



ONESolution Public Safety Suite

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. CentralSquare Technologies, LLC. 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.

ONESolution and ONESolution 's logo are trademarks of CentralSquare Technologies, LLC, (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.**

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
ONESolution RMS	6
New User Program 17.1	6
Training Module 17.2	7
Searching & Reporting in the Master Names Module 17.2	8
Searching & Reporting in the Incident Module 17.2	9
Quick Search 17.2	10
Felon Registration 15.4	10
Gang Module 17.2	11
Intelligence 17.2	12
Link Analysis 17.2	13
Quartermaster 17.3	14
ONESolution WEB Mobile Field Reporting	15
ONESolution CAD	16
Overview 16.4	16
Call Taking Basics	16
Call Taker Dispatch Window 16.4	16
Open Calls Window 16.4	17
Dispatching & Status Changes 16.4	17

Active & Available Units Window 16.4	18
Map 16.4	19
Toolbars 16.4	19
ONESolution JMS	21
New User Program 17.5	21
Commissary 17.3	22
Event Scheduling 17.3	22
Inmate Education 17.5	22
Personal Digital Assistant 18.0	22
ONESolution MCT	23
MCT Law 17.4	23
MCT Fire 17.4	24
Visual Law	24
Visual Fire	25
Field Training Online	27
Administrator 18.0	27
Field Training Online	28
ONESolution FTO: Integrated Admin Training (On-demand eLearning) v.1	28
ONESolution FTO: Integrated User Training (On-demand eLearning) v.1	28
ONESolution FTO: Standalone Admin Training (On-demand eLearning) v.1	29
ONESolution FTO: Standalone User Training (On-demand eLearning) v.1	29
Audit Proof	30
Administration and Usage	30
Analytics & Activity	30
System Health, Trends,& Alerts	30
Freedom	31
Mobile Dispatch Basics	31
Citizen Reporting	32
Incident Basics	32

Cross Product Topics	33
Getting Started with CentralSquare University (CSU)	33
Getting the Most Out of Your CentralSquare Customer Portal	34
Introduction to CentralSquare University (CSU)	35

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

ONESolution RMS

New User Program 17.1

Description: In this program, you will learn the basics of ONESolution RMS, which will aid you in better understanding future ONESolution RMS programs.

Duration: 3 hours 32 minutes

Course/Description	Duration
Acronyms & Shortcuts <ul style="list-style-type: none"> Learn common acronyms & shortcut keys used throughout RMS. 	10 mins
Logging in & Tab Functions <ul style="list-style-type: none"> Learn how to log-in, the basic tab functionality, and the meaning of the Field Type legend colors. 	15 mins
Employee Profile Menu <ul style="list-style-type: none"> Learn about the Employee Profile Menu, toolbar icons, managing panels, and gadget administration. 	16 mins
Name Candidating & Master Names <ul style="list-style-type: none"> Take this course to learn about name candidating, the Field Contact module, and how to utilize the features on Page 1 of the Master Name Record. 	35 mins
Master Names Cont'd <ul style="list-style-type: none"> Learn about Pages 2 – 4 of the Master Name Record. 	19 mins
Field Contact Form <ul style="list-style-type: none"> In this course, you'll discover fields that will pull in from the Master Name Record, as well as learn information to enter on the Field Contact Form. 	17 mins
Button Functions, Printing, & Duplicating Records <ul style="list-style-type: none"> Learn the basic button functions on module windows, how to print from modules, and how to duplicate records 	20 mins
Searching Methods <ul style="list-style-type: none"> Discover the variety of ways you can search in RMS. 	19 mins

Course/Description	Duration
Using the Field Chooser & Grouping Search Results <ul style="list-style-type: none"> Familiarize yourself with searching in the Incident module, how to use the Field Chooser, and how to group search results. 	20 mins
Reports & Checking Incident Statuses <ul style="list-style-type: none"> Learn about the reports associated with a variety of modules, as well as how to check Incident statuses in Mobile Field Reporting. 	19 mins
Assessment	22 mins

Training Module 17.2

Description: This program provides information about concepts and functions for the training module which includes navigation, user functions, attachments, rosters, certifications, certificates, skills, and reports.

