



SENTINEL CUSTOMER GUIDE LOUISIANA OFFICE OF JUVENILE JUSTICE

SERVICE REQUESTS

When a service requests is required, officers must:

- + Forward all requests to Sentinel using the email address LAOJJFieldSupport@sentrak.com
- + Requests may also be submitted to Sentinel using the Facsimile telephone number **800-478-3335** (email is preferred)

A Service request consists of activities such as Installations, Field Service, or Equipment Removals. It is also advisable that when you send requests via email, please place the participant's name and the office to which he is assigned in the Subject Line of the email.

OVERVIEW OF SERVICE REUQESTS

Installations

Upon receipt of a Request for Installation, the Sentinel Monitoring Center Team will:

1. Pre-enroll the participant's basic data into the WebPatrol2 software platform.
2. The monitoring center will forward the request to the Technician Team Leader Francisco Lomas for local distribution and job assignment.
3. The assigned technician will contact the participant's residence in order to schedule an installation appointment for installation of the ankle bracelet and case activation in the WebPatrol2 monitoring software within a 24-hour service window.

Field Services

Field service requests consist of items such as replacement of damaged or inoperable hardware. Upon receipt of a Service Request (as outlined in the 'installations' guideline above), a Sentinel technician will:

1. Contact the participant's residence in order to arrange for the appropriate service remedy within a 24-hour service window.

It is recommended that prior to submitting a Service Request for suspected bracelet battery issues (not charging or holding a charge) that officers first follow the steps detailed in this advisory on reviewing participant charging habits. This will ensure that the cause of the malfunction or inoperability is not due to the participant's failure to properly charge the bracelet as required.

Removals

Upon receipt of a request for removal from active monitoring, the Monitoring Center will discontinue services in the WebPatrol2 software platform. The following actions will then be taken:

1. The request will be forwarded to the Technician Team Leader Francisco Lomas for local distribution and job assignment.
2. The assigned Sentinel technician will contact the participant's residence in order to arrange for ankle bracelet retrieval within a 24-hour service window.



Furloughs

We at Sentinel understand that these types of releases are time sensitive. Please ensure that complete and accurate information is provided in the “Special Instructions” section of the Service Request in order to allow our technicians to properly fulfill the request. These specifics would include the Installation and Removal times and dates, as well as the identifying the facility where the participant will be released and readmitted.

Field Services Note

Should a technician not be able to meet the 24-hour window for a Service Request, they will contact the supervising officer for consultation. If the supervising officer is unavailable, the Sentinel technician will attempt to contact the appropriate Regional Manager.

WEB II INTEGRATION - OM400 ALERTS GUIDE

Strap Tamper

There has been an interruption in the strap’s fiber optic circuit. This alert will not clear automatically when the strap circuit has been restored. This alert must be manually cleared in Web II.

Device Tamper

There has been a disruption in the magnetic connection between the backplate and device. This alert will not clear automatically when the magnetic connection has been restored. This alert must be manually cleared in Web II.

- + In general, all tamper alerts should be addressed by physically inspecting the device.

Physical inspection of the device involves confirming the device is intact, the strap and backplate are securely and properly installed, the pins are in place and locked, and there are no scratches, cuts, glue, or other physical signs of tampering.

- + Once the device has been physically inspected and is confirmed to be properly installed, manually clear the alert in the Web II software platform and confirm that it does not regenerate.
- + To Clear the Alert:
 1. Select the Participant’s Name from the Caseload. The participant’s event log will appear.
 2. Locate the device and/or strap tamper displayed in the activity (in red).
 3. Click on the mail icon to clear the alert.
 4. Return to the caseload screen and after waiting a few minutes, ensure that the device and/or strap tamper do not repopulate.
 5. If the tamper alert reappears after manually clearing it, it is then recommended that the device be reattached by a Sentinel Field Service Technician – therefore a service call should be requested.



Communication Failure

The device has not communicated with the system via the cellular network within the predetermined and designated time frame. This alert will automatically clear with the next successful device transmission. This is a serious alert and indicates that *we have not received any points or communication* from the device.

Location Failure

The device has not transmitted a location (GPS or IMPAIRED point) within the designated time frame. The alert will clear with the next location received. This is a serious alert and indicates that *we do not have a current GPS or assisted location* for the participant.

