



# Notification Manager Workbook

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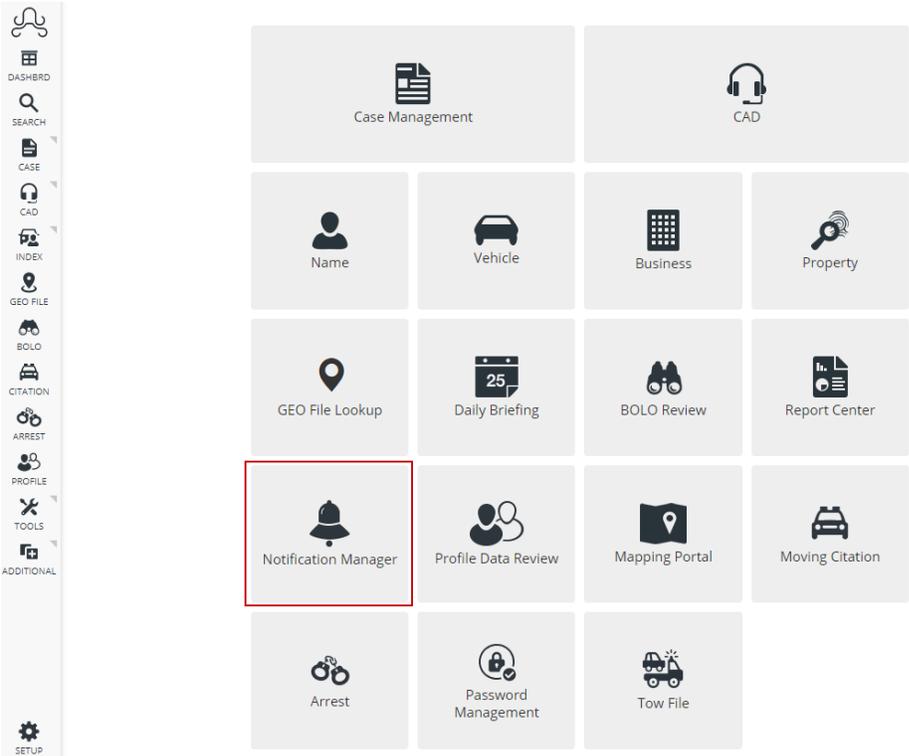
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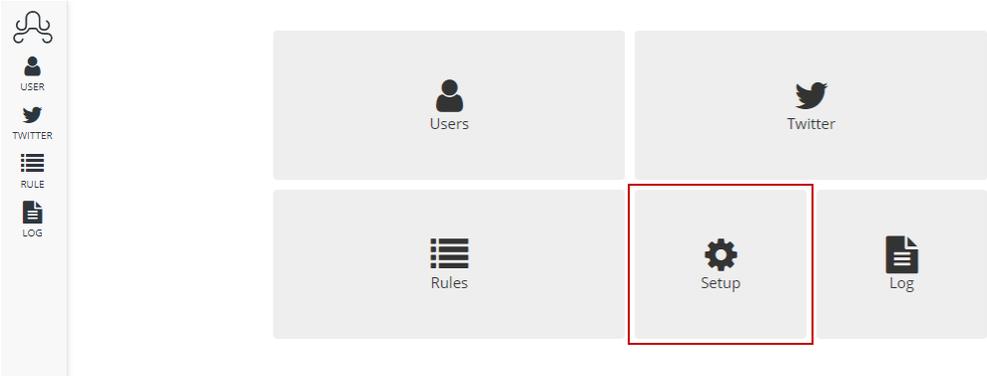
# Setup

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.

<input checked="" type="checkbox"/> Run Notificator	Service Address <input type="text" value="https://rw.arms.com/NotificationManagerService"/> <input type="button" value="Test"/>
<hr/>	
Mail Server <input type="text" value="east.EXCH092.serverdata.net"/>	Port <input type="text" value="587"/>
User Name <input type="text" value="notification@arms-mail.com"/>	Password <input type="password" value="*****"/>
<input checked="" type="checkbox"/> Use SSL <input checked="" type="checkbox"/> Use the SMTP server authentication	Test Connection <input type="text" value="Enter a test e-mail address"/> <input type="button" value="Send"/>
Default Mail From <input type="text" value="notification@arms-mail.com"/>	Default Name From <input type="text" value="ARMS Notification"/>
Sending Chunk Size <input type="text" value="100"/>	Sending Interval <input type="text" value="5"/> <input type="button" value="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: ARMS CAD Notification      Notification Interval: 5 min      Expiration Interval: 8 hour

