



Customer Check List

TO: Sheriff, Jail Commander, or Corrections Director
FROM: Lock&Track Support Staff
SUBJECT: Getting online with **Lock&Track Online**

In order to get your department online as quickly as possible with **Lock&Track Online**, the Support Staff requests that you provide us with the following:

- Your Purchase Order for the Startup Fee and Monthly Service**
- Coordinator Sign-up Sheets**
- User Sign-up Sheets**
- Jail Cell–Bed Designations (Layout)**
- Property Locker/Box Designations (Layout)**
- Corrections Patch (optional)**

In addition, we will work with you to schedule the following:

- Testing connectivity from your site to our Servers via the Internet**
- Initial User Training Session**

If you can follow through by promptly providing us with this information (more fully described on the next page), we can ensure that your staff gets *online* with **Lock&Track Online** as quickly and painlessly as possible.

Purchase Order — You must issue a standing Purchase Order to **LockWorks LLC** for the **Lock&Track Online** Service setup fee and for the ongoing monthly service fees. 1

A sample P.O. would look like this:

<i>Item</i>	<i>Description</i>	<i>Qty</i>	<i>Rate</i>	<i>Amount</i>
1	Lock&Track Online monthly service fee	bbb	\$rrr.00	\$X,XXX.00
2	Lock&Track Online one-time setup fee	1	\$Y,YYY.00	\$Y,YYY.00
3	(Optional) Probation/Parole Caseload fee	c,ccc	\$0.50	\$ZZZ.00

You can contact us by telephone for a quotation of rates and amounts above. Provide **your facility's bed-count/capacity** ("bbb" in the sample above) — we will quote you the current monthly per-bed rate ("\$rrr.00", which gives the monthly fee (\$X,XXX.00) and the one-time setup fee (\$Y,YYY.00 which is just 2 ×the initial monthly fee).

- **Coordinator Sign-up Sheet** — You should designate a primary and a backup person to serve as your department's **L&TOnline** Coordinator using a sign-up form (LTO-02, provided). The responsibilities of a Coordinator are listed on that form.
- **User Sign-up Sheets** — You or the Coordinator must fill out a User Authorization sign-up form (LTO-01, provided) for *each* employee (or contractor) who you want to become a **L&TOnline** user — we will provide you with a supply of forms. Don't worry if you can't identify all of the users to begin with — you can add, change and remove users at anytime during your Service Period.
- **Jail Cell–Bed Designations (Layout)** — We need your facility's official designations (names and labels) for each housing unit, cell and bed, *e.g.*, block "A", cell "100", beds "1" and "2" (or "Upper" and "Lower", *etc.*). LockWorks staff will use this information to build a **data model** of your jail facility, which then will be used for housing assignments for your inmates.
- **Property Locker/Box Designations (Layout)** — Likewise, we need your formal designations for the property lockers, boxes, or other storage modules you use to store inmates' personal property.
- **Corrections Patch** — (optional) We'd like to include an image of your organization's **official patch** on our Web Site's "Badges & Patches" page. If you can give, or even loan, us a patch, we'll scan it and put it on our Web Site, with a *complementary link* back to your County's and/or organization's own web site.
- **Connectivity** — LockWorks network staff will work with your technical support staff to determine, configure and verify outbound Telnet-protocol access to our Production Servers for your site. This is typically done by configuring one or more of your organization's firewalls and/or network routers to pass **L&TOnline** Telnet data traffic correctly. Alternately, this may involve some minor configuration adjustments with your organization's Internet Service Provider (ISP, if network issues are not handled internally by your county or organization).
- **Initial Training Session** — **LockWorks** will contact you with information about the next available **L&TOnline** training session. You should plan to send your most experienced and/or "lead" staff members to this training — they can then typically serve as your own in-house trainers to bring other staff people up to speed with the application.

That's all there is... Once you get this information to us, we'll quickly get you **Online** with **Lock&Track**.