



# **Los Angeles County District Attorney's Office**

Evidence.com  
FAQ & Reference Information

Version 1.0  
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# Frequently Asked Questions

## **What is Evidence.com?**

Evidence.com is a cloud-based system that allows users to store, access, and share digital evidence.

## **Who uses Evidence.com?**

Evidence.com was originally created for use by law enforcement agencies, but has recently been made available for prosecutors' offices as well. Each agency has its own unique Evidence.com account, accessible only to members of that agency, from which evidence can be shared with other accounts.

## **How do I sign up?**

DDAs will receive email invites from their Evidence.com administrator. Click the first link in the e-mail and follow the prompts to register your account and enter your username ("e", followed by your six-digit employee number; e.g., e123456). DDAs will be prompted to choose a password and security questions/answers.

## **How do I access LAPD's body camera videos on the LADA account?**

LAPD Detectives will compile all video captured at a particular incident into a "Case" within Evidence.com. Once a Case is packaged, it can be shared with the LADA account. You will be able to search for the Case, and any evidence associated with it, once the Case has been accepted into the LADA account. The acceptance process is currently being handled by LADA supervisors.

## **Am I limited to viewing only the videos LAPD shares with my particular unit?**

No, DDAs have the ability to search for and view all shared videos. However, DDAs have been directed to view a video only if there is a business need to do so.

## **How do I search for a Case?**

All shared Cases will receive a unique DR number. You can access a case by entering its DR number into the "ID" search bar located under the tab labeled "Cases."

## **How do I search for individual videos within a Case?**

Just as Cases are labeled with DR numbers, each of the videos comprising the case receives an Incident number. You can use an Incident number to locate a video by entering it into the ID search bar located under the Evidence tab.

# Frequently Asked Questions

## **Who labels videos and Cases?**

Officers in the field use an agency-issued phone equipped with the Axon Mobile app to view any videos captured by their body-worn cameras and label each video with the Incident number.

## **Will DDAs have permission to delete video evidence?**

No. DDAs will not have permission to delete.

## **What is an audit report?**

Evidence.com creates an audit report for all Cases and videos in order to preserve a record of when and by whom any video has been shared, downloaded, opened, or viewed.

Once the LAPD shares a piece of video evidence or Case with the LADA, a new, unique audit trail begins in the LADA's Evidence.com account, independent of the audit report generated on the LAPD's system. If a DDA downloads an individual video or Case of videos, actions taken on the downloaded evidence will no longer appear in the audit trail since the evidence has been exported from the Evidence.com account.

## **How long is evidence stored in Evidence.com?**

Currently, all evidence shared with the LADA account is stored indefinitely.

## **Can I burn evidence onto a disk for use in court?**

Yes, it can be burned to a disk. However, DDAs have been directed to avoid burning disks for defense discovery.

## **How is evidence shared with the defense attorney?**

DDAs will share evidence through a download link (see attached illustration). The defense attorney will be sent an email with a hyperlink that prompts the evidence to download as a zip file onto his/her computer. To keep track of what has been shared and downloaded, a Case audit report within Evidence.com includes details of when a Case, or an individual video within a Case, is shared and when it is downloaded by the defense attorney.

## **Can I edit a video?**

Select Evidence.com licenses have the ability to redact videos within the Evidence.com media player. Once a video is redacted, the DDA can download or share the redacted video, or he/she can revert back to the original video. Edits made to a video will never alter the original copy of the video.

## **Frequently Asked Questions**

### **How do I know that the video in the LADA's instance of Evidence.com is an exact copy of the original video uploaded from the officer's body camera?**

Each video is validated as it is transferred from the camera loading Dock to Evidence.com. The video is transferred in blocks that are individually fingerprinted using standard forensic hashing (SHA-1) to ensure the video is not altered, even if the upload process is temporarily interrupted. At the conclusion of the upload process, the fingerprint for the entire video file is validated using the SHA-1 hash to ensure the video received by Evidence.com matches the video being sent from the camera.

Every piece of digital evidence stored on Evidence.com includes a robust audit log. The audit log includes the fingerprint (SHA-1 hash) for the digital evidence file. The fingerprint (SHA-1 hash) of a downloaded file can be re-calculated, and then compared to the fingerprint listed in the audit log to validate that the video file is complete and un-altered.

