

eAgent 2.0 User Manual

Updated March 2019



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1 Introduction

This manual is designed to educate authorized personnel on the use of and describe the basic components of eAgent 2.0.

eAgent 2.0 is a full access web application that allows authorized personnel to send entries, inquiries, reports, and transmit CJIS data. This web-based application is compatible with the most modern operating systems and web-browsers, including mobile devices, and will not require an installation. It is also fully compliant with NCIC 2000 and NLETS. One of the main advantages to using eAgent 2.0 is its ability to automatically distribute updates to your device, therefore eAgent 2.0 will always be up to date.

Note: eAgent 2.0 works with each host agency to customize and meet the business needs of that particular user community. This manual is a general overview of the eAgent 2.0 application, therefore certain sections may not match exactly with the version of eAgent 2.0 that was specifically customized for your agency. However, this manual provides you with the necessary information to quickly become proficient at using the eAgent 2.0 application.

2 How to Access

eAgent 2.0 is a web application, therefore you must have a web browser and access to the host agency's secure intranet to use it. Follow these steps to access eAgent 2.0:

- 1. Open a Web Browser (Internet Explorer 11, Microsoft Edge, Safari, Mozilla Firefox, or Chrome).
- 2. Navigate to the eAgent 2.0 URL.

← → C 🗋 eagent2.diversecomputing.net	≡
€ AGENT 2.0™	^
Please Sign In	
Acceptable Use Policy	
 Use of this application and associated data is for authorized use and official purposes only. Any use of this system may be monitored, recorded, and subject to audit. Use of this system constitutes consent to monitoring and recording. Unauthorized use of this system is prohibited and may be subject to criminal and/or civil penalties. 	
Usemame	
Password	
Accept and Sign In	
Linuxing incodest constitutes knowledge and understanding of the above	Ŧ

Browser highlighting eAgent 2.0 URL

2.1 Logging In

To begin, each authorized user must log in to the eAgent 2.0 application. Once you navigate to the eAgent 2.0 URL, a sign in screen will appear. Enter your eAgent 2.0 username and password into the sign in screen and click **Accept and Sign In**. If you are using the application for the first time, see your TAC to receive your login information.

You must share your location with the browser in order to have access to eAgent 2.0. If this is your first time accessing the application, select the **Always Share** option from the browser notification or edit your location settings in the browser settings menu. For more information on different browser location settings see the Appendix in section 10.3.

€ AGENT2.0 [™]	
Please Sign In	
Acceptable Use Policy Use of this application and associated data is for authorized use and official purposes only. Any use of this system may be monitored, recorded, and subject to audit. Use of this system constitutes consent to monitoring and recording. Unauthorized use of this system is prohibited and may be subject to criminal and/or civil penalties. Username Password	
Accept and Sign In *Clicking Accept constitutes knowledge and understanding of the above	

eAgent 2.0 sign in screen

The first time you log in to eAgent 2.0 the application will prompt you to accept the End User License Agreement. Read through the agreement and click **Agree and Continue**.

eAgent 2.0 End User License Agreement

2.2 Logging Out

For security reasons, it is important to log out of your user account when you finish using eAgent 2.0. To log out:

- 1. Click on your username from the top right of the screen to view your **user drop-down menu**. Refer to section 3.7 for more information on the user drop-down menu.
- 2. Select Logout.
- 3. The page will redirect you to the Sign In screen.

e AGENT [™]			:	Smart Message (Ent	er to send)	🔎 👤 mscha	aper-
						Help	
Q Find a Form	3	🖨 Inbox	🛤 Banner	Finned C Archive	街 History	About	
🖹 Forms Menu 🕨		п ;	Key Sut	niect		Password	Date
🗘 Favorite Forms	U		ncy ou	Jeer		Settings	Date
		loday				b Uogout	
Cecent Forms		∓ ♥	DR DR	TN0000000 - NOT ON FILE	-		12:10 PM
DL Scanner		∓ ⊙	DR DR	TN0000000 - NOT ON FILE			12:07 PM
🔦 SmartKeys					8600101 M . MKEA		12:04 PM
+ Manage			FER J IN	IBIOTI MICKEL, MOUSE I	JOUUTUT IN - MIKEA	NANTED PERSON	T2.04 FW

User drop-down menu highlighting "Logout" selection

3 eAgent 2.0 Environment

The design of eAgent 2.0 functions similarly to an email inbox. All incoming messages display in a primary inbox tab and the additional tabs provide methods of organization. Review the following sections to become more familiar with the features of the application.

3.1 Inbox Tab

You can view all incoming message responses in the Inbox Tab. The message responses in this tab are organized chronologically using the section headings "Today", "Yesterday", and "Past". To navigate through messages in the Inbox use the up and down arrows (\uparrow , \downarrow) on your keyboard. The check box to the left of the currently selected message will be outlined in blue.

Click on the refresh icon (\mathcal{C}) to the left of the Inbox tab to refresh the Inbox without refreshing the entire browser. If you refresh your browser and not the Inbox tab, it will cause you to lose any forms you have open.

e AGENT™						Smar	t Message (Ente	er to send)	🎮 👤 mscl	naper-
Q Find a Form	3	🕒 Int	oox	im B	anner	₽ Pinned	🗅 Archive	쉽 History		
🖹 Forms Menu 🕨		¥ i	Ke	ey .	s	ubject				Date
2 Decent Form		T () VE	ΕH	6 Т	NTBI0014 ABC	123 TN - MULTIF	PLE RECORDS		2:43 PM
DL Scanner		ļ (DF	२	D	R.TN0000000 -	NOT ON FILE			12:10 PM
SmartKeys		ļ (DF	2	D	R.TN0000000 -	NOT ON FILE			12:07 PM
Manage		ļ.	PE	R	3 T	NTBI0014 MICI	KEY, MOUSE 19	9600101 M - MKE	WANTED PERSON	12:04 PM

eAgent 2.0 Inbox highlighting selected message

Each message in the Inbox displays the message priority, MKE, message count, subject of the message, and the date the message was received. Messages that you receive for the current day will display the time instead of the date. The following describes the key components of each message:



Inbox tab highlighting message subject components

- 1. **Message priorities** are represented by colored icons which display to the left of the MKE. These indicate low, medium, and high priority responses. Refer to section 3.7 for more information on these icons.
- 2. The **Message Key** displays to the left of the message count and shows the MKE of the form you have sent. With the exception of unsolicited messages, you can select the MKE of a message to open the form from the Inbox.
- 3. The **Message Count** will display to the left of the subject for messages with multiple responses. This shows the number of responses associated with a transaction but does not include the transaction itself.
- 4. The message **Subject** displays core information about the message. The example above shows "Multiple Records" for a message that had multiple responses. Other message subjects may display important information about the content of a message or refer to the priority of the message response.

3.1.1 Agency Mode

Activating Agency Mode causes users who are in the same agency to receive the same messages in their Inbox. This feature allows you to view and interact with any messages that the users in your agency send or receive. There will be minor changes to the Inbox display when Agency Mode activates.

= Smart Message (Enter to send) 🏳 👤 mschaper-Q Find a Form (a C Inbox Ranner **₽** Pinned C Archive History Subject Date I i Key 1 10:01 AM • 📮 PER TNTBI0098 12345678 PA - STATUS: EXPIRED A 8:28 AM O YR YR.TNTBI0098 - THE RECORD BELOW IS IN PROCESS OF BEING CONFIRMED TNTBI0098 BANNER, BRUCE DCI W030005144 11223344 BHEAD TNTBI00. YR 8:28 AM \circ TNTBI0098 BRUCE, WHITE 19600101 M - MKE/SEXUAL OFFENDER PER 8:21 AM **I** 3

The following section explains key components of transactions in Agency Mode:



- 1. The **Message Key** of a message is highlighted in red when it is unread by all members of your agency group. The Message Key color will change to blue once someone in your agency group reads the message.
- 2. The message **Subject** is in bold black type when unread by you, even if someone else in your agency group has already read it. Once you open the message the color will change to grey.
- 3. The **Username** of the user who sent a transaction will appear beneath the subject of the message. Your username will not appear on transactions sent by you.
- 4. When you see a **camera icon** in the subject line of a message it indicates there is an image attached to the message response.

3.2 Archive Tab

If you choose to archive messages, they will appear in the Archive Tab and will no longer display in your Inbox.

To move messages to the Archive Tab:

- 1. Check the boxes to the left of the messages you would like to move.
- 2. The buttons "Create Report" and "Move to Archive" will appear at the top of the Inbox. If you select any unread messages the "Mark as Read" button will also appear.
- 3. Select **Move to Archive.** You can then view these messages by selecting the **Archive** tab.



Inbox tab highlighting "Move to Archive" button

Once you are in the Archive Tab, you have the option to move messages back to the Inbox. Check the boxes for the messages you wish to move and select the **Move to Inbox** button at the top of the screen. The messages will disappear from the Archive Tab and reappear in the Inbox.

€AGENT™	💷 Smart Message (Enter to send) 🃁 🔎 👤 me	schaper-
	Move to Inbox Mark as Read	
Q, Find a Form (C ⊆ Archive C History LPQ ¥	
Forms Menu 🕨	🗆 🖡 i Key Subject	Date
☆ Favorite Forms	Today	
D Recent Forms	VEH 6 TNTBI0014 ABC123 TN - MULTIPLE RECORDS	10:04 AM
DL Scanner	Past	
🔩 SmartKeys	AM AM.DCFBIWA15	Oct 1
+ Manage	AM AM.DCFBIWA15	Oct 1

Archive tab highlighting "Move to Inbox" button

3.3 Mark as Read

To mark unread messages as read:

- 1. Check the boxes to the left of the unread message(s) you would like to mark as read.
- 2. Three buttons will appear at the top of the Inbox: "Create Report", "Move to Archive", and "Mark as Read."
- 3. Select Mark as Read. The message subject will change from bold black type to grey.

e AGENT™	Smart Message (Enter to send)	r ~
	Create Report 🗅 Move to Archive	
Q , Find a Form (C Inbox Reanner Finned C Archive C History	
Forms Menu 🕨	F I Key Subject	Date
¥ Favorite Forms	Today	
D Recent Forms	□ 📮 😢 LPQ TNTBI0014 ABC123 20161004 ETEST 20160101 12345 100 TEST	11:04 AM
DL Scanner	C 📮 🌗 VEH 6 TNTBI0014 ABC123 TN - MULTIPLE RECORDS	10:04 AM
A SmartKeys	PER 2 TNTBI0014 12345678 PA - MULTIPLE RECORDS 2 1	10:04 AM
- manago	Past	
	AM AM.DCFBIWA15	Oct 1

Inbox tab highlighting "Mark as Read" button

3.4 Banner Tab

The Banner Tab displays all banner messages in the same format as messages in the Inbox tab.

€ AGENT [™]	Smart Message (Enter to send)	r ⁹ 1 mschaper	
Q, Find a Form (C		
l Forms Menu ► ☆ Favorite Forms	□ ∓ i Key Subject	Date	
DL Scanner	Image: Second	Oct 19	
🕰 SmartKeys + Manage			

Banner tab selected

If you receive a banner message while you are using eAgent 2.0, it will display as a popup on your screen. Closing this popup will mark the message as read in the Banner tab.

