



CORRISOFT.



GRADUATED ACCOUNTABILITY

# AIR Supervisor Guide

AIR Web Software  
AIR Mobile & Connect



ENROLLMENT

AIR Support Center (855) 350-0527

REENTRY

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# AIR Supervisor Guide



Log-in



Enter username and password

## AIR Dashboard


Logged in user  
Link to AIR Resource Center  
Settings Icon (Logout)

AIR icon  
Supervisor Tabs  
My Participants  
Search Bar

Compliance Queue  
Participant Events

### Aggregate Map

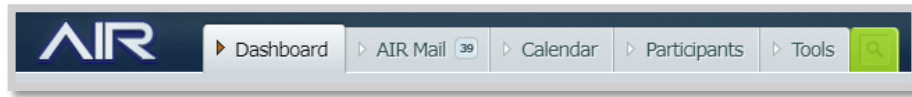
Last processed point for all participants on supervisor's caseload.  
Red outline indicates an open zone violation.

Click  (AIR icon) from anywhere in AIR to return to the AIR Dashboard


# AIR Supervisor Guide

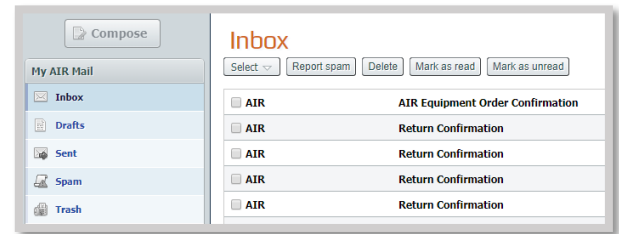


## Supervisor Tabs




**Dashboard Tab** returns Supervisor to the AIR Dashboard.

**AIR Mail**  is modeled after standard e-mail programs: Supervisors can send AIR Mail to multiple participants. Supervisors can send attachments. Participants cannot delete AIR Mails or their attachments. Participants can only AIR Mail supervisors or the AIR Support Center.



**Calendar Tab**  This is the Supervisor's personal calendar.

**Upcoming Participant Items** links to unapproved, upcoming participant created calendar items.

**Participants Tab**  links to the most frequently used features:

**Participant List** all jurisdiction participants with shortcuts to key tasks. Access unenrolled participants with settings icon.

**Participant Filter** status information for participants and their devices.

**Add Participant** enrollment feature

**Participant Check-ins** for the entire jurisdiction


**Verification Photos** received from the AIR Mobile Smartphone for the entire jurisdiction.

**Map** location data and tracking for multiple (selected) participants

**Tools Tab** 

**Device Inventory** the jurisdiction's devices and their status

**Reports** available for supervisors

**Green Search Bar Tab**  another way to search for a participant by name

# AIR Supervisor Guide



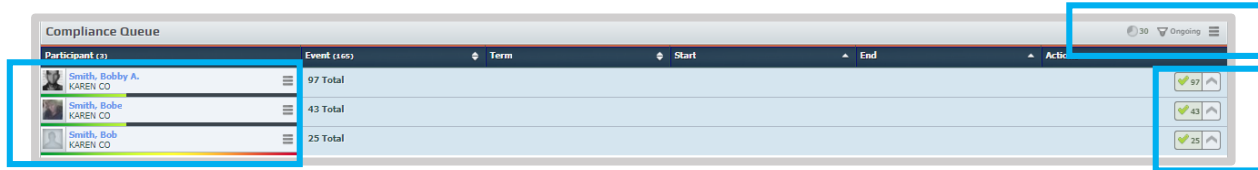
## Compliance Queue

The Compliance Queue contains the events for all the supervisor's participants listed by priority.

**All events have to be acknowledged** by the supervisor who will make a determination - **Compliant or Non-Compliant**.

When a determination is made, the event leaves the Compliance Queue on the AIR Dashboard. The determination can be changed, but the event cannot be returned to the Compliance Queue.

Auto-Refresh 30  
 Ongoing Ongoing will filter out closed events  
 Settings icon links to other Queues

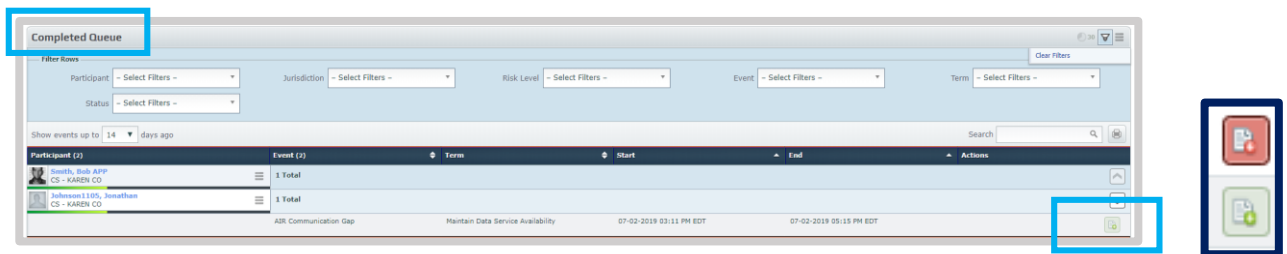


Participant Photo & Name  
 Risk Level Bar  
 Settings icon shortcuts

Participant Events with Actions to the right  
 Actions = Green Check = Mark Compliant, Non-Compliant, or Add Note

## Select the settings icon on the right and “Completed Queue” to:

View and filter completed events (a determination has been made), change an event's determination, or add a note.



The ‘Add Note’ icon is color coded: Red is Non-Compliant, Green Compliant. Click on it to change the determination.

## Work an Event



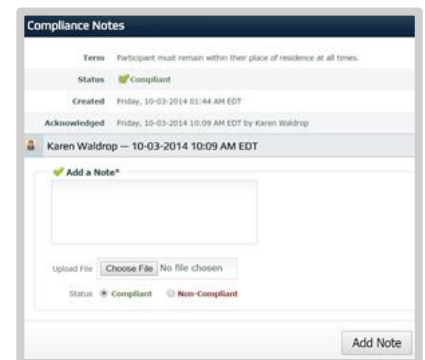
Select Green Check (all events) to add a note and/or make a determination for ALL the participant's events.



Click on blue bar to expand events.

Select Add Note icon or Green Check to make a note or determination for individual events.

A note can be added and No Determination selected to keep the event in the Compliance Queue. All notes are author/date/time stamped.



“Review Resolution” icon shows Monitoring Center notes/protocols steps if your agency has AIR Support.

# AIR Supervisor Guide



## Enroll a Participant From the Supervisor Tabs/Participants/Add Participant

**Select Jurisdiction (if more than one)**

**Enter Username and Password.**

Corrisoft recommends first initial, last name, last 4 SSN for username;  
Last name & four zeros for password. Requires 8 characters.

**Enter Participant's First and Last Name**

**Assign a 4 number PIN (AIR Check-In only if PIN used)**

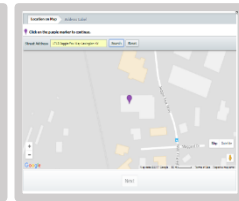
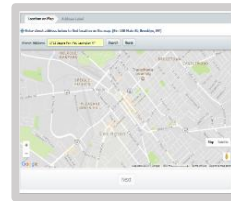
**Click Add Address and a new window will open.**

**Enter the street address and click Search.**

**Click on the purple marker to mark the location. Click Next.**

**Confirm text version of the address label. Click Save**

**Enter participant phone numbers. Click Next**



**The Enrollment Date defaults to the current date.**

**The Date of Release defaults to TBD (to be determined).**

A specific date can be entered if known.

**Select Risk level**

**Enter Primary or Secondary ID (agency specific)**

**Enter Custom IDs (agency specific)**

**Click Next**

**Select Term/s (agency specific)**

**Click Next.**

Check box to assign appropriate device type and enter device IDs.

If using a Connect, select Alert Style.

Drop-down selection lists devices available in the agency's inventory.

Call AIR Support if a device is not listed in inventory. 855-350-0527

Locate IMEI in AIR Mobile Smartphone:

Go to Settings/System/About Phone/Status/tap IMEI Information

This summary screen is the last tab to appear.

To modify information, always select the PREVIOUS button.

If the Enrollment Summary is correct, **Click Create Participant.**

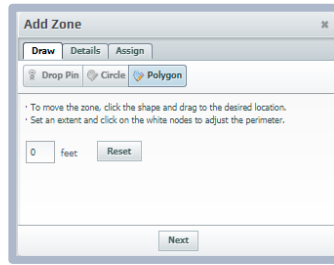
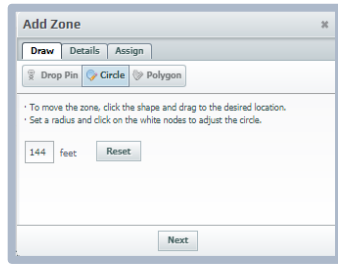
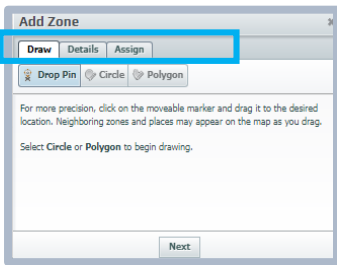
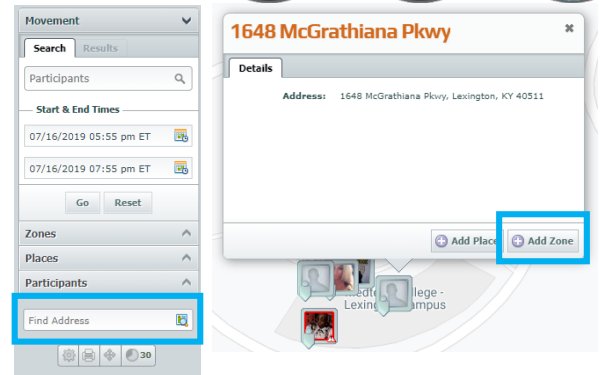
# AIR Supervisor Guide

## Add Zones

Enter address in  (left side of map)  
 If there are multiple locations, click on appropriate location marker.  
 A box will appear with the option to **Add Zone**



- Attendance:** area the participant is required to be – work, school, etc. –yellow circle.
- Boundary:** area the participant is required to remain –often a residence - blue circle.
- Curfew:** residence the participant is required to remain in during a specific time –blue circle.
- Restricted:** area the participant is not allowed to be – red circle.



