



**CitizenContact**  
BY SMARTFORCE®

# Release Notes for the Agency Admin

v1.5

Welcome,

A new product from SmartForce® is available now.

Law Enforcement agencies nationwide are facing mandatory requirements to collect and submit police contact data to State agencies. Because of this, we created a new product called “CitizenContact”.

CitizenContact by Smartforce® is the result of months of work. It makes it easy to create and submit contact reports.

CitizenContact is available to states that have mandatory state stop data reporting requirements.

It’s a CJIS compliant solution.

The solution is FREE.

You can get started now by clicking here <https://citizencontact.app>

CitizenContact will keep you compliant with State laws. No hassle, works securely with any internet enabled device, we do the hard work.

Thanks for all you do to help keep us safe!

The SmartForce® Team.

## Registration

There are two roles available in the app: **owner** and **officer**.

If you are the admin of the agency, choose the **owner** role. You are able to invite officers to your agency.

Once you complete the fields listed below and accept the Privacy Policies, you will be able to create the account

The image displays three sequential screenshots of the CitizenContact registration process, connected by blue arrows indicating the flow.

**Screenshot 1: Choose your role**  
The screen shows the CitizenContact logo and the heading "Choose your role". Two options are presented in white boxes with right-pointing chevrons:

- Officer**: Officers can create and view their own reports.
- Owner**: Owners can create and edit the agency profile, invite members, manage billing and subscriptions. There can be only one per agency.

A blue arrow points to the "Owner" option.

**Screenshot 2: Create your account**  
The screen shows the CitizenContact logo and the heading "Create your account". It contains four input fields:

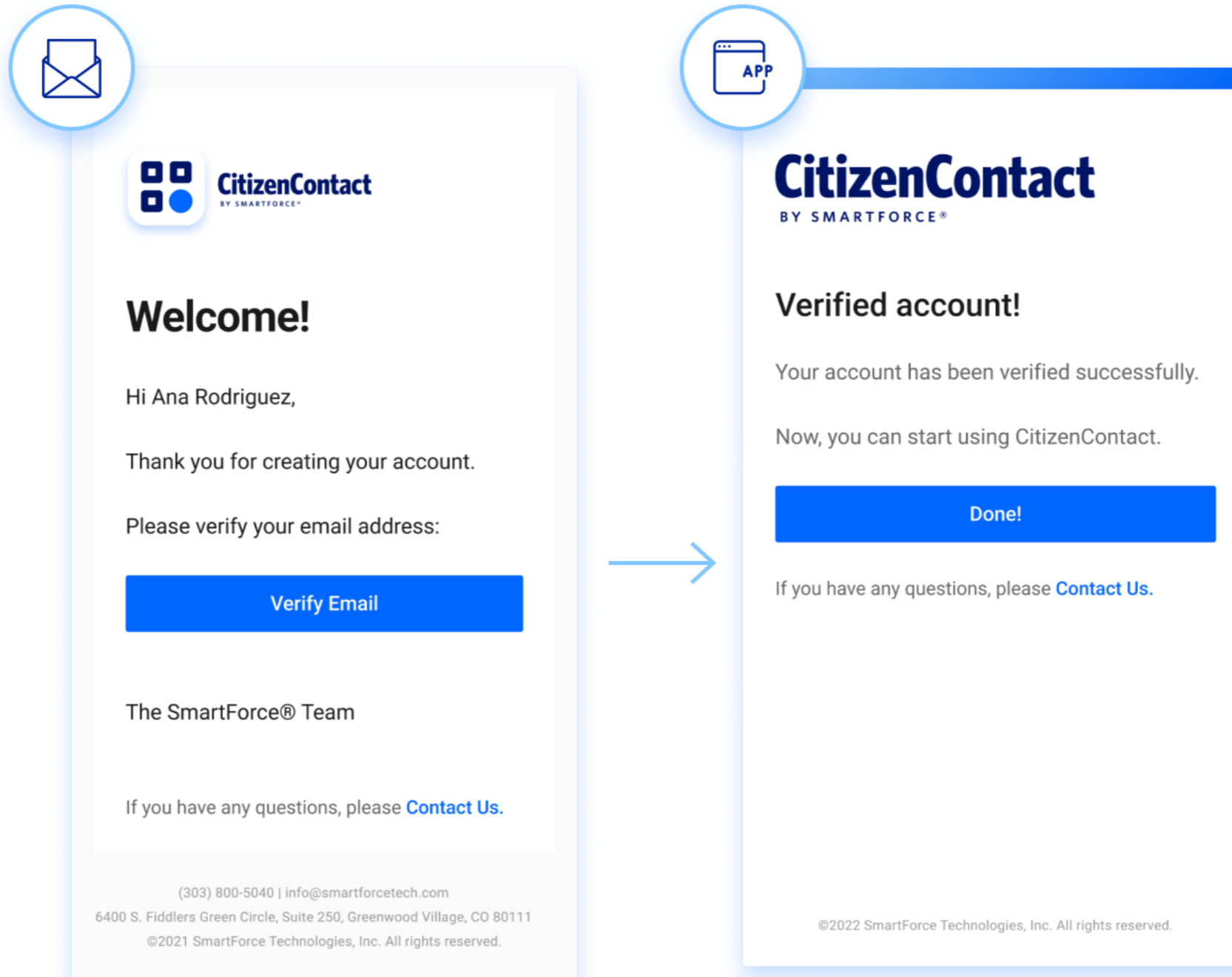
- Full Name: Ana Rodriguez
- Officer ID Number: 999999
- E-mail: arodriguez@liberty-pd.com
- Password: ..... (masked)

Below the fields is a checked checkbox with the text: "By creating an account, you agree to the SmartForce® Privacy Policies." A blue "Create Account" button is at the bottom. A link "Already have an account? Log in" is also present.

**Screenshot 3: Verify your email**  
The screen shows the CitizenContact logo and the heading "Verify your email". The text reads: "An email with a link to verify your account was sent to: arodriguez@liberty-pd.com". Below this, it says: "If you have not recieved the email in a few minutes, please check your spam folder or [Contact Support](#)."

## Registration | Verify your account

Once you have verified your account, you will be able to log in.

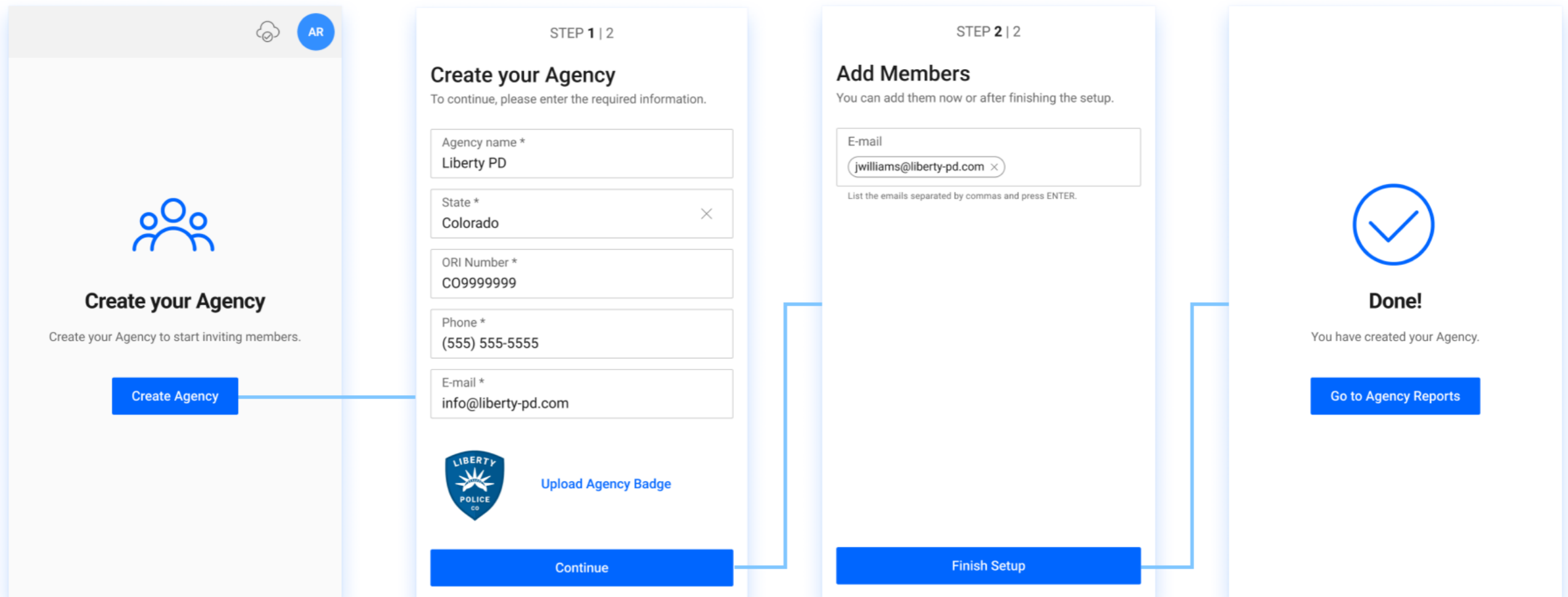




## Onboarding

Owners create the agency, invite officers, and have access to reporting.

