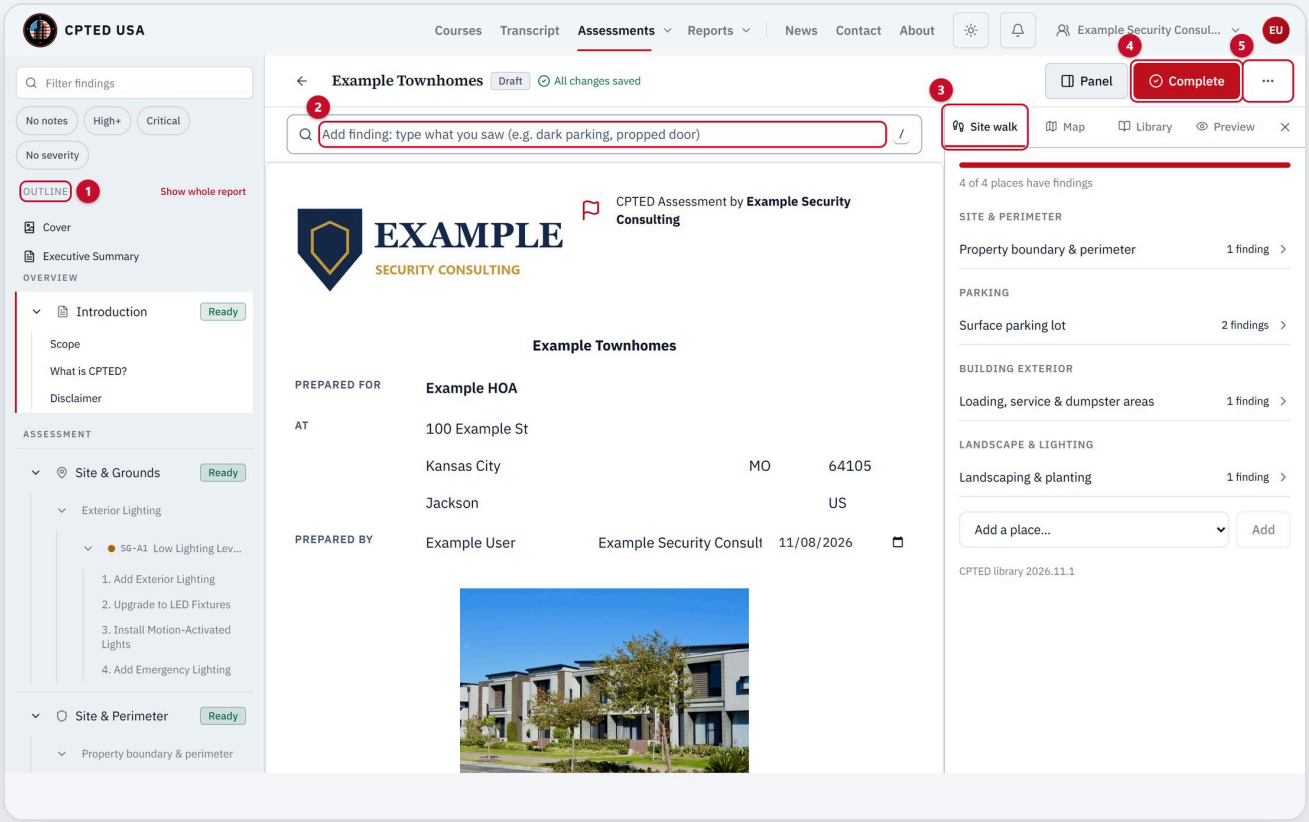
CPTED USA

Software User Guide

Training courses and CPTED assessments, start to finish



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app.cptedusa.com

About this guide

CPTED USA gives you two things in one account: online CPTED training courses, and software to run your own CPTED site assessments and turn them into professional PDF reports.

This guide walks through every part of the platform with screenshots from a sample account, “Example Security Consulting”, and a sample property, “Example Townhomes”. The people, places and photos in it are examples.

Red numbered markers on a screenshot match the numbered notes under it.

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CHAPTER 1

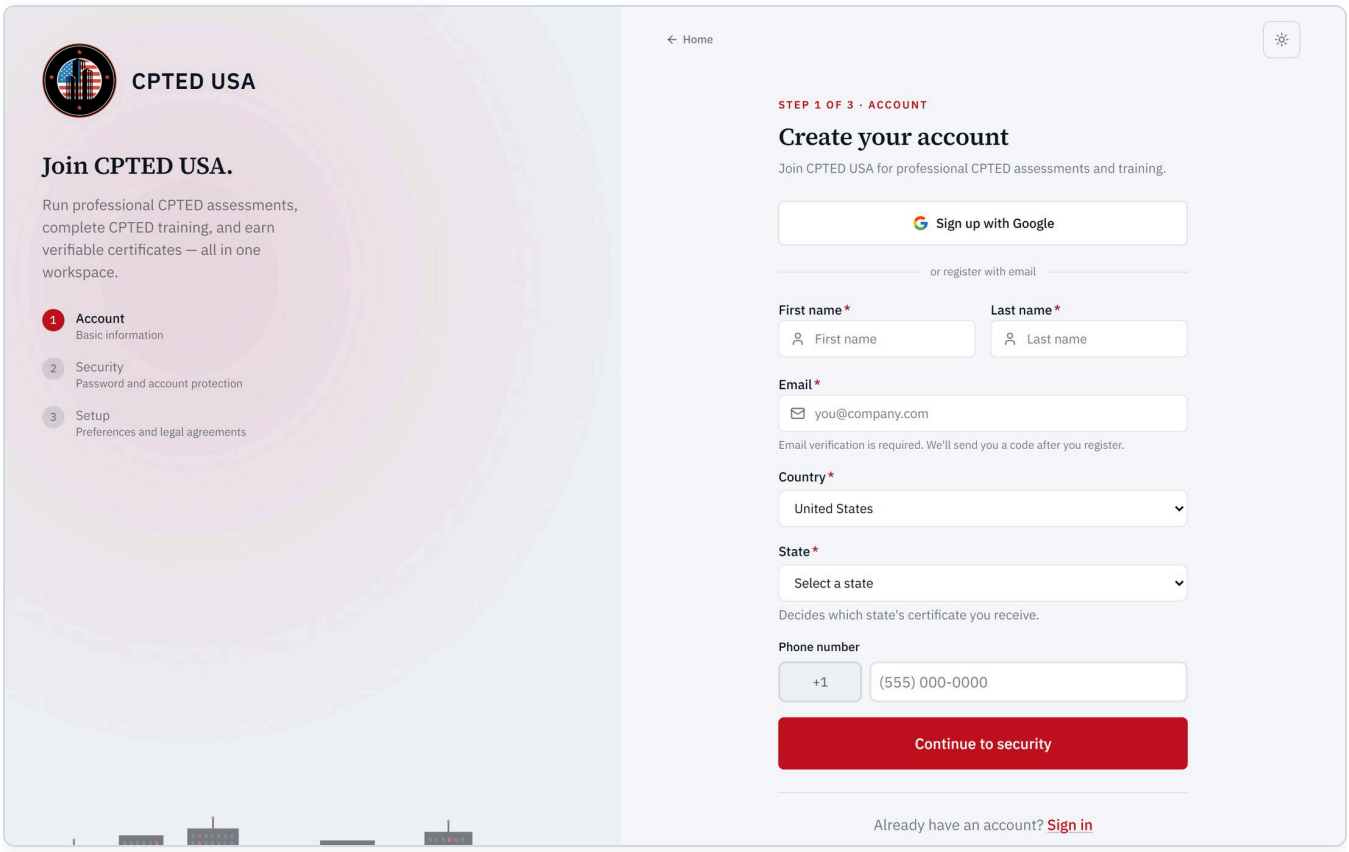
Getting started

1.1 Create your account
1.2 Sign in and two-step verification
1.3 Forgot your password
1.4 Finding your way around

1.1 Create your account

Go to app.cptedusa.com and choose Create an account. You can sign up with Google, or with your email address.

Account setup has three short steps: your details, your password and sign-in protection, and your preferences with the legal agreements.

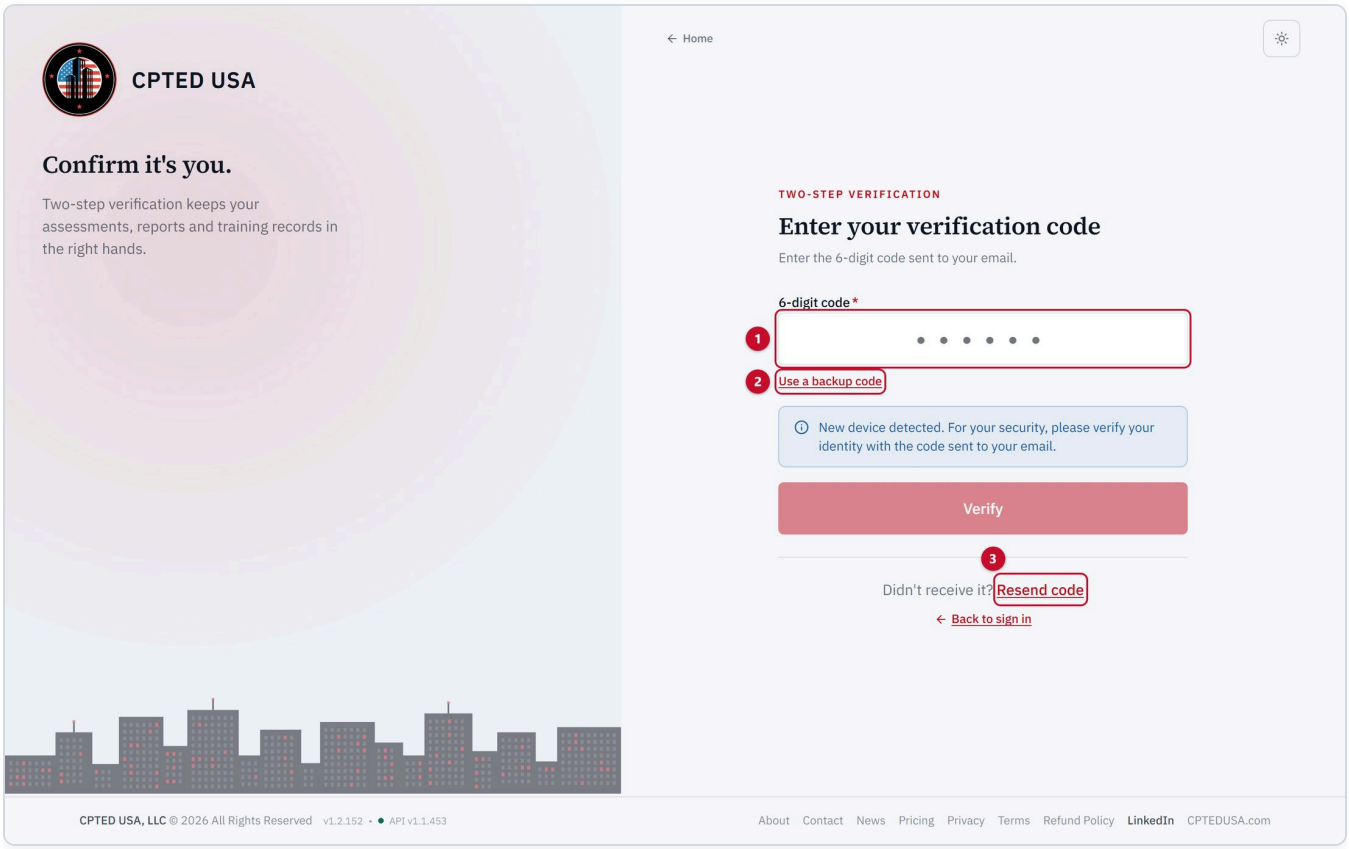


1. Enter your first and last name and your email address.
2. Choose your country and state. Your state decides which certificate of completion you receive for courses that have a state version.
3. Add a phone number if you like (optional), then choose Continue to security.
4. Set a password, then finish the setup step.
5. Open the verification email we send you and enter the code to confirm your address.

1.2 Sign in and two-step verification

Sign in with your email and password, or with Google. Every account uses two-step verification: after your password, you enter a short code. By default the code is emailed to you; you can switch to an authenticator app in Settings → Sign-in & MFA.

When you first set up two-step verification you are given backup codes. Keep them somewhere safe: each one signs you in once if you can't get a code.

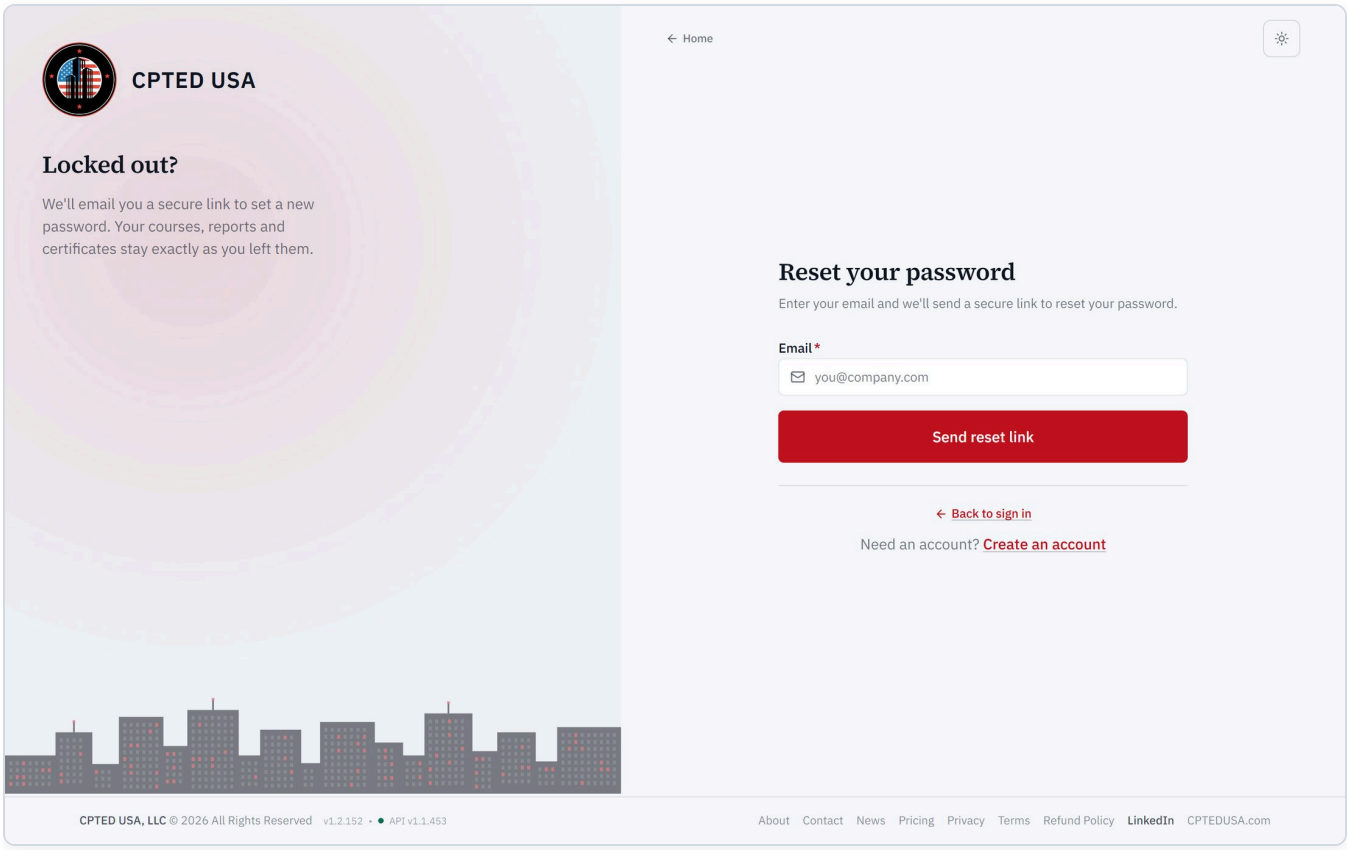


1. Type the 6-digit code from the email (or your authenticator app).
2. No code? Use one of your backup codes instead.
3. Resend code sends a new one.

> **Tip** A device you sign in from can be remembered, so you aren't asked for a code every time. You can see and remove remembered devices in Settings → Devices.

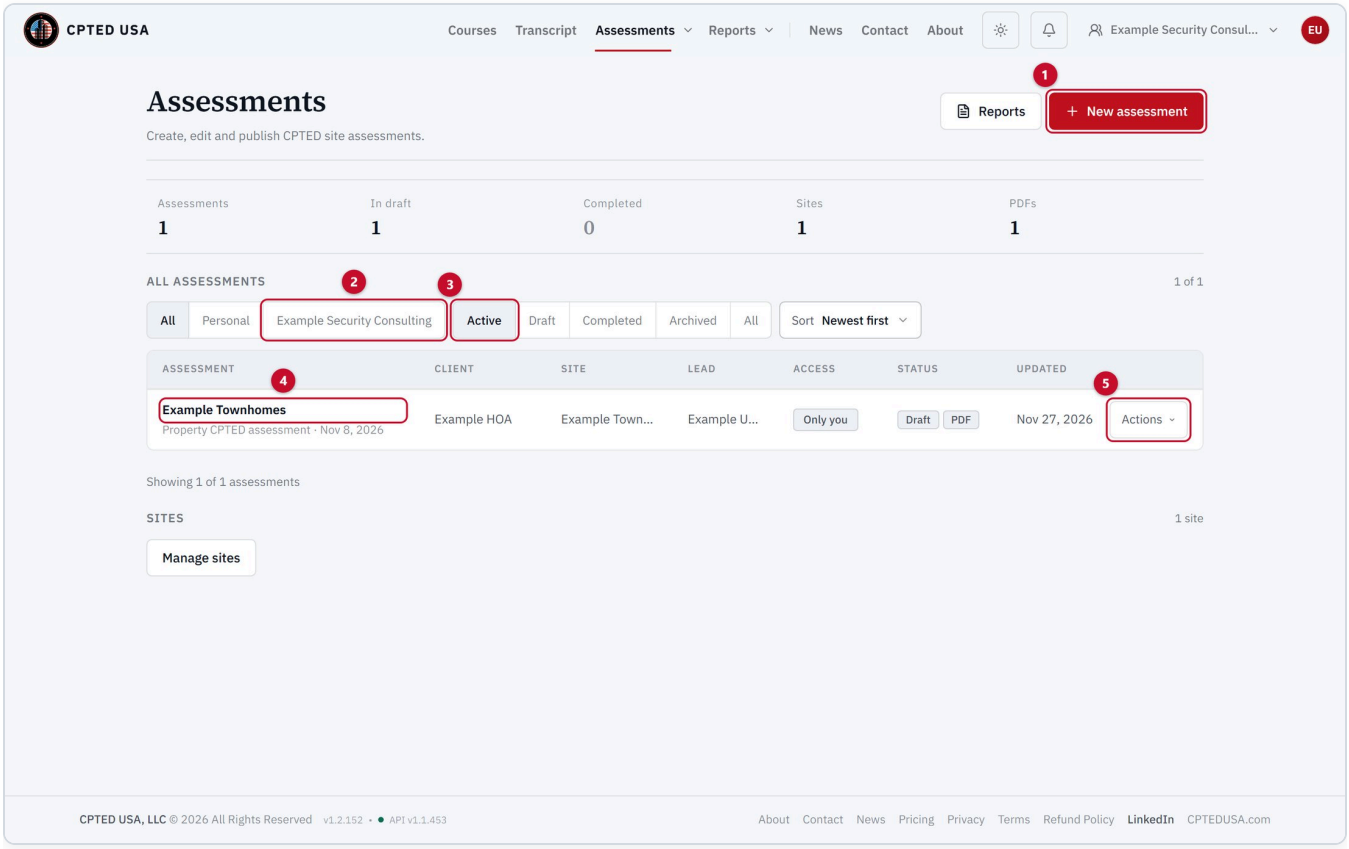
1.3 Forgot your password

On the sign-in page choose Forgot password?, enter your email and choose Send reset link. The email contains a secure link to set a new password. Your courses, reports and certificates are not affected.



1.4 Finding your way around

The menu across the top takes you to Courses, Transcript, Assessments and Reports. On the right are the light/dark theme switch, your notifications, your team menu and your account menu (Settings and Sign out).



The top menu is the same on every page.

