



Network User Agreement

(Revised (3) November 2025)

By utilizing the Online Policing Solutions Network (OPS Network), you are entering a secure law enforcement specific network application and by doing so, understand and agree to the following user terms as well as the Online Policing Solutions, Inc., [Terms and Conditions](#), [Privacy Policy](#) and [Basic Acceptable Use Policy](#) (BAUP).

If you do not agree with any of these provisions, you are instructed to leave the OPS Network immediately.

Any access, beyond creating an account, such as attempting to join agencies, divisions or units you are not authorized to join, accessing the network via another method, entering under another user account, etc...is **strictly prohibited**. By using the OPS Network, you are doing so under the permission of the agency (or agencies) who have authorized your use, and you agree to adhere to any policies enacted by those agencies, as well as all terms and conditions as set forth by Online Policing Solutions, Inc.

The OPS Network is a professional law enforcement application and should always be treated as such. As a user, you have no guaranteed personal privacy rights while in the network. All information may be viewable and may be accessed by your agency or by another entity with an authorized legal order. This network contains confidential and sensitive law enforcement data that is not to be shared, copied, or disseminated outside of the network without written authorization from the user who provided the information or the agency chief executive for which you are operating under. ANY distribution of information or unauthorized use, dissemination, access or otherwise compromising behavior that takes place within or in connection with the OPS Network will result in agency discipline, criminal prosecution, potential civil penalties and being banned from the network.

All users agree and understand that they are responsible for all information they post and/or share on the OPS Network and for any results of that information.

In simple terms, respect your fellow users, the community you serve, the agency you are operating under and, as always, act like a professional at all times.

Agency Chief Executives or Administrators: All agencies that activate their OPS Network™ do so through a very stringent validation process that includes several steps:

- 1. Agency ORI submission and verification.**
- 2. Authorized governmental email verification.**
- 3. Agency phone verification.**
- 4. Image Verification**

Each agency is claimed by the authorized executive officer or Administrator via the above verification process. By registering a user account and activating the agency's OPS Network™, the agency (and its executive officer/Administrator) agrees that the authorized executive is the responsible "Master Administrator" of their respective OPS Network™ and is responsible for the overall management and security of their respective OPS Network™ and for those members that are accepted to operate under the agency. The agency administrator may direct another agency member(s) to assist with managing the agency's OPS Network™ on their behalf and provide permissions to do so via the OPS Network™ staff permissions tools, but the ultimate responsibility for any breaches or violations belong to the agency chief executive/master administrator. Prior to an "Authorized Executive Officer" or "Administrator" for an agency retiring, leaving, or severing ties in any way with the agency, the agency must approve an appropriate Administrator to take control and responsibility for the agency's OPS Network or risk all users losing access to the network and all of its features and data.

All users and agency executives who will be accessing and utilizing the "Law Enforcement Notification and Sharing platform" (LENS), or granting access to users within their span of authority, also agree to the following terms and conditions. These conditions also apply to all aspects of the OPS Network and the suite of solutions offered by Online Policing Solutions, Inc.:

OPS LENS™ (Law Enforcement Notification and Sharing platform) is a secure inter-agency law enforcement notification system that allows all participating law enforcement agencies to share information quickly and effectively.

All users, by virtue of agreeing to these terms, will ensure the security of the LENS™ platform and will always comply with current and future guidelines and best practices.

State of New Jersey (only): In the state of New Jersey, the OPS LENS™ platform is managed and supported by the New Jersey State Police (NJSP) with access granted to all participating law enforcement agencies and its members at the direction and discretion of the NJSP. All users agree to abide by all additional policies and protocols implemented by the NJSP, regarding the use of the OPS LENS™ platform, while accessing OPS LENS™.

I. Background

The OPS LENS™ platform is a secure cross-jurisdictional law enforcement information sharing platform, that operates within the OPS Network™, that allows all participating agencies to not only share information, but update and respond to information in real-time, within no jurisdictional borders or limitations. The OPS LENS™ platform includes the ability to integrate select civilian entities into the notification chains as well.

II. Agency OPS LENS™ Master Administrator and Network Security Agreement

Security of the OPS LENS™ platform is of utmost importance. To ensure the security of OPS LENS™, each agency agrees to appoint and maintain an OPS LENS™ Master Administrator to oversee the management and use of the network and be responsible for the implementation, upkeep, and security of the platform for their respective agency.

