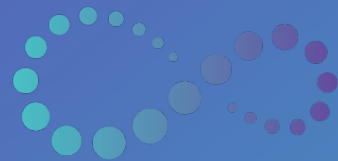




a solution of



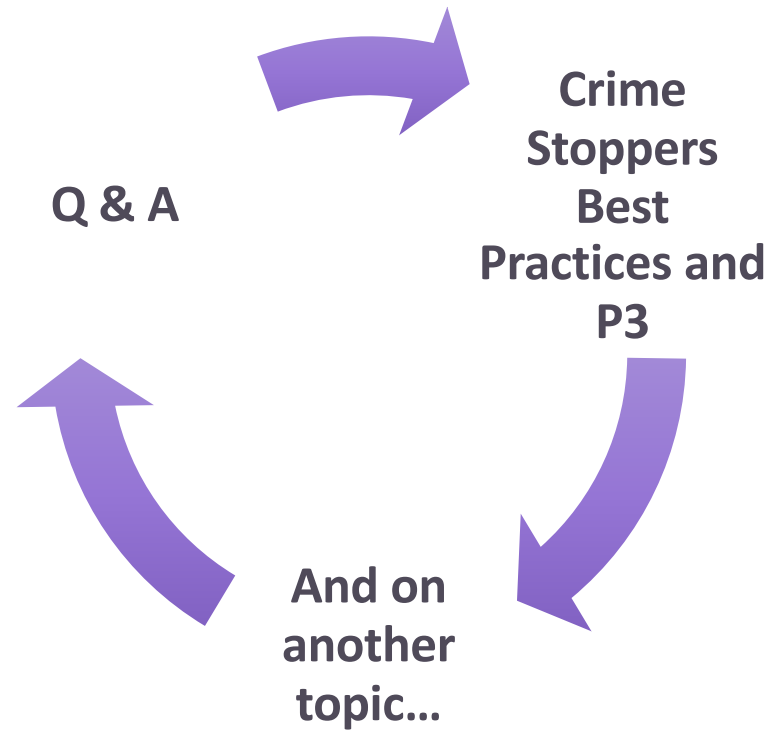
Navigate**360**

P3 – Using Technology for Best Practices





Today's Agenda:



Crime Stoppers Best Practices: *Security, Security, Security*



Keeping tip data secure is a 24/7/365 responsibility of both the tip management software as well as the admin users who are accessing it.

Navigate 360 P3 Software Security Summary:

- Utilizes the highly secure, AWS cloud-server solution and web access firewall, all based within the United States.
- Maintains annual SOC 2 Type 2 Security Compliance - A SOC 2 Type 2 Report is a Service Organization Control (SOC) audit on how a cloud-based service provider handles sensitive information. It covers both the suitability of a company's controls and its operating effectiveness.
- Compliance includes weekly vulnerability and virus scans and annual pen-tests and standalone firewalls in front of dedicated multi-AZ redundant servers at AWS
- Policies and procedures align with NIST (National Institute of Standards and Technology at the U.S. Department of Commerce) Cybersecurity Framework (CSF).
- All tip data is encrypted both at rest and in transit. All access and data transit to all publicly accessible aspects of P3 services is protected via encrypted protocols (SSL, TLS 1.2, SFTP).
- Employees undergo background checks and sign non-disclosure agreements.

Crime Stoppers Best Practices: *Security, Security, Security*



Keeping tip data secure is a 24/7/365 responsibility of both the tip management software as well as the admin users who are accessing it.

Admin User Access:

- Utilizes a secure, Internet connection when logging into P3
- Devices used to access P3 are protected by anti-virus software
- Credentials for logging into P3 are not shared
- Utilizes 2-Factor Authentication when logging into P3

The screenshot shows the 'My Account' settings page for a 'Nav360 Demo Account'. The page has tabs for 'My Account', 'Extras', and 'Short Code'. The 'My Account' tab is active and highlighted with a red box. The user's name is Lisa (Nav360) Haber, and the time zone is (GMT-5) Eastern. The email address is lhaber@navigate360.com, and the cell number is 813-393-6356. The 'Two-Factor Authentication' dropdown menu is highlighted with a red box and is set to 'Yes'. Other settings include 'Email Notifications', 'Include PDF', 'Text Notifications', and 'Automatically Mark Tips as Read'.

Crime Stoppers Best Practices: Tip Sanitization



P3 allows you to sanitize tip content, attachments, and two-way dialog prior to delivery to law enforcement for investigation to protect tipsters from being identified. While tip sanitization is an “all or nothing” proposition, it affords the best protection for your tipsters.