CHAPTER 2

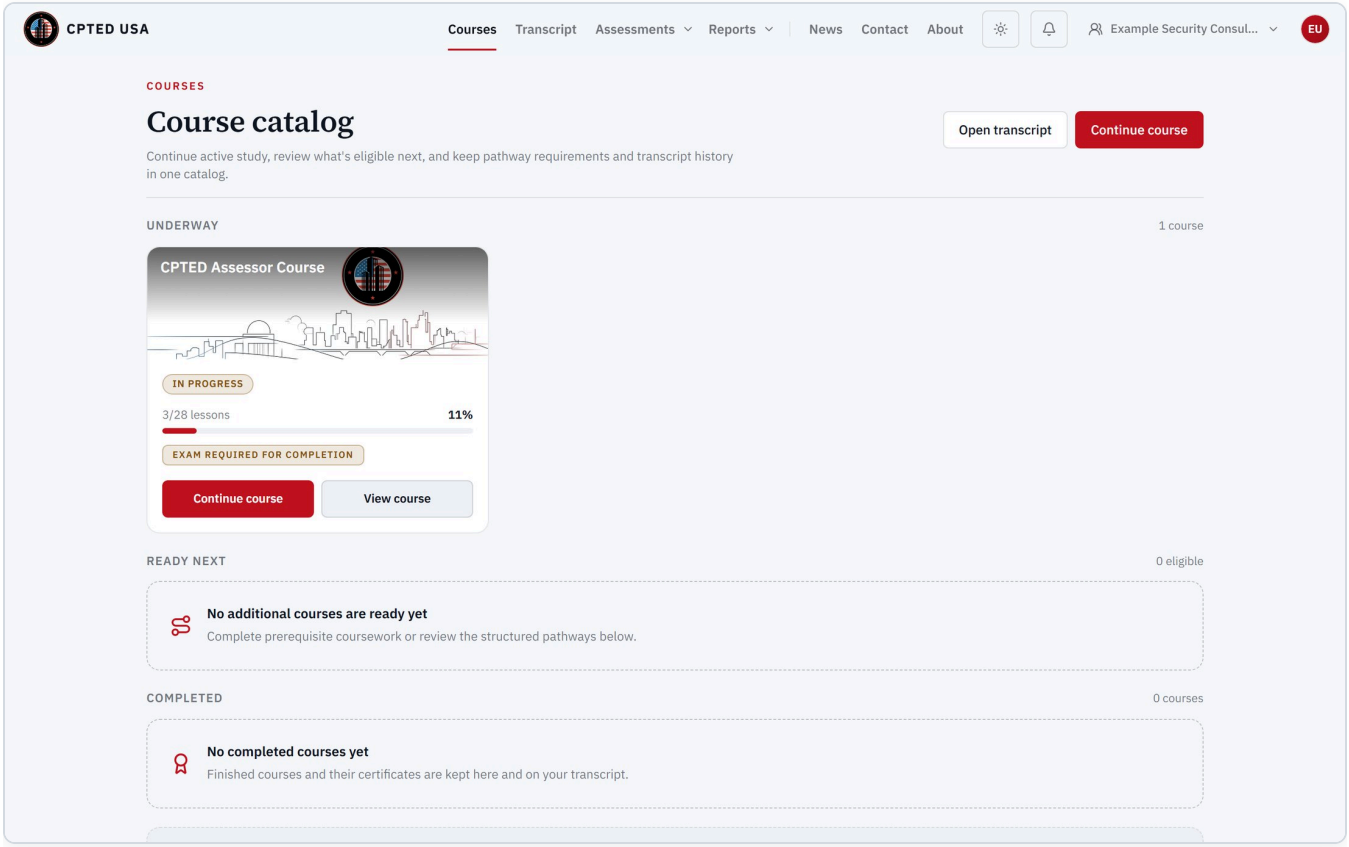
Courses

2.1 Your courses
2.2 The course page
2.3 The course player
2.4 Exams and certificates of completion
2.5 Your transcript
2.6 Verifying a certificate

2.1 Your courses

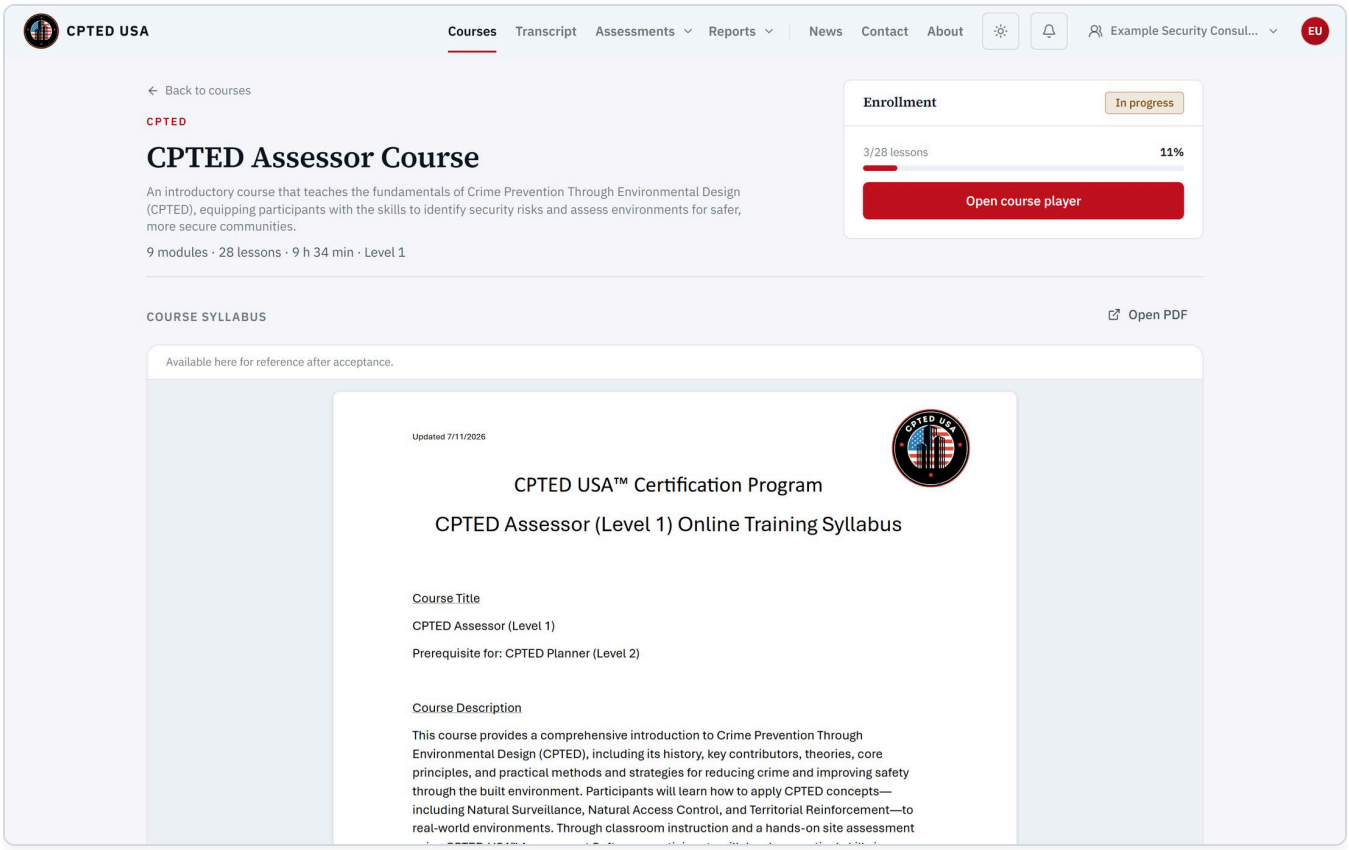
Courses shows the courses you are taking (Underway), courses you can start next, and courses you have completed.

Each course card shows your progress, whether an exam is required for completion, and buttons to continue or view the course.



2.2 The course page

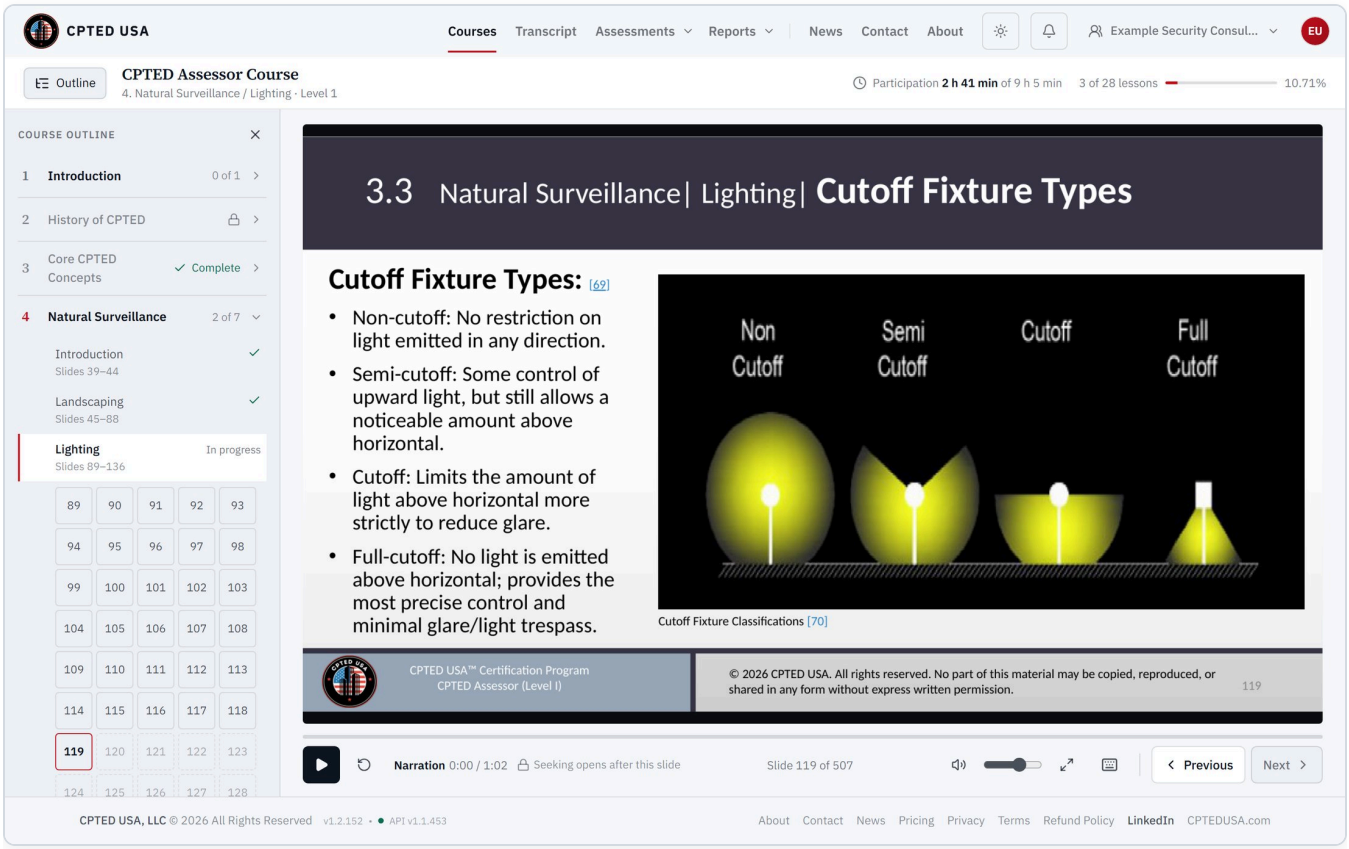
A course page lists what the course covers, its length and modules, and the course syllabus, which you can open as a PDF. The Enrollment box shows your progress and opens the course player.



2.3 The course player

The player shows one slide at a time with its narration. The course outline on the left shows every module and lesson, with your progress; the slide numbers let you return to any slide you have already reached.

Use the play button and Previous / Next under the slide. Your place is saved as you go, so you can stop and continue later from where you left off.



> **Tip** Courses that count toward law-enforcement continuing education (POST / CLEE hours) track your active study time. The player asks you to confirm you are still there from time to time; answer the prompt to keep your time counting.

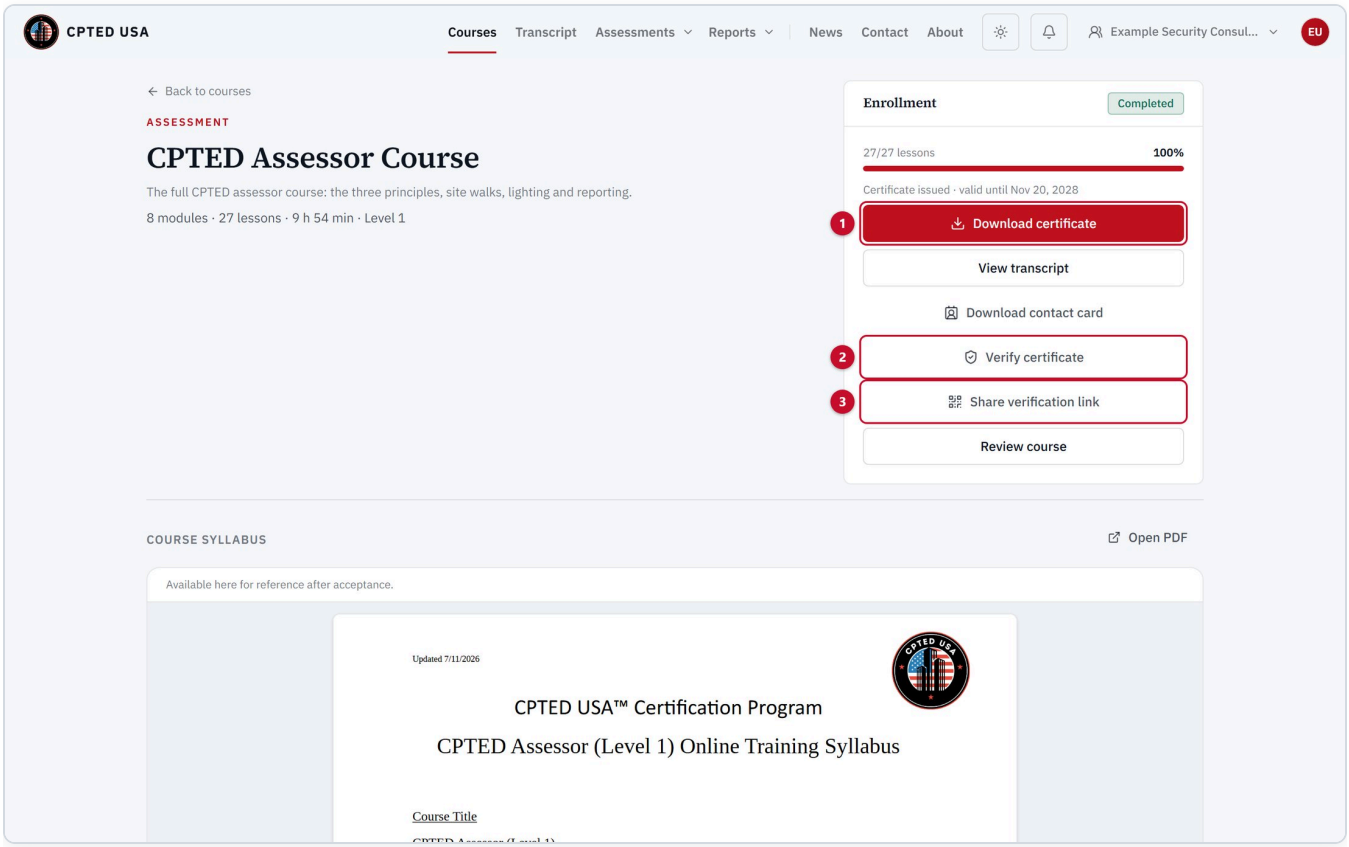
> **Tip** A course plays in one browser tab at a time, and you can take one CLEE course at a time.

2.4 Exams and certificates of completion

When a course has a final exam, it opens in the course after you finish the lessons it covers. Your score and how many attempts you have left are shown there.

When you complete a course you receive a certificate of completion. You can download it, share it, and find it again on your transcript at any time.

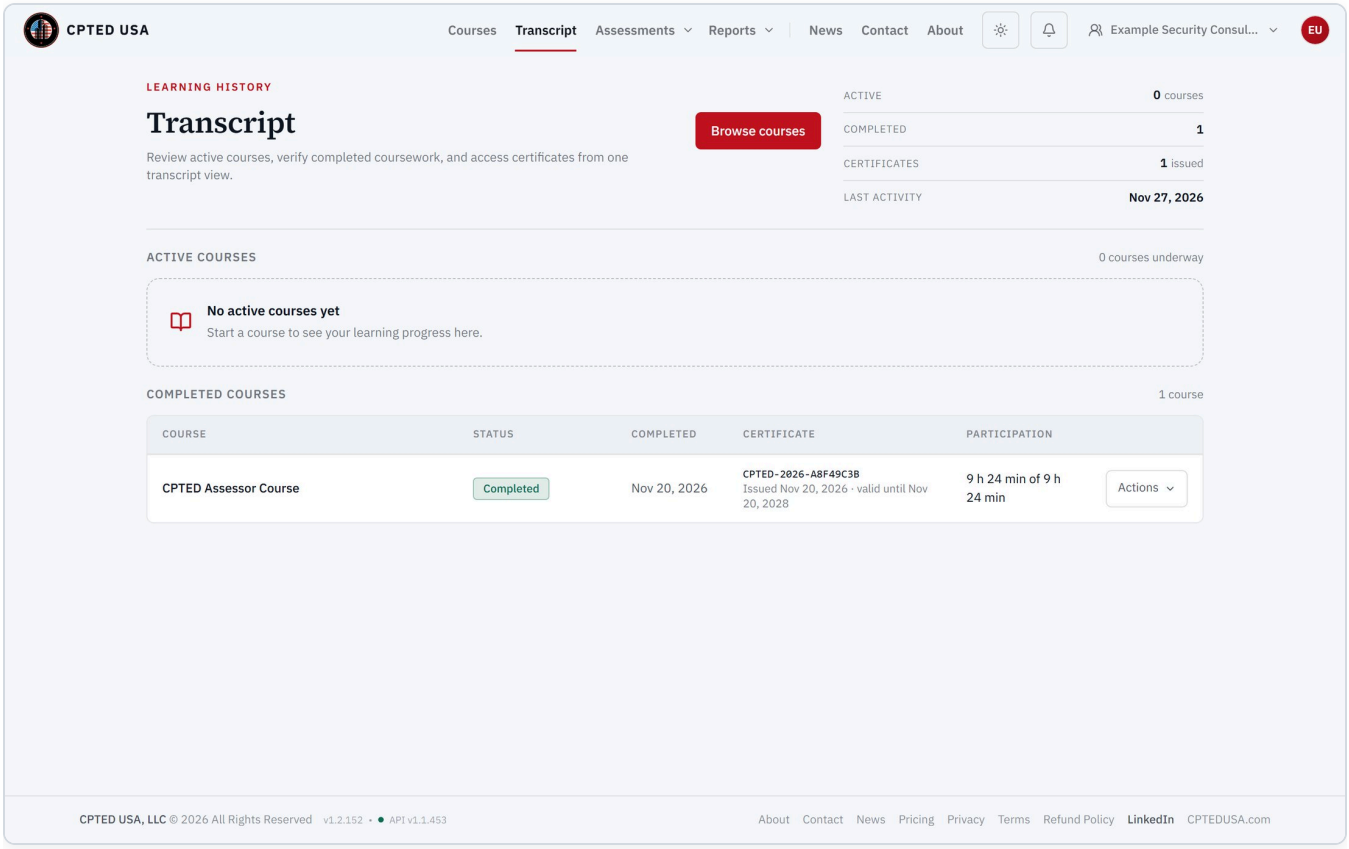
POST (CLEE) credit: if your state's POST approves the course, Settings → Profile asks whether you're a law enforcement officer, and officers add their officer / POST ID. You can answer any time; if you've already finished, your certificate becomes the POST one automatically. Everyone is reported to POST the same way; the ID goes on your POST record, never on the certificate.



1. Download certificate: your certificate of completion as a PDF.
2. Verify certificate: the public check anyone can use.
3. Share verification link: send it to your agency or employer.

