Satellite Tracking of People LLC

VERITRACKS® USER MANUAL

Version 10.7

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Satellite Tracking of People LLC
1212 North Post Oak Road, Suite 100
Houston, Texas 77055

BluTag® and Blu+® comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

RF Exposure (SAR) Statement for BluTag & Blu+ (FCC ID S5EAA90048, FCC ID S5EAA70038, S5E0906BT5 & S5E1106MM1).

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. It was tested as an ankle worn device in accordance with OET Bulletin 65 Supplement C. The maximum SAR value reported is 0.572W/Kg (S5E0906BT5) and 0.967 W/kg (S5EAA90048) and 0.967 W/kg (S5EAA70038) and 3.170W/Kg (S5E1106MM1)

The GSM and ISM transmitters used in BluTag or Blu+ are not co-located. The ISM transmitter is operational only when it is required to communicate with the associated equipment. The BluTag or Blu+ is set up automatically to prevent simultaneous transmission between the GSM and ISM transmitters

Canadian Compliance (Industry Canada) for Blutag V5

I.C. 9086A-BT50610, MODEL NUMBER: BluTag V5

This Class B digital apparatus complies with Canadian ICES-003

The Blutag Device has been designed to comply with applicable safety requirements for exposure to radio waves. The radio wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted according to RSS-102 with the Blutag device transmitting at its highest certified power level in all used frequency bands. The highest SAR value for the Blutag V5 when tested was 0.174W/Kg (PCS1900) and 0.150W/Kg (GSM850). The Blutag device is designed to be ankle worn. Please follow the instructions included in the user guide for installation around the ankle.

Canadian Compliance (Industry Canada) for Blu+

I.C. 9086A-BT70212, MODEL NUMBER: Blu+

This Class B digital apparatus complies with Canadian ICES-003

The Blutag Device has been designed to comply with applicable safety requirements for exposure to radio waves. The radio wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted according to RSS-102 with the Blutag device transmitting at its highest certified power level in all used frequency bands. The highest SAR value for the Blutag V5 when tested was 3.170W/Kg (PCS1900) and 3.120W/Kg (GSM850). The Blu+ device is designed to be ankle worn. Please follow the instructions included in the user guide for installation around the ankle.

RF Exposure Statement for BluBox™ (FCC ID S5EAA90548) and BluHome™ (FCC ID S5EBH0107A)

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

WARNING – Changes or modifications to these units not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

BATTERY SAFETY

The Blutag and Blu+ Device contains a non-removable lithium-Ion battery. Do not attempt to remove the battery. Do not dispose of The Blutag or the lithium-Ion battery in a fire. The lithium-Ion battery might present a fire or chemical burn hazard if mistreated. Do not disassemble, crush, or puncture the lithium-Ion battery or the Blutag Device. Do not heat the battery or Blutag Device above 140°F (60°C).

Please return the Device to Satellite Tracking of People LLC, 1212 North Post Oak Road, Suite 100, Houston, Texas 77055 for disposal otherwise only dispose of the battery or Blutag device in accordance with the laws and regulations in your area governing disposal of this type of battery.

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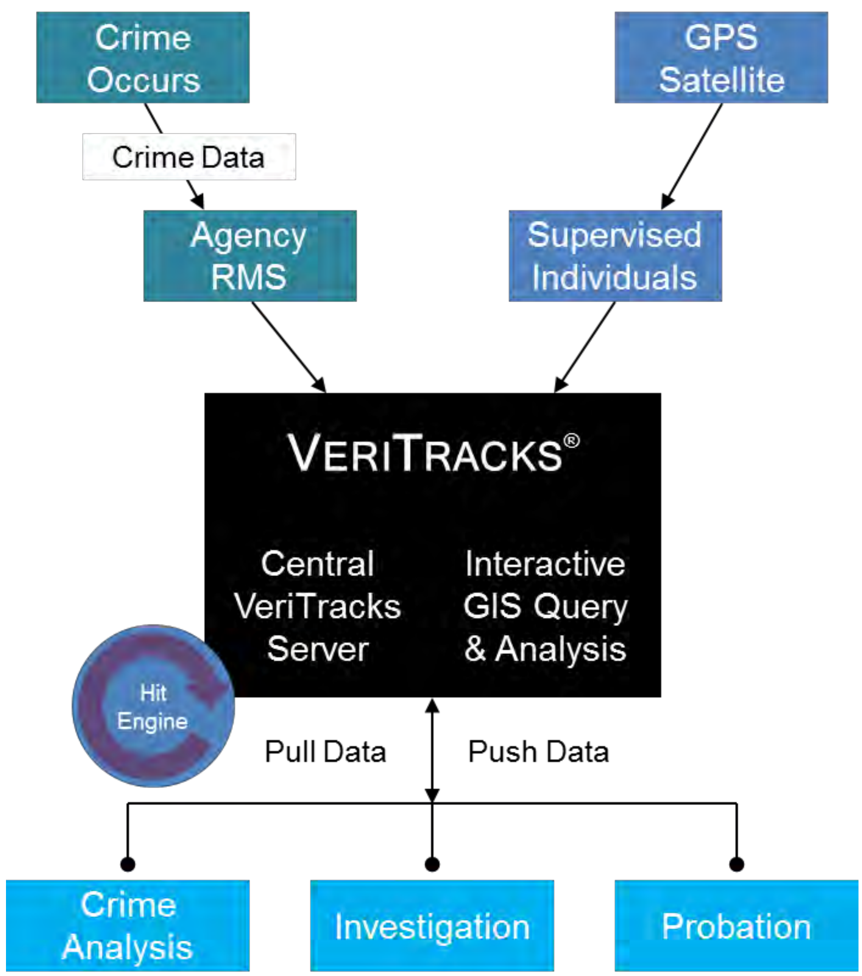
Chapter 1: About VeriTracks and "Blu" Devices

VeriTracks®

VeriTracks is designed to simplify enrollee monitoring. This innovative, web-based public safety tool receives, stores, and distributes monitoring data transmitted by BluTag® and BluBand™ to BluHome™, and BluBox™ devices.

VeriTracks streamlines daily supervision tasks, facilitates sophisticated reporting and compiles the data foundation for Crime Scene and Incident Correlation. Tabs and widgets allow you to customize the user interface. VeriTracks is accessible 24/7 via any computer with a high-speed Internet connection. Robust mapping can display and animate current or historical tracks of multiple enrollees simultaneously. You determine which event and violation notifications to receive, and how to receive them (email, fax, pager, or text message).



VeriTracks Data Flow

With VeriTracks you can:

- Simplify the enrollment process to assure at least the most basic enrollee information is entered and a device properly assigned.
- Analyze historical tracks for patterns and trends in the movements of enrollees.
- Animate movements, zoom in/out and view high resolution aerial photography on maps.
- Use exclusion and inclusion zones to help modify an enrollee's behavior.
  - Exclusion zones are geographic areas an enrollee is prohibited from entering.
  - Inclusion zones are geographic areas that an enrollee is required to enter in to and remain in that zone.
- Assign back-up supervising officers during scheduled off-hours, on vacation or on sick leave.
- Create flexible and escalating notification plans for violation alerts.
- Generate numerous reports that reflect near real time data.
- Develop custom reports
- Integrate Monitoring Center functionality into a supervising agency's existing Monitoring Center operations to reduce officer workload and provide immediate response to enrollee events 24 x 7.

"Blu" Hardware Devices

Satellite Tracking Of People LLC (STOP) offers a range of hardware devices designed to meet the evolving demands of our diverse customer base. The center piece of these devices is BluTag, the world's first, one-piece Global Positioning System (GPS) tracking device. BluTag houses its receiver and transmitter in a single unit. This one-piece unit eliminates the need for enrollees to historically hand carry the monitoring component while wearing the tag.

The BluHome and BluBox accessories link to BluTag devices via a radio frequency (RF) "tether" and enhance the monitoring of an enrollee's curfews for his or her residence.

BluTag Active Benefits and Operations:
• All-in-one device, including GPS and GSM/GPRS • Device settings are programmable over the air • Remote programming of multiple inclusion and exclusion zones • Layered location capability gives multiple avenues for locating an individual • Battery life in excess of 30 hours • Low-battery notification by a vibrating alarm • Weighs only six ounces • High temperature stability • Audible tone or vibration alarm can be programmed and sent immediately • Performs exceptionally well under diverse environmental/atmospheric conditions • Waterproof to a depth of 50 feet • Tamper resistant fiber optic strap

BluTag/Blu+ Active

BluTag Active monitors enrollees using active GPS technology that generates immediate notifications containing near real-time data. This notification allows supervising agents to quickly take the appropriate action related to each notification.

Because BluTag is a one-piece monitoring device, it remains securely fastened to an enrollee's ankle at all times. No additional equipment is needed to effectively monitor an enrollee.

In its standard configuration, an active device determines location once a minute and contacts VeriTracks once every 10 minutes to transmit its tracking data. However, the device calls in immediately in the event of a violation. This action provides near real-time violation notification and near real-time enrollee tracking.

The device secures to an offender's ankle with a fiber optic cable-lined strap that detects tamper attempts. The strap attaches to the transceiver with two pins. If an offender attempts to disengage the device from his or her ankle by pulling on the strap at the connection point, the pins break. If a strap tamper occurs, BluTag records and stores the event until the agent addresses the alarm.

Blu+ operates in the same manner as Blutag. Its operation throughout this manual is the same as Blutag. Blu+ normal operation is restricted in the number of GPS points it can collect and therefore its battery life is extended beyond that of a Blutag

BluTag Hybrid

BluTag Hybrid communicates device tampering and inclusion zone violations with near real-time data like BluTag Active. Supervising agents can also "ping" the device so it immediately transmits the enrollee's current location regardless of when the last GPS coordinates were transmitted to VeriTracks.

A distinct advantage of BluTag Hybrid is its ability to easily and quickly convert to active GPS monitoring without changing equipment. Supervising agents need only call, email, or fax the STOP Solutions Center any time of the day or night to switch the device to active GPS monitoring.

In its standard configuration, a BluTag Hybrid device calls VeriTracks to transmit its tracking data under the following conditions:

- Enrollee charges the device,
- Enrollee enters the tether range of a BluHome unit,
- Enrollee violates a 911 inclusion zone,
- BluTag records a bracelet strap tamper, or
- Agent or officer "pings" the device while logged into VeriTracks.

BluTag Passive

BluTag Passive receives and stores all monitoring data onboard until the enrollee enters the RF tether range of BluHome that is installed in an enrollee's home. More information about BluHome is included later in this chapter.

Unlike multi-piece tracking devices, BluTag Passive transmits data via an radio frequency (or RF) signal to BluHome while still attached to an enrollee's ankle. Multi-piece passive GPS devices require an enrollee to remove the transmitter (the component that actually tracks an enrollee's movements) every day for up to eight hours to recharge the battery and/or transmit monitoring data.

BluTag Passive immediately receives GPS coordinates when the RF tether between itself and BluHome breaks. Because BluTag Passive remains securely attached to an enrollee's ankle at all times. Public safety is enhanced because the movements of an enrollee are tracked 24/7, even when an unscheduled exit from the residence occurs. BluHome sends VeriTracks a violation alert when such an event occurs.

BluBox

BluBox is a BluTag accessory designed for use in group residential facilities with multiple enrollees or for a single enrollee where an RF tether is required. It emits an encrypted RF signal to electronically tether multiple enrollees monitored with a BluTag device. BluBox does not transmit monitoring data. The BluTag device attached to the enrollee's ankle transmits monitoring data.

BluBox Benefits and Operations:

- Enhance curfews with the RF signal regardless of layout or construction of facility
- Uses a standard AC electrical outlet for power
- Back-up battery power lasts up to three days
- Detects unauthorized movement or tampering to BluTag that sends the data to VeriTracks
- When an enrollee enters the RF signal range and BluBox and BluTag are tethered together, BluTag transmits a message to VeriTracks
- When BluTag is tethered to BluBox**,** GPS tracking is curtailed; when the tether is broken, GPS tracking returns to standard operation protocol

BluHome

BluHome is a GPS accessory that transmits monitoring data through a standard landline telephone connection or cellular signal in an enrollee's residence. When an enrollee enters BluHome's RF signal range, the unit immediately tethers itself to the BluTag device. GPS location data, violations and other monitoring data transmit to the BluHome through the tether. BluHome then transmits the data to VeriTracks using a landline or cellular connection.

BluHome allows customized cut-off points for the RF tether regardless of the layout or construction of the residence. This significantly enhances curfews since the tether can be programmed to cut off at a specified location in or out of the enrollee's residence.

BluHome is also the in-home unit that monitors the presence of enrollee's wearing the BluBand RF device.

BluHome Benefits and Operations:
• Enhance curfews with customized cut-off points with the RF signal regardless of layout or construction of the residence • No removal of BluTag from the enrollee's ankle to transmit monitoring data to BluHome • BluHome installs in an inconspicuous location in the enrollee's home • No enrollee interaction is required for normal operations or maintenance • Uses a standard AC electrical outlet for power • Back-up battery power lasts up to three days • Detects, records and transmits unauthorized movement and electrical or telephone service interruptions

BluBand

BluBand is a radio frequency (RF) transceiver that interfaces with BluHome, the home unit that transmits monitoring data to VeriTracks. Together BluBand and BluHome monitor every entrance into and exit from an offender's home. After BluHome records the date and time of an offender's entrance into and exit from his or her home, it transmits the data to ® using digital, cellular or traditional landline telephone service.

BluBand is approximately 1.25" x 2.25" x .05" and weighs around two ounces. The device secures to an offender's ankle with a fiber optic cable-lined strap that detects tamper attempts. The strap is the same one used for BluTag, attaches to the transceiver with two pins. If an offender attempts to disengage the device from his or her ankle by pulling on the strap at the connection point, the pins break. If a strap tamper occurs, BluBand records and stores the event until the offender enters the BluHome RF tether range.

Stalker Alert™

Stalker Alert uses GPS technology, mobile proximity zones and nationwide cellular telephone networks to help provide advance warning to victims about the presence of their abuser. The abuser's supervising officer creates a mobile proximity zone around the victim, which is a pre-determined amount of protected space, usually the distance specified in the order of protection. This circular zone moves with the victim 24/7 and is stored in Stalker Alert's onboard memory. The same zone also moves with the abuser and is stored in the onboard memory of his or her BluTag device. If the abuser who is monitored by BluTag enters the mobile proximity zone, Stalker Alert immediately recognizes the violation and sends the information to VeriTracks, so the supervising officer and law enforcement personnel can be alerted to the violation. At the same time, Stalker Alert performs two actions to alert the victim of the abuser's proximity (1) the alert begins emitting an audible tone and (2) sends a text message to the victim's cellular telephone.

Stalker Alert weighs less than seven ounces and can easily fit into a handbag, briefcase or attach to a belt. The Alert operates up to 60 hours on a single charge. Approximately five hours prior to the depletion of power, Stalker Alert vibrates. Recharging the battery is a simple process that takes about one hour. The charging device is similar to that of a cell phone — one end plugs into the device and the other plugs into a standard AC electrical outlet. The victim knows the battery is completely recharged when the LED on the face of the device steadily glows green. Even while charging the battery, Stalker Alert continues monitoring the location of the victim and any violation of the victim's mobile proximity zone.

BluScan™

The BluScan mobile monitoring unit has an operating range of 300 feet and it is designed to monitor the presence of *any* STOP product. BluScan can concurrently monitor STOP BluTag or BluBand devices or BluHome units – or any combination of equipment totaling sixteen devices. BluScan can store approximately 5,000 events through continual recording or when requested by a supervising officer. It indicates the approximate distance of the equipment being monitored.

The mobile monitoring unit records any event notifications transmitted by BluTag or BluBand, including tampering and low battery statuses. BluScan monitors date and time stamps all events and stores them in its onboard memory until such time as the supervising officer uploads the data to a computer.

When the unit is in set-up mode, it can be configured to report the operational status of a BluBand or BluTag device, including the battery's level of power, tampers and the GPS signals being received. The unit operates with a small attached antenna yet can easily be connected to a magnetic car-mount antenna for use in a vehicle for increased range.

BluScan can operate on battery power for approximately three days. A battery charger for use in a vehicle is also available.

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Chapter 2: Getting Started

System and Browser Configuration

In order to maximize the quality of VeriTracks:

- Windows XP or Windows 7 operating system
- Microsoft Internet Explorer® 8 or Google Chrome
- 2 GB RAM
- Display 1024 x 768 or higher screen resolution
- Cookies enabled on the browser (used for login identification purposes only)
- JavaScript enabled on the browser

TIP: If you have appropriate administrative rights on your computer, you may change the settings for cookies and JavaScript by selecting **Tools** > **Internet Options** in Internet Explorer, then selecting the **Settings** button in the Temporary Internet Files section of the General tab.

Verify and change screen resolution by right-clicking on the Desktop and selecting **Properties** > **Settings** tab.0

NOTE: VeriTracks is designed and tested work with the certified system requirements stated above. If a computer's browser does not have sufficient encryption capability, a message displays directing users to a browser upgrade website. For further assistance, contact our STOP Solutions Center toll free at 866-703-STOP (7867).

Getting Help

Technical support staff at STOP's Solutions Center can assist with any questions regarding the operation of VeriTracks or any of the Blu hardware devices.

For security reasons, the Solutions Center can only assist users if a valid security question and answer have been established for that user in VeriTracks. If assistance is needed with accessing a particular security question/response, please contact your agency's System Administrator/Manager or refer to Chapter 8: Maintenance for more details.

Contacting STOP's Solutions Center:	
By Phone:	1-866-703-STOP (7867)
By Fax:	1-877-410-STOP (7867)
By Email:	techsupport@stopllc.com

LOGGING IN

1. To begin, open Internet Explorer or Google Chrome browser
2. In the address line on the Home Page, type the following address: https://www.veritracks.com
3. Select **Yes** or **No** to the Security Warning (if applicable)

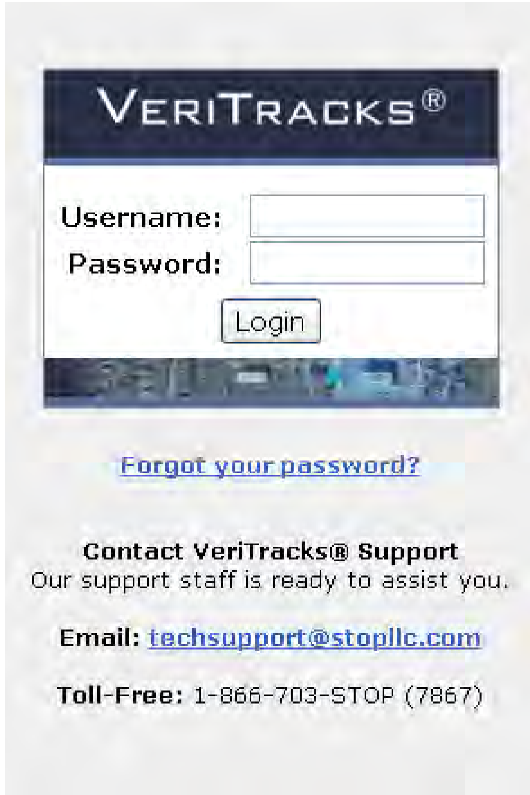
4. VeriTracks login screen displays
5. Enter your **Username** and **Password**

TIP: If you forget your username or password, VeriTracks can email the information to you. Simply click the "Forgot your password?" link and follow the instructions.

Still having trouble loggin in? Contact VeriTracks support for further assistance.

6. Select **No** to the Security Warning (if applicable); **Main Map** data may not display completely if Yes is selected

7. Select **Login**
8. If your organizations has a hierarchy of field and regional offices, select the office you wish to access from the list provided.



VeriTracks Login Screen

VeriTracks ORI Hierarchy

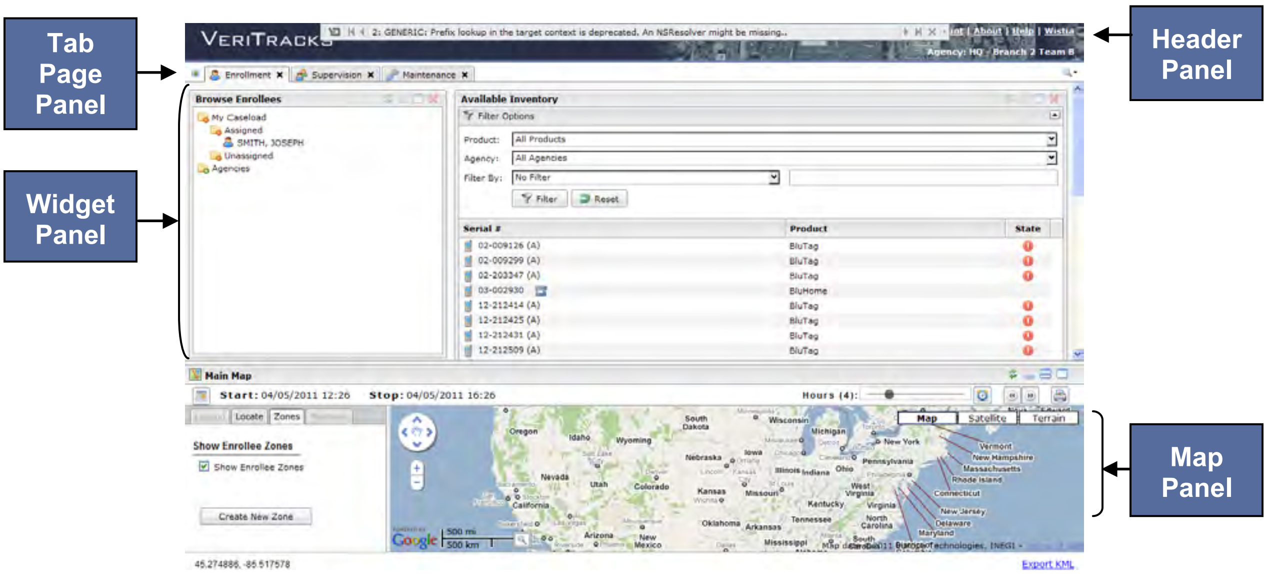
An ORI is a unique nine-character identifier assigned by the Federal Bureau of Investigation (FBI) and assigned to law enforcement agencies. VeriTracks uses this identifier when available to establish the unique identity of each of its customers in the VeriTracks system. If an agency does not have an FBI ORI, STOP will create a VeriTracks ORI for each agency. Larger organizations that are divided into geographic regions, functional branches, and field offices are set up in VeriTracks to replicate their organization's hierarchy of offices. Additionally, organizations that have a reason to separate two supervised populations like adults and juveniles can have each population separated in VeriTracks. For simplicity's sake, each population entity in the hierarchy is referred to as an ORI.

For example, if an agency has a Headquarters office and three (3) field offices, the Headquarters office is set up as the "parent" ORI and the three field offices are configured as "child" ORIs. Users with access to the parent ORI can view enrollee information and tracking data, monitor inventory lists, receive notifications, etc. for all three child ORIs as well as the parent ORI. Users who only have access to a child ORI only have rights to the above information for their own ORI.

VERITRACKS BROWSER LAYOUT

VeriTracks consists of the Header Panel, the Tab Page Panel, the Widget Panel, and the Map Panel. The screen print below shows the location of each of these panels.

TIP: VeriTracks uses tab pages and widgets to organize functionality. Widgets are the small screens seen within each tab page.



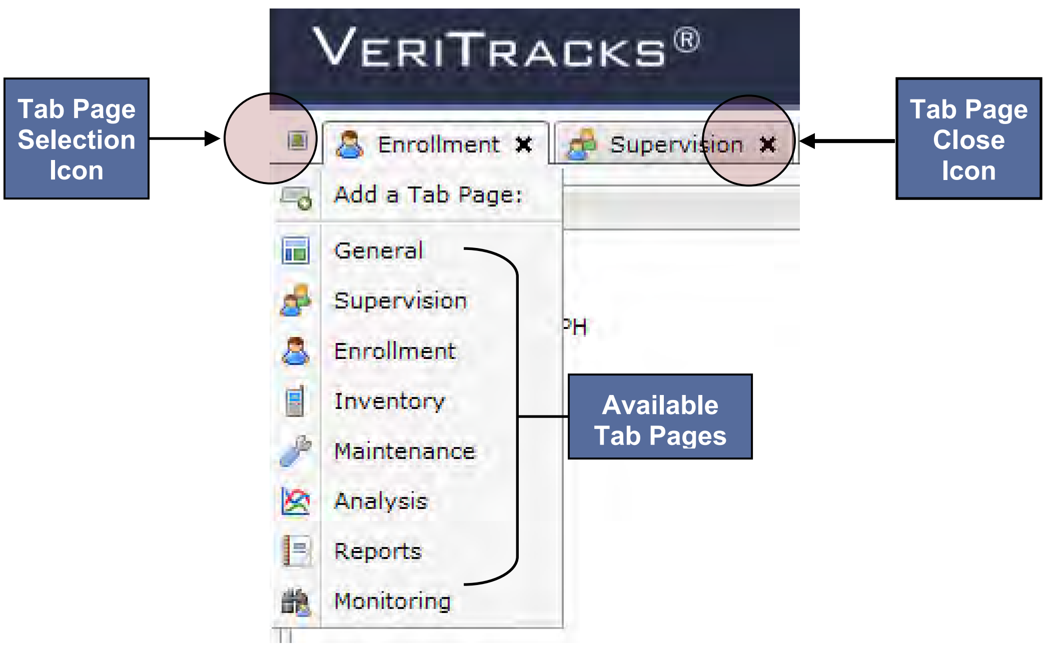
VeriTracks Panel Layout

BASIC NAVIGATION

WARNING:	Do **not** use the **Back** button on your browser as it may produce unexpected results in VeriTracks. To switch from one tab to another or to change a widget, simply select the applicable tab or widget.

Tab Pages

VeriTracks utilizes tab pages and widgets allowing a user to view the information they want in the specific order they choose. Select the tab pages to display in the Tab Page Panel. Add the same tab page multiple times in the Tab Page Panel. Available tabs include the following:



VeriTracks Tab Pages

- **General** – view general system information and messages; available widgets include Introduction and Messages. Note: This tab page displays when first logging into VeriTracks. Use the feedback form to submit any questions or comments.
- **Supervision** – view the most current information for an enrollee; available widgets include Enrollee Details, Simple Enrollee Search, Advanced Enrollee Search, Browse Enrollees, and Schedules
- **Enrollment** – create and modify enrollee records; available widgets include Enrollment Entry, Simple Enrollee Search, Advanced Enrollee Search, Browse Enrollees, Browse Inventory, Schedules, Available Inventory, and BluBox Management
- **Inventory** – manage devices and device inventory; available widgets include Inventory Details, Browse Enrollees, and Browse Inventory

- **Maintenance** – browse users and then maintain as necessary; available widgets include User Management and Browse Users
- **Analysis** – search for and view incident reports; available widgets include Simple Enrollee Search, Advanced Enrollee Search, Incident Search, and Incident Entry
- **Reports** – view report details; available widgets include Recent Reports and Report Viewer
- **Monitoring** – monitor the event activity of your entire offender population in a single screen and respond to those events with step-by-step pre-defined protocols.

To remove a tab page:

1. Click the tab page close icon on the tab you wish to close. This icon displays to the right of the tab page label in the Tab Page Panel. This closes the tab page.

To add a tab page:

1. Click the tab page selection icon in the Tab Page Panel. A drop-down list displays and displays all of the available tab pages.
2. Select the tab page you wish to add. This tab page will now appear in the Tab Page Panel. The default widget(s) will appear on the tab page once it opens.

Widgets

VeriTracks Widgets

VeriTracks displays information as widgets, or individual windows, that represent a group of related information or functions. Widgets display the information and functions that a user chooses in a manner that is most useful to them. For example the Enrollment Widget contains data and functions used to enroll an individual on a device in VeriTracks. Widgets can be added to or removed from a tab page and arranged on the tab page in the order that makes the most sense.

Each tab page has a drop-down list of widgets available on that tab page. Available widgets are organized into two sub-menus: function specific widgets and Generic Widgets.

When a widget is selected, the information is placed within the box on the tab page. These boxes may be moved on the tab page to any desired location within the box. Each widget box has a toolbar that displays in the upper-right corner of the widget box.

- **Function specific widgets** – Function specific widgets present information or functions specific to the topic of the tab. Function specific widgets will vary on each Tab Page Panel.
- **Generic Widgets** – Generic widgets appear on many tab pages and include Clock, Calendar, and Feedback.

To use widget tools:

- Each widget box in VeriTracks contains a toolbar with the following options:

Tool	Function
	Reload icon – refreshes or redisplays the widget box using the most current data available
	Minimize icon – only reduces the size of the widget box, it does not close it **Note:** when the widget is minimized, the icon changes to allowing you to restore the widget box to its original size
	Maximize icon – resizes the widget box so that it displays the full width of the browser screen
	Close icon – shuts the widget box.

To add widgets to a tab:

1. Select the widget icon on the tab page you wish to add the widget. This icon displays to the left of the tab page name in the tab page label. Each tab page has a unique widget icon.
2. A drop-down menu listing the widgets available for that tab page displays. Navigate to and select the widget you wish to add to the tab page.

To remove widgets from a tab page:

1. Select the widget close icon from the widget toolbar. The widget will close.

To move a widget:

Widgets can be repositioned on a tab page by selecting and dragging. To move the widget, ensure the mouse cursor displays a four-headed arrow and is located inside the box. Drag the widget to the desired location within the tab page. VeriTracks will handle the proper positioning of the widget as it locks itself into its new location.

Modal Pop-Ups

Throughout VeriTracks modal pop-ups are used to enter or view information. A modal popup is a window that requires a user to interact with and enter the requested information before returning to the widget.

Map

The map permanently displayed on the bottom of VeriTracks, once the application is launched. Resize the map by selecting the outer edge of the box. A double-headed arrow displays. Click and drag the arrow up, down, left or right to resize the view. You can also minimize, display the map in a split screen, or maximize the Map view using the icons on the right side of the header. If you maximize the map, it will cover any currently displayed widgets; however, those widgets and their displayed information are *still* available as soon as the map is minimized or partially minimized.

Tool	Function
	Reload icon – refreshes or redisplays the Map using current data available
	Minimize icon – only reduces the size of the widget box, it does not close it. **Note:** when the widget is minimized, the icon changes to allowing you to restore the widget box to its original size
	Stacked maximize icons – displays the map in a split screen to share space with other widgets in VeriTracks.
	Maximize icon – resizes the Main Map to display the full width of the browser screen

Default Settings

The first time a user logs into VeriTracks, certain default setting pages and widgets display. Change any or all of the default settings to a display order that is most logical for you.

The default pages and widgets for standard parole and probation users are:

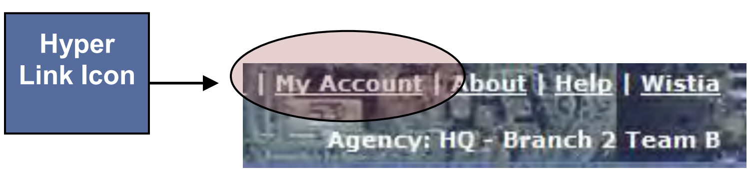
Page	Widgets
General	Introduction, Feedback, Messages
Enrollment	Browse Enrollees, Enrollment Entry, Available Inventory
Supervision	Browse Enrollees, Enrollee Details

The default pages and widgets for law enforcement (crime scene correlation) users are:

Page	Widgets
General	Introduction, Feedback, Messages
Analysis	Incident Entry, Incident Search

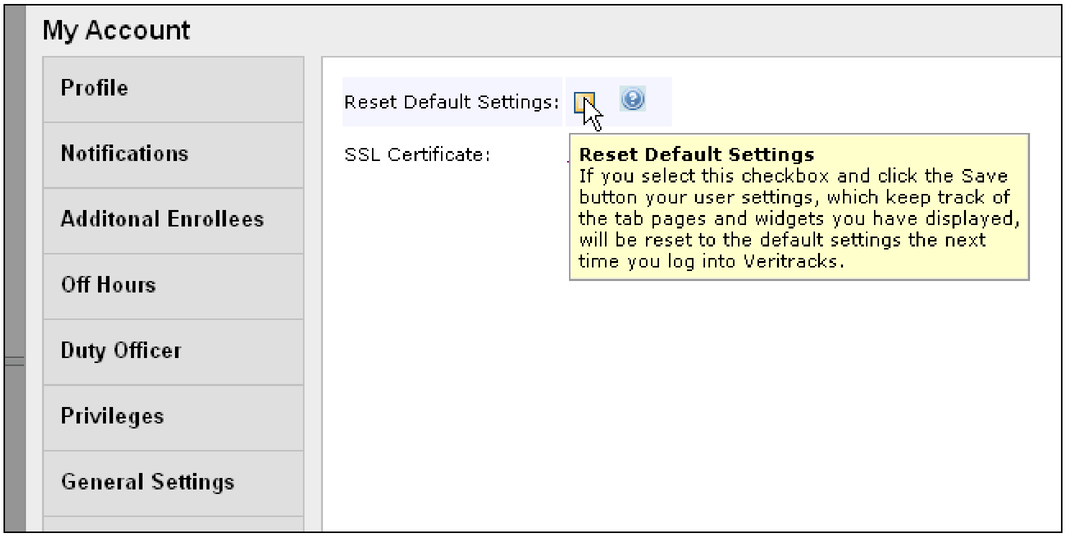
If a user opens too many tab pages and widgets and wants to return VeriTracks to its default settings:

1. Select **My Account** link in the upper-right corner of the browser window.



My Account Link

2. A modal pop-up displays your account information. Select **General Settings** in the lower-left of the modal.
3. Check the **Reset Default Settings** box. A message displays the outcome of VeriTracks once the box has been checked.
4. Select **Save** in the lower-right of the modal. VeriTracks displays the saving of data.
5. Select **Close** to return to the main tab views.



My Account Modal

Customizing VeriTracks

One unique advantage of VeriTracks is the software remembers the pages, widgets, and settings you select to display in a former session. Each time a user logs out VeriTracks takes a snapshot of the current pages and widgets you opened during a current session. This recall function makes it very convenient by displaying the same pages, widgets and settings you use most.

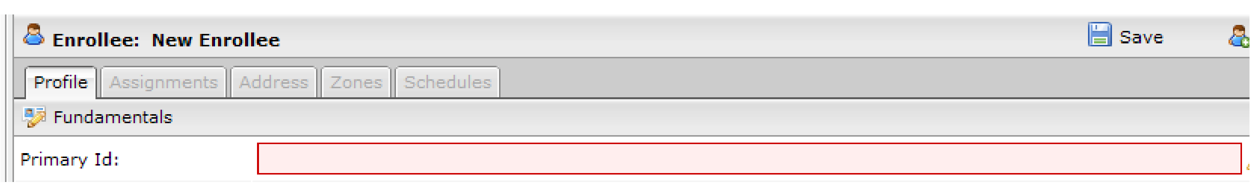
Your settings are automatically saved by VeriTracks. However, to ensure your configuration is saved, use the **Logout [username]** link in the upper right corner of VeriTracks.

For more details on customization of VeriTracks refer to Chapter 8: Maintenance.

Understanding Data Entry Features

Text Boxes

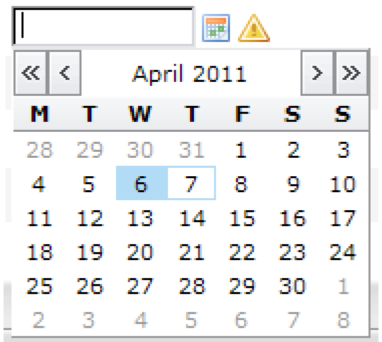
Text boxes allow direct data entry using the keyboard.



Text Box

Date Fields

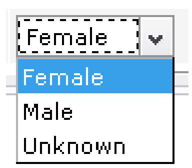
All dates can be input directly or picked off a calendar pop-up list.



Calendar

Drop-down Lists

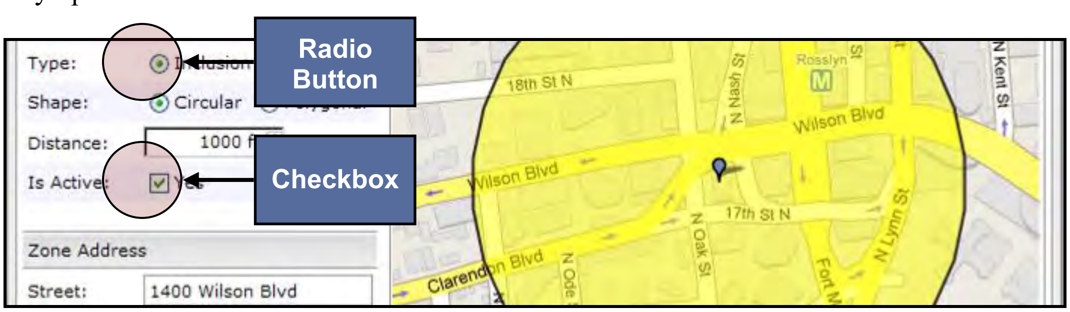
Drop-down list boxes allow you to: (1) type information directly into the box, (2) search the list or (3) pick an item off the drop-down list. You cannot select multiple values in these fields.



Drop-Down List

Radio Buttons and Checkboxes

- Radio buttons allow users to select a single entry in a list of options. When options are presented in a list of radio buttons, a selection must be made.
- Checkboxes allow you to select multiple entries in a list. You also have the option of not selecting any option.

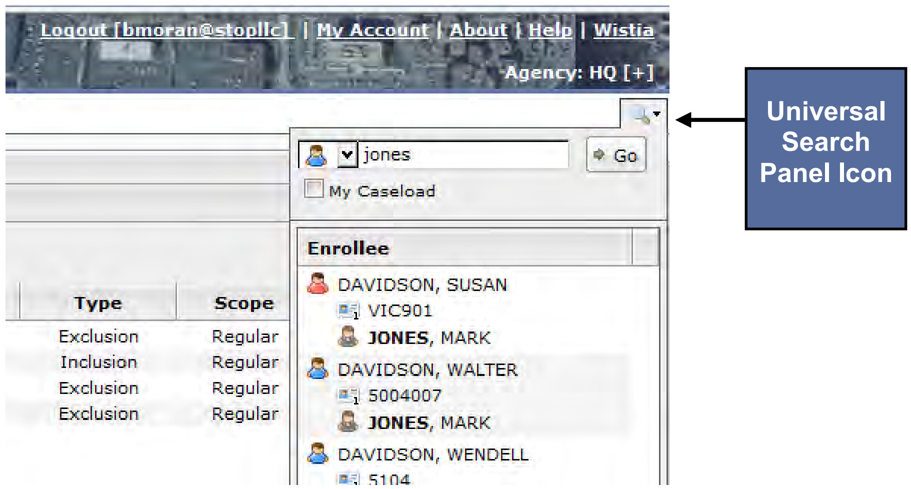


Radio Buttons and Checkboxes

Understanding How to Search and Browse Widgets

Universal Search Panel

The Universal Search panel for VeriTracks (shown below) allows users to search and use the results across different widgets and tabs.



Universal Search Panel

Users access the Universal Search page by clicking on the Search icon on the far right of the screen and below the agency name. Users may search by enrollee, device or agent and "grab" the search results to "drag and drop" into another widget for quicker viewing.

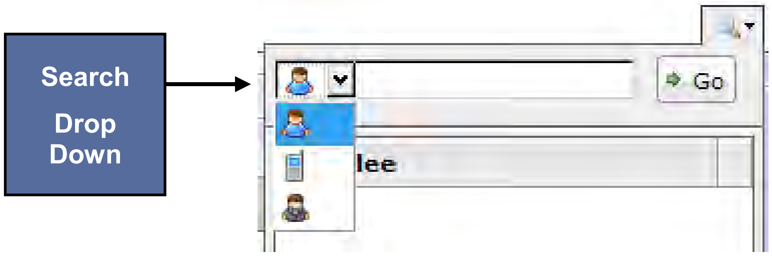
How to Use the Universal Search Panel

1. Type the enrollee's name and select **Go**. The enrollee, their ID number and the agent assigned to that enrollee display.

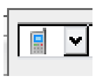
   Enrollees may be dragged and dropped onto the:
   - **Enrollment** tab
     - **Enrollment Entry** widget
     - **Victim Entry** widget
     - **BluBox Management** widget
   - **Supervision** tab
     - **Enrollee Details** widget
     - **Main Map**

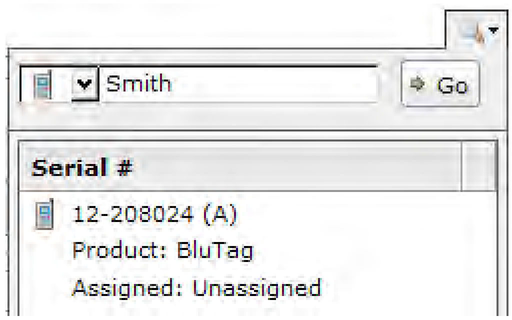
TIP: The Enrollee name can also be dragged to the Map to view the last four (4) hours of activity on this individual.

2. Select the drop down in the upper left corner of the **Universal Search Panel**. Searches may be done by Enrollee, by Devices or by Agent. Search icons display, respectively.



Enrollee Search Drop Down

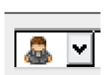
3. Select the  Cell Phone/Devices icon.
4. Type any portion of the Enrollee's name and select **Go**. The Serial Number (#), along with the type of product associated with this enrollee and to whom the enrollee is assigned displays.



Simple Device Search

Devices may be dragged and dropped onto the **Inventory Details** tab:

- **Inventory Details** widget or
- **BluBox Management** widget (BluBox units only)

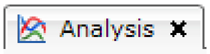
5. Select the  Agent icon.
6. Type any portion of the Agent's name and select **Go**. The Agent's Name and email address display.

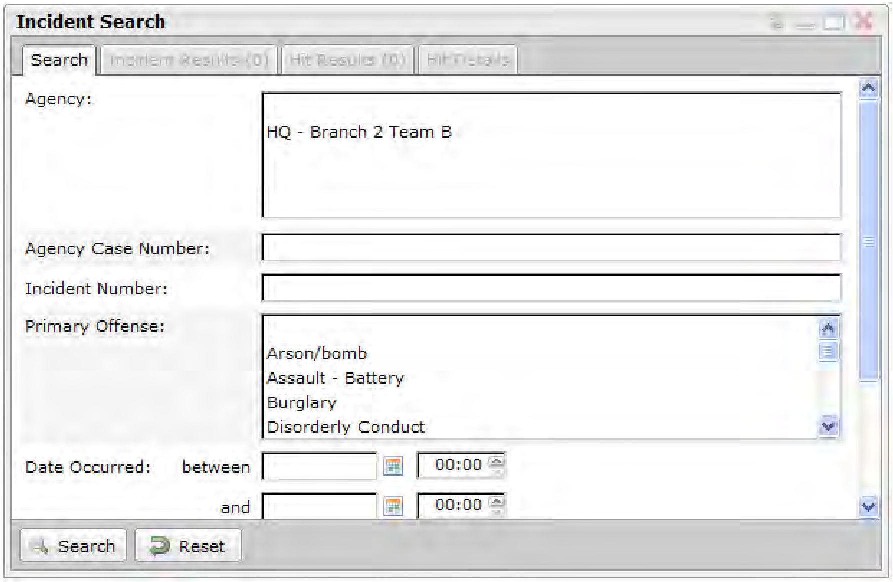
Simple Agent Search

Agents may be dragged and dropped only to the **Maintenance** tab, **User Management** widget.

Advanced Search

TIP: The Advanced Search feature is *only* available within the **Analysis** tab.



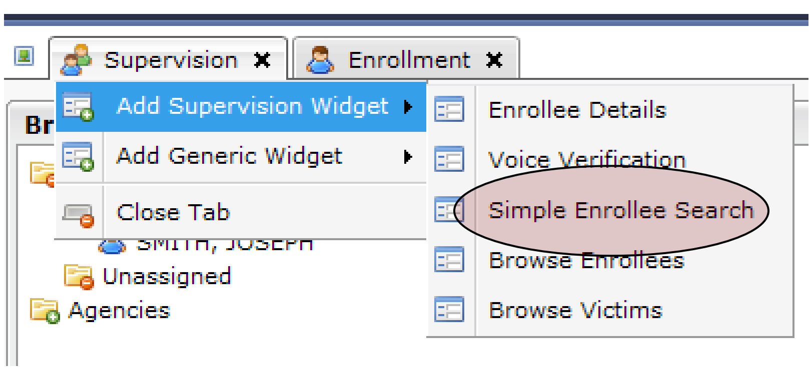


Advanced Enrollee Search

Simple Search Widget

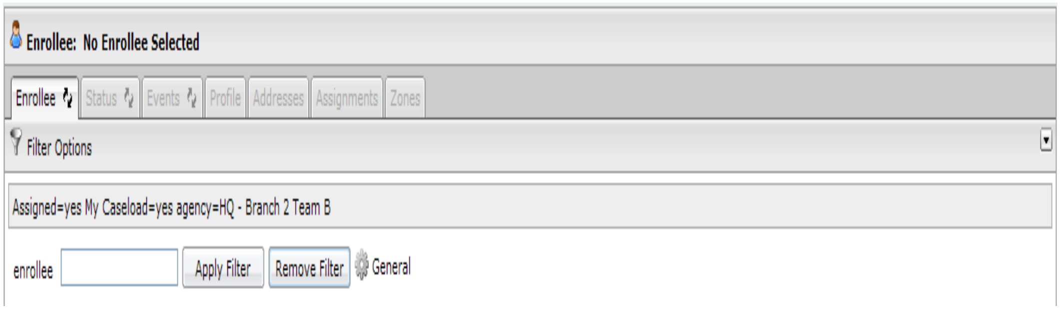
The **Simple Enrollee Search** is located in both the **Enrollment** and **Supervision** tab pages.

The **Simple Enrollee Search** widget allows you to find enrollees in your caseload or for other officers in your ORI by using easy to define search criteria. The **Simple Enrollee Search** widget only searches the ORI where you are logged in.

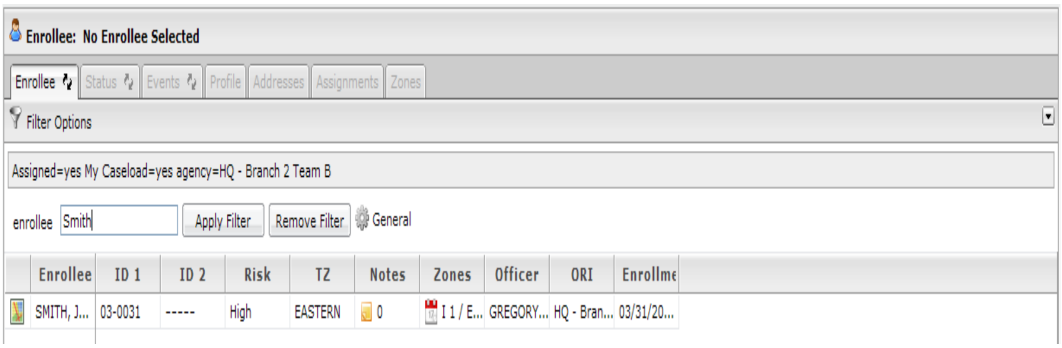


Simple Enrollee Search

1. Type an Enrollee's search criteria (name, ID, enrollment date) in the text box.



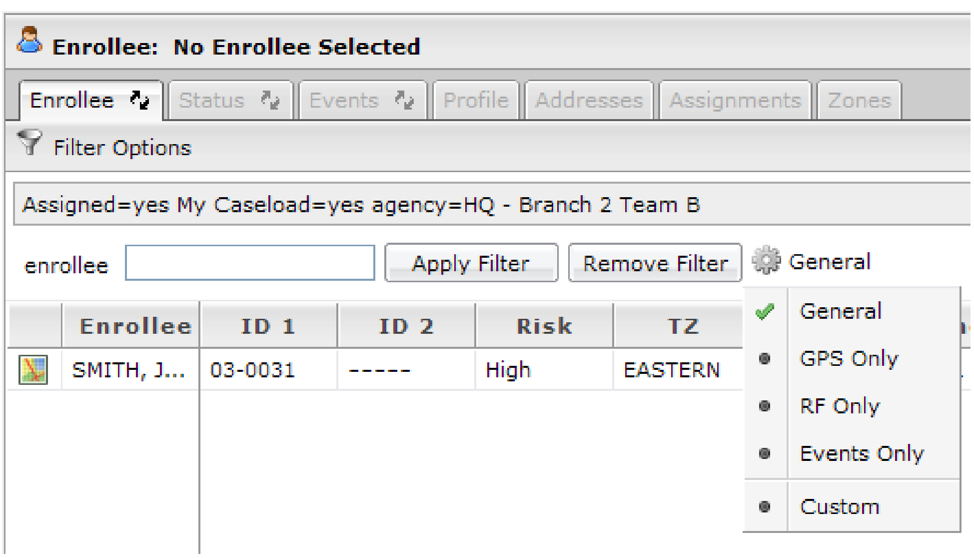
2. Select the **Apply Filter** button and view the results.



Enrollee Search Results

3. Select the **Remove Filter** button to clear the current enrollee search criteria and begin a new search.

4. Select the  General icon to display additional Enrollee sort features.

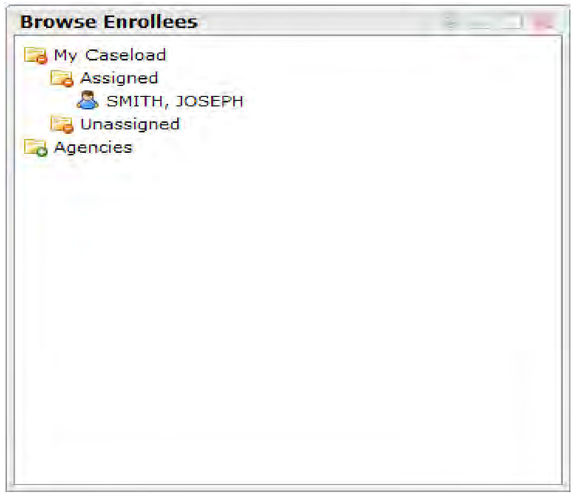


General Enrollee Search

Browse Enrollee Widget

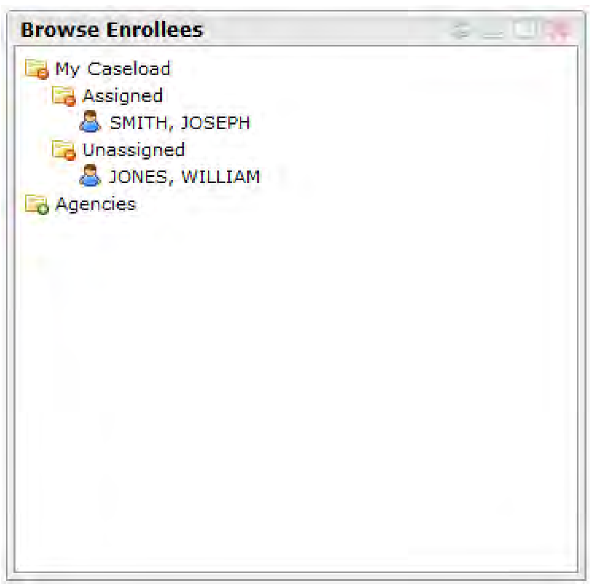
The **Browse Enrollees** widget is located in the **Enrollment** tab.

Use the **Browse Enrollees** widget to locate enrollees in any ORI that your login has permission to access. Enrollees are located in "folders." Two main folders display in the widget—My Caseload and Agencies. My Caseload opens to the defaults shown below.



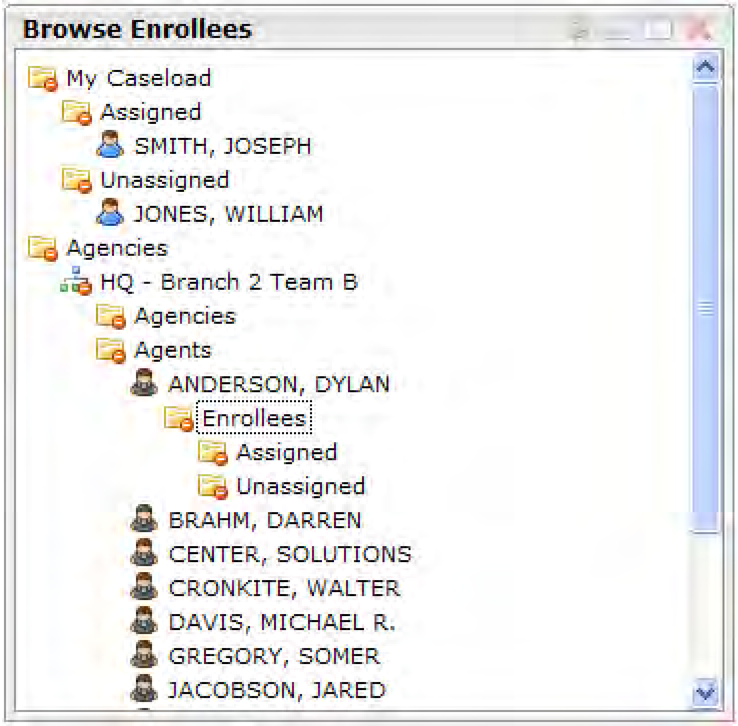
Browse Enrollee widget

1. Select the Unassigned folder to view enrollees previously assigned to a device in your caseload.



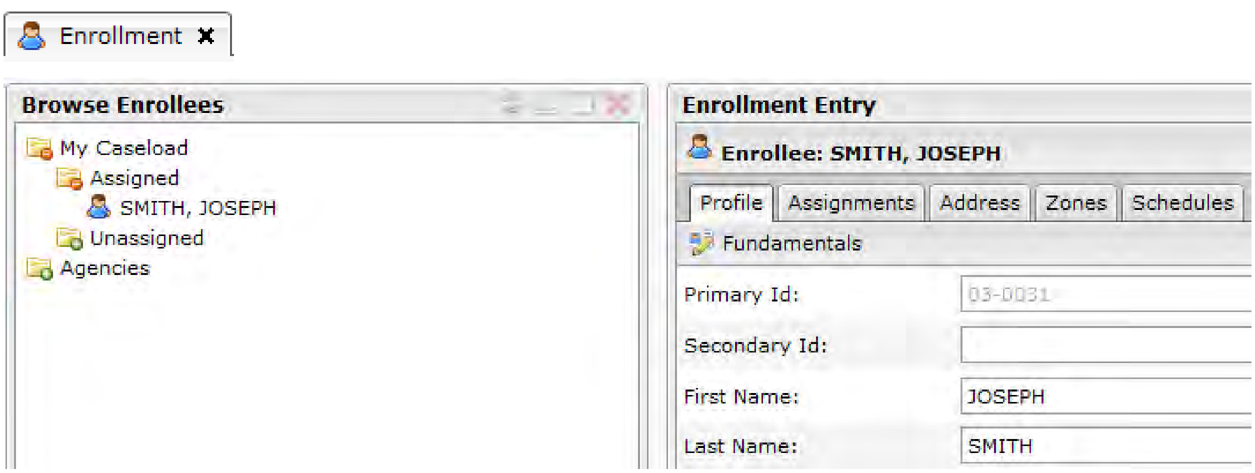
Browse Unassigned Enrollees

2. To locate enrollees under other officers or in other ORIs, select the Agencies folder and drill down in the structure to display a list of other agent's and their assigned and unassigned enrollees.



Browse Other Agents

3. Select the **Enrollment** tab page, drag individual enrollees from the **Browse Enrollees** widget to the **Enrollment Entry** widget to display detailed enrollee data per individual as shown below.



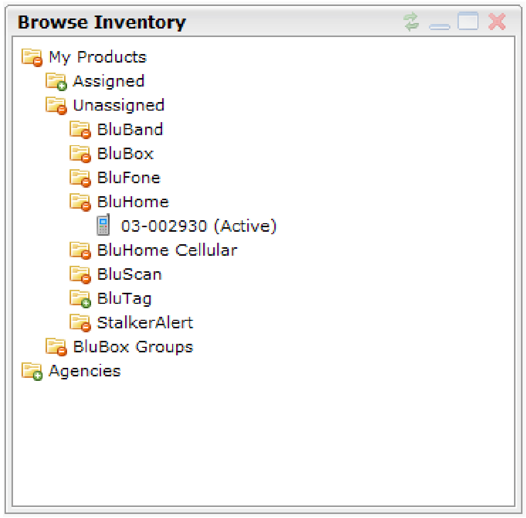
Browse Enrollment Entry

Browse Inventory Widget

The **Browse Inventory** widget is located in the **Inventory** tab page.

Use the **Browse Inventory** widget to locate inventory in any ORI that your login has permission to access.

1. Open the Unassigned or Assigned folders in the **Browse Inventory** widget to view various products in your ORI. In the example below, the widget displays the BluHome in that ORI that are not currently assigned to a BluHome Group.



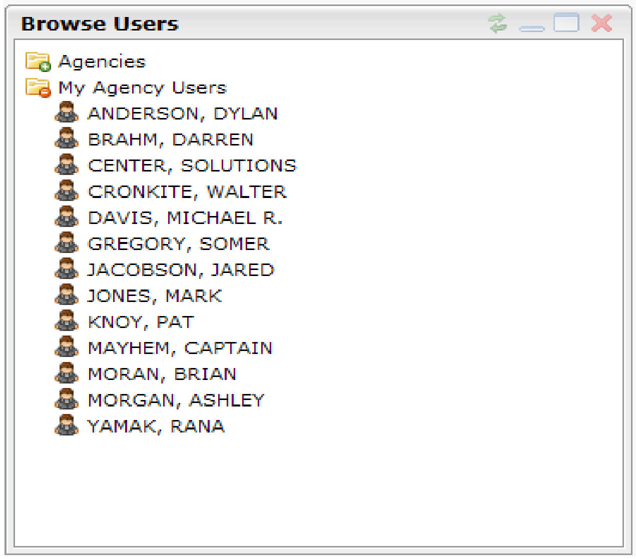
Browse Inventory

If the folder is not open and the icon on the folder is red, there is no inventory for that product type currently displayed in the ORI. For example, in the screen print above, the ORI has no inventory of BluBand equipment.

TIP: The most common use of the **Browse Inventory** widget is to locate and edit BluBox groups. Drag a BluBox group to the **BluBox Management** widget to edit details of the group, assign new BluBoxes to the group, or assign new enrollees to the group.

Browse User Widget

The **Browse User** widget is located in the **Maintenance** tab page. Use the **Browse User** widget to locate users in any ORI that your login has permission to access. The widget defaults to displaying the names of all of the users in the ORI into which you are currently logged.



Browse Users

1. Drag a user from the Browse User widget to the User Management widget to edit the profile, notifications, or permissions, etc. of a VeriTracks user in your agency.

User Management View

This page is deliberately left blank.

CHAPTER 3: BLUTAG ENROLLMENT

ENROLLING AN INDIVIDUAL

Tracking individuals in the VeriTracks system begins with first enrolling them in the system and activating the assigned BluTag device. The recommended enrollment process is as follows:

1. Prepare BluTag for use
2. Turn on BluTag and acquire GPS
3. Verify BluTag readiness
4. Attach BluTag to an Enrollee
5. Create an Enrollee Profile and assign a BluTag

TIP: The five steps listed above are sequentially ordered to provide the most efficient process for enrollment. Although, the creation of an Enrollee Profiles may be completed in advance of the steps 3, 4, although no tag may be assigned until all steps have been done in order.

PREPARE BLUTAG FOR USE

Inspecting and Preparing Inventory

1. If the BluTag device is being re-assigned, visually inspect the lenses in each wing of the device first.
2. Locate the strap, u-clips, top caps, cutter, and cutting plate to ensure all tools are in place for installation.
3. Insert a u-clip on top of each wing of the tag, making sure each u-clip is flush when inserted.
4. Place a top cap on top of each u-clip, aligning the top cap's lip with the curved groove.
5. Slide the flat, underside of a STOP removal plate across the top cap to push it into place. It should then be flush when inserted correctly.
6. Inspect the ends of the strap, making sure each end is cut straight and on a line (if necessary, re-cut each end, on a sizing line).
7. Attach a pair of clips to **one** end of the strap. The ends of the clips must align evenly with the end of the strap (i.e., not shorter or longer than the width of the strap).
8. Insert the clipped end of the strap into a wing of the tag. Pull slightly to ensure that the strap is secure (i.e., each end of the strap must remain attached to the BluTag at all times and should never become unattached unless cut, terminating the connection.)

TURN ON BLUTAG AND ACQUIRE GLOBAL POSITIONING SYSTEM (GPS)

BluTag devices are shipped in “deep sleep” mode. Un-enrolling an enrollee also places BluTag in “deep sleep” mode. In order to assign or re-assign the BluTag device, perform the following:

1. Activate BluTag by placing it on the charger for at least four (4) hours before an installation.
2. Place BluTag in a location with a clear view of the sky. An ideal location for the device is a window sill, preferably while it charges, to acquire GPS. Acquiring GPS may take up to 15 - 45 minutes to ensure the device is fully charged.

IMPORTANT: Do not charge a device for longer than two (2) weeks without installing it on an enrollee.

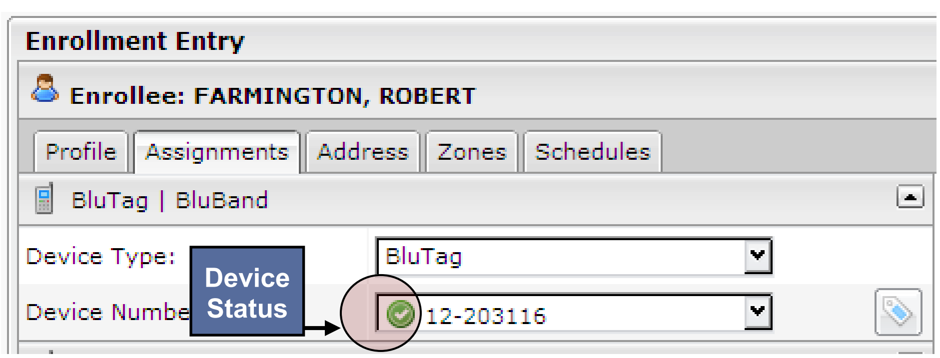
When a device is ready for use, the cycle listed above may be repeated.

Avoid charging BluTag in direct sunlight.

VERIFY BLUTAG READINESS

After charging the BluTag’s battery for at least four hours, verify the device is communicating with VeriTracks and has an updated Global Positioning System (GPS) almanac. The GPS almanac describes the orbits of the complete active fleet of satellites. GPS receivers use the almanac to determine "approximately" the location of the satellites relative to the GPS receiver’s location. The receiver uses the almanac to determine what satellites it should use to verify location of each BluTag. Having an up-to-date almanac speeds acquisition time for the GPS receiver.

The best indication of an up-to-date GPS almanac is that the device is continuously receives GPS for 45 minutes. To verify the status of communication and the acquisition of GPS, open the **Assignments** tab on the **Enrollment Entry** widget. A drop-down box shows the list of available BluTag devices. Next to each device serial number is an icon indicating device readiness. If the icon is green, the device is ready to be placed on an enrollee.



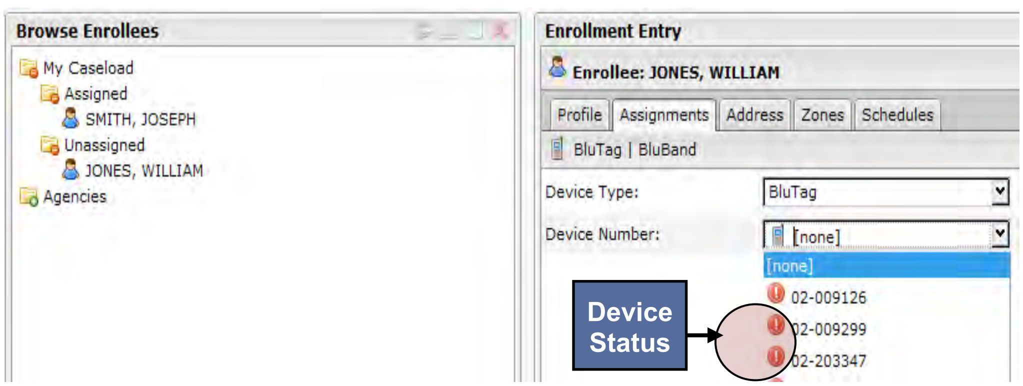
An icon's status is green if the device is (1) contacting the system regularly; (2) averaging 60% or more GPS coordinates per call-in during the previous two (2) hours; and (3) averaging a battery level of 4.1 or higher during the previous two hours.

Active BluTag® States			
	Green (NORMAL)	Yellow (WARNING)	Red (CRITICAL)
Calls	8+ calls in the last 2 hours	5-7 calls in the last 2 hours	4 calls or less in the last 2 hours
GPS	60% or more GPS in the last 2 hours	40-59% GPS in the last 2 hours	39% or less GPS in the last 2 hours
Battery	4.1V or greater	3.9 – 4.0V	3.8V or less

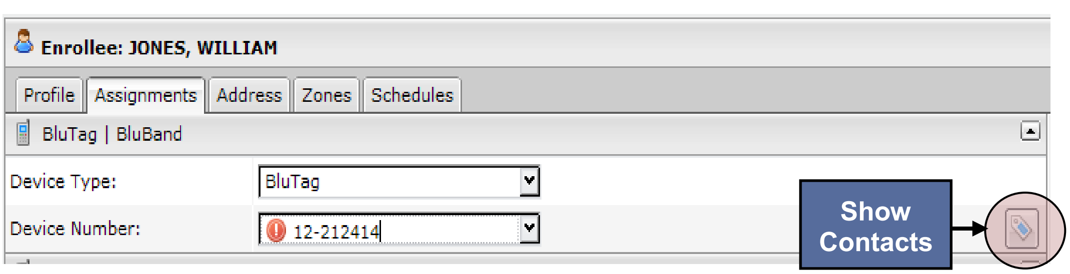
View BluTag Status Details

Checking the device status of a BluTag is easy. If you want to assign a BluTag to an enrollee, you see the device status represented as a yellow triangle or a red exclamation point instead of the green circle with a check mark next to the Device Number; follow the steps below to ensure the exact status of a device before linking it to an Enrollee.

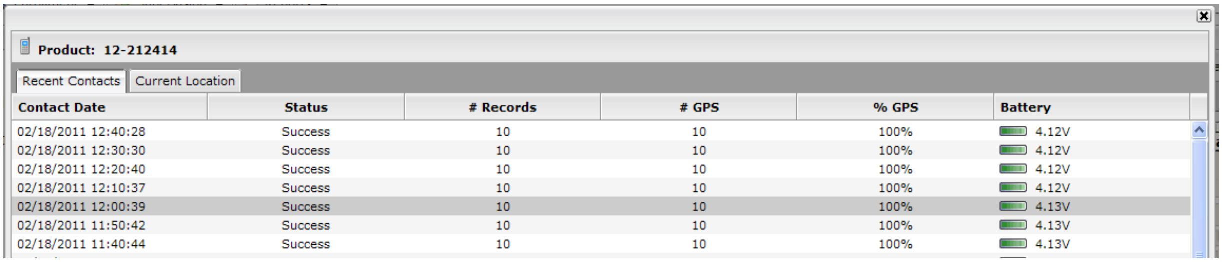
1. Under the Browse **Enrollment** Tag page, select and drag the **Unassigned** Enrollee to the **Enrollment Entry** widget. The unassigned enrollee's information defaults in the Profile tab.
2. Select the **Assignments** tab, then select and associate a Device Number you would like to assign to the enrollee.



3. Once a device is temporarily selected or associated with the unassigned Enrollee, a report on this device may now be generated to display accurate information about this particular device. Select the Show Contacts icon.



4. A VeriTracks system generated report is generated and displays if you have reached a successful contact status, battery life on this device, as well as the percentage of GPS readings against this device before you assign the BluTag to the enrollee.


Product: 12-212414

Recent Contacts | Current Location

Contact Date	Status	# Records	# GPS	% GPS	Battery
02/18/2011 12:40:28	Success	10	10	100%	4.12V
02/18/2011 12:30:30	Success	10	10	100%	4.12V
02/18/2011 12:20:40	Success	10	10	100%	4.12V
02/18/2011 12:10:37	Success	10	10	100%	4.12V
02/18/2011 12:00:39	Success	10	10	100%	4.13V
02/18/2011 11:50:42	Success	10	10	100%	4.13V
02/18/2011 11:40:44	Success	10	10	100%	4.13V

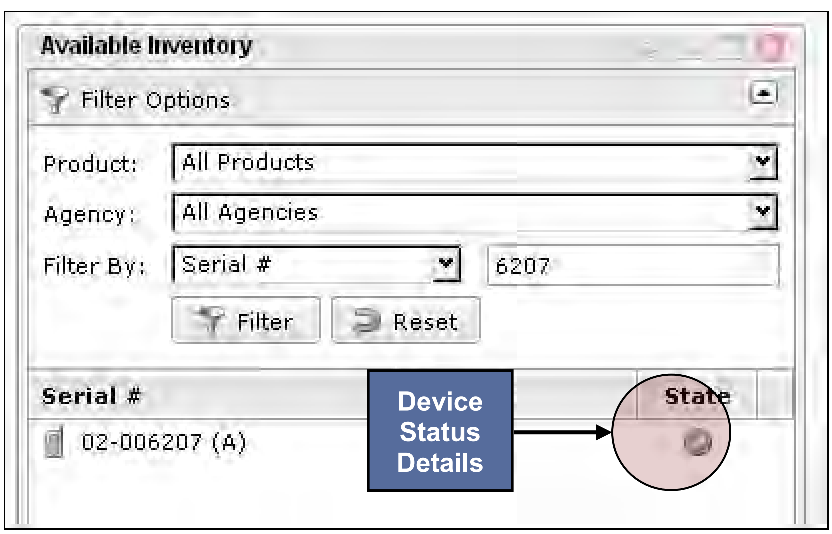
Device Status Detailed Report Window

TIP: If the BluTag device's status icon is not green, it is recommended **not** to assign it to an enrollee.

