Notification Manager Workbook

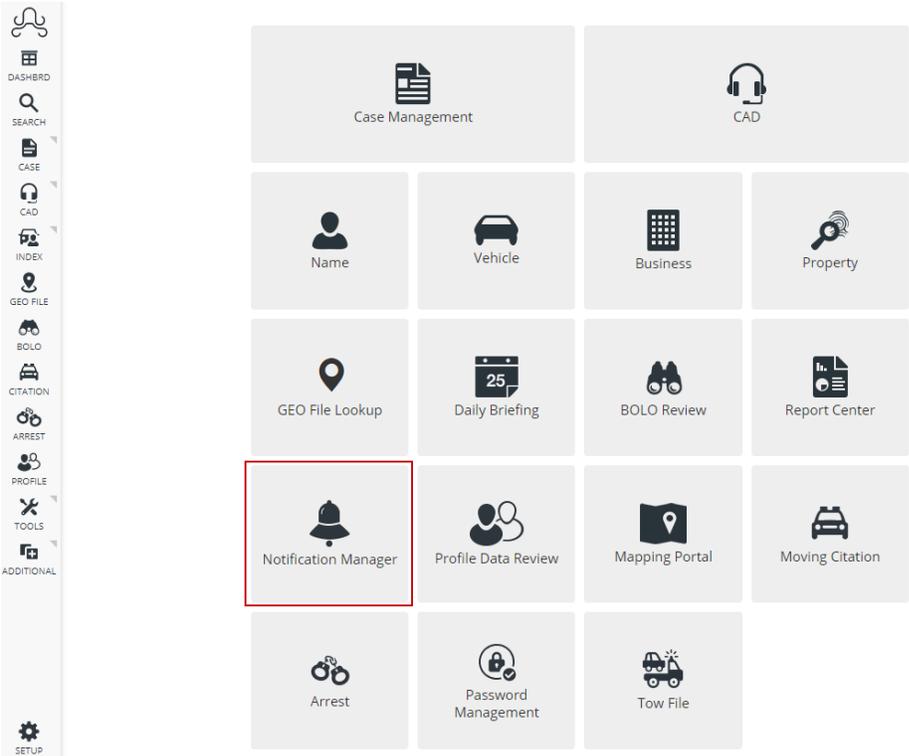## Contents

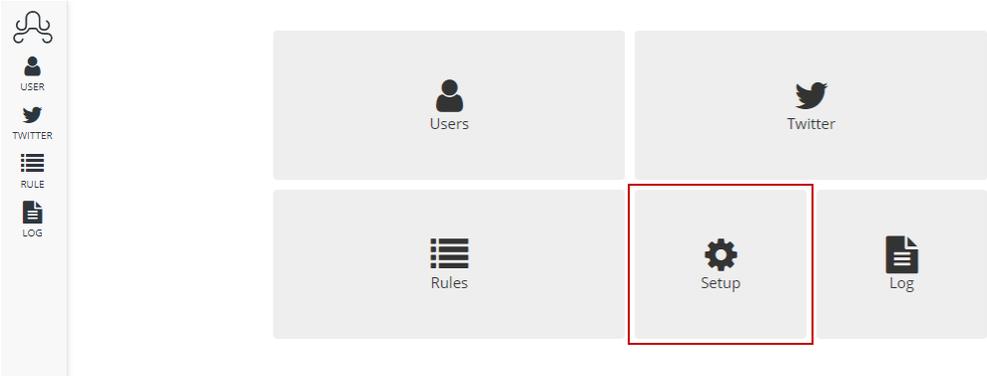# Setup

Notification Manager is a way for a department to send out email notifications both users within their ARMS system and anyone outside of their department that needs to received 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

Setup your Mail Server information 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.

✔ Run Notificator

Service Address

https://rw.arms.com/NotificationManagerService   ⊘ Test

Mail Details

Mail Server

east.EXCH092.serverdata.net

Port

587

User Name

notification@arms-mail.com

Password

••••••••

✔ Use SSL
✔ Use the SMTP server authentication

Test Connection

Enter a test e-mail address   Send

Default Mail From

notification@arms-mail.com

Default Name From

ARMS Notification

Sending Chunk Size

100

Sending Interval

5   min

You can also limit the amount 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.

