

# ISIS 2000™ USER'S GUIDE

Data Gathering and Analyzing Practices  
For Implementing Better Security Decisions

LONGWOOD'S..

INSTITUTION SECURITY INFORMATION SYSTEM,

The #1 Incident Report Writing & Data-Base Management Tool  
... for Effective Security Management.

## A BRIEF HISTORY OF ISIS

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ISIS™ was developed with on-going input from many security managers and officers beginning in 1995. Since then, ISIS has been successfully used by hundreds of officers and administrators in many, many environments including world-renown healthcare and educational institutions and nationally recognized residential communities.

But the ISIS story goes back much farther than 1995. ISIS is rooted in the efforts of the Longwood [Harvard] Medical and Academic Committee on Security dating back to 1969 when the Committee, with the help of computer experts at Harvard University and later at Northeastern University's School of Criminal Justice, saw the need to better collect and analyze data for investigations, cost analysis and effective management decision making.

In summary, we've drawn of the ideas and input of many, many talented and dedicated professionals in making ISIS a reality for all. Any oversights and errors you may find in ISIS are, of course, entirely the responsibility of yours truly and our development team.

We are committed to seeing that ISIS continues to grow and expand and have plans in the works to further enhance its functionality and ease of use features.

Everyone at Longwood, and especially our software developers, wish you the very best in using ISIS. We especially look forward to hearing any comments or suggestions you may have for future updates and changes.

Regards,

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President  
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## My UNDERSTANDING OF RIGHTS

Red shows categories [which may need to be renamed],

### Write/

Data Entry as it says Enter Data/ **Write a Report ONLY** –  
This is the DEFAULT for all ACTIVE Users  
Where will we set up/ enforce USER, Site & Field Office RULES?

MASK All reports 1). Written by Someone else, 2). All Older than three days and 3). all APP'D reports.

### Search/

Ticket Qry ALL Ticket and Tow & all Vehicle Access SEARCH menu items -  
As filtered by the above 2 SPECIFIC date ranges - set under Maintenance.

### Supervisor/

Approve Rpts Click Approve [which then automatically tags w/ Sup's Log-In Name],  
can also press Calc Button in PW reports, ????

Click RTK  
Send E-Mail

### Admin/

Edit App'd as it says Edit Approved Reports Data – but *only in the reports you have 'rights to see'* Does Not include Delete Rights.

Also has rights to add to Spell Check [?.dct in ??/?]  
And can edit 'On the Fly' look up tables.  
And, can Reclassify Reports from Crime to Service [& vice versa]

Stat Reports All Analyze Data rights – including Analyze Data Format  
Rename the button to 'Stat Report Format'

Delete Rpts As stated, can delete reports  
Photo Array [rename sic] Also as stated.

### Set Up/ Maintenance

Site Set Up Alter Headers [insert logos, change addresses & phone numbers, etc.]  
Emp SetUp Set Up/ Inactivate [but not delete] all Users  
All Others As it says

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## AN OVERVIEW

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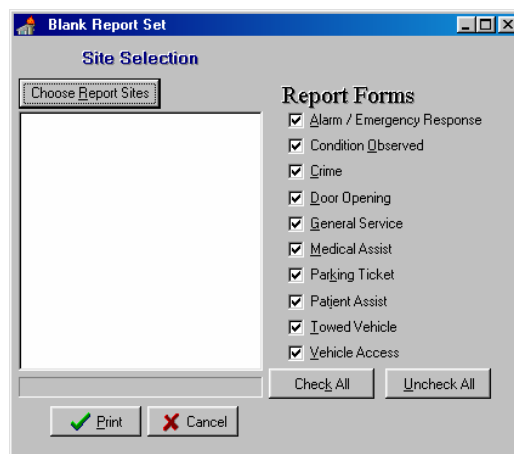
### FEATURE HIGHLIGHTS

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ISIS is **easy to use**, *even for those unfamiliar with computers* or with report writing.

- ISIS' **simple, intuitive interface**;
- along with its **modifiable drop-down lists** which help minimize typing and increases consistency in data gathering and later analysis;
- it's **required fields** combined with various **nature specific** forms prompting officers to include important information;

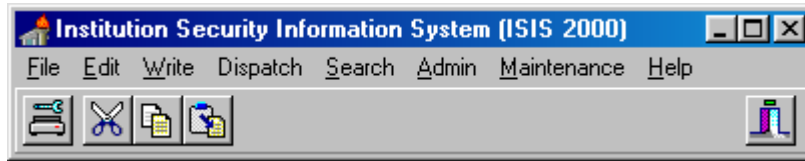
Note: ISIS presently contains the following forms:



- ISIS' professional looking, **easy to read print outs** [which can easily display your organization's logo and other department information];
- an **email feature** which makes distributing reports to interested department managers a few mouse clicks away [requires Adobe Acrobat™ Writer]; and
- its **data search and graphing capabilities; and more...**

requires little or no training, is designed for ease of set up and use; and has been well received by all who have used it over the years.

## ISIS' MAIN MENU



ISIS' integrated design allows for a compact, yet powerful Main Menu that helps users quickly locate what they want to do – without a lot of 'looking around' or jumping from menu to menu.

The Main Menu is *organized* more or less *by user group*, with

- **Officers** using **Write** to enter reports;
- **Dispatchers** using **Dispatch** and **Search** to track service calls, find parking ticket histories, etc.;
- **Investigators** using **Search** and **Admin**; to locate subjects and photos; and
- **Administrators** using **Admin** to create Statistic Reports and Graphs according to a variety of filters and formats.

In addition to the Help, Search and Index functions, there are numerous screen sensitive Help windows that can be accessed 'on the fly' using the standard 'F1' help button.

In addition, everyone can use:

**File** – for Printer Set Up Menu, Queued Report batch printing, ...

**Edit** – Containing Microsoft's™ standard Copy, Cut and Paste features

**Write** – for Officers submitting Reports; and

**Help**



TIP: It is recommended that ISIS **Maintenance** including Nature, User, Area Type, etc. **be limited to one person – or a small team of people.**



## **Window Screen ‘Sizing’**

ISIS’ screens are set to work best in an 800x600 [or higher] environment. Users whose screens are set to 640x480 will see some buttons, on the right side of the screen, cut off.

In all environments 800x600 and higher, individual users can alter and save personal settings to best suit their equipment and preferences using standard drag and resize methods. Once a window is resized or moved, the new setting will be stored automatically in the user’s personal settings profile.

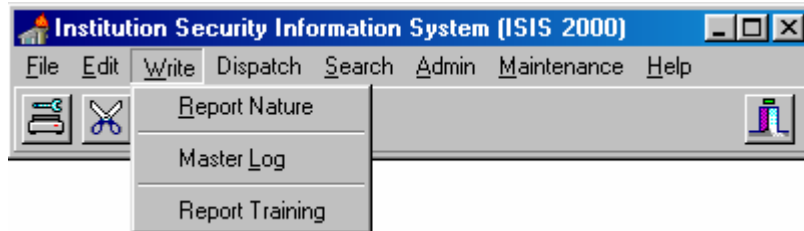


TIP: If using in a Meta-Frame™ or Citrix™ environment, users must set their log-on Meta-Frame or Citrix log-on settings to 800x600 or higher BEFORE LOGGING-ON in order to see the entire screen.



TIP: System Administrators can reset the default screen sizes to better suit their standard screen sizes and settings by ????. Note – you must reset the [TmpAliasSetUp] ???


## WRITE – OVERVIEW



**Report Nature** allows users to select the title of the report being written. ISIS' unique *Pseudonym* feature, discussed later, greatly aids in finding an appropriate nature code. [ISIS will then pick the associated Report Form, as set by your system administrator.]

**Master Log** allows Officers, who are interrupted while writing a report, to later return to their unfinished report and complete it - without losing their work.

All reports are *automatically written* to [i.e. "saved in"] your ISIS Database, once an officer enters all information required on the first Report Writing screen [i.e. the 'Date/Loc' tab shown later]... **AND moves to the next tab/** window\*.

\* When writing a lengthy narrative, it is strongly recommended that you press the  button periodically.

**Report Training** allows users to practice moving through ISIS's screens. On exiting a training session, all training reports are automatically deleted.

**NOTE:** *Officers write to your database. As such, training reports will temporarily appear in your database. ???*

## WRITING A REPORT

### Selecting a Report Nature

System administrators control all Report Nature, related Pseudonyms and other ‘drop-down’ lists. If, *on a regular basis*, you have trouble finding a suitable report Nature, Area or Property type, or anything missing from any drop-down list, please advise your system administrator. New natures, pseudonyms and other codes can be easily added.

Selecting Report Nature from the main menu takes you to a list of **Reports Natures**, **Nature Pseudonyms™**, and Report **Notes**. [Notes include your Department’s unique information and instructions related to each report.]

| Nature                         | Notes  |
|--------------------------------|--|
| ANNOYANCE PHONE CALLS          | M.G.L. Elements: 1). Telephoning .....                                       |
| ARSON                          | M.G.L. Elements: 1). Malicious Burning of Property .....                     |
| ASSAULT & BATTERY - DOMESTIC   | See "Assault & Battery - Other". ALSO see.... "Assault - Domestic" [MORE...] |
| ASSAULT & BATTERY - OTHER      | M.G.L. Elements: 1). Offensive ...   |
| ASSAULT & BATTERY DW           | See "Assault & Battery - Other" for general elements .....                   |
| ASSAULT - DOMESTIC             | M.G.L. Elements - see 'Assault - Other'. [MORE HERE...]                      |
| ASSAULT - OTHER                | M.G.L. Elements: 1). Placing Another in [reasonable] Fear of ....            |
| ▶ ASSIST POLICE                | We're Here to GATHER INFO, NOT Give it OUT !                                 |
| ATTEMPTED TOW                  | BEFORE TOWING, Please check the past history on this vehicle .....           |
| BODY RELEASE                   | Assistance given to a Funeral Director                                       |
| BOMB THREAT                    | Elements: 1). Communicates [in most any way] ....                            |
| BREAKING & ENTERING - FORCIBLE | Elements: 1). Breaking of a Close and ....                                   |
| BREAKING & ENTERING - NO FORC  | See Notes under B&E Forcible.  |
| BREAKING & ENTERING MOTOR VE   | THEFT of Contents from Vehicle   |
| BROKEN KEY                     | Tape broken key part to work order.  |

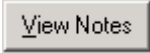
Step 1: In the **Search Characters** field, type the first few letters of a Report Nature – and you will be taken to the appropriate nature [or its pseudonym]. In the above example, we typed ‘ASSI’, and were taken to ASSIST POLICE.

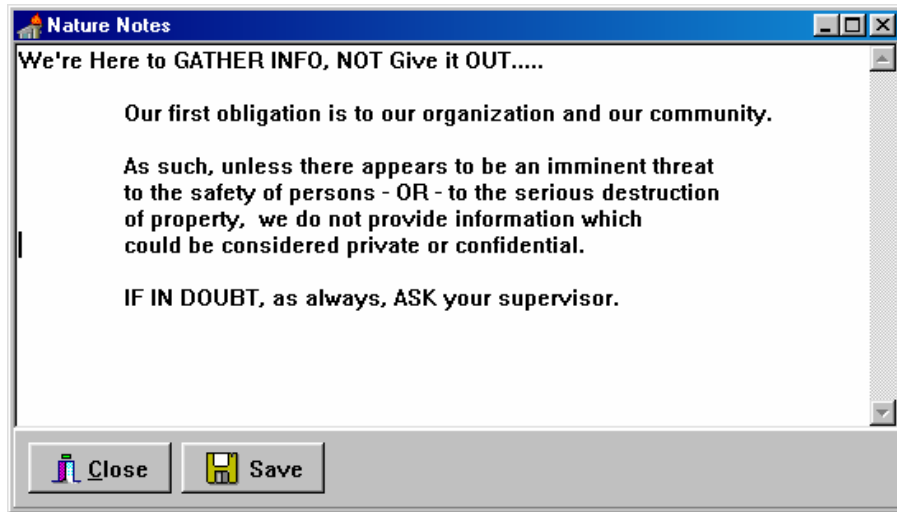
Step 2: You now have 2 options; you may either:

- **Go immediately to the report form’s data entry screens** by highlighting and ‘double-clicking’ the **Nature** of your report

- or by pressing the  **New** button;

**OR**, you may:

- **First review the instructions and tips** provided by your Department – by highlighting and double-clicking on the related **Notes** Column – or by pressing the  button, which will open a window similar to the following:



‘Department specific’ notes typically state what information should be included in a report; who needs to be notified of a specific event; your state’s legal elements of a particular crime, etc.

