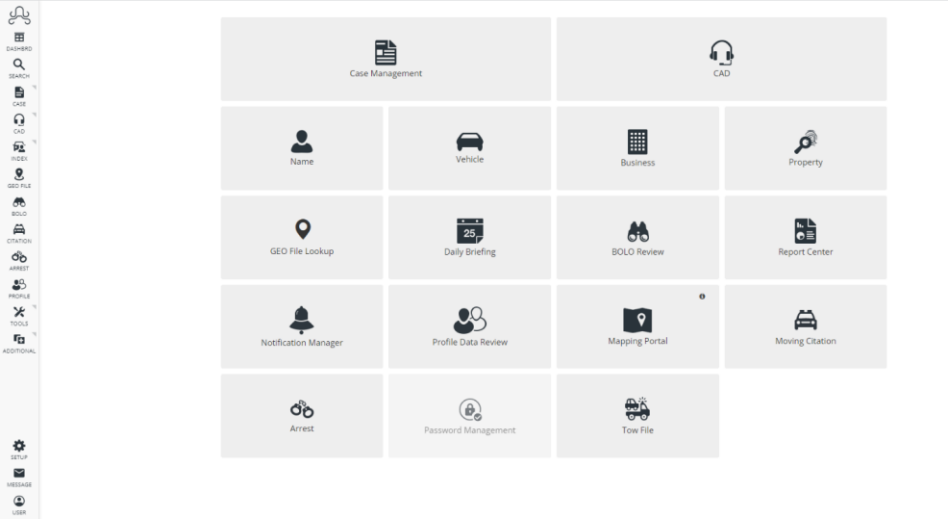
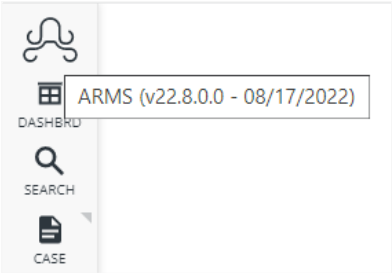
ARMS Mobile Website Overview

The first screen that officers see after login is the Home Screen, as shown below. This screen will provide the Officer access to each section of ARMS Mobile.



Officers can check the current version of their ARMS by hovering over the ARMS logo at the upper left corner of the page. This can also be considered a home button, so no matter where the Officers are on the ARMS Mobile website, clicking on that logo will bring them back to the Home Screen.

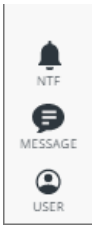


At the bottom left corner of the page, the Officer can see three buttons named "NTF", "Message" and "Officer".

Commented [DF1]: We don't need to capitalize "officer" unless it is we're talking about a field or button in ARMS where it's capitalized

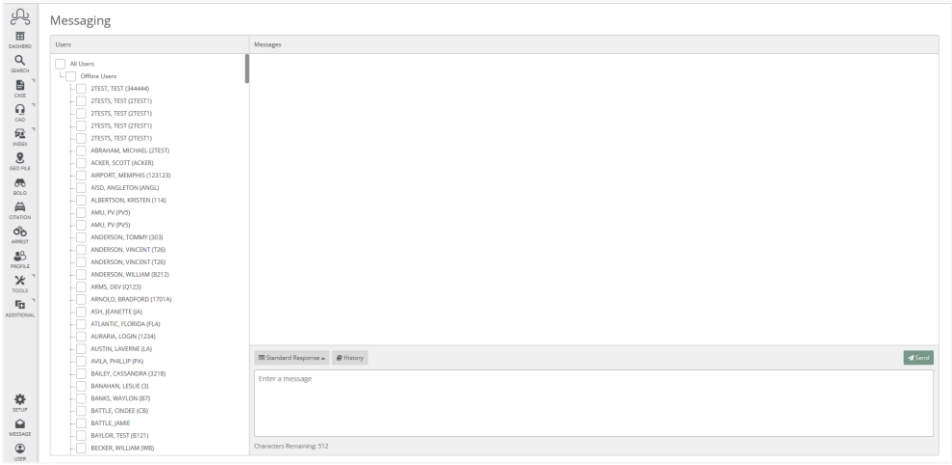
Commented [DF2]: Try to make all photos a larger size for the users to be able to see the screenshots more clearly

Commented [DF3]: so no matter



The First option is "NTF", which notifies the Officer when they receive any notifications.

The "Message" button with the envelope icon will take the Officer to the Instant Messaging page. This page is for communicating with other officers, dispatchers, and administrators through the ARMS system. This is also where Officers are alerted if they have a case submitted, approved, or kicked back to them.



The "Officer" button has a small menu with multiple options that appear when the officer clicks the button.

Commented [DF4]: notifies the officer

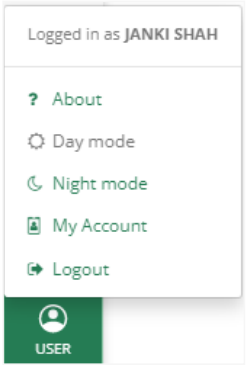
Commented [DF5]: any notifications

Commented [DF6]: submitted, approved, or kicked back to them

Commented [DF7]: The "Officer" button

Commented [DF8]:

Commented [DF9]: appear when the officer clicks the button.

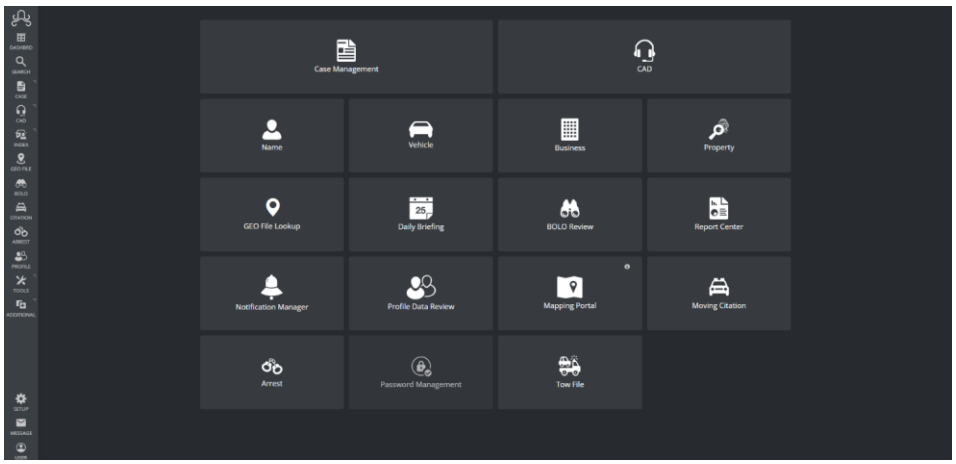


The very first option is "About". It shows the ARMS version number and information about their department according to their ARMS Support Site records. It includes information such as Site name, Department Name, Address, Chief of Police, Chief Police Email Address, Next Support Due date, Invoice Address, Invoice for the department, and email address that the invoice will be sent.

Commented [DF10]: information about their department according to their ARMS Support Site records

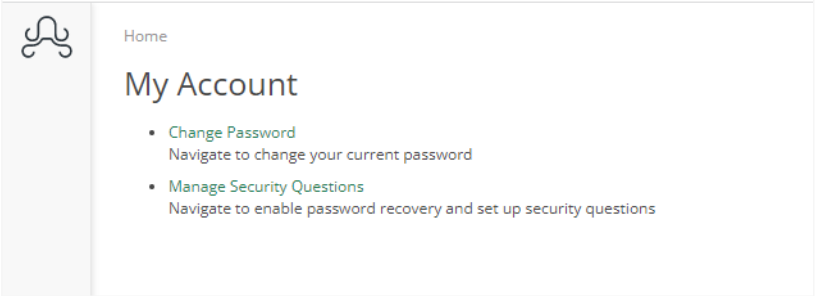
Commented [DF11]: Address that the invoice will be sent.

Under that, a button lets the Officer toggle between day mode and night mode. Day mode has a white background so that the dark icons are easier to see in sunlight, and night mode has a background so that the site is not too bright. Below is an example of the Home Screen in night mode.


