

---

**From:** Katie Sherman <katie.sherman@geofeedia.com>  
**Sent:** Friday, April 28, 2017 12:55 PM  
**To:** Newton Division 1  
**Subject:** Re: Support Request - from [REDACTED] LAPD 18 (#15565)

**Categories:** los angeles

Detective Rivera,

Wanted to be sure you got my last email and follow up.

**Katie Sherman** | Director of Strategic Accounts

 (o) 312.675.4418  
[geofeedia.com](http://geofeedia.com)



On Wed, Apr 26, 2017 at 4:07 PM, Katie Sherman <[katie.sherman@geofeedia.com](mailto:katie.sherman@geofeedia.com)> wrote:  
Detective Rivera,

Technically your account expired on March 15, 2017. With the loss of our main social networks (Facebook, Twitter, Instagram and YouTube), are you still interested in posts from VK and Sina Weibo? I just want to understand your needs so that I can let my management team know whether or not there is still interest in our platform even without the main networks. Are there others in your unit that also are in need of access, that you are aware of?

For the time being, I have extended your access another 30 days for your immediate need.

**Katie Sherman** | Director of Strategic Accounts

 (o) [312.675.4418](tel:3126754418)  
[geofeedia.com](http://geofeedia.com)



----- Forwarded message -----

From: **Geofeedia Support** <[support@geofeedia.com](mailto:support@geofeedia.com)>

Date: Wed, Apr 26, 2017 at 11:22 AM

Subject: Support Request - from [REDACTED] LAPD 18 (#15565)

To: [support@geofeedia.com](mailto:support@geofeedia.com)

=====

Requested by: [REDACTED]

User ID: [REDACTED]

Account: [REDACTED]

Account Name: LAPD 18

Account ID: 15565

=====

Contact Name: Detective Rivera

Phone Number: [REDACTED]

Message:

I attempted to log in to the system, but was notified my account (LAPD) has expired. Can you please provide me with my administrator's information or the means needed to log in.

Thank you

---

**From:** Katie Sherman <katie.sherman@geofeedia.com>  
**Sent:** Wednesday, April 26, 2017 2:08 PM  
**To:** Newton Division 1  
**Subject:** Fwd: Support Request - from [REDACTED] LAPD 18 (#15565)


**Categories:** los angeles

Detective Rivera,

Technically your account expired on March 15, 2017. With the loss of our main social networks (Facebook, Twitter, Instagram and YouTube), are you still interested in posts from VK and Sina Weibo? I just want to understand your needs so that I can let my management team know whether or not there is still interest in our platform even without the main networks. Are there others in your unit that also are in need of access, that you are aware of?

For the time being, I have extended your access another 30 days for your immediate need.

**Katie Sherman** | Director of Strategic Accounts

 (o) 312.675.4418  
[geofeedia.com](http://geofeedia.com)



----- Forwarded message -----

**From:** Geofeedia Support <[support@geofeedia.com](mailto:support@geofeedia.com)>  
**Date:** Wed, Apr 26, 2017 at 11:22 AM  
**Subject:** Support Request - from [REDACTED] LAPD 18 (#15565)  
**To:** [support@geofeedia.com](mailto:support@geofeedia.com)

=====

Requested by: [REDACTED]

User ID: [REDACTED]

Account: [REDACTED]

Account Name: LAPD 18

Account ID: 15565

=====

Contact Name: Detective Rivera

Phone Number: [REDACTED]

Message:

I attempted to log in to the system, but was notified my account (LAPD) has expired. Can you please provide me with my administrator's information or the means needed to log in.

Thank you