To determine why a BluTag device status icon is *not* green, review the BluTag contacts described below.

Other methods to view BluTag Status Details

1. Open the **Available Inventory** widget in the **Enrollment Tab** page.
2. Search for the device number by scrolling through the list of Serial Numbers or by using one of the Filter data filters.
3.



Device Status Details Icon

4. Select the  Device Status Details icon in the State column of the device's row. A system generated report displays a listing of the details for all recent contacts made by the device. Use

this report to determine whether the device has a sufficiently frequent call-in rate, a high average of GPS tracking percentage, and adequate battery charge of the device.

Product: 02-006207 (A)

Recent Contacts | Current Location

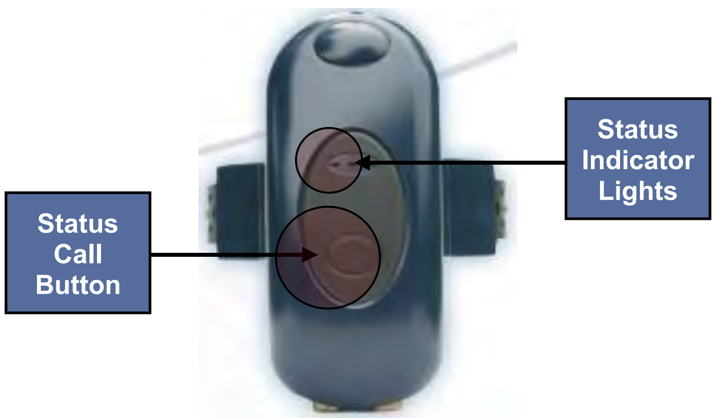
Contact Date	Status	# Records	# GPS	% GPS	Battery
9/16/2008 6:57:07 PM	Success	10	0	0%	4.17V
9/16/2008 6:46:54 PM	Success	10	0	0%	4.17V
9/16/2008 6:36:40 PM	Success	10	0	0%	4.18V
9/16/2008 6:26:27 PM	Success	9	8	89%	4.18V
9/16/2008 6:16:12 PM	Success	3	3	100%	4.19V
9/16/2008 6:13:11 PM	Success	10	10	100%	4.19V
9/16/2008 6:02:54 PM	Success	10	10	100%	4.19V
9/16/2008 5:52:42 PM	Success	10	10	100%	4.19V
9/16/2008 5:42:31 PM	Success	10	10	100%	4.19V

Device Status Detailed Report Window

BluTag Communication with VeriTracks

If BluTag is not calling into VeriTracks, use these techniques to activate the device:

- Attach the charger to BluTag and remove it after a few seconds to wake up the device.
- Press and hold the Status Call button on the front of the device until it beeps.



If BluTag does not have a satisfactory number of current GPS coordinates (i.e., 60% or more), place the BluTag outside with a full view of the sky to recharge itself. This process may require 15 to 60 minutes for the device to acquire initial GPS coordinates and download its almanac if it has been in storage or shipped a long distance (e.g., new BluTag devices are shipped from the manufacturing site in Houston, TX).

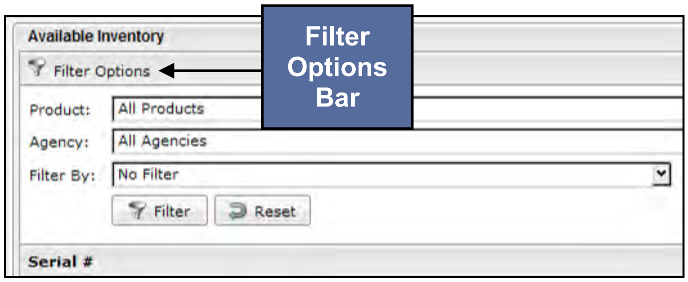
The BluTag icon turns green when it is adequately charged. BluTag may need to be placed a charger on it until the 3 Status Indicator Lights turn green.

If any of these conditions are not resolved with these techniques, use a different BluTag and return the first device to STOP's manufacturing facility, 1212 North Post Oak Road, Suite 100, Houston, Texas 77055.

TIP: **Available Inventory** Widget Tips:

- Click on a column heading to sort by **Serial #**, **Product**, or **State**.

- Open or close the filter section by clicking anywhere on the Filter Options bar.



Available Inventory

- Move to the next page of the device listing by selecting the Next Page/Previous Page buttons at the bottom of the widget panel.

Next Page/Previous Page buttons

Attach BluTag To Enrollee

Once BluTag is ready for use, it must be physically attached around the enrollee's ankle. Installation on the left leg is recommended to improve tracking in automobiles. Follow these easy steps to install BluTag on an enrollee.

1. Write down and save the BluTag's serial number.
2. Place the tag on the outside of the left ankle and wrap the strap around the ankle.
3. Insert two fingers inside the strap, opposite of the tag to ensure the leg has mobility while wearing the tag.
4. Look for the line on the strap that displays two (2) lines past the edge of the tag.
5. Make a straight cut on the line, using **STOP** cutters only.

Correct alignment

Incorrect alignment

BluTag Strap Alignment

6. Insert the unclipped end into the wing to test the fit. Cut excess strap, if necessary.
7. Attach clips to the end of the strap and press firmly into the wing.

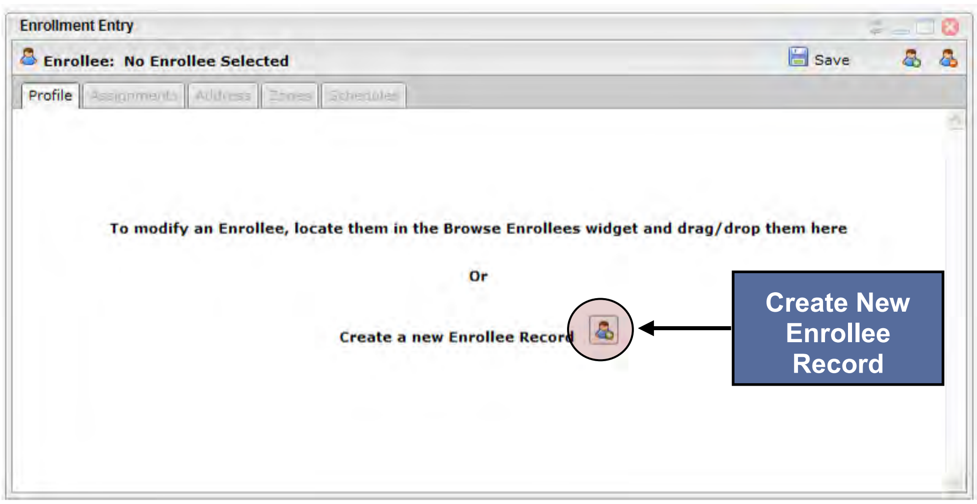
WARNING: **If the clipped end cannot be inserted without pulling or bending, the strap has been cut too short. Do not attempt to use it, as the clips may not fully attach to each side of the wing, causing false tamper alerts and discomfort for the enrollee.**

8. Firmly pull the strap to check the fit.
9. Push the Status Call Button on the front of the BluTag, so BluTag calls and reports the status as a closed strap.

CREATE ENROLLEE PROFILE

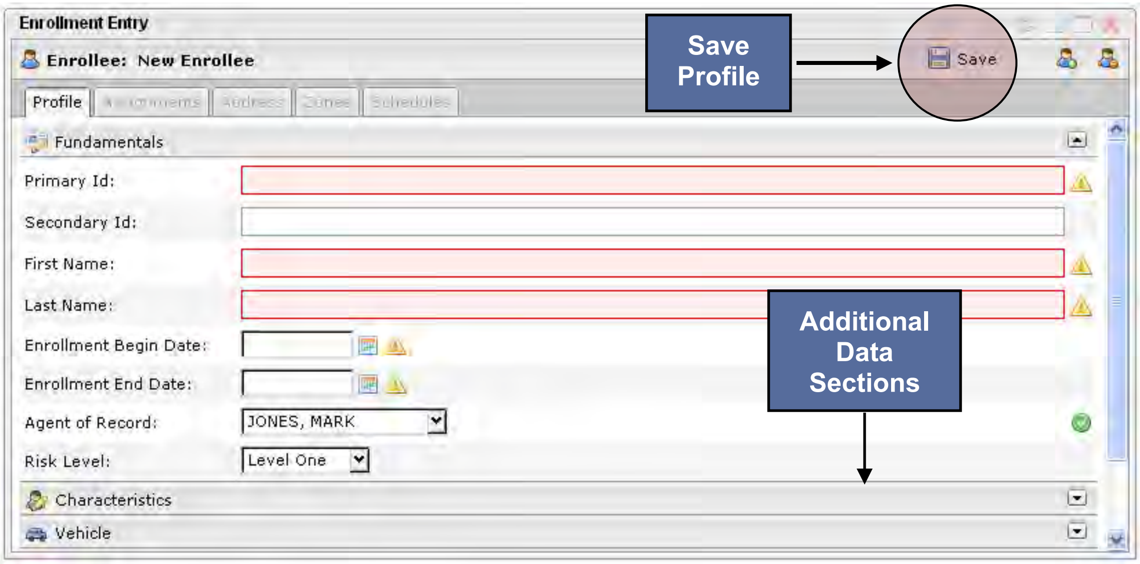
To create an enrollee's profile:

1. Open the **Enrollment** tab page.
2. Open the **Enrollment Entry** widget.
3. Click the Create a new Enrollee Record icon. The **Enrollee: New Enrollee** screen opens and allows you to enter enrollee information.



Create New Enrollee Icon

4. Complete the enrollee profile. The following are required fields that must be populated in order to add an enrollee to VeriTracks:
   - Primary Id
   - First Name
   - Last Name
   - Agent of Record
   - GPS Start & End Dates (MM/DD/YYYY; slashes only)
   - Enrollee Risk Level (default is set to Level One)



New Enrollee Profile

More about the Primary ID field

The Primary ID is the unique identifier for that individual. Agencies use inmate number, case number, social security number, etc. The Primary ID relates solely to that Enrollee and no ID may be used more than once.

More about the Risk Level field

Risk levels allow supervising agencies to define their own enrollee categories and to organize their case loads under those categories. Different types of notification procedures and monitoring center protocols can be assigned to each risk level and therefore to each enrollee in each risk level.

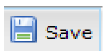
Risk levels are set up by STOP technical support and are defined by the agencies during setup. Risk levels can vary from one ORI to the next and are assigned to the enrollee in when the agent enters the Enrollee profile in the **Enrollment Entry** widget. If only one risk level exists in an ORI, new enrollee profiles default to that risk level so there is no additional data entry required at enrollment.

Additional data can be entered by selecting the bars at the bottom of the **Fundamentals** section. The bars are labeled **Characteristics**, **Vehicle**, **Miscellaneous** and **Enrollee Payment**. These bars contain additional data fields such as hair color, eye color, etc.

To enter an enrollee's home and work addresses:

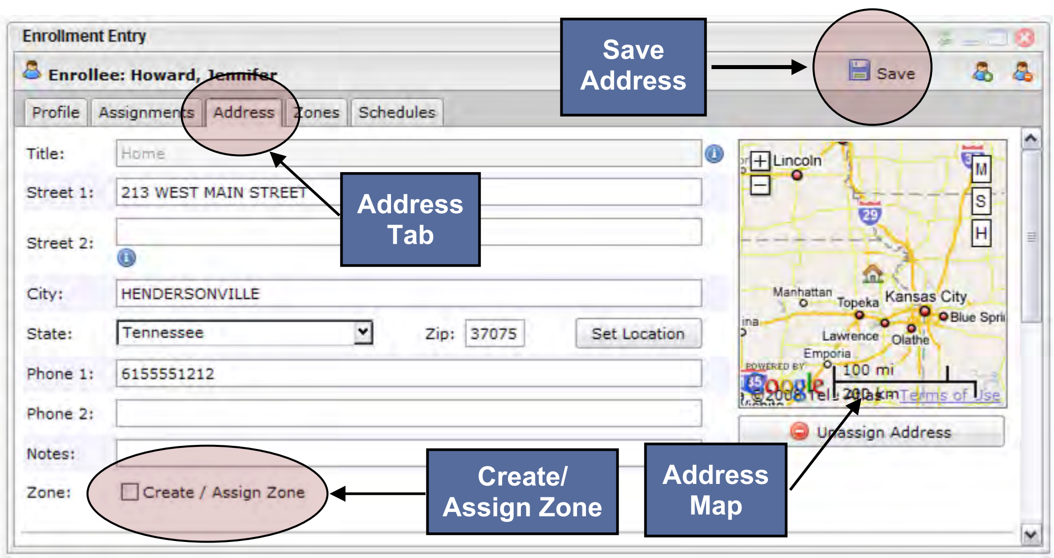
1. Open the **Address** tab on the **Enrollment Entry** widget.

TIP: To set a location based on cross streets anywhere in VeriTracks, simply insert an "&" between the two streets in the **Street 1** field.

2. Enter the home street address (and work address, if applicable). Once the addresses are entered, click **Set Location** to show the localization of that address. Zoom in or out and use satellite photography to decide the precise placement of the icon. As necessary drag and drop the icon to adjust the placement of the address icon. Note: The icon returns to the geo-coded position if more address data is added after moving the icon.
3. After entering the necessary data fields, select **Set Location** again to update the VeriTracks map.
4. Select 

in the top-right corner of the page to update the Enrollee's address information.

TIP: Use the **Street 2** field for non-geographic address data like apartment number.

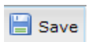


Enrollment Entry: New Enrollee Address

TIP: VeriTracks has features for more efficient zone creation. While still in the **Address** tab, select the **Create / Assign Zone** checkbox. The screen displays fields for entering zone name and type. See Chapter 4 for additional details.

In addition to home and work addresses, VeriTracks can store an unlimited number of other addresses for an enrollee. These addresses will display on the map when reviewing Enrollee tracks and can be helpful in analysis of movement.

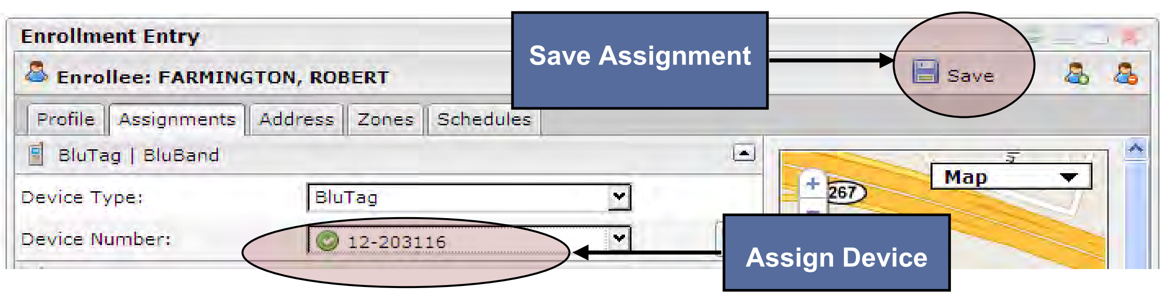
To enter additional addresses for an enrollee:

1. Scroll down to the last existing Address record for the enrollee. Beneath this record the **Add New Address** button displays. Select the **Add New Address** button and VeriTracks creates an additional blank address record.
2. Complete the desired data fields and select **Set Location** after entering an address to update the VeriTracks map.
3. Select  in the top-right corner of the page to update the Enrollee address information. A message briefly displays stating **Save in Progress . . . Please wait . . .** The record is now saved to VeriTracks.

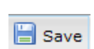
ASSIGN BLUTAG TO THE ENROLLEE IN VERITRACKS

IMPORTANT: **DO NOT assign a BluTag device to an enrollee in VeriTracks until it is attached to the enrollee's ankle.**

1. To enroll a new enrollee in VeriTracks, open the **Assignments** tab on the **Enrollment Entry** widget.
2. On the Assignments tab leave "BluTag" selected in the **Device Type** field, and select the drop down next to the **Device Number** field to choose the applicable device number from the serial number drop-down list associated with this BluTag.



Enrollment Entry BluTag Assignment

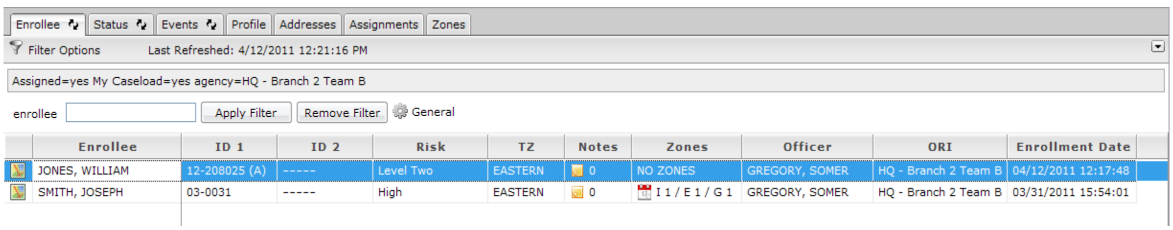
3. Once the tag has been identified, select  in the top-right corner of the page to update the Enrollee's tracking device assignments. A message briefly displays stating **Save in Progress . . . Please wait . . .** The record is now saved to VeriTracks.

TIP: **Always** confirm the location of the device on the map prior to selecting **SAVE**.

Verify Enrollment in Enrollee Status Screen

To verify that the device is properly assigned:

1. Select the **Supervision** tab, and open the **Enrollee Details** widget. All enrollees assigned to this Supervisor display in tabular form in the **Enrollee Details** widget.
2. Verify that VeriTracks properly received the enrollee information and confirms the updated Device ID and the Enrollment Date are populated, as highlighted below.



Supervision Enrollee Details Widget

Verify BluTag Connectivity to VeriTracks

To physically ensure the device is properly assigned:

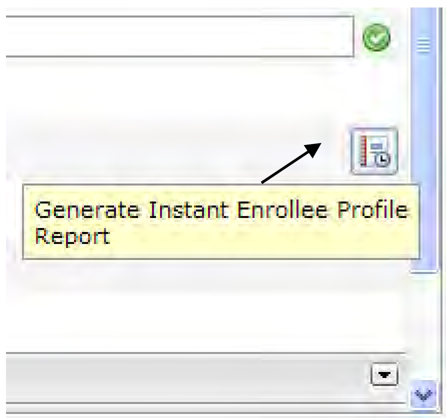
1. Physically press and hold the BluTag *Status Call* button until it beeps. This action causes BluTag to call VeriTracks and forces a direct line of GPS communication with VeriTracks and ensures the device, the enrollee and the agent are in sync.

TIP: Establishing a *Status Call* connection with VeriTracks validates the BluTag is connect to the VeriTracks and the respective agent.

PRINT ENROLLEE PROFILE REPORT

To print an Enrollee profile:

1. Ensure the Enrollee profile is saved in both the **Enrollment** and **Supervision** tabs.
2. Drag the Enrollee into the **Enrollment Entry** widget. Once the profile displays use the scroll bar to locate the Enrollee Profile Report icon.
3. Scroll down the **Profile** tab to select the icon (to the right of the Enrollment End Date) to send the Enrollee Profile Report to the print queue.



Instant Enrollee Profile Report

4. View or print the report from the **Reports** tab page.

Complete Enrollment Paperwork

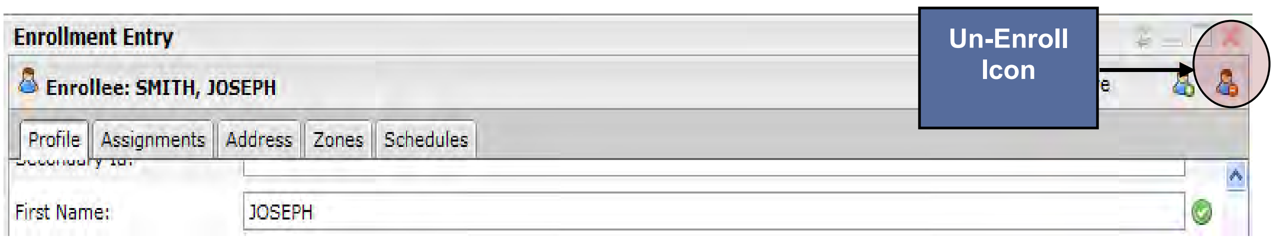
Each agency will have its own policies and procedures. As part of the enrollment process, each agency should consider reviewing the following instructions with each enrollee.

General Instructions for Enrollees
• Attach the charging cup by clipping it to both sides of the tag. • Light on front indicates contact with charger, not battery level. • Remove the charger by gently detaching its clips from the tag. • Charge twice a day, every 12 hours, for 30 minutes. • If a charge is skipped, the tag must be charged for 60 minutes. • If you feel a low battery vibration (twice every 10 minutes), charge for 2.5 hours. • Do not charge the device while sleeping or driving. • Do not tamper with the device (do not pull, strike, or attempt to open). • BluTag is hypoallergenic and cannot overheat. • Do not force a boot over the tag. • A sock can be worn over and/or under the device. • Do not expose to extreme temperatures (below -4 ^{o}F or above 131 ^{o}F). • Notify the officer if a medical procedure requires removal of the tag. • Do not submerge BluTag in water (baths, pools, large bodies of water). • Do not press the “Status Call Button” unless instructed by your supervisor. • If the tag vibrates or beeps, contact the officer. • If the light shines or blinks when off the charger, contact your supervisor.

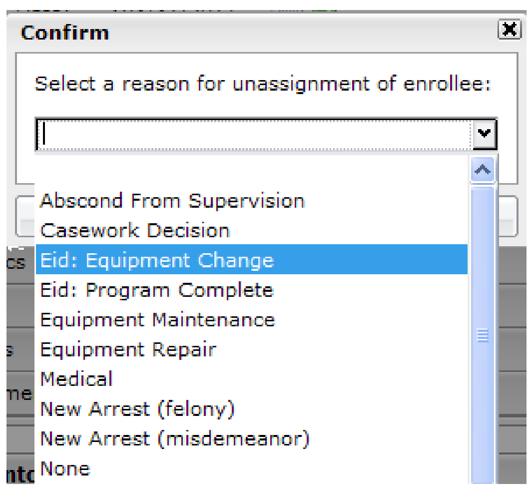
UN-ENROLLING A TRACKED ENROLLEE

To Un-Enroll the enrollee from a BluTag:

1. Select the **Enrollment** tab and then open the **Enrollment Entry** widget.
2. Highlight the enrollee and drag a name from **Browse Enrollees** widget to the **Enrollment Entry** widget.
3. Select the  Un-Enroll icon. A message displays "Select a reason for unassignment of enrollee."
4. Select a reason from the drop-down list and select **OK**.



Un-enroll Icon



Confirm Un-Assignment

NOTES:

1. When an enrollee is un-enrolled, VeriTracks sends a command to put BluTag into "deep sleep" mode.
2. Attaching the charging coupler reactivates BluTag.
3. If a device is to be reinstalled on an enrollee in the next 24 hours, the recommendation is to immediately place the device on a charger and put the charger in a place where it can continue to acquire GPS coordinates.

Removing the Strap

1. After un-enrolling an enrollee, cut the strap to remove the device from the ankle with a pair of the STOP supplied scissors.

Inspecting of device after the enrollee leaves:

2. Puncture one of the notches on the top cap with the STOP flathead screwdriver to lift the cap from the tag.
3. Use the plastic removal tool as a guide. Insert the flathead screwdriver into a notch on the u-clip and pry it from the tag.
5. Pull the strap out of the tag.
6. Inspect all parts for signs of tampering.
7. Remove and discard the old straps, clips, and caps.
8. Clean the device with warm water, alcohol, or bleach wipes.
9. Clean the lens and surrounding area to remove dirt that has built up.
10. If the enrollee has completed the program, no signs of tampering exist, and the unit is not needed for evidence, place the device back into inventory.
11. If you had to replace the strap or device, repeat all preparation and enrollment steps required for a new enrollee (charge device, make GPS connection, add a profile, install, assign, and verify GPS).
12. If you sense a problem with the device, send it back to STOP LLC, 1212 North Post Oak Road, Suite 100, Houston, Texas 77055.

Changing a Device on an Enrollee

Occasionally you may need to remove a device from an enrollee's ankle due to service issues or damage and replace it with a new one.

Simply follow the complete instructions under the ***Un-Enrolling a Tracked Enrollee*** section to properly record the removal of the original device. Then follow the standard enrollment instructions in the ***Assign the BluTag to the Enrollee in VeriTracks*** section to attach the new device to the enrollee's profile.

Storing and Maintaining BluTag

1. Store unused BluTag devices in a secure and dry space.
2. Devices do not need to be charged while in storage.
3. Prior to re-assigning a device, follow the instructions for preparing a device for use and enrolling an enrollee.

CHAPTER 4: ZONES

Zones are time-sensitive geographic locations that place limitations on an enrollee's movements. Zones allow you to require an enrollee's presence at a certain place/location, known as an *Inclusion Zone*, or prohibit an enrollee's presence from a certain place/location, better known as an *Exclusion Zone*. The system records an enrollee's violation of these movement restrictions.

Building a zone is a three-step process:

- Create the geographic zone
- Assign the zone to an enrollee
- Set a schedule during which the movement restrictions apply to an individual enrollee.

This chapter discusses the creation of the geographic zone and the assignment of the zone to an enrollee. Chapter 5 discusses zone schedules.

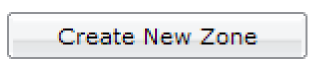
CREATING ZONES

The geography of a zone is created using the **Create Zone** modal.

The **Create Zone** modal can be accessed from three places:

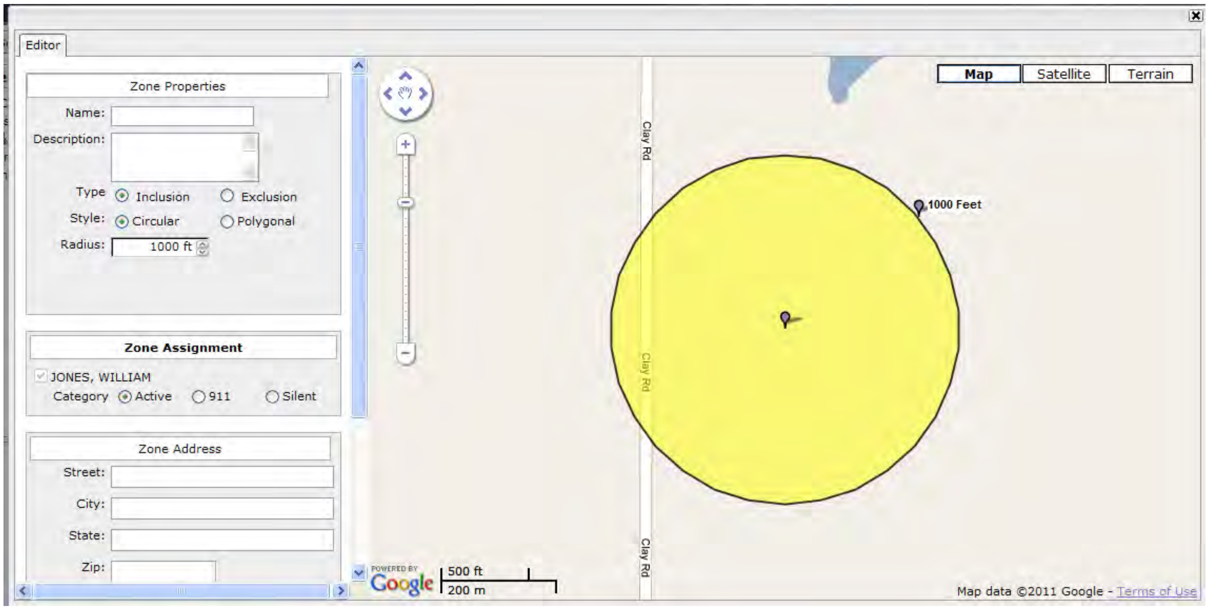
1. A specific address in the **Address** tab of the **Enrollment Entry** widget
2. The **Zones** tab of the **Enrollment Entry** widget
3. Directly on a map.

To access the Create Zone modal from any of these places, click on the **Create New Zones** button.

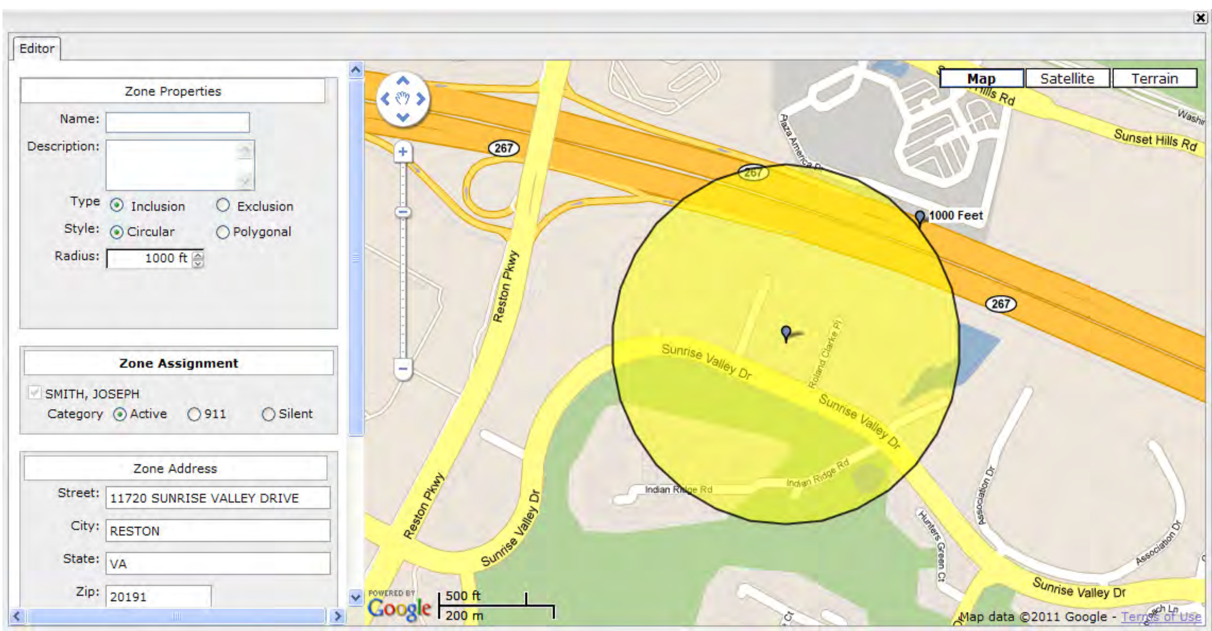


From each of these widgets, the **Create New Zone** button displays the standard zone creation view.

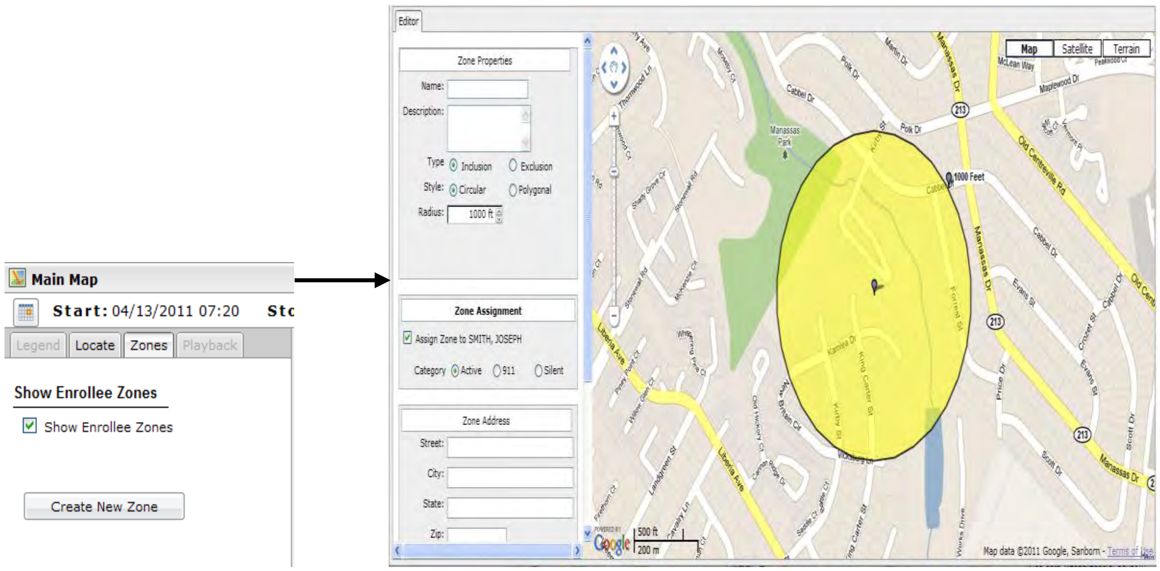
From the **Zones** tab, select the **Create New Zone** button to access the basic Zone view.



In the **Addresses** tab, once an address has been created/assigned, click the **Create New Zone** button to access the Zone screen and note that the address is brought forward as well.



Launch the **Main Map,** select the **Zones** tab, and select **Create New Zone** button to access the Zone screen. Note that the enrollee tracks are brought forward as well.



Create Zone in Enrollment Entry Widget, Addresses Tab

As discussed in Chapter 3, enrollees can have multiple addresses listed in their profile under the **Address** tab. These addresses can be anything pertaining to an enrollee's situation including residence, work place, guardian's home, areas to stay away from, etc. You can also create either an inclusion or exclusion zone for enrollees in each address record.

NOTE: Exclusion zones automatically default to a 24x7 schedule unless you indicate otherwise.

Suggested Naming Convention for Zones

Zone names must be unique across the entire agency. This is to prevent confusion as your agency's population grows. Below is a suggested format for naming your addresses and zones. By using the scheme below, you will know the zone's location, purpose, and type. By including the Primary ID you will avoid any confusion about which enrollee the zone was created for.

<PID>_<ENROLLEE LAST NAME>_WORK_IZ

<PID>_< ENROLLEE LAST NAME>_VICTIM_EZ

<PID>_ <ENROLLEE LAST NAME>_IZ

ZONE CATEGORIES

A zone assigned to an enrollee can be categorized as one of four types of assignment: Active, 911, Silent and Global user indicated radio buttons:

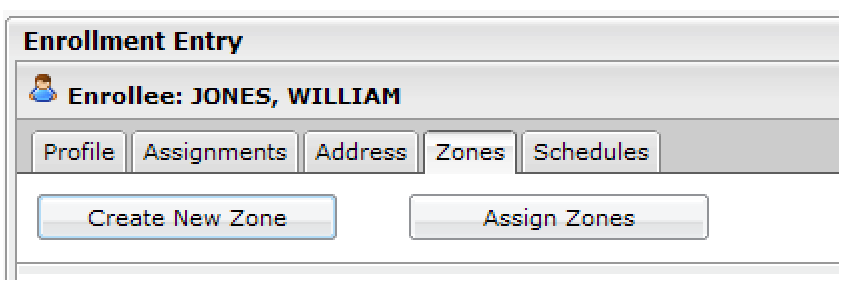
- **Active Zones** are actively monitored on a 24 hour/7 day-a-week basis within the BluTag device itself. Agents receive Active Zone notifications regarding zone assignment activity. Notifications for Active Zone violations can be set up according to your preferences and sent for immediate response.
- **911 Zones** are actively monitored on a 24 hour/7 day-a-week basis within the BluTag device itself. Notifications for 911 Zone violations can be set up according to agent preferences and sent for immediate response. 911 zone notifications are also sent to the STOP Solutions Center for human intervention and follow up monitoring (if stipulated in the agency's contract).
- **Silent Zones** are not actively monitored within the BluTag device itself. However, if you subscribed to receive the notification, it will still be sent. Silent Zones can be used like a Passive Zone (see Chapter 3). If you do not subscribe to the immediate notification, the event only displays on the daily summary report.
- **Global Zones** apply to all enrollees in an agency monitored with BluTag. *Only law enforcement agencies can create a Global Zone.*

ASSIGNING EXISTING ZONES

In certain situations, a zone that was previously created may need to be assigned to another enrollee. For example, a single zone may be used for multiple enrollees. The assignment of existing zones is performed in the **Zones** tab on the **Enrollment Entry** widget.

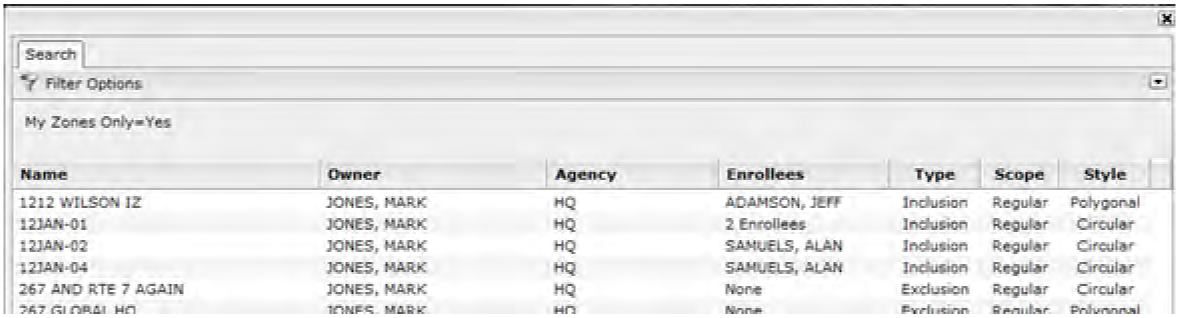
To assign an existing zone:

1. Launch the **Enrollment Entry** widget, and select the **Zones** tab.
2. Select the **Assign Zones** button.



Assign Zones Button

3. A modal displays a listing all the zones previously created.

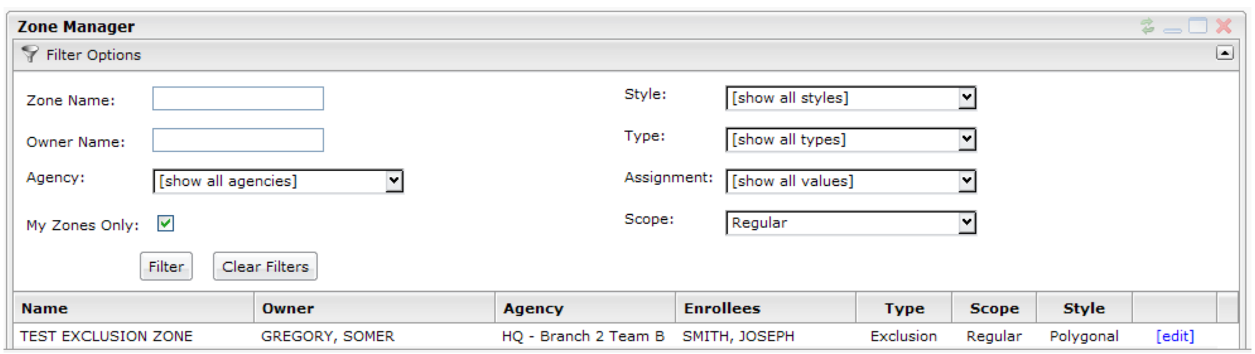


Zone Modal

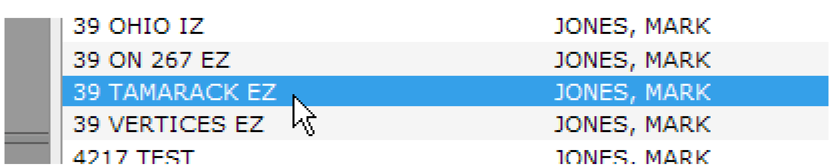
The data listed in the modal is as follows:

- Name (or Zone Address)
- Owner
- Agency
- The assigned Enrollee. If the Enrollee column has more than one name in the field, the nomenclature displays the actual number of enrollees assigned to that zone (i.e., 2 Enrollees).

The list displays only those zones originally created for the agency. To view specific zones, select the **Filter Options** bar:



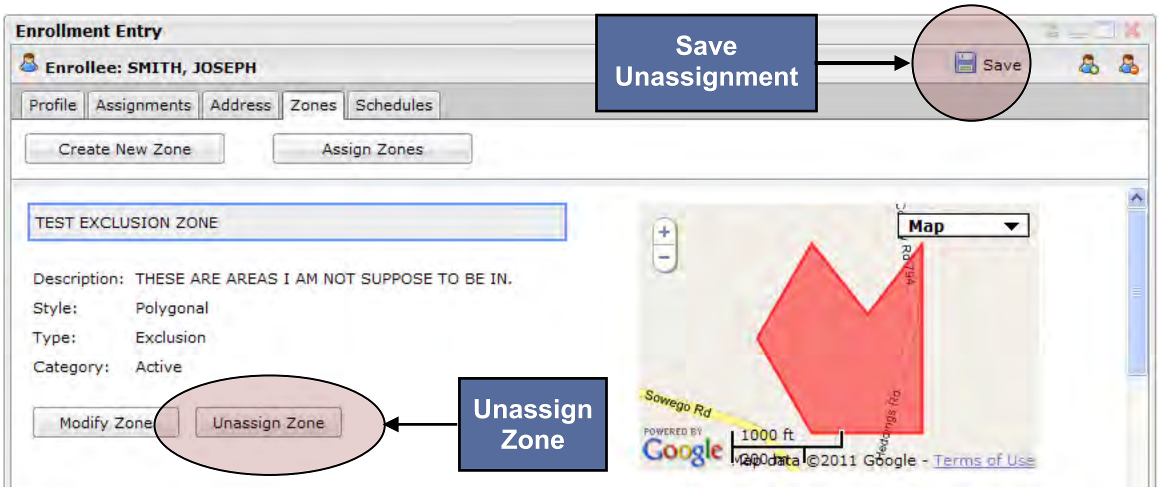
4. Once the zone you wish to assign is visible, highlight the zone by selecting the proper row within the filtered table.



Other Zone Functionality

Unassign a Zone

To unassign an inclusion or an exclusion zone, locate the zone listed in the **Enrollment Entry Zones** tab and select **Unassign Zone**. Select **Save** to remove this particular exclusion zone from the Enrollee.



Unassign Zone

Editing Zones

There are generally two reasons why a zone needs to be modified.

1. Changing the size or placement of a zone to give greater restriction or freedom to an enrollee.
2. Adjusting the placement of a zone to more accurately reflect the appropriate restricted area.

NOTE: Only the Zone Owner can edit a zone.

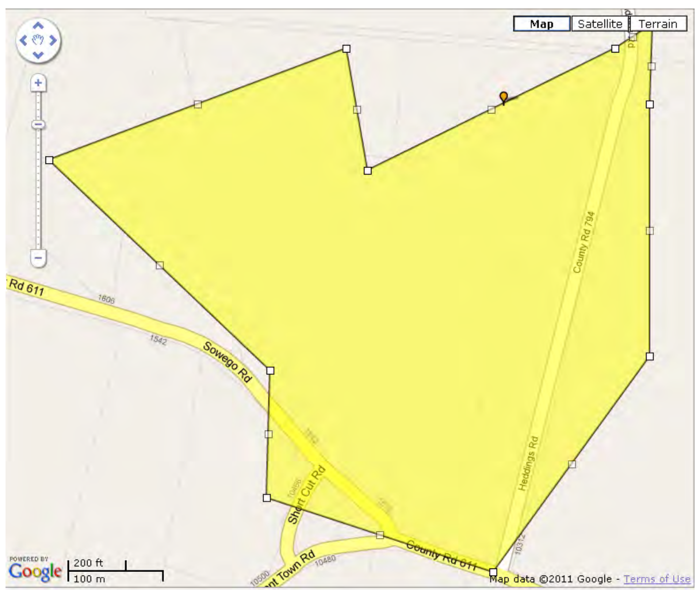
Edit Zones in the Zone Tab

Performing edits to a particular zone may be performed from both the Enrollment and the Supervision widgets, strictly based on granted permissions. Both sets of zone editing procedures are documented below:

Edit Zones in the Enrollment Widget

1. In the **Enrollment Entry** widget, ensure the correct Enrollee displays in the default Profile tab.
2. Select the **Zones** tab, the enrollee inclusion or exclusion zone displays.

3. Select **Modify Zone.** The Zone Editor modal displays the information specific to that zone. Edit the appropriate zone parameters by selecting the point(s) and dragging them to the desired location on the zone map.

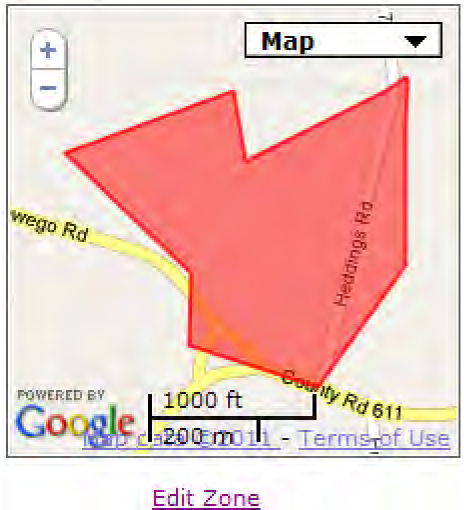


4. Select the **Save Zone** button to retain the modified zone inclusion/exclusion parameters.

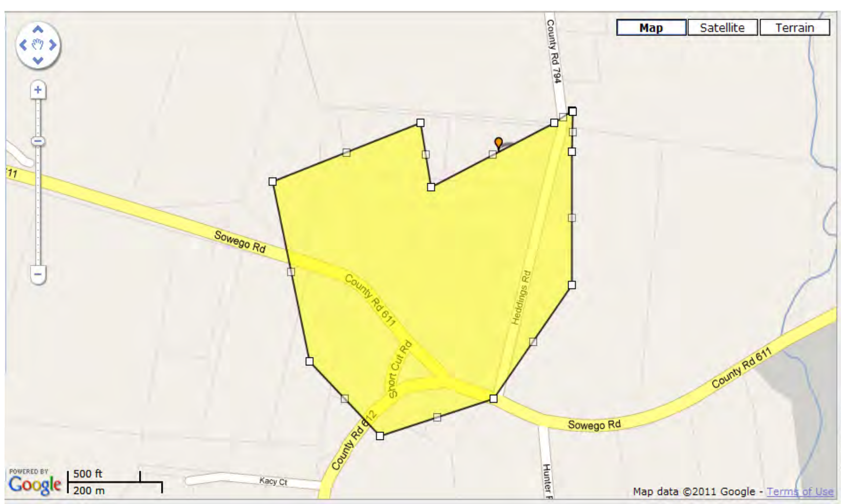
NOTE: In Editor Mode, the Enrollee inclusion/exclusion area changes from Red to Yellow to indicate the zone is available for editing.

Edit Zones in the Supervision Widget

1. From the **Supervision Entry** widget, highlight the Enrollee from the tabular display that requires zone editing.
2. Select the **Zones** tab and select the **Edit Zone** hyperlink.



3. The **Zone Editor** modal displays the information specific to that zone. Edit the appropriate zone parameters by selecting the point(s) and dragging them to the desired location on the zone map.



Modify Zone

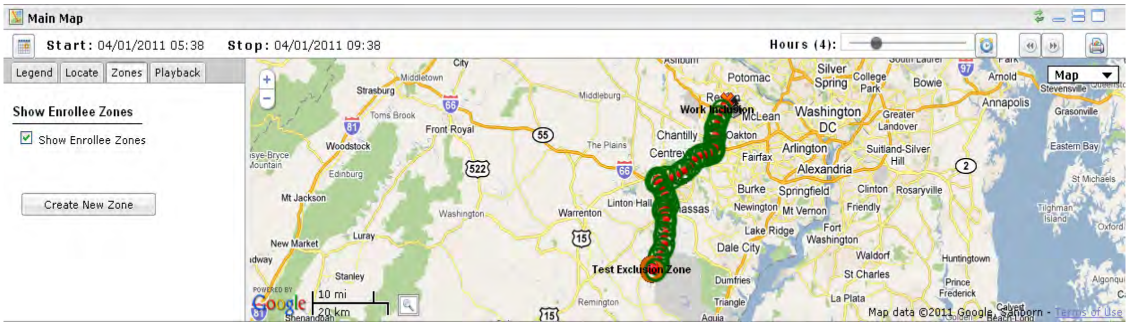
NOTE: In Editor Mode, the Enrollee inclusion/exclusion area changes from Red to Yellow to indicate the zone is available for editing.

4. Select **Save**.

Edit Zones in the Main Map

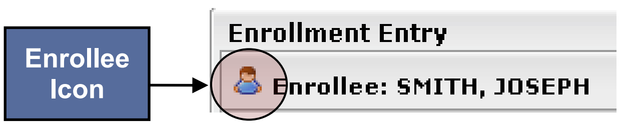
Editing an Enrollee's zone size or location may also be performed from the Main Map widget.

1. Launch the **Main Map** widget and drag the selected Enrollee icon anywhere on the US Map.

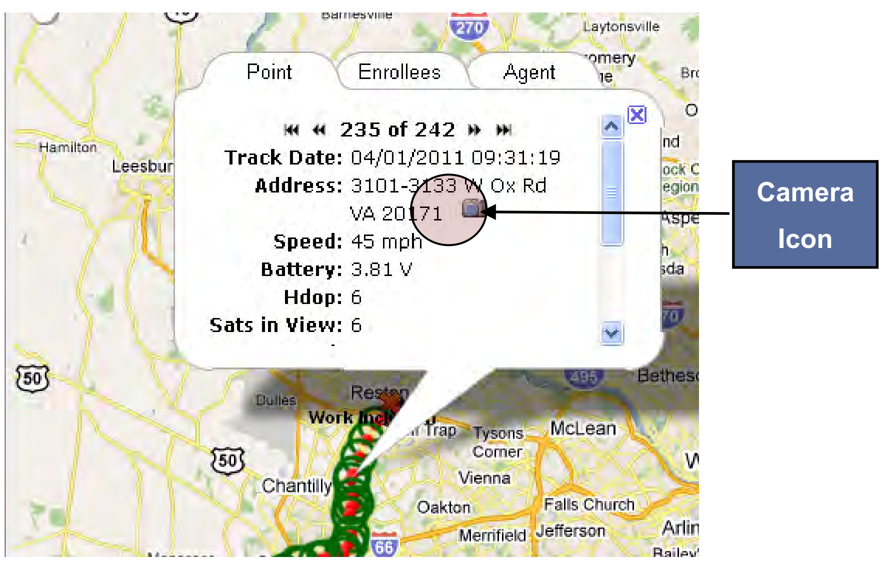


Main Map Zones

2. The respective Legend displays for this particular Enrollee. Select the **Zones** tab to display the zone points for the respective enrollee.



3. Select a particular point on the map and a pop-up window displays with information about the zone.

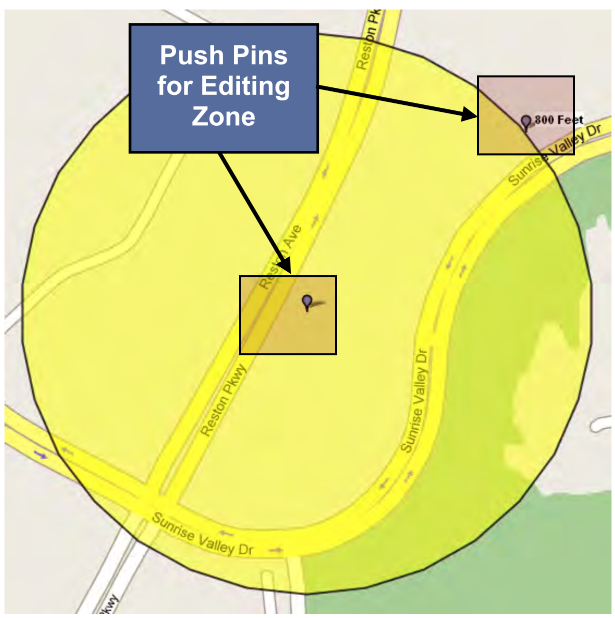


Information Bubble

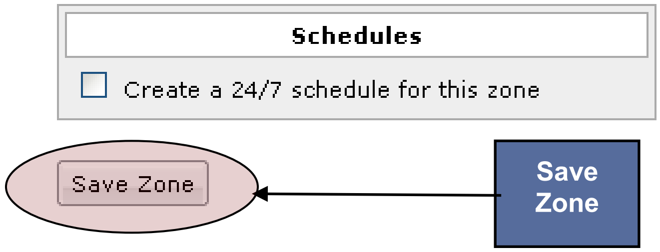
4. Select the Camera icon next to the Address data to display an actual photo of the point the enrollee was located at that specific time.

Google Earth Photo of Enrollee Zone Point

5. To edit a zone, select **Create New Zone**. Drag the Push Pin to the desired diameter and select **Save Zone** when the zone editing is complete.



Edit Zone Boundaries



Zone Manager Widget

The **Zone Manager** widget is available in the **Enrollment** tab page menu if you have the appropriate permission to access the widget.

Description of Privileges

Access to the **Zone Manager** widget is granted via the **Zone Editing** privilege. With simple access to this widget, the user can:

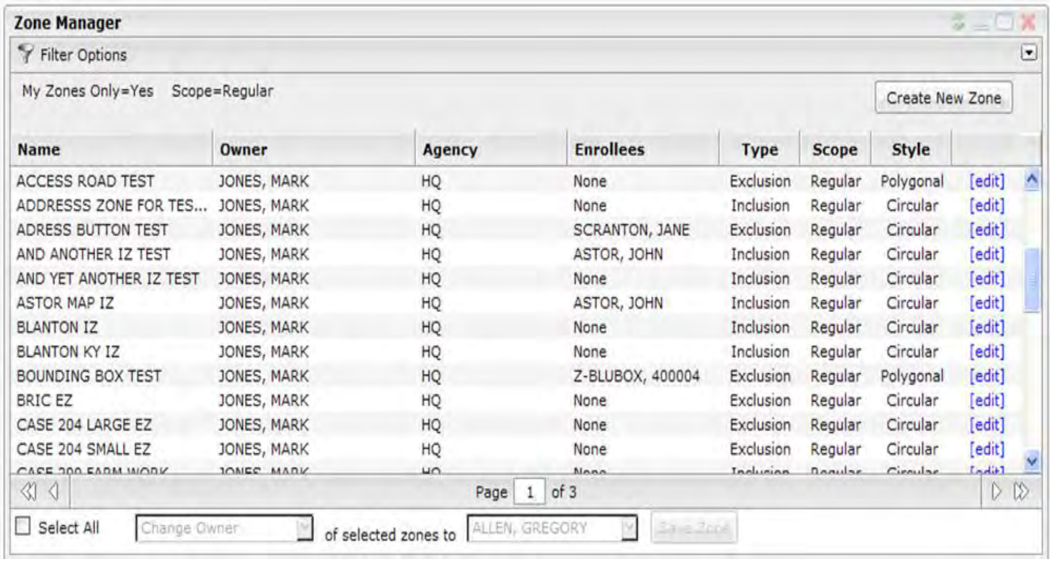
- View their own zones
- Delete their own zones
- Transfer ownership of their own zones to another user
- Edit the geography of any of their own zones
- Create a new zone

A new **Zone Administrator** privilege allows the user to perform all of the above functions to the zones of any user in their agency ORI hierarchy.

Zone Manager Filter

To apply a filter on the list of enrollees within a zone, perform the following:

1. From The **Enrollment** tab, select the drop-down **Add Enrollment Widget**, **Zone Manager**.
   The Zone Manager widget displays a robust filtering capability located in the Filter Options bar at the top of the widget.



Zone Manager

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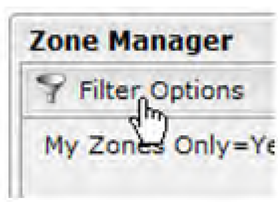
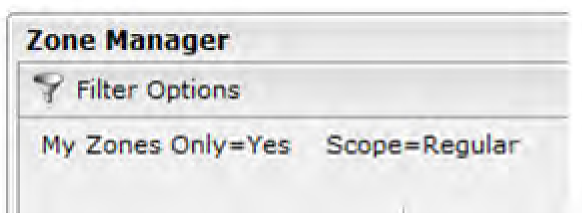
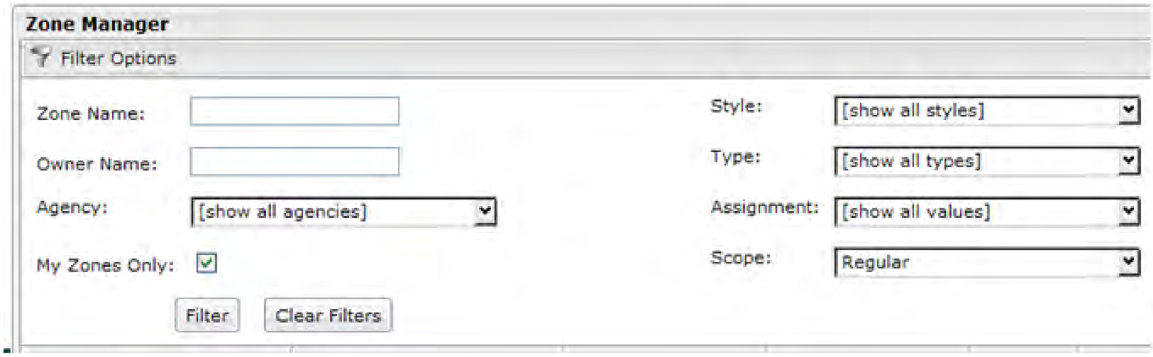


2. Directly beneath the Filter Options bar, the widget displays the filtering options selected. The widget defaults to display the regular (non-global) zones owned by the Agent.



3. Select the Filter Options bar to open the filter and view the filter controls.



Filter Controls

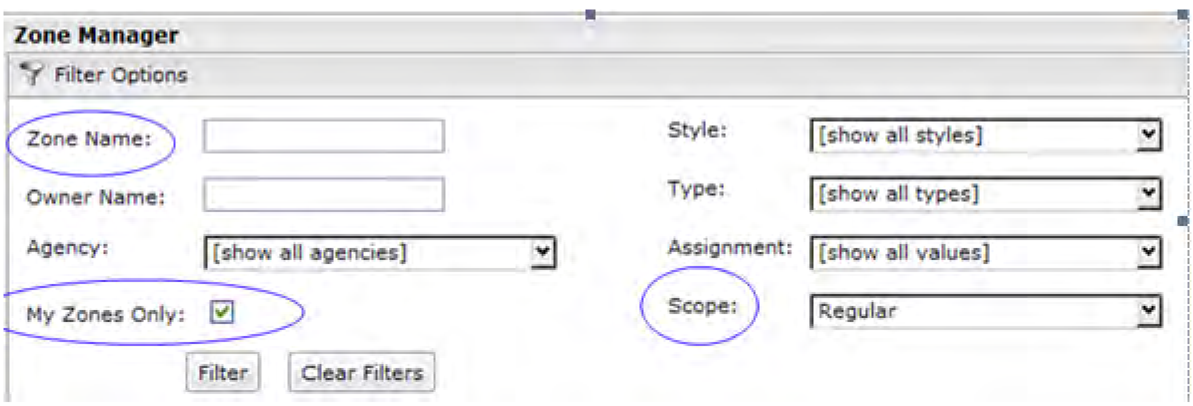
NOTE: If you have access to the **Zone Manager** widget, yet do not have Zone Administrator privileges or the Global Zone privilege, you will not have access to the following fields in the Filter:

* Owner Name

* My Zones Only (defaults to 'checked')

* Scope

These restrictions prevent a user from viewing or editing other user zones or global zones unless they have proper training and privileges.

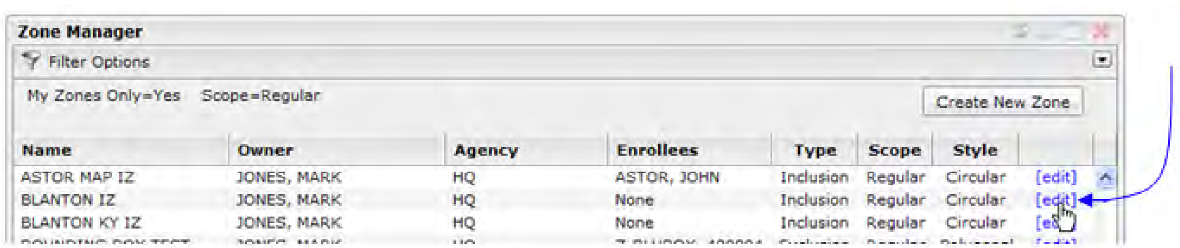


4. Select one or more options and select the **Filter** button. The widget refreshes to show the zones that reflect the filtered criteria.
5. Select the **Filter Options** bar again to hide the filter. The widget displays the filter parameters requested.

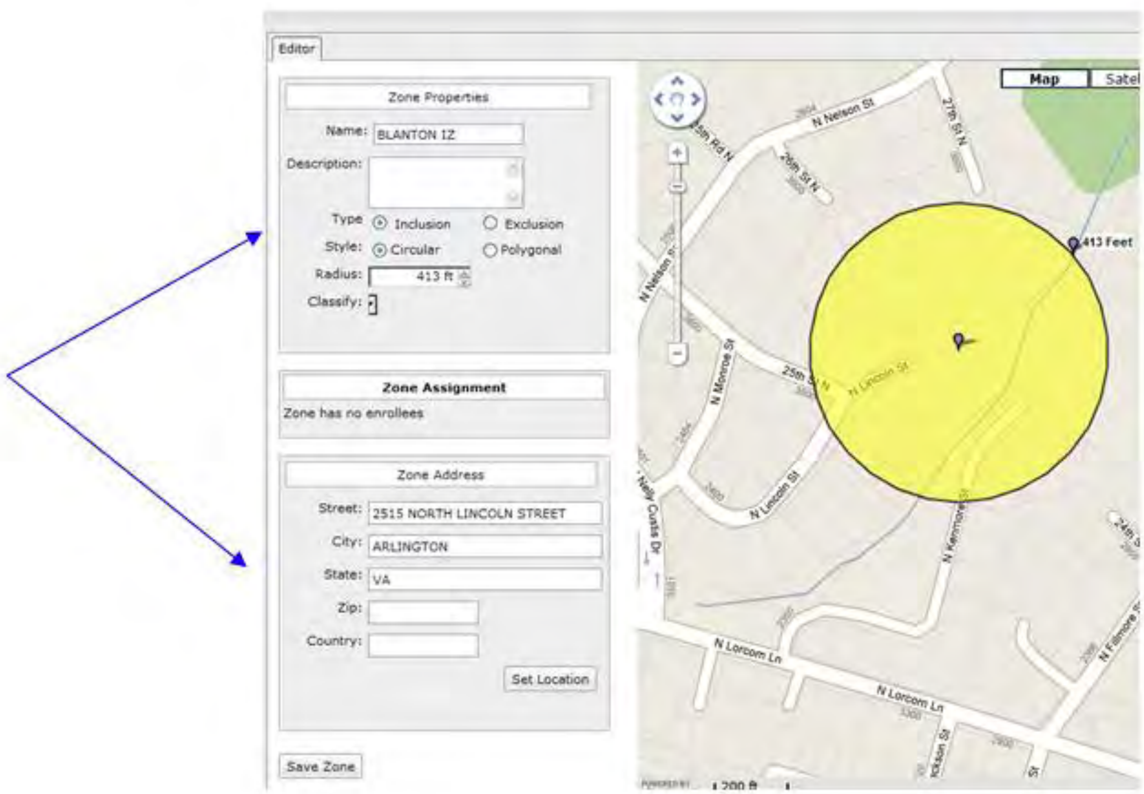
Editing a Zone in the Zone Manager Widget

To change the zone parameters within **Zone Manager** widget, perform the following:

1. From the **Zone Manager** widget, select the **[edit]** link to access the **Editor** screen. All information for the zone will be brought forward in the modal.



Edit Enrollee Zone



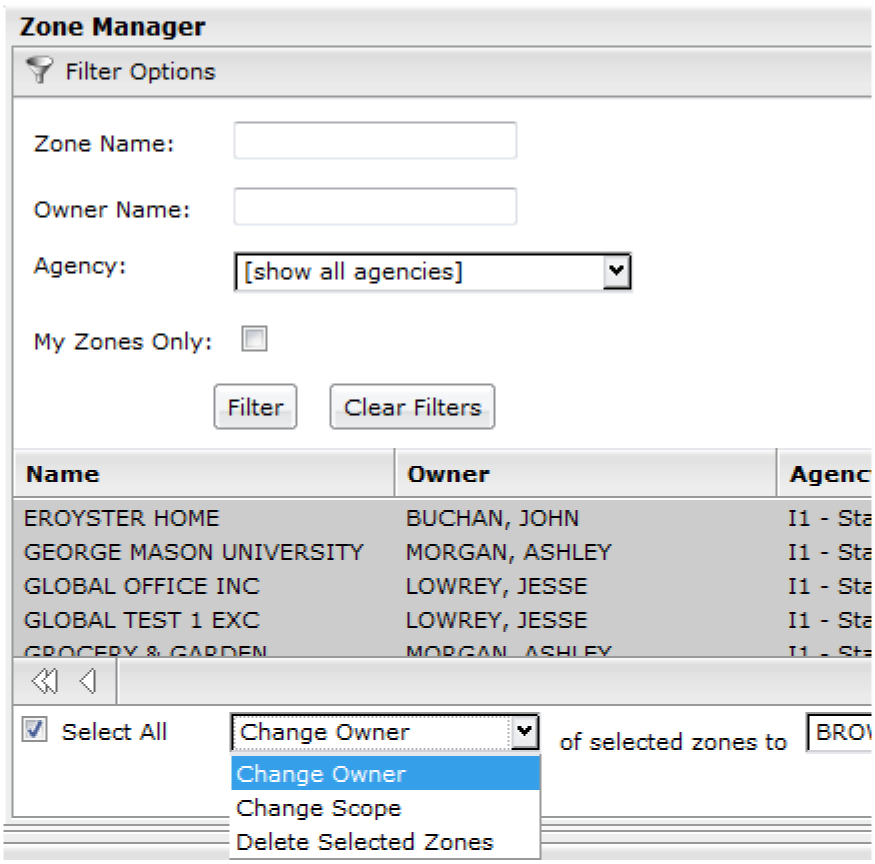
2. Make any necessary changes to the zone and then select **Save Zone**.

Zone Administration in the Zone Manager Widget

Select a zone by highlighting the record **OR**

Select multiple zones by holding down the CTRL key on your computer keyboard as you select the zones **OR**

Select all zones using the **Select All** check box in the lower left corner of the widget.



At the bottom of the widget are the actions a zone manager may perform.

2) Change Owner
3) Change Scope (regular or global). Only administrators with privileges will have this option in the drop-down.
4) Delete Selected Zones. When a zone is deleted, all events, violations and other data pertaining to that zone are retained in the system. However, the zone is no longer accessible for assignment to an enrollee and is no longer visible in the **Zone Manager** widget.

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Chapter 5: Schedules

Schedules can be set for any BluTag, BluHome or BluBox assigned to an enrollee. Schedules are set for individual enrollees. Agents set schedules for zone based on the time an enrollee is required to enter an inclusion zone and the time when the enrollee may exit an inclusion zone.

Exclusion zones default to 24 hours a day, 7 days a week or 24/7. However, agents may set the time period an enrollee is prohibited from entering an exclusion zone, if the enrollee is allowed to enter an exclusion zone at other times.

A single zone may be assigned to many enrollees, and each enrollee may have a different schedule for that zone.

If enrollees are assigned a BluHome or BluBox unit, agents may set the period of time enrollees must be in the presence of their assigned unit.

An enrollee can have multiple schedules for a single zone, and each schedule can be titled to describe its individual purpose. For example, an enrollee has a recurring appointment each Thursday, that creates a different curfew from the rest of the week. The curfew schedule for Thursday could be titled “Thursday’s Curfew for Appointments” and curfew for the remaining week days titled “Mon-Wed and Friday Curfew.”

