iCAN

Interactive Community Alert Network

User Guide

February 2020

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1. OVERVIEW

Welcome to the Interactive Community Alert Network (iCAN). iCAN is a community watch program that enables the public to transmit incident reports in plain text or with photos, videos, and electronic instructions to orient police monitored CCTV camera views toward the incident location.

The iCAN program allows the police to view what the public is reporting instantly, and the public to anonymously collaborate with the police electronically in investigating the reported incident and preventing crime more effectively than in the past.

This instructional manual provides all the necessary information needed to use the iCAN reporting system and interact with the police in real-time during the investigation of the reported incident.

2. IMPORTANT NOTICE

iCAN is not a substitute for 911 or for any other emergency notification system. Do not use iCAN as the primary means of reporting an emergency requiring immediate police, fire, medical, or other assistance. iCAN should be used to assist authorities in investigating matters only after they have been reported to 911 or other appropriate authorities.

3. USER ACCOUNTS

Access to iCAN is restricted to authorized users only. The iCAN program is open to qualified community residents who reside or work within the program coverage areas.

To apply for a user account, go to:
https://eopd.ican system.com:446/eo/ican_resident/public/index/login, click on the "Sign Up" link, and complete and submit the iCAN Community User Application.

a. SELECTING A USERNAME

Please select a username carefully; the username is your screen name and will appear on all iCAN transactions. If you want to remain anonymous, do not use your name or any part of your name, or email for a username. Do not select offensive, misleading, or otherwise inappropriate usernames.

b. PASSWORDS

Create and enter a strong password that you can remember easily. Do not share your password with anyone or allow unauthorized persons to access your iCAN account. Users are responsible for all iCAN transactions by anyone accessing iCAN with their username and password. If your user credentials are compromised, change your password immediately and report it to the program administrator.

c. PERSONAL INFORMATION

Enter your personal information. Identifying information is used by your police department for screening applicants and assigning panoramic CCTV views only. Access to your personal information is strictly limited to the iCAN program administrator.

Police iCAN operators do not have access to your personal information and are trained not to ask reporters for identifying information. All iCAN transactions are conducted using anonymous usernames only.

d. EMAIL ACCOUNT

Enter a valid email account. The email account information is required in the event that you forget your password and for receiving iCAN notifications.

e. SECURITY QUESTIONS

Select and record the answers to three security questions. You will be prompted to answer security questions when using the forgot password or change password features.

f. TERMS OF USE & DISCLAIMERS

Please read the Terms of Use and Disclaimer statements carefully by clicking on the Terms of Use & Disclaimer link on the top of the Page. Additional terms and guidelines may be set by your local police department.

Applicants must accept the terms and conditions specified therein and indicate agreement by placing a checkmark on the box next to the "I agree to Terms of Use & Disclaimers statement. If you accept the terms and conditions, click on the submit button. If you do not agree to the Terms of Use & Disclaimers, please do not submit the application as it will not be processed; cancel the application by clicking on the cancel button.

iCAN users are asked to adhere to the following guidelines, among others:

1) Report matters of public safety only.
2) Do not falsely report incidents. Making a false report to law enforcement is a serious offense and may be punishable by law.
3) Do not make multiple reports of the same incident, unless reactivating a closed report.
4) Do not use the system to harass or annoy others.
5) Do not use obscenity, vulgarity, or make sexually suggestive or racist comments.
6) Do not disclose or attempt to attain the identity of anonymous iCAN users.
7) Adhere to of the all terms listed in Terms of Use and Disclaimers Section.

g. ACCOUNT ACTIVATION

All user account applications are electronically submitted to your police department's iCAN program administrator for review and account activation. The iCAN administrator will send account status and activation notices to your email account.

h. USER PROFILE CHANGES

Users may edit or update their profiles but cannot change their username. Please note that if you change your address, access to the iCAN panorama feature may become temporarily unavailable until the iCAN Administrator realigns CCTV camera views. The Program Administrator will notify you via email when access to the panorama feature is restored.

