

Safe Fleet Law Enforcement

Cloud Courier User's Guide

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Introduction

Safe Fleet Cloud Courier is a cloud-based evidence sharing system that provides a quick, easy, and secure method for agencies to share evidence with interested outside parties.

This guide is intended for the recipients of shared evidence and describes the typical workflows for accessing, viewing and saving shared evidence.

Accessing Safe Fleet Cloud

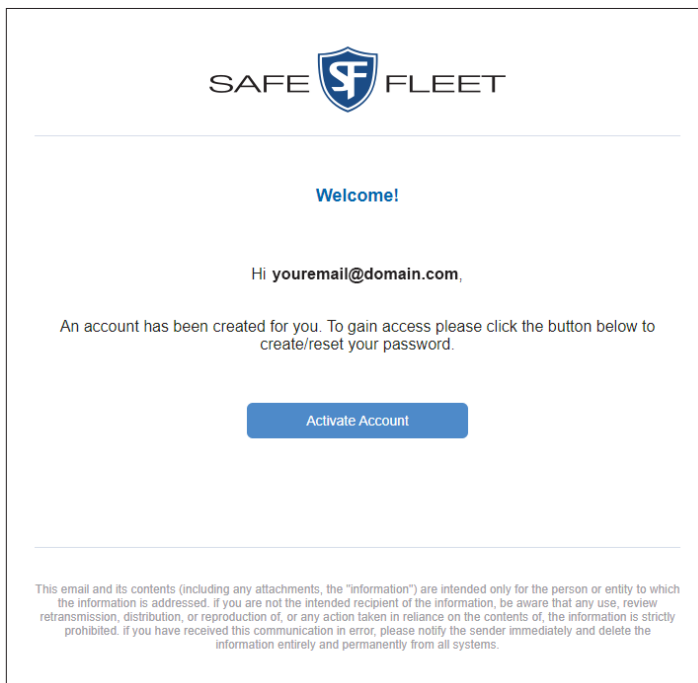
Once the requested evidence has been uploaded to the Safe Fleet Cloud, the system sends a notification email to the specified recipients. To access the evidence shared with you, you must have Safe Fleet Cloud login credentials.

Activating a Safe Fleet Cloud Account

If this is your first time receiving shared evidence, you will receive a welcome email in addition to the shared evidence notification email. You must use the welcome email to activate your Safe Fleet Cloud account before you can access shared evidence.

To activate a Safe Fleet Cloud account:

1. Open your email client and look for a message from Safe Fleet Cloud with the **Activate account** subject line. **NOTE:** If the message is not in your main email folder, check other folders (Spam, Trash, etc.) as well.
2. Click the message to open it. The interactive **Welcome!** page constitutes the body of the message.



i NOTE: Activation link

Activation link in the email message you receive is valid for 1 hour.

If you click the link after its validity expires, you will receive a new account activation message.

3. Click the **Activate Account** button. The Safe Fleet **Reset password** page is displayed with your email address prepopulated, as pictured on the next page.

NOTE: Selecting a password

Passwords are case-sensitive and must contain at least 6 characters, one lowercase and one uppercase character, a number, and one special character, such as #.

4. Select a secure password and type it in the **Password** field, then type it again in the **Confirm password** field.
5. Click **Reset**. The **Reset password confirmation** page is displayed.

Your Safe Fleet Cloud account has been activated, and now you should be able to access shared evidence.

Accessing Shared Evidence

Once your request for evidence has been fulfilled by the agency, and you have created a Safe Fleet Cloud account, you can access shared evidence on the Safe Fleet **Cloud Courier** page.

