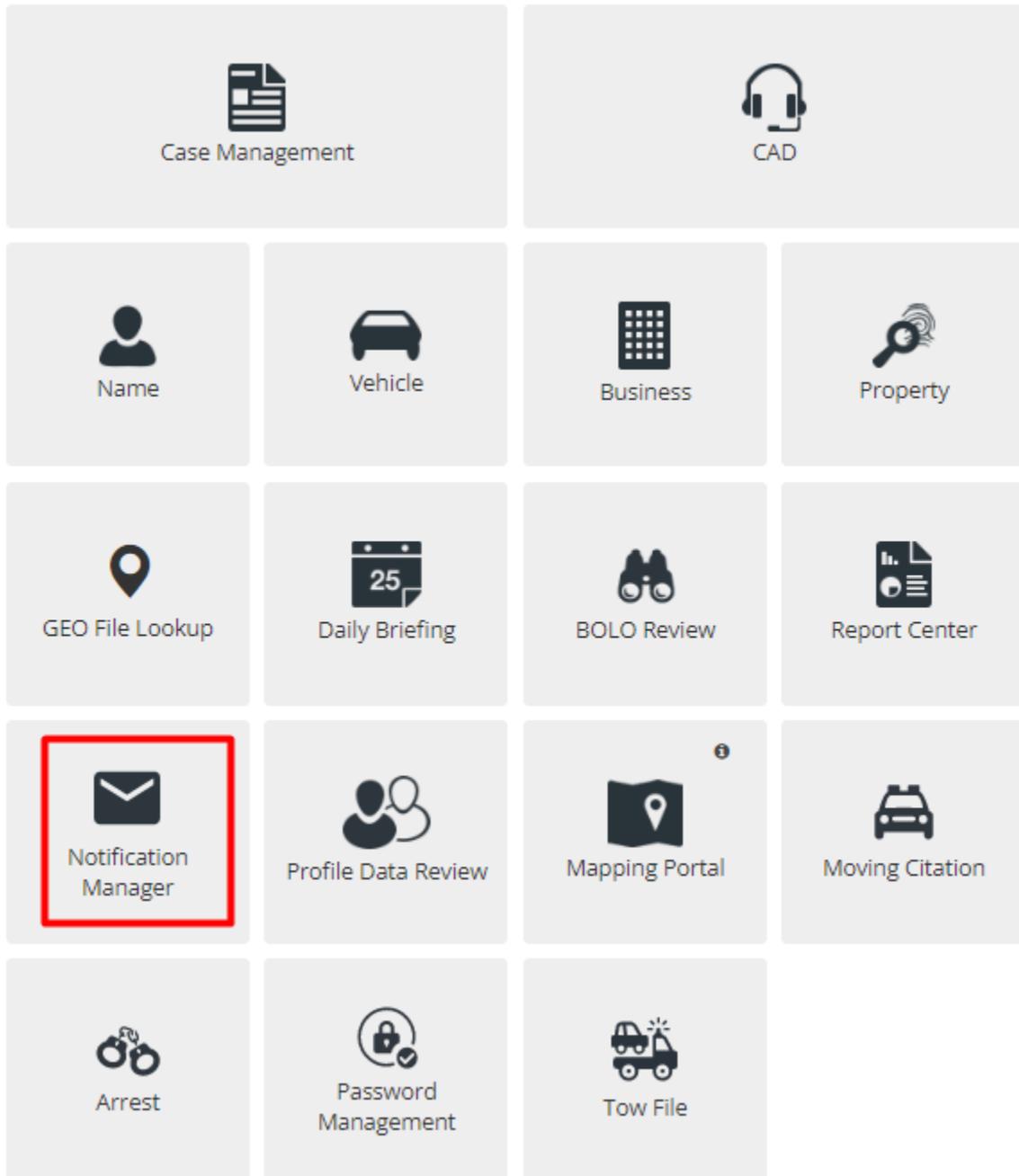


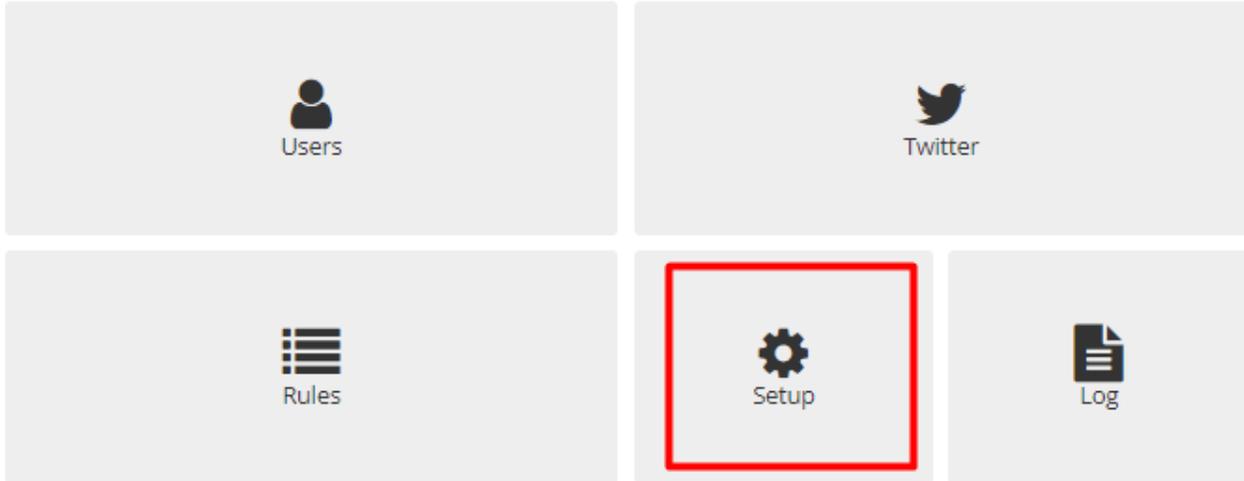
Notification Manager - Setup

Notification Manager is a way for a department to send out email notifications to both users within their ARMS system and anyone outside of their department that needs to receive notifications about certain events that occur at certain locations.

Go to the Notification Manager module on the ARMS home screen.



Find the Setup button on the home screen of the Notification Manager module.



Mail Details

Set up your Mail Server information by Navigating to Notification Manager>Setup>Mail Server and choose the email address and name that you would like to send this information out. You can usually find this information from your department's Mail Server Admin/Team.

A screenshot of the 'Mail Server Settings' configuration page. The page has a breadcrumb 'Home / Setup' and two buttons: 'Test Connection' and 'Save and Close'. The settings are as follows:

- Mail Server Type:** Radio buttons for 'SMTP' (selected) and 'Exchange'.
- Mail Server:** Text input field containing 'east.EXCH092.serverdata.net'.
- Port:** Text input field containing '587'.
- Use SSL:** Checked checkbox.
- Use the SMTP server authentication:** Checked checkbox.
- User Name:** Text input field containing 'notification@arms-mail.com'.
- Password:** Password input field with masked characters '.....'.
- Default Mail From:** Text input field containing 'notification@arms-mail.com'.
- Default Name From:** Text input field containing 'ARMS Notification'.

You can also limit the number of emails that send out at once and the interval (in minutes) that they send out.

Notification Emails

You can set whether you want certain emails to run/send out, what the email subject will be, the interval (in minutes) that they send out and if they expire when unable to send to a certain email.

