



Public Safety Enterprise Suite

Course Catalog



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Public Sector General Courses

Campus Policing: Using Technology to Meet Today's Challenges

Course/Description	Duration
<p>Campus Policing: Using Technology to Meet Today's Challenges</p> <p>Campus Policing helps ensure the security of buildings, students and staff and involves responding to requests for assistance and emergencies. This learning event, conducted by industry trusted CentralSquare Technologies and public safety professionals, discusses using technology to meet current day challenges in policing. In addition to CentralSquare technology personnel, representatives from the University of Maryland and West Virginia University Police Departments also present during the session. This is an instructor-led learning event recorded in November 2022.</p>	50 mins

Debunking the Myths of NG911

Course/Description	Duration
<p>Debunking the Myths of NG911</p> <p>Next Generation 9-1-1 refers to an initiative aimed at updating the 9-1-1 service infrastructure in the United States and Canada to improve public emergency communications services in a growing wireless mobile society. This learning event conducted by industry trusted CentralSquare Technologies professionals discusses the top 4 myths of 9-1-1.</p>	30 mins

Understanding CrimeMapping.com

Course/Description	Duration
Understanding CrimeMapping.com <p>CrimeMapping.com helps law enforcement agencies to provide the public with valuable information about recent crime activity in their neighborhood. Crime data is extracted on a regular basis from each department's records system so that citizenry can be better informed about crime and to provide a tool citizens can use to get information.</p>	4 mins

Public Safety Customer Presentations

False Alarm Management: Customer Presentation (Sandy Springs PD, GA) - Solving the False Alarm Problem

Course/Description	Duration
<p>False Alarm Management: Customer Presentation (Sandy Springs PD, GA) - Solving the False Alarm Problem</p> <p>Dan Nable from the Sandy Springs Police Department, GA accompanied by a CentralSquare Technology product resource discusses how his agency's addresses false alarms via CentralSquare False Alarm Management (FAM) solution. This is an instructor-led learning event recorded in May 2023.</p>	60 mins

GIS Customer Presentation (Multiple Agencies and States) - Leveraging Your GIS Data in Public Safety

Course/Description	Duration
<p>GIS Customer Presentation (Multiple Agencies and States) - Leveraging Your GIS Data in Public Safety</p> <p>CentralSquare Technology product resources along with eight individuals representing several of our customers lead a panel discussion on GIS. The discussion focuses on the current and future state of GIS, experiences of customers actively using GIS for their agencies, and provides a demonstration of the CentralSquare Atlas solution. The agencies being represented on the panel include:</p> <ul style="list-style-type: none">• Metro Communications, South Dakota• Sioux Falls Fire Rescue, South Dakota• Sioux Falls, South Dakota• Orange County Fire Authority, California• Jeffcom 911, Colorado• Brunswick County, North Carolina• McHenry County ETSB, Illinois <p>This is an instructor-led learning event recorded in July 2023.</p>	60 mins

Public Safety Customer Presentation (Multiple Agencies and States) – Building Community Relations With Technology

Course/Description	Duration
<p>Public Safety Customer Presentation (Multiple Agencies and States) – Building Community Relations With Technology</p> <p>CentralSquare Technology product resources along with five individuals representing several of our customers lead a panel discussion on building positive community relations with citizens using technology. Topics discussed include online reporting, crime mapping, and the sharing of information. The agencies comprising the panel represent:</p> <ul style="list-style-type: none"> • Westminster, Colorado • Bloomington, Minnesota • Local Government Information Systems, Minnesota <p>This is an instructor-led learning event recorded in July 2023.</p>	46 mins

Public Safety Customer Presentation (Multiple Agencies) - Bias Profiling and Technology

Course/Description	Duration
<p>Public Safety Customer Presentation (Multiple Agencies) - Bias Profiling and Technology</p> <p>CentralSquare Technology product resources along with two individuals representing multiple customers lead a panel discussion on trends and information related to bias profiling. The agencies comprising the panel represent:</p> <ul style="list-style-type: none"> • Petaluma Police Department, California • Sonoma State University Police Department, California <p>This is an instructor-led learning event recorded in December 2022.</p>	56 mins

Records Enterprise

Overview

Course/Description	Duration
Overview <ul style="list-style-type: none">Let's learn about the modules and features in Records Enterprise.	10 mins

Overview Program

Description: This program provides courses explaining how to navigate the landing page, how to perform a quick search, as well learning about queues.

Duration: 42 minutes

Course/Description	Duration
Navigating the Landing Page <ul style="list-style-type: none">Let's learn how to navigate and customize the landing page.	7 mins
Quick Search <ul style="list-style-type: none">Let's explore how to search and narrow results using quick search and filters.	7 mins
Queue Types <ul style="list-style-type: none">Let's learn how to differentiate workflow and summary queues.	15 mins
Queue Functions <ul style="list-style-type: none">Let's learn how to customize queues and analyze the information they provide.	13 mins

Landing Page

Course/Description	Duration
Navigating the Landing Page <ul style="list-style-type: none"> Let's learn how to navigate and customize the landing page. 	7 mins

Warrants

Description: Learn about the Warrants module in CentralSquare Records Enterprise. This program includes courses for both administrators and end users.

