Intrepid
NEGOTIATE

USER GUIDE

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NETWORKS®

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INTREPID NEGOTIATE

NEGOTIATE OVERVIEW

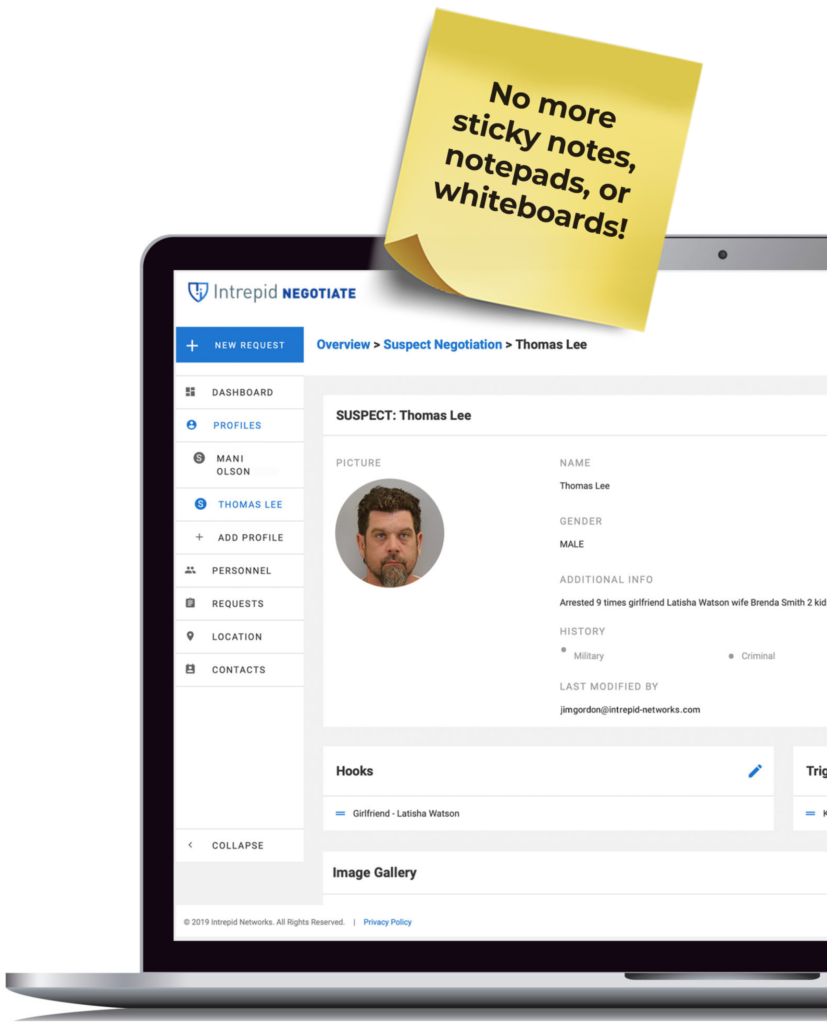
Intrepid NETWORKS®

Seamlessly Manage your Crisis Negotiations

Intrepid Negotiate is a web-based platform that empowers negotiation teams to manage subjects and hostages from a single source efficiently. Smartly organize all data during the negotiation and streamline intelligence gathering for your analysts.

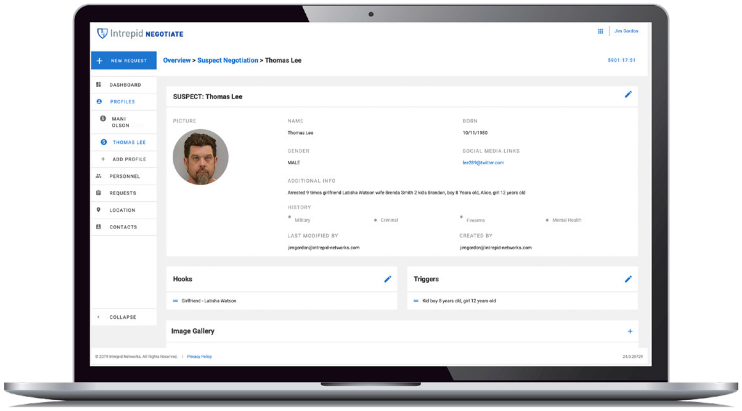
Eliminate sticky notes and whiteboards!
Manage your suspect and hostage profiles electronically. Assign, Manage, and Verify all intel requests to build robust subject profiles and manage suspect demands, hooks and triggers from one pane of glass. Integrated Personnel Matrix, Location, and Contact Lists enhance the solution.

Build Robust Profiles | **Manage Intel Requests** | **Supervise CNT Teams**



Build Robust Profiles

Build robust suspect or hostage profiles by combining all intelligence into one easy-to-read dashboard. Capture patterns of life, hooks and triggers, health, firearm history, and criminal background. Incorporate social media, photos, videos, and other media to extend the profile.



This platform streamlines our crisis negotiations and dramatically improved the way we conduct operations.

– ORLANDO POLICE DEPT. CNT LIEUTENANT

Manage Intel Requests

The Negotiate Requests dashboard enables CNT supervisors to quickly and efficiently manage all analysis intel requests. The Intel gathering team can be on-site or remotely using this platform.

ASSIGN REQUESTS

Start new requests with just a single click. Assign an analyst, add photos, videos, notes, and define the priority. The platform automatically notifies the analyst of the request.

MANAGE REQUESTS

Manage all intel requests quickly and efficiently on one screen. Supervisors get automatic notification of request status changes.

VERIFY REQUESTS

Completed requests are not shared within the profile until the supervisor verifies the information. Once populated, all analysts are updated simultaneously.

Additional Features

LOCATION

View geographic detail of the incident: Select Map, Satellite, or Street views. Attach additional notes or videos to that location.

PERSONNEL MATRIX

Manage all roles and personnel info assigned to the operation.

LOG

Time record of every action performed in the system for after-action reporting.

