

PROCEDURE MANUAL



MICHIGAN STATE POLICE

eAICS Dispatch Handbook

Purpose: This manual provides guidance to users entering incidents into eAICS, emphasizing the dispatch functions. eAICS will provide information to the Michigan Incident Crime Reporting Statistics (MICR) and ensure that all requirements are met by providing proper edits and requiring necessary information to be input.

Effective Date: August 02,, 2022

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Definitions:

Ellipsis Button: The button  used to open a screen to add or view additional information.

Ellipsis Screen: The screens are where additional information can be added to a field.

Assigned ORI: Users with access to multiple ORIs.

Home Post (Agency ORI): The user's primary work location.

Tree Node: The information found on the left side of the incident entry screen.

Assist ORI: The field used when assisting another agency in their investigation.

Security Level: Determines who can view an incident (Public—all eAICS users, Protected—only specific users assigned access).

Drop Downs: Fields that contain multiple options and can be selected by clicking the arrow on field or begin typing the information (except on the Home Screen).

Employee ID: User's HRMN number minus the H and any leading zeros.

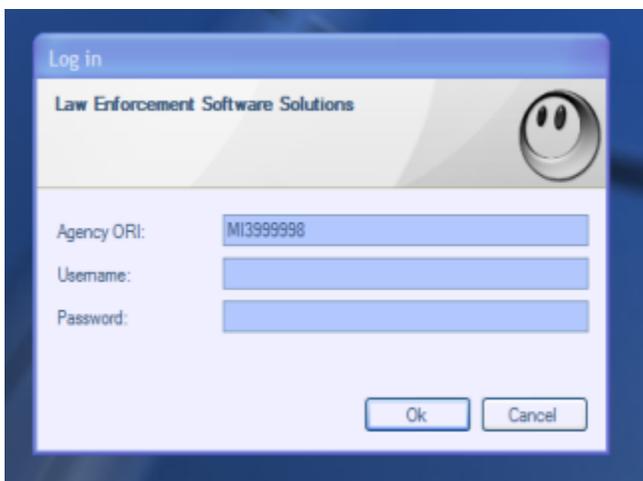
Section 1: Entering Incidents

1.1 Log In

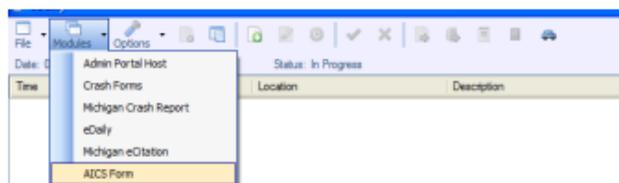
- a. Click on the icon to open the Log In screen.



- b. Type Username & Password, click Ok.