General Settings Nav360 Demo Account

Account Settings Cities Setup Header Footer Outgoing Call Center Pre-P3 Stats Logo

PDF Password Inception Date Watermark on Tip Sheets
2000/12/31

Date Format Followup Days Number of Days to Keep Tips
MM/dd/yyyy 45 36500

- Use Web Tip Form Catcha
- Require email validation for disposition form
- Automatically notify recipients of new and updated tips submitted by tipsters
- Allow users to moderate/sanitize two-way dialog prior to viewing by recipients
- Allow tipsters to mark attachments as inappropriate
- Disable printing of tips by Recipients in PDF files and within the P3 application
- Allow copying of tip content by Recipients from PDF files
- Allow all Recipient Contacts to run limited Summary Reports
- Allow all Recipient Contacts to modify the Status of Tips
- Allow all Recipient Contacts to modify the Offense Type of Tips
- Show 'Include PDF' control for Admin Users and Recipient Contacts

Two Way Dialog - Tipster Chat Window

Initial Information 2023/10/19 2:18 PM
Narrative
Testing, Testing, Testing
General Information
Offense Type: Test Tip

Crime Stoppers - Automatic Response
Thank you for submitting your tip. Please be aware that Crime Stoppers is a private, non-profit organization. The information you have provided does not constitute a police report. Your information will be reviewed and forwarded to the most appropriate law enforcement agency. Add follow-up information anytime. If this is an urgent matter call 911. Otherwise, your tip will be responded to by our staff within 72 hours.

Crime Stoppers 2023/10/23 2:15 PM
In order to forward your tip to law enforcement, we need the following information -
1) Specific location(s) with full addresses where this is occurring 2) Suspect(s) names and/or physical descriptions 3) specific day(s) of the week/time(s) of the day when the drug trafficking is most frequent.

Crime Stoppers 2023/10/23 2:35 PM
Thank you for contacting Demo Crime Stoppers . Tips which only involve personal use of drugs by adults are not assigned for latent investigation.
 Show this entry to the recipients.

Crime Stoppers 2023/10/23 2:36 PM
Thank you for contacting Demo Crime Stoppers . Your tip has been classified as unfounded.
 Show this entry to the recipients.

Crime Stoppers Best Practices: *2-Way Dialog*



Who should engage in 2-way dialog with tipsters?

1. Admin Users – absolutely
2. Call Center Staff – why not? They already answer your tipline and speak directly to your tipsters. This allows them to engage immediately for web and mobile tips where more information is needed to make the tip viable.
 - a. Contact P3 Support at tech@navigate360.com to enable this feature
3. Recipient Contacts – tread lightly here. All 2-way dialog come from “Crime Stoppers”. If you allow RCs to dialog directly with tipsters, there is nothing to stop them from asking a tipster for their name and contact info.

Crime Stoppers Best Practices: 2-Way Dialog



Admin User Settings

User | Notes | Extras | Audit

First Name: Lisa (Nav360) | Last Name: Haber | Time Zone: [GMT-5] Eastern

Username (Email): lhaber@navigate360.com | Password: [Send Login Info] | Email Notifications PDF

Validation of Email: Valid Email Address | Validation of Cell Number: Valid Cell Number

Office Phone: [] | Cell Number: 813-393-6356 | Text Notifications

Title: Support Staff | Entity: Navigate360

Sound Notification Alert: "You have an update in P3" | Automatically Mark Tips as Read: No

Setting	Permission	Setting	Permission	Set All
Tips	Cannot Send	Settings	Can Edit	
Two-Way Dialog	Can Send	Reports	View Reports	
Deliver To	Anyone	Private Notes	Can Add	
Recipients	Can Edit	Encrypted Notes	Can Add	
Users	Can Edit	Disposition	Can View	
		Rewards	Can Edit	
		Attachments	View All	

Recipient Contact Settings

Contact | Notes | Extras | Audit

First Name: Bernie | Last Name: Valentino

Title: LT | Entity: []

Office Phone: [] | Cell Number: 111-111-1111 | Fax: []

Username (Email): bvalentino@abcpd.org | Attachments: []

Validation of Email: Valid Email Address | Validation of Cell Number: Pending Validation

Enable Login [Send Login Info](#) | Can Two Way Dialog

Email Notifications | Can Deliver To

Include PDF | Can Add Tips

Text Notifications | Recipient Contact Administrator

Crime Stoppers Best Practices:

To PDF or not to PDF...that is the question...



Tip Notification Options:

1. Email with or without a PDF attachment
 - a. PDF is not necessary if contacts have login access
 - b. If no login access, then a PDF attachment is required for notification and delivery.
2. Text notification – login link included with text notification

The screenshot shows a contact management interface with tabs for Contact, Notes, Extras, and Audit. The contact details for Bernie Valentino are displayed. The notification options section is highlighted with a red box and includes:

- Enable Login [Send Login Info](#)
- Email Notifications
- Include PDF
- Text Notifications

Other notification options include:

- Can Two Way Dialog
- Can Deliver To
- Can Add Tips
- Recipient Contact Administrator

Crime Stoppers Best Practices:

To PDF or not to PDF...that is the question...