Duration: 3 hours 37 minutes

Course/Description	Duration
Acronyms & Shortcut Keys <ul style="list-style-type: none"> Explore common acronyms & shortcut keys in the Training Module. 	12 mins
Windows & Buttons <ul style="list-style-type: none"> Explore an overview of the windows and buttons in the Training Module. 	12 mins
Tabs, Icons, & Field Type Legend <ul style="list-style-type: none"> Explore the tabs and icons found in the Training Module desktop. You will also be able to identify the functions of the Field Type legend. 	20 mins
Create & Duplicate Courses <ul style="list-style-type: none"> Discover how to create new Training Courses and duplicate courses. You will also learn how to add a Location and Provider to a picklist. 	26 mins

Course/Description	Duration
Adding Attachments, Searching Courses, & Accessing Summary Reports <ul style="list-style-type: none"> Discover how to add attachments to Training Courses, search for Training Courses, and access Summary Reports in the Training Module. 	23 mins
Rosters, Participants, & Employee Records <ul style="list-style-type: none"> Explore how to create Rosters, add Participants, and view an Employee Record. You will also learn how to print or view a roster within the Training Module. 	32 mins
Training Certifications <ul style="list-style-type: none"> Explore how to create new Certifications, add employees to Certifications, and update Employee Records after Recertification has been completed. You will also learn how to search for and view Training Certifications lists. 	26 mins
Add Titles & Required Certificates to an Employee Record <ul style="list-style-type: none"> In this course, you will learn how to create Titles and add Required Certificates. You will also learn how to add Titles to an Employee Record. 	14 mins
Add Skills & Education to an Employee Record <ul style="list-style-type: none"> Discover how to add Skills and Education to an Employee Record. You will also learn how to search for Special Skills within the Employee Module and RMS. 	15 mins
Training Reports <ul style="list-style-type: none"> Discover how to access and view Training Reports. 	10 mins
Assessment	27 mins

Searching & Reporting in the Master Names Module 17.2

Description: This program provides information about concepts and functions for the Master Name module which includes searching techniques for images, operators, wild cards, sub-windows, as well as formatting and grouping.

Duration: 2 hours 34 minutes

Course/Description	Duration
Searching Techniques <ul style="list-style-type: none"> Discover basic searching techniques to assist users in various ONESolution RMS modules. 	26 mins
Search Operators & Wild Cards <ul style="list-style-type: none"> Discover how to utilize the search operators available, as well as how to run a Wild card search. 	25 mins
Sub-Windows, Demographics, & Historical Fields <ul style="list-style-type: none"> Explore searching sub-windows, demographics, and historical fields. 	28 mins
Images, Reports, & Involvements <ul style="list-style-type: none"> Explore searching images, view reports available in the Master Names module, as well as become familiar with involvements. 	30 mins
Advanced Search Results <ul style="list-style-type: none"> Discover the ways on how to format and group advanced search results, as well as how to print a report of the advanced search results. 	28 mins
Assessment	17 mins

Searching & Reporting in the Incident Module 17.2

Description: This program will provide instruction on the searching techniques commonly used in the Incident module, as well as explore reports found in the module.

Duration: 1 hour 18 minutes

Course/Description	Duration
Searching Techniques <ul style="list-style-type: none"> Learn common searching techniques to use in the Incident Module, including Quick Search and a Wildcard Search. 	25 mins
Common Search Fields <ul style="list-style-type: none"> Discover commonly searched fields on Pages 2 & 3 of the Incident Module, including IBR & UCR Reporting codes and Audit Information. 	20 mins

Course/Description	Duration
Advanced Search Results & Reports <ul style="list-style-type: none"> Explore how to customize your Advanced Search Results window and view reports found in the Incident Module. 	21 mins
Assessment	12 mins

Quick Search 17.2

Description: This program provides information about how to use the Quick Search module.

