AGENCY ADMIN GUIDE

Running Tiercel for your agency.

Short steps for the people who manage the app: adding and removing officers, seats, local laws, the agency profile and checklist emails. Each task takes a minute or two. Printable copy (PDF).

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1. Getting into the agency console

The agency console is where admins manage the app. Officers never see it.

1. Go to **app.tierceldocs.com/agency**. (On the website, it's the **Agency admin** link at the top.)
2. Type your work email and choose **Email me a sign-in code**.
3. Type the 6-digit code from your email. It works for 10 minutes.

The tabs across the top are **Overview and seats**, **Officers**, **Local laws**, **Agency profile**, **Admins**, **History** and **Help**.

Shortcut from the app: on the Forms page, admins have an **Agency console** button that opens this console in a new tab. Officers who aren't admins don't see it.

> **Never put case information in the console.** No names, dates of birth, incident numbers or facts. The console holds only who can use the app, your letterhead and your local laws.

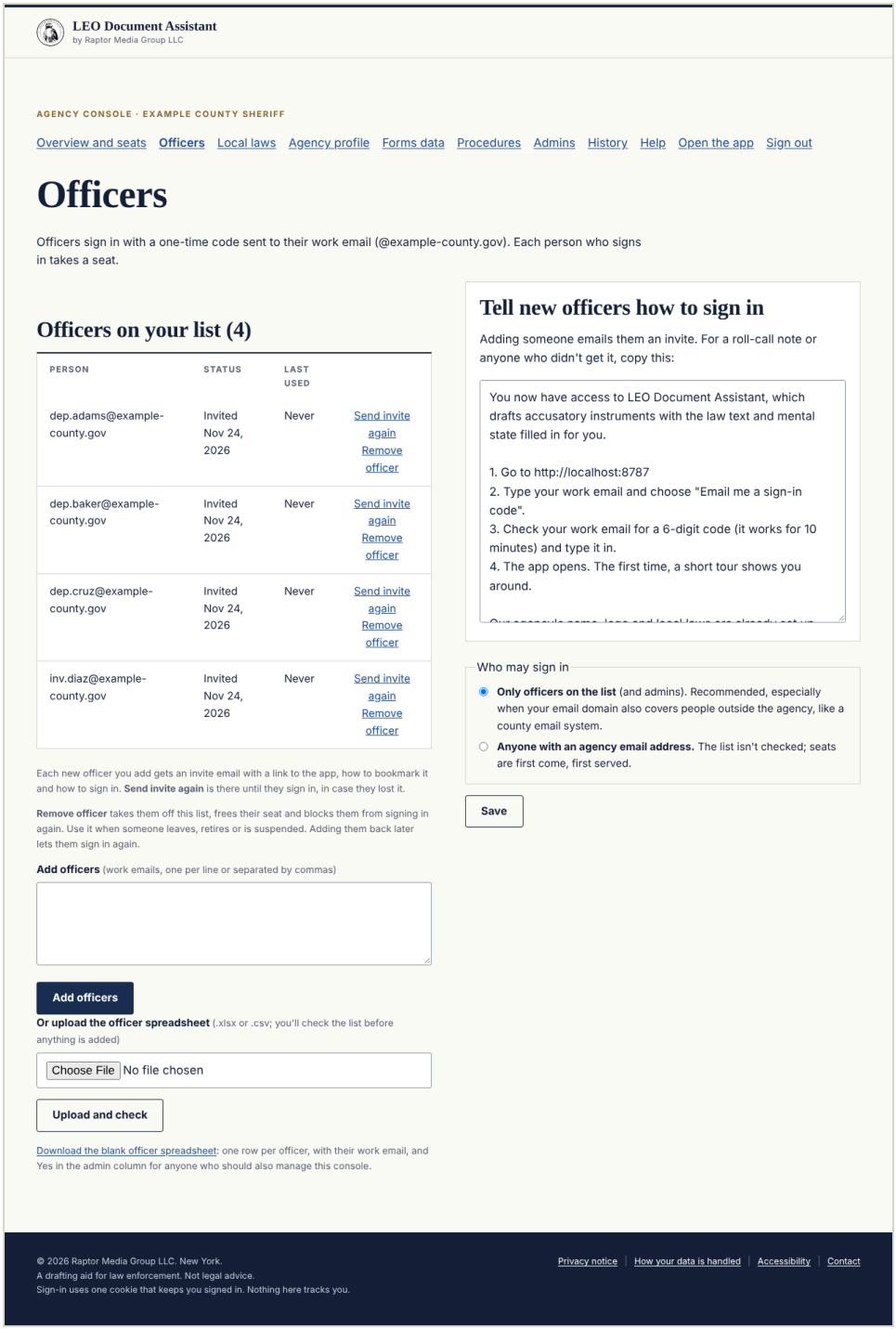
2. Add officers

1. Open the **Officers** tab.
2. Under **Add officers**, type their work emails. Put each one on its own line, or separate them with commas.
3. Click **Add officers**.
4. Each new officer gets an invite email from Tiercel with a big link to the app, how to bookmark it on a computer or phone, and how to sign in. It says you added them.
5. If someone didn't get it, check their junk or spam folder, or click **Send invite again** next to their name (it shows until they first sign in). You can also copy the note under **Tell new officers how to sign in** into a roll-call note.
6. When only officers on your list may sign in, an invite works for 5 days. The Status column shows when it expires. Someone who hasn't signed in by then is turned away until you click **Send invite again**, which gives them another 5 days. Once an officer has signed in, nothing runs out.