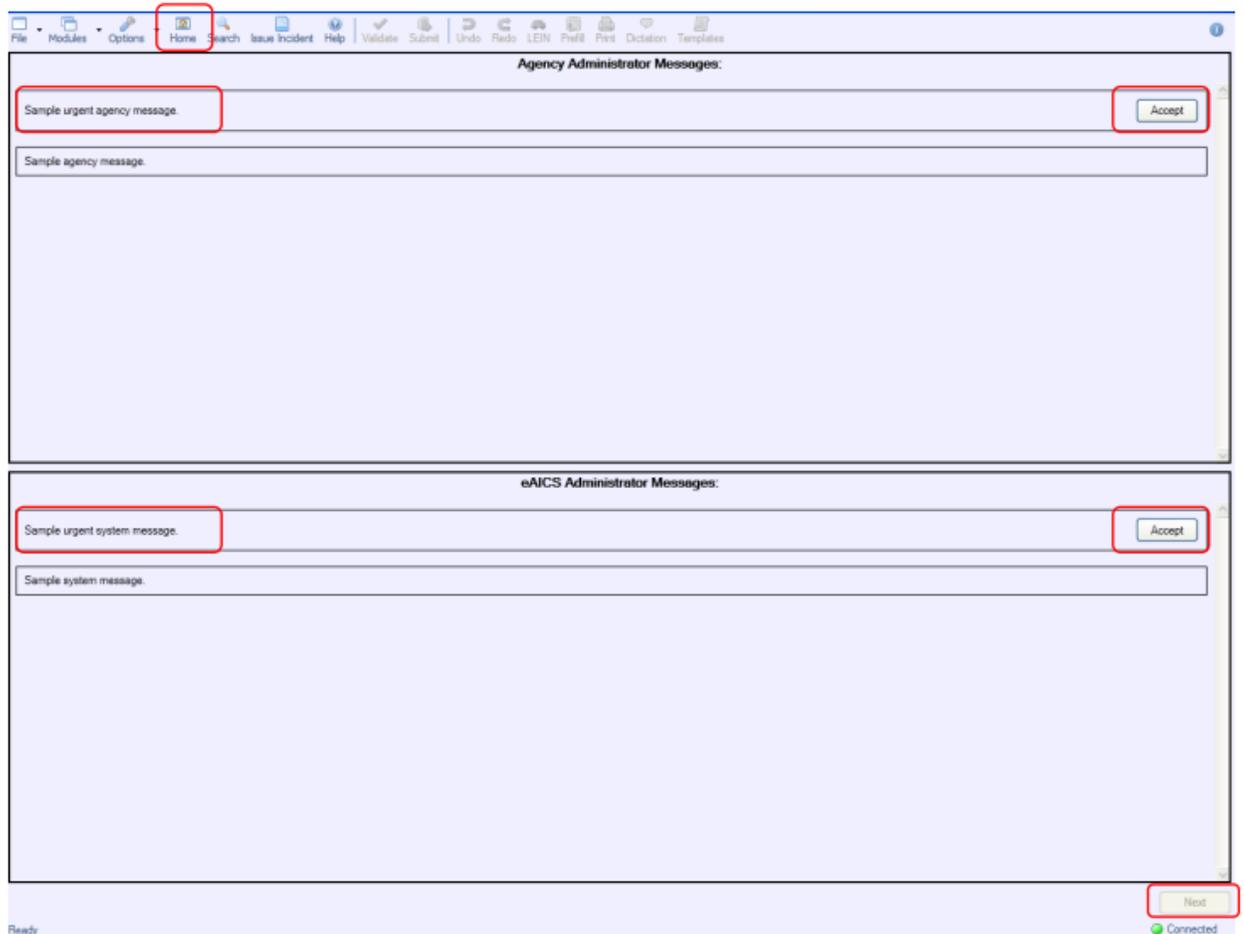


- c. Click the Modules dropdown and select AICS Form.



1.2 Notification

Upon successful log-in the user will be taken to the Notification Screen. This screen will provide users with messages from their work site, under the Agency Administrator Messages section, and messages from the Enforcement Records Unit, under eAICS Administrator Messages.