	Smart Message (Enter to send)
	Banner Message
C ♀ Inbox ♥ Bann	1/6/2016 08:23:39: **Testing Banner Message**
Today	Close
O 📕 () PER (2) Di	OE, JOHN 19600101 xycytn - MULTIPLE RECORDS

Banner message popup

If you are logged out of the application, any banner messages you receive on the current day will display as a popup when you first log in. Banner messages you receive while logged out of the application on previous days will be stored in your Inbox as unread messages. A red notification on the banner icon in the top navigation bar will alert you to the number of unread messages in your Banner tab.

€AGENT™	=	Smart Message (Enter to send)	
Q, Find a Form (alt+shi	C ⊇ Inbox ⊨ Banner ∓ Pinned	다 Archive 원 History	
☆ Favorite Forms ▼ QW	Yesterday	DELAYED INQUIRY HIT NOTIFICATION AT 1409 EDT 20170620	Jun 20

3.5 Pinned Tab

This tab displays messages you have pinned in your Inbox or Archive.

€ AGENT™	Smart Message (Enter to send)	🔎 👤 mschaper-
Q Find a Form (C □ Inbox ■ Banner ■ Pinned □ Archive 2 History	
☐ Forms Menu ► ☆ Favorite Forms	Tedar	Date
CRECENT Forms	Image: Today Image: The second sec	10:04 AM
DL Scanner	PER 2 TNTBI0014 12345678 PA - MULTIPLE RECORDS	☑ 10:04 AM
+ Manage		

Pinned tab selected

To pin a message, click the **pin icon** to the left of any message in the Inbox. The icon will fill in blue to show that the message has been pinned.

eAGENT™	Smart Message (Enter to send)	per-
Q Find a Form (C Inbox Banner Finned C Archive 🖒 History	
☐ Forms Menu ► ☆ Favorite Forms	□ ∓ i Key Subject	Date
CRECENT Forms	Image: State of the s	11:04 AM
DL Scanner	TTTBI0014 ABC123 TN - MULTIPLE RECORDS	10:04 AM
+ Manage		10:04 AM
	AM AM.DCFBIWA15	Oct 1 🗸

Inbox tab highlighting blue pin lcon

To unpin a message, select the blue pin icon for any pinned message. The icon color will change back to grey, indicating that the message is not pinned.

3.6 History Tab

The History tab allows you to search through all your messages. You can narrow your search using the following search fields:

- Start/End date
- Start/End time
- Message Keys
- ORIs
- Text
- User Names

eAgent 2.0 will include archived messages and exclude unsolicited messages in your search by default. To change these settings, find the "Search Criteria" section while in the History Tab and check or uncheck the boxes next to **Include Archived** and **Exclude Unsolicited** before you click the search button.

C Find a Form (alt-	🕰 Inbox 🍽 Banner 📮 Pinned 🗅 Archiv	re 쉽 History
Forms Menu ►	Personal Transaction Archive Search	
<pre> Favorite Forms ▼ QW </pre>	Date/Time Range for Search	
QG		1 5-4 D-4
🕑 Recent Forms 👻	4/5/2017	4/6/2017
DL Scanner	Start Time	End Time
🔩 SmartKeys	O0:00:00	O0:00:00
+ Manage	Search Criteria	
+ Manage	Search Criteria Message Keys	ORIs
+ Manage	Search Criteria Message Keys Comma-separated list of message keys	ORIs Comma-separated list of ORIs
+ Manage	Search Criteria Message Keys Comma-separated list of message keys Search Text	ORIs Comma-separated list of ORIs Include Archived Exclude Unsolicited
+ Manage	Search Criteria Message Keys Comma-separated list of message keys Search Text Search User Names	ORIs Comma-separated list of ORIs Include Archived Exclude Unsolicited
✦ Manage	Search Criteria Message Keys Comma-separated list of message keys Search Text Search User Names Comma-separated list of user names in you	ORIs Comma-separated list of ORIs Include Archived Exclude Unsolicited

History tab

Enter your search parameters and click **Search**. A new **Results** tab will open listing all the messages that match your search, and the search parameters will display at the top. When you are not actively viewing a search results page, you can also view the parameters of a search by hovering your mouse over the Results tab. The application allows you to perform multiple searches at once, and each one will open in a new Results tab.

€AGENT™	Smart Message (Enter to send)	•
		- 1
Q Find a Form (alt-	C ⊆ Inbox F Banner ∓ Pinned □ Archive C History 🖪 Results 🗙	
🖹 Forms Menu 🕨	□ I i Key Subject	Date
☆ Favorite Forms	Results as of 4/5/2017 10:50:11 Messages: 36 Date/Time: 2/1/2017 00:00:00 to 4/6/2017 00:00:00 Archive Include	d: Yes
QW	Exclude Unsolicited: Yes	
QG	Past	
🕲 Recent Forms 🗸	F T T T T T T T T T T T T T T T T T T T	⁻ eb 15
DI Scanner	Image: Point State Image:	⁻ eb 15
A SmartKeys	Image: PQ TNTBI0014 ABC123 NL 2012061200:00:00 Y - Field Field	[:] eb 15
+ Manage	E TNTBI0014 ABC123 NL 2012-06-12T00:00:00 Y - Field F	[:] eb 15
	E 📮 🥑 LPQ TNTBI0014 ABC123 NL 20170101 Y - ER.NL00000000; 08:56 02/15/17 00006; 08:56 02/15/1 F	eb 15
	😑 📮 🥑 GQ TNTBI0014 TEST TEST FA - GR.FA0000000; 08:51 02/13/17 00005; 08:51 02/13/17 00014 T F	eb 13

History search results page highlighting search parameters

3.7 User Dropdown Menu

The User Dropdown menu allows you to access several features within eAgent 2.0:

- eAgent 2.0 Help
- About
- Change password
- User settings
- Logout

Click on your username in the top right corner of the application to view the dropdown selections. The dropdown will remain visible until you click on your username again.

€AGENT	Smart Message (Enter to send)				
		Help			
Q Find a Form (C Dinbox Ranner Finned C Archive C History	About			
Forms Menu 🕨		Password			
☆ Favorite Forms	□ ∔ i Key Subject	Settings Date			
	Today	U Logout			
D Recent Forms	🔲 📮 😢 LPQ TNTBI0014 ABC123 20161004 ETEST 20160101	12345 100 TEST 11:04 AM			
DL Scanner	TNTBI0014 ABC123 TN - MULTIPLE RECORDS	10:04 AM			
A SmartKeys					
+ Manage	PER 2 TNTBI0014 12345678 PA - MULTIPLE RECORDS	10:04 AM			
	Past				
	AM. AM.DCFBIWA15	Oct 1			
	AM AM.DCFBIWA15	Oct 1 🗸			

User dropdown menu highlighting username

3.8 Change Password

Select **Password** from your user dropdown to create a new password.

e AGENT™	💷 Smart Message (Enter to send) 🍋 🔎 👤 mschar				
	Help				
Q Find a Form (C DInbox Panner Finned DArchive CHistory				
Forms Menu 🕨	Password				
C Eavorite Forms	🗌 🖡 i Key Subject І 🌣 Settings	Date			
	Today 😃 Logout				
Cecent Forms	Image: Second state Image: Second state	2:05 PM			
DL Scanner	GUN TNTBI0014 123456789 - MULTIPLE RECORDS 1	2:04 PM			
SmartKeys	E 📮 📀 PER 3 TNTBI0014 JOHN, DOE 19600101 M - NO NCIC WANT NAM/JOHN, D0 1	2:03 PM			
T Manage	□ ∓ 😢 LPQ TNTBI0014 ABC123 20161004 ETEST 20160101 12345 100 TEST Y 1	11:04 AM			
		0:04 AM			
		10:04 AM			

User dropdown highlighting 'Password' selection

Your new password must meet specific password requirements:

- Must be at least 8 characters
- Must be alphanumeric
- Not the same as Username
- Not the same as your last 10 passwords used in eAgent 2.0

e AGENT™	:=	Smart Message (Enter to send)	📁 👤 mschap	er-
	Change Password		х	
Q Find a Form	Old Password for mschaper:		×	
☆ Favorite Forms	New Password:	Password must meet all of the following requirements:		Date
DL Scanner	Confirm New Password:	 When the same as Username 		12:05 PM
🝳 SmartKeys			N DOE D	12:04 PM
+ Manage	Change Password Cancel		TEST Y	11:04 AM
				10:04 AM
	D I O PFR 2 TNTBI	014 12345678 PA - MULTIPLE RECORDS		10:04 AM

Change Password notification

Select Change Password and a confirmation message will appear on the screen. Use this password the next time you log in to eAgent 2.0.

3.9 **Priority Icons**

Priority Icons display to the right of the pin icon on messages in your Inbox. These colored icons indicate the priority level of a message. The following table describes what each icon represents:

lcon	Category	Priority	Description
Green Check	Response	Low	No Record
Yellow Exclamation	Response	Medium	No Registration or Expired
Red Exclamation	Response	High	Hit
Blue Arrow	Unsolicited	Low	AM Messages
Red Arrow	Unsolicited	High	YQ Messages
Red 'X'	Response	Error	Message Key Errors
Grey Check	Priority Not Configured		
Open Circle	NO RESPONSE		

You can find a similar detailed list in the eAgent 2.0 application by hovering over the "i" symbol in the inbox header.

e۸	GENT™	Smart Message (Enter to send)				
Q	Find a Form (C 🖸 Inbox 🌬 E	Banner ∓Pinned ⊡	Archive 🖓 History 🖪 Results 🗙		
	Forms Menu ►	🗆 🖡 i Key	Subject		Date	
Statu	s Icon Legend	highest priority response	or most recent response	MULTIPLE RECORDS	12:05 PM	
Icon	Category	Priority	Description	MULTIPLE RECORDS	12:04 PM	
0	Response	Low	No Record	19600101 M - NO NCIC WANT NAM/JOHN, DOE D	12:03 PM	
0	Response	Medium	No Registration or Expired	51004 ETEST 20160101 12345 100 TEST Y	11:04 AM	
0	Response	High	Hit	MULTIPLE RECORDS	10:04 AM	
•	Unsolicited	Low	AM Messages			
O	Unsolicited	High YQ Messages		- MULTIPLE RECORDS	10:04 AM	
8	Response	Error Message Key Errors				
\bigcirc	Response	Priority Not Configured			Oct 1	
0	NO RESPONSE				Oct 1	
		···		J		

Status icon legend

See the Appendix in section 10.2 of this manual for a complete list of icons in eAgent 2.0.

3.10 Message Detail

To view Message Detail, click on any message in your Inbox. When you select a message, the message detail will open in the Inbox tab. If you have the **Split View** setting turned on, the message will open in a new window (See section 3.10.1 for more information).

When you view message detail the transaction information will display first and all associated responses will appear below it.



Message detail with multiple responses

You can collapse these responses by clicking on the arrow icon on the right side of the message detail header.



Message detail highlighting toggle arrows

You can navigate through message details (in tabs) by selecting the arrows at the bottom of the message detail screen. This allows you to navigate through your messages without having to return to the Inbox.



Message detail highlighting navigation arrows

3.10.1 **Printing the Message Detail**

To print an individual response within a message detail page, select the printer icon next to the message heading.