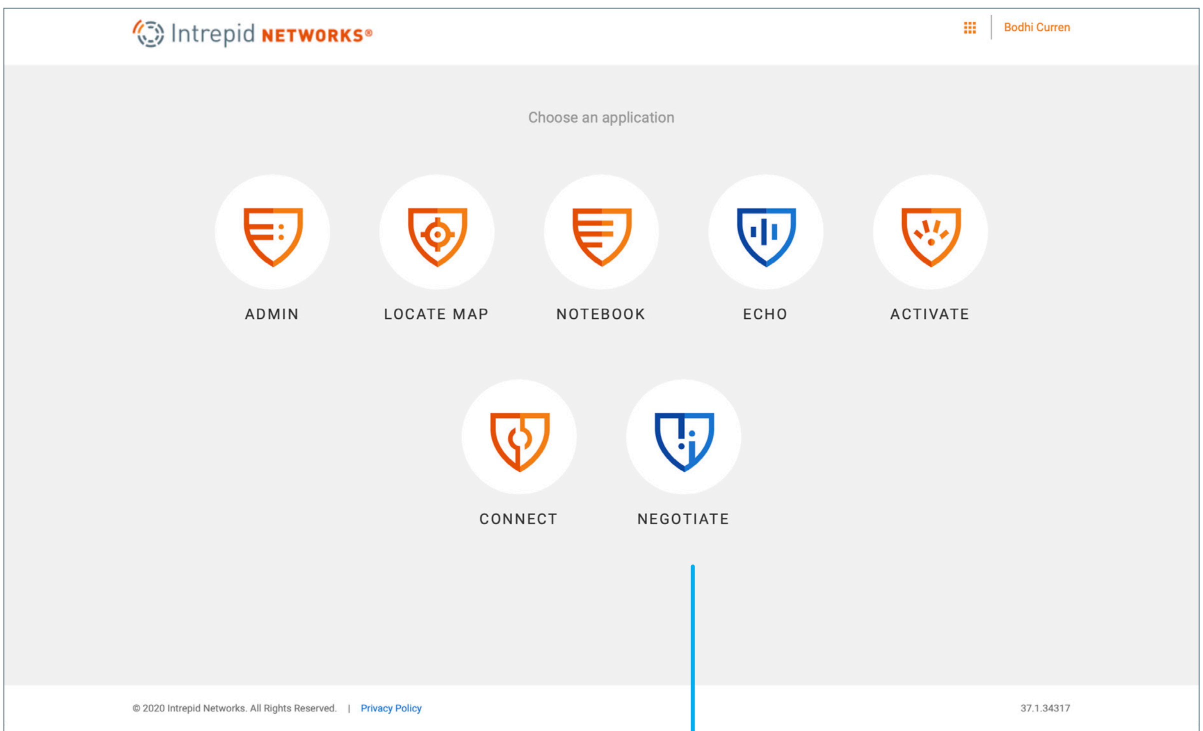
NEGOTIATE USER GUIDE

Intrepid NETWORKS®

COMMUNICATE, COLLABORATE, COORDINATE

Intrepid Negotiate is a web-based platform that empowers negotiation teams to manage subjects and hostages from a single source efficiently. Smartly organize all data during the negotiation and streamline intelligence gathering for your analysts.

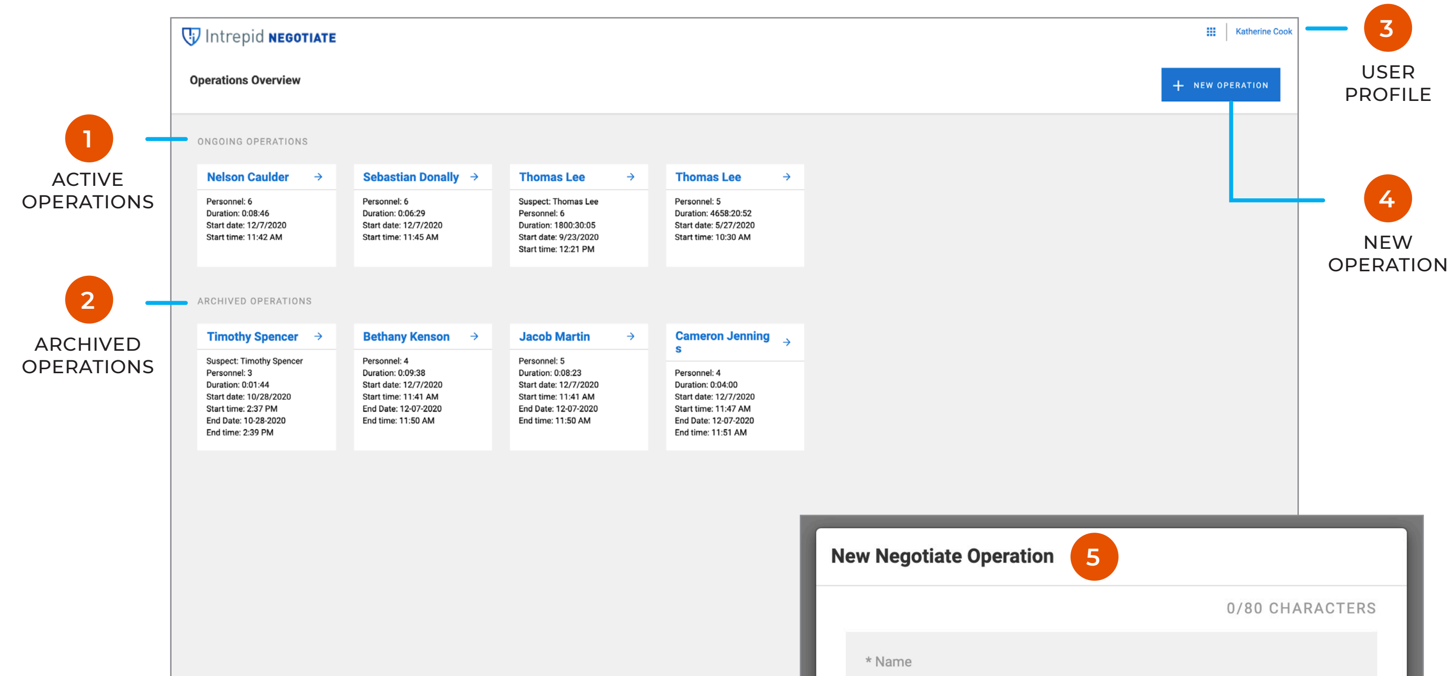
Go to **https://go.intrepidsuite.com** and log in with your administartor assigned credentials.

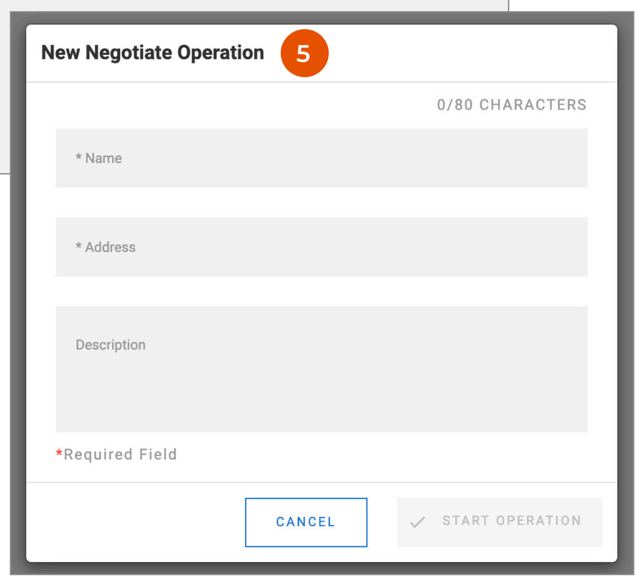


NEGOTIATE

Select this icon to access Negotiate.

NEW OPERATION DASHBOARD





1. All Active Operations are listed here. View suspect name, amount of personnel, how long the operation had been active, and operation start date and time within each operation listing.

