

# RESOLVER

## PERSPECTIVE iOS APP GUIDE

Version 2.3

June 2015

Perspective by Resolver™

Version 2.3

Printed June 2015

Copyright © 2015 Resolver Inc. and its licensors. All rights reserved.

Resolver, the Resolver logo, Perspective by Resolver, the Perspective by Resolver logo, Perspective by Resolver, the Perspective by Resolver logo, Perspective Focal Point, and the Incident management from every angle logo are trademarks or registered trademarks of Resolver Inc. Information in this document is subject to change without notice.

Companies, names, and data used in the examples herein are fictitious unless otherwise noted.

Although every precaution has been taken in preparation of this document, Resolver Inc. assumes no responsibility for errors or omissions.

Neither is any liability assumed for damages resulting from the use of the information contained herein.

Permission to modify and distribute this document strictly for the purpose of internal user training is hereby granted, provided that it is made evident the document has been modified, and that all copies contain all proprietary notices set forth in or on the original version.

Resolver Inc. assumes no responsibility for errors or omissions resulting from the modification of this document. Resolver Inc. expressly waives all liability assumed for damages resulting from the modification of the information contained herein. Notwithstanding the permission granted herein, no part of this document may otherwise be reproduced, transmitted, disseminated or distributed, in any form or by any means, electronic or mechanical, for any other purpose, without the express written permission of Resolver Inc.

Adobe, the Adobe logo, Acrobat, and Reader are trademarks or registered trademarks of Adobe Systems Incorporated in the United States and other countries.

Apple, the Apple logo, iPad, iPhone, iPod, iPod touch, and iTunes are trademarks of Apple Inc., registered in the U.S. and other countries.

App Store is a service mark of Apple Inc.

BlackBerry, SureType, SurePress, and related trademarks, names, and logos are the property of Blackberry Limited and are registered and/or used in the U.S. and countries around the world.

Brivo ACS WebService is a registered trademark of Brivo Systems LLC.

dtSearch is a registered trademark of dtSearch Corp.

Google, Google Chrome, and Android are trademarks or registered trademarks of Google Inc.

i2, the i2 logo, and i2 Analyst's Notebook are registered trademarks of IBM Corporation.

Identity Resolution Engine (IRE) is a trademark of Infoglide Software Corporation.

IDV Solutions and Visual Command Center are trademarks or registered trademarks of IDV Solutions, LLC.

Lenel, the Lenel logo, OnGuard, and the Lenel OpenAccess Alliance Program (OAAP) are trademarks or registered trademarks of Lenel Systems International Inc.

Microsoft, Windows, Windows Vista, Windows Server, SQL Server, Access, Internet Explorer, Excel, PowerPoint, Outlook, Active Directory, Visual Studio, Visual Basic, the Office logo, .NET logo, and Microsoft Gold Independent Software Vendor (ISV) Partner logo are trademarks or registered trademarks of Microsoft Corporation in the U.S. and other countries.

MIR3 is a service mark of MIR3, Inc. inAccountPortal, inTechCenter, inAlertCenter, inEnterprise, and Intelligent Notification are trademarks or registered trademarks of MIR3, Inc.

Mozilla, the Mozilla logo, Firefox, and the Firefox logo are trademarks or registered trademarks of the Mozilla Foundation.

QlikTech, the QlikTech logo, and QlikView are trademarks of QlikTech International AB.

Samsung, Galaxy S, and Galaxy Note are trademarks of Samsung Electronics Co., Ltd.

Wi-Fi is a registered trademark of the Wi-Fi Alliance.

All other products, brands, names, or trademarks mentioned in this document may be trademarks or registered trademarks of their respective owners

# Table of Contents

- Welcome to the Perspective iOS App ..... 1**
- Apple iOS App Digital Device Setup ..... 2**
  - Minimum System Requirements ..... 2
  - Perspective Requirements ..... 2
  - The Perspective iOS App Installation..... 2
  - Apple Device Interface ..... 3
- Getting Started with the Perspective iOS App ..... 4**
  - The Perspective iOS App Interface ..... 4
    - iPod touch or iPhone ..... 4
    - iPad..... 4
  - The Perspective iOS App Setup and Login..... 6
  - The Perspective iOS App Logout ..... 8
    - Yes/No Fields..... 8
    - Date/Time Fields ..... 8
    - Number Fields..... 9
    - Text Fields ..... 9
    - Lookup List Fields ..... 9
    - Involved Persons/Items/Organizations/Vehicles ..... 10
    - History ..... 11
    - Links ..... 11
    - Photo Boxes ..... 12
    - Images..... 13
    - Audio ..... 13
    - Videos..... 14
- Data Processing Steps ..... 15**
  - Create an Incident Record ..... 15
  - Edit an Incident Record..... 15
  - Create a Basic Item, Organization, Person, or Vehicle Record ..... 16
  - Add Additional Item Information..... 17
  - Add Additional Organization Information ..... 17

Add Additional Person Information .....	18
Add Additional Vehicle Information .....	18
Save a Draft.....	18
Delete a Record.....	19
Find an Existing Record.....	19
User Defined Fields.....	20
Favorites.....	21
Offline Mode .....	21
Settings.....	23
Help Views.....	24
<b>Glossary .....</b>	<b>25</b>
<b>Contact Information .....</b>	<b>28</b>
Technical Support.....	28
Resolver Inc.....	28

# Welcome to the Perspective iOS App

Welcome to the Perspective iOS App™, the mobile version of Perspective by Resolver™. Perspective not only records and tracks incident data, but also assesses and analyzes it to chart trends and report statistics. The Perspective iOS App complements Perspective with the capabilities of remote incident reporting and database search. The Perspective iOS App is accessible through Apple® iPad®, iPhone®, or iPod touch® mobile digital devices.

Remote mobile reporting saves data entry time, accelerates the investigative process, and gives every employee the opportunity to quickly and efficiently report incidents. Additionally, the Perspective iOS App allows you to search your database for existing Incident, Person, Organization, Vehicle, and Item records. The Perspective iOS App widens the usability of Perspective without bringing on additional users and unnecessary expense.

The Perspective iOS App supports the following Apple mobile digital devices with iOS 6.0 or higher:

- Apple® iPad®
- Apple® iPad mini®
- Apple® iPhone®
- Apple® iPod touch®

*Note: Different iOS devices may result in slight discrepancies between the illustrations in this guide and what you may see on your screen.*

# Apple iOS App Digital Device Setup

- Ensure that your Apple mobile digital device is connected to the Internet.
- Confirm that your Apple mobile digital device setup complies with the minimum system requirements for the Perspective iOS App.
- Install Perspective Integration Services on Perspective Web Server. For details on how to do this, refer to the *Perspective Installation Guide*.
- Install the Perspective iOS App application on your Apple mobile digital device via the App Store<sup>SM</sup>.
- Acquire the appropriate license for the Perspective iOS App.

