

HUNTERDON COUNTY

POLICE RMS & MDT

TRAINING

5 Hour Instruction

USER GUIDE

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Version

1.0



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CONCLUSION/DISMISSAL



Basic RMS / MDT Training Guide

SESSION 1

Goals for Session 1

1. Each student is introduced to CSI and educated on department change.
2. Each student is familiar with RMS site URLs, the login process and the Home page.
3. Each student is familiar with how to generate and dispose cases in RMS.
4. Each student understands the difference between cases and reports, and related concepts.
5. Each student creates at least 4 cases.

User Login – Production (Live) Environment

Each student should login to the Live site for the first time during Intro to RMS Training. Signatures should be captured, challenge questions should be addressed, and password changed.

Introduction

Instructor(s) introduction identifying professional experience.

Company and history

- 30+ years
- Police RMS in 5 states (NH, NJ, NY, PA, RI)
- Over 250 agencies
- Customer centric
- Not top heavy
- Account managers are Law Enforcement and/or longtime experience w RMS/CAD
- Support Protocol supplied to local administrator with clear instructions on how to report issues of all priority levels.

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Agency Policy and Change Control

1. Project overview
 - i. What the agency acquired through Infoshare (Basics).
2. Project objectives
 - i. Infoshare RMS meets or exceeds current (legacy) RMS processes.
3. Agency organization modifications may be necessary.
 - i. Department change may be required, including policy and procedure.
4. Application requirements – Some Examples
 - i. Edge browser supported
 - ii. Active X
 - iii. DC Reader

Student Login – Staging Environment

- The staging RMS is available to be used as the agency desires.
 - Typically, this site is used for testing and training and is available 24/7.
- Students should log in to the staging RMS.
 - **Hunterdon**
 - Username: 2-digit agency ID + first initial + last name
 - Ex – **46jcrilly**
 - Password: **infoshare**

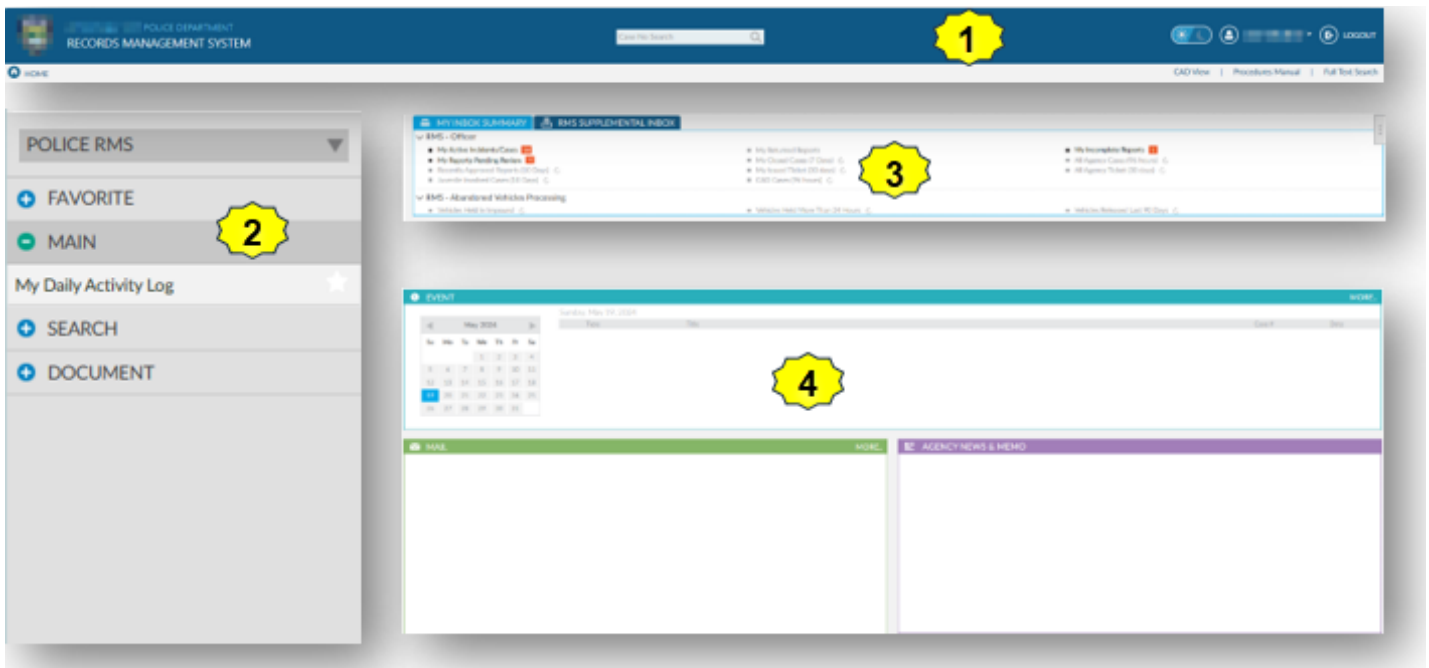
Instructor User Suggestion

- Keith McDermott – Raritan PD

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Demonstration of Application

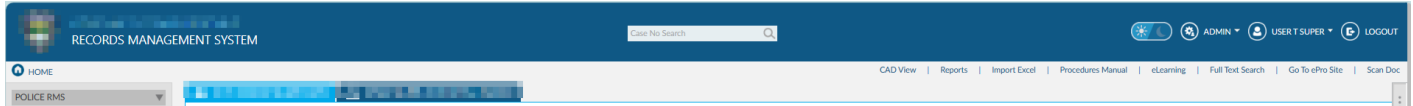
5. **Best practice** - Navigation is reading the screens like a book:
 - i. Left to right
 - ii. Top to bottom
6. **Home screen**
 - i. Can be viewed as 4 sections
 1. Top ribbon
 2. Left menu
 3. Inboxes
 4. Calendar, RMS mail, and bulletin boards



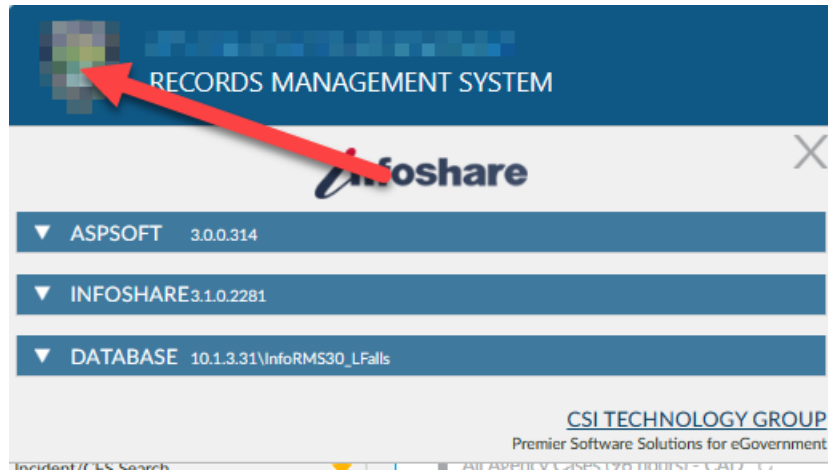
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1. Upper Ribbon

A view of the upper ribbon can be seen in the screenshot below. The following subsections identify some of the functions within the feature.

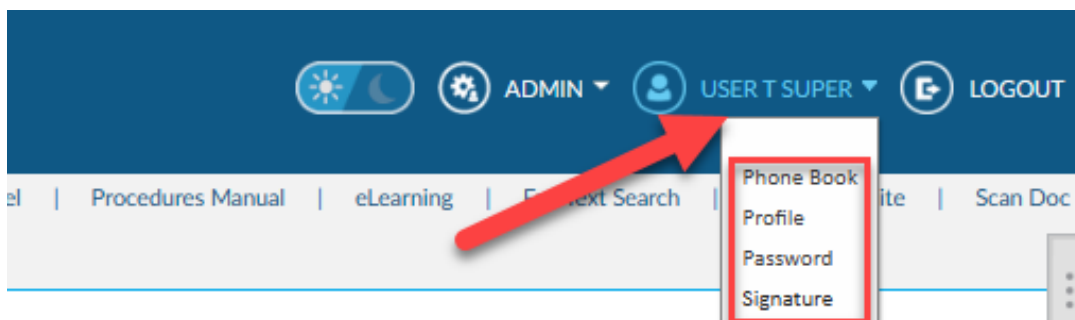


- About



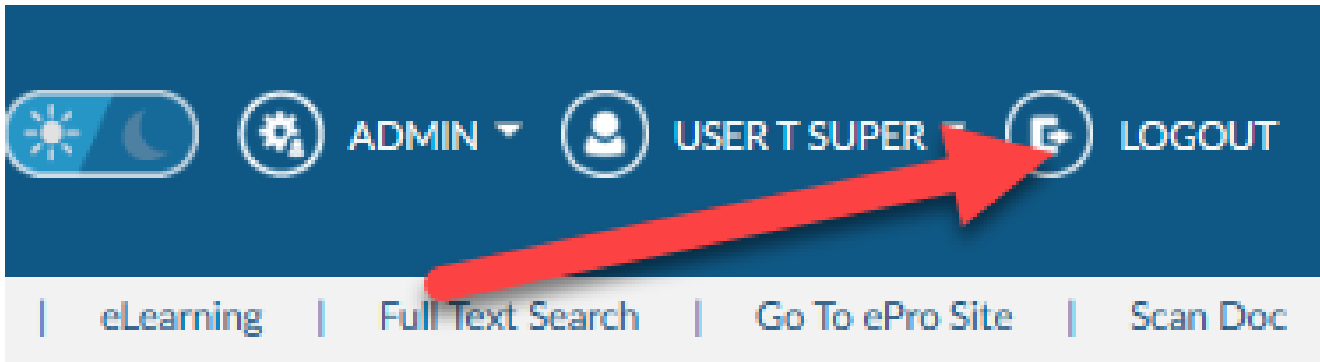
- Username Sub Menu

- **Phone Book** – Dept and frequently called phone numbers.
- **Profile** – Logged in user's information.
- **Password** – Password and challenge questions.
- **Signature** – Archival of user's signature.

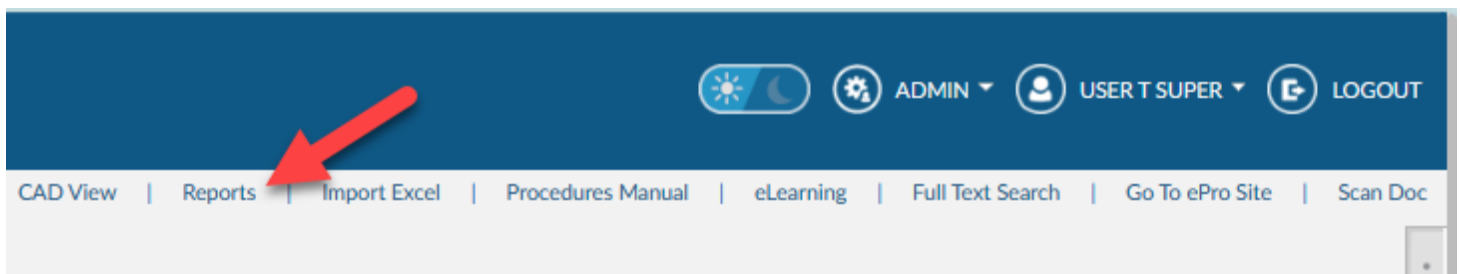


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- **Logout** – Clicking this icon is the prescribed method of exiting the RMS.



- Home Button
- **Management Reports** - Tracking maintained in the system in conformance with NCIC and CJIS standards.



MANAGEMENT REPORTS LIST

100 Records -- 1 - 30 Displayed Page Size: 30

Order	Name	Description	Category	Report Format	Path (Admin Use Only Field)
	Detective Bureau Case Status Report	DETECTIVE BUREAU CASE STATUS REPORT		PDF	searchDetectiveBureauCaseStatus
	Detective Bureau Case Arrest Status Report	DETECTIVE BUREAU CASES CLEARED BY ARREST REPORT		PDF	searchDetectiveBureauCaseArrestStatus
	Fire Inspection Report	FIRE INSPECTION REPORT	ADMIN	PDF	searchFireInspectionReport
	Basic Incident Listing			PDF	searchBasicIncident
	User In-Activity Report	USER IN-ACTIVITY REPORT		PDF	searchInactiveUser
	CPS In-View Monthly Report			PDF	searchCPSInViewMonthly
	Admin Report	ADMIN REPORT		EXCEL	searchAdminReport
	Ball Receipt Report Search		RMS	HTML	searchBallReceiptReport
	Officer Total Tickets Report	OFFICER TOTAL TICKETS REPORT		EXCEL	searchOfficerTotalTicketsReport
	Master Location Preplan			PDF	searchMasterLocationPreplanReport
	Citation Issued Report			EXCEL	searchCitationIssuedReport
	Ticket Count by Officer by Street by Statute			PDF	searchTicketCountByOfficerByStreetByStatute
	Message Admin Report	MESSAGE ADMIN REPORT		PDF	searchMessageAdminReport
	NIBRS 2019 LEOKA REPORT Monthly UCR			PDF	searchNIBRSLeokaUCRReport
	NIBRS Assault Firearm Monthly Report		RMS	PDF	searchNIBRSAssaultFirearmReport
	Statistical Report Excel Export			EXCEL	searchStatisticalReportExcelExport
	NIBRS 2019 Report Monthly UCR-New			PDF	searchNIBRSUCRReport_NIBRS
	Basic Case Info Report			EXCEL	searchBasicCaseInfoReport
	Agency Demographics Analysis with Arrest Report	AGENCY DEMOGRAPHICS ANALYSIS WITH ARREST REPORT		EXCEL	searchAgencyDemographicsWithArrestReport
	Monthly Alarm Report By CPS Time			EXCEL	searchMonthlyAlarmByCPSTime
	NIBRS Zero Report			PDF	searchZeroReport_NIBRS
	Detailed Warrant Search Report			EXCEL	searchWarrantDetailReport
	NIBRS Incident Offense Report		RMS	PDF	searchStatisticalReport_NIBRS
	CPS Analysis Report			PDF	searchCPSAnalysisReport
	Juvenile Admissions Log			PDF	searchJuvenileAdmissionsLog
	Citation Demographics Report			EXCEL	searchCitationDemographicsReport
	Detailed Restraining Order Report			EXCEL	searchDetailedTROReport
	Crash Report Statistical Report New	CRASH REPORT STATISTICAL REPORT NEW		EXCEL	searchCrashReportStatisticalReport_new
	Parking Officer Citation Report			EXCEL	searchCitationIssuedReportByOfficer
	Detective Bureau Report	DETECTIVE BUREAU REPORT	RMS	PDF	searchDetectiveBureauReport

100 Records -- 1 - 30 Displayed Page Size: 30

Add Inactive Report(s) System Report

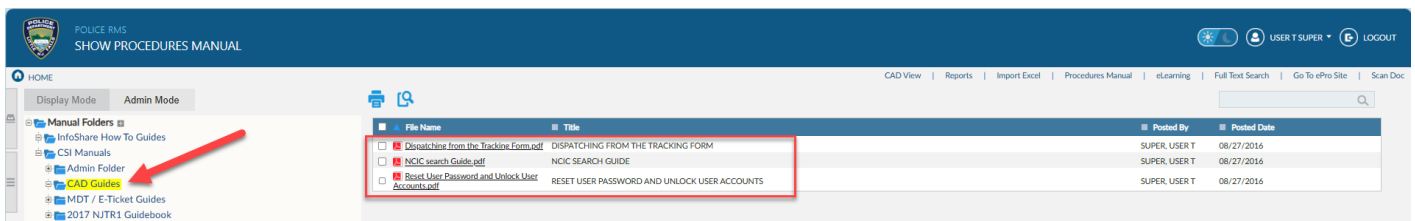
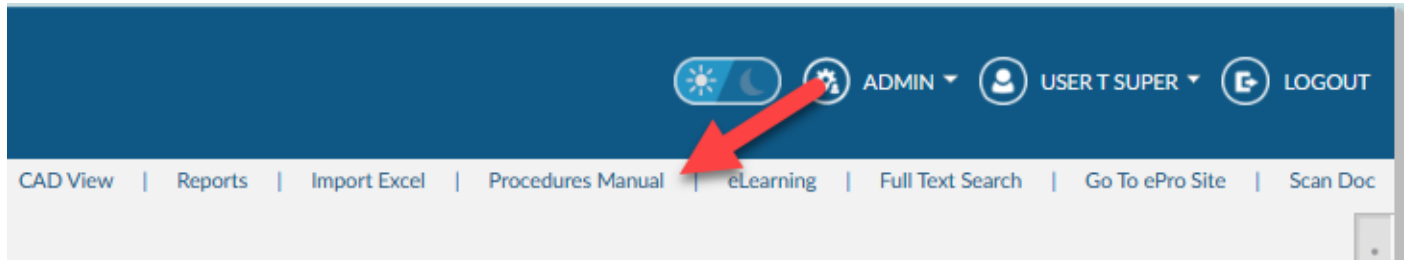
Type: Click Add button to add record or click Underline field to view detail record.

