



ILLINOIS STATE POLICE IWIN USER MANUAL

Procedures for the Illinois Wireless Information Network (IWIN)

Updated 05/01/2019

Table of Contents

| | |
|---|---|
| I. Central Office Responsibilities | 1 |
| A. Department of Innovation and Technology (DoIT) IWIN Responsibilities:..... | 1 |
| B. ISP, IWIN Project Team responsibilities:..... | 1 |
| C. ISP, Computer Based Training Team responsibilities:..... | 2 |
| D. ISP, DoIT, Technical and Network Staff responsibilities: | 2 |
| E. ISP/DoIT Help Desk responsibilities: | 2 |
| F. ISP, Communications Services Bureau, Field Specialists responsibilities: | 2 |
| II. Field Office Responsibilities | 3 |
| A. ISP IWIN Departments | 3 |
| B. Assignment of the IWIN Coordinator..... | 3 |
| C. IWIN Coordinator Responsibilities | 3 |
| D. Property Custodian Responsibilities | 2 |
| E. Consolidated Communications Center Supervisor Responsibilities | 2 |
| F. Technician in Charge Responsibilities | 3 |
| G. IWIN Data | 3 |
| III. Training | 3 |
| A. IWIN Training Curricula | 3 |
| B. Activation on IWIN | 4 |
| IV. Inventory..... | 4 |
| A. Inventory and Installation of IWIN Equipment | 4 |
| B. Changes in Equipment Assignment | 5 |
| C. Removal of Installed IWIN Equipment from ISP Vehicles | 5 |
| D. IWIN Equipment Transfers within the Division of Operations..... | 6 |
| E. Transfer of Equipment in Divisions other than the Division of Operations..... | 7 |
| F. Property Custodian Responsibilities | 7 |
| V. IWIN Equipment Repair | 8 |
| A. Service for Mobile Data Computers..... | 8 |
| B. Handling and Care of Mobile Data Computers | 8 |
| VI. IWIN Client Functions | 9 |
| A. F1 Logon / Logoff | 9 |
| B. F2 Computer Assisted Dispatch Module- (Not available) | 9 |
| C. F3 LEADS Access Module | 9 |

| | | |
|----|---|----|
| D. | F4 Messaging Module through Premier MDC | 11 |
| E. | F5 Mainframe..... | 12 |
| F. | F6 Paging Module | 12 |
| G. | F7 Mapping Module..... | 12 |
| H. | F9 Mobile Reporting Module (when available) | 12 |
| I. | F11 (10-33) Emergency Function | 12 |
| J. | HELP Menu..... | 12 |
| | Definitions..... | 14 |

I. Central Office Responsibilities

A. Department of Innovation and Technology (DoIT) IWIN Responsibilities:

1. Administration of the IWIN network/middleware server
2. Maintain a 24-hour, 7-day per week IWIN Support Center for problems associated with the IWIN network
3. Contract with the cellular provider for coverage and enforcing contractual obligations of the provider.
4. Inform ISP Help Desk (217-782-4155) when there is a known outage on the cellular network or middleware server, unscheduled or scheduled.
5. Assist all IWIN users in resolving problems related to:
 - a. Log on / log off problems
 - b. IWIN Password Resets
 - c. Messaging Problems
 - d. Paging Module
 - e. IP Resets
6. Maintain master user registry.
7. Handle requests for IWIN messaging or IWIN LEADS inquiry logs.

B. ISP, IWIN Project Team responsibilities:

2. Provide third-level technical support
 - a. Review and complete Remedy trouble tickets assigned to the Team
 - b. Provide telephone support during standard business hours for ISP IWIN Coordinators and/or their users.
 - c. Provide on-site technical support, trouble shooting and/or repairs of IWIN equipment.
3. IWIN Training
 - a. Develop and provide training for IWIN Coordinators.
 - b. Coordinate technical training by vendors for CSB technicians
 - c. Evaluate and address training needs of IWIN users
 - d. Provide IWIN training content to ISB, CBT staff
4. Maintain ISP user registry
 - a. Maintain database of all users, assigned IP s and modem information
 - b. Maintain database of GROUPS of users created by the field for the IWIN user registry
 - c. Submit all changes associated with ISP IWIN users to DoIT for user registry update
5. Serve as Liaison between ISP users/coordinators and DoIT
 - a. Changes/recommendations for Client Software.
 - b. CDPD coverage issues
 - c. Problems/comments regarding IWIN vendors on state contract
 - d. Support-related issues
6. IWIN Policies and Procedures
 - a. Develop and update the IWIN Procedure Manual
 - b. Submit proposed updates for IWIN policy to the ISP Directives as needed
7. IWIN Inventory
 - a. Complete appropriate paperwork to inventory IWIN equipment purchased by outside funds.