## Minimum System Requirements

- Any compatible Apple digital mobile device (pg. 4).
- Internet connection with a data plan or Wi-Fi<sup>®</sup>.

## Perspective Requirements

- The Perspective iOS App for Apple<sup>®</sup> iOS requires Perspective version 3.0 or higher.

## The Perspective iOS App Installation

The Perspective iOS App can be installed from the App Store. To search for and download this application, first ensure that your device is connected to the Internet and that you have signed in to a valid Apple ID using the Store settings.

1. Navigate to the **App Store** on your device.
2. Search for the Perspective iOS App application by Resolver using the App Store search field.
3. In your search results, browse to the **Perspective iOS App**.
4. Open the app.
5. Tap the **Install App** button.
  - Once the installation is complete, you can access the application from your device's Home screen.
6. If you need to update the Perspective iOS App at a later date, tap **Updates** on the app's information screen, and follow the onscreen instructions.

*Note: The Perspective iOS App is GPS supported. When running the Perspective iOS App for the first time, a prompt will appear, asking if you want to enable location services. If you tap yes, the location of where the Incident was entered can be tracked and displayed on a map. If you tap no, but later decide to enable it, go to your iOS Settings to turn it on. The Perspective iOS App Settings screen has a location radius slider, where you can determine the threshold for location accuracy.*

## Apple Device Interface

For users of the Perspective iOS App, there are four components of the Apple interface that you need to be familiar with in order to work in the application. These components are the following: Front Camera, On/Off button, Home button and Touchscreen.

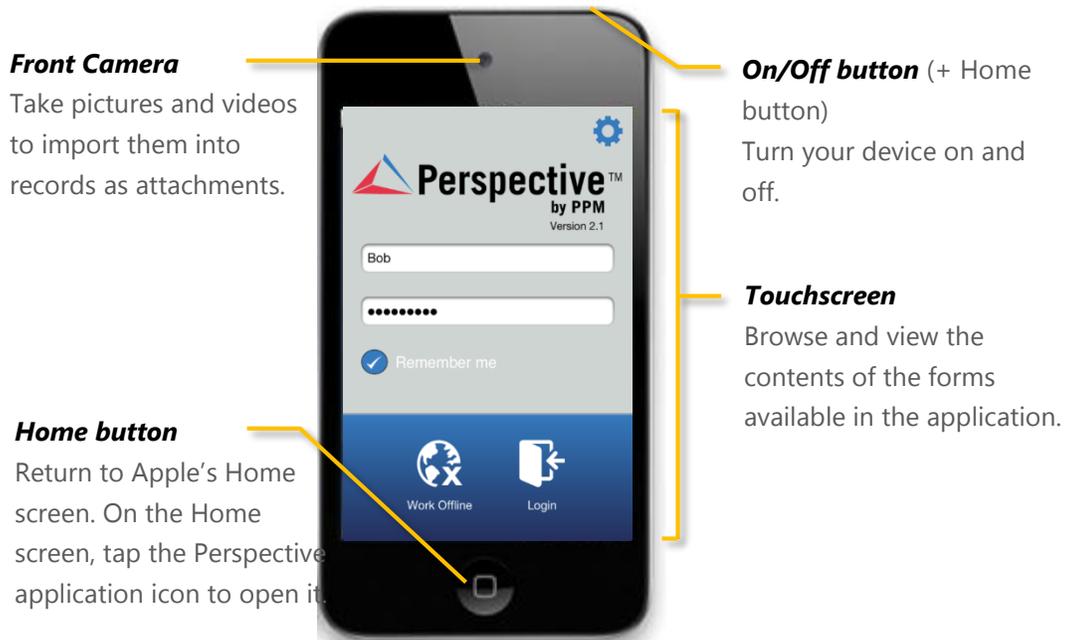


Figure 1.1: Apple Interface

# Getting Started with the Perspective iOS App

## The Perspective iOS App Interface

The interface of the Perspective iOS App is designed to make the most out of the navigation capabilities of each Apple mobile digital device that it can be run on. Whether you use the Perspective iOS App on an Apple iPad, iPod, or iPhone, you will notice that the application navigation has been individually tailored to adopt the intuitive navigation methods of each device. Generally, navigation of the Perspective iOS App interface is similar across Apple devices; however, there are a number of useful interface features that will help you to navigate the application on your selected Apple device in the most efficient way.

### iPod touch or iPhone

If you are using the Perspective iOS App on an iPod touch or an iPhone, the interface of the application that is accessible at any one time is displayed on a single screen that occupies the whole physical touchscreen of the device. To navigate between the menus and the components of the application, use the supplementary navigation buttons that are displayed at the top and at the bottom of the screen.

When you are ready to log out of the Perspective iOS App, go back to the Home screen and tap the **door**  button at the top right of your screen (Figure 2.1).

### iPad

If you are using the Perspective iOS App on an iPad mobile digital device, you will notice that the application interface is more flexible and expansive than on an iPod or iPhone device. If your tablet orientation is horizontal, the navigation menu (e.g., Home screen or Additional Information menu) will be permanently docked on the left side of the screen, with the main pane displaying the content of the option selected from the menu. If your tablet orientation is vertical, the navigation menu will be accessible via the Menu button located at the bottom of the screen, with the main pane occupying the whole screen (and resembling just a larger version of the interface implemented in the Perspective iOS App for the iPod mobile devices [vertical orientation]).

When arrow-shaped navigation buttons are displayed at the top of the screen, tapping them will return you to the previously visited pages.

You may change the orientation of the tablet as frequently as you like, switching between the two iPad interface versions (Figure 2.1).