2. All Archived Operations are listed here. Once an Operation is finished it will be stored here.

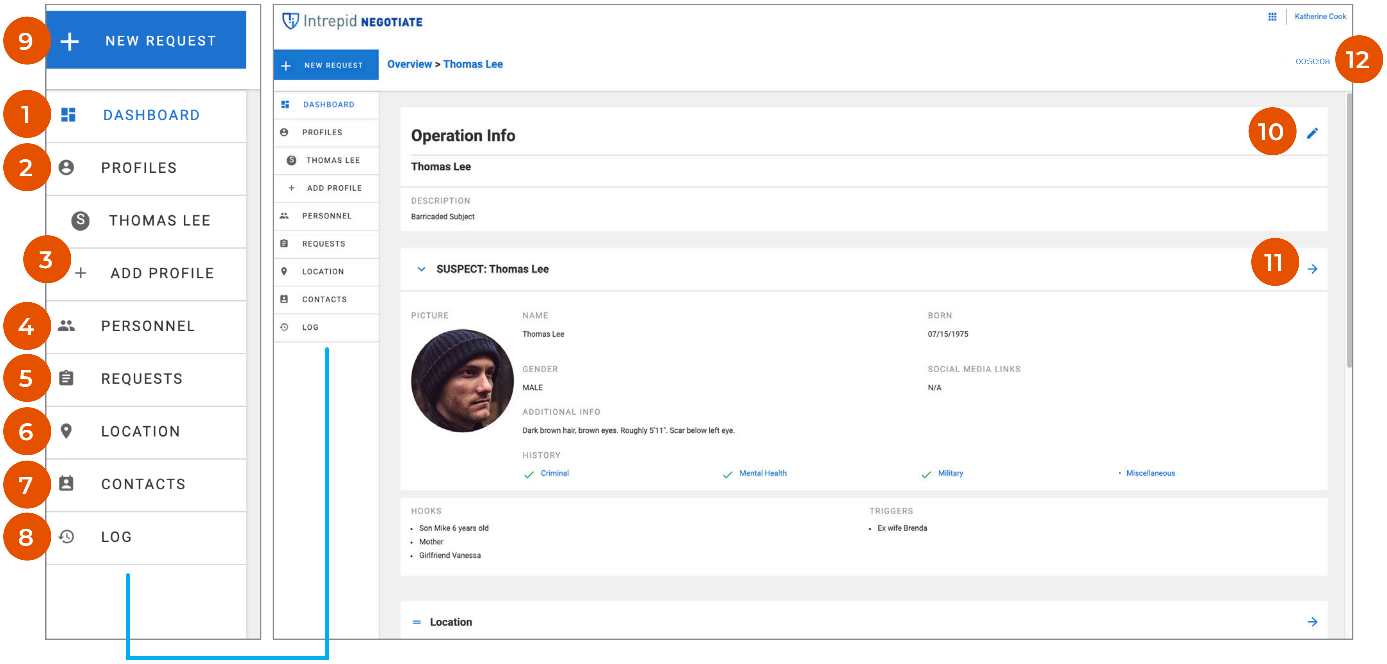
NOTE: once an operation has been archived you will no longer be able to modify its contents.

3. User Profile and Portal Navigation.

4. Click the blue "New Operation" button to create a new operation within Negotiate.

5. A new operation menu will appear on screen. A suspect name and address is required, but a description of the operation can be added as well. Click "Start Operation" to go to the Dashboard and start collecting information.

DASHBOARD: AT A GLANCE



1. Dashboard: See all general aspects of your Operation.

2. Profile: Select for subject profiles or persons of interest for the operation.

3. Add Profile: Add additional profiles to the operation.

4. Personnel: View all personnel within your organization that is assigned to this operation.

5. Requests: Create requests and assign these tasks to personnel.

6. Location: View the operation location on Google Maps.

7. Contacts: Create contact profiles for important people of interest for the operation.

8. Log: List and timestamp of all actions performed in the system.

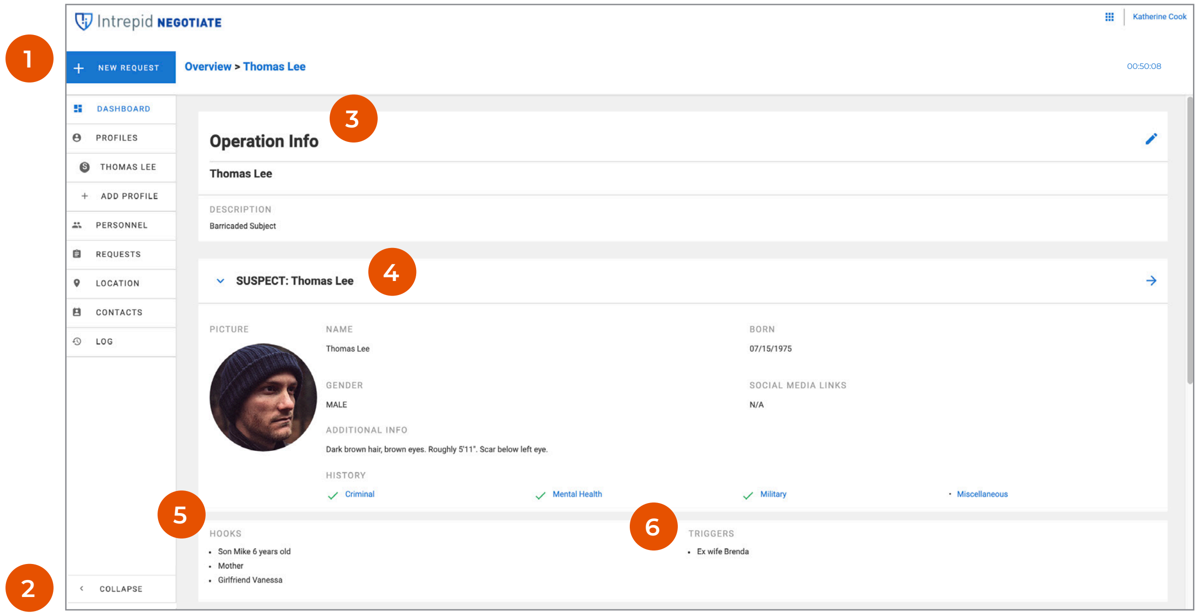
9. New Request: Quickly create a new request for the operation from any screen within Negotiate.

10. Operation Info: The original operation information that can be edited at any time.

11. Subject Profile: Information about the suspect including; name, gender, hooks, triggers, and Criminal , Mental, and Military history.

12. Time Counter: The time clock will start once the operation is created and will continue until the operation is ended.

DASHBOARD: AT A GLANCE



1. The New Request button is a part of the main menu and will appear on every screen, making it quick and easy to create new requests as the need arises.

2. Access the Main Menu at any time. Users can also collapse the Main Menu so it just shows the icon of each option instead.