### **How do I try out the functions of Evidence.com?**

To try out the functions of Evidence.com, DDAs may only use the two test videos with "foot pursuit" in the title, uploaded to the system on October 7, 2014. To locate the test videos, click on the "EVIDENCE" button, then "ALL EVIDENCE" and then type "foot pursuit" in the "TITLE:" search box. You should get two search results. Confirm that the videos you are testing were uploaded to the system on October 7, 2014.

Remember that the other videos in the system are actual evidence and may only be viewed if there is a business need to do so.

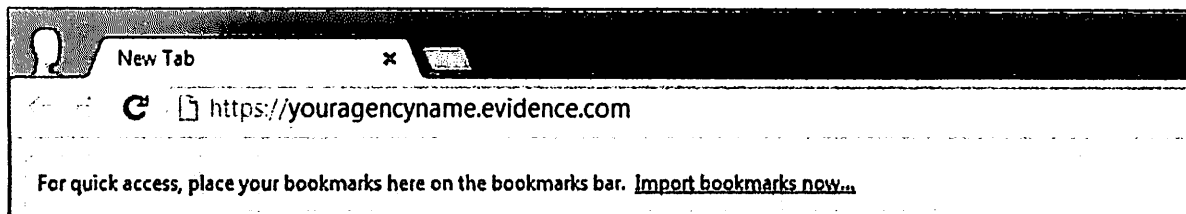
### **How do I get help with Evidence.com questions?**

For any technical issues, you can reach an Axon representative at (800) 978-2737.

For any user account issues, you can call the DA Systems Help Desk at (562) 403-6562.

## Logging In To Evidence.com

1. In a web browser, go to your agency's unique URL: **https://lada.evidence.com**



2. In the **Username** and **Password** boxes, type the required information.
3. Click **Sign In**.
4. If the system challenges you for a security code or answers to your security questions, enter the required information and then click **Sign In** again.

## Search for a Case

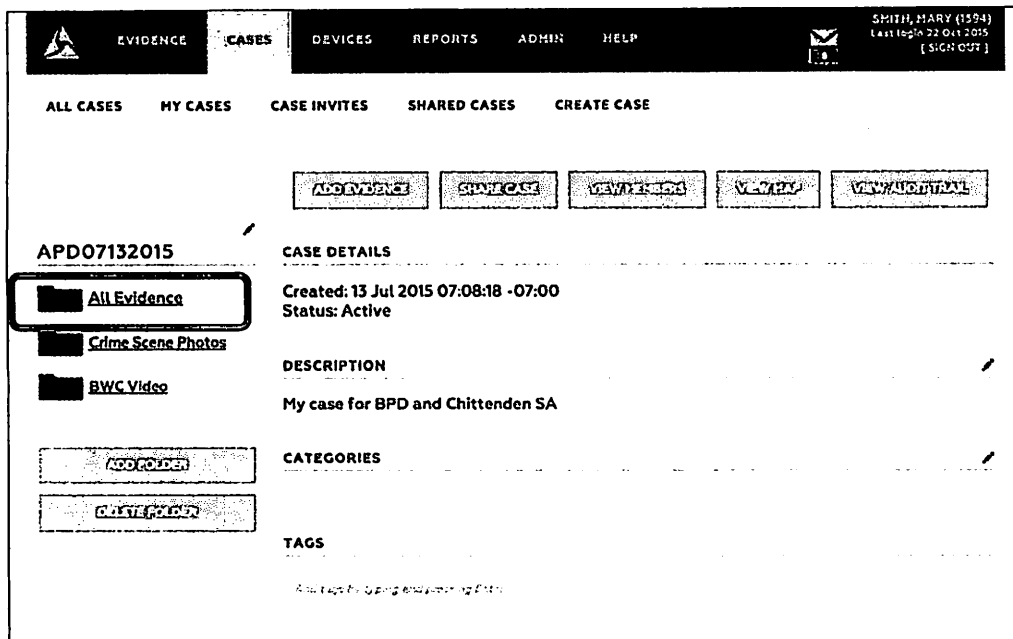
1. On the menu bar, click **Cases**.

