General Information

Web Application vs. Security Desk

The web application is used for LPR monitoring and reports. It is only accessible through the web via https://lprweb.cityofaltonil.gov/webapp. You can add license plates to a hotlist, but currently, you cannot modify them. This feature will be available in a new release in the near future.

The Security Desk application is used for the hotlist and permit editor, as well as more detailed reports. You can also access the ALPR Submission Form from Security Desk. This application is downloaded to your computer using the tutorial provided later in this document. **Note:** Live hit monitoring is not available on Security Desk.

Please note the following:

- All users must sign in at least once every 90 days, or the account will be automatically disabled.
- Forgotten passwords and/or locked accounts must be reset via the reset portal at lpr.cityofaltonil.gov.
- Accounts will only be re-enabled during normal business hours: Monday through Friday, 8:30 AM - 4:30 PM.
- Requests for password resets or account creations must be sent to helpdesk@cityofaltonil.gov.
- If an account is disabled, the user must send an email to helpdesk@cityofaltonil.gov requesting the account to be re-enabled. The request must come from the affected user and from the email address on file.
- The password must be changed every 90 days. (An email reminder will be sent to the user on days 14, 7, and 1 before the 90-day period ends.)
- The password must be at least 8 characters long, contain one capital letter, one number, and one symbol, and cannot contain your first or last name.
- **DO NOT SEND YOUR PASSWORD TO THE HELP DESK IN TICKETS OR SHARE YOUR LOGIN WITH ANYONE. IF YOU DO, YOUR ACCOUNT WILL BE REVOKED AND YOUR AGENCY POC WILL BE NOTIFIED.**

Hotlist Update Times

Below are the times each of the hotlists are updated:

- **LEADS:** 4:00 AM and 6:00 PM, 7 days a week.
- **Illinois suspended and revoked:** Once per day at 4:00 AM, 7 days a week.
- **NCIC:** Once per day at 12:00 AM, 7 days a week.
- **All REJIS Hotlists:** Updated every 15 minutes.

For example, if a car is entered into LEADS as stolen at 2:00 AM, it will not hit the hotlist until 4:00 AM. If a car is stolen after 4:00 AM, it will not be entered into the hotlist until 6:00 PM.

NOTE: The LPR system does not perform real-time "live" inquiries through LEADS/NCIC/SOS using the LPR. Doing this is strictly prohibited per the LEADS MOU.

Software Install Files and Instructions

The latest Security Desk software can be downloaded from Security Desk under Public Tasks using the following link:
https://lpr.cityofaltonil.gov/downloads/SecurityDesk/Latest/

You will also need to download the map files if you want to use the mapping feature:
https://lpr.cityofaltonil.gov/downloads/SecurityDesk/Maps/

Instructions on how to install Security Desk can be accessed via Security Desk under Public Tasks and using the following link:
https://lpr.cityofaltonil.gov/downloads/Instructions/

A guide on how to use Security Desk can be accessed via Security Desk under Public Tasks using the following link:
https://lpr.cityofaltonil.gov/downloads/Instructions/

Any time an arrest is made off an LPR hit, an LPR Submission form is required to be filled out. The form can be accessed via Security Desk under Public Tasks. This is required to justify funding to keep the LPR system going.

Per Illinois Compiled Statute 625 ILCS 5/2-130(c), which takes effect on January 1, 2024:
An Illinois law enforcement agency may not share any automated license plate reader (ALPR) information with any outside law enforcement agency without a written declaration from that agency, which expressly affirms that the shared ALPR information shall not be used in the following manner:

- Denying or interfering with a person's right to choose or obtain reproductive health care services or any lawful healthcare services as defined by the Lawful Health Care Activity Act (735 ILCS 40/).
- Permitting the detection or investigation of a person based on the person's immigration status.

How to use the Web Application

*** The web application is task-specific, allowing only one task per tab. For example, if you switch from LPR monitoring to viewing fixed cameras, you will stop receiving alarms until you return to LPR monitoring.*** A work around to this is having two tabs up: one for LPR monitoring and another tab for other tasks.
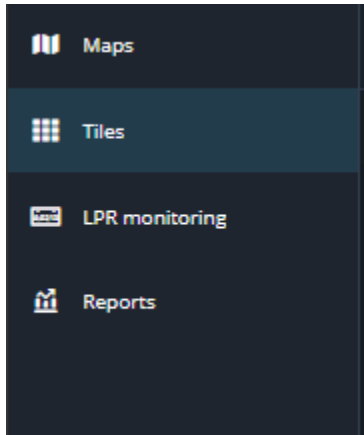
Tiles – Allows you to access the security cameras also called fixed cameras in a given area.