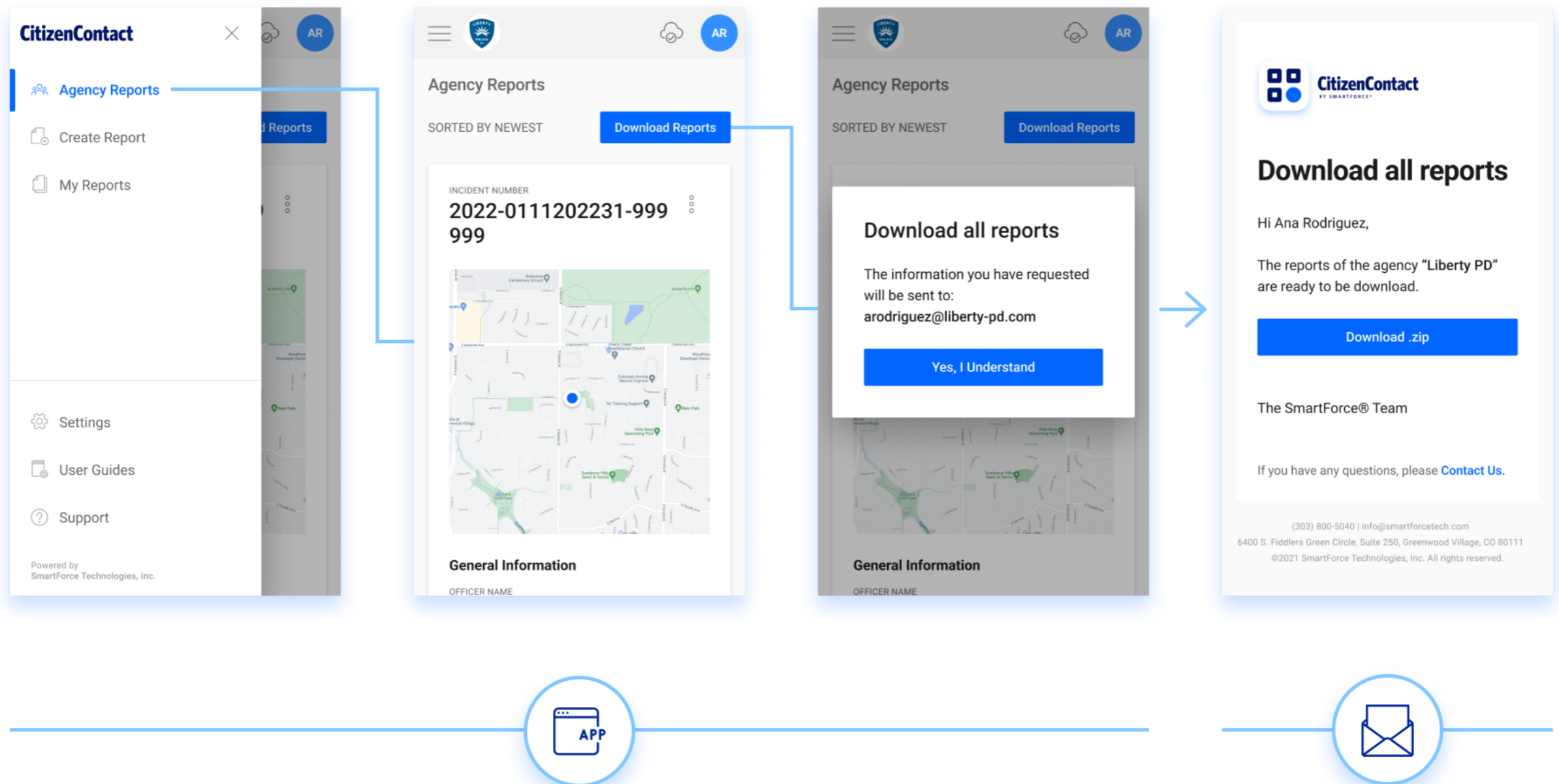
Officers cannot be invited until the agency is created. Follow the steps below to create the agency:



## Agency Reports

The owner is able to see the last five contacts reports and download all agency reports.

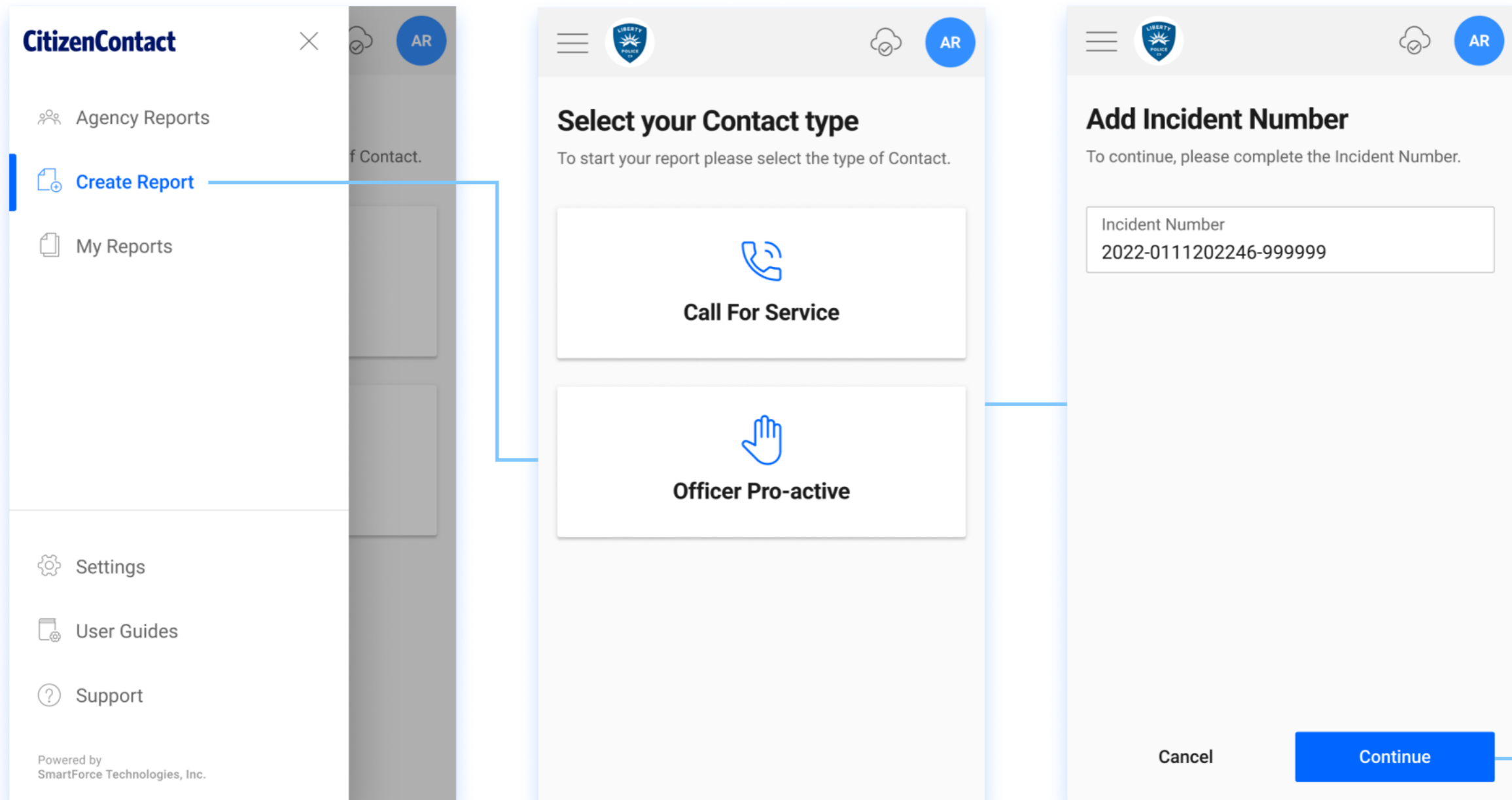
When you click download reports you'll receive an email with a ZIP file that contains all contact data from the last three months in CSV format.



