



Retail Crime Hub Onboarding Guide

For Law Enforcement Agencies

January 2026

The Retail Crime Hub — powered by Auror — connects your agency with timely, high-quality retail crime intelligence, streamlined access to evidence, and intuitive investigative tools. It's designed to help you respond faster, build stronger cases, and coordinate more effectively with retail partners.

This guide walks you through what you now have access to, the steps to complete the setup, and where to find ongoing support as you begin using the Retail Crime Hub.

Contents

Overview	2
Onboarding Guide	7
URL allowlist	10
Evidence transfer	12
Retail Crime Dashboard	18
Email template	21

Overview

1. What the Retail Crime Hub Provides

A clearer view of retail offending in your area

Your agency gains a real-time picture of verified retail crime events from participating retailers — all consolidated into one secure, operational view. This helps teams quickly understand patterns, emerging risks, and priority individuals impacting stores and communities.

Focus on top offenders

Identify the 10% of offenders who account for 70% of retail loss. The Retail Crime Hub surfaces repeat patterns and prolific networks so agencies can prioritize the cases that matter most.

Save time

Replace in-person evidence collection with secure, one-click transfers from retailers to Axon Evidence. Investigators save an average of 3.5 hours per report, freeing officers to focus on higher-priority calls.

Build stronger cases

Structured, packaged incident data makes it easy to connect multiple events, prove organized retail crime, and deliver airtight evidence to prosecutors.

Collaborate seamlessly

Securely gather and request evidence from 26,000+ US retail locations to keep your communities safer.

2. Your Tooling Overview

Axon Evidence

- **Retail Crime Dashboard:** Your command center for all incoming retail crime reports submitted by partner retailers.
- **Evidence Transfer:** Move digital evidence into your case files without manual downloads, USBs, CDs, or multiple trips to the store.
- **Crime Reports:** Receive high-quality, structured reports from retailers with clear offender descriptions, MO, vehicles, associated events, and attachments.
 - *Recommendation: delay onboarding to Crime Reports until the team is comfortably using dashboards and the Auror platform*
 - *If you would like to implement Crime Reports sooner, please contact support@auror.co*

Auror Platform

- **Ongoing Crime Feed:** A real-time view of incidents as they occur within your jurisdiction.
- **Additional Intelligence Dashboards:** Pull up trends, hotspots, chronic offenders, and networked offending patterns.
- **Investigate Module:** Build investigations, connect related events, analyze links, and collaborate securely with your team and other teams.
- **Retailer Collaboration Tools:** Communicate safely and efficiently with participating retailers as needed in one, secure place.

3. Set-Up for Your Agency

Overview

Onboarding to the Retail Crime Hub can be completed in a few hours over four weeks. Here's a brief overview of what you can expect:

Week 1 Complete onboarding survey or set up an optional introduction call

Estimated time to complete: 15 minutes

Week 2 Complete self-serve onboarding steps

- Implement URL Allowlist
- Decide on user permissions
- Enroll in upcoming training or choose to self-serve with on-demand videos
- Schedule Tech Call (required) with your Axon Evidence Admin (your IT) and Auror LE CSM

Expected time to complete: less than one hour

Week 3 Attend Tech call

- Evidence transfer setup
- Dashboard permissions configuration
- Testing

Expected time to complete: 30 minutes

Week 3-4 Attend training or self-serve

Expected time to complete: one hour

Week 4 Go Live!

4. What You'll Receive on Day One

Launch Center

A quick-start guide and links to training resources.

Demo Video

A short walkthrough showing your officers exactly what they'll see and how to navigate their new tools.

Access Credentials & Support Contacts

Everything required to log in, plus who to contact for questions.

