the first page of the supplement or other type of report, or the first narrative page of the printed criminal report (see below) and the 'Status Tool Bar' will be toggled on.

Page Arrows

Determine the number of pages in your report by clicking on the right page arrow (see above) this will display the next page of the report. Click again and the third page is displayed, and so on. Clicking the left page arrow will display the previous page. Once you have determined the number of pages in your report click the blue "Continue" button located on the upper right portion of your screen (shown on next page), or press the "Enter" key on your numeric keypad.

Click the 'Continue' Button   **DO NOT** click this 'Print' Button
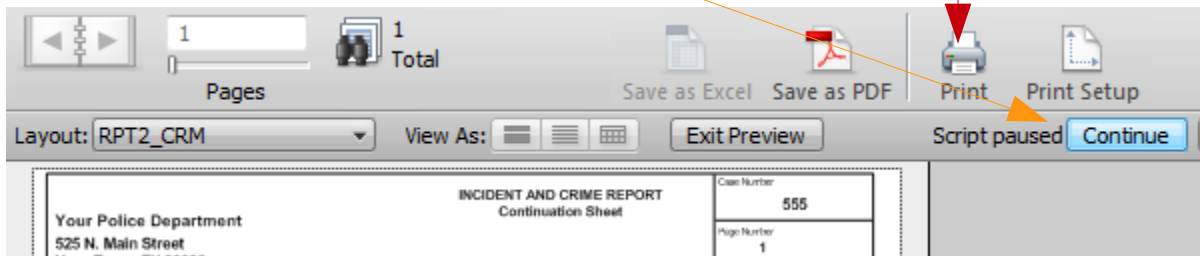
Note: The maximum number of narrative pages varies from printer to printer (due to printer margins, printer memory, etc.), generally it is in the range of 30 to 39 pages. Due to the wide degree of margin variations between printers, the report preview may depict a slightly different number of lines per page (or characters per line) than is actually printed.

For this reason it should be used only as a guide in determining the number of pages in your report. After using CrimeSoft with your specific printer for a short while, you should be able to more accurately compensate for this variation.

Note: When printing a Criminal Report, it will automatically print out the narrative pages first followed by the Cover Sheet (if there are multiple crimes and or a large number of persons in the Case Names it will print out additional 'Continuation Cover Sheets' as necessary).

The next screen is the standard computer dialog "Page Setup" box, similar to the one pictured below. Make sure that the "Paper" is US Letter or the equivalent, and the "Orientation" is set to portrait as shown below.
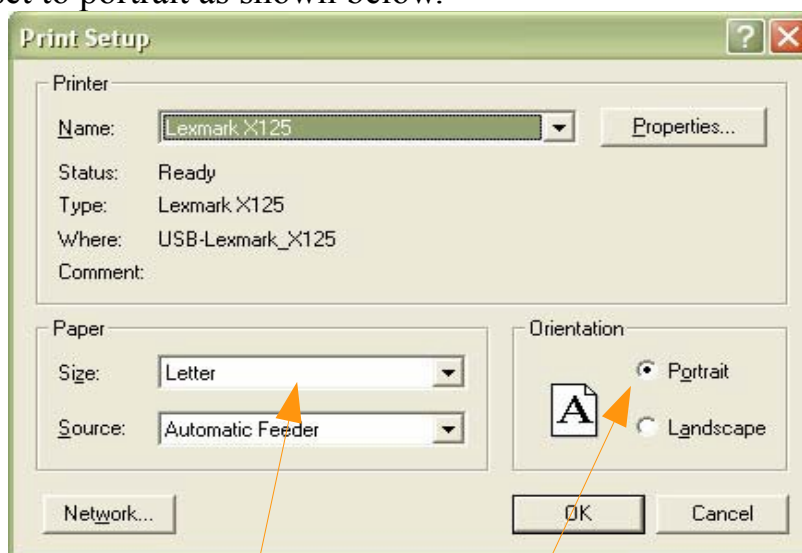
Letter Size   *Portrait*

Once you have determined the above settings are correct, click the "OK" button in the dialog box, or press the "Enter" key on your numeric keypad.

The last screen is the "Print" dialog box similar to the one shown below. First select the number of copies you would like then select the page range in the "From:" and "To:" blocks. Finally be sure that "Current Record" is the selection in the "Print" area.
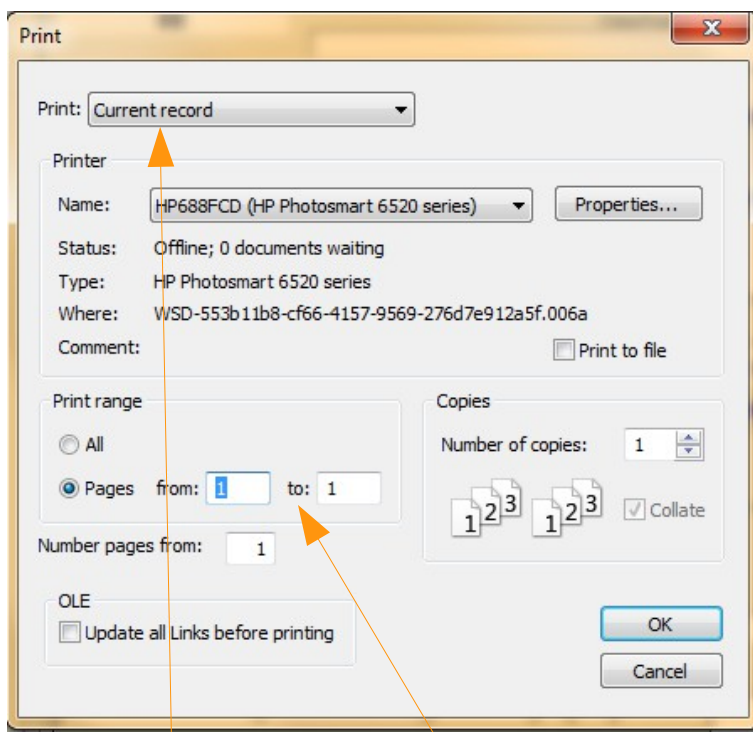
Print area   *To-From block*

Note: Enter the number of pages (for the main Criminal Report or Standard Narrative Supplement Report you only enter the number of narrative pages, the cover sheets will automatically be included). If for example you set the pages to print "From:1 To: 7" and after printing you discover the final page of the report was page 8, simply press the "Print" button (on the data entry screen) again and when you get to this dialog box enter "From: 8 To: 8" in the To: From: blocks.

Once you have determined the above settings are correct, click the "OK" button in the dialog box, or press the "Enter" key on your numeric keypad. Your report including the cover page(s) (if applicable) is now spooled to your hard drive for printing.

Finally (if you are printing the Criminal Report) a dialog box similar to the one below asks if you want to print out the "Suspect Information Sheets" or "All parties information sheets" or "None".
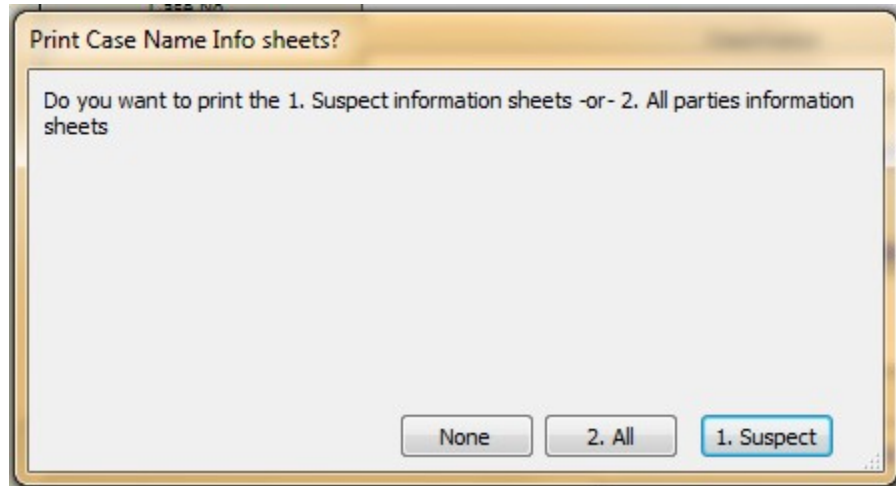
These are full page sheets containing all the information including the photos that is stored in the "Case Name" file on the suspect(s) or on "All parties" associated with this case. Simply make your selection by clicking on the appropriate button.

After making your selection you will be returned to the "Data Entry" screen while the reports are being printed.

Section 3.
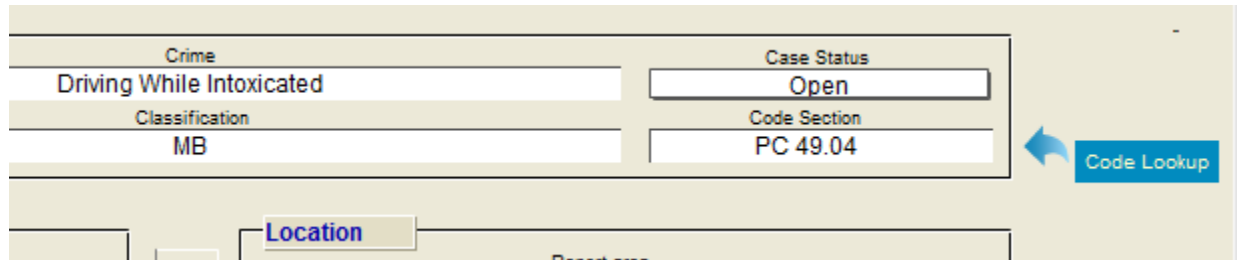
CrimeSoft
Beyond The Basics

The goal of this section is to add to the basic CrimeSoft concepts and to guide you through the techniques you will use periodically. After completing this section you can put to further use CrimeSoft's powerful database capabilities.

Before you begin, we assume you are familiar with CrimeSoft basics covered in the previous chapter.

Using The Code Lookup

As briefly mentioned in the '*CrimeSoft Learning the Basics*', the 'Code Lookup' button (shown below) will automatically enter the proper Crime, Classification, and Code for you with just a click of the button. The Crime, Classification, and Code data resides in a separate table.

You can either setup this file with all or most of the data in advance or add your data to it on the fly, one crime, classification, and code at a time as needed.

To setup the lookup file in advance, click on the 'Setup' button shown below.
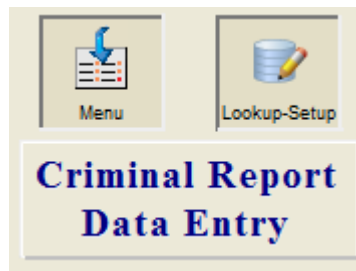
In the picture below (next page) the yellow area represents records; one record per line. Initially there will not be any records listed as this is a new database. To create a record click on the 'New Record' button in the upper left corner. Enter the appropriate data that you wished to be displayed under the proper column.
Note: See the 9 minute online video for more information on how to use this time saving feature, also how to easily convert and import this data if you already have a codification list in another format. See the online video at:
http://crimesoft.com/tvideo/Code%20Lookup/Code%20Lookup.html

Important*: Enter crime, classification and Code data on a single record (as shown on next page) IE.: do not enter a crime, classification, Code, Officer, and Officer logon on the same line record. Enter each officer's name and logon on a separate record).*

Note: You can sort any column by clicking on the column heading.

crime	classification	Code	Officer	Officer_logon
Abandon Endanger Child Criminal Negligence	FS	PC 22.041(c)		
Abandon Endanger Child Imminent Danger Bodily Inj	F2	PC 22.041(e)		
Abandon Endanger Child W/intent To Return	FS	PC 22.041(b)		
Abandon Endanger Child W/o Intent To Return	F3	PC 22.041(b)		
Abuse Of Corpse Without Legal Authority	MA	PC 42.08		

Help button displays a detailed diagram (below)

Crime Lookup Help

You cannot enter data into the white fields (below)

Each horizontal line (row) is 1 record

crime	classification	Code	Officer	Officer_logon	c_crimec
Homicide	1st Degree	111.1			Homicide1st
Homicide	2nd Degree				Homicide2nd
Homicide					Homicide
			Maj. Thomas 512	supv2	
			Lt. Bern Solic 789	de50	
			admin bern	admin	

Enter a crime, classification, and code in one record (if you don't have the code, etc. just leave it blank)
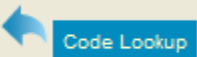
To add a new record click on the + sign or the 'New Record' button and a new blank record will appear.

Add each officers name (on separate records) as you would like them to be entered into the 'Reporting Officers' field along with their account logon

Add each officers name and account logon (into a separate new record – shown below). Now each time the officer logs on with that account and creates a new report his/her name will be automatically entered into the Reporting Officer field.

			Lt. B Diable	DE44
			J. Fisher	admin
			Sgt. B. Donneton	DE14
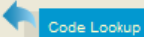
To the right of the 'Case Information' section is a 'Code Lookup' button. Whenever you enter information into the Crime, or the Classification or the Code Section and click on this button a drop down box appears displaying all matching data that is stored on the lookup file (see picture below where we have entered information into the Crime field and then clicked the Code Lookup button).