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i. SUSPENSION OF USER PRIVILEGES

Violations of terms of use may result in the immediate suspension of user privileges or issuance of violation notices. iCAN access privileges are automatically suspended after three TOS violations within one year. The program administrator may also suspend user access for serious violations. A total count of iCAN user TOS violations appears on the home page above the Incident Detail section.

If your account is suspended, contact your program administrator.

4. INTRODUCTION TO THE iCAN PROGRAM FEATURES

This section will introduce you to the iCAN website and program features that will help you get started in making your community a safer place to live and work. By spending a few minutes going through this section, you will learn some important iCAN basics.

If you wish to jump to the Incident Reporting section, go to page 5.

a. USER LOGIN PAGE

To begin an iCAN session, go to login in screen, enter your username and password, and click on the login button. The login screen URL is shown below:

https://eopd.ican system.com:446/eo/ican_resident/public/index/login

1) If you have forgotten your password, enter your username and click on the "forgot password" link. You will be prompted to enter a response to one of three stored security questions. Respond to the security question and click the submit button. You will receive an email containing your temporary password and a link to change your password.

2) If you have forgotten your login information, click on the 'Forgot Password' link on the login screen. You will be prompted to enter your account email address. You will be prompted to enter a response to one of three stored security questions. Enter the security question response and click the submit button. A message will be sent to that email address containing your user credentials and a link to reset your password.

b. INCIDENT REPORT PAGE

After logging in successfully, you will navigate to the 'Incident Report' Screen. The Incident Report screen is the central location for reporting public safety-related events to the police.

1) PANORAMIC PHOTO SECTION

If you reside in a CCTV coverage area, the page may display one or more panoramic photo(s) of neighborhood CCTV cameras assigned to you by the program administrator for incident reporting purposes. Panoramic pictures show the CCTV camera's field of view.

To view a listing and locations of CCTV cameras assigned to you, click in the panorama menu bar. To change the current panoramic camera view, select and click on the desired camera location.

2) MEDIA UPLOAD SECTION

The Incident Report page contains an area and features to upload photos and videos of the event that you are reporting.

3) MENU BAR

The Menu Bar is used to navigate iCAN screens and features, including police-issued alert bulletins, iCAN blog, helpful links and contact information, and the terms of use document. Above the top menu bar, there are Edit Profile, Admin Messages, and logout links.

c. HOME PAGE

The Home Page is the central location for interacting with your local police department regarding the reported iCAN incident.

1) REPORTED INCIDENTS
The Home page displays a chronological listing of your most recent reported iCAN incidents.

2) POLICE ALERT SECTION
The Police Alerts section shows recently issued 'Police Alerts and a link to view additional alerts

3) BLOG SECTION
The Blog section shows the latest blog postings and a link to view additional alerts threads and postings.

d. POLICE ALERT PAGE

The 'Recent Police Alerts' screen shows a listing of police-issued alert bulletins. Police issued alerts may contain descriptions of crime problems affecting your neighborhood and request for public assistance in dealing with the problem, and steps that you can take to protect yourself and your property.

e. BLOG PAGE

The 'Blog' page displays active Blog threads and postings, and a link for starting a new blog thread, and a text field for adding content to existing blog threads.

5. REPORTING iCAN INCIDENTS TO THE POLICE

To send an iCAN incident report, follow these steps:

a. If you are not at the Report Incident screen, click on the Report Incident link on the top menu bar. Note: when you login, the system will navigate directly to the report incident screen.

b. On the Report Incident screen, complete the following report captions:

1) LOCATION OF THE EVENT
Enter the street address of the event that you are reporting (e.g., F/O 123 Main Street).

2) X STREETS
Enter the cross streets (e.g., 5th Av & Bell Lane)

3) TITLE

Enter the Incident Title (e.g., Suspicious activity, Fight, Car Break, etc.)

4) POST

Enter a brief description of the activity, including descriptive information about the people and vehicles involved, type and description of the location, direction of travel, etc.