Copyright © CSI Technology Group. All rights reserved. Online Help | Debug | Page

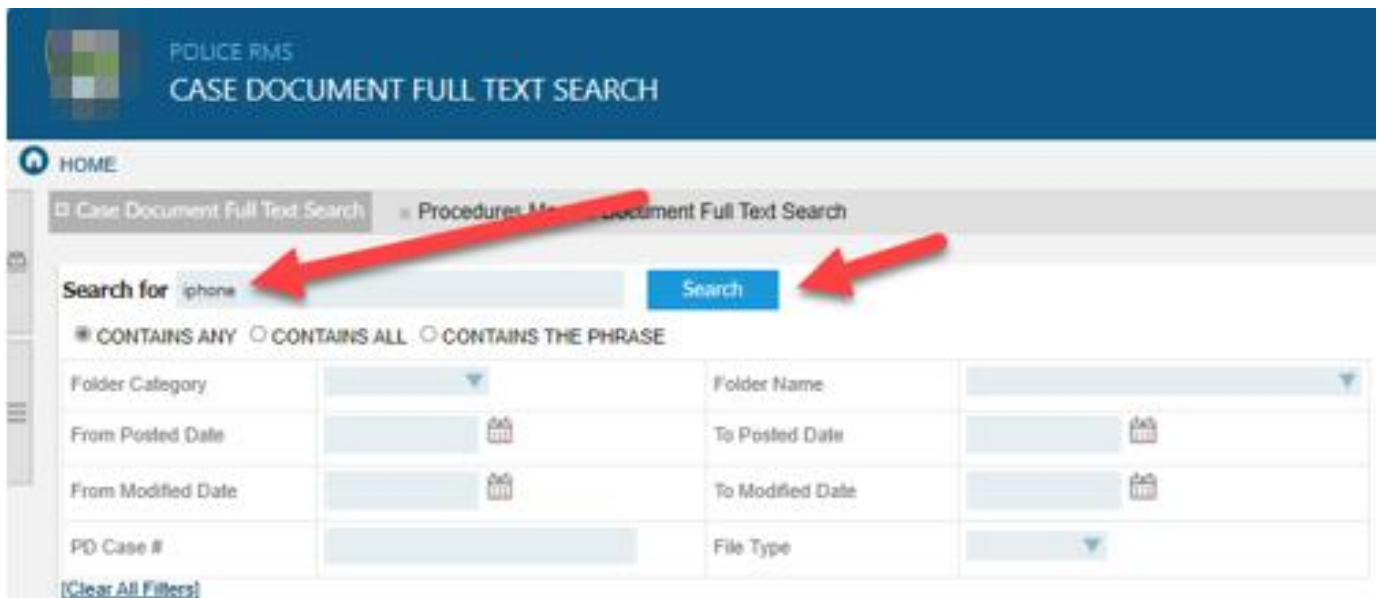
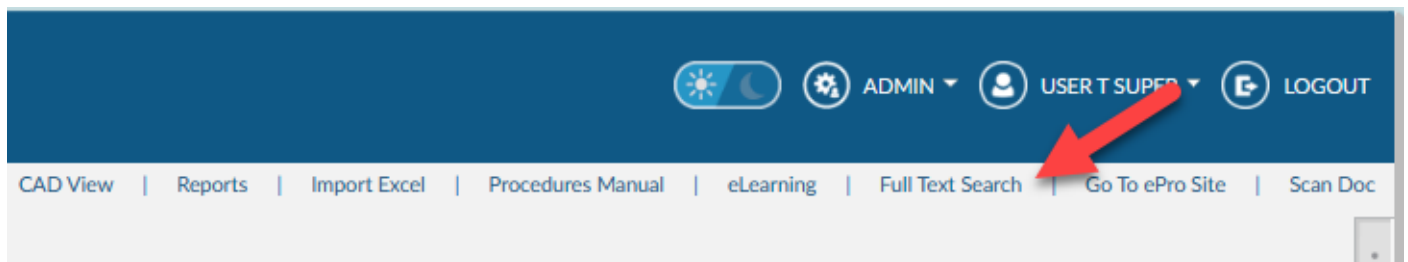
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- **Procedures Manual**

- There are various guides in this manual to assist the user. Agencies can add their own guides/documents.



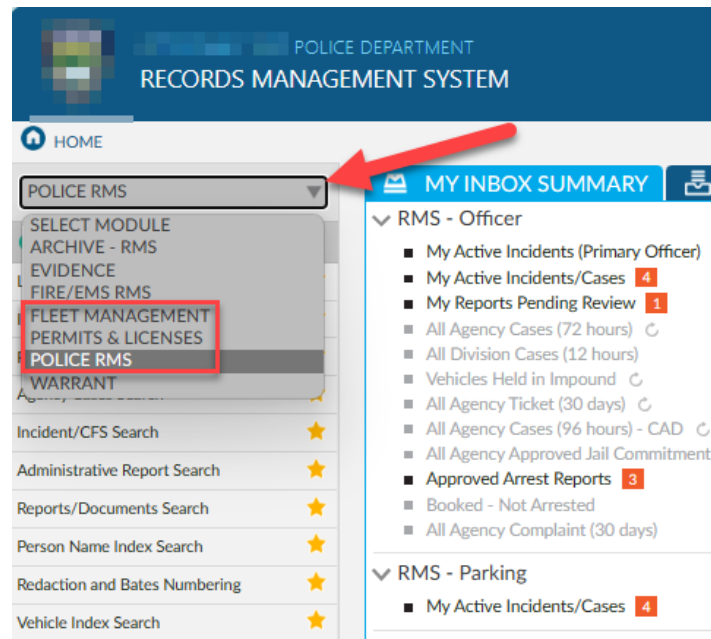
- Document **Full Text Search**



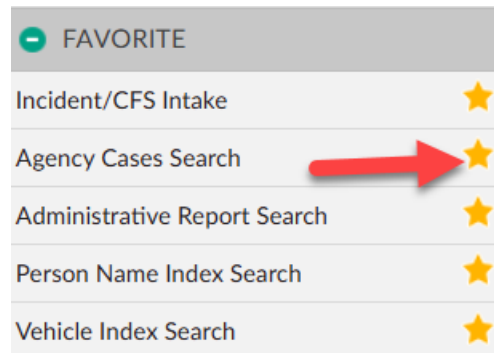
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2. Left Pane

- **Module Dropdown** – Different modules of the Infoshare database. Access to different modules are authorized by user permissions.



- **Favoriting** Left Menu Options

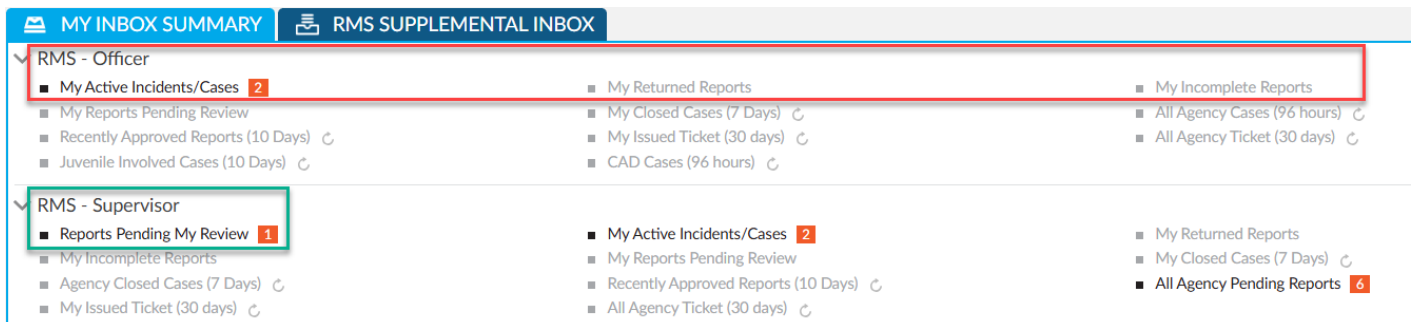


- Minimum **criteria** to be reviewed by the instructor in left pane
 - Incident/CFS Intake
 - Agency Cases Search
 - Person Name Index Search
 - Vehicle Index Search
 - Administrative Report Search

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3. Inboxes – Review of Critical Inboxes

- All agencies typically have the **My Inbox Summary** tab.
 - Agencies typically deploy the following standard Inboxes:
 - **RMS - Officer** with sub inboxes.
 - **RMS - Supervisor** – this inbox duplicates the officer sub-inboxes, plus additional sub inboxes specific to the supervisor role.
 - **Critical Sub-Inboxes**
 - Officers should strive to empty the first 3 sub-inboxes. Supervisors should strive to keep the same 3 plus one more additional sub-inbox empty.
 - All Staff Critical Sub-Inboxes
 - My Active Incidents Cases
 - My Returned Reports
 - My Incomplete Reports
 - Supervisors Critical Sub-Inbox
 - Reports Pending My Review



- The following Sub Inboxes are useful for case review.

- Example – During roll call, officers review....

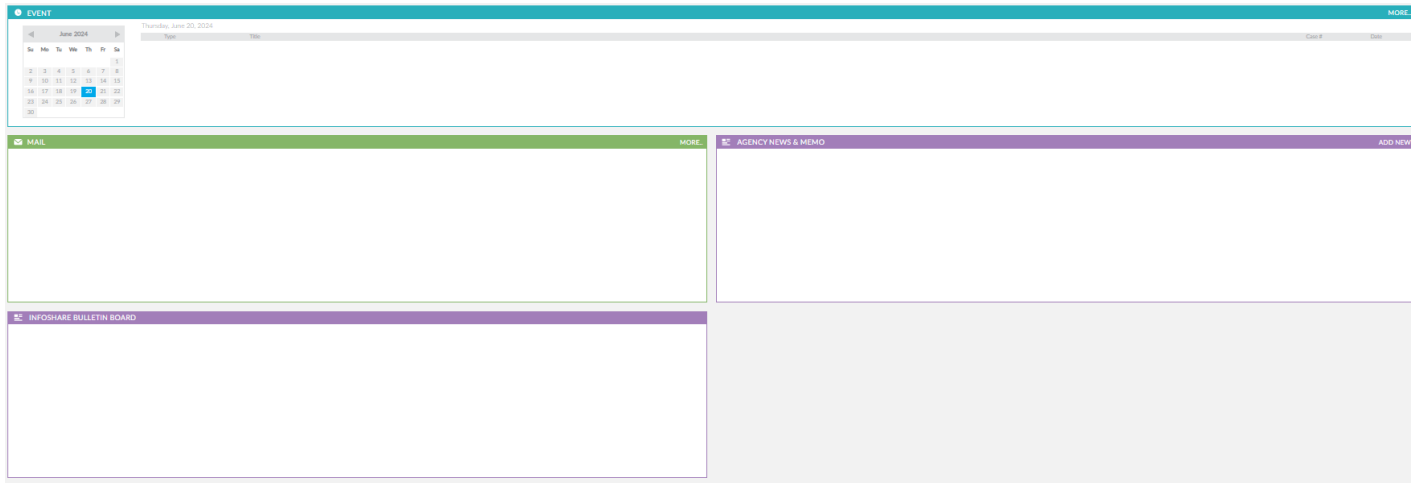
All Agency Cases (24 Hours, 96 Hours, etc)

- Some agencies elect to add the **RMS Supplemental Inbox**. This inbox tab is configured specifically for the agency for those lesser utilized Inboxes.

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4. Event Calendar/Mail/Bulletins – These features are specific to Infoshare and do not interface with other applications

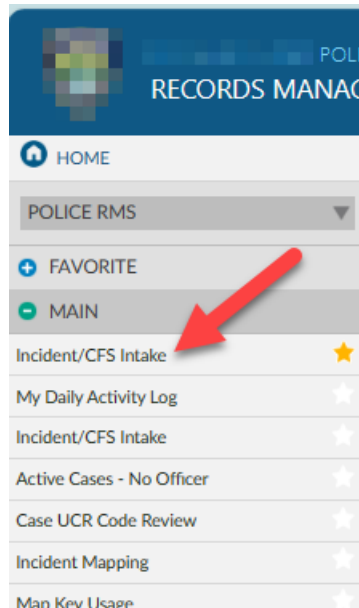
- **Event** (Calendar) – The user's personal calendar.
- **Mail** – Internal CAD/RMS user communication system.
- **Bulletin Boards** – Multiple boards where agencies and Infoshare personnel can post messages for all to view.



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Case Creation – Instructor Lead

- Case entry walkthrough - The student should follow along and enter information with the instructor.
 - To enter an incident generated from RMS, click **Incident/CFS Intake**



- Enter an **ALARM BURGLARY OR HOLD UP RESIDENCE / 4001** or similar alarm.
 - (Req.) means the field is required to save the entry.

A screenshot of the POLICE RMS ADD NEW CFS form. The form is divided into two main sections: INCIDENT INFORMATION and CALL INFORMATION. Red boxes highlight several required fields: 'Report Date / Time (Req.)' with value '05/20/2024 14:29', 'Incident: From Date / Time (Req.)' with value '05/20/2024 14:29', 'Agency Incident / Actual CFS Type (Req.)' with value 'ALARM BURGLARY OR HOLD UP RESIDENCE / 4051', 'Address (Req.)' with value '1 Main St', and 'Phone #' with value '0735551212'. Other fields include 'Reported Method', 'Created By', 'Incident: To Date / Time', 'Common Place / POI', 'City', 'State', 'Zip', 'County', 'Municipality', 'Bldg / Apt / Suite', 'Area / Post', 'Call Date&Time', 'Caller Type', 'Caller', 'Location', 'Requested Action', 'Call Taker', 'Source Type', and 'Brief Synopsis of Incident'. At the bottom, there are 'Save' and 'Clear' buttons, and a tip: 'Tips: Click Save button to save added record or Clear button to clear entered data.'

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3. Enter today's **date** in (Req.) date fields by typing the date manually or using features offered on the calendar icon such as "Now" or by clicking directly on the desired day.

Report Date / Time (Req.)

