

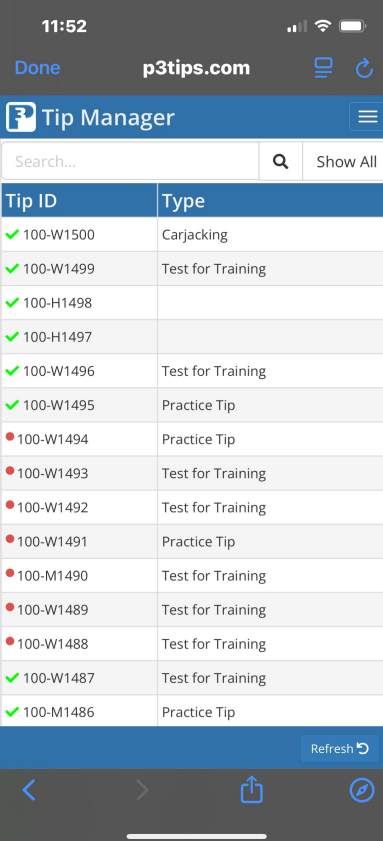
WCSA Member Training

Top 10 P3 Support Questions



#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.



Tip ID	Type
✓ 100-W1500	Carjacking
✓ 100-W1499	Test for Training
✓ 100-H1498	
✓ 100-H1497	
✓ 100-W1496	Test for Training
✓ 100-W1495	Practice Tip
● 100-W1494	Practice Tip
● 100-W1493	Test for Training
● 100-W1492	Test for Training
● 100-W1491	Practice Tip
● 100-M1490	Test for Training
● 100-W1489	Test for Training
● 100-W1488	Test for Training
✓ 100-W1487	Test for Training
✓ 100-M1486	Practice Tip

#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

1

Recipient Contact adds dialog for admin user.

2

Notification bell at top of Tip Manager. When there are new tip update notifications, the bell will be red.

3

When the bell is clicked, the "Notes Added Recently" will open a new window with a summary list of updates. Click on the tip ID to open the tip in the Tip Manager.

Tip ID	Activity	User	Event Date
999-H3693	Added Recipient Notes	testrecipient@andersoft.com	2019/02/13 09:44:17 AM
100-H1051	Added Recipient Notes	testrecipient@andersoft.com	2019/02/13 09:41:30 AM
100-H1051	Added Additional Information	support@andersoft.com	2019/02/07 03:17:07 PM
✓ 100-H1051	Added Additional Information	lisa@andersoft.com	2019/02/07 03:15:51 PM
✓ 100-H1051	Added Additional Information	lisa@andersoft.com	2019/02/06 02:59:40 PM
✓ 100-H1051	Added Additional Information	lisa@andersoft.com	2019/02/06 02:40:10 PM
✓ 100-H1051	Added Additional Information	lisa@andersoft.com	2019/02/06 02:30:55 PM



#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.

Contact #1

First Name	Last Name	Sort Order
Lisa	Haber	10
Title	Entity	
Superintendant	DEMO CITY ISD	
Office Phone	Cell Number	Fax
	8133936356	
Email/Use	Attachments	
lisa@dar		
<input checked="" type="checkbox"/> Enable	Dialog	
<input checked="" type="checkbox"/> Email	<input type="checkbox"/> Include	
<input type="checkbox"/> Text	<input type="checkbox"/> Life Safety Notifications	

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.

Cell Provider

- ✓ Automatic (recommended)
- AT&T
- AT&T Free2Go
- AT&T MMS
- AT&T Pocketnet PCS
- Bell
- Bell Atlantic
- Bell South
- Bell South (Blackberry)
- Bluegrass Cellular
- Boost Mobile
- BPL mobile
- C Spire
- Cellular One
- Cellular One East Coast
- Cellular One of East Texas
- Cellular One PCS
- Cellular One South West
- Cellular South
- Centennial Wireless
- CenturyTel
- Chennai RPG Cellular
- Chennai Skycell/Airtel
- Cincinnati Bell Wireless

Scroll down and click on the contact's cell carrier, then click the green "Save" button.