ID	CATEGORY	STATUS	CREATE DATE	LAST UPDATE DATE	OWNER	ACTIONS
2112	Use of Force	Active	15 Jun 2015 - 16:12:00	08 Jul 2015 - 16:11:17	Carpenteria Soledad	✖
2217	Pending Review	Active	19 May 2015 - 12:42:42	26 May 2015 - 15:19:03	Carpenteria Soledad	✖

2. You can search for specific cases by entering the Case **DR Number**, **Tag**, or name of the **Owner** and clicking the **Search** button.
3. You can also search for cases using the additional search options such as, the **Create** or **Last Update Date** range, **Flagged** or **Unflagged**, **Category**, or **Status**.
4. If you want to view and save the displayed results in PDF format, click **Export**.

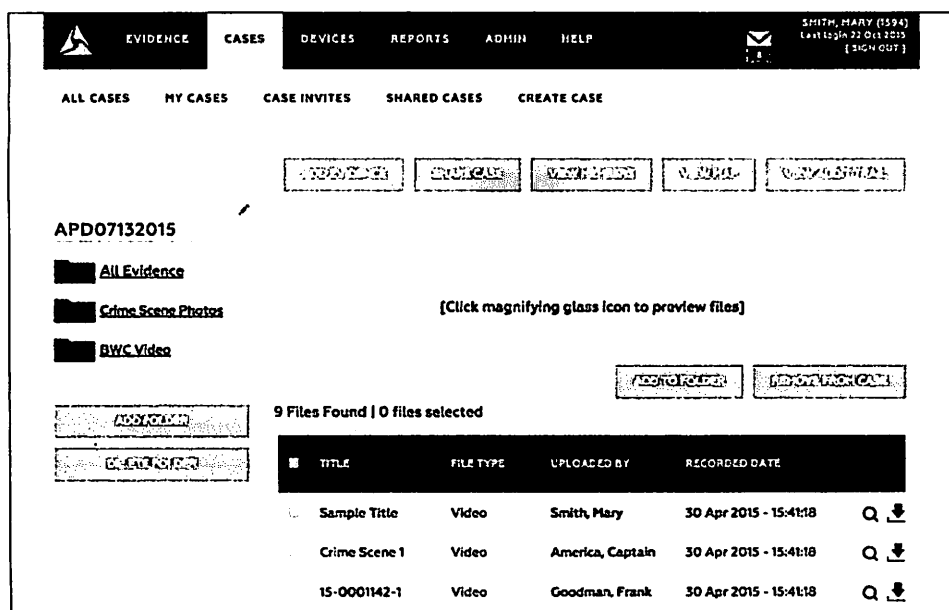
## View Case Evidence

1. Under the Case ID on any Case page, click **All Evidence** to view all of the videos associated with your Case. The evidence list will appear.



The screenshot shows the 'View Case Evidence' page for case APD07132015. The sidebar on the left has 'All Evidence' selected. The main area displays case details: 'Created: 13 Jul 2015 07:08:18 -07:00', 'Status: Active', and 'DESCRIPTION: My case for BPD and Chittenden SA'. There are also buttons for 'ADD EVIDENCE' and 'CREATE EVIDENCE'.

2. To view a specific file, click the  (magnifying glass) icon to the right of the evidence title.



The screenshot shows the 'View Case Evidence' page for case APD07132015, displaying a list of 9 files found. The table below lists the files:

TITLE	FILE TYPE	UPLOADED BY	RECORDED DATE
Sample Title	Video	Smith, Mary	30 Apr 2015 - 15:41:18
Crime Scene 1	Video	America, Captain	30 Apr 2015 - 15:41:18
15-0001142-1	Video	Goodman, Frank	30 Apr 2015 - 15:41:18

3. To download an evidence file, click the  (download) icon.

- To open the evidence page for an evidence file, click the evidence file's title.