Notification Settings

Mail Details

 Run Notificator

Twitter Details

Service Address



Database Command Timeout

sec

CAD

Case Log

Case Approval Process

Department Activity Recap

Media Log

Radio Log

Summary

Property Review

Investigative Assignment

Name Activity

Data Purge

Back to top

Mail Details

Sending Chunk Size

Sending Interval

min

Expiration Interval

hour

Twitter Details

Tweet Publication Chunk Size

Tweet Publication Interval

min

Expiration Interval

hour

CAD Notification

 Run

Mail Subject

Notification Interval

min

Expiration Interval

hour

Case Log Notification

 Run

Mail Subject

Notification Interval

min

Expiration Interval

hour

Case Approval Process Notification

 Run

Case Approval Mail Subject

Follow Up Approval Mail Subject

Supplement Approval Mail Subject

Department Activity Recap Notification

 Run

You can also choose to “Run Now” to send out any emails in the queue for that notification, or “Run Test” to test the notifications.

For Department Activity Recap, Media Log, Radio Log, Summary, Property Review, and Investigative Assignment Review, and Investigative Assignment Purge you’ll need to set the Notification Time for when they will send out every 24 hours.

- Mail Details
- Twitter Details
- CAD
- Case Log
- Case Approval Process
- Department Activity Recap
- Media Log
- Radio Log
- Summary
- Property Review
- Investigative Assignment
- Name Activity
- Data Purge
- Back to top

Department Activity Recap Notification

Run Run Now Run Test

Mail Subject: ARMS Department Activity Recap Notification Notification Time: 16:15:00

Media Log Notification

Run Run Now Run Test

Mail Subject: ARMS Media Log Notification Notification Time: 10:30:00

Radio Log Notification

Run Run Now Run Test

Mail Subject: ARMS Radio Log Notification Notification Time: 16:00:00

Summary Notification

Run Run Now Run Test

Mail Subject: ARMS Summary Notification Notification Time: 13:00:00

Property Review

Run Run Now Run Test

Mail Subject: ARMS Property Review Notification Notification Time: 0:15:00

Investigative Assignment

Run

Mail Subject: ARMS Investigative Assignment Notification

Case Approval Process Notification Emails

This cannot be assigned to users but will automatically apply to them as long as their Employee File in ARMS Setup has their email address attached. You can also change the subject lines for each.

Case Approval Process Notification

Run

Case Approval Mail Subject

ARMS Case Approval Process Notification

Follow Up Approval Mail Subject

ARMS Follow Up Approval Process Notification

Supplement Approval Mail Subject

ARMS Supplement Approval Process Notification

Data Purge

This will purge any unsent emails from your mail queue for the parameters that you input.

Data Purge

Run

Run Now

Purge Age

2

day

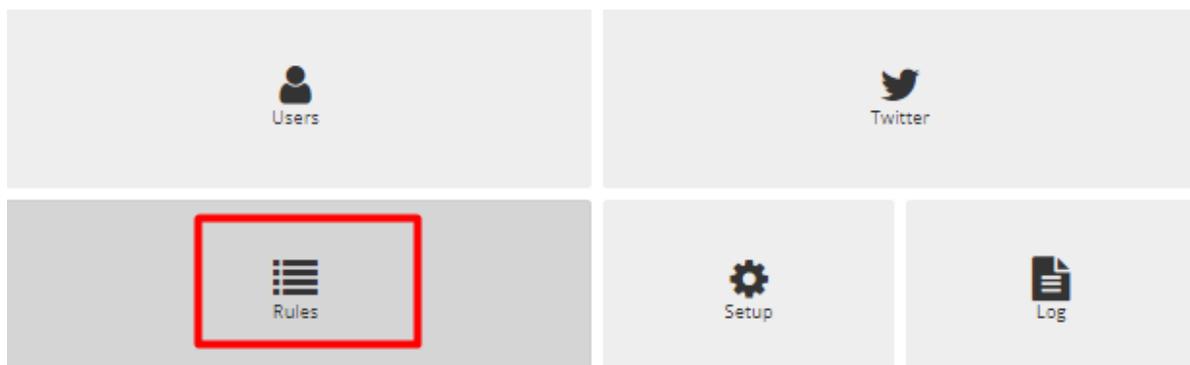
Purge Time

12:05:00



Notification Manager - Rules

Rules are used to create a subscription which generate an email, that a user can receive based on a specific crime code, specific location, all locations or all crime codes.