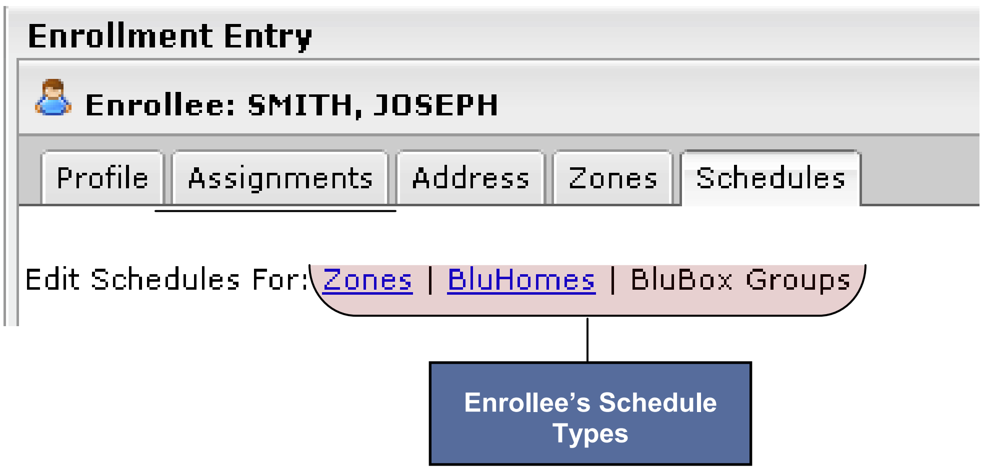
Schedule Terminology

- **Schedule Types** – Zones, BluHomes, BluBox Groups (recurring or one-time schedules are set for each type individually).
- **Recurring Schedules** – A permanent schedule that applies every week.
- **One-Time Schedules** – Only applies for a single specific date and time.
- **Times** – Start and end times indicate the period of time the schedule is active. An inclusion zone schedule determines the time the enrollee is expected to enter and remain in the zone. An exclusion zone schedule determines the time the enrollee is restricted from entering the zone. BluHome or BluBox schedules determine the period of time an enrollee is expected to be within RF range of the device.
- **All Day –** A button that sets the start and end times to 24 hours.
- **No Schedules** – When a recurring schedule is deleted VeriTracks displays the original schedule and a gray banner to remind the user that there is no schedule for that day.
- **Forced Leave** – Creates an alert if the enrollee remains in the RF range of BluHome or BluBox after the curfew ends. If an enrollee does not leave the RF range on time, an “Awaiting Leave” event generates. If the enrollee is still in RF range 30 minutes after the curfew ends, a “Forced Leave Exceeded” violation generates.
- **Days of Week –** Indicates each day that the start time applies.
- **Wrap -** If an evening start time and a morning end time are chosen, the schedule automatically wraps around to end the next morning. Choose only each day that the start time applies.
  - For example, to create a schedule that starts at 8 p.m. (20:00) on Monday and ends at 8 a.m. (08:00) on Tuesday, you need only select Monday.

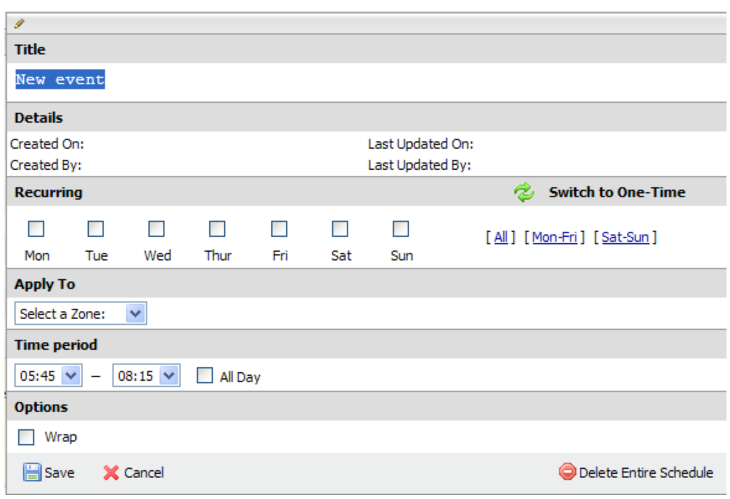
RECURRING SCHEDULES

Create a Recurring Schedule

1. From the **Browse Enrollees** widget, drag the selected enrollee name to the **Enrollment Entry** widget.
2. From the **Enrollment Entry** widget, select **Schedules**. The tab displays a listing of schedules that apply to that enrollee for the next seven calendar days.
3. At the top of the schedule, click the appropriate link to create or change schedules for a zone, a BluHome unit, or a BluBox group.



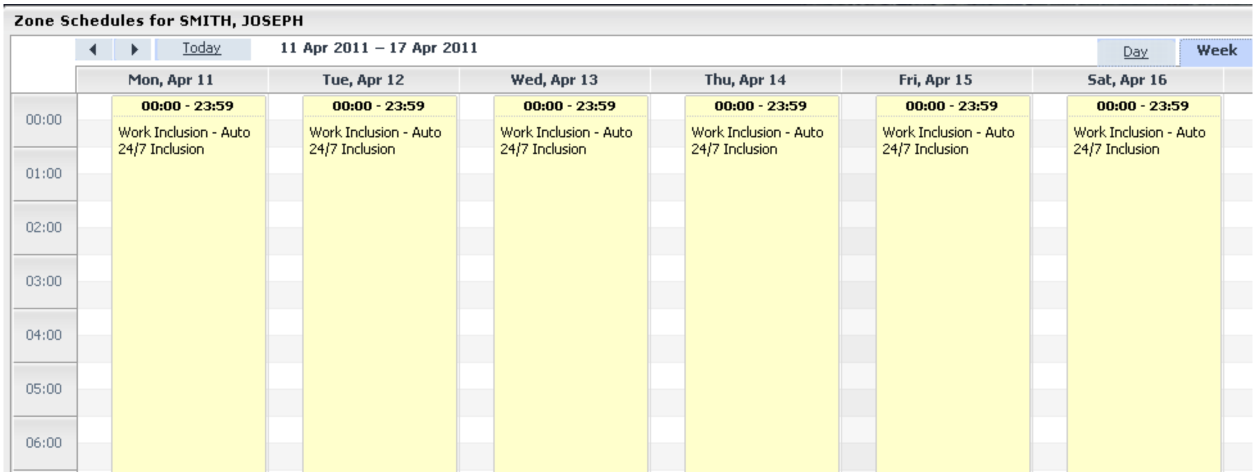
4. Select the **Zones** link. Zone schedules for the enrollee display.
5. Double-click anywhere time is NOT scheduled on the calendar. The **Schedule Details** box displays.



Schedule Details **B**ox

6. Enter a schedule **Title** (i.e., New Event), applicable **Days,** the **Zone** to which the schedule applies, and the schedule **Start** and **Stop time** (or All Day).

7. Select **Save**.
8. VeriTracks displays the new schedule.



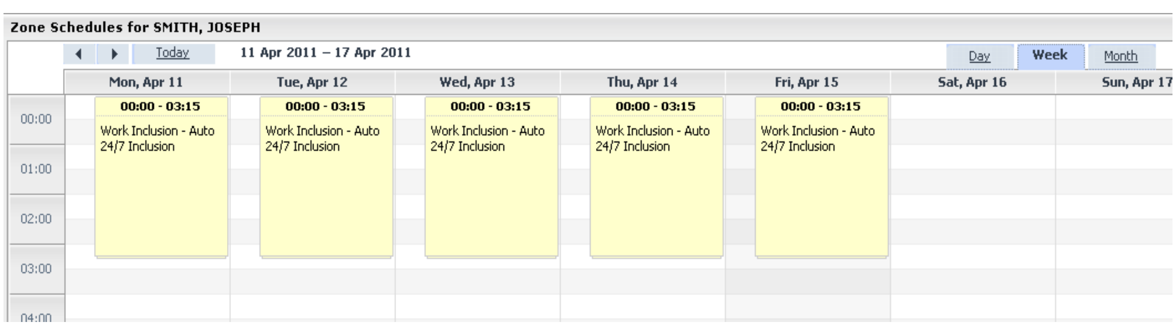
Recurring 24/7 Schedule

Alter a Recurring Schedule

The following steps reflect actually altering a *Recurring Schedule* in order to permanently change a schedule segment.

1. Select any segment of the schedule you wish to alter.
2. Double click on the segment to view the **Schedule Details** box. Un-check the boxes of those days you wish to alter.
3. Select **Save**.

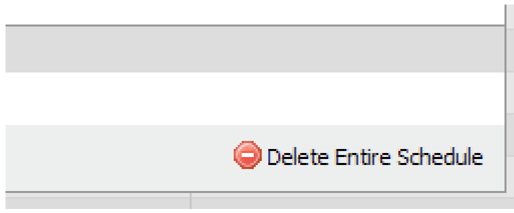
NOTE: All segments of the recurring schedule are now deleted for the days a user un-checked the boxes. Therefore, the enrollee is now not required to be in the Work Inclusion – Auto 24/7 Inclusion Zone (IZ) on those days.



Altered Recurring Schedule

Delete a Recurring Schedule

1. Select any segment of the schedule you wish to delete.
2. Double-click the segment to view the **Schedule Details** box.
3. Select the **Delete Entire Schedule** button in the lower right corner of the box to permanently remove this Enrollee's schedule.



4. A message displays stating "Entire Schedule will be deleted, are you sure?" Select **OK** to finalize the process.

One-Time Schedules

About One-Time Schedules

- One-time schedules apply only to the day in which they are visible.
- One-time schedules override any recurring schedules for that zone on that particular day.
- One-time schedules display on the calendar in orange.

NOTE: *Orange* specifies a one-time schedule.

There are two ways to create One-Time schedules:

1. Drag a recurring schedule segment to **General**, **Add General** widget, **Calendar**.
2. Create a one-time schedule from the **Details** box.

Once you have created a One-Time schedule:

- You can **alter** the *orange* schedule segment by dragging it to change the beginning and end times.
- You can also **delete** the *orange* schedule segment to revert to the original recurring schedule.

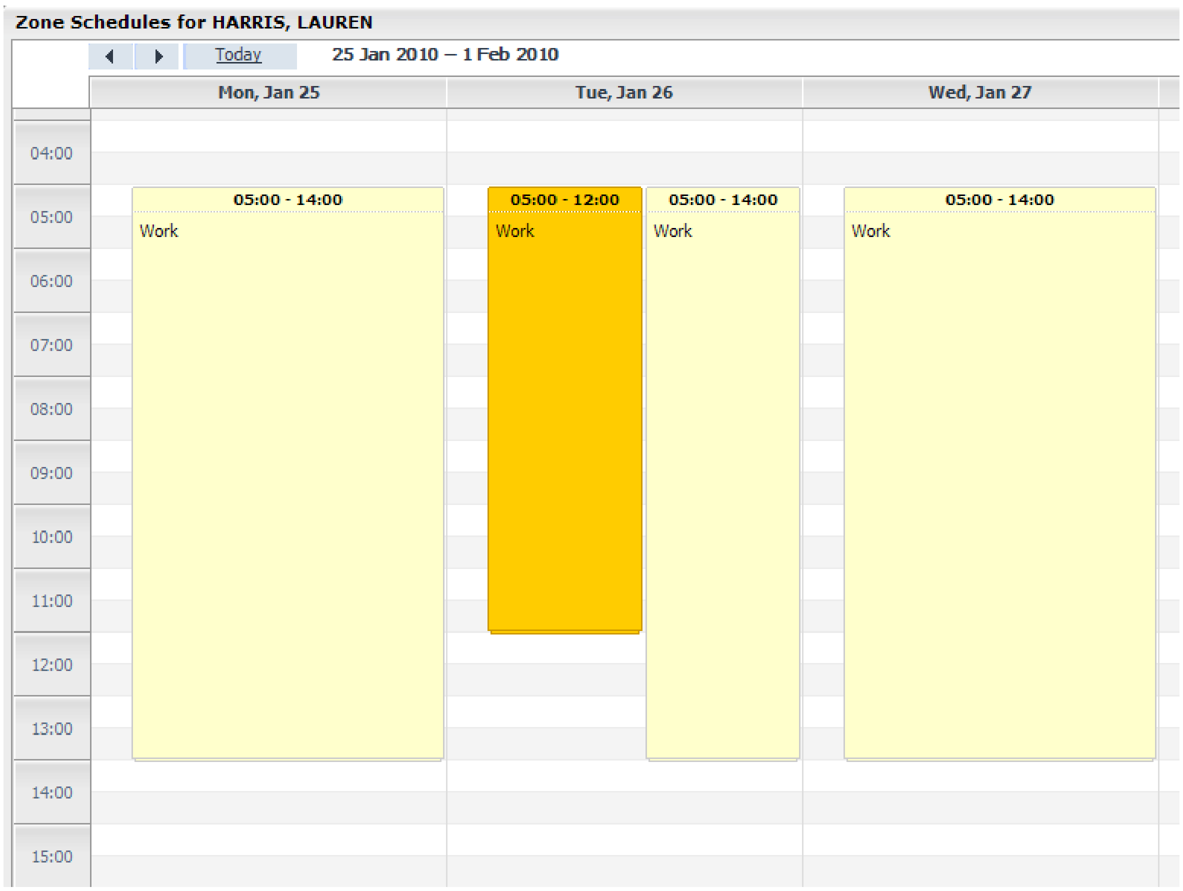
How to Create a One-Time Schedule

1. Select the segment you wish to alter.
2. Drag the beginning or end time of the segment to adjust the details.
3. VeriTracks displays the original schedule segment and the altered segment. The altered segment displays in *orange* and is valid.

Create a One-Time Schedule - Create a Schedule from Details Box

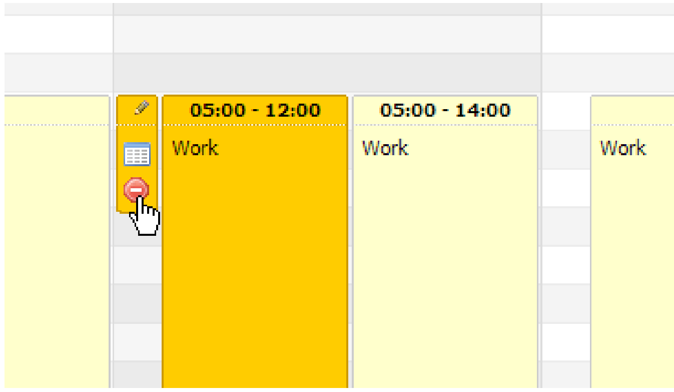
1. Double-click anywhere in the calendar to view the **Schedule Details** box.
2. Select the **Switch to One-Time** link.
3. Enter a schedule Title, the Zone to which the schedule applies, and the schedule Dates, Start time and Stop time (or All Day).
4. Select **Save**.

NOTE: VeriTracks now displays the new schedule in *orange* as shown below.

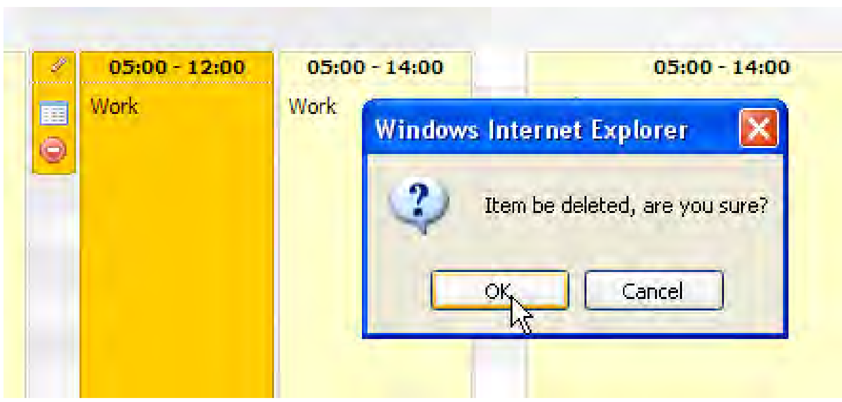


Delete a One-Time Schedule

1. Select the *orange* highlighted section in the schedule.
2. Select the *red* **Delete** icon. I message displays stating that this “Item will be deleted, are you sure?

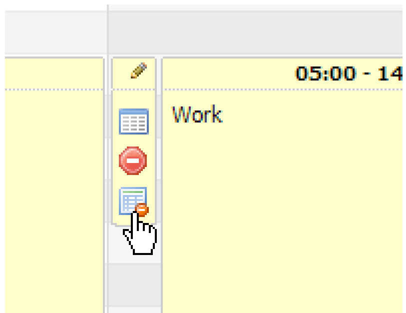


3. Select **OK**. The *orange* segment is removed, leaving the original schedule intact.



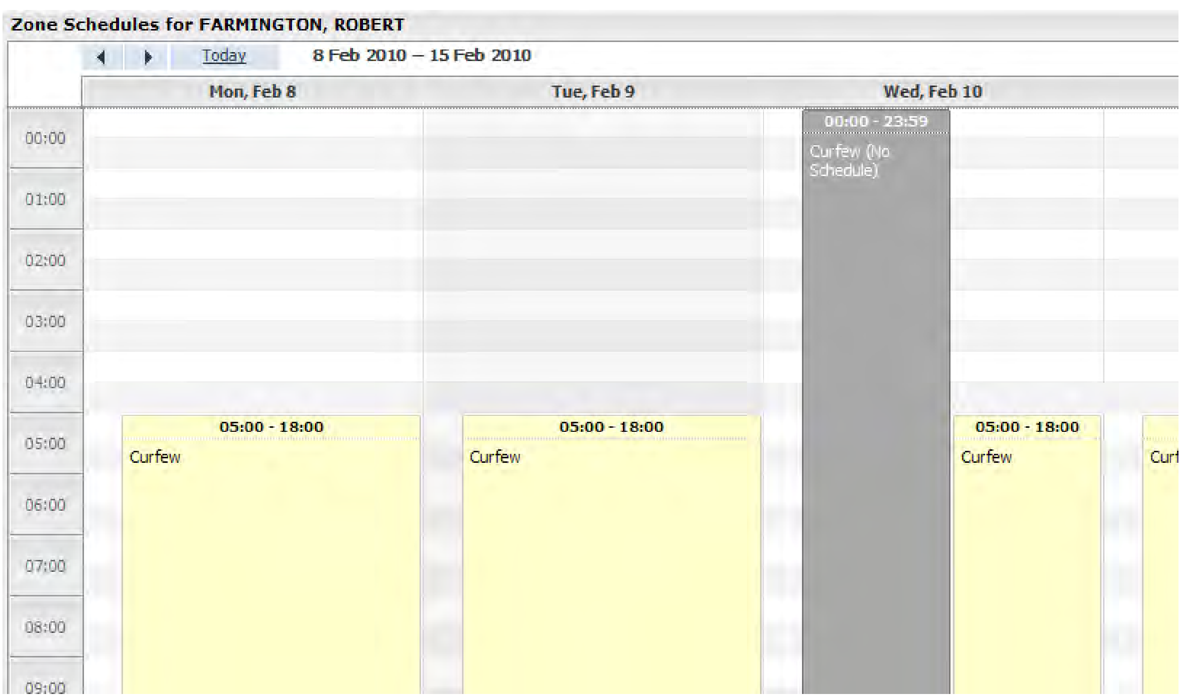
Remove a Schedule on a Specific Date

1. Select the **Zones** tab.
2. Selet the segment you wish to remove.
3. Select the **No Schedule For Today** button.



4. VeriTracks displays the original schedule and a gray schedule indicator bar informs the user that there is no schedule that day.

NOTE: Anytime a *gray* schedule indicator bar displays, NO valid schedules have been recorded for that particular day.



SCHEDULING TIPS – USING MULTIPLE INCLUSION ZONE SCHEDULES

NOTE: If multiple Inclusion Zones (IZ) are created, please allow sufficient time for the enrollee to get from one zone to the next. Do not overlap inclusion zone schedule times or the enrollee will stay in a constant state of inclusion zone violation.

SCHEDULING TIPS – UNDERSTANDING CHANGES TO ENROLLMENT STATUS

If you:	**The result:**
Remove a zone from an enrollee.	The enrollee's schedules for that zone are deleted permanently and must be recreated if the zone is added again.
Remove a BluTag from an enrollee (that is, they are now un-enrolled from VeriTracks).	*If the enrollee had Zone schedules:* All of the enrollee's zones and zone schedules remain attached to their profile and will be applied again automatically when or if they are re-enrolled on a BluTag and commands are sent to the new BluTag for active and 911 zones) *If the enrollee had BluHome schedules:* All of the enrollee's BluHome schedules will remain attached to the profile and will be applied again automatically if they are re-enrolled on a BluTag/BluHome combination. *If the enrollee had BluBox Group schedules:* The enrollee's schedules for that BluBox group are deleted permanently and must be recreated if the enrollee is enrolled and added to the group again.
Remove an enrollee from a BluBox Group	The enrollee's schedules for that BluBox group are deleted permanently and must be recreated if the enrollee is added to the group again.

CHAPTER 6: SUPERVISING AN ENROLLEE

The **Supervision** tab provides the most current information for an enrollee. The ***Enrollee Dashboard*** in **Enrollee Details** widget displays all assigned enrollees. Select the **Enrollee Details** widget to view details regarding your caseload. Regardless of your selection, each widget defaults to your specific caseload. Supervisory staff may also use one of the search widgets to monitor enrollees in their office, region, or organization.

ENROLLEE DETAILS WIDGET

The primary source of enrollee information is the **Enrollee Details** widget on the Supervision tab. Access to the enrollee information in the **Enrollee Details** widget is limited to users who have a login for that ORI or the parent ORI in the organizational hierarchy.

> **TIP:** For more information on any of the tabs in this widget, or to see any of the functions being used, select the video icon in the upper right corner of the widget to see an on-line help video tutorial.

Enrollee Dashboard

1. Select the **Enrollee Details** widget – ***Enrollees*** tab. The Enrollee Details widget on the Supervision tab has always been the location for the most up-to-date information about an Enrollee. VeriTracks has upgraded **Enrollee Details** to a dashboard view for greater visibility and added custom selection filters to make it easier for agents to manage their caseload of enrollees.

   When an authorized agent opens the **Enrollee Details** widget, the Enrollee tab displays a full view of each enrollee's profile along with an extensive column list and enhanced filtering capabilities.

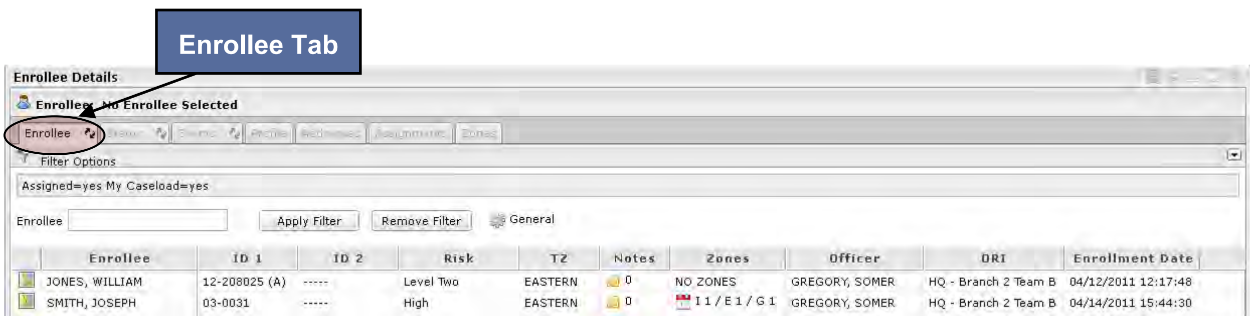
Enrollee Details Widget

It is important to note that when a supervising agent initially visits the Enrollee Details widget, the view defaults to display "Assigned" and "My Caseload" enrollees that are listed in the Enrollee column of the widget. The supervising agent may easily browse the entire list of enrollees' profiles from this page or search for a specific enrollee by typing as much of the Enrollee's name as possible then select [**Apply Filter**].

NOTE: VeriTracks conducts Boolean (that is, a partial word or character) filtered searches. However, the more detailed information entered in the Enrollee search field - the greater the success rate of exact Enrollee matches being returned.

Key Dashboard Features

The dashboard features a number of columns with special features and data. A description of all the columns is in the section on customizing the dashboard. Below are a few of the most popular features.



Enrollee Details Widget – Enrollee Tab

Enrollee Details Widget – *Status* Tab

The **Status** tab, located within the Enrollee Dashboard, provides the opportunity to view the current details and most recent GPS tracking information for particular enrollees. This information is as current as of the last call by the device.

When an event occurs on an enrollee, users receive an immediate notification on your cellular device; however, it is possible that by the time you log in to VeriTracks, the event may have cleared the queue. Refresh the data on the Status page by pressing the **Refresh Status** button (the circular arrows within the Status tab itself). The tab also automatically refreshes every three (3) minutes.

The following information displays on this screen:

- Supervising officer or agent name and ORI
- Enrollee risk level (or "VICTIM" if individual is enrolled as a victim)
- Device number

- Date, time, and approximate address of the enrollee's last recorded position
- A View on Main Map link s you can view an enrollee's most recent tracks. The map and its capabilities are described later in this chapter.
- A Street View icon. Select the icon. If Street View is available in the vicinity of the last track point, a Street View pop-up displays on your screen.
- A red "X" on the map represents the enrollee's last reported position.
- Date and time of the last contact from the device
- A Turn On Rapid Contact button. Select this button and a command is sent to the BluTag causing it to call in every two (2) minutes for the next hour. When the button is selected, the screen refreshes to display the end time of the rapid reporting

Enrollee Details Widget – Rapid Contact Information

- A link to a contact history report which displays the most recent contacts VeriTracks received from the enrollee's BluTag.
- Device battery level. Anything above 4.2 is near full charge and anything below 3.7 means the BluTag is in danger of going off-line. Note also the green bar which gives a graphic representation of the percentage of battery power left.
- A link to a complete list of the enrollee's zone and RF schedules
- BluBox or BluHome assignments and status
- Any open events

- Three methods of contacting the enrollee: send vibrate, send audible tone, or silent position request to contact the BluTag.

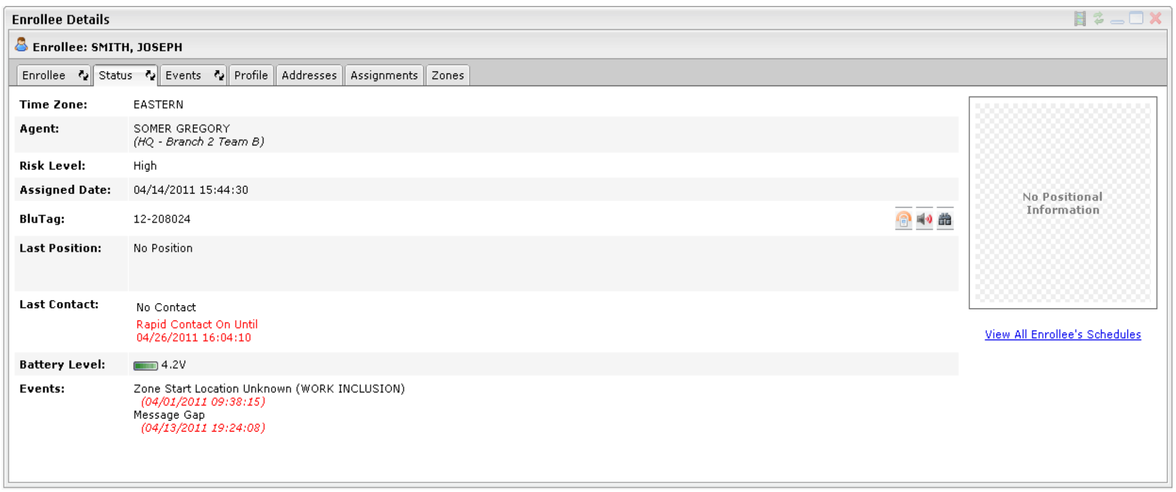
  The three icons are located on the right side of the Enrollee Status page and display as follows:

  Send Vibrate

  Send Audible Tone

  Send Request Position (Silent to the offender)

The icon that is used for the silent position request is also the icon used to cause a hybrid BluTag to report its data.



Enrollee Details widget – Status Tab

Enrollee Details widget – Event Tab

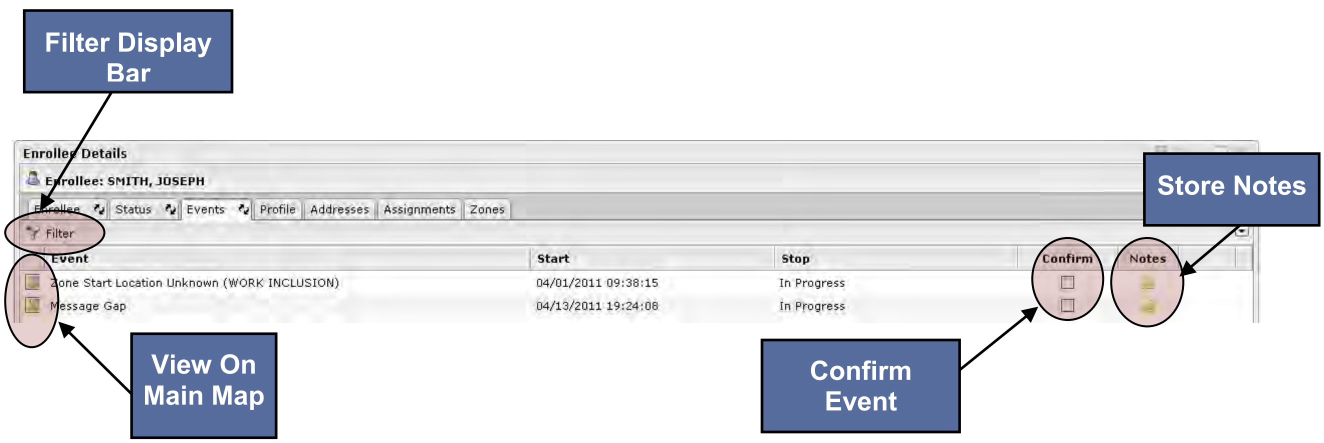
The **Event** tab, also located within the Enrollee Details view, lists all the violations for an enrollee within the last 48 hours. Change the time range on the screen to display longer or shorter periods of event time for the enrollee.

Select View On Main Map icon to the left of the event name to map the tracks recorded by the BluTag during the event.

Check the **Confirm** box and click **OK** on the resulting pop-up window to record that you reviewed the event. The check box will be replaced by your first initial and last name.

You can also capture notes about events. The notes are date and time stamped and attributed to you. Each agency should adopt a standard for making notes. To add a note, click the **Notes** icon for the event, enter note text, and click **Save**.

Use the Generate Instant Enrollee Event Report button to send a report to the reports queue for all events currently displayed in the screen.

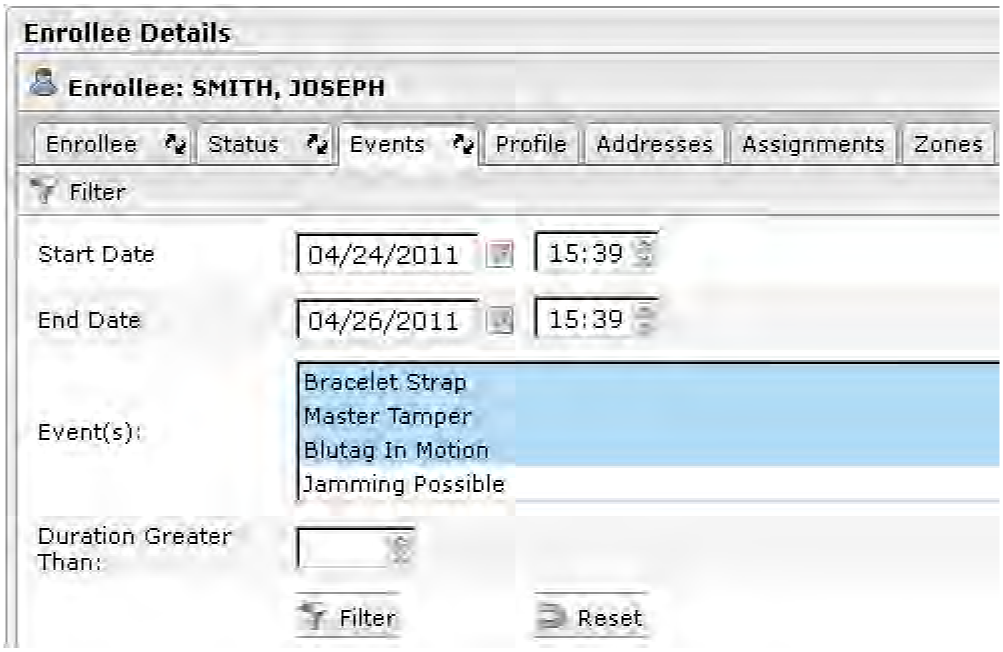


The Notes link allows users to enter as many date and time stamped notes as needed.

View Filtered Events

To view certain events for an enrollee, perform the following:

1. Select the **Filter** bar to manipulate and display the enrollee's events in a filtered view.
2. Select the Start and End Dates for the filtered request.
3. Select the Events you wish to view by holding [Ctrl] and selecting each event type that is included in the filtered view.
4. Enter a value in the **Duration** field greater than the value entered, if any.
5. Select the **Filter** button located at the bottom of the Event's tab to display the results in the standard **Events** tab format.



Enrollee Details Widget – Events Tab

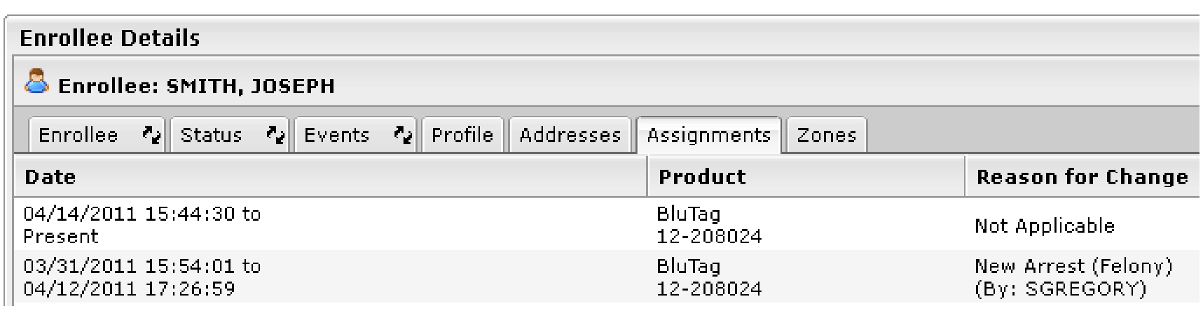
Enrollee Details widget – Profile and Addresses tabs

The Profile and Addresses tabs are displays of information entered during the enrollment process. These tabs are *read-only* to mean that no information may be modified in these specific tabs.

Enrollee Details widget – Assignments tab

The Assignments tab contains a history of the specific BluTag assigned to the enrollee, the beginning and end dates of that assignment, the reason the device was changed, and the user under whose login the un-assignment was performed.

This tab is read-only and no actual assignments or un-assignments may be conducted through the Assignment tab.

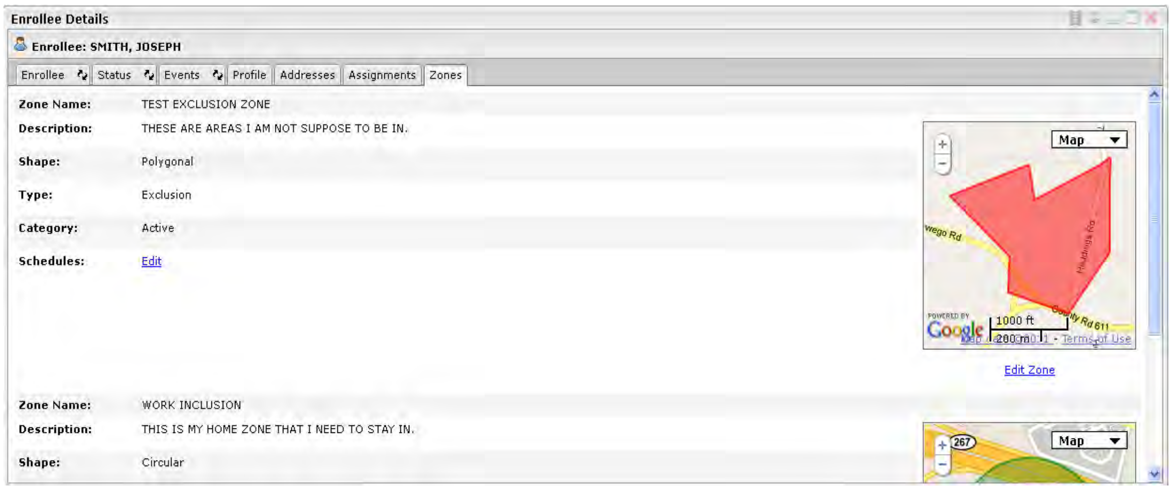


Enrollee Details Widget – Assignments Tab

Enrollee Details widget – Zones tab

The Zones tab contains a listing of all areas currently assigned to the enrollee, including a map of the zone geography.

The Zones tab also contains an **Edit** link to provide users with the Schedules modal to edit the enrollee's times in and around a particular zone.



Enrollee Details Widget – Zones Tab

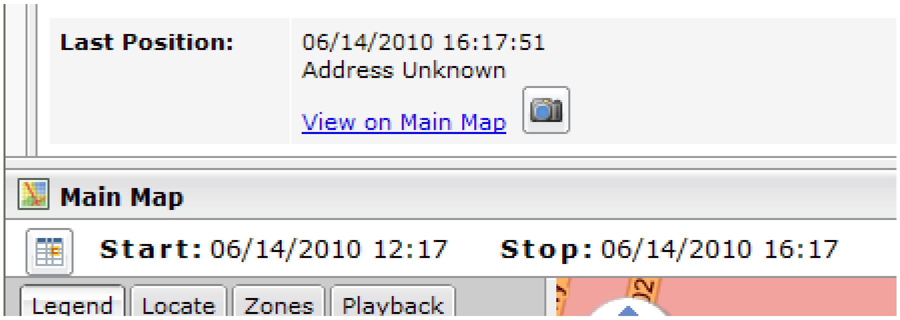
MAPPING PROCEDURES

Three (3) ways to **chart** an enrollee's tracks:

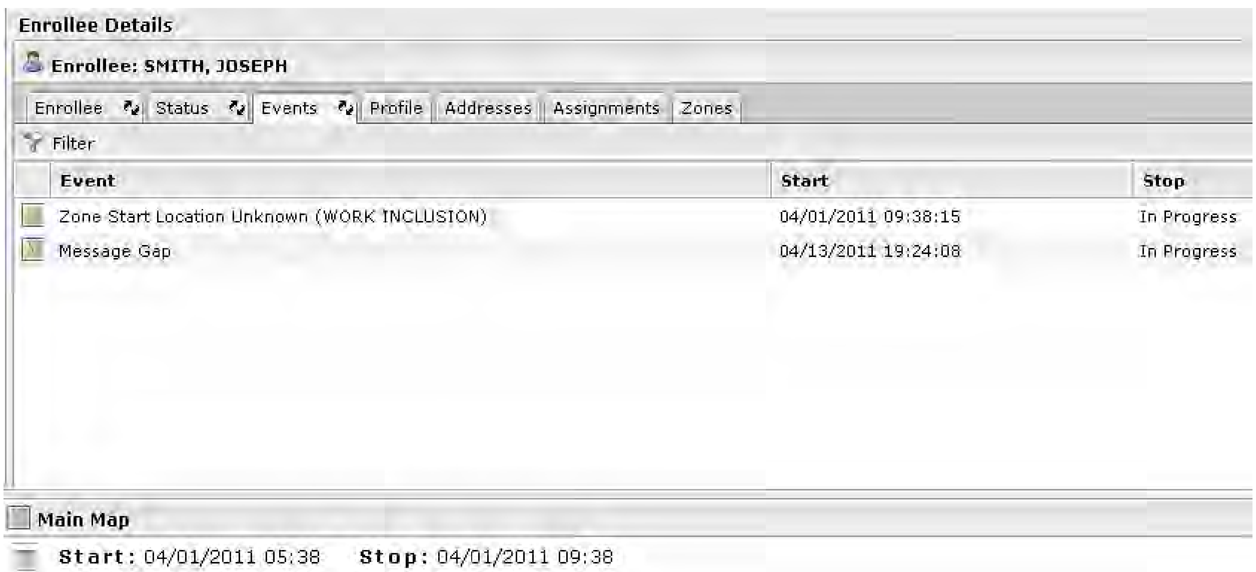
1. From the **Supervision** tab, select the **Enrollee Details** widget, there is a View Map to the left of the Enrollee Dashboard to the left of each enrollee.
2. Drag the enrollee to the Main map from the **Universal Search Panel**.
3. Select the **View On Main Map** icon next to the left of each Enrollee name in the **Events** tab.

When the **View on Main Map** link from the Enrollee Details widget is selected, or when an enrollee is dragged from the **Universal Search Panel** to the map, VeriTracks displays the most recent four hours of tracks for that enrollee.

In the illustration below, the last position was at 16:17, so the map displays from 12:17 to 16:17



When the **View on Main Map** icon is selected next to an Enrollee in the **Events** tab, the map displays the tracks recorded by the BluTag at the time of the event. The start time of the mapped tracks is the start time of the event. The window of time mapped is rounded up to the next available window size. (If the event lasts 11 minutes, 15 minutes of tracks will be mapped).



Enrollee Details Widget – Events Tab

TIP: To review an entire caseload on the map, bring up the points of the first enrollee in your caseload. Adjust the start time on the map to the earliest time from which you wish to view the enrollee's tracks. Then click the **Lock Start Time** button in the map legend tool. Drag the names of succeeding enrollees to the map and their tracks will always start with the locked-in start time.

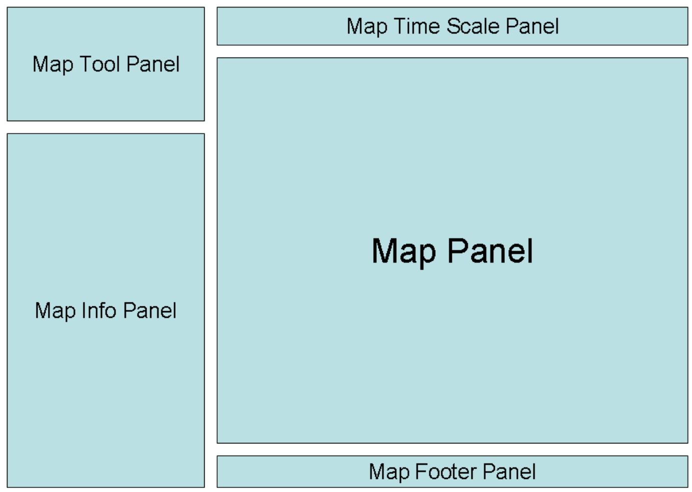
To unlock the start time simply un-check the **Lock Start Time** box.

MAPPING TOOLS

The VeriTracks mapping function uses services provided by Google™ Maps. Both the Enrollee Status menu option and the Search menu option provide access to the mapping function.

VeriTracks uses a private (secure) interface for Google so there are times when the public site may show data not yet on the secure Google site.

The map screen contains five areas: the Map Tool Panel, the Map Info Panel, the Map Time Scale Panel, the Map Panel and the Map Footer Panel.



Map Panel Layout

The Map Info Panel supplements the Map Tool Panel by displaying information pertaining to the current tool selected. The Map Time Scale Panel shows the current time scale of the data displayed on the map. The Map Panel is the Google Map itself. The Map Footer Panel displays additional information about the map such as the current mouse map coordinates.

Map Tool Panel and Map Info Panel

The Map Tool Panel consists of four tabs to analyze an enrollee's tracks on a map. The Map Info Panel explains how a tool works or provides multiple options for the tool. When a tool button is clicked from the Map Tool Panel, the Map Info Panel updates showing specific information about the tool.

The four tabs on the Map Tool Panel are Legend, Locate, Zones and Playback. The mapping tool panel has one icon for each of the four tools.

Map Tools

Legend tab

The **Legend** tab explains symbols and other features visible on the map. In Google Maps, objects such as roads, cities, etc., are inherently shown on the map. The legend only shows those additional objects overlaid by VeriTracks. These layers consist of, but are not limited to, enrollee tracks, enrollee addresses, event and violation symbols and crime scene incidents. When you open the **Legend** tab, the Map Info Panel refreshes to show the details about the tool.

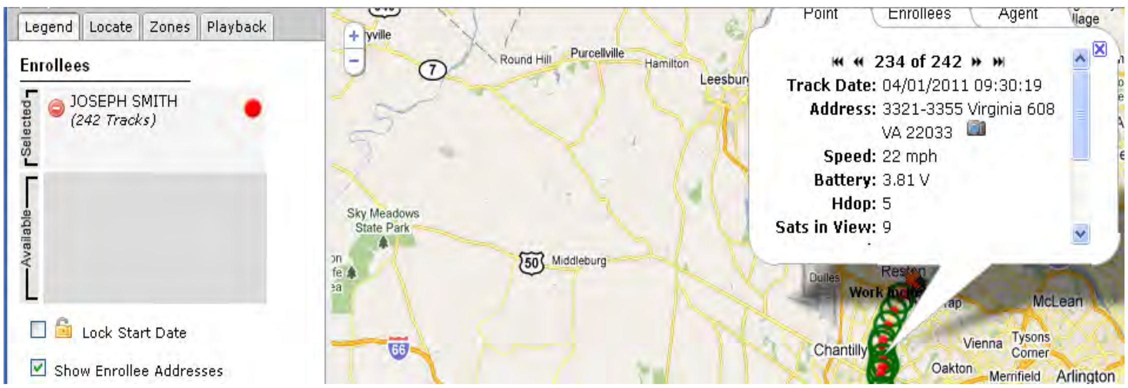
Enrollee Legend

View Enrollees on Map

Enrollees Section

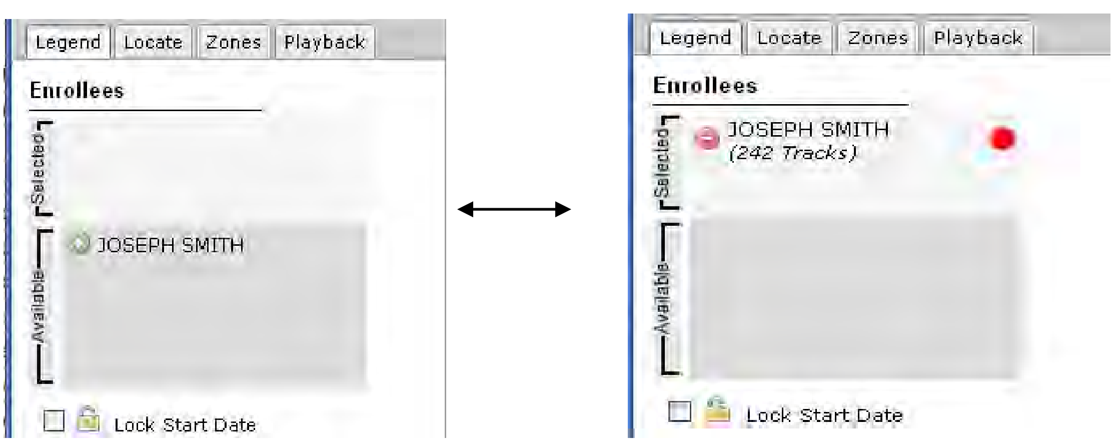
The most important feature of this section is the ability to easily change the enrollee's tracks that are displaying on the map. Multiple enrollees' data can be requested through the VeriTracks **Search** function, yet only two (2) enrollees' tracks can be displayed on a Google Map at any given time.

In the **Selected** box, users see the name or names of the enrollees whose track points currently display on the map. Select the red "-" to the left of the enrollee's name and the enrollee's track points are removed from the map and the enrollee's name moves down to the **Available** box as indicated by a green "+", and as shown in the image below. Nonetheless, from the **Selected** box, the dot to the right of an enrollee's name shows the color of his/her tracks on the map that displays on the right. Select any dot on the map and the map displays a pop up cloud detailing the exact location the enrollee was tracked at that given point, as shown below. Select the camera icon in the information cloud and a GPS photo of the exact location point displays.



Enrollee Detailed Point

The **Available** box displays the name or names of any enrollees included in your search; however, available enrollee points are not currently displayed on the map until they are moved to the Selected box. To do so, select the green "+" to the left of the enrollee's name and the enrollee's tracks display on the map and the enrollee's name moves up to the "Selected" box.

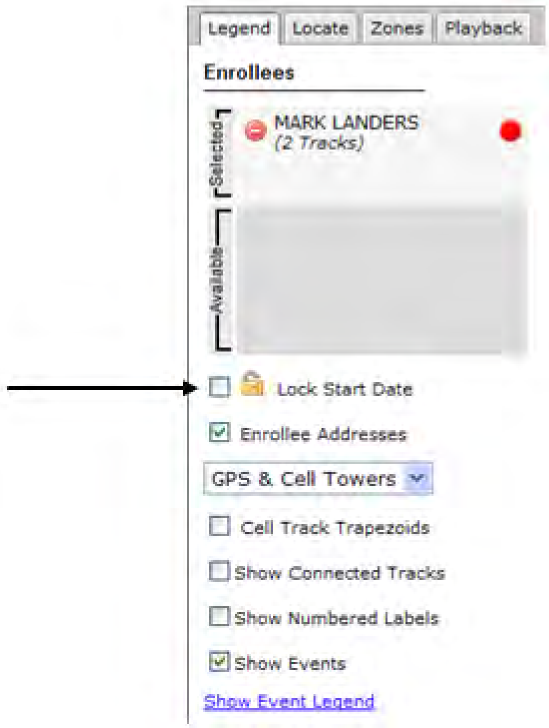


Enrollee Available to Selected View

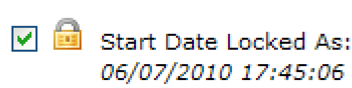
Control Enrollee Map View Data

Underneath the Enrollee selection area, there is a group of check boxes used to control the specific data that displays on the map.

- **Lock Start Date –** Maps several enrollees leaving one in the **Selected** box, change the start time of the enrollee's tracks to an earlier time, and select the **Lock Start Date** box.



The locked date displays under the check box.



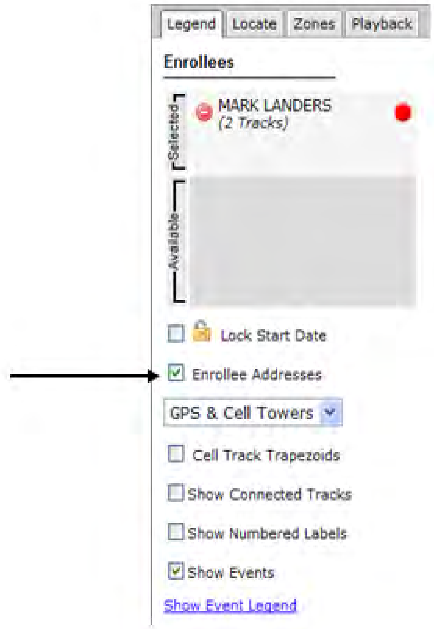
Enrollee Lock Start Date

Move the next available enrollee from the **Available** box to the **Selected** box. Wherever the map start times are current, the start time jumps back to the date time that was originally locked in for this enrollee.

This function is useful for reviewing the tracks of an entire caseload. For example, if a user logs in to VeriTracks in the morning and drags all of his/her caseload down to the **Main Map**, the agent can change the start time to 5:00 pm the night before and lock the start time, then review the tracks of the first enrollee in the **Available** box, scrolling forward through the night.

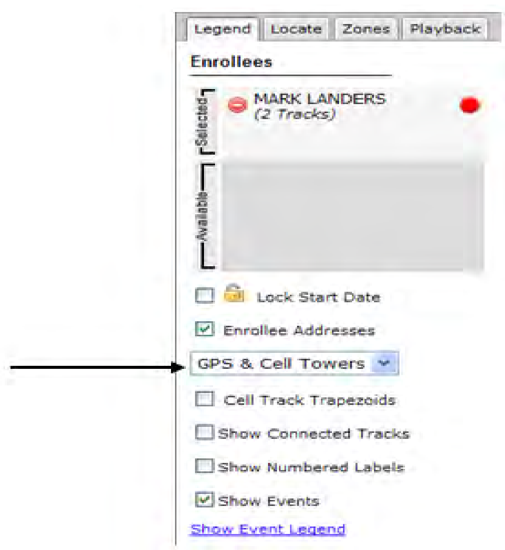
When a user selects the green ball to the left of the next enrollee in the **Selected** box, the start time automatically reverts to 5:00 pm of the night before.

- **Enrollee Addresses** – This checkbox turns on or off the display of the icons associated with addresses retained in the Address tab of the enrollee's profile.



Enrollee Address Display View

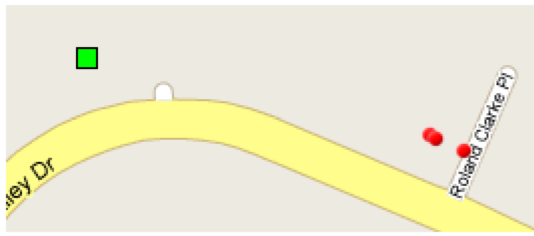
- **GPS and Cell Towers** – This dropdown permits users to toggle between displaying both the GPS tracks and cell tower locations (default), or just the GPS tracks, or just the cell tower locations reported by the BluTag.



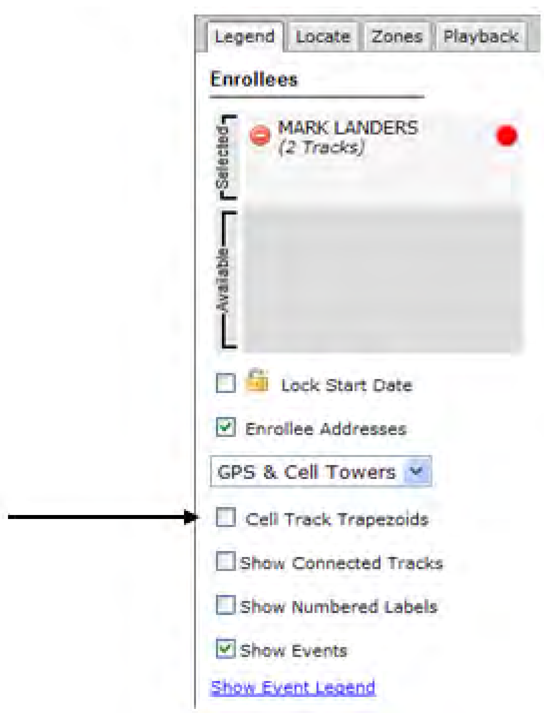
GPS & Cell Tower Display View

A cell tower location is generated when a T-Mobile BluTag is unable to hear sufficient GPS satellites to record a valid GPS location. In this situation, the BluTag records the latitude and longitude of the cell tower that communicates at that point in time.

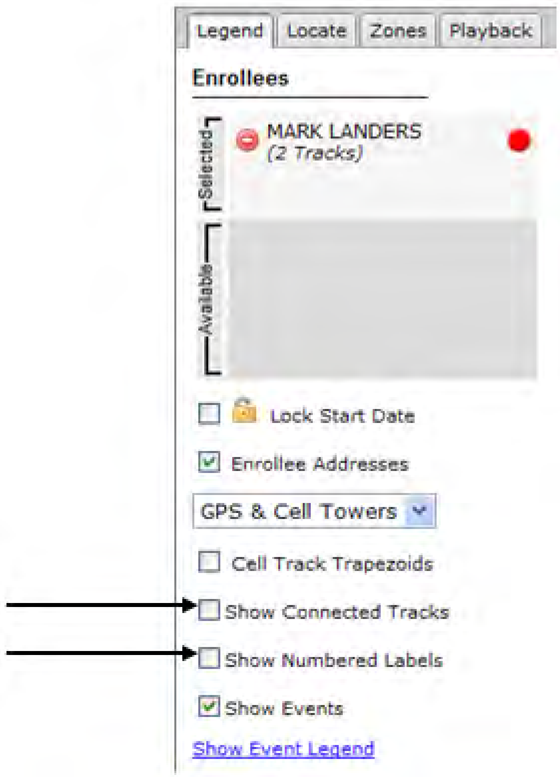
Cell tower locations are displayed as a green square in place of the red or blue GPS point.



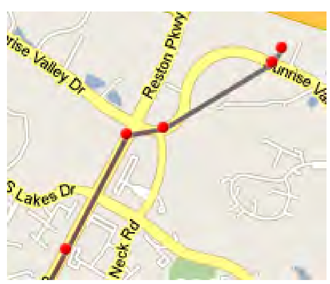
- **Cell Track Trapezoids** – VeriTracks has the ability to give an approximate location based on additional location from T-Mobile cell towers. Check this box to see the trapezoids.



- **Show Connected Tracks and Show Numbered Labels** – These checkboxes are used to connect the tracks on the map with a line and number the points sequentially.

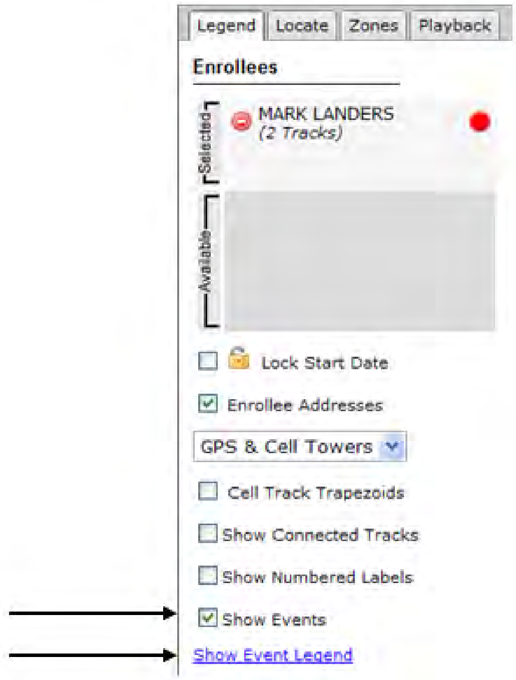


When the **Show Connected Tracks** box is checked, the map refreshes and the connected tracks are shown.

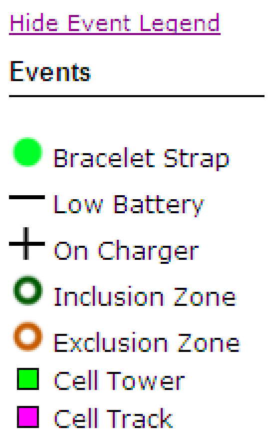


When the **Show Numbered Labels** box is checked, the map refreshes again to show the sequential numbering of the track points.

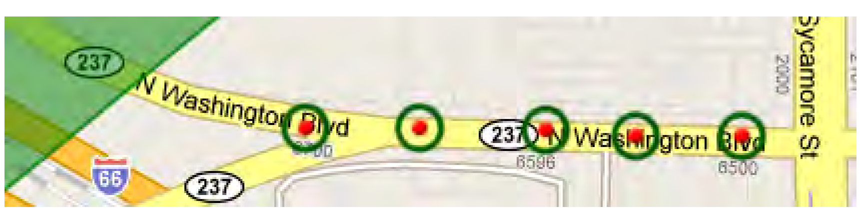
- **Show Events check box and Show Event Legend link –** These options contain a list of symbols that, when attached to a track point; correspond to an event occurring at that time. Remove the symbols from the track points by un-selecting the **Show Events** box. Display the symbols and their meaning in the legend by selecting the link.



Select the link to show the legend. The link itself changes to say **Hide Event Legend**.



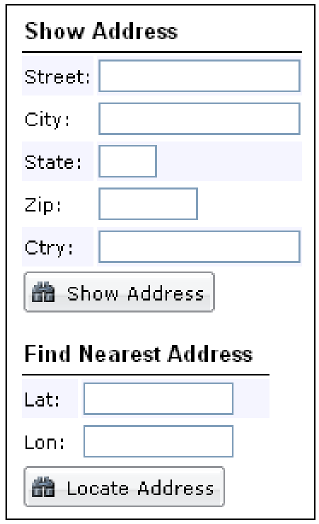
In the example below, the track points are marked with a green circle that indicates an Inclusion Zone violation.



Locate tab

When a user opens the **Locate** tab, the Map Info Panel refreshes to display the details about the tool

.



Locate Tab

Show Address button maps a the specific address entered above. Find **Nearest Address** provides the ability to click on the map to retrieve the latitude and longitude, then select the **Locate Address** button to display the corresponding street address for the point.

Zones tab

When you select the **Zones** tab, the Map Info Panel refreshes to display the details about the tab as shown below:

Map Zones Tab

The **Zones** tab gives the option to display enrollee zones, global zones or no zones at all. When users first map an enrollee's tracks, the map sizes itself to include all of the track points for the time period being mapped. The map defaults to display any of the enrollee's zones that happen to be in the area displayed on the map.

If you select the option to display no zones (**Display None**), the map sizing remains the same, and the zones disappear. If a user then selects the option to display zones (**Enrollee Zones**), the map automatically adjusts the area displayed to include all zones assigned to the enrollee. The selected option from the drop-down list remains in effect throughout the mapping session until the user changes the list again.

The **Zones** tab also allows the creation of zones directly on the map users are currently reviewing. This flexibility allows the creation of a zone as tracks are being reviewed. To create a zone, fill in the fields and select **Create New Zone** that draws an editable zone in the middle of the map.

The **Zone Creation** feature is covered in detail in Chapter 4.

Playback tab

The **Playback** tab displays an enrollee's movement in sequence from the earliest point on the map to the latest point on the map. When you initially open the **Playback** tab, the Map Info Panel refreshes to display the Playback controls as shown below.

Playback Tab

The **Play** button initiates the playback and causes a playback timeline to appear. The **Pause** button stops the playback mid-stream. Resume the playback by clicking the **Play** button. The playback timeline corresponds to the period of time displayed on the map for the enrollee. In addition, the enrollee's name and the current point in the playback are displayed.

To stop the playback and start over, click the **Pause** button and then click the **Reset** button. Step forward or backward one point at a time using the left and right arrows. Increase or decrease the speed of the playback using the up and down arrows.

Also, you will see a drop-down list of map actions such as Zoom to Current Point, Zoom to Previous Point, Zoom to Next Point, Zoom to Entire Set, Zoom to First Point, and Zoom to Last Point. These actions provide an enhanced viewing experience and better follow along with the playback of an enrollee's tracks.

The Track point info window, which is discussed later in this chapter, allows you to start a playback from a selected point.

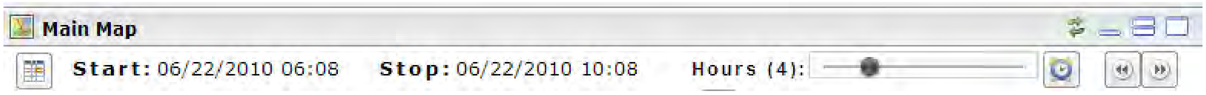
Map Time Scale Panel

The Map Time Scale Panel is used to control the time period of the data displayed on the map. The Panel displays if there is data that needs a time scale, such as enrollee tracks or crime incidents. It will not appear when mapping a zone.

In Google Maps, you can retrieve up to 24 hours of enrollee tracks in a single query.

IMPORTANT: To retain peak efficiency of the displayed tracks, VeriTracks shows data initially in four-hour increments.

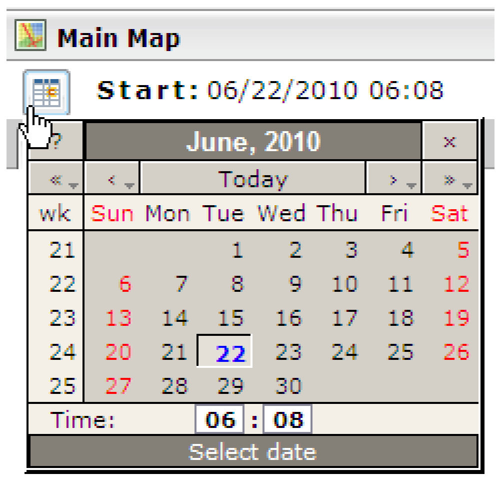
The Main Map Panel has a calendar, a date and time range and a Quick Time Adjuster.



Map Time Scale Panel

Calendar

You can change the entire date and time by clicking on the calendar icon next to the "**Start:**" text. This displays a calendar from which you can select the start date and time. Once selected the stop date and time automatically updates based on the selected time period with the Quick Time Adjuster.

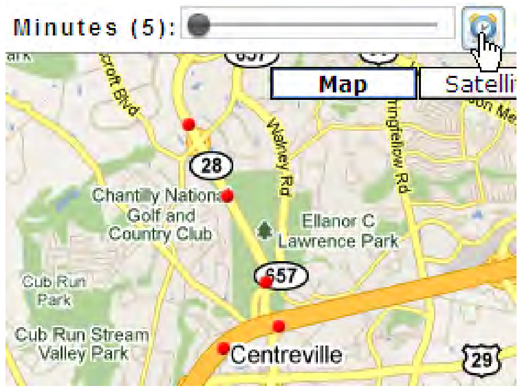


Map Calendar

- **Date Time Range** – Indicates the time range displayed on the map. Adjust the time range with the calendar icon or the Quick Time Adjuster.
- **Quick Time Adjuster** – Included in the Map Time Scale Panel, **the Quick Time Adjuster** allows you to quickly modify the time scale of the map. It consists of two components, the **Interval Adjuster** (the sliding scale) and the **Start Time Adjuster** (left and right arrows).

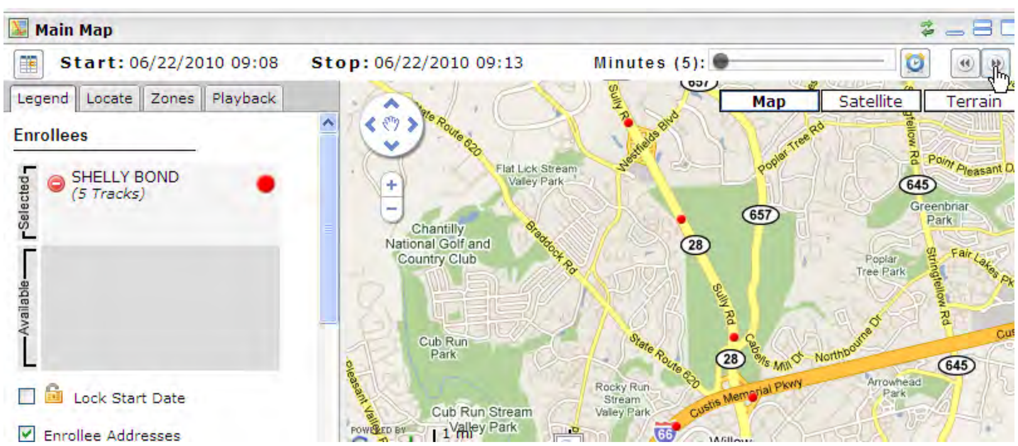
The **Interval Adjuster** changes the interval between the start and stop time and sets the amount of time by which the **Start Time Adjuster** increments. The **Interval Adjuster** allows for increments of 5 minutes, 15 minutes, 30 minutes, and every hour up to 24 hours.

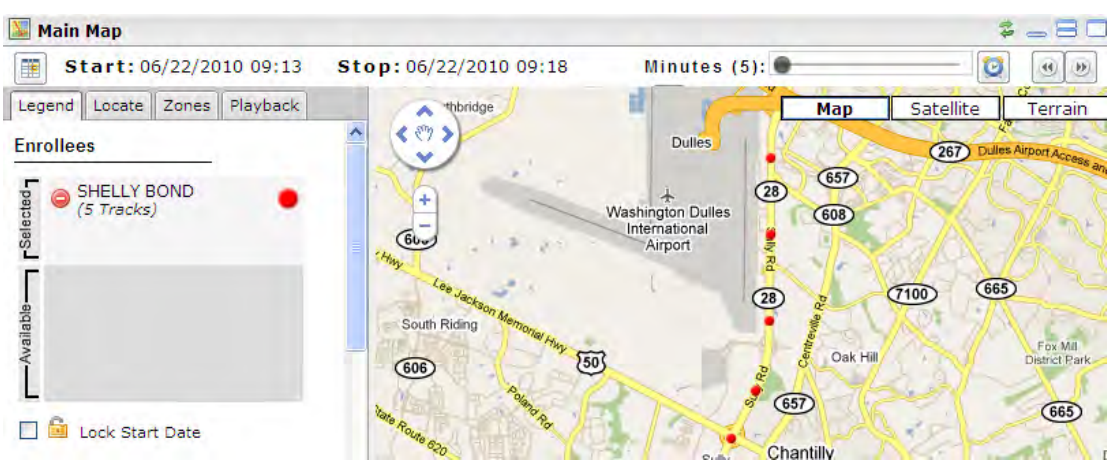
For example, the initial action of mapping an enrollee's tracks puts 4 hours of tracks on the map. Change the **Interval Adjuster** to 5 minutes and press the clock icon to the right of the slide. The map refreshes to show 5 minutes of tracks using the same start time as the initial 4 hour mapping.



The **Start Time Adjuster** changes the start time forward or backward in increments determined by the **Interval Adjuster**. Shift the data's time range displayed on the map by using the left-pointing arrows to shift back in time and the right-pointing arrows to shift forward in time.

In the screens below, the user clicks the right-hand set of arrows to change the Start time from 09:08 to 09:13, and the map updates accordingly.





Map Panel

The Map Panel contains the Google Map, which contains various mapping components such as an overview map, map scale and map controls. These components are standard Google Maps functionality.

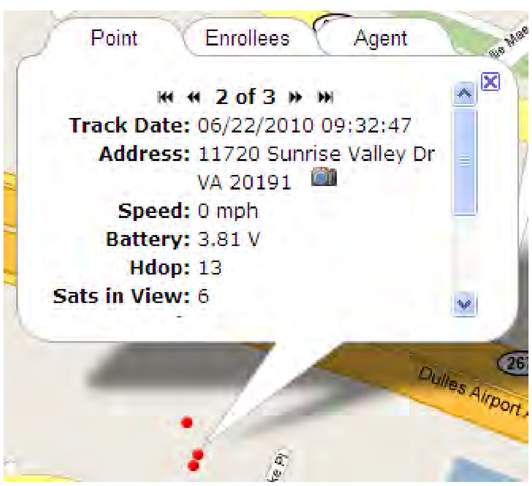
Map Controls – Identify Feature

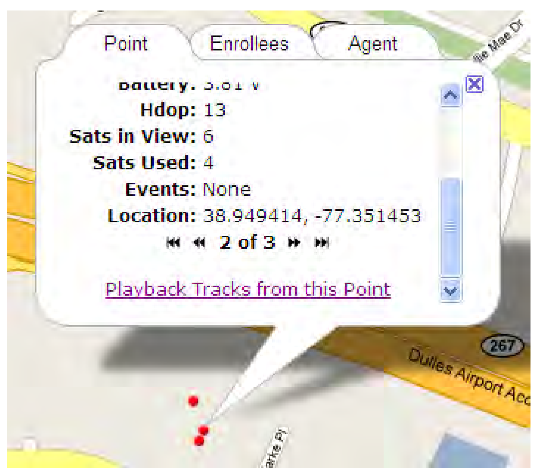
When you select a particular feature (e.g., track point, zone, address), a pop-up window displays with information about the feature.