### Case Log Notification

Run [Run Now](#) [Run Test](#)

Mail Subject: ARMS Case Log Notification      Notification Interval: 5 min      Expiration Interval: 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: ARMS Department Activity Recap Notification      Notification Time: 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

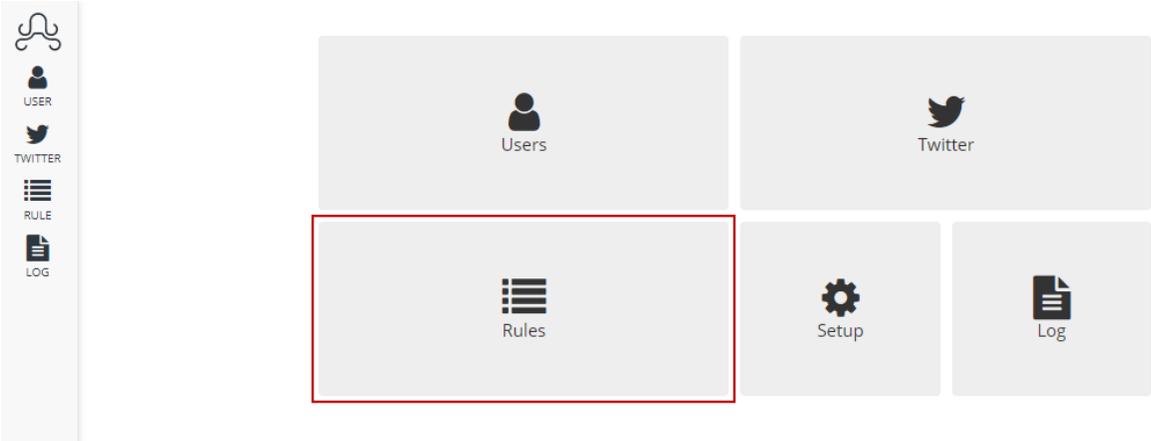
Purge Time

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.

Home / Rules Save and Close

## New Rule

**General info** Rule Name\*

Crime Codes

Locations

Subscribers  Active  Case Log  CAD

# 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.

Home / Rules Delete Rule Save and Close

## Test Rule

**General info** Class  Description   Show selected only Search

**Crime Codes**

Locations

Subscribers

Shown 11 to 20 records from 295 found

Class	Description	<input type="checkbox"/>
ACCIDENT	Accident Property Damage	<input type="checkbox"/>
ACCIDENT REPORT	Accident	<input type="checkbox"/>
ADMINISTRATIVE	Expunge/Expunction of Criminal Case	<input type="checkbox"/>
ADMINISTRATIVE	Report Issued In Error	<input type="checkbox"/>
ALARM	Alarm-Panic	<input type="checkbox"/>
ALARM	Fire Alarm	<input type="checkbox"/>



## 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.

Home / Rules Delete Rule Save and Close

### Test Rule

General info Common Name   Show selected only

Crime Codes

**Locations**

Subscribers

Shown 1 to 10 records from 584 found << < > >>

Common Name	Address	<input type="checkbox"/>
1 HOUR HANDICAP	1 HOUR HANDICAP	<input type="checkbox"/>
1 TERRACE ONE	1 TERRACE ONE	<input type="checkbox"/>
14 N FELTON ST	14 N FELTON	<input type="checkbox"/>