DASHBOARD
SEARCH
CASE
CAD
INDEX
GEO FILE
BOLO
CITATION
ARREST
PROFILE
TOOLS
ADDITIONAL
SETUP
MESSAGE
Case Management
CAD
Name
Vehicle
Business
Property
GEO File Lookup
Daily Briefing
BOLO Review
Report Center
Notification Manager
Profile Data Review
Mapping Portal
Moving Citation
Arrest
Password Management
Tow File

Next to it is "My Account", which allows Officers to change the password for their account and Manage Security Questions to enable password recovery, if they have permission.

Commented [DF12]: recovery, if they have permission.

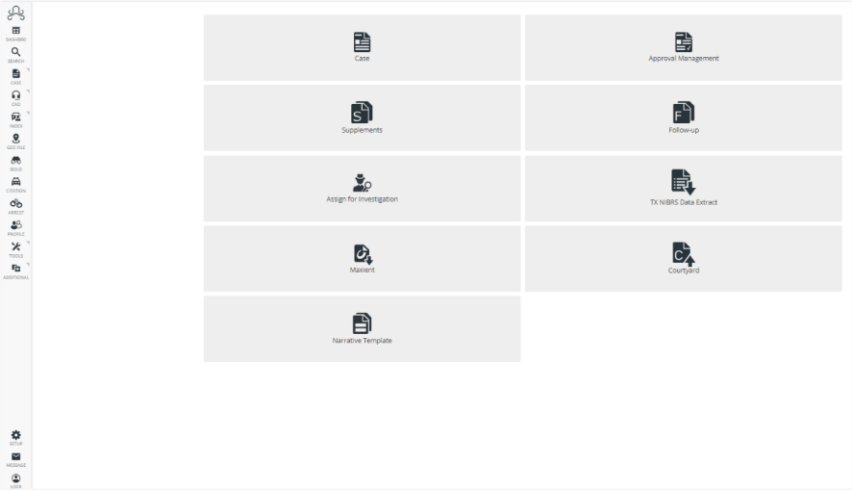


The final button on the menu is the "Logout" button for when Officers are done in ARMS and need to log out or log in as a different Officer.

Officer Case Management Basics

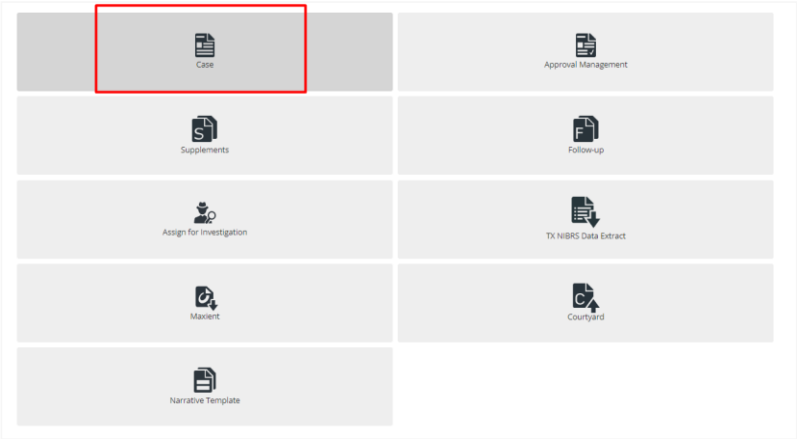
Case Management Overview

The Case Management module allows the Officer to search, view, and edit Case records within ARMS. Officers can manage Case records through Case, manage approvals through Approval Management, manage supplements through Supplements, attach Follow-Up reports, assign for Investigation, TX NIBRS Data Extract, Maxient, Courtyard, and manage templates for Narrative through Narrative Templates.

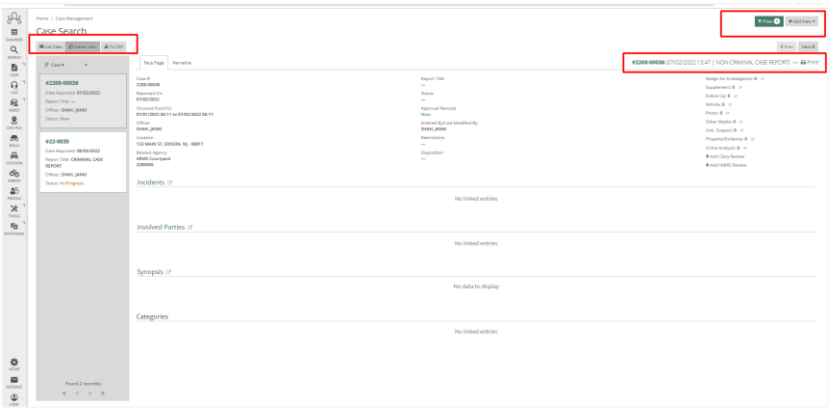


Case Module

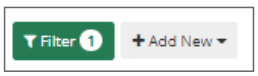
In this module, Officer can manage Case records. To go to "Case", go to Home-screen>Case management>Case.



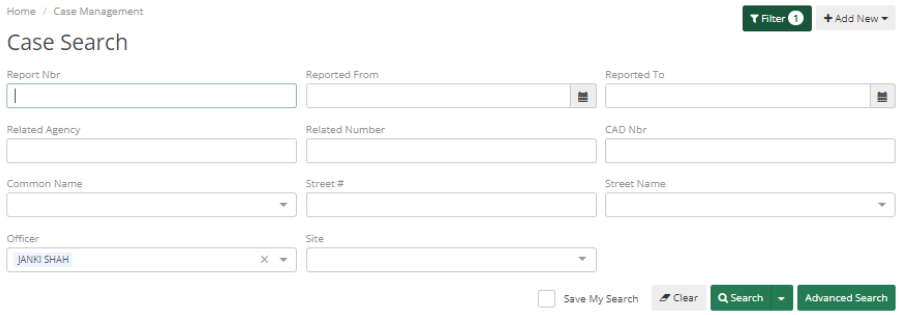
When first opening the Case module, the Officer will see the Last 10 Cases list (Here it displays only two records as two records are added). This is a list of the 10 most recently created, or modified, Case records that are associated with the Officer.



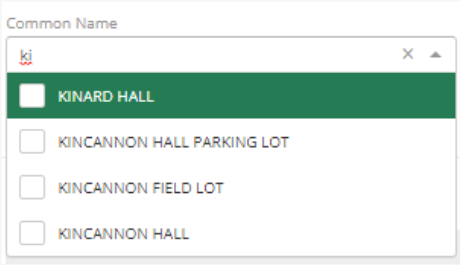
On the top right corner, the Officer can see two options Filter and Add New. Add New allows the Officer to add new cases and filter helps the Officer to filter data and view a list of records according to it.



The Case Search form allows the Officer to search Case records based on a combination of the search parameters of Report Number, Related Agency, Related Number, Common Name, Street Name, CAD Number, Date Reported On (to and from), and Officer. By default, all cases are filtered as per the officer logged in.

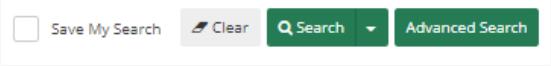


Certain fields will display a drop-down menu when the Officer starts typing in that search parameter. The drop-down menu will show the top 5 matches to what the Officer has typed in the field. The Officer can see below that where I have typed "Ki" into the Common Name field, it displays the top 5 matches.



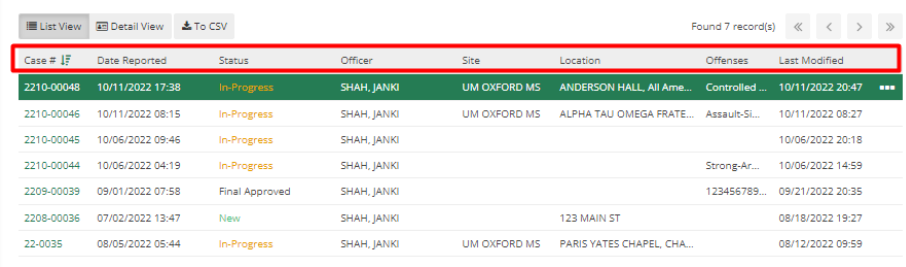
To view the complete record of a Case in the list, simply click on the row; this will open the Case record for viewing/editing/etc. based on Officer permissions.

To save time Officers can use the advanced search option and save their search, so each time they log in they will see data as per their saved filter.