CAD Notification

☑ Run   ◢ Run Now   ⚒ Run Test

Mail Subject   Notification Interval   Expiration Interval

| ARMS CAD Notification | 5 | min | 8 | hour |

Case Log Notification

☐ Run   ◢ Run Now   ⚒ Run Test

Mail Subject   Notification Interval   Expiration Interval

| ARMS Case Log Notification | 5 | min | 720 | hour |

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.

Department Activity Recap Notification

☐ Run   ◢ Run Now   ⚒ Run Test

Mail Subject   Notification Time

| ARMS Department Activity Recap Notification | 16:15:00 | 🕐 |

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

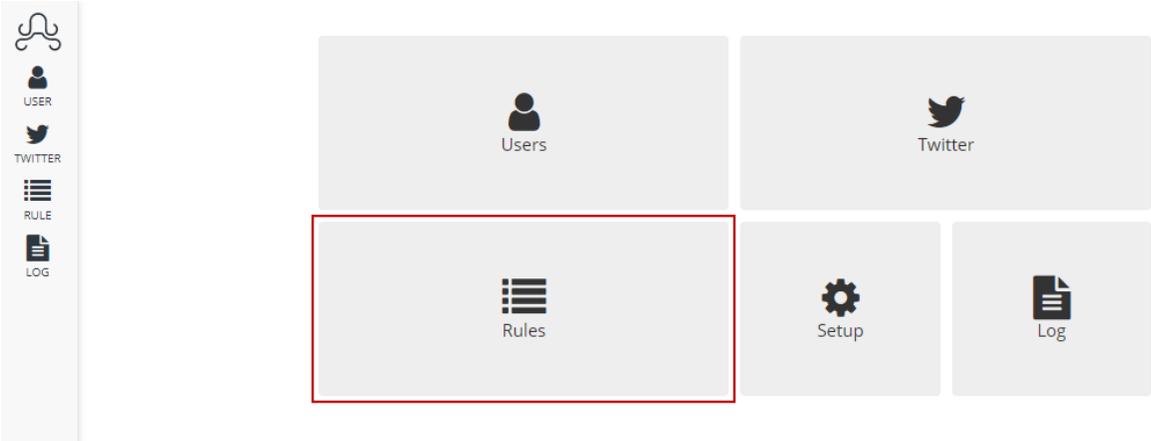Purge Time

12:05:00   🕐

Rules

Rules are created so that you can choose what type of notifications a user receives. These rules can be created and then applied to multiple users.

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

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

General Info

Name your rule, mark it as active, and choose whether you want this rule to send Case Log information, CAD information, or both.

Crime Codes

Here you can select the crime codes involved with this rule. You can search by Classification or Description, and choose to only show the selected crime codes, or show all. You can check each crime code separately or select the checkbox in the header to select all or select none.

Locations

Here you can select the locations involved with this rule. You can search by Common Name and choose to only show the selected locations or show all. You can check each location separately or select the checkbox in the header to select all or select none.

Subscribers

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

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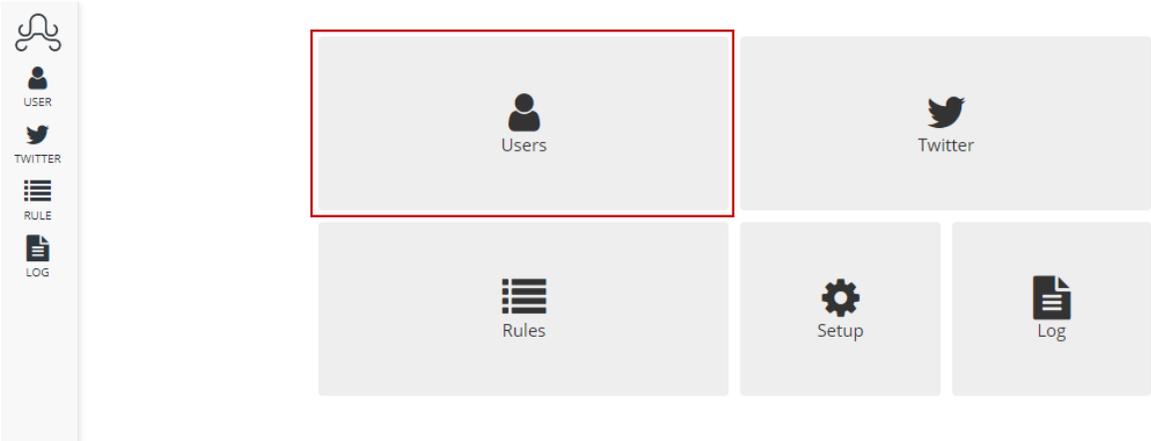
Select a current User or choose Add New to create a new one.
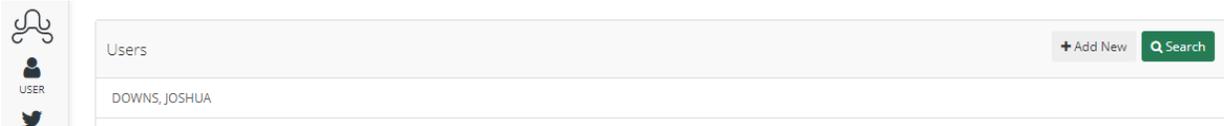
General Info

