# SAN JOSE POLICE DEPARTMENT
## TRAINING BULLETIN

**TO:** **ALL DEPARTMENT PERSONNEL**          **FROM:** Edgardo Garcia
                                                        Chief of Police

**SUBJECT:** **AXON CAPTURE – DIGITAL**          **DATE:** July 27, 2020
**EVIDENCE COLLECTION**

BULLETIN #2020-016

### Capturing Digital Evidence

The San Jose Police Department has recently distributed Department issued smartphones. These smartphones will be replacing the use of Department issued digital cameras and miniature voice recorders for capturing and uploading digital evidence (photos, video, audio and documents) in accordance with revised Duty Manual Section L 4420 through Section L 4423.

The Department has been using Axon Evidence.com to manage and store video evidence from body worn cameras. Evidence.com will also be used to manage digital evidence (photos, video, audio and documents). Axon Capture is an application on the Department issued smartphones that will be used to collect and easily upload digital evidence to Evidence.com from the field. This will eliminate the need to return to the department to upload via a desktop computer.

Procedure:

From the Department issued smartphone, access the Axon Capture application. Be sure that your Evidence.com credentials are updated.  If you need to update your password, access the Evidence.com website via a desktop computer using the Chrome browser.  Refer to video and attached guideline for collecting and uploading digital evidence using the Axon Capture application.

URL:  https://youtu.be/-7qtTyGo864

Within Axon Capture there is a button labelled CITIZEN. This button allows Officers/Investigators to send out individual invites to witnesses or victims directly from Axon Capture or Evidence.com.  Refer to video and attached guideline for capturing digital evidence with CITIZEN.

URL:  https://youtu.be/D0Ho-ebfukM

Refer to the Systems Development's Axon Citizen Capture intranet page for further details regarding Axon Capture and Axon Citizen.

Effective immediately, all officers shall use Axon Capture from their Department issued smartphones to collect and upload digital evidence.  Evidence.com can also be used to import digital evidence not collected by the Department issued smartphone into the digital database.  Questions regarding the use of Axon Capture should be directed to the Body Worn Camera Unit.

Edgardo Garcia
Chief of Police

EG:PC:RD:MB

ATTACHMENT:
Axon Capture Guide
Axon Citizen Guide

# Axon Capture

Axon Capture allows evidence to be gathered with a department issued mobile device. Officers can capture audio recordings, videos and photos and upload directly from the field. The following guide will show the preferred workflow for correctly capturing and uploading to Evidence.com
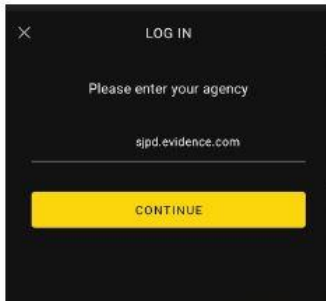


**Step 1:**
After you launch the app, you will be prompted to enter the agency information. Enter 'sjpd' and then tap continue

**Step 2:**
Use your Evidence.com login information to log into the app. If your password has expired or if you don't remember it, go to sjpd.evidence.com on a desktop and reset your password.
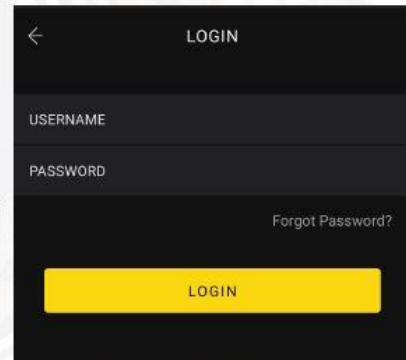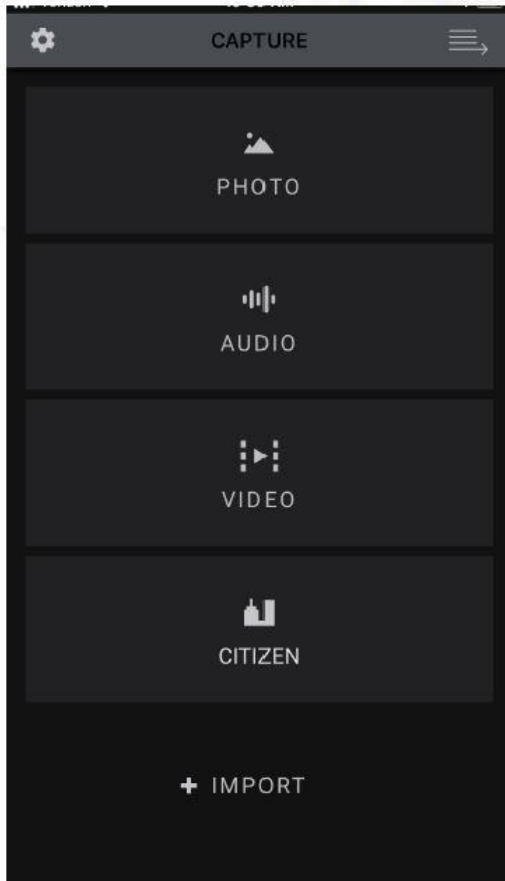


