RMS Lesson Plans

RECORDS MANAGEMENT SYSTEM

LESSON PLANS

Table of Contents

Introduction

The purpose of this document is to give an instructor (for students or other instructors) a scope and sequence for teaching others to use the Viridis Public Safety™ (VPS™) Records Management System. Lessons will not cover agency policy or practices, nor will it cover how specific hardware works. For login, hardware, operating system, platform, or connection issues, please see your system administrator.

Before you begin training, be sure you have installed Acrobat Reader. If you do not have Acrobat Reader, click here to install it.

Explain the use of the RMS: *The VPS RMS is a comprehensive relational database storage and retrieval system operating under an open systems environment, using a graphical user interface (GUI). Viridis Public Safety has structured the RMS to operate in an interactive mode to allow users – including VPS mobile clients - to interact with the computer in real time. Transactions that add to or change the database become part of the system as they are committed. The nature of the relational database is to support a linking relationship of one record (e.g., suspect) to other records and information.*

Click VPS to get back to the Table of Contents.

Your Desktop

When you log into the system, you will see your RMS desktop. The default page upon login is at Offense Reports, but you can easily access other modules by using the outside slider bar on the right to find the module you want. When you see the module in which you want to work, click it. Then you will see a different set of input fields for that module.

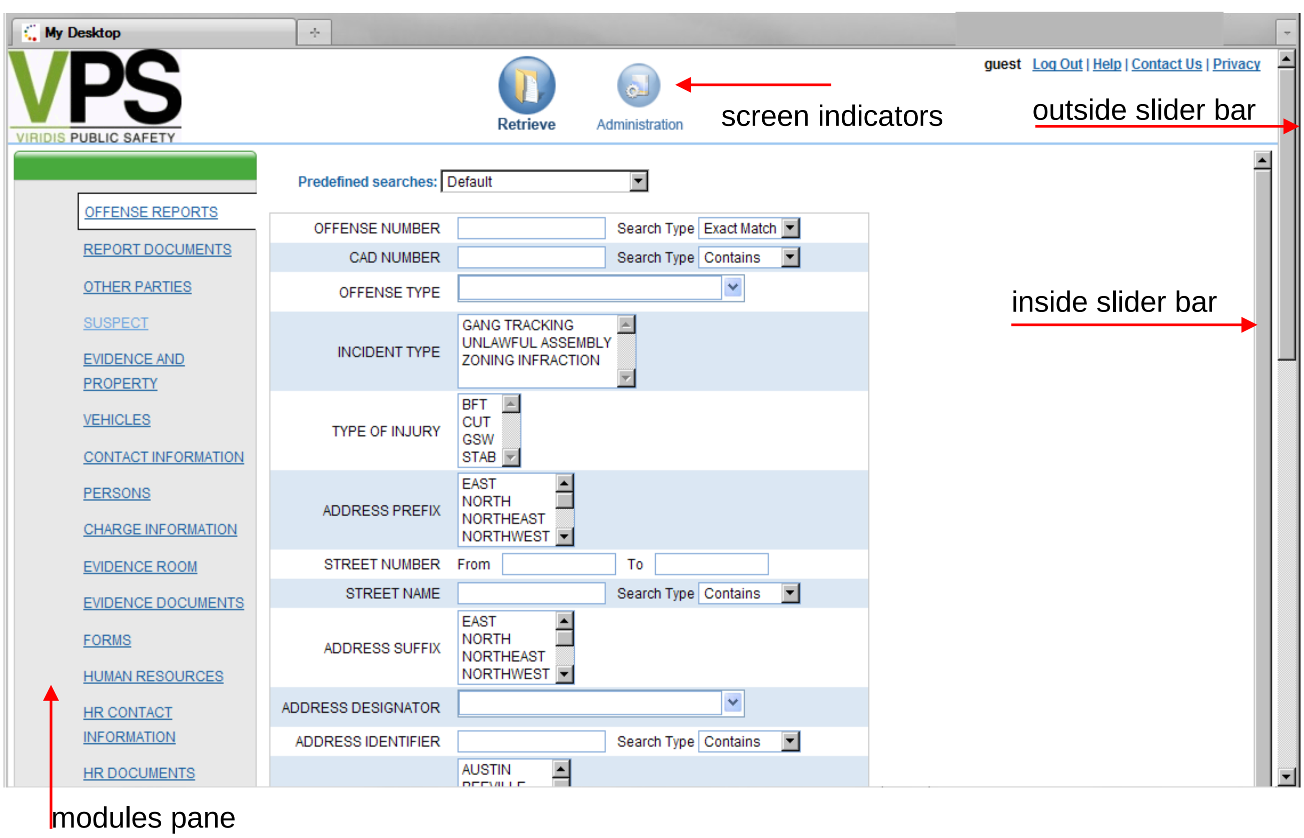
Your desktop geography is as follows:

- **screen indicators** – tell you if you are in the Retrieve screen or the Administration screen (If you are in the Retrieve screen, the Retrieve icon is brighter and larger, while the Administration icon is muted and smaller. If you are in the Administration screen, the Administration icon is brighter and larger, while the Retrieve icon is muted and smaller.) Your security level dictates to which areas of RMS you will have access. Most users will not have access to the Administration features of this system.

- **modules pane** – allows you to choose a module for data input, edits, and searches

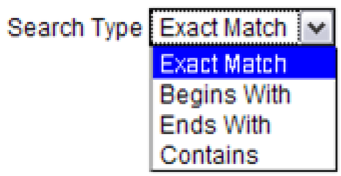
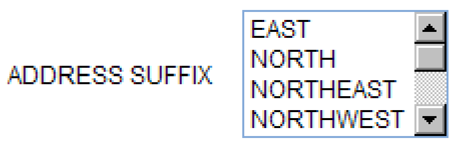
- **inside slider bar** – allows you to move the module you are using

- **outside slider bar** – allows you to move within the modules pane



Fields Overview

This interface uses five types of data input fields in which to enter information into your system. They are:

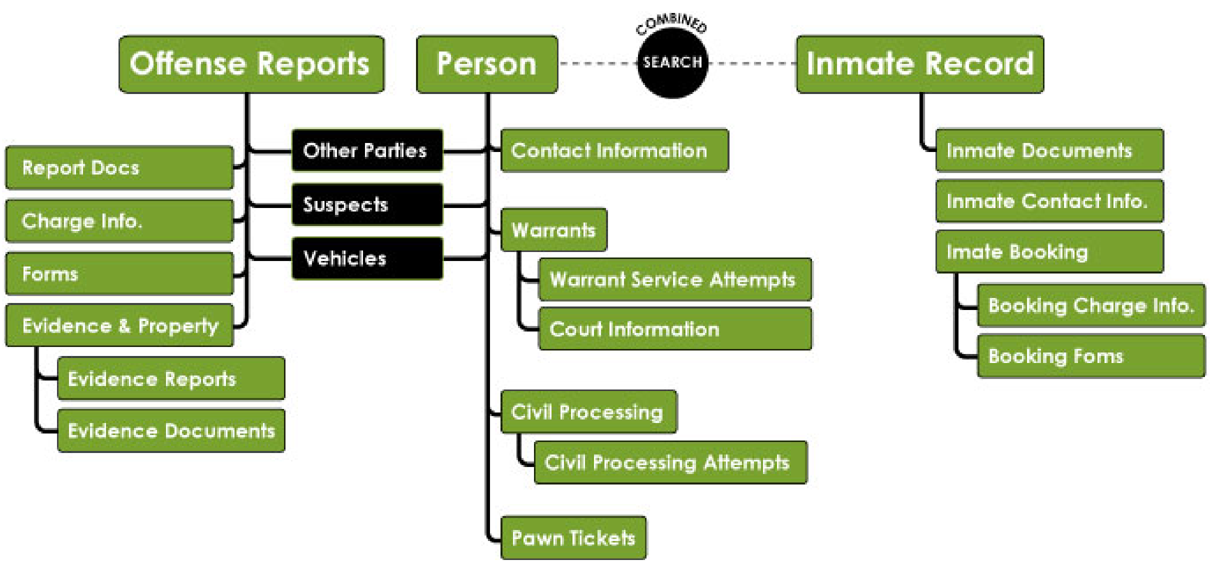
Field Type	Example
fill-ins	
dropdowns	
scrolldowns (smart-search capable; use your Ctrl key to choose multiple options)	
calendar wizard	
notes/summary (2000-character limit)	 

Buttons

Two buttons are at the bottom of the initial query screen for each module.

- **Submit** - allows you to either enter your data into the record
- **Clear All** – allows you to clear all the fields to begin data entry in a fresh form

The System at a Glance



Getting Started

1. At this point, if you find that a student does not have credentials for logging into the system, have him/her contact the local system administrator to correct this. The best case scenario would be that when students receive invitations to the RMS class, their login credentials are part of their ticket to the class.

2. Log into your VPS RMS.

3. Begin by browsing to the URL for your RMS. (You may have to give the students the URL if a shortcut is not already on their desktops or if the browser they are using does not have it bookmarked.) Once you get there, log into the system:

Offense Reports

Reporting offenses is the function of capturing, processing, and storing detailed information on all law enforcement related events the department handles, including criminal, civil, and non-criminal events. The offense reporting function collects sufficient information to satisfy the National Incident-Based Reporting System (NIBRS) or the Uniform Crime Reports (UCR).

Learning Objectives

1. Query the RMS for existing offense reports.
2. Create a new offense report.
3. Query offense reports to see the newly-created offense report.
4. View an existing offense report.
5. Update an existing offense report.
6. Add a form to an existing offense report.
7. Remove a form from an existing offense report.
8. Attach a digital image to an existing offense report.
9. Query offense reports by varying search criteria (e.g., offense number, offense type, incident type, race, sex, etc.).
10. Delete an existing offense report.

Instructions for Each Objective

Query the RMS for existing offense reports.

Note: In Offense Reports, the system features predefined searches by default (offense number), address information, and offense date and time. You may choose from the *Predefined searches* dropdown to choose one of these.

1. Begin in the Offense Reports query screen.
2. Use the outside slider bar to scroll to the bottom of the module.
3. Click 

 to run a wildcard search. You will see a list of all existing offense reports in the system.
4. If you see 

 in the top, right quadrant of the screen, the list is large enough to take at least another screen.
5. Note that the Sort By dropdown allows you to sort this list by offense number, offense number descending, offense type ascending, office type descending, and record number.

Create a new offense report.

1. Begin in the Offense Reports query screen.
2. Use the outside slider bar to scroll to the bottom of the screen.

3. Click .
4. Click  next to the gray Offense Reports tab.
5. You will see a form to use to enter all the information you have about your new offense report.
6. Click  after you have entered your information.

Query offense reports to see the newly-created offense report.

1. Begin in the Offense Reports query screen.
2. Enter information from the new offense report you just added to the system using the fields on the query screen.
3. Use the outside slider bar to scroll to the bottom of the screen.
4. Click .
5. You will see the new offense report you just entered.

View an existing offense report.

1. Select an offense report about which you would like to see more detail.
2. Click *Content* on the same row as the offense report you would like to expand.
3. You will see seven subfolders under Offense Reports. These subfolders contain information related to the specific offense report about which you wanted to see more detail. We will cover how to view and edit these records in other lessons; however, the subfolders are as follows:
    a. Report Documents*
    b. Other Parties
    c. Suspect
    d. Evidence and Property
    e. Vehicles
    f. Charge Information
    g. Forms

*We will cover one feature of Report Documents in this lesson when we attach a digital photo to an existing offense report.

Update an existing offense report.

1. Select an offense report you would like to update/edit.
2. Click *Edit* on the same row as the offense report you would like to update/edit.
3. You will see an Offense Report edit screen, which features several fields to allow you to edit the offense report.
4. When you are satisfied that you have entered all the information you wanted to include, click .

Add a form to an existing offense report.

1. Select an offense report to which you would like to add a form.
2. Click *Edit* on the same row as the offense report you would like to modify.
3. Scroll to the bottom of the edit screen.
4. At the Form Template section (lower, left quadrant of the screen), click Add.
5. Click the radio button of the form you would like to add to the offense report.
6. You will go back to the edit screen and see that this form is now part of the offense report.
7. You may repeat Step 5 as many times as necessary to add the forms you want to attach to this offense report.

Remove a form from an existing offense report.

1. Select an offense report from which you would like to remove a form.
2. Click *Edit* on the same row as the offense report you would like to modify.
3. Scroll to the bottom of the edit screen.
4. Look at the Form Template section (lower, left quadrant of the screen.) Click the box(es) next to the form(s) you want to delete from the offense report.
5. Click Remove.
6. You will that the form(s) is/are no longer part of the offense report.

Attach a digital image to an existing offense report.

1. Select an offense report to which you would like to attach a digital image.
2. Click *Content* on the same row as the offense report to which you would like to attach a digital image.
3. Scroll to Report Documents.
4. Click New next to the blue Report Documents tab.
5. You will see a form to use to add new report documents.
6. From the Document Type dropdown, choose PHOTO, since you are adding a digital image.
7. In the Description field, enter some descriptive text about the photo you are attaching to this offense report.
8. Click Upload to begin transferring your photo to this record. (Keep in mind that the image you want to add must be on your device before you can transfer it to the record.)
9. Click Browse... to find the photo you want to attach.
10. When you find the photo you want to attach, click it.
11. Click Open to put the file path into the File Name field.
12. Click Submit.

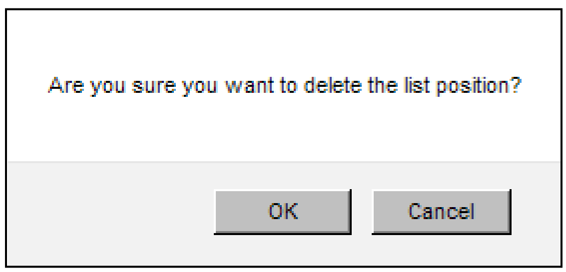
13. You will go back to the form you used to add the photo, but this time, you should see a red message, "File is uploaded successfully. Submit to save."
14. Click Submit to complete the photo upload process.

Query offense reports by varying search criteria (e.g., offense number, offense type, incident type, race, sex, etc.).

1. Begin in the Offense Reports query screen.
2. Input search criteria to narrow your search.
3. Use the outside slider bar to scroll to the bottom of the screen.
4. Click Submit.
5. You will see only the offense report(s) that fit the search criteria you entered.

Delete an existing offense report.

1. Select an offense report you would like to delete.
2. Click *Del* on the same row as the offense report you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the offense report, as this is a permanent, irreversible action. Click Cancel to go back to the offense report without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing offense reports?
   a. Choose an offense type from the dropdown, and wait for the system to process the search.
   b. Use the outside scroll bar to get to Submit, and click it.
   c. Use the outside scroll bar to get to Clear All, and click it.

2. How do you get to the New button in order to begin a new offense report?
   - *a.* ***Run the wildcard search, and see the button to the right of the blue Offense Reports tab.***
   - *b. Run the wildcard search, and click* Next *at the top of the screen.*
   - *c. Scroll to the bottom of the form, and click* Submit *after you have entered all pertinent information.*

3. What is the most effective way to find your newly-created offense report?
   - *a. Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   - *b. Run a blank or wildcard search, and look for it on the master list by sorting by offense type.*
   - ***c. Run a search from the initial Offense Reports query screen by adding some specific information about the offense report you want to see.***

4. How do you view a specific, existing offense report?
   - *a. Run the search for the offense report you want to see, and click <u>Edit</u> on the same row as the offense report you want to expand.*
   - *b. Run a wildcard search for offense reports, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the offense report you want to expand.*
   - ***c. Run the search for the offense report you want to see, and click <u>Content</u> on the same row as the offense report you want to expand.***

5. What is the most efficient way to update a specific, existing offense report?
   - *a. Run a wildcard search for offense reports, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the offense report you want to expand.*
   - ***b. Run the search for the offense report you want to see, and click <u>Edit</u> on the same row as the offense report you want to edit.***
   - *c. Run the search for the offense report you want to see, and click <u>Content</u> on the same row as the offense report you want to expand.*

6. What is the quickest way to add form(s) to an existing offense report?
   - *a. Run a search for the offense report to which you want to add form(s), and click <u>Content</u> for that offense report. Scroll to the bottom of the screen until you find Forms. Click* New *to add the form(s). Click the radio buttons of the form(s) you want to add.*
   - ***b. Run a specific search for the offense report to which you want to add form(s), and click <u>Edit</u>. Scroll to the bottom of the screen and click*** Add ***to add the form(s). Click the radio buttons of the form(s) you want to add.***
   - *c. Run a blank or wildcard search for the offense report to which you want to add form(s), scroll until you find the offense report, and click <u>Edit</u>. Scroll to the bottom of*

the screen and click Add *to add the form(s). Click the radio buttons of the form(s) you want to add.*

7. What is the most efficient way to remove form(s) from an existing offense report?
   - ***a. Run a specific search for the offense report from which want to remove form(s). Click Edit on the same row as the offense report that has the form(s) you would like to remove. Scroll to the bottom of the screen to the Form Template section. Click the box(es) next to the form(s) you want to remove from the offense report. Click*** Remove***.***
   - *b. Run a blank or wildcard search for the offense report from which you want to remove form(s), scroll until you find the offense report, and click <u>Edit</u>. Scroll to the bottom of the screen and click* Remove *to remove the form(s). Click the radio buttons of the form(s) you want to remove.*
   - *c. Run a specific search for the offense report from which want to remove form(s). Click Edit on the same row as the offense report that has the form(s) you would like to remove. Scroll to the bottom of the screen to the Form Template section. Click* Remove*.*

8. True or False? You can attach a digital image to an existing offense report before the image is on your device.
   False

9. How do you query offense reports by varying search criteria (e.g., offense number, offense type, incident type, race, sex, etc.)?
   - *a. Run a wildcard search.*
   - *b. Enter random data into the query fields, and click* Submit*.*
   - ***c. Enter data specific to your inquiry into the fields in the initial query screen, and click*** Submit***.***

10. How do you delete an existing offense report?
    - ***a. Click <u>Del</u> on the same row as the offense report you want to delete. Confirm that you want to delete the offense report by clicking*** OK***.***
    - *b. Highlight the row of the offense report you want to delete, and use your* Del *key.*
    - *c. You cannot delete an offense report.*

Report Documents

Report documents are files that enhance an offense report. Among the types of report documents in VPS RMS are 911 call recordings, audio recordings, fingerprints, maps, narratives, photos, and spreadsheets. Your administrator can add other choices to the list as your agency requires.

Learning Objectives

1. Query the RMS for existing report documents.
2. Create a new report document.
3. Query report documents to see the newly-created report document.
4. View an existing report document.
5. Update an existing report document.
6. Query report documents by description but with varying search types.
7. Delete an existing report document.

Instructions for Each Objective

Query the RMS for existing report documents.

1. Begin in the Report Documents query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing report documents in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document ID, image update date, and record number.

Create a new report document.

1. Begin in the Report Documents query screen.
2. Click Submit.
3. Click New next to the gray Report Documents tab.
4. Choose a document type from the dropdown.
5. Enter some information in the Description field.
6. Click Upload to transfer the file to the system. (Keep in mind that the file you want to add must be on your device before you can transfer it to the system as a record.)
7. Click Browse... to find the file you want to upload.
8. When you find the file you want to upload, click it.
9. Click Open to put the file path into the File Name field.

10. Click Submit.
11. You will go back to the form you used to add the record, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
12. Click Submit to complete the upload process.

Query report documents to see the newly-created report document.

1. Begin in the Report Documents query screen.
2. Enter information from the new report document you just added to the system using the fields on the query screen.
3. Click Submit.
4. You will see the new report documents record you just entered.

View an existing report document.

1. Select report document about which you would like to see more detail.
2. Click *Content* on the same row as the report document you would like to expand.
3. At the top of the screen, you will see the offense report(s) to which this report document links, and under that, you will see information about the report document itself. Notice that both folders show matching offense numbers.

Update an existing report document.

1. Select a report document you would like to update/edit.
2. Click *Edit* on the same row as the report document you would like to update/edit.
3. The system will ask you if you want to open the document. If you want to edit this document, you will do so in the software used to create it.
4. Save the changes, and click Check In.
5. Click Browse... to find the updated file.
6. When you find the updated file, click it.
7. Click Open to put the file path of the updated file into the File Name field.
8. Click Submit.
9. You will see a Report Documents edit screen, which features several fields to allow you to edit the offense report.
10. When you are satisfied that you have entered all the information you wanted to include, click Submit.

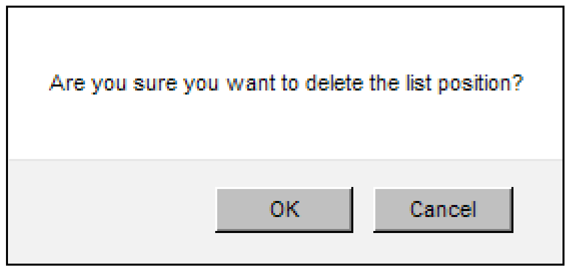
Query report documents by description but with varying search types.

1. Begin in the Report Documents query screen.
2. Input search criteria to narrow your search.

3. Choose a search type from the dropdown.
4. Click Submit.
5. You will see only the report document(s) that fit the search criteria you entered.

Delete an existing report document.

1. Select a report document you would like to delete.
2. Click *Del* on the same row as the offense report you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the report document, as this is a permanent, irreversible action. Click Cancel to go back to the report document without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing report documents?
   - *a. Choose a document type from the dropdown, and wait for the system to process the search.*
   - ***b. Click Submit.***
   - *c. Enter a description into the field, and click Submit.*

2. How do you get to the New button in order to begin a new report document?
   - *a. Run the wildcard search, and click Next at the top of the screen.*
   - *b.* ***Run the wildcard search, and see the button to the right of the blue Report Documents tab.***
   - *c. Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.*

3. What is the most effective way to find your newly-created report document?
    d. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
    e. ***Run a search from the initial Report Documents query screen by adding some specific information about the report document you want to see.***
    f. *Run a blank or wildcard search, and look for it on the master list by sorting by document type.*

4. How do you view a specific, existing report document?
    a. *Run the search for the report document you want to see, and click Edit on the same row as the report document you want to expand.*
    b. ***Run the search for the report document you want to see, and click Content on the same row as the report document you want to expand.***
    c. *Run a wildcard search for report documents, scroll through them until you find the one you want, and click Edit on the same row as the report document you want to expand.*

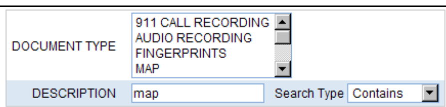
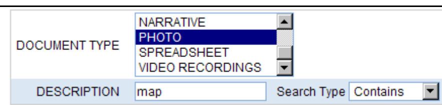
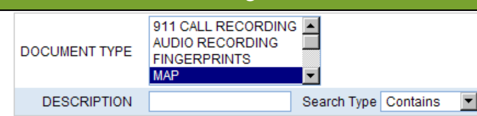
5. What is the most efficient way to update a specific, existing report document?
    a. ***Run the search for the report document you want to see, and click Edit on the same row as the report document you want to edit.***
    b. *Run a wildcard search for report documents, scroll through them until you find the one you want, and click Content on the same row as the report document you want to expand.*
    c. *Run the search for the report document you want to see, and click Content on the same row as the report document you want to expand.*

6. What are examples of report documents?
    d. *digital images*
    e. *audio files*
    f. *spreadsheet files*
    g. *text files of narratives and other descriptive information*
    h. ***all of the above***

7. You want to create a new report document. What is the correct order of steps you must take to complete this task?

3 or 10	*Click* Submit.
2	*Begin in the Report Documents query screen.*
8	*Choose the file you want to add as a report document.*
6	*Click* Upload *next to Image near the bottom of the form.*
11	*Click* Submit Cancel Refresh .
4	*Click* New.
1	*Ensure that the file you want to include as a report document is on your device.*
3 or 10	*Click* Submit.
7	*Click* Browse... .
5	*Enter specific information about the report document you are creating.*
9	*Click* Open.

8. Which of the following screens depicts a search for all maps in Report Documents?

a	b	c
		

9. How do you delete an existing report document?

   a. *Highlight the row of the report document you want to delete, and use your* Del *key.*

   ***b. Click <u>Del</u> on the same row as the report document you want to delete. Confirm that you want to delete the report document by clicking* OK.**

   c. *You cannot delete a report document.*

Other Parties

Use the Other Parties module to collect and store information about individuals who are involved in or associated with an offense report but are not a suspect. You will be able to link records from this module to as many offense reports as necessary.

Learning Objectives

1. Query the RMS for existing other parties records.
2. Create a new other parties record.
3. Query other parties records to see the newly-created other parties record.
4. View an existing other parties record.
5. Update an existing other parties record.
6. Attach a digital image to an existing other parties record.
7. Query other parties records by varying search criteria (e.g., other parties number, current age, sex, eye color, etc.).
8. Delete an existing other parties record.

Instructions for Each Objective

Query the RMS for existing other parties records.

Note: In Other Parties, the system features predefined searches by default (offense reports & persons number) and persons & other parties. You may choose from the *Predefined searches* dropdown to choose one of these.

1. Begin in the Other Parties query screen.
2. Use the slider bar at the right of the screen to scroll to the bottom of the module.
3. Click Submit to run a wildcard search. You will see a list of all existing other parties records in the system.
4. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
5. Note that the Sort By dropdown allows you to sort this list by image update date, record number, and type.

Create a new other parties record.

1. Begin in the Other Parties query screen.
2. Use the slider bar on the right side of the screen to scroll to the bottom of the form.
3. Click Submit.
4. Click New next to the gray Other Parties tab.
5. You will see a form to use to enter all the information you have about your new other parties record.

6. Click Submit after you have entered your information.

Query other parties records to see the newly-created other parties record.

1. Begin in the Other Parties query screen.
2. Enter information from the new other parties record you just added to the system using the fields on the query screen.
3. Use the slider bar on the right side of the screen to scroll to the bottom of the form.
4. Click Submit.
5. You will see the new other parties record you just entered.

View an existing other parties record.

1. Select an other parties record about which you would like to see more detail.
2. Click *Content* on the same row as the other parties record you would like to expand.
3. You will see that Other Parties information links to a Persons folder as well as an Offense Reports folder.

Update an existing other parties record.

1. Select an other parties record you would like to update/edit.
2. Click *Edit* on the same row as the other parties record you would like to update/edit.
3. You will see an Other Parties edit screen, which features several fields to allow you to edit the other parties record.
4. Use the slider bar on the right side of the screen to move the form.
5. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a digital image to an existing other parties record.

1. Select an other parties record to which you would like to attach a digital image.
2. Click *Edit* on the same row as the other parties record to which you would like to attach a digital image.
3. Use the slider bar on the right to scroll to the bottom of the form.
4. You will see a form to use to add images to the other persons record
5. Click Check In to begin transferring your image to this record.
6. Click Browse... to find the photo you want to attach.
7. When you find the photo you want to attach, click it.
8. Click Open to put the file path into the File Name field.
9. Click Submit.

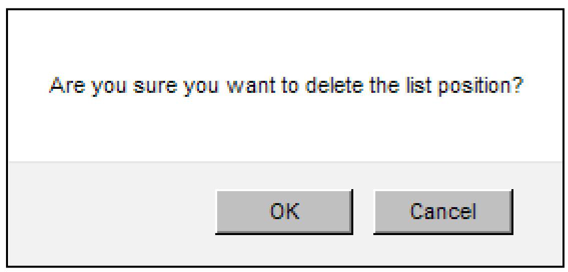
10. You will go back to the form you used to add the photo, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
11. Click Submit to complete the photo upload process.

Query other parties records by varying search criteria (e.g., other parties number, current age, sex, eye color, etc.).

1. Begin in the Other Parties query screen.
2. Input search criteria to narrow your search.
3. Use the slider bar on the right side of the screen to scroll to the bottom of the form.
4. Click Submit.
5. You will see only the other persons record(s) that fit the search criteria you entered.

Delete an existing other parties record.

1. Select an other parties record you would like to delete.
2. Click *Del* on the same row as the other parties record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the other parties record, as this is a permanent, irreversible action. Click Cancel to go back to the other parties record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing other parties records?
   a. Use the outside scroll bar to get to* Submit *, and click it.
   b. Choose an other parties type from the dropdown, and click Submit.
   c. Enter an other parties number into the field, and click Submit .