05/19/2024  11:10

◀ ▶ May 2024 X

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Today is Sun, 19 May 2024 Now

4. Enter **Agency Incident / Actual CFS Type** by:
 - a. Typing partial CFS name or associated number into the CFS field and/or,
 - b. Using the slide bar.

Then make your selection from the CFSs being offered below the CFS field.

Agency Incident / Actual CFS Type (Req.)

ALARM

ALARM ALL OTHERS / 2485

ALARM BURGLARY OR HOLD UP RESIDENCE / 4051

ALARM BURGLARY OR HOLDUP NON RESIDENCE / 4052

ALARM OUT OF SERVICE / 4053

ALARMS (FIRE ALARMS) / 4100

FALSE ALARMS -FIRE OTHER OFFENSES / 2626

PANIC ALARM / 4054

WATER SYSTEM ALARM / 7511

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5. Enter the **Address** by typing, then choosing proper address from the recommendation pane.
 - a. An **RMS Master Location** should be selected before selecting an address offered by a third party, like Google or Bing.
 - i. The icons to the left of the address indicate whether the offering is
 1. An RMS master location (folder icon or similar) or
 2. A 3rd party location (a Bing/Google icon).

The screenshot shows a search interface for addresses. At the top, there is a search bar with the text "Address (Req.)" and a red location pin icon. Below the search bar, a list of address suggestions is displayed. Each suggestion is preceded by a small icon: a folder icon for RMS master locations and a Bing/Google icon for third-party locations. The suggestions include "101 ABBE RD.", "101 AUTUMN CT.", "101 CENTER AVE.", "101 DONATO DR.", and "101 E MAIN ST.". The first suggestion, "101", is highlighted in green.

6. Save

The screenshot shows the "ADD NEW CFS" form in the POLICE RMS system. The form is divided into two main sections: "INCIDENT INFORMATION" and "CALL INFORMATION".

INCIDENT INFORMATION:

- PD Case # / Auto Number: [Empty]
- Report Date: 05/20/2022
- Agency Incident / Actual CFS Type (Req.): ALARM BURGLARY OR HOLD UP RESIDENCE / 4051
- Incident: Fr 05/20/2022
- Address (Req.): 1 Main St
- Bldg / Apt: [Empty]
- State: NY
- Zip: 80997
- Area / Post: [Empty]

CALL INFORMATION:

- Phone #: 0735551212
- Call Date&Time: [Empty]
- Location: [Empty]
- Requested Action: [Empty]
- Brief Synopsis of Incident: [Empty]
- Check Spelling: [Empty]

A red arrow points to the "Save" button at the bottom of the form.

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7. The new **Case** is created.

POLICE RMS INCIDENT SUMMARY

PD Case #: 2024-000037
Case Status: OPEN

Case Locator

USER SUPER LOGOUT

HOME | Case Numbers | Incident/CFS | Police Reports | Party(s) | Vehicles | Locations | Property | Evidence | Link Chart | Permission | Video Interface | NIBRS | Document | Notes | Images | Inv Assignment | Staff Assignment | eTicket | Charges | Booking | Case Diagram | System Dates | Web Scan | Commitments and Detainers | Corrections | Sentence

Report Summary | Dispatch Record REDACTED

INCIDENT INFORMATION

Incident # (P#)	Report Date / Time 06/21/2024 10:47	Reported Method	Created By SUPER.USER
CAD Incident CFS Type	Agency Incident / Actual CFS Type ALARM BURGLARY OR HOLD UP RESIDENCE	Incident: From Date / Time 06/21/2024 10:47	Incident: To Date / Time
Crime / Arrest Location INCIDENT	Area / Post 997		
Address 221 BAKER ST	Bldg / Apt / Suite	Common Place / POI	City PROVIDENCE
State RI	Zip 02905	County	Municipality
Disposition Date & Time	CAD Disposition		

DISPATCH NOTES

No record found.

Disclaimer: The time entries listed on this report indicate the time the data was entered, and may not reflect the precise time the events documented in the report occurred. Persons reading this report are advised to review the audio recordings for the official time record of the events documented in this report.

CALL INFORMATION

Caller	Requested Action	Location / Phone# Phone: 4534229	Call Date&Time
Call Taker	Source Type RMS		
Brief Synopsis of Incident			

DISPATCH INFORMATION

The instructor should explain case tabs noting the following at a minimum:

- ✓ **Police Reports** is the primary method of adding data to a case.
- ✓ **Evidence** is used to move property into evidence.
- ✓ **Staff Assignment** can move reports sent for approval to different supervisor sub-inboxes.
- ✓ **Case Diagram** is used for crashes.

8. **My Active Incidents/Cases** inbox on the Home Screen.

- After exiting their newly created case, the user can reenter the case from here.

POLICE DEPARTMENT RECORDS MANAGEMENT SYSTEM

Case No Search

ROBERT LOGOUT

HOME | CAD View | Reports | Procedures Manual | Full Text Search

POLICE RMS

FAVORITE

MAIN

My Daily Activity Log

Case UCR Code Review

MY INBOX SUMMARY | RMS SUPPLEMENTAL INBOX

▼ RMS - Officer

- My Active Incidents/Cases 6
- My Reports Pending Review
- Recently Approved Reports (10 Days)
- Juvenile Involved Cases (10 Days)
- My Returned Reports
- My Closed Cases (7 Days)
- My Issued Ticket (30 days)
- CAD Cases (96 hours)
- My Incomplete Reports
- All Agency Cases (96 hours)
- All Agency Ticket (30 days)

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Case Creation - Practical

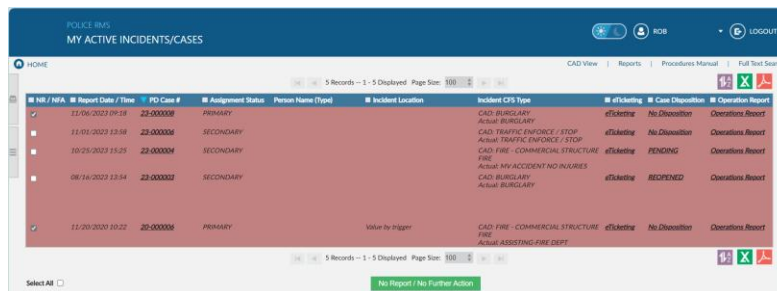
- Both the instructor and students should enter at least three (3) more cases (total of 4) mirroring the below CFSs.
 - ✓ These cases should not be dispositioned at this time.

#	CFS	Reports	Reports Status	Disposition
1	Burglar alarm	None	N/A	Closed (Via NFA)
2	Suspicious Person	TBD	TBD	TBD
3	Found Property	TBD	TBD	TBD
4	Shoplifting	TBD	TBD	TBD

Case Disposition – Instruction Only

Common Methods of Disposition in Order of Use

- NFA** (No Report/No Further Action) function via the **My Active Incidents/Cases** sub inbox to **Close** the case – *Most common*
 - Routine property checks
- ***Place a check next to the cases to be NFA and press **No Report / No Further Action**



- Close** the case via the disposition panel
 - Civil dispute
 - Domestic that requires no further investigation
 - Refer the **Open** case via disposition panel – *Least common*
 - Crimes that require further investigation by a detective
- Disposition of a case should be viewed as the *transfer* of case responsibility (referral) **or** *closing* a case.

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- There are several methods of accessing the **PD Case Disposition Screen**.

PD Case Disposition Screen

Case Status (Req.)
OPEN

CAD Incident CFS Type

Case Disposition (Req.)
PENDING

Agency Incident / Actual CFS Type (Req.)
HARASSMENT / 2657

Tracking Code
0 items selected

Media Release ?

Reported Method
WALK-IN

Disposition Note
VERBAL HARASSMENT ONLY VIA CELL PHONE

Check Spelling

Save

Here are three (3) examples:

- The most common method of accessing the disposition screen is to open the **My Active Incidents Cases** sub inbox and select **No Disposition**.

Observe the **Operations Report** hyperlink which is a shortcut to this report as it is the most common. This will be addressed later in this guide.

POLICE RMS
MY ACTIVE INCIDENTS/CASES (PRIMARY OFFICER)

HOME

4 Records -- 1 - 4 Displayed Page Size: 100

Report Date / Time	PD Case #	Assignment Status	Person Name (Type)	Incident Location	CAD Incident CFS Type	Case Disposition	Operation Report
08/27/2024 10:02	24-27952	PRIMARY			ANIMAL COMPLAINT	No Disposition	Operations Report
08/27/2024 09:43	24-27952	PRIMARY			ANIMAL COMPLAINT	No Disposition	Operations Report
08/27/2024 07:52	24-27947	PRIMARY			ANIMAL COMPLAINT	No Disposition	Operations Report
08/27/2024 07:42	24-27945	PRIMARY			ANIMAL COMPLAINT	No Disposition	Operations Report

4 Records -- 1 - 4 Displayed Page Size: 100

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2. Case **Summary** tab **Disposition** button.

The screenshot shows the 'PD CASE SUMMARY' interface. At the top, it displays 'POLICE RMS' and 'POLICE DEPARTMENT' with case details: 'PD Case #: 23-000003', 'P #: 23-000003', and 'Case Status: OPEN'. Below this is a navigation bar with tabs: Summary, Case Numbers, Incident/CFS, Police Reports, Party(s), Vehicles, Locations, Property, Document, Notes, Images, Inv Assignment, Staff Assignment, eTicket, eSummons, and Chat. The 'CASE INFORMATION' section contains two buttons: 'UCR Code' and 'Disposition'. A red arrow points to the 'Disposition' button.

3. Case **Police Reports** tab **Disposition** button.

The screenshot shows the 'PD Case Police Reports' interface. The 'Police Reports' tab is selected. Below the navigation bar, there are several sections: 'Update / Confirm', 'Status', and 'Posted By'. A red arrow points from the 'Disposition' button in the previous screenshot to the 'Disposition' button in this screenshot. The 'Disposition' button is located at the bottom right of the screen.

Transfer an **Open** Case (Referral) to another group of officers.

- The most common disposition of an **Open** case is **Referred to Detective Bureau**.

The screenshot shows the 'PD Case Disposition Screen'. It has two main sections: 'Case Status (Req.)' with a dropdown menu set to 'OPEN', and 'Case Disposition (Req.)' with a dropdown menu set to 'REFERRED TO DETECTIVE BUREAU'. A red arrow points to the 'Case Status' dropdown. The 'Case Disposition' dropdown is also highlighted with a red box.

The screenshot shows the 'PD Case Disposition Screen'. It has two main sections: 'Case Status (Req.)' with a dropdown menu set to 'OPEN', and 'Case Disposition (Req.)' with a dropdown menu set to 'REFERRED TO DETECTIVE BUREAU'.

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- It is important to refer relevant cases to the detective bureau as this choice triggers other investigative functions.
 - At a minimum, referring an Open case to the detective bureau generates a case management number and places the case in the detective's inbox for follow up. The following screenshots illustrate some triggers when a case is referred.

The screenshot shows the POLICE RMS interface. On the left is a sidebar menu with the following items:

- ▼ RMS - Detective
 - My Active Incidents
 - My Returned Reports
 - My Closed Cases (7 Days)
 - Use of Force Report
 - Accident Report
 - My Completed Assignment
 - Active Narcotics Cases
 - Booked - Not Arrested

The main content area is titled 'CASE NUMBER LIST' and shows a table with columns: Posted Date, Case Number, and Case Number Type. A red box highlights the 'Case Number Type' column, which contains the value 'CASE MANAGEMENT #'. Red arrows point from the sidebar menu items to the corresponding sections in the main content area.

Closing a Case that requires a report or further action.

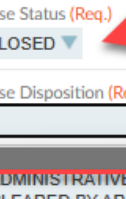
- Better than 90% of cases can be closed with a disposition comment.
- The value of the disposition and disposition **comment** can be observed when opening the hourly inboxes, ex. **All Agency Cases (24 hours)** sub inbox on the home screen.

The screenshot shows the POLICE RMS interface with the 'ALL AGENCY CASES (24 HOURS)' sub inbox. The table lists the following cases:

Report ?	Report Date / Time	PD Case #	Officer Assigned	Person Name (Type)	Incident Location	Agency Incident / Actual CFS Type	Case Disposition	Disposition Note	View Documents
YES	08/29/2024 11:31	2024-000290	BORI, JACK (PRIMARY) (OFFICER) POWERS, PETER (SECONDARY) (OFFICER)	BADGUY, BILLY (DEFENDANT) HOGAN, HULK (VICTIM) SMITH, JOHN (WITNESS)	250 THREE MILE HARBOR RD, EAST HAMPTON, NY 11937	HARASSMENT	PENDING	VERBAL HARASSMENT ONLY VIA CELL PHONE	
NO	08/29/2024 09:14	2024-000289	MCDERMOTT, KEITH J (PRIMARY) (OFFICER)		23 MAIDSTONE AVE, EAST HAMPTON, NY 11937	PROPERTY CHECK / AREA CHECK	NO REPORT/NO FURTHER ACTION	No Report / No Further Action	
NO	08/29/2024 09:14	2024-000288	MCDERMOTT, KEITH J (PRIMARY) (OFFICER)		45 MIDDLE LN, EAST HAMPTON, NY 11937	SUSPICIOUS ACTIVITY	REFERRED TO DETECTIVE BUREAU	UNKNOWN SUSPECT TOOK PHOTOS OF MONTAUK BRIDGE OVERPASS. SUSPECT RAN FROM CALLER WHEN CONFRONTED.	
NO	08/29/2024 09:07	2024-000287	CHRISTIANA, RUSS (PRIMARY) (DETECTIVE SUPERVISOR)	ROHITJI, SHARMAJI (DRIVER)	WAINSCOTT HOLLOW RD, WAINSCOTT, NY 11975	TRAFFIC ENFORCE / MOTOR VEHICLE STOP	CLOSED	CLAIMED TO BE SOVEREIGN CITIZEN AND WAS VERBALLY ABUSIVE.	View Documents
NO	08/28/2024 13:14	2024-000286	MCDERMOTT, KEITH J (PRIMARY) (OFFICER)	ZAPAL, ADAMI (SUSPECT)	13 BEECH HOLLOW CT, MONTAUK, NY 11954	THREATS	REFERRED TO DETECTIVE BUREAU	THREATENED TO SHOOT THE VICTIM AT SOME POINT THIS WEEK. SUSPECT OWNS MULTIPLE GUNS AND IS A WANTED FOR HOMICIDE.	

A red box highlights the 'Disposition Note' column. The table shows 5 records, with 5 displayed. The page size is 100.

- affect UCR.



PD Case Disposition Screen

Case Status (Req.)

CLOSED

Case Disposition (Req.)

- ADMINISTRATIVELY CLOSED
- CLEARED BY ARREST-ADULT
- CLEARED BY ARREST-JUVENILE
- CLEARED BY EXCEPTIONAL MEANS
- CLOSED
- CLOSED-SUMMONS ISSUED
- CLOSED-WARNING ISSUED
- FALSE ALARM BURGLARY
- FALSE ALARM FIRE
- FALSE ALARM ROBBERY
- GONE ON ARRIVAL
- INACTIVE
- NO REPORT/NO FURTHER ACTION
- UNFOUNDED

Closing a Case that does not require a report or further action.

- From **My Active Incidents/Cases** sub inbox, select relevant checkboxes under the left column NR/NFA header and then No Report/No Further Action.
 - This action is typically used when you are assigned as a Secondary officer and are not required to author a report for the case.

