

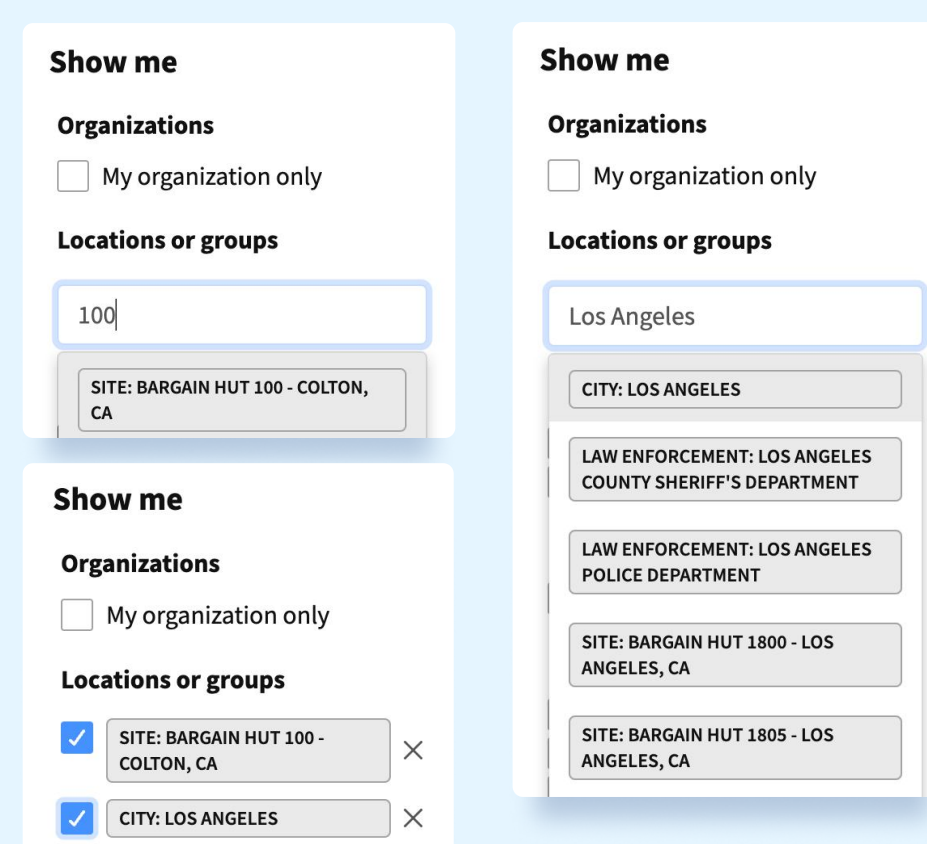


# Best Practice Guide for Law Enforcement

## 1 Filter the Auror Feed

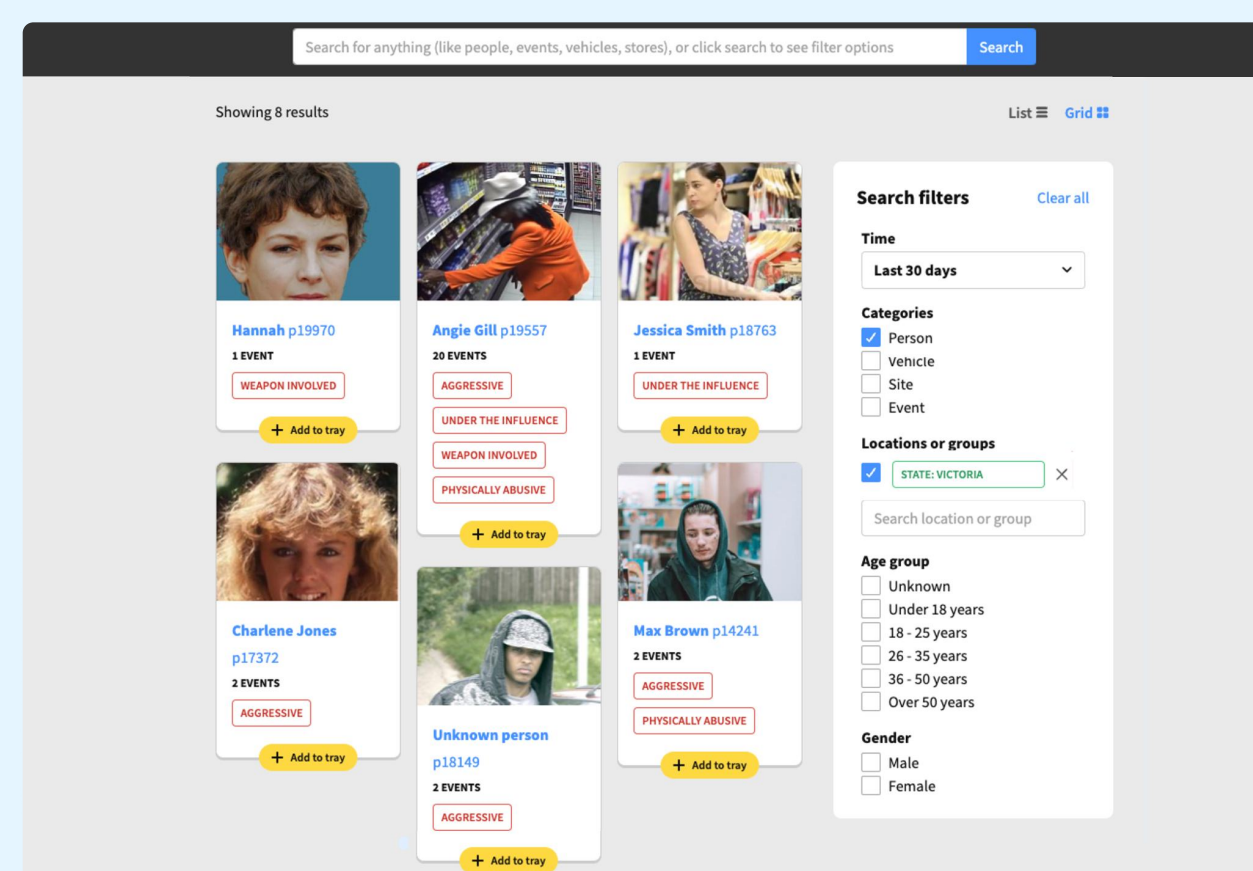
As Law Enforcement users, you can view events entered by retailers. This includes incidents related to **shoplifting, fraud, and aggressive or violent** offending subjects.

Within the Auror Feed, you can filter these events under “Locations or groups” by searching for your jurisdictions, regional areas of operation as well as suburbs, retail groups, and state-wide views. Set multiple locations to cover a wider area of interest, or **filter by options such as “Repeat people” or “Bulletins only.”**