2. How do you get to the 

button in order to begin a new other parties record?
   a. ***Run the wildcard search, and see the button to the right of the blue Other Parties tab.***
   b. *Run the wildcard search, and click* 

at the top of the screen.
   c. *Scroll to the bottom of the form, and click* 

after you have entered all pertinent information.

3. What is the most effective way to find your newly-created other parties record?
   a. ***Run a search from the initial Other Parties query screen by adding some specific information about the other parties record you want to see.***
   b. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   c. *Run a blank or wildcard search, and look for it on the master list by sorting by other parties type.*

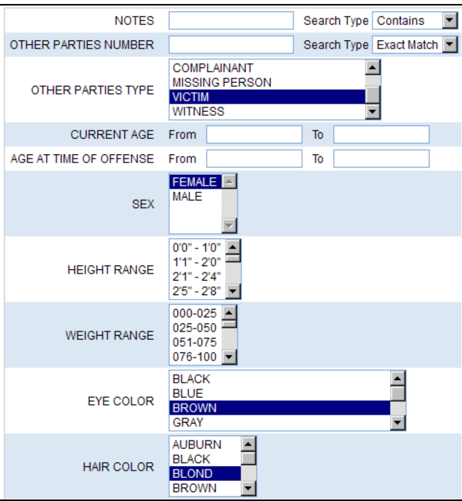
4. How do you view a specific, existing other parties record?
   a. *Run the search for the other parties record you want to see, and click Edit on the same row as the other parties record you want to expand.*
   b. ***Run the search for the other parties record you want to see, and click Content on the same row as the other parties record you want to expand.***
   c. *Run a wildcard search for other parties records, scroll through them until you find the one you want, and click Edit on the same row as the other parties record you want to expand.*

5. What is the most efficient way to update a specific, existing other parties record?
   a. ***Run the search for the other parties record you want to see, and click Edit on the same row as the other parties record you want to edit.***
   b. *Run a wildcard search for other parties records, scroll through them until you find the one you want, and click Content on the same row as the other parties record you want to expand.*
   c. *Run the search for the other parties record you want to see, and click Content on the same row as the other parties record you want to expand.*

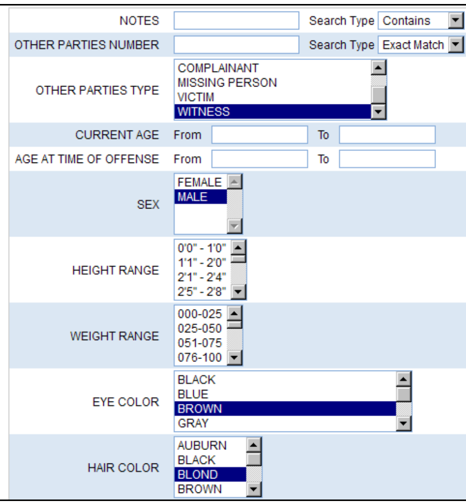
6. You have saved a digital image of someone whom you want to add to an other parties record onto your hard drive. After you located the other parties record to which you want to add this image, what is your next click?
   a. *Content*
   b. ***Edit***
   c. *Del*

7. Which of the following partial screens best depicts a search for a female witness with brown eyes and blond hair?

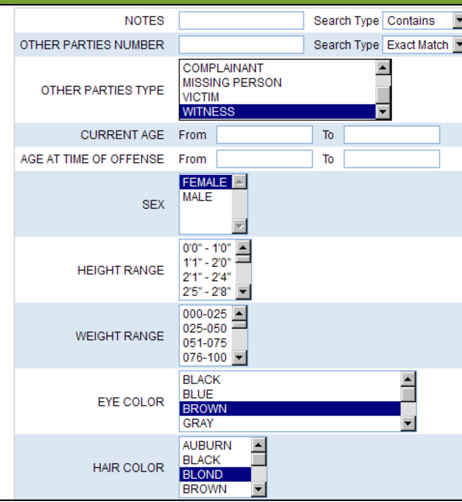
a



b



c



8. How do you delete an existing other parties record?
   - ***a. Click <u>Del</u> on the same row as the other parties record you want to delete. Confirm that you want to delete the other parties record by clicking*** 

.
   - *b. You cannot delete an other parties record.*
   - *c. Highlight the row of the other parties record you want to delete, and use your* 

key.

Suspect

Use the Suspect module to collect and store information about individuals who are involved in or associated with an offense report as a suspect. You will be able to link records from this module to as many offense reports as necessary.

Learning Objectives

1. Query the RMS for existing suspect records.
2. Create a new suspect record.
3. Query suspect records to see the newly-created suspect record.
4. View an existing suspect record.
5. Update an existing suspect record.
6. Attach a digital image to an existing suspect record.
7. Query suspect records by varying search criteria (e.g., suspect number, current age, race, sex, eye color, etc.).
8. Delete an existing suspect record.

Instructions for Each Objective

Query the RMS for existing suspect records.

Note: In Suspect, the system features predefined searches by default (offense reports & persons number) and persons & suspect. You may choose from the *Predefined searches* dropdown to choose one of these.

1. Begin in the Suspect query screen.
2. Use the slider bar at the right of the screen to scroll to the bottom of the module.
3. Click Submit to run a wildcard search. You will see a list of all existing suspect records in the system.
4. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
5. Note that the Sort By dropdown allows you to sort this list by document ID number, image update date, record number, and suspect type.

Create a new suspect record.

1. Begin in the Suspect query screen.
2. Use the slider bar on the right side of the screen to scroll to the bottom of the form.
3. Click Submit.
4. Click New next to the gray Suspect tab.
5. You will see a form to use to enter all the information you have about your new suspect record.

6. Use the slider bar on the right side of the screen to scroll to the bottom of the form.
7. Click Submit after you have entered your information.

Query suspect records to see the newly-created suspect record.

1. Begin in the Suspect query screen.
2. Enter information from the new other parties record you just added to the system using the fields on the query screen.
3. Use the slider bar on the right side of the screen to scroll to the bottom of the form.
4. Click Submit.
5. You will see the new suspect record you just entered.

View an existing suspect record.

1. Select a suspect record about which you would like to see more detail.
2. Click *Content* on the same row as the suspect record you would like to expand.
3. You will see that Suspect information links to an Offense Reports folder.

Update an existing suspect record.

1. Select a suspect record you would like to update/edit.
2. Click *Edit* on the same row as the suspect record you would like to update/edit.
3. You will see a Suspect edit screen, which features several fields to allow you to edit the suspect record.
4. Use the slider bar on the right side of the screen to move the form.
5. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a digital image to an existing suspect record.

1. Select a suspect record to which you would like to attach a digital image.
2. Click *Edit* on the same row as the suspect record to which you would like to attach a digital image.
3. Use the slider bar on the right to scroll to the bottom of the form.
4. You will see a form to use to add images to the other persons record
5. Click Check In to begin transferring your image to this record.
6. Click Browse... to find the photo you want to attach.
7. When you find the photo you want to attach, click it.
8. Click Open to put the file path into the File Name field.
9. Click Submit.

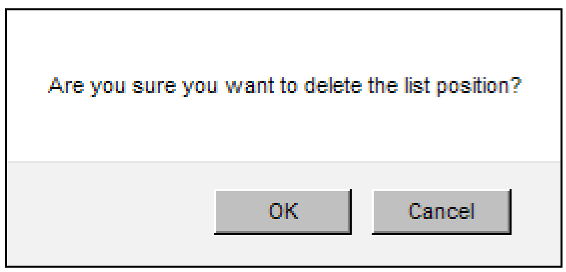
10. You will go back to the form you used to add the photo, but this time, you should see a red message, "File is uploaded successfully. Submit to save."
11. Click Submit to complete the photo upload process.

Query suspect records by varying search criteria (e.g., suspect number, current age, race, sex, eye color, etc.).

1. Begin in the Suspect query screen.
2. Input search criteria to narrow your search.
3. Use the slider bar on the right side of the screen to scroll to the bottom of the form.
4. Click Submit.
5. You will see only the suspect record(s) that fit the search criteria you entered.

Delete an existing suspect record.

1. Select a suspect record you would like to delete.
2. Click *Del* on the same row as the suspect record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the suspect record, as this is a permanent, irreversible action. Click Cancel to go back to the suspect record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing suspect records?
   a. Use the outside scroll bar to get to* Submit *, and click it.
   b. Choose a suspect type from the dropdown, and wait for the system to process the search.
   c. Enter a suspect number into the field, and click Submit.

2. How do you get to the  button in order to begin a new suspect record?
    a. *Run the wildcard search, and click*  *at the top of the screen.*
    b. ***Run the wildcard search, and see the button to the right of the blue Suspect tab.***
    c. *Scroll to the bottom of the form, and click*  *after you have entered all pertinent information.*

3. What is the most effective way to find your newly-created suspect record?
    a. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
    b. *Run a blank or wildcard search, and look for it on the master list by sorting by suspect type.*
    c. ***Run a search from the initial Suspect query screen by adding some specific information about the suspect record you want to see.***

4. How do you view a specific, existing suspect record?
    a. *Run the search for the suspect record you want to see, and click Edit on the same row as the suspect record you want to expand.*
    b. *Run a wildcard search for suspect records, scroll through them until you find the one you want, and click Edit on the same row as the suspect record you want to expand.*
    c. ***Run the search for the suspect record you want to see, and click Content on the same row as the suspect record you want to expand.***

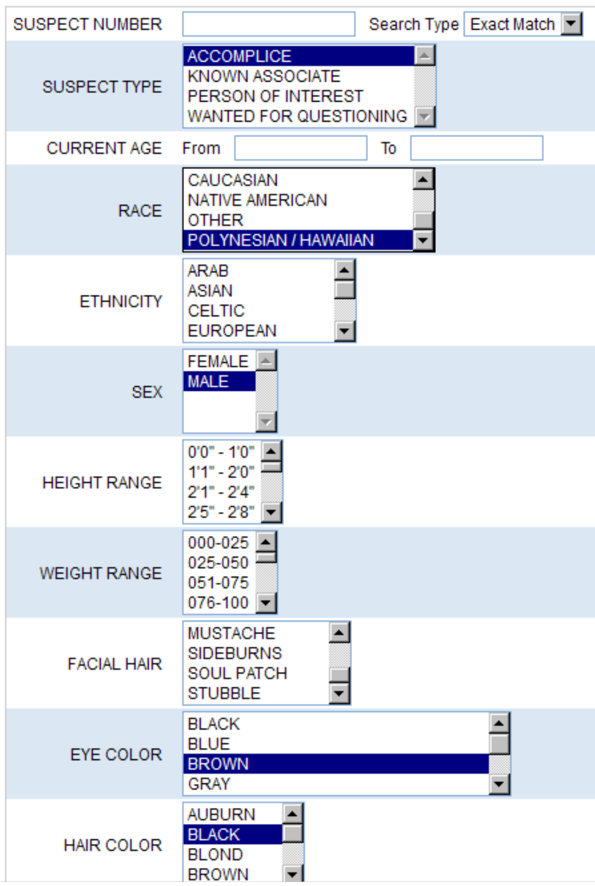
5. What is the most efficient way to update a specific, existing suspect record?
    a. *Run a wildcard search for suspect records, scroll through them until you find the one you want, and click Content on the same row as the suspect record you want to expand.*
    b. ***Run the search for the suspect record you want to see, and click Edit on the same row as the suspect record you want to edit.***
    c. *Run the search for the suspect record you want to see, and click Content on the same row as the suspect record you want to expand.*

6. What must you do before you can add an image to a suspect record?
    a. *Click Edit.*
    b. ***Put the image file on the device you are using to enter data into the suspect record.***
    c. *Click Content.*

7. After you click **Check In** to add an image to a record, what is the correct order of the following?

2	Select file.
4	Submit
5	Submit Cancel Refresh
3	Open
1	Browse...

8. What does the following partial screen depict?



a. a wildcard search
b. a search for a female, Asian, known associate who has black eyes
c. a search for a male, Polynesian, accomplice who has brown eyes and black hair

9. How do you delete an existing suspect record?
a. Click <u>Del</u> on the same row as the suspect record you want to delete. Confirm that you want to delete the suspect record by clicking OK.
b. Highlight the row of the suspect record you want to delete, and use your Del key.
c. You cannot delete a suspect record.

Evidence and Property

The Evidence and Property module tracks items and ensures that the agency meets evidentiary chain-of-custody requirements. Information about evidence and property links to offense reports, evidence room records, and evidence documents.

Learning Objectives

1. Query the RMS for existing evidence and property records.
2. Create a new evidence and property record.
3. Query evidence and property records to see the newly-created evidence and property record.
4. View an existing evidence and property record.
5. Update an existing evidence and property record.
6. Add an evidence document to an existing evidence and property record.
7. Remove an evidence document from an existing evidence and property record.
8. Link an evidence and property record to an offense report.
9. Unlink an evidence and property record from an offense report.
10. Query evidence and property records by varying search criteria (e.g., property number, hazard type, property status, make, model, etc.).
11. Delete an existing evidence and property record.

Instructions for Each Objective

Query the RMS for existing evidence and property records.

Note: In Evidence and Property, the system features predefined searches by default (property number) and quick search. You may choose from the *Predefined searches* dropdown to choose one of these.

1. Begin in the Evidence and Property query screen.
2. Use the slider bar on the right of the screen to scroll to the bottom of the form.
3. Click Submit to run a wildcard search. You will see a list of all evidence and property records in the system.
4. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
5. Note that the Sort By dropdown allows you to sort this list by image update date, property, property status, and record number.

Create a new evidence and property record.

1. Begin in the Evidence and Property query screen.
2. Use the slider bar on the right of the screen to scroll to the bottom of the form.

3. Click Submit.
4. Click New next to the gray Evidence and Property tab.
5. You will see a form to use to enter all the information you have about your new evidence and property record.
6. Click Submit after you have entered your information.

Query evidence and property records to see the newly-created evidence and property record.

1. Begin in the Evidence and Property query screen.
2. Enter information from the evidence and property record you just added to the system using the fields on the query screen.
3. Use the slider bar to the right of the screen to scroll to the bottom of the form.
4. Click Submit.
5. You will see the new evidence and property record you just entered.

View an existing evidence and property record.

1. Select an evidence and property record about which you would like to see more detail.
2. Click *Content* on the same row as the evidence and property record you would like to expand.
3. You will see the Offense Reports above the Evidence and Property information folder and the Evidence Room and Evidence Document folders under the Evidence and Property Information folder. The Evidence Room and Evidence Document subfolders contain specific information about the item you are documenting. The Offense Reports folder is the parent folder and links directly to the Evidence and Property folder.

Update an existing evidence and property record.

1. Select an evidence and property record you would like to update/edit.
2. Click *Edit* on the same row as the evidence and property record you would like to update/edit.
3. You will see an Evidence and Property edit screen, which features several fields to allow you to edit the evidence and property record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

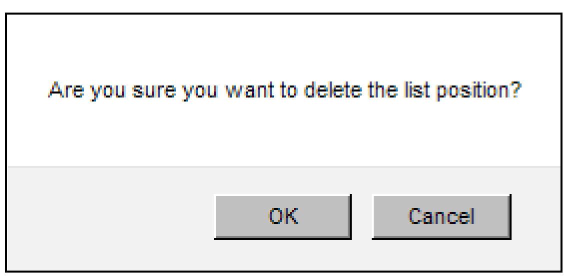
Add an evidence document to an existing evidence and property record.

1. Select an evidence and property record to which you would like to add an evidence document.
2. Click *Content* on the same row as the evidence and property record you would like to modify.

3. Scroll to the blue Evidence Documents tab.
4. Click New. Notice that the property number for the evidence and property record to which you want to link this new evidence document appears in the Property Number field.
5. You will see a form to enter information about the item.
6. Choose an evidence document type from the dropdown.
7. Specify a document date.
8. Enter some information in the Description field.
9. Click Upload to transfer the file to the system. (Keep in mind that the file you want to add must be on your device before you can transfer it to the system as a record.)
10. Click Browse... to find the file you want to upload.
11. When you find the file you want to upload, click it.
12. Click Open to put the file path into the File Name field.
13. Click Submit.
14. You will go back to the form you used to add the file, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
15. Click Submit.

Remove an evidence document from an existing evidence and property record.

1. Select an evidence and property record from which you would like to remove and evidence and property record.
2. Click *Content* on the same row as the offense report you would like to modify.
3. Scroll to the bottom of the edit screen.
4. Scroll to the blue Evidence Documents tab.
5. Choose the evidence document you want to remove from this evidence and property record.
6. Click the box at the far left on the same row as the evidence document.
7. Click *Del* on the same row as the suspect record you would like to delete.
8. You will see the following message:



9. Click OK **only** if you are sure you want to delete the evidence document, as this is a permanent, irreversible action. Click Cancel to go back to the evidence document without deleting it.

Link an evidence and property record to an offense report.

1. Select an evidence and property record to which you would like to link an offense report.
2. Click *Edit* on the same row as the evidence and property you would like to link to an offense report.
3. You will see a form to use to edit evidence and property information.
4. In the Offense Reports section (upper, right quadrant), click Add.
5. You will see a form to use to search offense reports.
6. Enter information about this offense report.
7. Click Submit.
8. Click the radio button of the offense report you would like to link to this evidence and property record. (You may repeat this step as many times as necessary.)
9. Click Submit to complete the process.

Unlink an evidence and property record from an offense report.

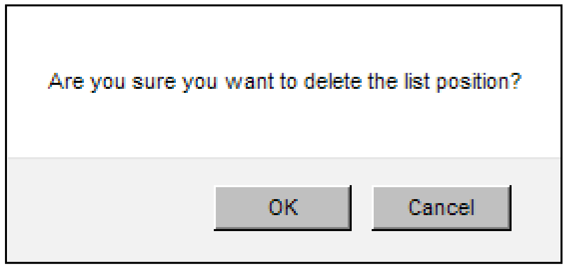
1. Select an evidence and property record that you would like to unlink from an offense report.
2. Click *Edit* on the same row as the evidence and property you would like to link to an offense report.
3. You will see a form to use to edit evidence and property information.
4. In the Offense Reports section (upper, right quadrant), click the radio button(s) of the offense report(s) you would like to unlink.
5. Click Remove .
6. Click Submit to complete the process.

Query evidence and property records by varying search criteria (e.g., property number, hazard type, property status, make, model, etc.)

1. Begin in the Evidence and Property query screen.
2. Input search criteria to narrow your search.
3. Use the slider bar at the right of the screen to scroll to the bottom of the form.
4. Click Submit.
5. You will see only the evidence and property record(s) that fit the search criteria you entered.

Delete an existing evidence and property record.

1. Select an evidence and property record you would like to delete.
2. Click *Del* on the same row as the evidence and property record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the evidence and property record, as this is a permanent, irreversible action. Click Cancel to go back to the evidence and property record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing evidence and property records?
   a. Choose a hazard type from the dropdown, and wait for the system to process the search.
   b. Use the outside scroll bar to get to Submit, and click it.
   c. Use the outside scroll bar to get to Clear All, and click it.

2. How do you get to the New button in order to begin a new evidence and property record?
   a. Run the wildcard search, and click Next at the top of the screen.
   b. ***Run the wildcard search, and see the button to the right of the blue Evidence and Property tab.***
   c. Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.

3. What is the most effective way to find your newly-created evidence and property record?
    a. Run a search from the initial Evidence and Property records query screen by adding some specific information about the evidence and property record you want to see.
    b. Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.
    c. Run a blank or wildcard search, and look for it on the master list by sorting by serial number.

4. How do you view a specific, existing evidence and property record?
    a. Run the search for the evidence and property record you want to see, and click <u>Edit</u> on the same row as the evidence and property record you want to expand.
    b. Run the search for the evidence and property record you want to see, and click <u>Content</u> on the same row as the evidence and property record you want to expand.
    c. Run a wildcard search for evidence and property records, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the evidence and property you want to expand.

5. What is the most efficient way to update a specific, existing evidence and property record?
    a. Run a wildcard search for evidence and property records, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the evidence and property record you want to expand.
    b. Run the search for the evidence and property record you want to see, and click <u>Edit</u> on the same row as the evidence and property record you want to edit.
    c. Run the search for the evidence and property record you want to see, and click <u>Content</u> on the same row as the evidence and property record you want to expand.

6. After you have decided that you want to add an image of evidence or property to a specific record, what is your first click?
    a. <u>Content</u> on the same row as the record to which you want to add the image
    b. <u>Edit</u> on the same row as the record to which you want to add the image
    c. <u>Del</u> on the same row as the record to which you want to add the image

7. Which subfolder is the destination for the image that you add to an evidence and property record?
    a. Evidence Documents
    b. Evidence Room
    c. Asset Documents

8. True or False? A file that you want to attach to an existing evidence and property record must be on your device before you can upload the file.
    True

9. How do you query evidence and property records by varying search criteria (e.g., property number, hazard type, property status, make, model, etc.)?
   a. Enter data specific to your inquiry into the fields in the initial query screen, and click ***.***
   b. Run a wildcard search.
   c. Enter random data into the query fields, and click *.*

10. How do you delete an existing evidence and property record?
   a. You cannot delete an evidence and property record.
   b. Click <u>Del</u> on the same row as the evidence and property record you want to delete. Confirm that you want to delete the evidence and property record by clicking ***.***
   c. Highlight the row of the evidence and property record you want to delete, and use your  *key.*

Vehicles

Vehicles are modes of transportation. Vehicles may be involved in offense reports; therefore, the RMS tracks vehicles.

Learning Objectives

1. Query the RMS for existing vehicle records.
2. Create a new vehicle record.
3. Query vehicle records to see the newly-created vehicle record.
4. View an existing vehicle record.
5. Update an existing vehicle record.
6. Attach a digital image to an existing vehicle record.
7. Query vehicle records by varying search criteria (e.g., offense number, offense type, incident type, race, sex, etc.).
8. Delete an existing vehicle record.

Instructions for Each Objective

Query the RMS for existing vehicle records.

Note: In Vehicle records, the system features predefined searches by default (offense reports & persons) and persons & vehicles. You may choose from the *Predefined searches* dropdown to choose one of these.

1. Begin in the Vehicles query screen.
2. Use the slider bar to the right of the screen to scroll to the bottom of the form.
3. Click Submit to run a wildcard search. You will see a list of all existing vehicle records in the system.
4. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
5. Note that the Sort By dropdown allows you to sort this list by category, document ID (default), image update date, record number, and status.

Create a new vehicle record.

1. Begin in the Vehicles query screen.
2. Use the slider bar to the right of the screen to scroll to the bottom of the form.
3. Click Submit.
4. Click New next to the gray Vehicles tab.
5. You will see a form to use to enter all the information you have about your new vehicle record.
6. Click Submit after you have entered your information.

Query vehicle records to see the newly-created vehicle record.

1. Begin in the Vehicles query screen.
2. Enter information from the new vehicle record you just added to the system using the fields on the query screen.
3. Use the slider bar to the right of the screen to scroll to the bottom of the form.
4. Click Submit.
5. You will see the new vehicle record you just entered.

View an existing vehicle record.

1. Select a vehicle record about which you would like to see more detail. (You may have to use the outside slider bar to scroll to the place on the screen you want.)
2. Click *Content* on the same row as the vehicle record you would like to expand.
3. You will see that Vehicle information is a subfolder of Offense Reports. Notice that the offense number is the same in both folders you see.
4. To see more information about the vehicle record, click *Edit* in the Vehicle information folder.
5. You will see details about the vehicle in this record.

Update an existing vehicle record.

1. Select a vehicle record you would like to update/edit.
2. Click *Edit* on the same row as the vehicle record you would like to update/edit.
3. You will see a Vehicles edit screen, which features several fields to allow you to edit the vehicle record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a digital image to an existing vehicle record.

1. Select a vehicle record to which you would like to attach a digital image.
2. Click *Edit* on the same row as the vehicle record to which you would like to attach a digital image.
3. You will see a form to use to edit information about the vehicle in this record.
4. Scroll to the bottom of the form.
5. Click Check In next to Image. (Keep in mind that the image you want to add must be on your device before you can transfer it to the record.)
6. Click Browse... to find the image you want to attach.
7. When you find the image you want to attach, click it.
8. Click Open to put the file path into the File Name field.

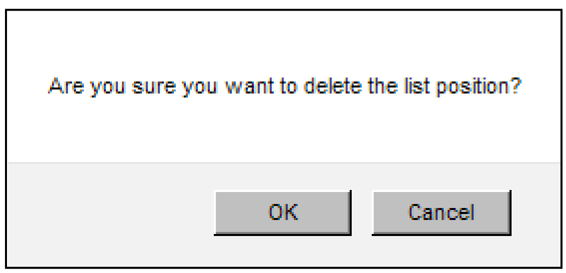
9. Click Submit.
10. You will go back to the form you used to add the image, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
11. Click Submit to complete the image upload process.

Query vehicle records by varying search criteria (e.g., offense number, offense type, incident type, race, sex, etc.).

1. Begin in the Vehicles query screen.
2. Input search criteria to narrow your search.
3. Use the slider bar to the right of your screen to scroll to the bottom of the form.
4. Click Submit.
5. You will see only the vehicle record(s) that fit the search criteria you entered.

Delete an existing vehicle record.

1. Select a vehicle record you would like to delete.
2. Click *Del* on the same row as the vehicle record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the vehicle record, as this is a permanent, irreversible action. Click Cancel to go back to the vehicle record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing vehicle records?
   a. Choose a vehicle make from the dropdown, and wait for the system to process the search.
   b. Enter a vehicle number into the field, and click Submit.
   c. Use the outside scroll bar to get to Submit ***, and click it.***

2. How do you get to the 

button in order to begin a new vehicle record?
   - ***a. Run the wildcard search, and see the button to the right of the blue Vehicles tab.***
   - *b. Run the wildcard search, and click* 

at the top of the screen.
   - *c. Scroll to the bottom of the form, and click* 

after you have entered all pertinent information.

3. What is the most effective way to find your newly-created vehicle record?
   - *a. Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   - ***b. Run a search from the initial Vehicles query screen by adding some specific information about the vehicle record you want to see.***
   - *c. Run a blank or wildcard search, and look for it on the master list by sorting by vehicle make.*

4. How do you view a specific, existing vehicle record?
   - ***a. Run the search for the vehicle record you want to see, and click Content on the same row as the vehicle record you want to expand.***
   - *b. Run the search for the vehicle record you want to see, and click Edit on the same row as the vehicle record you want to expand.*
   - *c. Run a wildcard search for vehicle records, scroll through them until you find the one you want, and click Edit on the same row as the vehicle record you want to expand.*

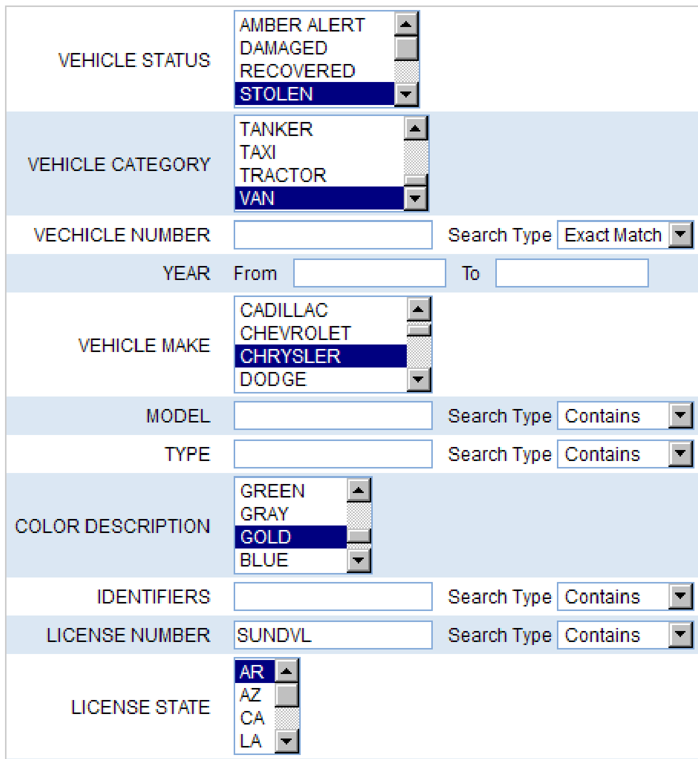
5. What is the most efficient way to update a specific, existing vehicle record?
   - *a. Run a wildcard search for vehicle records, scroll through them until you find the one you want, and click Content on the same row as the vehicle record you want to expand.*
   - *b. Run the search for the vehicle record you want to see, and click Content on the same row as the vehicle record you want to expand.*
   - ***c. Run the search for the vehicle record you want to see, and click Edit on the same row as the vehicle record you want to edit.***

6. What must you do before you can add an image to a vehicle record?
   - ***a. Put the image file on the device you are using to enter data into the vehicle record.***
   - *b. Click Edit.*
   - *c. Click Content.*

7. After you click Check In to add an image to a record, what is the correct order of the following?

3	Open
2	Select file.
5	Submit Cancel Refresh
4	Submit
1	Browse...

8. What does the following partial screen depict?



a. a wildcard search

b. a search for a stolen, gold Chrysler van with Arizona plate SUNDVL

c. a search for a gold Dodge van with Louisiana plates

9. How do you delete an existing vehicle record?

a. You cannot delete a vehicle record.

b. Click <u>Del</u> on the same row as the vehicle record you want to delete. Confirm that you want to delete the vehicle record by clicking OK.

c. Highlight the row of the vehicle record you want to delete, and use your Del key.