The screenshot shows the Evidence Management System interface. The top navigation bar includes tabs for EVIDENCE, CASES, DEVICES, REPORTS, ADMIN, and HELP. The user is logged in as SMITH, MARY (1554) with a last login of 22 Oct 2015. Below the navigation bar, there are links for ALL CASES, MY CASES, CASE INVITES, SHARED CASES, and CREATE CASE. The main content area displays a video player for a file titled 'Sample Title'. The video player shows a scene with a car and a person. Below the video player, there is a section for '9 Files Found | 0 files selected' with a table listing the files. The table has columns for TITLE, FILE TYPE, UPLOADED BY, and RECORDED DATE. The first row shows 'Sample Title' as a Video file uploaded by 'Smith, Mary' on '30 Apr 2015 - 15:41:18'.

TITLE	FILE TYPE	UPLOADED BY	RECORDED DATE
Sample Title	Video	Smith, Mary	30 Apr 2015 - 15:41:18

## Share a Case

- On the homepage, click on the **Cases** tab in the upper left corner of the screen.
- Select **All Cases** from the options that appear beneath the **Cases** tab.

The screenshot shows the Evidence Management System interface with the 'CASES' tab selected. The 'ALL CASES' link is highlighted. Below the navigation bar, there are links for ALL CASES, MY CASES, CASE INVITES, SHARED CASES, and CREATE CASE. The main content area displays a table of cases. The table has columns for ID, CATEGORY, STATUS, OWNER, TAG, and FLAGGED. The first row shows a case with ID 12345, Category Any, Status All, and Owner Any. Below the table, there is a section for '17 Cases Found | 11 files selected' with a table listing the files. The table has columns for ID, CATEGORY, STATUS, CREATE DATE, LAST UPDATE DATE, OWNER, and ACTIONS. The first row shows a case with ID 12345, Category None, Status Active, Create Date 27 Aug 2015 - 12:29:21, Last Update Date 27 Aug 2015 - 12:50:06, and Owner Krolkowski, Lisa.

ID	CATEGORY	STATUS	OWNER	TAG	FLAGGED
12345	Any	All			Any

ID	CATEGORY	STATUS	CREATE DATE	LAST UPDATE DATE	OWNER	ACTIONS
12345	None	Active	27 Aug 2015 - 12:29:21	27 Aug 2015 - 12:50:06	Krolkowski, Lisa	✖
12345	None	Active	27 Aug 2015 - 12:27:50	27 Aug 2015 - 12:27:50	Krolkowski, Lisa	✖
12345	None	Active	26 Aug 2015 - 14:14:52	26 Aug 2015 - 14:15:19	Krolkowski, Lisa	✖
12345	None	Active	26 Aug 2015 - 12:23:25	26 Aug 2015 - 12:23:59	Krolkowski, Lisa	✖

3. Enter the appropriate **Case DR Number** in the ID search field. Then click on the **DR Number** of the relevant search result.
4. Click **Share Case**.
5. A pop-up box will appear; select **Send Download Link** and click **Next**.

**Case Share**

☐ Add Agency Members [?]  
 ☒ **Send Download Link [?]**  
 ☐ Share With Partner Agency [?]

CANCEL
NEXT

6. Enter the required information in the fields for recipient e-mail address, number of days to access, and optional messages.

**Send Download Link**  
Send an email with a download link for the evidence included in this case.

Enter last name, first name, badge ID, or email address of user to share with

Shared Duration **3** days

OPTIONAL MESSAGE TO RECIPIENT(S)

☐ Include Audit Logs

SELECT PACKAGE TYPE

☒ ZIP  
☐ ISO

CASE EVIDENCE

off a use of force

CANCEL
SHARE

## Share a Video or a Group of Videos

1. On your Evidence.com homepage, click on the **Evidence** tab in the upper left corner of the screen.
2. Select **All Evidence** from the options that appear beneath the **Evidence** tab.
3. Enter the appropriate Incident number in the ID search bar and click **Search**.
4. Select the video(s) you wish to share from the results list and click **Share**.