Adding a whole roster at once

1. Download the officer spreadsheet (also linked on the Officers tab).
2. On its **Officers** tab, put one person per row: their work email, and **Yes** under **Agency admin** for anyone who should also manage this console. Everyone else is No.
3. Back on the console's Officers tab, choose the file under **Or upload the officer spreadsheet** and click **Upload and check**.
4. Check the list it shows. Nothing is added until you click **Add these people**.

New agency? You can fill in the same spreadsheet and send it to Raptor instead, and we'll load it for you.



The Officers tab. The Status column shows who was invited, who is holding a seat, and who hasn't started yet.

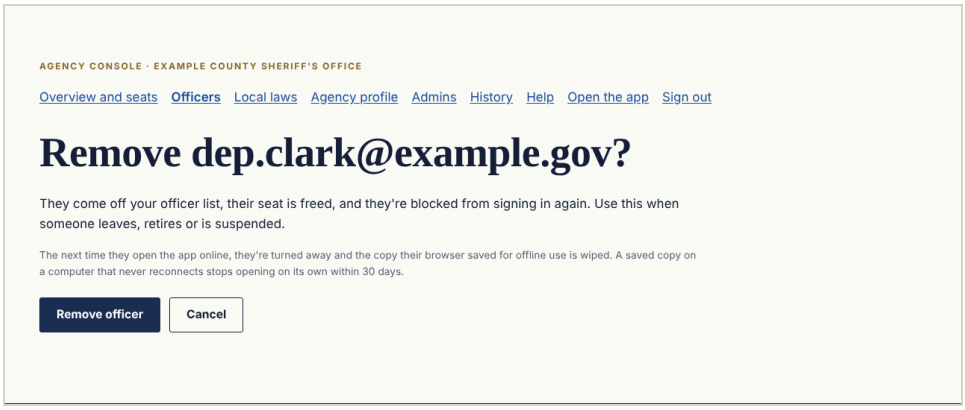
Who may sign in. Keep this set to **Only officers on the list**. That's the safe choice, especially if your email system also covers people outside the agency, such as a county-wide domain. Admins can always sign in, whether or not they're on the list.

3. Remove an officer who leaves

Do this when someone retires, resigns, transfers out, or is suspended.

1. Open the **Officers** tab.
2. Click **Remove officer** next to their email.
3. Read the check screen, then click **Remove officer** again to confirm.

That one step takes them off the list, frees their seat, and blocks them from signing in. If they have the app open right now, they're turned away the next time they open or reload it.



Nothing is removed until you confirm.

Coming back? If they return to duty, add their email again under **Add officers**. That lifts the block.

The next time they open the app online, they're turned away and the copy their browser saved for offline use is wiped. A saved copy on a computer that never reconnects stops opening on its own within 30 days.

