Investigations Case Management

User Guide

VERSION 6.0.8

CONTENTS

Contents ..... **ii**

Overview **1**

Download the Latest Help File 2

Getting Started **3**

Accessing ICM 3

Log On and Off 3

Change Your Password 4

Change Another User's Password 5

See a History of Recent Logon Attempts for Your User ID 6

Close ICM 6

Quick Start Basics 7

Navigating Around ICM 9

Home Screen 10

Navigator 11

Alerts 12

See a List of All Your Alerts 12

Open an Alert 13

Edit an Alert 13

Remove an Alert from the Navigator 14

Open a Trigger Alert 14

Favourites Section 15

Add an Item to the Favourites Pane in the Navigator 15

Open an Item from the Navigator 15

Remove an Entity from the Favourites Section 16

Access the Recent Section 16

Open an Item from the Recent Section 17

Remove Items from the Recent Section 17

Forms Section 18

Close Items You Have Open 18

Entity Trail Section 19

Float or Dock a Section 19

Float a Section 20
Dock a Section 21
Check Your Version of ICM 22
Write Yourself Notes 23
Tab Strip 23
Main Menu 24
System Options 25
Manage Incident Reports 26
Information Report Options 26
Manage Cases 27
Manage Tasks 27
Manage Property Items 28
Access Search Options 29
Noticeboard 30
Reporting Options 30
Access Admin Options 31
Learn More about ICM 31
Right-click to Access Options Relevant to an Area 32
Access More Options from the Overflow Tab 32
Common Controls for Editing Items 33
Edit Text 34
Format Text 35
Find Words on a Page 36
Replace Text 37
Entering Dates and Times 38
Enter a Date 39
Enter a Time 41
Tips and Tricks 42
Access the Legend to See What the Colours Mean 42
See Which Keyboard Shortcuts Are Available 43
Preferences 45
Customise your Display 46
Have the Creator Automatically Added to a New Case or Report 47
Access Language and General Options 48
Customise the Way You Use Diagrams 49
Access Task Options 50
See What You Have Permission to Access 51

Add Information in ICM – Example Workflow 51

Noticeboards 52

About Noticeboards 52
Post a Comment from a Case 53
Remove a Post 54
See Unread Noticeboard Posts 54
Search for a Post in a Noticeboard 55
See Historical Posts 55
Access to Noticeboards 56
Create a New Noticeboard 56
Deactivate a Noticeboard 57
Reactivate a Noticeboard 58

Source Entities 59

Types of Source Entities 60
Cases 60
Incident Reports 61
Information Reports 62
Case Notes 63
Tasks and Task Results 64
Property Reports and Property Items 65
Disclosure Items and Indexes 65
Brief of Evidence 65
Source Entity Review Process 66
Access to Source Entities 68
Give Someone Access to a Source Entity 69
Revoke Access to a Source Entity 70
Case Teams 70
Add an Ad Hoc Case Team to a Case 71
Edit a Case Team 72
Remove a Case Team from a Case 73
Access to Source Entities 73
Managing Source Entities 73
Create an Incident or Information Report from a Word or PDF Document 74
Edit a Source Entity 75
Delete a Source Entity 75
Reinstate a Deleted Source Entity 76

Change an Entity's Classification ... 77
See Who Has Accessed and Updated a Source Entity ... 78
Access Threads for a Source Entity ... 79
Information and Incident Reports ... 79
Create an Information or Incident Report ... 80
Copy a Report ... 82
See Comments About Information or Incident Reports ... 83

Cases ... 84

Creating Cases ... 84
Create a Case ... 85
Create a Case from a Task ... 86
See the Contents of a Case ... 86
Access the Case Log ... 87
Pin a Case Log Entry ... 88
See the Threads Between Source Entities in a Case ... 89
See the Tasks and Task Results Associated with a Case ... 90
See the Property Reports Linked to a Case ... 91
See the Property Items Linked to a Case ... 92
See Phases of Investigation for a Case ... 93
See the Lines of Enquiry for a Case ... 94
See How Many Items There Are in a Case ... 95
Case Notes ... 95
Access Case Notes ... 95
Create a Case Note ... 96
Import Case Notes from a CSV File ... 97
Select Case Note Settings ... 98
Specify Phase and Line of Enquiry (LOE) Settings for a Case Note ... 99
Specify the Review Settings for a Case Note ... 100
Default Setting for Case Note Reviews ... 101
Specify Disclosure Settings for a Case Note ... 102
Hide Details About a Case Note You Don't Use ... 103
Edit or Review a Case Note ... 105
Editing a Case – Update Lock ... 106
Unfinalise a Case Note ... 106
Control Access to Case Notes ... 107
Check for Connections Between Cases ... 108

Add a Task to a Case 110
Import Data into a Case 110
Remove a Source Entity's Connection to a Case 111
Link an External Source Entity to a Case 112
See All the Entities Associated with a Case 113
Filter and Sort Entities Linked to a Case 114
Linking Cases 115
Link Two Cases 116
Remove a Relationship Between Cases 117
Reinstate a Link Between Cases 118
Look at a Case Location on Google Maps 119
Manage Tasks and Meetings in Outlook 120
Add or Edit a Meeting in Outlook 121
Add or Edit a Task in Outlook 122
Use an Entity-based Report to See the Entities Associated with a Case 123
Filter the Cases in ICM 124
Manage Threads in a Case 126
Filter Thread Relationships 127
Reorder a List of Threads 128
Thread a Source Entity Manually 128
Remove a Source Entity from a Thread 129
Involvements 129
Admin Settings for Involvements 129
Assign an Involvement to a Tangible Entity 130
See a Tangible Entity's Involvement in a Case 131
See Involvements of Tangible Entities in a Case 132
Phases in an Investigation 132
Create a Custom Phase 133
Specify a Phase for a Case Note 134
See Phases for Source Entities 135
Lines of Enquiry 135
Add a New Line of Enquiry to a Case 136
See the Relationship Between Lines of Enquiry and Source Entities in a Case 137
Export Lines of Enquiry to a Spreadsheet 138
Export Entities and Relationships 138
How Data is Exported 139
Types of Entity Data You Can Export 139

Types of Relationship Data You Can Export 140
Exporting Data 140
Export Data from a Case File to a Report 141
Export Data from a Tangible Entity 142
Export Data from a Case or a Content Source Entity 143
Closing a Case 144
Find a Case That Has Been Closed 144
See Whether Access Rights Have Been Updated for a Case 145
Close a Case 146
Reopen a Case 147
Entities 148
Icons for Entities 149
Filter the Entities in a Source Entity 150
Add an Entity to a Source Entity 150
Add a Case Entity to a Source Entity 151
Creating a Location 152
Add Files to a Source Entity 153
Entity Attributes 154
Add an Attribute to an Entity 155
Specify the Value for an Attribute 156
Edit the Attributes for an Entity 156
Restrict Who Can See an Attribute 157
Enter a Comment about an Attribute 157
Add a Group of Attributes 158
Remove an Attribute You've Added 159
Find an Entity's Source Entity 159
Reset Ownership of an Entity 160
Hide a History of the Changes Made to Attribute Values 160
Exporting Entities 160
Examples of When You Can Export Entities 161
Export Entities and Their Relationships 161
Export Entities from an Information or Incident Report 162
Export Documents and Images from a Source Entity 163
Export Entities from a Case File or Note 164
Review and Remove Data 165
Importing Attribute Data 165

Managing Entities 166
Editing an Entity 166
See the Text Contained in Source Entities that are Related to an Entity 167
Export and Print an Entity 168
Images 168
Upload an Image to a Source Entity 169
Edit an Image 170
Hotspots 171
Add a Hotspot to an Image 172
Add a Comment to a Hotspot 173
Link a Hotspot to a Related Entity 173
Link a Hotspot to Other Images in the Investigation 174
Delete a Hotspot 174
Print an Image 175
See an Image That's Related to an Entity 176
Zoom in and out of an Image 177
Diagrams 178
Relationships Diagram 179
Specify Which Entity Types You Want to See in a Diagram 180
Float a Diagram 181
Add a Comment to a Diagram 182
Options for Looking at a Diagram 184
Choose How You Want Data Displayed on a Diagram 185
Options for Saving a Diagram 186
Save a Diagram as a PNG 187
Save a Different Version of a Diagram 187
Print a Diagram 188
Build Your Own Diagram 189
Save Different Versions of a Diagram 191
Create a Different Version of a Diagram 192
Select a Version of a Diagram 193
Entity Relationships 193
Link Tangible Entities 194
Edit the Relationship Between an Entity and a Source Entity 196
Remove a Relationship Between an Entity and a Source Entity 197
Reinstate a Relationship You've Removed 198
Export Entity Relationships from a Case Note 199

Watches ... 200
Place a Watch on an Entity ... 200
Remove a Watch You've Placed on an Entity ... 201
Edit a Watch You've Set Up ... 201
Tasks ... 202
Creating Tasks ... 202
Create a Task for a Source Entity ... 203
Add Details to a Task ... 204
Email External Task Recipients ... 206
Managing Tasks ... 207
Manage Your Task List ... 207
Filter a List of Tasks ... 208
Accept a Task ... 209
Reject a Task ... 210
Forward a Task to Another User or Team ... 211
Assign a Task ... 212
Mark a Task as Read-only or Needing Action ... 213
See Who Assigned a Task to You ... 214
Cancel or Delete a Task You've Created ... 215
Manage Task Recipients ... 216
Print or Export a Task to Word ... 217
Divert Your Tasks to Another User ... 218
Set up Reminders about Tasks That Are Due ... 218
Highlight a Task ... 219
Edit a Task ... 220
Change Who Created a Task ... 221
Export Tasks and Task Results ... 222
Progress a Task ... 224
How Tasks and Task Results Progress ... 224
Creating Task Results ... 225
Types of Task Results ... 225
Create a Task Result ... 226
Publish a Task Result ... 228
Task Summary ... 229
See a Summary of Assigned Tasks ... 230
See a Summary of Tasks Assigned to Cases ... 232

Searching **234**
Permissions and Searching 235
Search Methods and Tips 235
Quotation Marks 235
Wild Cards 236
Boolean Expressions 236
Excluded Words 236
Soundex 236
Background Services 236
Types of Search 237
Do a Standard Search 238
Search by URN 240
Search for Entities in a Case 241
Search All Entities 241
Find a Relationship Between Entities 242
Searching an Entity Relationship Path (ERP) 242
Search an Entity Relationship Path (ERP) 243
See Your Current ERP Search Requests and the Status of Each Search 244
See the Results of an ERP Search 245
Open an Entity from Search Results 246
Find Items Related to Search Words 247
Scope Search 248
Active Search 249
Active Search Background Service 249
Set up an Active Search 250
Receive Alerts for an Active Search 251
Change an Active Search You've Set Up 251
Storing Searches 251
Store a Set of Search Criteria 252
Manage Stored Searches 253
View Locations from Search Results in Google Maps 254
Export Search Results 255
Property **256**
Actions and Movements 257
Access a Property Report for a Case 258
Add an Existing Property Report to a Case 258

Create a New Property Report 259
Copy an Existing Property Report 260
Add an Existing Property Report to Case 261
Creating a Standalone Property Report 262
Create a Standalone Property Report 262
Add a Case-based Storage Location 263
Property Items 264
Access Property Items 264
Find the Parent Property Item 264
Search for Property Items in All Cases 265
Adding Property Items 265
Copying an Existing Property Item 266
Copy an Existing Property Item 267
Reports on Property Items 268
Run a Report on Property Items 268
Access for Property Reporting 269
See Property Reports and Items in a Case 269
Export or Print a Property Report 270
Continuities and Actions 271
Property Items and Continuities 271
Move a Property Item 271
Record Continuities for Several Property Items at Once 272
Recording Actions 273
Specify the Action Taken for a Property Item 274
Record What Action Has Been Taken for a Property Item 275
History of Movement and Actions for Property Items 276
See a Record of a Property Item's Movement 277
See Where a Property Item is Now 278
See the Actions Taken for a Property Item 279
See a Combined Record of the Actions and Movements of a Property Item 280
Business Rules for Storage Locations 281
Search for Property Reports in All Cases 281
Disclosure 282
Disclosure Terms 283
Disclosure Business Process 284
Stages of the Disclosure Process 285

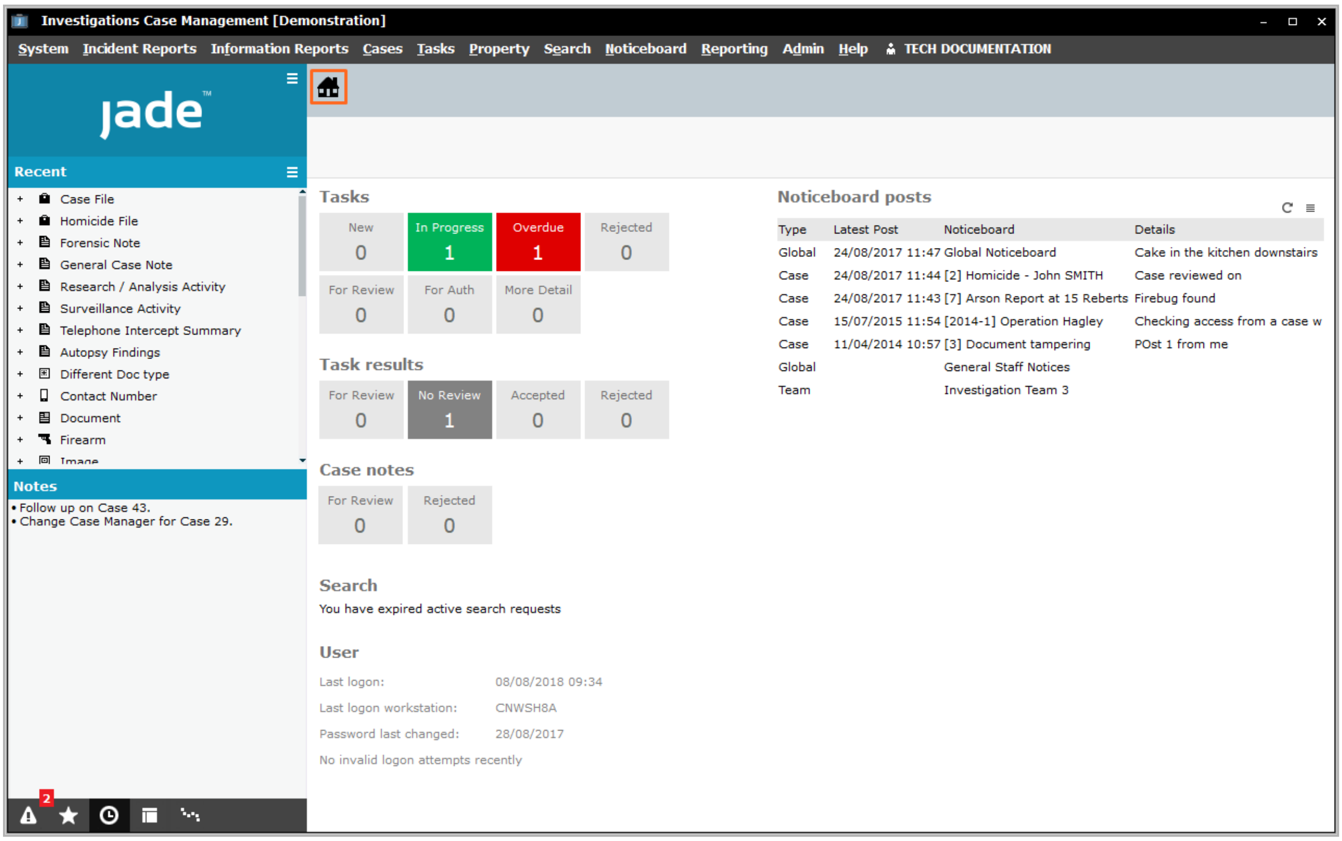
Disclosure Process 286
Mark a Source Entity as Signed off for Disclosure 287
Prevent a Source Entity from Being Disclosed 289
Shared Entities 289
Manage Relationships and Entities Attached to Signed-off Source Entities 290
Sign off Several Case Entities 290
See the Disclosure Indexes Specified for a Case 291
Adding a Disclosure Index 291
Create a New Disclosure Index 292
Copy an Existing Index 293
Reviewing and Verifying Disclosure 294
Change Verification Settings 294
Verify Disclosure Items 294
Disclosure States 295
Review Case Disclosure Entities 296
Unverify a Disclosure Item 298
Update Several Disclosure Items 299
Disclosure Schedule 300
Disclosure Templates 300
Create a Disclosure Schedule 301

Brief of Evidence 302
Create a Brief of Evidence 304
Adding People to a Brief of Evidence 306
Add a Defendant to a Brief of Evidence 306
Add a Victim to a Brief of Evidence 307
Add a Witness to a Brief of Evidence 308
Components 308
Add a Statement or Affidavit to a Brief of Evidence 309
Add an Exhibit to a Brief of Evidence 310
Add Other Disclosables to a Brief of Evidence 311
Manage Admin Documents in a Brief of Evidence 312
Linking Components 313
Link a Statement to a Witness 313
Link a Statement to an Element of Proof 313
Link a Statement to an Exhibit 314
Link a Statement to an Other Disclosable 314

Completing a Brief of Evidence 315
Generate a Brief of Evidence 316
Reports 317
Export Data as a Word Report 317
Send Data in ICM to a Word Report 318
Generate an Entity-based Report 319
Settings 320
Time Zones 320
Change the Default Time Zone 320
Change the Time Zone for a Data Entry 321
Reminders 321
Set or Remove a Reminder 322
Triggers 323
Set up a Trigger 323
Set up a Trigger Rule 324
Specify Who Can See or Edit a Trigger 325
Specify Who Gets Notified about a Trigger 326
Specify a User's Resource Information 327
Access the Resource Summary 328
Count the Entities in ICM 328
Glossary 329

OVERVIEW

This user guide explains how to use Investigations Case Management (ICM).

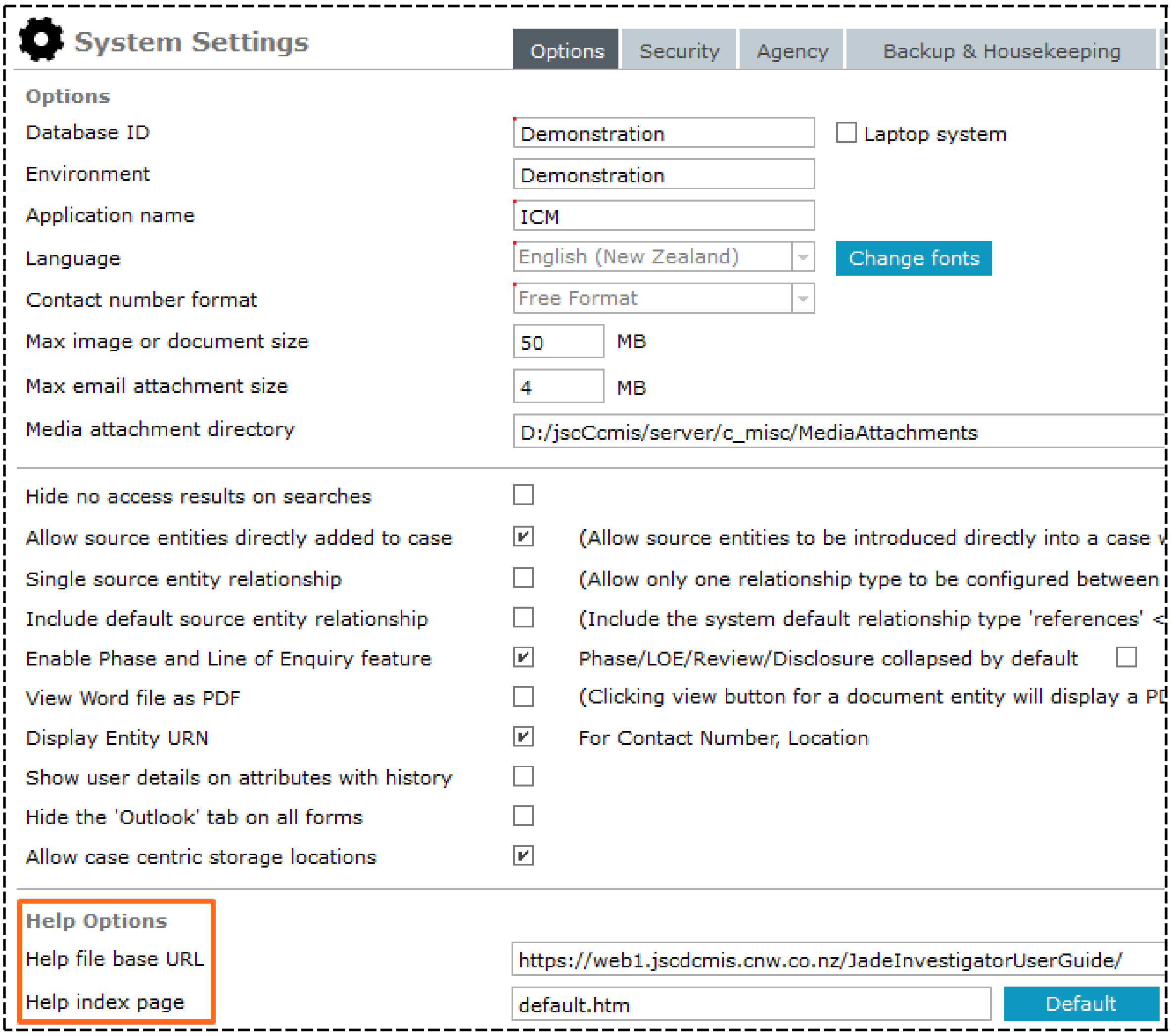


Download the Latest Help File

An updated, searchable help file is available – Download ICM Help.

Once you have downloaded the help file you'll need to link to it in your installation of ICM:

1. Select **Admin** > **System** > **Settings**.
2. Paste your URL for the help file in the **Help file base URL** field.
3. To specify the landing page for the help file, enter **default.htm** in the *Help index page* field > Select **Default**.
4. Save your changes.



Getting Started

This section covers the basics of how to find your way around Investigations Case Management (ICM).

You'll learn how to:

- Open and exit ICM.
- Change your password.
- Navigate around the different parts of the application.
- Use keyboard shortcuts and common types of controls on screens you'll be using frequently.

Accessing ICM

Log On and Off

1. Double-click the *application* icon on your desktop.
2. Enter your User ID and password in the fields provided.
3. Select **Logon** or press **Enter**.

   If your administrator has selected the *Allow direct logon from Windows* option under System Settings, the Logon screen isn't displayed, and the application window opens immediately.

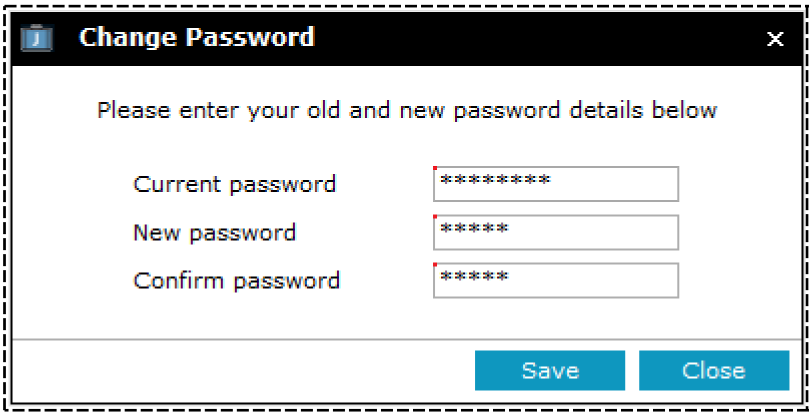
   If you enter an incorrect User ID or password, you'll be allowed a further (system-defined) number of retries before you're locked out of ICM.
4. To log off ICM, select **System** > **Log Off**.

Change Your Password

You might be required to reset your password the first time you log on to ICM. This is because your initial password is set by your administrator.

1. Select your username on the main menu > Select **Change Password**.
2. Enter your existing password in the **Current Password** field.
3. Enter your new password in the **New Password** and **Confirm Password** fields.
4. Select **Save** or press **Enter** – Your password will be reset.

   Your administrator sets password length and expiry.



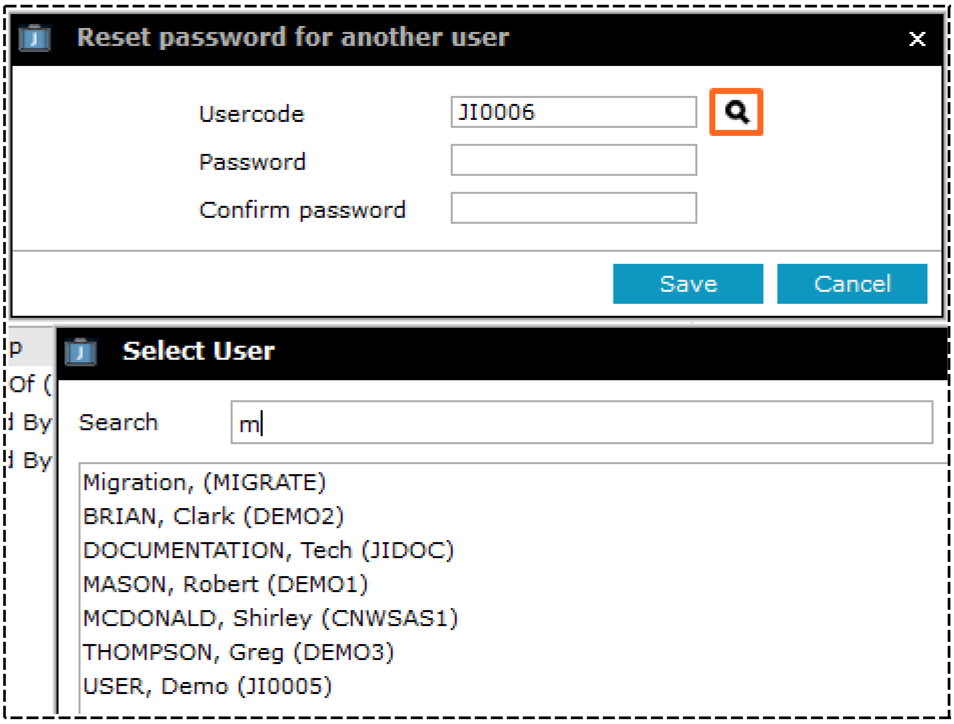
Change Another User's Password

If you have the *Can reset password for another user* permission, you can reset the password for another user.

For details about managing security permissions, see the Admin Guide.

To change the password for another user:

1. Select **Admin** > **Security** > **Change Another User's Password**.
2. Enter your password in the field provided > Select **OK**.
3. Select the Search icon beside the **Usercode** field.
4. Enter the first few letters of the user's name in the **Search** field > Select the user > Select **OK**.



See a History of Recent Logon Attempts for Your User ID

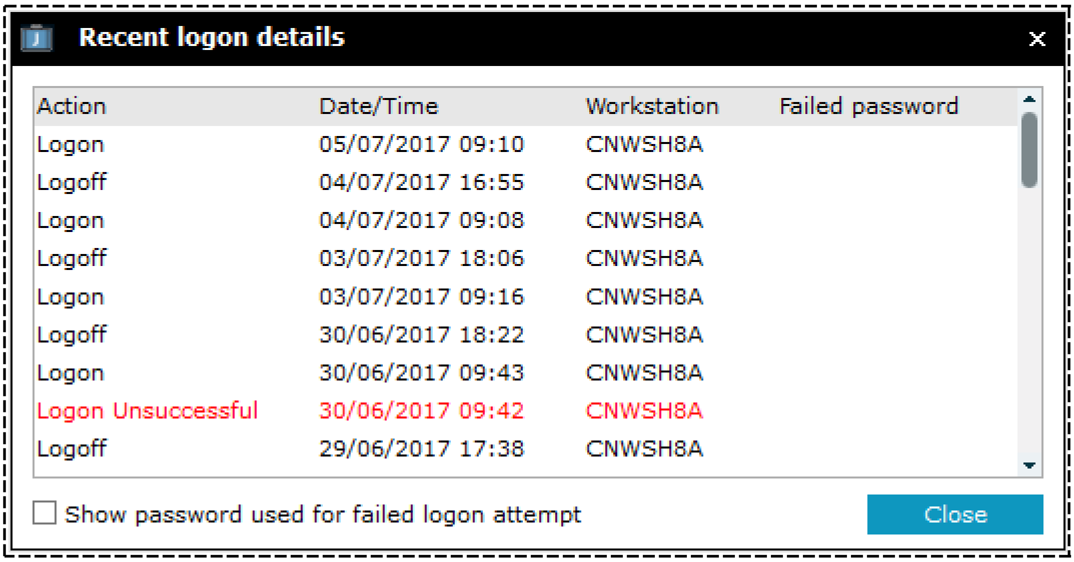
1. Select your username > Select **Recent Logon History**.

   Any unsuccessful logon attempts and account deactivation details will display in red.

2. To see the password used in an unsuccessful logon attempt, select the **Show password used for failed logon attempt** checkbox.

   You can use this feature to see what you mistyped or whether someone was trying to guess your password.

3. Select **Close** when you have finished using this screen.



Close ICM

Use any of these methods to close ICM:

- Select **System** > **Exit**.
- Select the Close × icon in the top right corner of the application window.
- Press **Alt**+**F4**.

Quick Start Basics

The table lists the main things you can do in ICM. These tasks might vary depending on your business process.

Task	Action
Start a new investigation or case	Create a case to start a new investigation or create an incident report to record any activities that might require further investigation. *See* Creating cases or Create an Information or Incident Report. A case is used as a container to hold information about an investigation. Your business unit may use different terminology.
Record information in an existing investigation or case	Create a case note to record these activities. *See Add a case note.* ICM uses case notes to record the activities that took place during an investigation, information gathered, and what was discovered as a result.
Record a reported or observed incident that might be investigated	Create an incident report to record any activities that might require investigation.
Record information that isn't related to any current investigation or case	Create an information report to record miscellaneous information that isn't related to a current investigation or case.
Assign work	Create a task from a case, case note, information report, or task result to assign work. You can use the *Tasks* feature to assign work to users. *See Creating a Task.*
Record information about a person, address, phone number, and more	Open a source entity and create an entity. Entities are used to record information about real world items like people, addresses, and phone numbers. You can only create entities in a case note, information report, task, or task result. *See Adding Entities to Source Entities.*
Record links between entities	Open a source entity and record a relationship (or link) between entities. You can create entity relationships in case notes, information reports, tasks, or task results. *See Entity to Entity Relationships.*

Record images of entities	Open an entity and upload an image to associate it with the entity. An image is saved as an image entity. One image can be related to several entities.
Record information that relates to a different time zone	Select the time zone icon beside the date or time control in which you want to record information from another time zone. *See Time Zones.*
Search for Information	Search entity types, cases, case notes, information reports, and specific entity types for the information you need. *See Searching.*
Receive an alert when another user updates or looks at an entity	Place a watch on any entity. When a user interacts with the entity in a particular way, you receive an alert. *See Watches.*
Combine information	Use any of these methods to collate intelligence: ▪ Search for entities that are directly or indirectly related. *See Search for Related Entities.* ▪ Use entity relationship diagrams to see graphical representations of related entities. *See Diagramming.* ▪ Use convergence searching to find common entities related to case notes, information reports, tasks, and task results. *See Case Note Convergence.*

Navigating Around ICM

This section shows you the common work spaces in ICM, how to navigate around the application, and the names of frequently used functions.

ICM is made up of the following main areas:

Main menu	Provides access to most application functions.
Logged on User ID	Displays your User ID and if selected shows the User ID menu.
Logo Section	The logo section displays the logo of your agency or the default Jade logo.
Section selection menu	Select the section you want displayed by selecting the appropriate section icon.
Information Pane	This area is where the information screens you work with are displayed. You can have many screens open at the same time but only one screen at a time can be displayed. You can "tab" through the screens you have open by pressing **Ctrl+Tab**.
Navigator	The Navigator displays a *Notes* area where you can type, copy and paste text together with any one of the sections (Alerts, Favourites, Recent, Forms or Entity Trail). You can adjust the width and height of the Navigator by dragging its boundaries.

Home Screen

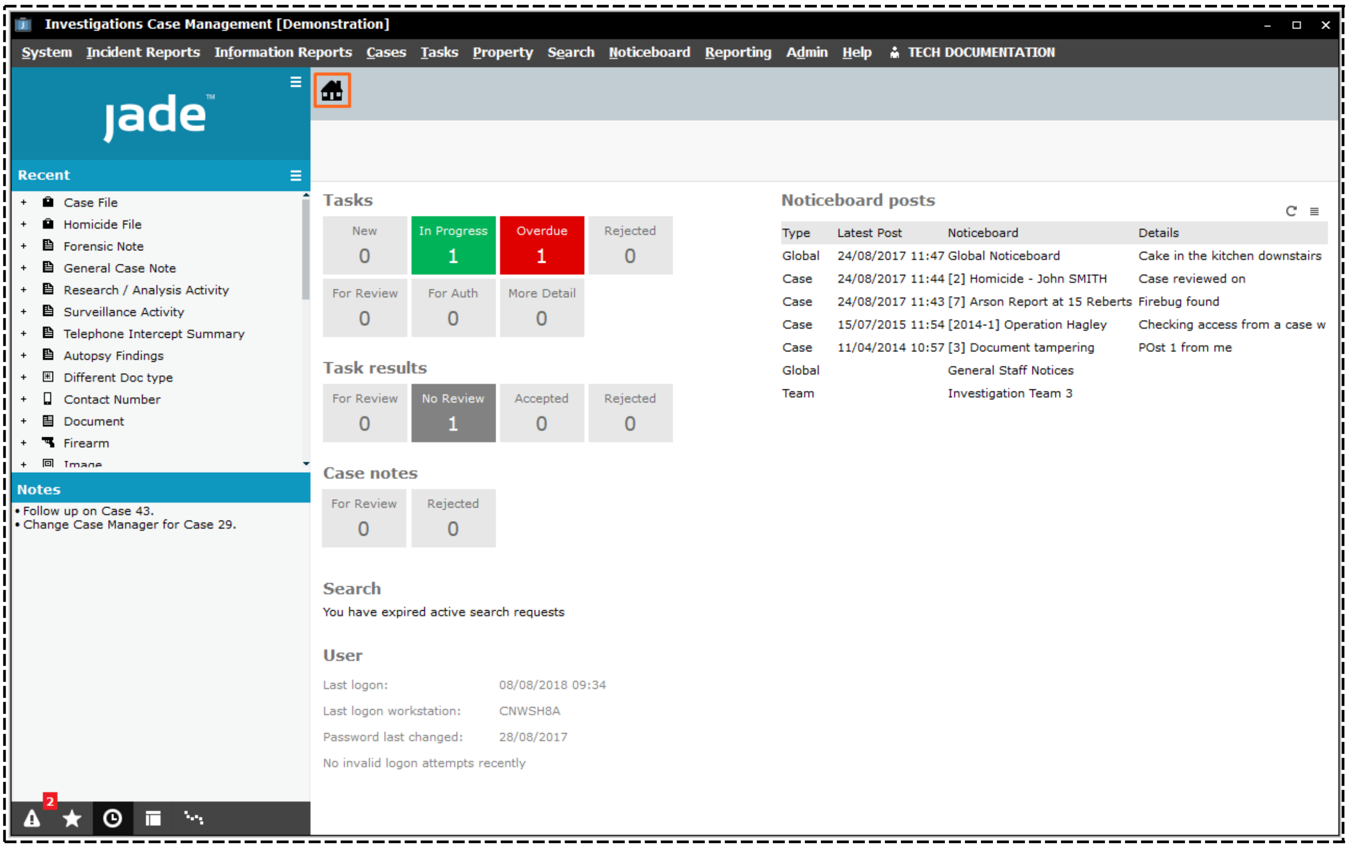
The screen that displays when you first log on to ICM shows information about:

- Tasks
- Task results
- Case notes
- Search
- Logon activity
- Noticeboard posts

Any items that need your attention are selectable.

Tiles show how many items there are and what state they're in. This makes it easy to link through to the area that needs attention.

You can select the Home icon at any time to return to this screen.



Navigator

The Navigator is the pane on the left when you open ICM. It provides quick access to commonly used functions.

The logo section displays the default ICM logo or the logo that has been configured for your agency. You can specify the logo displayed. See the Admin Guide for details.

The Navigator also has the following selectable sections. Only one section can be displayed in the Navigator at a time. You can display these sections in the Navigator or as independent, floating panes.

See Floating and Docking Sections.

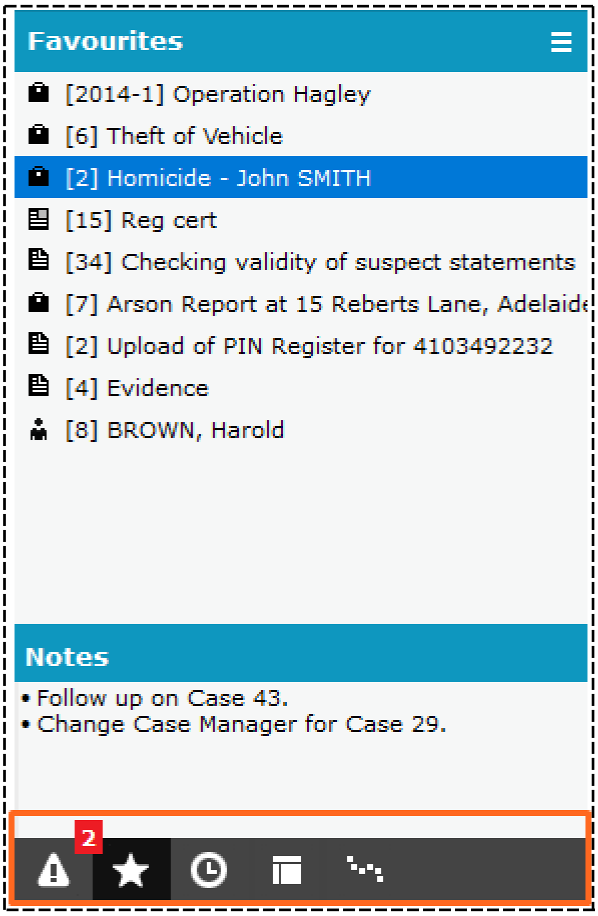
To change the pane displayed, select the appropriate icon at the bottom of the Navigator, or use the keyboard shortcut.

You can hide or show the Navigator if you need more space.

To do this, select the Options ≡ icon > Select **Hide Navigator** or **Show Navigator**.

You can also resize the Navigator by dragging the right border of the pane left or right.

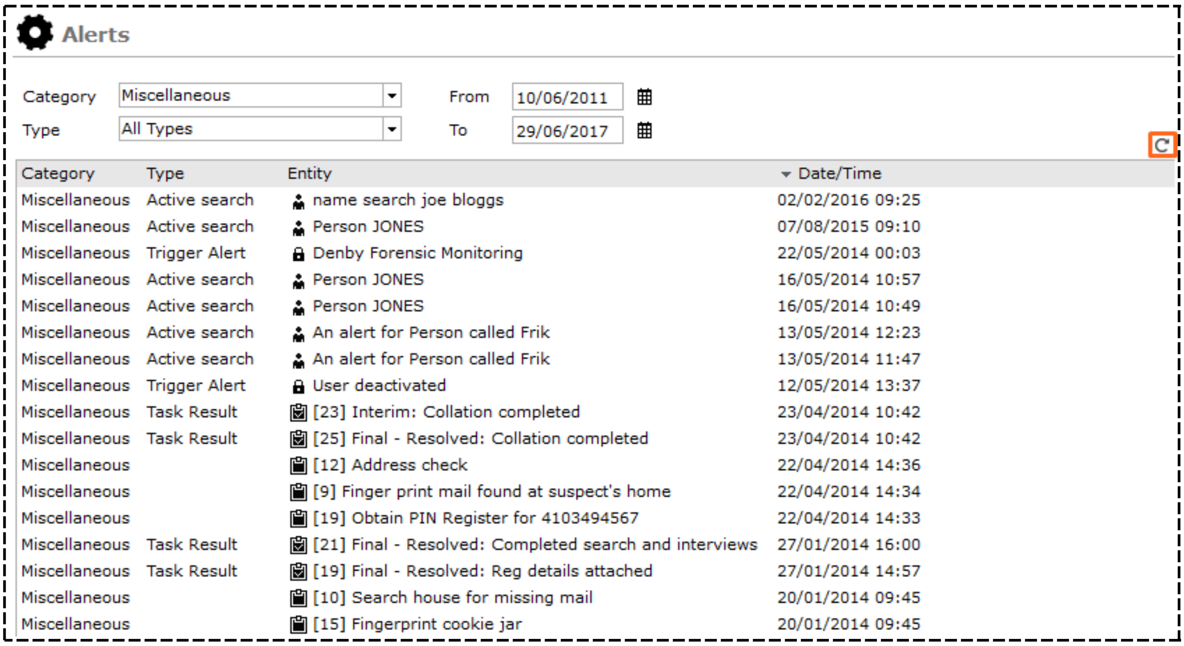
If you want your resizing saved for the next time you open ICM, you can set this in your user preferences.



Alerts

See a List of All Your Alerts

1. Select **System** > **Alerts**.
2. Use the **Category** dropdown field to narrow alerts by category.
3. Use the **Type** dropdown field to narrow a selected alert category by type.
4. Select the Calendar icons beside the **From** and **To** fields to specify a date range for the alerts (if required).
5. Select the Refresh icon to display the list of alerts according to your selection criteria.



Category	Type	Entity	Date/Time
Miscellaneous	Active search	name search joe bloggs	02/02/2016 09:25
Miscellaneous	Active search	Person JONES	07/08/2015 09:10
Miscellaneous	Trigger Alert	Denby Forensic Monitoring	22/05/2014 00:03
Miscellaneous	Active search	Person JONES	16/05/2014 10:57
Miscellaneous	Active search	Person JONES	16/05/2014 10:49
Miscellaneous	Active search	An alert for Person called Frik	13/05/2014 12:23
Miscellaneous	Active search	An alert for Person called Frik	13/05/2014 11:47
Miscellaneous	Trigger Alert	User deactivated	12/05/2014 13:37
Miscellaneous	Task Result	[23] Interim: Collation completed	23/04/2014 10:42
Miscellaneous	Task Result	[25] Final - Resolved: Collation completed	23/04/2014 10:42
Miscellaneous		[12] Address check	22/04/2014 14:36
Miscellaneous		[9] Finger print mail found at suspect's home	22/04/2014 14:34
Miscellaneous		[19] Obtain PIN Register for 4103494567	22/04/2014 14:33
Miscellaneous	Task Result	[21] Final - Resolved: Completed search and interviews	27/01/2014 16:00
Miscellaneous	Task Result	[19] Final - Resolved: Reg details attached	27/01/2014 14:57
Miscellaneous		[10] Search house for missing mail	20/01/2014 09:45
Miscellaneous		[15] Fingerprint cookie jar	20/01/2014 09:45

Open an Alert

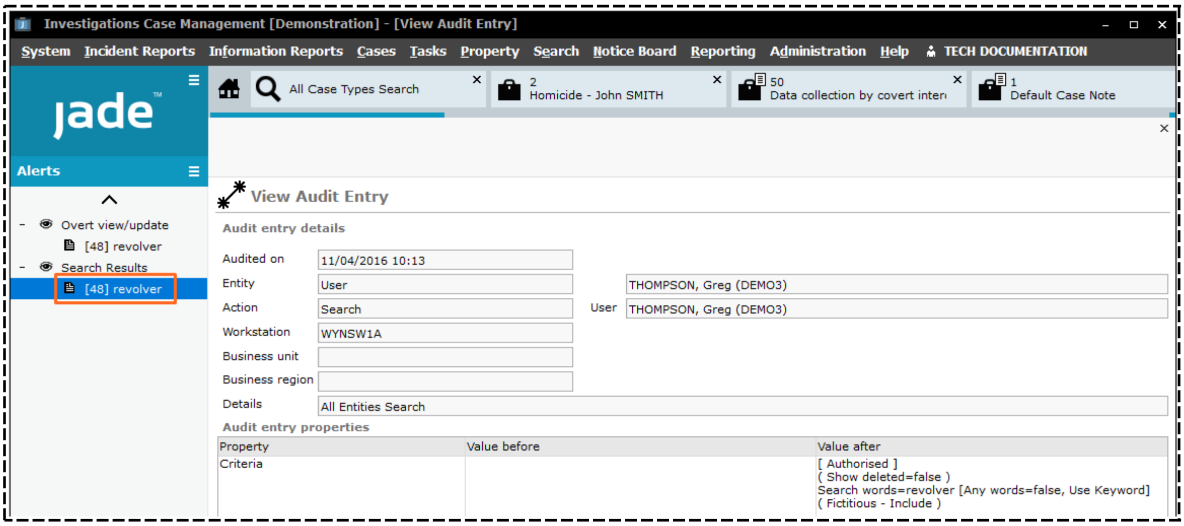
To see a list of alerts over a selected time, select **System** > **Alerts**.

To see an alert in detail:

1. Use either of these methods to display an alert in ICM:
   - Select the Show Alerts icon.
   - Press **Ctrl+1**.

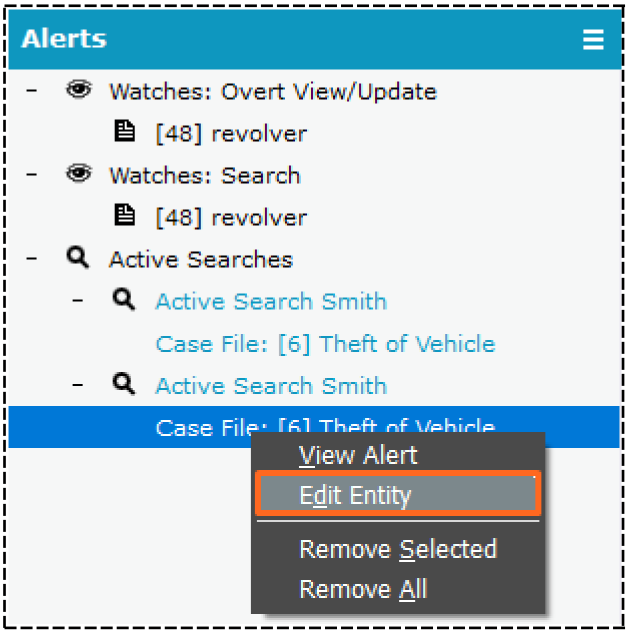
   You can also open an alert from the list of alerts.

   Simply double-click to do this.
2. Double-click an alert in the Navigator to see details about it.



Edit an Alert

To edit an entity associated with an alert, right-click the entity in the Navigator > Select **Edit Entity**.

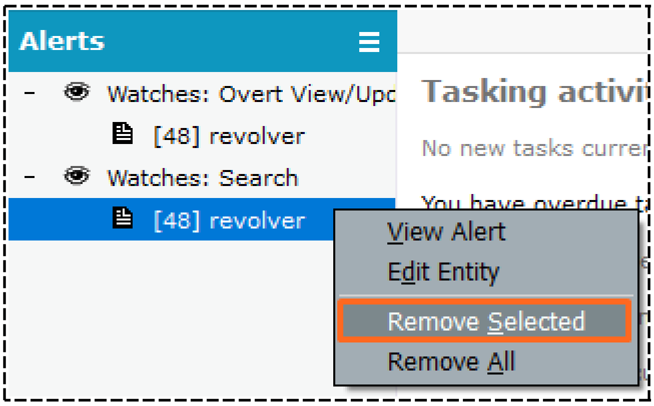


Remove an Alert from the Navigator

1. Select the Show Alerts icon to show the **Alerts** pane in the Navigator.
2. Use either of these methods to remove an alert from the Navigator:
   - Right-click the alert you want to remove > Select **Remove Selected**.
   - Select the alert you want to remove > Press **Delete**.

   *You can also select **Remove All** to remove all alerts.*

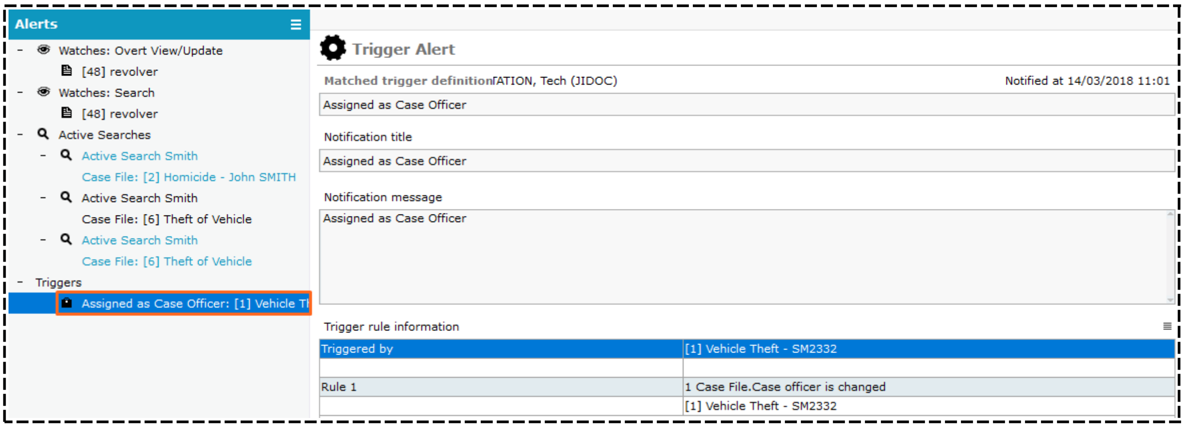
   Alerts you have removed are still available from the list of alerts.



Open a Trigger Alert

1. Select the Show Alerts icon at the bottom of the Navigator.

   You'll see the trigger rules that generated the notification and the entities involved.
2. To open the item that has triggered the alert, right-click it or select the Options ≡ icon > Select **View matched object**.
3. To see how the trigger is set up, select **View trigger definition**.



Favourites Section

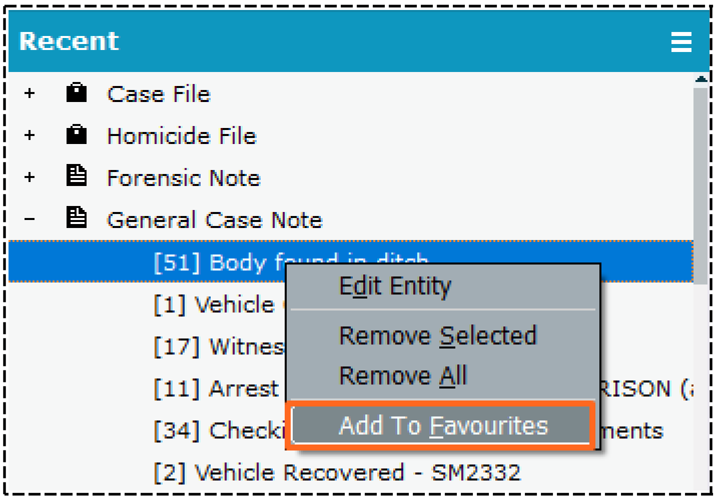
The *Favourites* section in the Navigator stores bookmarks for entities you have recently accessed.

Select the Show Favourites icon at the bottom of the Navigator to display this section.

Add an Item to the Favourites Pane in the Navigator

Use either of these methods:

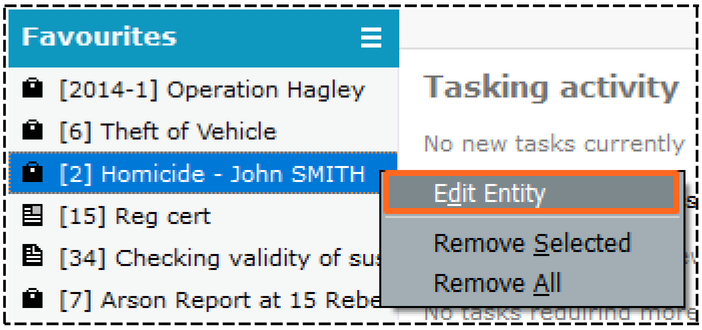
- Drag and drop an entity from a screen or your *Recent* section to the *Favourites* pane.
- Right-click an entity in the *Recent* section > Select **Add to Favourites**.



Open an Item from the Navigator

Use either of these methods:

- Double-click the item.
- Right-click the item > Select **Edit Entity**.

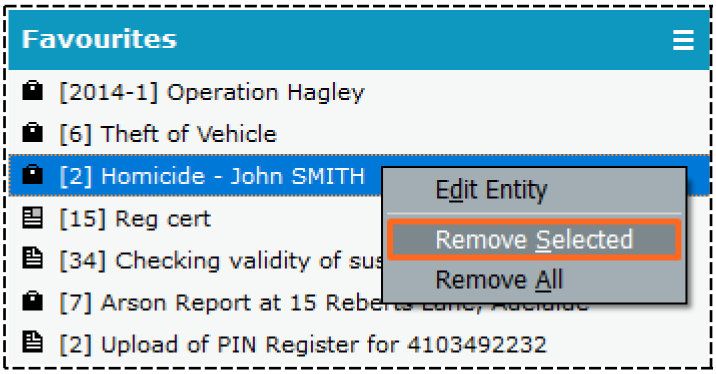


Remove an Entity from the Favourites Section

Entries remain in the *Favourites* section until you remove them.

1. Select the Show Favourites icon in the Navigator.
2. Right-click the entity you want to remove > Select **Remove Selected**.

   To remove all entities from your list of favourites, right-click anywhere in the ***Favourites*** *section > Select* ***Remove All****.*

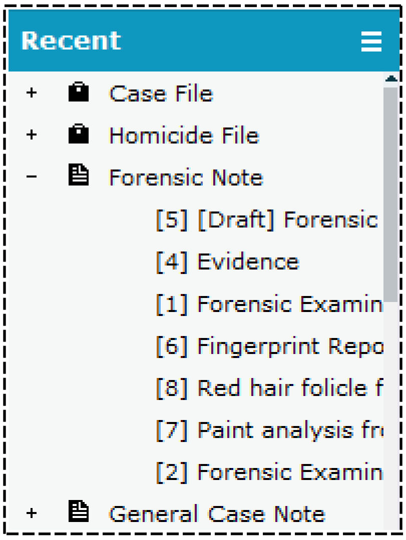


Access the Recent Section

The *Recent* section in the Navigator lists the entities you have recently updated or looked at.

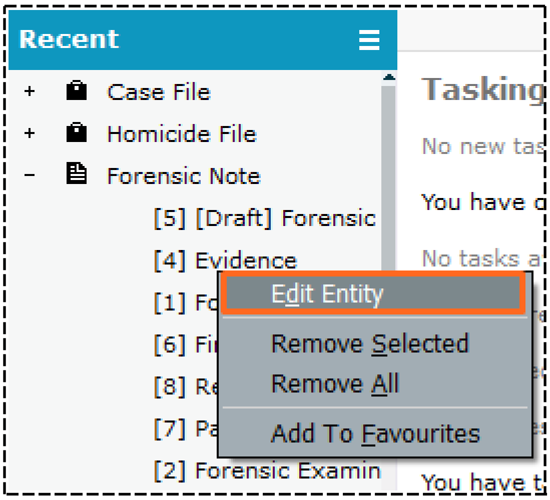
These entities are grouped by type.

1. Select the Show Recent icon at the bottom of the Navigator.
2. Use the expand + and Contract - icons to hide or show items on the tree.



Open an Item from the Recent Section

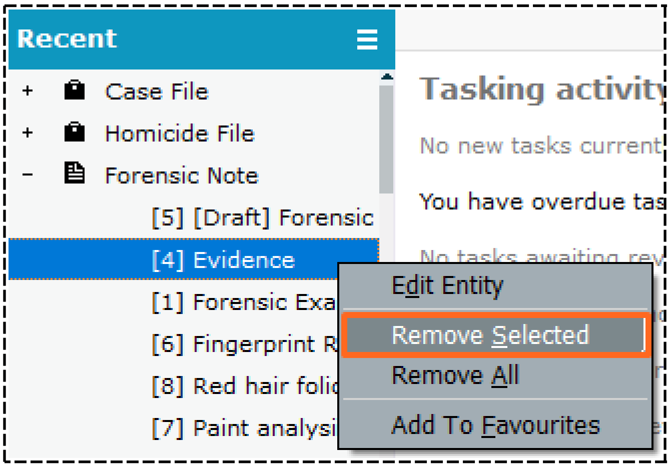
1. Select the Show Recent icon in the bottom left corner or press **Ctrl+3**.
2. Use either of these methods to open the item:
   - Double-click the item you want to open.
   - Right-click the item > Select **Edit Entity**.



Remove Items from the Recent Section

To remove one item from the *Recent* section, right-click it > Select **Remove Selected**.

To remove all items from your recent list, right-click it in this area > Select **Remove All**.

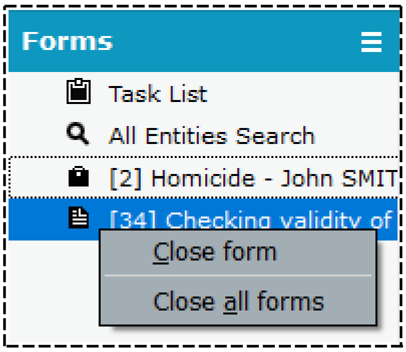


Forms Section

The *Forms* section lists the items you have open. To use this section:

- Select the Show Forms icon at the bottom of the Navigator to display this section.
- Select items here to flick between them.

  You can also use the tab strip to switch between items you have open.
- To close a screen you have open, select the screen in the Navigator > Select **Close Selected Forms**.
- To close all screens, right-click anywhere in the *Forms* section > Select **Close All Forms**.



Close Items You Have Open

There are different ways to close items you have open.

To close an item on the tab strip:

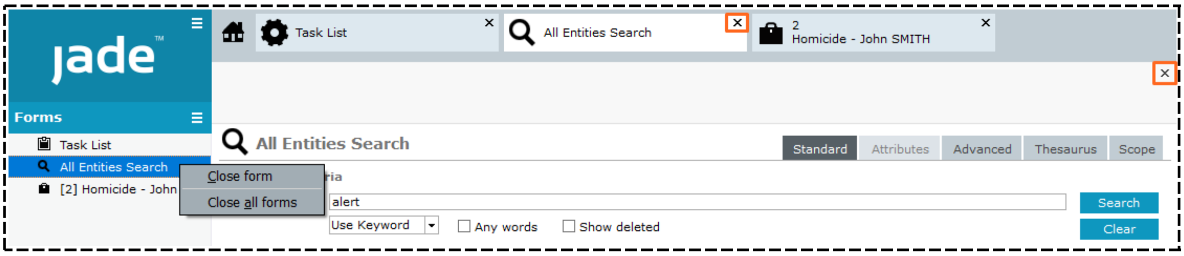
- Select the Close × icon on the tab.
- Right-click the tab > Select **Close screen**.
- Middle-click the tab.

To close an item from the *Forms* section:

1. Select the Show Forms icon on the Navigator.
2. Right-click the item you want to close > Select **Close Form**.

To close all items you have open:

- Right-click anywhere in the *Forms* section > Select **Close All Forms**.
- Right-click a tab on the tab strip > Select **Close all screens**.



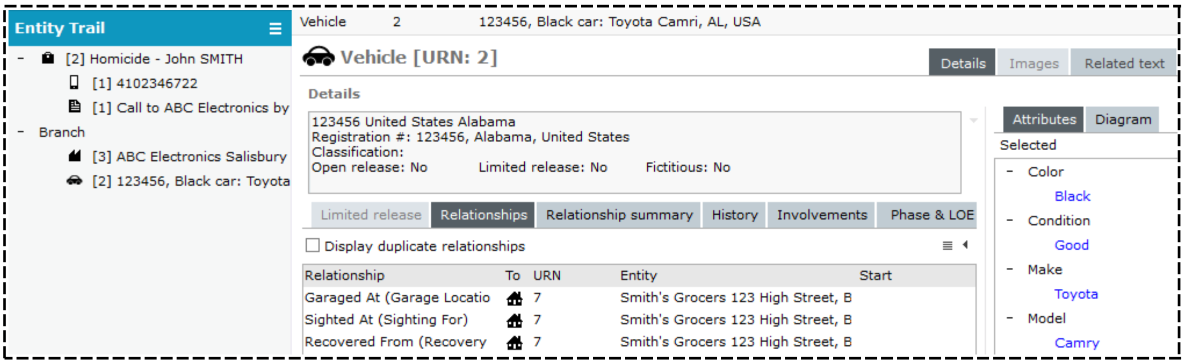
Entity Trail Section

You can use the *Entity Trail* section to see the entities you have opened from an entity relationship.

Entities are listed under each branch in the order in which you opened them. There is a branch for each active trail.

To access the entity trail section:

1. Select the Show Entity Trail icon at the bottom of the Navigator.
2. Use the expand + and Contract - icons to hide or show items on the tree.
3. Use either of these methods to open an item listed in the *Entity Trail* section:
   - Double-click the entity.
   - Right-click the item > Select **Edit Entity**.



Float or Dock a Section

You can display the Alerts, Favourites, Recent, Forms and *Entity Trail* sections as docked or docked windows.

A floated section displays as an independent window. You can drag it outside of ICM to the required position on your screen.

It's also possible to resize floating windows. If you prefer the Navigator sections sized and positioned a certain way, you can save this layout.

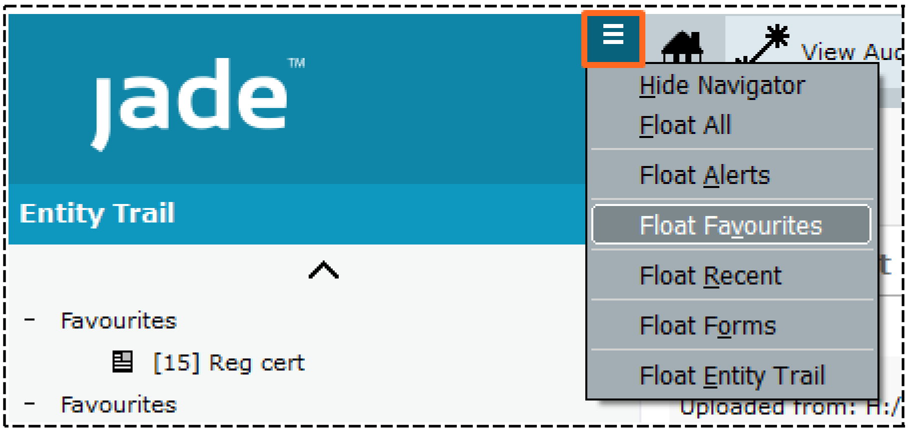
When you next log on, the sections will display the way you last arranged them – See Preferences.

Float a Section

Use either of these methods:

- Select the Options icon in the logo section > Select the section you want to float.
- Select the Options icon of the section you want to float > Select **Float ...**.

To float all sections, select the Options icon in the logo section > Select **Float All**.

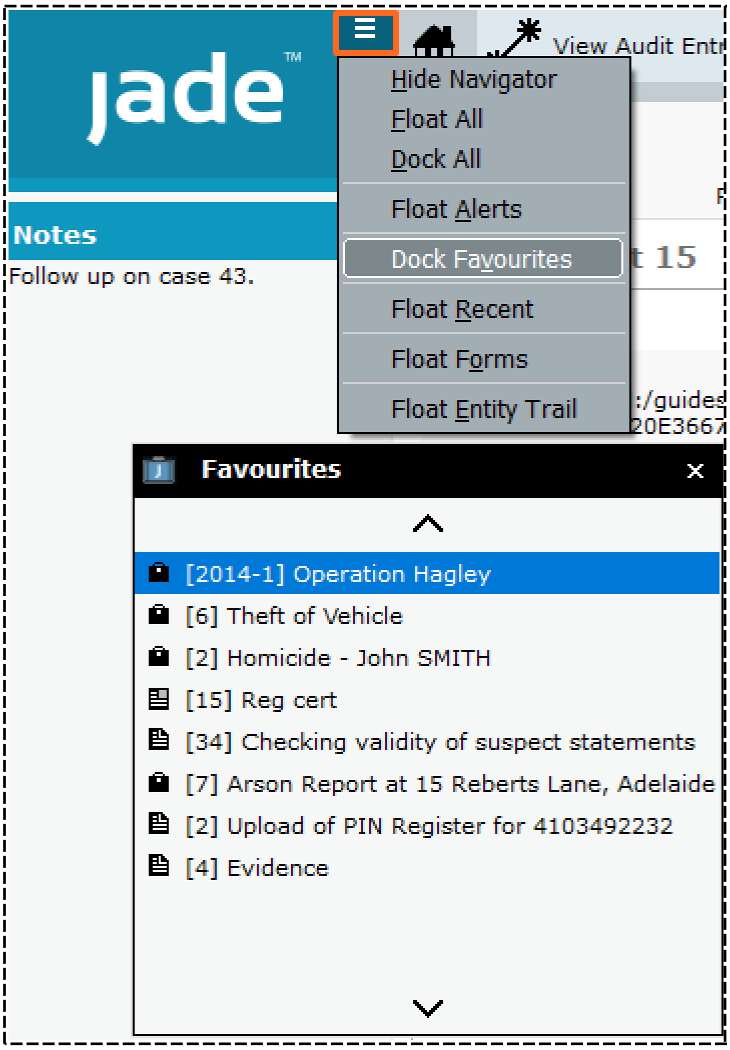


Dock a Section

Use either of these options to dock a floated section:

- Select the Options icon in the logo section > Select the section you want to dock.
- Select the Close × icon on the floated section.

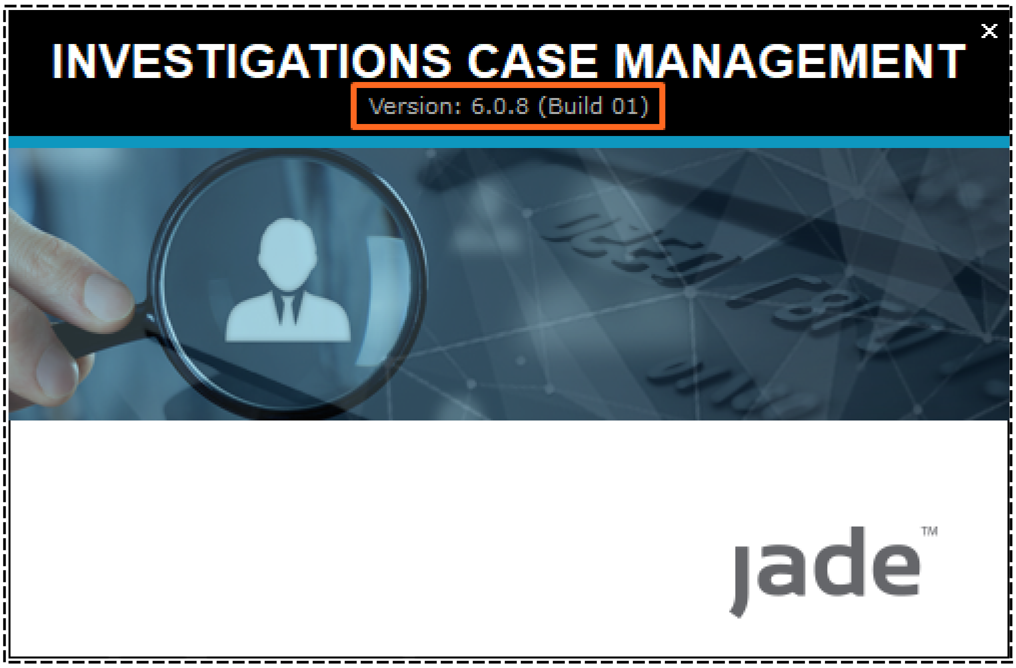
To dock all sections, select the Options icon in the logo section > Select **Dock All**.



Check Your Version of ICM

Select **Help** > **About** to see which version of ICM you're using.

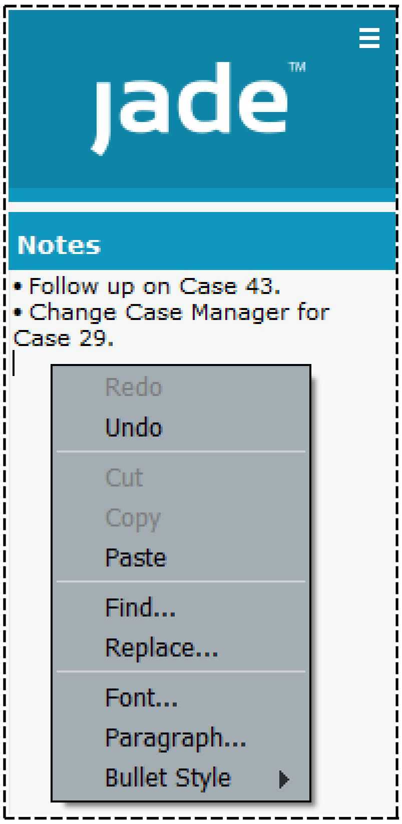
You might need this information if you need technical help.



Write Yourself Notes

You can use the *Notes* section to write yourself notes. You can also copy, cut, and paste text to and from this area.

It's also possible to save the contents of your *Notes* section when you log off so the content is available again the next time you log on. See Preferences.



Tab Strip

The area below the menu displays open screens as tabs.

You can select tabs to easily move between screens you have open.

A horizontal scroll bar appears in this area when you have several screens open.

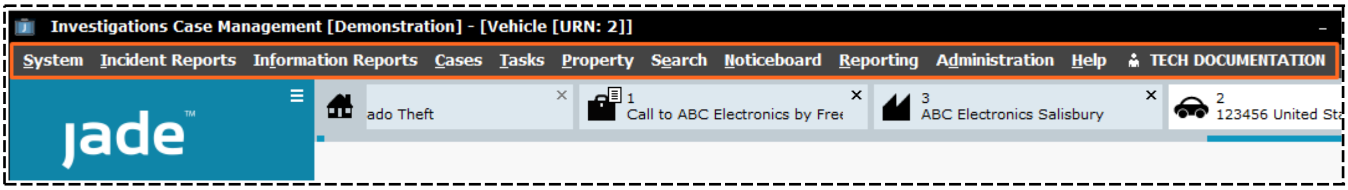
Main Menu

The main menu has the following sections:

System	See audit and file upload data. Exit or log off ICM
Incident reports	See and manage incident reports
Information reports	See and manage information reports
Cases	See and manage cases
Tasks	See and manage tasks
Property	Manage assets, property, and equipment
Search	Find entities
Noticeboard	Run online bulletin boards for your organisation
Reporting	Generate reports on investigation data
Admin	Set up ICM to suit your needs
Help	Get help with using ICM

The menu options available to you depend on your security permissions and the licences to features your agency has purchased.

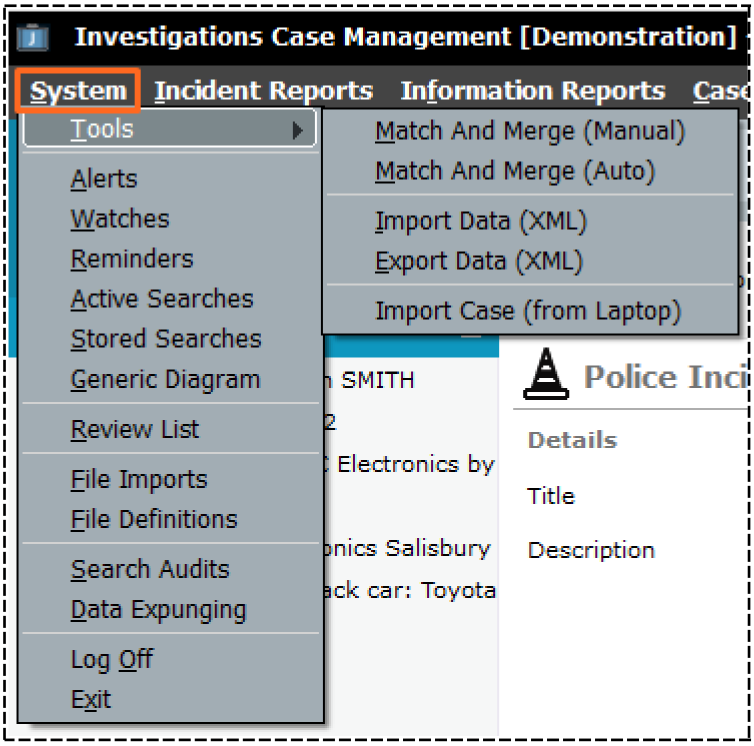
Menu options which are not available to you're either are “greyed out” or are not displayed at all.



System Options

You can access the following options from the *System* menu:

Tools	
Alerts	Access a list of alerts
Triggers	Set up notifications for certain actions taken in ICM
Watches	Access a list of watches that have been placed on entities
Reminders	Set up reminders for yourself or others
Active Searches	See any active searches that have been set up
Stored Searches	See search results that have been stored in ICM
Generic Diagram	Create a diagram from entities you choose
Review List	Review case notes and task results that are ready for approval
File Imports	
File Definitions	
Search Audits	See *Auditing Data* in the Admin Guide
Data Expunging	Review and remove data from ICM
Log Off	Log out of ICM
Exit	Close ICM



Manage Incident Reports

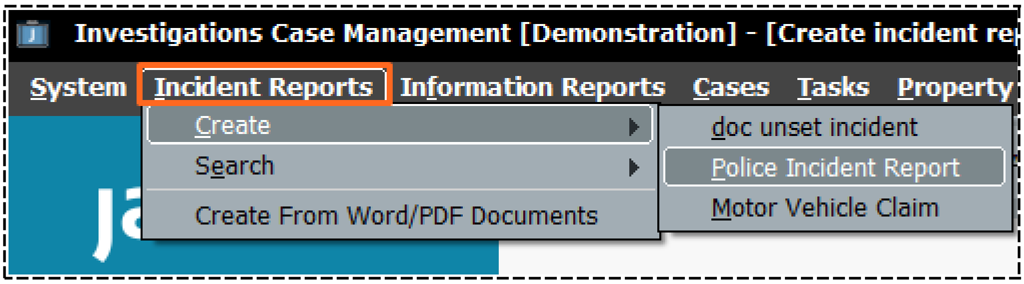
You can use the *Incident Reports* menu to find, create, and manage incident reports.

The following menu options are available:

Create	Create an incident report using the templates your administrator has set up
Search	Find an incident report
Create From Word/PDF Documents	Create an incident report by uploading a PDF or Microsoft Word document to ICM

The Incident Reports menu will be available once your agency has configured incident reports.

See ***Managing Entity Types*** *in the Admin Guide.*



Information Report Options

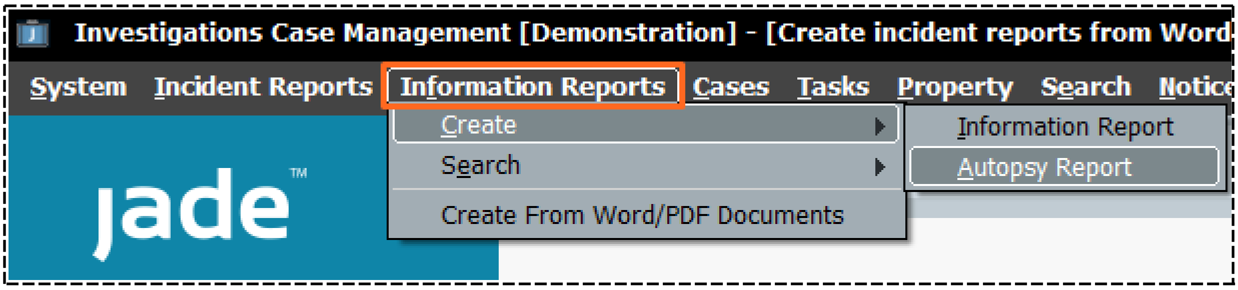
You can use the *Information Reports* menu to find, create, and manage information reports.

The following menu options are available:

Create	Create an information report using the templates your administrator has set up
Search	Find an information report
Create From Word/PDF Documents	Create an incident report by uploading a PDF or Microsoft Word document to ICM

The Information Reports menu will be available once your agency has configured these reports.

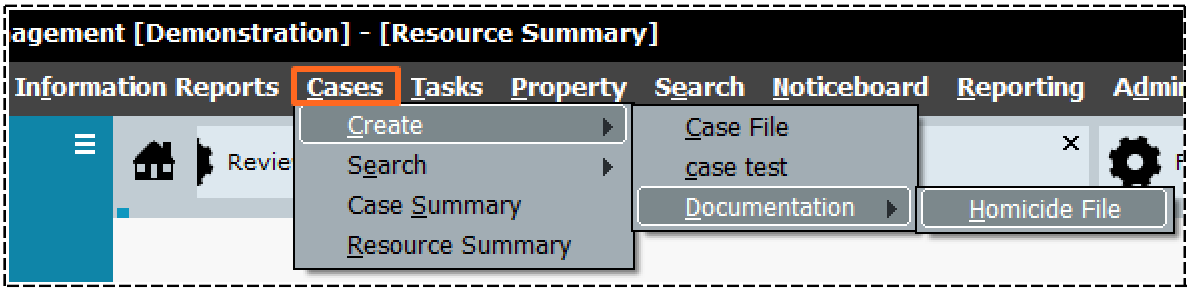
See ***Managing Entity Types*** *in the Admin Guide.*



Manage Cases

You can use the cases menu to create, manage, and find cases:

Create	Create a case file or document using the templates set up by your administrator
Search	Search for a case or document
Case Summary	See a list of cases. Filter the list according to case officer, date, and more
Resource Summary	See a list of the resources assigned to cases

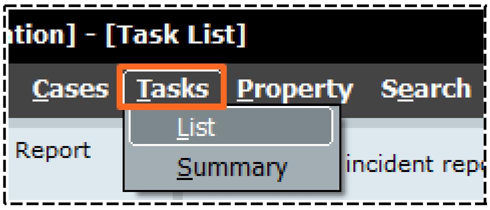


Manage Tasks

You can use the *Tasks* menu to manage your tasks and find tasks you're interested in.

The following menu options are available:

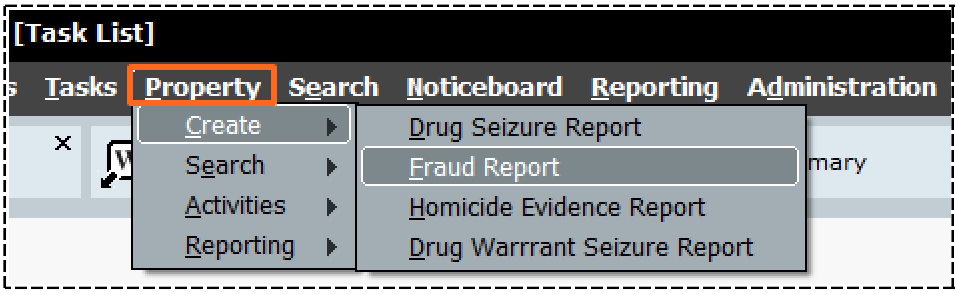
List	See tasks that have been sent to you, assigned to you, or created by you.
Summary	See a list of outstanding tasks. Filter the list by recipient, priority, and more.



Manage Property Items

The *Property* menu provides these options:

Create	Create reports about property items.
Search	Find property reports.
Activities	Record the activities of property items. Whether they have been moved to a new location, for example.
Reporting	Run reports on property items.



Access Search Options

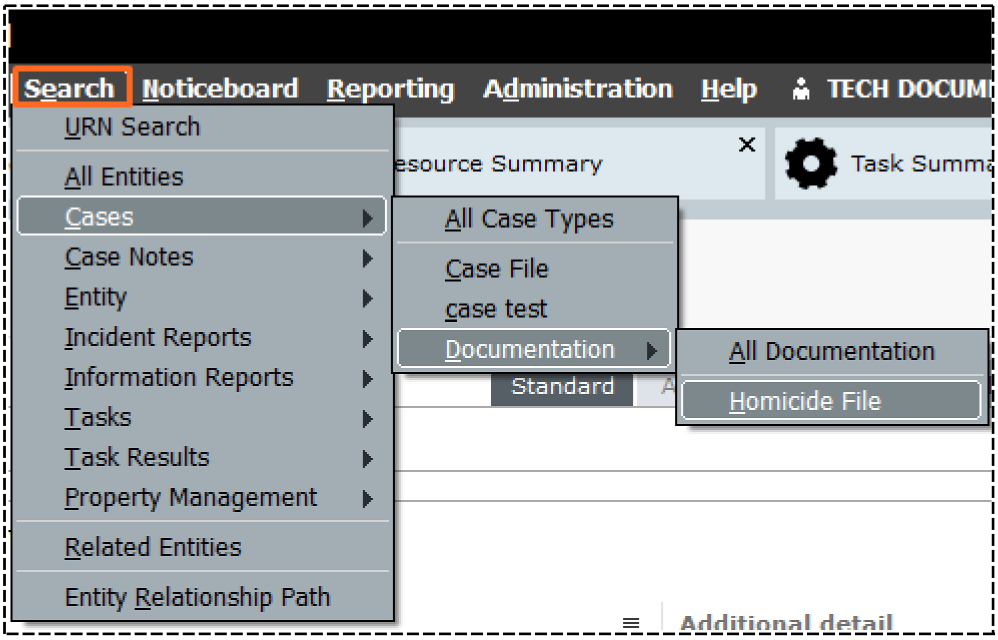
You can use the Search menu to find any type of entity.

The following types of search functions are available:

URN Search	Search for an entity using its Unique Reference Number (URN)
All Entities	Search all entities
Cases	Search all or specific types of cases
Case notes	Search all or specific types of case notes
Entity	Search all or specific types of entities
Incident reports	Search all or specific types of incident reports
Information reports	Search all or specific types of information reports
Tasks	Search all or specific types of tasks
Task results	Search all or specific types of task results
Property Management	Search all or specific types of entities
Related Entities	Search for entities that are related to each other
Entity Relationship Path	The Entity Relationship Path (ERP) search is a powerful search that finds all the connections between entities

You can combine most of these search options with an Advanced, Thesaurus, or Scope search.

See Searching.



Noticeboard

The Noticeboard menu provides an online dashboard for your organisation. It's like a bulletin board.

You can use it to communicate general updates, news about an operation, and more.

See the Noticeboard section.

Reporting Options

You can use the *Reporting* menu to:

- Run reports on the data collected in ICM.
- Export bookmarked Word reports.

  For more details, see the Reports section.

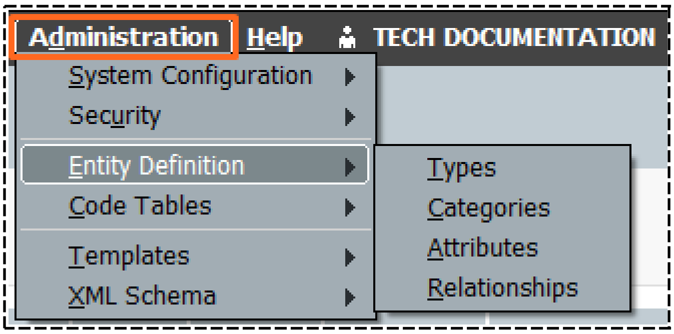
Access Admin Options

The Admin menu is only available to administrators.

They can use it to set up the following sections of ICM to suit your organisation:

System	Set up system parameters, background apps, Lucene search, time zones, licence key, thesaurus, translatable strings, and words to be excluded from searches.
Security	Specify data and functional access for all roles, designations, teams, and users. Specify security levels for business units and regions.
Entity Definition	Specify the entity types for your business process and the relationships those entities have.
Code Tables	Define the codes and values associated with application entities.
Templates	Define the templates to be used for adding data to your source entities.
XML Schema	Manage the way duplicate entries are handled.

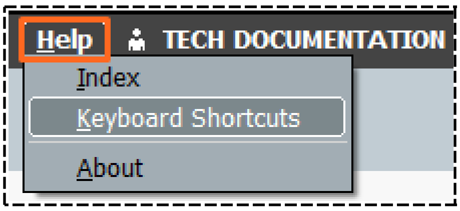
See the Admin Guide.



Learn More about ICM

You can use this menu to access help content and see which version of ICM you're running.

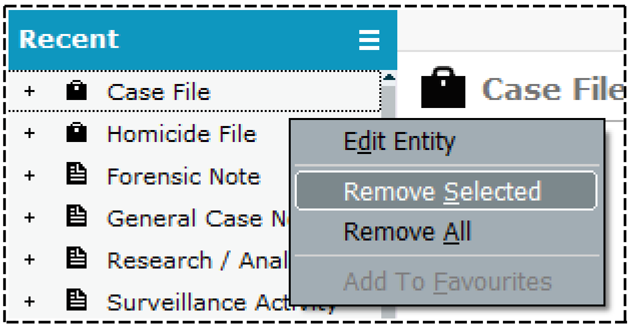
See Download the Latest Help File.



Right-click to Access Options Relevant to an Area

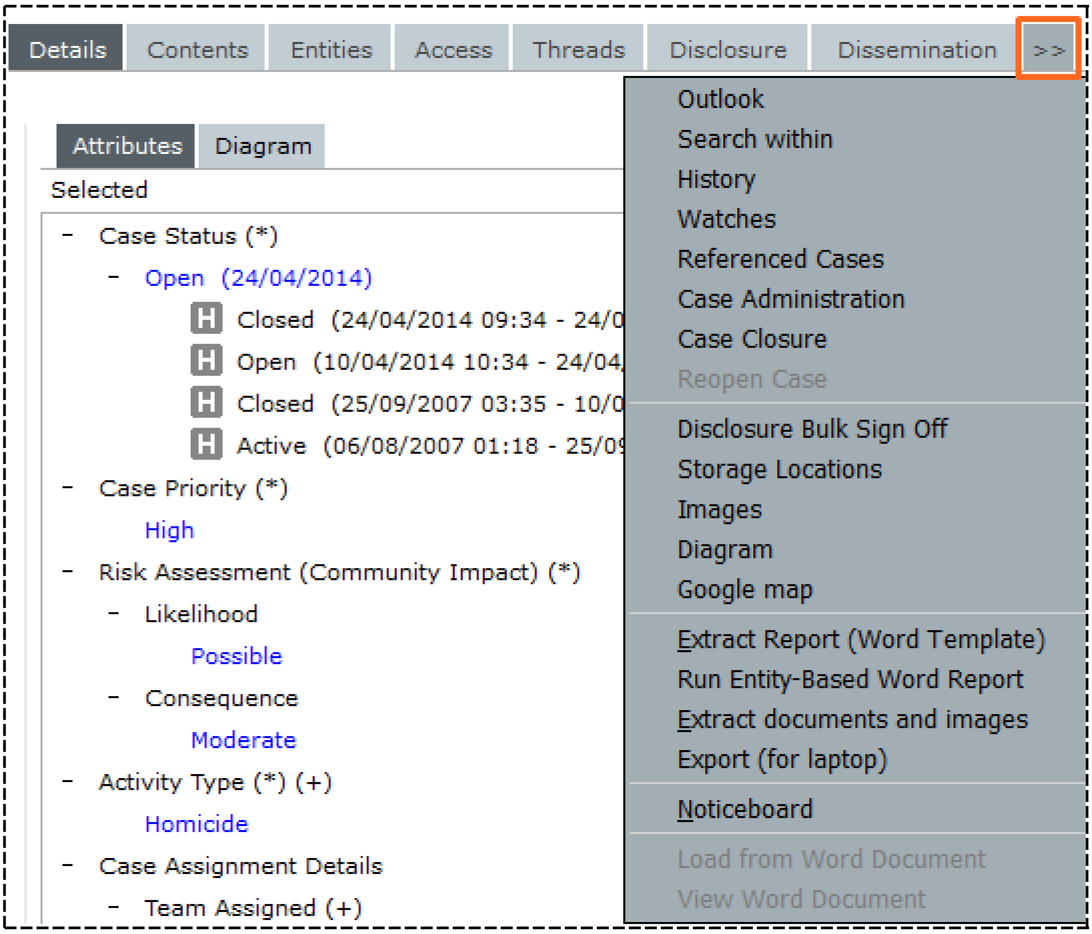
You can right-click several areas of ICM to access menus that apply to the area you're in.

For example, you can right-click the *Recent* section of the navigator to access functions that apply to that area, like the option to add a recent item to your list of favourites.



Access More Options from the Overflow Tab

When you open an entity, you can use the Overflow >> tab to access additional options. These vary depending on the entity you open.



Common Controls for Editing Items

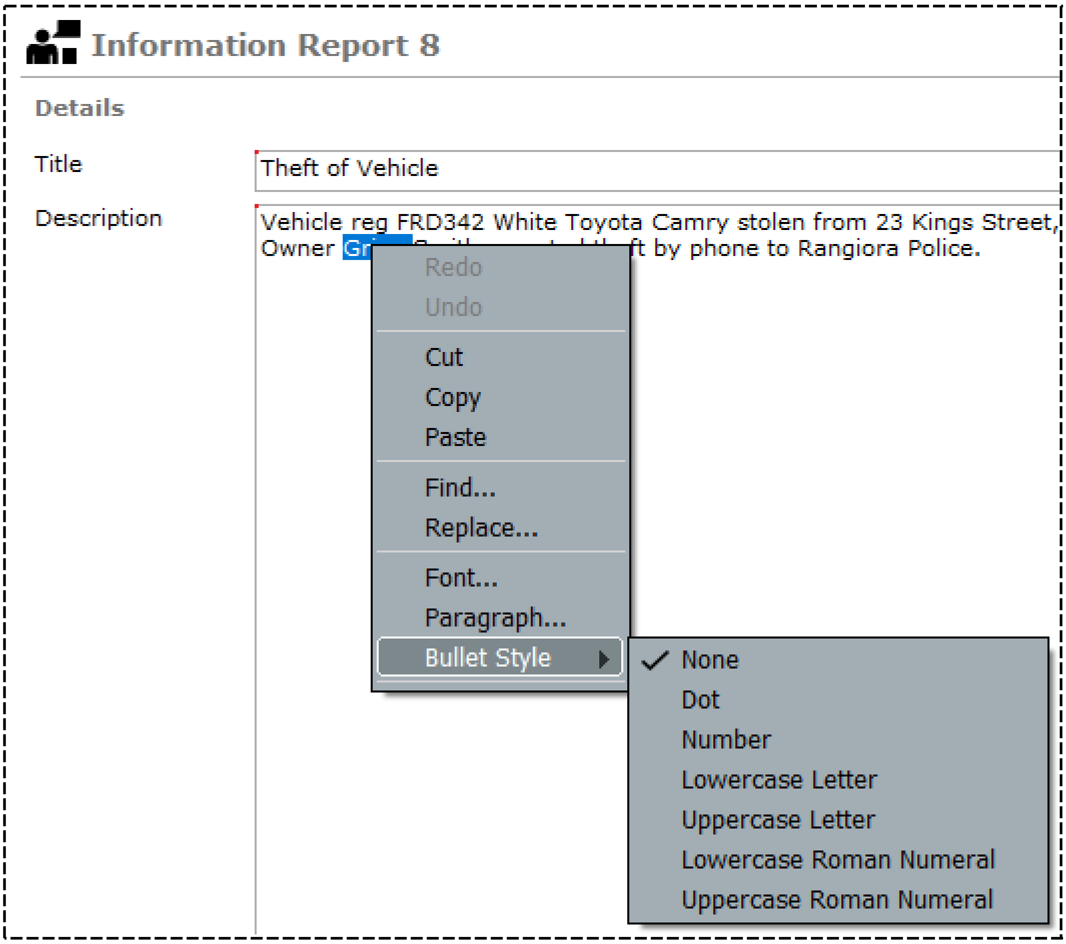
When you open an item, you can use the following controls to enter information about it:

Display-only Fields	Grey text indicates you can't change values in these fields.
Mandatory Fields	You must enter information in these fields. A red square at the upper left corner indicates that a field is mandatory.
Checkbox	When selected, this field displays a Check mark ✓ icon. Checkboxes are often displayed in groups, providing you with multiple choices from which you can select one or more options.
Drop-downs	A drop-down displays the currently selected item. Additional options are available when you select the drop-down button. To use a drop-down, select the down arrow ▼ beside the field > Select a value. If the drop-down allows text entry, you can enter data into the field. This type of drop-down is also known as a drop-down.
List box	A field with a list of items you can select.
Option or radio button	An option or radio button displays an option that can be switched on or off. You can only select one of the options available.
Field	A field displays information from the database or information you have entered.
Date field	These are indicated by forward slash characters that separate the day, month, and year (dd/mm/yyyy). You can enter text directly into these fields or select their Calendar ▦ icons to specify the required date. See Enter a Date.
Time field	These are indicated by a colon : character to divide the hours from the minutes, for example, 23:45. See Enter a Time.
Icons	These are used to represent entities on screens. The way an icon looks can change, depending on the context in which you see it. If the icon is for an entity you can move to another location, it displays a plus + symbol at the upper right when you drag the entity to its new location. See a table outlining the icons used. Your administrator can configure different icons under the *Icons* tab of the entity type. *See **Defining an Icon for an Entity Type** in the Admin Guide.*

Edit Text

You can cut, copy, format, and find text in most items you open.

To access these functions, right-click the text you want to edit.



