# Messenger Navigation

Click Options and then click Launch Tips of the Day

http://10.221.1.12:8080/CPT/docs/

# Shortcuts

### At Any Time

| Shortcut | Description |
|---|---|
| F12 | Lock the Desktop software |

### In a Window

| Shortcut | Description |
|---|---|
| Ctrl-Tab | Move to the next open window |
| Ctrl-Shift-Tab | Move to the previous open window |
| Ctrl-F2 | Minimize the current window |
| Ctrl-F3 | Maximize the current window |
| Ctrl-F4 | Close the current window |
| Ctrl-Shift-F4 | Close all open windows |
| Ctrl-F5 | Restore the current window |

### In a Messenger Form

| Shortcut | Description |
|---|---|
| Ctrl-Enter | Submit the form |
| Ctrl-D | Save the form as a draft message |
| Ctrl-R | Clear the form |
| Ctrl-P | Print the form |
| Ctrl-S | Copy (store) all fields on the form<br>Messenger may be configured to automatically copy the fields when you submit a form. See your preferences for more information. |
| Ctrl-G | Paste (get) all fields from the last form |

### In a Messenger Form Text Field

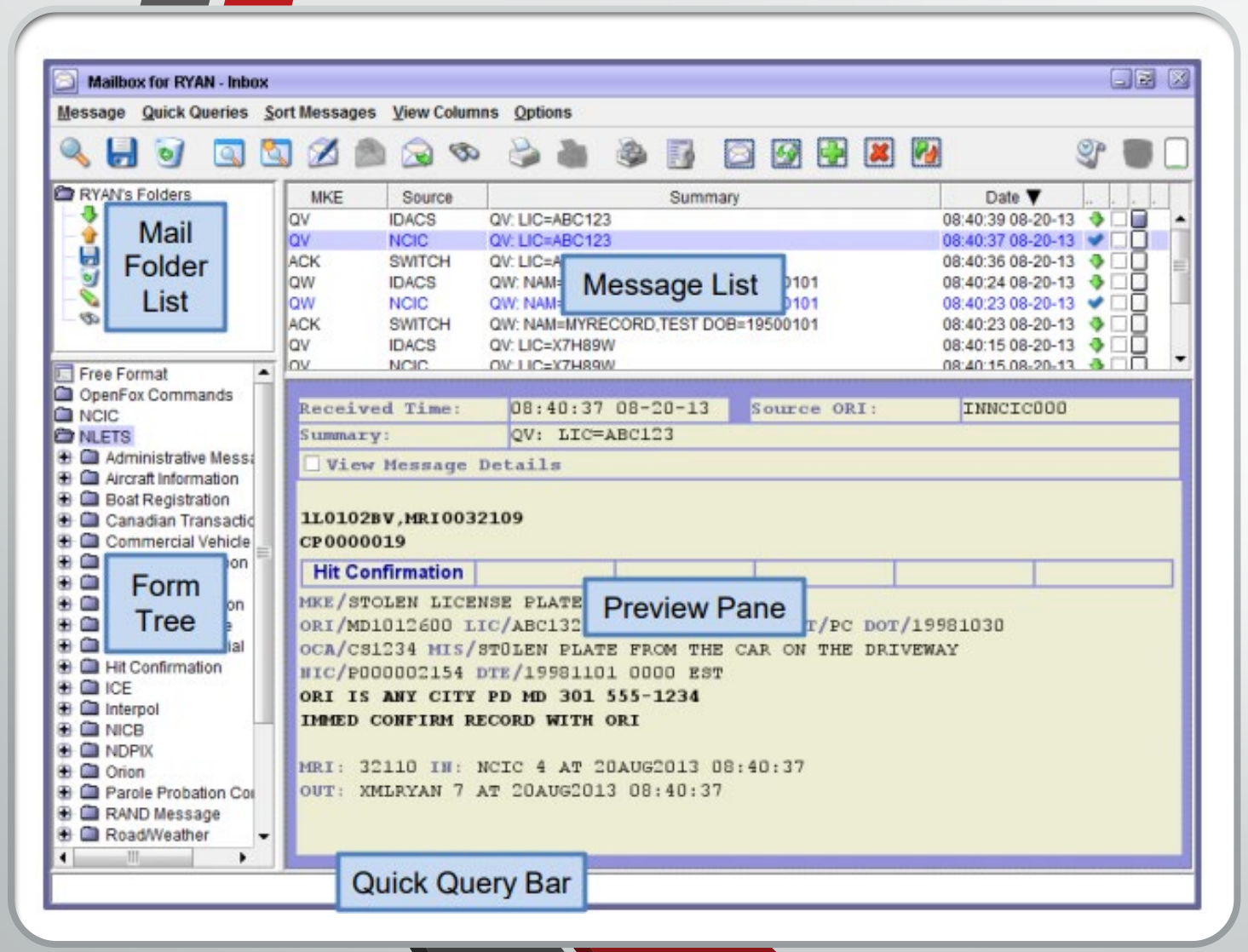
| Shortcut | Description |
|---|---|
| Ctrl-X | Cut the selected text |
| Ctrl-C | Copy the selected text |
| Ctrl-V | Paste |
| Ctrl-A | Select all text in the field |
| Ctrl-Z | Undo the last change to this field |
| Ctrl-Shift-Z | Redo the last change to this field |
| Ctrl-F1 | Toggle whether the popup help for this field is displayed or hidden |
| F1 | Access help files for this transaction and field |
| Ctrl-F | Text search the codes in this drop down list (*in dropdown fields*) – OR –<br>Use calendar to pick date (*in date fields*) – OR –<br>Decode a VIN into make, model, style, year (*in VIN fields*). |
| Alt-*letter* | Jump to the field that has the *letter* underlined in its name |

### From any Messenger Screen

| Shortcut | Description |
|---|---|
| Ctrl-I | Go to the Inbox folder |
| Ctrl-Y | Go to the Sent folder |
| Ctrl-E | Go to the Save folder |
| Ctrl-T | Go to the Trash folder |
| Ctrl-D | Go to the Drafts folder |
| Ctrl-H | Go to the Search folder |
| Ctrl-Q | Go to the Quick Query Bar |
| Ctrl-O | Go to the Forms Tree |
| Ctrl-L | Go to the Mail Folder List |
| Ctrl-M | Go to the List of Messages<br>Doesn't change current folder |
| Ctrl-K | Go to the Message Preview |

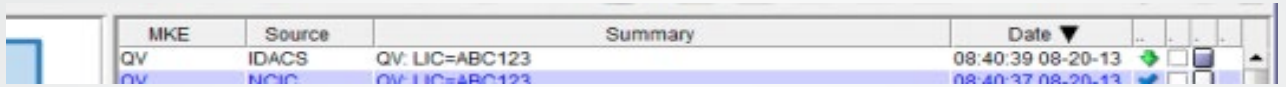
### From the List of Messages

| Shortcut | Description |
|---|---|
| Delete | Move the selected message(s) to the Trash folder<br>If in the Trash folder, deletes the selected messages |
| Ctrl-S | Move the selected message(s) to the Save folder |
| Ctrl-N | Change the text under the Summary column for the selected message(s) |
| Ctrl-F | Open the message text search bar |
| Ctrl-Shift-F | Open the message search window |
| Enter | View the input form for the selected message<br>Messenger allows the user to change the shortcut for this item |
| Ctrl-Enter | View the message in a separate window<br>Messenger allows the user to change the shortcut for this item |
| Alt-Enter | View the message in a new separate window<br>Messenger allows the user to change the shortcut for this item |
| Ctrl-R | Reply to the selected message(s) |
| Ctrl-B | Forward the selected message(s) |
| Ctrl-P | Print the selected message(s) |
| Ctrl-U | Selects the oldest unread message |
| Ctrl-G | Selects all messages in the same group.<br>These are messages that have the same value under the ID column. |
| Ctrl-Shift-A | Selects all messages in the current folder |
| Ctrl-Shift-C | Clears any current selected |
| Ctrl-Shift-R | Reverses the current selection |
| Shift-*Click* | Selects a range of messages |
| Ctrl-*Click* | Toggles whether or not the clicked message is selected or not |



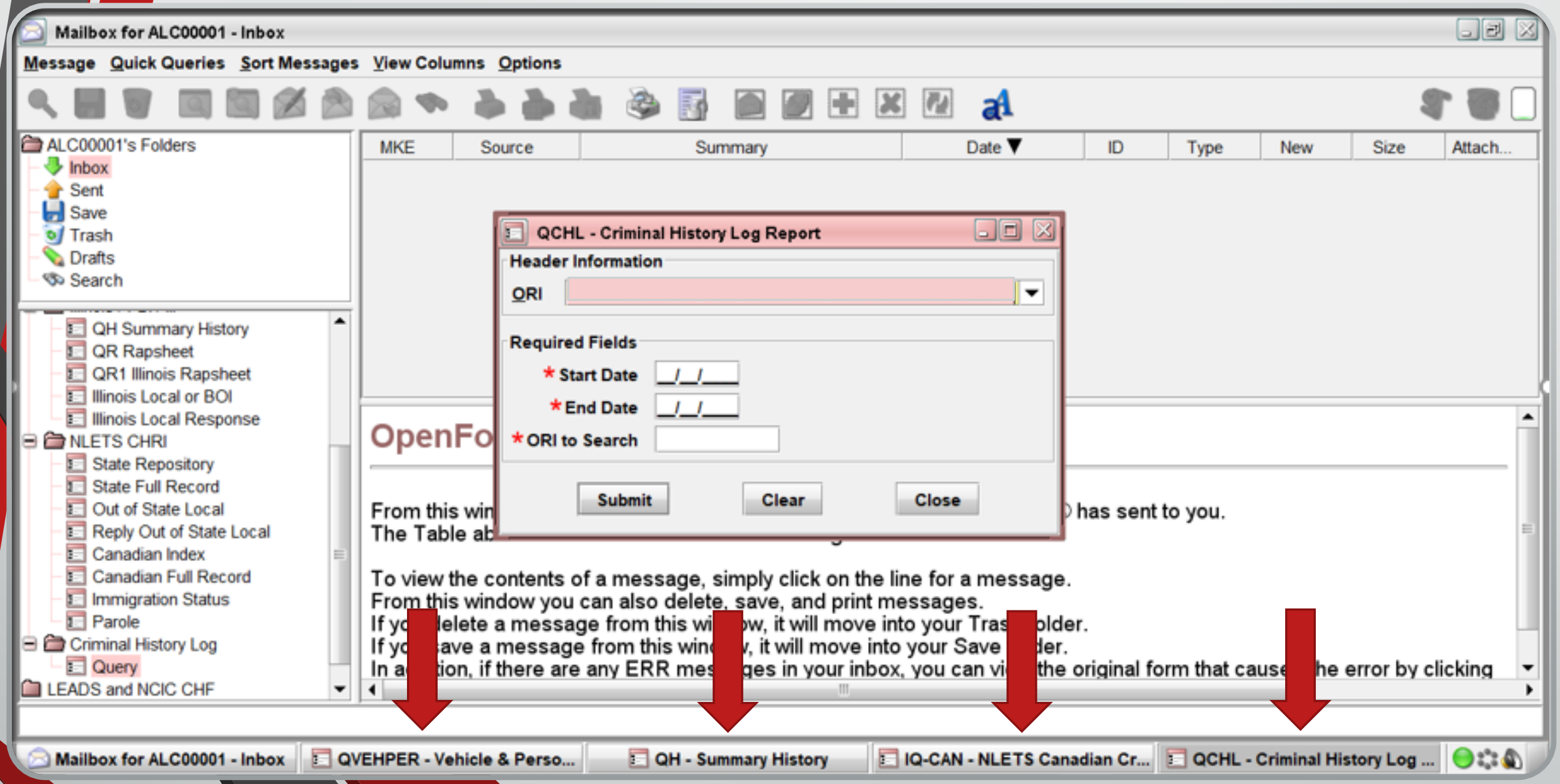

# Layout when you first log in

# Message Lists Definitions

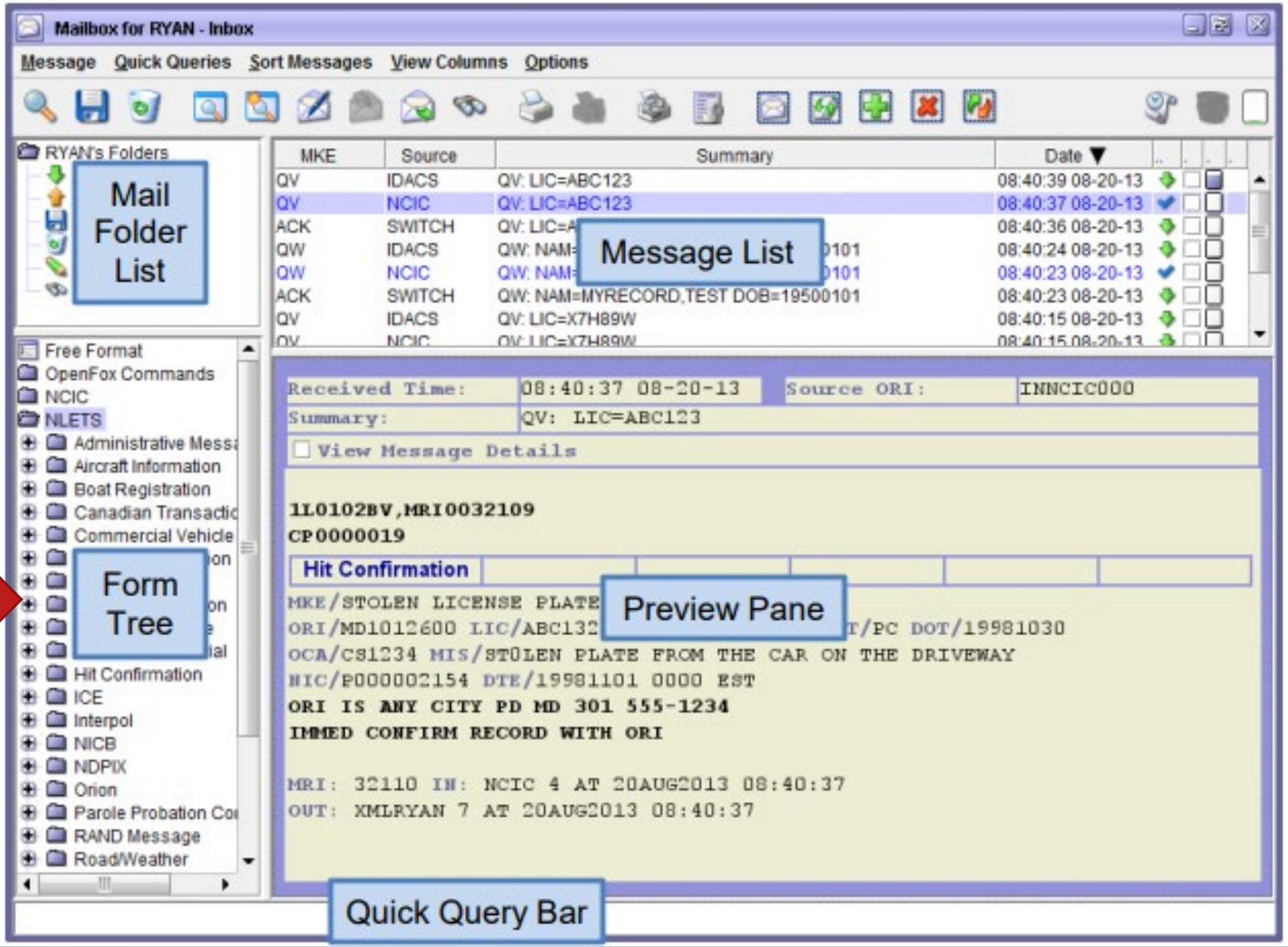



| Column | Description |
|---|---|
| MKE | Displays the message key (MKE) of the message |
| User | Displays the user that was logged onto Messenger when this message was either sent or received. You can only see this column if you have the ability to view the message traffic for other users. |
| Source | Displays the data source of the message (i.e. NCIC, SWITCH, etc) |
| Summary | Displays a summary of the data contained within the message, or for query returns a summary of the inquiry data |
| Date | The date and time of this message. This column cannot be hidden. |
| ID | Every time that you submit a transaction to the system, Messenger assigns it a unique number. This same number is assigned to the messages returned by the query. |
| Type | Displays the type of message. For more information on mail types, please see section [4.1 – Message Flow]. |
| New | Displays a checkmark if you have not yet viewed the content of this message |
| Size | Displays a visual indicator of the size of the message |
| Attachment | Displays a paper clip icon if the message contains an attachment |

*Message list columns*




You can have multiple windows open at the same time, just choose which one you want to open.