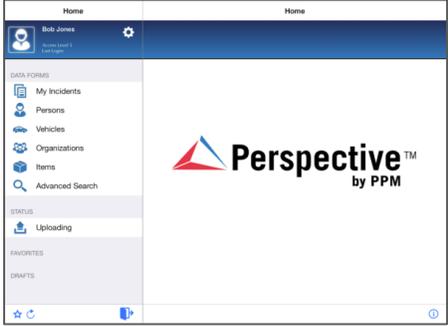
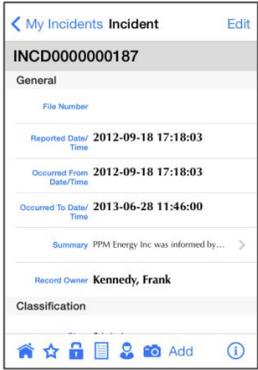
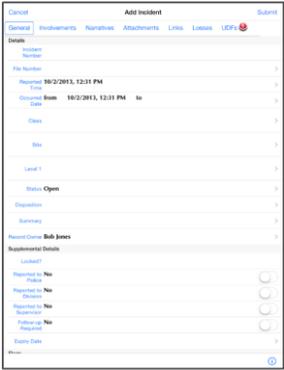
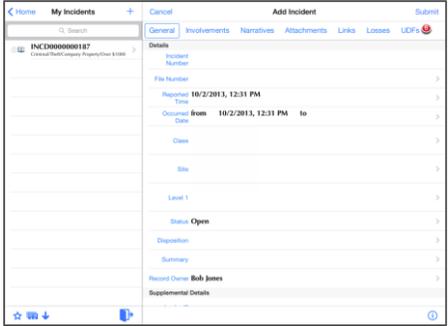
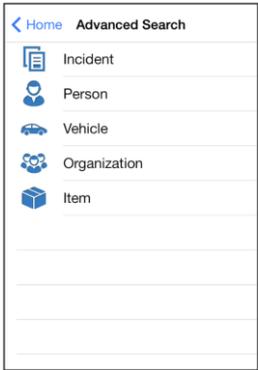
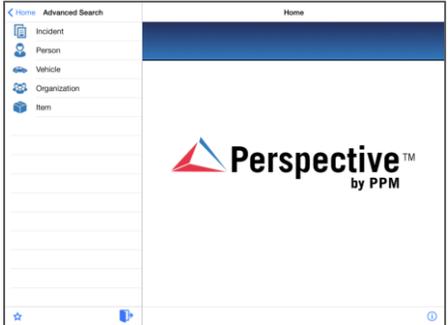
	iPod touch/iPhone	iPad (vertical)	iPad (horizontal)
Apple Device Interface			
Home Pane/Main Menu			
Sub-Forms			
Search			

Figure 2.1: iPhone, iPod, and iPad (Vertical and Horizontal) Displays

Most illustrations in this guide correspond to screenshots of Perspective Mobile (Apple iOS Edition) version 2.1 taken using the Apple iPhone 4<sup>th</sup> generation. Updates to Perspective Mobile, as well as variations in the individual Apple mobile digital devices' interfaces, may result in slight discrepancies between the illustrations in this guide and what you may see on your device's screen. The differences in the application's navigation principles between the various Apple mobile digital devices will not be explicitly stated in this guide, unless they follow an unusual pattern that has not been described above.

## The Perspective iOS App Setup and Login

1. On your Apple digital mobile device, press the device's Home button, navigate to the application location, and launch the **Perspective** app. The Perspective iOS App's login screen will load.
2. Tap the **Setup** (⚙️) button at the top right of your screen to access the Perspective iOS App setup options.
3. Enter the **Service URL**, **Database**, and **Business ID** (Figure 2.2).

*Note: Your Perspective administrator will provide you with the URL, Database, and Business ID.*

- If you're running Perspective On Premise, the URL will be similar to **https://<servername>/IntegrationServices/Service.svc**. <servername> refers to the web server hosting Perspective. The Business ID for On Premise is always set to **default**.
- If you access Perspective Hosted, the URL will be similar to **https://<businessID>.myincidents.com/Integration/Service.svc**. The Business ID for Hosted is the same as the main Perspective logon screen.

Optionally, you can turn iCloud on/off. By default, it is off. If you have iCloud turned on, your setup information will be available on all iOS devices you access the Perspective iOS App from.



Figure 2.2: Setup Screen

4. Tap **Save**. You will be returned to the login screen.

5. To log in to the Perspective iOS App, enter your **User Name** and **Password** (Figure 2.3).
  - To save your User Name setting for future use, check the **Remember Me** box.
6. Tap the **Login** button.



Figure 2.3: Login Screen

*Note: If you are a new Perspective user, you must log in to the Perspective Desktop Client and change your password before you will be able to log in to the Perspective iOS App. Failure to do so will result in a login failed message. Likewise, when your password expires, you will see a login failed message. To get rid of this message, all password changes must be done via the Perspective Desktop Client.*

*If you are accessing the Perspective iOS App from an iPod, iPhone, or an iPad with a horizontal orientation, the Home screen will appear automatically (Figure 2.4). If you are accessing the Perspective iOS App from an iPad with a vertical orientation, the Home screen will need to be accessed via the Menu button. Use this menu to activate the required data entry and processing functions.*

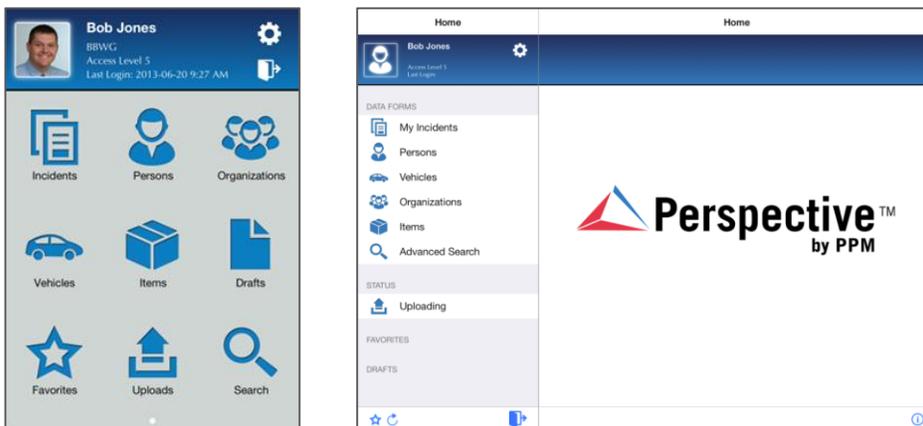


Figure 2.4: Home Screen — iPhone/iPod (left), iPad with horizontal view (right)

*Note: If the login picture is changed in the database, it will not update on the Perspective iOS App until the mobile digital device user taps on the photo. From here, if the user has permission, he or she can tap Refresh to view the changes. Or, the user can tap Update to take a photo or select one from the mobile digital device. This will update what is stored in the database.*

## The Perspective iOS App Logout

Tap the **door** (🚪) button at the top right of your screen to log out of the Perspective iOS App (Figure 2.1).

### Yes/No Fields

Slide the Yes/No switch to activate or deactivate a field state (Figure 2.5).

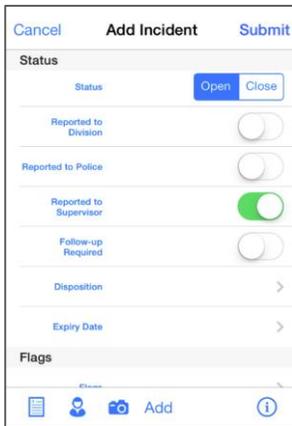


Figure 2.5: Yes/No Fields

### Date/Time Fields

To enter a date or time in a Date/Time field, tap the field and scroll the pop-up calendar components to set the temporal data in the field (Figure 2.6). Tap **Save** when the field contains the correct date and time. By default, a required Date/Time field contains the current date and time.