5) UPLOAD MEDIA

If you have photos or a video of the event, upload them by either dragging and dropping them into the space provided or clicking on Drop Files Here windows to select the file to upload.

6) SELECT CATEGORY

Select an incident alert category that most closely represents the nature of the incident from the Select Category drop-down menu. There are six incident report categories:

a) **Suspicious Activity** – behavior reasonably indicative of criminal activity or something that is out of the ordinary and warrants police attention, such as someone looking into several parked cars, or someone lurking in the shadows.

b) **Crime-in Progress** – If you see what appears to be a crime taking place, call 9-1-1 immediately. If safe to do so, and only after reporting the event to 911, use the crime-in-progress option to assist police in investigating the 9-1-1 report.

c) **Quality-of-Life** – illegal behavior or activity that detracts from a community's well-being and causes fear-of-crime. QOL activity may include, but not limited to:

   i. Excessive noise
   ii. Dangerous animals running loose
   iii. Repetitive vehicle/burglar alarms
   iv. Narcotics activity
   v. Gang activity
   vi. Traffic problems

d) **Persons in Need of Assistance** – If you see a person in need of immediate police or medical assistance, call 9-1-1 first. This report category may include lockouts, sick, lost, or disoriented individuals, car accidents, etc.

e) **Tip – No Response Needed** – Information that may help the police identify and deal with local public safety matters. Tips are for informational purposes only and do not require further interactions with the police.

f) **Other** – other events warranting police attention – please described the situation in incident alert posting.

NOTE: If the incident is within a CCTV coverage area, continue to step 7, otherwise go to step 9 and provide detailed information about the incident and persons involved in the Post section.

7) SELECT CCTV CAMERA PANORAMA

Select the appropriate CCTV camera that covers the incident area using the CCTV Camera menu. The CCTV camera selection menu is located adjacent to the Select Category menu. The drop-down camera menu may contain single or multiple CCTV camera options depending on the number of cameras covering the local area. The selection will populate the corresponding panoramic photos on the 'Incident Report' page.

8) PINPOINT THE EVENT LOCATION ON THE PANORAMA PICTURE

Use the appropriate panoramic photo as a reference and locate the event location. On the panorama picture, point and click or tap on the approximate incident location. A message box containing a number will appear on the screen. This confirms the location was successfully recorded.

9) SEND THE INCIDENT REPORT

To transmit the incident report, click on the "Send" button.

a) If you do not localize the event using the panorama feature, two messages will appear on the top right side of the screen.

    i. The first message will prompt you to indicate the incident location on the panoramic photo. Click 'OK' under the first message and localize the incident if you forgot to include the step. Hit the Send button again, to transmit the alert.

    ii. If the incident location is not within CCTV camera coverage view or you have not been assigned panorama views, click on the OK button under the second message and click on the Send button once again. Your text-only incident alert message will be transmitted.

b) Once the incident alert message is successfully transmitted, iCAN will briefly display a message indicating the incident has been reported. The confirmation message appears above the Reported Incidents caption. just below the 'Select Category" drop-down

Do not assume the police have received the incident report until the report appears on the Incident Report screen, and you receive an acknowledgment message.

c) The iCAN system will now navigate to the "Reported Incidents" screen.

> NOTE: If you selected the Tip – No Response Needed category, the reporting process stops here, since no police interaction is necessary. Otherwise, move on to the next step.

6. MONITORING REPORT STATUS AND POLICE MESSAGES

The most recent Incident Report will appear as the top item in the Reported Incidents section. The Report Title link appears in <u>Red</u> text color to indicate that the police have not yet acknowledged receiving the report. The report title will remain in red text color until police iCAN monitors acknowledge receiving the incident report.

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a. To view the reported incident details and message transactions, click on the alert message title link.

b. Once the police acknowledge receiving the incident report or transmit a new message, the Incident Report Title link text color will change from red to <u>Blue</u> on the reported incidents log. Blue text letters indicate the arrival of new police messages.