Duration: 3 hours 37 minutes

Course/Description	Duration
Introduction & Incident Tab <ul style="list-style-type: none"> Learn basic information of RMS Quick Search and how to launch the Quick Access Search module. You will also learn how to search by using the Incident tab. 	32 mins
CAD, Name, & Vehicle Tab <ul style="list-style-type: none"> Discover how to search by using the CAD tab, the Name tab, and the Vehicle tab. 	44 mins
Property, Location, & Arrest Tab <ul style="list-style-type: none"> Discover how to search by using the Property tab, the Location tab, and the Arrest tab. 	30 mins
Assessment	12 mins

Felon Registration 15.4

Description: This program provides information about how to use the Felon Registration module.

Duration: 1 hour 14 minutes

Course/Description	Duration
Acronyms, Shortcuts, & Add a Record <ul style="list-style-type: none"> Refresh your memory of commonly used acronyms & shortcut keys in RMS, as well as discover how to access the Felon Registration module. You'll wrap up this course by learning how to add a record to the module. 	15 mins
Add Offenses, Related Names, & Involvements <ul style="list-style-type: none"> Learn how to add offenses, related names, and how to utilize the involvement screen. 	16 mins
Search Results & Reports <ul style="list-style-type: none"> Take this course to learn how to customize your search results screen, as well as how to generate a report. 	13 mins
Searching Techniques <ul style="list-style-type: none"> Discover how to search using the Wild Card feature, search by date, viewing reports, and more information about involvements. 	18 mins
Assessment	12 mins

Gang Module 17.2

Description: Learn about the Gang Module in ONESolution RMS including its features, how to add gang profiles, and how to create MugBooks.

Duration: 3 hours 41 minutes

Course/Description	Duration
Introduction & Adding a Gang Member <ul style="list-style-type: none"> In this course, you will learn the basic key concepts of the Gang Module, as well as learn how to add a gang member. 	21 mins
Adding a Gang Member Cont'd <ul style="list-style-type: none"> Learn how to select a basis for gang designation, relating gangs, assign an investigator to a gang, add an MO, and how to print a gang profile. 	23 mins

Course/Description	Duration
Gang Profile Screen <ul style="list-style-type: none"> This course will provide insights on the various icons & buttons located on the Gang Profile screen. 	21 mins
Add Images, Information, & Aliases <ul style="list-style-type: none"> Discover how to add a Gang Member that does not currently exist in the system, as well as how to add images, update existing information, and add an alias. 	20 mins
Gang Activity Record <ul style="list-style-type: none"> Learn how to add a Gang Activity record, as well as how to add names of those involved with the activity. 	28 mins
Gang Activity Record Cont'd <ul style="list-style-type: none"> This course will walk you through on how to assign an investigator to a case, add supplements & personnel who assisted during a gang activity, as well as show you how to print reports associated with the Gang Activity. 	19 mins
Involvements, Adding Vehicles, & Searching Techniques <ul style="list-style-type: none"> Explore the following elements of the Gang Module: Involvements, Adding Vehicles, and Searching Techniques. 	24 mins
Gang Dashboard <ul style="list-style-type: none"> In this course, you will familiarize yourself with the Gang Dashboard. 	17 mins
MugBook <ul style="list-style-type: none"> Learn how to add a mugshot to a MugBook, how to share a MugBook, how to print or export MugBooks, and how to add to a MugBook from the name record. 	21 mins
Assessment	27 mins

Intelligence 17.2

Description: Learn how to navigate through the Intelligence module within ONESolution RMS.