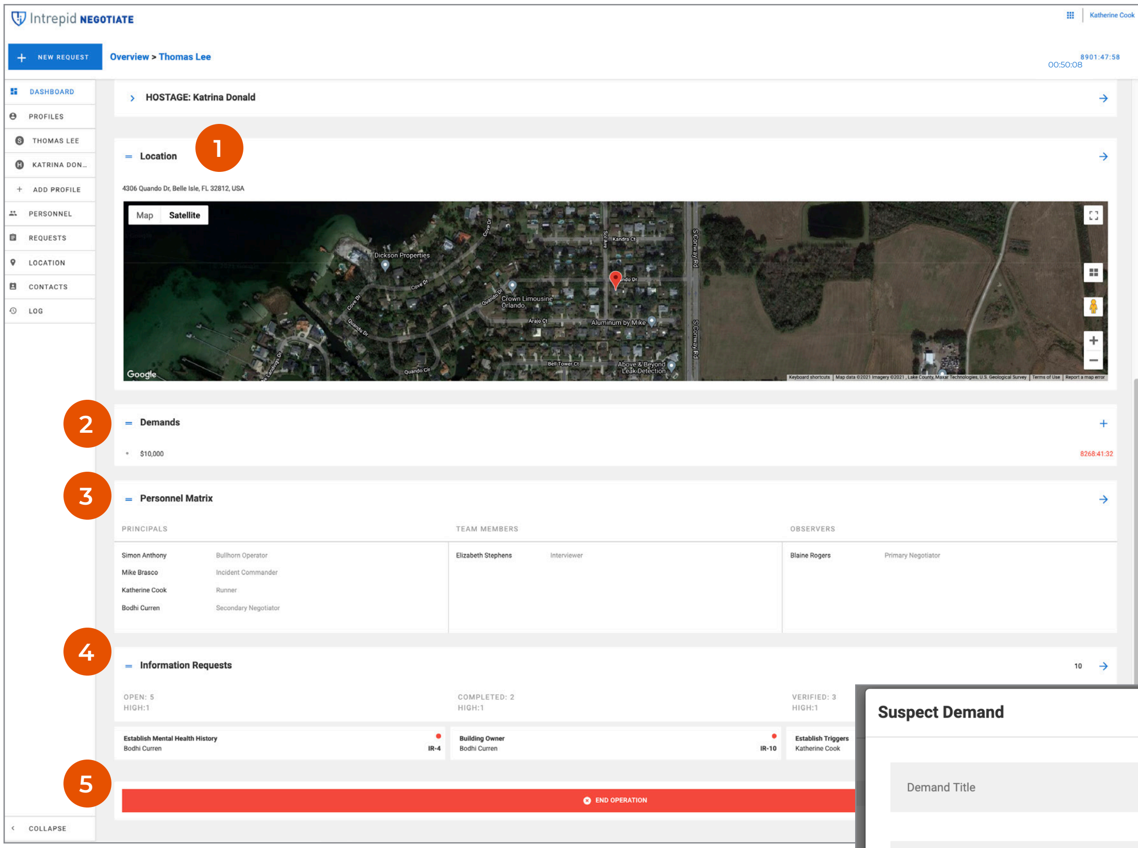
3. Operation Info includes the suspect name and operation description. This information can be edited at any time. during the live operation.

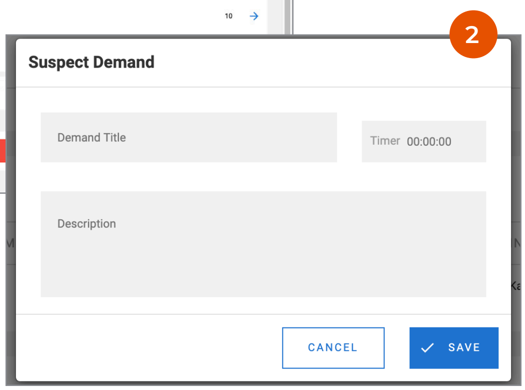
4. Brief Suspect Profile information appears on the Dashboard. Click the arrow on the right side of the menu to go to the Profile tab. Suspect information includes Name, Date of Birth, Gender, Social Media Links, History, Picture for Reference, and an area for additional information.

5. Known Hooks are listed under the Suspect Profile section. This allows Negotiators to quickly access this information. Edit or add triggers by selecting the Profile tab.

6. Known Triggers are listed under the Suspect Profile section. This allows Negotiators to quickly access this information. Edit or add triggers by selecting the Profile tab.

DASHBOARD: AT A GLANCE





1. The Operation address on a Google Map. Click the arrow on the right side of the window to go to the Location tab.

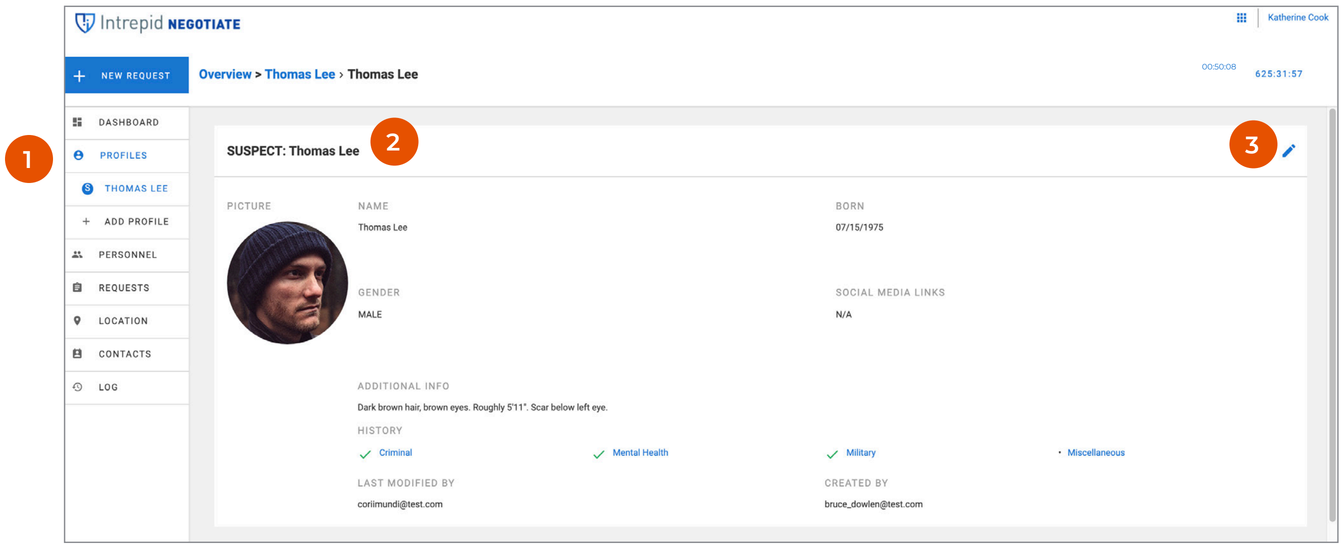
2. Suspect Demands can be populated into the Demands section. Click the Plus button on the right to add new Demands. Add the demand title, timer countdown and description. **NOTE:** Once the Timer countdown ticks down to zero, the clock will start to tick up to show how long it's been since the Demand was not met.

3. The Personnel Matrix section shows which Users are assigned to which roles. Click the arrow on the right side of the window to go to the Personnel tab.

4. The Information Requests sections show an overview of all Information Requests within the Operation. The number of Open, Completed, Verified and High Priority Requests are listed here for quick review. Click the arrow on the right side of the window to go to the Requests tab.

5. Once an Operation is completed, click the "End Operation" button to end the operation and add it to the Archived Operations.

PROFILE

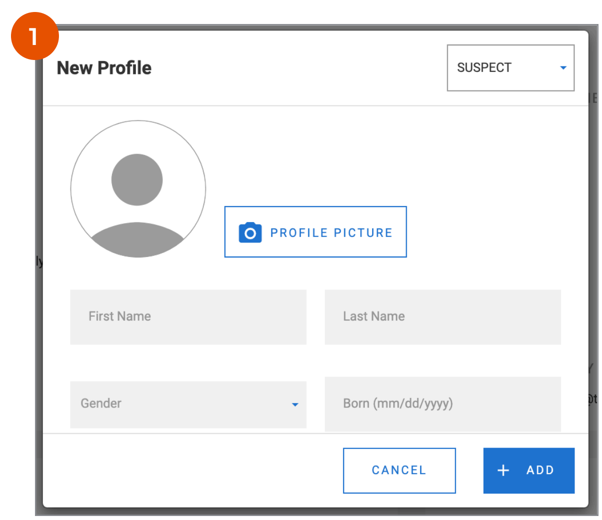


1. Selecting the Profile tab takes you to the Profiles dashboard within that operation. All data populated to the profile will display here. To add additional profiles to the operation:

A. Select the blue "+ Add Profile" button in the side bar menu.

B. Start the profile by choosing suspect or hostage, populate name, gender, DOB, and profile picture. When completed, select the blue " + Add" button in the window.