- A. Each agency Command agrees to always maintain an active OPS LENS™ “Master” Administrator who will be responsible for:
 - a) Overall security and user management of the OPS LENS™ platform.
 - b) Assigning additional LENS Administrators (if needed) to:
 - i. Assist with managing agency OPS LENS™ users.
 - ii. Review and monitor user activity.
 - iii. Ensure policy compliance.
 - iv. Manage civilian notification data.
- B. Each Agency Command, and the agency’s OPS LENS™ Master Administrator, agree to ensure that upon any member leaving or severing ties with the agency, the user will be promptly removed from the OPS LENS™ platform.
- C. Each Agency Command, and the agency’s OPS LENS™ Master Administrator, agree to ensure that upon severance, or change of circumstance, OPS LENS™ Master Administrator duties are transferred to an active member of the agency.
- D. It is understood that failure to maintain an active OPS LENS™ Master Administrator could result in removal of agency-wide OPS LENS™ access and permissions, making this is a critical oversight function that must be maintained.

III. Agency User Access Agreement

- A. Each participating agency’s Command is permitted to determine which **active duty sworn law enforcement agency users** can have access to the OPS LENS™ platform.
- B. Each agency Command can provide access to all sworn members, selected sworn members, or sworn members of specific units, or divisions at its sole discretion.
- C. Each agency can only grant access to the OPS LENS™ platform to active duty, sworn law enforcement members currently enlisted in good standing with their respective agency.
- D. Under no circumstance, other than with written permission from Online Policing Solutions, Inc. (or the New Jersey State Police in the State of New Jersey), is any member of any agency permitted to grant access to OPS LENS™ to any law enforcement member who is not a full-time enlisted member of their agency.
- E. Under no circumstance can any non-sworn or civilian member or person be permitted to access OPS LENS™ other than those who have received waivers by virtue of a specific position or authority and only with written permission from Online Policing Solutions, Inc. (or the New Jersey State Police in the State of New Jersey).
- F. Purposeful attempts to grant access to non-sworn law enforcement members or persons by any agency or user shall result in loss of agency access to the OPS LENS™ platform.

IV. Account Creation and Permissions Agreement

- A. Once approved by an appropriate agency Command, OPS LENS™ Master Administrator or an assigned agency OPS LENS™ Administrator, each agency

user will create an account in OPS LENS™ via the OPS CONNECT™ application and utilizing the provided account creation instructions.

- a) For security purposes, ALL users WILL use a valid and professional profile image when creating an OPS LENS™ account. **NO EXCEPTIONS.**
 - b) Failure to comply with this provision will result in deactivation and suspension of the user's account.
 - c) Users agree to complete their bio to include valid contact details once approved into the OPS LENS™ platform within 24 hours.
- B. Each user who is granted access to the OPS LENS™ platform by each agency's LENS Master Administrator, or an assigned OPS LENS™ Administrator, will be provided permissions at the discretion of the OPS LENS™ Administrator or agency Chief Executive.

VI. Authorized Notifications and OPS LENS™ Usage Agreement

- A. All users will only distribute or respond to notifications that:
 - a. Are for an approved and legitimate law enforcement purpose.
 - b. Are drafted in a professional manner, respecting all other users.
 - c. Are NOT in any way posted in violation of any agency policy, recognized guideline, the laws of the state the user is operating within or the laws of the United States of America.
 - d. Are not for personal or social purposes.
- B. OPS LENS™ is not a social media platform and shall never be treated as such.
- C. OPS LENS™ is to be used solely for sharing important or critical criminal justice information or for emergencies only. The use of the platform for agency recruitment, promotional processes, retirements, training for profit, or any other purposes not aligned with legitimate law enforcement activities is **strictly prohibited.**
- D. OPS LENS™ is an official law enforcement notification and sharing system to be used only for legitimate law enforcement use.
- E. OPS LENS™ and the Online Policing Solutions Network, and all its software solutions are to be used for informational sharing purposes only. No information, unless clearly stated by the sending user and supported by legally authorized documentation and evidence, should be assumed to be used as probable cause to take any legal action.
- F. All users MUST verify any information before utilizing the same to further any law enforcement function or action.
- G. No user shall utilize the OPS LENS™ system to make assumptions, post opinions that could be construed to be factual, or otherwise share information that could lead another law enforcement officer or agency to take unwarranted action that would not be supported in a recognized court by an established standard.