Duration: 1 hour 53 minutes

Course/Description	Duration
Overview & Creating an Intel Case Management Record <ul style="list-style-type: none"> In this course, you will be given an overview of RMS Intelligence, as well as learn how to create a basic Intel Case Management record. 	30 mins
Intel Case Management Record Features <ul style="list-style-type: none"> Learn how to add attachments in the Intel Case Management record, as well as how to view involvements and reports. We will conclude this course with learning how to search within the Intel Case Management record. 	23 mins
Intel Activity Record <ul style="list-style-type: none"> By the end of this course, you will learn how to create an Intel Activity record, and how to update the Related Items & Factors sections within the Activity record. 	31 mins
Additional Intel Activity Information <ul style="list-style-type: none"> Learn how to update information by using the tabs within the Intel Activity record. You will also learn the second method of how to add an Intel Activity by using Intelligence Activity icon, as well as how to search for an Intel Activity record. 	33 mins
Assessment	11 mins

Link Analysis 17.2

Description: Learn the following information within the Link Analysis module: Creating symmetrical & hierarchical involvement diagram, as well as printing & exporting link analysis diagrams.

Duration: 1 hour 53 minutes

Course/Description	Duration
Overview & Symmetrical Involvement Diagram <ul style="list-style-type: none"> In this course, you will learn an overview of Link Analysis, as well as how to create a Symmetrical Involvement diagram. 	42 mins

Course/Description	Duration
Hierarchical Involvement Diagram <ul style="list-style-type: none"> Learn how to create a Hierarchical Involvement diagram and how to export a diagram to another RMS user. 	29 mins
Additional Link Analysis Features <ul style="list-style-type: none"> Discover how to print and export link diagrams, build Entity Relationship diagrams, navigate through the Saved Diagrams tab, as well as change the module icons in the diagram. 	28 mins
Assessment	14 mins

Quartermaster 17.3

Description: Learn about the Quartermaster function within ONESolution RMS.

Duration: 1 hour 11 minutes

Course/Description	Duration
Overview <ul style="list-style-type: none"> Explore the main Quartermaster module window, learn how to create a Quick List, and discover basic information pertaining to reports & searching. 	24 mins
Issuing & Returning Equipment <ul style="list-style-type: none"> Discover how to issue equipment, as well as how to handle employees returning their equipment. 	20 mins
Maintenance & Reports <ul style="list-style-type: none"> In this course, you will learn how to perform maintenance on serialized items. We will wrap up with an overview of the reports available in the Quartermaster module. 	15 mins
Assessment	12 mins

ONESolution WEB Mobile Field Reporting

Course/Description	Duration
<p>ONESolution WEB Mobile Field Reporting</p> <p>Mobile Field Reporting (MFR) is one of the mobile products available from the public safety & justice suite. MFR allows officers in the field to create, update, and submit reports from the field as opposed to returning to the agency to complete reporting tasks for incidents. This learning event, conducted by industry trusted CentralSquare Technologies professionals, provide an overview of WEB MFR/Mobile Computing Terminal (MCT) and addresses questions posed by attendees of the learning event. This is an instructor-led learning event recorded in April 2023.</p>	53 mins

ONESolution CAD

Overview 16.4

Course/Description	Duration
Overview <ul style="list-style-type: none">In this course, you will explore an overview of ONESolution CAD that includes function keys & shortcuts, how to set up windows, and how to monitor groups.	20 mins

Call Taking Basics

Course/Description	Duration
Call Taking Basics <ul style="list-style-type: none">Let's learn the basics of call taking in ONESolution CAD.	20 mins

Call Taker Dispatch Window 16.4

Description: This program will navigate you through the Call Taker Dispatch Window within ONESolution CAD.

Duration: 3 hours 18 minutes

Course/Description	Duration
E911 & New Event <ul style="list-style-type: none">Learn how to initiate a call using the E911 button, as well as how to enter a call using the New Event button.	20 mins
Address Verification <ul style="list-style-type: none">Explore how to verify addresses by using the actual address, an intersection, a block range, and a business.	21 mins

