RECIPIENT USER GUIDE

A guide for receiving and responding to Safe2Tell Colorado tips in P3

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Important Information about Receiving and Responding to Safe2Tell
Colorado tip reports

- Safe2Tell ensures that every student, parent, teacher and community member has access to a safe and anonymous way to report any concerns regarding their safety or the safety of others.
- The reporting party’s identity and any content that could potentially reveal their identity MUST be kept ANONYMOUS according to Colorado state law. Any efforts to reveal the reporting party’s identity, regardless of the report’s validity, is in direct violation of the Colorado Revised Statute Section 24-31-601 et seq. During an investigation, all efforts must be made to protect the anonymity of the reporter.
- All Safe2Tell reports are the exclusive property of the Safe2Tell program at the Colorado Department of Law, Office of the Attorney General. Any disclosure, copying, distribution, or use of the document is strictly prohibited.
- Do not include the actual Safe2Tell report in any investigative or casefile. You may reference the tip number in case files and investigation reports.
- Tips received from the tip line may also be forwarded directly to law enforcement and will most often elicit a check the welfare action when there is a threat to life.
- It is imperative that those responding to Safe2Tell reports abide by the law and seek to protect the reporting party from threats, intimidation or retaliation.

The following is a brief overview of how the Safe2Tell program operates:

- Students, parents, teachers, community members etc. can call a toll-free anonymous tipline -1-877-542-SAFE - and give a trained professional call taker their information. They can also report concerns through the Safe2Tell website at [www.safe2tellco.org](http://www.safe2tellco.org) or by downloading the Safe2Tell mobile app.
- Calls, web and mobile app reports are answered 24 hours/day, 7 days/week, and 365 days/year at a Colorado State Patrol (CSP) communications center.
- The reporting party is given a code number and password to preserve their anonymity; their name or identifying information is never recorded. For reports made through the mobile app and website, communication officers can use the two-way dialogue function to communicate with the tipster and gain more information.
- Reporting parties can easily upload photos and/or videos as attachments to their report. If you would like to request state patrol to ask the reporting party a specific question through two-way dialogue, please call (719) 544-2424.
- All valid information received through Safe2Tell is forwarded for investigation, to law enforcement, schools, or both, as the severity of the situation dictates.
- Safe2Tell tracks the outcome of all forwarded tips and ensures action is taken.
P3 Overview Information

Initial Login
In order to access reports in the P3 system, you will login with your email address currently assigned to you in the P3 system. You will need to create a password in order to login. Instructions to set-up a password are sent to your email when initially entered in the P3 system.

Forget your password/Setting up a password
If you forget your password, click the “forgot my password” link to reset your password. Your login will be your email address registered in the system to receive Safe2Tell Colorado reports. If you receive a Safe2Tell Colorado report and do not have a set password, click on the “forget password” link in the email. You will be taken to a page and allowed to make one at that time.

Changing Contact Information
If you have changed schools or need to update your school team’s information, complete a school contact form change request online at https://safe2tell.org/node/67. You also may call our administrative office at 720-508-6800 to make these changes.

Note, some larger school districts submit their recipient changes through their safety and security or emergency management offices. If you are unsure if you were added as a recipient for your school, you may also check with your direct safety personnel.

Receiving Text Alerts
To receive text notifications of new and updated Safe2Tell reports, you will need to provide us with your cell phone number to receive text alerts. Otherwise, you will receive only an email notification of new tips.

To add your cell number for text alerts, you can call our administrative line at 720-508-6800 or email us at info@safe2tell.org with your information.

Viewing Tips
To view a tip in P3, click on the link provided in the email or text alert you received notifying you of the new tip. Use your login information to access the tip in P3 (see above for login information). All tips assigned to you will appear at the bottom of the Tip Manager screen, or searched using the search box on the top of the right-side menu. When a tip is read, it is marked as read and time-stamped in the P3 system.

Note: Colorado State Patrol Dispatchers must verify receipt of every tip sent. You may receive a phone call from CSP dispatchers, if the tip has not been verified received by anyone registered with the team.
Searching Previous Tips
When you enter the P3 system, all current and previous tips assigned to you are visible and searchable. To look up previous tips, use the search box on the top right-side menu to search using key terms, names, and tip numbers.

Completing Disposition Reports
Recipients receiving Safe2Tell Colorado reports need to complete a Disposition Report in the P3 system. To complete a Disposition Report in P3, log in with your email and password and then find the tip you are updating or closing. Your assigned tips will appear on the bottom of the Tip Manager screen. You may search your tips by using the search box on the right-side menu.

