Frequently Asked Questions about RISSafe Mobile

RISSafe
Officer Safety

What is RISSafe Mobile?
RISSafe™ is the officer safety event deconfliction system developed by the Regional Information Sharing Systems® (RISS). The purpose of RISSafe Mobile is to enable officers to submit law enforcement events to RISSafe via their mobile device and further enhance officer safety through event deconfliction.

What mobile operating systems are supported by RISSafe Mobile?
RISSafe Mobile supports the following mobile operating system platforms: iPhone® OS (including the iPad®), Windows Mobile®, Android™ devices, and BlackBerry®.

Who can access RISSafe Mobile?
Any law enforcement officer who has successfully completed the RISS identification and approval (vetting) process and who has received training in the use of RISSafe can access RISSafe Mobile.

How do I access RISSafe Mobile?
You can access the RISSafe Mobile Website by typing m.riss.net in the browser of your mobile device, and when prompted, entering your RISSNET user name and password.

Do I need to download any software before using RISSafe Mobile?
No software download or installation onto your mobile device is required. The application runs in the Internet browser.

How secure is RISSafe Mobile?
RISSafe Mobile employs state-of-the-art Internet technologies to safeguard and provide fine-grained access control to its site. Users will be assigned a user name and password to access the site. *Important note:* RISSafe Mobile users should not use unsecured or unfamiliar wireless networks. A wireless network is considered unsecured if the Internet is accessible without first entering a password or network key, such as with wireless hotspots available in restaurants, hotels, coffee shops, and other public places. Do not use any wireless network when the security of the network cannot be verified or when the administrator of the network is unknown or not trusted. In addition, do not use any network where the password or network key is widely distributed (hotels). Cellular 3G and 4G networks provide network infrastructure security and are generally considered secure as they ensure that the user's device is connected to the intended network and not an imposter.

iPhone and iPad are registered trademarks of Apple, Inc., in the United States and other countries. Android is a registered trademark of Google, Inc.

Windows Mobile is a registered trademark of Microsoft Corporation in the United States and other countries. BlackBerry is the property of Research In Motion Limited and is registered and/or used in the United States and countries around the world.

Is there a cost for RISSafe Mobile?
Through the U.S. Department of Justice, Bureau of Justice Assistance (BJA) funding, there is no cost for law enforcement officers to register, access, and utilize RISSafe Mobile.

What are the hours of operation?
The system enables officers to easily submit event information 24/7 and receive feedback immediately regarding possible conflicts.

Who do I contact if I need assistance with my operation?
There is a RISSafe Watch Center icon that may be selected from the RISSafe Mobile main menu. This feature enables you to locate the RISSafe Watch Center and contact information within a specified area of interest. The user also has the option to dial the phone number directly by clicking the phone number hyperlink.

What if I don't have the physical address of the operation?
In some regions, users may click the "Use My Location" feature to permit RISSafe Mobile to access the mobile device's GPS resource and auto-fill the location. Users should contact the appropriate RISS Center regarding the availability of this feature.

How will I know if there is a conflict?
Once you have entered your operation into RISSafe, the system checks the operation information to detect any potential conflicts with currently saved operations. Once an operation is entered, it is immediately saved by the program. If no conflicts are detected at the time of entry, the system will check for potential conflicts with any subsequent operations entered into the system until the operation expires. If a conflict is detected when you enter your operation into RISSafe, you will receive immediate on-screen notification that a conflict exists and will be provided contact information for the officer with the conflicting event. RISSafe Watch Center staff are also notified and will contact both officers involved.

How does using RISSafe Mobile compare to using RISSafe on my computer or laptop?
RISSafe Mobile is an interface designed especially for mobile devices. It's optimized for small-form factor devices providing users the ability to quickly navigate through the entry screens. The full RISSafe desktop/laptop interface is more robust with additional fields, features, and mapping options.

How do I print my operation using RISSafe Mobile?
Some mobile devices support screen capture, which can be sent to a desktop for printing, while others allow printing directly from the phone (i.e., AirPrint™ for the iPhone). Or, the next time you work in the full RISSafe desktop/laptop interface, you can retrieve your operation submitted via RISSafe Mobile and print.

Can I practice or enter a test operation in RISSafe Mobile?
There is a DEMO icon that may be selected from the RISSafe Mobile main menu. This is a "test" site and practice operations entered here will NOT be monitored.

RISSafe Mobile™
Officer Safety Anytime, Anywhere

RISS
A Proven Resource for Law Enforcement™
www.riss.net