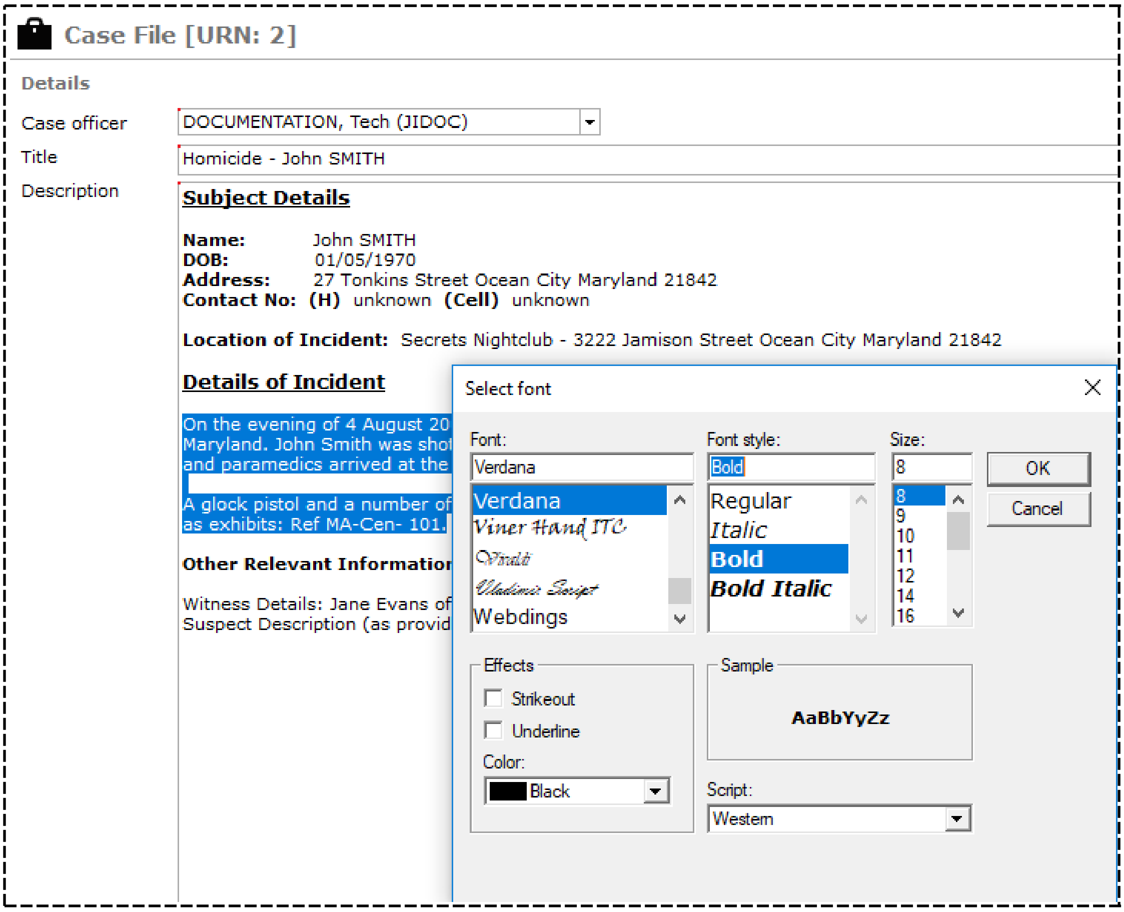
Format Text

On some screens, you can format the way text displays once you have entered it in a field.

For example, you can change the text size, colour, and font, or create a bullet list to make the information easier to read.

To access these options:

1. Select the word, sentence, or paragraph you want to format.
2. To change font, size, style, and colour:
   a. Right-click the selected text > Select **Font**.
   b. Make the required changes > Select **OK**.
3. To change indentation and alignment:
   a. Right-click the selected text > Select **Paragraph**.
   b. In the **Left**, **Right**, and **First line** field, enter the number of points by which to indent the left margin, right margin, or first line of a paragraph.
   c. In the **Alignment** drop-down, select the required alignment for the selected paragraph.
   d. Select **OK**.
4. To convert selected text to a bulleted list:
   a. Right-click the selected text > Select **Bullet Style**.
   b. Select the required type of bullet list > Select **OK**.



Find Words on a Page

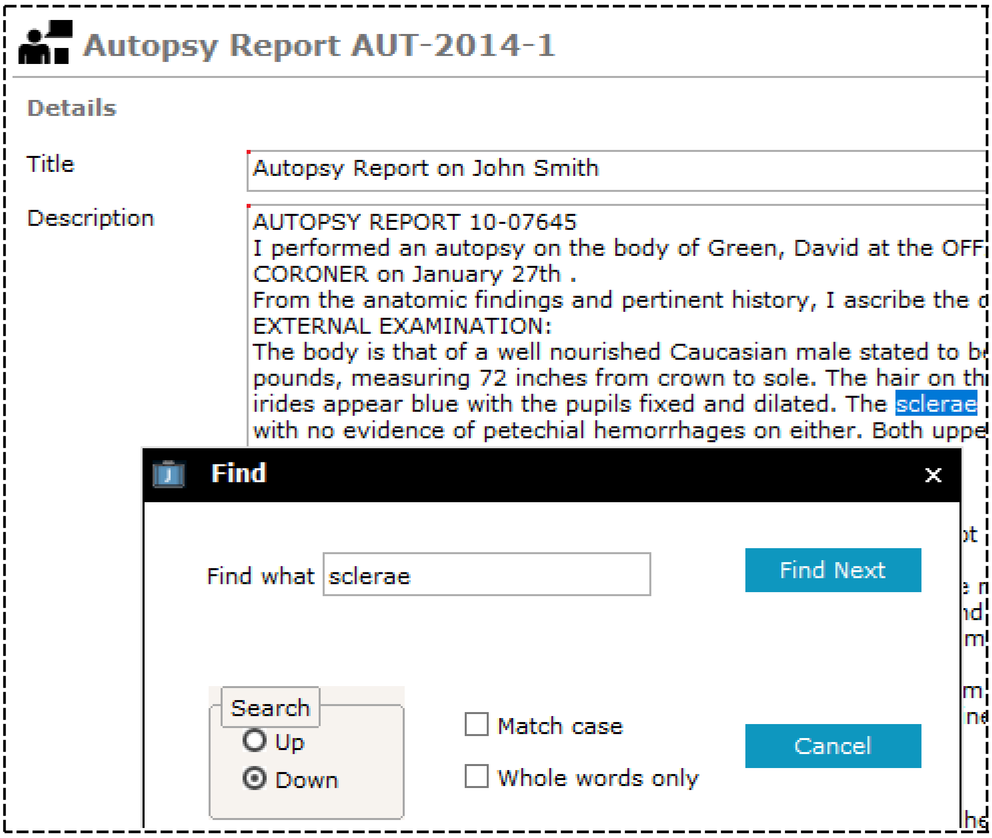
When you open an area of ICM like a report, you can find words or phrases in the text.

To find a word or phrase in a body of text:

1. Right-click in the body of text you want to search > Select **Find**.
2. Enter the text you want to find in the **Find what** field.
3. If upper case or lower case is important for the search, select the **Match case** checkbox.
4. If you want the search limited to the exact search term specified, select the **Whole words only** checkbox.

   This will return results for *Adams* but not *Adamson*, for example.
5. To specify the direction for the search relative to the position of your cursor, select the **Up** or **Down** radio button.
6. Select **Find Next**.

   If the search finds an instance of the search text, the first instance of that word will be highlighted in blue.



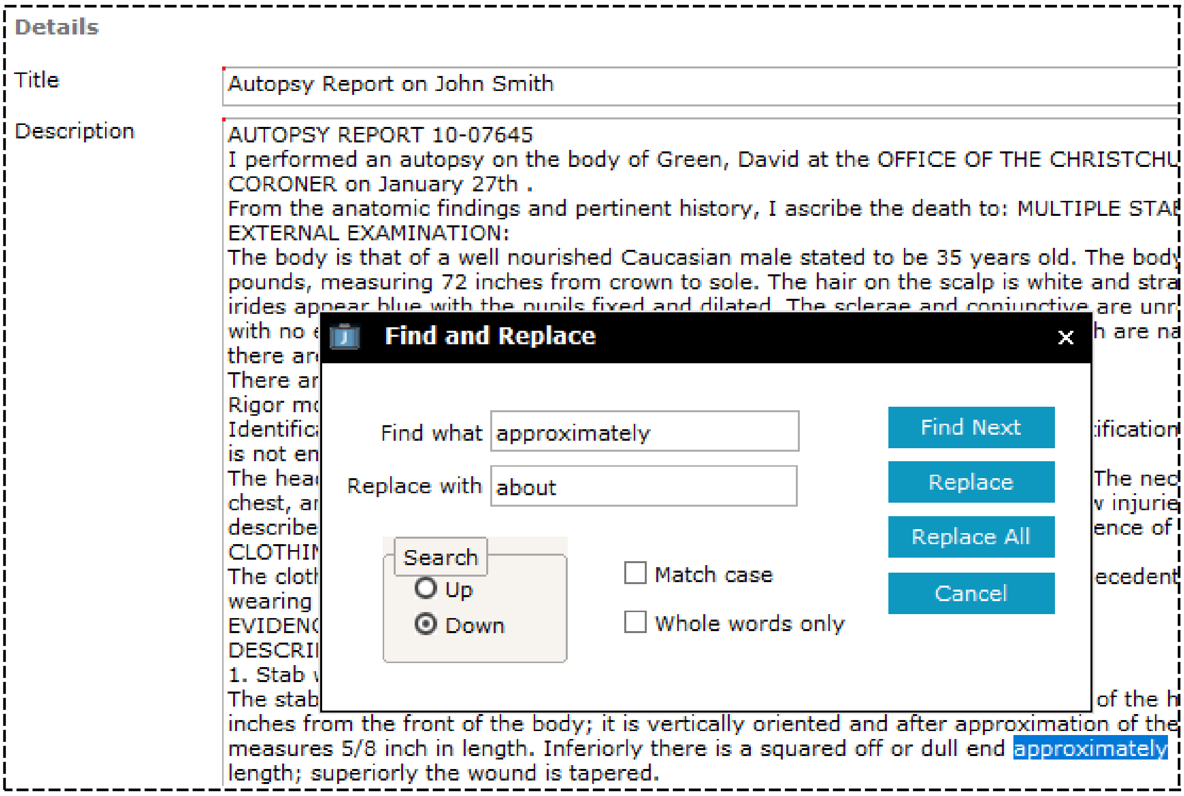
Replace Text

You can replace a word or phrase in a body of text:

1. Right-click in the body of text > Select **Replace**.
2. Enter the text you want to find in the **Find what** field.
3. Enter the replacement text in the **Replace with** field.
4. If upper case or lower case is important for the search, select the **Match case** checkbox.
5. If you want the search limited to the exact search term specified, select the **Whole words only** checkbox.

   This will return results for *Adams* but not *Adamson*, for example.
6. To specify the direction for the search relative to the position of your cursor, select the **Up** or **Down** radio button.
7. Select **Find Next**.

   If the search finds an instance of the search text, the first instance of that word will be highlighted in blue.
8. Select **Replace** to replace the selected text or **Replace All** to replace all instances of the text.



Entering Dates and Times

It's not always possible to know the exact date or time an event occurred.

ICM caters for this by providing date and time controls that can accommodate:

Unknown dates or times	These are labelled **Unknown** in the appropriate control.
Exact dates and times	These are represented by a single date or time. For example, 17/3/2004 or 15:36.
Continuous date or time ranges	The first and last value in a continuous range are separated by a hyphen. For example, 10/3/2004 to 17/3/2004 is represented as 10/3/2004-17/3/2004 and the time range 06:00 to 10:00 is represented as 06:00-10:00.
Discontinuous date or time ranges	The first and last value in a discontinuous range are separated by an approximation ~ symbol. For example, 10/3/2004, 12/3/2004, 16/3/2004, 17/3/2004 is represented as 10/3/2004~17/3/2004. The time range 06:00, 08:00, 10:00 is represented as 06:00~10:00.

Enter a Date

You can enter a date directly in the field provided or use the Calendar ▦ icon to do this.

Dates are formatted according to your location. For example, if you're in New Zealand, the date is formatted **dd/mm/yyyy**.

Some date fields only accept an exact date. This is to make it clear when action was taken.

The **When actioned** field on an incident report is an example of this. Other date fields accept exact, unknown, continuous, and discontinuous date ranges.

To enter a date using the calendar tool:

1. Select the Calendar ▦ icon beside the date field.

   Days are colour-coded:

   - **Light blue** – Days you can select.
   - **Dark blue** – Days you can't select.

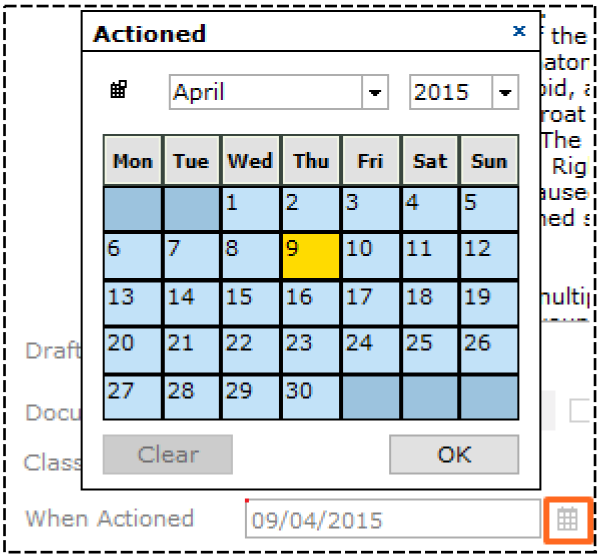
     Dates are unavailable for selection when:

     – They don't exist

     – Are in the future

     – They are not allowed in the context of the date you're entering (for example, a future crime scene)
   - **Yellow** – Dates you have selected.
2. Select the required date using any of these methods:
   - Double-click the required date on the calendar.
   - Use the **Shift** and **Ctrl** keys to select more than one date.
   - Use the month and year drop-downs to specify the month and year > Select **OK**.
3. If you don't know the date and it isn't required, use any of these methods to specify that the date is unknown:
   - Select **Unknown** on the calendar screen.
   - Enter **Unknown** in the date field.

- Select **Ctrl** + **U**.



Enter a Time

You can enter time directly into a time field or use the time scale screen to do this.

Times are displayed in 24-hour clock format – **hh:mm**.

Some time fields only accept an exact time. Other time fields accept exact, unknown, continuous, and discontinuous time ranges.

To enter time using the time scale screen:

1. Select the Clock icon beside the time field.

   The Time Scale screen displays a 24-hour period.

   Each hour is divided into two half-hour slots.

   Time displays from midnight b default.

   You can use the *arrow* icon to change this to midday if required.

2. Select the required time using either any of these methods:

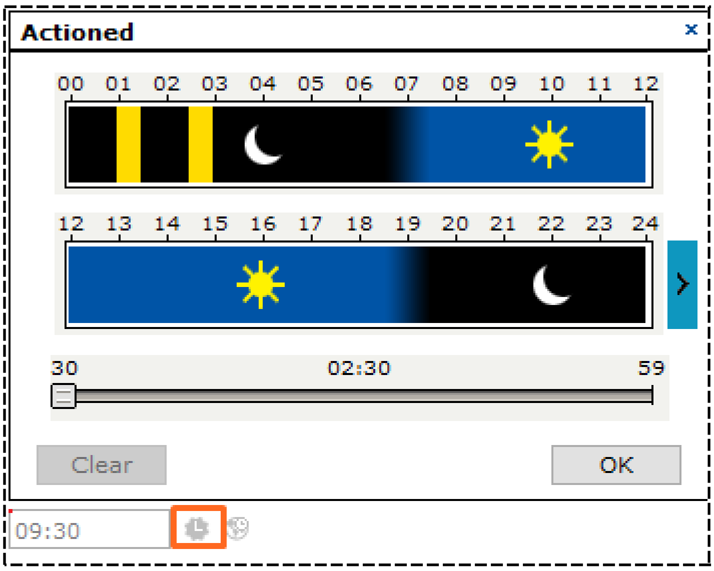
   - Double-click a time slot on the time scale screen.
   - Select the required time slot on the screen.

     Your selection is highlighted in yellow.

   *Use the **Shift** or **Ctrl** keys to select more than one hour or half-hour time slot.*

3. Drag the slider to specify a more accurate time (if required).

4. Select **OK**.

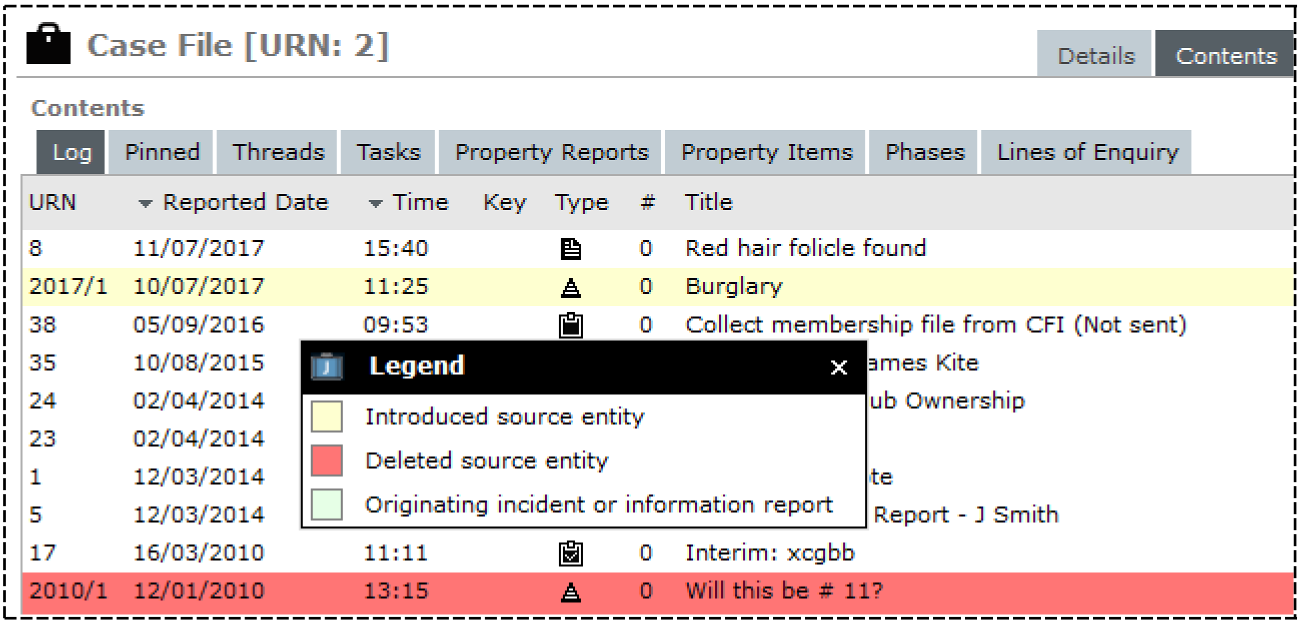


Tips and Tricks

Access the Legend to See What the Colours Mean

Various areas of ICM use colours to make it easier to absorb information.

To see what the colours represent, right-click the area > Select **Show Legend**.



See Which Keyboard Shortcuts Are Available

You can use keyboard shortcuts to perform most functions in ICM.

For example, you can use the Shift or Ctrl key to select more than one entity at a time.

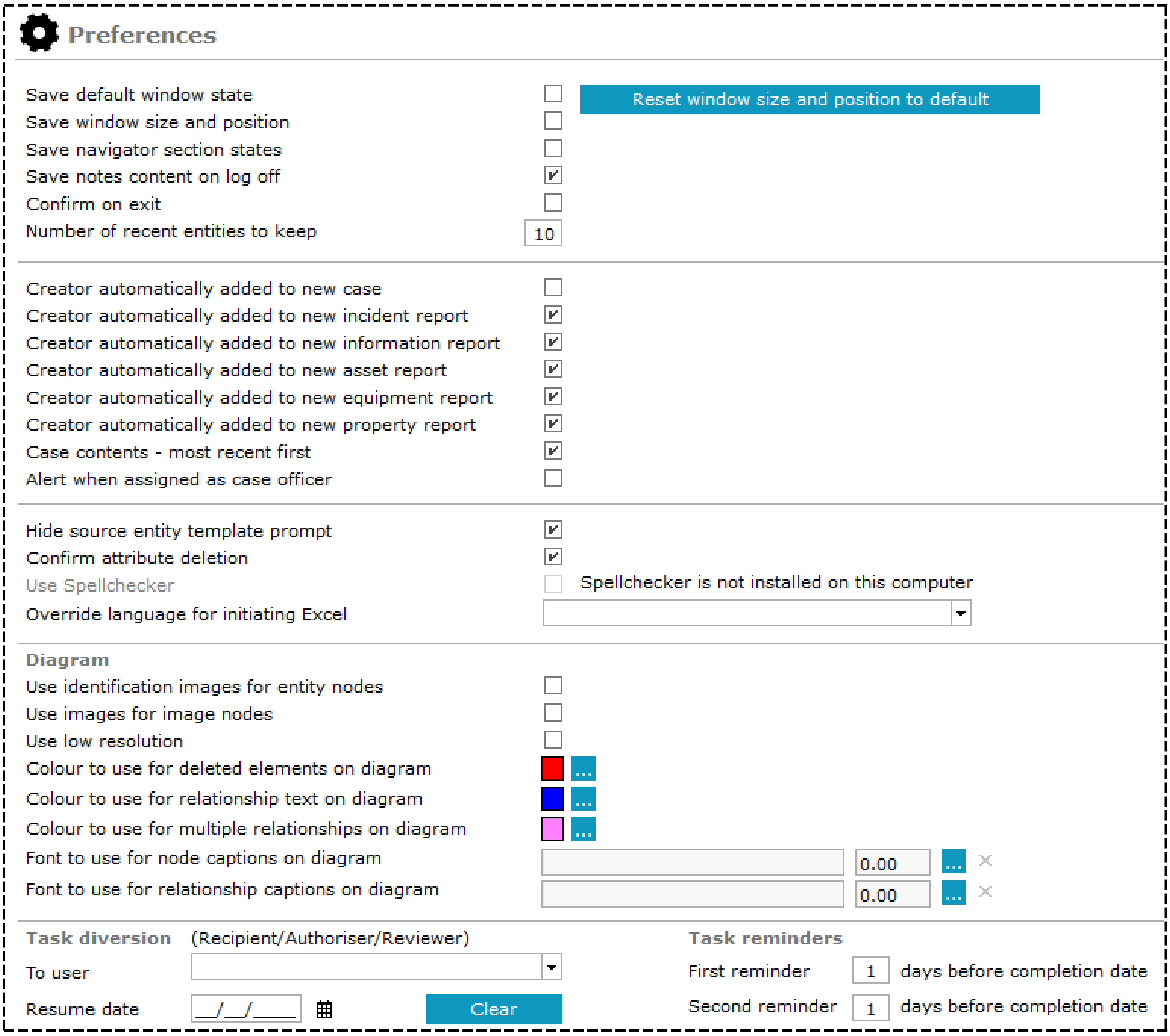
The following keyboard shortcuts are available:

Alt + letter	Display the menu item with the underscored letter. For example, **Alt**+**S** displays the *System* menu.
Alt+**E**	Display the *Search* menu.
Alt+**A**	Display the *Admin* menu.
Alt+**R**	Display the *Reporting* menu.
Alt+**F4**	Close ICM.
Alt + **Shift** + right → or left ← arrow	Open or close vertical panes, like additional details.
Alt + **Shift** + up ↑or down ↓arrow	Open or close horizontal panes, like additional criteria in search screens.
Alt + right → or left ← arrow	Add a current entry from an available list or remove an entry from the selected list.
Alt + up ↑or down ↓arrow	Move the selected entry up or down in lists that support reordering.
Ctrl+**C**	Copy the selected text to the clipboard.
Ctrl + **F**	Find something in a case.
Ctrl+**F6**or **Ctrl**+**Tab**	Cycle through screens you have open.
Ctrl + **N**	Create something new.
Ctrl+**S**	Save an entity you have open (if the *Save* button is enabled).
Ctrl + **T**	Enter date or time in a field.
Ctrl + **U**	Enter **Unknown** in a date or time field.
Ctrl+**V**	Copy clipboard text to the cursor position or selected text.
Ctrl+**X**	Cut the selected text and place it on the clipboard.
Ctrl+**Y**	Redo your last action.
Ctrl+**Z**	Undo your last action.
Ctrl + **0**	Hide or show the Navigator.
Ctrl + **1**	Show the *Alerts* pane.
Ctrl + **2**	Show the *Favourites* pane.
Ctrl + **3**	Show the *Recent* pane.
Ctrl + **4**	Show the *Forms* pane.
Ctrl + **5**	Show the *Entity Trail* pane.

Ctrl + **Shift** + **1**	Float or dock the *Alerts* pane.
Ctrl + **Shift** + **2**	Float or dock the *Favourites* pane.
Ctrl + **Shift** + **3**	Float or dock the *Recent* pane.
Ctrl + **Shift** + **4**	Float or dock the *Forms* pane.
Ctrl + **Shift** + **5**	Float or dock the *Entity Trail* pane.
Ctrl + **6** **Ctrl** + **Shift** + **6** **Ctrl** + **PgDn** **Ctrl** + **PgUp**	Swap to the next or previous tab in the current screen.
Ctrl + **7**	Open the Overflow >> tab.
Ctrl + **Tab** or **Ctrl** + **Shift** + **Tab**	Swap to the next or previous screen you have open.
Ctrl + **Shift** + **A**	Toggle the visibility of the available attributes list when you edit an entity.
Ctrl + **Shift** + **C**	Go to the *Contents* tab of the case you have open.
Ctrl + **Shift** + **D**	Go to the *Details* tab of the entity you have open.
Ctrl + **Shift** + **E**	Go to the *Entities* tab of the entity you have open.
Ctrl + **Shift** + **W**	Jump to the *Watches* tab in when editing an entity.
Ctrl + **Shift** + **?**	Open the keyboard shortcuts screen.
Ctrl + up ↑or down ↓ arrow	Insert an entry above or below the selected entry in lists that support inserting.
Ctrl + **Delete**	Delete the selected entry in lists that support deleting.
Esc	Close the screen you're looking at.
F5	Refresh the content on a screen you have open (like the contents of a case, for example).
Tab	Move between controls on a screen.
Up ↑arrow	Move the cursor up the selected screen.
Down ↓arrow	Move the cursor down the selected screen or pane.
Left ← arrow	Move the cursor left of the selected screen.
Right → arrow	Move the cursor right of the selected screen.

Preferences

You can customise the way you use ICM. This section explains the options available.



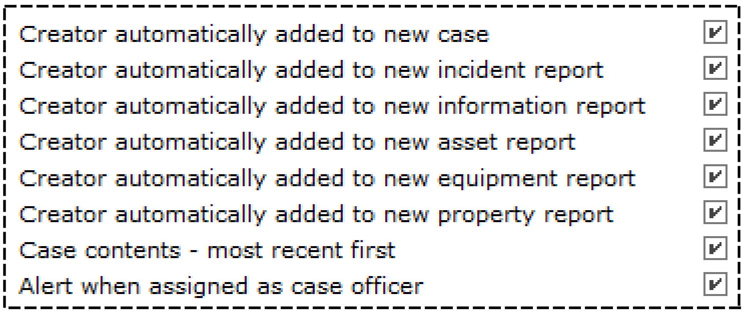
Customise your Display

You can customise the way you see information in ICM:

1. Select your User ID on the main menu > Select **Preferences**.
2. Select the required options:
   - **Save default window state** if you want the current window state (normal or maximised) retained when you reopen ICM.
   - **Save window size and position** if you want the current window size and position retained when you reopen ICM.
   - **Reset window size and position to default** to restore the default window sizing for ICM.
   - **Save navigator section states** to restore the current pane size and position of the Navigator when you reopen ICM.
   - **Save navigator width** to save the width of the navigator when you close ICM
   - **Save notes content on log off** if you want the contents of the *Notes* section retained when you reopen ICM.
   - **Confirm on exit** if you want a confirmation screen to display before you exit or log off ICM.
3. Change the default number in the **Number of recent entities to keep** field to specify the maximum number of entities you want displayed in the *Recent* section of the Navigator.
4. Select **Save**.

Have the Creator Automatically Added to a New Case or Report

1. Select your User ID on the main menu.
2. Select the required options:
   - **Creator automatically added to new case** to be added to the security access list of each case you create.
   - **Creator automatically added to new incident report** to be added to the access list of each incident report you create.
   - **Creator automatically added to new information report** to be added to the access list of each information report you create.
   - **Creator automatically added to new asset report** to be added to the access list of each new asset report you create.
   - **Creator automatically added to new equipment report** to be added to the access list of each new equipment report you create.
   - **Creator automatically added to new property report** to be added to the access list of each new property report you create.
   - **Case contents - most recent first**.
   - Select **Alert when assigned as case officer** if you want to be notified when someone makes you the case officer of a case.
3. Select **Save**.

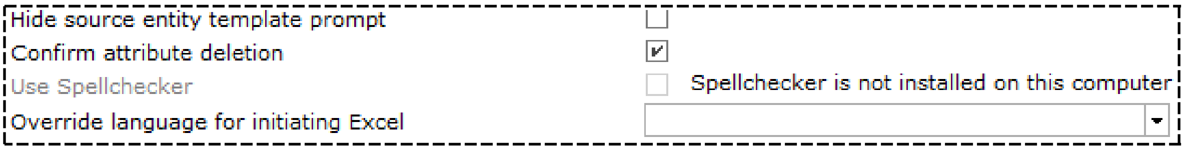


Access Language and General Options

The following language and general options are available:

1. Select your User ID > Select **Preferences**.
2. Select the required options:
   - Select **Hide source entity template prompt** to disable the prompt for a template on data entry for source entities (cases and case notes, for example).
   - Select **Confirm attribute deletion** to display a confirmation message when you delete an attribute from an entity.
   - Select **Override language for initiating Excel** to specify the language Excel will use when you export data.

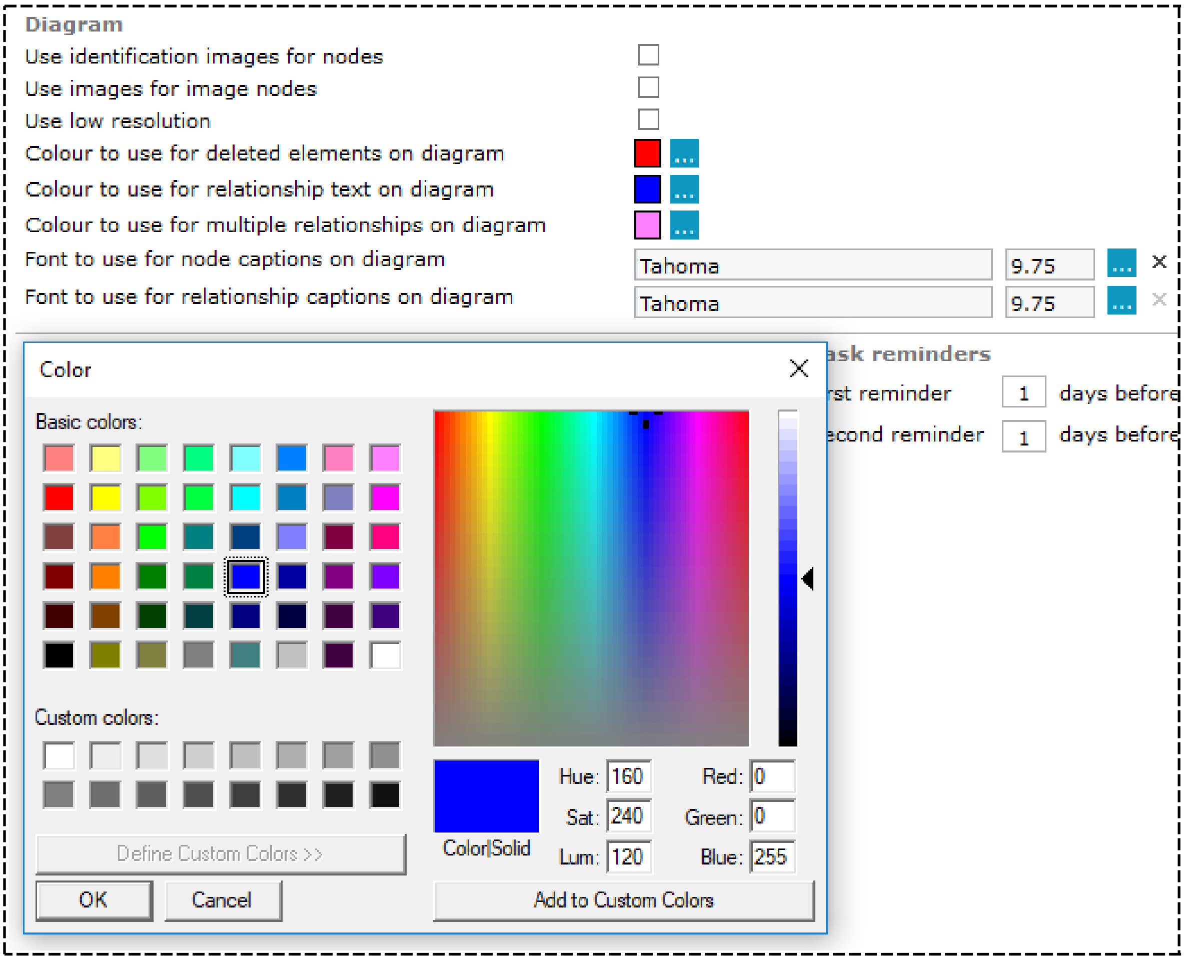
     The language you choose must be recognized by your installation of Excel.
3. Select **Save**.



Customise the Way You Use Diagrams

1. Select your User ID on the main menu > Select **Preferences**.
2. Navigate to the *Diagram* section.
3. Select the required options:
   - **Use identification images for nodes** to use identification images for nodes when using the Diagram Options screen.
   - **Use images for image nodes** if you want to use images for image nodes when using the Diagram Options screen.
   - **Use low resolution** to improve performance.
4. Select **Browse** beside **Colour to use for deleted elements on diagram** > Find and select the default colour for deleted elements.
5. Select **Browse** beside **Colour to use for relationship text on diagram** > Find and select the default colour for relationship text.
6. Select **Browse** beside **Colour to use for multiple relationships on diagram** > Find and select the default colour for multiple relationships.
7. Select **Browse** beside **Font to use for node captions on diagram** > Find and select the default font for node captions.
8. Select **Browse** beside **Font to use for relationship captions on diagram** > Find and select the default font for relationship captions.

9. Select **Save**.



Access Task Options

You can set up reminders about tasks.

If you go on holiday you can divert your tasks to someone else while you're away.

See What You Have Permission to Access

Your administrator will assign you to relevant teams and roles, and give you the required permissions and designations.

1. Select **System** > **User Preferences** or select your User ID on the main menu.
2. Select the **User Details** tab.

Add Information in ICM – Example Workflow

The way you enter data in ICM also depends on your agency's business processes.

The process described here provides an example of how you could enter information in ICM:

1. Create a case – This is usually the first step in an investigation.

   A case is an investigation file.
2. Convert to case – If you don't create a case directly you can convert a source entity (like a task, information report, or incident report) to a case.
3. Create a source entity – This is how you record all information that relates to an investigation.

   You can create a source entity manually or by importing a Word document.
4. Add an entity – Add information about an entity (like an image, person, or address) to a source entity.
5. Create and record a task for an investigation.
6. Create and record a task result for an investigation.
7. Gather information – Use the search and diagram tools to analyse information that relates to the investigation.
8. Close a case – This happens when you're finished with an investigation.

   When you close a case, its source entities are still accessible from other cases.

Noticeboards

About Noticeboards

You can run online noticeboards for your organisation.

The noticeboard is like a bulletin board.

You can use it for:

- General updates
- News about an operation
- Links to contacts, manuals, and policies
- Messages

You can:

- Post messages to boards you have been subscribed to.

  You can't change a post you have made but you can delete it.
- Load historical posts into a board.
- Search within a board.

Only users with the *Noticeboard Administrator* permission can create or edit noticeboards:

- They can restrict subscription to a noticeboard.

  This means only an administrator can add and remove users from the subscription list.

  Users can't subscribe or unsubscribe to noticeboards themselves.
- Users in a team, or users with access to a case, are automatically subscribed to Team and Case noticeboards.

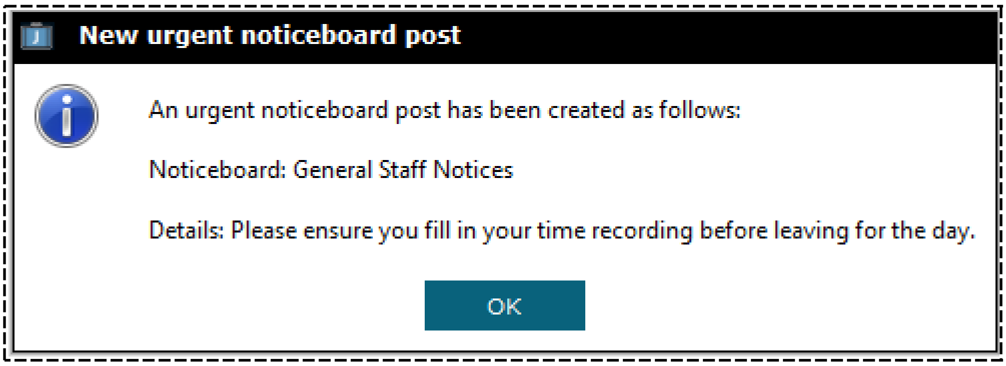
  If a user is removed from a case or team, and they have posts in that case or team noticeboard that haven't been reviewed, those posts will be marked as reviewed when the user is removed from the case or team.

Post a Comment from a Case

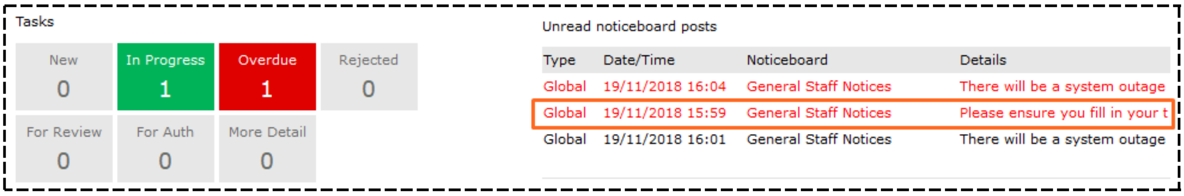
1. Open a case.
2. Select the Overflow >> tab > Select **Noticeboard**.
3. Enter your post in the *New Message* area.
4. To make your post more noticeable, select the **Urgent** checkbox.

5. Select **Post**.

   If you marked your post as urgent, it will pop up in a window for other users to read.



It will also be listed in red text for other users on the home page.

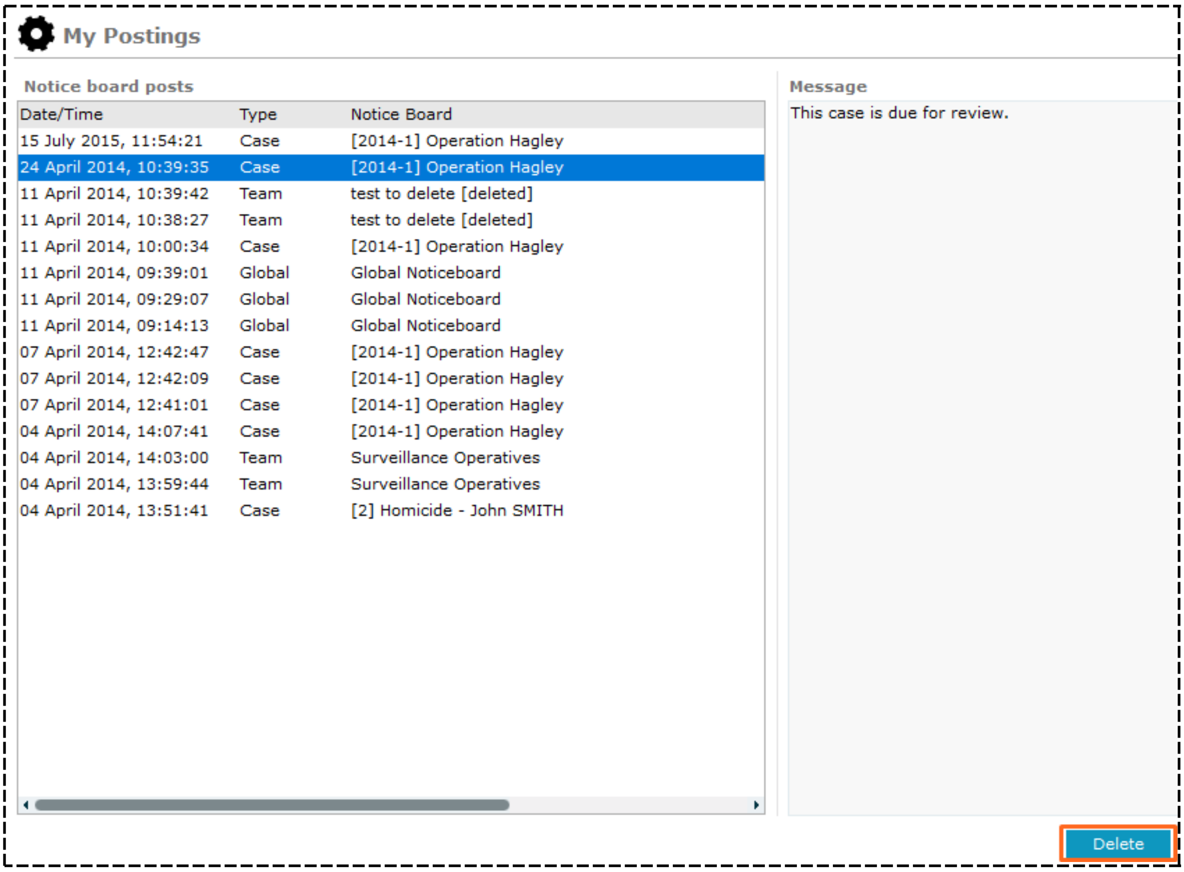


Remove a Post

You can remove a post you have made.

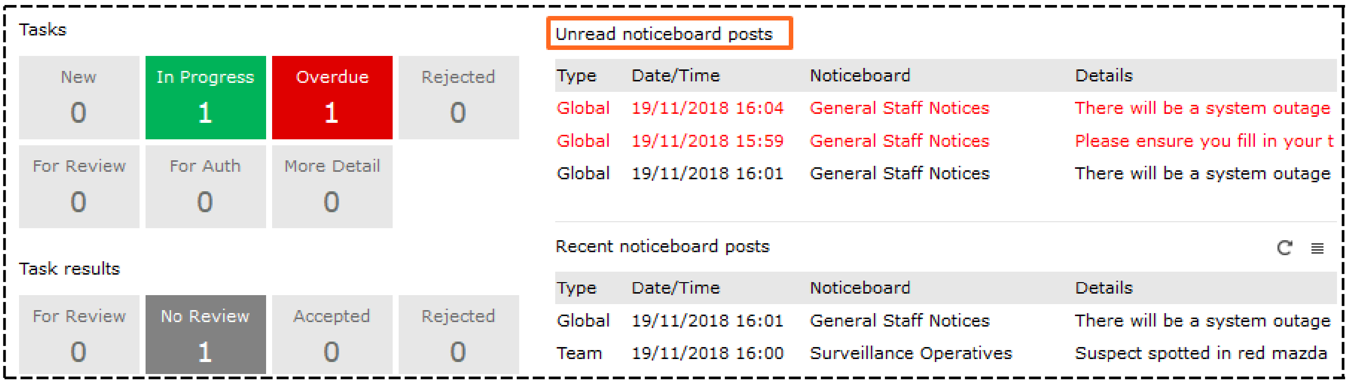
You might want to do this if the post is incorrect or no longer relevant:

1. Select **Noticeboard** > **My Postings**.
2. Select the post you want to delete.
3. Select **Delete**.



See Unread Noticeboard Posts

It's easy to see which posts on the noticeboard haven't been read.



Search for a Post in a Noticeboard

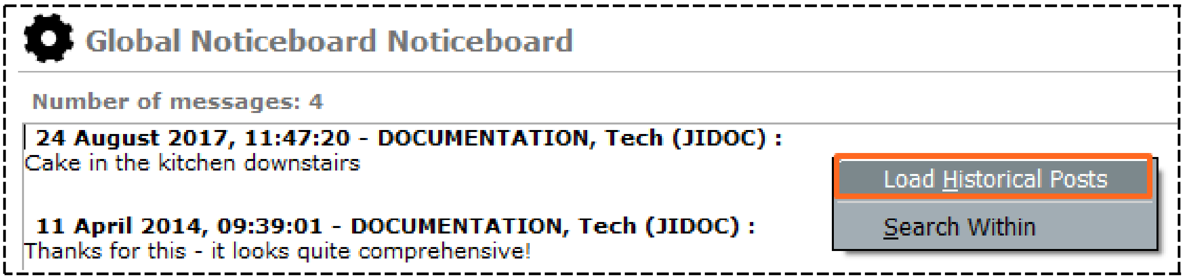
1. Select **Noticeboard** > **View** > Select the noticeboard you want to search in.
2. Use either of these methods to access the search:
   - Right-click in the list of messages > Select **Search Within**.
   - Select the Options ≡ icon > Select **Search Within**.
3. Enter your search words in the field provided > Select **Search**.
4. Select a post to display more details about it.

See Historical Posts

Sometimes it is useful to see noticeboard posts from the past.

You can use ICM to quickly find posts made on a particular day:

1. Open the required noticeboard.
2. Use either of these options to see historical posts:
   - Right-click in the *Number of messages* area > Select **Load Historical Posts**.
   - Select the Options ≡ icon > Select **Load Historical Posts**.
3. Select the required date > Select **OK**.



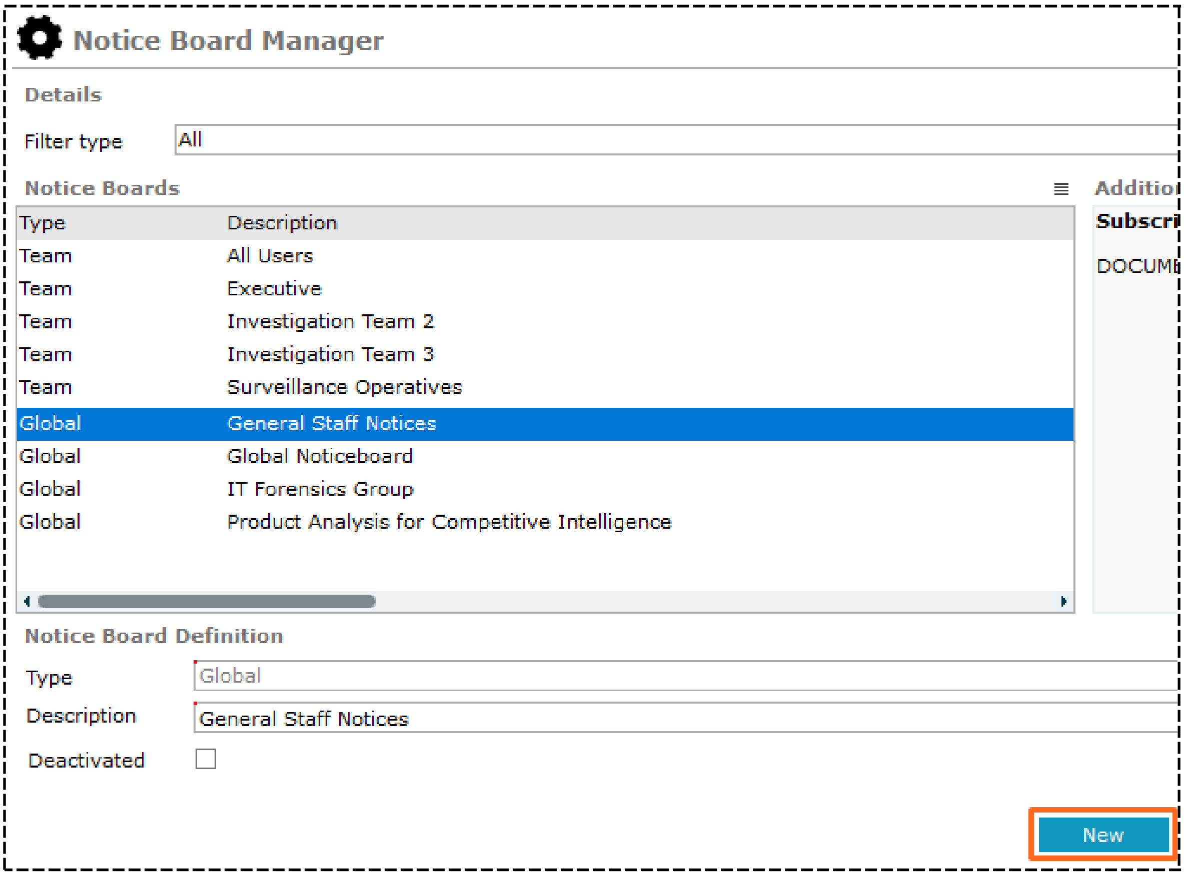
Access to Noticeboards

Create a New Noticeboard

When someone creates a case or team, a corresponding noticeboard is created automatically.

Depending on your permission, you can also create your own noticeboard:

1. Select **Noticeboard** > **Manage**.
2. Select the **New** button.
3. Enter a description for the noticeboard in the field provided.
4. Select **Save**.

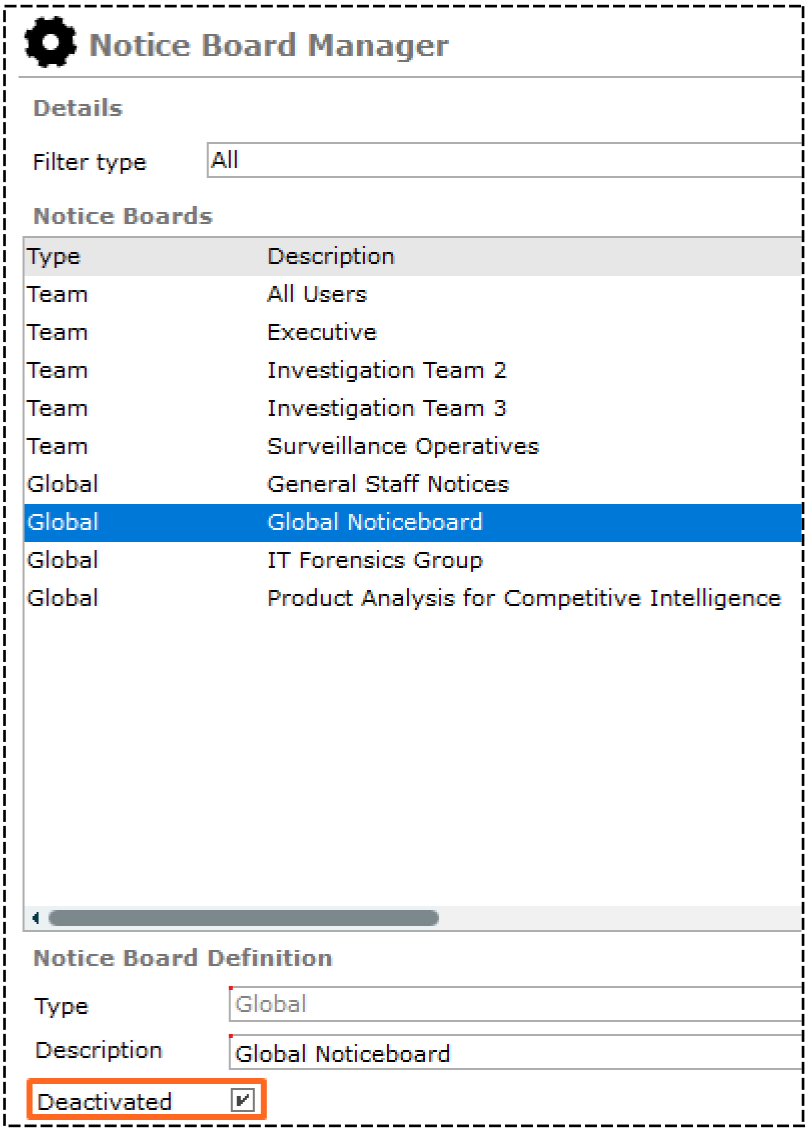


Deactivate a Noticeboard

You can deactivate a noticeboard to prevent people posting to it. Any user can deactivate any noticeboard.

People can still subscribe to a deactivated noticeboard, but they won't see the board on the **Noticeboard** menu.

1. Select **Noticeboard** > **Manage**.
2. Select the noticeboard you want to deactivate.
3. Select the **Deactivated** checkbox.
4. Select **Save**.

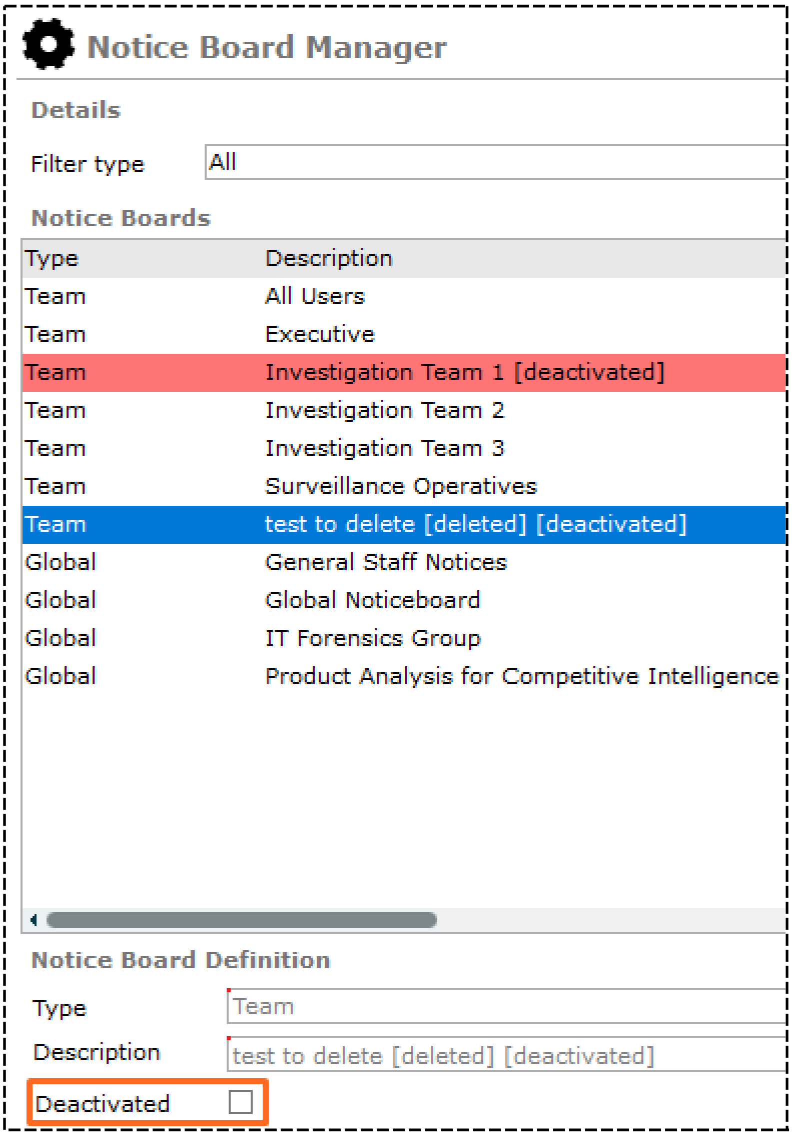


Reactivate a Noticeboard

Any user can reactivate any noticeboard that has been deactivated.

Doing this returns the noticeboard to the **Noticeboard** menu for subscribed users.

1. Select **Noticeboard** > **Manage**.
2. To see which boards are deactivated, right-click in the *Noticeboards* area > Select **Show Deactivated**.
3. Select the noticeboard you want to reactivate.
4. Deselect the **Deactivated** checkbox.
5. Select **Save**.



Source Entities

Source entities include information reports, incident reports, case notes, tasks, and task results.

You can use source entities to record information about an investigation. This is how data is added to ICM.

Once you have added data to source entities, you can:

- Update the data.

  For example, to change an information report associated with a case, you'll need to open the information report and make the required changes.
- Convert an information or incident report to a case.
- Link a source entity to a case.

Your agency can customise the data required for each type of source entity. This includes whether a template is used to enter information about a source entity.

*Your agency can also specify the types of source entities that inherit the properties of basic source entities. See **Maintaining Entity Types** in the Admin Guide.*

*Depending on your permission settings, you can edit source entities. See **Data Entry** in the Admin Guide.*

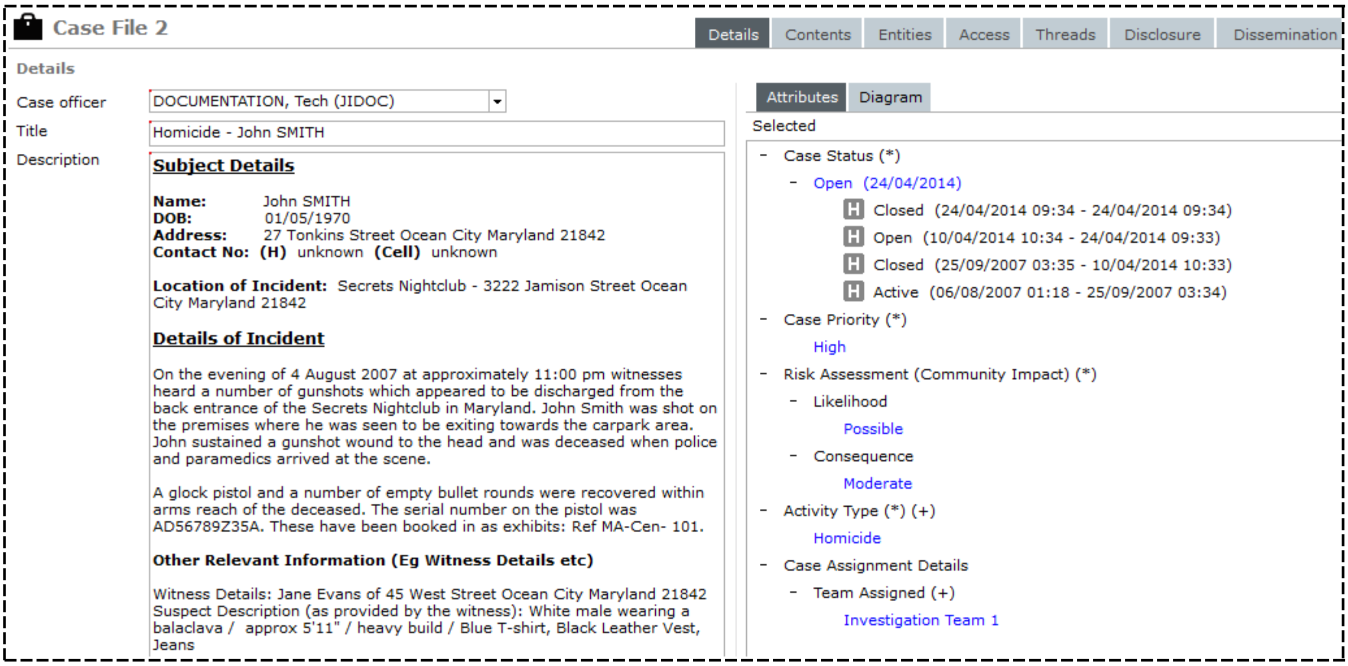
Types of Source Entities

Cases

A case contains all the information that relates to an investigation.

Source entities like case notes, incident reports, and tasks are linked to cases.

Tangible entities like images and reports are attached to source entities.

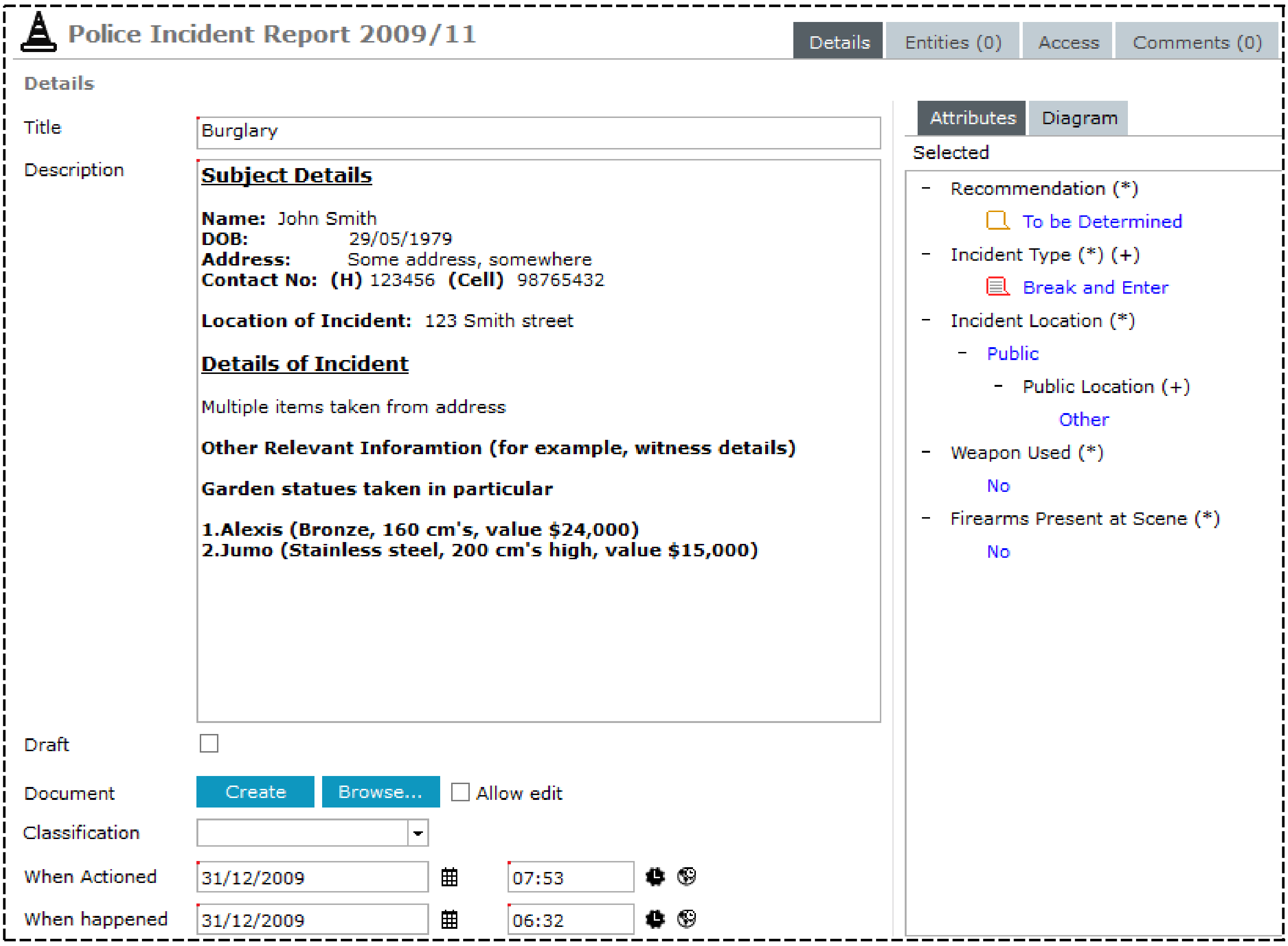


Incident Reports

Your agency might require incidents to be registered. You can use the *Incident Reports* feature in ICM for this.

A recorded incident might escalate into a full investigation.

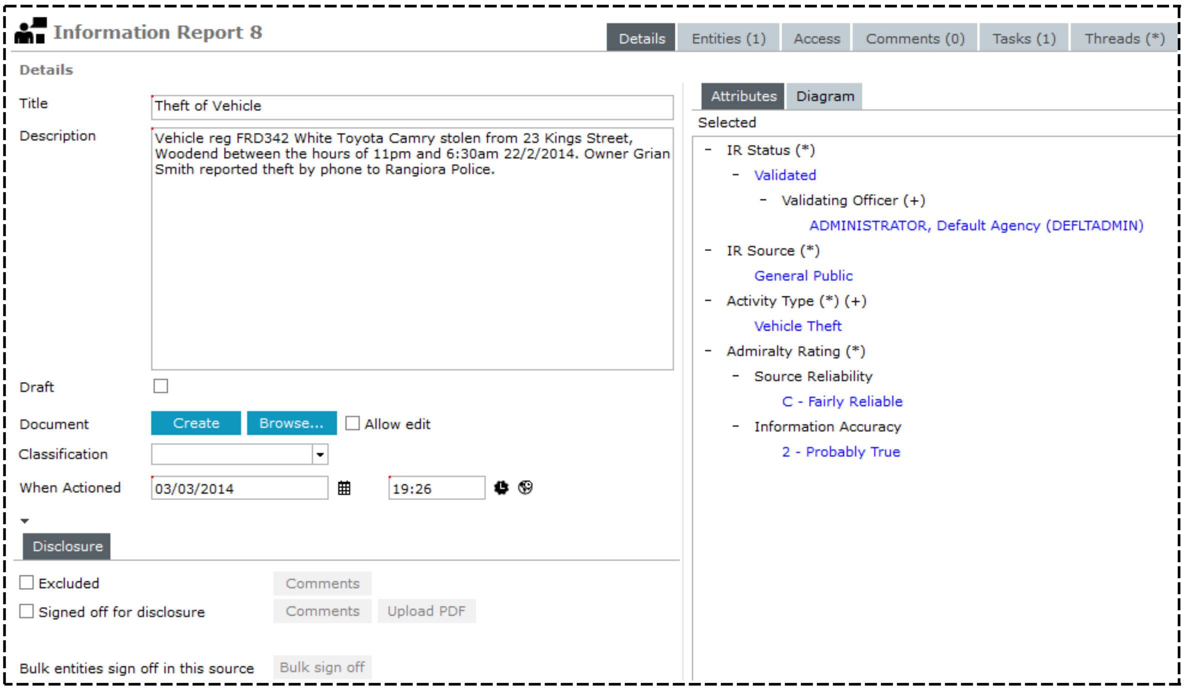
An incident report that relates to more than one investigation can be linked to another investigation.



Information Reports

An information report contains data from one source. It could include circumstances that might:

- Not be directly related to an investigation
- Still occur
- Have occurred
- Warrant recording for future reference
- Have potential to be investigated on face value or in conjunction with other information

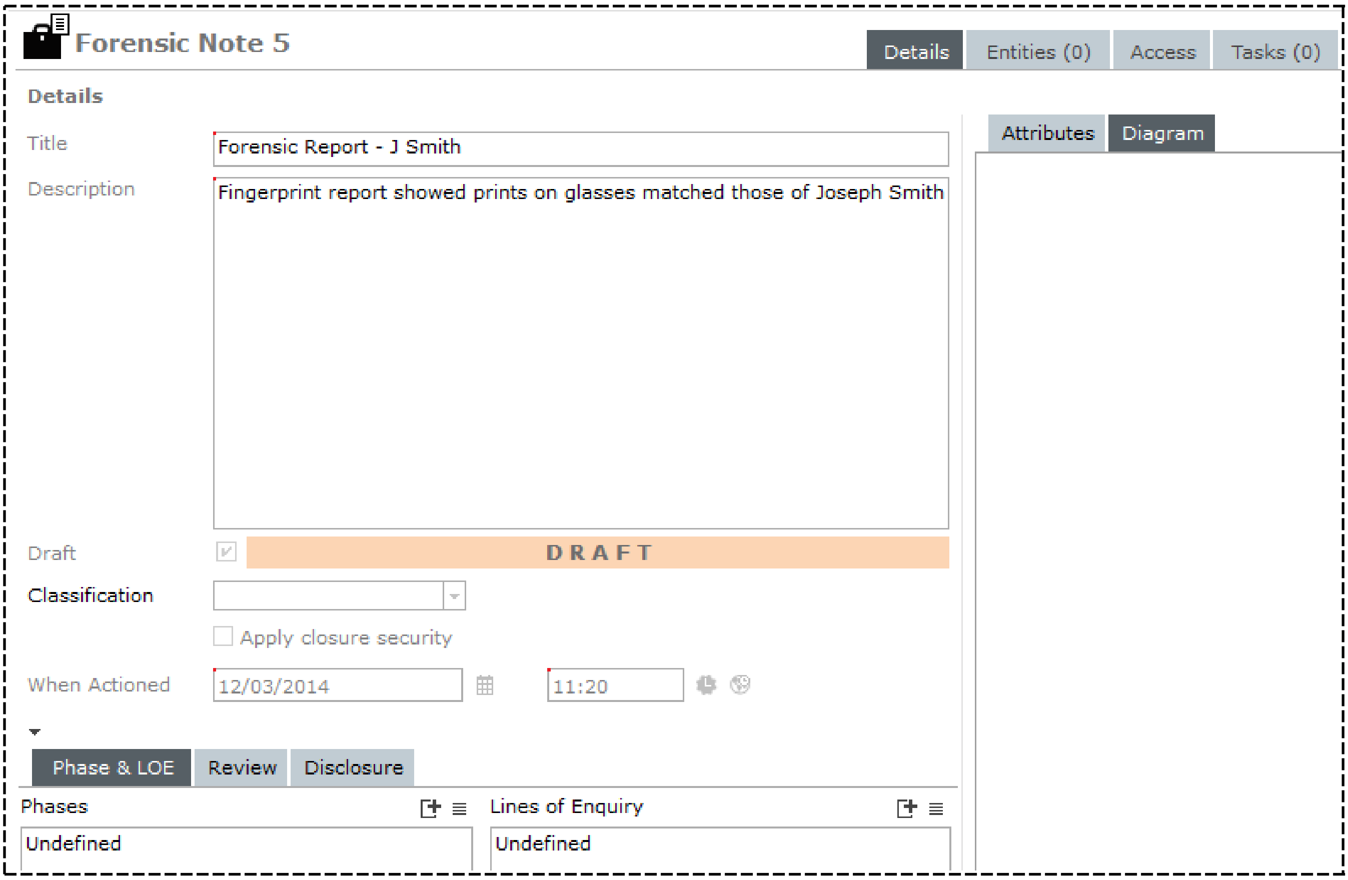


Case Notes

You can use a case note to record activities and information that relates to an investigation.

Case notes are used to add all information, documents, images, video, and other media to a case.

For more details, see Case Notes.



Tasks and Task Results

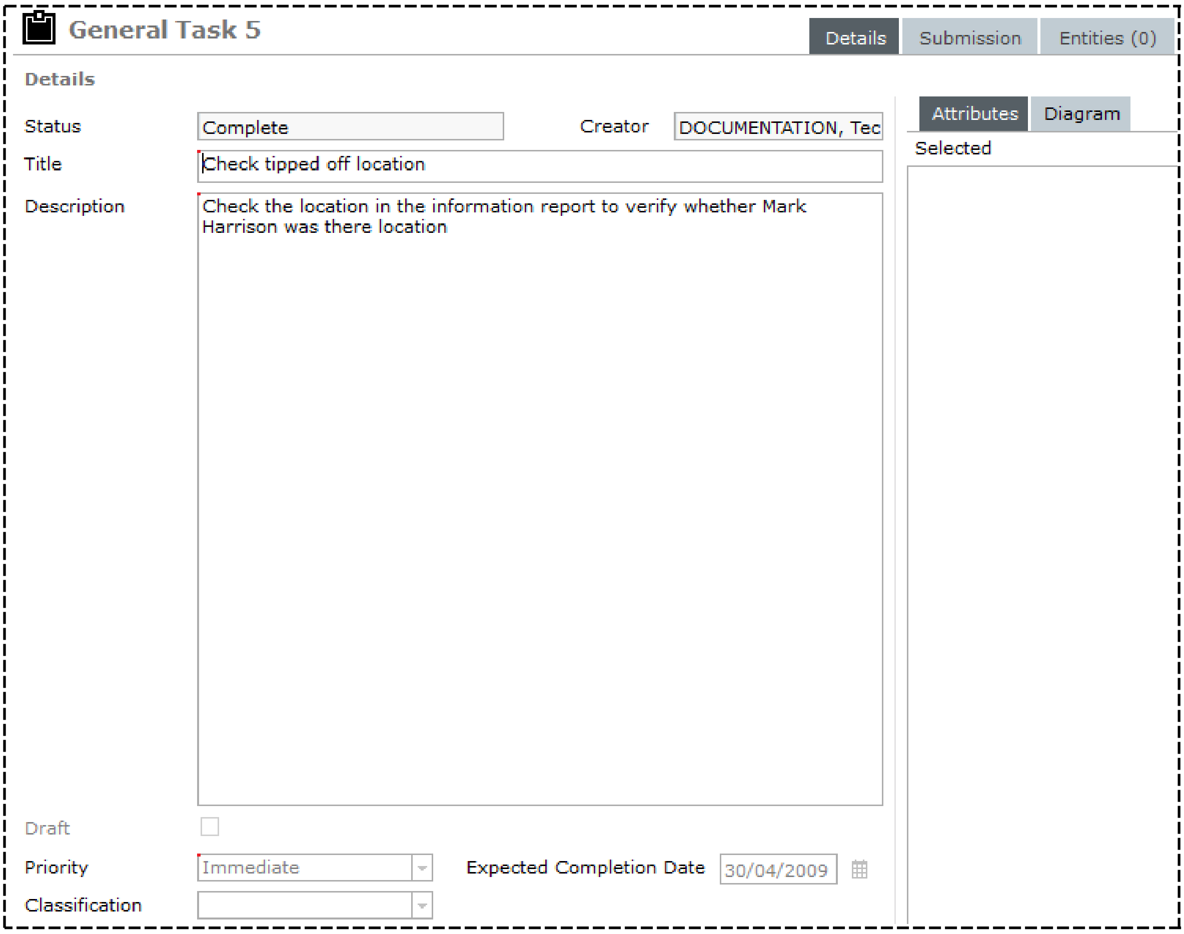
You can use tasks and task results to find and monitor tasks associated with a case.

A task can't exist independently. It must be created and associated with a source entity like a case, case note, or incident report.

Tasks and task results are recorded in the case log.

To access the case log:

1. Open the case.
2. Select the **Contents** tab.
3. Select the **Log** subtab.

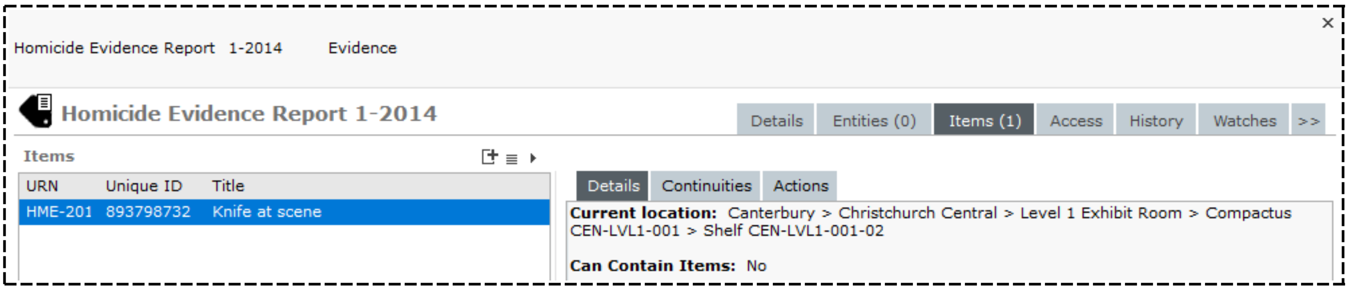


Property Reports and Property Items

Property reports are usually associated with a case but can exist independently. The don't need to be attached to a case.

For example, lost property might be recorded in a lost property report. These property items don't need to be associated with a case or related to other property items in the report.

Property items are always associated with property reports. They can't exist independently. Similarly, case notes can't exist without a case.



Disclosure Items and Indexes

A disclosure item is a source entity that can be disclosed to the defence in a legislative prosecution process. It's a container for disclosed documents.

There is one disclosure index for each defendant. Each disclosure index has several disclosure items associated with it.

Brief of Evidence

A brief of evidence is a set of files containing:

- A narrative of the facts of an investigation
- Allegations
- References to legislation regarding allegations

Examples of evidence include the:

- Defendant
- Witness
- Victim
- Offence
- Element of proof
- Statement
- Exhibit
- Other disclosable
- Administrative document

Your agency can use the brief of evidence feature in ICM to prepare documents for court.

Source Entity Review Process

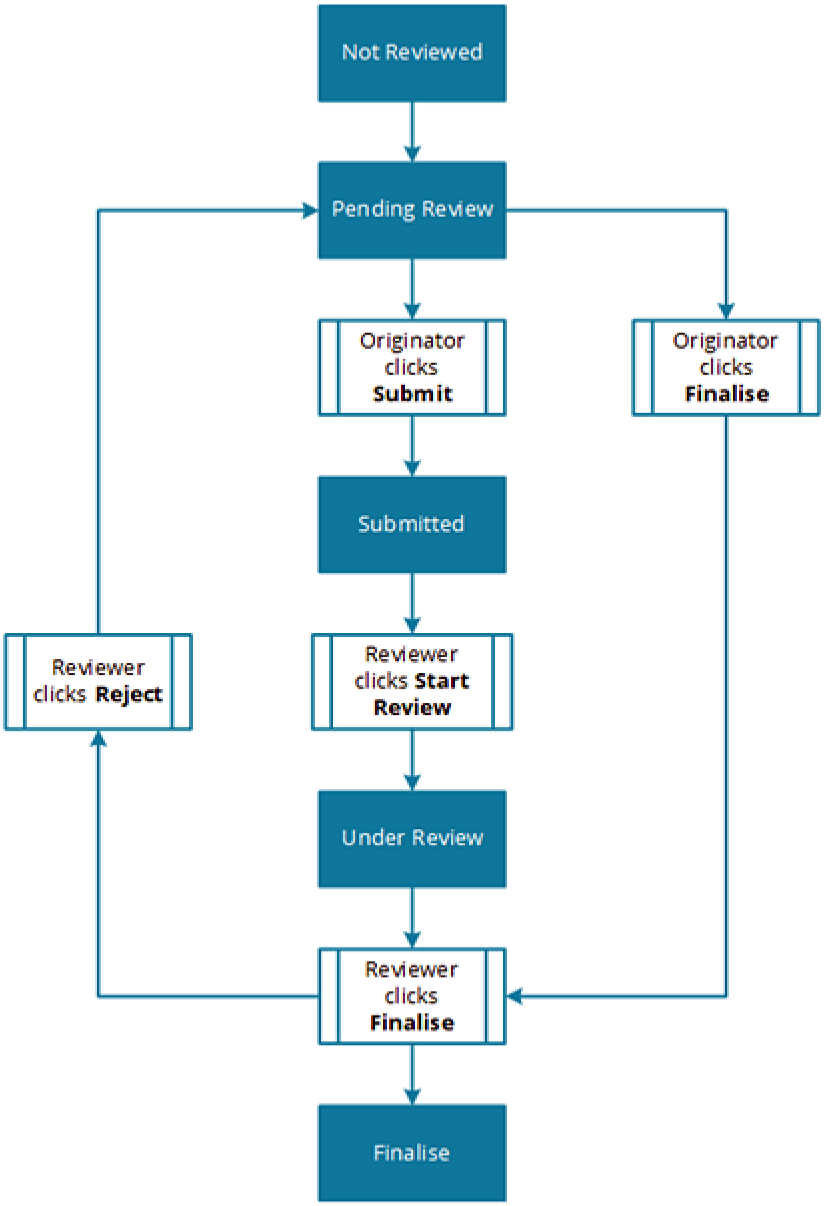
It's possible to make case notes, tasks, and task results subject to review before they are confirmed as valid components of a case. If this has been set up, the review always takes place before authorisation.

Source entity review is optional. When you create a source entity, you can decide whether it needs to be reviewed by another user. Your business process will usually determine whether you send a source entity for review.

The review process has these steps:

1. The user who creates a source entity is the **originator** – The originator assigns the source entity for review by another user (the **reviewer**).
2. The originator submits the source entity for review – This causes the source entity to appear on the reviewer’s review list.
3. The reviewer selects and opens the source entity from their review list – They decide whether to accept or reject the source entity.
4. The originator takes any required action about the source entity, like adding a task.

The flowchart shows how review states change for a source entity.


Not Reviewed
Pending Review
Originator clicks **Submit**
Originator clicks **Finalise**
Submitted
Reviewer clicks **Reject**
Reviewer clicks **Start Review**
Under Review
Reviewer clicks **Finalise**
Finalise

Access to Source Entities

Security profiles control access to cases, incident reports, and information reports.

An *Access* tab is available on all source entity screens. It shows who can see and change a source entity.

The **Selected** field under the *Access* tab shows the designations, teams, and users who have access to the selected source entity. Users with permission to remove security access can use the Selection arrows to manage access.

The case officer for a case can edit the case and the case notes.

Some users and teams automatically have access to some source entity types. See Access by Default.

Give Someone Access to a Source Entity

You can give another user access to a source entity if you have the *Can add Security Access* permission.

1. Open the case.
2. Select the **Access** tab.
3. Select the type of user:
   - Designations
   - Teams
   - Users
   - Case Teams
4. Select the designation, team, or user.
5. Use the Select icon to move the required users to the *Selected* area.

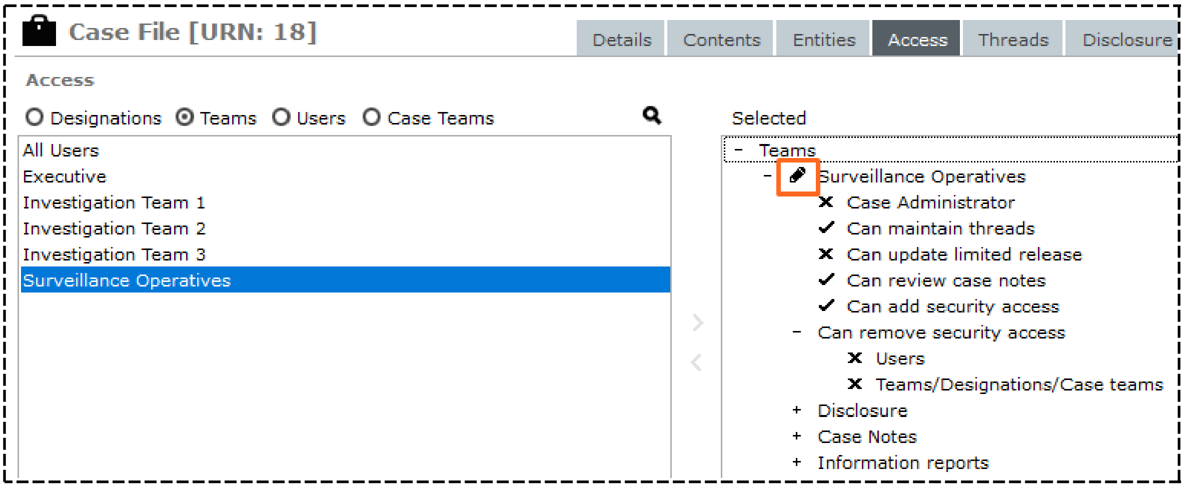
   By default, the selected designation, team, or user has read-only access.

   This is indicated by the View icon.
6. To give a user full access, select the View icon.

   It will change to an edit icon.

   You can only use the security access list of a case note if you have been given access to the case note by the case officer of that case.

   For more details, see Case Note Alert Options.



Revoke Access to a Source Entity

To revoke access to a source entity, you need one or both of these permission settings:

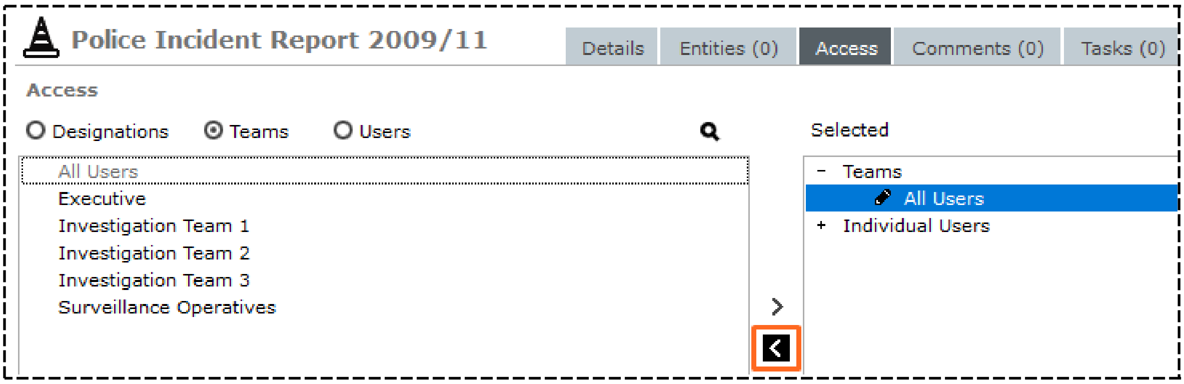
- **Can remove security access users** to remove access for users.
- **Can remove security access Teams/Designations/case Teams** to remove access for teams, designations, and case teams.

To revoke access for a user, team, designation, or case team:

1. Open the required source entity.
2. Select the required user, team, designation, or case team in the **Selected** field > Select the Deselect icon.

   Select the expand + or Contract - icons to expand or contract a branch on the tree of users.

   Details about managing security are available in the Admin Guide.



Case Teams

A case team is specific to a case. You can use it to give a group of users access to a case.

This is useful if you have a group of users performing a particular role within a case.

For example, you might want to give photographers access to:

- See general case notes.
- Create or edit scene examination case notes.

Your administrator can set up default case teams and the rights associated with these.

The case officer can create case-specific teams.

Add an Ad Hoc Case Team to a Case

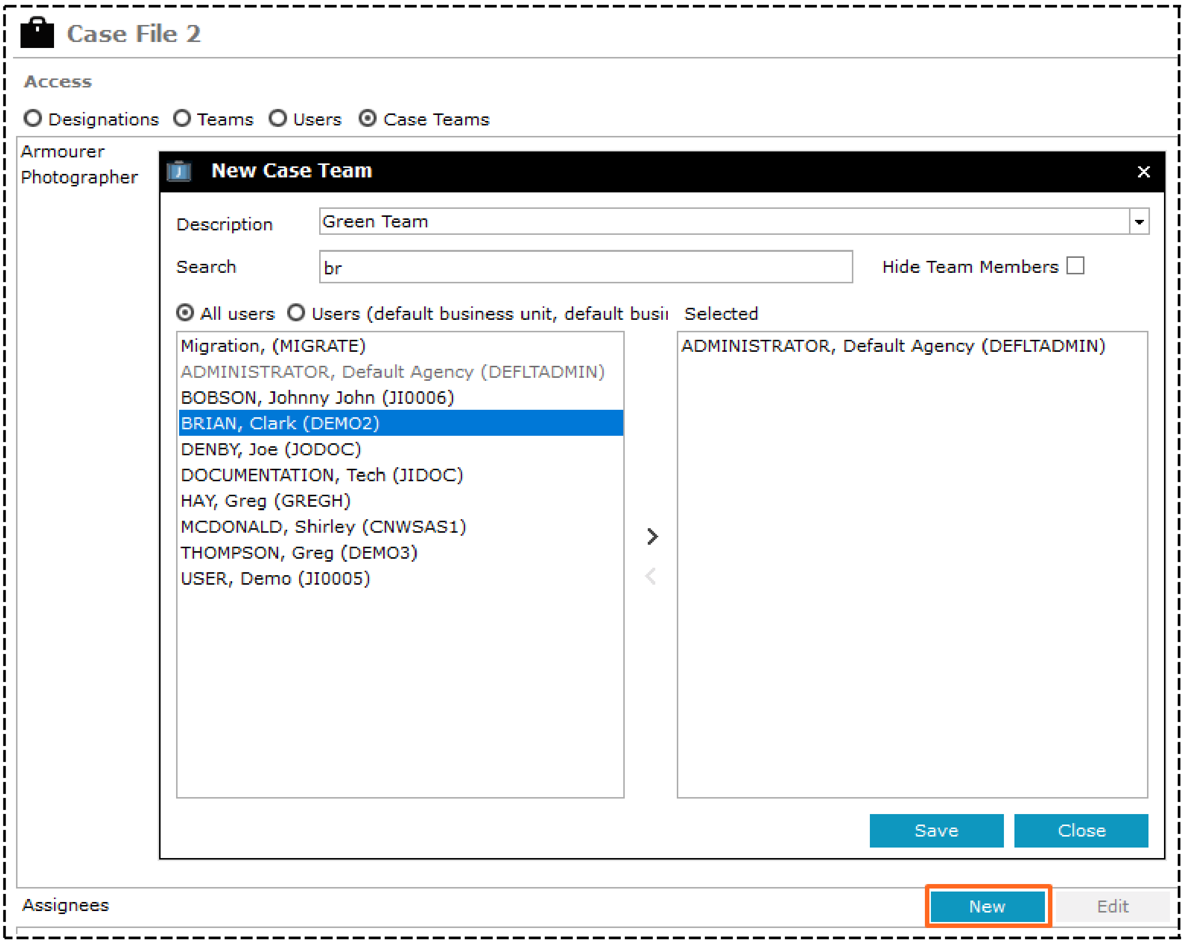
1. Open the required case.
2. Select the **Access** tab.
3. Select the **Case Teams** option.
4. Select **New**.
5. Enter a name for the new team in the **Description** field.
6. Find the people for this team:
   - Select the **Users (default business unit)** option to limit the list of users displayed.
   - If there are several users, enter the first few letters of their name in the **Search** field.
   - Select the **Hide Team Members** checkbox to hide users who are assigned to this case team.

     You might want to do this if you're assigning covert users to this team.

     For example, you might want to hide the identity of the person auditing the case.
7. Use the Select icon to add the selected user to the team.
8. Select **Save**.

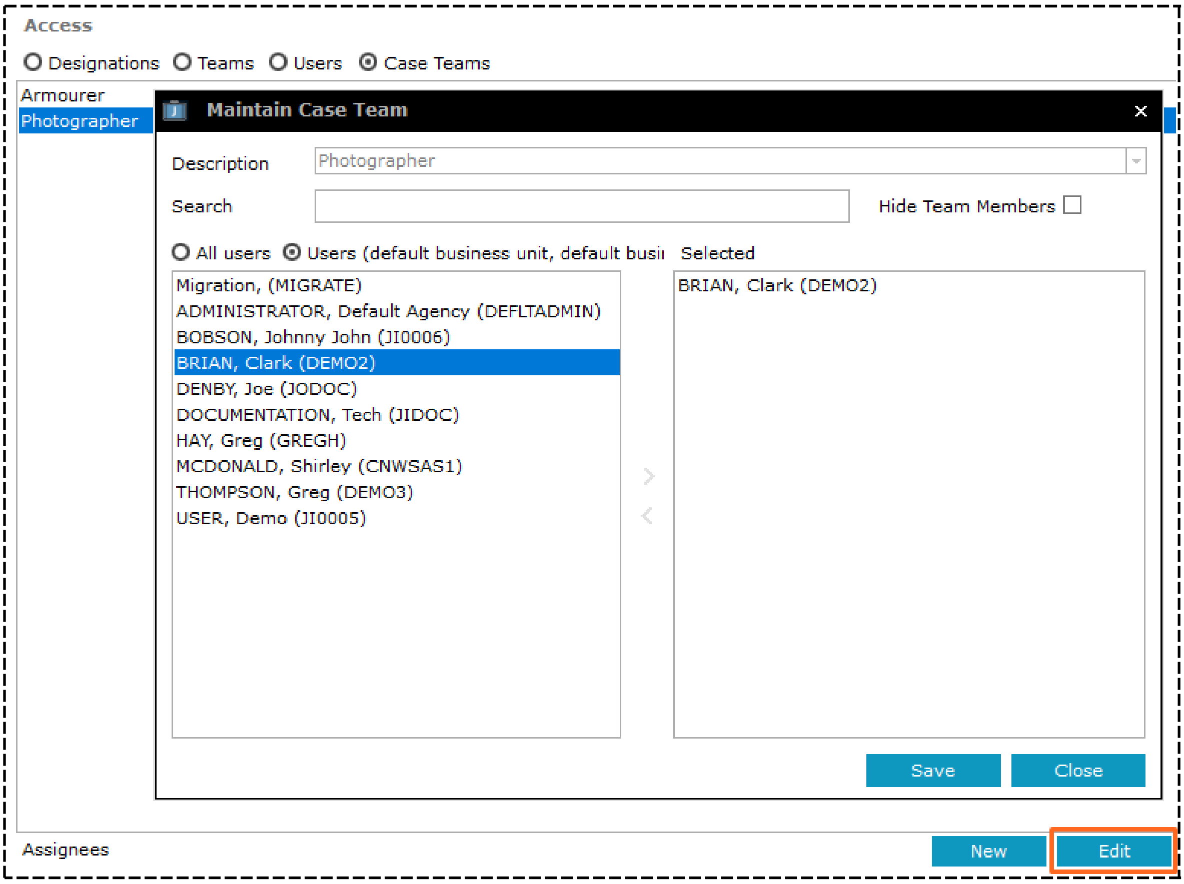
   The new team is added to the *Selected* field on the case.

   They have *View* access by default.