### Draw Tab: Select Drop Pin and Circle or Polygon

#### Circle: Center zone over location

Hover over any point to make it larger or smaller/Click and hold to drag entire circle

Undo last edit: click white arrow

Zone radius can be changed by the number in the “feet” box. A radius below 200 feet is generally not recommended.

**Polygon: Use points to draw odd shaped zones** (counties, for example)The longer the line, the more points become available.

Value in the “feet” box creates an invisible buffer extending the entire shape of the zone. Any points in the buffer zone will fire a violation. This works well for cases where the participant cannot come within a specified distance to a location.

**Select**

#### Details Tab: Name Zone (specific as possible)

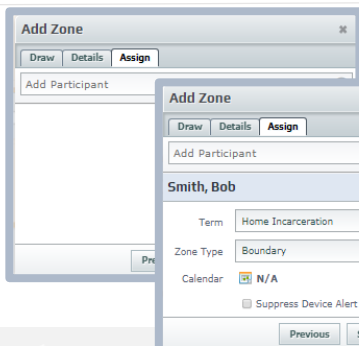
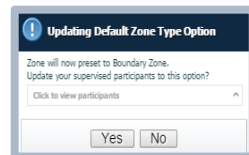
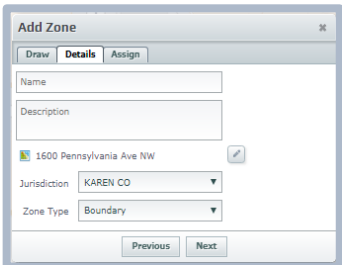
Enter information in **Description Box** if needed

Use the Pencil Icon to edit address if needed

#### Select Jurisdiction

**Select Zone Type** – this is the default zone type and should never be changed

**Select**  and **YES** or **NO** to acknowledge pop up



**Add Participant** – not required to create zone

#### Select Term

#### Select Zone Type (Term & Zone Type must match)

Notice Pencil (edit) icon is greyed out indicating no calendar item attached. Click this icon in Edit Zone box to create a calendar item if selecting “Add Calendar item after saving zone.

Check Suppress Device alert and the phone WILL NOT ALERT participant for this zone violation (also Hide calendar item)

**Select**  **\*Zones are NOT active without a CALENDAR ITEM\***

# AIR Supervisor Guide



## Edit Zones

### To locate zones already created:

Go to **Map** and open the **Zones Tab** (on the left of Map)  
Click in the **Filter Zones** field

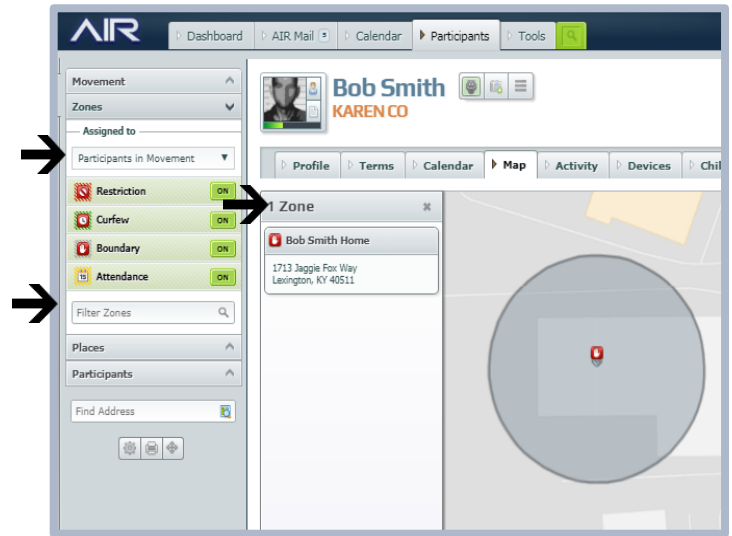
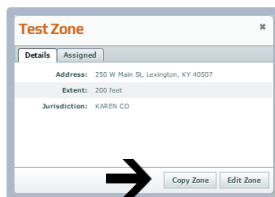
**DO NOT FORGET** the sort using “Assigned to”:

**Participants in Movement** – zones assigned to participants chosen in Movement Tab (to display on Map)

**My Jurisdiction** – zones currently assigned to participants

**View Unassigned Zones** – zones not currently assigned

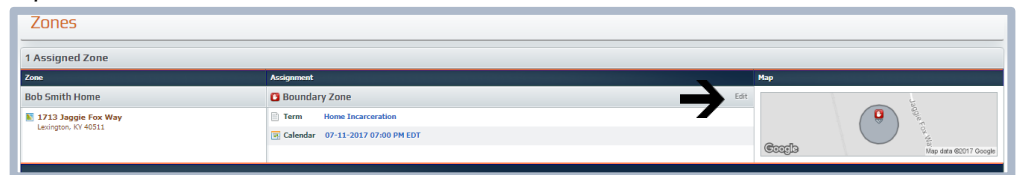
Click on Zone (box) for option to **COPY** or **EDIT** ZONE



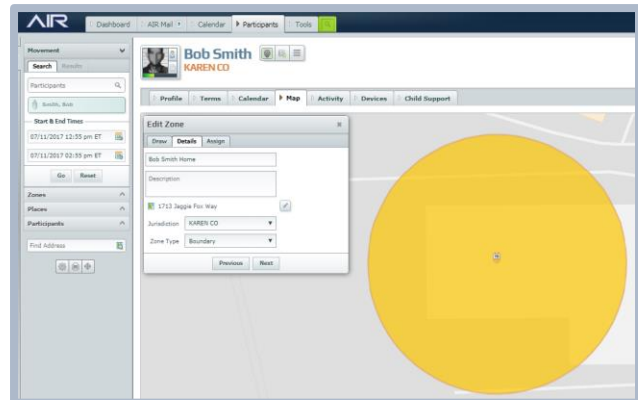
Once a zone is created, its location should NOT be changed except as necessary for accuracy or drift.  
If a participant moves, a new zone should be created and assigned to the calendar item.  
**Zones cannot be deleted.**

### Or, to locate zones for a specific participant:

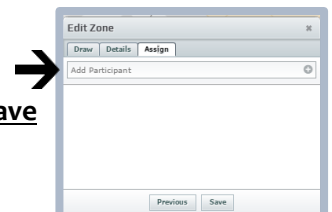
Go to Participant Tabs/Map/View Zones/Edit



In the **Edit Zone Box**, make any needed changes on the **Draw**, **Details**, or **Assign** Tab and Click **Next** or **Save**



**Add a participant to an existing zone** on the Assign tab – type or select participant name. Click **Save**








# AIR Supervisor Guide



## Scheduling in AIR Web

**ANY ZONE WITHOUT A CALENDAR ITEMS IS NOT ACTIVE.** Calendar items tell AIR when a zone is ‘On’.  
 Calendar items also allow the participant or the supervisor to schedule tasks, deadlines, or reminders for upcoming events.  
 Calendar items are color coded:

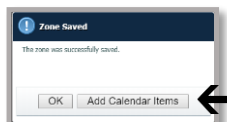
### Calendar Item Colors (after creation)

-  **Grey** – Historical and cannot be edited
-  **Orange** – Hidden
-  **Green** – Participant created on Phone and pending approval
-  **Light Blue** – Recently modified
-  **Dark Blue** – Set schedule

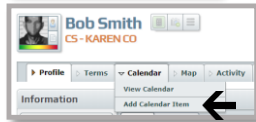
**Hidden items do not appear on the AIR Mobile, but show in AIR Web for the Supervisor**  
**Participant created were submitted on the AIR Mobile & may require Supervisor approval**

## There are many way to create a calendar item:

After creating a zone



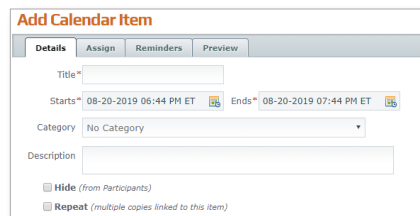
From the Participant Tabs



Click on a specific date in calendar or use  in the bottom right of a specific date

Click  in the upper right corner of calendar

## The Supervisor uses the same 4 tabs any time they are working with calendar items:



### Title




**Starts/Ends** Enter date and time by clicking on calendar icon. This is the duration of the event.

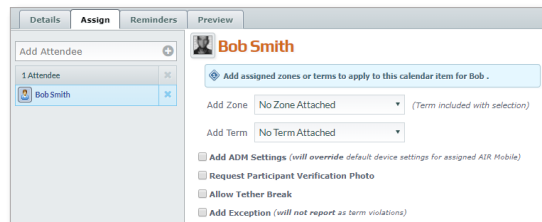
### -Skip Category-

**Description** Notes here DO show on Phone’s calendar

**Hide** When selected, calendar item is NOT shown on Phone’s calendar

**Select Repeat** Choose how and when an event will repeat if reoccurring

**Select**   



**Attendees** are listed on left (**Assign Tab is completed for EACH participant**)

**Add Zone** Where participant is required to be

**Add Term** (assigned to zone)

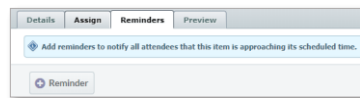
### Options:

**Select Add ADM Settings Silence Phone or Allow Wi-Fi** for the duration of the calendar item

**Select Request Participant Verification Photo** to schedule a photo request

**Select Allow Tether Break** to suppress the Tether Break event. Silences phone by default

**Select Add Exception** for an authorized away during lockdown or other active calendar item

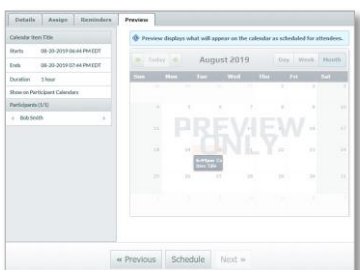


Options to send a Reminder: **Select AIR Mail Message** or **Message Display within AIR**

(“Message Display in AIR” is pop up on phone similar to text message banner)

**Choose value** and mins, day(s), hour(s) before scheduled event

No limit to # that can be sent. Delete using red “X” on right



### Preview

**Text version** on left, summarizes calendar item and includes any error messages; **Visual version** on right

Use arrows to scroll between months or change view

Select  to make corrections or 

# AIR Supervisor Guide



**Schedule a “ONE TIME” calendar item with a REMINDER** – this participant does NOT have a home incarceration or curfew schedule.