- b. Coordinate with property custodians the initial transfer of inventory of IWIN equipment from the IWIN property location.
- c. Maintain inventory of unassigned IWIN equipment for IWIN Property Location
- 8. IWIN Client Software
 - a. Work with DoIT in requesting and/or scheduling of client changes and new releases for the State of Illinois
 - b. Work with Motorola in the maintenance of the LEADS module of the IWIN client.
 - c. Maintain records of problems associated with the LEADS module and/or requested enhancements

C. ISP, Computer Based Training Team responsibilities:

- 1. Develop CBT modules for IWIN users:
 - a. LEADS Less Than Full Access (LTFA) training
 - b. IWIN CBT
- 2. Provide support to users and coordinators for CBT
- 3. Update IWIN CBT for revisions provided by the IWIN Project team

D. ISP, DoIT, Technical and Network Staff responsibilities:

- 1. Communicate to DoIT and the ISP Help Desk any problems concerning the IWIN network not associated with specific application problems, e.g., network coverage.
- 2. Communicate to DoIT any scheduled or unscheduled event, of which they are aware, which would prevent users from accessing LEADS and/or POP3 applications including downtime, single/multiple application failures and network connections between the mainframe and the middleware server.
- 3. Communicate to ISP Help Desk and IWIN Project Team any schedules or unscheduled event which would prevent ISP users from accessing CAD, Mobile Reporting and/or Lotus Notes Messaging. Work with DoIT for recovery of these applications if failure is due to ISP/DoIT interface or IWIN software/middleware.

E. ISP/DoIT Help Desk responsibilities:

Provide second-level technical assistance and problem resolution noted to ISP users relating to:

- Desktop software
- LEADS CBT (Computer Based Training) password problems
- Issues regarding the LEADS module.
- Complete Remedy trouble tickets for unresolved IWIN problems
- Notify DoIT IWIN Network Support of reported IWIN network problems
- Communicate known IWIN / LEADS network problems to users
- Notify DoIT IWIN Network Support of stolen IWIN laptops.

F. ISP, Communications Services Bureau, Field Specialists responsibilities:

Audit mobile data agencies concerning the compliance to IWIN and LEADS rules, policies and procedures.

II. Field Office Responsibilities

A. ISP IWIN Departments

IWIN users are organized in the IWIN registry under IWIN Departments. For ISP IWIN users, these department names are typically synonymous with the associated ISP field office. The following lists all the ISP Departments in the IWIN user registry:

- ISP Academy
- ISP District 01, Sterling
- ISP District 02, Elgin
- ISP DChgo, Des Plaines
- ISP District 05, Joliet
- ISP District 06, Pontiac
- ISP District 07, East Moline
- ISP District 08, Metamora
- ISP District 09 Springfield
- ISP District 10, Pesotum
- ISP District 11, Collinsville
- ISP District 12, Effingham
- ISP District 13, DuQuoin
- ISP District 14, Macomb
- ISP District 15, Downers Grove
- ISP District 15 Communications
- ISP District 16, Pecatonica
- ISP District 17, LaSalle
- ISP District 18, Litchfield
- ISP District 19, Carmi
- ISP District 20, Pittsfield
- ISP District 21, Ashkum
- ISP District 22, Ullin
- ISP District 50, Springfield
- ISP, Exec Protection
- ISP DII, Area I
- ISP DII, Area II
- ISP Administration
- ISP Administration, NLU ISP S.S.A.T.I.N.
- ISP S.L.A.T.E.
- ISP D06, Task Force
- ISP DuPage MEG
- ISP K.C.A.T.
- ISP D11, M.E.G.S.I.
- ISP D02, N.C.N.T.F.
- ISP Technical
- ISP CIRCOM
- ISP Zone 1 Investigations
- ISP Zone 2 Investigations
- ISP Zone 2 S.L.A.N.T.
- ISP Zone 3 Investigations
- ISP Zone 4 Investigations
- ISP Zone 5 Investigations
- ISP Zone 6 Investigations
- ISP Zone 7 Investigations
- ISP STIC Communications
- ISP Vermillion County MEG

B. Assignment of the IWIN Coordinator

Each IWIN Department (above) will have a designated IWIN Coordinator except for ISP Administration, ISP District 50 and ISP Executive Protection Unit. These departments will report to the field liaison on the IWIN Project Team

C. IWIN Coordinator Responsibilities

1. Liaison between field command and IWIN Project Team
 - a. Notify IWIN Project Team of IWIN problems identified by their command.
 - b. Understand changes to the system and how they impact users.