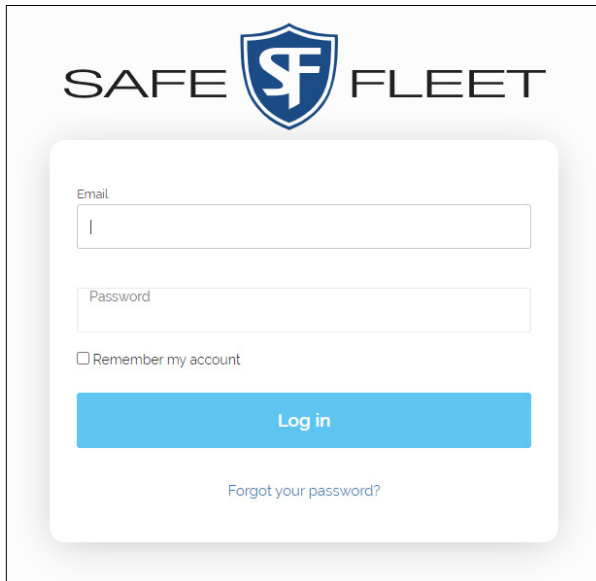
To access shared evidence:

1. Open your email client and look for a message from Safe Fleet Cloud with the **File Availability Notice** subject line.
2. Click the message to open it. The interactive **File Availability Notice** page constitutes the body of the message.

NOTE: Expiration date

Note the date beside **File Access Expiration**. This is the date after which you will no longer be able to access shared evidence unless its expiration date is extended.

3. Click the **Click Here** button. The Safe Fleet login page is displayed in your default browser window.



The screenshot shows the Safe Fleet login page. At the top, the 'SAFE FLEET' logo is displayed. Below the logo is a white login form with the following elements:

- An 'Email' input field with a cursor.
- A 'Password' input field.
- A checkbox labeled 'Remember my account'.
- A blue 'Log in' button.
- A link labeled 'Forgot your password?' below the button.

NOTE: Supported browsers

The following browsers are currently officially supported:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Apple Safari

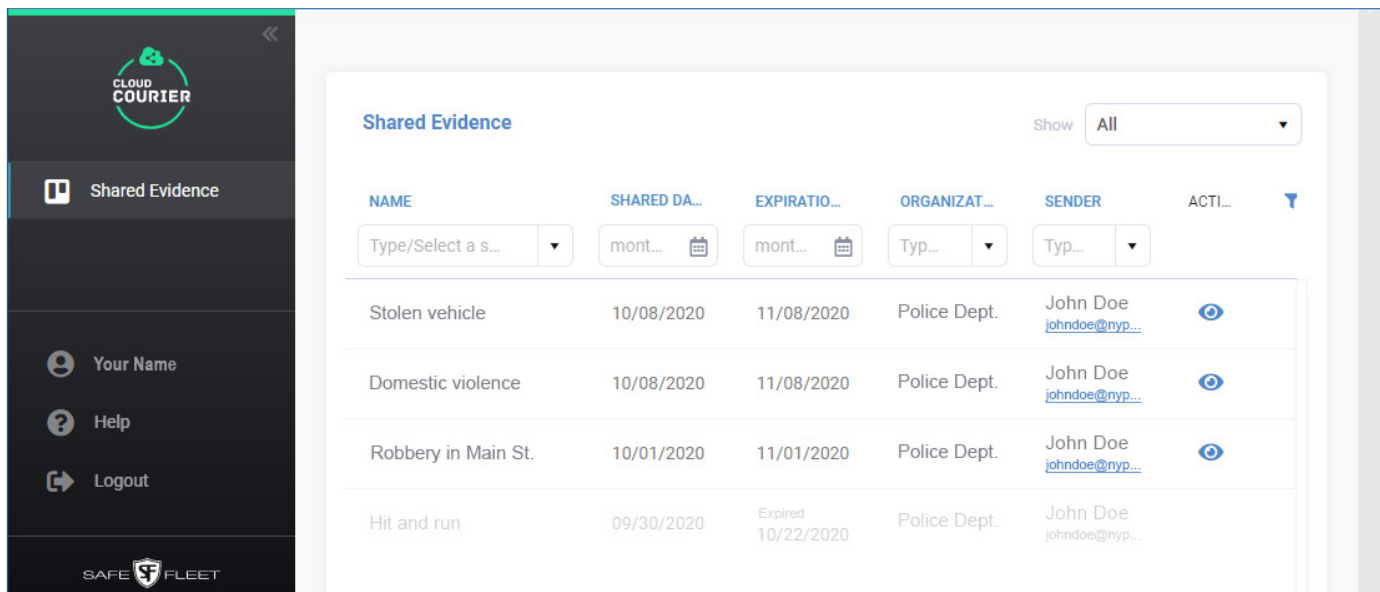
4. Enter your email address and password, and then click **Log in**.

