CUSTOMER GUIDE

Welcome to FirstTwo. We are so glad you joined our family of agencies. This guide is provided to give answers to common questions for administrators, command staff and our users. If you have other questions, please contact our support team.

Product

Founded by experts in the data intelligence space, San Francisco based FirstTwo provides location-based visual intelligence to 1800+ public safety agencies across the United States. Officers can visualize information in real-time on a map from any device.

FirstTwo's goal and mission is to make its customers safer and smarter by arming them with intelligence in the field or in the office. FirstTwo is a perfect tool for patrol, investigations, tactical, RTCCs, fire, dispatch and many other departments in an agency.

As information explodes, tools based on intelligence inside and outside the agency are extremely valuable to law enforcement professionals. Current tools are text based, delayed, desk bound, and only accessible to a limited staff. Imagine a world where everyone within a police department can visualize key information in a geo-spatial environment whether at the office or in location.

We can now absorb key intelligence visually before entering and responding to a crisis. Our core product delivers identity information of people on a map. Our additional layers can take key intelligence within the agency like perimeters, cameras, schools, pre-plans, parole, probationers, etc. and visualize them also within the application.

Install

FirstTwo is browser-based and does not require a download. You can run FirstTwo in any browser on any device. Run on your mobile phone, tablet, or desktop computer right through any browser. Your users should just go to https://www.firsttwo.com and create an account using their agency email address.

FirstTwo also offers a mobile application that will run native on an iPhone, Android, iPad, or desktop computer. To install the application, please following the instructions from https://www.firsttwo.com/home?installapp=1.

There is no additional charge for our customers to utilize our mobile application. The mobile application is 100% identical in features and capabilities to the browser application. Users can install FirstTwo on as many devices as they are allowed.

Eligibility

Only public safety agencies in the US are allowed to use FirstTwo. If you are not part of these agencies and you would like to access FirstTwo, please contact FirstTwo support at support@firsttwo.com.

Your officers are allowed access through accounts associated with your agency email domain (e.g. @marinsheriff.org). If you have multiple valid email domains, please contact FirstTwo support as we can set up multiple domains for your agency.

Licensing

Our pricing is based on the number of officers utilizing FirstTwo. We do not charge per device or search. Our pricing is transparent and can be found at https://www.firsttwo.com/pricing.html. Our interest is to make an impact in public safety, so you will find our pricing to be very modest relative to other tools in the market. We also offer discounts if an agency licenses the full agency. Officers can be sworn or non-sworn.

Training

Training and support are included in our pricing. FirstTwo is very intuitive to use, but always good to watch our short training video on the basics or attend one of our live webinars: https://www.firsttwo.com/help

Live webinar training and face-to-face training is also available at no charge.

Data Source

FirstTwo partners with best in class, large data aggregators to source its intel. Our core people data is updated monthly and typically updated in FirstTwo at the top of the month. Our phone search data is live and is updated in real-time.

Our focus is current information and not historical data. If you see a property with no pin and no occupant data, our sources don't have good intel on the current occupants. We choose not to show historical information of addresses and phone numbers. There are other products in the market that do a fine job with historical information.

Our application is in a class of intelligence discipline called OSINT (Open Source Intelligence). OSINT uses public records and publicly available information to source its intelligence. FirstTwo does not contain any CJIS information.

Usage

Regulation of the use of FirstTwo is the sole responsibility of the customer agency and it is suggested that users refer to agency specific policies and procedures, such as a Computer Use Policy.

Tools based on open-source intelligence (OSINT) like public records are an extremely valuable source of information for law enforcement professionals, but they also have inherent limitations. Though largely accurate, public records do contain errors. Data is sometimes reported and/or entered incorrectly. FirstTwo partners with industry-leading data aggregators, but a profile for a person or an address is assembled from many different sources, and occasionally the data can be aggregated incorrectly. Before relying on any data, it should be independently verified. Data from FirstTwo should never be used for legal purposes unless it is corroborated through other sources.