## Create Report | 1. Contact Type

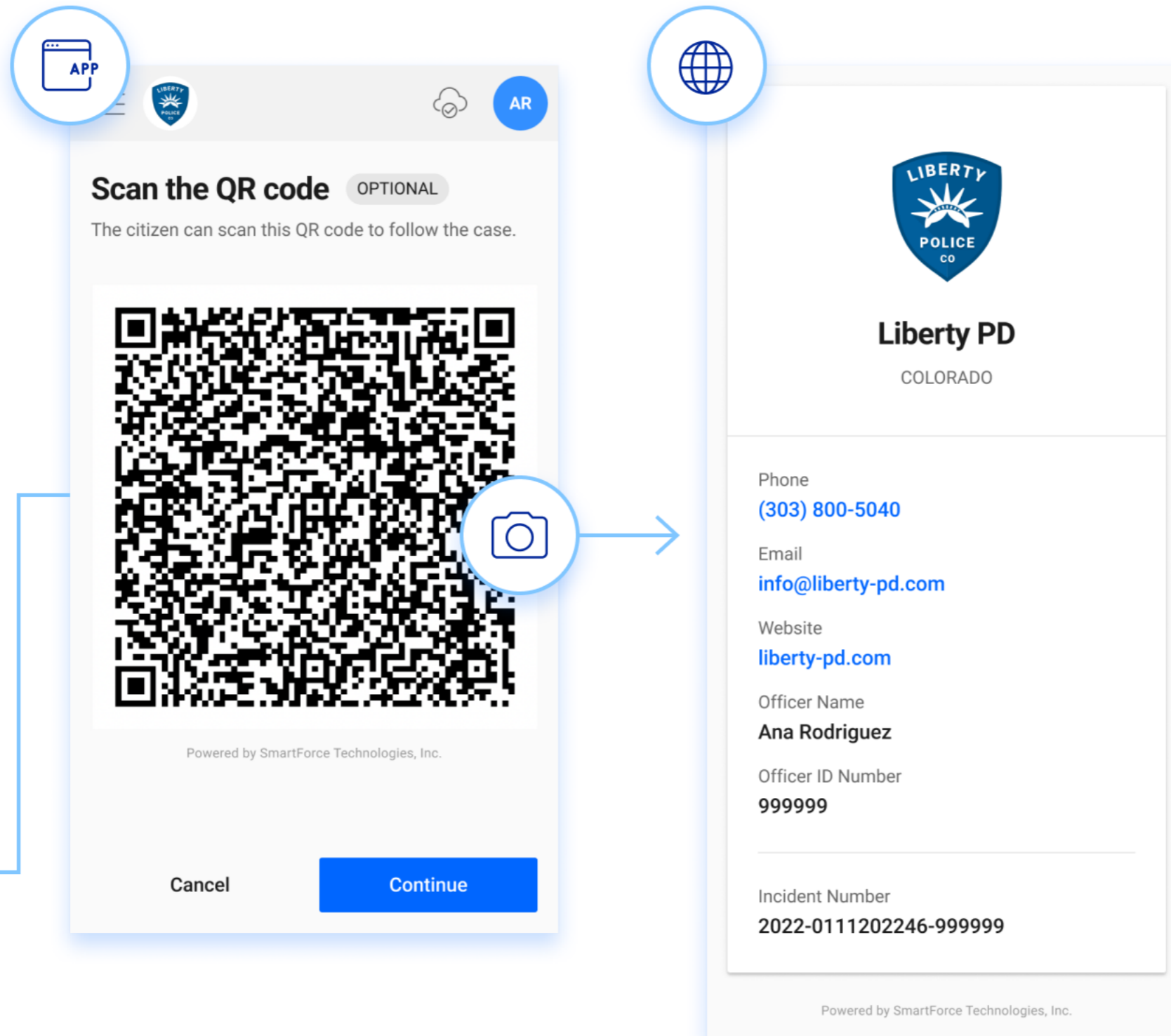
All users can create reports from contacts and stops.

Choose from the Contact type and provide the Incident Number.



## Create Report | 2. The QR code

Optionally, at the beginning or end of the contact, the officer can show a QR code to the citizen. This QR code will provide basic information about the contact. Take a look below:



## Create Report | 3. Citizens and General Information

Add one or more citizens and fill in the rest.

When you are done, submit it.

The image displays a four-step mobile application workflow for creating a report:

- Complete Contact form:** The initial screen where users can add citizens. The "Add Citizen" button is highlighted with a blue box and a line connecting to the next screen.
- Citizen 1:** A modal for entering "Perceived Citizen Information". Under "Race and Ethnicity \*", "White" is selected with a blue checkmark. Other options include American Indian or Alaskan Native, Asian, Black or African-American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Under "Gender \*", "Female" is selected. Fields for "Age \*" (45), "Height (ft)", and "Height (in)" are also present. The "Add Citizen" button at the bottom is highlighted with a blue box and a line connecting to the next screen.
- Complete Contact form:** The main form is updated with the information for two citizens. "Citizen 1" is listed as White, Female, 45 - Other; Eyewitness; No Crime Suspected; No Action. "Citizen 2" is listed as Hispanic or Latino, White; Male; 30 - Response to Unlawful or Suspicious Activity; Arrest, Property Seizure; Robbery; Death. The "Submit" button is highlighted with a blue box and a line connecting to the final screen.
- Report submitted:** The final screen showing a QR code and the text "Report submitted". Below the QR code, it says "Tap the report's QR code to share it." and a "Create New Report" button is visible.

## Create Report | 3. Use of Force

The logic and data elements of the form meet the State and FBI use of force data collection requirements.

The image displays four sequential screenshots of a mobile application interface for reporting use of force. The interface is designed for data collection and includes various input fields, checkboxes, and buttons.

- Screen 1 (Date and Location):** Shows fields for Date (01/11/2022), Time (08:22 PM), Location (120-140 Main St, Liberty, CO 80111, USA), Location Details, and Location Type. A "Was Use of Force Applied?" toggle is shown as off.
- Screen 2 (Use of Force):** Shows a "Case Number" (123456) and "Severity" options: Death (checked), Discharge of Firearm, and Serious Bodily Injury. Other toggles include "Did an Officer Approach?" (on), "Was There a Senior Officer Present?" (on), and "Was It an Ambush?" (off). There is an "Add Other Agency" button.
- Screen 3 (Officer Information):** Shows "Officer 1" information: POST Number (008356), Race and Ethnicity (White checked), Gender (Male selected), Age (35), Height (ft) (6), and Height (in) (1). There is an "Add Officer" button.
- Screen 4 (Officers Involved):** Shows "Was There a Senior Officer Present?" (on) and "Was It an Ambush?" (off). It lists "Other Agencies Involved" and "Officers Involved" (Officer 1 and Officer 2). There is an "Add Officer" button and a "Duration" field (45 minutes).

## Create Report | 3. Complaints

If there are complaints, you can add them during report creation or later using Amend.

The image displays three sequential screenshots of a mobile application interface for creating a report, specifically focusing on the 'Complaints' section.

**Left Screenshot:** Shows the 'Complaints' section of the report creation form. A blue button labeled 'Add Complaint' is highlighted with a blue box. Below it are 'Cancel' and 'Submit' buttons. The form includes sections for 'Use of Force' (with a toggle for 'Was Use of Force Applied?'), 'Duration' (with a '1 minute' badge and a text input field for 'Duration in Minutes \*'), and 'Location Type'.