4. Seats

A **seat** is one person using the app. Your license comes with a set number. Someone takes a seat the first time they sign in and keeps it until an admin releases it, blocks them or removes them. Seats never free themselves, however long they go unused. Raptor can also free a seat at your agency's request.

The **Overview and seats** tab shows your license, how many seats are in use, and every person who has held one.



Overview and seats.

BUTTON	WHAT IT DOES	USE IT WHEN
Release seat	Frees the seat. The person can take one again the next time they sign in, if one is free.	Seats are full and someone rarely uses the app.
Block	Frees the seat and stops that person signing in, but leaves them on the officer list.	A short-term hold, for example while something is looked into.
Remove officer (Officers tab)	Takes them off the list, frees the seat and blocks them.	Someone leaves the agency. This is the one to use most of the time.
Unblock	Lets a blocked person sign in again.	The hold is over.

BUTTON	WHAT IT DOES	USE IT WHEN
Reset PIN	Clears the officer's PIN. They pick a new one the next time they open the app. Everything they saved with the old PIN is deleted.	An officer forgot their PIN.

Reset a forgotten PIN

Each officer picks a PIN the first time they sign in. It unlocks the cases and compliance checklists they save in the app. Nobody can look up a forgotten PIN, including you and Raptor. If an officer forgets theirs, press **Reset PIN** next to their name on the Overview and seats tab, then confirm.

> **Warning:** If this PIN is forgotten and has to be reset, every case and compliance checklist saved with it is deleted and can't be recovered by anyone, including Raptor Media Group. Make sure the officer has truly forgotten it before you reset it.

When every seat is taken, the next officer who signs in is turned away with "All of your agency's seats are in use." Release a seat for someone who no longer uses the app, or email Raptor to add seats.

5. Local laws

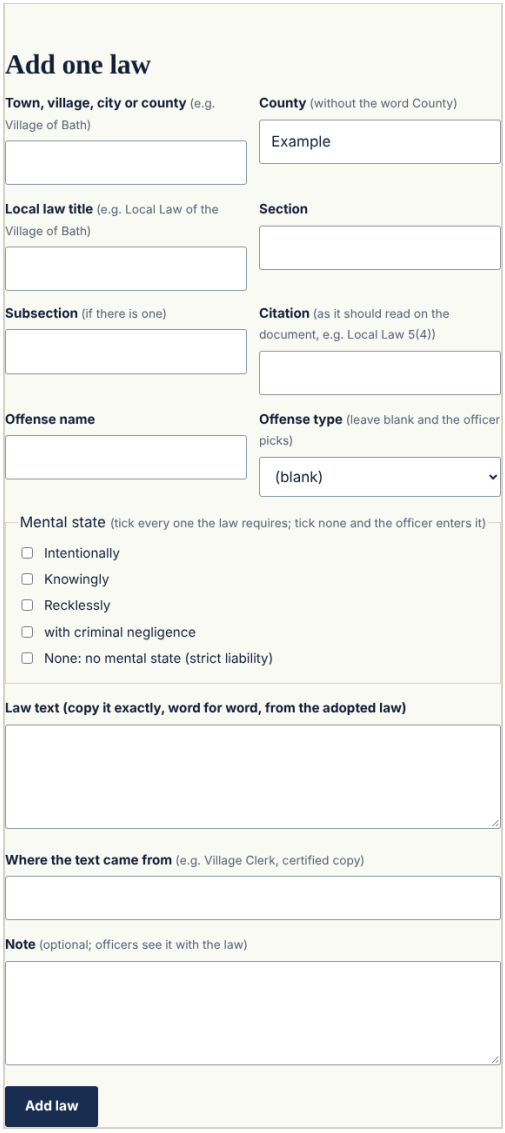
Local laws are the town, village, city and county laws your officers enforce. Once you add them, officers pick them in the app just like a Penal Law charge, with the law text filled in. There are three ways to add them.

> **Copy the law text exactly**, word for word, from the adopted law: the certified copy from the clerk, or the municipality's official code. Don't retype it, shorten it or fix its spelling. The text prints on the accusatory instrument as you enter it.