Please refer to our Terms & Conditions: https://www.firsttwo.com/terms
Please refer to our Privacy Policy: https://www.firsttwo.com/privacy

Administration

The FirstTwo browser application allows administrators to manage their agency's users. Specifically, administrators can:

- Provision new users
- View, sort and edit users
- Enable and disable provisioned accounts
- Initiate a password reset for provisioned users
- Make other users in their agency administrators (or conversely, change administrators back to normal users)
- Send emails to users reminding them to register for a FirstTwo account

To access this functionality, choose the "Manage Users" menu option from the main screen. This menu option is only visible for designated administrators. Please fill out our **Customer Setup Form** to specify your administrators.

The default behavior for new agencies is to allow all users with a valid agency email address (e.g. @marinsheriff.org) to register for a FirstTwo account, but agencies may optionally choose to authorize and pre-approve individual users. Additionally, they may require email confirmation before the system can be accessed by new users.

Logging

We keep a log of historical information depicting our customer usage for 90 days. We are not in the business of analytics or selling this usage information and only keep this information to understand customer behavior and make our product better. We purge all logs after 90 days.

In the event you have a request for usage logs, please contact FirstTwo support. We have a mechanism to export the full 90 day logs for your agency.   All details of customer usage for all users of your agency will be included in that export. We do not share your usage logs with other agencies and only authorized personnel from your agency will be able to request a log.

Please fill out our **Customer Setup Form** to specify who may request logs.

Passwords

By default, we require 8 characters. We do allow an agency to increase the minimum length if desired. Each user who creates an account must choose a password, and it's wise to remind users not to use their network account passwords for FirstTwo. This product does not connect to, or use, your network credentials or Active Directories.

FirstTwo is designed to minimize logins and changes of password. If your agency requires a different behavior, please contact FirstTwo support.

The password is stored as a hashed value using SHA-256 with 500,000 hash iterations and 16 bytes (128 bits) of salt, which is unique to each user. We take security very seriously and we employ best practices everywhere we can to protect your private information.

Minimum Requirements

In general, FirstTwo supports the most current default browser on IOS, Android, Windows and Mac (i.e. Safari, Chrome, Firefox and Microsoft Edge).

Older versions of Microsoft Internet Explorer (IE) are less tested and more likely to have issues. Microsoft is planning to sunset IE and recommends all users use Microsoft Edge as their default browser.

Adding Additional Layers

The FirstTwo platform can be extended at no additional cost to show your agency data on the map. Adding a FirstTwo layer is easy and either utilizes a free editor called Google MyMaps or you can simply just send us a text, excel, csv, kml, kmz, shp, Esri, Google Earth, etc. We can import from most geospatial systems.

Full instructions on creating a layer are located at https://www.firsttwo.com/layers.

Layer data can be private to a single officer, private to a team (e.g. task force), available to the full agency, or across multiple agencies. These layers can be updated as often as monthly down to real-time for active perimeters.

- ✓ Critical Incidents or Event Markup and Perimeters
- ✓ Cameras (Residential, Commercial, LPR, DOT)
- ✓ Schools, Hospitals, Churches, Mall, Corporations with Emergency Pre-Plans Attached
- ✓ Business Listings with Contact Info
- ✓ Beat Maps / Gang Territories / Jurisdictional Boundaries
- ✓ Offenders – Parole, Probation, Sex Offenders

References

We are happy to provide contacts to our reference agencies. We are now running in 1800+ agencies across the United States. We license everything from small city agencies of 5 sworn to Federal agencies.

Background

Founded in January 2016 by experts in the data intelligence space. Niraj Shah (niraj@firsttwo.com), founder and CEO, previously co-founded people intelligence companies Intelius, Talentwise, and inome and is now 100% focused on public safety. You can read more at https://www.firsttwo.com/about.html.

Support

Support can be contacted through support@firsttwo.com or by calling (888) 934-7782. There is no charge for Support at FirstTwo.