RECORDS MANAGEMENT SYSTEM

MY BACK SUMMARY **RMS SUPPLEMENT**

or 9945 Officer

- My Active Incidents (Primary Officer)
- My Active Incidents/Cases
- My Reports Pending Review
- All Agency Cases (77 Month)
- All Division Cases (22 Month)
- Incidents (100) to be Reported

My ACTIVE INCIDENTS/CASES

7 Reports - 1 - 7 Displayed Page Size: 100

Incident #	Report Date / Time	Case #	Assignment Status	Person Name / Phone	Incident Location	Agency Incident / Police CPT Type	Offending	Case Description	Operation Report
00-01-0004 12:09	20-000000	PENDING		103 LOWER NOTCH RD LITTLE FALLS, NJ 07643	ALARM-BURGLARY OR HOLD UP PERSONS	offensive	No Description	Operations Report	
00-01-0004 12:09	20-000000	PENDING		46 DENARD DR LITTLE FALLS, NJ 07643	PROPERTY CHECK-CAR CHECK	offensive	No Description	Operations Report	
00-01-0004 12:00	20-000000	PENDING		300 CENTER AVE, LITTLE FALLS, NJ 07643	ROBERTY OLIN	offensive	No Description	Operations Report	
00-01-0004 12:00	20-000000	PENDING		300 E MAIN ST LITTLE FALLS, NJ 07643	BURGLARY	offensive	RETURNED TO OFFICING BUNDA	None	
00-04-0004 12:00	20-000000	PENDING		8 MARGUERITE CT LITTLE FALLS, NJ 07643	ROBERTY OLIN	offensive	No Description	Operations Report	
00-04-0004 12:00	20-000000	PENDING		87 BROWNSTOWN RD LITTLE FALLS, NJ 07643	BURGLARY	offensive	No Description	Operations Report	
00-04-0004 12:00	20-000000	PENDING		Value Is Ignored	ACCUMPTED ASSAULT- HANDS AND FEET	offensive	PENDING	Agreement	

7 Reports - 1 - 7 Displayed Page Size: 100

No Reports Pending Review

Basic RMS / MDT Training Guide

2. ReOpen a Case

- A closed case can be Reopened via the case *Summary* screen Reopen button.

POLICE RMS
PD CASE SUMMARY

PD Case #: 23-000003
P.P. 23-000003
Case Status: CLOSED

Case Locator

USER T SUPER LOGOUT

HOME | Summary | Case Numbers | Incident/CFS | Police Reports | Party(s) | Vehicles | Locations | Property | Evidence | Link Chart | Permission | Video Interface | CAD View | Reports | Import Excel | Procedures Manual | eLearning | Full Text Search | Go To ePro Site | Scan Doc

Document | Notes | Images | Inv Assignment | Staff Assignment | eTicket | eSummons | Charges | Booking | Case Diagram | System Dates | Web Scan | Commitments and Detainers | Corrections | Sentence

Send To Corrections | Send To Prosecutor | Send To Crossmatch | Dispatch Record REDACTED | Send To Picture Link | Send To CCIS | Send To DataWorks | Send to ERMA

CASE INFORMATION | QC Review | UCR Code | Disposition | Reopen

PD Case # 23-000003	Report Date / Time 08/16/2023 13:54	Reported Method VIA CAD	Created By SUPER, USER T
CAD Incident CFS Type BURGLARY	Agency Incident / Actual CFS Type BURGLARY	Incident: From Date / Time 08/16/2023 13:54	Incident: To Date / Time
UCR Code by CFS Type 0536 / BURGLARY - ATT/FORCE - NON RESIDENCE UNKNOWN	UCR Code	UCR Reviewed Date	UCR Reviewed By
CFS Classification Burglary	Tracking Code	Address	
UCR Review Note			

- A **Note** is required to reopen.

Disposition | Reopen

Report Date / Time
08/16/2023 13:54

Reported Method
VIA CAD

Incident / Actual CFS Type
BURGLARY

Incident: From Date / Time
08/16/2023 13:54

PD Case Reopen

Note (Req.)

New information. Witness account of suspect.

456 characters left | Check Spelling

Save

Tips: Click Save button to reopen the case.

Basic RMS / MDT Training Guide

Case Disposition – Practical

The student should apply the following disposition NR/NFA to the **ALARM** case created earlier.
***In this scenario, Gotham PD policy states that if an officer conducted a perimeter check of the residence in alarm, no evidence of foul play was detected, and the officer did not make contact a person, a report is not required.

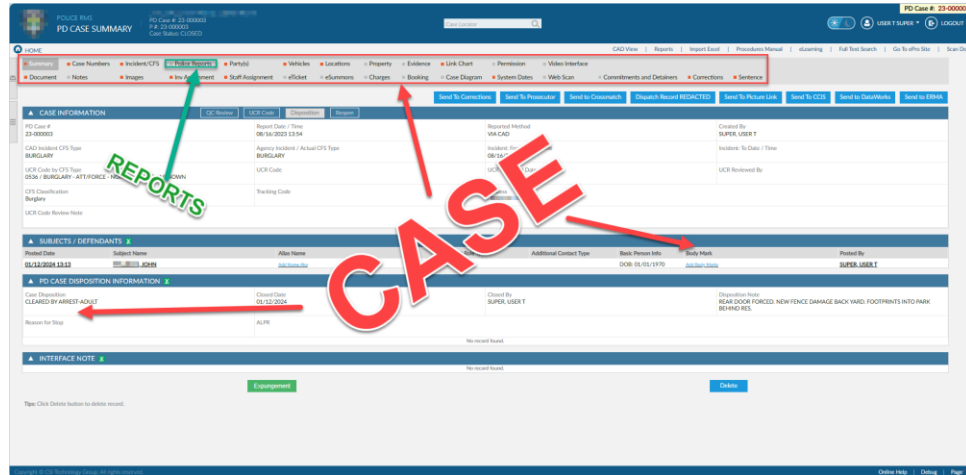
#	CFS	Reports	Reports Status	Disposition
1	Burglar alarm	None	N/A	Closed (Via NFA)
2	Suspicious Person	TBD	TBD	TBD
3	Found Property	TBD	TBD	TBD
4	Shoplifting	TBD	TBD	TBD

Cases vs Reports

The following image identifies the difference between a case and reports.



Basic RMS / MDT Training Guide



COMPARISON	
CASE	REPORT
A CASE is a repository with incident information, including reports. Think of a cardboard folder containing many paper documents related to one incident.	A REPORT is one document within a case written by one officer. Think of one paper report (like an arrest report or an investigation report) within that cardboard type folder.
One case per Incident	Many reports can exist in one case
Cases do not go through a review process	Most reports go through a review process
Cases may be referred to the detective bureau during the disposition process. Cases remain OPEN when referred to the bureau.	Reports are NOT referred to the detective bureau in the application. All reports written in the case are included in a CASE referral.

BREAK 1

Basic RMS / MDT Training Guide

SESSION 2

Goals for Session 2

6. Each student has created at least **four (4)** cases.
7. Based on the scenarios presented, each student has **authored every report** that the instructor has demonstrated and **sent for approval**.
8. All cases assigned to the student are **Dispositioned**.
9. All reports created by the student are **Approved**.

If the above goals are met, then all critical sub inboxes in the **RMS - Officer Inbox** will be empty.

Reporting - Practical

The instructor will access the remaining 3 open cases generated earlier, one at a time, and demonstrate Infoshare operations in the scenarios below.

- The students should follow along by adding the same reports in their own cases.
- The instructor may add other agency specific reports based on the project.
- The instructor may refer to **Middle Page** and **Report – General Explanation** sections of this manual while managing these scenarios.

Scenario 1 – Suspicious Person

Officers responded to a person loitering in a high crime area. Upon arrival, officers found cause and interviewed the person who has prior activity in RMS. Officers determined that the individual was only waiting for an Uber. Gotham PD policy requires the primary officer to file an Operations Report and close the case.

Scenario 2 – Found Property

Officers responded to found drug property. The primary officer is required by Gotham PD policy to ensure that a Property Report is submitted. This case is referred to the detective bureau to follow up on drug related activity.

Scenario 3 – Theft Shoplifting with Arrest

Officers responded to a shoplifting at a department store and arrested the defendant who possessed their Driver License. The stolen property was recovered from the open trunk of the defendant's vehicle by the loss prevention officer. That property was left in the custody of the store. The primary officer is required by Gotham PD policy to submit an Investigations Report with property and an Arrest Report. No follow-up is required, and the case can be closed.

Basic RMS / MDT Training Guide

Middle Page

General Explanation

The Middle Page is generated on the **Police Reports** tab

1. After the report is selected and
2. **New Report** is clicked.

HOME CAD View | Reports | Import Excel | Procedures Manual | eLearning | Full Text Search | Go To ePro Site | Scan Doc

Summary | Case Numbers | Incident/CFS | Police Reports | Party(s) | Vehicles | Locations | Property | Evidence | Link Chart | Permission | Video Interface | NIBRS | Document | Notes | Images | Inv Assignment | Staff Assignment | eTicket | Charges | Booking | Case Diagram | System Dates | Web Scan | Commitments and Detainers | Corrections | Sentence

0 Records -- 0 - 0 Displayed Page Size: 30

Posted Date	Template Name	Update / Confirm	Status	Posted By	Workflow
No record found.					

Select All ☐ Workflow Report Type (Req.) INVESTIGATION REPORT New Report Disposition

Tips: Click Save button to save report, click Send to Supervisor to send report to supervisor, click Middle Page to go to middle page or click Delete to delete this report.

The Middle Page is a staging area for case data. The author controls what case data will appear on the Report. The staged data is separated into blue headered sections.

Summary | Case Numbers | Incident/CFS | Police Reports | Party(s) | Vehicles | Locations | Property | Evidence | Link Chart | Permission | Video Interface | NIBRS | Document | Notes | Images | Inv Assignment | Staff Assignment | eTicket | Charges | Booking | Case Diagram | System Dates | Web Scan | Commitments and Detainers | Corrections | Sentence

Update Case Type

PD Case # 2021-000029 Report Date / Time 08-05-2024 13:55 Agency Incident/Actual CFS Type (Req.) TRDPT 8200 - BICYCLE CAD Incident CFS Type

PRIMARY VICTIM SECTION ? 1 Add No record found.

COMPLAINANT SECTION ? 1 Add No record found.

COMPLAINANT(STAFF) SECTION ? 1 Add

Assigned Date	Assigned Staff	Staff Role Type	Status	Case Role Type	Removal Date	Assignment Admin
08-05-2024	SUPER USER	DETECTIVE	PENDING	DETECTIVE		Remove Assignment

PARTY(STAFF) INVOLVED ? 1 Add

Assigned Date	Assigned Staff	Staff Role Type	Status	Case Role Type	Removal Date	Assignment Admin
---------------	----------------	-----------------	--------	----------------	--------------	------------------

The author should review the entire Middle Page top to bottom prior to committing data to the report.

Basic RMS / MDT Training Guide

Middle Page Icons

The next part of this session will focus on explaining the **CRIME/INCIDENT & NJS CODE** and **VEHICLE** sections of the middle page identified below as these sections possess most features.

**** Missing Person Example OR database side 2C/39/2A

CREATE REPORT MIDDLE PAGE

HOME | Case Numbers | Incident/CTS | Police Reports | Party(s) | Vehicles | Locations | Property | Evidence | Link Chart | Permission | Video Interface | NIBBS | Document | Notes | Images | In Assignment | Staff Assignment | All Ticket | Charges | Booking | Case Diagram | System Dates | Web Scan | Commitments and Detainers | Corrections | Sentence

CAD View | Reports | Import Excel | Procedures Manual | eLearning | Full Text Search | Go To eInfo Site

▲ CASE BASIC INFORMATION ? 1 [Update Case Type]

PD Case # 2024-000039 Report Date / Time 08/05/2024 13:55 Agency Incident/Actual CFS Type (P) THIEFT 620 - BICYCLE CAD Incident CFS Type

▲ PRIMARY VICTIM SECTION ? 1 [Add] No record found.

▲ COMPLAINANT SECTION ? 1 [Add] No record found.

▲ COMPLAINANT(STAFF) SECTION ? 1 [Add]

Assigned Date	Assigned Staff	Staff Role Type	Status	Case Role Type	Removed Date	Assignment Admin
08/05/2024	SUPER_USER	DETECTIVE	PRIMARY	DETECTIVE		Remove Assignment

▲ PARTY(STAFF) INVOLVED ? [Add]

Assigned Date	Assigned Staff	Staff Role Type	Status	Case Role Type	Removed Date	Assignment Admin
08/05/2024	SUPER_USER	DETECTIVE	PRIMARY	DETECTIVE		Remove Assignment

▲ PARTY(S) INVOLVED ? [Add] No record found.

▲ SUSPECT SECTION ? [Add] No record found.

▲ CRIME/INCIDENT & NJS CODE ? [R] [Add]

NJS Count	Crime / Incident	NJS Code	Posted Date	Posted By
1	SHAKE ASSAULT DISORDERLY	2C12-54(B)	08/14/2024 13:17	SUPER_USER
2	THEFT	2C20-2	08/14/2024 13:17	SUPER_USER

▲ VEHICLE SECTION ? 1 [Add]

Optional	Posted Date	Plate #	VIN #	Owner	Description	Posted By
☐	08/14/2024	ABC123Z	SDFGTEVHIBVTVR	NJ MAC	ABC123Z ACUR INTEGRA 2021 GOLD	SUPER_USER

▲ PROPERTY SECTION ? [Add] No record found.

▲ CFS INFORMATION SECTION ? 1 [Add Location]

Posted Date	Date&Time	Location Category	Address	Common Place / POI	Posted By
08/05/2024	08/05/2024 13:55	INCIDENT	200 ELLEN DR, CEDAR GROVE TWP, NJ 07009		SUPER_USER

[Generate Report\(s\)](#) [Refresh](#)

Basic RMS / MDT Training Guide

CRIME/INCIDENT & NJS CODE		
NJS Count	Crime / Incident	NJS Code
☒ 1	SIMPLE ASSAULT DISORDERLY	2C:12-1A(3)
☐ 2	THEFT	2C:20-2

☐ Select All

VEHICLE SECTION				
Optional	Posted Date	Plate #	VIN #	Owner
☐	08/14/2024	ABC1235	SDFGRTEYHBVRTYR	NJ MAC

1. Hovering over the **?** icon will provide direction to the author
2. **R** icon indicates that data must exist in this section and a row of data must be selected to **Generate** or **Update** the report (See next bullets for direction on selection).
3. The **∞** icon indicates an infinite amount of rows can be selected for this report.
 - A number indicates the maximum amount of rows that can be selected to be added to this report. Example **Case Basic Information** section.

▲ CASE BASIC INFORMATION ? 1

4. The **Add** button allows you to add rows of data to this section.
 - Clicking on a hyperlink in a row allows the author to **update** data that has been added.

Optional	Posted Date	Plate #
☐	08/14/2024	ABC1235

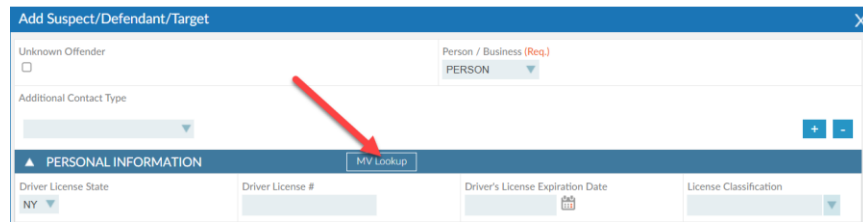
5. Selecting data. Placing a **check in the box** next to the data will paste the information onto the report. Only the Simple Assault charge will display on the report in the next screenshot.
6. **Optional checkbox** will direct the data to an alternate location other than the main area of the report. In the below example, only one vehicle will show in the main vehicle area on the report. Any vehicle selected as optional may display in an alternate location on the report.

