CENTRALSQUARE

Public Safety Professional

Course Catalog

Contact us

CentralSquare Technologies
1000 Business Center Drive
Lake Mary, Florida 32746
centralsquare.com

Connect Community

community.centralsquare.com

Education and training

csu@centralsquare.com • (800) 727-8088 • catalog.centralsquare.com

Support

support.centralsquare.com • (888) 663-7877

Copyright © 2023. TriTech Software Systems. All Rights Reserved.

Except as permitted under US Copyright Act of 1976, no part of this work may be reproduced, distributed, or transmitted in any form or by any means, or stored in a database or retrieval system, without prior written permission and consent of the publisher.

Public Safety Professional and Public Safety Professional's logo are trademarks of TriTech Software Systems, (herein "Publisher"), or its affiliates, successors, or assigns.

DISCLAIMER

All of Publisher's original works of authorship fixed in tangible mediums of expression, including but not limited to this publication of any associated software, are copyrighted under United States law and applicable international copyright laws and treaty provisions. The copyrights in the works are owned by the Publisher or by one of its affiliates, or by third parties who have licensed their materials to Publisher. The entire work of this publication, and any other copyrighted works of the Publisher, are copyrighted under United States law and applicable international copyright laws and treaties, and Publisher owns the copyright in the selection, coordination, arrangement and enhancement of said works. Publisher reserves all rights not expressly granted to the licensee.

You have been granted a limited non-exclusive license to use and/or access the published works under terms of the associated license agreement, and any other agreements governing the software listed on the cover of this publication; all of which are incorporated hereto.

Except as expressly stated in the applicable license agreement, you may not copy, download, print, publish, display, perform, distribute, transmit, transfer, translate, modify, add to, update, compile, abridge or in any other way transform or adapt all or any part of any of the Publisher's copyrighted works without first obtaining written permission from the Publisher.

No right, title, or interest in the copyrighted works is transferred to you when you access or use the works. Except for the limited, non-exclusive license expressly granted in the governing agreement, nothing contained in these terms and conditions shall be construed as conferring a license or ownership interest, be it by implication, estoppel or otherwise, or any other right under any copyright, trademark, patent, or other intellectual property right of Publisher or any third party.

The information in this copyrighted works is subject to change without notice.

In no event shall the Publisher be liable for any special, incidental, indirect, or consequential damages of any kind arising out of or in connection with the use of the Publisher's copyrighted works or other material derived thereof, whether or not advised of the possibility of damage, and on any theory of liability. This publication is provided "**as-is**." **The Publisher gives no express warranties, guarantees, or conditions. Publisher excludes all implied warranties and conditions, including those of merchantability, fitness for a particular purpose, and non-infringement. If local law does not allow the exclusion of implied warranties, then any implied warranties, guarantees, or conditions last only during the term of the limited warranty and are limited as much as local law allows. If local law requires a longer limited warranty term, despite this agreement, then that longer term will apply, but licensee can recover only the remedies allowed by the applicable governing agreement.**

Nov 23

CENTRALSQUARE

Contents

Public Sector General Courses **1**

Campus Policing: Using Technology to Meet Today's Challenges 1

Debunking the Myths of NG911 1

Understanding CrimeMapping.com 2

Public Safety Customer Presentations **3**

False Alarm Management: Customer Presentation (Sandy Springs PD, GA) - Solving the False Alarm Problem 3

GIS Customer Presentation (Multiple Agencies and States) - Leveraging Your GIS Data in Public Safety 4

Public Safety Customer Presentation (Multiple Agencies and States) – Building Community Relations With Technology 5

Public Safety Customer Presentation (Multiple Agencies) - Bias Profiling and Technology 5

Professional Suite **6**

System Walk-Through 6

System Basics 6

Basics 7

System Administrator Courses 8

Portal Attorney Case View 8

Advanced Personnel 8

Agency Administration 9

Jail Professional **10**

Quick Book 10

Jail Incident Reports & Disciplinary Actions 10

Jail Functionality 10

CAD Professional **11**

Calls for Service 11

Basic Call Taking 11

Completing a Call for Service 12

Additional Call Taking Features 12

Records Professional **13**
Cases 13
Civil 13
Civil Processes 13
Case Approval 14
Mobile Professional **15**
Field Ops Basics 15
Cross Product Topics **16**
Getting Started with CentralSquare University (CSU) 16
Getting the Most Out of Your CentralSquare Customer Portal 17
Introduction to CentralSquare University (CSU) 18

Public Sector General Courses

Campus Policing: Using Technology to Meet Today's Challenges

Course/Description	Duration
Campus Policing: Using Technology to Meet Today's Challenges 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.	50 mins

Debunking the Myths of NG911

Course/Description	Duration
Debunking the Myths of NG911 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.	30 mins

Understanding CrimeMapping.com

Course/Description	Duration
Understanding CrimeMapping.com 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.	4 mins

