



Axon Citizen Guide

Early Access Version
Document Revision: A

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Welcome!

Thank you again for joining the Axon Citizen Early Access Program. For too long, agencies have struggled to securely receive evidence from the community and determine what content is useful for an investigation. Now, Axon Citizen makes it easier for citizens to submit photos and videos of an incident and for your agency to manage that media in Evidence.com, helping lead to more prosecutions.

Being a part of our Early Access Program is an opportunity to help shape the direction of the product. We ask that you send weekly feedback to citizen-feedback@axon.com. Let us know the good and the bad!

Overview of Functionality

1. This Axon Citizen early access trial project only supports one-on-one invitations to citizens for submitting files to your agency.
2. Submissions for this trial are automatically accepted as evidence for your agency. The owner of the evidence is the officer that sent the invitation.
3. Audit trails are recorded for user, evidence, and portal actions. Note: Portal audit trails are not yet accessible during this trial.
4. When searching for evidence, you can find Citizen evidence by filtering with the **AXONCitizen** tag.
5. By default, the Evidence Title contains the name and phone number of the citizen that uploaded the file.
6. Citizen evidence will be included in Evidence Created and Evidence Deleted reports.
7. To prevent spam, each one-on-one invitation may only be used for one submission.
8. Improvements coming in the next few weeks:
 - Confidential submissions
 - Virus scanning

Enabling Axon Citizen Permissions

Before users can send individual invitations, agency Evidence.com administrators must enable the Individual Invite permission for all Roles that will use Axon Citizen.

1. On the menu bar, click **Admin** and then under Agency Settings, click **Roles & Permissions**.

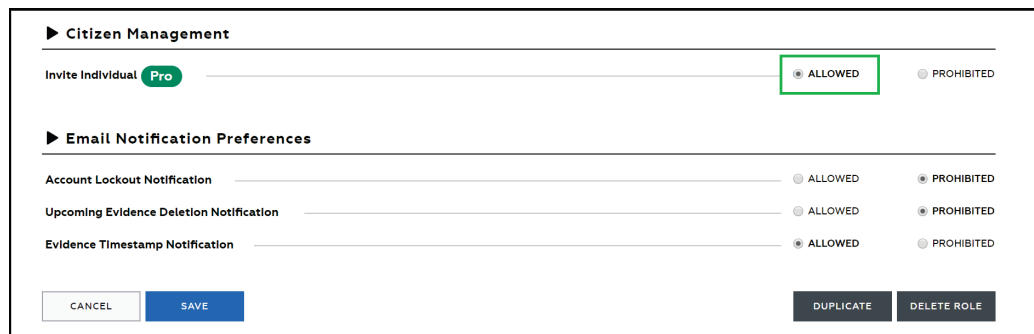
The Roles & Permissions page lists available roles in alphabetical order.

2. Click the edit icon (✎) on the same line as the role that you want to edit.

The Configure Role page lists the permissions and their settings for the role.

3. Scroll down to the Citizen Management section and select **Allowed** for the Invite Individual permission.

Note: This permission is set to **Allowed** by default for the pre-configured Admin role.



The screenshot shows the 'Configure Role' interface. Under the 'Citizen Management' section, the 'Invite Individual' permission is highlighted with a green box and set to 'ALLOWED'. Below this is the 'Email Notification Preferences' section, which includes three notification settings: 'Account Lockout Notification' (set to PROHIBITED), 'Upcoming Evidence Deletion Notification' (set to PROHIBITED), and 'Evidence Timestamp Notification' (set to ALLOWED). At the bottom, there are buttons for 'CANCEL', 'SAVE', 'DUPLICATE', and 'DELETE ROLE'.

4. When you have finished editing the role, scroll to the bottom of the page and then click **Save**.

Evidence.com immediately begins enforcing the changes to permissions that you made.

Instructions for Evidence Collectors

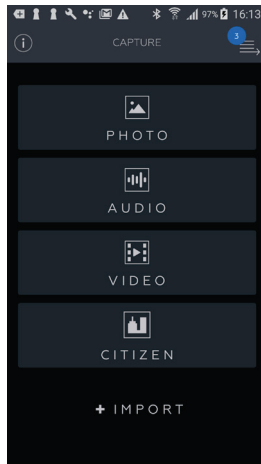
There are two ways to send upload invitations, using Axon Capture and using Evidence.com.

Using Axon Capture to Send an Upload Invitation

Important: Before using you must upgrade your Axon Capture app to version 3.4.4. You may have to log out of the app and then log back in for the new Axon Citizen button to appear.