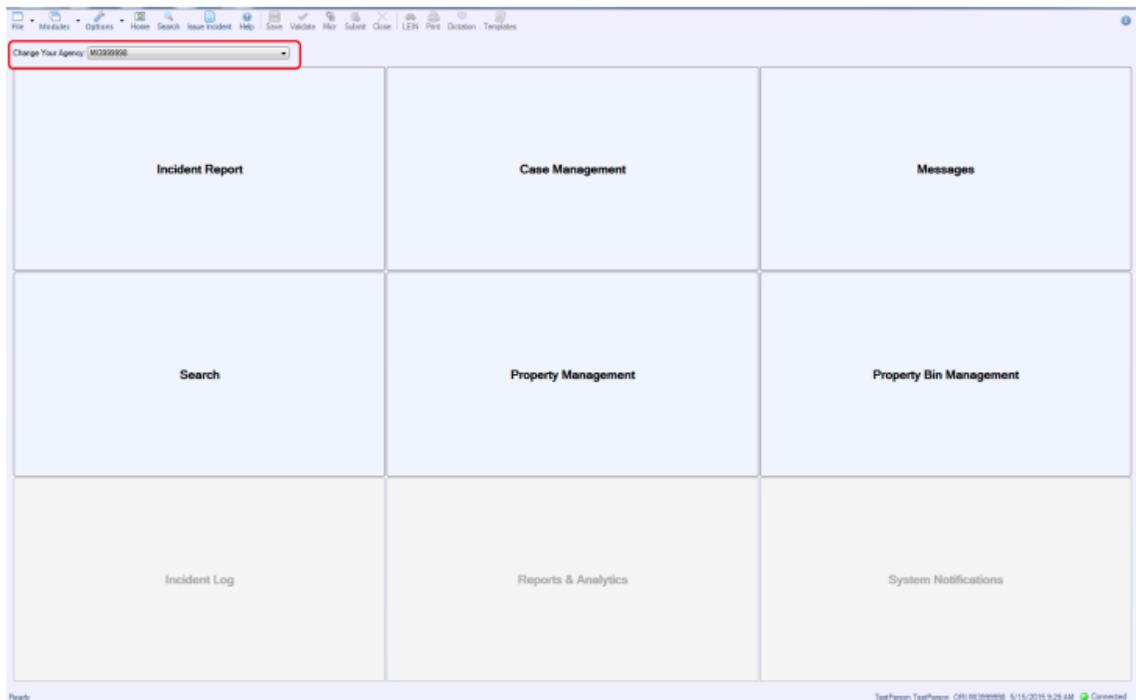


All Urgent messages must be read and the Accept button clicked. Once that is done or if there are no urgent messages, read any unread messages and then click the Next button at the bottom of the page to go to the Home Screen.

- i. Accept: Appears next to all Urgent messages. This must be clicked after reading urgent messages
- ii. Next: Becomes active when all Urgent messages have been read and accepted.

1.3 Home

The Home Screen is a central location which provides the ability to access different areas of eAICS. The home page view is dependent on the user's claims for the ORI selected. All troopers will have access to Incident Report, Case Management, Messages, Search, and Property Management. Some users will have access to multiple ORIs; this screen is where users will select the ORI they wish to work in.



- i. Incident Report: Creating, investigating, submitting, and tracking an incident within the ORI selected.
- ii. Case Management: Searching and managing the user's assigned incidents. This view will provide the user the ability to see their incidents that are Waiting (to be reviewed), In Progress, Rejected, Follow-up, Detective Review, and Inactive status.
- iii. Messages: All incident related messages that are created from the Incident Journal, Rejected (incidents).
- iv. Search: Utilizes specific data elements to find incidents. Contains search screens for person, property, and venue.
- v. Property Management t- (Group Property): Provides the ability to temporarily remove property items and check them into temp locker in bulk using the property journal screen for entry.
- vi. Change Your Agency: Users who have access to multiple ORIs can use this dropdown to switch between ORIs. This field should default to the users assigned ORI (the ORI used at log in).

1.4 Global Toolbar

These icons allow users to go to the Home and Search Screens, to start a new incident (Issue Incident), and get Help with screen functions. Users can also Save, Validate that MSP and MICR required information has been completed for an incident before submitting. Submitting incidents for review is done from this toolbar. The ability to Close an incident and return to the previous screen is also available.



1.5 Incident Screen

The Incident Screen is where information regarding an incident is created and reviewed. The fields below are required to get an Incident Number. The Complainant area will prefill with the first person or business that is selected as complainant (when adding persons/businesses via the tree node). All incidents require a complainant before they can be submitted.

The screenshot shows the Incident Screen interface. The top section is the ORI (Original) information, which includes the ORI number (MI3999998), Report Date/Time, Incident Occurred Date/Time, On/After, And Before, Incident Type (ORIGINAL), and Incident Number. The Complainant section includes Complainant Name (First, MI, Last), Telephone, Address, City, State, and Zip. The Incident section includes Incident Status (0 - OPEN), External Documents, MO, Cold Case, Cold Case #, VCap Number, and Name. The Venue section includes Prefix, Street Number, Street, Road Type, Suffix, Assisted ORI, Apt/Lot, County, City/Twp, Beat, Primary Officer (TINO JIMENEZ), Secondary Officer, State, Zip, Institution, and At Or Near.

- i. ORI/ Agency Name: Will prefill based on the ORI selected on the Home Screen.
- ii. Sub Unit: May be mandatory for some agencies (the dropdown will only contain the Sub Units for the ORI selected on the Home Screen).
- iii. Report Date/Time: Date and time the officer received notice of the incident.
- iv. File Class–Crime(s): Ellipsis button is used to enter file class information and allows for more than one file class to be entered.
- v. Incident Name: Name related to the incident.
- vi. Street Number: Address where incident occurred.
- vii. Street: Street where incident occurred.
- viii. City/Twp: City/Township where incident occurred.
- ix. County: County where incident occurred.
- x. At or Near: Cross street or location where incident occurred when no address is available.
- xi. Primary Officer: Prefills based on user log in information–dropdown available to change to users within the same ORI.