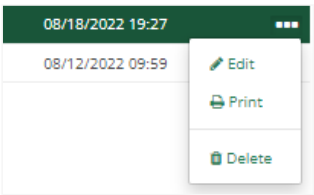
Case records can be displayed in two ways List view and Detail view. Officers can switch between those as desired. Each row in the list view represents a Case record, displaying the Report Number, Date Reported, Case Status, Name of the officer to whom the case is assigned, site, Location, Offenses, and Last modified date.

By clicking on the header, the Officer can sort data in ascending and descending order. By clicking on the case number, the Officer can see other information about that case.

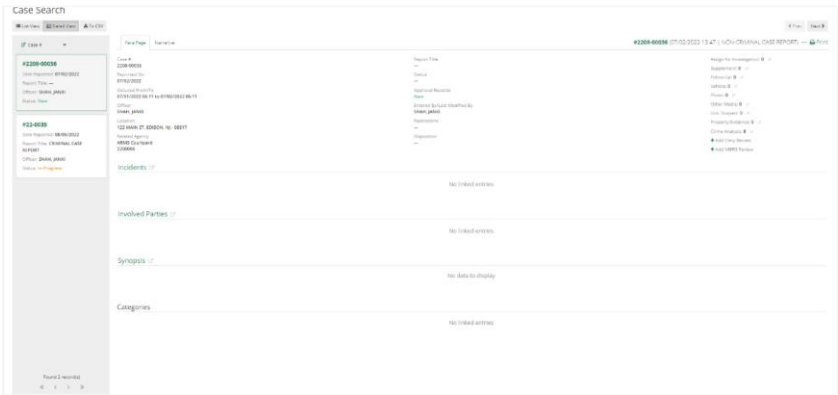


Case #	Date Reported	Status	Officer	Site	Location	Offenses	Last Modified
2210-00048	10/11/2022 17:38	In-Progress	SHAH, JANKI	UM OXFORD MS	ANDERSON HALL, All Ame...	Controlled ...	10/11/2022 20:47
2210-00046	10/11/2022 08:15	In-Progress	SHAH, JANKI	UM OXFORD MS	ALPHA TAU OMEGA FRATE...	Assault-Si...	10/11/2022 08:27
2210-00045	10/06/2022 09:46	In-Progress	SHAH, JANKI				10/06/2022 20:18
2210-00044	10/06/2022 04:19	In-Progress	SHAH, JANKI			Strong-Ar...	10/06/2022 14:59
2209-00039	09/01/2022 07:58	Final Approved	SHAH, JANKI			123456789...	09/21/2022 20:35
2208-00036	07/02/2022 13:47	New	SHAH, JANKI		123 MAIN ST		08/18/2022 19:27
22-0035	08/05/2022 05:44	In-Progress	SHAH, JANKI	UM OXFORD MS	PARIS YATES CHAPEL, CHA...		08/12/2022 09:59

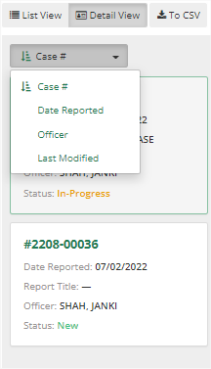
Three dots at the end of each row shows options such as edit, print, and delete. By using that, the Officer can edit, print, or delete that case.



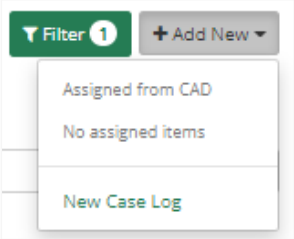
By selecting the Detail view option, the case can be viewed in detail straight from the main screen with the Next and Previous options. Officers can see all details related to the case. The Face Page and Narrative tab allow the Officer to view all aspects of the case without navigating to other screens. On the left, Officers can see case numbers and they can scroll and select the case they wanted. Officers can sort case numbers in ascending or descending order as the Officer was doing in List view.



Officers can change the order of cases by Case Number, Date Reported, an Officer, or by the Last Modified Date.

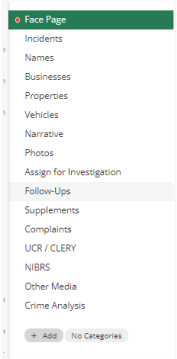


To add a Case record, click the Add New button in the top-right corner of the page. From there Officer will need to select New Case Log.

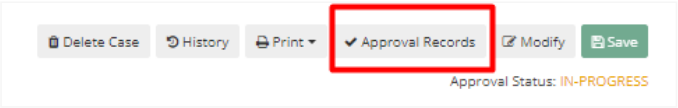


The case Officer will add is either Criminal or Non-Criminal. As per the case type, a few case types are set as "Criminal" by an administrator of the Officer's department. If the Officer selects a case with a Criminal type, then they must fill in the details required in a criminal case.

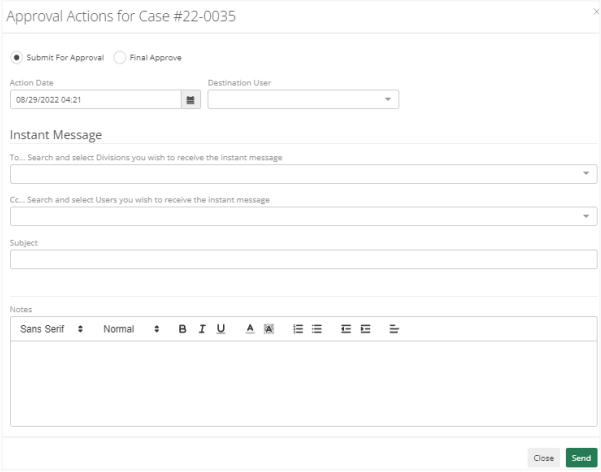
Once they have selected a Case record or created a new Case record, the Officer can then add information to or edit information in the different tabs of the Case record. These tabs are Face Page, Incidents, Names, Businesses, Properties, Vehicles, Narrative, Photos, Assign for investigation, Follow-Ups, Supplements, Complaints, UCR/CLERY, NIBRS, Other Media, and Crime Analysis. Any field that requires information will display a red exclamation dot next to the tab name.



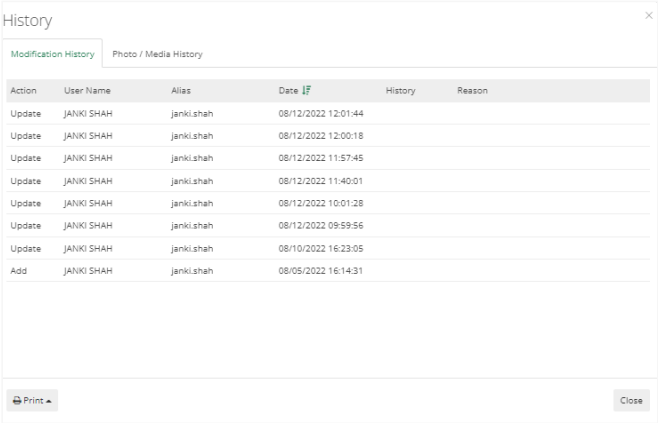
Once the Officer has finished filling out the Case report, the Officer can select the Approval Records button in the top right corner and submit the Case for Approval.



This will require Officer to choose a Destination Officer. The officer can add a division to also Instant Message or CC a specific Officer other than the Destination Officer, add a subject and notes to the submission.



To view the Case's Approval History, go to the History button from the top-right corner and click on it. In this tab, Officer can see Modification History as well as Photo/Media History. Officer can see a copy of the case report before the modification was made, so it can be downloaded in the case where it's required.



On clicking of Add New Case button, the officer will be navigated to the screen which contains an auto-generated Case number on the top. It can be edited if the Officer has the permission of editing it.

With the click of Modify button, the officer can start filling in data. Red dots in front of any tab indicates that the officer needs to fill in data to successfully add a new case. Officer can also click on this red dot, and it will show a message indicating the fields which are required.