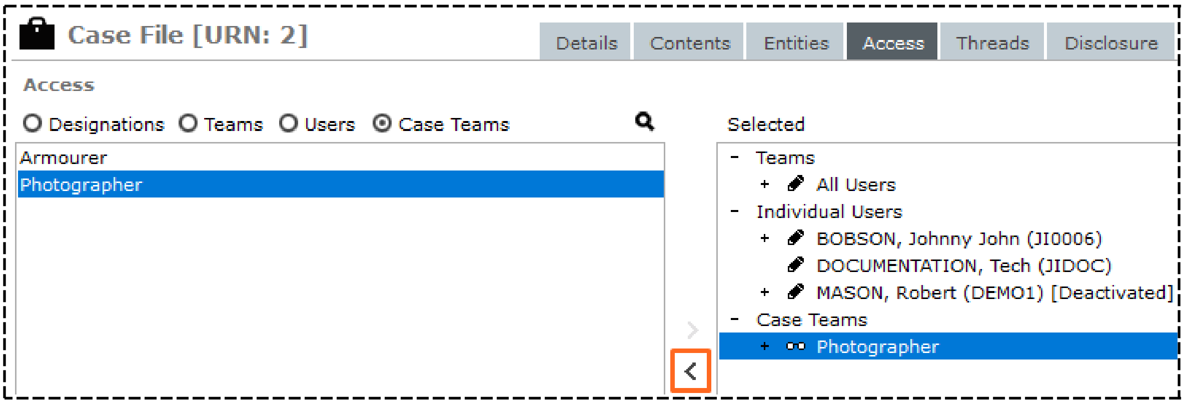
Edit a Case Team

1. Open the required case.
2. Select the **Access** tab.
3. Select the case team you want to edit in the *Access* area.
4. Select **Edit**.
5. Use the Selection arrows to add or remove users.
6. Select **Save**.



Remove a Case Team from a Case

1. Open the required case.
2. Select the **Access** tab.
3. Select the case team you want to remove in the *Selected* area > Select the Select icon.
4. Select **Save** > Select **Yes** to confirm you want to remove the case.



Access to Source Entities

Some users and teams automatically have access to particular types of source entities.

Depending on your permission levels, you can give users and teams access to different types of source entities.

*For more information, see **Maintaining Entity Types** in the Admin Guide.*

If you have permission to add security access in a case, you can set access to source entities in that case.

Managing Source Entities

The process of creating a source entity is similar for all source entities.

It's also possible to create a source entity from a Word document.

Before you create a source entity, run a search to make sure it doesn't already exist in your ICM database. You'll also need to create an information report, incident report, or case file before you can record information about an investigation.

Once you have created a source entity, you can edit, delete, or reinstate the entity.

You can also add tangible entities to the source entity.

Create an Incident or Information Report from a Word or PDF Document

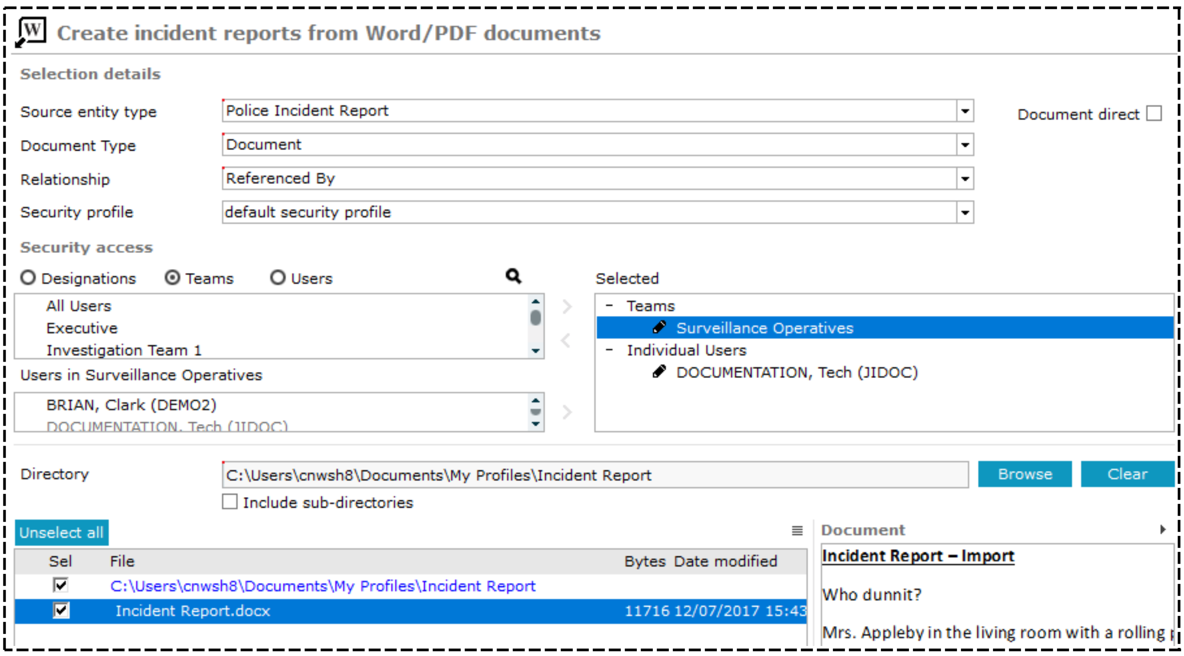
This is quicker than creating these reports manually:

1. Select **Incident Reports** or **Information Reports** > Select **Create from Word/PDF documents**.
2. Select the type of source entity you want to create from the **Source entity type** drop-down.
3. Select the **Document direct** checkbox if you just want to attach the document to the source entity.

   *See **Specifying Options for Source Entities Other than a Case** in the Admin Guide.*
4. If you did not select the *Document direct* checkbox:
   - In the **Document type** drop-down, select the type of source document.
   - In the **Relationship** drop-down, select the type of relationship you're creating between the source entity and the document.
5. Use the *Security access* area to specify the users and teams who can access the document.
6. Select the **Browse** button beside the *Directory* field > Specify a location for the report > Select **OK**.
7. To show any documents in the subdirectories of the selected directory, select the **Include subdirectories** checkbox.

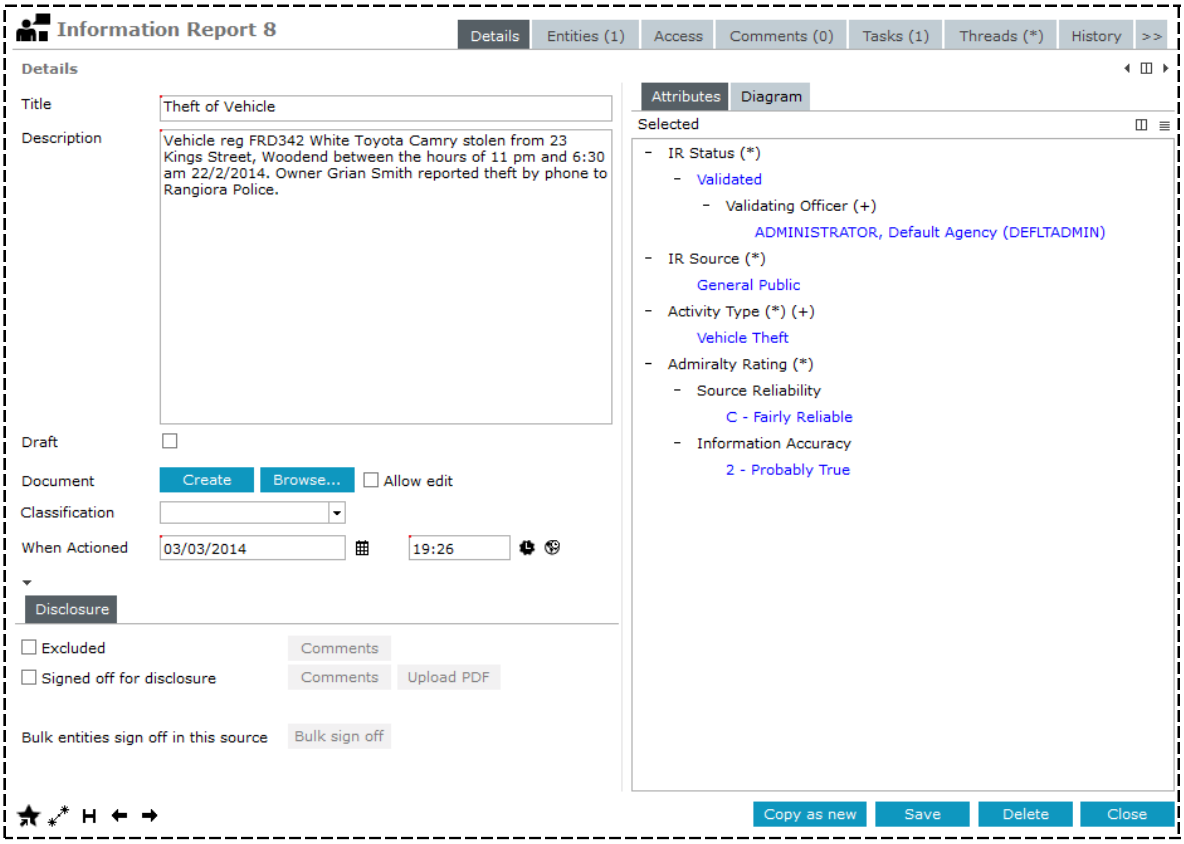
   The Word (.doc) or PDF (.pdf) documents in the directory display in the table at the bottom of the screen.

   Documents that can be uploaded have black text. Directories have blue text. Documents that have already been uploaded have red text.
8. To preview a document, select the listing > Select it in the *Document* field.
9. Select the checkboxes beside the documents you want to upload.
10. Select **Create** > Select **Yes** to confirm you do want to create the selected documents.



Edit a Source Entity

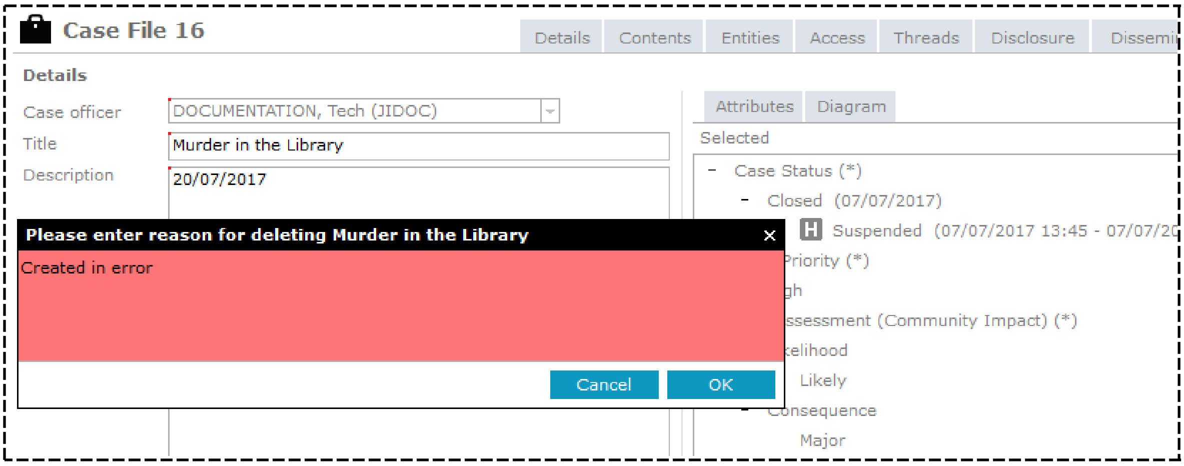
1. Open the source entity you want to edit.
2. Made the required changes.
3. Select **Save**.



Delete a Source Entity

1. Open the source entity you want to delete.
2. Select **Delete** > Select **OK** to confirm you want to delete the source entity.
3. Enter a reason for deleting the source entity in the popup window.

   To see a deleted source entity, do an audit or reinstate the entity.



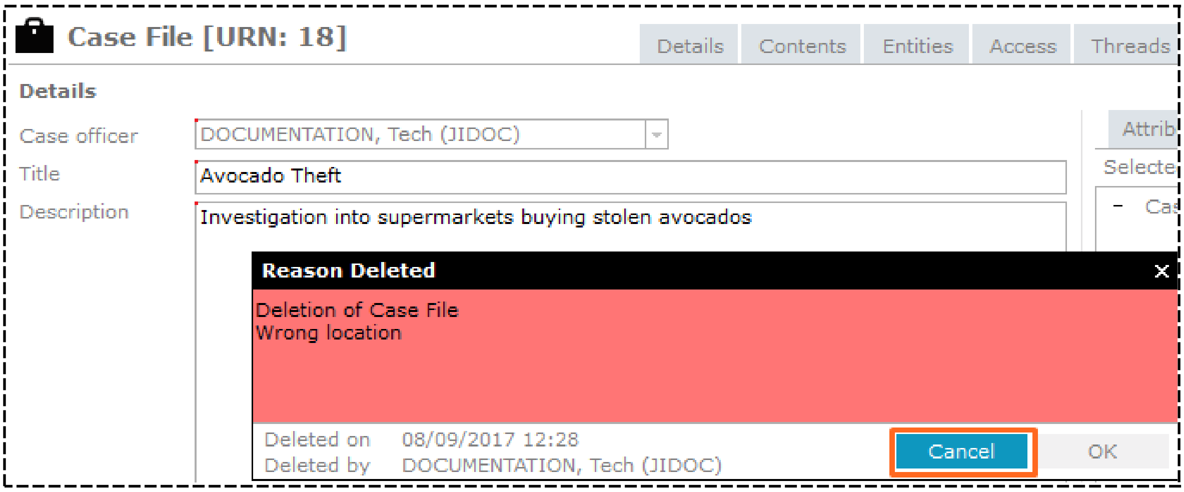
Reinstate a Deleted Source Entity

You might want to reinstate a source entity if you deleted it accidentally:

1. Open the source entity you want to reinstate.

   It might be available in the Recent section of the Navigator.

2. Select **Cancel** to acknowledge and close the *Reason Deleted* window.
3. Select **Undelete**.
4. Select **Yes** to confirm you do want to reinstate the entity.



Change an Entity's Classification

Your agency might have a data access restriction policy.

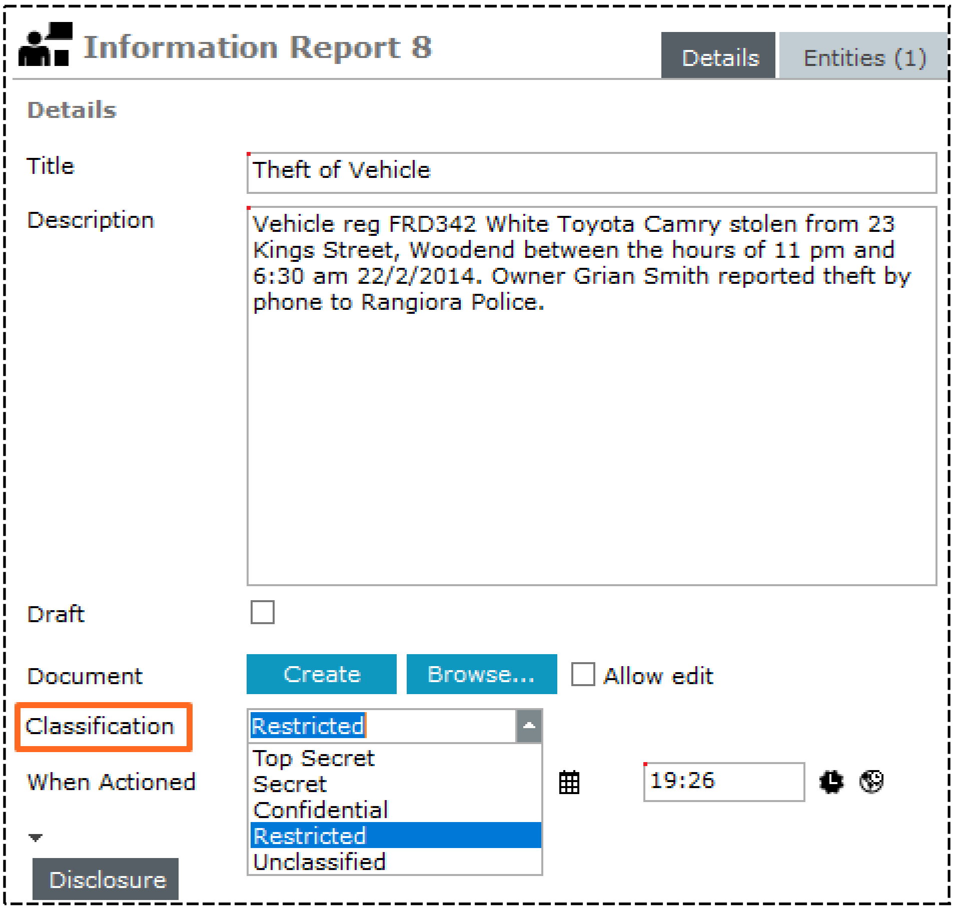
You might use security permissions in applications to prevent access to data. You might also label printed documents like reports as confidential.

To support these requirements, ICM lets you classify entities. This happens automatically when you create a new entity.

The new entity inherits the default classification for that type of entity.

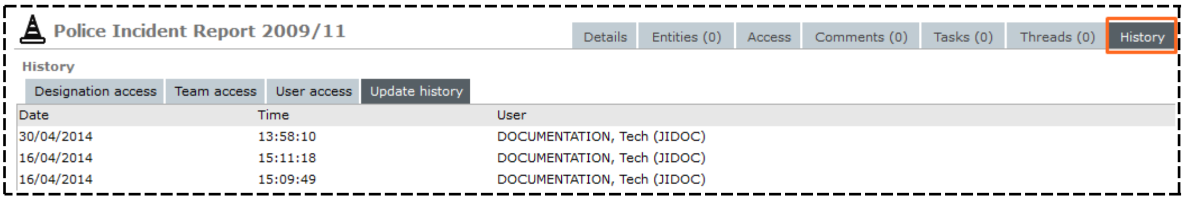
To change an entity's classification:

1. Open the entity.
2. Make sure the **Details** tab is selected.
3. Select the required option from the **Classification** drop-down.



See Who Has Accessed and Updated a Source Entity

1. Open the required source entity.
2. Select the **History** tab:
3. Select the required subtab:
   - **Designation access** to see which designations have had access to the case.
   - **Team access** to see a record of access by teams.
   - **User access** to see a record of access by users.
   - **Update history** to see updates to the source entity by individual users.



Access Threads for a Source Entity

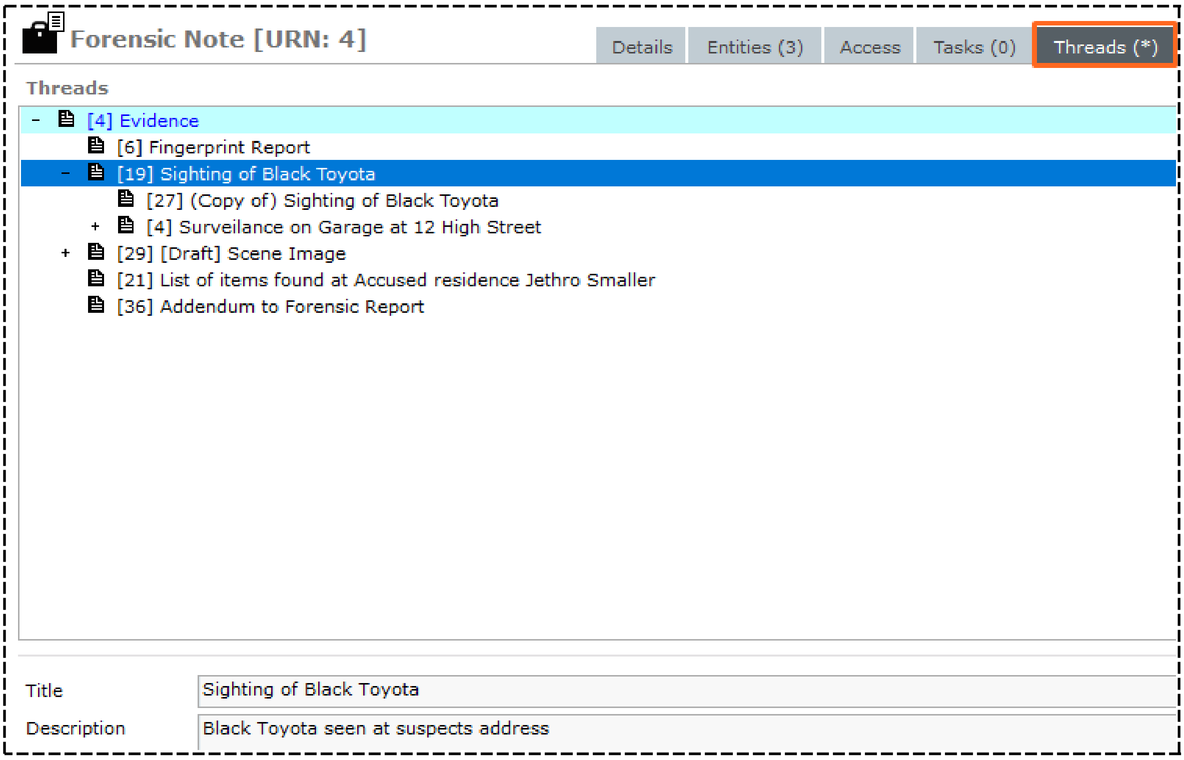
Lots of information is collected during a case investigation.

The connections between pieces of information are called threads. Threads show the different lines of enquiry taken during an investigation. They provide structure for recording information about an investigation.

Thread entries are only available for case notes, incident reports, information reports, tasks, and task results.

To see the threads for one of these types of source entities:

1. Open the source entity.
2. Select the **Threads** tab – You'll see a list of threads (related entities).
3. Double-click a thread to open the entity.



Information and Incident Reports

Your agency can set up information and incident reports.

The details you enter for these reports depend on how you configure the reports. If you don't configure incident or information reports, these menu items won't display on the main menu.

You can escalate an information or incident report to a case.

You can also create an incident or information report from a Microsoft Word or PDF document.

*For details about configuring incident and information reports, see **Managing Entity Types** in the Admin Guide.*

Create an Information or Incident Report

1. Select **Incident Reports** or **Information Reports** > Select **Create** > Select a report input template.

   Your agency sets up templates to suit your organisation.

   *If you don't want to see the Template Usage screen, you can hide it by selecting the **Hide source entity template** checkbox under Preferences.*

2. Enter a title for the report in the **Title** field.
3. Enter a detailed description of the incident or piece of information in the **Description** field.
4. Select the **Draft** checkbox if the report isn't finalised.
5. To create a new Microsoft Word document, click **Create**.
6. To find and select a document to add to the report, click **Browse**.
7. To give others permission to edit the document you have added to the report, select the **Allow edit** checkbox.
8. Select a classification from the **Classification** drop-down.
9. In the **When actioned** field, enter the date and time the information was received by your agency.
10. In the **When happened** field, enter the date and time of the incident or when the information became available.

    You don't need to enter any disclosure decisions yet.

11. Navigate to the **Attributes** subtab – It displays the attributes your agency has specified for the report you're creating.
12. Specify values for all required attributes.

    These are marked with an asterisk *:

    a. Select the attribute.

    b. Select the required option in the **Value** drop-down.

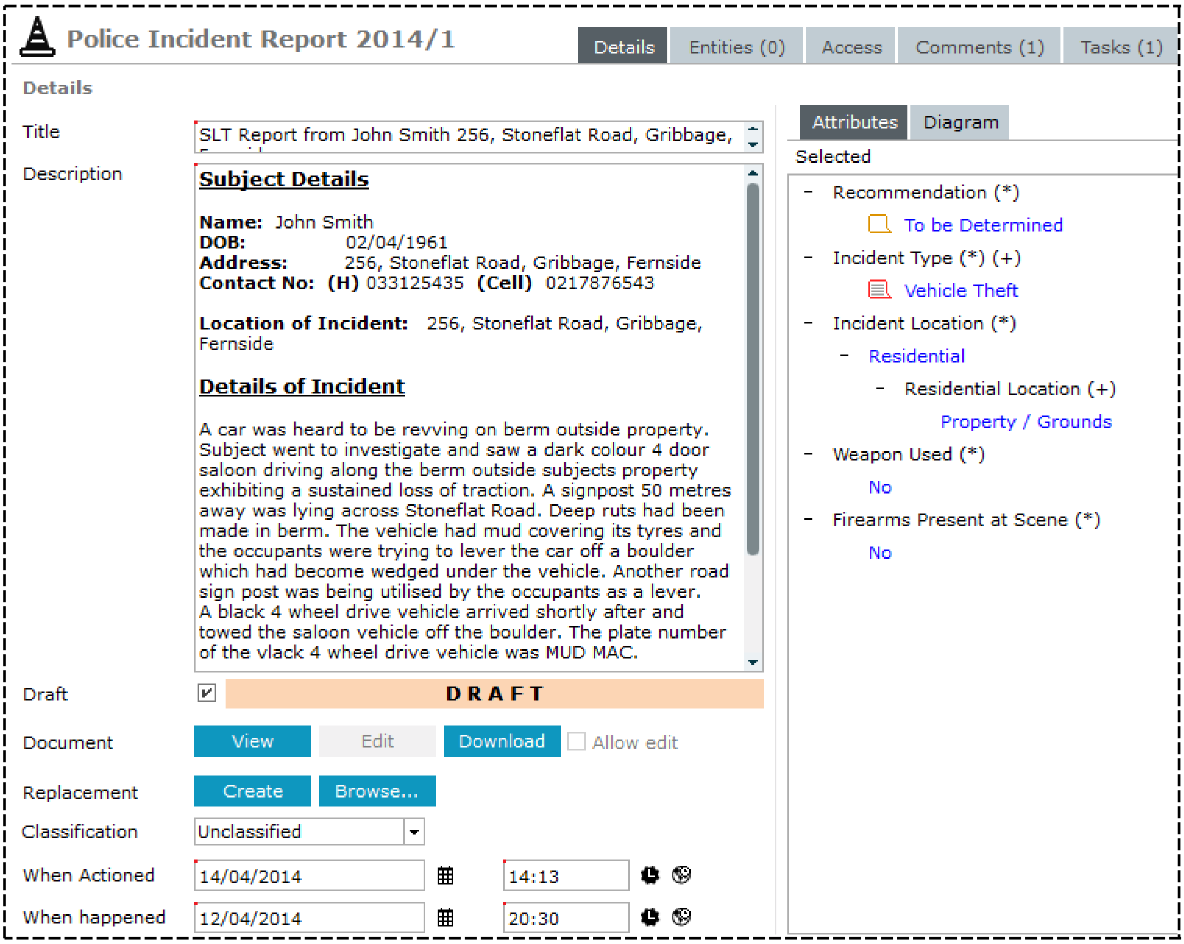
       See Managing Entity Attributes.

13. Select the **Comments** tab > Add any comments or additional information.

    See Managing Comments.

14. To change the default security settings for the report, select the **Access** tab.
15. Select **Save**.

You can also create an incident or information report from a document.



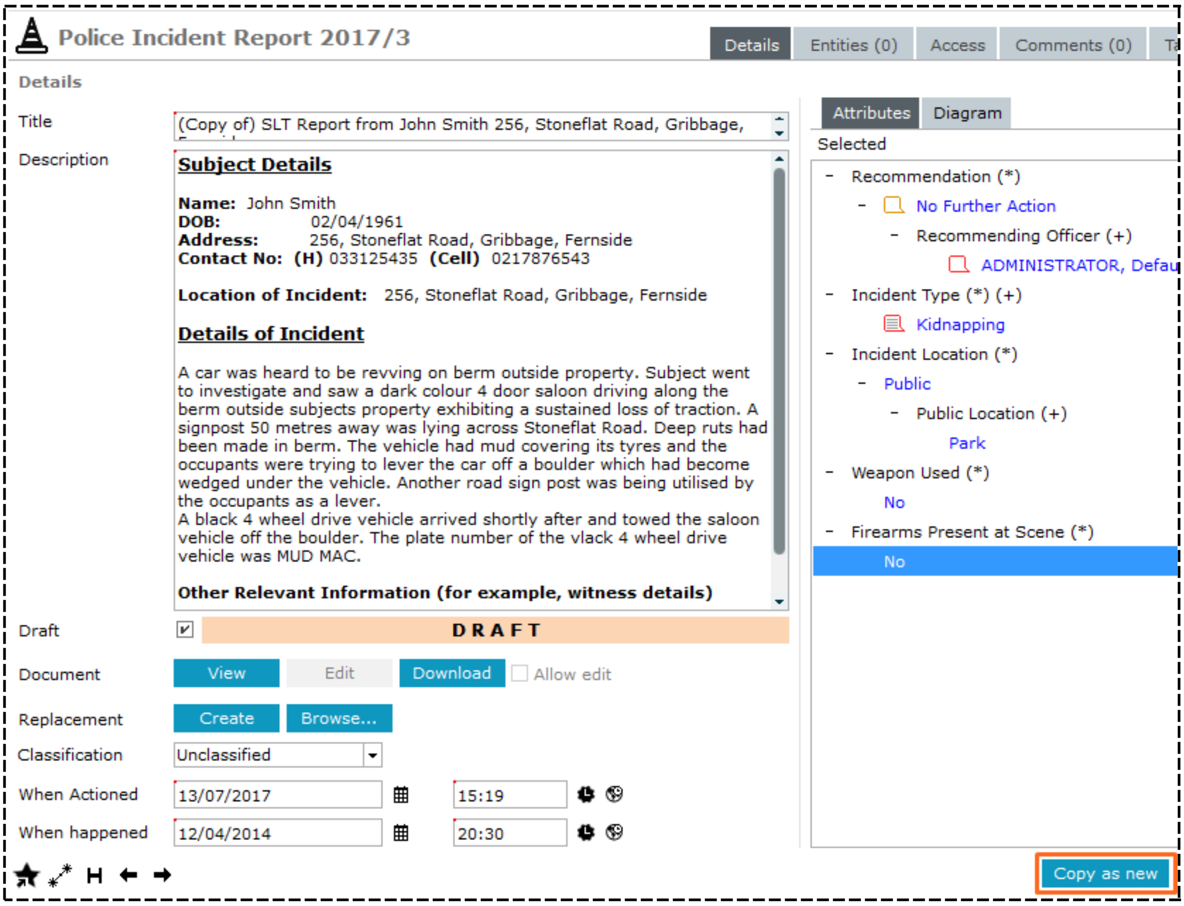
Copy a Report

Instead of creating a new incident or information report, you can copy an existing one and change the details as required:

1. Find and open an existing report.
2. Select **Copy as new** > Select **Yes** to confirm you want to proceed.
3. Edit the report as required.
4. Select **Save**.

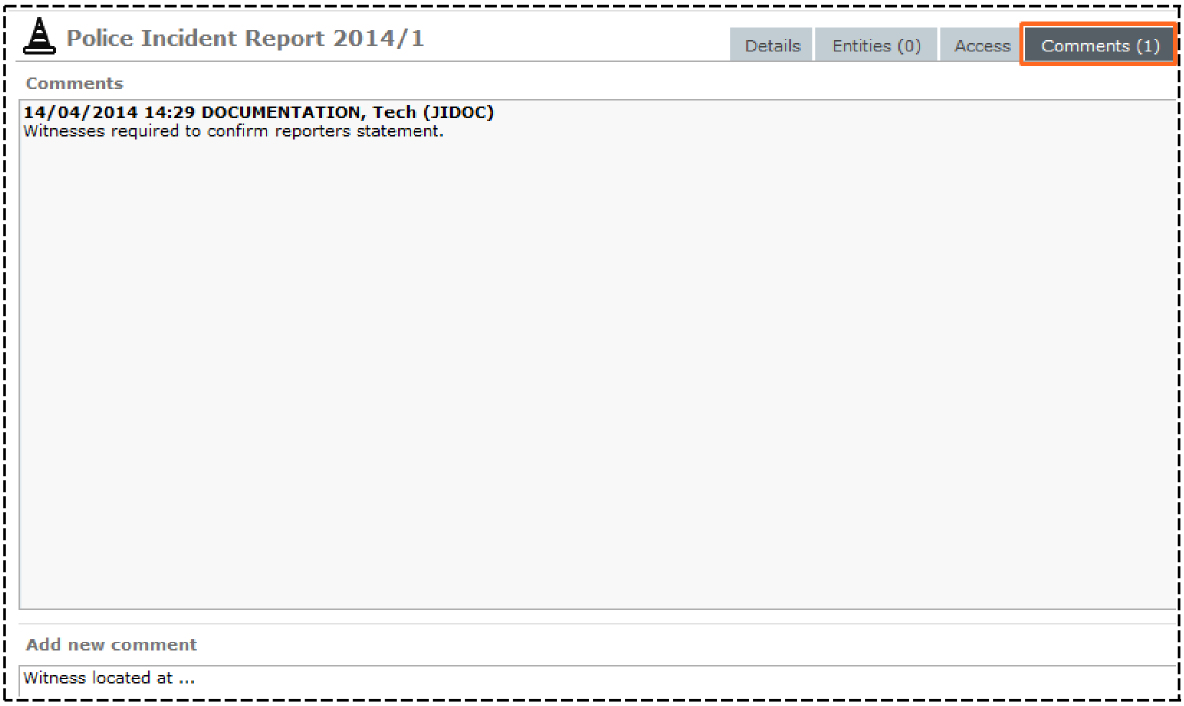
   You can add more information to the report later.

   For details about adding tasks and results to a report, see Creating a Task and Creating a Task Result.



See Comments About Information or Incident Reports

1. Open the required report.
2. Select the **Comments** tab.
3. You can't edit or delete comments but you can add new comments.
4. Select the Add new comment icon to add a comment to the report.
5. Enter your comment in the field provided.
6. Select **Save**.



CASES

This section explains how to:

- Create a case
- Access information in a case
- Edit information contained in a case
- Export information from a case

Creating Cases

A case file contains all the information about an investigation.

Your agency can create different types of case files. For example, you might want a case file for homicide investigations.

You can also set up templates for creating cases.

The **Hide source entity template prompt** checkbox under Preferences determines whether you see these when you create a case.

You can create a case from a task, information report, or incident report.

Create a Case

1. Select **cases** > **Create** > **Case File**.
2. Select a case officer from the drop-down provided.

   *The case officer will be notified about the case if they have set the **Alert when assigned as case officer** option under Preferences.*
3. Enter a title for the case in the field provided.
4. Enter a brief overview of the case in the **Description** field.
5. Select the required level of security from the **Classification** drop-down.

   Your agency can configure these options.

   The options you select might be used for reporting or workflow processes.
6. Use the Select icon to specify security access to the case records for:
   - **Designations**
   - **Teams**
   - **Users**
   - **Case Teams** – Select **New** to create roles and assign users to these

     Your administrator can set up system-wide case teams that can be used in all cases.
7. Select the **Attributes** tab > Select the required attributes for the type of case you're creating.
8. Select an attribute > Specify its value using drop-down provided.

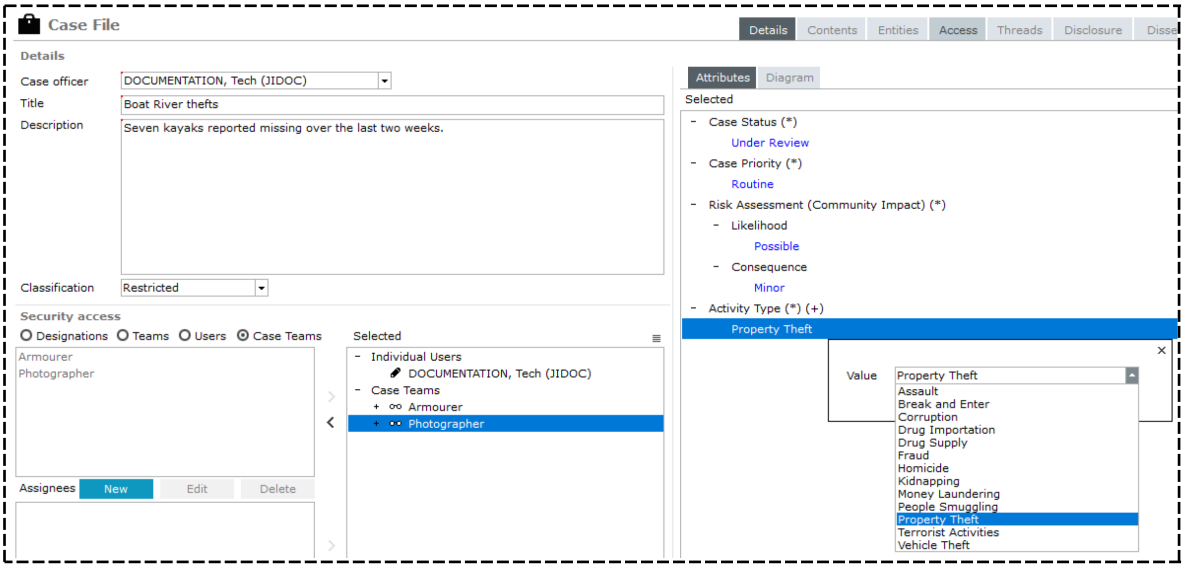
   Attributes marked with an asterisk are mandatory.

   See Maintaining Entity Attributes.
9. Select **Save**.

   *The **Diagram** tab provides a graphical representation of entities and relationships once these have been specified for a case.*

   When you first set up a case, there will be no related entities so the diagram pane will be blank.

   See Diagramming.



Create a Case from a Task

1. Open the required task:

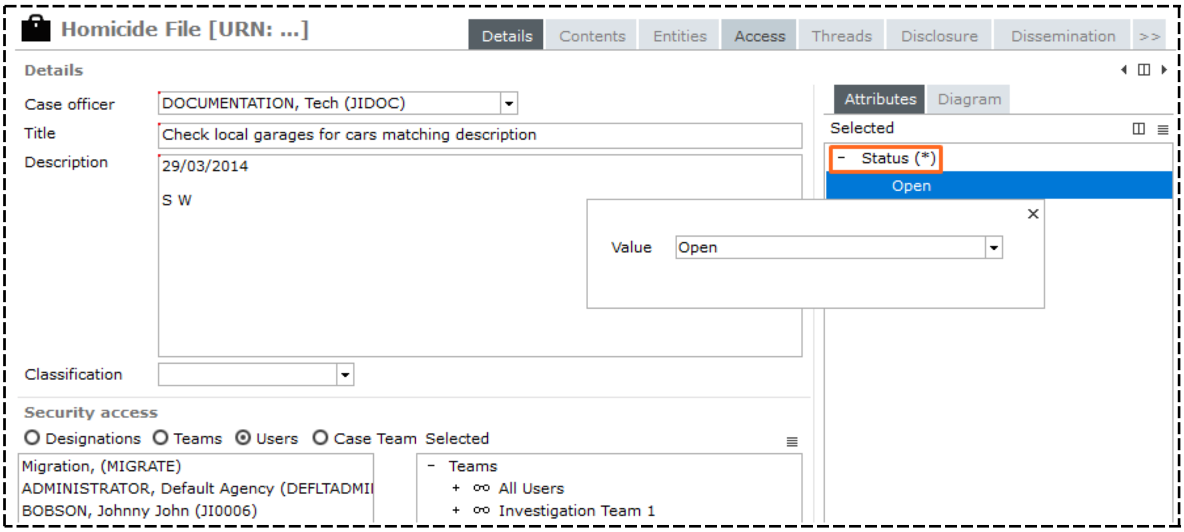
   Use the search function or select the task in the Recent section of the Navigator.

2. Select the Overflow >> tab > Select **Create Case**.
3. Select the type of case you want to create > Select **OK**.

   The incident report details are automatically added under the *Contents* tab for the case.

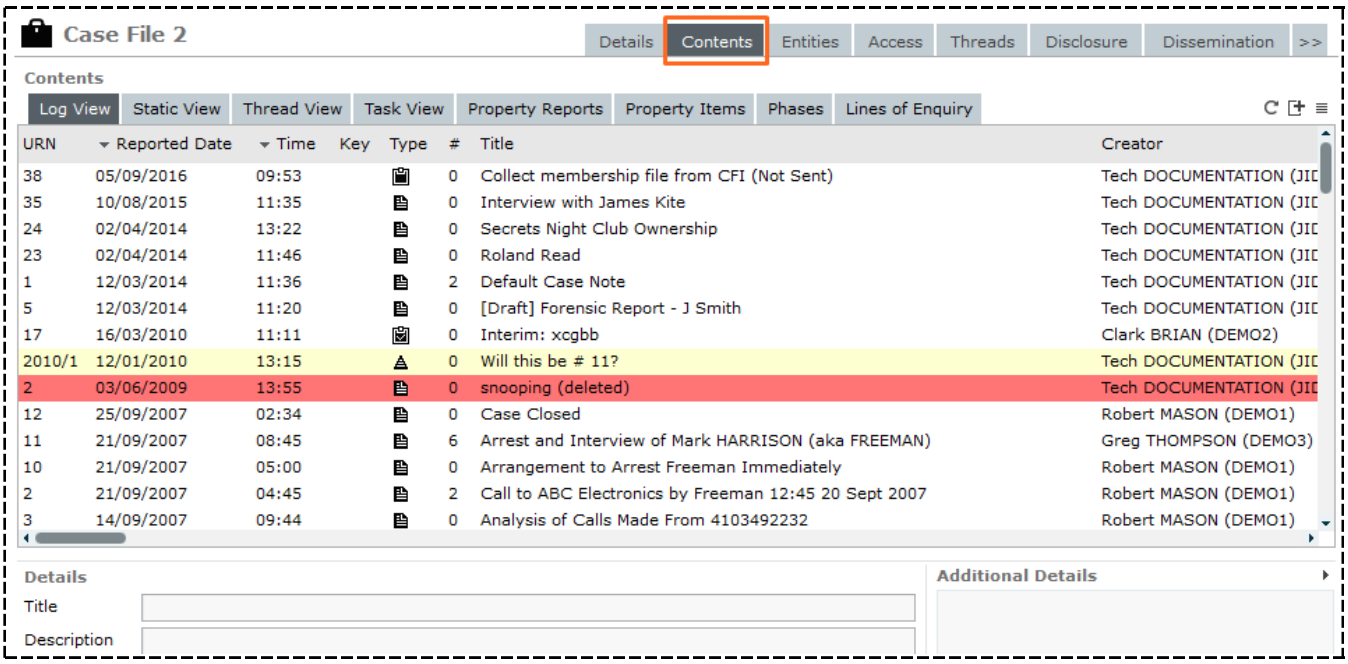
4. Enter any mandatory attributes for the case.
5. Select **Save**.

   To see a case that has been created from a source entity, select its Overflow >> tab > *Select **Go to case**.*



See the Contents of a Case

When you open a case, you can select the **Contents** tab to see a register of all the activity that relates to the case.



Access the Case Log

The **Log** subtab is the main working area for a case.

It includes tasks, task results, case notes:

1. Open the required case.
2. Select the **Contents** tab.

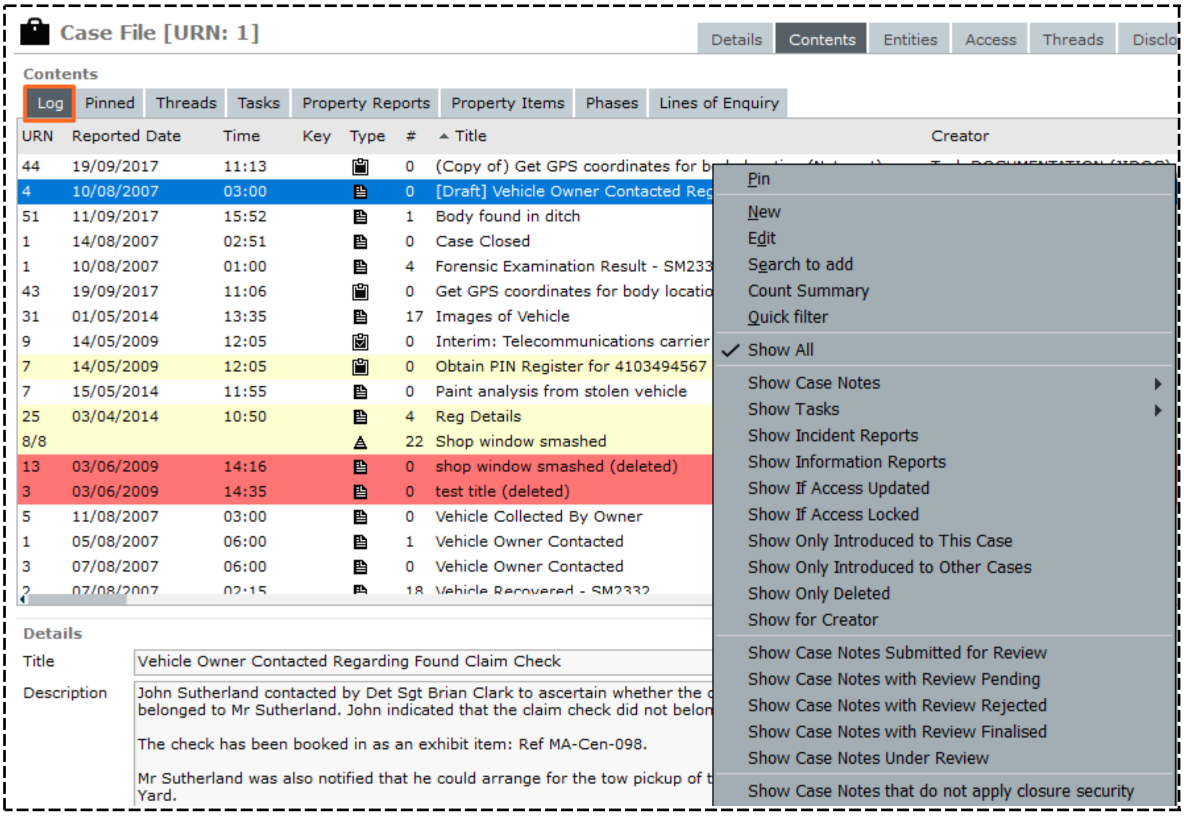
   Case log listings are shaded in the following colours under the **Log** subtab:

   - **Green** – Original incident report.
   - **Blue** – Item currently selected

     If blue is your default Windows colour.
   - **White** – Originally created in this case.
   - **Yellow** – Originally created elsewhere and introduced to this case.
   - **Red** – Originally created in this case and deleted from this case.
   - **Pink** – Originally created in another case and deleted from that case.
3. To show more information about a listing in the sections below, select that row.
4. To search the contents of the case, press **F5** to open the quick filter.
5. To access a range of case management options, right-click a row or select the Options ≡ icon.

   For example, you might want to see information reports.

   *You can change the order of the case entries listed by selecting **Case contents - most recent first** under your preferences.*



Pin a Case Log Entry

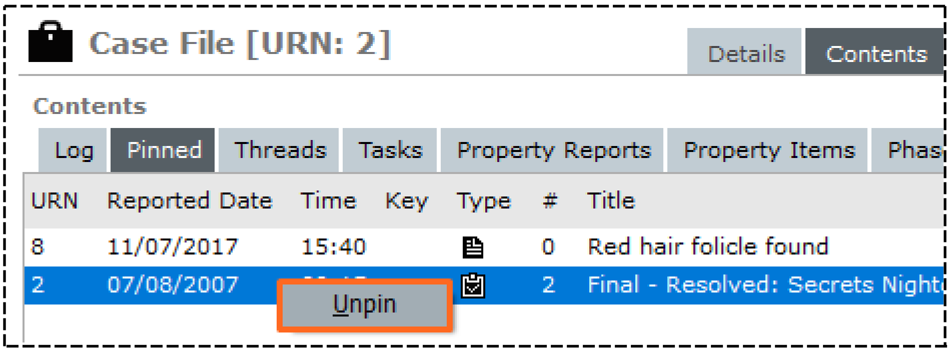
If you have access to a case, you can pin case log entries.

This makes it easier to access important entries:

1. Open the required case.
2. Select the **Contents** tab.
3. Right-click the required entry under the *Log* subtab > Select **Pin**.
4. Select the **Pinned** subtab.

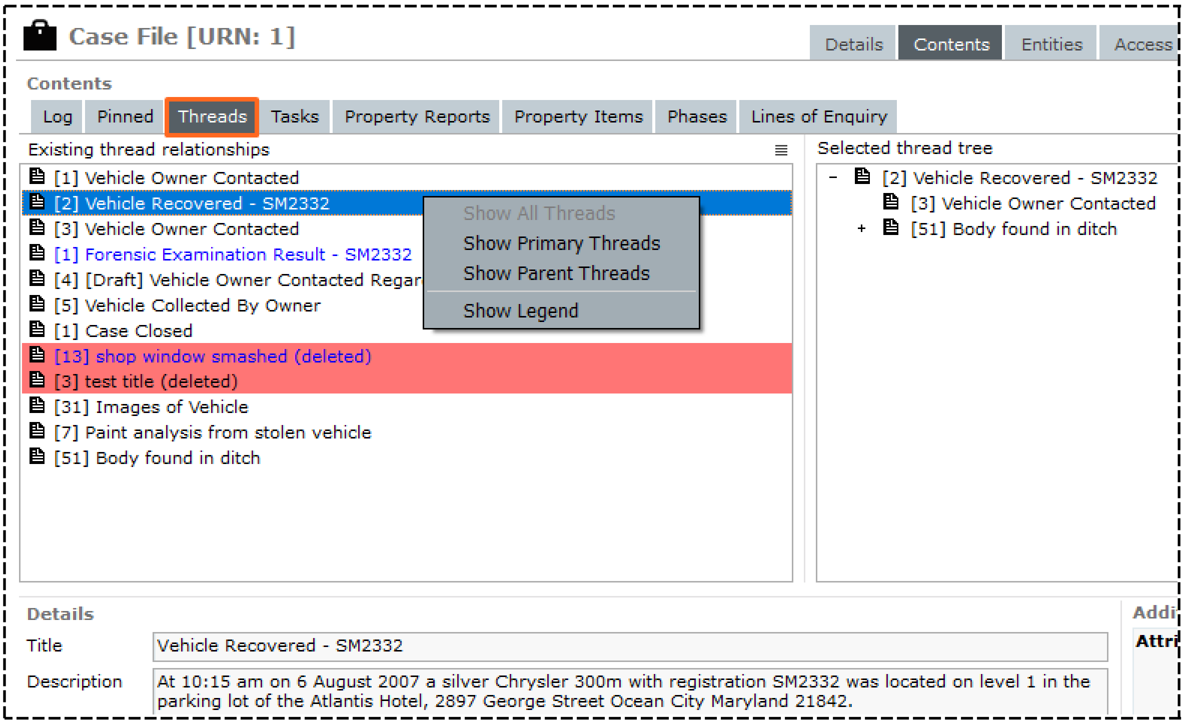
   The entry is listed here.

   It remains available from the *Log* subtab.
5. To remove a case log entry from the *Pinned* tab, right-click the entry > Select **Unpin**.



See the Threads Between Source Entities in a Case

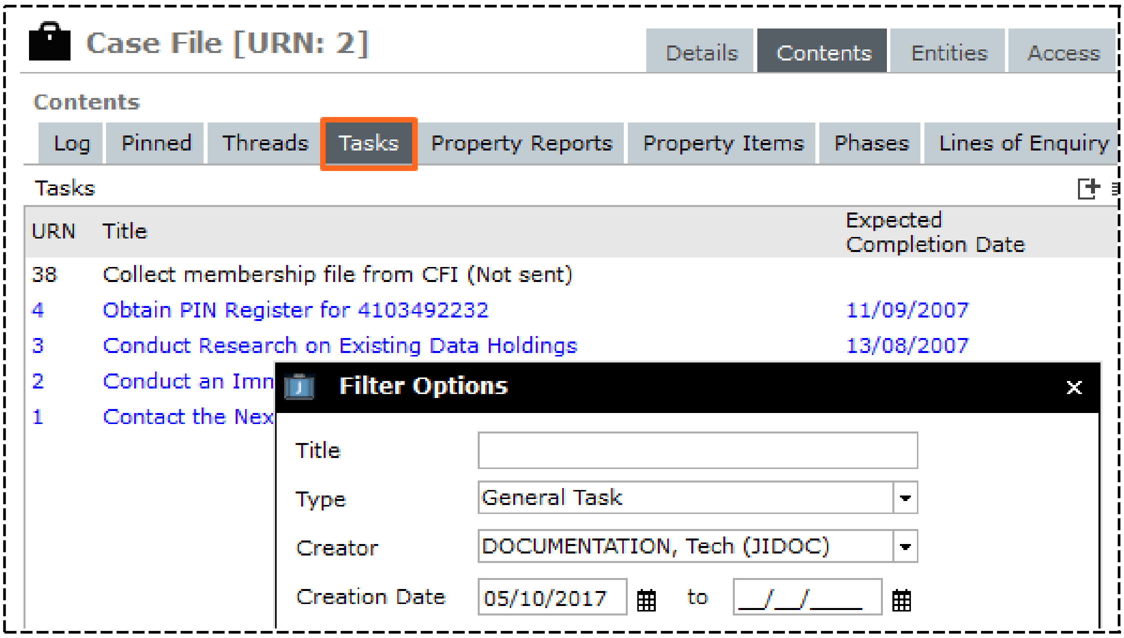
1. Open the case.
2. Select the **Contents** tab.
3. Select the **Threads** subtab.
4. Right-click a thread relationship to see the primary or parent threads.



See the Tasks and Task Results Associated with a Case

1. Open the case.
2. Select the **Contents** tab.
3. Select the **Tasks** subtab.
4. To filter the list of tasks:
   a. Right-click in the *Tasks* area > Select **Filter**.
   b. Select the required options to narrow the list of tasks according to your needs.
   c. Select **Apply**.

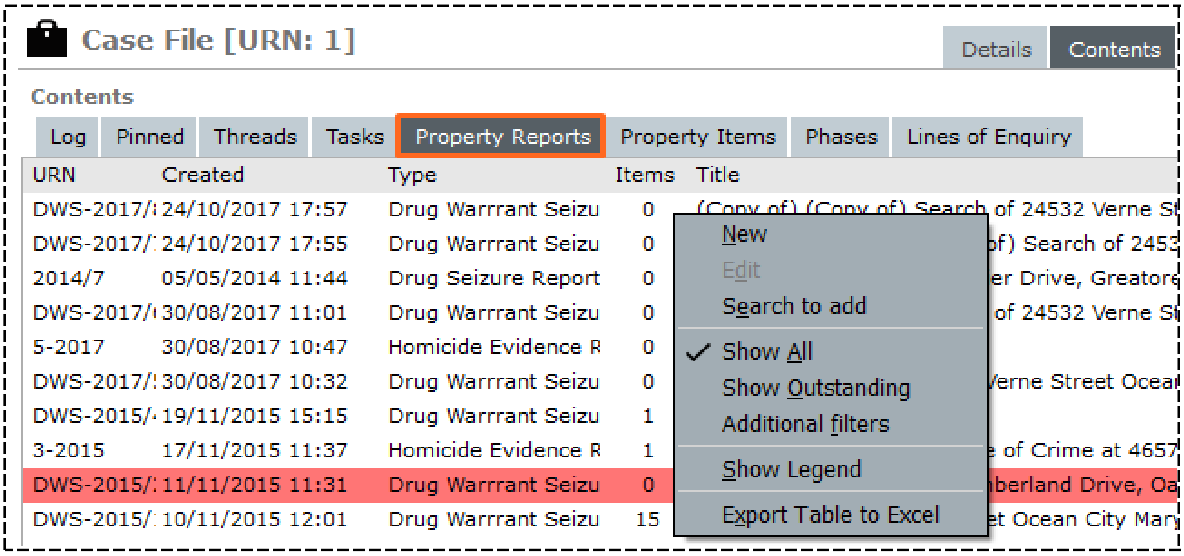
   See the Tasks section about processing tasks.



See the Property Reports Linked to a Case

1. Open the case.
2. Select the **Contents** tab.
3. Select the **Property Reports** subtab.
4. Right-click a property report to access view and edit options.

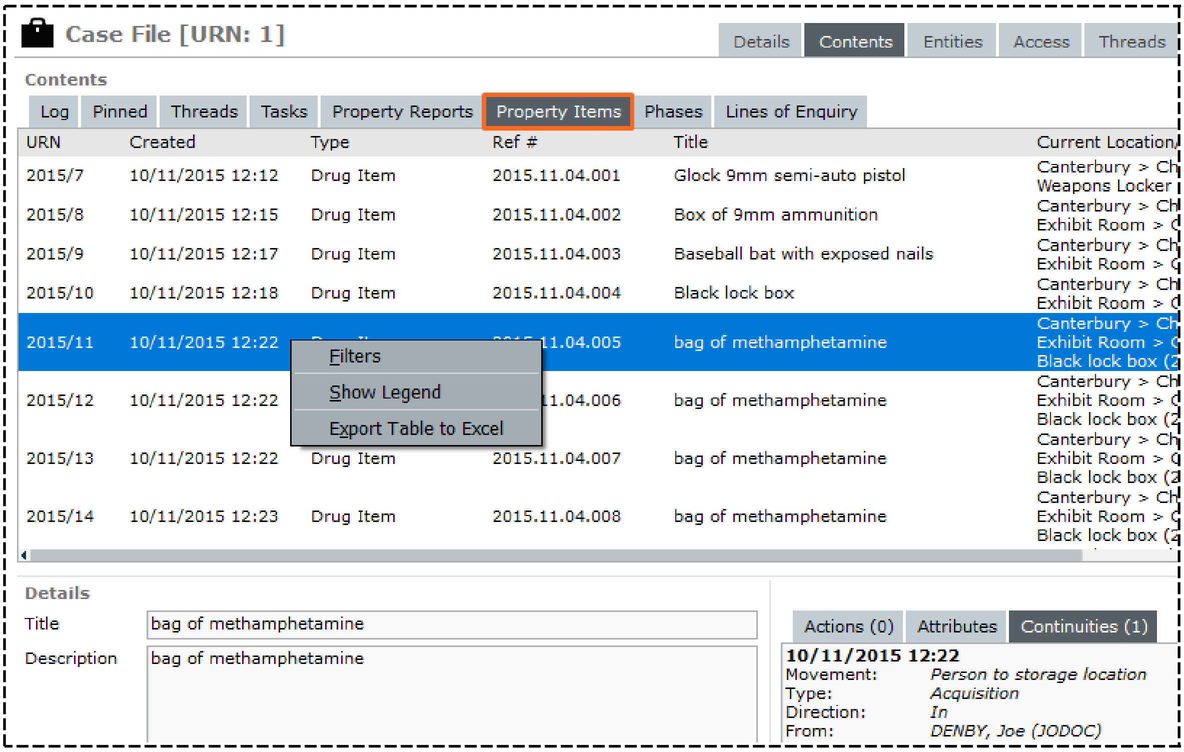
   See Property Management.



See the Property Items Linked to a Case

1. Open the case.
2. Select the **Contents** tab.
3. Select the **Property Items** subtab.
4. Right-click a property item to access more viewing options.

   See the Property section.

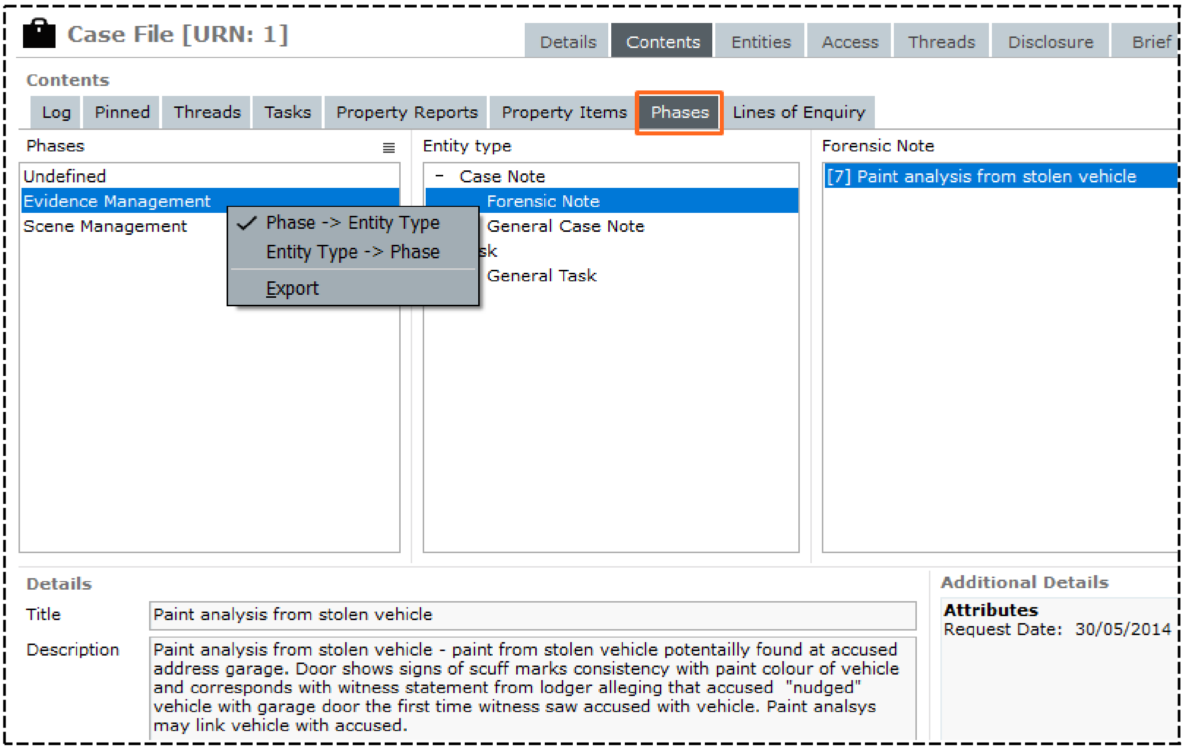


See Phases of Investigation for a Case

To see the source entities for a case and the phases of the investigation they're associated with:

1. Open the required case.
2. Select the **Contents** tab.
3. Select the **Phases** subtab.
4. Select a phase to see more details about it.
5. Right-click a phase or entity to access more viewing options.

   See Phases in an Investigation.

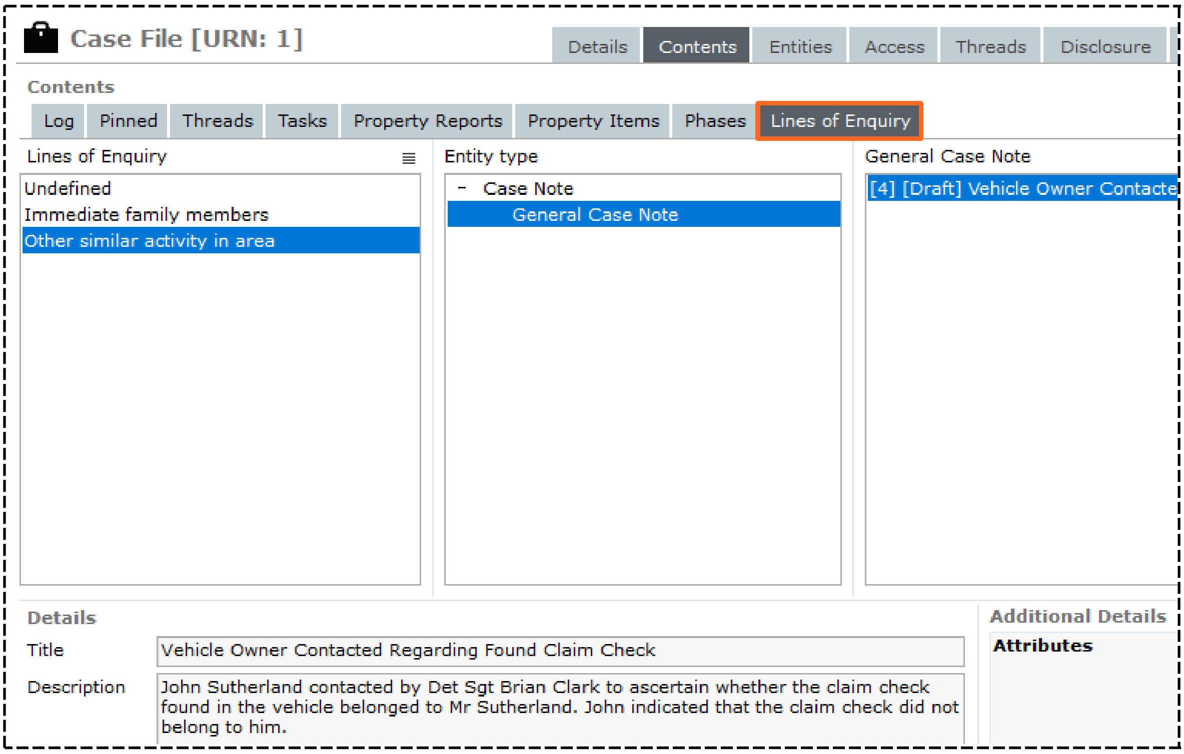


See the Lines of Enquiry for a Case

To see the source entities for a case and the lines of enquiry they are associated with:

1. Open the required case.
2. Select the **Contents** tab.
3. Select the **Lines of enquiry** subtab.
4. Select a line of enquiry to see more details about it.
5. Right-click a phase or entity to access more viewing options.

   See the Lines of enquiry section.

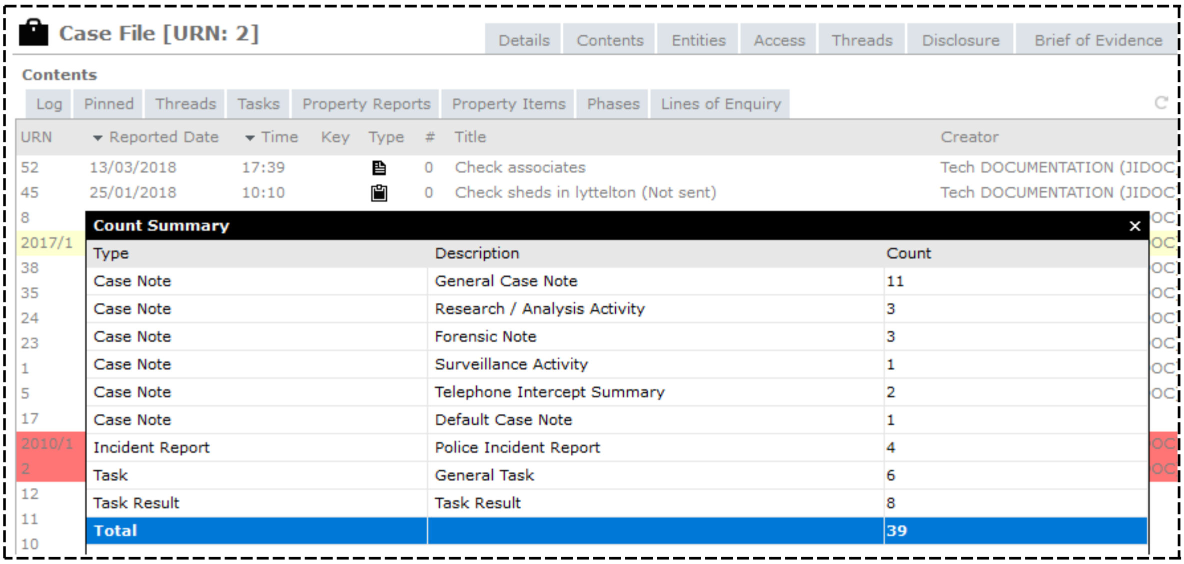


See How Many Items There Are in a Case

To see how many case notes and other kinds of source entities there are in a case:

1. Open the case.
2. Select the **Contents** tab.
3. Make sure the **Log** subtab is selected.
4. Right-click in the *Contents* area > Select **Count Summary**.

   This option is only available to the case officer because they have access to all the source documents in the case.



Case Notes

A case note is a description of one investigative activity in a case and its result.

Your agency can configure different types of case notes to suit your needs.

You can search for all case notes or certain types of case notes.

You should only record one investigative activity and its result in each case note.

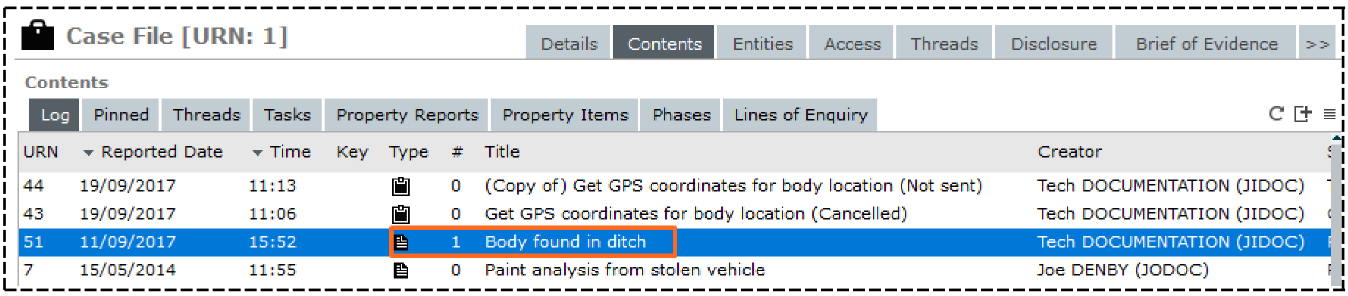
Access Case Notes

Once you have created a case note, it will display under the *Log* subtab of the case.

It's possible to drag and drop content in this area.

Your administrator can enable this feature by selecting the ***Allow source docs directly introduced to case*** *checkbox on the* ***Options*** *tab of the* ***System Settings*** *screen.*

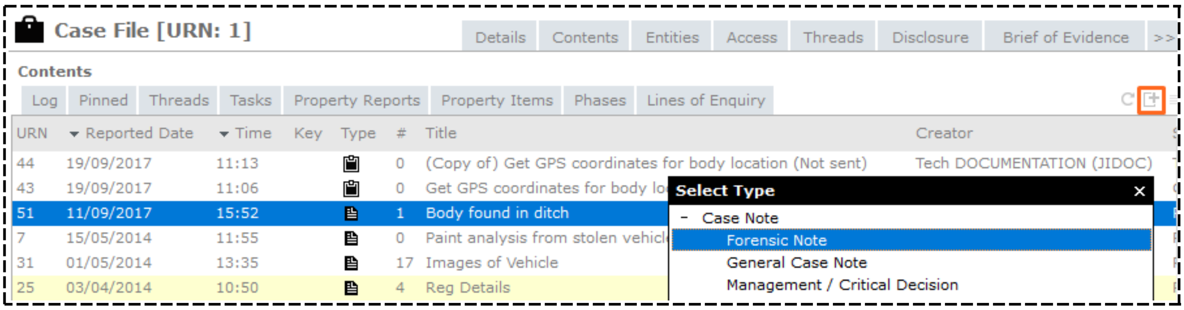
See ***Specifying Miscellaneous Options*** *in the Admin Guide.*



Create a Case Note

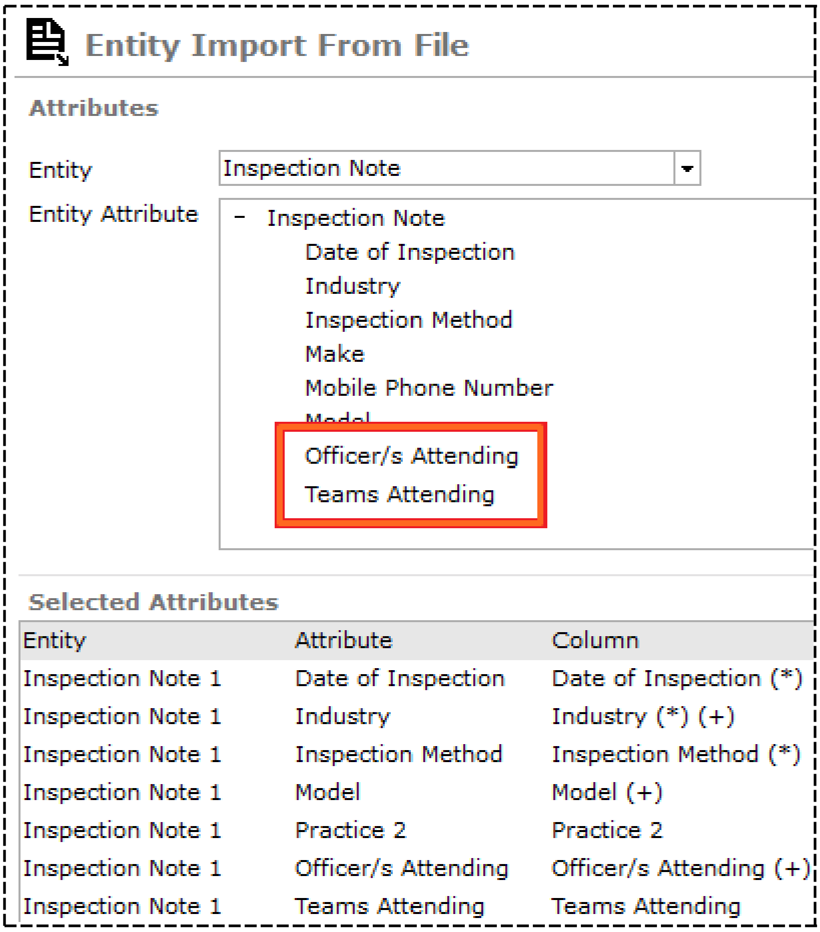
1. Open the case you want to add the note to.
2. Select the **Contents** tab.
3. Right-click in the *Contents* area > Select **New** or click the *New* icon.
4. Select the type of case note you want to add > Select **OK**.

   If your agency has defined a case note input template, the template screen will display.
5. Enter a title for the case note in the field provided.
6. Enter a description in the field provided.
7. Select the **Draft** checkbox if you want to create a draft case note.
8. Classify the case using the drop-down provided.
9. Select the values for the attributes.
10. If you don't want closure security applied to the case note when the case is closed, deselect the **Apply closure security** checkbox.
11. Use the date and time fields to specify when the case note was actioned.
12. Select **Save**.



Import Case Notes from a CSV File

1. Open the case you want to add multiple case notes to.
2. Select the Overflow >> tab > Select **File Import**.
3. Select the file that contains the case note details you want to import
   This could be a CSV file containing one case note per line.
4. Select the file definition that will to be used to load the data, or create a new one
   The file definition provides the mappings from the data file to create items in the database.
5. Select the **Attributes** tab.
6. Expand the **Entity** drop-down > Select the type of case note.
   This could be an inspection note, for example.

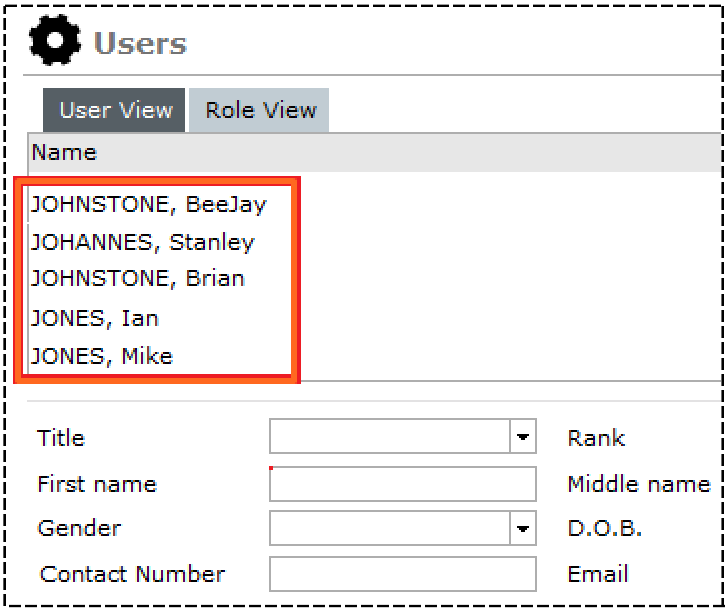


The format of users and teams in the input file is important because it's used for the actual users and teams set up in ICM.

The format used is the same as what you see when you edit users and teams.

T	U	V	W	X
Inspection Type (*)	Inspection Method	Reference	Postcode	Officer/s Attending (+)
Trader Inspection	POS Desktop		264(	JOHNSTONE, BeeJay
Trader Inspection	On site		264(	JOHANNES, Stanley
Trader Inspection	POS Desktop		264(	JOHNSTONE, Brian
Trader Inspection	On site		265(	JONES, Ian
Trader Inspection	On site		264(	JONES, Mike

Resolving users and teams is case sensitive. The input data must exactly match the users and teams shown in the maintenance screens.



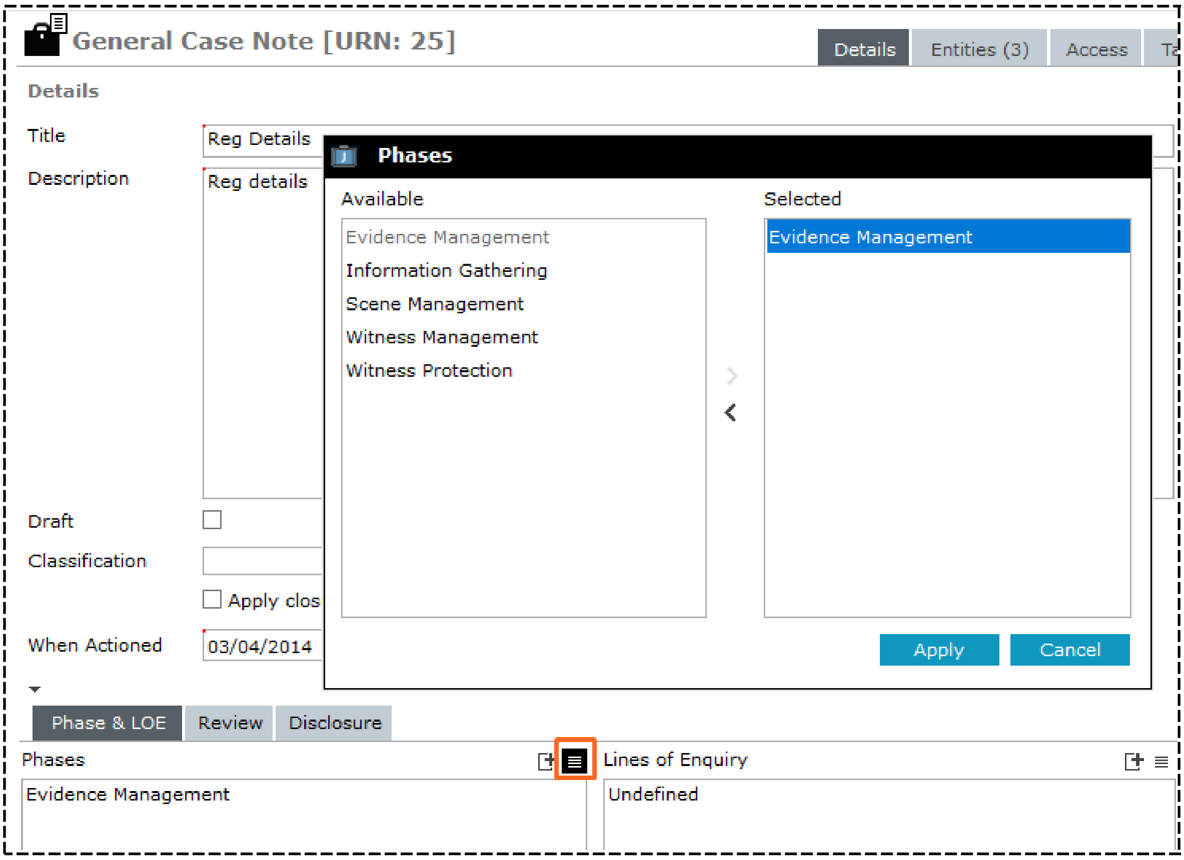
Select Case Note Settings

You can add the following details to a case note:

- Phase of the investigation
- Line of enquiry
- Review
- Disclosure

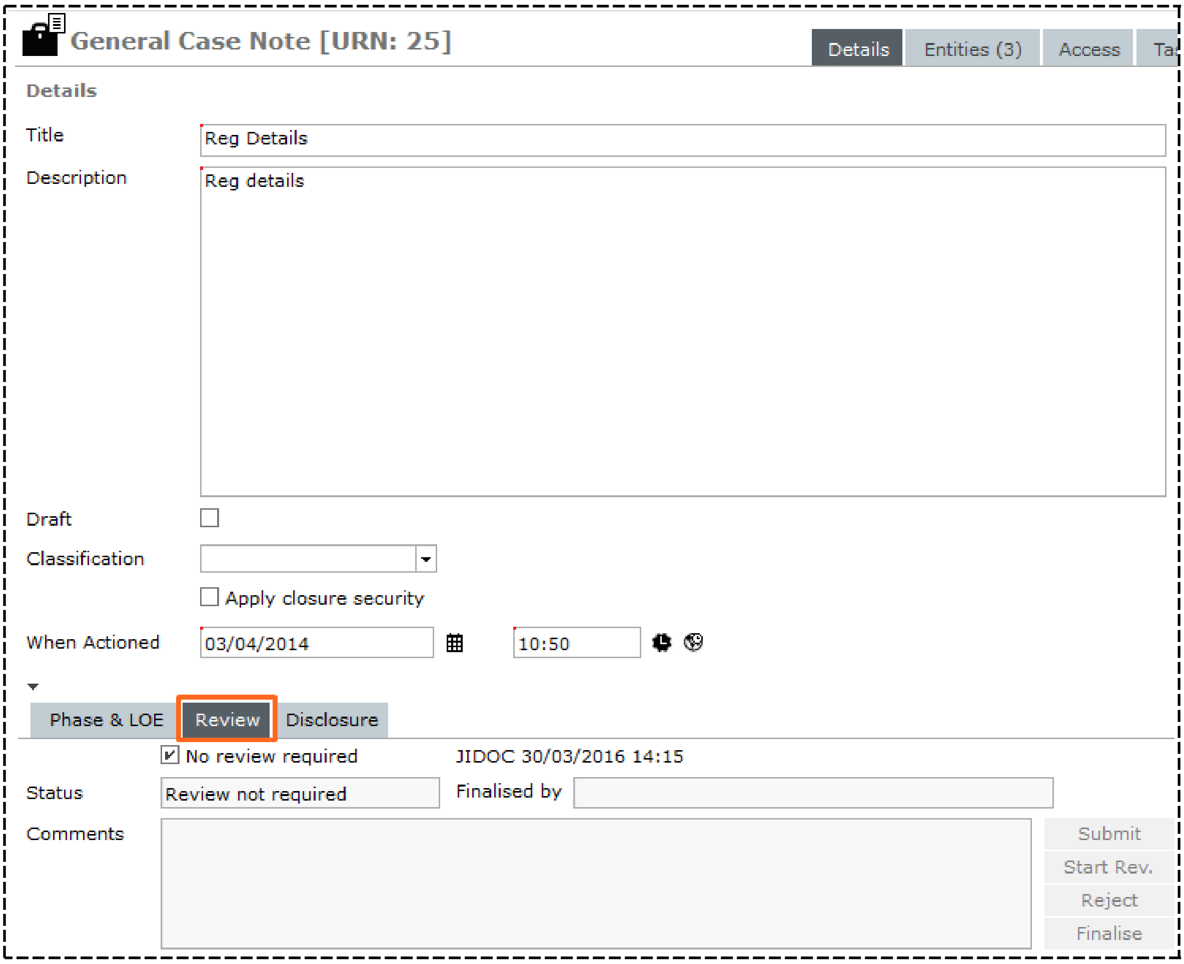
Specify Phase and Line of Enquiry (LOE) Settings for a Case Note

1. Open the case note.
2. Make sure the **Phase & LOE** subtab is selected:
3. Specify the phase:
   a. Right-click in the *Phases* area or select the Options ≡ icon > Select **Set Phases**.
   b. Double-click or use the Select ❯ icon to select the required phases.
   c. Select **Apply**.
2. Specify a line of enquiry:
   a. Right-click in the *Line of Enquiry* area or use the Options ≡ icon > Select **Set Lines of Enquiry**.
   b. Double-click or use the Select ❯ icon to select the required lines of enquiry.
   c. Select **Apply**.



Specify the Review Settings for a Case Note

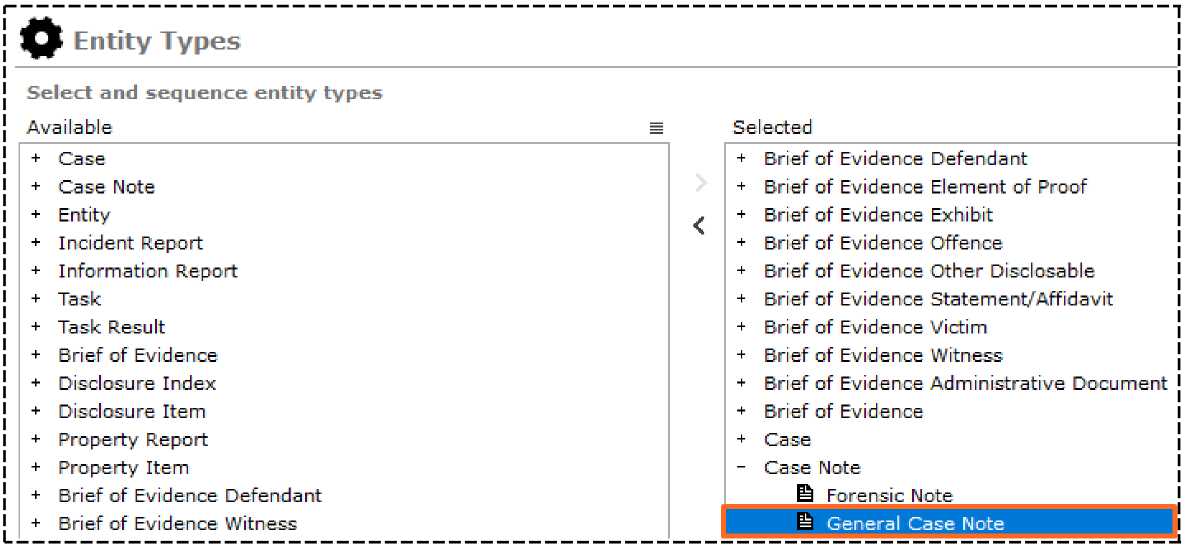
1. Open the case note.
2. Select the **Review** subtab.
3. Select the **No review required** checkbox if you don't need the case note included in the review process.
4. To send the case note for review, click **Submit**.
5. To start the review process, click **Start Rev** (available if you're a reviewer).
6. To reject the case note, click **Reject** (available if you're a reviewer).
7. To finalise the case note for review, click **Finalise**.



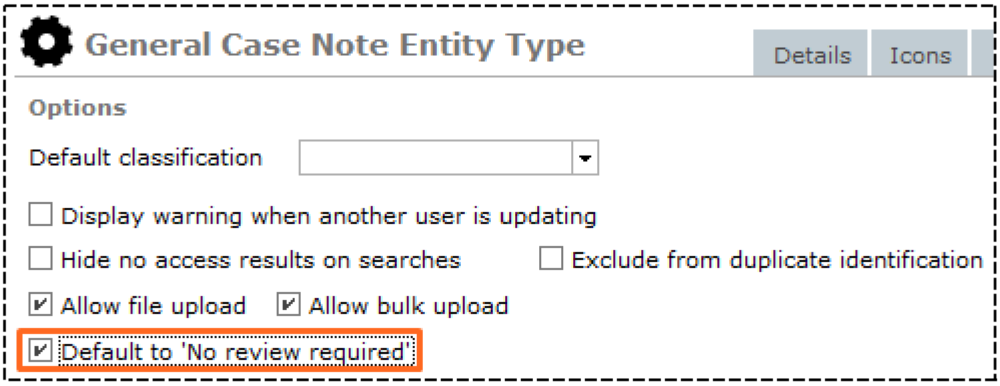
Default Setting for Case Note Reviews

You can have case notes default to *No review required*:

1. Select **Admin** > **Entity Definition** > **Types**.
2. Select the **General Case Note** entity type in the **Selected** field.



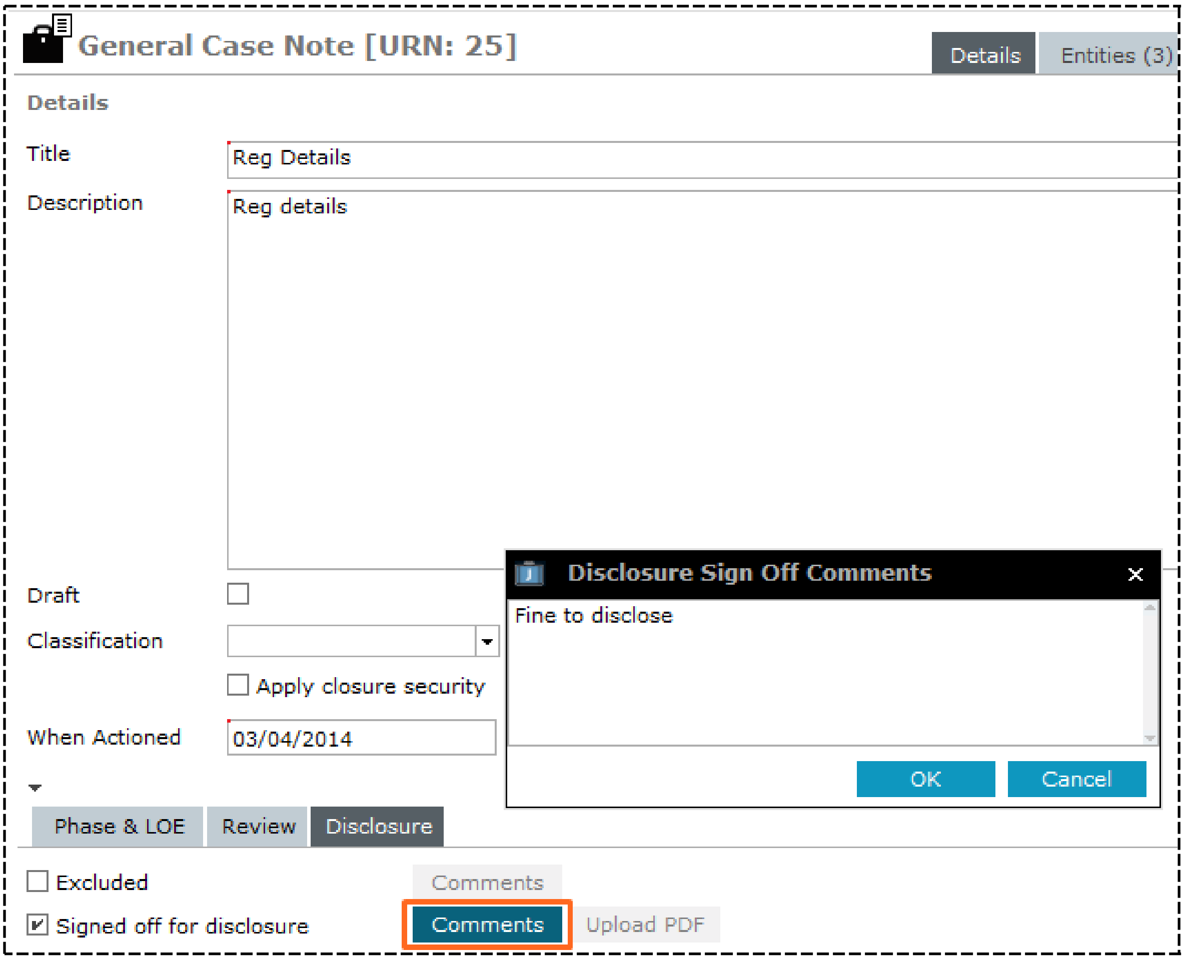
3. Select **Edit**.
4. Select the **Options** tab.
5. Select the **Default to 'No review required'** checkbox.



This setting will automatically be applied when a user creates a case note.

Specify Disclosure Settings for a Case Note

1. Open the case note.
2. Select the **Disclosure** subtab.
3. If you don't want the case note to be disclosed:
    a. Select the **Excluded** checkbox.
    b. Enter a reason to explain why the task is excluded from the disclosure process > Select **OK**.
4. To disclose the case note:
    a. Select the **Signed off for disclosure** checkbox.
    b. Select the **Comments** button > Enter details about why the case note can be disclosed.