This drop down box displays the 'Code Section', 'Crime', and the 'Classification' fields as well as an instant enter button (see Below). The clicking on the instant enter button will fill out the Crime, Classification and Code Section information that is displayed on that line instantly and then close the drop down box automatically for you.

Instant Enter buttons

The above picture shows what was filled out after we clicked on the third line 'Instant Enter' button. All info was filled out and the drop down box was automatically closed.
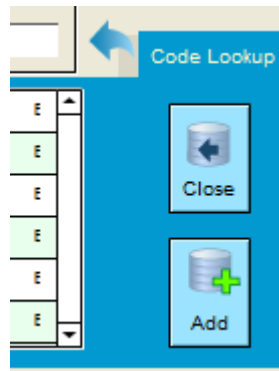
The two buttons on the right side of the Code Lookup drop down box (pictured above) are the 'Close' button which closes the box and the 'Add' button which will add information to the Lookup file.

An example of using the 'Add' button is as follows. Suppose you enter a crime, let's say a Homicide and you click on the 'Code Lookup' button, however the items that are displayed in the drop-down box do not have the classification or the code that you are looking for, or there are no crimes displayed. All you need to do to have this information added to the lookup file so that the next time you need it, it will be there is to finish manually entering the data into the remaining 'Classification' and 'Code Section' fields on the Data Entry screen (not the drop down box) and then click the 'Add' button.

Additional Crimes

You can easily add up to four additional Crimes to any Criminal Report with a click of a button (see below).
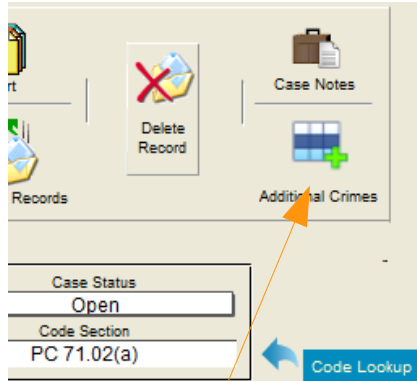
'Additional Crimes' button

Clicking on the 'Additional Crimes' button will display the data entry screen that allows the entry of up to 4 more crimes (below - reduced to fit). The upper portion displays the original crime and case number, the remainder allows for entry of up to 4 more crimes complete with a separate 'Code Lookup' function for each additional crime.

If an additional crime has been entered, the text above will appear on your main Criminal Report data entry screen.

If more than one additional crime has been entered, the text above will appear on your main Criminal Report data entry screen.

-----Continued on next page-----

Sorting Records

In addition to sorting records using the predefined buttons on the "List View" screen (shown later in this chapter), you can custom sort your records using any of the fields in CrimeSoft. To custom sort, click on the "Sort" radio button (shown below).
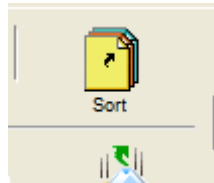
A dialog box similar to the one shown below will appear on the screen.
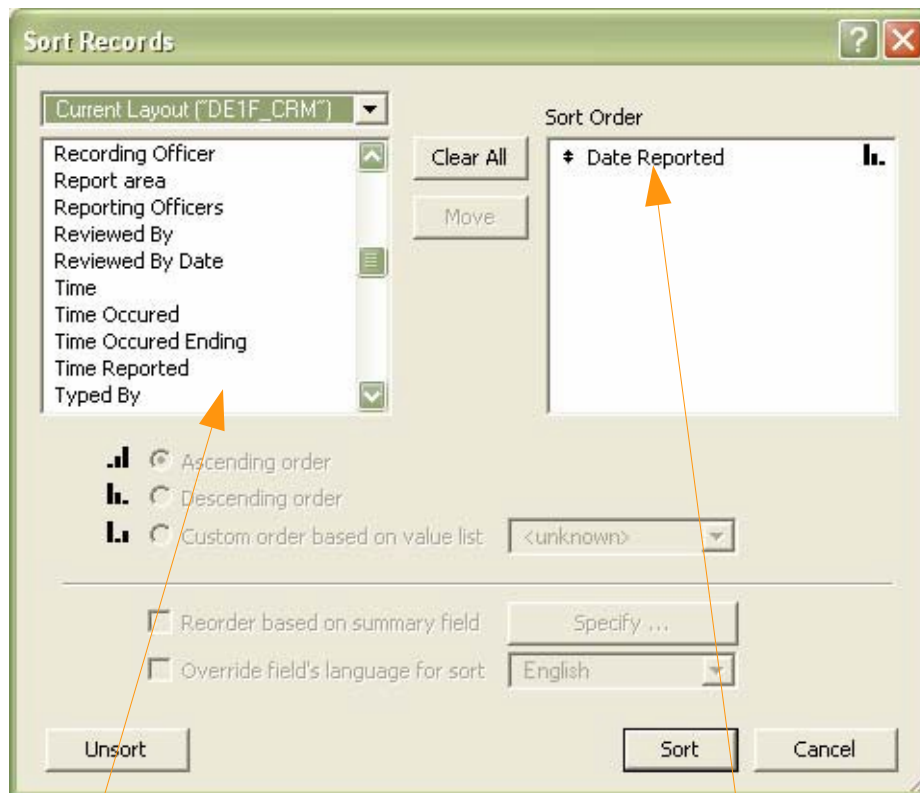
Available fields   *Sort order of selected fields*

First select from the "Available Fields" window the field or fields you want to sort by, and then click the "move" button to place them into the "Sort Order" window. Click the "Sort" button and your records are then sorted based upon your selection. To return the records to the order they were when they were originally entered; click the "Unsort" button.

Saving Files

One of the nice features of CrimeSoft is not having to worry about saving the records you create. This is because your data is automatically saved to your hard drive or your servers hard drive whenever you exit a record and your computer is idle for a few moments.

When using a laptop computer powered by a battery, this constant writing to the hard drives can reduce your batteries power faster than normal. The solution is to change how often the data is written to your hard drive or your servers hard drive. You do this from the 'Main Menu'.

First click on the "Scripts" pull-down menu (at the top of the screen), then select "Menu_Pref file". A dialog box (shown below) will open. Select the "Memory" tab from the choices offered. Select "every 10 minutes or when necessary". This now changes the way the program writes to the hard drive.
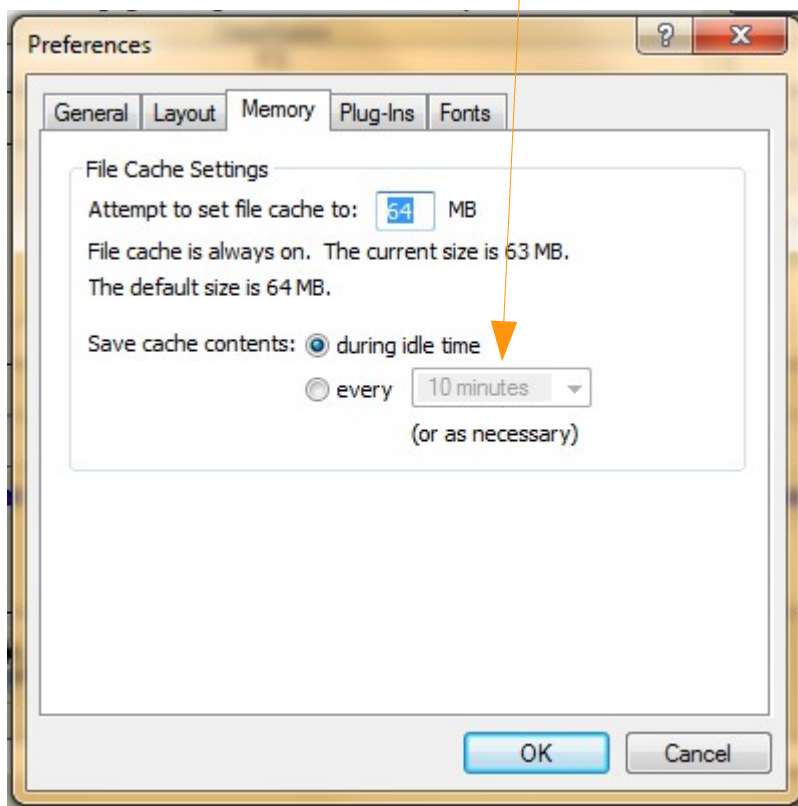
Important Note: A record will not be saved (committed) until you exit all fields. You can easily do this by either pressing the 'Enter" key on the <u>numeric pad</u> or clicking on a blank space outside any field. Do this before leaving the computer for an extended time.

Finding Records

To find specific records, begin by clicking the "Find" radio button (see below) located on the data entry screen.
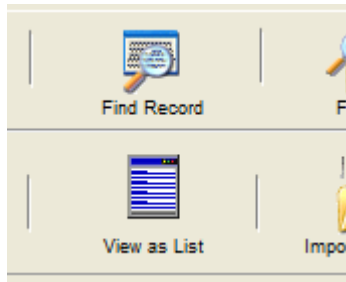
Notice that the mode (bottom left corner of the screen) changes from the "Browse" to the "Find" mode (see below). The data that was present within the data fields clears, giving you what now appears as a new record.
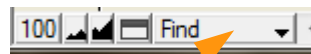
Mode Indicator

Next select the field that you want to use, by clicking the mouse and then type in the values you want to match (find). Press the "Enter" key on the numeric pad or click the "Preform Find" button located on the Status Toolbar (see below). Only the reports that match the value entered will be found, these records are known as the "found set".
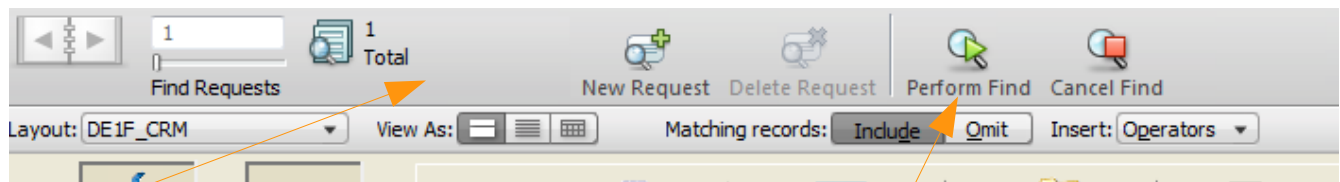
Status Toolbar   'Preform Find' button

-----Finding Records - -Continued on next page-----

You can use values for more than one field to find records, for example to find all Burglaries that were reported between 7-1-2014 and 7-15-2014 you would type "Burglary" (without the quotation marks) into the "Crime" field and "7-1-2014...7-15- 2014" (again without the quotation marks) into the "Date Reported" field.
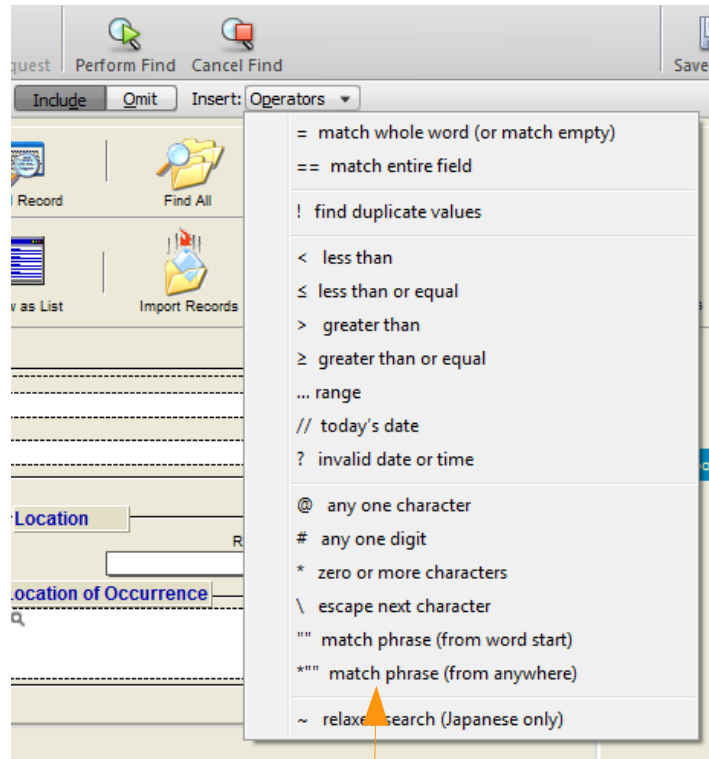
Operators

The "..." (3 periods) used in the "Date Reported" field in the above example are know as "operators" and are used to indicate a range of values. Other operators can be found by clicking the "Operators" button on the Status Toolbar when in the "Find" mode (see above). When needed you may either type these operators directly from the keyboard, or use the mouse to click on an operator from the symbol list shown above.
With the Status Toolbar on, you can easily see the number of matching records in the found set. Clicking on the arrows (below) will display the various records within that set on the data entry screen.
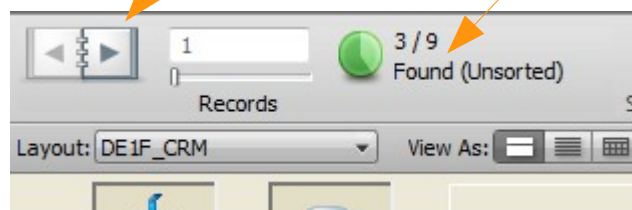
List View

You can also view as a list, the records in the "found set". To do this click the "View As List" radio button (see below) and the screen changes to the view shown at the bottom of page.
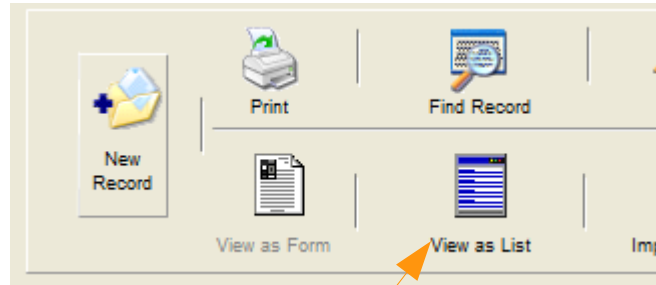
*Click to view records
as a list*

Upper portion of 'List View' screen

"Go to" buttons   *"Sort" buttons*

*Individual criminal reports
are listed one per line*

The above "List View" is an easy way to view all the criminal reports that are in a found set. Clicking on the "Go to" button will take you directly to the associated reports data entry screen (Form View).