### **LEGAL DISCLAIMER:**

For our users’ convenience – and as an example of what is possible - ISIS comes with notes containing the elements of several crimes based on Massachusetts General Law. In no case, should this information be used in lieu of legal advice. State laws are constantly being changed and crime elements can vary widely.

ISIS is a data-gathering and analysis tool only.

You are strongly advised to seek the assistance of competent legal counsel in interpreting your needs in all legal matters.

### Selecting a Nature by Using a Pseudonym

*Continuing with our example*, after we choose ‘Assist Police’ from the Nature list, ISIS brings us to the first data entry screen for a General Services report form [see below].

Assist Police is in the nature list, as a pseudonym, not as an approved nature description.

Since the approved nature description [as specified by your system administrator] is ‘Police Assistance’, the first data entry screen appears with our ‘Assist Police’ pseudonym selection automatically converted to the preferred title ‘Police Assistance’.

The screenshot shows the 'General Service Report' window. At the top, there are buttons for OK, E-Mail, Print, ReClassify, Cancel, and Next. The 'Site' field is empty, and the 'Nature' field is set to 'POLICE ASSISTANCE'. The 'Report#' is 91616. Below this is the 'Date / Location' section. It includes fields for 'Time of Occurrence' (Date: 7/22/99, Day: Thu, Time: 9:24 PM), 'Distribution' (a list box with 'distribution' selected), and a 'Delete' button. There are radio buttons for 'On Property' (selected) and 'Off Property'. The 'Room/Street#' field is empty. The 'Building/Street' field is empty. The 'Floor' field is empty. The 'Area Secured' checkbox is checked. The 'Department' field is empty. The 'Area Type' field is empty. At the bottom, there are fields for 'Reporting Officer' (1082 CONNELLY), 'Date Submitted' (7/22/99), 'Time' (9:24 PM), and 'Approved By'. A tabbed interface at the bottom shows 'Date/Loc' as the active tab, with other tabs for Property, Vehicle, Person I, Person II, Subject, Outside Services, and Narrative.

Using ISIS’ **Nature Pseudonym™** feature, system administrators can attach a variety of possible words and phrases to a single nature. [e.g. officers can use the terms Theft, Stolen Property or Larceny and ISIS automatically translates their words into ‘standard terminology’ used by your department. Pseudonyms/ synonyms are used in the Property type and Area type look-up tables as well.

The use of pseudonyms reduces officer frustration as they are no longer required to look through a long list of possible natures. Pseudonyms also enforce data consistency and enhance the ease and completeness of later searching and reporting.



TIP: Even using pseudonyms, system administrators cannot anticipate every Nature, Area or Property type needed. In the tables included with ISIS, we have used 'Z-Other' or 'Z- Miscellaneous' to allow officers to complete 'required fields'. [The use of the preceding "Z" places these 'last resort' picks at the bottom of their corresponding look-up table.]



TIP: System administrators are encouraged to periodically run Analyze Data reports to find instances where Miscellaneous is being used so that they can more fully build their tables and pseudonyms over time.

## Required Fields

To ensure thoroughness in the report writing process, each report requires various fields be completed. If you do not complete a 'Required Field', and attempt to leave that screen, a prompt will appear asking you to complete the needed information:

The screenshot shows the 'General Service Report' window. At the top, it displays the department information: 'Safety and Security Department, 320 Newbury Street, Boston MA 02215'. Below this, there are fields for 'Site' (Boston Architectural Center), 'Nature' (POLICE ASSISTANCE), and 'Report#'. A 'Date / Location' section contains 'Time of Occurrence' (Date: 7/23/99, Day: Fri, Time: 11:49 AM) and 'Distribution' (distribution). A 'Reporting Officer' field shows '1082 CONNELLY'. At the bottom, there are tabs for 'Date/Loc', 'Property', 'Vehicle', 'Person I', 'Person II', 'Subject', 'Outside Services', and 'Narrative'. An error message box is overlaid on the form, stating: 'Field \'AreaType\' must have a value.' The error box has a red 'X' icon and an 'OK' button.

Property related fields, such as 'Estimated Dollar Value', 'Property Type', 'Time Last Seen' and 'Time Discovered Missing' **can be required fields - or not** – as determined on a Nature by nature basis by your system administrator.

*After completing the first screen*, a user then presses tabs along the bottom of the screen to submit further information. e.g. Property, Vehicle, Persons [who may have requested

services, responded to incidents, witnesses, etc.], on to the Subject tab, and finally the Narrative.



TIP: The requirement/ prompt to submit certain important information will not be enforced unless you open each report tab.

**Required fields must be completed. Do not attempt to leave blank by turning off the computer or otherwise improperly exit ISIS when in the middle of writing a report. Improperly exiting ISIS can corrupt your report forcing you to begin from scratch.**



TIP: If you find you need to obtain additional information for a required field, **enter something before exiting**. e.g. for Property of an unknown value, you can enter a penny [\$0.01], for other required fields there is generally a 'Miscellaneous' or 'Z-Other' pick provided.

### Dates and Times are always “Required Fields”

For your convenience, the **Occurrence Date** field, near the top of the report, defaults to the day you opened the report. Evening officers filing reports after midnight may need to roll the date back a day.

Crime Report

Site: [Dropdown]  
Nature: ANNOYANCE PHONE CALLS ... Report#: 66

Time of Occurrence  
Date: 3/28/2002 Day: Thu Time: [Field]

On Property On Property Room/Street#: [Field]  
Building/Street: [Field]  
Floor: [Field] Area Secured [Field]  
Department: [Field]  
Area Type: [Field]

Reporting Officer: 105 CONNELLY  
Date Submitted: 3/28/2002 Time: 5:52 PM Approved By: [Field]

Distribution: [Field]  
Delete [Field]

RTK Stats? Approve?

Date/Loc / Property / Vehicle / Complainant / Witness / Subject / Outside Services / Narrative

The reporting officer is required to fill-in the Occurrence Time. Time can be entered in either military or Greenwich format, though military time is usually found to be more convenient for the report writer.

Time will be automatically converted to Greenwich Time [a.m. / p.m. time] to help people not familiar with military time, but who may later receive your report.

**Occurrence Time** is often critical for later analysis and possibly investigations. That said, with many crime reports, such as Larcenies, the exact Time of Occurrence is oftentimes not known [e.g. when a theft occurs over a weekend in a closed building]. In such cases, contact your supervisor for advice on your department's protocol for assigning/ estimating such unknown times.

For your convenience, the **Submitted Date and Time** fields near the bottom of the report similarly default to the day and time you opened the report form.





**TIP: RE: Screen Navigation.** Some users prefer the *keyboard's Tab key*, in place of their mouse to navigate from field to field... & from data entry screen to data entry screen. [Moving to the next entry screen requires *either* pressing the tabs on the bottom of the data entry screen /e.g. into Property, Vehicle... - or - 'Tabbing thru' all fields which will then lead onto the next screen/ tab.]

### **Drop Down Lists**

Look-Up tables [a.k.a. drop-down lists] are set up by your system administrator and serve both to reduce the amount of typing required – as well as maintain data consistency for effective data and investigation searches. It is important to include all available information in the fields provided using drop-down lists where available.

Information about Property, Vehicles or People that is only included in your Narrative will not be retrieved in subsequent data searches.



Fields with **Drop down lists** are signified by either a  or a  button on the right side of the field. Those with the 3 dots can be opened by clicking *anywhere* inside a field.



**TIP:** Drop Down lists, if present, can be opened by clicking *anywhere* inside a field. It is not necessary to press directly on the gray button.

Drop down lists can also be opened by typing the first few letters of a selection – or by pressing the ‘**Alt + Down** cursor/ Arrow’ – or - ‘**Alt + L**’ combinations on your keyboard.

???????????? inconsistent – also check ‘tab flow’ above screen... ???

## User Created Look-Up Tables

In addition to system administrator created Look-Up tables, **Users automatically create time saving Look-Up tables**, when writing a report listing any Person, Subject or Vehicle Plate Number.

These look-up tables are immediately available for later use by all.


Once created, you can access the ‘on-the-fly’ look-up tables, by ‘double-clicking’ on a Name or License Plate field in the Vehicle, Persons or Subject screens. You will then be taken automatically to a list of information submitted by your fellow officers.  
[e.g. see following motor vehicle plate screen].

The 'Vehicle Lookup' window contains a search field at the top labeled 'Search Characters'. Below it is a table with the following columns: Plate, State, Color, Make, Model, and Style. The table lists several vehicles, with the first row highlighted in blue.

| Plate   | State | Color | Make            | Model    | Style          |
|---------|-------|-------|-----------------|----------|----------------|
| 019FMC  | Ma    | Green | Volkswagen      | Passat   | Stationwagon   |
| 08976CY | Ma    | Red   | Nissan          | 240 SX   | 2 Door Hardtop |
| 2244JC  | Ma    | Blue  | Honda           | Civic    | 4 Door Hardtop |
| 2558CB  | Ma    | Gray  | Toyota          | Camry    | 4 Door Hardtop |
| 2868FK  | Ma    | Red   | Chevrolet       | Cavalier | 4 Door Hardtop |
| 2981    | Ne    | Green | Z see narrative | KZ 650   | Motorcycle     |
| 3321GT  | Ma    | Blue  | BMW             | 325      | 4 Door Hardtop |
| 3410WR  | Ma    | Green | Mazda           | Protege  | 4 Door Hardtop |
| 3595 KT | Ma    | Green | Mazda           | Mx-6     | 4 Door Hardtop |
| 377CZB  | Ma    | Green | Chevrolet       | Blazer   | 4 Door Hardtop |
| 4232HR  | Ma    | Tan   | Mazda           | MPV      | 4 Door Hardtop |

Below the table is a 'Search By' dropdown menu currently set to 'Plate'. At the bottom right are 'OK' and 'Cancel' buttons.

If a vehicle or person was listed in a prior report; the name, description, etc. will appear in the user created lists. To find prior entries, *type the first few letters* [or numbers] in the Search field.

***If there is a prior entry***, click on it to select it – or highlight the desired record and press the  button. ISIS will then automatically complete all fields for which related data has been entered.



**TIP:** *Check the previously entered information for accuracy.* If you have additional [or more up to date information], *add it now.*

Spell correctly. Your ‘look-up table’ entry will be used by others writing reports. Incorrect spellings and incorrect plate numbers can affect later users.

***If there is no prior entry, or if you are uncertain of an accurate match,***

press the  button and proceed to enter the information you have.

Whether making a new entry or updating an earlier officer's record, your most recent information will be automatically entered for future use by all.



TIP: System Administrators maintain the integrity of user created tables [e.g. for incorrect name spelling, transposed plate numbers, etc.] from the Main Menu Maintenance section. These can be printed out for ease of updating.

??? Frank you ought to check ours --- doesn't seem to work well  
spaces, etc.... ??

