TIBURON IQResponse™ Suite

SYSTEM ADMINISTRATOR GUIDE

Release 5.2

CONTENTS

The Graphical User Interface Manual

Tiburon IQResponse provides the foundation to automate law enforcement, jail, fire and mobile operations. With more than 20 integrated portals, IQResponse collects and manages a full spectrum of information for records processing and state reporting.

Audience

This manual is for all users of IQResponse.

Conventions

The following conventions are used throughout this document:

Formatting Convention	Type of Information
>	Navigation steps through a sequence of menus; for example, select **File > Properties > General**
Buttons	Denotes a button or clickable icon.
Special Bold	Denotes user interface elements, such as field names and menu items
Emphasis	Denotes book titles, terms, and variables such as parameters
`Monospace`	Denotes user input, code samples and computer output, including error messages or response messages
CAPITALS	Command names and names of keys on the keyboard, for example, SHIFT, CTRL, or ALT
KEY+KEY	Keyboard shortcuts such as CTRL+P or ALT+F4

Reader Comments

Every effort has been made to ensure the accuracy of this document. If you have comments, questions, or suggestions regarding this document including reporting errors, please send an email to the documentation team (mailto:EngineeringDocumentation@tiburoninc.com). Please include the document number in the subject line.

Note: Product support is not offered through this email address.

Getting Started

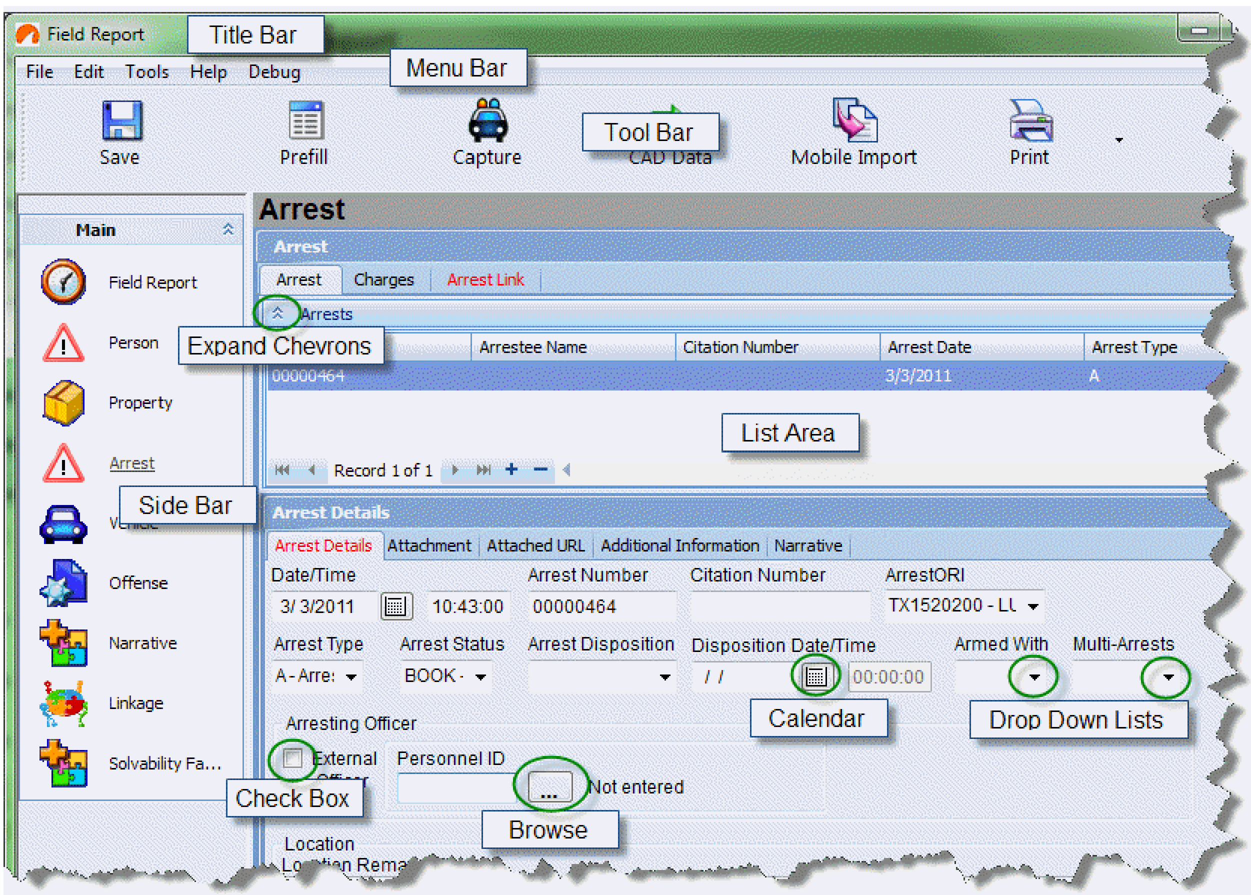
To start the application:

- Double-click the Tiburon icon on your desktop. In the Log In window, enter your user name and password, then click **OK**.