If PDF tip attachments are sent:

1. Disable printing of PDFs and tips for Recipient Contacts.
2. Do not allow copying of tip content from PDFs.
3. P3 cannot prevent email notifications with PDF attachments from being forwarded.

General Settings

Account Settings Cities Setup Header Footer Outgoing

PDF Password Inception Date 2000/12/31

Date Format Followup Days

Use Web Tip Form Captcha *i*

Require email validation for disposition form *i*

Automatically notify recipients of new and updated tips submitted by tipsters *i*

Allow users to moderate/sanitize two-way dialog prior to viewing by recipients *i*

Allow tipsters to mark attachments as inappropriate *i*

Disable printing of tips by Recipients in PDF files and within the P3 application

Allow copying of tip content by Recipients from PDF files *i*

Allow all Recipient Contacts to run limited Summary Reports *i*

Allow all Recipient Contacts to modify the Status of Tips *i*

Allow all Recipient Contacts to modify the Offense Type of Tips *i*

Show 'Include PDF' control for Admin Users and Recipient Contacts *i*

Crime Stoppers Best Practices:

Aging, unread tips notification



As unread tips in your tip list age, they will be highlighted in various colors of red to attract your attention, getting darker as the tip gets older with no action taken. Hovering your cursor will display the tip's age. Once the tip is marked as read, the highlighting will go away.

Tip ID 36	Offense	Source	Status	Created	Delivered
		Mobile Web	Open	2022/09/22 08:03 PM	2022/09/30 01:40 PM ✓
	Other	Web	Open	2022/09/14 11:36 AM	
	Other	Call Center	Already Known	2022/08/09 04:29 PM	
	Other	Call Center	Already Known	2022/08/09 03:33 PM	
	Other	Call Center	Already Known	2022/08/09 01:34 PM	
	Warrant	Mobile Web	Open	2022/05/19 04:11 PM	2022/05/19 04:41 PM
	Theft	Web	Cleared by Arrest	2022/02/07 08:28 AM	2022/02/15 03:24 PM
	Drugs	Web	Unfounded	2021/09/23 10:35 AM	2022/01/14 11:36 AM
	Drugs	Call Center	Unverified	2021/09/09 08:52 AM	2022/01/14 11:42 AM
	Drugs	Web	Unverified	2021/08/16 04:27 PM	2021/08/19 02:10 PM
	Sexual Assault	Web	Unverified	2021/08/12 02:19 PM	2021/08/19 02:09 PM
	Drugs	Web	Unverified	2021/07/14 03:20 PM	2021/07/14 04:17 PM
	Drugs	Mobile Web	Open	2021/06/16 08:31 AM	2021/06/16 10:13 AM
	Drugs	Web	Cleared by Arrest	2021/05/20 02:16 PM	2022/08/26 10:12 AM
	Drugs	Web	Unfounded	2021/05/20 02:11 PM	2021/06/22 02:57 PM ✓

Crime Stoppers Best Practices: Record Retention



- P3 does allow for the purging or deleting of tips upon command – purging removes tip data while retaining statistical info. Deleting removes everything.
- P3 has the capability to batch purge tips based on a variety of settings.

Purge Routine Nav360 Demo Account

Start Date: 1900/01/01 | End Date: 2022/04/16 | Filter Date: Created Date | Except Status: | Except Offense: | Only Status: | Only Offense: |

Include: Tip ID P3 ID Other ID Case ID Created Date Delivered Date Stat Date Status Offense Recipient Dispo Table

List | Purge

Crime Stoppers Best Practices: Record Retention



- Does your organization have a written, records retention policy that has been approved by the Board of Directors? If not, wait until you do.
- If your organization has a records retention policy, does it adhere to state statutory guidelines for corporate record retention?
 - Is your program registered as a non-profit corporation in your state?
 - Is your program an IRS 501 (c) 3 organization? If not, there may be 1099 reporting requirements for tips with paid rewards that may need to be retained.
 - Who is paying for your tip management software – the Board of Directors or your local law enforcement agency?

