



# Significant Incident Guide

## Significant Incident Management Guide

The iSOMS Significant Incident Management module allows you to record and report on significant incidents (i.e. attacks/threats on schools or other organizations). This guide explains the general process in iSOMS, the way to add and edit records, and how to run reports.

**This guide begins with a brief review of the process so you can see vital information quickly.** After the reference sheet, the more in-depth parts of the guide will follow the table of contents.

Significant Incident: View Record NEW INCIDENT

Case #: 2025-0008    Report Date: 06/09/2025    Time: 13:24:11    Report By: 603 ELDER, MARTIN WILLIAM           

Report Status: ONGOING    Report Type:

House #: 123    Direction: FAKE STREET    City: LONDON    State: TN    ZIP Code: 37923

Intersection:    Zone: 162 ZONE 1    Latitude: 35.9276062    Longitude: -84.0854432

Business/Common Name:

Department: BLOUNT COUNTY SHERIFF'S OFFICE    School: ATLANTIS HIGH    SubDivision/Area: CITY CENTER

Campus/Site/Forest:    Building: GYM    Room: 123



# Significant Incident Guide

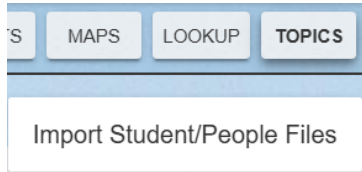
## Overview

### 1. Add Person Data into iSOMS Significant Incident Management Module

Create a record for the significant incident.



Import the student list file through **TOPICS** → **IMPORT STUDENT/PEOPLE FILES**.



This will import the Student / Person ID Number, identification information for the student, and contact information for the student’s family. **This information will be excluded from global search and all other modules – it is only available here.**

**This file should be provided by the IT department of the school on the day of the incident.**

If the school or organization uses Skyward, make sure to use Skyward as file format:



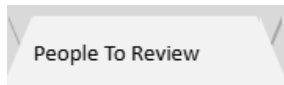
Otherwise, use format appropriate to file.

### 2. Organize and Confirm Data

After importing, return to your significant incident record. Fill in location and other details of school / organization and save record so far.



Now click the **People to Review** tab. The imported people will be added here.



10 Persons				
	Last Name	First Name	Middle	Post Name
	DOE	ABRAHAM	FREDRICK	
	DOE	CHARLES	AUGUSTUS	
	DOE	IRENE	ANNA	
	DOE	JAMES	MICHAEL	
	DOE	LUCY	MARIE	



# Significant Incident Guide

Use this list to evaluate each person for the different phases of classification.

All information will be imported into each entry:

View People To Review

Person Type: **STUDENT** Student or Id#: **00000004000001** Bracelet Id: \_\_\_\_\_

Last Name: **DOE** First Name: **ABRAHAM** Middle Name: **FREDRICK** Jr/Sr: \_\_\_\_\_

House #: **111** Street: **FALSE LN** Apt/Lot #: \_\_\_\_\_ City: **LONDON** State: **TN** ZipCode: **37923**

Race: **BLACK OR AFRICAN AMERICAN** Sex: **MALE** Date of Birth: **10/26/2008** Grade: **10**

Home Room Teacher: **A.SLANEY**

Not At School Today Not At School Reason: \_\_\_\_\_




Image #: 0 of 0

Classification
Parent/Guardian/Notes
Details (optional)

Parent/Guardian/Emergency Contact:  
 Family/Guardian #1: AMANDA, DOE  
 Relationship: GRANDMOTHER  
 Phone #1: (865) 555-1234

Under the **Classification** heading, each classification type can be set, and iSOMS will record time and the person who entered it:

Classification
Parent/Guardian/Notes
Details (optional)

**Check Box for Auto Update (date/time/by)**

Red Date: 06/09/2025 Time: 15:22:38 By: \_\_\_\_\_

White Date: 06/09/2025 Time: 15:22:38 By: \_\_\_\_\_  Completed White Date: \_\_\_\_\_ Time: \_\_\_\_\_ By: \_\_\_\_\_

Blue Date: \_\_\_\_\_ Time: \_\_\_\_\_ By: \_\_\_\_\_  Completed Blue Date: \_\_\_\_\_ Time: \_\_\_\_\_ By: \_\_\_\_\_

Green Date: \_\_\_\_\_ Time: \_\_\_\_\_ By: \_\_\_\_\_

**RED** – The person has finished being initially reviewed (such as marking present).

**WHITE** – The person needs to be interviewed, after interview check **Completed White**.

**BLUE** – The person needs to have media stored, after stored check **Completed Blue**

**GREEN** – Classification has been completed and the person should be sent to reunification.

### EXAMPLE for White

*Needs Interview – Check **White***

White
 

Date: 06/09/2025

Time: 15:22:38

*Finished Interview – Check **Completed White***

Completed White
 

Date: 06/09/2025

Time: 16:05:05

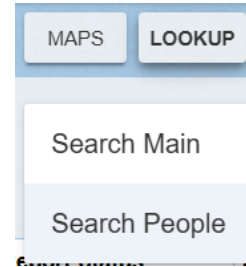


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Lists of these people can be looked up easily by using **LOOKUP** → **SEARCH PEOPLE**.

Use the quick search buttons at the top of the search screen to see the people who need to be reviewed, interviewed, etc.

This functions almost like a to-do list for easily viewing people still in each category so you can quickly find the people you need.



Significant Incident: Search Results (People)

Search Criteria ▶

Search Results

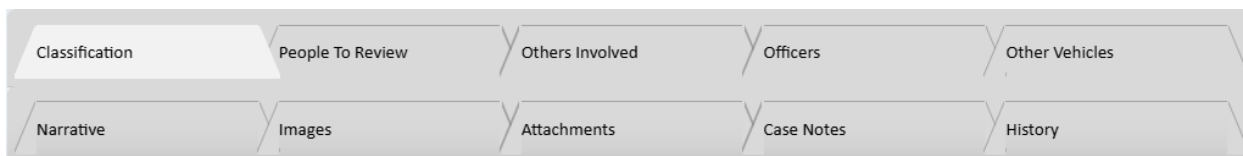
4 Records

			Case #	Last	First	Middle	Race	Sex	DOB	Red Date	Require White
			2025-0008	DOE	ABRAHAM	FREDRICK	B	M	10/26/2008	06/09/2025	Yes
			2025-0008	DOE	CHARLES	AUGUSTUS	W	M	03/17/2008	06/09/2025	Yes
			2025-0008	DOE	IRENE	ANNA	W	F	07/07/2009	06/09/2025	Yes
			2025-0008	DOE	MARIA	LUPE	U	F	08/12/2006	06/09/2025	Yes

Need Interview(White)

### 3. Add Additional Details

Now you can finish adding additional details to the rest of the tabs, such as Officers, Vehicles, Narrative, Case Notes, etc. This is like a typical incident record.



As you fill out the record, **Save** frequently to avoid losing any entered information.

For more detailed information, see the rest of the manual for more details on each part of the process.

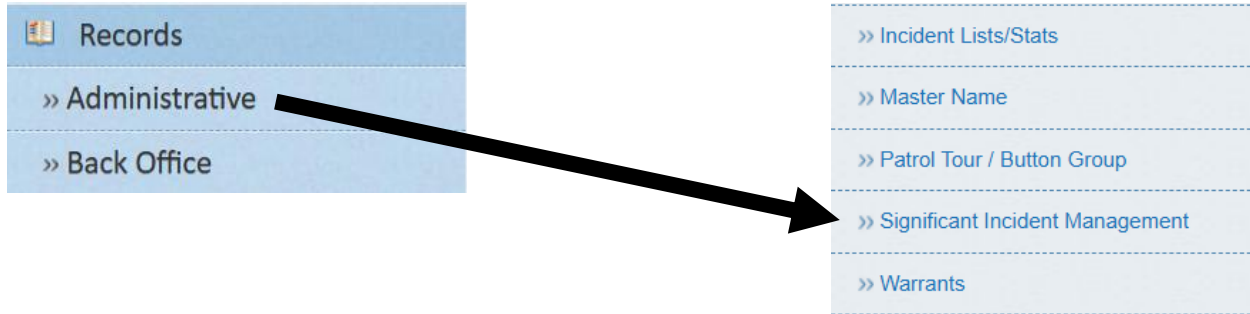


# Significant Incident Guide

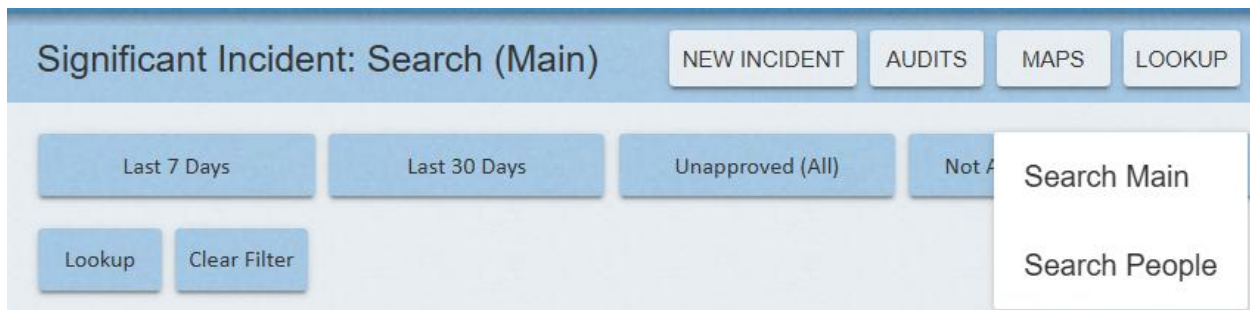
## Searching Existing Significant Incident Management Records