5. Best Practices for Successful Adoption

- Encourage officers to bookmark the Retail Crime Dashboard in Axon Evidence for quick access.
- Talk to your local retailers about using Auror to report in-store incidents and help your agency spend less time collecting reports and more time reducing retail crime.
- Review top offenders, vehicles, and sites regularly to stay aware of high-impact offenders and key areas of focus.
- Use the Search module to review related intel on subjects you are investigating.
- Bring repeat offenders from the feed into a new investigation to build stronger cases and use link analysis to understand the totality of their crime network better.
- Set up alerts or saved views for priority people, vehicles, or sites to automatically surface relevant activity.
- Plan a short internal huddle two to four weeks post-go-live to align on what's working and identify additional training needs.
- Assign a clear internal point of contact, or "Retail Crime Hub champion," to support day-to-day use and reinforce best practices post-go-live.
- Review early wins or examples of value (e.g., a connected offender, linked vehicle, or successful arrest) within the first month to reinforce the impact of the platform.

6. Ongoing Support

You're never on your own.

- **Dedicated contact** at Auror, with Axon available as needed.
- **Launch Center** with a quickstart guide, introductory videos, and sign-up for training.
- **Help Center** detailed articles and workflow videos.
- **Monthly digest** of new features, insights, and best practices.

Onboarding is intentionally simple. Our team handles the complexity behind the scenes so your agency can focus on what matters most: responding faster, collaborating effectively, and reducing retail crime in your community.

If any questions arise as you read through this guide, reach out to support@auror.co. We are here to help.

Welcome to the Retail Crime Hub powered by Auror!

Onboarding Guide

Onboarding Survey

Confirm Agency & Jurisdiction Details

We'll verify your operational boundaries so your dashboards display the right incidents and intelligence.

Tell us a little about your agency and how you operate.

Self-Serve Onboarding Steps

Safelist URLs

To guarantee uninterrupted access to the Retail Crime Hub and Auror, add the provided URLs on [page 10](#) to your agency's allowlist.

Determine User Permissions

Define who can have:

- **Basic permissions**
 - View crime dashboards and top offenders
 - Transfer evidence
 - Build investigations
 - Access sensitive retailer data
- **Admin permissions**
 - View and edit all investigations

Command staff and IT should discuss and align ahead of the technical implementation call. We'll work with your admin to ensure the correct permission tiers are assigned on the technical implementation call.

Training Enrollment

Choose the best option for your team:

- **Live onboarding training** (recommended)
- **Self-paced video sessions**

You can sign up for upcoming live training session in the [Retail Crime Hub launch center](#) and use the provided email template on [page 21](#) to get your team signed up.

We recommend that each person register for the training, as we will provide attendance reports for each session.

To access self-paced video sessions, learn more about the Auror Help Center [here](#).

[Required] **Schedule your Technical Implementation Meeting**

Technical implementation is required to use the Retail Crime Hub. Click [here](#) to schedule a 30-minute meeting with our Customer Success team.

Please note that you must schedule a minimum of two weeks after the onboarding meeting or survey is completed, to ensure the backend work to enable the Retail Crime Hub is complete.

[Optional] **Sign up for Office Hours**

We host regular open Q&A sessions where agencies can troubleshoot, ask workflow questions, and learn tips directly from the Auror team. Click [here](#) to sign up.

Technical Implementation Call: What to Expect

Evidence Transfer Configuration

Ensure investigators can pull evidence directly into Axon Evidence with a single click. Our team will confirm integration settings and walk you through setup during the technical implementation call.

Detailed documentation is available on [page 12](#). We recommend reading this before the technical implementation call to ensure a smooth onboarding process.

Enable User Permissions in Axon Evidence

We'll work with your admin to ensure the correct user groups in Axon Evidence are assigned access to the Retail Crime Hub and Auror on the technical implementation call.

- **Basic permissions**
 - View crime dashboards and top offenders
 - Transfer evidence
 - Build investigations
 - Access sensitive retailer data
- **Admin permissions**
 - View and edit all investigations

Post-call, the Auror team will assign admin permissions.

Detailed documentation can be found on [page 18](#). We recommend reading this prior to the technical implementation call to ensure a smooth onboarding process.

Auror URL Allowlist

All internal and third-party APIs that the Auror web client communicates with are TCP connections over the standard secure port 443.