Mailbox for RYAN - Inbox
Message
Quick Queries
Sort Messages
View Columns
Options
RYAN's Folders
Mail Folder List
MKE
Source
Summary
Date
QV IDACS QV: LIC=ABC123 08:40:39 08-20-13
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1L0102BV,MRI0032109
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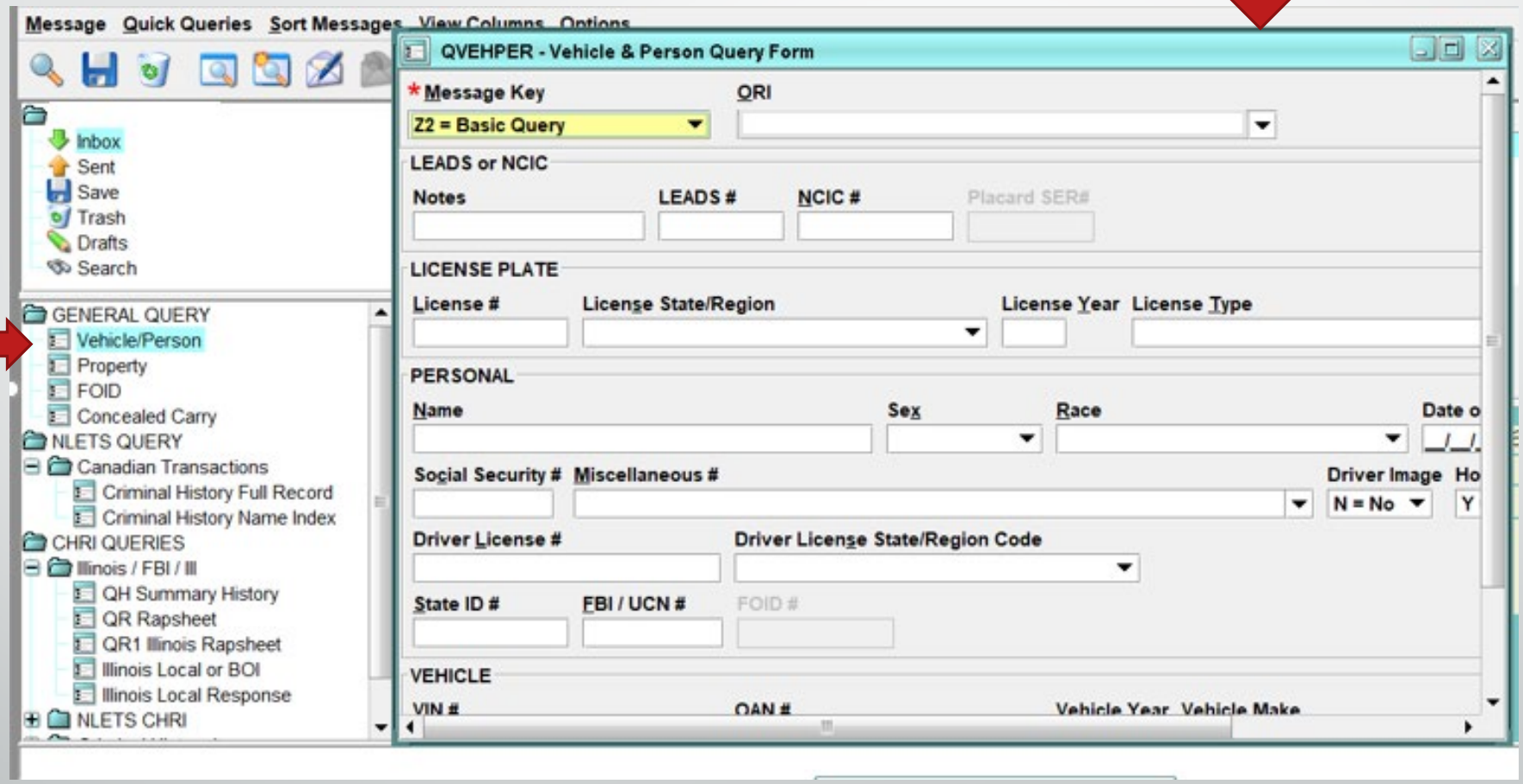
MRI: 32110 IN: NCIC 4 AT 20AUG2013 08:40:37
OUT: XMLRYAN 7 AT 20AUG2013 08:40:37
Preview Pane
Quick Query Bar

# Form Tree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Inbox
Sent
Save
Trash
Drafts
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GENERAL QUERY
Vehicle/Person
Property
FOID
Concealed Carry
NLETS QUERY
Canadian Transactions
Criminal History Full Record
Criminal History Name Index
CHRI QUERIES
Illinois / FBI / Ill
QH Summary History
QR Rapsheet
QR1 Illinois Rapsheet
Illinois Local or BOI
Illinois Local Response
NLETS CHRI
QVEHPER - Vehicle & Person Query Form
* Message Key
Z2 = Basic Query
ORI
LEADS or NCIC
Notes
LEADS #
NCIC #
Placard SER#
LICENSE PLATE
License #
License State/Region
License Year
License Type
PERSONAL
Name
Sex
Race
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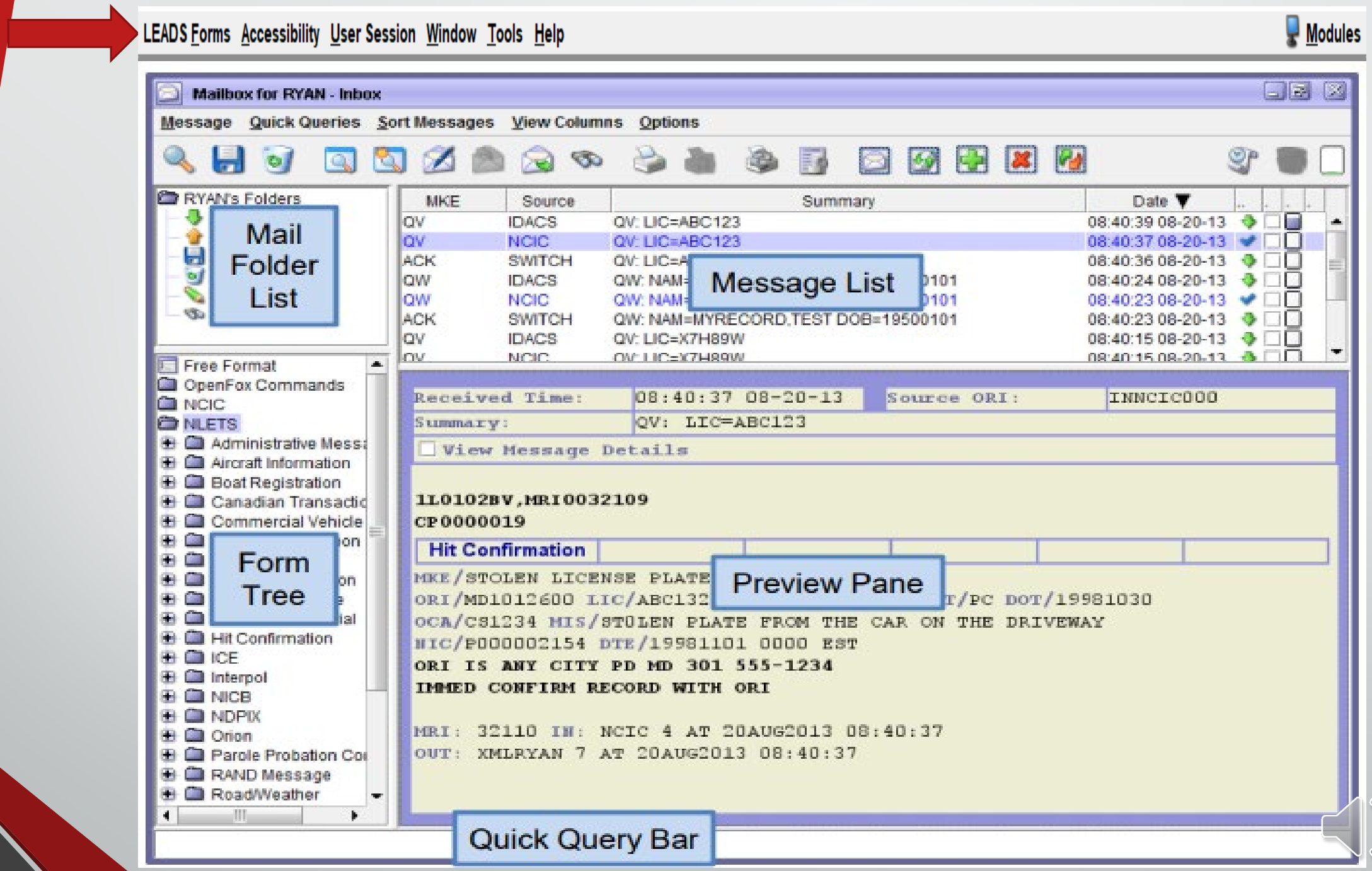
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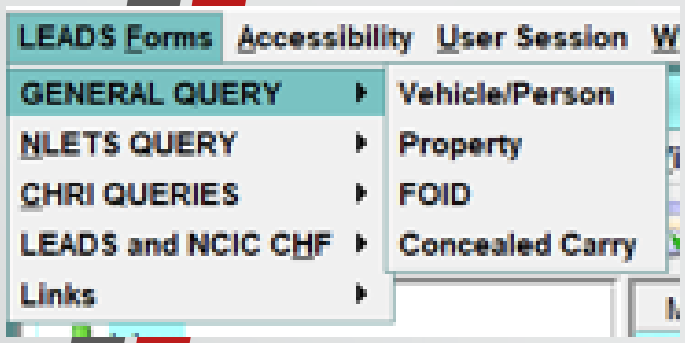
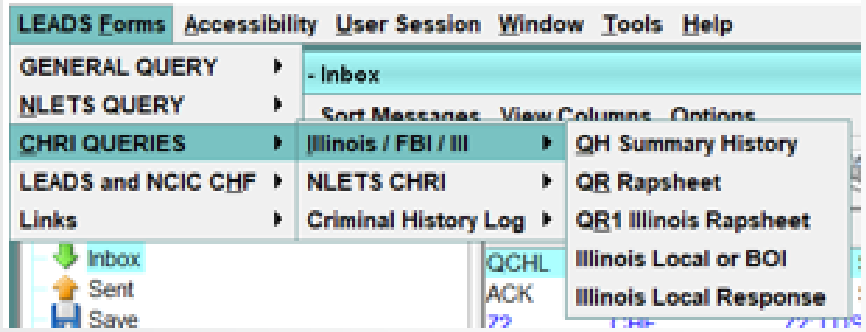
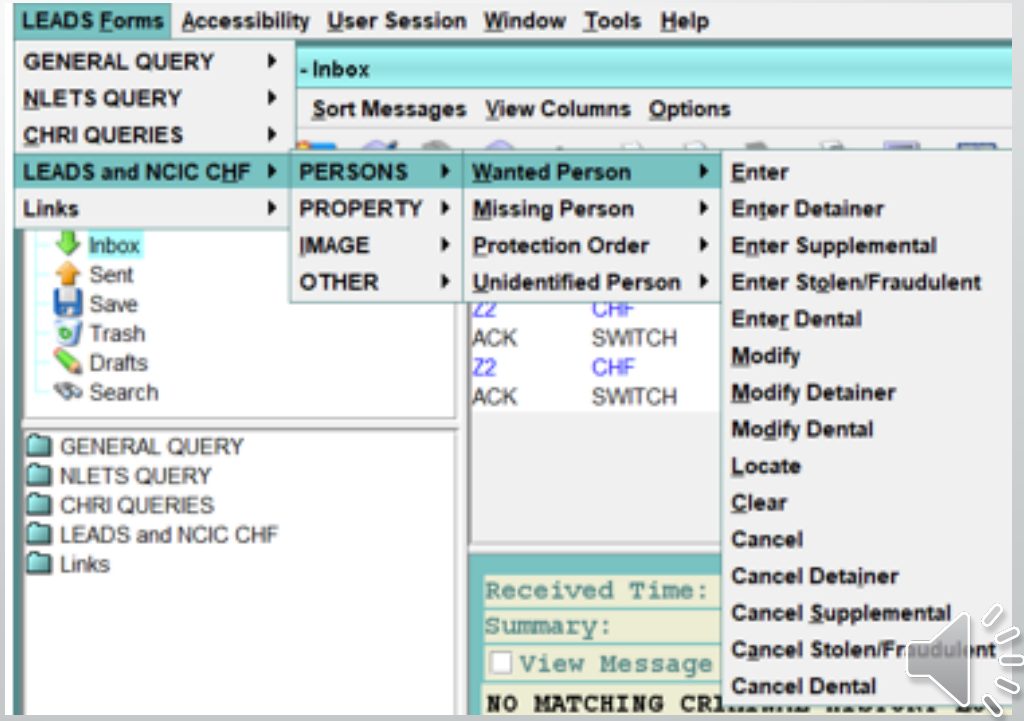
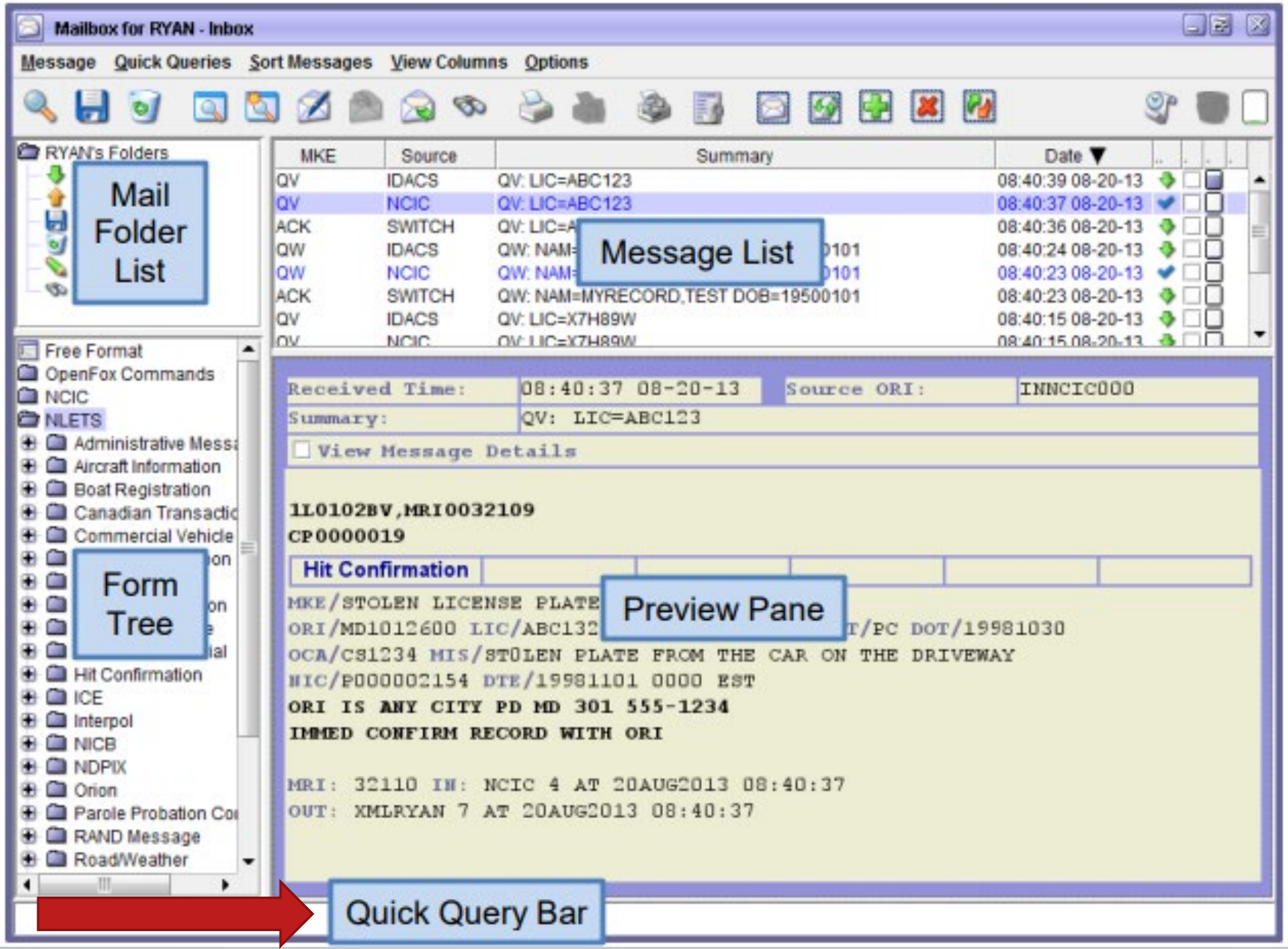



Different ways to open up different queries.