€ AGENT [™]		:	Smar	t Message (Ente	er to send)	P 1	mschaper -	
Q Find a Form (C Inhov	Bannor	Dinned	C Archivo	An History			
Forms Menu 🕨	Message Det	ail	∓ Fiined	Archive				d
な Favorite Forms		N 12345678 P/	A 2016-10-04	10:03:53 Reo	pen Open with		۵	
DL Scanner	RESP 0	QWA.TNNCICO	00 2016-10-0	4 10:04:05 🖨		-	0	
A SmartKeys	Forward w	ith AM						
🕂 Manage	TNTBI001 10:02 10 10:02 10 *169ZITN	4QWAQWA.TNNCIC0 /04/16 00006 /04/16 00008 TN	00 TBI0014					
	G Inbox	🖨 Print					< > 🛛	Ŧ

Message detail highlighting "Print Individual Response" icon

To print all responses for a message that has multiple responses, select the **Print** button that floats at the bottom of the screen.



Message detail highlighting "Print" button

3.10.2 Highlighting

Highlighting that occurs within the message detail draws attention to information that matches with information that was included in the transaction search.

€AGENT				Smart	Message (Ente	er to send)	~	L mschaper-	
Q Find a Form (C	🕒 Inbox	🍽 Banner	Pinned	C Archive	P History			
🖹 Forms Menu 🕨	Me	essage Detail							
☆ Favorite Forms	0	VEHICLE	ABC123 DC	etest 2016-0	05-31 10:07:51	Reopen	pen with		0
D Recent Forms	Ĩ								
🔦 SmartKeys		MKE: VEHICLE	E						
+ Manage		ORI: TN OPT: etc	TBI0014 est						
• Manage		LIS: DC							
		LIC: ABC	C123						
	6	G Inbox	B Print 00	0 2016-05-31	10:07:59 🔒			< >	

Message detail highlighting

eAgent 2.0 uses three different colors to differentiate between types of information when running transactions. The table below describes what each color refers to:

Color	Information Type
Gold	License Plate/VIN
Pink	Name
Purple	Date of Birth

3.10.3 eAgent Response Buttons

Response Buttons appear at the top of each message response and allow you to quickly take different actions on message information. To use message response buttons:

- 1. Select the message you wish to use from your Inbox.
- 2. You will see response buttons that directly relate to the type of message response you choose. For example, if you click a VEH response, you will see a "Forward with AM" button at the top of the message detail.
- 3. Click on the **"Forward with AM"** message response button. An AM form will open with information from the VEH message detail automatically populated in it.

More information on specific Response Buttons can be found in eAgent 2.0 help.

⊜ AGENT™		=	Smart	t Message (Ente	er to send)	🍋 🍋 👤 n	nschaper -
Q, Find a Form (C DInbox	🍽 Banner	₽ Pinned	C Archive	역 History		
Forms Menu 🕨	Message Deta	il					
Travorite Forms		N 12345678 PA	2016-10-04	10:03:53 Reo	oen Open with		۵
D Recent Forms	\rm RESP Q	WA.TNNCICO)0 2016-10-0	4 10:04:05 🖨			•
SmartKeys	Forward with	h AM					
+ Manage	TNTBI00140 10:02 10/0 10:02 10/0 *169ZITN	QWAQWA.TNNCIC00 04/16 00006 04/16 00008 TN	00 FBI0014				
	G Inbox	🖨 Print					< > 🛛 📮

Message detail highlighting "Forward with AM" response button

3.10.4 Reopen Forms

You have the option to reopen message forms for transactions you have previously run, allowing you to resubmit the same transaction or edit a transaction before you submit it. To do this:

- 1. From the Inbox, click on a message to open the message detail page (refer to section 3.9 for more information).
- 2. Select Reopen.
- 3. The form will reopen with all of the information you originally entered populated in the fields. Make any necessary edits and click **Submit** to send the transaction.



Message detail highlighting "Reopen" button

3.10.5 Open With

This feature allows you to reopen a transaction with a specific MKE. To do this:

- 1. Open a message detail (refer to section 3.9).
- 2. Select the **Open With** button at the top of the transaction.



Message detail highlighting "Open with" button

3. A notification will appear asking you to select an MKE to open the transaction with. You can select an MKE by typing its name in the filter box and selecting it from the table below, or by scrolling through the list of MKEs located below the filter box.

€ AGENT [™]	Smart Message (Enter to send)	📁 👤 mschaper-
	Message Keys	x
Q Find a Form	Filter:	
☆ Favorite Form: ⑦ Recent Forms Ⅲ DL Scanner 옧 SmartKeys ✦ Manage	 [AA] - NLETS Amber Alert [ACQ] - Carrier Status Request [AM] - NLETS Administrative Message [AMI] - NLETS Administrative Message - Law Enforcement Only [AMI] - NLETS Administrative Message - Law Enforcement Only [AMI] - NLETS Administrative Message - Law Enforcement Only [AQ1] - Query by LIC Only [AQ03] - Query by LiC Only [AQ03] - Query by Vehicle Title Number Only [AQ03] - Query by VIN Only [AQ05] - Query by Decles Tee Number Only 	
	Cancel Submit	

"Open with" message keys notification

4. Once you select an MKE click **Submit**. The form will open with the information from the response already filled in.

3.11 User Settings

There are several user settings available for you to customize the look and feel of eAgent 2.0. To access user settings select your user dropdown (refer to section 3.7) and click **Settings**.

€AGENT™	Smart Message (Enter to send)	per-
	 Help 	
Q Find a Form (C Dinbox Banner Finned C Archive C History	
Forms Menu 🕨	Password	
← ☆ Favorite Forms	Settings	Date
	Today 🙂 Logout	
D Recent Forms	RC.TNNCIC000 - ORIGINATING AGENCY	1:00 PM
DL Scanner	RC.TNNCIC000 - ORIGINATING AGENCY	12:47 PM
SmartKeys	RC.TNNCIC000 - ORIGINATING AGENCY	12:38 PM
i manage	R.TNNCIC000 - ORIGINATING AGENCY	12:31 PM
	E F VEH 3 TNTBI0014 ABC111 TN - MULTIPLE RECORDS	12:05 PM

User dropdown highlighting user settings selection

A notification will appear with all available user settings. Once you modify your user settings they will save automatically. You can change these settings by clicking on the toggle buttons on the right side of the User Settings dialog box. To view more information, hover over the question mark (?) icon to the right of each setting.

	User Settings	Х	, mschap	oer+	• •
Q Find a Form	Split View 2	OFF			Ы
Forms N Spl	it View	OFF		Date	11
GR C C C C C C C C C C C C C C C C C C C	ens message details in another wser window, creating two dows	OFF			Ш
QW	Night Wode 🐨	OFF	ST 20	Jan 31	11
EW EA	Inbox Line Height 🕝	Medium -	ST 20	Jan 31 Jan 31	Ш
CRECENT Forms	Alert Sounds 😮	No Sound 👻	ST 20	Jan 31	
IIII DL Scanner	Control Field 😯		ST 20	Jan 31	11
A _€ SmartKeys	Close		ST 20	Jan 31	
🕂 Manage	CIUSE		2ST 20	Jan 31	• •

User settings notification highlighting question mark icon

3.11.1 Split View

The **Split View** setting automatically opens message details in a new window, allowing you to view message details and the Inbox at the same time. Each new message detail will open in the existing window rather than opening a new window each time. To activate Split View, open User Settings and toggle on the Split View option so that the "**On**" button displays.

eAGENT™				🔋 eAgent Message Detail - Google Chrome —		×
~				https://tbieagent2dev.diversecomputing.net/eaweb/app/messageset?wid=8	395088	<u>xisPo</u>
Q Find a Form (C	🖨 Inb	ox 🎮	O VEHICLE ABC111 TN 2016-10-04 12:04:31 Reopen Open with	٥	
🖹 Forms Menu 🕨		¥ i	Key	📀 RESP SYSINFO 2016-10-04 12:04:33 🖨	0	
☆ Favorite Forms		Today		TNTBI0014+ TNTBI0014 16A3ETN 00023 12:03 2016/10/04		
Cecent Forms		# 0	NC	TNDMV0000 DOWN - MESSAGE PLACED ON QUEUE		
DL Scanner		Ŧ C	NC	RESP OV.TNNCIC000 2016-10-04 12:04:34 →	Ø	
• Smartkeys		# 0	NC	Forward with AM		
, and a second		Ŧ	NC	TNTBI0014QVQV.TNNCIC000		
		Ŧ	VEH	Close Print 40 TNTBI0014		
		Ŧ C	GUN	IN TENUT 123495783 - MULTIPLE RECORDS	12.0	J4 PW

Message detail with Split View activated

3.11.2 Pop Out Forms

Pop Out Forms opens forms in a new browser window, allowing you to view forms and message details at the same time. If you open multiple forms at one time, multiple browser windows will open. To activate Pop Out Forms, open User Settings and toggle on the Pop Out Forms option so that the "**On**" button displays.

€AGENT™		QWA - Query Wanted Person - All - Google Chrome –	×
Ť		https://tbieagent2dev.diversecomputing.net/eaweb/app/form/QWA?width=937&sr	'C= �
		QWA - Query Wanted Person - All 🟠	^
Q Find a Form (C 🗅 Inbox		
🖹 Forms Menu 🕨	□ I i Kev	Control "D	
☆ Favorite Forms	Today	ORI	
D Recent Forms	🗉 🐺 🔮 NC	TNTBI0014	
DL Scanner	NC	Test Indicator	
🕰 SmartKeys		(1 A) TEST INDICATOR	
🛨 Manage		Control Field	
	NC	(10 AN) OPTIONAL CONTROL FIELD	
	D 🐺 🏮 VEH	Cancel d Submit Clear Form	
			· ·

Pop Out Forms setting activated

3.11.3 Close on Submit

The **Close on Submit** feature refers to submitting Message Key Forms (Refer to section 6 for more information on completing message key forms). When you activate this setting in Tabs view, forms will automatically close once you select **Submit** and you will be redirected to the Inbox. If you have the Pop Out Forms setting activated, the form window will close once you click Submit.

To activate Close on Submit, open User Settings and toggle on the Close on Submit option so that the "**On**" button displays.

3.11.4 Night Mode

Night Mode inverts the color scheme of the application for ease of viewing in low light environments. When you activate this setting it will affect all sections of eAgent 2.0.

To activate Night Mode, open User Settings and toggle on the Night Mode option so that the "**On**" button displays.

€AGENT	Smart Message (Enter to send)	chaper-
Q Find a Form (🗲 🗖 Inbox 🍽 Banner 🖡 Pinned 🗅 Archive 🍄 History	
■ Forms Menu ► ☆ Favorite Forms	□ ∓ i Key Subject	Date
DRecent Forms	NC. TNNCIC000 - ORIGINATING AGENCY	1:00 PM
SmartKeys	KC. TNNCIC000 - ORIGINATING AGENCY KC. TNNCIC000 - ORIGINATING AGENCY KC. TNNCIC000 - ORIGINATING AGENCY	12:47 PM 12:38 PM
+ Manage	NC. TNNCIC000 - ORIGINATING AGENCY	12:31 PM
	VEH 3 TNTBI0014 ABC111 TN - MULTIPLE RECORDS	12:05 PM

Night Mode setting activated

3.11.5 Inbox Line Height

You are given the option to change the line height of your Inbox according to your viewing preference. This change will affect the Inbox, Flagged, and Archive tabs. The three size options for viewing are **Small**, **Medium**, and **Large**.