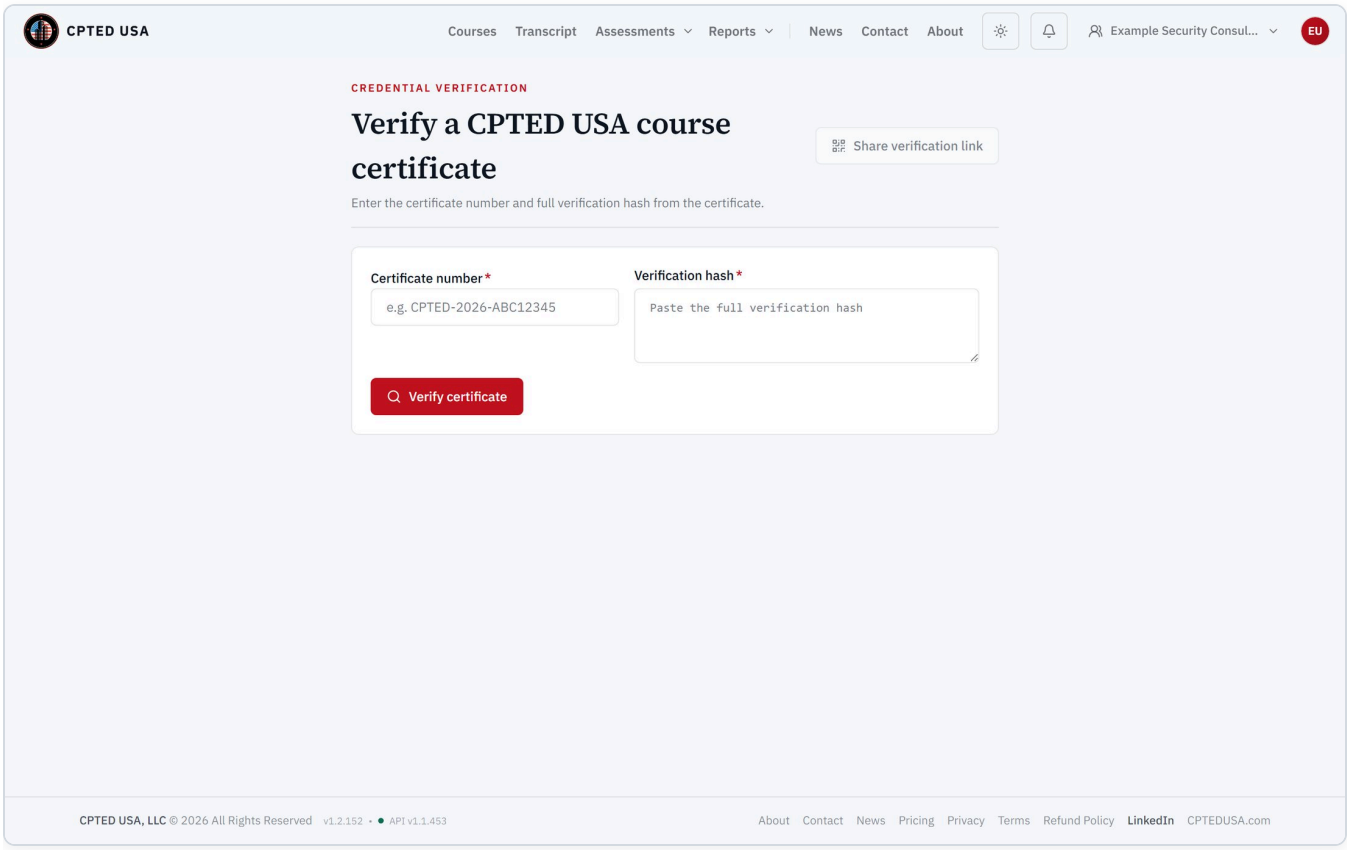
2.5 Your transcript

Transcript is your learning history: active courses with progress, participation time, start date and last activity, plus every completed course and certificate. It is a good record to keep for your agency or employer.



2.6 Verifying a certificate

Anyone can check that a certificate is genuine at app.cptedusa.com/certificates/verify. Enter the certificate number and the verification code printed on it, or open the share link from the certificate itself.



CHAPTER 3

Assessments

3.1 Access to assessments
3.2 The Assessments page
3.3 Starting a new assessment
3.4 The assessment editor
3.5 Walking the site, place by place
3.6 Adding findings from the library
3.7 Writing up a finding
3.8 Options to consider
3.9 The executive summary
3.10 The site map
3.11 The map editor
3.12 Light surveys
3.13 Cameras
3.14 The library
3.15 Previewing the report
3.16 Sharing, completing and archiving

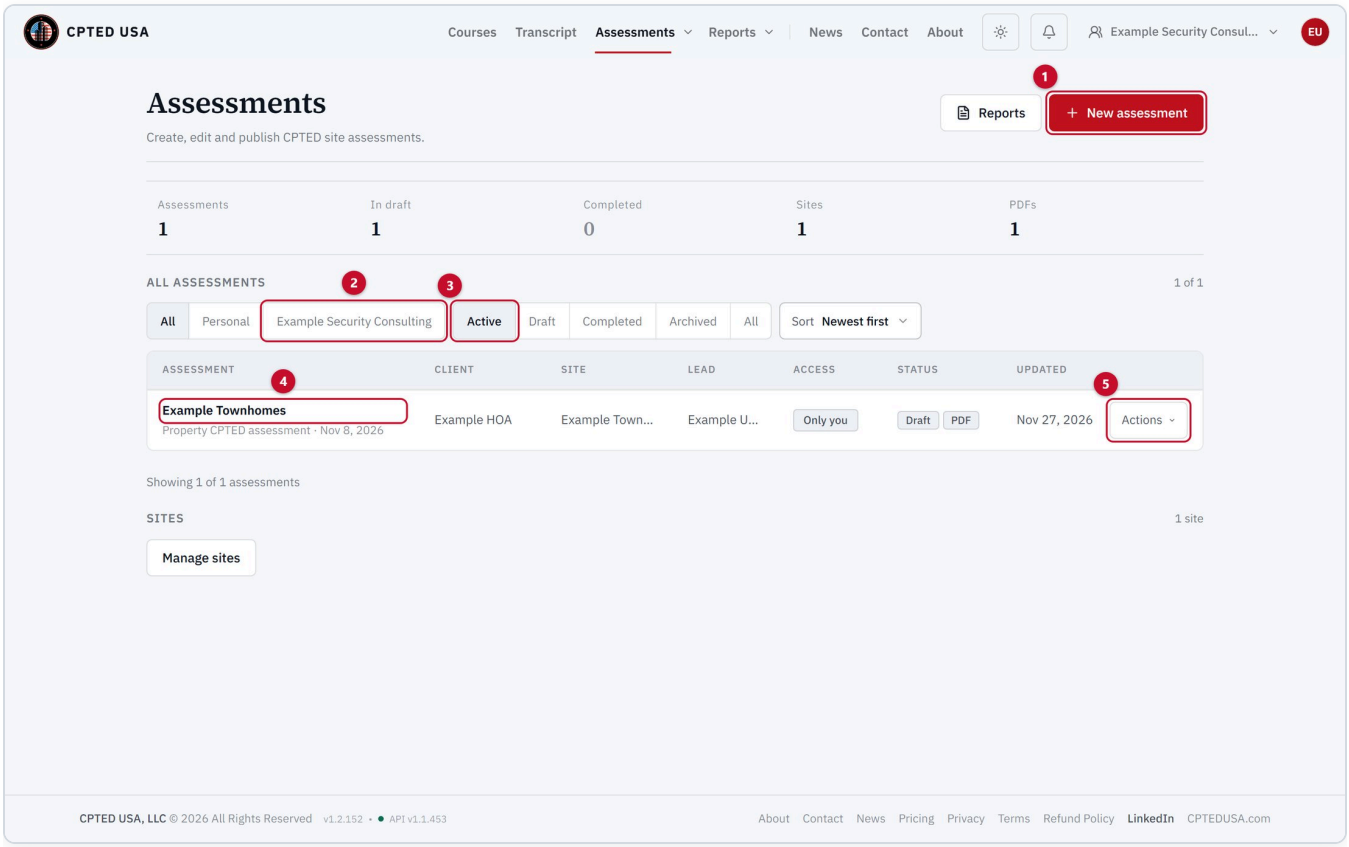
3.1 Access to assessments

Assessments need an active assessment subscription. Some courses include a free 30-day assessment trial with no card needed; when it is about to end you are reminded by email and in the app.

Team members are covered by their team owner's subscription (see Teams).

3.2 The Assessments page

Assessments lists every assessment you can open, with totals across the top.

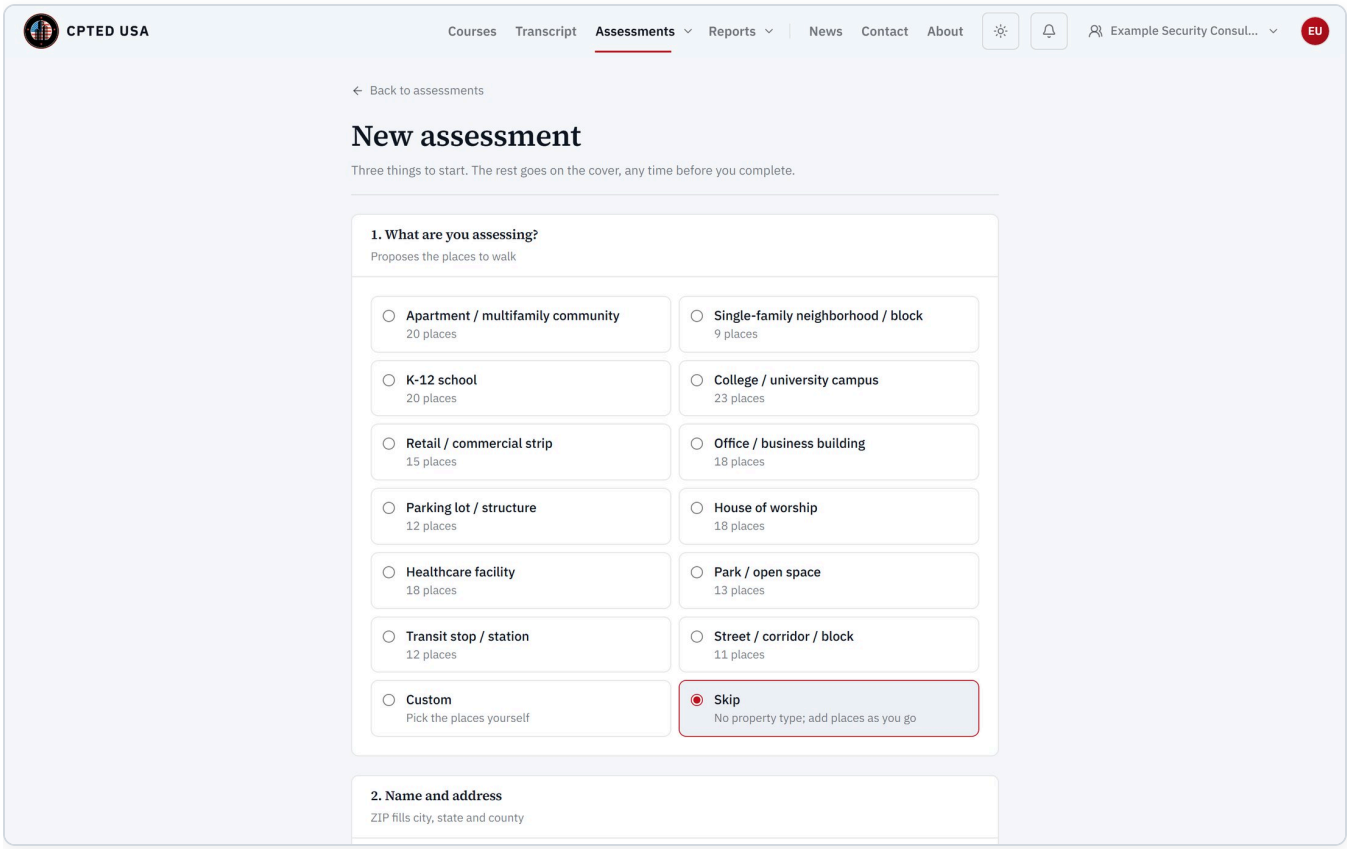


1. New assessment starts a new one.
2. Show your personal assessments, your team's, or all of them.
3. Filter by status: active, draft, completed or archived. Sort is next to it.
4. Open an assessment by its name.
5. Actions: open, preview or download the PDF, share, archive and more.

3.3 Starting a new assessment

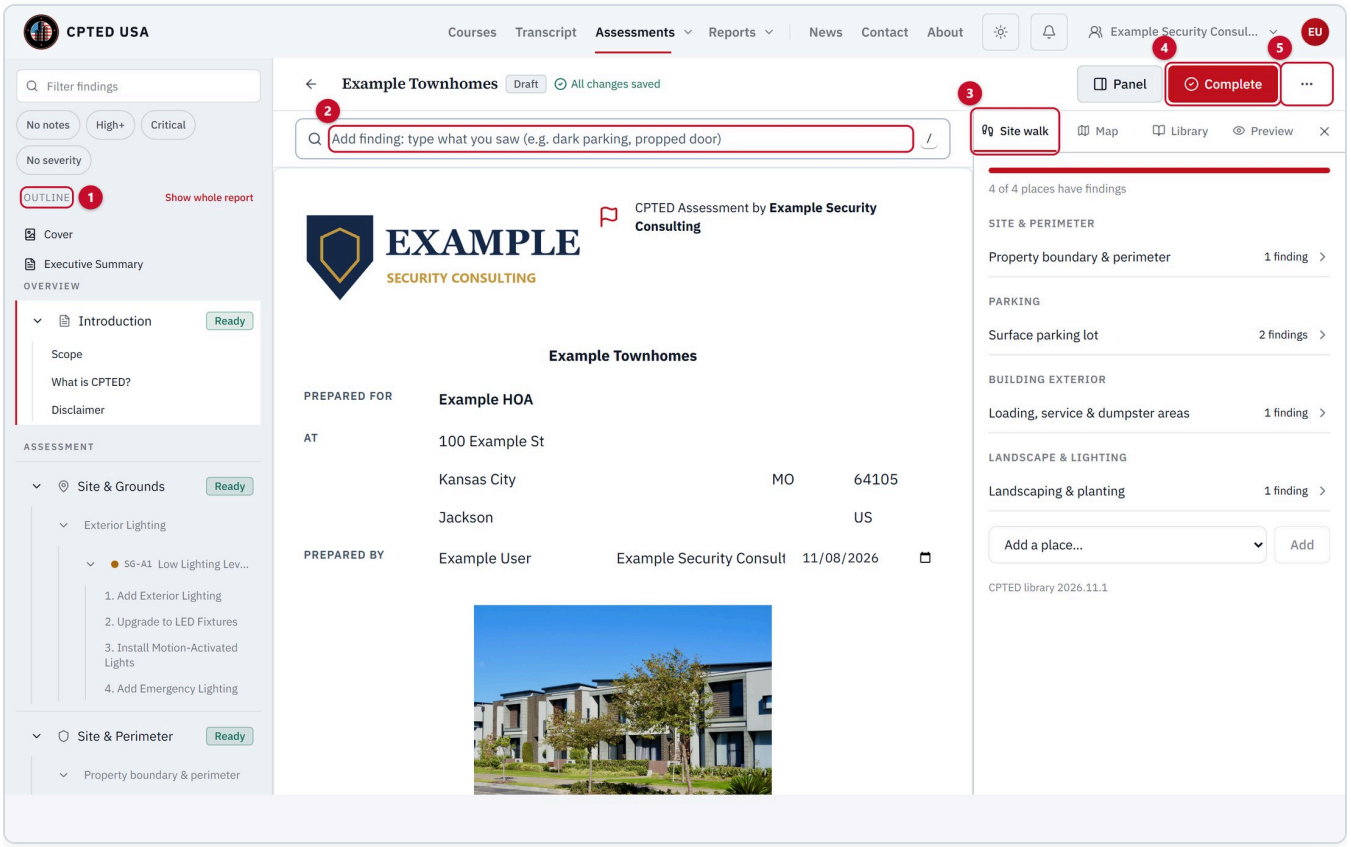
Choose what you are assessing (apartments, a school, a parking structure, an office, a park and so on). The platform then suggests the places you'll want to walk at that kind of site, and each place comes with the conditions to look for there.

Then enter the name and address. Everything else, such as the client and the cover photo, can be added any time before you complete the assessment. Choose Skip if you would rather add places as you go.



3.4 The assessment editor

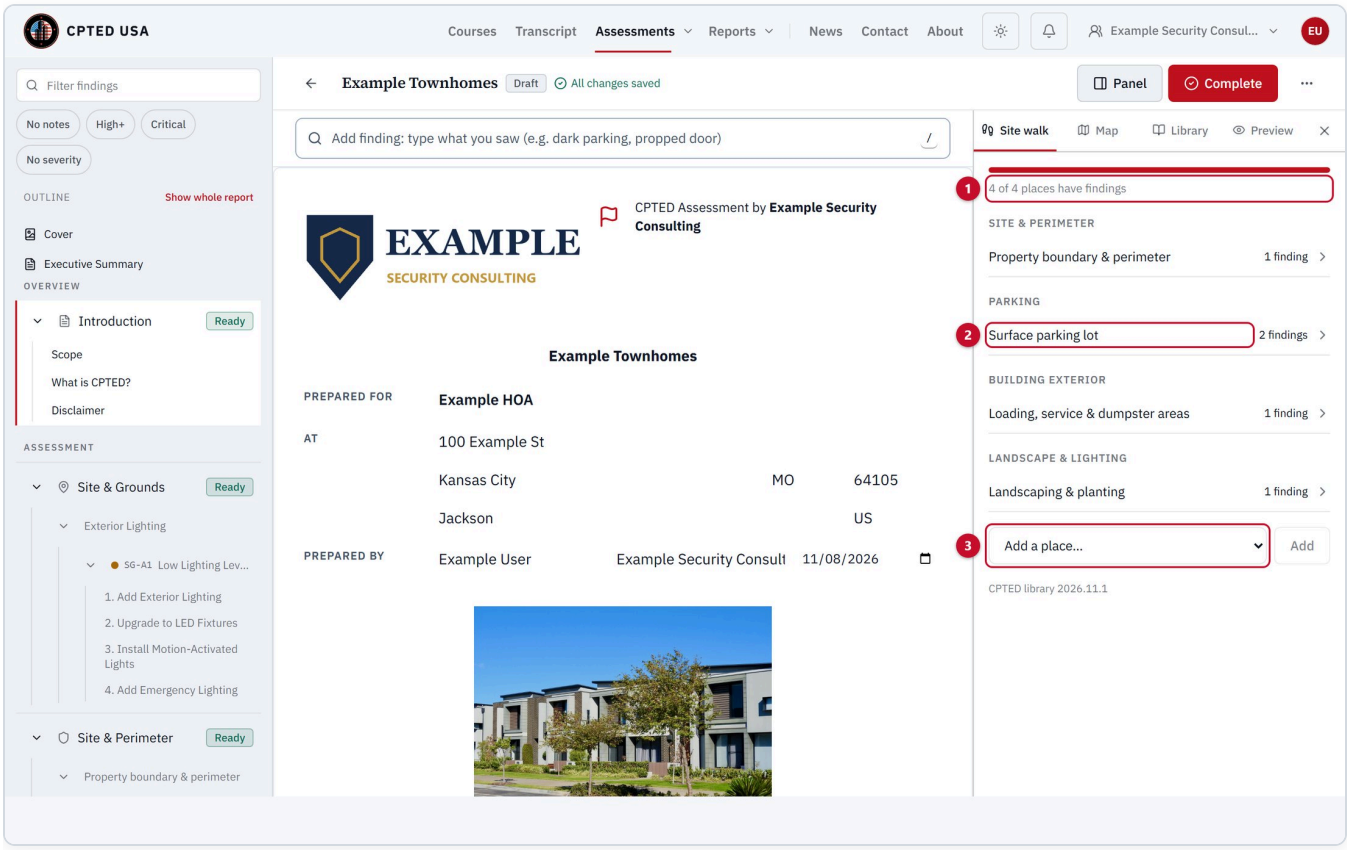
The editor shows the report as you build it, from the cover to the references. Changes save automatically.



1. The outline. Jump to any part of the report; filter to findings with no notes, high or critical findings, or findings with no severity.
2. Add finding: type what you saw (“dark parking”, “propped door”) and pick from the library.
3. The side panel: Site walk, Map, Library and Preview.
4. Complete marks the assessment done when you have finished.
5. More actions: Preview PDF, Share with team, Archive and keyboard shortcuts.