This item shows on the participant calendar and a reminder will be sent to the participant prior to the event.

## Title

**Starts/Ends** Enter date and time by clicking on calendar icon

**Description** Notes here DO show on Phone’s calendar

**Hide** When selected, calendar item is NOT shown on Phone’s calendar

**Select** [Next >](#)

**Attendees** are listed on left (**Assign Tab is completed for EACH participant**)

**Add Zone** Where participant is required to be

**Add Term** (assigned to zone)

**Select** [Next >](#)

**Select** [Reminder](#)

**Select “AIR Mail Message” or “Message Display within AIR”** (use dropdown) (“Message Display in AIR” is pop up on phone)

**Choose value** and mins, day(s), hour(s) before scheduled event

No limit to number that can be sent. Delete using red “X” on right

**Select** [Next >](#)

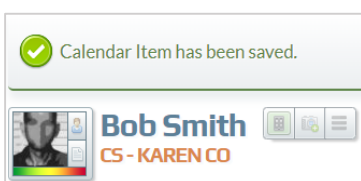
## Preview

**Text version** on left, summarizes calendar item and includes any error messages;

**Visual version** on right

Use arrows to scroll between months or change view

Select [« Previous](#) to make corrections or [Schedule](#)



AIR will show that the calendar item has been saved.

An AIR Mail is sent to the participant any time a calendar item is created, modified, or deleted (unless a Hidden item)

## Calendar Item Colors (after creation)

- Grey** – Historical and cannot be edited
- Orange** – Hidden
- Green** – Participant created on Phone and pending approval
- Light Blue** – Recently modified
- Dark Blue** – Set schedule

# AIR Supervisor Guide



**Schedule a “ONE TIME” calendar item with an EXCEPTION**– this participant has a schedule that is active during the event we want to schedule, usually a home incarceration schedule.

## Title

**Starts/Ends** Enter date and time by clicking on calendar icon

**Description** Notes here DO show on Phone’s calendar

**Hide** When selected, calendar item is NOT shown on Phone’s calendar

**Select**

**Attendees** are listed on left.

(Assign Tab is completed for EACH participant listed)

**Add Zone** Where participant is required to be

**Add Term** (assigned to zone)

## Select Add Exception

Click in box **Terms &** select the term of active calendar item to ignore (Home Incarceration)

**Set travel time with “Additional”**

This is the amount of time needed to get from one zone to another.

## No reminder selected

**Select**

## Preview

**Text version** on left, summarizes calendar item and includes any error messages;

**Visual version** on right

Use arrows to scroll between months or change view

Select  to make corrections or



AIR will show that the calendar item has been saved.

An AIR Mail is sent to the participant any time a calendar item is created, modified, or deleted (unless a Hidden item)

## Calendar Item Colors (after creation)

- Grey** – Historical and cannot be edited
- Orange** – Hidden
- Green** – Participant created on Phone and pending approval
- Light Blue** – Recently modified
- Dark Blue** – Set schedule

# AIR Supervisor Guide



**Schedule a “ONE TIME” calendar item to SILENCE PHONE**– the Phone will be silent for the duration of the calendar item. Alerts and notifications will be visual but not audible. When the calendar item expires, the phone will no longer be silent.

## Title

**Starts/Ends** Enter date and time by clicking on calendar icon

**Description** Notes here DO show on Phone’s calendar

**Hide** When selected, calendar item is NOT shown on Phone’s calendar

**Select**

**Attendees** are listed on left.

(Assign Tab is completed for EACH participant listed)

**Add Zone** Where participant is required to be

**Add Term** (assigned to zone)

Check **Add ADM Settings**

Check **Silence Device**

**No reminder selected**

**Select**

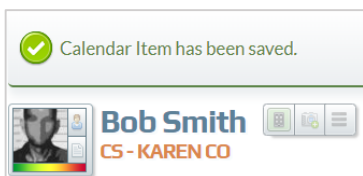
## Preview

**Text version** on left, summarizes calendar item and includes any error messages;

**Visual version** on right

Use arrows to scroll between months or change view

Select  to make corrections or



AIR will show that the calendar item has been saved.

An AIR Mail is sent to the participant any time a calendar item is created, modified, or deleted (unless a Hidden item)

### Calendar Item Colors (after creation)

- Grey** – Historical and cannot be edited
- Orange** – Hidden
- Green** – Participant created on Phone and pending approval
- Light Blue** – Recently modified
- Dark Blue** – Set schedule

# AIR Supervisor Guide



Schedule a **PHOTO VERIFICATION**– this example is **HIDDEN** from the participant

**Title**

**Starts/Ends** Enter date and time by clicking on calendar icon

**Description** Notes here DO show on Phone's calendar

**Hide** When selected, calendar item is NOT shown on Phone's calendar

**Select**

**Attendees** are listed on left.

(Assign Tab is completed for EACH participant listed)

**No Zone/No Term**

Check **Request Participant Verification Photo**

**Select Self or Location Photo**

**Select**

## Add Calendar Item

**No reminder selected**

**Select**

**Preview**

**Text version** on left, summarizes calendar item and includes any error messages;

**Visual version** on right

Use arrows to scroll between months or change view

Select  to make corrections or

AIR will show that the calendar item has been saved.

NO AIR Mail is sent to the participant

**Calendar Item Colors (after creation)**

- Grey** – Historical and cannot be edited
- Orange** – Hidden
- Green** – Participant created on Phone and pending approval
- Light Blue** – Recently modified
- Dark Blue** – Set schedule

# AIR Supervisor Guide



**Schedule a “GLOBAL AWAY” with an EXCEPTION from HOME INCARCERATION/CURFEW – Participant can be anywhere for the duration of the calendar item; home incarceration or curfew schedule is active.**

**Details** Assign Reminders Preview

Title

Starts\* 09-02-2019 01:00 PM ET Ends\* 09-02-2019 02:00 PM ET

Category

Description

Hide (from Participants)

Repeat (multiple copies linked to this item)

## Title

**Starts/Ends** Enter date and time by clicking on calendar icon

**Description** Notes here DO show on Phone’s calendar

**Hide** When selected, calendar item is NOT shown on Phone’s calendar

**Select**

**Add Calendar Item**

**Details** Assign Reminders Preview

Add Attendee

1 Attendee

Bob Smith

Add assigned zones or terms to apply to this calendar item for Bob .

Add Zone  (Term included with selection)

Add Term

Add ADM Settings (will override default device settings for assigned AIR Mobile)

Request Participant Verification Photo

Allow Tether Break

Add Exception (will not report as term violations)

Select terms to ignore for Bob during this calendar item. You may include travel time before and after this item.

Terms\*

Additional\*  minutes for arrival,  minutes for departure

**Attendees** are listed on left.

(Assign Tab is completed for EACH participant listed)

**Select No Zone/No Term**

**Select Add Exception**

Click in box **Terms** & Select the term of the active calendar item to ignore (Home Incarceration or Curfew)

**Set travel time with “Additional”**

This is the amount of time needed to get from one zone to another.

**Add Calendar Item**

**Details** Assign Reminders Preview

Add reminders to notify all attendees that this item is approaching its scheduled time.

**No reminder selected**

**Select**

**Add Calendar Item**

**Details** Assign Reminders Preview

Grocery Shopping

Starts 09-02-2019 01:00 PM EDT

Ends 09-02-2019 02:00 PM EDT

Duration 1 hour

Show on Participant Calendars

Participants (1/1)

Bob Smith

Exceptions

- Home Incarceration

Preview displays what will appear on the calendar as scheduled for attendees.

Today September 2019 Day Week Month

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
	8	9	10	11	12	13
	15	16	17	18	19	20
	22	23	24	25	26	27
	29	30	1	2	3	4
5	6	7	8	9	10	11

« Previous Schedule Next »

## Preview

**Text version** on left, summarizes calendar item and includes any error messages;

**Visual version** on right

Use arrows to scroll between months or change view

Select  to make corrections or

Calendar Item has been saved.

Bob Smith  
CS - KAREN CO

AIR will show that the calendar item has been saved.