## 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.

Home / Rules Delete Rule Save and Close

### Test Rule

General info Name  Email   Show selected only

Crime Codes

Locations

**Subscribers**

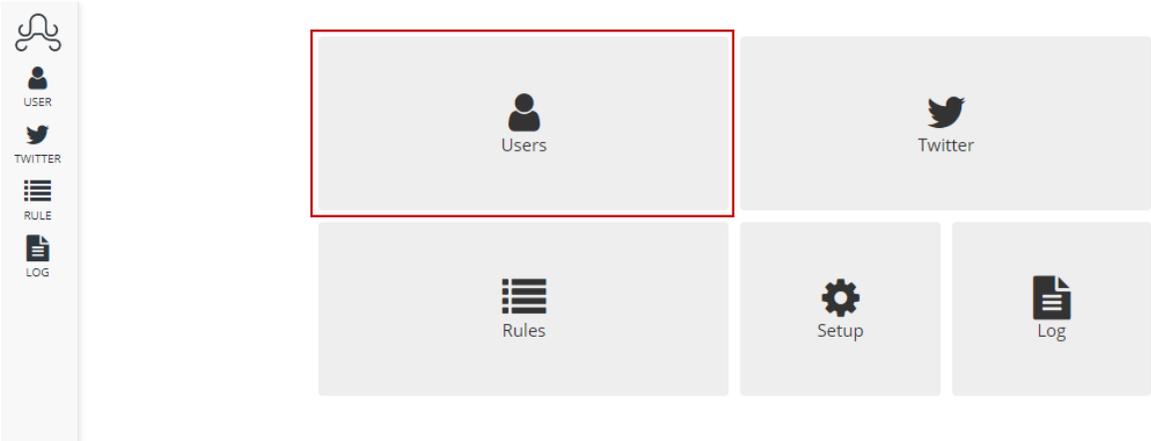
Found 3 records << < > >>

Name	Email	Active	<input type="checkbox"/>
DOWNNS,JOSHUA	joshua.downns@arms.com	Yes	<input type="checkbox"/>

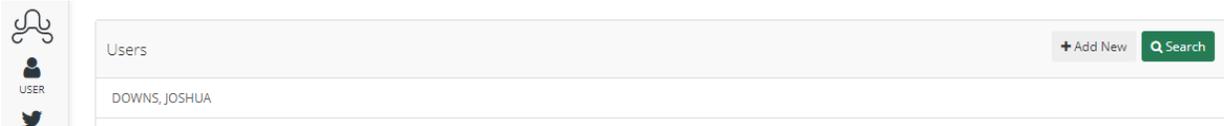
# Users

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.

Home / Users Save and Close

**DOWNNS, JOSHUA**

**General info** Last Name First Name  
DOWNS JOSHUA

Rules <sup>1</sup> Middle Name Email  
joshua.downns@arms.com

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

**DOWNNS, JOSHUA**

**General info** Name  
test rule  Show selected only

Rules <sup>1</sup>

Found 1 record << < > >>

Name	Active	Case Log	CAD	
Test Rule	Yes	Yes	Yes	<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.

ARMS **Case Log** Notification

**AN** ARMS Notification <notification@arms-mail.com>  
Thu 5/14/2020 4:17 PM  
To: Devin Fowler

Incident Report #:	20-0008	Status:	ACTIVE		
Location:	788	Officer:	FWLER, DEVIN		
Related #:		State As Victim:	N		
Date Assigned:		School As Victim:	N		
Street #:	336	Juvenile:	N		
Street Name:	MOLLY	Sex Offense:	N		
Street Apt/Suite #:		Internal Affairs <b>Case</b> :	N		
Report Title:	<b>CASE REPORT</b>	Disposition:			
Building:	Parkwood Hall				
Location Floor:					
Location Detail:					
Categories:					
Date From:	Jan 28, 2020	Date To:	Jan 30, 2020	Date Reported:	Jan 28, 2020
Time From:	13:46	Time To:	13:34	Time Reported:	13:46
Incident:	Agg. Assault - Firearm				
Approved By:		Date Approved:	May 14, 2020		
		Time Approved:	16:16		

Disposition Note:

Synopsis:

Narrative:

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.

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

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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.

Home / Names

**FOWLER DEVIN** [Subscribe](#) [Print](#) [Save](#)

**Main** + Add New

Physical Desc.<sup>0</sup>  
Field Interviews<sup>0</sup>  
Vehicles<sup>0</sup>

Last Name\* FOWLER First Name\* DEVIN Mid Name  
Suffix DOB 07/18/2019 Race\* UNKNOWN Sex\* MALE



## 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.

 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.

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

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

AN ARMS Notification <notification@arm:  
ARMS Property Review Notification

190001 May 11, 2019 - Saturday  
Case Number: 19-0002  
CAD Number:  
Property Type: BICYCLES-Bicycles, etc.  
Property Category: FOUND PROPERTY  
Property Description:  
red bike  
Notes:

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

AN ARMS Notification <notification@arms-mail.co:  
ARMS Investigative Assignment Notification

Review Investigative Assignment

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Case #19-0002 has an investigative assignment due for review.  
Assigned To: DEVIN FOWLER  
Date Assigned: May 11, 2019  
Status: Active  
As Of: May 11, 2019  
Review Date: May 11, 2019

## 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.

AN ARMS Notification <notification@arms-mail.com> | Devin Fowler  
**ARMS Case Approval Process Notification**

---

Case #19-0002 has been submitted for approval on May 11, 2019 at 17:17  
Subject:  
Origin user: JAYSON WIRTH  
Destination user: DEVIN FOWLER  
To:  
Cc:  
Notes:  
Submitting again, hope I did it right this time!