3.5 Walking the site, place by place

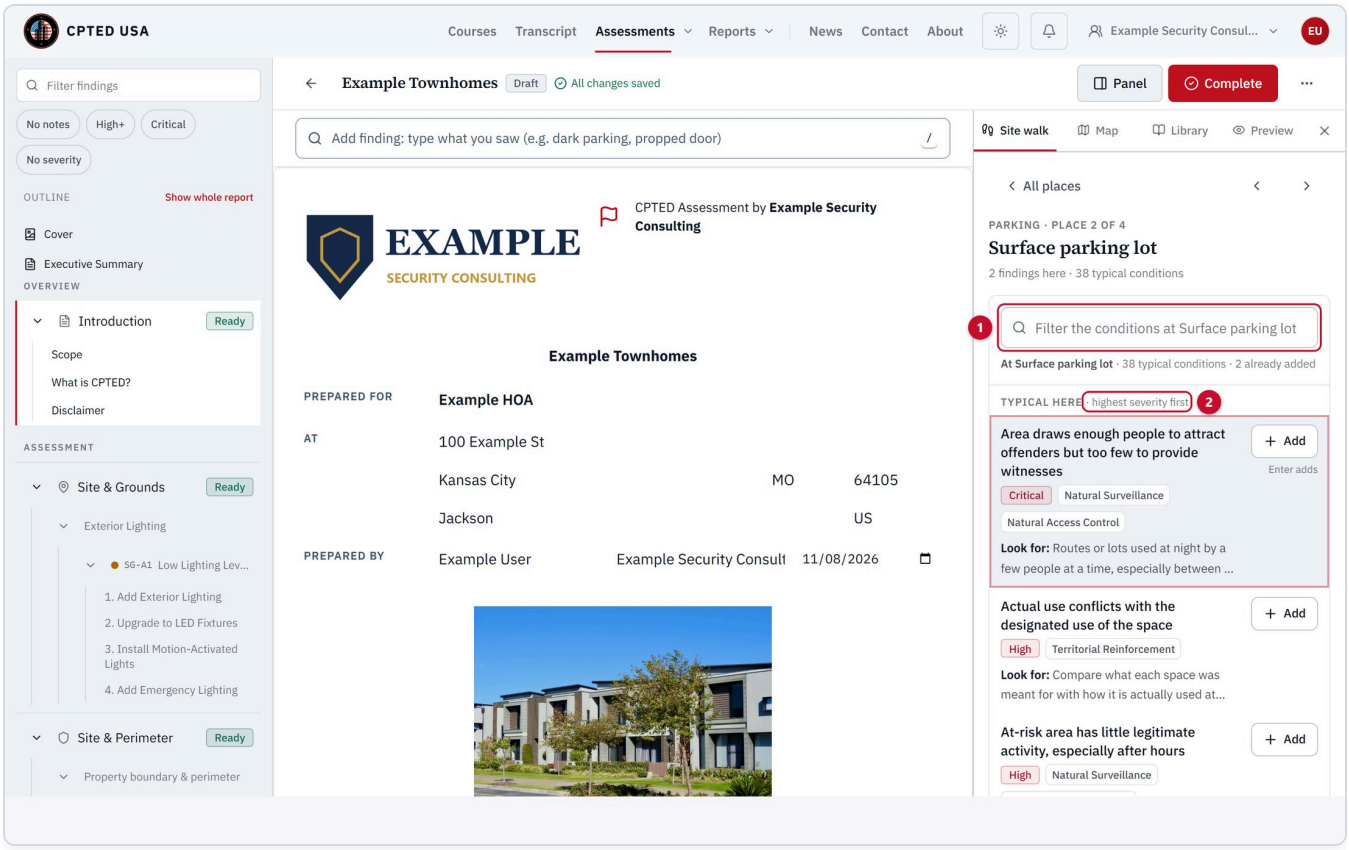
Site walk organizes your visit by the places on the property. Each place lists the conditions typically found there.



1. Your progress: how many places have findings so far.
2. Open a place to see its conditions and add findings.
3. Add a place you haven't listed yet.

3.6 Adding findings from the library

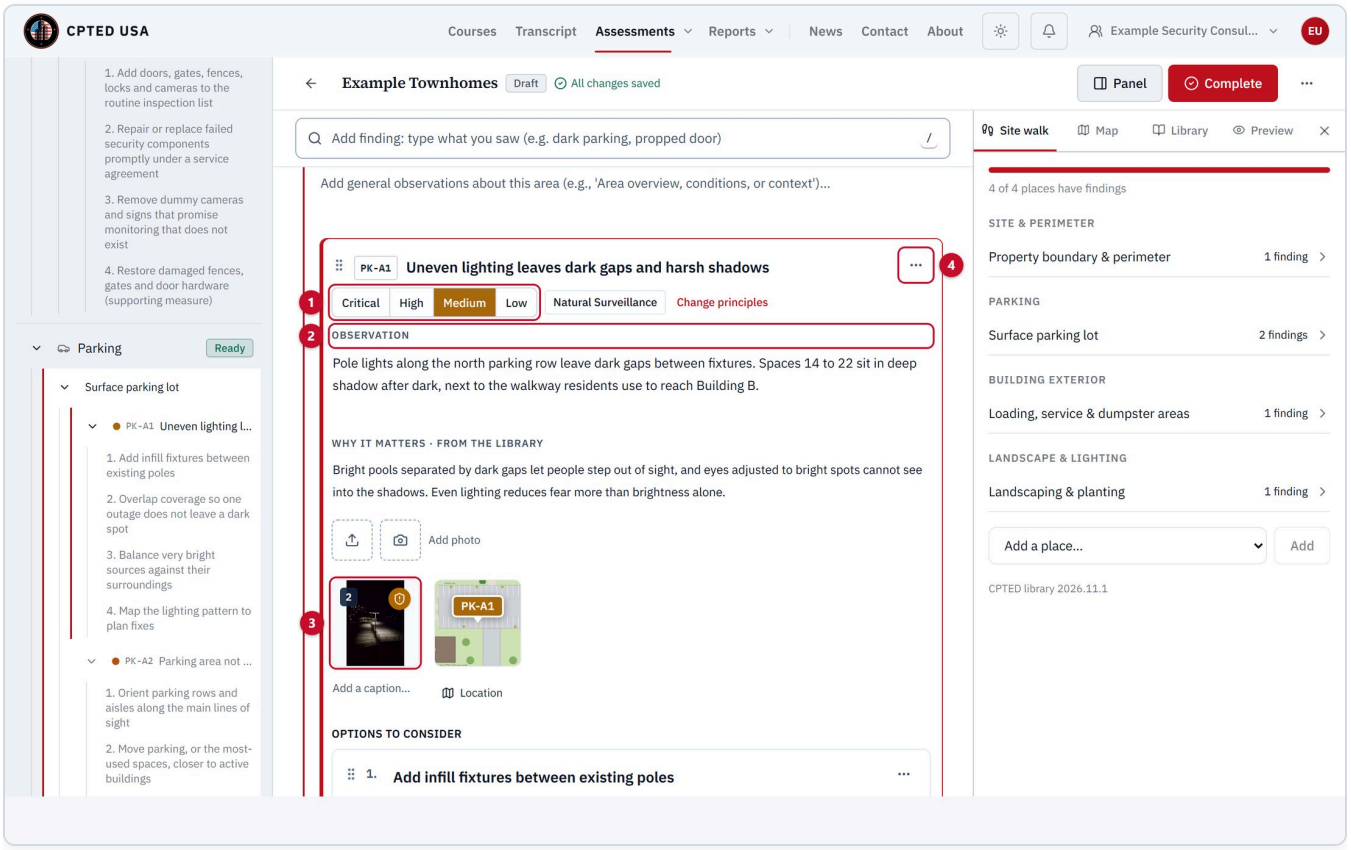
Inside a place you see the typical conditions there, highest severity first, each with what to look for. Add one and it becomes a finding in the report, already filled in with why it matters and options to consider.



1. Filter the conditions at this place by a word (“light”, “fence”, “shrub”).
2. The list, best matches or highest severity first. Add puts the condition into your report; Enter adds the first match.
3. Write my own finding if nothing in the library fits.

3.7 Writing up a finding

Each finding has its severity, the CPTED principle it relates to, your observation, photos, a map location, and options to consider.

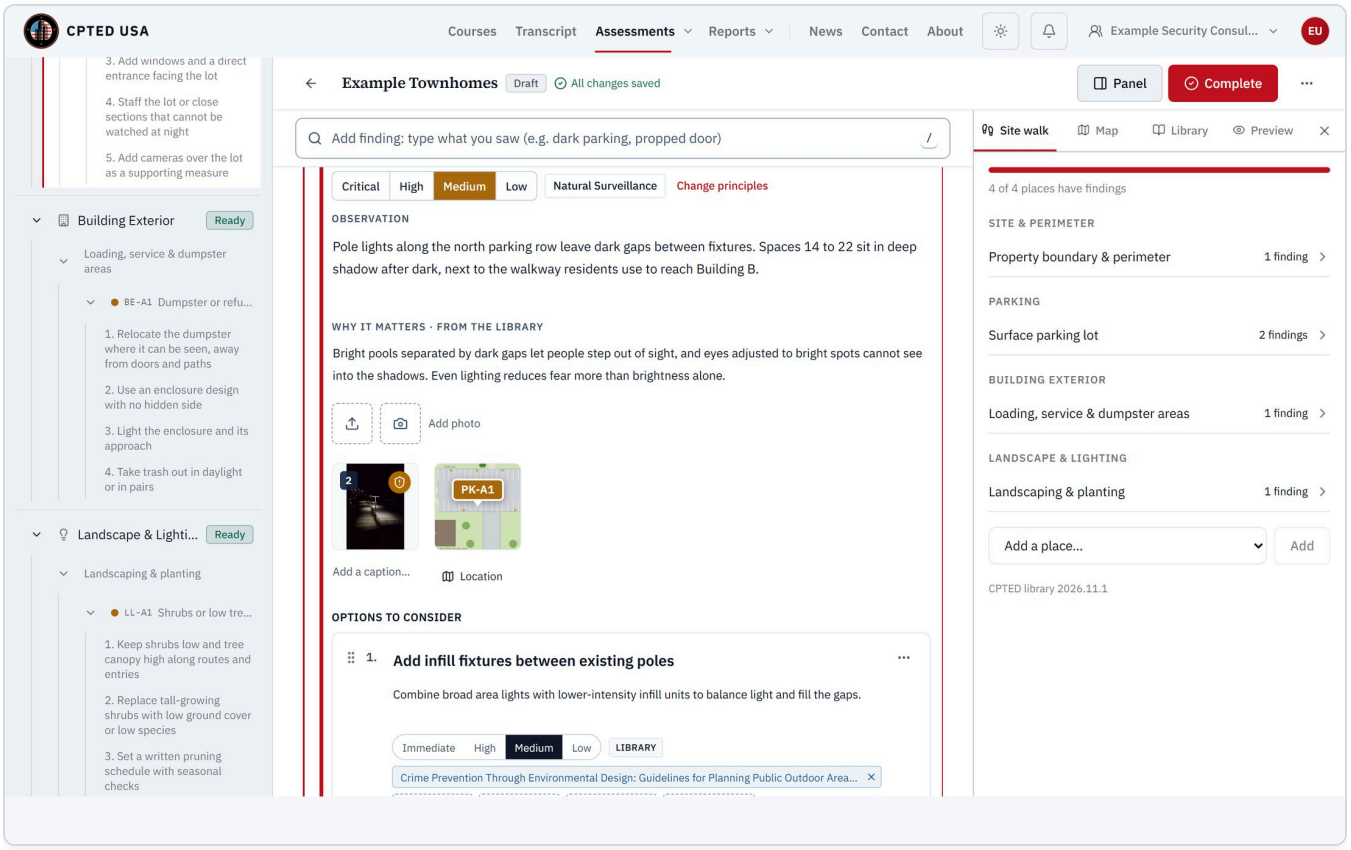


1. Severity: Critical, High, Medium or Low. Next to it, the CPTED principle; Change principles to adjust.
2. Observation: what you saw at this site. Without notes the finding prints only the library description.
3. Photos. Upload from your computer or take them with your phone's camera. Tap a photo to view it, mark it up or blur part of it (faces, plates).
4. The finding's menu: move it up or down, or delete it.

> **Tip** Photos are shrunk for the report automatically, and iPhone (HEIC) photos are converted. You can keep working while photos upload.

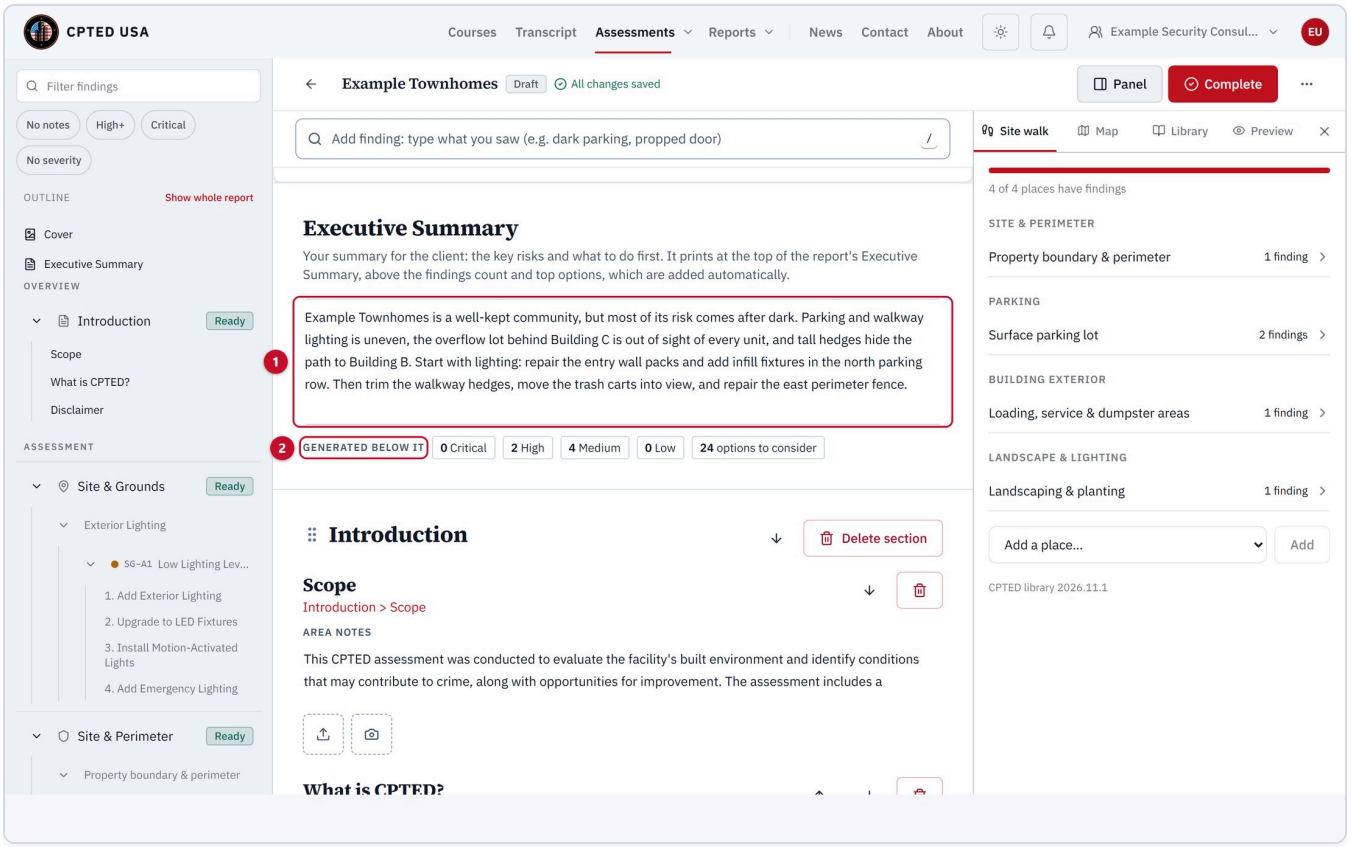
3.8 Options to consider

Under each finding are options to consider: practical ways to address it, each with a priority (Immediate, High, Medium, Low) and the references it comes from. Reorder, edit or remove them, or add your own.



3.9 The executive summary

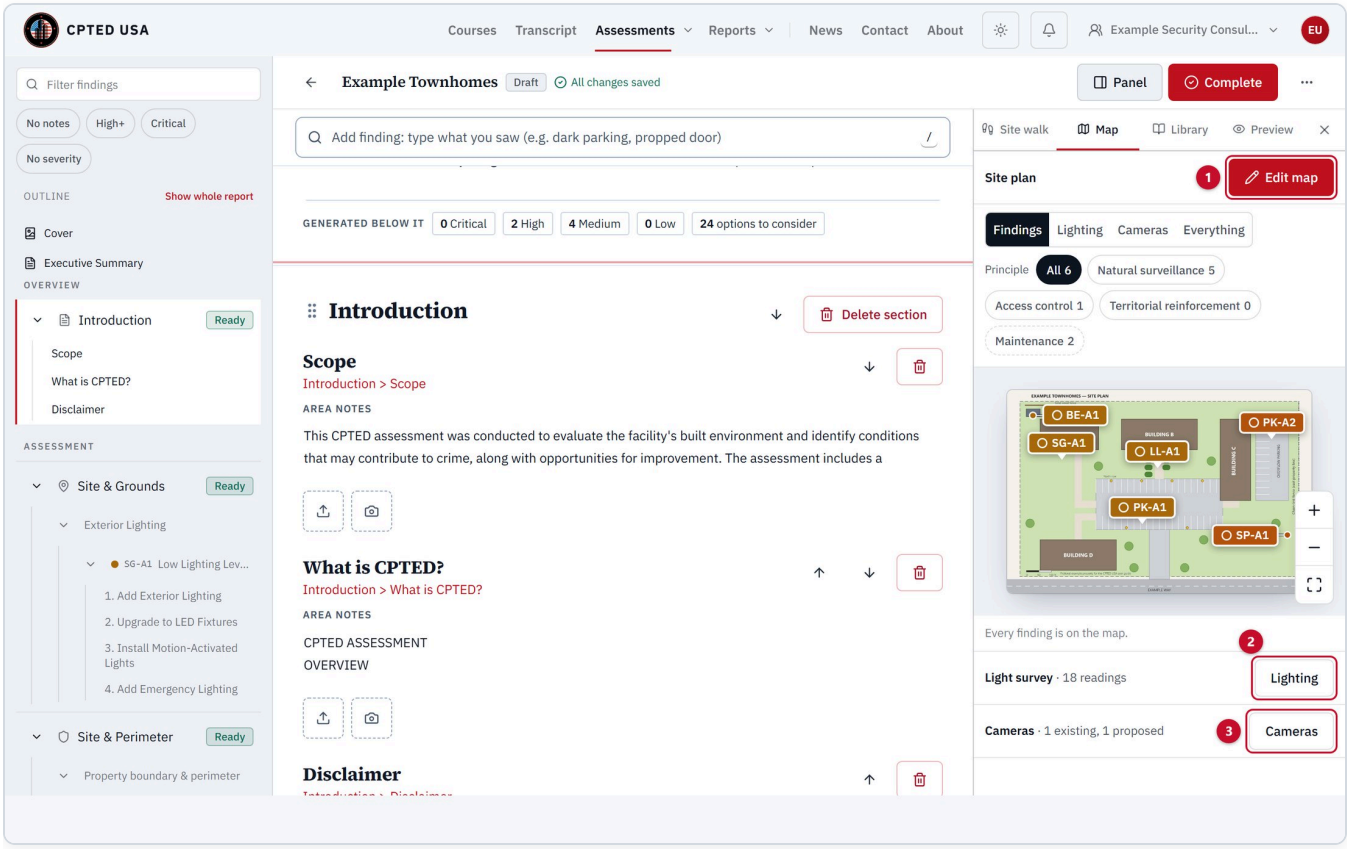
Write a short summary for your client: the key risks and what to do first. It prints at the top of the report.