**Step 3:**
The first time you use the app, you will be prompted to allow the app permission to access functions on your phone and your phones location. Allow all requests when asked.
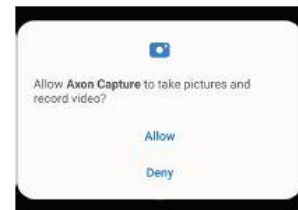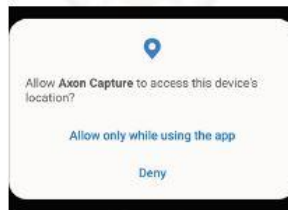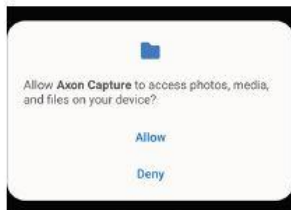
# Axon Capture

From the main menu of the app, you can select which function you would like to use.

Tap here to take photos

Tap here to make an audio recording

Tap here to record a video clip

Tap here to request evidence with Axon Citizen
*(see associated tutorial more information on Axon Citizen)*

"Import" will allow you to import photos or videos from your phone's gallery. Once uploaded, those items are NOT automatically deleted from your phone. To prevent evidence from remaining on devices, do not use "import" and instead only capture media with the Axon Capture app, not your phone's camera.

# Axon Capture

## Taking Photos

To take photos, first tap on the "Photo" button and then press the shutter button (Fig. 1) for each photo. You can take as many photos as you want.

Once you are done, tap the back arrow (Fig. 2). You will be prompted to add the ID (case number) and category (Fig.3). You can do that now but we recommend waiting until you are done collecting all evidence and then adding that information just once and applying it to all photos, videos and recordings you may have.

If you do not want to enter the information now, tap on "Skip" (Fig. 4).
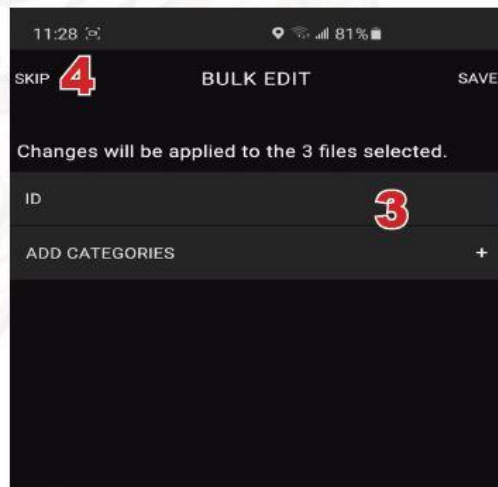
# *Axon Capture*

## *Recording Video*

To record a video, tap on the "Video" button on the main screen, then tap the red record icon. It is recommended to shoot the video in a landscape orientation, rather than vertical.

Once you are done, press stop (Fig. 1) and you will be prompted to tap "Retry" to delete the video and record a new one, or "OK" to accept the video (Fig. 2).
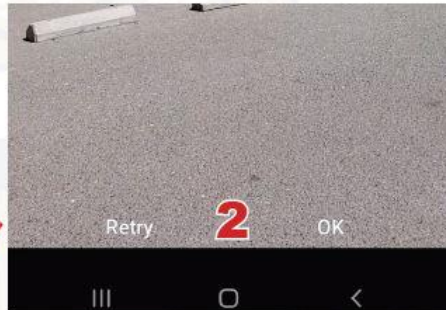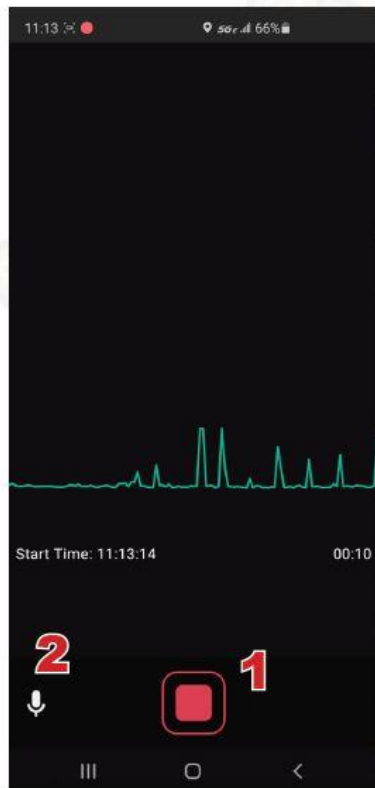
As with the photos, you can now add your metadata (Case ID and Category) (Fig 3) or you can wait and add it once for all files before uploading.