Duration: 58 minutes

Course/Description	Duration
Managing Warrant Service Attempts & Tasks <ul style="list-style-type: none"> Learn about managing service attempts and tasks in CentralSquare Records Enterprise. 	15 mins
Completing a Warrant Summary Record & Managing Warrant Activity Tasks <ul style="list-style-type: none"> Learn about completing a warrant summary record and activity tasks in CentralSquare Records Enterprise. 	9 mins
The Warrant Queue & Completing Warrant Records <ul style="list-style-type: none"> Learn about the warrant queue and completing a warrant record in CentralSquare Records Enterprise. 	20 mins
Warrant Configurations & Permissions (Admin) <ul style="list-style-type: none"> Learn about the necessary configurations and permissions for the Warrants module in CentralSquare Records Enterprise. 	14 mins

Warrants Course

Course/Description	Duration
Warrant Module <ul style="list-style-type: none">In this course, you will learn how to navigate within Records Enterprise to manage the Warrants module.	23 mins

Warrants (Admin)

Course/Description	Duration
Warrant Module (Admin) <ul style="list-style-type: none">Learn about the Warrants module configurations and functions for administrators in CentralSquare Records Enterprise.	26 mins

Warrant Configuration

Course/Description	Duration
Configuration <ul style="list-style-type: none">In this course, you will learn how to navigate within Records Enterprise to assign permissions and configurations within the Warrants module.	13 mins

Civil

Description: Learn about features of the Civil module in CentralSquare Records Enterprise. This program contains one admin course with the remaining four courses containing information for both administrators and users.

Duration: 1 hour 23 minutes

Course/Description	Duration
Civil Permissions & Configurations (Admin) <ul style="list-style-type: none"> In this course, you will learn how to navigate within Records Enterprise to assign permissions and configurations within the Warrants module. 	25 mins
Data Entry for Civil Records <ul style="list-style-type: none"> Learn about data entry in the Civil module of CentralSquare Records Enterprise. 	22 mins
Managing Tasks & Dispositions in the Civil Module <ul style="list-style-type: none"> Learn about managing Civil tasks and dispositions in CentralSquare Records Enterprise. 	16 mins
Fees Management <ul style="list-style-type: none"> Learn about adding and editing Civil fees in CentralSquare Records Enterprise. 	9 mins
Managing Civil Fees <ul style="list-style-type: none"> Learn about managing Civil financial fees and payments in CentralSquare Records Enterprise. 	11 mins

Civil - Admin Course

Course/Description	Duration
Civil Module – Admin <ul style="list-style-type: none"> Learn about the Civil module configurations and functions for administrators in CentralSquare Records Enterprise. 	23 mins

Data Entry

Description: This program will explore the various elements of Data Entry.

Duration: 2 hours 53 minutes

Course/Description	Duration
Workflow Designer <ul style="list-style-type: none"> Let's learn how to create workflow templates and link them to report templates. 	11 mins
Data Entry Designer <ul style="list-style-type: none"> Let's learn how to create and modify report templates. 	20 mins
Creating a Basic Report <ul style="list-style-type: none"> In this course, you will learn to generate reports for cases in CentralSquare Records Enterprise. 	8 mins
Creating an Incident Report & Supplemental Reports <ul style="list-style-type: none"> In this course, you'll learn how to enter data in CentralSquare Records Enterprise to create an Incident Report as well as Supplemental Reports. 	35 mins
Creating a Supplemental Report <ul style="list-style-type: none"> Let's create a supplemental report from existing reports. 	11 mins
Report Tab <ul style="list-style-type: none"> Let's learn how to view and print reports related to a case. 	6 mins
Creating an Arrest Report <ul style="list-style-type: none"> Let's create an arrest report from an incident report. 	13 mins
Completing an Impound Report <ul style="list-style-type: none"> Learn how to complete the necessary fields for an Impound Report. 	13 mins
Attachments <ul style="list-style-type: none"> Let's learn how to upload attachments and add hyperlinks to a report. 	10 mins
Creating a Report from a Call for Service Pending Task <ul style="list-style-type: none"> Let's learn how to create a report from a Call for Service (CFS) pending task. 	7 mins

Course/Description	Duration
Other Events <ul style="list-style-type: none"> Let's learn about the Other Events module and how to make new templates. 	9 mins
Promoted Other Events <ul style="list-style-type: none"> Let's learn how to set up a Promoted Other Event. 	16 mins
Clearing Validation Errors <ul style="list-style-type: none"> Let's learn what validation errors in a report are and how to clear them. 	7 mins
Submitting a Report <ul style="list-style-type: none"> Let's learn how to submit a report and what the different statuses mean. 	7 mins

Arrest & Imaging

Course/Description	Duration
Arrest & Imaging <ul style="list-style-type: none"> In this course, you will learn how to use the imaging features as well as create arrest and custody reports in CentralSquare Records Enterprise. 	27 mins

SSRS Reporting

Description: Let's learn how to set up and use SSRS Reporting in CentralSquare Records Enterprise.

Duration: 1 hour 42 minutes

Course/Description	Duration
SSRS Set Up <ul style="list-style-type: none"> Let's learn how to set up SSRS reporting. 	9 mins

Course/Description	Duration
Introduction to Report Builder <ul style="list-style-type: none"> In this course, you will learn how to create the first table in the Report Builder. 	18 mins
Datasets, Expressions, and Parent Groups <ul style="list-style-type: none"> Learn how to create new datasets, use expressions, and add parent groups. 	17 mins
Matrices, Relationships, and Parameters <ul style="list-style-type: none"> Learn how to use matrices instead of tables, create relationships between views for more complex reporting, and implement parameters. 	17 mins
Parent Groups, SQL Joins, and More Expressions <ul style="list-style-type: none"> Learn how to use parent groups more effectively, gain a deeper understanding of SQL joins, and explore more expressions in reports. 	15 mins
Interactive Sorting & Document Mapping <ul style="list-style-type: none"> Let's learn how to use interactive sorting, as well as how to create a document map (also known as table of contents) for the report. 	11 mins
Sub-Reports <ul style="list-style-type: none"> Let's learn how to embed sub-reports into other reports. 	15 mins

Web Reporting Module

Description: This program will discuss the Web Reporting Module in CentralSquare Records Enterprise.