The Auror platform has a single entry point at <https://app.us.auror.co>. This is the single URL that a user of the platform needs to know about. All other URLs listed below are utilized from inside the Auror platform to provide the full set of functionality.

Auror Platform

Core Auror platform URLs used to serve the application data and static content

- <https://app.us.auror.co>
- <https://login.us.auror.co>
- <https://files.us.auror.co>
- <https://media.us.auror.co>
- <https://cdn.us.auror.co>

Intercom

Real-time chat/support for a great user experience.

- <https://api-ping.intercom.io>
- <https://api-iam.intercom.io>
- <https://api.intercom.io>
- <https://widget.intercom.io>
- <https://js.intercomcdn.com>
- <https://uploads.intercomcdn.com>
- <https://downloads.intercomcdn.com>
- <https://gifs.intercomcdn.com>
- <https://static.intercomassets.com>
- <wss://nexus-websocket-a.intercom.io>
- <wss://nexus-websocket-b.intercom.io>
- <http://hvp7o175-android.mobile-messenger.intercom.com>
- <http://hvp7o175-ios.mobile-messenger.intercom.com>

Auth0

Authentication services

- <https://cdn.auth0.com>
- <https://cdn.us.auth0.com>

Raygun

Real-time notifications for significant errors and exceptions in the Auror web client.

- <https://api.raygun.io>

Azure Application Insights

Tracks all errors and exceptions in the Auror web client to support technical investigations.

- <https://dc.services.visualstudio.com>
- https://*.vo.msecnd.net
- <https://js.monitor.azure.com>

Honeycomb

Observability platform used to understand, debug, and optimize complex distributed systems in real time using high-cardinality event data and traces.

- <https://api.honeycomb.io>

Auror Help Center

Self-service help articles and video tutorials

- <https://help.auror.co>
- <https://cdn.loom.com/>

Mapbox

Provides mapping integration throughout the platform.

- <https://api.mapbox.com>

AskNicely

Tool for measuring NPS - allows us to get feedback from our users on what they like about the platform and what improvements they want to see.

- <https://auror.asknice.ly>
- <https://cdn.asknice.ly>

Survicate

Survey tool to gather feedback.

- <https://survicate.com>

Pendo

Allows us to understand user engagement on Auror platform (all data is redacted), so we can see how users are interacting with different features and improve the user experience.

- <https://product.auror.co>
- <https://data.product.auror.co>
- <https://content.product.auror.co>

Evidence transfer

Auror to Axon Evidence integration

The Auror to Axon Evidence integration provides law enforcement partners within the Auror platform the ability to export all required evidence from the evidence locker of an investigation, event or evidence request directly to their agency's Axon Evidence account. The integration streamlines the transfer of critical evidence from Auror while maintaining a strong and reliable digital chain of custody.

For a law enforcement user within the Auror platform to be able to utilize this functionality their agency must first have their Auror account connected to Axon Evidence. Once this is complete any Auror user from that agency will be able to seamlessly export evidence out of the evidence locker to their agency's Axon Evidence account.

Onboarding of an agency to the integration will be managed by Auror's Integrations team in coordination with the law enforcement agency's evidence.com administrator.

Axon API client configuration

To enable your agency's Auror account to connect to your Axon Evidence account an API client must be setup within your evidence.com account. Full instructions on setting an API client up can be found [here \(https://my.axon.com/s/article/API-Settings?language=en_US\)](https://my.axon.com/s/article/API-Settings?language=en_US). For any support setting up an API client please work with your Axon representative.

Required permissions for API client

- cases.any.create
- cases.any.modify
- evidence.any.create

API Access Clients

Use API clients for quick access to the Axon Evidence API.