Here you'll need to input a First Name, Last 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 take remove the narrative from any Case Log notifications and the notes/police notes from any CAD notifications.

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.

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.

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.

ARMS Notification <notification@arms-mail.com>   Devin Fowler

ARMS CAD Notification

VEHICLE - Vehicle Stop	May 11, 2019	19-05-11-000004
		19-0002

Reporting Party:
Location: Academic Building - B1 - 123 GOVERNMENT, ATLANTA, GA
Disposition: Report Taken
Police Information: Case #19-0002 has been issued by Master User Vehicle ABC123 AZ associated to event. Rec`d: 17:01 abc123 license
Public Information: acura beige

Arrest: N Media Log: Y

FOWLER DEVIN: ASSIGNED CALL Recd: 17:01 Disp: 17:02 Enrt: 17:02 Arvd: 17:02 Clear: 17:03 RespTime: 0 Total Time: 1

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.

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 amount of time for each type of call.

AN   ARMS Notification <notification@arms-mail.com>   Devin Fowler

ARMS Department Activity Recap Notification

Nbr Type of Call	Minutes	Avg. Time(in min)
2 ASSIGNED CALL	3	2

Total Activities: 1
Total Minutes: 3
Total Hours: 0

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.

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ARMS Media Log Notification

VEHICLE Vehicle Stop   May 11, 2019 - Saturday at 17:01 19-05-11-000004
Location: Academic Building / 123 GOVERNMENT, ATLANTA, GA
Public Information:

acura beige

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

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ARMS Radio Log Notification

ACCIDENT REPORT Accident   May 11, 2019 - Saturday at 16:58   19-05-11-000002
                                                                           19-0001

RP: JOHN SMITH - 111-111-1111
Location: Academic Building - B1 - 123 GOVERNMENT, ATLANTA, GA
Disposition: Report Taken
Police Information: Case #19-0001 has been issued by Master User

CAD Units: 123 - 16:59/16:59/16:59/16:59
                    Officers: FOWLER, DEVIN - 123

Public Information:

Summary Notifications

If you have Summary Notifications set to run in the Notification Manager Setup, they will combine all of these into one email.

Department Activity Recap:

Nbr Type of Call	Minutes	Avg. Time(in min)
2 ASSIGNED CALL	3	2

Total Activities: 1
Total Minutes: 3
Total Hours: 0

Media Log:

VEHICLE Vehicle Stop   May 11, 2019 - Saturday at 17:01 19-05-11-000004
Location: Academic Building / 123 GOVERNMENT, ATLANTA, GA
Public Information:

acura beige

Radio Log:

ACCIDENT REPORT Accident   May 11, 2019 - Saturday at 16:58   19-05-11-000002
                                                                              19-0001

RP: 111-111-1111
Location: Academic Building - B1 - 123 GOVERNMENT, ATLANTA, GA
Disposition: Report Taken
Police Information: Case #19-0001 has been issued by Master User

CAD Units: 123 - 16:59/16:59/16:59/16:59
                        Officers: FOWLER, DEVIN - 123

Public Information:

Case Log Summary:

ACCIDENT REPORT - Accident

ACCIDENT REPORT - Accident	Date Reported	May 11, 2019
Case Number:	19-0001 Status:	CLOSED
Reporting Officer:	FOWLER, DEVIN	
Location:	123	
Street	123 GOVERNMENT	
Location Detail:	Back Parking Lot	

Synopsis:

Red car hit blue car

CAD Summary:

ACCIDENT REPORT - Accident

ACCIDENT REPORT - Accident   May 11, 2019 16:58   19-05-11-000002
                                                                    19-0001

Reporting Party: JOHN SMITH - 111-111-1111
Location: Academic Building - B1 - 123 GOVERNMENT, ATLANTA, GA
Disposition: Report Taken
Police Information: Case #19-0001 has been issued by Master User
Public Information:

Arrest: N Media Log: N

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.

ARMS Notification <notification@arms-mail.com>   Devin Fowler

ARMS Case Approval Process Notification

AN

Case #19-0001 has been approved on May 11, 2019 at 17:19
Subject:
Origin user: JAYSON WIRTH
Last acted user: DEVIN FOWLER
To:
Cc:
Notes:

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

ARMS Notification <notification@arms-mail.com>   Devin Fowler

ARMS Case Approval Process Notification

AN

Case #19-0001 has been final approved on May 11, 2019 at 17:21
Subject:
Origin user: JAYSON WIRTH
Last acted user: JAYSON WIRTH
To:
Cc:
Notes:

Twitter

Creating Account

In ARMS Notification Manager you can set up your system to automatically send out tweets when specific calls come through CAD to alerts any of your followers of calls they should be aware of. The first setup to this would be creating a new Twitter account or getting the information and making the changes below from your current Twitter account.

- Create new Twitter account (https://twitter.com/signup).

- Create a new Twitter application (https://dev.twitter.com/apps/new).

- Change application's Permissions to Read and Write
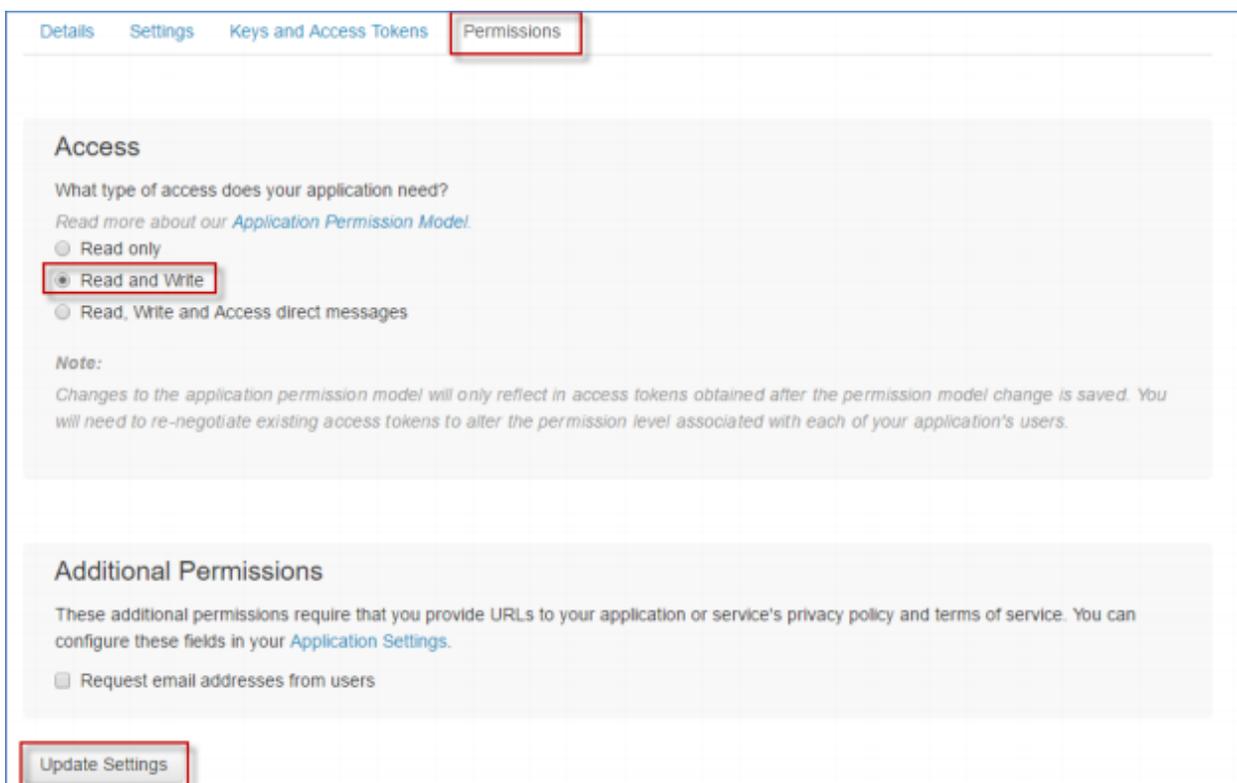
- Open application's Keys and Access Tokens page and create access token.