A. Add one law

1. Open the **Local laws** tab and go to **Add one law**.
2. Fill in the boxes. The table below explains each one.

3. Click **Add law**. If something needs fixing, the page says what, and keeps everything you typed.



Add one law.

BOX	WHAT TO PUT	EXAMPLE
Town, village, city or county	Who adopted the law. Spell it the same way every time.	Village of Bath
County	The county, without the word "County".	Steuben
Local law title	The law or code it comes from.	Local Law of the County of

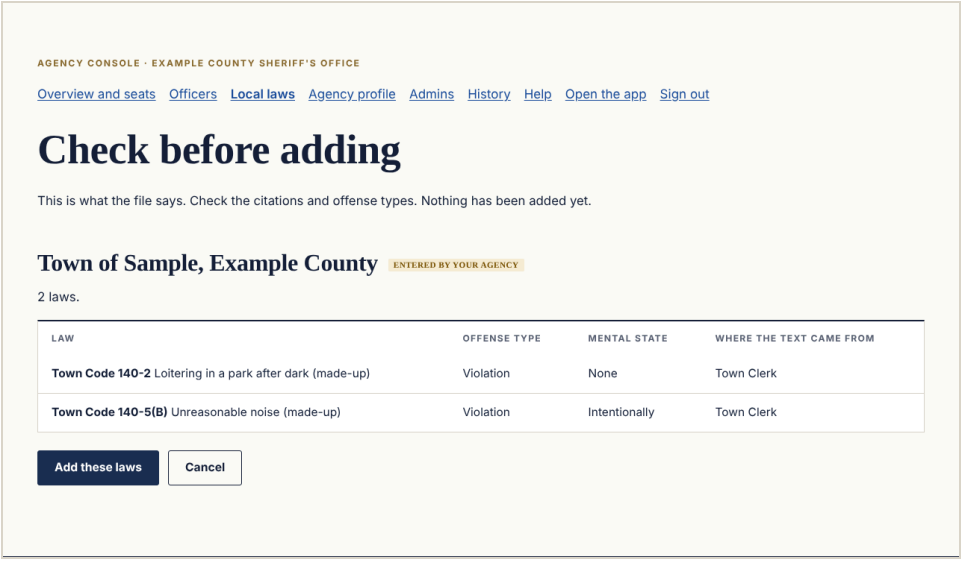
BOX	WHAT TO PUT	EXAMPLE Steuben
Section and Subsection	Exactly as numbered in the law. Keep any zeros.	5 and 4
Citation	How the charge should read on the document, down to the subsection.	Local Law 5(4)
Offense name	The name of the offense.	Social Host Law
Offense type	Pick from the list. A violation has no class. Leave it blank only if the officer should pick.	Violation
Mental state	Tick every mental state the law's text requires. Tick **None** for strict liability. Tick nothing if it isn't settled; the officer then enters it.	Knowingly
Law text	The text of the law, copied exactly.	
Where the text came from	So anyone can check it later.	County Clerk, certified copy
Note	Optional. Officers see it with the law.	Applies only within village limits

Not sure of a mental state? Leave it unticked so the officer enters it, and ask your DA's office. Don't guess.

B. Add many laws with the spreadsheet

This is the easy way to load a whole town or village code.

1. On the **Local laws** tab, click **Download the local laws spreadsheet**, or download it here.
2. Open it in Excel and go to the **Local laws** tab at the bottom. Fill in one row per law. Click any cell to see a tip for that column. Offense type and Mental state have drop-down lists. Columns marked * are required.
3. Save the file. Keep it as .xlsx; CSV works too.
4. Back in the console, under **Add laws from a spreadsheet or pack**, choose the file and click **Upload and check**.
5. The **Check before adding** screen lists every law it read. Look over the citations and offense types, then click **Add these laws**.