[CREATE CLIENT](#)

Your Partner ID is E3A76168-4900-4BED-8661-BFB934CC1FB0

ID	Client Name	Permissions	Created On
A513116A-063E-4E60-BB57-D77415EFDA00	Auror	cases.any.create, cases.any.modify, evidence.any.create	May 10, 2024

Once an API client has been set up you'll need to share the following details with Auror:

- **Client Secret** – A password that your client must use to authenticate itself to Axon Evidence
- **Client ID** – The unique ID of the API client that you create
- **Partner ID** – Also known as your agency ID, this is the unique ID of your Axon Evidence agency
- **Agency URL** – The custom domain of your Axon Evidence agency (e.g., sb-pro.ag1.evidence.com)
- **System User ID** – The ID an Axon user that the Auror application will act on behalf of when creating evidence in evidence.com. This should be a user created specifically for the Auror integration rather than a real user account. Screenshot below indicates where the User ID value can be fetched

System User, Auror - User profile

https://sb-pro.ag1.evidence.com/axon/admin/users/9e185df3d78b38fhrd72bdd98539db546/agencies/rt5nh68k8s4ght6004be

System User, Auror Active

External ID: b136dc97-0955-4868-9333-bb8289e978cf

USERNAME: support@auror.co

DIRECT SUPERVISOR: -

DIRECT REPORT: -

Sharing client configuration with Auror

The API client information is sensitive data that must be shared with Auror in a secure manner. Auror recommend using your internal secret management to securely share the configuration directly with Auror's Integrations team. If you do not have the ability to share externally in this way let the Integrations team know and they'll be able to provide options for sharing that data.

Exporting evidence

Once the Auror Integrations team has connected your agency's Auror account to your agency's Axon Evidence they will partner with you to test the connection. Below are the steps to validate:

1. Auror will create an investigation and invite your Auror user in as a collaborator. This will send an invite via email to your agency email address

Your State Police account has been invited to the 'Axon Integration Test' investigation



Auror <support@auror.co>
to James Bracefield

10:10 (1 minute ago) ☆ ↶ ⋮

Hi James Bracefield at State Police,

Bargain Hut - LP Market Manager from Bargain Hut has invited you to collaborate on the [Axon Integration Test](#) investigation.

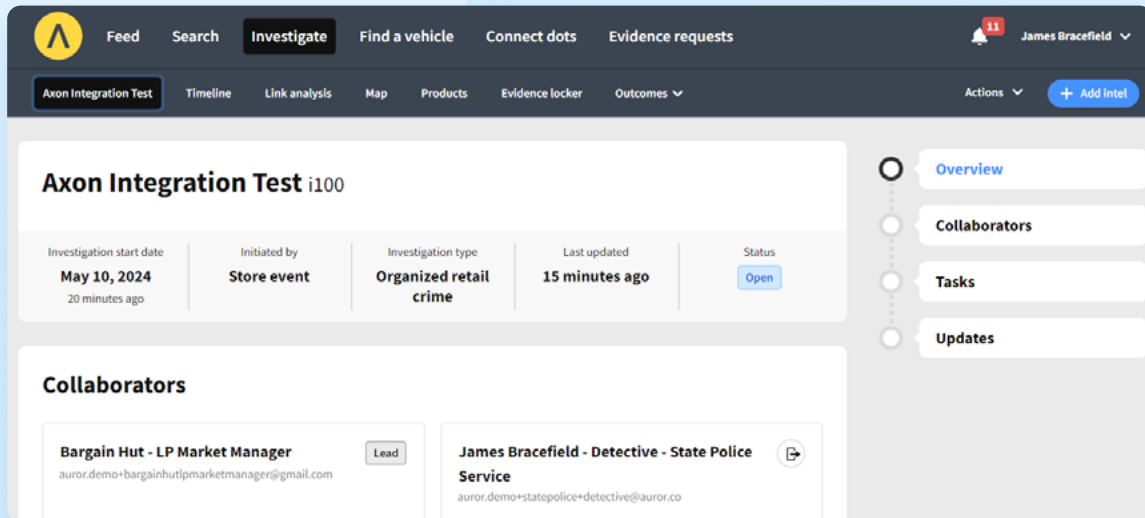
[Go to investigation](#)