Contact Information

Contact Information allows the system to retain identification and communication information about people with whom the agency may have contact.

Learning Objectives

1. Query the RMS for existing contact information.
2. Create a new contact information record.
3. Query contact information to see the newly-created contact information record.
4. View an existing contact information record.
5. Update an existing contact information record.
6. Attach a digital image to an existing contact information record.
7. Query contact information by varying search criteria (e.g., contact name, street number, street name, etc.).
8. Delete an existing contact information record.

Instructions for Each Objective

Query the RMS for existing contact information.

1. Begin in the Contact Information query screen.
2. Use the slider bar to the right of the screen to scroll to the bottom of the form.
3. Click Submit to run a wildcard search. You will see a list of all existing contact information records in the system.
4. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
5. Note that the Sort By dropdown allows you to sort this list by document ID, image update date, record number, and street name ascending.

Create a new contact information record.

1. Begin in the Contact Information query screen.
2. Use the slider bar to the right of the screen to scroll to the bottom of the form.
3. Click Submit.
4. Click New next to the gray Contact Information tab.
5. You will see a form to use to enter all the information you have about your new contact information record.
6. Click Submit after you have entered your information.

Query contact information to see the newly-created contact information record.

1. Begin in the Contact Information query screen.
2. Enter information from the new contact information record you just added to the system using the fields on the query screen.
3. Use the slider bar to the right of the screen to scroll to the bottom of the form.
4. Click Submit.
5. You will see the new contact information record you just entered.

View an existing contact information record.

1. Select a contact information record about which you would like to see more detail.
2. Click *Content* on the same row as the contact information record you would like to expand.
3. You will see two folders above Contact Information: Offense Reports and Other Parties. Records from Contact Information can like to these two folders.

Update an existing contact information record.

1. Select a contact information record you would like to update/edit.
2. Click *Edit* on the same row as the contact information record you would like to update/edit.
3. You will see a Contact Information edit screen, which features several fields to allow you to edit the contact information record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a digital image to an existing contact information record.

1. Select a contact information record to which you would like to attach a digital image.
2. Click *Content* on the same row as the contact information record to which you would like to attach a digital image.
3. Scroll to the gray Other Parties folder.
4. Click *Edit* on the same row as the other parties record to which you would like to attach a digital image.
5. You will see a form to use to add new report documents.
6. Click Check In next to Image. (Keep in mind that the image you want to add must be on your device before you can transfer it to the record.)
7. Click Browse... to find the photo you want to attach.
8. When you find the photo you want to attach, click it.
9. Click Open to put the file path into the File Name field.

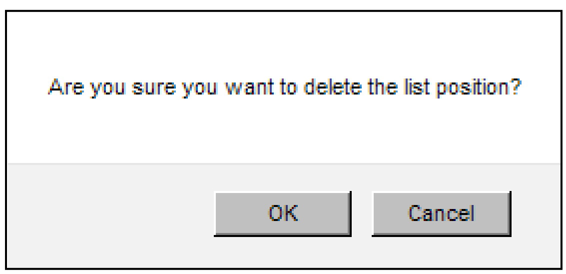
10. Click Submit.
11. You will go back to the form you used to add the image, but this time, you should see a red message, "File is uploaded successfully. Submit to save."
12. Click Submit to complete the image upload process.

Query contact information by varying search criteria (e.g., contact name, street number, street name, etc.).

1. Begin in the Contact Information query screen.
2. Input search criteria to narrow your search.
3. Use the slider bar at the right of the screen to scroll to the bottom of the form.
4. Click Submit.
5. You will see only the contact information record(s) that fit the search criteria you entered.

Delete an existing contact information record.

1. Select a contact information record you would like to delete.
2. Click *Del* on the same row as the contact information record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the contact information record, as this is a permanent, irreversible action. Click Cancel to go back to the contact information record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing contact information records?
   a. *Choose an address type from the dropdown, and wait for the system to process the search.*
   b. ***Use the outside scroll bar to get to Submit, and click it.***
   c. *Enter a contact name into the field, and click Submit.*

2. How do you get to the New button in order to begin a new contact information record?
    a. *Run the wildcard search, and click* Next *at the top of the screen.*
    b. *Scroll to the bottom of the form, and click* Submit *after you have entered all pertinent information.*
    c. ***Run the wildcard search, and see the button to the right of the blue Contact Information tab.***

3. What is the most effective way to find your newly-created contact information record?
    a. ***Run a search from the initial Contact Information query screen by adding some specific information about the contact information record you want to see.***
    b. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
    c. *Run a blank or wildcard search, and look for it on the master list by sorting by contact information type.*

4. How do you view a specific, existing contact information record?
    a. *Run the search for the contact information record you want to see, and click Edit on the same row as the contact information record you want to expand.*
    b. *Run a wildcard search for contact information records, scroll through them until you find the one you want, and click Edit on the same row as the contact information record you want to expand.*
    c. ***Run the search for the contact information record you want to see, and click Content on the same row as the contact information record you want to expand.***

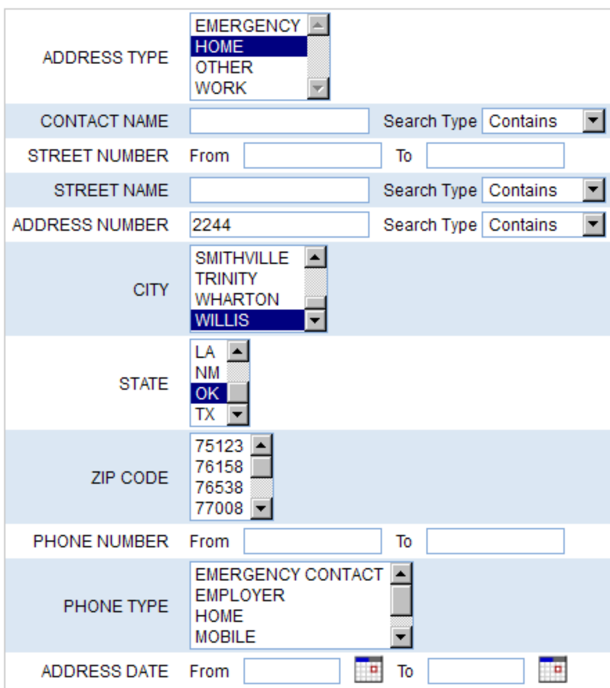
5. What is the most efficient way to update a specific, existing contact information record?
    a. *Run a wildcard search for contact information records, scroll through them until you find the one you want, and click Content on the same row as the contact information record you want to expand.*
    b. ***Run the search for the contact information record you want to see, and click Edit on the same row as the contact information record you want to edit.***
    c. *Run the search for the contact information record you want to see, and click Content on the same row as the contact information record you want to expand.*

6. What must you do before you can add an image that will link to a contact information record?
    a. ***Put the image file on the device you are using to enter data into the contact information record.***
    b. *Click Edit.*
    c. *Click Content.*

7. Since you cannot add a file directly to a contact information record, what is the correct order of clicks to get to a folder that will link an image that you add to the system to a contact information record?

6	Open
5	Select file.
3	Check In
7	Submit
2	*Edit on the row of the other parties record that corresponds to the contact information record to which you want to link an image*
8	Submit Cancel Refresh
4	Browse...
1	*Content on the row of the contact information record to which you want to link an image*

8. What does the following screen depict?



a. a wildcard search

b. a search for a home address for someone who lives in Willis, Oklahoma, whose house number is 2244

c. a search for an emergency address for someone who lives in New Mexico

9. How do you delete an existing contact information record?
   a. *You cannot delete a contact information record.*
   b. ***Click <u>Del</u> on the same row as the contact information record you want to delete. Confirm that you want to delete the contact information record by clicking OK.***
   c. *Highlight the row of the contact information record you want to delete, and use your Del key.*

Persons

Persons stores information about any person involved in an offense report. This information can include digital images, aliases, last known addresses, and other data.

Learning Objectives

1. Query the RMS for existing persons records.
2. Create a new persons record.
3. Query persons records to see the newly-created persons record.
4. View an existing persons record.
5. Update an existing persons record.
6. Add a flag to an existing persons record.
7. Remove a flag from an existing persons record.
8. Attach a digital image to an existing persons record.
9. Query persons records by varying search criteria (e.g., persons number, flag(s), last name, alias, race, sex, etc.).
10. Delete an existing persons record.

Instructions for Each Objective

Query the RMS for existing persons records.

Note: In Persons, the system features predefined searches by default (offense number), address information, and offense date and time. You may choose from the *Predefined searches* dropdown to choose one of these.

1. Begin in the Persons query screen.
2. Use the slider bar to the right of the screen to scroll to the bottom of the form.
3. Click Submit to run a wildcard search. You will see a list of all existing persons records in the system.
4. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
5. Note that the Sort By dropdown allows you to sort this list by image update date, last name ascending (default), last name descending, persons number, and record number.

Create a new persons record.

1. Begin in the Persons query screen.
2. Use the slider bar to the right of the screen to scroll to the bottom of the form.
3. Click Submit.
4. Click New next to the gray Persons tab.

5. You will see a form to use to enter all the information you have about your new persons record.
6. Click Submit after you have entered your information.

Query persons records to see the newly-created persons record.

1. Begin in the Persons query screen.
2. Enter information from the new persons record you just added to the system using the fields on the query screen.
3. Use the slider bar to the right of the screen to scroll to the bottom of the form.
4. Click Submit.
5. You will see the new persons record you just entered.

View an existing persons record.

1. Select a persons record about which you would like to see more detail.
2. Click *Content* on the same row as the persons record you would like to expand.
3. You will that the Person folder is the parent folder of the following subfolders:
    a. Other Parties
    b. Suspect
    c. Vehicles
    d. Contact Information
    e. Warrants
    f. Civil Processing
    g. Pawn Tickets

Update an existing persons record.

1. Select a persons record you would like to update/edit.
2. Click *Edit* on the same row as the persons record you would like to update/edit.
3. You will see a Persons edit screen, which features several fields to allow you to edit the persons record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Add a flag to an existing persons record.

1. Select a persons record to which you would like to add a flag.
2. Click *Edit* on the same row as the persons record you would like to modify.
3. At the Flags section (upper, right quadrant of the screen), click Add.
4. Click the radio button of the flag you would like to add to the persons record.

5. You will go back to the edit screen and see that this flag is now part of the persons record.
6. You may repeat Step 5 as many times as necessary to add the flags you want to attach to this persons record.

Remove a flag from an existing persons record.

1. Select a persons record from which you would like to remove a flag.
2. Click *Edit* on the same row as the persons record you would like to modify.
3. Look at the Flags section (upper, right quadrant of the screen.) Click the box(es) next to the flag(s) you want to delete from the persons record.
4. Click Remove.
5. You will that the flag(s) is/are no longer part of the persons record.

Attach a digital image to an existing persons record.

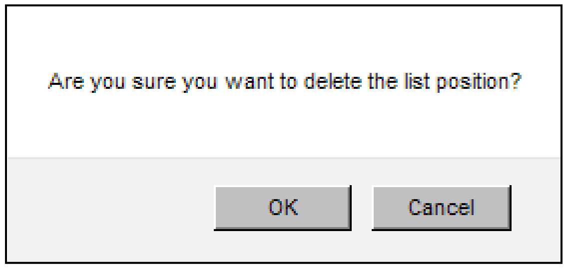
1. Select a persons record to which you would like to attach a digital image.
2. Click *Edit* on the same row as the persons record to which you would like to attach a digital image.
3. You will see a form to use to edit the persons record.
4. Scroll to the bottom of the form.
5. Click Check In next to Image. (Keep in mind that the image you want to add must be on your device before you can transfer it to the record.)
6. Click Browse... to find the file you want to attach.
7. When you find the file you want to attach, click it.
8. Click Open to put the file path into the File Name field.
9. Click Submit.
10. You will go back to the form you used to add the file, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
11. Click Submit to complete the image upload process.

Query persons records by varying search criteria (e.g., persons number, flag(s), last name, alias, race, sex, etc.).

1. Begin in the Persons query screen.
2. Input search criteria to narrow your search.
3. Use the slider bar to the right of the screen to scroll to the bottom of the form.
4. Click Submit.
5. You will see only the persons record(s) that fit the search criteria you entered.

Delete an existing persons record.

1. Select a persons record you would like to delete.
2. Click *Del* on the same row as the persons record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the persons record, as this is a permanent, irreversible action. Click Cancel to go back to the persons record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing persons reports?
   - ***a. Use the outside scroll bar to get to Submit, and click it.***
   - *b. Enter a last name into the dropdown, and wait for the system to process the search.*
   - *c. Choose an ethnicity from the dropdown, and click Submit.*

2. How do you get to the New button in order to begin a new persons report?
   - *a. Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.*
   - ***b. Run the wildcard search, and see the button to the right of the blue Persons tab.***
   - *c. Run the wildcard search, and click Next at the top of the screen.*

3. What is the most effective way to find your newly-created persons report?
   - *a. Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   - ***b. Run a search from the initial Persons query screen by adding some specific information about the persons report you want to see.***
   - *c. Run a blank or wildcard search, and look for it on the master list by sorting by persons type.*

4. How do you view a specific, existing persons report?
    - ***a. Run the search for the persons report you want to see, and click <u>Content</u> on the same row as the persons report you want to expand.***
    - *b. Run the search for the persons report you want to see, and click <u>Edit</u> on the same row as the persons report you want to expand.*
    - *c. Run a wildcard search for persons reports, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the persons report you want to expand.*

5. What is the most efficient way to update a specific, existing persons report?
    - *a. Run a wildcard search for persons reports, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the persons report you want to expand.*
    - *b. Run the search for the persons report you want to see, and click <u>Content</u> on the same row as the persons report you want to expand.*
    - ***c. Run the search for the persons report you want to see, and click <u>Edit</u> on the same row as the persons report you want to edit.***

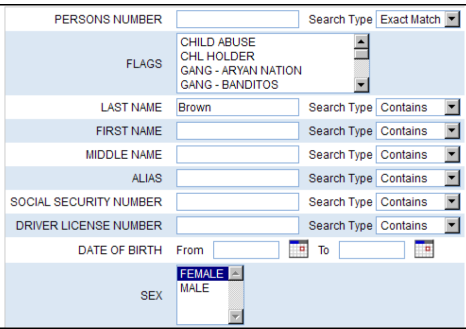
6. You want to add a flag to a persons report you've located. What is your next click?
    - *a. <u>Content</u>*
    - ***b. <u>Edit</u>***
    - c. Add

7. You want to add a file to a persons report you just created. What is the correct order of steps you must take to complete this task?

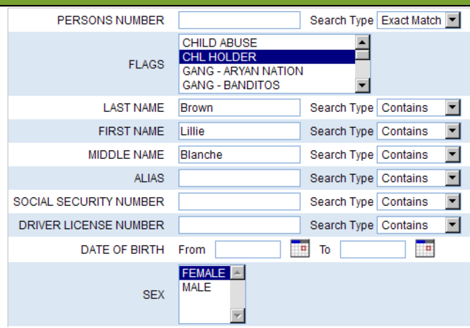
4	*Click* Submit.
2	*Begin in the Persons query screen.*
5	*Click Edit on the same row as the persons report to which you want to add a file.*
9	*Follow the on-screen instructions until the file is part of the record.*
6	*Click* Check In *next to Image near the bottom of the form.*
1	*Ensure that the file you want to add to the persons report is on your device.*
7	*Browse to the file you want to add to the persons report.*
3	*Enter specific information about the persons report you just created.*
8	*Click* Open.

8. Which partial screen correctly depicts a search for a woman named Lillie Blanche Brown who is a CHL holder?

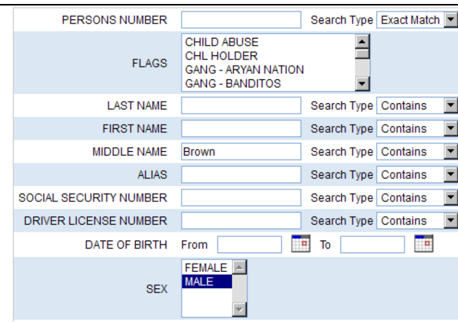
a



b



c



9. How do you delete an existing persons report?
   a. ***Click <u>Del</u> on the same row as the persons report you want to delete. Confirm that you want to delete the persons report by clicking* OK.**
   b. *You cannot delete a persons report.*
   c. *Highlight the row of the persons report you want to delete, and use your* Del *key.*

Charge Information

Charge Information stores data about offenses, charge date(s), arresting officer(s), authorization, warrant number, and case number.

Learning Objectives

1. Query the RMS for existing charge information.
2. Create a new charge information record.
3. Query charge information to see the newly-created charge information record.
4. View an existing charge information record.
5. Update an existing charge information record.
6. Query charge information by varying search criteria (e.g., offense type, date charged, arresting officer(s), etc.).
7. Delete an existing charge information record.

Instructions for Each Objective

Query the RMS for existing charge information.

1. Begin in the Charge Information query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing charge information records in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document ID, image update date, offense type, and record number.

Create a new charge information record.

1. Begin in the Charge Information query screen.
2. Click Submit.
3. Click New next to the gray Charge Information tab.
4. You will see a form to use to enter all the information you have about your new charge information record.
5. Click Submit after you have entered your information.

Query charge information to see the newly-created charge information record.

1. Begin in the Charge Information query screen.
2. Enter information from the new charge information record you just added to the system using the fields on the query screen.

3. Click Submit.
4. You will see the new charge information record you just entered.

View an existing charge information record.

1. Select a charge information record about which you would like to see more detail.
2. Click *Content* on the same row as the charge information record you would like to expand.
3. You will see that Charge Information is a subfolder of Offense Reports.

Update an existing charge information record.

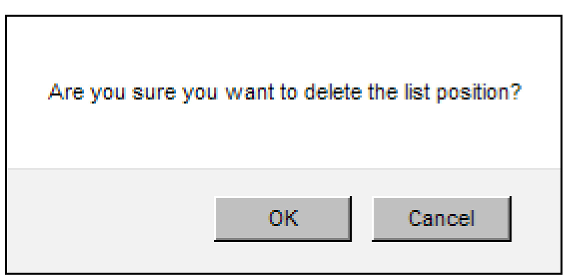
1. Select a charge information record you would like to update/edit.
2. Click *Edit* on the same row as the charge information record you would like to update/edit.
3. You will see a Charge Information edit screen, which features several fields to allow you to edit the charge information record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Query charge information by varying search criteria (e.g., offense type, date charged, arresting officer(s), etc.).

1. Begin in the Charge Information query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the charge information record(s) that fit the search criteria you entered.

Delete an existing charge information record.

1. Select a charge information record you would like to delete.
2. Click *Del* on the same row as the charge information record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the charge information record, as this is a permanent, irreversible action. Click Cancel to go back to the charge information record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing charge information records?
   a. *Choose an offense type from the dropdown, and wait for the system to process the search.*
   b. *Enter a case number into the field, and click* Submit.
   c. Use the outside scroll bar to get to Submit ***, and click it.***

2. How do you get to the New button in order to begin a new charge information record?
   a. Run the wildcard search, and see the button to the right of the blue Charge Information tab.
   b. *Run the wildcard search, and click* Next *at the top of the screen.*
   c. *Scroll to the bottom of the form, and click* Submit *after you have entered all pertinent information.*

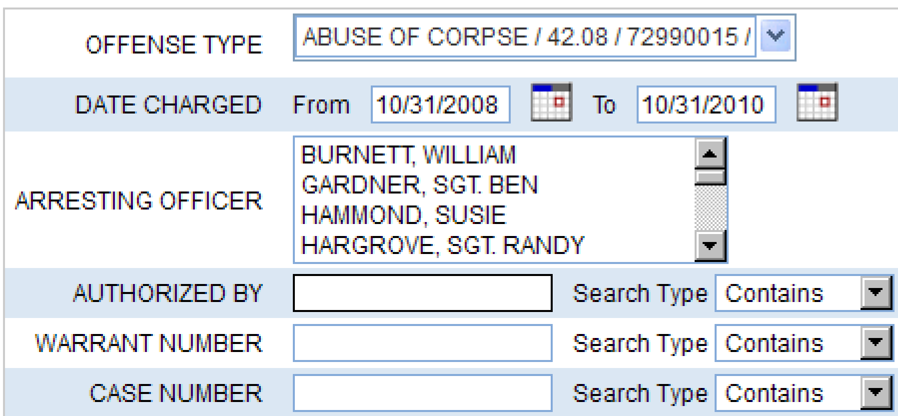
3. What is the most effective way to find your newly-created charge information record?
   a. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   b. Run a search from the initial Charge Information query screen by adding some specific information about the charge information record you want to see.
   c. *Run a blank or wildcard search, and look for it on the master list by sorting by record number.*

4. How do you view a specific, existing charge information record?
   a. *Run the search for the charge information record you want to see, and click Edit on the same row as the charge information record you want to expand.*
   b. Run the search for the charge information record you want to see, and click Content on the same row as the charge information record you want to expand.
   c. *Run a wildcard search for charge information records, scroll through them until you find the one you want, and click Edit on the same row as the charge information record you want to expand.*

5. What is the most efficient way to update a specific, existing charge information record?
   a. *Run a wildcard search for charge information records, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the charge information record you want to expand.*
   b. *Run the search for the charge information record you want to see, and click <u>Content</u> on the same row as the charge information record you want to expand.*
   c. ***Run the search for the charge information record you want to see, and click <u>Edit</u> on the same row as the charge information record you want to edit.***

6. What must you do before you can add an image that will link to a charge information record?
   a. *Click <u>Edit</u>.*
   b. ***Put the image file on the device you are using to enter data into the charge information record.***
   c. *Click* Check In.

7. What does the following screen depict?



   a. *a wildcard search*
   b. *a search for charge information in which Susie Hammond was the arresting officer*
   c. ***a search for charge information involving abuse of a corpse on Halloween between 2008 and 2010***

8. How do you delete an existing charge information record?
   a. *You cannot delete a charge information record.*
   b. *Highlight the row of the charge information record you want to delete, and use your* Del *key.*
   c. ***Click <u>Del</u> on the same row as the charge information record you want to delete. Confirm that you want to delete the charge information record by clicking*** OK.

Evidence Room

Evidence Room is a repository for information regarding items from Evidence and Property. Evidence Room tracks the location of items in custody.

Learning Objectives

1. Query the RMS for existing evidence room records.
2. Create a new evidence room record.
3. Query evidence room records to see the newly-created evidence room record.
4. View an existing evidence room record.
5. Update an existing evidence room record.
6. Query evidence room records by varying search criteria (e.g., row, shelf, bin, lot, etc.).
7. Delete an existing evidence room record.

Instructions for Each Objective

Query the RMS for existing evidence room records.

1. Begin in the Evidence Room query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing evidence room records in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document ID, image update date, and record number.

Create a new evidence room record.

1. Begin in the Evidence Room query screen.
2. Click Submit.
3. Click New next to the gray Evidence Room tab.
4. You will see a form to use to enter all the information you have about your new evidence room record.
5. Click Submit after you have entered your information.

Query evidence room records to see the newly-created evidence room record.

1. Begin in the Evidence Room query screen.
2. Enter information from the new evidence room record you just added to the system using the fields on the query screen.
3. Click Submit.

4. You will see the new evidence room record you just entered.

View an existing evidence room record.

1. Select an evidence room record about which you would like to see more detail.
2. Click *Content* on the same row as the evidence room record you would like to expand.
3. You will see that Evidence Room information is a subfolder of Evidence and Property and that Evidence and Property links to Offense Reports.

Update an existing evidence room record.

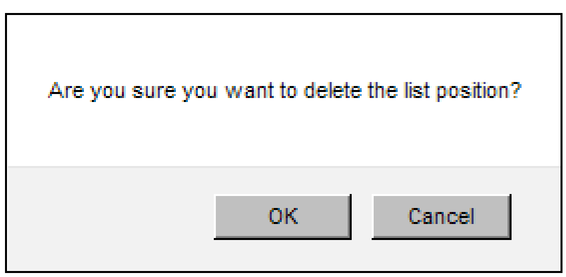
1. Select an evidence room record you would like to update/edit.
2. Click *Edit* on the same row as the evidence room record you would like to update/edit.
3. You will see an Evidence Room edit screen, which features several fields to allow you to edit the evidence room record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Query evidence room records by varying search criteria (e.g., row, shelf, bin, lot, etc.).

1. Begin in the Evidence Room query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the evidence room record(s) that fit the search criteria you entered.

Delete an existing evidence room record.

1. Select an evidence room record you would like to delete.
2. Click *Del* on the same row as the evidence room record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the evidence room record, as this is a permanent, irreversible action. Click Cancel to go back to the evidence room record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing evidence room records?
   - a. *Choose a property room officer from the dropdown, and wait for the system to process the search.*
   - b. *Enter a shelf number into the field, and click* Submit *.*
   - c. ***Use the outside scroll bar to get to*** Submit ***, and click it.***

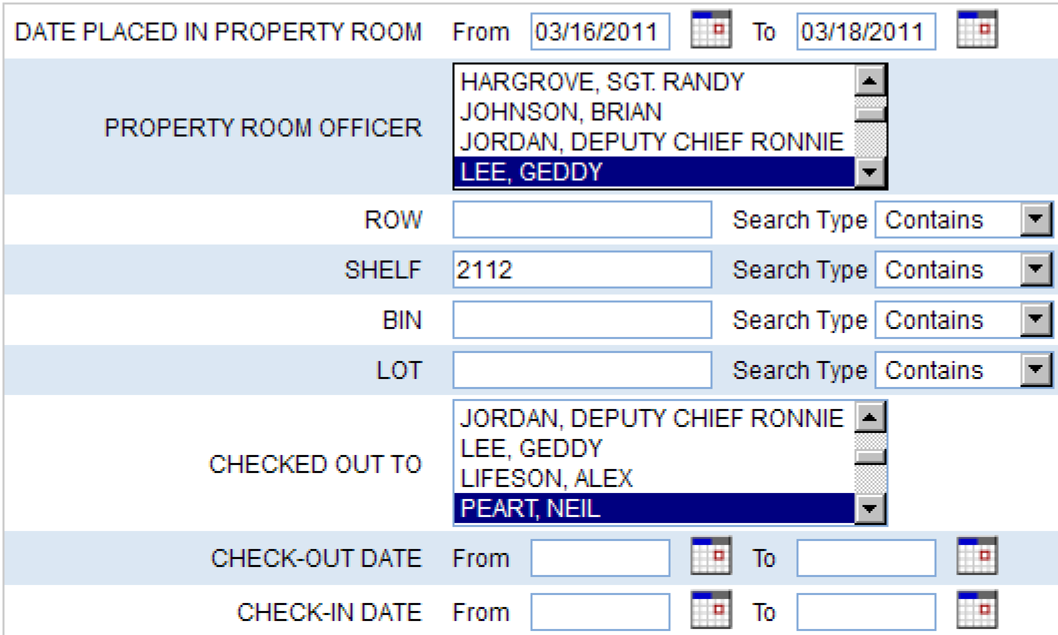
2. How do you get to the New button in order to begin a new evidence room record?
   - a. ***Run the wildcard search, and see the button to the right of the blue Evidence Room tab.***
   - b. *Run the wildcard search, and click* Next *at the top of the screen.*
   - c. *Scroll to the bottom of the form, and click* Submit *after you have entered all pertinent information.*

3. What is the most effective way to find your newly-created evidence room record?
   - a. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   - b. ***Run a search from the initial Evidence Room query screen by adding some specific information about the evidence room record you want to see.***
   - c. *Run a blank or wildcard search, and look for it on the master list by sorting by record number.*

4. How do you view a specific, existing evidence room record?
   - a. ***Run the search for the evidence room record you want to see, and click <u>Content</u> on the same row as the evidence room record you want to expand.***
   - b. *Run the search for the evidence room record you want to see, and click <u>Edit</u> on the same row as the evidence room record you want to expand.*
   - c. *Run a wildcard search for evidence room records, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the evidence room record you want to expand.*

5. What is the most efficient way to update a specific, existing evidence room record?
   - a. *Run a wildcard search for evidence room records, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the evidence room record you want to expand.*
   - b. *Run the search for the evidence room record you want to see, and click <u>Content</u> on the same row as the evidence room record you want to expand.*
   - c. ***Run the search for the evidence room record you want to see, and click <u>Edit</u> on the same row as the evidence room record you want to edit.***

6. What does the following screen depict?



a. a wildcard search

b. a search for a record of an item that Geddy Lee placed into the property room on Shelf 2112, around St. Patrick's Day of 2011, and that Neil Peart checked out

c. a search for a record of an item that Neil Peart placed into the property room on Row 12

7. How do you delete an existing evidence room record?

a. You cannot delete an evidence room record.

b. Click Del on the same row as the evidence room record you want to delete. Confirm that you want to delete the evidence room record by clicking OK.

c. Highlight the row of the evidence room record you want to delete, and use your Del *key.*

Evidence Documents

Evidence documents are items that complement information about items that are evidentiary.