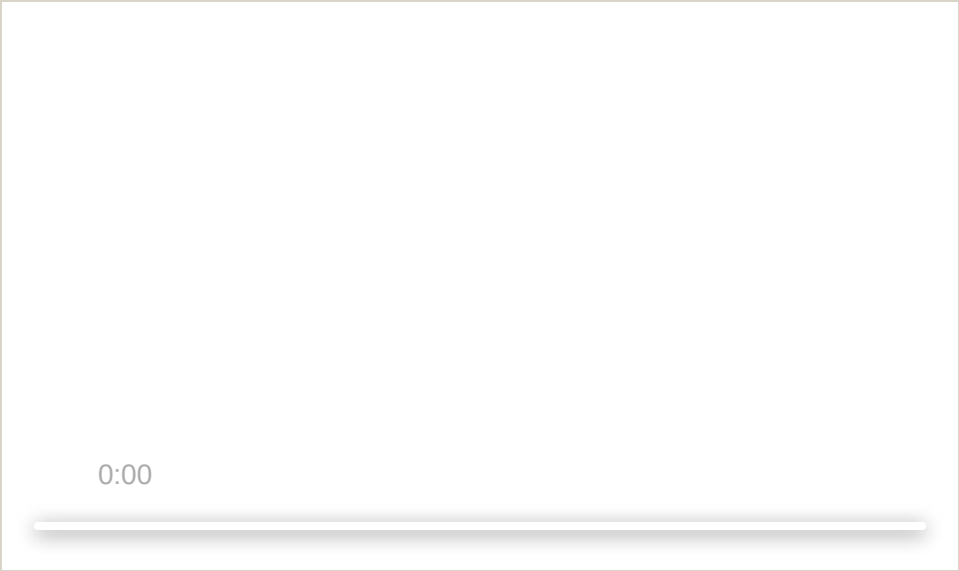
Nothing is added until you click Add these laws.

- If a row has a problem, nothing is added, and the console says which row to fix ("Row 7: Law text is required"). Fix it in Excel and upload again.
- Uploading a spreadsheet for a town **replaces** that town's laws in the console. The check screen warns you when it will. Keep your spreadsheet: to add a law later, add a row and upload the whole file again.
- One spreadsheet can hold several towns. Each row says which town it belongs to.

C. Upload a law pack from Raptor

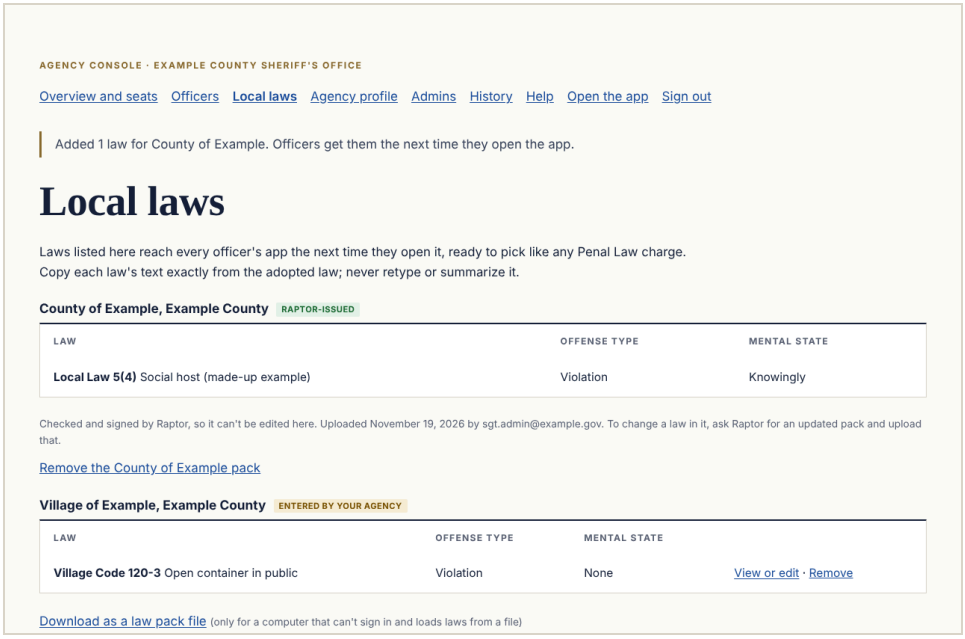
Raptor checks some local laws against the adopted text and sends them as a **law pack**, a file that ends in **.json**. The Steuben County pack is one of them.