Duration: 19 minutes

Course/Description	Duration
The Basics <ul style="list-style-type: none"> Let's learn how to set up Role Permissions for Web Reporting and the basics of creating, saving, filtering, and opening Reports. 	7 mins
Advanced Parameters <ul style="list-style-type: none"> Let's learn how to add a Column and an Advanced Parameter in Web Reporting. You will also learn how to modify Parameters and export data. 	12 mins

The Modules

Citation

Description: Explore the Citation module in Records Enterprise. This program contains one admin course and one end user course.

Duration: 27 minutes

Course/Description	Duration
Citations (End-User) <ul style="list-style-type: none"> Learn about the citation module in CentralSquare Records Enterprise. 	12 mins
Citations (Admin) <ul style="list-style-type: none"> Learn about permissions and configurations for the Citation module. 	15 mins

Field Interview

Course/Description	Duration
Completing a Field Interview <ul style="list-style-type: none"> In this course, you will learn how to complete the necessary fields for a Field Interview. 	9 mins

The Masters

Course/Description	Duration
Master Records <ul style="list-style-type: none">In this course, you'll learn to assign master access, create new master records and edit current master records.	30 mins

State Reporting & Validation

Course/Description	Duration
State Reporting & Validation <ul style="list-style-type: none">Learn about State Reporting and Validations in CentralSquare Records Enterprise.	14 mins

Reporting

Course/Description	Duration
Web Reporting <ul style="list-style-type: none">Learn how to utilize the Reporting Module in CentralSquare Records Enterprise.	26 mins

Records Admin

Description: Learn how to manage records with the Audit Log, Expungements, and Redactions.

Duration: 47 minutes

Course/Description	Duration
Audit Logs <ul style="list-style-type: none">Let's learn how to set up Role Permissions for the Audit Logs and how to use the Audit Logs.	12 mins

Course/Description	Duration
Masters <ul style="list-style-type: none"> Let's learn how to configure settings and Custom Fields for Masters. 	9 mins
Restrictions <ul style="list-style-type: none"> Let's learn how to set up Role Permissions for Restrictions, and then add/remove those Restrictions. 	10 mins
Redactions <ul style="list-style-type: none"> Let's learn how to send and print Redacted Reports. 	6 mins
Expungement <ul style="list-style-type: none"> Let's learn how to expunge records and audit Expungements. 	10 mins

Restrictions

Description: Learn about restrictions in CentralSquare Records Enterprise. This program contains one administrator course as well one course for users.

Duration: 20 minutes

Course/Description	Duration
Restrictions (Admin) <ul style="list-style-type: none"> Learn about restriction permissions and configurations in CentralSquare Records Enterprise. 	9 mins
Restrictions (End-User) <ul style="list-style-type: none"> Learn about restricting information from reports and cases in CentralSquare Records Enterprise. 	11 mins

Redactions & Expungements

Description: Learn about the redaction and expungement feature in CentralSquare Records Enterprise. This program consists of one admin course and two end-user courses that can be taken in any order.

Duration: 43 minutes

Course/Description	Duration
Permissions & Configurations (Admin) <ul style="list-style-type: none"> Learn how to assign permissions & configurations for Redactions and Expungements. 	6 mins
Completing Redactions <ul style="list-style-type: none"> Learn how to assign permissions & configurations for Redactions and Expungements. 	7 mins
Completing Expungements <ul style="list-style-type: none"> Learn how to use the Expungement tool in Records Enterprise. 	11 mins

Property & Evidence

Description: In this learning path, you will learn how to intake and process evidence from discovery to returning it to the owner.

Duration: 1 hour 13 minutes

Course/Description	Duration
The Barcode Scanner <ul style="list-style-type: none"> After completing this course, you will know how to set up the barcode scanner and how to scan items into the system. 	4 mins
Property Intake <ul style="list-style-type: none"> Upon completion of this course, you will learn how to complete Property Intake in the field and update the Temporary Intake Location. 	12 mins
Evidence Queue <ul style="list-style-type: none"> Upon completion of this course, you will learn how to use the Evidence Queue, apply Flags to evidence, associate evidence to cases, and create custom Evidence Queues. 	13 mins

Course/Description	Duration
Evidence Tracker <ul style="list-style-type: none"> Let's learn how to use the Evidence Tracker and manually Intake Property. 	12 mins
Split an Evidence Item and Do Not Remove <ul style="list-style-type: none"> Let's learn how to split an Evidence Item and modify the Do Not Remove status. 	10 mins
Evidence Item notes, Attachments, & Logs <ul style="list-style-type: none"> Let's learn how to add a Note, add an Attachment, print logs, associate a case, and relate a contact in the Evidence Item window. 	10 mins
Generate Form Letters <ul style="list-style-type: none"> Let's learn how to generate Form Letters and delete an Evidence Item. 	5 mins
Review Dates <ul style="list-style-type: none"> Let's learn how to set Review Dates and make a Review Date Queue. 	7 mins

Configuration

Description: This program provides introductory configuration information related to the Property & Evidence function within CentralSquare Records Enterprise.