- General Query (Z2, QPROP, ZF, CWQ)
- CHRI Queries (QH, QR, QR1, CQIL, CRIL)
- LEADS and NCIC CHF Entries (Wanted, Missing, OP's, etc.)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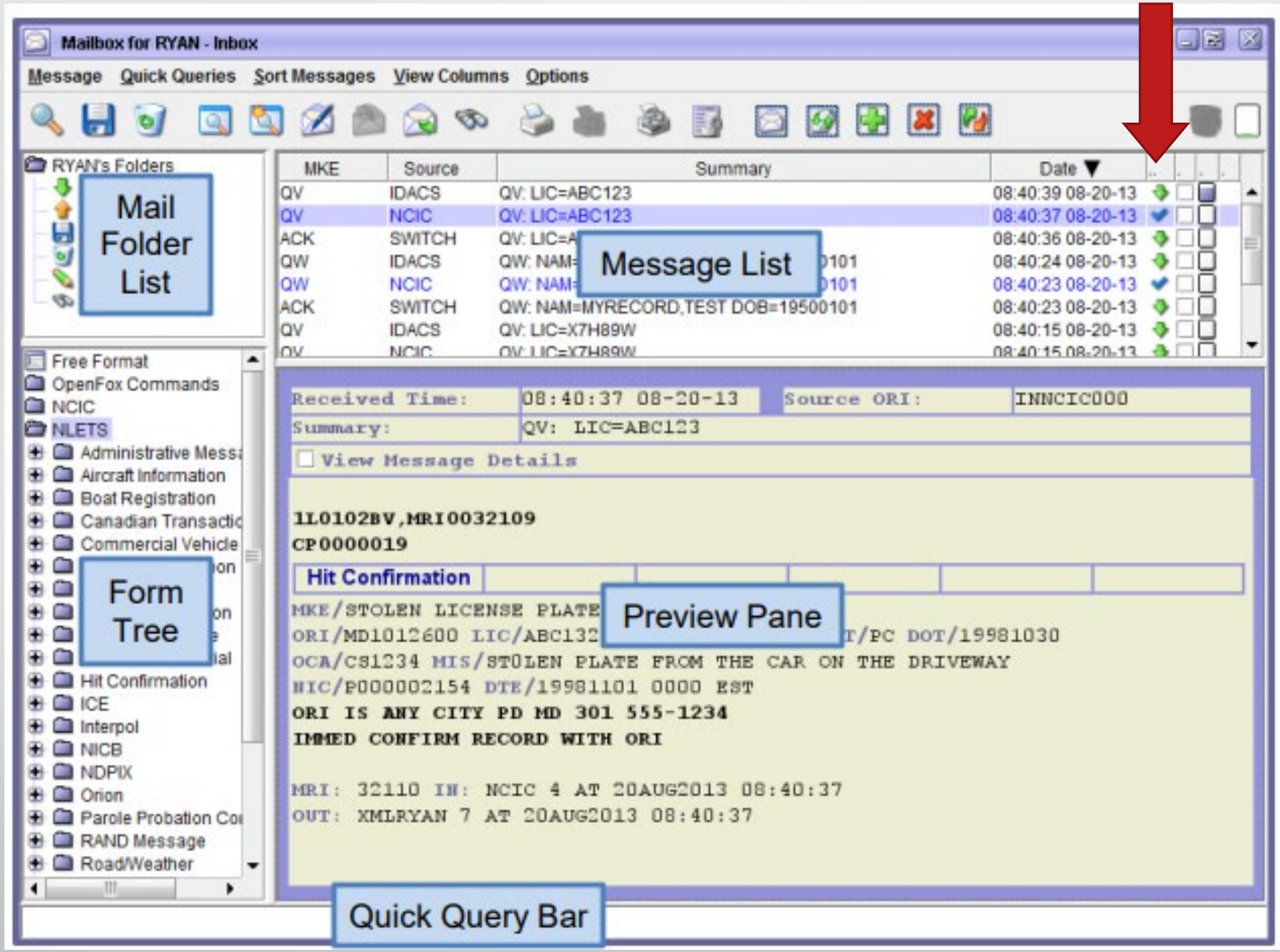
Quick Query Bar

# Quick Query Bar

The quick query bar is located at the very bottom of the mailbox window, and it serves as a command line interface to the message switching system.

From this control, you can free type any single line transaction and press Enter to submit it to the system. Some examples are below:

- EW
  OPENS THE ENTERED WANTED PERSON
  Z2
  OPENS THE BASIC QUERY
  /SEARCH ABC123
  QUICKLY SEARCH YOUR MESSAGES
  /SEARCH –DA YYYMMDD ABC123
  QUICKLY SEARCH FOR A CERTAIN DAY
  /SEARCH -DA YYYYMMDD-YYYYMMDD ABC123
  QUICKLY SEARCH FOR A RANGE OF DAYS
  /HELP EW-C
  SEARCH THE ONLINE HELP FILES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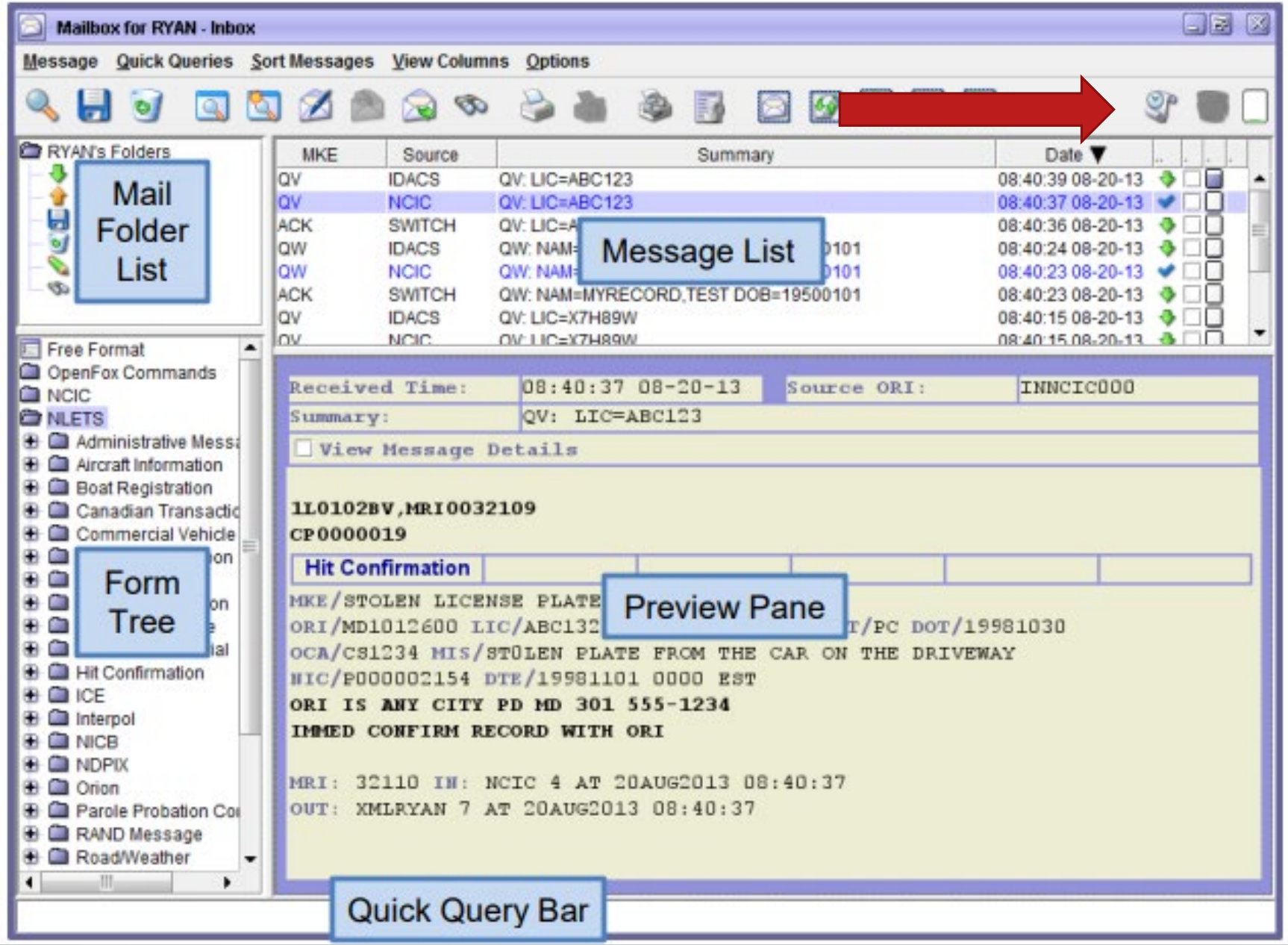
# Message label breakdown

| Type | Icon | Sample Text | Description |
|---|---|---|---|
| Sent Message | | KQ: NAM/MYRECORD, TEST.DOB/19500101 | A message you have submitted |
| Received Message | | QW: NAM/MYRECORD, TEST.DOB/19500101 | A message received from the system that is not one of the below |
| Hit Response | | QW: NAM/PUBLIC, JOHN.DOB/19500101 | A positive query response from NCIC or in state databases |
| Hit Confirmation / Response | | YQ: LIC/ABC123. COU/ORANGE | A YQ/YR message |
| Draft Message | | QW: NAM/PUBLIC, JOHN.DOB/19500101 | A form you have saved as a draft |
| Message Template | | QW: NAM/PUBLIC, JOHN.DOB/19500101 | A form you have saved as a template |
| Error Message | | QW: LIC/ABC123. COU/ORANGE | A system error message |

*Message types and colors in the default Messenger setup*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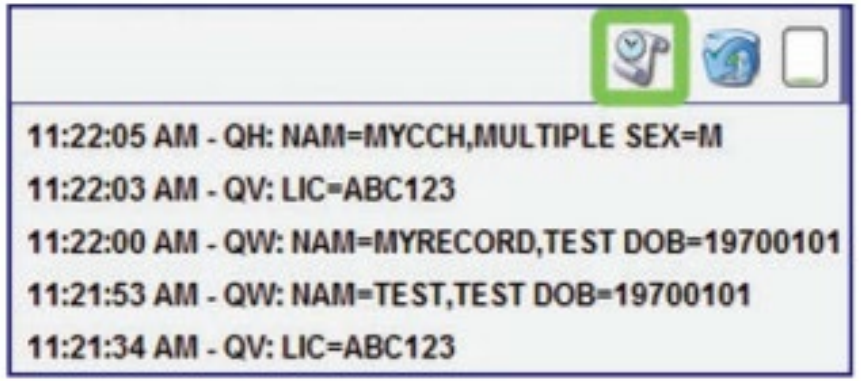
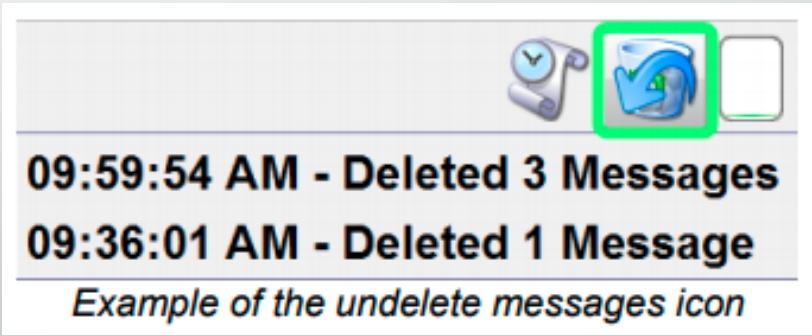
Quick Query Bar

# Last and Deleted Transactions

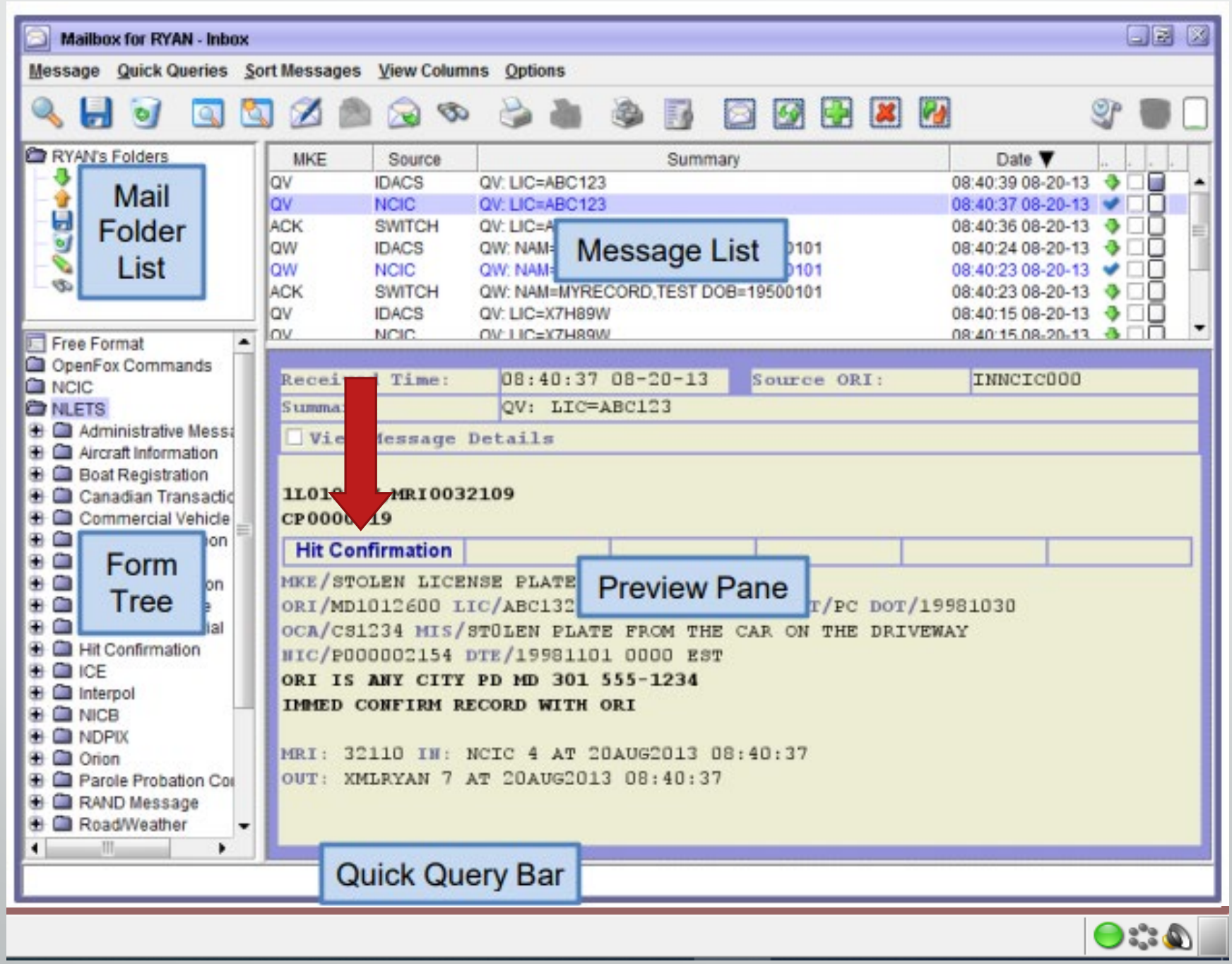
## *Last Transactions*

Did you mistype that last query? Quickly recall your recently sent transactions with the press of a button.