2. Liaison between IWIN users and the IWIN project team.
 - a. Problems / concerns reported with IWIN coverage
 - b. Issues about training or need for training
 - c. Issues concerning the IWIN Client Software functionality
 - d. Issues with the IWIN installation.
 - e. When a user experiences unreasonable delays in problem resolution (or inadequate problem resolution).
 - f. Any other issues or suggestions received from the field.
3. First-level trouble shooting and technical assistance to IWIN users.
 - a. Keep abreast of technical issues and provide support as needed to IWIN users.
 - b. Contact IWIN Project Team or Vendors for additional troubleshooting needs.
 - c. Ensure any sensitive information stored on the MDC is removed before equipment is sent in for warranty repair.
4. Equipment Changes
 - a. Inform the IWIN Project Team via the ISP.IWINADM email address of changes in IWIN equipment assignment.
 - i. include where the officer who had the equipment is going
 - ii. include who will be assigned the equipment
 - b. Email the District Property Custodian of changes in IWIN equipment assignment.
 - c. Ensure sensitive information stored on Equipment is removed before equipment is transferred to a different property custodian.
5. IWIN User Training
 - a. Schedule IWIN-related training for district officers.
 - b. Provide remedial IWIN training as necessary.
6. Coordinate IWIN Installations/Removals
 - a. Schedule installation of IWIN equipment when approved.
 - b. Ensure proper paperwork has been completed before IWIN equipment is issued/installed.
 - c. Ensure the return of old equipment (when applicable) with CSB personnel and the District Property Custodian.
7. User Registry Changes - Inform the IWIN Project Team via IWINADM of all user changes:
 - Name Changes
 - IWIN Group Changes (or any requests for new groups to be added)
 - Transfer, leaving the agency for any reason, leave of absence,
 - IWIN equipment changes (see p5)
 - New users

D. Property Custodian Responsibilities

1. Receive MDC systems sent to the office and account for all items.
2. Ensure the accuracy of the inventory of all IWIN equipment for the property location.
3. Complete ISP 1-11s to transfer IWIN equipment to another location code or to another officer.

E. Consolidated Communications Center Supervisor Responsibilities

1. Provide first level operational assistance and problem solving.

2. Assist the IWIN Coordinator with administering IWIN training at the district level for tele-communicator call takers and lead call takers.
3. Assist the IWIN Coordinator with user training as necessary.

F. Technician in Charge Responsibilities

1. Coordinate first-level technical trouble shooting and maintenance of all mobile data equipment.
2. Maintain maintenance records of all system equipment.
3. Coordinate removal of equipment to be repaired/replaced and reinstallation of repaired equipment.

G. IWIN Data

1. Requesting IWIN LEADS Inquiry Logs or IWIN Messaging Logs
 - a. DoIT, the IWIN network administrator, maintains access to the contents of all messages and inquiries on IWIN. This data can be queried based on USER ID, or can be text searched, such as locating a specific inquiry on a specific name.
 - b. All requests for IWIN data are made to DoIT by the IWIN Project Team.
 - c. The IWIN Project Team will be the sole liaison with DoIT for all requests from ISP.
 - d. To obtain LEADS inquiry logs or messaging logs made via IWIN, the requestor must complete the "ISP Detailed Request to DoIT for IWIN Data Form." This form (ISP9-30) is available as an "Administrative Form" under "Bulletin Boards" on the ISP Intranet Home Page ([Http://Home.statepolice.il/bulletin](http://Home.statepolice.il/bulletin)) and also on the IWIN Intranet (F8) accessed via IWIN. This request requires signature approval by either the Bureau Chief or the Zone/District/Regional Commander of the requesting unit. Upon approval, fax or mail the request form to:
 - e. IWIN Administrator
 - f. 801 South Seventh St, Suite 4 North
 - g. Springfield, Illinois 62703
 - h. LEADS inquiry logs or messaging logs made via IWIN may not be disseminated outside of ISP without approval from the IWIN Administrator.

III. Training

A. IWIN Training Curricula

1. There are two computer based training (CBT) courses available for IWIN users. Each is comprised of different modules.
 - a. LEADS and Windows Operating System - This CBT course is accessed through the Internet at <http://lms.ileas.isp.state.il.us> and is comprised of two modules:
 - i. Windows Operating System Users will demonstrate proficiency in working in Windows through successful completion of a either a CBT pretest or CBT course

- ii. LEADS Less-Than-Full Access Certification LEADS/NCIC requires any person with direct access to be certified. The training includes inquiry, response interpretation, operational policies and procedures, and rules/regulations
 - b. IWIN Policies/Hardware/Software - These CBTs are available at <http://lms.ileas.isp.state.il.us>.
 - i. Premier MDC Client Software - Users will be instructed on the IWIN client software and its various modules to include:
 - 1. Log On/Log Off
 - 2. LEADS
 - 3. Intranet
 - 4. Messaging
 - 5. Paging
 - 6. Mapping/GPS
 - 7. Reports
 - ii. IWIN Policies and Procedures - Each IWIN user will complete training on ISP IWIN policies and procedures.
 - iii. IWIN Hardware Training - Each IWIN user will complete training on the IWIN hardware including MDC, printer and bar code reader/imager.