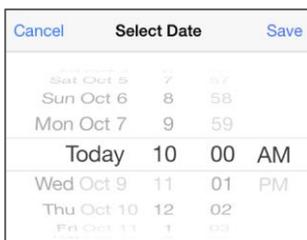


Figure 2.6: Date/Time Fields

## Number Fields

The Perspective iOS App includes number fields (e.g., ID number, height, weight, value, year, and phone number). In any of these fields, you may type the desired value directly in the field using the pop-up number pad or keyboard (Figure 2.7). Tap **Save** when finished.



Figure 2.7: Number Fields

## Text Fields

To enter a value in a text field, tap the field and type the required text using the pop-up keyboard (Figure 2.8). The text fields assume long alphanumeric entries (e.g., Notes, Summary, Comment, and Description) or short strings of text (e.g., First Name, Designation, Employee Number, and Phone Number). When a text field is complete, tap **Done**.

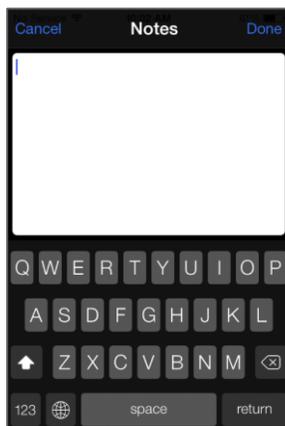


Figure 2.8: Text Fields

## Lookup List Fields

To add values to lookup list fields, tap the field to display all multi-tier options contained within it on a separate selector screen (e.g., Class). Then, tap the hierarchical fields contained in the list one after

another (i.e., Class, Category, Subcategory, Type) to scroll to the required option and select the correct value for each of the fields (e.g., Criminal for the Class field, and Break and Enter for the Category field). Tap **Save** when finished to return to the current form (Figure 2.9). The specified hierarchy of the lookup list will be shown in the corresponding field of the form (i.e., Criminal/Break and Enter/Attempted/Warehouse/Storage Facility).

*Note: Not every lookup list will have a hierarchical structure. Some will go only one level deep.*

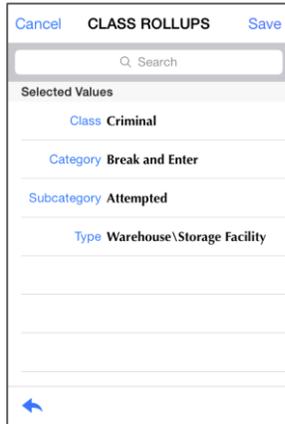


Figure 2.9: Lookup List Fields

## Involved Persons/Items/Organizations/Vehicles

If you are entering the details of an involved person, item, organization, or vehicle, the field labels may indicate that you have to link the field to an already existing record (e.g., Person record).

When adding an Involved Person, Item, Organization, or Vehicle to a record, the keyboard that appears as soon as you tap the **Linked Person/Item/Organization/Vehicle** field will contain a **Search** option to search for the record you want to connect the Involvement to. From here, you can import the details from the record into the form, such as the person's First Name, Last Name, Middle Initial, Photo, and other relevant permanent data. Finally, enter the missing pieces of data that explain the connection between the referent and the sub-form that you choose to involve them to.

*Note: Involving Persons, Items, Organizations, or Vehicles from the toolbar will instantly add your modifications to the record. If you are adding multiple involvements to a record, do so by tapping Edit on the top right of your screen (Figure 2.10).*

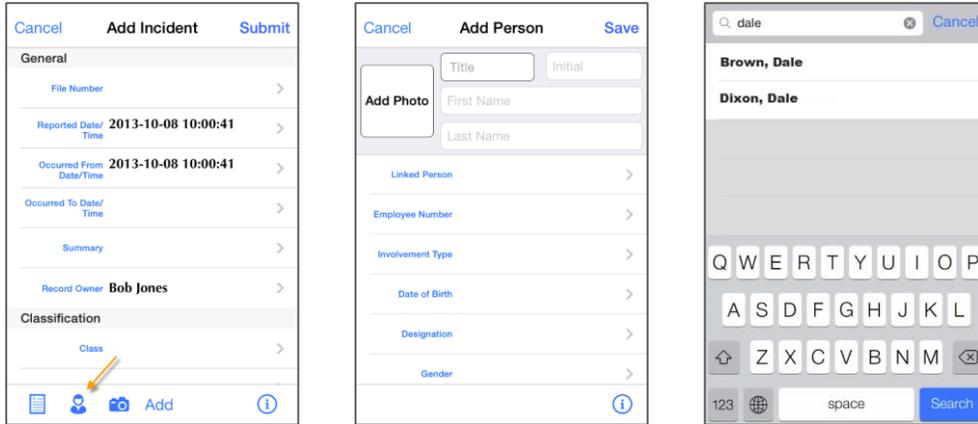


Figure 2.10: Person Involvement

## History

If a Person, Organization, Vehicle, or Item has been added to an Incident as an involvement, the history of that involvement can be viewed in the History section of the Person, Organization, Vehicle, or Item record (Figure 2.11).

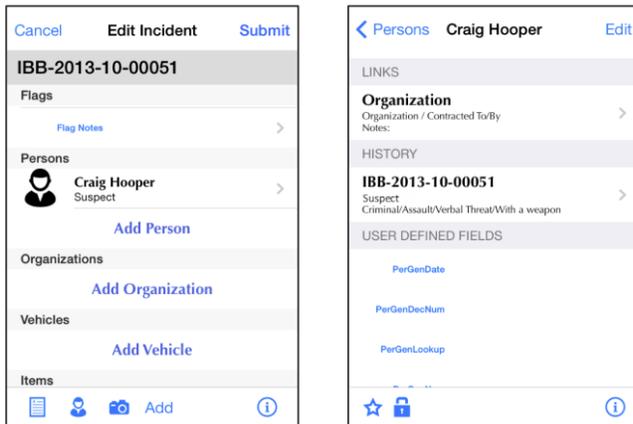


Figure 2.11: Incident History of an Involved Person

## Links

The Perspective iOS App allows you to link records:

- **Incidents** can be linked to Cases or other Incidents (Figure 2.11).
- **Persons** can be linked to Organizations, Vehicles, or other Persons.
- **Organizations** can be linked to Persons, Vehicles, or other Organizations.
- **Vehicles** can be linked to Persons, Organizations, or other Vehicles.