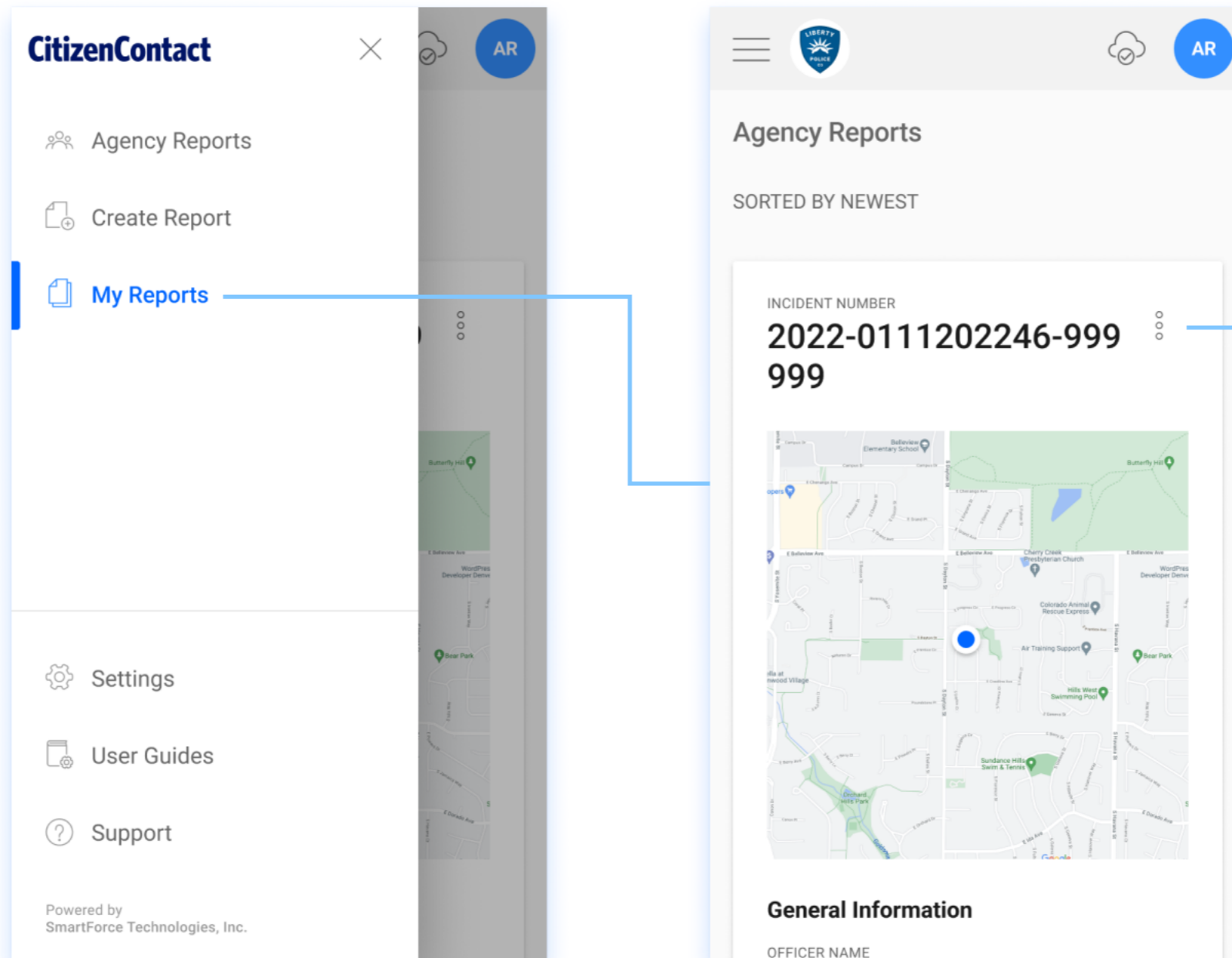
**Middle Screenshot:** Shows a modal titled 'Complaint 1' with a close button (X). The modal contains 'Complaint Information' (Narrative: 'Citizen's attorney filed a formal complaint, alleging misconduct in the shooting of the citizen.') and 'Complaint Outcome \*' options: Investigation, Sustained, Not Sustained, Unfounded, Exonerated (checked), Closed, Under Investigation, and Pending. A blue button labeled 'Add Complaint' is at the bottom.

**Right Screenshot:** Shows the 'Complaints' section of the report creation form after a complaint has been added. It lists 'Complaint 1 - Exonerated' with a right arrow. A blue button labeled 'Add Complaint' is highlighted with a blue box. Below it are 'Cancel' and 'Submit' buttons. The form also includes 'Use of Force' (with a toggle for 'Was Use of Force Applied?') and 'Duration' (with a '45 minutes' badge and a text input field for 'Duration in Minutes \*' containing '45').



## My Reports

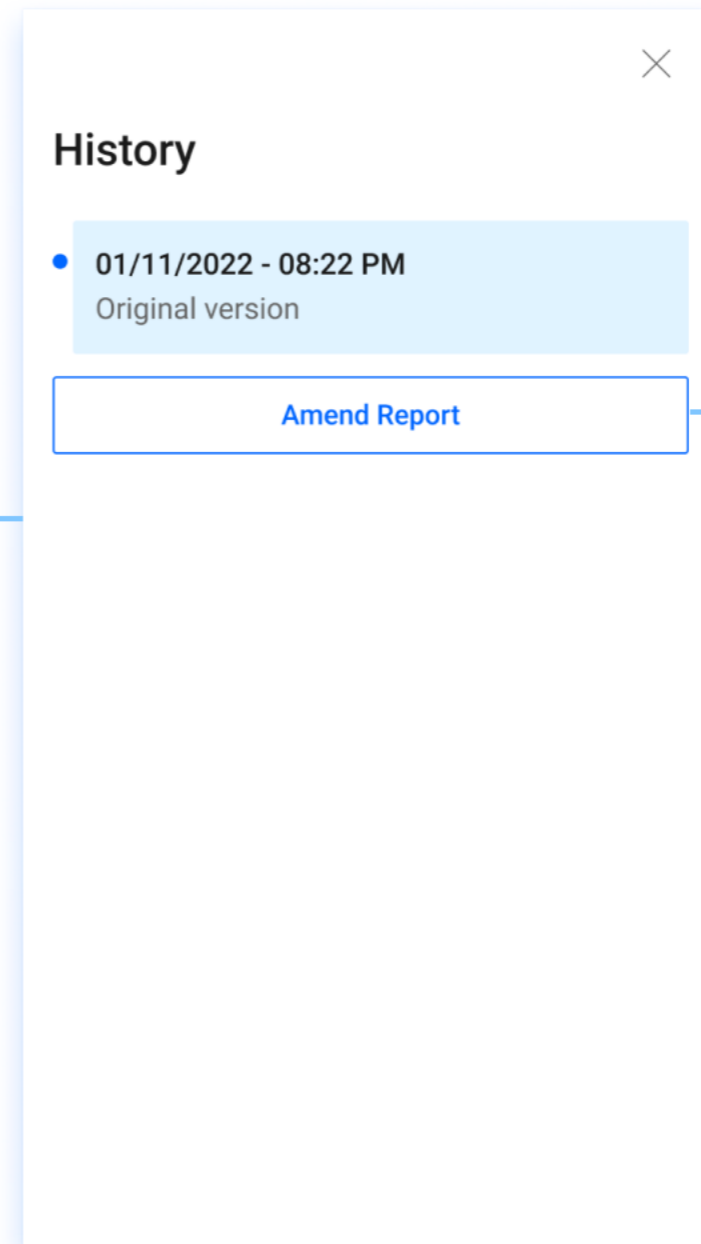
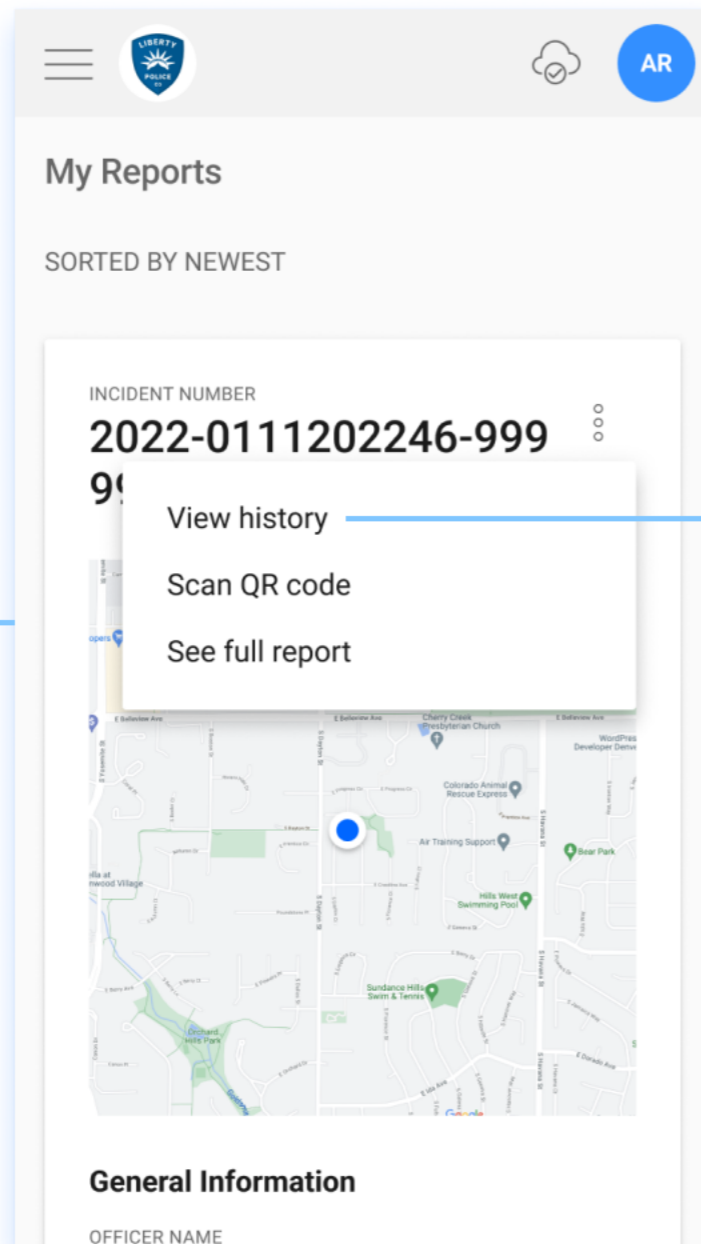
This section will display the list of reports you have created, sorted from newest to oldest. If you have enabled geolocation, you will be able to see the marker where you created the report.