You can also sort the above found set of records by Case Number, Crime, Date, or Reporting Officer. To do this, click the sort button (shown above) for that category.

Data Mining – Case Name Records

It's easy to 'Data Mine' a persons data to locate any additional occurrence in other crimes or to locate other persons in the database that match 6 specific data fields of the person being data mined.

You do this by first going to a 'Case Name' record of the person you wish to data mine. 'Data Mine' will allow you to data mine this record for other possible record matches in various fields.

Once there select the 'Data Mine' tab and click the button (below).

Click this button

The next screen will allow you to select and view the other records in the database that match data in this records various fields.

-----Continued on next page-----

Upper portion of the 'Data Mine' Layout

Return to Case Name Record   *Person being mined*   *Tabbed Data Mine*

----- Data Mining - Continued on next page -----

Lower portion of the 'Data Mine' Layout

Case #   Crime   View this record   Scroll bar   Tabbed Searches

The above screen shot depicts the 'Last Name' tab displaying all persons having the same last name, sorted by their first names.

----- Continued on next page -----

| Last Name | SSN | DOB | Address | Warrant | Alias |

Sorted by Last Name

Suspect-James Smith (WM), 40
123456
Agg Assault W/deadly   View
1-1-1974

Suspect-James Smith (WM), 40
55589
Robbery   View
1-1-1974

Suspect-James Smith (WM), 40
456789
Burglary Of Vehicle   View
1-1-1974

Suspect-Janet Donnelly (),
TPD989898
Engage In Organized   View
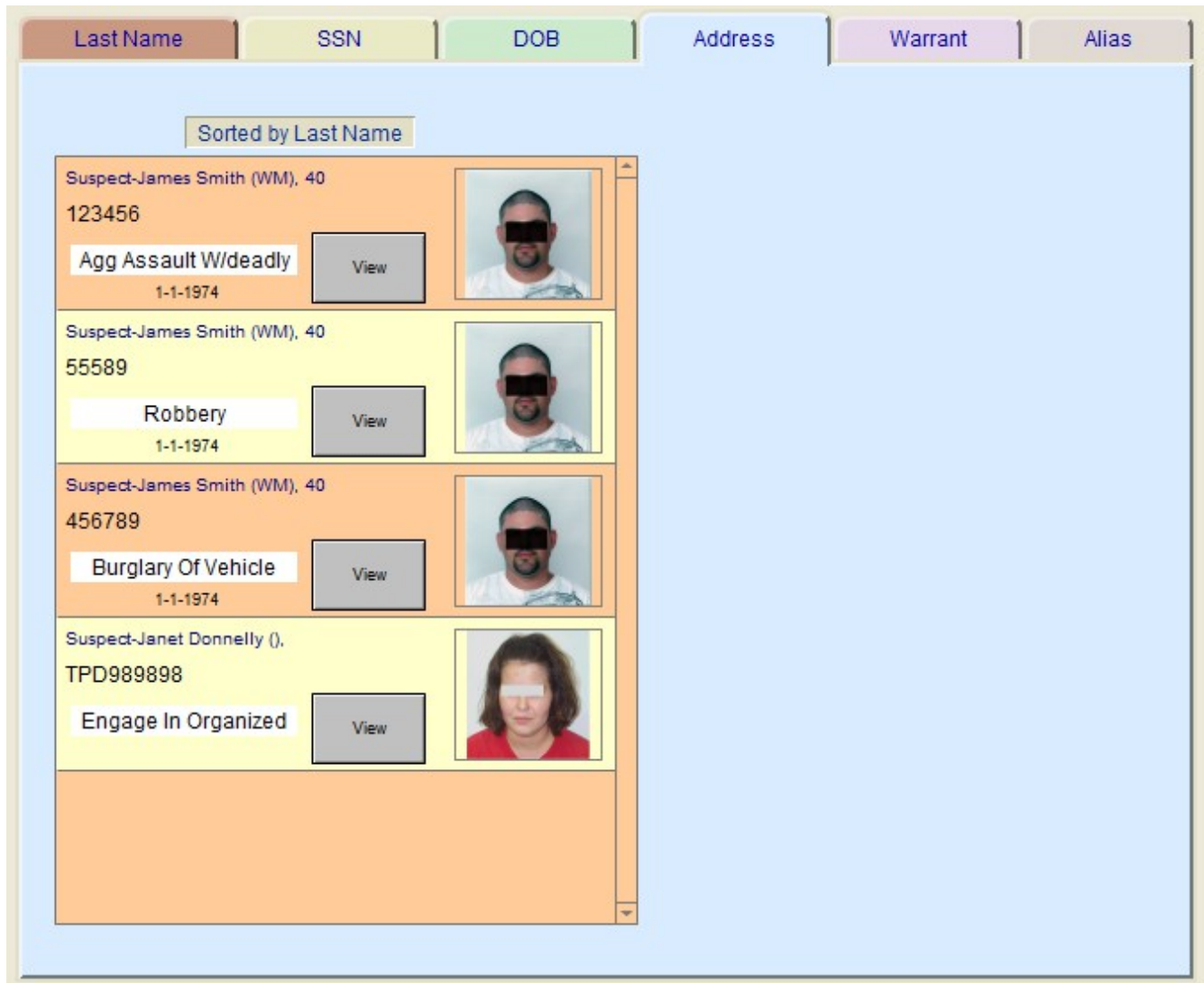
Another example of a tabbed area displaying persons having the same address (above).

The other tabbed areas (SSN, DOB, Warrant, and Alias) display matching data in a similar format as the above examples.

Accounts, Passwords, and Privilege Sets

Changing Your Account Password

A fast, easy way to change your account password is to use the built-in password setup utility. Navigate to this utility (shown below) from the 'Main Menu' by selecting 'Additional Menu Items' then the 'Utilities Menu' and finally the 'Log-on Password Setup'.

Password Setup Utility

The Account name you logged in with is automatically entered for you (See above).

In the 'Password' field type the new password you want (remember that the password IS case sensitive), up to 32 characters in length. Click the 'Set now' button and the password will be instantly setup in all of the required files. Once completed you will be taken back to the 'Main Menu' and a dialog box will confirm that the operation was successful. You will need to use this new password the next time you log into CrimeSoft.

Very Important Note: *For this utility to operate properly you MUST initially log-on to CrimeSoft using the account that you wish to setup.*
DO NOT log on to CrimeSoft with a different account name and then change your log-on by using the pull down 'Script' menu and selecting 'Re-login'.

Account Privilege Sets

There are over 110 pre-configured accounts in CrimeSoft and each account is connected to a privilege set. A privilege set is basically a set of instructions that tell the program what a specific account can and cannot do.
In this section we will discuss 2 of these privilege sets. They are the ones associated with data entry accounts and supervisor accounts.

The Data Entry Account (accounts beginning with the letter 'D')
     This type of account can create, edit*, and print Criminal Reports, Supplement Reports, Case and Master Name Records, CFS, Warrants, Citations, and Import Photos.

* It cannot edit a Criminal report created by another Data Entry's account. It can however add supplements to that report.

* Note: If the data entry screen on your report displays a 'Lock' icon as shown below, then the administrator of your program has enabled 'Record Locking'. Record locking prevents editing of a report once it has been printed (the lock is closed), however you can still add supplements. If you need to edit a record once it is locked contact your supervisor and he/she can log-on to the program and 'click' on the lock icon to once again permit editing until the next printing.
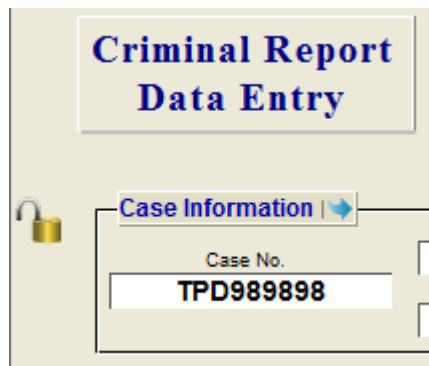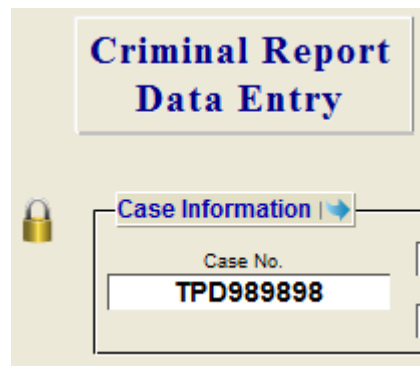
Editing Permitted   *Editing NOT Permitted*

The Supervisor Account (accounts beginning with the letter 'S')
     This type of account can do everything a Data Entry account can do plus, it can edit any record created by any account or reset a locked record (shown above). It can also setup and change drop-down and Pop-up Value field lists.

We recommend that supervisors also have their own Data Entry account to use for their own reports and only use the 'Supervisor' log-on when necessary to accomplish tasks that cannot be done otherwise.

If a supervisor account holder is not already logged into the program and is requested to perform some action by a data entry account user that is already logged into the program, there are 2 ways to accomplish this.

The 1st is to start the program normally and log-on with the supervisor account, this will give you supervisor privilege authority for all of the different files.

The 2nd way is to go to the data entry account users computer where he/she is already logged in and simple select the 'Re-Login' script from the 'Scripts' pull-down menu at the top of the page (see below). This will provide you with a log-on box (also below) to put in your account name and password, once this is done you will have supervisor privileges on that file only. When you have completed the supervisor task it is a good idea to select the 'Re-Login' script once again and have the data entry account holder Re-Login to that file.
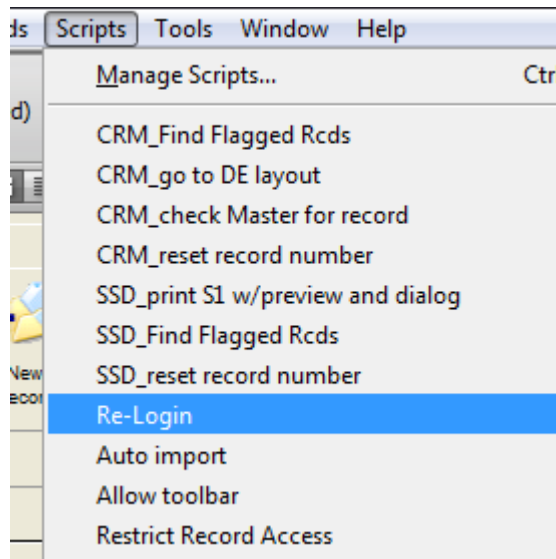
CFS module (Calls for Service)

Overview

The CFS module is a powerful multi-file sub-program containing dispatching, warrant, and citation files. Like the other files in CrimeSoft, the CFS module is seamlessly integrated into CrimeSoft. In addition to its own internal and external relational file linking, the CFS module links its data and files with the CrimeSoft main "Case Name" and "Crime" files as well. The end result is a module that provides the operator with fast, accurate up to the minute data that is crucial in many real time dispatching scenarios.

You will find that the CFS module is familiar and easy to use, incorporating the same type of data entry screens and buttons found in other sections of CrimeSoft.

The CFS module contains the following files:

1. CFS - The primary Calls for Service file.
2. CFSName - A internal file used by CFS to allow the displaying of data from several related files into one portal window.
3. CFSWarr - The Warrant data file.
4. CFSCitat. - The Citation data file.
5. Counter. – A table occurrence that stores and calculates various record id"s and call numbers.

CFS Data Entry

Many of the items and/or functions of the CFS files are similar or identical to files that were discussed in other areas of the CrimeSoft manual. To prevent reader boredom only CFS specific items will be addressed here.

To begin with there are two types of data entry screens from which to choose to enter data into the "Calls for Service" file, the Full-View or the Multi-View. Briefly, the Full-View contains all the data fields, alerts and portals on a scrollable window. The Multi-View (primarily for older low resolution screens) breaks the data into three distinct separate smaller windows grouped by data type. The groups are General, Time Stamp, and Subject. The Multi-View has limited alerts.