Public Safety Customer Presentations

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

Course/Description	Duration
False Alarm Management: Customer Presentation (Sandy Springs PD, GA) - Solving the False Alarm Problem 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.	60 mins

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

Course/Description	Duration
GIS Customer Presentation (Multiple Agencies and States) - Leveraging Your GIS Data in Public Safety 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: • 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 This is an instructor-led learning event recorded in July 2023.	60 mins

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

Course/Description	Duration
Public Safety Customer Presentation (Multiple Agencies and States) – Building Community Relations With Technology 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: • Westminster, Colorado • Bloomington, Minnesota • Local Government Information Systems, Minnesota This is an instructor-led learning event recorded in July 2023.	46 mins

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

Course/Description	Duration
Public Safety Customer Presentation (Multiple Agencies) - Bias Profiling and Technology 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: • Petaluma Police Department, California • Sonoma State University Police Department, California This is an instructor-led learning event recorded in December 2022.	56 mins

Professional Suite

System Walk-Through

Description: This program will take you on a system walk-through of CentralSquare Public Safety Professional.

Duration: 45 minutes

Course/Description	Duration
Call for Service and Case Report • Let's take a look at an incident from start to finish. We will begin by taking a call for service, then responding to the call, and then editing a case report.	23 mins
Book an Inmate and Assign a Cell • We will continue to take a look at an incident from start to finish. We will end by looking at how to book an inmate, enter demographics, and assigning them to a cell.	22 mins

System Basics

Description: In this program, we will cover the basics of navigating the system. We will also explore the basics of searching, messaging, searching, Name Card Records, and more.

Duration: 90 minutes

Course/Description	Duration
Navigation • Discover the basics of navigating CentralSquare Public Safety Professional.	14 mins
Messages & Bulletins • Discover how to send messages & post bulletins in the software.	16 mins
Master Searching • Learn how to run a handful of Master Searches in the CentralSquare Public Safety Professional software.	17 mins

Course/Description	Duration
Name Card Records Overview • In this course, learn the basics of what fields are available on Name Card Records in the system.	26 mins
Adding a New Name Card Record • Learn how to add a new card record from scratch.	17 mins

Basics

Description: Upon completion of this learning path, you will learn about the following of the Public Safety Professional Suite: Dashboard, Tasks, the Main Menu. Communication, and Master Searches.

Duration: 50 minutes

Course/Description	Duration
Dashboard Overview and Management • Upon completion of this course, you'll understand the basic functionalities of the Dashboard, as well as how to manage your Dashboard.	10 mins
Tasks and the Main Menu • Upon completion of this course, you'll understand Tasks as well as be able to navigate the Main Menu in Public Safety Professional.	9 mins
Communication • Upon completion of this course, you'll understand Notes and Messaging.	8 mins
Master Search Records • Upon completion of this course, you'll understand the Master Name Search, which includes how to search a name, a record overview and tabs. You'll also understand Alerts, Business Records, as well as Address, Phone and Vehicle Record searches.	23 mins

System Administrator Courses

Course/Description	Duration
Basics of Creating a Custom Module • In this course meant for System Administrators, learn the basics of how to create a Custom Module in the CentralSquare Public Safety Professional software.	17 mins

Portal Attorney Case View

This course is applicable for Public Safety Professional 20.3 and higher.

Course/Description	Duration
Portal Attorney Case View • Upon completion of this course, you'll understand how to prep for a case to enter the portal which includes approval and case notifications. You'll also understand how to navigate in Attorney View where you'll view Case Details, Property and Evidence as well learn how to download a Case Report.	20 mins

Advanced Personnel

Course Description: Upon completion of this course, you will know how to use promotions, commendations, and disciplinary actions; add, view, and edit individual and bulk training records; Log service history; create and change new positions; and filter Personnel Logs.

Duration: 26 minutes

This course is applicable for Public Safety Professional 20.3 and higher.

Course/Description	Duration
Rewards and Discipline • Upon completion of this module, you will know how to use Promotions, Commendations, and Disciplinary Actions.	9 mins

Course/Description	Duration
Training • Upon completion of this module, you will know how to add, view, and edit individual and bulk training records.	9 mins
Service History and Positions • Upon completion of this module, you will know how to log Service History, create and change new Positions, and filter Personnel Logs.	8 mins

Agency Administration

Description: In this learning path, you will learn how to review fleet logs, equipment, inventory, inventory requests, service dogs, purchase requisitions, and the policy manual.