## My Reports | History

This section will display the list of versions ordered from latest to original.



## My Reports | Amend

You can now make changes to your contact report after it has been submitted. The original report is not deleted. Instead, we provide an audit trail that tracks when and what changes were made.

**Amend Contact form**

**Citizens Information**

**Citizen 1** - White; Female; 45 - Other; Eyewitness; No Crime Suspected; No Action.

**Citizen 2** - Hispanic or Latino, White; Male; 30 - Response to Unlawful or Suspicious Activity; Arrest, Property Seizure; Robbery; Death.

[Add Citizen](#)

**General Information**

**Date and Location**

Cancel [Submit](#)

**My Reports**

✓ **Your contact report was updated successfully.**

2022-0111202246-999  
999

**General Information**

OFFICER NAME

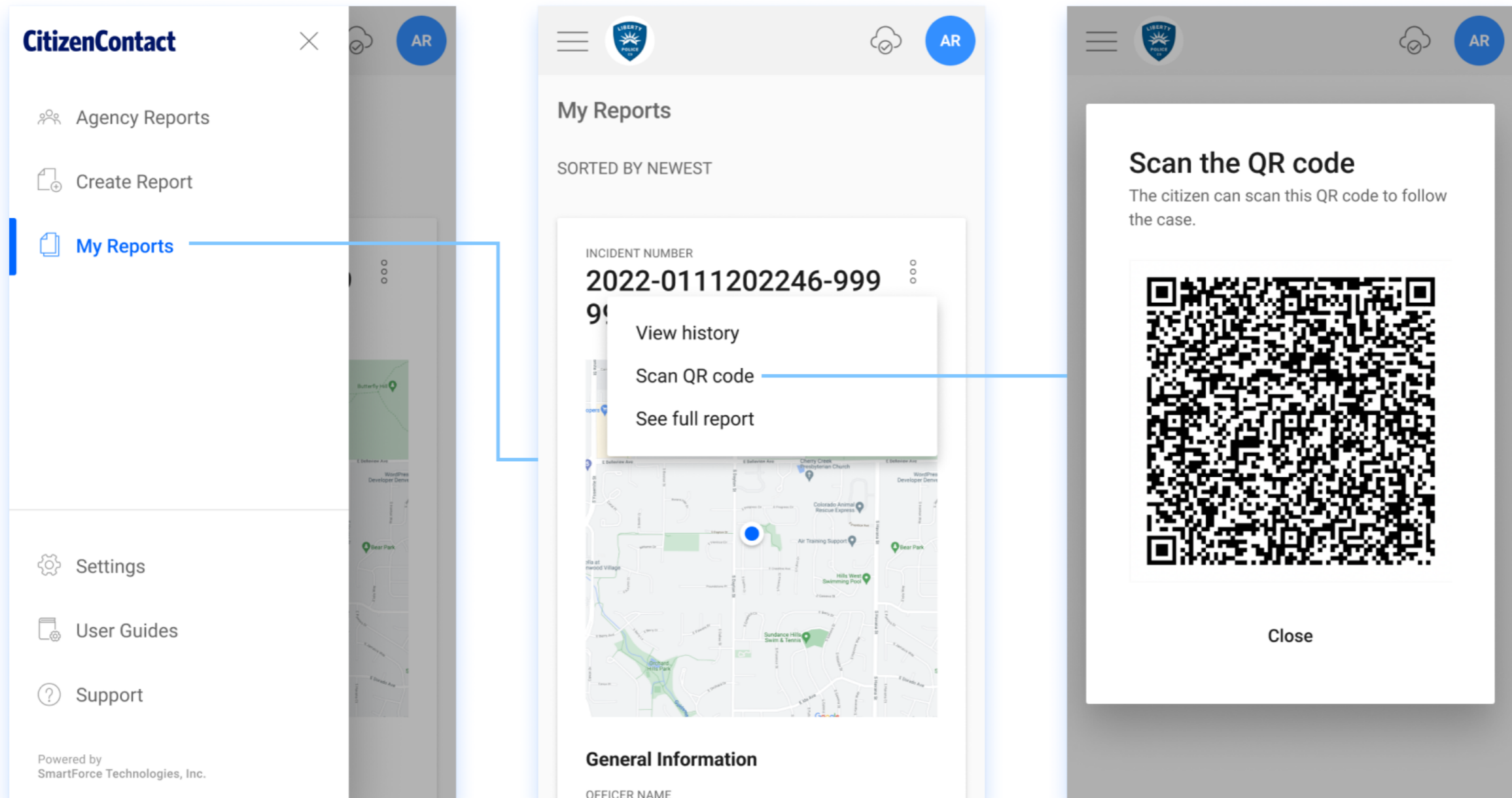
**History**

- 01/12/2022 - 10:20 AM  
Current version
- 01/11/2022 - 08:22 PM  
Original version

[Amend Report](#)

## My Reports | QR code

If you need to show the QR code to the citizen again, you can click on “Scan QR code”.



## My Reports | Full report

If you want to read a complete report, you can click on "See full report".

The image illustrates the user flow for viewing a full report in the CitizenContact mobile application. It consists of three sequential screenshots:

- Left Screenshot:** The 'CitizenContact' app home screen. A sidebar menu is open, showing options: 'Agency Reports', 'Create Report', 'My Reports' (highlighted with a blue bar and a line pointing to the next screen), 'Settings', 'User Guides', and 'Support'. The bottom of the screen shows 'Powered by SmartForce Technologies, Inc.' and an 'AR' button.
- Middle Screenshot:** The 'My Reports' screen. It displays 'SORTED BY NEWEST' and a report card for incident number '2022-0111202246-999'. A dropdown menu is open over the report card, showing options: 'View history', 'Scan QR code', and 'See full report' (highlighted with a blue line pointing to the next screen). Below the report card is a map of the incident location and a 'General Information' section.
- Right Screenshot:** The full report details screen. It features the 'LIBERTY POLICE DEPARTMENT COLORADO' logo at the top. The title is 'Contact Report'. Under 'General Information', the following details are listed:
  - Officer Name:** Ana Rodriguez
  - Officer ID:** 999999
  - Incident Number:** 2022-0111202246-999999
  - Date and Time:** 01/11/2022 - 08:22 PMA 'Close' button is located at the bottom of the report details.

## Settings

Settings allow users to change their profile picture and password.

Owners are able to configure the agency information. Owners can also invite, remove and manage officers.