Duration: 39 minutes

Course/Description	Duration
Configuring Evidence, Evidence Labels, & Location Configuration <ul style="list-style-type: none"> Let's dive into the options available to you while setting up the module, such as: Configuring Evidence, Evidence Labels, and Location Configuration. 	20 mins

Course/Description	Duration
Number Control, Pre-Printed Labels, Seal Status, & More <ul style="list-style-type: none"> In this course, we will explore the options available to you while configuring the module, such as: Number Control, Pre-Printed Labels, Seal Status, and more. 	19 mins

Entering Evidence

Description: This program provides information on how to enter evidence within the Property & Evidence function of CentralSquare Records Enterprise.

Duration: 1 hour 51 minutes

Course/Description	Duration
The Barcode Scanner <ul style="list-style-type: none"> Learn to set up a barcode scanner and scan items into the system. 	4 mins
Entering Evidence & Moving Evidence <ul style="list-style-type: none"> Explore the basics of entering evidence & how to move evidence items to their permanent location. 	24 mins
Split and Remove Evidence Items, Evidence Tabs, & Mark Items as Errant <ul style="list-style-type: none"> Discover how to split up evidence items, the functions of the evidence tabs, how to mark items as errant, as well as how to remove items. 	19 mins
Create a Form Letter & Take inventory Manually <ul style="list-style-type: none"> Discover how to create a form letter & take inventory manually. 	20 mins
Inventory <ul style="list-style-type: none"> Learn about inventory and inventory reporting functionalities. 	11 mins
Evidence Queue <ul style="list-style-type: none"> Let's discover tips & tricks to best utilize your evidence queue. 	21 mins
Assessment	12 mins

User & Role Administration

Description: This program will dive into User & Role Administration within CentralSquare Records Enterprise.

Duration: 30 minutes

Course/Description	Duration
User Management <ul style="list-style-type: none">Let's learn how to set up Active Directory and a new user for Records Enterprise.	10 mins
Role Management <ul style="list-style-type: none">Let's learn how to set up new roles and add permissions.	20 mins

Role & User Administration

Course/Description	Duration
Role & User Administration <ul style="list-style-type: none">In this course, explore the basics of creating users and assigning roles within Records Enterprise.	23 mins

Configuration Management

Description: This program will dive into Configuration Management within CentralSquare Records Enterprise.

Duration: 48 minutes

Course/Description	Duration
Agency, Associated Cases, and More <ul style="list-style-type: none">In this course, you will learn how to set settings for the agency, associated cases, and more!	30 mins

Course/Description	Duration
Agency Tab <ul style="list-style-type: none"> Let's learn how to configure the settings and permissions for your agency. 	10 mins
Number Control <ul style="list-style-type: none"> Let's learn how to create and modify a Number Control. 	8 mins

Case Management

Case Management Configuration (Admin)

Description: Let's learn how to configure the Case Management module by setting up a Role with supervisor permissions, adding Case Assignments and Notifications, and creating Divisions and Tags.

Duration: 22 minutes

Course/Description	Duration
Role Management Configuration <ul style="list-style-type: none"> Let's learn how to set up a supervisor role for the Case Management module. 	9 mins
Configuration Management Settings <ul style="list-style-type: none"> Let's learn how to set up Associated Cases, Case Assignments, and Notifications in the Configuration Management of Records Enterprise. 	6 mins
Divisions, Users, & Tags <ul style="list-style-type: none"> Let's learn how to set up Divisions, Users, and Tags for Case Management in Records Enterprise. 	7 mins

Case Management Configuration

Course/Description	Duration
Case Management Configuration <ul style="list-style-type: none"> In this course, you will learn how to set up and configure the Case Management section within Records Enterprise. 	11 mins

Case Management

Course/Description	Duration
Case Management <ul style="list-style-type: none"> In this course, you will learn about the Case Queue, Case Synopsis, and Case Management Tasks within Records Enterprise. 	21 mins

Case Management User

Description: Let's learn how to navigate through Case Management by learning to assign a case, how to use the Case Queue, how to use the Case Synopsis window, and more!

Duration: 43 minutes

Course/Description	Duration
Case Assignments & Case Load <ul style="list-style-type: none"> Let's learn how to assign a case and use the Case Load report function in CentralSquare Records Enterprise. 	9 mins
Case Queue <ul style="list-style-type: none"> Let's learn how to use the Case Queue and create custom Case Queues in Records Enterprise. 	13 mins
Case Synopsis <ul style="list-style-type: none"> Let's learn how to use the Case Synopsis window in CentralSquare Records Enterprise. 	10 mins

Course/Description	Duration
Case Tags <ul style="list-style-type: none"> Let's learn how to create, modify, and use Case Tags in Records Enterprise. 	6 mins
Primary Case <ul style="list-style-type: none"> Let's learn about the significance of a Primary Case, as well as how to add and remove the Primary Case designation. 	5 mins

Case Synopsis, Case Management, & Tasks

Course/Description	Duration
Case Management <ul style="list-style-type: none"> In this course, you will learn about the Case Queue, Case Synopsis, and Case Management Tasks within Records Enterprise. 	21 mins

Code Table Management

Description: Let's learn how to manage the code tables in the Classic UI and Web versions of CentralSquare Records Enterprise.

Duration: 26 minutes\

Course/Description	Duration
Custom Code Tables & Values in the Classic UI <ul style="list-style-type: none"> Let's learn how to modify values and create custom code tables in the Classic UI of Records Enterprise. Those who use Records Enterprise only do not need to take this course. 	7 mins
Importing & Exporting Violation Codes <ul style="list-style-type: none"> Let's learn how to add Violation Codes manually, as well as important and export Violation Codes in the Classic and Web versions of CentralSquare Records Enterprise. 	12 mins

Course/Description	Duration
Custom Codes Tables & Values in Web Only <ul style="list-style-type: none">• Let's learn how to modify and add code tables in the web only version of CentralSquare Records Enterprise.	7 mins

CAD Enterprise

Logins, Profiles, & Roles

Course/Description	Duration
Logins, Profiles, & Roles <ul style="list-style-type: none">Learn how to configure Profile Preferences and Roles in CAD.	11 mins

Profiles & Logins

Course/Description	Duration
Profiles & Logins <ul style="list-style-type: none">Let's learn to configure profiles and set up logins in CentralSquare CAD Enterprise.	11 mins

Dashboard

Description: This program will explore the various features of the CAD Dashboard.