To set Inbox Line Height, open User Settings and select a size from the drop-down menu.

3.11.6 Alert Sounds

Select a sound to get an alert each time you receive an unsolicited message. You have three sound options to choose from, however alert sounds are automatically set to "No Sound" in your user settings.

	User Settings	Х	, mschap	er-	Î
Q Find a Form	Split view 🍯	OFF			83
Forms Menu)	Pop Out Forms 3	OFF		Date	
☆ Favorite Form	Close On Submit 😮	OFF			
QW	Night Mode 😢	OFF	ST 20	Jan 31	
EW	Inbox Line Height 😧	Medium -	IST 20	Jan 31	
	Alart Sounds		ST 20	Jan 31	
C Recent Forms	Alert Sounds	No Sound -	ST 20	Jan 31	
DL Scanner	Control Field 😮	No Sound	_	Jan 31	
Q. Smartkova		Sound 1			
Sindrikeys	Close	Sound 2		Jan 31	
+ Manage		Sound 3	201 20	Jan 31	-

User Settings Highlighting Alert Sounds Options

3.11.7 Control Field

You can set a control number value for all forms through your User Settings. Enter the value you wish to use in the text box across from the Control Field setting in the User Settings notification. Once you change the value it will automatically save in your settings.

e AGENT	User Settings	Х	L mschap	er-	^ ^
Q Find a Form	Split View 😮	OFF			
Forms Menu	Pop Out Forms 😨	OFF		Date	
☆ Favorite Fon	Close On Submit 🕜	OFF			
QW QW	Night Mode 📀	OFF	EST 20	Jan 31	
EW	Inbox Line Height 😮	Medium -	EST 20	Jan 31	
EA	Alert Sounds	No. Oourad	EST 20	Jan 31	
C Recent Form		No Sound +	EST 20	Jan 31	
DL Scanner	Control Field	etest	EST 20	Jan 31	
SmartKeys	Close		EST 20	Jan 31	
- Manage			EST 20	Jan 31	



4 Smart Message

The Smart Message feature allows you to quickly send three types of transactions: queries on persons, vehicles, and guns. Smart message evaluates your inputs and provides a formatting guide to help you as you enter your queries. The smart message hints will appear below the text field once you begin typing and will become more specific as you narrow your message.

Note that some smart message queries require a forward slash (/) after your text to successfully complete the query.

e AGENT™	•		📮 👤 mschaper-		
				ORI: TNTBI0014	
Q Find a Form (C 🗅 Inbox	🍽 Banner	ŧ	PERSON: LN, FN MN DOB(YYYYMMDD) SEX	
■ Forms Menu ►	□ ∓ i	Key Subje		LN, FN DOB(YYYYMMDD) SEX FN MN LN DOB(YYYYMMDD) SEX	Date
Decent Forms	Today			FN LN DOB(YYYYMMDD) SEX SS/ SOC (must start with SS/ then	
		NC NC.TI		the SOC number)	7:23 AM
Q. SmartKeys	Yesterday				
+ Manago	- 7 🔿 1	NC NC.TI	AB-123	VEHICLE: LIC LIS(2 characters)	T 1430 EDT 20161 Oct 24
Timanage	Past				
	■ ∓ ♥ /	AM AM.D	a	VIN:	Oct 22
	■ ∓ ♥ /	AM AM.D		VIN/ VIN (must start with VIN/ then the VIN number. Partial VIN search requires at least three characters.)	Oct 22
	■ ∓ ♥ /	AM AM.D			Oct 22
	■ ∓ ♥ /	AM AM.D			Oct 22
	■ ∓ ♥ /	Image: Weight of the serial number GUN/ SER (must start with GUN/ then the serial number)	Oct 22		
					· · · · · · · · · · · · · · · · · · ·

Smart message will also accept a colon (:) after your text to quickly filter the smart message hints.

Smart message hints

4.1 Gun

To query a gun in smart message:

- 1. When you type the word "GUN," smart message will show you hints for all three types of queries. To quickly filter the query, type a forward slash (/) after your text.
- 2. Once you enter "GUN/" into the field using the forward slash, the hints will narrow down and display only the Gun format.
- 3. Press the Enter key to send your query.

€AGENT			=	GUN/ 12344	🔎 👤 mschaper-
				ORI: TNTBI0014	
Q , Find a Form (C	🖨 Inbox	🍽 Banner	GUN:	
Forms Menu 🕨		∓i ⊮	(ey Subje		Date
☆ Favorite Forms		Today		Press Enter to Send	
C Recent Forms		T O N	NC NC.T	NNCIC000 - ORIGINATING AGENCY	7:23 AM
Q. SmartKeys		Yesterday			
+ Manage		∓ ⊘ ⊧	NC NC.T	NNCIC000 - DELAYED INQUIRY HIT NOTIFICATION A	AT 1430 EDT 20161 Oct 24
i manage		Past			
		# O A	AM AM.D	CFBIWA15	Oct 22

Smart message gun hints

4.2 Person

To query a person by name in smart message:

- 1. Type the name of the person into the Smart Message field.
 - a. You can begin with either the first or last name.
 - b. If you type the last name first, be sure to place a comma between it and the first name.
- 2. After the name, insert a single space and enter the date of birth (YYYYMMDD). Insert another space and enter the sex (M/F/U).
- 3. Press the Enter key to send your query.

€AGENT™			:=	DOE, JOHN	🔁 👤 mschaper-
				ORI: TNTBI0014	
Q Find a Form (C	🖴 Inbox	🍽 Banner	PERSON:	
Forms Menu 🕨		∓i∣	Key Subje	LN, FN DOB(YYYYMMDD) SEX	Date
☆ Favorite Forms		Today			
DL Scappor		T	NC NC.TI	/ or : accepted for VIN, GUN, DL, NIC, and SS	7:23 AM
a. SmartKovs		Yesterday		queres	
- Sinanceys		T	NC NC.T	NCIC000 - DELAYED INQUIRY HIT NOTIFICATION /	AT 1430 EDT 20161 Oct 24
- Manage		Past			
		∓ ⊘	AM AM.D	CFBIWA15	Oct 22

Smart message person hints

To query a person by social security number in smart message:

- 1. Type "SS/" into the field using a forward slash and the hints will narrow down to **Person SS** hints.
- 2. Enter a single space followed by the social security number.
- 3. Press the Enter key to send your query.

e AGENT™						SS/	🎮 👤 mscha	per-
					ſ	ORI: TNTBI0014		_
Q Find a Form (C		Inbox	🍽 Banne	er	PERSON SS:		
■ Forms Menu ▶		Ŧ	i k	Key	Subje		-	Date
☆ Favorite Forms		Toda	y			Please Enter More Information		
CRECENT Forms		Ŧ	•	٩C	NC.TN	NCIC000 - ORIGINATING AGENCY		7:23 AM
a. SmartKovs		Yeste	erday					
- Sinanceys		Ŧ	•	NC	NC.TN	NCIC000 - DELAYED INQUIRY HIT NOTIFICATIO	N AT 1430 EDT 20161	Oct 24
Timanaye		Past						
		Ŧ	•	АМ	AM.DO	CFBIWA15		Oct 22

Smart Message Social Security Number Hints

4.3 Vehicle

To query a vehicle in smart message:

1. Enter a license plate number and state abbreviation. You must enter the state as an abbreviation to submit the smart message.

€AGENT					=	A	ABC123 MO	🏴 👤 msch	aper-
							ORI: TNTBI0014		
Q, Find a Form (C		Inbox	🍽 Bar	iner	AB-123	VEHICLE:		
Forms Menu	Ο	Ŧ	i)	Key	Subje		Press Enter to Send VEHICLE		Date
		Toda	ıy					_	
C Recent Forms		Ŧ	•	NC	NC.T	NNCICO	000 - ORIGINATING AGENCY		7:23 AM
DL Scanner		Yeste	erday						
SmartKeys		Ŧ	•	NC	NC.T	NNCICO	000 - DELAYED INQUIRY HIT NOTIFICATIO	ON AT 1430 EDT 20161	Oct 24
j - manage		Past							
		Ŧ	•	AM	AM.D	CFBIW	/A15		Oct 22

Smart message vehicle hints

- OR -

 Enter a VIN. You must type "VIN/" into the smart message field using a forward slash to search for a VIN in smart message. A partial VIN search requires at least 3 characters (for VMA VYR) or at least 5 characters (for VMA VMO VST VYR). If you enter a full VIN it will perform a state search.

€AGENT				:			🏳 👤 mschaper -			
						ORI: TNTBI0014				
Q Find a Form (C		Inbox	🍽 Banner	-	VIN:				
Forms Menu 🕨		Ŧ	i	Key Sul	oje	at least 3 characters for VMA VYR; at least 5 for VMA VMO VST VYR.		Date		
Favorite Forms	Today					Full VIN will perform State Search)				
C Recent Forms		Ŧ	•	NC NC	.ті			7:23 AM		
DL Scanner		Yest	erday			Please Enter More Information				
SmartKeys		Ŧ	٢	NC NC		C000 - DELAYED INQUIRY HIT NOTIFICATION A	T 1430 EDT 20161	Oct 24		
- manage		Past								
		Ŧ	•	AM AM	.DCFBI	WA15		Oct 22	Ŧ	

Smart message VIN hints

4.4 NIC

To query a NIC in smart message type "**NIC**/" followed by the NIC number you wish to query. The NIC smart message hints will be able to identify what type of NIC you are running based on the NIC number. Press the Enter key to send your query.

e AGENT™			:=		NIC/	🎮 👤 mschaper-		
					ORI: TNTBI0014			
Q Find a Form (C	🖨 Inbox	🍽 Banner	Ø	NIC:			
Forms Menu 🕨		∓i ⊧	Key Subje		Continue typing NIC number		Date	
	Today							
C Recent Forms		# 0 •	NC NC.T		Please Enter More Information		7:23 AM	
DL Scanner		Yesterday						
SmartKeys		# O N	NC NC.T	NNCIC	Oct 24			
т малауе		Past						
		∓ ⊘ A	AM AM.D	CFBI	WA15		Oct 22	

Smart message NIC hints

4.5 Driver's License

To query a driver's license in smart message, type "**DL**/" followed by the license number and state abbreviation. To successfully submit the smart message, the license number cannot be longer than 20 characters. Press the Enter key to send your query.