If you do choose to wait to add the information, tap "Done" in the upper left corner.
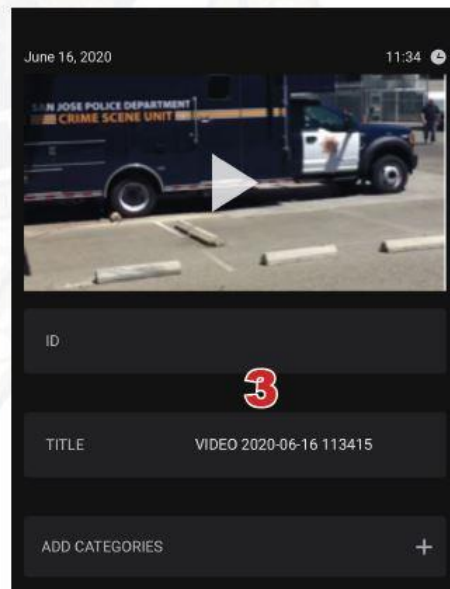
# Axon Capture

## Recording Audio

After tapping on the "Audio" button the home screen, tap on the "Record" (Fig. 1) button to begin a recording. To mute the recording at any time, tap the microphone icon in the bottom left (Fig. 2).

As with photos and videos, once you are done and either tap the back arrow or the icon in the lower right corner, you will be prompted to enter the metadata. You can add the case number (ID Field) or Category or "Done" and enter the information later.
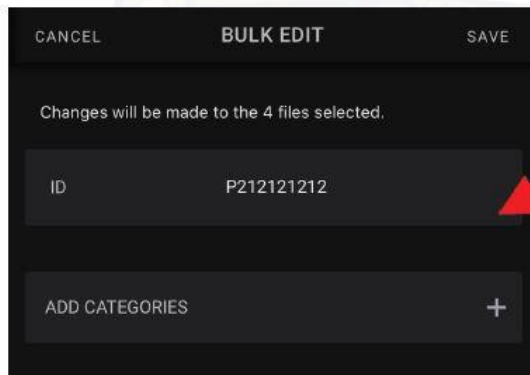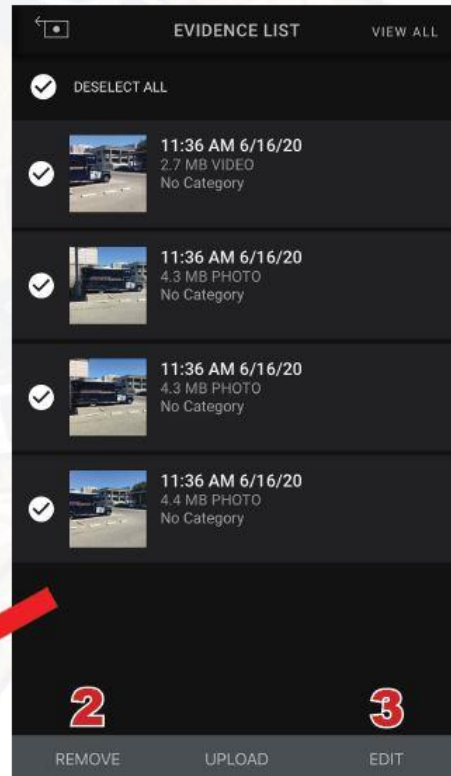
# *Axon Capture*

## *Adding Case Numbers / Categories*
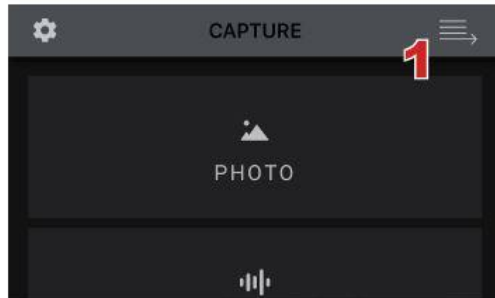


Once you are done collecting evidence and ready to add information to all your files, from the main screen tap the icon in the upper right corner (Fig 1)

From the Evidence List screen, if you first want to remove any items you don't want uploaded, tap on the circle next to item and then tap "Remove" at the bottom (Fig. 2).