We will explain the data entry and various alerts using the Full-View screen.

Upper Portion of the Full-View (reduced to fit)

Setup Button *Time Stamp Buttons* *Priority Call Button* *Screen View Toggle Strip*

To create a new call, click the "New Call" button, the next available "Call #" and the "Rcvd" time, date and day of week are automatically entered into the call record for you.
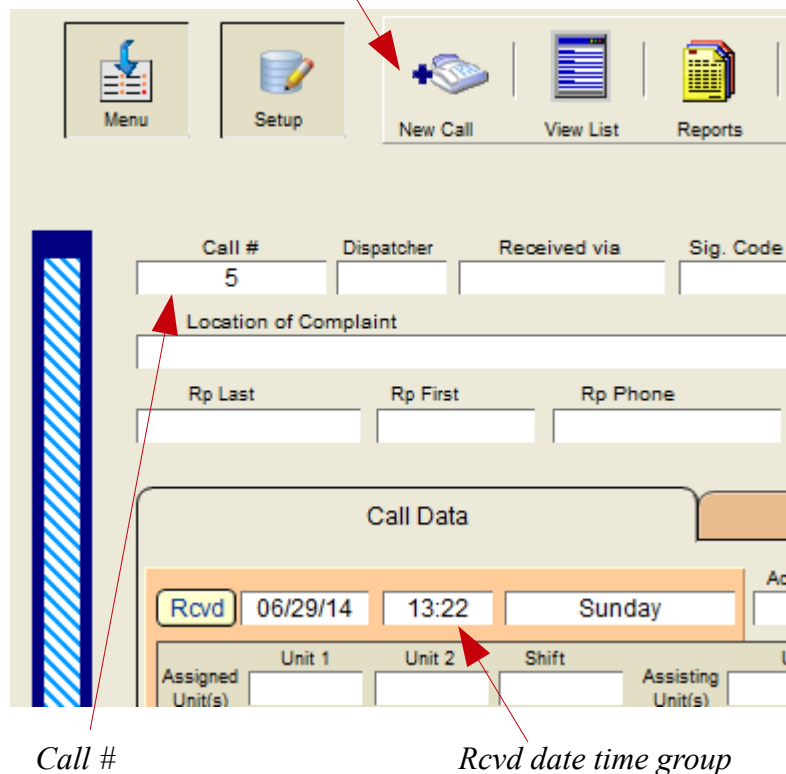
Call #   *Rcvd date time group*

The remainder of the data entry fields on the "General" data entry screen are self explanatory standard text fields, logically grouped and/or separated by category i.e.: call info, assigned units etc..

Many of the fields contain value lists which can be customized to fit your departments' needs. An example of one such list is the "Received via" field below.
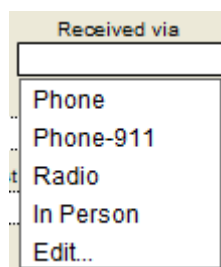
When you tab into the "Received via" field a list of choices is offered, simply double click your choice -or- use the up/down arrows on the keyboard until you highlight the one you want then press the numeric pad <Enter> key to select it.

To customize this list or any other list select "Edit..." (the last item on the list), an editing window, similar to the one pictured below, will appear allowing you to edit/enter whatever data you wish to be displayed whenever a person tabs into that field.
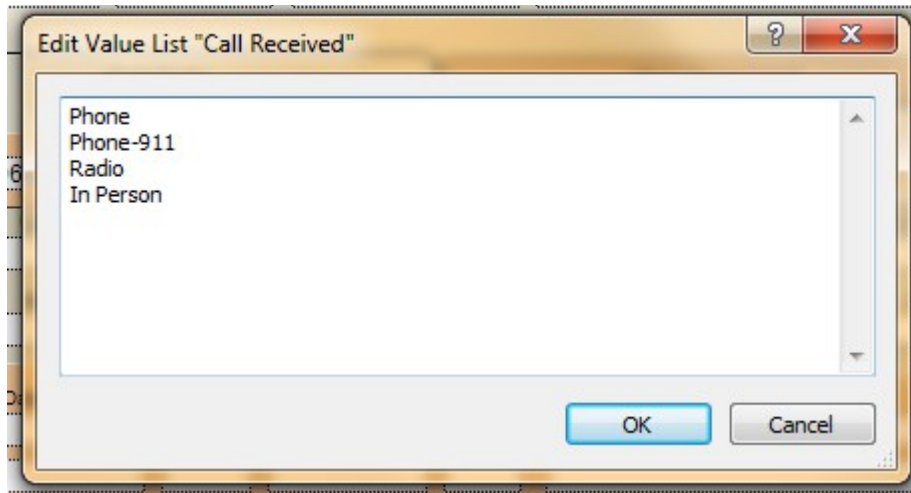
Note: Changing a value list will not affect and/or change the data already entered in previous records. Many to edit many of the value lists require log-on accounts with a higher privilege set than the 'Data Entry' accounts.

Location Alerts

If the address of the call you are responding to matches an address exactly of another prior call, a button will be displayed showing the number of prior call matches. Clicking on that button will display the call match screen shown at the bottom of the page.
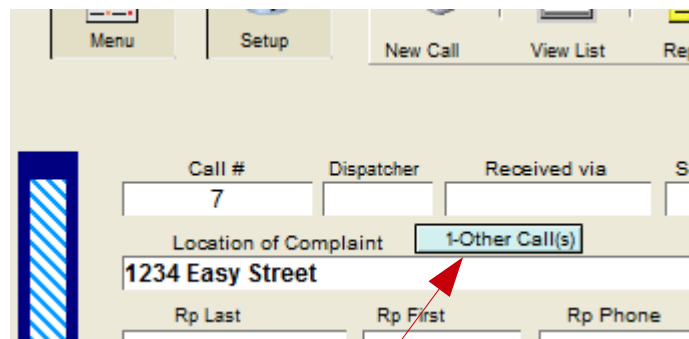
Call Match button

The screen below shows all calls with the same address. An "X" is displayed next to the call that was on your screen when you clicked the "Call Match" button. Clicking the "View button will display the full data entry screen for a particular call.

Current Call 'X'
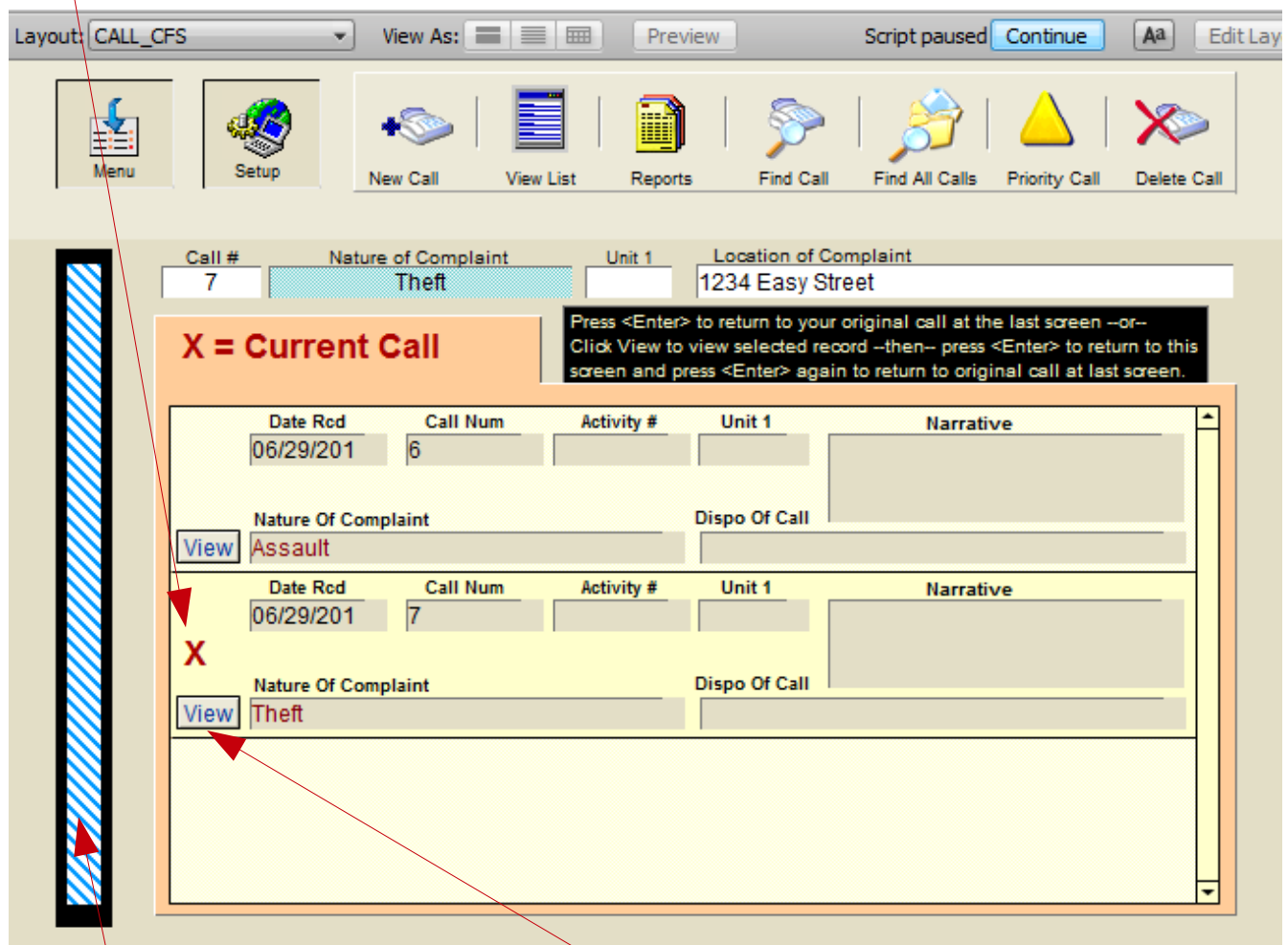
Click to toggle on/off the upper 'Status Toolbar'   *View button*

Important: To return to the previous active call screen or, to return to this screen after viewing a selected call be sure and press the <Enter> key on the numeric keypad.
Note: You can also click on the blue 'Continue' button located on the upper right side of the screen.

In addition to the "Call Match" there is an active link to the Weapons Alert located in the "Master/Case Name File". If the address entered into the "Location of Complaint" field has a match in the "Master/Case Name File" *and* that record has also activated the Weapons Alert, a Weapon Alert will appear in red above the address line.
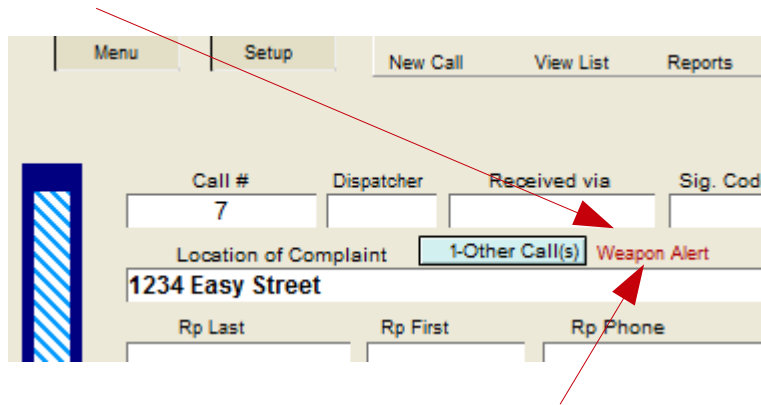
Click here to go view the Name File record

You may view the full Master Name File record by clicking on the weapon alert text area.
Once in the Name File clicking on the button labeled "View CFS" (shown below) will instantly return you to the CFS screen.
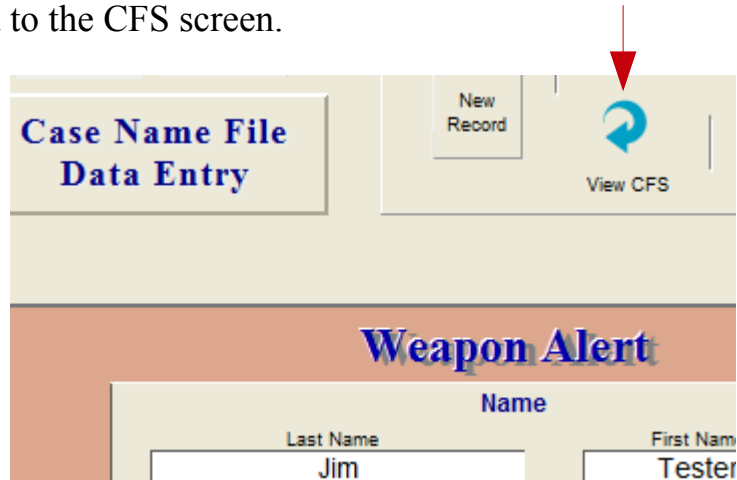
----Continued on next page----

Call Time Stamps

When you are ready to dispatch an officer to the scene just click on the "Disp" (dispatch) button and the date and time will be automatically entered for you. The cursor will then move to the "Officer" field located to the right of the date and time stamps.