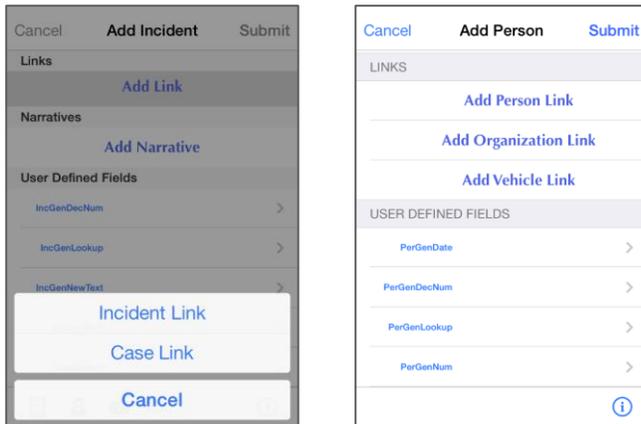


Figure 2.11: Linking a Case or Incident to an Incident

*Note: You can link in a new record, or you may go into an existing record, tap Edit, and add links.*

## Photo Boxes

You can populate your records with images of supporting data, such as logotypes of involved organizations, or photographs of involved persons, items, or incident locations.

1. Search an existing record, or tap the Add (+) button to create a new one.
2. To fill the box with an image, tap the **Add Photo** box.
3. Then, select the correct importing option from the menu that appears:
  - Tap **Take Photo** to take a live picture using your mobile device camera.
 

*Note: After taking a photo, your device will allow you to move and scale the photo.*
  - Tap **Select Photo** to add a photo that is already stored on your digital mobile device (Figure 2.12).

#### 4. Tap **Save**.

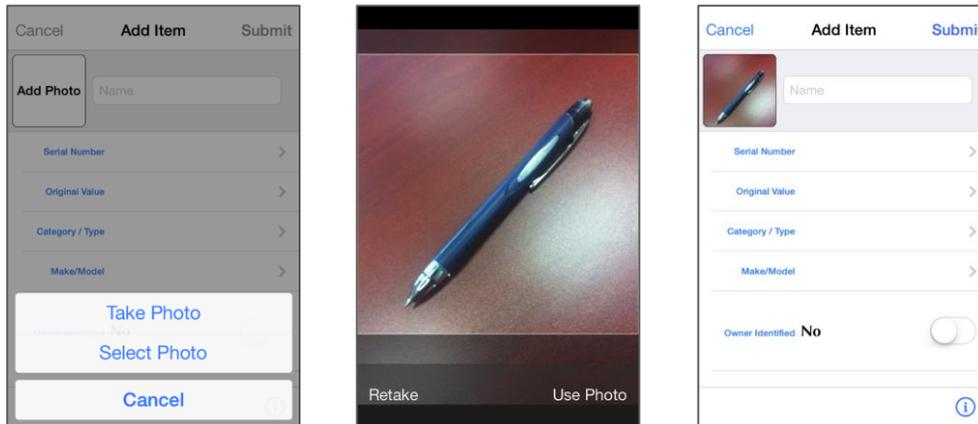


Figure 2.12: Taking a Photo

## Images

1. Search an existing record, or tap the **Add (+)** button to create a new one.
2. Scroll to the bottom of the screen, and tap **Add Attachments**.
3. Tap **Image**.
5. Then, select the correct importing option from the menu that appears:
  - Tap **Take Photo** to take a live picture using your mobile device camera.

*Note: After taking a photo, your device will allow you to move and scale the photo.*

- Tap **Select Photo** to add a photo that is already stored on your digital mobile device.

*Note: The Perspective iOS App allows you to view a variety of file formats that have been attached via the Perspective Desktop Client. These file types are the following: HTML, Keynote (.key.zip), Microsoft® Excel® (.xls), Microsoft PowerPoint® (.ppt), Microsoft Word® (.doc), Pages (.pages.zip), PDF (.pdf), RTF, and TXT. While you can view these file formats in the Perspective iOS App, you cannot attach them via the Perspective iOS App.*

## Audio

The Perspective iOS App allows you to add audio files as supporting data. For example, an investigator on the field is able to verbally record details to an Incident, and can go back into the record at a later time and type that information into Perspective's database.

1. Search an existing record, or tap the **Add (+)** button to create a new one.
2. Scroll to the bottom of the screen, and tap **Add Attachment**.

3. Tap **Audio**.
4. Tap the red circle (🔴) to start recording (Figure 2.13).
5. Tap the pause (⏸) button to stop recording (Figure 2.13).
6. Tap **Save**.

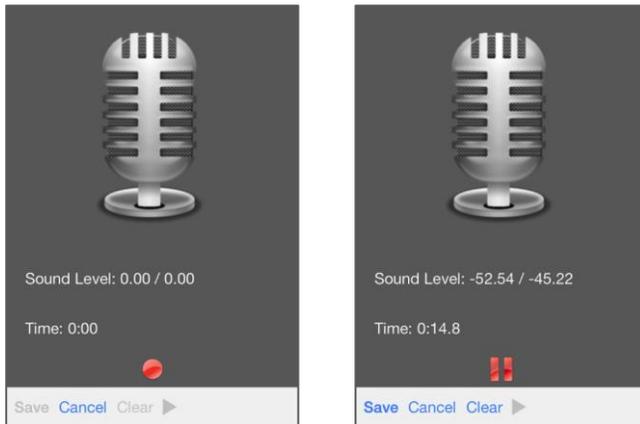


Figure 2.13: Audio

## Videos

The Perspective iOS App allows you to add video attachments as supporting data, such as video of involved persons, items, vehicles, or incident locations.

1. Search an existing record, or tap the **Add (+)** button to create a new one.
2. Scroll to the bottom of the screen, and tap **Add Attachment**.
3. Tap **Video**.
4. Select the correct importing option from the menu that appears:
  - Tap **Record Video** to create a new video using your mobile device camera.
  - Tap **Select Video** to add a video that is already stored on your digital mobile device.

*Note: When viewing a video in Perspective Desktop Client that was uploaded via the Perspective iOS App, the video will be displayed sideways if Windows 7 is being used.*

5. Tap **Save**.

# Data Processing Steps

The following chapter provides general descriptions of a) the steps you have to follow to successfully record and save new information, and b) how to search for data already contained in the Perspective iOS App database. This guide does not contain detailed descriptions of all the fields that compose the forms you will encounter in the Perspective iOS App. For exhaustive descriptions of all the forms contained in Perspective, consult the *Perspective User's Guide*, the "Data Forms" chapter.

## Create an Incident Record

1. On the Home screen, tap **Incidents**.
2. Tap the Add (+) button in the lower left corner. A blank Incident Details form will display.
3. Enter the required incident details.
  - To add investigation details to an Incident, tap **Investigation Details** and input the appropriate information.
4. Tap **Submit**. The created basic record will be automatically assigned a new **Incident Number** and saved in the centralized Perspective database.