NOTE: Forgotten password

If you forgot your password, click the **Forgot your password?** link, then follow the prompts to reset your password.

Navigating the Safe Fleet Cloud Courier Page


This section describes how to navigate the **Cloud Courier** page and change its appearance to suit your needs. Once you log in to Safe Fleet Cloud, the Safe Fleet **Cloud Courier** page is displayed. It contains the list of available shared evidence.



The screenshot shows the 'Cloud Courier' interface. On the left is a dark sidebar with the 'CLOUD COURIER' logo and navigation options: 'Shared Evidence', 'Your Name', 'Help', and 'Logout'. The main content area is titled 'Shared Evidence' and features a table of evidence items. A 'Show' dropdown menu is set to 'All'.

NAME	SHARED DA...	EXPIRATIO...	ORGANIZAT...	SENDER	ACTI...
Stolen vehicle	10/08/2020	11/08/2020	Police Dept.	John Doe johndoe@nyp...	
Domestic violence	10/08/2020	11/08/2020	Police Dept.	John Doe johndoe@nyp...	
Robbery in Main St.	10/01/2020	11/01/2020	Police Dept.	John Doe johndoe@nyp...	
Hit and run	09/30/2020	Expired 10/22/2020	Police Dept.	John Doe johndoe@nyp...	


Shared Evidence List

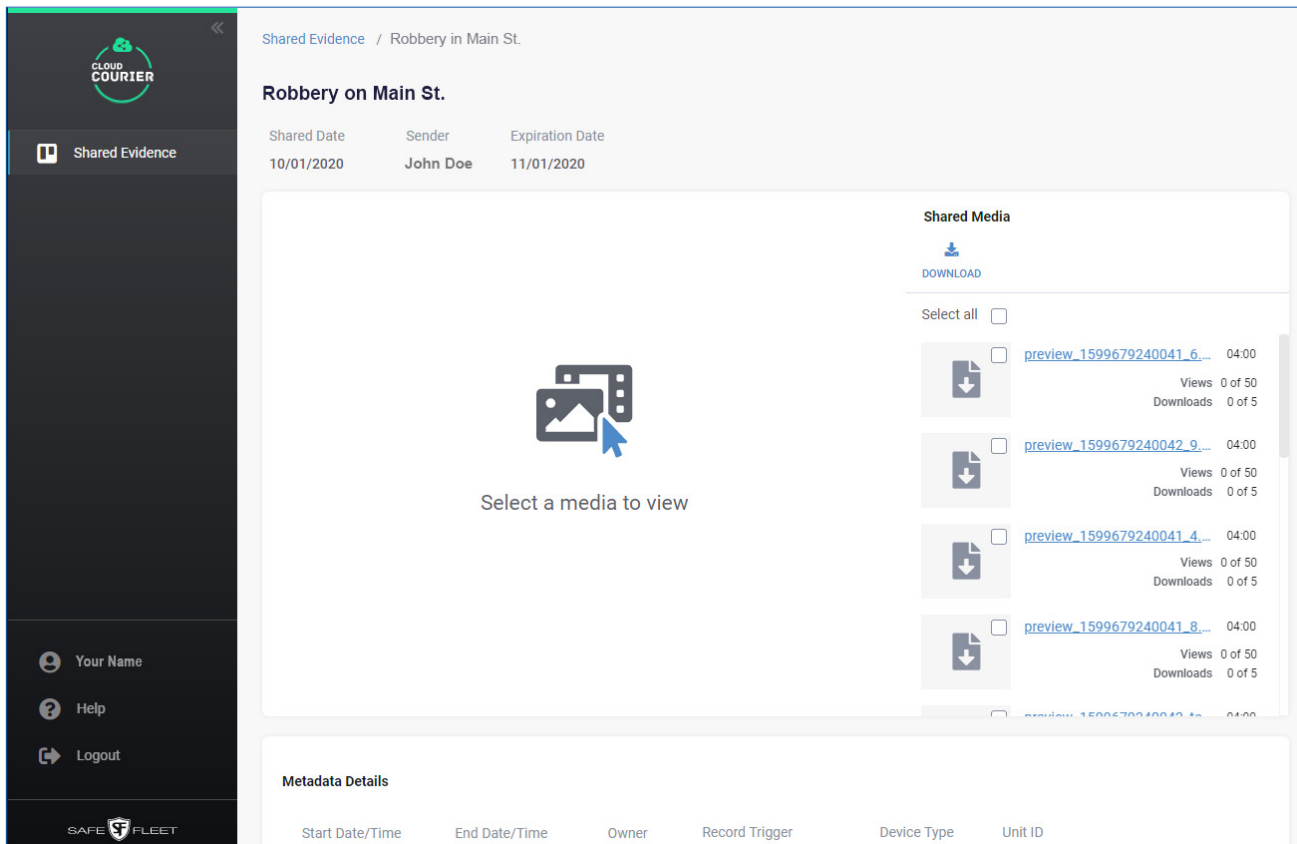
- To change the way the list of shared evidence is displayed, perform one or more of the following tasks:
 - To sort the list in ascending or descending order, click the desired column heading.
 - To filter the list, start typing in the fields under column headings, or select a desired option from the available drop-down lists.
 - To hide or show the filters on this page, click the funnel icon  .
 - To limit the list to only active, or only expired shared evidence, make a selection from the **Show** drop-down list.