Dispatch button

Call Cleared button   *Previous / Next Call*   *Additional Time Stamps*

The "Ariv" button is clicked when the Officer arrives on the scene and the "Clrd" button is used when the call is cleared. Buttons 1 thru 10 are for time stamping and noting other information at the operator's discretion (if you need more than 10 stamps, click the "Additional Time Stamps" button on the lower right of the screen).
Note: The "Officer" and "Code" fields are value list fields that should be customized by your department prior to using the CFS module (below).

- - - -Continued on next page- - - -

Subject Party Data Entry and Hits

The "Subject Information" at the bottom of the screen is similar to the one below (initially the bottom "Subject Information" data entry block is blank – 1st screen shot see below, it will become visible as soon as you enter data into the first one - 2nd screen shot below). On this screen you can enter virtually an unlimited number of subjects, addresses, and or vehicles to be checked against not only the warrant and citation files but the Master/Case Name file as well.

1st Screen Shot - Blank area

2nd Screen Shot – Additional Information block(s) available

The three button groups located to the right of Name, DOB, Address, SSN, and Veh Lic fields serve a dual purpose; first it displays the number of matches in another file (M=Master Name, C=Citation, and W=Warrant) and if you click on it, you will go directly to that files record(s). Lets say you entered a DOB of 7-24-49 if there were 2 matches in the Master name file a number 2 would be displayed in the "M" button to the right of the DOB field and if there is 1 match in the Warrant file the number 1 would be displayed in the "W" button. Clicking the respective button will display that files record(s) instantly.

Call Priority and List View

Designed as a quick visual aide the "Call Priority" bar allows an operator handling many calls simultaneously or supervisor overseeing multiple dispatchers the ability to detect and/or go directly to a call that an operator has designated as a priority.
Whenever you create a new call the priority bar displays blue and white diagonal stripes. To designate the call a high priority click on the priority button and the bar then changes to red and white horizontal stripes (a cleared call displays a black bar).

Priority button
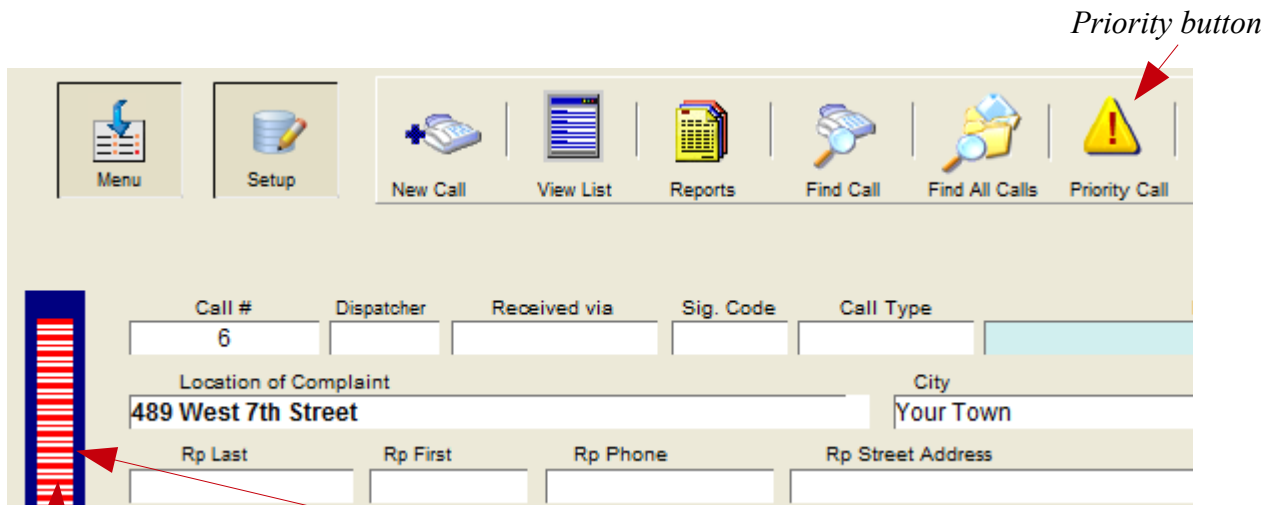
Call Status bar   *A Priority call in red and white horizontal stripes*
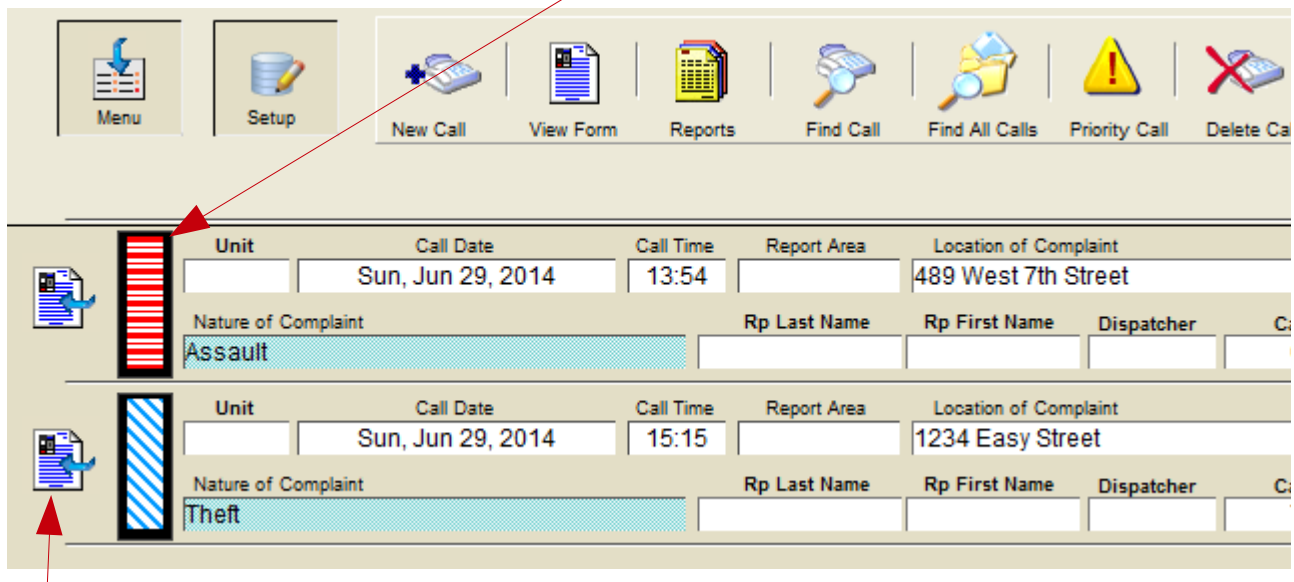
Click to view record

Locator

Satellite images, Map locators and directions for the Complainant and the Reporting Party are instantly available in the CFS module. *Note: There is also available in the Main Menu > Additional Menu Items, a Point A to Point B driving directions link.* Below is a screen shot of the 2 tabbed areas That automatically enter the address of the respective party and connect you to the internet map. *A high speed internet connect is require for this function to operate correctly.*

Map 'Complainant'   Map 'Reporting Party'

Alert Data Table

Location of Complaint   *Click to view 'Alert Data Table'*

If there are 'Caution' and/or 'Warning' notes that are tied to the address in the "Location of Complaint" field, Colored Alert Flag(s) and a colored background in the Location of Complaint field will appear on your data entry screen (shown below).
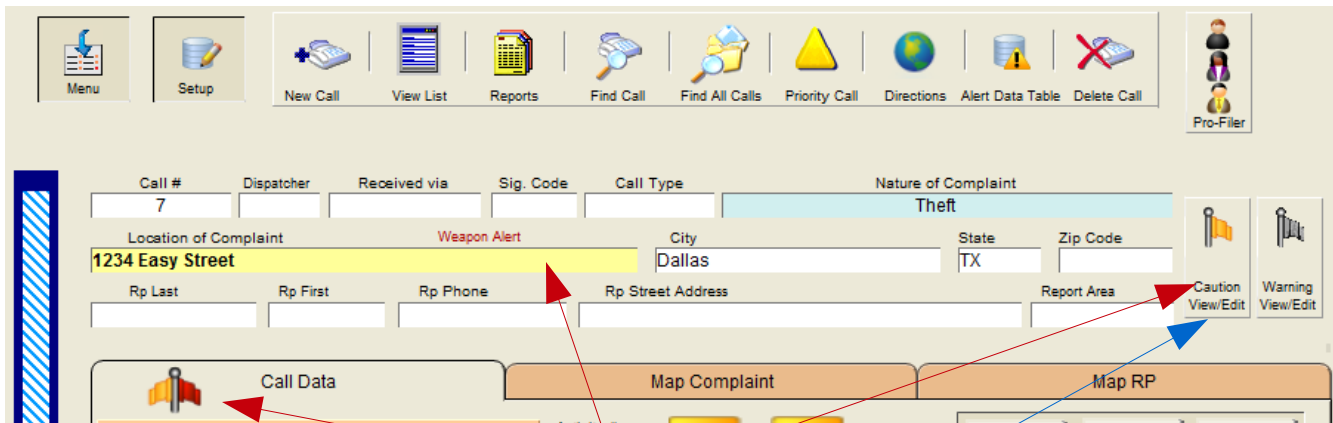
'Caution' Indicators'   *Click to enter/view the alert (see alert below)*
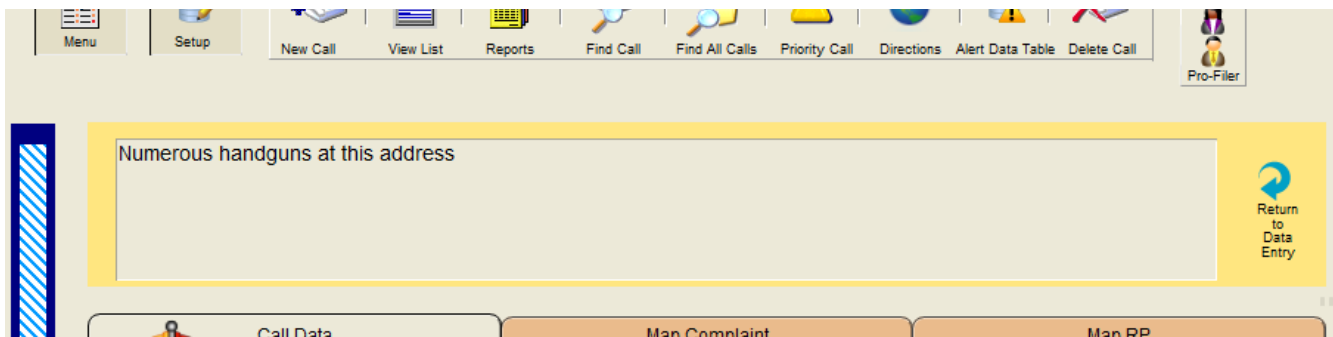
Caution Description
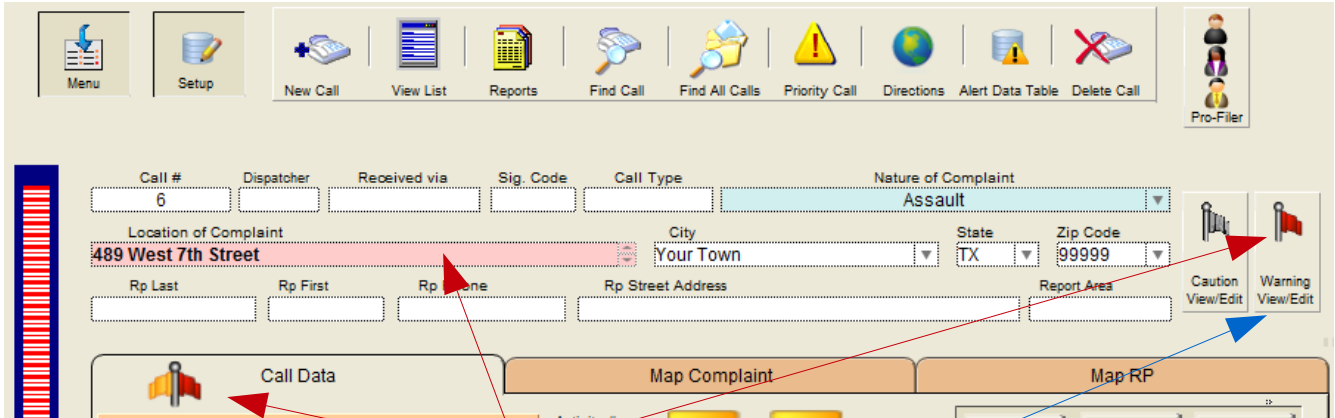
Warning' Indicators'   *Click to enter/view the alert (see alert below)*
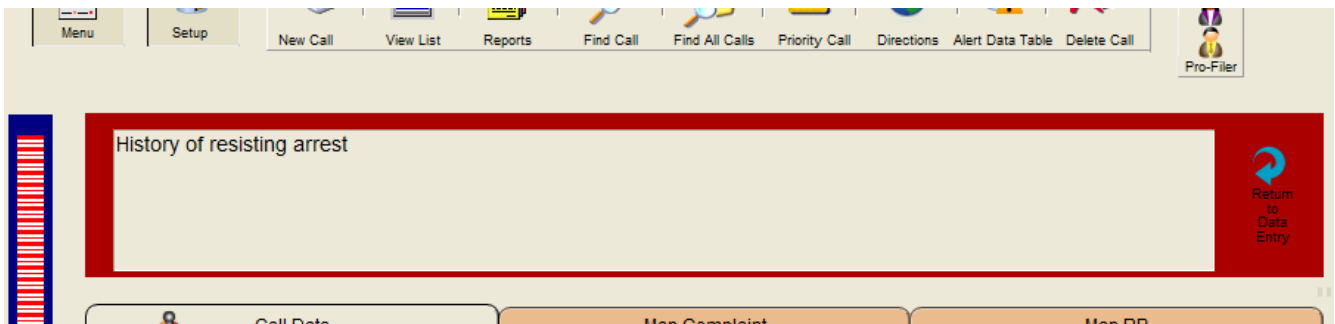
Warning Description