Contact #1

Law Enforcement Agency Name	LEA Phone	LEA Fax
Test PD	123-456-7890	
Communications Center Name	Comm Cntr Phone	Comm Cntr Fax
Test PD Com Ctr		
First Name	Last Name	Sort Order
Lisa	Haber	10
Title	Entity	
Superintendant	DEMO CITY ISD	
Office Phone	Cell Number	Fax
	8133936356	
Email/Use	Attachments	
lisa@dar		
<input checked="" type="checkbox"/> Enable	Dialog	
<input checked="" type="checkbox"/> Email	<input type="checkbox"/> Include	
<input type="checkbox"/> Text	<input type="checkbox"/> Life Safety Notifications	

#7 – “I just emailed a tip and my recipient advised that there is no PDF of the tip attached to the email? Why?”

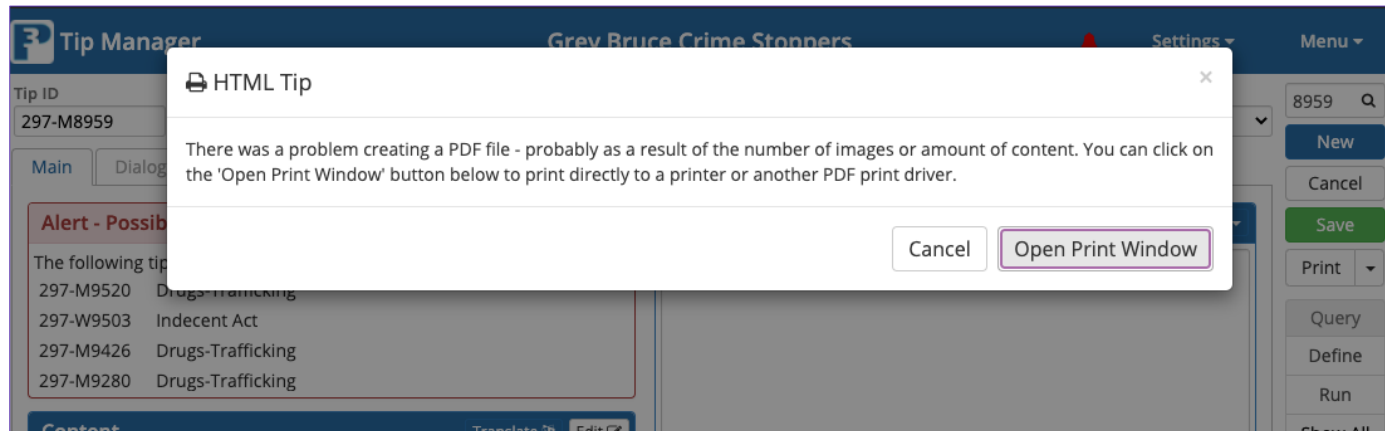


Here’s the cause...

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?”

The screenshot shows the Tip Manager interface for 'Account - Crime Stoppers'. The main query form is titled 'Query' and contains several fields: Tip ID, P3 ID, Other ID, Case ID, Incident ID, Alt ID, Content (with a dropdown arrow), Status, Offense Type, and Address. The 'Content' field is populated with 'Pepe LePew'. Below this are fields for Created Date, Delivered Date, Follow-Up Date, and Source. Further down are Recipient, Recipient Group, and P3 Account fields. The interface also includes a 'Query' menu on the right with options: New, Cancel, Save, Print, Query, Define, Run, and Show All. A red arrow points from the 'Define' button (labeled '1') to the 'Run' button (labeled '3'). Another red arrow points from the 'Content' field (labeled '2') to the 'Run' button. Below the main query form are four sub-queries: Person Query, Vehicle Query, Disposition Query, and Notes Query.

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

#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.

The screenshot shows the 'Tip Manager' interface for a 'DEMO Account - Crime Stoppers'. The interface includes a header with the account name and navigation options like 'Settings' and 'Menu'. Below the header, there are input fields for 'Tip ID' (100-H942), 'P3 ID' (3246776), 'Other ID', 'Case ID', 'Status' (Open), and 'Offense Type' (Fugitives). A navigation bar contains tabs for 'Main', 'Dialog', 'Attachments', 'Deliver To', 'Disposition', 'Notes', 'Map', 'Misc', 'Query', and 'Audit'. The 'Misc' tab is selected and highlighted with a red box. Below the navigation bar, the 'Miscellaneous' section is visible, containing various fields and buttons. A red arrow points to a 'Delete' button, which is also highlighted with a red box. Other buttons like 'Purge', 'Save', 'Cancel', 'New', 'Print', 'Query', 'Define', 'Run', and 'Show All' are also visible on the right side of the interface.