*Example of the undelete messages icon*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# Hot Link Hit Confirmation

Clickable links pop up in the message called Hot Links

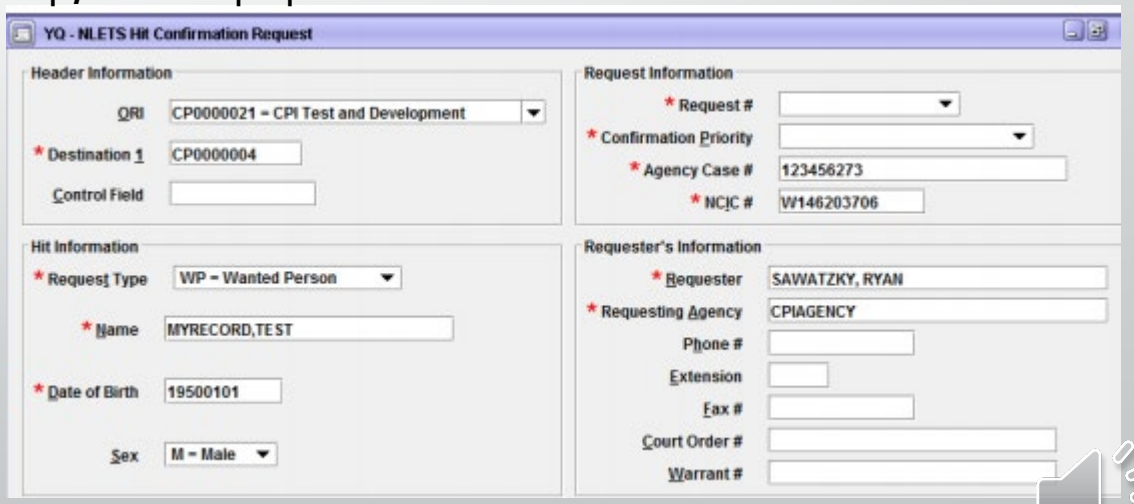
1L0102BH,MRI0032145
CP0000021

**Hit Confirmation**

MKE/WANTED PERSON - CAUTION
**ARMED AND DANGEROUS**
**LIMITED EXTRADITION SEE MIS FIELD**
ORI/CP0000004 NAM/MYRECORD,TEST SEX/M RAC/W POB/TX DOB/19500101 HGT/510
WGT/175 EYE/BRO HAI/BRO SKN/DRK
SMT/SC R HND
FPC/121011CO141159TTCI13 MNU/AS-123456789 SOC/123456789
OLN/11111111 OLS/MD OLY/1999
OFF/HOMICIDE - WILLFUL KILL-POL OFF-GUN

*Example of the YQ message cast link in an NCIC hit return*

When you click the pop up, it auto populates the data



# Hot Link QH

| | | | |
|---|---|---|---|
| Received Time: | 09:13:42 AM | Source ORI: | ILNCIC000 |
| Summary: | QH: NAM=DELCID,ZOILA B SEX=F RAC=U DOB=19890823 | | |

View Message Details

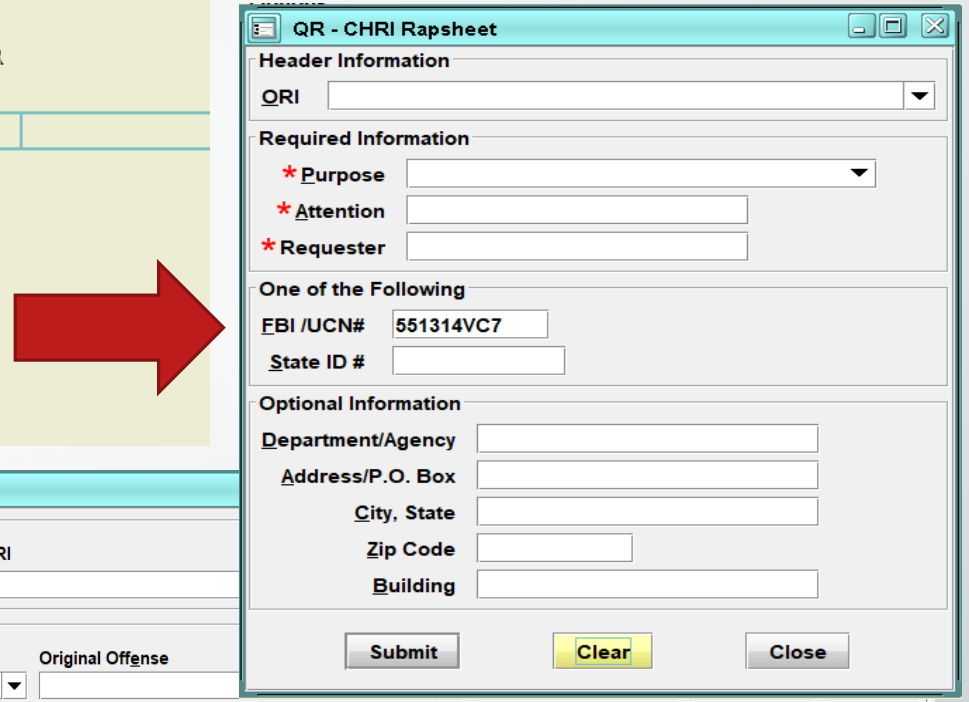
```
7L01 NCIC RESPONSE
IL08496Y6
THIS NCIC INTERSTATE IDENTIFICATION INDEX RESPONSE IS THE RESULT OF YOUR
INQUIRY ON NAM/DELCID,ZOILA B SEX/F RAC/U DOB/19890823 PUR/C ATN/LANTER
```

FBI Record | Enter Wanted

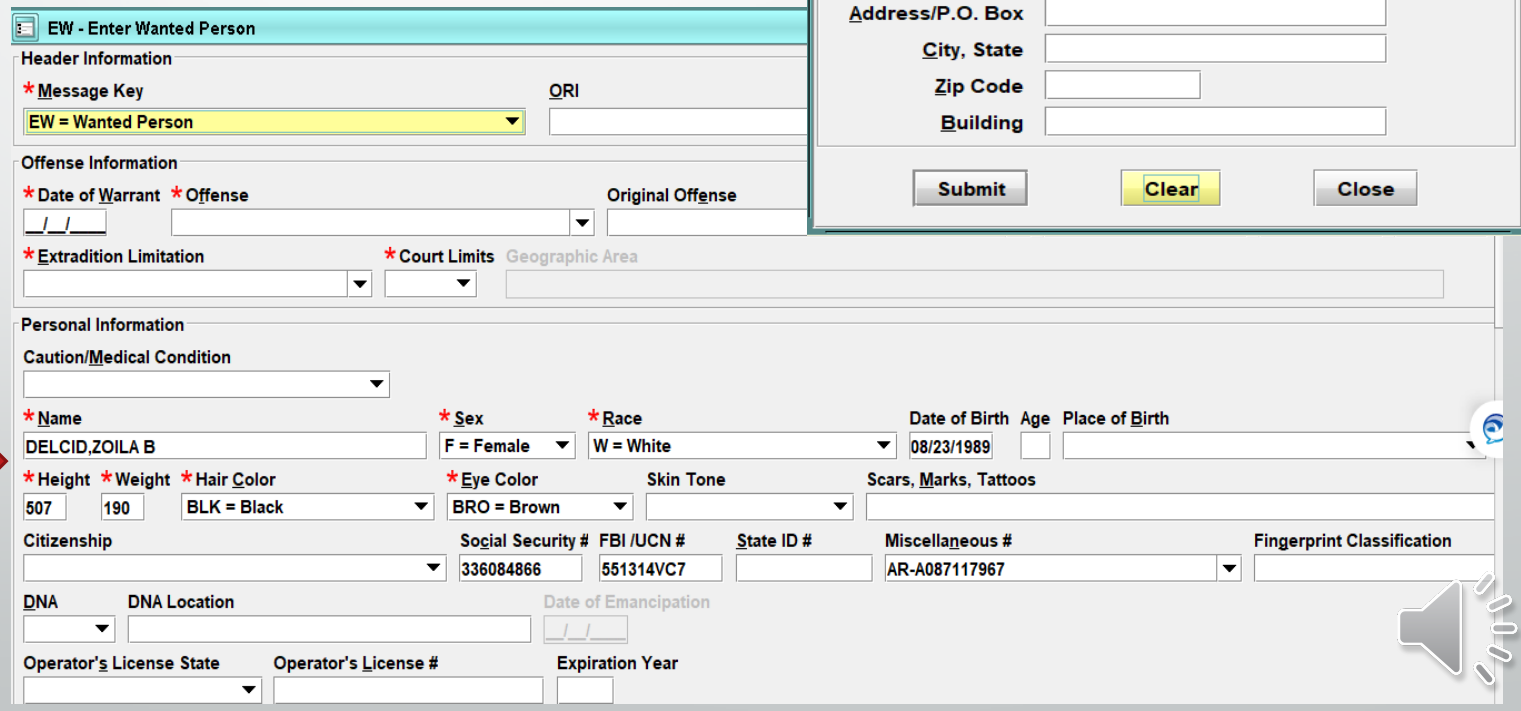
| NAME | FBI NO. | INQUIRY DATE |
|---|---|---|
| DELCID,ZOILA B | 551314VC7 | 2021/06/03 |

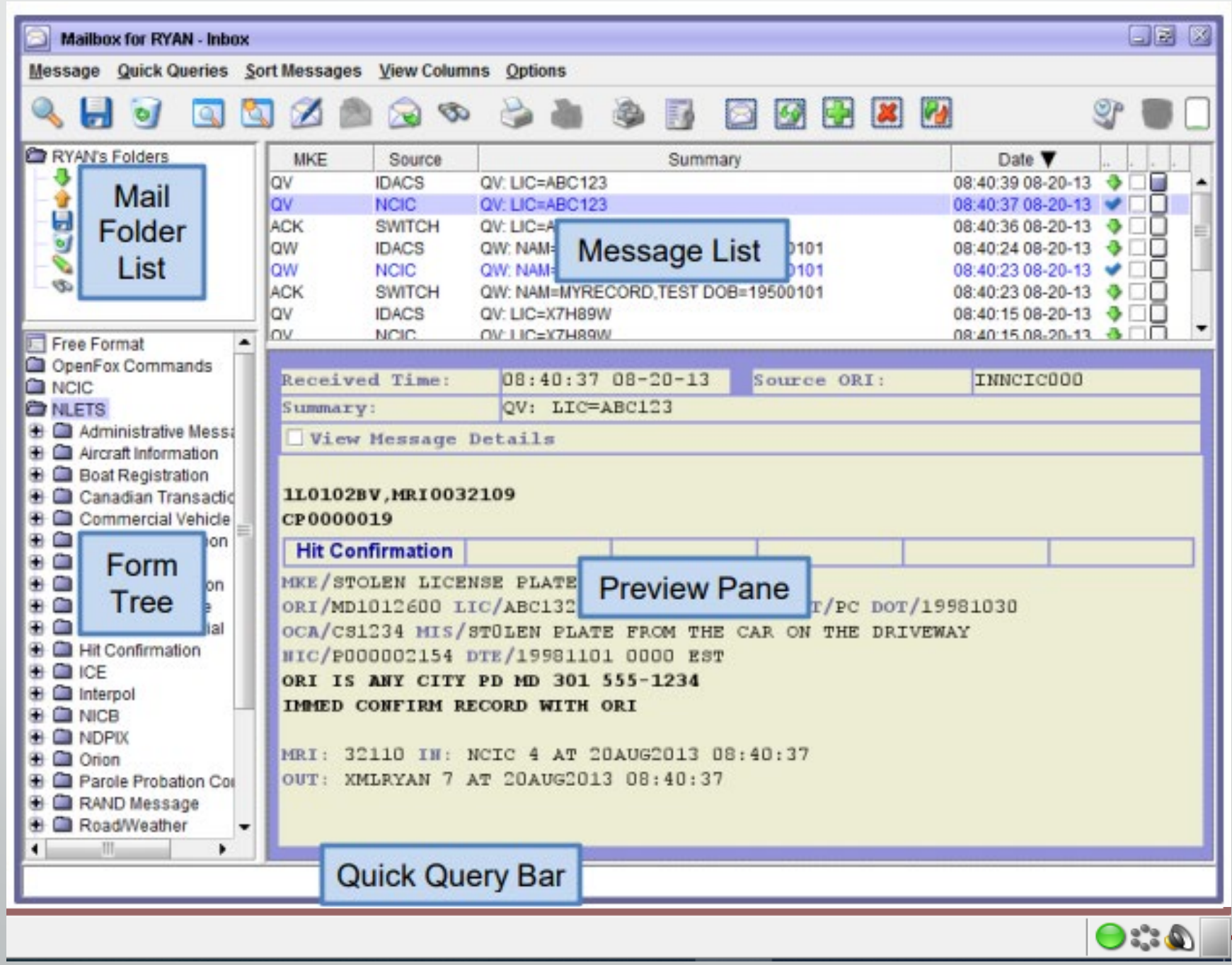
| SEX | RACE | BIRTH DATE | HEIGHT | WEIGHT | EYES | HAIR | PHOTO |
|---|---|---|---|---|---|---|---|
| F | W | 1989/08/23 | 507 | 190 | BRO | BLK | N |

BIRTH PLACE
GUATEMALA



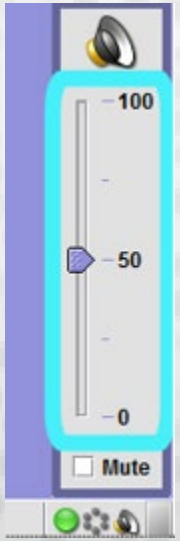

If you make a QH Query and receive NCIC III response, you will see FBI Record and Enter Wanted hot links. Once clicked, these two examples show those fields of each populated from the QH Query: Wanted Entry and FBI Query.