*Note: The Perspective iOS app is GPS supported. If you have GPS enabled on your Apple device, the location of where the Incident was entered can be tracked and displayed on a map.*

## Edit an Incident Record

After you create an Incident, you may want to supplement it with additional information, such as recording the incident's narrative, adding attachments, involved persons, vehicles, organizations, and items.

1. On the Home screen, tap **Incidents** (Figure 3.1).
2. Tap the associated incident under **My Incidents**.

*Note: When searching for an existing incident from Incidents > My Incidents, only those incidents that you have created, last modified, or are the record owner of will appear. To access all Incidents, use the Search button from the Home screen.*

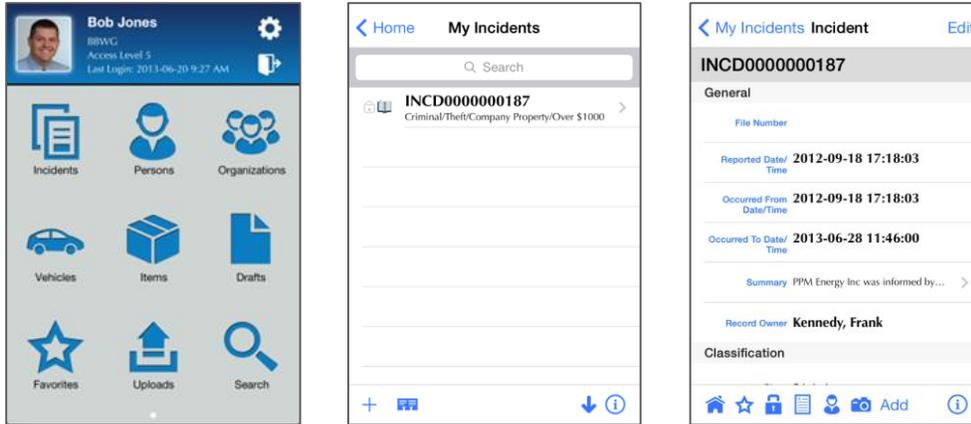


Figure 3.1: Going to an Existing Incident

3. Tap the **Edit** button in the top right corner.
4. Make modifications to the incident as required.
5. Tap **Submit**.

*Note: If you do not want to submit the revisions you have made to an incident, you can save your changes as a draft. To do this, tap Cancel in the top left corner, and then tap Save Draft. For information on how to do this, refer to the "Save a Draft" section (pg. 22).*

## Create a Basic Item, Organization, Person, or Vehicle Record

1. On the Home screen, tap **Items**, **Organizations**, **Persons**, or **Vehicles**.
2. Conduct a thorough search of the database for the referent you would like to record in order to avoid any accidental duplication of data. For details of the procedures involved in searching for a record, refer to the "Find an Existing Record" section (pg. 23). If no similar record has been found during the search, tap the **Add (+)** button in the lower left corner.
3. Enter the corresponding basic record details in the form (Figure 3.2). Optionally, tap on the **Add Photo** box to add a picture of your item, person, vehicle, or the organization's logo.
4. Tap **Submit** when finished.

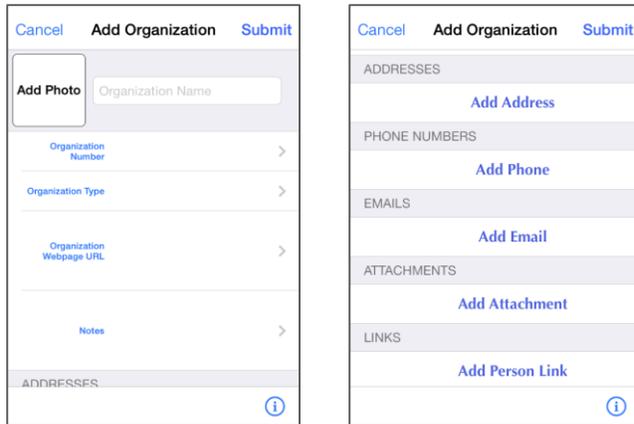


Figure 3.2: Adding an Organization Record

## Add Additional Item Information

After you create a basic item record, you may want to supplement it with additional information, such as the item's details and picture, as well as to track the incidents the item has been involved in.

1. On the Home screen, tap **Item**.
2. Search for and open the item record you want to add information to.
3. Tap the **Edit** button in the top right corner.
4. Make modifications to the item record as required.
5. Tap **Submit**.

## Add Additional Organization Information

After you create a basic Organization record, you may want to supplement it with additional information, such as the organization's contact details (phone/fax number, address, and email address), relevant attachments, records of linked people, vehicles, organizations, and items, as well as to track the incidents the organization has been involved in.

1. On the Home screen, tap **Organization**.
2. Search for and open the organization record you want to add information to.
3. Tap the **Edit** button in the top right corner.
4. Make modifications to the organization as required.
5. Tap **Submit**.

## Add Additional Person Information

After you create a basic Person record, you may want to supplement it with additional information, such as the person's contact details (phone/fax number, address, and email address), unique features, identification documents, trespass records, flags, relevant attachments, records of linked people, vehicles, organizations, and items, as well as to track the incidents the person has been involved in.

1. On the Home screen, tap **Person**.
2. Search for and open the person record you want to add information to.
3. Tap the **Edit** button in the top right corner.
4. Make modifications to the person record as required.
5. Tap **Submit**.

## Add Additional Vehicle Information

After you create a basic Vehicle record, you may want to supplement it with additional information, such as relevant attachments or records of linked people, vehicles, organizations, and items, as well as to view the incidents the vehicle has been involved in.

1. On the Home screen, tap **Vehicle**.
2. Search for and open the vehicle record you want to add information to.
3. Tap the **Edit** button in the top right corner.
4. Make modifications to the vehicle as required.
5. Tap **Submit**.

## Save a Draft

When creating or editing a record, you may decide you are not ready to submit it into Perspective's database. In this case, you can save your record as a draft.

1. On the Home screen, go into an existing record, or create a new one.
2. If you are in an existing record, tap the **Edit** button.
3. Input data.
4. Tap **Cancel**.
5. Tap **Save Draft**. Your draft will be saved in **Drafts**, which is accessed from the Home screen.

*Note: If you go into an existing record, make changes, and save the changes as a draft, the next time you go into the existing record, a pop-up will appear, asking if you would like to open the draft. If you tap No, the record remains in Read mode, and on Edit, a second pop-up will appear notifying you that if you continue, the draft will be deleted.*

## Delete a Record

1. Go into the record you want to delete.
2. Scroll to the bottom of the screen.
3. Tap the **Delete** button.

*Note: If a record is associated to another record in any way (Linked or an Involvement) it cannot be deleted until the link has been removed.*

## Find an Existing Record

The Perspective iOS App includes two search options for all types of records:

1. A simple search by the record's number or name (the underlined fields below), and
2. An advanced search involves specifying multiple search criteria (Figure 3.3). When using the advanced search option, you may search for the following:

- **Incident records** by Incident Number, date range, *Class*, *Site*, *Business Unit*, *Status*, and *File Number*.