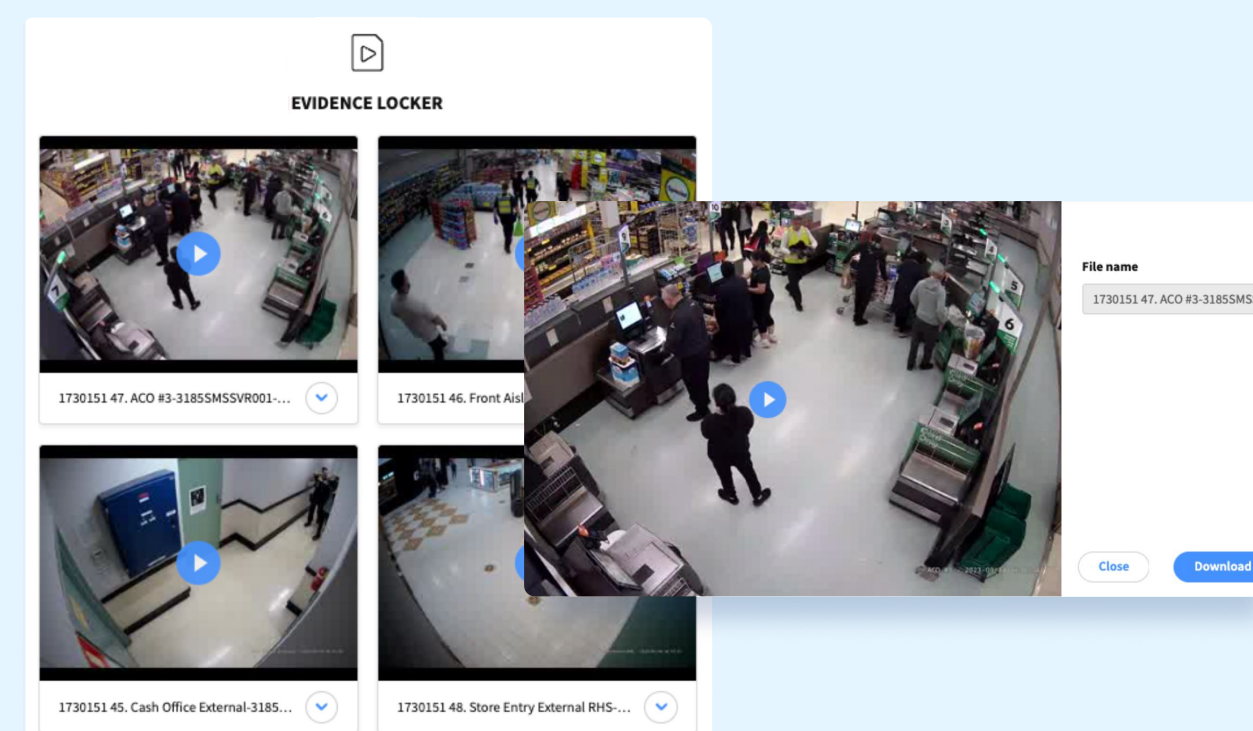
## 2 Search for people and events

Search for **individuals, events, products, vehicles**, and specific details like **tattoos, clothing, and distinctive features**. Enhance your search by combining keywords with filters, tailoring your results to identify valuable insights and intelligence, and surface connections between individuals, vehicles, and **organized retail crime (ORC) networks**.



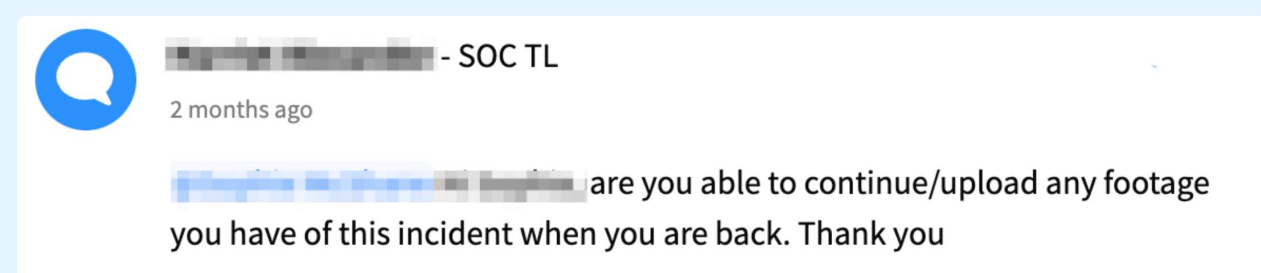
## 3 Digital evidence collection

View and download evidence, including **images, CCTV footage, statements, receipts**, and other intelligence from events reported in the platform. Streamline your evidence retrieval process by **securely downloading digital evidence directly** from the Evidence Locker, eliminating the need to travel to collect evidence and giving you more time to focus on **solving investigations**.



## 4 Collaborate with retailers

Comments and @mentions are the key to collaboration in the Auror platform. You will know you've @mentioned another user in the platform when their username **turns blue - this will push them a notification** right away with a link to the event.