After selecting an enrollee's track point, a pop-up window displays. It contains three tabs: **Point**, **Enrollee** and **Agent**.

The **Point** tab shows information about the specific track point that was clicked on, such as:

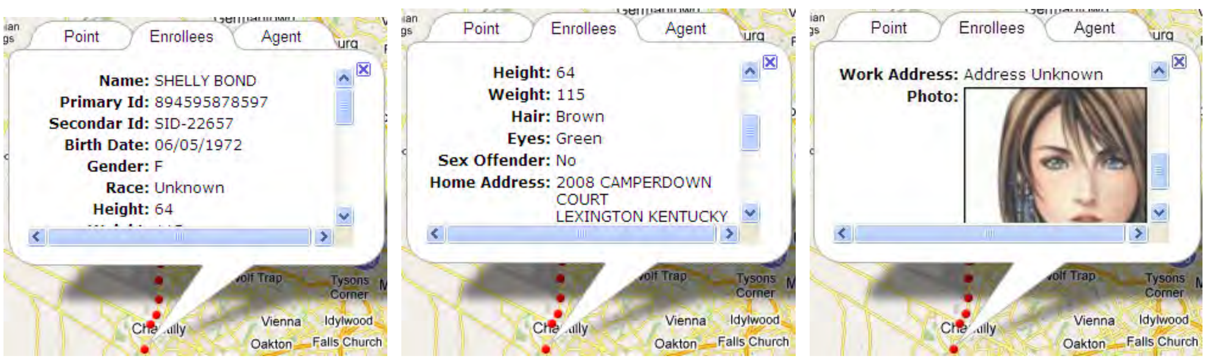
- Track date and time
- Approximate address of the track point
- Street View access icon (camera)
- Speed
- Battery level
- HDOP
- Satellites in View
- Satellites Used
- Open events
- Latitude and Longitude
- Arrows to scroll forward or backward through the tracks on the map.
- A link to run the playback function for the displayed tracks.





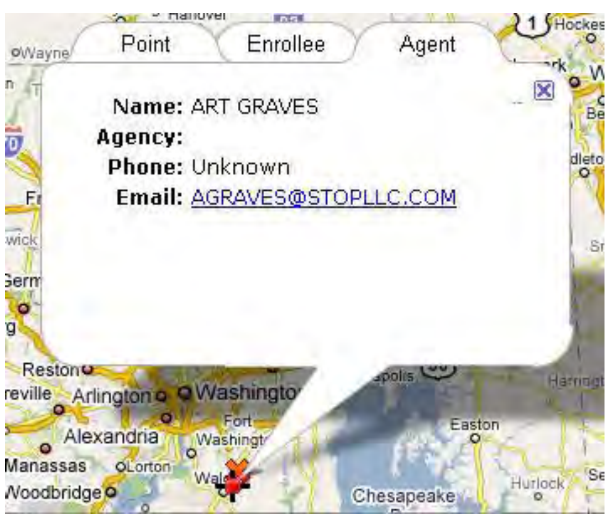
The **Enrollee** tab shows information from the enrollee's profile, such as:

- Enrollee Name
- Primary and Secondary IDs
- Birth Date
- Gender
- Race
- Height and Weight
- Hair color and Eye color
- Status as a Sex Offender
- Home address
- Work address
- Photo image



Enrollee tab

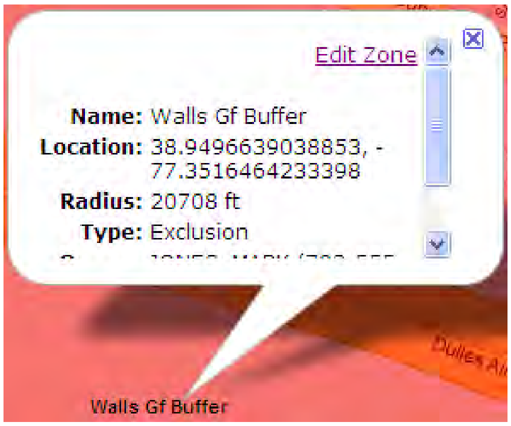
- The **Agent** tab shows information about the enrollee's supervising officer or agent, such as his or her name, the supervising agency's name, e-mail address, and phone.



Agent tab

How to Identify a Zone

When identifying a zone, the pop-up window displays information about the zone such as its name, location, radius, and type. If you created the zone, a hyperlink inside the pop-up window allows you to edit it.



Navigation Controls – Pan and Zoom

Pan a Google Map using one of two methods. The first uses the panning buttons containing directional arrows (north, south, east and west) located on the left side of the map. Click on one of these buttons and the map pans in the direction indicated on the arrow.

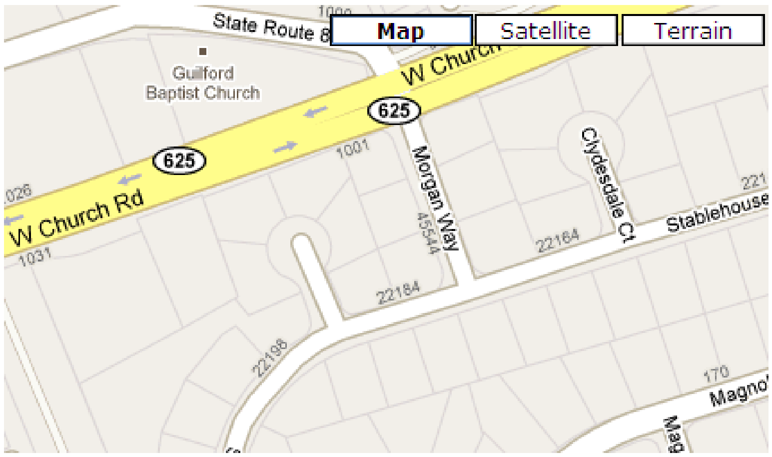
The second method uses the drag/drop feature. Left-click on the map to grab the map and drag it. The Map Panel automatically updates the map to include any data points or objects currently displayed on the map.

The zoom tool is a standard component of a Google Map. The control allows you to drag a bar up and down a scale to zoom the map in and out. Double click on the map to automatically zoom to the point on which you clicked.

Map Pan and Zoom

Map Controls – Map Types

The map contains a set of three controls located at the top right of the map, which determines the type of data displayed on the base map. The three buttons are labeled Map, Satellite and Terrain. The Map button shows the typical base map data such as roads, parks etc. The Satellite button shows the satellite imagery (also referred to as aerial photography), and the Terrain button shows the street map with surrounding terrain contours.



Map Footer Panel

The Map Footer Panel shows information about the current status of the map, such as the mouse coordinates. It also provides some unique features and tools such as measuring distances between two points on the map.

Mouse Coordinates

In the lower-left corner of the Map Footer Panel, the current cursor map coordinates are displayed and dynamically update as the cursor is moved around the map.

Mouse Coordinates

Measuring Distances

To measure distances on the map, click on a beginning location point with the mouse. Click an ending distance with the mouse. The footer automatically updates with the distance between the two points. While you will not see anything on the map itself (e.g., the icon where the click occurred) you will see the length between the two points in the Map Footer Panel.

Layered Location Tracking

Layered location gives you multiple methods (or layers) of tracking an enrollee.

The primary layer remains direct GPS tracking.

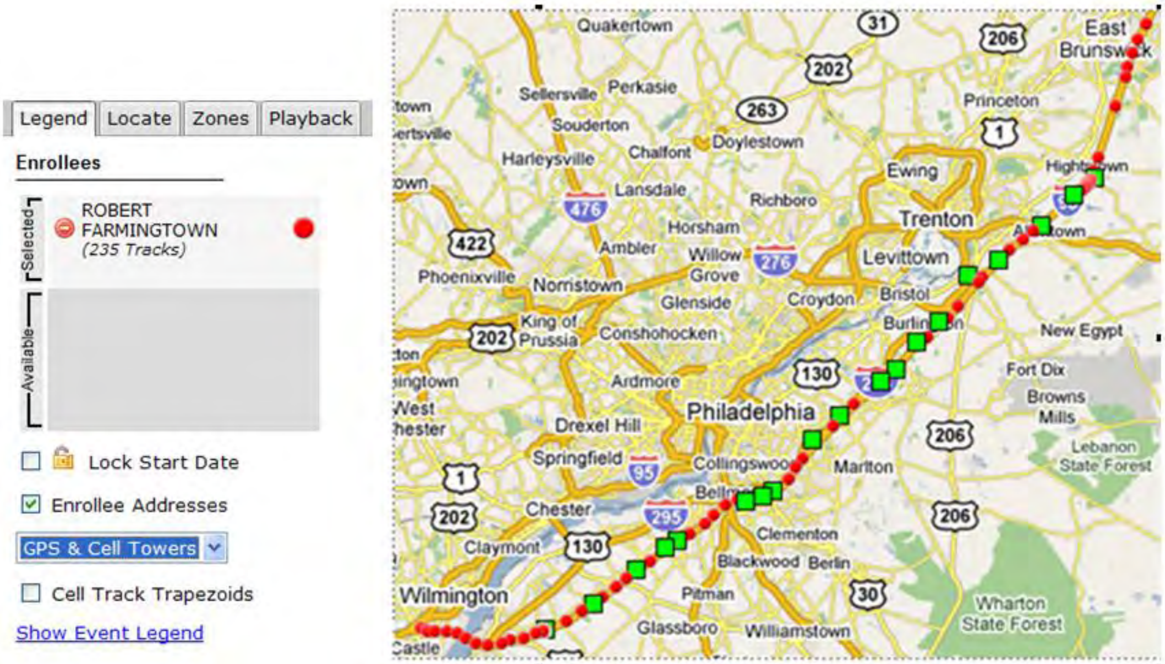
The second layer – Cell Tower position - is a feature by which a T-Mobile BluTag records the position of the cell tower with which it is communicating.

The third layer - Cell tracking - takes data from the cell to which the T-Mobile BluTag is communicating and an estimated distance from the tower on which the cell sits.

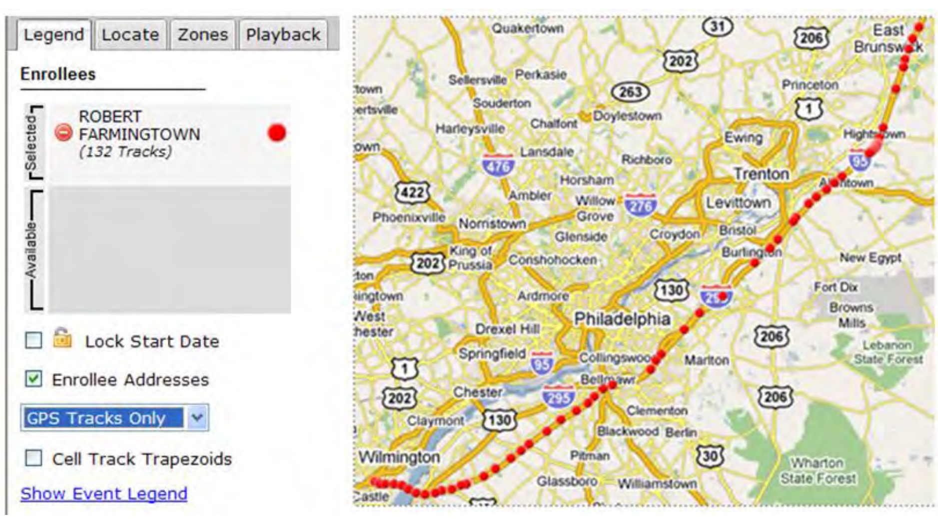
Cell Tower Tracking

If a BluTag is unable to record a GPS position directly, it automatically records the latitude and longitude of the cell tower. This tool allows you to localize the offender's position and will be extremely valuable in those situations where an offender's BluTag is not able to see the GPS satellites. Cell tower track points can be viewed from the standard VeriTracks map function. The map legend tool panel has a drop-down box allowing you to choose between viewing GPS only, cell tower points only, or both GPS points and cell tower points.

The map below displays the default option, "GPS & Cell Towers." The standard red dots show GPS positions. The green squares show cell tower tracking positions generated when GPS was not acquired.



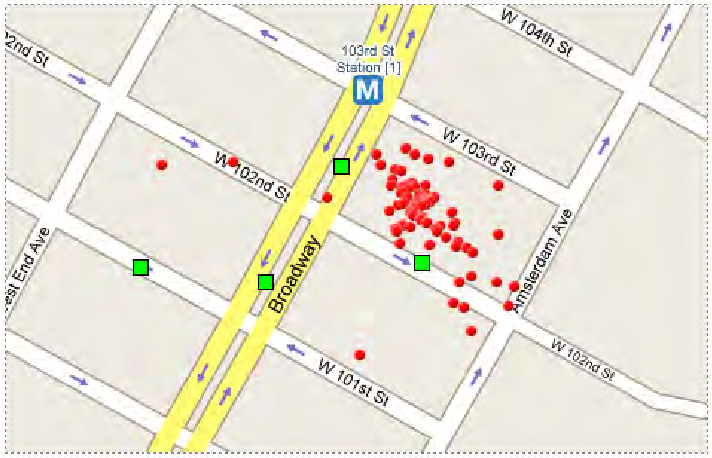
On the next map, the user selected the option “Show GPS Tracks Only” from the drop-down. The standard red dots indicate positions taken from the GPS satellites.



This next example shows both GPS and cell tower points and illustrates that even though GPS is preferable to determine an offender’s exact location, cell tower points can still provide a level of localization.

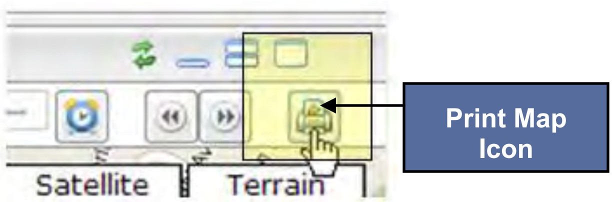
The red dots indicate the highly accurate GPS points. The green squares represent different times that the offender did not have GPS. The green squares show the locations of cell towers that the offender’s device “heard” during this time period. Each green square might account for multiple minutes during the overall timeframe of the map.

Note: The best way to sort out the times represented by each square is to view the entire time period using the playback tracks tool. When playing back tracks, the cursor will jump to the appropriate cell tower location each time that cell tower was recorded in place of GPS.



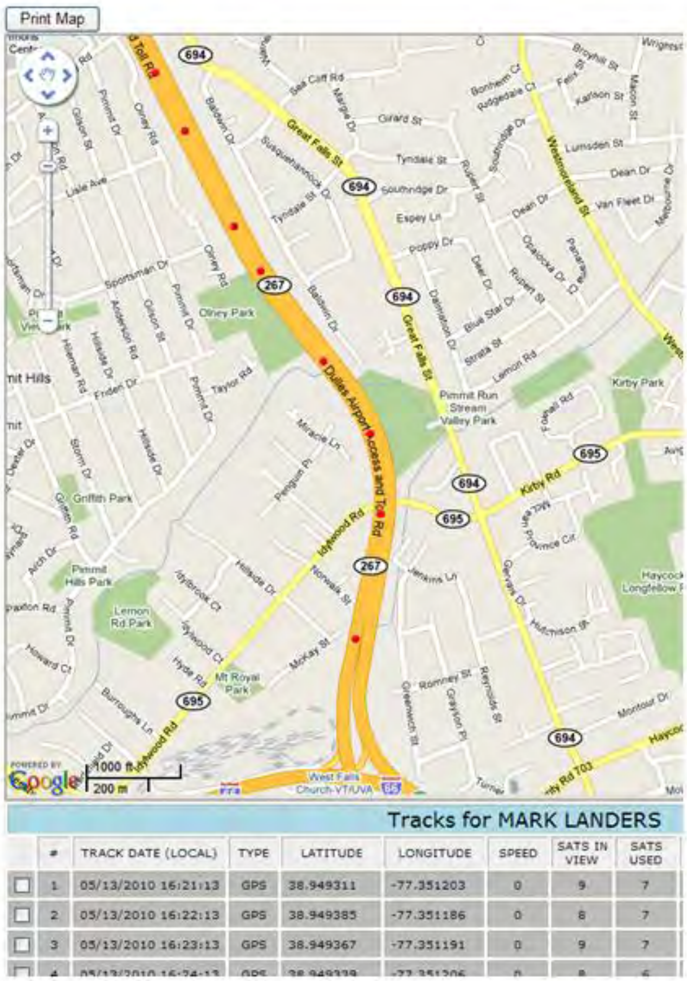
PRINTING MAPS

The Print Map function allows you to print the map currently displayed in the Map Panel. To initiate the Print Map function, select the Print button in the upper right corner of the map.



A pop-up will show the same portion of the map you previously had displayed. Underneath the map itself, a table displays a record for each track point. The record contains the track point's specific details.

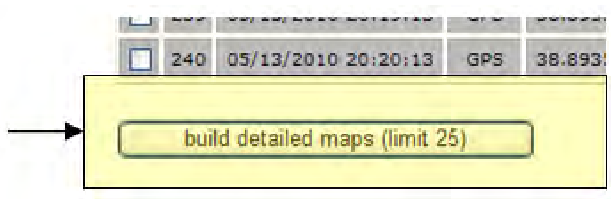
- Use the standard Google Map tools to zoom or pan inside the print template.
- Select the Print Map icon at the top left of the modal to send the entire map and table to a printer.



Users may also create individual maps of each of the points. To create individual maps:

1. Check the box on the left side of each of the points that print an individual map.

2. Select the “build detailed maps” button at the bottom of the table.



3. VeriTracks creates individual maps of those points, including a street view, where available.

4. Select the Print Map icon to the top left of the modal to send everything to a printer.

Chapter 7: Events and Notifications

An event is caused by a change in the status of an enrollee. An event can be generated either by the actions of the enrollee, a change in the enrollee's environment, or a change in the enrollee's assigned equipment. Events do not necessarily indicate a violation or a condition alert. Some events, however, do indicate a violation of the restrictions imposed by the enrollee's enrollment in VeriTracks. Other events indicate compliance with the restrictions imposed by the enrollee's enrollment.

An agent may view an enrollee's events by running the Summary Report or by going to the Supervision tab and selecting the Enrollee Dashboard.

Notification are the method by which event information is delivered to VeriTracks users. Notifications may be received by e-mail or text depending on the user preferences or settings.

BluTag Event Definitions

Events are represented by Open and Closed changes to an enrollee status. Some events auto-close immediately after opening to indicate that the event simply occurred. In these cases, the user does not know the duration.

As an example, a BluTag generates the following events:

Event	Cause
Bracelet Strap/Master Tamper	A device strap may have been tampered with. An ORI can use Bracelet Strap or Master Tamper but not both. A Bracelet Strap event closes as soon as the integrity of the strap connection has been re-established. A Master Tamper does not close until the integrity of the strap connection has been re-established AND the event has been acknowledged by a user in VeriTracks.
On Charger	A device was placed on or taken off of the charger.
Low Battery Alarm	A device battery needs recharging. This event is recorded when a BluTag reports three consecutive track records with a battery level below 3.73 BluTag turns off when it records three consecutive records below 3.63
Message Gap	A device failed to call into VeriTracks for a specified time period (default is six hours). Note that when a BluTag is operating in hybrid or passive mode, times between reports by the BluTag can routinely exceed the specified Message Gap time period. Therefore, for the message gap event is not generated for hybrid or passive mode BluTags.
No GPS	A device did not receive GPS signals for a duration of time exceeding the agency's specified time period (default is six hours).
Device Unassigned	Start and end date reflect when the enrollee was assigned to and unassigned from a device.
Button Press	The status call button on the front of the device was pressed. (Auto-closes)
Active Exclusion	The enrollee entered a geographical area where he or she is not allowed. There is an option to notify the enrollee.
Active Inclusion	The enrollee exited a geographical area in which he or she is required to stay. There is an option to notify the enrollee.

Silent Exclusion Alarm	Same as the Active Exclusion event, but does not notify the enrollee.
Silent Inclusion Alarm	Same as the Active Inclusion event, but does not notify the enrollee.
911 Exclusion Alarm	Same as the Active Exclusion event, but STOP's Solutions Center can be contracted to notify the appropriate officials.
911 Inclusion Alarm	Same as the Active Inclusion event, but STOP's Solutions Center can be contracted to notify the appropriate officials.
BluFone Gone	The BluTag is separated from its assigned BluFone device.
Shielding Possible	It is likely that the BluTag is intentionally being shielded from receiving GPS.
Zone Start Location Unknown	Opens when any window of 30 minutes passes where an Inclusion Zone schedule has started for an enrollee, but the enrollee's BluTag does not have GPS or has not reported in to VeriTracks. NOTE: This violation is only available on active BluTags.

Master Tamper Events

The Master Tamper event is an alternative to the traditional Bracelet Strap violation. The Master Tamper violation is normally recommended for agencies needing to increase agent/officer accountability when managing strap tamper events.

Master Tamper is implemented by an ORI basis and permissions are managed by the ORI Administror.

A Master Tamper opens under the same circumstances as a Bracelet Strap event. When a strap is disconnected from a BluTag in a Master Tamper environment, the event generates in VeriTracks and displays in the standard places where events are visible in the application.

Master Tamper requires the agent/officer to rectify the original cause of the violation by thoroughly inspecting and/or replacing the strap AND confirming it in VeriTracks.

Close a Master Tamper Event

Step 1: Contact enrollee, as the agent must visually inspect the BluTag.

Step 2: Restore the strap's connection integrity to BluTag. Once the strap's connection integrity is re-established and the tamper is no longer reported by BluTag, a yellow icon displays next to the event in the ***Status*** tab.

Step 3: In order to close the event, the Enrollee must be "un-enrolled."

Step 4: Re-enroll an enrollee and confirm the BluTag is operating properly.

Step 5: Confirm the event. Click on the icon, enter comments in the pop-up box, and select **OK**. The event closes. Comments entered during the acknowledgement are visible in the Notes section in the ***Events*** tab.

Immediate notifications for Master Tamper Events exist and are available to via the standard ***Notifications*** tab. For those agencies electing to use the Master Tamper option, the subject in VeriTracks' notifications display as +MSTP and -MSTP in place of +BSTP and -BSTP.

NOTE: Specific privileges may be set for the agents by the agency's VeriTracks administrator.

The -MSTP notification is sent only after the violation has been both closed and acknowledged. If the -MSTP notification is received it means that the agent/officer has logged into VeriTracks and acknowledged his or her action in regard to this violation.

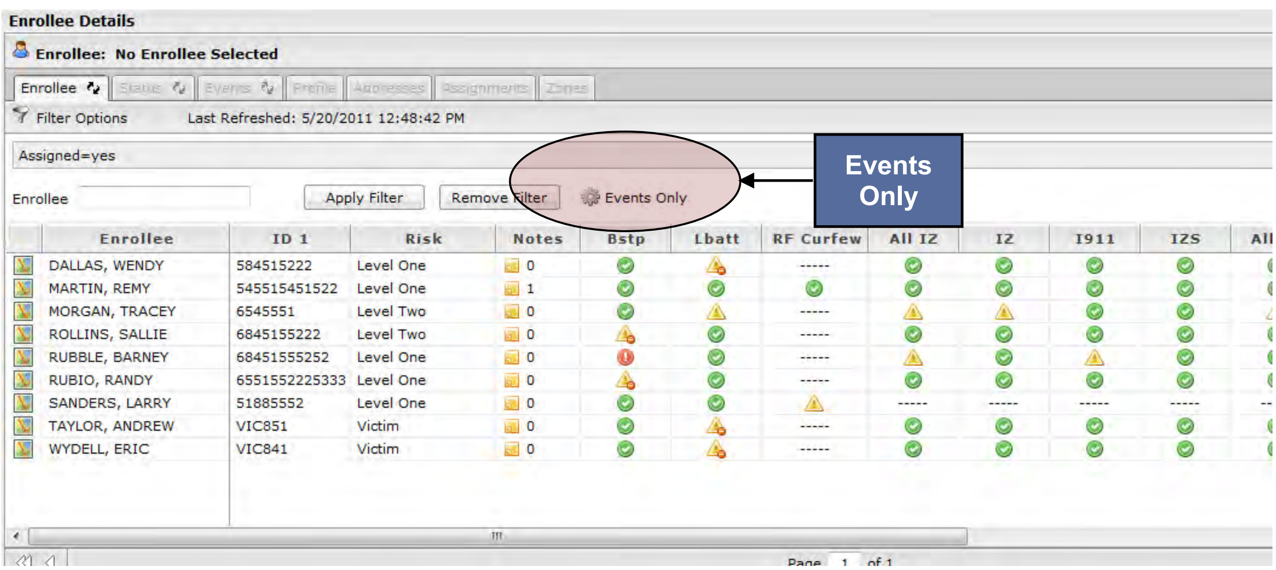
BluTag Event Visibility

There are three main locations to view BluTag events:

- **Supervision** tab**, Enrollee Details** widget, ***Enrollee*** tab (aka, ***Enrollee Dashboard***)
- **Supervision** tab**, Enrollee Details** widget, ***Events*** tab
- VeriTracks daily summary report

Enrollee Details Widget, Enrollee Dashboard

The ***Enrollee Dashboard*** provides the agent with an overview of information and activities for Enrollees.

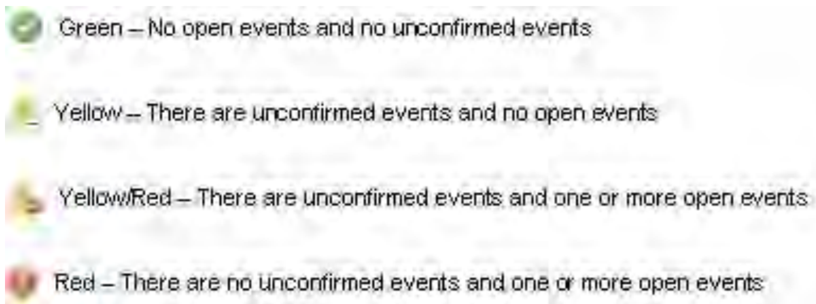


Enrollee Dashboard

To view current Enrollee events:

1. Launch the **Supervision** tab, select the **Enrollee Details** widget.

2. Select **Events Only** (adjacent to the icon). All enrollee events within the previous 48 hours display.



Enrollee Details Widget, Events Tab

Another option for viewing individual enrollee is to go to the ***Events*** tab within the **Enrollee Details** widget.

To view Enrollee events for the past 48 hours:

1. Launch the **Supervision** tab, select **Enrollee Details** widget.
2. Select an Enrollee name on the **Enrollee** tab, then
3. Select the ***Events*** tab. The screen refreshes to display the listing of events for this Enrollee over the previous 48 hours.

To view any Enrollee Events in history:

Users have the option of modifying event date range to review event history for any period of time the enrollee was enrolled.

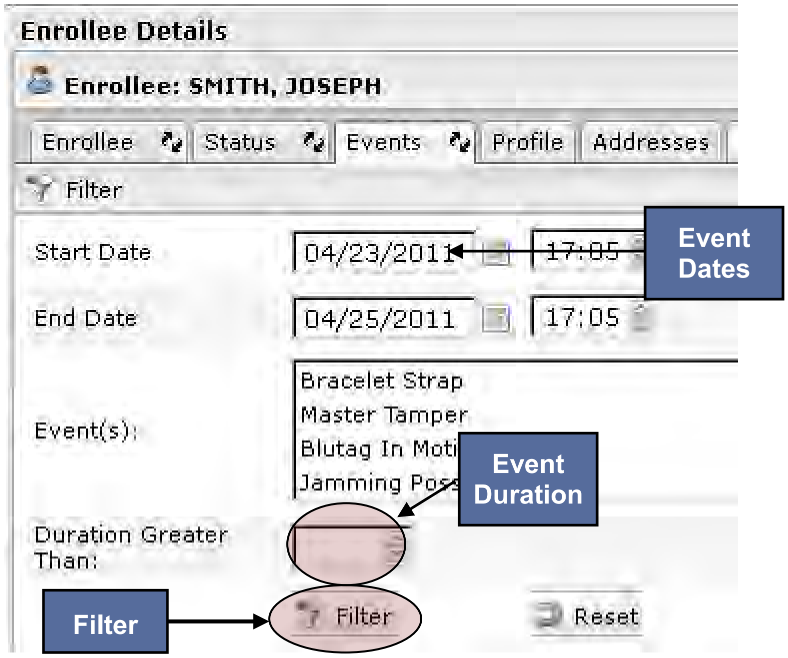
1. From the ***Events*** tab, select the **Filter** icon.

2. Place your cursor in the **Start Date** field and/or **End Date** field; a pop-up calendar displays - select the start and end dates.

3. Locate and select the **Filter** button. The screen refreshes to display all events that occurred within the selected date range. Use the scroll arrows to review events below the free-form text block.

   Two additional filter functions are:

   - By event type. To select multiple event types, hold down **[Ctrl]** and select the event(s).



Events tab, Filtering

BluTag Notifications

A user has the option to receive immediate notifications for certain BluTag events. To set up Notification Preferences, see the "Notifications" section in Chapter 8, Maintenance.

The BluTag events that a user may receive notifications are listed below. Codes for each event type shorten the message length for mobile messaging platforms.

A user may receive both open and closed event notifications for BluTag events. Open events begin with a '+' (plus sign). Closed event notifications begin with a '-' (minus sign).

Below is an example of an open notification for a Bracelet Strap violation:

Subject Line: **+BSTP**

From: no-reply@stopllc.com

PID3346	**Marty Morris**	**555-555-1212**	**16:40**	**11/30/10**	**Brian Moran**
PID	*Enrollee*	*Enrollee's Phone*	*Time*	*Date*	*Officer*

Below is an example of a closed notification for an Exclusion Zone violation:

Subject Line: **-EZS**

From: no-reply@stopllc.com

PID5576	**45678_ESV_0000-2359**	**Marty Morris**	**555-555-1212**	**18:25**	**12/01/10**	**Brian Moran**
PID	*Zone Name*	*Enrollee*	*Enrollee's Phone*	*Time*	*Date*	*Officer*

The abbreviation codes for the standard BluTag event notifications are as follows:

Event Notification	Abbreviation
Bracelet Strap	+BSTP
Bracelet Strap Clear	-BSTP
Low Battery Alarm	+BATT
Low Battery Alarm Clear	-BATT
Message Gap	+MGAP
Message Gap Clear	-MGAP
No GPS	+NGPS
No GPS Clear	-NGPS
Master Tamper	+MSTP
Master Tamper Closed	-MSTP
Zone Start Location Unknown	+ZSLU
Active Exclusion Alarm	+EZ

Event Notification	Abbreviation
Active Exclusion Clear	-EZ
Active Inclusion Alarm	+IZ
Active Inclusion Clear	-IZ
Silent Exclusion Alarm	+EZS
Silent Exclusion Alarm Clear	-EZS
Silent Inclusion Alarm	+IZS
Silent Inclusion Alarm Clear	-IZS
911 Exclusion Alarm	+E911
911 Exclusion Alarm Clear	-E911
911 Inclusion Alarm	+I911
911 Inclusion Alarm Clear	-I911

BluTag Notifications on Hybrid BluTags

BluTags operating in hybrid mode immediately report all tracking and violation data when any of the following events occur:

- standard charging event
- Bracelet Strap violation
- 911 Inclusion zone violations
- Active Inclusion zone violations or agent request

Please note the following notifications for BluTags in hybrid mode:

1. VeriTracks sends immediate notifications for Bracelet Strap violations and 911 Inclusion zone violations.
2. VeriTracks does not send Message Gap notifications.
3. All other standard BluTag event notifications are sent when the data has been reported due to a standard charging event, a Bracelet Strap violation, a 911 Inclusion zone violation or an agent request.

BluTag Notifications on Passive BluTags

BluTags operating in passive mode have no cell phone component and all communications to VeriTracks rely on the BluHome. Passive BluTags report all tracking and violation data when they come in range of their BluHome unit.

When a passive BluTag is away from its BluHome, it records a GPS point every minute the same as any other BluTag. All track points and event data are stored in the BluTag and communicated to VeriTracks via the BluHome the next time the BluTag enters within RF range of the BluHome.

THE DAILY SUMMARY REPORT

The Daily Summary Report is produced and delivered to your email inbox every morning at 6:30 a.m. local time. The report provides a review of events or violations that occurred within the last 36 hours.

The daily report comes from e-mail address "**no-reply@stopllc.com**".

The subject line of the e-mail reads" **VERITRACKS <Your agency name> EVENT NOTIFICATION**."

Agency Level Options for the Daily Summary Report

Agencies have two options in the initial setup of their program. These options apply to the entire agency database and do not vary from one ORI to the next. The options are as follows:

1. **Deliver or suppress the Daily Summary Report when an agent has no enrollees assigned.**

   This option determines whether or not agents receive a daily report when they are not currently carrying a GPS caseload in VeriTracks.

   If the option is '**Yes**' and an agent has no enrollees currently assigned to a GPS or RF device in VeriTracks, the agent receives an e-mail from VeriTracks containing the text:

   Prepared for <Agent Name> on 04/09/2011 at 06:31:26 Report #7992101
   No offenders meet your subscription notification criteria

   If the option is '**No**', and an agent has no enrollees currently assigned to a GPS or RF device in VeriTracks, the agent will not receive any e-mail notification from VeriTracks. VeriTracks will resume sending the Daily Report to the agent if the agent regains a GPS or RF enrollee in VeriTracks.

NOTE: Regardless of how this option is set, if an agent is subscribed to the daily report they will always receive the report when they are carrying a caseload.

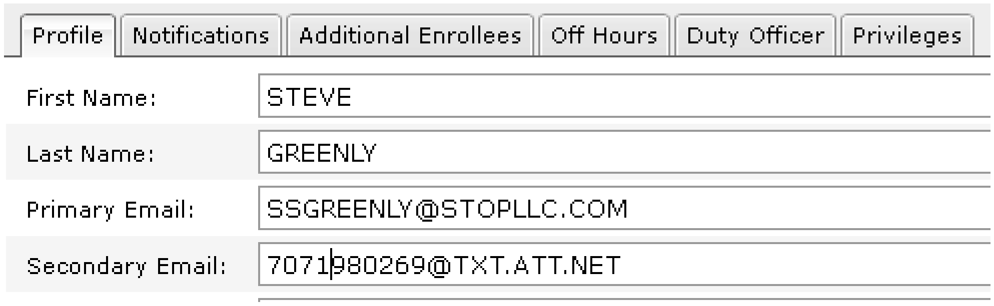
2. **Include or exclude Monitoring Center activity in the Daily Summary Report.**

   This option only applies to agencies that are using the VeriTracks Monitoring Center functionality. This option determines whether or not agents see Monitoring Center activity in the daily report.

   If the option is '**Yes**' the agent sees the protocol steps and associated completion times for protocols that have been executed in response to their enrollee's Monitored Events. They will also see any Notes, Tasks, or E-mails entered by Monitoring Center operators.

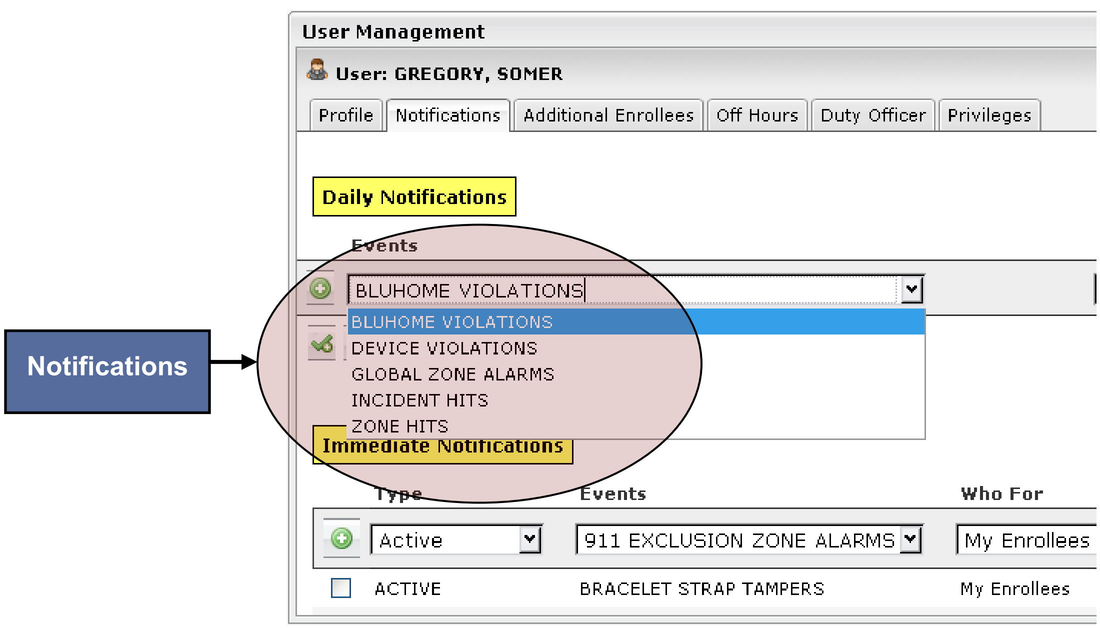
How to Subscribe to the Daily Summary Report

To begin receiving the Daily Report, ensure your desktop e-mail address is entered in the primary address field in your user profile.

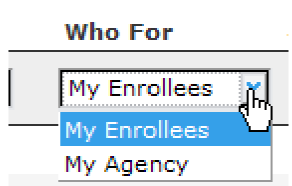


1. Once the User Profile under under User Management has been verified, select the **Notifications** tab.

2. From the **Daily Notifications** section, select the event types you would like to see displayed in your report.



3. After selecting an Event Type, select **My Enrollees** or **My Agency** from the **Who For** drop-down menu.



- If you select **My Enrollees**, information for only those enrollees for whom you are designated as the supervising agent/officer display. This information also includes the ORI you subscribe to as well as any child ORIs.

- If you select My Agency, you will see information for all enrollees in the ORI you are subscribe to, yet NOT any child ORIs.

4. Select a value from the **# of Hits** drop-down. If you select a value of 1 you will only see those hits whose score was 1. If you select (for example) a value of 4, you will see any hit whose score was 4 or lower (4, 3, 2, or 1).

NOTE: The **# of Hits** value is not relevant to any event type other than Incident Hits.

Explanation of Event Types

BluHome Violations

BluHome Violations are events that fall into one (1) of the following three (3) categories:

- The enrollee's presence such as ENTER (BLUHOME) and BLUHOME CURFEW ALARM.
- The status of the BluHome such as BLUHOME POWERLOSS.
- The Status of the BluTag while in range of the BluHome such as BLUHOME: BLUTAG ON CHARGER.

Device Violations

Device Violations are events that pertain exclusively to the BluTag itself. This includes all of the basic events such as ON CHARGER, LOW BATTERY, NO GPS, MESSAGE GAP, BRACELET STRAP, etc.

Global Zone Alarms

Global Zone Alarms refer to events created when the enrollee violates a global zone.

Incident Hits

Incident Hits indicate the presence of the enrollee at an incident determined by the VeriTracks Crime Scene Correlation process.

Zone Hits

Zone Hits pertains to any violation of a zone and corresponding schedule for both Inclusion Zones and Exclusion Zones and for all three categories of 911, active, and silent.

Daily Report Format

The Daily Report is divided into four sections – the Enrollee Summary, the Zone Violation Activity Summary, Event Activity Summary, and the Incident Hit Activity Summary.

Enrollee Summary

The Enrollee Summary section displays the enrollee's ORI, supervising officer or agent name, the enrollee's name, the risk level, and other information.

```
************************************************************
Organization:        Branch 1
Parole Agent:        MARK JONES
Enrollee:            WILSON, KEVIN
Risk Level:          Level One
Sched GPS End Date:  10/19/2010
Last Contact:        02/05/2010 18:05
Last GPS:            01/27/2010 14:50

https://www.veritracks.com
************************************************************
```

Zone Violation Activity Summary

The Zone Violation Activity Summary section displays any event that is classified as an event type Zone Hit or Global Zone Alarm. Each section displays zone violation's type, number of points in violation, zone size, and start and end times.

```
Zone Violation Activity Summary
-------------------------------

Zone Name: HARRIS TEETER 911 EZ         Start:              Stop:
Points/Distance: 61/1000      Type: E   05/13/2010 16:02    05/13/2010 17:03

Zone Name: HOME IZ            Start:              Stop:
Points/Distance: 121/300      Type: I   05/13/2010 17:32    05/13/2010 19:31
```

Event Activity Summary

The Event Activity Summary section displays any event that is classified as an event type BluHome Violation or Device Violation. This section displays each event's start time, stop time, and duration in minutes.

```
Event Activity Summary
----------------------
Event:                                  Start:              Stop:               Duration:
ON CHARGER                              12/14/2009 08:26    12/14/2009 09:08    42
ENTER                                   12/14/2009 11:49                        Ongoing...
BLUHOME: BLUTAG ON CHARGER              12/14/2009 18:12    12/14/2009 18:55    43
```

If the agency has elected to include Monitoring Center activity in the Daily Summary Report, this information is also displayed in the Event Activity Summary.

The following report is an example of how a Bracelet Strap protocol might look in the Daily Report:

```
Event:                                  Start:                  Stop:                   Duration:
BRACELET STRAP                          05/17/2010 13:29                                Ongoing...
Date              Type           Step User          Detail
05/17 13:29:36    Event Start    0    JONES, MARK   BRACELET STRAP START
05/17 13:31:51    Monitoring Lock0    JONES, MARK   MONITORED EVENT LOCKED
05/17 13:32:01    Step Completed 1    JONES, MARK   Call the enrollee and read them the
                                                    following script:
05/17 13:33:37    Note           0                  CALLED THE ENROLLEE AND SPOKE WITH
                                                    INDIVIDUAL WHO IDENTIFIES THEMSELF AS
                                                    ENROLLEE'S COUSIN. COUSIN STATED
                                                    ENROLLEE WAS NOT AT HOME.
05/17 13:33:41    Step Completed 2                  THIS IS THE OFFENDERS FIRST AND LAST
                                                    NAME DON JACOBS.
05/17 13:36:06    Note           0                  CALLED ON-DUTY AGENT MCCARTHY WHO
                                                    DETERMINED THAT A WARRANT SHOULD BE
                                                    ISSUED. AGENT MCCARTHY INSTRUCTED THE
                                                    MONITORING CENTER TO SEND AN E-MAIL TO
                                                    AGENT JONES SO THAT HE WOULD PREPARE
                                                    THE WARRANT INFORMATION.
05/17 13:36:48    Note           0                  AGENT MCCARTHY STATED THAT IT WAS NOT
                                                    NECESSARY TO CALL AGENT JONES BUT THAT
                                                    THE E-MAIL WAS SUFFICIENT, SO THE
                                                    PROTOCOL WILL BE CLOSED.
05/17 13:37:38    Message        0                  Agent Jones, per the instruction of
                                                    Agent McCarthy, please issue a warrant
                                                    for enrollee Jacobs in response to this
                                                    BSTP violation.
05/17 13:37:56    Monitoring Comp0    JONES, MARK   PROTOCOL STEPS COMPLETED BY OVERRIDE
```

Incident Hit Activity Summary

The Incident Hit Activity Summary shows hits that are recorded as a result of an incident entry in the analysis tab page.

```
Incident Hit Activity Summary
-------------------------------

Hit Level: 1
Primary Offense:
Agency Offense:
Address: 11720 SUNRISE VALLEY DRIVE
Agency: HQ
Agency Case Number : 17MAY10-1
Agency Incident Number : 17MAY10-1
Points / Distance: 79 / 20.0709305272781
Start: 05/17/2010 at 04:31
Stop: 05/17/2010 at 05:58
https://www.veritracks.com
```

This page is deliberately left blank.

Chapter 8: Maintenance

IMPORTANT:	There are two (2) ways to access the information in your agency's user accounts. If you are an agency administrator and have access to all of your agency's user accounts, you can maintain the accounts through the **User Management** widget in the **Maintenance** tab page. If you do not have access to other officer's user accounts you can still maintain your own account. Select the **My Account** link in the upper right corner of the VeriTracks screen. The My Account link gives access to the Profile tab described below and may give you access to additional tabs described in this chapter depending on your agency's policies.

The Maintenance tab page permits agencies to maintain user accounts, set user privileges, and create Duty Officer profiles.

User Management Widget

Profile Tab

The **Profile** tab allows you to modify your password, security question and answer, and primary and secondary e-mail addresses where notifications are received. The following fields are part of a user profile. Make any changes and then select **Save**.

Field	Description
First Name	Your first name.
Last Name	Your last name.
Primary E-mail	This is the e-mail to which the following VeriTracks communications will be sent: • The daily summary report (if the daily summary report is selected in the **Notifications** tab) • Immediate notifications for enrollee violations (for violations selected in the primary column in the **Notifications** tab) • Emails containing a user password when requested from the Solutions Center.
Secondary E-mail	This additional email address can receive immediate notifications on enrollee violations and events. This can be a stationary email address or a mobile one, such as a cell phone, Blackberry, etc.
Primary/Secondary/ Third/Fourth Phone	The phone numbers at which you can be reached.
Time Zone	The Time Zone in which VeriTracks will display time data.
Is a Duty Officer	This box is checked if the user account is defined as the "duty officer" for the agency.

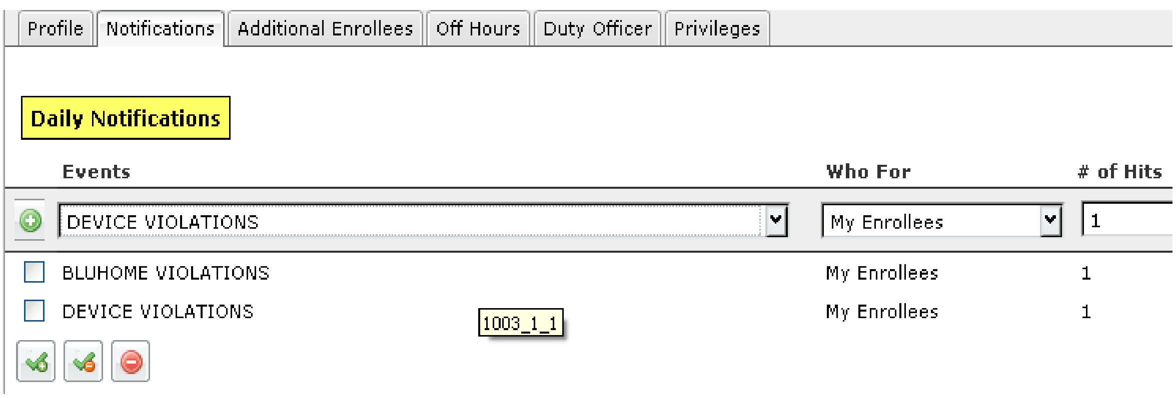
User Name	The unique login string.
Password	Your password. When a new profile is created, a password is automatically generated and sent to the primary e-mail address in the new user's profile. You should modify your profile to contain a personalized password.
Security Question	STOP's Solutions Center personnel use this question to verify your identity when you call 866-703-STOP.
Security Answer	This is the response you must give when the Solutions Center staff asks the Security Question.
Phone Support ID	In the future when you call STOP's Solutions Center, you will be prompted for this unique ID to quickly access your account.
Phone Support Pin	In the future when you call STOP's Solutions Center, you will be prompted for your personal PIN number.

Notifications Tab - Daily Reports

Enrollee Daily Notifications

Users can be notified about zone violations, equipment related violations or crime scene incident hits in the daily summary report. Choose to receive notifications for enrollees to whom your name is attached in the Enrollee profile or for your entire ORI. Both options should not be selected at the same time.

To select a type of violation, select the violation type in the drop-down box and then select the green "+" to the left of the drop-down box.



Daily Notifications

Notifications Tab - Immediate Notifications General Discussion

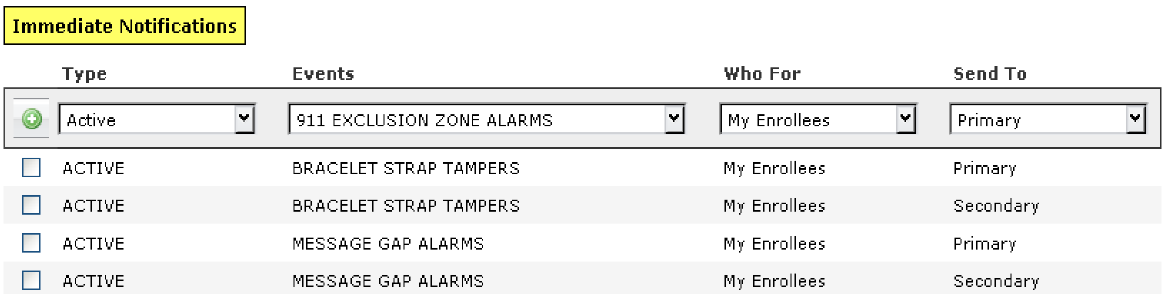
VeriTracks Immediate Notifications infrastructure offers significant flexibility in selecting the type of immediate notifications you and your agency receive and when you receive them. VeriTracks offers two (2) main types of notification regime: notifications based on the BluTag mode of operation and notifications based on the enrollee's risk level. **The default configuration is by Risk Level**.

Each regime is determined at the ORI level. One ORI can be based on device types and another ORI may be based on risk levels.

Immediate Notifications Based on Enrollee Risk Level

In this regime, different notifications can be selected for each risk level defined in the ORI. Furthermore, notification plans can be built to automatically continue to send notifications to one or more agents to ensure that critical alerts are addressed.

A notification plan is a list of VeriTracks user to whom notifications are sent in the event an enrollee incurs a violation. Notification plans are organized differently depending on the needs of the agency. It is conceivable that an agency might need only one (1) notification plan for an entire ORI if enrollees are centrally monitored. On the other hand, it is also possible that individual agents may have one or more of their own individual plans.



Immediate Notifications by Enrollee Risk Level

Immediate Notifications Based on Device Mode of Operation

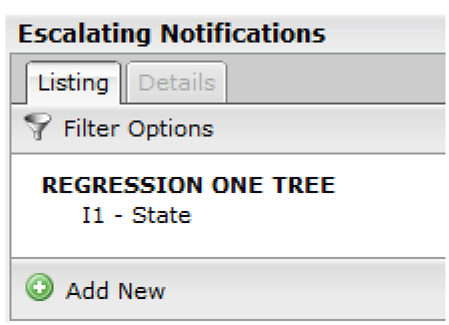
In this regime, different notifications may be selected for Active, Hybrid, and Passive BluTags. Select each individual notification you want to receive for each device type, as well as where you want to receive the notification (that is, primary and/or secondary e-mail addresses).

To ensure you receive the selected notifications for each device type at the correct email address, mark the desired choices in the Type, Events, Who For, and Send To drop-down lists, then select the green "+" to the left of the **Type** drop-down box.

Create Escalating Notification Plan for Notifications by Risk Level

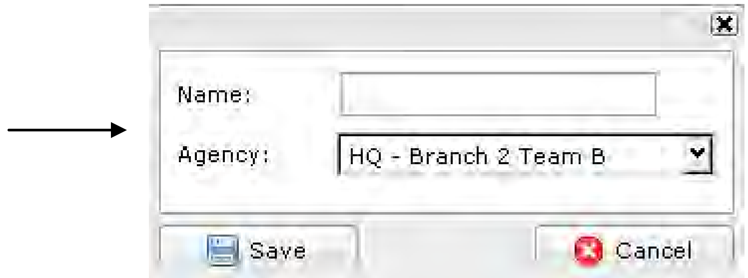
To create a Notification Plan follow these steps:

1. From the **Maintenance** tab, select the **Escalating Notifications** widget.
2. Select the **Add New** link at the bottom of the widget.



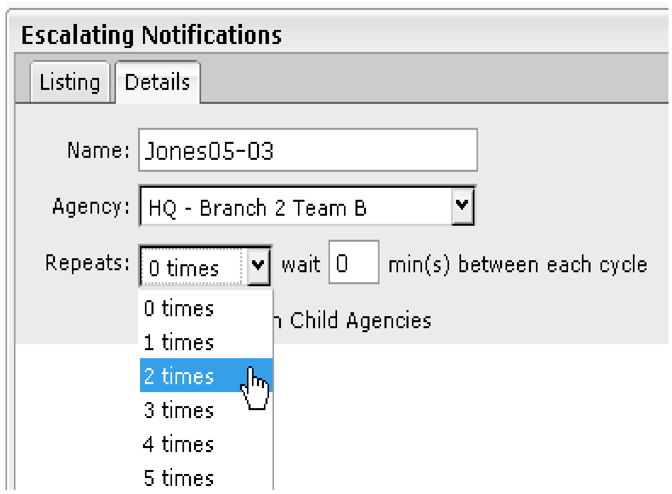
Add New Escalation Notifications by Enrollee

3. A Name/Agency view displays. Complete the plan name and select the correct Agency.
4. Select **Save**.

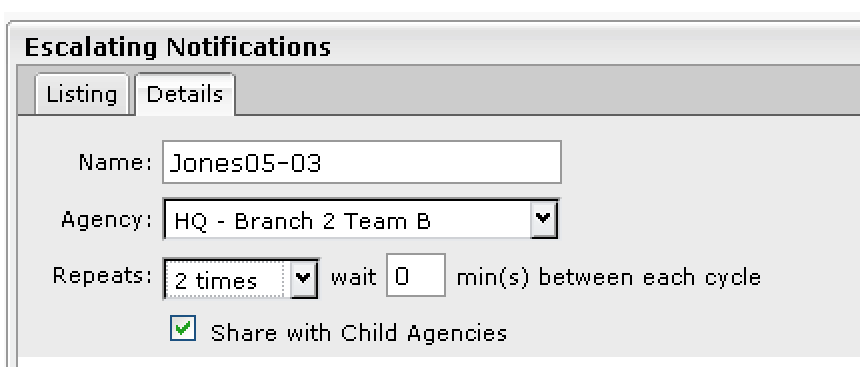


New Escalation Notification Plan

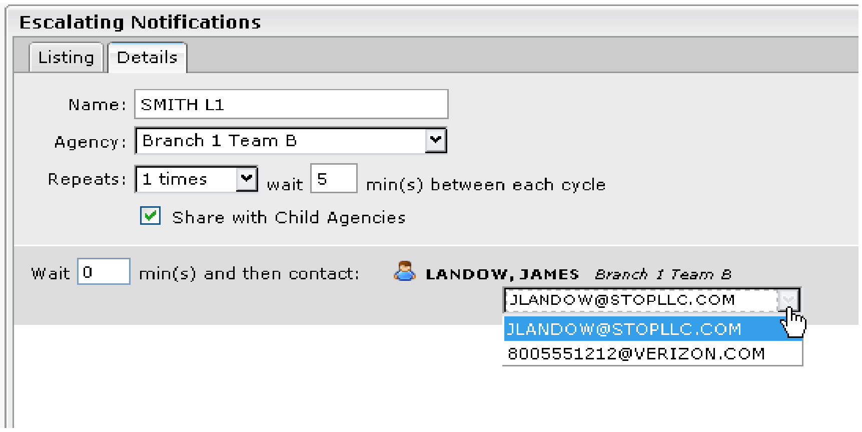
5. In the plan header, select the number of times that the entire plan cycle should repeat and the amount of time that VeriTracks should wait between executing cycles of the plan.



Also check the box if the plan should be visible to and used by child Agencies, as shown below.



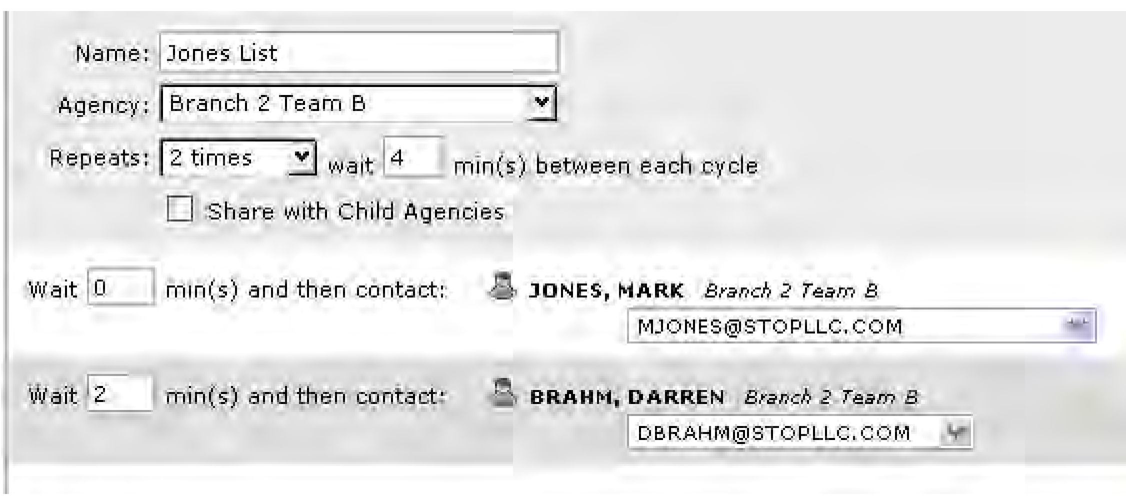
From the **Browse Users** widget, drag over the first user to be notified into the **Escalating Notifications** view, and drop them in the white space below the Nam header. The drop-down box populates with the values from the primary and secondary e-mail fields in the user's profile. Select the e-mail address from the user's profile where notification should be sent, and enter the amount of time (if any) that the system should wait before executing this step.



6. Drag as many users over to Escalating Notifications as desired. The same user may be in the list multiple times if desired. When finished, select **Save**.

Notification Plan Example:

The plan shown below has a 4 minute wait time between cycles and a 2 minute wait between notifying Mark Jones and Darren Brahm.



When a violation occurs that triggers this plan, notifications are sent as follows:

1. A notification is sent to MJONES@STOPLLC.COM immediately.
2. After 2 minutes, a notification is sent to DBRAHM@STOPLLC.COM

First cycle is complete

3. Four minutes after the end of the first cycle, a notification is sent to MJONES@STOPLLC.COM

4. After 2 more minutes, a notification is sent to DBRAHM@STOPLLC.COM

Second cycle is complete

5. Four minutes after the end of the second cycle, a notification is sent to MJONES@STOPLLC.COM
6. After 2 more minutes, a notification is sent to DBRAHM@STOPLLC.COM

End of notifications

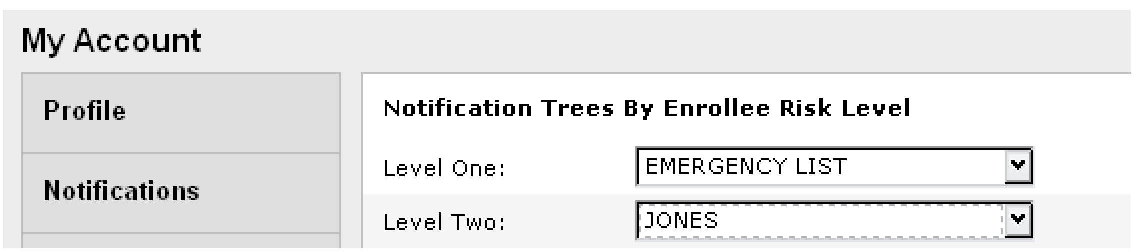
Important Items to Note

- The cycle starts from the time the BluTag contacts VeriTracks, not the time of the violation starts.
- The number of repeats adds that many cycles to the default first cycle. If the number of repeats is set to '0', the plan will go through one full cycle. If the number of repeats is set to '2', the plan will go through three (3) full cycles.

Assign Notification Plans to User Accounts

Once the risk levels and escalating notification lists are in place, activate the escalating notifications through a user account.

1. Open the **Notifications** Tab for the user's account. At the top of the tab there are drop down boxes for each risk level that the agency has implemented. Every notification list is available at every risk level. Select the list that is appropriate for the user and the agency's requirements. In the screen print below user Jones has selected his personal 'Jones' list for his lower level enrollees and an agency-wide 'Emergency List' for his high risk enrollees.



Individual notifications are still selected the same way as in previous versions of VeriTracks. However, in addition to the primary and secondary options available in the Send To drop-down, there is now a Notification Plan option as well.

2. Select the appropriate options, select the green '+' icon and select **Save**.

- **Note**
- Duty Officer and Off Hours options are still available for the Primary and Secondary **'Send To'** options, yet are not available for Notification Plans in this release of the software.
- My Agency is still available for the **'Who For'** option when combined with Primary and Secondary **'Send To'**. However, My Agency is not an option if Notification Plan is selected as the **'Send To'** option.

Stopping an Escalation Plan That is in Progress

Description
When an enrollee violation triggers escalating notifications, the notifications will continue until all cycles have been completed OR until an event interrupts the escalation process. Options to stop escalation are set at the database level. These options are:

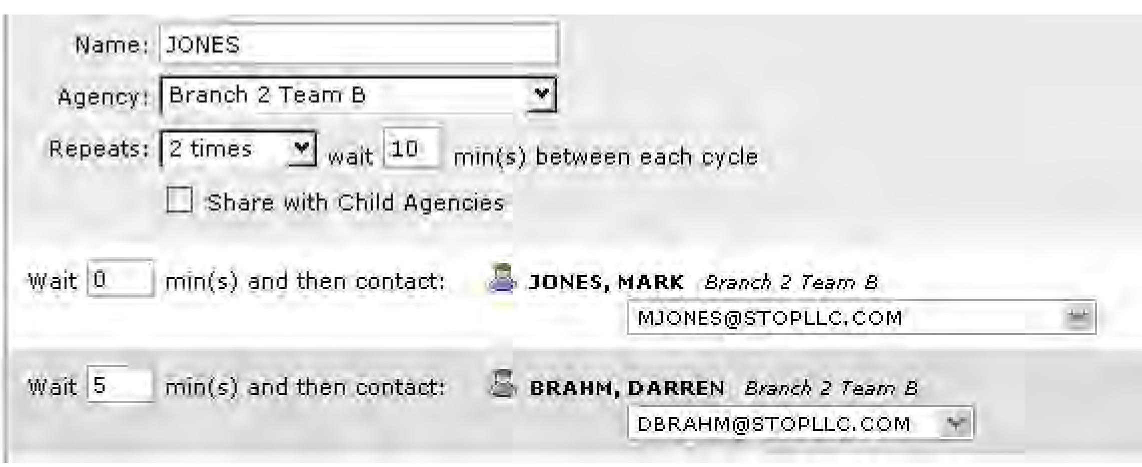
- Option 1 - When the event is confirmed by a user in the **Supervision** page, **Enrollee Details** widget, **Events** tab.
- Option 2 - When the event closes.
- Option 3 - When the event is confirmed by a user in the **Supervision** page, **Enrollee Details** widget, **Events** tab or when the event closes, whichever comes first.

New Notification Types

- **cBSTP** - New notification cBSTP is sent when an event is confirmed in the **Supervision** page, **Enrollee Details** widget, **Events** tab.
- ***BSTP** - New notification *BSTP is sent when an event has closed but the escalation has not stopped yet. This notification contains both the begin time and the end time of the event. This notification is in effect saying: "the violation has both opened and closed, but no one has yet confirmed it in VeriTracks to stop the escalation process."

Notifications sent for Option 1 – Event Confirmation Stops Escalation

Using the set up shown below, some examples show what notifications are sent in different database flag configurations.



Example 1:

In the example below, the notification escalation runs it full course before the event is confirmed or the event closes.

Time	Change to Situation	Notification	To
13:00	BluTag reports BSTP	+BSTP	Jones
13:05		+BSTP	Brahms
13:15		+BSTP	Jones
13:20		+BSTP	Brahms
13:30		+BSTP	Jones
13:35		+BSTP	Brahms
17:45	User confirms event	cBSTP	Jones and Brahms
17:50	Strap is changed to close event	-BSTP	Jones and Brahms

Example 2:

In the example below, the first cycle of notifications is completed and +BSTP notifications have gone to both Jones and Brahms. Confirming the event stops the escalation process and no additional +BSTP notifications are sent. However, since both Jones and Brahms received at least one +BSTP notification, they both get a cBSTP and the –BSTP.

Time	Change to Situation	Notification	To
13:00	BluTag reports BSTP	+BSTP	Jones
13:05		+BSTP	Brahms
13:07	User confirms event	cBSTP	Jones and Brahms
17:50	Strap is changed to close event	-BSTP	Jones and Brahms

Example 3:

In the example below, the event is confirmed in VeriTracks before the notification goes to Brahms. Since Brahms never receives the +BSTP, Brahms does not get the cBSTP or the –BSTP.

Time	Change to Situation	Notification	To
13:00	BluTag reports BSTP	+BSTP	Jones
13:03	User confirms event	cBSTP	Jones
16:00	Strap is changed to close event	-BSTP	Jones

Example 4:

In the example below there is a brief Inclusion Zone violation that closes before a user can confirm the event. Since a confirmation is required to stop the escalation process, the notification process continues. This situation is where the * type of notification is employed to let the agents know that the event has been both opened and closed yet has not been confirmed. The event is confirmed after the second full cycle of notifications so the third cycle does not get sent.

Time	Change to Situation	Notification	To
13:00	BluTag reports IZ	+IZ	Jones
13:05		+IZ	Brahms
13:11	BluTag reports IZ close	-IZ	Jones and Brahms
13:15		*IZ	Jones
13:20		*IZ	Brahms
13:21	Event is confirmed	cIZ	Jones and Brahms

Example 5:

In another very similar example, the IZ closes after only Jones get a +IZ notification. Since only Jones got the +IZ, only Jones will get a –IZ. Brahms never gets a +IZ or a -IZ, yet as long as the event is not confirmed in VeriTracks, he will get *IZ notifications giving both the open and close time of the IZ. Both Jones and Brahms will continue to get *IZ notifications in accordance with the notification plan times until the event is confirmed or all of the escalation cycles are complete.

Time	Change to Situation	Notification	To
13:00	BluTag reports IZ	+IZ	Jones
13:04	BluTag reports IZ close	-IZ	Jones
13:05		*IZ	Brahms
13:15		*IZ	Jones
13:20		*IZ	Brahms
13:21	Event is confirmed	cIZ	Jones and Brahms

Escalating Notifications Incorporates Event Notification Grace Period

If an event has a grace period placed on it for a particular ORI and there is an escalation plan for the same event in that ORI, the grace period will be honored prior to executing the escalation plan.

If the event ends before the grace period is exceeded, the escalation plan will not be executed.

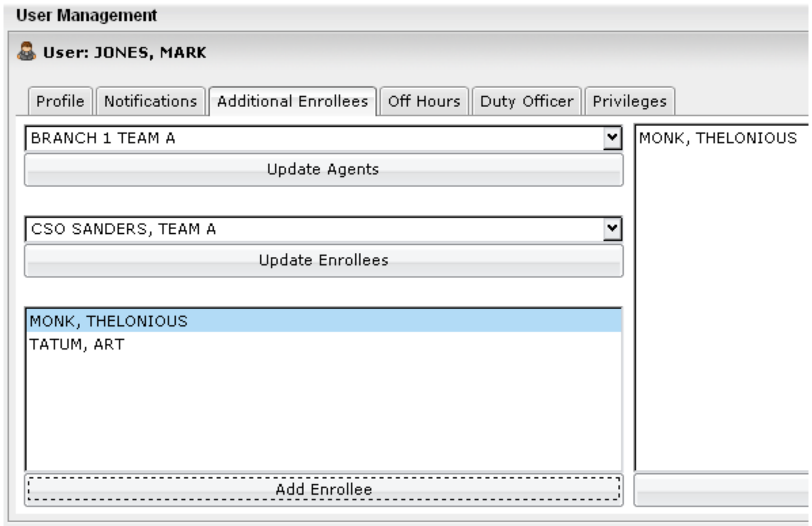
If the event ends during execution of the escalation plan, VeriTracks acts in accordance with rules governing the cessation of an escalation for that agency database.

Additional Enrollees Tab

Users receive the notifications for individual enrollees who are not in a particular caseload. For example, if another officer goes on vacation or an enrollee in another officer's caseload needs heightened supervision, users receive notifications for a specific period of time until the regular officer returns to duty. To add another enrollee to your notifications regimen:

1. From the **User Management** widget, select the **Additional Enrollees** tab.
2. In sequence, select the agency that the enrollee sits.

3. Next, select **Update Agents** and select the officer that the enrollee is assigned.
4. Select **Update Enrollees**. The enrollee for that officer display in the Enrollees box.
5. Select the enrollee to receive notifications and select **Add Enrollee**.
6. Select **Save**.



Off-Hours Tab

NOTE: The Off-Hours functionality is only compatible with a notification regime based on device mode of operation.

Users can create two (2) immediate notification regimens. Users can also set immediate notifications as described above. Additionally, users can create an off-hours schedule with a completely different set of notifications.

