ALECS.NET

AUTOMATED LAW ENFORCEMENT COMMUNCATION SYSTEM

MANAGER'S MANUAL
September 2004

Illinois
Criminal Justice
Information Authority

120 S. Riverside Plaza   Chicago, IL 60652 (312) 793-8550

PREFACE

This reference manual is for use with the Automated Law Enforcement
Communication System (ALECS). The Information Systems Unit of the
Illinois Criminal Justice Information Authority (ICJIA) has developed this
manual for trained ALECS.Net users wanting to know more about the system's
features. This handbook is not a step-by-step guide and does not replace
training on the ALECS system.

Updates of this manual are distributed as changes or enhancements occur.

For additional assistance, Please call our 24-hour computer room at 312-793-
8966.

CONTENTS

Introduction

ALECS (Automated Law Enforcement Communication System) was developed as a communications gateway for law enforcement and public safety systems. Currently, ALECS is used by over 50 public safety agencies in Illinois.

ALECS.Net is a web-based application running completely through a web browser giving you all the functionality of a windows environment. It is designed to allow staff working inside a police department to communicate with officers on the street. The application provides a true TCP/IP interface to both ALERTS and LEADS.

ALECS.Net offers the following features:

- A complete web-based Automated Law Enforcement Communications System
- A complete interface to ALERTS that provides the user with the ability to send messages to ALERTS terminals and perform various inquiries into the ALERTS database.
- Capability to log ALERTS car-to-car, station-to-car, car-to-station, and station-to-station messages within your department.
- A complete graphical interface to LEADS allowing the user to perform multiple transactions within seconds.

ALECS Manager responsibilities

As your agency's designated ALECS manager, your responsibilities include:

- Downloading the ALECS plug-in on your network and workstation PC's or on stand alone PC's.

- Adding, updating and deleting users on ALECS

- Regular day-to-day maintenance and troubleshooting

- Maintaining ALERTS message logging (if your department has this option)

The ALECS system is for exclusive use by agencies that provide public safety services to the citizens of Illinois. ALECS must be used for official criminal justice or public safety purposes only. Personal or commercial use is strictly prohibited. Use of language that is offensive to any person or group is also strictly prohibited.

Agencies must follow all rules and regulations about access and distribution of information obtained through LEADS (Law Enforcement Agencies Data System). See your LEADS coordinator and LEADS manuals for details about these issues. Additionally, agencies must comply with all state and federal regulations about access and distribution of criminal history information obtained through the ALECS system.

Violation of these policies can result in penalties that are detailed in:
- The User Agreement between your agency and the ICJIA
- Your LEADS manual
- Various state and federal government regulations about criminal history access.

Rules & Regulations

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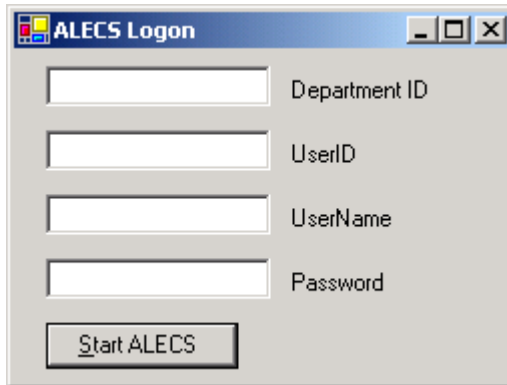

Using On-line Help

On-line help is available during your ALECS sessions. Select the Help menu option from any ALECS window. Since many common questions can be answered with on-line help, we strongly recommend its use. If any questions cannot be answered through the on-line help systems, users should first contact their ALECS manager. If the question cannot be answered, contact the Authority's 24-hour support desk at **312-793-8966**.

1 - ALECS.Net: Basics

A plug-in for ALECS.Net must be downloaded to each workstation before you can use ALECS. The plug-in is available for download at http://opie.alert.icjia.org/alecsupdate. Instructions for downloading the plug-in are available in the troubleshooting section of this manual. If you need additional assistance with the installation, contact the Authority's technical support line at **312-793-8966**.