If there are both Caution and Warnings for an address the warning light red background in the address field will be displayed along with both flags illuminated (see below).
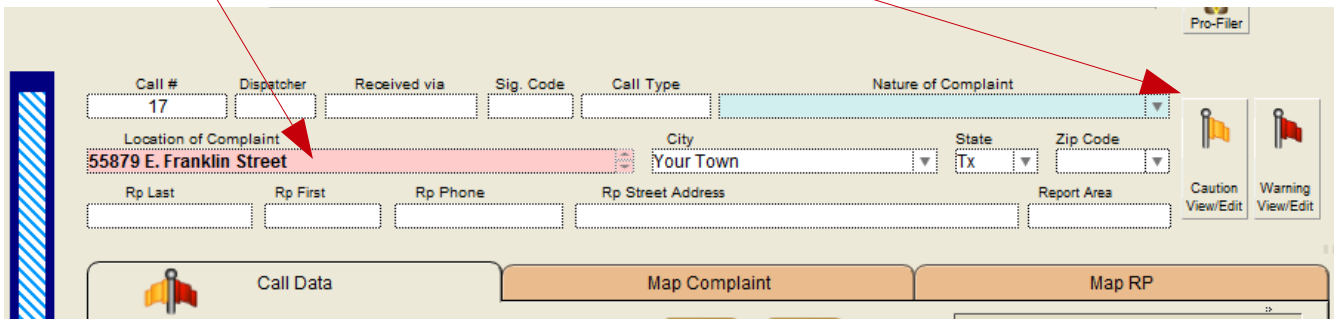
----How this works - Continued on next page-----

The 'Alert Data Table' resides in the CFS file as a separate table. Each record in the table contains 3 fields of data; the address, the caution text, and the warning text.

There are 2 ways to setup or enter an alert for a specific address.

The first is to go directly into the table and add the records in advance (see below).
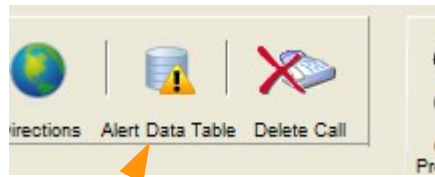
Click to go to Alert Data Table (shown below)

Click to enter a new record

Selected Record (black bar)

Enter only one record per address. If a warning or caution is no longer needed for an address you can back out the text in the appropriate field or you can delete the entire record if there are no more alerts tied to that address.

Note: To delete a record, first select it by clicking the mouse (a black vertical bar to the left of the record indicates which record is selected).

The second way is to enter an alert for the call you are viewing and do this without leaving the CFS data entry screen.

Below is an onscreen call for an address that we want to add an alert.

In this case we want to enter a 'Warning' alert. Click on the Warning Flag. A new Record is automatically created in the Alert Data Table for this address and the Warning text box instantly appears on your screen (See below).

Next, enter the warning text into the warning text box. (below). Then click on the 'Return to Data Entry' button.

'Return to Data Entry' button

Mr. Jones has a history of assaulting Police Officers

----Continued on next page----

The Data Entry screen automatically updates and activates the warning (see below).
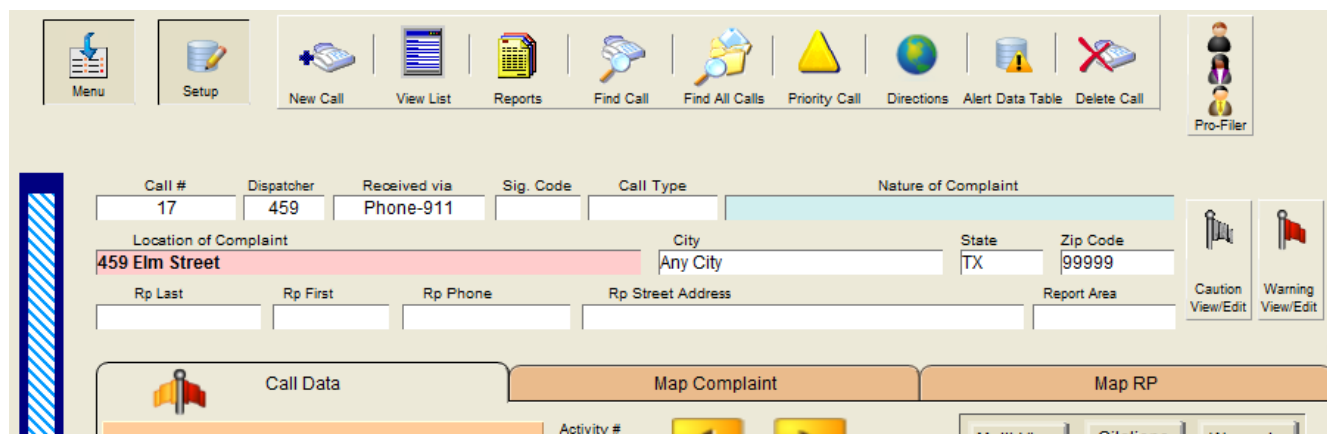
Below is a screen shot of the data placed into the new 'Alert Data' record we just created.
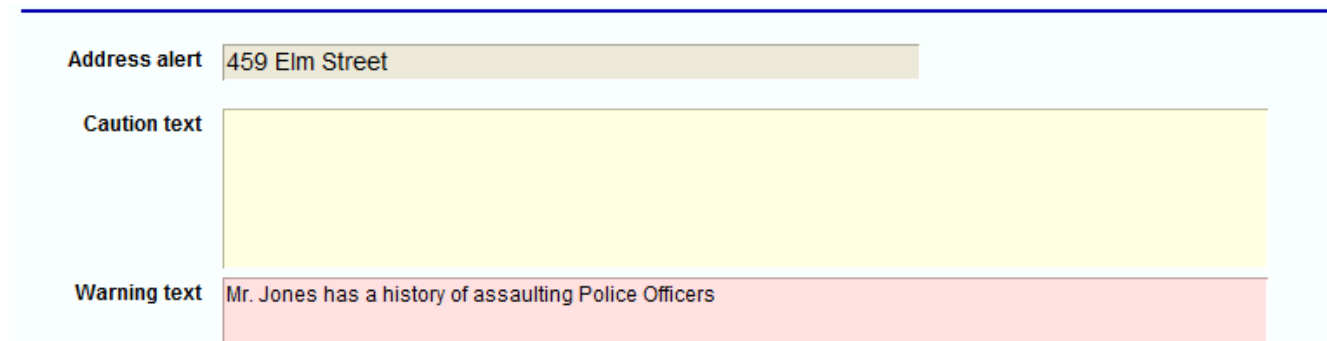
Note: The address in the "Location of Complaint' must match the address in the Alert Data Table <u>exactly</u>, otherwise the alert(s) will not activate.

Example: 459 Elm Street
*   459 Elm St.   are NOT a match.*

By default the 'Location of Complaint' has 'The 'Type Ahead' look-up feature activated (see page 32 – explaining 'Type Ahead'). This greatly assists by consistently entering an address the same way as prior entries, thus activating the Alerts.

Note: On slower computer systems, retrieving address indexing data from 20,000 or more records w/addresses can slow down the data entry process in the 'Location of Complaint'. If this happens and you would like to deactivate the type ahead feature on the 'Location of Complaint', contact your system administrator (for network versions of CrimeSoft) or for Single user versions, contact Crimesoft support directly.

CFS Links
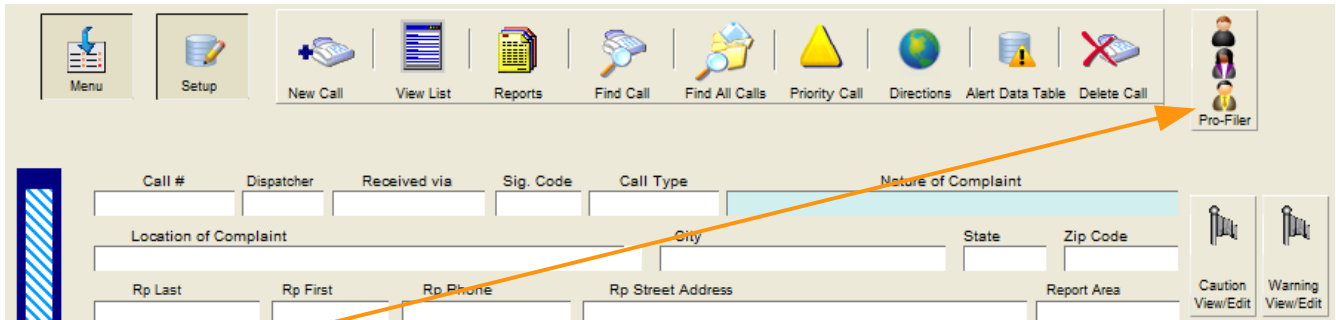
Profiler button opens a Profiler portal (shown on next page). This portal displays the data entry form from the 'Profiler' file and allows you to enter one or more (scrollable) records directly into the profiling file without having to leave the CFS screen.
Note: The 'Profiler' is a separate file that can also be accessed via the Main Menu>Supplements Menu. The reports it generates are detailed 2 page profiling breakdowns with percentages for any range of time. More information on these reports is found in the 'CrimeSoft Administrators Manual'.
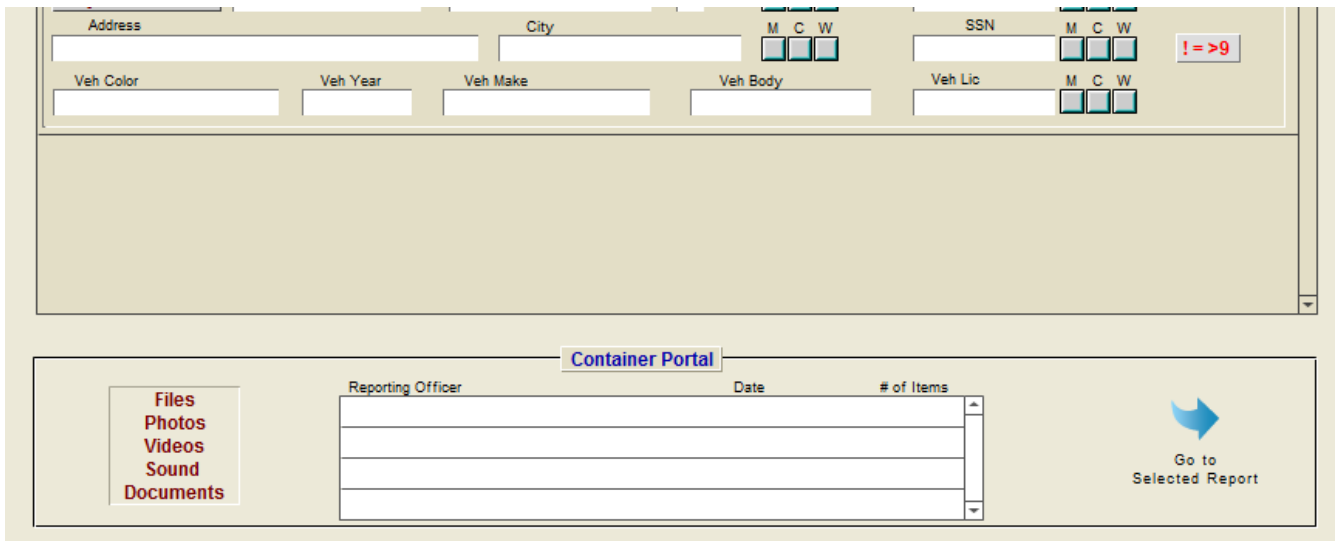
A container file portal – the same as the one in the criminal reports file, allows for easy photo or document storage or printing, directly related to this CFS record.

CFS data entry screen with the profile portal activated

Clicking on the 'Pro-Filer' button displays a scrollable data entry form (user selectable via a dialog box, shown on the bottom of the page,–choose either the long form or the short form which is displayed here) for easy profiling data entry. Clicking on the 'Return to CFS Data Entry' button instantly returns the CFS data entry section.