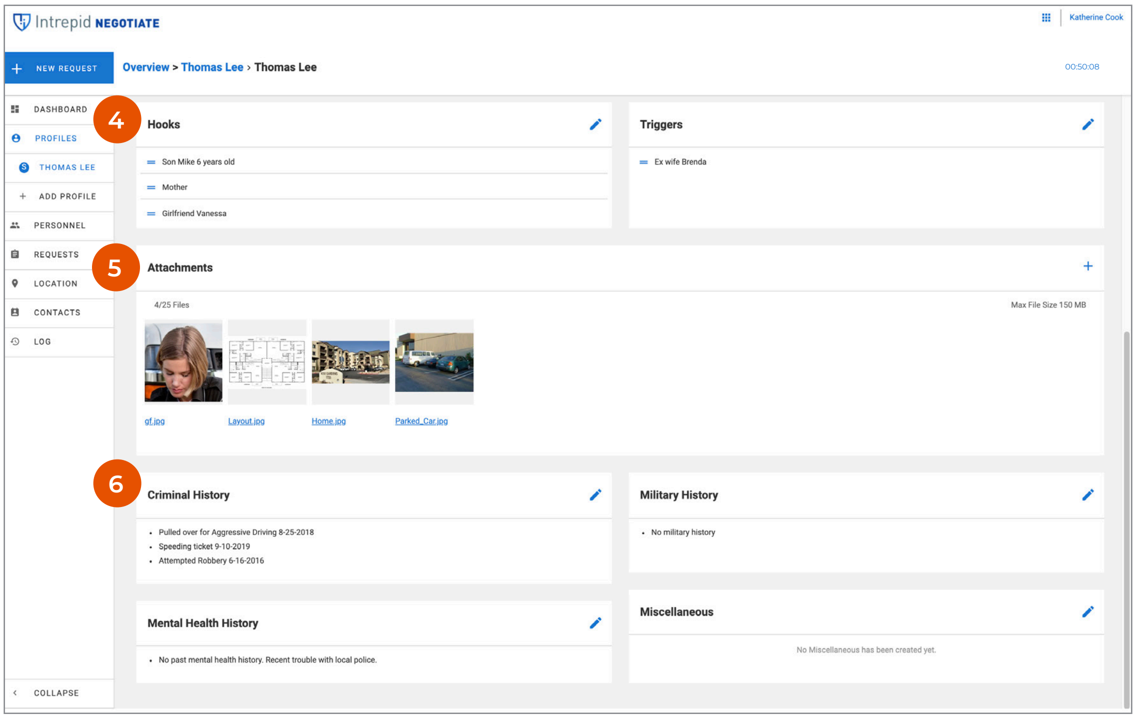
C. When created, the name will appear in the Profile tab section under the other profiles. Select the name and enter additional data to expand the profile.



2. All Profile Information is listed here. In addition to the basic information listed on the Dashboard, within the Profile tab users can see the Criminal, Mental Health, Military, and Miscellaneous History, as well as, which user last modified and or created this specific profile.

3. To edit a Profile, click the "Pencil" button in the upper-right corner.

PROFILE CONT.

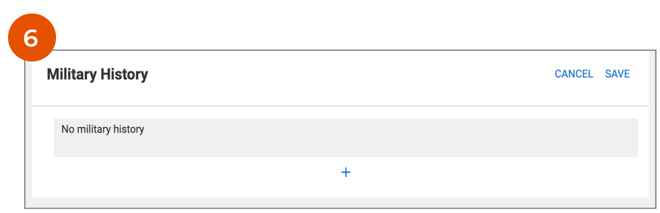


4. Hooks and Triggers: Create or edit existing Hooks and Triggers by selecting the pencil icon in the top right. Once selected, edit existing data or select the "+" icon at the bottom to add additional items.

NOTE: Organize Hooks and Triggers by clicking the two lines on the left of any entry and dragging that item to the list's desired order

5. Attachments: Add photos, videos, or media by selecting the "+" icon on the top right of the box. Navigate and choose the desired item.

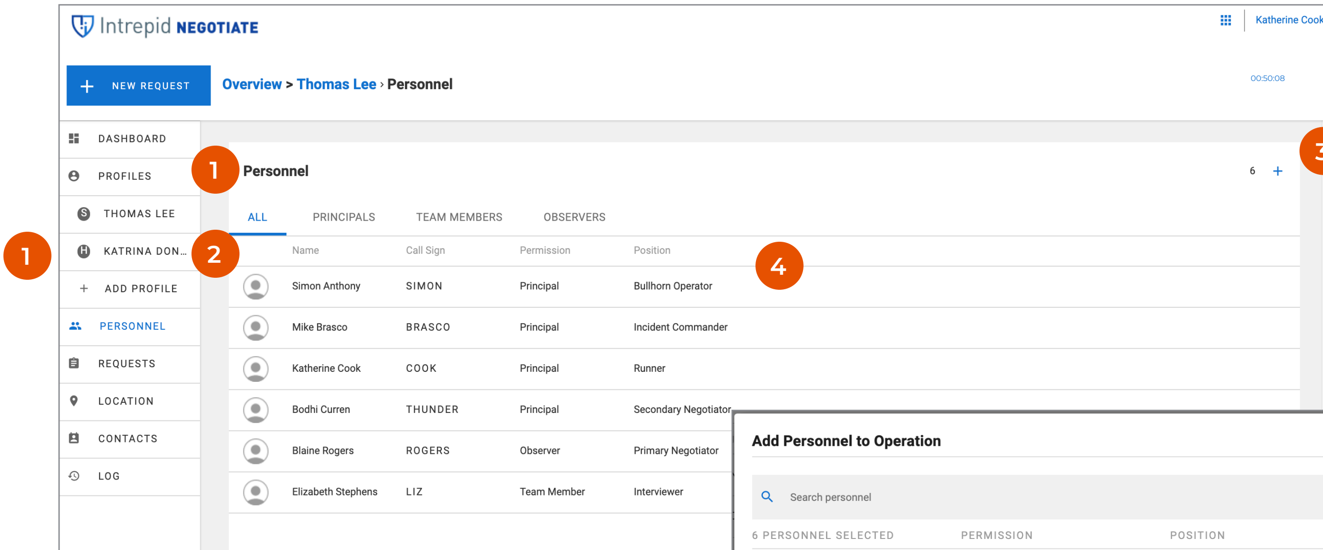
NOTE: There can be up to 25 different Attachments, with a max file size of 150MBs per profile.