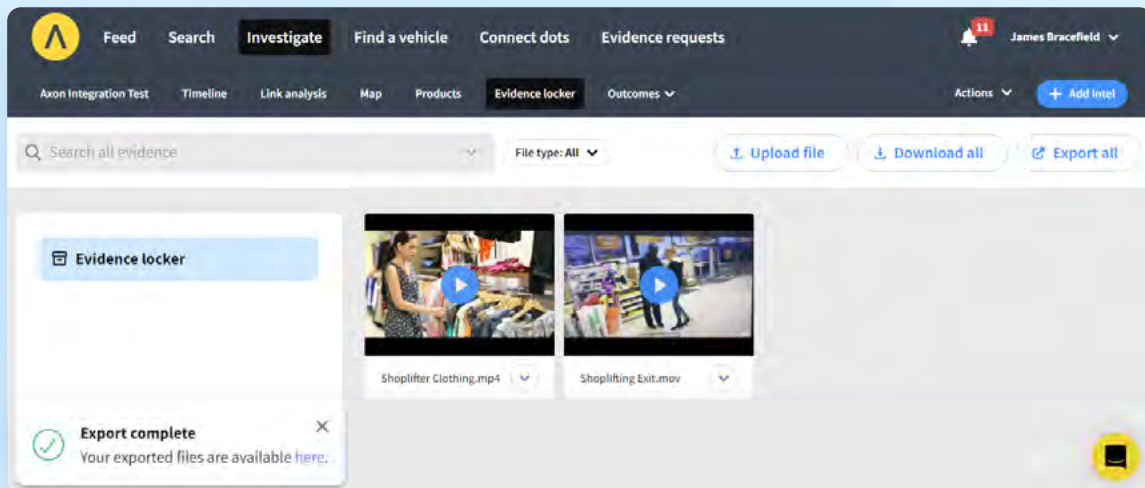
This information is sensitive in nature, do not share.

The content of this e-mail (the "Communication") is confidential, may contain copyright information, and is only for the use of the intended recipient. If this Communication is not intended for you, please notify the sender immediately by return e-mail, delete the Communication and return e-mail, and do not read, copy, retransmit or otherwise deal with it. Thank you.

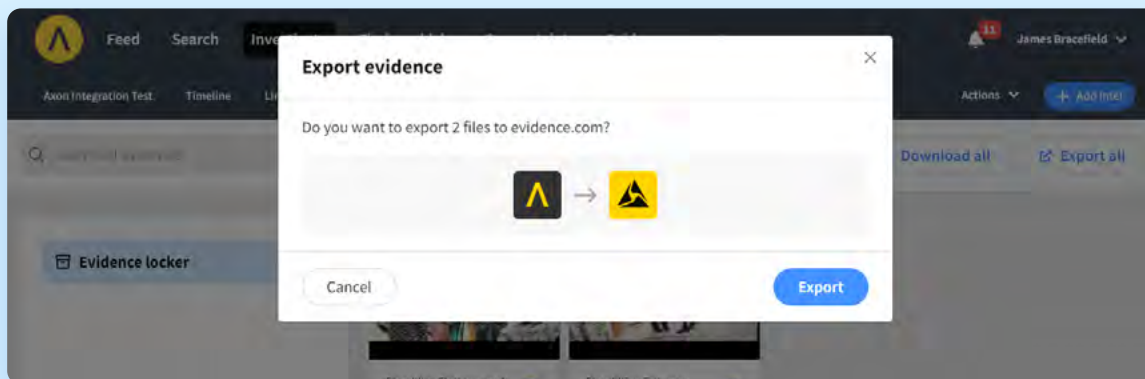
2. Clicking on the link in the email will take you to the investigation in Auror