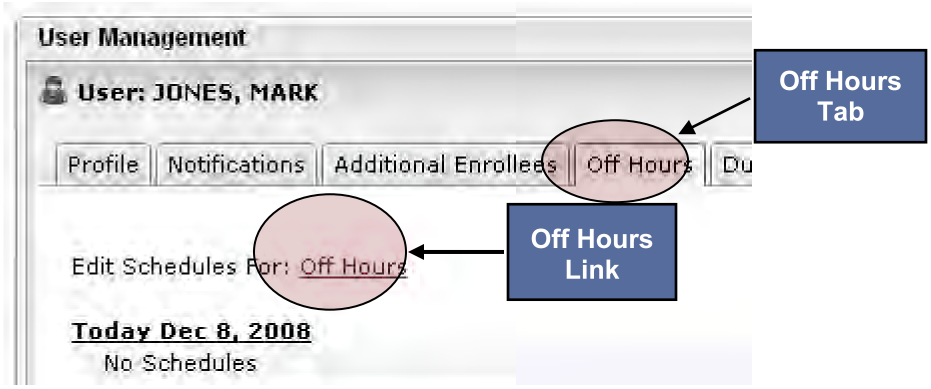
For example, during your primary work hours, you may want to receive all of the standard immediate alerts available in the VeriTracks system. However, when you are not on duty (i.e., off hours), you want to receive some alerts, yet not all of the immediate notifications normally received during your primary working hours, or you may not want to receive any immediate notifications while off duty.

These scenarios are made possible by the User Off-Hours Schedule function.

Create an Off-Hours Schedule

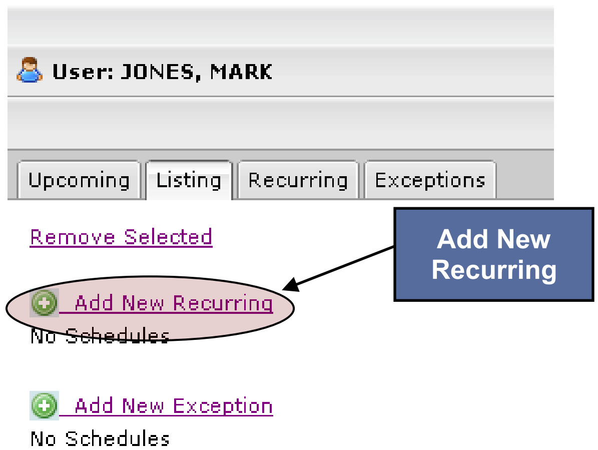
To create an Off-Hours Schedule, follow the steps listed below:

1. From the **User Management** widget, select the **Off Hours** tab.
2. Select the **Off Hours** hyperlink. A modal pop-up displays showing any off-hours schedules currently in use.



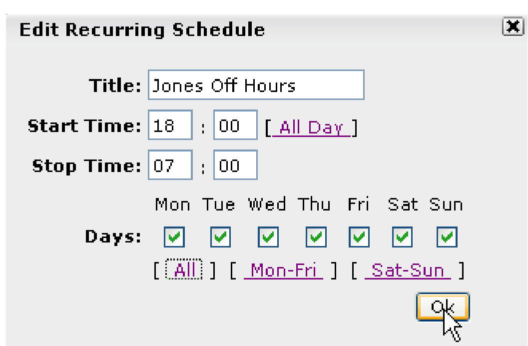
Off Hours Tab

3. Select **Add New Recurring**. A modal pop-up displays.



Add New Recurring Link

4. Enter the schedule name and the desired times and days.
5. Select **OK** when finished and close the modal pop-up.

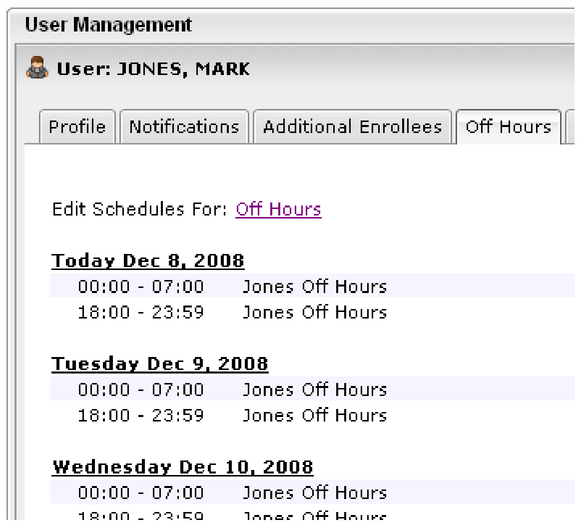


Edit Recurring Schedule

6. The schedule displays in the original pop-up. Select **Save** and close this pop-up.

Listing Tab

7. The schedule now displays in the **Off Hours** tab.



Off Hours Tab

Duty Officer Tab

NOTE: The Duty Officer functionality is only compatible with a notification regime based on device mode of operation.

The **Duty Officer** tab gives an agency more notification capabilities beyond those offered by the individual user's **Notifications** tab. The functions in this tab are based on the idea that supervising officers or agents may require certain notification schemes during working hours and a different one during off-hours. This tab also makes possible the use of the Duty Officer concept. In a Duty Officer arrangement agencies may wish to have notifications sent to a third-party operations center, duty desk, or even a rotating duty officer while supervising officers are not on duty. In the **Duty Officer** tab you can:

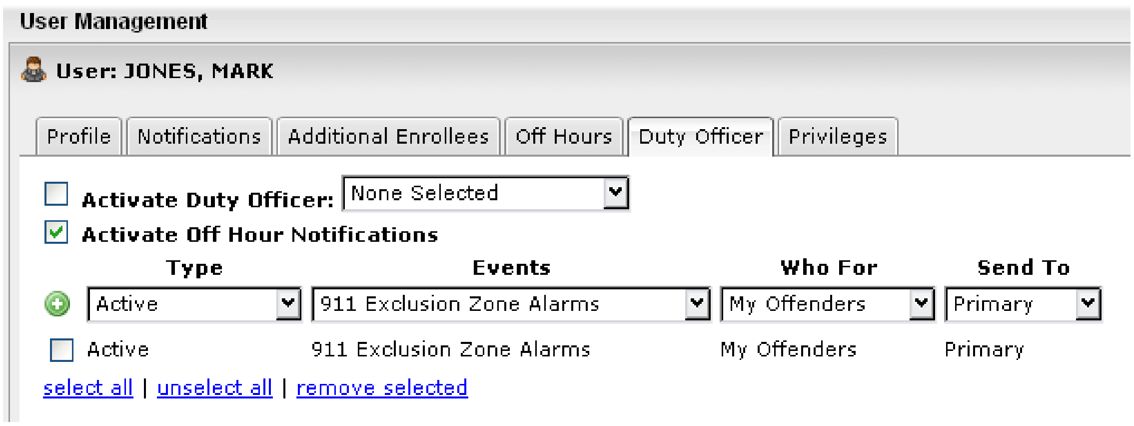
1. Set your own off-hours notifications.
2. Turn off notifications during your off-hours.
3. Send notifications to a third party "Duty Officer."

Before any notifications schemes can be put in effect, you must first set an off-hours schedule. The "Off Hours Tab" section described previously in this chapter explains how to set an off-hours schedule.

Set Off-Hours Notifications

If you want to receive a modified set of immediate notifications during off-hours that are different than the immediate notifications received during working hours:

1. Open the **Duty Officer** tab on the **User Management** widget.
2. Select "Activate Off Hour Notifications."
3. Mark the desired choices in the **Type**, **Events**, **Who For**, and **Send To** drop-down lists. Click the green "+" to the left of the Type drop-down box.
4. Click **Save** in the upper-right corner of the widget.



Duty Officer Tab

Turn Off Notifications During Off-Hours

To stop receiving immediate notifications:

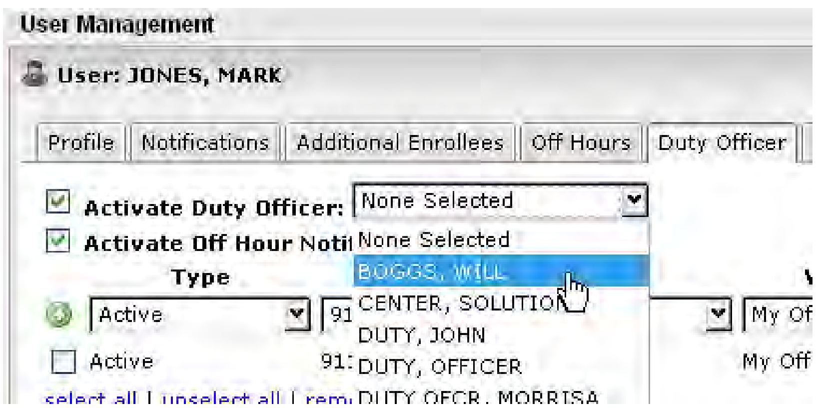
1. From the **User Management** widget, select the **Duty Officer** tab.
2. Uncheck **"**Activate My Off Hour Notifications."
3. Select **Save**.

Send Notifications to a Third Party "Duty Officer"

Users can designate a Duty Officer profile to receive immediate notifications during your off-hours. A duty officer user account sends notifications to a centralized place or a single recipient during the off hours of supervising officers or agents. The notifications received by the duty officer are in addition to, and completely independent of, the notifications sent to the supervising officer or agent.

To set a Duty Officer for your account, open the **Duty Officer** tab, select a Duty Officer from the drop-down list, and then select **Save**. The list of Duty Officers is populated by any user account that is designated as a Duty Officer in your profile.

During a user's off-hours, a Duty Officer receives notifications based on the Duty Officer's notification profile, not based on the user's notification profile.



Duty Officer Notification

Using a Duty Officer in Rotation

In situations where a person is on duty as opposed to stationary duty desk, there are several options to rotate the routing of duty officer notifications:

1. Rotate the e-mail address in the Duty Officer profile – update the duty officer's e-mail address to that of the oncoming duty personnel.
2. Rotate the possession of a "duty phone" – permanently retain the e-mail address of the duty phone in the Duty Officer profile and simply pass the phone from the off-going personnel to the oncoming personnel.

USER ACCOUNTS

Each agency must have an administrator account assigned to manage user accounts. Only this administrator can access the User Accounts menu option. Administrators can create new users and modify the profiles of existing users with this menu option.

User accounts automatically deactivate if not used in six months. Accounts can be reactivated with agency authorization by calling the Solutions Center.

Create New Accounts – General Data

1. Open the **Profile** tab on the **User Maintenance** widget**.**
2. Click **Add New User** in the upper-right corner of the widget.

Add New User

3. Enter a unique username. For larger agencies, it might be appropriate to adopt a standard username convention across the agency such as First Name, Last Name, Agency, for example, *JAMES.SMITH.STOP*.
4. Enter the remaining data as described in the “Profile Tab” section of this document.
5. Select the **Notifications** tab and make the entries that support the agency’s notification requirements.
6. Select **Save**.

Create New Accounts – Privileges

In addition to entering the general data for a new user as described in the previous section, each user must be granted privileges to access the various parts of VeriTracks.

User Privileges

General Privileges

ANALYSIS	The Analysis Privilege allows the user to open and use the Analysis tab page and all of its widgets. The user has the ability to view incident hits and zone hits, as well as add new incidents.
ENROLLMENT	The Enrollment Privilege allows the user to open and use the Enrollment tab page and all of its widgets. The user has the ability to add and update enrollees, as well as assign and un-assign their products.
INVENTORY	The Inventory Privilege allows the user to open and use the Inventory tab page and all of its widgets. The user has the ability to view products, as well as move products to various agencies and update product status.
MAINTENANCE	The Maintenance Privilege allows the user to open and use the Maintenance tab page and all of its widgets. The user has the ability to add and update users in their agency and their agency's children agencies.
MONITORING	The Monitoring Privilege allows the user to open and use the Monitoring tab page and all of its widgets.
REPORTS	The Reports Privilege allows the user to open and use the Reports tab page and all of its widgets. The user has the ability to view, print and save reports.

SUPERVISION	The Supervision Privilege allows the user to open and use the Supervision tab page and all of its widgets. The user has the ability to search for enrollees and view various status information about the enrollees.

Specific Privileges

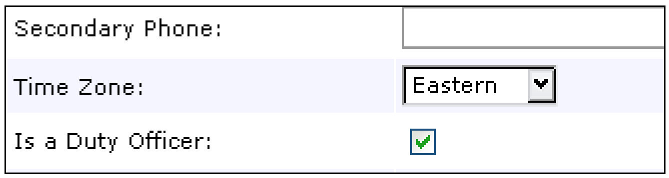
CALL TREES	The Call Tree Privilege allows the user to use the Call Tree widget.
MASTER TAMPER	The Master Tamper Privilege allows the user to close a master tamper alarm via the Enrollee Details Status tab
MONITORING ADMIN	The Monitoring Admin Privilege allows the user to unlock any monitored event in the Monitoring Center widget. It also allows the user to auto-complete a monitored event from the Listing tab in the Monitoring Center widget.
ESCALATING NOTIFICATIONS	The Escalating Notifications privilege allows the user to use the Escalating Notifications widget.
SCHEDULE EDITING	The Schedule Editing Privilege allows the user to create and edit schedules for enrollees
USER NOTIFICATION EDITING	The User Notification Editing Privilege allows the user to set their own notifications
USER OFF HOURS EDITING	The User Off Hours Editing Privilege allows the user to set their own off hour schedule
VOICE VERIFICATION	The Voice Verification Privilege allows the user to use the Voice Verification Widget and all of its widgets.
ZONE EDITING	The Zone Editing Privilege allows the user to create and edit zones for enrollees

Create Duty Officer Accounts

VeriTracks allows user to create one or more Duty Officer profiles. Each profile is an independent entity with its own notification regimen. The notifications received by the Duty Officer are in addition to, and completely independent of, the notifications sent to other ORI users.

Creating a Duty Officer

1. Complete the standard procedures as described above to create a user account.
2. Select the “Is a Duty Officer” checkbox.



Create a Duty Officer

3. Set the notifications in the **Notifications** tab. The Duty Officer receives these notifications for the enrollees supervised by officers or agents who sets their own off hours and designates a duty officer in the Duty Officer tab.

MOVE ENROLLEES WIDGET

The Move Enrollees widget allows program managers to easily transfer enrollees and all data for each enrollee from one agent’s/officer’s caseload to another, even if the two agents/officers are in different ORIs. Program managers can now perform this action without the assistance of the STOP Solutions Center, which increases the efficiency of transferring agent/officer caseloads.

To use the **Move Enrollees** widget, perform the following steps:

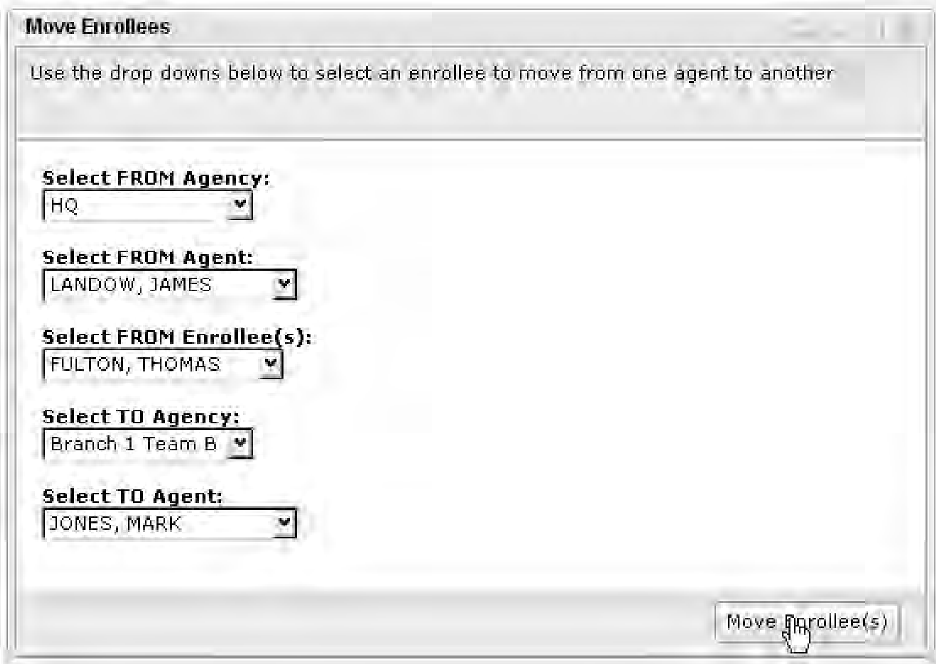
1. From the **Maintenance** widget, select the **Move Enrollees** widget.
2. Select the desired information sequentially from the drop-down menus starting at the top of the page with the Select FROM Agency. As a value in each drop-down menu is selected, the appropriate values populate in the next drop-down menu below it. For example, when the ORI in the Select FROM Agency drop-down menu is selected, all of the agents/officers in that ORI populate into the Select FROM Agent drop-down menu.

The following actions also occur when moving enrollees to the new agent/officer and/or ORI.

All zones assigned to the enrollee move with the enrollee to the new agent/officer and/or ORI. The new agent/officer becomes the owner of the zones, even if they were assigned to other enrollees.

All associated data and equipment (such as a BluBox and BluBox group) move to the new agent/officer and/or ORI, even if other enrollees are assigned to the BluBox group.

Prior to executing the move, the widget displays a reminder of the above considerations. STOP also recommends ensuring that zones and equipment assigned to the enrollee who will be transferred to a new agent’s/officer’s caseload and/or ORI are not assigned to other enrollees.


Move Enrollees
Use the drop downs below to select an enrollee to move from one agent to another
Select FROM Agency:
HQ
Select FROM Agent:
LANDOW, JAMES
Select FROM Enrollee(s):
FULTON, THOMAS
Select TO Agency:
Branch 1 Team B
Select TO Agent:
JONES, MARK
Move Enrollee(s)

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CHAPTER 9: INVENTORY MANAGEMENT

The **Inventory Details** widget in the **Inventory** tab allows an agency to manage its device inventory, change the status of a device, check the current function of a device, move the device from one ORI to another, and review the assignment history of a device.

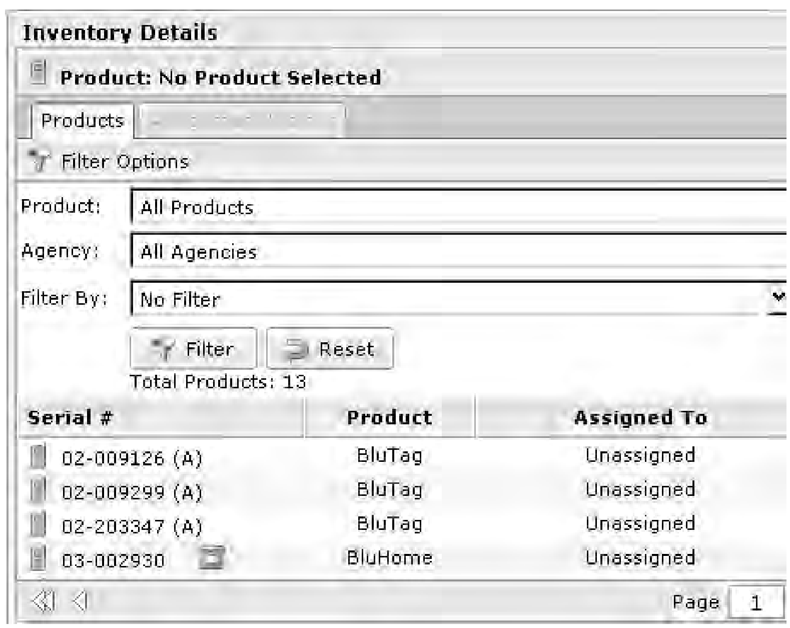
In agencies with a hierarchical relationship among ORIs, most of these tools and reports allow "parent" ORIs to view the information in the "child" ORIs.

INVENTORY DETAILS WIDGET – PRODUCTS TAB

The **Inventory Details** widget's **Products** tab lists the agency's current inventory.

Device Filter

In large agencies, the list of devices can be very long. The Inventory Details widget has a filtering option underneath the Products tab. This filter allows users to easily locate and view a specific device or devices. The filter parameters are product type, agency or device number. All three (3) parameters can be used individually or simultaneously to narrow the search results.



Inventory Details Widget – Products Tab

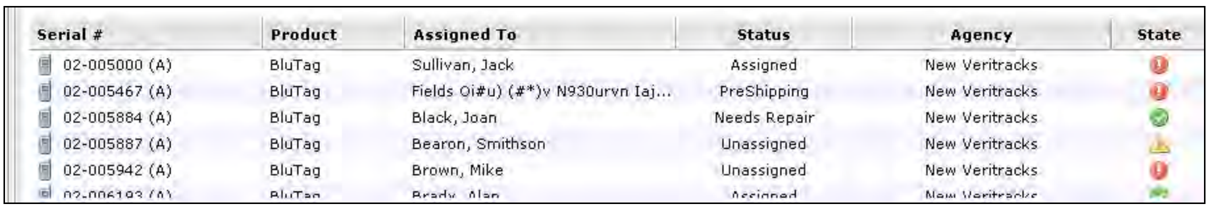
To create a filter for a particular product in Inventory, perform the following steps:

1. Select the Product type from the list of **All Products** in the drop-down list.
2. Select the specific agency or ORI from the list of **All Agencies** in the drop-down list.

3. Select the filter type, if any, from the list in the Filter By: drop-down list. Or simply type all or part of the device number in the free form text field to the right of the Filter By drop-down list. For example, by typing in "258," all devices with that number sequence display in the results.
4. Select **Filter** to display your queried results.

Products Tab (Inventory List)

The Inventory List displays all of the devices within an agency's inventory, including each device's serial number, the enrollee to whom it is assigned (if any) and the status of the device.



Serial #	Product	Assigned To	Status	Agency	State
02-005000 (A)	BluTag	Sullivan, Jack	Assigned	New Veritracks	
02-005467 (A)	BluTag	Fields Oi#u) (#*)v N930urvn Iaj...	PreShipping	New Veritracks	
02-005884 (A)	BluTag	Black, Joan	Needs Repair	New Veritracks	
02-005887 (A)	BluTag	Bearon, Smithson	Unassigned	New Veritracks	
02-005942 (A)	BluTag	Brown, Mike	Unassigned	New Veritracks	
02-006193 (A)	BluTag	Brady, Alan	Assigned	New Veritracks	

Inventory List

Change Device Status

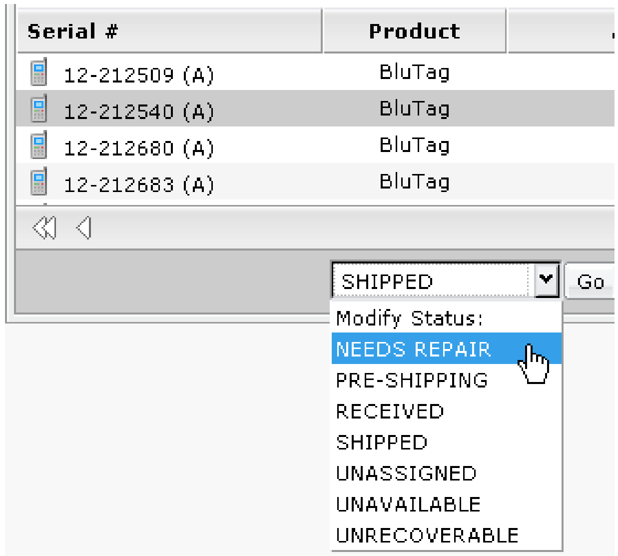
An agency can manage its inventory by assigning a status to a BluTag. The available statuses are:

- NEEDS REPAIR
- PRE-SHIPPING
- RECEIVED
- SHIPPED
- UNASSIGNED
- UNAVAILABLE
- UNRECOVERABLE

When a device is given a status of NEEDS REPAIR or UNRECOVERABLE, the device is also considered to be inactive. This inactive status means the device is no longer available for assignment to an enrollee in the enrollment process. The device number will not display in the **Enrollment Entry** widget **Assignments** tab.

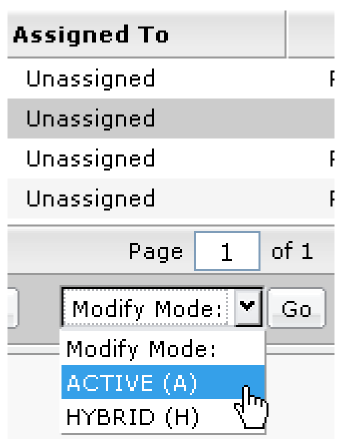
To change the status of a device:

5. Select the device number and select a new status from the **Modify Status** drop-down list.
6. Select **Go**. A message displays stating the device is being updated.



Change Device Status

7. Select the device status from the **Modify Mode** drop-down list.
8. Select **Go**. A message displays stating the device is being updated.



Modify Mode Status

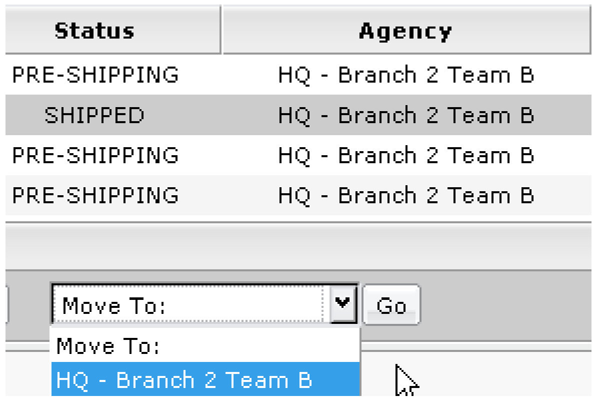
IMPORTANT: When a device is marked as INACTIVE (that it, NEEDS REPAIR or UNRECOVERABLE) it should be returned to STOP, LLC if available. The device cannot be reactivated. In most cases, devices marked as UNRECOVERABLE have the wireless component deactivated and are therefore no longer usable.

Change Device Owner

For agencies with multiple ORIs, including those in a hierarchical relationship, devices can be moved around within these ORIs. In order to move devices from one ORI to another, users must be logged into an ORI that is "parent" to both ORIs.

To reassign a device within an agency's structure:

1. Select the device number and select the new ORI from the **Move To** drop-down list.
2. Select **Go**. A message displays stating the device is being updated.



Status	Agency
PRE-SHIPPING	HQ - Branch 2 Team B
SHIPPED	HQ - Branch 2 Team B
PRE-SHIPPING	HQ - Branch 2 Team B
PRE-SHIPPING	HQ - Branch 2 Team B

Move To Status/Change Device Owner

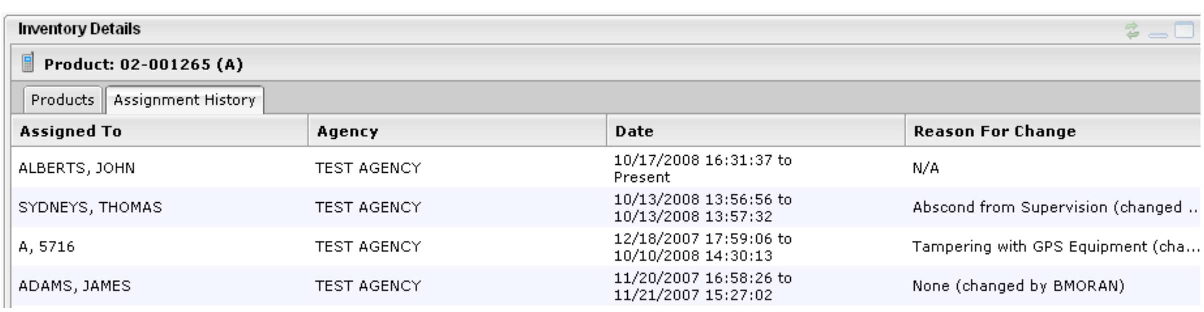
INVENTORY MANAGEMENT REPORTS

Device History Report

This report displays the history of any individual device in an agency's inventory.

To generate this report:

1. Select a particular Device number in the **Products** tab.
2. Select the **Assignment History** tab.
3. The screen refreshes to show a list of the enrollees that the device has been assigned as well as the start date and stop date for each of those assignments.



Assigned To	Agency	Date	Reason For Change
ALBERTS, JOHN	TEST AGENCY	10/17/2008 16:31:37 to Present	N/A
SYDNEYS, THOMAS	TEST AGENCY	10/13/2008 13:56:56 to 10/13/2008 13:57:32	Abscond from Supervision (changed ..
A, 5716	TEST AGENCY	12/18/2007 17:59:06 to 10/10/2008 14:30:13	Tampering with GPS Equipment (cha...
ADAMS, JAMES	TEST AGENCY	11/20/2007 16:58:26 to 11/21/2007 15:27:02	None (changed by BMORAN)

Inventory Details - Device History Report

CHAPTER 10: USING VERITRACKS TO INVESTIGATE INCIDENTS

The incident capabilities described in this chapter apply to both supervising agencies and non-supervising agencies using the VeriTracks Automated Crime Scene Correlation (ACSC) tool. Agencies using ACSC to investigate enrollee movement can answer a question such as, "Was a specific enrollee(s) at a designated location during a particular period of time on a certain date?"

Non-supervising agencies can set up the ACSC component of VeriTracks to receive crime incident data from law enforcement agency databases or through manual entry.

Regardless of whether the data arrives in an automated process or is entered manually, ACSC compares enrollee tracks with the locations of reported incidents. When an enrollee's tracks are within 1,500 feet of an incident location at or near the time of the incident, VeriTracks generates an "incident hit."

Incident hit information can be viewed in VeriTracks screens or e-mailed to users in a daily summary report.

METHODS FOR ENTERING INCIDENT DATA

Data Import

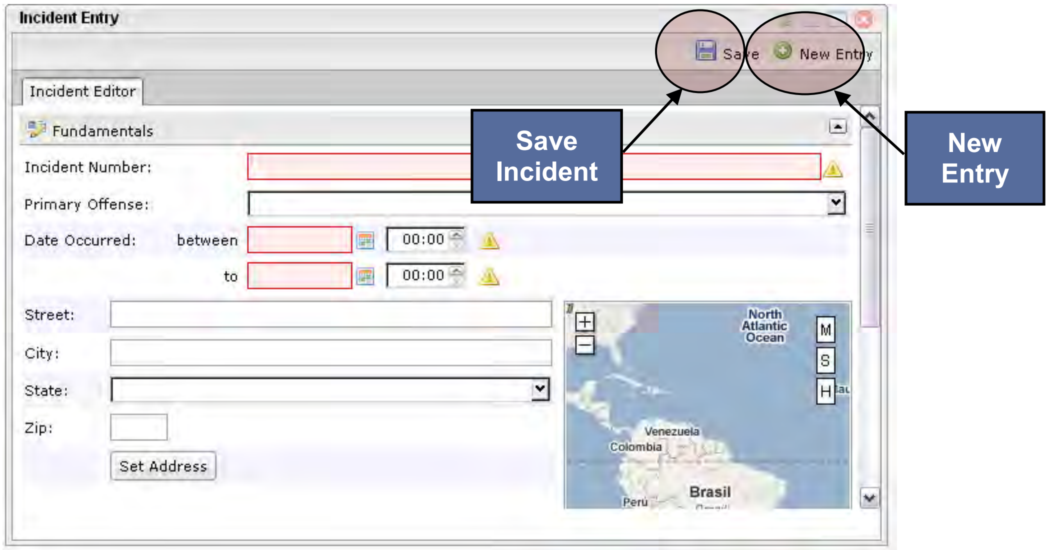
VeriTracks has the ability to take data from law enforcement agencies and import it in a daily automated process. Law enforcement agencies can coordinate with STOP technical personnel to set up the data interface. When the interface is complete, the agency can deliver its data in a nightly import process. Each night VeriTracks runs the comparison process and generates the appropriate incident hits report.

On-Screen Data Input

Supervising and non-supervising agencies can enter crime incident data in VeriTracks. While law enforcement agencies generally use the data import capability described above, you can bypass the data import and manually enter the data on the screen for immediate results. This functionality is particularly useful for incidents that require a rapid resolution.

To enter incident data manually:

1. From the **Incident Entry** widget, open the **Analysis** tab.
2. Select **New Entry**.



Incident Entry - Add New Incident

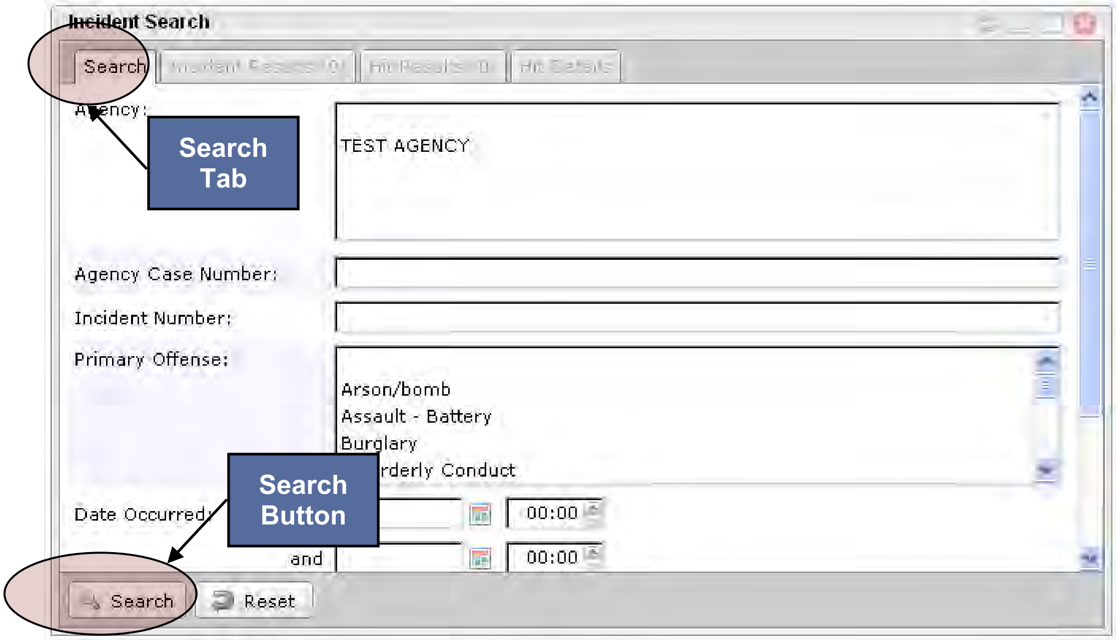
3. Enter a value in the **Incident Number** field. This is the unique identifier for the incident and can be any standard unique identifier already used by the agency. If a standard incident numbering scheme does not exist, the agency may want to develop one. In general, the use of the date as part of the incident number helps guarantee uniqueness. Adding a counter may be sufficient. An example is 031008-1 where the first 6 digits are the date, and the last two are the dash and a counter. This field is restricted to 12 characters.
4. Enter the **Date Occurred** by entering the dates for the date range or selecting them from the calendar and then entering the approximate begin and end time.
5. Enter the approximate address of the incident and then select **Set Address**. If you wish to enter a cross street enter both streets in this field (e.g., Main Street and First Avenue)
6. Enter any additional fields desired. All remaining fields are optional.
7. Select **Save.**
8. Results will be available within one (1) minute.

Viewing Incident Search Results

To locate incidents:

1. From the **Incident Entry** widget, open the **Analysis** tab.
2. Enter search criteria on the **Search** tab and select **Search**. A notification displays the search in progress.

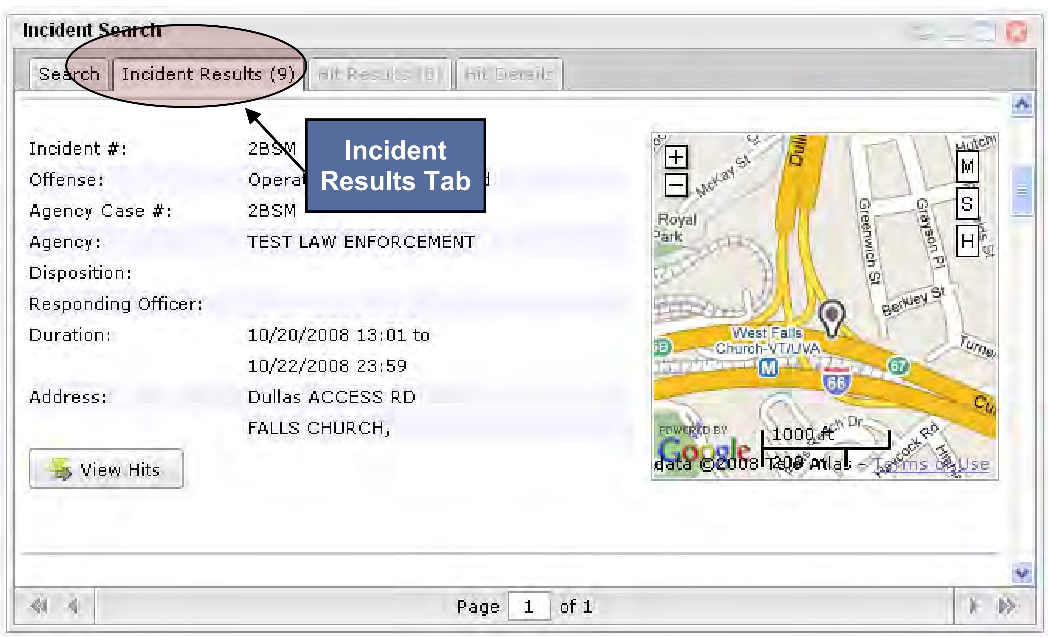
NOTE: Though all fields are available, the typical fields that a user will search are: **Agency** and **Agency Case Number**.



Incident Search

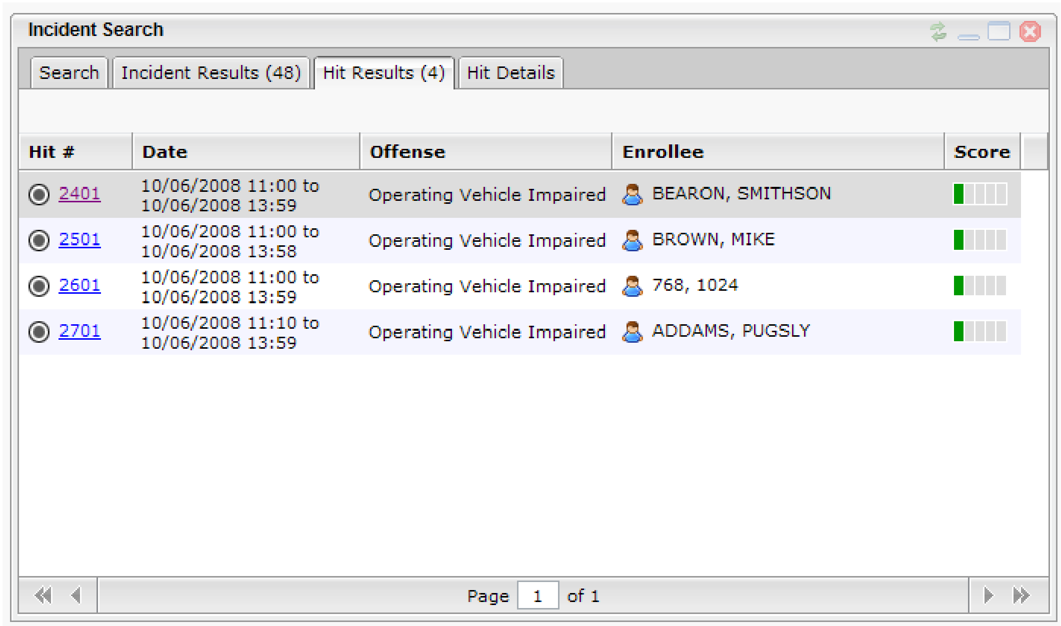
To review incidents:

From the **Incident Search** widget when the search is completed, results display in a list on the **Incident Results** tab.



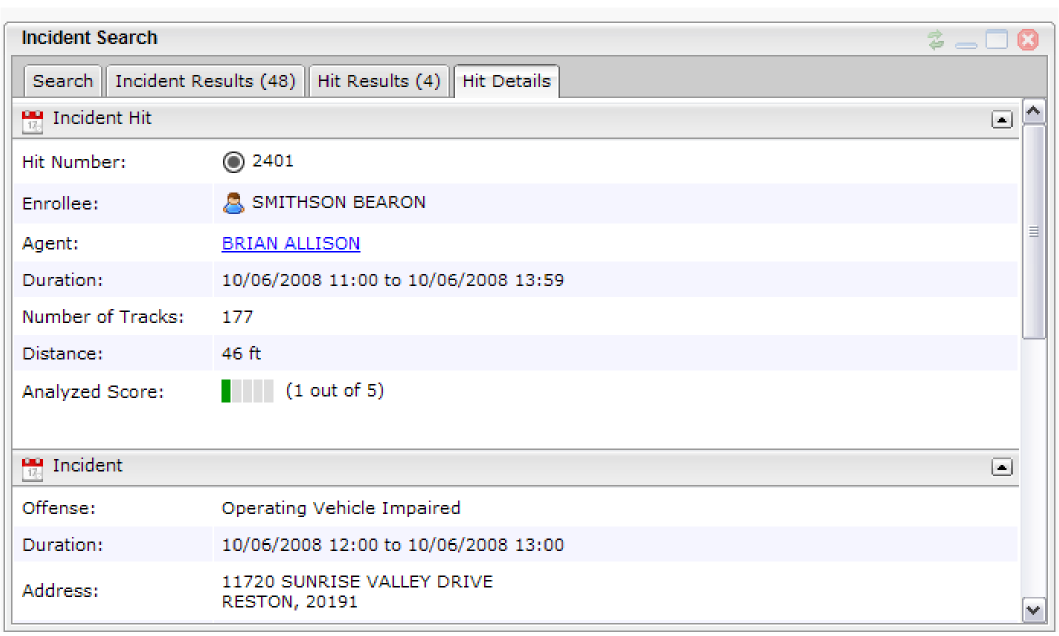
Incident Search - Incident Results

1. Select **View Hits** to display a list on the Hit Results tab of each enrollee whose proximity to the incident was sufficient to generate a hit.



Incident Search - Hit Results

2. Select the link in the Hit # column to view additional information on the hit in the **Hit Details** tab. This tab provides information about the Incident Hit (Hit Number, Enrollee, Agent, Duration, etc.), Incident (Offense, Duration, Address, etc.), and a map.



Incident Search - Hit Details

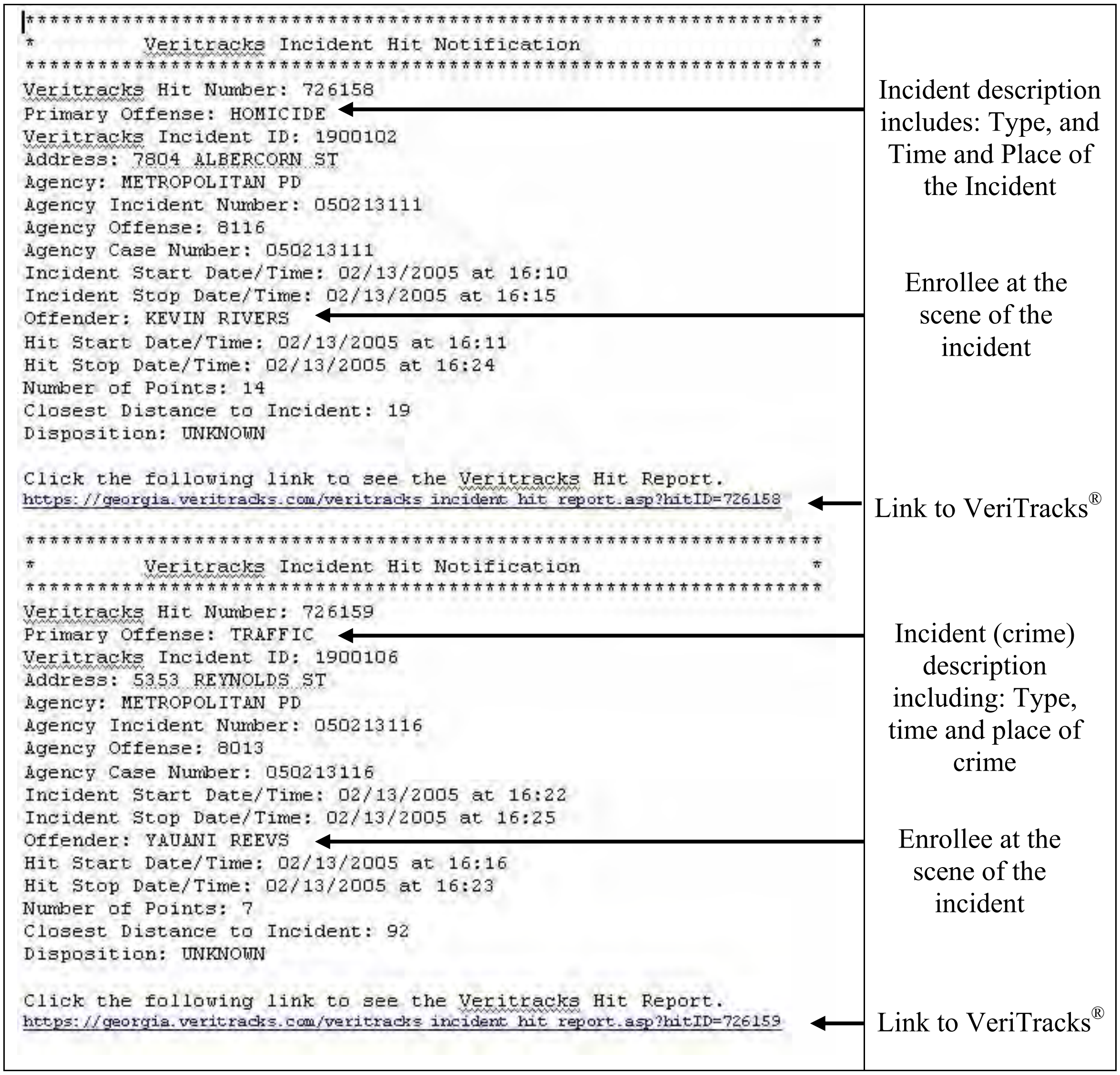
TIP: The **Analyzed Score** is a rating of how close and how long the enrollee was near the location of the incident. On a scale of 1 through 5, 1 has the greatest proximity.

THE INCIDENT HIT REPORT

The Incident Hit Report lists the hits from any incidents entered into VeriTracks within the last 24 hours.

How to Use the Hit Report

This report provides a summary of the hits and a list of enrollees at incidents without logging into the system.



```
*******************************************************************
*          Veritracks Incident Hit Notification                   *
*******************************************************************
Veritracks Hit Number: 726158
Primary Offense: HOMICIDE
Veritracks Incident ID: 1900102
Address: 7804 ALBERCORN ST
Agency: METROPOLITAN PD
Agency Incident Number: 050213111
Agency Offense: 8116
Agency Case Number: 050213111
Incident Start Date/Time: 02/13/2005 at 16:10
Incident Stop Date/Time: 02/13/2005 at 16:15
Offender: KEVIN RIVERS
Hit Start Date/Time: 02/13/2005 at 16:11
Hit Stop Date/Time: 02/13/2005 at 16:24
Number of Points: 14
Closest Distance to Incident: 19
Disposition: UNKNOWN

Click the following link to see the Veritracks Hit Report.
https://georgia.veritracks.com/veritracks incident hit report.asp?hitID=726158

*******************************************************************
*          Veritracks Incident Hit Notification                   *
*******************************************************************
Veritracks Hit Number: 726159
Primary Offense: TRAFFIC
Veritracks Incident ID: 1900106
Address: 5353 REYNOLDS ST
Agency: METROPOLITAN PD
Agency Incident Number: 050213116
Agency Offense: 8013
Agency Case Number: 050213116
Incident Start Date/Time: 02/13/2005 at 16:22
Incident Stop Date/Time: 02/13/2005 at 16:25
Offender: YAUANI REEVS
Hit Start Date/Time: 02/13/2005 at 16:16
Hit Stop Date/Time: 02/13/2005 at 16:23
Number of Points: 7
Closest Distance to Incident: 92
Disposition: UNKNOWN

Click the following link to see the Veritracks Hit Report.
https://georgia.veritracks.com/veritracks incident hit report.asp?hitID=726159
```


Incident Hit Report

This report is e-mailed every morning to each designated law enforcement officer. The report provides summary information for each incident hit and is sorted by the reported incidents. The Email report contains links that direct the law enforcement officer(s) into VeriTracks for further analysis of the incident hit.

Zones for Law Enforcement

A law enforcement agency can set up global exclusion zones in its law enforcement ORI. A global zone automatically applies to every enrollee in the entire database and is automatically set to a 24x7 schedule.

Zones are a useful way to enhance enrollee movement tracking. Law enforcement officers are notified when an enrollee violates a zone. Working in an Incident ORI, a law enforcement officer can only create a Global Exclusion zone.

Exclusion zones define an area(s) where an enrollee is prohibited from entering. For example, an enrollee may be ordered to stay at least 500 feet from his or her former spouse's home. A time sensitive zone can be set up around the home and activated 24x7. When the enrollee enters this zone, a violation generates.

For more information on creating zones, please see chapter 4. Note: Global Zones do not need to be scheduled and do not need to be assigned to an enrollee. Global zones automatically apply to every enrollee in the entire database.

CHAPTER 11: VERITRACKS MONITORING CENTER MODULE

The VeriTracks Monitoring Center module service integrates the state-of-the-art BluTag GPS tracking device and VeriTracks supervision software to provide a highly automated response process. When an offender commits a violation, the VeriTracks Monitoring Center system captures violation data from the BluTag and formulates a response protocol based on the offender's risk level. The response protocol instantly displays to your agency's monitoring center operators in step-by-step instructions from a single comprehensive screen. The response to each violation is consistent because the same protocol is followed to address each instance of a violation.

The VeriTracks Monitoring Center system automatically records the completion of each step in the response protocol. In addition, operators capture all feedback from the execution of the protocol including offender contact results, agent feedback, and operator comments.

Our experienced STOP Solutions Center Management Team works with users to implement their existing response protocols or to create new protocols as an agency's needs change. Modifications to existing or new protocols are easily and quickly installed by STOP technicians. In situations where agents change positions or are absent temporarily (vacation), a call tree structure allows field offices and agents the flexibility to change contacts within the protocol structure while maintaining the integrity of the overall protocol. The call tree structure works equally well for situations where agents rotate night and weekend responsibilities.

Leveraging our Monitoring Center module allows users to use resources more effectively. User's highly skilled and trained case officers focus on traditional case management activities, while your centralized Monitoring Center operators act as a filter and handle the bulk of the routine events in a consistent, repeatable, documented process. User's may flag the specific events that needs additional response and they are then passed to the case officer to address as appropriate.

The VeriTracks Monitoring Center system provides complete transparency to a user's agency. Every completed protocol and its accompanying notes and feedback is easily accessed by the user's agency on-screen or in printable report format.

IMPORTANT TERMS FOR USING THE MONITORING CENTER

An Event is an occurrence reported by VeriTracks.
A Monitored Event is an Event that is tracked through the Monitoring Center tab page.
A Protocol is a set of steps for responding to an event.

A Monitored Event is either **OPEN** or **CLOSED**
A Protocol is either **INCOMPLETE** or **COMPLETE**.

When a Monitored Event has **CLOSED** and its Protocol is **COMPLETE**, the Monitored Event is **RESOLVED**.

KEY CONCEPTS

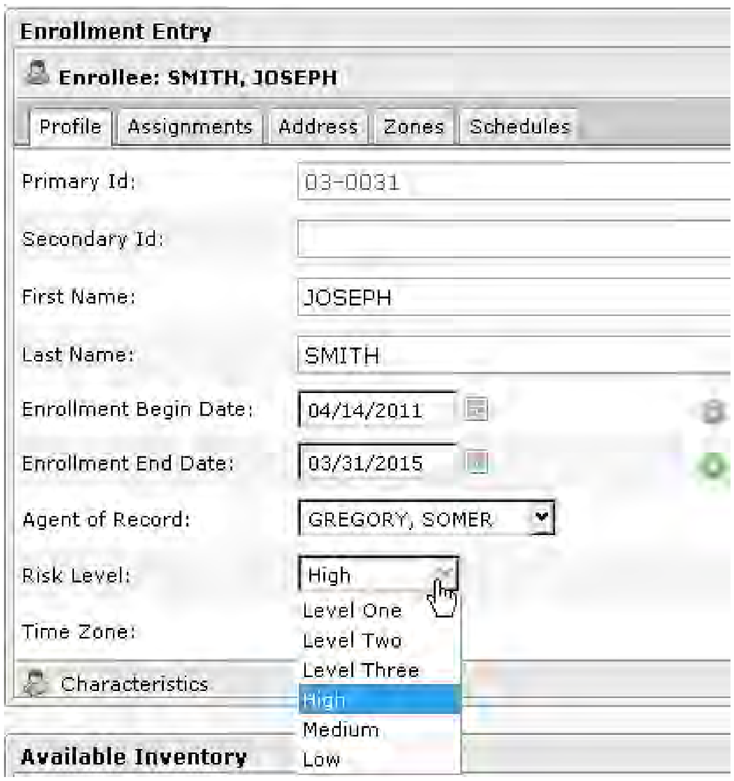
Risk Levels

The risk level capability allows supervising agencies to define their own enrollee categories and to organize their case loads under those categories. Different protocols are assigned to each risk level for the same event level.

Based on supervising agency requirements, risk levels are setup by a STOP Technician.

Risk levels vary from one ORI to the next.

Risk levels are assigned to the enrollee in the Enrollment profile. If only one risk level exists in an ORI, new enrollee profiles default to that risk level so there is no additional data entry required at enrollment.



Enrollment Entry – Risk Level

Monitored Events

A "Monitored" event is one that displays on the Monitored Event widget, Listing tab. Agencies define the event to monitor. A typical agency might monitor BSTP, 911IZ, 911EZ, IZ, LBATT.

The list of events "monitored" for vary from one ORI to the next. Events to be monitored are flagged in the database by a STOP Technician.

Protocols and Protocol Steps

For each monitored event type and risk level, STOP and the agency will work together to develop a protocol.

A Protocol is a set of steps for responding to an event. The steps include actions like "Call the Offender," "Document the Contact," etc.

A Monitored Event must have a Protocol in order to be visible on the Monitoring Center software screen.

Types of Protocol Steps

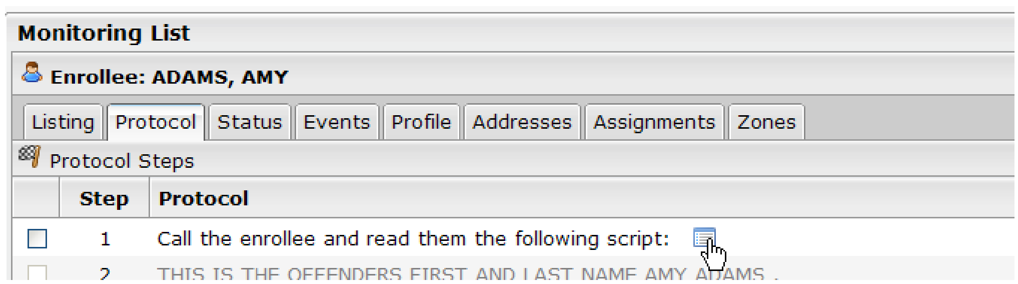
There are five (5) types of protocol steps:

1. Text – Written words remains the same from one protocol to the next regardless of what enrollee incurred the Monitored Event.
2. Token – This type of step contains a mixture of fixed and variable text. The variable text depends on the enrollee that incurred the Monitored Event.

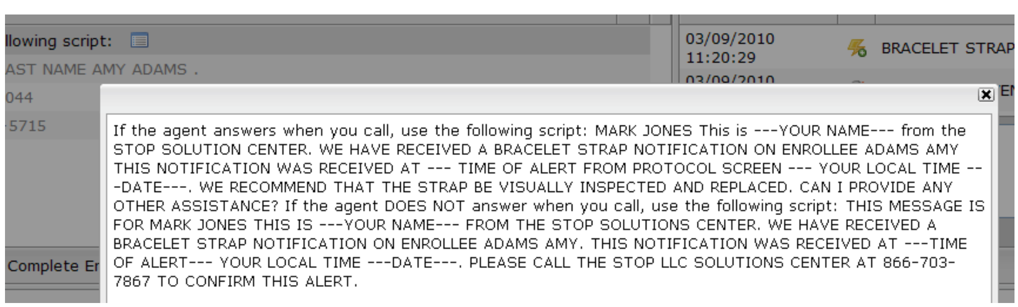
   SMS Example: Enrollee <enrollee first name, enrollee last name> has a BluTag low battery. Call his supervisor, agent <agent first name, agent last name> at <agent phone number>.
3. Script – If the step requires a lengthy set of instructions for the operator to perform or deliver, the text can be retained in a pop-up accessed by a script icon.

   Example, step #1 shown below contains a script icon:

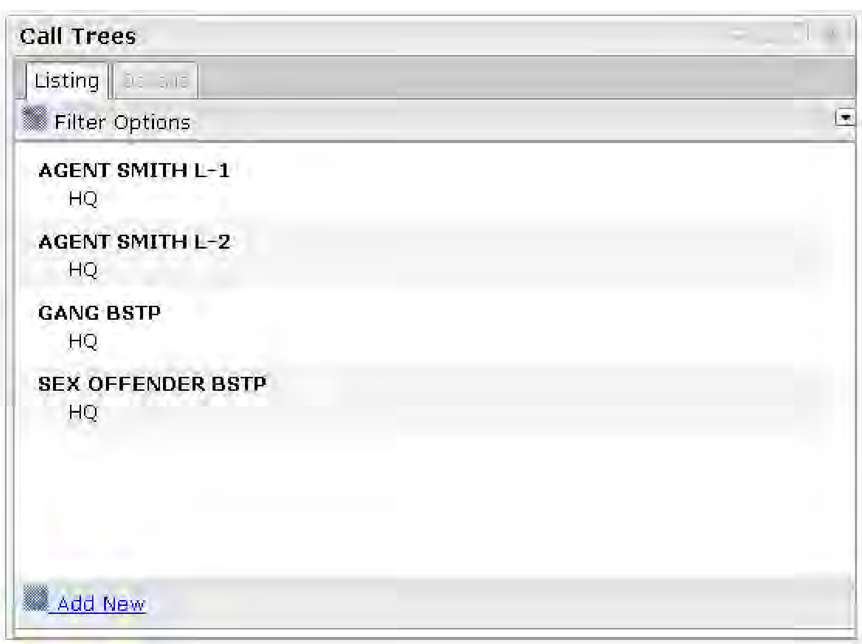
   Select the icon and the pop-up contains the longer message:

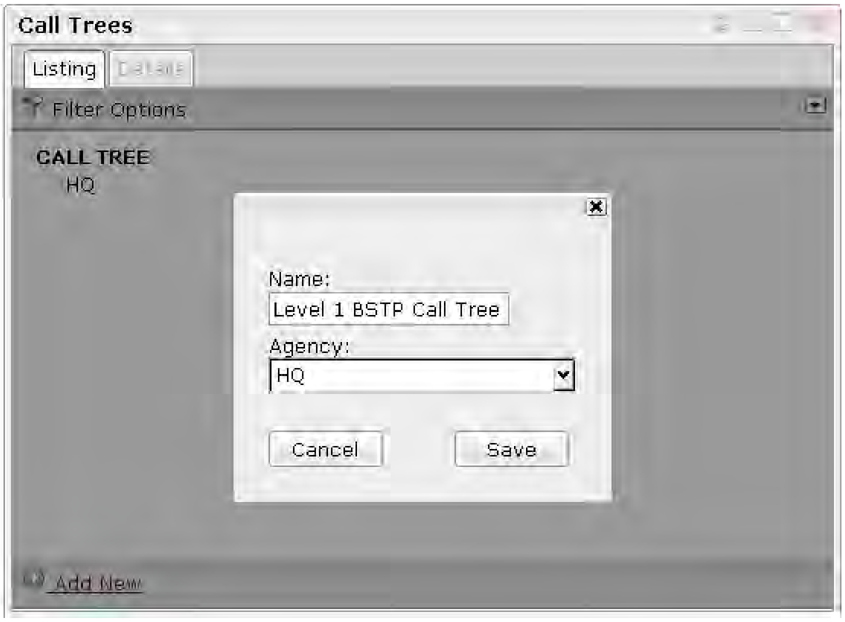
4. Ping – This type step contains the "binoculars" icon  that is also available in the Enrollee Details Status tab. Select this icon to have the enrollee's BluTag call in its most recent data.

5. Call Tree – Through the **Call Tree** widget in the **Maintenance** tab, agents create a list of VeriTracks users whose contact information can be dynamically pulled into a protocol. So if a protocol uses a call tree that has Agents Smith and Jones in it, yet Agent Smith goes on vacation and is replaced by Agent Martin, you only need to change the call tree by deleting Agent Smith and adding Agent Martin. The very next Monitored Event that comes in and has a protocol referencing that call tree will get populated with the contact information for Agent Martin and Agent Jones.

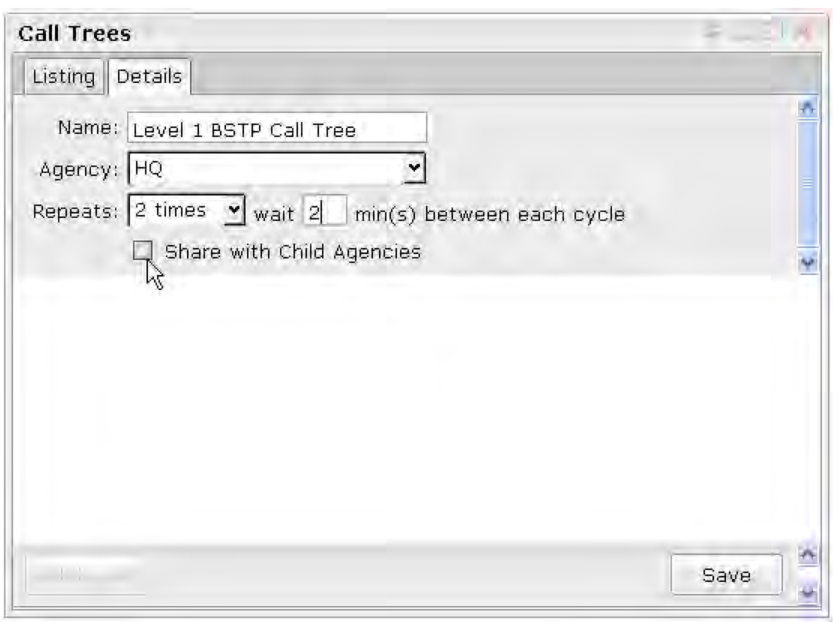
6. To create a call tree, open the **Call Tree** widget and select **Add New** link at the bottom of the widget.



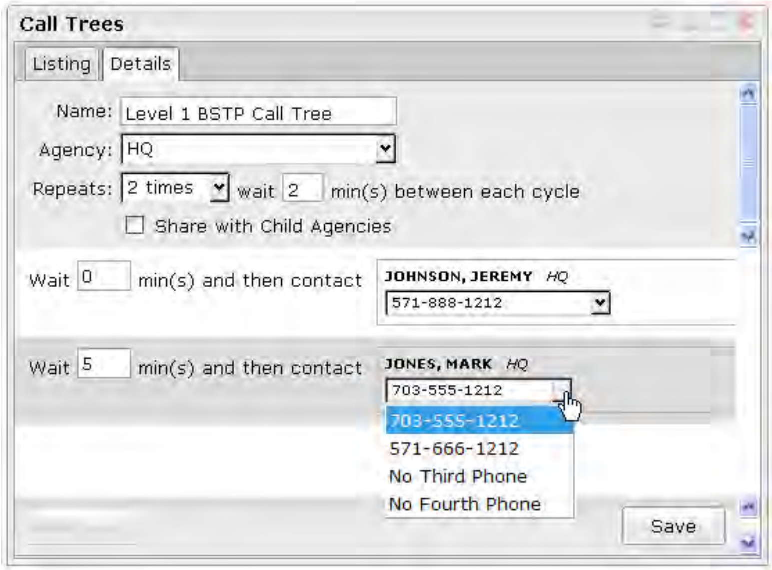
Enter a name for the call tree, designate an agency, and click the **Save** button.



7. Set the parameters for the call tree:
   - Repeats – this action determines how many times the steps will be created in the live protocol. If the ‘repeats’ setting is 2, the steps will be created three (3) times in the live protocol (one original and two [2] repeats).
   - Wait between cycles – this action determines the time that will be inserted between the last step of a cycle and the first step of the next cycle (if there is a repeat value greater than zero[0]).
   - Share with child agencies – This action permits users to create a call tree in a parent ORI and make it available in all of that ORI’s children’s view as well.

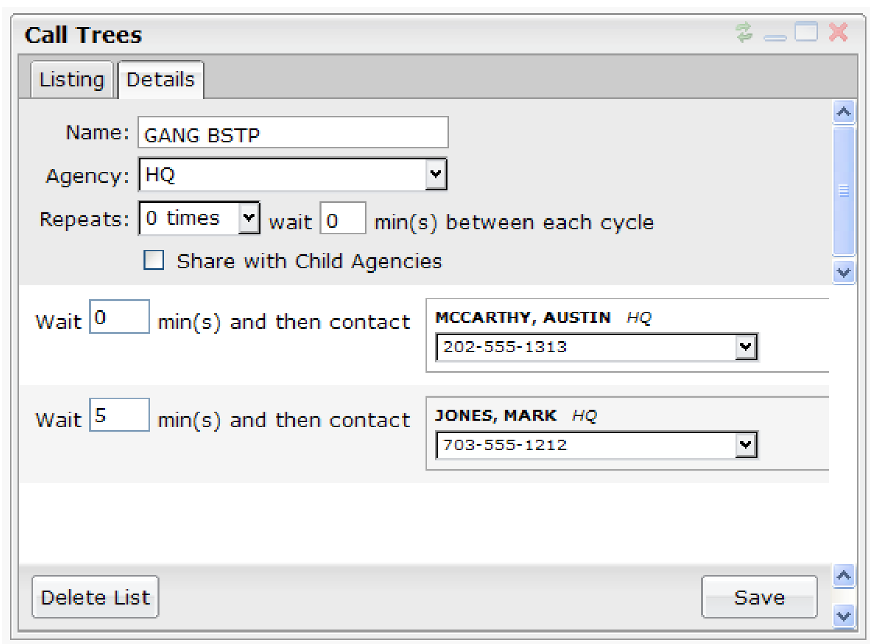


8. Drag a user from the Browse Users widget and drop it in the white box below the call tree parameters section. Then choose the individual wait time and specific phone number at which the user should be called. Select **Save**.

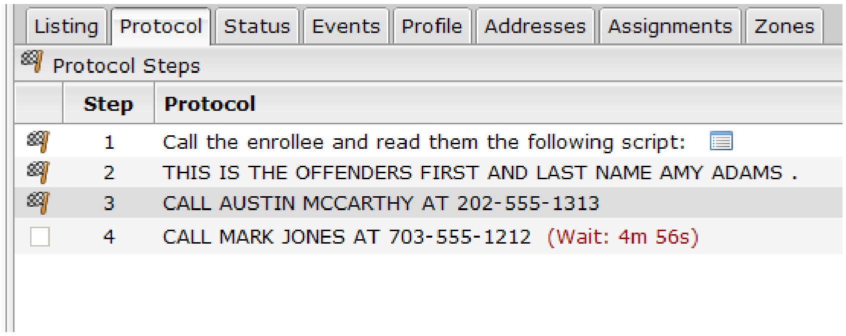


Example:

A call tree constructed like the one below will cause each contact to be entered once as individual steps in a live protocol.



There will be a five (5) minute wait time between the first contact (McCarthy) and the second contact (Jones). The contacts display sequentially as shown here:



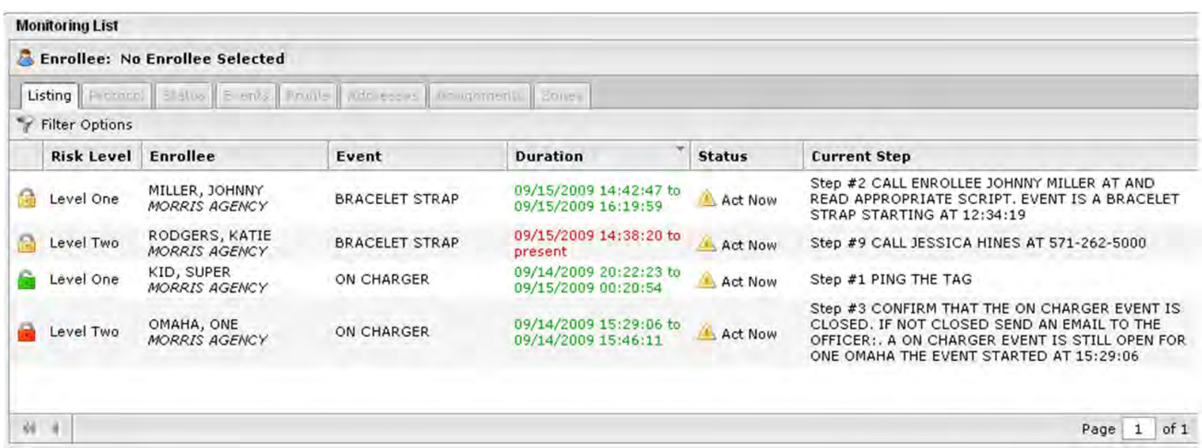
Key Components – Monitoring List

The Monitoring List widget is the hub from which Monitoring Center functions are performed. In this single widget, users can view all current Monitored events that require attention, act on the protocol for an individual event, or perform all of the standard supervision functions that are features of VeriTracks.