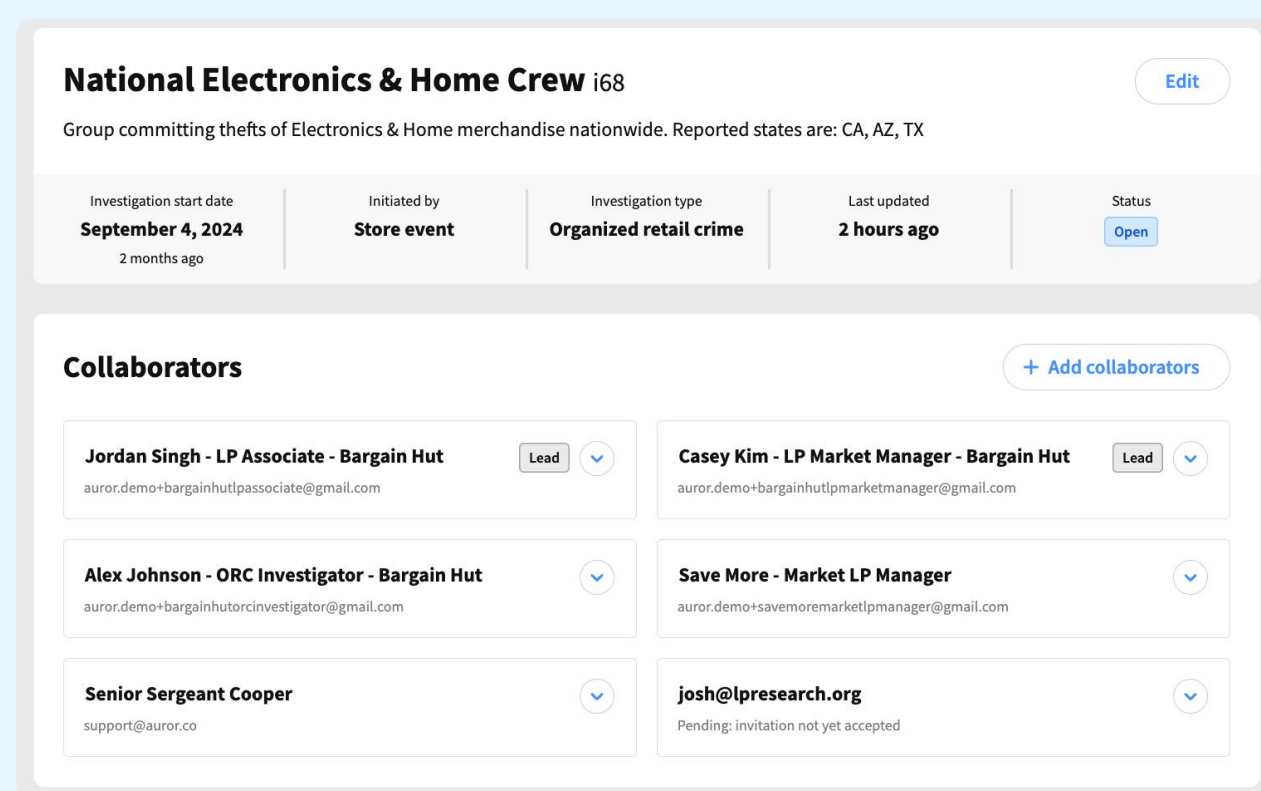
### EXAMPLES OF WHEN TO USE COMMENTS:

- To update the retailer on an investigation or outcome
- If you know an offender has been active in a different retailer

## 5 Join investigations

Retailers using our Investigate module have the ability to **invite law enforcement** into organized retail crime investigations, enhancing collaboration and leveraging insights alongside law enforcement expertise to **solve cases faster**.