- Copy consumer and access codes to application settings.

Application Settings

Keep the "Consumer Secret" a secret. This key should never be human-readable in your application.

Consumer Key (API Key)	oW9YEt99nDw0YXVXIx8IDbOj9
Consumer Secret (API Secret)	RIuS9GnxRDieCPMInX9TJZ5XWQijCVcsmrzpUXAaGv8A5vYXqG
Access Level	Read and write (modify app permissions)
Owner	EEndtest
Owner ID	770623571760603137

Application Actions

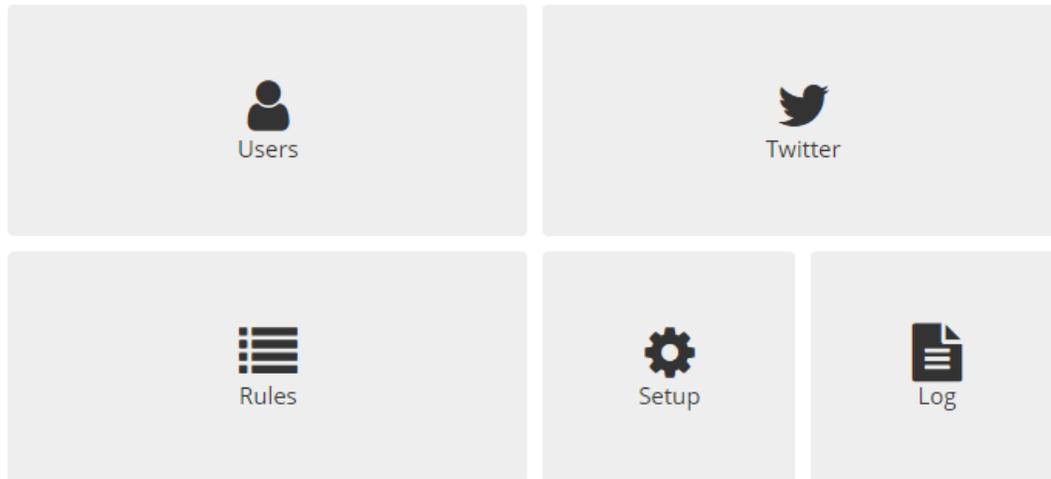[Regenerate Consumer Key and Secret] [Change App Permissions]

Your Access Token

This access token can be used to make API requests on your own account's behalf. Do not share your access token secret with anyone.

Access Token	770623571760603137-PGVO2FxuwiOsnfK6CXIg97RhpK4uZw8
Access Token Secret	f8GQ1XEneXmE9PV5OsI9oiZcpHoJPt7eLE122IEcWB4cr
Access Level	Read and write
Owner	EEndtest
Owner ID	770623571760603137

ARMS Integration

The next part of the process is taking that information and entering it into ARMS, then customizing your automatic tweets. First, go to the Twitter tile in Notification Manager and click to Add New. Then enter the information you previously pulled from Twitter and enter it into the corresponding fields on the page.

The Publishing Interval will set the time it takes before ARMS posts the information to Twitter. For instance, a delay of 60 minutes will cause ARMS to wait an hour before posting.

- Create Twitter's Notification user with reserved name #TWITTER

You will also need set up a Message Template that will be used when posting to Twitter. For instance, the department might have the template: "At [CAD Received Time] the department received a report of [CAD Description] at [Common Name]" the CAD Received Time, CAD Description and Common Name fields will automatically fill with the information from CAD.

Then you will need to go the Rules tab and select a rule with the CAD codes that you want to automatically send out a tweet for.