



TALON • INVESTIGATOR GUIDE

USER MANUAL

Working a California POST background case, from
upload to finished packet

Talon reads the documents, assembles the packet and drafts the Background Narrative Report. It flags what needs a human. You decide.

The one rule. Talon reads the documents, assembles the packet and drafts the Background Narrative Report. It flags what needs a human. **You decide.** Talon never makes the suitability, eligibility or hiring decision, and every automated flag needs your verification.

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1. WHAT TALON IS

Talon is RAIVYN's case-assembly and reporting tool for California POST peace officer and dispatcher background investigations. You give it the documents you collected on a candidate. It gives you back a complete background packet, with the Background Narrative Report in front and every document filed behind the POST manual's tabs, together with a verification report showing what it checked.

WHAT IT DOES WITH YOUR DOCUMENTS

- **Reads every page.** PDFs, scans, photos, Word files and email exports are read page by page, including fillable forms such as the PHS, and OCR is applied to scanned pages.
- **Identifies and files each document.** Each one is recognized for what it is (a credit report, a DMV printout, a reference questionnaire, a court record) and placed behind the matching tab, A to N plus Miscellaneous, with a divider page for every tab so an empty tab is visible at a glance. Pages that belong to someone other than the candidate are set aside and listed.
- **Drafts the Background Narrative Report.** Every POST section is written in investigator prose with its fields and guidance kept, every statement citing the tab it rests on, and a follow-up paragraph listing what is still open in that section. The ten POST dimensions are each assessed under their own heading.
- **Checks the draft against the documents.** A separate verification pass compares the report with the exhibits, confirms what is supported, corrects what is not, and flags what a person has to judge: discrepancies between documents, documents the POST manual expects but you did not upload, and open items that still need follow-up.
- **Brings it all to you.** Each flag names its sources down to the page, and clicking one shows you that packet page. You record your decision on every flag, correct the report where it is wrong, and issue the corrected report as a new revision. All of it is logged on the case.

WHAT IT DOES NOT DO

- It does not decide. Talon makes no suitability, eligibility or hiring judgment; every automated flag is a question for you, and you record the answer.
- It does not go and get records. Talon works only from the documents you upload. If the DOJ return or a reference questionnaire is not in the upload, it is reported as missing, not invented.
- It does not keep case details to learn from. A note you leave when re-running a section may teach Talon a general rule for future cases; it never retains names or facts about a candidate.

A case moves through Talon in the order the rest of this manual follows: set up your account and redeem your access code once, start a case, let Talon work, review the flags, close the sections, and download the packet.

2. BEFORE YOUR FIRST CASE: ACCOUNT AND ACCESS CODE

Nothing is charged during the launch period. The portal shows no prices and no purchase button; investigations are added to your account with an access code from RAIVYN. Do this once, before you upload anything.

CREATE YOUR ACCOUNT

1. Go to **app.raivyn.ai** and choose **Sign up**. Enter your full name, your organization's name and your work email, pick a tier, and press **Send verification email**. Your email address is your sign-in name.
2. Open the message from RAIVYN and click its link. **If it is not in your inbox, look in Spam or Junk**. Some mail providers file it there. Mark the message **Not spam** so later messages (password resets, case notices) reach your inbox. Links expire after 24 hours; request another from the sign-up page if yours has.
3. Set a password (at least 12 characters with a letter and a number; not a commonly used or breached password; not containing RAIVYN, Talon, Sentinel or the name part of your email address) and press **Verify email and create account**.
4. Sign in, then set up your authenticator app when asked. Keep the recovery codes it gives you somewhere safe.

The person who signs up is the account owner. Colleagues can be added under **Account**; only an owner or admin can redeem an access code.