Various modules and icons might appear based on your level of access permissions.

Graphical Interface Elements

The graphical user interface has many common elements in all portals. These elements include a toolbar, a sidebar, icons, tabs, drop-down lists, expandable sections, and fields for data entry. Certain toolbar or menu items are explained further since their use may not be readily apparent.



The page elements are:

Feature	Function
Title Bar	Displays the title of the page.
Menu Bar	Includes menu options such as File, Edit, Tools, Favorites, CAD, and Help.
Toolbar	Displays a buttons available to perform various operations such as New, Back, Forward, Dates, Search, Refresh, Print, and Map. Toolbar buttons can change with the item being used.

Feature	Function
Sidebar	Contains icons to open pages in the application.
Drop-down List	Select the down arrow to display menu choices in a list.
	Click the expandable chevrons to collapse or open the page.
Checkbox	Click the checkbox to select.
...(Browse)	Click to open a list of personnel.
Calendar	Click to open a calendar and choose a date.
List area	Contains a list of all items of this type attached to this record.

Homepage

Click **Home** in the sidebar to view the homepage of the application. Following is an example of the homepage. It can be modified to include any title, message, picture, or web links. See the *System Administrator Guide* for more information.

Often agencies will post announcements on the Home page. This can be printed by users for their reference.

Sidebar

The system administrator can configure the sidebar groups according to agency-defined preferences and work requirements. The administrator can specify the order of the groups and which sidebar icons will appear under those groups. Each sidebar icon opens a specific page.

For more information on configuring modules and sidebar groups and icons, see **Groups and Portals** in the *System Administrator Guide*.

Toolbar

The Toolbar is located at the top of the page. It contains buttons that perform various operations such as New, Back, Search, Refresh, and Print. Toolbar buttons vary depending on the type of module or page being used.

The default main toolbar contains buttons for basic tasks, such as saving and printing a file, is called the **Standard Toolbar**. Following is the list of **standard toolbar** buttons:

Save	Click **Save** to save a record.
Back	Click **Back** to go back on previous page.
Forward	Click **Forward** to go forward one page.
Cancel	Click **Cancel** to cancel a task.
Refresh	Click **Refresh** to update the screen.
Home	Click **Home** to refer to the page that is first displayed when a user starts a application.
Print	Click **Print** to access pre-formatted reports.

Note: These are standard toolbar buttons that appear on most pages, but depending on module or page, might not appear on all application pages.

Some buttons appear only on a few modules and contain specific functionality.

Prefill

Use **Prefill** to automatically enter information about a person who is in the system. This button is only available on selected pages within IQResponse.

To prefill the information:

1. Enter a last name in the Name field then click **Prefill** or press CTRL+SHIFT+P to open the **Person Prefill Search** window.
2. A list of names matching the search criteria displays in the **Person Prefill Search** window. The total number of search results appears at the top of the page.

   Note: To refine the search results, enter specific information in fields such as: Last, First, Middle name, or Birth date.

3. A list of names matching the search criteria displays in the grid.
4. High-light the desired result, this displays the person's name, location, numeric identifier, and physical identifier associated.
5. Click **Select** to enter the information.

Check-Out and Check-In

Use Check-In and Check-Out to access specific records when in the field.

To check out a record:

1. Select the records that you want to check out while connected to the network, then click **Check-Out**. Check-out data appears in the Owner column.
2. Log out or disconnect from the application.
3. When you open the record in disconnect mode, only the checked-out records appear. You can modify the records, but the changes won't be applied until you check back in.

To cancel a check out, click **Cancel Check-Out** on the toolbar.

Note: You must be connected to the network to check in records.

To check in a record:

1. While connected to the network, select the records you want to check in.
2. Click **Check-In**.

Audit

The Audit feature allows you to see who has created, modified, or viewed the record.

To view the audit trail:

- Click **Audit** from the the toolbar to open the Audit Form window. A list of actions on this record appears.
- To group the data, select a column header and drag it into the top area of the window. For example, to view the list grouped by users, drag the column Users up to the upper area. The results are automatically grouped.

For more information on Audit Search and Audit Form, see the online help.