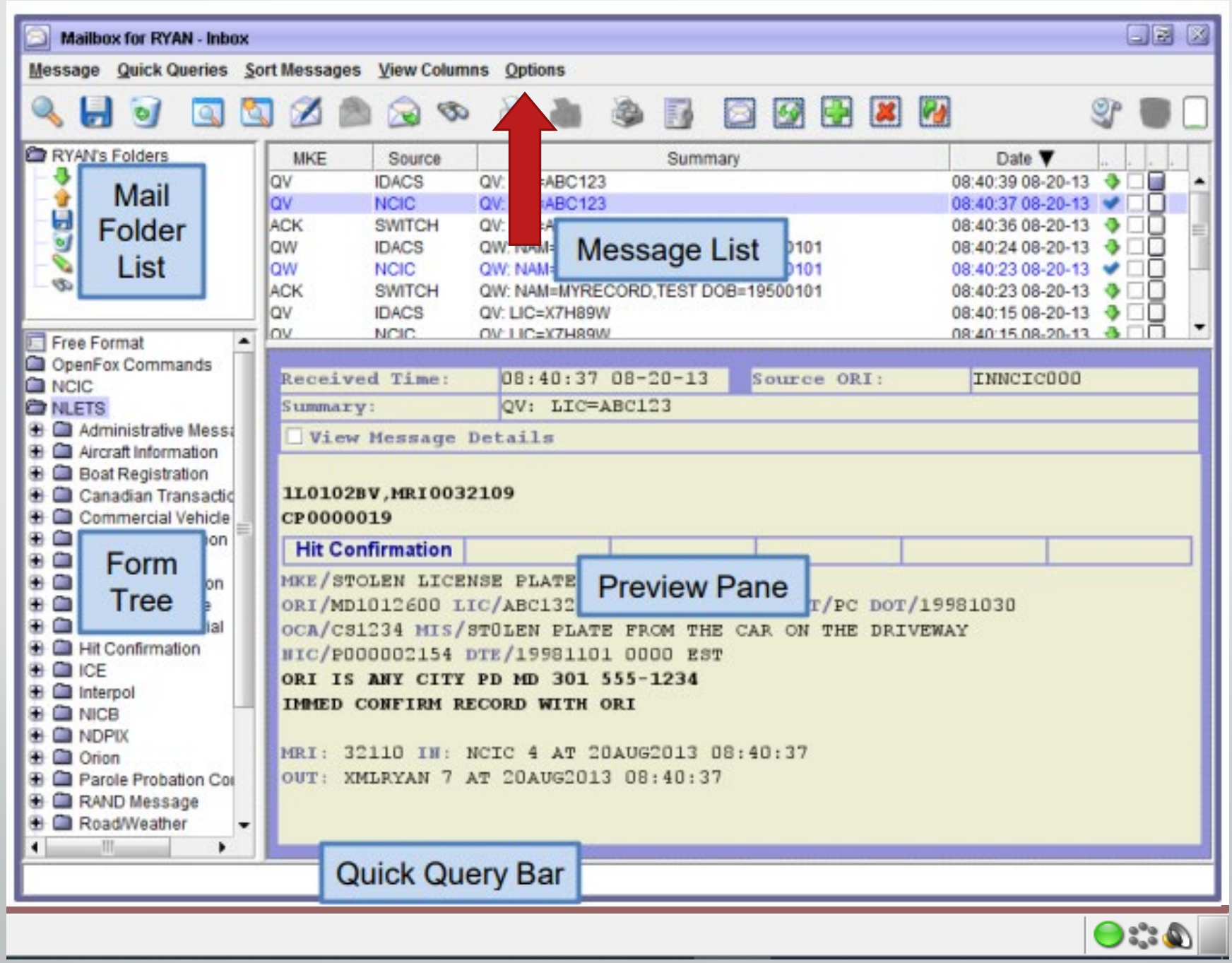



Mailbox for RYAN - Inbox
Message
Quick Queries
Sort Messages
View Columns
Options
RYAN's Folders
Mail Folder List
MKE
Source
Summary
Date
QV IDACS QV: LIC=ABC123 08:40:39 08-20-13
QV NCIC QV: LIC=ABC123 08:40:37 08-20-13
ACK SWITCH 08:40:36 08-20-13
QW IDACS 08:40:24 08-20-13
QW NCIC 08:40:23 08-20-13
ACK SWITCH QW: NAM=MYRECORD,TEST DOB=19500101 08:40:23 08-20-13
QV IDACS QV: LIC=X7H89W 08:40:15 08-20-13
Message List
Free Format
OpenFox Commands
NCIC
NLETS
Administrative Mess
Aircraft Information
Boat Registration
Canadian Transactio
Commercial Vehicle
Hit Confirmation
ICE
Interpol
NICB
NDPIX
Orion
Parole Probation Co
RAND Message
Road/Weather
Form Tree
Received Time: 08:40:37 08-20-13
Source ORI: INNCIC000
Summary: QV: LIC=ABC123
View Message Details
1L0102BV,MRI0032109
CP0000019
Hit Confirmation
MKE/STOLEN LICENSE PLATE
ORI/MD1012600 LIC/ABC132
T/PC DOT/19981030
OCA/CS1234 MIS/STOLEN PLATE FROM THE CAR ON THE DRIVEWAY
NIC/P000002154 DTE/19981101 0000 EST
ORI IS ANY CITY PD MD 301 555-1234
IMMED CONFIRM RECORD WITH ORI
MRI: 32110 IN: NCIC 4 AT 20AUG2013 08:40:37
OUT: XMLRYAN 7 AT 20AUG2013 08:40:37
Preview Pane
Quick Query Bar

# Volume Adjustment

Icon located in the bottom right hand corner. Click on the icon with your left mouse button and adjust the volume. If you click, mute, you'll see that sounds are muted below.




Mailbox for RYAN - Inbox
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Quick Queries
Sort Messages
View Columns
Options
RYAN's Folders
Mail Folder List
MKE
Source
Summary
Date
QV IDACS QV: LIC=ABC123 08:40:39 08-20-13
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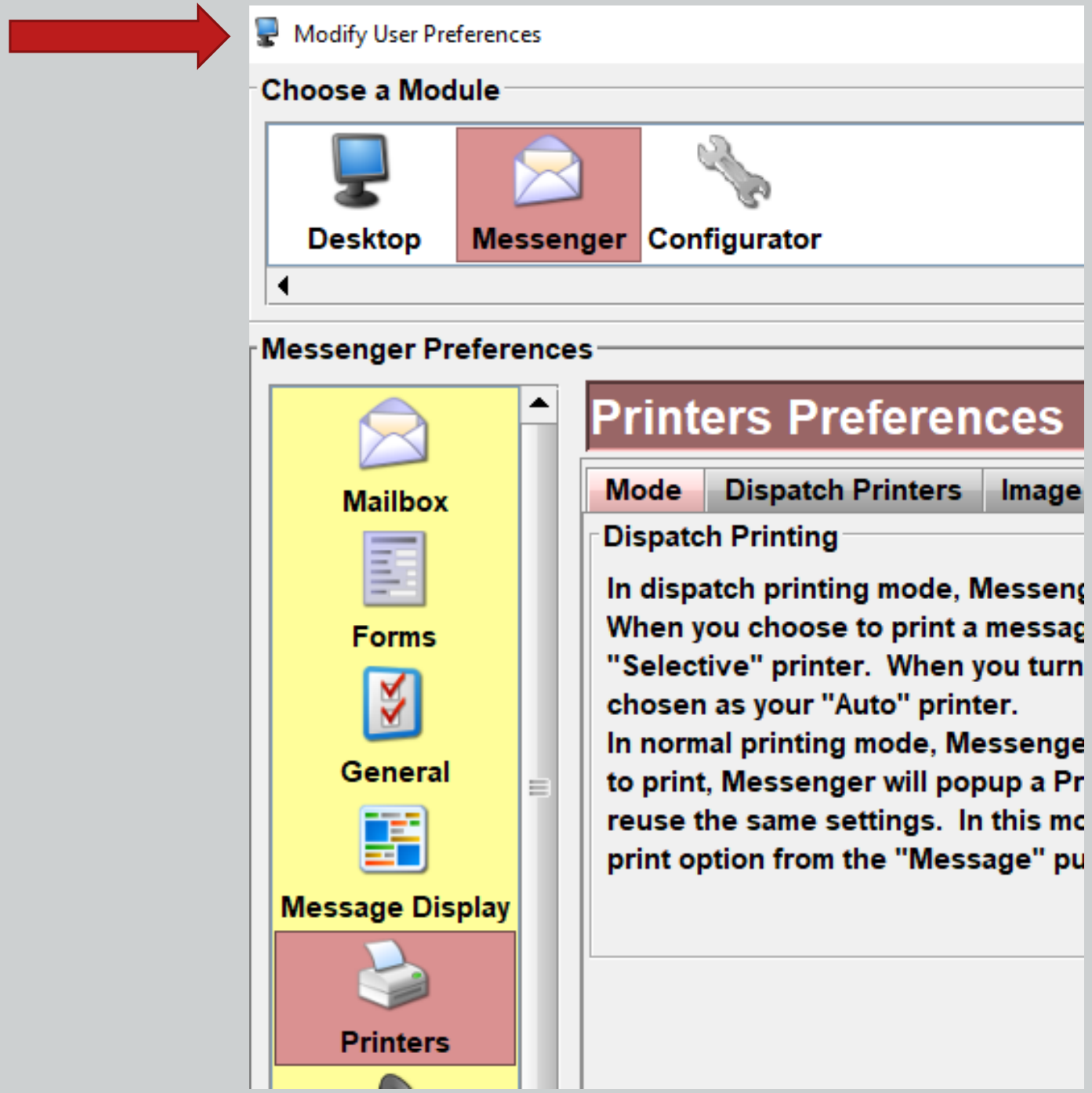
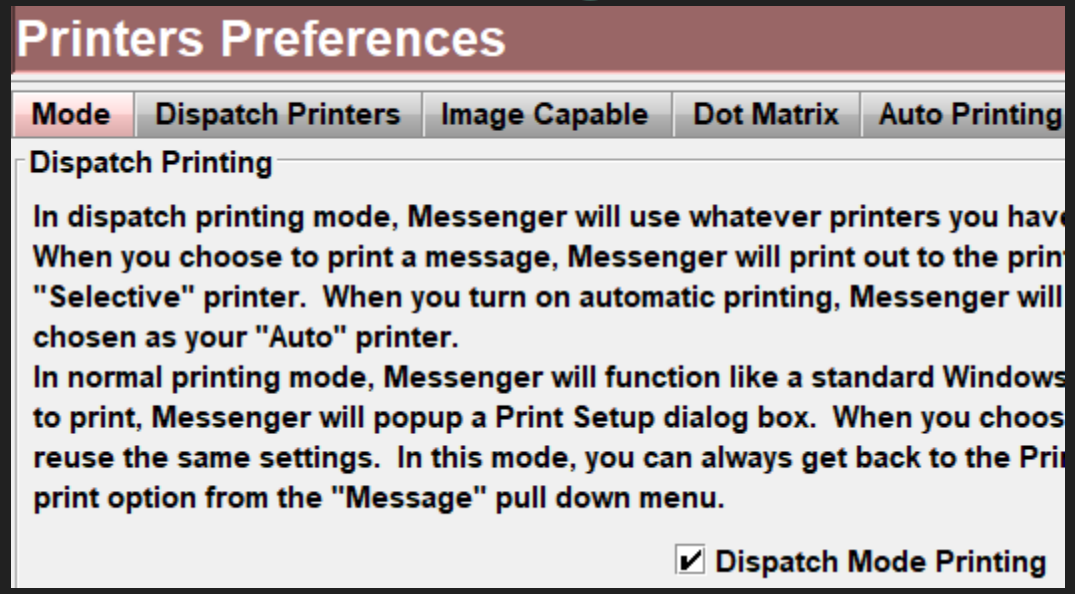
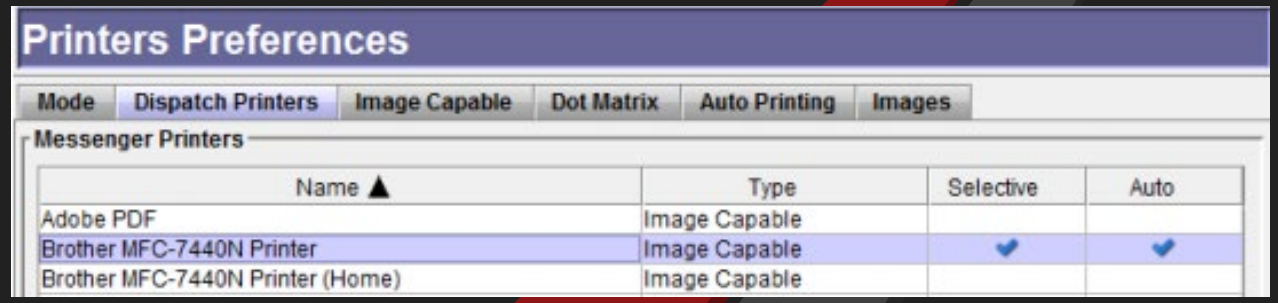

Modify User Preferences
Choose a Module
Desktop
Messenger
Configurator
Messenger Preferences
Mailbox
Forms
General
Message Display
Printers
Printers Preferences
Mode
Dispatch Printers
Image
Dispatch Printing
In dispatch printing mode, Messeng
When you choose to print a messag
"Selective" printer. When you turn
chosen as your "Auto" printer.
In normal printing mode, Messenge
to print, Messenger will popup a Pr
reuse the same settings. In this mo
print option from the "Message" pu

# Printing

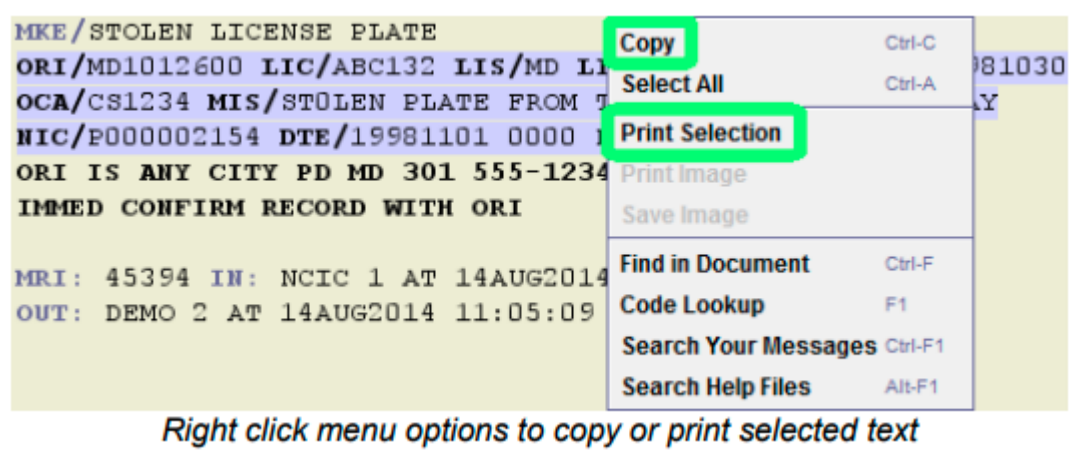



Selective Printing – while you are logged in and you choose to print a selection.

Auto – while you are logged in or while locked, the computer will still print.



# Printing - continued



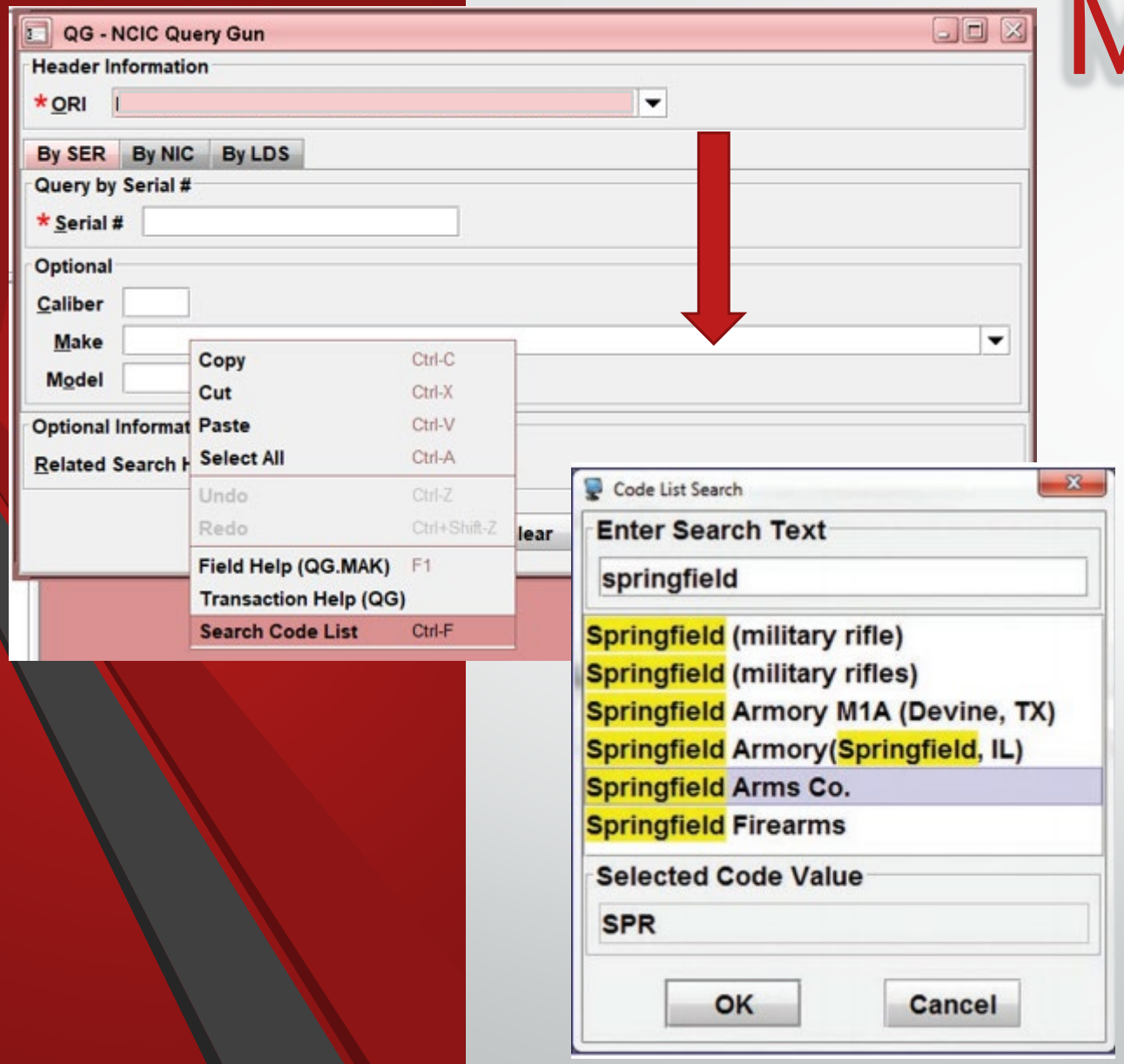
*Right click menu options to copy or print selected text*

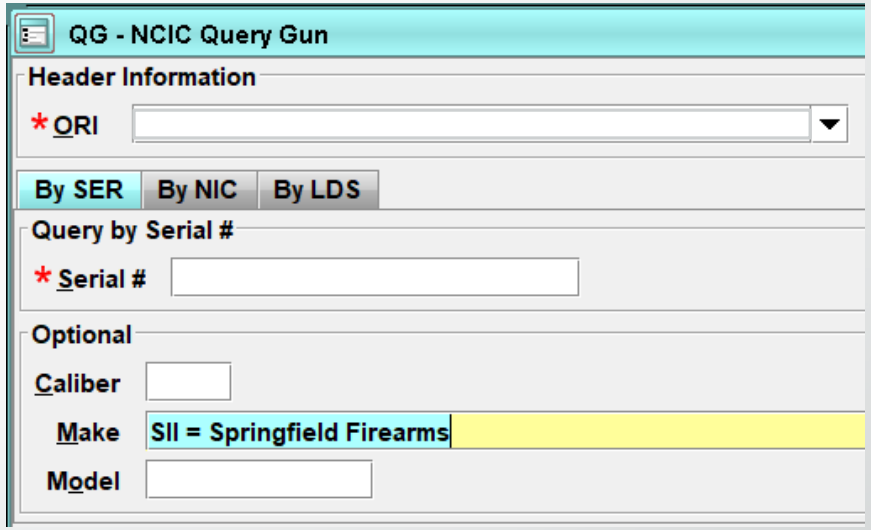
Print a specific section of your response, highlight the section you want printed, and right click.