In order to open the Significant Incident Management module, navigate to:

**Records** → **Administrative** → **Significant Incident Management**

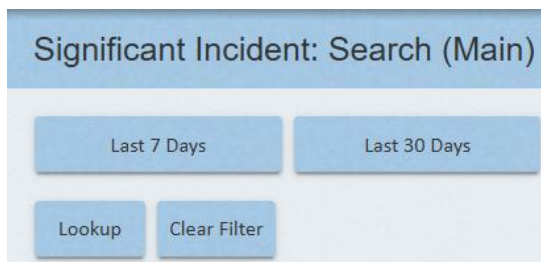
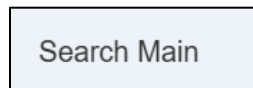


This will open the **Significant Incident: Search (Main)** screen. This screen allows you to search significant incidents by the main records. If you want to search for the people involved instead, click **LOOKUP** → **Search People** in the upper right corner of the screen.



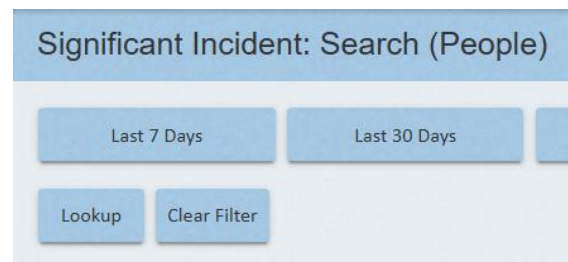
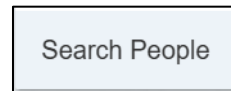
### *Search Main (Incident Records)*

Use this to search complete incident records, which includes information on the entire incident.



### *Search People (Person Records)*

Use this to search person records. Searching here will bring you to the incident record which contains details on the person.





# Significant Incident Guide

## Searching the Main Incident Records

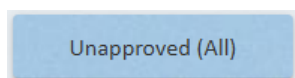
Opening the module or using **Lookup → Main** will open the **Significant Incident: Search (Main)** screen. Here you can search and filter for different incident records. You can either use the blue buttons to do *quick searches* or enter information in the fields to do *standard searches*.

## Quick Searches

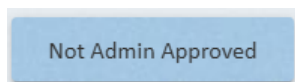
Several different quick searches are available by using the blue buttons.



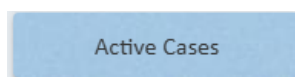
**Last 7 Days** and **Last 30 Days** will show you all the records in the specified recent time periods.



**Unapproved** lets you quickly find records that have been written but have not yet been approved by a supervisor.



**Not Admin Approved** only shows incident records that need to be approved by administration.



**Active Cases** simply returns all incident records that are active (i.e. have not yet been closed.) This *does* include unapproved and unassigned cases.



# Significant Incident Guide

## Standard Searches

Various fields are available if you need to do a search that the quick searches won't work for. Fill in the fields to narrow the search and click **Lookup** at the top or bottom of the page to perform the search. If you need to start over, simply click **Clear Filter** to remove all search field entries.

Lookup

Clear Filter

### Selected Field Explanations

Case #:

**Case #** filters by the case number assigned by iSOMS or manually changed by your agency.

Narrative Keyword:

Use **Narrative Keyword** to search for records that contain a word of your choice inside the **Narrative** for the record. For example, if you searched for *Manifesto* in this field, iSOMS would return all cases that had the word **Manifesto** inside the narrative note box.

All Agencies     Show Archived Only

If you have multiple agencies on your iSOMS server and you have permission to view them, use **All Agencies** to search all agencies available to you. **Show Archived Only** will only return records that have been archived.

As mentioned above, when you have finished with your search parameters, click **Lookup** to perform your search. Double click on the desired entry to view, edit, or approve the record.

Search Criteria ▶

Search Results

1-4 / 4 Records

EXPORT GRID TO FILE    VIEW ALL AGENCIES

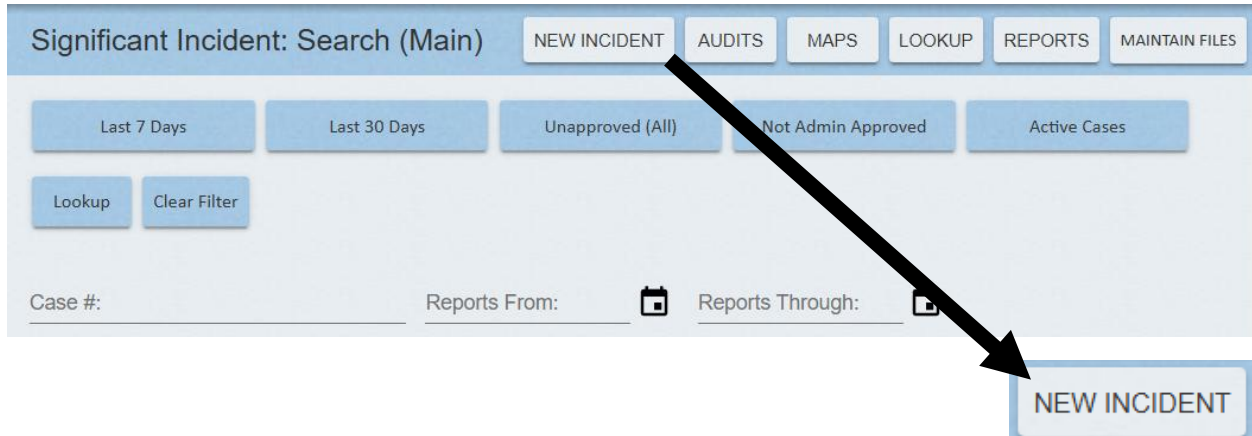
	Case #	Report Date	Report By	Case Type	People	Red	White	Blue	Green	Address	Report Status	Approved Date
	2025-0008	06/09/2025			10	4	4	0	0	123 FAKE STREET		
	2025-0007	06/09/2025			35	1	0	0	0			
	2025-0006	06/09/2025			0	0	0	0	0			
	2025-0005	06/09/2025	Shared Agency,		36	0	0	0	0			