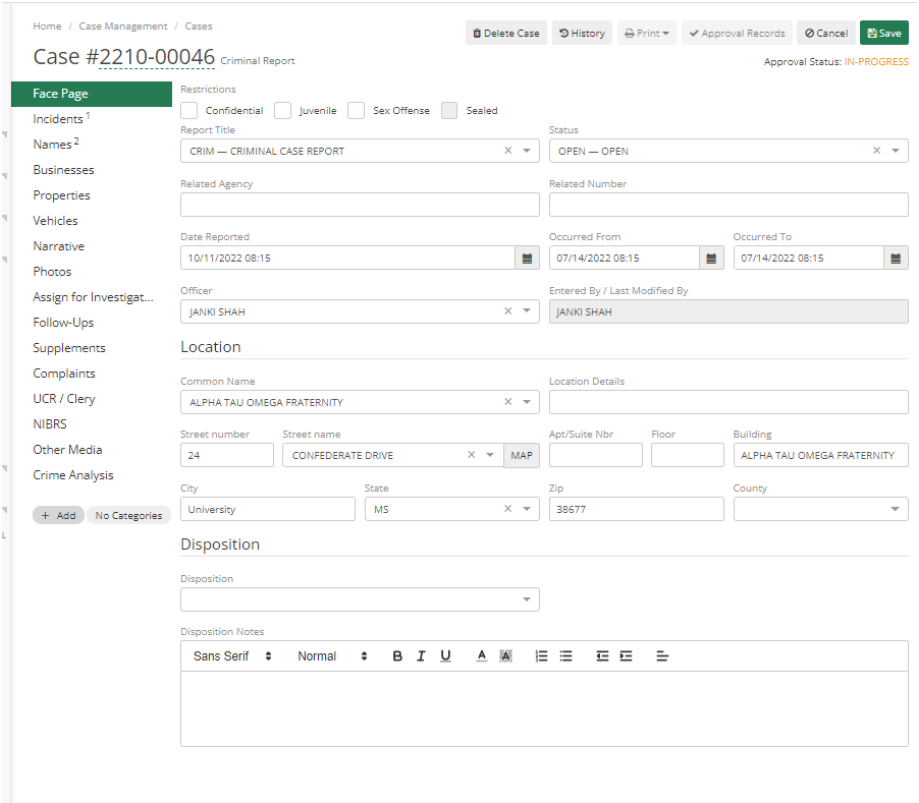
If any information needs to be added in any drop- then that can be added by the Administrator of your department. They can add/edit it in Code List and once added it will appear in that dropdown.

Face Page

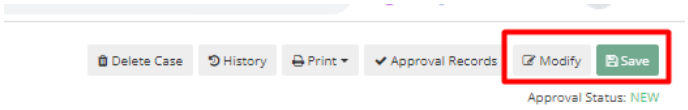
For the Face page, the required fields are "Report Title" and "Status". Select as per your case from the drop-down.

If any department within your city or colony or area helps in that case then Officer can Related agency and related number

There are four checkboxes on the top they are "Confidential", "Juvenile", "Sex Offense", and "Sealed", Only officers who have access to this can check or uncheck them for others it would be disabled. If one of these checkboxes is checked for any case and officers are not able to search that case, then it would be because Officer might not have access to such type of case.

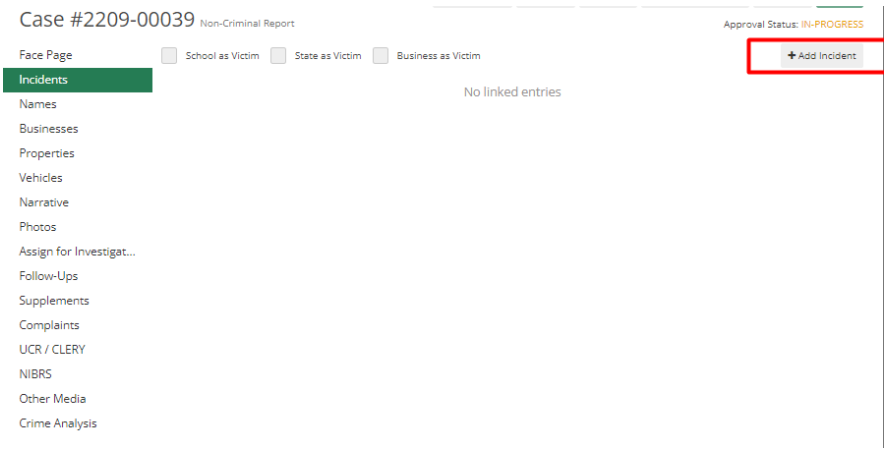


Officers will only be able to add details once they click Modify button and Hit Save to save added details for that case.

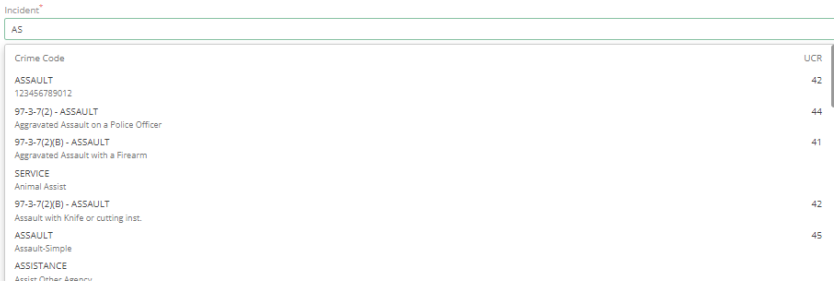


Incidents

If the case is issued by CAD, it will show "Dispatch" as a Crime Code. Dispatchers use this code for Aggravated assault, officers need to remove it and add more details by clicking on the "Add Incident" button.



The officer should type the incident in the incident field, and it will show the incident list to select from. It will show a list when the user starts typing.



Once the officer selects an incident, it will automatically fill in a few fields. This information is attached by Admin with the type of Incident and will be prefilled once it is selected by an officer.

All other fields are only added by the person who is reporting the issue. For officers, Incident type is the only required field.

Home / Case Management / Cases / #2210-00046

Done

Adding incident

Incident*
AGGRAVATED ASSAULT ON A POLICE OFFICER

Code Section
97-3-7(2)

Crime Class
ASSAULT

UCR Data
44

Clery Crime Type
4

NIBRS data
13A

Domestic Violence
- [ ] Domestic Violence Related
- [ ] Senior Citizen Involved

Weapon Type (UCR)
( ) N ( ) F ( ) K ( ) P ( ) O
N-None, F-Firearm, K-Knife, P-Personal Weapon (hands firsts or feet), and O-Other Damage

Type of Weapon/Force Involved (No more than 3 items)
N\A

Type Of Criminal Activity (No more than 3 items)
N\A

Attempted/Completed
Completed

HATE
N\A

Location Type
RESIDENCE/HOME/APT/CONDO

Bias Motivation
NO BIAS

Number of Premises Entered

Method of Entry
N\A

Offender Suspected Of Using
- [ ] Alcohol
- [ ] Computer Equipment
- [ ] Drugs/Narcotics
- [x] Not Applicable

Gang Information
- [ ] Juvenile Gang
- [ ] Other Gang
- [x] None/Unknown

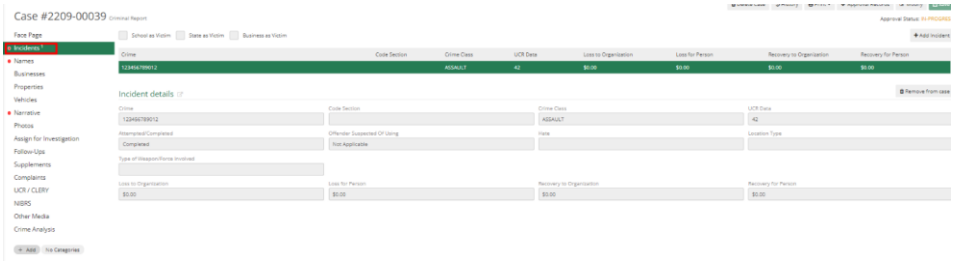
Loss to Organization
0.00

Recovery to Organization
0.00

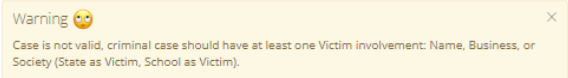
Loss for Person
0.00

Recovery for Person
0.00

Once Officer clicks on "Done", it will add the Incident to the case.