Print an image, just right click.

*Right click menu to save (above) or print (below) the image*

# Messenger Tips



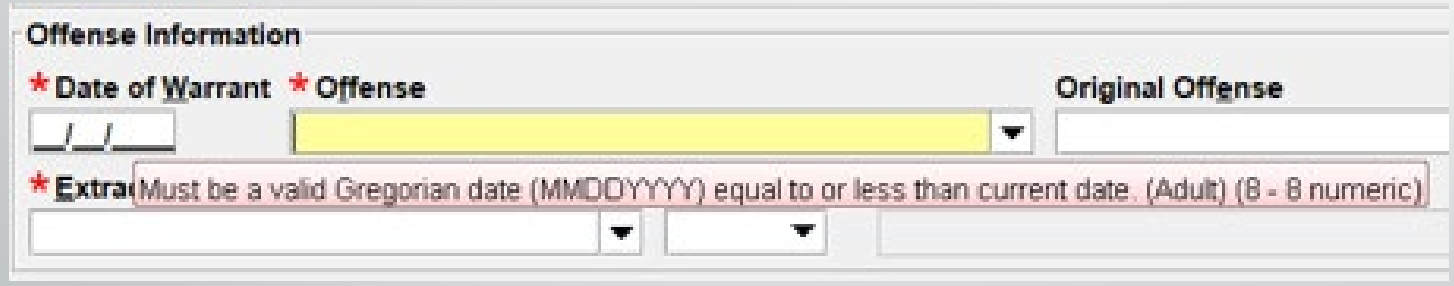



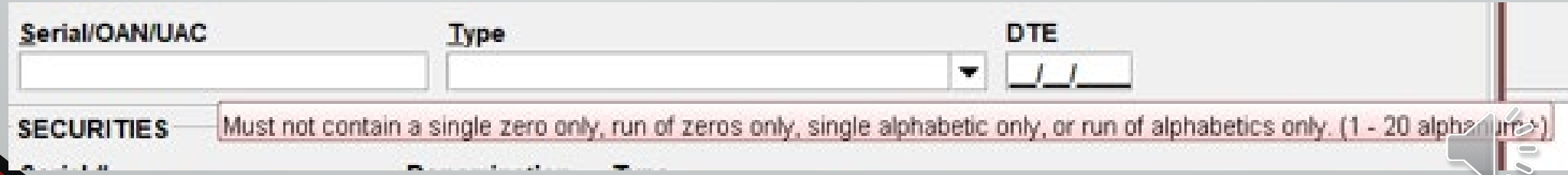

Quickly search for a code based on the text meaning.

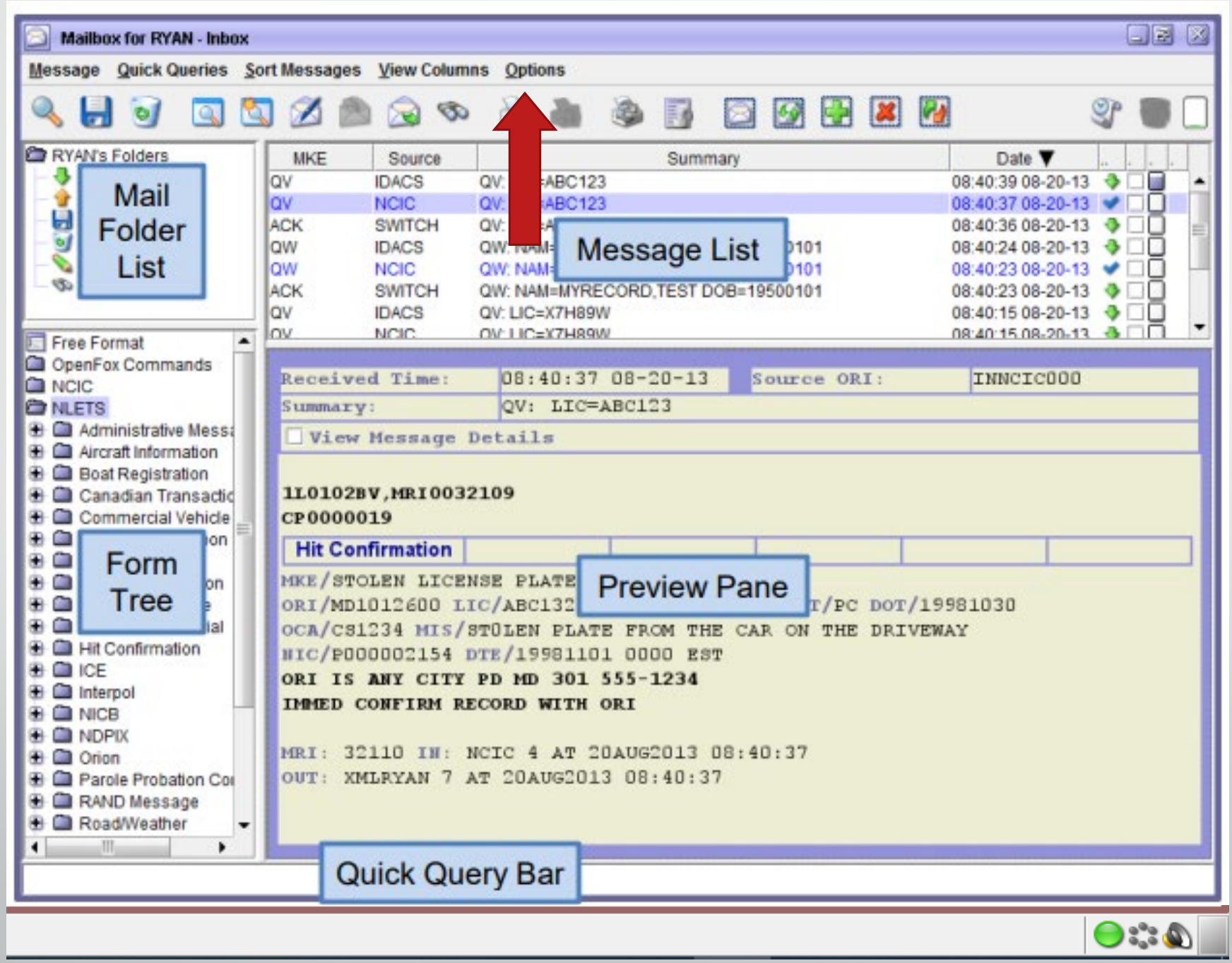
Press Ctrl-F on the field, start typing

# Messenger Tips

If you hoover over a field with your cursor,
it will give you information for the field.




Mailbox for RYAN - Inbox
Message
Quick Queries
Sort Messages
View Columns
Options
RYAN's Folders
Mail Folder List
MKE
Source
Summary
Date
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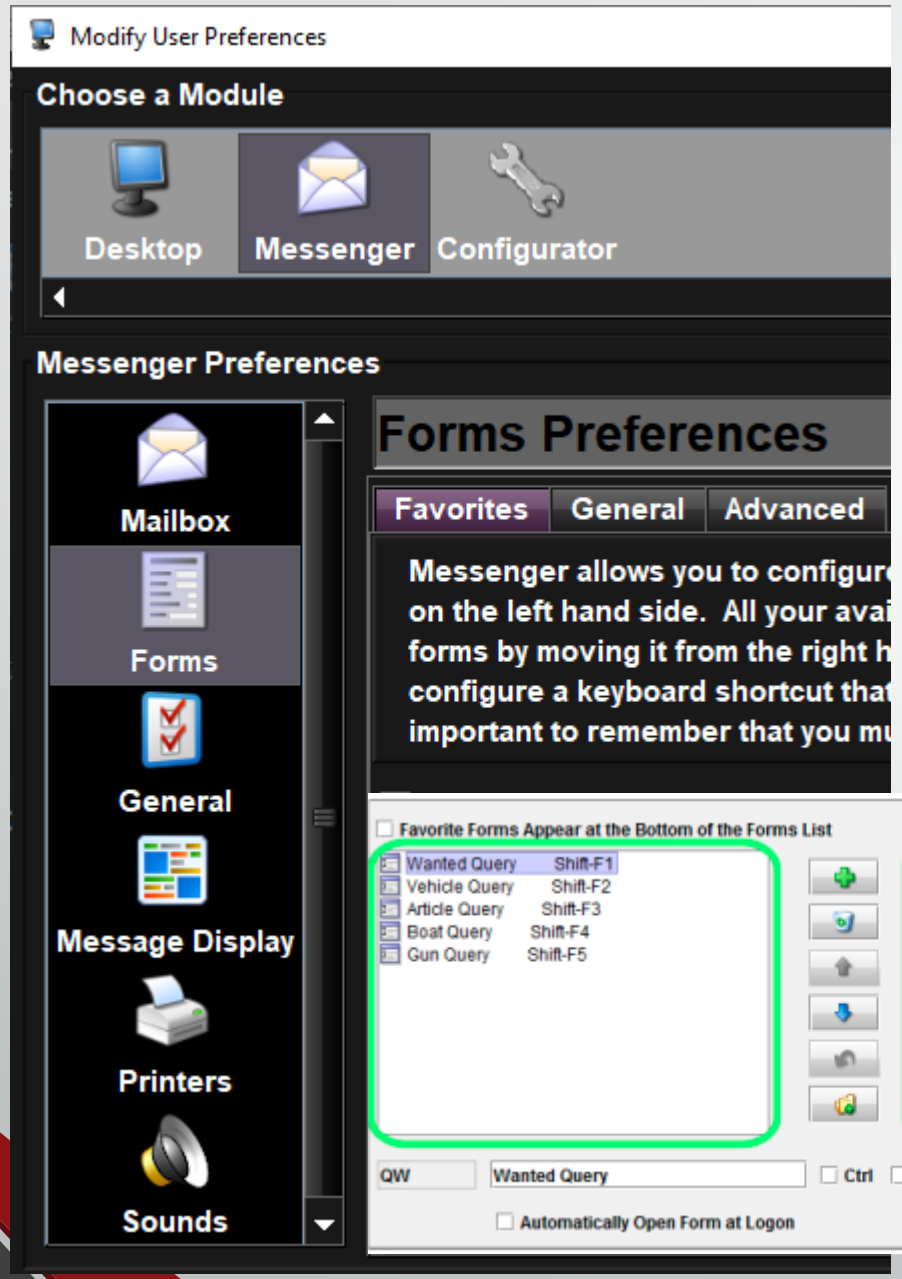
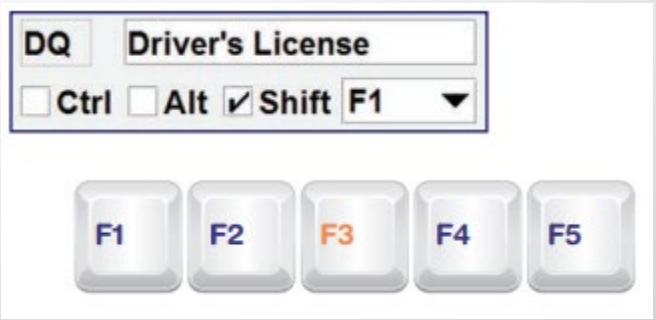
Preview Pane
Quick Query Bar

# Messenger Tips

You can configure messenger to automatically open the forms.  Two ways to get there.

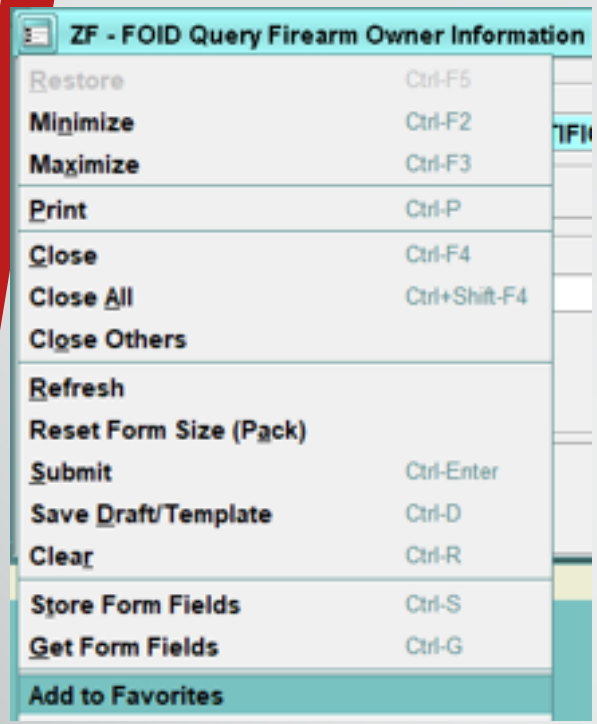
With a touch of a button you can create individual queries.

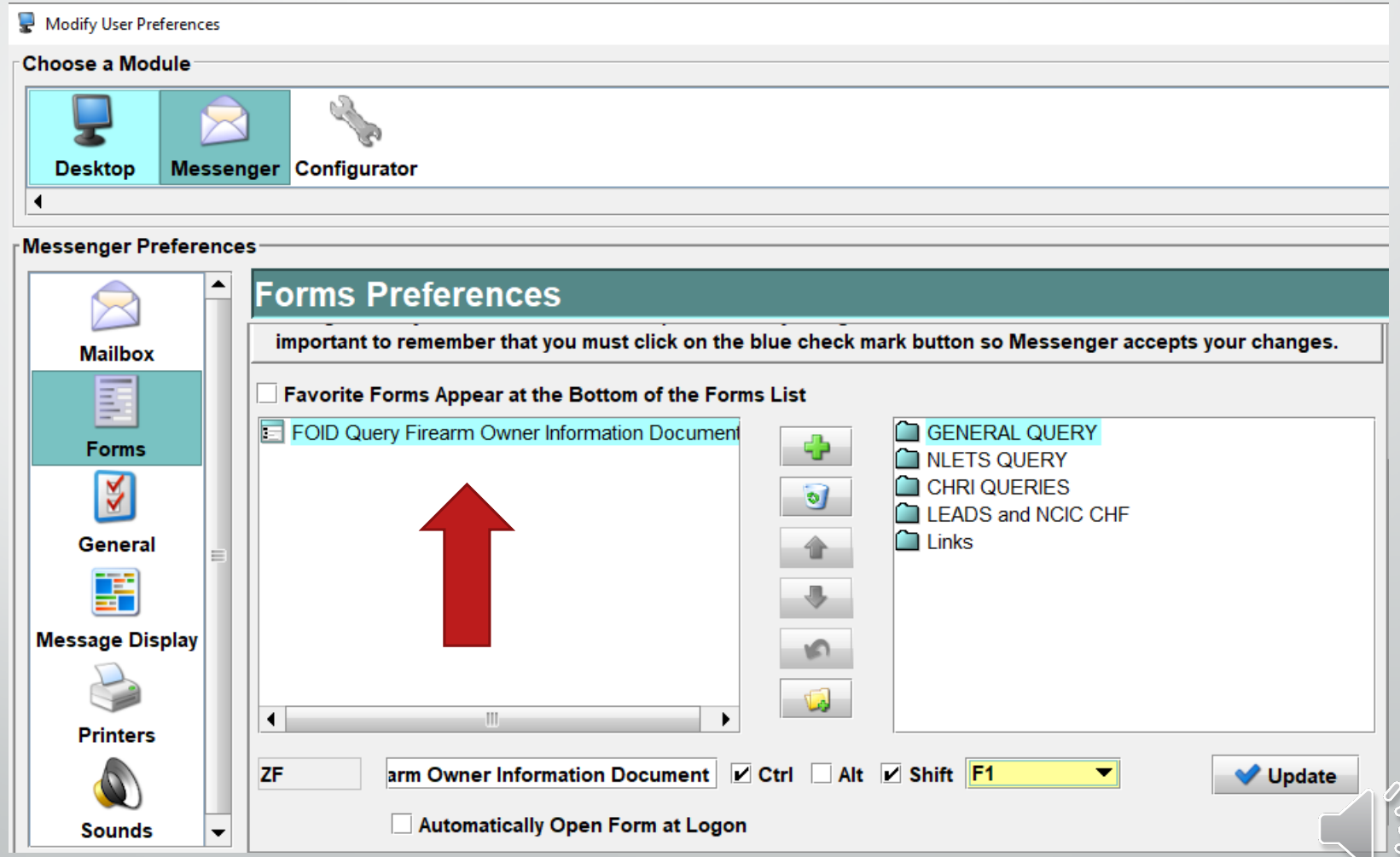


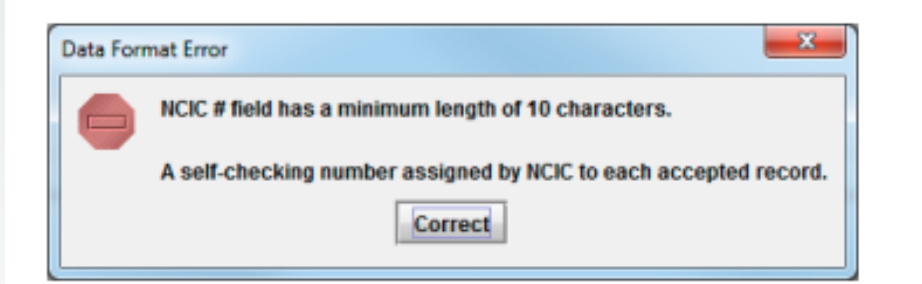
# Messenger Tips

Continued...