B. Activation on IWIN

1. When a user has successfully completed all required training their respective coordinator will be notified, the coordinator will ensure that the training is complete and contact the IWIN Project Team via ISP.IWINADM@Illinois.gov to request activation of the user.

IV. Inventory

A. Inventory and Installation of IWIN Equipment

1. All IWIN equipment and software sent by the vendors will be received and inventoried by the IWIN Project Team.
2. Staff of the IWIN Project Team will
 - a. open and inspect equipment packages
 - b. place an inventory tag on each piece of equipment
 - c. log equipment information on an ISP 1-11, send original ISP 1-1 1to Property Custodian and a copy to the Office of Finance and Budget (OFB)
 - d. pack MDC Systems equipment into cartons for shipping to districts
 - e. Ship MDC Systems to work locations or arrange for equipment pickup.
 - f. contact the IWIN Coordinator to inform him/her of the shipment
3. District Property Custodian will
 - a. receive IWIN equipment
 - b. sign ISP 1-1 1 to transfer equipment to the appropriate ISP property location code and send completed ISP 1 - 11 to OFB
 - c. issue MDC systems to IWIN Coordinator
 - d. work with IWIN Coordinator in scheduling of equipment installations
4. Office of Finance and Budget staff will

- a. enter ISP 1 - 11 data into the ISP inventory system
- b. Process equipment invoice vouchers.
- 5. IWIN Coordinator will
 - a. prepare hand receipt of each MDC system for each officer
 - b. issue IWIN equipment to officers
 - c. work with District Property Custodian to coordinate scheduling of installations
 - d. Forward installation documents to the IWIN Technical Manager in Springfield.
- 6. IWIN officer user will
 - a. Pick up MDC system from IWIN Coordinator and sign hand receipt
 - b. Arrange for delivery of vehicle to the installation service provider on scheduled day to have equipment installed
 - c. Complete an MDC system check following equipment installation
 - d. Forward completed installation documents to IWIN Coordinator

B. Changes in Equipment Assignment

- 1. If the MDC is reassigned, the IWIN Coordinator should notify the IWIN Project Team via email IWINADM. Include:
 - a. Name, ID and new work location (if applicable) of officer currently assigned the device
 - b. Name, ID and new work location (if applicable) of officer who will now be assigned the device. If LEADS and IWIN Certification is complete, indicate the dates of these completions.
- 2. IWIN Coordinator should notify the property custodian of inventory transfer.
- 3. IWIN Coordinator should provide receipt to both officers verifying the actual physical transfer of the equipment assignment.
- 4. Property Custodian should complete ISP 1-11 to transfer equipment to new officer and forward ISP 1-11 to Fiscal.

C. Removal of Installed IWIN Equipment from ISP Vehicles

- 1. Removal of IWIN Equipment from the vehicle - When a vehicle is being taken out of service, remove all IWIN equipment from the vehicle. This includes the MDC, mouse, CD drive MDC leather carrying case, printer, printer power supply, printer cable from printer to break-out-box, bar code reader, bar code reader holder, dock assembly with break-out-box, dock assembly DC power cable, arm rest/printer stand, charge guard, under hood fuse assembly powering charge guard, modem booster, modem booster DC power cable, CDPD roof mount antenna, GPS antenna, external speakers with slave unit jumper cable, "Y" cable, USB port expander, serial cable, RF cable from modem booster to dock and.
- 2. MDC and Peripheral Equipment - The leather carrying case, MDC, printer, printer cable, mouse, CD drive, and bar code reader shall be given to the officer assigned the equipment.
- 3. Boxing of docking equipment - All other IWIN equipment is to be packed in a box and the officer name who was assigned the vehicle, as well as the vehicle's equipment number is to be marked on the box. IWIN will supply boxes if needed.
- 4. Missing IWIN Equipment

- a. If any IWIN equipment is missing, the assigned officer should be contacted to determine if he/she is in possession of the missing equipment.
- b. A list of any missing equipment or defective parts shall be completed and given to the IWIN Coordinator. A copy of the list shall be put in the box with the IWIN equipment.
- c. The IWIN Coordinator shall notify IWINADM of the missing or defective equipment.
- d. In addition, the appropriate paperwork for missing or damaged equipment shall be completed and forwarded through the officer's chain-of-command. A copy of the paperwork shall be routed to the IWIN Project Team.