An AIR Mail is sent to the participant any time a calendar item is created, modified, or deleted (unless a Hidden item)

## Calendar Item Colors (after creation)

- Grey – Historical and cannot be edited
- Orange – Hidden
- Green – Participant created on Phone and pending approval
- Light Blue – Recently modified
- Dark Blue – Set schedule

# AIR Supervisor Guide



## Schedule a CURFEW

### Title

**Starts/Ends** Enter date and time by clicking on calendar icon

**Curfew ends NEXT DAY**

**Description** Notes here DO show on Phone's calendar

**Hide** When selected, calendar item is NOT shown on Phone's calendar

**Select Repeat** Choose **Daily** for every day or **Weekly** to select specific days

**Select Ends** either after # of occurrences (EACH day is an OCCURRENCE) or "On" a specific date (usually Date of Release)

Select

**Attendees** are listed on left.

(Assign Tab is completed for EACH participant listed)

**Select No Zone and Term**

Select

**Reminder selected: AIR Mail Message or Message Display in AIR**

Select value/time ahead of calendar item (here 6 PM)

Select

### Preview

**Text version** on left, summarizes calendar item and includes any error messages;

**Visual version** on right

Use arrows to scroll between months or change view

Select  to make corrections or

AIR will show that the calendar item has been saved.

An AIR Mail is sent to the participant any time a calendar item is created, modified, or deleted (unless a Hidden item)

### Calendar Item Colors (after creation)

- Grey – Historical and cannot be edited
- Orange – Hidden
- Green – Participant created on Phone and pending approval
- Light Blue – Recently modified
- Dark Blue – Set schedule

# AIR Supervisor Guide



**Schedule a REPEATING calendar item**– a recurring appointment, for example. This example is a meeting every Wednesday thru August 20, 2020.

## Title

**Starts/Ends** Enter date and time by clicking on calendar icon

**Description** Notes here DO show on Phone's calendar

**Hide** When selected, calendar item is NOT shown on Phone's calendar

**Select Repeat** Choose **Daily** for every day or **Weekly** to select specific days

**Select Ends** either after # of occurrences (EACH day is an OCCURRENCE) or "On" a specific date (usually Date of Release)

Select

**Attendees** are listed on left.

(Assign Tab is completed for EACH participant listed)

**Select Zone and Term**

Select

**IF SCHEDULED DURING AN ACTIVE CALENDAR ITEM (usually Home Incarceration or Curfew) EXCEPTION is REQUIRED.**

Select Add Exception/Click in Terms box to choose term to ignore/set travel time >>>>>>>>

**Reminder selected: AIR Mail Message or Message Display in AIR**

Select value/time ahead of calendar item (here 6 PM)

Select

## Preview

**Text version** on left, summarizes calendar item and includes any error messages;

**Visual version** on right

Use arrows to scroll between months or change view

Select  to make corrections or

AIR will show that the calendar item has been saved.

An AIR Mail is sent to the participant any time a calendar item is created, modified, or deleted (unless a Hidden item)

## Calendar Item Colors (after creation)

- Grey** – Historical and cannot be edited
- Orange** – Hidden
- Green** – Participant created on Phone and pending approval
- Light Blue** – Recently modified
- Dark Blue** – Set schedule

# AIR Supervisor Guide



**Schedule “ALLOW TETHER BREAK”** – the Tether Break event will NOT fire and the phone will be set to silent for the duration of the calendar item. All notifications and alerts still occur, but they are silent.

## Title

**Starts/Ends** Enter date and time by clicking on calendar icon

**Description** Notes here DO show on Phone’s calendar

**Hide** When selected, calendar item is NOT shown on Phone’s calendar

**Select**

**Attendees** are listed on left.

(Assign Tab is completed for EACH participant listed)

## No Zone/No Term

Check **Allow Tether Break & Add ADM Settings and Silence Device auto-**

**select**

**Select**

**No reminder selected**

**Select**

## Preview

**Text version** on left, summarizes calendar item and includes any error messages;

**Visual version** on right

Use arrows to scroll between months or change view

Select  to make corrections or

AIR will show that the calendar item has been saved.

An AIR Mail is sent to the participant any time a calendar item is created, modified, or deleted (unless a Hidden item)

### Calendar Item Colors (after creation)

- Grey – Historical and cannot be edited
- Orange – Hidden
- Green – Participant created on Phone and pending approval
- Light Blue – Recently modified
- Dark Blue – Set schedule

# AIR Supervisor Guide



**Schedule an “ALWAYS ON” calendar item** – A restricted area or home incarceration calendar item that should always apply

**Title**

**Starts/Ends** Enter date and time by clicking on calendar icon

**Will end in the future, so it is always on. For example, one year in future.**

**Description** Notes here DO show on Phone’s calendar

**Hide** When selected, calendar item is NOT shown on Phone’s calendar

**Select**

**Attendees** are listed on left.

(Assign Tab is completed for EACH participant listed)

**Select Zone/No Term**

**\*No Exception**

**Select**

**No reminder selected**

**Select**

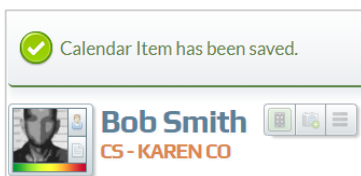
**Preview**

**Text version** on left, summarizes calendar item and includes any error messages;

**Visual version** on right

Use arrows to scroll between months or change view

Select  to make corrections or



AIR will show that the calendar item has been saved.

An AIR Mail is sent to the participant any time a calendar item is created, modified, or deleted (unless a Hidden item)

**Calendar Item Colors (after creation)**

- Grey** – Historical and cannot be edited
- Orange** – Hidden
- Green** – Participant created on Phone and pending approval
- Light Blue** – Recently modified
- Dark Blue** – Set schedule

# AIR Supervisor Guide



**Schedule “RESTRICTED” calendar item that is HIDDEN** - \*Requires a zone that is SUPPRESSED to not alert participant

**Schedule “SUPPRESS DEVICE ALERTS”** – Supervisor does not want to alert the participant to the existence of a zone. Phone will not alert for a Boundary violation. Requires using a zone that has “Suppress Device Alert” selected. Requires Hidden Calendar item.

## Title

**Starts/Ends** Enter date and time by clicking on calendar icon  
**Will end in the future, so it is always on. For example, one year in future.**

## Select Hide

**Select**

**Attendees** are listed on left.

(Assign Tab is completed for EACH participant listed)

## Select Zone/No Term.

**\*Zone must have “Suppress Device Alert” selected on Assign Tab of zone**

## \*No Exception

**Select**

**No reminder selected**

**Select**

## Preview

**Text version** on left, summarizes calendar item and includes any error messages;

**Visual version** on right

Use arrows to scroll between months or change view

Select  to make corrections or

### Calendar Item Colors (after creation)

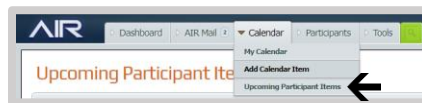
- Grey** – Historical and cannot be edited
- Orange** – Hidden
- Green** – Participant created on Phone and pending approval
- Light Blue** – Recently modified
- Dark Blue** – Set schedule

# AIR Supervisor Guide



## View All Calendar Items & View/Approve PARTICIPANT CREATED calendar items

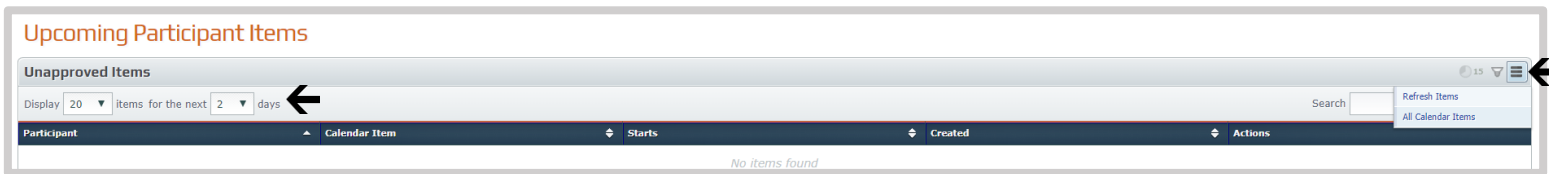
Under **Supervisor Tabs/Calendar/Upcoming Participant Items**



Auto-refresh, Filter, Search Bar, & Setting icon on right

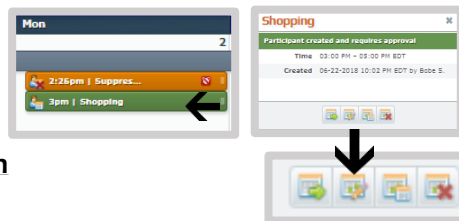
View All Calendar Items or Unapproved Items using settings icon on right

Display options on left



### Click the calendar item

Participant created calendar items are green



### Click Edit Box box on the bottom of the calendar item

### Edit calendar item if needed - add zone and/or exception, make any required edits (time allowed, for example)






Clearly type instructions for the participant in the description box

### Click Save.

On the supervisor calendar, the calendar item changes from green to light blue to indicate it has been recently modified

The participant will receive an AIR Mail indicating the calendar item was modified.

#### Calendar Item Colors (after creation)

-  **Grey** – Historical and cannot be edited
-  **Orange** – Hidden
-  **Green** – Participant created on Phone and pending approval
-  **Light Blue** – Recently modified
-  **Dark Blue** – Set schedule

# AIR Supervisor Guide



**View Participant Information** – Get to the Participant Profile page by clicking on the participant’s name when highlighted, in a search bar, Participant List, report, or other option.

**Participant Photo & Device Information**

**Participant Tabs**

**Information Portlet** – Summary of enrollment info; Quick links under photo

**Calendar** – drop & drag capability. Planner options (top right)

**Location Portlet** – head shot represents last processed point.

**Activity Portlet** – Participant Compliances, Ongoing Toggle and Settings icon (top right); AIR Mail Tabs

**Priority Note Box**

## Device Information



The device icon displays the primary assigned device’s picture: The color is for any device assigned the participant.

Green	Blue	Yellow	Red
All OK	"Unknown" Potential Causes: Install Incomplete for AIR Mobile Smartphone. No check-in for App (because it says "No Data")	AIR Monitoring Device State	Open Device Event

Click on the device icon to open the device information box: Use the settings link to refresh device status or set auto-refresh.