To set up Rules, go to Notification Manager > Rules > Add New

Rules
TEST RULE 3
TEST RULE 2
SUPERVISOR NOTIFICATIONS
WIRTH, JAYSON - CASE LOG CRIMES
TEST RULE
DOWNNS, JOSHUA - CAD & CASE LOG CRIMES
PATEL, ANDY - NEW RULE 1
EMPLOYE4, TEST - A
BANAHAN, LESLIE - CASE LOG CRIMES
MCKENZIE, ADAM - CAD & CASE LOG CRIMES

The first page shows General information about Rules, for this rule an Administrator can select from the types of Crime codes and location codes.

Home / Rules Delete Rule Save and Close

Test Rule 3

General info Rule Name*

Crime Codes

Locations

Subscribers

Active

CAD

Case Log Include Confidential Include Juvenile Include Sex Offense Include Sealed

If the Administrator wants this rule for all crime codes, check all the checkboxes.

The Next Tab is Crime codes, here an admin can choose from crime codes for which the users need to be notified of this rule. Similarly, the admin can create Rules for Locations.

Home / Rules Delete Rule Save and Close

Test Rule 3

General info **Crime Codes**

Class Description

Show selected only

Locations

Subscribers

Shown 1 to 10 records from 301 found

Class	Description	<input type="checkbox"/>
	against smthn	<input type="checkbox"/>
	FP2	<input type="checkbox"/>
	WALK IN REPORT	<input type="checkbox"/>
	Fire Alarm Panel Offline	<input type="checkbox"/>
	Fire Alarm Panel Online	<input type="checkbox"/>
	Foot Patrol	<input type="checkbox"/>
	Lunch Break	<input type="checkbox"/>
	Provide assistance outside jurisdiction	<input type="checkbox"/>
	Slip and Fall incident	<input type="checkbox"/>
	This is a test crime code	<input type="checkbox"/>

The administrator can set these rules and then assign them to users or subscribers. Subscribers can be searched and selected by using the search option in this.

Home / Rules

Delete Rule Save and Close

SUPERVISOR NOTIFICATIONS

General info

Crime Codes ⁹ Show selected only

Locations

Subscribers ⁴

Shown 1 to 10 records from 757 found << < > >>

Name	Email	Active	<input type="checkbox"/>
ZTEST, TEST		Yes	<input type="checkbox"/>
ZTESTS, TEST		Yes	<input type="checkbox"/>
AAA, AAA		Yes	<input type="checkbox"/>
ABRAHAM, MICHAEL		Yes	<input type="checkbox"/>
ACKER, SCOTT		Yes	<input type="checkbox"/>
ADAM, KOURTLAND LAMAR		No	<input type="checkbox"/>
AIRPORT, MEMPHIS		Yes	<input checked="" type="checkbox"/>
AIRPORT, MEMPHIS		Yes	<input type="checkbox"/>
AISD, ANGLETON		Yes	<input checked="" type="checkbox"/>
ALBERTSON, KRISTEN		Yes	<input type="checkbox"/>

Department users can set up Rules for a specific user by going to Notification Manager>Users>Select User and going to Rules Tab. On this tab, rules can be selected for that user.