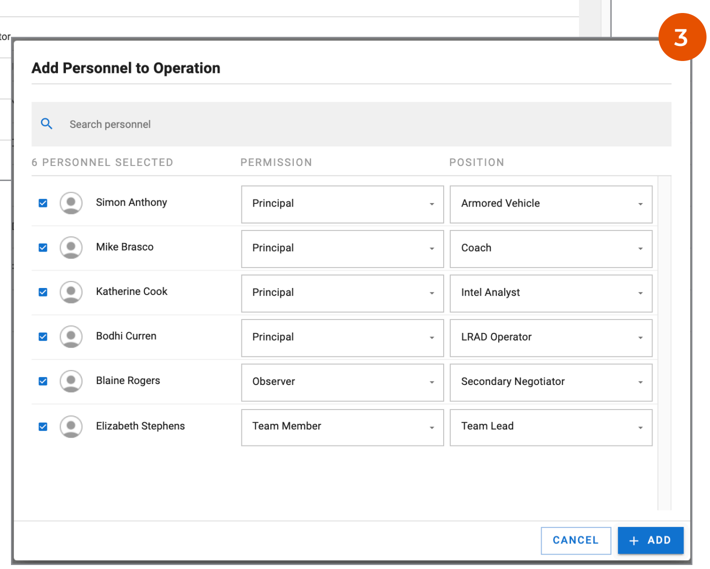


6. History: Reference, edit, or add Suspect Criminal, Military, Mental Health, or Miscellaneous History. Click the "Pencil" icon next to a specific history to edit or add more information. Modify desired information or click the "+" icon within the box to add additional information. Make the desired changes and click "Save".

NOTE: Organize History by clicking the two lines on the left of any entry and dragging that item to the list's desired order.

PERSONNEL

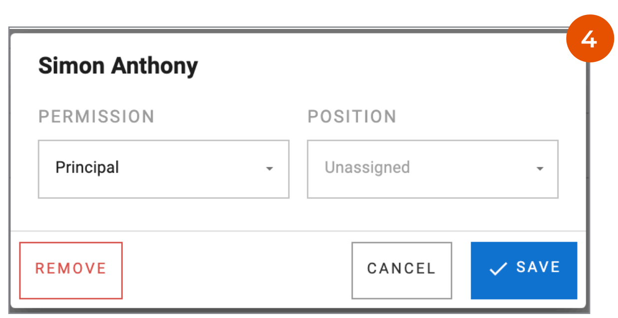




1. Selecting the Personnel tab, users can see all team members active in the current operation and each individual's assigned role. Select a specific Role, and the Personnel list will only show users assigned to that role.

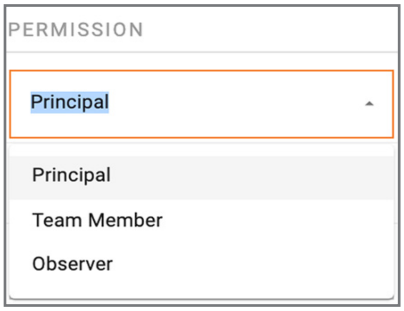
2. Under the Personnel list, users can view each team member's full name, call sign, and the role they are currently assigned.

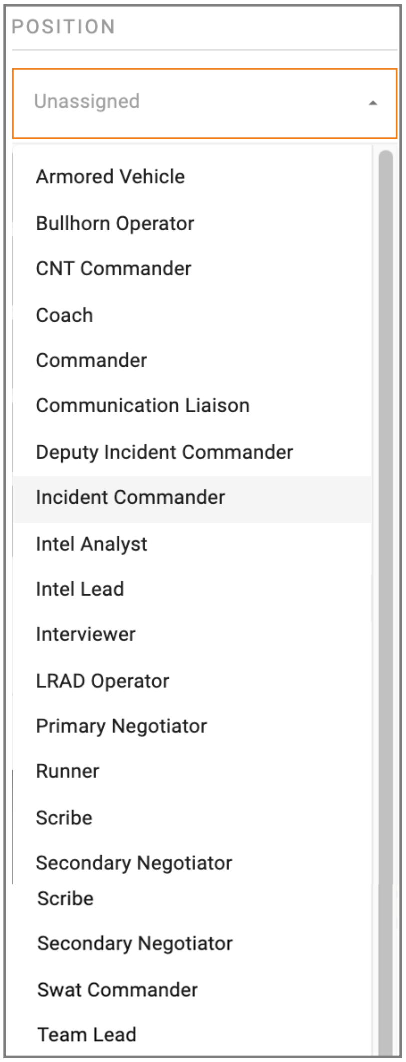
3. Add new team members by clicking the "+" button in the upper right corner. A pop-up menu will appear, showing all Personnel within your organization. Assign the new team members' role and then click the blue "+ Add" button. .



4. Click on a user's name to edit that user's role (drop-down menu) or remove them from the operation. Click the blue "Save" button to save your changes. **NOTE:** A screen prompt will notify you of the change.

PERSONNEL ROLES





Your organization Administrator can tailor permissions and roles as needed.

1. Permissions:

Observer - Observer's can view the Negotiate operations in a read-only manner.

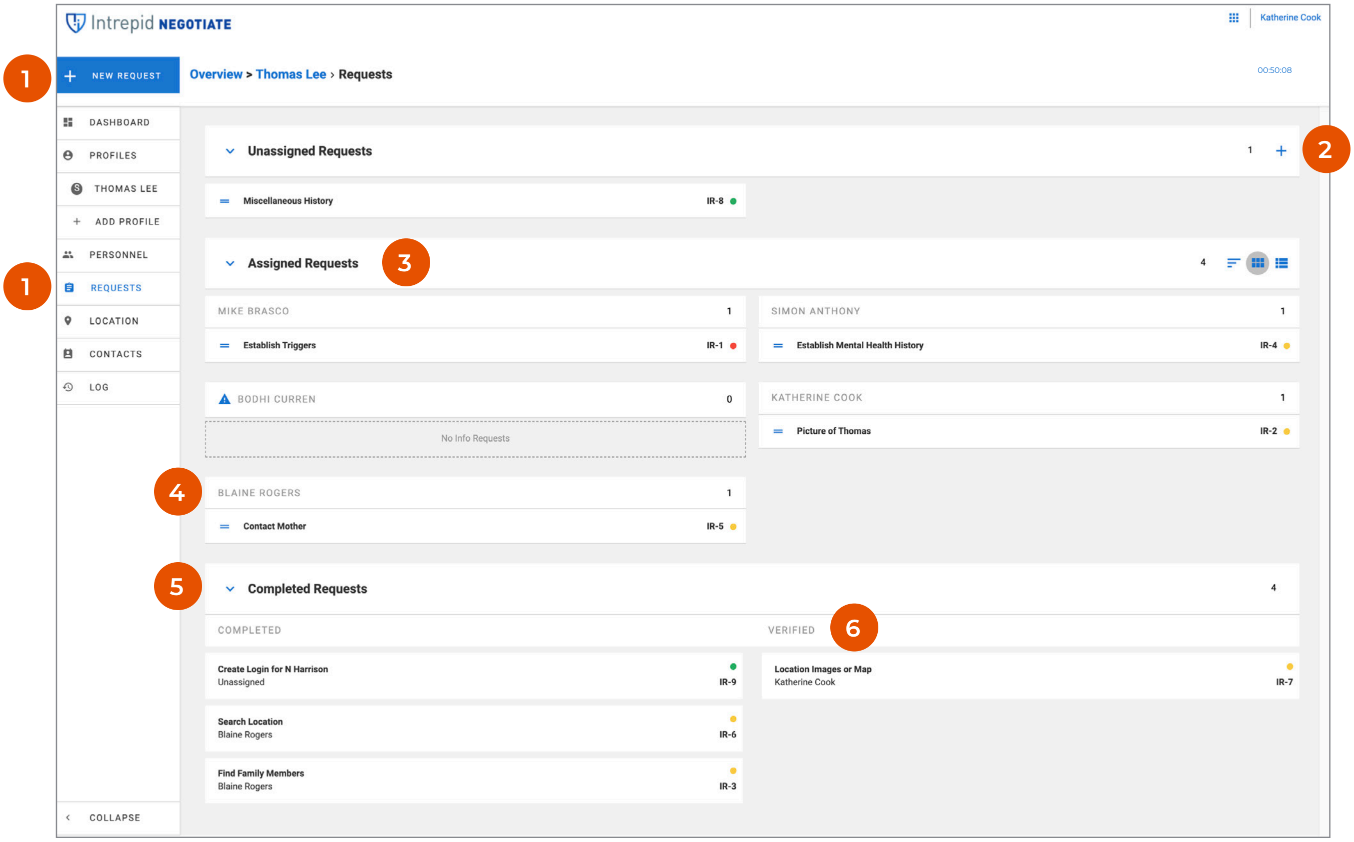
Team Member - Team Member's can edit operation information and can view all Negotiate operations.