Menu Bar

A menu bar appears at the top of the page above the toolbar and includes the following options:

- File - exit the application
- Edit
- Tools - shows toolbar options (see Toolbar (on page 11))
- Favorites
- CAD
- Help - open the application help file index or view client logs

> **Note:** This is a standard menu bar that might not appear on each page, depending on the module or page.

Tabs

Tabs display across the page. Sometimes a page has tabs in multiple locations. Select a tab to open a form, then view or enter data in the fields. Each time a different tab is selected, the data is automatically saved.

Fields

Fields are used to enter data. Required fields appear in red. Hover the mouse over a field label to view explanatory notes (tooltips).

Column Layout

Arrange the layout of the column order. Click and drag a column header to move the column. When you change the layout then click another icon, the columns return to their default positions.

Report Toolbar

Before printing, make sure your computer is connected to a printer. Page set-up options are managed through the standard Windows interface.

Each portal has different reports, each displaying a special toolbar within the report window similar to many word processing applications.

Active buttons are displayed as colored icons while inactive buttons are grayed out. Hover the mouse over the icons to view their function. The report toolbar buttons are:

	Toggle document map on and off
	Toggle parameter area on and off
	Go to the first page
	Go to the previous page
1 of 1	Page Number of [x] - Type a page number to go directly to that page in reports with multiple pages.
	Go to the next page
	Go to the last page
	Go back to the parent report
	Stop Rendering - Use this when the report takes too long to come up on the screen.
	Refresh - Use this when report data has been modified.
	Print
	Toggle Page Layout - Change the view to see how it will print.
	Page Setup
	Export or Save As - Click the arrow to view your options.
100%	Zoom level

	Search text
	Find button
	Find next button

INPUT AND FORMATTING

This section contains some important things to know when entering data into the application.

Keyboard Shortcuts

Many button shortcuts are hidden within the search pages of the application. Pressing the Alt key on your keyboard makes these shortcuts visible as indicated by the underline of a character of a button name. For example, on any search page, press the Alt key to turn on the shortcut indicators. On a **Find** button, the "F" appears underlined. This means the shortcut for Find is **Alt+F**.

Use the following shortcuts for entering dates and times in the Date and Time fields throughout the IQResponse user interface.

- Press **T** to automatically enter today's date.
- Press **N** to automatically enter today's date and current time.
- Press **+** (plus sign) to automatically enter tomorrow's date.
- Press **+** twice to enter a date two days from today.
- Press **–** (minus sign) for yesterday's date.
- Press **–** twice to enter the date two days ago.

Note: These keyboard shortcuts are case insensitive. Pressing **T** works the same as pressing **t**.

Increasing or Decreasing Dates by an Interval

You can increase/decrease dates in intervals of a week, month, or year by using letter shortcuts taken from the word describing the amount of the change. **<Y**ea**R>**, **<M**ont**H>**, **<W**ee**K>**.

- Press **Y** to decrease the date by one year.
- Press **R** to increase the date by one year.
- Press **M** to decrease the date by one month.
- Press **H** to increase the date by one month.
- Press **W** to decrease the date by one week.
- Press **K** to increase the date by one week.

For scheduling, the Y/R, M/H and W/K shortcuts are best. Here are some examples for employing these shortcuts to speed up your data entries:

- It is 0700 and you are finishing your reports for the shift. Most of the incidents occurred yesterday, so if you need to fill in a date/time, press the – key once in the **Date** field and it will automatically fill it with yesterday's date.
- You are completing an inspection report and need to schedule a follow-up in two weeks. With the cursor in the date field, press the K key twice to enter the date two weeks from today.

Other Shortcuts

- Press **Delete** to clear a drop-down list selection.
- Press the **Spacebar twice** in a name field to advance to the next name segment.
- Press **Tab** to move to the next field in any form.
- Press **Alt+ (down arrow)** to open a drop-down list.
- Press **F4** to open a drop-down list.

Date and Time Formats

Tiburon uses the following standard formats for date and time entry. Use whole numbers without punctuation or symbols when entering date and time data:

- Date - MMDDYYYY; enter 09012010 for September 1, 2010.
- Time - HHMMSS; enter 141030 for 2:10:30 PM (based on a 24-hour clock).

Entering Names or Numbers

Names

Only use hyphens (**-**) when entering last names such as: Smith-Clarke.

A hyphen cannot be used as the first character in a Last Name entry. To be compliant with NIEM, NCIC, or N-DEx standards, no other special characters are currently allowed for use within Names.

Organizations

Organization names cannot contain punctuation, such as commas, hyphens, apostrophes, or periods. They CAN contain numbers (ie. 7 11). If the Organization name is not valid, the field turns red. Organization searches are separate from Name searches. You can't search for an organization within a Name search field.