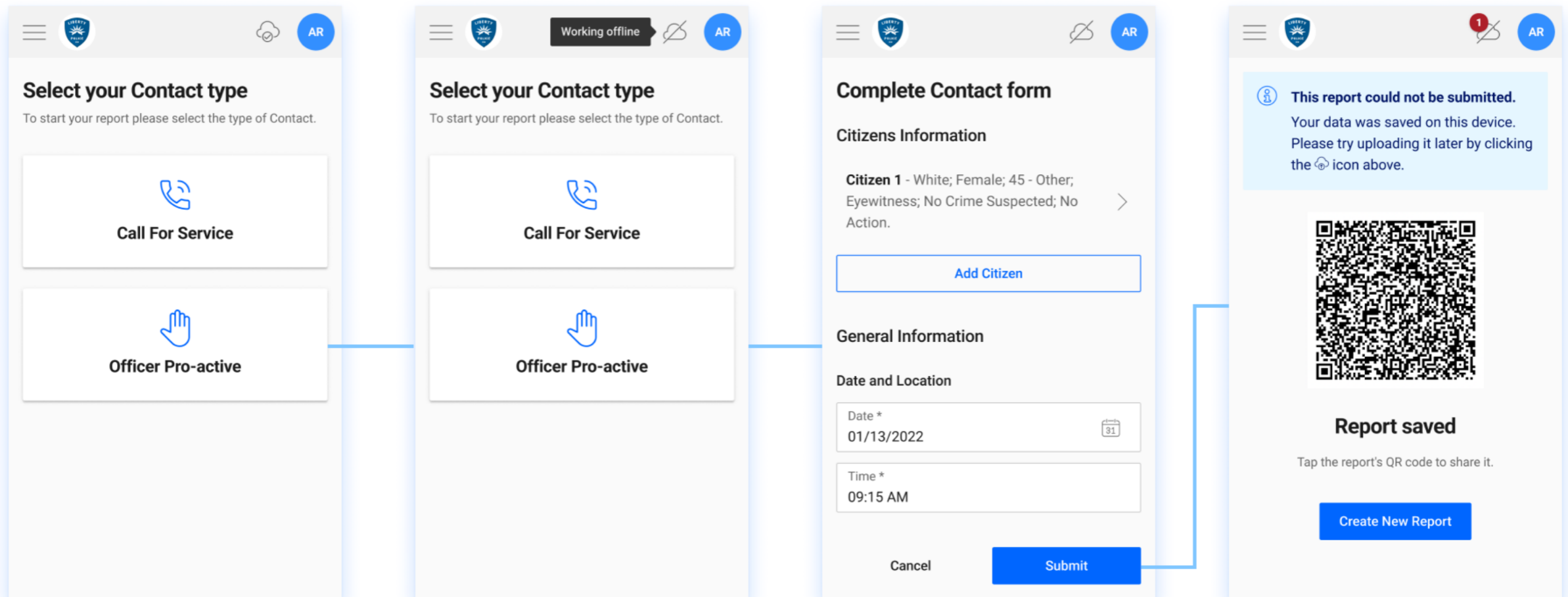
The image illustrates the settings process in the CitizenContact app through four sequential screenshots:

- Screenshot 1:** The main menu of the CitizenContact app. The 'Settings' option, represented by a gear icon, is highlighted with a blue line.
- Screenshot 2:** The 'Settings' screen. The 'Agency Information' option, which includes the Liberty PD logo, is selected and highlighted with a blue line.
- Screenshot 3:** The 'Agency Information' configuration form. It contains several input fields: 'Agency name \*' (Liberty PD), 'Address' (6400 Main St, Liberty, CO 80111, USA), 'State \*' (Colorado), 'ORI Number \*' (C09999999), 'Phone \*' ((555) 555-5555), and 'E-mail \*' (info@liberty-pd.com). There is also a 'Website' field (www.liberty-pd.com) and an 'Upload Agency Badge' button. A 'Save Changes' button is at the bottom.
- Screenshot 4:** The 'Members' management screen. It features an 'E-mail' input field with a placeholder text: 'List the emails separated by commas and press ENTER.' The field contains the email 'jwilliams@liberty-pd.com'. A 'Save Changes' button is located at the bottom.

## Offline Reporting | Create and save locally

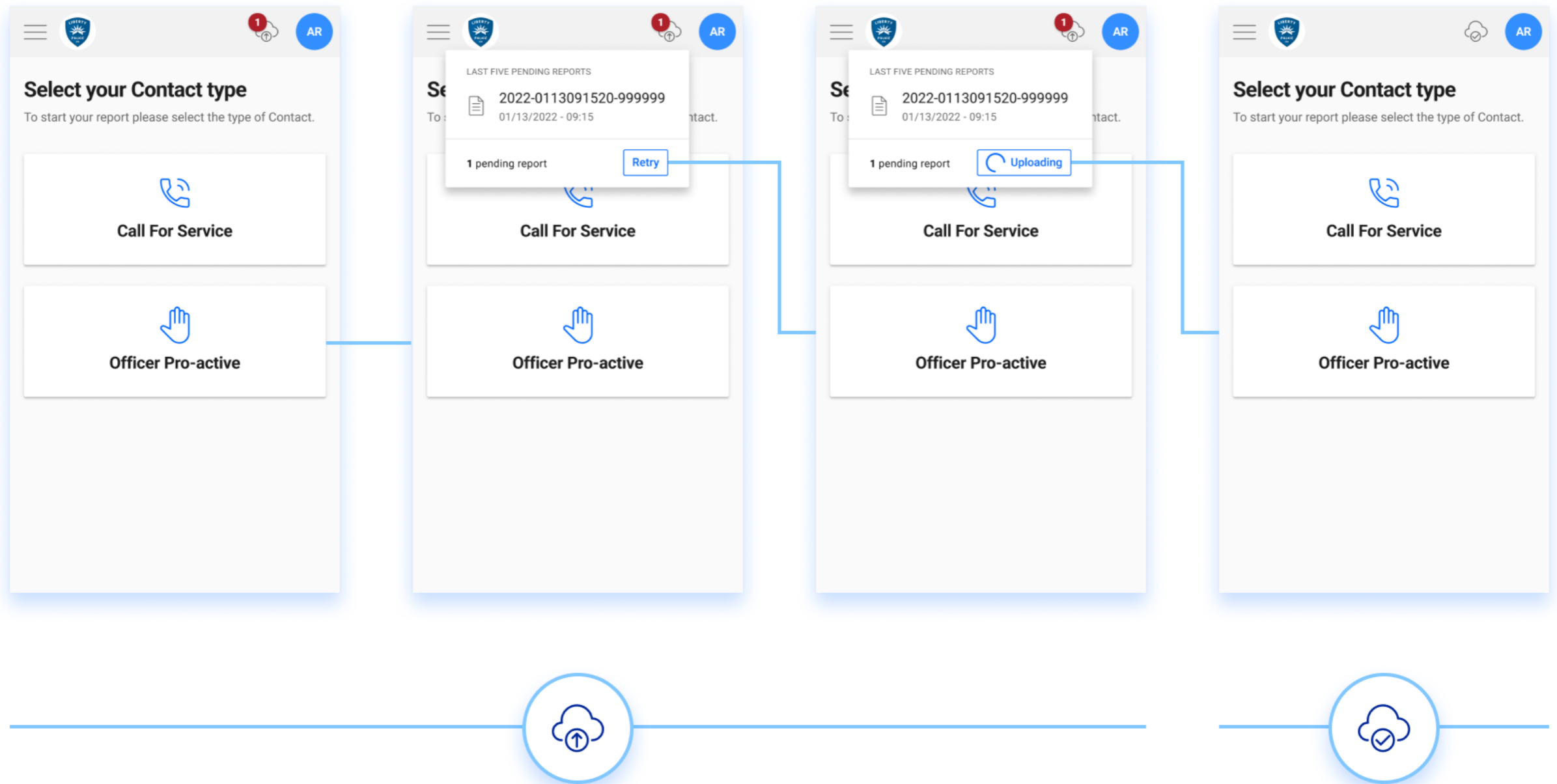
The cloud icon indicates when you are working offline.

While you are offline, all of the reports you make are preserved on your device.



## Offline Reporting | Submit

The cloud icon also indicates when you have pending reports to submit. You can submit them after the connection is restored.