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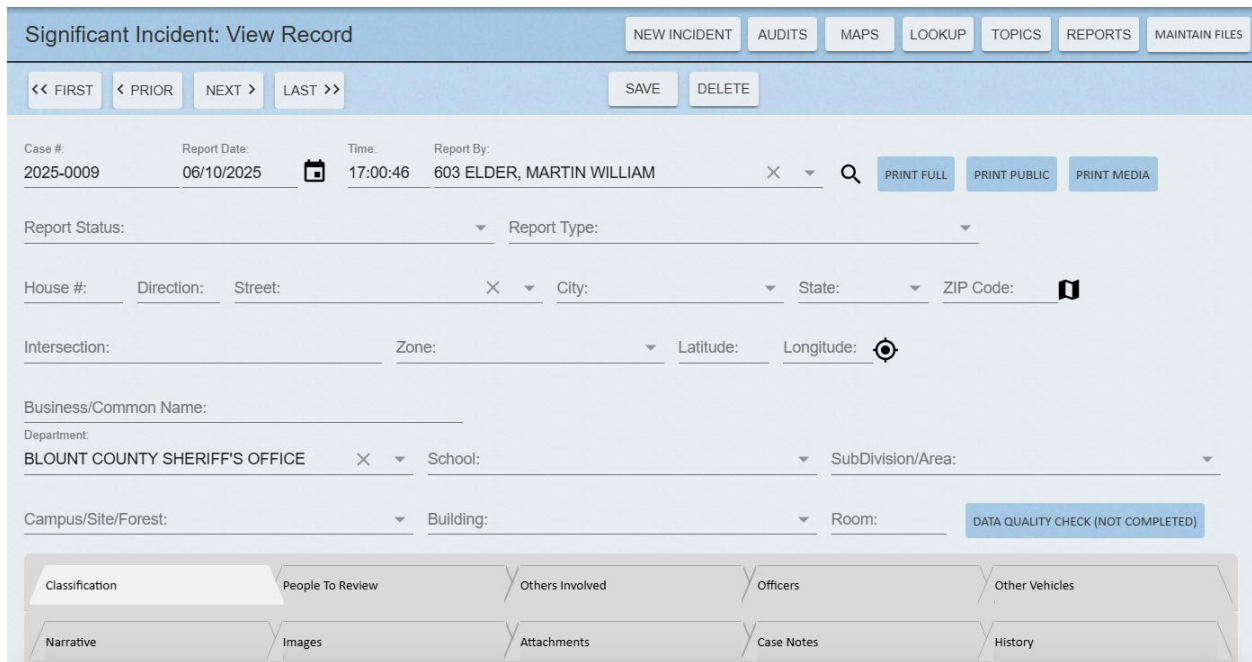
## Adding New Significant Incident Management Records

To create a new significant incident record, click **New Incident** in the upper right corner of the *Significant Incident* search screen:



You will be asked to confirm creating a new incident record.

Click **Yes** and you will see a new Significant Incident record screen.





# Significant Incident Guide

There are two primary sections of the record:

1. The *fields* in the upper part of the screen. These are for details about when the record was filed, what type of incident occurred, and the approval status of the incident record.

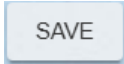
Case #:	Report Date:	Time:	Report By:			
2025-0008	06/09/2025	13:24:11	603 ELDER, MARTIN WILLIAM	X	Q	PRINT FULL PRINT PUBLIC PRINT MEDIA
Report Status:		Report Type:				
House #:	Direction:	Street:	City:	State:	ZIP Code:	
123	FAKE STREET	X	LONDON	X	TN	X 37923
Intersection:		Zone:	Latitude:	Longitude:		
		162 ZONE 1	X 35.9276062	-84.0854432		
Business/Common Name:						
Department:		School:		SubDivision/Area:		
BLOUNT COUNTY SHERIFF'S OFFICE		X ATLANTIS HIGH		X CITY CENTER		
Campus/Site/Forest:		Building:		Room:		
GYM		X		123		
DATA QUALITY CHECK (NOT COMPLETED)						

2. The *tabs* record information about people, officers, others involved, vehicles at the incident, notes, images, investigation details, and more.

Classification	People To Review	Others Involved	Officers	Other Vehicles
Narrative	Images	Attachments	Case Notes	History

Import the people involved in the incident using the **TOPICS** button in the top right. Afterwards, fill out the fields and tabs as appropriate: begin with **People to Review** so that other officers can review, interview, etc. as you finish filling in other parts of the entry. Fill out the other tabs as needed. This process is covered in detail in the next section, *Filling Out a Significant Incident Report*.

After you enter new details, make sure to click **Save** at the top of the screen.





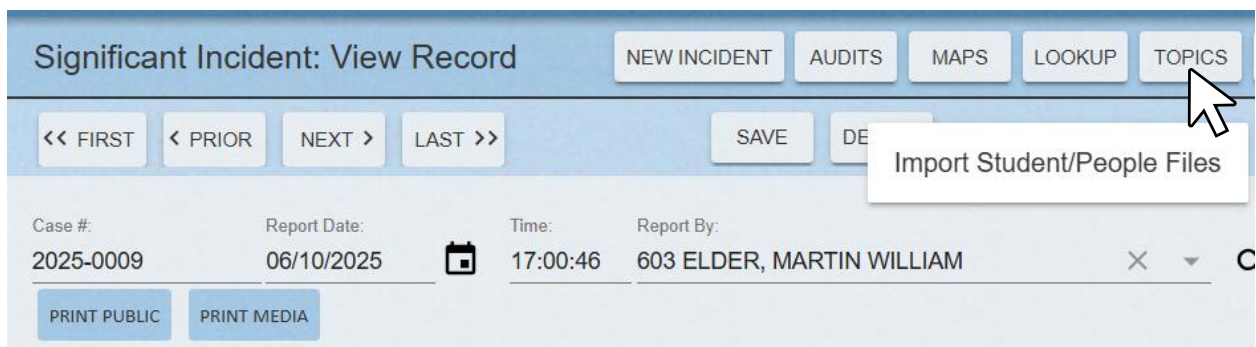
# Significant Incident Guide

## Importing People to Review using the Topics Button

Since identifying who should be at a location is important during a response to a significant incident, one of the first things you want to do if you can is import a list of the people who should be at the location (such as a list of students enrolled at a school). The Significant Incident Module lets you import lists of people through the topics button.

**You must get a file from the school or organization (usually from their IT department) in order to import these names and associated info. Otherwise, you must add them in manually.**

On the incident record, click **TOPICS → IMPORT STUDENT / PEOPLE FILES**.



Here you need to select the correct file and format to import. iSOMS currently supports the following formats:

**Skyward® Tab Delimited**

**Powerschool® Tab Delimited**

**Canvas® Tab Delimited**

This will import the Student / Person ID Number, identification information for the student, and contact information for the student's family. **This information will be excluded from global search and all other modules – it is only available here.**

**This file should be provided by the IT department of the school on the day of the incident.**

Now navigate to the record again, and the **People to Review** tab will have the list of people you need to review. Begin there if you are responding to a significant incident so you can sort people and determine the health and safety of individuals involved.




# Significant Incident Guide

## Filling Out a Significant Incident Record – Fields



This section explains in detail the different fields and tabs for a Significant Incident report. The top section of the report with fields should always be filled out when relevant information is available, and the tabs should be filled out as needed.

### Fields


Case #:	Report Date:	Time:
2025-0007	06/09/2025 	12:54:04

**Case Number** will automatically be filled in when you create a significant incident record, but if you want to use a different numbering system, feel free to change it here.


List the day and time the incident occurred under **Report Date / Time**. If the incident was a prolonged event, you can add additional details under the *Notes* tab.

Report By:
603 ELDER, MARTIN WILLIAM -INV   

Add the person who is filling out the report in **Report By**. It should automatically be yourself unless otherwise changed.

Report Status: 
--

**Report Status** lets your agency keep track of the current state of the incident investigation. Use it to keep everyone clear on the current status of approval or investigation, and make sure to update it when the report is approved by a supervisor.

Incident Type: 
--

**Report Type** lists the type of incident. If you would like to add additional options for this field, a Super User will need to use *Maintain Files*.



# Significant Incident Guide

House #:	Street:	City:	State:	ZIP Code:				
123	Direction: FAKE ST	X	KNOX	X	TN	X	37772	
Intersection:	Zone:	Latitude:	Longitude:					
	01	X	35.7976978	-84.2067992				

Business/Common Name:  
HIGH SCHOOL

These fields are for the location where the incident occurred. You can also use **Business / Common Name** to name the general place where the incident occurred (e.g. COUNTY HIGH SCHOOL).

Department:	School:	SubDivision/Area:			
BLOUNT COUNTY SHERIFF'S OFFICE	X	ADVANTAGE HIGH SCHOOL	X	CITY CENTER	X
Campus/Site/Forest:	Building:	Room:			
	X	GYM	X	101	<a href="#">DATA QUALITY CHECK (NOT COMPLETED)</a>

These fields relate to the location of the incident as well. They describe the school, building, area, room, etc.



# Significant Incident Guide

## Filling Out a Significant Incident Record – Tabs

### Summary

Fill out the tabs below the fields as needed. Begin with **People to Review** if you are responding to a significant incident: this will sort the people by color groups and allow other employees / officers to search by classification to facilitate smooth organization of individuals involved.

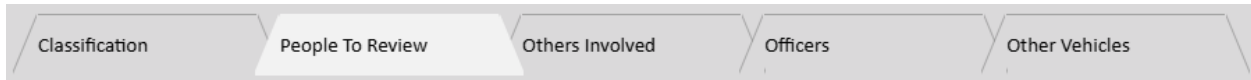
**Classification** is for recording CAD / call information, approval status, and assignment information.