The MICR required information for file classes must be completed by clicking the Ellipsis button in the File Class field.

1.6 Release Lock Button

The following fields are required to “Get Incident” number.

- a. ORI/Agency Name: Prefills based on the ORI selected on the home screen.
- b. Report Date/Time: Date and time you receive the call.
- c. File Class: Select Ellipsis button to enter File Class Information. The first field (File Class field) is all that is required to pull an incident number.
- d. Name: Names of person(s) related to the incident.
- e. Street Number or At or Near field is required with the Street Name.
 - i. Street Number: Address where the incident occurred.
 - ii. Street Name: Street where the incident occurred.
 - iii. At or Near: Cross street where the incident occurred. Street is preferred so crime mapping can be used if needed.
- f. Primary Officer: Prefill based on user log in information. Dispatchers be sure to change this to the officer assigned the call. Drop down of officers will be based on the ORI selected.

Once all required fields are completed then the user will select Get Incident button. Once the incident has been issued dispatcher should select the close button to close out of the incident number. Keeping the incident open will lock the officer out of updating that incident. (See Report Lock information)

1.7 Report Locks

When a user gets an incident number or accesses a report it will lock other users from editing that report. This lock is similar to the narrative lock.

- g. Report—Is the report within the incident (i.e. Original, Supplement 0001, Supplement 0002, etc.)
- h. Each report within the incident is locked separately. This allows more than one user to work on the Incident at a time.
- i. When a report is locked other users will be able to access and view the report in read only. They will be able to type within the narrative when it is locked, however those changes will NOT be saved.
- j. Users will be able to add Supplements while the Original or other Supplements on the report are locked.
- k. User will be able to access any report within the incident that is not locked and will be able to work on that report.
- l. When the user exits the entire incident the lock will automatically release allowing other users to access the report to make any necessary changes.
- m. All reports will be read only once they have been reviewed.

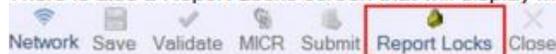
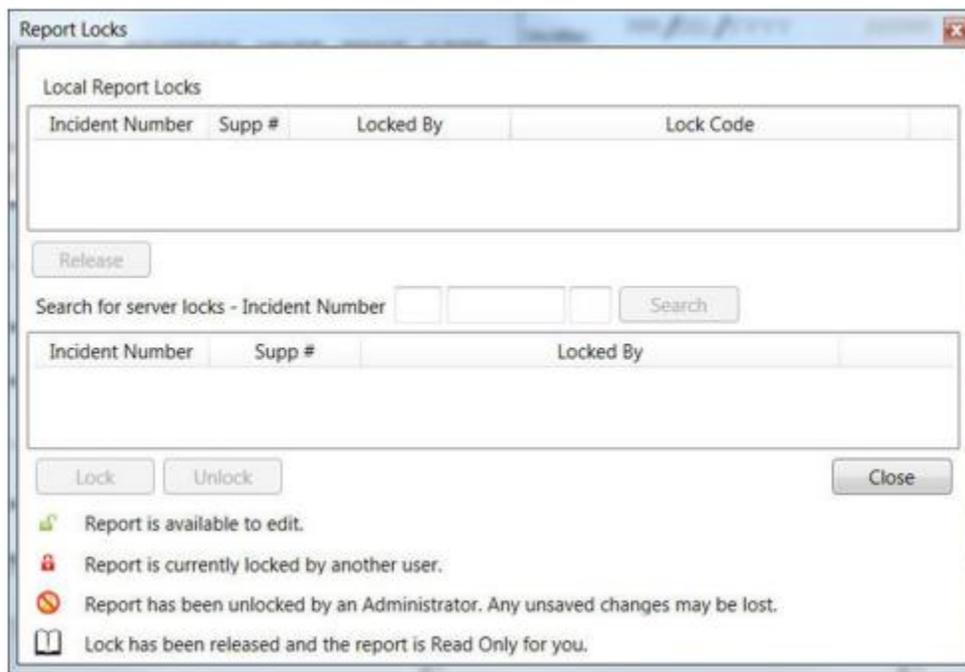
IMPORTANT - When approving an incident or using Property Management to add a property journal and/or complete final disposition while the report is locked the user will receive the notification

“The report is locked by another user” and they will not be able to complete their transaction until the incident is closed or the lock is released by the user that holds the lock.