## Additional Items of Property, Vehicles, Persons and Subjects

Some reports will involve multiple items of property, vehicles, etc.

A **Tool Bar** is provided on each screen where including additional items may be necessary. [See the tool bar with the circled “ + ” sign in the following screen shot.]

General Service Report

Safety and Security Department  
320 Newbury Street  
Boston MA 02215 (617) 747-2682 (617) 859-0780  
johnb@longwoo

Site: Boston Architectural Center  
Nature: POLICE ASSISTANCE  
Report#: 91620

OK E-Mail  
Print ReClassify  
Next

**Subject**

Last Name: First Name: ☒ Arrest Made?

ID #: ID Type: DOB: / /

Race: Complexion: Sex: Age:

Height: Weight: Build: Facial Hair:

Hair Color: Hair Style: Eyes:


Scars/Marks: Show Photo



Clothing: Find Photo

Warning apply to: ...

☒ READ FROM TRESPASS WARNING CARD

Date/Loc / Property / Vehicle / Person I / Person II / **Subject** / Outside Services / Narrative

After completing the data entry for the first item, press the  button to add an additional item.

When additional items are placed in the report, the forward and reverse arrow buttons,  , will ‘come alive’, as will the delete/ minus sign button -  .


When your report is printed, there will be an indication on the first page of your report that there are multiple property items, persons, subjects, vehicles, etc. This indication will be in the appropriate section header-line.

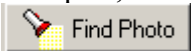
| PROPERTY  |                             |                                 | 1 of 2 |
|---|-----------------------------|---------------------------------|--------|
| Item Description<br><b>Notebook Computer</b>    |                             | Value<br><b>\$2,250.00</b>      |        |
| Color<br><b>Black</b>                           | Serial #<br><b>00000000</b> | Model<br><b>Dell Inspiron</b>   |        |
| Owner Name<br><b>John Doe</b>                   |                             | Owner Status<br><b>Employee</b> |        |
| Last Seen By<br><b>John Doe</b>                 |                             | Phone<br><b>x3456</b>           |        |
| Date Last Seen<br><b>12/12/2001</b>             | Day<br><b>Wednesday</b>     | Time<br><b>12:12 PM</b>         |        |
| Date Discovered Gone<br><b>12/12/2001</b>       | Day<br><b>Wednesday</b>     | Time<br><b>12:45 PM</b>         |        |
| Discovered Gone by<br><b>John Doe</b>           |                             | Phone                           |        |
| Property Type<br><b>Office/ Business Equip.</b> |                             |                                 |        |

Additional property items, persons, subjects or vehicles, etc. will print out on page two and subsequent report pages, if needed.

## **Find/ Show Photo - Overview** ??? I'm still getting lost ☹

Users can attach and later view one or more photographs associated with their reports.

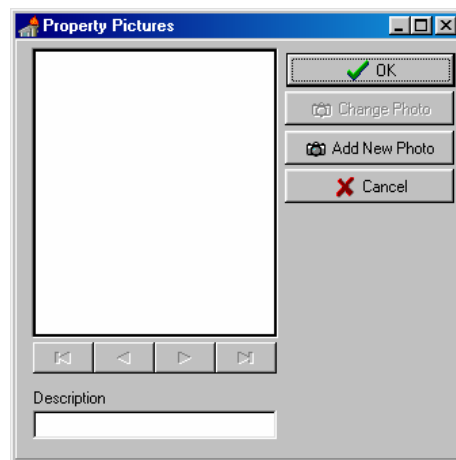
**If a photo is attached**, the  button will be active.

**If a photo is not yet attached**, but either exists in a prior report, or elsewhere on your computer, you can find and attach the photo using the  button, if your system administrator has given you rights to do so. ???

## **Property Pictures**

Property pictures can be found and attached using the following screen.

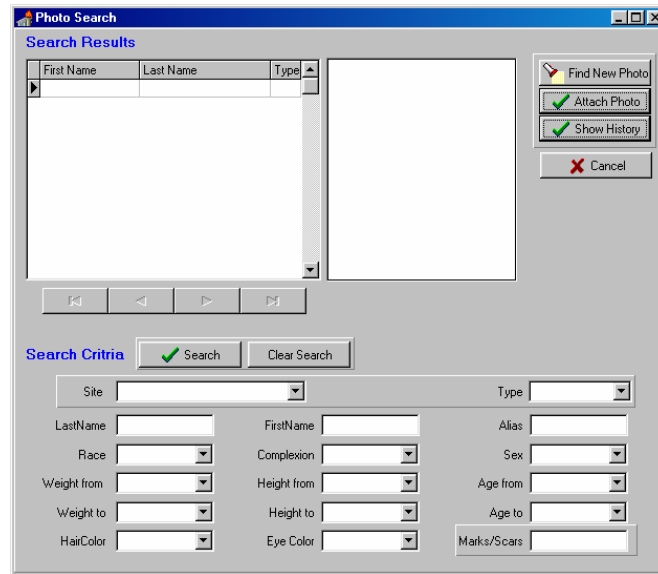
If your system uses ISIS default directories, existing photos will be found under:  
[Drive letter]:\Program Files\ISIS\Pictures\Property.



## **Subject Photos**


### **New Subject Photos**

To attach a recent photo, press . Go to the Drive where your photos are located and click on the file name.



### Existing Subject Photos

You may attach photos, previously attached to another report, to the report being written.

If you know the name and location of the photo, you can use the  button as described earlier. If your system uses ISIS defaults, existing photos will be found under: [Drive letter]:\Program Files\ISIS\Pictures\Subject.

If uncertain whether or where a photo exists, you can search for the photo using the above filtering criteria. Highlighting a report will call up the related picture.

### Subject History

After searching for and locating a Subject, you will find prior reports relating to that subject by pressing the '**Show History**' button to call up the following screen. 'Doubling clicking' on a report will open it.

| Report # | Site | Trespass |
|----------|------|----------|
| 12       | ALL  |          |

Last Name:  First Name:  Alias:   
 Race:  Complexion:  Sex:  Height:   
 Weight:  Hair Color:  Age:  Eye Color:   
 Marks/Scars:   
 Clothing:

Prior **Trespass Warnings**, if any, will be indicated by Site Code, in the results list.

Trespass Warnings are added in the Subject tab [see below]. Warnings can be given for multiple sites. If your Department uses a 'standard warning' to be read from a card, this can be indicated here as well.

Site:  Longwood Security Services, Inc  
 Nature:  FRAUD/ FLIM FLAM  
 Report #:  54

MIS DEPARTMENT  
 2 Brookline Place  
 Brookline MA 00000  
 617-735-0600  
 617-735-0600  
 Frank.F@longwc

**Subject**

Last Name:  First Name:  ☒ Arrest Made?  
 ID #:  ID Type:  DOB:   
 Race:  Complexion:  Sex:  Age:   
 Height:  Weight:  Build:  Facial Hair:   
 Hair Color:  Hair Style:  Eyes:   
 Scars/Marks:   
 Clothing:   
 Warning apply to:  ☒ READ FROM TRESPASS WARNING CARD

**Multiple Property and Subject photos** can be attached to a single report by ???



## Outside Services

Many departments find it useful to track their interaction with outside agencies and companies. Since not all incidents involve the use of outside services, these are not “required fields”.

The screenshot shows a software window titled "Crime Report" with a blue header bar. Inside the window, the "LONGWOOD" logo is visible in the top left. The top right corner contains a grid of buttons: "OK" (with a green checkmark), "E-Mail" (with an envelope icon), "Print" (with a printer icon), "ReClassify" (with a circular arrow icon), and "Cancel" (with a red X icon). Below the logo, the "Site:" field is set to "Longwood Security Services, Inc." and the "Nature:" field is set to "SHOPLIFTING". To the right, the "MIS DEPARTMENT" information is displayed: "2 Brookline Place", "Brookline MA 00000", and two phone numbers "617-735-0600". The "Report#:" field is set to "12" and the email "FrankF@longwc" is listed. Below this information, the "Outside Services" section is highlighted in blue. It contains several input fields: "Service Co." (with a dropdown arrow), "Unit#:" (with a dropdown arrow), "Time Req'd:" (with a dropdown arrow), "Time Arr'd:" (with a dropdown arrow), "Clr'd:" (with a dropdown arrow), and "Destination:" (with a text input field). At the bottom of the window, a tabbed interface is visible with the following tabs: "Date/Loc", "Property", "Vehicle", "Complainant", "Witness", "Subject", "Outside Services" (which is the active tab), and "Narrative".

## Writing the Narrative

It is suggested that narratives be written in **chronological order**. For example:

**General Service Report**

Safety and Security Department  
320 Newbury Street  
Boston MA 02215 (617) 747-2682  
(617) 859-0780  
johnb@longwoo

Site: Boston Architectural Center  
Nature: POLICE ASSISTANCE  
Report#: 91620

OK E-Mail  
Print ReClassify  
Cancel

**Narrative** Thesaurus **Spell Check**

At approximately the above time on the above date, while assigned as \_\_\_\_\_.

I observed \_\_\_\_\_;  
was dispatched on a report of \_\_\_\_\_;  
was dispatched to perform \_\_\_\_\_ [a service]; OR  
was approached by \_\_\_\_\_ who stated that \_\_\_\_\_.

I then, \_\_\_\_\_.

Next, I \_\_\_\_\_.

Date/Loc / Property / Vehicle / Person I / Person II / Subject / Outside Services / Narrative



**TIPS:** Report as fact only information known by you – personally.

“Facts” are what you came to know based on one of your five senses [i.e. what you personally saw, heard, smelled, felt, or tasted].

For information provided to you by another person, always **clearly state the source of your information**. [i.e. Specify who told you - e.g. ‘Mr. Jones stated he saw the above Subject #1 running .....’].

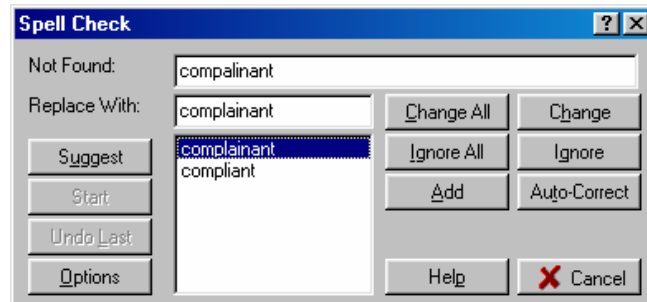
It is usually not necessary to repeat in the narrative, the names, plate numbers or other descriptions you already provided in the above fields.

**A clear reference** to the pertinent information is all that’s needed [e.g. “the above vehicle...” or “the above Subject #1.....” if there are more than one subjects is all that is required.]

Most departments require that your **opinions, hunches, and other thoughts** be submitted separately. **Check with you supervisor for your department’s policy.**

## **Spell Check**

Using **Spell Check** will help your reports appear more professional.

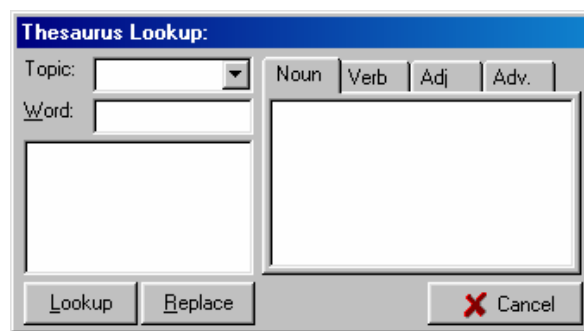


Names, such as people, street and building names can be included in ISIS' dictionary by your system administrator [or other users with 'Edit Approved Reports' rights].

To ensure misspelled words are not entered in your Department's custom dictionary, many users will see the 'Add' and other buttons 'grayed out' indicating they are inactive for that particular user.