D. IWIN Equipment Transfers within the Division of Operations

1. Transfers from Patrol to Patrol
 - a. If an officer transfers from one District to another and remains in a patrol function, the officer shall take their IWIN equipment with them. The equipment they shall take is the MDC with case, scanner, printer and printer cable.
 - b. Any IWIN equipped vehicle being transferred with the officer shall not have the permanently mounted IWIN equipment, (dock, booster, antennas, etc.) removed.
2. Transfers from Patrol to Non-Patrol
 - a. If an officer transfers from one District to another to fill a non-patrol function, e.g., investigations or administration, the District will decide whether or not IWIN equipment will transfer with the officer.
 - b. Any IWIN equipped vehicle being transferred with the officer shall not have the permanently mounted IWIN equipment, (dock, booster, antenna, etc.) removed.
3. Transfers to or from District 15
 - a. District 15 supplies and maintains its own IWIN equipment.
 - b. An officer transferring to District 15 shall turn in all their assigned IWIN equipment prior to their departure to District 15.
 - c. Officers leaving District 15 will not retain any IWIN equipment supplied by District 15.
4. Transfers to or from Specialty Units, i.e., Motor Carrier Safety (MCS), SOCOM.
 - a. If an officer transfers to a Specialty Unit the District will decide whether or not IWIN equipment will transfer with the officer.
 - b. If an officer transfers from a Specialty Unit to a District to fill a patrol function the officer shall take their IWIN equipment with them unless the equipment was provided expressly for the Specialty Unit, i.e., Grant funds etc.
 - c. If an officer transfers from a Specialty Unit to a District to fill a non-patrol function the IWIN equipment shall remain the property of the location it is inventoried to.
 - d. Any IWIN equipped vehicle being transferred with the officer shall not have the permanently mounted IWIN equipment, (dock, booster, antennas, etc.) removed unless the equipment was provided expressly for the Specialty Unit, i.e., Grant funds etc.
5. Installation, removal and storage of IWIN Equipment within DOO
 - a. Installation of IWIN equipment in a vehicle (D00).
 - i. Communication Services Bureau (CSB) technicians will install IWIN equipment in:
 1. New vehicles.
 2. Replacements for IWIN equipped mechanically totaled vehicles.

- ii. Motorola will install IWIN equipment in ISP vehicles as funding allows and as directed by IWIN Staff.
 - 1. All other installs must be coordinated through both:
 - a. Assistant Deputy Director of the Division of Operations
 - b. Assistant Deputy Director of the Division of Administration
 - b. Removal of IWIN equipment from a vehicle (DOO)
 - i. CSB technicians will remove IWIN equipment from:
 - 1. Vehicles being surplus and removed from ISP Fleet inventory.
 - 2. Mechanically totaled vehicles.
 - 3. All other removals must be coordinated through both:
 - a. Assistant Deputy Director of the Division of Operations
 - b. Assistant Deputy Director of the Division of Administration
 - c. Storage of IWIN equipment (DOO)
 - i. Each district shall maintain one spare set of IWIN equipment. Set consists of a dock, bar code reader, printer, modem booster, USB, Y cable, charge guard and speakers.
 - ii. The district shall store all new and removed IWIN equipment for which replacement vehicles are available.
 - iii. All excess IWIN equipment is to be returned to IWIN.
- 6. Acquisition of IWIN equipment needed to install in a vehicle. (DOO)
 - a. Obtain any excess equipment from the District.
 - b. Contact IWIN Support for extra equipment.
 - c. Contact Region Command to ascertain if any extra equipment is available in the Region.

E. Transfer of Equipment in Divisions other than the Division of Operations

- 1. Acquisition of IWIN equipment needed to install in a vehicle (non-DOO) a. Contact IWIN Support for extra equipment.
- 2. Installation of IWIN equipment in a vehicle (non-DOO)
 - a. Communication Services Bureau (CSB) technicians will install IWIN equipment in:
 - i. New vehicles.
 - ii. Replacements for IWIN equipped mechanically totaled vehicles.
 - b. Motorola will install IWIN equipment in ISP vehicles as funding allows and as directed by IWIN Staff.
 - c. All other installs are to be coordinated through CSB.
- 3. Removal of IWIN equipment from a vehicle (non-DOO)
 - a. CSB technicians will remove IWIN equipment from:
 - i. Vehicles being surplus and removed from ISP Fleet inventory.
 - ii. Mechanically totaled vehicles.
 - iii. All other removals must be coordinated through CSB.
- 4. Acquisition of IWIN equipment needed to install in a vehicle. (non-DOO) a. Contact IWIN Support for extra equipment.