CFS Setup

Operators of the CFS module can setup certain fields to automatically enter the data they desire on each and every new record. To do this click on the "Setup" button located at the top left portion of any data entry screen.
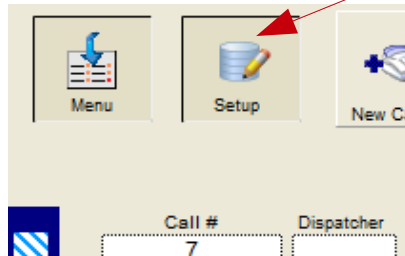
The setup screen (pictured below) will appear allowing you to make changes to 2 of the fields. Any changes you make here will not affect records already created, they only affect newly created records. Normally the only changes needed are the first two fields (Shift & Dispatcher), these two fields are global, meaning that each guest (workstation) can store its own separate information. To change the 'Reset Next Call Number To' field, you will need to enter a Supervisor code and another screen will appear (shown on next page).

The setup screen w/ supervisor override activated (pictured below) will appear. This allows you to make changes to data in all of the fields. As explained previously any changes you make here will not affect records already created, they only affect newly created records. Normally the only supervisor changes needed here are the 'Reset Next Call Number To' field. To change a field follow the instructions on the screen.

CFS Setup Screen

Normally the only fields that need to be reset are the Shift and Dispacher fields
(they are global and only affect the station from which you are working)

Shift [   ]

Dispatcher [   ]

Occasionally you may need to reset the call numbers, check with the shift supervisor
as this field is not global and any changes affect all stations

Reset Next Call Number To [   ]   Click after entering Next Call #

Do Not change the Global 24 Time, Global Color, or Global Self Join fields unless you are positive
that the changes are necessary. A Supervisor code is required.
These fields affect the function of the CFS module

Global 24 Time [24:00:00]

Supervisor Override Authorized

No Import Global Color

Global Self Join [-Other Call(s)]

Return to Data Entry

Important ! Never change the last 3 fields unless instructed to do so by a CrimeSoft tech rep.

CFS Reports

When you click on the reports button a report selection screen similar to the one below is displayed. Click on the type report you want (the blank reports are for your own custom designed reports. (Requires full version of FileMaker Pro).
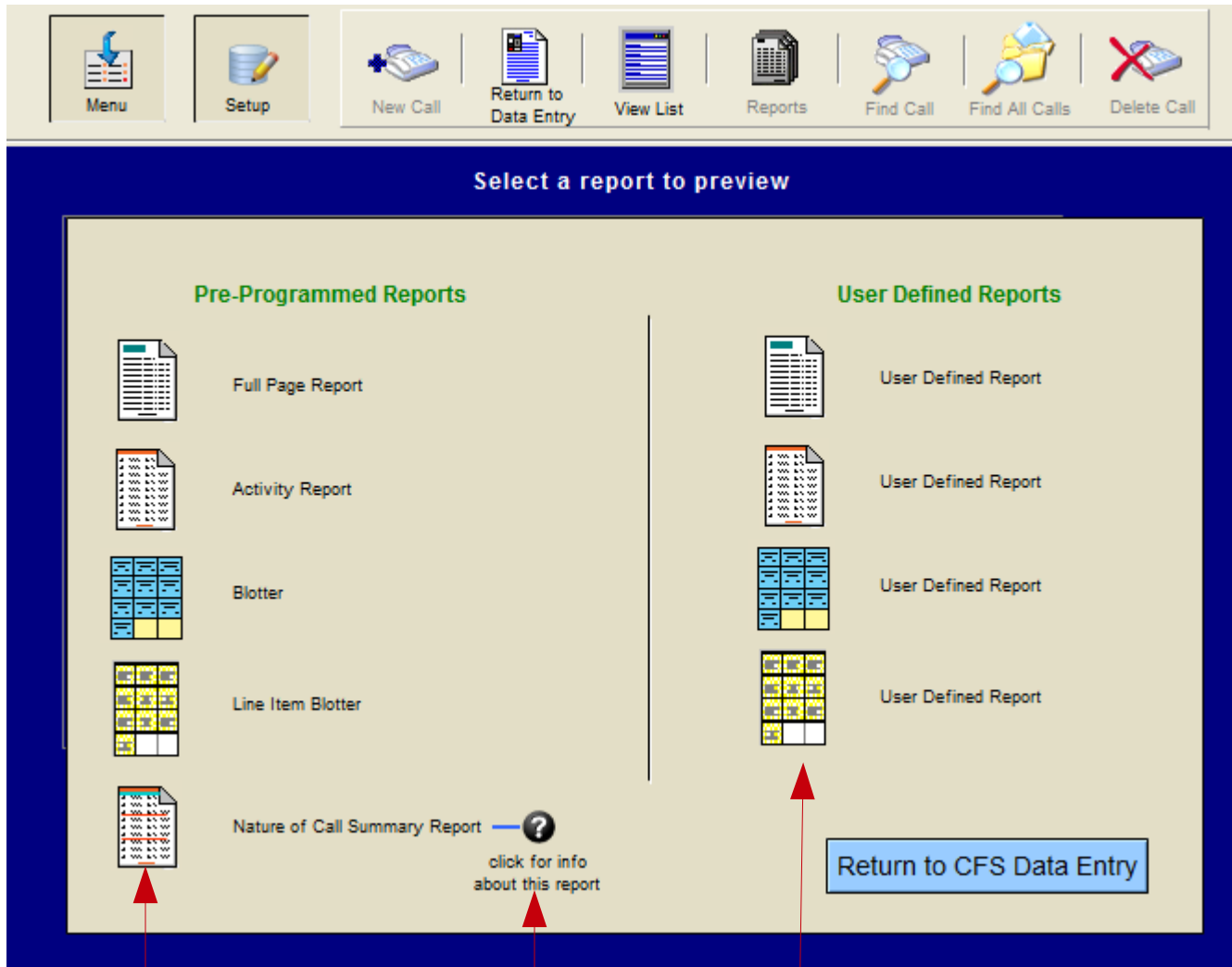
Report selection buttons   *Create you own reports and link them to these buttons*

Nature of Call Summary Report- Info button
(See the Information on this report on next page)

Information about this Report

The Nature of Complaint report is a summary type of report.

The report automatically sorts all of the CFS records in the 'found' set by the 'Nature of Complaint' field. It then summarizes them for the total time of call.

(Example shown below)

If you do not want a report containing ALL of the records in the CFS file then first perform a 'find' to locate only those records you want to be included.

The example below shows the breakdown of a find performed to locate only those records that had 'Alarm' in the 'Nature of Complaint' and the date range was for '1-01-2012...1-31-2012'.

Page 1

Date	Nature of complaint	Address	Time total
Alarm business			
1/30/12	Alarm business	1234 Main St.	0:08:48
1/30/12	Alarm business	1234567 W. 4th St	0:08:56
1/30/12	Alarm business	1234567 W. 4th St	0:09:07
		Total of: Alarm business	0:26:51
Alarm residential			
1/30/12	Alarm residential	54321 Main St.	0:26:51
1/30/12	Alarm residential	1234 Main St.	0:15:48
1/30/12	Alarm residential	1234 Main St.	0:46:15
1/30/12	Alarm residential	54321 Main St.	1:06:07
1/30/12	Alarm residential	54355 Main St.	2:04:07
1/30/12	Alarm residential	1234 Main St.	0:06:02
		Total of: Alarm residential	4:45:10

[Return to CFS Data Entry]   [Return to Reports Menu]

Warrant File

Go to CFS button

The Warrant file features the same user friendly data entry screen. Both the Warrant file and the Citation file have a button located at the top left portion of the screen that returns you directly to the CFS file. Reports are obtained using the same type of menu (below) used in the CFS file.

Two separate types of reports can be generated from the warrant file. As shown below the selection of reports to be included in a printout is done on the report itself instead of a separate screen.
Note: You can also design your own additional reports (requires FileMaker Pro).

To find the reports you want included simply click the "Find" button and a blank record will be displayed for you to enter the data you want to find. Pressing <Enter> or clicking the "Find" button on the Status Tool bar will instantly locate the records. Pressing the "Print Report" button will print out the report.

Note: The buttons shown on the report (below) do not print out on the actual report.

Full Page Report (Shown above)
There is also a Line-Item Brief report (not shown)

Citation File

Upper portion of Data Entry screen

Note: As with the CFS data entry you can also now open an on screen data entry portal into the Pro-filer file with a simple click of a button on the Citation Data Entry screen.

Lower portion of Data Entry screen

The Citation data entry screen although much larger than the Warrant data entry, features the same easy to use interface.

The report menu screen (next page) is similar to that of the Warrant file reports.
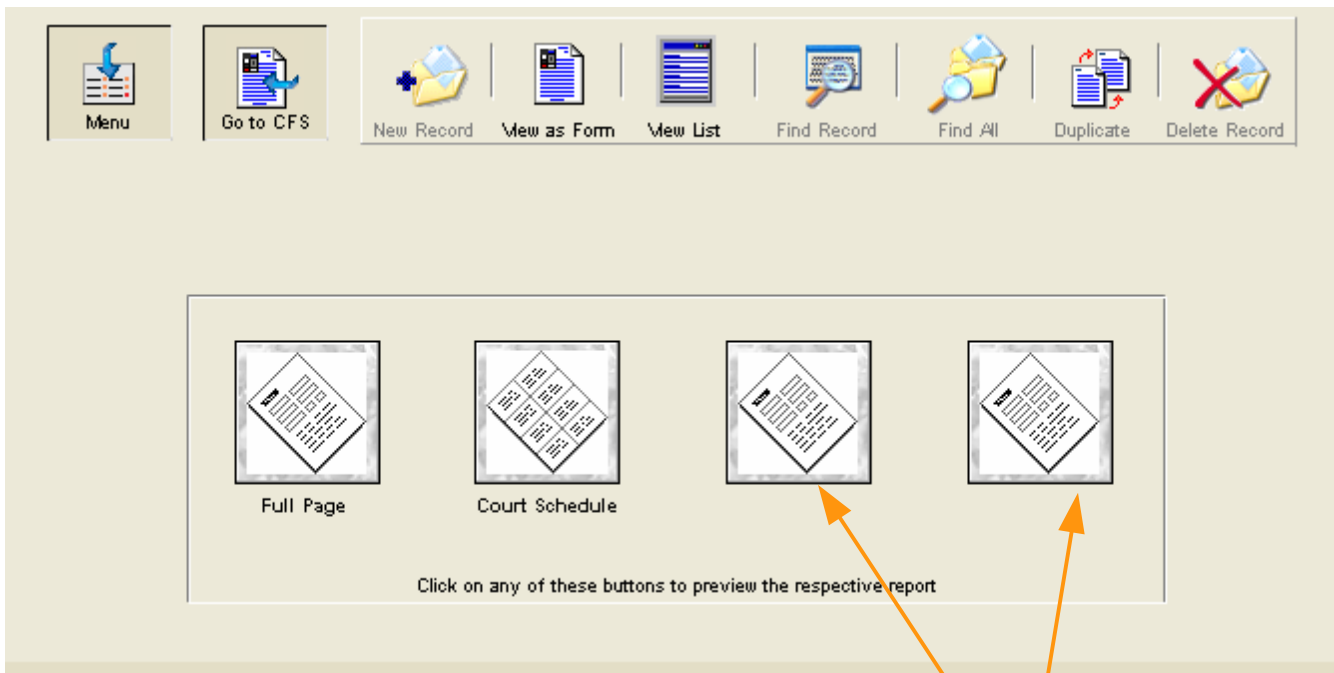
Citation Report Menu   *User definable reports*

Like the Warrant file, record selection for the reports is done on the actual report itself (the buttons do not print out on the actual report).

Sample Court Schedule

The Container File

The Container file can store multiple types of items (PDF's, pictures, videos, .doc files and more) that are connected to a Case file or a CFS record. It displays the first 4 items in a portal, and the screen features a scroll bar on the right side that allows for storage and viewing of virtually an unlimited number of items per record.

Overview - Container File

Overview: The container file consists of 2 tables (the supvpg and the vpgline). The first one (shown on the previous page) is the data entry screen with links to the criminal report and/or the CFS record plus it links to all of the items (records) that you put into the portal. Each of these portal records are actually stored in the second table as an individual record (individual record shown in a Red outline below).