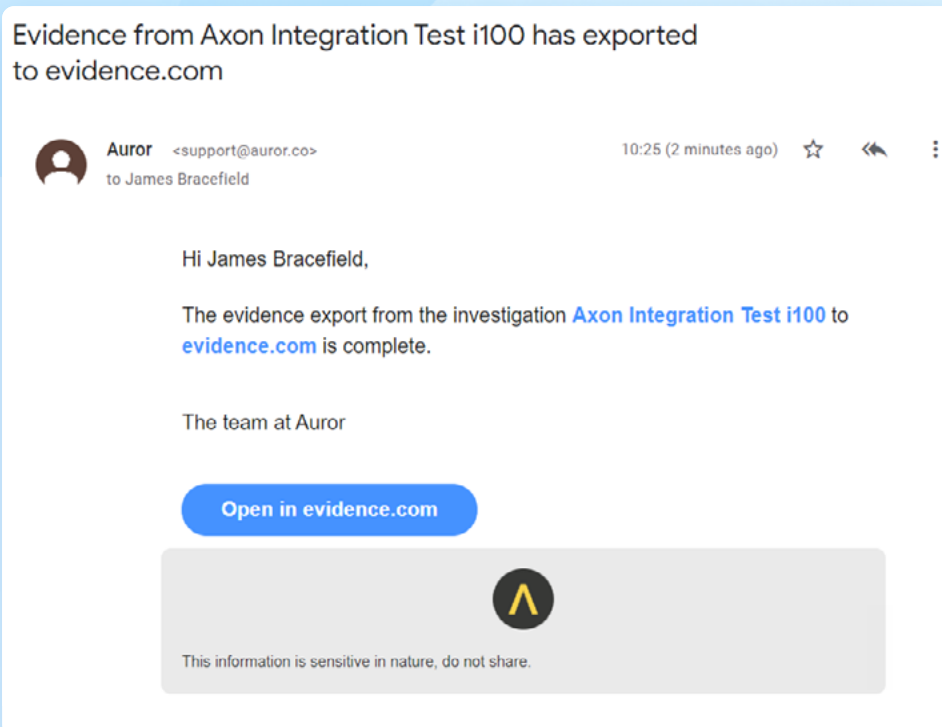
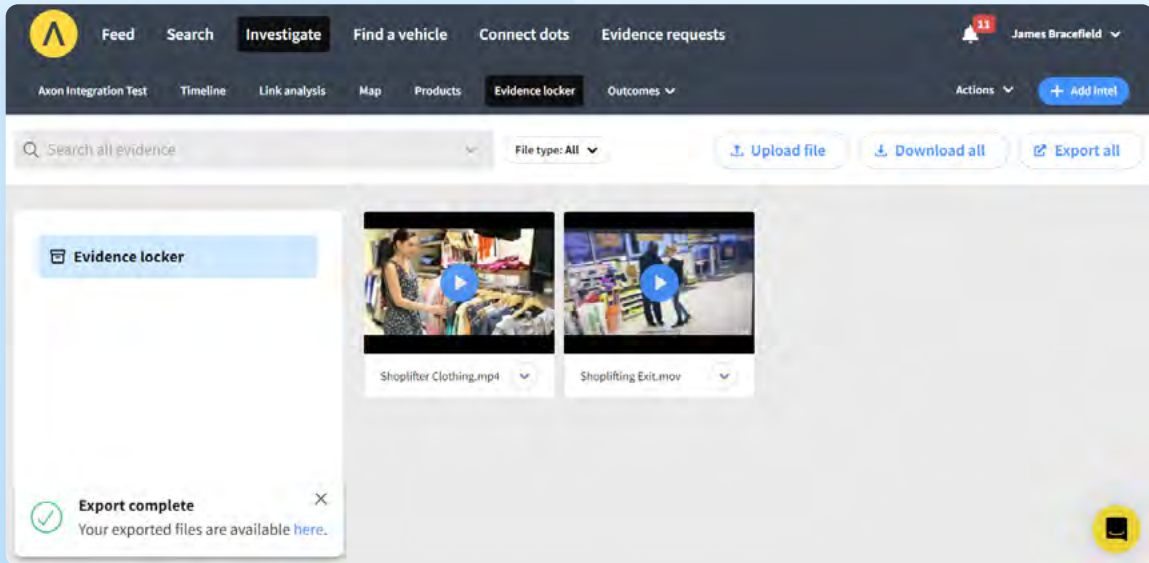
3. Navigate to the "Evidence locker" tab and select the evidence you want to export to your agency's Axon Evidence



4. Click the "Export all" button to initiate the transfer



- You'll receive a notification at the bottom of the page when the export is complete. You'll also be sent an email letting you the export is complete with a link to the case in Axon Evidence



6. Clicking the link in the in-app notification or email will take you directly to the case in Axon Evidence where you'll be able to view the files.