**People to Review** is where you can track the people involved in the incident and what their classification is.

**Others Involved** is used for other people who don't need to be classified but were involved or related to the incident.

**Officers** can be used to track all officers / employees involved.

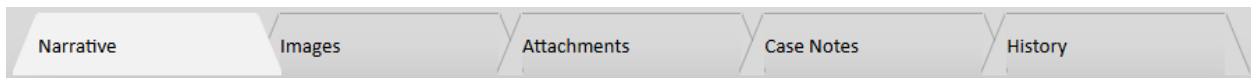
**Other Vehicles** allows you to track vehicles involved in the incident.



**Narrative** lets you write a long narrative to summarize the incident.

**Images**, and **Attachments** tabs are available if you need to upload images and documents. (Images and Attachments in this module function similar to those in all of iSOMS, so if you are familiar with them, you do not need to read those sections.)

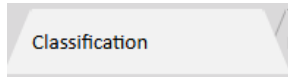
**Case Notes** lets you record notes related to the case. The notes can be approved by supervisors.





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## Classification Tab



The **Classification** tab lists information on the original CAD call, approval information, assignment date, and notes related to the approval or un-approval of the record.

File/CAD Id: 12345	Primary Unit#: 101	Arrival Date: 07/18/2025	Time: 00:00:00	VIEW CALL
Un-Approved Date:	Un-Approved By:			
Approved Date:	Approved By:	Admin Approved Date:	Admin Approved By:	
Assigned Date: 07/18/2025	Assigned To: 603 ELDER, MARTIN WILLIAM -INV	In-Active Date:	Case In-Active Reason:	
Cleared Date:	Cleared By:			

Restricted By Detective

File/CAD Id: 12345	Primary Unit#: 101	Arrival Date: 07/18/2025	Time: 00:00:00
-----------------------	-----------------------	-----------------------------	-------------------

First, add the information from the CAD card by adding the **File / CAD ID** number for the CAD card.










Un-Approved Date:	Un-Approved By:
Approved Date:	Approved By:
Admin Approved Date:	Admin Approved By:

These fields relate to approval / un-approval and will be automatically filled in when you hit the buttons shown below:

Click the appropriate button to approve or un-approve the report. If you need to send a notification to the assigned officer, simply click the appropriate **Notify** button and iSOMS should notify that person that the report was approved / unapproved.



# Significant Incident Guide

Assigned Date:		Assigned To:	603 ELDER, MARTIN WILLIAM -INV			
In-Active Date:		Case In-Active Reason:				
Cleared Date:		Cleared By:				

Use these fields to assign the report, set the report inactive, or to clear the report. If you do one of the last two, you should probably add a note related to them.

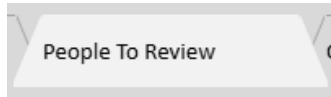
Restricted By Detective

If this record should be restricted to the detective and super users only, check **Restricted By Detective**.




# Significant Incident Guide

## People to Review Tab



The **People to Review** tab is for a list of all the people imported via files (see *Importing People to Review using the Topics Button* on page 10 for more information) or added manually. Here you will be able to classify each person using the **Red**, **White**, **Blue**, and **Green** color system and add details about them.

10 Persons												EXPORT GRID TO FILE	ADD PERSON
	Last Name	First Name	Middle	Post Name		Red	White	Completed On	Blue	Completed On	Green	Completed On	
	DOE	ABRAHAM	FREDRICK		00000004000001	Yes	Yes	2025-06-09T16:05:05.493422					
	DOE	CHARLES	AUGUSTUS		00000004000088	Yes	Yes						
	DOE	IRENE	ANNA		00000004000090	Yes	Yes						
	DOE	JAMES	MICHAEL		00000004000009								

To view, edit, or delete an entry, double-click it in the table or click the pencil (  ) icon.

To add a new entry, click **Add Person**. Confirm you want to add a new entry and you will be brought to a window where you can add the necessary details.



Now, whether you added a new person or are using the existing people, you will need to fill in information and verify classification of the people involved.

### View People To Review

Person Type: **STUDENT** Student or ID#: 00000004000001 Bracelet Id:

Last Name: **DOE** First Name: **ABRAHAM** Middle Name: **FREDRICK** Jr/Sr:

House #: **111** Street: **FALSE LN** Apt/Lot #:  City: **LONDON** State: **TN** Zip Code: **37923**

Race: **BLACK OR AFRICAN AMERICAN** Sex: **MALE** Date of Birth: **10/26/2008** Grade: **10**

Home Room Teacher: **A.SLANEY**

Not At School Today Not At School Reason:

**Classification** **Parent/Guardian/Notes** **Details (optional)**




Image #: 1 of 1



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First, verify the information up in the fields at the top of screen.

Person Type: **STUDENT** X ▾ Student or Id#: **00000004000001** Bracelet Id: \_\_\_\_\_

Add the **Person Type** (*Student, Teacher, Visitor, etc.*), **Student ID #**, and **Bracelet ID** (if needed).

Last Name: **DOE** First Name: **ABRAHAM** Middle Name: **FREDRICK** Jr/Sr: ▾

House #: **111** Street: **FALSE LN** Apt/Lot #: \_\_\_\_\_ City: **LONDON** State: **TN** X ▾ ZipCode: **37923**

Race: **BLACK OR AFRICAN AMERICAN** X ▾ Sex: **MALE** X ▾ Date of Birth: **10/26/2008** 📅 Grade: **10** X ▾

Home Room Teacher: **A.SLANEY** X ▾

Verify name, address, race, sex, DOB, grade, and homeroom teacher in these fields.

Not At School Today **Not At School Reason:** **OVERSLEPT** ▲

If the individual is not present at the location, check **Not at School Today** and add the reason.

## Headings

Classification	Parent/Guardian/Notes	Details (optional)
----------------	-----------------------	--------------------

Below the main fields, the headings are available to type additional information about the person. Once you have verified the field information, you can move to the headings: verify *Parent/Guardian/Notes* info, add additional *Details* if needed, and go to *Classification* and add sorting / classification info.

Begin with the 2<sup>nd</sup> heading, *Parent/Guardian/Notes*, so you can ensure that information is correct. Continue by going to the 3<sup>rd</sup> heading *Details* and adding any needed info. Finally, go to *Classification* and mark this person as **Red** (**The person has finished being initially reviewed (such as marking present)**). This process ensures ID info is correct before any interviews or additional media are taken.



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## Parent / Guardian / Notes Heading

### Parent/Guardian/Notes

The **Parent / Guardian / Notes** heading contains information imported from parent and guardian contacts in files, or notes adding manually. You can edit or add to these notes here.

Classification	Parent/Guardian/Notes	Details (optional)
	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Parent/Guardian/Emergency Contact:</p> <p>Family/Guardian #1: AMANDA, DOE            Relationship: GRANDMOTHER            Phone #1: (865) 555-1234</p> <p>Emergency Contact #1: AMANDA, DOE            Relationship: GRANDMOTHER</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Notes:</p> </div>	

## Details Heading

### Details (optional)

The **Details** heading has markers to identify additional info about the person. You can mark if they are **Injured, Refused Bracelet, Treated at Scene, Transported, or a Possible Suspect.**

If there are additional descriptive features or important clothing, you can add those under **Features** and **Clothing**. Add any additional notes on description / details and **Save**.

Classification	Parent/Guardian/Notes	Details (optional)
	<p> <input type="checkbox"/> Refused Bracelet             <input checked="" type="checkbox"/> Injured             <input type="checkbox"/> Treated At Scene             <input checked="" type="checkbox"/> Transported             <input type="checkbox"/> Possible Suspect         </p> <p>           Features: SCAR ON LEFT CHEEK      Clothing:         </p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Notes:</p> </div>	



# Significant Incident Guide

## Classification Heading

### Classification

The **Classification** heading lets you identify students / people by their classification in the color code system. Simply mark the appropriate box for their current classification. This will auto-record your name and the current datetime. For **White** and **Blue**, these have a checkbox to mark them as needing to be interviewed / media taken, and then a checkbox for **White** and **Blue Complete**.

### Before Checking Red and Saving:

Check Box for Auto Update (date/time/by)

Red    Date: \_\_\_\_\_     Time: \_\_\_\_\_    By: \_\_\_\_\_    

### After Checking Red and Saving:

Check Box for Auto Update (date/time/by)

Red    Date: 07/18/2025     Time: 10:44:15    By: 478 SHARED AGENCY,    

This person will now be able to be found easily via **Search (People)** who have red marked so that the process can continue to the next stage.