**Assigned Devices**

- AIR Participant Phone (570-217-0490)** - Primary
  - Last Check-in: Tuesday, 07-11-2017 03:15 PM EDT
  - Last GPS Point: Tuesday, 07-11-2017 02:48 PM EDT
  - GPS Status: ON
  - Battery Level: 100% - Charging
  - ADM Status: 1.02
  - Video App: 1.1
- AIR Connect (Connect-110193)**
  - Tether Status: Tethered since Monday, 07-10-2017 12:59 PM EDT
  - Strap Status: All Connected
  - Battery Level: 93%

Go to Participant Tabs/Device History to view date and times devices were assigned

## Participant Photo

### Add Participant Photo:

Participant Tabs/Profile/Edit Profile/Choose File (on bottom)

Upload Photo  No file chosen

Participant Photos includes links to display Enrollment Dates, Has risk level bar under photo, & a link to Quick Notes.

Participant status is “New”/“Upcoming Date of Release” for 7 days after enrollment/before Date of Release

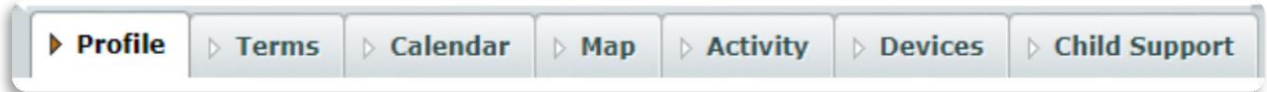
- New Participant**: Added recently within the last week
- Active Participant**: Normal Status while enrolled in AIR
- Upcoming Date of Release**: Set to be released from AIR within the week
- Passed Date of Release**: Release passed without being properly unenrolled
- Unenrolled Participant**: Unenrolled and available only to view archived data

# AIR Supervisor Guide



**View Participant Information** – Get to the Participant Profile page by clicking on the participant’s name when highlighted, in a search bar, Participant List, report, or other option.

## Participant Tabs

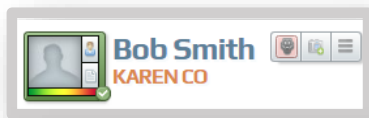


- Profile Tab -**
  - View Summary** – refreshes participant profile page
  - Edit Enrollment** – change any editable fields in enrollment
  - Edit Profile** – Personal info, Work Address, Upload Participant Photo
  - Un-enroll**
  - Reset Password** - reset device password
  
- Terms -**
  - View & edit terms
  
- Calendar -**
  - View Calendar**
  - Add Calendar Item** for the participant
  
- Map -**
  - View Map** – auto-loads this participant’s data
  - View Zones** – view zones assigned to participant & easily see if there is an active calendar item attached
  - Add or Edit Home Zone** – this is the address entered during enrollment
  - Device Location Clusters** – tracks grouping of points
  
- Activity -**
  - View Activity** – view up to two months of participant activity
  - Compliance Queue** – make determinations for participant events
  - Participant Check-ins** – received AIR Check-In responses
  - Verification Photos** – received AIR Mobile photo requests (not related to AIR Check-In)
  - Notes** – view Priority, Quick, Compliance (note added to event), and Monitoring Center notes
  
- Devices -**
  - View/Manage/Edit Devices** – device details and controlled settings
  - Call Logs** – incoming/missed/outgoing calls logged (AIR Mobile)
  - Battery Level Report** – battery usage and charging information
  - Device History** – all device assignments for this participant

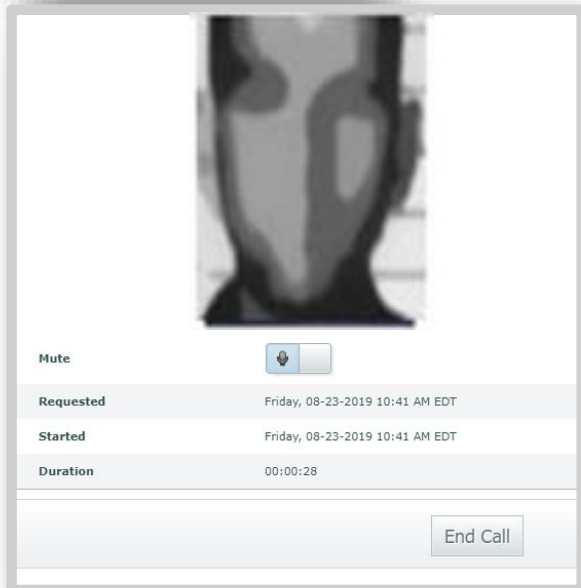
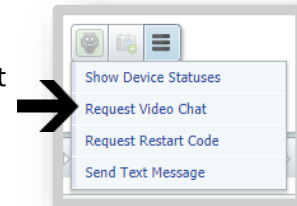
# AIR Supervisor Guide



## Request Video Chat

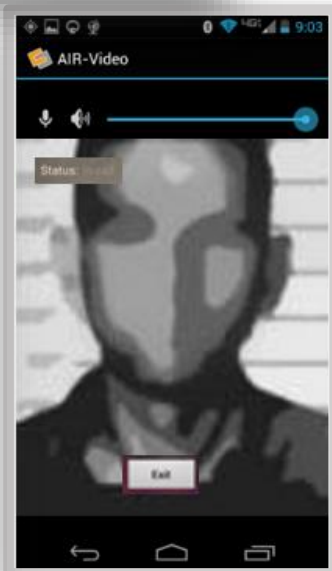
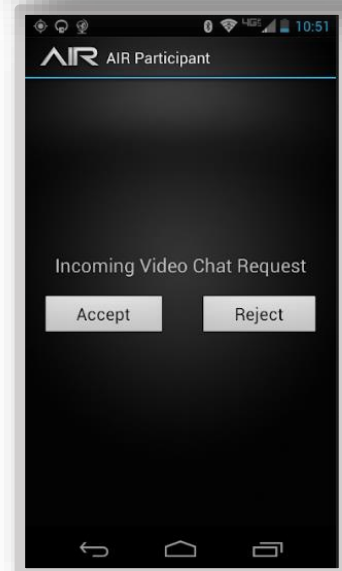


From the settings icon in the Participant Profile header select “Request Video Chat”



The video chat pop up box will open. It includes:

- Mute Button**
- Requested time**
- Started time**
- Duration of video chat, and the**
- End Call button**



### When the phone next calls in, the request is received

The phone sends an audible and visual alert that a Video Chat is being requested (*Left*)  
**The phone will alert for 90 seconds (visual and audible)**

The participant must press “**Accept**” or “**Reject**”  
Pressing Accept starts the video chat  
\*Participant CANNOT see Supervisor\*

The participant screen (*Right*) during the chat includes:  
**Volume Control**  
**Status** of call  
**Exit** Button

If the participant hits “**Exit**” during a call, the feed (where the participant’s face can be seen during a video chat) will go black. The user must still end the call normally.

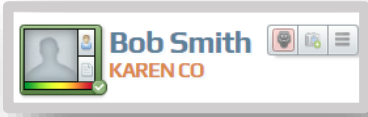
A video chat should be ended by using the  button

**DO NOT “X” out (close out the box using the “X” at the top right)** – Doing so does not end the chat. Video chat sessions will be terminated after 5 minutes if they are inactive and were closed with ‘X-ing out’.

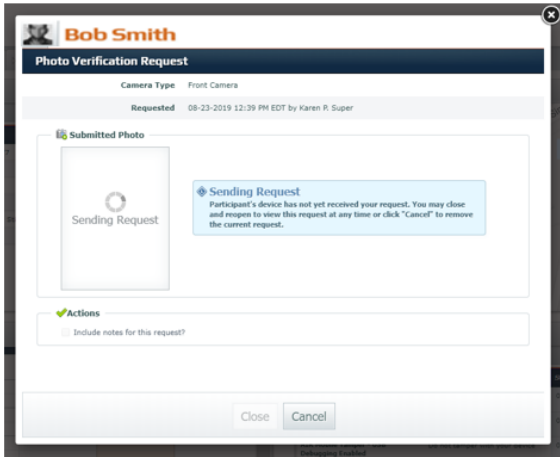
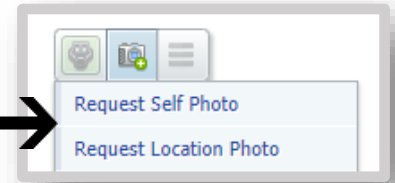
# AIR Supervisor Guide



## Request Photo Request



Select the Camera icon  
 Select "Request Self Photo" (front camera for "selfie"), or  
 Select "Request Location Photo" (back camera)



The Photo Verification Request box will pop to the screen.  
 The spinner shows that the request is Sending, Pending, and Transmitting.

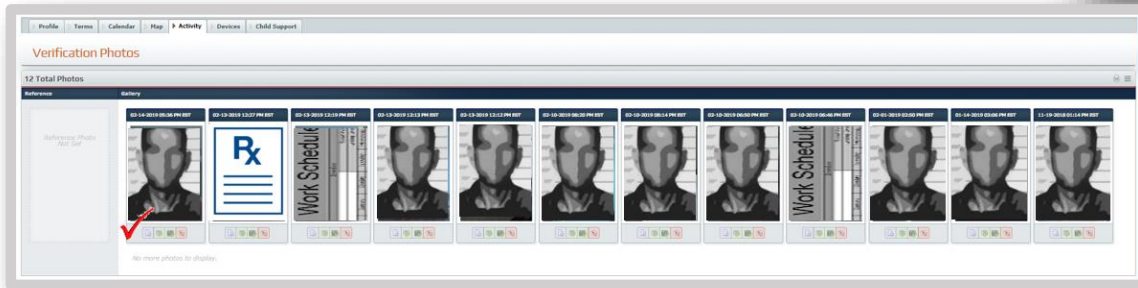
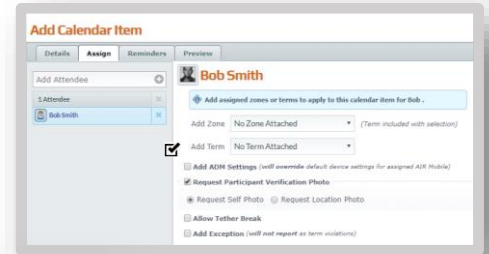


When the phone calls in, it will receive the request.  
 The phone alerts for 90 seconds

Photos will appear in the Gallery: Participant Tabs/Activity/Verification Photos  
 or Supervisor Tabs/Participants/Verification Photos (entire jurisdiction).