To sign on to ALECS.Net

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1. Double-click the ALECS icon

2. Log onto ALECS.Net as **MGRxxx**, where *xxx* is your department ID

3. Click to continue.

   Note: The system will move you to the ALECS.Net start page, however if an error has occurred you will receive the following message:

   "*Invalid user, password or username already signed in. Please Try Again.*"

4.   After you have signed on, you will be directed to the
   ALECS.Net main page.
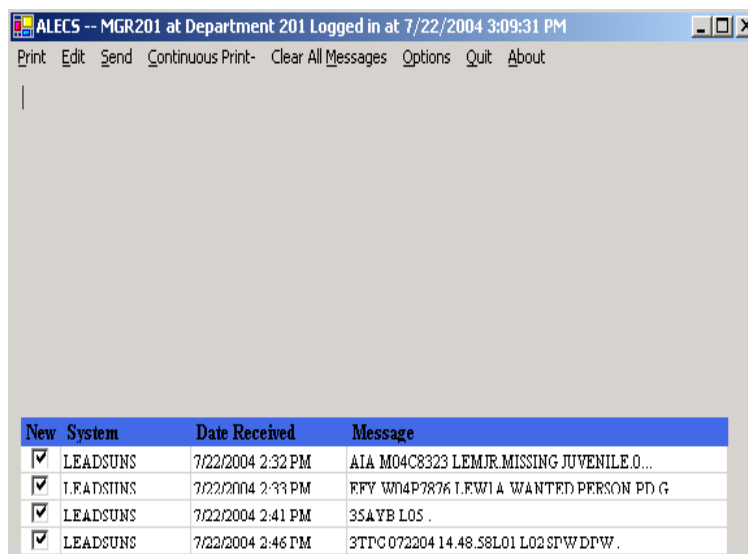
The Inbound Message window will automatically open with the
initiation of the ALECS.Net program.

ALECS.Net Main Window

The main application window is the control center for ALECS.Net operations. From here, you can select any of the system modules or choose from a variety of maintenance, display, and utility options.

Note: ALECS users don't have the same capabilities as ALECS managers. Certain System and Maintenance functions will be disabled for users. A function is disabled if you click on it and nothing happens. Always consult you ALECS manager if you have questions or concerns about you user capabilities.
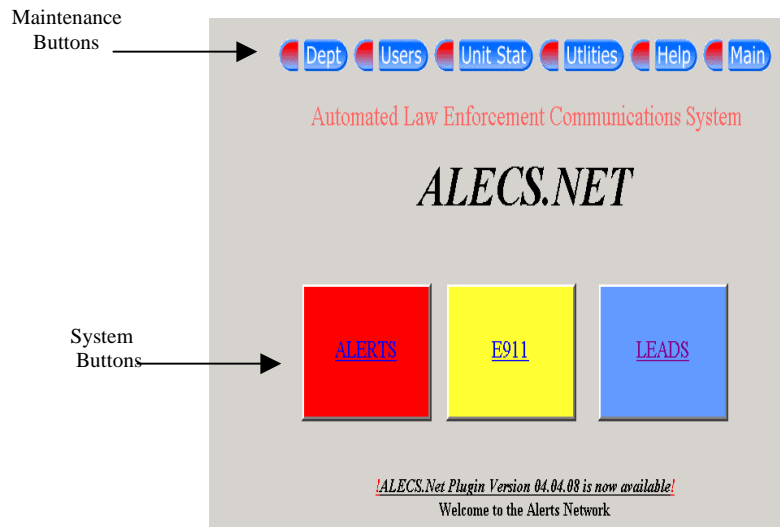
System Buttons

Provides a complete interface with ALERTS that gives users the ability to send messages to ALERTS devices or perform various inquiries into the ALERTS database.
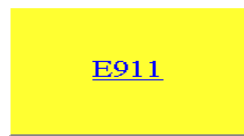
Provides an interface to E911 that displays all ANI/ALI information received by an answering position.