*Note: (As mention earlier, a file can contain many separate record storage areas which are called tables. For example the Mname file has 4 different storage areas, the 'Case Name' contains all names that are put into the criminal report, there is also an 'Alias' table for storing alias names, an 'Assoc' table for storing known associates, and a 'Master' table for the storage of master names. **Don't worry about knowing the file names or their location, we are only providing this information so that you can better understand the relational database concept)**.*
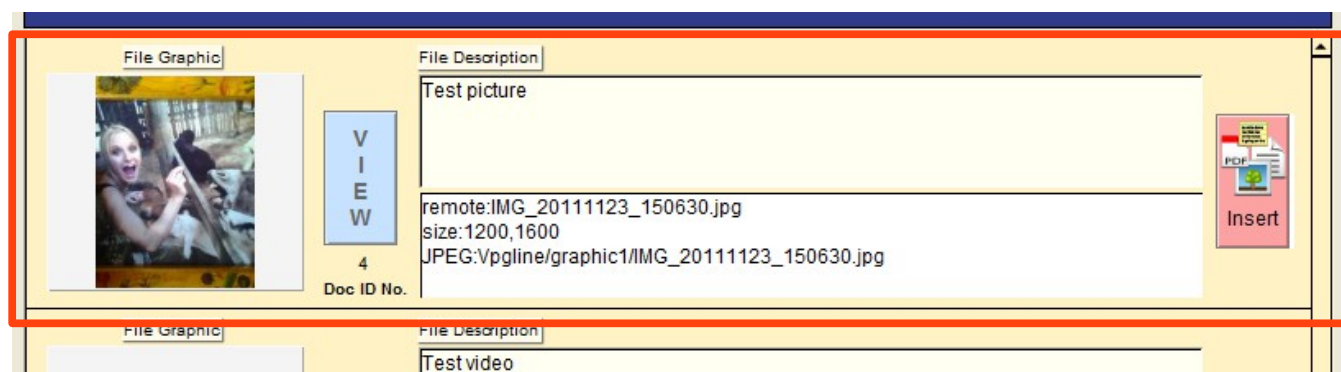
---- Continued on next page ----

Using the Container File

Before we show you how easy it is to enter pictures, etc., a brief explanation on the linking of a container file to reports in 'Calls for Service' (CFS) and 'Criminal Reports'.

If the container record was generated via the CFS container portal the call number will be displayed in the light blue rectangular field above. You can click on this field to instantly display the CFS associated record. (Note: The 'Case Number' 1 shown above would be blank or empty if this call is <u>only</u> associated with a CFS record…conversely, if this record was created by the 'Criminal Report' container portal only the 'Case Number' would be shown and the CFS Call Number would be blank…but you can have both!..........more on this below).

An example of having both would be a CFS call for a codes violation where the officer takes a number of pictures and created a record for these pictures in the container file via the CFS container portal. Then later a Crime/Incident report is required. The officer fills out the crime report and since the pictures are already entered into the database all that is left to do is type the case number into this container records 'Case Number' field (above). Now both the CFS and the Crime Data Entry portals will display this as a supplement (dual linking). Clicking on the 'Main Report' button above will display the associated Crime Report and clicking on the 'CFS Call Number' button will display the associated CFS record.

Entering photos, videos or documents is fast and easy. First create a new Container record and go to the first portal row, or to add items to an existing record go to the first blank portal row (example below).
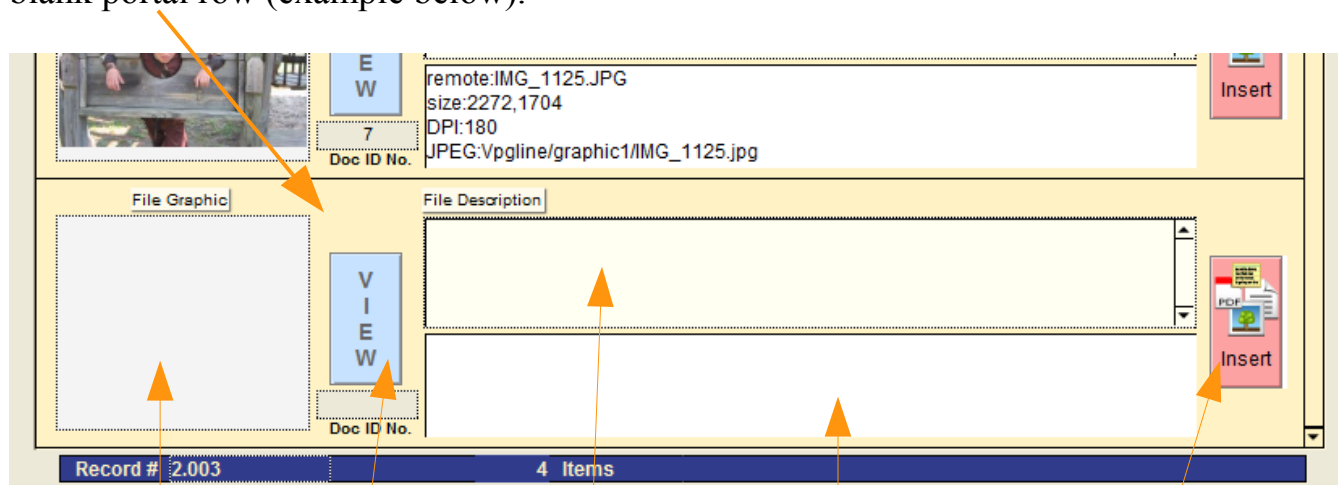
File Graphic field   View item   Item Description   Auto fill   Insert item

Below are descriptions of the fields and buttons shown above:

File Graphic: Displays thumbnails of photos and icons representing other types of files.

View Item: Button - Takes you to the actual record (in the other table) and displays the item in an enlarged view along with 'Play/Pause' controls if item is a video. (for most types of files it will show the actual item and not the icon).

Item Description: Type in your description of the item.

Auto Fill: You cannot enter data into this field. It automatically enters technical information about the item, such as the file name, dimensions, resolution, and location.

Insert item: Button - Click to import an item into the record.

---- Continued on next page ----

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To enter an item you just need to click on the 'Insert' button and an 'Insert File' dialog box will appear (below).
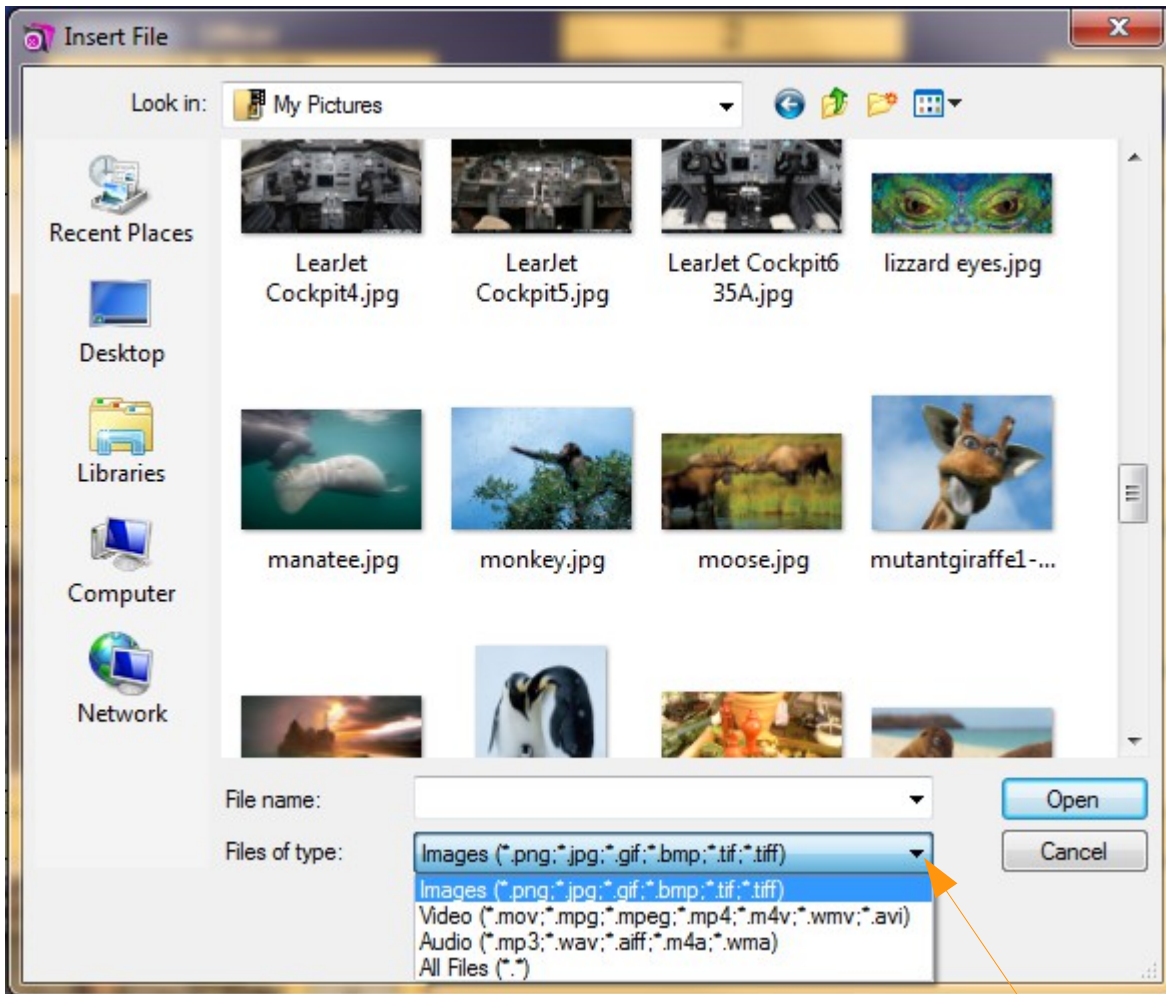
Click on arrow to select the type of file you want

Select the type of file you are looking by clicking on the arrow shown above and then navigate to where you have the file stored on your computer. Select the file or picture and then click the blue 'Open' button.

---- Continued on next page ----

The item is automatically copied into an external folder titled 'Files' (which is normally located in the CrimeSoft folder), and then automatically displayed in the record below.

File path of photo or item stored in the 'Files' folder
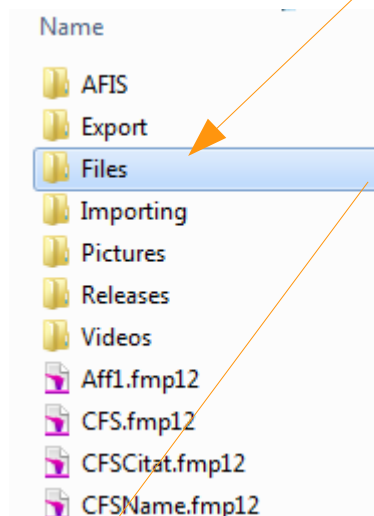
Note: The above information on file location and the file storage process is only to give you a better understanding of the entire process. Your administrator can also set these files to be encrypted for added security.

When you click on the 'View' button you will be taken to the corresponding record and shown a large view of the container item. *Note:* 'View as Form' button returns to previous screen

JPG photo above

View of a video is seen below

You can play the video with sound by clicking on the play arrow.

You can also enlarge and view or play the item in Full Screen by clicking the "Big Screen" button above. This will expand the view of just the item to however large you make the program screen.

Full Screen shot on next page (reduced to fit)

Paused   00:00

Printing Container File Items

If you click on the "Print' button from the data entry screen your report will print out 6 items per page as shown below (reduced to fit)
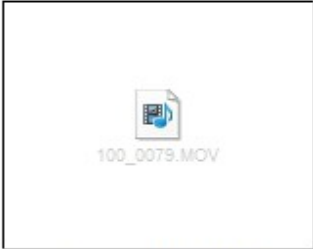
Backup CrimeSoft !!!!

Most crashes can be avoided by following the two suggestions listed below:

1. Installing a UPS unit (temporary battery power backup, cost around $100) on
your computers. These UPS units not only provide an excellent source of power to the
computer in the event of a total power failure but also are excellent at providing clean
power in the event of a power spike or brownout.

2. Keeping your Windows Operating System running at peak performance by:
Shutting down the computer once a day. This procedure is critical as it
allows the operating system to purge all temp files. It also allows Windows to reassign its
limited resources.

Backup...Backup...Backup !
Backing up CrimeSoft is easy and only takes a few minutes. Should something happen to
your computer or the data stored on it, you will be able to restore this critical information
in minutes. The alternative is to spend countless hours, possibly 100's of man hours
retyping the information back into your system.
The easiest way to backup all of your CrimeSoft files is to simply quit CrimeSoft and then copy the
entire CrimeSoft folder to your backup tape or external/secondary hard-drive, a flash/thumb drive or to
a DVD/R . That's it...DONE !

If all you have is your computer hard drive, you can create a separate folder called
Backup and copy the CrimeSoft folder into it. Although this method won't protect you in
the event of a hard drive crash it is better than nothing. Once copied, open the CrimeSoft
backup copy folder and select all the files (not the folders), then under the File menu
select Properties. Now check the Read Only box in the properties dialog box (see below)
and click Apply. This will prevent you from accidentally using your backup copy as the
primary CrimeSoft files.
On a network using FileMaker Server. Follow the instructions that came with FileMaker
server for automated backups.

If you click the 'Print' button on the individual items layout a dialog box will first appear asking if you want to print out just the one item you are viewing of all of the items associated with the main record. The printouts of items are one item per page (below).

Your Police Department
Container Supplement - Item

Case # 2

Record # 2.003

Doc ID No. 7

Officer Lt. B. Smith

Entered 7/12/2014

File Type jpg

File Contents remote:IMG_1125.JPG
size:2272.1704
DPI:180
JPEG:Vpgline/graphic1/IMG_1125.jpg

File Description Test Picture 3

CrimeSoft