Notify your Network Administrator of any frequently used words, such as Building and Street names missing from your dictionary.

## **Thesaurus**



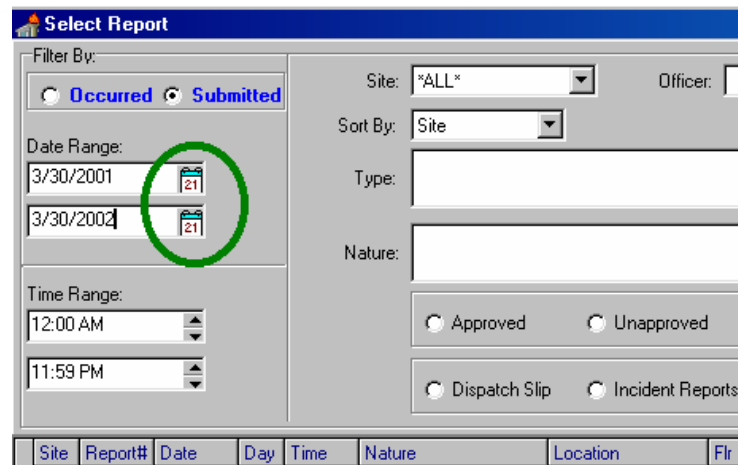
ISIS also helps a user find replacement words/ synonyms for use in the Narrative.

## Using the Master Log to Return to a Report

If interrupted while writing a report and, if you've proceeded past the Date/Loc screen, you may return to complete your report through the Master Log.

When first opened, the Master Log screen will be blank.

**Begin by adjusting your date range filter** by pressing on the calendar pages in the top left corner of the Master Log:





| Site | Report# | Date | Day | Time | Nature | Location | Flr |
|------|---------|------|-----|------|--------|----------|-----|
|------|---------|------|-----|------|--------|----------|-----|

...doing so will open the current month's calendar:



| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
|     | 1   | 2   | 3   | 4   | 5   | 6   |
| 7   | 8   | 9   | 10  | 11  | 12  | 13  |
| 14  | 15  | 16  | 17  | 18  | 19  | 20  |
| 21  | 22  | 23  | 24  | 25  | 26  | 27  |
| 28  | 29  | 30  |     |     |     |     |

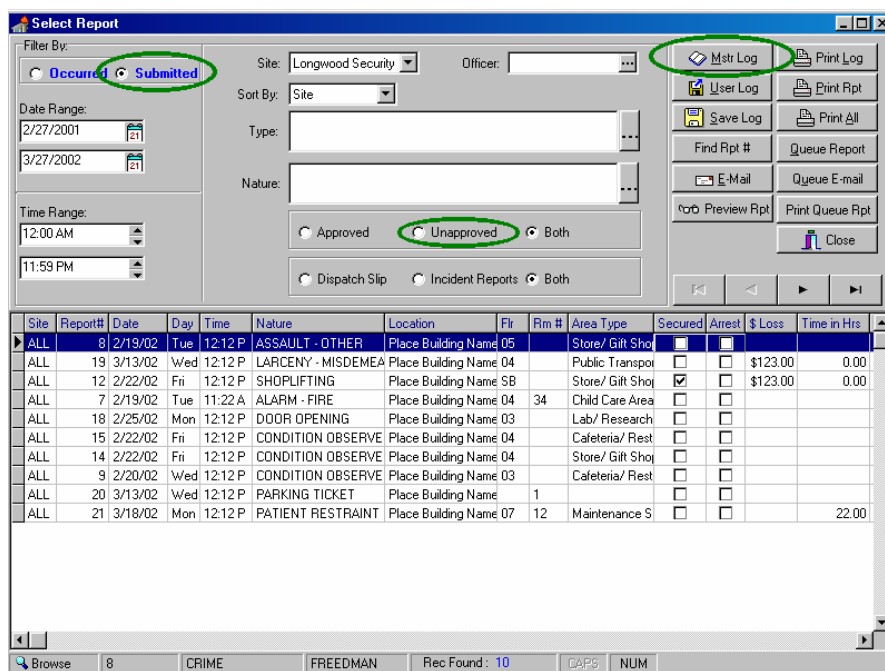
After beginning and ending dates, you **must press** the above green check mark,  **to post your 'from' and 'to' date selections.** The forward and reverse buttons, , will change the date from month to month or from year to year.

Before opening the Master Log, you may additionally adjust a variety of filters to limit your view by site, by officer submitting a report, by type of report, nature of report, whether approved or not, etc. – or any combination you wish.

After adjusting your filters, press the  button to view a list of reports.

The default time frame is for reports ‘submitted’ during the prior 24 hours.

After pressing the Master Log button, your screen will look similar to the following. Open any report shown, by double clicking on it.



| Site | Report# | Date    | Day | Time    | Nature             | Location               | Flr | Rm # | Area Type       | Secured                             | Arrest                   | \$ Loss  | Time in Hrs |
|------|---------|---------|-----|---------|--------------------|------------------------|-----|------|-----------------|-------------------------------------|--------------------------|----------|-------------|
| ALL  | 8       | 2/19/02 | Tue | 12:12 P | ASSAULT - OTHER    | Place Building Name 05 |     |      | Store/ Gift Sho | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 19      | 3/13/02 | Wed | 12:12 P | LARCENY - MISDEMEA | Place Building Name 04 |     |      | Public Transpor | <input type="checkbox"/>            | <input type="checkbox"/> | \$123.00 | 0.00        |
| ALL  | 12      | 2/22/02 | Fri | 12:12 P | SHOPLIFTING        | Place Building Name SB |     |      | Store/ Gift Sho | <input checked="" type="checkbox"/> | <input type="checkbox"/> | \$123.00 | 0.00        |
| ALL  | 7       | 2/19/02 | Tue | 11:22 A | ALARM - FIRE       | Place Building Name 04 | 34  |      | Child Care Area | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 18      | 2/25/02 | Mon | 12:12 P | DOOR OPENING       | Place Building Name 03 |     |      | Lab/ Research   | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 15      | 2/22/02 | Fri | 12:12 P | CONDITION OBSERVE  | Place Building Name 04 |     |      | Cafeteria/ Rest | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 14      | 2/22/02 | Fri | 12:12 P | CONDITION OBSERVE  | Place Building Name 04 |     |      | Store/ Gift Sho | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 9       | 2/20/02 | Wed | 12:12 P | CONDITION OBSERVE  | Place Building Name 03 |     |      | Cafeteria/ Rest | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 20      | 3/13/02 | Wed | 12:12 P | PARKING TICKET     | Place Building Name    | 1   |      |                 | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 21      | 3/18/02 | Mon | 12:12 P | PATIENT RESTRAINT  | Place Building Name 07 | 12  |      | Maintenance S   | <input type="checkbox"/>            | <input type="checkbox"/> |          | 22.00       |


**Most officers** will receive Data Entry rights from their system administrators. People with Data Entry rights alone **will see only the reports they have written** and only until these reports have been ‘approved’, - unless your system administrator has also given rights to see your ‘approved reports for some extended number of days.


**Oftentimes, supervisors will be given authority to ‘approve’ reports.** As such, supervisors will see all unapproved reports, - unless your system administrator has extended your rights to see ‘approved reports for some extended number of days.


## Saving Personal Filters

After setting your filters, and opening the Log, you may **save your filters for later use**. For example, an Investigator may wish to see only serious crimes, or an Administrator may not wish to see all Dispatch Slips, Parking Tickets or Condition reports.

To Save your filters, press the  button, while the Log is open.

To later Use your saved filters, do not press the Master Log button, instead press the  button which will active your personal filters.

Regardless of whether you use the Master Log defaults or your own personally set  filters, **you must set a Date Range** for each use.

Press  , after setting your dates.

NOTE: Some buttons appearing on the Master Log will be ‘grayed out’ as determined by the rights assigned by your system administrator.



TIP: to Filter **for multiple ‘Report Types’ or for multiple ‘Natures’**, you must **hold down the ‘Ctrl’ key** when clicking your left mouse button. ??

## Sorting the Master Log

The Master Log default sort is set in order of those natures that are usually of most importance and interest to security managers.

Therefore, by default the sort is:

first by: Crimes against Persons  
then by: Crimes against Property  
then: ????

After displaying the Master Log, it can be easily **re-sorted** by any one of the included headers, by pressing on the Header type [e.g. Site, Report #, Date, Day...].

The following example shows a Log filtered by pressing on Nature,  
So that reports are listed alphabetically by Nature description.

The screenshot shows the 'Select Report' window. On the left, there are filters for 'Filter By' (Occurred/Submitted), 'Date Range' (4/20/2002 to 4/21/2002), and 'Time Range' (12:00 AM to 11:59 PM). In the center, there are dropdowns for 'Site' (ALL), 'Officer', 'Sort By' (Nature), 'Type', and 'Nature'. There are also radio buttons for 'Approved', 'Unapproved', 'Both', 'Dispatch Slip', 'Incident Reports', and 'Both'. On the right, there are buttons for 'Mstr Log', 'Print Log', 'User Log', 'Print Rpt', 'Save Log', 'Print All', 'Find Rpt #', 'Queue Report', 'E-Mail', 'Queue E-mail', 'Preview Rpt', and 'Print Queue Rpt'. At the bottom, there is a table of reports with columns: Site, Report#, Date, Day, Time, Nature, Location, Flr, Rm #, Area Type, Secured, Arrest, \$ Loss, Time in Hrs, Officer Name, and App'd. The 'Nature' column is circled in green. The table contains 7 rows of data.

| Site | Report# | Date      | Day | Time    | Nature           | Location                 | Flr | Rm # | Area Type        | Secured                  | Arrest                   | \$ Loss | Time in Hrs | Officer Name | App'd |
|------|---------|-----------|-----|---------|------------------|--------------------------|-----|------|------------------|--------------------------|--------------------------|---------|-------------|--------------|-------|
| CH   | 154297  | 4/18/2002 | Thu | 11:20 A | ALARM - FIRE     | Pavillion Building       | 05  | NA   | In-Patient Floor | <input type="checkbox"/> | <input type="checkbox"/> |         |             | PEET         | 3357  |
| MPC  | 154373  | 4/21/2002 | Sun | 1:32 P  | ALARM - FIRE     | Duggan House             | 06  |      | Common Area      | <input type="checkbox"/> | <input type="checkbox"/> |         |             | MENSAH       |       |
| TBC  | 154210  | 4/20/2002 | Sat | 2:00 A  | ALARM - SECURITY | 1108 Boylston Street BMT | B6  |      | Common Area      | <input type="checkbox"/> | <input type="checkbox"/> |         |             | DEAN         |       |
| TBC  | 154209  | 4/20/2002 | Sat | 2:55 A  | ALARM - SECURITY | 1108 Boylston Street BMT | B6  |      | Common Area      | <input type="checkbox"/> | <input type="checkbox"/> |         |             | DEAN         |       |
| CH   | 154312  | 4/20/2002 | Sat | 10:28 P | ALARM - SECURITY | Main Building            | SB  | 0040 | Common Area      | <input type="checkbox"/> | <input type="checkbox"/> |         |             | SETTLES      |       |
| CH   | 154360  | 4/21/2002 | Sun | 7:03 A  | ALARM - SECURITY | Farley Building          | 03  | 308  | Patient Exam A   | <input type="checkbox"/> | <input type="checkbox"/> |         |             | SETTLES      |       |

## Writing Multiple Reports of the Same Type

When entering multiple reports of the same type [e.g. Parking Tickets, Door Opening/Unlock reports, or Condition Slips], you can open a New Report form by pressing



Your first report will be saved, and you can begin entering data for your next report – without returning to the Main Menu/ Write screens.