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

AN ARMS Notification <notification@arms-mail.com> | Devin Fowler  
**ARMS Case Approval Process Notification**

---

Case #19-0001 has been kicked back on May 11, 2019 at 17:17  
Subject:  
Origin user: JAYSON WIRTH  
Destination user: DEVIN FOWLER  
To:  
Cc:  
Notes:  
Fix the narrative.



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

**AN** ARMS Notification <notification@arms-mail.com> | Devin Fowler  
**ARMS Case Approval Process Notification**

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.

**AN** ARMS Notification <notification@arms-mail.com> | Devin Fowler  
**ARMS Case Approval Process Notification**

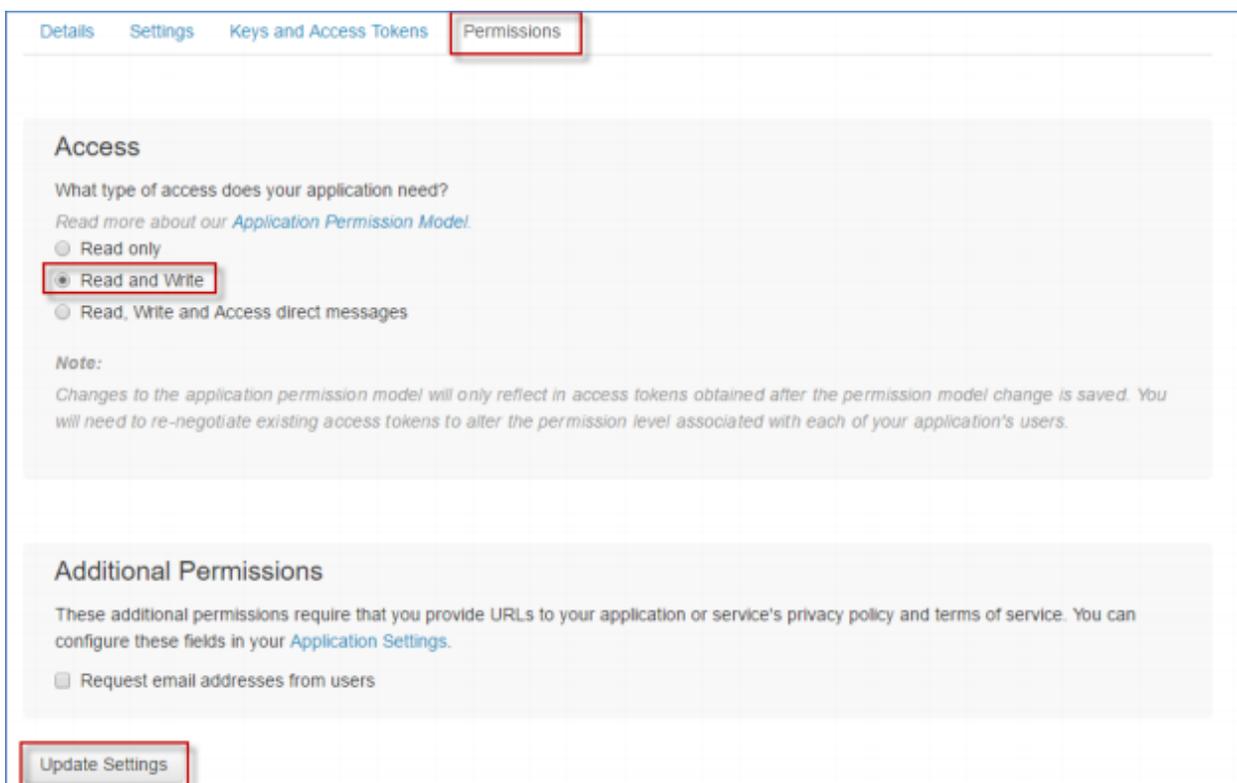
Case #19-0001 has been final approved on May 11, 2019 at 17:21  
Subject:  
Origin user: JAYSON WIRTH  
Last acted user: JAYSON WIRTH  
To:  
Cc:  
Notes:

## 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



The screenshot shows the 'Permissions' tab of a Twitter application settings page. The 'Access' section is highlighted, showing three radio button options: 'Read only', 'Read and Write' (which is selected and highlighted with a red box), and 'Read, Write and Access direct messages'. Below this is a 'Note' about re-negotiating access tokens. The 'Additional Permissions' section has a checkbox for 'Request email addresses from users' which is unchecked. At the bottom, there is an 'Update Settings' button highlighted with a red box.