****Although the data is saved to the case when information is added to sections, the report does not Generate until the author selects **Generate Report(s)** at the bottom of the Middle Page.

Basic RMS / MDT Training Guide

Names

Although a name can be added from scratch, or selected in the RMS Master Names Database, the most efficient method of adding names to a case is through **MV Lookup**.



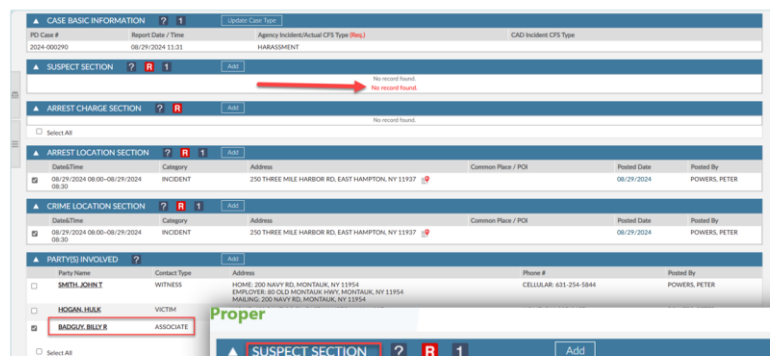
The screenshot shows a web form titled "Add Suspect/Defendant/Target". It includes fields for "Unknown Offender" (checkbox), "Person / Business (Req.)" (dropdown menu set to "PERSON"), and "Additional Contact Type" (dropdown menu). Below these is a section titled "PERSONAL INFORMATION" which contains fields for "Driver License State" (dropdown menu set to "NY"), "Driver License #" (text input), "Driver's License Expiration Date" (calendar icon), and "License Classification" (dropdown menu). A red arrow points to a button labeled "MV Lookup" located between the "Additional Contact Type" field and the "PERSONAL INFORMATION" section.

Contact Types: Not only must the name be added to the proper section of the Middle Page, but the author of the report is also required to associate accurate **Contact Types**, such as "Victim" or "Suspect", to every name added on the Middle Page. Associating accurate contact types to people is critical to the success of RMS reporting.

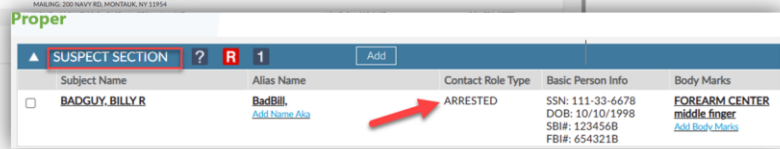
For example, Badguy Billy was arrested after he crashed.

- ✓ For the arrest report, some accurate contact types may include **Suspect, Arrested** or **Defendant**. Badguy Billy will not be offered in the SUSPECT SECTION of the arrest report Middle Page, and UCR, NIBRS and other elements of the case will be inaccurate if he is not associated with an offender-based contact type.
- ✓ For the crash report, Badguy Billy will not be available as a driver if he does not have an additional contact type of **Driver**.

Improper



The screenshot shows a web form titled "CASE BASIC INFORMATION". It includes fields for "PC Case #", "Report Date / Time", "Agency Incident/Actual CFS Type (Req.)", and "CAD Incident CFS Type". Below these are sections for "SUSPECT SECTION", "ARREST CHARGE SECTION", "ARREST LOCATION SECTION", "CRIME LOCATION SECTION", and "PARTY(S) INVOLVED". A red arrow points to the "SUSPECT SECTION" which is empty, indicating that the name "Badguy Billy" was not correctly associated with a contact type.



The screenshot shows a web form titled "SUSPECT SECTION". It includes a table with columns: "Subject Name", "Alias Name", "Contact Role Type", "Basic Person Info", and "Body Marks". A red arrow points to the "Contact Role Type" field, which is set to "ARRESTED". The "Subject Name" field is set to "BADGUY, BILLY R". The "Alias Name" field is set to "BadBill". The "Basic Person Info" field contains "SSN: 111-33-6678", "DOB: 10/10/1998", "SBI#: 123456B", and "FBI#: 654321B". The "Body Marks" field contains "FOREARM CENTER" and "middle finger".

NOTE: When people transfer from CAD to RMS, most names parse with contact type of "Other". The officer authoring a report must update all contact types of "Other" for reporting to work properly.

Basic RMS / MDT Training Guide

Property

When adding property to a Middle Page, the Property Category, Property Status and Value must be as accurate as possible for state and federal reporting purposes.

▲ PROPERTY SECTION

Property Category (Req.) AUTOMOBILE ▼	Sub Category ▼	Property Status (Req.) STOLEN ▼
--	-------------------	------------------------------------

Select Vehicles From Incident Vehicles
BADASS 14 CORVETTE Passenger 2024 RD ▼

Value (Req.) 80000	Value Type LAW ENFORCEMENT FAIR MARKET ESTIMA' ▼
Manufacturer Chevrolet	Manufacturer Date 📅

Item Brief Description
Little

Stolen property can be recovered from the Middle Page while filling out reports, such as the Investigation Report. Infoshare will recognize stolen property as recovered when the **Change Status** hyperlink is selected. For Example:

- ✓ Stolen clothing recovered by the merchant post shoplifting should be managed this way.

▲ PROPERTY SECTION ? ∞ Add					
Posted Date	Property Category	Property Status	Item Description	Posted By	Status
08/27/2025 15:50	ARTICLE	STOLEN	Quantity: 1.00 Value Type: LAW ENFORCEMENT FAIR MARKET ESTIMATE; Item Value: 200.00 Total: 200.00 Brief Description: Shirt Is MCDERMOTT, KEITH Biohazard? NO	MCDERMOTT, KEITH	Change Status
☐ Select All					

Basic RMS / MDT Training Guide

Report – General Explanation

On the Report

1. Fillable boxes can be populated by the author.
 - i. Dropdowns
 - ii. Text Fields
 - iii. Check Boxes
2. Characters that do not have a gray background (fillable box) can be updated by toggling back to the middle page.

INVESTIGATION REPORT

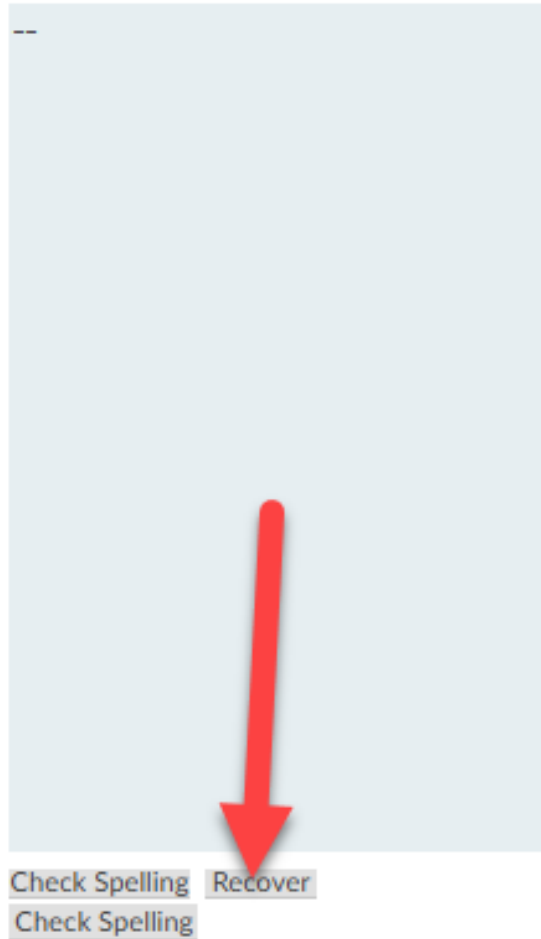
7. Crime / Incident SIMPLE ASSAULT DISORDERLY		2. Mun. Code 0700	3. Phone Number 973-621-4111	4. CAJ Incident#	5. Other Agency Case #	6. Department Case Number 2024-000039
9. IUS 2C12-1A(3)		8. Victim#		10. SD#		
DATE:	16. Section	17. Hour	18. Day	19. Mo.	20. Date	21. Yr.
AND	22. Victim(s) Home Address					23. Home Phone / Cellular
TIME:	24. Citizen/Incident Location					25. Victim's Employer
27. Municipality		28. County	29. Code	30. Person Reporting Crime/Incident		31. Date and Time 08/05/2024 13:55
32. Type of Offense		33. Weapons / Tools		34. Address		35. Home Phone / Cellular
36. Status Opened						
Check Spelling						
37. Vehicle		38. Year 2021	39. Make ACURA	40. Model INTEGRA	41. Body Style 4 DOOR	
42. Color GOLD		43. Registration Number & State ABC1235 NJ		44. Serial Number or Identification DFGRTEYHVBRTYR		45. Towing Company
46. Value of Stolen/Recovered Property		47. Currency	48. Jewelry	49. Furs	50. Clothing	51. Misc.
52. Total Value Stolen		53. Total Value Recovered		54. Technical Services	55. Technical Fee	56. Other
57. Weather		58. NIC		59. Assisting Agencies		
60. No. of Accused	61. Adult	62. Juvenile	63. Status Code	64. Status Code	65. LCN Status Month Yr.	66. Date Cleared
67. Code	68. Name	69. Address	70. Age	71. Sex	72. Race	73. LCN
74. UOB						
75. HM						
76. WH						
77. C						
78. Narrative						
Check Spelling Check Spelling						

Save Preview in PDF Send to Supervisor Middle Page Delete

Basic RMS / MDT Training Guide

3. Historical narratives can be recovered by selecting the **Recover** hyperlink just below the narrative fillable field.

145. Crash Description/ Narrative



BREAK 2

Basic RMS / MDT Training Guide

Sending Reports for Approval - Practical

Author accesses the Report and

MY INBOX SUMMARY

RMS - Officer

- My Active Incidents/Cases 13
- My Re-Opened Reports 1
- My Re-Opened Cases
- All Agency Cases (12 hours)
- Recently Approved Reports (10 Days)
- My Issued Citation (30 days)

- My Returned Reports 13
- My Reports Pending Review 26
- All Agency Cases (96 hours)
- All Division Cases (12 hours)
- 5 Day Warnings (30 days)
- All Agency Citation (30 days)

- My Incomplete Reports 40
- My Closed Cases (7 Days)
- All Agency Cases (72 hours)
- My Juvenile Reports
- My Pending Citation 5
- Juvenile Involved Cases (10 Days)

1. Send to Supervisor
2. Choose Next Step dropdown
3. Save

Author Retracting the Report

RMS - Supervisor

- Reports Pending My Review 27
- MV Crash Reports Pending My Review
- My Returned Reports 12
- My Reports Pending Review 27
- All Division Cases (72 hours)
- Agency Closed Cases (7 Days)

- Division Reports Pending My Review 27
- My Active Incidents/Cases 13
- LexisNexis - Upload Crash Report (FAILED)
- My Closed Cases (7 Days)
- All Agency Cases (12 hours)
- My Pending Citation 5

- Reports Pending My Review (No Crash Report) 27
- Reports Pending My Review (2nd Level)
- My Incomplete Reports 40
- All Agency Cases (72 hours)
- All Division Cases (12 hours)
- My Issued Citation (30 days)

The author can retract the report from supervisory review from the **My Reports Pending Review** sub inbox

POLICE RMS

MY REPORTS PENDING REVIEW

HOME

26 Records -- 1 - 26 Displayed Page Size: 100

ID Case #	Edit	Posted Date	Report Title	Incident Location	Routing Information	Review Note
24-000358	View Report	06/26/2024 10:41	INVESTIGATION REPORT	101 MAIN ST, HAVERFORD, PA	=> PENDING SUBMISSION => SENT FOR APPROVAL	
24-000358	View Report	06/07/2024 11:10	OPERATIONS REPORT - POLICE, PA STATE	101 MAIN ST, HAVERFORD, PA	=> PENDING SUBMISSION => SENT FOR APPROVAL	
2024-000004	View Report	03/26/2024 20:47	ARREST REPORT - MAYO, JAMES	1837 UNIVERSITY CIR, CHEYNEY, PA 19319	=> PENDING SUBMISSION => SENT FOR APPROVAL	

Select All ☐

[Retract](#)

Tips: To view the complete case record click on the underlined [ID Case #](#). To edit or approve the report click on the underlined [View Report](#).

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Basic RMS / MDT Training Guide

Supervisor Approving/Rejecting the Report

The Supervisor can review the report for approval/rejection from the **Reports Pending My Review** sub inbox

RMS - Supervisor

- Reports Pending My Review **27**
- MV Crash Reports Pending My Review
- My Returned Reports **12**
- My Reports Pending Review **27**
- All Division Cases (72 hours)
- Agency Closed Cases (7 Days)
- Division Reports Pending My Review **27**
- My Active Incidents/Cases **13**
- LexisNexis - Upload Crash Report (FAILED)
- My Closed Cases (7 Days)
- All Agency Cases (12 hours)
- My Pending Citation **5**
- Reports Pending My Review (No Crash Report) **27**
- Reports Pending My Review (2nd Level)
- My Incomplete Reports **40**
- All Agency Cases (72 hours)
- All Division Cases (12 hours)
- My Issued Citation (30 days)

- *****The only method for a supervisor to review reports is by selecting the Reports Pending My Review sub inbox and by selecting view report***.**

Report #	Report Title	Report Date	Report Time	Report Location	Report Status	Report Author	Report Note
000000	PENDING ENFORCEMENT	03/26/2024 11:09	03/26/2024 11:09	03/26/2024 11:09	PENDING SUBMISSION	LAST NAME, FIRST NAME M	
000000	AGGRAVATED ASSAULT/THROWING AND TRIP	03/26/2024 20:47	03/26/2024 20:47	03/26/2024 20:47	PENDING SUBMISSION	LAST NAME, FIRST NAME M	
000000	AGGRAVATED ASSAULT/THROWING AND TRIP	03/26/2024 20:37	03/26/2024 20:37	03/26/2024 20:37	PENDING SUBMISSION	LAST NAME, FIRST NAME M	
000000	POLICE REPORT	03/26/2024 20:14	03/26/2024 20:14	03/26/2024 20:14	PENDING SUBMISSION	LAST NAME, FIRST NAME M	
000000	OPERATION REPORT	03/26/2024 20:08	03/26/2024 20:08	03/26/2024 20:08	PENDING SUBMISSION	LAST NAME, FIRST NAME M	
000000	OPERATION REPORT	03/26/2024 20:08	03/26/2024 20:08	03/26/2024 20:08	PENDING SUBMISSION	LAST NAME, FIRST NAME M	
000000	OPERATION REPORT	03/26/2024 20:08	03/26/2024 20:08	03/26/2024 20:08	PENDING SUBMISSION	LAST NAME, FIRST NAME M	
000000	OPERATION REPORT	03/26/2024 20:08	03/26/2024 20:08	03/26/2024 20:08	PENDING SUBMISSION	LAST NAME, FIRST NAME M	
000000	OPERATION REPORT	03/26/2024 20:08	03/26/2024 20:08	03/26/2024 20:08	PENDING SUBMISSION	LAST NAME, FIRST NAME M	
000000	OPERATION REPORT	03/26/2024 20:08	03/26/2024 20:08	03/26/2024 20:08	PENDING SUBMISSION	LAST NAME, FIRST NAME M	

Select the **WORKFLOW** icon

Document Management

VIEW REPORT

Update Report Workflow

REPORT APPROVAL SECTION

Report Status: SENT FOR APPROVAL

Next Step (Req.): **APPROVED**

Note: Spelling error. "calamitee" should be spelled calamity

1944 characters left

Save

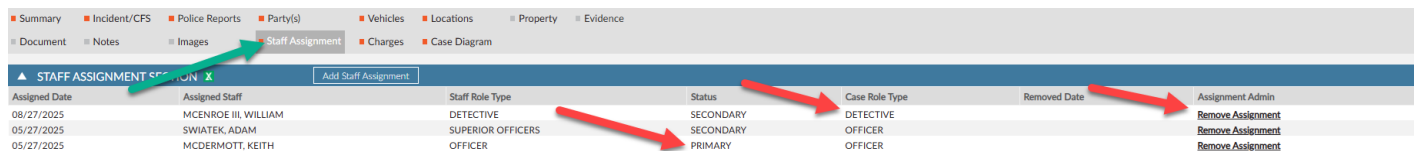
Posted Date	Report Status	Route From	Route To	Review note	Posted By
03/26/2024	PENDING SUBMISSION				LAST NAME, FIRST NAME M
03/26/2024	SENT FOR APPROVAL	LAST NAME, FIRST NAME M	Supervisor		LAST NAME, FIRST NAME M

1. Add a **Note** for a rejection
2. Select **Next Step**
3. **Save**

Basic RMS / MDT Training Guide

Report Routing

Reports are routed for approval based on the author's **Case Role Type**. For example, if the author's case role type is "Detective", the submitted report will be routed to the detective supervisor's **reports pending my review** sub inbox, and the patrol supervisor will not be able to review that report. A user can move that report to the non-detective supervisor's sub inbox by accessing the Staff Assignment case tab, selecting the **Remove Assignment** hyperlink next to the author, and changing case role type to "Officer".