**Ticket Report**

Site:

Nature: PARKING TICKET ... Report#: 91621

Time of Occurrence  
 Date: 7/23/99 Day: Fri Time: 5:55 PM

Street Number:

Building/Street:

Violation Type:

Distribution:  
 distribution

Reporting Officer: 1082 ... CONNELLY Date Submitted: 7/23/99 Time: 5:55 PM Approved By:

☐ Approve?

Date/Loc / Vehicle / Narrative



## Chapter 2 SEARCH

### DISPATCHER & INVESTIGATOR INFO SEARCHES & LOOK UPS

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#### SEARCH OVERVIEW

In their day-to-day roles, Dispatchers, Shift Supervisors and Investigators may require information on a particular motor vehicle, person, etc.

Much of this information can be retrieved through the Main Menu – Search selection.



There are no 'required fields' in ISIS' Search or Analyze Data screens. Users set their own search criteria as their needs and their department's policies and procedures require. The search default setting is 'ALL'.

Once set, a user's preferred [i.e. regularly used] settings can be saved, in a user specified directory, according to each user's individual needs.

## Parking Ticket & Tow Searches

In the Parking Ticket/ Tow screen, you can call for a complete history on a particular plate, or you can search for vehicles with a violation history of 'greater than or equal' to some number of vehicle tickets & tows.

Your search will include partial plate numbers. You can filter your results by any combination of violation types, vehicle makes, colors, body type, state, etc.

By default, ISIS will search for all violations within one year. ???

**To alter your date range**, press the General tab.

When your filter [revised date range] is set, press the **Process Tickets** button ????



TIP: System administrators can set the Default Parking Ticket search range. ?????



TIP: Some departments periodically print hard copy 'hot sheets' listing vehicles routinely in violation - i.e. vehicles with ">/ or =" some number of past violations. Taking this approach can reduce radio traffic from field officers requesting this information.

The **Vehicle Access** report, for those tracking the time and destination of vehicles entering their property, works much the same as the Parking Ticket report.

### No Ticket/ No Tow feature

Have you, or one of your officers, ever mistakenly ticketed a company VIP or guest?

ISIS helps you control such intra-department miscommunication with a feature that alerts users when a plate number has been flagged for special consideration.

In the following example, on running a vehicle plate history, the 'No Ticket / No Tow' warning shows 'John Doe' may be receiving special parking privileges by your company.

The screenshot shows a software window titled "Analyze Data (Parking Ticket/Tow Report)". Inside, there's a section "Enter Selection Criteria" with various input fields: "Plate #" (123ABC), "Model Year" (From 1900 to 2099), "Report Date" (From 01/21/2002 to 04/21/2002), "Model:", "Violation Type" ({ALL}), "Tow Reason" ({ALL}), "Make" ({ALL}), and "State" ({ALL}). There are also buttons for "Choose Violation...", "Choose States...", and "Choose BodyType...". A "Sort By" dropdown is set to "Plate Number". At the bottom, there are buttons for "Process Tickets", "Clear", "Run", "Open", "Save", and "Close". A warning dialog box is overlaid on top, titled "Warning", with a yellow warning icon. The text in the dialog says: "No ticket/No tow requested by Longwood Security Services, Inc.. Owner: John Doe. Title: Employee of the Month." with an "OK" button.



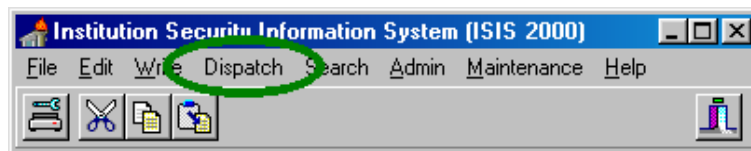
**TIP:** If you operate multiple sites, the requesting site [e.g. 'Longwood Security' in this instance] will be automatically identified.

This is a 'heads up' notice only. Officers may still enter a parking violation ticket or tow report, if deemed appropriate.

## Photo/ Subject Search. ????

## Dispatch Log

Dispatchers can track service requests to timely completion as well as prompt officers to write certain reports by using the ISIS' Dispatch feature.



Selecting the above Dispatch pick from the Main Menu will open the following screen:

A screenshot of the 'Dispatch Reporting' window. The window has a title bar 'Dispatch Reporting'. It contains several input fields: 'Site:' (a dropdown menu), 'Report#:' (a text field with '36'), 'Date:' (a date field with '3/28/2002'), 'Day:' (a dropdown menu with 'Thu'), 'Time:' (a time field with '11:23 AM'), 'Name:' (a text field), 'Building/Street:' (a text field with a dropdown arrow), 'Floor:' (a text field with a dropdown arrow), 'Room/Street#:' (a text field), 'Nature:' (a text field with a dropdown arrow), 'Phone:' (a text field), and 'Assigned To:' (a dropdown menu). There is a 'Cancel' button with a red X and a 'Start' button with a clock icon. Below these fields is a 'Comments' text area. At the bottom, there is a 'Response Log' section with a table. The table has columns: 'Start Time', 'Nature', 'Building', 'Floor', 'Room', 'Name', 'Telephone', and 'Officer'. To the right of the table are three buttons: 'On-Scene', 'End W/O Report', and 'End With Report'.

| Start Time | Nature | Building | Floor | Room | Name | Telephone | Officer |
|------------|--------|----------|-------|------|------|-----------|---------|
|            |        |          |       |      |      |           |         |

The cursor will open on, and later default back to, the caller's **Name** field. Dispatchers enter data by **tabbing** from field to field.


**Typing the first letter[s]** of a Building Name, Floor, Nature or Assigned Officer, will automatically open a drop-down list. Highlighting the chosen code, and **Pressing Enter** on the keyboard will post the chosen information and bring you to the next field.

For the sake of speed, there are **no ‘required fields’**.?? A **‘Start Time’ and Date will be automatically applied** either when ‘tabbing off’ the Assigned Officer field – or by pressing the Start button. The Log Slip will automatically post to the Response Log list.

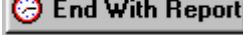
System administrators assign **2 projected Response Time Intervals to each Nature**.

When a nature sits in the Response Log field for longer than the **1st time interval**, without an officer reporting back that he or she has arrived ‘on scene’, the related Response Log line turns **Yellow**.


When the **2nd interval** passes without an ‘on-scene’ indication, the line turns **RED**.

**Upon arriving ‘on scene’**, an officer radios this information to dispatch, and the dispatcher **stops the ‘response time clock’** by pressing the  button.

When an officer radios dispatch that they have completed their assigned task, **Dispatchers indicate whether a report is required** or not.

**If a report is to be filed**, as noted by pressing the  button, the Log Slip will be automatically converted into the start of an Incident Report and will be posted in the Master Log under the responding officer’s name waiting for the officer to complete the report.

This start of a report will include all information provided by the Dispatcher except the dispatcher’s ‘Comments’ information.

**If No Report is required**, dispatchers press the  button and the Slip will post as a Dispatch Slip only.

After posting, the cursor reverts to the Name field - ready for the next caller’s request.  
???

## Chapter 3 SHIFT SUPERVISOR FUNCTIONS

### APPROVING, E-MAILING, PRINTING, LOCKING.... OFFICER REPORTS


#### Approving Reports - Generally

Many departments require their Shift Supervisors review and approve all – or certain – reports, before the end of each shift. In ISIS' Maintenance/ Nature Set-Up screens, system administrators identify **which reports require approval**.

**After a report is approved, it is locked.** Only people with specified rights to do so may open them. And, only those with even higher rights can 'alter/ edit' or 'delete' a report. Approving, and thereby 'locking down', reports is an important data protection function.

To help with identifying reports needing approval, Supervisors can 'filter' the Master Log to show only reports that have not been approved.

| Site | Report# | Date      | Day | Time    | Nature             | Location            | Flr | Rm # | Area Type       | Secured | Arrest | \$ Loss  | Time in Hrs | Officer |
|------|---------|-----------|-----|---------|--------------------|---------------------|-----|------|-----------------|---------|--------|----------|-------------|---------|
| ALL  | 8       | 2/19/2001 | Tue | 12:12 P | ASSAULT - OTHER    | Place Building f 05 |     |      | Store/ Gift Sho |         |        |          |             | FREED   |
| ALL  | 54      | 3/28/2001 | Thu | 12:37 P | FRAUD/ FUM FLAM    | Place Building f 4  |     | 3421 | Public Transpo  |         |        | \$123.00 | 0.00        | FREED   |
| ALL  | 19      | 3/13/2001 | Wed | 12:12 P | LARCENY - MISDEMEA | Place Building f 04 |     |      | Store/ Gift Sho |         |        | \$123.00 | 0.00        | FREED   |
| ALL  | 12      | 2/22/2001 | Fri | 12:12 P | SHOPLIFTING        | Place Building f SB |     |      | Child Care Area |         |        |          |             | FREED   |
| ALL  | 7       | 2/19/2001 | Tue | 11:22 A | ALARM - FIRE       | Place Building f 04 |     | 34   | Cafeteria/ Rest |         |        |          |             | FREED   |
| ALL  | 15      | 2/22/2001 | Fri | 12:12 P | CONDITION OBSERVE  | Place Building f 04 |     |      | Store/ Gift Sho |         |        |          |             | FREED   |
| ALL  | 14      | 2/22/2001 | Fri | 12:12 P | CONDITION OBSERVE  | Place Building f 04 |     |      | Maintenance S   |         |        |          | 22.00       | FREED   |
| ALL  | 21      | 3/18/2001 | Mon | 12:12 P | PATIENT RESTRAINT  | Place Building f 07 |     | 12   |                 |         |        |          |             | FREED   |

After setting their desired filters, supervisors [as with any user] can save personal filters for later use by pressing the  button while the filtered log remains open.

When reopening the log, and *after setting a desired date range*, users activate their personal filters by pressing the  – and not the Master Log, button.

## APPROVING REPORTS – HOW

To approve a report, go to the Date/ Loc tab and **click off the Approve box.**

Your user number ?? will then automatically appear in the ‘Approved By’ box and in the last column of the Master Log.

The screenshot shows the 'General Service Report' window. At the top, it displays the Longwood logo and contact information for the MIS Department. The 'Date / Location' tab is selected. The 'Time of Occurrence' is set to 3/28/2002 at 12:06 PM. The 'Reporting Officer' is CURRAN. The 'Approved By' field shows user 105, CONNELLY, with the 'Approve?' checkbox checked and circled in green. The 'Distribution' list is empty. The bottom navigation bar includes tabs for Date/Loc, Property, Vehicle, Person I, Person II, Subject, Outside Services, and Narrative.

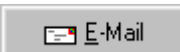
## E-Mailing Reports

ISIS provides for e-mailing reports. E-mail capability requires the purchase and installation of Adobe Acrobat Writer™, though anyone with the free web-downloadable Adobe Acrobat Reader™ can view and print such reports.

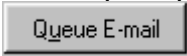
Reports received via e-mail will print out formatted and in a resolution more or less identical to what you receive off your own local printer.