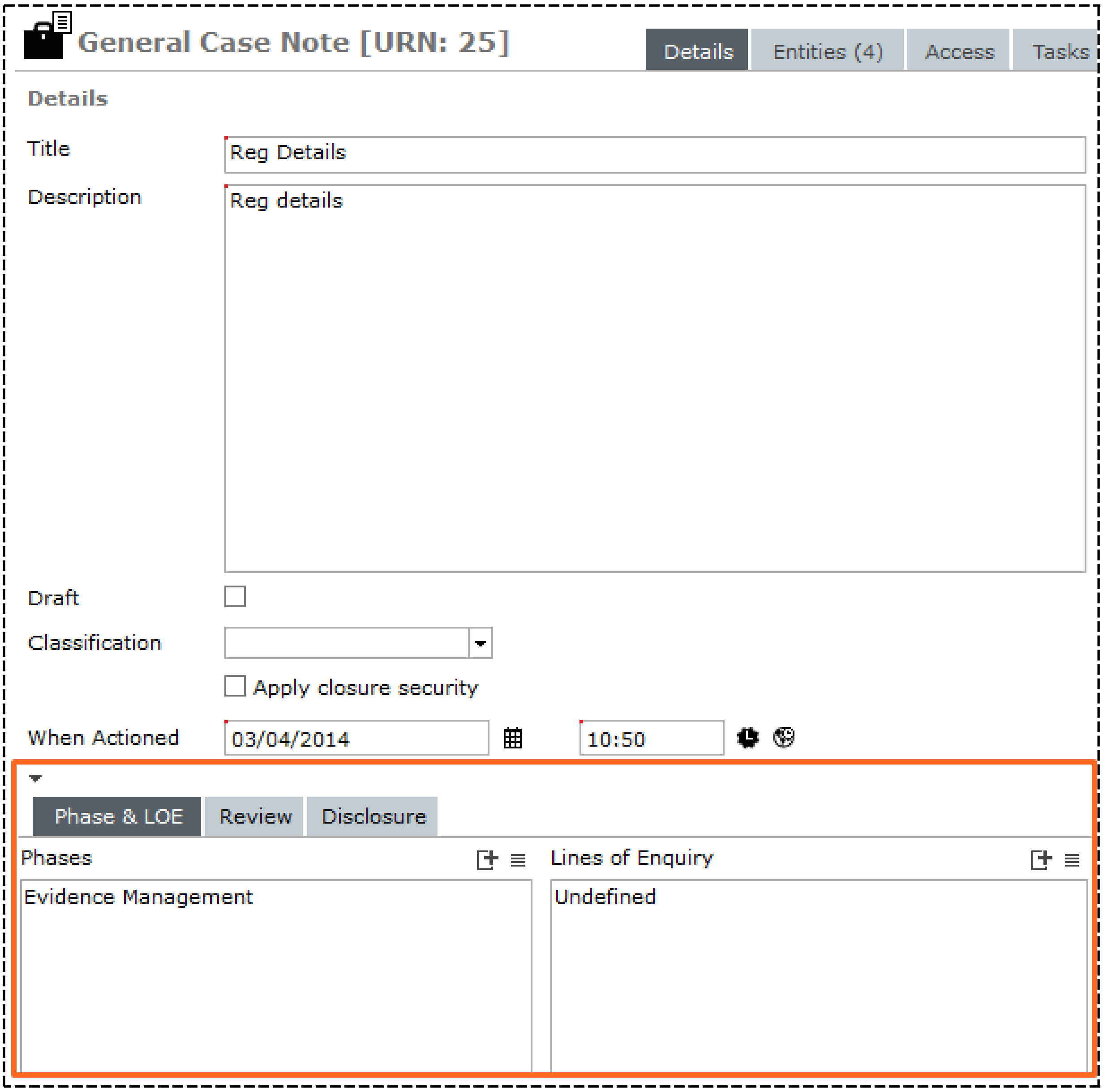


Hide Details About a Case Note You Don't Use

If you don't use the following tabs in case notes, you can hide them to declutter your screen:

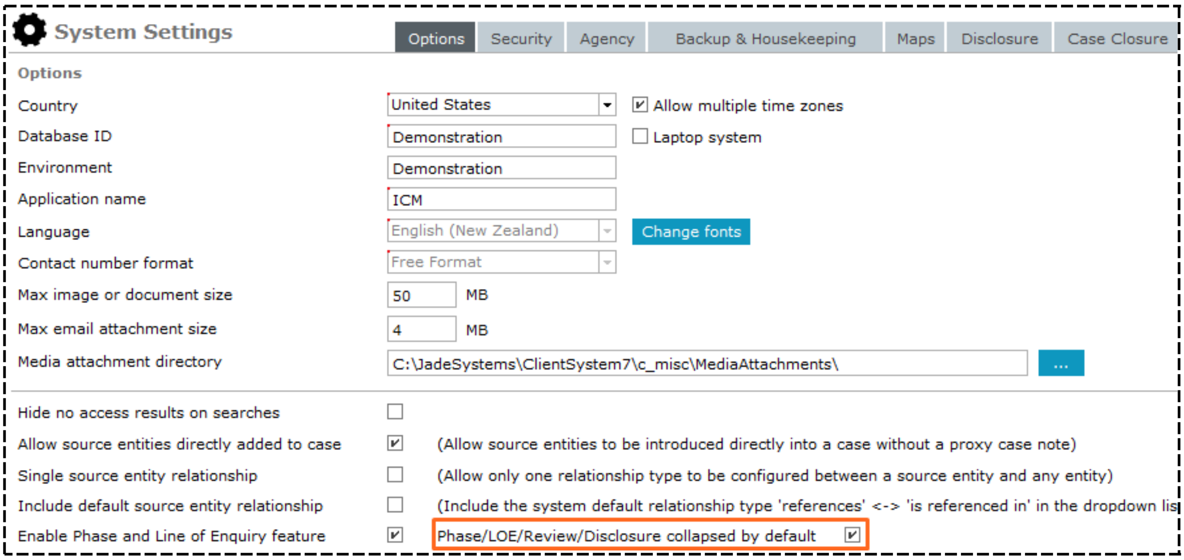
- Phase & LOE
- Review
- Disclosure

To do this, select the Hide additional details pane icon.



If most people in your organisation don't use these tabs, your ICM administrator can hide them by default:

1. Select **Admin** > **System** > **Settings**.
2. Select the **Phase/LOE/Review/Disclosure collapsed by default** checkbox.



Edit or Review a Case Note

Once a case note has been added to a case, it might need to be reviewed, approved, or rejected.

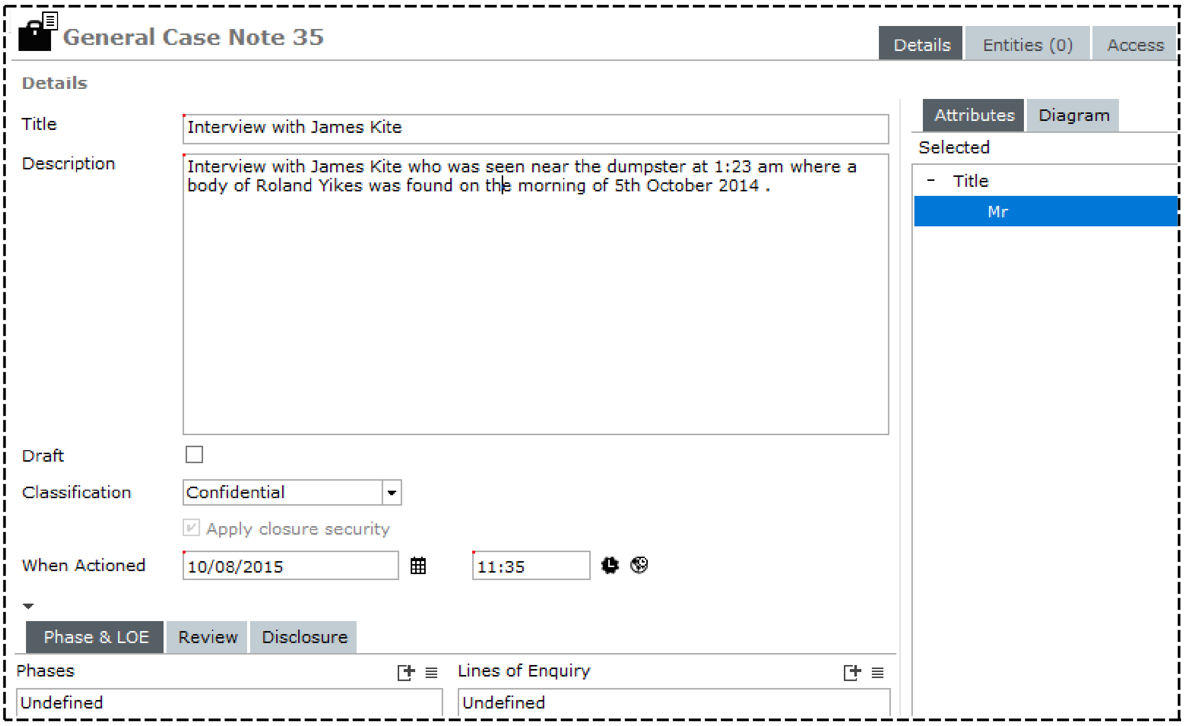
To review a case note you must have access to the note or case and have permission to review it.

To edit a case note:

1. Open the required case.
2. Select the **Contents** tab.
3. Find the case note you want to change under the *Log* subtab.

   *If you only want to show case notes, right-click in the Contents area > Select **Show Case Notes** > **All Case Notes**.*
4. Use any of these methods to open the case note:
   - Double-click the case note.
   - Select the Options ≡ icon.
   - Right-click the case note > Select **Edit**.
5. Make the required changes.
6. Select **Save**.

   If another user tries to edit a case note while you're working on it, you'll be notified.



Editing a Case – Update Lock

The following business rules are in place to prevent you losing your changes if another user tries to update a case note at the same time as you:

- When user A makes changes, the case note will be locked to prevent anyone else updating it.

  Other users can still look at the case note while it's locked.
- If user B makes changes, they will be notified that it's locked by user A.
- User B will have an option to obtain the lock for themselves.

  If user B obtains the lock, user A will be notified immediately and will have a chance to copy their existing changes somewhere else like Notepad.

  The lock will be released when user A saves the case note.

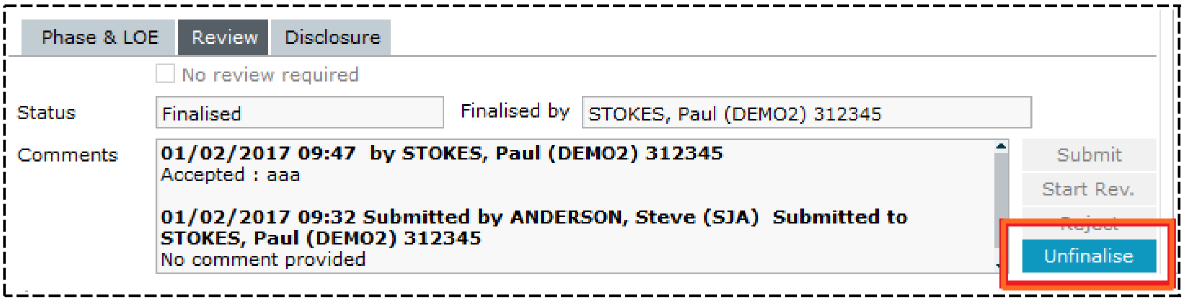
  It can then be acquired by any user.
- In this situation, we don't expect user B to seize the update lock, knowing that user A could potentially lose their work (if they don't take the opportunity to copy it).

Your agency can configure these business rules to apply to specific entity types (information report, incident report, person, vehicle, etc).

Unfinalise a Case Note

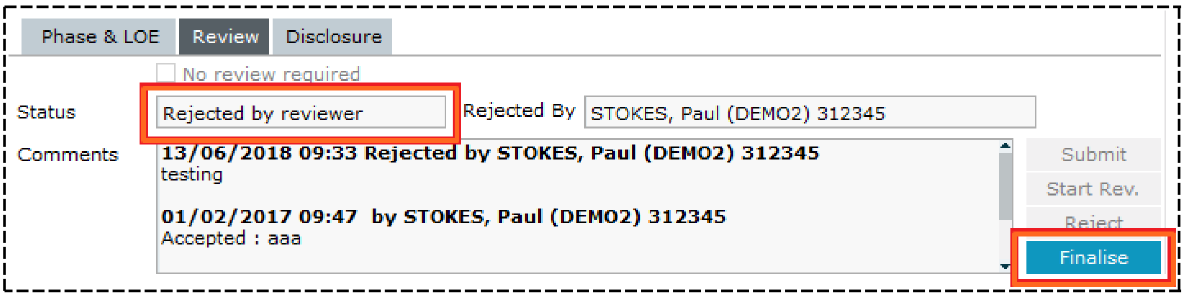
The person who reviewed and finalised the case note can now unfinalise it and correct it:

1. Open the case note you want to edit.
2. Select the **Review** tab.
3. Select **Unfinalise**.



4. Confirm the status change and enter some comments about your changes.

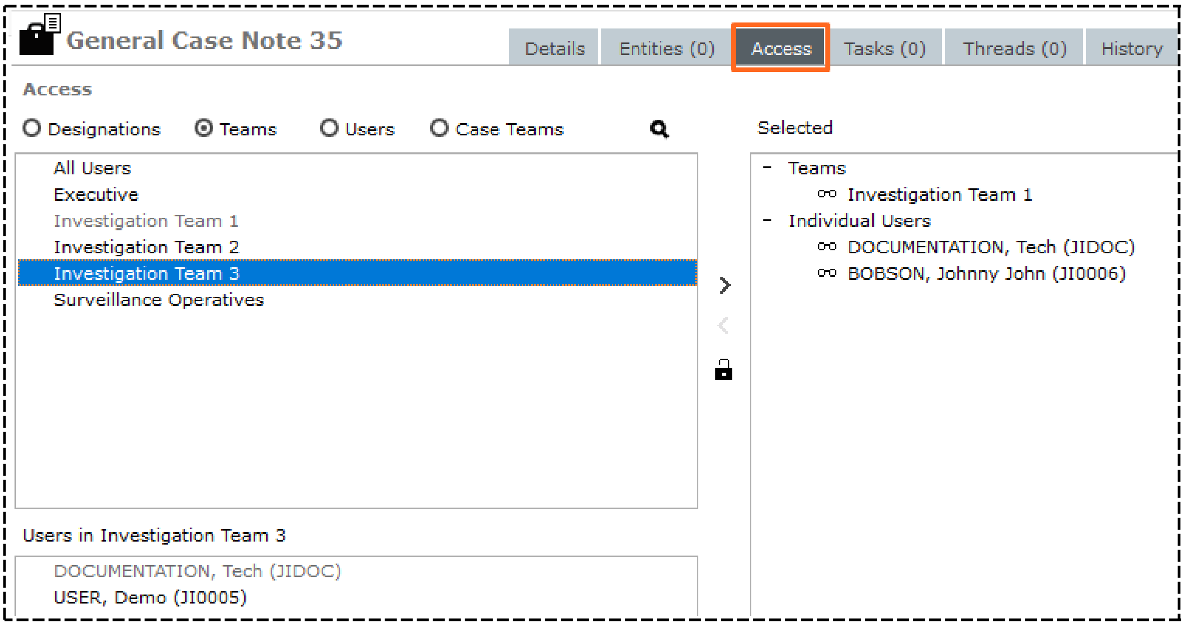
   The review status of the case note is now *Rejected by reviewer*.
5. Edit the case note and finalise it again.



Control Access to Case Notes

Depending on your permission level, you can determine who has access to a case note:

1. Open the required case note.
2. Select the **Access** tab.
3. Select the required user category:
   - Designations
   - Teams
   - Users
   - Case Teams
4. Use the Selection arrows to grant or deny access to the case note.
5. Select **Yes** to confirm you want to give the selected user access.
6. Select **Save**.



Check for Connections Between Cases

Sometimes several investigations are in progress simultaneously. They might be run by different teams but share entities.

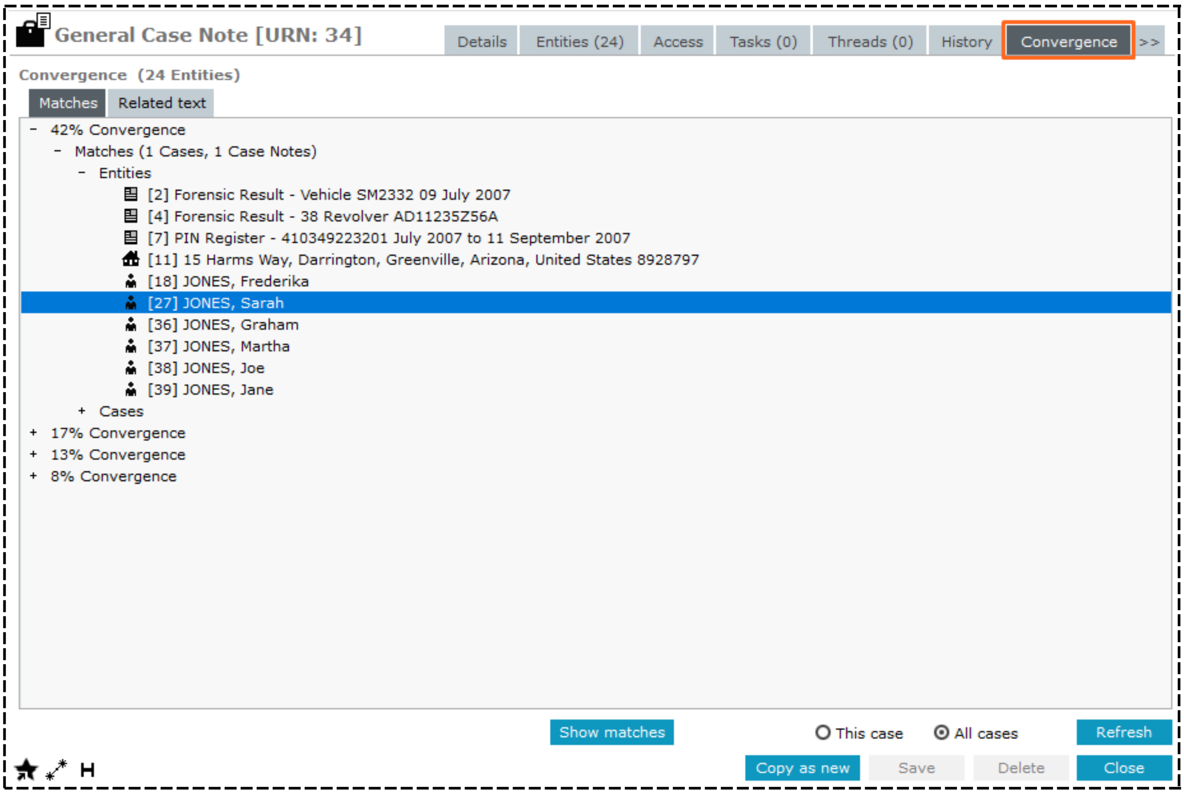
You can check for the following types of links between cases:

- Whether entities in a source entity (for example, a case note) are shared.
- Which entities are being shared.
- How often they are being shared.
- Which cases are sharing those entities.

To check for links between cases:

1. Open the required case note.
2. Select the **Convergence** tab.
3. Select the **All Cases** radio button to find links between all cases.
4. Select **Build** to start the search for shared content.
5. Select the Expand + icon to see more information.
6. Select the item on the tree.
7. Select the **Related Text** tab.
8. Select the required checkboxes to specify the types of source entities you want to see related text for:
   - Case notes
   - Tasks
   - Information reports
   - Task results
   - Incident reports
9. Use the sequence options to specify how you want the results displayed:
   - **Ascending in time** or **Descending in time**
   - Group by case
10. Select **Refresh** to display the results.

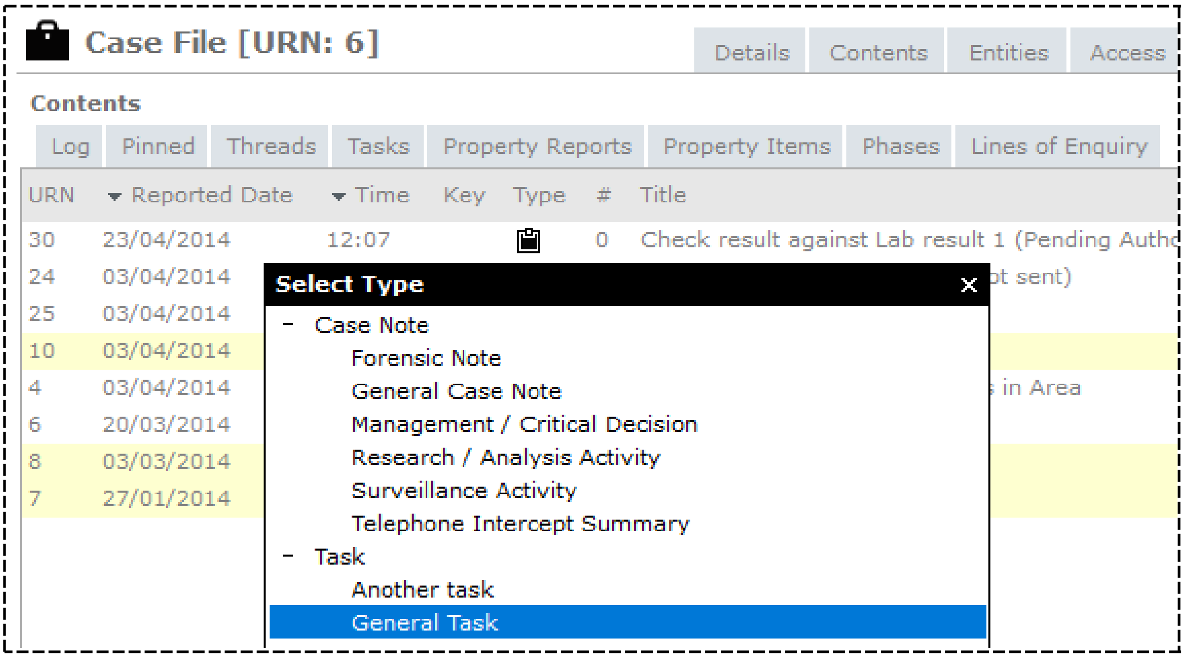
See [Referencing cases] to learn about managing connections between cases.



Add a Task to a Case

1. Open the required case.
2. Select the **Contents** tab.
3. Use any of these methods to create a task:
   - Select the New icon.
   - Select the Options icon > Select **New**.
   - Right-click in the *Contents* area > Select **New**.
4. Select the type of task you want to create > Select **OK**.
5. Enter the required details for the task.

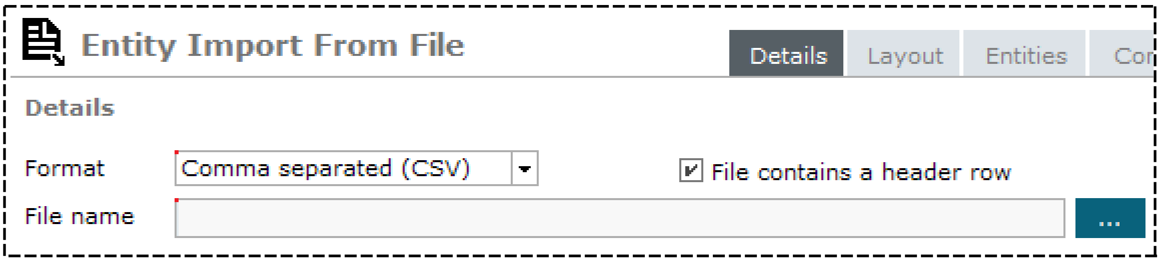
   See Creating a Task.
6. Select **Save**.



Import Data into a Case

You can import entities and case notes into a case:

1. Open a case.
2. Select the Overflow tab > Select **File Import**.



Remove a Source Entity's Connection to a Case

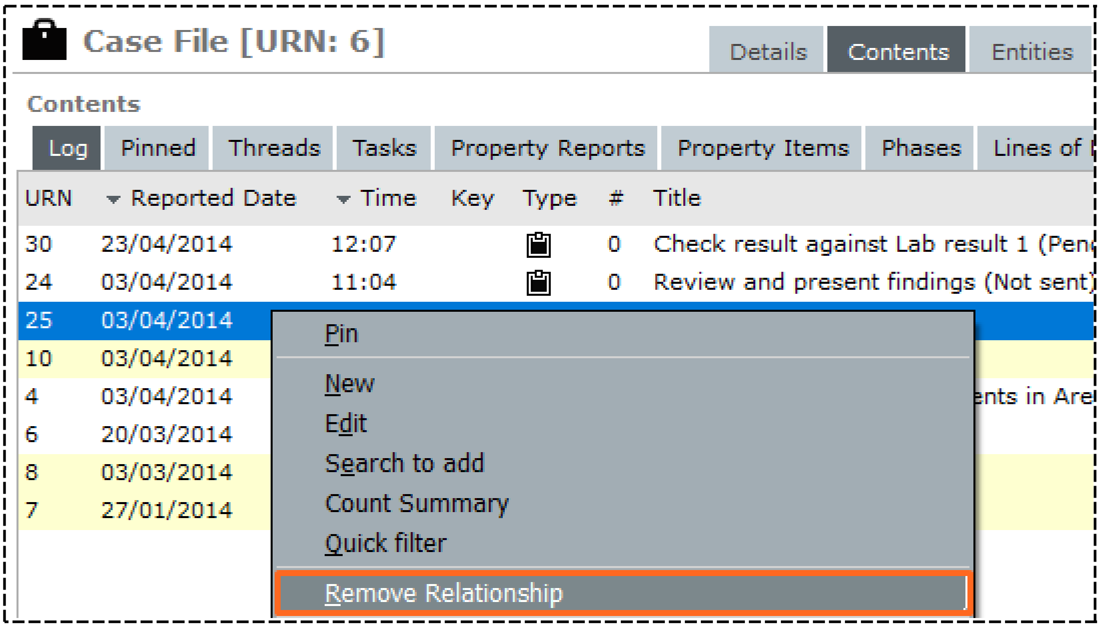
External source entities are shaded yellow under the *Log* subtab.

You can remove their association from a case. You might want to do this if you have introduced an incident report accidentally and you no longer want it displayed here.

When you remove a relationship, the source entity isn't deleted. Instead it is shaded pink under the *Log* subtab.

To remove a source entity's association from a case:

1. Open the required case.
2. Select the **Contents** tab.
3. Right-click the required source entity > Select **Remove Relationship**.
4. Enter a reason to explain why you're removing the relationship.
5. Select **OK**.



Link an External Source Entity to a Case

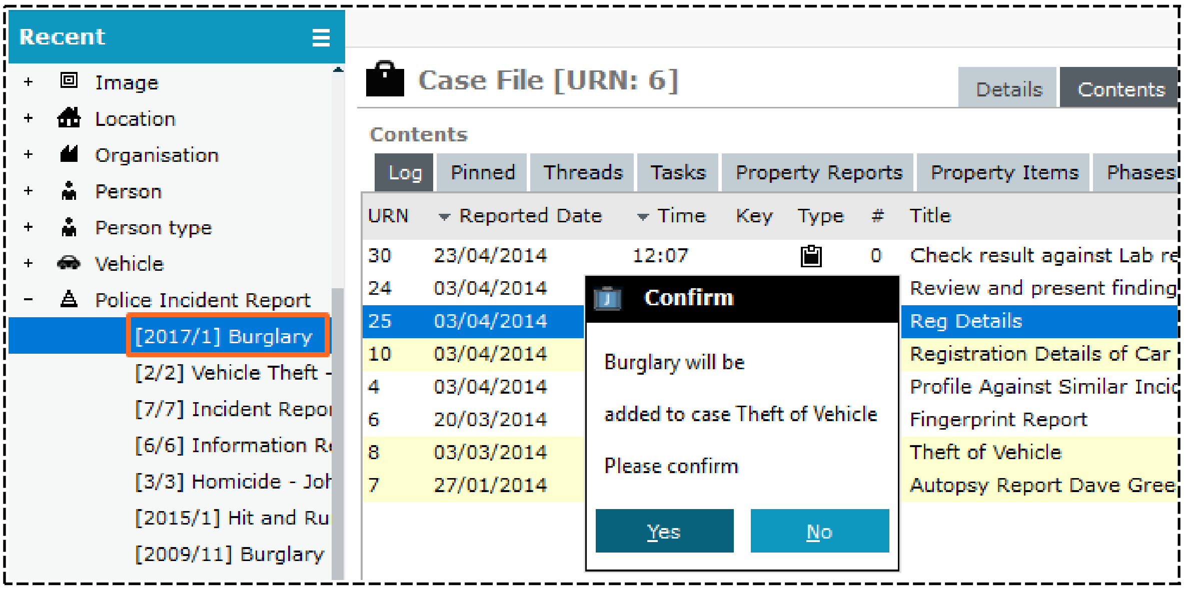
Sometimes information from another source entity like an incident report is relevant to a case.

If this happens, you can link the external source entity to the case:

1. Open the required case.
2. Select the **Contents** tab.
3. Use either of these methods to add an external source entity to the case:
    - Create a case note that introduces the source entity to the case.
    - Drag and drop the external source entity from the *Recent* section of the Navigator to the *Log* subtab > Select **Yes** to confirm you want to do this.

    When you create a case from a source entity, the source entity is automatically linked to the case.

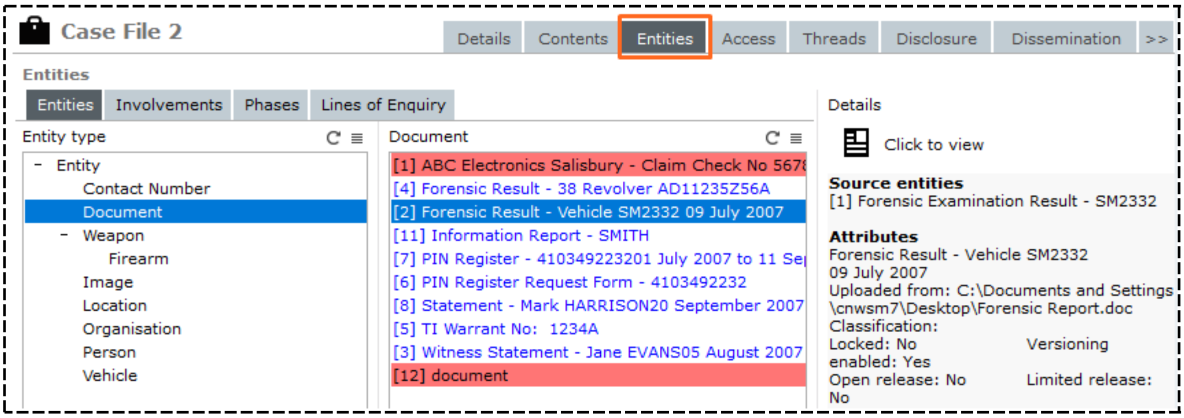
    To see a case that's linked to a source entity, open the source entity > Select the Overflow >> *tab > Select **Go to case**.*



See All the Entities Associated with a Case

1. Open the required case.
2. Select the **Entities** tab.
3. Select an entity type to display a list of the entities associated with the case in the middle pane.
4. Select an entity in the middle pane to see details about it in the next pane.
5. Select the **Involvements** subtab to see the tangible entities for the case and the kind of involvement they have with the case.
6. Select the **Phases** subtab to see the entities for the case and the phases in an investigation they are associated with.
7. Select the **Lines of enquiry** subtab to see the entities for the case and the lines of enquiry they are associated with.

   Phases and line of enquiry only display if your administrator has configured these features.



Filter and Sort Entities Linked to a Case

1. Open the required case.
2. Select the **Entities** tab.
3. Select an entity type to display a list of the entities associated with the case in the middle pane.
4. Select the Options ≡ icon for the middle pane or right-click in the middle pane to display the filter and sort options:
   - **Show All** – See all entities.
   - **Show Signed Off** – See the entities that have been signed off for disclosure.

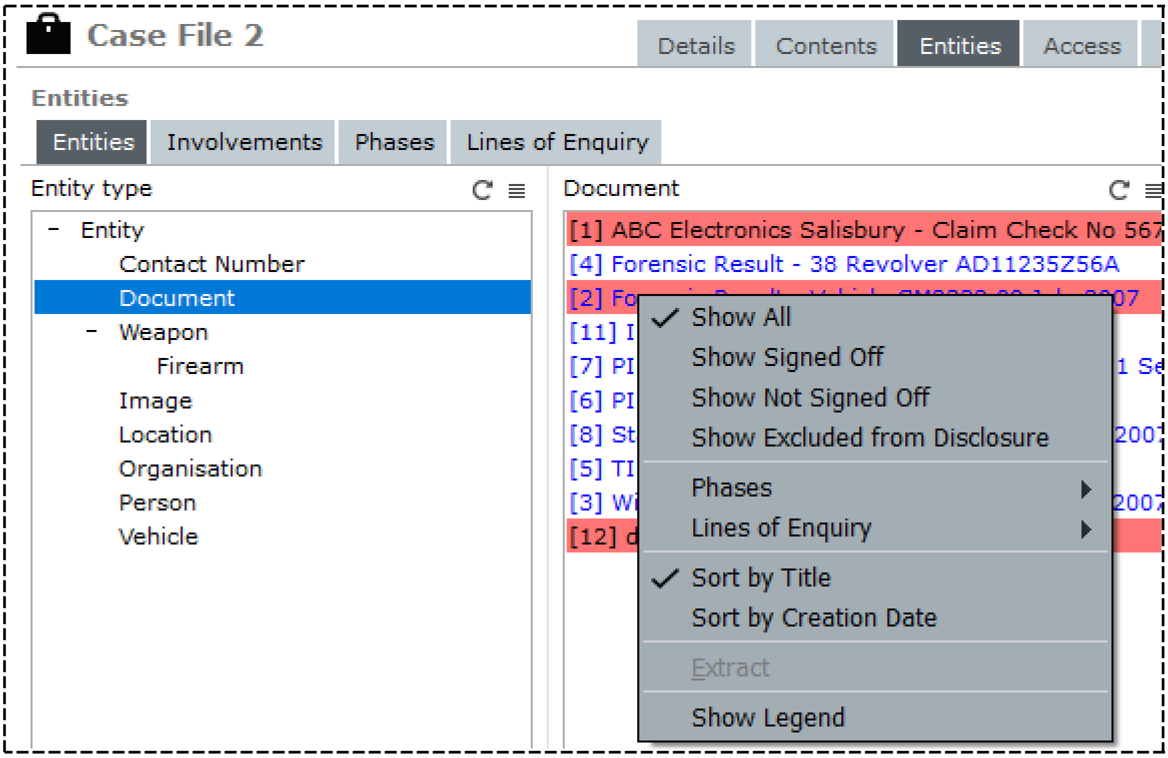
     This only applies to entities that have been subjected to the disclosure process.
   - **Show Not Signed Off** – See the entities that haven't been signed off for disclosure.

     This only applies to entities that have been subjected to the disclosure process.
   - **Show Excluded from Disclosure** – See the entities that have been excluded from disclosure.

     This only applies to entities that have been subjected to the disclosure process.
   - **Phases**:
     - **Show All** – See entities assigned to any phase.
     - **Show Selected** – Select one or more phases that entities must belong to in order to be displayed.
   - **Line of enquiry**:
     - **Show All** – See entities assigned to any line of enquiry.
     - **Show Selected** – Select one or more lines of enquiry entities must belong to in order to be displayed.
   - **Sort by Title** – Sort the list of entries by title.
   - **Sort by Creation Date** – Sort the list of entries according to when they were created.
   - **Export** – Export the entity to a spreadsheet.

     You can include entity relationships and specify the attributes you want exported.

- **Show Legend** – See what the colours used for shading entity listings indicate.



Linking Cases

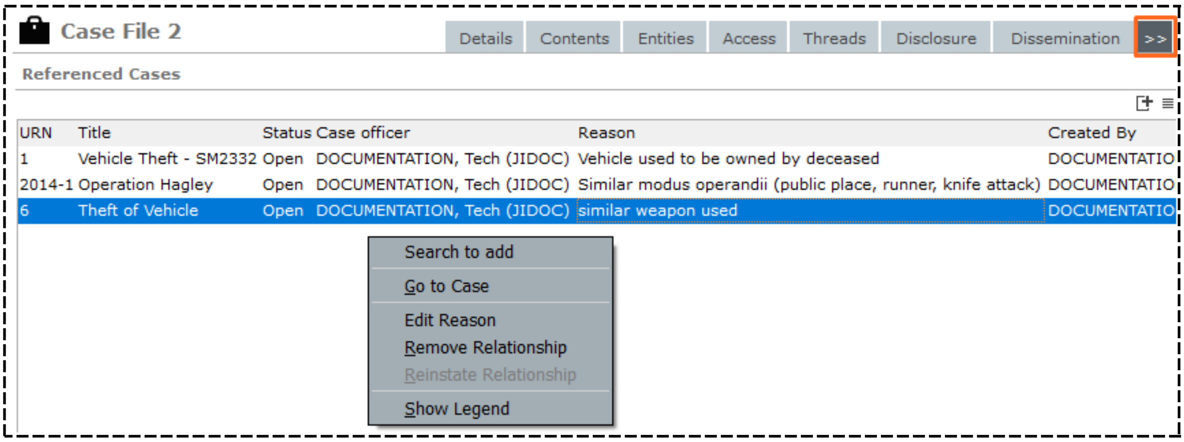
Cases can be related to each other in several ways. For example, they might be related through:

- Suspects
- Associates of suspects
- Where the incident happened
- Mode of operation

Link Two Cases

1. Open the case you want to link to or from.
2. Select the Overflow >> tab > Select **Referenced Cases**.
3. Right-click in the *Referenced Cases* area > Select **Search to add**.
4. Enter text in the **Search words** field to find the case you want to link to > Select **Search**.
5. Use either of these methods to select the case you want to link to:
   - Double-click the case.
   - Select the case > Click **Select**.
6. Enter your reason for linking the two cases > Select **OK**.

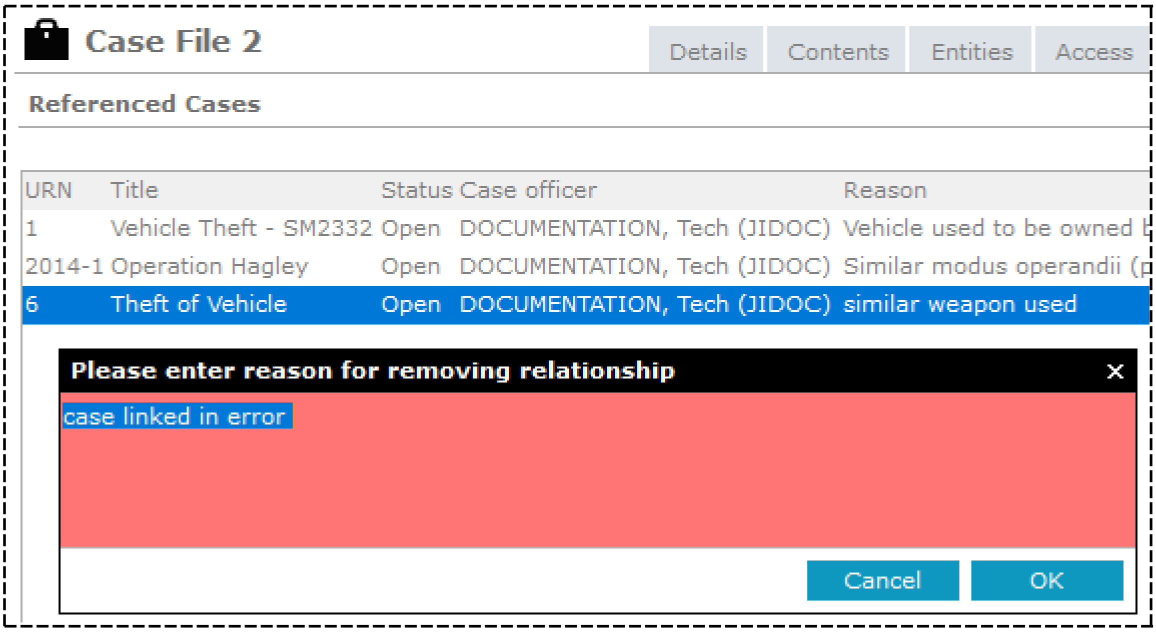
   *To change the reason you have given, right-click the referenced case > Select **Edit Reason**.*



Remove a Relationship Between Cases

1. Open the case you want to unlink from another case.
2. Select the Overflow >> tab > Select **Referenced Cases**.
3. Right-click the case you want to remove > Select **Remove Relationship**.
4. Enter a reason to explain why you're removing the relationship > Select **OK**.

   *To edit the reason you have entered, right-click the referenced case > Select **Edit Reason**.*



Reinstate a Link Between Cases

1. Open the case you want to relink to.
2. Select the Overflow >> tab > Select **Referenced Cases**.
3. Right-click the case you want to reinstate > Select **Reinstate Relationship**.

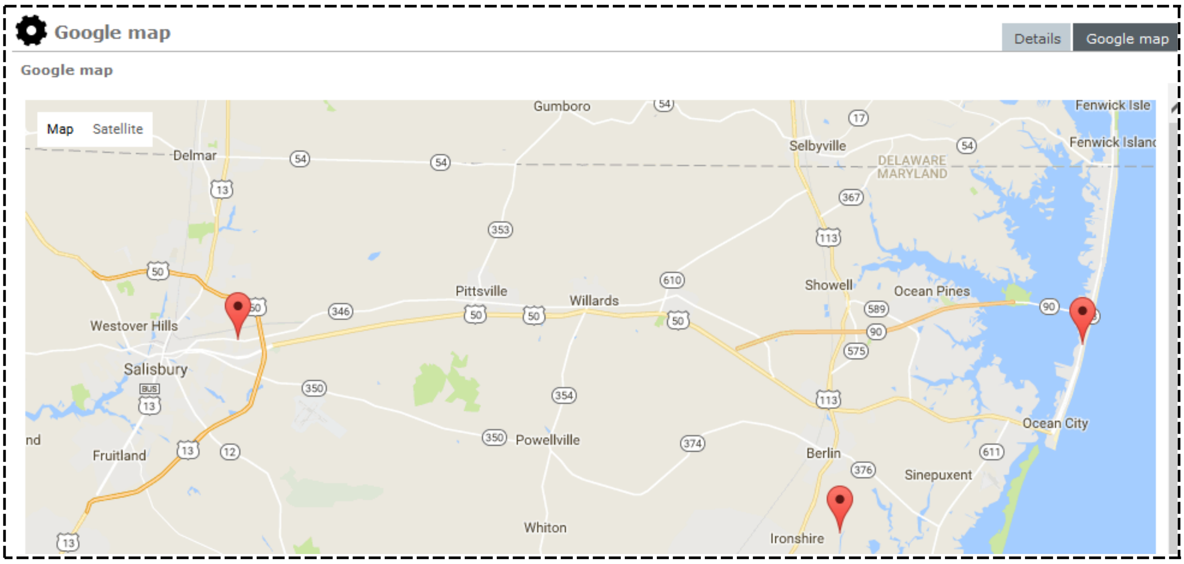
Look at a Case Location on Google Maps

If a location has been specified for a source entity in a case, you can look at it in Google Maps:

1. Open the required case.
2. Select the Overflow >> tab > Select **Google map**.
3. Use one of these options depending on whether you want to see one or multiple locations on a map:
   - Double-click a listing to open one location record.
   - Select individual location entities by dragging them to the *Selected* area.
   - Click **Select all** to select all locations.

   *If there are several locations, use the filter to find the one you want to see > Select **Refresh**.*
4. Select the **Google map** tab.

   *Your administrator can grant access to this feature by enabling the **Can show locations on a map** permission and the Maps option.*



Manage Tasks and Meetings in Outlook

You can use Microsoft Outlook to schedule and manage meetings and tasks for a case.

Tasks you manage in Outlook are different from those you manage in ICM.

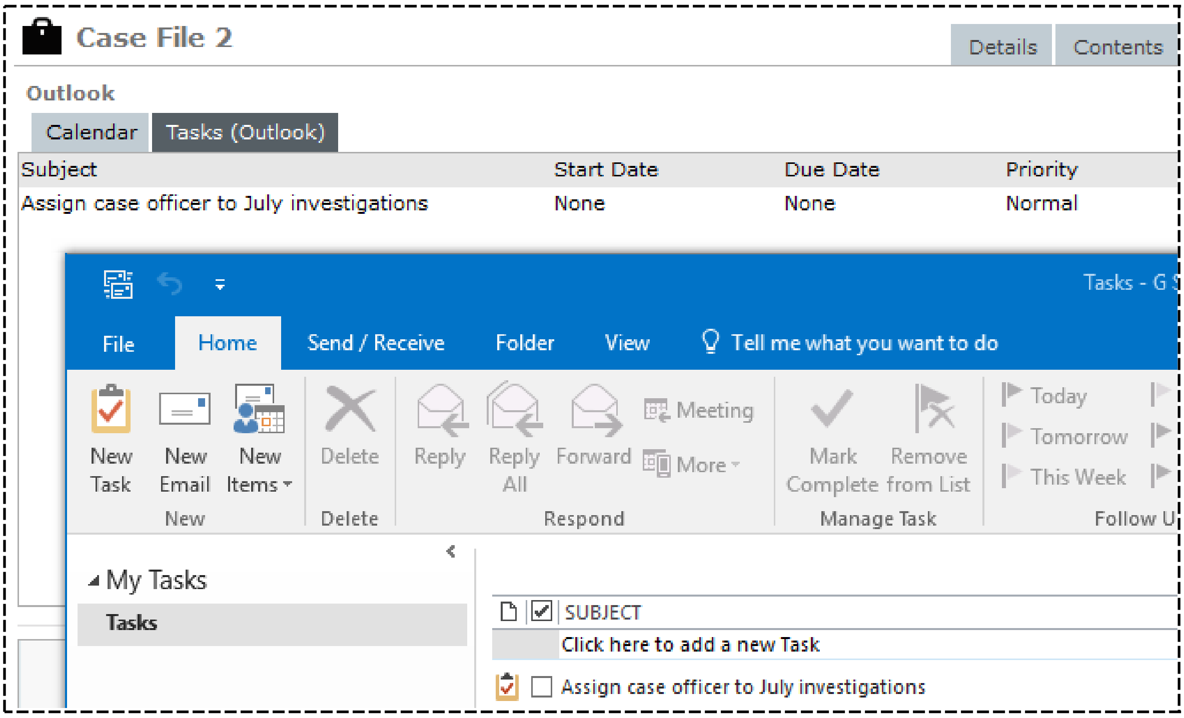
See the Tasks section.

To schedule and manage meetings and tasks for a case using Outlook:

1. Open the required case.
2. Select the Overflow >> tab > Select the **Outlook** tab.

   The meetings you're scheduled to attend are listed under the *Calendar* tab:

   - Select a meeting to display more details about it.
   - Right-click a meeting > Select **Edit** to change the appointment in Outlook.
3. Select the **Tasks (Outlook)** tab.
   - Select a task to display more details about it.
   - Right-click a task > Select **Edit** to change it in Outlook.



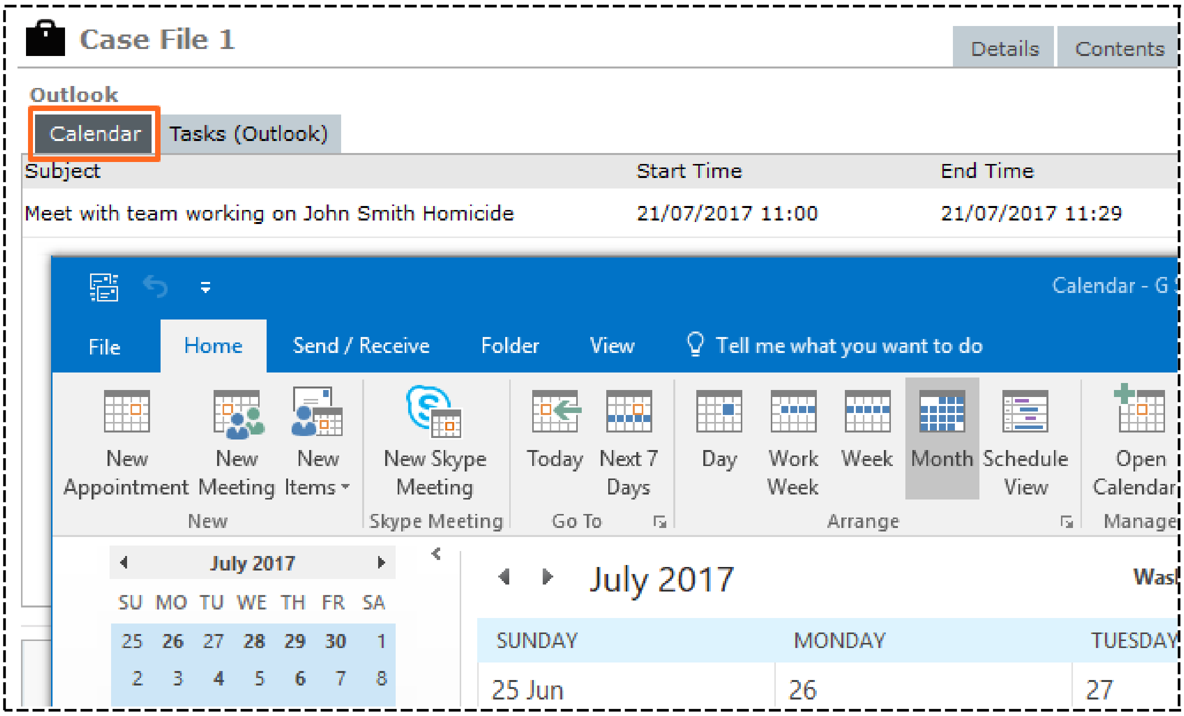
Add or Edit a Meeting in Outlook

You can use Microsoft Outlook to schedule and manage meetings for a case:

1. Open the required case.
2. Select the Overflow >> tab > Select the **Outlook** tab.

   The meetings you're scheduled to attend are listed under the *Calendar* tab:

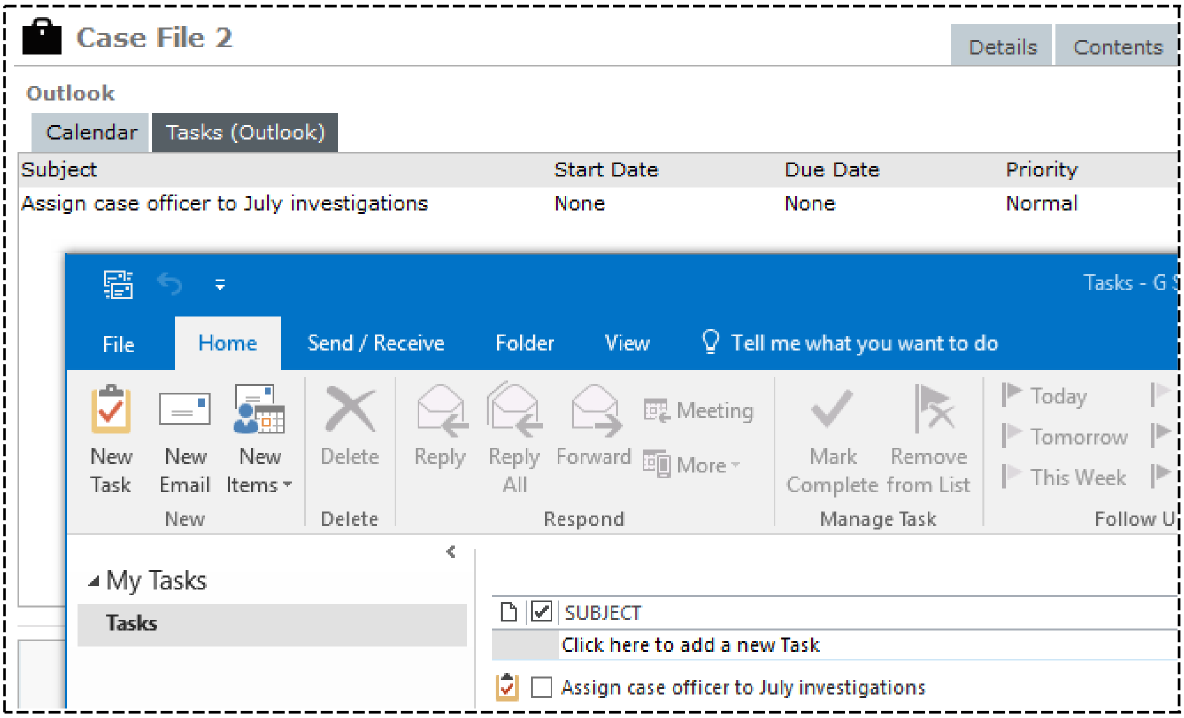
   - Select a meeting to display more details about it.
   - Right-click a meeting > Select **Edit** to change the appointment in Outlook.



Add or Edit a Task in Outlook

To use Microsoft Outlook to schedule and manage tasks for a case:

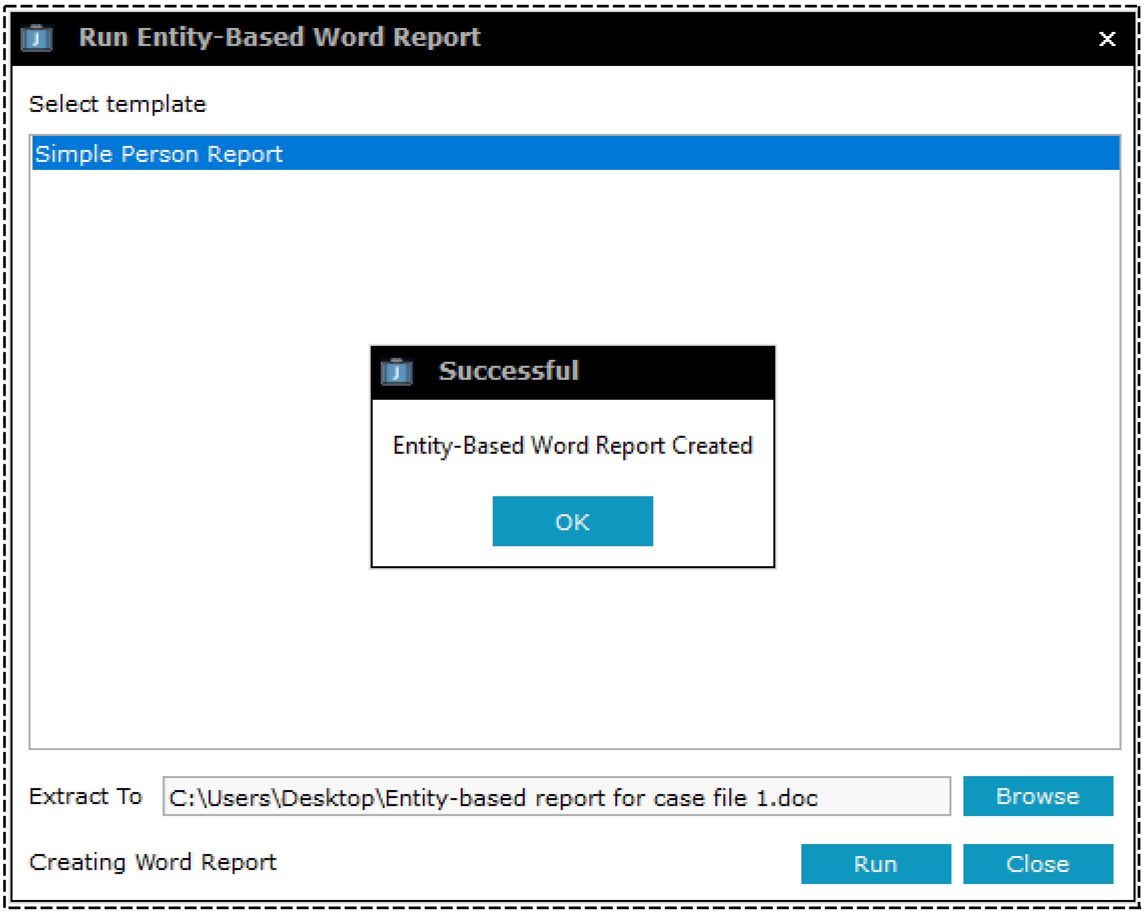
1. Open the required case.
2. Select the Overflow >> tab > Select **Outlook**.
3. Select the **Tasks (Outlook)** tab.
   - Select a task to display more details about it.
   - Right-click a task > Select **Edit** to change it in Outlook.



Use an Entity-based Report to See the Entities Associated with a Case

1. Open the required case.
2. Select the Overflow >> tab menu > Select **Run Entity-Based Word Report**.

   This will be available if your administrator has set up a Word template containing bookmarks for the entity data.
3. Select the required template.
4. Select **Browse** to specify where you want to save the report.
5. Enter a title for the report in the **File name** field.
6. Select **Save**.
7. Select **Run** to generate the report.



Filter the Cases in ICM

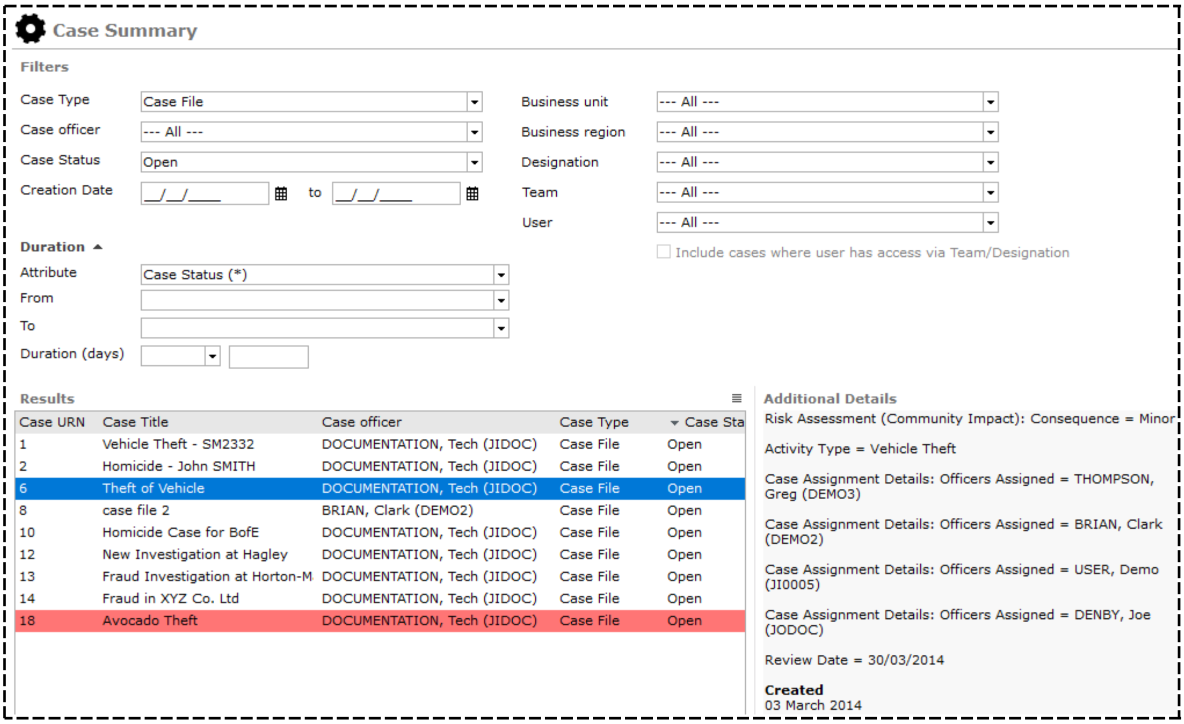
1. Select **Cases** > **Case Summary**.
2. Use the filters to narrow the results shown:
   - **Case Type**
   - **Case Officer**
   - **Case Status**
   - **Creation Date**

     Enter dates or use the Calendar icons to narrow the time period for the results.
   - **Business Unit**
   - **Business Region**

     Only business units and regions you're a member of will be available in these drop-downs.
   - **Designation**
   - **Team**
   - **User**
3. To filter the results by duration:
   a. Select the Expand section icon beside **Duration**.
   b. Use the filters to narrow the results shown:
      - **Attribute**
      - **From**
      - **To**
      - **Duration (days)**
4. Select the **Include cases ...** checkbox to include cases where users have indirect update access to the case via a team or designation.

   For example, a user might be assigned to a team by a case officer and be working on a case as part of a team.
5. Select **Refresh**.
6. To sort the results by column, select a column header:
   - **Case URN**
   - **Case Title**
   - **Case Officer**
   - **Case Type**
   - **Case Status**
7. To see more details about a case in the adjacent panel, select a case in the *Results* area.
8. To open and edit a case, double-click it in the *Results* area.

*To see a list of cases you need the **Can View Case Summary** permission.*



Manage Threads in a Case

You can use threads in a case to link associated source entities in a hierarchical list. This makes it easier to manage entities.

For example, you can group all evidence entities together to quickly see what evidence has been collected so far and what is missing.

Case officers and users with the *Can maintain Threads security* permission can manage threads in a case:

1. Open the required case.
2. Select the **Threads** tab.

   The following areas provide information about the threads:

   - **Existing thread relationships** – Lists source entities in blue text if they are primary parent threads containing child threads.
   - **Selected thread tree** – Shows the structure of a relationship you select in the *Existing thread relationships* area.
   - **Source entities with no parent thread** – Lists source entities in the case that are not part of a thread yet.
3. To filter the list of threads in the *Existing thread relationships* area, right-click a thread or use the Options ≡ icon:
   - Select **Show Primary Threads** to show source entities but not their child relationships.
   - Select **Show Parent Threads** to show parent threads and their child relationships.
4. To create a relationship between source entities:

   a. Select a source entity in the *Source entities with no parent thread* area.

   b. Right-click the entity or select the Options ≡ icon > Select either of these options:

   - **Associate with parent in existing thread relationships**
   - **Associate with parent in selected thread tree**

   c. Select **Yes** to confirm you want to create the relationship.

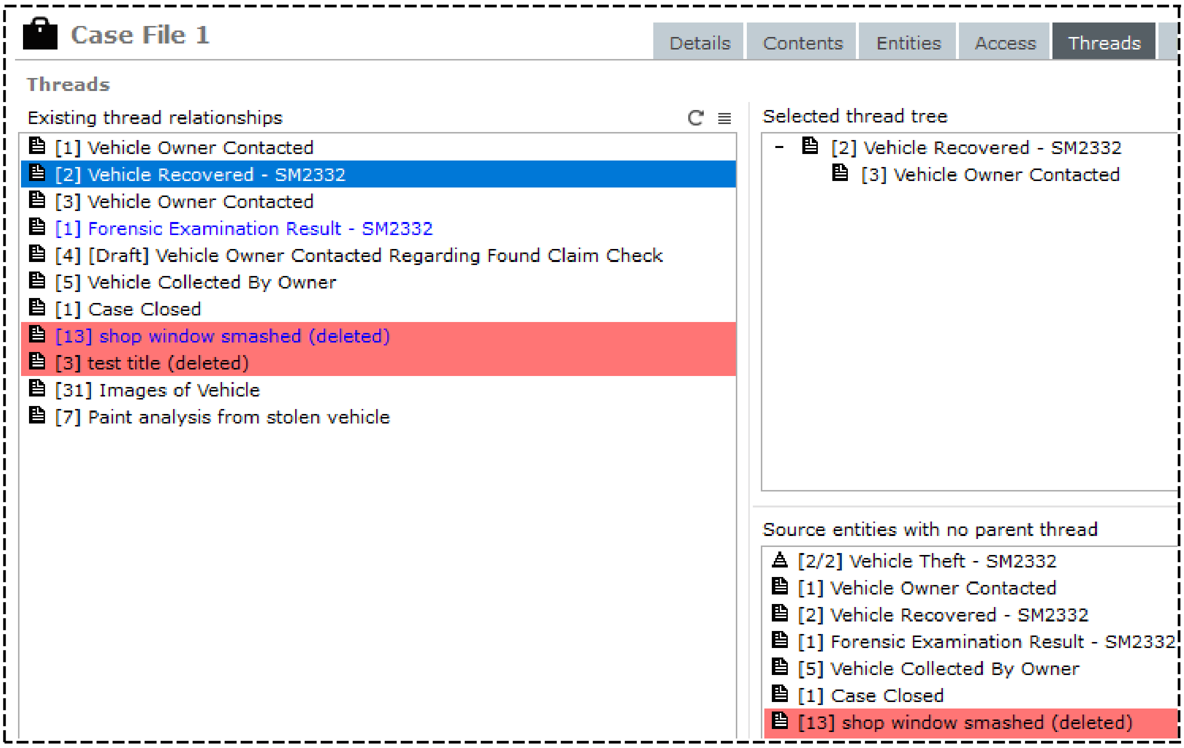
   d. To break a relationship between source entities:

   e. Select a parent source entity in the *Existing Thread Relationships* area.

   f. Select the child entity you want to remove in the **Selected thread tree**.

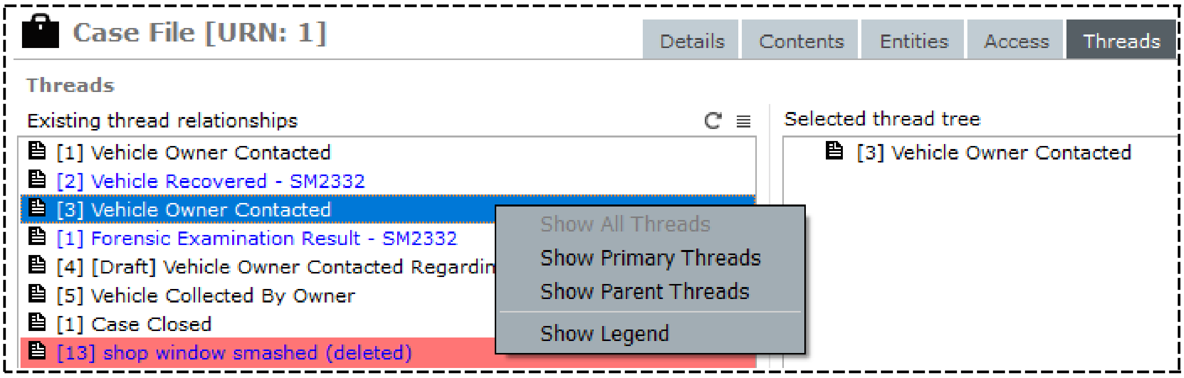
   g. Right-click the child entity or use the Options ≡ icon > Select **Remove Association with Parent** > Confirm you want to remove the relationship.

5. Double-click a source entity to open it.



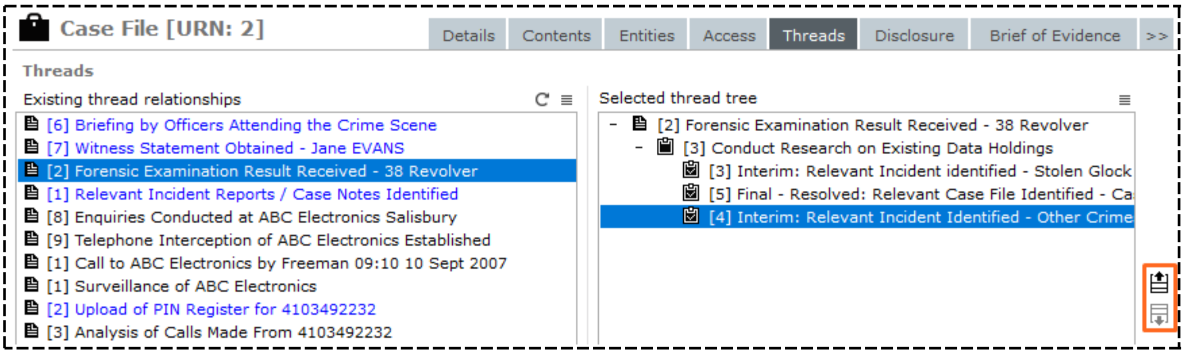
Filter Thread Relationships

1. Open the required case.
2. Select the **Threads** tab.
3. Right-click in the **Existing thread relationships** pane > Select one of these options:
   - **Show All Threads** – Show all source entities that are in threads in the case.
     This is the default view.
   - **Show Primary Threads** – Only show source entities that are at the top level of a thread.
   - **Show Parent Threads** – Show any thread that's a parent.



Reorder a List of Threads

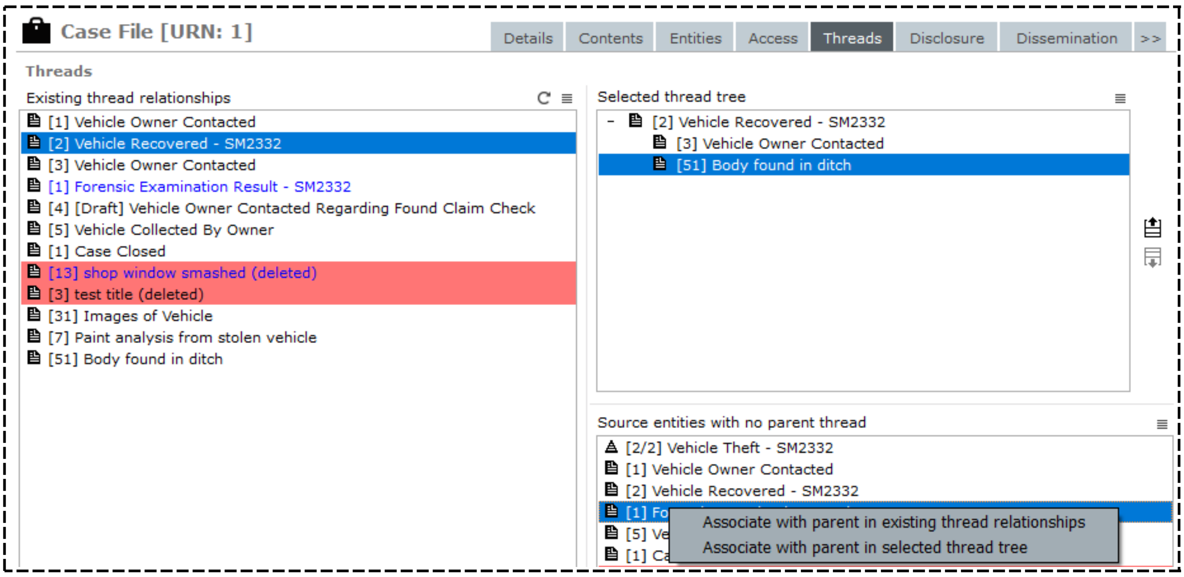
1. Open the required case.
2. Select the **Threads** tab.
3. Select a thread relationship in the *Existing thread relationships* area.
4. Select the thread you want to move in the *Selected thread tree* area.
5. Use the Up or Down icon to move the thread up or down.



Thread a Source Entity Manually

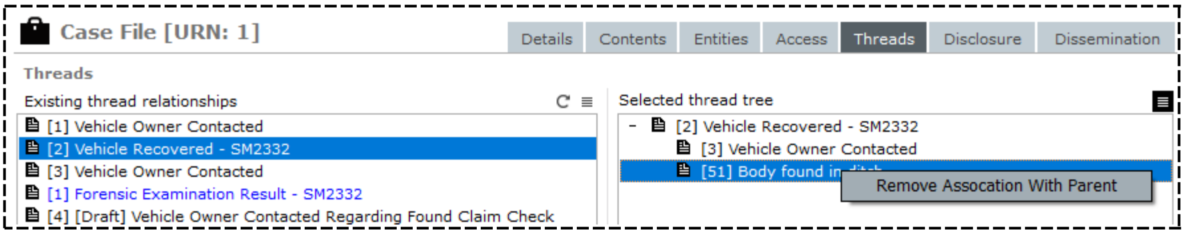
If you create a task without a context like a case, you can thread a case note or task manually to correct this:

1. Open the required case.
2. Select the **Threads** tab.
3. Select a source entity in the *Source entities with no parent thread* area.
4. Right-click the entity or select the Options ≡ icon > Select either of these options:
   - **Associate with parent in existing thread relationships**
   - **Associate with parent in selected thread tree**
5. Select **Yes** to confirm you want to create the relationship.



Remove a Source Entity from a Thread

1. Open the required case.
2. Select the **Threads** tab.
3. In the **Selected thread tree** pane, select the source entity you want to remove from the existing thread.
4. Right-click or select the Options ≡ icon > Select **Remove Association With Parent**.
5. Select **Yes** to confirm you want to remove the selected source entity from the thread.



Involvements

The *Involvements* feature provides a way to track a tangible entity's involvement in a case.

For example, a person might start off as a suspect in a case but become a witness.

A tangible entity:

- Can have involvements.

  Source entities can't have involvements.
- Has an undefined status when you introduce it to a case.
- Can only have one current involvement per case.

  But the type of involvement can change.
- Has a history of involvement.

  The record includes the type of involvement (for example, witness, accessory, victim) and when each involvement occurred.
- Can be involved in more than one case, with different involvements in each case.

  For example, a person might be a witness in one case and a suspect in another.

Admin Settings for Involvements

Your administrator determines the type of involvement for a tangible entity.

They will also need to:

- Set up a list of involvement values in a system code table for each tangible entity you want to use involvements with.
- Define the subset of values that will be associated with each tangible entity.

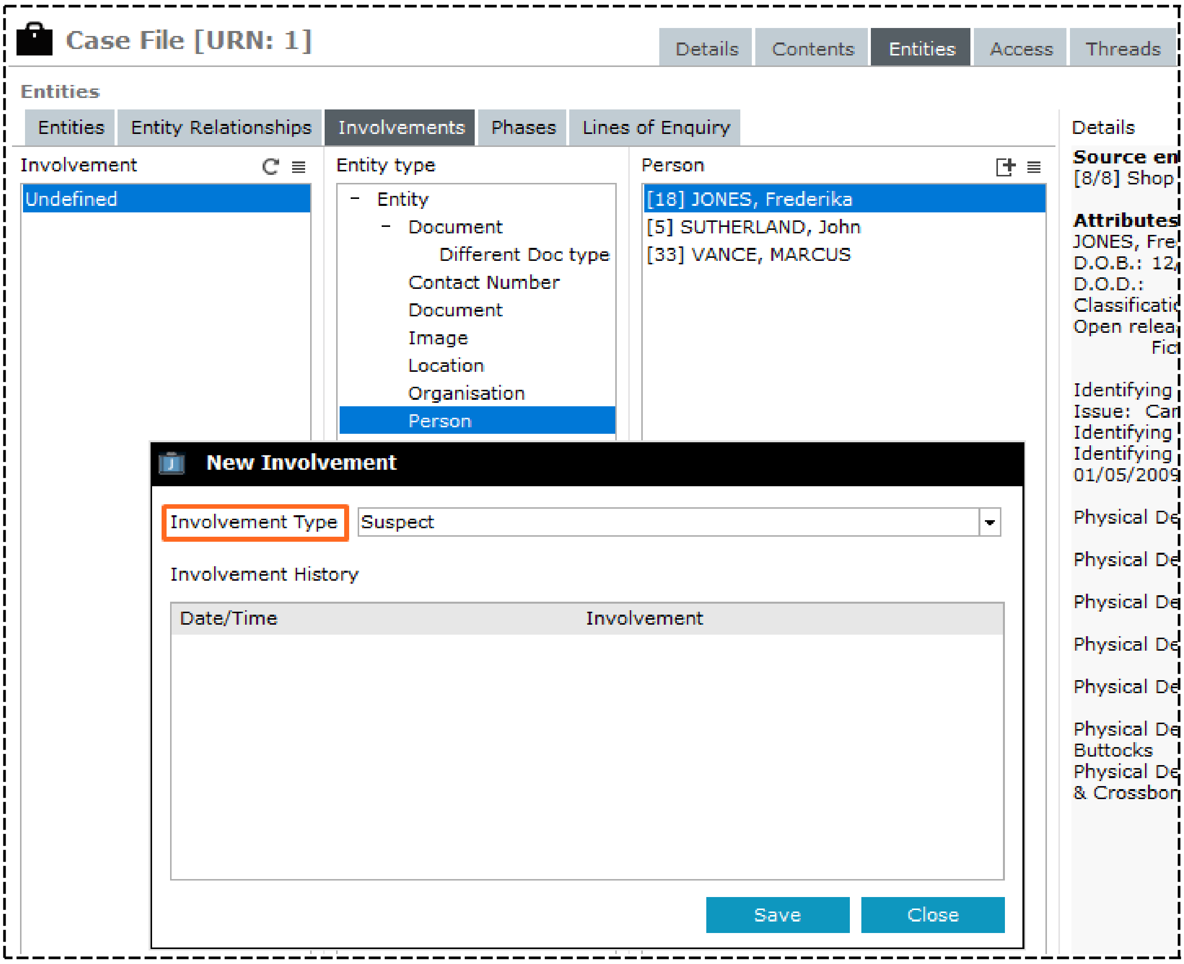
  See the Admin Guide.

Assign an Involvement to a Tangible Entity

1. Open the required case.
2. Select the **Entities** tab.
3. Select the **Involvements** subtab.
4. Select the tangible entity you want to set an involvement for.
5. Select the *New Involvement* icon or select the Options ≡ icon > **New Involvement**.
6. Select the type of involvement in the drop-down provided.
7. Select **Save**.

   There are several ways to see entities and their involvements.

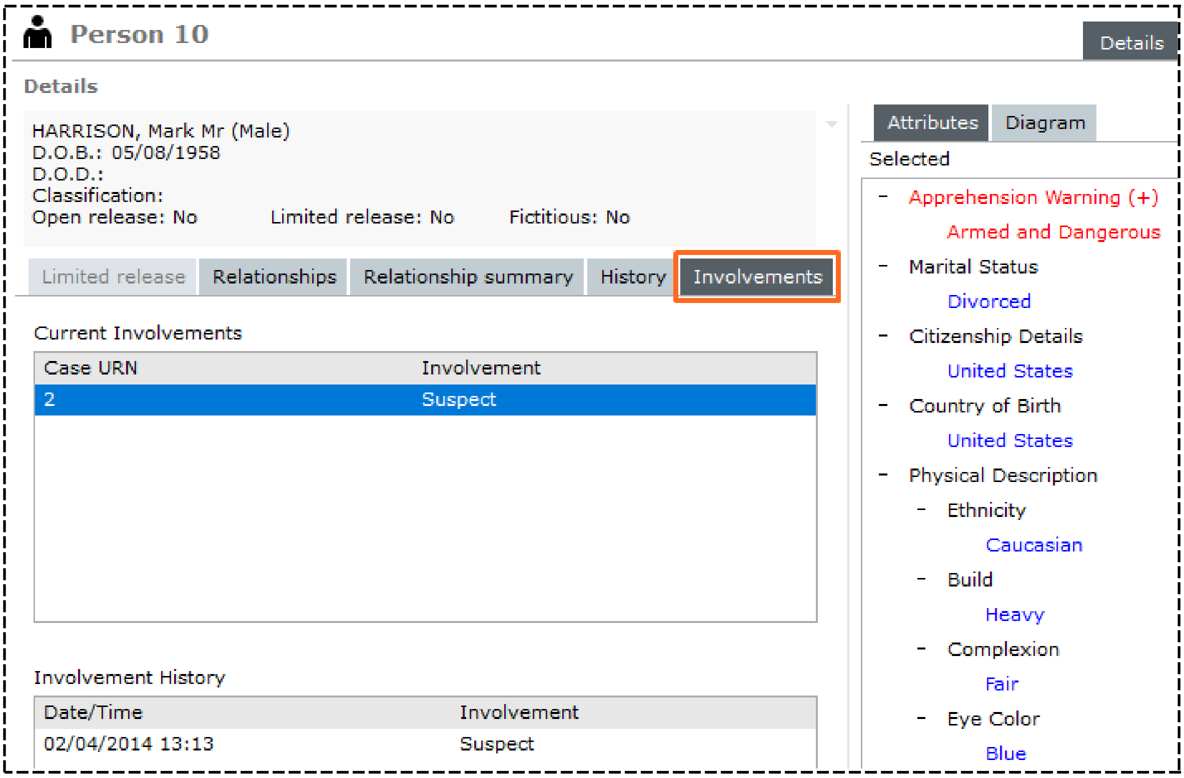
   See View Involvements of Tangible Entities.



See a Tangible Entity's Involvement in a Case

1. Open the entity.
2. Select the **Involvements** subtab.

   The *Current Involvements* area shows all the cases the tangible entity is connected to.
3. Select a list item in the *Current Involvements* area to display a history of the involvement in the area below.



See Involvements of Tangible Entities in a Case

1. Open the required case.
2. Select the **Entities** tab.
3. Select the **Involvements** subtab.

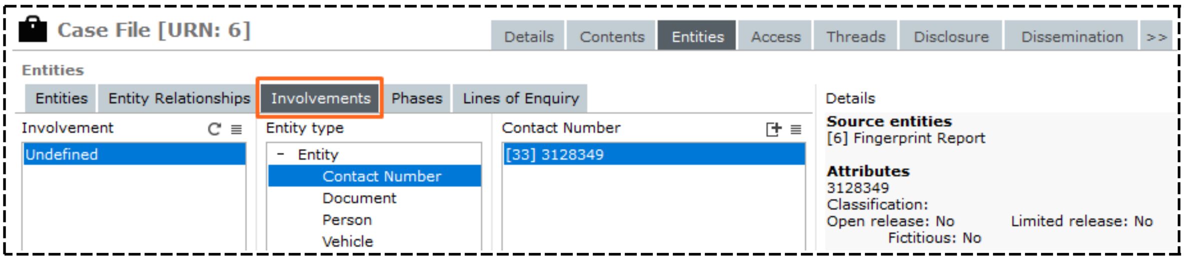
   The following areas display:

   - **Involvement** – Show each involvement value used by the entities in this case:
     - **Undefined** indicates no current involvement.

       This is always shown at the top of the list.

       The order of entries in this list depends on the System Code Table set up by your administrator.
     - Select an entry in this area to display its entity types in the *Entity type* area.
   - **Entity type** – Show each type of tangible entity associated with a case for the selected involvement value.

     Select an entry to display its entities in the adjacent area.
   - **Entity** – Show the tangible entities associated with the values selected in the area.



Phases in an Investigation

You can customise the way you use phases in an investigation.

You might use phases to manage:

- Areas of responsibility for different parts of the investigation.

  For example managing evidence, witnesses, and scenes.
- Allocating entities to parts of an investigation on a timeline.

  For example initiating an investigation, gathering information, reviewing an investigation, preparing for a trial.

You can use these types of phases with cases:

- **Global phases** – Your administrator can specify phases using system code tables that can be used for all cases.
- **Custom phases** – A case officer can specify phases for a case.

  Phases can be assigned to case notes and inherited by entities that are attached to the case note.

Create a Custom Phase

You can create a custom phase for a case you're managing.

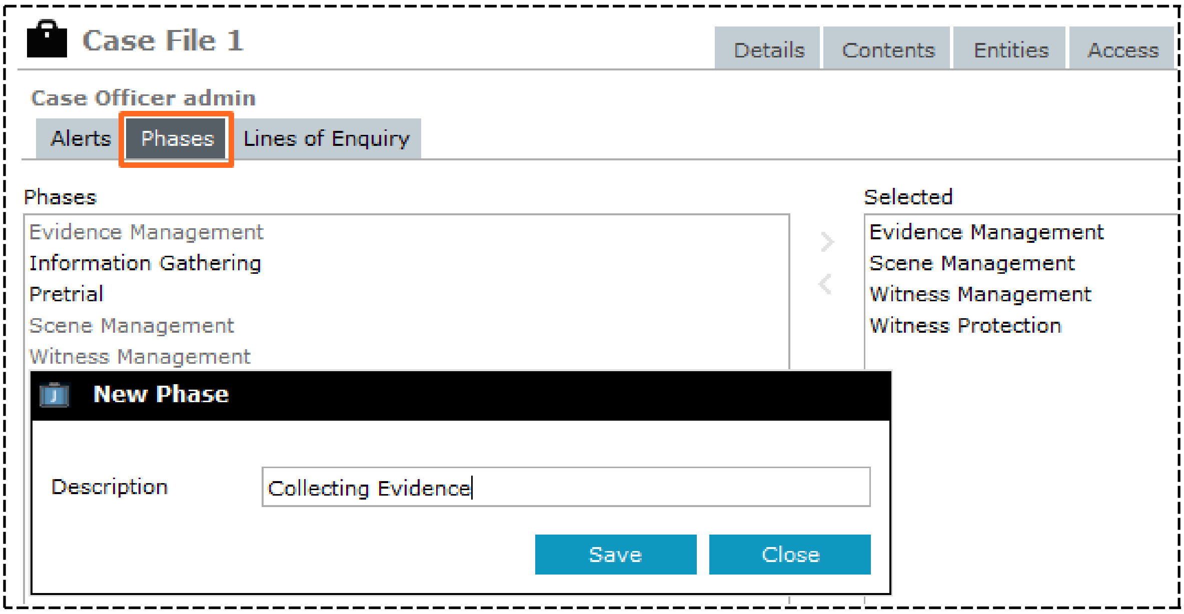
You might want to do this if your administrator hasn't given the phase you want to use a global setting.

The new phase you create will only exist in the case you create it in.

To add a phase, you must be the case officer for the case or have permission to update the case.

To create a custom phase for a case:

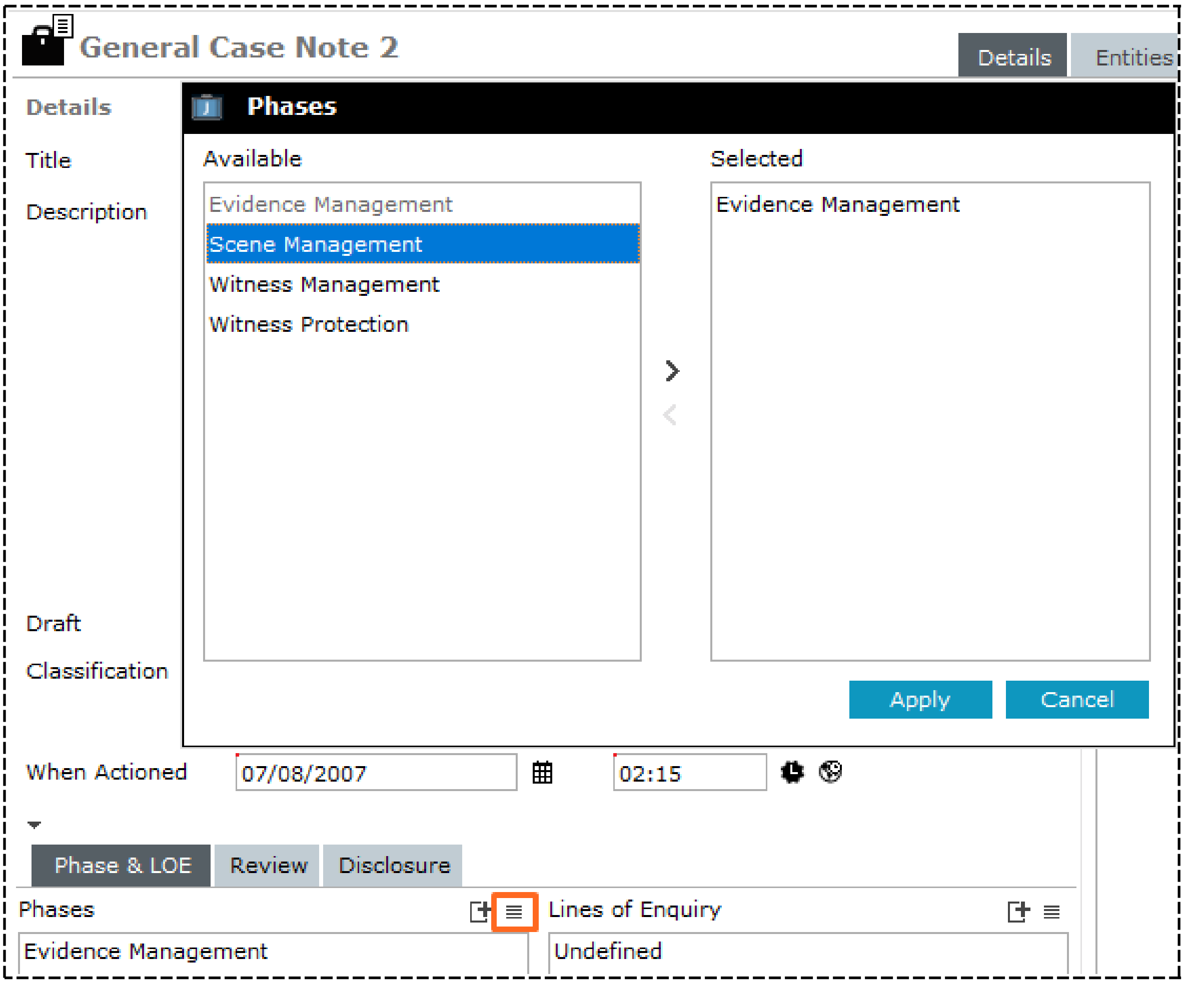
1. Open the required case.
2. Select the Overflow >> tab > Select **Case Administration**.
3. Select the **Phases** subtab.
4. Select **New** > Enter a description for the new phase.
5. Select **Save**.



Specify a Phase for a Case Note

When you create or edit a case note, you can specify a phase for it:

1. Open the required case note.
2. Make sure the **Details** tab is selected.
3. Make sure the **Phases & LOE** subtab is selected.
4. Select the Options ≡ icon for the *Phases* area > Select **Set Phases**.
5. Use the Select icon to select the required phase > Select **Apply**.
6. Select **Save**.

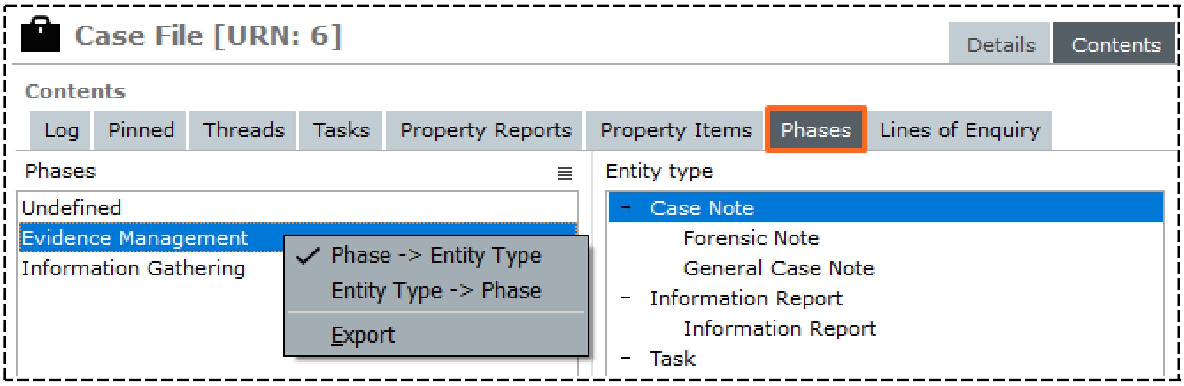


See Phases for Source Entities

To see the phases that have been specified for entities in a case:

1. Open the case.
2. Select the **Contents** tab.
3. Select the **Phases** subtab.
4. To toggle the order of display for phases and entity types, right-click or select the Options ≡ icon > Select either of these options:
   - **Phase -> Entity Type**
   - **Entity Type -> Phase**
5. Select a phase in the *Phases* area to see its entity types.

   *An **Undefined** phase indicates entity types still need to be selected.*



Lines of Enquiry

A line of enquiry is a set of activities that have focus in an investigation.

It could be a:

- House to house enquiry
- Locating a vehicle from a description
- Identifying the associates of a suspect

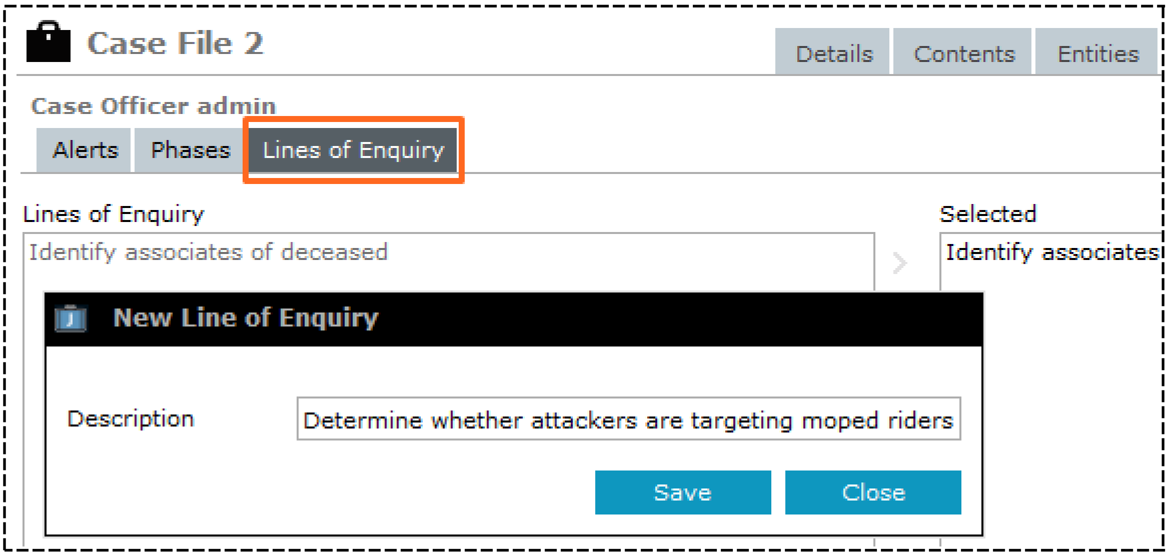
A line of enquiry is specific to a case. There are no system-defined lines of enquiry.

You can link source entities to a line of enquiry.

Add a New Line of Enquiry to a Case

1. Open the required case.
2. Select the Overflow >> tab > Select **Case Administration**.
3. Select the **Lines of Enquiry** subtab.
4. Select **New** > Enter a description for the line of enquiry.
5. Select **Save**.