   Click on the title link again to read the message. Police messages and your responses appear on the screen's 'Incident Detail' section. All police messages are prefixed by the word 'police' and police operator username.

c. To respond to police messages or add a new message about an on-going incident, enter the information in the Message text box and click on the 'Send' button. When you send a new message, the Incident Report Title link text color will change to <u>Purple</u>. The report title will remain in purple text color until police iCAN monitors send a new message, at which time the text color will change back to blue again.

d. To update the incident location using the panorama feature or to add new photos or videos, click on the incident report title on the Reported Incidents, then click on the Panorama View button located on the top right side of the screen. Use the panorama feature to update the CCTV camera view or upload new images. Enter a brief message in the Post text box and click on the Send button.

e. The Incident Report Title link will change to Green text color. Green text letters indicate that the reporter has transmitted a new comment with an updated CCTV camera view or new photos or video. The report title will remain in green text color until police iCAN monitors acknowledge receiving the new message, at which time the incident tile will change to the blue text color.

f. Once the police complete their investigation of the reported incident, you will receive a final incident disposition message. The Incident Report Title link text color will change to <u>Black</u> to indicate the incident report has been closed. Click on the incident title to read the final disposition under the Comments section.

iCAN Message Text Color Reference Guide	
Report Title Text Color	**Incident Report Message Status**
Red	**Your new incident report was sent but not yet acknowledged by the police**
Blue	**The police have sent you a new message about your reported incident**
Purple	**You have sent the police a new message about your reported incident**
Green	**You have sent the police a new message containing an updated CCTV camera view or video/photo**
Black	**The police have concluded their initial investigation and sent you a final notice**

g. To reactivate a closed incident report that was previously reported by you and concluded by the police, click on the incident report title and enter a new message. To update the CCTV camera view or upload new photos/videos, click on the Panorama View button and follow the procedures shown in paragraph 6.b. Click on the Send button to transmit the new message.

7. RESPONDING TO POLICE ISSUED iCAN ALERT BULLETINS

Police issued alert bulletins are listed on the 'Home' and "Recent Police Alerts' pages. To respond to police issued Alerts:

a. Click on the Respond button located below the Alert bulletin. The iCAN system will navigate to the Police Alert Response screen.

b. Follow the normal iCAN Incident Reporting steps.

8. BLOGGING

The community blog offers a venue for iCAN users to chat and share information and ideas about public safety matters only.

a. The most recent iCAN community Blog threads and postings appear on the "Blog" page.

b. To view the Blog page, click on the 'Blog' link on the menu bar.

c. To read or add content to an existing blog thread, click on the Blog title link. Use the Replies text box to add content and click on the Send button to post.

d. To begin a new blog thread, go to the "Add New Blog" section. Enter the blog title, blog content, and click on the Send button.

e. NOTICES.

1) The comments and feedback posted to the blog are not necessarily the position or opinion of the East Orange Police Department. The East Orange Police Department reserves the right to moderate the blog to ensure that only appropriate content is posted; however, we are not responsible for the content that users post or how the content is interpreted by other readers.

2) iCAN Blog postings are subject to the program's terms of service (TOS). By using the Blog, you agree to be bound by and use the Blog in compliance with the TOS. If you do not agree to these terms, do not use the blog. TOS violations may result in content being deleted, the issuance of violation notices, and suspension or revocation of iCAN user privileges. Do not post blog content that:

a) Disclose the identity of anonymous iCAN users.

b) Defames, abuses, harasses, threatens or otherwise violates the rights of others.

c) Promotes or provides instructional information about illegal activities.

d) Advocates or promotes physical harm or injury against any group or individual; or contains:
   i. Sexually suggestive content
   ii. Hate speech, threats, or direct attacks on an individual or group
   iii. Racist, sexist or religious bias overtures
   iv. Obscenity or vulgarity
   v. Spam or business marketing

9. DISCONTINUANCE OF SERVICE

The East Orange Police Department reserves the right to modify or discontinue, temporarily or permanently, all or part of the iCAN system without notice. The East Orange Police Department will not be liable to you or to any third party for any modification, suspension, interruption, or discontinuance of the iCAN service.