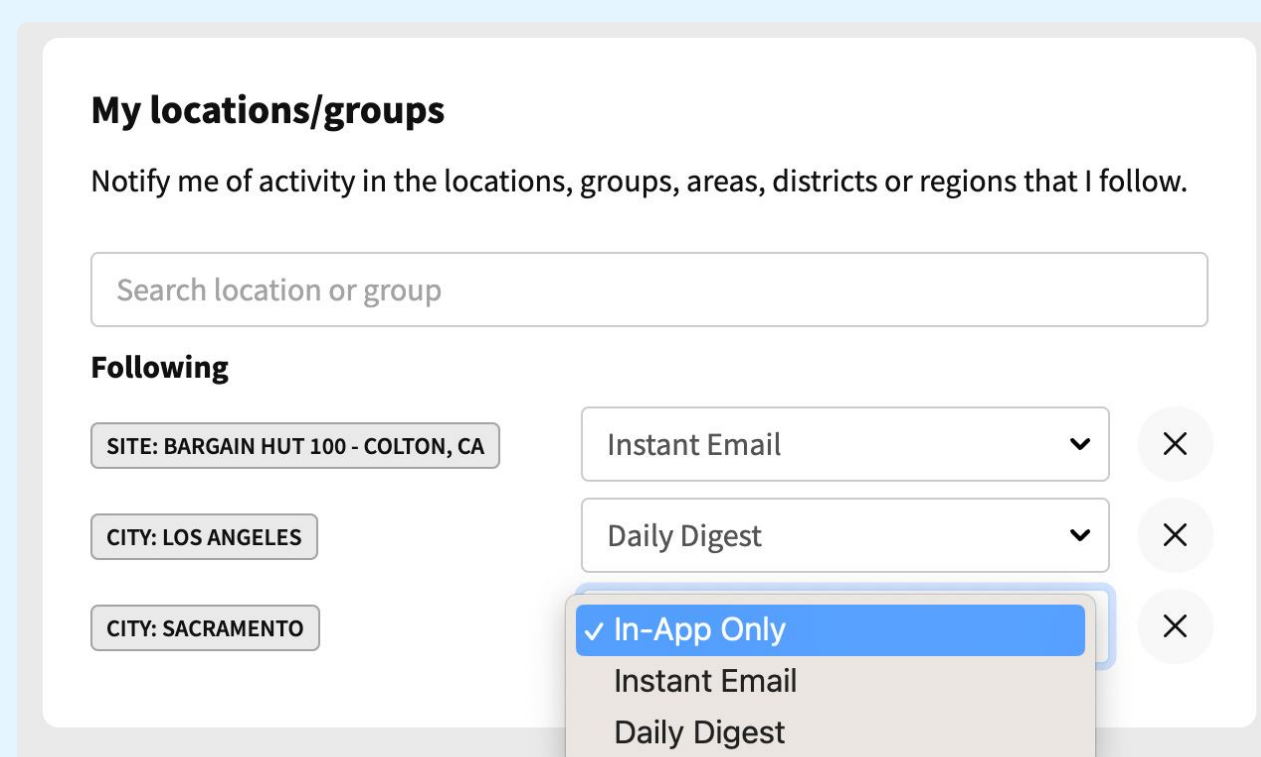
After accepting an investigation invitation sent to you by email, the "Investigate" tab will appear at the top of your Auror page, giving you **direct access to all relevant case details** along with a link analysis that helps you understand connections between events, subjects, vehicles, and locations.



## 6 Customize your notifications

Notifications keep you informed about people, events, and vehicles specific to your area. Visit the "Notification settings" page from the drop-down menu under your name in the top right-hand corner of your screen.

Choose how and when you receive updates by searching locations/groups that interest you, and opt-in to receive important notifications, such as a **threat of violence or repeat people**.



### Auror Support:

Our customer team is available for any questions or feedback. Please reach out via email [support@auror.co](mailto:support@auror.co) or click on the yellow chat icon in the bottom right corner of your screen. Alternatively, check out our **Help Center** which has articles on everything Auror.

