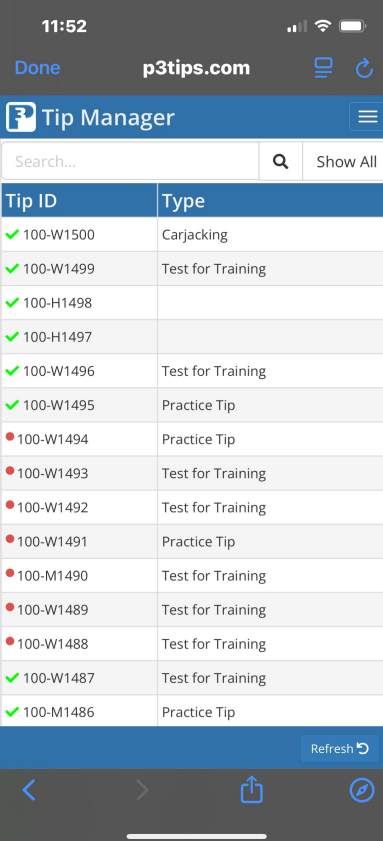# WCSA Member Training

Top 10 P3 Support Questions

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#10 – Is there a mobile app for tip administrators?

- No, the P3 Tips Mobile App is only for tipsters to submit anonymous tips.
- Tip administrators can access P3 on any web-enabled device exactly the same
  by opening your web browser and going to www.p3tips.com and click
  "Administrator Log-in". This will take you to the Mobile Tip Manager.

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#9 – "How does P3 let me know when recipient, call center or "program to program" notes are added to a tip?'

P3 Admin User Notification Bell

#8 – "One of my recipients is not receiving text notifications. The cell number is correct. How can this be resolved?

Here's the cause...

P3 uses a dedicated short-code for text messaging, which is turned on by default in all accounts. With some cell providers, particularly outside the US, the short-code is not recognized so the text fails to send.

Here's the fix...

P3 can still send text messages in the form of "email to SMS" by selecting the cell phone provider for the recipient contact's cell number.

#7 – "I just emailed a tip and my recipient advised that there is no PDF of the tip attached to the email? Why?"
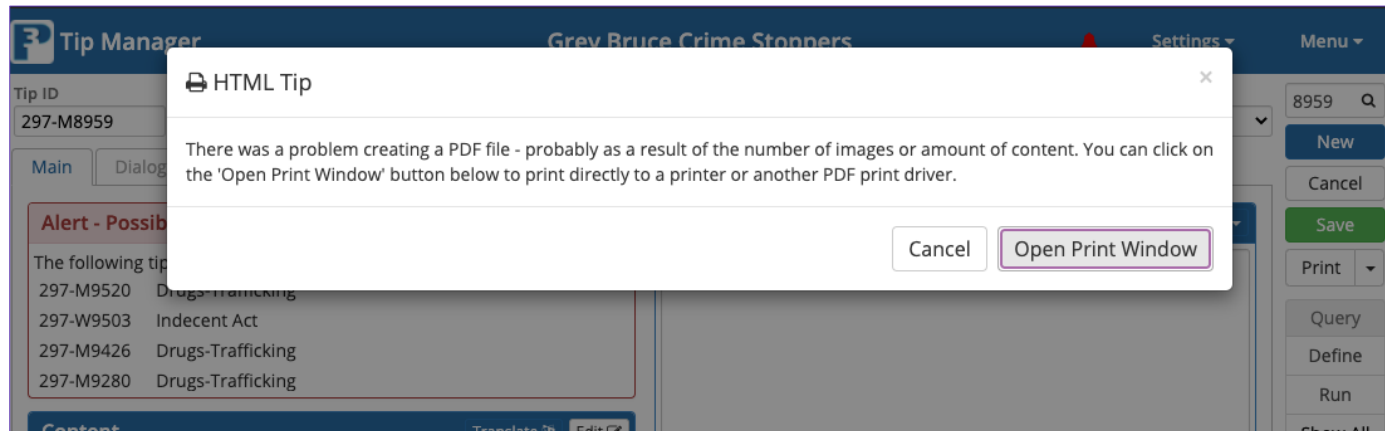
Here's the cause...

If your recipient is set to receive emails with PDF and no PDF was sent, it is because P3 cannot convert the tip from its HTML native form to a PDF due to the length of the tip. This is very common with tips containing allot of 2way dialog and attachments.