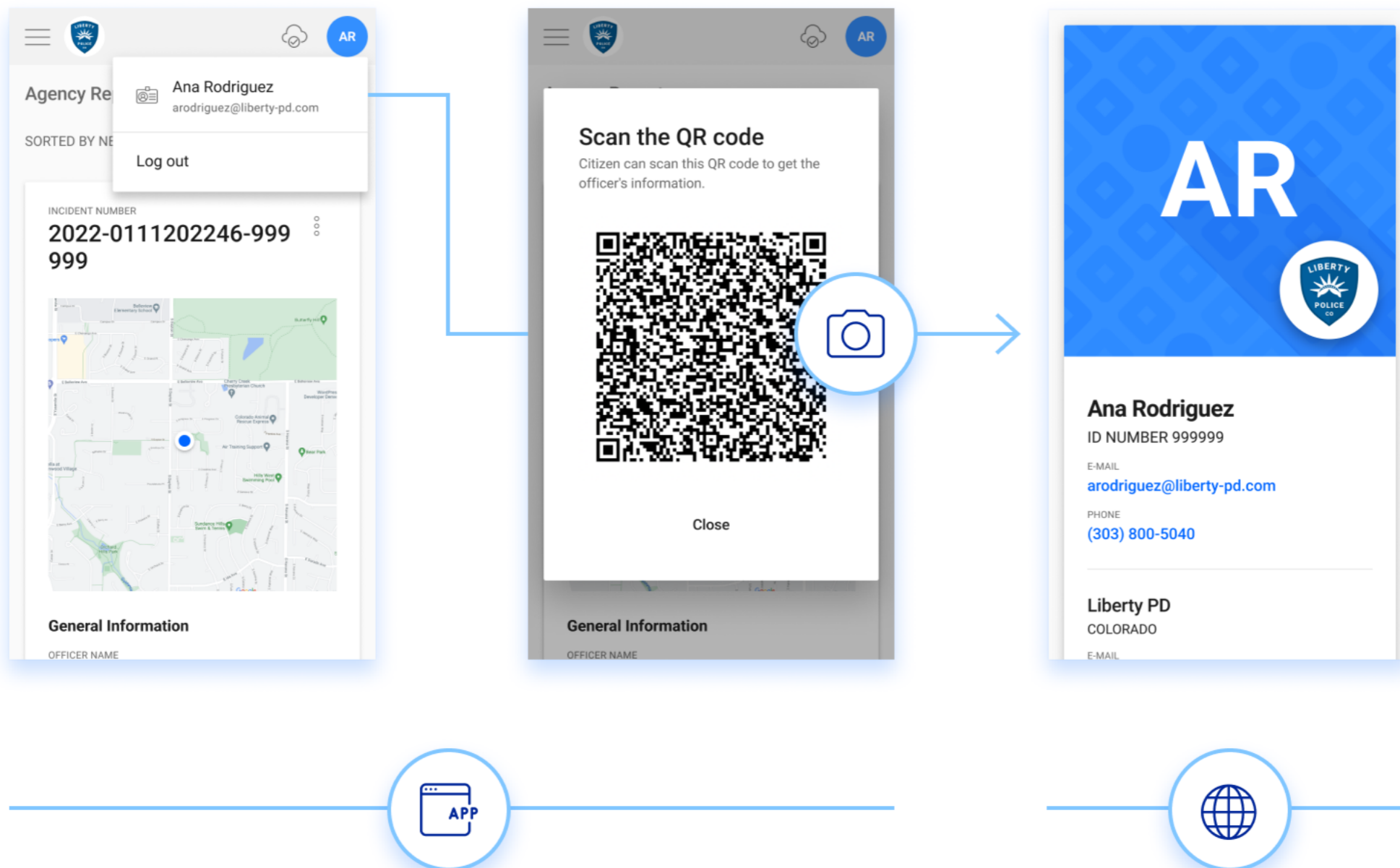




## Officer Card by SmartForce®

Share your digital business card.

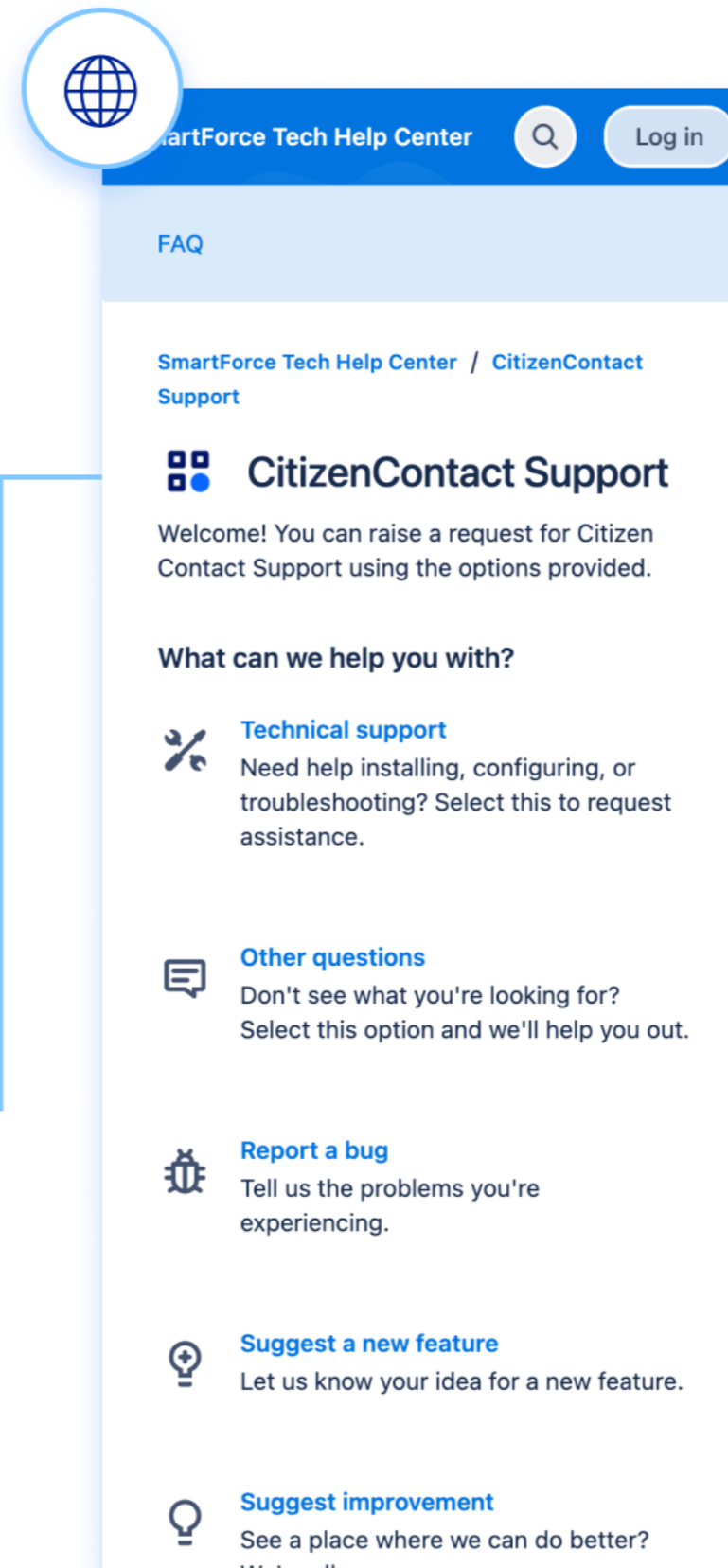
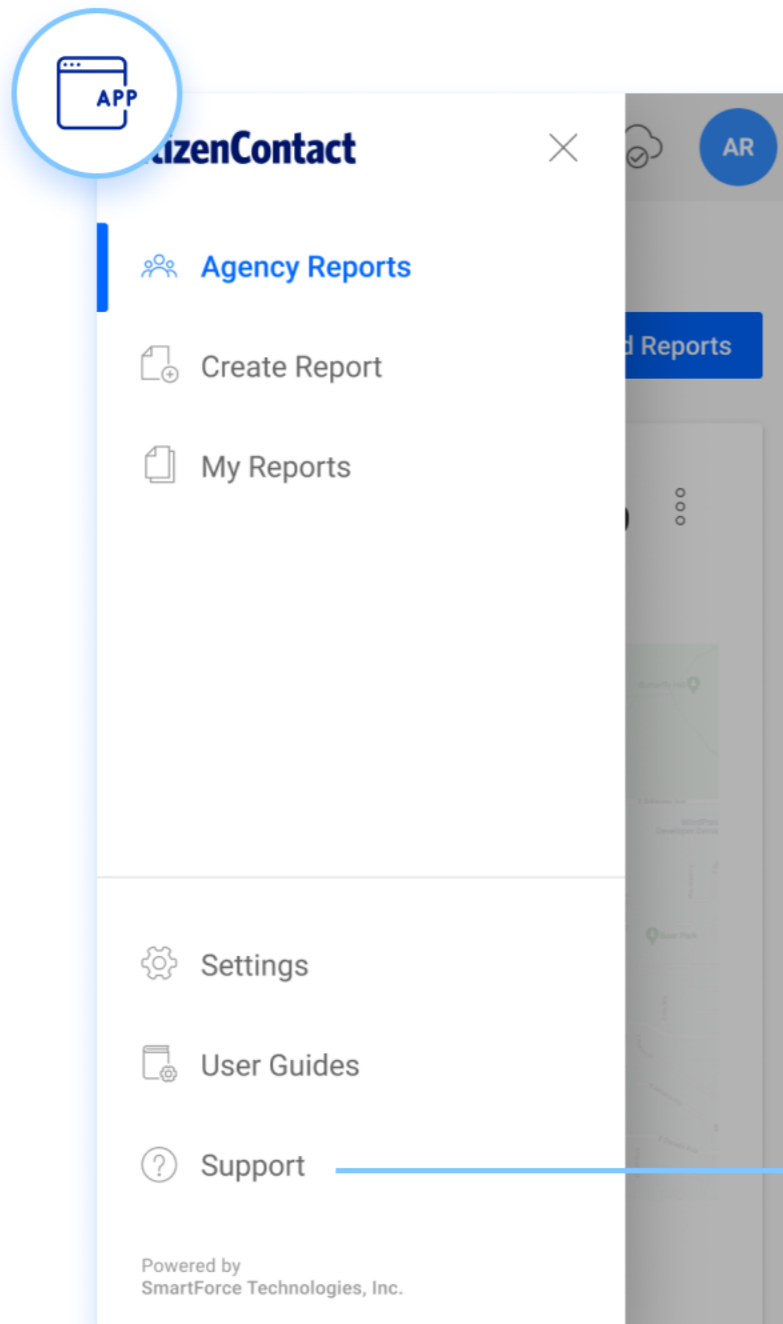
You can share this QR code as many times as you want. It does not expire.