Course/Description	Duration
Address Verification & Self-Initiation <ul style="list-style-type: none"> Explore additional address verification techniques and learn how to self-initiate on a call. 	26 mins
Left-Side Buttons <ul style="list-style-type: none"> Explore the various buttons on the left-hand side of the Call Taker Dispatch Window. 	33 mins
Service & Warning Buttons <ul style="list-style-type: none"> In this course, you will learn how to use the Service & Warning buttons, as well as how to utilize additional Call Taker Dispatch Window fields. 	30 mins
Location, Nature, & Caller Information <ul style="list-style-type: none"> Learn how to enter information in the location information field, the nature field, the alarm level field, the priority level field, and the caller information field. 	25 mins
Vehicles, Command Line, & Duplicate Calls <ul style="list-style-type: none"> In this course, you will learn about the License Check field, Related Vehicles, the Command Line, and how to duplicate calls. 	18 mins
Assessment	27 mins

Open Calls Window 16.4

Course/Description	Duration
Open Calls Window <ul style="list-style-type: none"> Explore the various functions of the Open Calls Window, such as rearranging and adding columns, holding calls, and retrieving calls. 	14 mins

Dispatching & Status Changes 16.4

Description: This program will explore the various options regarding Dispatching & Status Changes within ONESolution CAD.

Duration: 2 hours 5 minutes

Course/Description	Duration
Dispatching – Dispatch & Enroute <ul style="list-style-type: none"> Explore the first components of dispatching including the Dispatch and Enroute functions. 	15 mins
Dispatching – Arrive & Clear Functions <ul style="list-style-type: none"> Learn how to use the Arrive and Clear functions of Dispatching. 	17 mins
Status Changes – Part 1 of 3 <ul style="list-style-type: none"> Let's explore the Location Change, Transport, Hospital, Event Under Control, and Return to Quarters statuses. 	25 mins
Status Changes – Part 2 of 3 <ul style="list-style-type: none"> In this course, we will explore the Reset Watchdog, Cancel, Available on Scene, Other, and MNU options. 	18 mins
Status Changes – Part 3 of 3 <ul style="list-style-type: none"> Learn about the Miscellaneous Commands and the Unit Recommend option. 	20 mins
Assessment	16 mins

Active & Available Units Window 16.4

Description: This program will explore the functions of the Active & Available Units Window.

Duration: 1 hour 9 minutes

Course/Description	Duration
Sorting Options & Font Changes <ul style="list-style-type: none"> In this course, we will explore the various Sorting and Font options. 	12 mins
Display Options <ul style="list-style-type: none"> Let's dive deeper into the Display Options. 	16 mins

Course/Description	Duration
Right-Click Menu Options <ul style="list-style-type: none"> Let's explore the options within the right-click menu. 	30 mins
Assessment	16 mins

Map 16.4

Description: Explore the functionality of the map feature in ONESolution CAD.

Duration: 1 hour 19 minutes

Course/Description	Duration
Map Tools & Information Tool Button <ul style="list-style-type: none"> Learn about various map tools and the Information Tool button. 	21 mins
Map Tools, Map Layers, & Map Views <ul style="list-style-type: none"> Explore additional map tools, and learn about the different map layers and map views. 	22 mins
Map Options <ul style="list-style-type: none"> In this course, you will explore the Map Options tab, as well as how to utilize the remaining map tool functions. 	24 mins
Assessment	12 mins

Toolbars 16.4

Description: Explore the various functions of ONESolution CAD's Toolbars.

Duration: 2 hours 40 minutes

Course/Description	Duration
Menu Set-Up & CAD Button <ul style="list-style-type: none"> In this course, you will learn how to set-up your toolbar menu, as well as explore the various user settings from the CAD button. 	16 mins

Course/Description	Duration
CAD Toolbar – Part 1 of 3 <ul style="list-style-type: none">• Explore the following modules under the CAD Toolbar: Monitor, Location Check, Phone Directory, and Last 20.	18 mins
CAD Toolbar - Part 2 of 3 <ul style="list-style-type: none">• This course will focus on basic searching, search operators, the wildcard feature, and the Search Results Screen within the Event History button.	24 mins
CAD Toolbar – Part 3 of 3 <ul style="list-style-type: none">• Explore the remaining functions within the Event History module, as well as learn about the remaining CAD Toolbar modules.	30 mins
Options & Modules <ul style="list-style-type: none">• Learn about the functionality that is within the Options toolbar, as well as the Modules toolbar.	24 mins
Modules, Reports, & Display <ul style="list-style-type: none">• In this course, you will learn various information about the Modules toolbar, the Reports toolbar, and the Display toolbar.	26 mins
Assessment	22 mins

ONESolution JMS

New User Program 17.5

Description: This program will teach you the basics of ONESolution JMS.

