


HOW TO GET TO LENS

Getting to a particular Special Interest Group (SIG) can sometimes be confusing, so the following are step-by-step instructions and screen captures to show you how to get to the Law Enforcement Negotiation Support (LENS) SIG for the first time. Once you have requested, and been granted access to LENS, LEEP has an area on your SIG Service landing page called “My SIGs” which allows you to quickly and easily access any of your SIGs with one click of your mouse.

1. LENS is a Restricted Membership SIG which means a LEEP user must request access from the LENS SIG moderator to gain access to the member area of LENS. A *request access* link is provided on the public home page of LENS. You must meet the minimum requirements of the LENS SIG to become a member, which is, that you are a sworn law enforcement officer and currently an *active negotiator*. Exceptions will be made on a case-by-case basis.
2. After logging into LEEP, access the SIG Service home page by clicking the “SIGs” icon () , found on the LEEP landing page:



The screenshot shows the LEEP Law Enforcement Enterprise Portal. At the top, there is a navigation bar with the LEEP logo, user information (Flores, Mark W. Log Out), a search bar, and a help desk number (888) 334-4536. Below the navigation bar, the main content area is divided into two columns. The left column is titled "SERVICES" and contains a table with the following entries:

Service	Description (Help)	Status	Access
	Special Interest Group Special Interest Group: A controlled/structured-access area for specialized organizations or disciplines to share and store information as a means to enhance collaboration with law enforcement, intelligence and emergency management communities.		
	Enterprise File Transfer Service The EFTS provides all LEEP users with a web interface to securely share and transmit files.		
	FBI Virtual Academy The FBI's enterprise training system which provides access to all FBI training that is available to the FBI's criminal justice and intelligence partners.		
	FBI Uplift Service The Uplift service allows all FBI users to transfer files to FBI Net.		
	Virtual Command Center Virtual Command Center (VCC) is a real-time, collaborative tool that facilitates shared situational awareness and event management. The VCC is used for operations/events such as: Active Shooter, Warrants, Special Events, Natural Disasters, Child Abductions, Terrorist Attacks and Threats, Etc.		
	National Use-of-Force Data Collection SIG This Special Interest Group (SIG) provides information about the National Use-of-Force Data Collection, and once this collection has been approved for deployment, this icon will then take enrolled users directly to the portal.		
	JusticeConnect JusticeConnect is a user-driven, real-time tool that allows users across agencies to communicate, collaborate, and interact with each other through various applications such as communities of interest, wikis, blogs, forums, and activities.		
	Consular Consolidated Database The CCD database holds all of the current and archived data from all of the Consular Affairs post databases around the world. This includes the data from the ACS, CST, DV, IV, NV, eClass, and IDENT applications. The CCD also provides access to passport data in TDIS, PLOTS, and PIERS.		
	Teleporter A system that allows operational-related files to be shared and transported by		

The right column is titled "LATEST NEWS" and contains three news items:

- Targeted Violence Prevention Guide**
Feb 28, 2017 by Michael Jenkins
- Combating the Myths of Human Trafficking**
Jan 19, 2017 by Michael Jenkins
- Making the Connection Volume 5 Issue 3**
Nov 9, 2016 by Michael Jenkins

Below the news items, there is a "READ MORE" link and a section titled "LEEP PROMOTIONAL VIDEO" with a video thumbnail. Further down, there is another section titled "USE-OF-FORCE VIDEO" with a video thumbnail. At the bottom, there is a section titled "FEATURED SERVICE PROVIDERS".

3. Once at the SIG Service landing page, click the “Browse / Search SIGs” button:

The screenshot displays the SIG Service landing page. At the top, a navigation bar includes links for SIG Home, VCC Home, LEO Email, Member Services, Training, and Request a SIG. Below this is the SIG logo and the text "SPECIAL INTEREST GROUPS Securing the Nation Through Responsible Information Sharing".


The main content area features a "Virtual Command Center 2.0" section with a "Questions/Issues/Feedback" link and a text prompt: "If you have any feedback or questions regarding the new VCC 2.0, please contact VCC Support via the online form within the VCC Events Board." A large "2.0" watermark is overlaid on this section. To the right, a "VCC" dropdown menu is open, showing options like "Event Board", "Trax", "Category", "Location", "Assigned", "#", "[Trax only] Warrants", "[Trax only] Status", "VCC Support" (highlighted with a red arrow), "VCC Administration", and "Close VCC". A search bar and "Go" button are also visible.