ADD YOUR INVESTIGATIONS WITH THE ACCESS CODE

1. Open **Talon**, then **Billing**. The page shows your balance, which starts at 0 investigations available.
2. In **Have an access code?**, type the code exactly as RAIVYN gave it to you (it looks like **TALON-XXXX-XXXX-XXXX**) and press **Add investigations with this code**.
3. The balance updates at once, and the redemption is listed on the page with its date. One investigation is one complete case.
 - A code works **once per account**, not once per person. If a colleague on your account has already used it, a second attempt is refused.
 - If a code is refused, the page says why: already used on this account, no longer valid, or your role cannot redeem it. If that is unexpected, contact support@raivyn.ai and quote the message, not the code.
 - RAIVYN does not keep a copy of the code and cannot look it up for you. Keep it until it is redeemed.
 - Starting a case uses one investigation. Issuing a corrected report or re-running a section on an existing case does not.

3. THE LIFE OF A CASE

1. **Upload.** You create a case and upload the candidate's documents.
2. **Talon works.** It reads every page, sorts the documents into the POST manual's Tabs A to N, checks them against each other and drafts the report.
3. **Step 1, flagged items.** You check each flag against its source and record a disposition. You can correct report entries and issue a corrected report.
4. **Step 2, report sections.** You read each section of the report and either close it or ask Talon to rewrite it.
5. **Finished.** When every section is closed, the case is finished. Download the packet for the agency.

The case list shows where each case stands. A yellow **Action needed** box means flagged items are waiting for you.

4. STARTING A CASE

- Choose the position classification (peace officer entry, lateral, reserve, dispatcher, and so on). Talon applies the matching POST requirements.
- Fill in the candidate, agency and investigator details. They appear on the report and packet.
- Upload every document you have: the PHS, IDs, DMV record, credit report, references, court records, photos. PDFs, images, Word files and zip files are accepted.
- One case is one upload of up to 250 MB. That is the size of the files themselves, so a zip counts by what is inside it. A typical case of 40 documents and 200 pages is well under the limit. If yours is over, the cause is almost always scanned PDFs saved as large color images: scan at 300 dpi, black and white for black-and-white originals, and the same documents are a fraction of the size. A case cannot be split across two uploads.
- Starting a case uses one investigation from your balance. If the balance is 0, redeem your access code on **Billing** first (see [section 2](#)).

5. WHILE TALON IS WORKING

- Each document shows its own status as Talon reads it. A typical case takes 10 to 30 minutes.
- You can leave the page. The case keeps processing, and the list updates when you return.
- If one document cannot be read, Talon still finishes the case and lists that document so you can follow up.

6. WHAT TALON PRODUCES

- **Background Narrative Report:** the POST sections, each with its fields, narrative and the gaps Talon found.
- **Complete packet:** the report, then a divider for each tab (A to N) with that tab's documents behind it.
- **Verification report:** what Talon checked and what it found, for your file.

Citations. The report cites documents by tab, for example **(Tab F)**. Every packet page carries a stamp such as **Ex. 7 · Tab F · page 2 of 4 · Packet p. 41**, so any page can be found from its stamp.

7. STEP 1: FLAGGED ITEMS

Open a case's flagged items from the yellow **Action needed** box, or from **Step 1 · Flagged items** on the case.

WHAT A FLAG IS

A place where Talon found something a person must judge:

- **Discrepancy:** two documents disagree, or the candidate's statement differs from the record. Each one shows what was stated, what the records show, and a suggested disposition.
- **Missing document:** something the POST manual expects was not in the upload.
- **Open item:** a follow-up the investigator still needs to do, marked as required by regulation or recommended.

RECORDING YOUR DECISION

1. Read the flag and click its source to see the cited page (see [Checking a source](#)).
2. Choose a disposition:
 - **Verified against source:** the flag is accurate. No note needed.
 - **Not supported by source:** the flag is wrong. A note is required (at least 20 characters) saying why.
 - **Needs follow-up:** you need more information. A note is required saying what.
3. Press **Record this item**. Your decision, your note and the time are saved on the case record. They cannot be edited afterwards; a new decision is recorded beside the old one.

MANY ITEMS AT ONCE

Tick the items, or use **Select all pending**, choose one disposition and note, and press **Record for selected items**. Each item gets its own entry on the case record. Up to 200 at a time.

An item counts as reviewed once it is verified or not supported. **Needs follow-up** stays pending until you settle it.

8. CHECKING A SOURCE

Each flag lists its sources, for example **Tab F, Experian credit report, p. 3**. Click one and RAIVYN opens that exact page of the packet in a new tab, at letter size.