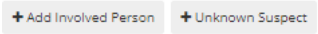
All data are added still it shows a red dot in an incident tab, it is related to the Names and Business tab. With the click of a red dot, it will show the reason. This dialog shows that criminal case requires victim details.



If the victim is a school, state, or business, the officer needs to check the mark-related checkbox at the top. If the victim is an individual, an officer can ignore this and move to the Names tab. If the business is a victim, then select the checkbox on top and add details in the Business tab. If there is a drug Charge, then nobody is a victim except the state. So, the officer needs to check "State as a Victim".

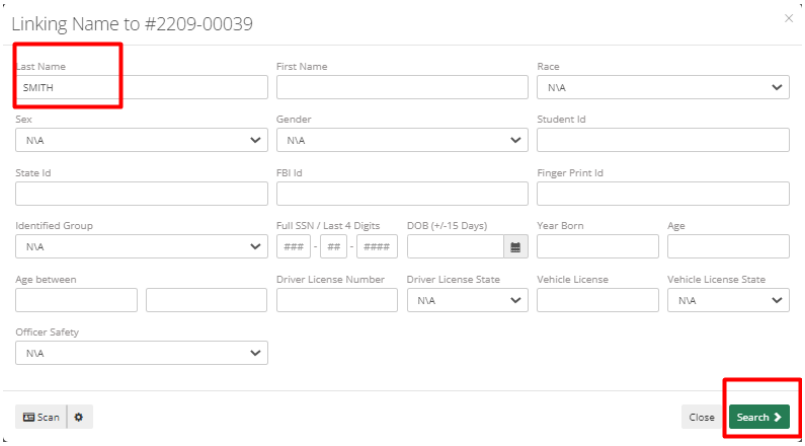
Names and Unknown Suspects

The red dot in Names indicates that there is a need for Victim details. To add victim details, click on Add Involved Person button on the top right corner of the screen.

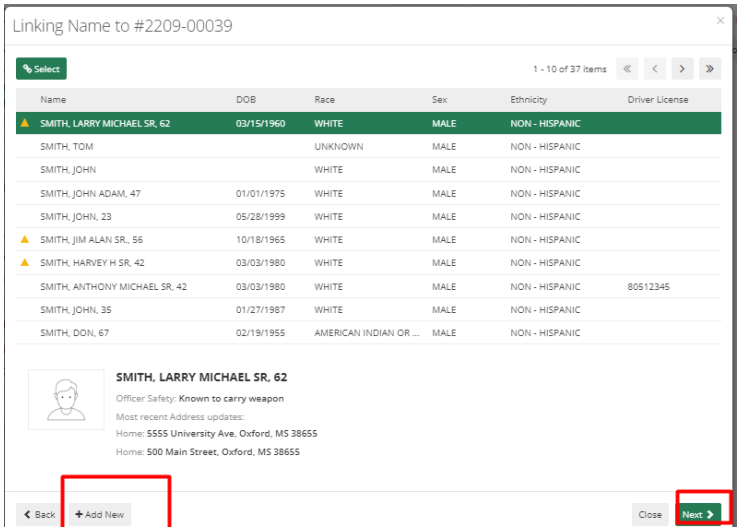


Adding Involved Person

The first thing this does is to ask the officer to search first before adding it as a new entry to avoid duplicity of records. After adding the Last name officer can hit the Search button.

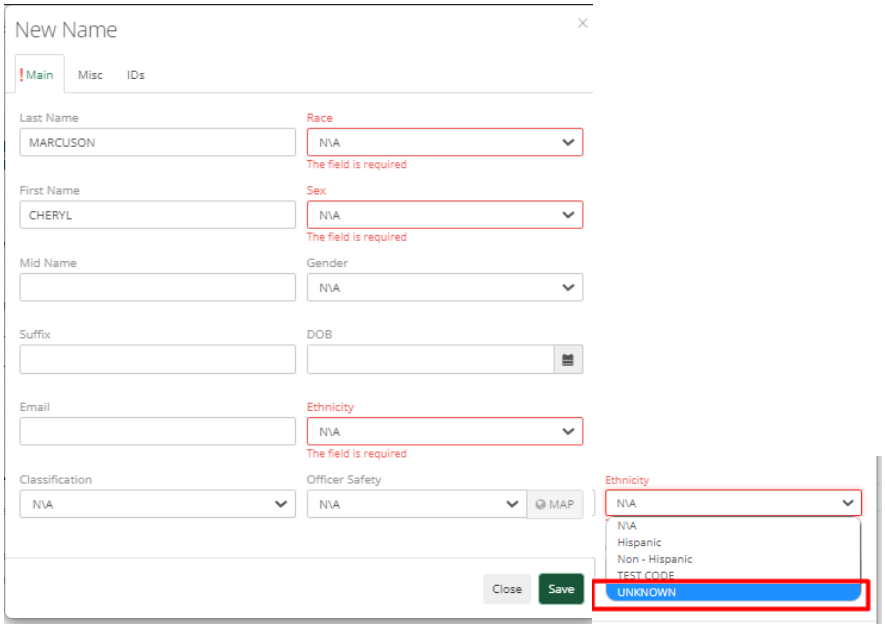


If there is no name matching or if the name is not what Officer is searching for then they can hit the "Add New" button on the bottom left corner of the screen or if they found whom they are looking for, then they can select the person from the list and hit "Next".

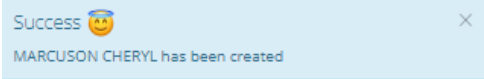


It's better to search small like just entering the last name, once you click on Add New button it will show all details prefilled that you added for the search. Race, Sex and Ethnicity are required fields, in case you don't know any of them you can select Unknown from the options. Multiple optional fields can also be added by an officer.

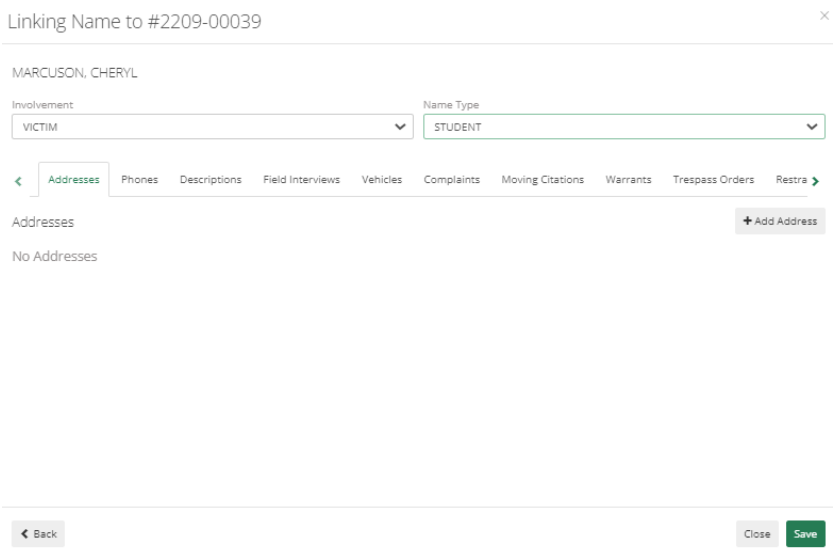
The Misc. tab is not used by all departments, some may use and some may not.



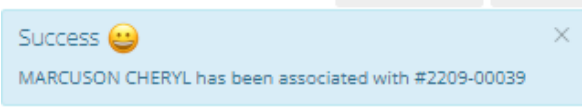
IDs tab allows to add users ID details like SSN (Social Security Number), FBI Id, Driver's License, Finger Print Id, Driver's License State, Alien Id, Student Id, CII number, and State Id. Once the officer hit the "Save" button, it will add that person to the Names List of ARMS.



After the officer receives the success message, ARMS will prompt him to link the name in ARMS, which requires him to enter the person's involvement and name type. Other than that, there are multiple other fields that an officer can add like Addresses, Phones, Descriptions, Field Interviews, Vehicles, Complaints, Moving Citations, and Warrants. Trespass Orders, Restraining Orders, Notes, Photos, Other Media, Licensing, Aliases.