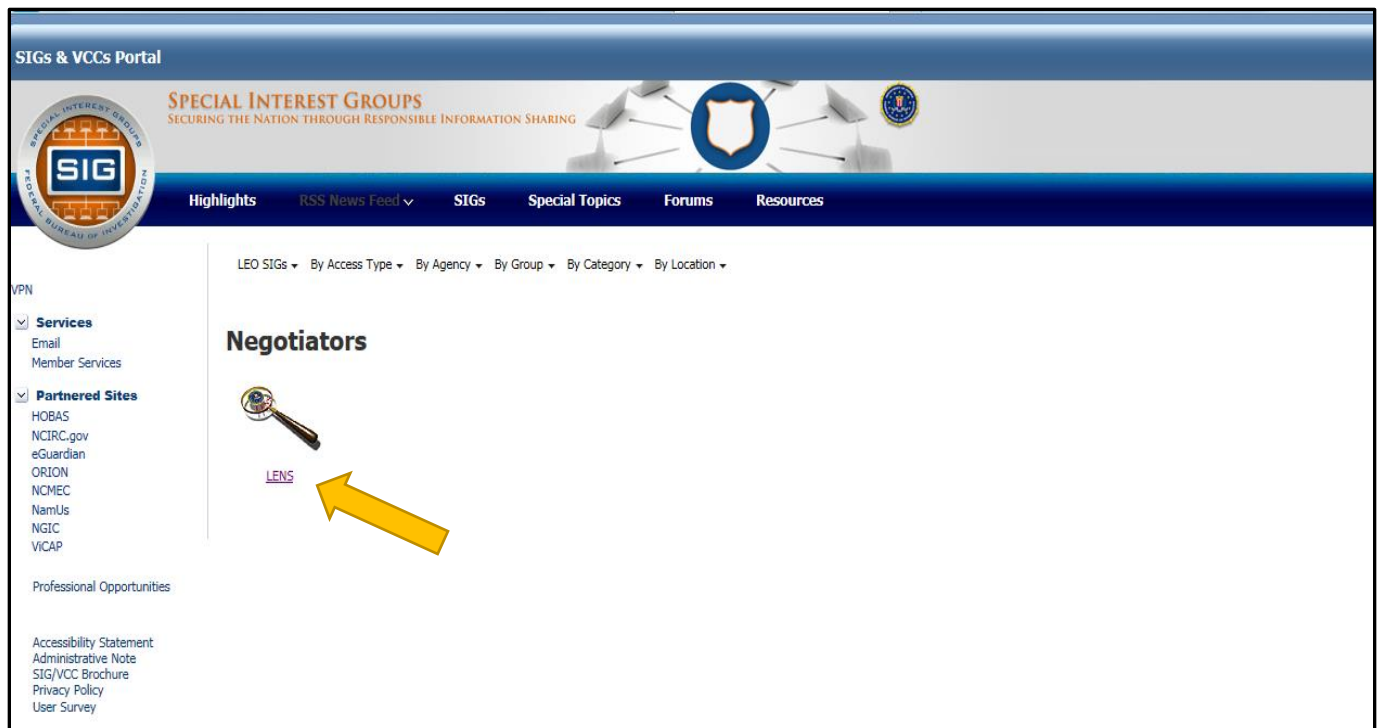
Below the VCC section is a "My SIGs" section with a "Browse/Search SIGs" button highlighted by a yellow arrow. The grid contains the following SIGs:

- LENS**: Law Enforcement Negotiation Support (+ Show SubSIGs)
- CSA**: Cyber Shield Alliance
- ORION**: Orion
- SFJTTF**: South Florida Joint Terrorism Task Force
- FBI-CNU**: FBI - Crisis Negotiation Unit (+ Show SubSIGs)
- LESC**: Law Enforcement Sensitive Communications
- NCMEC**: National Center for Missing and Exploited Children
- SOEVCC**: Special Operations/Event Virtual Command Center
- FBI-MOBILE**: FBI - Mobile
- FBI-SA-TFA**: FBI - Special Agent and Task Force Agents
- OCCD-IGU**: Orange County Corrections Intelligence and Gang Unit - Florida
- FBIMW-CM**: FBI - Milwaukee - CM

4. Once on the SIGs Search page, go to the “By Group” drop down menu, and select “Negotiators”:

The screenshot shows the 'SIGs & VCCs Portal' search interface. At the top, there is a navigation bar with 'SIGs', 'Special Topics', 'Forums', and 'Resources'. Below this is a search area with filters: 'LEO SIGs', 'By Access Type', 'By Agency', 'By Group', 'By Category', and 'By Location'. The 'By Group' dropdown menu is open, showing a list of categories: Bomb Tech, Corrections, Campus Safety, Fusion Centers, Gangs, International, Military, Negotiators (highlighted with a blue bar and a yellow arrow), Police, Prosecutors, Sheriff, and Tribal. Below the search filters, the main heading reads 'Special Interest Groups'. Underneath, there is a section titled 'New SIGs' featuring several agency logos and their corresponding SIG names: FBI-PDSAS2, HTO-PA, RPD-RIC-NC, VERCOG-OH, MCC-CIO, CA-AFWG, FBI-TRACM, and TAK. On the left side of the page, there is a sidebar with 'Services' (Email, Member Services) and 'Partnered Sites' (HOBAS, NCIRC.gov, eGuardian, ORION, NCMEC, NamUs, NGIC, ViCAP). At the bottom of the page, there is a paragraph of text explaining that SIGs are controlled-access areas for specialized organizations and that users must meet minimum requirements to access them. It also provides a link to 'SIG creation guidelines' and a contact email 'leotraininq@leo.'