#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	Offense	Source	Status	Created	Delivered
<p>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).</p> <p>How to Contact Andersoft ISD</p>					
<p>P3 Account Information</p> <p>P3 Statewide Sandbox Account</p> <p>Chelsea, Texas, United States Phone: 936-569-0447 Hotline: 1-833-HI-B-SAFE <input type="checkbox"/> Preferred</p> <p>Michelle Anderson, Director michelle@andersoft.com</p> <p>Donna Dispatch, Campus Security Dispatcher, Andersoft ISD Campus Security donna.dispatch@fake.andersoft.com</p> <p>Kendall Mills, Communications Director, Andersoft kendall@andersoft.com Cell: 210-365-1601</p> <p>Reports Only reports@fake.andersoft.com</p> <p>District Security, 24/7 Monitoring, District Security district@fake.p3campus.com</p>					



#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

The screenshot shows the 'Tip Manager' interface for 'Crime Stoppers'. The 'Disposition' tab is active, and the 'Stat Date' field is highlighted with a red box. The interface includes fields for Tip ID, P3 ID, Other ID, Case ID, Status (Under Investigation), and Offense Type (Theft). It also features various tabs like Main, Dialog, Attachments, Deliver To, Disposition, Notes, Map, Misc, Query, and Audit. The Disposition section includes fields for Recovered, Reward, Dispo Table, and Internal, with sub-sections for Vehicles, Weapons, Other, Cash Recovered, Drugs Seized, Arson Loss, Fraud Loss, Property Recovered, and Total Recovered.

The screenshot shows a 'Statistical Report' for 'Campus Crime Stoppers' for November 2018. The report includes a table of statistics by month from January to December. The 'Stat Date' column is highlighted with a purple box. The table includes columns for 'Created Date', 'Stat Date', 'Reward Approved Date', and 'Reward Picked Up Date'. The 'Stat Date' column is highlighted with a purple box. The table includes columns for 'Created Date', 'Stat Date', 'Reward Approved Date', and 'Reward Picked Up Date'. The 'Stat Date' column is highlighted with a purple box.

Statistic	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Tips Received	60	77	52	77	76	3	1	45	170	196	144	0
Tip Follow-ups	75	39	58	35	83	5	5	73	143	165	98	0
Arrests	4	3	2	6	2	0	0	2	2	6	3	0
Cases Cleared	27	9	9	26	40	0	0	32	5	33	75	0
Charges Laid	0	0	0	0	0	0	0	0	0	0	0	0
Administrative Discipline	20	4	5	10	22	0	0	22	1	20	53	0
# of Rewards Approved	22	10	7	22	32	0	0	23	31	37	27	0
Rewards Approved	\$1,120	\$950	\$340	\$1,325	\$1,430	\$0	\$0	\$1,330	\$1,240	\$2,150	\$1,035	\$0
# of Rewards Paid	22	10	7	22	32	0	0	23	31	37	27	0
Rewards Paid	\$1,120	\$950	\$340	\$1,325	\$1,430	\$0	\$0	\$1,330	\$1,240	\$2,150	\$1,035	\$0
# of Weapons Recovered	0	0	0	0	0	0	0	0	0	0	0	0
# of Vehicles Recovered	0	0	0	0	0	0	0	0	0	0	0	0
Property Recovered	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$300	\$0	\$0
Cash Recovered	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Drugs Seized	\$80	\$20	\$0	\$17	\$0	\$0	\$0	\$200	\$15	\$0	\$0	\$0
Total Recovered	\$80	\$20	\$0	\$17	\$0	\$0	\$0	\$200	\$15	\$300	\$0	\$0

#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:

The screenshot shows the 'Tip Manager' interface for 'Account - Crime Stoppers'. At the top, there are fields for Tip ID (100-), P3 ID (4486517), Other ID, Case ID, Status (Already Known), and Offense Type (Test Tip). Below these are tabs for Main, Dialog, Attachments, Deliver To, Disposition, Notes, Map, Misc, Query, and Audit. The 'Dialog' tab is selected and highlighted with a red box and a red circle labeled '1'. A red arrow points from the 'Dialog' tab to a 'Dialog with Tipster' window. This window contains a text input field for comments, a 'Send to Tipster' button, and a 'Stop Thread' button with a red box and a red circle labeled '2'. A red arrow also points from the 'Stop Thread' button to a 'Save' button in the right-hand sidebar, which is circled with a red circle labeled '3'. Below the dialog window, a 'Canned Responses' section is visible. A chat window titled 'Two Way Dialog - Tipster Chat Window' is open, showing a message from 'Crime Stoppers' dated 2019/10/1 1:01 PM.