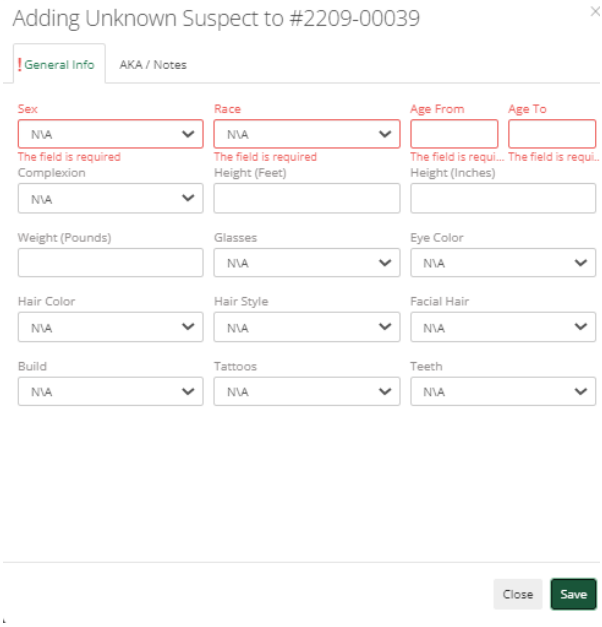


After hitting Save, now it will show a success message associating a name with the Case.



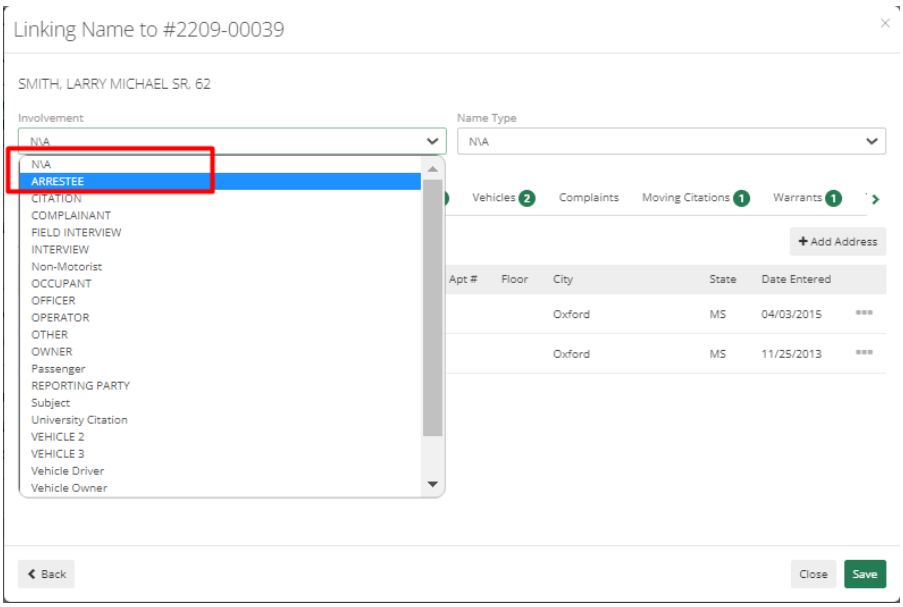
Adding Unknown Suspect

The required fields are Sex, Race, Age from, and Age to. The rest is up to the officers. They can provide as many details as they know. Like name if the officer does not know the details, then they can select Unknown from the list.

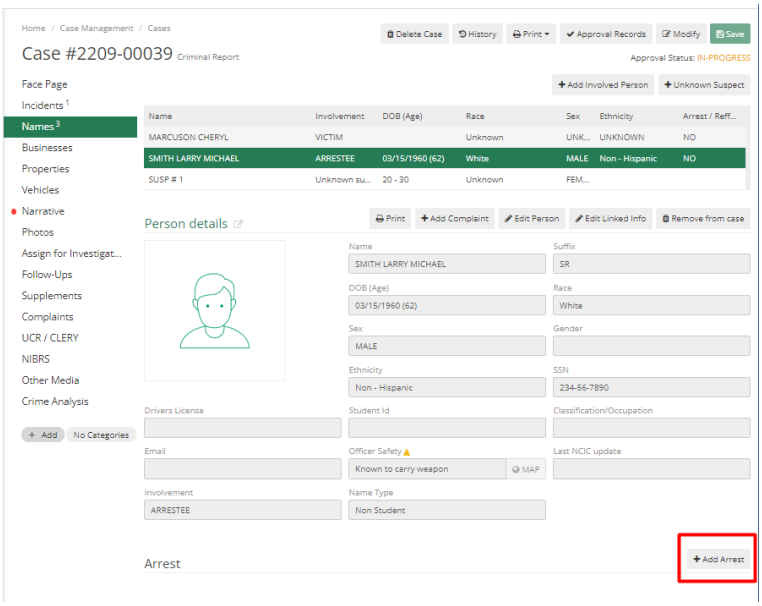


Arrests

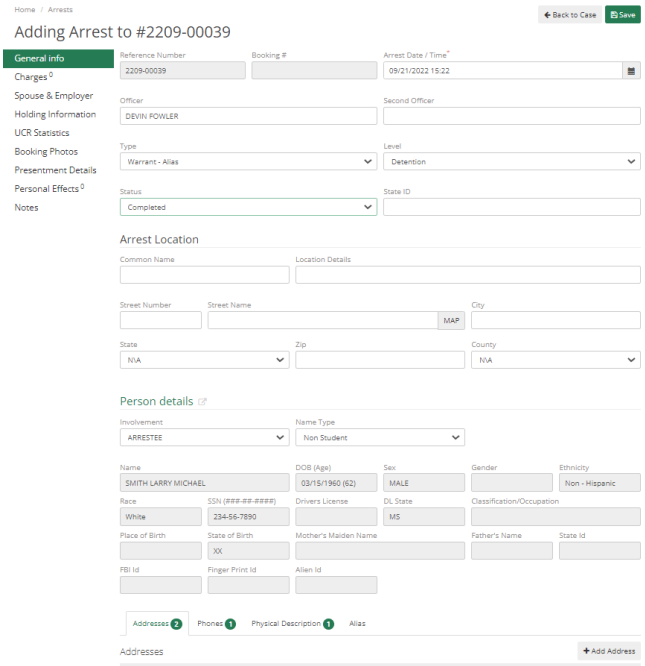
If somebody is apprehended for the case and has been arrested, then go to Names>Add Involved Person>Search Name> Add or Select the person from the list. Select Involvement type as Arrest (or whatever type is added by the department for arrests) and Name type, other information can be added if available.



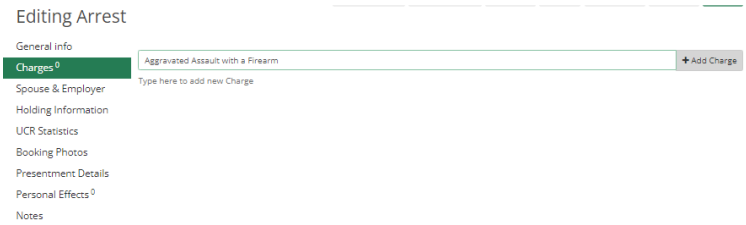
Officer can see Add Arrest button for this person, for others it won't show.



On clicking Add Arrest, Officer can add information about this person's arrest. This information includes Arrest Date and Time, Officer Name, Second Officer, Type, Level, Status, etc. All dropdown lists will only have information if they have been added by the Admin of the Department. Before moving to any other tab officer has to hit "Save", to save the details added.



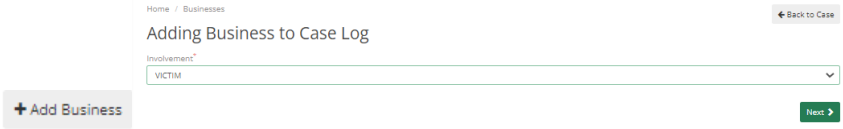
The charges tab will help to add details of charges applied to the person. If there are multiple charges, then that can also be added.