1. Open the Axon Capture app.

2. Go to the Capture screen and tap **Citizen**.

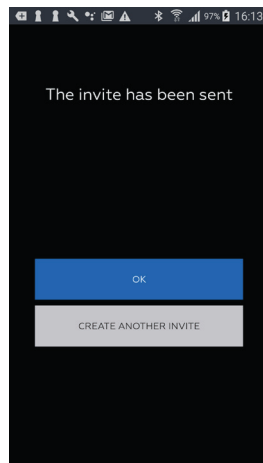


3. On the Invite Individual screen, enter the Incident **ID** or NA, as required by your agency.

4. Add Categories as needed.
5. Select the country code and enter the **Phone Number** for the citizen submitting items.
6. Optionally, enter the name and birth date information for the citizen.
7. Tap **Send**.

The SMS message is sent to the phone number. The message contains a one-time use link to a website where the citizen can upload video, photo, and audio files for submission.

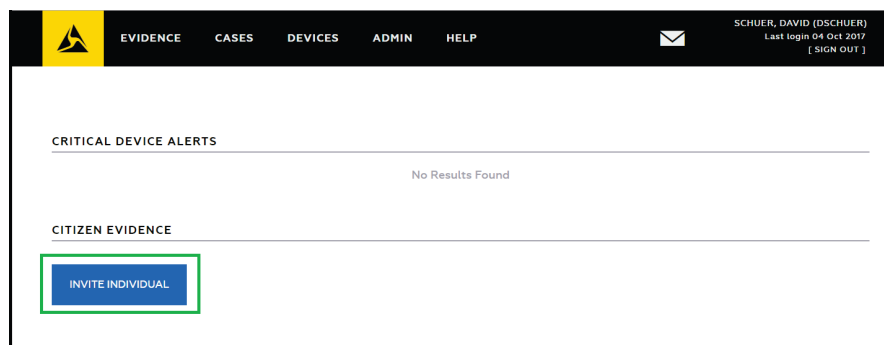
8. On the Invite Sent screen, you can:



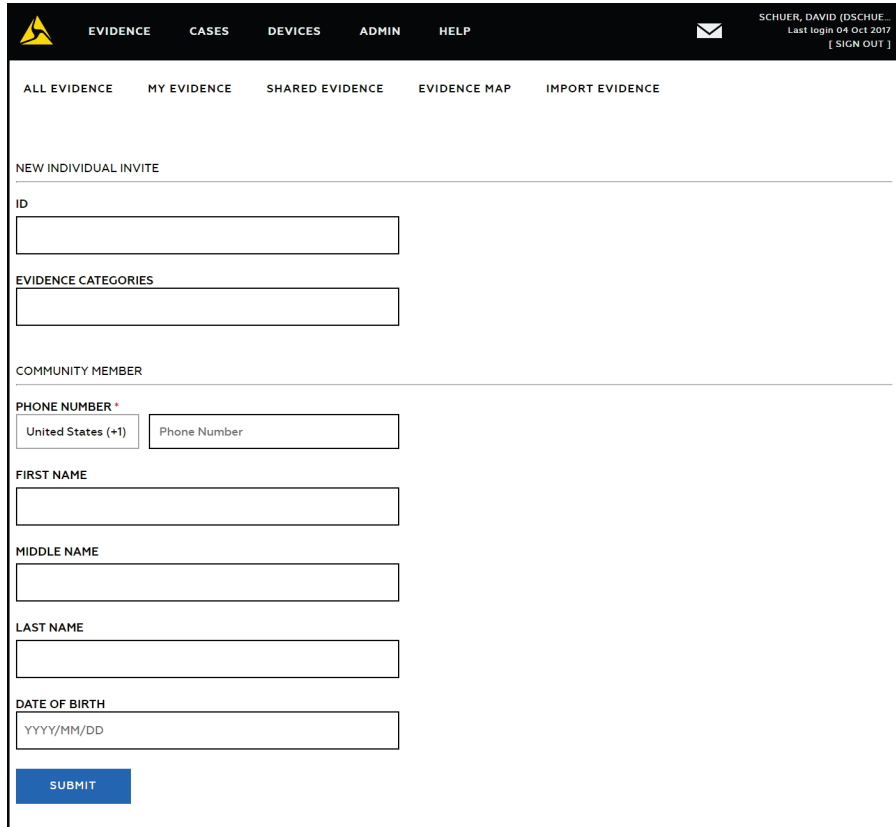
- Tap **OK** to return to the Capture screen.
- Tap **Create another invite** to use the same Incident ID and Categories for a new upload invitation. Repeat steps 5 - 7 to send a new invitation.