*Note: Searching for Incident records by date range involves specifying the Date Type (i.e., Date Reported On, Date Occurred From, Date Occurred To), Start Date, and End Date of the date range.*

- **Item records** by Item Name, *Make*, *Model*, *Category*, and *Type*.
- **Organization records** by Organization Name, *Number*, and *Type*.
- **Person records** by First Name, Last Name, *Gender*, *Eye Color*, *Hair Color*, *Marital Status*, and *Age*.
- **Vehicle records** by License Plate, *Make*, *Model*, *Style*, *Color*, and *Year*.

1. On the Home screen, select **Search** (Figure 3.3).
2. Select the type of record you want to search for (e.g., Incident).
3. For every parameter you want to search by, do the following:
  - a. Tap the parameter. You will be prompted to enter criteria.

*Note: Clear criteria to stop searching by the parameter.*

- b. Enter criteria.
  - c. Tap **Done** when finished.
4. Tap the **Search** button.

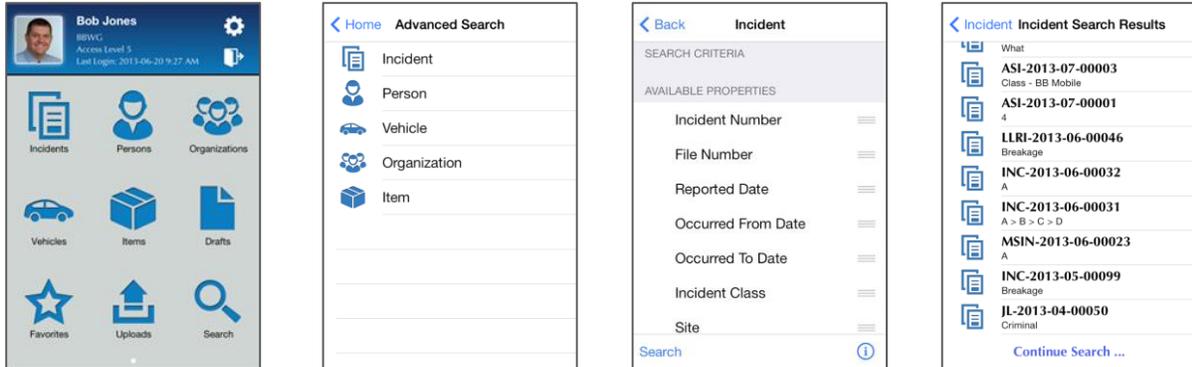


Figure 3.3: Finding an Existing Record

## User Defined Fields

If your system is using UDFs (User Defined Fields), they will appear in the appropriate section(s), such as Incident General, Involved Persons, Involved Organizations, Involved Vehicles, and Involved Items.

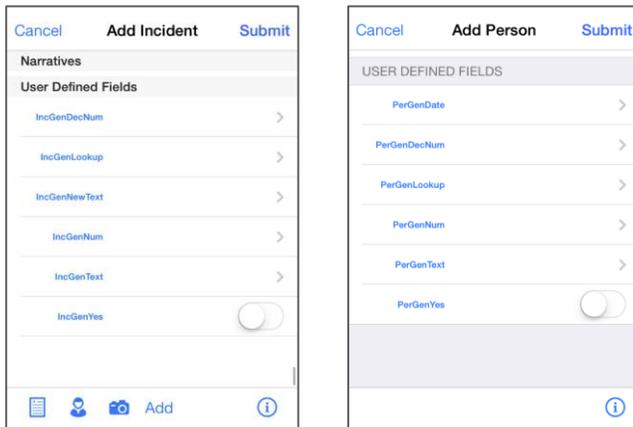


Figure 3.4: User Defined Fields

## Favorites

The Favorites option in the Perspective iOS App allows frequently accessed records to be saved so they are quickly and easily accessible.

1. Tap the **Search** (🔍) button from the Home Screen.
2. Search for the **Incident, Person, Vehicle, Organization, or Item** record you want to make a Favorite.
3. Tap the record to go into it.
4. Click the **star** (★) button in the bottom left of your screen.
5. From the Home screen, you can now access this record in the Favorites section.

## Offline Mode

With the Perspective iOS App, you can access drafts at any time, even without a data connection. While offline, you can record Incident details, and save the information to be submitted when a data connection is available.

1. From the login screen, input your **User Name** and **Password** (Figure 4.1).
2. Tap the **Work Offline** (🌐) button.



Figure 4.1: Logging into the Perspective iOS App in Offline Mode

3. Tap **Incidents, Persons, Organizations, Vehicles, or Items**, depending on what you want to record, or tap **Drafts** to add details to a current draft.
4. Enter the form details (Figure 4.2).
5. When you are finished entering the form details, tap **Draft** in the top right of your screen.



Figure 4.2: Entering Form Details in Offline Mode

6. Tap the **door** (🚪) button to log out of Offline Mode.
  - This will take you back to the login screen.
7. When you have access to a data connection, enter your **User Name** and **Password** from the login screen.
8. Tap the **door** (🚪) button to log in.
9. Tap the **Drafts** button from the Home screen (Figure 4.3).

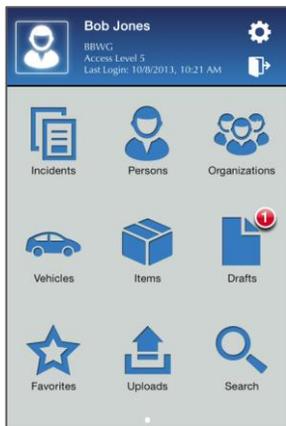


Figure 4.3: Going into Drafts

10. Tap the draft you want to submit.
11. Optionally, add any additional details to the form, and then tap the **Submit** button (Figure 4.4).



Figure 4.4: Submitting a Draft

- The draft will be submitted and will no longer appear in the Drafts section.

## Settings

Access Settings by tapping the **gear**  button, which is located on the Home screen. From Settings, you can sync your data, which downloads labels and lookup lists. You can also reset the Help view, or turn it on or off. Additionally, you can reset the caching of your images (if old images are being displayed). You also have the ability to turn on/off the Shake to Home feature (shaking your device will return you to the Home screen).