Duration: 2 hours 27 minutes

Course/Description	Duration
Acronyms & Shortcut Keys <ul style="list-style-type: none">Take this course to learn common acronyms & shortcut keys used in ONESolution JMS.	12 mins
Desktop Features <ul style="list-style-type: none">Learn a variety of features related to the ONESolution JMS desktop.	21 mins
Master Names Module <ul style="list-style-type: none">This course will cover the fields & features on Page One of the Master Names Module.	28 mins
Master Names Module Cont'd <ul style="list-style-type: none">Learn about the fields & features available on Pages 2 through 4 of the Master Names Module.	23 mins
Full Booking Record <ul style="list-style-type: none">In this course, you will learn how to enter a Full Booking record.	27 mins
Basic Searching Techniques <ul style="list-style-type: none">This course will teach you about the basic searching techniques within ONESolution JMS.	14 mins
Assessment	22 mins

Commissary 17.3

Course/Description	Duration
Commissary <ul style="list-style-type: none">• Explore the Commissary Order Form, how to add items to an order, and how to complete an order.	20 mins

Event Scheduling 17.3

Course/Description	Duration
Event Scheduling <ul style="list-style-type: none">• Learn how to schedule events for individual inmates, facility inmates, and how to assign inmates to facility events.	25 mins

Inmate Education 17.5

Course/Description	Duration
Inmate Education <ul style="list-style-type: none">• In this course, you will discover how to build a course, schedule a course, and add participants.	20 mins

Personal Digital Assistant 18.0

Course/Description	Duration
Personal Digital Assistant <ul style="list-style-type: none">• Discover how the Personal Digital Assistant can aid you with Special Watches, Mass Movements, and Issuing Jail Medications.	23 mins

ONESolution MCT

MCT Law 17.4

Description: Explore the features and functions of ONESolution MCT – Law.

Duration: 3 hours 30 minutes

Course/Description	Duration
Overview & Unit Status Screen <ul style="list-style-type: none"> Learn how to sign-in to the ONESolution MCT application, and explore the functions of the Unit Status Screen. 	22 mins
Dispatch & Dispatch Detail Window <ul style="list-style-type: none"> In this course, you will learn basic information about the Dispatch window, as well as explore functionality of the Dispatch Detail window. 	32 mins
Status Changes & Messaging <ul style="list-style-type: none"> Let's learn how to conduct status changes and how to message other MCT users. 	29 mins
NCIC Window, Map, & Self-Initiation <ul style="list-style-type: none"> In this course, you will learn how to utilize the NCIC window, explore the features of the map, and learn how to self-initiate on a call. 	30 mins
CAD Window, Favorites Panel, & General Menu Options <ul style="list-style-type: none"> Discover how to navigate the CAD window, customize the Favorites Panel, and become knowledgeable about the General Menu options. 	25 mins
Menu & Status Change Options <ul style="list-style-type: none"> Let's learn about the MCT Menu Options and the Status Change options in MCT. 	22 mins
Additional MCT Features <ul style="list-style-type: none"> Explore the additional menu options and how to customize your user profile in MCT. 	25 mins
Assessment	25 mins

MCT Fire 17.4

Description: Explore the features and functions of ONESolution MCT – Fire.