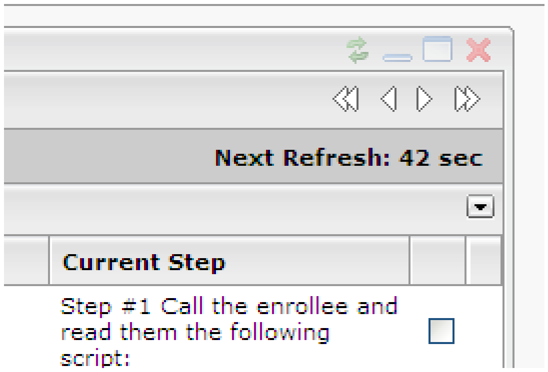
Monitoring List - Listing Tab

The Listing Tab is located in the Monitoring List widget of the Monitoring Tab Page.

IMPORTANT: A Monitored Event is visible in the Listing tab until both the event is closed and the protocol is complete.



- As events occur, they appear on the screen.
- The screen refreshes every minute to display new events. A "Next Refresh" timer in the upper right corner of the widget tracks the time till the next auto-refresh.



- The list defaults to show the most recent event at the top.
- Events can be set to be "priority" and appear above other events.

Operators click on a "padlock" icon to lock an event. Operators can only unlock their own events.

- Red is locked by the operator.
- Yellow is locked by another operator.
- Green has not been locked.

Monitoring List - Protocol Tab

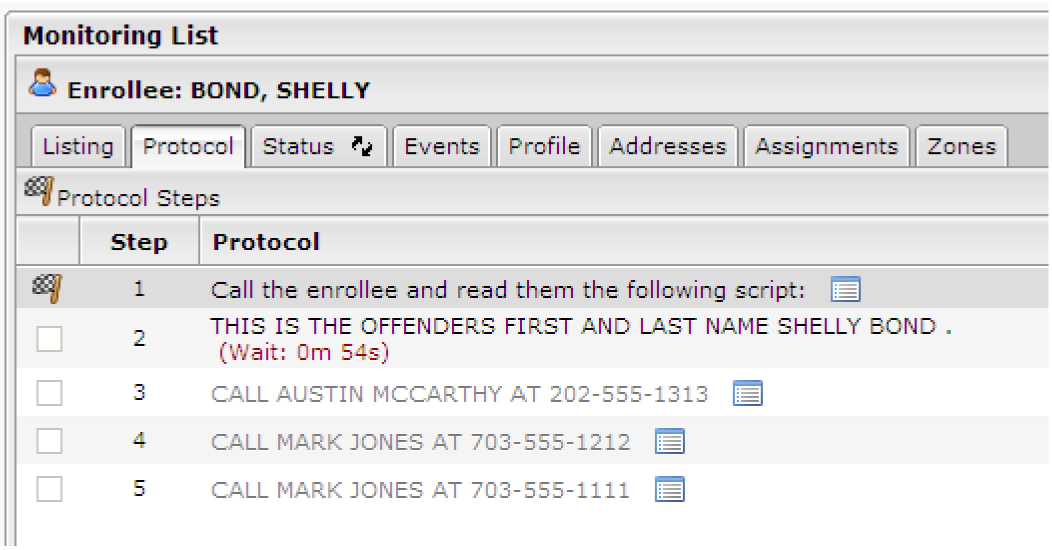
The Protocol Tab is located in the Monitoring List widget of the Monitoring Tab Page.

Protocol steps appear in order of required completion. When step is complete, check the box to its left and the Protocol flag displays.

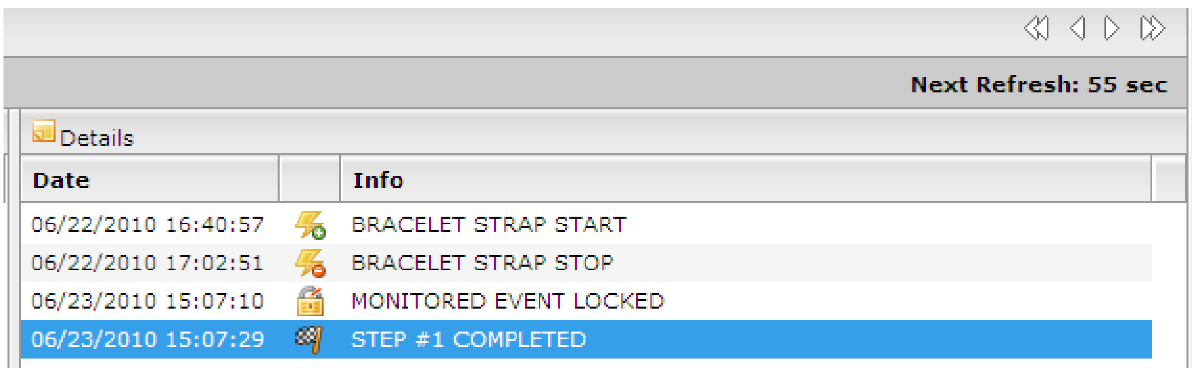
Steps can contain the Request Position icon from Supervision Status tab.

If there is a wait time before the next step, the icon displays to the right of that step.

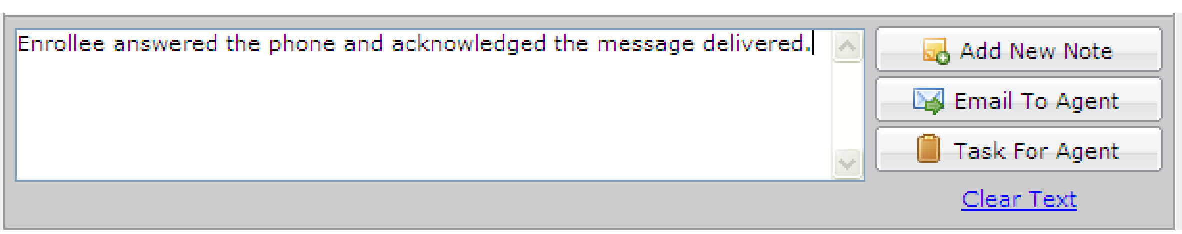
For steps that have lengthy scripts to read, they can be retained in a pop-up. In a pop-up modal, select the icon to the right of the protocol step to view the contents of the script.



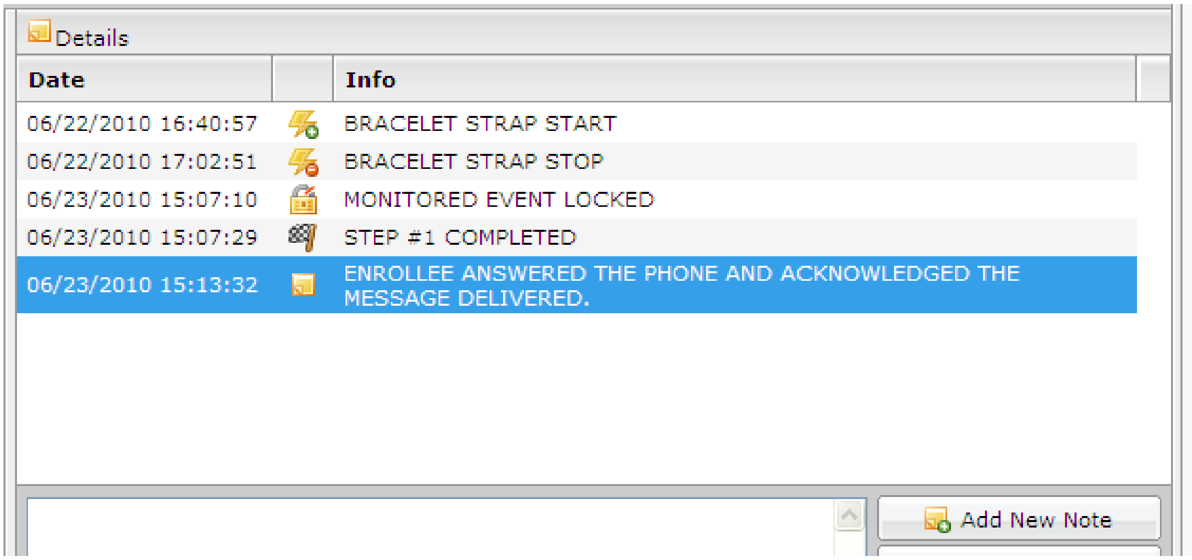
The Details section contains a record of all steps performed. Move the cursor over each icon to identify who specifically performed each step.



The Notes section allows users to document pertinent information regarding the protocol or individual steps. Type the desired information and select **Add New Note**.



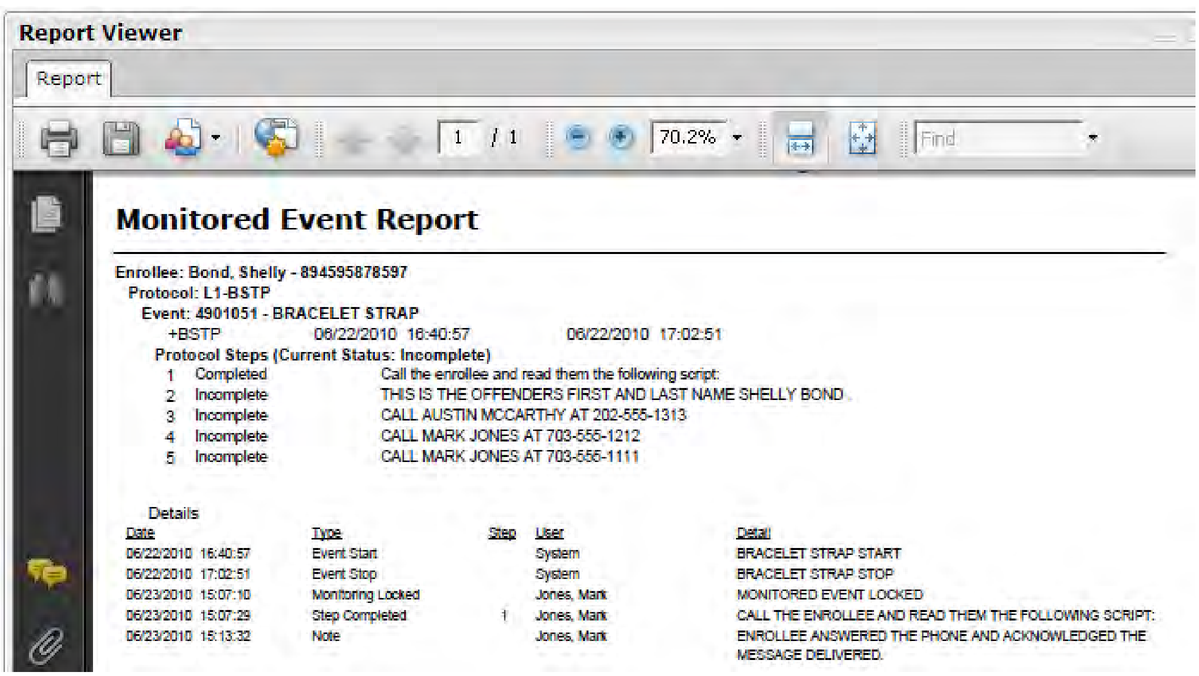
The note is permanently stored in the Details section as shown below.



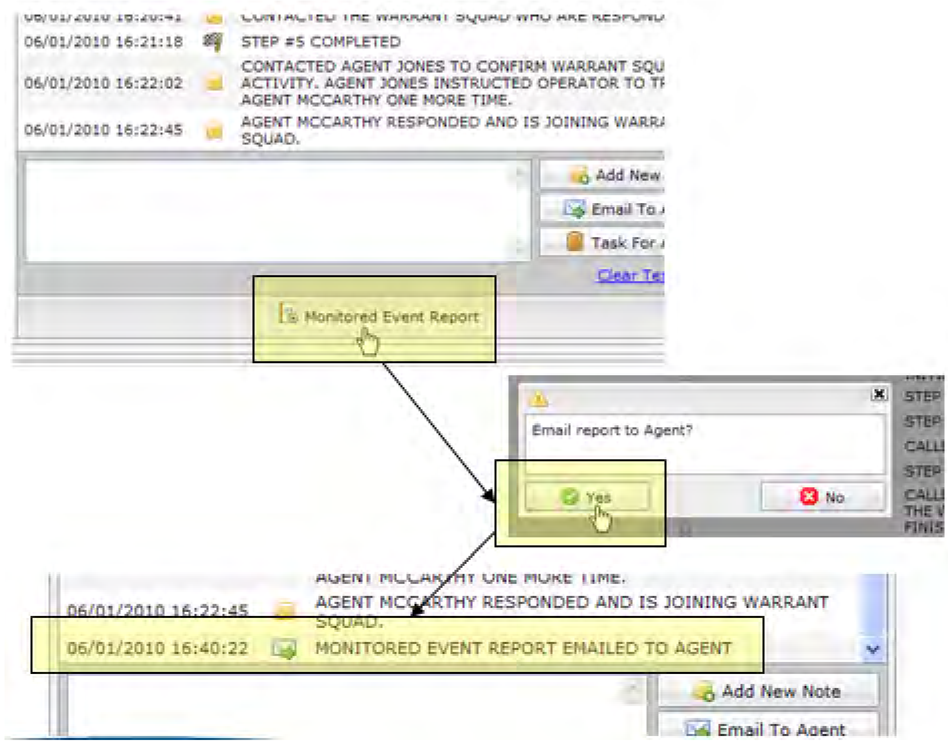
An operator can also send e-mails and create tasks for the agent the same way.

At any time during the execution of a Monitoring Center protocol, the operator creates the Monitored Event Report that includes all step completion times, notes, etc., displayed in the Details section of the **Protocol** tab.

This report is available for viewing in the **Report Viewer** widget in the ***Report*** tab page.

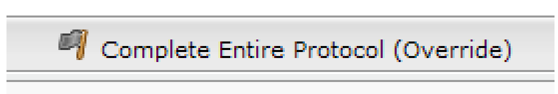


The Monitoring Center operator can also e-mail that report directly to the agent of record for the enrollee. Select **YES** after selecting **Monitored Event Report**.



The act of e-mailing the report is also recorded in the protocol details

Some protocols may have options that if certain criteria are met, the remaining steps of the protocol do not need to be performed. In this case, rather than complete the remaining steps individually, users can complete the protocol by using the **Complete Entire Protocol (Override)** button located at the bottom of the protocol steps section.



Monitoring Center Administration Privilege

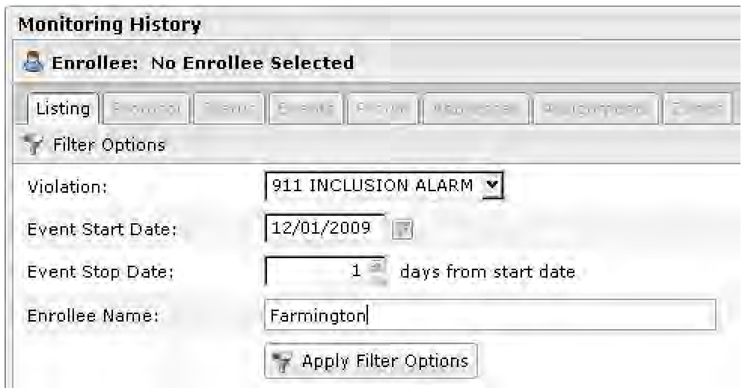
Administration Privileges allows:

- Operator to unlock protocols locked by other operators.
- Operator can resolve or “ignore” protocols via check boxes on the protocol tab.

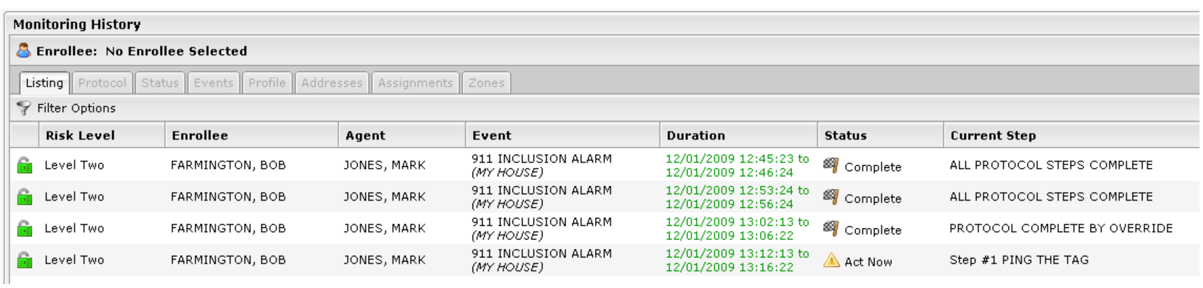
KEY COMPONENTS – MONITORING HISTORY

The **Monitoring History** widget is the repository of all of the resolved monitored events. A monitored event is one where the event is closed and the protocol is complete. This widget contains all of the information about when or if protocol steps were completed, who completed the steps and any notes, tasks, or e-mails generated during the completion of the protocol.

To locate a monitored event use the filter to select any combination of the violation (event) type, start date, stop date (days from start date), and enrollee name. Then select **Apply Filter Options**.



The Monitoring History widget refreshes to display the requested monitored events in the same format as they were previously visible in the Monitoring List widget.

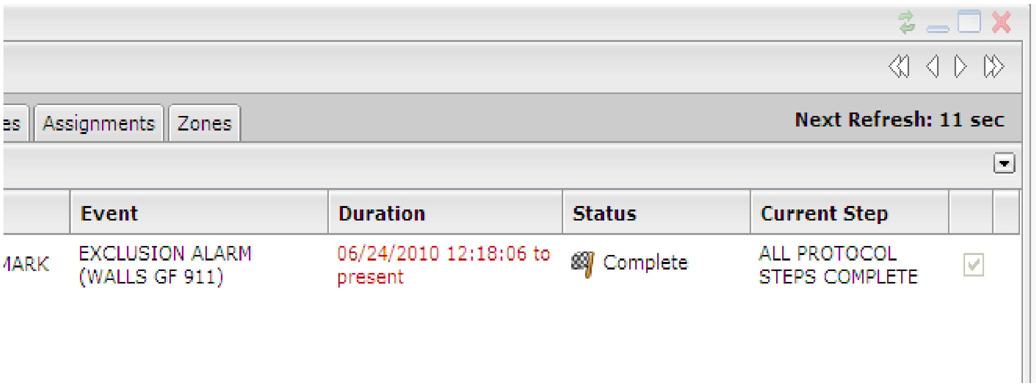


USING THE MONITORING LIST TO AID STANDARD ENROLLEE SUPERVISION

The Monitoring List widget can have considerable benefit to a GPS program outside of the confines of a traditional monitoring center. The VeriTracks Monitoring List may be set up to give agencies visibility of events that are lingering open.

Monitored Events can be set up without an attached protocol. If this is the case, the Monitored Event for any given enrollee in that ORI will only be visible in the Monitoring List as long as the event itself is open.

The event displays as normal except the Current Step column will always read “ALL PROTOCOL STEPS COMPLETE.”



To use the Monitoring List in this fashion, contact your STOP representative to have Monitored Events set up for your agency or ORI.

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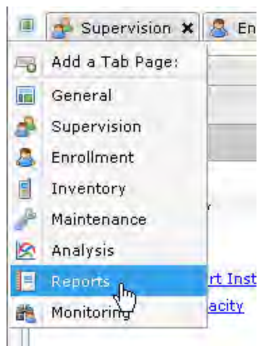
CHAPTER 12: VERITRACKS REPORTS

VeriTracks has a robust reporting capability that generates a broad variety of standard reports that reflect near real-time data and are stored for review at a later time.

All reports are available to all customers. However, your agency's management may select which reports are available to different offices, agents, etc. so that only those reports that pertain to an agent's duties are in their respective report portfolio.

Reports are accessed through the Reports tab page.



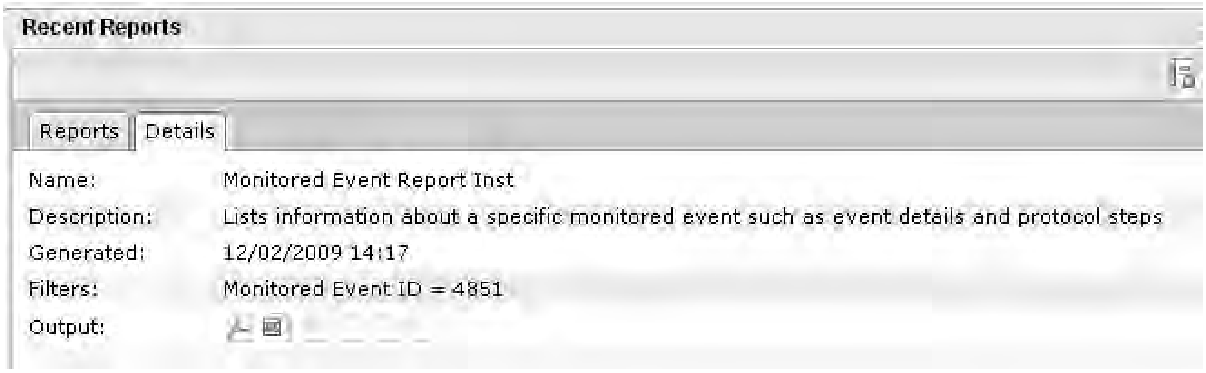
THE RECENT REPORTS WIDGET

Access Reports Already Run

The **Recent Reports** widget shows a calendar of the previous week and any reports run by the user on those days.

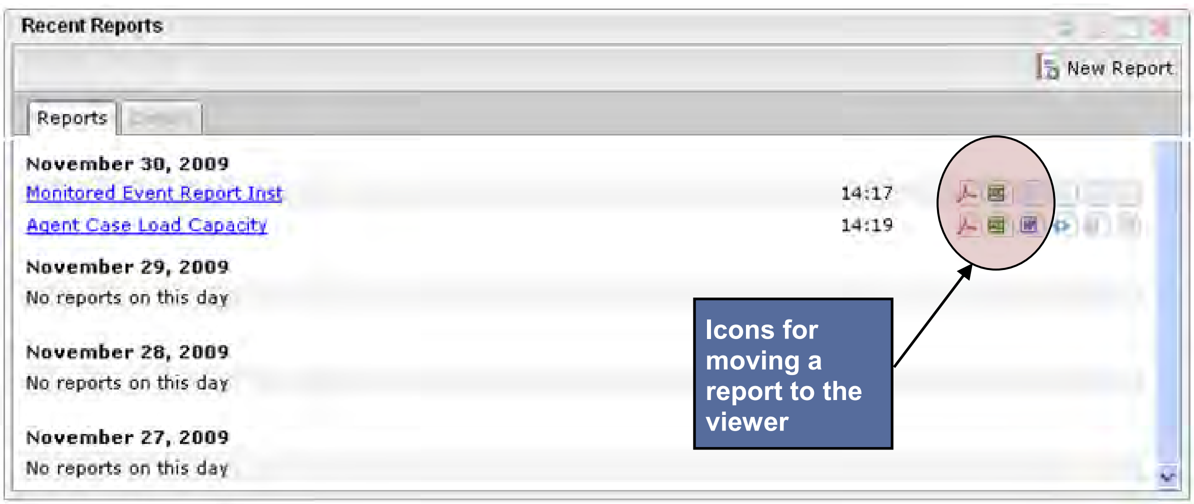
For each instance of a reports running, a link with the reports title is listed under the date when the report was run. Select the appropriate link to switch to the report details tab and view a description of the report, the date and time when the report was run, and any parameters used to generate the report.

Recent Report Widget, With a List of Recently Run Reports



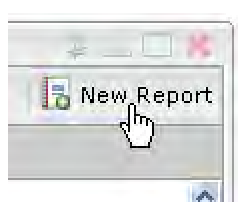
Recent Reports Widget, Showing Details via the Report link

To the right of each report listed are the time that the report was run and icons for each media that the report can be viewed. For example, in the view below, the Monitored Event report was run at 14:17 and may be viewed in PDF and Excel format.

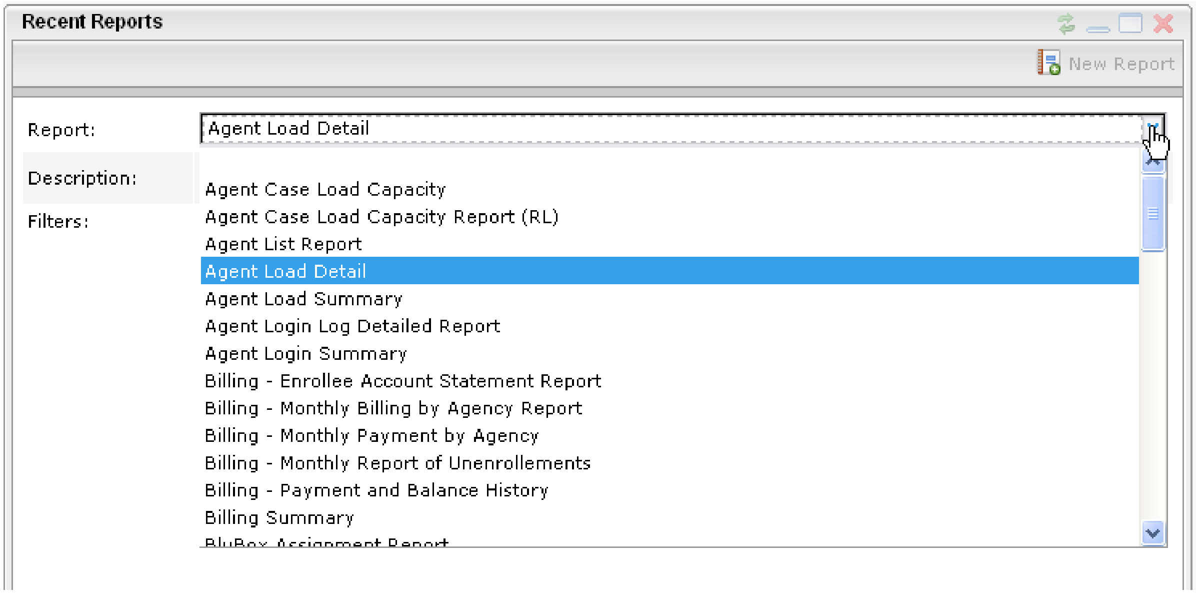


Run New Reports

1. From the **Recent Reports** widget, select **New Report** to create and run a new VeriTracks report.



The widget refreshes to display a drop-down that contains all of the reports that your agency has given you access.

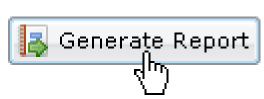


Recent Reports Widget, Showing List of Available Reports

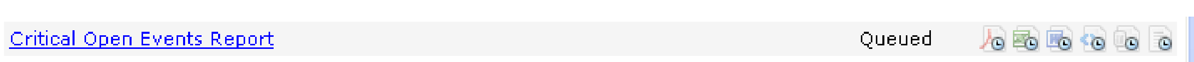
2. Select a report and the widget displays the report description and any parameters necessary to run the report.

Recent Reports Widget, Showing a Selected Report and its Parameters

3. Select **Generate Report** to send the report to the report processor.



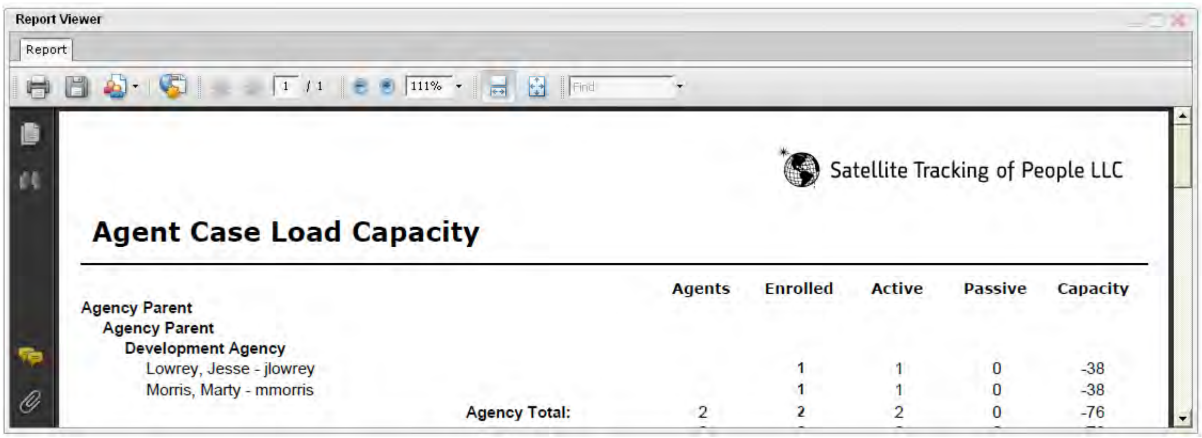
As soon as you select the **Generate Report** button, the widget returns to the original view with the calendar of previously run reports and shows your report as "queued."



The Report Viewer Widget

The **Report Viewer** widget displays reports and their data. To view a report, drag and drop the icon of the report format that is shown to the right of the report title in the Recent Reports

NOTE: In order to drag an icon from **Recent Reports** to the **Reports Viewer**, reports must no longer be listed as "queued," but instead must have its time of running displayed.



Reports Viewer Widget, Showing List of Available Reports

From this widget, the report can be saved or printed.

APPENDIX A: BLUBOX ACCESSORY GUIDE

Copyright Notice

BluBox Overview

- Accessory to BluTag Active and BluTag Hybrid.
- Useful when GPS reception is limited.
- More restrictive method of curfew monitoring than a zone.
- Provides a radio frequency (RF) tether up to 100 meters (109 yards/328 feet) to BluBox.
- Does not need communicate monitoring data. All data is reported by BluTag to VeriTracks.
- Can extend the battery life of BluTag by allowing it to hibernate while in the RF tether range.
- Multiple boxes may be used to cover an entire location.
- Secure coded RF signal cannot be imitated or repeated.

How BluBox and BluTag Work Together

BluBox emits an RF signal that, when detected by BluTag, causes BluTag to:

- Trigger an **Enter (BluBox)** event.
- Go into a **BluBox GPS Powersave** mode if the following criteria is met:
  - The BluTag can hear one of the BluBoxes in its BluBox group
  - Neither the BluTag nor the BluBox is in violation
  - The BluTag has just acquired a GPS point after recording the Enter event
  - The BluTag can successfully contact VeriTracks to report the Enter event
- Constantly listen for the BluBox RF signal.
- Awaken every two hours and attempt to acquire GPS and contact VeriTracks.
- Acquire GPS faster when exiting the BluBox area, as it constantly updates its satellite data while in power-save mode.

BluTag will come out of Powersave mode if one of the following occurs:

- BluBox experiences a loss of RF signal, loss of power, movement, or tampering.
- BluTag is in a device violation (such as low battery or bracelet strap), the status call button is pressed, or the BluTag is on a charger.

BluTag will not go back in Powersave mode while a violation is in progress.

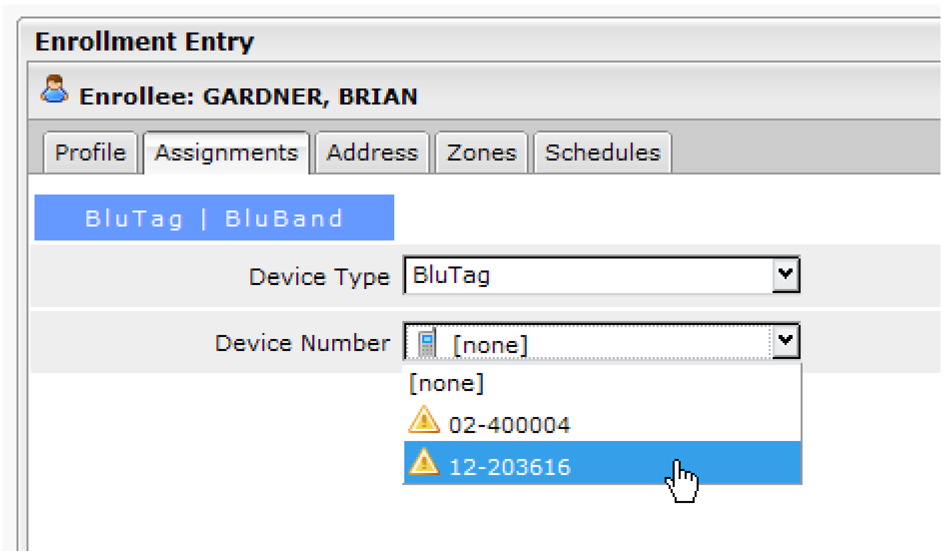
If BluTag is out of Powersave mode, but in range of its BluBox, VeriTracks will show **Enter (BluBox)**

NOTE: When out of range of its BluBox, BluTag resumes standard operation.

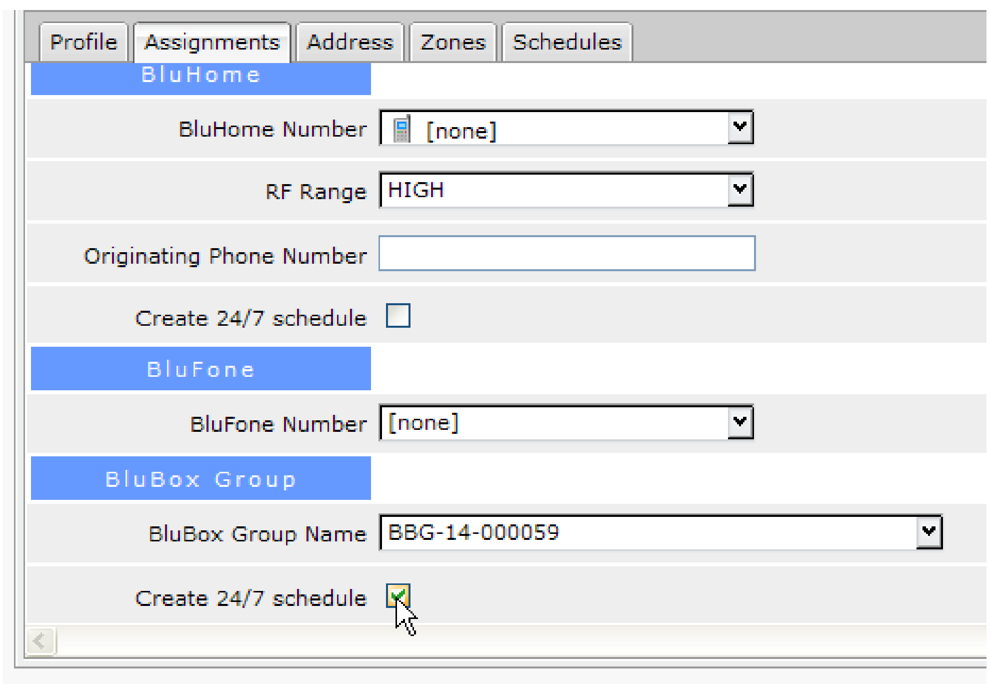
ENROLLMENT: ASSIGN BLUBOX TO AN INDIVIDUAL ENROLLEE

To assign a BluBox to an individual enrollee, perform the following steps:

1. From the **Enrollment Entry** widget, in the **Assignments** tab, select a BluTag device from the Device Number drop-down box.



2. As soon as a user selects a BluTag, the tab refreshes to display additional information. Scroll to the bottom and select the BluBox Group.
3. Check the **Create 24/7 Schedule** box if a 24/7 BluBox schedule is required for the offender.



4. Select **Save**.

Whether for an individual enrollee or multiple enrollees, VeriTracks maintains an infrastructure such that BluBoxes must be in a BluBox group.

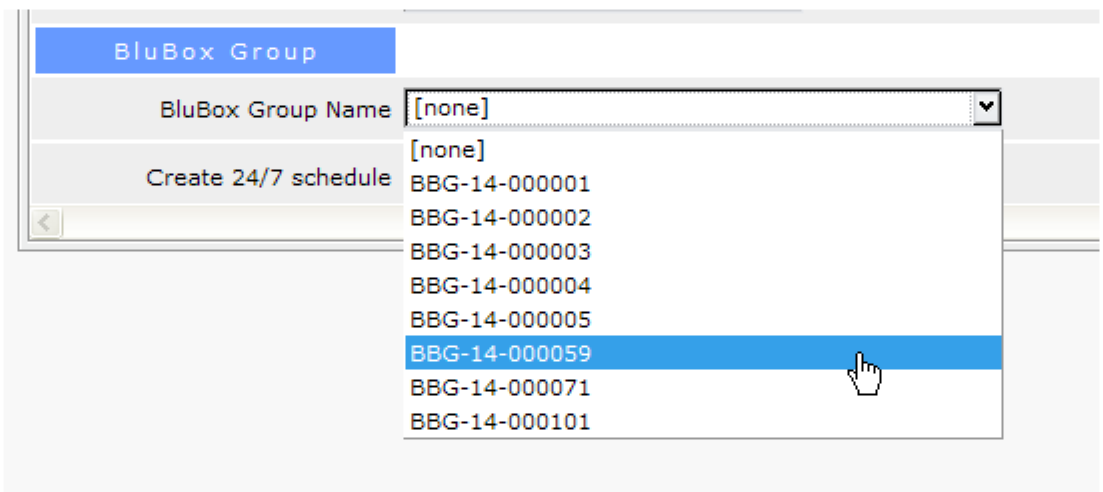
To conform to this requirement, when a BluBox is enrolled on an offender the first time in the **Assignments** tab, VeriTracks automatically performs the following steps in the background:

- Creates a BluBox Group with the name "BBG-xx-xxxxxx" where x is the BluBox serial number
- Assigns the selected BluBox to the new BluBox group
- Assigns the offender to the new BluBox group.

When an offender is un-enrolled, the offender is removed from the BluBox group.

The BluBox group is retained and the BluBox remains assigned to its BluBox group.

To make enrollments seamless, BluBox numbers display in the **Assignment** drop-down with the nomenclature "BBG-xx-xxxxxx" regardless of whether a BluBox group has ever yet been created for the BluBox. So BluBoxes that do not yet have groups (because they have not been used yet) look exactly the same as the BluBoxes that do already have groups.

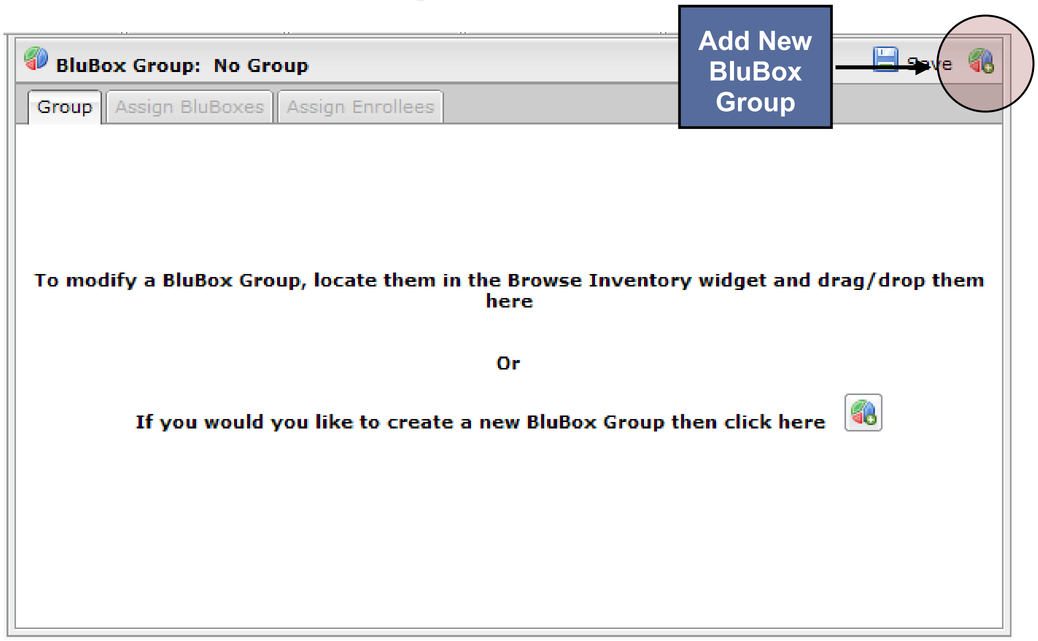


Using BluBox in a Group Setting

Creating BluBox Groups

To create a new BluBox Group:

1. From the **Enrollment** tab, select **BluBox Management** widget.
2. Select the **Add New BluBox Group** icon.



Add New BluBox Group

3. Type a group **Name** and **Description** and select **Save.**

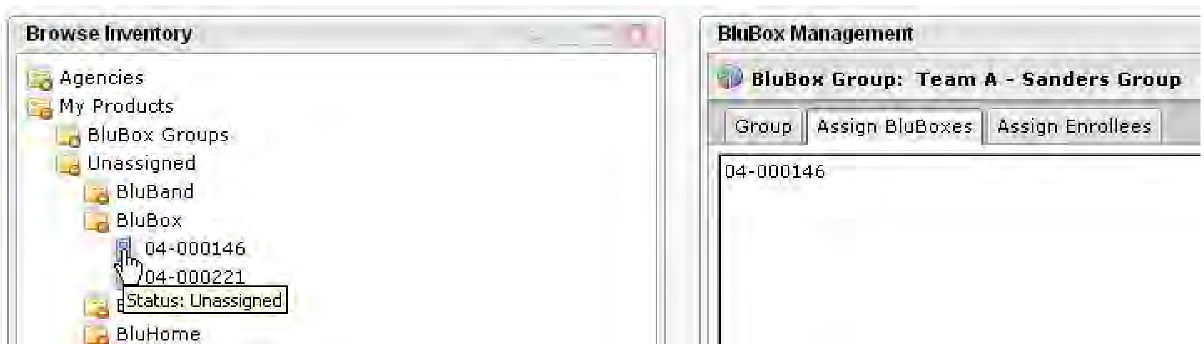
Create Group

4. Use the **Assign BluBoxes** and **Assign Enrollees** tabs to make assignments.

Adding BluBoxes and Enrollees to the Group

To add a BluBox to an existing BluBox Group:

1. Select the **Assign BluBoxes** tab.
2. Locate the BluBox number in the **Unassigned/BluBox** folder in the **Browse Inventory** widget.
3. Drag the device across to the **BluBox Management** widget.
4. Select **Save**.



Assign BluBoxes

To add an enrollee to an existing BluBox Group:

1. Select the **Assign Enrollee** tab.
2. Locate the enrollee name in the **Simple Enrollee Search** widget.
3. Drag the enrollee name across to the **BluBox Management** widget.
4. Select **Save**.

Assign Enrollees

To modify an existing BluBox Group name or description:

1. Locate the Group in the **BluBox Groups** folder in the **Browse Inventory** widget
2. Drag the group over to the **BluBox Management** widget.
3. Change the Group name or description as needed.
4. Select **Save** after each transaction before proceeding to the next tab.

Modify BluBox Group

To remove a BluBox or enrollee from an existing BluBox Group:

1. Locate the Group in the **BluBox Groups** folder in the **Browse Inventory** widget
2. Drag the group over to the **BluBox Management** widget.
3. Go to the **Assign BluBoxes** or **Assign Enrollees** tab depending on the desired transaction.
4. Select **Remove Enroll**.
5. Select **Save**.

Remove Enrollee

Monitoring: Verifying Current BluTag Status via Enrollee Status

From the **Supervision** tab **within the Enrollee Details** widget**, select the Status** tab to display information about the status of the assigned BluBoxes. As shown in Figure 1 below, a BluTag that is in the presence of its BluBox group and has subsequently gone into *Powersave* mode. Additionally, Figure 2 displays a BluTag that is away from its BluBox group.

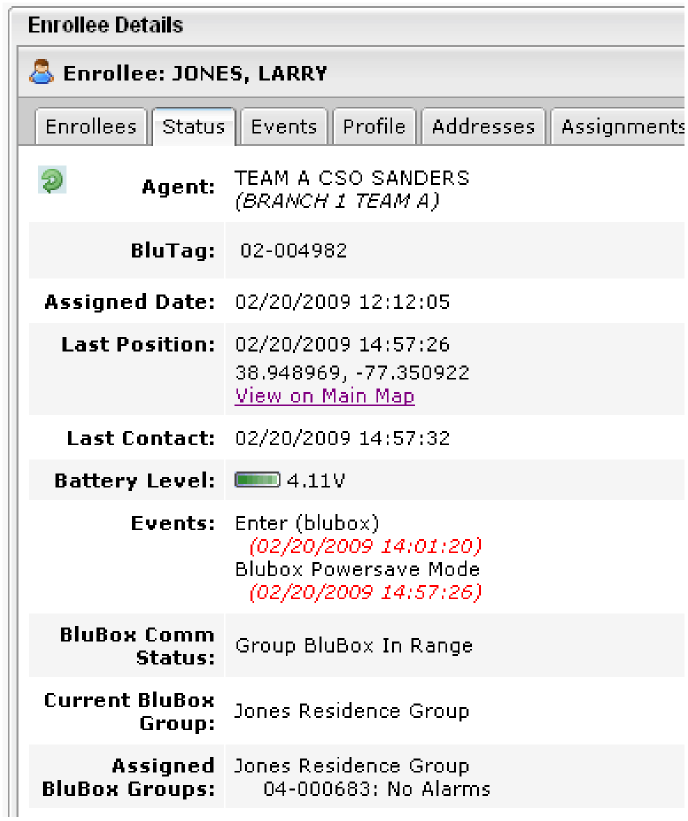


Figure 1 - BluTag Status

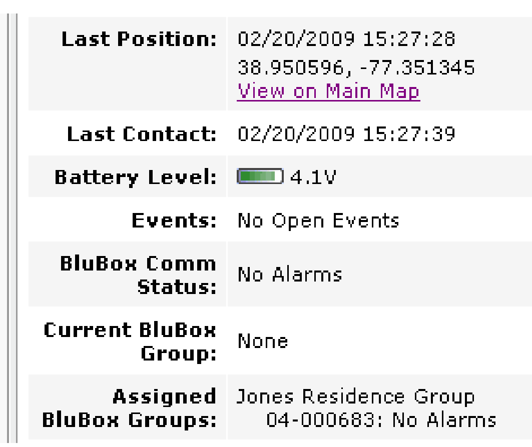


Figure 2 - BluTag Status

Recurring Schedules

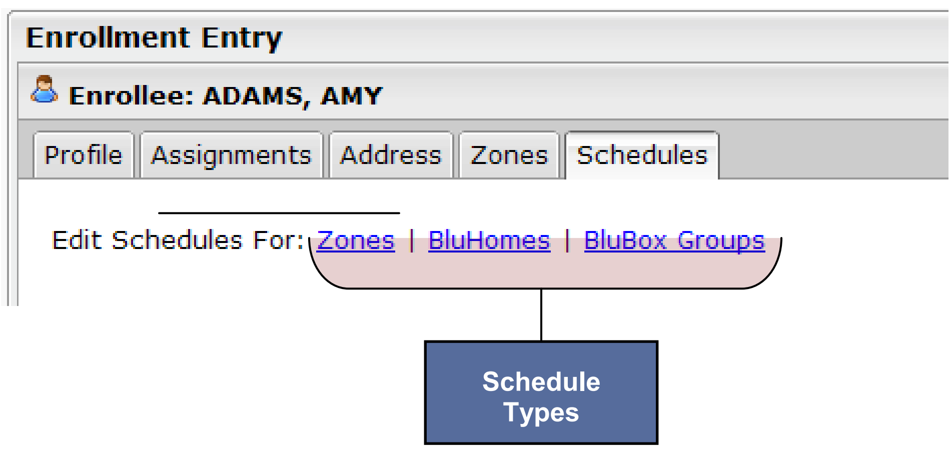
Create a Recurring Schedule

To create a recurring schedule, perform the following steps:

1. Drag the enrollee's name from the **Browse Enrollees** widget or **Search** widget over to the **Enrollment Entry** widget.

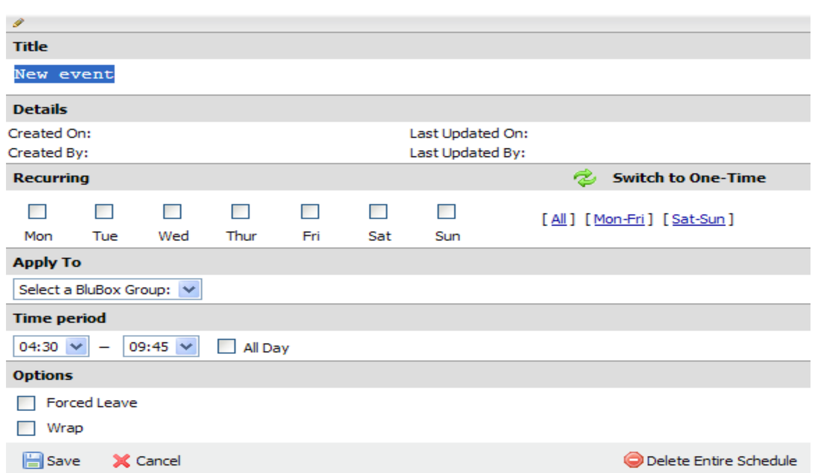
2. Select the **Schedules** tab in the **Enrollment Entry** widget. The tab displays a listing of the schedules that apply to the next seven calendar days.

3. At the top of the schedule, you can view appropriate link to create or change schedules for a zone, a BluHome unit, or a BluBox unit.



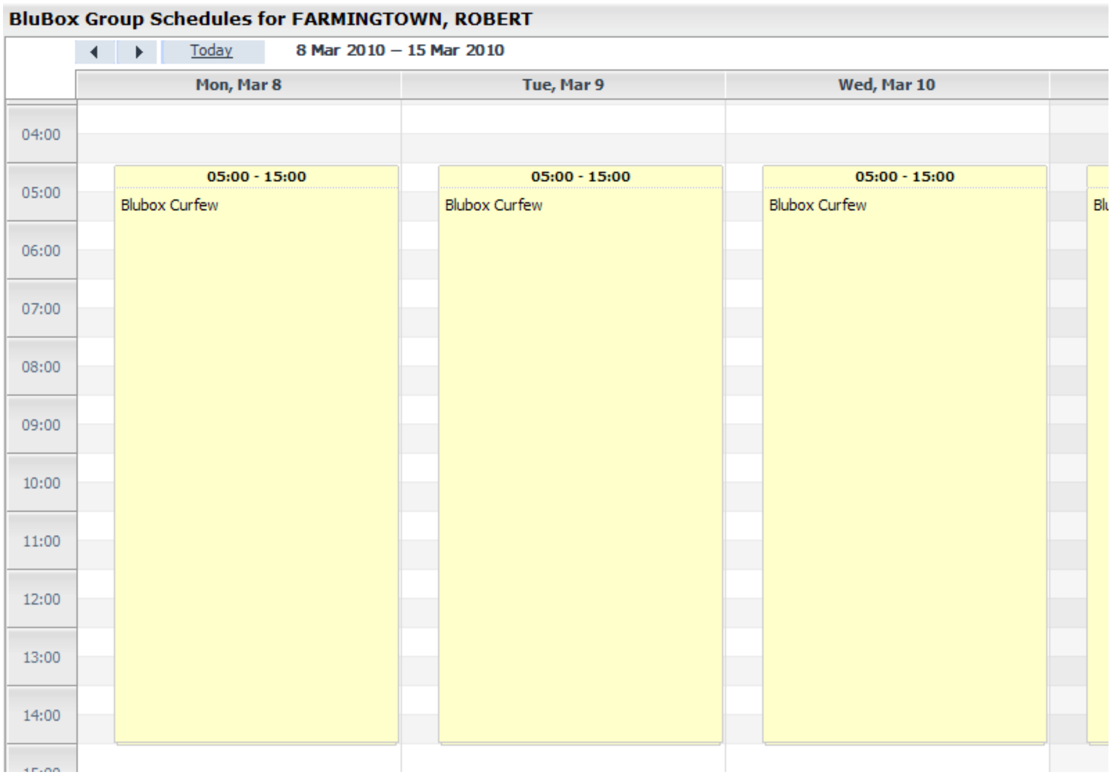
Create Schedule

4. Select the **BluBox Groups** link.
5. Double-click anywhere in the calendar to view the **Schedule Details** box.



Schedule Details Box

6. Enter a schedule **Title**, applicable **Days**, the **Group** that the schedule applies, and the schedule **Start time** and **Stop time** (or All Day).
7. Select **Save**, VeriTracks displays the new schedule.

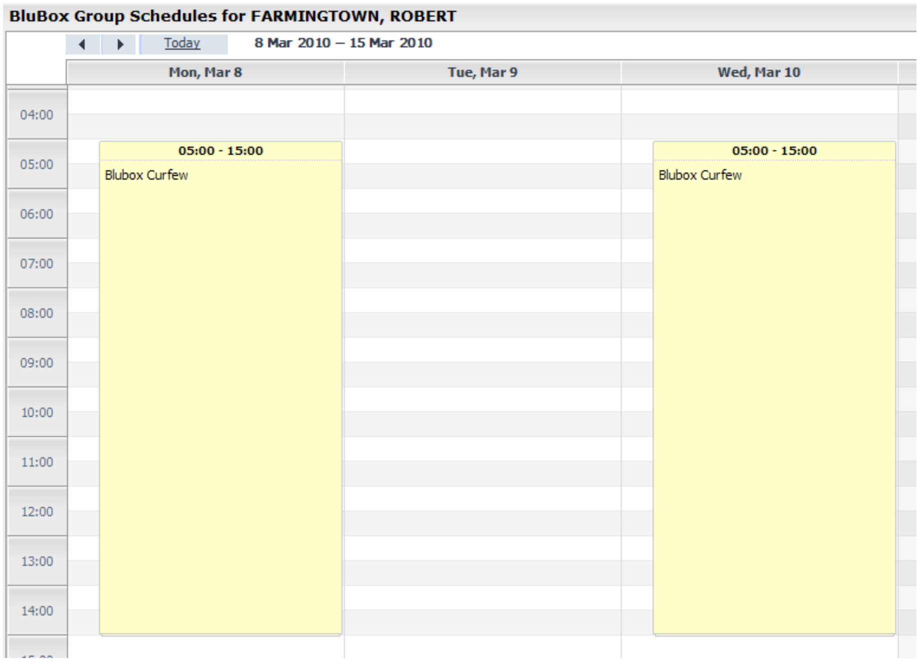


Alter a Recurring Schedule

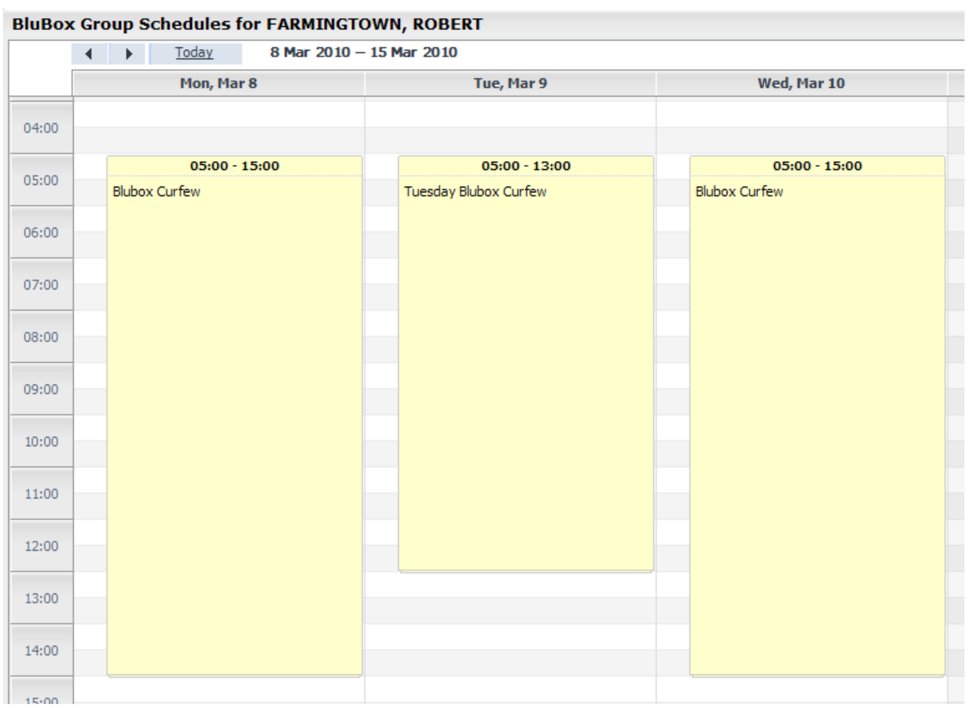
To permanently modify/change a schedule segment, perform the following steps:

1. Select any segment of the schedule you wish to alter.
2. Double-click on the segment to view the **Schedule Details** box. Un-check the boxes of those days you wish to alter.
3. Select **Save**.

All segments of the recurring schedule are now deleted for the days that were un-checked. The enrollee is not required to be in the vicinity of the BluBox on those days.

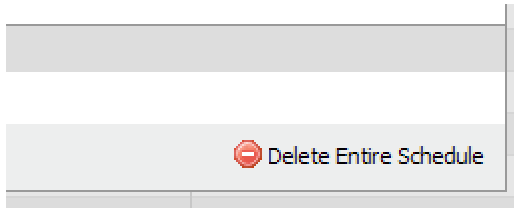


4. Double click anywhere on the calendar (not on a schedule segment) to view the Schedule Details for a new schedule box.
5. Enter a schedule Title, check the Days desired, select the Zone that the schedule applies, and the schedule Start time and Stop time (or All Day).
6. Select **Save**.



Delete a Recurring Schedule

1. Select any segment of the schedule you wish to delete.
2. Double-click on the segment to view the **Schedule Details** box.
3. Select **Delete Entire Schedule**. A message requesting confirmation of the delete, select **OK**.



ONE-TIME SCHEDULES

About One-Time Schedules

- One-Time schedules apply only to the day they are visible.
- One-Time schedules override any recurring schedules for that group on that day.
- One-Time schedules display on the calendar in orange.

Anytime an orange schedule displays, these times are valid for that group for that day.

There are two ways to create One-Time schedules:

1. Drag a recurring schedule segment in the **Calendar**.
2. Create a one-time schedule from the **Details** box.

Once a One-Time schedule is created:

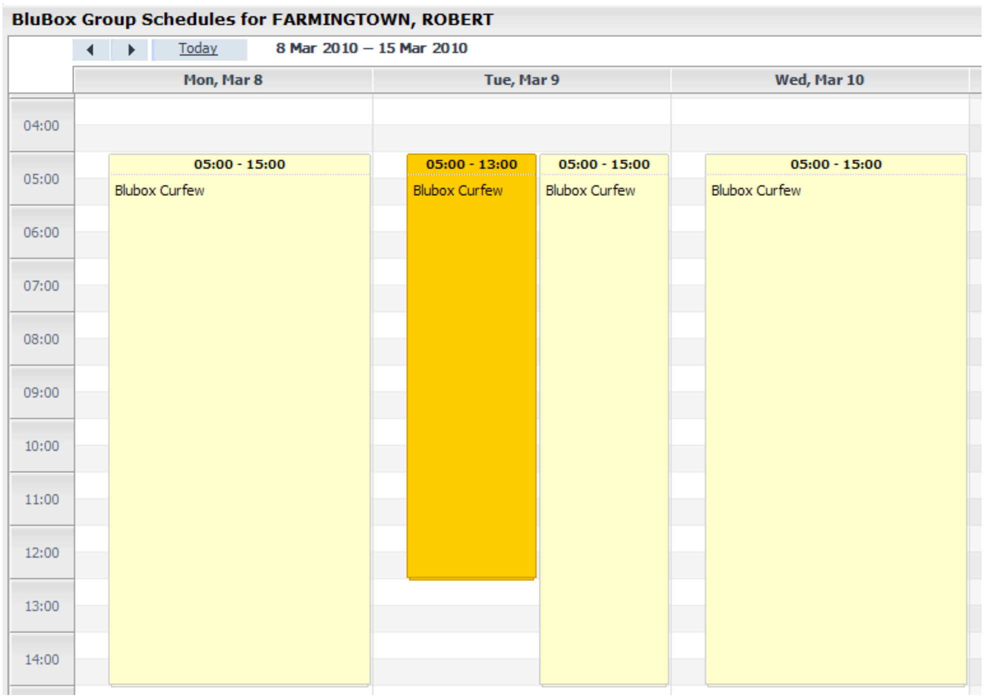
- You may **alter** the orange schedule segment by dragging it to change its beginning and end times.
- You may **delete** the orange schedule segment to revert to the original recurring schedule.

Create a One-Time Schedule – Drag a Recurring Schedule Segment

1. Select the segment you wish to alter.
2. Drag the beginning time or end time of the segment to adjust its proper display.
3. VeriTracks displays the original schedule segment and the altered segment. The altered segment displays in orange and is valid.

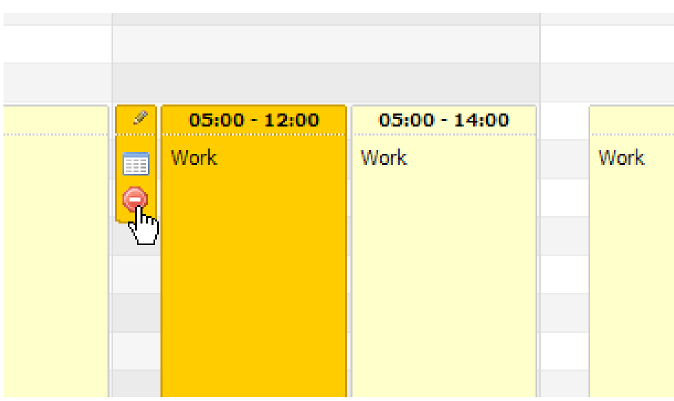
Create a One-Time Schedule – Create a Schedule from Details Box

1. Double-click anywhere in the calendar to view the Schedule Details box.
2. Select **Switch to One-Time** link.
3. Enter a schedule Title, the Group to which the schedule applies, and the schedule Dates, Start time and Stop time (or All Day).
4. Select **Save**. VeriTracks displays the new schedule in orange.

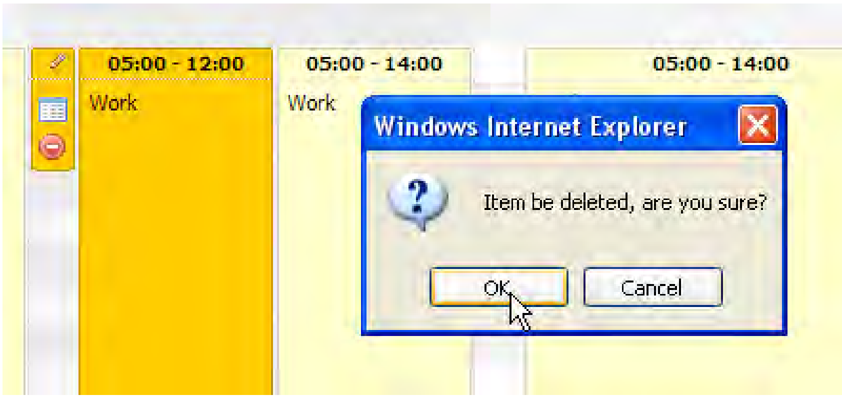


Delete A One-Time Schedule

1. Click on the **orange** segment.
2. Select the red **Delete** icon.

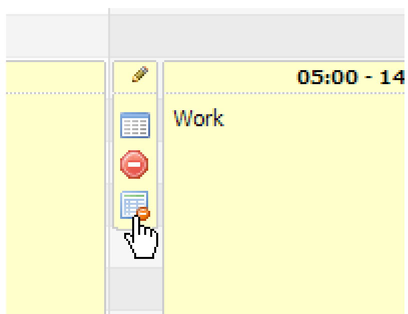


3. Select **OK**. The orange segment is removed, leaving the original schedule in place.

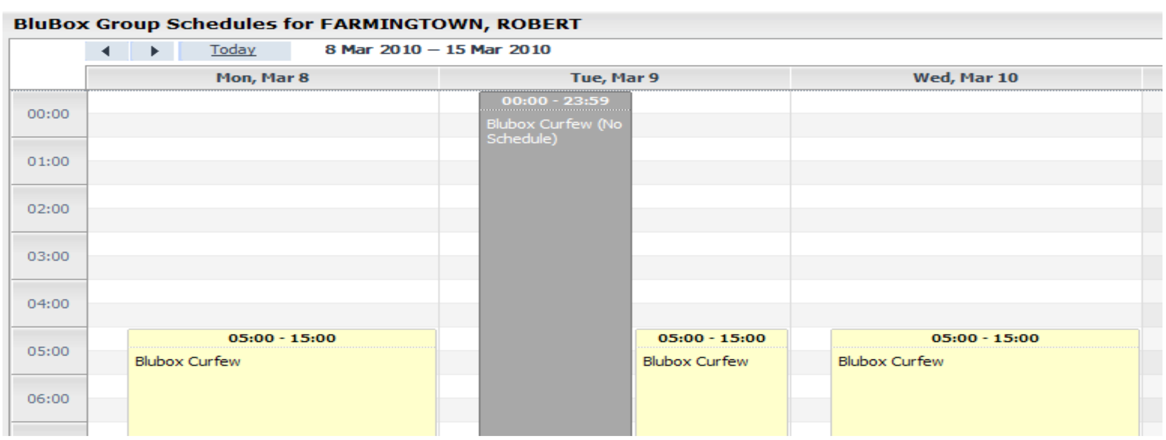


REMOVE A SCHEDULE ON A SPECIFIC DATE

1. Select the **BluBox Groups** link.
2. Click on the segment you wish to remove.
3. Select **No Schedule For Today**. VeriTracks displays the original schedule and a gray indicator that there is no schedule that day.



Anytime you see a gray schedule segment, no schedules are valid for that day.



SCHEDULING TIPS

Understanding Changes to Enrollment Status

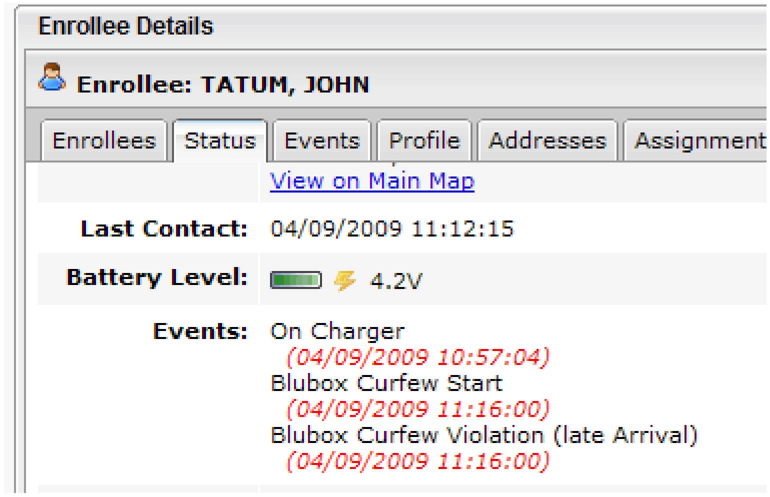
If you:	**The result is that:**
Remove an enrollee from a BluBox group.	The enrollee's schedules for that BluBox group are deleted permanently and must be recreated if the enrollee is re-added to the group.
If you:	**The result is that:**
Remove a BluTag from an enrollee that is on a BluBox group (un-enroll them)	The enrollee is removed from the BluBox group. Therefore the enrollee's BluBox schedules are deleted permanently and must be recreated if the enrollee is re-added to the group.

24x7 BluBox Curfews

When a user creates a 24x7 curfew, VeriTracks automatically creates an exception schedule for that day. This exception is simply to allow the curfew to start five minutes after the after the recurring schedule is created. The exception still requires the individual to be in the presence of the BluBox on that first day. At midnight the standard recurring schedule curfew takes over for as long as the schedule is on the enrollee.

In the example below the agent created a 24x7 BluBox schedule on this offender at 11:11 today. In addition to the 24x7 schedule, VeriTracks creates the Auto Exception from 11:16 to 23:59 for today only.

When the time of the exception arrives (in this case 11:16) then the curfew displays as open. A curfew violation also opens if the enrollee is in a violation situation:



At the transition of the curfew from the exception to the recurring 24x7 schedule at midnight, the curfew event closes at 2359 and re-opens at 00:00. This event will stay open as long as the individual retains their 24x7 schedule. Likewise, if the individual is in a violation status at midnight, the violation will close at 23:59 and re-open at 00:00 for as long as the individual remains in violation status. This transition only occurs the first day the schedule is created and does not repeat on succeeding nights.

Nonetheless, the agent logically should be fully aware of the reason for any violation, then to risk public safety and have the person have some sort of grace period to get home.

Several Items of Note:

1. Any time you add an exception schedule (for any routine reason), the system recreates the 24x7 schedule and also recreates the auto exception for the day you have added the exception.

2. You cannot delete the auto exception. If you delete the auto exception, the system recreates another auto exception for that day.

3. You cannot edit the auto exception (for example, if you wanted the start time to be an hour from now instead of 5 minutes from now). If you attempt to edit the exception you will end up with your edited exception, plus a new exception starting 5 minutes from now.

BluBox Events

Understanding BluBox Events

The following table is a comprehensive list of the events and violations that display in an enrollee's record when the BluTag they are wearing is assigned to a BluBox group.

Below the table are more details about the circumstances that some of these events may be generated.