When the photo is received, notes can be added in AIR.  
 \*Participant does not see photo or notes.

A Photo Verification can also be scheduled on the Assign Tab of a calendar item.



- Right side: Print icon & Settings icon :
- View Archived Photos** (Removed from Active Gallery)
- View Failed Requests** When the participant doesn't take the photo
- Cancelled Requests** (user cancelled request before photo was taken)

Date and Time photo taken on photo top 08-23-2019 10:52 AM EDT

Photo options on photo bottom:



- Show Details (GPS/Requestor, etc.) and add notes for photo
- Set photo as a profile picture for the participant
- Set this photo as a reference picture for the participant
- Archive photo from active gallery

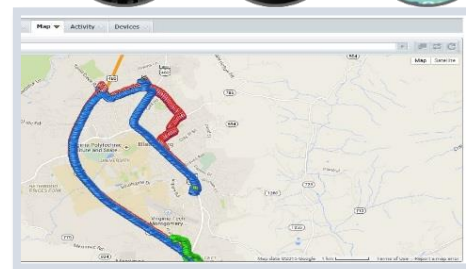
# AIR Supervisor Guide



## Map & Tracking

Head shot represents last processed point, outlined in red if participant is in an open zone violation

Map displays a maximum 6,500 tracking points, for up to 4 people. If looking at multiple participants, points are color coded.



Annotations in the screenshot:

- Movement
- Search Results
- Smith, Bob
- Start & End Times
- 08/27/2019 08:35 pm ET
- 08/27/2019 10:25 pm ET
- Go
- Reset
- Zones
- Assigned to
- View Unassigned Zones
- Restriction ON
- Curfew ON
- Boundary ON
- Attendance OFF
- Filter Zones
- Bob Smith
- CS - KAREN CO
- Profile
- Terms
- Calendar
- Map
- Activity
- Devices
- Child Support
- Priority N/A
- Playback Controls (FF speed to 3x)
- Slide Bar
- Street View
- Google Map Options
- Google Map Options
- Google Map Options
- Google Map Options

### Map Tabs:

**Movement:** Select the participant/s and the timeframe for the tracking points to display on map

Select **Participant** (from Participant Tabs, Participant is auto-selected) \*Use Supervisor Tabs/Participants/Map to view multiple participants

Select **Start & End Times** to display on Map

Click "Go"

The **Search Tab** switches to Results Tab & points submitted during timeframe are shown on map.

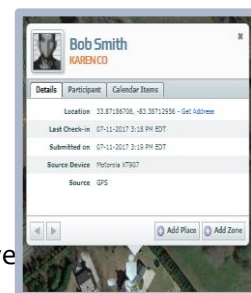
First point in series is indicated with a green Flag, last with checked.

Click on any point for more info or to create zone

Display options while viewing: **Connect Points**, **Number Points**, or **Timestamp Points**

**Zones:** Zones can be displayed on the map while viewing tracking point.

Choose zones to view. Select "Assigned to" and **Participants in Movement** (participants selected in Move) or **My Jurisdiction** (all zones for active participants), or **View Unassigned Zones** (entire jurisdiction).



Click inside Filter Zones and zones filtered by 'Assigned to' will display to the right of the map options.

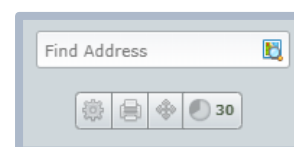
Type address or establishment name and city/state in **Find Address** and press Enter to locate on map and/or create zone.

**Gear icon** – set playback default (amount of time displayed beginning at Start time)

**Print** – print points

**Arrows** – toggle to full screen (ESC to exit)

**Auto- Refresh** – every 30 seconds. Does not mean points are new every refresh



# AIR Supervisor Guide

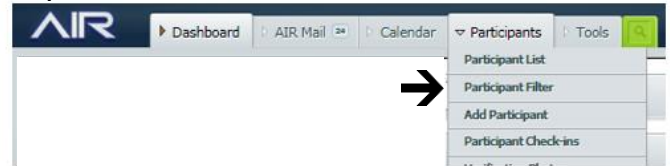


## Participant Filter

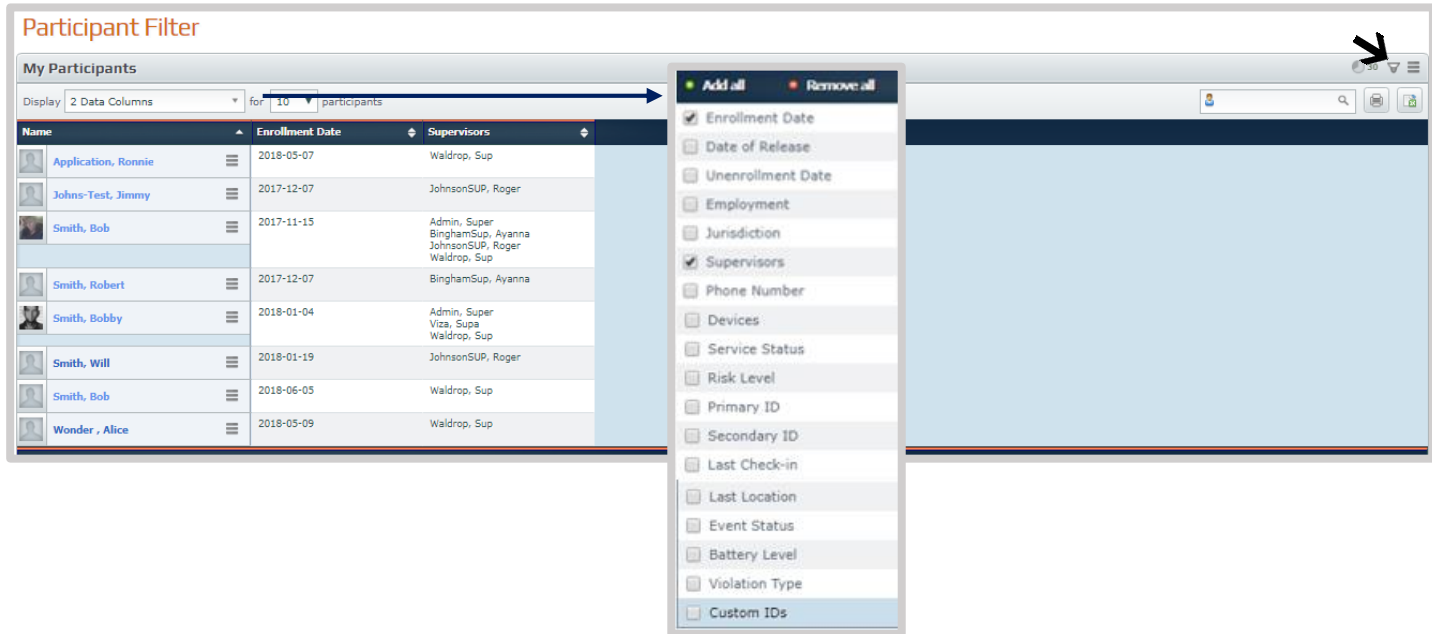
The **Participant Filter** provides current status information on participants.

It is located under the **Supervisor Tabs/Participant Filter**

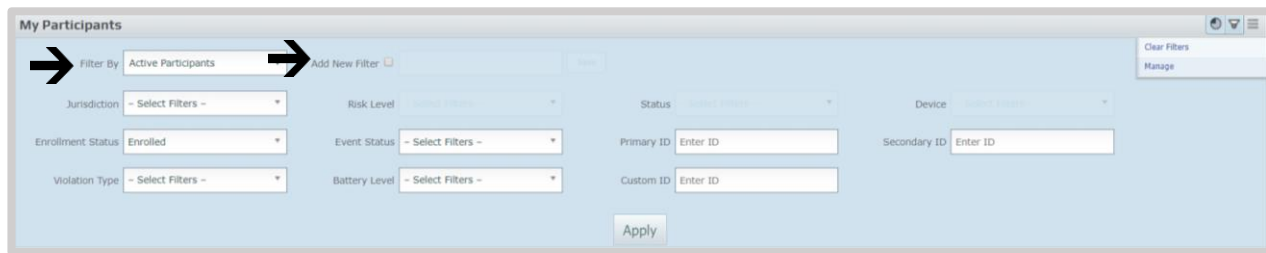
Data can be exported via links on the top right.



What is displayed in Filter is chosen by the supervisor and those filters can be saved.