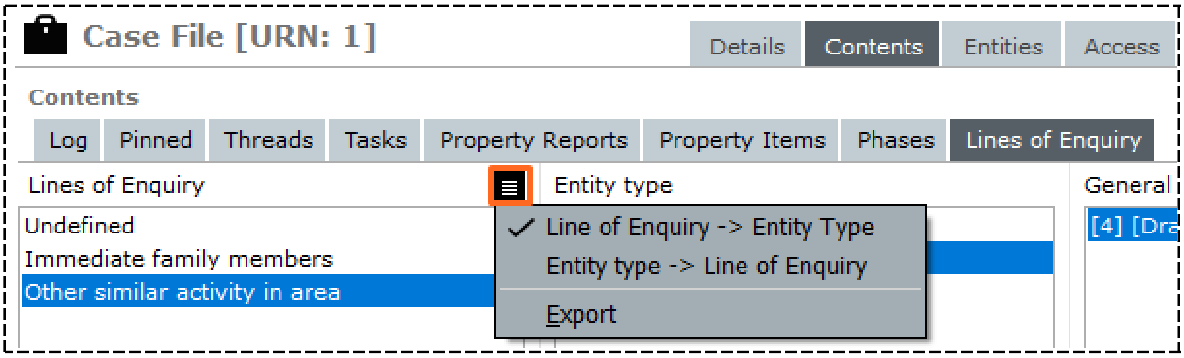
   To add a line of enquiry to a case you must be the case officer for the case or have access to update the case.



See the Relationship Between Lines of Enquiry and Source Entities in a Case

1. Open the required case.
2. Select the **Contents** tab.
3. Select the **Lines of Enquiry** subtab.
4. To toggle the order of display for lines of enquiry and entity types, right-click or select the Options ≡ icon > Select either of these options:
   - **Line of Enquiry-> Entity Type**
   - **Entity Type -> Line of Enquiry**
5. Double-click an entity to open it.

   *An **Undefined** line of enquiry indicates entity types still need to be selected.*



Export Lines of Enquiry to a Spreadsheet

1. Open the required case.
2. Select the **Contents** tab.
3. Select the **Lines of Enquiry** subtab.
4. In the *Lines of Enquiry* area, right-click or select the Options ≡ icon > Select **Export**.
5. Use the Selection arrows to specify the data you want to export.
6. Select **Browse** to specify where you want to save the spreadsheet:
   a. Enter a name for the file in the field provided.
   b. Select **Save**.
7. Select **Export**.

Export Entities and Relationships

You can export entities and their related source entities from ICM to a CSV file.

This is useful if you want to import this data into another analysis tool, like IBM i2 Analyst's Notebook, for example.

You can export entities and their relationships from a case, content source document, or tangible entity.

When exporting data, you can:

- Choose the tangible entities you want to export
- Select the attributes you want to export for each type of entity
- Prefix the Unique Reference Number (URN) with the entity type
- Show the full attribute name (for example, Tattoo\Colour)

How Data is Exported

Data is exported in two parts:

- Entities
- Relationships between entities

Types of Entity Data You Can Export

You can export the following types of data about source entities:

- **DB ID** – Database Identifier in ICM
- **URN** – Unique Reference Number. The format will be either of these options:
  - <Entity URN>
  - <EntityType> <Entity URN> if you select the **Prefix URN** option
- **Entity Type** – Type of entity
- **Description** – Description of entity
- **Attribute Name** – Name of entity's attribute
- **Text** – Entity's attribute value if the data is NOT time, date, or number
- **Date** – Entity's attribute value if the data type is time or date
- **# Number** – Entity's attribute value for number data

The table provides an example of exported data.

DB ID	URN	EntityType	Description	Attribute Name	Text	Date	#
CIU	Person_p1	Person	John Doe	Eye Colour	Blue		
CIU	Person_p1	Person	John Doe	DOB		01/02/1964 00:00:00	
CIU	Person_p1	Person	John Doe	Height			183
CIU	Location_l5	Location	2568 Ocean Road	Suburb	Parnassus		
CIU	Location_l5	Location	2568 Ocean Road	Latitude	-173.45637		
CIU	Location_l5	Location	2568 Ocean Road	Longitude	46.98765		

Types of Relationship Data You Can Export

You can export the following types of data about the relationships between entities:

DB ID	Database Identifier in ICM
URN 1	Unique Reference Number (URN) of left entity or type of entity
URN 2	URN of right entity, or entity type and URN
Link OID	Unique system ID of the relationship showing rows that belong to the same relationship
Link Label	Descriptions of the type of relationship
Link Direction	The direction of the relationship. Direction is always left entity to right entity
Link Type	Description of the type of relationship
Attribute Name	Description of the relationships attribute
Text	Relationships attribute value if the data is NOT time, date, or number
Date	Relationships attribute value of the data time or date
Number	Relationships attribute value for numerical data

Exporting Data

You can export data from a case, content source document (CSD), or tangible entity.

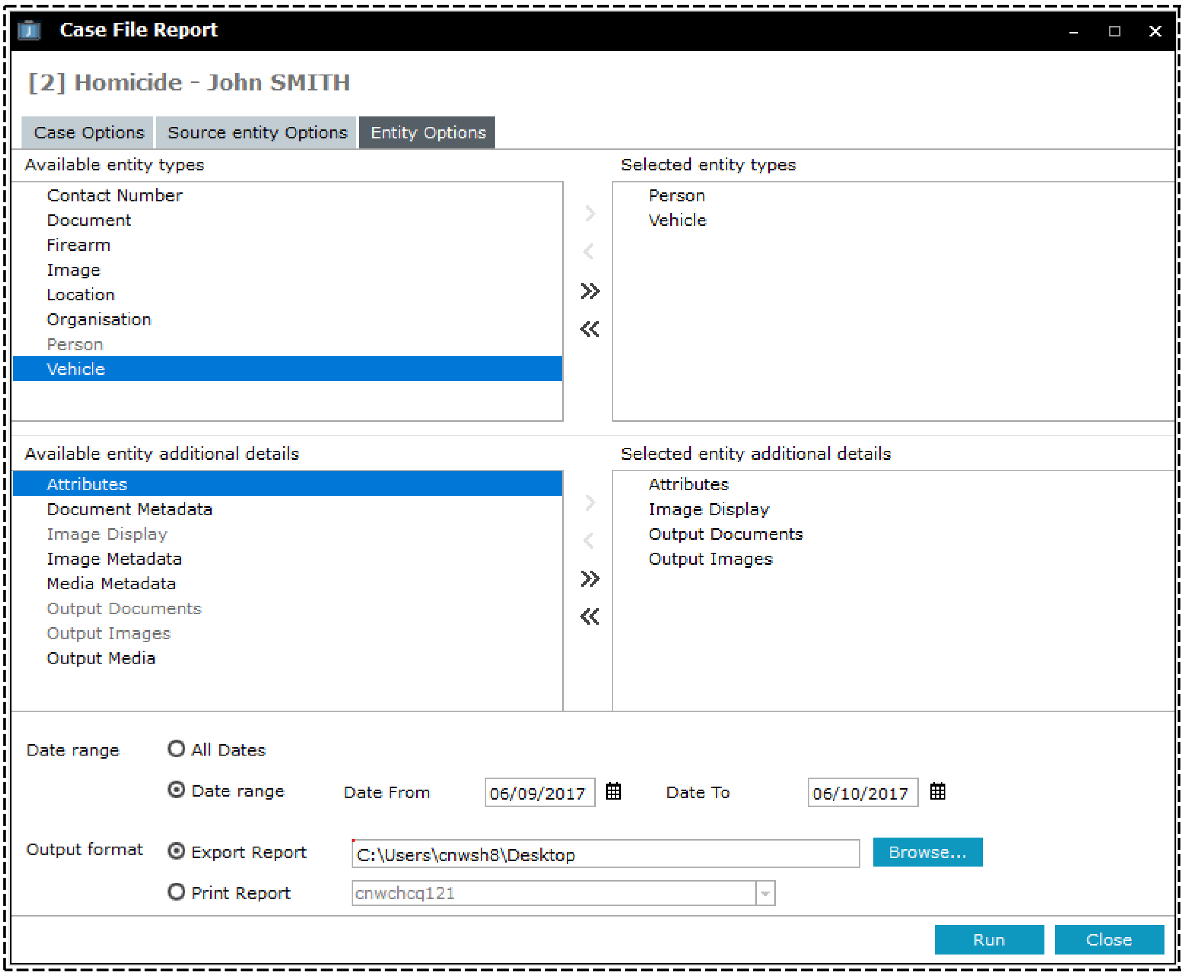
When you export data from a case or CSD, you can specify the entities you want to export.

This isn't required when you export data from a tangible entity because the entities and relationships are used.

Export Data from a Case File to a Report

You can export some or all data from a case file to a report:

1. Open the required case.
2. Select the Overflow >> tab > Select **Export Report (Word Template)**.
3. Under the **Case Options** tab, use the available options to specify the case details you want included in the report.
4. Select the **Source Entity Options** tab > Select the types of source entities you want included in the report.
5. Select the **Entity Options** tab > Select the types of subentities and any additional details (like images or documents) you want included in the report.
6. Select either of these radio buttons to specify a date range for the report:
   - **All Dates** if you don't want to limit the data in the report to particular dates.
   - **Date Range** to limit the data in the report to a particular date range > Use the Calendar icons or enter a date range in the **Date From** and **Date To** fields.
7. Select either of these radio buttons to specify how you want the report to be generated:
   - **Export Report** > Select **Browse** to find and select the location for the Microsoft Word file.
   - **Print Report** > Select PDF software or a printer from the drop-down.
8. Select **Run** to generate the report.



Export Data from a Tangible Entity

1. Open the entity.
2. Right-click in the *Details* area or select the Options ≡ icon > Select **Export Entities and Relationships**.
3. Select the **Prefix URN columns with Entity Type** checkbox to begin the exported attributes with their type of entity.

   For example, *Person_200_DOB*.

   This makes it easier to identify different types of entities in the CSV file.
4. Select the **Show full attribute name** checkbox to begin any exported attribute with the full path from the top parent attribute.

   For example, *Person\Physical Description\Tattoos\Body Location* instead of just *Body Location*.
5. Use the Browse ... button beside the *File Directory* field to specify where you want to save the CSV file.
6. Enter a name for the CSV file in the **Base file name** field.
7. Select the type of entity you want to see in the drop-down provided.

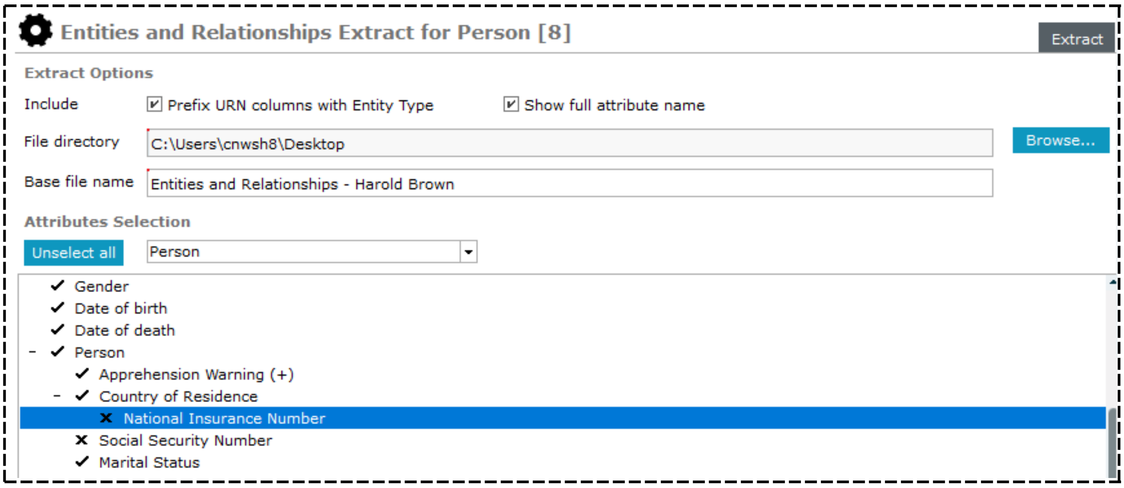
   The list contains the types of entities you selected under the **Entity Selection** tab.

   It also shows the types of entities that are related to these entities.
8. Select an attribute of the selected type of entity to cancel its selection (X) or reselect it ✓.

   *Select the **Unselect all** button if you want most of the attributes excluded from the export.*
9. Select **Export to CSVs** when you have specified the attributes for all types of entities.

   Two CSV files will be saved to the folder location you specified:

   - One file will contain data for the entities exported.
   - The other file will contain relationship data for the entities exported.



Export Data from a Case or a Content Source Entity

1. Open the item you want to export data from.
2. Select the **Entities** tab.
3. Right-click in the *Entities* area or select the Options ≡ icon > Select **Export Entities and Relationships**.
4. Select the required option in the **Filter available list by** field.

   The list contains the types of entities in the case you can access.
5. Use the Select icon or double-click to select the entities you want to export.
6. Select **Next**.
7. Select the **Prefix URN columns with Entity Type** checkbox to prefix exported attributes with their type of entity.

   For example, *Person_200_DOB*.

   This makes it easier to identify different types of entities in the CSV file.
8. Select the **Show full attribute name** checkbox to prefix any exported attribute with the full path from the top parent attribute.

   For example, *Person\Physical Description\Tattoos\Body Location* rather than just *Body Location*.
9. Select the Browse ... button beside the **File Directory** field > Specify where you want to save the CSV file > Select **OK**.
10. Enter a name for the CSV file in the **Base file name** field.
11. Select the type of entity you want to see in the drop-down provided.

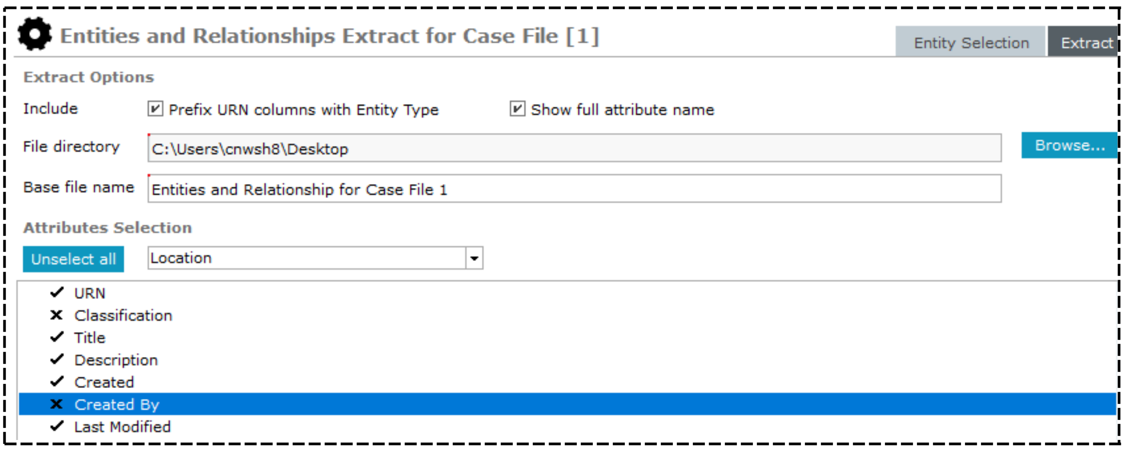
    The list contains the types of entities you selected under the **Entity Selection** tab.

    It also shows the types of related entities.
12. Select an attribute of the selected type of entity to cancel its selection (X) or reselect it ✓.

    *Select the **Unselect all** button if you want most of the attributes excluded from the export.*
13. Select **Export to CSVs** when you have specified the attributes for all types of entities.

    Two CSV files will be saved to the folder location you specified:

    - One file will contain data for the entities exported.
    - The other will contain the relationship data for the entities exported.



Closing a Case

The life cycle of a case varies. It depends, in part, on your organisation's business processes.

When you create a case, its status is *Open* but it might pass through several status changes.

Your administrator can set up the statuses for a case under **Admin** > **Code Tables** > **Attributes** > **Entries**).

Here are some examples of how case statuses could be set up:

- **Open** – The case is open but no work has been scheduled against it yet.
- **Active** – The case is actively being worked on.
- **Inactive** – The case is *Pending*, awaiting further action.
- **Under Appeal** – The case has been through the court process but is under appeal.
- **Closed** – All activity on the case has been completed.

Once a case is solved or processed by the courts it becomes ready to close.

Make sure these tasks are done before a case is closed:

- Check all tasks are complete.
- Check all property items have had a **Final Action** applied to them. All property should have been removed from storage and destroyed or returned.
- Send the case officer a message outlining anything that needs to be checked.
- Change the security profile from open to closed.

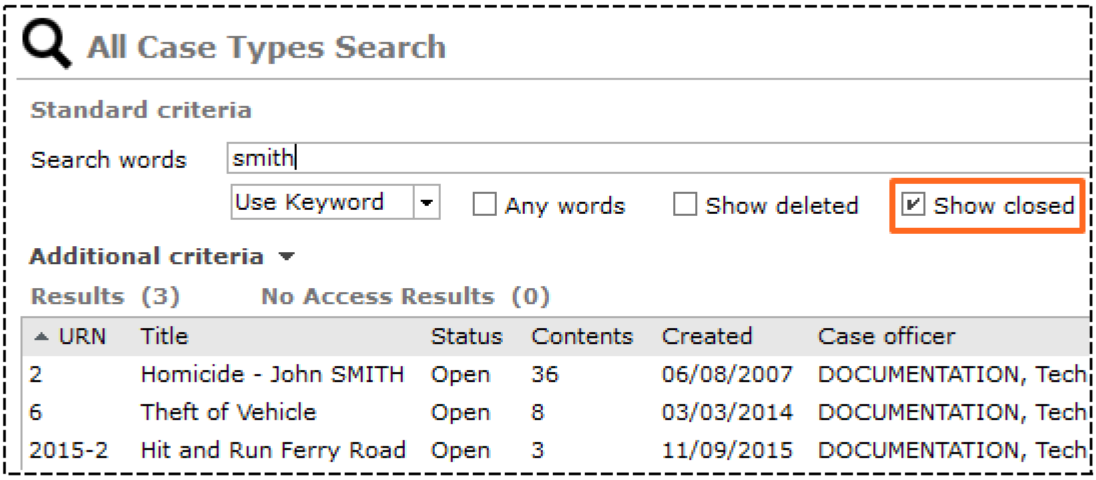
Your administrator can set up messages that display when case closure has been requested. Each message can be set to require confirmation from the user.

See the Admin Guide.

Find a Case That Has Been Closed

When you search for a case, only cases that are open are listed.

To find a case that has been closed, select the **Show closed** checkbox.



See Whether Access Rights Have Been Updated for a Case

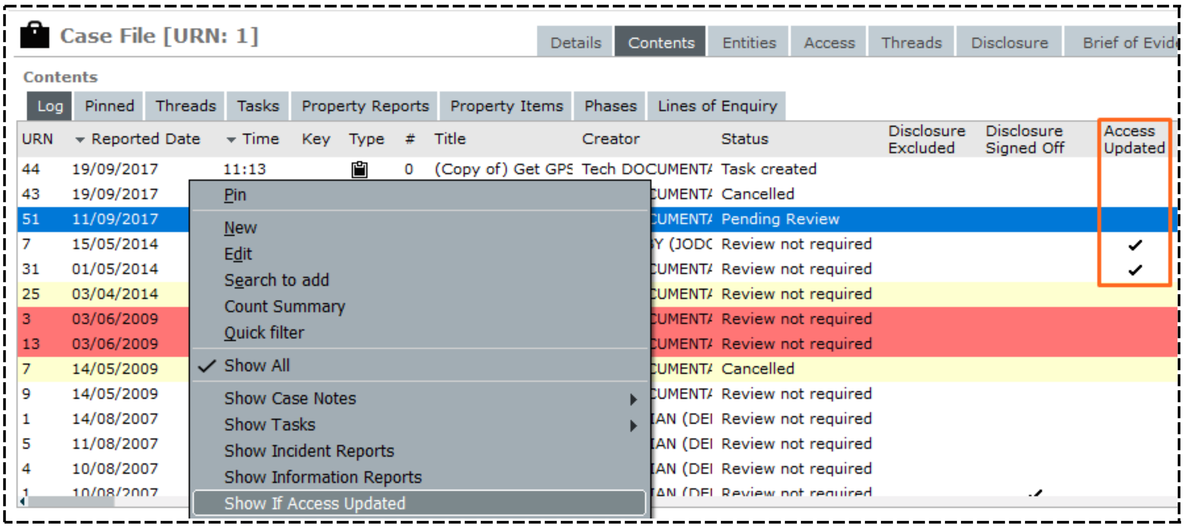
A case has two security profiles, one for when it is open and one for when it is closed.

Your administrator will set up appropriate security profiles for open and closed cases.

These settings are available under **Admin** > **Entity Definition** > **Types**.

You can see whether access rights have been updated for a case:

1. Open the case.
2. Select the **Contents** tab.
3. Make sure the **Log** subtab is selected.
4. Right-click or select the Options ≡ icon > Select **Show if Access Updated**.



Close a Case

A case officer should review all case notes before closing a case. They should also lock any case notes that shouldn't be closed.

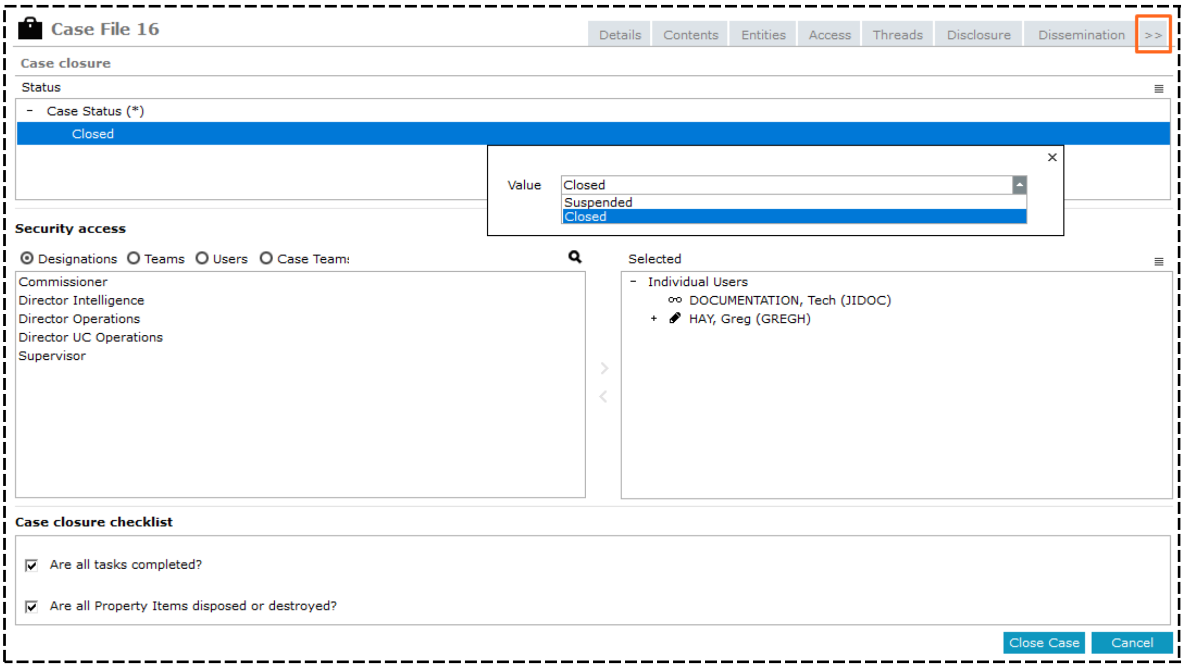
A new security profile is applied to a case when it is closed. This profile is inherited in case notes that are not locked.

Tasks also inherit a new security profile because they can't be locked.

To close a case:

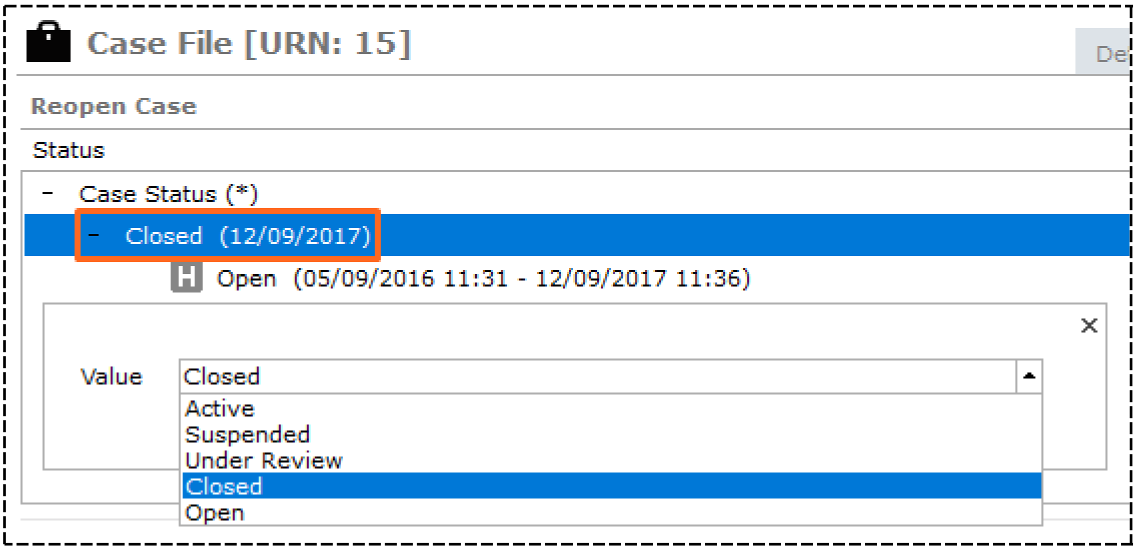
1. Open the case you want to close.
2. Select the Overflow >> tab > Select **Case Closure**.
3. In the *Status* area, select the case status > Change the value to **Closed**.
4. In the *Case closure checklist* area:
   - Select the **Are all tasks completed** checkbox.
   - Select the **Are all Property Items disposed of destroyed** checkbox.
5. Select **Close case**.
6. Select **OK** to confirm you want to close the case.

   It displays with an orange header to show that it's closed.



Reopen a Case

1. Open the closed case.
2. Select the Overflow >> tab > Select **Reopen case**.
3. In the *Status* area, select the **Closed** status > Change it to the appropriate value.
4. Select **Reopen**.
5. Select **OK** to confirm you want to reopen the case.



ENTITIES

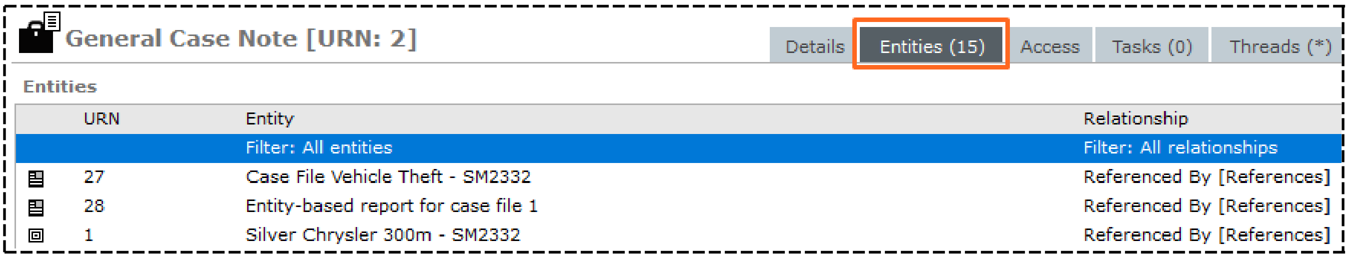
This section explains how to manage entities and their attributes.

All entities must have a relationship to a source entity.

An entity can only be added to an investigation from a source entity.

When you open a source entity, you can select the **Entities** tab to see its related entities and associations with the source entity.

You can also edit relationships between entities.



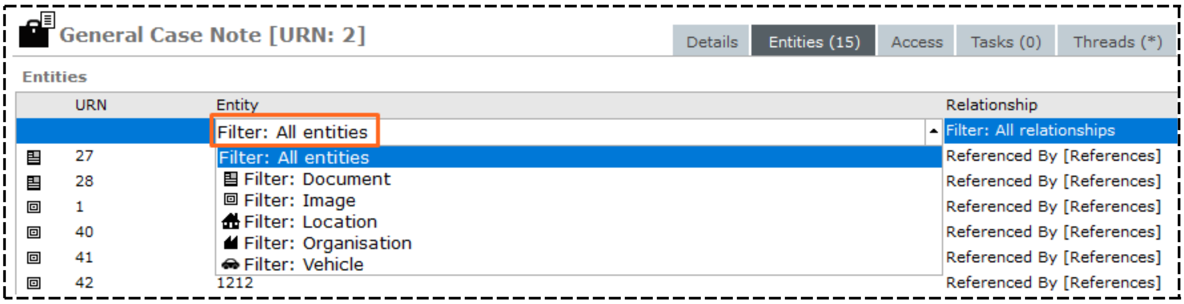
Icons for Entities

The following icons are used to represent entities in ICM.

- Case
- Case note
- Contact Number
- Document
- Event
- Image
- Incident Report
- Information Report
- Location
- Media
- Miscellaneous
- Offence
- Organisation
- Person
- Property Item
- Property Report
- Task
- Task Result
- Transaction
- Vehicle

Filter the Entities in a Source Entity

1. Open the source entity.
2. Select the **Entities** tab.
3. Select the blue filter link in the *Entity* or *Relationship* column.
4. Select the required entity in the drop-down.

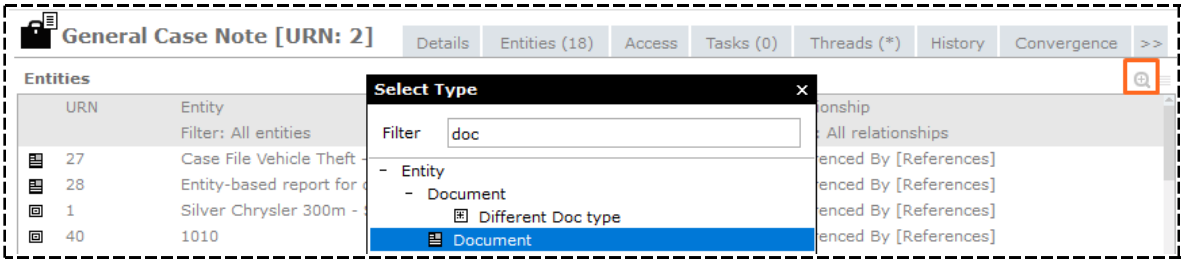


Add an Entity to a Source Entity

1. Search the database to make sure the entity doesn't already exist.
2. Open the source entity you want to add the entity to.
3. Select the **Entities** tab.
4. Select the Search to Add icon to show entities that have a valid relationship you have permission to access.
5. Enter the first few letters of the entity in the **Filter** field.
6. Use either of these methods to select the type of entity you want to add to the source entity:
   - Select the entity > Select **OK**.
   - Double-click the entity.
7. Populate the fields as required.
8. Save your changes.

   The entity you have added is listed under the *Entities* tab for the source entity.

   See the Admin Guide for information on setting up source entities.



Add a Case Entity to a Source Entity

You can associate entities that are attached to a source entity of a case to another entity that's related to the case:

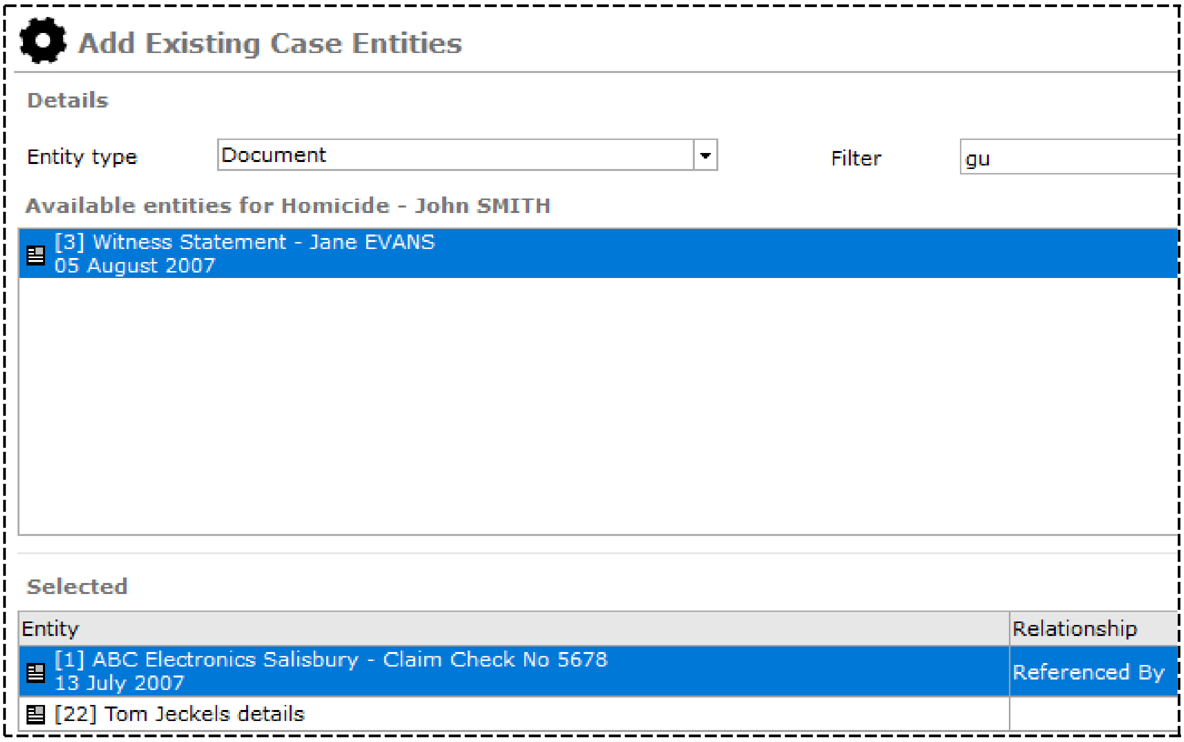
1. Find and open a source entity that's attached to a case.
2. Select the **Entities** tab.
3. Right-click in the *Entities* area or select the Options ≡ icon > Select **Add Existing Case Entities**.
4. Select the type of entity you want to add in the **Entity type** drop-down.

   Select the Expand + icon to see more options.
5. Enter text in the **Filter** field to further narrow the results.
6. Press **Enter** of click **Refresh**.
7. Use either of these methods to select the required entities:
   - Drag an entity from the *Available entities* ... area to the *Selected* area.
   - Drag an entity from the *Recent* area of the Navigator to the *Selected* area.
8. Specify the relationship for each entity you have selected:

   a. Select the cell in the **Relationship** column.

   b. Select the required option in the drop-down.
9. Select **Save**.

   The selected entities display under the source entity's *Entities* tab.



Creating a Location

You can create a location entity by specifying a street address or entering the GPS coordinates for a location.

If you enter GPS coordinates, you'll be able to enter locations in open country like bush, lakes, and oceans.

The following formats are supported when specifying GPS coordinates:

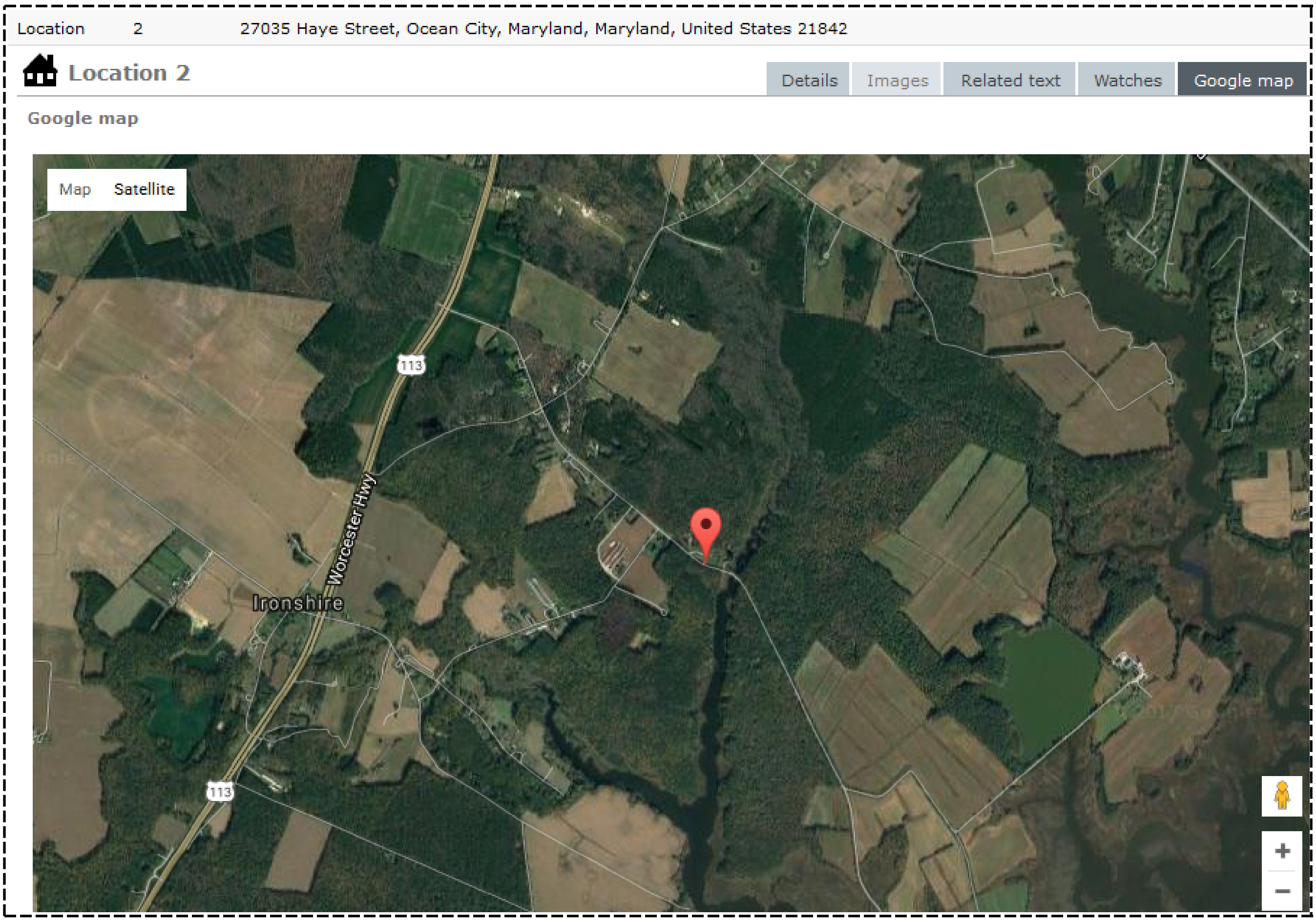
- Degrees, minutes, and seconds
- Decimal degrees

  Whichever format you use, the alternative format will be generated automatically as well.

You can use a GPS receiver at a scene to record the GPS coordinates as a waypoint.

You can use Google Maps by selecting a point on the map.

Make sure the scale of the map is accurate enough for your purposes.



Add Files to a Source Entity

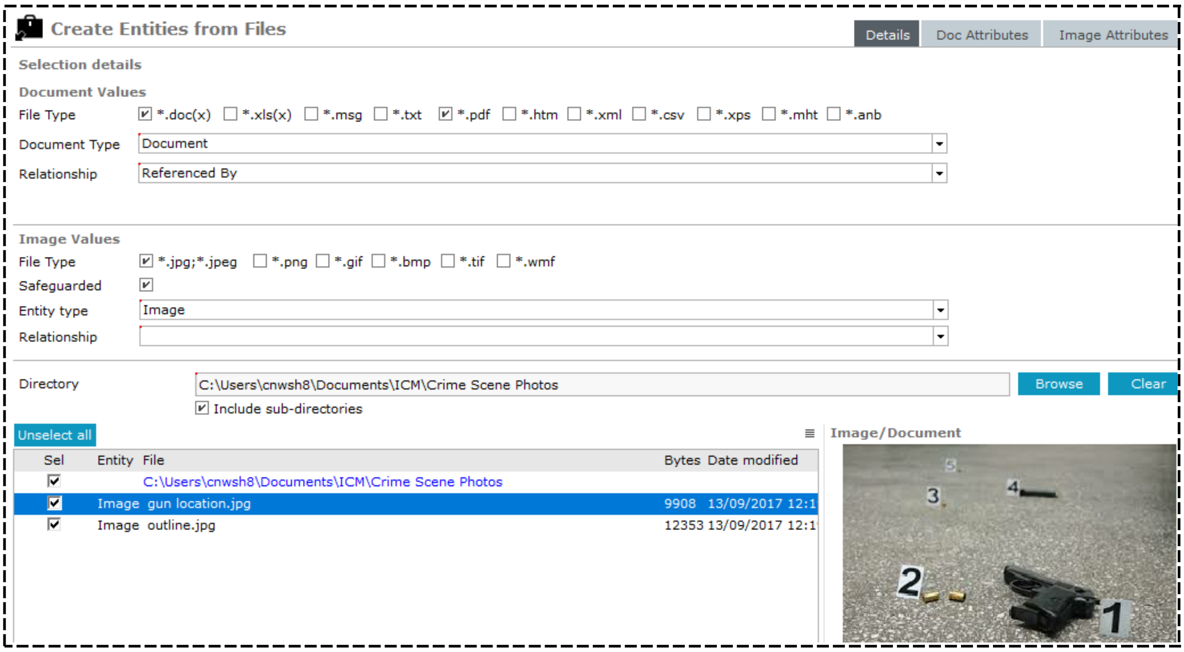
You can add several entities to a source entity at once by uploading external files.

This is possible for Word, PDF, HTML, XLS, CSV, and most image files.

To add files to a source entity:

1. Open the source entity.
2. Select the Overflow >> tab > Select **Bulk Load**.
3. Specify the types of documents you want to add in the *Document Values* area:
   a. Select the checkboxes that represent the types of documents you want to add.
   b. Specify the type of document in the **Document Type** drop-down.
   c. Specify the document relationship in the **Relationship** drop-down.
   Your administrator specifies which entity subtypes are available in the drop-downs.
4. Specify the types of images you want to add in the *Image Values* area:
   a. Select the checkboxes that represent the types of images you want to add.
   b. To prevent the images being displayed by default, select the **Safeguarded** checkbox.
   You might want to safeguard an image if it is explicit.
   a. Specify the type of image in the **Entity Type** drop-down.
   b. Specify the image relationship in the **Relationship** drop-down.
5. Use either of these methods to import the required files:
   - Drag and drop the folder containing the files onto ICM.
   - Select **Browse** to find the directory you want to find files in > Select **OK**.
     All the files that match the type of file you have specified will be selected.
6. Select or deselect files as required.
   You can preview a safeguarded image by double-clicking it in the Directory area.

7. Select **Create** > Select **Yes** to confirm you want to add the selected files to the source entity.



Entity Attributes

You can use attributes to describe an entity.

For example, you could use the following attributes to describe a person entity:

- Eye colour
- Height
- Marital status

Your administrator configures the attributes you can record for an entity and any rules regarding these. For example, they can make it compulsory to specify a value for an attribute.

The following icons are used to indicate the different types of attributes:

Comments Mandatory icon	You'll need to enter a comment when you specify a value for this attribute.
Comments Optional icon	You can enter comments about an attribute value if you want to. *Once you have entered a comment, the icon shows lines inside the speech bubble .*
Historical Values icon	The attribute has been updated and has an audit history.
Multiple attribute + icon	You can enter several values for this attribute.
Mandatory attribute * icon	ICM will automatically add these attributes, if you don't add them yourself.

See ***Maintaining Attributes of Entities*** *in the Admin Guide.*

Add an Attribute to an Entity

You can specify additional attributes for an entity.

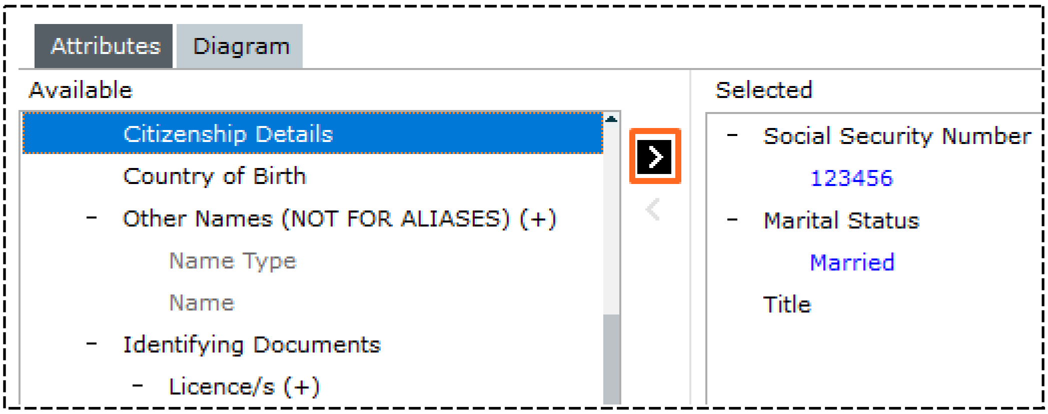
You might want to do this if you receive new information about a suspect's citizenship details, for example.

To add an attribute to an entity:

1. Open the source entity.
2. Make sure the **Details** tab is selected.
3. Make sure the **Attributes** subtab is selected.
4. Right-click in the *Selected* area or select the Options ≡ icon > Select **Show Available Attributes**.
5. Use the Select icon or double-click the attribute you want to add in the *Available* area.
6. Select the attribute you have added > Enter a value for it in the field provided.

   *Select the **Highlight Incomplete** checkbox to see which attributes you need to add values for.*

   *Press **Tab** to go to the next attribute value you need to fill out.*



Specify the Value for an Attribute

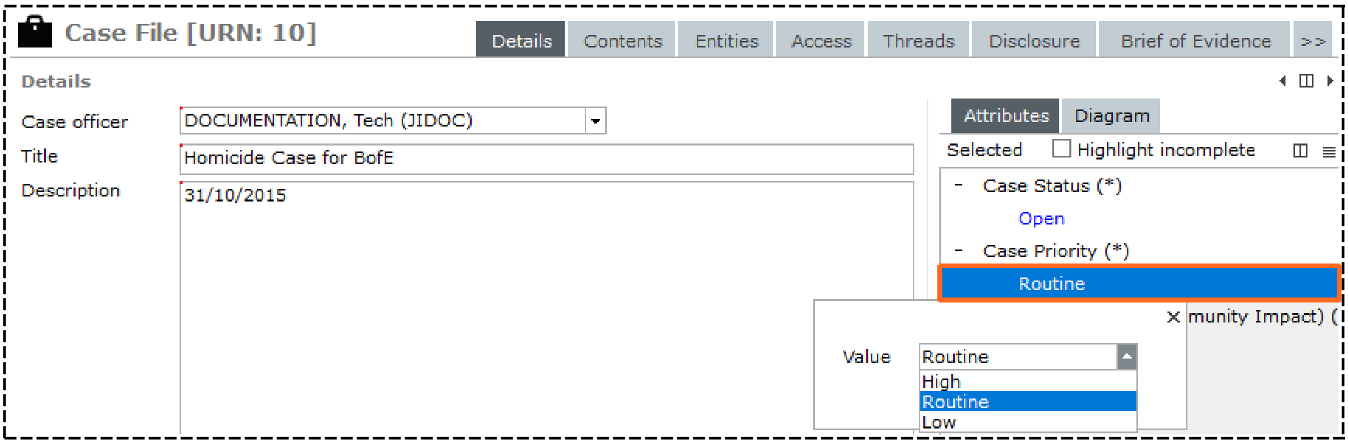
You can specify the value for an attribute by selecting it in the *Selected* list.

Values for normal attributes display in blue text. Values for warning attributes display in red text.

If the entity has no attributes, the *Attributes* pane won't display.

The attributes available depend on how you have set up ICM.

For more information, see ***Maintaining Attributes of Entities*** *in the Admin Guide.*



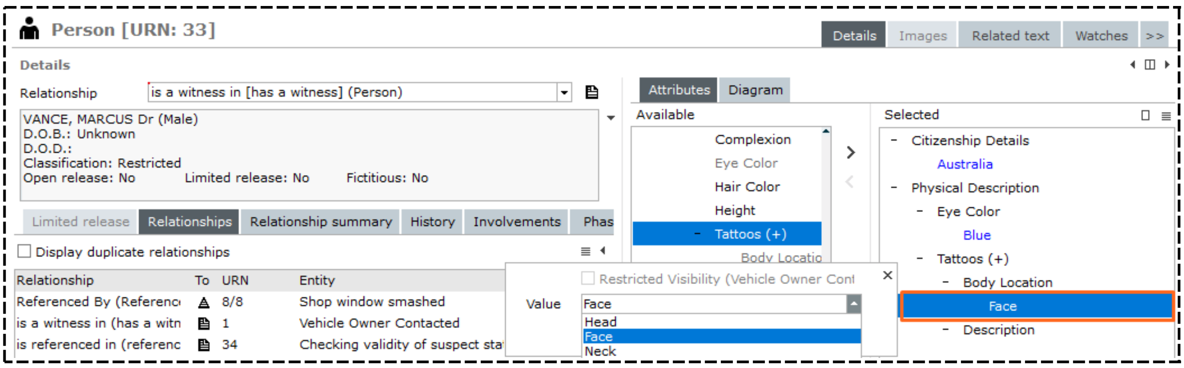
Edit the Attributes for an Entity

1. Open the source entity.
2. Select the **Entities** tab.
3. Open the entity you want to change.
4. Right-click in the *Selected* area or select the Options ≡ icon > Select **Show Available Attributes**.
5. Use the Select icon to select an available attribute.

   If the attribute value supports comments, these are displayed in purple text.
6. Specify values for the attributes you have selected.

   Select the ***Highlight Incomplete*** *checkbox to see which attributes you need to add values for.*

   Press ***Tab*** *to go to the next attribute value you need to fill out.*



Restrict Who Can See an Attribute

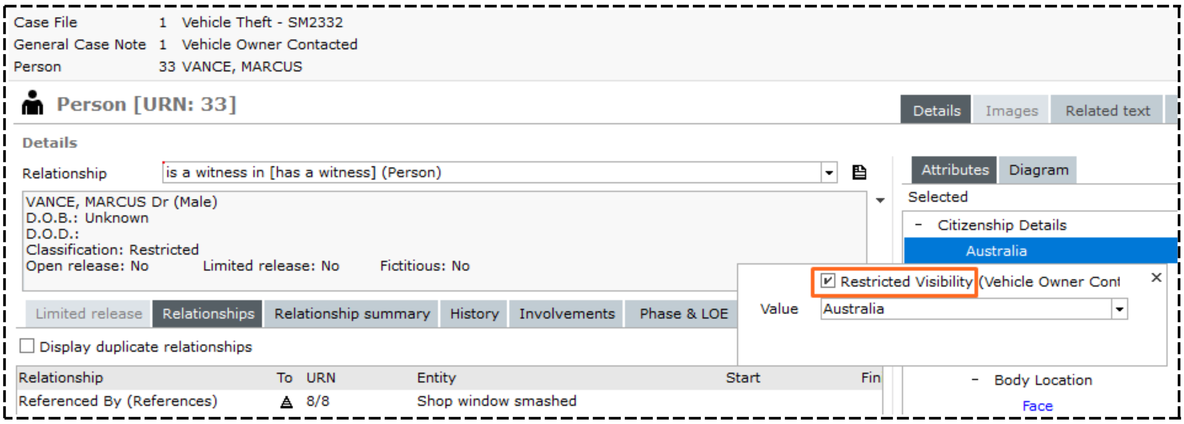
You can restrict visibility to an attribute.

If you do this, only users with access to the source entity will be able to see the restricted attribute.

1. Open the source entity.
2. Open the entity.
3. Select the attribute value.
4. Select the **Restricted Visibility** ... checkbox.

   *The **Restrict Visibility** setting on an entity attribute determines whether the Restricted Visibility checkbox is available.*

   *This setting is under **Admin** > **Entity Definition** > **Attributes**.*



Enter a Comment about an Attribute

If an attribute has a comment icon, you can enter a comment about the attribute:

1. Select the Comments Optional icon.
2. Enter your comment.
3. Select **OK**.

Add a Group of Attributes

You can specify attributes that can be added to an entity several times.

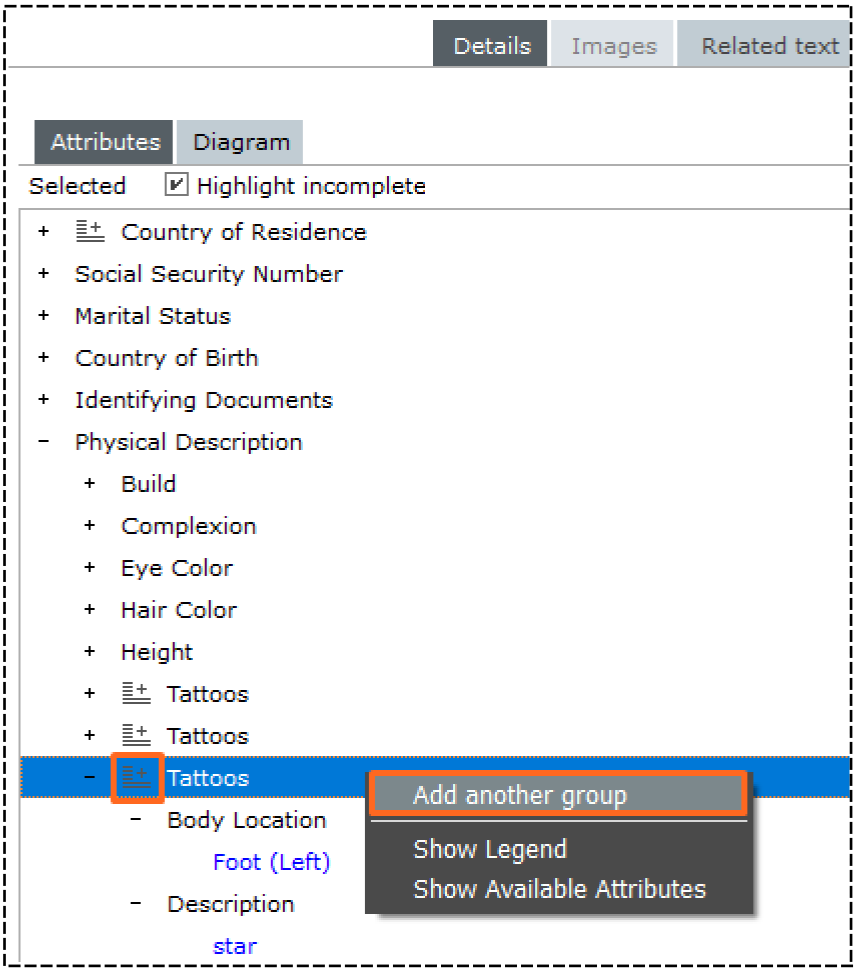
For example, you might want to record more than one tattoo for a person.

To add a group of attributes:

1. Open the source entity.
2. Select the **Entities** tab.
3. Open the entity.
4. Right-click in the *Selected* area or select the Options ≡ icon > Select **Show Available Attributes**.
5. Use either of these methods to duplicate the group:
   - Select the Add another group icon
   - Right-click the attribute group > Select **Add another group**.

   To specify an attribute group your administrator must specify that the group parent attribute has the Multiple option enabled.

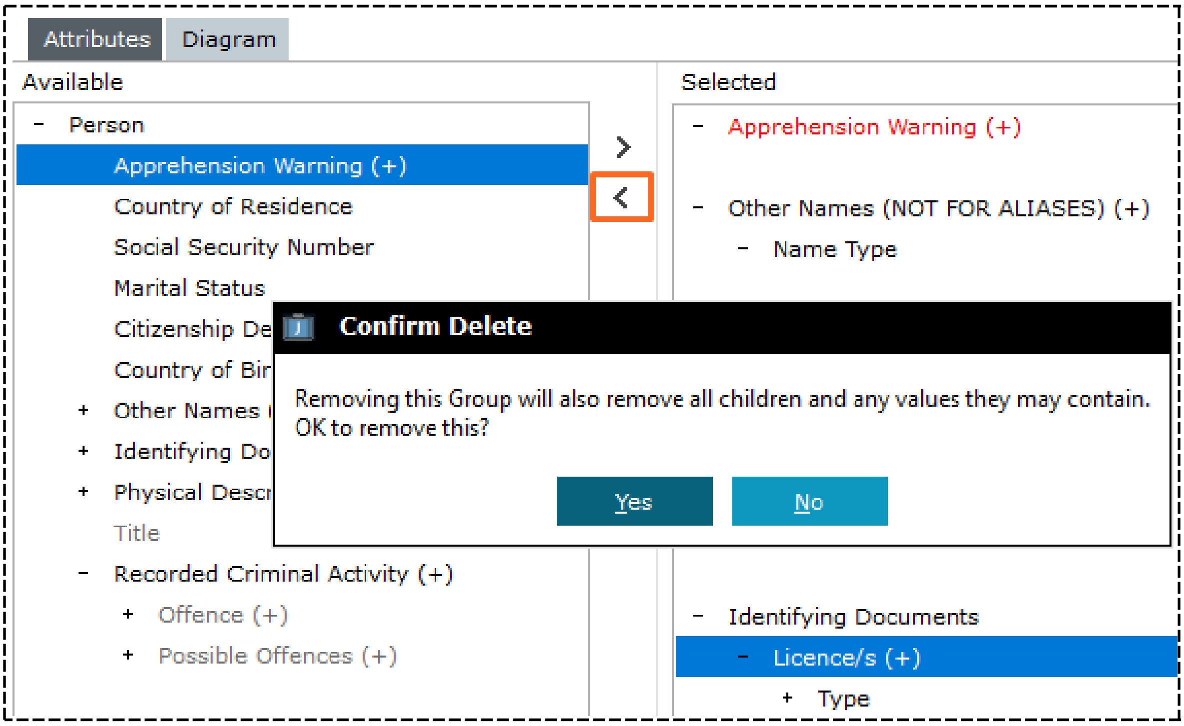
   *See **Managing Attributes of Entities** in the Admin Guide.*



Remove an Attribute You've Added

1. Open the source entity.
2. Select the **Entities** tab.
3. Open the entity.
4. Right-click in the *Selected* area or select the Options ≡ icon > Select **Show Available Attributes**.
5. Select the attribute value you want to remove in the *Selected* area > Select the Deselect < icon.
6. Select **Yes** to confirm you want to remove all the child attributes and values > Select **OK**.

   You can't remove attributes your administrator has specified as mandatory.

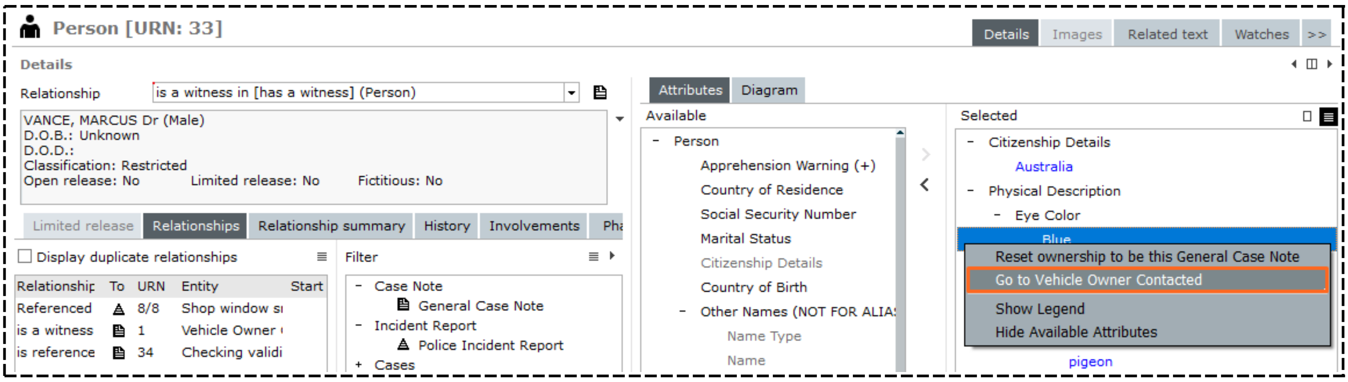


Find an Entity's Source Entity

If you're looking at or editing an entity you accessed from a search result, you can navigate to the source entity it is related to.

To do this, right-click the attribute value > Select **Go to** ... .

You'll see the name of the source entity the entity is associated with.

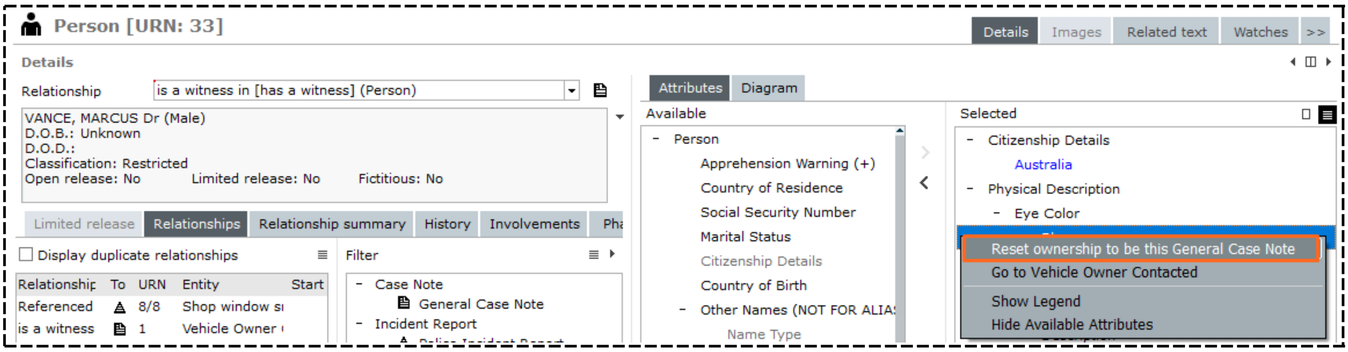


Reset Ownership of an Entity

If you open an entity from within a source entity, you can reset ownership of the entity to the source entity you navigated to the entity from.

To do this, right-click the attribute value > Select **Reset ownership to be** ... .

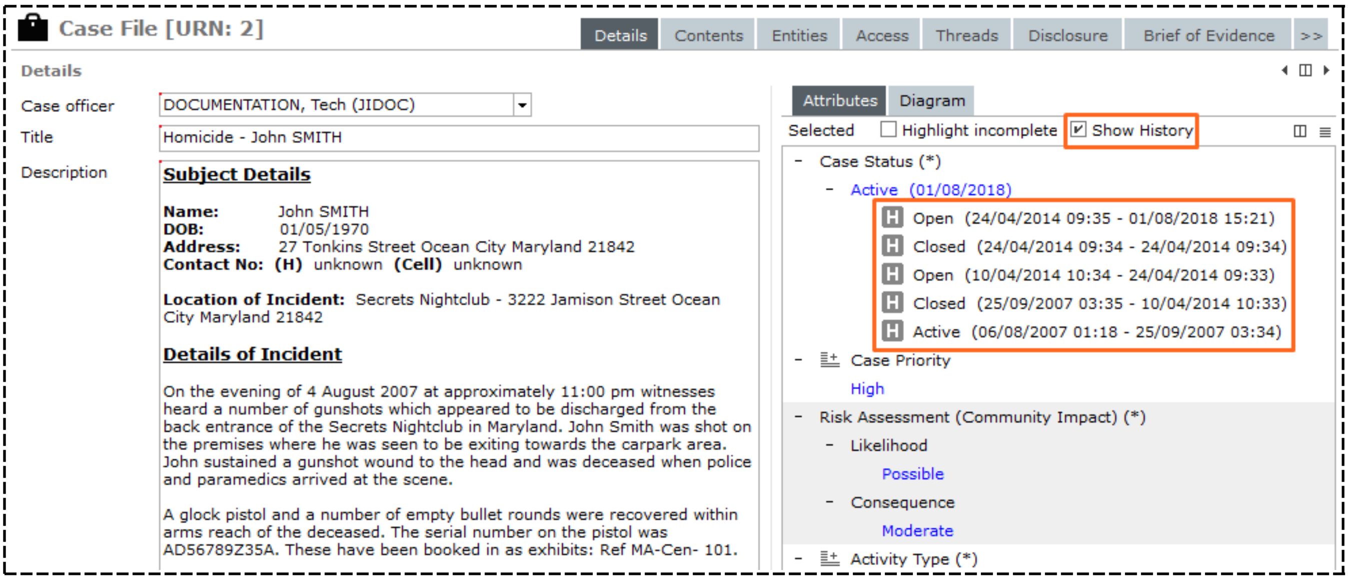
This will reset the ownership of the entity to the source entity from which you accessed the entity.



Hide a History of the Changes Made to Attribute Values

To help declutter your screen, the history of changes made to attribute values no longer displays by default.

If you want to see the history of changes made to attribute values, select the **Show History** checkbox.



Exporting Entities

It can take a long time to manually identify important entities (like people, weapons, and locations) that should be recorded as entities.

ICM can automatically analyse entities and documents and provide a list of these for you to export. You can then manage the data as required.

Examples of When You Can Export Entities

You can export entities when you:

- Create entities from files:

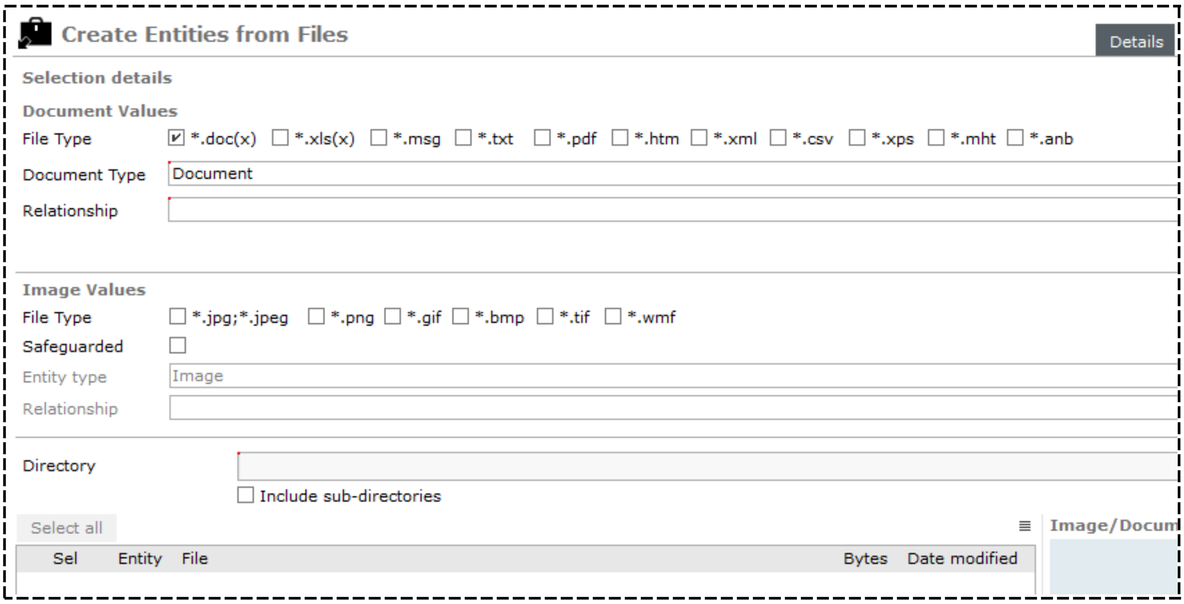
  Select the Overflow >> tab > Select **Bulk Load**.

- Create information reports from Word documents:

  Select **Information Reports** > **Create From Word/PDF Documents**.

- Create incident reports from Word documents:

  Select **Incident Reports** > **Create From Word/PDF Documents**.



Export Entities and Their Relationships

Exporting entities and their relationships will generate two CSV files:

1. Open the required source entity.
2. Select the Overflow >> tab > Select **Bulk load**.
3. Use the checkboxes and drop-downs to select types of files you want to export.
4. Select **Browse** to find and select a location for the exported file.
5. Select the checkboxes beside the files you want included in the export.

   Select a file to preview it in the Image/Document area.
6. Select **Create** to start the bulk import process > Select **Yes** to confirm you want to proceed.

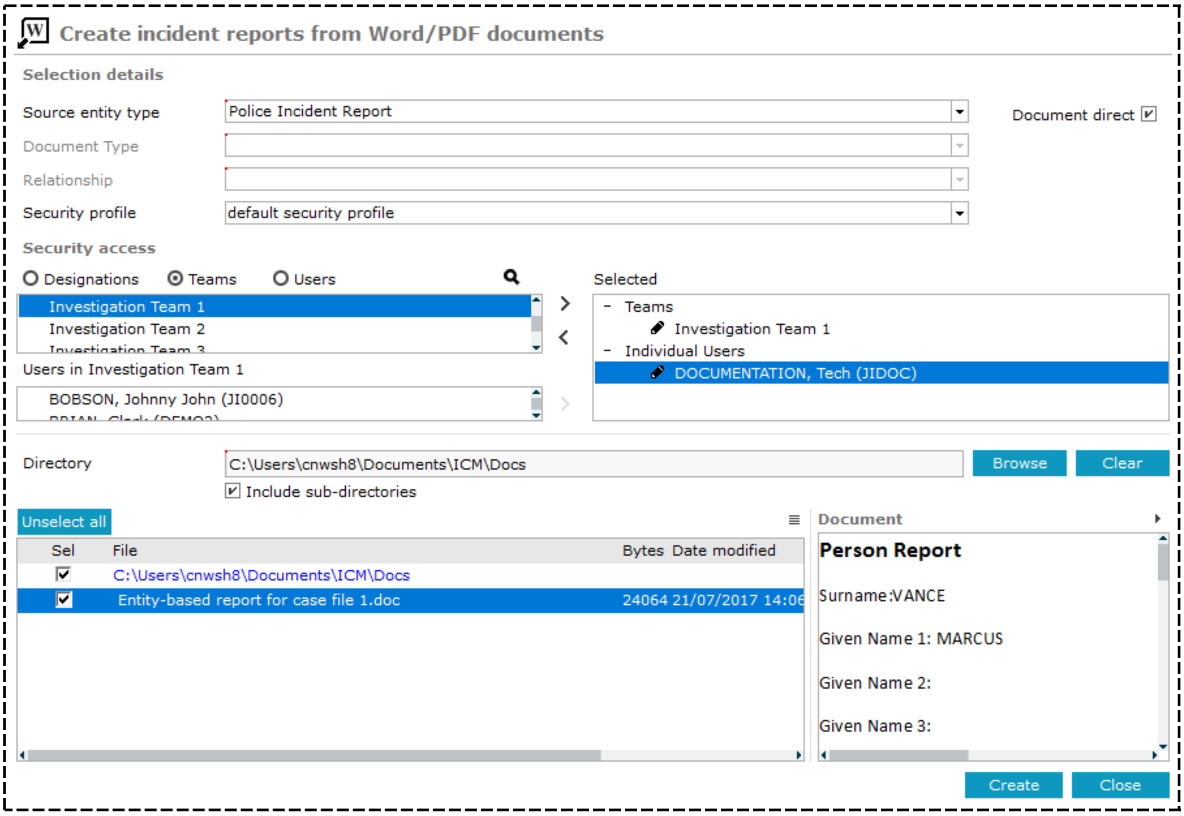
   When complete, the file list area shows the results of the file import for each file.

   For more details, see Load Bulk Entities from File.

Export Entities from an Information or Incident Report

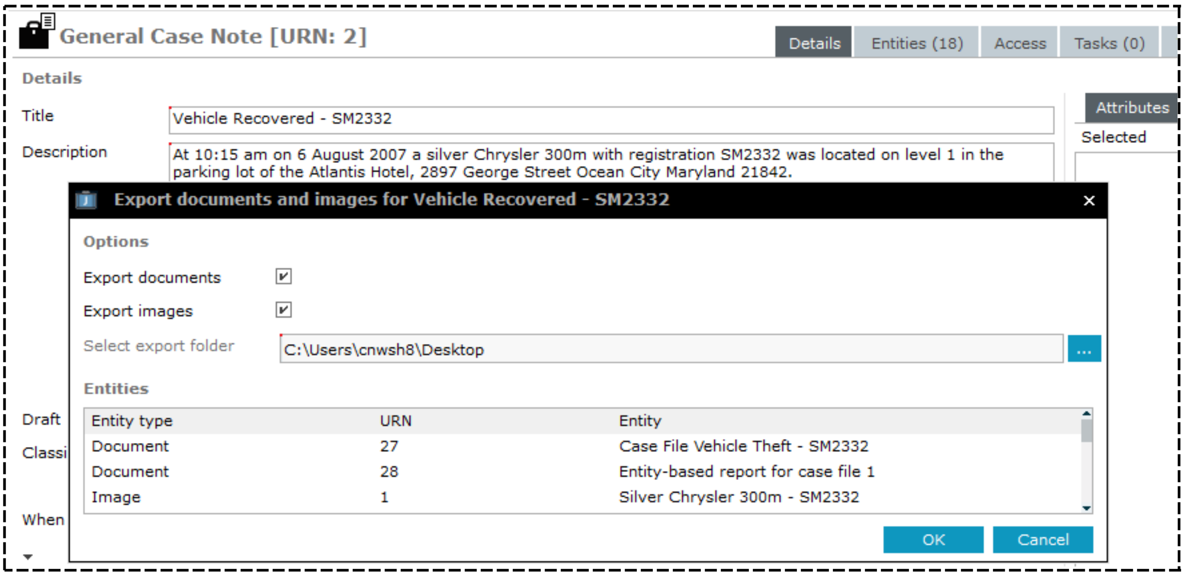
1. Select **Incident Reports** or **Information Reports** > Select **Create From Word/PDF Documents**.
2. Select the type of source entity you want to create in the **Source entity type** drop-down.
3. Select the **Document direct** checkbox if you don't want a document entity to be created based on the relationship you have specified.
4. Select the type of document you want to associate with the report in the **Document Type** drop-down.
5. Specify the relationship between the report and the document in the **Relationship** drop-down.
6. Select the required security profile in the drop-down provided.
7. Select the type of user who should have access to the report:
   - Designations
   - Teams
   - Users
8. Use the Select icon to select users within these groups.
9. Select **Browse** to find and select a directory containing the document(s) you want to process.
10. To include documents from subfolders in the selected folder, select the **Include subdirectories** checkbox.
11. Select or deselect the files listed.

    You can preview a document by selecting it in the Document area.
12. Select **Create** > Select **Yes** to confirm you want to create the report.



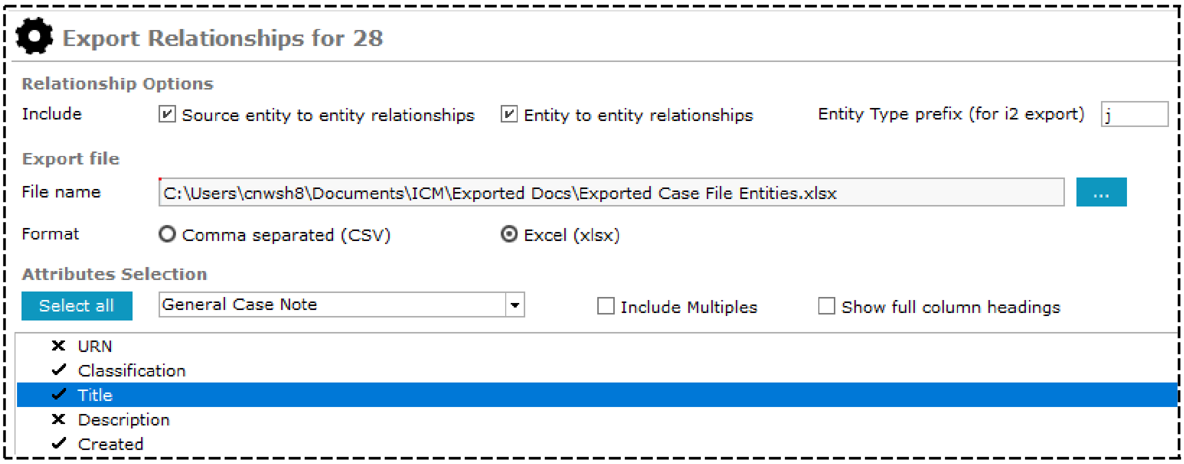
Export Documents and Images from a Source Entity

1. Open the source entity.
2. Select the Overflow >> tab > Select **Export documents and images**.
3. To export documents from the source entity, select the **Export documents** checkbox.
4. To export images from the source entity, select the **Export images** checkbox.
5. Select the Browse ... button to specify where you want to save the content > Select **OK**.



Export Entities from a Case File or Note

1. Open a case file or note.
2. Use either of these options to export entities:
   - Select the **Entities** tab > Right-click the entity you want to export > Select **Export**.
   - Select the Options ≡ icon above the list of entities > Select **export**.
3. Select the required relationship options.
4. Specify where you want to save the exported file.
5. Select the Close × icon to choose the attributes you want to export.
6. Select **Export**.



Review and Remove Data

Importing Attribute Data

You can import attribute values for an entity from a Word document into a new incident or information report.

You might want to do this if you have incident or information reports in another system. Alternatively, you might already have these reports set up with attribute values in bookmarked fields.

Before you can import attribute values into a new incident or information report, you'll need to associate one or more Word import templates with the source entity for the report.

Once you have imported attribute values from a Word document, you'll be able to see (but not edit) the document.

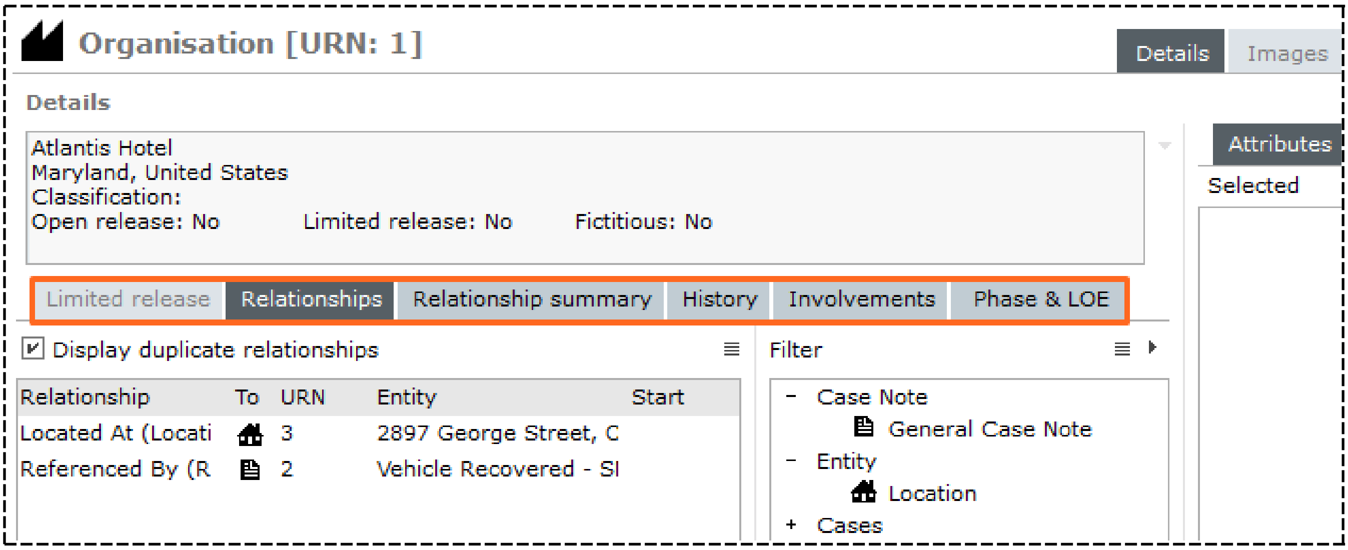
Your permission settings determine whether you can create and manage Word import templates.

See ***Managing Word Import Templates*** *in the Admin Guide.*

Managing Entities

Editing an Entity

When you open an entity you'll see the following subtabs:



The table outlines what you can use these for.

<table>
<tr><td>Limited Release</td><td>When an entity is marked as Limited Release it will appear in the search results for all users. But users can only see the hard attribute details and the information displayed on the Limited Release tab.

This includes the case number (URN) and the case officer. Limited release is mutually exclusive with the Open release option.

If either option has been selected, the other option is disabled. You can set an entity that could be sensitive to a case as limited release by selecting its Limited Release checkbox.</td></tr>
<tr><td>Relationships</td><td>See how the entity is related to other entities and source entities. You can also show duplicate relationships.

Select the Show Legend item on the Option menu to see the meanings of highlighted entries.</td></tr>
<tr><td>Relationship Summary</td><td>See a summary of how this entity is related to other entities. This can be organised by entity type or relationship type.

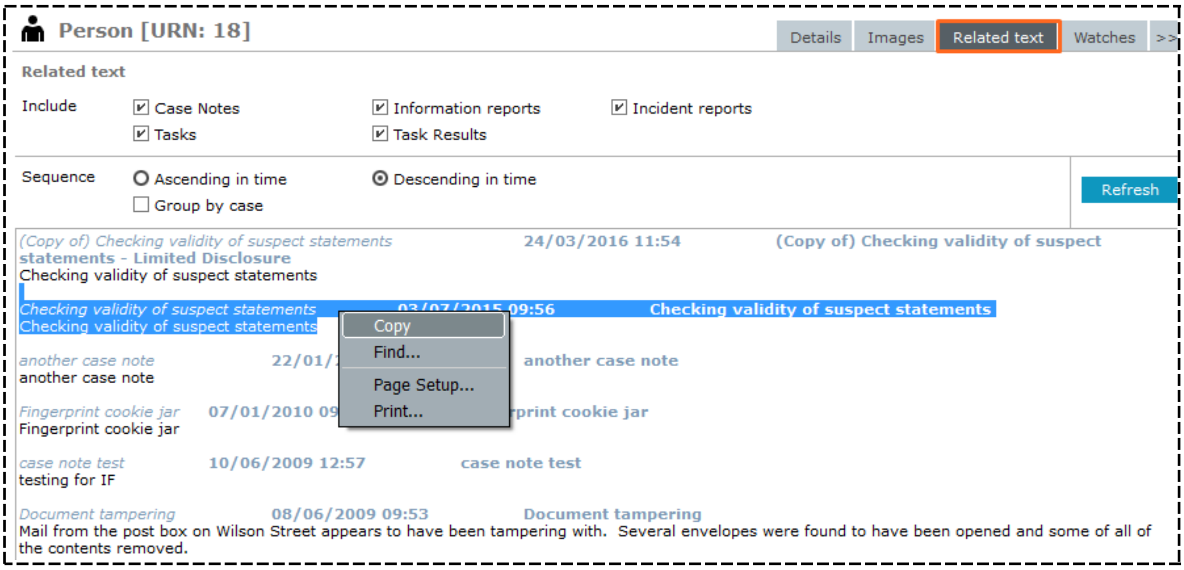
You can also display duplicate relationships:
■ Select Entity to see the entities that are related to this entity.
■ Select the Relationship Type option to show source entities and other entities that are related to this entity.
■ Select the Expand + icon beside an entity type to see the relationships of the entity with that entity type.
■ Double-click a relationship to see the source entity involved in the relationship.</td></tr>
<tr><td>History</td><td>See a log of who has updated the entity and when.</td></tr>
</table>

Involvements	See the type of involvements the entity has in all cases.
Phase & LOE	See the phases and lines of enquiry for the entity.

See the Text Contained in Source Entities that are Related to an Entity

1. Open the required entity.
2. Select the **Related text** tab.
3. Use the checkboxes in the *Include* area to specify the types of source entities you want to include.
4. Use the options in the *Sequence* area to specify option to specify the order in which to display the results:
   - **Ascending in time**
   - **Descending in time**
   - **Group by case**

     If the entity appears in several cases, the text about each case will be grouped together, making it easier to read.
5. Select **Build**.
6. Right-click to access additional options.

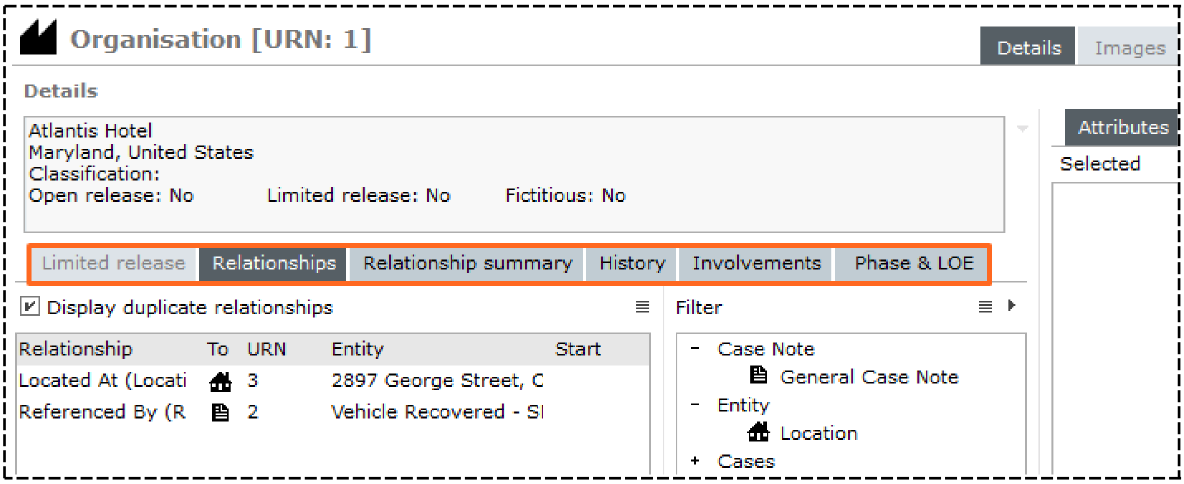


Export and Print an Entity

You can export a source entity or tangible entity to Word. You can also print it.

To access these options:

1. Open the required entity.
2. Select the Overflow >> tab > Select **Export Report (Word Template)**.
3. Select the output format for the report:
   - **Export Report** > Select **Browse** to specify where you want to save the report.
   - **Print Report** > Select the required printer in the drop-down.
4. Select **Run**.



Images

Images are tangible entities. They can be attached to any source entity.

An image associated with a source entity might be a photograph of a person that relates to an investigation.

You can see and record additional information about images.

For example, you can:

- See the image at different magnifications.
- Identify and add comments to areas of interest (hotspots) on the image.
- Link images that relate to the same investigation.

  To associate other types of media (like video or audio files) with a source entity, use the Media entity.

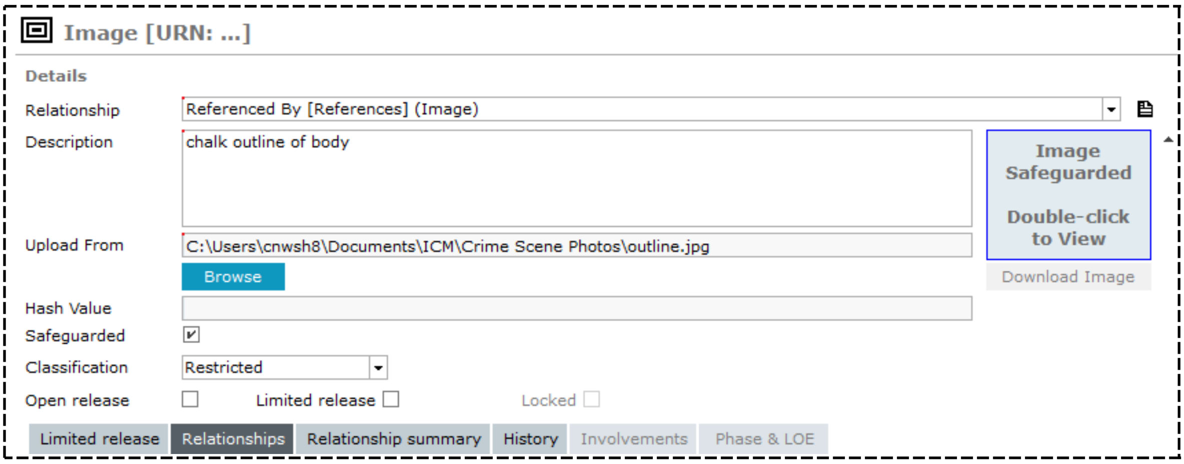
Upload an Image to a Source Entity

1. Open the required source entity:
2. Select the **Entities** tab.
3. Use any of these methods to upload the image:
   - Right-click in the *Entities* area > Select **Search to add**.
   - Select the Search to Add icon.
   - Select the Options icon > Select **Search to add**.
4. Select **Image** as the type of entity > Select **OK**.
5. In the *Relationship* drop-down, select the relationship of the image to the source entity.
6. Enter a description of the image in the field provided.
7. Select **Browse** to locate and select the image.
8. To hide the image thumbnail, select the **Safeguarded** checkbox.

   This is useful for objectionable images.

   Users will need to double-click a safeguarded image to see it.
9. Specify the classification status of the image in the drop-down provided.
10. Select any of these checkboxes to specify the release status of the image:
    - **Open release** to disable the *Limited release* option.
    - **Limited release** if you want the image attributes displayed under its *Limited release* subtab.
    - **Locked** to prevent other users from updating the image.
11. Select **Save**.

    A hash value is calculated and stored with the image to authenticate it as the original.



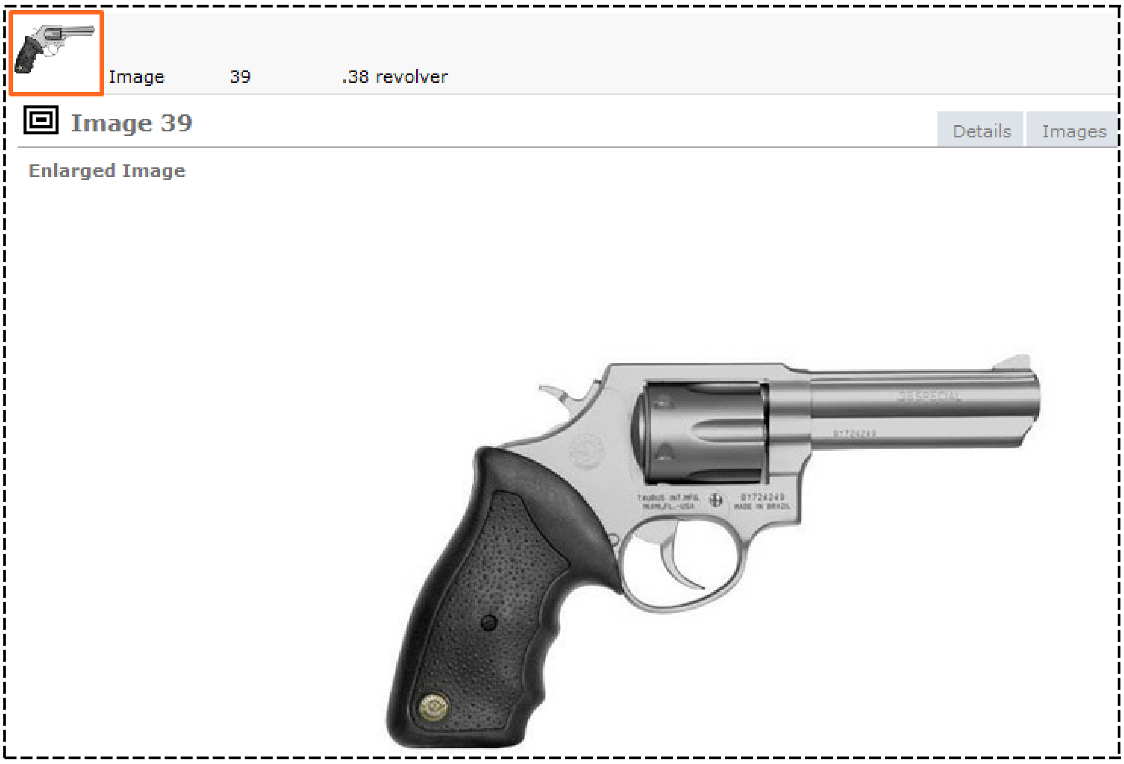
Edit an Image

Once you have uploaded an image, you can:

- Add comments and hotspots to it.
- Link the image to other entities.

To access these options:

1. Open the required image from the *Recent* section of the Navigator or search for it.
2. Use either of these methods to see an enlarged version of the image:
   - Select the thumbnail of the image below the Home icon.
   - Double-click the image thumbnail in the *Details* area.
3. Use any of these methods to close the enlarged view of the image and return to the *Details* tab:
   - Select the image thumbnail.
   - Select the Close × icon.
   - Select **Close Enlarged Image**.



Hotspots

You can identify areas of interest (hotspots) in an image and add comments to these.

This is useful for labelling crime scene images.

An audit entry is recorded for each hotspot you create or edit.