# Significant Incident Guide

## Colors Information

**RED** – The person has finished being initially reviewed (such as marking present).

**WHITE** – The person needs to be interviewed, after interview check **Completed White**.

**BLUE** – The person needs to have media stored, after stored check **Completed Blue**

**GREEN** – Classification has been completed and the person should be sent to reunification.

*Your agency can use bracelets or lanyards to classify people by color, so that everyone involved in the significant incident response can know what needs to happen for the person before release. Examples are shown below:*





# Significant Incident Guide

## EXAMPLE for White

Needs Interview – Check **White**

<input checked="" type="checkbox"/> White	Date: 06/09/2025	Time: 15:22:38
---	------------------	----------------

Finished Interview – Check **Completed White**

<input checked="" type="checkbox"/> Completed White	Date: 06/09/2025	Time: 16:05:05
---	------------------	----------------

Lists of these people can be found using the **Significant Incident: Search (PEOPLE)** screen. Navigate to the Significant Incident Module and click **LOOKUP → Search People** in the upper right.

Use the quick search buttons at the top of the search screen to see the people who need to be reviewed, interviewed, etc.

This functions almost like a to-do list for easily viewing people still in each category so you can quickly find the people you need. As you update their checkmarks, you will see them move through the lists until everyone should eventually be marked **Green**.

Significant Incident: Search Results (People)

Search Criteria ▶

Search Results

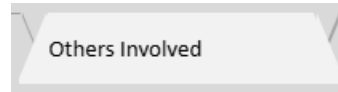
4 Records

	Case #	Last	First	Middle	Race	Sex	DOB	Red Date	Require White
	2025-0008	DOE	ABRAHAM	FREDRICK	B	M	10/26/2008	06/09/2025	Yes
	2025-0008	DOE	CHARLES	AUGUSTUS	W	M	03/17/2008	06/09/2025	Yes
	2025-0008	DOE	IRENE	ANNA	W	F	07/07/2009	06/09/2025	Yes
	2025-0008	DOE	MARIA	LUPE	U	F	08/12/2006	06/09/2025	Yes



# Significant Incident Guide

## Others Involved Tab



The **Others Involved** tab lets you record any other individuals (besides the People to Review) that are involved in the situation and details relevant to those people. To view, edit, or delete a current entry, double-click an entry from the table.

When you add a new entry, you should fill out only the tabs you need to fill out to track information and then save it. Details are provided for each of the sub-tabs below, although each sub-tab is relatively intuitive. Add information as needed.

1 Person										EXPORT GRID TO FILE	ADD PERSON
	Entry Date	How Involved	Relationship	Last Name	First Name	Middle	Post Name	DOB	Age	Home Phone	
	12/31/2024			DOE	JANE	F		05/15/1995	29		

In order to add a new entry, click the **Add Person** button. Confirm you want to add a new person involved, and then you will see the options to fill in the fields.



View Others Involved

SEARCH PEOPLE    How Involved:    Relationship:    SCAN DL

CHECK NCIC

Hide Name on Report     Hide Details on Report     Safety Restraints Used

Last Name: DOE    First Name: JAMES    Middle Name: RANDAL    Jr/Sr: ▼

Nickname/AKA: \_\_\_\_\_

House #: 1142    Street: OXFORD HILLS    Apt/Lot #: \_\_\_\_\_    City: MARYVILLE

State: TN    ZipCode:    County: \_\_\_\_\_

Home Phone: (865)-111-1111    Cell Phone:    Work Phone:    Email: \_\_\_\_\_

**Biographical**    Employer    Juvenile / Child Info



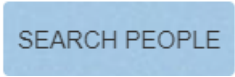
The fields at the top list the person’s involvement and relationship to the people involved. Then identifying fields are below, along with additional headers to add extra info such as *Biographical*, *Employer*, and *Juvenile / Child Info*. For details, see below.



# Significant Incident Guide

## Quick Fill from Master Names

If you already have information on someone as a Master Name, then you can add it quickly by clicking the **Search People** button in the upper left.



This will open the Master Name search screen. Input a name and other identifying info (such as DL number or SSN, etc.), then click **Lookup**.

Master Name: Search

Selecting Replacement Master Name

Last Name:  First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Social Security # \_\_\_\_\_

House #: \_\_\_\_\_ Direction: \_\_\_\_\_ Street: \_\_\_\_\_ Apt/Lot #: \_\_\_\_\_ City: \_\_\_\_\_

Eye Color:

Driver License #: \_\_\_\_\_ SID #: \_\_\_\_\_ FBI #: \_\_\_\_\_ Jacket #: \_\_\_\_\_ Booking #: \_\_\_\_\_

Select the person from the list to add them, and then click **Save and Select** in the *Others Involved* tab. This will autofill information you have on them.

Last Name:  First Name:  Middle Name:  Jr/Sr:

Nickname/AKA: \_\_\_\_\_

House #:  Direction:  Street: \_\_\_\_\_ Apt/Lot #: \_\_\_\_\_ City:



# Significant Incident Guide

## Filling in Information

How Involved:

PROPERTY OWNER



Relationship:

SCAN DL

First, fill in **How Involved** dropdown with how the person is connected to the incident.

How Involved:

PROPERTY OWNER



Add the **Relationship** this person has to the other people involved.

Relationship:

BROTHER

Now you can scan the person's driver license if you click **Scan DL**.

SCAN DL

Hide Name on Report  Hide Details on Report  Safety Restraints Used

If you need to hide this name or details about the report, check **Hide Name** or **Hide Details**.

If the person had to be restrained, check **Safety Restraints Used**.

Now fill out the information about the person if necessary:

Last Name:

DOE

First Name:

JAMES

Middle Name:

Jr/Sr:



Nickname/AKA:

House #:

123

Street:

MADE UP ST

City:

MURFREESBORO

Direction:

Apt/Lot #:

State:

TN



ZipCode:

55555



County:

RUTHERFORD

Home Phone:

(865)-555-6789

Cell Phone:

Work Phone:

Email:

email@email.com



# Significant Incident Guide

## Headings

Below the main fields, the headings are available to type additional information about the person.

### Biographical

Fill in the biographical information under this heading, including SS and DL numbers.

Race:	Sex:	Height:	Weight:	Hair Color:	Eye Color:
HISPANIC	MALE	6	180	BLACK	BLACK
Social Security #:	Date of Birth:	Marital Status:	Military:		
123-45-6789	11/20/2000	(Age: 23) COMMON LAW			
Person Type(forms):					
Features:	Clothing:	Gang:			
DL State:	Driver License #:	Class:	Expiration Date:	Restrictions:	Local ID: Other ID:
TN	123-45-67890	D	10/26/2024		

### Employer

Here you can add an employer record. The Employer system works by storing records of employers. This makes it so that you do not have to continuously re-enter the same information on the same business. See *Appendix A, Business Records* on page 39 for more information.

Employer:  
CHICK-FIL-A

SEARCH EDIT A

**Address 1:** 555 CHICKEN WAY

**Address 2:**                      **Apt/Suite #:**

**City:** KNOXVILLE              **State:** TN              **Zip Code:** 37912

**Phone:** (865) 555-1234              **Email:** EATMORECHIKN@CFA.COM



# Significant Incident Guide

## Juvenile / Child Info

Here you can fill out information on the individual if they were a juvenile / child.

Social Security #:	Date of Birth:	Person Type(forms):	Level Of Education:
123-45-6789	11/20/2010	(Age: 13) CHILD	7 TH GRADE
School:			
FORT CRAIG SCHOOL			
Notes:			
NOTES			

Add the **Level of Education** and **School** along with any necessary **Notes**.

This completes filling out the *Others Involved* entry. Click **Save** in the bottom right to finish this entry. If you have any more to add, simply repeat the process.

SAVE	DELETE	EXIT
------	--------	------



# Significant Incident Guide

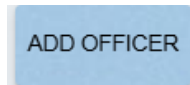
## Officers Tab



The **Officers** tab lists the officers present at the scene of the incident. To view, edit, or delete a current entry, double-click an entry from the table.

3 Officers		EXPORT GRID TO FILE	ADD OFFICER	
	Entry Date	Badge	Employee Name	Involvement Type
	07/18/2025	603	ELDER, MARTIN WILLIAM	ENTRY TEAM
	07/18/2025		ISOMS DATA, CONVERSION	SUPERVISOR
	07/18/2025		ISOMS, DEMO	MARKSMAN

In order to add a new entry, click the Add Officer button.