Select the **Filter** icon to refine the information in the report sorted by: **Jurisdiction, Enrollment Status, Violation Type, Risk Level, Event Status, Battery Level, Status, Primary or Secondary ID, Custom ID, Device**



**To save often used filter settings:**

- Choose the settings**
- Check the Add New Filter**
- Name the filter**
- Click Save**

**Those filter settings will automatically load when the supervisor selects “Filter By” and the name of the filter they created.**

# AIR Supervisor Guide



## Battery Level Report

Under the Participant Tabs/Devices/Battery Level Report  
Select AIR Mobile and Date/Time Range/Load

Battery Level Report

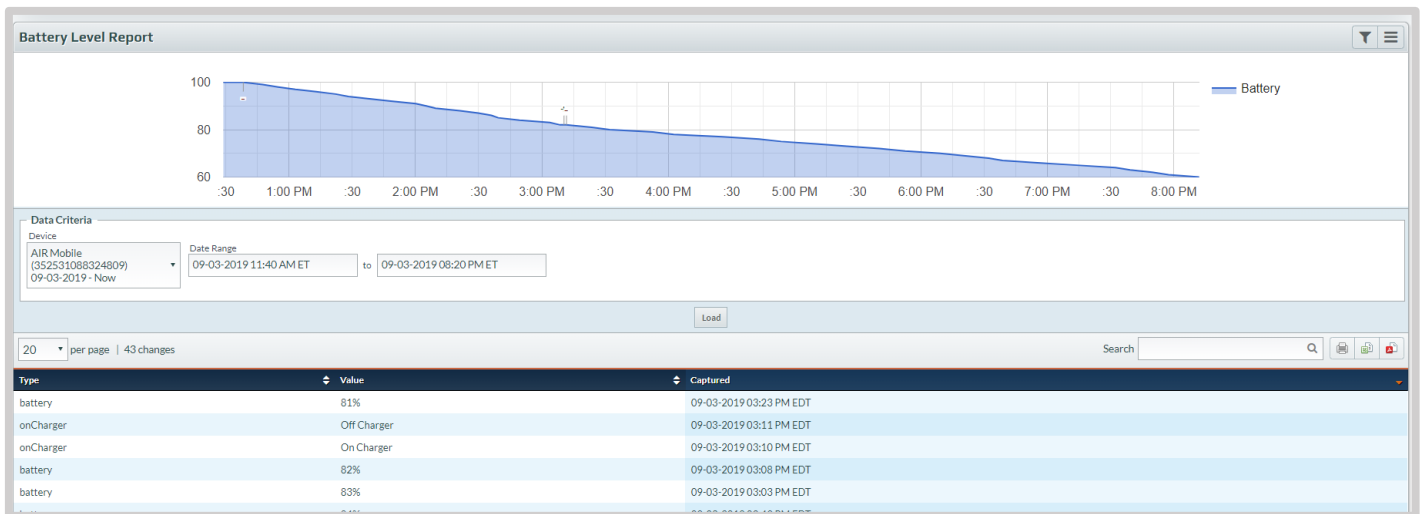
Data Criteria

Device: AIR Mobile (352531088324809) 09-03-2019 - Now

Date Range: 09-03-2019 11:40 AM ET to 09-03-2019 08:20 PM ET

Load

The supervisor is able to view the AIR Mobile percentage at each check-in and the duration the phone was on the charger (difference between On and Off charger) in graph or list format.



# AIR Supervisor Guide



## Unenroll Participant

Under the Participant Tabs, select Unenroll. Equipment is automatically unassigned

In the AIR software, the supervisor is asked if the participant successfully completed the AIR program. If NO is selected, the supervisor can chose a reason.

Electronic Monitoring: Successful/Unsuccessful

Comments are required

Determinations must be made for any events in the Compliance Queue for the participant to be unenrolled.

The must call in and be advised by AIR that it is unenrolled before it can be powered off.

## View Historical Participants

The user is be able to recall an unenrolled participant, pull up their profile, and view an unenrolled participant's information such as tracking points, terms, call logs, historical calendar items and zones.

Recall a participant is by using:

Participant Filter (Under Supervisor Tabs/Participant Tab)

Participant List (Under Supervisor Tabs/Participant Tab/Settings icon)

Any report or search feature that includes unenrolled participants

Click on the participant's name and AIR will display their participant profile.

## Re-enroll Participants

Click Re-enroll under the Profile tab of the historical profile or from the Participant List. AIR will navigate the user to the first tab of enrollment.

Enter and confirm password, update any information in the enrollment tabs, and click 

A new profile is created.

AIR will copy the terms, zones, and enrollment information of that profile, it does not reactivate a profile. Only the active profile's information will show in reports.

Once the participant is re-enrolled, a link to previous profiles is provided under **Participant Tabs/Profile/Enrollment History**. Click on the participant's name to view tracking data or notes for that specific timeframe.

Account Summary	
Jurisdiction	CS - KAREN CO
Username	waldrop1022
Enrollment Dates	Oct 22, 2018 - Nov 22, 2019
Enrollment Status	2 months and 25 days remaining

**AIR Service**

Active    Electronic Monitoring

**Before you Proceed**  
Once unenrollment is complete, this participant will no longer be monitored in AIR. All associated devices will be unassigned and all services will end for this participant.

**Unenroll this participant**

Did Bob successfully complete their program on AIR?  Yes  No




Electronic Monitoring\* Completed (Successful)

Comments\*

# AIR Supervisor Guide



## AIR Mobile Expected Behaviors

<b>Voicemail Code</b>	1010#
<b>Bluetooth Icon in Phone's Banner</b> 	Bluetooth tether connected  Bluetooth tether not connected  View paired devices: Settings/Connected devices/Bluetooth/toggle. Auto toggles ON
<b>Auto Power ON</b>	AIR Mobile will reboot, meaning if an attempt is made to turn off the device, it will automatically turn back on  AIR Mobile grant permission for phone to reboot; Permission is auto-granted unless phone does not have network connection  Tamper events related to reboot or reboot pause attempts
<b>Controlled settings -            Greyed out            Not accessible to participant</b>	<b>Airplane Mode</b> <b>Mobile Data</b> <b>Ringer Volume</b> <i>If ringer is set to silent or vibrate, Phone will vibrate for incoming call. When ringer is ON, Phone will ring at full volume.</i> <b>Forced Stop</b> <b>Battery Saver</b> <b>Hotspot &amp; Tethering</b> <b>APN</b> (after login) * Can change to VPN if non-vpn shipped <b>Clear Data</b> (no longer an event) <b>Date &amp; Time</b> – All events relative to Participant time zone
<b>Wi-Fi</b>	If enabled, is a controlled setting, and will auto toggle ON
<b>GPS</b>	Settings/Security & location/toggle Auto toggles ON
<b>Camera</b>	Default is locked OFF Permission can be given via AIR Web
<b>Find IMEI</b>	Tap Settings/System/About Phone/Status/IMEI Information



## Change/Assemble the Connect strap

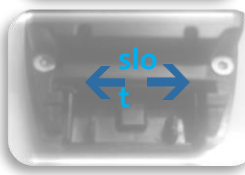
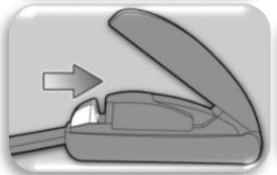


**Cut the strap.**

**A Tamper Event will fire  
(be sure to inform anyone who will receive notifications).**



**Place Connect on flat surface.  
Push removal tool into locking pin, rotating clockwise, until tool grips locking pin**



**Pull firmly to remove locking pin**

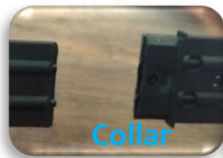
**Open the Connect clamshell and slide strap retaining clip (SRC) forward  
Push ears out of slot (backwards “U” movement)  
Clean/blow any debris out of Connect strap cradle (where strap sits)**



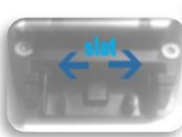
**Replace consumables: strap retaining clip (SRC), locking pin, strap  
\*Use caution with cutting edge inside Connect**



**Snap locking pin into hole in top of Connect**

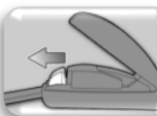


**Place collar side of strap into locking bay of Connect**

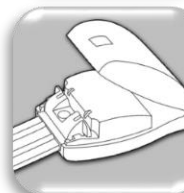


**Hold SRC that the flat side of the SRC faces the Connect, 2 ears on bottom**

**Place SRC at angle and place bottom 2 ears of SRC into slot (strap not shown)  
Roll clip into place (backwards “U” movement) while pressing down**



**Slide SRC all the way forward**



**Connect is ready to be installed on participant**

# AIR Supervisor Guide



## Switch both AIR Mobile and Connect (of Active Phone & Connect)



Go to the **Participant tabs/Devices/Edit Devices**  
Unassign the Phone and Connect in the AIR software  
Click Save at bottom of page  
Wait for Phone to call in and acknowledge it has been unassigned  
Verify no equipment assigned (No device icon or under Edit Devices)

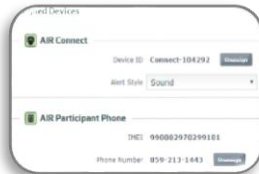
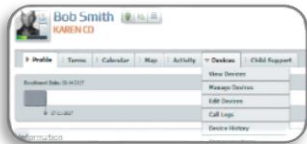



Return to **Participant tabs/Devices/Edit Devices**  
Select “Assign Pair to Participant”  
From dropdowns, assign new Connect, Phone, & select Alert Style  
Click Save at bottom of page

Follow “Install AIR Mobile & Connect” Instructions:

Enter Username/Welcome to AIR /Activate Connect/ Tap OK/Installation Complete/Install Connect/All Green

## Switch Connect (of Active Phone & Connect)



Go to the **Participant tabs/Devices/Edit Devices**  
Unassign the Connect in the AIR software  
Click Save at bottom of page  
Wait for phone to call in and acknowledge Connect is unassigned.  
Verify no Connect icon (  ) shows in Phone banner or in device icon.