20 Files Found   3 files selected										
PAGE LAYOUT Table 8										
<input type="checkbox"/>	ID	CATEGORY	TITLE	FILE TYPE	OWNER	UPLOADED BY	UPLOAD DATE	1 RECORDED DATE	STATUS	DURATION
<input checked="" type="checkbox"/>	123456	None	AJCM Film Video 2015-06-29 100642	Video	Krotkowsk, Lisa	Krotkowsk, Lisa	29 Jun 2015 - 15:25:02	29 Jun 2015 - 15:06:42	Active	1:39
<input checked="" type="checkbox"/>	123456	None	Clip	Video	Krotkowsk, Lisa	Krotkowsk, Lisa	19 Aug 2015 - 15:35:49	29 Jun 2015 - 15:07:28	Active	0:16
<input checked="" type="checkbox"/>	123456	Test Training	HR Training	Video	Krotkowsk, Lisa	Krotkowsk, Lisa	29 Jun 2015 - 15:24:43	29 Jun 2015 - 15:07:28	Active	1:22
			Search for 123456							
	123456	None	Flight	Video	Krotkowsk, Lisa	Krotkowsk, Lisa	17 Aug 2015 - 12:22:42	29 Jun 2015 - 15:07:28	Active	0:14
	123456	None	ClipTest	Video	Krotkowsk, Lisa	Krotkowsk, Lisa	17 Aug 2015 - 15:03:30	29 Jun 2015 - 15:07:28	Active	0:23

7. A pop-up box will appear; select **Send Download Link** and click **Next**.
8. Enter the required information in the fields for recipient e-mail address, number of days to access, and optional messages.

**Note:** Do not share videos from within the media player page. Doing so will not send a direct download link.



## Manual Redaction

Administrators and users with Redact permission can redact videos with the Manual Redaction tool by selecting objects that require masks.

1. On the **View Evidence** page, below the video player, click **Redactor**. The **Smart Tracker** and **Manual Redaction** buttons will appear below the Redactor tab. If any redactions already exist, they will be listed below the buttons.
2. Click **(Manual Redaction)**. The controls for editing a manual redaction appear below the media player. Evidence.com creates the first object for you. Within that object is one mask.
3. For each additional object that you want to redact, click **(New Redaction)**. Each new object appears at the bottom of the list of objects and contains one mask segment.
4. For each object, create mask segments and place the mask within each segment. Use as many mask segments as needed in order to redact the object. The following table lists the actions for configuring mask segments and masks.

5. When you have finished configuring the redaction, click **Done**. The Redactor tab reappears. The new manual redaction appears in the list of redactions.
6. To change the title or description of the redaction, in the list of redactions, click the **redaction**, click **(edit)**, type the new title or description in the corresponding box, and click **(save)**.

### Actions for Mask Configuration with Basic Redaction

Action	Method
Add a mask segment to an object	At the right end of the object, click  .
Delete a mask segment from an object	At the right end of the mask segment, click  .
Move a start or end mask segment handle	<ol style="list-style-type: none"> <li>1. On the mask timeline, hover the mouse pointer over the mask segment handle that you want to move.</li> <li>2. Press and hold the mouse button.</li> <li>3. Drag the handle left or right, as needed.</li> <li>4. Release the mouse button.</li> </ol>
Move both mask segment handles together	<ol style="list-style-type: none"> <li>1. On the mask timeline, if the area between the mask segment handles is not blue, click between the handles.</li> <li>2. Hover the mouse pointer over the blue area between the start and end handles.</li> <li>3. Press and hold the mouse button.</li> <li>4. Drag the handles left or right, as needed.</li> <li>5. Release the mouse button.</li> </ol>
Move a mask frame in a mask segment	<ol style="list-style-type: none"> <li>1. If the mask segment is not blue, click the mask segment in order to ensure that you are moving the correct mask frame. In the player, the frame for the selected segment is red.</li> <li>2. In the media player, click the mask frame in order to select it.</li> <li>3. Click and hold the frame, avoiding the handle at the lower-right corner of the frame.</li> <li>4. Drag the frame to the desired location.</li> <li>5. Release the mouse button.</li> </ol>
Shape a mask frame	<ol style="list-style-type: none"> <li>1. Click the mask segment in order to ensure that you are shaping the correct mask frame. In the player, the frame for the selected segment is red.</li> <li>2. At the lower-right corner of the frame, click and hold the handle.</li> <li>3. Drag the corner to where you want it.</li> <li>4. Release the mouse button.</li> </ol>