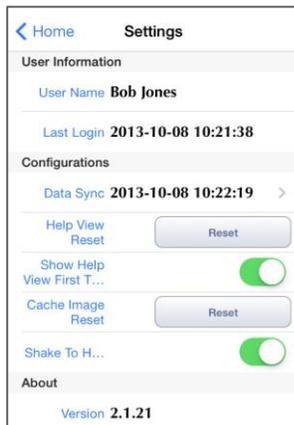


Figure 5.1: Settings

## Help Views

The first time you navigate to a new screen on the Perspective iOS App, help views will appear, highlighting helpful features.

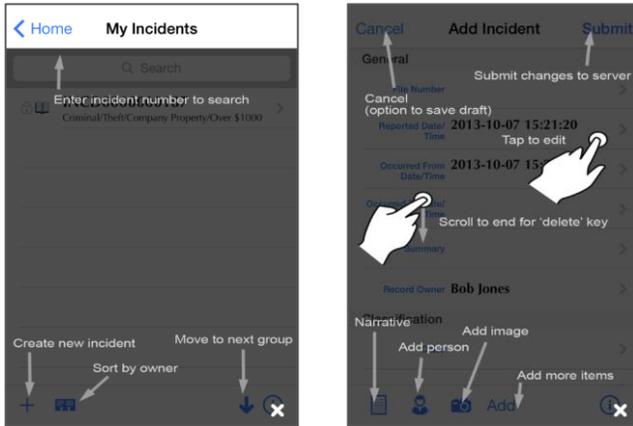


Figure 5.2: Help Overlays

Most screens of the Perspective iOS App have an **Information** (i) button. This button can be found on the bottom right of your screen, and tapping it will open the help views again.

From the Home screen, you can go into **Settings** (⚙️) and reset the help views, or turn them **On** (🟢) or **Off** (🟡).

# Glossary

<b>Apple ID</b>	An Apple ID is your user name for everything you do with an Apple device.
<b>Business ID</b>	A business ID is specific to each business using the Perspective iOS App.
<b>Client</b>	A client computer is the computer used to access a software program or application. It is connected to a network of other computers and may request information from a remote computer called a server in order to run the application.
<b>Component</b>	A component is a program subdivision represented by a specific type of form. For example, the Data Forms <i>component</i> of Perspective contains such forms, or <i>components</i> , as Incidents, Cases, Activities, Items, etc.
<b>Data</b>	Data is information.
<b>Data Entry</b>	Data entry is the process of placing information, or data, in a database. This is usually accomplished by typing data into fields in data forms.
<b>Database</b>	A database is a collection of data stored in a structured format. A database might be compared to an electronic filing cabinet. Databases are often organized into tables that store related information in the form of records (e.g., Incident records, Person records, Item records, etc.).
<b>Field</b>	A field is an element within a form that allows you to enter or access a specific piece of information related to the record type. One field in an address record might be "Street".
<b>Draft</b>	You can save any data you have inputted into Perspective iOS App as a draft rather than submitting it. You can go into a saved draft and make changes to it, delete it, or submit it.
<b>Form</b>	A form is a part of the user interface that allows you to interact with the information contained in the database via a screen populated with related fields and designed to perform specific program functions, like reporting an incident, conducting searches, preparing reports, and so forth.

<b>Import</b>	To import a file is to bring a file into the currently active application. For example, you can import a photo from your iPod, iPad, or iPhone into the Perspective iOS App app.
<b>Incident</b>	An incident is an unusual action or situation affecting persons or property, either accidental or purposeful, which requires notice or follow-up by a security or human resources department.
<b>Integration Services</b>	Perspective Integration Services is a Web Service Application Programming Interface (API) that is designed as a tool for communicating with Perspective data across multiple external interfaces or systems. Integration Services enables secure creation, reading, updating, deleting and querying of Perspective data across the supported systems.
<b>Interface</b>	Interface in Perspective iOS App refers to the visual on-screen means (e.g., buttons or frames) by which Perspective iOS App's components communicate with the user to allow for a seamless entry, display, analysis, and transfer of data.
<b>Link</b>	A link is a connection to a specific file, form, or program level.
<b>Lookup List</b>	A lookup list offers a range of selections that have been condensed to save screen space.
<b>My Incidents</b>	My Incidents refers to any incident you created, last modified, or are the record owner of.
<b>Narrative</b>	A narrative is the story, explanation, or summary of an event.
<b>Navigate</b>	To navigate a program refers to using navigational tools, such as menus, buttons, tabs, and links, to move between windows and other structural elements of the program.
<b>Organization</b>	In the context of Perspective, an organization is any agency, company, or group.
<b>Pane</b>	A pane is an area within an on-screen window that contains specific type of information in the form of interconnected files, fields, messages, banners, buttons, formulae, or other information.

<b>Perspective iOS App</b>	Perspective iOS App complements Perspective with the capabilities of remote incident reporting, and database search. Perspective iOS App is accessible through Apple iPad, iPhone, or iPod touch mobile digital devices.
<b>Pop-up</b>	A pop-up is a window that opens automatically when a particular option is selected in the previous window.
<b>Record</b>	A record is a subsection of database holding information about one entity or a member of a category within the database that is stored as one unit (e.g., an Incident, Activity, Item, Person, etc. record).
<b>Screen</b>	A screen is a display of some portion of the program on your digital device. The term <i>screen</i> may be used to refer to the main app screen, a program form, or a sub-form. (e.g., Apple home screen, Perspective Mobile home screen, Incidents screen, etc.).
<b>Search</b>	To search a database refers to the process by which the software program looks for data meeting the criteria specified by the user.
<b>Server</b>	A server is a computer that shares information with client computers in a network to help process a software program or application. The term server may refer to either the machine that shares the information, or to a particular software program designed for this purpose.
<b>Service URL</b>	A service URL allows you to access the Perspective Mobile database.
<b>Sub-form</b>	A sub-form is a sub-tabbed screen that contains child data, allowing you to enter a large amount of detailed information about an entity in an organized and coherent manner. A sub-form can only be accessed through its associated parent form. Like its parent form, the sub-form is designed to perform specific program functions (e.g., recording an involved person, registering a piece of evidence, etc.).
<b>Submit</b>	Tapping submit sends any data you have inputted into Perspective Mobile, to Perspective's central database.
<b>User</b>	A user is a person who uses Perspective Mobile, and has his or her own User Name and Password to access the program.
<b>Value</b>	A value is the specific information, or data, entered into a field.

## Contact Information

### Technical Support

**Toll Free:** 1-877-776-2995  
**Phone:** (780) 448-0616  
**Email:** [support@resolver.com](mailto:support@resolver.com)  
**Website:** <https://support.resolver.com>

### Resolver Inc.

**Toll Free:** 1-888-776-9776  
**Phone:** (780) 448-0616  
**Fax:** (780) 448-0618  
**Email:** [information@resolver.com](mailto:information@resolver.com)  
**Website:** <http://www.resolver.com>