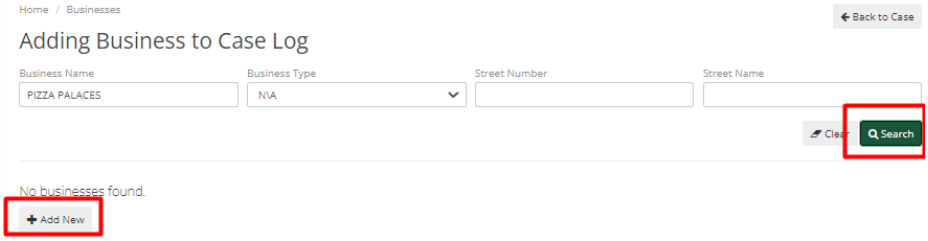
Other information like Spouse & Employer, Holding Information, UCR Statistics, Booking Photos, Presentment Details, Personal Effects, and Notes can be added. Hit Save to add all arrest details and hit the Back to Case button to go back to the case after saving all details.

Businesses

To add a business to the case, click on Add Business button on the top right corner of the screen.



It will first ask involvement type of business, then it will ask to search for business details first. If it matches search officer can select a business from the list and if it doesn't match, then the user has to click on the "Add New" button.



Add New will show tons of information that can be added about the Business, officer can add whatever details they have. Business Name and Business Type are mandatory fields.

Home / Businesses

Back to Case | Save

New Business

General info

Vehicles 0

Main Info & Address

Business Name*

PIZZA PALACES

Business Type*

Food Service or Dinning

Entered / Last Modified By

Date Entered / Last Modified

Common Name

Street Number

Street Name

Apt/Suite Nbr

Floor

City

State

N\A

ZIP

Phone

###-###-####

Additional Info

Additional

Email

Web Address

Alarm Type

N\A

Alarm Company

Phone

###-###-####

Contacts

Primary Contact

Phone

###-###-####

Email

Pager

Other Contact

Phone

###-###-####

Email

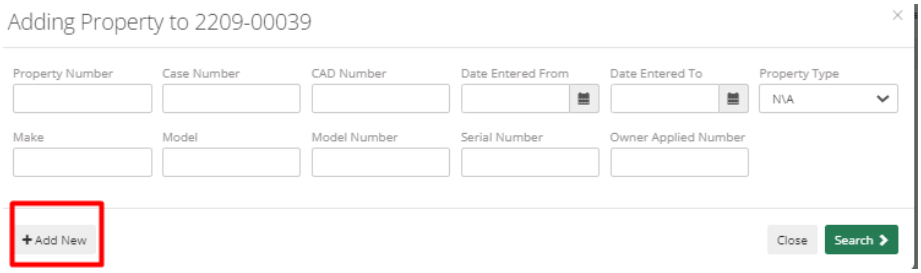
Pager

Notes

The vehicles tab allows Add Vehicles of that business if any and the same with Contact History.

Properties

This will allow you to add a property, here it will not require you to search first as properties will always be new. Officers can directly hit Add New button.



Fields change depending on Property Category and Property Type and officers need to enter data accordingly.

New Property

Case Number: 2209-00039
CAD Number:
Person / Business Involved: PIZZA PALACES - VICTIM
Property Category*: DAMAGED
Property Type*: OTHER

General info | NCIC | Bicycle info | Photos | Media

Property Number: NEW
Date Entered*: 09/21/2022
Lab Number:
Serial Number:
Owner Applied Number:
NCIC Article Category: N\A
NCIC Article Type: N\A
NIBRS Type Property Loss: DESTROYED/DAMAGED/VANI
UCR-NIBRS Description: VEHICLE PARTS/ACCESSORIES
NIBRS Date Recovered:
Quantity:
Make:
Model:
Model Number:
Measurement: N\A
Value:
Location Found:
Street Number:
Street Name:
Intake Location: N\A
Intake Date:
Intake Officer: DEVIN FOWLER
Review Date:
Description*: Broken Window
Notes:

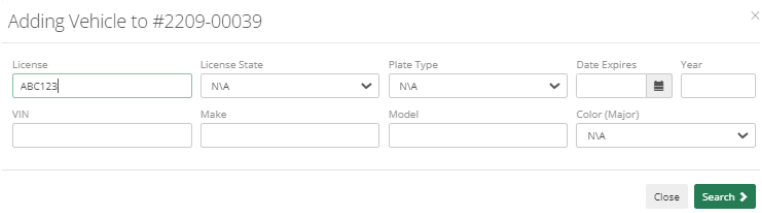
Close | Save

Vehicle and Tow Files

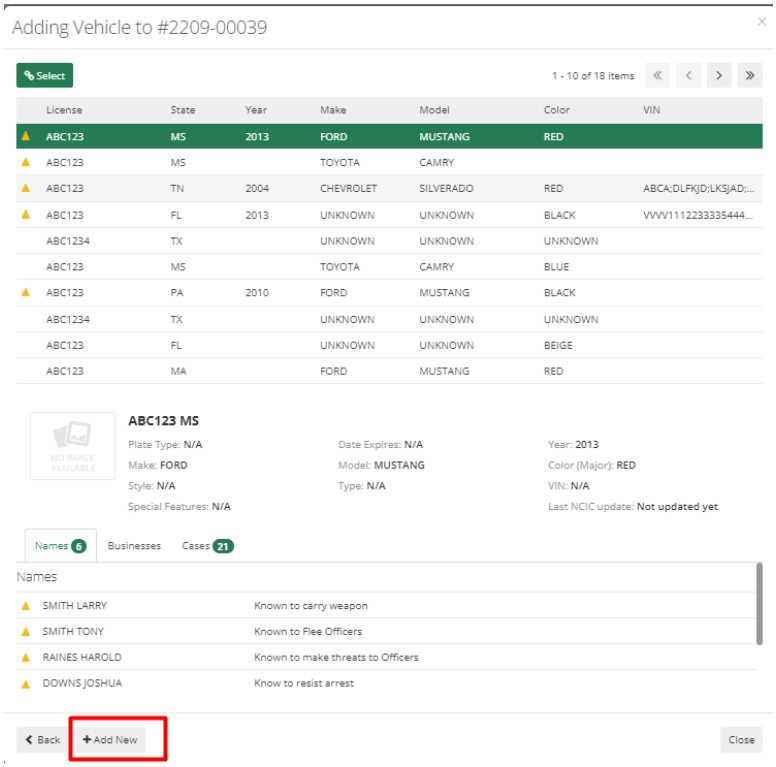
Vehicles allow to add of vehicles to the case. To add a vehicle, go to the Vehicles tab and click on Add Vehicle button.

+ Add Vehicle

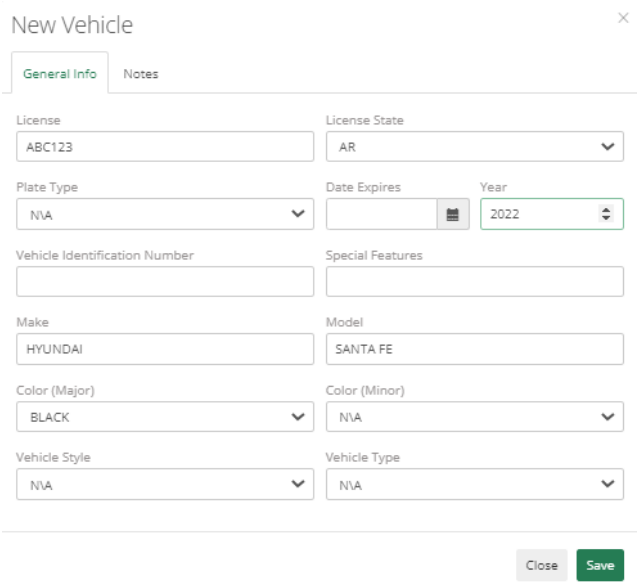
Before adding in the vehicle, it will first ask to search. The officer can add the license number and hit search.