Duration: 1 hour 22 minutes

Course/Description	Duration
Overview <ul style="list-style-type: none">Explore the various features of the CAD Dashboard.	23 mins
Advisor Panel, User Preferences, & Main Toolbar Icons <ul style="list-style-type: none">In this course, we'll begin to explore the Dashboard in CAD Enterprise. We'll get to know the Advisor Panel, User Preferences and the following Toolbar icons: Emergency Call Taking, Schedule Call Taking, Messaging, Records Check, View Controller, and the Queue Selector.	15 mins

Course/Description	Duration
Configuration and Utilities, More..., & Online Help Icons <ul style="list-style-type: none"> In this course, we'll continue to explore the Dashboard in CAD Enterprise. We'll get to know the remaining icons in the Toolbar, including Configuration and Utilities, More..., and Online Help. 	18 mins
Statistics Panel, Advisor Panel, & Status Bar <ul style="list-style-type: none"> In this course, we'll learn more about the remaining functions in the Dashboard, including the Statistics Panel, Advisor Panel, and Status Bar. 	10 mins
Incident Editor <ul style="list-style-type: none"> Discover the basics of using the Incident Editor within CentralSquare CAD Enterprise. 	16 mins

Queues (End-User)

Description: This program will explore the various queues of CAD Enterprise, as well as discuss best practices.

Duration: 42 minutes

Course/Description	Duration
Incident Queues Configuration & Best Practices <ul style="list-style-type: none"> Explore best practices and how to configure the Incidents queue. 	24 mins
Units Queue Configuration & Best Practices <ul style="list-style-type: none"> Explore best practices and how to configure the Units queue. 	17 mins

Queues (Admin)

Description: Explore the admin functions in the units and incidents queue.

Duration: 19 minutes

Course/Description	Duration
Color-Coding the Queue <ul style="list-style-type: none"> Learn how to configure colors in the queue using the Configuration Utility and the Modify System Information. 	8 mins
System Column Configuration <ul style="list-style-type: none"> Learn how to configure the queue with text wrapping, locking columns, and renaming column headers. 	6 mins
Unit Indicator Settings <ul style="list-style-type: none"> Learn how to configure AVL/MCT indicators in the units queue. 	5 mins

Incident Editor

Description: Learn how to use the Incident Editor, as well as the Show All & Recall features.

Duration: 31 minutes

Course/Description	Duration
Show All & Recall <ul style="list-style-type: none"> Learn how to utilize the Show All and Recall buttons in CAD Enterprise. 	13 mins
Launching, Functionality, and Searching <ul style="list-style-type: none"> In this course, you will learn how to launch the Incident Editor, understand its functionality, as well as how to search in CentralSquare CAD Enterprise. 	18 mins

Geo

Description: Explore the Geo in CAD Enterprise. This program contains one admin course and one end user course.

Duration: 22 minutes

Course/Description	Duration
Geo Overview <ul style="list-style-type: none"> Explore the functions of Geo including the table of contents, status bar, and toolbar icons. 	15 mins
Geo Settings in the Geo Setup Utility (Admin) <ul style="list-style-type: none"> Explore the Geo Settings tab in the Geo Utility. 	7 mins

BOLO

Description: Learn about the BOLO system in CentralSquare CAD Enterprise.

Duration: 43 minutes

Course/Description	Duration
BOLO System <ul style="list-style-type: none"> Learn how to launch the BOLO window, create, and then expire a BOLO record in CentralSquare CAD Enterprise. 	20 mins
Overview & Launching BOLO <ul style="list-style-type: none"> In this course, let's learn more about the BOLO system. 	9 mins
Entry, Search, & Broadcast <ul style="list-style-type: none"> Let's learn how to enter, search, and broadcast a BOLO in CentralSquare CAD Enterprise. 	14 mins
Supplemental Information <ul style="list-style-type: none"> In this course, you will learn how to enter additional information on supplementals, enter a BOLO, and search for supplemental information. 	17 mins

Messaging

Description: In this program, you will learn about messaging and its functionality in CentralSquare CAD Enterprise.

Duration: 25 minutes

Course/Description	Duration
Overview, Navigating the Dashboard, and Mail Room <ul style="list-style-type: none"> In this course, you will learn about the messaging module, as well as how to navigate the Dashboard and Mailroom. 	12 mins
Send a Message, Quick Mail, and PowerLine <ul style="list-style-type: none"> Let's learn how to send a message, as well as utilize Quick Mail and PowerLine for messaging. 	13 mins

Rotation Provider

Description: Explore the Rotation Provider in CAD Enterprise. This program contains an admin course that is not required for all learners.