Using Evidence.com to Send an Upload Invitation

1. Sign in to your Evidence.com account.
2. On the Dashboard page, under Citizen Evidence, click **Invite Individual**.



3. On the Individual Invite page, enter the **ID** or NA as required by your agency.



The screenshot shows the 'NEW INDIVIDUAL INVITE' form in the Axon Citizen interface. The top navigation bar includes 'EVIDENCE', 'CASES', 'DEVICES', 'ADMIN', and 'HELP'. The user is logged in as 'SCHUER, DAVID (DSCHUE...)' with a last login of '04 Oct 2017' and a '[SIGN OUT]' link. The form has a sidebar with links: 'ALL EVIDENCE', 'MY EVIDENCE', 'SHARED EVIDENCE', 'EVIDENCE MAP', and 'IMPORT EVIDENCE'. The main form fields are: 'ID' (text input), 'EVIDENCE CATEGORIES' (text input), 'COMMUNITY MEMBER' (checkbox), 'PHONE NUMBER' (with a dropdown for 'United States (+1)' and a text input for 'Phone Number'), 'FIRST NAME' (text input), 'MIDDLE NAME' (text input), 'LAST NAME' (text input), and 'DATE OF BIRTH' (text input with a placeholder 'YYYY/MM/DD'). A blue 'SUBMIT' button is at the bottom.

4. Add **Categories** as needed.
5. Select the country code and enter the **Phone Number** for the citizen submitting items.
6. Optionally, enter the name and birth date information for the citizen.
7. Click **Submit**.

The SMS message is sent to the phone number. The message contains a one-time use link to a website where the citizen can upload video, photo, and audio files for submission.

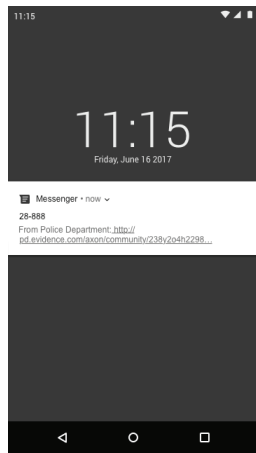
8. Click **Done** in the Successfully Created Portal dialog box to return to the Individual Invite page.

What Citizens See

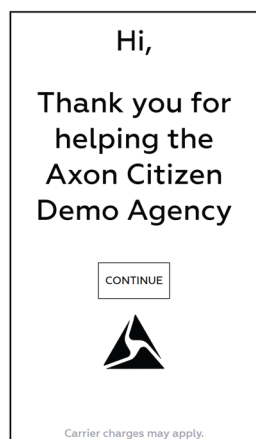
This section provides information on what citizens see on their phones.

Note: The images below are examples from the Axon Citizen Demo Agency. In the final implementation, your agency name and (coming later this year) logo, as it appears in your Evidence.com account, is used in place of the Axon name and logo.

- After the invitation is sent, the citizen receives the SMS text message on their phone with the link. Tapping the link takes them to a website where they can upload files.

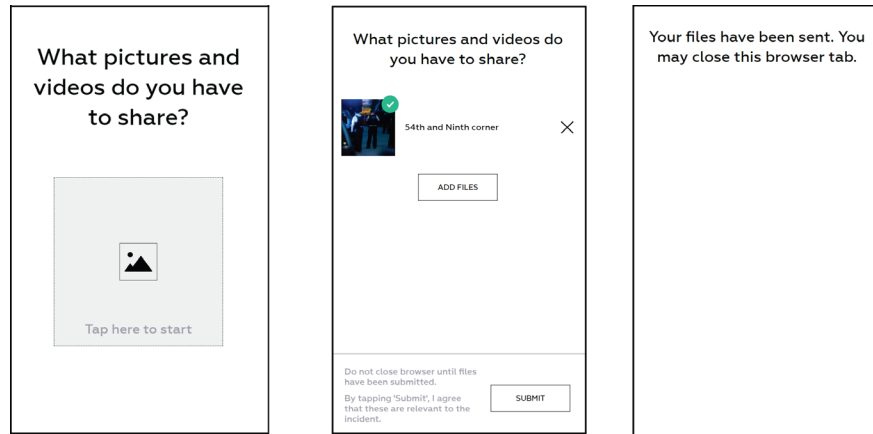


- The first screen welcomes them. If a name was entered in the invitation, the first name is used on this screen. Tapping **Continue** takes them to the upload screen.



- From the upload screen, the citizen can add files for uploading. They also have the option of adding a caption for the file. More files can be added by tapping **Add Files**. After the citizen has added all their files and the files are uploaded to the website,

they tap **Submit** to transfer the files to your agency's Evidence.com account and then can close their browser.



Known Issues

- If the citizen tries to upload the same file multiple times, the duplicate files will not be added to your Evidence.com account. This is by design to avoid spamming, but we wanted to call your attention to this in case you wonder why some test files you try to upload do not appear.
- Virus scanning will not be activated for a few more weeks. It's currently running in the background to allow us to validate its performance before full deployment.
- Photos and videos uploaded in portrait mode are presented sideways in Evidence.com. This is just a bug in how we present the files and not an issue with the underlying file itself. We expect to have the photo display resolved soon and the video display resolved later this year.
- We are not yet displaying date of birth on the Evidence Details page.