- **Previous page** and **Next page** step through the packet from there.
- **Open the full packet** opens the whole PDF if you want to search it.
- Every page you view is recorded in the access log, as with any download.

9. CORRECTING THE REPORT

If a discrepancy, missing-document line or open item says something wrong in the report itself, fix that entry instead of only dispositioning it.

1. On the flag, open **Edit this entry in the report**.
2. Change the wording, or choose to remove the entry from the report. Choose the disposition for the corrected entry and add a note.
3. Save. The flag shows **Pending correction**. Nothing in the report changes yet.
4. When you have made all your corrections, press **Issue corrected report** at the bottom of the flagged items.

Issuing produces the next **revision**: a new packet, Word report and verification report with your corrections in them. Talon does not read the documents again, and no credit is used. Earlier revisions stay on the case record. Decisions you made on flags that did not change carry over to the new revision.

10. STEP 2: REPORT SECTIONS

The report is divided into the POST sections (personal history, employment, credit, and so on). Each shows two things.

WHAT TALON FOUND (THE LABEL)

- **COMPLETE** The documents covered everything the section needs.
- **PARTIAL** Some of it was on file. The gaps are listed at the bottom of the section.
- **NOT ON FILE** Nothing for this section was in the upload.
- **NOT APPLICABLE** The section does not apply to this candidate.

The label describes the documents, not the candidate. **Partial** does not mean anything negative about the candidate; it means more paperwork is needed.

WHERE YOUR REVIEW STANDS

- **Open:** not reviewed yet.
- **Needs review / Being rewritten:** you asked Talon to rewrite it and it is working.
- **Closed:** you are satisfied with it.

WHAT TO DO WITH EACH SECTION

1. Press **Read this section**. The section opens in RAIVYN exactly as it appears in the issued report: its fields, narrative, entries and gaps.
2. At the top of that page, choose one:
 - **It is right: Close this section**.
 - **Something is wrong or missing:** describe it, naming the source document if you can, and press **Re-run this section**. Talon rewrites only that section from the documents already on file, and the report gets a new revision. This takes a few minutes. Talon may learn a general rule from your note for future cases; it never keeps names or case details.
 - **One flagged entry is wrong:** go back to the flagged items and use **Edit this entry in the report**. That changes only the entry, not the whole section.

A closed section can still be re-run if you find a problem later.

11. FINISHING A CASE

When every section is closed, the case shows **All sections closed** with the date. Download the complete packet for the agency. The case stays readable in Talon until it is deleted.

12. THE DOWNLOAD BUTTONS

- **Download Word report:** the narrative report as an editable Word file.
- **View / print PDF report:** the same report as a PDF.
- **Download verification report / View verification PDF:** what Talon checked, in Word or PDF.
- **Download complete PDF packet:** report plus every tab and document. This is the deliverable for the agency.
- **Download all deliverables:** everything above in one zip file.

Downloads always give the latest revision. Every download is recorded in the access log.

13. WHEN SOMETHING GOES WRONG

- **The analysis stopped.** The case shows what happened and offers **Authorize analysis retry**. Give a reason; the retry is recorded on the case.
- **A document could not be read.** It is listed on the case with the reason. Upload a better copy in a new case or follow up outside Talon.
- **A section re-run failed.** The section shows the problem. Try again with a clearer note, or contact RAIVYN at info@raivyn.ai.

14. DELETING A CASE

Under **Data controls**, request deletion. The case is locked at once: it shows **Deletion quarantined · access and new processing blocked · purge pending approved policy**. Nobody can open or download it, and it is permanently removed under the retention policy. This cannot be undone.

15. TERMS

- **Tab:** one of the POST manual's packet tabs, A to N, plus Miscellaneous.
- **Exhibit:** one document or group of documents behind a tab.
- **Revision:** a new issue of the report and packet after corrections or a section re-run. Revision 0 is the first.
- **Disposition:** your decision on a flagged item.
- **Investigation:** one complete case. One is used from your balance when a case is accepted.
- **Access code:** a code from RAIVYN that adds investigations to your account's balance on the Billing page, once per account.