Duration: 22 minutes

Course/Description	Duration
Configuring the Rotation Provider (Admin) <ul style="list-style-type: none"> Learn how to add new providers, set up service areas and categories, and add cancellation reasons. 	13 mins
How to Use the Rotation Provider <ul style="list-style-type: none"> Learn how to enter a request, override or skip a provider, and assign a provider. 	9 mins

Geocoding - Where Are My Points, Converting Data to Dots

Course/Description	Duration
<p>Geocoding - Where Are My Points, Converting Data to Dots</p> <p>Geocoding is the process of transforming a description of a location, such as a pair of coordinates, an address, or a name of a place, to a location on the earth's surface. You can geocode by entering one location description at a time or by providing many of them at once in a table. The resulting locations are output as geographic features with attributes, which can be used for mapping or spatial analysis. This learning resource provides an overview of the import wizard for the geocoding process, reviews the impact of geocoding issues, discusses how to track unmatched records, and reviews possible data issues you might encounter.</p>	22 mins

Geo-Validation

Course/Description	Duration
<p>Geo-Validation: Searching Methods</p> <ul style="list-style-type: none"> Explore the various searching methods in the Location bar. 	17 mins

PowerLine

Description: This program will explore the features of PowerLine in CentralSquare CAD Enterprise.

Duration: 1 hour 14 minutes

Course/Description	Duration
<p>Launching PowerLine & Entering Commands</p> <ul style="list-style-type: none"> Learn about navigating and entering commands for PowerLine in CentralSquare CAD Enterprise. 	16 mins

Course/Description	Duration
Dispatching Units, Adding Comments, & Generating Case Numbers <ul style="list-style-type: none"> Learn how to dispatch units, add comment, and generate case numbers using PowerLine. 	17 mins
Dispatch a Secondary Location, Call Functions, & Dispatching Assistance <ul style="list-style-type: none"> In this course, you will learn how to dispatch a secondary location, utilize call functions, and use dispatching assistance in PowerLine. 	20 mins
Additional PowerLine Features <ul style="list-style-type: none"> Let's learn about the following Powerline features: Call for Assistance, Units Out of Service, Status Change, Paging a Unit, Critical Incident Mode, and Controlling Dispatcher. 	21 mins

Dispatching

Description: This program will explore Dispatching – More courses to come.

Duration: 14 minutes

Course/Description	Duration
Transporting for Fire & EMS <ul style="list-style-type: none"> Let's learn to arrange transporting for fire and EMS in CentralSquare CAD Enterprise. 	11 mins
Move Ups <ul style="list-style-type: none"> In this course, let's learn to move units in CentralSquare CAD Enterprise. 	3 mins

Controlling Dispatcher

Description: In this program, you will learn the following regarding Controlling Dispatcher: Controlled Sectors; configurations and set-up; how to edit and delete a sector; and more!

Duration: 1 hour

Course/Description	Duration
Overview & Controlled Sectors <ul style="list-style-type: none"> Let's learn about Controlling Dispatcher and understand Controlled Sectors. 	20 mins
Configurations & Setting Up Controlling Dispatcher <ul style="list-style-type: none"> In this course, let's learn about configurations and setting up Controlling Dispatcher. 	15 mins
Edit a Sector, Delete a Sector, & PowerLine Commands <ul style="list-style-type: none"> Let's learn about editing and deleting sectors, as well as PowerLine commands to enter for Controlling Dispatcher. 	10 mins
Additional Required Settings & View Controller <ul style="list-style-type: none"> In this course, you will learn about some additional settings, as well as the View Controller. 	15 mins

Emergency Call Taking

Description: This program will explore the features of the Emergency Call Taking window in CentralSquare CAD Enterprise.

Duration: 1 hour 38 minutes

Course/Description	Duration
Addressing via Google Integration & Call Locations <ul style="list-style-type: none"> Learn to locate calls by utilizing Geo-Validation in the Emergency Call Taking window. 	11 mins
Addressing via Google Integration & Call Locations Cont'd <ul style="list-style-type: none"> Learn to locate calls by utilizing Geo-Validation in the Emergency Call Taking window. 	20 mins

Course/Description	Duration
Launching the ECT Window, Geo-Verify an Address, & Call Taking Features <ul style="list-style-type: none"> Learn to launch and navigate the ECT window, geo-verify an address, and utilize the call taking features. 	18 mins
Entering Information, Generating a Case Number, & Utilizing Additional Features and Utilities <ul style="list-style-type: none"> Learn how to enter call information, how to generate a case number, as well as utilize ECT window features. 	14 mins
Utilizing Tabs in the ECT Window <ul style="list-style-type: none"> Let's learn how to utilize tabs in the ECT window. 	12 mins
Entering Call Information, Call Features, and Sending Records to the Queue <ul style="list-style-type: none"> In this course, you will learn how to enter call and ANI/ALI information, utilize call features and send a record the queue. 	18 mins
Warning of a Duplicate Call <ul style="list-style-type: none"> Upon completion of this course, you will learn how to utilize the Warning of Duplicate Call feature. 	5 mins

Basics - Call Taking

Course/Description	Duration
Basics - Call Taking <ul style="list-style-type: none"> Learn how to find and geo-verify addresses, resolve duplicate calls, add comments, and use other basic features. 	11 mins

Basics - Browser Call Taking

Course/Description	Duration
Basics - Browser Call Taking <ul style="list-style-type: none">Let's learn how to use the Browser for Call Taking, submit calls to the Dispatch Queue, and search for Incidents.	5 mins

Timers & Warnings

Description: Let's learn to configure timers and warnings in CentralSquare CAD Enterprise.

Duration: 13 minutes

Course/Description	Duration
Timers & Warnings <ul style="list-style-type: none">Let's learn about the configuration and use of Timers and Warnings in CentralSquare CAD Enterprise.	9 mins
Custom Timers <ul style="list-style-type: none">Let's learn how to configure Custom Timers in CentralSquare CAD Enterprise.	5 mins

Advisor Alerts

Description: Lets' learn how to configure and utilize notification types and triggers for Advisor Alerts in CentralSquare CAD Enterprise.