Authority to send reports as e-mail attachments is set by your system administrator on a user by user basis. If you have e-mail rights, you can **select** a report – or multiple reports for e-mailing **from either the Master Log or the individual Report screens.**

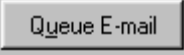
## E-Mailing Single Reports:

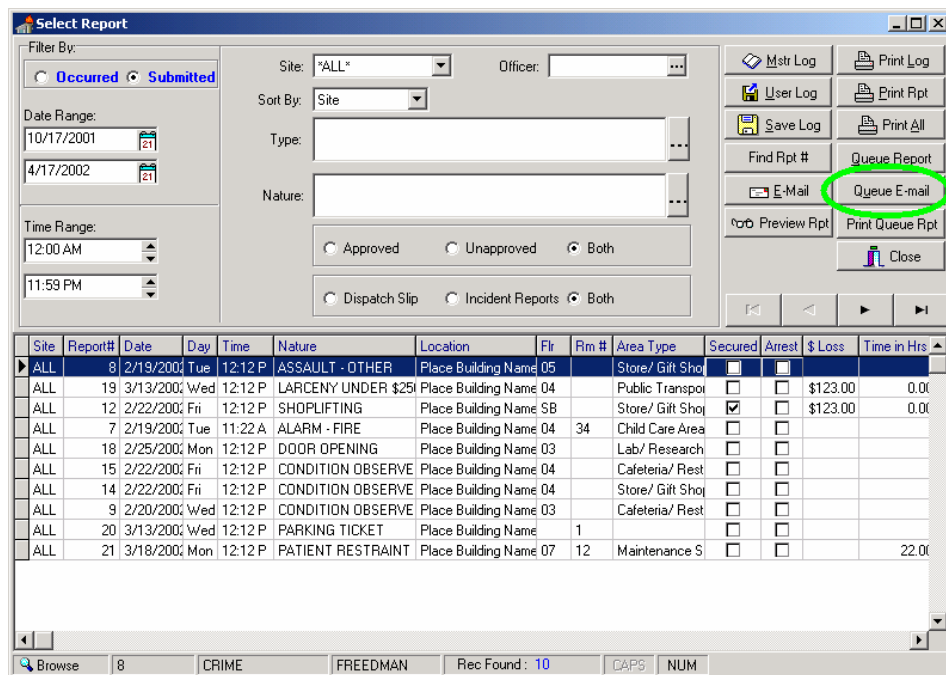
Reports can be sent as they are being approved from the above Date/Loc tab of each report – OR from the Master Log. In either case, highlight the report you wish to send, and press the  button.

## E-Mailing Multiple Reports from the Master Log:


From the Master Log, you can select and attach multiple reports to a single e-mail address – or to multiple addresses - using the  button.

**Highlight** the reports you wish to attach to an e-mail, **one by one**, pressing the

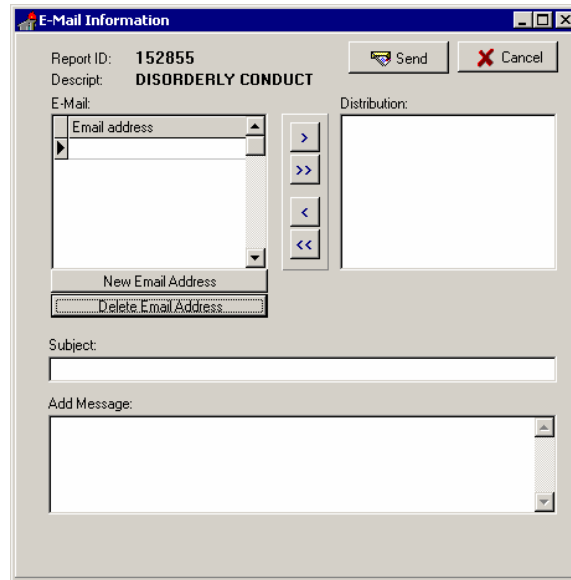
 button between each selection.



| Site | Report# | Date      | Day | Time    | Nature             | Location               | Flr | Rm # | Area Type       | Secured                             | Arrest                   | \$ Loss  | Time in Hrs |
|------|---------|-----------|-----|---------|--------------------|------------------------|-----|------|-----------------|-------------------------------------|--------------------------|----------|-------------|
| ALL  | 8       | 2/19/2002 | Tue | 12:12 P | ASSAULT - OTHER    | Place Building Name 05 |     |      | Store/ Gift Sho | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 19      | 3/13/2002 | Wed | 12:12 P | LARCENY UNDER \$25 | Place Building Name 04 |     |      | Public Transpor | <input type="checkbox"/>            | <input type="checkbox"/> | \$123.00 | 0.00        |
| ALL  | 12      | 2/22/2002 | Fri | 12:12 P | SHOPLIFTING        | Place Building Name SB |     |      | Store/ Gift Sho | <input checked="" type="checkbox"/> | <input type="checkbox"/> | \$123.00 | 0.00        |
| ALL  | 7       | 2/19/2002 | Tue | 11:22 A | ALARM - FIRE       | Place Building Name 04 |     | 34   | Child Care Area | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 18      | 2/25/2002 | Mon | 12:12 P | DOOR OPENING       | Place Building Name 03 |     |      | Lab/ Research   | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 15      | 2/22/2002 | Fri | 12:12 P | CONDITION OBSERVE  | Place Building Name 04 |     |      | Cafeteria/ Rest | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 14      | 2/22/2002 | Fri | 12:12 P | CONDITION OBSERVE  | Place Building Name 04 |     |      | Store/ Gift Sho | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 9       | 2/20/2002 | Wed | 12:12 P | CONDITION OBSERVE  | Place Building Name 03 |     |      | Cafeteria/ Rest | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 20      | 3/13/2002 | Wed | 12:12 P | PARKING TICKET     | Place Building Name    |     | 1    |                 | <input type="checkbox"/>            | <input type="checkbox"/> |          |             |
| ALL  | 21      | 3/18/2002 | Mon | 12:12 P | PATIENT RESTRAINT  | Place Building Name 07 |     | 12   | Maintenance S   | <input type="checkbox"/>            | <input type="checkbox"/> |          | 22.00       |

After identifying each of the reports you wish to send, press the  button which will open the following window:






The 'E-Mail Information' dialog box contains the following fields and controls:

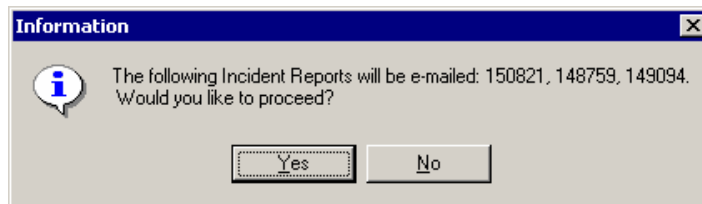
- Report ID:** 152855
- Descript:** DISORDERLY CONDUCT
- E-Mail:**
  - Email address list with a 'New Email Address' button below it.
  - 'Delete Email Address' button.
- Distribution:** Empty list box with '>', '>>', '<', and '<<' buttons for selection.
- Subject:** Empty text field.
- Add Message:** Large empty text area for the email body.
- Buttons:** 'Send' (with envelope icon) and 'Cancel' (with red X icon) at the top right.

The first queued e-mail report will **automatically create a Subject in your e-mail** ??? consisting of the Site code, Incident Report number, and Nature. The sender's name will similarly be automatically entered.

You may change the Subject line, if you wish.  
 You may also enter an e-mail narrative, if you wish.

Changes will occur on all ???



Once you have added a message, if desired, press  and the following prompt will appear:





The 'Information' dialog box displays the following:

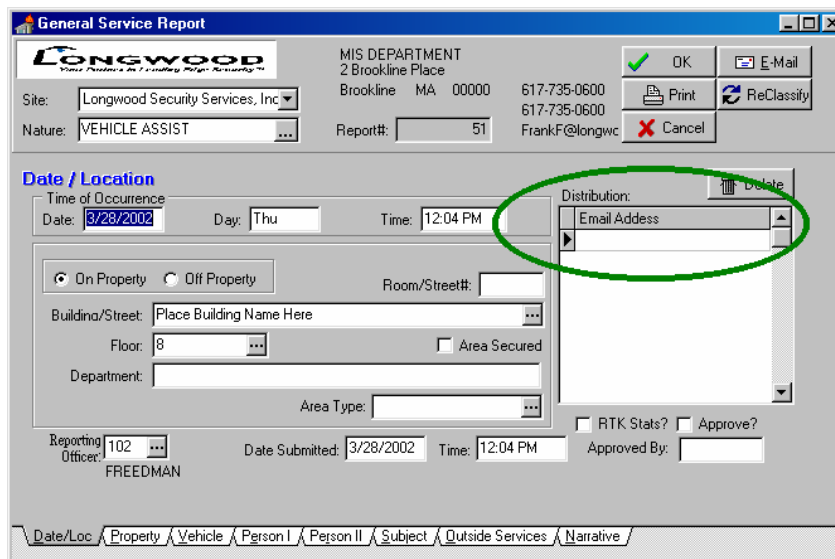
- Icon:** Information icon (i in a circle).
- Text:** "The following Incident Reports will be e-mailed: 150821, 148759, 149094. Would you like to proceed?"
- Buttons:** 'Yes' and 'No' buttons at the bottom.

Press 'Yes' and **each report** will cycle through your system's email process and be sent as a **separate e-mail**.

New e-mail recipients may be added by pressing the  button. Outdated e-mail addresses may be removed by highlighting the address to be deleted and pressing the  button.

New e-mail addresses will be automatically stored in a site-wide table for later use by all with e-mail rights. To use the stored list, either 'double-click' on the name, or press the 'single item' insert  button. Press the 'all'  button to include all email addresses.

A record of who was e-mailed a report will be automatically created on the first screen of each incident report so sent. These names will also print on any future hard copy of an e-mailed report.



The screenshot shows the 'General Service Report' form for Longwood Security Services, Inc. The form includes fields for Site, Nature, Date, Time, and various location details. A green circle highlights the 'Distribution' section, which contains a list of email addresses. The 'Date' field is set to 3/28/2002, and the 'Time' field is set to 12:04 PM. The 'Reporting Officer' is FREEDMAN. The 'Date Submitted' is 3/28/2002, and the 'Time' is 12:04 PM. The 'Approved By' field is empty. The 'Distribution' list is currently empty, and the 'Email Address' field is highlighted.

Attaching Photos to an email?????

## Printing Reports

Similar to the e-mail feature, reports can be printed from each Report's data entry screen or from the Master Log. And, reports can similarly be printed one at a time or 'queued' for batch printing.

**General Service Report**

MIS DEPARTMENT  
2 Brookline Place  
Brookline MA 00000  
617-735-0600  
617-735-0600  
Frank.F@longwc

Site: Longwood Security Services, Inc.  
Nature: M/V ACCIDENT  
Report#: 52

Buttons: OK, E-Mail, Print, ReClassify, Cancel

**Date / Location**

Time of Occurrence  
Date: 3/28/2002 Day: Thu Time: 12:06 PM

Distribution:  
Email Address:

☒ On Property ☐ Off Property Room/Street#:   
Building/Street: Place Building Name Here  
Floor: 1 ☐ Area Secured  
Department:   
Area Type:   
Reporting Officer: 103 CURRAN Date Submitted: 3/28/2002 Time: 12:06 PM Approved By:   
☐ RTK Stats? ☐ Approve?