Fill in the officer and their involvement, and hit **Add** to add them to the list.

### Add Officer

Involvement Type:  
ADDITIONAL  ▼

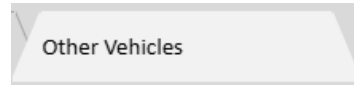
---

Officer:  
603 ELDER, MARTIN WILLIAM -INV  ▼ 🔍




# Significant Incident Guide

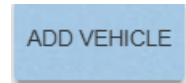
## Other Vehicles Tab



The **Other Vehicles** tab can be used to log information on the vehicles related to the incident, such as a student's personal vehicle.

1 Vehicle											EXPORT GRID TO FILE	ADD VEHICLE
Image	Report Date	How Involved	Relationship	Model Year	Color	Make	Model	Style	License #	VIN		
	07/02/2025	VEHICLE 1	OWNER	2025	RED	FORD	F-150	4 DR TRUCK	TN/123ABC	12345		

To view or edit an entry, double-click it on the table. To add a new entry, click **Add Vehicle** in the upper right.



This will open the window where you can input vehicle information:

### View Vehicle

Report Date:

How Involved:

Relationship:

Value:

Exclude From Report

Tribal Plate:

License State:

License Year:

License Month:

License County:

Plate Type:

Vehicle Decal #:

VIN #:

Vehicle Style:

Model Year:

Vehicle Make:

Vehicle Model:

Vehicle Color:

Vehicle Bottom Color:

Stolen From:

Recovered:

Recovered From:

Wrecker Company:

Insurance Company:

Insurance Policy#:

Insurance Phone#:




Image #: 1 of 1

Main
Disposition
Tow Info
Markings
Owner/Driver
Vehicle Ownership



# Significant Incident Guide

If you want to add information already stored in iSOMS, hit **Search** and you can find vehicles by license plate number:

SEARCH

**Search Vehicles**

License Number

ALL LOOKUP CLEAR FILTER

VIEW MY AGENCY

30 Records

Program	Make	Model	Color	Style	License Number	License State	How Involved
---------	------	-------	-------	-------	----------------	---------------	--------------

If you need to input a new vehicle not in your records, instead simply start adding information on the vehicle. There is a place to put images as well if desired.

Report Date: 07/02/2025 How Involved: VEHICLE 1 Relationship: OWNER

Tribal Plate: Value: 30000.00  Exclude From Report

Vehicle Tag: 123ABC License State: TN License Year: 2025 License Month: 10 License County: KNOX

Plate Type: Truck Vehicle Decal #: 12345 VIN #: 12345 Vehicle Style: 4 DR TRUCK

Model Year: 2025 Vehicle Make: FORD Vehicle Model: F -150 Vehicle Color: RED

Vehicle Bottom Color: BLACK




Image #: 1 of 1

There are additional fields to put information if the vehicle is stolen / recovered, insurance info, wrecker info, etc.

Stolen From: Recovered: Recovered From:

Wrecker Company: MY TOWING COMPANY Insurance Company: INSURANCE OF TENN Insurance Policy#: 12345

Insurance Phone#: 865-555-0987

*Continued on the next page*



# Significant Incident Guide

Now there are headings to fill in notes on different things. All of them are simply note fields, including:

## Main

**Main** – add any notes related to the main details about the vehicle here

Main Notes:  
THIS VEHICLE BELONGS TO THE PROBATIONER

## Disposition

**Disposition** – add any notes related to the disposition of the vehicle here.

Disposition Notes:  
RELEASED BACK TO PROBATIONER

## Tow Info

**Tow Info** – add any notes on towing here.

Towing Information Notes:  
TOWED ON 5/21 TO IMPOUND LOT

## Markings

**Markings** – add notes on markings on the vehicle here.

Markings Notes:  
SCRATCH ON REAR FENDER

*Continued on the next page*



# Significant Incident Guide

## Owner/Driver

**Owner / Driver** – Add information on the owner / driver here.

Owner/Driver Detail Notes:

NO OTHER KNOWN DRIVERS

## Vehicle Ownership

**Vehicle Ownership** – Add info on the vehicle ownership and details here.

Vehicle Ownership Notes:

OWNED SINCE 4/6/25

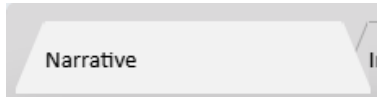
As usual, make sure to **Save** the record periodically to avoid losing entered information.

SAVE

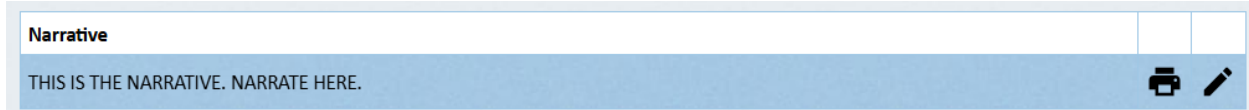


# Significant Incident Guide

## Narrative Tab



The **Narrative** tab gives you an area where you can add a long note to describe the incident and add additional details.



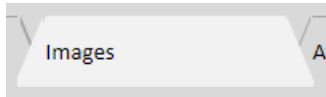
## Main Narrative

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis



# Significant Incident Guide

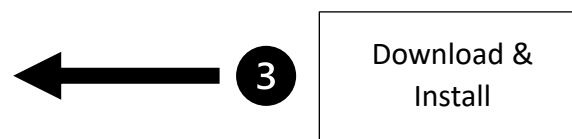
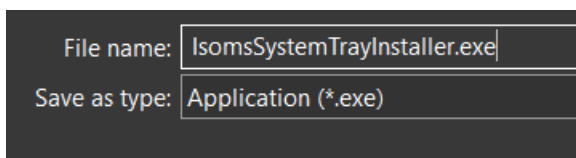
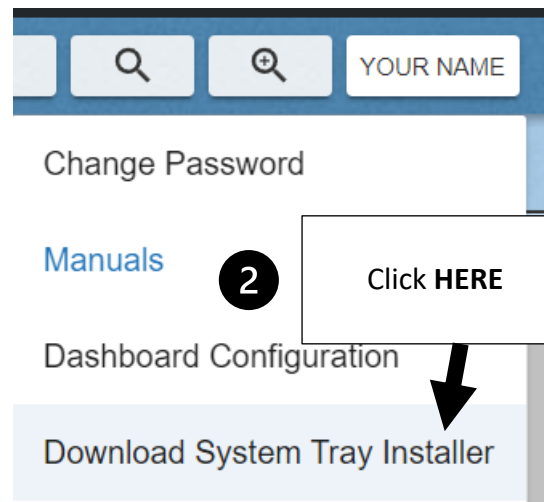
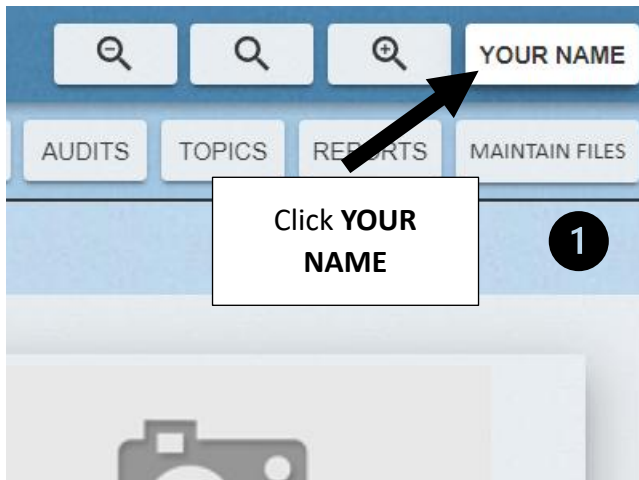
## Images Tab



The **Images** tab is used to view, download, or add images. You can add a single image at a time or multiple images at a time. Click **Add Image** to add a single image.



To add multiple images at a time, you will need the System Tray Installer downloaded to the computer you are using. The System Tray Installer can be found on the iSOMS home page by clicking on the button in the upper right with your username. Once you click on that, you will get a drop-down list, and **Download System Tray Installer** is one of the options. Download and install it on this computer.

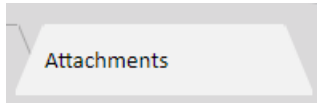



After you have the System Tray Installer on the computer, you can now use the **Add Images** button to upload multiple images at once if necessary.