Provides a complete windows interface to LEADS, allowing users to perform multiple LEADS transactions within seconds.
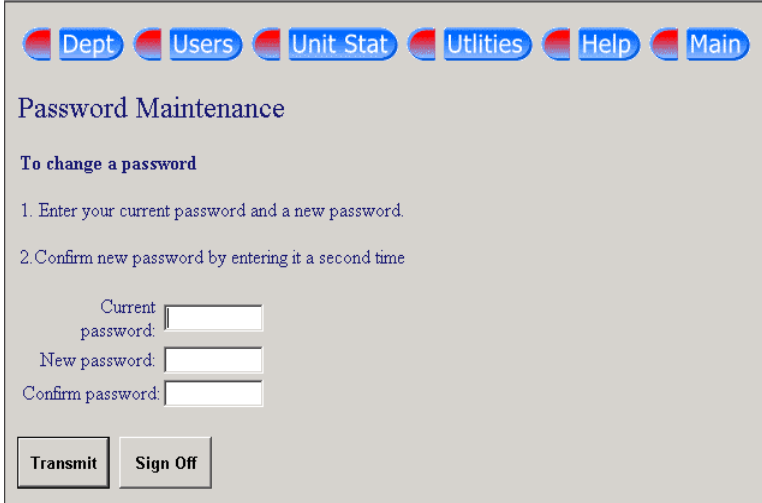
Changing Your Password

By default, the managers password is automatically set to MGRxxx, where xxx is your department ID. Managers are encouraged to change their password immediately. ALECS passwords can be any combination of letters and numbers up to 10 characters in length. When selecting a password, avoid common phrases, phone numbers, names, birthdays, or anything that can be easily guessed.

Passwords should be memorized and never written down. If you forget your password, contact the Authority's computer center at 312-793-8966.

To change your password

1.   Click

2.   Select Password from the pull-down menu.

3.   Enter your current password. For privacy, you'll see asterisks in place of the letters.

4.   Enter a new password.

5.   Enter the new password a second time for confirmation.

6.   Click to send the new changes.

7.   You will receive a message 'password changed successfully'.
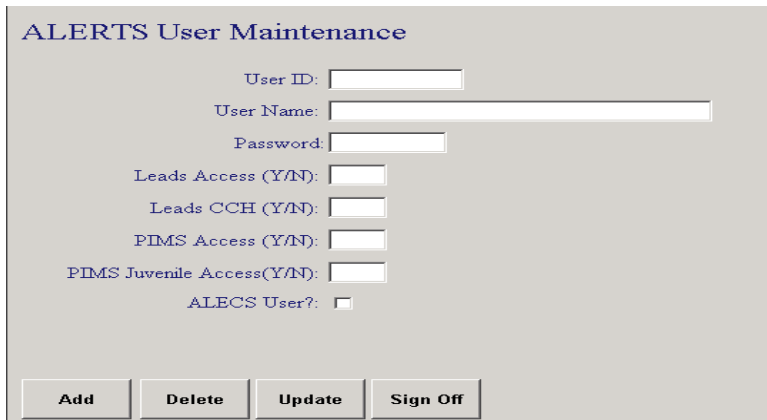
2 - Maintenance

You can access the Maintenance module only by signing on to ALECS using your manager's user ID and password. The maintenance module allows you to add, update or delete information such as Users and Department information.

After ALECS is installed, you must add each of your agency's users to the system. Before you begin, you should have the following information ready for each user:
- The full name of the user who will be added to the system
- The User ID (such as a badge number or employee number)
- The User name (a single name recognized by the system)
- Capabilities (what features the user will be allowed to use)

To add users

1.   Click from the main application window.

2.   Select ALERTS User Maintain from the drop-down menu.
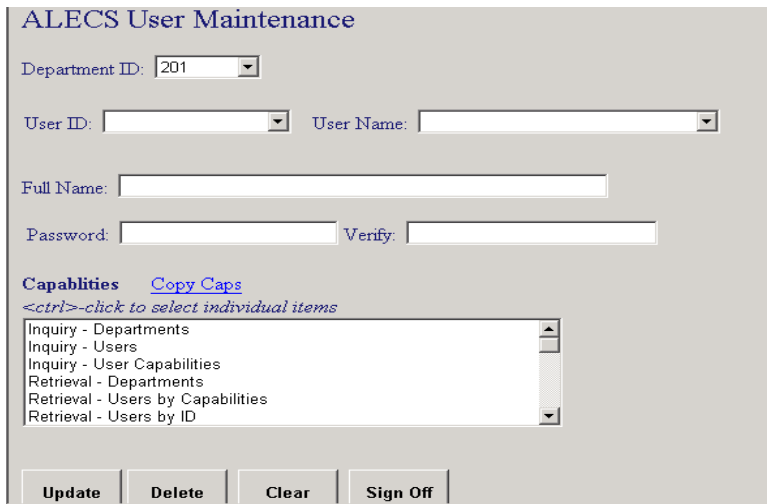

3.   Enter the User ID, User Name, password and enter a Y or N to give the user access to each system. To assign a user to ALECS, you must check the ALECS User box.