1. Your summary text.
2. Below it the report adds the counts of findings by severity and the top options automatically.

3.10 The site map

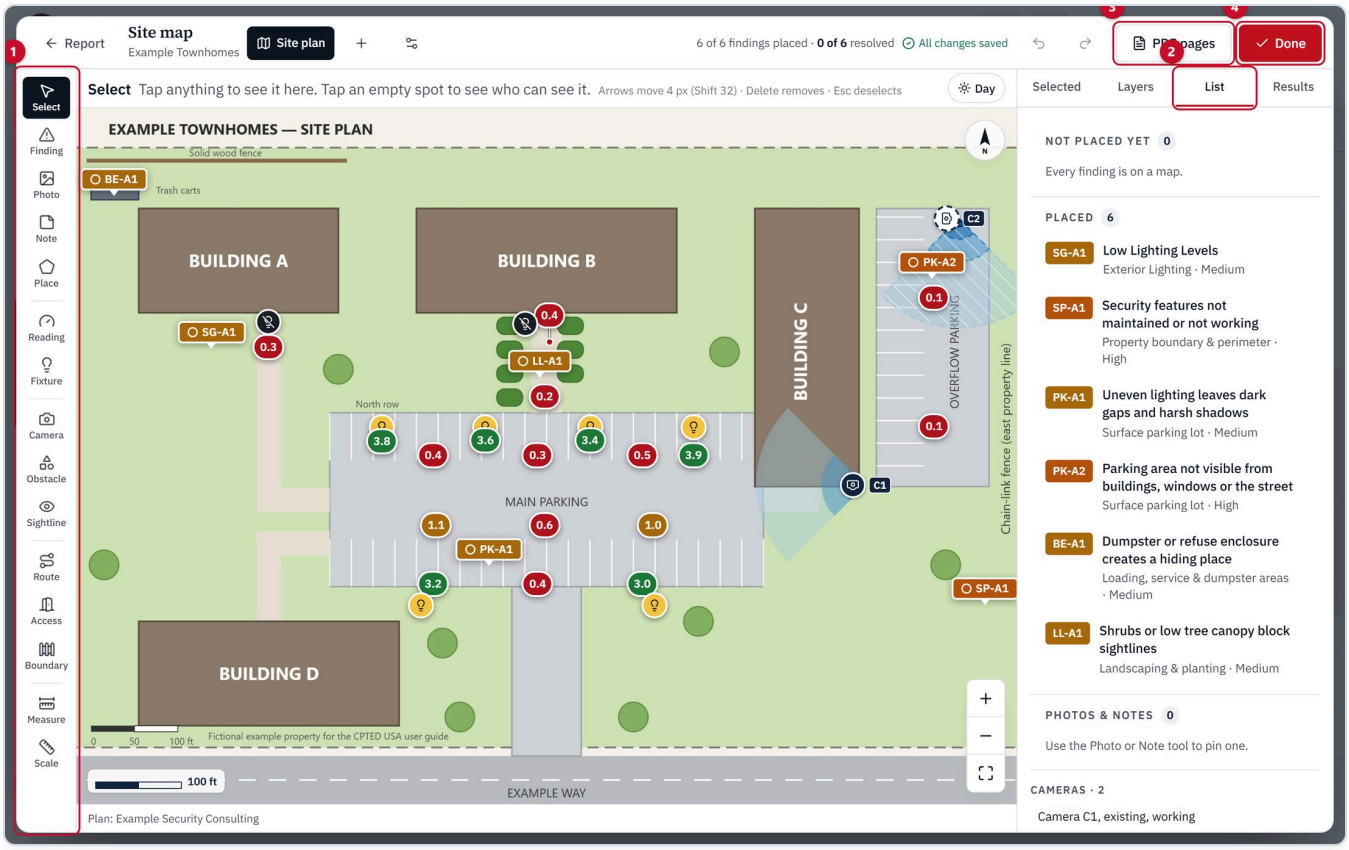
Add a map of the property and pin each finding where it is. The map prints in the report, and the side panel shows it while you work. Use a site plan, a drawing, an aerial photo you have the rights to, a floor plan, or a page of a PDF.



1. Edit map opens the full-screen map editor.
2. Lighting opens the light survey: light readings and fixtures on the map (see Light surveys).
3. Cameras: existing and proposed cameras with their coverage (see Cameras).

3.11 The map editor

The map editor is where you place pins and draw on the map. Set the scale first (Scale tool: tap two points a known distance apart), so distances, camera ranges and the scale bar are right.

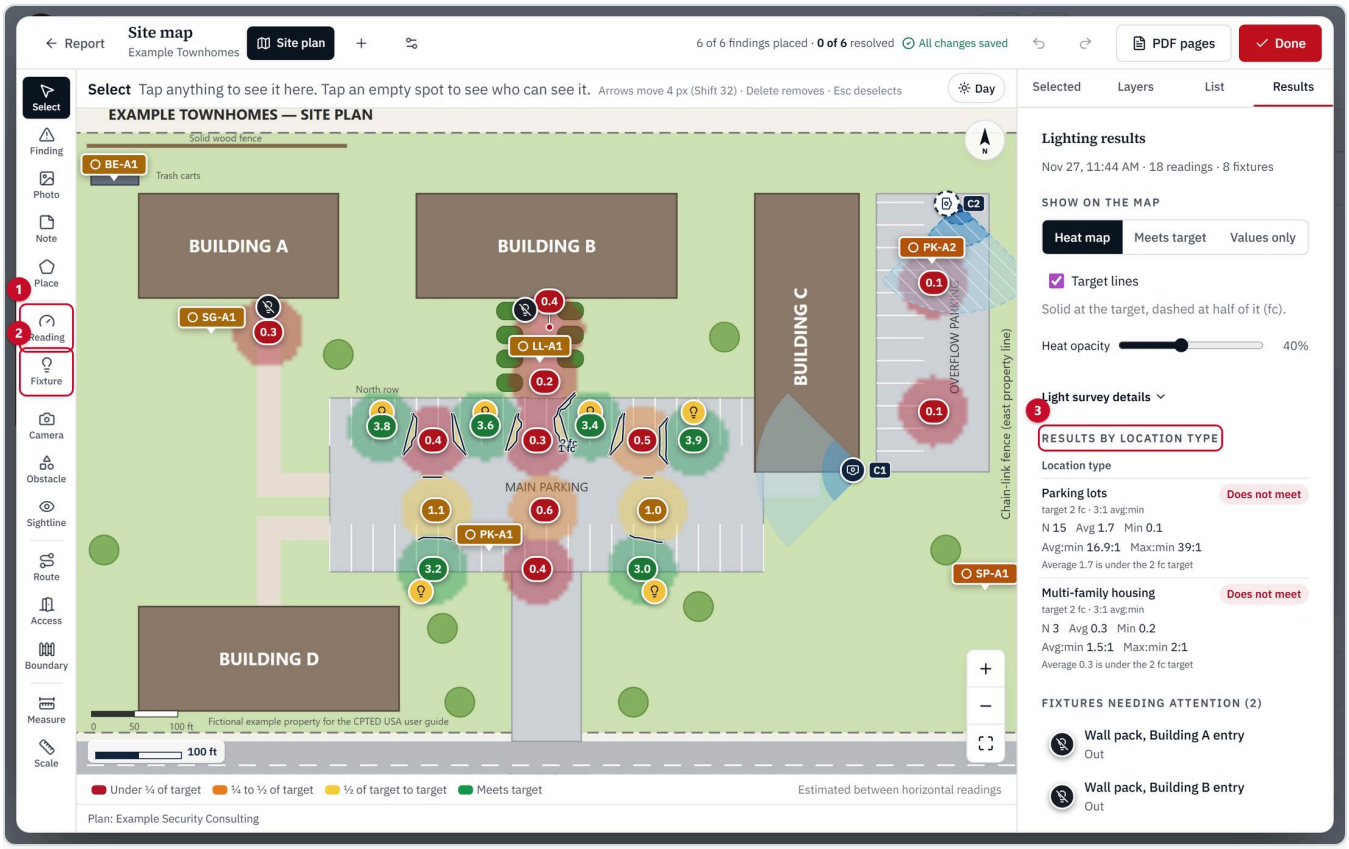


1. Tools: findings, photos, notes, places, light readings, fixtures, cameras, obstacles, sightlines, routes, access points, boundaries, measuring and scale.
2. List shows the findings not placed yet; choose Place, then tap the map.
3. PDF pages: choose how the map prints in the report.
4. Done returns to the editor. Everything saves as you go, including offline in the field.

3.12 Light surveys

Record light-meter readings on the map as you walk the site, at night. Each reading has its value in foot-candles, which way the meter faced (horizontal or vertical), and the kind of location, which sets the target it is judged against.

The map colors the site from your readings as a heat map, so dark gaps stand out, and Results checks each kind of location against its target: the average level and how even the light is.

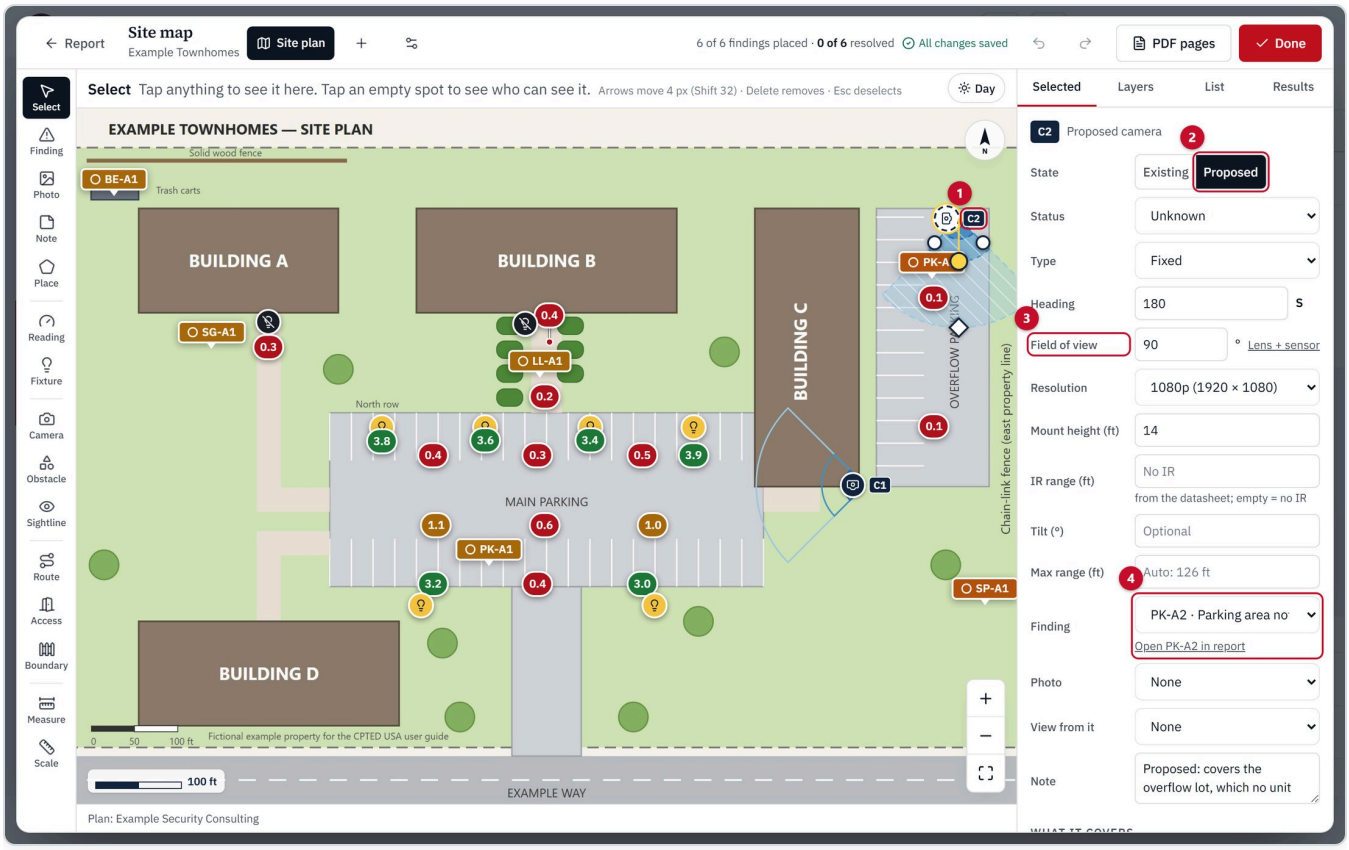


1. Reading: tap the spot, type the meter value, press Enter, then tap the next spot.
2. Fixture: mark each light (pole light, wall pack, bollard, canopy light) and whether it works, is out, flickers or is blocked.
3. Results: each kind of location against its target, plus the fixtures that need attention.

> **Tip** Take at least 3 readings for each kind of location so it can be judged, and include the darkest spots, not just the bright ones.

3.13 Cameras

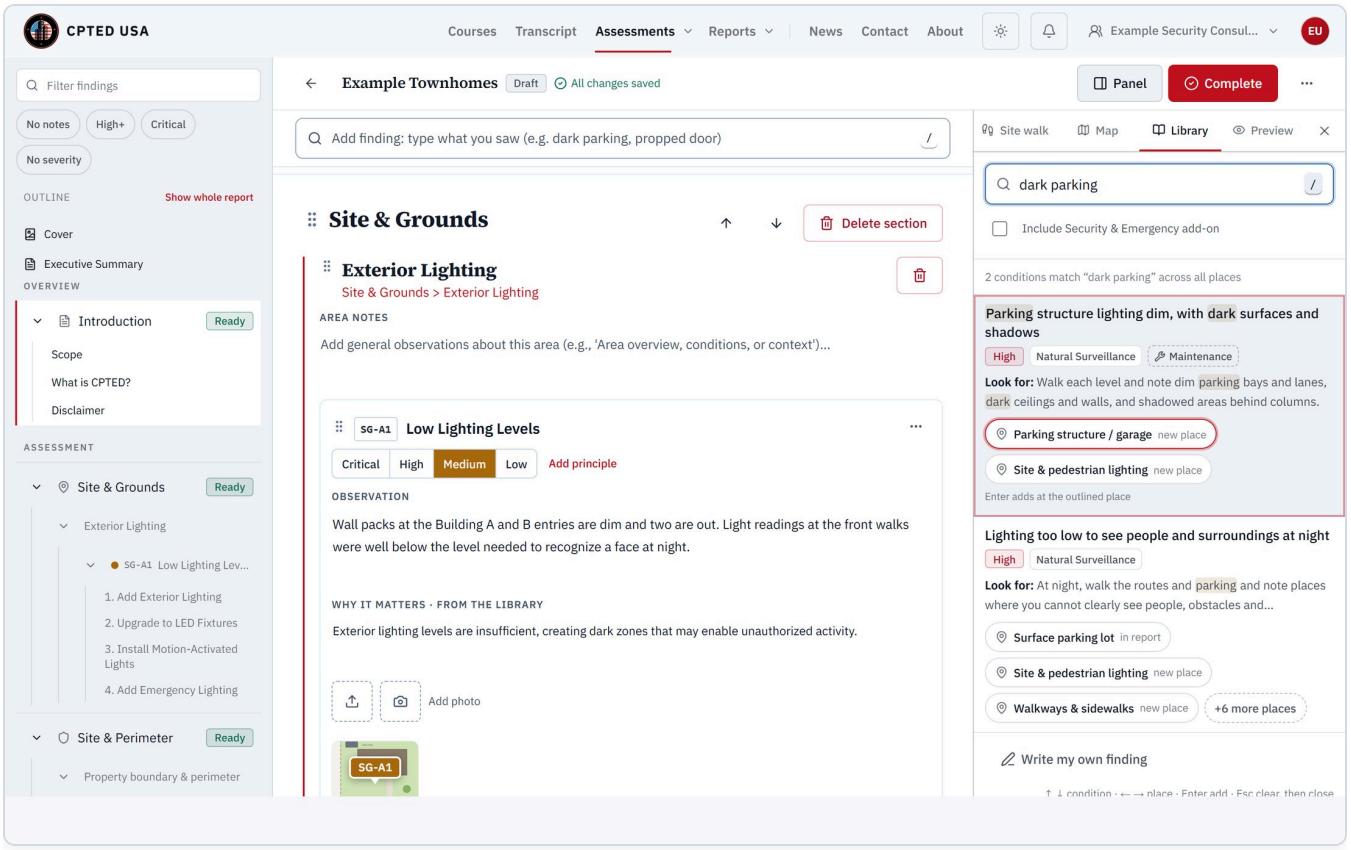
Add existing and proposed cameras to the map. Each camera draws what it covers, and walls and buildings block its view, so blind spots are easy to see.



1. Tap a camera to select it; drag the handles to aim it and set its view.
2. Existing or Proposed. Proposed cameras are drawn dashed, so the report shows what you recommend adding.
3. Field of view, heading, resolution and mount height set how far it can identify or recognize a person.
4. Link the camera to a finding and it appears with that finding in the report.

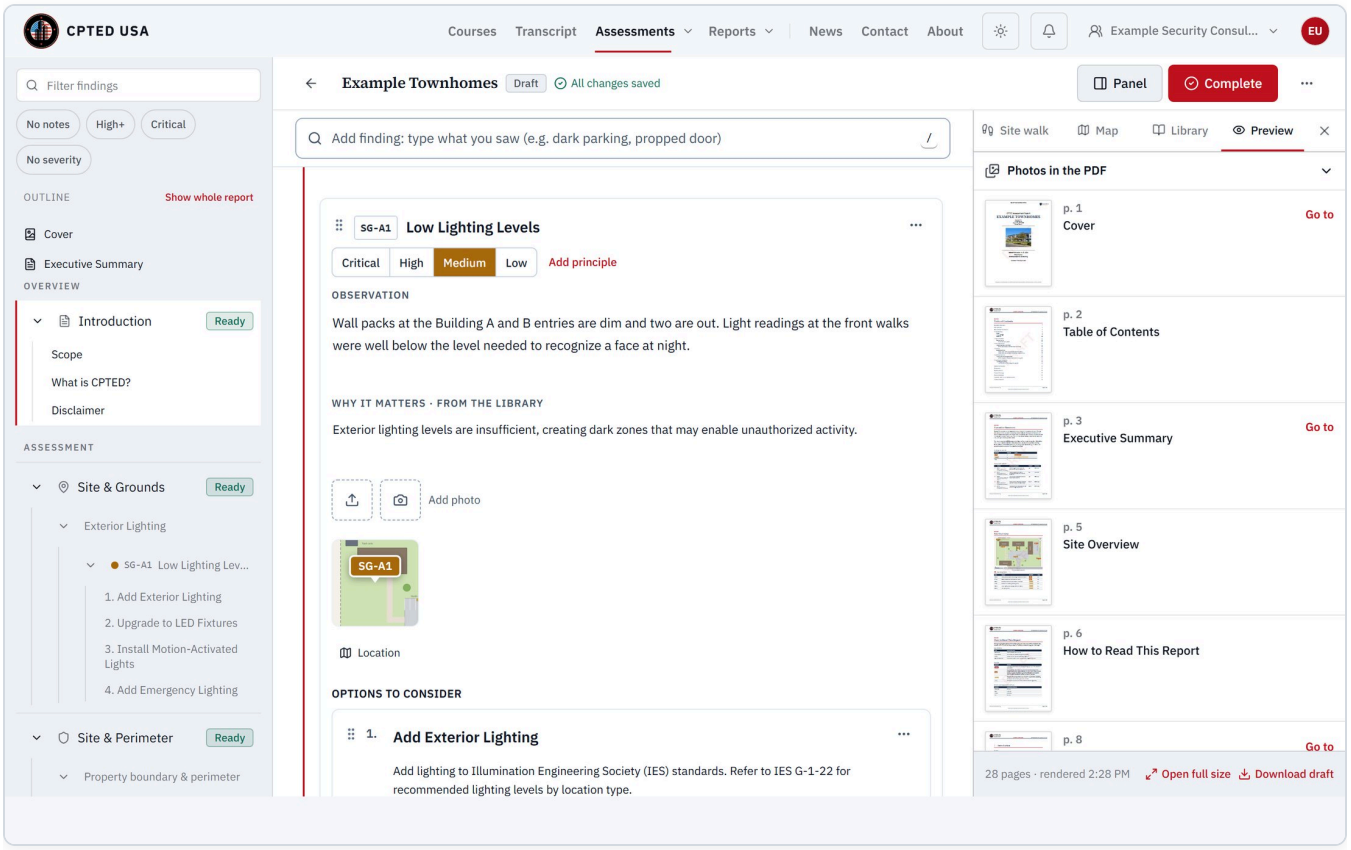
3.14 The library

The Library tab searches every condition in the CPTED library, across all places, and shows where each one usually applies. Add a condition straight to a place from here.