Duration: 20 minutes

Course/Description	Duration
Configuration for Notification Types & Trigger Rules <ul style="list-style-type: none">Let's learn about configuring Notification Types and Trigger Rules in CentralSquare CAD Enterprise.	10 mins

Course/Description	Duration
Additional Configurations & Working with a Triggered Alert <ul style="list-style-type: none"> Let's learn about additional configurations and how to work with a triggered alert. 	10 mins

Push-to-Talk (PTT)

Course/Description	Duration
Push-to-Talk (PTT) <ul style="list-style-type: none"> Let's learn how to configure Push To Talk! 	4 mins

Rostering

Description: In this program, you will learn about the following: Roster Template Builder, Roster Setup Utility, and the Roster System.

Duration: 22 minutes

Course/Description	Duration
Roster Template Builder <ul style="list-style-type: none"> Let's learn to configure a roster in CentralSquare CAD Enterprise. 	5 mins
Roster Setup Utility <ul style="list-style-type: none"> Let's learn to configure the Roster Setup Utility in CentralSquare CAD Enterprise. 	8 mins
Roster System <ul style="list-style-type: none"> Let's learn to configure the Roster System in CentralSquare CAD Enterprise. 	9 mins

Paging

Description: This program will discuss Paging within CentralSquare CAD Enterprise.

Duration: 16 minutes

Course/Description	Duration
Overview & Message Configuration <ul style="list-style-type: none"> Let's learn about the paging system, configurations, as well as how to create a pager message. 	10 mins
Duplicate Pager Messages & Configure Response Group Messages <ul style="list-style-type: none"> Let's learn how to duplicate pager messages and configure Response Group messages. 	6 mins

Caller Location Query (CLQ)

Description: This program will discuss Call Location Query (CLQ).

Duration: 3 minutes

Course/Description	Duration
Set Up <ul style="list-style-type: none"> Learn how to set up Caller Location Query in CenterSquare CAD Enterprise. 	6 mins
Dispatcher <ul style="list-style-type: none"> Let's learn how to locate a caller by GPS in CentralSquare CAD Enterprise. 	3 mins

Common Identity Module (CIM)

Course/Description	Duration
Common Identity Module (CIM) <ul style="list-style-type: none"> We'll learn about the Common Identity module, otherwise known as CIM in CentralSquare CAD Enterprise! 	8 mins

Admin

Description: This program will explore the various administrative functions within CAD Enterprise.

Duration: 1 hour 37 minutes

Course/Description	Duration
Building a Hierarchy in Agency Type Builder <ul style="list-style-type: none"> Let's learn to build a hierarchy in Agency Type Builder. 	9 mins
Premise Utility <ul style="list-style-type: none"> Let's learn to utilize the Premise Utility in CentralSquare CAD Enterprise. 	9 mins
Station/Post Manager <ul style="list-style-type: none"> In this course, you will learn to manage station and post locations. 	8 mins
Offline Incident Entry <ul style="list-style-type: none"> Let's learn how to enter incident information while the system is offline in CentralSquare CAD Enterprise. 	7 mins
Caution Note Utility <ul style="list-style-type: none"> Learn how to utilize the Caution Note Utility in CentralSquare CAD Enterprise. 	13 mins
Inter-Agency Security Utility <ul style="list-style-type: none"> Let's learn to utilize the Inter-Agency Security Utility. 	3 mins
Out of Service Manager <ul style="list-style-type: none"> Let's learn how to manage Out of Service reasons in CentralSquare CAD Enterprise. 	8 mins
Permission Security Manager <ul style="list-style-type: none"> Let's learn how to use CentralSquare CAD Enterprise's Permission Security Manager. 	12 mins

Course/Description	Duration
Pop-Up List Utility <ul style="list-style-type: none">• Let's learn to utilize the Pop-Up List utility in CentralSquare CAD Enterprise.	9 mins
Vehicle Manager <ul style="list-style-type: none">• Let's learn how to use the Vehicle Manager in CentralSquare CAD Enterprise.	9 mins
Modify System information <ul style="list-style-type: none">• Let's learn to modify various settings throughout CentralSquare CAD Enterprise.	13 mins
Number Setup Utility <ul style="list-style-type: none">• Let's learn to configure the Number Setup Utility in CentralSquare CAD Enterprise.	7 mins

Interconnected CAD Portal

Aware

Description: This program will explore Aware with the Interconnected CAD Portal.

Duration: 56 minutes

Course/Description	Duration
Login & Home Screen Overview <ul style="list-style-type: none">Let's learn how to login, navigate the home screen as well as User Information and Preferences.	15 mins
Gadget Configuration & Calls Gadget <ul style="list-style-type: none">Let's learn how configure Gadgets and utilize the functions of the Calls Gadget.	19 mins
Call Details, Units Gadget, and the Map <ul style="list-style-type: none">Let's learn to utilize features of the Call Details, Units Gadget, and the Map.	22 mins

911 Enterprise

Overview

Description: This program will perform a walk-through of the CentralSquare 911 Enterprise software.

Duration: 1 hour 37 minutes

Course/Description	Duration
Answer Calls & Tab Functions <ul style="list-style-type: none"> Discover how to answer landline calls & wireless calls, as well as learn the various tab functions in the 911 Enterprise system. 	23 mins
Call Status, Call Control, & Transfer Calls <ul style="list-style-type: none"> Explore the Call Status area, Call Control options, and how to transfer calls. 	21 mins
Texts, Abandoned Calls, & More <ul style="list-style-type: none"> Discover how to handle texts that come into the system, working with abandoned calls, and additional features that will assist you while using 911 Enterprise. 	23 mins
Call Windows <ul style="list-style-type: none"> In this course, you will learn about the Call Status, Call Control, Call Display and Call History Windows. 	18 mins
Assessment	12 mins

Overview

Course/Description	Duration
911 Enterprise: Overview <ul style="list-style-type: none"> Upon completion of this course, you will understand the basics of the 911 Enterprise software. 	7 mins

Call Taking

Description: Explore the various features of taking a call with CentralSquare 911 Enterprise.