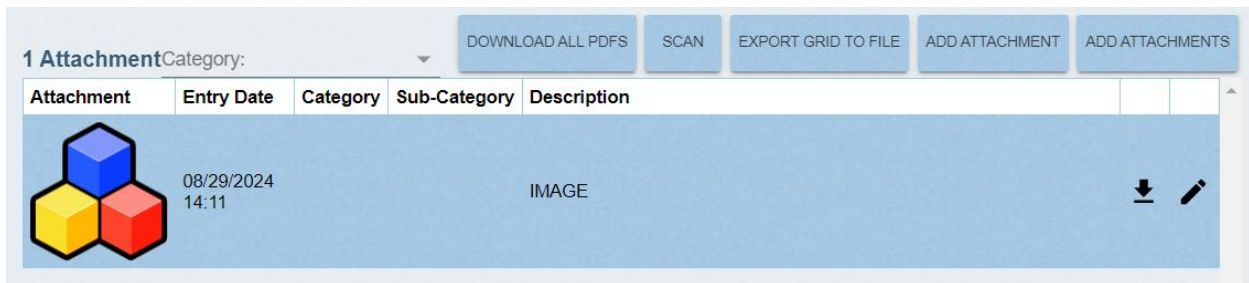


# Significant Incident Guide

## Attachments Tab

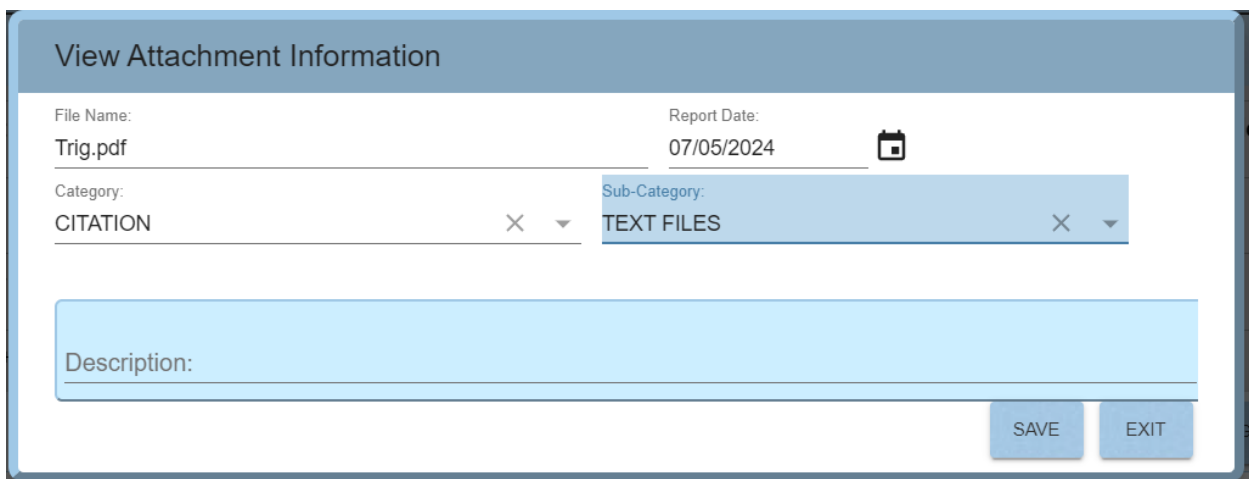
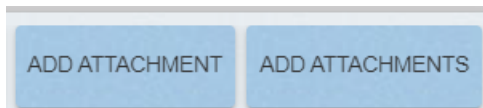


The **Attachments** tab is used to view, download, or add attachments. Double-click a file entry to view the record for the attachment or click on the  icon to download the attachment to the computer.



You can add a single attachment at a time or multiple attachments at a time. Just like above with images, you will need the System Tray Installer downloaded to the computer you are using to add multiple attachments at once. See the *Image* tab instructions on the previous few pages for instructions on installing the System Tray Installer.

Click **Add Attachment** to add a single attachment or click **Add Attachments** to add multiple attachments at the same time. Choose the attachments from the computer, then add the appropriate category and sub-category for the file.





# Significant Incident Guide

You can also **Download All PDFs** at once by clicking the appropriate button.

DOWNLOAD ALL PDFS


File name:	files.pdf
Save as type:	PDF File (*.pdf)

If you have the iSOMS Windows App, you can use **Scan** to scan files into the attachments.

SCAN

### Scan Attachment

ISOMS Windows App Must Be Running

File Name: \_\_\_\_\_ Report Date: \_\_\_\_\_ 

Category: \_\_\_\_\_ Sub-Category: \_\_\_\_\_

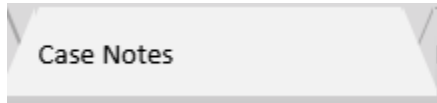
Description: \_\_\_\_\_

CANCEL SCAN DUPLEX SCAN AUTO



# Significant Incident Guide

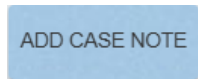
## Case Notes Tab



The **Case Notes Tab** is for adding notes related to the case that don't fit under another tab. These notes can be approved or disapproved by administrators and super users.

2 Case Notes										ADD CASE NOTE
	Report Date	Employee	Note Reason	Sequence #	Status	Approved Date	Restricted	Overt/Traffic Used		
	07/18/2025 11:19	Shared Agency,	FOLLOW UP	2	READY FOR REVIEW		No			
	07/18/2025 11:18	Shared Agency,	CASE NOTE	1	NEW		No			

To view or edit an entry, double-click it on the table. To add a new entry, click **Add Case Note** in the upper right.



Now add the details to your case note.

Add Case Note

Date: 07/18/2025 Time: 11:22:16  Restricted Time Spent on Report(minutes): 0

Note Reason Report Status

Description:

Overt/Traffic Camera Used

Notes:

Approved Date: Approved By:





MAINTAIN FILES
TEMPLATES
DRAFTS



# Significant Incident Guide

Date: 07/18/2025  Time: 11:22:16  Restricted Time Spent on Report(minutes): 3

**Date / Time** will be added automatically. If this should be **Restricted**, check that here. Once finished, add **Time Spent on Report**.

Note Reason: FOLLOW UP   Report Status: RE-SUBMITTED  






Add the **Note Reason** for why you are editing / approving / resubmitting this report. Then add the **Report Status**.

Description:  
REPORT RE-SUBMITTED

Add the **Description** for the note.

Notes:  
ADD NOTE HERE

Now add the **Notes**.

Approved Date: 07/18/2025  Approved By: 603 ELDER, MARTIN WILLIAM -INV     **Approve Report**

Finally, if you are approving the note, check **Approve Report** and your info will be added automatically.



# Significant Incident Guide

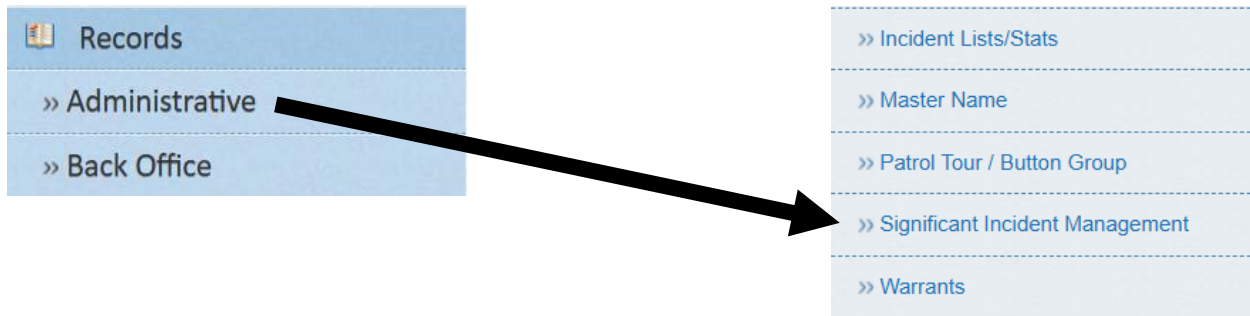
## Significant Incident Reports

iSOMS allows you to print different types of reports for significant incident records:

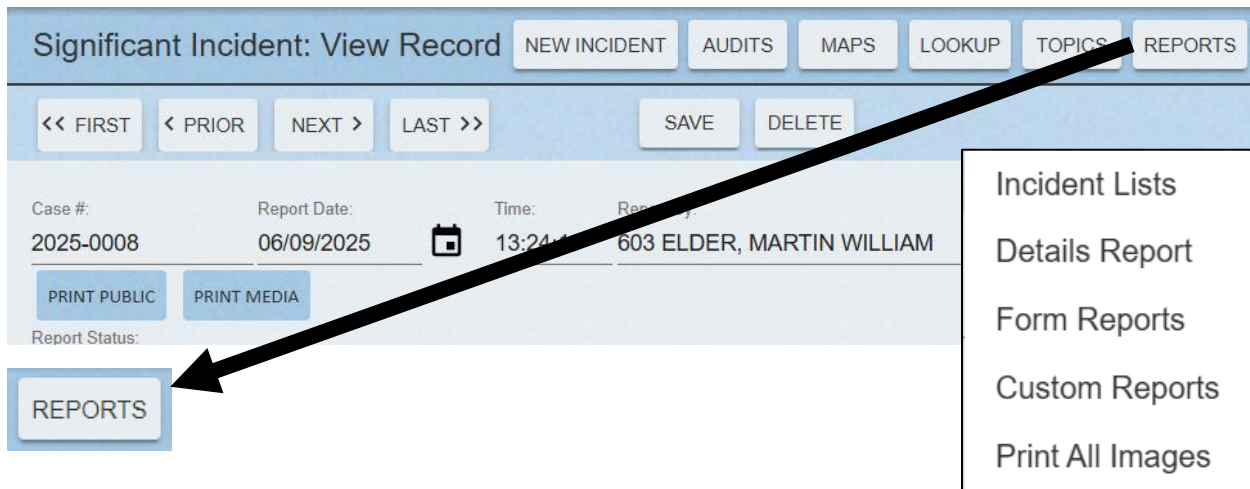
- **List Reports**
- **Form Reports**
- **Detail Reports**
- **Custom Reports**

To access the reports, begin on the iSOMS home screen and navigate to:

**Records** → **Administrative** → **Significant Incident Management**



Now click on the **Reports** button in the upper right and choose the report you want to run. Some reports require you to choose a specific incident record first before you run them.





# Significant Incident Guide

Your agency can use bracelets or lanyards to classify people by color, so that everyone involved in the significant incident response can know what needs to happen for the person before release. Examples are shown below:





# Significant Incident Guide

## Appendix A: Business Records

iSOMS has various sets of business and organization records, which works by storing records of organizations. This makes it so that you do not have to continuously re-enter the same information on the same business or agency. We will use this as an example for **Worked For** in *Service Work*, but it works for all businesses and organizations that have fields that look like this.

Worked For:  
 CHICK-FIL-A SEARCH EDIT ADD

**Address 1:** 123 COW ST

**Address 2:** **Apt/Suite #:**

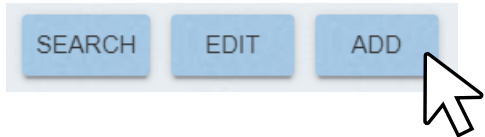
**City:** KNOX **State:** **Zip Code:** 37772

**Phone:** (865) 555-5678 **Email:** CFA@CFA.COM

**Latitude:** **Longitude:**

### To add a new organization:

Click **Add** to add a new entry. Enter the organization information in the window, click **Add** at the bottom of the window, and then this will be marked as the organization.



**Add Service Work Business**

ID #: 0 Business License

---

Worked For: CHICKFILA Short Name: CFA

---

House #: 123 Direction: COW ST Suite/Apt #:

---

City: KNOX State: TN ZIP Code: 37772 Latitude:  Longitude:

---

Address 2: Intersection:

---

Business Phone: 865-555-5678 Email: cfa@cfa.com

---

**Contact Info**

Notes:

ADD
EXIT



# Significant Incident Guide

## To edit a current organization:

Click **Edit** to edit the current organization which is selected. Click **Save** when you are done editing this organization.



View Service Work Business

ID #: 65772 Business License

Worked For: CHICK-FIL-A Short Name:

House #: 123 Direction: COW ST Suite/Apt #:

City: KNOX State: ZIP Code: 37772 Latitude: Longitude: Q

Address 2: Intersection:

Business Phone: 865-555-5678 Email: CFA@CFA.COM

Contact Info

Notes:

SAVE DELETE EXIT



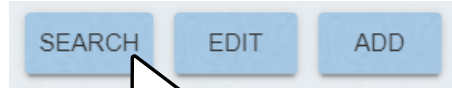
*Continued on the Next Page*



# Significant Incident Guide

## To use an existing organization:

Click **Search** to use an existing organization.



Enter the name or other identifying info.

**1**

ID #: 0 Business License

---

Service Work Business:  
CHICK

Click the **Lookup** button near the bottom of the window in order to find existing records.



Then scroll down the window and select the correct organization from the list by double-clicking their record.

**3**

**1 Record**

Business Name!	Address 1	City	State	Phone
CHICK-FIL-A	123 COW ST	KNOX		(865) 555-5678



# Significant Incident Guide

## Appendix B: Maintain Files Entries

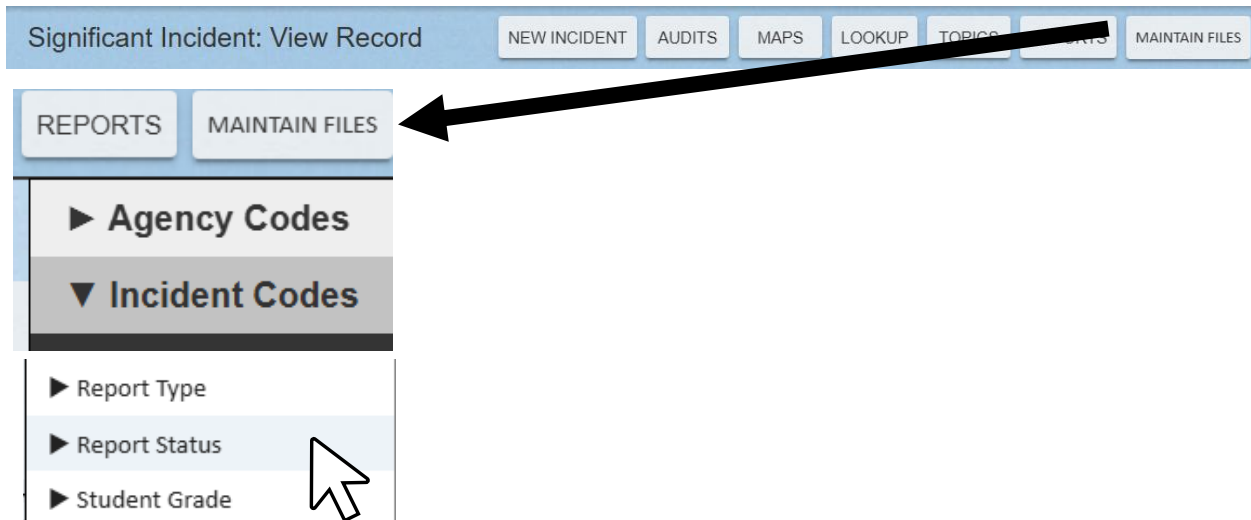
Many dropdown options are present in iSOMS. You can use **Maintain Files** to add to them. To use this, click **Maintain Files** at the top right of the screen. Then navigate to the correct code section and choose the appropriate option for the code you want to add. We will do one example, but you can find the right option to change any dropdown beside it in the main manual entry for that field.



**IMPORTANT:** Only a person with Super User permissions can change **Maintain Files** settings. Make sure you have a Super User editing if using that method.

The method of adding codes (and the way to edit current codes) is to use Maintain Files. As an example, let's change the **Report Status** dropdown to have a new option, *Ongoing*. Navigate to the *Significant Incident* module under **Records** → **Administration** → **Significant Incident Management**, and then click:

**Maintain Files** → **Incident Codes** → **Report Status**





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This will open the list of all the current codes for *Report Status*. If you want to edit a current code, find it in the list that appears and double-click it.

To add a new code, click **New Record**:



On the screen that appears, type the **Code** (system hidden name) and **Description** (the actual words displayed for users), and then click **ADD** to add the code. This will open a new screen, but you can just hit **Save** and exit the code record; we do not need to add any special functionality.



If we go back to the *Significant Incident Management* records, we will see our new option in the **Report Status** dropdown:



A Super User can follow this similar procedure to add additional codes for more options to almost any dropdown in the module.



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## For More Information

We hope this manual has been helpful to you and your agency.

If you have any questions, don't hesitate to call us at 888-644-5786.

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