Learning Objectives

1. Query the RMS for existing evidence documents.
2. Create a new evidence document.
3. Query evidence documents to see the newly-created evidence document.
4. View an existing evidence document.
5. Update an existing evidence document.
6. Attach a digital image to an existing evidence document.
7. Query evidence documents by varying search criteria (e.g., evidence document type, document date, and/or description).
8. Delete an existing evidence document.

Instructions for Each Objective

Query the RMS for existing evidence documents.

1. Begin in the Evidence Documents query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing evidence documents in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document type, document ID (default), image update date, and record number.

Create a new evidence document.

1. Begin in the Evidence Documents query screen.
2. Click Submit.
3. Click New next to the gray Evidence Documents tab.
4. You will see a form to use to enter all the information you have about your new evidence document.
5. Click Submit after you have entered your information.

Query evidence documents to see the newly-created evidence document.

1. Begin in the Evidence Documents query screen.
2. Enter information from the new evidence document you just added to the system using the fields on the query screen.

3. Click Submit.
4. You will see the new evidence document you just entered.

View an existing evidence document.

1. Select an evidence document about which you would like to see more detail.
2. Click *Content* on the same row as the evidence document you would like to expand.
3. You will see that the green Evidence Document information folder is a subfolder of Evidence and Property and that Evidence and Property links to Offense Reports.

Update an existing evidence document.

1. Select an evidence document you would like to update/edit.
2. Click *Edit* on the same row as the evidence document you would like to update/edit.
3. You will see an Evidence Documents edit screen, which features several fields to allow you to edit the evidence document.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a digital image to an existing evidence document.

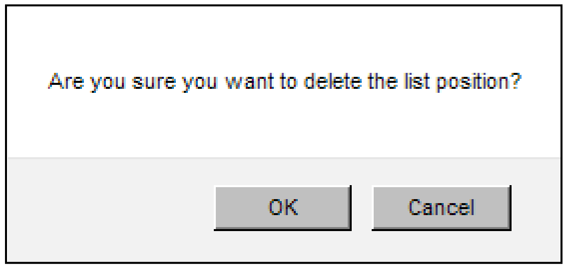
1. Select an evidence document to which you would like to attach a digital image.
2. Click *Edit* on the same row as the evidence document to which you would like to attach a digital image.
3. Click Check In next to Image. (Keep in mind that the image you want to add must be on your device before you can transfer it to the record.)
4. Click Browse... to find the photo you want to attach.
5. When you find the photo you want to attach, click it.
6. Click Open to put the file path into the File Name field.
7. Click Submit.
8. You will go back to the form you used to add the photo, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
9. Click Submit to complete the image upload process.

Query evidence documents by varying search criteria (e.g., evidence document type, document date, and/or description).

1. Begin in the Evidence Documents query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the evidence document(s) that fit the search criteria you entered.

Delete an existing evidence document.

1. Select an evidence document you would like to delete.
2. Click *Del* on the same row as the evidence document you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the evidence document, as this is a permanent, irreversible action. Click Cancel to go back to the evidence document without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing evidence documents?
   a. Click Submit.
   b. Choose an evidence document type from the dropdown, and wait for the system to process the search.
   c. Enter a description into the field, and click Submit.

2. How do you get to the New button in order to begin a new evidence document?
   a. Run the wildcard search, and click Next at the top of the screen.
   b. Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.
   c. Run the wildcard search, and see the button to the right of the blue Evidence Documents tab.

3. What is the most effective way to find your newly-created evidence document?
   a. Run a search from the initial Evidence Documents query screen by adding some specific information about the evidence document you want to see.
   b. Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.
   c. Run a blank or wildcard search, and look for it on the master list by sorting by document type.

4. How do you view a specific, existing evidence document?
   a. *Run the search for the evidence document you want to see, and click <u>Edit</u> on the same row as the evidence document you want to expand.*
   b. ***Run the search for the evidence document you want to see, and click <u>Content</u> on the same row as the evidence document you want to expand.***
   c. *Run a wildcard search for evidence documents, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the evidence document you want to expand.*

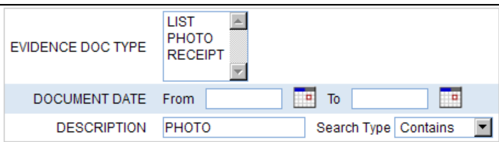
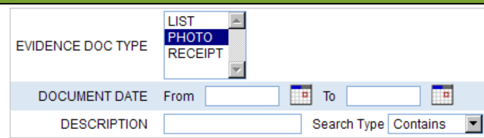
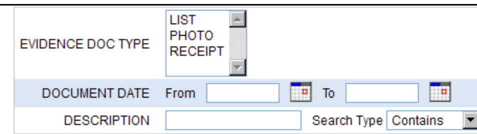
5. What is the most efficient way to update a specific, existing evidence document?
   a. *Run a wildcard search for evidence documents, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the evidence document you want to expand.*
   b. ***Run the search for the evidence document you want to see, and click <u>Edit</u> on the same row as the evidence document you want to edit.***
   c. *Run the search for the evidence document you want to see, and click <u>Content</u> on the same row as the evidence document you want to expand.*

6. What are examples of evidence documents?
   a. *digital images*
   b. *receipts*
   c. *lists*
   d. *text files of narratives and other descriptive information*
   e. ***all of the above***

7. You want to create a new evidence document and include an image. What is the correct order of steps you must take to complete this task?

11	*Click* Submit Cancel Refresh .
5	*Enter specific information about the evidence document you are creating.*
8	*Choose the file you want to add as part of the evidence document.*
3 or 10	*Click* Submit.
6	*Click* Upload *next to Image near the bottom of the form.*
4	*Click* New.
1	*Ensure that the file you want to include as an evidence document is on your device.*
3 or 10	*Click* Submit.
7	*Click* Browse... .
2	*Begin in the Evidence Documents query screen.*
9	*Click* Open.

8. Which of the following screens depicts a search for all photos in Evidence Documents?

a	**b**	c
		

9. How do you delete an existing evidence document?
   a. Highlight the row of the evidence document you want to delete, and use your Del key.
   b. Click <u>Del</u> on the same row as the evidence document you want to delete. Confirm that you want to delete the evidence document by clicking OK.
   c. You cannot delete an evidence document.

Forms

Forms are agency documents used to carry out procedures.

Learning Objectives

1. Query the RMS for existing forms.
2. Create a new form.
3. Query forms to see the newly-created form.
4. View an existing form.
5. Update an existing form.
6. Attach a digital image to an existing form.
7. Query forms by varying search criteria (e.g., form name and/or creation date/time).
8. Delete an existing form.

Instructions for Each Objective

Query the RMS for existing forms.

1. Begin in the Forms query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing forms in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document ID, form name, image update date, and record number.

Create a new form.

1. Begin in the Forms query screen.
2. Click Submit.
3. Click New next to the gray Forms tab.
4. You will see a form to use to enter all the information you have about your new form.
5. Click Submit after you have entered your information.

Query forms to see the newly-created form.

1. Begin in the Forms query screen.
2. Enter information from the new form you just added to the system using the fields on the query screen.
3. Click Submit.
4. You will see the new form you just entered.

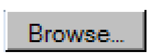
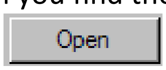
View an existing form.

1. Select a form about which you would like to see more detail.
2. Click *Content* on the same row as the form you would like to expand.
3. You will see that the green Form folder is a subfolder of Offense Reports.

Update an existing form.

1. Select a form you would like to update/edit.
2. Click *Edit* on the same row as the form you would like to update/edit.
3. You will see an Forms edit screen, which features several fields to allow you to edit the form.
4. When you are satisfied that you have entered all the information you wanted to include, click .

Attach a digital image to an existing form.

1. Select a form to which you would like to attach a digital image.
2. Click *Edit* on the same row as the form to which you would like to attach a digital image.
3. Scroll to Report Documents.
4. Click  next to Image. (Keep in mind that the image you want to add must be on your device before you can transfer it to the record.)
5. Click  to find the image you want to attach.
6. When you find the image you want to attach, click it.
7. Click  to put the file path into the File Name field.
8. Click .
9. You will go back to the form you used to add the photo, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
10. Click  to complete the image upload process.

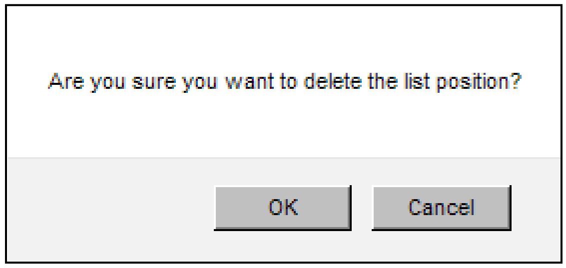
Query forms by varying search criteria (e.g., form name and/or creation date/time).

1. Begin in the Forms query screen.
2. Input search criteria to narrow your search.
3. Click .
4. You will see only the form(s) that fit the search criteria you entered.

Delete an existing form.

1. Select a form you would like to delete.
2. Click *Del* on the same row as the form you would like to delete.

3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the form, as this is a permanent, irreversible action. Click Cancel to go back to the form without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing forms?
   a. Choose a form name from the dropdown, and wait for the system to process the search.
   b. Enter a creation date into the field, and click Submit.
   c. Click Submit**.**

2. How do you get to the New button in order to begin a new form?
   a. Run the wildcard search, and see the button to the right of the blue Forms tab.
   b. Run the wildcard search, and click Next *at the top of the screen.*
   c. Scroll to the bottom of the form, and click Submit *after you have entered all pertinent information.*

3. What is the most effective way to find your newly-created form?
   a. Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.
   b. ***Run a search from the initial Forms query screen by adding some specific information about the form you want to see.***
   c. Run a blank or wildcard search, and look for it on the master list by sorting by document type.

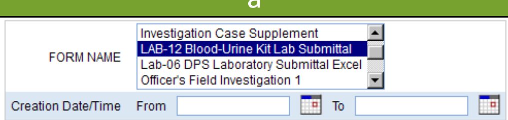
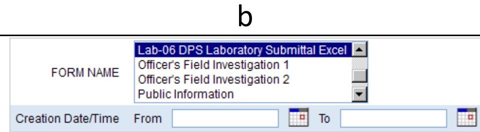
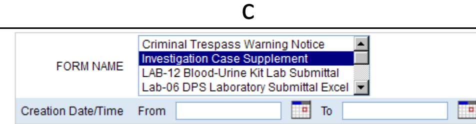
4. How do you view a specific, existing form?
   a. *Run the search for the form you want to see, and click <u>Edit</u> on the same row as the form you want to expand.*
   b. *Run a wildcard search for forms, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the form you want to expand.*
   c. ***Run the search for the form you want to see, and click <u>Content</u> on the same row as the form you want to expand.***

5. What is the most efficient way to update a specific, existing form?
   a. *Run a wildcard search for forms, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the form you want to expand.*
   b. ***Run the search for the form you want to see, and click <u>Edit</u> on the same row as the form you want to edit.***
   c. *Run the search for the form you want to see, and click <u>Content</u> on the same row as the form you want to expand.*

6. You want to create a new form and include an image. What is the correct order of steps you must take to complete this task?

10	*Click* Submit Cancel Refresh .
4	*Choose a form name from the dropdown.*
7	*Choose the file you want to add as the form.*
5	*Click* Upload *next to Image near the bottom of the form.*
3	*Click* New .
1	*Ensure that the file you want to include as a form is on your device.*
9	*Click* Submit .
6	*Click* Browse... .
2	*Begin in the Forms query screen.*
8	*Click* Open .

7. Which of the following screens depicts a search for all Blood-Urine Kit Lab Submittals in Forms?

a	b	c
		

8. How do you delete an existing form?
   a. *Highlight the row of the form you want to delete, and use your Del key.*
   b. *You cannot delete a form.*
   c. ***Click <u>Del</u> on the same row as the form you want to delete. Confirm that you want to delete the form by clicking OK.***

Human Resources

Human Resources tracks employee information.

Learning Objectives

1. Query the RMS for existing human resources records.
2. Create a new human resources record.
3. Query human resources records to see the newly-created human resources record.
4. View an existing human resources record.
5. Update an existing human resources record.
6. Attach a file to an existing human resources record.
7. Query human resources records by varying search criteria (e.g., employee status, employee ID, last name, etc.).
8. Delete an existing human resources record.

Instructions for Each Objective

Query the RMS for existing human resources records.

1. Begin in the Human Resources query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing human resources records in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by employee, image update date, record number, and status.

Create a new human resources record.

1. Begin in the Human Resources query screen.
2. Click Submit.
3. Click New next to the gray Human Resources tab.
4. You will see a form to use to enter all the information you have about your new human resources record.
5. Click Submit after you have entered your information.

Query human resources records to see the newly-created human resources record.

1. Begin in the Human Resources query screen.
2. Enter information from the new human resources record you just added to the system using the fields on the query screen.

3. Click Submit.
4. You will see the new human resources record you just entered.

View an existing human resources record.

1. Select a human resources record about which you would like to see more detail.
2. Click *Content* on the same row as the human resources record you would like to expand.
3. You will see the green Human Resources information folder with two subfolders: HR Contact Information and HR Documents.

Update an existing human resources record.

1. Select a human resources document you would like to update/edit.
2. Click *Edit* on the same row as the human resources record you would like to update/edit.
3. You will see a Human Resources edit screen, which features several fields to allow you to edit the human resources record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a file to an existing human resources record.

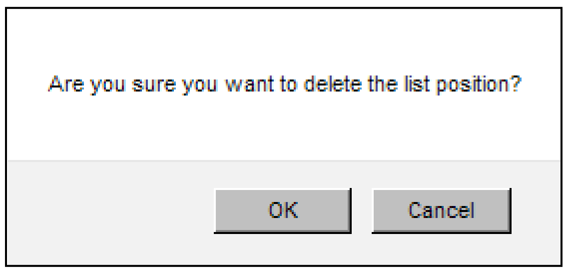
1. Select a human resources record to which you would like to attach a digital image.
2. Click *Content* on the same row as the human resources record to which you would like to attach a digital image.
3. Scroll to HR Documents.
4. Click New next to the blue HR Documents tab.
5. You will see a form to use to add new HR documents.
6. From the HR Document Type dropdown, choose the type of HR document you are attaching to this human resources record.
7. Click Upload to begin transferring your file to this record. (Keep in mind that the file you want to add must be on your device before you can transfer it to the record.)
8. Click Browse... to find the file you want to attach.
9. When you find the file you want to attach, click it.
10. Click Open to put the file path into the File Name field.
11. Click Submit.
12. You will go back to the form you used to add the file, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
13. Click Submit to complete the file upload process.

Query human resources records by varying search criteria (e.g., employee status, employee ID, last name, etc.).

1. Begin in the Human Resources query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the human resources record(s) that fit the search criteria you entered.

Delete an existing human resources record.

1. Select a human resources record you would like to delete.
2. Click *Del* on the same row as the human resources record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the human resources record, as this is a permanent, irreversible action. Click Cancel to go back to the human resources record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing human resources reports?
   a. Use the outside scroll bar to get to Submit, and click it.
   b. Choose a last name from the dropdown, and wait for the system to process the search.
   c. Use the outside scroll bar to get to Clear All, and click it.

2. How do you get to the New button in order to begin a new human resources report?
   a. ***Run the wildcard search, and see the button to the right of the blue Human Resources Reports tab.***
   b. Enter a middle name, and click Submit at the bottom of the screen.
   c. Enter an employee ID, and click Submit at the bottom of the screen.

3. What is the most effective way to find your newly-created human resources report?
   a. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   b. ***Run a search from the initial Human Resources query screen by adding some specific information about the human resources report you want to see.***
   c. *Run a blank or wildcard search, and look for it on the master list by sorting by first name.*

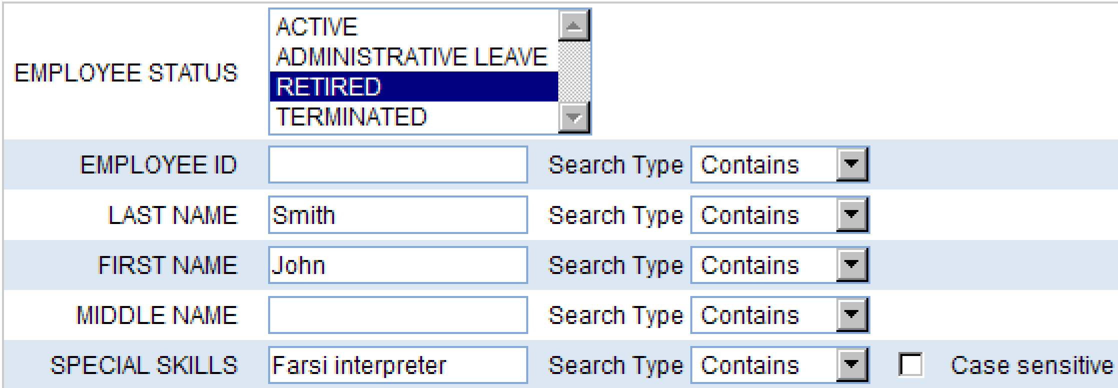
4. How do you view a specific, existing human resources report?
   a. ***Run the search for the human resources report you want to see, and click Content on the same row as the human resources report you want to expand.***
   b. *Run the search for the human resources report you want to see, and click Edit on the same row as the human resources report you want to expand.*
   c. *Run a wildcard search for human resources reports, scroll through them until you find the one you want, and click Edit on the same row as the human resources report you want to expand.*

5. What is the most efficient way to update a specific, existing human resources report?
   a. *Run a wildcard search for human resources reports, scroll through them until you find the one you want, and click Content on the same row as the human resources report you want to expand.*
   b. *Run the search for the human resources report you want to see, and click Content on the same row as the human resources report you want to expand.*
   c. ***Run the search for the human resources report you want to see, and click Edit on the same row as the human resources report you want to edit.***

6. What is the quickest way to add form(s) to an existing human resources report?
   a. *Run a search for the human resources report to which you want to add form(s), and click Content for that human resources report. Scroll to the bottom of the screen until you find Forms. Click* New *to add the form(s). Click the radio buttons of the form(s) you want to add.*
   b. ***You cannot add a form to a human resources record.***
   c. *Run a blank or wildcard search for the human resources report to which you want to add form(s), scroll until you find the human resources report, and click Edit. Scroll to the bottom of the screen and click* Add *to add the form(s). Click the radio buttons of the form(s) you want to add.*

7. Which subfolder contains files that you add to a Human Resources record?
   a. *Persons*
   b. *HR Contact Information*
   c. ***HR Documents***

8. What query does the following screen depict?



a. *You are looking for a current employee named John Smith, who is a Farsi interpreter.*

b. *You are looking for a retired employee named John Smith.*

c. You are looking for a retired employee named John Smith, who is a Farsi interpreter.

9. How do you delete an existing human resources report?

a. *You cannot delete a human resources report.*

b. Click <u>Del</u> on the same row as the human resources report you want to delete. Confirm that you want to delete the human resources report by clicking 

.

c. *Highlight the row of the human resources report you want to delete, and use your* 

key.

HR Contact Information

HR Contact Information stores employee address and phone number data.

Learning Objectives

1. Query the RMS for existing HR contact information records.
2. Create a new HR contact information record.
3. Query HR contact information records to see the newly-created HR contact information record.
4. View an existing HR contact information record.
5. Update an existing HR contact information record.
6. Attach a file to an existing HR contact information record.
7. Query HR contact information records by varying search criteria (e.g., address type, city, ZIP code, etc.).
8. Delete an existing HR contact information record.

Instructions for Each Objective

Query the RMS for existing HR contact information records.

1. Begin in the HR Contact Information query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing HR contact information records in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document ID, image update date, and record number.

Create a new HR contact information record.

1. Begin in the HR Contact Information query screen.
2. Click Submit.
3. Click New next to the gray HR Contact Information tab.
4. You will see a form to use to enter all the information you have about your new HR contact information record.
5. Click Submit after you have entered your information.

Query HR contact information records to see the newly-created HR contact information record.

1. Begin in the HR Contact Information query screen.
2. Enter information from the new HR contact information record you just added to the system using the fields on the query screen.
3. Click Submit.
4. You will see the new HR contact information record you just entered.

View an existing HR contact information record.

1. Select a HR contact information record about which you would like to see more detail.
2. Click *Content* on the same row as the HR contact information record you would like to expand.
3. You will see that HR Contact Information is a subfolder of Human Resources.

Update an existing HR contact information record.

1. Select a HR contact information record you would like to update/edit.
2. Click *Edit* on the same row as the HR contact information record you would like to update/edit.
3. You will see an HR Contact Information edit screen, which features several fields to allow you to edit the HR contact information record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a file to an existing HR contact information record.

1. Begin at the Human Resources query screen.
2. Select a human resources record to which you would like to attach a digital image.
3. Click *Content* on the same row as the human resources record to which you would like to attach a digital image.
4. Scroll to HR Documents.
5. Click New next to the blue HR Documents tab.
6. You will see a form to use to add new HR documents.
7. From the HR Document Type dropdown, choose the type of HR document you are attaching to this human resources record.
8. Click Upload to begin transferring your file to this record. (Keep in mind that the file you want to add must be on your device before you can transfer it to the record.)
9. Click Browse... to find the file you want to attach.
10. When you find the file you want to attach, click it.

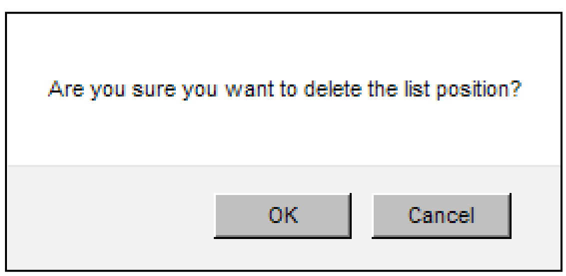
11. Click Open to put the file path into the File Name field.
12. Click Submit.
13. You will go back to the form you used to add the file, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
14. Click Submit to complete the file upload process.
15. Click Submit.
16. You will go back to the form you used to add the file, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
17. Click Submit to complete the file upload process.

Query HR contact information records by varying search criteria (e.g., address type, city ZIP code, etc.).

1. Begin in the HR Contact Information query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the HR contact information record(s) that fit the search criteria you entered.

Delete an existing HR contact information record.

1. Select an HR contact information record you would like to delete.
2. Click *Del* on the same row as the HR contact information record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the HR contact information record, as this is a permanent, irreversible action. Click Cancel to go back to the HR contact information record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing HR contact information records?
   a. *Choose an address type from the dropdown, and wait for the system to process the search.*
   b. ***Use the outside scroll bar to get to Submit, and click it.***
   c. *Enter a contact name into the field, and click Submit.*

2. How do you get to the New button in order to begin a new HR contact information record?
   a. ***Run the wildcard search, and see the button to the right of the blue HR Contact Information tab.***
   b. *Run the wildcard search, and click Next at the top of the screen.*
   c. *Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.*

3. What is the most effective way to find your newly-created HR contact information record?
   a. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   b. ***Run a search from the initial HR Contact Information query screen by adding some specific information about the HR contact information record you want to see.***
   c. *Run a blank or wildcard search, and look for it on the master list by sorting by HR contact information type.*

4. How do you view a specific, existing HR contact information record?
   a. ***Run the search for the HR contact information record you want to see, and click <u>Content</u> on the same row as the HR contact information record you want to expand.***
   b. *Run the search for the HR contact information record you want to see, and click <u>Edit</u> on the same row as the HR contact information record you want to expand.*
   c. *Run a wildcard search for HR contact information records, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the HR contact information record you want to expand.*

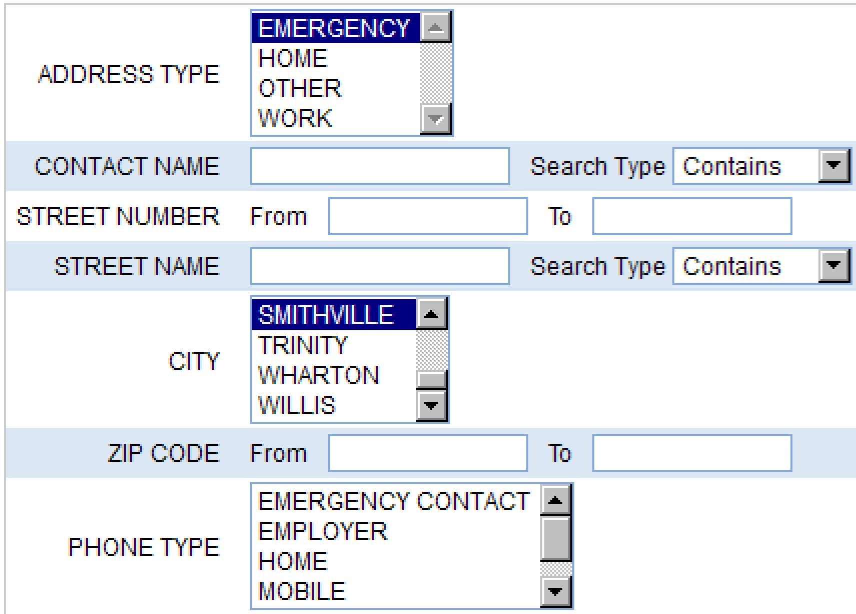
5. What is the most efficient way to update a specific, existing HR contact information record?
   a. *Run a wildcard search for HR contact information records, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the HR contact information record you want to expand.*
   b. *Run the search for the HR contact information record you want to see, and click <u>Content</u> on the same row as the HR contact information record you want to expand.*
   c. ***Run the search for the HR contact information record you want to see, and click <u>Edit</u> on the same row as the HR contact information record you want to edit.***

6. What must you do before you can add an image that will link to an HR contact information record?
   a. ***Put the image file on the device you are using to enter data into the HR contact information record.***
   b. *Click <u>Edit</u>.*
   c. *Click <u>Content</u>.*

7. Since you cannot add a file directly to an HR contact information record, what is the correct order of clicks to get to a folder that will link an image that you add to the system to an HR contact information record?