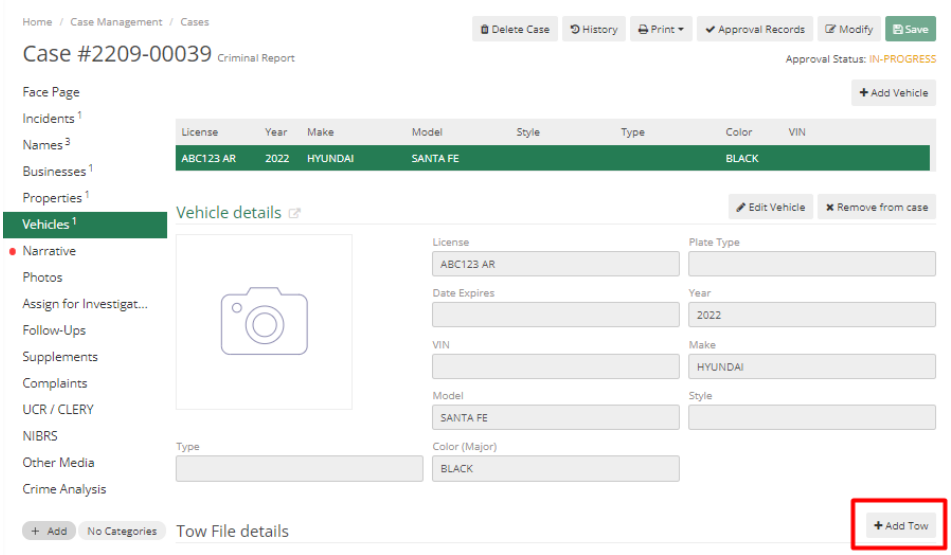
The search result will show up the related vehicle if any and Officer can select from existing or Add New from that window.



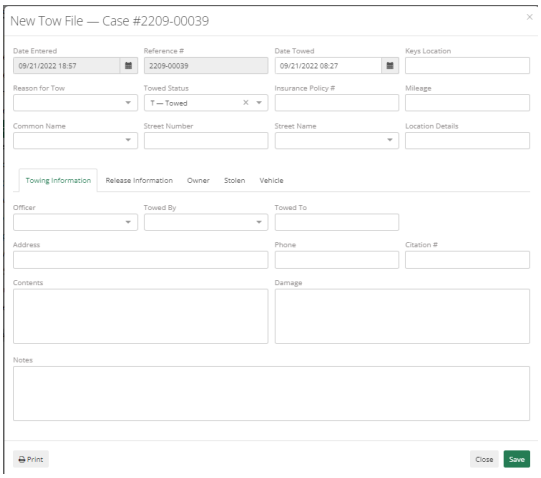
Required fields to add a new vehicle are License, License State, and Vehicle Identification Number.



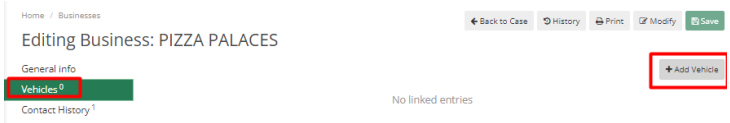
After hitting save, the vehicle gets added to the case and if the vehicle got towed for some reason, then that details can also be added by hitting Add Tow button.



All Tow details like keys location, Reason for Tow, Towed Status, Insurance Policy, Mileage, Common Name, Street Number, Street Name, Location Details, other towing information, Releasing Information, Owner details, Stolen details if any or other vehicle details can be added. The print option allows the printing tow information. Hit save to add details.

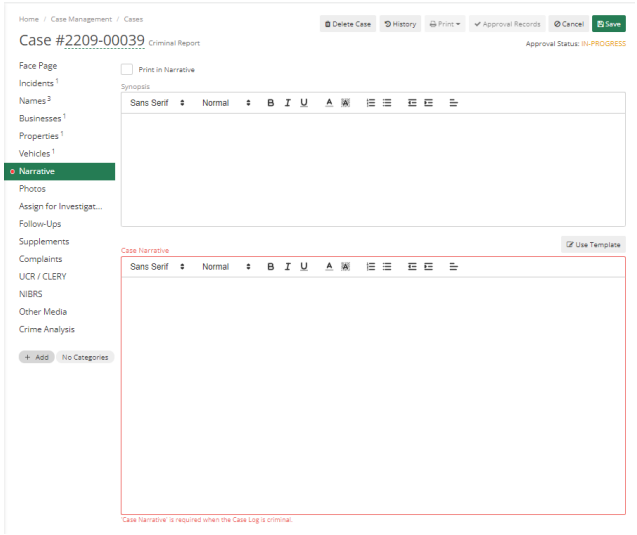


The newly added vehicle can be linked with Businesses or Names. To link it with Business, go to the Business tab>Business Details>Vehicles> Add Vehicle> Search for the vehicle> Select it and it will get linked to the Business



Narrative

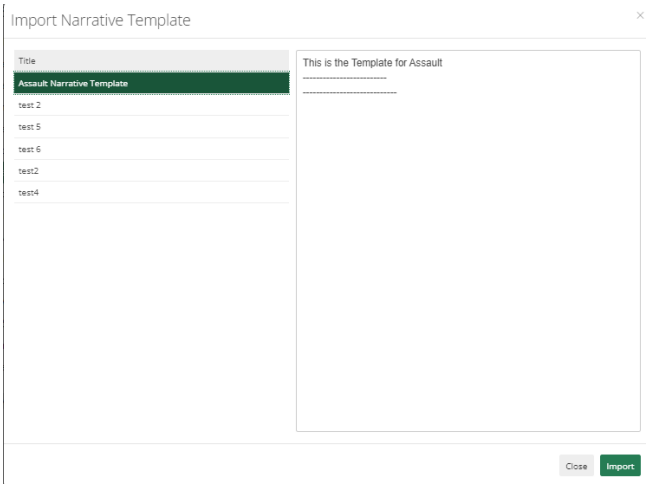
The narrative Tab allows entering Case Narrative. To add details, click on Modify button.



Tick Print in Narrative to print synopsis in the actual case with Narrative. The synopsis is a review of the call, if the dispatcher adds something to the public information, then that will be pulled into Synopsis. For case narrative, it will show a red line if there is any typo or spelling error, and it will automatically start saving as the user types in.

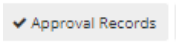
If an officer uses any device that has voice detection capabilities, then the officer can talk in through that device and use that to type as well.

Use template button can be used to add text to Narrative as per the template added by Admin. This will not overwrite already added text. On click of the Import button, it will import text to Narrative.

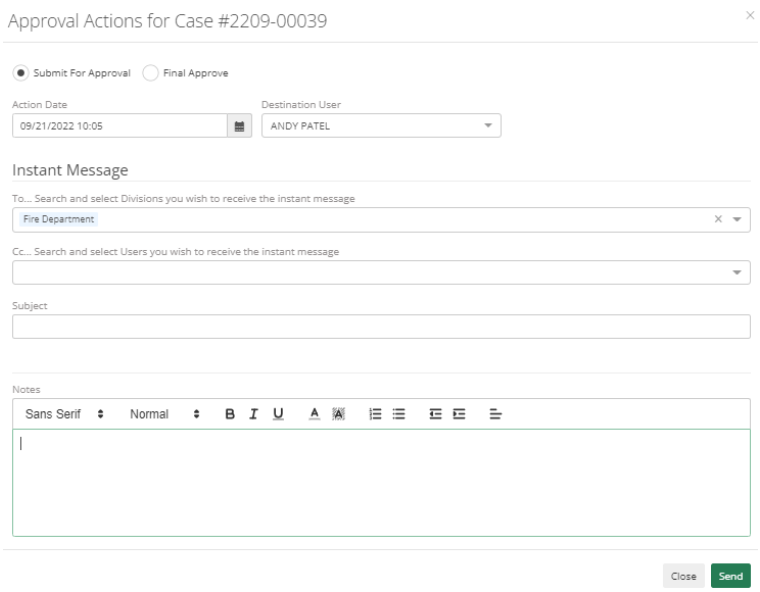


Approval Records

Attempting to click on the Approval Records button in the top right corner of the screen before adding all required fields will prevent the officer from sending it for approval.



There are two options here Submit for Approval and Final Approval, final approval option will be visible only to Admins or Higher Authority only. It will only appear if the officer has permission for it.



Action Date will automatically pull the date.

The destination User will be the supervisor to whom they need to submit. It will only show a list of supervisors who have kickback or final approval permission. It can be sent as per division as well.

Whenever this submission is made, it will send a notification to the supervisor. If the supervisor has an email id added to the employee file, then it will send a notification through email as well. Notes are used by supervisors if they need to kick back the case, then they can add Notes, and even officer can add their Notes if any. After adding details, Hit Send.

Once it is approved by the supervisor then it will change Approval Status from Submitted to Approved. Officer can't change anything to the case unless it is approved or kicked back to Officer.