After that, tap "Select All" at the top of the list and then tap "Edit" at the bottom (Fig. 3). This will take you to the Bulk Edit screen. Enter the case number in the ID field with a capital P and then the case number, no spaces or dashes. Then select the Category from the drop down menu. Once you are done, tap "Save."

# Axon Capture

## Upload to Evidence.com

Now that all information has been added we are ready to upload. Once again, tap Select All from the Evidence list, then tap "Upload" at the bottom of the screen (Fig 1).

Then you will see the upload progress for all your media. Once the upload is complete, there will be no more files listed on the Evidence List.
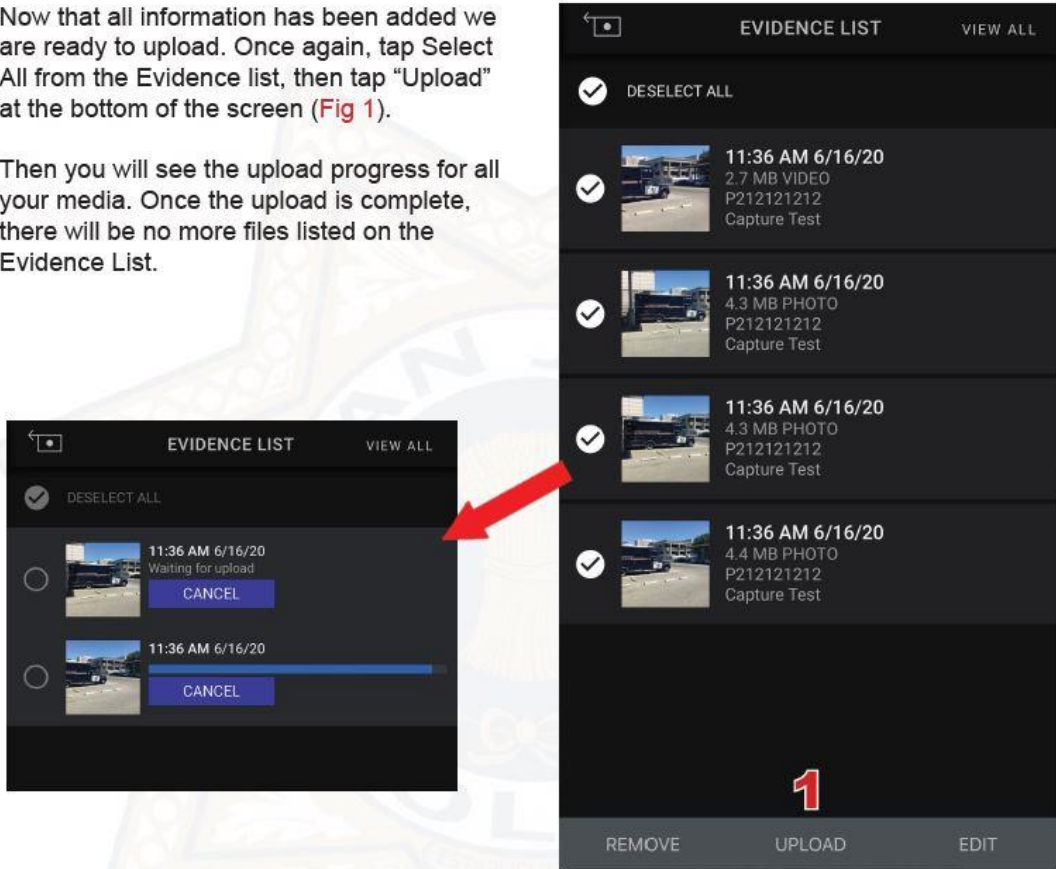
# Axon Capture

## Axon Capture Tips & Tricks

» Even after you have completed collecting and uploading evidence, you can always use the app to collect more evidence and upload. Just be sure to apply the correct case ID and category.

» Remember that if you take photos with your generic phone camera app and then import those into Axon Capture, those files WILL NOT BE DELETED FROM YOUR MOBILE DEVICE AFTER UPLOAD. That is we you should always use the Axon Capture app to take pictures, videos and to make audio recordings. Those files are deleted after upload.

» From the Evidence List screen, if you tap the menu icon in the upper right corner (three dots), you can see the "Upload History" which will show you what you have already uploaded.

» Don't want to type a "P" every time you add the case number? From the main home screen, tap the gear icon in the upper right corner. In the "ID Prefix" field, just type a P and then that will always be added to the beginning of the Case ID. You could even add the first two numbers for the year as well.