1. Save the pack file from Raptor's email to your computer.
2. On the **Local laws** tab, under **Add laws from a spreadsheet or pack**, choose the file and click **Upload and check**.
3. The check screen shows **Raptor-issued, signature checked**. Click **Add these laws**.



Walkthrough, 35 seconds, no sound: an admin signs in, uploads the Steuben County pack, checks it and adds it, then an officer's app lists it as Raptor-issued. The captions in the video repeat the steps above.

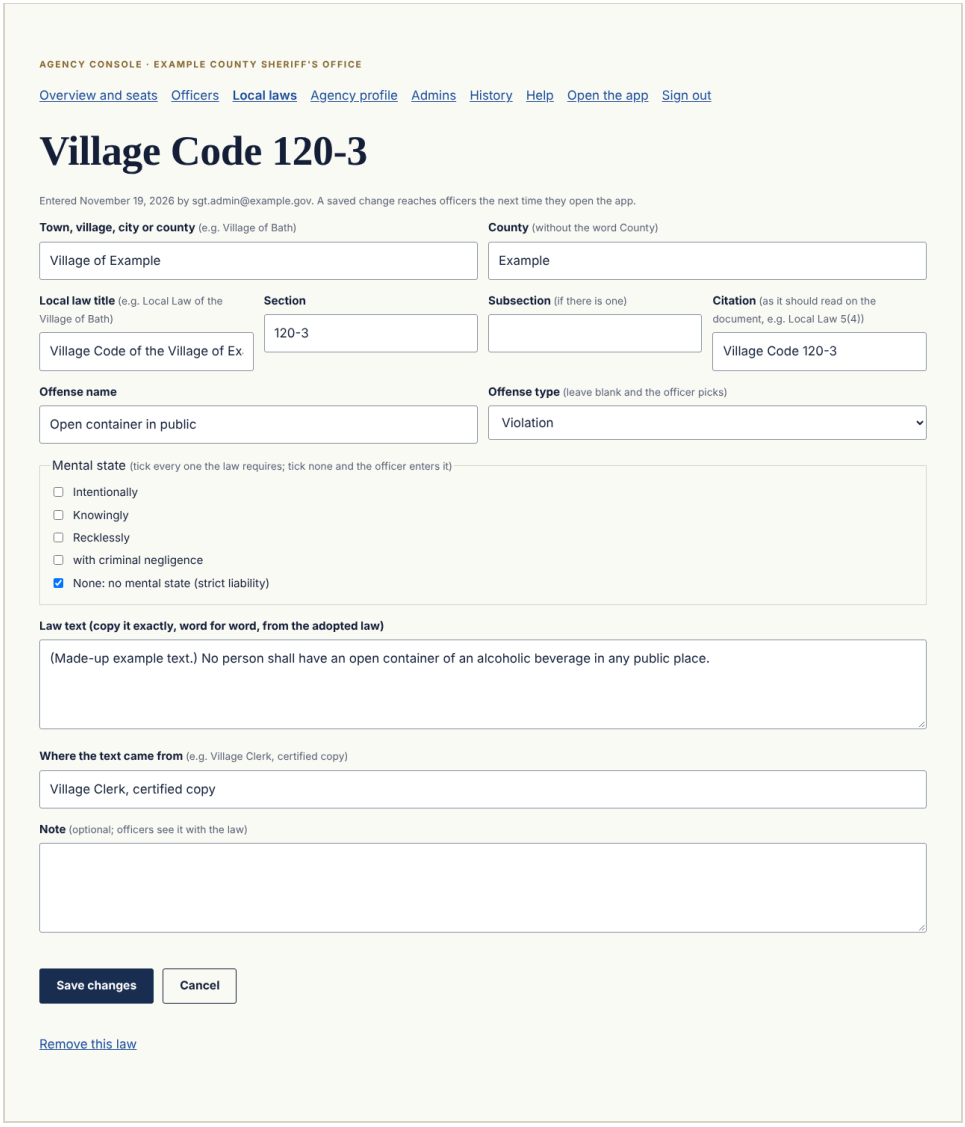
A Raptor pack is sealed with Raptor's digital signature, so nobody can change its text without it showing. It can't be edited in the console. If a law in it needs changing, ask Raptor for an updated pack and upload that; it replaces the old one. If a file claims to be from Raptor but the signature doesn't match, the console refuses it.