Date/Loc: / Property / Vehicle / Person I / Person II / Subject / Outside Services / Narrative /

**Select Report**

Filter By:  
☒ Occurred ☐ Submitted

Date Range:  
3/28/2002  
3/29/2002

Time Range:  
12:00 AM  
11:59 PM

Site: ALL Officer:   
Sort By: Site  
Type:   
Nature:   
☐ Approved ☐ Unapproved ☒ Both  
☐ Dispatch Slip ☐ Incident Reports ☒ Both


Buttons: Mstr Log, User Log, Save Log, Find Rpt #, E-Mail, Preview Rpt, Print Log, Print Rpt, Print All, Queue Report, Queue E-mail, Print Queue Rpt, Close


| Site | Report# | Date      | Day | Time    | Nature           | Location               | Flr | Rm # | Area Type | Secured                  | Arrest                   | \$ Loss | Time in Hrs |
|------|---------|-----------|-----|---------|------------------|------------------------|-----|------|-----------|--------------------------|--------------------------|---------|-------------|
| ALL  | 54      | 3/28/2002 | Thu | 12:37 P | FRAUD/ FLIM FLAM | Place Building Name 4  |     | 3421 |           | <input type="checkbox"/> | <input type="checkbox"/> |         |             |
| ALL  | 52      | 3/28/2002 | Thu | 12:06 P | M/V ACCIDENT     | Place Building Name 1  |     |      |           | <input type="checkbox"/> | <input type="checkbox"/> |         |             |
| ALL  | 51      | 3/28/2002 | Thu | 12:04 P | VEHICLE ASSIST   | Place Building Name 8  |     |      |           | <input type="checkbox"/> | <input type="checkbox"/> |         |             |
| ALL  | 50      | 3/28/2002 | Thu | 12:03 P | REPAIR REQUEST   | Place Building Name 8  |     |      |           | <input type="checkbox"/> | <input type="checkbox"/> |         |             |
| ALL  | 49      | 3/28/2002 | Thu | 12:03 P | VEHICLE ASSIST   | Place Building Name 7  |     |      |           | <input type="checkbox"/> | <input type="checkbox"/> |         |             |
| ALL  | 46      | 3/28/2002 | Thu | 11:49 A | VEHICLE ASSIST   | Place Building Name 5  |     |      |           | <input type="checkbox"/> | <input type="checkbox"/> |         |             |
| ALL  | 43      | 3/28/2002 | Thu | 11:46 A | VEHICLE ASSIST   | Place Building Name 3  |     |      |           | <input type="checkbox"/> | <input type="checkbox"/> |         |             |
| ALL  | 36      | 3/28/2002 | Thu | 11:23 A | M/V ACCIDENT     | Place Building Name 20 |     |      |           | <input type="checkbox"/> | <input type="checkbox"/> |         |             |
| ALL  | 48      | 3/28/2002 | Thu | 11:57 A | ALARM - SECURITY | Place Building Name 5  |     |      |           | <input type="checkbox"/> | <input type="checkbox"/> |         |             |
| ALL  | 65      | 3/28/2002 | Thu | 12:12 P | PARKING TICKET   | Place Building Name    |     | 12   |           | <input type="checkbox"/> | <input type="checkbox"/> |         |             |

Buttons: Browse, 54, CRIME, FREEDMAN, Rec Found: 10, CAPS, NUM

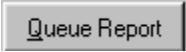
In the Master Log you have a few methods of printing.


The  button prints the Log as displayed in the above example.

The  button prints the highlighted report.


The  button begins a cycling process, printing each report listed.

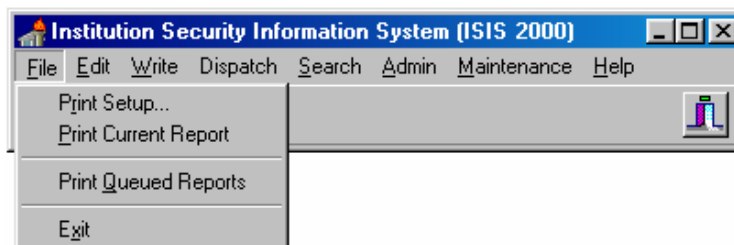


TIP: Those with older/ slower PC's and printers may wish to use the  button to place reports into a **print bin** for **batch printing**.

To use the batch printing feature, highlight the desired reports one at a time, pressing the  button between each selection.

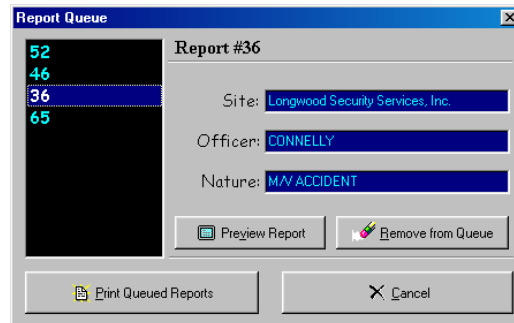
Reports placed into the print queue can be printed:

- 1). by pressing the  button in the Master Log; or
- 2). from the Main Menu;



- or 3). upon exiting ISIS, when you will be automatically reminded as shown below.

The below Report Print Queue window, as automatically shown on exiting, allows you to preview each report, remove reports from the queue, or print the entire 'queued' batch.



### **Re-Classifying Reports**

On occasion you may wish to change a report classification. [e.g. when an item of property reported as 'stolen' turns out to be 'lost and found'.]

Crime reports can be reclassified as Service reports and vice versa.

Due to the differences in the data fields between other Report Types [e.g. Condition Observed vs. Medical Assist vs. Tow, etc.] only Crime and Service reports can be re-classified. Others must be re-entered/ re-written.

For these 'other report types', we suggest you 1). Print the report and, 2). if the narrative is lengthy, 'cut and paste' it into the desired form.

To change a report type between General Service and Crime, press the



button on the Date/ Loc tab [the first tab] of the Report's data entry screen.

When you press Re-Classify, a filtered list of Crimes or Services will open.

Select the Nature Description you desire and press



### **Right to Know Crime Statistics**

Many Educational Institutions publicly report certain crime statistics annually.

To help ease this chore, a RTK checkbox is provided on the crime report's Date/ Loc or first tab. Checking this box as appropriate throughout the year, may allow for faster end of year data compilation.

The use of the RTK checkbox is optional, as users have a variety of filters and reports to chose from as will be discussed in the Administrator's Analyze Data chapter.

## Patient Watch Time Tracking

If your system administrator has 'turned on' Patient Watch Reports, officers and others with Data Entry rights will be able to use this form. Most of the input screens are similar to other reports and require no further explanation.

In addition to providing standard reports and graphs, Patient Watch reports can also track hours and officer time using the following screen:

**Patient Watch Report**

**LONGWOOD**  
Since 1988, we've been the leading provider of security services.

MIS DEPARTMENT  
2 Brookline Place  
Brookline MA 00000  
617-735-0600  
617-735-0600  
FrankF@longwc

Site: Longwood Security Services, Inc  
Nature: PATIENT WATCH - Security  
Report#: 71

Assist Requested by: M.D./R.N.  
Name: SMITH Title: Ext:

| Officer Name             | Date & Time On Duty | Status    |
|--------------------------|---------------------|-----------|
| First Officer: CURRAN    | 3/30/2002 11:16 AM  | Scheduled |
| Relief Officer: FREEDMAN | 3/30/2002 12:00 PM  | Billable  |
| Relief Officer:          |                     |           |
| Relief Officer:          |                     |           |
| Relief Officer:          |                     |           |

Assist Ended by: M.D./R.N.  
Name: JONES Title: Ext: Date & Ended Time: 3/30/2002 2:30 PM

**Calculate Hours**

| Scheduled        | Billable         | Total Hours      |
|------------------|------------------|------------------|
| 0 hrs and 44 min | 2 hrs and 30 min | 3 hrs and 14 min |

Date/Loc Patient S/O Hours Restraints Instr Outside Services Narrative

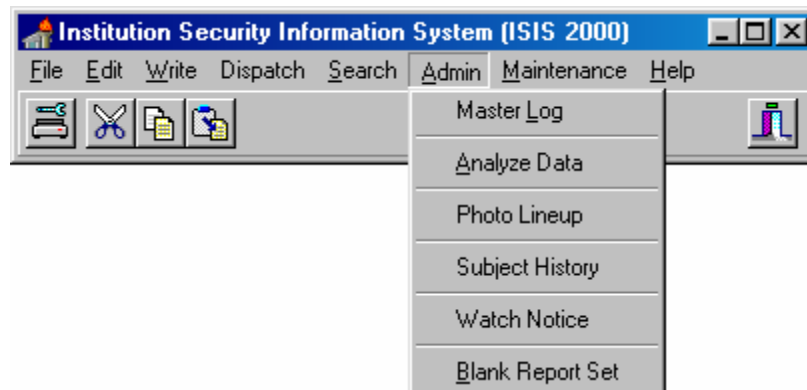
Entering the First Officer's name [from a drop down list] and the Date and Time On Duty [i.e. when the watch started], starts the clock. Entering 'Date and Ended Time' stops the clock.

You must then press the  button to capture and post the hours spent.

## Chapter 4 ADMINISTRATOR / INVESTIGATOR FUNCTIONS

### ANALYZING DATA, STATISTIC REPORTS, GRAPHING, ....

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#### **MASTER LOG**

For Master Log filtering and other features, see Chapter 1, Officer Report Writing.

#### **ANALYZE DATA - OVERVIEW**

There are three (3) types of reports you can generate from inside Analyze Data:

- 1). a **LOG** report [similar to the previously discussed Master Log];
- 2). **STATISTICS** report showing Monthly, Year to Date and other comparisons, or
- 3). a number of bar, line or pie **GRAPHS**.

As will be discussed, you can do 'year to year' graphical comparisons.

All ISIS reports default to include more or less All Information contained in your database. ??? Admin set default range??


But more often than not, a report containing "all" data is not particularly helpful to your measuring or trending needs.

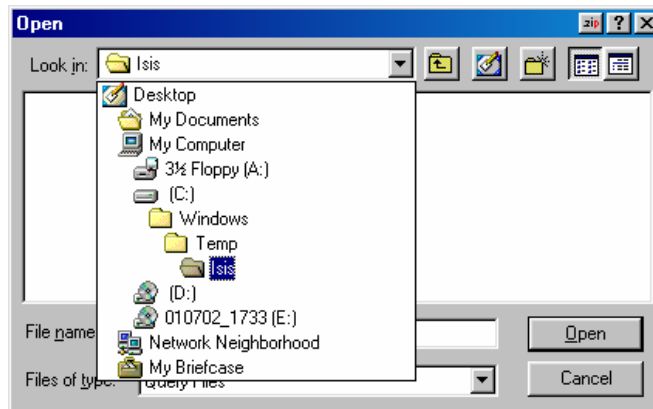
Instead, your interest will likely center on a service or group of services; a particular crime or type of crime; or perhaps only one or more buildings, area types, time of day, day of week, or.... some combination of the above criteria.

You can create a focused report by filtering out unwanted data – or put another way, you set your filters to include in your report ONLY data relevant to the issue at hand.

### **Filter Setting – and Saving Filters for Re-Use**

Setting filters can be cumbersome – the first time. If you intend to re-use your filters, you should save them under a report file for re-use monthly, quarterly, annually – or

more often – using the  button which will open a screen similar to the following: ???



You may use ISIS' default location to save your reports – or you may select another location. In either case, ISIS will automatically 'remember' -and return you to - the last directory in which you saved a memorized report.



## USING ANALYZE DATA – STEP-BY-STEP

Analyze Data is ISIS' most powerful search, graph and analysis tool. You begin building a report by setting filters in the following screen:

The screenshot shows the 'Analyze Data' window with the title 'Enter Selection Criteria'. The 'General' tab is selected and highlighted with a green circle. The 'Site' field is set to '{ALL}' and the 'Nature' field is also set to '{ALL}'. The 'Report Date' is set from '12/30/2001' to '03/30/2002'. The 'Report Time' is set from '00:00' to '23:59'. The 'Right to Know flagged Reports' section has radio buttons for 'Yes', 'No', and 'Both', with 'Both' selected. The 'Dispatch Slip' section has radio buttons for 'Dispatch Slip', 'Incident Reports', and 'Both', with 'Both' selected. At the bottom, there are buttons for 'Clear', 'Run', 'Open', 'Save', and 'Close'. The 'Run' button has a green checkmark icon.


After setting the 'General' tab selections for Site, Report Nature, Report Date, Time Ranges, etc., users move across the bottom of the screen opening tabs and setting filters for Location, Property, Vehicle, etc.


There is no required order, though the tabs are set up in more or less the same sequence as the report writing data entry tabs.