3.15 Previewing the report

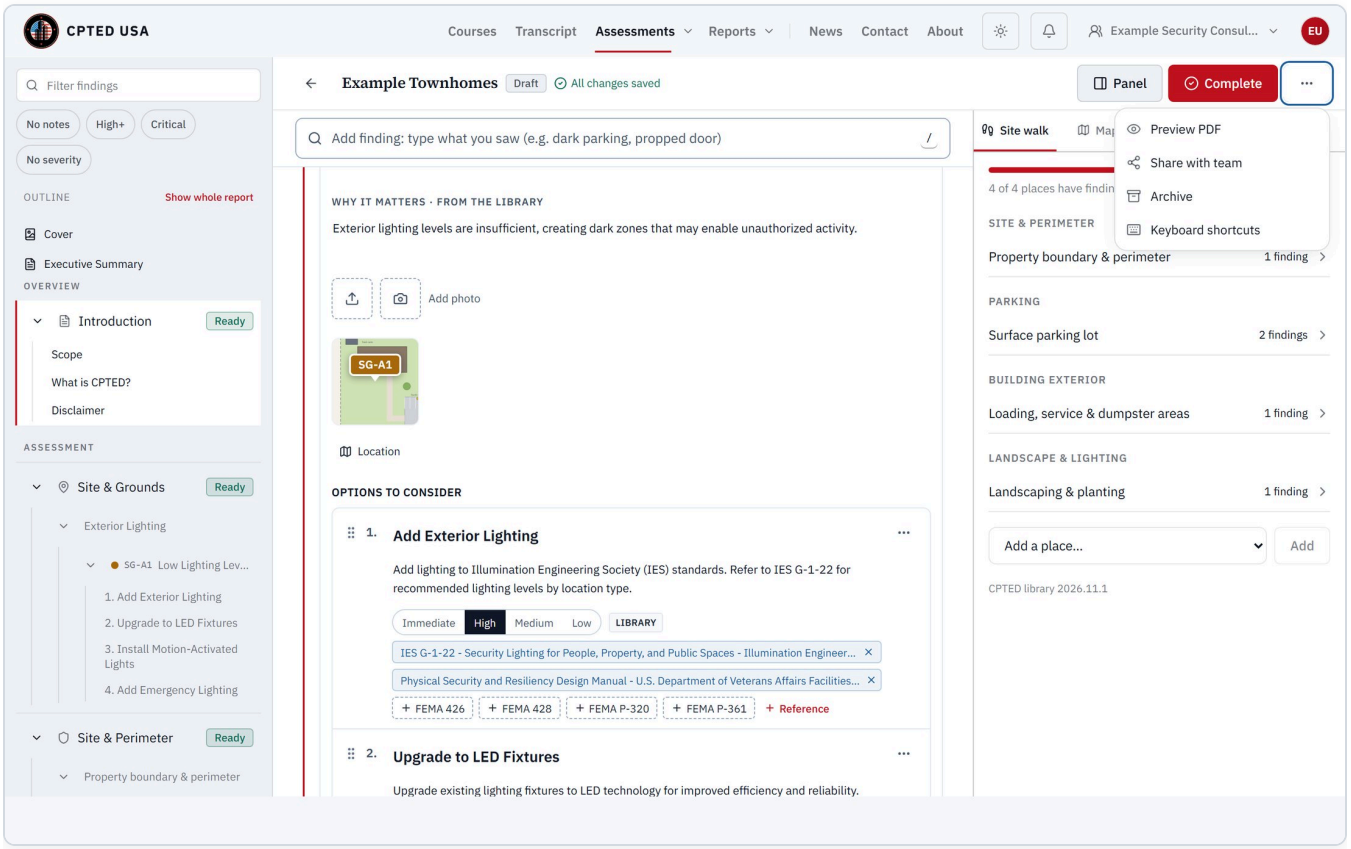
Preview shows the report exactly as the PDF will print, page by page. Each page lists what is on it, and Go to jumps to that part of the editor so you can fix it.



3.16 Sharing, completing and archiving

Your assessments are private to you until you share them. Share with team lets your teammates see and help edit an assessment.

When the assessment is finished, choose Complete. Archive moves it out of your active list without deleting it.



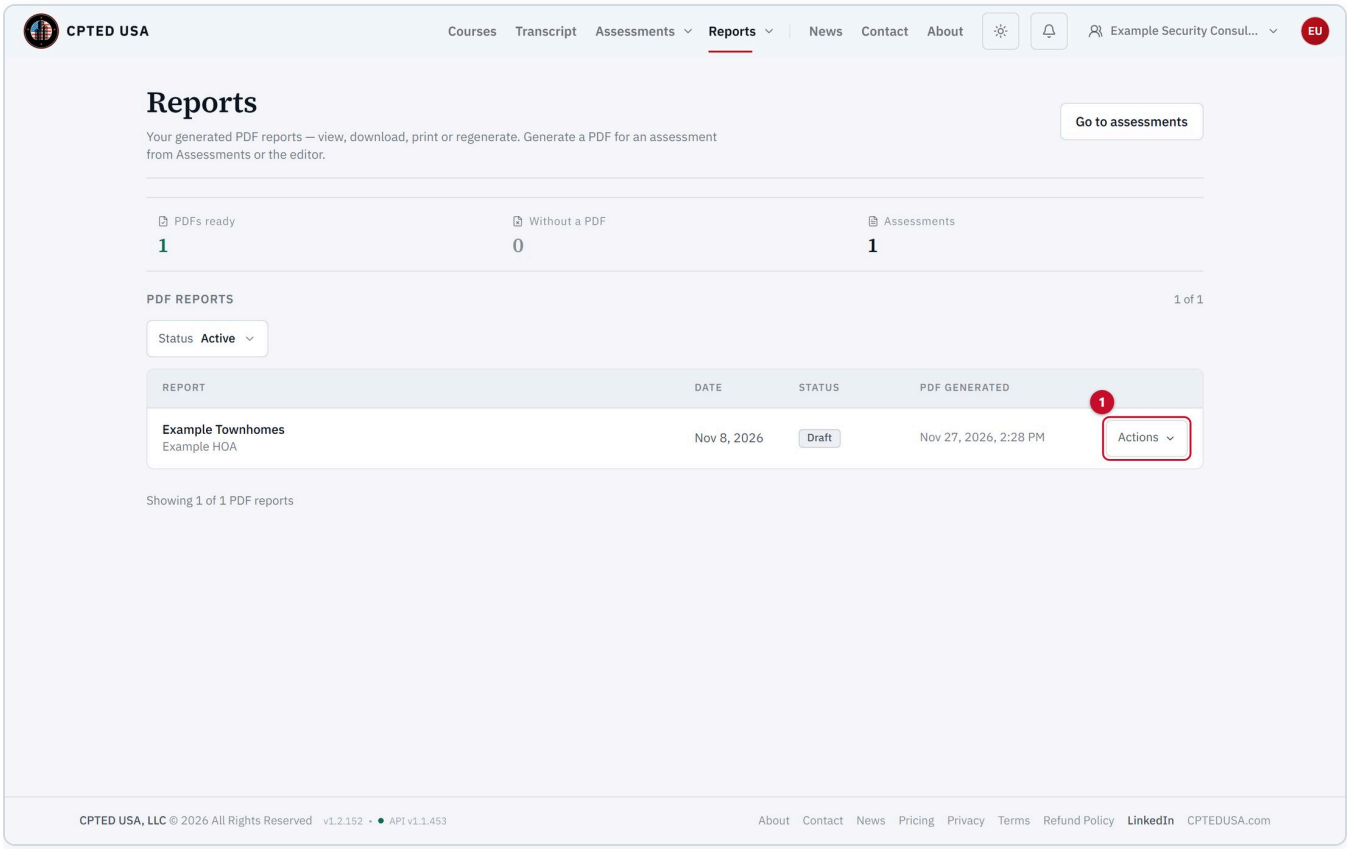
CHAPTER 4

Reports

4.1 Your PDF reports
4.2 Report actions
4.3 Viewing the report

4.1 Your PDF reports

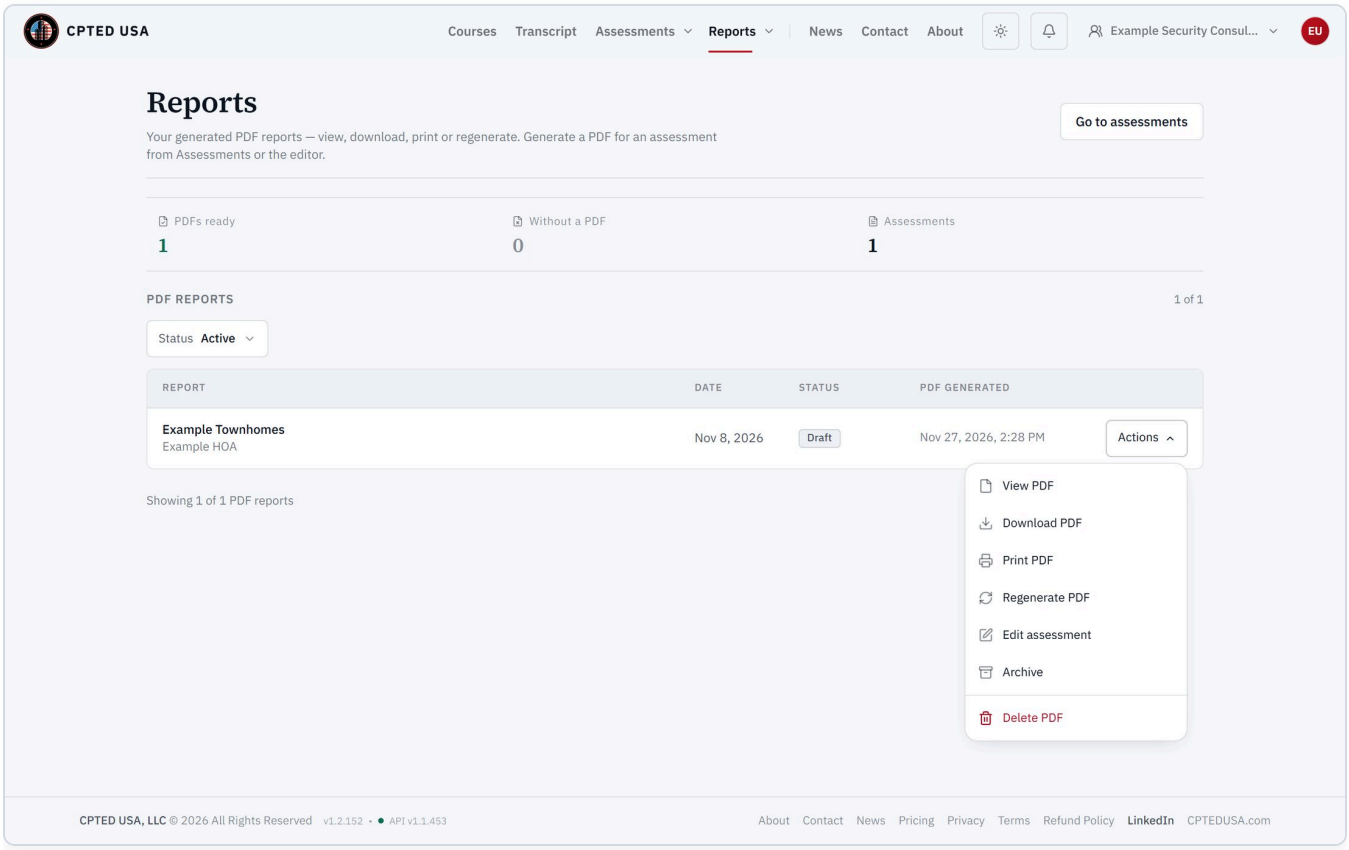
Reports lists every PDF you have generated, with its status and when it was generated.



1 Actions for a report.

4.2 Report actions

View, download or print the PDF; regenerate it after you change the assessment; go back to edit the assessment; archive it; or delete the PDF (the assessment itself is kept).

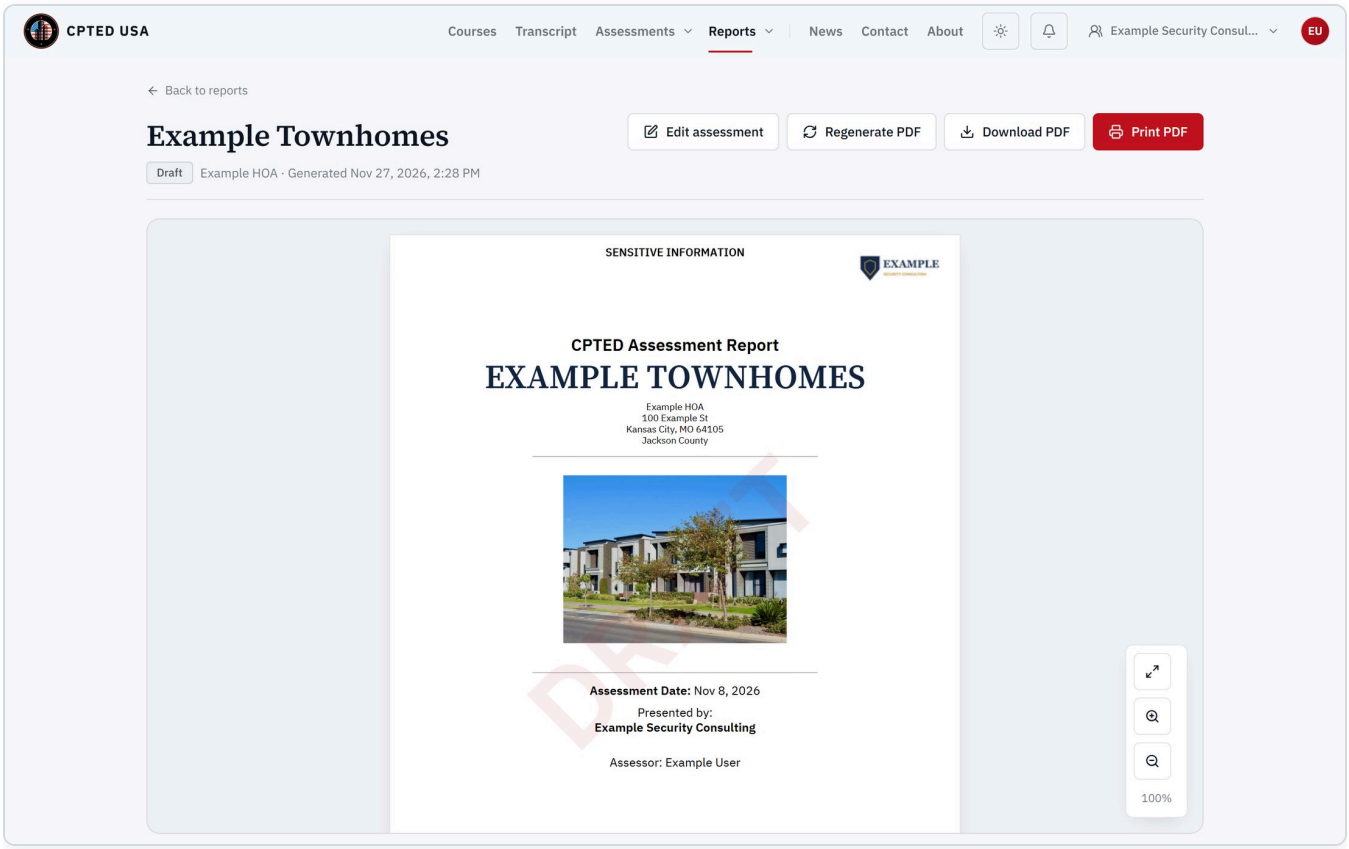


> **Tip** A PDF is a snapshot. After editing an assessment, choose Regenerate PDF so the report shows your latest changes.

4.3 Viewing the report

The report opens in the viewer with zoom and full-screen controls, and buttons to edit the assessment, regenerate, download or print. A draft report is marked DRAFT until the assessment is complete.

The cover carries your team's logo and the client and site details, followed by the contents, executive summary, site overview, findings with photos and map pages, and the references.



CHAPTER 5

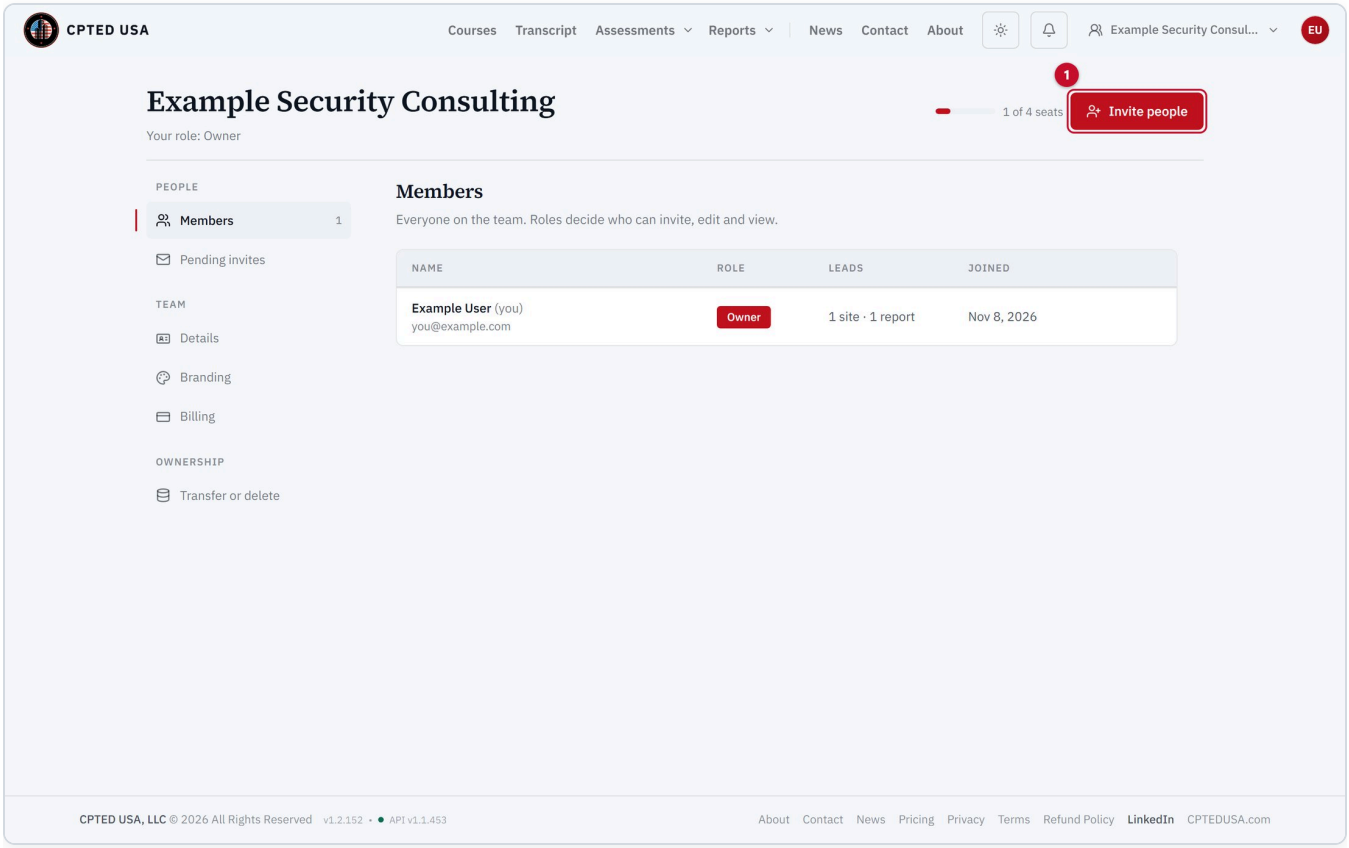
Teams

5.1 Your team
5.2 Inviting people
5.3 Branding
5.4 Team billing

5.1 Your team

A team shares assessments and report branding. The team owner pays for the team's assessment access, and a team has four seats: the owner plus three members.

The Team page lists members with their role, how many sites and reports they lead, and when they joined.