F. Property Custodian Responsibilities

- 1. When transferring IWIN equipment between locations:

- a. The property custodian at the location where the equipment is inventoried must complete and forward the necessary forms to the property custodian of the location where the equipment is being transferred.
- b. The property custodian at the receiving location must sign the transfer forms and forward as required.
- c. When an IWIN MDC is transferred, the IWIN Project Team is to be notified by the transferring location's IWIN Coordinator. The property custodian does not have this responsibility, but should supply requested information to the IWIN Coordinator.

V. IWIN Equipment Repair

A. Service for Mobile Data Computers

1. Reporting Procedures

- a. Report initial problem to the IWIN Coordinator.
- b. If problem cannot be resolved by the IWIN Coordinator, contact the ISP Help Desk (217-782-4155). The help desk will attempt to resolve the issues. If the problem still persists, a service ticket will be created by the Help Desk that will notify the IWIN Staff.
- c. IWIN staff will contact the user and attempt to resolve the issue or schedule an appointment for a more detailed analysis.

B. Handling and Care of Mobile Data Computers

1. Semi Ruggedized Computer

- a. Avoid spilling liquids on the keyboard
- b. When not in use peripheral doors should remain closed

2. Touch Screens

- a. No objects should ever be placed on the keyboard area of the MDC, e.g., pens, keys.
Note: Inadvertent closing of the MDC lid with objects on the keyboard will cause expensive damage to the touch screen display.
- b. Touch screen stylus should be the only instrument ever used on the touch screens.
Note: Any other instrument, i.e., pen, may cause expensive damage to the display.
- c. Cleaning of Touch Screens
 - i. The touch screen should only be cleaned with the cleaning cloth provided. If a cloth is not provided, officers should request one from their IWIN Coordinator
 - ii. Foreign material and other residue should be periodically removed from the touch screen. Note: Residue left on the screens will eat through the screen's protective coating causing permanent damage.

2. Docking stations.

- i. No objects other than the computer should ever be placed on the surface of the dock, e.g., pens, keys, food. Note: Connector pins are exposed and any damage can cause computer or cellular/GPS signal malfunction.
- ii. The screen stiffener should be utilized to minimize wear on the screen hinge.

VI. IWIN Client Functions

The Premier MDC Client features a graphical Windows interface to a variety of databases/applications which can be activated by the keyboard, mouse or touch screen through the buttons located on the client function bar at the top of the screen upon logging onto IWIN.

A. F1 Logon / Logoff

1. Passwords
 - a. Passwords may be changed at any time by the user by selecting "FILE" at the top of the screen and then "CHANGE PASSWORD".
 - b. Password requirements must follow SRV-218, "Password Control".
2. Logon
 - a. Upon activation of the Logon button, users will enter the following:
 - i. User ID (7-character user ID assigned by ISP Security)
 - ii. User Password (8 positions)
 - iii. Unit Number (Car Number - 6 positions) - when CAD is operational via IWIN
3. Logoff
 - a. All users are to logoff prior to closing the Premier MDC software. (If users do not log off IWIN prior to closing Premier MDC, the user will appear to be logged in the IWIN user registry)
 - b. Officers should logoff whenever leaving the vehicle for extended periods of time.
 - c. Correct procedures for shutting down the IWIN computer
 - i. F1 - either through the touch screen or the keyboard
 - ii. Answer "Yes" to "Do you want to log off the system?"
 - iii. Close down Premier MDC (either by the X or the File-exit menu)
 - iv. Close down modem software
 - v. Close down any other programs which are running (example: Lotus Organizer)
 - vi. Shut down MDC - Select the Windows button on keyboard and select "Shut down"

B. F2 Computer Assisted Dispatch Module- (Not available)

C. F3 LEADS Access Module

1. IWIN users with LEADS certification will have LEADS inquiry and messaging capability. Policies and procedures for LEADS are included in the Illinois LEADS Reference Manual.
2. LEADS Messaging Capability
 - a. Car-to-land-based LEADS terminal messaging - Any IWIN user is capable of sending messages to any land-based LEADS terminal. (The CDC may be determined by the Advanced Inquiry function.)
 - b. Land-based LEADS terminal to Car messaging - Any land-based LEADS terminal is capable of sending messages to any user or groups of users.
 - c. All messages are logged and could be subject to review by ISP staff, by subpoena or Freedom of Information Act requests.
3. Images
 - a. IWIN enables the ability to send and receive images over the IWIN network.