» If you tap "Upload" before you have add the case or category information, don't worry. The files will be uploaded to Evidence.com but nothing will be lost. The information will have to be added in Evidence.com from a desktop.

# Axon Citizen

Now, it's easier than ever to collect and manage evidence from the community. With Axon Citizen, you can invite individual witnesses to submit photos and videos of an incident directly.

From within the Axon Capture app, tap on Citizen and that will take to you to the primary menu.
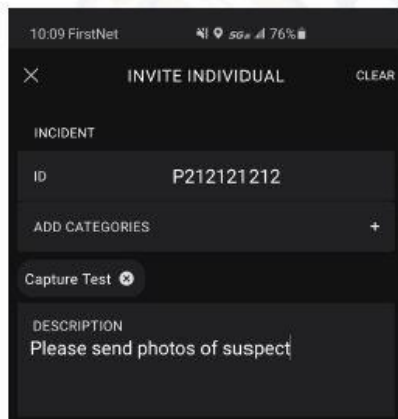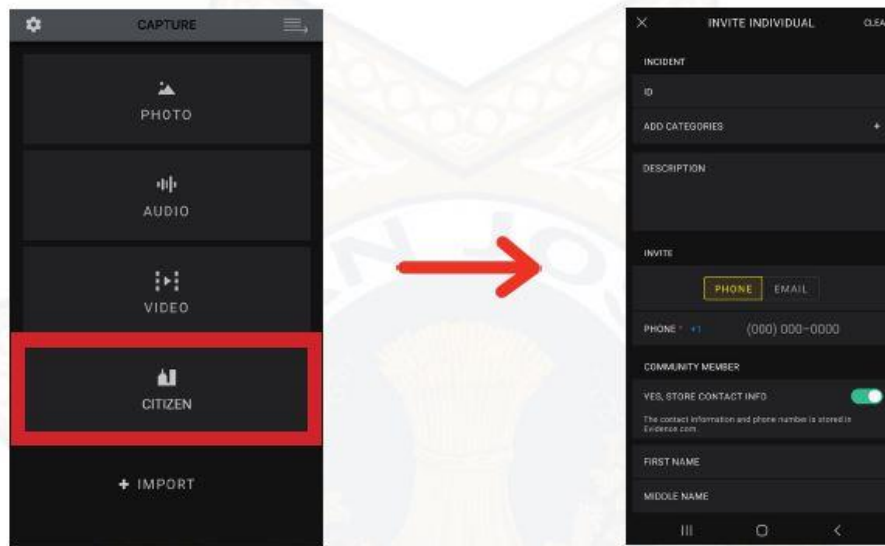


Tap on the blank space next to "ID" and enter the case number.

Tap on "Add Categories" and choose the appropriate category from the drop down menu.

Enter a brief description to let the person receiving the request exactly what you're looking for.

# Axon Citizen



You can select if you want the request to be sent via text message or as an email. This makes it more convenient for the sender depending on if footage was captured on a cell phone versus footage that may be on a computer, such as security camera video.

If you select to send the request by phone, you will have the option to add the recipients contact information to be stored. If you select Email, you must enter the contact information.

Once you have completed the form, tap "Send" and the recipient will be notified.

If you selected "Phone" the recipient will receive the following text message with a link. Once they have uploaded, the link no longer works.
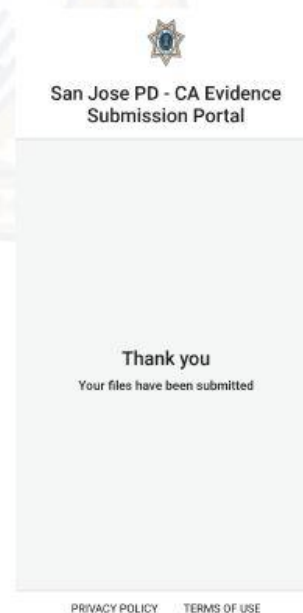
# *Axon Citizen*

Once evidence has been shared by a citizen, the requesting officer will receive an email notification from Evidence.com. Once they login, they will see the new evidence listed under the Citizen Evidence tab (Fig 1).



By clicking on "Invite Individual" (Fig 2 above) it is possible to send the same requests out through evidence.com rather than just on the app. It functions the same but just allows for greater flexibility.

# *Axon Citizen*

After clicking on a submitted piece of evidence, the sender's information will be listed. Click on the item to go that individual piece of evidence.

# *Axon Citizen*

From the evidence screen, the title, case number (ID number) and category can all be edited. Remember that the correct category is what ensures it maintains the correct retention period.

Clicking on the Edit Photo button (Fig 1) brings up some basic photo editing tools as well.