Your local laws. Raptor packs and laws you entered yourself are labeled.

6. Fix or remove a local law

- **Fix a typo or update a law:** on the **Local laws** tab, click **View or edit** next to it. Change what's needed and click **Save changes**.
- **Remove a law** that was repealed: click **Remove** next to it, then confirm. To bring it back you'd have to enter it again.
- **Remove a Raptor pack:** click **Remove the … pack** under it, then confirm. You can upload the file again later.



View or edit a law.

7. Agency profile: name, logo, motto

The agency profile is the letterhead on every document your officers print. Officers can't change it in the app.

1. Open the **Agency profile** tab.
2. Change the agency name, the county (without the word "County"), or the motto. The motto prints at the foot of each page.
3. For a new logo, choose a PNG or JPEG file up to 700 KB. A square image with a plain background prints best.
4. Click **Save profile**.

8. Add a backup admin

Have at least two admins: for example, the sergeant who runs the app and a lieutenant or IT contact. If the only admin retires or loses email access, nobody at your agency can manage the app until Raptor steps in.

1. Open the **Admins** tab.
2. Type their work email and click **Add admin**.
3. They sign in the usual way and go to **app.tierceldocs.com/agency**.

Admins can get into the console even when every seat is full, or when they aren't on the officer list. You can't remove yourself as an admin; ask another admin to do it.

9. Checklist emails that open in Outlook

If **Forms data > How your agency's email opens** is set to **Outlook desktop app**, pressing **Email to supervisor** on the Compliance Checklist downloads a ready email file. The officer opens that file and it appears in Outlook as a new email, already addressed, to send. A web page can't open a downloaded file by itself, but Edge and Chrome can be told to open this kind of file automatically. Then the email pops up in Outlook with no extra click.

On one computer (any officer can do this)

1. Press **Email to supervisor** once, so an email file downloads.
2. In Edge or Chrome, open the downloads list: the download arrow at the top right of the browser.
3. Point at **Compliance checklist email.eml** and click the three dots next to it (or right-click it).
4. Choose **Always open files of this type**.

That's it for that browser on that computer. To undo it later, use the same menu again, or in the browser's settings go to **Downloads** and clear the files that open automatically. Each browser and each computer is set up separately, so shared patrol car laptops need it done once each. The app shows officers a short tip about this under the Email to supervisor button for their first three emails on a computer.

For IT: turn it on for every computer at once

Give this section to whoever manages your agency's computers. Both browsers have a policy, `AutoOpenFileTypes`, that lists file types to open automatically after download. Add `eml` (no dot). Optionally also set `AutoOpenAllowedForURLs` to `app.tierceldocs.com`, so only email files from the app open automatically.

BROWSER	GROUP POLICY (COMPUTER CONFIGURATION > ADMINISTRATIVE TEMPLATES)	REGISTRY (STRING VALUES NAMED 1, 2, 3 …)
Microsoft Edge	**Microsoft Edge** > "List of file types that should be automatically opened on download": add `eml`. Optional: "URLs where AutoOpenFileTypes can apply": add `app.tierceldocs.com`.	`HKLM\SOFTWARE\Policies\Microsoft\Edge\A` value 1 (REG_SZ) = `eml` Optional: `HKLM\SOFTWARE\Policies\Microsoft\Edge\A`, value 1 = `app.tierceldocs.com`
Google Chrome	**Google > Google Chrome** > "List of file types that should be automatically opened on download": add `eml`. Optional: "URLs where AutoOpenFileTypes can apply": add `app.tierceldocs.com`.	`HKLM\SOFTWARE\Policies\Google\Chrome\Au` 1 (REG_SZ) = `eml` Optional: `HKLM\SOFTWARE\Policies\Google\Chrome\Au` value 1 = `app.tierceldocs.com`

- If the key already has values (other file types), add `eml` as the next number instead of replacing 1.