3	New *next to the blue HR Documents tab*
8	Open
7	*Select file.*
4	*Enter information about the file you are going to add.*
6	Browse...
9	Submit
2	*<u>Content</u> on the row of the human resources record that corresponds to the HR contact information record to which you want to link an image*
10	Submit Cancel Refresh
5	Upload
1	*<u>Content</u> on the row of the HR contact information record to which you want to link an image*

8. What does the following screen depict?



a. a wildcard search

b. a search for a home address for someone who lives in Smithville

c. a search for an emergency address for someone who lives in Smithville

9. How do you delete an existing HR contact information record?

a. You cannot delete an HR contact information record.

b. Click <u>Del</u> on the same row as the HR contact information record you want to delete. Confirm that you want to delete the HR contact information record by clicking OK.

c. Highlight the row of the HR contact information record you want to delete, and use your Del *key.*

HR Documents

HR Documents are items that accompany an employee's hiring process.

Learning Objectives

1. Query the RMS for existing HR documents.
2. Create a new HR document.
3. Query HR Documents to see the newly-created HR document.
4. View an existing HR document.
5. Update an existing HR document.
6. Attach a digital image to an existing HR document.
7. Query HR documents by varying search criteria (e.g., HR document type, start date, and/or end date).
8. Delete an existing HR document.

Instructions for Each Objective

Query the RMS for existing HR documents.

1. Begin in the HR Documents query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing HR documents in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document type, document ID (default), image update date, and record number.

Create a new HR document.

1. Begin in the HR Documents query screen.
2. Click Submit.
3. Click New next to the gray HR Documents tab.
4. You will see a form to use to enter all the information you have about your new HR document.
5. Click Submit after you have entered your information.

Query HR documents to see the newly-created HR document.

1. Begin in the HR Documents query screen.
2. Enter information from the new HR document you just added to the system using the fields on the query screen.

3. Click Submit.
4. You will see the new HR document you just entered.

View an existing HR document.

1. Select an HR document about which you would like to see more detail.
2. Click *Content* on the same row as the HR document you would like to expand.
3. You will see that the green HR Document information folder is a subfolder of Human Resources.

Update an existing HR document.

1. Select an HR document you would like to update/edit.
2. Click *Edit* on the same row as the HR document you would like to update/edit.
3. You will see an HR Documents edit screen, which features several fields to allow you to edit the HR document.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a digital image to an existing HR document.

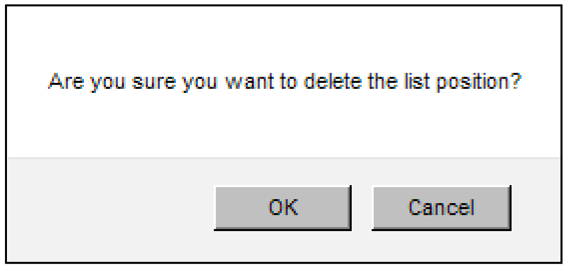
1. Select an HR document to which you would like to attach a digital image.
2. Click *Edit* on the same row as the HR document to which you would like to attach a digital image.
3. Click Check In next to Image. (Keep in mind that the image you want to add must be on your device before you can transfer it to the record.)
4. Click Browse... to find the image you want to attach.
5. When you find the image you want to attach, click it.
6. Click Open to put the file path into the File Name field.
7. Click Submit.
8. You will go back to the form you used to add the photo, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
9. Click Submit to complete the image upload process.

Query HR documents by varying search criteria (e.g., HR document type, start date, and/or end date).

1. Begin in the HR Documents query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the HR document(s) that fit the search criteria you entered.

Delete an existing HR document.

1. Select an HR document you would like to delete.
2. Click *Del* on the same row as the HR document you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the HR document, as this is a permanent, irreversible action. Click Cancel to go back to the HR document without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing HR documents?
   a. Enter a description into the field, and click Submit.
   b. Click Submit.
   c. Choose an HR document type from the dropdown, and wait for the system to process the search.

2. How do you get to the New button in order to begin a new HR document?
   a. Run the wildcard search, and click Next at the top of the screen.
   b. Run the wildcard search, and see the button to the right of the blue HR Documents tab.
   c. Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.

3. What is the most effective way to find your newly-created HR document?
   a. Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.
   b. Run a blank or wildcard search, and look for it on the master list by sorting by document type.
   c. Run a search from the initial HR Documents query screen by adding some specific information about the HR document you want to see.

4. How do you view a specific, existing HR document?
   a. ***Run the search for the HR document you want to see, and click <u>Content</u> on the same row as the HR document you want to expand.***
   b. *Run the search for the HR document you want to see, and click <u>Edit</u> on the same row as the HR document you want to expand.*
   c. *Run a wildcard search for HR documents, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the HR document you want to expand.*

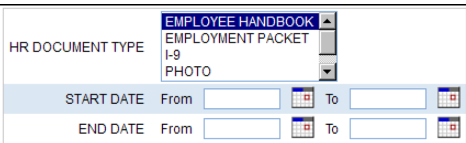
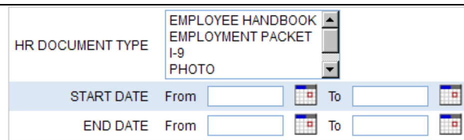
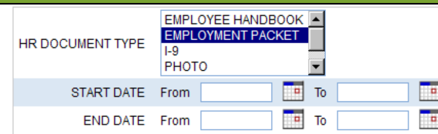
5. What is the most efficient way to update a specific, existing HR document?
   a. ***Run the search for the HR document you want to see, and click <u>Edit</u> on the same row as the HR document you want to edit.***
   b. *Run a wildcard search for HR documents, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the HR document you want to expand.*
   c. *Run the search for the HR document you want to see, and click <u>Content</u> on the same row as the HR document you want to expand.*

6. What are examples of HR documents?
   a. *digital image*
   b. *employee handbook*
   c. *W-4*
   d. *I-9*
   e. ***all of the above***

7. You want to create a new HR document and include an image. What is the correct order of steps you must take to complete this task?

11	*Click* Submit Cancel Refresh .
5	*Enter specific information about the HR document you are creating.*
8	*Choose the file you want to add as part of the HR document.*
3 or 10	*Click* Submit.
6	*Click* Upload *next to Image near the bottom of the form.*
4	*Click* New.
1	*Ensure that the file you want to include as an HR document is on your device.*
3 or 10	*Click* Submit.
7	*Click* Browse... .
2	*Begin in the HR Documents query screen.*
9	*Click* Open.

8. Which of the following screens depicts a search for all employee packets in HR Documents?

a	b	c
		

9. How do you delete an existing HR document?
   a. *Highlight the row of the HR document you want to delete, and use your* Del *key.*
   b. ***Click <u>Del</u> on the same row as the HR document you want to delete. Confirm that you want to delete the HR document by clicking*** OK**.**
   c. *You cannot delete an HR document.*

Asset Management

Asset Management tracks agency equipment as well as vendor and service information about the equipment.

Learning Objectives

1. Query the RMS for existing asset management records.
2. Create a new asset management record.
3. Query asset management record to see the newly-created asset management record.
4. View an existing asset management record.
5. Update an existing asset management record.
6. Attach a file to an existing asset management record.
7. Query asset management record by varying search criteria (e.g., asset type, make, model, etc.).
8. Delete an existing asset management record.

Instructions for Each Objective

Query the RMS for existing asset management records.

1. Begin in the Asset Management query screen.
2. Click  to run a wildcard search. You will see a list of all existing asset management records in the system.
3. If you see  in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by inventory number, image update date, record number, and type.

Create a new asset management record.

1. Begin in the Asset Management query screen.
2. Click  .
3. Click  next to the gray Asset Management tab.
4. You will see a form to use to enter all the information you have about your new asset management record.
5. Click  after you have entered your information.

Query asset management records to see the newly-created asset management record.

1. Begin in the Asset Management query screen.
2. Enter information from the new asset management record you just added to the system using the fields on the query screen.
3. Click Submit.
4. You will see the new asset management record you just entered.

View an existing asset management record.

1. Select an asset management record about which you would like to see more detail.
2. Click *Content* on the same row as the asset management record you would like to expand.
3. You will see that the green Asset Management information folder has a subfolder, Asset Documents.

Update an existing asset management record.

1. Select an asset management record you would like to update/edit.
2. Click *Edit* on the same row as the asset management record you would like to update/edit.
3. You will see an Asset Management edit screen, which features several fields to allow you to edit the asset management record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a file to an existing asset management record.

1. Select an asset management record to which you would like to attach a file.
2. Click *Content* on the same row as the asset management record to which you would like to attach a file.
3. Scroll to Asset Documents.
4. Click New next to the blue Asset Documents tab.
5. You will see a form to use to add new asset documents.
6. From the Document Type dropdown, choose the type of file you want to attach to this asset management record.
7. Click Upload to begin transferring your file to this record. (Keep in mind that the file you want to add must be on your device before you can transfer it to the record.)
8. Click Browse... to find the file you want to attach.
9. When you find the file you want to attach, click it.
10. Click Open to put the file path into the File Name field.

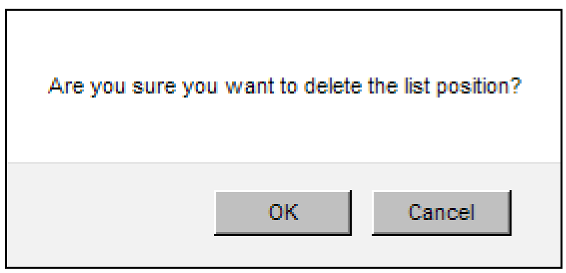
11. Click Submit.
12. You will go back to the form you used to add the file, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
13. Click Submit to complete the file upload process.

Query asset management records by varying search criteria (e.g., asset type, make, model, etc.).

1. Begin in the Asset Management query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the asset management record(s) that fit the search criteria you entered.

Delete an existing asset management record.

1. Select an asset management record you would like to delete.
2. Click *Del* on the same row as the asset management record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the asset management record, as this is a permanent, irreversible action. Click Cancel to go back to the asset management record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing asset management records?
   a. Use the outside scroll bar to get to Clear All, and click it.
   b. Choose an asset type from the dropdown, and wait for the system to process the search.
   c. Use the outside scroll bar to get to Submit, and click it.

2. How do you get to the New button in order to begin a new asset management record?
   a. *Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.*
   b. ***Run the wildcard search, and see the button to the right of the blue Asset Management tab.***
   c. *Run the wildcard search, and click Next at the top of the screen.*

3. What is the most effective way to find your newly-created asset management record?
   a. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   b. ***Run a search from the initial Asset Management query screen by adding some specific information about the asset management record you want to see.***
   c. *Run a blank or wildcard search, and look for it on the master list by sorting by asset type.*

4. How do you view a specific, existing asset management record?
   a. *Run the search for the asset management record you want to see, and click <u>Edit</u> on the same row as the asset management record you want to expand.*
   b. *Run a wildcard search for asset management records, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the asset management record you want to expand.*
   c. ***Run the search for the asset management record you want to see, and click <u>Content</u> on the same row as the asset management record you want to expand.***

5. What is the most efficient way to update a specific, existing asset management record?
   a. *Run a wildcard search for asset management records, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the asset management record you want to expand.*
   b. ***Run the search for the asset management record you want to see, and click <u>Edit</u> on the same row as the asset management record you want to edit.***
   c. *Run the search for the asset management record you want to see, and click <u>Content</u> on the same row as the asset management record you want to expand.*

6. After you have decided that you want to add an image of an asset to a specific record, what is your first click?
   a. *<u>Edit</u> on the same row as the record to which you want to add the image*
   b. ***<u>Content</u> on the same row as the record to which you want to add the image***
   c. *<u>Del</u> on the same row as the record to which you want to add the image*

7. Which subfolder is the destination for the image that you add to an asset management record?
   a. *Fleet Service*
   b. *Vehicles*
   c. ***Asset Documents***

8. True or False? You can attach a digital image to an existing asset management record before the image is on your device.
   False

9. How do you query asset management records by varying search criteria (e.g., serial number, make, model, etc.)?
   a. ***Enter data specific to your inquiry into the fields in the initial query screen, and click*** Submit.
   b. *Run a wildcard search.*
   c. *Enter random data into the query fields, and click* Submit.

10. How do you delete an asset management record?
   a. ***Click <u>Del</u> on the same row as the asset management record you want to delete. Confirm that you want to delete the asset management record by clicking*** OK.
   b. *Highlight the row of the asset management record you want to delete, and use your* Del *key.*
   c. *You cannot delete an asset management record.*

Asset Documents

Asset Documents are files that accompany agency assets.

Learning Objectives

1. Query the RMS for existing asset documents.
2. Create a new asset document.
3. Query asset documents to see the newly-created asset document.
4. View an existing asset document.
5. Attach a file to an existing asset document.
6. Query asset documents by asset document type.
7. Delete an existing asset document.

Instructions for Each Objective

Query the RMS for existing asset documents.

1. Begin in the Asset Documents query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing asset documents in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document type, document ID (default), image update date, and record number.

Create a new asset document.

1. Begin in the Asset Documents query screen.
2. Click Submit.
3. Click New next to the gray Asset Documents tab.
4. You will see a form to use to enter all the information you have about your new asset document.
5. Click Submit after you have entered your information.

Query asset documents to see the newly-created asset document.

1. Begin in the Asset Documents query screen.
2. Enter information from the new asset document you just added to the system using the fields on the query screen.
3. Click Submit.
4. You will see the new asset document you just entered.

View an existing asset document.

1. Select an asset document about which you would like to see more detail.
2. Click *Content* on the same row as the asset document you would like to expand.
3. You will see that the green Asset Document information folder is a subfolder of Asset Management.

Attach a file to an existing asset document.

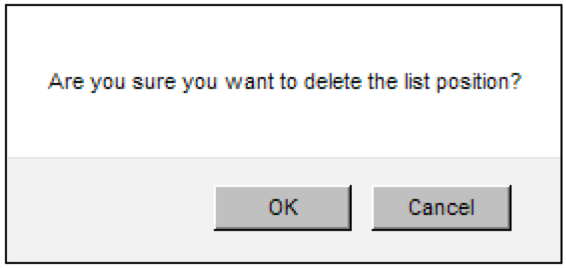
1. Select an asset management record to which you would like to attach a file.
2. Click *Content* on the same row as the asset management record to which you would like to attach a file.
3. Scroll to Asset Documents.
4. Click New next to the blue Asset Documents tab.
5. You will see a form to use to add new asset documents.
6. From the Document Type dropdown, choose the type of file you want to attach to this asset management record.
7. Click Upload to begin transferring your file to this record. (Keep in mind that the file you want to add must be on your device before you can transfer it to the record.)
8. Click Browse... to find the file you want to attach.
9. When you find the file you want to attach, click it.
10. Click Open to put the file path into the File Name field.
11. Click Submit.
12. You will go back to the form you used to add the file, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
13. Click Submit to complete the file upload process.

Query asset documents by asset document type.

1. Begin in the Asset Documents query screen.
2. Select the asset document type by which you want to search asset documents from the dropdown.
3. Click Submit.
4. You will see only the asset document(s) that fit the search criteria you entered.

Delete an existing asset document.

1. Select an asset document you would like to delete.
2. Click *Del* on the same row as the asset document you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the asset document, as this is a permanent, irreversible action. Click Cancel to go back to the asset document without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing Asset Documents?
   - *a. Choose an asset document type from the dropdown, and wait for the system to process the search.*
   - *b. Choose an asset document type from the dropdown, and click Submit.*
   - ***c. Click Submit.***

2. How do you get to the New button in order to begin a new asset document?
   - *a. Run the wildcard search, and click Next at the top of the screen.*
   - ***b. Run the wildcard search, and see the button to the right of the blue Asset Documents tab.***
   - *c. Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.*

3. What is the most effective way to find your newly-created asset document?
   - ***a. Run a search from the initial Asset Documents query screen by choosing the type of asset document you want to see.***
   - *b. Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   - *c. Run a blank or wildcard search, and look for it on the master list by sorting by document type.*

4. How do you view a specific, existing asset document?
   a. *Run the search for the asset document you want to see, and click <u>Edit</u> on the same row as the asset document you want to expand.*
   b. ***Run the search for the asset document you want to see, and click <u>Content</u> on the same row as the asset document you want to expand.***
   c. *Run a wildcard search for Asset Documents, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the asset document you want to expand.*

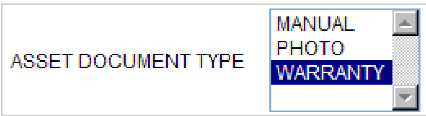
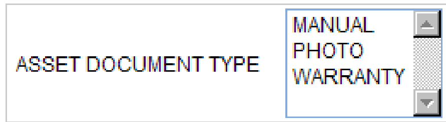
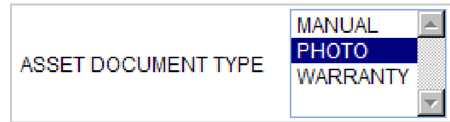
5. What is the most efficient way to update a specific, existing asset document?
   a. ***Run the search for the asset document you want to see, and click <u>Edit</u> on the same row as the asset document you want to edit.***
   b. *Run a wildcard search for Asset Documents, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the asset document you want to expand.*
   c. *Run the search for the asset document you want to see, and click <u>Content</u> on the same row as the asset document you want to expand.*

6. What are examples of Asset Documents?
   a. *digital images*
   b. *manuals*
   c. *warranties*
   d. ***all of the above***

7. You want to create a new asset document. What is the correct order of steps you must take to complete this task?

2	*Begin in the Asset Documents query screen.*
8	*Choose the file you want to add as an asset document.*
6	*Click* Upload *next to Image near the bottom of the form.*
11	*Click* Submit Cancel Refresh .
4	*Click* New .
1	*Ensure that the file you want to include as an asset document is on your device.*
3 or 10	*Click* Submit .
3 or 10	*Click* Submit .
7	*Click* Browse... .
5	*Choose the type of asset document you are creating from the dropdown.*
9	*Click* Open .

8. Which of the following screens depicts a search for all warranties in Asset Documents?

a	b	c
		

9. How do you delete an existing asset document?

a. Highlight the row of the asset document you want to delete, and use your  *key.*

b. Click <u>Del</u> on the same row as the asset document you want to delete. Confirm that you want to delete the asset document by clicking **.**

c. You cannot delete an asset document.

Fleet Management

Fleet Management tracks agency vehicles and special information about those vehicles.

Learning Objectives

1. Query the RMS for existing fleet management records.
2. Create a new fleet management record.
3. Query fleet management records to see the newly-created fleet management record.
4. View an existing fleet management record.
5. Update an existing fleet management record.
6. Attach a file to an existing fleet management record.
7. Query fleet management records by varying search criteria (e.g., status, vehicle type, vehicle model, etc.).
8. Delete an existing fleet management record.

Instructions for Each Objective

Query the RMS for existing fleet management records.

1. Begin in the Fleet Management query screen.
2. Click  to run a wildcard search. You will see a list of all existing fleet management records in the system.
3. If you see  in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by image update date, record number, status, type, and unit ID (default).

Create a new fleet management record.

1. Begin in the Fleet Management query screen.
2. Click .
3. Click  next to the gray Fleet Management tab.
4. You will see a form to use to enter all the information you have about your new fleet management record.
5. Click  after you have entered your information.

Query fleet management records to see the newly-created fleet management record.

1. Begin in the Fleet Management query screen.
2. Enter information from the new fleet management record you just added to the system using the fields on the query screen.

3. Click Submit.
4. You will see the new fleet management record you just entered.

View an existing fleet management record.

1. Select a fleet management record about which you would like to see more detail.
2. Click *Content* on the same row as the fleet management record you would like to expand.
3. You will see the green Fleet Management information folder and that Fleet Service is a subfolder.

Update an existing fleet management record.

1. Select a fleet management record you would like to update/edit.
2. Click *Edit* on the same row as the fleet management record you would like to update/edit.
3. You will see a Fleet Management edit screen, which features several fields to allow you to edit the fleet management record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a file to an existing fleet management record.

1. Begin in the Fleet Management query screen.
2. Select a fleet management record to which you would like to attach a file.
3. Click *Content* on the same row as the fleet management record to which you would like to attach a file.
4. Scroll to Fleet Service.
5. Click New next to the blue Fleet Service tab.
6. You will see a form to use to add new fleet service documents.
7. From the Fleet Service Type dropdown, choose the type of file you want to attach to this record.
8. Enter other information to this fleet management record.
9. Click Upload to begin transferring your file to this record. (Keep in mind that the file you want to add must be on your device before you can transfer it to the record.)
10. Click Browse... to find the file you want to attach.
11. When you find the file you want to attach, click it.
12. Click Open to put the file path into the File Name field.
13. Click Submit.
14. You will go back to the form you used to add the file, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”

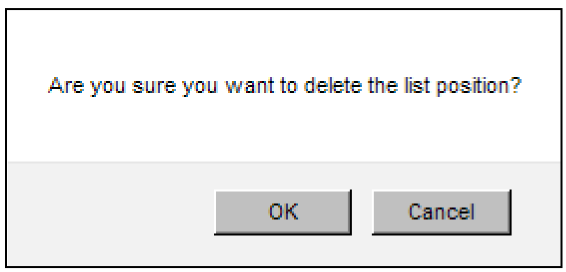
15. Click Submit to complete the file upload process.

Query fleet management records by varying search criteria (e.g., status, vehicle type, vehicle make, etc.).

1. Begin in the Fleet Management query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the fleet management record(s) that fit the search criteria you entered.

Delete an existing fleet management record.

1. Select a fleet management record you would like to delete.
2. Click *Del* on the same row as the fleet management record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the fleet management record, as this is a permanent, irreversible action. Click Cancel to go back to the fleet management record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing fleet management records?
   a. Choose a vehicle type from the dropdown, and click Submit.
   b. Choose vehicle make from the dropdown, and click Submit.
   c. Look to the bottom of the form, and click Submit.

2. How do you get to the 

button in order to begin a new fleet management record?
   a. *Scroll to the bottom of the form, and click* 

after you have entered all pertinent information.
   b. ***Run the wildcard search, and see the button to the right of the blue Fleet Management tab.***
   c. *Run the wildcard search, and click* 

at the top of the screen.

3. What is the most effective way to find your newly-created fleet management record?
   a. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   b. ***Run a search from the initial Fleet Management query screen by adding some specific information about the fleet management record you want to see.***
   c. *Run a blank or wildcard search, and look for it on the master list by sorting by vehicle make.*

4. How do you view a specific, existing fleet management record?
   a. *Run the search for the fleet management record you want to see, and click Edit on the same row as the fleet management record you want to expand.*
   b. ***Run the search for the fleet management record you want to see, and click Content on the same row as the fleet management record you want to expand.***
   c. *Run a wildcard search for fleet management records, scroll through them until you find the one you want, and click Edit on the same row as the fleet management record you want to expand.*

5. What is the most efficient way to update a specific, existing fleet management record?
   a. ***Run the search for the fleet management record you want to see, and click Edit on the same row as the fleet management record you want to edit.***
   b. *Run a wildcard search for fleet management records, scroll through them until you find the one you want, and click Content on the same row as the fleet management record you want to expand.*
   c. *Run the search for the fleet management record you want to see, and click Content on the same row as the fleet management record you want to expand.*

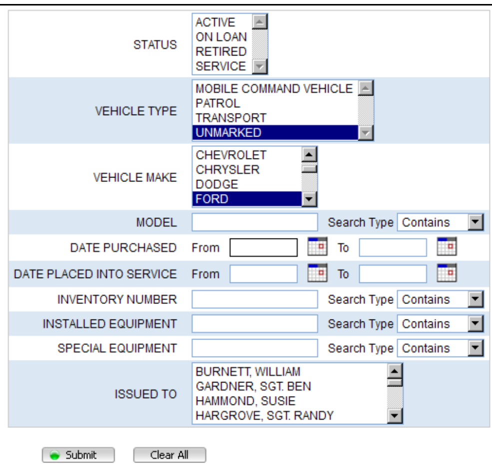
6. After you have decided that you want to add an image of a fleet vehicle to a specific record, what is your first click?
   a. *Edit on the same row as the record to which you want to add the image*
   b. ***Content on the same row as the record to which you want to add the image***
   c. *Del on the same row as the record to which you want to add the image*

7. Which subfolder is the destination for the image that you add to a fleet management record?
   a. Fleet Service
   b. Vehicles
   c. Asset Documents

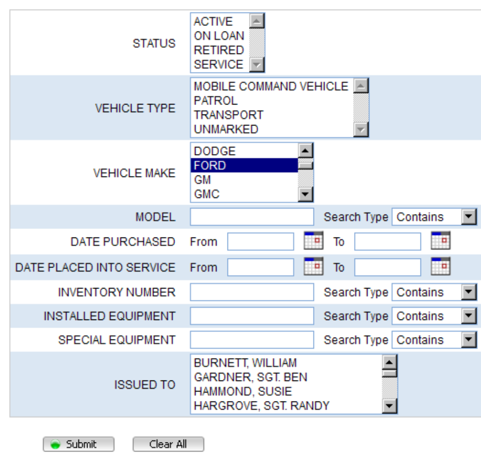
8. Before you can add an image or other file to a record in this system, what must you do first?
   a. get permission from a supervisor
   b. ensure that the file is on the device you are using to enter record information
   c. ensure that the document scanner is in working order

9. Suppose you need to find the agency's unmarked, 2009 Crown Victoria in the system. Which query screen is the best choice for finding this vehicle?

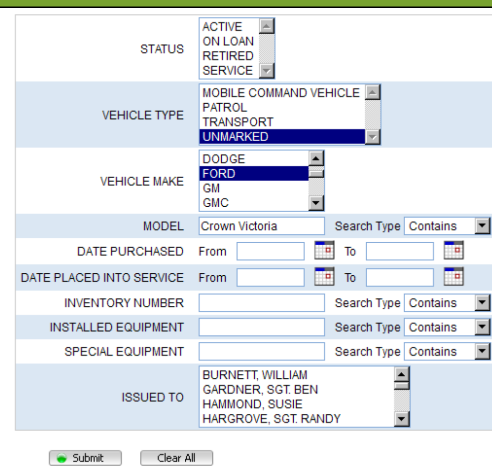
a



b



c



10. How do you delete a fleet management record?
   a. Click Del on the same row as the fleet management record you want to delete. Confirm that you want to delete the fleet management record by clicking OK.
   b. Highlight the row of the fleet management record you want to delete, and use your Del key.
   c. You cannot delete a fleet management record.

Fleet Service

Fleet Service tracks fleet asset maintenance information.

Learning Objectives

1. Query the RMS for existing fleet service records.
2. Create a new fleet service record.
3. Query fleet service records to see the newly-created fleet service record.
4. View an existing fleet service record.
5. Update an existing fleet service record.
6. Attach a digital image to an existing fleet service record.
7. Query fleet service records by varying search criteria (e.g., fleet service type, service date, and/or service technician).
8. Delete an existing fleet service record.

Instructions for Each Objective

Query the RMS for existing fleet service records.

1. Begin in the Fleet Service query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing fleet service records in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document ID, image update date, record number, and service type.

Create a new fleet service record.

1. Begin in the Fleet Service query screen.
2. Click Submit.
3. Click New next to the gray Fleet Service tab.
4. You will see a form to use to enter all the information you have about your new fleet service record.
5. Click Submit after you have entered your information.

Query fleet service records to see the newly-created fleet service record.

1. Begin in the Fleet Service query screen.
2. Enter information from the new fleet service record you just added to the system using the fields on the query screen.

3. Click Submit.
4. You will see the new fleet service record you just entered.

View an existing fleet service record.

1. Select a fleet service record about which you would like to see more detail.
2. Click *Content* on the same row as the fleet service record you would like to expand.
3. You will see that the green Fleet Service information folder is a subfolder of Fleet Management.

Update an existing fleet service record.

1. Select a fleet service record you would like to update/edit.
2. Click *Edit* on the same row as the fleet service record you would like to update/edit.
3. You will see a Fleet Service edit screen, which features several fields to allow you to edit the fleet service record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a digital image to an existing fleet service record.