STAFF ASSIGNMENT SECTION						
Assigned Date	Assigned Staff	Staff Role Type	Status	Case Role Type	Removed Date	Assignment Admin
08/27/2025	MCENROE ILL WILLIAM	DETECTIVE	SECONDARY	DETECTIVE		Remove Assignment
05/27/2025	SWIADEK, ADAM	SUPERIOR OFFICERS	SECONDARY	OFFICER		Remove Assignment
05/27/2025	MCDERMOTT, KEITH	OFFICER	PRIMARY	OFFICER		Remove Assignment

Report Review Practical

- The student should strive to approve all reports they authored during this instructional period.

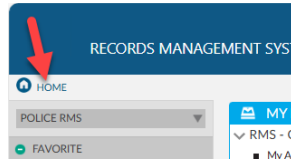
Case Disposition Practical

- The student should have applied a Disposition to all assigned cases using both:
 - Open/Referred to Detective Bureau or
 - Closed.

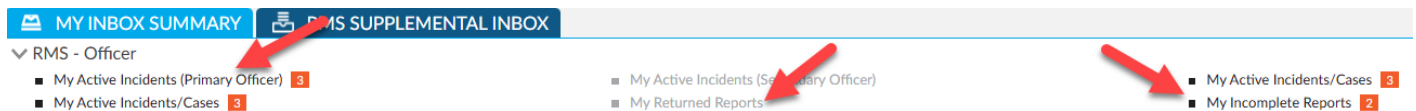
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Key Takeaways

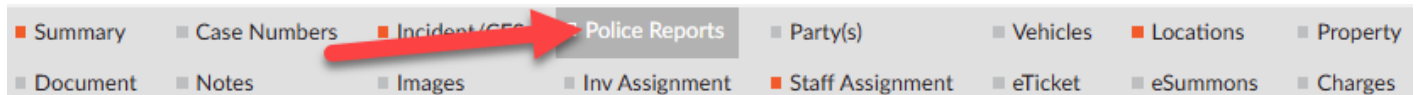
- ✓ Use the **Home Button** if lost.



- ✓ Keep your critical **Sub Inboxes** empty.



- ✓ Most case work is completed in the **Police Reports** tab. If you are entering names and property in those tabs, you are probably not in the correct location.



- ✓ Person **Contact types** are **critical** for reporting. One person may have several contact types.

Add Party			
Victim / State NJ ☐	Unknown Person ☐	Person / Business (Req.) PERSON	Contact Type (Req.) [Dropdown Menu]
Additional Contact Type [Dropdown Menu]			
PERSONAL INFORMATION [MV Lookup] [Bergen DOC Search]			
Driver License State NJ	Driver License # [Field]	Driver's License Expiration Date [Field]	
Last Name (Req.) [Field]	First Name (Req.) [Field]	Middle Name [Field]	
DOB (Req.) [Field]	Age [Field]	Status [Field]	

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- ✓ Ensure Middle Page **Checkboxes** are checked for respective data to appear on the report.

▲ COMPLAINANT(STAFF) SECTION ? 1 Add				
Assigned Date	Assigned Staff	Staff Role Type	Status	Case Role Type
12/26/2024	112	SUPERIOR OFFICERS	PRIMARY	OFFICER

▲ PARTY(STAFF) INVOLVED ? ∞ Add				
Assigned Date	Assigned Staff	Staff Role Type	Status	Case Role Type
12/26/2024	112	SUPERIOR OFFICERS	PRIMARY	OFFICER

- ✓ **Property Status and Values** are important for state and federal reporting.

☒ Property Report ☐ Vehicle Report									
Dept. Case Number 2025-000011		Code 0700		Phone Number Ext. 123		Prosecutors Case Number		Incident Number 25-000234	
Owners Name JOHN		First Middle		Last SMITH		Owners Phone Number			
Owners Address (Number / Street / Municipality / State / Zip Code) 12 MAIN ST, WEST ORANGE, NJ 07052		Place Stolen (Number / Street / Municipality / State / Zip Code) 35 BLOCK ST, CAMDEN, NJ 07965		Code 123		Teletype Alarm Number 332			
Vehicle Information									
Vehicle Year 2008	Make BLACK	Color BLACK	Model & Body Type RDS	State NJ	Registration BDSTST1 NJ	Vin Number BDSACCESSDMVTVIN1			
Vehicle Locked		Keys In Vehicle		Unidentified Owner (Explain)		Vehicle Value			
Property Information									
Currency	Jewelry	Furs	Clothing	Miscellaneous \$200.00	Value Recovered		Evidence Retained		
Miscellaneous Information									
N.C.I.C. (Yes / No / Stolen / No Record) NO		Photo Taken (Yes or No) NO		Tech Services Yes or No NO		U.C.R. Entered NICB & Number			
Details Of Recovery									
Date Recovered	Place Recovered (Number / Street / Municipality / State / Zip Code) 15 S MUNN AVE, EAST ORANGE CITY, NJ 07018			Code		Teletype Canceled			
In Possession Of	Address (Number / Street / Municipality / State / Zip Code)			Phone No. & Area Code					
Date Stored 08/27/2025	Place Stored (Name and Address) DEVALCO'S TOWING 28 COMMERCE ST, CHATHAM, NJ 07928			Phone No. & Area Code 973-635-6333					
Condition Of Property / Vehicle	Own	Other	Out of State / Federal	UCR Month and Year	Total Value Recovered				
Color	Make	Address	Age	Sex	Race	Eth	DOB	HM	WK
ENCIDENT[N] ARTICLE	STCLES	\$200.00 - \$100.00							
Narrative (List and Describe Property / Serial Number)									
Condition of Vehicle ☐ PROOF OF INSURANCE ALREADY PROVIDED									
NARRATIVE/RELEASE INSTRUCTIONS									
☐ DO NOT RELEASE THIS VEHICLE - SEE NOTE BELOW IN NARRATIVE ☐ MUST BE TOWED UNLESS THE FOLLOWING ARE PROVIDED: ☐ VALID LICENSED DRIVER ☐ VALID REGISTRATION ☐ VALID INSURANCE ☐ DWI ARREST - CAN NOT BE RELEASED FOR 12 HOURS FROM:									
Disposition Of Property / Vehicle									
Release Date	Proof Of Ownership		Signature Of Officer Authorizing Release						
Released To Owner / Agent / Official			Address Of Owner / Agent / Official						
Signature Of Owner / Agent / Official			Signature Of Officer Releasing Property / Vehicle						
Rank / Name (Print / Type)	Badge No.	Report Date	Rev. By	Status (Pending / Complete)					

- ✓ The Investigation Report **Crime/Incident** section can be hand typed by the author.

Add Crime/Incident & NJS Code

Count (Req.)	Crime/Incident (Req.)	NJS Code
1	Missing Person	

Save

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Conclusion of RMS

Goal #1 – Case Disposition

All cases created by the student during this instructional period should be disposed,

Goal #2 - Reports Approved

All reports created by the students during this instructional period should be approved.

#	CFS	Reports	Reports Status	Disposition
1	Burglar alarm	None	N/A	NFA
2	Suspicious Person	Operation	Approved	Closed
3	Found Property	Property	Approved	Open / Referred
4	Shoplifting	Invest, Arrest	Approved	Closed

BREAK 3

Basic RMS / MDT Training Guide

SESSION 3

Agency Policy and Change Control

1. Project overview
 - i. What the agency acquired for MDT through Infoshare (Basics).
2. Application requirements
 - i. For the MDTs to operate effectively, there are minimum specifications related to the type of terminal (PC), terminal speed and storage capacity.
 - ii. Wireless connectivity will affect MDT responsiveness. Data is not stored/cached in the MDT terminal for an extended period. Ensure connectivity while operating.

MDT Concepts

The primary functions of the MDT are:

1. CFS (Call for Service) alerting from CAD and/or self-initiation of CFS,
2. Mapping,
3. NCIC operations (ex: entering parties and vehicles for potential use in the RMS) and,
4. Creating E-tickets (Not covered in this manual).

MDT should be considered an extension of CAD. MDT should not be considered a report writing application but viewed as a tool that transmits data to RMS for storage and potential report writing. The user should avoid long comments in the MDT, and rather document narratives in a report in the RMS.

The design of MDT is to allow the bulk of the work on most CFSs to be completed in this application. However, agency policy may direct the MDT user to extend past the MDT and report further in the RMS.

Basic RMS / MDT Training Guide

Computer Aided Disptch Number A.K.As

- CAD#
- CAD CFS#
- CAD Incident#
- Incident#
- P#

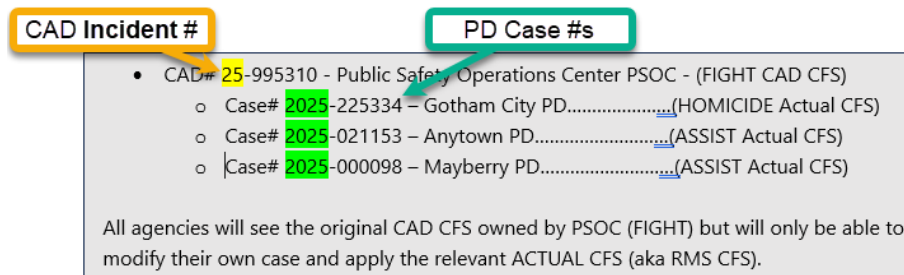
These are NOT "Case Numbers".

Explanation of the difference between CAD Incidents and PD Cases.

The words "Case Number" or "Case#" is the number assigned to your police agency.

Example of a multi-agency incident in CAD/MDT:

- ***Reported large fight in Gotham City resulting in homicide requires mutual aid from surrounding agencies.***



CAD Incident # **PD Case #s**

- CAD# 25-995310 - Public Safety Operations Center PSOC - (FIGHT CAD CFS)
 - Case# 2025-225334 - Gotham City PD.....(HOMICIDE Actual CFS)
 - Case# 2025-021153 - Anytown PD.....(ASSIST Actual CFS)
 - Case# 2025-000098 - Mayberry PD.....(ASSIST Actual CFS)

All agencies will see the original CAD CFS owned by PSOC (FIGHT) but will only be able to modify their own case and apply the relevant ACTUAL CFS (aka RMS CFS).

- No matter which CAD# you enter in the search field in RMS, it will return your case.

Training Goals

Each student:

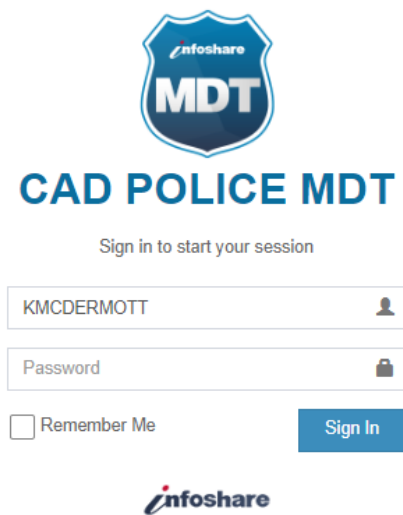
1. Is familiar with MDT, the login process and the Home page.
2. Is familiar with how to generate, manage and dispose incidents in MDT.
3. Understands the difference between CAD incidents, cases, and related concepts.
4. Is familiar with incident management to case closure in both MDT and RMS.

Basic RMS / MDT Training Guide

User Login – Training (Staging) Environment

The staging MDT is available to be used as the agency desires.

1. Typically, this site is used for testing and training and is available 24/7.
2. The MDT login process.



Please fill in all information

Choose a unit you want to login as
2129 (O - KEITH MCDERMOTT) ▼

Choose a police car you will use
21-37 ▼

Special Equipment
Defibrillator,Patrol Rifle,Shield ▼

Secondary Officer
WALTERS, ELI ▼

[Reload](#) [Confirm](#) [Exit App](#)

Section 2 - Demonstration of MDT

This entire section is reserved for demonstration only of the MDT. Students should not interact with the MDT.