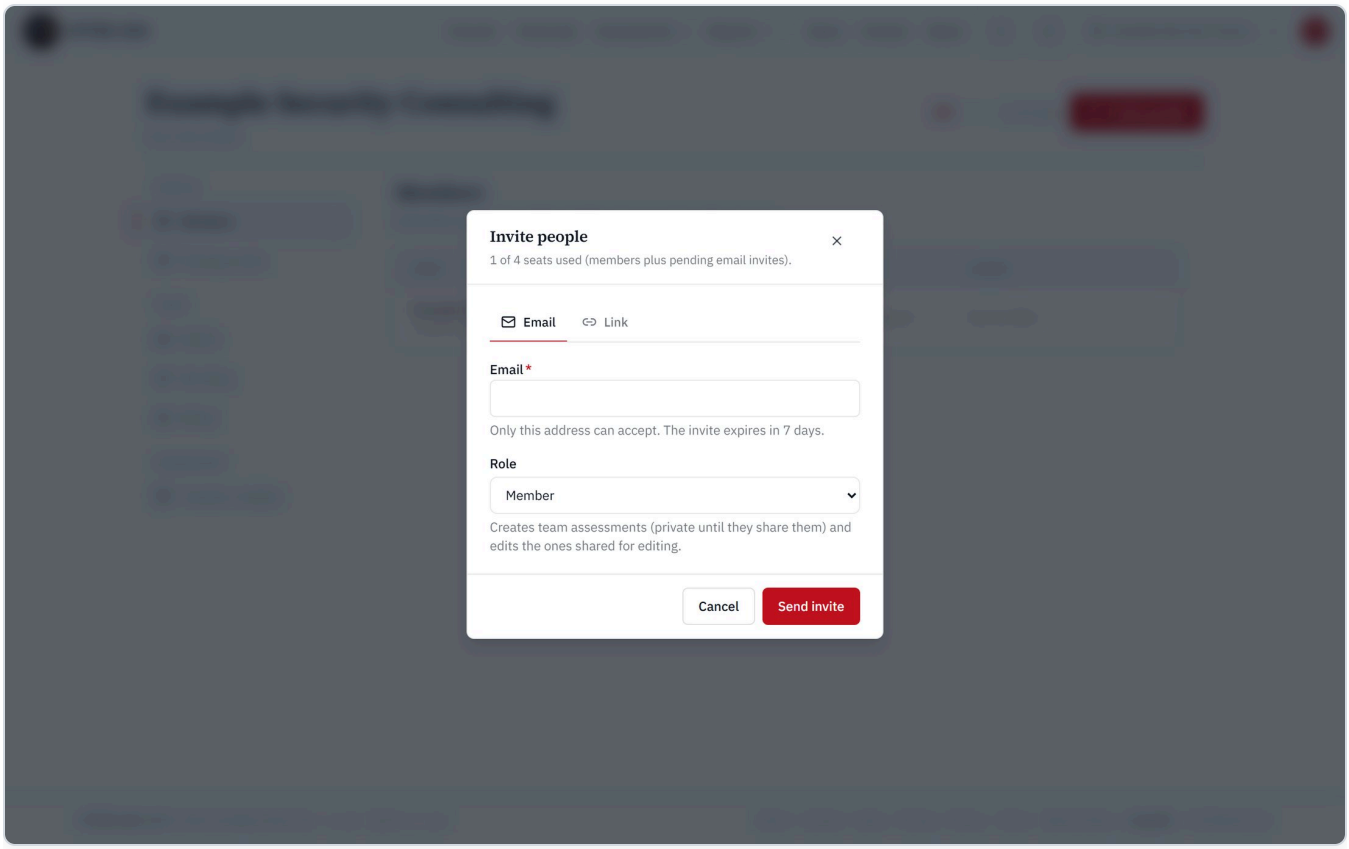


1 Invite people to the team.

5.2 Inviting people

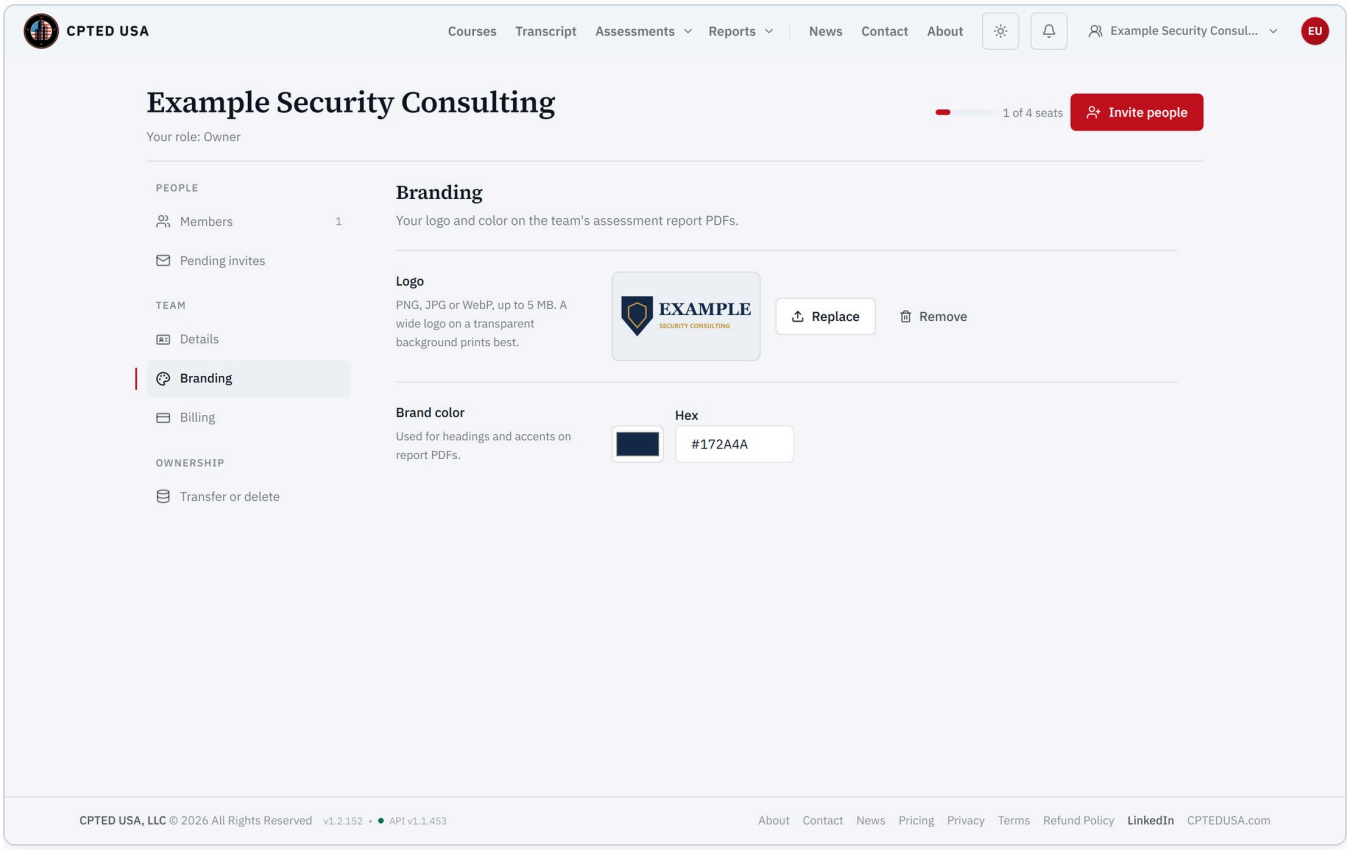
Invite by email, or create an invite link. Choose a role for each person. Invites expire after 7 days.

Owner: pays for the team's assessment access and manages everything, including deleting the team. Admin: invites and removes people, edits team details, and can see and edit every team assessment, including private ones. Member: creates team assessments (private until they share them) and edits the ones shared for editing. Viewer: can open team assessments shared with the team but can't change them.



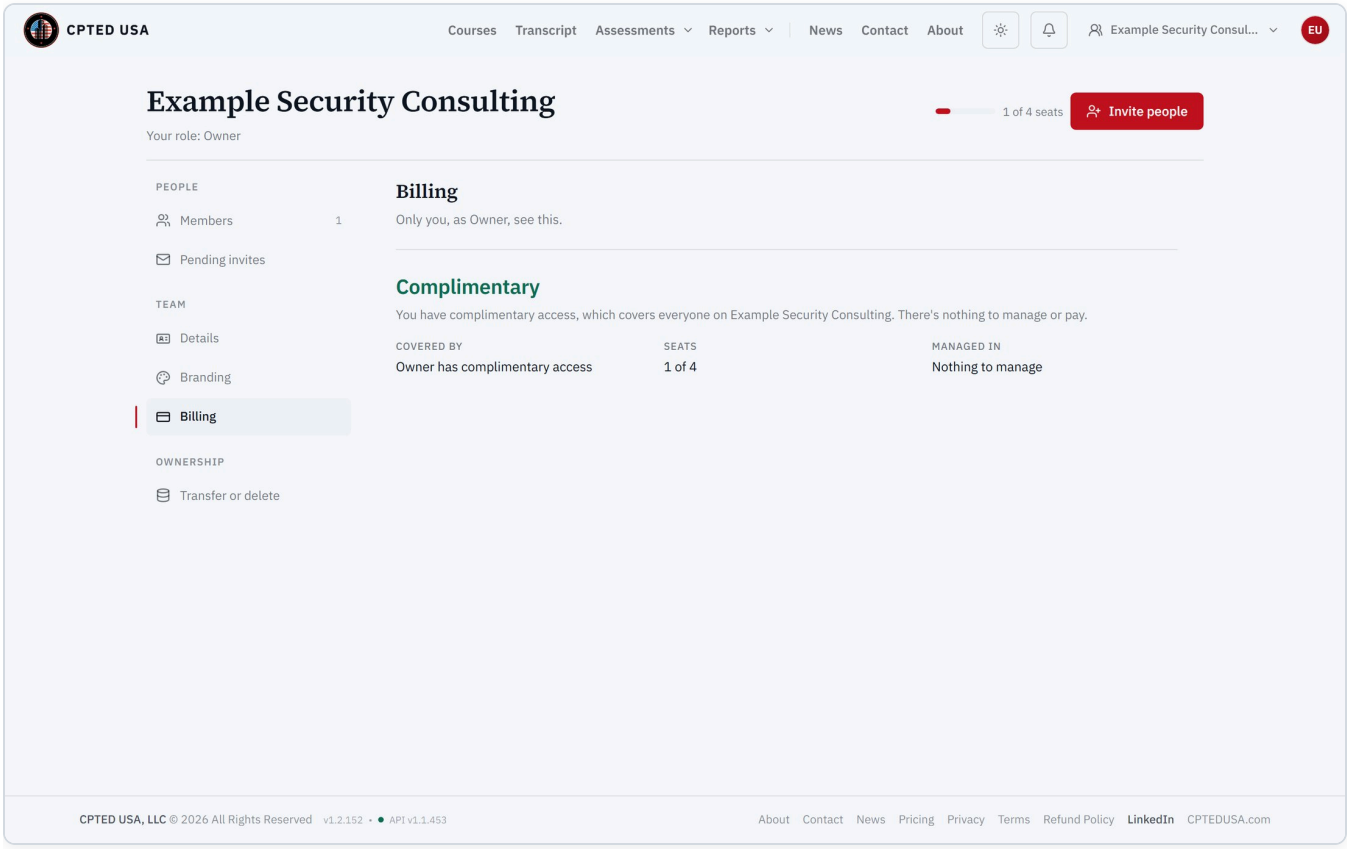
5.3 Branding

Upload your logo and choose a brand color. Both print on the cover and headings of your team's assessment reports.



5.4 Team billing

Billing shows how the team's access is covered, the seats in use, and who manages billing. Only the owner sees and manages the team's billing. Transfer or delete is where the owner hands the team to someone else or closes it.



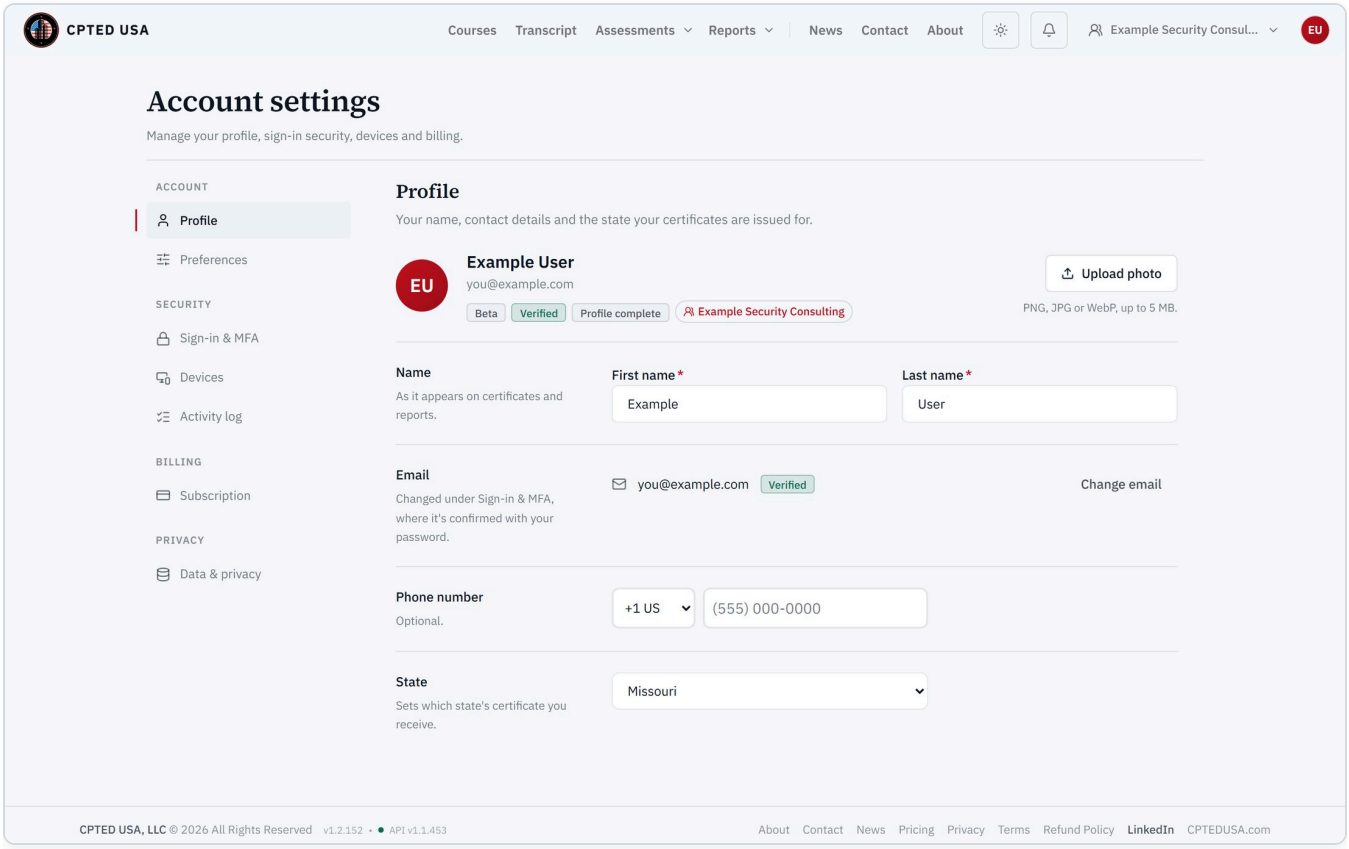
CHAPTER 6

Settings

6.1 Profile
6.2 Preferences
6.3 Sign-in & MFA
6.4 Switching to an authenticator app
6.5 Devices
6.6 Activity log
6.7 Subscription
6.8 Data & privacy

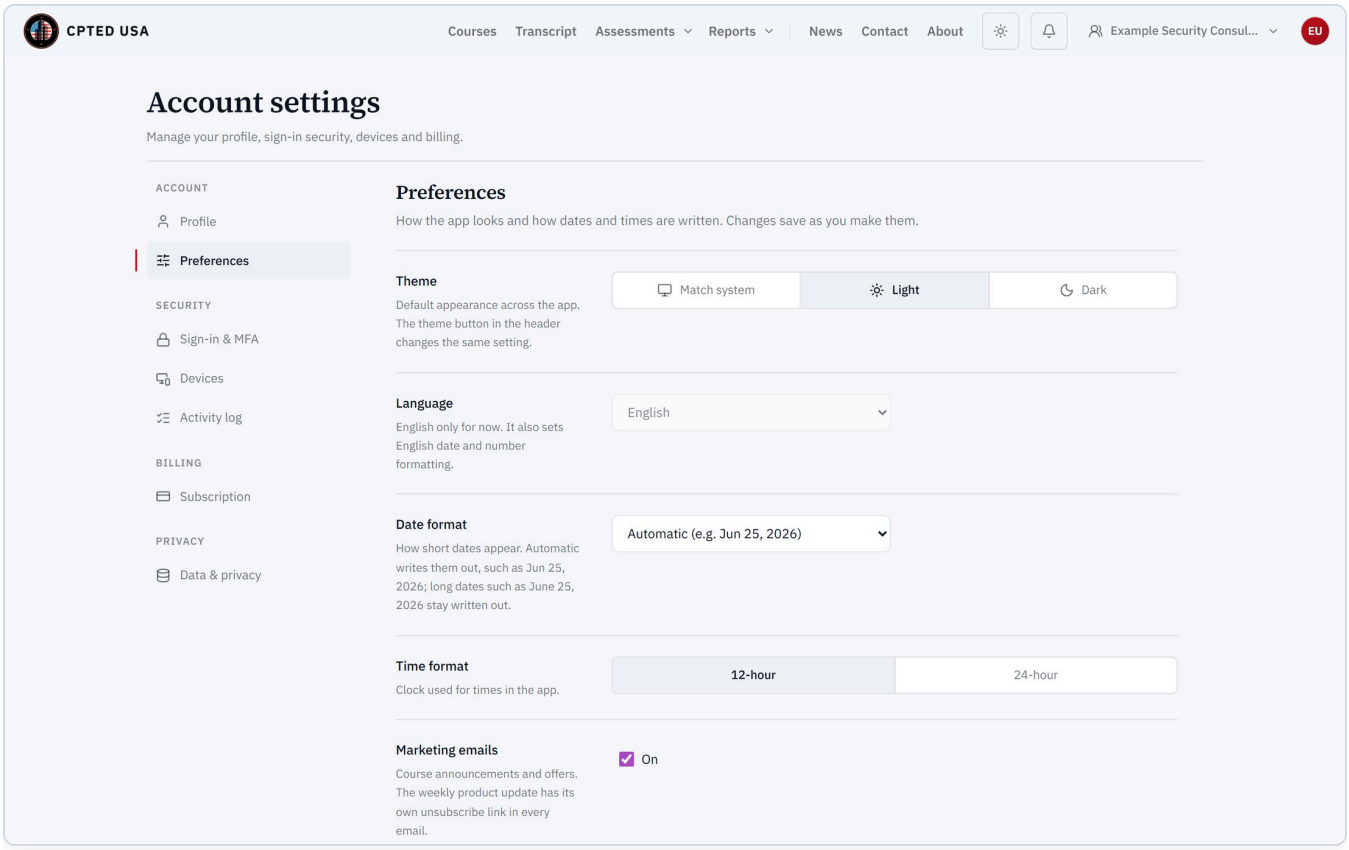
6.1 Profile

Your name, photo, email, phone and state. Your state decides which state's certificate you receive. In a state whose POST approves our courses you also answer whether you're a law enforcement officer, and officers add their officer / POST ID (needed for POST credit). Change email sends a link to verify the new address; two-step verification turns off until you verify it and set it up again.



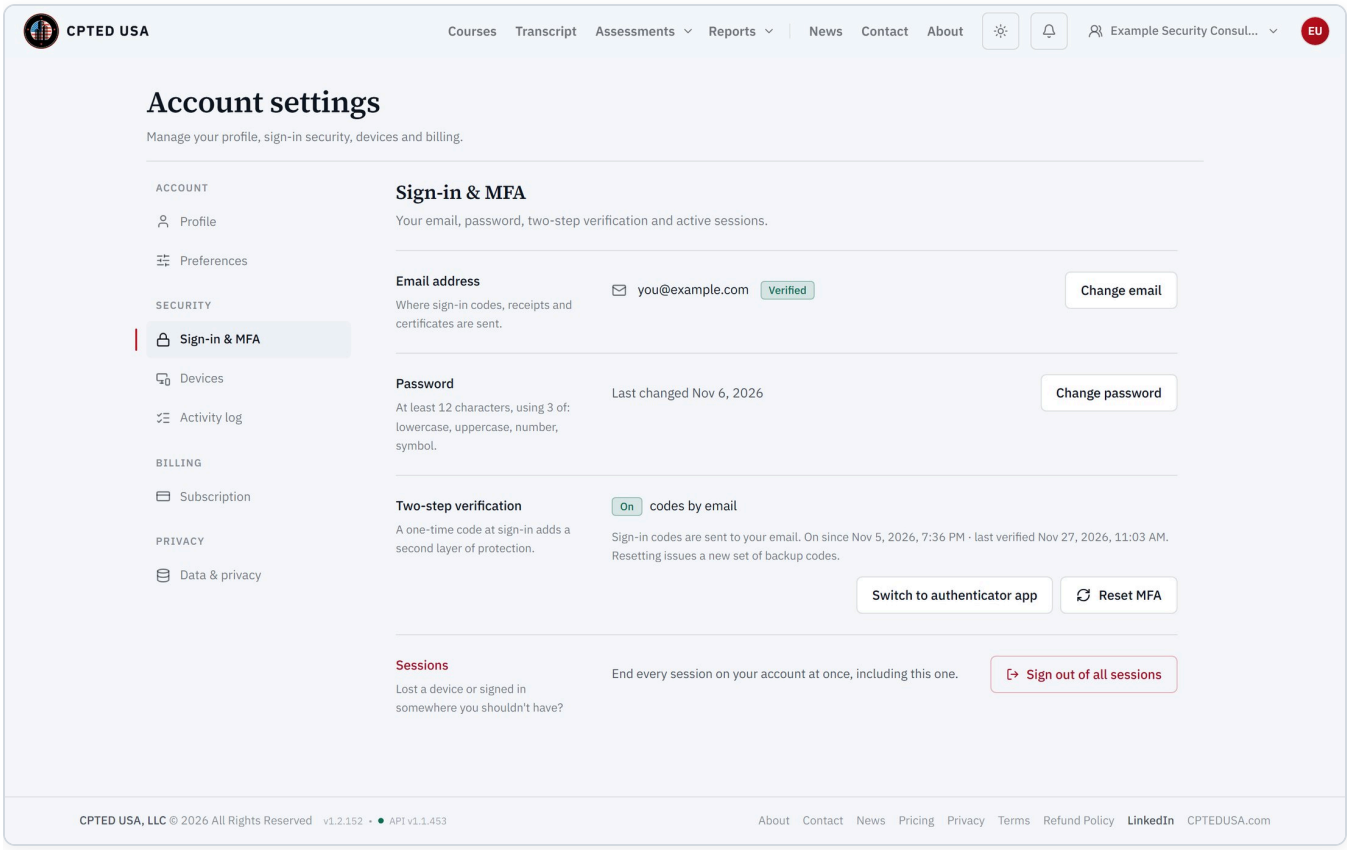
6.2 Preferences

Theme (light, dark or match your system), language, date and time formats, and whether you receive marketing emails such as the weekly product update. Changes save as you make them.