Duration: 1 hour 31 minutes

Course/Description	Duration
Fleet Management • Upon completion of this course, you will be able to review the fleet logs, add new entries, and edit existing entries to records.	31 mins
Equipment & Inventory • Upon completion of this course, you will be able to review the logs of equipment and inventory, as well as add new entries and edit existing entries to above records.	26 mins
Citizen Feedback and Service Dogs • Upon completion of this course, you will be able to review the logs of Citizen Feedback and Service Dogs, as well as add new entries and edit existing entries.	18 mins
Policy Manual and Purchase Requisitions • Upon completion of this course, you will be able to review the logs of Purchase Requisitions, Policy Manual, Notes, and the Dashboard.	16 mins

Jail Professional

Quick Book

Course/Description	Duration
Quick Book • This course will teach you how to Quick Book an inmate.	12 mins

Jail Incident Reports & Disciplinary Actions

Course/Description	Duration
Jail Incident Reports & Disciplinary Actions • In this course, you will learn about creating incident reports and recording disciplinary actions.	16 mins

Jail Functionality

Description: Learn the basic functionalities available to you in CentralSquare Jail Professional, such as how to book an inmate from a case report, how to create a jail incident report, and how to add disciplinary actions.

Duration: 32 minutes

Course/Description	Duration
Booking Inmates & Scheduling Activities • Learn how to navigate the main screen on the jail side of the software, book an inmate from a case, create a bulk activity, and schedule a bulk activity for the future.	17 mins
Inmate Checks & Incident Reports • Learn how to conduct a cell check and a head count, create an Incident Report, and enter disciplinary actions.	15 mins

CAD Professional

Calls for Service

Description: This program provides a detailed walk-through of how to create a Call for Service, how to utilize the various CAD windows, and more!

Duration: 1 hour 28 minutes

Course/Description	Duration
Part 1 • In this course, we will learn how to search for historical calls for service, as well as how to create a new call for service.	25 mins
Part 2 • In this course, learn how to enter details on the CFS Log, learn the functions of the tabs on the CFS Log, as well as how to complete a call for service.	20 mins
Part 3 • Learn how to utilize the New CAD Windows menu option on the CFS Log window.	18 mins
Part 4 • Learn how to use the CAD Command Log, Instant Messenger, edit your CAD Window Template, and send a page.	13 mins
Assessment	12 mins

Basic Call Taking

Course/Description	Duration
Basic Call Taking • Let's learn how to navigate CAD Professional and create a new Call for Service, add call details, use Command Line.	13 mins

Completing a Call for Service

Course/Description	Duration
Completing a Call for Service • Let's learn how to complete a Call for Service and use Freeform for name entry.	16 mins

Additional Call Taking Features

Course/Description	Duration
Additional Call Taking Features • Let's learn how to use Global for name entry and find your Call for Service.	17 mins

Records Professional

Cases

Description: In this learning path, you will learn how to create a case, the various Dashboard functions, how to create a Case Report, enter the appropriate details, and submit for final approval using CentralSquare Public Safety Professional.

Duration: 1 hour 9 minutes

Course/Description	Duration
Dashboard Functions • After completing this course, you will know how to navigate Records Professional, add Tasks, send Messages, create Notes, and modify visual preferences.	7 mins
Create a Case • After completing this course, you will know how to complete Name Searches, complete Vehicle Searches, and create a new Case.	12 mins
Adding a Case Report • Learn how to create a case report, navigate the Case Report window, enter involvement details, and how to fill out forms associated with a case.	17 mins
Entering Additional Information • Learn how to enter items to Property and Evidence, assign access tags, transfer evidence items to an external entity, fix NIBRS errors, and submit a Case Report for approval.	19 mins

Civil

Civil Processes

Description: This program covers the Civil module within CentralSquare Public Safety Professional.

Duration: 36 minutes

Course/Description	Duration
Adding Civil Papers • In this course, we will cover the basics of adding a new civil paper.	22 mins
Adding an Execution Paper • In this course, we will cover the basics of adding new execution papers.	14 mins

Case Approval

Description: In this learning path, you will learn how to review a case and how to complete tasks for case approval.

Duration: 41 minutes

Course/Description	Duration
Case Review • Upon completion of this course, you'll understand how to navigate the dashboard, review a Case, and kick it back for edits.	21 mins
Completing Tasks for Case Approval • Upon completion of this course, you'll understand how officers will complete a Task kicked back to them, finish a Task as a supervisor, and approve cases.	20 mins

Mobile Professional

Field Ops Basics

Course/Description	Duration
Field Ops Basics • Let's learn how to use the Dispatch functions, perform NCIC Queries, and gather media from your Android or Mobile device.	5 mins

Cross Product Topics

Getting Started with CentralSquare University (CSU)

Course/Description	Duration
Getting Started with CentralSquare University (CSU) 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.	4 mins

Getting the Most Out of Your CentralSquare Customer Portal

Course/Description	Duration
Getting the Most Out of Your CentralSquare Customer Portal 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: • Entering and tracking support cases • Searching the knowledgebase for customer and CentralSquare employee generated information • Locating information about your product line or specific applications • Accessing various help and informational documents including release notes and artifacts • Communicating/Posting messages from product users and CentralSquare employees • Working with discreet member communities 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.	1 hour 7 mins

Introduction to CentralSquare University (CSU)

Course/Description	Duration
Introduction to CentralSquare University (CSU) 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.	8 mins