4.   Click to add the user to the system.
     Important! You are not done yet! You must still assign capabilities to the new user.

To assign user capabilities

1.   Click   **Users**   from the main application window.

2.   Select ALECS User maintain from the drop-down menu.
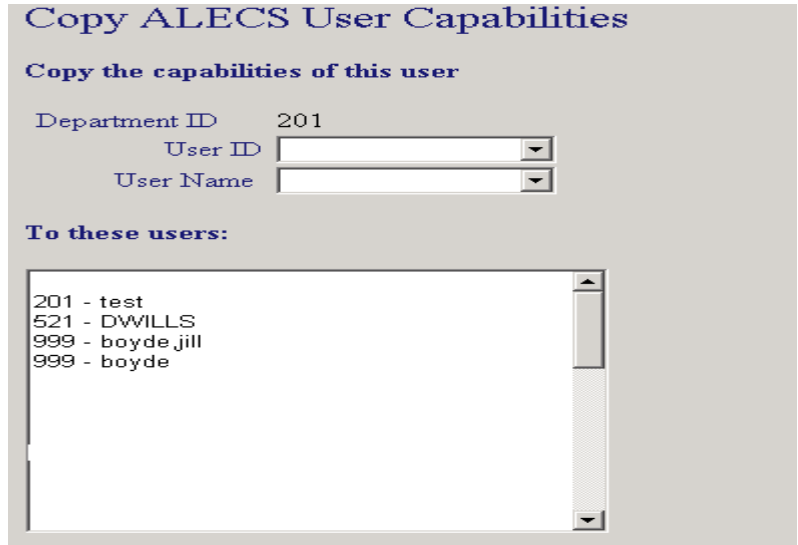
3.   Select the User ID or User Name from the drop-down menu.

4.   Hold the control button and click each capability you want to assign to the user.

5.   When you are finished, click Update. You may now add another user. If several users will have the same capabilities, use the Copy Capabilities command.
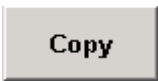
To copy user capabilities

1.   Click the Copy Caps Hyperlink in the Capabilities section.

2.   From the drop-down menu, select the user with the capabilities you want to copy. In the 'To these users' section, select the users to whom you want to assign the same capabilities.

3.   Click **Copy** or **Select All** to copy the capabilities to every user within the list.

To delete a User

1.   Click User

2.   Select ALECS User maintain

3.   Display the user information you want to delete.

4.   Click **Delete**
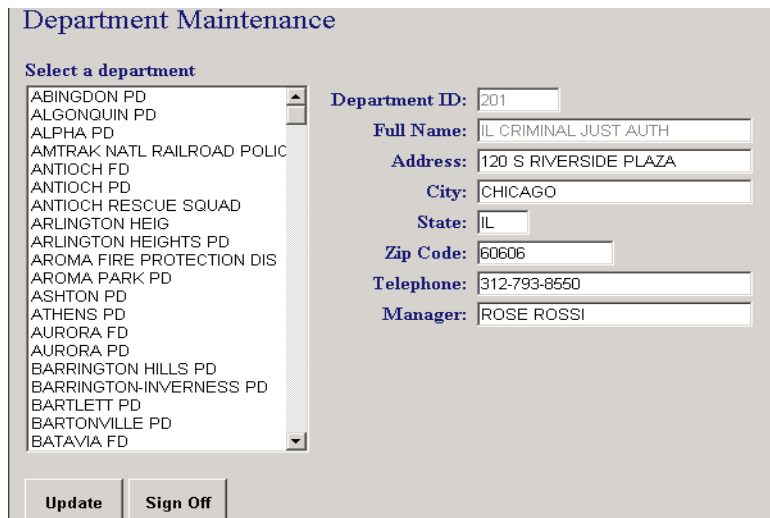
Department Maintenance

ALECS allows you to update your department's information, such as the address, phone number or manager's name.