Tipster view

The screenshot shows the 'Tipster view' for 'Account - Crime Stoppers'. It includes a header with the account name and a 'Menu' dropdown. Below the header, there is a warning: 'This form is for demo purposes only. Do not submit real tips using this form.' The main content area is titled 'Two Way Dialog' and shows the ID '100-W1279'. A message from 'Crime Stoppers' is displayed, identical to the one in the chat window. At the bottom, a red box highlights a message: 'This conversation thread has been closed. You may start a new tip if you have new information.'

#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

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



Use the Bounced Email Manager

The screenshot displays the 'Bounced Emails' management interface. On the left, a 'Settings' dropdown menu is open, with 'Bounced Emails' highlighted. The main area shows a table of bounced emails with columns for 'Email' and 'Date'. A detailed view of a bounced email notice is shown on the right, including the email address, event type, notes, and reason. Below the notice, there is a 'Take Action on this Bounced Email Notice' section with a dropdown menu and a 'Save' button. A help text box provides instructions on how to remove the notice and lists common reasons for email bounces.

✓	Email	Date
▲	bboop@testpd.com	2020/07/10 01:03 PM
▲	bob@testpd.com	2020/07/07 12:28 PM
▲	lsmith@fake.andersoft.com	2020/06/30 10:31 AM
▲	bsmith@fake.andersoft.com	2020/06/30 10:27 AM
✓	officer@testpd.com	2020/06/29 02:46 PM
✓	lisa@abcsheriff.org	2020/06/09 12:40 PM
✓	losa@danlimanagement.com	2020/05/29 01:23 PM
✓	robert.r.jones@fake.andersoft.com	2020/05/25 10:04 AM
▲	robert.b.jones@fake.andersoft.co...	2020/05/25 09:43 AM
▲	ljones@fake.andersoft.vom	2020/05/22 11:22 AM

Bounced Email

Email	bboop@testpd.com
Event	bounce
Notes	Please consider temporarily turning off notification for this user or contact. You may also want to reach out to this user or contact about any problems their email account.
Reason	451 sorry, mail refused due to temporary error (#4.3.0)

Take Action on this Bounced Email Notice

Select an Action

Save

Select an action from the drop-down list above and click Save. You can remove the **Bounced Email** notice from the Tip Manager by taking action on each of the email addresses marked with a (▲) symbol in the table to the left. The email addresses in this module resulted in a bounced email for a P3 notification. If you determine that an email address is now valid, you can validate this user again either in the User Manager or the Recipient Contact Manager. You may also need to re-enable email notifications for the user or contact.

Reasons for email bounces may include, but not limited to, the following:

- Misspelled email address
- Full email mailbox
- Blocked P3 notices as spam

#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 .



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

Yes, transfer SPAM tips to the P3 Spam Blocker Account

The screenshot shows the Tip Manager interface for an account named 'Crime Stoppers'. The top navigation bar includes 'Tip Manager', 'Account - Crime Stoppers', and user settings. The main area displays a tip with ID '100-M1043' and P3 ID '3997597'. The 'Deliver To' dropdown menu is open, showing a list of recipients. The 'Report as Spam' option is highlighted with a red box and a red arrow. The 'All' dropdown menu is also highlighted with a red box and a red arrow. The 'Selected Recipients' section shows the tip has been delivered to the 'Account - Crime Stoppers (owner)'. The 'Select Recipients' section shows a list of recipients, including 'Academy Endeavor Elementary School *', 'Alabama Fusion Center', 'ALL TLOs - ALL TYPES', 'Bruton Test Recipient, Mahl', 'Chelsea Police Dept. - DEMO, Buda', 'Deb Arson Unit, Austin', 'Deb Homicide Team', 'Demo- Burglary Division', 'Kev Test', 'MetroFax to MetroFax', 'Narcotics Unit - Agency X, Andersoft', and 'School Recipient 1, Nacogdoches'.



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



Navigate**360**
Building safer tomorrows.

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