Home / Users

Save and Close

AIRPORT, MEMPHIS

General info

Rules ¹

Name Show selected only

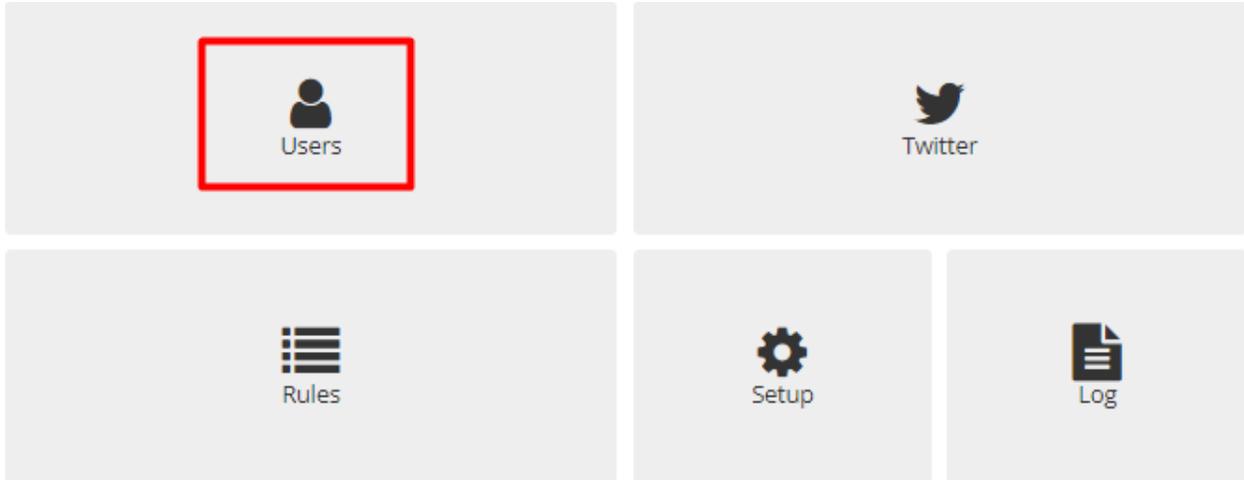
Found 1 record << < > >>

Name	Active	CAD	Case Log	Confidential	Juvenile	Sex Offense	Sealed	<input type="checkbox"/>
SUPERVISOR NOTIFICATIONS	Yes	Yes	Yes	Yes	Yes	Yes	No	<input checked="" type="checkbox"/>

Notification Manager - Users

Users can be anyone/department that has an email address. The only required fields are a First Name, Last Name, and Email Address. You can also use this with a departmental email or distribution list that sends out to multiple users.

Find the Users button on the home screen of the Notification Manager module.



Select a current User or choose Add New to create a new one.

Users	+ Add New	Search
SHAH, JANKI		
BAILEY, CASSANDRA		
ASH, JEANETTE		
AIRPORT, MEMPHIS		
AISD, ANGLETON		
RIZZO, ANTHONY		
WIRTH, JAYSON		
DOWNNS, JOSHUA		
COLLEGE, CURRY		
SHERIFF, TATE COUNTY		

General Info

Here you'll need to input a First Name, Last Name, Middle Name and Email Address. You can then mark the user as Active/Inactive and mark whether they receive Public Information only or not.

Active/Inactive can only be unchecked if this is a User-created outside of the department. Active employees will automatically be active.

Public Information only will remove the narrative from any Case Log notifications and the notes/police notes from any CAD notifications.

Home / Users

Save and Close

WIRTH, JAYSON

General info

Last Name

First Name

Rules

Middle Name

Email

Active
 Public information only

Rules

Here you can select the rules this user is subscribed to. You can search by Rule Name and choose to only show the subscribed rules or show all. You can check each rule separately or select the checkbox in the header to select all or select none.

