

Product overview

HxGN OnCall Records from Hexagon's Safety & Infrastructure division provides an enterprise-level records management solution to centrally store and manage extensive volumes of information across a law enforcement agency's operational environment. It features an easy-to-use application accessed via a standard web browser that delivers efficient data collection from the field, as well as the ability to access and evaluate records data anywhere. OnCall Records offers flexible and highly customizable records management that meets unique single- and multi-agency requirements, provides complete data governance, and is cost-effective to deploy.

Version overview

As we continue to focus on improving the OnCall Records user experience, the following is a snapshot of some of the exciting functionality delivered in October.

As a reminder, OnCall Records will move to a quarterly release cycle beginning in March 2020. This move better aligns OnCall Records with the larger portfolio and addresses customer requests to move to a more manageable release cycle.

October updates:

- The Updated Image File Converter library now supports signatures captured in OnCall Records.
- An anatomy diagram has been added to body details in a crime scene record, making it easier to capture related information.
- As we continue to focus on product consistency, we have made the following changes:
 - Age, height, and weight fields in the following modules have been reformatted: BOLO, Master Name, Missing Person, Lineup, Field Contact, and Juvenile Contact.
 - Save and Add Another buttons are available on the following module pages: Incident-Offense, Incident Supplement-Offense, Arrest-Charges, Juvenile Contact-Charges, Court Document-Charges, Juvenile Court Document-Charges, Citation-Violations, Booking-Charges, Juvenile Booking-Charges, and Inmate-Sentence.
- To improve usability, the Offense/Charge fields now auto-populate results based on the codes that most closely match the entered text.
- Two new system rights are available to improve role security. Agencies can:
 - Access user info – gain access to available users and user info screens
 - Reset a user's password – provide access to the Reset Password screen

- Agencies can now transfer charges from an existing court or juvenile court document to a new court or juvenile court document record to reduce data re-entry.
- With continued focus on improving configuration capabilities, users with UI customization privileges can:
 - Hide and secure read-only fields on any screen
 - Visualize secured fields, which now appear in teal blue text while fields identified as required have a red asterisk
- To better identify attachments, a title field is available within the attachment screen, which is displayed when selecting attachments to print with the data sheet.
- The following updates have been made to the Evidence Inventory screen:
 - A checked-out items checkbox is now available.
 - A new processed items button allows users to view and print all items in an inventory.

For more information, see the [Release Notes](#).

Licensing & distribution

OnCall Records modules require a Reprise license, which is licensed per number of concurrent users. Premium maintenance is available.

For more information, visit [Licensing Resources](#).

Dependencies

Reporting features for jail management require SQL Server Reporting Services.

Additional information & resources

Learn more about this release by visiting the [support site](#), or our [external site](#).