Principle - Principle Users can view and edit Negotiate operations and information, as well as assign and remove team members from an operation or end operations once they are complete.

2. Roles:

We have pre-populated a list of commonly used roles. These can be given to users to help organize your team members and operation. These do not effect user permissions or what they can do within the Negotiate platform.

REQUESTS



1. Within the Requests tab, users can see all active Requests/Assigned Requests within the operation. Create a New Request from the Main Menu at any time by selecting the "+ New Request" at the top left of the screen.

2. Unassigned Requests will list any requests that have been created but not yet assigned to an Analyst. To assign a user to the Request, click on the Request, and a pop-up window will appear. Click the top right "Pencil icon," Modify the information as needed, and click "Save". Click the "Plus" symbol on the Unassigned Requests bar's right side to make a new Request.

3. Assigned Requests are listed here—the Requests are organized by the user they are assigned. Organize Requests by clicking the two lines on the left of any entry and dragging that item to the list's desired order. **NOTE:** The higher priority requests will always appear at the top of the list automatically.

4. Each Request within this section will show the Request name, the name of the user it's assigned to, the order number denoting creation, and the level of priority. The priority level displays by color, Green is low, Yellow is Medium, and Red is High.

5. Once the Request is fulfilled, click on that specific Request. A pop-up window will appear (See next page #7). Select the Status menu to change to complete; once saved, the Request will auto-populate under Completed Requests.

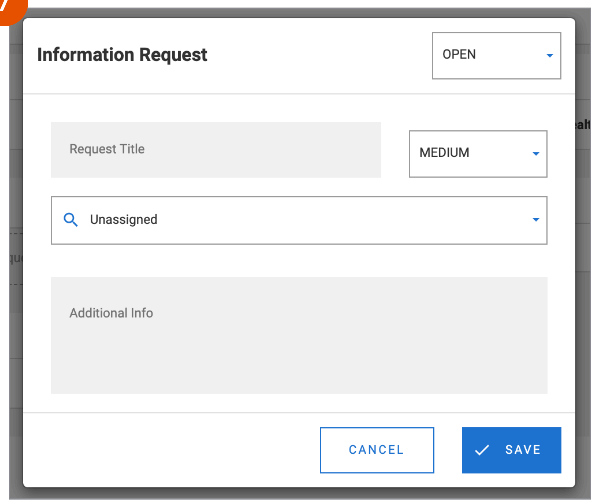
6. Once a Request is completed, only a Supervisor can verify that the work has been completed and then change the status to verified. Once verified, the information will populate the general profile.

REQUESTS CONT.

7. Click the "Plus" symbol in the top right of the Requests dashboard or the "New Request" button in the sidebar menu to create a new request. After clicking, a pop-up window will appear. Create a title, assign a priority level, assign a user, and add additional information as needed. When complete, click the blue "Save" button.

8. Click on a specific Request to see/add more details and information. After clicking, a pop-up window will appear. Change the Status of the request to Open, Completed, or Verified. Set the priority to Low, Medium, or High. Attach images or multi-media files directly to the Request. To add a comment, click in the lower text box and add the desired text. When complete, click the blue arrow button. When finished with edits, click the blue "Save" button.

7



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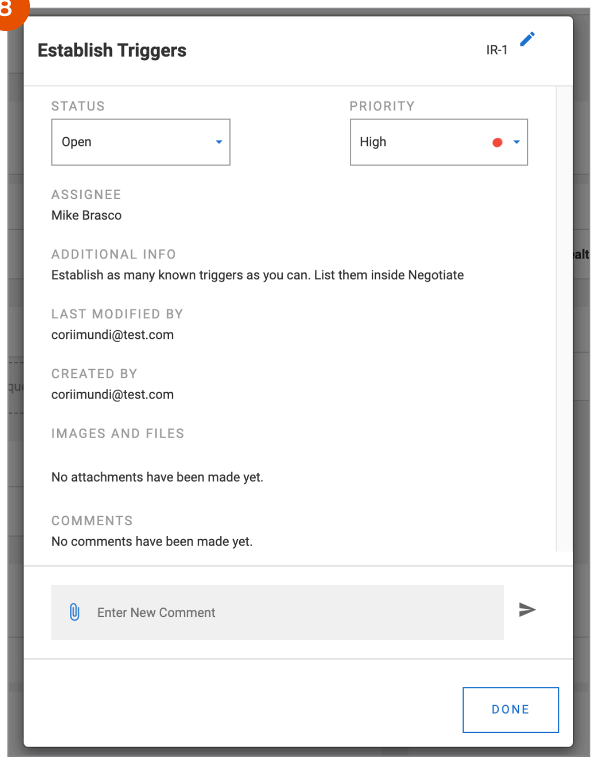
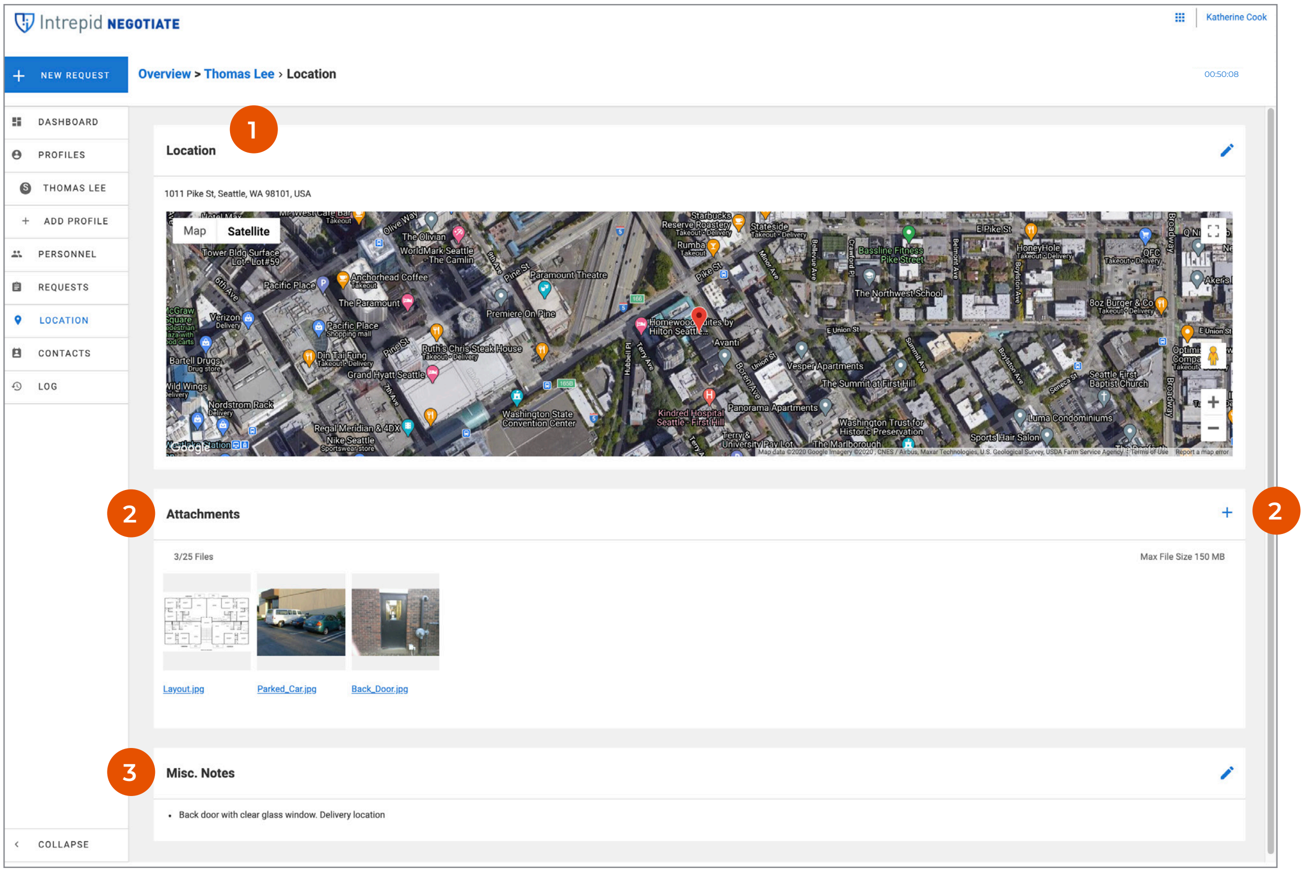