Numbers

Do not use dashes or symbols when you enter social security numbers, phone numbers, zip codes, height, or weight.

- To specify height, type a three-digit number, the first digit represents feet and the next two digits represent inches. For example, enter 502 to specify 5 feet 2 inches, or 510 to specify 5 feet 10 inches).
- To specify weight, type a two or three-digit number.

Using Wildcards in Searches

You can use asterisks (*) or percent symbols (%) as wildcards in your search. Both wildcards extend your search (based on whether you entered the value before or after the search string) to include all entries containing the text or numeric value you entered.

To return all records within a database, enter a wildcard character (either * or %) in the search field. Depending on the item searched for, this could be a very large number of records. It is recommended that you use a wildcard-only search only when it is delimited by a date range (such as the past year), or if you want to view all records.

Examples of wildcard searches are:

- Searching for a value (such as an asset ID) beginning with 123, enter: "123%" or "123*".
- Searching for *123* returns all values containing 123 such as: 41235 or 0000412356.
- Searching for Smith* returns: Smith, Smithy, Smithsonian, and other forms of Smith.
- Searching for *an* returns: Joanne, Hans, Alexander, and other names containing "an".

Narrative, Text and Note Features

Narrative pages store descriptive details on a record and is shared by various portals, such as Warrant, Incident, or Field Reports.

Note: Some modules only allow one narrative per record. Some modules have a **Summary** button, which applies to the whole record, and a **Selected** button which only applies to the selected item, such as the Property page in the Incident module.

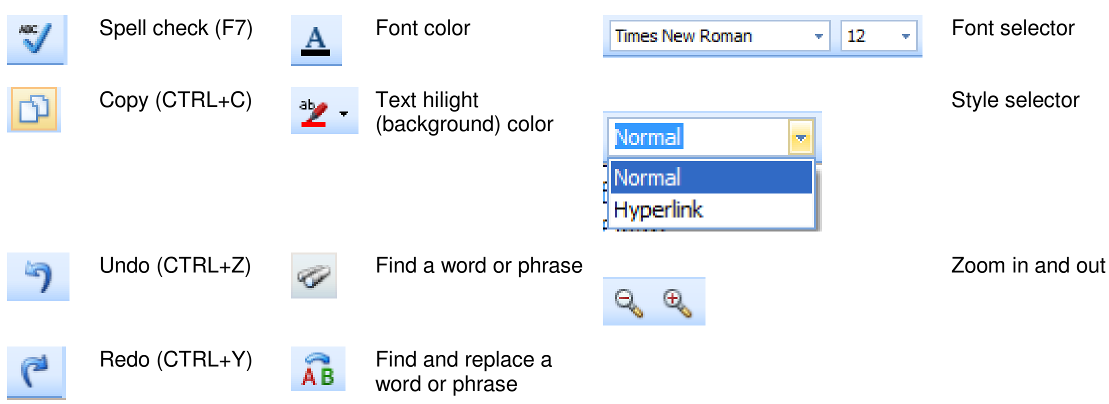
The Narrative and Notes pages include standard formatting features and Microsoft Word options. Right-click in the **Narrative, Notes,** or **Text** fields to open a menu with the following options:

- **Undo** - Removes the last change made
- **Cut** - Removes selected text

- **Copy** - Copies the selected text
- **Paste** - Use to paste copy or cut text
- **Delete** - Deletes the selected text
- **Select All** - Highlights the entire text
- **Formatting** - Includes bold, underline, italic and bullets
- **Edit Using Microsoft Word** - Opens a Microsoft Word document
- **Load MS/Word Document** - Opens a Microsoft Word document
- **Load Narrative Template** - Select the **Narrative** radio button to open the Select Template window. Select a specific template to import into the field.
- **CTRL+Q** - Moves to the next variable (enclosed in angle brackets) in the template where you can enter information. For example: <mm/dd/yy>, <name>.

Narrative Toolbar

Narrative pages have a toolbar within the narrative area. These function only for the text area of the narrative and not on other areas of the page.



Other text format options are:

- Bold (CTRL+B)
- Italic (CTRL+I)
- Underline (CTRL+U)
- Double underline (CTRL+SHIFT+D)
- Strike through
- Double strike through
- Superscript (CTRL+SHIFT+ + [plus])
- Subscript (CTRL+SHIFT+ - [minus)
- Increase font size (CTL+SHIFT+. [period])
- Decrease font size (CTRL+SHIFT+, [comma])
- Show the font dialog box (CTRL+D)

Templates

Templates are blocks of text that can be inserted into any narrative text area. Your agency administrator can create as many templates as needed for everyone to use.