Show All ▼

i NOTE: Expired shared evidence

Shared evidence that has expired will remain on the list for 90 days for your reference, but will no longer be accessible.

- To review the evidence of interest, find it on the list, and then click the eye icon  in the **ACTIONS** column. The shared evidence page is displayed.



Shared Evidence / Robbery in Main St.

Robbery on Main St.

Shared Date	Sender	Expiration Date
10/01/2020	John Doe	11/01/2020

Select a media to view

Shared Media

DOWNLOAD

Select all

<input type="checkbox"/>	preview_1599679240041_6...	04:00
	Views 0 of 50	Downloads 0 of 5
<input type="checkbox"/>	preview_1599679240042_9...	04:00
	Views 0 of 50	Downloads 0 of 5
<input type="checkbox"/>	preview_1599679240041_4...	04:00
	Views 0 of 50	Downloads 0 of 5
<input type="checkbox"/>	preview_1599679240041_8...	04:00
	Views 0 of 50	Downloads 0 of 5

Metadata Details

Start Date/Time	End Date/Time	Owner	Record Trigger	Device Type	Unit ID
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Left-hand side panel

- To go back to the list, click the **Shared Files** button.
- To access online help, click the **Help** button.
- To exit Safe Fleet Cloud, click the **Logout** button.
- To collapse the side panel, click the double-arrow button in its top right corner.

Viewing and Saving Shared Evidence

Once you have accessed the shared evidence of interest, you can preview and download the files. You may also be able to burn a shared evidence DVD.

Previewing Shared Evidence

The evidence you have received may contain media files, such as video and images, as well as documents in various formats. If your sender has enabled the previews for the shared evidence files, you can preview the supported files in order to determine their usefulness for your purposes.

i NOTE: Previewing shared files


At this time, you can preview only media files (video and supported still images), and PDF files. Non-media files in formats other than PDF must be downloaded to be viewed. Each supported file can be previewed a limited number of times. The available number of views is displayed beside each supported file.

💡 TIP: Identifying file formats

If you hover your mouse cursor over each link on the list of shared files, the full file name with file extension is displayed.