Home / Users

Save and Close

WIRTH, JAYSON

General info

Name

Show selected only

Search

Rules

Shown 1 to 10 records from 21 found

Name	Active	CAD	Case Log	Confidential	Juvenile	Sex Offense	Sealed	<input type="checkbox"/>
BANAHAN, LESLIE - Case Log Crimes	Yes	No	Yes	No	No	No	No	<input type="checkbox"/>
BRYANT, MICHAEL - CAD & Case Log Crimes	Yes	Yes	Yes	No	No	No	No	<input type="checkbox"/>
BRYANT, MICHAEL - CAD Crimes	Yes	Yes	No	No	No	No	No	<input type="checkbox"/>
DOWNS, JOSHUA - CAD & Case Log Crimes	Yes	Yes	Yes	No	No	No	No	<input type="checkbox"/>
Employee4, Test - A	No	No	No	No	No	No	No	<input type="checkbox"/>
FOWLER, DEVIN - CAD & Case Log Crimes	Yes	Yes	Yes	No	No	No	No	<input type="checkbox"/>
FOWLER, DEVIN - CAD Crimes	Yes	Yes	No	No	No	No	No	<input type="checkbox"/>
FOWLER, DEVIN - Case Log Crimes	Yes	No	Yes	No	No	No	No	<input type="checkbox"/>
JOLLY, AARON - CAD Crimes	Yes	Yes	No	No	No	No	No	<input type="checkbox"/>
Kohliem, Jay - CAD & Case Log Crimes	Yes	Yes	Yes	No	No	No	No	<input type="checkbox"/>

Individual Alerts

These alerts will send out automatically at the interval specified in the Notification Manager Setup. They will be put into the mail queue when a CAD event or Case Report is created.

Individual alerts

- Case Log
- CAD
- Name Activity

Below is a description of each:

Case Log – Sends out information on the Case Report based on what the officer has filled out. Remember: The narrative will only show for users that do not have the Public Information Only box checked.

CAD – Sends out information on the CAD Event based on what the dispatcher has filled out.

Name Activity – Sends out information for any Case Report or CAD Event that a name record is added to that the users are subscribed to. This is only for Users with access to ARMS. They will need to choose the names they are subscribed to on their own by going to the Names module on the ARMS home screen and choosing the “Subscribe” button.

The screenshot shows the ARMS interface for the 'Names' module. The breadcrumb is 'Home / Names'. The user profile 'FOWLER DEVIN' is displayed. On the right, there are three buttons: 'Subscribe' (highlighted with a red box), 'Print', and 'Save'. Below the buttons is a form with the following fields: Last Name* (FOWLER), First Name* (DEVIN), Mid Name, Suffix, DOB (07/18/2019), Race* (UNKNOWN), and Sex* (MALE). The left sidebar contains navigation options: DASHBRD, SEARCH, and CASE.

24 Hour Summaries

These alerts will send out automatically at the Notification Time specified in the Notification Manager Setup. They will be put into the mail queue when a CAD event or Case Report is created.

24 hour summaries

- Case Log
- CAD
- Department activity recap
- Media Log
- Radio Log

Below is a description of each:

Case Log – Sends out information on all Case Reports created within 24 hours based on what the officer has filled out. See Individual Alerts for an example.

CAD – Sends out information on all CAD Events created within 24 hours based on what the dispatcher has filled out. See Individual Alerts for an example.

Department Activity Recap – Sends out a summary of the types of calls and the amount of time for each type of call.

Media Log – Sends out information regarding any calls that are checked to appear in the “Media Log” in the Crime Code from ARMS Setup. This will show public information only.

Radio Log – Sends out a recap of the calls in the radio log and does contain Police Information/Notes from the call.

Daily Notifications

These alerts will send out automatically at the date specified on each module.

Daily notifications

- Property Review
- Investigative Assignment Review
- Investigative Assignment Purge

Below is a description of each:

Property Review – Sends out on the Review Date specified on the piece of property.

Investigative Assignment Review & Purge – Sends out based on the Review Date and Purge Date, respectively, specified on the “Assign for Investigation”.

Case Approval Notifications

These alerts will send out automatically to the destination user or origin user when a Case Report is Submitted for Approval, Kicked Back, Approved, or Final Approved and they are set to run in the Notification Manager Setup. The employee must also have their email in their Employee File in the ARMS Setup.

Below is a description of each:

Submission – When an origin user submits a Case Report to the destination user.

Kicked Back – When a destination user kicks back a Case Report to the origin user.

Approved – When a destination user approves a Case Report from the origin user.

Final Approved – When a destination user final approves a Case Report from the origin user.