To update department information

1.   Click

2.   Select Maintain from the drop-down menu.

3.   Select your department from the list. Information about your department is automatically displayed on the right.

4.   If your department information needs to be changed, click the appropriate box and edit the information.

5.   Click to save the changes.

3 - ALERTS
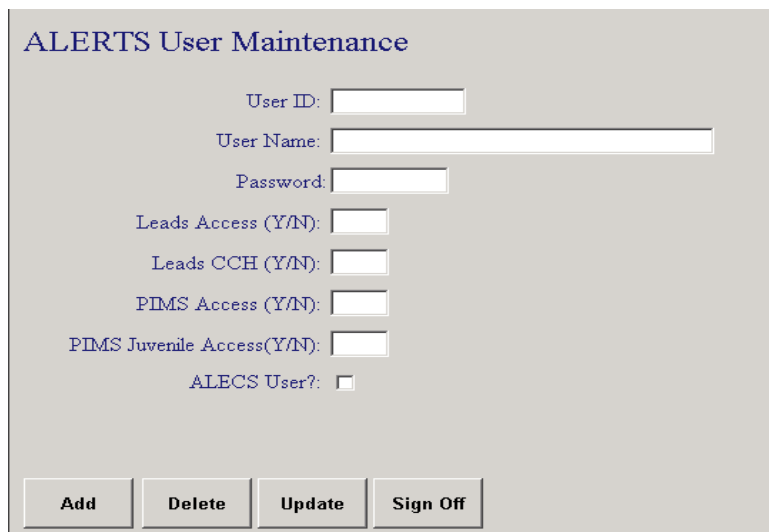
The ALERTS module offers the abilities to send messages to ALERTS devices and to perform various inquiries into the ALERTS database.

Maintaining Users & Units

You can still add, update, or delete users and units at your agency at an ALERTS device, but ALECS.Net offers a more convenient way to perform ALERTS user and unit maintenance functions.

To add users

1. From the ALECS.Net main window, click **Users > ALERTS user maintain**

2. The User Maintenance dialog box displays.

3. Enter the User ID and User Name.

4. Assign user access to each system (LEADS, LEADS CCH, PIMS Juvenile) by entering a *Y* or *N* in each box.

5. Click [Add] to add user to the system.

To update or delete users

1. From the ALECS main window, click **Users > ALERTS User Maintain**

2. Enter the User ID of the user you want to update or delete.

3. Do one of the following:

   - *If you are updating a user's information*, enter data in the appropriate fields and click Update

   - *If you are deleting a user,* click Delete and click Yes to confirm the deletion.

To add units

1. From the ALECS main window, click **Users > Unit Maintain**

2. Enter the Unit number.

3. Click

To delete units

1. From the ALECS main window, click **Users > Unit Maintain**

2. Enter the Unit number.

3. Click

4 - Message Logging

ALECS managers can log their department's interdepartmental ALERTS messages through ALECS.Net.

Important: To do this, you must be signed on as manager.

To log messages

1. Log onto ALECS.Net as MGRxxx, where xxx is your department ID.

2. From the ALECS main window, click **Utilities > Logging**

3. Choose which type of messages that you want to view.

Car to Car	Local, foreign and regional messages sent from signed on units in your agency to other ALERTS units signed on
Car to Station	Messages sent from a signed on unit in your agency to a signed on station MDT or participating ALECS agency.
Station to Station	Messages sent from ALECS agencies or signed on station MDT's to other ALECS agencies or signed on station MDT's.
Station to Car	Messages sent from ALECS workstations or signed on station MDT's to signed on ALERTS units.

Message Logging (continued)