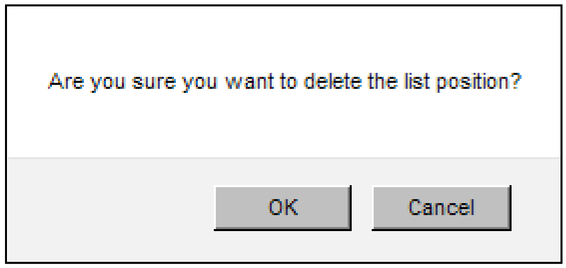
1. Select a fleet service record to which you would like to attach a digital image.
2. Click *Edit* on the same row as the fleet service record to which you would like to attach a digital image.
3. Click Check In next to Image. (Keep in mind that the image you want to add must be on your device before you can transfer it to the record.)
4. Click Browse... to find the image you want to attach.
5. When you find the image you want to attach, click it.
6. Click Open to put the file path into the File Name field.
7. Click Submit.
8. You will go back to the form you used to add the image, but this time, you should see a red message, "File is uploaded successfully. Submit to save."
9. Click Submit to complete the image upload process.

Query fleet service records by varying search criteria (e.g., fleet service type, service date, and/or service technician).

1. Begin in the Fleet Service query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the fleet service record(s) that fit the search criteria you entered.

Delete an existing fleet service record.

1. Select a fleet service record you would like to delete.
2. Click *Del* on the same row as the fleet service record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the fleet service record, as this is a permanent, irreversible action. Click Cancel to go back to the fleet service record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing fleet service records?
   a. Choose a fleet service type from the dropdown, and click Submit.
   b. Choose a service technician from the dropdown, and click Submit.
   c. Look to the bottom of the form, and click Submit**.**

2. How do you get to the New button in order to begin a new fleet service record?
   a. Scroll to the bottom of the form, and click Submit *after you have entered all pertinent information.*
   b. ***Run the wildcard search, and see the button to the right of the blue Fleet Service tab.***
   c. Run the wildcard search, and click Next *at the top of the screen.*

3. What is the most effective way to find your newly-created fleet service record?
   a. Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.
   b. Run a search from the initial Fleet Service query screen by adding some specific information about the fleet service record you want to see.
   c. Run a blank or wildcard search, and look for it on the master list by sorting by service type.

4. How do you view a specific, existing fleet service record?
   a. *Run the search for the fleet service record you want to see, and click <u>Edit</u> on the same row as the fleet service record you want to expand.*
   b. ***Run the search for the fleet service record you want to see, and click <u>Content</u> on the same row as the fleet service record you want to expand.***
   c. *Run a wildcard search for fleet service records, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the fleet service record you want to expand.*

5. What is the most efficient way to update a specific, existing fleet service record?
   a. *Run a wildcard search for fleet service records, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the fleet service record you want to expand.*
   b. ***Run the search for the fleet service record you want to see, and click <u>Edit</u> on the same row as the fleet service record you want to edit.***
   c. *Run the search for the fleet service record you want to see, and click <u>Content</u> on the same row as the fleet service record you want to expand.*

6. After you have decided that you want to add an image of a fleet vehicle to a specific record, what is your first click?
   a. *<u>Edit</u> on the same row as the record to which you want to add the image*
   b. ***<u>Content</u> on the same row as the record to which you want to add the image***
   c. *<u>Del</u> on the same row as the record to which you want to add the image*

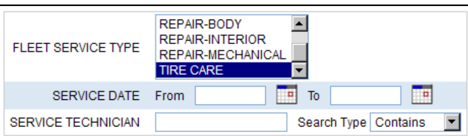
7. Which subfolder is the destination for the image that you add to a fleet service record?
   a. ***Fleet Service***
   b. *Vehicles*
   c. *Fleet Management*

8. You want to add a file to fleet service information for a specific vehicle. What is the correct order of steps you must take to complete this task?

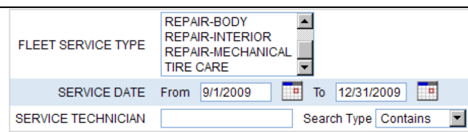
2	*Begin in the Fleet Management query screen.*
4	*Click <u>Content</u> on the same row as the vehicle record to which you want to add a file.*
9	*Choose the file you want to add.*
7	*Click* Upload *next to Image near the bottom of the form.*
12	*Click* Submit Cancel Refresh *.*
5	*Click* New *at the blue Fleet Service tab.*
1	*Ensure that the file you want to include is on your device.*
3	*Choose the fleet management vehicle record to which you want to add a file.*
11	*Click* Submit*.*
8	*Click* Browse...*.*
6	*Enter pertinent information about the record and file you want to add.*
10	*Click* Open*.*

9. Suppose you need to find records of vehicles that received new tires in the last calendar quarter of 2009. Which query screen is the best choice for finding this vehicle?

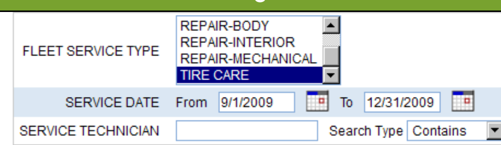
a



b



c



10. How do you delete a fleet service record?

a. Click <u>Del</u> on the same row as the fleet service record you want to delete. Confirm that you want to delete the fleet service record by clicking* OK*.

b. You cannot delete a fleet service record.

c. Highlight the row of the fleet service record you want to delete, and use your Del *key.*

Permits & Licenses

Permits & Licenses stores information about permits that the agency issues.

Learning Objectives

1. Query the RMS for existing permit and license records.
2. Create a new permit and license record.
3. Query permit and license records to see the newly-created permit and license record.
4. View an existing permit and license record.
5. Update an existing permit and license record.
6. Attach a file to an existing permit and license record.
7. Query permit and license records by varying search criteria (e.g., permit type, permit number, permit name, issued to, date issued, and/or date of expiration).
8. Delete an existing permit and license record.

Instructions for Each Objective

Query the RMS for existing permit and license records.

1. Begin in the Permits & Licenses query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing permit and license records in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by expiration, image path (default), image update date, permit number, record number, and type.

Create a new permit and license record.

1. Begin in the Permits & Licenses query screen.
2. Click Submit.
3. Click New next to the gray Permits & Licenses tab.
4. You will see a form to use to enter all the information you have about your new permit and license record.
5. Click Submit after you have entered your information.

Query permit and license records to see the newly-created permit and license record.

1. Begin in the Permits & Licenses query screen.
2. Enter information from the new permit and license record you just added to the system using the fields on the query screen.

3. Click Submit.
4. You will see the new permit and license record you just entered.

View an existing permit and license record.

1. Select a permit and license record about which you would like to see more detail.
2. Click *Content* on the same row as the permit and license record you would like to expand.
3. You will see two subfolders under Permits & Licenses information. These subfolders contain information related to the specific permit and license record about which you wanted to see more detail. The subfolders are Permit Contact Information and Permit Documents.

Update an existing permit and license record.

1. Select a permit and license record you would like to update/edit.
2. Click *Edit* on the same row as the permit and license record you would like to update/edit.
3. You will see a Permits & Licenses edit screen, which features several fields to allow you to edit the permit and license record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a file to an existing permit and license record.

1. Select a permit and license record to which you would like to attach a file.
2. Click *Content* on the same row as the permit and license record to which you would like to attach a file.
3. Scroll to Permit Documents.
4. Click New next to the blue Permit Documents tab.
5. You will see a form to use to add new permit documents.
6. From the Permit Doc Type dropdown, choose the type of file you want to add to this permit and license record.
7. Add other information about this file.
8. Click Upload to begin transferring your file to this record. (Keep in mind that the file you want to add must be on your device before you can transfer it to the record.)
9. Click Browse... to find the file you want to attach.
10. When you find the file you want to attach, click it.
11. Click Open to put the file path into the File Name field.
12. Click Submit.

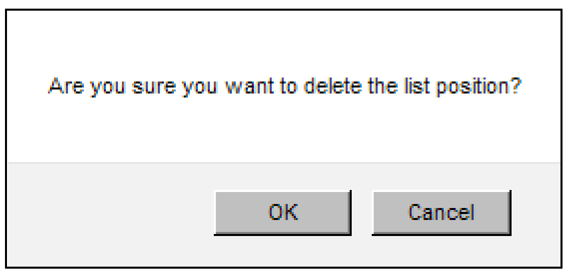
13. You will go back to the form you used to add the file, but this time, you should see a red message, "File is uploaded successfully. Submit to save."
14. Click Submit to complete the file upload process.

Query permit and license records by varying search criteria (e.g., permit type, permit number, permit name, issued to, date issued and/or date of expiration).

1. Begin in the Permits & Licenses query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the permit and license record(s) that fit the search criteria you entered.

Delete an existing permit and license record.

1. Select a permit and license record you would like to delete.
2. Click *Del* on the same row as the permit and license record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the permit and license record, as this is a permanent, irreversible action. Click Cancel to go back to the permit and license record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing permit and license records?
   a. Enter a permit type into the field, and wait for the system to process the search.
   b. Use the outside scroll bar to get to Submit, and click it.
   c. Enter a permit name into the field, and click Submit.

2. How do you get to the New button in order to begin a new permit and license record?
   a. *Run the wildcard search, and click* Next *at the top of the screen.*
   b. ***Run the wildcard search, and see the button to the right of the blue Permits & Licenses tab.***
   c. *Scroll to the bottom of the form, and click* Submit *after you have entered all pertinent information.*

3. What is the most effective way to find your newly-created permit and license record?
   a. ***Run a search from the initial Permits & Licenses query screen by adding some specific information about the permit and license report you want to see.***
   b. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   c. *Run a blank or wildcard search, and look for it on the master list by sorting by permit type.*

4. How do you view a specific, existing permit and license report?
   a. *Run the search for the permit and license report you want to see, and click <u>Edit</u> on the same row as the permit and license report you want to expand.*
   b. *Run a wildcard search for permit and license reports, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the permit and license report you want to expand.*
   c. ***Run the search for the permit and license report you want to see, and click <u>Content</u> on the same row as the permit and license report you want to expand.***

5. What is the most efficient way to update a specific, existing permit and license report?
   a. ***Run the search for the permit and license report you want to see, and click <u>Edit</u> on the same row as the permit and license report you want to edit.***
   b. *Run a wildcard search for permit and license reports, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the permit and license report you want to expand.*
   c. *Run the search for the permit and license report you want to see, and click <u>Content</u> on the same row as the permit and license report you want to expand.*

6. What is the quickest way to add form(s) to an existing permit and license report?
   a. *Run a search for the permit and license report to which you want to add form(s), and click Content for that permit and license report. Scroll to the bottom of the screen until you find Forms. Click* New *to add the form(s). Click the radio buttons of the form(s) you want to add.*
   b. ***You cannot add a form to a permit and license record.***
   c. *Run a blank or wildcard search for the permit and license report to which you want to add form(s), scroll until you find the permit and license report, and click Edit. Scroll to the bottom of the screen and click* Add *to add the form(s). Click the radio buttons of the form(s) you want to add.*

7. You want to add a scanned image of a permit that the agency has issued. You have saved the file of the image on your device and located the permit and license record in the system. What is your next click?
   a. New
   b. ***Content***
   c. *Edit*

8. Which subfolder will retain the image of the permit you want to add to a permit and license record?
   a. *Contact Information*
   b. *Report Documents*
   c. ***Permit Documents***

9. How do you query permit and license reports by varying search criteria (e.g., permit and license number, permit and license type, incident type, race, sex, etc.)?
   a. *Run a wildcard search.*
   b. ***Enter data specific to your inquiry into the fields in the initial query screen, and click*** Submit**.**
   c. *Enter random data into the query fields, and click* Submit.

10. How do you delete an existing permit and license report?
   a. *You cannot delete a permit and license report.*
   b. ***Click Del on the same row as the permit and license report you want to delete. Confirm that you want to delete the permit and license report by clicking*** OK**.**
   c. *Highlight the row of the permit and license report you want to delete, and use your* Del *key.*

Permit Contact Information

Permit Contact Information stores address and phone number data about anyone whom the agency has issued a permit.

Learning Objectives

1. Query the RMS for existing permit contact information records.
2. Create a new permit contact information record.
3. Query permit contact information records to see the newly-created permit contact information record.
4. View an existing permit contact information record.
5. Update an existing permit contact information record.
6. Attach a file to an existing permit contact information record.
7. Query permit contact information records by varying search criteria (e.g., contact name, street number, street name, city, etc.).
8. Delete an existing permit contact information record.

Instructions for Each Objective

Query the RMS for existing permit contact information records.

1. Begin in the Permit Contact Information query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing permit contact information records in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document ID, image update date, and record number.

Create a new permit contact information record.

1. Begin in the Permit Contact Information query screen.
2. Click Submit.
3. Click New next to the gray Permit Contact Information tab.
4. You will see a form to use to enter all the information you have about your new permit contact information record.
5. Click Submit after you have entered your information.

Query permit contact information records to see the newly-created permit contact information record.

1. Begin in the Permit Contact Information query screen.
2. Enter information from the new permit contact information record you just added to the system using the fields on the query screen.
3. Click Submit.
4. You will see the new permit contact information record you just entered.

View an existing permit contact information record.

1. Select a permit contact information record about which you would like to see more detail.
2. Click *Content* on the same row as the permit contact information record you would like to expand.
3. You will see that the green Permit Contact Information folder is a subfolder of Permits & Licenses.

Update an existing permit contact information record.

1. Select a permit contact information record you would like to update/edit.
2. Click *Edit* on the same row as the permit contact information record you would like to update/edit.
3. You will see a Permit Contact Information edit screen, which features several fields to allow you to edit the permit contact information record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a file to an existing permit contact information record.

1. Select a permit contact information record to which you would like to attach a file.
2. Click *Content* on the same row as the permit contact information record to which you would like to attach a file.
3. Under Permits and Licenses, click *Content*.
4. Scroll to the blue Permit Documents tab.
5. Click New next to the blue Permit Documents tab.
6. You will see a form to use to add new permit documents.
7. From the Permit Doc Type dropdown, choose the type of file you want to add to this permit and license record.
8. Add other information about this file.
9. Click Upload to begin transferring your file to this record. (Keep in mind that the file you want to add must be on your device before you can transfer it to the record.)

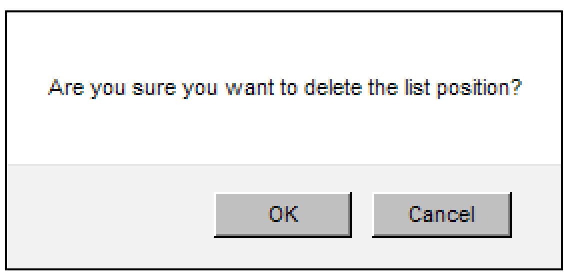
10. Click Browse... to find the file you want to attach.
11. When you find the file you want to attach, click it.
12. Click Open to put the file path into the File Name field.
13. Click Submit.
14. You will go back to the form you used to add the file, but this time, you should see a red message, “File is uploaded successfully. Submit to save.”
15. Click Submit to complete the file upload process.

Query permit contact information records by varying search criteria (e.g., contact name, street number, street name, city, etc.).

1. Begin in the Permit Contact Information query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the permit contact information record(s) that fit the search criteria you entered.

Delete an existing permit contact information record.

1. Select a permit contact information record you would like to delete.
2. Click *Del* on the same row as the permit contact information record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the permit contact information record, as this is a permanent, irreversible action. Click Cancel to go back to the permit contact information record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing permit contact information records?
   a. Choose a state from the dropdown, and wait for the system to process the search.
   b. Use the outside scroll bar to get to Submit , and click it.
   c. Enter a contact name into the field, and click Submit.

2. How do you get to the New button in order to begin a new permit contact information record?
   a. Run the wildcard search, and click Next at the top of the screen.
   b. Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.
   c. Run the wildcard search, and see the button to the right of the blue Permit Contact Information tab.

3. What is the most effective way to find your newly-created permit contact information record?
   a. Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.
   b. Run a search from the initial Permit Contact Information query screen by adding some specific information about the contact information record you want to see.
   c. Run a blank or wildcard search, and look for it on the master list by sorting by contact information type.

4. How do you view a specific, existing permit contact information record?
   a. Run the search for the permit contact information record you want to see, and click <u>Content</u> on the same row as the permit contact information record you want to expand.
   b. Run the search for the permit contact information record you want to see, and click <u>Edit</u> on the same row as the permit contact information record you want to expand.
   c. Run a wildcard search for permit contact information records, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the permit contact information record you want to expand.

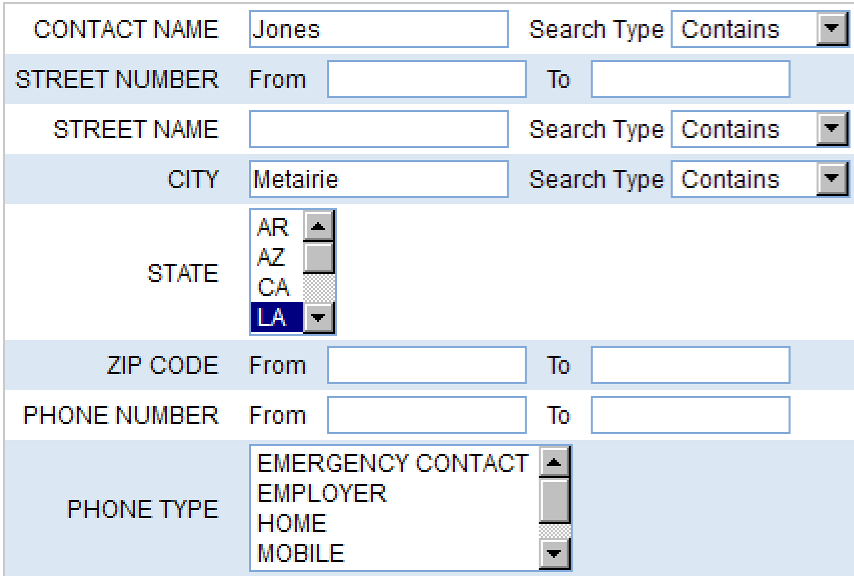
5. What is the most efficient way to update a specific, existing permit contact information record?
   a. *Run a wildcard search for permit contact information records, scroll through them until you find the one you want, and click Content on the same row as the permit contact information record you want to expand.*
   b. ***Run the search for the permit contact information record you want to see, and click Edit on the same row as the permit contact information record you want to edit.***
   c. *Run the search for the permit contact information record you want to see, and click Content on the same row as the permit contact information record you want to expand.*

6. What must you do before you can add an image that will link to a permit contact information record?
   a. ***Put the image file on the device you are using to enter data into the permit contact information record.***
   b. *Click Edit.*
   c. *Click Content.*

7. Since you cannot add a file directly to a permit contact information record, what is the correct order of clicks to get to a folder that will link an image that you add to the system to a permit contact information record?

9	Open
5	New *next to the blue Permit Documents tab*
8	Select file.
6	Upload
1	*Permit Contact Information (from the modules pane)*
10	Submit
3	*Content on the row of the permit contact information record to which you want to link a file*
11	Submit Cancel Refresh
2	*Search for the permit contact information record to which you want to link a file.*
7	Browse...
4	*Content on the row of the permits & licenses record to which you want to link a file*

8. What does the following screen depict?



a. a search for a record of an emergency address for someone who lives in Metairie, LA
b. a search for a record of someone whose last name is Jones
c. a search for a record of someone named Jones who lives in Metairie, LA

9. How do you delete an existing permit contact information record?
a. You cannot delete a permit contact information record.
b. Click <u>Del</u> on the same row as the permit contact information record you want to delete. Confirm that you want to delete the permit contact information record by clicking OK.
c. Highlight the row of the permit contact information record you want to delete, and use your Del *key.*

Permit Documents

Permit Documents are files that pertain to any permit the agency issues.

Learning Objectives

1. Query the RMS for existing permit documents.
2. Create a new permit document.
3. Query permit documents to see the newly-created permit document.
4. View an existing permit document.
5. Update an existing permit document.
6. Attach a file to an existing permit document.
7. Query permit documents by varying search criteria (permit document type and/or document date).
8. Delete an existing permit document.

Instructions for Each Objective

Query the RMS for existing permit documents.

1. Begin in the Permit Documents query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing permit documents in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document type, document ID (default), image update date, and record number.

Create a new permit document.

1. Begin in the Permit Documents query screen.
2. Click Submit.
3. Click New next to the gray Permit Documents tab.
4. You will see a form to use to enter all the information you have about your new permit document.
5. Click Submit after you have entered your information.

Query permit documents to see the newly-created permit document.

1. Begin in the Permit Documents query screen.
2. Enter information from the new permit document you just added to the system using the fields on the query screen.

3. Click Submit.
4. You will see the new permit document you just entered.

View an existing permit document.

1. Select a permit document about which you would like to see more detail.
2. Click *Content* on the same row as the permit document you would like to expand.
3. You will see that the green Permit Document folder is a subfolder of Permits & Licenses.

Update an existing permit document.

1. Select a permit document you would like to update/edit.
2. Click *Edit* on the same row as the permit document you would like to update/edit.
3. You will see a Permit Documents edit screen, which features several fields to allow you to edit the permit document.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a file to an existing permit document.

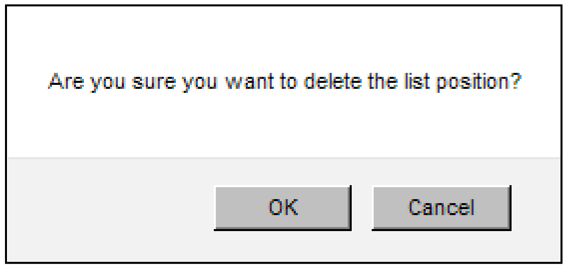
1. Select a permit document to which you would like to attach a file.
2. Click *Edit* on the same row as the permit document to which you would like to attach a file.
3. Click Check In next to Image. (Keep in mind that the image you want to add must be on your device before you can transfer the file to the record.)
4. Click Browse... to find the file you want to attach.
5. When you find the file you want to attach, click it.
6. Click Open to put the file path into the File Name field.
7. Click Submit.
8. You will go back to the form you used to add the file, but this time, you should see a red message, "File is uploaded successfully. Submit to save."
9. Click Submit to complete the file upload process.

Query permit documents by varying search criteria (permit document type and/or document date).

1. Begin in the Permit Documents query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the permit document(s) that fit the search criteria you entered.

Delete an existing permit document.

1. Select a permit document you would like to delete.
2. Click *Del* on the same row as the permit document you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the permit document, as this is a permanent, irreversible action. Click Cancel to go back to the permit document without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing permit documents?
   a. *Choose a permit document type from the dropdown, and wait for the system to process the search.*
   b. Click Submit.
   c. *Enter a document date into the field, and click Submit.*

2. How do you get to the New button in order to begin a new permit document?
   a. Run the wildcard search, and see the button to the right of the blue Permit Documents tab.
   b. *Run the wildcard search, and click Next at the top of the screen.*
   c. *Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.*

3. What is the most effective way to find your newly-created permit document?
   a. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   b. *Run a blank or wildcard search, and look for it on the master list by sorting by document type.*
   c. Run a search from the initial Permit Documents query screen by adding some specific information about the permit document you want to see.

4. How do you view a specific, existing permit document?
   a. *Run a wildcard search for permit documents, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the permit document you want to expand.*
   b. *Run the search for the permit document you want to see, and click <u>Edit</u> on the same row as the permit document you want to expand.*
   c. ***Run the search for the permit document you want to see, and click <u>Content</u> on the same row as the permit document you want to expand.***

5. What is the most efficient way to update a specific, existing permit document?
   a. ***Run the search for the permit document you want to see, and click <u>Edit</u> on the same row as the permit document you want to edit.***
   b. *Run the search for the permit document you want to see, and click <u>Content</u> on the same row as the permit document you want to expand.*
   c. *Run a wildcard search for permit documents, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the permit document you want to expand.*

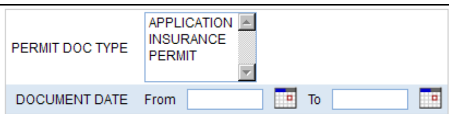
6. What are examples of permit documents?
   a. *an application*
   b. *proof of insurance*
   c. *a copy of the actual permit*
   d. ***all of the above***

7. You want to create a new permit document. What is the correct order of steps you must take to complete this task?

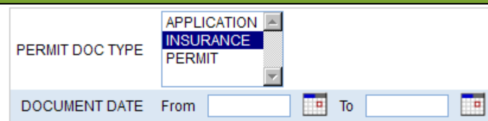
2	*Begin in the Permit Documents query screen.*
3 or 10	*Click* Submit.
7	*Click* Browse... .
8	*Choose the file you want to add as a permit document.*
6	*Click* Upload *next to Image near the bottom of the form.*
4	*Click* New.
1	*Ensure that the file you want to include as a permit document is on your device.*
3 or 10	*Click* Submit.
11	*Click* Submit Cancel Refresh .
5	*Enter specific information about the permit document you are creating.*
9	*Click* Open.

8. Which of the following screens depicts a search for all insurance cards in Permit Documents?

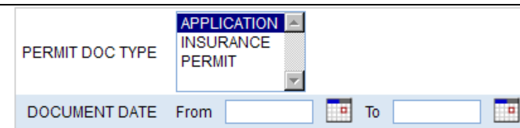
a



b



c



9. How do you delete an existing permit document?

a. Highlight the row of the permit document you want to delete, and use your Del *key.*

b. Click <u>Del</u> on the same row as the permit document you want to delete. Confirm that you want to delete the permit document by clicking OK**.**

c. You cannot delete a permit document.

Warrants

Warrants stores information about any warrant the agency has issued, received, and/or served.

Learning Objectives

1. Query the RMS for existing warrant records.
2. Create a new warrant record.
3. Query warrant record to see the newly-created warrant record.
4. View an existing warrant record.
5. Update an existing warrant record.
6. Attach a file to an existing warrant record.
7. Query warrant records by varying search criteria (e.g., warrant number, warrant status, date issued, etc.).
8. Delete an existing warrant record.

Instructions for Each Objective

Query the RMS for existing warrant records.

1. Begin in the Warrants query screen.
2. Use the outside slider bar to scroll to the bottom of the module.
3. Click Submit to run a wildcard search. You will see a list of all existing warrant record s in the system.
4. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
5. Note that the Sort By dropdown allows you to sort this list by image update date, status, warrant, and warrant number (default).

Create a new warrant record.

1. Begin in the Warrants query screen.
2. Use the outside slider bar to scroll to the bottom of the screen.
3. Click Submit.
4. Click New next to the gray Warrants tab.
5. You will see a form to use to enter all the information you have about your new warrant record.
6. Click Submit after you have entered your information.

Query warrant records to see the newly-created warrant record.

1. Begin in the Warrants query screen.
2. Enter information from the new warrant record you just added to the system using the fields on the query screen.
3. Use the outside slider bar to scroll to the bottom of the screen.
4. Click Submit.
5. You will see the new warrant record you just entered.

View an existing warrant record.

1. Select a warrant record about which you would like to see more detail.
2. Click *Content* on the same row as the warrant record you would like to expand.
3. You will see that the green Warrants information folder links to Persons and has two subfolders: Warrant Service Attempts and Court Information.

Update an existing warrant record.

1. Select a warrant record you would like to update/edit.
2. Click *Edit* on the same row as the warrant record you would like to update/edit.
3. You will see a Warrants edit screen, which features several fields to allow you to edit the warrant record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a file to an existing warrant record.

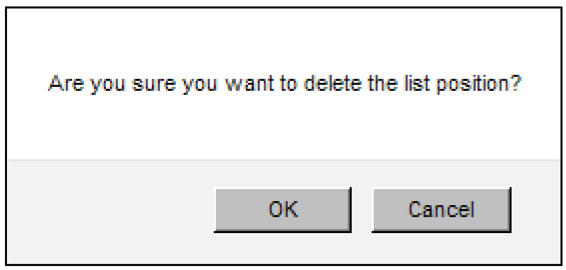
1. Select a warrant record to which you would like to attach a file.
2. Click *Edit* on the same row as the warrant record to which you would like to attach a file.
3. Click Check In next to Image. (Keep in mind that the image you want to add must be on your device before you can transfer the file to the record.)
4. Click Browse... to find the file you want to attach.
5. When you find the file you want to attach, click it.
6. Click Open to put the file path into the File Name field.
7. Click Submit.
8. You will go back to the form you used to add the file, but this time, you should see a red message, "File is uploaded successfully. Submit to save."
9. Click Submit to complete the file upload process.