The screenshot shows the 'Auror investigation i100' case page. The top navigation bar includes 'INCIDENTS', 'ALPR', 'RESPOND', 'CASES', 'INVENTORY', 'REPORTS', 'ADMIN', and 'HELP'. A 'MY ACCOUNT' section in the top right shows 'Last login May 10, 2024 8:08 AM EDT'. Below the navigation is a 'BACK TO CASES' button and a 'Last updated: May 10, 2024 10:25 AM by System' timestamp. The main content area is titled 'PRIMARY CASE ID' and 'Auror investigation i100'. It features a 'SUMMARY' tab and an 'INCIDENTS (2)' tab. The 'SUMMARY' tab is active, showing details for the case ID, description, owner (James Bracefield), retention policy (Until Manually Deleted), and tags. On the right side, there are sections for 'Internal Access' (44 users) and 'External Sharing' (0 users).

The screenshot shows the 'Case Incidents' page. The top navigation bar includes 'REVIEW ALL ON PAGE' and 'ADD INCIDENTS'. The page is titled 'Case Incidents' and shows '2 results'. On the left, there are 'Folders' and 'Quick Views' sections. The 'Quick Views' section has a 'RESET' button and shows filters for 'FILE TYPE' (Video: 2) and 'RECORDED BY' (Bracefield, James: 2). The main content area is a table with columns: ID, Title, Owner, Uploaded By, Added by, and Uploaded On. The table contains two rows of incidents, both recorded by 'Corbett, James (JC123)' and uploaded by 'Axon Evidence' on 'May 10, 2024 10:25 AM'. The first incident is titled 'Shoplifting Exit.mov' and the second is 'Shoplifter Clothing.mp4'. There are '+ ADD' buttons next to each row.

Retail Crime Dashboard

Auror's integration with Axon Evidence enables law enforcement partners to access the Auror platform using their Axon Evidence credentials. It provides a dedicated dashboard in Axon Evidence and facilitates seamless transfer of evidence from Auror to Axon.

Ultimately, here's the user permission you need to enable:

▾ **Retail Crime Dashboard**

View Retail Crime Dashboard Allowed Prohibited

Here is how you update permissions:

The integration is completed when an Axon Evidence admin at the law enforcement agency enables permissions and enables the application.

The screenshot displays the Axon Evidence user interface. At the top, a navigation bar includes menu items: EVIDENCE, CASES, RESPOND, INVENTORY, REPORTS, and ADMIN (highlighted). On the right side of the navigation bar, there are icons for help, notifications, and a 'MY ACCOUNT' section with the text 'Last login: Sep 19, 2025' and a 'SIGN OUT' link. Below the navigation bar, a secondary menu contains: MY DASHBOARD (highlighted), SYSTEM USAGE, SYSTEM STATUS (with a checkmark icon), BULK ACTION ERROR REPORTS, RETAIL CRIME DASHBOARD, and RETAIL CRIME REPORTS. The main content area is titled 'My dashboard' and contains several widget panels:

- Evidence management:** My evidence >, Evidence shared with me >
- Upcoming evidence deletions:** My evidence deletions >, All evidence deletions >
- Case management:** My cases >, Cases shared with me >
- My account:** My profile >, My groups >
- Axon Community Request:** View requests >, Create request >, Triage requests 0 >
- Axon Performance:** Launch Performance (with external link icon), My Dashboard (with external link icon), Configure (with external link icon)
- Mobile Axon App:** Launch the mobile experience. (with external link icon)
- Bulk Action Errors:** View error reports >

Roles Permissions

Roles determine user permissions, which control access to features and functions. Each Evidence.com user is assigned a role.

Administrators and users with the Edit Agency Settings permission can create and edit roles. Users with the User Administration permission can assign roles to users.