€AGENT	🗉 🔃 DL/ 122 🌾 👤 mscha	per -
	ORI: TNTBI0014	
Q Find a Form (C DImbox Banner DL:	
Forms Menu 🕨	T I Key Subje	Date
☆ Favorite Forms	Today Please Enter More Information	
	KC NC NC.TNNCIC000 - ORIGINATING AGENCY	7:23 AM
a. SmartKovs	Yesterday	
- Silianceys	□ ∓ ♥ NC NC.TNNCIC000 - DELAYED INQUIRY HIT NOTIFICATION AT 1430 EDT 20161	Oct 24
T Manage	Past	
	AM AM.DCFBIWA15	Oct 22

Smart message Driver's License hints

4.6 Hints

The smart message hints feature will indicate when your message matches an accepted format by turning green.

e AGENT™	ABC123 TN	🎮 💄 mschaper-
	ORI: TNTBI0014	
Q Find a Form (C ⊆ Inbox ⊨ Banner ► VEHICLE: LIC LIS(2 characters)	
E Forms Menu ►	T I Key Subje Press Enter to Send VEHICLE	Date
	Today	
Cecent Forms	RC.TNNCIC000 - ORIGINATING AGENCY	1:00 PM
DL Scanner	RC.TNNCIC000 - ORIGINATING AGENCY	12:47 PM
Manage	RC.TNNCIC000 - ORIGINATING AGENCY	12:38 PM
• Manage	RC.TNNCIC000 - ORIGINATING AGENCY	12:31 PM
	E 🐺 🕖 VEH 🚯 TNTBI0014 ABC111 TN - MULTIPLE RECORDS	12:05 PM 💂

Smart message highlighting green hints

If your message does not match an accepted format the hints will indicate NO MATCH. Smart message will not allow you to send a message in an invalid format. If you attempt to enter a message in an invalid format, the message will not send, and focus will stay in the smart message box so you can retype the query.

€AGENT™	📕 123 ABC 🌾 👤 ms	chaper-
	ORI: TNTBI0014	
Q Find a Form (C Dinbox Banner ? NO MATCH:	_
Forms Menu 🕨	□ I i Key Subje to quit	Date
¥ Favorite Forms	Today	
CRECENT Forms	RC.TNNCIC000 - ORIGINATING AGENCY	1:00 PM
DL Scanner	RC.TNNCIC000 - ORIGINATING AGENCY	12:47 PM
SmartKeys	RC.TNNCIC000 - ORIGINATING AGENCY	12:38 PM
T Manage	RC.TNNCIC000 - ORIGINATING AGENCY	12:31 PM
	E 🐺 🚺 VEH (3) TNTBI0014 ABC111 TN - MULTIPLE RECORDS	12:05 PM 🗸

Smart message displaying "No Match" result

4.7 Select ORI

Users with multiple ORIs can select which ORI they would like to send messages from in Smart Message. To do this, click on the ORI dropdown icon to the left of the smart message field. The dropdown will display all ORIs that are assigned to you. You can also use the key combination **Alt+Shift+O** to open your ORI dropdown.

€AGENT						Smart Message (Ente	er to send)	🎮 👤 mschaper+
			/			Select an ORI from the list:		
G Find & Form (a	Ē				TN001019T - ()		
	C		Inbox		Banner	TNTBI0014 - (Default)	ද්ථු History	
E Forms Menu ►		Ŧ	i	Key	Su	ubject		Date
☆ Favorite Forms		Toda	у					
CRECENT Forms		Ŧ	٢	NC	N	C.TNNCIC000 - ORIGINATING AG	ENCY	1:00 PM
PER		I	Ø	NC	N	C.TNNCIC000 - ORIGINATING AG	ENCY	12:47 PM
VEH			·					
LPQ		Ŧ	O	NC	N	C.TNNCIC000 - ORIGINATING AG	ENCY	12:38 PM
GUN		Ŧ	•	NC	N	C.TNNCIC000 - ORIGINATING AG	ENCY	12:31 PM
DL Scanner		Ŧ	0	VEH	3 Th	NTBIO014 ABC111 TN - MULTIPI	LE RECORDS	12:05 PM
K SmartKeys		Ŧ	Ð	GUN	Т	NTBI0014 123456789 - MULTIPL	E RECORDS	12:04 PM

ORI dropdown icon

Once you begin typing in the smart message field, the ORI you selected will display at the top of the smart message hints.

eAGENT™	ac ac							🏳 👤 mschaper-
				•			ORI: TNTBI0014	
Q Find a Form (C		Inbox	1	Banner	ŧ	PERSON:	
Forms Menu 🕨		Ŧ	i	Key	Subje		LN, FN DOB(YYYYMMDD) SEX FN MN LN DOB(YYYYMMDD) SEX	Date
¥ Favorite Forms		Toda	ıy				FN LN DOB(YYYYMMDD) SEX	
D Recent Forms		Ŧ	0	NC	NC.T			1:00 PM
PER VFH		Ŧ	0	NC	NC.T	[AB-123	LIC LIS(2 characters)	12:47 PM
LPQ		Ŧ	0	NC	NC.T			12:38 PM
GUN		Ŧ	O	NC	NC.T	Con	tinue typing to narrow your query	12:31 PM
DL Scanner		Ŧ	0	VEH	3 TNTB	10014	ABC111 TN - MULTIPLE RECORDS	12:05 PM
🝳 SmartKeys		Ŧ	0	GUN	TNTB	10014	123456789 - MULTIPLE RECORDS	12:04 PM 🔻

Smart message hints highlighting selected ORI

5 Side Navigation

You can access the primary navigation links in eAgent 2.0 from the navigation panel on the left side of the page.

5.1 Find a Form

To search for a specific form, select the **Find a Form** text box from the top of the side navigation panel. You can also use the **Alt+Shift+K** key combo to bring focus to this text box. Begin typing the name or message key of the form you wish to use, and select it from the dropdown menu that appears. The form will open in either a new tab or in a new window, depending on the user settings you have enabled.

e AGENT™	Smart Message (Enter to send)	R mschaper-
Q Find a Form (🗢 🖬 moox 🎽 Banner 🖡 Pinned 🗅 Archive 🖒 History	
Forms Menu	□ I Key Subject	Date
A revolue rolling	Today	
D Recent Forms	□ ∓ O NC NC.TNNCIC000 - ORIGINATING AGENCY	1:00 PM
DL Scanner	RC.TNNCIC000 - ORIGINATING AGENCY	12:47 PM
Manage	□ ∓ O NC NC.TNNCIC000 - ORIGINATING AGENCY	12:38 PM
• Manage	□ ∓ ♥ NC NC.TNNCIC000 - ORIGINATING AGENCY	12:31 PM
	E I VEH 3 TNTBI0014 ABC111 TN - MULTIPLE RECORDS	12:05 PM

e AGENT™	Smart Message (Enter to send)											nd)		👤 ms	chap	ber -		*
Q QW	~	_	nbox		Bann	r II	Pinned		C Arc	hive	¢лн	istory						
[QW] - Query Wan	ted P	ersor	1 I															
[QWA] - Query Wa	inted	Perso	on - All													Date	9	
[QWB] - Query Bat	tch W	anteo	d Perso	n														
[QWE] - Query Wa	nted	Perso	on - Ex	tradital	ble													
[QWF] - Query Wa	nted	Perso	on - Fe	lony												1:00	РМ	
[QWI] - Query Both	n NCI	C 200	00 and	ш														
[QWS] - Query Wa	nted	Perso	on - Sta	ate												12:47	PM	
(Press Enter to laund	ch high	lighte	d form)														_	
+ Manage		4	V	NC		NC. INNO	CICOOO	- ORI	IGINATI	NG AGE	ENCY					12:38	РМ	
i manaye		Ŧ	0	NC		NC.TNN	CIC000	- ORI	IGINATI	NG AGE	ENCY					12:31	РМ	
		Ŧ	0	VEH	3	TNTBI00	014 ABC	0111	TN - N	IULTIPL	E RECO	RDS				12:05	РМ	-

Navigation panel "Find a Form" text box

5.2 Forms Menu

To navigate through all forms in the application, select the **Forms Menu** link from the side navigation panel.

The Forms Menu organizes forms by category and displays them in a tree format. To close the menu, click anywhere on the page outside of the menu. Selecting the Forms Menu again will open the menu tree where you last left off.

€AGENT™		Smart Message (Enter to send)	🔎 👤 mschaper-
Q Find a Form (⊇ Inbox ⊨ Banner	Finned C Archive C History	
🖹 Forms Menu 🕨	Administrative Messages)	ect	Date
☆ Favorite Forms	Articles)		
	Boats)		
D Recent Forms	Commercial Vehicles >	INNCIC000 - ORIGINATING AGENCY	1:00 PM
DL Scanner	Criminal Histories >	INNCICODO - ORIGINATING AGENCY	12:47 PM
A SmartKevs	Drivers Licenses)		12.77110
	Gangs and Terrorists)	INNCIC000 - ORIGINATING AGENCY	12:38 PM
← manage	Guns 🕨	INNCICODO - ORIGINATING AGENCY	12:31 PM
	Help Files 🕨		12.0111
	Hit Confirmations)	BI0014 ABC111 TN - MULTIPLE RECORDS	12:05 PM 🖕

Forms menu

5.3 Favorite Forms

In eAgent 2.0 you can set favorite forms and assign specific key combinations to them. These forms and their key combos display in a list beneath the **Favorite Forms** link in the side navigation. Select Favorite Forms from the side navigation panel and a dropdown list of your favorite forms will appear.

e AGENT™			:	Sma	rt Message (Ente	er to send)	L mschaper-
Q Find a Form (с I	Qinboy	Banner	E Dinned	C Archive	Pa History	
Forms Menu 🕨	~ _ 1	∔ i K	(ey Su	ubject		- History	Date
☆ Favorite Forms	T	oday	-				
QW		• • •		C.TNNCIC000	- ORIGINATING AG	ENCY	1:00 PM
CRECENT Forms		• •		C.TNNCIC000	- ORIGINATING AG	ENCY	12:47 PM
DL Scanner		F 🕐 N		C.TNNCIC000	- ORIGINATING AG	ENCY	12:38 PM
+ Manage		F 🕐 N	IC NO	C.TNNCIC000	- ORIGINATING AG	ENCY	12:31 PM
		• • •	EH 3 TI	TBI0014 ABC	111 TN - MULTIP	LE RECORDS	12:05 PM

Favorite forms

5.3.1 Setting a Favorite Form

Follow these steps to set a favorite form:

- 1. Open any form in the application.
- 2. Select the star shaped icon in the header of the form. The star icon will be filled in yellow for any forms that are already set as a favorite.

€AGENT™		mart Message (Enter to send)	🏳 🔎 🗘 mschaper-
Q Find a Form (🕶 🕰 Inbox 🛤 Banner ∓ Pinn	ed 🗅 Archive 🍄 History	QG 🗙
 ➡ Forms Menu ► ☆ Favorite Forms ♥ Recent Forms 	QG - Query Stolen Gun 😭		2
DL Scanner	ORI TNTBI0014	Test Indicator (1 A) TEST INDIC;	
	Control Field ETEST Cancel Submit Clear Form	Related Search Y	

Favorite form star icon

- 3. In the notification that pops up, you have the option to choose a key combo from the dropdown menu or select "None". If you select "None" there will not be a shortcut for the form, but it will appear in your favorite forms dropdown menu.
- 4. Click **Set Favorite**. This form will now be listed under Favorite Forms in the side navigation panel.