Best practices

Navigation is reading the screens like a book:

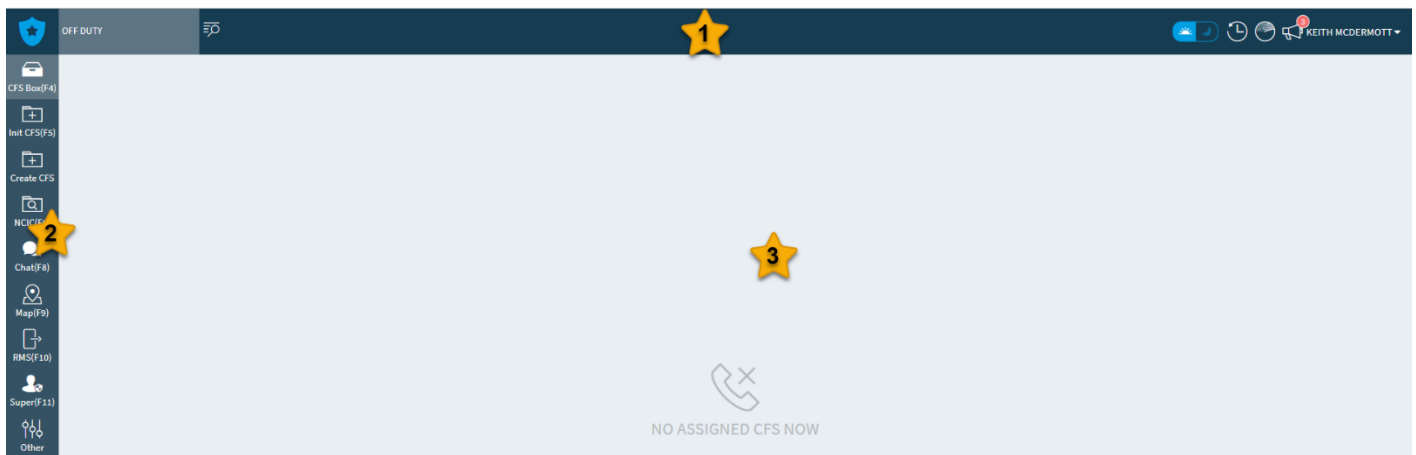
- ✓ Left to right
- ✓ Top to bottom

Basic RMS / MDT Training Guide

Home screen

Can be viewed in 3 zones

1. Top ribbon
2. Left menu
3. Working Panel

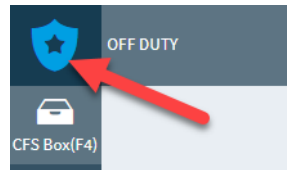


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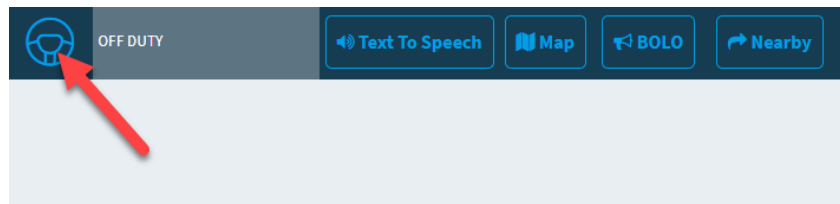
First Zone of the Home Screen - Upper Ribbon

Shield Steering Wheel Icon

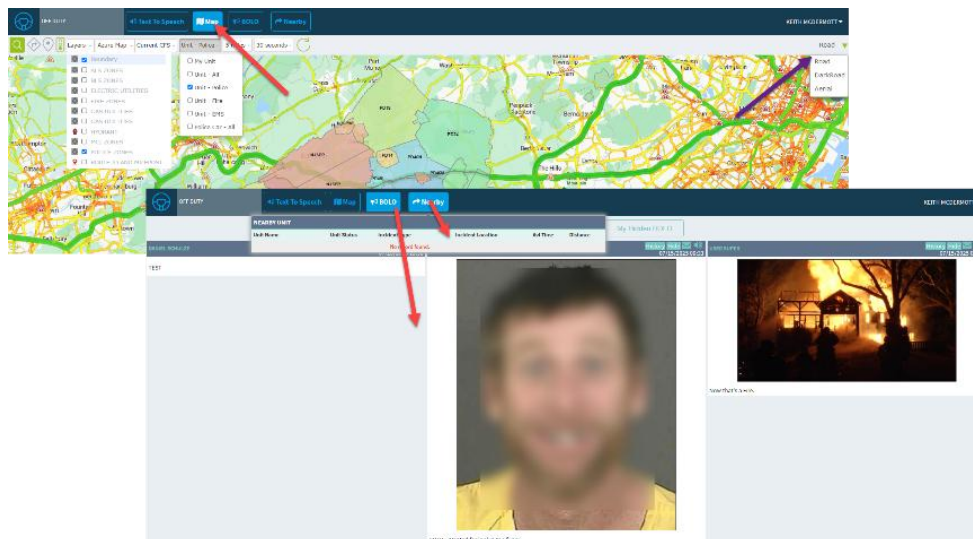
1. Clicking on the *shield* icon...



...toggles to driving mode (steering wheel icon) and adds more icons to the ribbon.



- a) Text to Speech
- b) Map – Reviewed in next section
- c) BOLO – Review here
- d) Nearby MDTs equipped with AVL (automatic vehicle locators)



******* Toggle back to shield icon*******

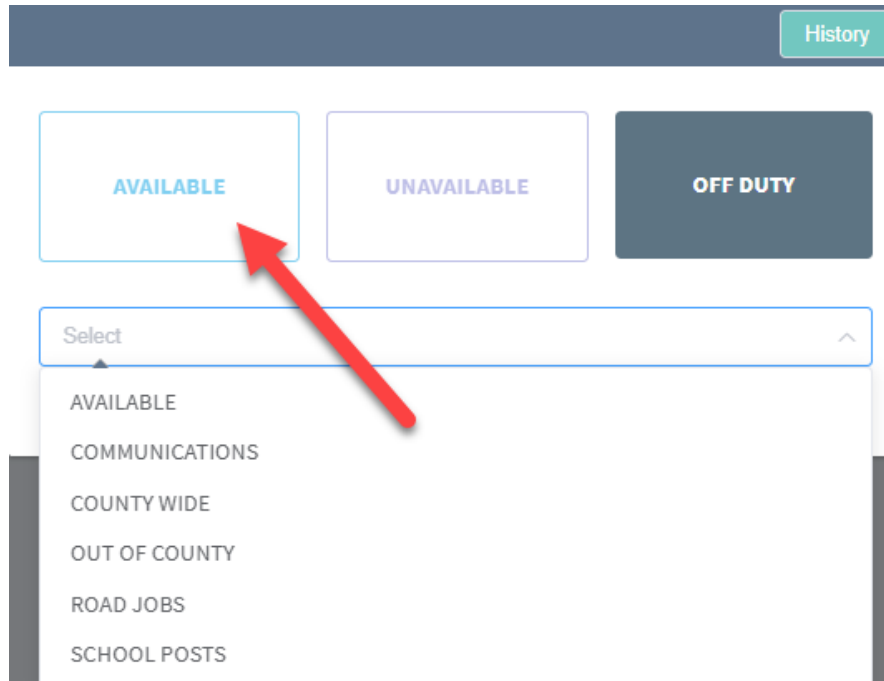
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2. Clicking on the *Unit Status* area

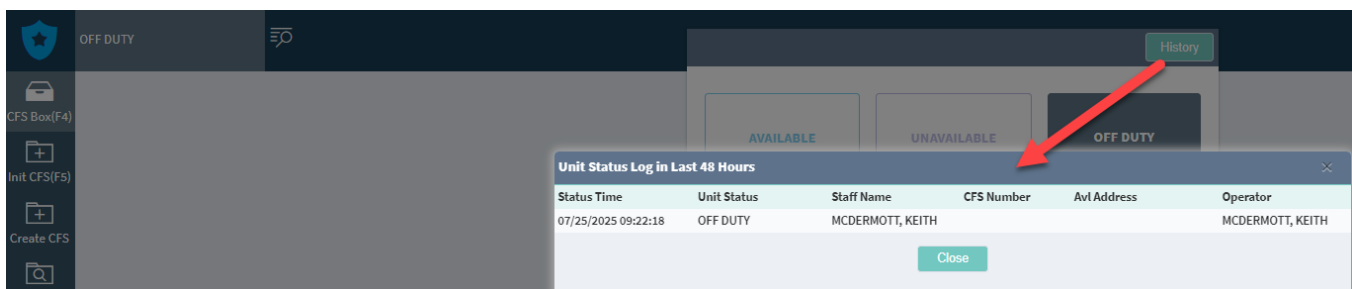


.....

opens a window where the user can update the unit status.



The user can also view unit status history



Basic RMS / MDT Training Guide

- The *CFS search icon* queries CAD incidents. CAD incidents are erased from the CAD databank after a short time. Searches are broader from RMS.

Advanced Search

CFS Number Description

CFS Type

CFS Number	Priority	CFS Status	Action On	Unit Status in CFS
24-000384	P3	CLOSED	12/20 14:23	
Incident Location: 68 BEAVER AVE, CLINTON TWP, NJ 08801				
24-000225	P3	CLOSED	12/04 14:28	
Incident Location: RARITAN AVE & U S HWY NO 202 HWY, RARITAN TWP, NJ 08869				
24-000224	P3	CLOSED	12/04 14:17	
Incident Location: 78 ARAPAHO TRL, BRANCHBURG TWP, NJ 08876				

- Day/Night trigger

Previously Reviewed:

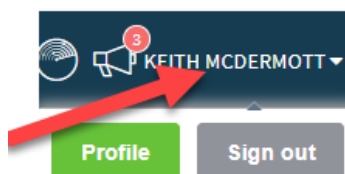
- Call History
- Nearby AVL units
- BOLO

Day/Night Call History Nearby AVL Units BOLO

Profile Sign out

- User Name Icon

Ther user can view their profile and log out from here.

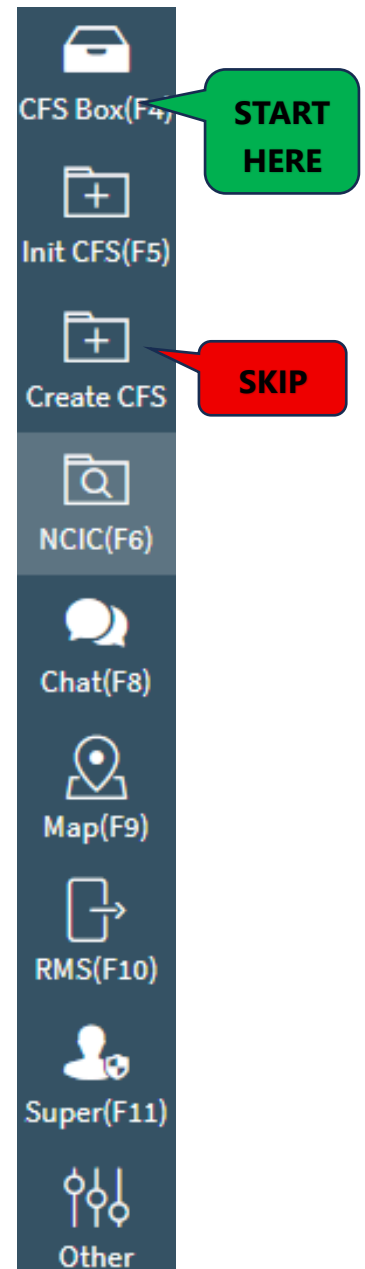


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Second Zone of the Home Screen - Left Menu

The left menu should be explained in the following order. Incidents should not be created by the instructor or student during this part of the review and should be considered a demonstration only:

-  **CFS Box** – Explain and then revisit after incident created.
-  **Init CFS** – View “Initialize CFS” buttons only – *Do not generate* A CFS
-  **NCIC** – Explain - “Outside a CFS”.
-  **Chat**
-  **Map** – Full review
-  **RMS**
-  **Super**
-  **Other**
-  **Create CFS** – See next section



Basic RMS / MDT Training Guide

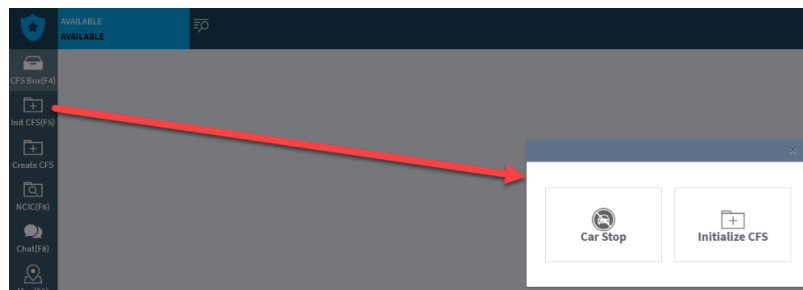
1. CFS Box Icon

Brief explanation as there is no information there yet.

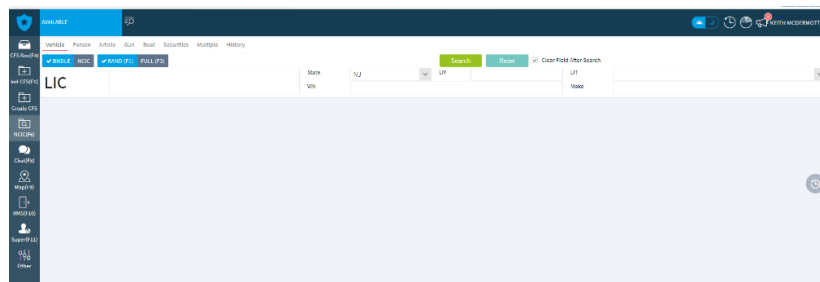
2. Init CFS Icon

View "Car Stop" and "Initialize CFS" buttons only

Do not generate a CFS.

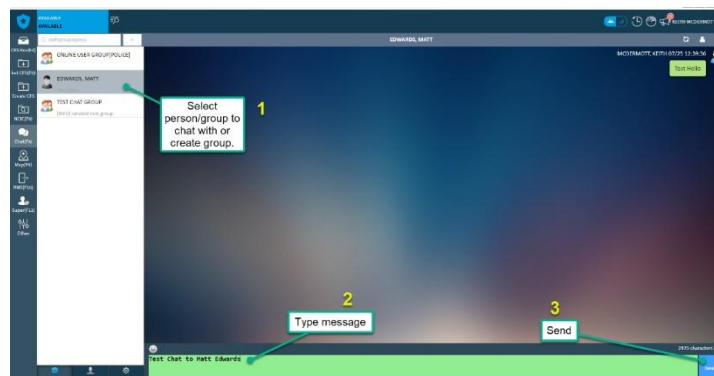


3. NCIC Icon – Explain - "Outside a CFS" only. NCIC review will occur later.



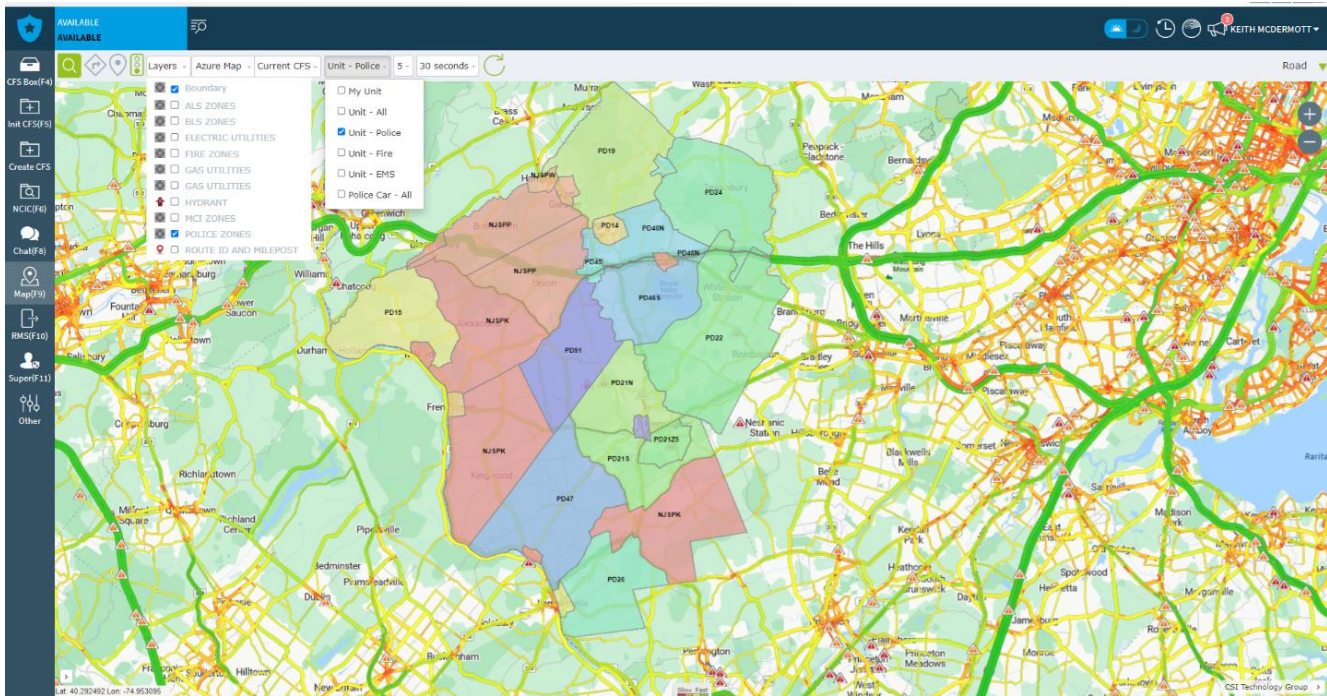
4. Chat Icon

All chats are archived!