LPR monitoring – Allows you to select which hotlists you want and what cameras you want to actively search for those plates on the hotlist.
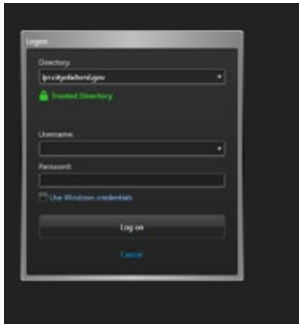
Reports – Allows you to generate informational documents regarding LPR data. (security desk has many more options for reporting at the moment)
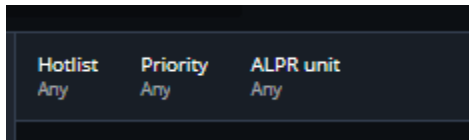
Under LPR Monitoring, you can select any hotlist(s) you would like, and any camera(s) you want to actively search for those plates on the hotlist.

# How to use Security Desk APP(for reports and hotlist updates)

1.   Logging into Security Desk
a.   Directory: lpr.cityofaltonil.gov
b.   Username: assigned to you from helpdesk@cityofaltonil.gov
c.   Password: you can change your password as needed from https://lpr.cityofaltonil.gov
d.   Click Login
e.   (You must log-into the program once every 90 days to keep an active username.)

2. The 'Hits' option will allow you to search ONLY for vehicles already on hot-lists.
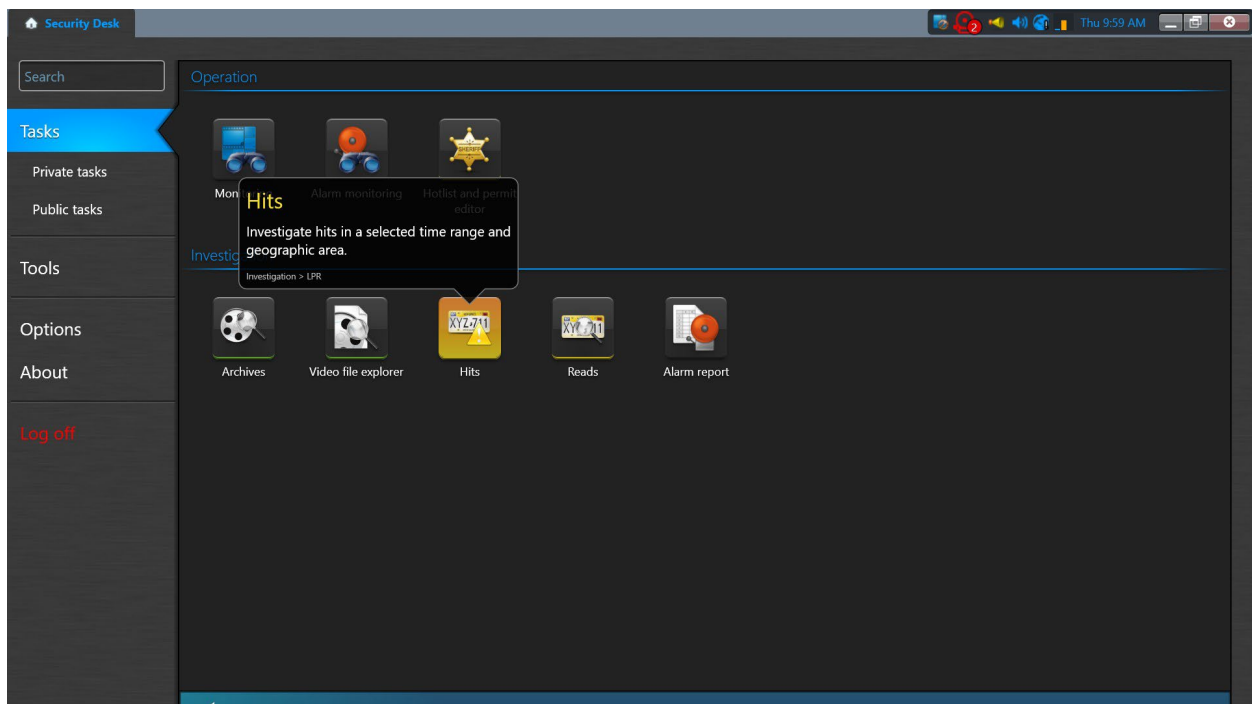
3. 'Reads' option will be most beneficial option for searching vehicles
    a. The 'Reads' allows you to search by specific time, date, and geographic options.
    b. You can search by full registration plate or partial numeric.