LOCATION

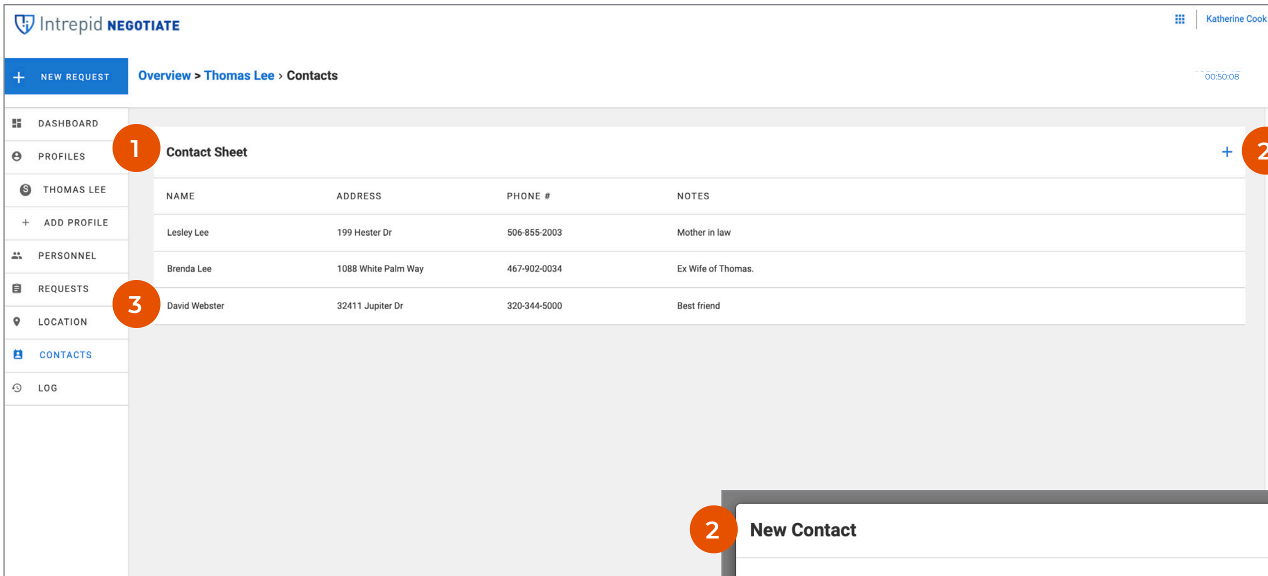


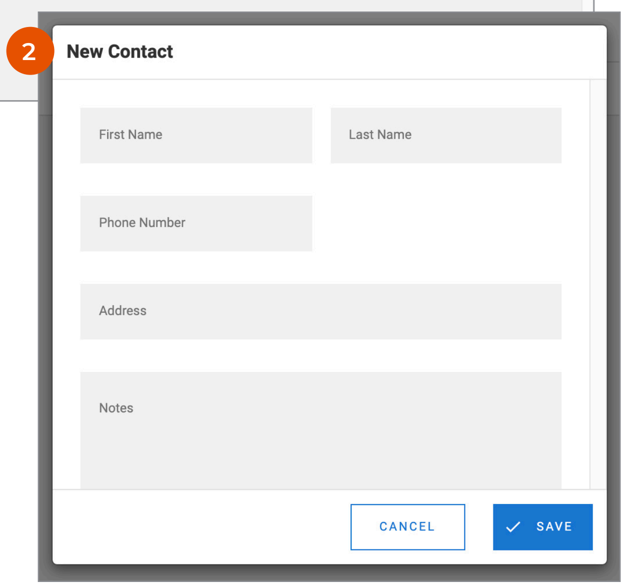
1. A Google Maps view of the operation's location will appear within the Location tab. View the surrounding area, zoom in and out of the map, or change the map look between map or satellite. Edit the set location at any time by selecting the "Pencil" button in the upper right-hand corner and enter the new address.

2. Attach photos, videos, or multi-media files to the operation location within the Attachments section. Upload up to 25 files with a max file size of 150MBs. Click the "Plus" button on the Attachments section's right side to upload media directly from your computer.

3. Add Miscellaneous Notes about the location within the text box at the bottom of the Location page. Click the "Pencil" button on the right side of the Misc. Notes tab to edit and add more information.

CONTACTS





1. Populate the operation Contact Sheet with important information that's easy to find when needed. Add the Contacts name, address, phone number, and any other notes that might be applicable for that specific contact.

2. To add a new contact, select the "Plus" symbol in the upper right-hand corner. A pop-up window will appear on the screen. Enter the desired information and click the save button.

3. Click directly on a specific contact to edit that contact information. Once clicked, a details pop-up window will appear. Click the "Pencil" symbol in the right corner to edit the contact information. When complete, click the blue "Save" button.