Click to open the tip and then click the Disposition tab. Complete the form by providing detail of the actions that took place in the Disposition/In-Progress Notes section; when complete, click “submit notes” button at the bottom of the page to post. You also will need to check all relevant outcomes and trends on the right side of the page.

Note: When selecting outcomes, trends or assessment options, you will need to click save on the right side of the page before leaving the screen to submit selections.

Completing a Disposition Report if you are not a Recipient in P3 (Patrol Officers, etc):
If you are a patrol officer or investigator not currently assigned to a school, you may use an online form to submit a disposition report from the Safe2Tell Colorado website: https://safe2tell.org/node/179.

To complete the disposition report online, you will need the tip report ID (tip number) and the disposition ID, (both on the tip report). Disposition reports received online are submitted directly into the P3 system in the disposition tab and are viewable by all recipients assigned to the tip.

Request More Information from Tipster
CSP Dispatchers can request additional information needed from the tipster to investigate the tip by recipients by using the two-way dialog feature. If you need additional information asked of the tipster, contact CSP Comm Center at 719-544-2424 to request additional two-way dialogue.
Navigating and Viewing Safe2Tell Tips in P3

Login to View Tips

Once you receive either an email or text alert of a Safe2Tell tip, you will need to login to www.p3tips.com/access to view your tip and submit a disposition report.

If you have trouble logging into P3, use the “Forgot Your Password?” option to reset your password. If you do not receive an automatic email to reset password in your inbox, please check you spam folder.

Tip: make sure your IT department has white-listed safe2tellco@p3tips.com to avoid emails delivered to spam and to work around district/school firewalls.
Main Tip Screen in P3

Content shows information either submitted by tipster online or through the app or recorded by CSP Operator from an anonymous caller.

The list on the bottom of the page shows all tips associated with recipient user login. Recipients on multiple schools will see all school tips; recipients assigned to one school will only see tips for that individual school.
Attachment Tab

The attachment tab shows images, screenshots and videos uploaded by the tipster. Infinite campus and other pertinent documents may also be uploaded on this tab by users.
Deliver To Tab

The Deliver to tab will show the recipients, groups and individuals to whom the tip was sent. Recipient teams for each school are pre-populated in P3.

If the tip needs to be sent to a different school, contact CSP Comm Center at 719-544-2424 to have them deliver to correct school. CSP Dispatchers will redistribute the tip to the correct school and verify receipt by recipients. *Note: Please avoid using the disposition tab to communicate a wrong school delivery as this tab is not always monitored on a 24/7 basis.*
To view recipients for an individual school, click on the info button and a pop-up list will show the names and info of recipients registered to receive tips for the school.

To update your contact information, any updates may be submitted online using the School Contact Update Form on the Safe2Tell website (https://safe2tell.org/node/67) or by calling our administration line at 720-508-6800 during business hours.

*Note: If a tip needs to be immediately sent to a staff member or law enforcement officer not registered in the P3 system, contact CSP Comm Center at 719-544-2424 and they can manually send a tip 24/7. Safe2Tell staff manually enter updates to school teams submitted through the website only during regular business hours. The website School Contact Form is not directly entered into the P3 system.*
Disposition Tab

The disposition tab allows each recipient to add information about the response/intervention, as well as information to aid law enforcement in emergencies (student address, family situations, concerns, etc.). This tab allows school teams and law enforcement to not only see what action each individual is taking/has taken, but also to aid in coordinating a response between the school and law enforcement.

Use the Details Tab on the right-hand side to select any trends, outcomes and assessments completed as a result of the Safe2Tell tip.

To close a report in P3, select “Closed” from the Status bar at the top of the page and click SAVE.
Map Tab

If an address for the student/person who is the subject of the tip or concern is included in the tip report, this tab will populate a map of the address provided.

*Note:* This does not map the reporting party’s location. Per Colorado State Statute, any identifying information of the reporting party must remain anonymous; thus, neither Safe2Tell staff, CSP Comm Officers nor P3 Developers have access to any information about a reporting party’s location or identity.
Misc. Tab

The Misc Tab allows additional information to be recorded by recipients in regards to the tip submitted. This tab is not typically used by Safe2Tell staff, CSP Comm Officers. This tab will not contain information submitted by the tipster.
Query Tab

The query tab allows all recipients to search their tips using specific fields.