New icons on the Tree Node will provide a quick visual indicator to show which reports are locked. These icons will update in real-time, so as users get in and out of reports within an incident other users working on other reports within the incident will be able to see that a report has been locked or unlocked.

-  Report is available to edit.
 -  Report is currently locked by another user.
 -  Report has been unlocked by an Administrator. Any unsaved changes may be lost.
 -  Lock has been released and the report is Read Only for you.
- When there is no icon shown next to the report that means that you own the lock.

There is also a Report Locks screen that will display more detailed information. This can be accessed from the top toolbar.

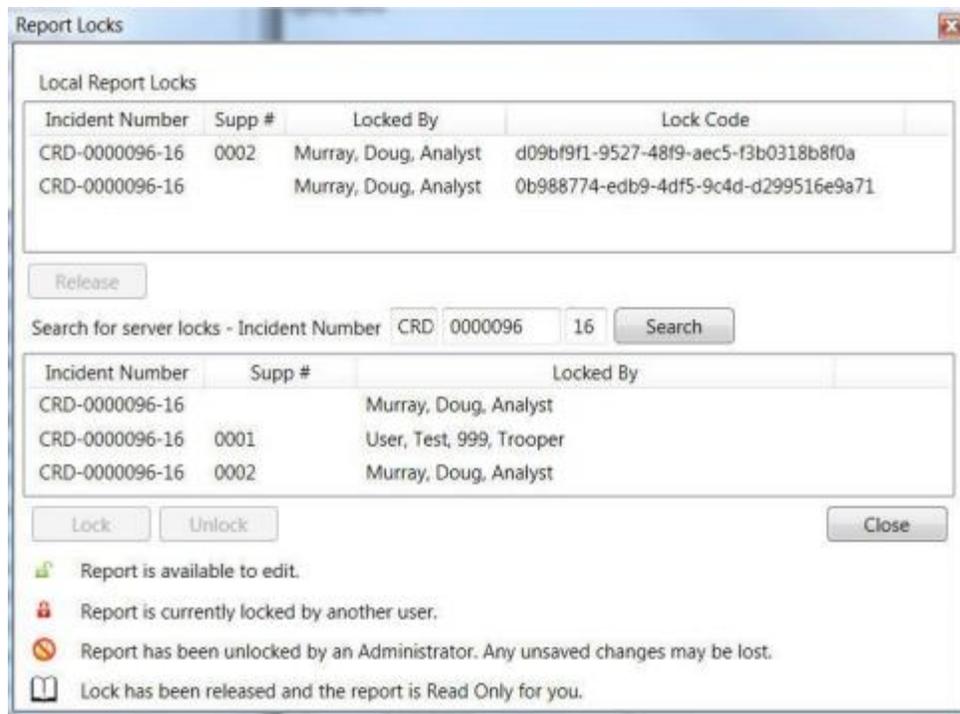



The screenshot shows a window titled "Report Locks" with the following sections:

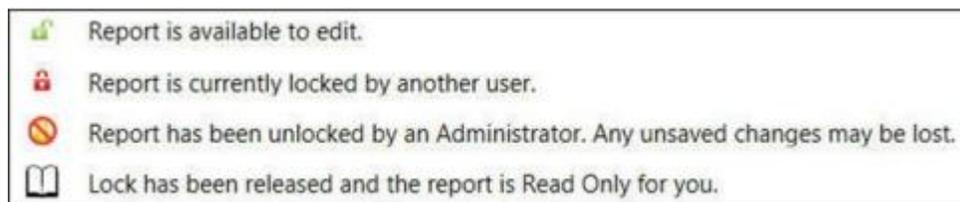
- Local Report Locks:** A table with columns: Incident Number, Supp #, Locked By, Lock Code.
- Release:** A button.
- Search for server locks - Incident Number:** Input fields and a Search button.
- Server Locks:** A table with columns: Incident Number, Supp #, Locked By.
- Lock/Unlock/Close:** Buttons for Lock, Unlock, and Close.
- Legend:** A list of icons and their corresponding meanings, identical to the one above.