- b. This functionality is restricted to criminal justice purposes.
- 4. Criminal History Record Information (CHRI)
 - a. IWIN officers are authorized to make CQH inquiries, which generates an inquiry to the Illinois Bureau of Identification and NCIC Interstate Identification Index (III).
 - b. IWIN Client Release 5.3.21 (when available) will enable users to additionally request Illinois Rap Sheets (CQRI inquiries) and NCIC Rap Sheets (CQR) For users not updated to this release, these additional CHRI inquiries must be made through the communications center. NOTE: For additional details concerning CHRI, refer to the ISP Communications Policies and Procedures Manual, CHRI Chapter or the LEADS Reference Manual, CHRI chapter.
- 5. CDC - Each district or work unit is assigned a unique CDC (Call Directing Code) for IWIN which allows communications between the MDCs and LEADS and becomes the first three characters of a user address.

| Department | CDC | Department | CDC |
|-------------------------------|-----|---------------------------|-----|
| ISP Academy | ITS | ISP D19, Carmi | IPV |
| ISP Administration | ISP | ISP D2 1, Ashkum | IPZ |
| ISP Blackhawk Area Task Force | I53 | ISP D20, Pittsfield | IPT |
| ISP CIRCOM | I2H | ISP D22, Ullin | IPE |
| ISP D01, Sterling | IPG | ISP D50, Administration | IYB |
| ISP D02, Elgin | IPN | ISP DChgo, Des Plaines | IPC |
| ISP D05, Joliet | SPO | ISP DII, Area I | I13 |
| ISP D06, Pontiac | IPP | ISP DII, Area II | I15 |
| ISP D06, Task Force | I1J | ISP DuPage MEG | IOD |
| ISP D07, East Moline | IPR | ISP K.C.A.T | I2R |
| ISP D08, Metamora | IPL | ISP S.L.A.T.E. | I2P |
| ISP D09, Springfield | SPS | ISP STIC Communications | I4B |
| ISP D1 8, Litchfield | IPI | ISP Technical | 124 |
| ISP D10, Pesotum | IPU | ISP Zone 1 Investigations | IIF |
| ISP D11, Collinsville | SPJ | ISP Zone 2 Investigations | WDW |
| ISP D11, M.E.G.S.I. | IZ8 | ISP Zone 2, S.L.A.N.T. | IDW |
| ISP D12, Effingham | IPF | ISP Zone 3 Investigations | IDY |
| ISP D13, DuQuoin | IPD | ISP Zone 4 Investigations | IYC |
| ISP D14, Macomb | IPM | ISP Zone 5 Investigations | INI |
| ISP D15, Downers Grove | CPW | ISP Zone 6 Investigations | IAT |
| ISP D16, Pecatonica | IPK | ISP Zone 7 Investigations | IDO |
| ISP D17, LaSalle | IPQ | ISP, Exec Protection | I07 |

- 6. LEADS Inquiry Logs
 - a. All LEADS inquiries and messages are logged.
 - b. ISP command can request to review these logs.
 - c. LEADS inquiry logs and IWIN messaging logs could be subject to subpoena or Freedom of Information Act requests.

- d. To obtain LEADS inquiry logs or messaging logs made via IWIN, the requester must complete the "ISP Detailed Request to DoIT for IWIN Data Form." This form (ISP 9-30) is available on the ISP Document Library (<https://isp.portal.illinois.gov/generalinfo/Lists/Document%20Library/AllItems.aspx>) This request requires signature approval by either the Bureau Chief or the Zone/District/Regional Commander of the requesting unit. Upon approval, fax or mail the request form to:

IWIN Administrator
801 South Seventh St, Suite 4 North
Springfield, Illinois 62703
Fax (217)557-1262

- e. LEADS inquiry logs or messaging logs made IWIN may not be disseminated outside of ISP without approval from the IWIN Administrator.