Duration: 2 hours 58 minutes

Course/Description	Duration
Unit Status Screen & Dispatch Summary Window <ul style="list-style-type: none">Learn how to sign-in to the ONESolution MCT application, as well as explore the functions of the Unit Status Screen and the Dispatch Summary Window.	26 mins
Dispatch Detail Window & Status Changes <ul style="list-style-type: none">In this course, you will learn how to navigate through the Dispatch Detail Window and conduct various status changes.	33 mins
Unit Detail, Messaging, & Map <ul style="list-style-type: none">Let's learn about Unit Detail, how the Messaging function is used, and how to utilize the map in MCT.	29 mins
Self-Initiation, CAD Icon, & Favorites Panel <ul style="list-style-type: none">In this course, you will learn how to self-initiate a call, navigate through the CAD icon, and how to customize your favorite's panel.	29 mins
Additional MCT Features <ul style="list-style-type: none">Discover the various menu options, how to set personal preferences, and additional features within MCT.	35 mins
Assessment	26 mins

Visual Law

Description: Explore the features and functions of ONESolution MCT Visual – Law.

Duration: 1 hour 44 minutes

Course/Description	Duration
Overview <ul style="list-style-type: none"> Take this course to learn the basics about MCT, such as how to log-in. 	12 mins
Status Screen <ul style="list-style-type: none"> Learn about the Status Screen, how to organize columns, and how to prioritize groups. 	12 mins
Dispatch Screen <ul style="list-style-type: none"> In this course, we will introduce you to the Dispatch Screen. 	14 mins
Responder Awareness Flags <ul style="list-style-type: none"> This course will inform you about Responder Awareness Flags that will help keep you safe. 	12 mins
Functions, Messaging, & Self-Initiation <ul style="list-style-type: none"> Discover the functions of buttons available to you, how to use the messaging feature, as well as the map and how to self-initiate calls. 	21 mins
Queries & Hotkeys <ul style="list-style-type: none"> In this course, you will learn about different queries you can run, global hotkeys, as well as how to log out of the system. 	21 mins
Assessment	12 mins

Visual Fire

Description: Explore the features and functions of ONESolution MCT Visual – Fire.

Duration: 1 hour 27 minutes

Course/Description	Duration
Overview <ul style="list-style-type: none"> Take this course to learn the basics about MCT, such as how to log-in. 	13 mins

Course/Description	Duration
Status Screen <ul style="list-style-type: none">• Learn about the Status Screen, how to organize columns, and how to prioritize groups.	12 mins
Dispatch Screen <ul style="list-style-type: none">• In this course, we will introduce you to the Dispatch Screen fields & their functionality.	11 mins
Responder Awareness Flags & Map <ul style="list-style-type: none">• Learn about Responder Awareness Flags, as well as how to use the map.	13 mins
Messages & Self-Initiation <ul style="list-style-type: none">• Learn how to send messages and how to self-initiate a call.	11 mins
CAD Queries <ul style="list-style-type: none">• Discover a variety of CAD queries that you can run within ONESolution MCT Visual – Fire.	15 mins
Assessment	12 mins

Field Training Online

Administrator 18.0

Description: Explore the features and functions of ONESolution FTO – Administrator.

Duration: 3 hour 31 minutes

Course/Description	Duration
Part 1: Employee Rights <ul style="list-style-type: none"> Explore the different employee rights available for FTO. 	21 mins
Part 2: Inter-Agency Groups <ul style="list-style-type: none"> Discover how to use inter-agency groups within FTO. 	18 mins
Part 3: Employee Management <ul style="list-style-type: none"> Explore the employee management functions in FTO. 	30 mins
Part 4: Program Maintenance <ul style="list-style-type: none"> In this course, we will begin to explore the program maintenance functions in FTO including evaluation creation and editing. 	29 mins
Part 5: Program Maintenance <ul style="list-style-type: none"> Explore the program creation and editing function within the Program Maintenance tab. 	18 mins
Part 6: Program Maintenance <ul style="list-style-type: none"> Explore the program creation and editing function within the Program Maintenance tab. 	18 mins
Part 7: Scheduling <ul style="list-style-type: none"> In this course, you will discover all of the functions available in the Scheduling tab. 	23 mins
Part 8: Program Validation <ul style="list-style-type: none"> Explore the process of program validation within FTO. 	27 mins
Assessment	27 mins