The top part of the screen will display the Local Report Locks. When a user gets a lock on a report, it stores a lock code on the computer that the incident was opened on. This is the Local Lock.

The middle portion of the screen shows the Server Locks. When a user receives a lock code this is also stored on the server. For a user to edit a locked report the lock code on their computer must match the one stored on the server. If not, the user will be locked from editing the report. For example, if a user begins working on a report in their car, then goes into the post to continue working on it without closing the incident or releasing the lock in the car, they will not be able to work on it because the lock code for that incident is still stored on the in-car computer.



On the bottom of the Report Locks screen there is also a legend which identifies the new icons that will be displayed on the Tree Node to quickly let the user know which reports are locked or not locked.



1.8 Release Lock Button

A user manually releases a report lock through the Release Lock button located on the reports lock screen, or on the incident form itself. The Release Lock button would be used under the following conditions, and should be used only after the user is sure that all their information is saved to the server and not just saved locally.

- a. User would select Release Lock button on the incident screen to allow another user to access the report that they currently have the lock on.
- b. User would select the Release Lock button on the Report Locks screen when they have previous saved and closed out of the report but still are holding the local lock.
- c. When the Release Lock button is used from within the incident the user must close out of the incident completely and access the incident report again to regain the lock that was just released.

The screenshot shows the AICS Form application interface. On the left is a tree view of incident categories. The main area displays incident details for CRD-0000691-16, including report date (06/06/2016), incident number, and file class (09004 - JUSTIFIABLE HOMICIDE). At the bottom, a 'Release Lock' button is highlighted with a red box. Other buttons include 'Retrieve Report', 'Search', 'Code Lookup F6', 'Reviewed Status', 'Security Level', and 'Full Text Search'. The user's name 'PHYLENA KLINE' and session information are visible at the bottom right.

1.9 Unlock Button

Unlock is only provided to specific users through securities. Most supervisors will have the ability to unlock a report. Unlocking a report may only be completed through the Report Locks screen, but NOT while the user is on the Incident screen. It is imperative that all supervisors know that using this feature will cause the loss of any data that is not saved to the server. This means if the user that owns the lock has any information saved to their computer locally that information or any information they are currently working on it will not be recoverable.

Exercise caution when using this feature.

1.10 Search Screen

The Search Screen is where users can search for incidents system wide. ORI is the default search option but users can search by County, MSP Statewide, District, or All (MSP and Local).

The screenshot shows the Search Screen in the AICS application. The 'Search Range' section has 'ORI' selected. The 'Details' section shows 'County' as a dropdown menu. The 'Select Options' section is highlighted with a red box and contains several checkboxes: Article, Drug, Gun, Incident, Miscellaneous, Part, Person, Premise, Securities, Vehicle, Venue, and Watercraft. The bottom of the screen shows a search bar and pagination information.

The fields indicated above are required when using the Search screen. If County is selected in the Search Range section, then a County is required from the dropdown in the Details section. Other fields can be used to narrow down results.

1.11 Incident Search

Only one option can be selected in each section. A different screen with additional options will appear after a choice is made from the Select Options section. These additional options will help to narrow search results.

Select Options			
<input type="checkbox"/> Article	<input type="checkbox"/> Drug	<input type="checkbox"/> Gun	<input checked="" type="checkbox"/> Incident
<input type="checkbox"/> Miscellaneous	<input type="checkbox"/> Part	<input type="checkbox"/> Person	<input type="checkbox"/> Premise
<input type="checkbox"/> Securities	<input type="checkbox"/> Vehicle	<input type="checkbox"/> Venue	<input type="checkbox"/> Watercraft
Incident			
Agency Name/ORI	<input type="text" value="MI399998"/>	Sub Unit	<input type="text"/>
Status	<input type="text"/>	File Class	<input type="text"/> to <input type="text"/>
Name	<input type="text"/>	Cold Case #	<input type="text"/>
Officer/Badge #	<input type="text"/>	Forfeiture	<input type="text"/>
Date Occurred	<input type="text" value="/ /"/>	Incident Number	<input type="text"/>
First Submission Date	<input type="text" value="/ /"/>	Keyword Search	<input type="text"/>
			<input type="checkbox"/> Include Offline Reports
			<input type="checkbox"/> Include Supplements