Event	Description	Immediate Notification Codes	Mobile Application Abbreviation
ENTER (BLUBOX)	The BluTag device is in range of the BluBox unit.	+/-ENTBB	+ENTBB
BLUBOX POWER SAVE MODE	The BluTag is in range of the BluBox unit, has no violations, has acquired a GPS position, called VeriTracks, and is now in power-save mode.		+BBPSAV
BLUBOX CURFEW START	The start time of the enrollee's curfew.		+BBSCH
BLUBOX CURFEW (LATE ARRIVAL)	The enrollee failed to enter the curfew on time.	+/-BBCUR	+BBCUR
BLUBOX CURFEW (LEFT EARLY)	The enrollee left before the curfew ended.	+/-BBCUR	+BBCUR
AWAITING LEAVE	If the Forced Leave option has been selected for the BluBox schedule, the BluTag has 30 minutes to leave the range of the BluBox now that the curfew has ended otherwise it is in violation.		+LWAIT
FORCED LEAVE PERIOD EXCEEDED	The enrollee was still in range of the BluBox at the end of the 30-minute Awaiting Leave grace period. This event will close the next time the BluTag calls in to VeriTracks, even if the enrollee is still in range of the BluBox.	+/-FLEAV	+FLEAV
BLUBOX MOVEMENT	Recorded by the BluBox and reported to the BluTag if a BluBox is moved physically. Note: This event is recorded at the time the movement is reported to the BluTag by the BluBox. The begin time and end time will always be identical.		+BBMOV
BLUBOX POWERLOSS	Recorded by the BluBox and reported to the BluTag if a BluBox is unplugged. Note: This event is recorded at the time the power loss is reported to the BluTag by the BluBox. The begin time and end time will always be identical.		+BBPOW
BLUBOX LIGHT TAMPER	Recorded by the BluBox and reported to the BluTag is a BluBox is opened or damaged in any way that exposes the internal electronics to light. Note: This event is recorded at the time the power loss is reported to the BluTag by the BluBox. The begin time and end time will always be identical.		+BBTAMP
AWAY BLUBOX MOVEMENT	Recorded by the BluBox and reported to the BluTag if a BluBox is moved physically during a time the BluTag and BluBox are		+ABBMOV

	not in contact with each other. Note: This event is recorded at the time the movement is reported to the BluTag by the BluBox. The begin time and end time will always be identical.		
AWAY BLUBOX POWERLOSS	Recorded by the BluBox and reported to the BluTag if a BluBox is unplugged during a time the BluTag and BluBox are not in contact with each other. Note: This event is recorded at the time the power loss is reported to the BluTag by the BluBox. The begin time and end time will always be identical.		+ABBPOW
AWAY BLUBOX LIGHT TAMPER	Recorded by the BluBox and reported to the BluTag is a BluBox is opened or damaged in anyway that exposes the internal electronics to light during a time the BluTag and BluBox are not in contact with each other. Note: This event is recorded at the time the power loss is reported to the BluTag by the BluBox. The begin time and end time will always be identical.		+ABBTAMP

Understanding BluTag Violations in Range of BluBox

If an enrollee commits a violation in range of BluBox, the following takes place:

1. BluTag immediately resumes its standard GPS and wireless communication operations.
2. BluTag sends a notification to VeriTracks that the enrollee is in violation.
3. VeriTracks displays **"Tag violation BluBox in range"** in Enrollee Status.
4. VeriTracks displays the violation on the **Status** tab and **Events** tab of the **Enrollee Details** widget.

Understanding Notifications on Hybrid BluTags

BluTags operating in hybrid mode immediately report all tracking and violation data when any of the following events occur: BluBox Enter, standard charging event, Bracelet Strap violation, 911 Inclusion zone violation, or Agent request.

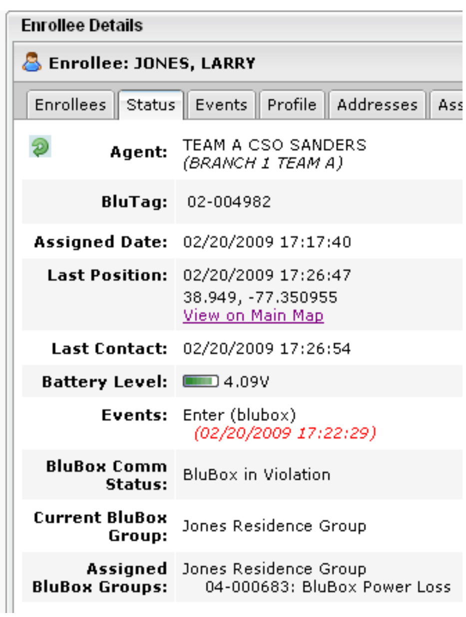
Please note the following for BluTags in hybrid mode:

1. VeriTracks sends immediate notifications for BluBox Enter events, Bracelet Strap violations and 911 Inclusion zone violations.
2. VeriTracks does not send Message Gap notifications.
3. All other standard BluTag event notifications are sent when all data has been reported due to a BluBox Enter, a standard charging event, a Bracelet Strap violation, a 911 Inclusion zone violation or an agent request.

Understanding BluBox Movement or Tampering

If a BluBox unit is moved or loses electrical power:

1. The unit emits a movement/power loss signal along with its standard signal.
2. Any BluTag in range of BluBox immediately resumes its standard GPS and wireless operations.
3. Any BluTag in range of BluBox sends a notification to VeriTracks that a BluBox in its range has been moved or has lost power. The BluBox Powersave mode event closes for those BluTags.
4. VeriTracks displays **"BluBox in Violation"** in **Status** tab and **Events** tab of the **Enrollee Details** widget.



Example of BluBox Powerloss violation

APPENDIX B: BLUHOME ACCESSORY GUIDE FOR BLUTAG

BluBox and BluHome comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

RF Exposure Statement for BluBox™ (FCC ID S5EAA90548) and BluHome (FCC ID S5EBH0107A)

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

WARNING – Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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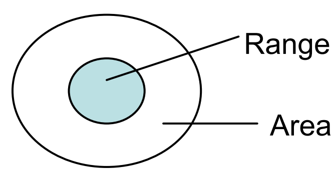
BluHome Overview

- Accessory to BluTag.
- Installed in the enrollee's home.
- Provides a radio frequency (RF) tether up to 100 meters (109 yards/328 feet) to BluTag.
- Shorter ranges can be set or changed online.
- Loss-of-power and battery level reporting.
- Device movement and tamper reporting.
- Monitors BluTag status (e.g. tampering, battery level) when in range of BluHome.
- Communicates directly with VeriTracks via analog or digital telephone lines.

Key BluHome Terms

- **Area** –BluTag is close enough to BluHome (within about 300 feet, unobstructed) to hear BluHome and turn off its GPS.
- **Range –** A radius greater or equal to the area that the enrollee must be within to comply with a curfew. Range can be set to low (about 100 ft), medium (about 200 ft), or high (about 300 feet).



Range and Area

- **Enter –** BluHome detects that BluTag is in its RF tether range.
- **Leave** – BluHome can no longer detect BluTag in its RF tether range.
- **Curfews -** Curfews define the time period an enrollee must be in range of BluHome. The curfew works much like the inclusion zone: it creates an event when an enrollee is late arriving in RF tether range of BluHome or leaves the range during the curfew. You can subscribe to these events in the same manner for inclusion zone violations.

BluHome Key Features

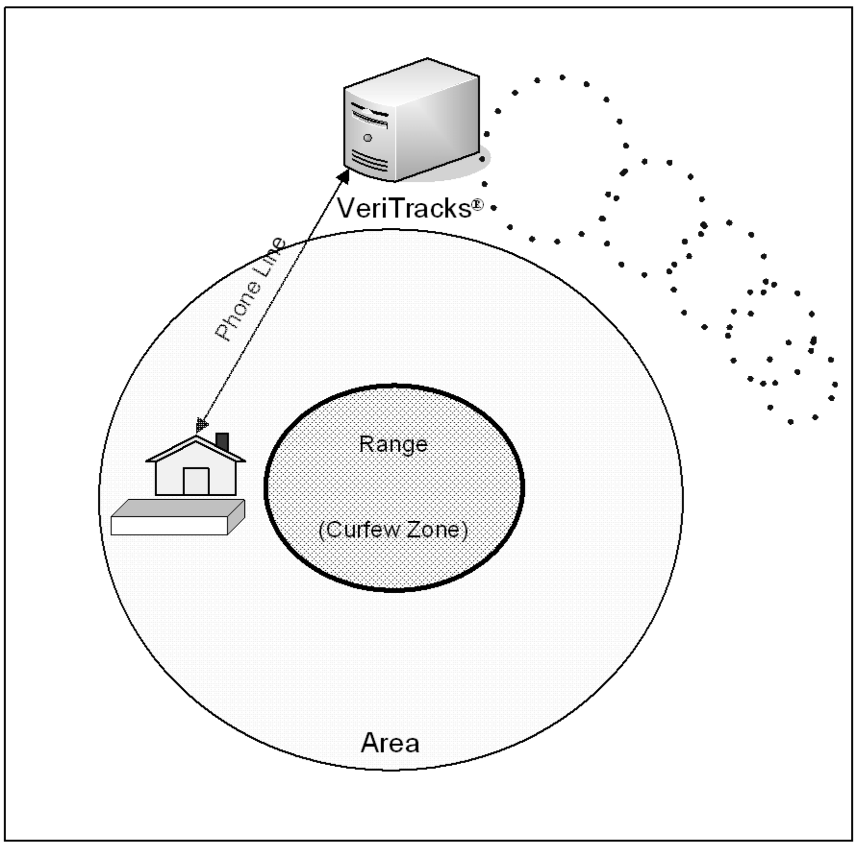
- A modem allows calls to VeriTracks via the enrollee's analog or digital telephone line.
- Mechanical tamper switch internally detects opening of the BluHome case.
- Motion detection.
- Battery provides 24 hours of normal operation in the event of loss of power.

- A front panel LCD allows entry of information or to perform system testing and setup (inaccessible to the enrollee).
- Allows a range that is smaller than the 100-meter default to be set for curfews.
- Home curfews are created in VeriTracks and downloaded by BluHome.
- Backup telephone numbers are onboard in the event of failure to reach the primary number.

How BluHome, BluTag, and VeriTracks Work Together

BluHome detects the entry of BluTag and reports "enters" and "leaves." It tells BluTag to stop collecting GPS location points while it is in BluHome's **area**. BluHome takes over the monitoring of BluTag's status while in its area.

BluTags communicate directly with VeriTracks when outside the BluHome area. BluTag devices communicate with VeriTracks through BluHome when inside the BluHome area.



BluTag – VeriTracks Communication

BluHome Preparation

Activating BluTag and BluHome

1. Plug in BluHome's power and phone cords.
2. Charge BluTag and BluHome for a minimum of four hours (24 hours recommended) before installation.
3. Allow BluTag to acquire GPS by putting in clear view of the sky, preferably while it charges (e.g., sitting in a window). This can take as little as 15 minutes, but may take longer.
4. Access BluHome's setup mode via the push-button panel on the front.
5. Go to **2. Set CCS Number** menu. Verify that the phone number the unit will dial is correctly formatted to contact VeriTracks from the enrollment location. For example, you may need to add a leading digit when BluHome calls from your office, or you may need to delete that same leading digit when BluHome calls from an enrollee's home. If you need to change the number, follow these instructions:
    a. The CCS telephone number displays on the screen.
    b. The cursor flashes on the digit being changed. Move from one digit to the next by pressing the Right and Left arrow keys.
    c. Alter the value of each digit by pressing the Up and Down arrow keys. The value rolls from 9 to space to 0 with the Up Key and 0 to space to 9 with the Down Key. Spaces between digits are allowed.
    d. Accept the new number by pressing the Enter Key. The display returns to the Set CCS Number menu item.

Verifying BluHome has Called VeriTracks

1. Place BluTag near BluHome and press the status call button on BluTag until it beeps. This causes BluHome to call into VeriTracks.
2. Wait a few minutes for BluHome to call in. Then verify call status by checking the BluHome Event Report in the **Reports** widget as follows:
    a. In the **Recent Reports** widget, click New Report and select the BluHome Event Report.
    b. Select the BluHome number from the drop-down list and click the **Generate Report** button.
    c. When the report status changes from "queued" to a completion time, drag the report icon over to the **Report Viewer** widget.
    d. Look for a **BluHome Guest Device In Range** event that lists the number of the corresponding BluTag in the **Event Data** column.

BluHome Installation

Preparing BluHome to Give to an Enrollee

1. Enter BluHome's setup mode.
2. Go to menu #**12 Utilities,** then #7 **Shutdown** and press the Left Key to shutdown the BluHome.
3. Unplug BluHome unit's power and phone cords.

Discuss or perform the following BluHome instructions with the enrollee:

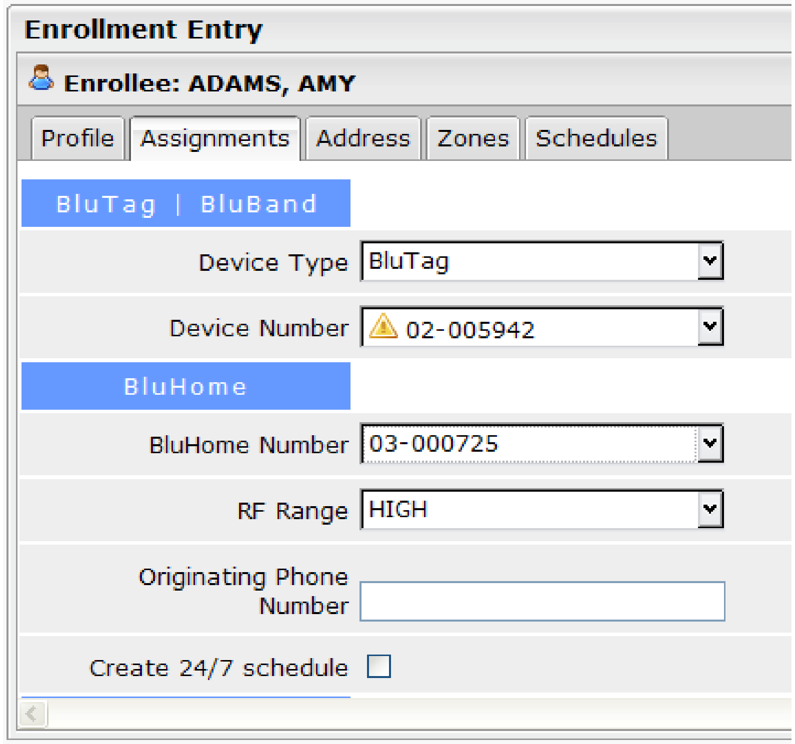
1. Instruct enrollee to take BluHome to his or her residence and place it on a flat, steady surface that will not be disturbed or vibrated (avoid the top of a refrigerator or microwave, speakers, etc.).
2. Instruct enrollee to plug in BluHome's power cord and phone line at his or her residence.
3. Do not place any items on top of BluHome.
4. If it is perceived that service is needed, contact the supervising officer or agent immediately.
5. Instruct enrollee to press any key to awaken BluHome after being plugged in for five minutes. Do not move or disturb BluHome in any way thereafter.

Assigning BluTag and BluHome to an Enrollee in VeriTracks

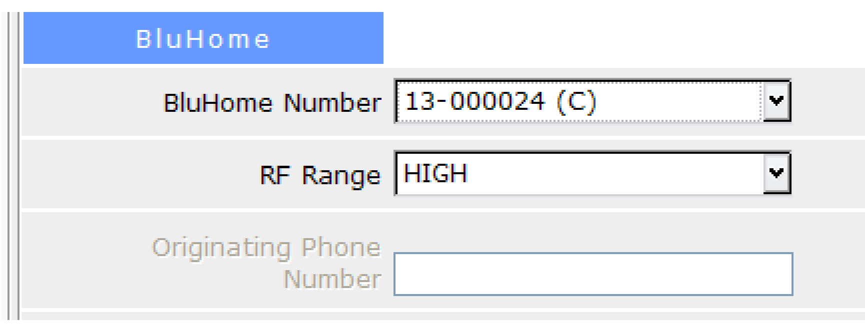
IMPORTANT: **DO NOT assign the BluTag device to the enrollee in VeriTracks until it is attached to the enrollee's ankle.**

1. After entering the Enrollee Profile, open the **Enrollment** tab page > **Enrollment Entry** widget > **Assignments** tab.
2. On the Assignments tab leave "BluTag" selected in the **Device Type** field, and select the BluTag number from the drop-down list in the **to Device number** step.
3. Select the BluHome number from the drop-down in the Associate BluTag number with BluHome number step.
4. If desired, select a BluHome range.
5. If desired, add the enrollee's phone number for BluHome caller id verification events.

   NOTE: The caller id function should only be used on land line BluHomes. This function is not appropriate for cellular BluHomes because there is no correlation between phone number and location. If a cellular BluHome is selected this field will become inaccessible to the user.
6. If a round-the-clock schedule is required for the enrollee, check the 24/7 box.
7. Click **Save** in the upper-right corner of the widget.
8. Verify that VeriTracks confirms the update.
9. Press and hold BluTag's status call button until it beeps.



BluTag and BluHome Assignment

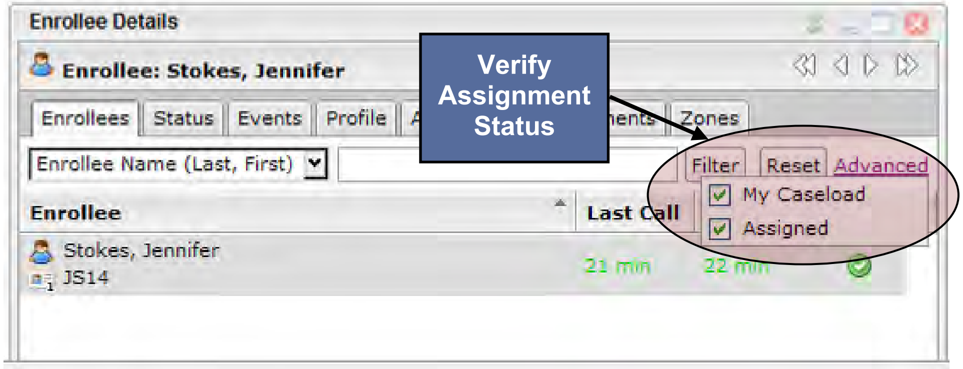


Cellular BluHome selected

Verifying BluTag's Status via Enrollee Details

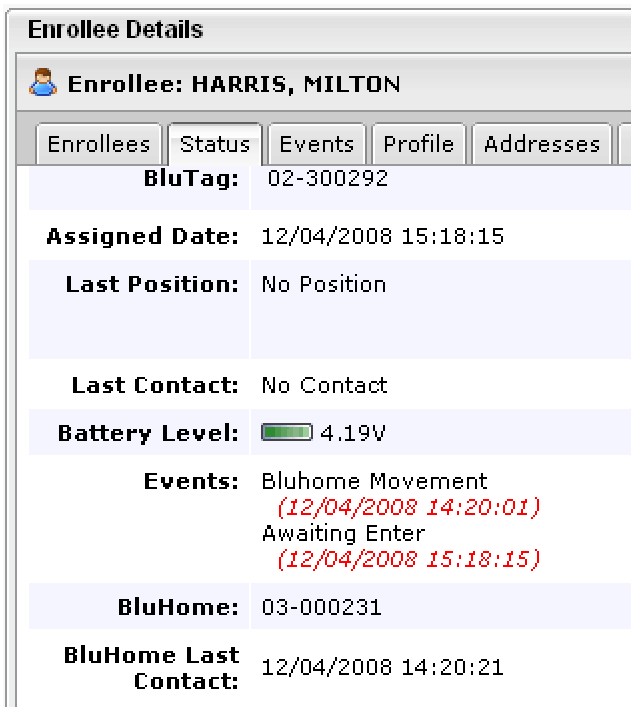
To verify that the device is properly assigned:

1. Open the **Supervision** tab page > **Enrollee Details** widget.
2. All enrollees who currently have a device assigned should be visible in the **Enrollees** tab. If the enrollee is not visible, click **Advanced** and make sure that both the "My Caseload" and "Assigned" options are checked.



Verify BluTag Assignment

3. Select the enrollee's name from the list of enrollees and open the **Status** tab. Make sure the BluTag and BluHome numbers are displayed as well as the Awaiting Enter status.



Verify BluTag and BluHome Assignment Complete

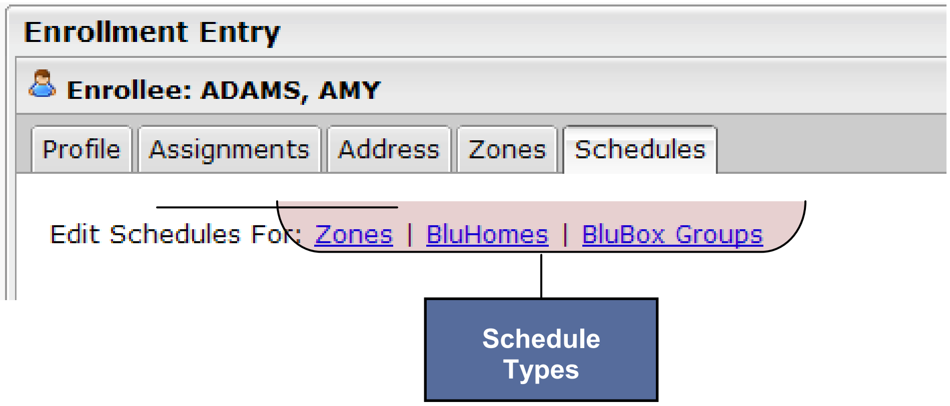
Recurring Schedules

Create a Recurring Schedule

1. Drag the enrollee's name from the **Browse Enrollees** widget or **Search** widget over to the **Enrollment Entry** widget.

2. Select the **Schedules** tab in the **Enrollment Entry** widget. The tab displays a listing of the schedules that apply to the next seven calendar days.

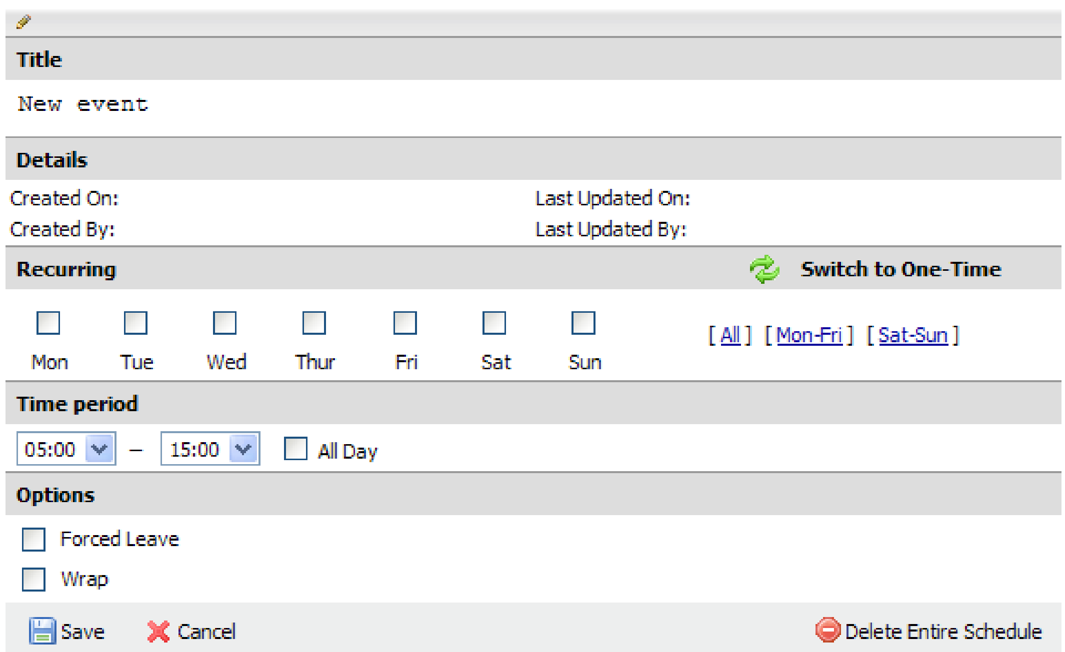
3. At the top of the schedule, you can see appropriate link to create or change schedules for a zone, a BluHome unit, or a BluBox unit.



Create Schedule

4. Select the **BluHomes** link.

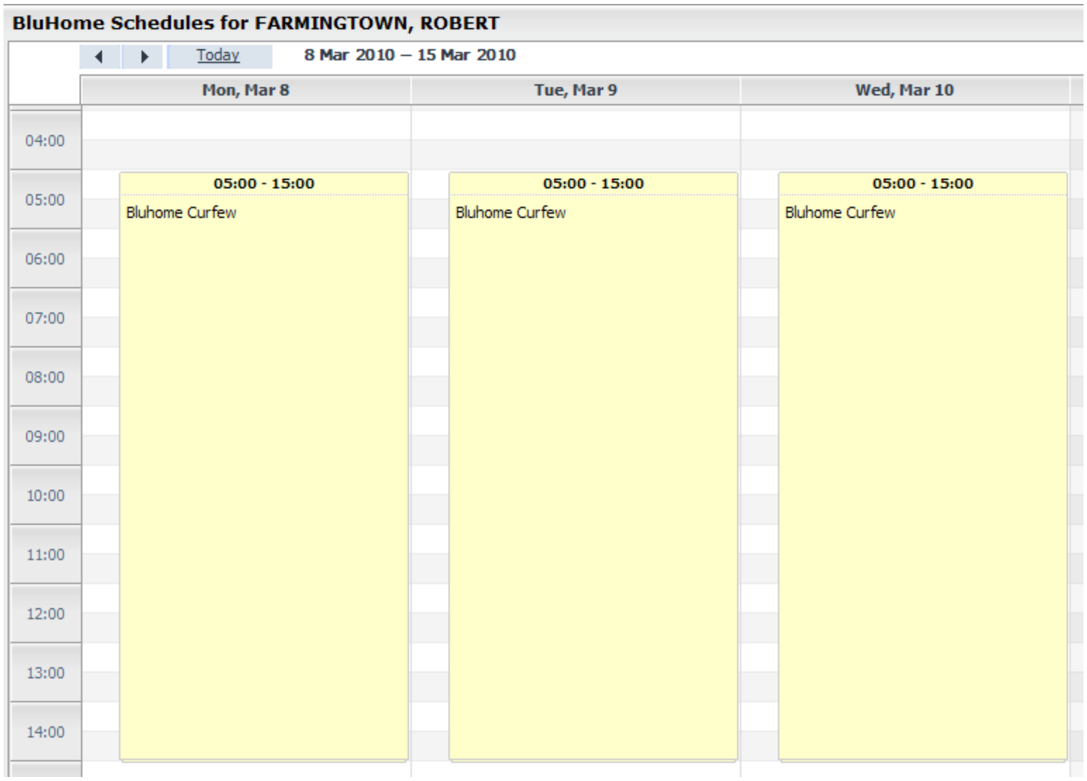
5. Double-click anywhere in the calendar to view the **Schedule Details** box.



Schedule Details Box

6. Enter a schedule **Title**, applicable **Days**, and the schedule **Start time** and **Stop time** (or All Day).

7. Click **Save**. VeriTracks displays the new schedule.

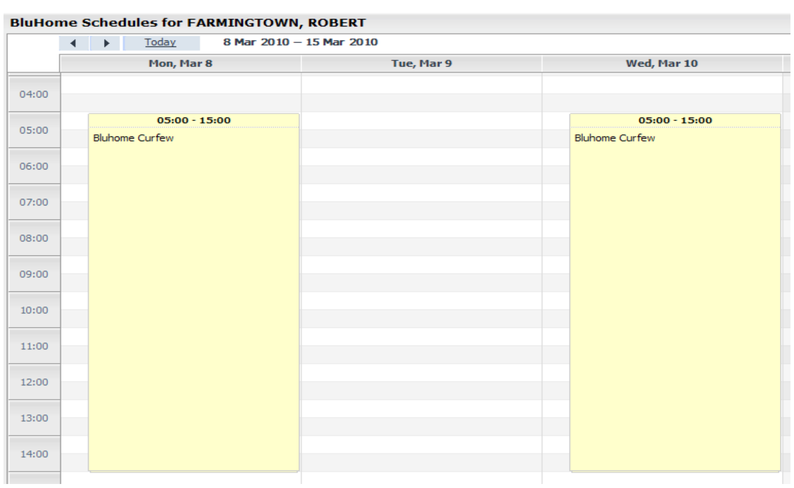


Alter a Recurring Schedule

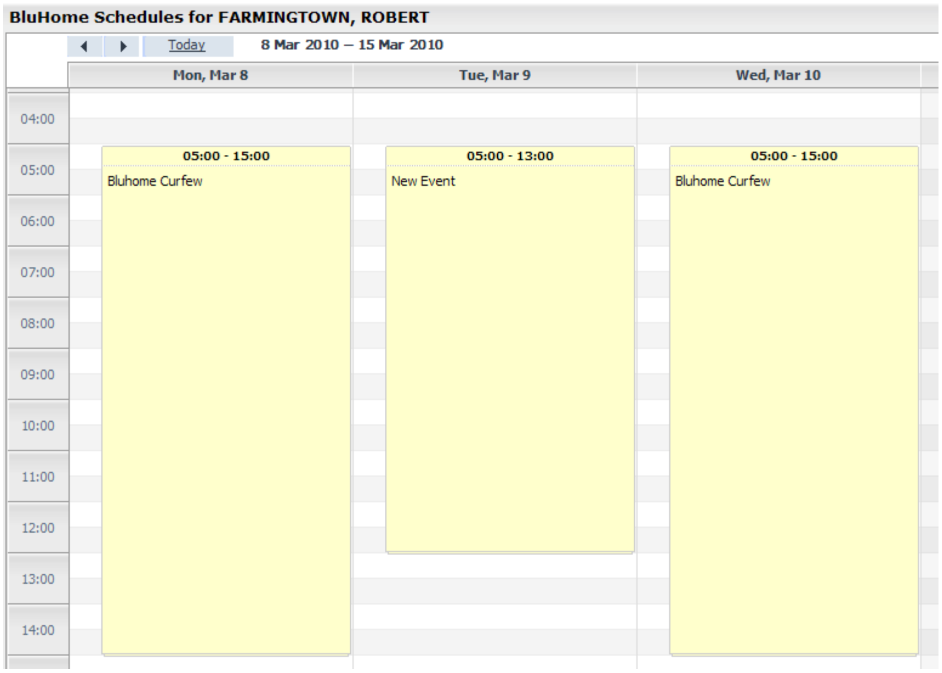
This procedure is used to permanently change a schedule segment.

1. Select any segment of the schedule you wish to alter.
2. Double-click on the segment to view the **Schedule Details** box. Un-check the boxes of those days you wish to alter.
3. Select **Save**.

All segments of the recurring schedule are now deleted for the days that were un-checked. The enrollee is not required to be in the vicinity of the BluHome on those days.

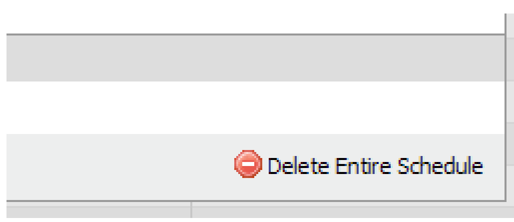


4. Double-click anywhere on the calendar (not on a schedule segment) to view the Schedule Details for a new schedule box.
5. Enter a schedule Title, check the Days desired, and the schedule Start time and Stop time (or All Day).
1. Select **Save**.



Delete a Recurring Schedule

1. Select any segment of the schedule you wish to delete.
2. Double-click on the segment to view the **Schedule Details** box.
3. Select **Delete Entire Schedule**. A message displays requesting approval to delete the entire schedule, select **OK**.



ONE-TIME SCHEDULES

About One-Time Schedules

- One-Time schedules apply only to the day in which they are visible.
- One-Time schedules override any recurring schedules for that group on that day.
- One-Time schedules display on the calendar in orange.

Anytime you see an orange schedule, those are the times that are valid for that group for that day.

There are two (2) ways to create One-Time schedules:

1. Drag a recurring schedule segment in the **Calendar**.
2. Create a one-time schedule from the **Details** box.

Once you have created a One-Time schedule:

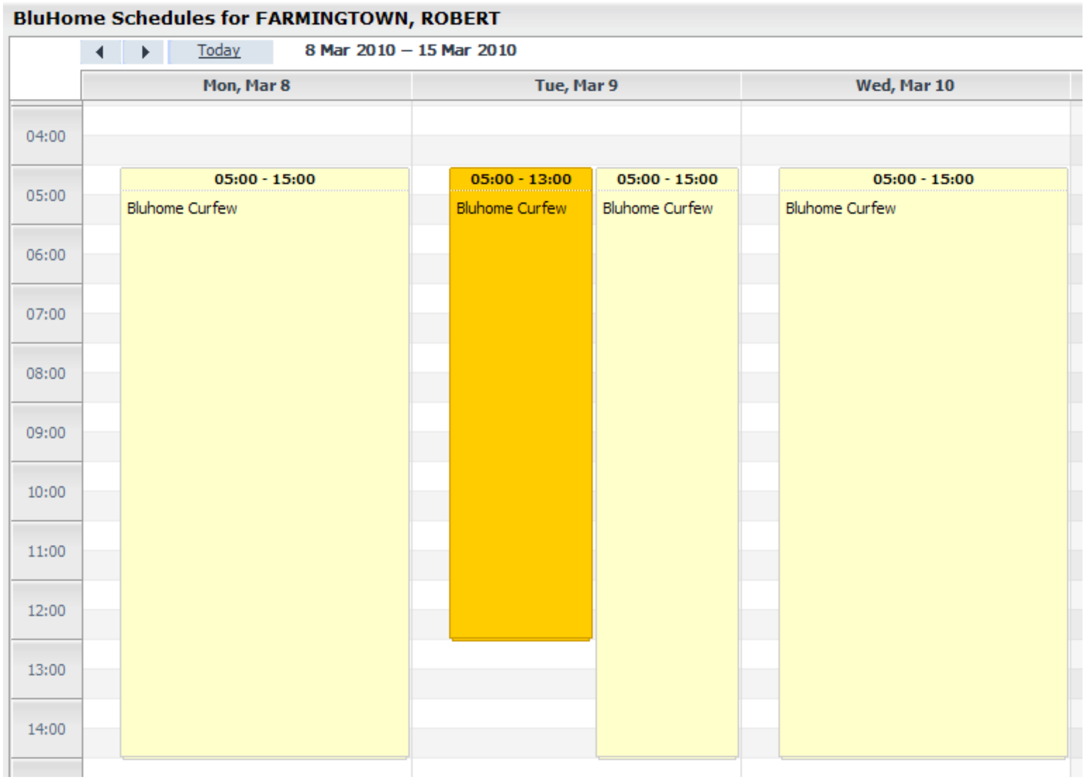
- You can **alter** the orange schedule segment by dragging it to change its begin and end times.
- You can **delete** the orange schedule segment to revert to the original recurring schedule.

Create a One-Time Schedule – Drag a Recurring Schedule Segment

1. Select the segment you wish to alter.
2. Drag the begin time or end time of the segment to adjust it.
3. VeriTracks displays the original schedule segment and the altered segment. The altered segment displays in orange and is valid.

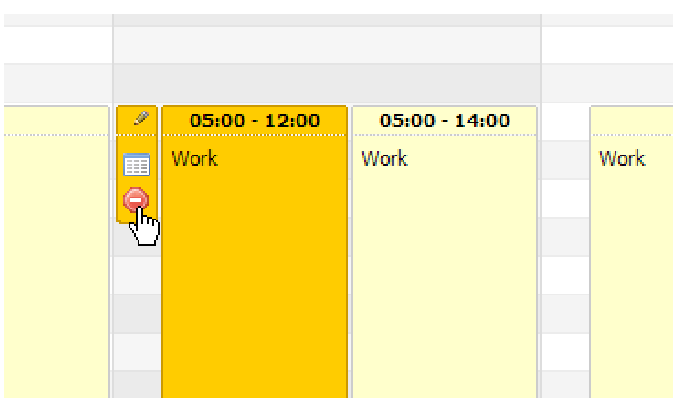
Create a One-Time Schedule – Create a Schedule from Details Box

1. Double-click anywhere in the calendar to view the Schedule Details box.
2. Select the **Switch to One-Time** link.
3. Enter a schedule Title, and the schedule Dates, Start time and Stop time (or All Day).
4. Select **Save**. VeriTracks displays the new schedule in orange.

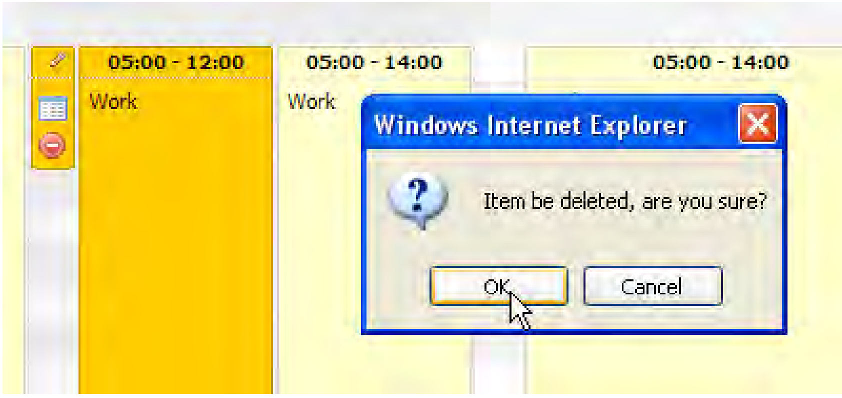


Delete a One-Time Schedule

1. Click on the **orange** segment.
2. Select the red **Delete** icon. A message displays requesting confirmation that the one-time schedule will be deleted, select **OK**.

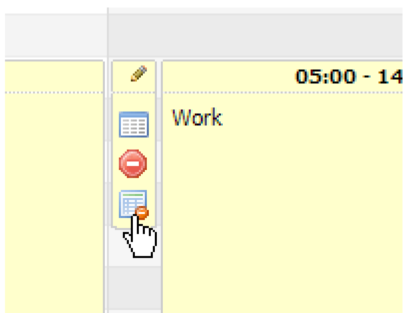


3. The orange segment will be removed, leaving the original schedule.

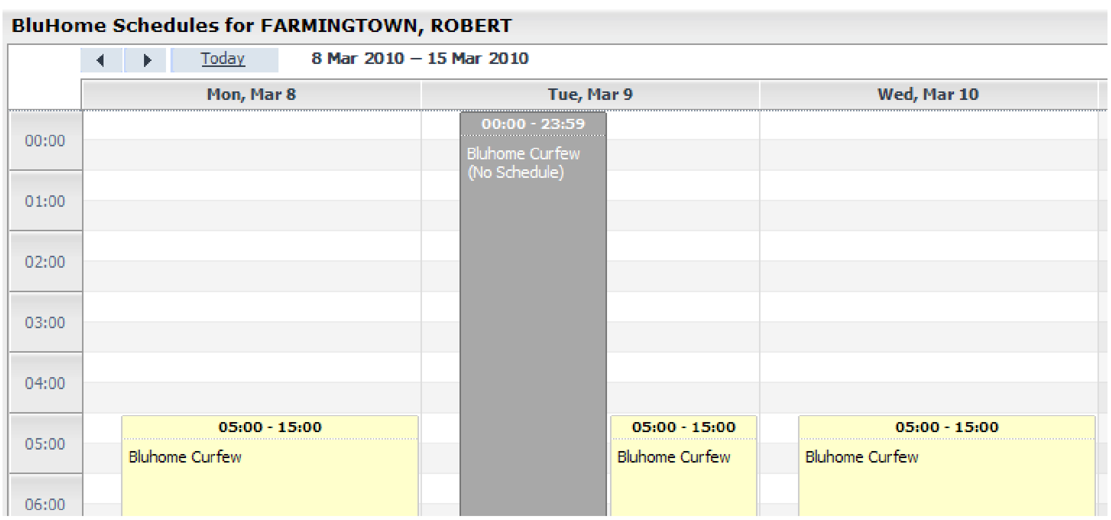


REMOVE A SCHEDULE ON A SPECIFIC DATE

1. Select the **BluHomes** link.
2. Select the segment you wish to remove.
3. Select **No Schedule For Today**. VeriTracks displays the original schedule with a gray indicator that there is no schedule that day.



Anytime you see a gray schedule segment, no schedules are valid for that day.



Scheduling Tips

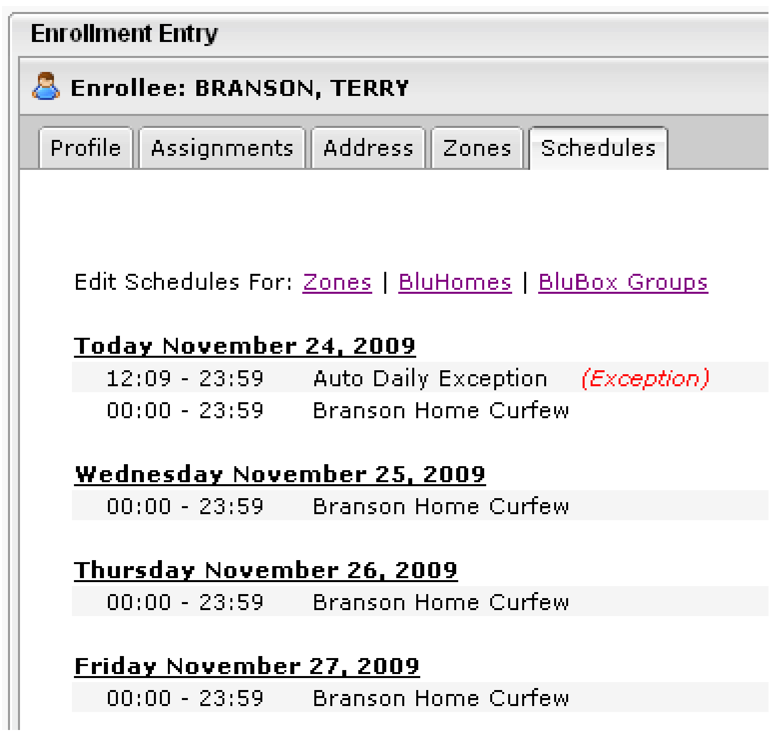
Understanding Changes to Enrollment Status

If you:	The result is that:
Remove a BluTag and BluHome from an enrollee (unenroll them).	The enrollee's BluHome schedules remain attached to their profile and will be applied again automatically when or if they are re-enrolled on a BluTag and BluHome.

24x7 BluHome Curfews

When you create a 24x7 curfew, VeriTracks automatically creates an exception schedule for that day. This exception is simply to allow the curfew to start five minutes after the after the recurring schedule is created. The exception still requires the individual to be in the presence of the BluHome on that first day. At midnight the standard recurring schedule curfew takes over for as long as the schedule is on the enrollee.

In the example below the agent created a 24x7 BluHome schedule on this offender at 12:04 today. In addition to the 24x7 schedule, VeriTracks creates the Auto Exception from 12:09 to 23:59 for today only.



When the time of the exception arrives (in this case 12:09) then you will see the curfew open. A curfew violation will also open if the enrollee is in a violation situation:

At the transition of the curfew from the exception to the recurring 24x7 schedule at midnight, the curfew event closes at 2359 and re-opens at 00:00. This event will stay open as long as the individual retains their 24x7 schedule. Likewise, if the individual is in a violation status at midnight, the violation will close at 23:59 and re-open at 00:00 for as long as the individual remains in violation status. This transition only occurs the first day the schedule is created and does not repeat on succeeding nights.

This is a much better solution than we currently have. In the future, we may consider further refinements to this method, but for this release this is how things will work. It does mean that almost everyone who gets a 24x7 curfew will get a violation that first day because they only have 5 minutes to get home. However, the agent logically should be fully aware of the reason for that violation and we think it is better to have this violation occur, then to risk public safety and have the person have some sort of grace period to get home.

Several items of Note:

1. Any time you add an exception schedule (for any routine reason), the system will recreate the 24x7 schedule and therefore will also recreate the auto exception for the day on which you have added the exception.

2. You cannot delete the auto exception. If you delete the auto exception, the system will simply recreate another auto exception for that day.

3. You cannot edit the auto exception (for example if you wanted to have it start an hour from now instead of 5 minutes from now). If you attempt to edit the exception you will end up with your edited exception, plus a new exception starting 5 minutes from now.

BLUHOME EVENTS

Understanding BluHome Activity

The following table is a comprehensive list of the events and violations that can appear in an enrollee’s record when the BluTag they are wearing is assigned to a BluHome.

Event	Description	Immediate Notification Codes	Mobile Application Abbreviation
AWAITING ENTER	BluTag has been assigned to BluHome but the device has not registered its first arrival event.		+BHWAIT
ENTER (BLUHOME)	BluTag has entered BluHome’s area.	+/-ENTBH	+ENTBH
BLUHOME DEVICE	The BluTag reaches a low battery	+/-BATT	+BATT

LOW BATTERY ALARM	status while in range of the BluHome		
BLUHOME BLUTAG STRAP TAMPER	The BluTag is in tamper status while in range of the BluHome.	+/-BSTP	+BSTP
BLUHOME BLUTAG PRESS BUTTON	The enrollee pressed the button on their BluTag while in range of their BluHome.		PB
BLUHOME CURFEW START	The start and end time of the enrollee's curfew.		+BHSCH
BLUHOME CURFEW (LATE ARRIVAL)	The enrollee failed to enter the curfew on time.	+/-BHCUR	+BHCUR
BLUHOME CURFEW (LEFT EARLY)	The enrollee left before the curfew ended.	+/-BHCUR	+BHCUR
AWAITING LEAVE	BluTag has 30 minutes to leave the RF tether range of BluHome at the time a curfew ends, otherwise the enrollee is in violation.		+LWAIT
FORCED LEAVE PERIOD EXCEEDED	The enrollee was still in range of the BluHome unit after the 30-minute Awaiting Leave grace period expired. This event will close the next time the BluHome calls in to VeriTracks, even if the enrollee is still in range.	+/-FLEAV	+FLEAV
BLUHOME LOW BATTERY	The BluHome unit's battery is low and needs to be plugged into a working AC power outlet.		+BHBATT
BLUHOME LID TAMPER	The BluHome unit has been opened.	+/-BHLID	+BHLID
BLUHOME MOVEMENT	The BluHome unit has been moved.		+BHMOV
BLUHOME POWER LOSS	The BluHome unit no longer has AC power and is operating on its battery.	+/-BHPOW	+BHPOW
CALL ID FAILED	The BluHome calls into the system from a phone number other than the one listed in the enrollee's devices assignment tab. **NOTE:** It is important to understand that this event is dependant on correct user input of the telephone number. If this event is generated, the phone number in the enrollee profile should be verified prior to taking action. Furthermore, if a BluHome is moved from its proper phone line to another phone line, the caller id event will typically be preceded by BluHome	BHCALLID	BHCALLID

	Power Loss and BluHome Movement events as the BluHome is being moved.		
BLUHOME CALL SUCCESSFUL	The status of the last call.		BHSUCC
BLUHOME CALL DROP	The BluHome's call to the system was unexpectedly interrupted, BluHome will try again.		BHDROP
BLUHOME NO DIAL TONE	BluHome could not detect a dial tone to call out. (For wireless BluHome this means a cell tower could not be found).		BHNDIAL
BLUHOME UNABLE TO CONNECT	BluHome was able to dial out but did not reach VeriTracks or was cut off from VeriTracks before the call was completed.		BHNCONN
BLUHOME MESSAGE GAP	BluHome failed to call in for a duration of time exceeding the agency's limit (default is six hours).	+/-BHMGAP	+BHMGAP
BLUHOME POWER ON	The BluHome unit has been restarted.		BHRESET
BLUHOME SETUP ENTERED	The setup menu of the BluHome has been accessed. BluHome settings might be changed.		+BHSET
BLUHOME SETUP BluBox ASSIGNED	A BluBox has been added to the BluHome Configuration.		+HBBASSIGN
BLUHOME SETUP DEVICE ASSIGNED	A BluTag device has been assigned to a BluHome unit.		+BHASSIGN
BLUHOME SETUP RSSI CHANGED	The range on BluHome has changed.		BHRNG

Additional Events for Cellular BluHomes

Event	Description	Immediate Notification Codes	Mobile Application Abbreviation
BLUHOME WEAK CELL SIGNAL	The unit is in an area with insufficient or poor cellular telephone coverage. With this geographic environment, the enrollee may be a candidate for BluHome using analog/landline telephone service in his or her home.		BHGSMSIG
BLUHOME CALL	The unit cannot find a cellular telephone network on which to		BHCNFOTONE

FAIL/NO DIAL TONE	complete a call at the time of the attempt.		
BLUHOME CALL FAIL/SERVER NOT RESPONDING	The unit called into a cellular telephone network but STOP's server was unavailable.		BHCNFOCCS
BLUHOME CALL FAIL/CALL DROP	The unit connected through STOP's server but the call was not completed.		BHCFDROP

Understanding Notifications on Hybrid BluTags

BluTags operating in hybrid mode immediately report all tracking and violation data when any of the following events occur: BluHome Enter, standard charging event, Bracelet Strap violation, 911 Inclusion zone violation, or agent request. Please note the following for BluTags in hybrid mode:

1. VeriTracks sends immediate notifications for BluHome Enter events, Bracelet Strap violations and 911 Inclusion zone violations.
2. VeriTracks does not send Message Gap notifications.
3. All other standard BluTag event notifications are sent when all data has been reported due a BluHome Enter, a standard charging event, a Bracelet Strap violation, a 911 Inclusion zone violation or an agent request.

Understanding Notifications on Passive BluTags

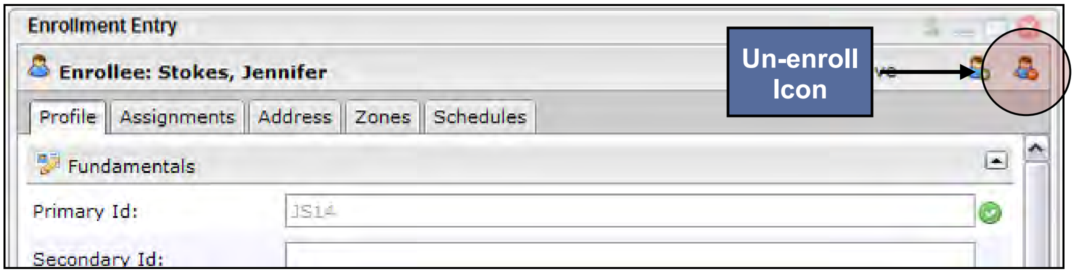
BluTags operating in passive mode immediately report all tracking and violation data when a BluHome Enter event occurs.

UN-ENROLLING AN ENROLLEE IN VERITRACKS

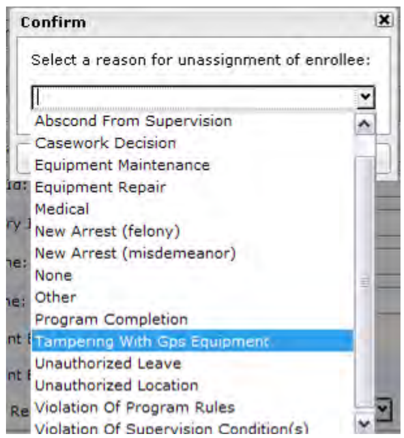
Unenroll enrollees in VeriTracks only when they are in your presence and in a controlled environment.

1. Plug in BluHome's power and phone cords to upload BluTag's last activity to VeriTracks.
   - If a "9" is required to dial out, BluHome will auto failover to dial a 9 after three missed calls. You can also change the phone number using BluHome's setup menus.
2. Check Enrollee Status for a recent **BluHome last contact** time that was after the unit arrived in the office.
   - You may or may not get track data depending on how long BluTag was in motion during the enrollee's trip to the office.
   - Since the enrollee unplugged and moved BluHome, one or more movement alarms and missed calls will be in the list of events.
3. Open the **Enrollment** tab > **Enrollment Entry** widget.
4. Drag from browse or search widget.
5. Select the un-enroll icon.

6. A screen displays asking you to enter the reason for the un-enrollment. Select the reason from the drop-down list.
7. Select **OK** to un-enroll the enrollee.



Un-enroll Icon



Confirm Unenrollment Reason

NOTES:

A. When an enrollee is unenrolled, VeriTracks orders BluTag into "deep sleep" mode.

B. Attaching the charging coupler reactivates the device.

The BluTag device is now off. To turn it back on, place it on the charger.

UNINSTALLATION: REMOVING BLUTAG AND BLUHOME

The following steps are to be completed after unenrolling the enrollee in VeriTracks.

1. **Cut** the strap.
2. **Cut** the collars.
3. **Remove** the screws, clips, and collars.

4. **Inspect** all parts for signs of tampering.
5. **Clean** the lens and surrounding area of any dirt build up.
6. **Shut down** the unit.

- If the enrollee has completed the program, no signs of tampering exist, and the units are not needed for evidence, place the equipment back into inventory.
- If the device displays to be problematic, send it back to STOP (1212 North Post Oak Road #100, Houston, Texas 77055).

Appendix C: BluHome Accessory guide For BluBand

BluBand® complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not case harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

RF Exposure Statement for BluBox (FCC ID S5EAA90548) and BluHome (FCC ID S5EBH0107A)

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

WARNING – Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

COPYRIGHT NOTICE

BluHome Overview

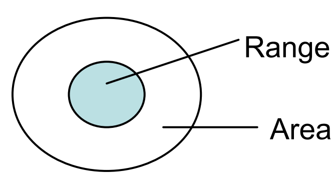
- Required with BluBand®.
- Installed in the enrollee's home.
- Provides a radio frequency (RF) tether up to 100 meters
- Shorter ranges can be set or changed online.
- Loss-of-power and battery level reporting.
- Device movement and tamper reporting.
- Monitors BluBand status when in range of BluHome.
- Communicates directly with VeriTracks via analog or digital telephone lines.
- Cellular version available also

BluBand Overview

- Small, lightweight (2 oz) one-piece device
- Uses Radio Frequency (RF) technology
- Tamper-resistant strap
- 1-year battery
- Waterproof to a depth of 50 feet

Key BluHome Terms

- **Area** –BluBand is close enough to BluHome (within about 300 feet, unobstructed) to hear BluHome and turn off its GPS.
- **Range –** A radius greater or equal to the area that the enrollee must be within to comply with a curfew. Range can be set to low (about 100 ft), medium (about 200 ft), or high (about 300 feet).



Range and Area

- **Enter –** BluHome detects that BluBand is in its RF tether range.
- **Leave** – BluHome can no longer detect BluBand in its RF tether range.

- **Curfews -** Curfews define the time period an enrollee must be in range of BluHome. The curfew works much like the inclusion zone: it creates an event when an enrollee is late arriving in RF tether range of BluHome or leaves the range during the curfew. You can subscribe to these events in the same manner for inclusion zone violations.

BLUHOME KEY FEATURES

- Mechanical tamper switch internally detects opening of the BluHome case.
- Motion detection.
- Battery provides 24 hours of normal operation in the event of loss of power.
- A front panel LCD allows entry of information or to perform system testing and setup (inaccessible to the enrollee).
- Allows a range that is smaller than the 100-meter default to be set for curfews.
- Home curfews are created in VeriTracks and downloaded by BluHome.
- Backup telephone numbers are onboard in the event of failure to reach the primary number.

HOW BLUHOME, BLUBAND, AND VERITRACKS WORK TOGETHER

BluHome detects the entry of BluBand and reports “enters” and “leaves.” BluBand devices communicate with VeriTracks through BluHome when inside the BluHome area.

BLUBAND PREPARATION

Activating BluBand and BluHome

1. Remove BluBand from box. Exposure to bright light activates BluBand.
2. Place BluHome on a steady surface.
3. Plug in the phone line using the splitter provided with BluHome. **(landline BluHomes only)**
4. Plug BluHome in to electrical outlet. BluHome will awaken and attempt to call in (a date/time displays when BluHome finishes its startup procedure). Instruct enrollee to press any key to awaken BluHome after being plugged in for five minutes. Do not move or disturb BluHome in any way thereafter.

NOTE: In an office environment, your analog phone line may require that a ‘9’ be dialed prior to the remaining phone number. BluHome has a built in feature which can detect if a leading ‘9’ is required for that phone line. If BluHome makes this detection, it automatically adds the leading ‘9’ and then attempts to call again. However, this process may take a few minutes.

Verifying BluHome has Called VeriTracks

Use the steps below to verify BluHome's call to VeriTracks.

1. In VeriTracks, proceed to the **Reports** page > **Recent Reports** widget.
2. Select **New Reports**.
3. From the **Report** list, choose **BluHome Event Report**.
4. From the **Filters** list, choose BluHome's serial number.
5. Select **Generate Report**.
6. Wait 60 seconds, then select the **Refresh** button (above **New Report**).
7. Drag the desired format to the **Report Viewer** widget.
8. Look for recent activity reported by BluHome's recent call.

BLUBAND ENROLLMENT

BluBand Preparation

1. Locate the strap, u-clips, top caps, cutter, and cutting plate.
2. Insert a u-clip on top of each wing of the tag, making sure each is flush.
3. Place a top cap on top of each u-clip, aligning the top cap's lip with the curved groove.
4. Slide the flat, underside of a STOP removal plate across the top cap to push it into place. It should then be flush when inserted correctly.
5. Inspect the ends of the strap, making sure each end is cut straight and on a line (if necessary, re-cut each end, on a sizing line).
6. Attach a pair of clips to **one** end of the strap. The ends of the clips must align evenly with the end of the strap (not shorter or longer).
7. Insert the clipped end of the strap into a wing of the tag. Pull slightly to ensure that it is secure.

Attach BluBand to Enrollee

1. Make note of BluBand's serial number.
2. Place BluBand on the outside of the left ankle and wrap the strap around.
3. Look for the line on the strap that is two lines past the edge of the BluBand.
4. Make a straight cut on the line, using STOP cutters only.
5. Check the fit by putting the loose end of the strap into the BluBand. Insert two fingers inside the strap, opposite of the band. Two fingers should fit snugly.
6. Insert the unclipped end into the wing to test the fit. Cut excess strap, if necessary.
7. Attach clips to the end of the strap and press firmly into the wing.
   If the clipped end cannot be inserted without pulling or bending, the strap has been cut too short. Do not attempt to use it, as the clips may not fully attach to each side of the wing, causing false tamper alerts.
8. Firmly pull the strap to check the fit.

Preparing BluHome to Give to an Enrollee

1. Enter BluHome's setup mode.
2. Go to menu #**12 Utilities,** then #7 **Shutdown** and press the Left Key to shutdown the BluHome.
3. Unplug BluHome unit's power and phone cords.

Discuss or perform the following BluHome instructions with the enrollee:

1. Instruct enrollee to take BluHome to his or her residence and place it on a flat, steady surface that will not be disturbed or vibrated (avoid the top of a refrigerator or microwave, speakers, etc.).
2. Instruct enrollee to plug in BluHome's power cord and phone line at his or her residence.
3. Do not place any items on top of BluHome.
4. If it is perceived that service is needed, contact the supervising officer or agent immediately.
5. Instruct enrollee to press any key to awaken BluHome after being plugged in for five minutes. Do not move or disturb BluHome in any way thereafter.

Create Enrollee Profile

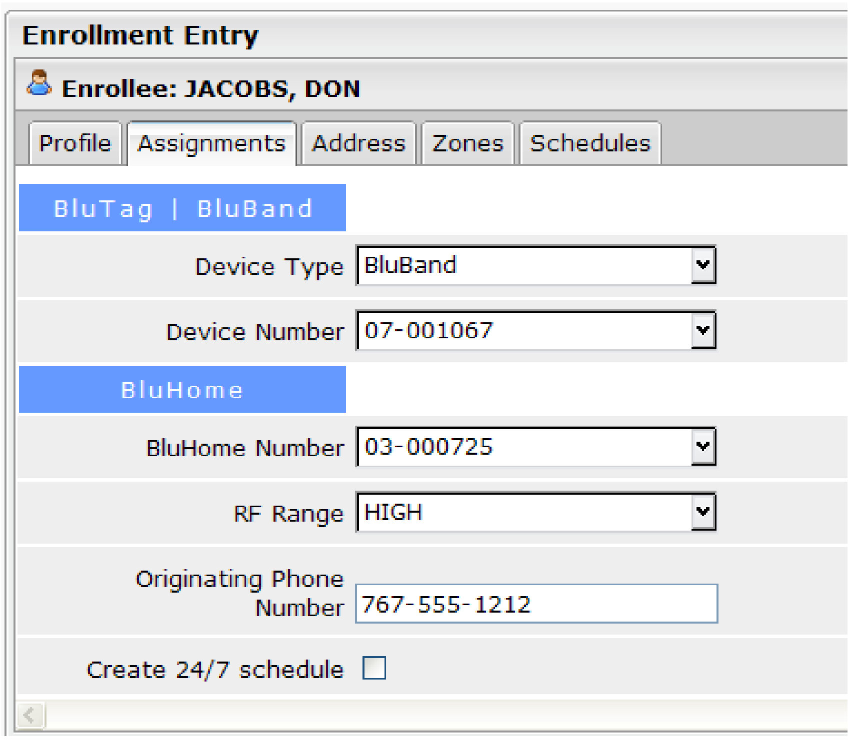
1. In the **Enrollment Entry** widget, click the **Create a New Enrollee** button.
2. Complete the **Fundamentals** section.
   - **Enrollment Begin & End Dates** can be approximate, they do not impact tracking.
3. Remaining sections and adjacent **Addresses** tab are optional.
4. Select **Save** to proceed.

Assigning BluBand and BluHome to an Enrollee in VeriTracks

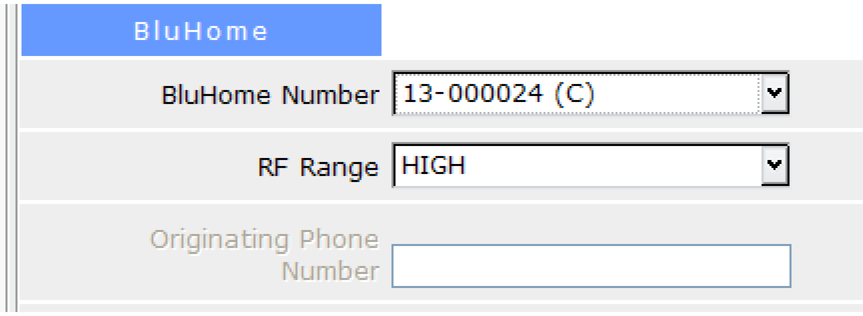
1. In the enrollment Entry widget, Assignment tab, Change the Device type to BluBand.
2. Choose the serial number from the **BluBand** drop-down list.
3. Choose a serial number from the **BluHome number** drop-down list.
4. Choose **High**/Blank, **Medium**, or **Low** from the **Range** list.
5. Select **Save**.

NOTE: At this point, shake the BluHome gently to force it to call in to VeriTracks.

Setting	Range (no obstructions)	Range (standard home)
High	300	100
Medium	200	70
Low	100	35



BluBand and BluHome Assignment



Cellular BluHome selected

Verifying BluBand's Status via Enrollee Details

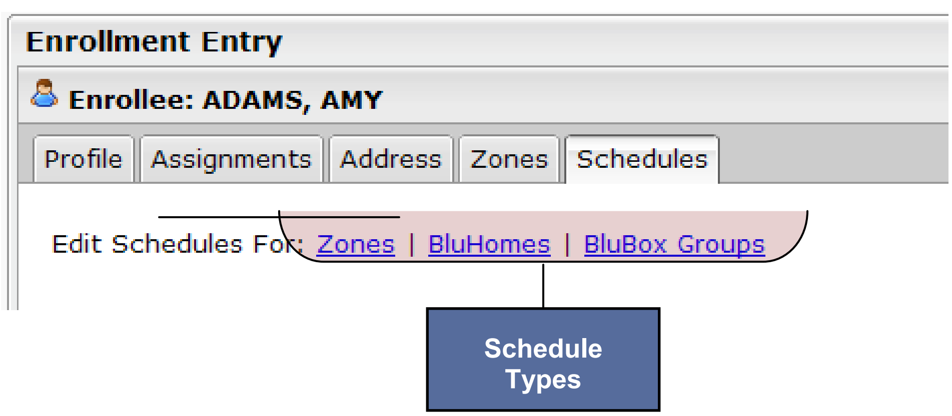
To verify that the device is properly assigned:

1. In Enrollee Details, click a name in the Enrollees tab.
2. Select the **Status** tab to view the last BluHome contact and events in progress.
3. To view events and notes, click the **Events** tab. When BluHome has been assigned successfully, you will see "Awaiting Enter" until BluHome and BluBand acknowledge each other in the home. Once acknowledged, "Awaiting Enter" will be replaced with "Enter".

Recurring Schedules

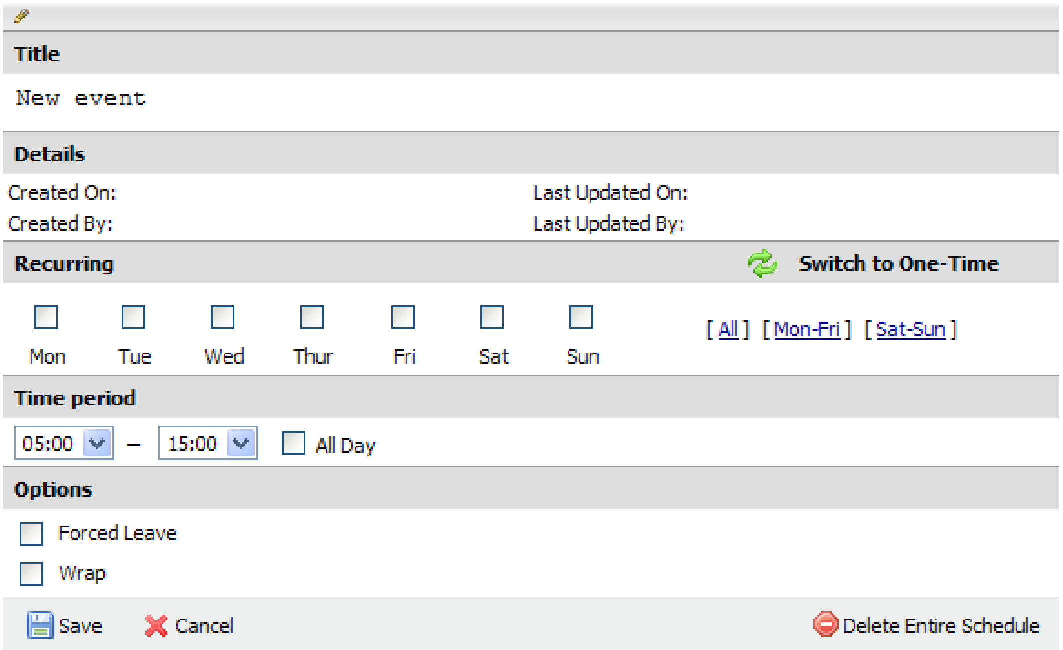
Create a Recurring Schedule

1. Drag the enrollee's name from the **Browse Enrollees** widget or **Search** widget over to the **Enrollment Entry** widget.
2. Select the **Schedules** tab in the **Enrollment Entry** widget. The tab displays a listing of the schedules that apply to the next seven calendar days.
3. At the top of the schedule, you can see appropriate link to create or change schedules for a zone, a BluHome unit, or a BluBox unit.



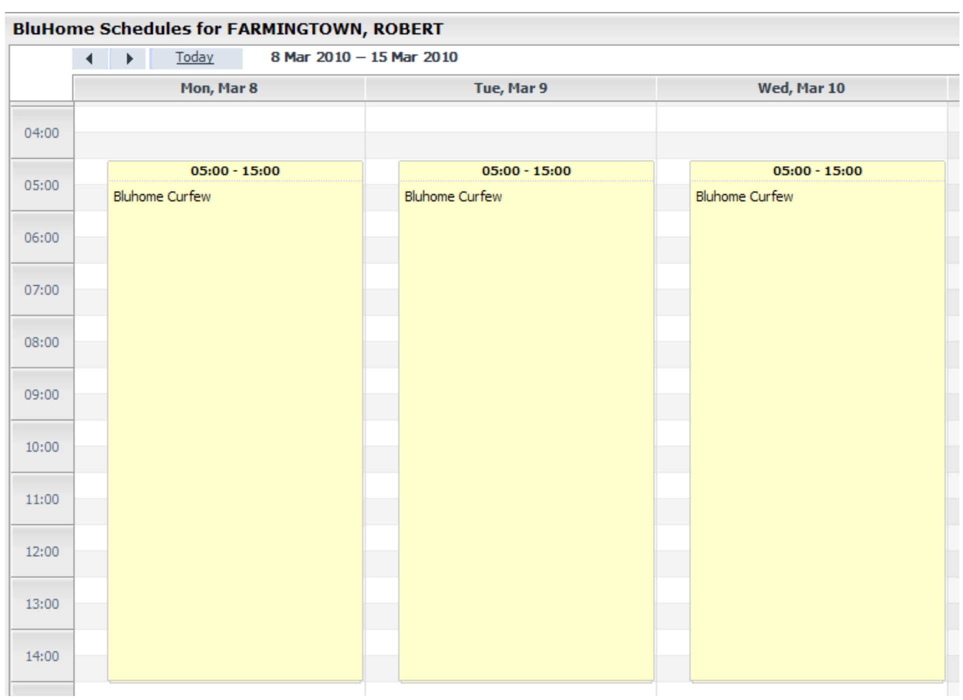
Create Schedule

4. Select the **BluHomes** link.
5. Double-click anywhere in the calendar to view the **Schedule Details** box.



Schedule Details Box

6. Enter a schedule **Title**, applicable **Days**, and the schedule **Start time** and **Stop time** (or All Day).
7. Select **Save**. VeriTracks displays the new schedule.