5. Once on the Negotiators SIG page, locate the LENS icon () and click it, which will bring you to the LENS SIG public page:



The screenshot displays the 'SIGs & VCCs Portal' website. At the top, there is a blue header with the text 'SIGs & VCCs Portal' and 'SPECIAL INTEREST GROUPS SECURING THE NATION THROUGH RESPONSIBLE INFORMATION SHARING'. Below the header is a navigation menu with links for 'Highlights', 'RSS News Feed', 'SIGs', 'Special Topics', 'Forums', and 'Resources'. The main content area is titled 'Negotiators' and features a magnifying glass icon labeled 'LENS'. A large yellow arrow points to the 'LENS' icon. On the left side, there is a sidebar with a 'Services' section containing 'Email' and 'Member Services', and a 'Partnered Sites' section listing various agencies like HOBAS, NCIRC.gov, eGuardian, ORION, NCMEC, NamUs, NGIC, and VICAP. At the bottom of the sidebar, there are links for 'Professional Opportunities', 'Accessibility Statement', 'Administrative Note', 'SIG/VCC Brochure', 'Privacy Policy', and 'User Survey'.

6. Click the "Request for Access" link:


SIGs & VCCs Portal


SPECIAL INTEREST GROUPS
SECURING THE NATION THROUGH RESPONSIBLE INFORMATION SHARING

Highlights RSS News Feed SIGs Special Topics Forums Resources


VPN

- Services
 - Email
 - Member Services
- Partnered Sites
 - NCIRC.gov
 - eGuardian
 - ORION
 - NCMEC
 - NamUs
 - NGIC
 - ViCAP
- Professional Opportunities
- Accessibility Statement
- Administrative Note
- SIG/VCC Brochure
- Privacy Policy
- User Survey



 Email comments and suggestions to the current [LENS SIG Moderator\(s\)](#), Mark Flores, Eva Stribling and Katherine Holloway.

You are not a member of this SIG.

 **Request Access**

Law Enforcement Negotiation Support

Crisis Negotiation Unit Mission

The mission of the FBI's Crisis Negotiation Unit (CNU) is to disrupt, prevent and defeat terrorism through negotiation capability. In furtherance of this mission, the CNU conducts operations, training and research.

The CNU maintains an immediate operational response capability to conduct and manage domestic crisis situations. As part of the CNU's operational mission, CNU negotiators deploy overseas to assist in the management of international incidents. Since 1990, CNU has deployed to over 120 such incidents.

In the area of training, the CNU is responsible for the initial training of all FBI negotiators and other law enforcement negotiators. This training occurs at the FBI Academy, regional training centers and in the field. CNU also provides crisis negotiation concepts to FBI decision makers and selected law enforcement agencies.

The CNU is engaged in an array of research projects, case studies and other initiatives to enhance the Law Enforcement Negotiation Support (LENS) System. LENS is a computer-based project developed by the CNU. LENS is a computer-based project developed to gather and analyze information from across the U.S. and Canada. HOBAS is linked to the FBI's Law Enforcement On-Line database. The LENS site on LEO also contains a negotiator drug guide, negotiation-related information and more.

The FBI has approximately 390 crisis negotiators in all 56 field offices. The CNU is responsible for the training and ongoing support of these negotiators.

At present, the CNU is staffed by a Unit Chief, 7 Supervisory Special Agents and 3 support staff. *(Resolution through dialogue) as its motto.*


The CNU is available to assist any law enforcement negotiator with operational issues and questions by contacting the STRATEGIC INFORMATION OPERATIONS CENTER (SIOC) Watch Officer at [siocto@leo.gov](#).