	Smart Message (Enter to send)	🎮 💄 mschaper-
	Set Favorite	x
Q Find a Form	Please select Key Combination to access	
Forms Menu	Favorite QG - Query Stolen Gun	
☆ Favorite Form	* Key Combination:	
DI Scapper	ctrl+shift+B •	c
SmartKeys	(If "None" is selected for the Key Combination, favorite will be available from "Favorite Forms" menu.)	
🕂 Manage		
	Cancel 🖈 Set Favorite	
	Cancel Submit Clear Form	

Set favorite notification

5.4 Recent Forms

Recent Forms displays the top five forms you most frequently use. You can toggle this list by clicking the **Recent Forms** link in the side navigation panel.

e AGENT™	📰 Smart Message (Enter to send) 🃁 👤 m	schaper-
Q Find a Form (C Da Inbox Banner Finned C Archive C History	
Forms Menu 🕨	🗆 🖡 i Key Subject	Date
	Today	
Cent Forms	NC. TNNCIC000 - ORIGINATING AGENCY	1:00 PM
PER VEH	R.TNNCIC000 - ORIGINATING AGENCY	12:47 PM
	□ ∓ ♥ NC NC.TNNCIC000 - ORIGINATING AGENCY	12:38 PM
	□ ∓ O NC NC.TNNCIC000 - ORIGINATING AGENCY	12:31 PM
SmartKeys	VEH 3 TNTBI0014 ABC111 TN - MULTIPLE RECORDS	12:05 PM

Navigation panel highlighting recent forms link

5.5 DL Scanner

The Driver's License Scanner allows you query a person by scanning a driver's license barcode, typing in an Operator License Number, or typing in both an Operator License Number and Operator License State.

Select the **DL Scanner** link from the side navigation panel to open the eAgent DL Scanner window.

eAGENT™	Smart Message (Enter to send)	schaper-
Q, Find a Form (alt	C 🗅 Inbox 🍽 Banner 🖡 Pinned 🗅 Archive 🖓 History	
Forms Menu 🕨	🗆 🖡 i Key Subject	Date
¥ Favorite Forms ▼	Today	
🕲 Recent Forms 👻	□ ∓ O NC NC.TNNCIC000 - DELAYED INQUIRY HIT NOTIFICATION AT 0853 EDT 20160927	7:54 AM
PER	□ ∓ O NC NC.TNNCIC000 - DELAYED INQUIRY HIT NOTIFICATION AT 0853 EDT 20160927	7:54 AM
DL Scanner	Yesterday	
🕰 SmartKeys	RC.TNNCIC000 - ORIGINATING AGENCY	Sep 26
+ Manage	E I ONC NC.TNNCIC000 - ORIGINATING AGENCY	Sep 26

DL Scanner

If you choose to scan a driver's license barcode, the transaction will submit automatically, and a response will appear in the Inbox. If you enter an OLN, or OLN OLS, you must press the **Enter** key to submit the transaction.

€AGENT	Smart Message (Enter to send) 🔎 👤 mschap					
Q Find a Form	Image: Comparison of the system − − × Image: Agent DL Scanner - Google Chrome − − × Image: Agent DL Scanner - Google Chrome − − × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Image: Agent DL Scanner - Google Chrome − □ × Im					
☐ Forms Menu ▶ ☆ Favorite Forms	C Driver's License Scanner Scan a driver's license barcode, or type in OLN, or OLN OLS Be sure focus is in the field below before scanning	Date				
න Recent Forms	Enter OLN, or OLN OLS, or data from scanner here	7:54 AM				
DL Scanner	OTIFICATION AT 0853 EDT 201	7:54 AM				
+ Manage	■ ∓ O NC NC.TNNCIC000 - ORIGINATING AGENCY	Sep 26				

DL Scanner Window

5.6 Save Drafts

eAgent 2.0 allows you to save an un-submitted message as a Draft to be sent out at a later time. Access your Drafts from your side navigation Save Drafts section by selecting the desired MKE.



Save Drafts Pictured in Side Navigation Window

The MKE for each Draft is displayed in this list; hover over it to view the timestamp for when the message was last saved. Users can have a maximum of ten drafts at any one time.

€ AGENT2.0™	Smart Message (Enter to servi)	🎮 💄 hhamano -
Q Find a Form (att+shift+k)	C Intox WBanner #Pinned Charchive (2) History	
☆ Favorite Forms ▼	🗆 🖡 i Key Subject	Date
🕲 Recent Forms 👻	Yesterday	
Drofte (4/10) N 2	□ 🐺 🔮 NC NC.TNNCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1110 EST 20181227	Dec 27
DL Scanner	□ I ONC NC.TNNCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1110 EST 20181227	Dec 27
	□ 🖡 🔮 NC NC.TNNCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1012 EST 20181227	Dec 27
+ Manage	□ ∓ O NC NC.TNNCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1012 EST 20181227	Dec 27
	□ ∓ O NC NC.TNNCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1012 EST 20181227	Dec 27
	RC.TNNCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1012 EST 20181227	Dec 27
	RC.TNNCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1009 EST 20181227	Dec 27
	RC.TNNCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1009 EST 20181227	Dec 27
	RC.TNNCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1003 EST 20181227	Dec 27
	RC.TNNCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1003 EST 20181227	Dec 27
	□ 🐺 🕐 NC NC.TNNCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1003 EST 20181227	Dec 27
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	□ # O NC NC.TNNCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1000 EST 20181227	Dec 27
	□ ∓ O NC NC.TNNCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1000 EST 20181227	Dec 27
	□ 🐺 🕐 NC NC.TNINCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1000 EST 20181227	Dec 27
	□ 🐺 🕐 NC NC.TNINCIC000 - ORIGINATING AGENCY NOTIFICATION AT 1000 EST 20181227	Dec 27
	□ 🐺 🕐 NC NC.TNINCIC000 - ORIGINATING AGENCY NOTIFICATION AT 0956 EST 20181227	Dec 27
	□ # O NC NC.TNINCIC000 - ORIGINATING AGENCY NOTIFICATION AT 0856 EST 20161227	Dec 27

Drafts Inbox

Note: Drafts will be saved for the same retention period as messages in the Inbox. This is set at the implementation level.

Selecting a Draft from the side navigation will open the form. You can only have one copy of a draft open at a time. Submitting your draft will remove it from your Save Drafts list.

Saving a Draft

Any un-submitted message can be saved as a Draft. Navigate to the bottom of a form and select the Save Draft button. This will save the form as-is, including all user entered values. If you make any additional changes be sure to select Save Draft again before logging out of the system.

6 Completing and Sending Message Key Forms

6.1 Completing Forms

Once you select a form, it will open in a new tab or window ready for you to fill out. To assist you with submitting accurate transactions, eAgent 2.0 validates your entries in real time using mandatory field indicators and field edit checks. An example of this is shown in the next section for the EW (Enter Wanted Person) form.

6.1.1 Mandatory Field Indicators

Mandatory field indicators are labeled with bold blue typeface and have an asterisk (*) preceding them. Once you enter a valid entry in the field, the asterisk will disappear, and the font will change to plain black text. If you enter all mandatory information for a form, then any remaining mandatory field indicators will change to plain black text. To submit a form, you must enter appropriate values in all mandatory fields.

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Forms Menu ►	EW - Enter Wan	ted Person 🟠					
D Recent Forms	_						5
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+ Manage	ORI TNTBI0014 Control Field ETEST			Test (1 A Notif	Indicator .) TEST INDIC, iy Orig. Agy.		
	Case						Ċ
	* Orig. Case M	IO.	Y CASE NUMBE	* Vic (8 N	Diation/Warrant		•
	* Offense (24 AN) OFFEI	NSE CODE		State	e ID No. ANS) STATE IDEN	ITIFICATI	
	Cancel er S	ubmit Cle	ar Form				

EW form highlighting mandatory field indicators

Field Edit Checks help you enter correct information in data fields that require specific information. For example, a Social Security Number field requires nine numeric digits to satisfy

that edit check. When you enter incorrect data into one of these fields, it will be highlighted red until the specific criteria for the field is met.

€ AGENT™	Smart Message (Enter to send) 🏳 👤 mschar	per →
Q Find a Form (C □ Inbox ■ Banner ∓ Pinned □ Archive P History EW ★	
☐ Forms Menu ► ☆ Favorite Forms	EW - Enter Wanted Person 🟠	
D Recent Forms	_	C
per Veh LPQ Gun	Message Key Caution/Medical EW	
DL Scanner	Control	Ċ
🕰 SmartKeys + Manage	Cancel Submit Clear Form Test Indicator	

EW form highlighting field edit checks

6.2 Code Tables

Code tables allow you to efficiently search through and filter criteria for certain fields within forms. To access the code table for a field when completing a form, select the ellipses (...) button to the right of the corresponding field. Any field with an ellipses button has a code table. The example shown below highlights the ellipses button for the "Offense" field in the Enter Wanted Person form.

Q Find a Form (🕰 Inbox 📁 Banner 🐺 Pin	ned 🗅 Archive	省 History	EW 🗙		^
Forms Menu >	EW - Enter Wanted Person ☆					
Recent Forms	_				C	
PER VEH LPQ GUN	Message Key	Caut (2 N	tion/Medical			
DL Scanner	Control				C	
+ Manage	ORI TNTBI0014	Test (1 A	Indicator			
	Control Field ETEST	Notif	fy Orig. Agy.			
	Case				C	
	* Orig. Case No. (20 ANS) ORIGINATING AGENCY CASE	* Vic NUMBEF (8 N	Diation/Warrant E	Date		
	* Offense (24 AN) OFFENSE CODE	State	e ID No. ANS) STATE IDEN	TIFICATI		
	Cancel Submit Clear Form					*

EW form, "Offense" field code table ellipses button

When the code table notification opens, type in the **Filter** field to filter through the code table selections or scroll through the list below to find the correct code. Select a field from the table and click **Submit**.

	Smart Message (Enter to send)	📁 👤 msch		Smart Message (Enter to send)	🏴 👤 mschaper-
	OFF - Offense	х		OFF - Offense	x
Q Find a Form	Filter:		Q Find a Form	Filter:	
E Forms Mer	• I		E Forms Men	ROBBERY	
र्द्ध Favorite For	[0101] - TREASON [SOVEREIGNTY]	A	🗘 Favorite Form	[1201] - ROBBERY - BUSINESS - GUN [ROBBERY]	
D Recent Form	[0102] - TREASON MISPRISION [SOVEREIGNTY]		🕤 😨 Recent Form	[1202] - ROBBERY - BUSINESS - WEAPON (IDENTIFY WEAPON) [ROBBERY]	5
DED	[0103] - ESPIONAGE [SOVEREIGNTY]			[1203] - ROBBERY - BUSINESS - STGARM [ROBBERY]	
FLK	[0104] - SABOTAGE [SOVEREIGNTY]		PER	[1204] - ROBBERY - STREET - GUN [ROBBERY]	
VEH	[0105] - SEDITION [SOVEREIGNTY]		VEH	[1205] - ROBBERY - STREET - WEAPON (IDENTIFY WEAPON) [ROBBERY]	
LPQ	[0106] - SELECTIVE SERVICE [SOVEREIGNTY]		LPQ	[1206] - ROBBERY - STREET - STGARM [ROBBERY]	
GUN	[0199] - SOVEREIGNTY [SOVEREIGNTY]		CUN	[1207] - ROBBERY - RESID - GUN [ROBBERY]	
	[0201] - MILITARY DESERTION [MILITARY (SEE REFERENCE)]		GON	[1208] - ROBBERY - RESID - WEAPON (IDENTIFY WEAPON) [ROBBERY]	
DL Scanner	[0299] - MILITARY [MILITARY (SEE REFERENCE)]		DI Scanner	[1209] - ROBBERY - RESID - STGARM [ROBBERY]	
	[0301] - ILLEGAL ENTRY [IMMIGRATION]		-5) IIII OC COUNTER	[1210] - FORCIBLE PURSE SNATCHING [ROBBERY]	C

EW form, "Offense" code table filter

6.2.1 Edit Code Tables

You can edit certain code tables by adding and removing custom fields. To do this, select the ellipses button (...) for the code table you wish to edit. The example below explains how to add a field to the ORI code table within the Enter Wanted Person form:

- 1. Click on the ORI ellipses button and a notification will pop up.
- 2. Select **Insert** to insert a new code into the table.