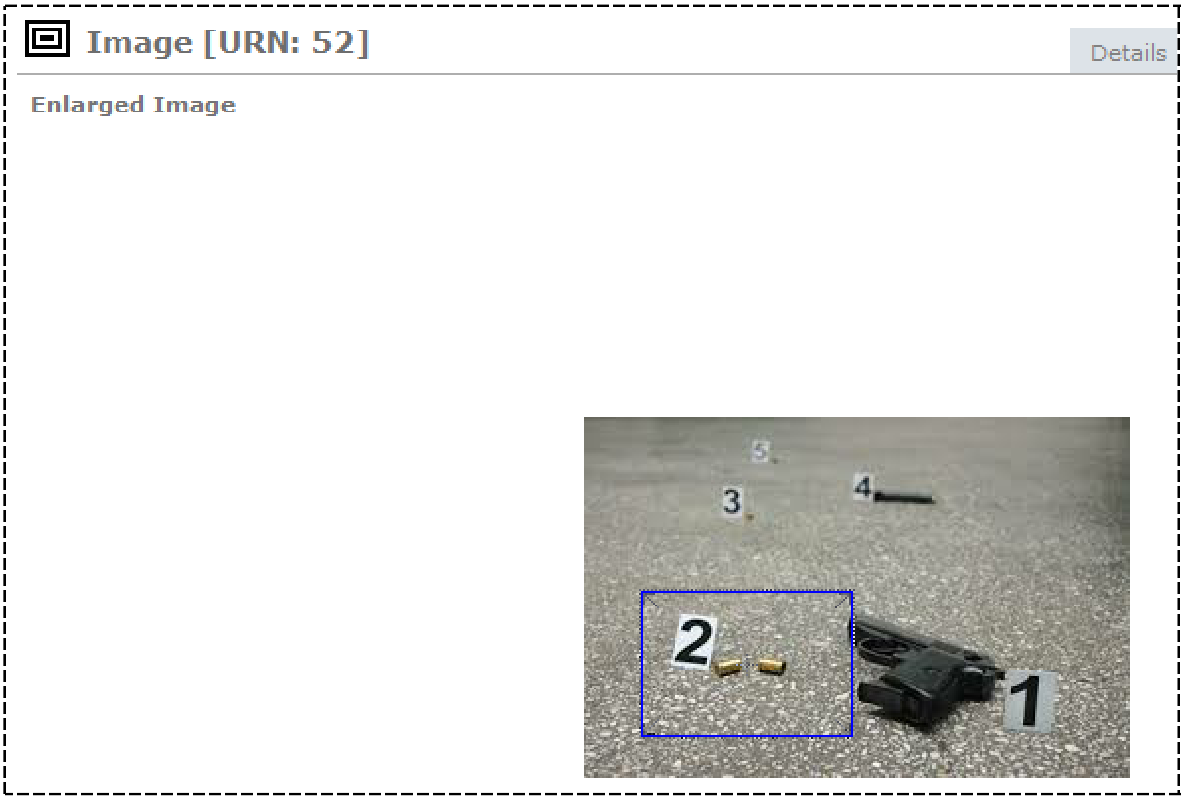
Depending on your settings you can see a log of the changes made to image hotspots.

*See **Auditing Data** in the Admin Guide.*

Add a Hotspot to an Image

1. Open the image you want to add the hotspot to.
2. Drag your cursor over the area you want to convert to a hotspot.

   A border will display when you release your cursor.
3. Drag the hotspot to a different area if required.
4. Drag the sides of the hotspot to resize it.
5. Select **Close Enlarged Image**.
6. Select **Save**.



Add a Comment to a Hotspot

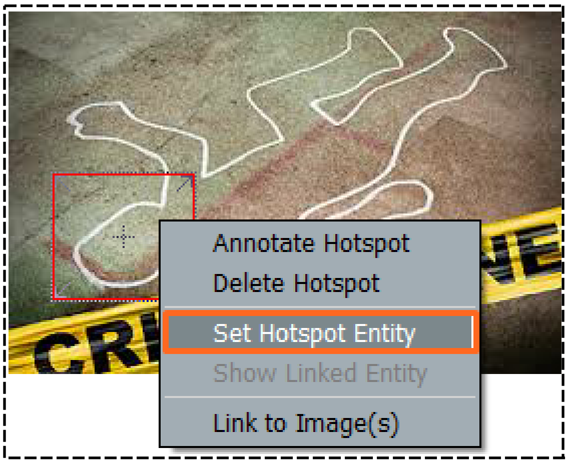
1. Right-click the hotspot > Select **Annotate Hotspot**.
2. Enter your comments about the area > Select **OK**.

Link a Hotspot to a Related Entity

1. Right-click the hotspot > Select **Set Hotspot Entity**.
2. Select an available entity > Select **OK**.

   You can only link a hotspot to one entity.

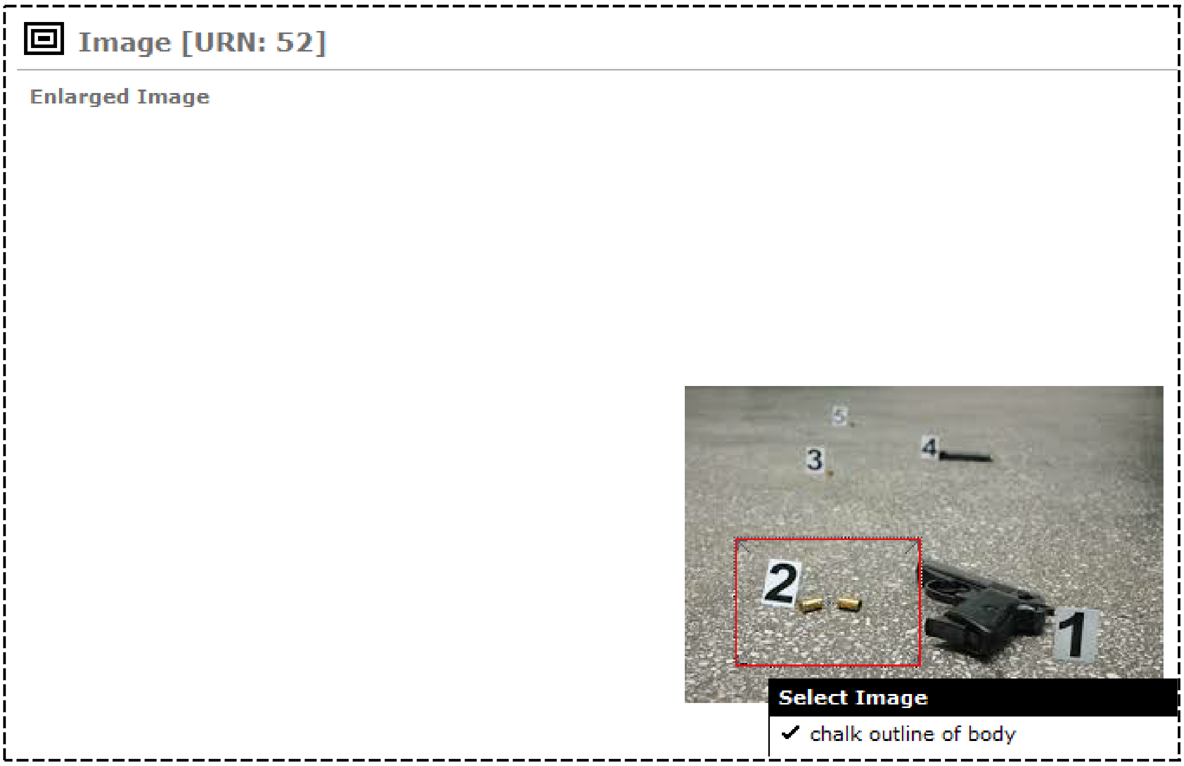
   *To see the entity that's linked to a hotspot, right-click the hotspot > Select **Show Linked Entity**.*



Link a Hotspot to Other Images in the Investigation

1. Right-click the hotspot > Select **Link to Image(s)**.
2. Select the image you want to link to > Select **OK**.
3. Select the Close × icon beside the required images.

   They will change to Check mark ✓ icons.



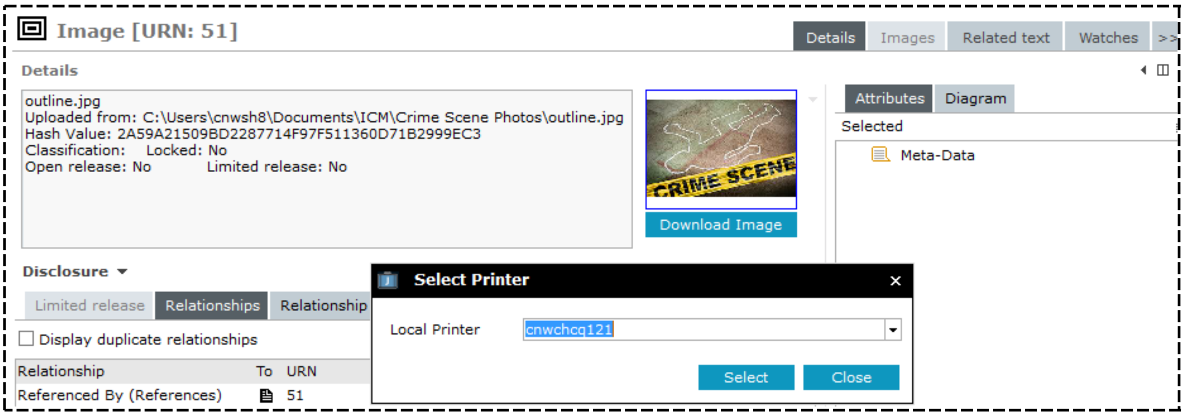
Delete a Hotspot

Use either of these methods to delete a hotspot and any comments it contains:

- Select the hotspot > Press **Delete**.
- Right-click the hotspot > Select **Delete Hotspot**.

Print an Image

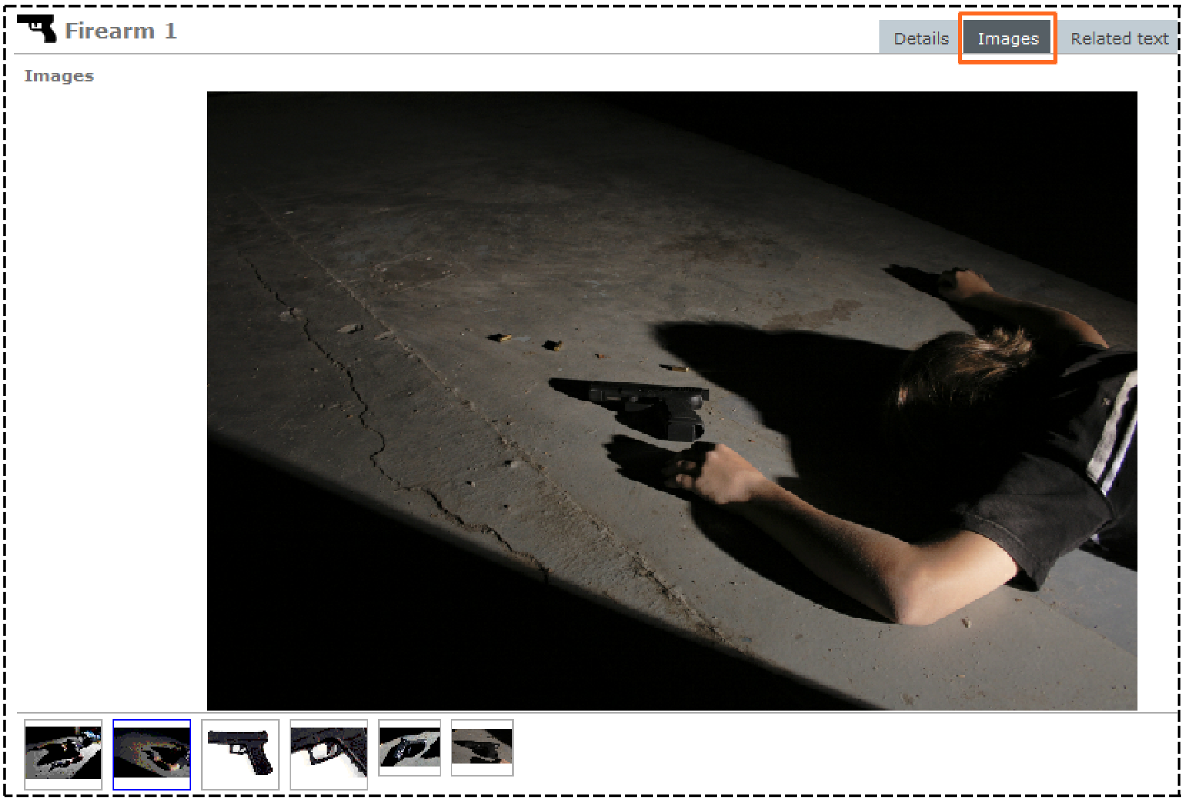
1. Open the image you want to print.
2. Select the Overflow >> tab > Select **Print Image**.
3. Select the printer you want to print to in the *Local Printer* drop-down > Click **Select**.



See an Image That's Related to an Entity

1. Open the required entity.
2. Select the **Images** tab.

   The images related to the entity are shown as thumbnails in filmstrip view.
3. To change the view to thumbnails only, right-click an image > Select **Thumbnails**.
4. Select a thumbnail to see a larger version of an image.
5. To specify an image as the main one for an entity, right-click it > Select **Set Identifying Image**.
6. To unmark an image as the main one for an entity, right-click it > Select **Clear Identifying Image**.



Zoom in and out of an Image

You can zoom in or out of an image.

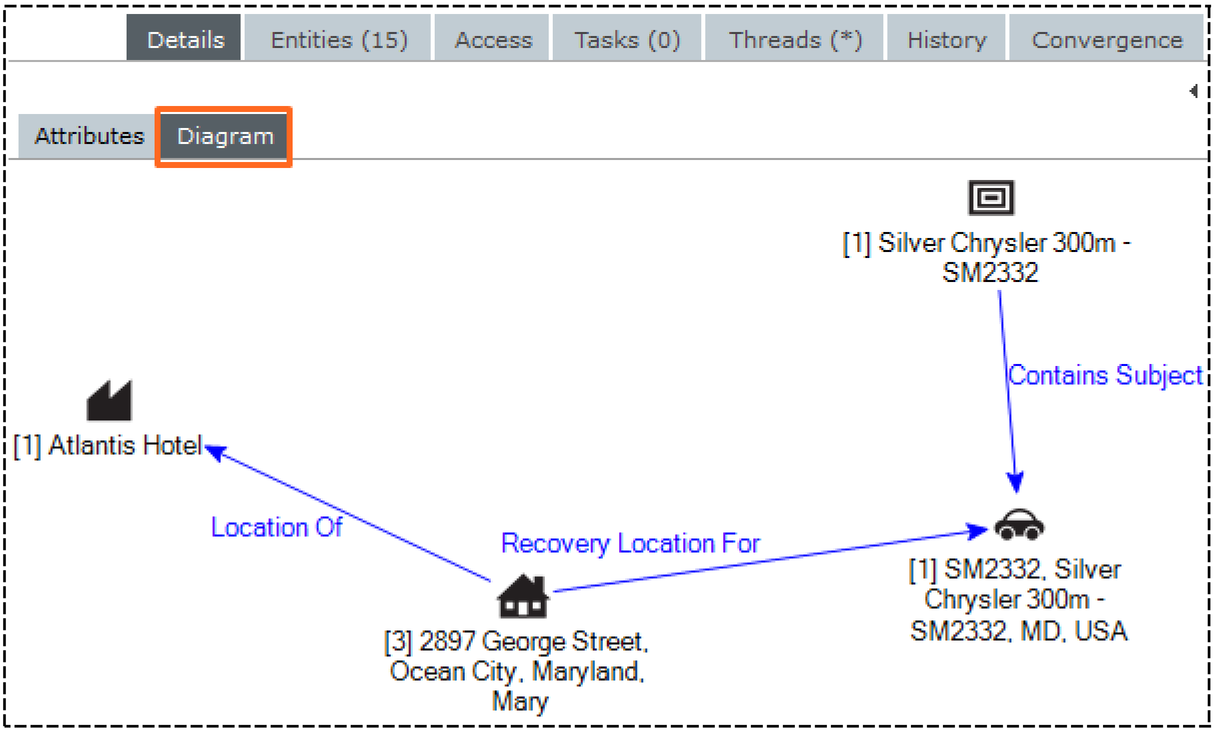
You can also move it around to focus on a particular area:

1. Open the required image.
2. Double-click the thumbnail to expand it.
3. Select **Show Zoom Controls**.
4. Select the zoom in icon to increase the magnification.
5. Select the zoom out icon to decrease the magnification.
6. Use the arrows to move the image up, down, left, or right.
7. To centre the image, select the square icon in the middle of the arrows.
8. To return to the original magnification, select the square icon between the zoom icons.

Diagrams

Diagrams in ICM provide a graphical representation of entities and their relationships. They can show you direct and indirect connections between entities that might not be obvious when you look at a list of related entities.

You can access diagrams when you open an entity or source entity. It's also possible to float diagram panes across your monitors.



Relationships Diagram

The lines that connect entities in a diagram represent relationships between those entities.

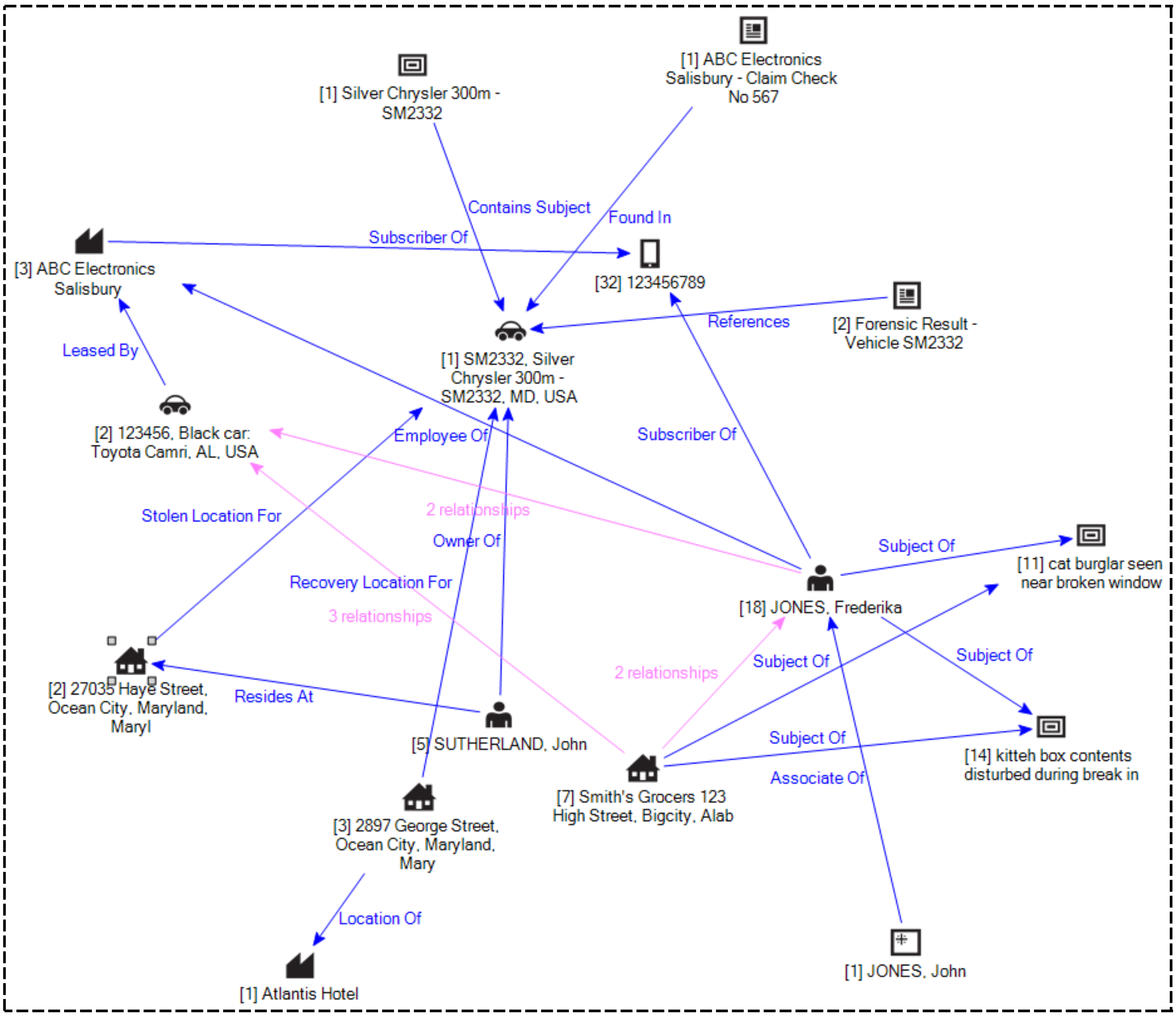
The head of the arrow shows the direction of the relationship.

The colour of the arrow shows the status of the relationship:

- Black indicates the relationship is current.
- Red indicates the relationship has been deleted.
- Purple indicates more than one relationship exists between the entities, and at least one relationship has been deleted.

  *You can customise these colours by selecting your username > **Preferences**.*

  If there is more than one relationship between two entities, you can hover on the relationship label to see details about the relationship.



Specify Which Entity Types You Want to See in a Diagram

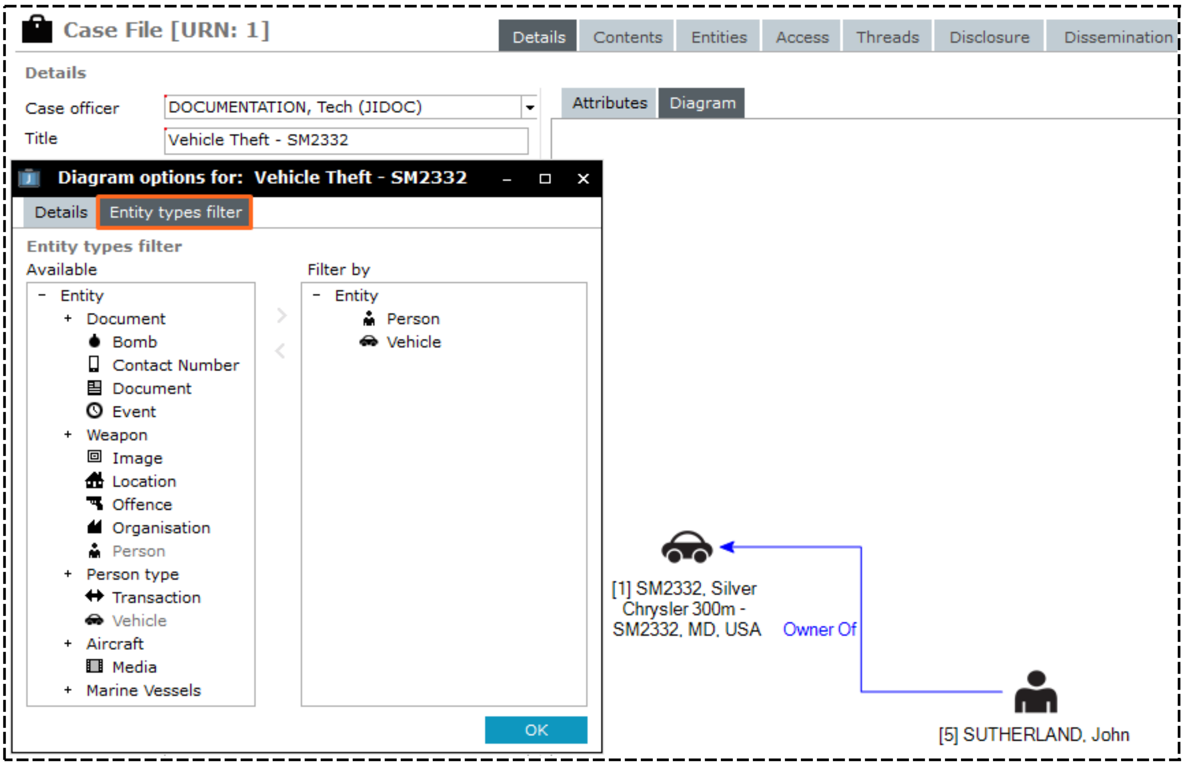
You can choose which entities show in a diagram.

You might want to do this to simplify the image if there are lots of relationships between entities.

To specify which entity types you want to see in a diagram:

1. Open a case.
2. Select the **Diagram** subtab.
3. Right-click the diagram > Select **Diagram Options**.
4. Select the **Entity Types Filter** tab.
5. Double-click an entity type or use the Select icon to specify the entity types you want to include in the diagram.
6. Select **OK**.

   The originating entities will still show on the diagram, regardless of your selections.



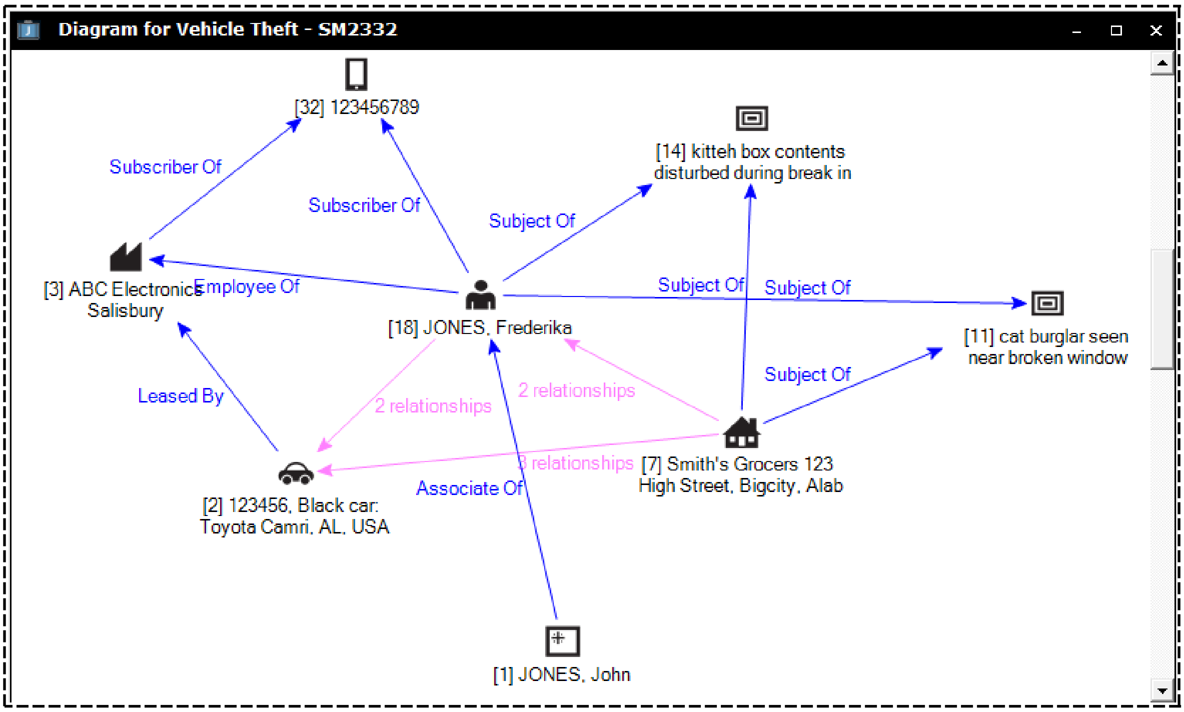
Float a Diagram

You can display a diagram in a floating window to make it easier to see:

1. Open the required entity or source entity.
2. Select the **Diagram** tab.
3. Right-click the diagram background > Select **Float Diagram**.

   A copy of the diagram displays in a window.
4. Move the diagram to the preferred position on your monitor.

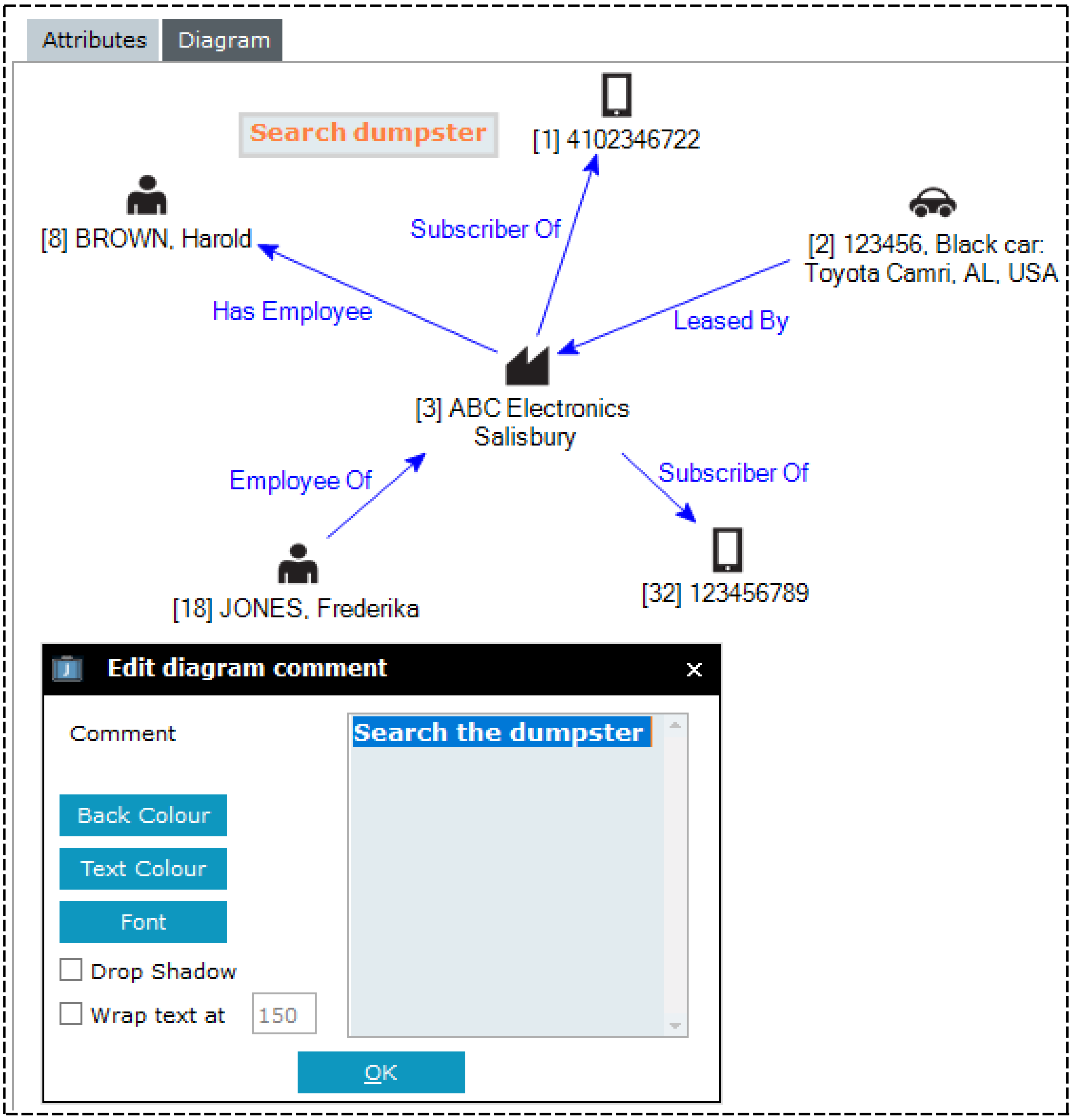
   You can't save changes to a diagram in a floating window unless you save it as a PNG.



Add a Comment to a Diagram

1. Open the required entity or source entity.
2. Select the **Diagram** tab.
3. Right-click the area you want to add the comment to > Select **Add Comment**.
4. Enter your comment in the field provided.
5. To change the background colour for the comment, select **Back Colour** > Select the required background colour > Select **OK**.
6. To change the colour of the comment text, select **Text Colour**> Select the required background colour > Select **OK**.
7. To change the colour of the font for the comment text, select **Font**> Select the required font settings > Select **OK**.
8. To add a drop shadow to the comment, select the **Drop Shadow** checkbox > Select **OK**.
9. Use either of these methods to edit a comment:
   - Double-click the comment.
   - Right-click the comment > Select **Edit Comment**.
10. Use either of these methods to delete a comment:
    - Right-click the comment > Select **Delete Comment**.
    - Select the comment > Press **Delete**.

11. Select **Save**.



Options for Looking at a Diagram

A source entity diagram can show entities that have no relationships. This happens where entities have been identified as relevant to the investigation but no relationships have been identified yet.

Labelled lines show relationships between entities, including the type and direction of the relationship.

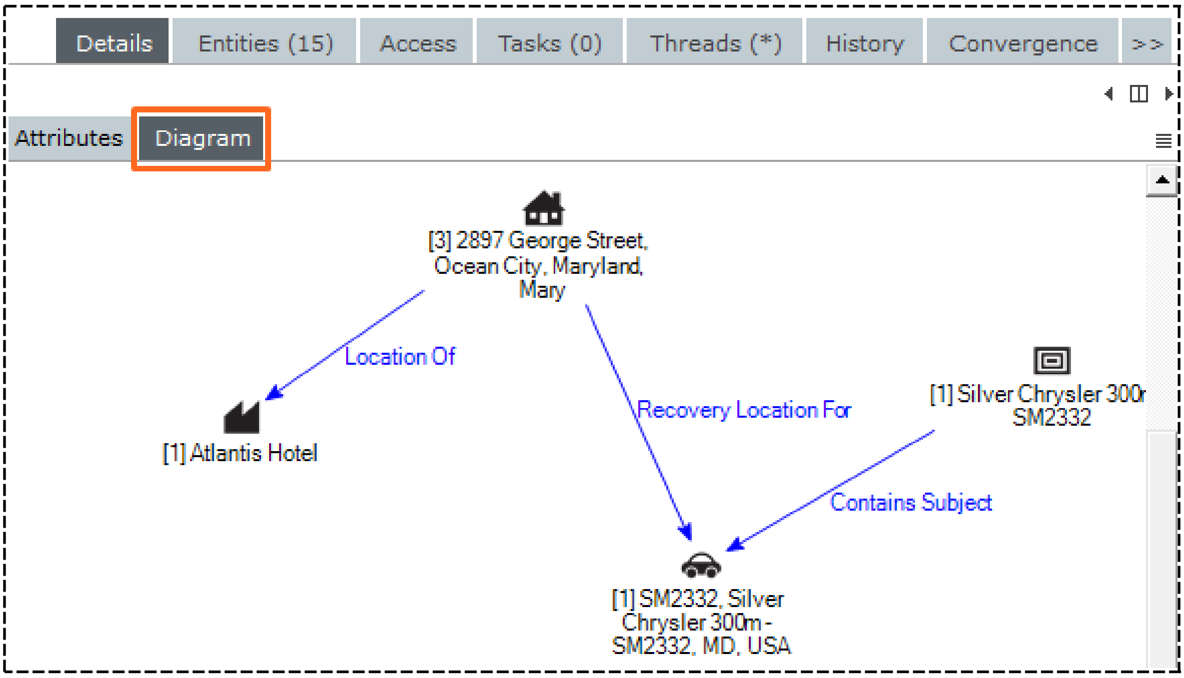
You can change the default colours and fonts used to show these relationships under Preferences.

Several options are available when you look at a diagram. To access these:

1. Open a source entity.
2. Select the **Diagram** subtab.
3. Use the scroll bars to change the area displayed.
4. To zoom in or out, press **Ctrl** while you move the mouse wheel.
5. Drag and drop an entity to move it to a different location on the diagram.

   Any relationships will move accordingly.
6. To remove an entity from a diagram, select it and press **Delete**.

   Any associated relationships will be removed from the diagram.



Choose How You Want Data Displayed on a Diagram

You can specify how you want the data on a diagram displayed:

1. Open the entity or source entity.
2. Select the **Details** tab.
3. Select the **Diagram** tab to display the diagram.
4. Right-click in the diagram area > Select **Diagram Options**.
5. Select one of these image options for the diagram:
   - To use identifying images that have been specified for entities (instead of icons), select the **Use identification images for nodes** checkbox.

     You can't deselect this checkbox once you have saved the diagram.
   - To use images instead of icons for images, select the **Use images for image nodes** checkbox.

     You can't deselect this checkbox once you have saved the diagram.
   - To use any available low-resolution images in the diagram, select the **Use low resolution** checkbox.

     The diagram will load faster.
6. Select one of these options depending on whether you want to combine links:
   - **Combine all links**

     Selecting this option simplifies the diagram and makes it easier to read.

     But it could hide important links between entities.
   - **Combine links for duplicate relationships**

     When two or more entities have several relationships between them it can be clearer to show this as one relationship.

     This is especially true if the relationship is the same but with different timestamps.

     Duplicate relationships are shown as one link, with the number of links shown in parentheses after the relationship description.
   - **Don’t combine any links**

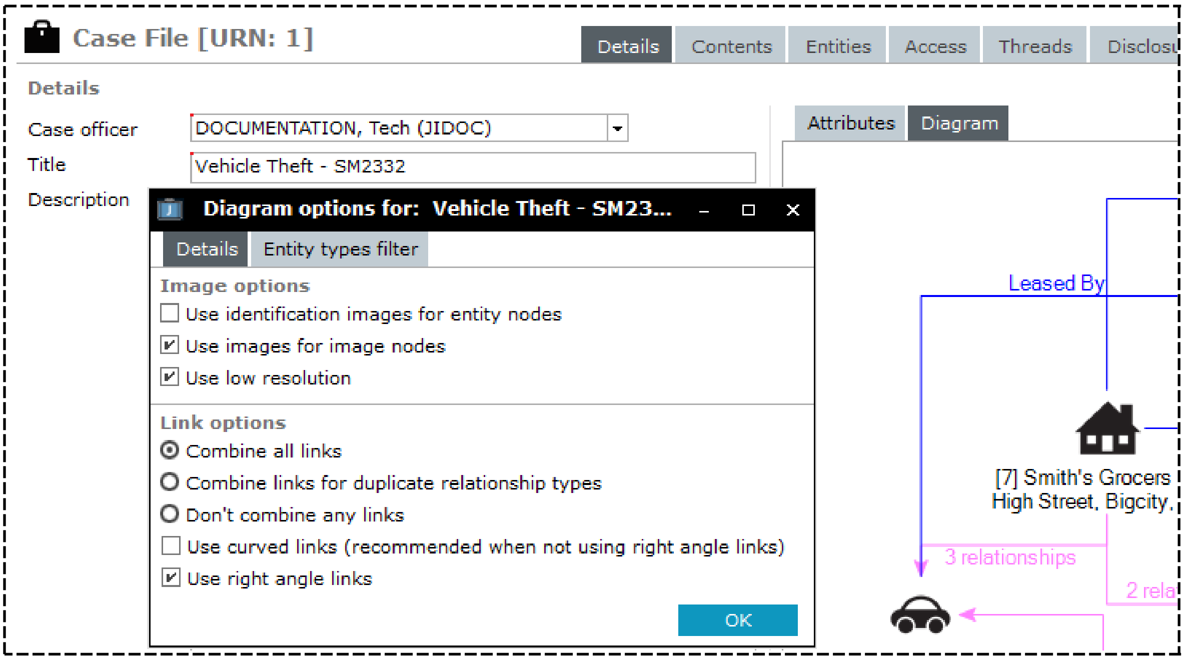
     All relationship links are shown on the diagram.

     The diagram will be cluttered if there are several relationships between entities.
7. Select either of these options to specify the shape of the links:
   - **Use curved links**

     Connect entities with curved lines (not the default straight lines).
   - **Use right angle links**

     Connect entities with horizontal and vertical straight lines.

- Select **OK**.



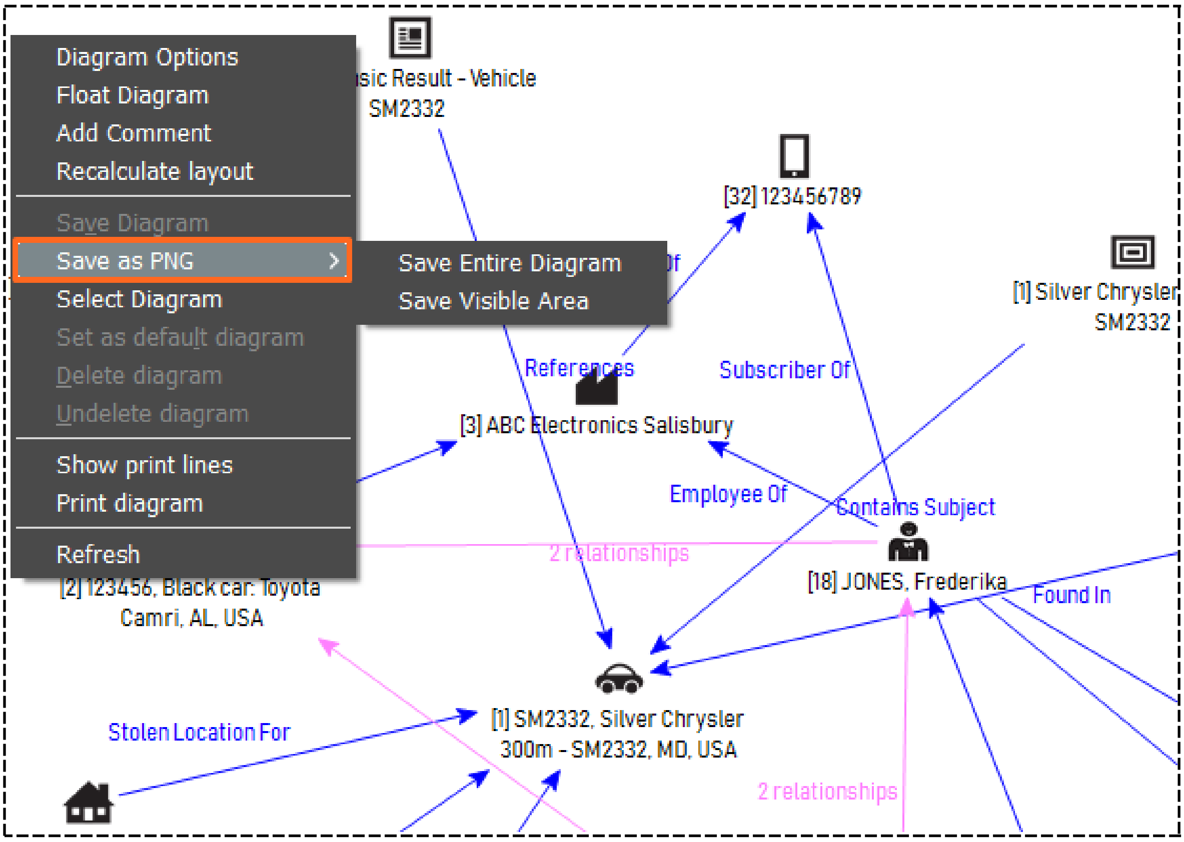
Options for Saving a Diagram

You can:

- Save a whole diagram or just the part that's visible between the scroll bars in the diagram pane.
- Create and save several versions of a diagram.

Save a Diagram as a PNG

1. Open the entity or source entity.
2. Select the **Diagram** subtab.
3. Right-click in the diagram area > Select **Save as PNG** > Select either of these options:
   - **Save Entire Diagram** to save the whole diagram.
   - **Save Visible Area** to save the part of the diagram that's visible between the scroll bars.
4. Enter a name for the image in the field provided > Select **Save**.



Save a Different Version of a Diagram

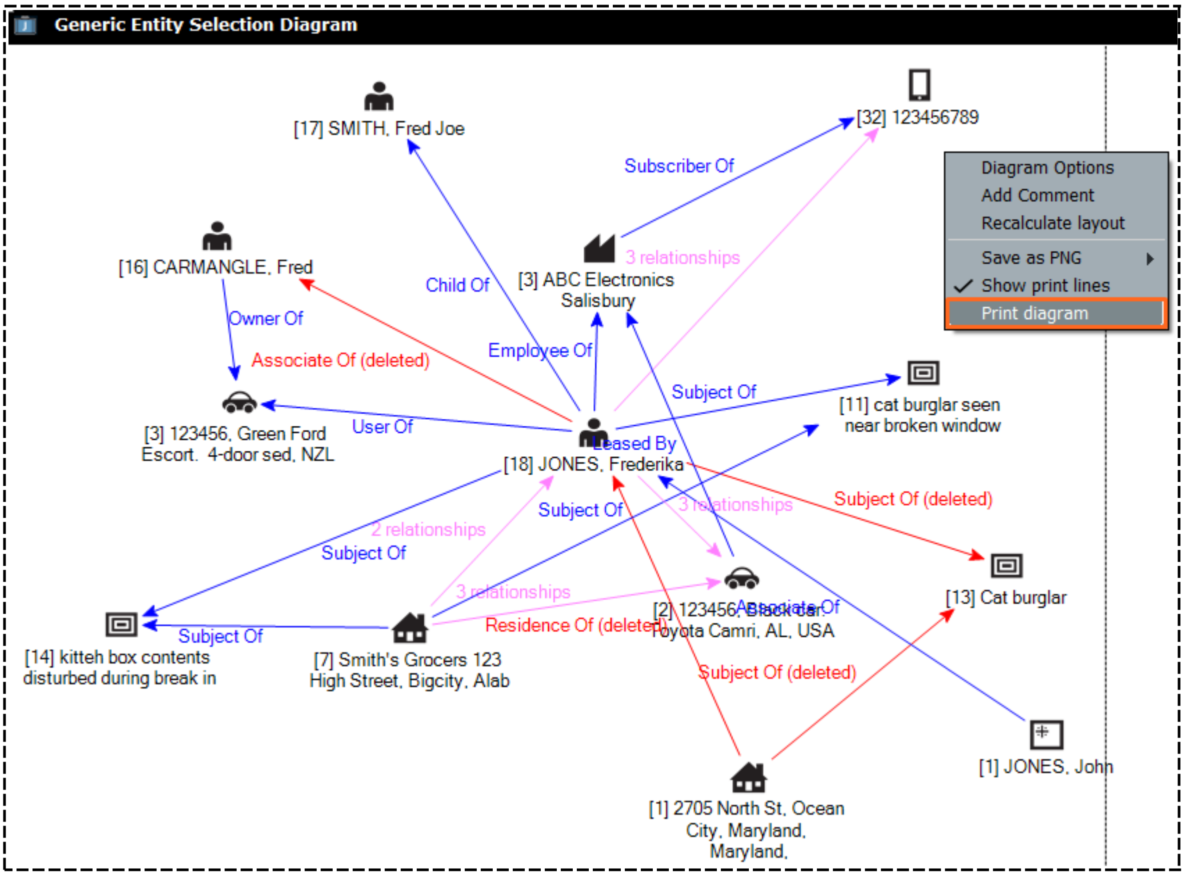
The first diagram created for an entity will be the default diagram for that entity.

You can:

- Create a new version of this diagram
- Copy an existing version of the diagram
- Select which version of a diagram you want to see

Print a Diagram

1. Open the required entity or source entity.
2. Select the **Diagram** tab.
3. To preview the document:
    a. Right-click the diagram background > Select **Show Print Lines**.
    b. Reposition the diagram so it fits within the print lines.
4. To print the diagram, right-click the diagram background > Select **Print diagram**.



Build Your Own Diagram

This is useful if you want to look for possible connections between entities and source entities:

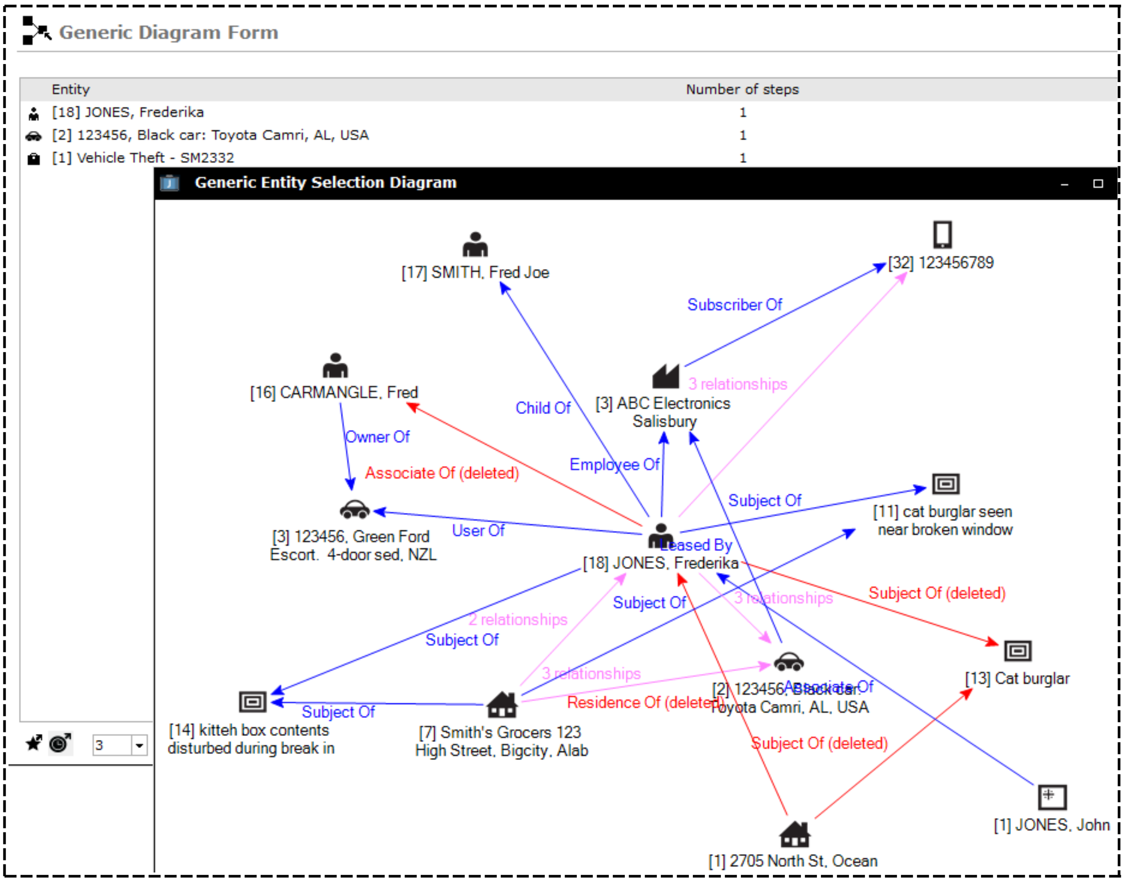
1. Select **System** > **Generic Entity**.
2. Drag and drop the required entities from your *Recent* or *Favourites* section to the generic diagram.
3. Select the number of relationship steps you want included from the **Default number of steps** drop-down.

   This value determines the maximum degree of separation between entities.
4. Select **Diagram** to generate the diagram.
5. Select the required diagram options > Select **OK**.

   The diagram displays in a floating window.
6. To remove entities from the diagram generated:
   - Select the entity you want to remove on the generic diagram > Select **Remove Selected Entity**.
   - To remove all entities from the diagram, right-click in the generic diagram > Select **Remove all entities**.
7. Select **Diagram** to regenerate the diagram.
8. Right-click the generated diagram to access additional display and output options:
   - Add a comment to the diagram.
   - Recalculate the layout.

     Automatically reposition everything on the diagram.
   - Save the image as a PNG.

- See where the print lines are before you print the diagram so you can adjust it beforehand.



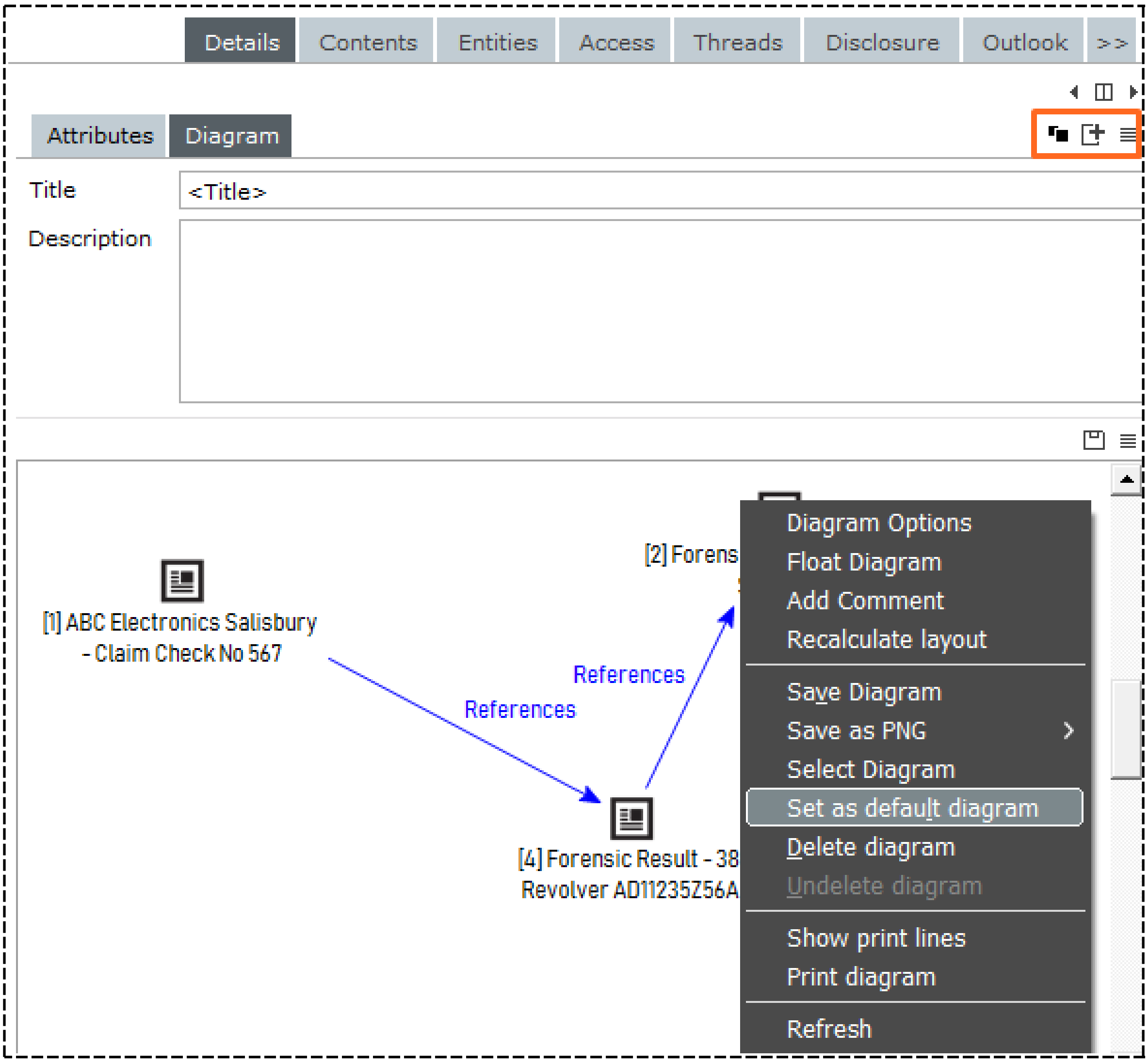
Save Different Versions of a Diagram

You can create and save several versions.

The first diagram created for an entity will be the default diagram for that entity.

You can:

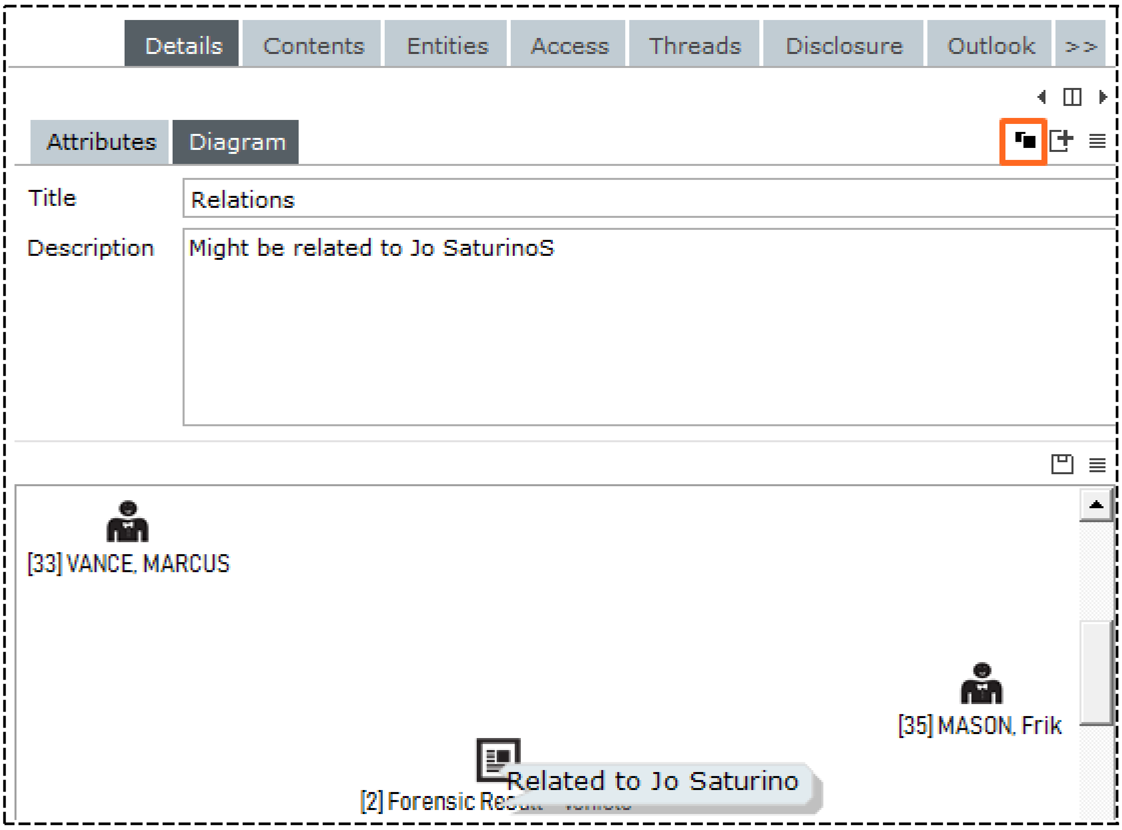
- Create a new version of this diagram.
- Copy an existing version of the diagram.
- Select which version of a diagram you want to see.



You can also select the column headings to sort the data in them.

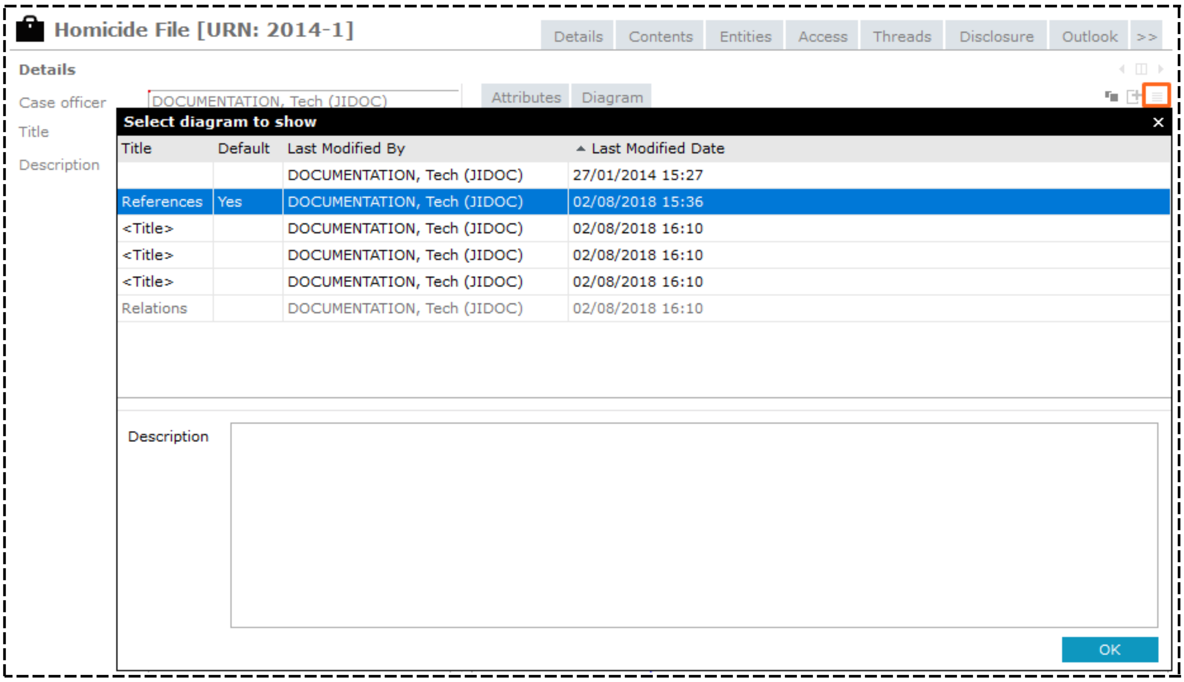
Create a Different Version of a Diagram

1. Open the entity that contains the diagram you want to create a new version for.
2. Select the **Diagram** subtab.
3. Select the *Copy the current diagram as a new diagram …* icon.
4. Make your changes.
5. Enter a title for this new version of the diagram.
6. Enter a description if you want to add more detail about what you have changed in this version.
7. Select **Save**.



Select a Version of a Diagram

1. Use either of these methods to select the version of a diagram you want to see:
   - Right-click the version of the diagram you have open > Click **Select Diagram**.
   - Select the Select a different diagram ≡ icon.
2. Select the version you want to see > Select **OK**.



Entity Relationships

You can select the **Entity Relationships** subtab to see all entity-to-entity relationships in a case, for example **Person-to-Vehicle**.

This makes it easier to group entities.

You can also filter by:

- Left or right entity types
- Relationship types
- Inverse relationships, for example **Vehicle-to-Person**

Link Tangible Entities

Once you have linked a tangible entity to a source entity, you can also link the tangible entities in that source entity to each other:

1. Open the source entity.
2. Select the **Entities** tab:
   - The *Entities* area shows the entities that are related to the source entity.
   - The *Entity relationships* area shows any relationships between these entities.

     The *Additional Details* pane shows more information about these entities.
3. Use either of these methods to add a relationship between entities:
   - Right-click in the *Entity relationships* area > Select **Add**.
   - Select the Add icon above the *Entity relationships* area.
4. Enter text in the *Filter* fields to make it easier to see the entries you want to connect > Select **Refresh**.
5. Select the first entity for the relationship in the *From Entity* area.
6. Select the next entity for the relationship in the *To entity* area.
7. Specify the relationship between the entities you have selected in the **Relationship** drop-down:
   - Use the *Start Date* fields to specify the date and time from which the relationship applies to the entities.
   - Use the *Finish Date* fields to specify the end date and time for the relationship between the entities.

     The available relationships are specified on an entity's Relationships tab.

     You'll only be able to specify a start and finish date if these dates are relevant to the type relationship you have selected.

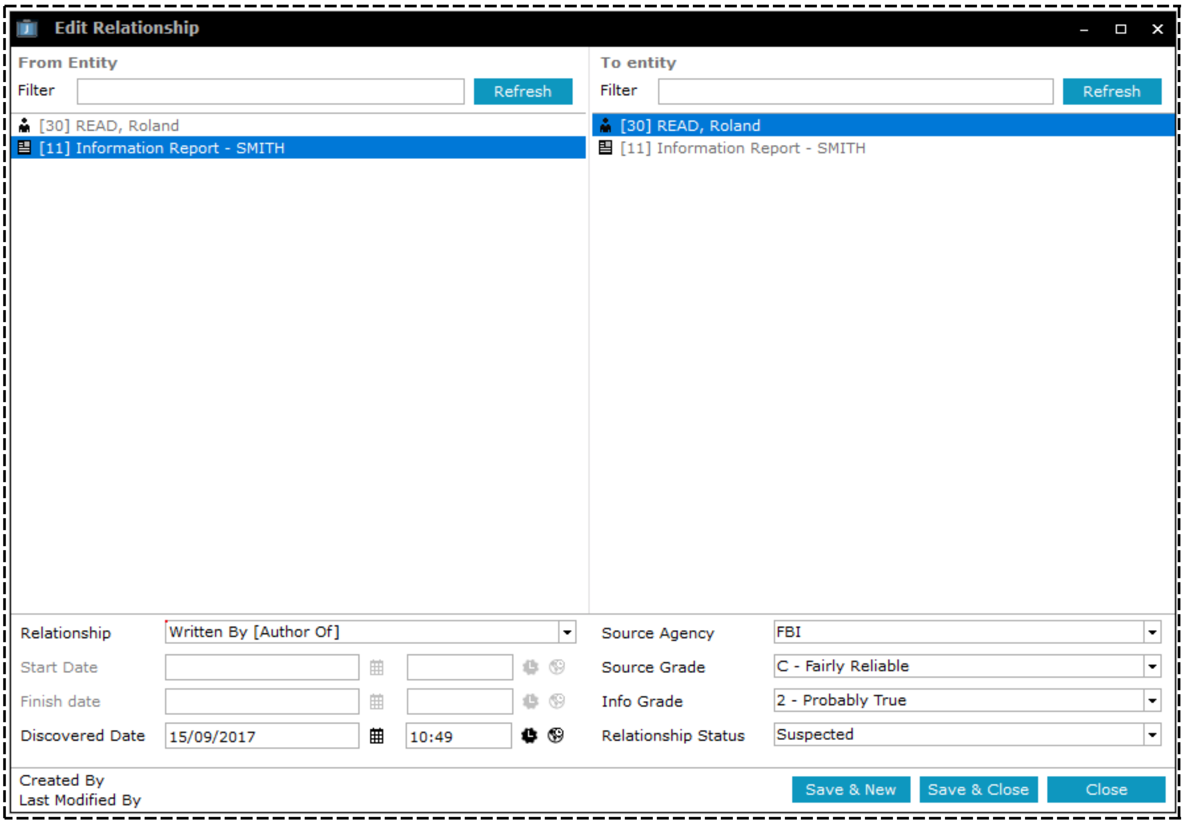
     These setting are managed by your administrator.

     For example, the start and finish dates might be available if the relationship is about where someone resides.
8. To change the date and time the relationship was discovered, change the date in the **Discovered Date** field.
9. In the **Source Agency** drop-down, select the source that provided the relationship information.
10. In the **Source Grade** drop-down, specify how reliable the information source is.
11. In the **Info Grade** drop-down, specify how reliable the information is.
12. In the **Relationship Status** drop-down, specify the status of the relationship.
13. Use either of these options to save your changes:
    - To save your entry and record another relationship between two entities, click **Save & New**.

      The *Edit Relationship* screen shows the saved relationship at the top of the screen.

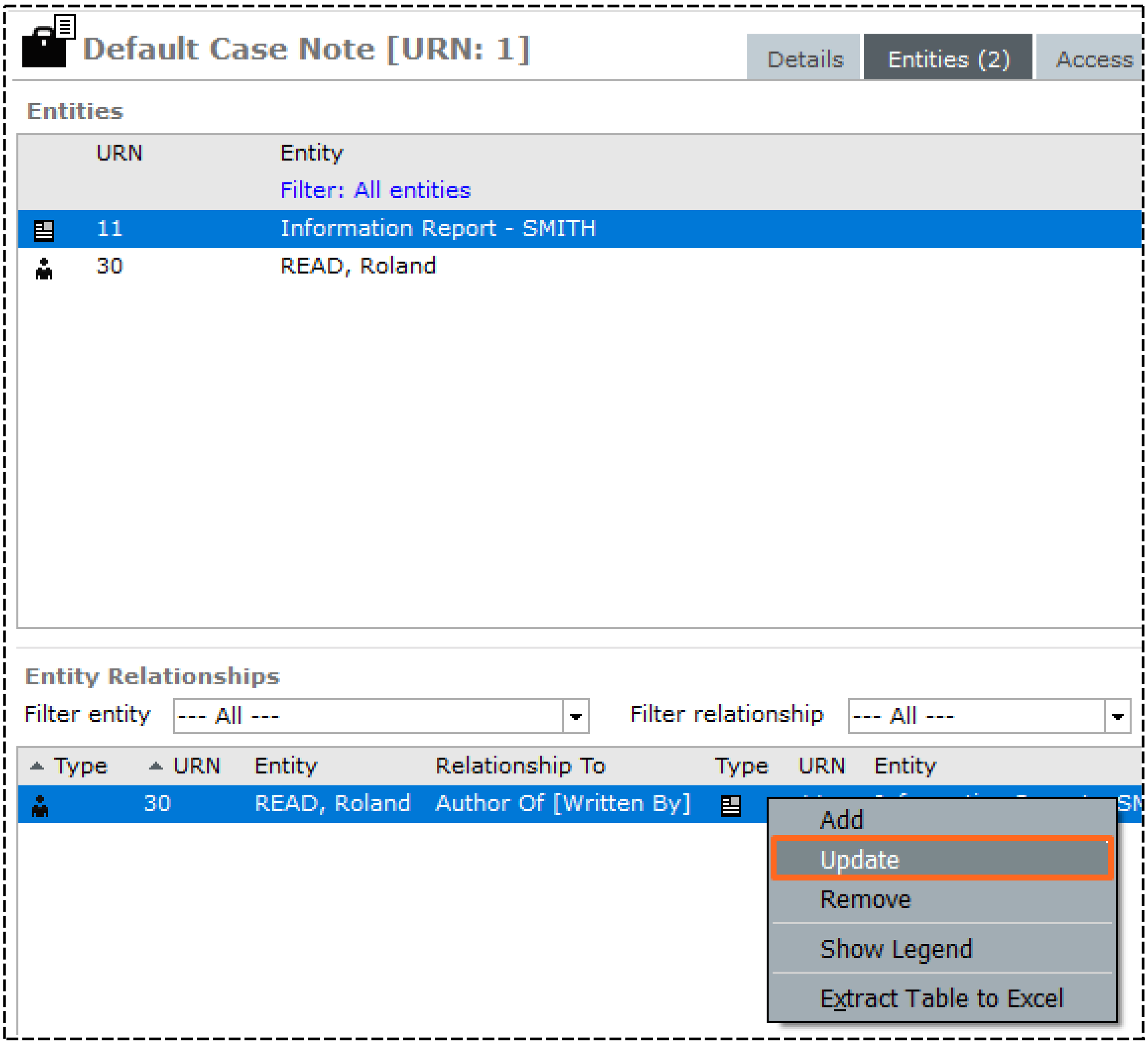
      You can't change or delete that information from this screen.
    - To save your entry and close the *Edit Relationship* window, click **Save & Close**.

The relationship displays in the *Entity Relationships* table on the *Entities* tab.



Edit the Relationship Between an Entity and a Source Entity

1. Open the source entity.
2. Select the **Entities** tab.
3. Right-click the relationship in the *Entity Relationships* area > Select **Update**.
4. Make the required changes.
5. Select **Save & Close**.



Remove a Relationship Between an Entity and a Source Entity

1. Open the required source entity.
2. Select the **Entities** tab.
3. Select the relationship in the *Entities* or *Entity Relationships* area.
4. Use either of these methods to remove the relationship:
   - Right-click the selected entity or select the Options ≡ icon > Select **Remove** or **Remove Relationship**.
   - Select the Options ≡ icon > Select **Remove** or **Remove Relationship**.
5. Enter the reason you're removing the relationship > Select **OK**.

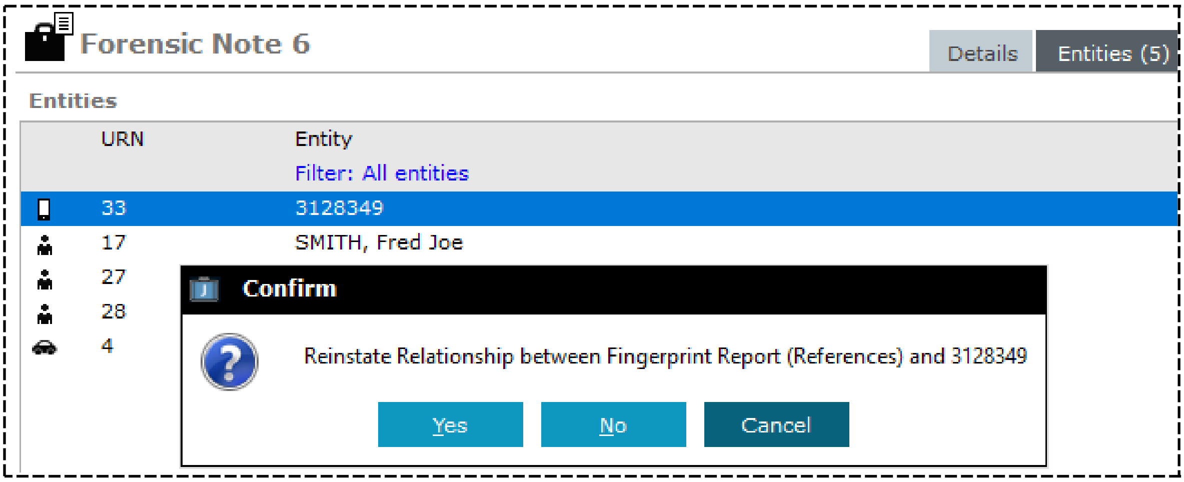
Reinstate a Relationship You've Removed

If you have mistakenly removed a relationship between an entity and a source entity, you can reinstate this relationship:

1. Open the source entity.
2. Select the **Entities** tab.
3. Select the relationship you want to reinstate in the *Entities* area.

   Relationships you can reinstate are shaded red.
4. Right-click the relationship or select the Options ≡ icon > Select **Reinstate Relationship**.
5. Select **Yes** to confirm you want to reinstate the relationship.

   *You can also reinstate a relationship from an entity's **Relationships** tab.*



Export Entity Relationships from a Case Note

You can export the relationships between entities that are attached to a case note:

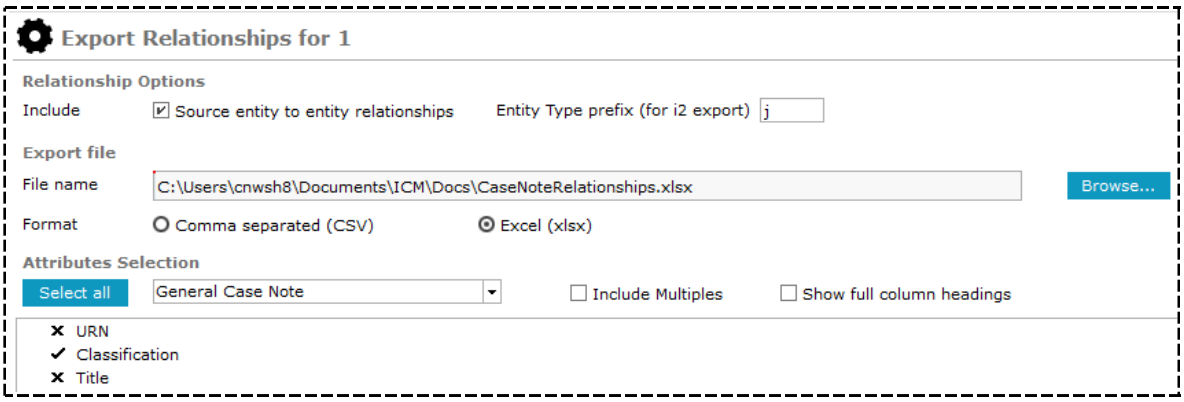
1. Open the case note.
2. Select the **Entities** tab.
3. Right-click in the *Entities* area or select the Options ≡ icon > Select **Export Relationships**.
4. To include relationships between the source entity and the tangible entities associated with the case note, select the **Source entity to entity relationships** checkbox.

   If you deselect this checkbox, only tangible entities will be exported.
5. To add a prefix to exported entries, enter the prefix in the **Entity Type prefix** ... field.
6. Select **Browse** to specify where you want to save the file > Enter a name for the file in the field provided > Select **Save**.
7. Select either of these options to specify the format for the exported file:
   - Comma separated (CSV)
   - Excel (XLSX)
8. Select the attributes you want included in the exported file:
   - To include all attributes, click **Select all**.
   - If you only want certain types of entities exported, select a type of entity in the drop-down.
   - To include attributes that allow multiple values, select the **Include Multiples** checkbox.

     Each value will be on a separate row.
   - To display the full attribute name, select the **Show full column headings** checkbox.

     Attributes will be prefixed with the parent and group names.
   - Select individual attributes to toggle between selecting and deselecting.
9. Select **Export**.

   The file is saved to the folder location you specified.



Watches

You can apply a watch to any entity if you want to be notified when another user changes, searches, or looks at an entity.

A watch can be:

- **Covert** – Other users can't see you're watching the entity.
- **Overt** – Other users can see you're watching the entity.

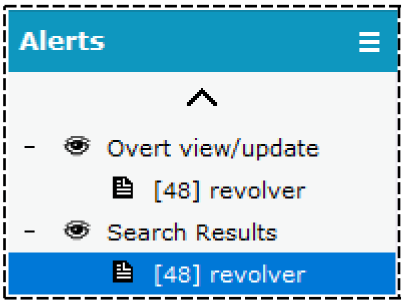
A watch you place on changing or looking at an entity can be overt or covert. A watch placed on a search is always covert.

Notifications about watches display in the *Alerts* section of the Navigator.

Depending on the type of entity you're watching, you can extend a watch to related entities.

For example, you'll be notified if you place an extended watch on searches for **Peter Hawkin** and another user searches for **Richard Hawkin**, who is associated with Peter Hawkin.

You need the required permission to manage watches.

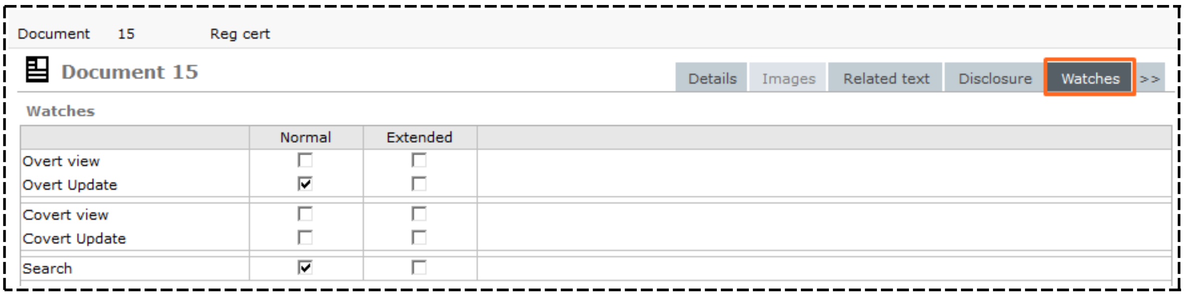


Place a Watch on an Entity

1. Open the required entity.
2. Use either of these methods to access the *Watches* tab:
   - Select the **Watches** tab.
   - Select the Overflow >> tab > Select **Watches**.
3. Select the checkboxes for the types of watches you want to apply to the entity.

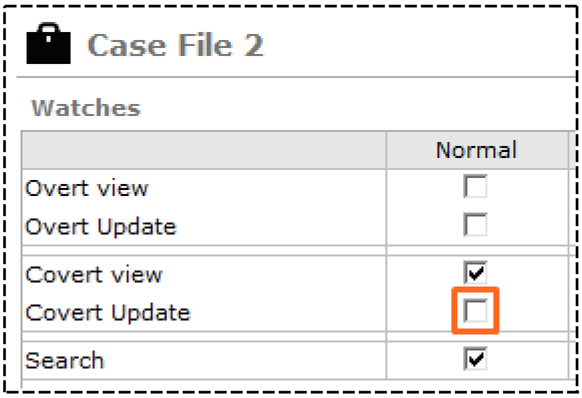
   A watch must either be overt or covert.

   A watch placed on a search is always covert.
4. Select **Save**.



Remove a Watch You've Placed on an Entity

1. Open the required entity.
2. Depending on the entity, you can use either of these methods to access the *Watches* tab:
   - Select the **Watches** tab.
   - Select the Overflow >> tab > Select **Watches**.
3. Deselect the checkboxes beside the types of watches you want to remove from the entity.
4. Select **Save**.

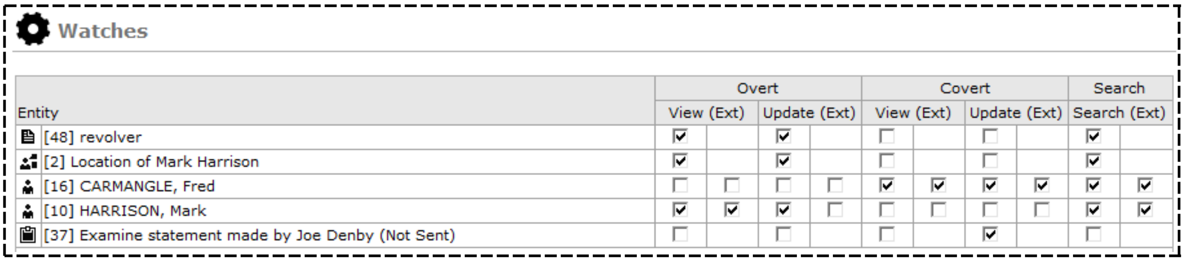


Edit a Watch You've Set Up

1. Select **System** > **Watches**.
2. Select or deselect the checkboxes as required.
3. Select **Save**.

   The specified watches are added or removed from the entity.

   See Place a watch on an entity.



TASKS

Creating Tasks

You can create tasks for the activities that need to be carried out as part of an investigation.

It's possible to create tasks for yourself or other people involved in the investigation.

You can add a task to an incident report, information report, case, case note, or another task. You might want to add a task for collecting witness statements or obtaining a search warrant, for example.

Your view of a task depends on:

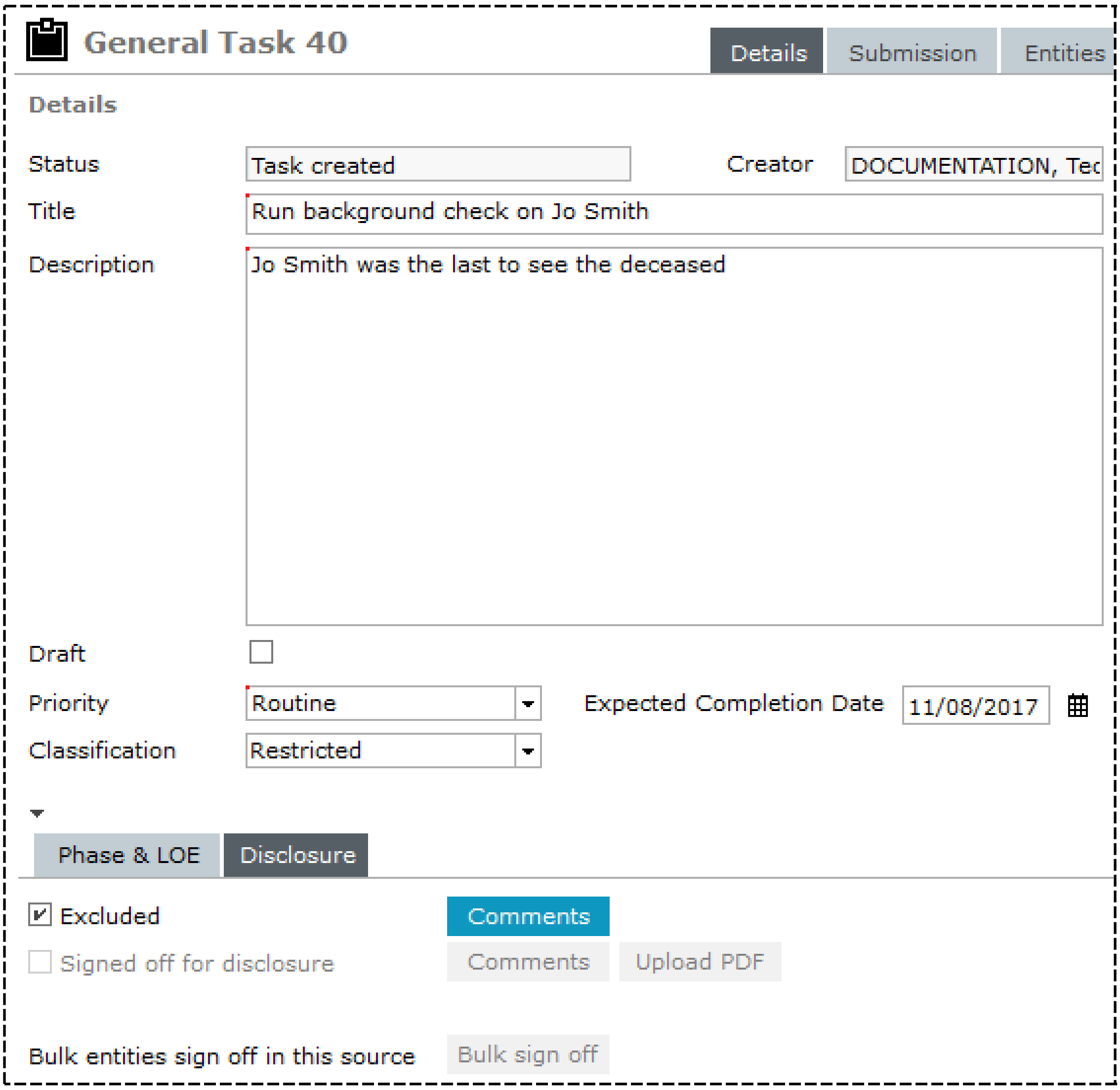
- Your permission settings.
- Whether you created the task.
- Whether you're the recipient of the task.

To save time when creating tasks, you can copy a task similar to the one you want to create.

If you create a task without a context, you can correct the threading manually.

Create a Task for a Source Entity

1. Open the source entity you want to add the task to.
2. Select the **Tasks** tab.
3. Select the *Create new task* icon.
4. Enter a meaningful title for the task in the **Title** field.
5. Enter a detailed description of the task in the **Description** field.
6. To use a template your administrator has set up for creating tasks, select **Attach Template**.
7. If you don't want the task to be processed yet, select the **Draft** checkbox.
8. Select the level of urgency for the task in the **Priority** drop-down.
9. Use either of these methods to specify a completion date for the task:
   - Enter a date in the **Expected completion date** field.
   - Select the Calendar icon > Select a date.
10. To classify the task, select the required option in the **Classification** dropdown.
11. Select **Save**.



Add Details to a Task

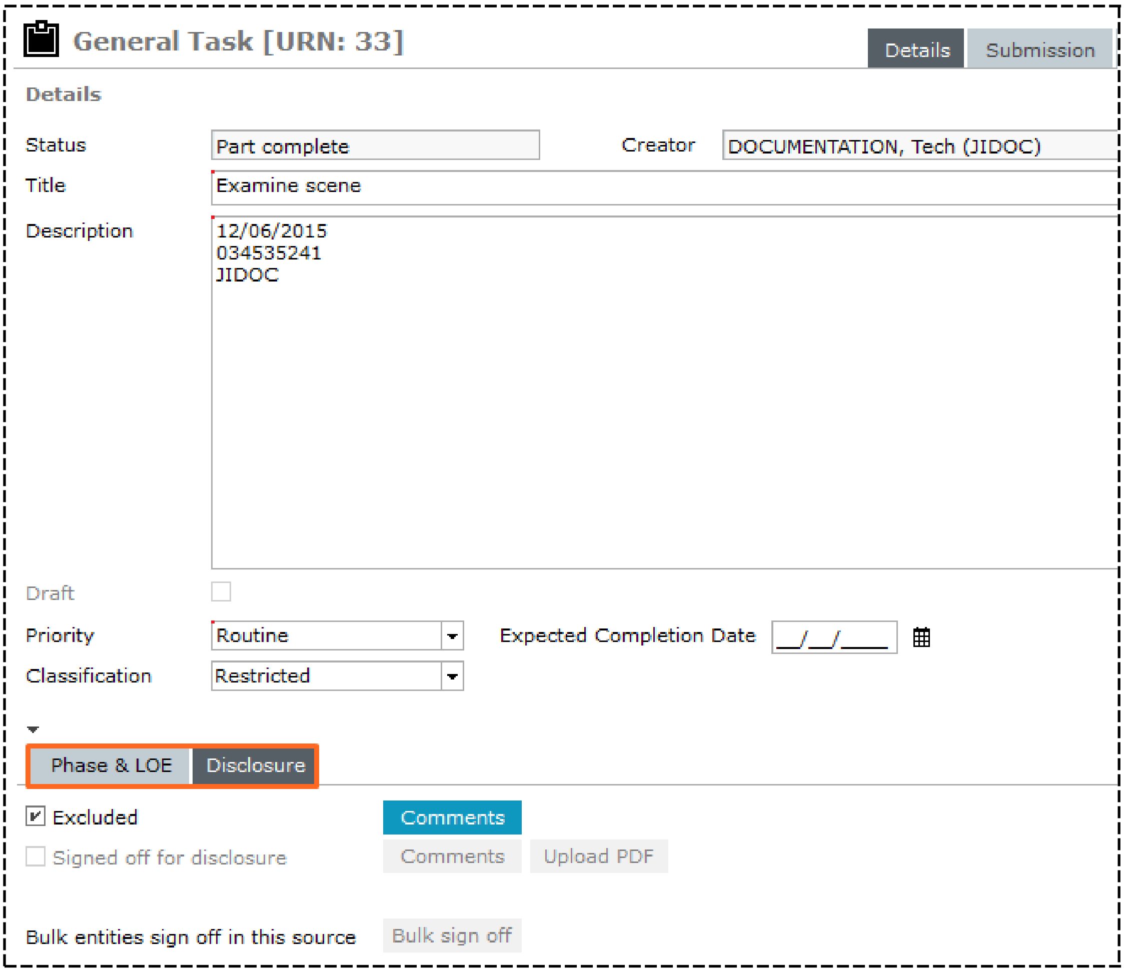
You can add the following details to a task:

- Phase of the investigation
- Line of enquiry
- Review
- Disclosure

To access these options:

1. Open the task.
2. Make sure the **Phase & LOE** subtab is selected:
3. To specify a phase the task is associated with:
    a. Right-click in the *Phases* area or select the Options ≡ icon > Select **Set Phases**.
    b. Double-click or use the Select icon to select the required phases.
    c. Select **Apply**.
4. To specify a line of enquiry for the task:
    a. Right-click in the *Phases* area or use the Options ≡ icon > Select **Set Lines of Enquiry**.
    b. Double-click or use the Select icon to select the required lines of enquiry.
    c. Select **Apply**.
5. To exclude the task from the disclosure process, select the **Disclosure** subtab.
    a. Select the **Excluded** checkbox.

b. Enter a reason to explain why the task is excluded from the disclosure process > Select **OK**.



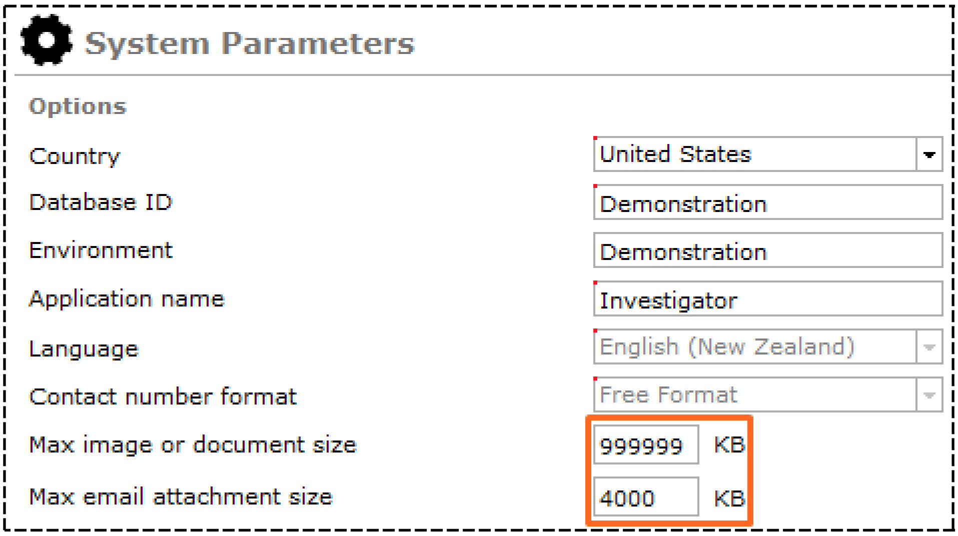
Email External Task Recipients

If you send a task to someone outside your organisation, it is sent as an email.

If the task has entities, these are sent as attachments.

The default maximum size is 4MB for each attachment and 18MB for all attachments.

Your administrator can change these settings under **Admin** > **System** > **Settings**.



Managing Tasks

Manage Your Task List

You can manage your tasks by selecting **Tasks** > **List**.

When you do this you'll see the following tabs:

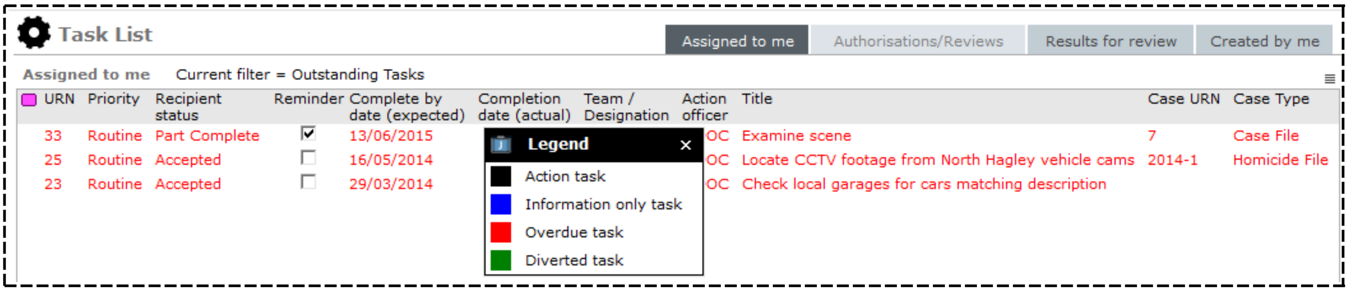
Assigned to me	Tasks that have been sent or assigned to you by yourself or others.
Authorisations/Reviews	Tasks you need to review or authorise.
Results for review	Tasks you need to review.
Created by me	Tasks you have created for yourself and others.

Depending on your permission settings, you can accept, reject, forward, or cancel these tasks.

You can open a source entity to see the tasks associated with it.

