

# New User Process

We have many agencies that join AWIN during the year that may not know how the New User process works. The following is an abbreviated version of the process and does not necessarily include all steps and requirements involved but can be used as an informational document.

## **Approval to place radios on the AWIN System should be obtained prior to the purchase of the equipment.**

- Submit an AWIN application
  - The agency that will maintain ownership of the radios should submit the application but should add a note in the description giving the agency (if different from the owner) that will be using the radios
    - Example: OEM will buy the radios but they will be used by the SO, a city PD and the OEM – OEM should complete the application but adding a note to specify the number of radios to be used by each of the agencies
  - Part time application
    - This application is for part time users - those who use AWIN occasionally for emergencies, when the primary communication system is unavailable or has failed and during large multi-jurisdictional events; part time users typically have a local system that is used for daily operations
  - New User application
    - This application is for full time users – those who use AWIN on a daily basis as their primary communication system
- Answer any questions from AWIN about the application
  - Part time users may need to supply additional information
    - Applicant agency receives approval letter
    - Applicant agency contacts local shop to begin radio programming
  - Full time users may need to supply additional information
    - AWIN creates an Executive Summary for review by the Arkansas Interoperable Communications Executive Committee (AICEC)
    - The AICEC reviews the application and Executive Summary
    - The AICEC may table the request so that more information can be gathered, approve the request or deny the request
    - Applicant agency will receive an options letter detailing infrastructure requirements
      - Applicant agency chooses desired option
      - MOU or MOA is created and signed
      - Applicant agency receives approval letter
      - Applicant agency contacts local shop to begin radio programming