Field Training Online

ONESolution FTO: Integrated Admin Training (On-demand eLearning) v.1

Course/Description	Duration
ONESolution FTO: Integrated Admin Training (On-demand eLearning) v.1 <ul style="list-style-type: none">This course is for administrators of integrated Field Training Online, a web-based application to be used with ONESolution software. You will learn how to log in and out of FTO, view the system settings, complete daily observation reports, and navigate various administrative settings (including user management, groups management, program maintenance, progress reports, and scheduling).	99 mins

ONESolution FTO: Integrated User Training (On-demand eLearning) v.1

Course/Description	Duration
ONESolution FTO: Integrated ONESolution FTO: Integrated User Training (On-demand eLearning) v.1 <ul style="list-style-type: none">This course is for users of integrated Field Training Online, a web-based application to be used with ONESolution software. You will learn how to log in/out of FTO and navigate various system settings (including the dashboard, the schedule, daily observations reports, and progress reports).	67 mins

ONESolution FTO: Standalone Admin Training (On-demand eLearning) v.1

Course/Description	Duration
<p>ONESolution FTO: Standalone Admin Training (On-demand eLearning) v.1</p> <ul style="list-style-type: none">• This course is for administrators of standalone Field Training Online, a web-based application to be used with ONESolution software. You will learn how to log in/out of FTO and navigate various system settings (including the dashboard, daily observation reports, user management, group management, program maintenance, and the schedule).	100 mins

ONESolution FTO: Standalone User Training (On-demand eLearning) v.1

Course/Description	Duration
<p>ONESolution FTO: Standalone User Training (On-demand eLearning) v.1</p> <ul style="list-style-type: none">• This course is for users of standalone Field Training Online, a web-based application to be used with ONESolution software. You will learn how to log in/out of FTO and navigate various system settings (including the dashboard, the schedule, the calendar, daily observation reports, and progress reports).	64 mins

Audit Proof

Administration and Usage

Course/Description	Duration
Administration and Usage <ul style="list-style-type: none">Let's learn how to set up a new user with permissions and interpret usage data.	6 mins

Analytics & Activity

Course/Description	Duration
Analytics & Activity <ul style="list-style-type: none">Let's learn how to use filters in Analytics and Activity, drill through Activity data, and analyze NCIC data.	8 mins

System Health, Trends, & Alerts

Course/Description	Duration
System Health, Trends, & Alerts <ul style="list-style-type: none">Let's learn how to assess System Health, identify Trends, locate Alert History, and create Alerts.	9 mins

Freedom

Mobile Dispatch Basics

Course/Description	Duration
Mobile Dispatch Basics <ul style="list-style-type: none">Let's learn how to set up a mobile device with Freedom Mobile Dispatch, edit Favorites, and use Messaging.	8 mins

Citizen Reporting

Incident Basics

Course/Description	Duration
Mobile Dispatch Basics <ul style="list-style-type: none">Let's learn how to use the Citizen Reporting and submit Incident Reports to ONESolution RMS.	8 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="191 426 1036 457">Getting the Most Out of Your CentralSquare Customer Portal</p> <p data-bbox="191 485 1040 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="201 688 1036 1161" style="list-style-type: none"><li data-bbox="201 688 691 720">• Entering and tracking support cases<li data-bbox="201 747 1036 814">• Searching the knowledgebase for customer and CentralSquare employee generated information<li data-bbox="201 842 927 909">• Locating information about your product line or specific applications<li data-bbox="201 936 1027 1003">• Accessing various help and informational documents including release notes and artifacts<li data-bbox="201 1031 980 1098">• Communicating/Posting messages from product users and CentralSquare employees<li data-bbox="201 1125 789 1157">• Working with discreet member communities <p data-bbox="191 1188 1032 1362">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>	<p data-bbox="1071 426 1247 457">1 hour 7 mins</p>

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