Query warrant records by varying search criteria (e.g., warrant number, warrant status, date issued, etc.).

1. Begin in the Warrants query screen.
2. Input search criteria to narrow your search.
3. Use the outside slider bar to scroll to the bottom of the screen.
4. Click Submit.
5. You will see only the warrant record(s) that fit the search criteria you entered.

Delete an existing warrant record.

1. Select a warrant record you would like to delete.
2. Click *Del* on the same row as the warrant record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the warrant record, as this is a permanent, irreversible action. Click Cancel to go back to the warrant record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing warrants records?
   a. *Choose a warrant status from the dropdown, and wait for the system to process the search.*
   b. Use the outside scroll bar to get to Submit, and click it.
   c. *Choose a warrant class from the dropdown, and click Submit.*

2. How do you get to the New button in order to begin a warrants record?
   a. *Run the wildcard search, and click Next at the top of the screen.*
   b. Run the wildcard search, and see the button to the right of the blue Warrants tab.
   c. *Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.*

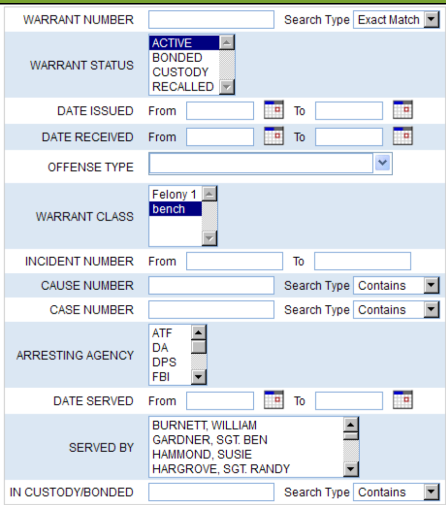
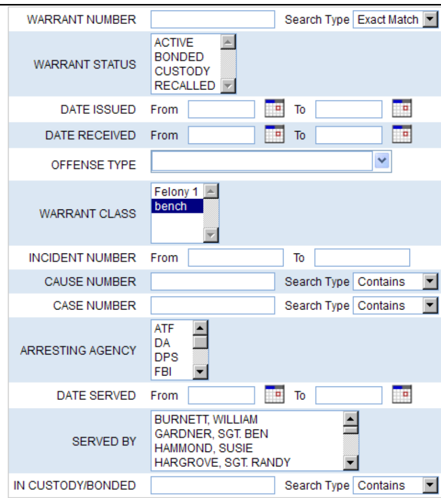
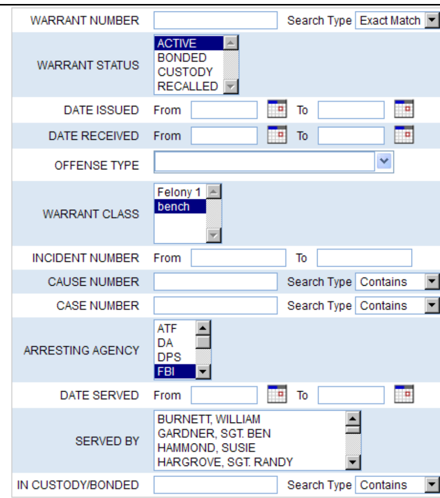
3. What is the most effective way to find your newly-created warrants record?
    - *a. Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
    - ***b. Run a search from the initial Warrants query screen by adding some specific information about the warrants record you want to see.***
    - *c. Choose from the offense type dropdown, and click* Submit.

4. How do you view a specific, existing warrants record?
    - ***a. Run the search for the warrants record you want to see, and click Content on the same row as the warrants record you want to expand.***
    - *b. Run the search for the warrants record you want to see, and click Edit on the same row as the warrants record you want to expand.*
    - *c. Run a wildcard search for warrants records, scroll through them until you find the one you want, and click Edit on the same row as the warrants record you want to expand.*

5. What is the most efficient way to update a specific, existing warrants record?
    - *a. Run a wildcard search for warrants records, scroll through them until you find the one you want, and click Content on the same row as the warrants record you want to expand.*
    - ***b. Run the search for the warrants record you want to see, and click Edit on the same row as the warrants record you want to edit.***
    - *c. Run the search for the warrants record you want to see, and click Content on the same row as the warrants record you want to expand.*

6. You have scanned an image of the warrant the court has issued, and you want to add it to a specific warrants record. After you have located the warrants record to which you want to link the image of the warrant, what is your next click?
    - *a. Content*
    - ***b. Edit***
    - *c. Del*

7. Which screen correctly depicts a search for all active bench warrants in the system?

a	b	c
		

8. How do you delete an existing warrants record?

a. You cannot delete a warrants record.

b. Click <u>Del</u> on the same row as the warrants record you want to delete. Confirm that you want to delete the warrants record by clicking OK.

c. Highlight the row of the warrants record you want to delete, and use your Del key.

Warrant Service Attempts

Warrant Service Attempts tracks the date(s) an officer has attempted to serve a warrant.

Learning Objectives

1. Query the RMS for existing warrant service attempt records.
2. Create a new warrant service attempt record.
3. Query warrant service attempt records to see the newly-created warrant service attempt record.
4. View an existing warrant service attempt record.
5. Update an existing warrant service attempt record.
6. Query warrant service attempt record s by varying search criteria (e.g., date served, served by, and/or location).
7. Delete an existing warrant service attempt record.

Instructions for Each Objective

Query the RMS for existing warrant service attempt records.

1. Begin in the Warrant Service Attempts query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing warrant service attempt records in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document ID, image update date, and record number.

Create a new warrant service attempt record.

1. Begin in the Warrant Service Attempts query screen.
2. Click Submit.
3. Click New next to the gray Warrant Service Attempts tab.
4. You will see a form to use to enter all the information you have about your new warrant service attempt record.
5. Click Submit after you have entered your information.

Query warrant service attempt records to see the newly-created warrant service attempt record.

1. Begin in the Warrant Service Attempts query screen.
2. Enter information from the new warrant service attempt record you just added to the system using the fields on the query screen.
3. Click Submit.
4. You will see the new warrant service attempt record you just entered.

View an existing warrant service attempt record.

1. Select a warrant service attempt record about which you would like to see more detail.
2. Click *Content* on the same row as the warrant service attempt record you would like to expand.
3. You will see that the green Service Attempt information folder is a subfolder of Warrants and that it links to Persons.

Update an existing warrant service attempt record.

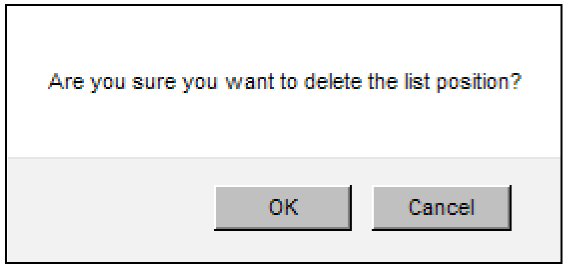
1. Select a warrant service attempt record you would like to update/edit.
2. Click *Edit* on the same row as the warrant service attempt record you would like to update/edit.
3. You will see a Warrant Service Attempts edit screen, which features several fields to allow you to edit the warrant service attempt record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Query warrant service attempt records by varying search criteria (e.g., date served, served by, and/or location).

1. Begin in the Warrant Service Attempts query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the warrant service attempt record(s) that fit the search criteria you entered.

Delete an existing warrant service attempt record.

1. Select a warrant service attempt record you would like to delete.
2. Click *Del* on the same row as the warrant service attempt record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the warrant service attempt record, as this is a permanent, irreversible action. Click Cancel to go back to the warrant service attempt record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing warrant service attempt records?
   a. *Choose an officer who attempted to serve the warrant, and wait for the system to process the search.*
   b. *Use the outside scroll bar to get to Submit, and click it.*
   c. *Enter a date served into the field, and click Submit.*

2. How do you get to the New button in order to begin a warrant service attempt record?
   a. *Run the wildcard search, and click Next at the top of the screen.*
   b. ***Run the wildcard search, and see the button to the right of the blue Warrant Service Attempts tab.***
   c. *Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.*

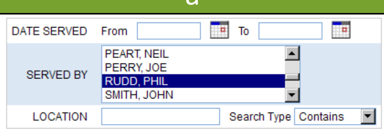
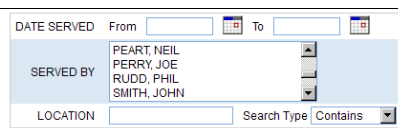
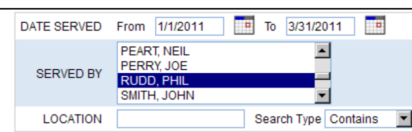
3. What is the most effective way to find your newly-created warrant service attempt record?
   a. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   b. *Choose from the served by dropdown, and click Submit.*
   c. ***Run a search from the initial Warrant Service Attempts query screen by adding some specific information about the warrant service attempt record you want to see.***

4. How do you view a specific, existing warrant service attempt record?
   a. *Run a wildcard search for warrant service attempt records, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the warrant service attempt record you want to expand.*
   b. *Run the search for the warrant service attempt record you want to see, and click <u>Content</u> on the same row as the warrant service attempt record you want to expand.*
   c. *Run the search for the warrant service attempt record you want to see, and click <u>Edit</u> on the same row as the warrant service attempt record you want to expand.*

5. What is the most efficient way to update a specific, existing warrant service attempt record?
   a. *Run a wildcard search for warrant service attempt records, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the warrant service attempt record you want to expand.*
   b. *Run the search for the warrant service attempt record you want to see, and click <u>Edit</u> on the same row as the warrant service attempt record you want to edit.*
   c. *Run the search for the warrant service attempt record you want to see, and click <u>Content</u> on the same row as the warrant service attempt record you want to expand.*

6. You have scanned an image of the warrant the court has issued, and you want to add it to a specific warrant service attempt record. After you have located the warrant service attempt record to which you want to link the image of the warrant, what is your next click?
   a. *<u>Content</u>*
   b. *<u>Edit</u>*
   c. *<u>Del</u>*

7. Which screen correctly depicts a search for all warrant services in the system that Phil Rudd has attempted?

a	b	c
		

8. How do you delete an existing warrant service attempt record?
   a. *Highlight the row of the warrant service attempt record you want to delete, and use your Del key.*
   b. *You cannot delete a warrant service attempt record.*
   c. *Click <u>Del</u> on the same row as the warrant service attempt record you want to delete. Confirm that you want to delete the warrant service attempt record by clicking OK.*

Court Information

Court Information stores information about where the agency is to serve a warrant or other civil document.

Learning Objectives

1. Query the RMS for existing court information records.
2. Update an existing court information record.
3. Query court information records by varying search criteria (e.g., street number, street name, city, state, etc.).
4. Delete an existing court information record.

Instructions for Each Objective

Query the RMS for existing court information records.

1. Begin in the Court Information query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing court information records in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.

Update an existing court information record.

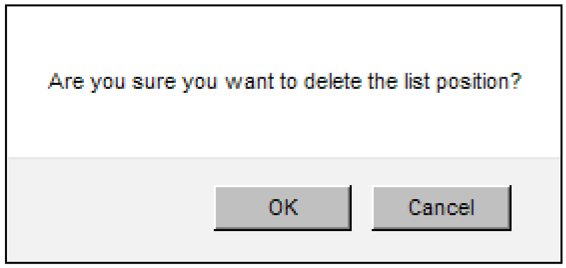
1. Select a court information record you would like to update/edit.
2. Click *Edit* on the same row as the court information record you would like to update/edit.
3. You will see a Court Information edit screen, which features several fields to allow you to edit the court information record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

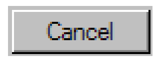
Query court information records by varying search criteria (e.g., street number, street name, city, state, etc.).

1. Begin in the Court Information query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the court information record(s) that fit the search criteria you entered.

Delete an existing court information record.

1. Select a court information record you would like to delete.
2. Click *Del* on the same row as the court information record you would like to delete.
3. You will see the following message:



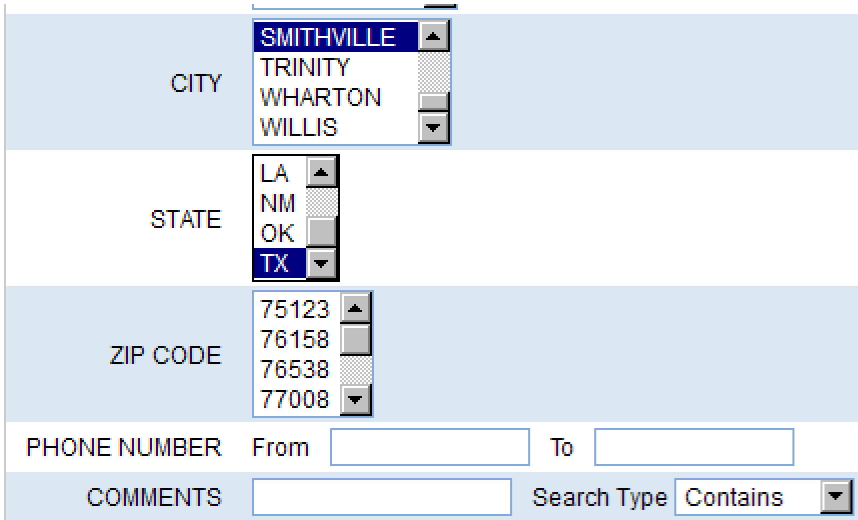
4. Click  **only** if you are sure you want to delete the court information record, as this is a permanent, irreversible action. Click  to go back to the court information record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing court information records?
   a. Choose a city from the dropdown, and wait for the system to process the search.
   b. Enter a location name into the field, and click .
   c. Use the outside scroll bar to get to  ***, and click it.***

2. What is the most efficient way to update a specific, existing court information record?
   a. Run a wildcard search for court information records, scroll through them until you find the one you want, and click Content on the same row as the court information record you want to expand.
   b. Run the search for the court information record you want to see, and click Content on the same row as the court information record you want to expand.
   c. Run the search for the court information record you want to see, and click Edit on the same row as the court information record you want to edit.

3. What does the following partial screen depict?



a. a search for court information involving all cities named "Smithville"
b. a wildcard search
c. a search for court information involving Smithville, TX

4. How do you delete an existing court information record?
a. You cannot delete a court information record.
b. Highlight the row of the court information record you want to delete, and use your Del *key.*
c. Click <u>Del</u> on the same row as the court information record you want to delete. Confirm that you want to delete the court information record by clicking OK**.**

Civil Processing

Civil Processing stores information about the civil document the agency is to serve.

Learning Objectives

1. Query the RMS for existing civil processing records.
2. Create a new civil processing record.
3. Query civil processing records to see the newly-created civil processing record.
4. View an existing civil processing record.
5. Update an existing civil processing record.
6. Attach a file to an existing civil processing record.
7. Query civil processing records by varying search criteria (e.g., civil processing ID, date, cause number, etc.).
8. Delete an existing civil processing record.

Instructions for Each Objective

Query the RMS for existing civil processing records.

1. Begin in the Civil Processing query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing civil processing records in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document ID, image update date, record number, and type.

Create a new civil processing record.

1. Begin in the Civil Processing query screen.
2. Click Submit.
3. Click New next to the gray Civil Processing tab.
4. You will see a form to use to enter all the information you have about your new civil processing record.
5. Click Submit after you have entered your information.

Query civil processing records to see the newly-created civil processing record.

1. Begin in the Civil Processing query screen.
2. Enter information from the new civil processing record you just added to the system using the fields on the query screen.

3. Click Submit.
4. You will see the new civil processing record you just entered.

View an existing civil processing record.

1. Select a civil processing record about which you would like to see more detail.
2. Click *Content* on the same row as the civil processing record you would like to expand.
3. You will see that the blue Civil Processing Attempts folder is a subfolder of the Civil Processing information folder and that Persons links to them.

Update an existing civil processing record.

1. Select a civil processing record you would like to update/edit.
2. Click *Edit* on the same row as the civil processing record you would like to update/edit.
3. You will see a Civil Processing edit screen, which features several fields to allow you to edit the civil processing record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a file to an existing civil processing record.

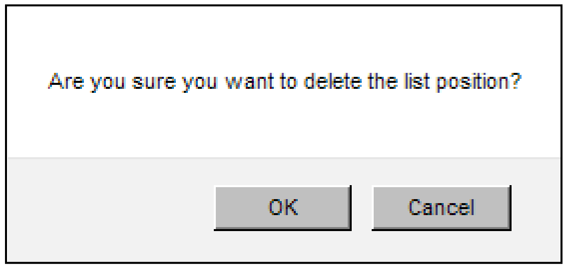
1. Select a civil processing record to which you would like to attach a file.
2. Click *Edit* on the same row as the civil processing record to which you would like to attach a file.
3. Click Check In next to Image. (Keep in mind that the image you want to add must be on your device before you can transfer the file to the record.)
4. Click Browse... to find the file you want to attach.
5. When you find the file you want to attach, click it.
6. Click Open to put the file path into the File Name field.
7. Click Submit.
8. You will go back to the form you used to add the file, but this time, you should see a red message, "File is uploaded successfully. Submit to save."
9. Click Submit to complete the file upload process.

Query civil processing records by varying search criteria (e.g., civil processing ID, date, cause number, etc.).

1. Begin in the Civil Processing query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the civil processing record(s) that fit the search criteria you entered.

Delete an existing civil processing record.

1. Select a civil processing record you would like to delete.
2. Click *Del* on the same row as the civil processing record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the civil processing record, as this is a permanent, irreversible action. Click Cancel to go back to the civil processing record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing civil processing records?
   a. Choose a civil service type from the dropdown, and wait for the system to process the search.
   b. Leave all fields blank, and click Submit.
   c. Leave all fields blank, and click Clear All .

2. How do you get to the New button in order to begin a new civil processing information?
   a. Run the wildcard search, and click Next at the top of the screen.
   b. Run the wildcard search, and click Edit on any of the civil processing documents on the screen.
   c. Run the wildcard search, and see the button to the right of the blue Civil Processing tab.

3. What is the most effective way to find your newly-created civil processing record?
   a. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   b. *Run a blank or wildcard search, and look for it on the master list by sorting by image update date.*
   c. ***Run a search from the initial Civil Processing query screen by adding some specific information about the civil processing information you want to see.***

4. How do you view specific, existing civil processing information?
   a. *Run the search for the civil processing information you want to see, and click Edit on the same row as the civil processing information you want to expand.*
   b. ***Run the search for the civil processing record you want to see, and click Content on the same row as the civil processing record you want to expand.***
   c. *Run a wildcard search for civil processing information records, scroll through them until you find the one you want, and click Edit on the same row as the civil processing record you want to expand.*

5. What is the most efficient way to update a specific, existing civil processing record?
   a. ***Run the search for the civil processing record you want to see, and click Edit on the same row as the civil processing record you want to edit.***
   b. *Run a wildcard search for civil processing records, scroll through them until you find the one you want, and click Content on the same row as the civil processing record you want to expand.*
   c. *Run the search for the civil processing record you want to see, and click Content on the same row as the civil processing record you want to expand.*

6. What is the quickest way to add an image to a specific, existing civil processing record?
   a. *Run a search for the civil processing report to which you want to add form(s), and click Content for that civil processing report. Scroll to the bottom of the screen until you find Forms. Click* New *to add the form(s). Click the radio buttons of the form(s) you want to add.*
   b. ***Run a specific search for the civil processing record to which you want to add an image, and click Edit. Click*** Check In ***to add the image. Follow the prompts until you have added the image.***
   c. *Run a specific search for the civil processing record to which you want to add an image, and click Edit. Click* Check Out *to add the image. Follow the prompts until you have added the image.*

7. Where must an image be located before you can add it to a record?
   a. *on the device used to capture it*
   b. *on the Internet*
   c. ***on the local device using the RMS***

8. How do you query civil processing records by varying search criteria (e.g., civil processing ID, time, cause number, etc.)?
   a. *Run a wildcard search.*
   b. *Enter random data into the query fields, and click* Submit.
   c. ***Enter data specific to your inquiry into the fields in the initial query screen, and click*** Submit**.**

9. How do you delete an existing civil processing record?
   a. *You cannot delete a civil processing record.*
   b. ***Click Del on the same row as the civil processing record you want to delete. Confirm that you want to delete the civil processing record by clicking*** OK**.**
   c. *Highlight the row of the civil processing record you want to delete, and use your* Del *key.*

Pawn Tickets

Pawn Tickets tracks items that a pawn shop has processed.

Learning Objectives

1. Query the RMS for existing pawn ticket records.
2. Create a new pawn ticket record.
3. Query pawn ticket records to see the newly-created pawn ticket record.
4. View an existing pawn ticket record.
5. Update an existing pawn ticket record.
6. Attach a digital image to an existing pawn ticket record.
7. Query pawn ticket records by varying search criteria (e.g., ticket number, item, make, model, etc.).
8. Delete an existing pawn ticket record.

Instructions for Each Objective

Query the RMS for existing pawn ticket records.

1. Begin in the Pawn Tickets query screen.
2. Click **Submit** to run a wildcard search. You will see a list of all existing pawn ticket records in the system.
3. If you see **Next** in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document ID, image update date, record number, and status.

Create a new pawn ticket record.

1. Begin in the Pawn Tickets query screen.
2. Click **Submit**.
3. Click **New** next to the gray Pawn Tickets tab.
4. You will see a form to use to enter all the information you have about your new pawn ticket record.
5. Click **Submit** after you have entered your information.

Query pawn ticket records to see the newly-created pawn ticket record.

1. Begin in the Pawn Tickets query screen.
2. Enter information from the new pawn ticket record you just added to the system using the fields on the query screen.

3. Click Submit.
4. You will see the new pawn ticket record you just entered.

View an existing pawn ticket record.

1. Select a pawn ticket record about which you would like to see more detail.
2. Click *Content* on the same row as the pawn ticket record you would like to expand.
3. You will see that the green Pawn Ticket information folder links to Persons.

Update an existing pawn ticket record.

1. Select a pawn ticket record you would like to update/edit.
2. Click *Edit* on the same row as the pawn ticket record you would like to update/edit.
3. You will see a Pawn Tickets edit screen, which features several fields to allow you to edit the pawn ticket record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a digital image to an existing pawn ticket record.

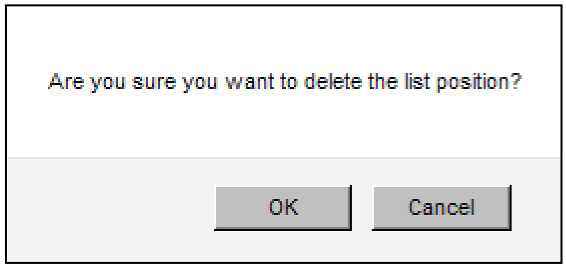
1. Select a pawn ticket record to which you would like to attach a digital image.
2. Click *Edit* on the same row as the pawn ticket record to which you would like to attach a digital image.
3. Click Check In next to Image. (Keep in mind that the image you want to add must be on your device before you can transfer the file to the record.)
4. Click Browse... to find the image you want to attach.
5. When you find the image you want to attach, click it.
6. Click Open to put the file path into the File Name field.
7. Click Submit.
8. You will go back to the form you used to add the image, but this time, you should see a red message, "File is uploaded successfully. Submit to save."
9. Click Submit to complete the image upload process.

Query pawn ticket records by varying search criteria (e.g., ticket number, item, make, model, etc.).

1. Begin in the Pawn Tickets query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the pawn ticket record(s) that fit the search criteria you entered.

Delete an existing pawn ticket record.

1. Select a pawn ticket record you would like to delete.
2. Click *Del* on the same row as the pawn ticket record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the pawn ticket record, as this is a permanent, irreversible action. Click Cancel to go back to the pawn ticket record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing pawn ticket records?
   a. *Choose an item status from the dropdown, and wait for the system to process the search.*
   b. Use the outside scroll bar to get to Submit, and click it.
   c. *Use the outside scroll bar to get to Clear All, and click it.*

2. How do you get to the New button in order to begin a new pawn ticket record?
   a. Run the wildcard search, and see the button to the right of the blue Pawn Tickets tab.
   b. *Run the wildcard search, and click Next at the top of the screen.*
   c. *Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.*

3. What is the most effective way to find your newly-created pawn ticket record?
   a. *Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.*
   b. Run a search from the initial Pawn Tickets query screen by adding some specific information about the pawn ticket record you want to see.
   c. *Run a blank or wildcard search, and look for it on the master list by sorting by item.*

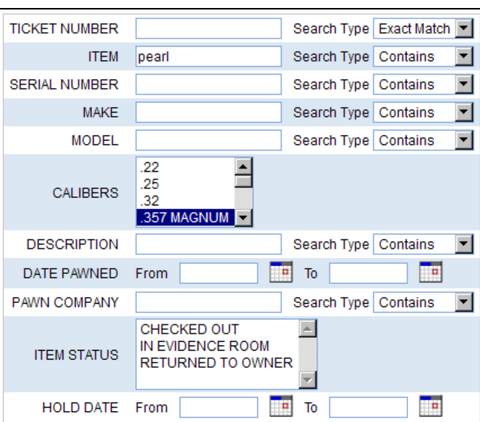
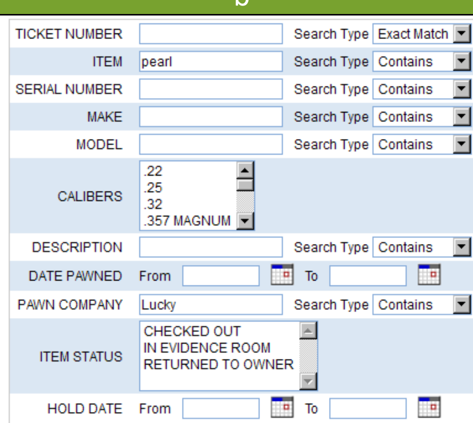
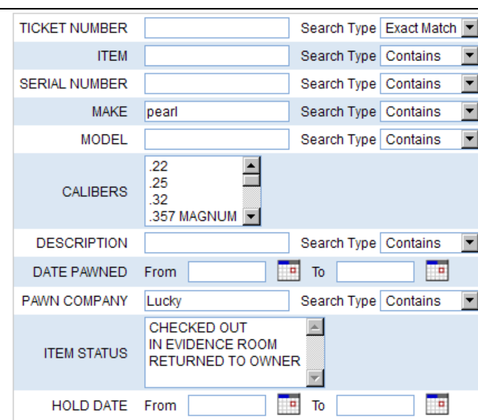
4. How do you view a specific, existing pawn ticket record?
   a. *Run the search for the pawn ticket record you want to see, and click Edit on the same row as the pawn ticket record you want to expand.*
   b. ***Run the search for the pawn ticket record you want to see, and click Content on the same row as the pawn ticket record you want to expand.***
   c. *Run a wildcard search for pawn ticket records, scroll through them until you find the one you want, and click Edit on the same row as the pawn ticket record you want to expand.*

5. What is the most efficient way to update a specific, existing pawn ticket record?
   a. ***Run the search for the pawn ticket record you want to see, and click Edit on the same row as the pawn ticket record you want to edit.***
   b. *Run a wildcard search for pawn ticket records, scroll through them until you find the one you want, and click Content on the same row as the pawn ticket record you want to expand.*
   c. *Run the search for the pawn ticket record you want to see, and click Content on the same row as the pawn ticket record you want to expand.*

6. You have downloaded an image to your device, and now you want to add it to a pawn ticket record that you have already located in the system. What is your next click?
   a. *Content for that pawn ticket record*
   b. ***Click Edit for that pawn ticket record***
   c. New

7. True or False? The only files you can add to pawn ticket records are JPGs.
   False

8. Which screen depicts a search for a pearl necklace that someone pawned at Lucky Pawn?

a	b	c
		

9. How do you delete an existing pawn ticket record?
   a. *You cannot delete a pawn ticket record.*
   b. ***Click <u>Del</u> on the same row as the pawn ticket record you want to delete. Confirm that you want to delete the pawn ticket record by clicking* OK.**
   c. *Highlight the row of the pawn ticket record you want to delete, and use your* Del *key.*

Civil Processing Attempts

Civil Processing Attempts tracks the date(s) an officer has attempted to serve a civil document.