1.12 Person Search

In addition to searching by name, Person Search allows users to narrow their search down to specific information found on the Person Screen such as: address, miscellaneous numbers, vehicle, and SMT. If these fields are completed on the Person Screen this will narrow the users search results to the specific incidents that have the person in in.

Select Options			
<input type="checkbox"/> Article	<input type="checkbox"/> Drug	<input type="checkbox"/> Gun	<input type="checkbox"/> Incident
<input type="checkbox"/> Miscellaneous	<input type="checkbox"/> Part	<input checked="" type="checkbox"/> Person	<input type="checkbox"/> Premise
<input type="checkbox"/> Securities	<input type="checkbox"/> Vehicle	<input type="checkbox"/> Venue	<input type="checkbox"/> Watercraft
Person			
First Name	<input type="text"/>	Middle Name	<input type="text"/>
Last Name	<input type="text"/>	Suffix	<input type="text"/>
Birth Name	<input type="text"/>		
DOB	<input type="text" value="/ /"/>	Age	<input type="text"/>
Sex	<input type="text"/>	Race	<input type="text"/>
Person Type	<input type="text"/>		
Prefix	<input type="text"/>	Street Number	<input type="text"/>
Street	<input type="text"/>		Rd. Type
Suffix	<input type="text"/>	Apt/Lot	<input type="text"/>
County	<input type="text"/>		City
State	<input type="text" value="MI"/>	Zip Code	<input type="text"/>
P.O. Box/Building	<input type="text"/>		
DLN	<input type="text"/>	SSN	<input type="text"/>
SID	<input type="text"/>	Phone	<input type="text"/>
Misc #	<input type="text"/>	FBI	<input type="text"/>
Prison #	<input type="text"/>		
Plate	<input type="text"/>	VIN	<input type="text"/>
Vehicle Year	<input type="text"/>	State	<input type="text"/>
Type	<input type="text"/>	Make	<input type="text"/>
Model	<input type="text"/>		
Color	<input type="text"/>	Style	<input type="text"/>
Position	<input type="text"/>		
SMT	Category	Detail	Description
	<input type="text"/>	<input type="text"/>	<input type="text"/>

1.13 Venue Search

Venue Search allows users to search for incidents that happen at a specific location.

Select Options			
<input type="checkbox"/> Article	<input type="checkbox"/> Drug	<input type="checkbox"/> Gun	<input type="checkbox"/> Incident
<input type="checkbox"/> Miscellaneous	<input type="checkbox"/> Part	<input type="checkbox"/> Person	<input type="checkbox"/> Premise
<input type="checkbox"/> Securities	<input type="checkbox"/> Vehicle	<input checked="" type="checkbox"/> Venue	<input type="checkbox"/> Watercraft
Venue			
Prefix	<input type="text"/>	Number	<input type="text"/>
Street	<input type="text"/>		
Road Type	<input type="text"/>	Suffix	<input type="text"/>
Apt/Lot	<input type="text"/>	State	<input type="text" value="MI"/>
Zip	<input type="text"/>		
At or Near	<input type="text"/>		Beat
<input type="text"/>			

1.14 Create/Open Narrative

Users can create a Narrative only after they get an incident number and have completed the required fields. Right click on Narrative and click Add Narrative. After completing the information for the Narrative or to save what has been typed, users can click the Save icon at the top of the Narrative or the red X to save and close. To open an existing narrative right click on Narrative (Y) click the Show Narrative option.

1.15 Open Supplement

To open an existing supplement, right click on the supplement and click the Show Form option.

1.16 Go To/Business/Property

Users can right click on the name of the Person/Business/Property or double click and be taken to that Person/Business/Property Screen

Review Responsibility: CJIC; Incident Section, e-Applications Unit

Accreditation Standards: CALEA