- H. All users and agencies agree that the information they post in OPS LENS™ is posted of their own accord and with the approval of the agency they are employed by and take complete responsibility for that information.
- I. Online Policing Solutions Inc. monitors OPS LENS™ and all the components of the Online Policing Solution suite of software solutions for security and performance purposes only but DOES NOT review, monitor, take responsibility, endorse, or manage the information or content shared on the platform by any user(s) or agency.
- J. All users, agencies and their chief executives agree to and understand that Online Policing Solutions, Inc., (and the New Jersey State Police in the State of New Jersey) only provide and support the technology to allow active duty and sworn law enforcement to share information, but in no way take responsibility for the content of the information. Each user and agency are solely accountable for the information they post, share, respond to and utilize in any way and agree to hold Online Policing Solutions, Inc (and the New Jersey State Police in the State of New Jersey) harmless for any information posted or the results of that information.
- K. Online Policing Solution, Inc. may provide various tools within OPS LENS™ and other software components that include the ability to search the OPS LENS™ and Online Policing Solutions databases for keywords, images, people, faces, places and more. Some of these features may use secure “Artificial Intelligence” (A.I.) technology. With that, each user and agency agree that these features will ONLY be utilized in alignment with all agency regulations as well as all established state and federal regulations, protocols, and applicable laws that cover the agency and user.
- L. The use of any search or image recognition features on the Online Policing Solutions platform (or OPS LENS™) by any user or agency is utilized by the user and agency of their own accord and all users understand that Online Policing Solutions, Inc. makes no guarantee or warranty to the accuracy of any search or image recognition features or any of the information provided within the OPS LENS™ platform or any system within any software offered by Online Policing Solutions. Users agree that they MUST do their own research and verify all information.
- M. No image search or other feature within the Online Policing Solutions system or OPS LENS™ should be solely utilized as probable cause for any investigatory or criminal action without proper verification, legal approval and/or court authorization or other established legal processes.
- N. Each user, agency and agency chief executive understand and agree that Online Policing Solutions, Inc. (and the New Jersey State Police in the State of New Jersey) take NO responsibility for the results of these searches and for any action taken by any user or agency when utilizing these features.
- O. All users, agencies and agency chief executives agree to ensure that all information posted, replied to, or shared in any way on OPS LENS™ or any

Online Policing Solutions system is verified and posted after all reasonable actions have been taken to ensure the information is accurate to the best of the user's ability and in an established method that would withstand legal scrutiny.

- P. The OPS LENS™ platform is not a replacement for traditional messaging or file sharing systems and shall not be used to bypass such systems.
- Q. No user will utilize OPS LENS™ other than for its intended purpose, which is to send and respond to important law enforcement notices and information.
- R. Any user or agency that leverages OPS LENS™ technology to circumvent standard messaging or file sharing platforms, such as using OPS LENS™ to simply send large files or media to other users, message other users for basic information sharing, or any other form of information sharing not intended for OPS LENS™, will have all OPS LENS™ access revoked permanently.
- S. No user shall create an OPS LENS™ notification simply to create a convenient communication chain for general conversation or communication.
- T. OPS LENS™ is an information sharing and notification platform only.
- U. OPS LENS™ is not a criminal intelligence database and should not be treated as such.
- V. OPS LENS™ is not meant to share opinions of a personal or political nature.
- W. At NO TIME will any user utilize OPS LENS™ to harass, demean, intimidate, or attack any person or persons for *any* reason.
- X. Any offensive or purposely harassing behavior WILL result in immediate suspension of OPS LENS™ access and appropriate disciplinary or legal action.
- Y. No user shall print, disseminate, share, release or in any way expose any information located on the OPS LENS™ platform without written consent from the party or parties that posted and control that information and without authorization via proper agency chain of command.
- Z. Any release of information in violation of this policy WILL result in agency discipline all the way up to termination and criminal prosecution.
- AA. No user under any circumstance will send or submit any information via the LENS™ platform for personal or professional profit or on behalf of any associated person or third party for personal or professional profit. This includes training or schools where a fee is collected.

A. User Account Security Agreement

- A. Each approved user is responsible for their OPS Network™, OPS CONNECT™ and OPS LENS™ account security.
 - a) Users will under no circumstance share their account, username, password, any authentication token(s), or in any way grant access to their account to any other person, including other law enforcement officers, members, or superiors of their agency, for any reason (excluding to members of Online Policing Solutions, Inc., for technical support or assistance).

- b) Users can utilize any secure device they have access to when accessing the OPS Network™, OPS CONNECT™ and OPS LENS™ but will always be cognizant of their surroundings.
 - c) No user will “save” their username and password when utilizing any device, including any device within any law enforcement agency, when utilizing the OPS Network™, OPS CONNECT™ and OPS LENS™.
 - d) Each user will logout of the OPS Network™, OPS CONNECT™ and OPS LENS™ when they are done accessing the system to avoid other persons accessing the same under their account.
 - e) No user will leave themselves logged into the OPS Network™, OPS CONNECT™ and OPS LENS™ and leave the device they are utilizing unsupervised.
- B. Each user may login to OPS LENS™ via the OPS Network and the OPS CONNECT™ platform from:
 - a) Any secure and authorized computer or laptop.
 - b) Via any authorized mobile device.
 - c) Via the OPS CONNECT™ APP.
- C. Users will not, under any circumstance, login to the OPS Network™, OPS CONNECT™ or access OPS LENS™ from any public device, to include any computer, tablet or mobile device used or accessible by the public such as those available at terminals, airports, libraries, “Internet Cafés”, schools, institutions, public buildings, private businesses, etc..
- D. No user will share the link(s) or grant access to the OPS Network™ or OPS LENS™ Learning Center or any of its training or resource materials to any unauthorized private or public entity.