Learning Objectives

1. Query the RMS for existing civil processing attempt records.
2. Create a new civil processing attempt record.
3. Query civil processing attempt records to see the newly-created civil processing attempt record.
4. View an existing civil processing attempt record.
5. Update an existing civil processing attempt record.
6. Attach a file to an existing civil processing attempt record.
7. Query civil processing attempt records by varying search criteria (e.g., date served, served by, and/or location).
8. Delete an existing civil processing attempt record.

Instructions for Each Objective

Query the RMS for existing civil processing attempt records.

1. Begin in the Civil Processing Attempts query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing civil processing attempt record s in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by document ID, image update date, and record number.

Create a new civil processing attempt record.

1. Begin in the Civil Processing Attempts query screen.
2. Click Submit.
3. Click New next to the gray Civil Processing Attempts tab.
4. You will see a form to use to enter all the information you have about your new civil processing attempt record.
5. Click Submit after you have entered your information.

Query civil processing attempt records to see the newly-created civil processing attempt record.

1. Begin in the Civil Processing Attempts query screen.
2. Enter information from the new civil processing attempt record you just added to the system using the fields on the query screen.
3. Click Submit.
4. You will see the new civil processing attempt record you just entered.

View an existing civil processing attempt record.

1. Select a civil processing attempt record about which you would like to see more detail.
2. Click *Content* on the same row as the civil processing attempt record you would like to expand.
3. You will see that the green Civil Processing Attempt information folder is a subfolder of Civil Processing and links to Persons.

Update an existing civil processing attempt record.

1. Select a civil processing attempt record you would like to update/edit.
2. Click *Edit* on the same row as the civil processing attempt record you would like to update/edit.
3. You will see a Civil Processing Attempts edit screen, which features several fields to allow you to edit the civil processing attempt record.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a file to an existing civil processing attempt record.

1. Select a civil processing attempt record to which you would like to attach a file.
2. Click *Content* on the same row as the civil processing attempt record to which you would like to attach a file.
3. Scroll to Civil Processing.
4. Click *Edit* on the same row as the civil processing record that links to the civil processing attempt to which you want to attach a file.
5. Click Check In next to Image. (Keep in mind that the file you want to add must be on your device before you can transfer the file to the record.)
6. Click Browse... to find the file you want to attach.
7. When you find the file you want to attach, click it.
8. Click Open to put the file path into the File Name field.
9. Click Submit.

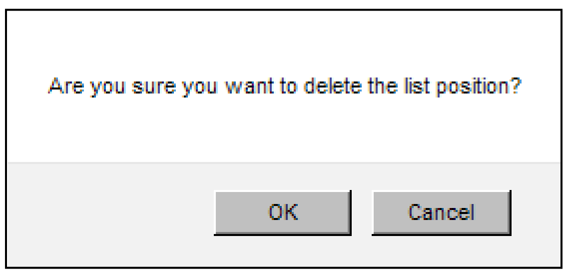
10. You will go back to the form you used to add the file, but this time, you should see a red message, "File is uploaded successfully. Submit to save."
11. Click Submit to complete the file upload process.

Query civil processing attempt records by varying search criteria (e.g., date served, served by, and/or location).

1. Begin in the Civil Processing Attempts query screen.
2. Input search criteria to narrow your search.
3. Click Submit.
4. You will see only the civil processing attempt record(s) that fit the search criteria you entered.

Delete an existing civil processing attempt record.

1. Select a civil processing attempt record you would like to delete.
2. Click *Del* on the same row as the civil processing attempt record you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the civil processing attempt record, as this is a permanent, irreversible action. Click Cancel to go back to the civil processing attempt record without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing civil processing attempt records?
   a. *Choose an officer who attempted the service, and wait for the system to process the search.*
   b. Use the outside scroll bar to get to Submit, and click it.
   c. *Enter a date served into the field, and click Submit.*

2. How do you get to the New button in order to begin a civil processing attempt record?

   a. Run the wildcard search, and click Next *at the top of the screen.*

   b. Run the wildcard search, and see the button to the right of the blue Civil Processing Attempts tab.

   c. Scroll to the bottom of the form, and click Submit *after you have entered all pertinent information.*

3. What is the most effective way to find your newly-created civil processing attempt record?

   a. Run a search from the initial Civil Processing Attempts query screen by adding some specific information about the civil processing attempt record you want to see.

   b. Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.

   c. Choose from the served by dropdown, and click Submit.

4. How do you view a specific, existing civil processing attempt record?

   a. Run the search for the civil processing attempt record you want to see, and click <u>Content</u> on the same row as the civil processing attempt record you want to expand.

   b. Run a wildcard search for civil processing attempt records, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the civil processing attempt record you want to expand.

   c. Run the search for the civil processing attempt record you want to see, and click <u>Edit</u> on the same row as the civil processing attempt record you want to expand.

5. What is the most efficient way to update a specific, existing civil processing attempt record?

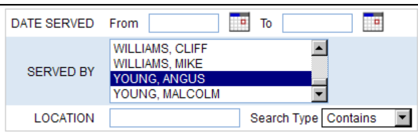
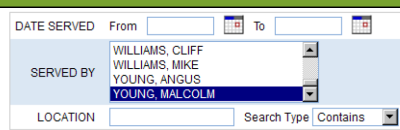
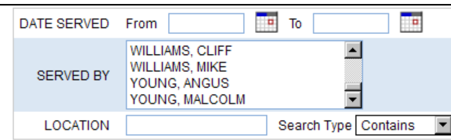
   a. Run a wildcard search for civil processing attempt records, scroll through them until you find the one you want, and click <u>Content</u> on the same row as the civil processing attempt record you want to expand.

   b. Run the search for the civil processing attempt record you want to see, and click <u>Edit</u> on the same row as the civil processing attempt record you want to edit.

   c. Run the search for the civil processing attempt record you want to see, and click <u>Content</u> on the same row as the civil processing attempt record you want to expand.

6. You have scanned an image of the document the agency needs to serve, and you want to add it to a specific civil processing attempt record. After you have located the civil processing attempt record to which you want to link the image of the warrant, what is your next click?
   a. <u>Content</u>
   b. <u>Edit</u>
   c. <u>Del</u>

7. Which screen correctly depicts a search for all civil processing in the system that Malcolm Young has attempted?

a	b	c
		

8. How do you delete an existing civil processing attempt record?
   a. Highlight the row of the civil processing attempt record you want to delete, and use your Del key.
   b. You cannot delete a civil processing attempt record.
   c. Click <u>Del</u> on the same row as the civil processing attempt record you want to delete. Confirm that you want to delete the civil processing attempt record by clicking OK.

Unindexed Documents

Unindexed documents are those files that are in the system but do not necessarily link to any modules or other records.

Learning Objectives

1. Query the RMS for existing unindexed documents.
2. Create a new unindexed document.
3. Query unindexed documents to see the newly-created unindexed document.
4. Update an existing unindexed document.
5. Attach a file to an existing unindexed document.
6. Query unindexed documents by varying search criteria (e.g., batch ID, scanning station, and/or creation date/time).
7. Delete an existing unindexed document.

Instructions for Each Objective

Query the RMS for existing unindexed documents.

1. Begin in the Unindexed Documents query screen.
2. Click Submit to run a wildcard search. You will see a list of all existing unindexed documents in the system.
3. If you see Next in the top, right quadrant of the screen, the list is large enough to take at least another screen.
4. Note that the Sort By dropdown allows you to sort this list by image update date and record number (default).

Create a new unindexed document.

1. Begin in the Unindexed Documents query screen.
2. Click Submit.
3. Click New next to the gray Unindexed Documents tab.
4. You will see a form to use to enter all the information you have about your new unindexed document.
5. Click Submit after you have entered your information.

Query unindexed documents to see the newly-created unindexed document.

1. Begin in the Unindexed Documents query screen.
2. Enter information from the new unindexed document you just added to the system using the fields on the query screen.

3. Click Submit.
4. You will see the new unindexed document you just entered.

Update an existing unindexed document.

1. Select an unindexed document you would like to update/edit.
2. Click *Edit* on the same row as the unindexed document you would like to update/edit.
3. You will see an Unindexed Documents edit screen, which features several fields to allow you to edit the unindexed document.
4. When you are satisfied that you have entered all the information you wanted to include, click Submit.

Attach a file to an existing unindexed document.

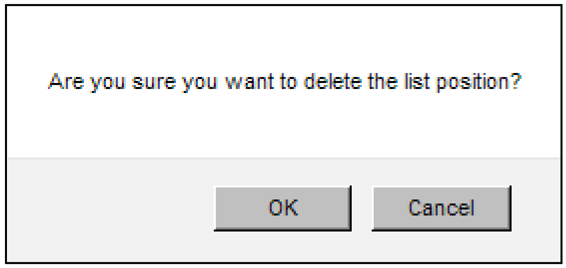
1. Select an unindexed document to which you would like to attach a file.
2. Click *Edit* on the same row as the unindexed document to which you would like to attach a file.
3. Click Check In next to Image. (Keep in mind that the file you want to add must be on your device before you can transfer the file to the record.)
4. Click Browse... to find the file you want to attach.
5. When you find the file you want to attach, click it.
6. Click Open to put the file path into the File Name field.
7. Click Submit.
8. You will go back to the form you used to add the file, but this time, you should see a red message, "File is uploaded successfully. Submit to save."
9. Click Submit to complete the file upload process.

Query unindexed documents by varying search criteria (e.g., batch ID, scanning station, and/or creation date/time).

1. Begin in the Unindexed Documents query screen.
2. Input search criteria to narrow your search.
3. Use the outside slider bar to scroll to the bottom of the screen.
4. Click Submit.
5. You will see only the unindexed document (s) that fit the search criteria you entered.

Delete an existing unindexed document.

1. Select an unindexed document you would like to delete.
2. Click *Del* on the same row as the unindexed document you would like to delete.
3. You will see the following message:



4. Click OK **only** if you are sure you want to delete the unindexed document, as this is a permanent, irreversible action. Click Cancel to go back to the unindexed document without deleting it.

Assessment Questions and Answers

1. What is the first step in running a blank or wildcard search for a list of all existing unindexed documents?
   a. Use the outside scroll bar to get to Submit, and click it.
   b. Choose a scanning station from the dropdown, and wait for the system to process the search.
   c. Enter a creation date into the field, and click Submit.

2. How do you get to the New button in order to add a new unindexed document to the system?
   a. Run the wildcard search, and click Next at the top of the screen.
   b. Run the wildcard search, and see the button to the right of the blue Unindexed Documents tab.
   c. Scroll to the bottom of the form, and click Submit after you have entered all pertinent information.

3. What is the most effective way to find your newly-created unindexed document?
   a. Run a blank or wildcard search, and look for it on the master list by using the inside scroll bar.
   b. Run a blank or wildcard search, and look for it on the master list by sorting by record number.
   c. Run a search from the initial Unindexed Documents query screen by adding some specific information about the unindexed document you want to see.

4. How do you view a specific, existing unindexed document?
   a. *Run the search for the unindexed document you want to see, and click <u>Edit</u> on the same row as the unindexed document you want to expand.*
   b. *Run a wildcard search for unindexed documents, scroll through them until you find the one you want, and click <u>Edit</u> on the same row as the unindexed document you want to expand.*
   c. ***You cannot expand an unindexed document record.***

5. True or False? You can add a digital image as an unindexed document.
   True

6. How do you delete an existing unindexed document?
   a. *You cannot delete an unindexed document.*
   b. ***Click <u>Del</u> on the same row as the unindexed document you want to delete. Confirm that you want to delete the unindexed document by clicking OK.***
   c. *Highlight the row of the unindexed document you want to delete, and use your Del key.*

Combine

Combine is an RMS feature that allows a user to join more than one PDF from a folder or subfolder to allow viewing, printing, and/or saving the joined files on one's device. The Combine function is available in Report Documents, Other Parties, Suspect, Vehicles, Persons, Evidence Documents, Forms, HR Documents, Asset Documents, Fleet Service, Permit Documents, Warrants, Civil Processing, Pawn Tickets, and Inmate Documents.

Learning Objectives

1. Query the RMS for existing PDFs.
2. Combine two or more PDFs from the module you queried.
3. View the combined files.
4. Print the combined files.
5. Save the combined files on your device.
6. E-mail the new file.

Instructions for Each Objective

Query the RMS for existing PDFs.

1. Begin in a query screen in one of the modules listed above.
2. Use the outside slider bar to scroll to the bottom of the module.
3. Click 

to run a wildcard search. You will see a list of all existing PDFs in the system for this module.
4. If you see 

in the top, right quadrant of the screen, the list is large enough to take at least another screen.

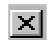
Combine two or more PDF from the module you queried.

1. Select the PDFs you want to join by clicking the white box at the far left on the row of each.
2. Click 

.
3. VPS will download the PDFs.

View the combined files.

1. Notice that on the left side of the screen is a list of bookmarks showing the PDFs you have joined.
2. Click on a bookmark to see that specific PDF, or use the outside scroll bar to view the pages.
3. Use  to move within the file.

4. Specify a page number to view by putting it into the box near the top of the page.
5. If you don't want to save the combined files, click  at the top right of your screen.

Print the combined files.

1. Click  near the top left of the screen to print the entire file or pages from it.
2. In the Print menu, specify the printer you want to use and the pages you want to print.
3. Click OK to print.

Save the combined files on your device.

1. Click  near the top left of the screen to save the joined files.
2. Specify the name you want to give this new file and where you want to save it.
3. Click Save to save the file per your specifications.

E-mail the new file.

1. Click  near the top left of the screen to send the new file via E-mail.
2. Click Send Link if you want to send the document as a link to the PDF on the web, or click Send Copy to send a copy of the entire PDF as an attachment.
3. If you chose to send a link, your E-mail system will generate a message for you showing the URL to the document. Continue with the E-mail as you otherwise would.
4. If you chose to send a copy, your E-mail system will generate a message for you with the PDF attached to the document. Continue with the E-mail as you otherwise would.

Assessment Questions and Answers

1. What is the correct order of steps you must take to combine three HR documents and save them onto your device?

3	*Click* Combine .
4	*Click* .
6	*Click* Save .
2	*Choose the three HR documents you want to combine.*
5	*Enter a destination and file name for your new compilation.*
1	*Begin in the HR Documents module.*

2. What is the correct order of steps you must take to combine three HR documents and print them?

3	*Click* Combine .
1	*Begin in the HR Documents module.*
6	*Click* OK .
2	*Choose the three HR documents you want to combine.*
4	*Click* .
5	*Indicate the printer you want to use and the page(s) you want to print.*

Merge

Merge is an RMS feature that allows a user to connect more than one PDF from a folder or subfolder and save them into a single record. The Merge function is available in Report Documents, Other Parties, Suspect, Vehicles, Persons, Evidence Documents, Forms, HR Documents, Asset Documents, Fleet Service, Permit Documents, Warrants, Civil Processing, Pawn Tickets, and Inmate Documents.

Learning Objectives

1. Query the RMS for existing PDFs.
2. Merge two or more PDFs from the module you queried.
3. View the merged files.

Instructions for Each Objective

Query the RMS for existing PDFs.

1. Begin in a query screen in one of the modules listed above.
2. Use the outside slider bar to scroll to the bottom of the module.
3. Click 

to run a wildcard search. You will see a list of all existing PDFs in the system for this module.
4. If you see 

in the top, right quadrant of the screen, the list is large enough to take at least another screen.

Merge two or more PDF from the module you queried.

1. Select the PDFs you want to join by clicking the white box at the far left on the row of each.
2. Click 

.
3. The system will specify which of the documents it will use as a source for indexing. Note that, so you will be able to find your merged file when you want it.
4. Click 

to begin the merge process.

View the combined files.

1. Begin in the query screen of the module in which you merged files.
2. Click 

to run a wildcard search. You will see a list of all existing PDFs in the system for this module, including the new PDF you created by merging documents.
3. Click *Content* to view the joined file.

Assessment Questions and Answers

1. What is the correct order of steps you must take to merge two permit documents and save them onto your device?

5 or 7	*Click* Submit *.*
3	*Click* Merge *.*
4	*Note the document number the system will use as a source for indexing.*
8	*Note that the document used as a source for indexing appears in the list.*
6	*Go back to the Permit Documents query screen.*
2	*Choose the two permit documents you want to merge.*
5 or 7	*Click* Submit *.*
1	*Begin in the Permit Documents module.*
9	*Click <u>Edit</u> to see the merged documents.*

Index

Glossary

A

action taken
activities performed in the jail; jailer and inmate events

address designator
words that are a secondary party of an address line that help facilitate locating the address, can include but is not limited to “street,” “road,” ”avenue”

address prefix
directional indicators before an address that help facilitate locating and identifying the address; can include but is not limited to “north,” “south,” “east,” “west”

address suffix
directional indicators after an address that help facilitate locating and identifying the address; can include but is not limited to “north,” “south,” “east,” “west”

address type
specification of the kind of location given; can include but is not limited to “emergency,” “home,” “work,” “other”

agency requesting
specification of the organization that is asking for action or information; can include but is not limited to “ATF,” DA,” “DPS,” “FBI,” “ICE”

asset
an item that the agency owns

asset document
data that complements information about agency assets

asset document type
can include but is not limited to digital images, manuals, and/or warranties

asset management
information about agency equipment, vendors, and service information

asset type
specification of the type of item the agency owns; can include but is not limited to “computer,” “phone,” “uniform,” “weapon”

B

beat
an officer’s assigned or regular path or habitual round

bond type
the level of bail necessary to one can pay to get out of jail; can include but is not limited to “cash,” “surety,” “property”

booking charge information
data regarding a person in agency custody

booking class
the type of offense that caused the agency to take a suspect into custody; can include but is not limited to “assault with a deadly weapon,” “burglary,” “murder”

booking form
agency documents used to carry out jail procedures

C

CAD number
the designation that the agency assigns to a computer-aided dispatch

caliber
the approximate diameter of the barrel and extension of the projectile used in it, measured in inches or millimeters; can include but is not limited to “.22, “.38,” “.45”

case security level
the system access designation for officers; can include but is not limited to “IA,” juvenile,” “sworn,” “non-sworn”

case status
the condition of the action; can include but is not limited to “closed,” “cold,” “open,” “pending”

charge information
data about offenses, charge date(s), arresting officer(s), authorization, warrant number, and case number

civil processing
information about the document the agency is to serve

city
an incorporated municipality/urban/suburban center with definite boundaries and legal powers

civil processing attempt
an officer’s effort to deliver a civil document

civil service type
the type of document that the officer is to deliver; can include but is not limited to “child custody,” civil subpoena,” “eviction”

color
the aspect of an object that differing qualities of light reflected or emitted causes an observer to see; can apply to but is not limited to hair, eyes, skin, vehicles, and other objects

color description
the aspect of an object that differing qualities of light reflected or emitted causes an observer to see; can include but is not limited to “white,” “black,” “red,” “yellow,” “blue”

combine
an RMS feature that allows a user to join more than one PDF from a folder or subfolder to allow viewing, printing, and/or saving the joined files on one’s device

community
the district or locality in which an event has occurred

complexion
the natural color, texture, and appearance of the skin, especially of the face; can include but is not limited to “dark,” “fair,” “light”

contact information
identification and communication information about someone with whom the agency may have contact

court information
data regarding where the agency is to serve a warrant or other civil document

customer
one who buys goods and/or services

D

district
a division of an area (for administrative purposes)

document type
a record of information that complements an offense report; can include but is not limited to "audio recording," "fingerprints," "map," "photo"

E

employee status
the standing of one who works within the agency; can include but is not limited to "active," "administrative leave," "retired"

ethnicity
a quality of affiliation resulting from racial or cultural ties; can include but is not limited to "Arab," "Asian," "Native American"

evidence
something helpful in forming a conclusion or judgment

evidence document
data that complements information about items that are evidentiary

evidence document type
data that complements information about items that are evidentiary; can include but is not limited to "list," "photo," "receipt"

evidence room
repository for information regarding items from the Evidence and Property module; tracks the location within the evidence room of items in custody

eye color
a description of the hue of the iris; can include but is not limited to "heterochromic" (Each eye is a different color.), "blue," "brown"

F

facial hair
specification of the presence (or lack of) a beard and/or mustache; can include but is not limited to "beard, long," "beard, trimmed," "mustache," "goatee"

flag
specification of any affiliation(s) or characteristic(s) of a person in the system; can include but is not limited to "CHL holder," gang," history of drugs"

fleet management
information about agency vehicles

fleet service
information about service/maintenance of agency vehicles; can include but is not limited to warranties, service receipts, logs, photos

fleet service type
indication of the type of maintenance performed on a fleet vehicle; can include but is not limited to "oil change," tire care," "repair"

fleet status
indication of the condition of a fleet vehicle; can include but is not limited to "active," "on loan," "retired," "service"

form
documents the agency uses to carry out procedures; can include but is not limited to "criminal trespass warning notice," "investigation case supplement," "LAB-12 blood-urine kit lab submittal"

G

H

hair color
pigmentation of hair follicles; can include but is not limited to "black," "brown," "blond," "gray"

hair length
an observation of the longest dimension of one's hair follicles; can include but is not limited to "bald," "crew," "long," "short"

hate crime
a bias-motivated, criminal action in which a perpetrator targets a victim based upon his/her perceived membership in a certain group; can include but is not limited to "religion," "sexual orientation," "age," "ethnicity"

hazard type
classification of an item that poses a threat to life, health, property, or the environment; (risk = likelihood of occurrence x seriousness if incident occurred) can include but is not limited to "biological," "chemical," "explosive," "radiological"

height range
the measurement of the range of how tall one is; measured in feet and inches

housing
specification of where inmates are located within the facility; can include but is not limited to "A," "B," "detox tank"

HR contact information
employee address and phone number data

HR document
data that complements information about an employee's hiring process

HR document type
data that complements information about an employee's hiring process; can include "employee handbook," "employee packet," "I-9"

human resources
employee information

I

image history
information about when one entered an image into RMS; includes creation date/time and referenced document

incident type
an activity that is a violation or an irregularity that is not an accident; can include but is not limited to "gang tracking," "unlawful assembly," "zoning infraction"

inmate booking
information about processing an arrested person into custody

inmate contact information
address and phone number data about anyone whom the agency has taken into custody

inmate document
data that complements information about an incarcerated person

inmate document type
data that complements information about an incarcerated person; can include but is not limited to "booking packet," "photo," "tattoo," "video," "warrant"

inmate record
information about an incarcerated person

inmate status
condition of an incarcerated person; can include but is not limited to "in jail," "in jail contract," "in jail contract out," "released"

item status
condition of an item in agency custody; can include but is not limited to "checked out," "in evidence room," "returned to owner"

J

jail log
information about activity within the jail

jail officer
an officer who is responsible for duties within the jail

juvenile
one who is under the age of majority; in RMS, one must choose "Yes" or "No"

K

L

LEA
Local Enforcement Agency; Law Enforcement Agency

license
official or legal permission to do or own a specified thing

location stored
the specific place where the agency is keeping an item; can include but is not limited to "evidence room," "impound lot," "warehouse"

M

merge
an RMS feature that allows a user to connect more than one PDF from a folder or subfolder and save them into a single record

N

O

offense occurred
specification of where an crime took place; choices are “inside” and “outside”

offense report
a document that stores detailed information regarding law enforcement events

offense type
specification of a crime; can include information regarding the description, the code number, the citation number, the UCR (uniform crime report) code, the TIBRS (Texas Incident-Based Reporting System) designation, and the violated statute

officer list
list of officers who are responsible for duties within the agency

other parties
individuals who are involved in or associated with an offense report but who are not suspects

other parties type
individuals who are involved in or associated with an offense report but who are not suspects; can include but is not limited to “Amber Alert,” “associate,” “complainant,” “victim”

P

pawn ticket
a pawnbroker’s receipt for articles taken as security; a receipt for goods pawned

property
something tangible or intangible to which an owner has legal title

permit
a document giving permission to do a specified thing

permit contact information
address and phone number data for anyone whom the agency has issued a permit or license

permit document
data that complements information about a permit or license the agency has issued

permit document type
data that complements information about a permit or license the agency has issued; can include but is not limited to “application,” “insurance,” “permit”

phone type
the category of the telephone number information in RMS; can include but is not limited to "emergency contact," "employer," "home," "mobile"

person
one involved in an offense report in any capacity

premise type
the specification of the form of ground where an incident took place; can include but is not limited to "church," "residence," "school"

property status
condition of an item in agency custody that belongs to someone else; can include but is not limited to "checked in," "checked out," "damaged," "lost," "returned to owner"

Q

R

race
one of the group of populations that constitutes humanity; can include but is not limited to "Asian," "Black/African-American," "Caucasian," "Polynesian / Hawaiian"

rank
service status of an officer that determine seniority and responsibility; can include but is not limited to "chief," "captain," "deputy," "sheriff"

relationship to suspect
the connection between a person and one who is under suspicion; can include but is not limited to "daughter," "husband," "son," "wife"

report document
information that enhances an offense report, including but not limited to recordings, fingerprints, maps, narratives, photos, and spreadsheets

reporting area
a specific place where one has described an incident as having happened; can include but is not limited to "driveway," "hallway," "parking lot," "stairwell"

S

scanning station
the location where an officer has entered records into RMS; can include the name of the location as well as a range of ID designations

search mode
the method by which the system sorts returned information after a query; can include: "Hints Off," "Hints Off – Sorting Optimization On" (a blind search with no search data required; then the user can choose how to sort results by "Sort By"), and "Hints On – Manual Sorting" (search must use primary search fields the system identifies with an asterisk)

security level
the degree of access to which one has access to RMS; can include but is not limited to "max," "med," "min," "super max"

sex
term used to refer both to the two groups distinguished as males and females and to the anatomical and physiological characteristics associated with maleness and femaleness; choices are "male" and "female"

state
any one of the fifty political entities that shares sovereignty with the federal government of the United States of America

suspect
someone who is under suspicion

suspect type
specific sort of one who is under suspicion; can include but is not limited to "accomplice," "known associate," "person of interest"

T

TCIC
Texas Crime Information Center

TIBRS
Texas Incident-Based Reporting System

title of report
an identifying name for a detailed account of an activity; can include but is not limited to "daily," "janitorial," "observation," "recreation"

type of injury
a specific kind of harm to a person; can include but is not limited to “BFT” (blunt force trauma), “cut,” “GSW” (gunshot wound), “stab”

U

unindexed document
files that are in the records management system but do not necessarily link to any modules or other records

V

vehicle
a mode of transportation

vehicle category
a specific type of mode of transportation; can include but is not limited to “airplane,” “automobile,” “boat,” “motorcycle”

vehicle make
a specific brand name of a mode of transportation; can include but is not limited to “Ford,” “GM,” “Chevrolet”

vehicle status
the condition of a mode of transportation; can include but is not limited to “Amber Alert,” “damaged,” “stolen”

vehicle type
a specific kind of mode of transportation within the agency; can include but is not limited to “mobile command vehicle,” “patrol,” “transport,” “unmarked”

visit action
a type of act to classify a call to the jail; can include but is not limited to “completed,” “denied,” “incident,” “refused”

visit type
a type of call to the jail; can include but is not limited to “contact,” “home,” “legal,” “regular”

visitation log
information about visitors to the jail

W

warrant
a judicial writ authorizing an officer to make a search, seizure, or arrest or to execute a judgment

warrant class
the category of judicial write authorizing an officer to make a search, seizure, or arrest or to execute a judgment; can include but is not limited to “bench,” “Felony 1”

warrant service attempt
an officer’s effort to deliver a judicial writ authorizing an officer to make a search, seizure, or arrest or to execute a judgment

warrant status
condition of a judicial writ authorizing an officer to make a search, seizure, or arrest or to execute a judgment; can include but is not limited to “active,” “bonded,” “custody,” “recalled”

weight range
the measurement of the heaviness of a person; measured in pounds and ounces

X

Y

yesno list
designation of whether an officer must include a specific type of information (“yes” or “no”)

Z

ZIP code
United States Postal Service zone improvement plan designation