D. F4 Messaging Module through Premier MDC

1. Premier MDC Messaging
 - a. Messages can be viewed and replies sent from the View Message Detail screen accessed through the MESSAGES button on the Premier MDC function bar.
 - b. Through the messaging function, IWIN users in ISP can send messages to:
 - i. any other IWIN user in the IWIN directory
 - ii. A designated "group" of IWIN users (listed under the IWIN department name)
 - iii. An IWIN Department or multiple Departments (IWIN Departments typically designate jurisdictional areas or functions, such as ISP District 01, or Peoria Police Department.
 - iv. Any ALERTS user (Area wide Law Enforcement Radio Terminal System)
 - v. Any ISP email user
 - c. To send Email from IWIN to ISP Email go to IWIN Messaging module. In the Send To box type the USERID followed by "@Illinois.gov",
 - d. To send a message from ISP Email to IWIN go to the IWIN Address book and select the IWIN user(s) (New memo/Address/Look In and scroll to the IWIN Address Book) This will enter the CDC and USERID of the IWIN user with the correct domain name:
2. Messaging Use and Logs
 - a. Logs of an IWIN user's messages may be requested for cause.
 - b. Users should use IWIN messaging for business purposes and limit personal communication as much as possible.
 - c. Users should understand that ALL IWIN messaging and/or LEADS inquiries are logged on the IWIN server and may be reviewed at any time for cause by ISP personnel, by subpoena or by Freedom of Information Act requests.
3. FCC Rules and Regulations
 - a. All IWIN transmissions must comply with FCC rules and regulations. Only such calls as are specifically authorized by governing stations in the public safety services may be transmitted.

- b. False calls, false or fraudulent distress signals, superfluous and unidentified communications, obscene, indecent, or profane language and the transmission of unassigned call signals are specifically prohibited.
- c. Stations in the public safety service are primarily authorized to transmit communications directly relating to public safety, protection of life and property, and communications essential to official public safety activities.

E. F5 Mainframe

Presently the 3270 Interface enables users to get to certain ISP mainframe applications

F. F6 Paging Module

G. F7 Mapping Module

- 1. In-vehicle mapping with Street Atlas is available through the MAPPING button.
- 2. Each 3-watt modem booster is equipped with an integrated GPS receiver.
- 3. While the MDC is docked, each officer's location will be tracked on the map within the mapping module on the officer's MDC. The officer's location is currently NOT transmitted back to the district.

H. F9 Mobile Reporting Module (when available)

- 1. When available, the following submenus be listed under F9 of the Premier MDC tool bar:
 - a. F2 TraCS – Opens the Traffic and Criminal Software (TraCS)
 - b. F3 Word – Opens Microsoft Word
 - c. F4 Omniform - This will launch the Omniform report writing software on the MDC.

I. F11 (10-33) Emergency Function

- 1. "10-33" Key Purpose - Officers should use the "10-33" button only when:
 - a. the officer cannot get through on the radio (tele-communicator or another officer is transmitting) and the officer has emergency (10-3 3) radio traffic; or
 - b. The officer is unable to initiate voice communications and the officer needs to indicate he/she needs emergency assistance.
- 2. When an officer clicks on the "10-33" button, a window appears which ask the officer, "DO YOU NEED EMERGENCY ASSISTANCE". The officer has the option of selecting "YES", "CANCEL" or doing nothing. If the officer clicks "YES", an emergency message is automatically sent back to the officer's district communications center requesting emergency assistance. If the officer selects "CANCEL", no request for emergency assistance will be sent. If the officer selects neither the "YES" nor "CANCEL" buttons, the window will disappear after five seconds and no request for emergency assistance will be sent.

J. HELP Menu

- 1. The general Premier MDC help menu is located at the top of the screen under HELP. Touch/select HELP for the pull-down menu.
- 2. Many of the screens in the IWIN have HELP menus included. Wherever a HELP/INFO is located simply touch/select this icon for additional instructions.

Definitions

CBT - Computer-Based Training

IWIN - Illinois Wireless Information Network - Wireless mobile data network for interested state and local Illinois government agencies which provides access to:

- LEADS (Law Enforcement Agencies Data System);
- NCIC (National Crime Information Center);
- SOS (Secretary of State);
- NLETS (National Law Enforcement Telecommunications System); and
- CHRI (Criminal History Record Information)

IWINADM - This is the Lotus Notes email address to which the IWIN Project Team all reviews. The address via Internet is ISP.IWINADM@ISP.State.II.US

IWIN Administrator - The individual who coordinates the IWIN program with ISP and manages the IWIN Project Team.

IWIN Coordinator - The individual assigned to a group of IWIN users, who is responsible for overseeing the certification, activation, and primary support for their IWIN users. The IWIN Coordinator serves as the liaison between the IWIN Project Team and the field, including the coordinator's command staff and their IWIN users.

Peripheral Equipment - Any equipment that is attached to a computer system or computer dock (i.e. bar code scanners, printers, cameras, CD-ROM drives, etc.).

Premier MDC Client - The software developed by Motorola which enables IWIN users to access remote data bases, to communicate with other users and to access other applications such as CAD or field-based mobile reporting.

Ruggedized - This refers to the ability of a piece of equipment to withstand rougher handling such as in law enforcement. All of the IWIN equipment are ruggedized, particularly the MDC. The gel-mounted hard drive allows for vibrations normally associated with in-car installations. Ruggedized also implies resistance to moisture, dust and temperature variations.