Here's the fix...

Open the tip and print it from the Tip Manager. P3 will instruct you to print the tip outside of P3 due to its size. You can either print the tip, scan it, and save it as a PDF or print to a PDF print driver. You will need to email the tip to your recipient outside of P3.

#6 – "When I try conducting a tip query in P3 for tips I know are there, I get zero results. Why?

This is typically caused when you fail to initiate the query from the Query Menu by going to Query>Define.

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#5 – "Why do tips that I transferred to other P3 accounts still trigger my unread filter, even though I do not see anything new?"

The answer…

Shared tips between two P3 accounts will trigger both accounts unread filter, even though the non-owner is unable to see any updates.

The solution…

Deleting the tip from your data collection will stop P3 from notifying you of updates to non-owned tips via the "unread" tips filter.

#5 (part 2) – "If I delete the shared tip and the tipster calls back, how will I know who I transferred the tip to?"

This is easy…

You can search for any P3 tip ID# using the query menu, and P3 will tell you exactly who the current owner of the tip is as well as program contact info.

Tip ID 0 ⇕	Offense ⇕	Source ⇕	Status ⇕	Created ⇕	Delivered ⇕

No tips were found in your collection that match your search criteria.
If you were searching for tip **100-M1077 (4253309)**, then note that it is not available.
This tip is owned by Andersoft ISD (5005).

How to Contact Andersoft ISD

P3 Account Information

P3 Statewide Sandbox Account

Chelsea, Texas, United States
Phone: 936-569-0447
Hotline: 1-833-HI-B-SAFE
☐ Preferred

Michelle Anderson, Director
michelle@andersoft.com

Donna Dispatch, Campus Security Dispatcher, Andersoft ISD Campus Security
donna.dispatch@fake.andersoft.com

Kendall Mills, Communications Director, Andersoft
kendall@andersoft.com
Cell: 210-365-1601

Reports Only
reports@fake.andersoft.com

District Security, 24/7 Monitoring, District Security
district@fake.p3campus.com

#4 – "Why are my arrests, cases cleared, rewards and/or recoveries not correct for the month even after I entered the info in the Dispo tab?"

The most common causes of this are:
- No stat date entered because tip is still in an "open status"; or
- The stat date entered is in a different month

#3 – "I gave a tip and have been asking for an update reference my reward, but no one responds."

P3 Support Response

"Thank you for contacting P3 Software Support. Our company is a developer and supplier of crime tip management software for Crime Stoppers and Law Enforcement organizations nationwide. As such, our company does not take anonymous crime tips, but does provide a portal to your local Crime Stoppers program or law enforcement agency that is using P3 Global Intel for tipsters' convenience via our public websites. Any questions or concerns regarding any tip that has been submitted to one of our client organizations needs to be addressed with that organization directly. "

Sometimes, tipsters will continue dialog long after the tip is closed. To end this dialog, use the "Stop Thread" option on the Dialog tab:

Tipster view

#2 – "One of my recipient contacts isn't receiving email notifications. Why?"

The most common reasons for this are:

- Incorrectly entered email address (typographical error).
- Recipient's mailbox is full.
- Recipient's mailbox only receives email from an authenticated sender.
- Recipient's email server has designated the sending email address/IP address as SPAM for various reasons as determined by the organization's SPAM filter settings.
- Temporary connection issue at the recipient server.
- Email notifications are not turned on in P3 for the recipient

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#2 (part 2) - How can I be notified when this occurs?

Use the Bounced Email Manager

#2 (part 3)– "How can this be rectified?"

- Verify that the email address is correct in P3

- If the recipient's mailbox is full, you will need to contact them directly.

- If blocked as Spam, contact the agency's IT Department and request that they safelist your outgoing P3 email address, AgencyID#@p3tips.com as well as our dedicated email server IP addresses of 149.72.174.161 and 149.72.241.175 .

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#1 – "Is there a way to block SPAM Tips in P3?"

Yes, transfer SPAM tips to the P3 Spam Blocker Account

Lisa Haber

P3/Dynasite Training and Support
Email: Lhaber@navigate360.com
Direct: 330-427-8050
Main Support Line: 330-520-8566

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Building safer tomorrows.

Thank you for being part of the P3 Family!!!!!!