    c. The partial numeric does not have to be in the correct order to locate a read.
   d. After selecting 'Hits' or 'Reads', you can select how many past days to search
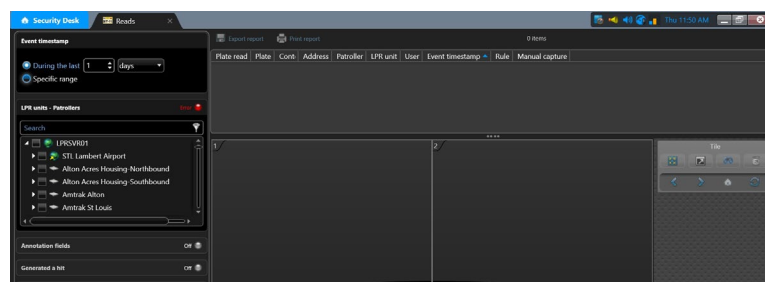
4. Selecting 'Specific Range' allows you to enter a set date/time to search.
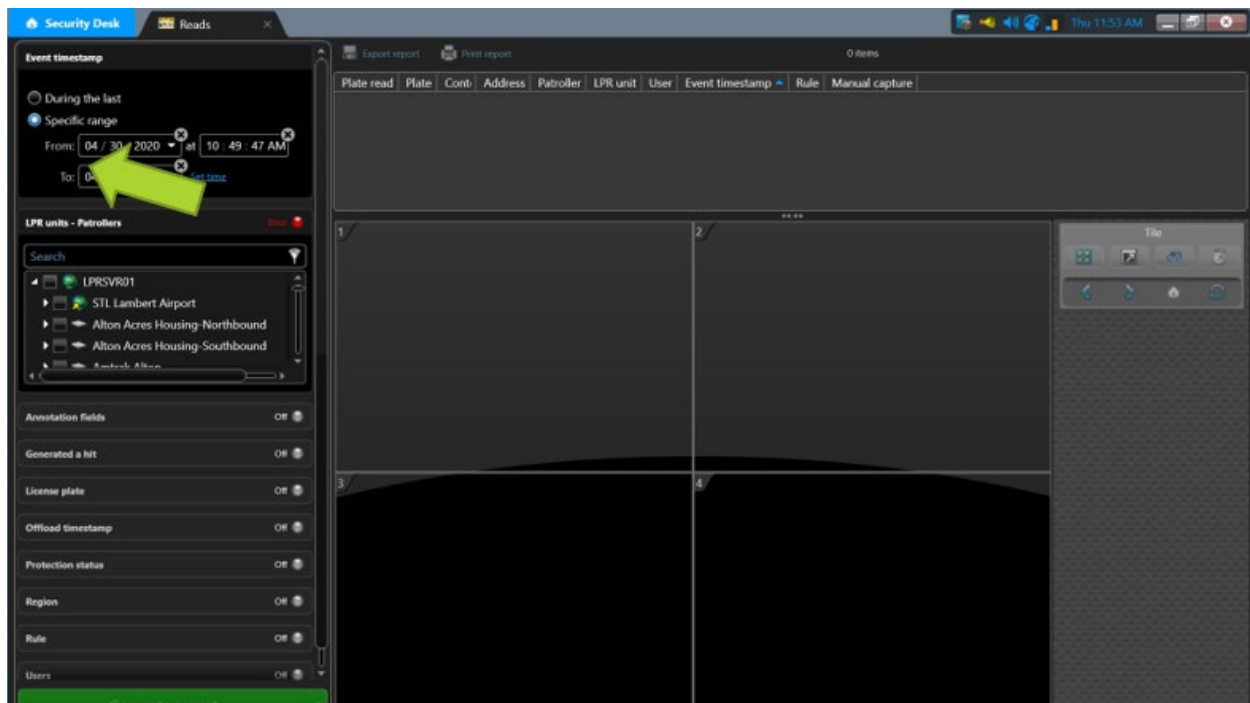
5. Selecting 'LPRSVR01' will search with every camera available. This will broaden the search area, but may slow down your result returns
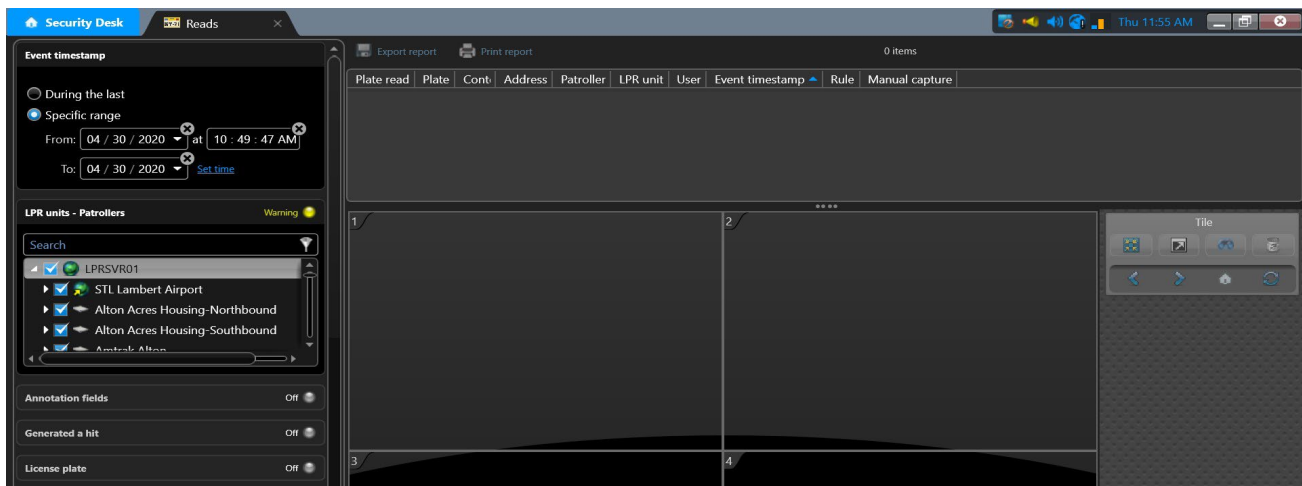
6. Selecting 'License plate' will give you the option to enter full registration or hit the toggle switch to select partial registration
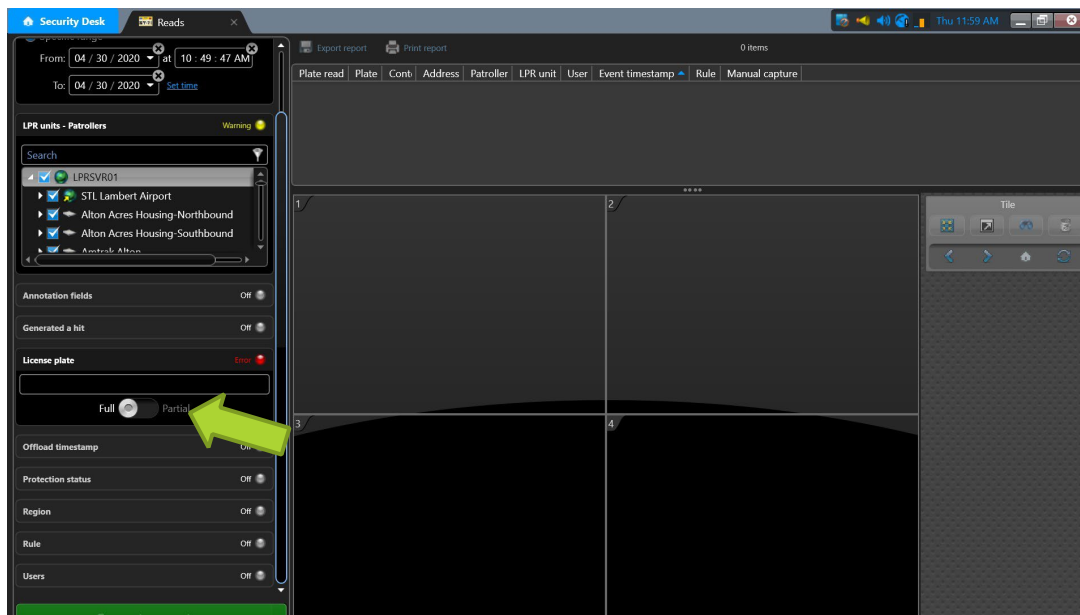