4.   Choose which date or date range of messages you want to view. Dates can be entered in MM/DD/YYYY format.

5.   Click [Create]

> **ALERTS Messages**
>
> **ALERTS Department ID**
>
> 201
>
> **Car to Car**
>
> From: MGRBRN   To: MGRBRN
> TEST MESSAGE
>
> Unit: MGRBRN 14:43   6/11/2004 2:43:53 PM
>
> Ofc: MGRBRN - MGRBRN
>
> **Car to Car**
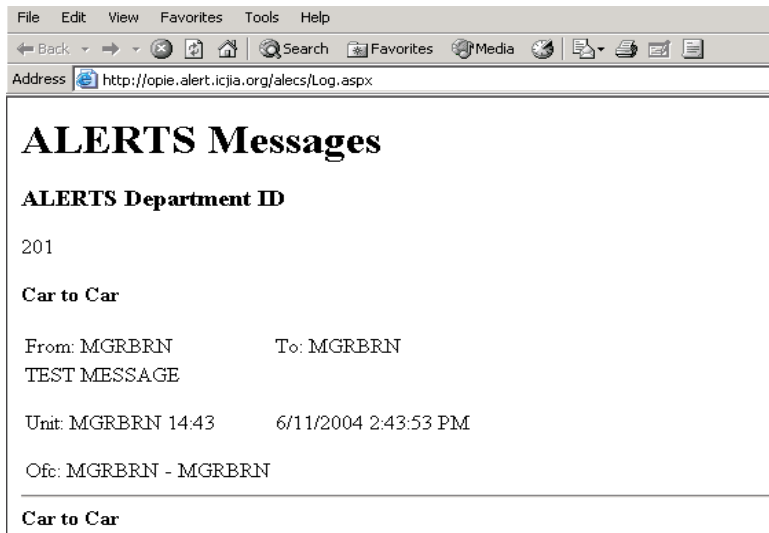
6.   A separate window displaying the selected messages will appear. Use the File menu to Print the currently displayed messages, change the Printer Setup or Exit the ALERTS messages window.

Support, Troubleshooting, and Upgrading

*If you have a problem with ALECS.Net, and you cannot resolve it, call the Authority's computer center at **312-793-8966** for assistance. Our computer center is staffed 24 hours a day, 7 days a week.*

Phone Support

When you phone our support center, your call is logged into the system. Most questions are answered immediately. However, if a question requires more research, the call will be escalated and routed appropriately for handling.

Intranet Support

If you have Internet access, you can post questions and find answers to frequently asked ALECS questions on our Web site at
http:alertshelp@icjia.state.il.us

ALECS.NET Departments

ID	Department Name	ID	Department Name
201	Il Criminal Justice Authority	557	Vermillion County SPD
220	Hillside PD	559	Crystal Lake PD
227	Glenview PD	573	Fox Lake PD
232	Streamwood PD	574	Norridge PD
235	Lincolnshire PD	581	Stone Park PD
236	Wheeling PD	587	Lake Bluff PD
239	Wilmette PD	591	Rosemont PD
241	Berkeley PD	593	Barrington Hills PD
242	Lincolnwood PD	597	Kane County Court Services
247	Lake In the Hills PD	959	Quadcom Central Dispatch
248	Hazel Crest PD		
261	Kenilworth PD		
266	Algonquin PD		
268	Hoffman Estates PD		
271	Joliet PD		
274	Westchester PD		
280	Round Lake Beach PD		
288	Huntley PD		
292	Harvey PD		
298	Buffalo Grove PD		
318	Winnetka PD		
320	Brookfield PD		
323	Lyons PD		
328	La Grange Park PD		
331	Palatine PD		
344	Countryside PD		
353	Burbank PD		
356	Hickory Hills PD		
360	Hodgkins PD		
361	Summit PD		
363	Galesburg PD		
368	Cook County SPD		
370	Park Forest PD		
385	Chicago Heights PD		
396	Cicero PD		
398	Elk Grove Village PD		
399	Mc Cook PD		
402	Sauk Village PD		
407	Mt. Prospect PD		
415	Schaumburg PD		
418	Bartlett PD		
421	Stickney PD		
424	Northwestern University PD		
428	Prospect Heights PD		
448	Steger PD		
452	So Dekalb Co		
454	Kane County States Attorney		
475	Woodstock PD		
477	Metro Water Rec Dist PD		
479	Arlington Heights PD		
483	Lynwood PD		
486	Knox County SPD		
495	Harvard PD		
552	Indian Head Park PD		

Glossary

ALECS	Automated Law Enforcement Communications System
ALERTS	Area-Wide Law Enforcement Radio Terminal System
ALERTS Module	ALECS component used for sending messages to ALERTS devices and inquiring to the ALERTS database.
Inbound Message	A message received by the ALECS system. Inbound Messages are always read in the Inbound Message window.
ISU	Information Systems Unit of the Illinois Criminal Justice Information Authority. The ISU develops, maintains, and supports ALECS, ALERTS and PIMS.
LEADS	Law Enforcement Agencies Data System.
Module	An application that runs within another application. ALERTS, and PIMS are modules within ALECS.
Solicited Messages	Messages received in the Inbound Message window.
Unsolicited Messages	Messages received in the Inbound Message window which were not specifically requested (Broadcast Messages, Missing Persons, etc.)