- The app makes the email file inside the browser, so the download's address starts with `blob:https://app.tierceldocs.com/`. If you set the optional `AutoOpenAllowedForURLs` and the email no longer opens by itself, remove that setting and keep just `AutoOpenFileTypes`. Try it on one computer first.
- Group Policy needs the Edge or Chrome administrative templates (ADMX) installed. Intune and other device management tools have the same settings under the same names.
- Microsoft says Edge applies `AutoOpenFileTypes` only on Windows computers joined to a domain or Microsoft Entra ID, or enrolled in device management. Most agency computers are. Chrome may have the same limit.
- Downloaded files still go through the browser's safety checks (SmartScreen or Safe Browsing) before they open.
- To check it worked, open `edge://policy` or `chrome://policy` and look for `AutoOpenFileTypes`.

10. Approve or decline new features

When Raptor adds a new feature to the app, it stays off for your officers until an admin at your agency approves it. Every admin gets an email from Raptor Media Group that describes the feature and links to the console.

1. Click the link in the email, or open the **Feature updates** tab.
2. Read what the feature does. It's already on in your own app, so you can try it first.
3. Click **Approve** to give it to your officers, or **Decline** to keep it off.

- One admin's answer covers the whole agency. Any admin can change it later on the same tab.
- If nobody answers, the feature stays off. You get one reminder email after 7 days.
- Bug fixes, printing fixes and law updates aren't new features. They reach everyone without asking.

11. When officers see your changes

YOU CHANGE	OFFICERS SEE IT
Local laws: added, edited, uploaded or removed	The next time they open the app. If it's already open, they close it and open it again.
Agency profile	The next time they open the app. An app you have open yourself updates right away.
Remove officer, Block, Release seat	The next time they open or reload the app.
Reset PIN	The next time they open or reload the app, they're asked to pick a new PIN.
Approve or decline a new feature	The next time they open the app.
Add officers	Right away. They can sign in as soon as you click Add officers.

In the app, officers find your laws in the charge search. They can't remove or change them.

The **History** tab lists every change made in the console: who made it and when, in Eastern time.

12. Troubleshooting

"I never got the sign-in code."

- Check the junk or spam folder. The email comes from signin@tierceldocs.com. Ask IT to allow that address.
- Check the email address for typos. Codes go only to the address typed in.
- Codes last 10 minutes. After that, ask for a new one.

"Your agency hasn't added you yet."

Their email isn't on the Officers list, or it's spelled differently. Add it exactly as they type it to sign in.

"Access removed."

They were blocked or removed. If that was a mistake, add them again on the Officers tab, or click **Unblock** on the Overview tab.

"All of your agency's seats are in use."

Release a seat on the Overview tab for someone who no longer uses the app, or email Raptor for more seats.

A new law isn't showing up in the app.

- Ask the officer to close the app completely and open it again.
- Check the Local laws tab: is the law listed, under the right town?
- If the app says a pack "failed the check," email Raptor.

The spreadsheet won't upload.

- Read the message: it names the row and what's missing. Fix that row and upload the whole file again.
- "Missing the … column": the first row of headings was changed. Download a fresh template and copy your rows into it.
- An old .xls file: in Excel, choose File > Save As > Excel Workbook (.xlsx).
- "Already listed under …": the same law (same title and citation) is already under another town. A law can only be listed once.

"This law pack's signature doesn't match."

The file was changed after Raptor signed it, or it isn't from Raptor. Don't use it. Ask Raptor for a fresh copy.

13. When to contact Raptor

Email contact@raptormediagroup.org to renew, add seats, add another email domain (for example, if your agency changes email systems), get a local law pack checked and signed, or when something isn't working. Never send case information.

14. Copies of the app

Officers always use the app at **app.tierceldocs.com**. There is no version to install from a file, and nothing for IT to deploy.

- **No signal.** After an officer signs in online, their browser keeps a copy that opens with no signal for up to 30 days after they last opened it online. Have officers sign in once on each computer, phone or tablet before they need it in a dead zone.
- **Copies don't work without signing in.** A saved or emailed copy of the app page shows only "Sign in to use Tiercel." Officers can't share the app with anyone outside your agency.
- **Every copy is marked.** Each copy carries a copy ID that ties it to your agency's license and the officer who signed in. An officer can see it under **Help**, below the law date. If a copy turns up somewhere it shouldn't, Raptor can tell whose it was. The copy ID contains no case information.