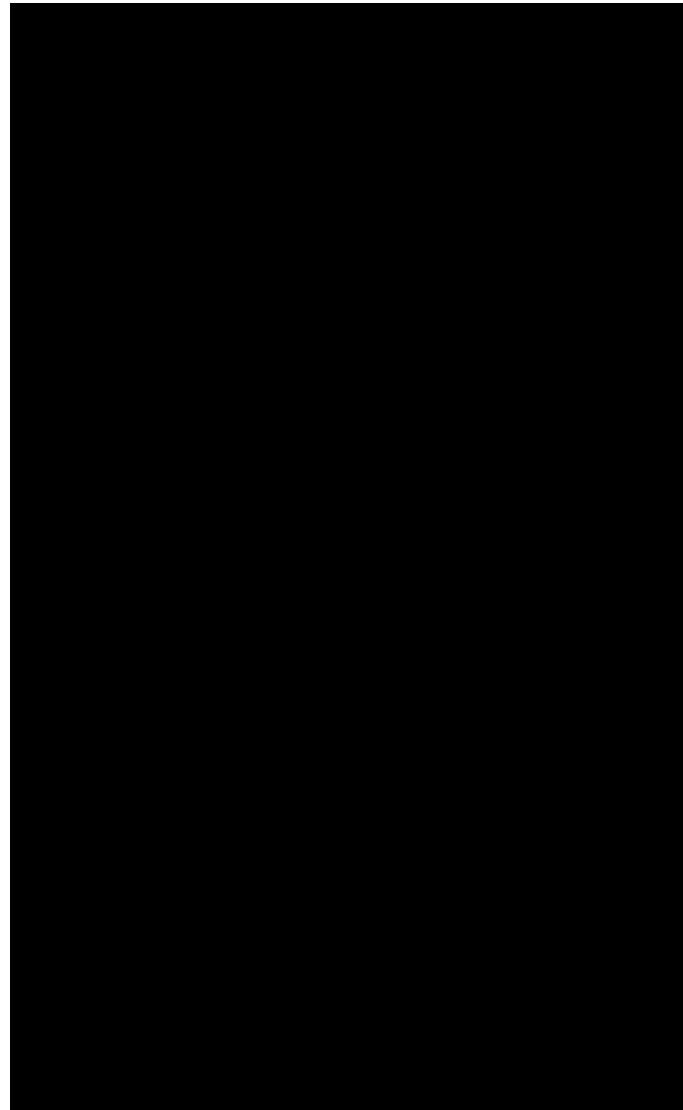
New P3 Feature

P3 Text Tips



P3 Text Tip Feature

The P3 Text Tip feature allows anonymous tipsters to text your program's keyword to our dedicated short code, 738477 (73-TIPS). Tipsters receive a link to your program's mobile webtip form to submit their tip anonymously without having to download the P3 mobile app or locate your webtip form.



P3 Text Tip Feature



P3 will let you know if a tip was received via the text tip link in the tip queue and in the Tip Volume Report.

Tip ID	Offense	Source	Status	Created	Delivered
100-T1413	Other	Text	Open	2023/10/26 01:41 PM	
100-C1412		Call Center	Open	2023/10/25 03:27 PM	
100-C1411	Test Tip	Call Center	Open	2023/10/25 03:26 PM	
100-C1410	Test tip for Training	Call Center	Open	2023/10/25 03:26 PM	
100-C1409	Test Tip	Call Center	Open	2023/10/25 03:25 PM	

Tip Volume
Nav360 Demo Account

Start Date: 2023/09/26 End Date: 2023/10/26 Filter Date: Created Date Offense Type: Include Deleted Tips

Recipient: Type the Name of the Recipient or City Recipient Group: Type the Name of the Group P3 Account: Type the Name of the P3 A

Nav360 Demo Account Tip Volume Report

Created Date: 2023/09/26 to 2023/10/26

Day	In-House	PC Web Browser	Mobile Web Browser	Mobile App	Call Cente	Text	totals
Sunday	0	0	0	0	0	0	0
Monday	0	0	0	0	0	0	0
Tuesday	0	0	0	0	0	0	0
Wednesday	1	2	0	0	5	1	9
Thursday	0	1	0	0	1	1	3
Friday	0	1	0	0	0	0	1
Saturday	0	0	0	0	0	0	0
Totals	1	4	0	0	6	2	13

P3 Text Tip Feature



When advertising the P3 Text Tips feature via an Opt-In Call to Action (CTA), it must contain specific verbiage to for it to comply with wireless carrier (Verizon, A.T.&T, etc) rules and industry standards. Below is the recommended verbiage that needs to appear on your website, social media, and other forms of promotion:

Text "(Your Keyword)" to 738477 to receive a link to our anonymous tip form.

Msg frequency varies. Msg & data rates may apply. Text HELP for help and STOP to cancel.
P3 [Terms](#) and [Privacy Policy](#).

To have this feature activated for your P3 account, please have your program's main account point of contact email Lisa Haber at Lhaber@navigate360.com and provide the keyword you would like to use for this feature.



Q & A

For more information...

Lisa Haber

Navigate360, P3 Training and Support

Email: LHaber@navigate360.com

Direct: 330-427-8050