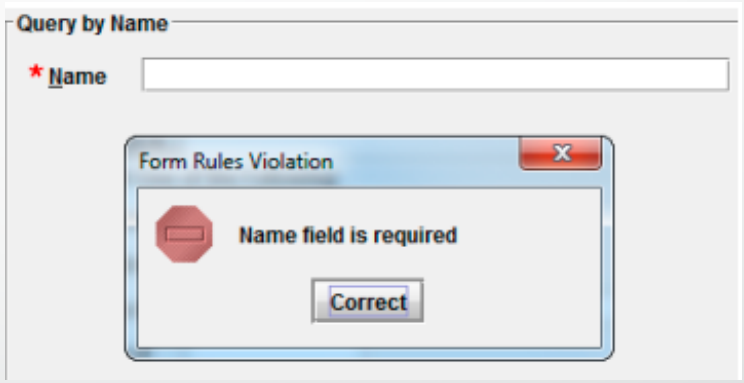


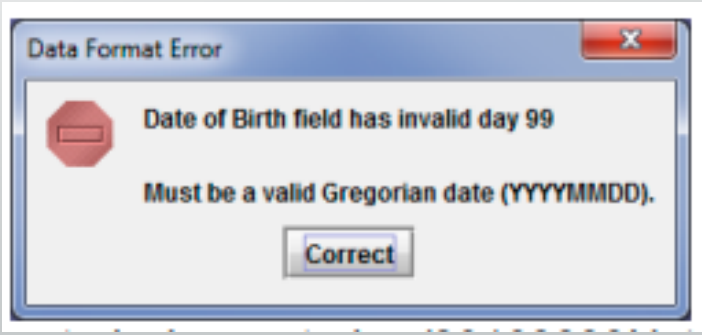



# Error Messages



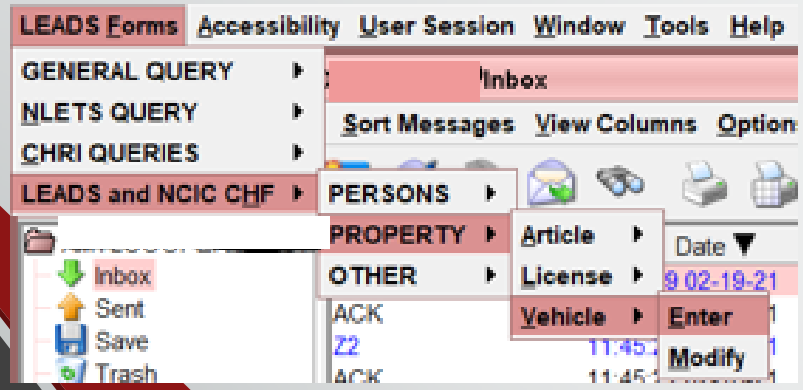

*Example of entering less than the minimum field length*

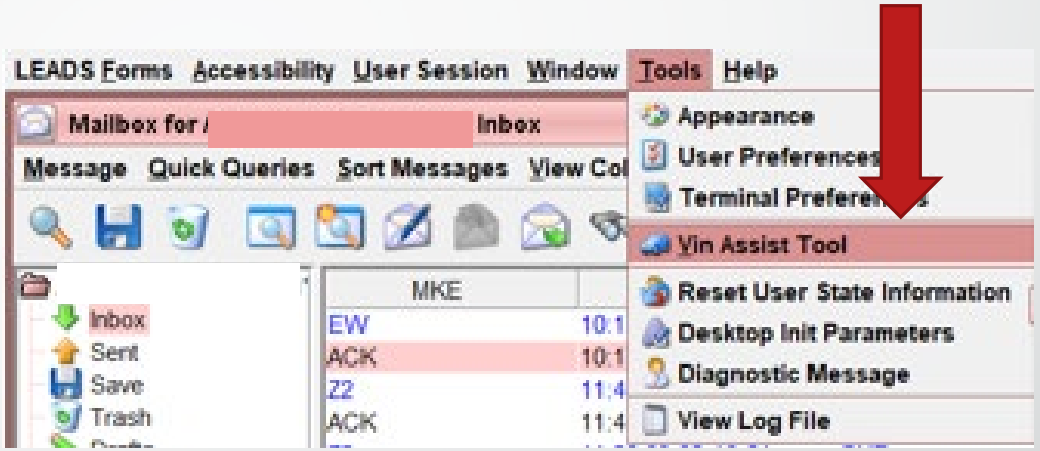


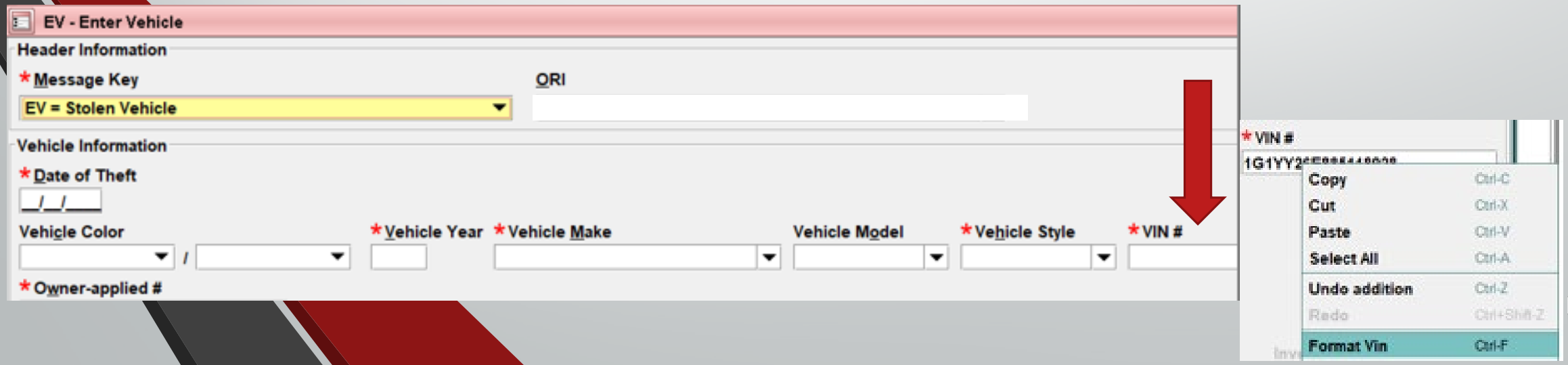



# VIN Assist

When you are entering a vehicle and you can right click on the field to get assistance with the VIN or go straight to Tools.

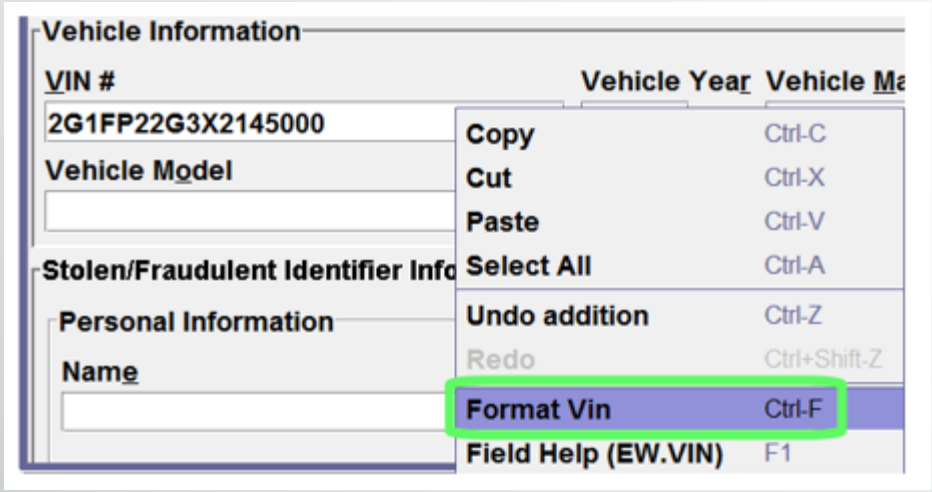


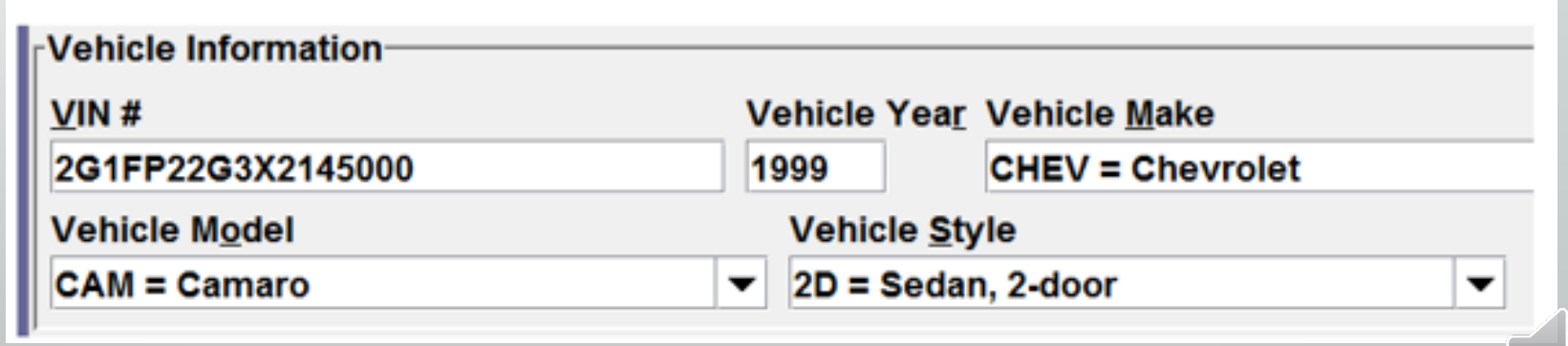



# VIN Assist

The VIN Assist application only decodes information for 17-charater VINs



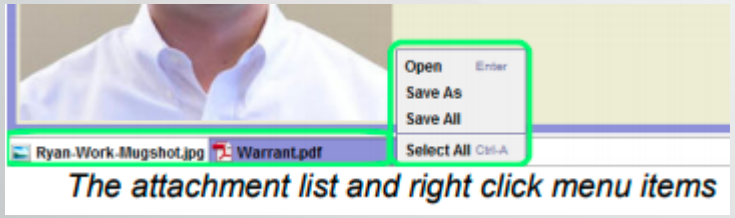



# Sending Attachments

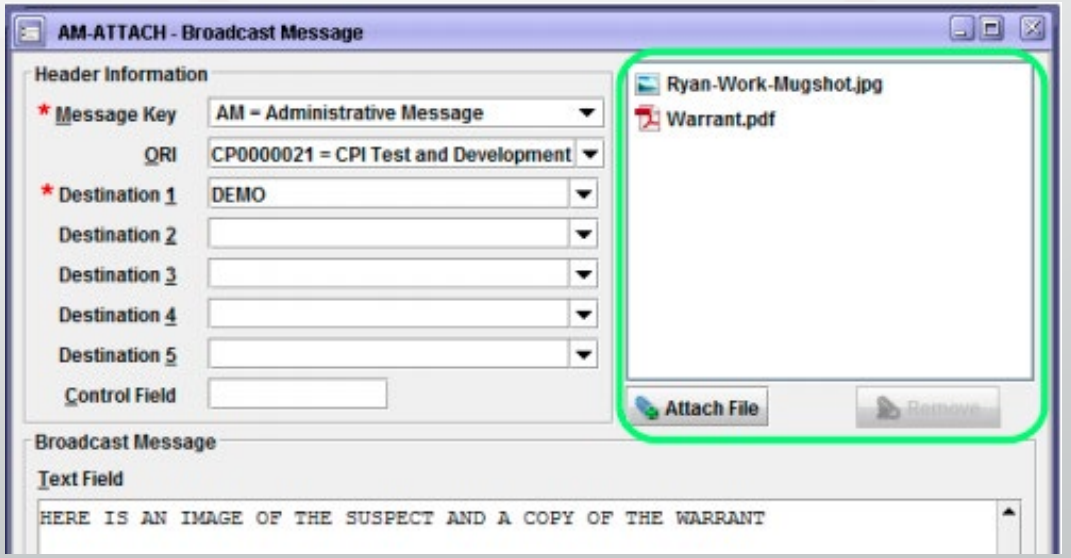
**Warrant**
- Save As
- Save All

**Image**
- Save As
- Save All

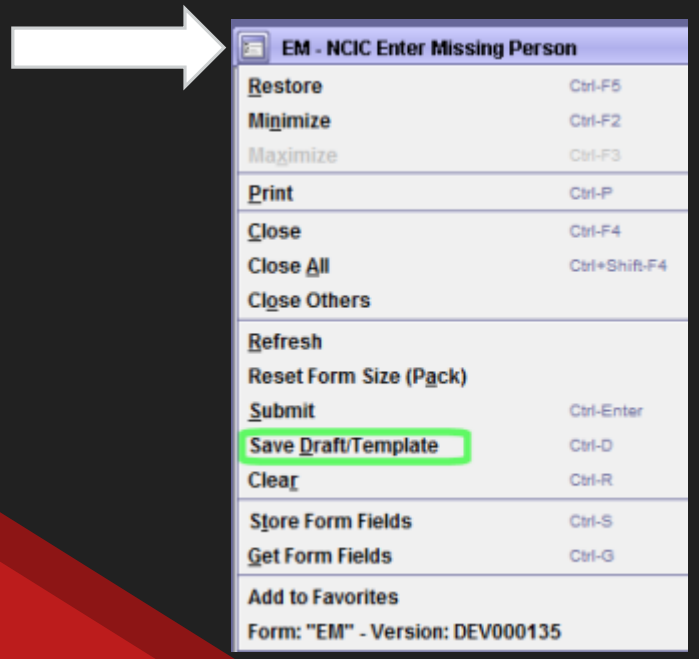
**Attach File**
- See attachments
- Send