7. Enter the plate and click Generate Report.
   a. You may get a pop-up. Click yes/ok.
   b. All of the reads will display above.
   c. Click the read you wish to view and it will display in a larger view-screen below the read result list.
   d. To view an enlarged photo of the read result, double-click it.

8. Key Points to Remember:

- WHEN ENTERING A REGISTRATION, SOME LETTERS OR NUMBERS MAY NOT
HAVE READ CORRECTLY THROUGH THE LPR CAMERA (I.E., B'S READ AS 8'S OR S'S READ AS 5'S
O'S READ AS 0'S)(ZEROS)

- ENTERING A PARTIAL REGISTRATION MAY HAVE A HIGHER RETURN RESULT & MAY TAKE
LONGER TO GENERATE YOUR RESULT LIST. USING SPECIFIC TIMES/DATES MAY HELP LIMIT
LARGE RETURN RESULTS.

-
- IN PRIOR EXPERIENCE, WHEN SEARCHING PLATES IN THE READS SECTION, IT HAS HELPED IF
LOOKING FOR A SPECIFIC PLATE TO RUN IT ONCE AFTER DROPPING THE FIRST CHARACTER AND
RUN IT ONCE DROPPING THE LAST USING THE PARTIAL OPTION. IT HAS SEEMED THAT IF THE
LPR IS TO MISREAD A CHARACTER IT IS NORMALLY THESE TWO

THE LPR SOMETIMES DOES READ SPECIALTY CHARACTERS (I.E, US, B TRUCK)