	Smart Message (Enter to send)	100	mschaper-	1 A
\sim	ORI - ORI	Х		
Q Find a Form	Click Insert to add a custom field and highlight item to insert in form or to delete: Filter:			
🖹 Forms Menu I	1			Ш
🛱 Favorite Form				Ш
D Recent Forms		*	Ċ	
DL Scanner				
🕰 SmartKeys				
+ Manage				ы
				ы
		•	C	
	Cancel Submit	Insert		Ш
	Cancel Submit Clear Form			• •

EW Form, ORI edit code table notification highlighting "Insert" button

- 3. The fields will change, allowing you to enter in a value and a description for the ORI. Complete these fields and select **Add**.
- 4. Reload the form and the new value will be available in the code table.

		Smart Message (Enter to send)	100	mschaper-	-
\sim	ORI - ORI		Х		
Q Find a Form	Fill in fields below to add custo ORI:	m field and highlight to insert in form or delete: Description:			
Forms Menu I	TNTBI0098	TEST Add			
🛱 Favorite Form	New values will not be present in typeahe	ad until form is reloaded.			
D Recent Forms				C	
DL Scanner					
🕰 SmartKeys					
+ Manage					
			v	C	
	Cancel Submit				
	Cancel Submit	Clear Form			-

EW form, ORI edit code table notification highlighting "Add" button

To delete a value from a code table, select it in the table and click **Delete**. This can be done from either the main code table page or the Insert page.

ORI - ORI	Х	mschaper-
Click Insert to add a custom field and highlight item to insert in form or to delete: Filter:		
TNTBI0098: TEST		C
	-	C
Cancel Submit Insert C	Delete	
	ORI - ORI Click Insert to add a custom field and highlight item to insert in form or to delete: Filter: TNTBI0098: TEST Cancel Submit	ORI - ORI X Click Insert to add a custom field and highlight item to insert in form or to delete: Filter: TNTBI0098: TEST Cancel Submit Insert

EW form, ORI edit code table notification highlighting "Delete" button

6.3 Submitting Message Forms

To successfully submit a message form, make sure that all mandatory fields are complete. If there are no incomplete mandatory fields indicated with blue lettering and an asterisk, then click the **Submit** button at the bottom of the form to send the message. The Submit, Cancel, and Clear Form buttons float at the bottom of the page for easy access.

e AGENT™	Smart Message (Enter to send)						
Q Find a Form(■ Forms Menu ▶	C 🕰 Inbox 🍽 Banner	∓ Pinned C→ Archive	션: History EW	/ ×			
☆ Favorite Forms				0			
DL Scanner	- Message Key EW	Ca	aution/Medical	5			
+ Manage							
	Control			C			
	ORI TNTBI0014	Te	est Indicator				
	Cancel Lie Submit Clea	ar Form	otify Orig. Agy.	2			

EW form highlighting "Submit" button

6.4 Clearing Message Forms

There are two methods of clearing message forms:

1. Select the **Clear Form** button at the bottom of the page. This will clear all sections of the form with the exception of default values.

€AGENT	Smart Message (Enter to send)	-
Q, Find a Form (☐ Forms Menu ▶	C 🖴 Inbox 📁 Banner ∓ Pinned ▷ Archive ௴ History EW 🗙	
 ☆ Favorite Forms	EW - Enter Wanted Person 🏠	
D Recent Forms	-	Ċ
IIIII DL Scanner द SmartKeys ✦Manage	Message Key Caution/Medical	
	Control	5
	ORI Test Indicator TNTBI0014 Y	
	Cancel Submit Clear Form Notify Orig Agy.	

EW form highlighting "Clear Form" button

2. Use the **Clear Section** icon to clear each section of a form individually. This icon is located on the right side of each section header. Selecting it will clear out any information you previously entered in that section, except for default values.

e AGENT™	Smart Mess	age (Enter to send)	🎮 👤 mschaper-
Q Find a Form(i Forms Menu ▶	C	Archive 🍄 History	EW X
☆ Favorite Forms つ Recent Forms Ⅲ DL Scanner	-		c
🔩 SmartKeys + Manage	EW	05	
	Control		c
	ORI TNTBI0014	Test Indicator	
	Cancel Submit Clear Form	Notify Orig. Agy.	2

EW form highlighting "Clear Section" icon

6.5 Attaching an Image to a Record

To attach an image to a record, open any form that contains an image field and locate the **Image File** field on the form. You can choose from two options when attaching an image:

- 1. **Drag and drop** click and drag the image from your desktop to the box labeled "Drag and Drop Here". Release the image over the box and it should take the place of the text.
- Choose Photo selecting this will open the finder on your device. Select an image file and click Open. Crop the image appropriately and save it as one of the three types of accepted image formats (jpg, png, and gif).

Select the **Remove Image** button underneath an image if you wish to remove it from the form.

Image		Ċ
* NIC No. (10 AN) NCIC NUMBER		
* Image Type	* Image Date (8 N) DATE OF IMAGE YY	
Miscellaneous		Characters: 250
(250 ANS) MISCELLANEOUS		
* Image File		
	1	
· •	1	
	1	
Drag and Drop Here	1	
	1	
or Choose Photo		

EIM form highlighting Image File field

7 Create a Report

You have the ability to create and sort reports in eAgent 2.0 for easy review and printing. To create a report:

- 1. Select several messages from your Inbox.
- 2. Choose Create Report from the buttons that appear at the top of the page.



Inbox tab highlighting "Create Report" button

- 3. The report will generate in a new window and sort automatically by the newest message first. To change the sorting order of the report, click **Sort By** and select an option from the drop-down menu.
- 4. To print the report, select **Print** and follow the directions from your browser.



eAgent Message Report highlighting "Sort By" button

8 Additional Features

8.1 YQ Workflow

The Hit Confirmation workflow is designed to help you quickly receive and respond to YQs as they come in.

8.1.1 Incoming YQ

The eAgent 2.0 application alerts you of Hit Confirmation messages with both visual and audio notifications. The notification will display to all users in the group, and it requires a user to acknowledge the notification before taking any other actions in the application. Once a user in the group accepts responsibility of the hit confirmation, the alerts being sent to the group regarding the YQ will stop. A notification will display to the group with the name of the user who accepts responsibility.

Agencies have the option to change their permissions settings to allow users to dismiss YQ notifications. This permits users to dismiss YQ messages without having to claim responsibility for them.



Incoming YQ notification

8.1.2 Accepting a Hit Confirmation

When you receive a hit confirmation, a countdown of the time you have left to accept the YQ will automatically display at the top of the notification. To accept responsibility for it click **Acknowledge and Accept**. The contents of the YQ will open in a new notification.

ox Key)≈ Ba	nner Subjec	URGENT Hit Confirmation Received 9:56 Re	emaining
			You have a new urgent hit confirmation.	
YQ		YQ.TN	The hit confirmation message is at the top of your inbox. Click "Acknowledge" to return to your inbox and review the message.	
YQ		WHITI		
QWA	A	W0300	Acknowledge and Accept	
VEH	2	TN AH	CARS - NU RECORD LIC/AR6GH3	_
VEH	2	TN ABC	555 - MKE/VIOLENT PERSON	

Accepting YQ notification

8.1.3 Responding with YR

To send a YR, select the **Respond with YR** button at the top of YQ message detail window. The YQ will appear at the top of your Inbox if you need to refer to it at any point.

			Smart Message (Enter to send)	
			945 Hemaining Value YQ.TNTBI0014 2015-11-30 13:54:53	
	Ban	ner	Respond with YR	
эу		Subjec	ISCYTNTNTBI0014YQYQ.TNTBI0014 12:58 11/30/15 00001 12:58 11/30/15 00051 TNTBI0014 *ISCYTN	
a		YQ.TN	ТХТ	
ຊ		WHIT	*****HIT CONFIRMATION REQUEST - FIRST NOTICE****	СІМ
WA		W0300	*****RESPONSE PRIORITY: URGENT! - RESPOND WITHIN 10 MINUTES****	
=			OCA/11223344.NIC/W030005144	
	2	INAF	***WANTED PERSON***	
EH	2	TN AB	NAM/WHITE, BRUCE.DOB/19600101.SEX/M	
UN		12345	NAME OF REQUESTER: MEHSTER. AGENCY NAME: DCI	
ER	2	DOE,	REMARKS:AUTH/DC1 OPR/MEHSTER.	
EH	2	TN AE		
ER	2	WHIT	Close	
ER	2	DOE, JA	NE 19900101 - NO NCIC WANT NAM/DOE, JANE DOB/19900101	

Accepted YQ notification highlighting "Respond with YR" button

For Urgent Hit Confirmations you will have ten minutes to respond, and for a Routine Hit Confirmation you will have an hour. A countdown will display at the top of the YQ notification with the amount of time you have left to respond.

8.1.4 Hit Confirmation Reminders

In the case where you accept a hit confirmation but choose to continue other work before responding with a YR, you will receive a notification reminding you to respond. This reminder will pop up when approximately three minutes remain for an urgent hit confirmation, and when seven minutes remain for a routine hit confirmation. The countdown of the remaining time will display at the top of the notification. To respond with a pending response select **Send Pending Response**.

Agencies can change their permissions settings to send a hit confirmation reminder to all users in the agency. This would include the username of the user who accepted responsibility for the YQ.

		-	Smart Message (Enter to send)	
			Urgent Hit Confirmation Unanswered 1:53 Remaining	
) Inbo i	x Key	Banner Subjec	Urgent Hit Confirmation has not been answered within the 10 Minute time frame. Click 'Send Pending Response' to send a YR with a Confirmation Status of Pending until you have completed your work. Ref NIC/W030005144	
ey O	YQ	YQ.TN	Cancel Send Pending Response	
0	YQ	WHITE	BRUCE MEHSTER U W030005144 11223344 MEHSTER 1 TNTBI0014 WP 19600101 DCI D	ICI M
0	QWA	W80019	8135 Y N - MULTIPLE RECORDS	

Hit confirmation reminder notification

When you choose to send a pending response, the notification will prompt you to enter the hours required to confirm Hit Confirmation. Enter the hours in the box next to "Hours Conf" and click **Send YR**. A confirmation notification will appear reminding you to complete a YR response, and a YR response will appear in the Inbox as well.

	Smart Message (Enter to send)
	Please enter the Hours Required to Confirm Hit Confirmation on NIC/W030005144
Inbox 🍽 Banner	Hours Conf:
i Key Subjec	
у	Cancel Send YR
🕑 YQ YQ.TN	
O YQ WHITI	BRUCE MEHSTER U W030005144 11223344 MEHSTER 1 TNTBI0014 WP 19600101 DCI DCI M

Pending YR notification

8.2 SmartKeys

SmartKeys can be set by your TAC or admin and allow you to quickly open and submit forms.