The screenshot displays the 'System Administration' page in the Evidence.com interface. The top navigation bar includes 'EVIDENCE', 'CASES', 'RESPOND', 'INVENTORY', 'REPORTS', and 'ADMIN'. The main content area is divided into several sections:

- Users**
 - All Users
 - All Groups
 - Command Hierarchy
 - RFID Card Management for Device Pooling
- Organization Settings**
 - Agency Profile
 - Configure Automatic Provisioning
 - Partner Agencies
 - Roles & Permissions
 - Ranks
 - Device Home
- Evidence Settings**
 - Retention Categories
 - Field Validation
 - Evidence Playback Settings
 - Community Request Settings
 - Redaction Settings
 - Case Settings
 - Auto-Transcription Settings
- Security & Integrations**
 - Security
- Devices and Applications**
 - Body Camera**
 - Axon Body 4
 - Axon Body 3
 - Axon Body Workforce
 - Axon Body 2 & Flex 2
 - Axon Body 1 & Flex 1
 - Early Access Devices
 - Body Camera Wi-Fi Networks
 - Axon Dock**
 - Axon Dock
 - Fleet**
 - Axon Fleet 1 & 2
 - Axon Fleet 3
 - Wireless Offload Servers
 - TASER Energy Weapon**
 - TASER X2 & X26P
 - Signal**
 - Signal Vehicle
 - Fleet 3
 - TASER Weapon
 - Signal Sidearm
 - Respond**
 - Respond Settings
 - Camera Activation from CAD

Edit a Role

Administrators and users whose role allows the Edit Agency Settings permission can make changes to custom roles and to unlocked, pre-configured roles.

If you edit a role to change any of the Login Access permissions, all users assigned to the role receive a notification email about the change.

Roles & Permissions

CREATE ROLE ASSIGN ROLES

Pro Roles

Role Name	Users In Role	Date Created	Actions
Admin	64	03/12/2025	Edit role
Investigator	5	03/12/2025	
MP - No RCD	1	03/27/2025	
Super Admin	8	07/29/2025	

Basic Roles

Role Name	Users In Role	Date Created	Actions
Armorer	0	03/12/2025	
User	3	03/12/2025	

Lite Roles

Role Name	Users In Role	Date Created	Actions
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Watch this [video](#) to learn how to edit a role.

Here's a screenshot of the new setting that you need to set for Retail Crime Hub permissions:

▼ Retail Crime Dashboard

View Retail Crime Dashboard Allowed Prohibited

Evidence.com immediately begins enforcing the changes to permissions that you made.

Email template

Use this template to communicate the launch of the Retail Crime Hub and set expectations for training participation.

Team,

We are launching the Retail Crime Hub, powered by Auror, to improve collaboration between law enforcement and retailers and reduce retail crime in our jurisdiction.

Starting [launch date], you will gain new tools that improve how we handle retail crime cases, including:

- Viewing crime insights through tailored dashboards
- Searching and linking events, individuals, vehicles, evidence, and statements related to investigations
- Collaborating directly with partnered retailers on repeat and high-risk offenders
- Saving time by securely accessing evidence without the need to travel to retail locations

Training Requirement

All personnel who will use the Retail Crime Hub are required to attend one training session over the next month. Choose the session that best matches your role or responsibilities.

Attendance is mandatory. Your attendance will be reported and provided to Command. Register in advance and sign in to the webinar to ensure your attendance is tracked.

Please use the appropriate registration link below:

- Command / Train-the-Trainer: [Insert link]
- Detectives: [Insert link]
- Analysts: [Insert link]

Rollout Details

From [launch date], use the Retail Crime Hub as our main platform for collaborating with participating retailers on retail crime investigations. We will share more resources and training as needed to support your adoption.

About Auror

Auror partners with retailers across the country to prevent crime, protect employees and customers, and provide law enforcement with actionable intelligence. More than 3,000 law enforcement agencies currently use Auror to support investigations and improve outcomes related to organized retail crime and repeat offenders.

Thank you for your attention and cooperation.



Safer stores, stronger communities

auror.co/rch-launch-center
support@auror.co