To run a search using the query tab:

- First click the define button on the right hand side of the screen. Then, select the field to search.
- To search for specific names or terms in a tip, use the content field.
- To run the search, click the Run button on the right hand side.
- Your tips containing the searched information/field will appear at the bottom of the screen.
- Click on the main tab to read the report.
Keyword Watch Lists

Certain terms, names, and words may be established as keywords in P3 to automate an alert on the tip. The example below shows an alert with the keyword “Gun.” Keyword alerts allow CSP dispatchers to see information on how to handle specific tips.

To set up a keyword for your school, contact Safe2Tell staff at 720-508-6813 or Bill.Kitamura@coag.gov.
Frequently Asked Questions (FAQs):

Q: What if there is not enough information for follow-up?

A: Safe2Tell Colorado may ask for more information from the reporting party via our web reporting and mobile app system. Inform Safe2Tell Colorado administrative staff if you would like to post a request for more information. Make sure to have the report identification number available for reference. Should more information be submitted on your particular Safe2Tell Colorado report, you will an update notification from the P3 system. To see the updated information, you will need to login back into P3.

If there is not enough information for follow-up, note as such in the Disposition report. If additional information becomes available after the Disposition Report is submitted, you may update the added another entry in the disposition/in-progress notes tab.

Q: Should I notify the suspect or victim that a Safe2Tell Colorado report has been made?

A: It increases the reporting party’s ANONYMITY if the Safe2Tell Colorado is kept private and confidential. It is not necessary to articulate that a Safe2Tell Colorado report has been received.

Q: Will Safe2Tell Colorado notify the media if a serious crime or incident is prevented?

A: While Safe2Tell Colorado reserves the right to use report content to describe incidents and outcomes for program purposes, the identity of particular schools and/or districts will not be disclosed unless that particular school or district chooses to pursue their own media coverage. In that event, Safe2Tell Colorado will include any publicly released media in its own publicity packets for program usage and promotion.

Q: Can I get statistics for my school and school district from the Safe2Tell Colorado database?

A: Safe2Tell Colorado statistics are compiled in a data report for the state of Colorado, as a whole. Information posted to the Safe2Tell Colorado website, including monthly and yearly data reports, are public domain and may be published or reported by the media. Safe2Tell Colorado only releases district and school data to authorized school/district personnel. To request data for your school or district, contact us at 720-508-6800 or info@safe2tell.org.
Q: If another agency involved (school, law enforcement, etc.) has already submitted a Disposition report, do you still need one from our organization?

A: Yes, submit your Disposition report regardless of another organization’s involvement so that Safe2Tell Colorado has a complete record of all the outcomes. Multiple disposition reports may be submitted on each tip.

Q: Am I allowed to contact or interview the suspect or subject in the report, since anonymity is protected by Colorado state law?

A: Anonymity laws protect the person who made the report. Individuals listed in the report who are in need of intervention may be contacted, interviewed, investigated, etc. as appropriately determined by the designated school representative, law enforcement officer, or involved community agency.

Remember, it is not necessary to mention that a Safe2Tell Colorado report is involved and often can lead to a more successful outcome if that information is kept private and confidential.

Q: How do we update our Recipient Team Information?

A: To update your contact information, any updates may be submitted online using the School Contact Update Form on the Safe2Tell website (https://safe2tell.org/node/67) or by calling our administration line at 720-508-6800 during business hours.

Q: A student is being bullied through the Safe2Tell reporting resource. What are our options?

A: When a student is being harassed through Safe2Tell, you may contact Safe2Tell staff at 720-508-6800 to discuss the options within P3 system. A keyword alert can be created, which will provide specific instructions for the dispatcher to follow. The instructions will include who the tip should receive the tip; providing additional information; and opening two-way dialogue about submitting false information.

Q: Does Safe2Tell mandate the response or the investigation/intervene process?

A: No, Safe2Tell serves as the conduit for transmitting critical, lifesaving information between anonymous reporting parties and the local jurisdiction for follow-up and interventions. While we do require a disposition report to be submitted ensuring someone has taken action on each tip, we do not dictate what that action is.
Q: Is it considered a false report if our investigation turns out the information in the tips was not found to be accurate or true?

A: There is a difference between unfounded tips and false reports. If you find the information in a tip to be unfounded, does not necessarily make it a false report. False reports, by definition, are deliberate false information provided to harm, injure or bully another. Unfounded means there was no evidence to support the claim. Please reflect the difference between these two in your disposition report.
CONTACT US
Safe2Tell Colorado
Dispatch Center: (719) 544-2424
Admin Phone: 720-508-6800 (Mon-Fri 8AM-5PM)
After-hours Emergency Contact: Bill Kitamura, Operations and Comm Administrator, 719-433-4768
Hotline: 1-877-542-7233
Web Site: www.safe2tellco.org