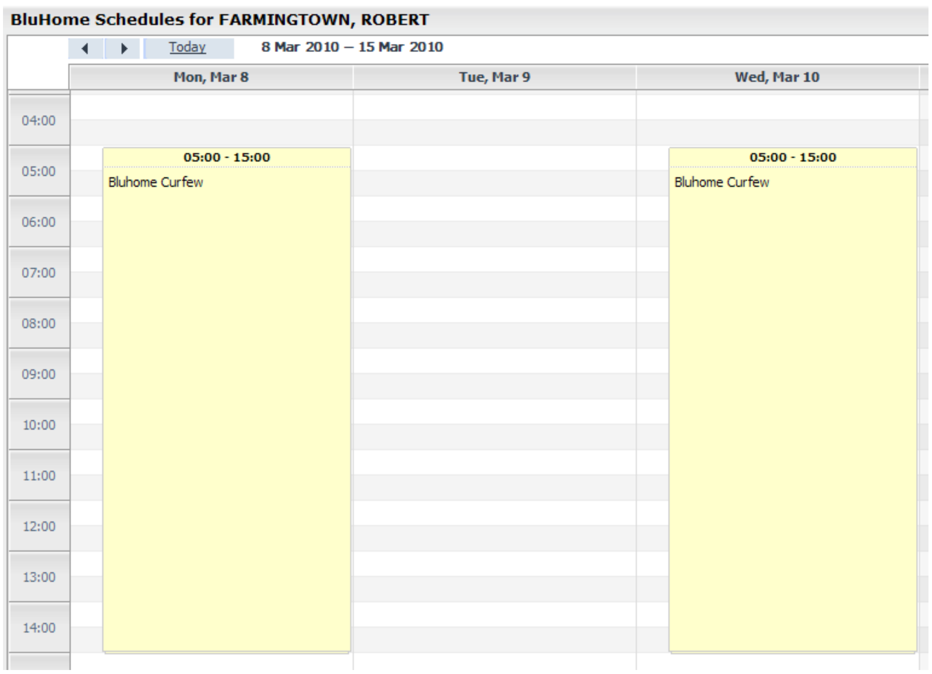


Alter a Recurring Schedule

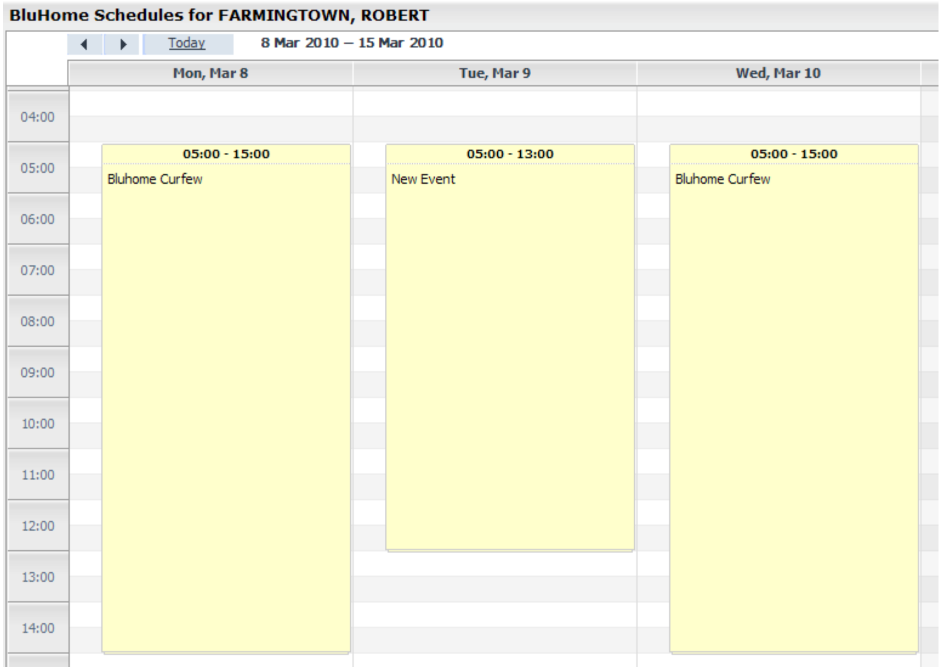
This procedure is used to permanently change a schedule segment.

1. Select any segment of the schedule you wish to alter.
2. Double-click on the segment to view the **Schedule Details** box. Un-check the boxes of those days you wish to alter.
3. Select **Save**.

All segments of the recurring schedule are now deleted for the days that were un-checked. The enrollee is not required to be in the vicinity of the BluHome on those days.

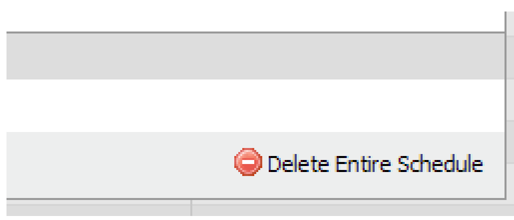


4. Double-click anywhere on the calendar (not on a schedule segment) to view the **Schedule Details** for a new schedule box.
5. Enter a schedule Title, check the Days desired, and the schedule Start time and Stop time (or All Day).
6. Select **Save**.



Delete a Recurring Schedule

1. Click on any segment of the schedule you wish to delete.
2. Double click on the segment to view the **Schedule Details** box.
3. Select **Delete Entire Schedule**. A message displays requesting approval to delete the entire schedule. Select **OK**.



ONE-TIME SCHEDULES

About One-Time Schedules

- One-Time schedules apply only to the day in which they are visible.
- One-Time schedules override any recurring schedules for that group on that day.
- One-Time schedules display on the calendar in orange.

Anytime you see an orange schedule, those are the times that are valid for that group for that day.

There are two ways to create One-Time schedules:

1. Drag a recurring schedule segment in the **Calendar**.
2. Create a one-time schedule from the **Details** box.

Once you have created a One-Time schedule:

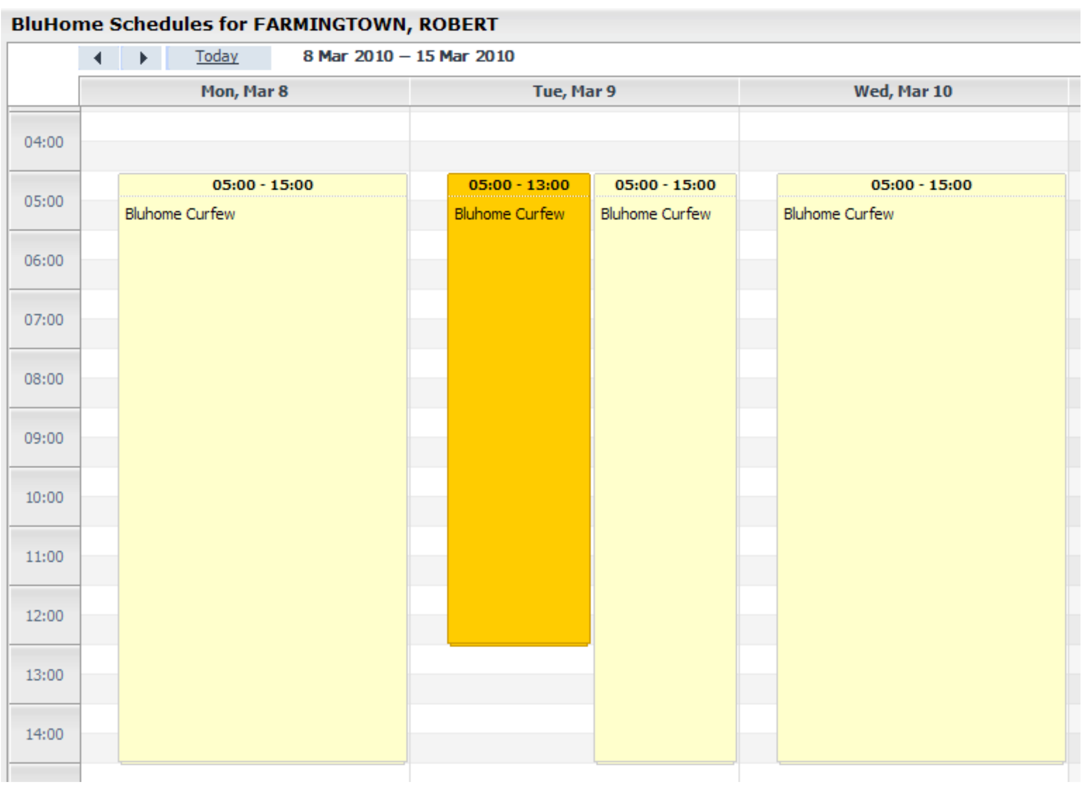
- You can **alter** the orange schedule segment by dragging it to change its begin and end times.
- You can **delete** the orange schedule segment to revert to the original recurring schedule.

Create a One-Time Schedule – Drag a Recurring Schedule Segment

1. Click on the segment you wish to alter.
2. Drag the begin time or end time of the segment to adjust it.
3. VeriTracks will show the original schedule segment and the altered segment. The altered segment is shown in orange and is the valid one.

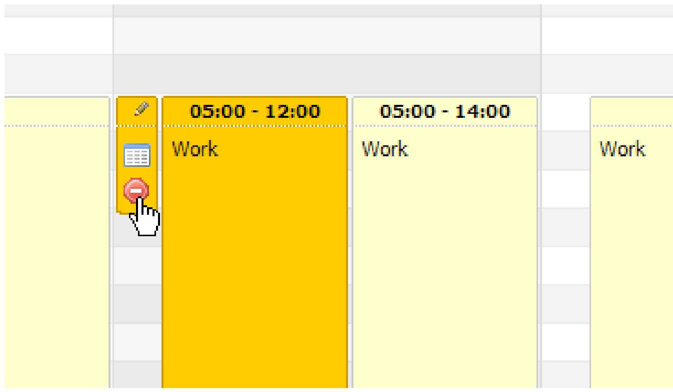
Create a One-Time Schedule – Create a Schedule from Details Box

1. Double-click anywhere in the calendar to view the Schedule Details box.
2. Selet the **Switch to One-Time** link.
3. Enter a schedule Title, and the schedule Dates, Start time and Stop time (or All Day).
4. Select **Save**. VeriTracks displays the new schedule in orange.

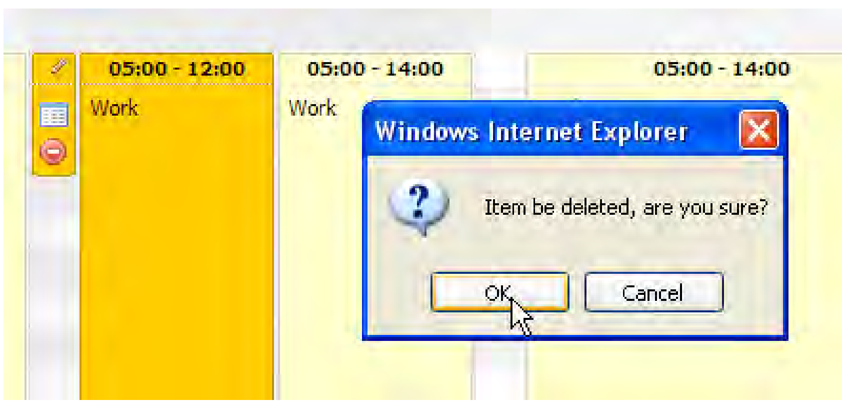


Delete A One-Time Schedule

4. Click on the **orange** segment.
5. Select the red **Delete** icon.

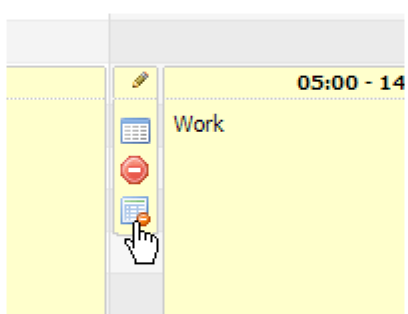


6. Select **OK**. The orange segment is removed, leaving the original schedule.

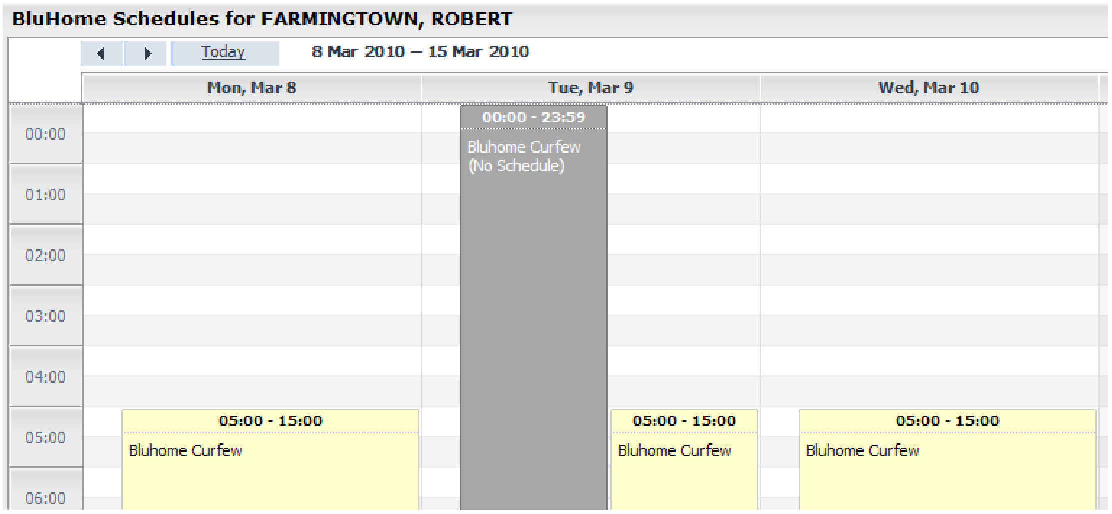


REMOVE A SCHEDULE ON A SPECIFIC DATE

4. Click the **BluHomes** link.
5. Selet the segment you wish to remove.
6. Select **No Schedule For Today**. VeriTracks displays the original schedule in a gray indicator that there is no schedule that day.



Anytime you see a gray schedule segment, no schedules are valid for that day.



SCHEDULING TIPS

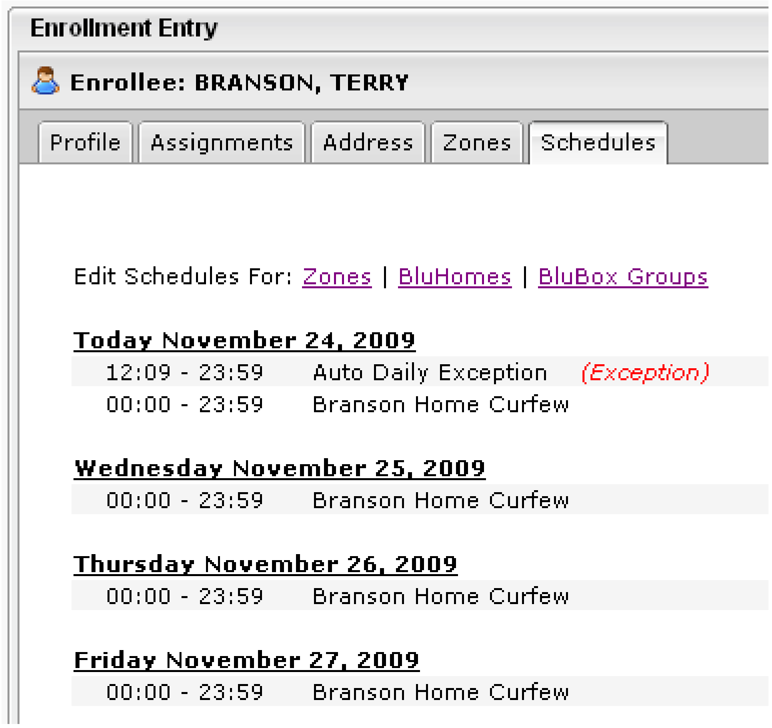
Understanding Changes to Enrollment Status

If you:	The result is that:
Remove a BluBand and BluHome from an enrollee (unenroll them).	The enrollee's BluHome schedules remain attached to their profile and will be applied again automatically when or if they are re-enrolled on a BluBand and BluHome.

24x7 BluHome Curfews

When you create a 24x7 curfew, VeriTracks will automatically create an exception schedule for that day. This exception is simply to allow the curfew to start five minutes after the after the recurring schedule is created. The exception still requires the individual to be in the presence of the BluHome on that first day. At midnight the standard recurring schedule curfew takes over for as long as the schedule is on the enrollee.

In the example below the agent created a 24x7 BluHome schedule on this offender at 12:04 today. In addition to the 24x7 schedule, VeriTracks creates the Auto Exception from 12:09 to 23:59 for today only.



When the time of the exception arrives (in this case 12:09) then you will see the curfew open. A curfew violation will also open if the enrollee is in a violation situation:

At the transition of the curfew from the exception to the recurring 24x7 schedule at midnight, the curfew event closes at 2359 and re-opens at 00:00. This event will stay open as long as the individual retains their 24x7 schedule. Likewise, if the individual is in a violation status at midnight, the violation will close at 23:59 and re-open at 00:00 for as long as the individual remains in violation status. This transition only occurs the first day the schedule is created and does not repeat on succeeding nights.

Several items of Note:

1. Any time you add an exception schedule (for any routine reason), the system will recreate the 24x7 schedule and therefore will also recreate the auto exception for the day on which you have added the exception.
2. You cannot delete the auto exception. If you delete the auto exception, the system will simply recreate another auto exception for that day.
3. You cannot edit the auto exception (for example if you wanted to have it start an hour from now instead of 5 minutes from now). If you attempt to edit the exception you will end up with your edited exception, plus a new exception starting 5 minutes from now.

Supervising an Offender

The **Supervision** tab provides the most current information for an enrollee. There are multiple widgets available to locate the name of an enrollee. If you have a caseload, take advantage of the **Browse Enrollees** widget or go directly into the **Enrollee Details** widget. Each of these widgets defaults to displaying your caseload. Supervisory staff may wish to use one of the search widgets to find enrollees in their office, region, or organization.

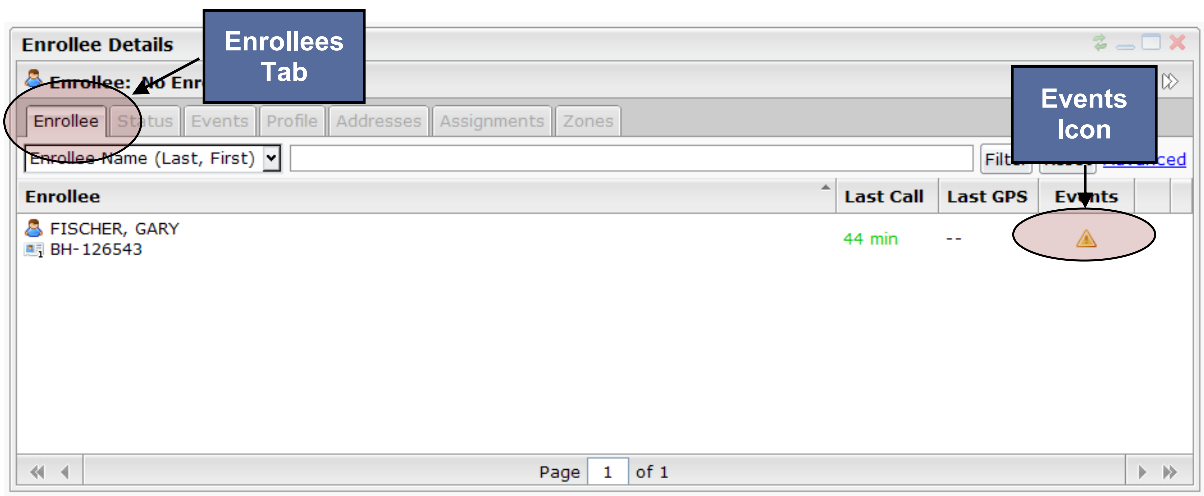
Enrollee Details Widget

The primary source of enrollee information is the **Enrollee Details** widget on the Supervision tab page. Access to the enrollee information in the **Enrollee Details** widget is limited to users who have a login for that ORI or the parent ORI in the organizational hierarchy.

Enrollee Details Widget – Enrollees Tab

The **Enrollees** tab provides a snapshot of the status of each enrollee in your caseload. This tab displays a list of the enrollees by name. Next to each enrollee's name is the time that has passed since the last call, and an icon that indicates whether or not BluBand has any open events.

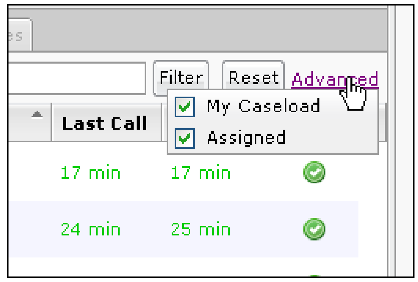
Select an enrollee's name and then select the **Status** or **Events** tabs to view more detailed information.



Enrollee Details Widget – Enrollees Tab

In the upper-right corner of the tab there is an **advanced** link. Use this link to:

1. See the enrollees for other officers in your ORI by un-checking the My Caseload box.
2. See your enrollees who are no longer assigned to devices by un-checking the Assigned box.

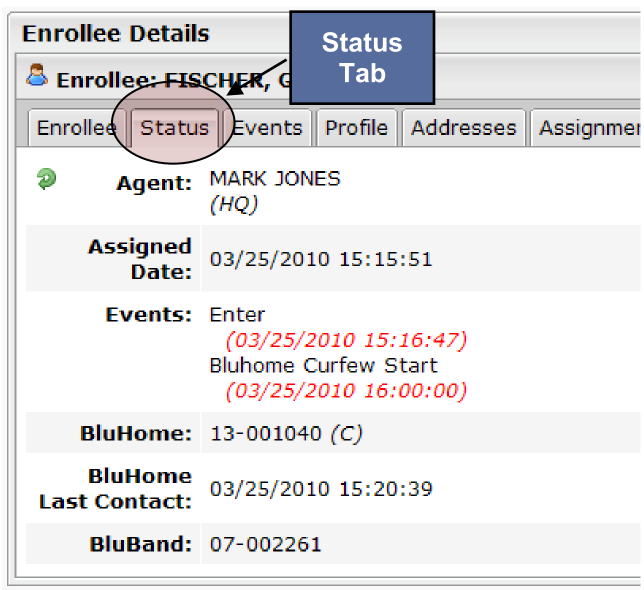


Advanced Link

Enrollee Details Widget – Status Tab

The **Status** tab provides a method of viewing the current events for enrollees. This is the primary source of current enrollee information. The following information displays on this screen:

- Supervising officer's or agent's name
- BluBand Device number
- Date and time of the last contact from the BluHome device
- A link to a complete list of the enrollee's RF schedules
- BluBox or BluHome assignments and status
- Any open events



TIP: The information provided in the Enrollee Status tab is current as of the last call by the device. When an event occurs that causes you to receive an immediate notification, it is possible that by the time you log in to VeriTracks, the event may have cleared. Refresh the data on the Enrollee Status page by pressing the **Refresh Status** button. The tab also automatically refreshes every three minutes.

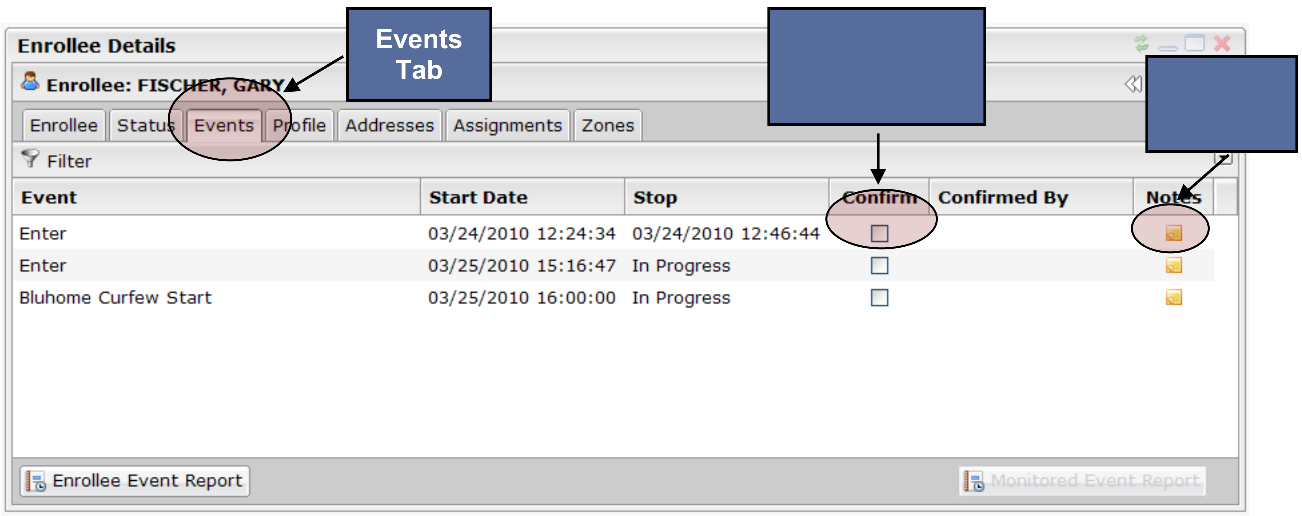
Enrollee Details Widget – Event Tab

The **Event** tab lists all the violations for an enrollee within the last 48 hours. Change the time range on the screen to show longer or shorter periods of time.

Check the **Confirm** box and click **OK** on the resulting pop-up window to record that you reviewed the event. Your first initial and last name will be displayed in the **Confirmed by** column.

You can also capture notes about events. The notes are date and time stamped and attributed to you. Each agency should adopt a standard for making notes. To add a note, click the **Notes** icon for the event, enter note text, and click **Save**.

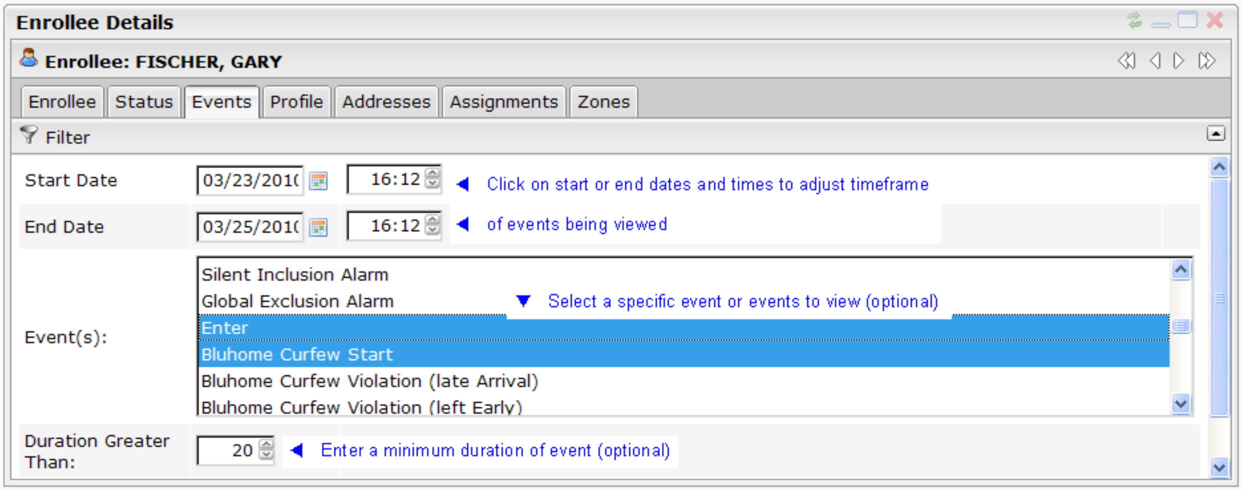
Use the Generate Instant Enrollee Event Report button to send a report to the reports queue for all events currently displayed in the screen.



Enrollee Details Widget – Events Tab

The Notes link allows you to enter as many date and time stamped notes as needed.

If you wish to see only certain events in this screen, you can select the **Filter** bar to display the event filter. Select the events you wish to see by holding the Control button and clicking each event type. Enter a value in the **Duration** field to see events whose duration was greater than the value entered. Select the **Filter** button to display the results in the standard **Events** tab format.



Enrollee Details Widget – Events Tab

Enrollee Details Widget – Profile and Addresses Tabs

The Profile and Addresses tabs are displays of information that was entered in the enrollment process. These tabs are read-only and no information can be changed from them.

Enrollee Details Widget – Assignments Tab

This tab contains a history of what BluBands were assigned to the enrollee, the begin date and end date of that assignment, the reason the device was changed, and the user under whose login the unassignment was performed.

This tab is read-only and no actual assignments or unassignments can be performed through this tab.

Events: Understanding BluHome Activity

The following table is a comprehensive list of the events and violations that can appear in an enrollee's record when the BluBand they are wearing is assigned to a BluHome.

Event	Description	Immediate Notification Codes	Mobile Application Abbreviation
AWAITING ENTER	BluBand has been assigned to BluHome but the device has not registered its first arrival event.		+BHWAIT
ENTER (BLUHOME)	BluBand has entered BluHome's area.	+/-ENTBH	+ENTBH
BLUHOME DEVICE BRACELET STRAP/MASTER TAMPER	The BluBand is in tamper status while in range of the BluHome.	+/-BSTP	+BSTP

BLUHOME CURFEW START	The start and end time of the enrollee's curfew.		+BHSCH
BLUHOME CURFEW (LATE ARRIVAL)	The enrollee failed to enter the curfew on time.	+/-BHCUR	+BHCUR
BLUHOME CURFEW (LEFT EARLY)	The enrollee left before the curfew ended.	+/-BHCUR	+BHCUR
AWAITING LEAVE	BluBand has 30 minutes to leave the RF tether range of BluHome at the time a curfew ends, otherwise the enrollee is in violation.		+LWAIT
FORCED LEAVE PERIOD EXCEEDED	The enrollee was still in range of the BluHome unit after the 30-minute Awaiting Leave grace period expired. This event will close the next time the BluHome calls in to VeriTracks, even if the enrollee is still in range.	+/-FLEAV	+FLEAV
BLUHOME LOW BATTERY	The BluHome unit's battery is low and needs to be plugged into a working AC power outlet.		+BHBATT
BLUHOME LID TAMPER	The BluHome unit has been opened.	+/-BHLID	+BHLID
BLUHOME MOVEMENT	The BluHome unit has been moved.		+BHMOV
BLUHOME POWER LOSS	The BluHome unit no longer has AC power and is operating on its battery.	+/-BHPOW	+BHPOW
CALL ID FAILED	The BluHome calls into the system from a phone number other than the one listed in the enrollee's devices assignment tab. **NOTE:** It is important to understand that this event is dependant on correct user input of the telephone number. If this event is generated, the phone number in the enrollee profile should be verified prior to taking action. Furthermore, if a BluHome is moved from its proper phone line to another phone line, the caller id event will typically be preceded by BluHome Power Loss and BluHome Movement events as the BluHome is being moved.	BHCALLID	BHCALLID
BLUHOME CALL SUCCESSFUL	The status of the last call.		BHSUCC
BLUHOME CALL DROP	The BluHome's call to the system was unexpectedly interrupted, BluHome will try again.		BHDROP

BLUHOME NO DIAL TONE	BluHome could not detect a dial tone to call out. (For wireless BluHome this means a cell tower could not be found).		BHNDIAL
BLUHOME UNABLE TO CONNECT	BluHome was able to dial out but did not reach VeriTracks or was cut off from VeriTracks before the call was completed.		BHNCONN
BLUHOME MESSAGE GAP	BluHome failed to call in for a duration of time exceeding the agency's limit (default is six hours).	+/-BHMGAP	+BHMGAP
BLUHOME POWER ON	The BluHome unit has been restarted.		BHRESET
BLUHOME SETUP ENTERED	The setup menu of the BluHome has been accessed. BluHome settings might be changed.		+BHSET
BLUHOME SETUP BluBox ASSIGNED	A BluBox has been added to the BluHome Configuration.		+HBBASSIGN
BLUHOME SETUP DEVICE ASSIGNED	A BluBand device has been assigned to a BluHome unit.		+BHASSIGN
BLUHOME SETUP RSSI CHANGED	The range on BluHome has changed.		BHRNG

EVENTS: ADDITIONAL EVENT FOR CELLULAR BLUHOMES

Event	Description	Immediate Notification Codes	Mobile Application Abbreviation
BLUHOME WEAK CELL SIGNAL	The unit is in an area with insufficient or poor cellular telephone coverage. With this geographic environment, the enrollee may be a candidate for BluHome using analog/landline telephone service in his or her home.		BHGSMSIG

More on Master Tamper Violations

The Master Tamper violation is an alternative to the traditional Bracelet Strap violation. It is recommended for agencies needing to increase agent/officer accountability when managing strap tamper events. Master Tamper requires the agent/officer to rectify the original cause of the violation by thoroughly inspecting and/or replacing the strap AND acknowledge it in VeriTracks.

Master Tamper can be implemented on an ORI basis. One ORI in an agency can use Master Tamper independently of whether other ORIs in that agency use it or not.

A Master Tamper opens the same way as the Bracelet Strap violation. However, it does not close until the agent/officer takes definitive action on the violation.

A Master Tamper opens under the same circumstances as a Bracelet Strap event. When a strap is disconnected from BluTag in a Master Tamper environment, the event generates in VeriTracks and displays in the standard places where events are visible in VeriTracks.

To Close a Master Tamper Violation

Step 1: Restore the strap's connection integrity to BluBand. Once the strap's connection integrity is re-established and the tamper is no longer reported by BluBand, a yellow icon displays next to the event in the Status tab.

Step 2: Acknowledge the violation in VeriTracks. Click on the icon, enter comments in the pop-up box, and click "OK" and the event closes. Comments entered during the acknowledgement are visible in the Notes section in the Events tab.

Immediate notification for the Master Tamper exists and is subscribed to via the standard Notifications tab. For those agencies electing to use the Master Tamper option, the subject in VeriTracks' notifications will display as +MSTP and -MSTP in place of +BSTP and -BSTP.

The -MSTP notification is sent only after the violation has been both closed and acknowledged. If the -MSTP notification is received it means that the agent/officer has logged into VeriTracks and acknowledged his or her action in regard to this violation.

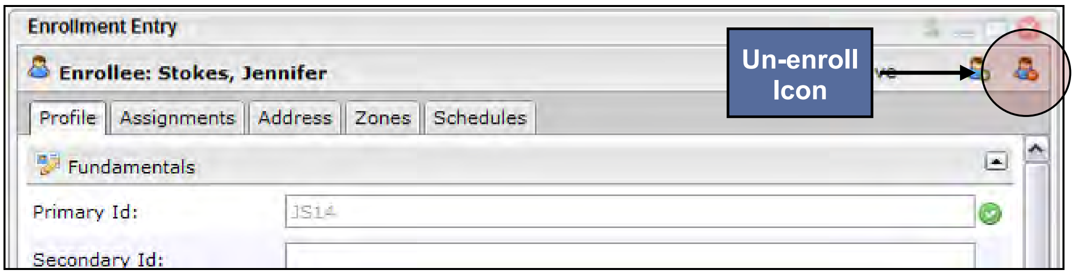
UN-ENROLLING AN ENROLLEE IN VERITRACKS

Unenroll enrollees in VeriTracks only when they are in your presence and in a controlled environment.

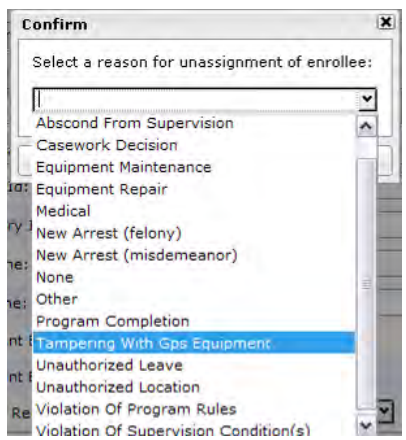
1. Plug in BluHome's power and phone cords to upload BluBand's last activity to VeriTracks.
   - If a "9" is required to dial out, BluHome will auto failover to dial a 9 after three missed calls. You can also change the phone number using BluHome's setup menus.
2. Check Enrollee Status for a recent **BluHome last contact** time that was after the unit arrived in the office.
   a. You may or may not get track data depending on how long BluBand was in motion during the enrollee's trip to the office.

b. Since the enrollee unplugged and moved BluHome, one or more movement alarms and missed calls will be in the list of events.

3. Open the **Enrollment** tab > **Enrollment Entry** widget.
4. Drag from browse or search widget.
5. Select the un-enroll icon.
6. A screen displays asking you to enter the reason for the un-enrollment. Select the reason from the drop-down list.
7. Select **OK** to un-enroll the enrollee.



Un-enroll Icon



Confirm Reason

UNINSTALLATION: REMOVING BLUBAND AND BLUHOME

The following steps are to be completed after unenrolling the enrollee in VeriTracks.

1. Cut the strap in the middle, leaving an equal amount on both sides.
2. Puncture one of the notches on the top cap with the STOP flathead screwdriver to lift it from the tag.
3. Use the plastic removal tool as a guide. Insert the flathead screwdriver into a notch on the u-clip and pry it from the tag.
4. Pull the strap out of the tag.
5. Inspect all parts for signs of tampering.
6. Clean the lens and surrounding area of any dirt build up.

If the enrollee has completed the program, no signs of tampering exist, and the unit is not needed for evidence, place the device back into inventory.

If you sense a problem with the device, send it back to STOP LLC.

Appendix D: Stalker Alert

How Stalker Alert works with BluTag

Stalker Alert is assigned to a victim profile similar to the way a BluTag is assigned to an enrollee profile. The victim profile and enrollee profile are linked in VeriTracks. Both BluTag and Stalker Alert determine and record their position on Earth once every minute. VeriTracks stores three concentric perimeters that "travel" with the Stalker Alert. When each device reports its GPS, VeriTracks compares the points. If a comparison of BluTag and Stalker Alert points determines that the enrollee is inside any of the three perimeters, VeriTracks immediately records the event. VeriTracks sends immediate notifications to the supervising agency as well as the victim. For added safety, Stalker alert detects the rf signal emitted by the enrollee's BluTag.

Prepare Stalker Alert for Use

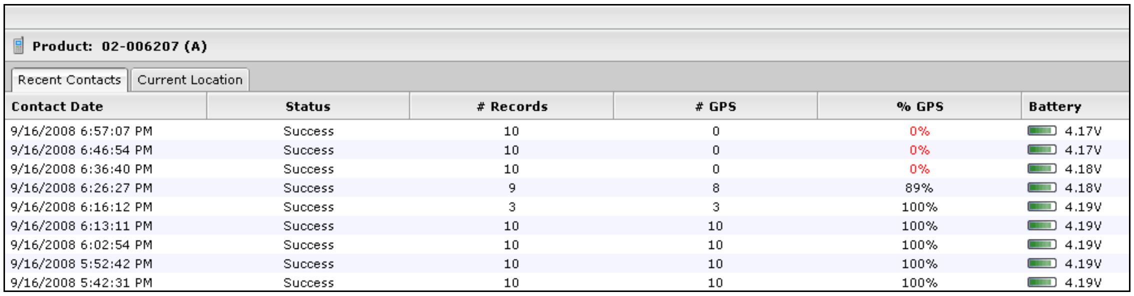
Stalker Alert devices are shipped in a "deep sleep" mode. Un-enrolling a victim also places Stalker Alert in deep sleep mode. Before re-assigning the Stalker Alert device:

1. Activate Stalker Alert by placing it on the charger for at least four hours before an installation.
2. Place Stalker Alert in a location with a clear view of the sky, preferably while it charges, to acquire GPS (e.g., sitting in a window). This can take as little as 15 minutes, but it may take longer. If possible, leave Stalker Alert in this location for up to 45 minutes so that the Stalker Alert can download all satellite positions and other technical data that should be updated when a Stalker Alert is activated.

After charging Stalker Alert's battery for at least four hours, verify the device is communicating with VeriTracks and has an updated GPS Almanac. The GPS Almanac describes the orbits of the complete active fleet of satellites. GPS receivers use the almanac to determine "approximately" the location of the satellites relative to the GPS receiver's location. The receiver uses the almanac to determine what satellites it should use to verify location. Having an up-to-date almanac speeds acquisition time for the GPS receiver.

View Stalker Alert Status Details

1. Open the **Available Inventory** widget in the **Enrollment** page.
2. Search for the device number by scrolling or by using one of the data filters.
3. Select the device status details icon in the State column in the device's row. A pop-up window displays a listing of the details for all of the most recent contacts made by the device. Use this information to determine whether the device has a sufficiently frequent call-in, a high average of GPS, and adequate battery charge.


Product: 02-006207 (A)

Recent Contacts | Current Location

Contact Date	Status	# Records	# GPS	% GPS	Battery
9/16/2008 6:57:07 PM	Success	10	0	0%	4.17V
9/16/2008 6:46:54 PM	Success	10	0	0%	4.17V
9/16/2008 6:36:40 PM	Success	10	0	0%	4.18V
9/16/2008 6:26:27 PM	Success	9	8	89%	4.18V
9/16/2008 6:16:12 PM	Success	3	3	100%	4.19V
9/16/2008 6:13:11 PM	Success	10	10	100%	4.19V
9/16/2008 6:02:54 PM	Success	10	10	100%	4.19V
9/16/2008 5:52:42 PM	Success	10	10	100%	4.19V
9/16/2008 5:42:31 PM	Success	10	10	100%	4.19V

If Stalker Alert is not calling into VeriTracks, use these techniques to activate the device:

- Attach the charger to Stalker Alert and remove it after a few seconds to wake up the device.
- Press and hold the Status Call button on the front of the device until it beeps.

If Stalker Alert does not have a satisfactory number of current GPS coordinates (60% or more), place it outside with a full view of the sky. It may require between 15 to 60 minutes for the device to acquire initial GPS coordinates and download its almanac if it has been in storage or shipped a long distance (e.g., new Stalker Alert devices shipped from the manufacturing site in Houston).

If Stalker Alert does not have an adequate charge, place a charger on it until icon turns green.

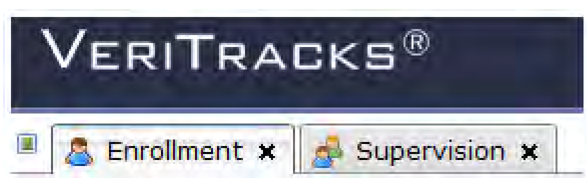
If any of these conditions are not resolved with these techniques, use a different Stalker Alert and return the first device to STOP's manufacturing facility in Houston.

Victim Enrollment

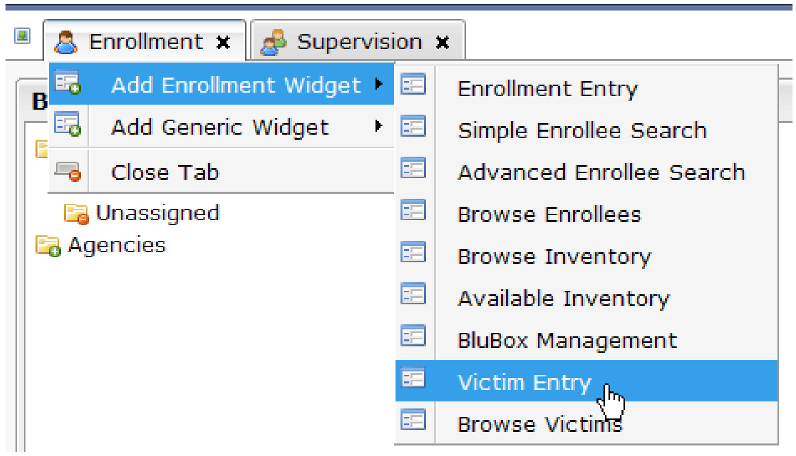
Create Victim Profile

To create a Victim Profile, perform the following steps:

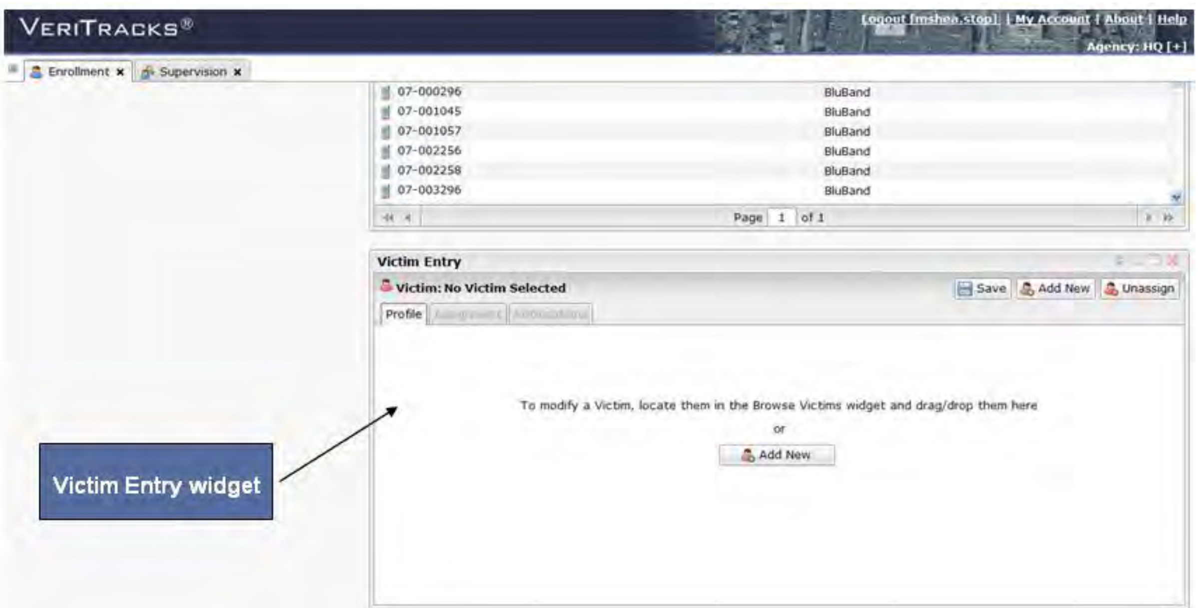
1. Select the **Enrollment** tab to open the Enrollment page.



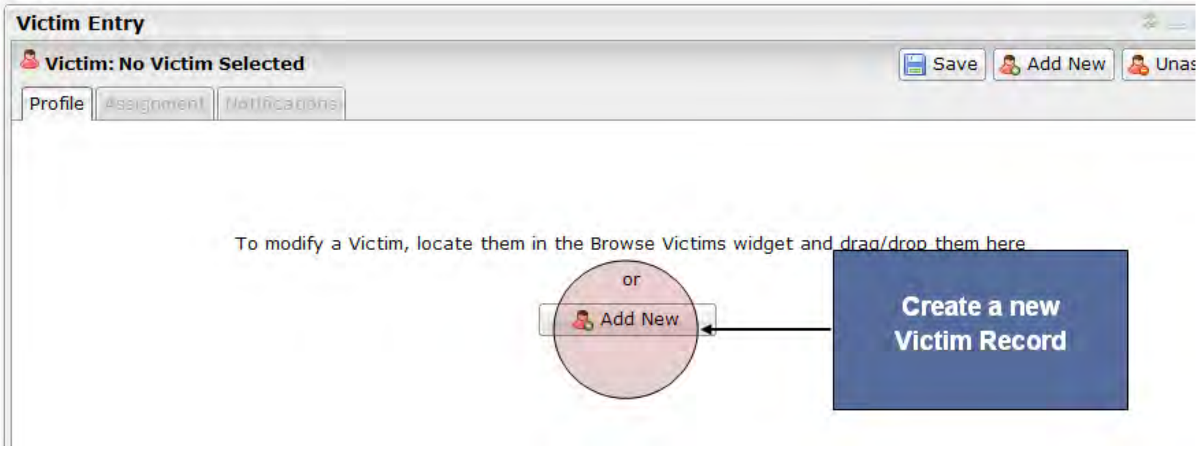
2. From the **Enrollment** tab menu, select the **Victim Entry** widget.



With the **Browse Enrollees**, **Enrollment Entry, and Available Inventory** widgets already open, scroll down the page and under the **Available Inventory** widget you will see the **Victim Entry** widget on the right side of the screen.



3. Select the **Add New** button.



Complete the victim profile. The following are required fields:

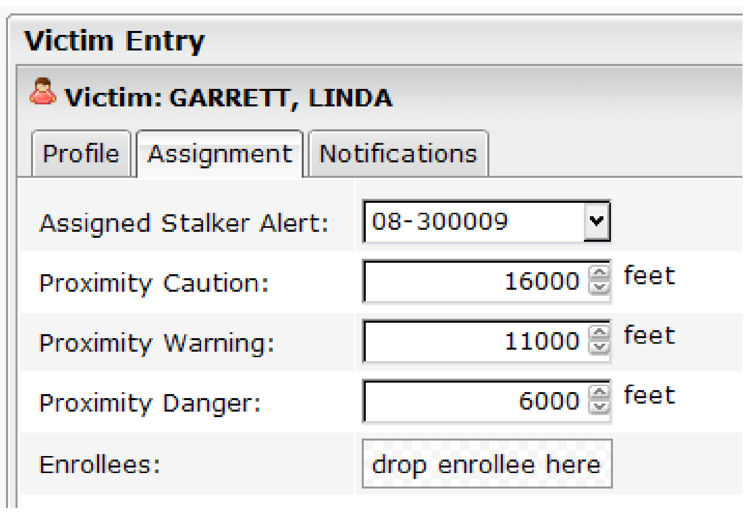
- First Name and Last Name
- Primary Phone
- Primary E-mail
- Time Zone
- Agent of Record (defaults to user who is logged in)

4. Select **Save**.

Assign Stalker Alert to Victim Profile

5. Select the **Assignment** tab:
   - Choose the Stalker Alert serial number from the Assigned Stalker Alert drop-down.
   - Set the Proximity Caution (Minimum 3 miles or 16,000 feet recommended)
   - Set the Proximity Warning (Minimum 2 miles or 11,000 feet recommended)
   - Set the Proximity Danger (Minimum 1 mile or 6,000 feet recommended)

6. Select **Save**.

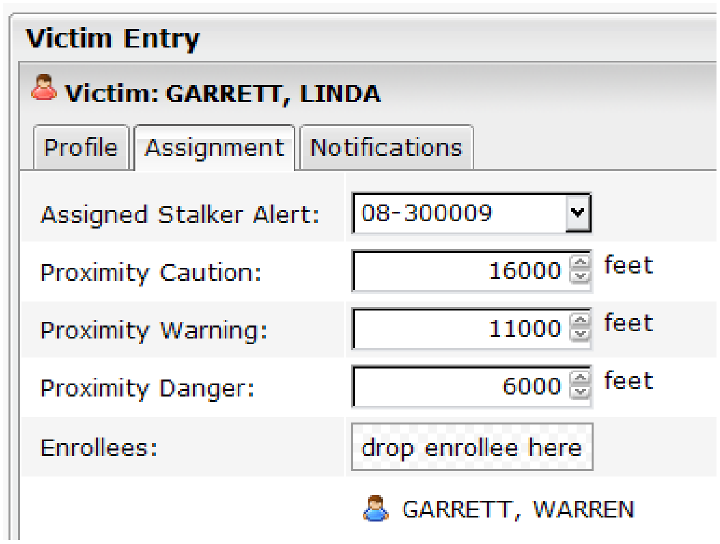


Link Enrollee to the Victim

From the **Browse Enrollee** widget, drag the enrollee profile to the tab and drop it on the **drop enrollee here** button.

When you first drop the enrollee their name will appear below the **drop enrollee here** button.

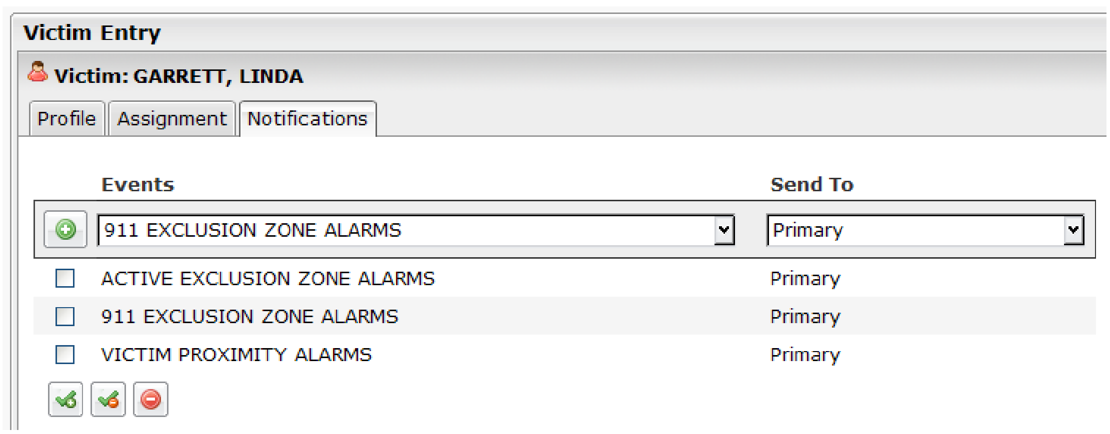
7. Select **Save**.



Set Victim Notifications

To set victim notifications

1. Select on the **Notifications** tab and set notifications the similar to the way they are set for agents/officers.
2. Choose the event from the **Events** drop-down.
3. Choose the destination from the **Send To** drop-down.
4. Click the Green icon to the left of the **Events** drop-down.
5. Select **Save**.



What to Tell the Victim

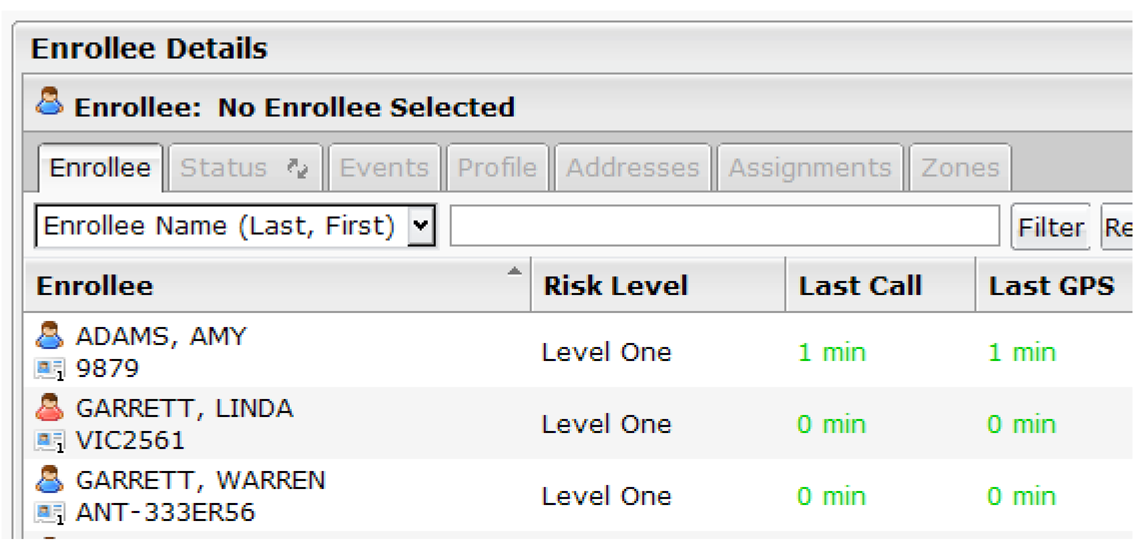
In additional to any program specific information you must relay to the victim, discuss the following with the Victim:

- Charge twice a day, every 12 hours, for 30 minutes.
- If a charge is skipped, the tag must be charged for 60 minutes.
- Light on front indicates contact with charger, not battery level.
- Do not expose to extreme temperatures.
- Do not press "status call button" unless instructed by your Agent.
- If the device vibrates, it is likely that the battery is low. Charge the device immediately
- If the light shines or blinks when off the charger, contact your Agent.
- The device makes an audible tone if it detects the rf signal of the assigned BluTag (approximately 100 yards).

Verify Victim Status

Use the Same Enrollee details under which you supervise your enrollees:

1. Select the name of your victim in the **Enrollees** tab. The victim icon should display red instead of blue.
2. Select the **Status** tab to view the last GPS, call, battery level, and events in progress just as with any enrollee.



Enrollee and Victim Proximity Determination

There are two types of Victim Proximity Settings

1. Fixed Proximity Settings
2. Custom Proximity Settings

Fixed Proximity Settings determine the frequency with which the BluTag and Stalker Alert report their track data to the system.

When an enrollee BluTag and a victim Stalker Alert are linked together in VeriTracks, both devices immediately begin to report their track points every 5 minutes.

If the devices report tracks that are within 7 miles of each other, the devices will begin to report every three minutes.

If the devices report tracks that are within 4 miles of each other, the devices will begin to report every minute.

Custom Proximity Settings determine the distance at which notifications will be sent to the agent and victim. These settings were entered in the Assignment tab during enrollment.

1. **Caution –** When the victim and enrollee are less than this distance apart, a Caution event is generated. This will be displayed on the status page for both the Enrollee and the Victim. If the Victim and agents are subscribed to receive proximity event notifications, they will receive an email or text with the subject line +VCAU.
2. **Warning –** When the victim and enrollee are less than this distance apart, a Caution event is generated. This will be displayed on the status page for both the Enrollee and the Victim. If the Victim and agents are subscribed to receive proximity event notifications, they will receive an email or text with the subject line +VWAR.
3. **Danger –** When the victim and enrollee are less than this distance apart, a Caution event is generated. This will be displayed on the status page for both the Enrollee and the Victim. If the Victim and agents are subscribed to receive proximity event notifications, they will receive an email or text with the subject line +DNGR.

Critical Proximity Setting – When the Enrollee BluTag and the Stalker Alert come within Radio Frequency Range (approx. 300 ft), A Proximity Critical Event is Generated. This will be displayed on the status page for both the Enrollee and the Victim. If the Victim and agents are subscribed to receive proximity event notifications, they will receive an email or text with the subject line +VCRT.

The device makes an audible tone if it detects the rf signal of the assigned BluTag (approximately 100 yards).

SUPERVISION

HOW IT ALL WORKS TOGETHER

When linked BluTag and Stalker Alert devices each reports its GPS, VeriTracks compares the points.

If a comparison of points determines that the enrollee falls within the parameters of a fixed proximity, both devices will increase their reporting tempo as described previously. If a comparison of points determines that the enrollee falls within the parameters of a custom proximity, VeriTracks will send an immediate notification in accordance with the setup for both the victim and the supervising agency.

Note: If one of the paired devices is not calling or getting valid GPS, the events will generate based on the last valid track point for this device. For example, if the Enrollee BluTag has not called in 2 hours, and the Stalker Alert reports GPS points within proximity of the last reported position of the BluTag, the event will be generated based on the info available.

Mapping Enrollee and Victim Tracks Concurrently

Tracks for victims can be viewed in exactly the same manner as tracks for other enrollees. Users can also view enrollee and victim tracks concurrently in VeriTracks. Perform the following steps:

1. Drag Victim from the Browse Victims Widget to the Map
2. Verify that the Victim Tracks are displayed
3. Drag the Enrollee from the Browse Enrollees Widget to the Map
4. Verify that only the Enrollees tracks are showing
5. Click on the green plus sign (+) icon to add the victim to the map.

SUPERVISION BEST PRACTICES

Program Level Considerations

- Clearly defined roles and responsibilities for managers and agents/officers.
- Clear and inviolable procedures for responding to every VeriTracks event.
- Explicit and enforced sanctions for antagonist violations.
- Escalation plans for agent/officer notification.
- Realistic expectations for protecting the victim. An antagonist living two blocks from a victim is not a good fit for this program. Does antagonist regularly travel near the victim (for example, pass by the victim's house on the way to work)?

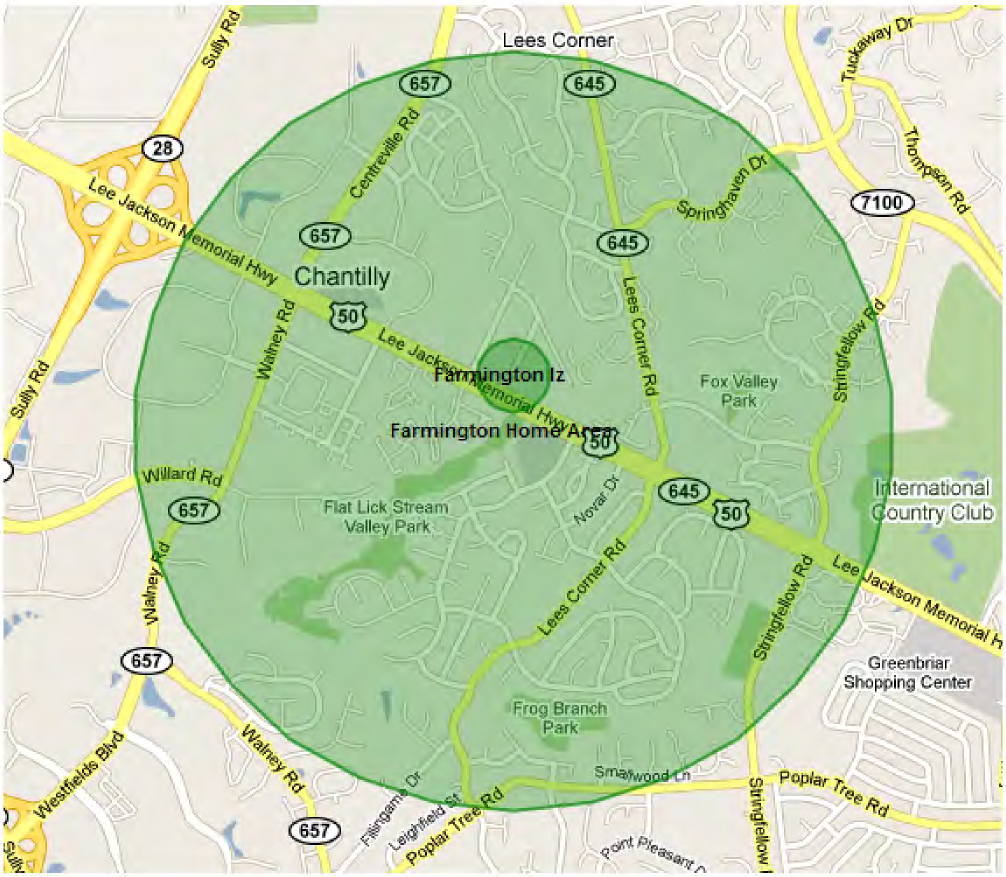
Supervision Routine

Daily is a minimum level. More frequently is better.

- Daily review of victim charging habits
- Daily review of victim tracks to provide insight to victim's compliance (keep the tracker with them)
- Daily review of victim events to monitor GPS and cell signal reception.
- Daily review of enrollee charging habits
- Daily review of enrollee events to monitor zone and device compliance
- Daily review of enrollee events to monitor GPS and cell signal reception.
- Daily review of combined victim and enrollee tracks to highlight potential stalking, etc.

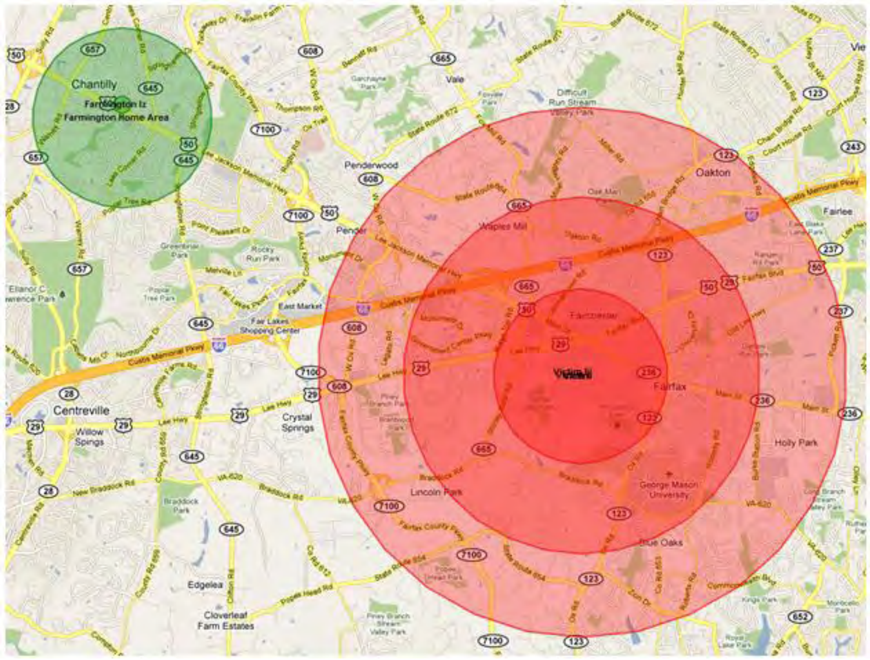
Inclusion Zone Layers

Standard 300 or 500 foot Inclusion Zone for enrollee curfew. Additional 1 mile Inclusion Zone (24x7) to alert supervisors to enrollee's departure.



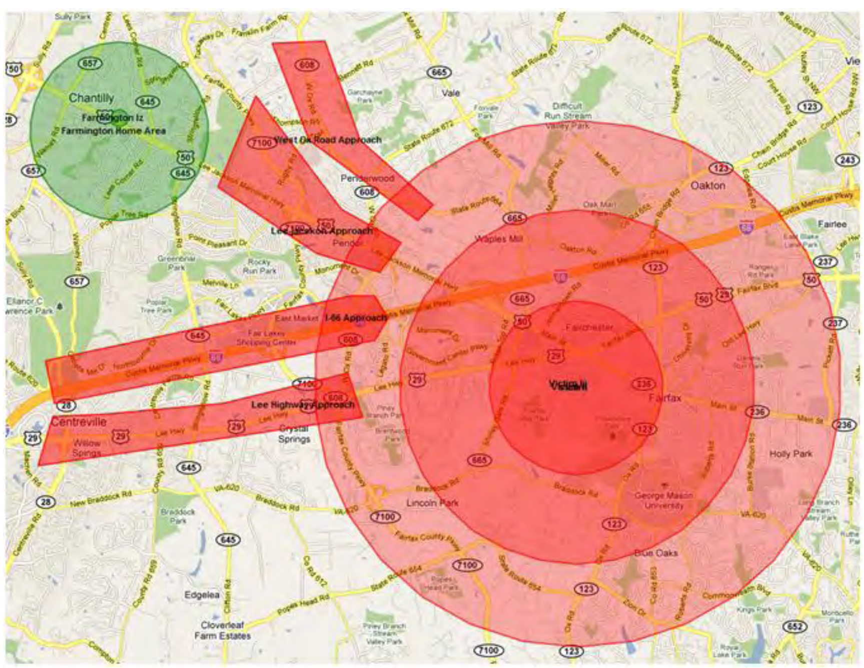
Exclusion Zone layers

Multiple Layered Exclusion Zones for victim frequent locations (home, work, school, etc.) – sizes can equate with recommended proximity zone sizes.



Extended Exclusion Zone layers

Use an Extended polygon in the Exclusion Zones to cover rapid approach corridors such as highways.



Proximity Zone Minimum Recommended sizes

Minimum suggested proximity zone sizes are:

Caution	16,000 ft
Warning	11,000 ft
Danger	6,000 ft

These are slightly greater than 1 mile increments and so represent one minute of travel at 60 mph.

Note: If one of the paired devices is not calling or getting valid GPS, the events will generate based on the last valid track point for this device. For example, if the Enrollee BluTag has not called in 2 hours, and the Stalker Alert reports GPS points within proximity of the last reported position of the BluTag, the event will be generated based on the info available.

UN-ENROLLMENT

Un-Assigning a Victim

1. Find the Victim in the **Browse Victim** or **Simple Search** widget.
2. Drag and drop the Victim onto **Victim Entry** widget.
3. Select the **Un-assign** button. A message displays stating that the victim is un-enrolled.
4. The Enrollee BluTag that was paired with the Stalker Alert will return to 10 minute reporting
5. Any proximity events that are open will close for both Victim and the Enrollee.

NOTE: The system will tell the Stalker Alert to turn itself off. Place it in storage or on a charger to turn it back on for the next Victim.

Un-Enrolling a Paired Enrollee

1. Find the Enrollee in the **Browse Enrollee** or **Simple Search** widget.
2. Drag and drop the Enrollee onto **Enrollee Entry** widget.
3. Click the **Un-enroll Enrollee icon** button in the top-right corner.
4. Select the *Reason for Un-assignment* and select **OK**.
5. The Stalker Alert that was paired with the Enrollee BluTag will return to 10 minute reporting.
6. Any proximity events that are open will close for both Victim and the Enrollee.
7. The system will tell the BluTag to turn itself off. Place it in storage or place it on a charger to turn it back on for the next Enrollee.

NOTE: Un-enrolling an Enrollee will not remove him from the Victim Entry assignment. Pairing will commence if another BluTag is assigned

APPENDIX E: INDEX OF VERITRACKS WIDGETS

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V