## Support

If you need any help, send us a message via the support link. We will get to work on it right away.



## FAQ

- **What is CitizenContact?**

CitizenContact by Smartforce® makes it easy to create and submit contact reports. It's available to states that have mandatory state stop data reporting requirements. It's a CJIS compliant solution. The solution is FREE. CitizenContact will keep you compliant with state laws. No hassle, works securely with any internet-enabled device, we do the hard work.

- **When should an Officer complete the stop entry in CitizenContact?**

Officer safety is the priority during each contact. That being said, the end-user/officer may complete the stop entry during or after the stop.

- **When are we required to report a contact?**

First, here is a definition of a contact according to the Colorado DCJ:

**Contact** means an in-person interaction with an individual, whether or not the person is in a motor vehicle, initiated by a peace officer, whether consensual or nonconsensual, for the purpose of enforcing the law or investigating possible violations of the law.

According to DCJ, a contact **does not** include:

Routine interactions with the public at the point of entry or exit from a controlled area; a non-investigatory and consensual interaction with a member of the public, initiated by a member of the public, unless and until the interaction progresses into an investigation of a possible violation of the law; a motorist assist; undercover interactions; or routine interactions with persons detained in a jail or detention facility.

Contact does not include interviews with victims or witnesses; however, if you conduct an eyewitness identification, you must document the eyewitness contact and the identification certainty. Both can be done in CitizenContact.

DCJ went a step further in their explanation as it relates to calls for service:

All contacts for purpose of enforcing the law or investigating possible violations of the law need to be reported. Even when there is a call requesting service the officer is still initiating contact with someone. Legal guidance says these have to be reported as contacts.

## FAQ

- **How do I get started?**

Law Enforcement agencies can sign up at <https://citizencontact.app>

- **Should the app be downloaded from an app store?**

No. It's not a mobile app; it's a web app. The most significant distinction between mobile applications and online apps is that web apps are self-contained. You can use a web app if you have an internet connection. Mobile apps, like desktop apps, can only be accessed if they are installed directly on a device.

- **Once I receive the invitation, what should I do?**

The first step in creating a CitizenContact account is to get an email invitation from CitizenContact. In the email, click the invitation link. You'll be taken to the CitizenContact sign-in page. Create a "Officer" account by clicking the "create one" link on the sign-in page.

- **Are there domains that are blocked?**

Yes, valid users in CitizenContact must have law enforcement agency emails. Emails with Gmail, Hotmail, and other commercial domains are not permitted.

- **Are there tutorials available?**

Yes, here: [CitizenContact Playlist](#)

- **Is our agency stop data safe and secure?**

The CitizenContact by Smartforce® application is hosted in the Microsoft Azure Government Cloud. All Microsoft security features are CJIS compliant.

- **Does my agency own our stop data in CitizenContact?**

Yes, stop data entered by your agency end-users belongs to your agency.

- **What happens if the stop data law in my state changes, does the app change?**

If the stop data law in your state changes, requiring modifications to the CitizenContact application, SmartForce Technologies, Inc. will make the necessary changes at no cost to the customer.

## FAQ

- **How often should I export stop data from CitizenContact?**  
Beginning May 1, 2022 we will automate a monthly reporting feature. On the 1st of each month the agency owner will receive an automated email that will include a CSV file reporting the prior months contact data.
- **If an officer makes a mistake on a stop entry, how do they correct or delete the entry?**  
We released the new amend functionality in CitizenContact v1.4. To make changes to your saved contact reports, use the amend option. We do not allow records to be deleted. Instead, we save each version of the contact report. The most recent version is reported to the state.
- **Is CitizenContact really free?**  
Yes, SmartForce Technologies, Inc. is offering CitizenContact at no cost. In the future, we may add premium features to CitizenContact that would be available to purchase by your agency.
- **Is it possible to use the app without an internet connection?**  
Yes, you certainly can. It's referred to as "Offline Reporting."
- **What is the procedure for offline reporting?**  
While you are offline, all of the reports you make are preserved on your device. You can submit them after the connection is restored.
- **How can I tell if I'm connected to the internet or not?**  
You'll notice an indicator on the right side of the top bar that indicates three different statuses: online, online with pending reports to submit, and offline.
- **Is it possible to make changes to my personal or agency data while I'm offline?**  
No. The only thing you can do while you're not connected to the internet is create reports.
- **Is it possible to share the QR code if I'm not connected to the internet?**  
Yes, you certainly can. To be able to launch the produced site, the user scanning the QR code must have access to the internet.

## FAQ

- **How many reports can I save locally when I'm not connected to the internet?**  
You can have as many as your device allows, but don't worry, it'll be plenty.
- **How many reports can I save locally when I'm not connected to the internet?**  
You can have as many as your device allows, but don't worry, it'll be plenty.
- **What is the incident number?**  
The incident number is a unique identifier that is autogenerated. If you prefer to use a different number you can enter your CAD incident number.
- **Can more than one officer use the same Incident Number?**  
No. Currently, the incident number must remain unique.
- **What if I have multiple officers on one incident recording contacts?**  
If more than one officer are entering contacts on the same incident, the incident number can be used followed by a dash and then the Officer's identification number. Example: 20213453322-11916.
- **Why does CitizenContact track FBI reportable use of force data?**  
In a memo sent to Colorado law enforcement agencies on January 5, 2022, the Colorado DCJ offered a general update. The updated specifics on what data was to be gathered, as mandated by Colorado SB217, were included in the update. In summary, the memo mandated that law enforcement agencies collect FBI reportable use of force data and provide it to the state in a JSON file.
- **How is contact and use of force data collected in an incident involving multiple officers, multiple locations, and multiple uses of force?**  
[CLICK HERE](#) to find out how to report this type of complex scenario in CitizenContact.
- **Why was the ability to track a citizen's height and weight added to CitizenContact?**  
The SmartForce® Team investigated the data and technological requirements for use of force data sent to the FBI shortly after the January 2022 DCJ general update memo was released. One of these conditions was that the law enforcement agency collecting data on the use of force be able to report the height and weight of the citizen who was subjected to force.



## FAQ

- **In CitizenContact, what is a Show Up?**

The word Show Up was provided by the Colorado DCJ as way to describe what law enforcement agencies know as an eyewitness identification.

- **Are we required to report the contact of witnesses?**

Law enforcement agencies are not required to gather witness contact data under Colorado SB217, although there is one exemption. You must disclose the interaction, including the certainty of the identification, when conducting an eyewitness identification. CitizenContact lets you keep track of eyewitness contact information as well as the certainty of the identification.

- **How are complaints tracked in CitizenContact?**

In version 1.4, we introduced the ability to specify that a complaint is tied to a contact in CitizenContact's general information section. The Officer can specify the outcome of the complaint investigation when it is selected. In the case that a complaint emerges after the contact was put into CitizenContact, the Officer can use the amend feature to go back and edit the contact.

- **My agency downloaded our monthly JSON export files. How do I submit them to the DCJ?**

As of May 1, 2022, The State (DCJ) has not completed their data submission portal, so at this time there is no portal for you to upload your contact and State use of force data to. The FBI use of force JSON file can be directly uploaded through the FBI use of force data portal. It is our understanding that the State of Colorado currently requires agencies to report FBI use of force data through the state UCR Program Software currently available to Colorado law enforcement agencies. We are waiting for updated technical specifications from DCJ regarding the FBI use of force file type that is to be utilized by the state.

We recommend that you download and save the export files.

Our team remains in contact with the DCJ. As soon as we receive notification that the data portal is complete, we will confirm the CitizenContact export files meet the submission requirements set forth by the DCJ



# CitizenContact

BY SMARTFORCE®

Thanks for all you do,

The SmartForce® Team.