ASG Training Manual: Advanced Team Edition

Table of Contents

- Table of Contents
- 1. Quick Access: Additional ASG Training Links
- 2. Frequently Asked Questions (FAQ)
- 3. Custom Team-by-Team Job Guides
  - A. Investigations Team (ABI, DEB, BFERO)
  - B. Executive Protection Team
  - C. Aviation/Maritime Teams
  - D. Forensics Team
  - E. Training Academy
  - F. Communications & APC
  - G. Technology & Media Teams
  - H. HR, Finance, Shared Services
- 4. Getting Help & On-Demand Training
- 5. Top Recommendations to Keep You Protected
- 6. Quick Links to Common Training Needs
- Summary: The all-digital ASG Dashboard & App

Table of Contents

1. Quick Access ASG Training Links
2. Frequently Asked Questions (FAQ)
3. Detailed Team-by-Team Responsibilities
4. Getting Help & Self-Training
5. Top Recommendations for All Staff

1. Quick Access: Additional ASG Training Links

- **Interactive E-Learning:** TalentLMS (https://www.talentlms.com)
- **On-the-job Digital Walkthroughs:** WalkMe (https://www.walkme.com)
- **Microlearning Courses:** Axonify (https://axonify.com)
- **Collaborative training by peers:** 360Learning (https://360learning.com)

- **In-App Training for All Tools:** Spekit (https://spekit.com)
- **Video Simulations & Quizzes:** iSpring Suite (https://www.ispringsolutions.com)
- **Law Enforcement Incidents & Skill Tracking:** D4H (https://www.d4h.com/sectors/law-enforcement)
- **Integrated Chat & Communication:** Microsoft Teams (https://www.microsoft.com/en-us/microsoft-teams/group-chat-software), Slack (https://slack.com)

All staff can access these platforms using your secure ASG login. For login issues, contact your Team IT Admin.

2. Frequently Asked Questions (FAQ)

Q: Where can I start new required training or view my recertification?
A: Use the "Training" tab in the ASG dashboard app or visit the TalentLMS and 360Learning links above with your ASG credentials.

Q: If I don't understand part of my job, what do I do?
A: Go to the "Help & Policies" section of the dashboard, check for job-specific guides, or ask your Team Principal.

Q: Can I communicate with other teams without email?
A: Yes! Use built-in chat rooms and direct messages inside the ASG app. There is a channel for every team and project. All communication is secure and encrypted.

Q: How do I share a file or report?
A: Go to your dashboard, click "Upload File" in your team space, or drag the file into chat. Only authorized team members can access your uploads.

Q: What if I see a security or liability risk?
A: Report it instantly using the "Report Liability" button inside the app, or alert your supervisor.

Q: Where do I access dashboards and analytics?
A: The "Dashboards" tab lets you view live operational and training data tailored to your team role.

3. Custom Team-by-Team Job Guides

A. Investigations Team (ABI, DEB, BFERO)

- Daily: Log in to the dashboard. Review new case assignments and check for urgent updates in the team chat.
- Follow all procedures for chain of evidence. Use only approved forms and upload scanned evidence to the case portal.
- Stay in your assigned cases unless your Principal reassigns you in writing via the app.
- Never take evidence to another entity without a digital chain-of-custody transfer in the system.

B. Executive Protection Team

- Brief daily with your EPS dashboard tab—review schedules and threat alerts.
- Use assigned equipment. Log use and any malfunctions.
- Drill regularly. Upload drill records and incident reports.
- Use team chat in the app for shift changes and emergencies only.

C. Aviation/Maritime Teams

- Pre- and post-mission: Log all checks and notes via dashboard checklists.
- Use map and scheduling tools to coordinate flights or patrols.
- Flag any safety issue—a risk alert goes to your Principal and the admin automatically.
- All requests for extra missions must be submitted in the app, and approved before the mission.

D. Forensics Team

- Every evidence item gets a QR code logged in the dashboard.
- Always sign custody digitally—no paper-only chains.
- Upload lab results.
- Use team chat for questions/discussion—never send unreleased lab data elsewhere!

E. Training Academy

- Instructors: Upload session notes, attendance, and test results every day.
- Students: See all required and optional courses under "My Learning" in the dashboard. Use chat for questions or help.
- Certification is digital—download your badge and certificate from your profile.

F. Communications & APC

- Use dashboard to track all dispatch activity—logs are automatic.
- Communication with other teams or dispatchers is through the built-in chat or incident board, not phone/email unless in crisis.
- Update status online at every shift.

G. Technology & Media Teams

- New tool/testing? Use the dashboard beta-feedback form to submit reports.
- Never integrate external software without IT approval and dashboard check.
- Use app chat for secure coordination.

H. HR, Finance, Shared Services

- Submit forms, update payroll, and manage audits entirely in the app under "Admin." All transactions logged and audit trails visible to Principals.
- Use secure dashboard chat for interdepartmental communication.

4. Getting Help & On-Demand Training

- Open the "Support" tab in the app for: video tutorials, policy manuals, Q&A forums.
- Use the quick "Ask a Trainer" button in any training module for instant AI help, or to schedule a 1:1 session.
- All troubleshooting, incident reporting, and password reset tools are available in one click from the main menu.

5. Top Recommendations to Keep You Protected

- Communicate only inside the app for ASG business. Using outside email, text, or non-approved apps creates security and liability risks.
- Confirm your insurance and indemnity coverage every quarter in your dashboard profile.
- If you don’t understand a policy or process, ask for help using the in-app help tools or by messaging your team leader.
- Report any suspected breach or liability immediately—don’t wait!
- Never bypass assigned controls or approve actions outside your role.
- Attend all required refresher and compliance trainings—missed training may suspend your access to the dashboard.

6. Quick Links to Common Training Needs

- Incident Management Training: TalentLMS “Incident Management” Module
- Evidence Handling Refresher: iSpring “Chain of Custody” eLearning
- Communications Security: WalkMe “APC Procedures” Interactive Guide
- Aviation & Marine Safety: Axonify “Mission Safety” Microlearnings
- Data Privacy & Compliance: 360Learning “USCJ Compliance” Path
- General Teamwork: 360Learning “Collaborative Leadership” Course

[All these links, video resources, and guides are embedded in the app “Training” or "Resources" sections — ask your team lead or IT for direct access.]

Summary: The all-digital ASG Dashboard & App

- All communication, scheduling, file-sharing, and training is conducted securely IN the redesigned dashboard/app.
- Every resource is one click away—no outside email required.
- The platform includes secure chat, file uploads, video calls, scheduling, and direct help tools for every job and team custom to your permissions.

If you are missing a feature or have feedback, use the app's “Suggest Improvement” button.

Stay trained. Stay secure. Work together as one ASG!

(End of training manual)