LENS Membership Requirements

Access to this Law Enforcement Online Special Interest Group requires that the individual meets the following requirements:

General LENS Information

FBI Academy
CIRG/CNU
Quantico, VA 22135
Phone : (703) 632-4700
Fax : (703) 632-4704
E-mail : lens@leo.gov



7. Complete the SIG Access Request form and click SUBMIT:



The screenshot shows a web form titled "SIG Access Request" under the heading "SPECIAL INTEREST GROUPS SECURING THE NATION THROUGH RESPONSIBLE INFORMATION SHARING". The form is for "Law Enforcement Negotiation Support". It includes a header with the SIG logo and a sub-header. Below the sub-header is a prompt: "Please provide any pertinent information below (* denotes a required field). Once you have entered all information, click on the Submit button." The form fields are: Employer Name (Orange County Sheriffs Office), Employer Address* (2500 West Colonial Drive), Employer City* (Orlando), Employer State* (FL), and Employer Zip Code* (32804). There is an "Additional Comments:" section with a text area containing the text "Member of OCSO CNT; will begin entering OCSO CNT HOBAS reports." and a "Submit" button at the bottom left.

SPECIAL INTEREST GROUPS
SECURING THE NATION THROUGH RESPONSIBLE INFORMATION SHARING

SIG Access Request
Law Enforcement Negotiation Support

Please provide any pertinent information below (* denotes a required field). Once you have entered all information, click on the Submit button.

Employer Name: Orange County Sheriffs Office
Employer Address*: 2500 West Colonial Drive
Employer City*: Orlando
Employer State*: FL
Employer Zip Code*: 32804

Additional Comments:
Member of OCSO CNT; will begin entering OCSO CNT HOBAS reports.

Submit

8. Once you have submitted your request for access, an e-mail is immediately sent to the LENS SIG moderators regarding your request. The moderators typically grant access, if warranted, within a short time frame, usually no later than a week after you send your request. Once you've granted access, you will receive an e-mail notification welcoming you to LENS. If you receive your access notification during the same LEEP session as when you requested access, you'll need to log completely out of LEEP, and then log back into LEEP to be able to access the LENS Member Area.
- **Once a member, YOU MUST ACCESS THE LENS SIG ONCE EVERY 90 DAYS OR YOUR ACCESS WILL BE SUSPENDED****

- After you have been given access, LENS will be listed as one of your SIGs, and the LENS icon will be found in your “My SIGs” area of your SIG Service landing page. You will also have access to the HOBAS BARRICADE System (HOBAS) and you can access it from the SIG Service landing page, from the “Partnered Sites” area (1) or you can access it from within the LENS SIG Member Area within the HOBAS folder (2):



VPN

Services

- Email
- Member Services

Partnered Sites

- HOBAS
- NCIRC.gov
- eGuardian
- ORION
- NCMEC
- NamUs
- NGIC
- VICAP

Professional Opportunities

- Accessibility Statement
- Administrative Note
- SIG/VCC Brochure
- Privacy Policy
- User Survey



HOBAS

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If you must fax a HOBAS report, please fax the report to 703-632-4704.

"The new HOBAS release is now available online! HOBAS is available by clicking the link below, or by clicking the link found on the left-hand column on the LEO Highlights page. If you or your agency had completed HOBAS reports during the past several years and saved them in a DRAFT status, please go to those reports, review them, validate them and then save. For guidance on completing a HOBAS report, please review the attached file.

HOBAS Instructions DOCX (73 KB)

HOBAS Highlights

This section will highlight those finalized HOBAS reports of incidents from which the moderators believe all negotiators can benefit. The incidents recounted in these reports will demonstrate team's creativity in meeting a unique situation during a crisis incident. It is hoped that by sharing this information, all negotiators may learn and benefit from the experiences of their fellow community, we ask that they bring it to the attention of the LENS moderators so it can be highlighted in this section.

ME201422424289 ??? A barricaded armed and dangerous subject who was a non-responder; demonstrates numerous different themes employed by the negotiators, the effectiveness of subject was scared to surrender) and the benefit of employing a calm voice, empathetic tone.

LS201424729620 ??? A suicidal elderly woman threatens suicide via firearm and overdose due to being overwhelmed by life's challenges and various losses; demonstrates the benefit of empathetic tone.

OM201423829790 ??? A subject in violation of a protective order threatens suicide by jumping if police attempt to arrest him; demonstrates effective use of Third Party Intermediaries, techniques to divert the subject from jumping several times during the incident, the benefits of an empathetic tone and patience in dealing with a subject and the passage of time, and the use of

DN201518132028 — An agency employs patience and a "walk away" tactic over the course of several days against a subject who was experiencing a methamphetamine-induced psychosis subject became compliant and surrendered to police without incident.

LENS Hostage/Barricade Report Form

The Hostage/Barricade Report form and HOBAS database is now **online!** Click on the link below to go there.

LENS Hostage/Barricade Online Report Database

"The LENS Hostage/Barricade Report form is still available for download in WordPerfect format, though agencies are encouraged to submit their reports directly into the database via the HO open it up in your word processing program."

LENS Hostage/Barricade Report Form DOC (215 KB)