To preview the supported shared evidence files in the built-in viewer:

1. Click one of the links displayed on the right-hand side of the shared evidence page, then perform one of the following tasks:

If the link you clicked is for...	Then...
A document or image in the format supported by the viewer	A preview of the file is displayed. <ul style="list-style-type: none"> • Review the file's contents.
A file in the format not currently supported by the viewer	A This is a download only file message is displayed. <ul style="list-style-type: none"> • Follow the steps in the Downloading Shared Evidence section to download this file.
A video	A video player is loaded. <ul style="list-style-type: none"> • Click the play button  to preview the video directly on this page. <div data-bbox="565 1528 1510 1806" style="border: 1px solid #0070C0; border-radius: 10px; padding: 10px; background-color: #0070C0; color: white;"> <h3>i NOTE: Video preview</h3> <p>When you play the video in the preview mode, you cannot to see the metadata attached to that file, such as vehicle speed, etc. For access to a full-featured media file and its metadata, this shared evidence must be sent to you in a packaged ZIP or ISO format. This package contains system utility files that enable you to view the videos along with attached metadata.</p> </div>

2. Repeat step **1** for other files of interest included with this shared evidence. As you preview the files, take notes on which ones of them you would like to download.

Downloading Shared Evidence

Once you have finished previewing the shared evidence files, you have an option of downloading them to your PC. If shared evidence has been sent to you as a ZIP or ISO package, you will also have access to the metadata attached to the media files.


i NOTE: Video metadata availability

If your shared evidence includes only individual video files, you will not have access to the relevant video metadata, such as vehicle speed, etc. For access to a full-featured video file and its metadata, this shared evidence must be sent to you in a packaged ZIP or ISO format. This package contains system utility files that enable you to view the videos along with the attached metadata.

To download shared evidence:

1. On the shared evidence page perform one of the following tasks:

To download...	Do this...
Individual files	<ul style="list-style-type: none"> • Select the checkboxes beside each file of interest.
A ZIP or ISO package that contains all the files	<ul style="list-style-type: none"> • Find the ZIP or ISO file on the list, and then select the checkbox beside it.

2. Click the **DOWNLOAD** button  **DOWNLOAD**. The evidence is downloaded to the default folder on your PC.

i NOTE: Limited downloads

Your sender will have set a limit on how many times your shared evidence can be downloaded. The available number of downloads is displayed beside each file. Once the set limit for a file has been reached, you may still preview the supported file (until the preview limit is reached), but you will no longer be able to download it.

Viewing Shared Evidence

Once you have downloaded your shared evidence, you will be able to view all the files.

To view shared evidence:

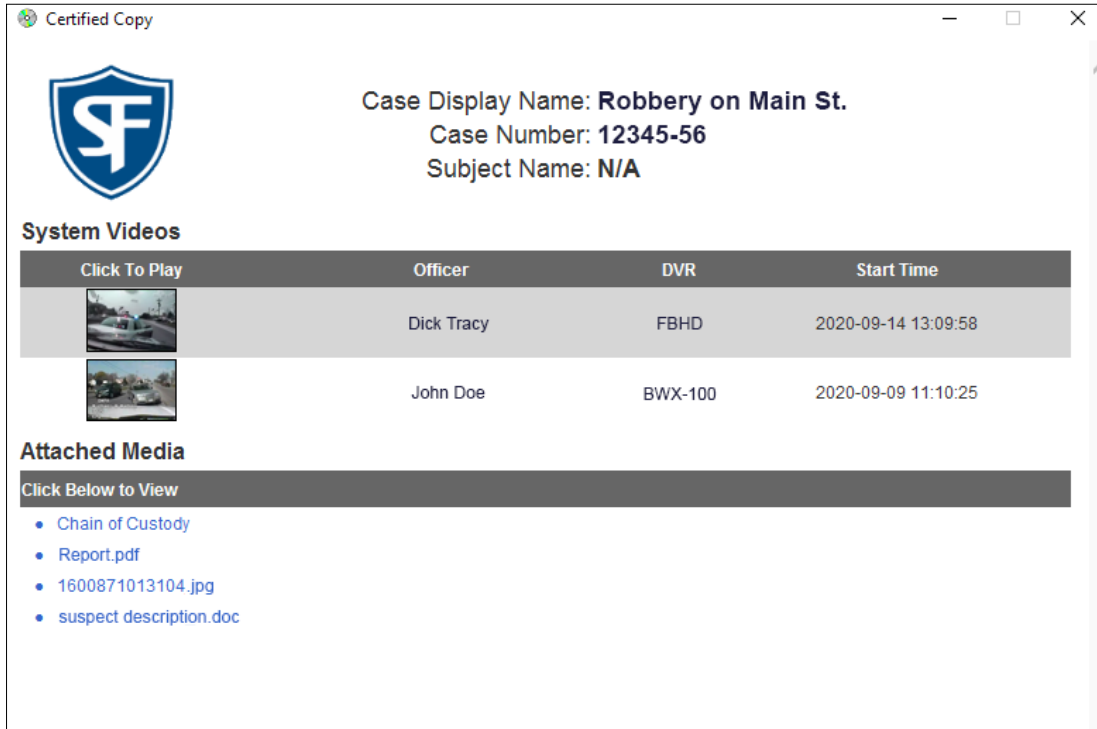
1. Navigate to the default download folder on your PC, and look for the downloaded evidence files.

