

SHIELD TECHNOLOGY CORPORATION

Public Safety Software Professionals



User Training Conference 2019

This year's user conference will be formatted to get basic training for employees that are new to the software or have never been through any official Shield led training classes. We will be holding targeted instruction on basic concepts, software awareness, and designed processes. System managers are certainly welcome to attend.

Training Dates	Tuesday May 7 th – Wednesday May 8 th , 2019
Location	Hilton Garden Inn and Conference Center 8600 Northpark Dr Johnston, IA 50131
Hotel Reservations	515-270-8890 Advise you're attending the Shield User Conference
Reservation deadline	04/15/2019
Conference room rate	\$108.00

On-line registration for the User Training classes can be found on our website under the events tab. <http://www.shieldware.com/events.htm> There is no cost to attend any of the training classes being conducted.

Tuesday May 7th

0830 – 0855 Conference Check-in

0900 – 1145

<i>ROOM 1</i>	<u>SWCAD</u>
0900 – 0945	The Location Field and address verification
1000 – 1045	Call Taker Tools and Technique
1100 – 1145	The Dispatch/Status Window
<i>ROOM 2</i>	<u>Civil Process</u>
0900 – 0945	Common Errors and how to prevent them
1000 – 1045	Bonds and Garnishments
1100 – 1145	Uncashed Checks and Bank Fees

1145 – 1255 Lunch Break (lunch will be provided by Shield in Room 3)

1300 – 1345

<i>ROOM 1</i>	<u>SWCAD</u>
1300 – 1345	Interface programs and their affect
<i>ROOM 2</i>	<u>Civil Process</u>
1300 – 1345	We love Audits! Reports to keep you on track

1400 – 1545

<i>ROOM 1</i>	<u>SWCAD related modules</u>
1400 – 1445	SWRMS Call Reporting, Searches, Reports
1500 – 1545	Premises Entry/Modify/imaging/synonyms
<i>ROOM 2</i>	<u>Weapons Permits</u>
1400 – 1445	Transfers and Duplicates and other fun stuff
1500 – 1545	UCAPPS issues and how to fix them

1600 – 1645

<i>ROOM 1</i>	<u>SWNCIC Software</u>
1600 – 1645	SWNCIC Program Training

Wednesday May 8th

0830 – 0855 Conference Check-in

0900 – 0945

<i>Room 1</i>	<u>SWRMS Software</u>
0900 – 0945	RMS Overview (Basic Concepts, Entering Arrests, Incident Verification and IBR)
1000 – 1045	Searches, Attachments, and Reports (Explain difference between F8 and statistical)
1100 – 1145	Property and Evidence Review

1145 – 1255 Lunch Break (lunch will be provided by Shield in Room 3)

1300 – 1545

<i>Room 1</i>	<u>SWJMS Software</u>
1300 – 1345	Booking Module Overview (Basic Entry, Meds Tab (explain dispensing)
1400 – 1445	SWJail Overview (walk through features and how it links to booking module)
1500 – 1545	Overview of Most commonly used report and monthly reports (SSN report, MOCIC report, Max Count Report)