9. Hotlist and permit editor
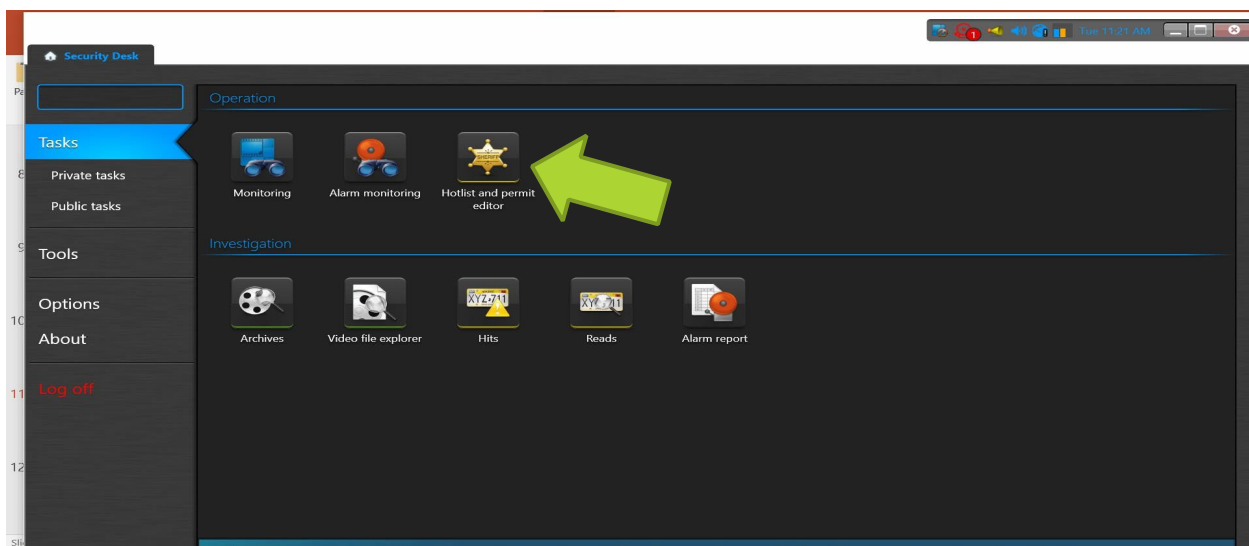

10. Hotlist and permit editor
    a. Adding
        i. This option allows you to enter plates to be flagged as a hotlist for the Your
           Police Department.
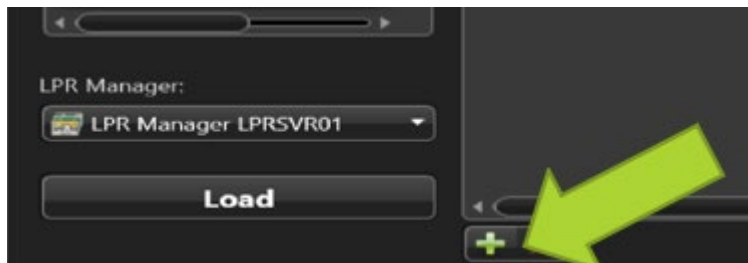   ii. This will generate a 'hit' any time as LPR camera views the plate.
    b. Removing
        i. If a vehicle is no longer needed by Your Agency, it is important to remove the
           plate from the hotlist.
        ii. This could create a potential issue for LE action being taken, when it is no longer
            needed for that vehicle.
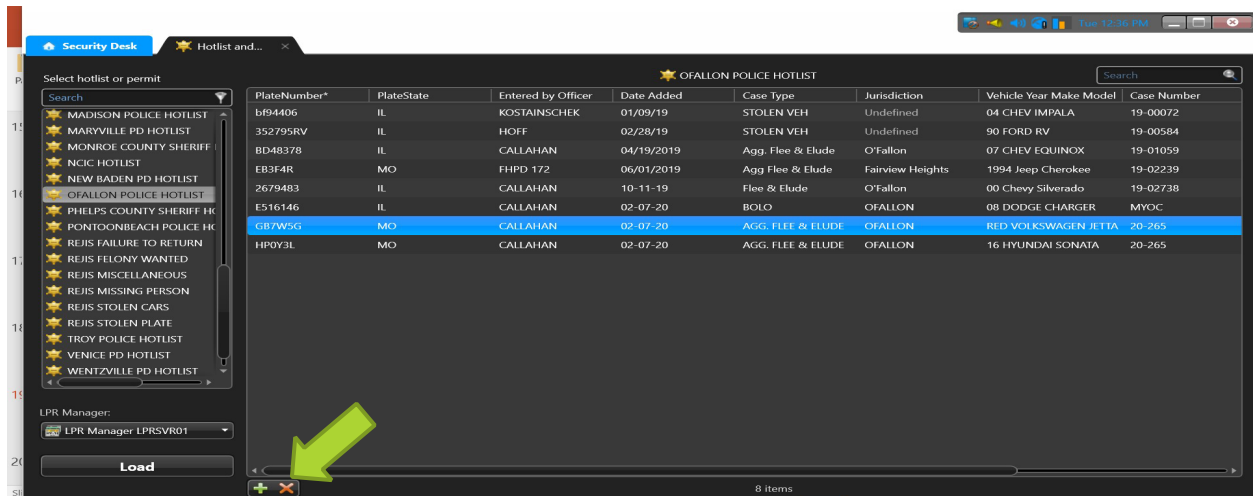11. Select Your Agency POLICE HOTLIST
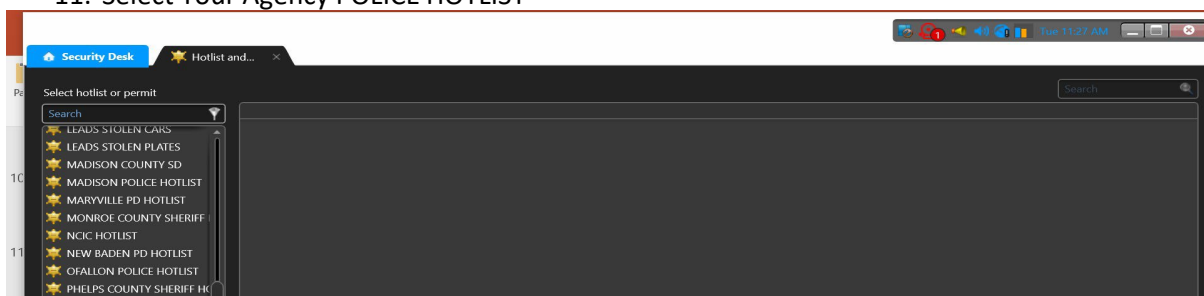
A. Select the '+' to add a vehicle

B. Add all the necessary information
C. Select 'save'

12. To remove a vehicle:right click the row (it will highlight in blue) & select the 'x'

Please contact the City of Alton IT department if you have any questions or issues by emailing helpdesk@cityofaltonil.gov.