i NOTE: Downloaded files

If you cannot find the downloaded files, it may mean that the download has failed. Refer to the **Downloading Shared Evidence** section and try again.

2. If you downloaded individual files, such as a video, a document, or a still image, double-click the file of interest. The file opens in your PC's default application. For example:
 - A video may play in your PC's default video player, such as Windows Media Player.


- A Word document may open in Microsoft Word.
 - OR-
 - If you downloaded a ZIP or ISO package, proceed to the next step.
3. To view the files in the downloaded ZIP or ISO package:
- i. Extract the ZIP file to the folder of your choice.
 - ii. Double-click the unzipped folder or the ISO file to open it. The displayed folder contains a package that includes shared evidence files as well as system utility files that help you navigate and view this shared evidence.
 - iii. Find and double-click **Autoplay.exe**. A **Certified Copy** window is displayed that contains links to all the files included with this shared evidence. Video files are displayed as thumbnails.



NOTE: Certified Copy window appearance
 Depending on the format used at the time of creating this shared evidence package, the appearance of the **Certified Copy** window may be slightly different.

- iv. Perform one or more of the following tasks:

To view...	Do this...
Documents or images	<ul style="list-style-type: none"> • Click a link of interest under Attached Media. The file opens in your PC's default application or in the new browser window. <div style="border: 1px solid blue; background-color: #0070C0; color: white; padding: 5px; margin-top: 10px;"> <p>NOTE: System dialogs</p> <p>If a system pop-up dialog is displayed, follow the prompts to open the file.</p> </div>

To view...	Do this...
Video files	<ul style="list-style-type: none"> Click a thumbnail of interest under System Videos to view video. The proprietary video player is launched and the video starts playing. All available metadata is displayed in the player window.  <p>The screenshot shows the Flashback Player 5.0.12.3 interface. The main video window displays a police car with the date and time '07/05/2015 16:05:24' and 'L S' overlaid. Below the video is a progress bar and playback controls. The left sidebar contains several metadata sections: Audio (VLP1, VLP2, In-Car Audio), Triggers (Lights, Siren, Brakes, Aux1, Aux2), Cameras (Switch to Camera 2, Enable PIP, Large PIP, Move to Corner), GPS (Latitude, Longitude, Heading, Speed), General (Cause: N/A, Officer: Dick Tracy, DVR Name: FBHD), and Radar (Target, Patrol, Lock). The bottom right corner features the 'SAFE FLEET Law Enforcement' logo.</p>

Burning a Shared Evidence DVD

If shared evidence has been sent to you in the ISO format, you have an option to burn a DVD that can be played on a compatible DVD player.

NOTE: Burning DVDs

Your PC must have a DVD burner and relevant software in order to burn a DVD.

To burn a DVD:

1. Navigate to the download folder on your PC and look for the downloaded ISO file.
2. Right-click the file, and then select **Burn disc image** from the displayed menu. Your default DVD-burning application is launched.
3. Follow the prompts to burn the shared evidence DVD.