Duration: 41 minutes

Course/Description	Duration
Introduction to Taking Calls <ul style="list-style-type: none"> In this course, you will discover the basics of answering calls from a landline & wireless phone. 	20 mins
Call Location Features <ul style="list-style-type: none"> In this course, you will learn how to use the Auto Rebid, RapidSOS, and Call Location Query features. 	11 mins
Administration & SMS Calls <ul style="list-style-type: none"> In this course, you will learn about handling Administration and SMS Calls. 	10 mins

Call Functions

Description: Explore the call functions within CentralSquare 911 Enterprise.

Duration: 46 minutes

Course/Description	Duration
Call Distribution Methods & Center Status <ul style="list-style-type: none"> In this course, you will learn about Call Distribution Methods and Center Status. 	18 mins
Abandoned Calls & Programmed Transfers <ul style="list-style-type: none"> In this course, you will learn about handling Abandoned Calls and the Programmed Transfers Module. 	16 mins
Broadcasting, Greetings, & Supervisor Functions <ul style="list-style-type: none"> In this course, you will learn about the Broadcast feature, greetings & audible alarms, and the various supervisor functions. 	12 mins

Mobile Enterprise

Introduction to MobileX Enterprise

Course/Description	Duration
<p>Introduction to MobileX Enterprise</p> <p>MobileX Enterprise is the CentralSquare mobile solution that provides a full CAD experience and not just basic mobile optimization. David Tawadra, public safety enterprise product manager, provides an overview and demonstration of the mobile solution. The presentation focuses on how MobileX can be used to ensure productive completion of daily activities your organization performs. This is an instructor-led learning event recorded in June 2023.</p>	59 mins

Mobile End-User

Description: Let's learn how to navigate the Home Screen, Top Banner and Call Queue.

Duration: 23 minutes

Course/Description	Duration
<p>Overview – Home Screen</p> <ul style="list-style-type: none"> Let's learn about the Home Screen in CentralSquare CAD Mobile Enterprise. 	6 mins
<p>Navigation & The Call Queue</p> <ul style="list-style-type: none"> Let's learn to navigate Mobile CAD as well as utilize the Call Queue. 	12 mins
<p>Incident Details</p> <ul style="list-style-type: none"> Let's learn to navigate and utilize functions on the Incident Details screen in CentralSquare CAD Enterprise. 	5 mins

Field Ops Basics

Course/Description	Duration
Field Ops Basics <ul style="list-style-type: none">• Let's learn how to activate Field Ops on a device, review call details, update your status, and modify application settings.	10 mins

Total Command CAD

Call Taking Basics

Course/Description	Duration
Call Taking Basics <ul style="list-style-type: none">Let's learn how to submit a call to the Dispatch Queue and add information to a Pending Call.	13 mins

Advised Calls Basics

Course/Description	Duration
Advised Calls Basics <ul style="list-style-type: none">Let's learn how to use different location styles for a call and create an Advised Call.	6 mins

Cross Product Topics

Getting Started with CentralSquare University (CSU)

Course/Description	Duration
Getting Started with CentralSquare University (CSU) <p>CentralSquare University (CSU) is an online learning portal where you can register for live, instructor-led courses and access self-paced, eLearning courses. The self-paced, eLearning courses are also referred to as on-demand, eLearning courses since they are available 24 hours a day, 7 days a week. Upon completion of this course, you will be able to log on to CSU, access assigned courses, and contact the CSU support team.</p>	4 mins

Getting the Most Out of Your CentralSquare Customer Portal

Course/Description	Duration
<p data-bbox="180 422 1062 457">Getting the Most Out of Your CentralSquare Customer Portal</p> <p data-bbox="180 485 1062 659">CentralSquare Customer Portal provides access to resources including an extensive knowledge base, a user community, access to software updates for selected CentralSquare products, and the ability to interact with CentralSquare Support and other teams. Some examples of what you can do in the portal include:</p> <ul data-bbox="180 686 1062 1163" style="list-style-type: none"><li data-bbox="180 686 1062 722">• Entering and tracking support cases<li data-bbox="180 749 1062 821">• Searching the knowledgebase for customer and CentralSquare employee generated information<li data-bbox="180 848 1062 919">• Locating information about your product line or specific applications<li data-bbox="180 947 1062 1018">• Accessing various help and informational documents including release notes and artifacts<li data-bbox="180 1045 1062 1117">• Communicating/Posting messages from product users and CentralSquare employees<li data-bbox="180 1144 1062 1163">• Working with discreet member communities <p data-bbox="180 1190 1062 1373">CentralSquare directors Joe Kugler and Sandy Bellamy from the knowledge management and support team provide an overview, demonstration, and suggested techniques for effectively using the customer portal. This instructor-led session was conducted in July 2023.</p>	1 hour 7 mins

Introduction to CentralSquare University (CSU)

Course/Description	Duration
Introduction to CentralSquare University (CSU) <p>You may know how to access CentralSquare University (CSU), but do you know how to track your learning progress, enroll yourself in courses of your choosing, and register for live sessions? This interactive course teaches you about some of CSU's lesser-known features. The aim of this course is to prepare you to have richer learning experiences.</p>	8 mins