VI. Information Responsibility Agreement

Users agree to post and respond to notifications with purpose. Sharing information that has little value to the receiver, distributing notifications with higher than needed alert levels, selecting larger than needed distribution regions, sending notifications simply to “check a box” or with no greater law enforcement goal or purpose, will have an accumulative negative effect on the impact of the platform and those receiving the notifications – hindering system usage and preventing critical information from reaching its intended audience.

All users agree to utilize the OPS Network™, OPS CONNECT™ and OPS LENS™ responsibly and with a focus on preserving the mission of the platform.

IMS|hub™ User Agreement

Version: 1.0

Under the authority provided, this User Agreement (“Agreement”) governs the rights and responsibilities of agencies and users who access, subscribe to, or otherwise utilize the **IMS|hub™** platform (“Hubs”) as part of the OPS Network™, IMS|hub™ and OPS CONNECT™ ecosystem. By accessing or using IMS|hub™, the subscribing agency (“Agency”) and its users agree to the following terms and conditions:

1. Eligibility and Access

1.1. Only agencies that are active subscribers and funding agents of **IMS|hub™** (“Supporting Agencies”, “Active Subscribers”) are authorized to **create, manage, and operate** a HUB within **IMS|hub™**.

1.2. Supporting Agencies may **invite any active (sworn) OPS CONNECT™ user** into an active HUB. Invited users will receive all **permissible access** as defined by the HUB’s configuration and the assigned HUB’s permission levels.

1.3. Agencies or users without an active IMS|hub™ subscription (“Non-Supporting Agencies”) are **not authorized to create, manage, or administer any HUB**.

2. Prohibited Use

2.1. No Supporting Agency shall create, host, or manage a HUB on behalf of any Non-Supporting Agency, officer or user.

2.2. Any attempt to grant HUB administrative control to a Non-Supporting Agency or user shall be deemed a **material violation** of this Agreement.

2.3. Creating a HUB on behalf of another user, agency, unit or entity, allowing this user, agency, unit or entity to utilize a HUB for their purpose is a direct violation of this agreement.

2.4. Any agency that supports **IMS|hub™** and allows a **non-supporting agency or user** to create, manage, or otherwise operate a HUB on their behalf — or in any way subvert or circumvent the IMS|hub™ subscription process — is in **direct violation of this Agreement**. All subscribing agencies expressly agree **not to permit or facilitate** such actions under any circumstances.

2.4.1. This restriction (listed in 2.4) also applies to **larger agencies** that subscribe to IMS|hub™ on behalf of specific **units, divisions, branches, or bureaus**. Any unit, division, branch, or bureau that grants access to a **non-subscribing** unit, division, branch, bureau, or user, for the purpose of avoiding or bypassing a required subscription, shall be deemed to have acted **knowingly and in direct violation** of this Agreement.

3. Enforcement and Penalties

3.1. Any Supporting Agency found to be in violation of Section 2 shall **permanently forfeit all access and use rights** to IMS|hub™, OPS LENS™ and OPS CONNET™, including administrative and operational privileges.

3.2. Online Policing Solutions (OPS), Inc., reserves the right to immediately suspend or terminate HUB access without notice upon discovery of such violations.

3.3. Forfeiture under this Agreement is **permanent and non-reversible**.

4. User Responsibilities

4.1. Agencies are responsible for ensuring that invited OPS CONNECT™ users are active and authorized participants.

4.2. All users must comply with OPS Network™ general Terms of Service, Privacy Policy, and any applicable operational guidelines.

5. Termination of Access

OPS reserves the right to revoke access to any Agency or user who violates this Agreement or otherwise compromises the integrity, security, or governance of IMS|hub™, OPS LENS™ and OPS CONNET™.

6. Acceptance

By subscribing to or using IMS|hub™, the Agency and all users acknowledge that they have read, understood, and agreed to the terms of this User Agreement. The Agency and its users also understand that, at this time, all authorized OPS CONNECT™ and OPS LENS™ users, who belong to an agency that does not fully support the IMS|hub™ platform, may be granted access to any HUB which they are invited into by any authorized supporting IMS|hub™ agency user. Such access is currently granted solely at the discretion of Online Policing Solutions, Inc. (OPS) and may be revoked at any time for non-supporting agencies and users, for any reason deemed necessary by OPS.

7. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of New Jersey, without regard to its conflict of laws principles.