



Frontline Mobile Tool-Kit

Technical FAQ's

Do I need to install any software to make the Frontline Toolkit work?

No software needs to be installed on a computer to make the Frontline Toolkit work. Just put a shortcut to our website in an easy to find location or bookmark us.

Is the toolkit data stored on a computer at my agency?

No, all data entered into the toolkit is stored on frontline servers so that it can be accessed from almost anywhere.

Do I need internet to make the toolkit work?

Yes, Internet is required to access the Frontline Toolkit. Police desk or 911 Dispatch computers should be able to get to the frontline website to use the toolkit. Also, Mobile computers (MDT's) should also have access to the internet to frontline website.

What if my mobile computers (MDT's) don't have internet access?

- A:** Contact you wireless data provider and request they make an exception for the frontline toolkit website. Contact your IT support to find out who your wireless data provider is.
- B:** Some agencies have used proxy servers to get the frontline toolkit website to the mobile computer (MDT).
- C:** If nothing can be done to get internet to the mobile computer, you can still use the Frontline toolkit to manage all your overnight parking request, vacation watches, directed patrols, and all the other great database that the toolkit offers by utilizing it at the police desk or 911 center.
- D:** An alternative option to using mobile computers (MDT's) to access the frontline Toolkit, you can also use a smart phone. If your agency provides smart phones to your officers they can use those instead of mobile computers (MDT's).

What if my police desk or 911 dispatch computer doesn't have internet access?

Please consult your IT department on getting internet to the computer(s) or use a simple proxy server to allow the computer(s) to access the frontline website.

What if I can't get to the frontline toolkit website because my web filter is blocking it?

Please put in a request with your IT department allow/approve the website on your agencies web filter.

What if I have issues with the frontline toolkit website?

Please consult your IT department if the issue is local to the computer or if it is a Frontline issue. If it is a Frontline issue please let us know by emailing support through our website.