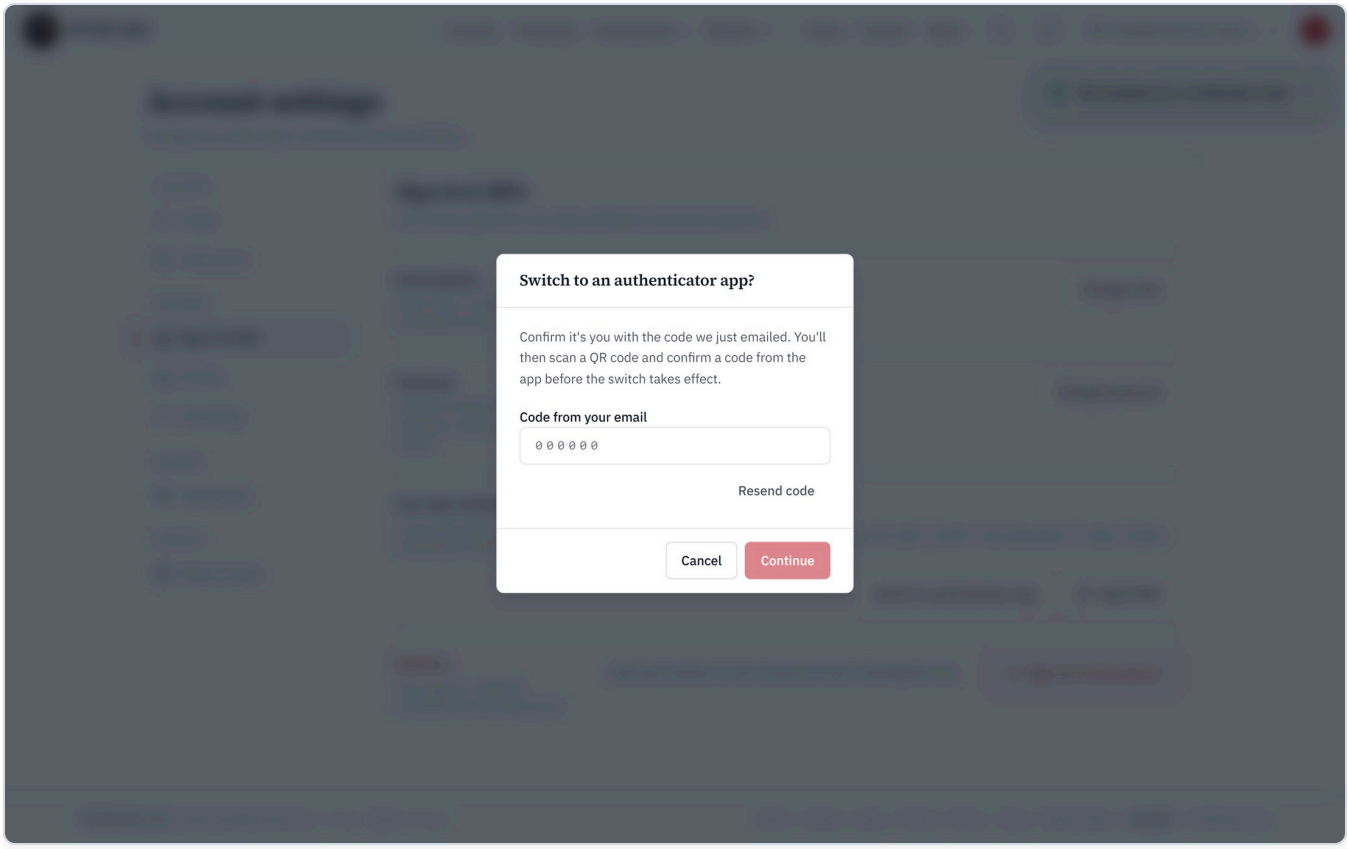
6.3 Sign-in & MFA

Your email and password, two-step verification (email codes or an authenticator app), backup codes, and Sign out of all sessions if you think someone else has signed in.



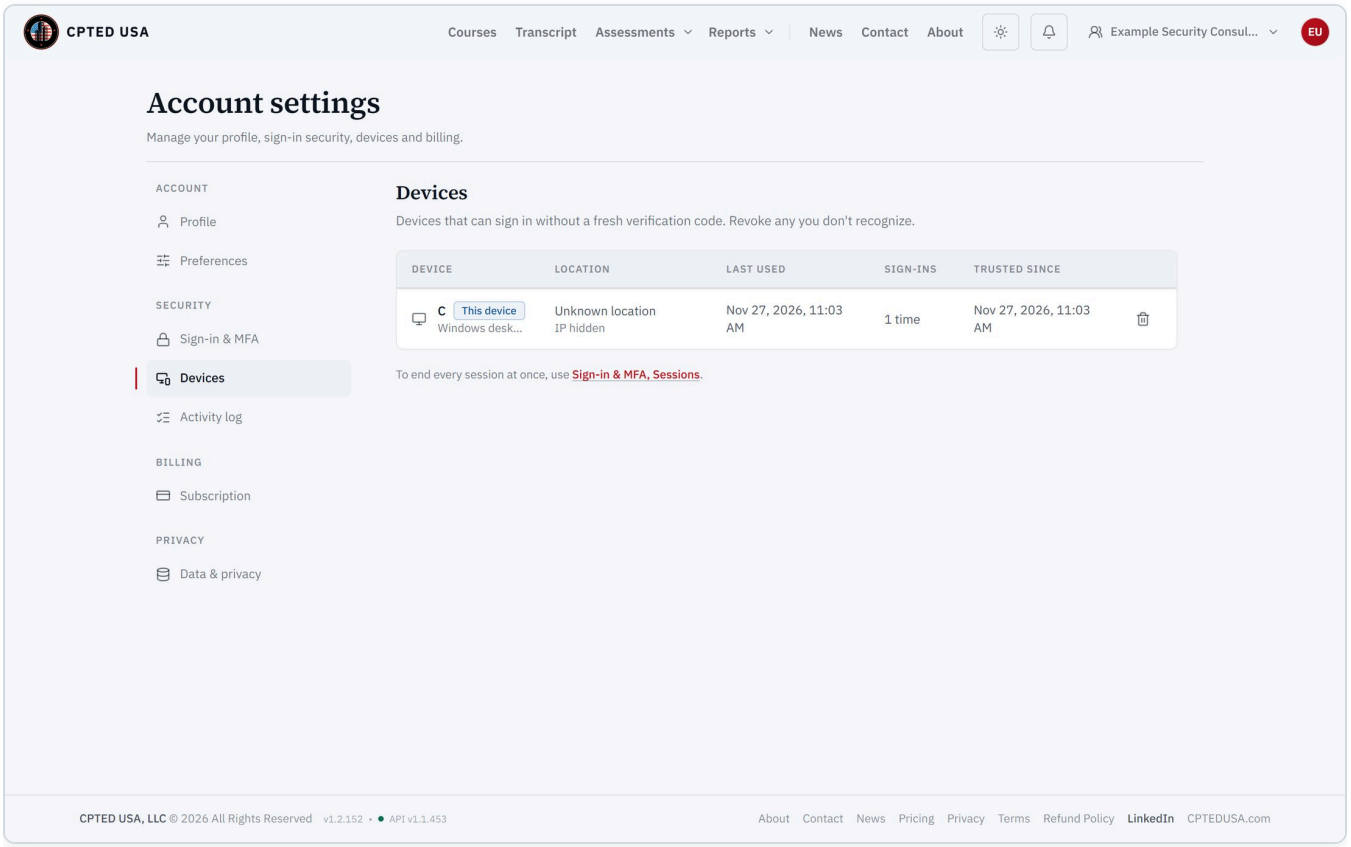
6.4 Switching to an authenticator app

In Sign-in & MFA choose Switch to authenticator app. Confirm it's you with the code we email, then scan the QR code with your authenticator app (Google Authenticator, Microsoft Authenticator, 1Password and others) and enter the code it shows. From then on, sign-in codes come from the app instead of email.



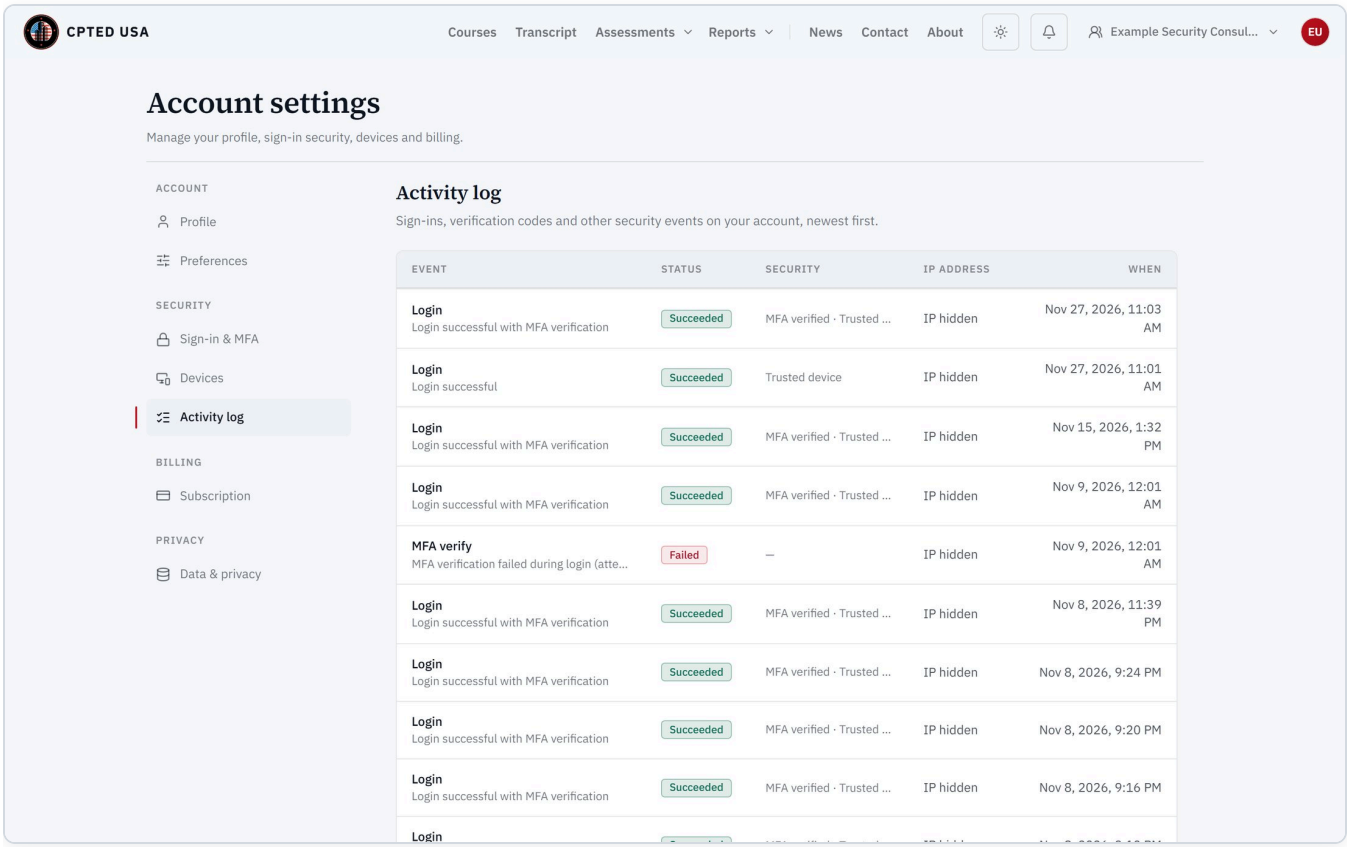
6.5 Devices

Devices that can sign in without a fresh verification code. Remove any you don't recognize.



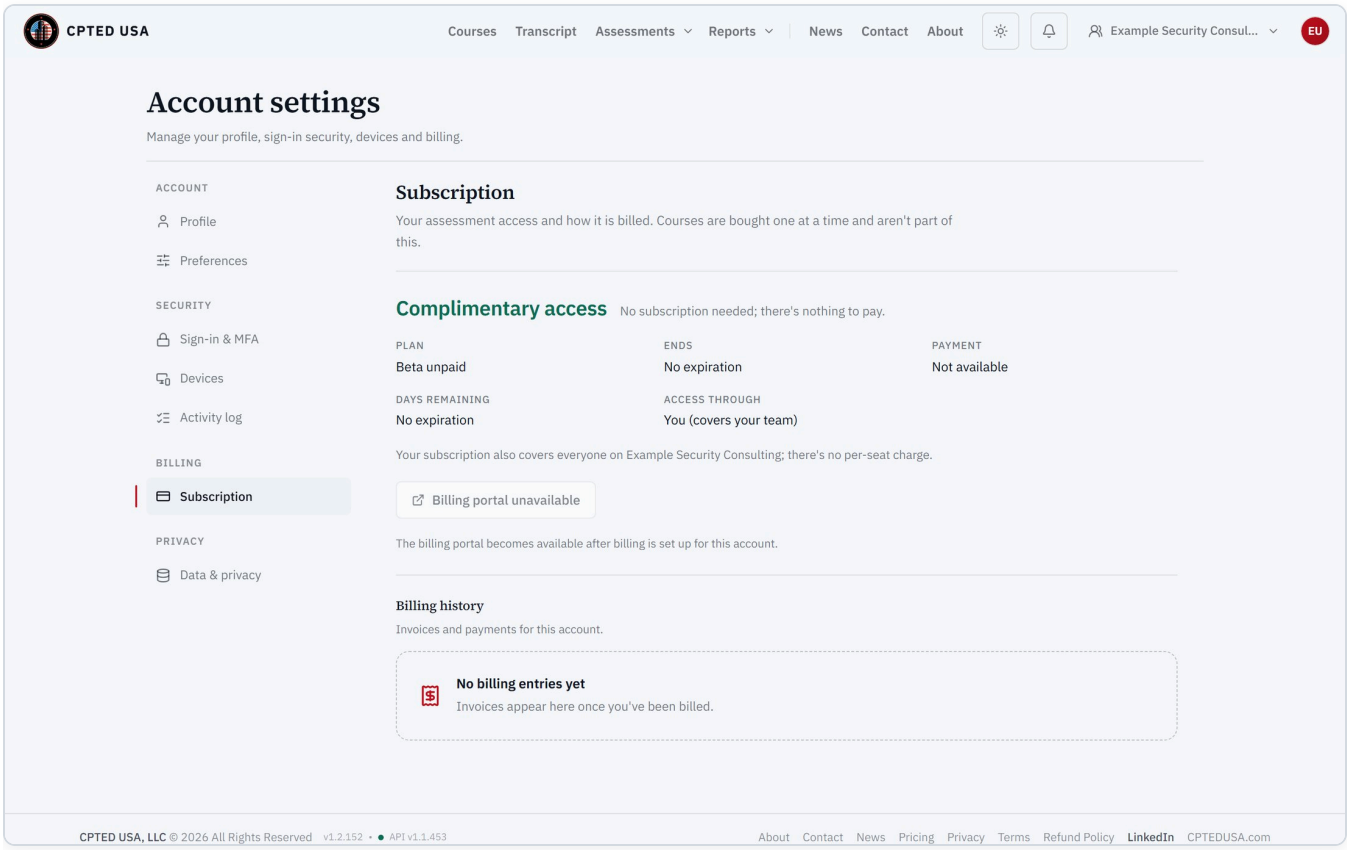
6.6 Activity log

Sign-ins, verification codes and other security events on your account, newest first.



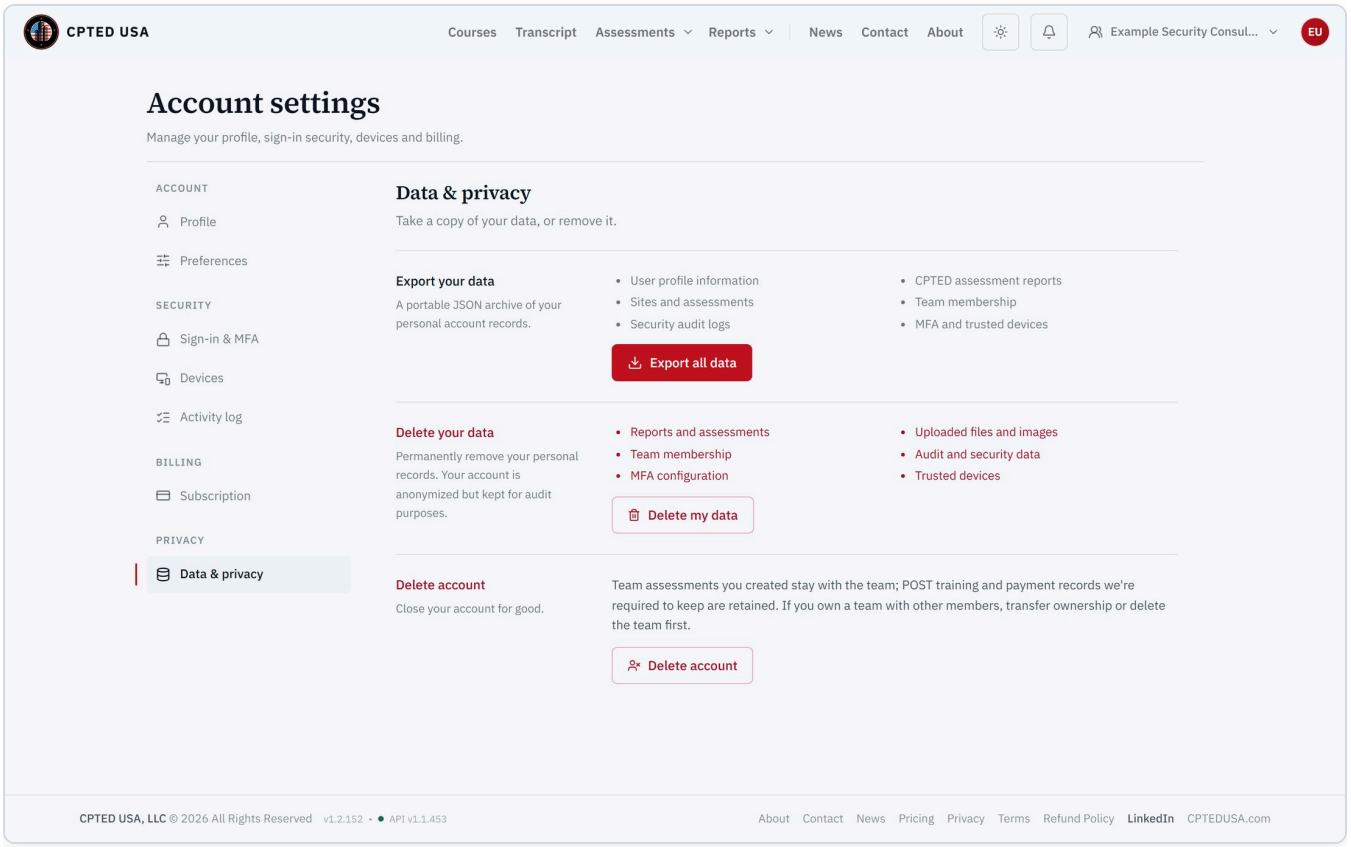
6.7 Subscription

Your assessment access: your plan, renewal date, payment method and billing history. Courses are bought one at a time and are not part of the subscription.



6.8 Data & privacy

Export a copy of everything in your account, delete your data, or close your account.



CHAPTER 7

Help

7.1 Tips for better assessments
7.2 Troubleshooting
7.3 Contact us

7.1 Tips for better assessments

1. Add the places before you walk the site; the conditions to check at each place keep the walk focused.
2. Write the observation while you are standing there: what you saw, where, and when. A finding without notes prints only the library text.
3. Take wide photos for context and close-ups for detail; blur faces and license plates before the report.
4. Set the map scale first, then place every finding. A report reads far better when the reader can see where each finding is.
5. Write the executive summary last, and keep it short: the main risks and what to do first.

7.2 Troubleshooting

1. My verification code didn't arrive: check your spam folder, wait a minute and request a new code. Use a backup code if you still can't get one.
2. A photo won't upload: check your connection and keep the page open; uploads continue in the background and retry.
3. My PDF doesn't show my latest changes: choose Regenerate PDF.
4. The course player stopped counting my time: answer the check-in prompt, and keep the course open in one tab only.

7.3 Contact us

Use the Contact page on cptedusa.com. Tell us what you were doing and what you saw, and include a screenshot if you can.

CPTED USA, LLC. Screens shown may differ slightly as the platform is updated.