*The attachment list and right click menu items*

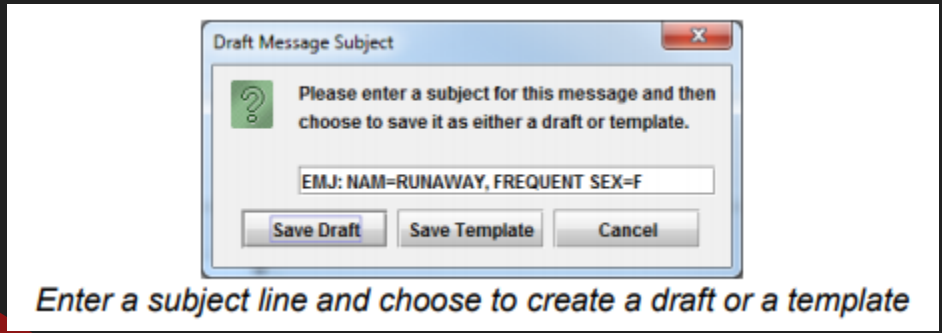


# Saving a Draft or Template

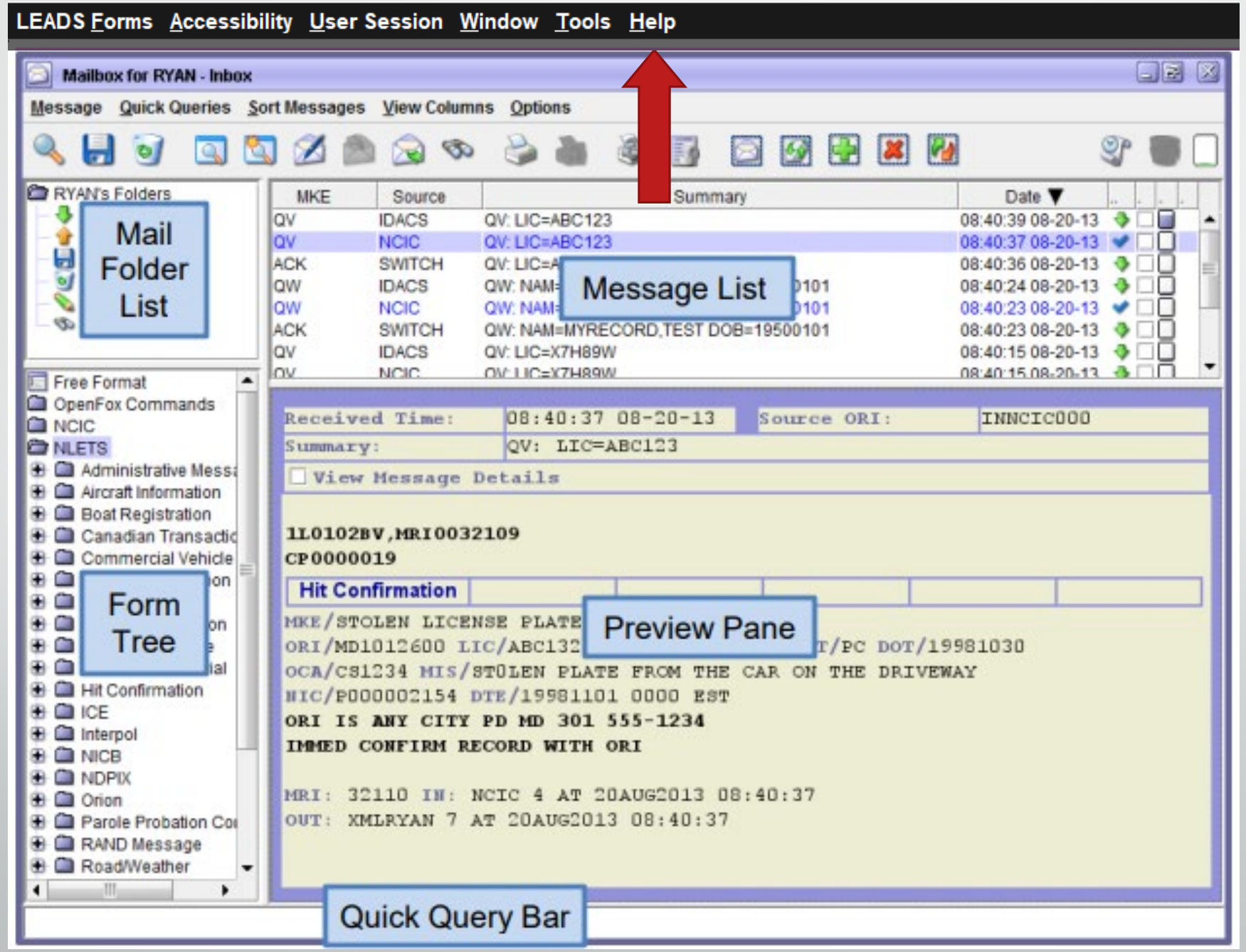



Draft: allows you to save a form and go back to complete later. After you submit it's gone.

Template: allows you to pull the frequent reports. For example: stolen vehicle or wanted person. After you submit, it remains.




*Enter a subject line and choose to create a draft or a template*


LEADS Forms Accessibility User Session Window Tools Help
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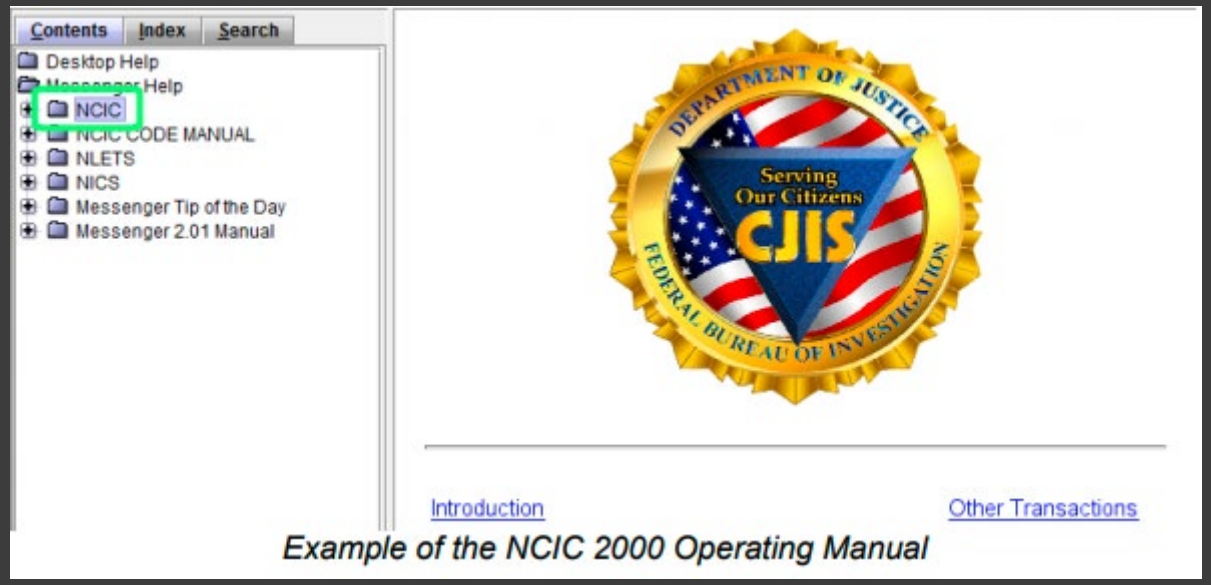
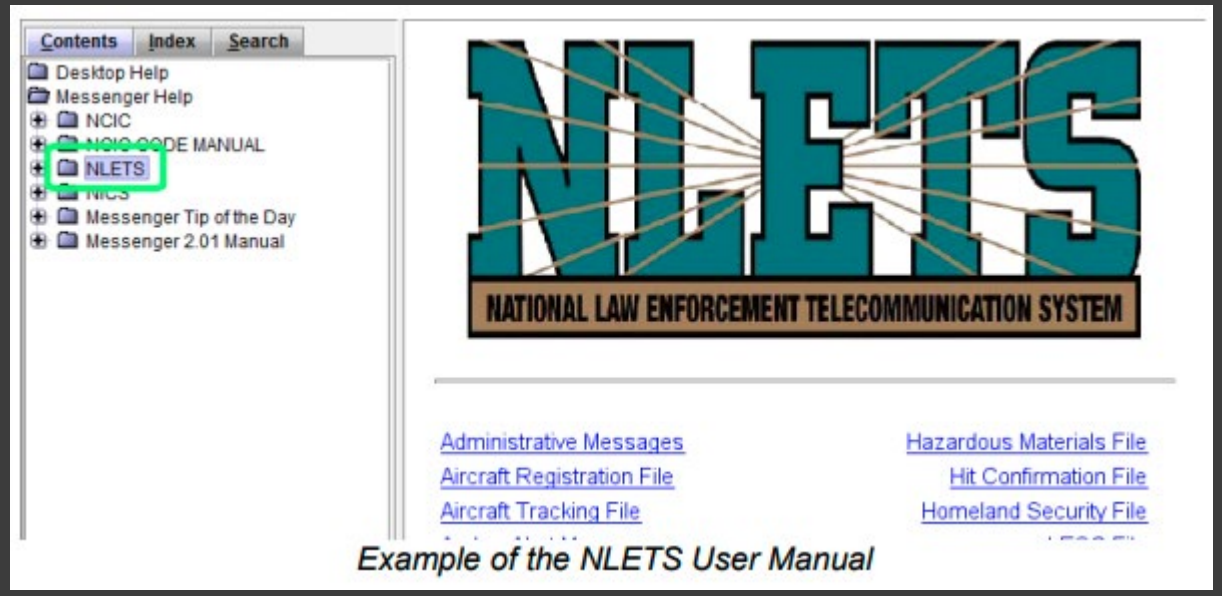


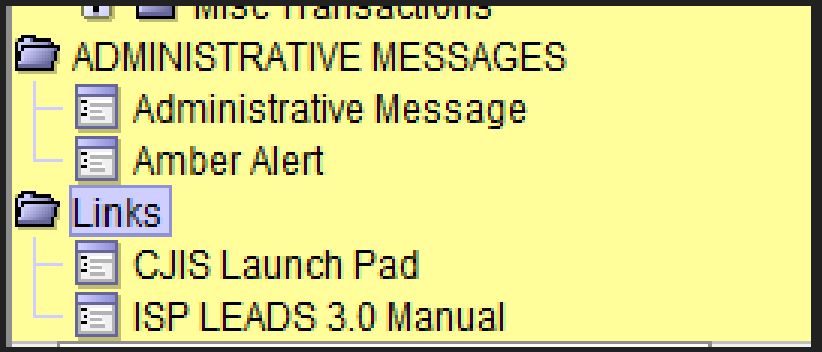

*Example of the NCIC 2000 Operating Manual*



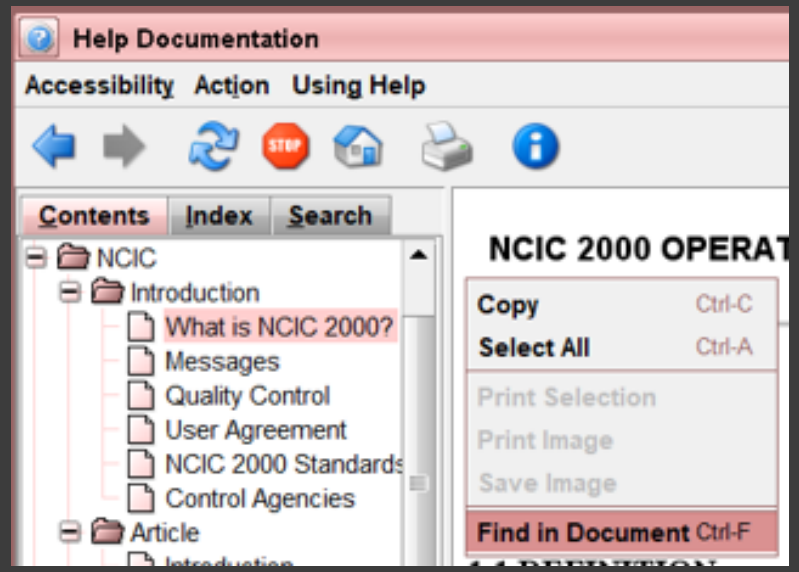

*Example of the NLETS User Manual*

Click Launch Help

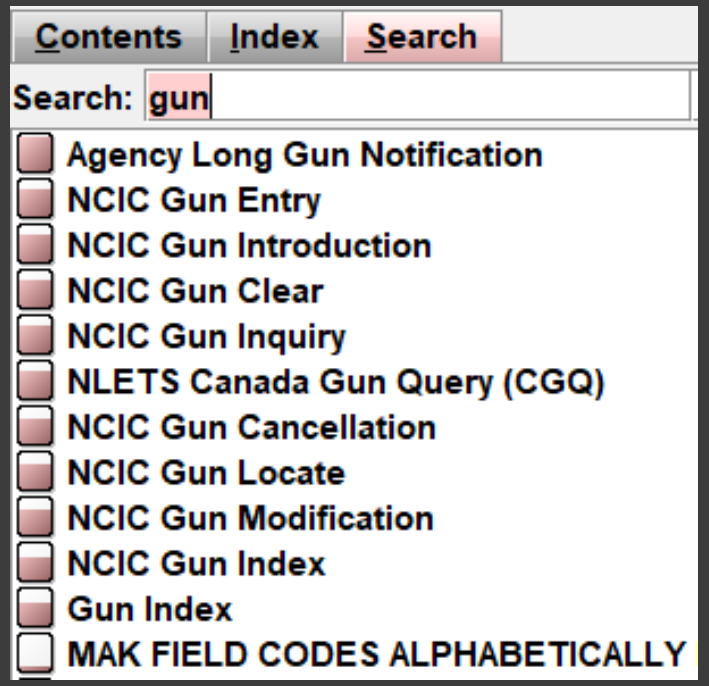
Simply click on the name of one of the manuals to view that specific manual.




Link right from the Form Tree, double click and go.



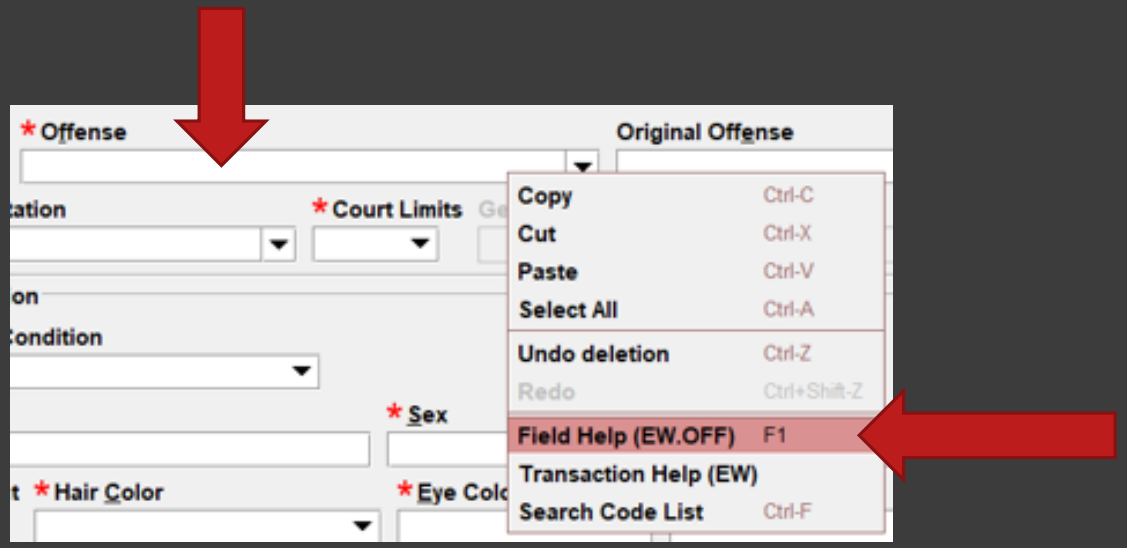

Right click in the document page and select find in document to search




You can also search for a word, this case gun, and find what your looking for.

# How to Search NCIC

# Field Help




You can get help right from your form. Right click in your field, then click on Field Help. It will take you directly to the help file

## NCIC WANTED PERSON - ENTRY

| | | | | |
|---|---|---|---|---|
| OFFENSE CODE | MANDATORY | OFF | 4-4<br>4-24* | CODE AS DEFINED IN *NCIC 2000 CODE MANUAL* |
| ORIGINAL OFFENSE CODE | CONDITIONAL | OOC* | 4-4 | CODE AS DEFINED IN *NCIC 2000 CODE MANUAL* |

# Next Presentation with be Configurator