To apply a template:

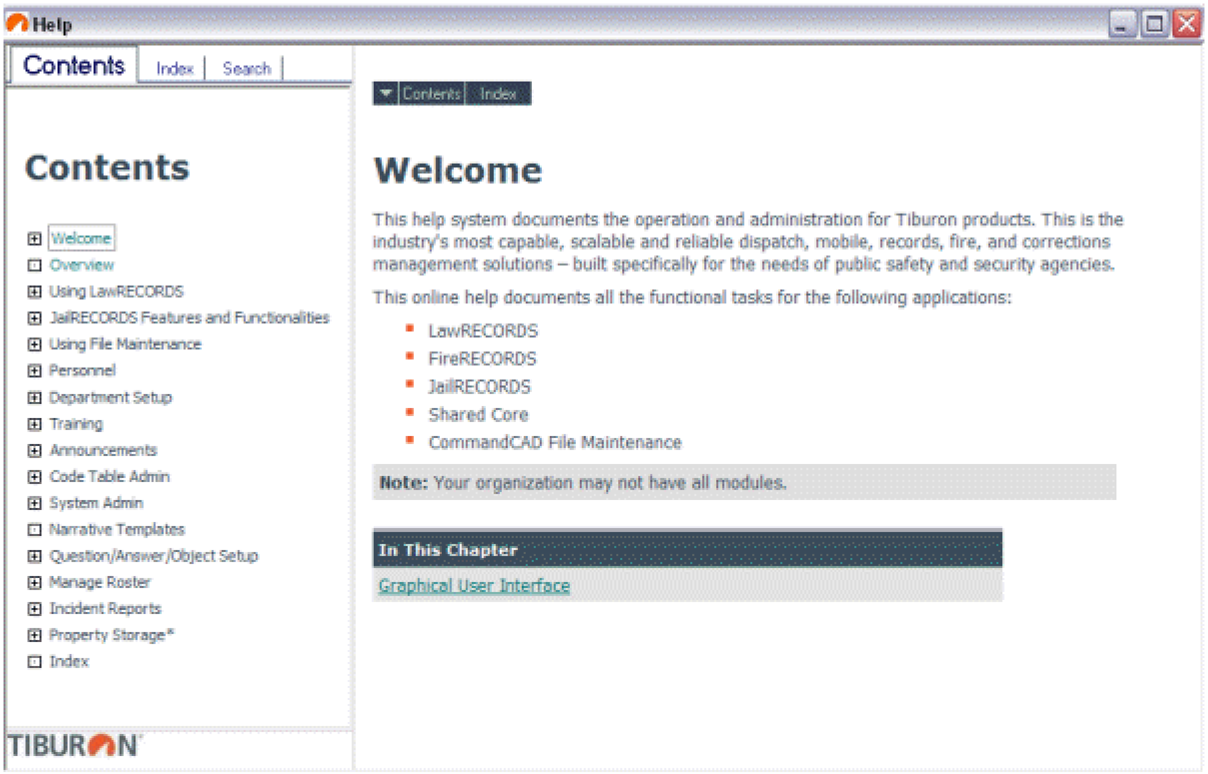
1. Right-click in the text area and select **Templates** from the drop-down menu.
2. Select the desired template from the list and release the mouse. The text appears in the narrative.
3. Enter additional text or modify the template text as desired, then click **Save** from the toolbar.

ADDITIONAL HELP

A large resource of help information is within the applications.

Online Help

The online help is the reference instruction for using the application. Press F1 when in any Tiburon window to view online help.



Tooltips

Hover the cursor over a field label to display the tooltip. Tiburon provides baseline data for most fields within the application. You can turn tooltips on or off or change how long they display by modifying the default settings within the `TooltipSettings.xml` file. Any changes made to this file will only apply to your machine.

Note: Any modifications to the content of the tooltip file are not supported by Tiburon. Tooltips do not appear in Search windows.

Important: Only use an XML editor or a text editor such as Notepad to edit the `TooltipSettings.xml` file. Using Microsoft Word or another word processing application will add formatting, corrupt the file and render it unusable.

For more information on how to edit this file and change the settings, see Customizing Field-Level Help.

REPORTS

Various reports can be generated, viewed, and printed from within most modules.

To generate and view a report:

1. From the toolbar, select the arrow next to **Print** and choose the desired report from the drop-down list. Some modules have only one report. The report appears on the screen.
2. Click the **Print** icon on the report toolbar. If the report is missing required values, the print icon is greyed out.

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