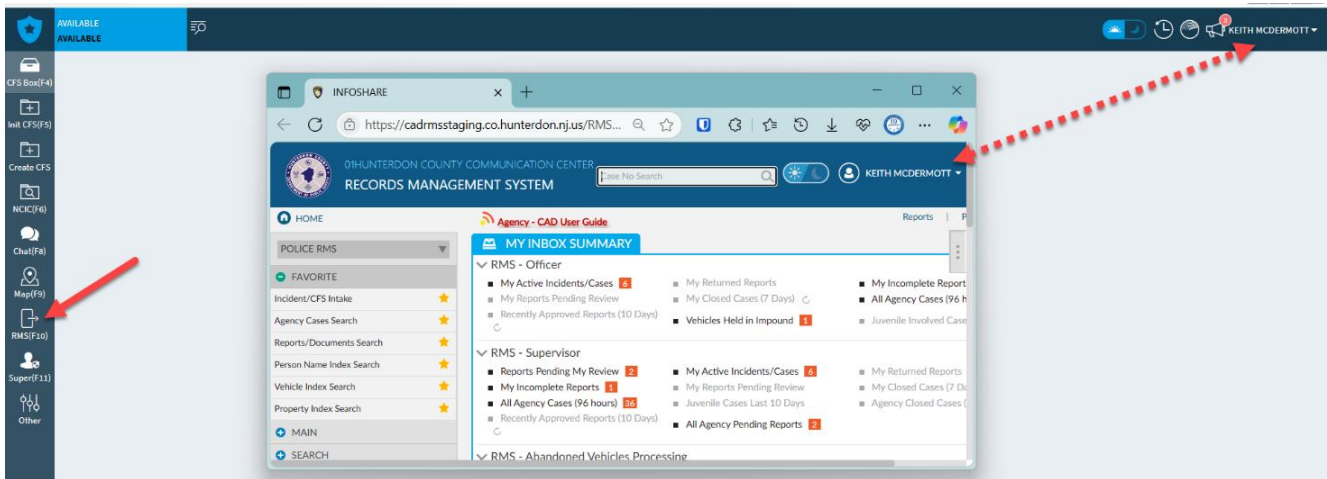


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5. Map Icon

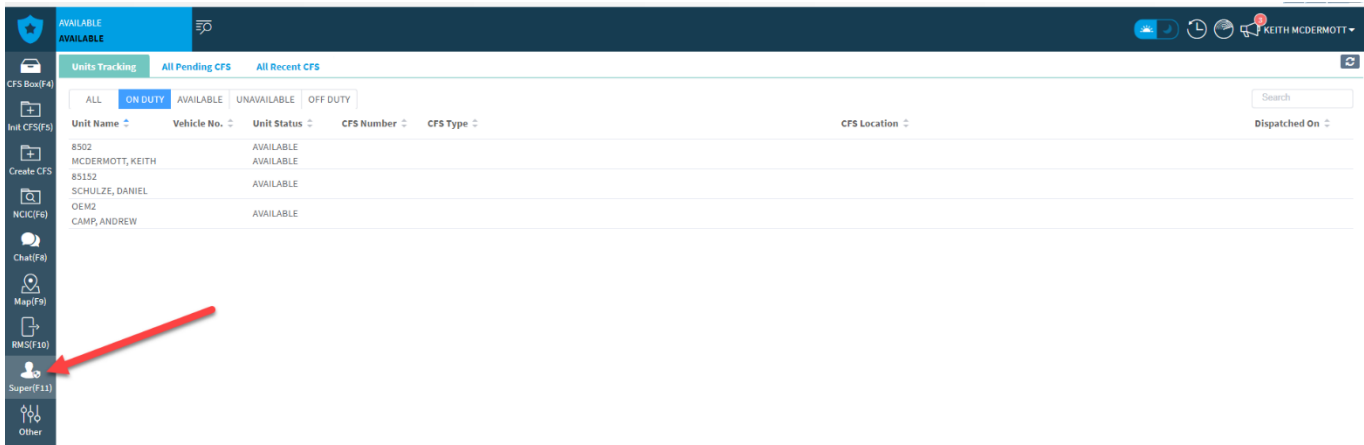


6. RMS Icon



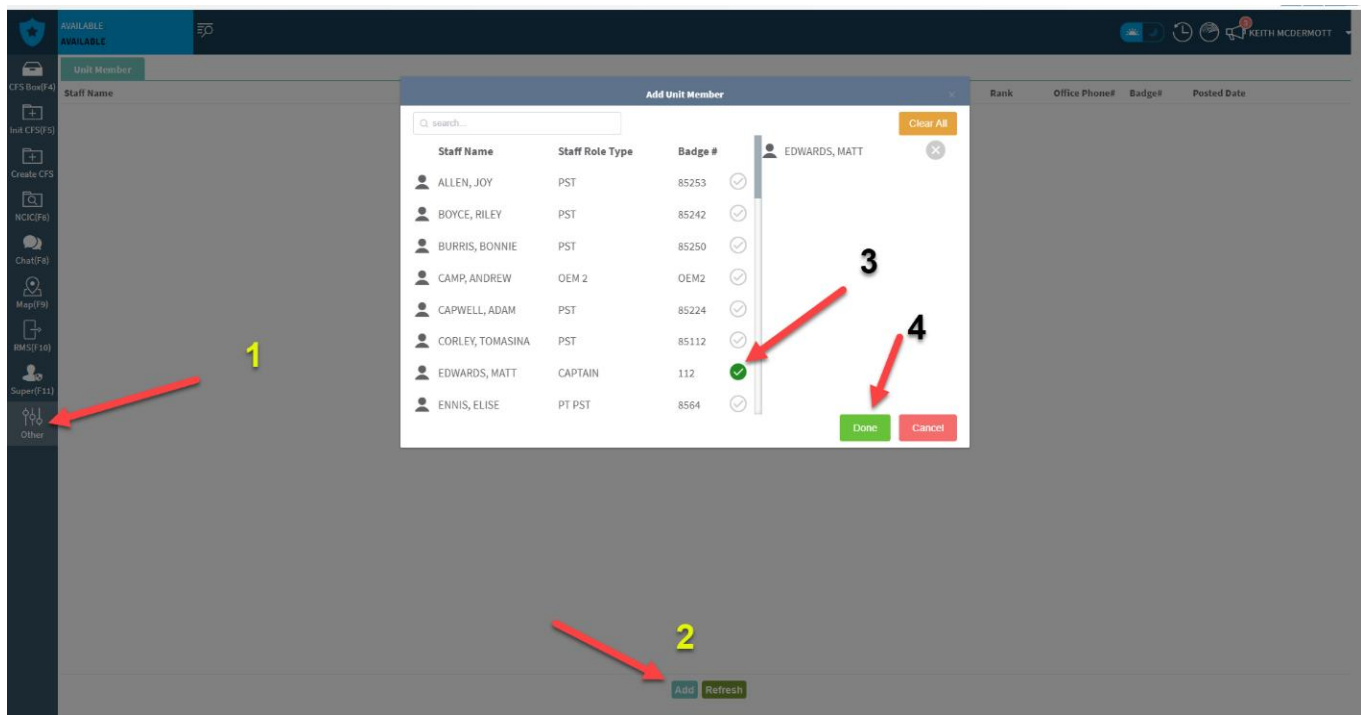
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7. Supervisor View Icon



8. Other Icon

The user can add or remove partners.

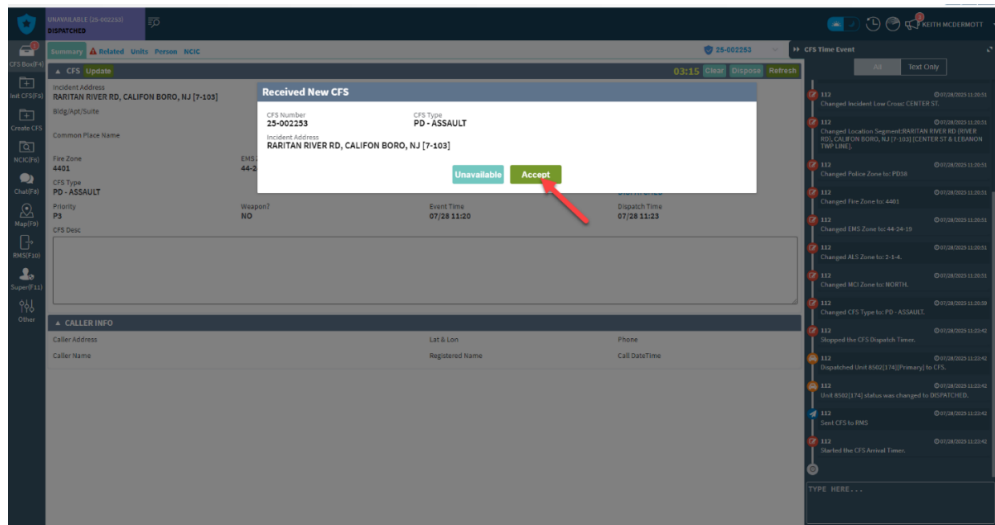


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Section 3 – Managing Incidents

Incident #1 – Burglar Alarm

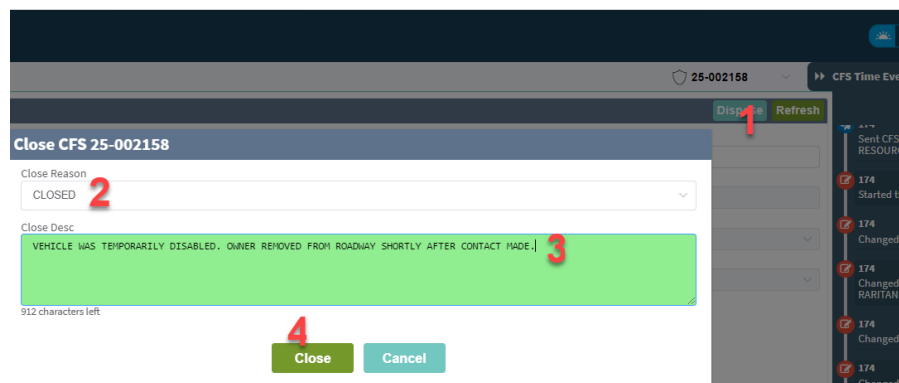
MDT is typically assigned to an incident by CAD. *****Quick Demonstration only of a Burglar Alarm***.**



Clear, Dispose and Refresh buttons.

- Clear removes the unit from the incident. The incident remains open.
- Dispose will close the incident for all units assigned.
- Refresh is used to update information from CAD if connection is interrupted (Rare).

Dispose the Incident



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Incidents #2 and #3 - Property Check

Incidents #4 and #5 – Suspicious Person

To Create a CFS

1. Create CFS button

2. Incident Address (Req.)

3. CFS Type (Req.)

4. NCIC

5. Clear, Dispose, Refresh buttons

1. Use the Create CFS button  to initialize - A CFS is created **immediately** when button is pressed.
2. Enter address.
3. Enter CFS.
4. On the first Incident, review the following:
 - 1) Summary of the incident
 - 2) Information related to the address
 - 3) Units assigned to the incident
 - 4) People appended to the incident
 - 5) NCIC – Query and add persons and vehicles to the incident.

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NCIC Response page bullets

Query starts with a plate# then return key or search button.

Inside a CFS, the response page will have these sections

Many tabs to query on the NCIC return page

Random or Full disclosure buttons.

Toggle to RMS History

Hyperlinks to color coded Hit Words

Blue hyperlink is a quick way to query registered owner

When inside a CFS, CFS# appears

NCIC Search history is a way to delete, attach or detach a response to a CFS

The screenshot shows the NCIC Response page for a query starting with plate number BDSTST1. The page displays vehicle and driver information, including license status (SUSPENDED, LICENSE EXPIRED, REGISTRATION EXPIRED). Callouts highlight key features: the search query input, the CFS# (25-002161) when inside a CFS, the NCIC Search History panel for managing responses, and various navigation and disclosure options. A blue hyperlink is shown for querying the registered owner.

6) Apply a Disposition to the Incident.

- 1 - Press Dispose
- 2 - Choose Close Reason and save

08:59 Clear Dispose Refresh

Close CFS 25-002247

Close Reason

SERVICED

TEST CALL

TOT

UNFOUNDED

SUMMONS ISSUED

WARNING ISSUED

CLOSED

1

2

The screenshot shows the 'Close CFS' dialog box for CFS 25-002247. It features a 'Close Reason' dropdown menu with several options. The 'SUMMONS ISSUED' option is highlighted with a red '2', indicating the next step in the process. A red '1' is placed next to the 'Dispose' button at the top right of the dialog.

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Disposition of Cases in RMS

Instructor to deploy RMS from the MDT icon and address every RMS case assigned by CAD. Refer to RMS Guide for further instruction but below is a brief reminder.

1. RMS Icon
2. My Active Incidents Cases sub-inbox
3. Disposition cases per agency policy.

The image displays two screenshots of the RMS (Records Management System) interface. The left screenshot shows the main dashboard with a sidebar menu. A red arrow labeled '1' points to the 'RMS' icon in the sidebar. The right screenshot shows the 'MY ACTIVE INCIDENTS/CASES' page. A red arrow labeled '2' points to the 'MY ACTIVE INCIDENTS/CASES' sub-inbox. A green arrow labeled '3' points to the 'Disposition' column in the table. A text box with a red border and a red arrow labeled '1' points to the table, stating: "Depending on department policy, the user can choose the red or green route below to dispose of the cases." The table lists incidents with columns for Report Date / Time, PD Case #, Assignment Status, Person Name / Type, Incident Location, Incident CTS Type, Case Disposition, and Operation Report.

Report Date / Time	PD Case #	Assignment Status	Person Name / Type	Incident Location	Incident CTS Type	Case Disposition	Operation Report
07/28/2023 09:01	25-08723	PENDING	TESTRECORD DMVA / UNEMPLOYED	KARNTAN DR, CALIFORN BORO AU	CAD PD - SUSPICIOUS PERSON	No Disposition	Operations Report
07/28/2023 09:02	25-08723	PENDING	TESTRECORD DMVA / UNEMPLOYED	KARNTAN AVE, KARNTAN TWP AU	CAD PD - SUSPICIOUS PERSON	No Disposition	Operations Report
07/28/2023 09:03	25-08723	PENDING	TESTRECORD DMVA / UNEMPLOYED	KARNTAN AVE, KARNTAN TWP AU	CAD PD - SUSPICIOUS PERSON	No Disposition	Operations Report
07/28/2023 09:04	25-08723	PENDING	TESTRECORD DMVA / UNEMPLOYED	KARNTAN AVE, KARNTAN TWP AU	CAD PD - SUSPICIOUS PERSON	No Disposition	Operations Report

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Conclusion/Dismissal

Final List of Incidents

#	Orig	CFS	Reports	Disposition
1	RMS	Burglar alarm	None	NFA
2	RMS	Suspicious Person	Operation	Closed
3	RMS	Found Property	Property	Open / Referred
4	RMS	Shoplifting	Invest, Arrest	Closed
5	CAD	Burglar Alarm	None	NFA
6	MDT	Property Check	None	NFA
7	MDT	Property Check	None	NFA
8	MDT	Suspicious Person	None	NFA
9	MDT	Suspicious Person	None	NFA

Goal #1 – Incident Disposition

All incidents created during this instructional period should be disposed.

Goal #2 - Case Disposition

All RMS cases created during this instructional period should be disposed.

Students are dismissed upon completion of class requirements identified in this guide, dismissal by the instructor, or expiration of class time constraints.