Return to **Participant tabs/Devices/Edit Devices**  
Select “Assign Pair to Participant”  
From dropdowns, assign new Connect, “Use Assigned” Phone, & select Alert Style  
Click Save at bottom of page



Open AIR Participant App & wait for “Welcome to AIR Connect”  
Phone has to call in and acknowledge new Connect is assigned

Follow “Install AIR Mobile & Connect” Instructions from Welcome to AIR Connect:  
Activate Connect/ Tap OK/Installation Complete/Install Connect/All Green

## Switch AIR Mobile (of Active Phone & Connect)



Go to the **Participant tabs/Devices/Edit Devices**  
Unassign the “old” Phone in the AIR software  
Assign “new” phone and same Connect  
Click Save at bottom of page  
Wait for “old” Phone to call in and acknowledge it has been unassigned  
Cut strap and wait for Connect to go to Sleep (10 mins)  
Re-strap Connect with new locking pin and strap retaining clip

Open AIR Participant App & login to the “new” Phone

Follow “Install AIR Mobile & Connect” Instructions with “new” Phone:

Enter Username/Welcome to AIR /Activate Connect/ Tap OK/Installation Complete/Install Connect/All Green

# AIR Supervisor Guide



## Install AIR Mobile & Connect

- ✓ Enrollment must be complete in the AIR software
- ✓ Good cell coverage is needed.
- ✓ DO NOT RE-USE CONNECTS – Return to Corrisoft.



Tap the [AIR icon](#) on the Phone's Home screen to open the AIR Participant App.




Enter the [Username](#) created during enrollment

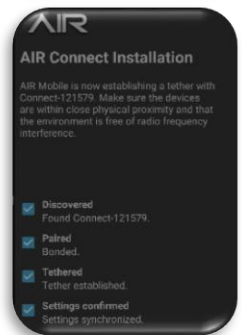
(go to Participant Tabs/Profile/Edit Enrollment to view username)



Welcome to AIR Connect appears.

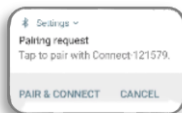
Activate the [Connect](#)  Strike the device on the side where the strap is affixed and listen for the tone.

Tap 



AIR Connect Installation appears.

Pairing Request will appear briefly. No need to tap "Pair & Connect". It happens automatically.



\*In the AIR Mobile Banner (very top of Phone): 

Connect icon with the transmitter facing up indicates a good tether

AIR will check the boxes- **Discovering, Pairing, Tethering,** and **Confirming Settings**– as the Phone and Connect work through the install process.

Follow any prompts on the phone. \*Connect will go back to sleep after 10 mins.

There is a timer on the bottom right of screen; Also note which boxes are checked for troubleshooting.



Installation Complete appears

Tap 

Fold the end of the strap (gives it a slight bend), insert that end thru the Connect, and pull thru.

Use caution with the cutting edge inside Connect.



Insert participant's foot thru the loop (no shoes or socks). "Connect" as written on the clamshell should be upright.

Pull the strap to size the bracelet around the smallest part of the ankle so that the strap cannot be slipped over the heel.

Apply fast & firm pressure to the rear of the clamshell to cut the strap. DO NOT WIGGLE (may cause a strap tamper).

Pull the extra strap from the Connect (do not re-open Connect too far or the strap may release from the opposite side).

Squeezing the Connect completely closed, place the extra strap over the locking pin and push the pin closed.

The pin snaps loudly in place and should sit "flush" on the Connect.

Open the Device Status Screen and wait for the "ALL GREEN" before releasing participant.

\*The phone calls in every 2 mins to update status, or force a check-in:


Open the AIR App/ Tap  / Tap  / "Performing Check-in" is seen on screen




# AIR Mobile Participant Instructions

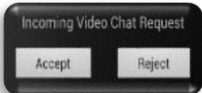



- Power Button** located on the right side of the phone.
- Reboot Phone** by holding power button and selecting “Restart” in flyaway.
- Volume up/down** controls are located directly below the Power Button
- Voicemail code: 1010#**
- Take charger with you and keep AIR Mobile charged above 20% at all times.**



 **Boundary Alert** Participant is not at a location as required or a location not allowed. Tap Phone icon to end Alert and/or to speak to representative.

 **Connection Lost** AIR Mobile & ankle bracelet have lost connection. Stay closer to the phone. Tap Phone icon to end Alert and/or to speak to representative


 **Photo Request** Supervisor is requesting a photo. Tap OK & Tap  on bottom.



 **Video Chat Request** Supervisor is requesting a Video Chat. Tap 

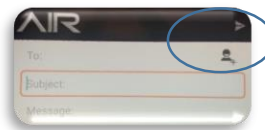
 **AIR Connect icon & AIR Monitoring icon**


 Blue ticker on upper right corner is # of unread Messages. Any time a supervisor creates/modifies/deletes a calendar item, an AIR Mail is sent. **Tap** 





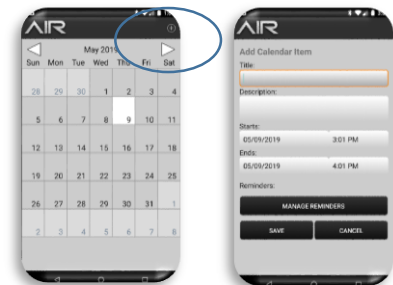
**Create an AIR Mail:**  
Select AIR Mail icon then  in upper right

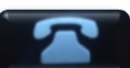

Check recipient from “To” line   
Type Subject & content for AIR Mail  
Tap  to send



 **Help videos**  
**View Terms.** Tap on Term to view details

 The number of calendar items on each day is shown  
Move month forward/backward with arrows  
**Create a Calendar Item on the Phone**  
Select Calendar icon then   
Enter Title, Description, Starts/Ends Date & Time  
Tap “Manage Reminders” if reminder needed  
Select reminder method either AIR Mail or Show (pop up)  
Select Apply/Select Save/Save calendar item



 **Tap**  to call agency designated number

# AIR Supervisor Guide



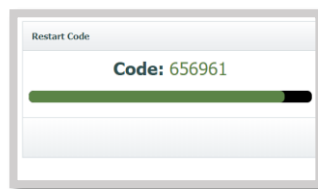
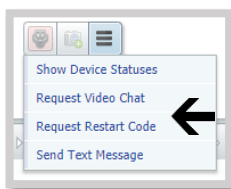
## Request Restart Code

AIR Mobile is a controlled device and therefore has an authorization process which gives the phone permission to reboot. In most circumstances, the permission to reboot is automatically granted.

However, if the phone cannot contact the server (when the phone is in a Communication Gap), permission cannot be received. If the phone is in a Communication Gap, when the participant holds the power button and presses “Restart”, nothing will happen. The phone will not reboot because it does not have permission.

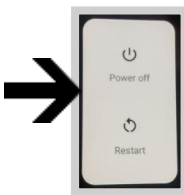
### In order for the phone to receive permission to reboot (phone is in a Communication Gap):

A supervisor or AIR Support Agent will, under the device status icon in AIR Web, select “Request Restart Code”.



The code will post to the screen with a 2 minute countdown.

The participant must press the Power Button on the phone until “Power Off and Restart” flyaway appears. The participant must Press “Restart”.



The phone will prompt the participant to enter the PIN.

In most cases, it will be the supervisor or the AIR Support Agent that contacts the participant and asks them to reboot the phone.

If the participant attempts to reboot not having been given direction to do so and receives the PIN prompt, the phone icon calls the AIR Support Center. The AIR Support Center is able to give the participant a restart code.



# AIR Supervisor Guide

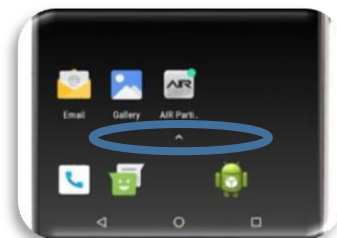


## Factory Reset

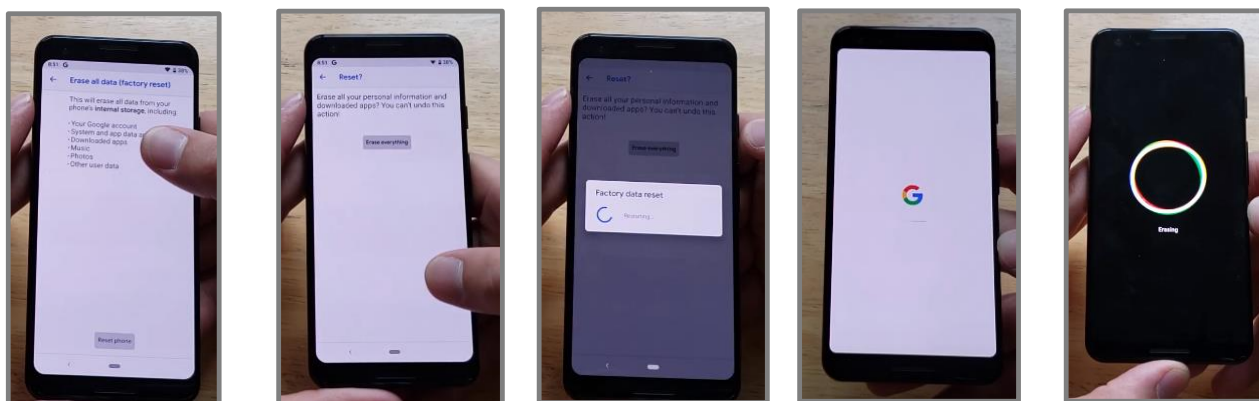
First, unenroll or unassign the AIR Mobile and wait for the phone to call in.  
*The device icon will disappear from the participant profile*

Phone should be charged to 20% or above and plugged in during factory reset

Tap arrow on Home Screen



Go to Settings/scroll to bottom & tap System/Reset Options/Erase all data (factory reset)/Reset Phone/Erase Everything



Phone will reboot

Open AIR Participant App and confirm login screen

*\*It may be necessary to delete any voicemails or texts before installing on next participant.*