**Analyze Data's default data settings is {ALL}.**

??? re-order buttons on screen sic –

***After setting your filters***, limiting your search to defined criteria, press  .

If you wish to save these filters [except for date range which must be set each time] press the  button, as described above.

If you've ***previously set*** filters ***for a report you intend to use regularly***, you needn't reset your filters. Instead, press the  button and you will be taken to where you last saved your filters under a file name you assigned. Double click on your saved file and you will ??

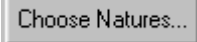
To reset your filters to the default - i.e. {ALL} - , press

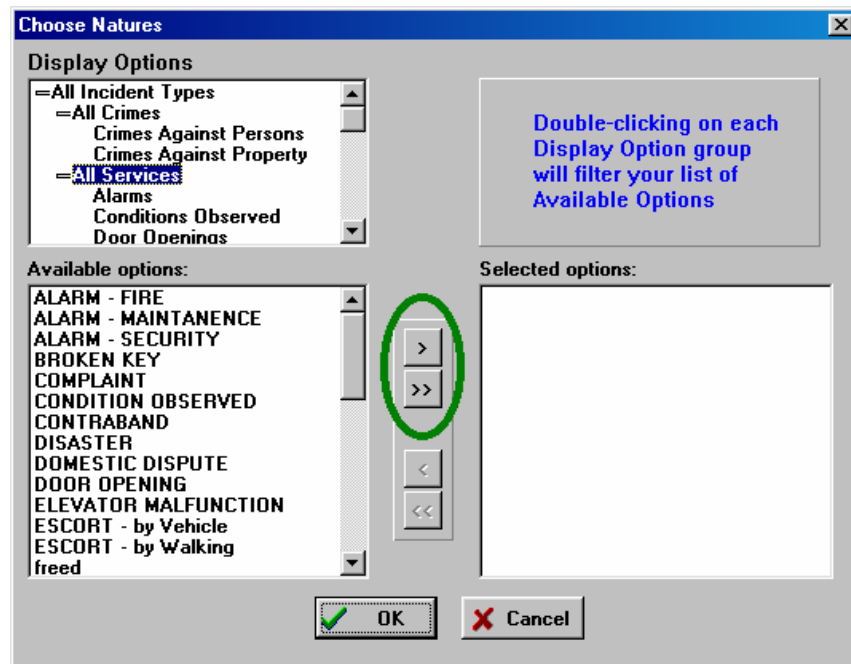


## **Building a Report / Setting Filters – Step by Step**

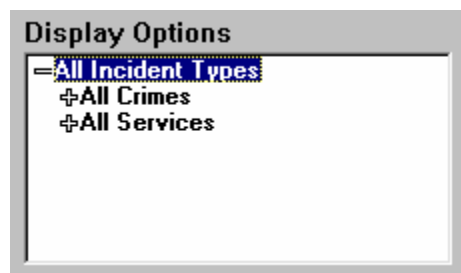
### **General Tab**

Beginning from the above main screen labeled ‘General’, you set a variety of fields for Site, Nature, Time and other data. Nearly all ‘filter dialogue boxes’ operate in the same fashion. As such, we will use only a few examples, beginning with choosing a Nature or group of Natures.

Press the  button at the top center of the ‘General’ tab/ screen, and a filtering window, similar to the following, will open:




When the above window first opened, the top left Display Options box showed only:



By pressing “**All Services**”, the ‘Available Options’ list [bottom left side of window] is filtered to include just Services [i.e. all crimes were removed from the list].

At this point you can further limit your available choices by clicking on a sub-category of Alarms, Condition Observed, Door Unlocks, etc.

Individual report Natures you wish to include in your report can be sent to the **Selected options:** box by either ‘double-clicking’ or by pressing the  button.

### **Filtering for Persons...** General Persons, Subjects, and Patients ## ???



**Analyze Data**

**Enter Selection Criteria**

**Person**

Last Name:  First Name:  Choose Status...:

**Subject**

Last Name:  First Name:


Race:  Sex:  Age:

Arrest Made: ☐ Yes ☐ No ☐ Both

Trespass: ☐ Yes ☐ No ☐ Both

**Patient**

Number:

General / Location / Property / Vehicle / **Persons** / Miscellaneous / Analysis

### **Filtering for Miscellaneous...** Outside Services, Alarm types, et al

### CHOOSING THE REPORT STYLE – Log, Statistic Summary, or Graph

On the last tab labeled ‘Analysis, you chose the type of report you want. Clicking on the radial button of a report style will ‘liven up’ options for a Log, Statistics report, or Graph.

#### **LOG:**

Log reports will look and act similar to the Master Log described in Chapter 1 – Write.

#### **STATISTICS:**

Determine here whether

- you want the report **sent directly to your Printer**;
- what type of **Time Period** [i.e. Monthly, Quarterly or Annual] you want;
- whether to limit the report to **only Crimes or Services**;
- whether you want a **detailed breakdown of Thefts** by

dollar loss,  
property type,  
area type,  
business hours vs. non-business hours, and  
secured or unsecured area; and

- whether you want to show **Outside Services** used.

The screenshot shows the 'Analyze Data' window with the 'Enter Selection Criteria' tab selected. The window has a title bar with 'Analyze Data' and standard window controls. The main area contains several groups of controls:

- Report Style:** Three radio buttons: LOG, STATISTICS (selected), and GRAPH.
- Output:** Two radio buttons: Screen (selected) and Printer.
- Buttons:** 'Stat SetUp' and 'Edit Cover Page'.
- Period Ending:** Two text boxes for 'Month (m)' and 'Year (yyyy)'.
- Period Type:** Three radio buttons: By Month (selected), By Quarter, and By Year.
- Report Types:** Three radio buttons: Crime, Service, and Both (selected).
- Include:** Three checkboxes: 'Of the Larcenies Reported' (unchecked), 'Outside Services' (unchecked), and 'Cover Page' (unchecked).
- Bottom Bar:** A series of tabs: General, Location, Property, Vehicle, Persons, Miscellaneous, and Analysis (selected). Below the tabs are five buttons: Clear, Run (with a green checkmark), Open, Save, and Close.

Any filter setting you have done on other Analyze Data tabs, will additionally limit the data shown in the resulting report.

**Site Setup**

Site Info   Statistics & Report

Longwood Security Services, Inc.

OK

I-1   I-2   I-3   I-4   I-5   I-6  
 Add All   Remove All  
 Select by Category

**- Instructions -**

Natures you select as "INDIVIDUAL" will be reported as separate Line Items, in your Statistics Report

Natures selected as "OTHER" will be totaled together under an "Other" line, by group e.g. Crimes against Persons...

Natures DELETED will not be included in your Statistic Report, but will remain in your database.

| Nature ID | Nature Descript                | Individual/Other |
|-----------|--------------------------------|------------------|
| 101       | LARCENY OVER \$250             | Individual       |
| 102       | LARCENY UNDER \$250            | Individual       |
| 103       | LARCENY FROM A MOTOR VEHICLE   | Individual       |
| 104       | LARCENY OF MOTOR VEHICLE       | Individual       |
| 105       | SHOPLIFTING                    | Individual       |
| 106       | PICKPOCKETING                  | Individual       |
| 107       | FRAUD / FLIM FLAM              | Individual       |
| 108       | FORGERY / UTTERING             | Individual       |
| 109       | TRESPASSING                    | Other            |
| 110       | RECEIVING STOLEN PROPERTY      | Individual       |
| 111       | DRUG VIOLATIONS                | Individual       |
| 112       | BURGLARIOUS TOOLS              | Individual       |
| 113       | BREAKING & ENTERING - FORCIBLE | Individual       |
| 114       | BREAKING & ENTERING - NO FORCE | Individual       |
| 115       | FALSE FIRE ALARM               | Individual       |
| 116       | BOMB THREAT                    | Individual       |

## GRAPH:

**Analyze Data**

Enter Selection Criteria

Report Style: ☐ LOG ☐ STATISTICS ☒ GRAPH

X-Axis for Graph:

2nd X-Axis (optional):

Y-Axis Field for Graph:

☐ Prior year comparison

Clear   Run   Open   Save   Close

General / Location / Property / Vehicle / Persons / Miscellaneous / Analysis



## Chapter 5 MAINTENANCE - Set Up & Maintenance

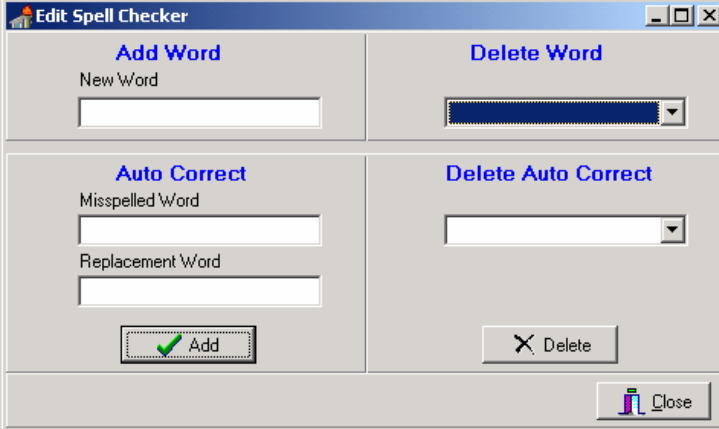
**IMPORTANT ! Please Read Before Beginning to use ISIS**

A????

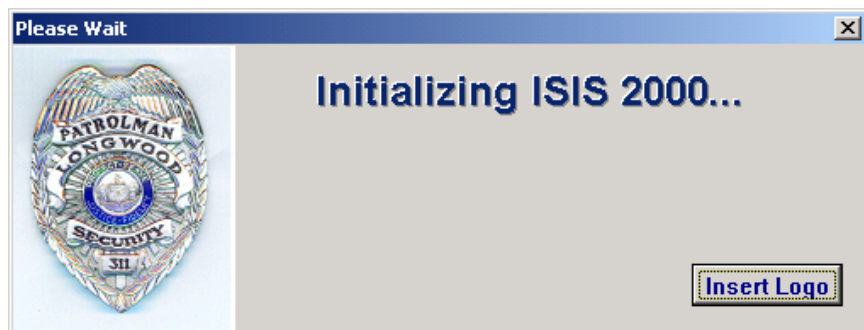
---

WorkSheets ???

Plus...



The 'Edit Spell Checker' dialog box is divided into four quadrants. The top-left quadrant, titled 'Add Word', contains a 'New Word' text input field. The top-right quadrant, titled 'Delete Word', contains a dropdown menu. The bottom-left quadrant, titled 'Auto Correct', contains a 'Misspelled Word' text input field, a 'Replacement Word' text input field, and an 'Add' button with a green checkmark icon. The bottom-right quadrant, titled 'Delete Auto Correct', contains a dropdown menu and a 'Delete' button with a red X icon. A 'Close' button with a standard window icon is located at the bottom right of the dialog.





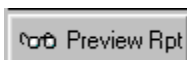
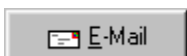
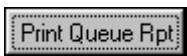
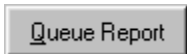
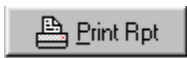
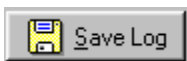
## BUTTONS – simplify ??



Tips

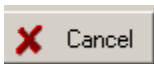
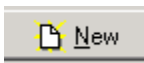


Master Log





Data Entry



Dispatch Slips

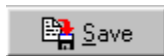




Pt Watch



Analyze data



Photos



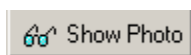
-> ??? under Photo Search

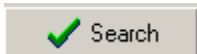


-> ??? under Property



-> ??? under Property





Ctrl+Click to select multiple... Better hint ??

The **Date/Loc** tab in the above example, will *default to the site/ organization* you selected at log-in. If you are assigned to only one site, this will be your default site and there is no need to select a site at log-in.