To address Communication and Location Failure alerts:

1. Verify that the device is shown as **Active** on the Services Tab under Client Information.
2. Verify if the participant is displaying a Low Battery on the dashboard; if so, instruct the participant to charge his device for two consecutive hours. If not, instruct the participant to charge his device for 15 minutes.
3. Take the device outside with a **clear view of the sky** and away from any buildings for a minimum of 10 minutes.
4. While the participant is outside, attempt to run a current location. If not successful on the first attempt, try a second attempt.
5. Attempt to reset the device. Once the device is plugged in, instruct the participant to push and hold down the acknowledgment button on their device until it starts to beep.
 - a. If Beeping: Hold button until the beeping stops. Keep the unit plugged in while attempting to run a current location.
 - b. If NOT Beeping: Quickly unplug and re-plug the charging cord 5 times in a row, then push the acknowledge button for 5 seconds and release. Keep the unit plugged in while attempting to run a current location.
 - c. Attempt to perform a hard reset: Instruct the participant to charge his device for 5 minutes and then unplug it. This can be repeated one more time if it is not successful on the first attempt. Attempt to run a current location once the participant unplugs the device.
 - d. For additional assistance, contact the Monitoring Center at **800.589.6003**, **Select Option 2.**

Low Battery

The device's Battery Level has dropped below 20 percent:

To address a Low Battery alert:

1. Instruct the participant to charge his device for a minimum of 2 hours continuously each day. This is best verified by reviewing the Participant's Event Logs in the WebPatrol2 software (See Report Section Below).



- a. Verify that the yellow/orange LED lights on the charger are solid when plugged in. If the light on the charger does NOT turn on or blinks/pulses, use a different charger to charge the device.
- b. Verify if the red light on the device starts blinking when connected to a charger with a solid yellow/orange LED.
- c. If so, the device is receiving the proper voltage.
- d. If not, move charging cord to see if the connection to the device (pins) is loose. Verify if there is damage or corrosion to pins/ charging area. If no damage is observed, attempt to reset the device.
- e. Instruct the participant to charge his device at approximately the same timeframe each day.
- f. Instruct the participant to remain stationary during charging and not charge the device while asleep.
- g. Instruct the participant to connect his device directly into an electrical outlet that is not controlled by a light switch; although they will not cause an issue for the device, it is recommended that the participant not use extension cords (eliminates a variable).

Inclusion Zone Alert

The GPS location points were not located within the zone the participant was scheduled to be in at that time. The Inclusion Zone schedule was violated.

Exclusion Zone Alert

The GPS location points were located within a zone that the participant was restricted from entering during that time. The Exclusion Zone's schedule was violated.

Buffer Zone Alert

The location points received were located within the buffer zone that is located around an active exclusion zone.

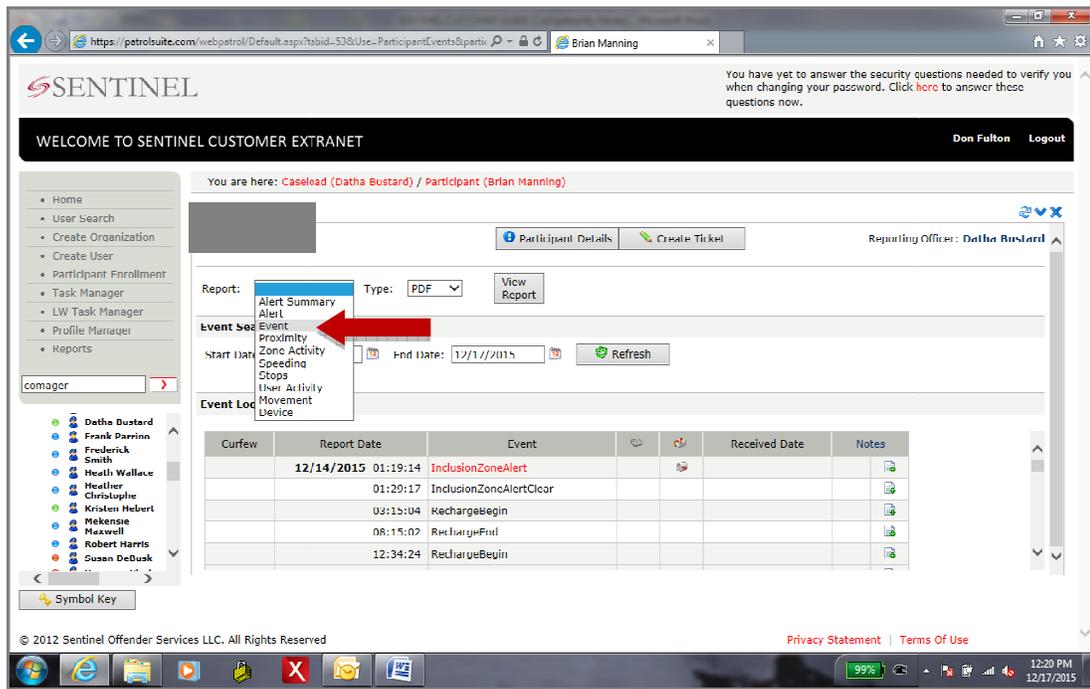
To address zone alerts:

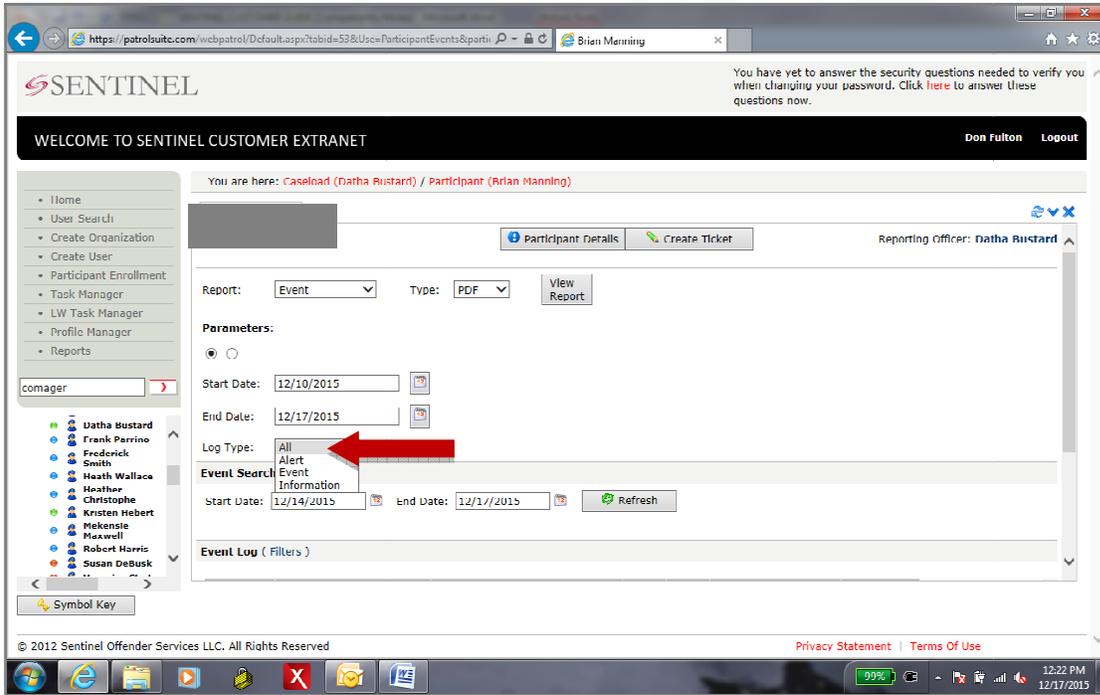
1. Contact the participant and ask them to verify their current location.
2. Run a current location to verify the location.
3. Assess the location history for indications of drift:
 - a. Do the consecutive location points follow a logical path of travel? (Example: The participant travels on streets, does not follow a straight line through buildings, fields, across freeways, etc)
 - b. Is the elapsed time between the consecutive location points reasonable? (Example: The participant does not appear to travel 10 miles in one minute).
 - c. Is the point accuracy good?
 - d. Are the points GPS or impaired?
 - e. Hover over the point in question. The type of point will be displayed.

- f. MS Assisted Fix points are impaired location points and often indicate that the participant may have been inside or that the device did not have a clear line of sight for GPS acquisition.
2. Does the location history show any typical drift patterns? (Example: straight lines of point stacked up resembling a solid stack of pennies or points randomly scattered around a central location)

Running an Event Log Report

Running reports in the WebPatrol2 software can provide valuable information in order to determine participant compliance. One of the most useful reports is the Event Log Report since it contains all activity within a Participant's record for the date range that is queried. Additionally this data can be used to most efficiently determine whether or not a participant is following the required charging pattern for the GPS device. To run this report, click on the Participant's name from your dashboard. Then select EVENT under type of report.





Populate that desired dates, and select ALL under Log Type. Under TYPE you can select the desired format.

The data returned from this query is now available for viewing. You can now easily determine whether or not the selected Participant is charging for the required 2 hours continuously per day.





CONTACT US

For inquiries or assistance in your day to day operations while using our technologies and services, you may contact the Sentinel Offender Services Help Desk at: **800.589.6003, Select Option 5**

Or via Email, help.desk@sentrak.us.com

Additionally, you may contact Mr. Don Fulton, your agency's Regional Account Manager if further assistance is required at (678.994.4849 or Don.fulton@sentrak.us.com)

SENTINEL FIELD TECHNICIAN ROSTER

NOTE: All service requests should be submitted using the guidelines detailed in the Service Request section of this guide.

Francisco Lomas (Full-Time)

E | flomas@sentrak.com

P | 225.803.2373

Denham, LA

Jack Stapleton (Full-Time)

E | jstapleton@sentrak.com

P | 504.410.6219

Avondale, LA

Gregory Saurage (Part-Time)

E | gsaurage@sentrak.com

P | 985.705.5780

Folsom, LA

Carlos Tate (Part-Time)

E | ctate@sentrak.com

P | 318.313.8735

Shreveport, LA

David Narcisse (Part-Time)

E | dnarcisse@sentrak.com

P | 337. 344.8849

Lafayette, LA