8.2.1 Using SmartKeys

Select the **SmartKeys** link from the side navigation to open the SmartKeys entry box window.

€AGENT™		Smart Message (Enter to send)	■ 👤 mschaper-
Q Find a Form (eAgent SmartKeys - Google Chrome - X https://thisagent2dey.diversecomputing.pet/eaweb/app/sp.@	
☐ Forms Menu ▶ ☆ Favorite Forms	□ ∓ і к	Comparing the second seco	Date
DRecent Forms	P P	Search criteria here - space separated values Type a hot-key-combo to begin	10:44 AM
🕰 SmartKeys 🚽		2 TNTBI0014 ABC111 TN - MULTIPLE RECORDS	10:43 AM
+ Manage		EH 5 TNTBI0014 ABC123 TN etest - MULTIPLE RECORDS ER 2 TNTBI0014 12345678 etest PA - MULTIPLE RECORDS	10:43 AM 10:41 AM
	Yesterday		
	П ∓ О N	C NC.TNNCIC000 - ORIGINATING AGENCY	Oct 4
	🔲 🐺 🕐 N	C NC.TNNCIC000 - ORIGINATING AGENCY	Oct 4

SmartKeys entry box

There are three main components to the SmartKeys entry box:

- 1. **SmartKey Help**: you can open this feature by clicking the **hot-key combo** link at the top of the entry box, or by selecting **Alt+1** while the entry box is in focus. The help feature displays all available smartkeys and their details: the key-combination, form name, action, and a description of the form and its values.
 - a. The blue text shown in SmartKey help indicates values that the user is to enter.

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SmartKeys Help

- 2. **Entry field:** this section of the SmartKeys entry box allows you to activate forms. Enter the appropriate hot-key combination, then type in the appropriate values with a space separating each. Press Enter to send the message.
- 3. **SmartKey hints**: these display automatically beneath the entry field when you enter a hot-key combination. The first value that displays is the MKE of your SmartKey. All values after the colon (:) are the values you enter in to the entry field, which display in the order you must enter them in. As you enter each value into the field the hints will bold, showing that you have completed that part of the SmartKey requirement.

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SmartKey entry box hints

8.3 VINassist™

eAgent 2.0 includes VINassist[™] functionality to simplify vehicle entry and limit entry errors. There are two ways to use VINassist[™] within the application:

- 1. Run a VIN query through the VIN (Vehicle Info by VIN) form or by using Smart Message.
- Use the VINassist[™] link to populate vehicle information in an EV or EW form. To do this:
 a. Open an EV and enter a VIN in the field. Select the VINassist[™] link.

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Owner Applied No.		

EV form highlighting VINassist™ Link

b. A notification will pop up with all relevant information for the VIN you entered. Review the information and select **Populate**. All the VIN information will populate into the appropriate fields in the form.

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VIN-VINassist	
Select 'Populate' below to enter the following information into the form.	
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Cancel Populate	OLOR (
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VINassist™ notification highlighting "Populate" button

8.4 Team Inbox

With the Team Inbox feature, users have the option of logging in to a shared inbox. Unlike Agency Mode, only one copy of a message is delivered to this inbox and it is treated as a single inbox regardless of the number of users accessing it or the device they access it from.

Select your Inbox Select your session inbox below. Atter login, you can select a default inbox in User Settings, or simply check "Always use this inbox. Mit: hharmano Submit Cancel	€ AGENT 2.0™		
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		Select your resision inbox below. After login, you can select a default inbox in User Settings, or simply check "Always use this inbox". Me: hharmano Cancel	

eAgent 2.0 login page

8.4.1 Accessing a Team Inbox

Users who have a Team Inbox assigned to them in the ECM will be able to select an inbox after logging in. Users will see an option for their default profile and all Team Inboxes they have access to.

If users select the checkbox on this page they will always be logged into the selected inbox by default. Selecting a personal inbox as a default option is particularly useful for users who will only rarely need to access their Team Inboxes. The default inbox can be changed any time in user settings.

e AGENT 2.0™	
	Select your Inbox
	Select your session inbox below. After logn, you can select a default incox in User Settings, or simply check "Aways use this inbox". Mechanismon a set of the inbox Paratotic Cancel

Dropdown menu showing personal and Team Inboxes

8.4.2 Navigating the Team Inbox

Team Inboxes have the same layout as personal inboxes. One distinction is the Team Inbox name located in the side navigation. Selecting the gear icon to the left of the Team Inbox label will open your user settings.

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Team Inbox: Dispatch			
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☆ Favorite Forms ▶		∓ i	Key
Recent Forms -			
DL Scanner			
A SmartKeys			
+ Manage			

User settings access in Team Inbox

8.4.3 Reading Messages

Once a user opens a message it is marked as read for all users in the inbox. This will update in real time if multiple users are accessing the same inbox at once. Solicited messages display in the inbox with the username of the user that solicited it. This allows for auditing by users even in the shared inbox.

8.4.4 Moving Messages

Pinning or moving to the Archive will affect all users with access to that inbox. If user A pins a message, that message will then also be pinned for user B.

Note that the side navigation is not linked to the inbox. Users are still able to have custom favorites and individual draft messages.

8.4.5 Changing Default Inbox

To change your default inbox or select to have no default set, select user settings from the person dropdown.

Selecting No Default will force the user to select an inbox upon login. Selecting another Team Inbox will make that the default inbox next time the user logs in.

The user must always log out and log back in to access another Team Inbox.

Change default inbox in User Settings window

8.4.6 Search History

Admin and TAC users have the ability to search across Team Inboxes. This can be done on the Search People section of the History tab.

Searches will display results for that inbox even if you are currently logged into a different inbox. Note that you can only search by either username or inbox, but not both.

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History tab selected in Team Inbox

9 Mobile Environment

Much of the functionality in eAgent 2.0 Desktop is available on mobile platforms. This section reviews the components of eAgent 2.0 on a mobile environment and will familiarize you with its use.

9.1 Inbox

When you first login you will be brought directly to the Inbox, which functions the same in mobile as it does in desktop. The mobile version of eAgent 2.0 collapses the side navigation and condenses its features to optimize the use of space.

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Mobile environment Inbox

9.2 Side Navigation

To access the side navigation in mobile, select the hamburger icon (\equiv) from the top left-hand side of the screen. The side navigation will popover and allow you to open a different tab or access your favorite and recent forms. The label to the right of the hamburger icon indicates the tab you are currently in.

The tab functionality of a browser is not available in mobile, and if you open a different tab it will instead open in place of the Inbox.

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Mobile environment highlighting hamburger icon

The Navigation Panel is also where you will access your account options via **My Account**. You can access all tabs from this menu except the Forms Menu, which is not available in mobile. The

My Account link is where you will access eAgent Help, user settings, and log out of the application.

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Mobile environment highlighting "My Account" link

After you make a selection in the side navigation, it will automatically close the page and redirect you to your selection. To manually close the side navigation, select the hamburger icon again. If you are on a smaller screen, such as a phone, simply select any space outside of the side navigation to close it.

10 Appendix

10.1 Key Combinations

There are several standard key combinations within the application that allow you to more efficiently use the features of eAgent 2.0. Refer to the following table for these key combinations.

Key Combo	Description
Alt+1	Field Help: when focus is in any field form, shows help for that field.
Alt+1	SmartKeys Help: when focus is in the SmartKeys entry box, shows currently assigned SmartKeys.
Ctrl+.	When focus is on a form field that has an ellipsis, launches code table.
Alt+S	When focus is in a form, submits the active form.
Alt+Shift+K	Opens/Closes find a form search box.
Alt+Shift+O	Displays the ORI dropdown.

10.2 Icons

lcon	Description
Q	Find a Form; Allows you to search for a specific form by name or MKE.
	Forms Menu; Allows you to find forms via a menu tree in the side navigation.
☆	Favorite Forms; Allows quick access for forms you have added as a favorite.
ଅ	Recent Forms; Displays your five most used forms.
	DL Scanner; Allows you to scan a driver's license barcode, or query a person by OLN or OLN OLS.
Q.	SmartKeys; Opens a pop-out with information on smartkeys.
C	Refresh Inbox; Allows you refresh your Inbox without refreshing the whole browser.
	Inbox Tab; Primary tab where all incoming messages display.
Ŧ	Pin; Allows you to pin specific messages that will display in the Pinned tab.
i	Icon Legend; Hover over this in your Inbox to see a legend for Priority Icons.
	Banner Tab; Allows you to view banner messages in a separate tab from the Inbox.

lcon	Description
C	Archive Tab; You can view messages they have chosen to archive. Move to Archive; Allows you to move selected messages to the Archive tab.
ආ	History Tab; Allows you to search for messages.
	Toggle Side Navigation; In mobile you can select this to toggle the side navigation bar. (Note: This icon is white in the application.)
:=	ORI Dropdown: Users with multiple ORIs can select which one they would like to send for in Smart Message. (Note: This icon is white in the application.)
1	User Icon; Allows you to access Settings, Help, and Logout. (Note: This icon is white in the application)
Ø	Help; This provides you with help content to guide you through using eAgent 2.0.
Ф	Settings; You can set various settings to modify your user experience.
ዑ	Logout; Allows you to log out of the application.
Ê	Calendar; This displays a calendar for you to select dates within the History tab.
Ð	Time; This allows you to select a start/end time on the History tab.
C	Clear Section; Allows you to clear a section of the form, with the exception of defaulted values.
ß	Create Report; Allows you to generate a sortable report from selected messages.
₽	Print; Allows you to print a report or message detail.
G	Return to Inbox; Allows you to return to the Inbox from the message detail page. (Note: This icon is white on a blue button in the application.)
\bigcirc	Mark as Read; Allows you to mark unread messages as read. (Note: This icon is white in the application.)

10.3 Browser Location Settings

Browser	Enable Location
Internet Explorer 11	 Click on the tools icon () from the browser toolbar and select Internet Options. Select the Privacy tab. Under the Location section, uncheck the box labeled "Never allow websites to request your physical location". Reload the eAgent site and select Always Allow under the "Options for this site" drop-down menu when the browser requests to track your physical location.
Microsoft Edge	 When you first visit the eAgent 2.0 website on the Edge browser, a notification will automatically appear at the bottom of the screen prompting you to let the application use your location. Select Yes in order to successfully login.
Safari	 Click on the System Preferences icon (*) from the Apple menu. Select the Security and Privacy option from the System Preferences window. Select the Privacy tab. Make sure the padlock icon on the bottom left corner of the window is unlocked. If not, click it and enter your admin name and password to unlock it. Select Location Services from the list of options on the left. Check the box labeled "Enable Location Services", and make sure that the box for the Safari application has a checkmark next to it. Reload the eAgent site and select Allow when the browser asks to use your current location.
Mozilla Firefox	 When you first visit the eAgent 2.0 website using Firefox, a notification should automatically popup asking you if you would like to share your location with this website. Select Always Share Location from the drop down menu. If you need to access this notification again, select the globe icon from the browser toolbar (①).
Chrome	 Click on the hamburger icon (=) in the browser window and select Settings > Show Advanced Settings from the drop-down menu. Under the Privacy section, select Content Settings. Find the Location section and select the option have the browser "Ask when a site tries to track your physical location". Reload the eAgent site and select Always Share when the browser prompts you to share your location.