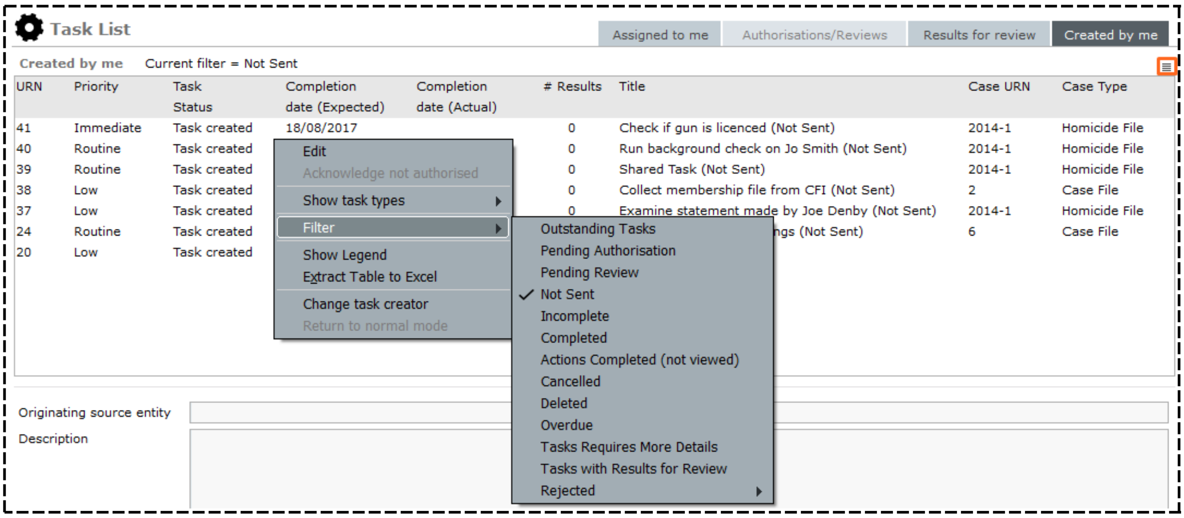
Tasks are colour-coded according to their status:

Black text	You can see and action the task.
Blue text	You can see the task but you can't update it.
Red text	The task is overdue. A final result has not been recorded by the expected completion date.
Green text	The task has been diverted to you from another user. *Use the Options ≡ icon or right-click to display the legend that identifies these colours.*



Filter a List of Tasks

1. Select **Tasks** > **List**.
2. Select the required tab:
   - **Assigned to me**
   - **Authorisations/Reviews**
   - **Results for review**
   - **Created by me**
3. Use either of these methods to access the filter options:
   - Right-click in the task list area > Select **Filter** > Select the required filter.
   - Select the Options ≡ icon > Select **Filter** > Select the required option.



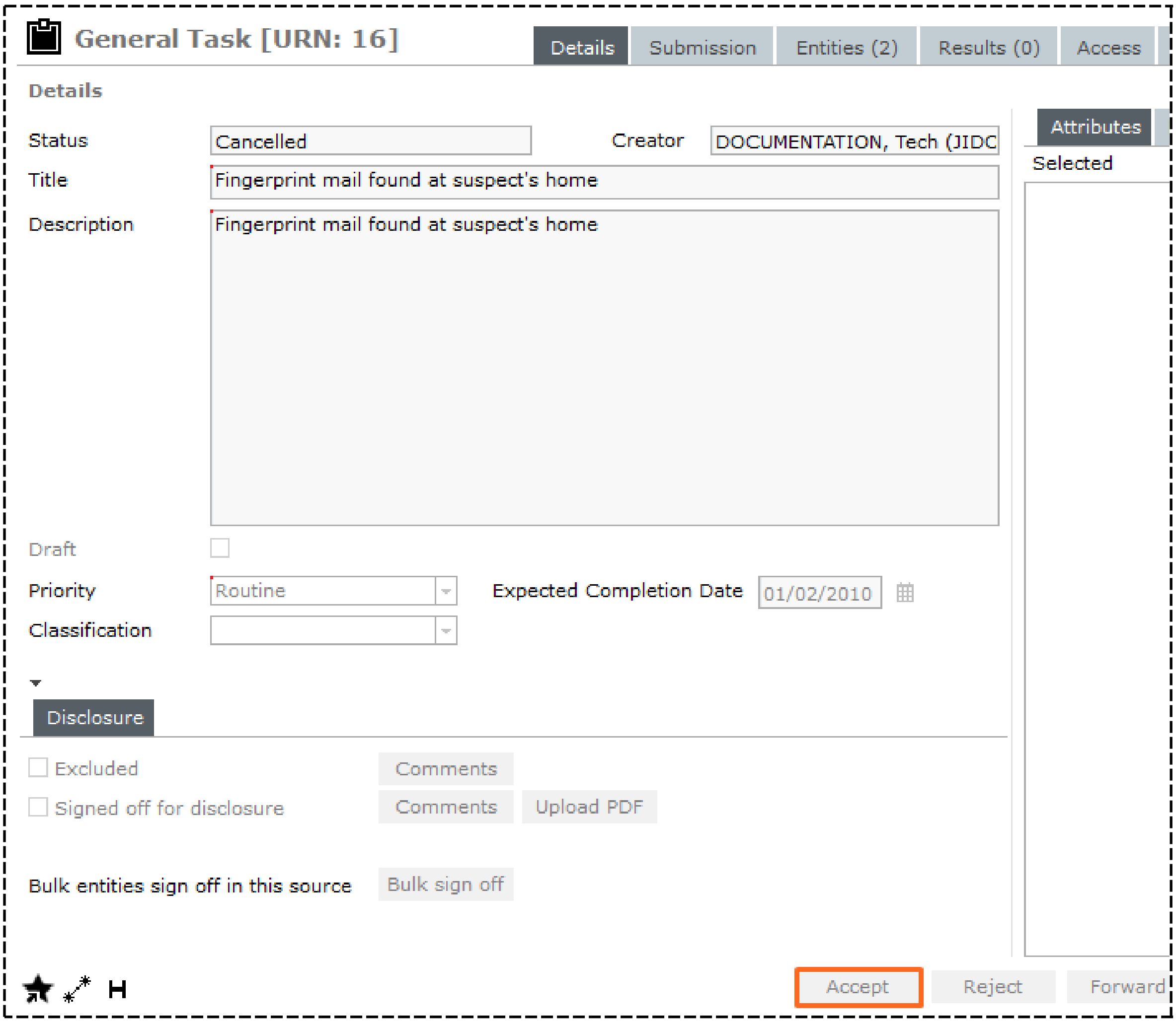
Accept a Task

When you accept a task, you can still forward or reject it if the person who created the task has enabled these options.

If you're the first team member to accept a task assigned to your team, you automatically become the action officer for the task.

To accept a task:

1. Select **Tasks** > **List**.
2. Open the required task.
3. Select **Accept** > Select **OK**.

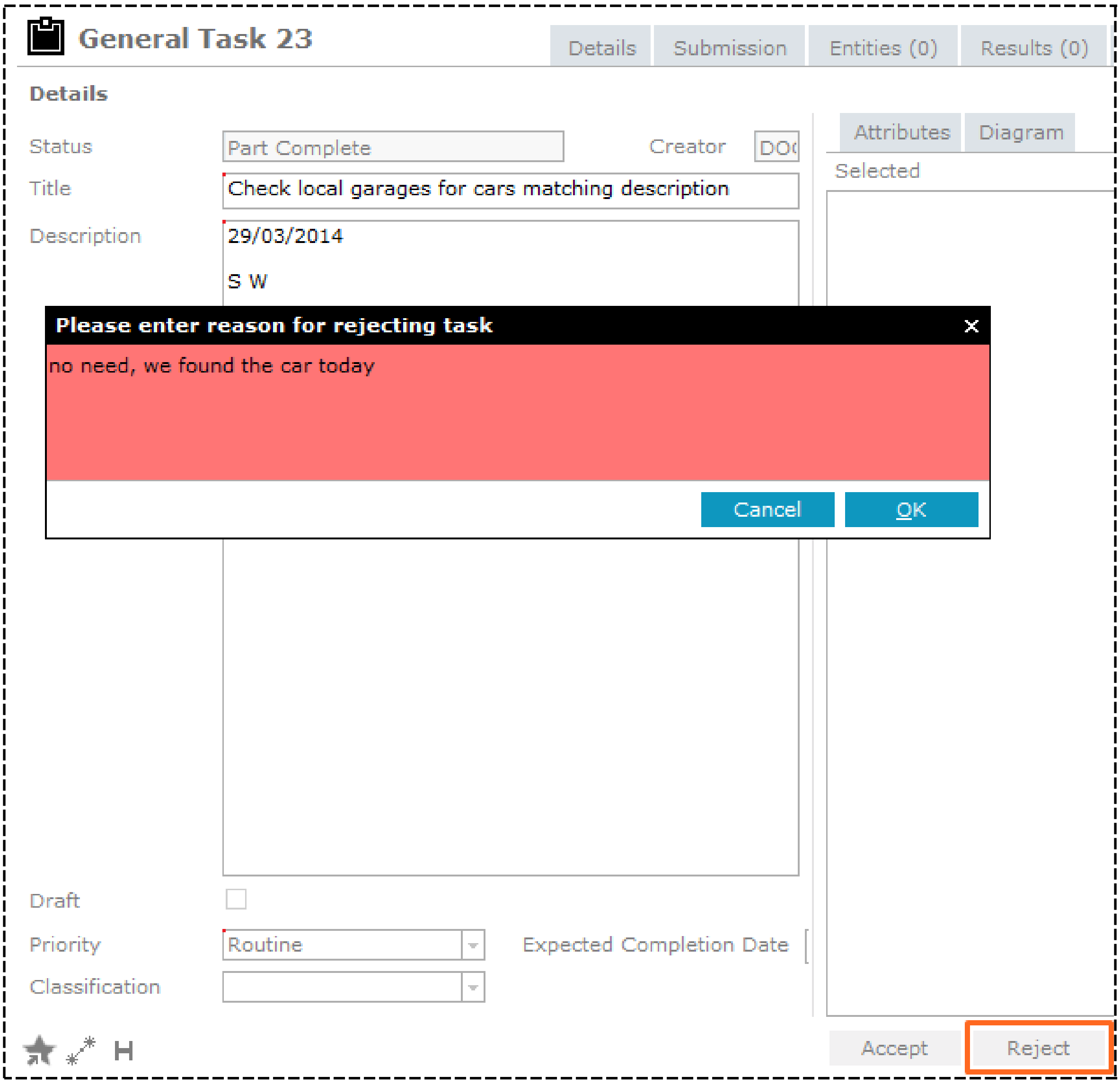


Reject a Task

You can reject a task if the person who created the task has enabled this option:

1. Select **Tasks** > **List**.
2. Open the required task.
3. Select **Reject**.
4. Enter your reason for rejecting the task > Select **OK**.

   Your comment will be recorded in the task history.

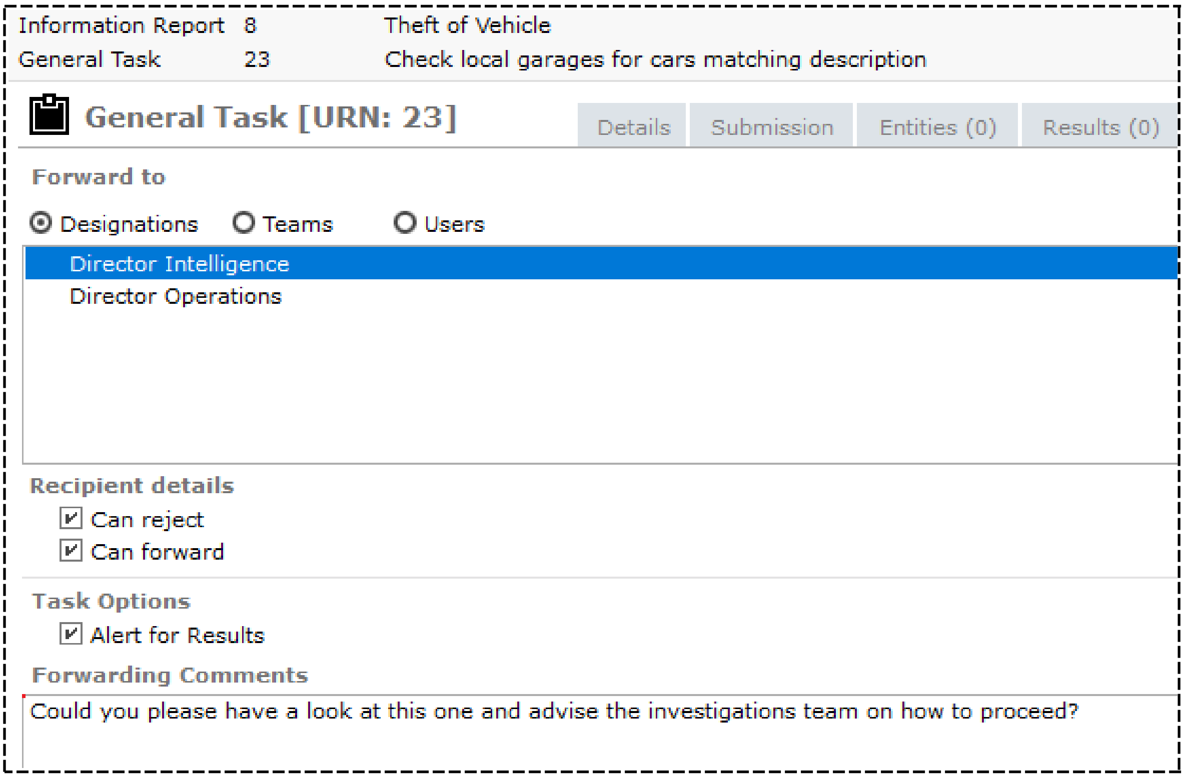


Forward a Task to Another User or Team

1. Select **Tasks** > **List**.
2. Open the required task.
3. Select **Forward**.
4. Select the user or group you want to forward the task to.

   Users and groups who are already recipients of the task are preselected.
5. To let recipients reject the task, select the **Can Reject** checkbox.
6. To let recipients forward the task, select the **Can Forward** checkbox.
7. To notify the person who created the task when a result has been created and saved, select the **Alert for Results** checkbox.
8. Enter comments about why you're forwarding the task in the **Forwarding Comments** field.
9. Select **Save**.

   *When you open a task you can select the **Submission** tab to see the task history.*



Assign a Task

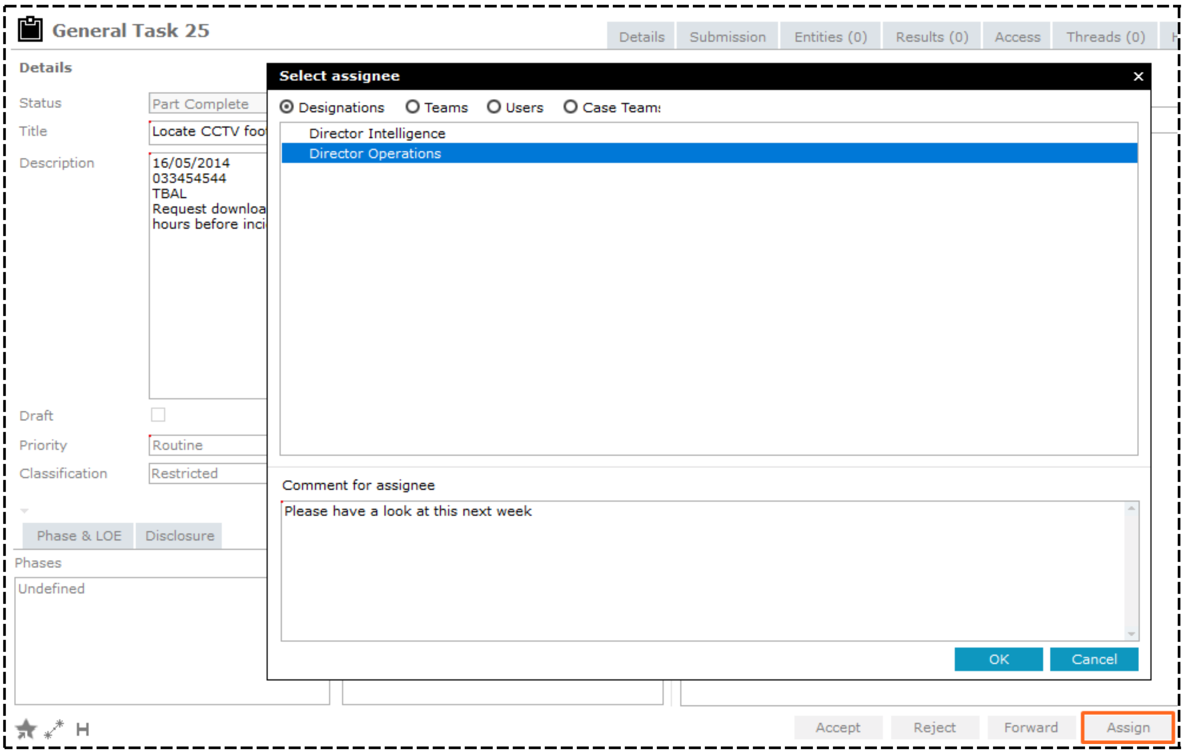
If you're the action officer for a task, you can assign it to one or more recipients.

This lets you retain responsibility for a task.

To assign a task to another person or team:

1. Open the required task.
2. Select **Assign**.
3. Select the user or team you want to assign the task to.
4. Select the designation, team, user, or case team you want to assign the task to.

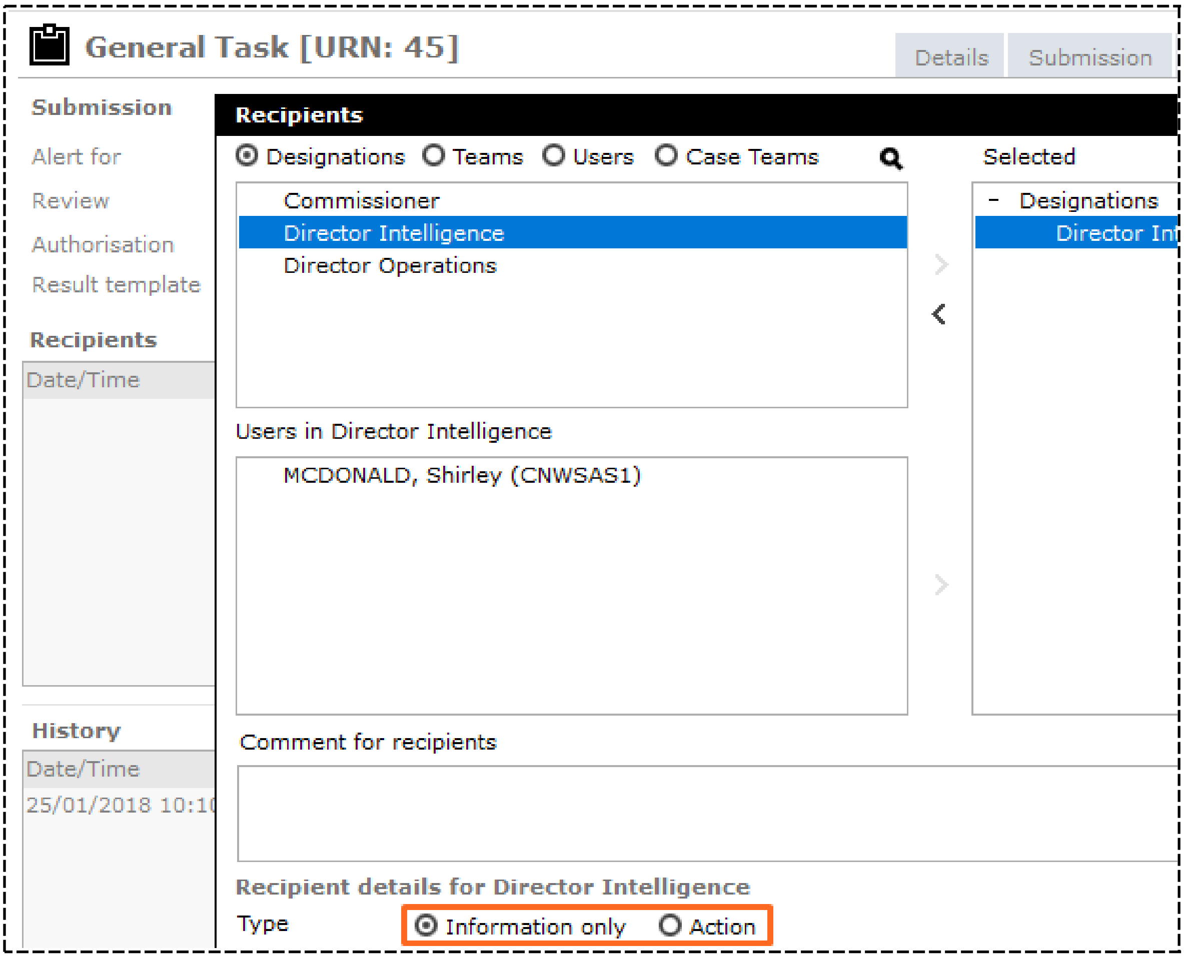
   You can't assign a task to a user or group that was previously assigned to the task.
5. Enter a comment for the assigned user or group in the **Comment for assignee** field > Select **OK**.



Mark a Task as Read-only or Needing Action

When you add a recipient for a task, you can specify whether they need to act, or just look at the information:

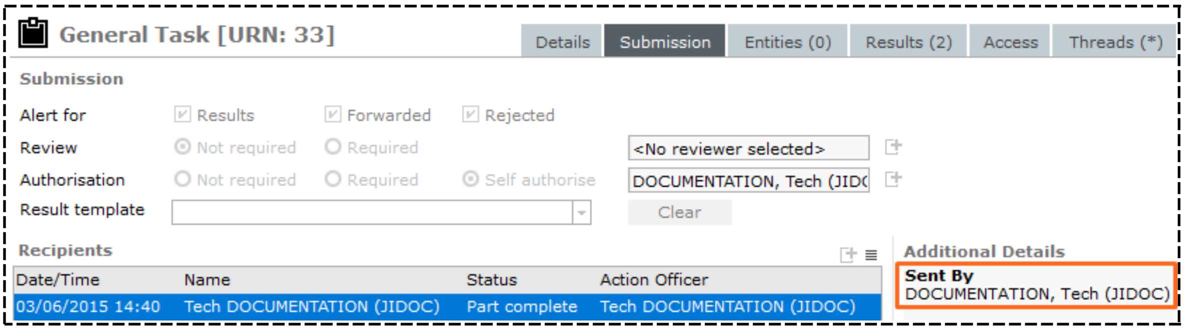
1. Open a task.
2. Select the **Submission** tab.
3. Add or edit a recipient.
4. Select either of these options for the type of task:
   - **Information only**
   - **Action**
5. Select **OK**.



See Who Assigned a Task to You

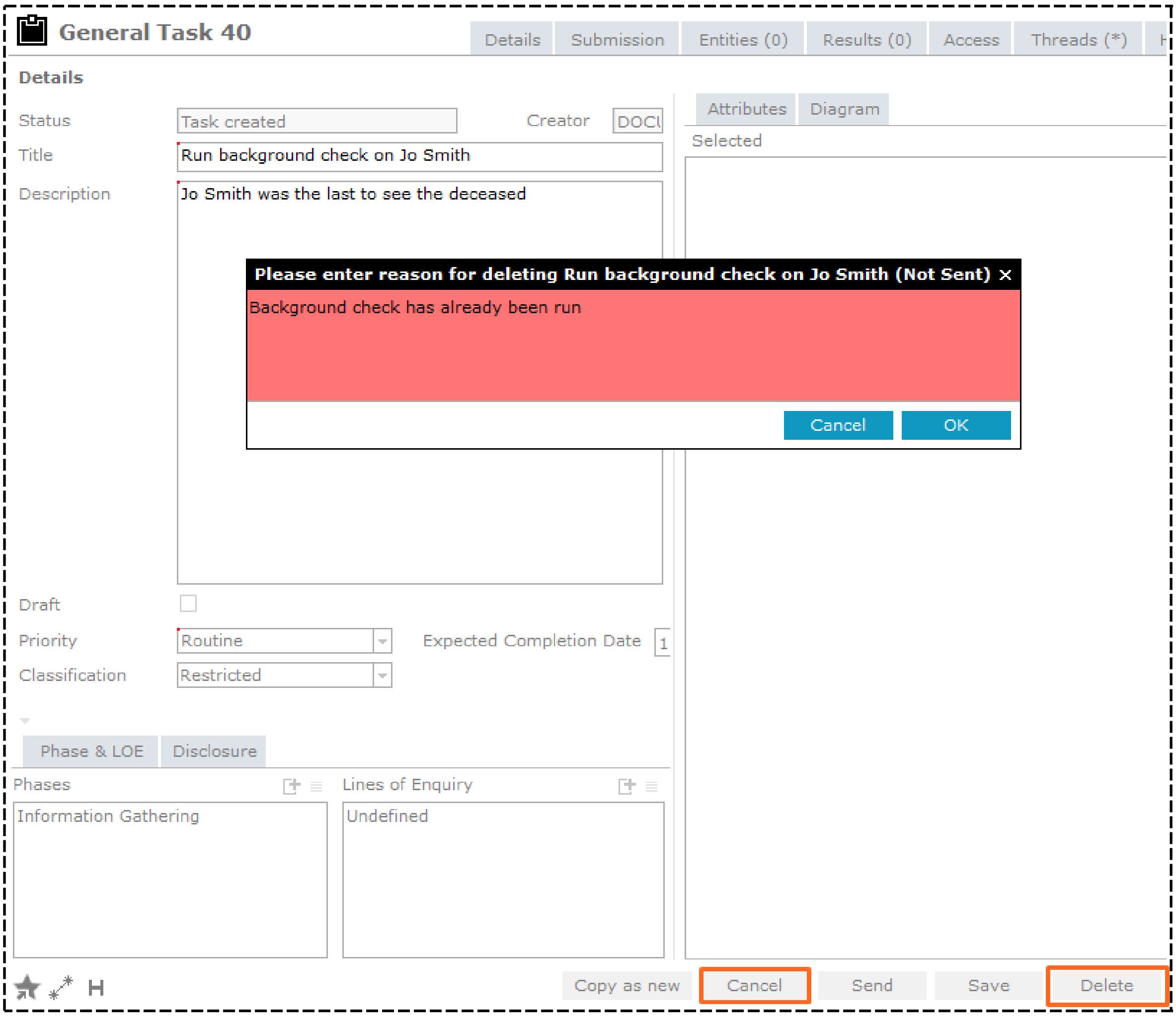
1. Open the task.
2. Select the **Submission** tab.
3. Select a listing in the *Recipients* area.

   You can see who sent the task in the adjacent *Additional Details* area.



Cancel or Delete a Task You've Created

1. Open the source entity containing the task you want to cancel or delete.
2. Select the **Tasks** tab.
3. Open the task you want to cancel or delete:
   - If the task has NOT been sent to recipients, select **Cancel** > Select **Yes** to confirm.
   - If the task has been sent to recipients, select **Delete** > Select **OK** to confirm > Enter a reason for the deletion > Select **OK**.



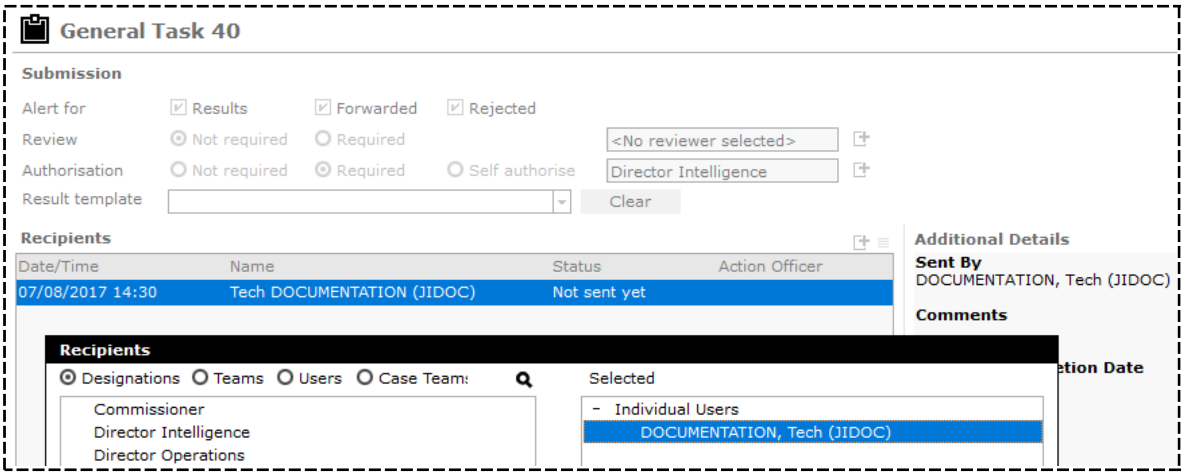
Manage Task Recipients

If you have created a task or are a case officer for a task, you can:

- See who has been assigned to a task.
- See whether a task recipient has accepted, rejected, or looked at a task.
- Change who is assigned to a task.

To access these options:

1. Open the required task.
2. Select the **Submission** tab.
3. Select a recipient in the *Recipients* area to display more details about it in the *Additional Details* area.
4. Use either of these methods to change the recipient:
   - Select the Options ≡ icon > Select **Edit**.
   - Right-click in the *Recipients* area > Select **Edit**.
5. Make the required changes > Select **OK**.



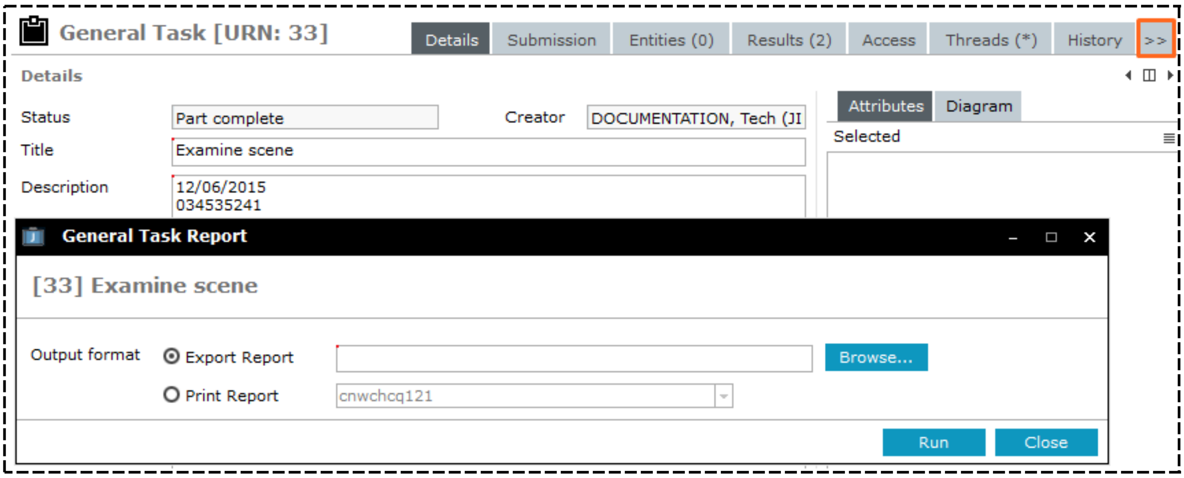
Print or Export a Task to Word

You can export the contents of a task to a Microsoft Word document.

You can also print or edit tasks.

To access these options:

1. Open the required task.
2. Select the Overflow >> tab > Select **Export Report (Word Template)**.
3. Select either of these output formats:
   - **Export Report** – Select **Browse** to specify where you want to save the task.
   - **Print Report** – Select the required printer from the drop-down.
4. Select **Run** to save or print the report.



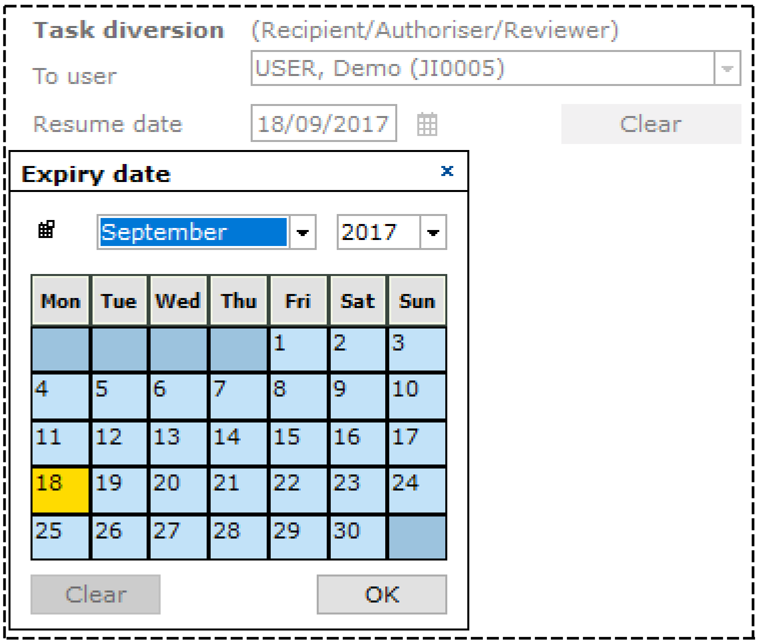
Divert Your Tasks to Another User

If you can't do the tasks assigned to you, you can divert them to another user.

You might want to do this if you're away from work for a while.

To divert your tasks:

1. Select your name on the main menu > Select **Preferences**.
2. Navigate to the *Task diversion* area.
3. Select the user you want to divert your tasks to in the **To user** drop-down.
4. Specify the date you'll resume your tasks in the **Resume date** field.
5. Select **Save**.

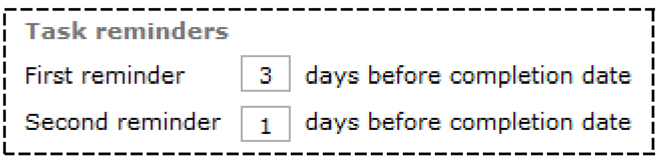


Set up Reminders about Tasks That Are Due

To set up one or two reminders about tasks that are due:

1. Select your name on the main menu > Select **Preferences**.
2. Navigate to the *Task reminders* area.
3. Enter a number in the **First reminder** field to specify when you want to receive the first reminder about the task.
4. Enter a number in the **Second reminder** field to specify when you want to receive the second reminder.

   *Enter **0** if you don't want to receive a second reminder.*
5. Select **Save**.



Highlight a Task

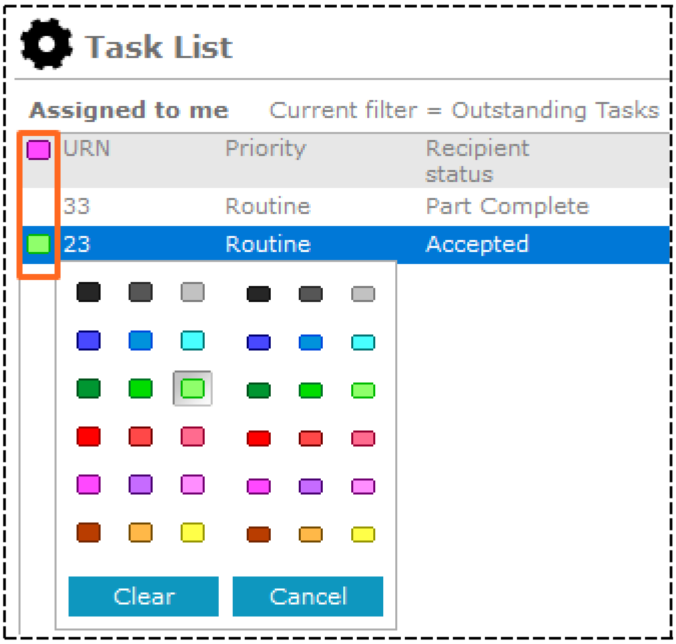
You can use coloured icons to highlight your tasks. This can help you prioritise your tasks.

For example, you could use red for high priority and green for low priority tasks.

Highlighting a task doesn't affect its priority. The colours are just for your reference.

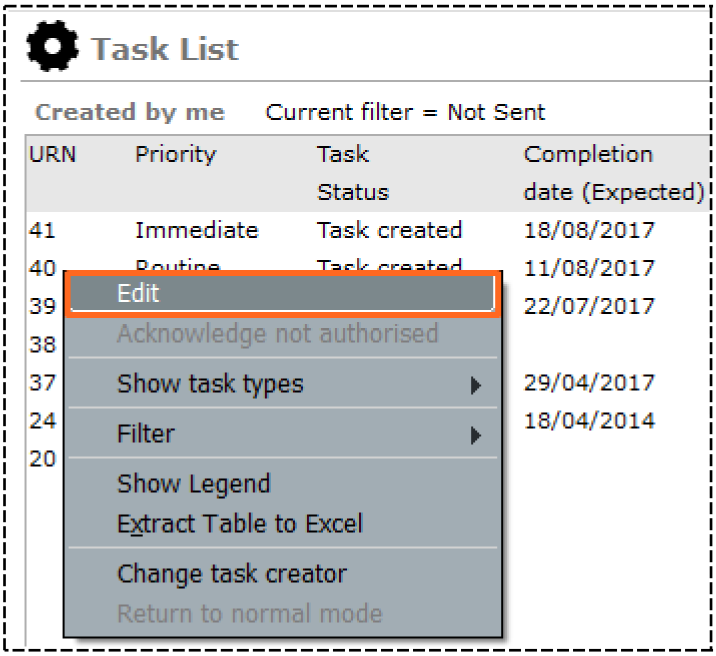
To highlight a task:

1. Select **Tasks** > **List**.
2. Select the column left of URN for the task you want to highlight.
3. Select the colour for the *highlight* icon you want to apply to that task.



Edit a Task

1. Select **Tasks** > **List**.
2. Use any of these methods to open the task:
   - Double-click the task.
   - Right-click the task > Select **Edit**.
   - Select the Options ≡ icon > Select **Edit**.
3. Make the required changes.

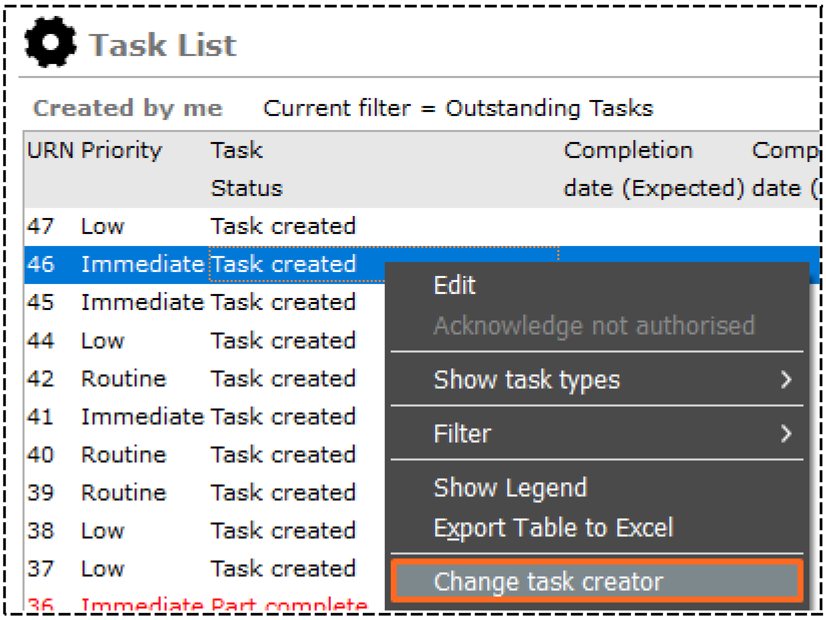


Change Who Created a Task

You might want to do this if someone has asked you to create tasks for them:

1. Select **Tasks** > **List**.
2. Select the **Created by Me** tab.
3. Select required tasks.

   Select the Search icon to find the required user > Select **OK**.
4. Select **Change task creator**.



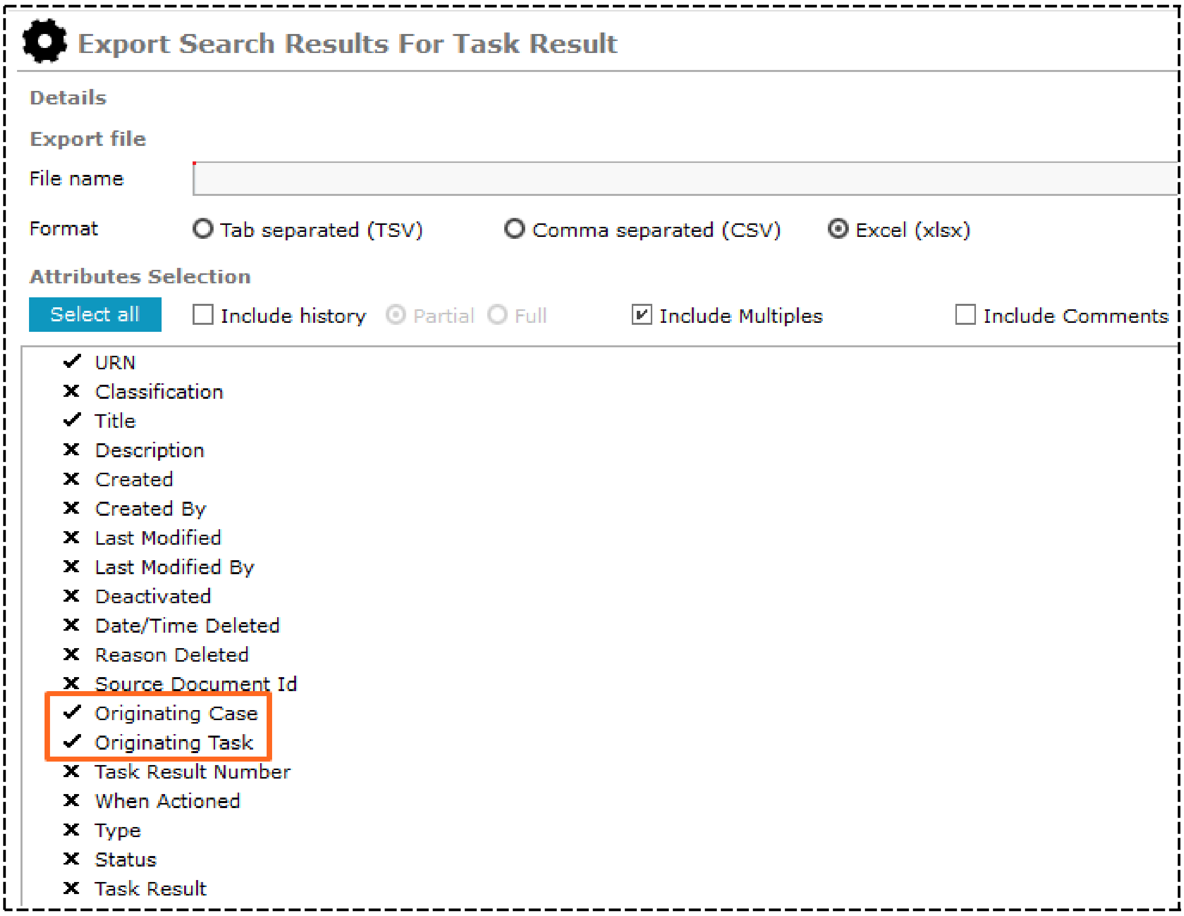
Export Tasks and Task Results

You can export tasks and task results to Excel.

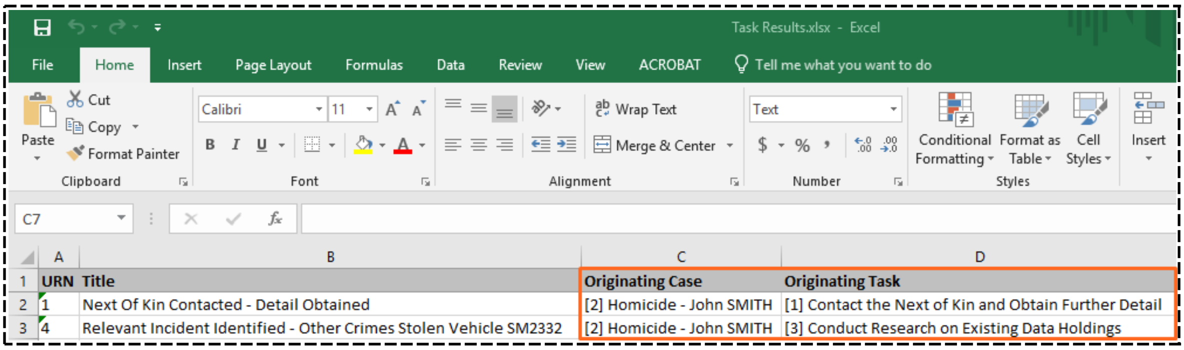
When you do this you can see the cases and tasks they originated from.

This makes it easier to reconcile tasks and results against cases.

1. Use either of these methods to search for the tasks or task results you want to export:
   - Select **Search** > **Tasks** > **General Task**.
   - Select **Search** > **Task Results** > **Task Result**.
2. Enter your search words in the field provided > Select **Search**.
3. Select **Export**.
4. Select the attributes you want to export.



5. Select **Export**.

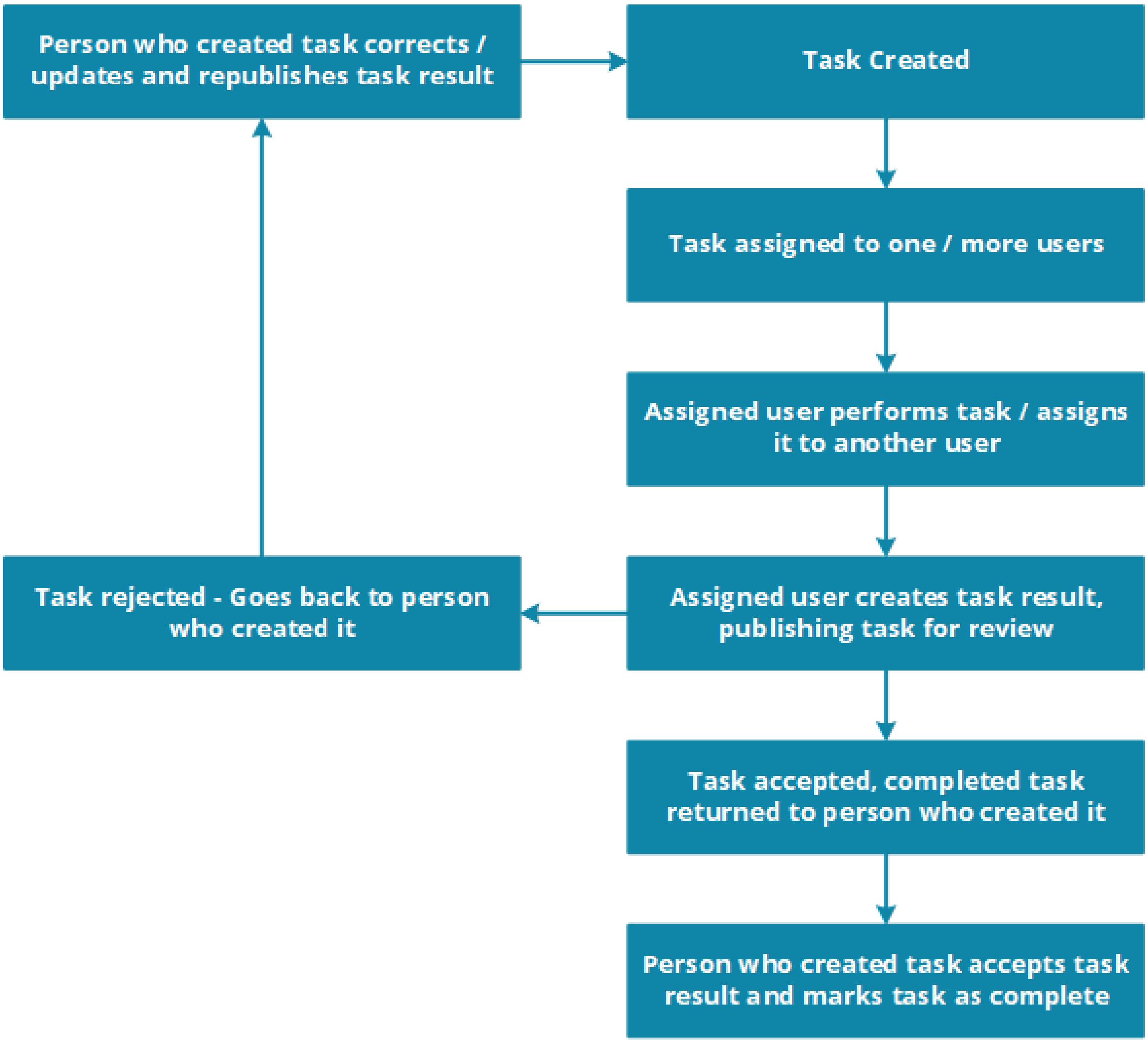


Progress a Task

When a task is in progress, the person who received the task finishes it and creates one or more task results.

How Tasks and Task Results Progress

1. When a task is created it is assigned to one or more users.
2. The assigned user does the task and creates task results, or assigns the task to another user.
3. Once you have created a task result you can publish it so it can be reviewed.
4. If a task result is rejected, the task and result will revert to the user who created the result. This user can correct or enhance the result and publish it again.
5. The person who created the task can accept the results.
6. The task is marked as complete.



Creating Task Results

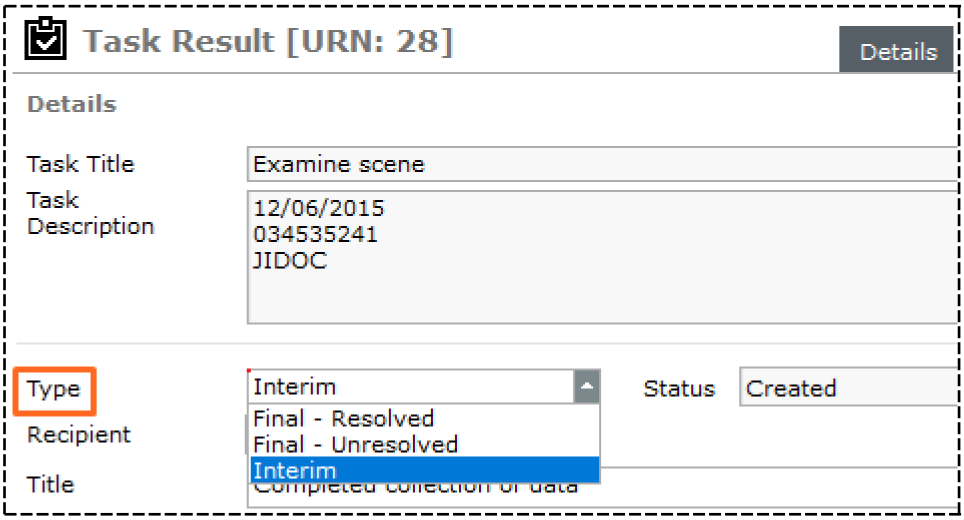
You can use task results to record and manage the results of assigned tasks:

- Any task recipient who has accepted a task can create a task result.
- A task can have several interim results and one final result.
- When you create a task, you can choose to be notified when a result is created or changed.
- You can find some or all task results.

Types of Task Results

The following types of task results are available:

- Final – Resolved
- Final – Unresolved
- Interim



Create a Task Result

1. Select **Tasks** > **List**.
2. Double-click the task you want to record a result for.
3. Select the **Results** tab.

   You'll see any existing results for the task listed.
4. Use any of these methods to add a new task result:
   - Right-click in the *Results* area > Select **New**.
   - Select the *Add new result* icon.
   - Select the Options ≡ icon > Select **New**.
5. If your agency has specified a task result input template, you'll see the template usage screen.

   Enter the required details > Select **Apply**.

   *If you don't want to display the template usage screen, select the **Hide description template prompt** checkbox under user preferences.*
6. Select the type of result you're creating in the **Type** drop-down:
   - **Interim** if this isn't the final result.
   - **Resolved** if the result has resolved the task.

     This lets the person who created the task know the task is resolved.
   - **Unresolved** if the result has NOT resolved the task.

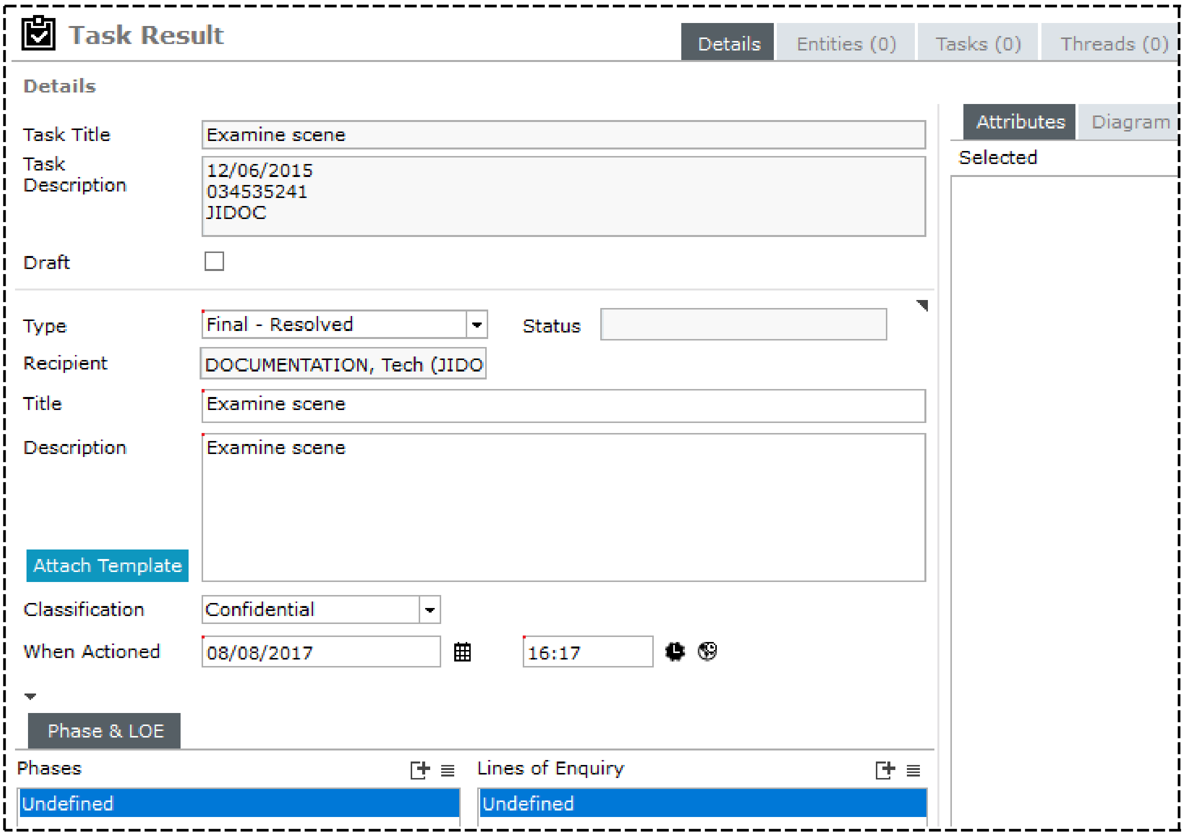
     The task initiator will be notified that the task is resolved.

     The person who created the task will be notified of your selection.

     A task can have multiple interim results.

     You can only create one resolved or unresolved result per task.
7. Change the title of the task result in the **Title** field (if required).
8. Enter details about the task result in the **Description** field.
9. Enter the classification for the task result in the **Classification** drop-down.
10. In the **When actioned** date and time fields, change the date and time to specify when the result was actioned (if applicable).
11. On the **Phase & LOE** tab, associate the result with any phases and lines of enquiry.
12. Select **Save**.

You can use the Expand section icon to show more or less detail about a task result.



Publish a Task Result

You can publish a task result when it's ready for review.

This will send it to the person who created the task or to someone they have assigned to the task.

1. Select **Tasks** > **List**.
2. Open the task you want to record a result for.
3. Select the **Results** tab.

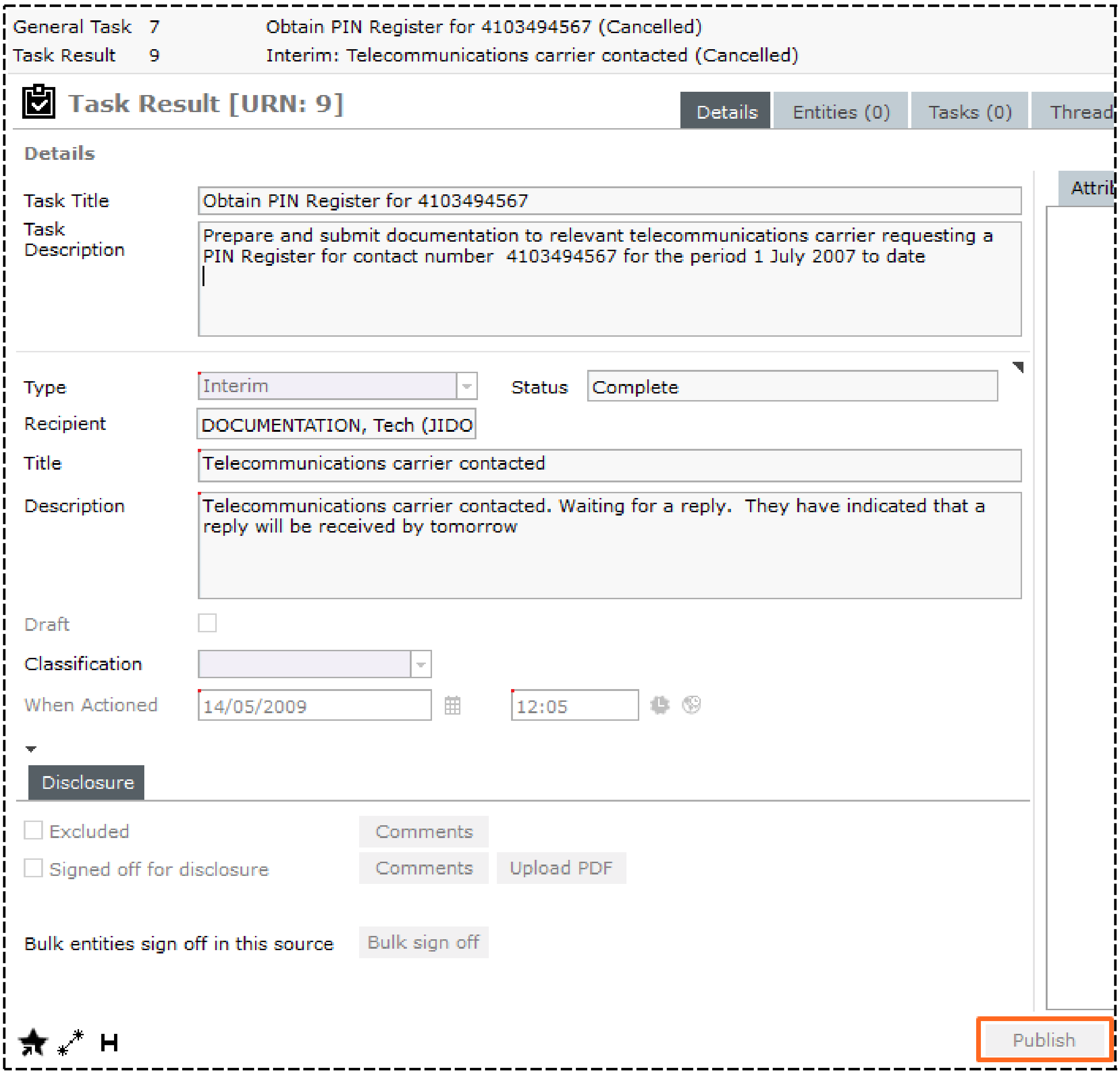
   Any existing results for the task are listed.
4. Double-click a result to open it.
5. Make the required changes.
6. Select **Yes** to confirm.
7. Select **Publish** > Select **Yes** to confirm you want to proceed.

   *If the result is NOT subject to review, its status changes to **Complete**.*

   These settings are determined by your administrator.

   If the result needs to be reviewed by the person who created the task, its status changes to

Pending accept by reviewer.



Task Summary

You can use the *Task Summary* feature to see a list of the tasks assigned to recipients or cases.

*This feature is available to users who have the **Can view summary** permission.*

*If you have the **Task Administrator** permission, you can see all tasks and cancel a task.*

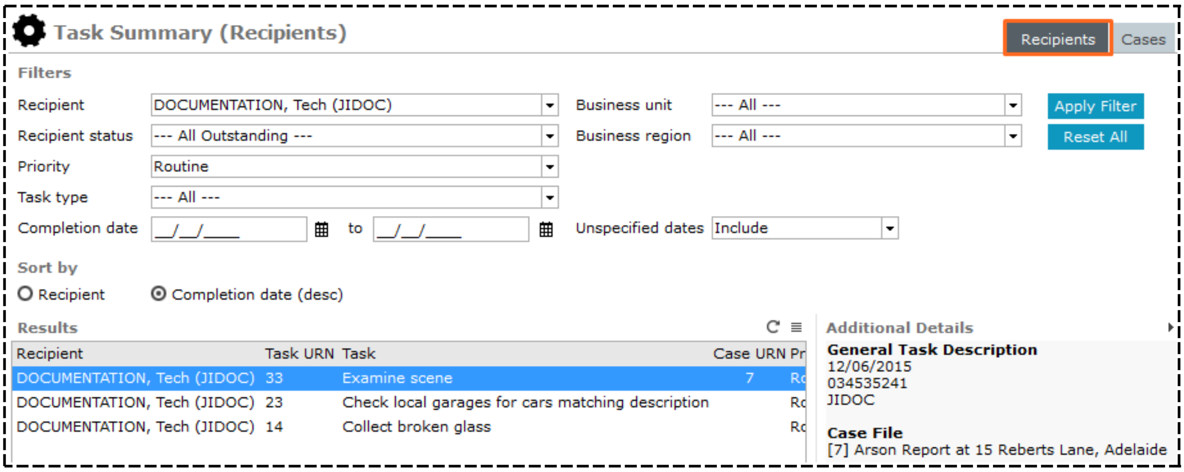
See a Summary of Assigned Tasks

1. Select **Tasks** > **Summary** – The *Recipients* tab is selected by default.
2. Use the filters provided to narrow the task data in the *Results* area.
   - **Recipient** – Select the recipient whose tasks you want to access.
   - **Recipient status** – Select one of these options:
     - **Unopened** – See which tasks the recipient has not opened.
     - **Opened** – See which tasks the recipient has opened.
     - **Accepted** – See which tasks the recipient has accepted.
     - **Part Complete** – See which tasks the recipient has partially completed.
   - **Priority** – Select the task priority.
   - **Task type** – Select the type of task you want to see.
   - **Completion date** – Use the Calendar ▦ icons or enter dates in the fields provided to specify an expected completion date range for the tasks.
   - **Unspecified dates** – Select one of these options:
     - **Include** to show all tasks (regardless of whether they have a specified completion date).
     - **Exclude** to exclude tasks without a specified completion date.
     - **Show Only** to only show tasks without a specified completion date.
   - **Business unit**– Select the business unit.
   - **Business region** – Select the business region.
3. Select **Apply Filter** to apply the filters you have selected.

   *Select **Reset All** to reset the filters.*
4. To sort the tasks according to when they were completed, select **Completion date**.
5. Select a task in the *Results* table to see more details about it in the *Additional Details* pane.

   *If you don't have permission to access the task, no task details will display in the **Additional details** area.*
6. To export the filtered data to a spreadsheet, select **export**:
   a. Specify where you want to save the file.
   b. Enter a name for the file.

c. Select **Save**.



See a Summary of Tasks Assigned to Cases

1. Select **Tasks** > **Summary**.
2. Select the **Cases** tab.
3. Use the filters provided to narrow the task data in the *Results* area.
   - **Case Type** – Select the type of case for the tasks you want to see.
   - **Task Status** – Select the task status.
   - **Priority** – Select the task priority.

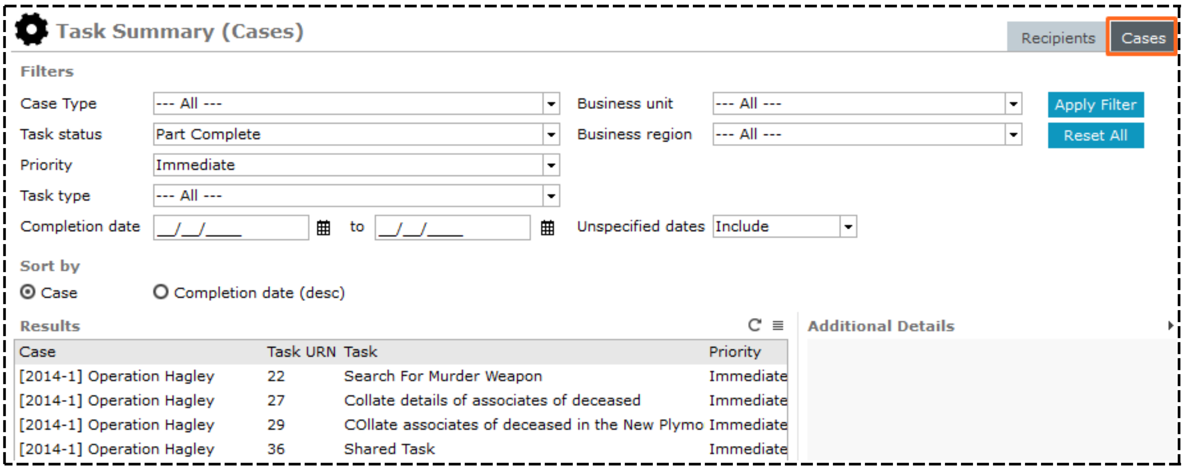
     If you have the required permission, you can manage the priority of tasks.

     See the Admin Guide for more details.
   - **Task Type** – Select the type of task you want to see.
   - **Completion date** – Use the Calendar icons or enter dates in the fields provided to specify an expected completion date range for the tasks.
   - **Unspecified dates** – Select one of these options:
     - **Include** to see all tasks (regardless of whether they have a specified completion date).
     - **Exclude** to exclude tasks without a specified completion date.
     - **Show Only** to only see tasks that don't have a specified completion date.
   - **Business unit**
   - **Business region**
4. Select **Apply Filter** to apply the filters you have selected.

   *Select **Reset All** to reset the filters.*
5. Select **Completion date** to sort the tasks according to when they were completed.
6. Select a task in the *Results* area to see more details about it in the *Additional Details* pane.

   If you don't have permission to access the task, no task details will display in the Additional Details area.
7. Select **Export** to export the filtered data to a spreadsheet:
   a. Specify where you want to save the file.
   b. Enter a name for the file.

c. Select **Save**.



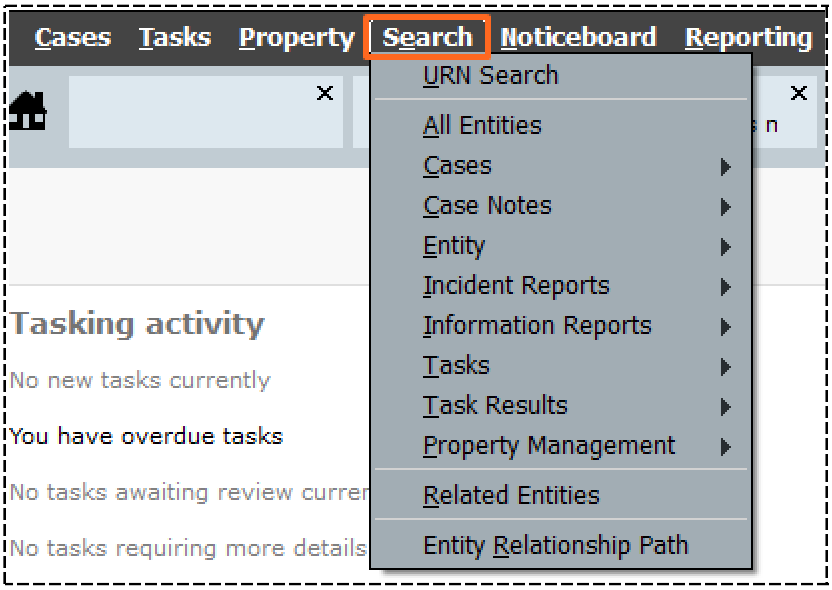
SEARCHING

There are several ways to find information in ICM.

You can do a basic search or a more advanced one using wild cards and Boolean expressions.

This section explains:

- Search methods and tips.
- The different types of search options available.
- How to export your search results.



Permissions and Searching

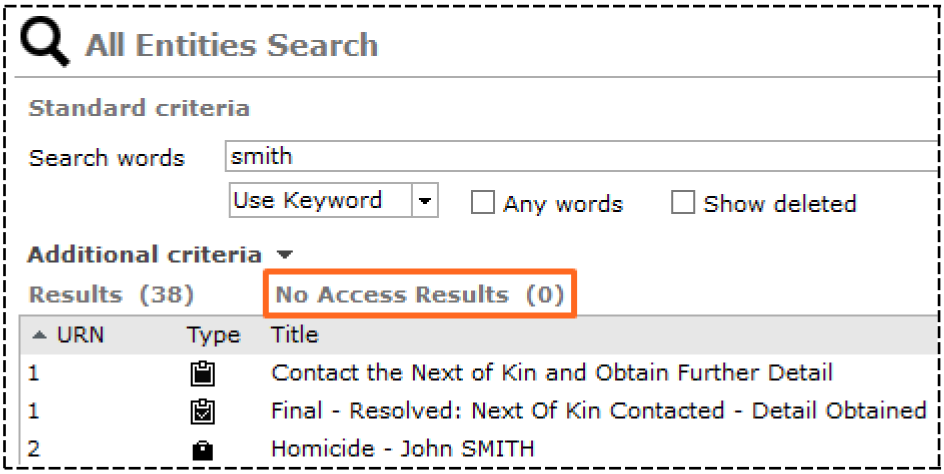
When you conduct a search, the results are based on your search criteria and the information you have permission to view.

The number of search results you don't have permission to see will be listed in parentheses beside **No Access Results**.

If required you can hide the No Access Results feature.

*The setting for this is under **Admin** > **System** > **Settings**.*

*For details about role permissions, see **Defining a Role** in the Admin Guide.*



Search Methods and Tips

It's best to start your search broadly and then narrow it down.

For example, to find someone named **John Robert Harris**, start with **Harris** or **John Harris**.

If you enter **John Robert Harris**, some results might be excluded.

Quotation Marks

To find an exact phrase, enclose it in quotation marks, for example, **"The body in the gutter"**.

If you don't use quotation marks, the search results will include any entity containing the words in the phrase (instead of just entities where the words occur in the order you specify in the phrase).

Wild Cards

You can expand your search results using wild cards:

- **Asterisk *** – This can represent any part of a word. Use an asterisk as a substitute for part of a word in your search
- **Question mark ?** – This can represent any letter of a word. Use a question mark to substitute a letter in a word in your search

Here are some examples of search results that might be returned if you use these symbols as wild cards:

- **Smith** – Smith
- **Smi*** – Smith, Smithsonian, Smiley, and Smithson (any word that starts with **Smi**)
- **Smit?s*** – Smithsonian or Smithson (any word that starts with **Smit** and has a single character between it and an **s**)
- **Sm*th** – Smith or Smooth (any word that starts with **Sm** and ends in **th**)
- **Sm???** – Smith, Smyth, Small (any word that starts with **Sm** and ends in any three characters)

Boolean Expressions

You can use Boolean expressions for more sophisticated searching.

Boolean searching uses multiple search words as well as **AND**, **OR**, **NOT**, and **( )**.

For example, searching for:

- **Smith AND Jones** shows entities containing **Smith** and **Jones**.
- **Smith OR Jones** shows entities containing **Smith** or **Jones**.
- **Smith AND NOT Jones** show entities containing **Smith** but not **Jones**.
- **Smith AND (Jones OR Brown OR Boyd)** shows entities containing **Smith** and **Jones**, **Brown**, or **Boyd**.
- **Smith AND NOT (Jones OR Brown OR Boyd)** shows entities containing **Smith** but not **Jones**, **Brown**, or **Boyd**.

Excluded Words

If you have the required permission, you can manage a list of words for ICM to exclude from searches.

*See **Managing a List of Words to Exclude from Searches** in the Admin Guide.*

Soundex

A Soundex search retrieves words that sound like the search words as well as exact matches of the search word.

Background Services

Searching might not work correctly if the required background apps are not running.

*See **Configuring Background Processes** in the Admin Guide.*

Types of Search

You can use the following types of search to achieve particular results:

- **URN Search** – Find an entity by entering its Unique Reference Number (URN).
- **All Entities Search** – Search all entities.
  - **Standard tab** – Find entities based on a standard set of criteria.
  - **Attributes tab** – Find entities based on their attributes.
  - **Advanced tab** – Find entities according to their relationships and when they were created or updated.
  - **Thesaurus tab** – Search for synonyms or related terms in entities.

    For example, you might want to find an entity containing the words **gun**, **weapon**, **pistol**, and **glock**.

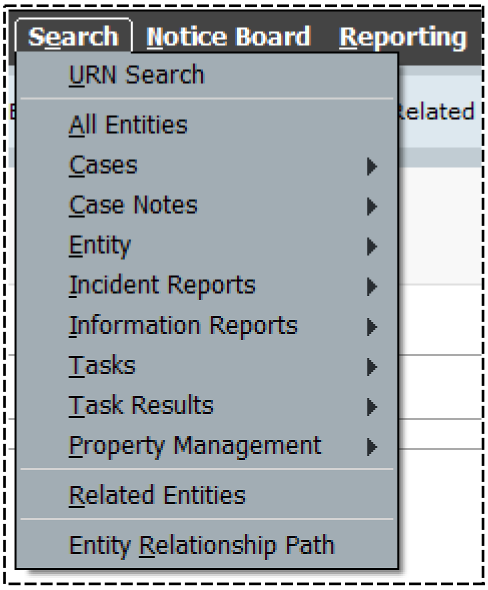
    You can also enter a broader search term to find a more specific term.

    For example, you could enter **firearm** to find **pistol**.

    Your administrator manages the thesaurus.

    This involves defining synonyms and related terms in a hierarchical structure.
  - **Scope tab** – Returns entities that are related to one or more other types of entities which satisfy certain criteria.

    An example would be a search for a person entity with the name "Smith" related to case notes that contain the word "drugs" and incidents that contain the word "fraud".
- **Related Entities** – Find entities related to a particular entity.
- **Entity Relationship Path** – A powerful search that finds all the direct and indirect connections between entities.
- **Search in case** – Search in entities that are directly related to a case.



Do a Standard Search

1. Select **Search** > **All Entities**.
2. Enter your search words in the field provided.
3. Select one of these options in the drop-down:
   - **Use Keyword** to only return entities that match your search word or phrase exactly.
   - **Use Soundex** to return exact matches and words that sound like your search words.

     For example, if you enter **Herison**, your results could include **Harrison**, **Harrisan**, and **Harrisen**.
   - **Use Stemming** to return exact matches and words with the same root as the specified search word.

     For example, if you enter the word **hotel**, the words **hotels** and **hotelier** could be returned.
4. To return entities that include any of your search words in their description, select the **Any words** checkbox.
5. To see deleted entities in your search results, select the **Show deleted** checkbox.

   *This checkbox is available if you have the **Can see deleted records** permission.*

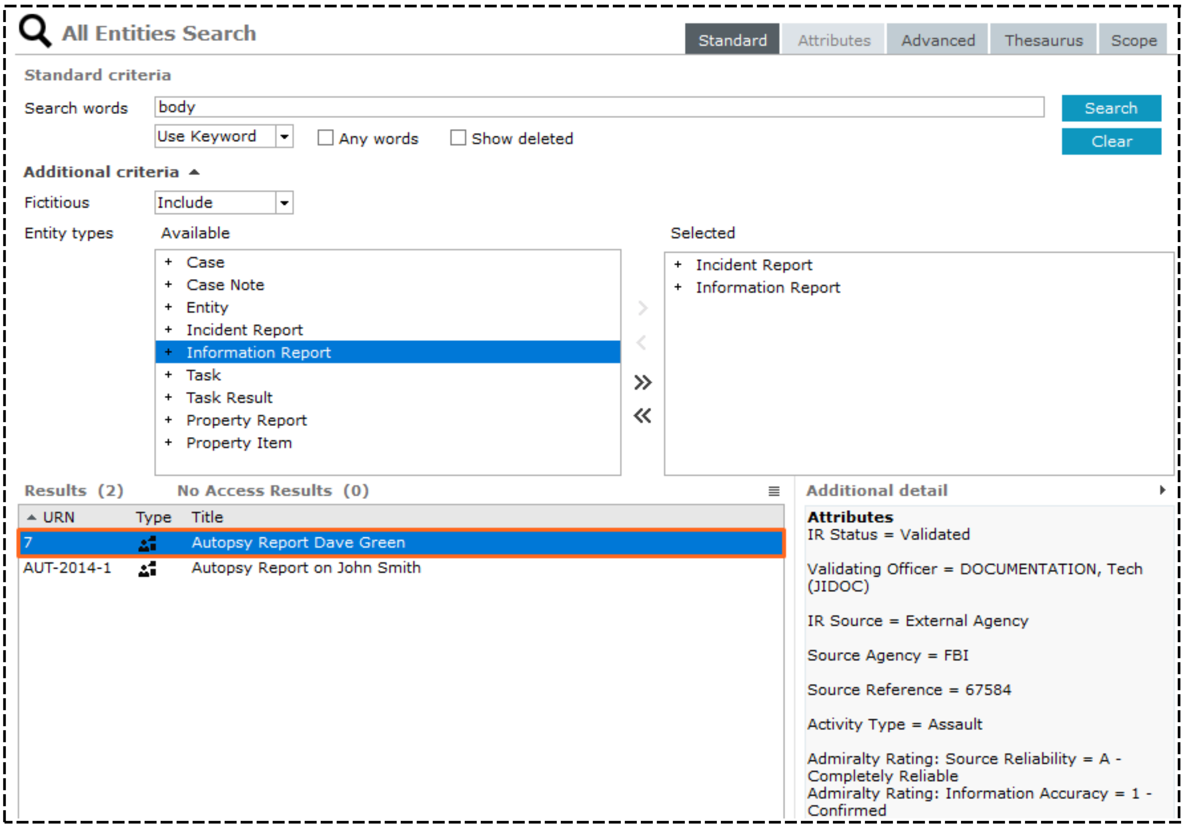
   See the Admin Guide for details.
6. Select the Expand section icon beside **Additional Criteria** to access more search options:
7. To specify how to deal with fictitious entities, expand the **Fictitious** dropdown > Select one of these options:
   - **Include** to return real and fictitious entities.
   - **Exclude** to exclude fictitious entities from the search result.
   - **Show ONLY** to only return fictitious entities.

     A fictitious entity seems to exist in the real world but it doesn't really.

     For example, a person might give an address that doesn't exist.

     You can record that address as fictitious.
8. To select the types of entities you want to find, double-click or use the Selection arrows.
9. Select **Search**.

10. To see more details about a search result, select or double-click it in the *Results* area.



Search by URN

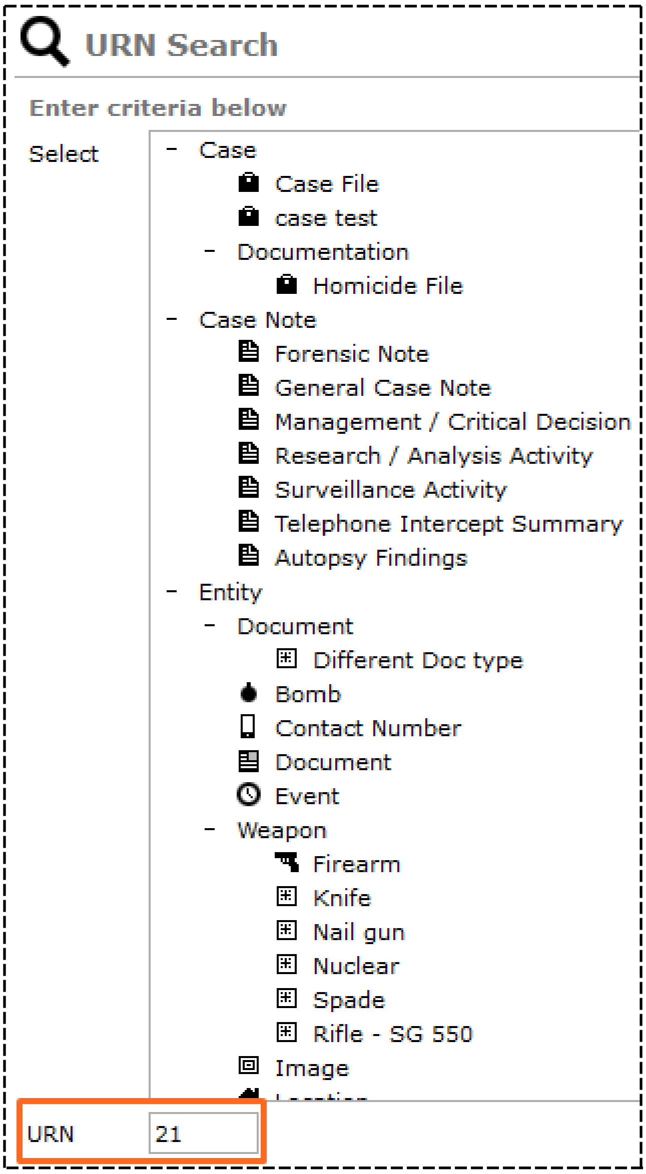
A Unique Reference Number (URN) is assigned to each entity recorded in ICM.

This enables you to search for entities by URN.

For example, you can find a case by URN if you have permission to search for that type of entity.

1. Select **Search** > **URN Search**.
2. Select the type of entity you want to find in the **Select** field.
3. Select **Search** – If an entity matches the specified URN and you have permission to see it, it will open.

   *Select **Clear** to remove your previous search criteria.*



Search for Entities in a Case

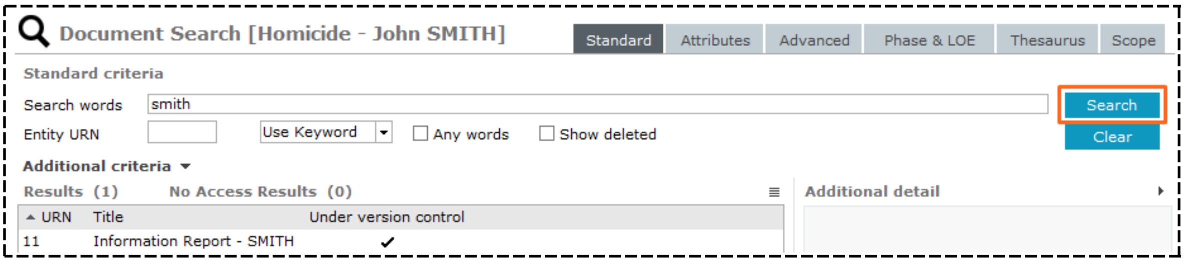
1. Open the case you want to search in.
2. Select the Overflow >> tab > Select **Search within**.
3. Select the type of entity in the **Type** field > Select **Search** or double-click the type of entity you want to find.
4. Enter your search words in the field provided.
5. Select **Search**.

   Entities that meet your criteria and you have permission to see are displayed in the *Results* area.

   You can also search the contents of a case by pressing **F5**.

   This will display the **Quick filter** search field.
6. Filter by phase, line of enquiry, or involvement.

   *An **Undefined** option is available for entities with no involvement.*

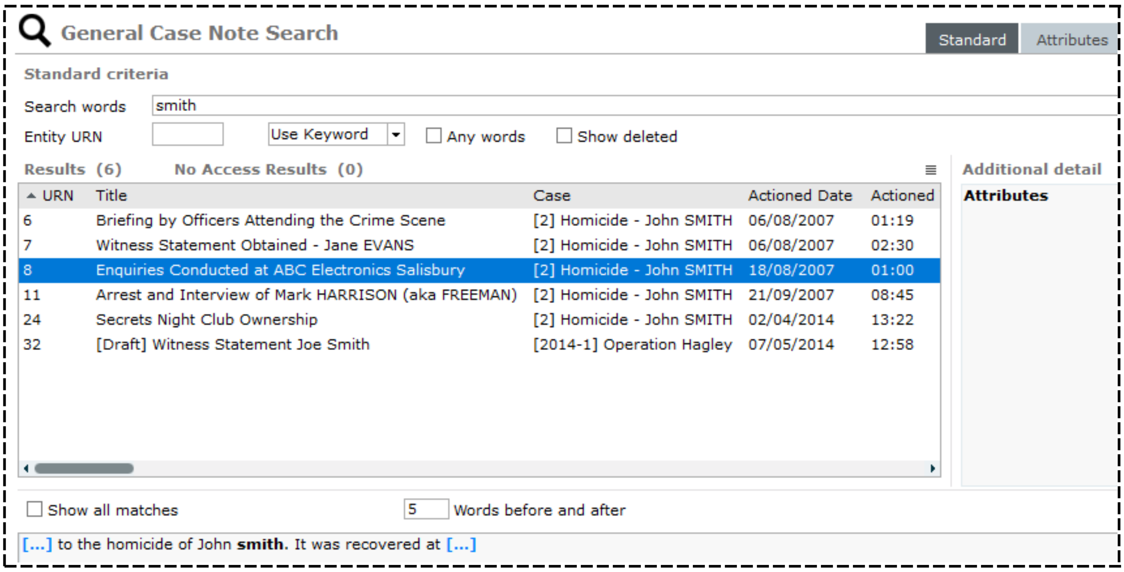


Search All Entities

You can use the **All Entities** search option to find specific information across all types of entities.

Find a Relationship Between Entities

1. Select **Search** > **Related Entities**.
2. Specify the entities for the relationships you want to find.
3. Select the required entity type in the *Left Entity Type* area.
4. Select **Single ...** to find a particular entity:
   a. Select **Search**.
   b. Enter your search words in the field provided.
   c. Click **Search**.
   d. Select the required search result.
   e. Click **Select**.



Searching an Entity Relationship Path (ERP)

The Entity Relationship Path (ERP) search is a powerful search that finds all the paths between entities that are directly related or separated by a specified number of links.

An ERP search can find a path from a specified entity or entities that match specified criteria to:

- A specific entity
- Entities that match specified criteria
- Specified entity types
- Any entity type
- Cases and case notes

ERP searches are complex and can take considerable processing time.

Make sure the Search ERP background process is running when you run ERP searches.

See the Admin Guide.

Search an Entity Relationship Path (ERP)

1. Select **Search** > **Entity Relationship Path**.
2. Select the required entities in the **From** and **To** drop-downs to specify the range.
3. Drag entities from the *Recent* section of the Navigator to the required *Entity List* pane.
4. Select **Search**.
5. Specify the criteria for the entity type > Select **Store**.
6. Enter a name for your ERP search in the **Description** field.
7. Specify the priority for the search in the **Run Priority** drop-down.

   Depending on your permission settings, an immediate option will be available.

   See the Admin Guide for more details.
8. Use the **Must have** controls to specify the number of steps by which entities must be separated:
   - = Equal to the specified value.
   - < Less than the specified value.
   - <= Less than or equal to the specified value.
   - > Greater than or equal to the specified value.
9. Enter the required number of steps in the adjacent field.

   *If you select the > or >= option, another field labelled **Maximum steps** displays.*
10. Select the **Queue request to run** checkbox to send your ERP search (as a request) to a queue to be processed in due course.

    *This option displays if you specified a priority other than **Immediate**.*
11. Select the **Stop When First Path Found** checkbox to stop the search when the first path is found.
12. Select the **Source Notes** checkbox beside **Include in Search Path** to include source notes in the search results.

    *The checkboxes enabled depend on the entities you specified in the **To** and **From** drop-downs.*
13. Filter your search results by including or excluding specified entity types or entities:

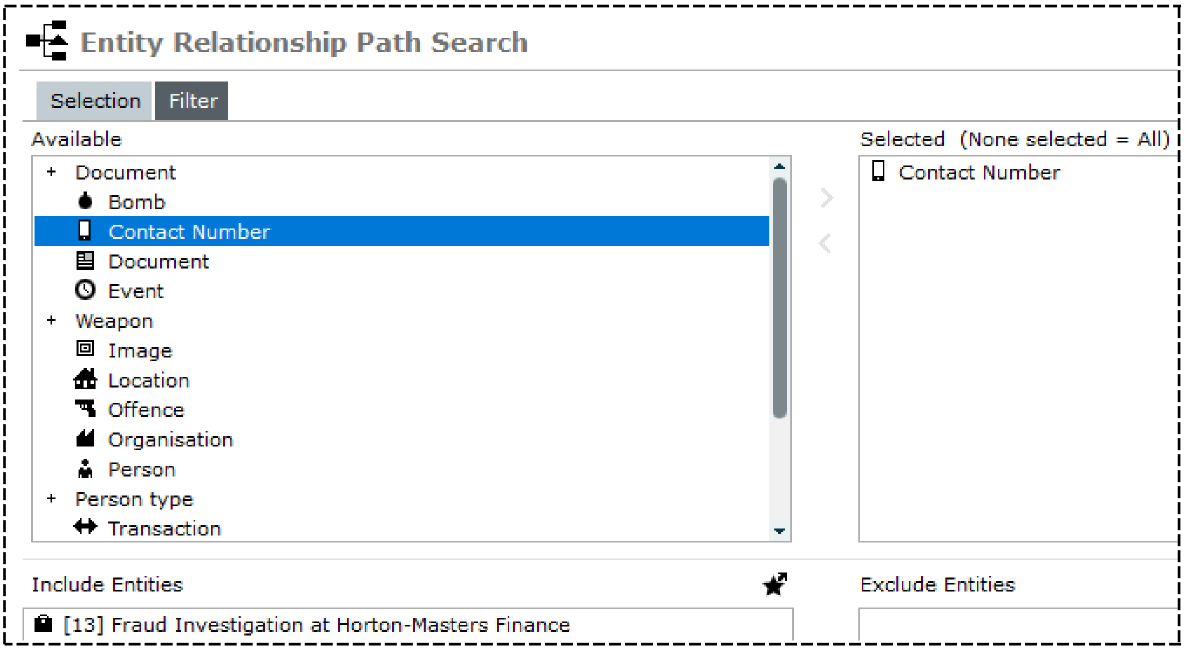
    a. Select the **Filter** tab.

    b. Double-click the selected entity type in the *Available* area or use the Select icon to select the entity types you want included in the search.

       If you want to include all entity types in the search, don't select any entity types.
14. To include or exclude entities, drag them from your *Favourites* list in the Navigator to the appropriate area.
15. To set up a new ERP search, click **New**.
16. Select **Save** to start the search.

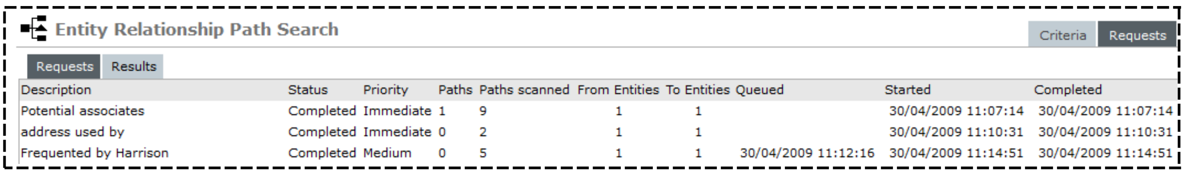
    It will be processed by the Search ERP background process at a suitable time.

You'll be notified if your search returns results.



See Your Current ERP Search Requests and the Status of Each Search

1. Select **Search** > **Entity Relationship Path**.
2. Select the **Requests** tab. The following information is available:
   - **Description** – Description of your search as specified by you.
   - **Status** – Status of your search request.
   - **Priority** – Priority of the search as specified by you.
   - **Paths** – Number of paths detected in the search.
   - **Paths scanned** – Number of potential paths examined during the search.
   - **From Entities** – Number of *From* entities.
   - **To Entities** – Number of *To* entities.
   - **Queued** – Request has been queued to run, but has not yet been activated.
   - **Started** – Date and time the search began.
   - **Completed** – Date and time the search was completed. If the request isn't currently being processed, you can edit the request criteria.
3. Select the request you want to edit.
4. Use either of these options to edit a request:
   - Select the Options ≡ icon > Select **Edit Request**.
   - Right-click > Select **Edit Request**.



See the Results of an ERP Search

1. Select **Search** > **Entity Relationship Path**.
2. Select the **Requests** tab.
3. Right-click a completed request > Select **Show Results**.