Details Settings Keys and Access Tokens **Permissions**

#### Access

What type of access does your application need?  
[Read more about our Application Permission Model.](#)

Read only

**Read and Write**

Read, Write and Access direct messages

**Note:**  
Changes to the application permission model will only reflect in access tokens obtained after the permission model change is saved. You will need to re-negotiate existing access tokens to alter the permission level associated with each of your application's users.

#### Additional Permissions

These additional permissions require that you provide URLs to your application or service's privacy policy and terms of service. You can configure these fields in your [Application Settings](#).

Request email addresses from users

**Update Settings**

- Open application's Keys and Access Tokens page and create access token.

Details Settings **Keys and Access Tokens** Permissions

### Application Settings

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

Consumer Key (API Key)	oW9YEt99nDw0YXVXi8IDbOj9
Consumer Secret (API Secret)	RIuS9GnxRDieCPMInX9TJZ5XWQljCVcsmrzpUXAaGv8A5vYXqG
Access Level	Read and write (modify app permissions)
Owner	EEndtest
Owner ID	770623571760603137

### Application Actions

Regenerate Consumer Key and Secret Change App Permissions

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### Your Access Token

*You haven't authorized this application for your own account yet.*

*By creating your access token here, you will have everything you need to make API calls right away. The access token generated will be assigned your application's current permission level.*

### Token Actions

Create my access token



- Copy consumer and access codes to application settings.

Details Settings **Keys and Access Tokens** Permissions

### Application Settings

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

Consumer Key (API Key)	oW9YEI99nDw0YXVXi8IDbOj9
Consumer Secret (API Secret)	RluS9GnxRDieCPMinX9TJZ5XWQijCVcsmrzpUXAaGv8A5vYXqG

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

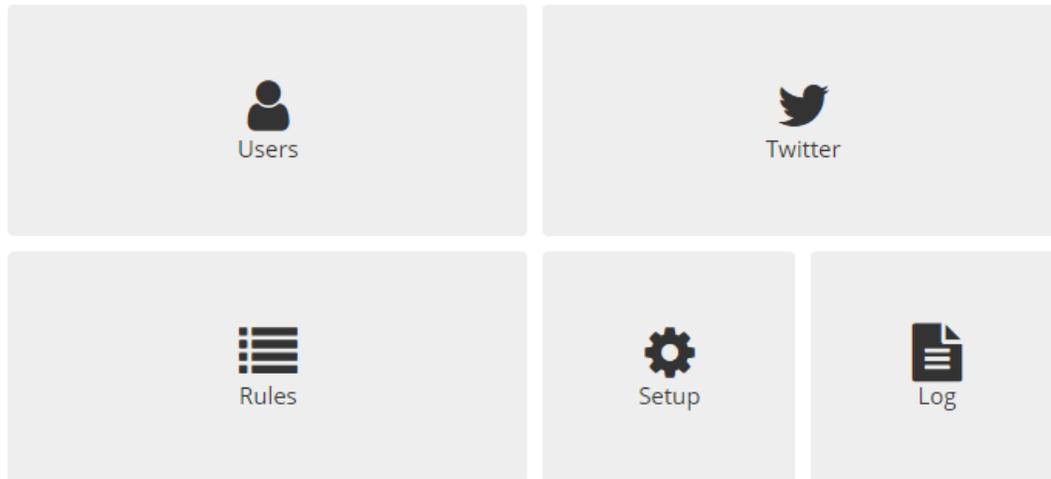
*This access token can be used to make API requests on your own account's behalf. Do not share your access token secret with anyone.*

Access Token	770623571760603137- PGVO2FxuwlOsnfK6CXlg97RhpK4uZw8
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.



Home / Twitter Save and Close

### New Twitter Account

<b>General info</b>	Name*	Publishing Interval
Rules	<input type="text"/>	<input type="text"/> min
	Access Code*	Access Code Secret*
	<input type="text"/>	<input type="text"/>
	Consumer Key*	Consumer Secret*
	<input type="text"/>	<input type="text"/>

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.

Message Template\*

CAD Description	CAD Received Time	Common Name	Location Detail	Street Number
Street Name	Masked St. Number			

At %CAD\_RECEIVED\_TIME% the department received a report of %CAD\_DESCRIPTION% at %COMMON\_NAME%

Active

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.

Home / Twitter

## #Twitter

General info

**Rules 1**   Show selected only

Shown 1 to 10 records from 18 found << < > >>

Name	Active	Case Log	CAD	
CAD & Case Log Crimes	Yes	Yes	Yes	<input type="checkbox"/>
CAD & Case Log Crimes 2	Yes	Yes	Yes	<input type="checkbox"/>
CAD Crimes	Yes	No	Yes	<input checked="" type="checkbox"/>