   Each line in the table represents a relationship that's one level in the relationship path:

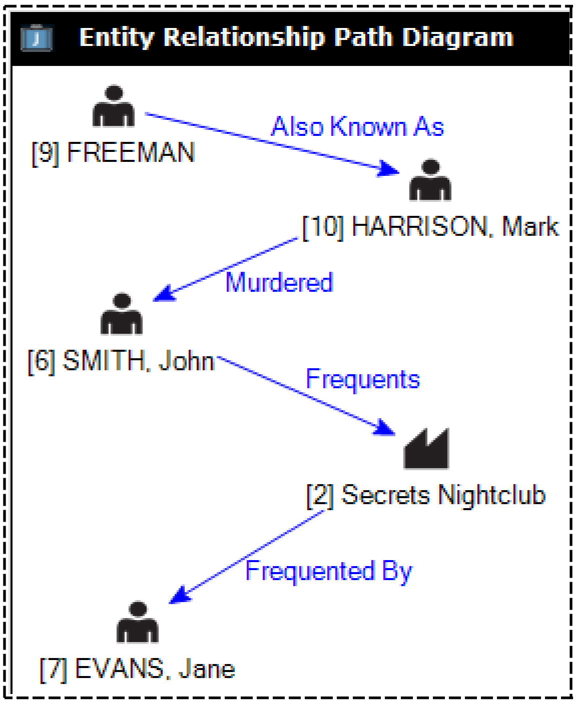
   - **Entity** – Name of the From entity.
   - **Relationship** – Relationship between the *From* and *To* entities.
   - **Entity** – Name of the *To* entity.
4. Double-click an entity to open it and see more details about it.
5. To see the results of a completed request as a diagram:

   a. Right-click the required row > Select **Diagram Results**.

   b. Select the required options.

   c. Select **OK**.

   A diagram is only available if suitable search results are returned.



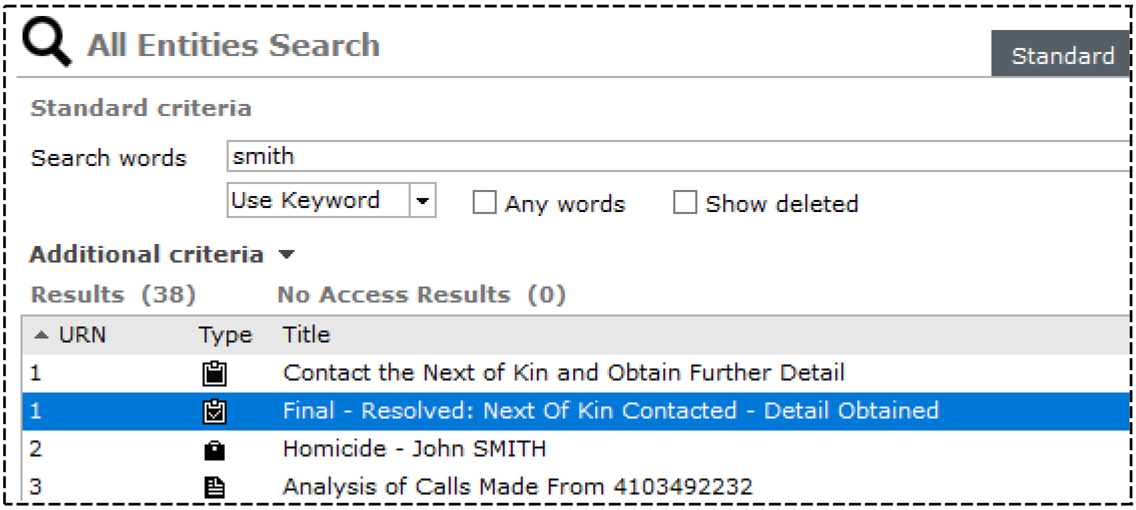
Open an Entity from Search Results

It's possible to open and edit an entity from your search results.

To do this, double-click of the entities listed.

The availability of this feature depends on your permission settings and how ICM has been configured.

See the Admin Guide for details.



Find Items Related to Search Words

Your administrator can build and manage a thesaurus for your agency.

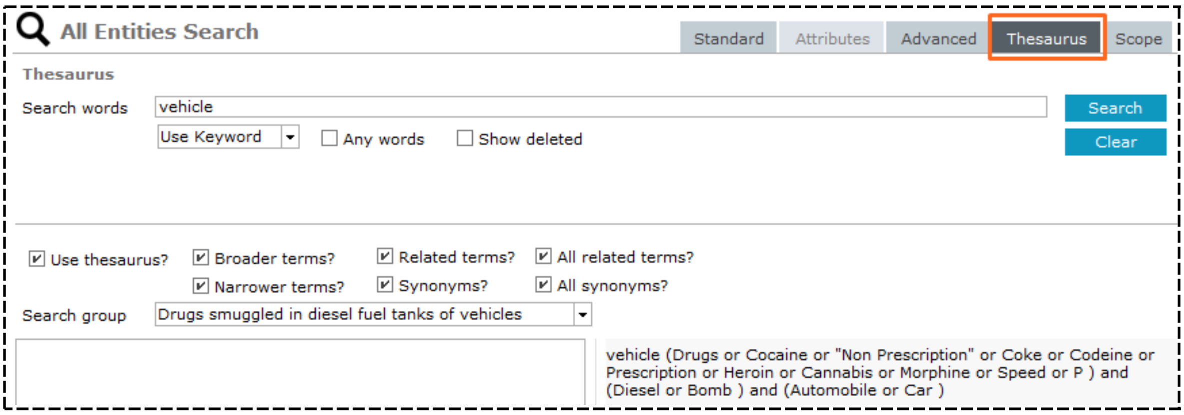
This is under **Admin** > **System** > **Thesaurus** > **Maintain**.

See the Admin Guide for details.

To find items related to your search words:

1. Select **Search** > **All Entities**.
2. Select the **Thesaurus** tab.
3. Enter search words in the field provided.
4. Select the **Use thesaurus** checkbox.
5. Select or deselect these checkboxes to include or exclude terms from the search:
   - **Broader terms**
   - **Narrower terms**
   - **Related terms**
   - **Synonyms**
   - **All related terms**
   - **All synonyms**
6. To limit the search to terms defined in a search group set up by your administrator, select the required option from the **search group** drop-down.
7. Select **Search**.

   The results you have permission to see display under the **Standard** tab.



Scope Search

You can use the scope search to limit the results for an entity to those related to the results of another search.

For example, you can search for all:

- People with the surname **Smith** who are related to case notes containing the word **drugs**.
- Case notes containing the word **heroin** or synonyms related to cases that were created after **1 January 2017**.

Running a scoped search involves defining one or more scopes. Each scope definition is applied to the standard search to limit the search results to the criteria for all the scope definitions you have created.

The final results of the search will be entities that have a relationship to any of the entities returned in any scope that was applied to the search.

For example, an investigating officer wants to find a person who was involved in one or more investigations into vehicle thefts. The officer only knows the first name of the person – **Peter**.

They want to find cases this person might have been involved in.

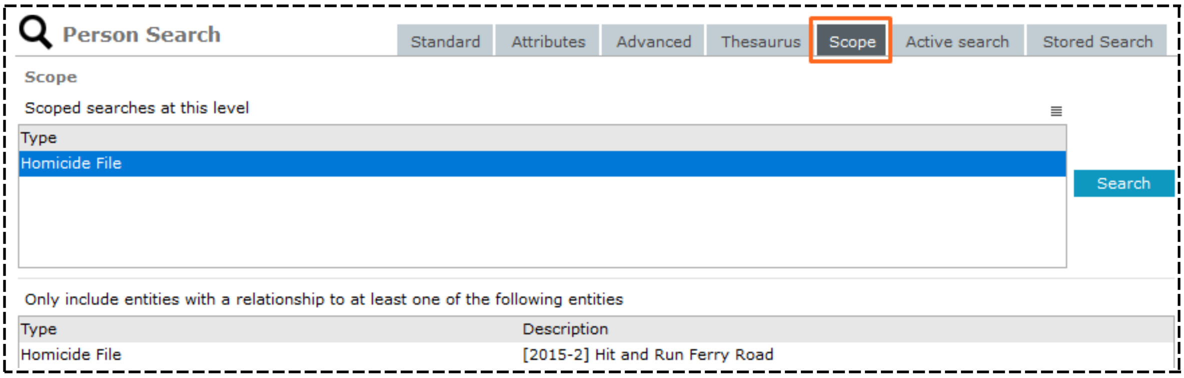
To do this, they:

1. Select **Search** > **Entity** > **Person**.
2. Enter the person's name in the field provided.
3. Select **Search**.
4. Select the **Scope** tab.
5. Use either of these methods to create a new scope search:
   - Select the Options ≡ icon > Select **New**.
   - Right-click in the *Scoped searches at this level* area > Select **New**.
6. Choose the type of entity you want to use for the scope search > Select **OK**.
7. Enter your search words in the field provided > Select **Search**.
8. Select **Apply & Close**.

   The scope you created displays under the *Scope* tab.

   It can now be combined with your original standard search.
9. Select the scoped search in the *Scoped searches at this level* area > Select **Search**.

   The standard search for person displays again, with the scope applied to the original results.



Active Search

An active search is a search you set to run automatically at regular intervals. It captures any entity that's added or changed since the time the last search was run.

You can use active searching to specify the attributes of an entity you want to monitor but not search for manually on a regular basis.

You can set up an active search for any type of entity and use it with other types of searches – Like standard, attribute, advanced, thesaurus, or scope searches.

If an entity that matches your search criteria is added or changed, you'll see a notification about it in the *Alerts* section of the Navigator.

Active Search Background Service

To use active search, the active search background app must be running.

It doesn't need to be running for you to set up an active search.

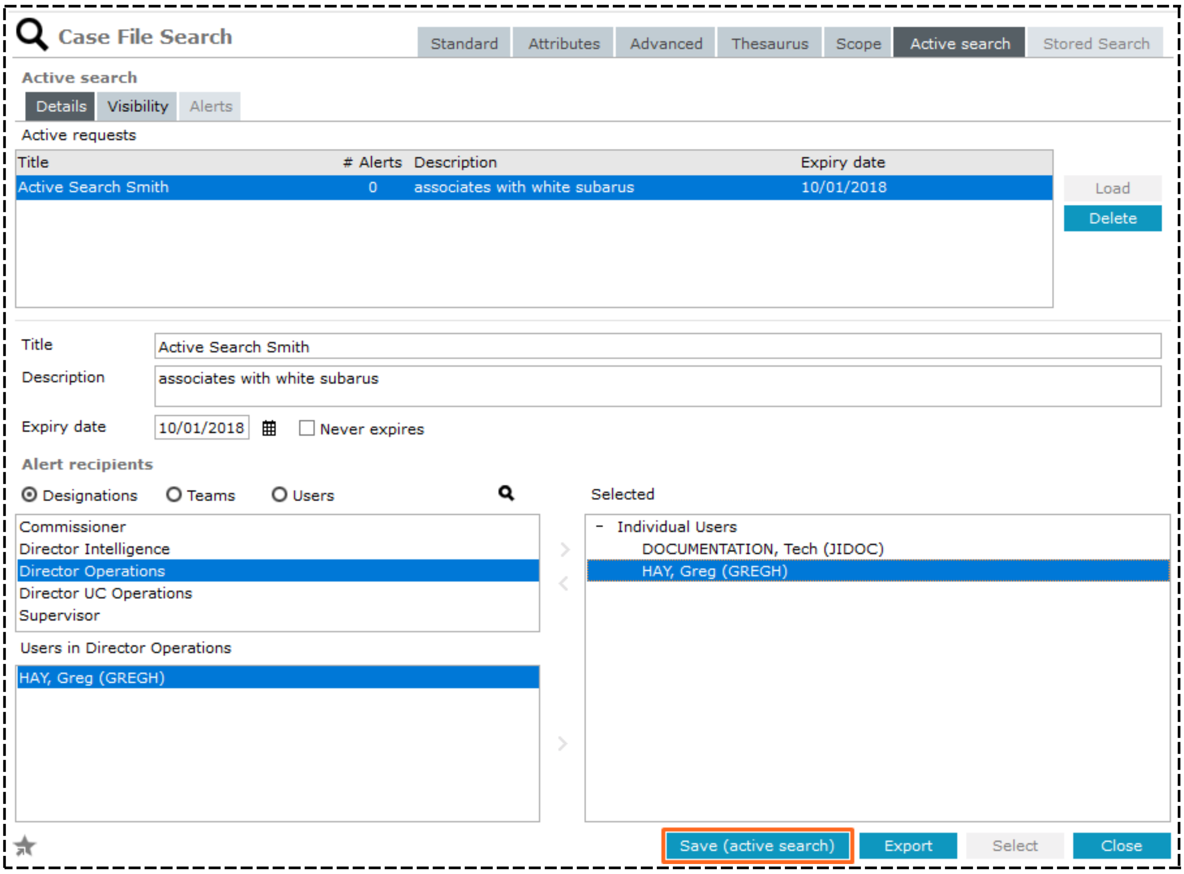
*For more details, see **Monitoring the Active Search Background Apps** in the Admin Guide.*

Set up an Active Search

1. Conduct a search.

   You can't set up an active search from the ***All Entities*** *search screen.*

2. Select **Save (active search)**.
3. Enter a title for the search in the field provided.
4. Enter a description for the search in the field provided.
5. Specify an expiry date for the search or select the **Never expires** checkbox to have the search run indefinitely.
6. Use the Select icon to specify the designations, teams, and users you want notified about the search results.
7. To specify who can see the search setup:
   a. Select the **Visibility** subtab.
   b. Select a user or team.
8. Select **Save (active search)**.



Receive Alerts for an Active Search

You can set up an active search for someone called Jo Smith living in Christchurch.

You'll be notified when a user:

- Enters Jo Smith who lives in Christchurch
- Updates the address of a person called Jo Smith to indicate they live in Christchurch
- Updates the name of a person living in Christchurch to Jo Smith

Change an Active Search You've Set Up

1. Select **System** > **Active Searches**.
2. Double-click the search you want to edit.
3. Make the required changes.
4. Select **Save (active search)**.

Storing Searches

You can save some types of searches in ICM.

The **Save (stored search)** button will be available at the bottom of the search screen where applicable.

Storing a search is useful if you want to:

- Use the same search criteria later.
- Add search criteria.
- Create a search with similar criteria.

You can make a stored search visible to all users in your agency. Alternatively, you can restrict a stored search so only you can see it.

You can also make a stored search visible to other designations, teams, or users. Making a stored search globally visible is helpful for other users. It makes it easy for them to access and report on the stored search data if you're away.

For example, if a manager is on leave and you're standing in for them, you won't need to recreate a complex stored search to retrieve the same data.

You can edit a stored search if:

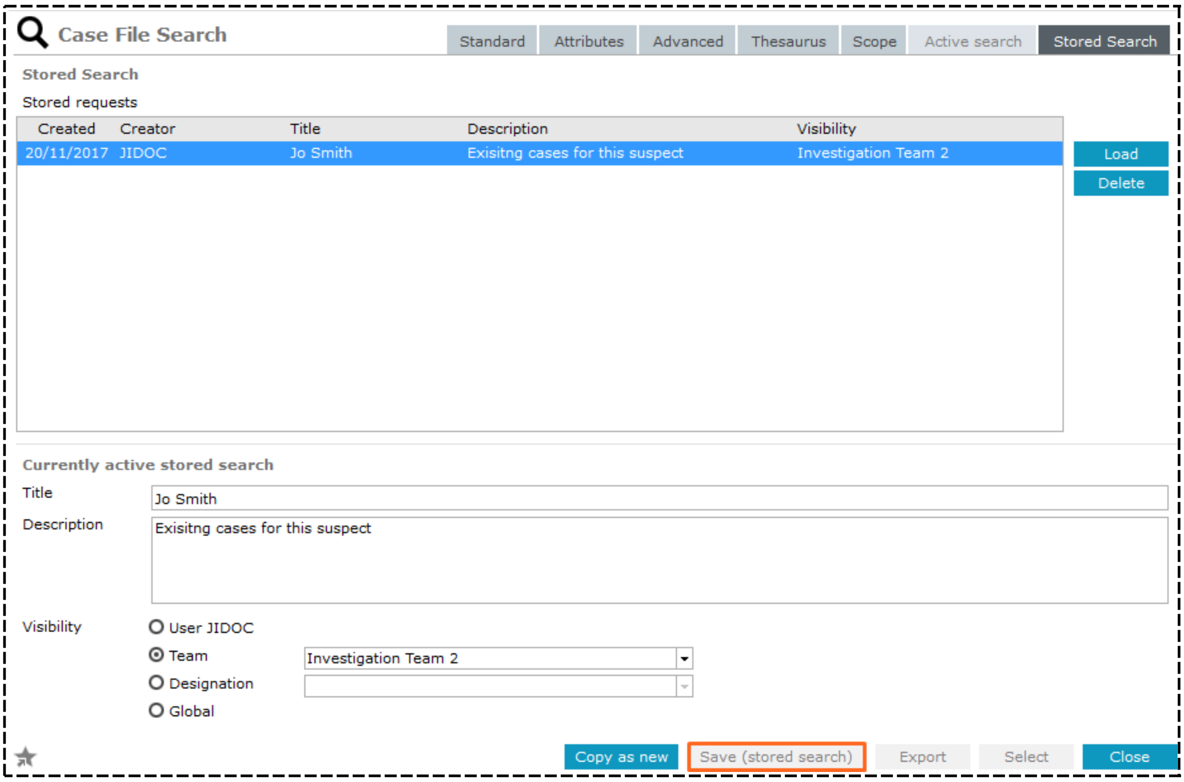
- You created it.
- It's globally visible and you have the *Can Maintain Global Search* permission.

Store a Set of Search Criteria

1. Conduct a search.

   *You can't set up a stored search from an **All Entities** search screen.*

2. Select **Save (stored search)**.
3. Enter a title for the search in the field provided.
4. Enter a description for the search in the field provided.
5. Set the required visibility status for the stored search:
   - **Your user ID** – Only you'll be able to see the stored search.
   - **Team** – Select the team that should have access to the stored search.
   - **Designation** – Select the required designation.
   - **Global** – Make the stored search available for all users in your agency.
6. Select **Save (stored search)**.



Manage Stored Searches

You can manage:

- Searches you have saved.
- Globally visible searches other users have saved.

1. Select **System** > **Stored Searches**.

   The *Visibility* column shows the permission settings for the stored searches:

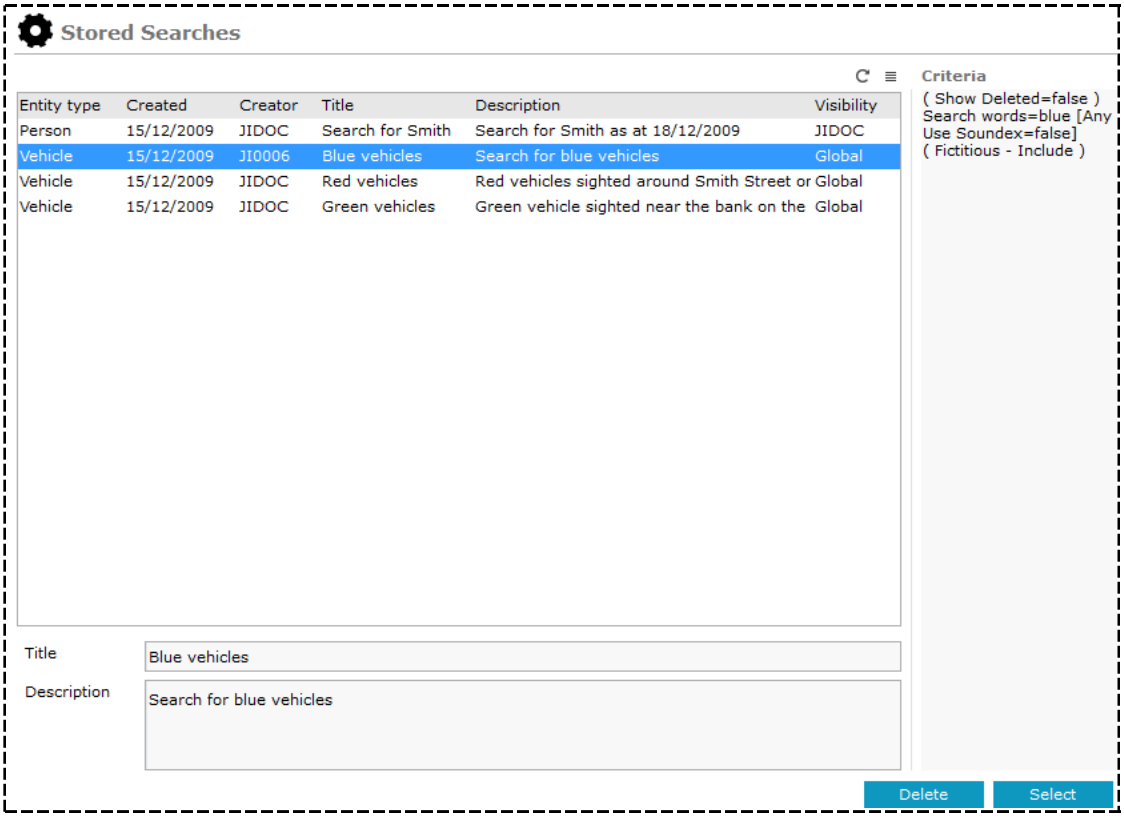
   - **Global** – All users can see the search.

     Only you and users with the *Can Maintain Global Search* permission can change it.
   - **Team** – Members of the team can see and change the search.
   - **Designation** – Members of the designation can see and change the search.
   - **Your username** – Only you can see and change the search.
2. Select a listed search to see details about it in the adjacent panes.
3. Use either of these methods to open a stored search:
   - Double-click the search.
   - Select the search listing > Click **Select**.

     Depending on the permission settings, you can edit a search once you have opened it.
4. To delete a stored search:

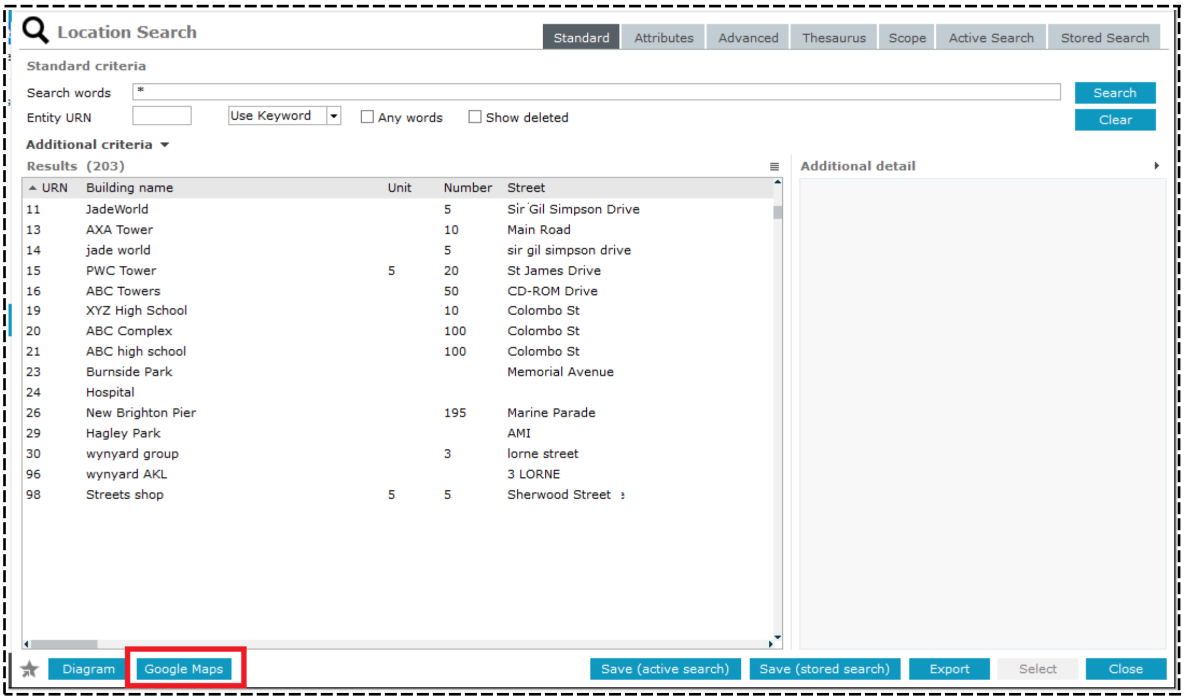
   a. Select the required search.

   b. Select **Delete** > Select **OK** to confirm you want to delete the search.

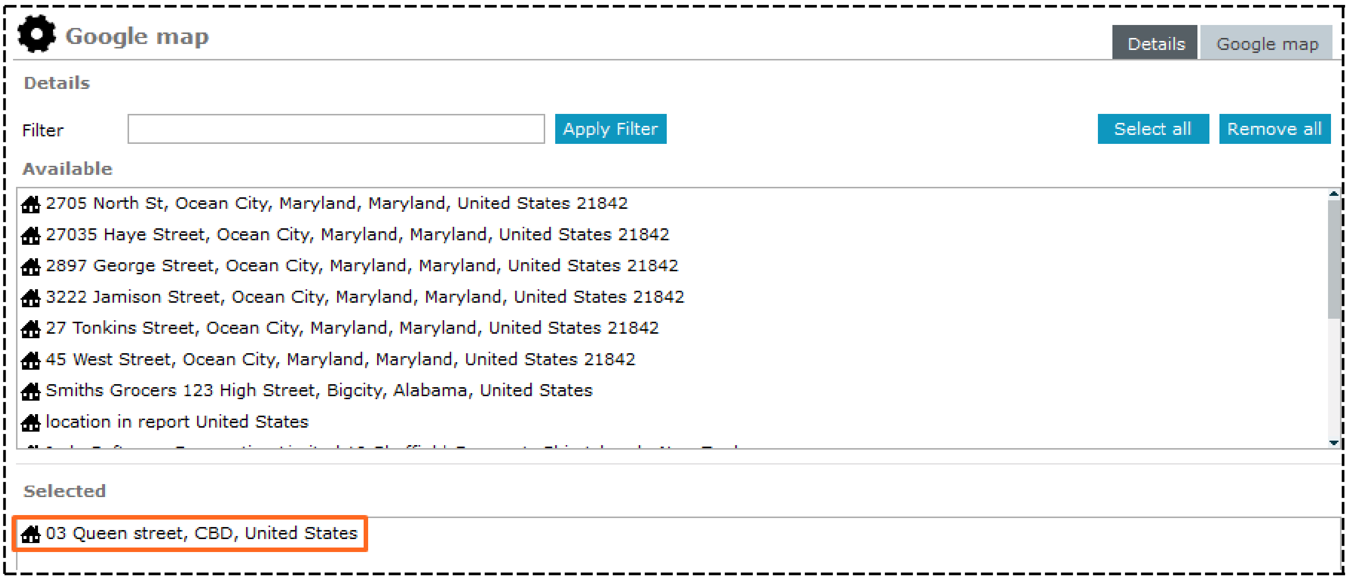


View Locations from Search Results in Google Maps

1. Select **Search** > **Choose Type**.
2. Select **Location**.
3. Enter your search words in the fields provided.
4. Select **Search**.
5. Select **Google Maps**.



6. Drag the location you want to view to the **Selected** area.



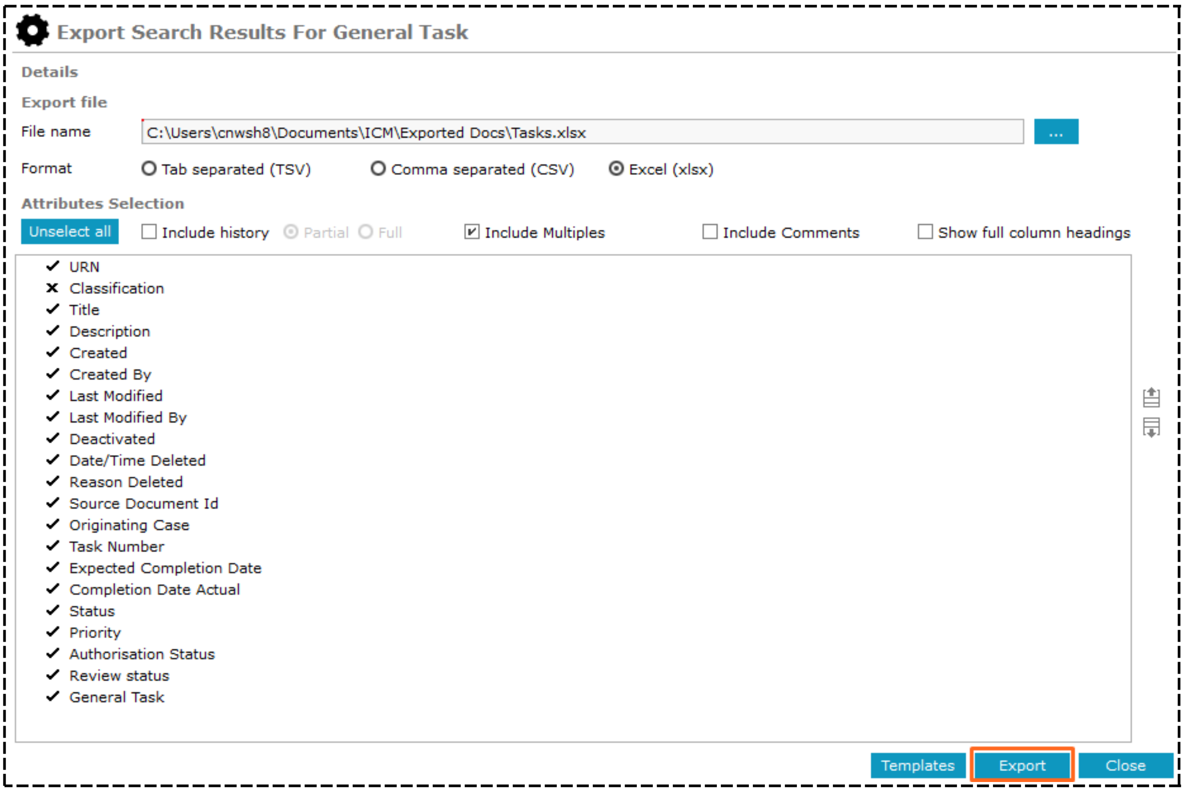
7. Select the **Google map** tab.

Export Search Results

You can export search results for tangible entities, tasks, case notes, and more:

This example explains how to export search results for tasks:

1. Select **Search** > **Tasks** > **General Task**.
2. Enter your search words in the fields provided.
3. Select **Search**.
4. Select **Export**.
5. Use the Browse ... button to specify where you want to save the exported file.
6. Enter a name for the file > Select **Save**.
7. Select the format for the file.
8. Select the attributes you want included in the exported file.
9. Select **Export**.



PROPERTY

Managing property in ICM includes:

- Property items like exhibits in prosecutions.
- Assets like seized assets under criminal proceeds recovery legislation.
- Equipment used by an investigations agency.

When managing property in ICM, it's important to note that:

- One or more jurisdictions specify operational areas of the organisation. These might be geographically based.
- Each jurisdiction has one or more storage locations. These can be used to store property, assets, and equipment.
- Storage locations are specified in a hierarchy like *Location* > *Room* > *Filing Cabinet* > *Shelf*.
- You can specify and store action types, movement types, and the direction of movement for items.
- There is an audit trail for actions and movements of items while they are in storage.

This section explains how to:

- Manage property items
- Generate and use property reports

Actions and Movements

These definitions control actions and movements of property items between storage locations:

Action types	Actions that can be applied to property items. Your administrator can create action types for your agency. They will need to specify at least one type of action. Here are some examples of action types: Audit Destruction Return to owner
Final actions	Action types can be specified with an attribute of a final action. This means there can be no further actions or continuities for the item this action is applied to. For example, no further actions are possible for items that are returned to the owner or destroyed. Once a property item has had a final action applied to it and saved, it isn't possible to: ▪ Change the details of the property item. ▪ Add entities to the item. ▪ Add or update any continuities or actions for the item. ▪ Store any items in the property item if it could previously act as a container.
Movement types	How property items can be moved. Your administrator can create types of movement to suit your agency. They will need to specify at least one type of movement. Examples of movement types include: ▪ Acquisition ▪ Transfer
Movement directions	Your administrator can create movement directions for your agency. They will need to specify at least one movement direction. Here are some examples of movement directions: ▪ In ▪ Out ▪ Internal
Jurisdictions and storage locations	These: ▪ Represent real world locations where property items, assets, and equipment are stored. ▪ Belong to a jurisdiction. ▪ Can be organised in a hierarchical structure (for example, *Location* > *Building* > *Room* > *Shelf*). ▪ Can be associated exclusively with a case (for example, a temporary secure storage unit at the scene of an investigation). These are called case-based storage locations.

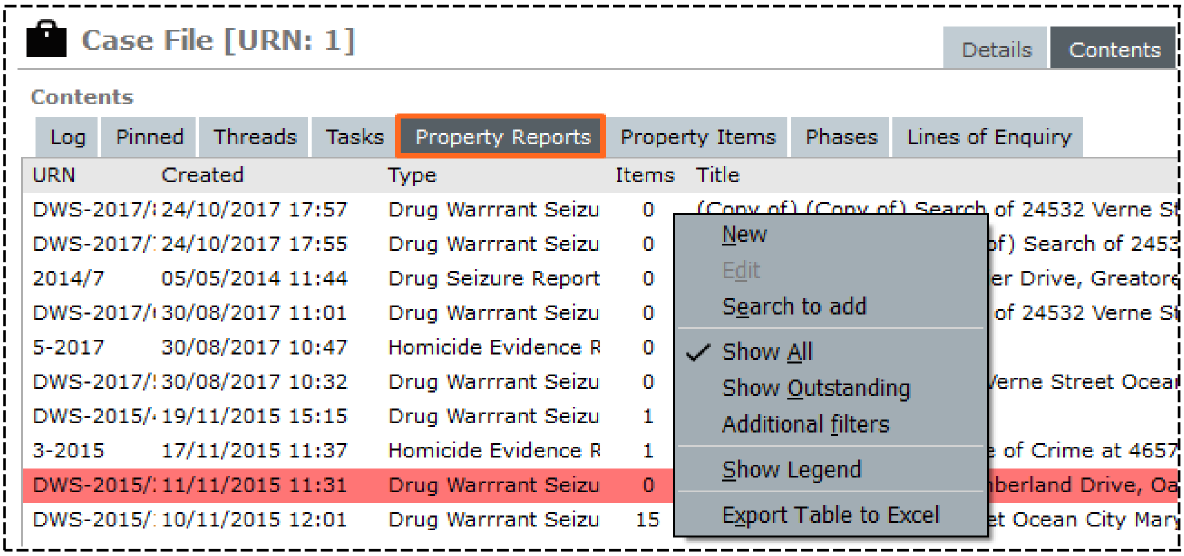
Access a Property Report for a Case

Property reports are usually associated with a case. But they can exist without one.

For example, lost property could be recorded in a lost property report. In this case, the property items recorded in the report are not associated with a case or generally related to other property items in the report.

To access a property report for a case:

1. Open the case.
2. Select the **Contents** tab.
3. Select the **Property Reports** subtab.



Add an Existing Property Report to a Case

A property report contains property items. It also provides context for how property items were acquired (for example, by search warrant or from lost property being handed in).

Creating a property report involves:

1. Entering property report data.
2. Setting attributes for the report.

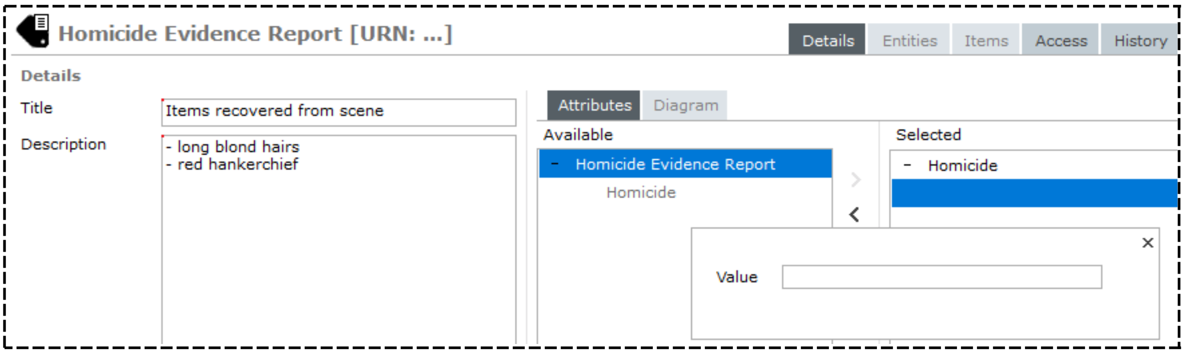
   *Your administrator will need to set these up under **Admin** > **Entity Definition** > **Attributes**.*
3. Adding items to the report.
4. Adding entities to the report.

   For example, photographs of items.
5. Setting access rights if these differ from the default case access rights.

   You can add a new or existing property report to a case.

Create a New Property Report

1. Open the required case.
2. Select the **Contents** tab.
3. Select the **Property Reports** subtab.
4. Use either of these methods to add a new report:
   - Right-click in the *Contents* area > Select **New**.
   - Select the Options ≡ icon > Select **New**.
5. Select the type of property report you want to create > Select **OK**.
6. Enter a title for the report in the field provided.
7. Describe any significant property items that have been received in the **Description** field.
8. Select the required attributes:
   a. Right-click in the *Attributes* tab area > Select **Show Available Attributes**.
   b. Use the Select icon to select the required attributes.
   c. Specify values for the selected attributes.
   *Your administrator needs to set these up under **Admin** > **Entity Definition** > **Attributes**.*
9. Select **Save**.



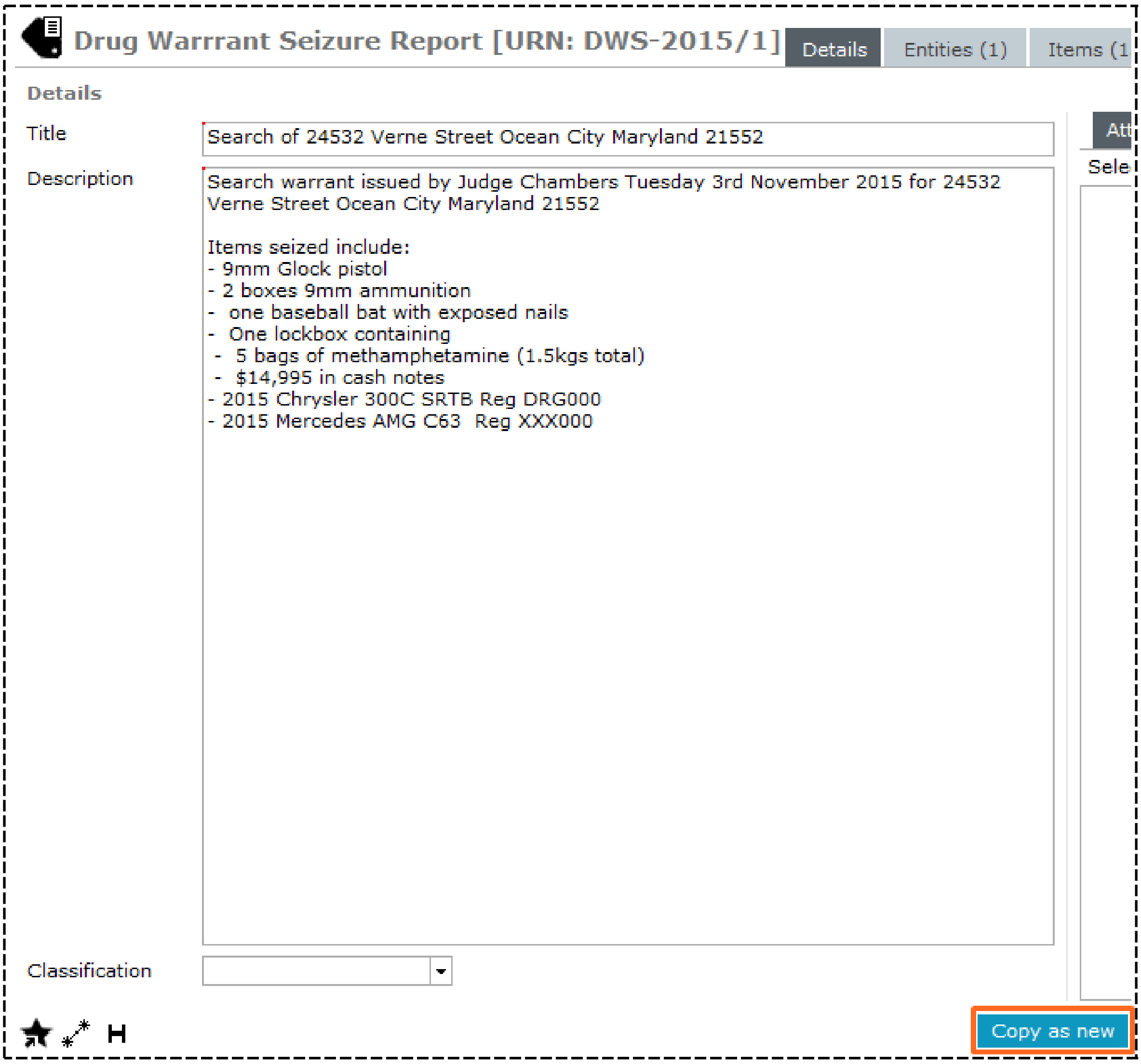
Copy an Existing Property Report

You can create a new property report from an existing one.

This is useful if the report you want to create is similar to one that exists.

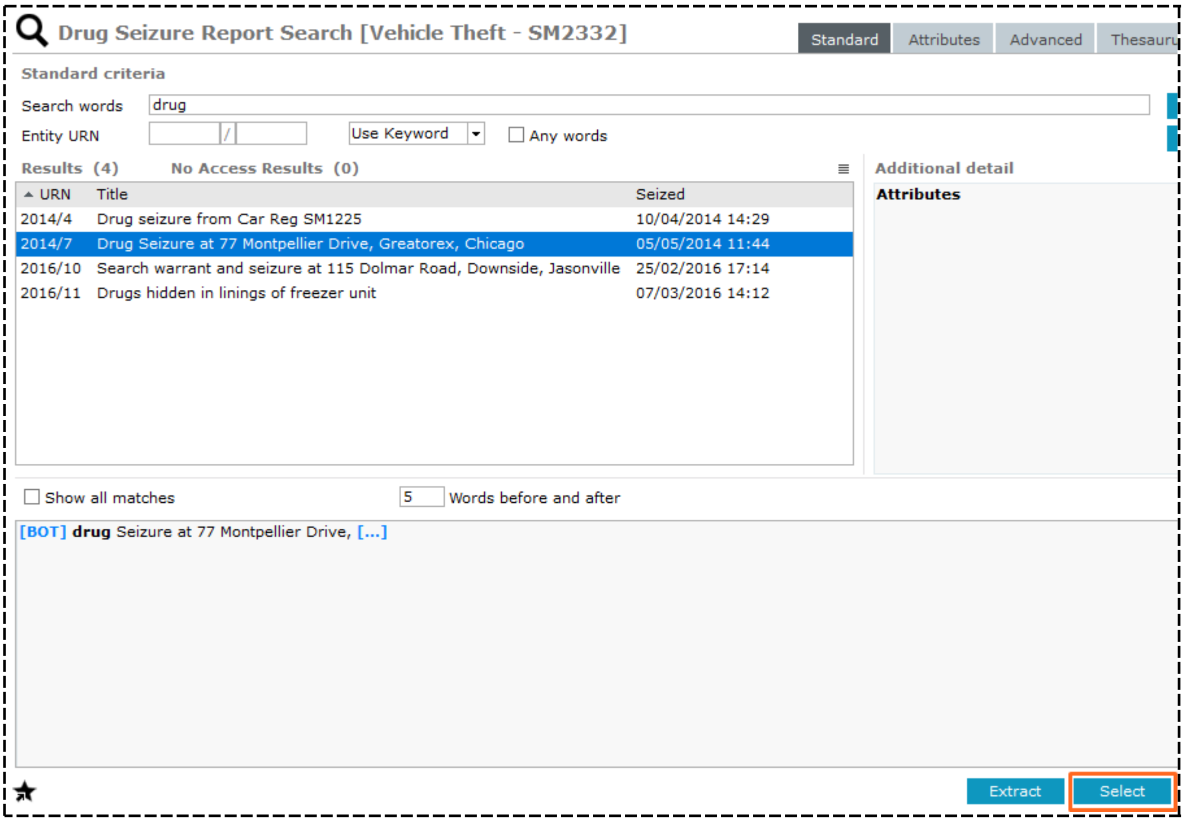
To copy a property report:

1. Open the required case.
2. Select the **Contents** tab.
3. Select the **Property Reports** subtab.
4. Double-click the required property report to open it.
5. Select **Copy as new** > Select **Yes** to confirm you want to proceed.
6. Update the title and description as required.
7. Select **Save**.



Add an Existing Property Report to Case

1. Open the required case.
2. Select the **Contents** tab.
3. Select the **Property Reports** subtab.
4. Use either of these methods to find the report:
   - Right-click in the Property Reports list > Select **Search to add**.
   - Select the Options ≡ icon > Select **Search to add**.
5. Select the type of property report you want to find > Select **OK**.
6. Enter your search words in the field provided > Select **Search**.
7. Select the required report from the search results > Click **Select**.
8. Select **Yes** to confirm you want to add this report to the case.



Creating a Standalone Property Report

A standalone property report isn't part of a case when property items are received. But you can add it to a case at any time.

Creating a standalone property report involves:

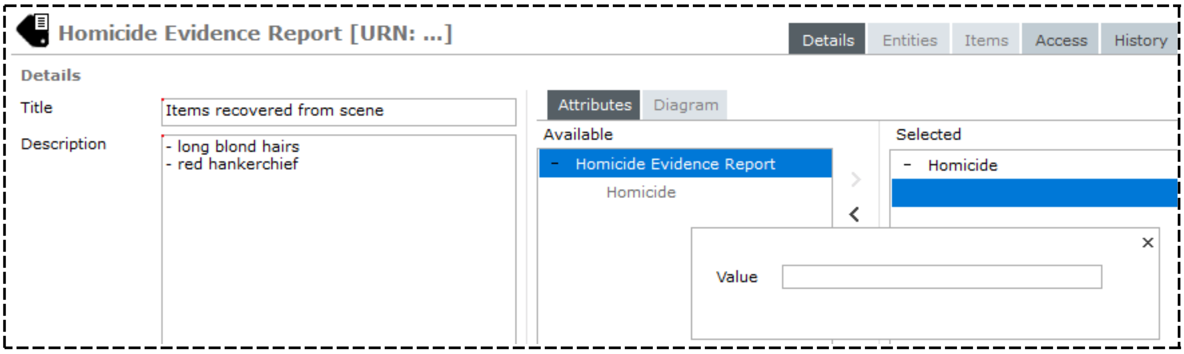
1. Entering property report data.
2. Setting any attributes for the report.
3. Adding property items to the report.
4. Adding entities to the report.

   For example, photographs of the items.
5. Setting the access rights.

Create a Standalone Property Report

1. Select **Property** > **Create** > Select the required report.
2. Enter a title for the report in the field provided.
3. Describe any significant property items that have been received in the **Description** field.
4. Select the required attributes:
   a. Right-click in the *Attributes* tab area > Select **Show Available Attributes**.
   b. Use the Select icon to select the required attributes.
   c. Specify values for the selected attributes.

      *Your administrator needs to set these up under **Admin** > **Entity Definition** > **Attributes**.*
5. Select **Save**.



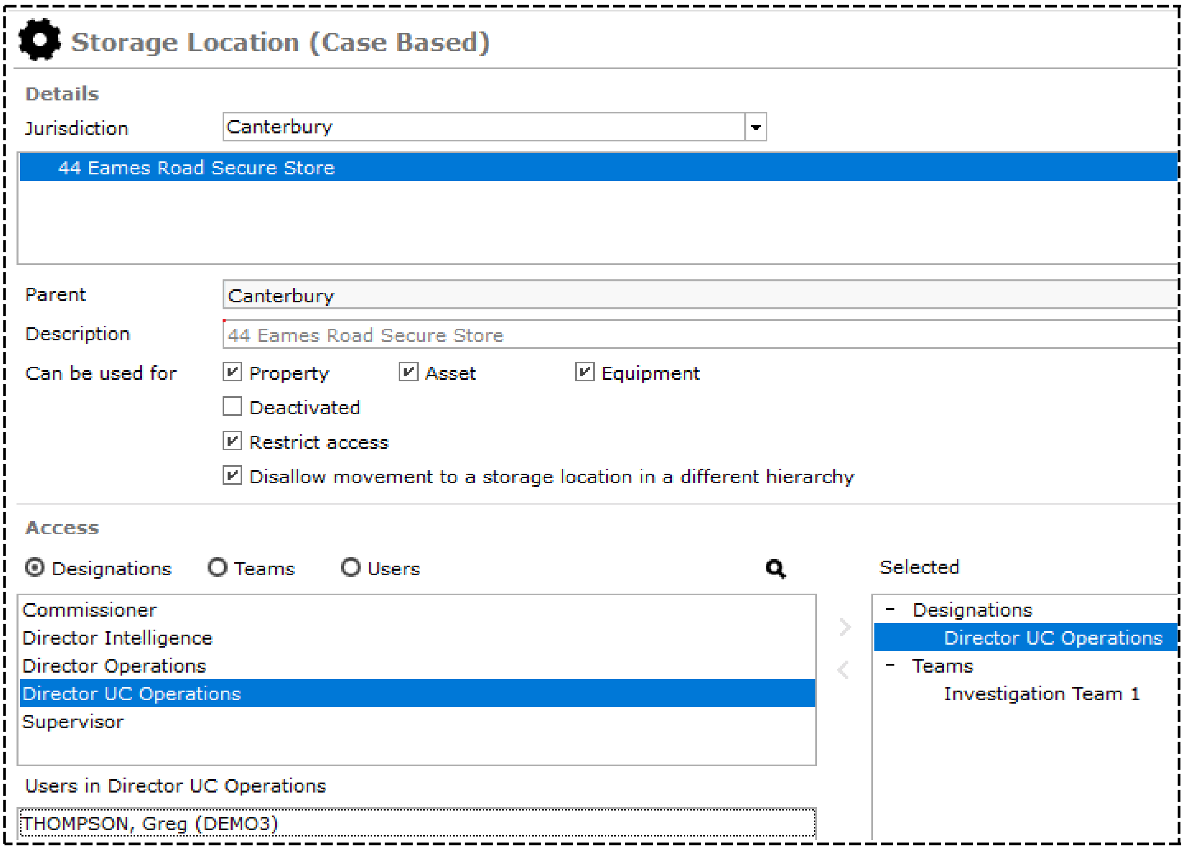
Add a Case-based Storage Location

When an investigation needs a temporary secure storage unit that's separate from the usual permanent storage location, you can create a case-based storage location.

This type of storage location can only be used for items that belong to the case by users who have been given access to it.

To add a case-based storage location:

1. Find and open the required case.
2. Select the Overflow >> tab > Select **Storage Locations**.
3. Use the drop-down provided to select the jurisdiction of the temporary storage location.
4. To restrict access to the storage location:
   a. Select the **Restrict Access** checkbox.
   b. Specify the designations, teams, or users that should have access.
5. If you don't want items from the storage location or its sublocations moved to another storage hierarchy (without a person or external custodian involved), select the **Disallow movement ...** checkbox.
6. Select **Save**.



Property Items

Property items are always associated with property reports.

They can't exist alone (just as case notes can't exist without a case).

Like other entities, they have a Unique Reference Number (URN).

They also have a reference number your agency can use.

You might have another system for recording property items, like barcode identification.

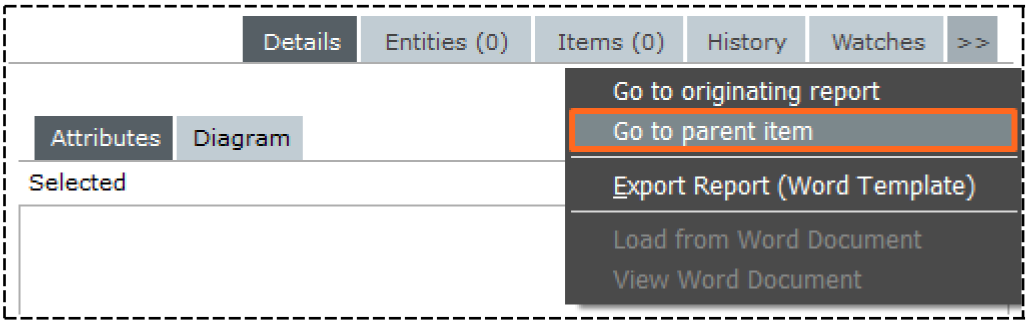
Access Property Items

Use any of these methods to access property items:

- Open a case > Select the **Contents** tab > Select the **Property Items** tab.
- Open a property report > Select the **Items** tab.
- Select **Property** > **Reporting** > **Property Items**.

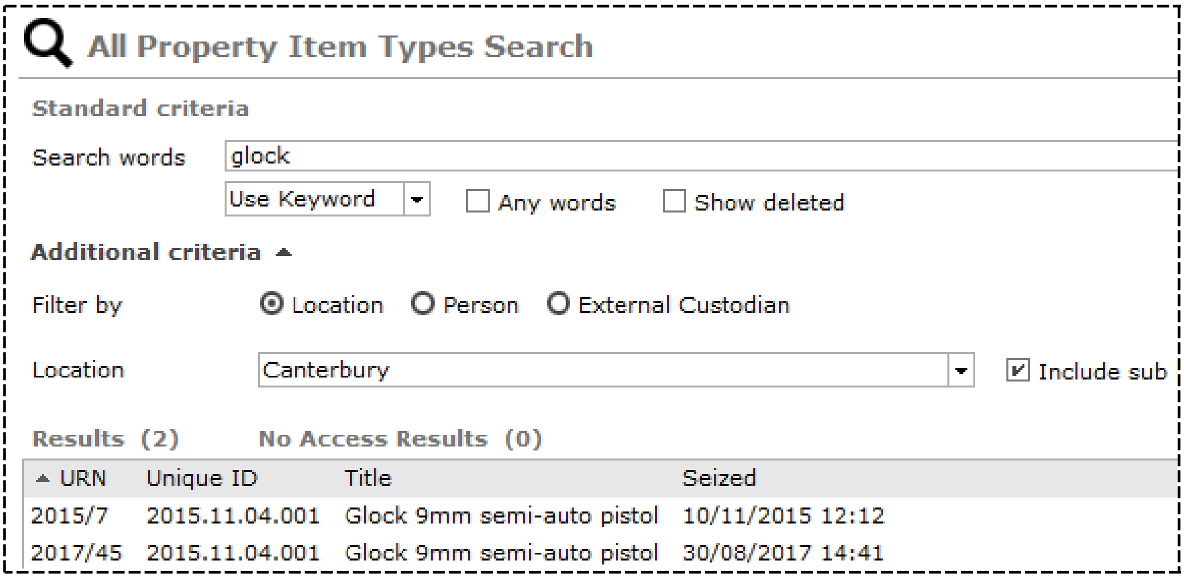
Find the Parent Property Item

If a property item is a child of another property item, you can find the parent item by selecting the Overflow >> tab > **Go to parent item**.



Search for Property Items in All Cases

1. Select **Search** > **Property Management** > **Property Items** > Select the type of property item you're looking for.
2. Enter your search words in the field provided.
3. Select the Arrow icon beside **Additional criteria** if you want to filter the results by:
   - Location
   - Person
   - External custodian
4. Select **Search**.
5. Double-click a property item to open it.



Adding Property Items

You can:

- Add a new property item.
- Copy an existing property item.
- Add property items in bulk.

Copying an Existing Property Item

You can copy an existing property item. This is useful if you want to create a property item that's similar to one that exists.

When you copy a property item, the original item's continuity (movement between locations) is copied.

If the initial continuity (first move) for the existing property item is invalid, the property item won't be copied.

An invalid initial continuity is where the **To** location is a:

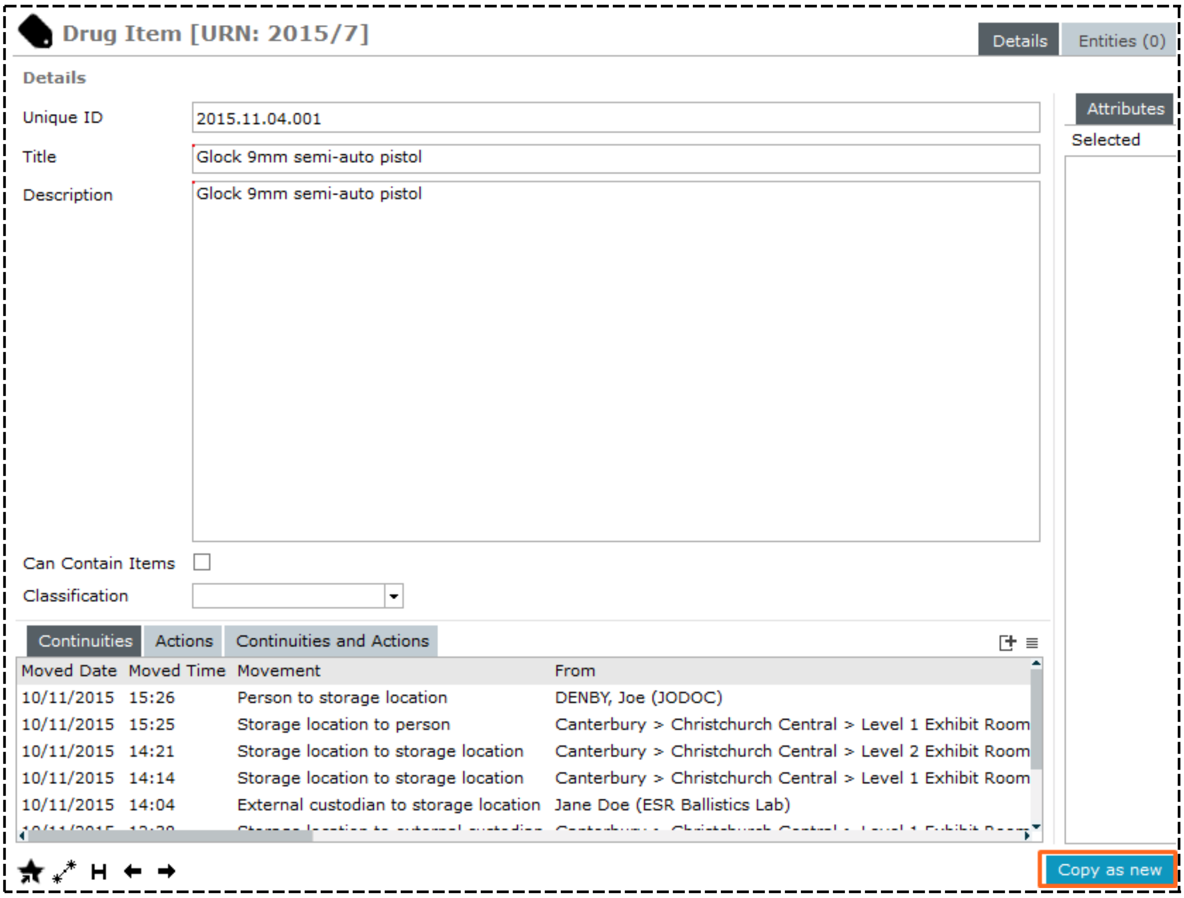
- Storage location that's deactivated.
- Person that has been deactivated or deleted.
- Storage location you don't have access to.
- Storage location that can no longer be used for items of that type.
- Property item that has been final actioned.

When you copy a property item, the details are not replicated:

- Disclosures
- Actions
- Entities
- Items and their children
- History
- Watches

Copy an Existing Property Item

1. Use either of these methods to find the property item you want to copy.
   - Open a case containing the property item > Select the **Contents** tab > Select the **Property Items** subtab.
   - Select **Search** > **Property Management** > **Property Items** > **All Property Item Types**.
2. Select the **Copy as new** button > Select **Yes** to confirm you want to proceed > Select **OK**.
3. Edit the copy as required.
4. Select **Save**.



Reports on Property Items

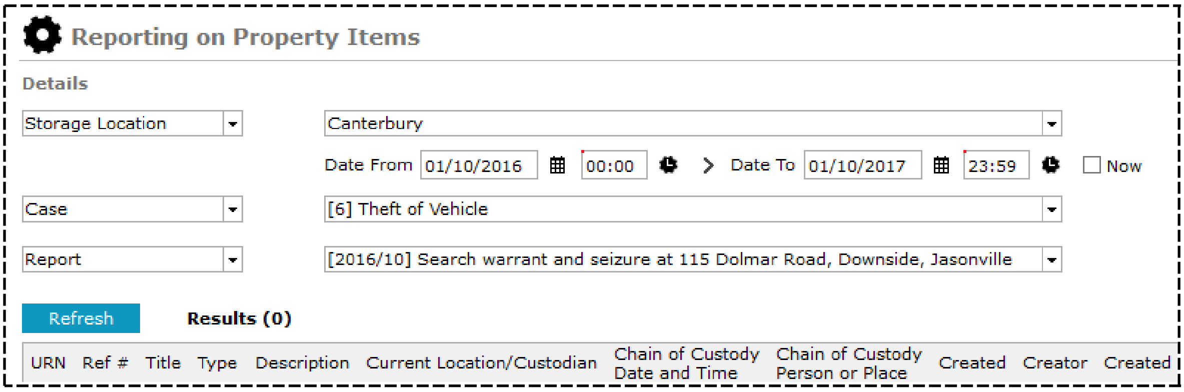
You can generate reports about assets, equipment, and other property items.

Run a Report on Property Items

1. Select **Property** > **Reporting** > Select the type of item for the report:
   - Asset Items
   - Equipment Items
   - Property Items
2. Select required option from the **Report Parameters** drop-down:
   - **Case** – Choose a case from the list of cases that have property items associated with them and you have access to.
   - **Held By** – Choose the *Internal Person / External Custodian* option and choose *Person* or *Custodian* from the drop-down.
   - **Report** – Choose any property report from the drop-down.

     Only reports you have access to will display.

     Only property items in the selected property report will be selected.
   - **Report Type** – Select the type of report from the drop-down.
   - **Storage Location** – Choose the storage location from the hierarchy list.
3. Specify a date range for the report results (if required).
4. Select **Refresh** – The number of holdings items are displayed in parentheses.



Access for Property Reporting

You must have the appropriate permission to use the property reporting screens.

Your level of viewing access determines whether an item will display in a report:

- **Full view access** – You can read or edit access to the property report containing the property item.

  If you're the case officer for a case that includes the report containing the item, you'll also have full view access.

- **Limited view access** – You don't have full access, but the item is in a storage location you have access to or it is held by a person or external custodian.

Your access is also affected by the filters you use.

When your filters include a case or report, you'll only see items with **full view** access.

If you filter by location, person, or external custodian (or if you don't use filters), you'll see items with full and limited viewing access.

See Property Reports and Items in a Case

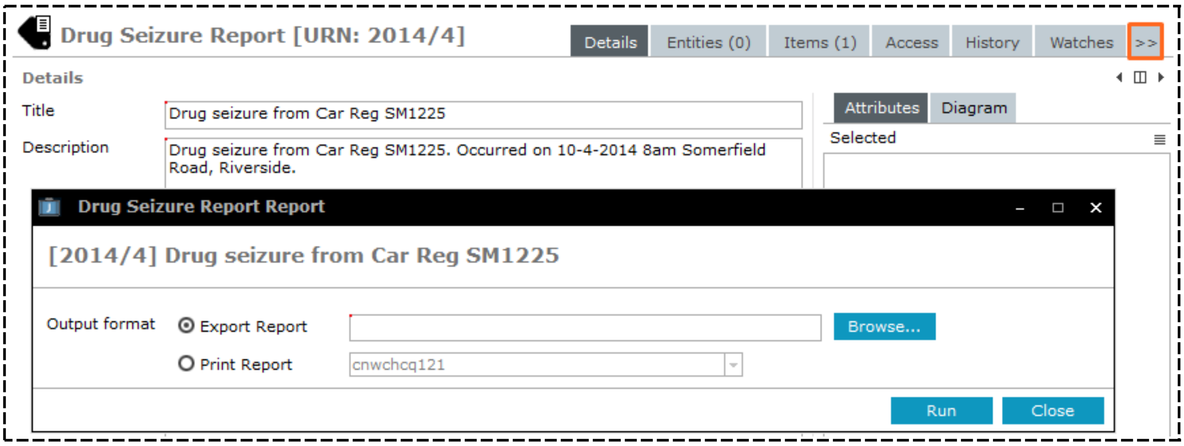
When you open a case you can see the property reports and items associated with it.

Export or Print a Property Report

You can save a property report as a Word document or print it.

The format of the report is determined by a Word template designed for your agency.

1. Open the property report.
2. Select the Overflow >> tab > Select **Export Report (Word Template)**.
3. Select either of these options:
   - **Export Report** > Select **Browse** to specify where you want to save the report.
   - **Print Report** > Select the required printer.
4. Select **Run**.



Continuities and Actions

Property Items and Continuities

Here are some key facts about property items and continuities:

- Property items have a reference number (Ref #) and a Unique Reference Number (URN).

  The URN makes sure each property item is uniquely identified.

  You can use the reference number to link property items with other systems in your agency like barcode identification.

- You can change property item titles and reference number attributes.

  These changes can be tracked using audit records.

- The title of a parent item starts with its reference number.

  This makes it easier to identify.

- You can move a property item contained in another property item from one person to another.

  For example, a file in a bag can be moved from the person carrying the bag to another person.

Move a Property Item

You can move items one at a time or in bulk.

Moving property items is known as adding continuities.

Record Continuities for Several Property Items at Once

You can record continuities for several items at once, with only a limited view of information about the items.

This is useful for a Property Officer, who manages exhibit rooms but doesn't get involved with cases and investigations.

You can track items when receiving, re-organising, checking, or testing them.

To record continuities for several property items at once:

1. Select **Property** > **Record** > **Continuity - (Property)**.
2. Select one of these search options:
   - **Ref #**
   - **Location**

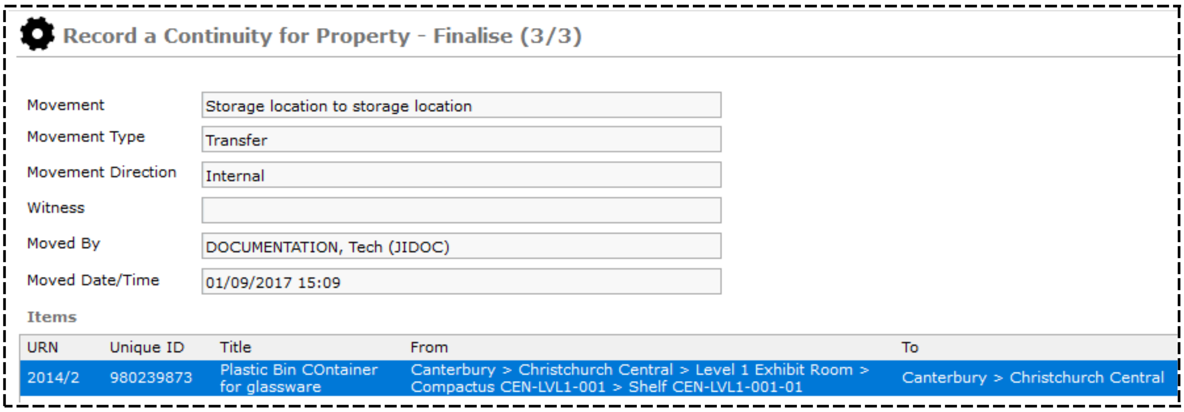
     If you select this option you'll have the option to include locations from closed cases.
   - **Person**
   - **External custodian**
   - **Case**

     You'll need access to the item's storage location.
3. Select **Search**.
4. Right-click in the *Results* area to sort by URN, Ref #, title, or date entered in ascending or descending order.
5. Deselect the **Show disabled rows** checkbox to see items that are not available for selection because they:
   - Are already selected.
   - Can't be moved.
   - Are the parent or child of an item that's already selected.
6. Select an item in the **Results** list to see more details about it in the section below.
7. To move an item to the *Selected Items* area:
   a. Select its checkbox in the *Results* area.
   b. Select the Select icon.
8. Select the **Next** button when you have finished selecting items.
9. Select the applicable option in the following drop-downs:
   - **Movement**
   - **Movement Type**
   - **Movement Direction**

     The options available depend on the current location of the item.
10. Use the **To** dropdown to specify where the item is going.
11. Specify whether the witness is **Internal** or **External**.
12. Use the drop-down provided to specify the witness.
13. Use the **Moved By** drop-down to specify who moved the item.

14. Use the date and time fields to specify when the item was moved.
15. Enter any comments about the move in the field provided.
16. Select **Next** when you have finished recording the movement.
17. Select **Finish** if the details are correct.

    *Select **Back** to return to a previous screen and make changes.*



Recording Actions

If a property item has been tested, returned to its owner, or destroyed, you can record the activity as an action.

You can record actions individually or in bulk.

Specify the Action Taken for a Property Item

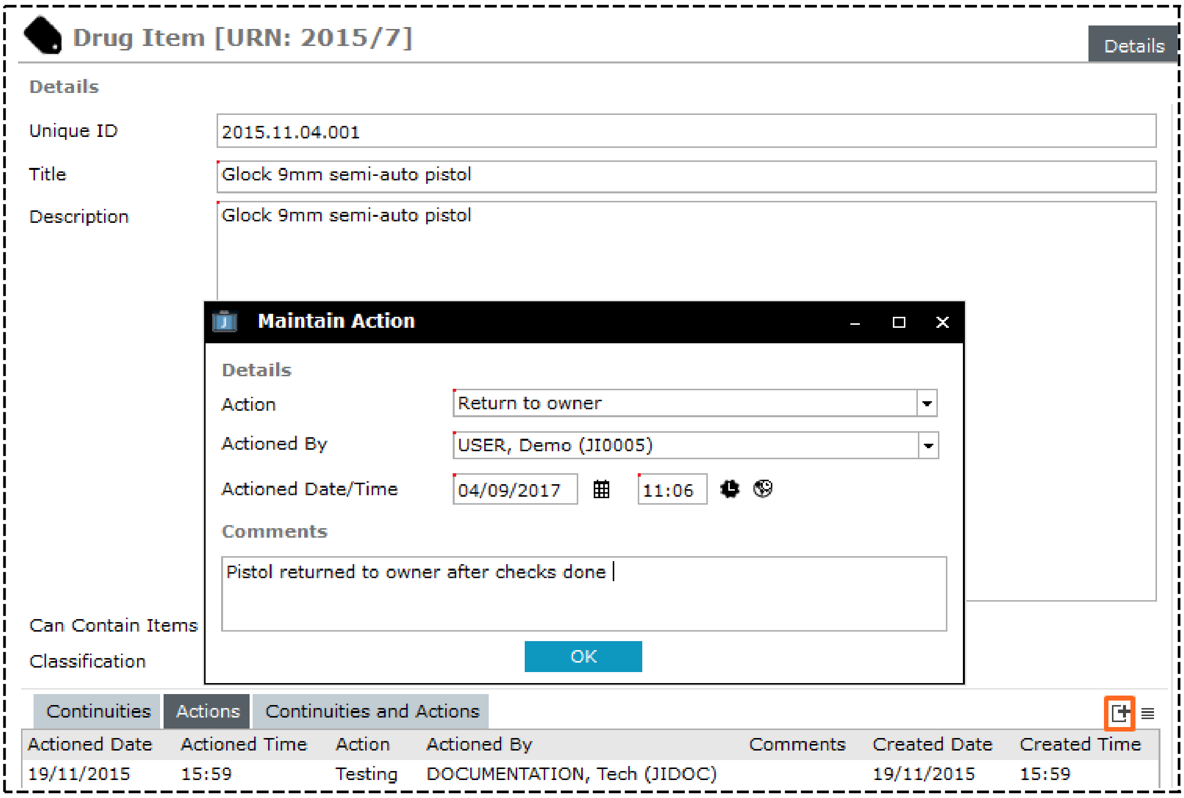
1. Select **Search** > **Property Management** > **Property Items** > Select the required option.
2. Enter your search words in the field provided > Select **Search**.
3. Open the property item.
4. Select the **Actions** subtab.

   Use either of these options to specify the action taken:

   - Right-click in the *Actions* area > Select **New**.
   - Select the *New action* icon.
5. Select the action taken in the drop-down provided.
6. Specify who took the action in the **Actioned By** drop-down.
7. Use the date and time fields to specify when the action was taken.
8. Enter any comments about the action taken in the field provided.
9. Select **OK**.
10. Select **Save**.

    You can also specify an action for a property item from a case.

    To do this, open the required case > Select the ***Contents*** *tab > Select the* ***Property Items*** *subtab > Right-click and select* ***Filters****.*



Record What Action Has Been Taken for a Property Item

1. Select **Property** > **Record** > **Action - (Property)**.
2. Select one of these search options:
   - Reference number
   - Location
   - Person
   - External custodian
   - Case

   You'll need access to the item's storage location.
3. Select **Search**.
4. Right-click in the *Results* area to sort by URN, Ref #, title or date entered in ascending or descending order.
5. Deselect the **Show disabled rows** checkbox to see items that are not available for selection because they:
   - Are already selected.
   - Can't be moved (for example, trying to move an item from a person when you have selected items being moved from a storage location).
   - Are the parent or child of a selected item.
6. Select an item in the **Results** list to view see details about it in the section below.
7. To move an item to the *Selected Items* area:
   a. Select its checkbox in the *Results* area.
   b. Select the Select icon.
8. Select the **Next** button when you have finished selecting items.
9. Select the action taken in the **Action** drop-down.
10. Select the person who took the action in the **Actioned By** drop-down.
11. Use the date and time fields to specify when the action was taken.
12. Enter any comments about the action taken in the field provided.
13. Select **Next** when you have finished recording the movement.
14. Select **Finish** if the details are correct.

*Select **Back** to return to a previous screen and make changes.*

History of Movement and Actions for Property Items

This section explains how to:

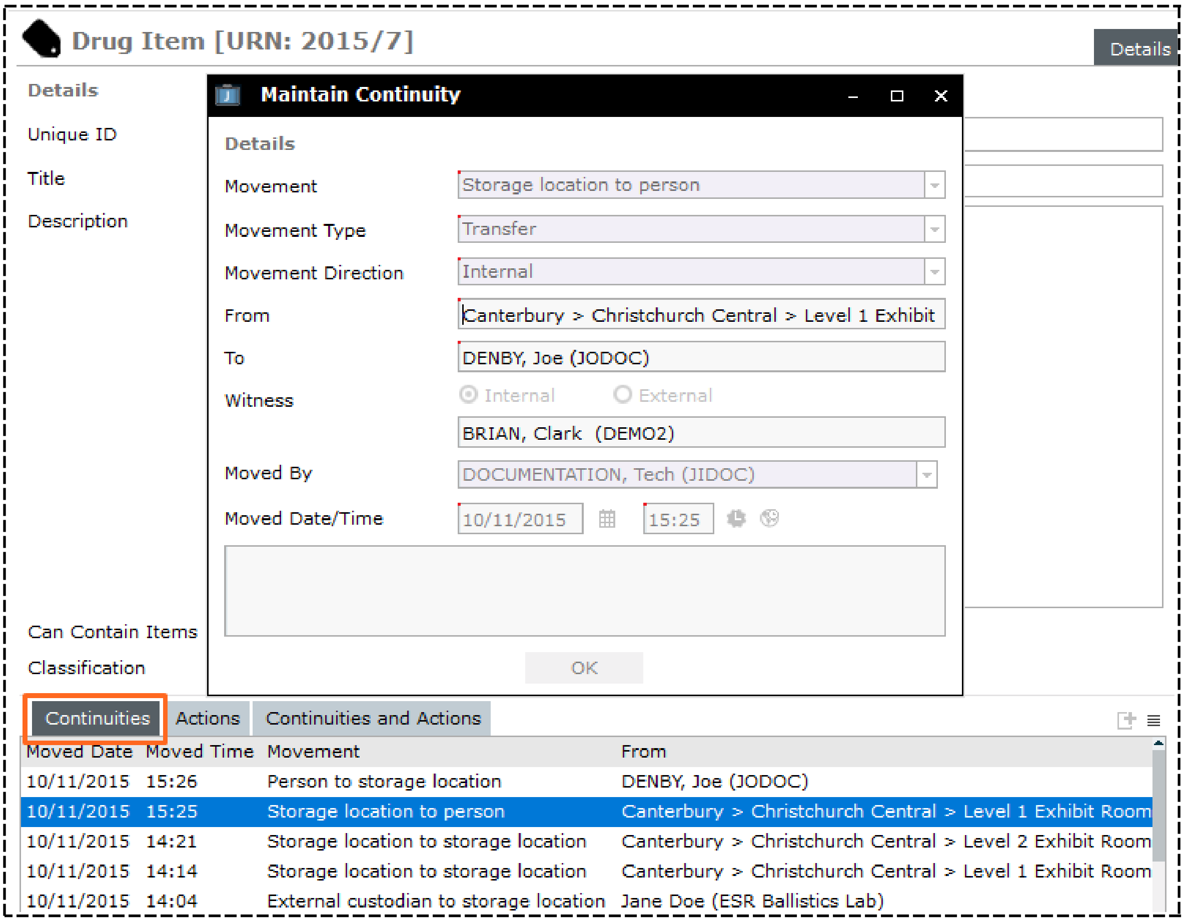
- Find a property item and its current location
- See the history of a property item's continuity (movement between locations)
- See the history of actions taken for a property item (an item might be destroyed, for example)
- Export property items and continuities to Excel

See a Record of a Property Item's Movement

1. Open the required property item.
2. Select the **Continuities** subtab.

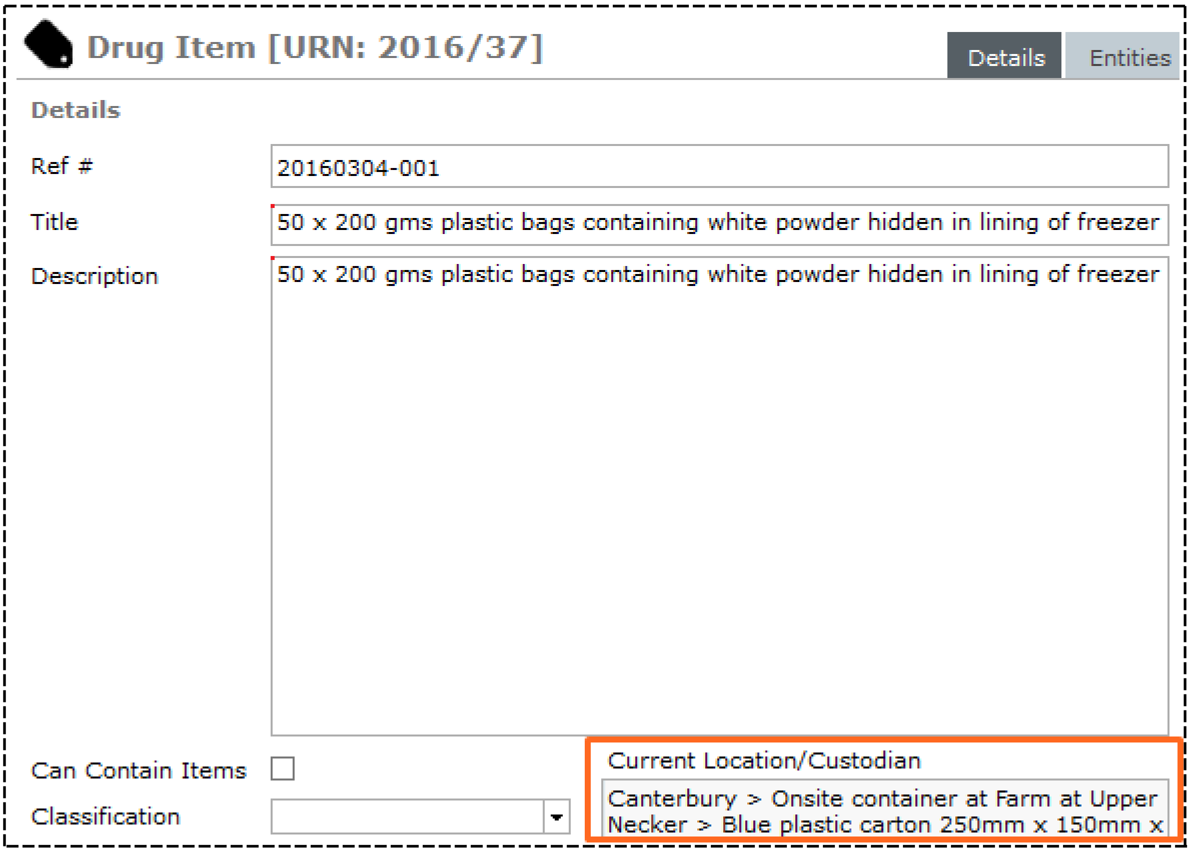
   The movement history is listed in reverse order.

   This means the first entry shows where the item is currently located.
3. Use either of these methods to see the history of an individual item.
   - Double-click the item.
   - Right-click the item > Select **View**.



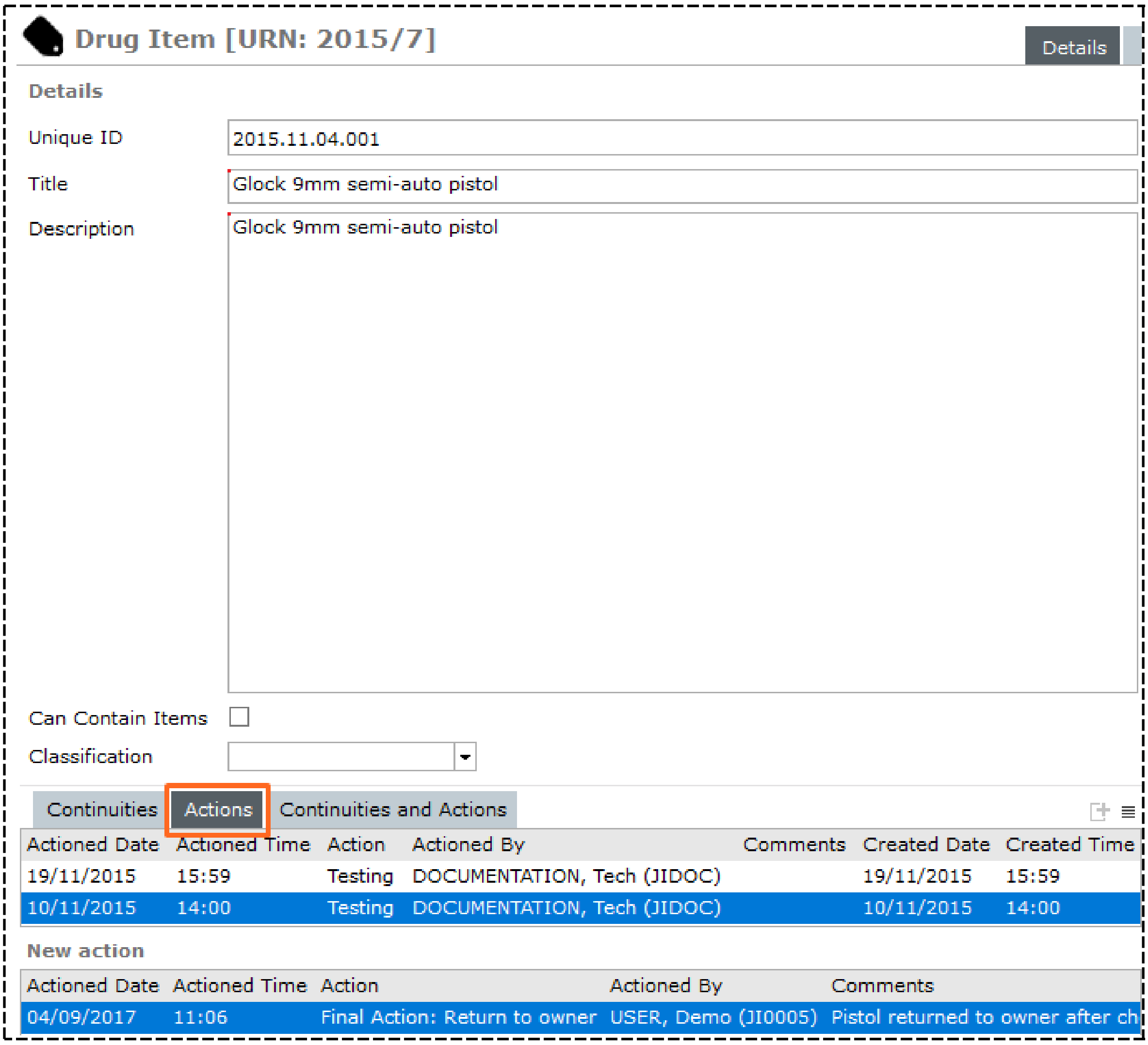
See Where a Property Item is Now

You can see the current location of a property item when you open it.



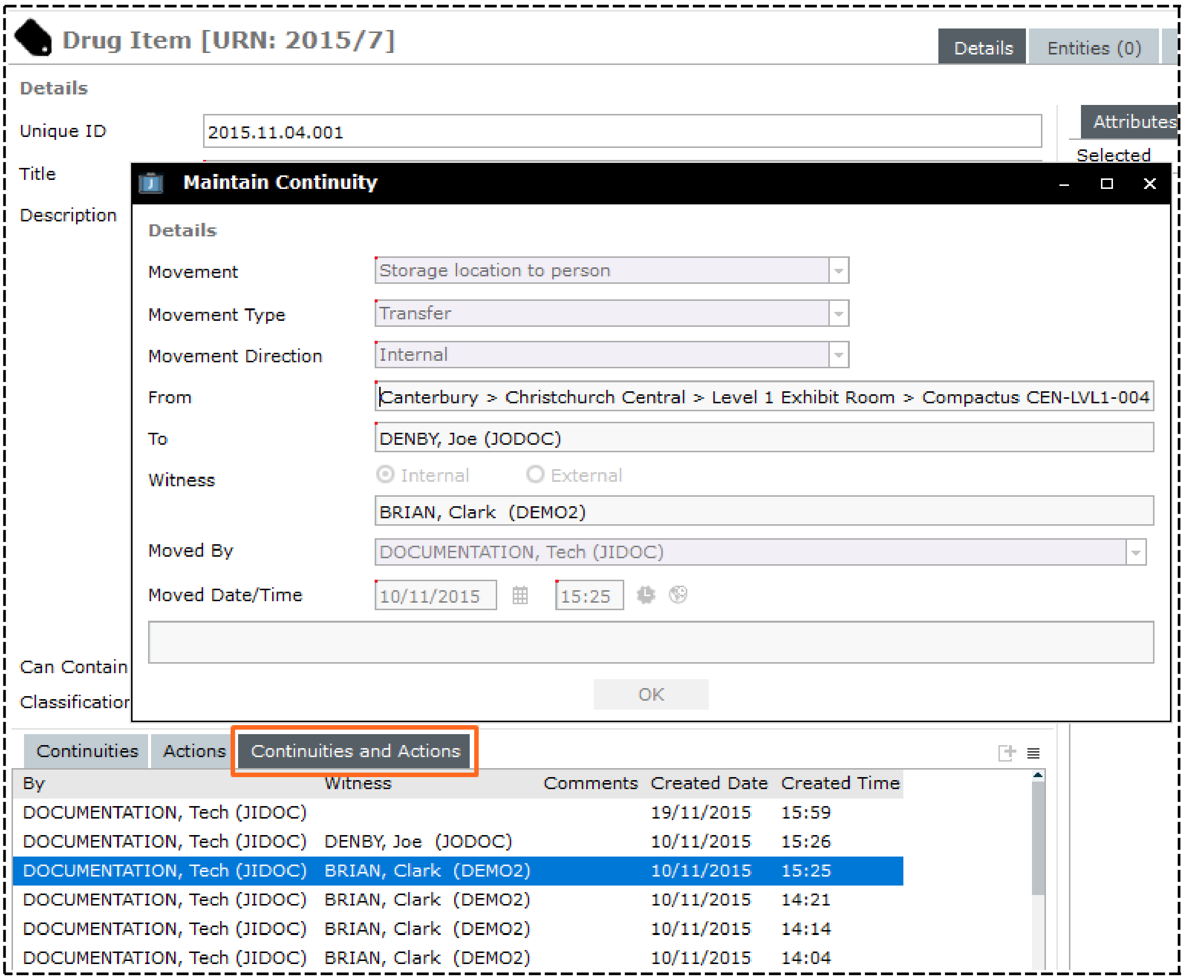
See the Actions Taken for a Property Item

1. Open the required property item.
2. Select the **Actions** subtab.
3. Use either of these methods to see the history of an item.
    - Double-click the item.
    - Right-click the item > Select **View**.



See a Combined Record of the Actions and Movements of a Property Item

1. Open the required property item.
2. Select the **Continuities and Actions** subtab.
3. Use either of these methods to see the history of an individual item.
   - Double-click the item.
   - Right-click the item > Select **View**.



Business Rules for Storage Locations

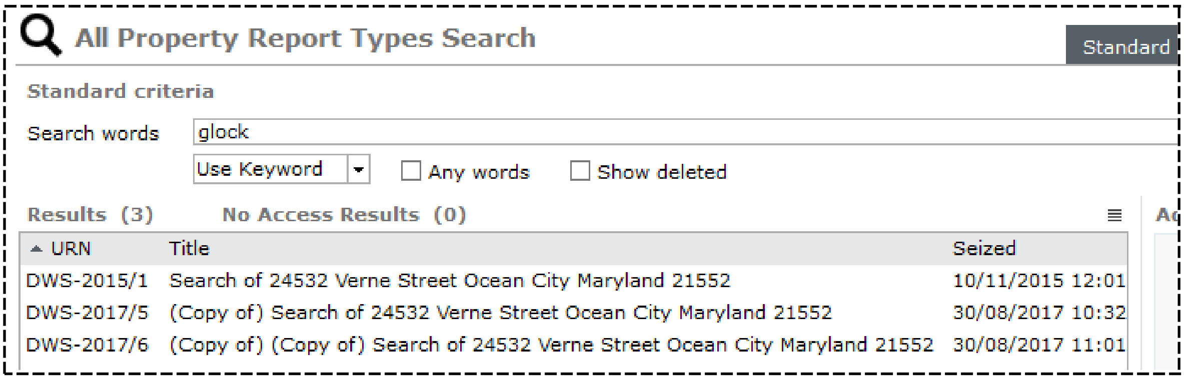
When you restrict access to a child location, the settings and options available depend on the item's parent.

The following business rules apply to locations:

- If **Restrict Access** is enabled for a location, all child locations will have this setting set to **On**.
- The list of users you can select for a child location is limited to those who have access to the parent location.
- If you remove a user from the permission list for a location, they will be removed from all child locations.
- When you create a new location, it inherits the **Restrict Access** and permission settings of the parent.
- If a parent location is restricted, the **Restrict Access** checkbox will be disabled for its child locations.

Search for Property Reports in All Cases

1. Select the **Search** > **Property Management** > **Property Reports** > Select the required option.
2. Enter your search words in the field provided.
3. Select **Search**.
4. Double-click a property item to open it.



Disclosure

Disclosure is a significant part of the criminal justice system in many jurisdictions. It helps make sure criminal cases are handled justly.

The prosecution is legally required to disclose all unused material to the defence if it relates to the case. All law officers must record and retain relevant material obtained or generated by them during an investigation.

Disclosure involves providing the defence with copies of, or access to, any material that might reasonably be considered capable of undermining the case for the prosecution against the accused, or of assisting the case for the accused.

The disclosure process compels due diligence and effective oversight. This is because of the adverse consequences of non-disclosure.

If the defence proves disclosure has not occurred properly, the prosecution case can be thrown out of court. Proper disclosure is central to making sure those who are guilty are brought to justice and those who are innocent are not wrongfully convicted.

This section explains how to:

- Manage disclosure indexes
- Review and verify disclosure
- Use disclosure templates and schedules

Disclosure Terms

Relevant Material	Material gathered during an investigation that supports, rebuts, or has a material bearing on the case against the defendant.
Used Material	Material generated during an investigation that's used as evidence.
Unused Material	Material generated during an investigation that isn't used as evidence. This material is relevant to the investigation but doesn't screen part of the case for prosecution against the accused. The disclosure regime applies to this material.
Source Documents	These can include information reports, incident reports, tasks, task results, and case notes.
Disclosure	Providing the defence with copies of, or access to, any material that might reasonably be considered capable of undermining the case for the prosecution against the accused, or of assisting the case for the accused.
Redaction	Process of removing sensitive content from documents before they are passed to the intended recipient. Redaction is applied to some documents that are to be disclosed to the defence because they contain sensitive information that could have adverse effects. Examples of adverse effects include: ▪ Prejudicing special methods used to detect or investigate offences. ▪ Revealing the identity of undercover police or people in witness protection schemes. ▪ Creating risk or danger to other people. ▪ Endangering national security.
Disclosure Index	A container for disclosed documents. There is one disclosure index for each defendant.
Disclosure Schedule	This includes a: ▪ Cover tab listing details of the defendant with a list of disclosed documents for the defendant. ▪ Package of disclosed documents (PDFs), some of which might be redacted. Media files can also be included in the package.

Disclosure Business Process

Dealing with disclosure varies depending on your agency’s business process.

Here is an example of a disclosure business process:

1. Source entities are added to a case file.

   During this process, they can be assessed and marked as either of these options:

   - **Excluded** – Exempt from the disclosure process.
   - **Signed off for disclosure** – To be considered for disclosure.

2. Source entities signed off for disclosure are reviewed by one or more appropriately qualified officers.

   They classify items as either fully disclosable or requiring redaction.

3. Redaction is applied to documents to prevent sensitive material being released where this material could have adverse consequences.

4. Each document being disclosed is attached to all disclosure indexes for the case.

5. When disclosed documents are ready to be delivered to the defence (or another party), you can build a schedule of these documents.

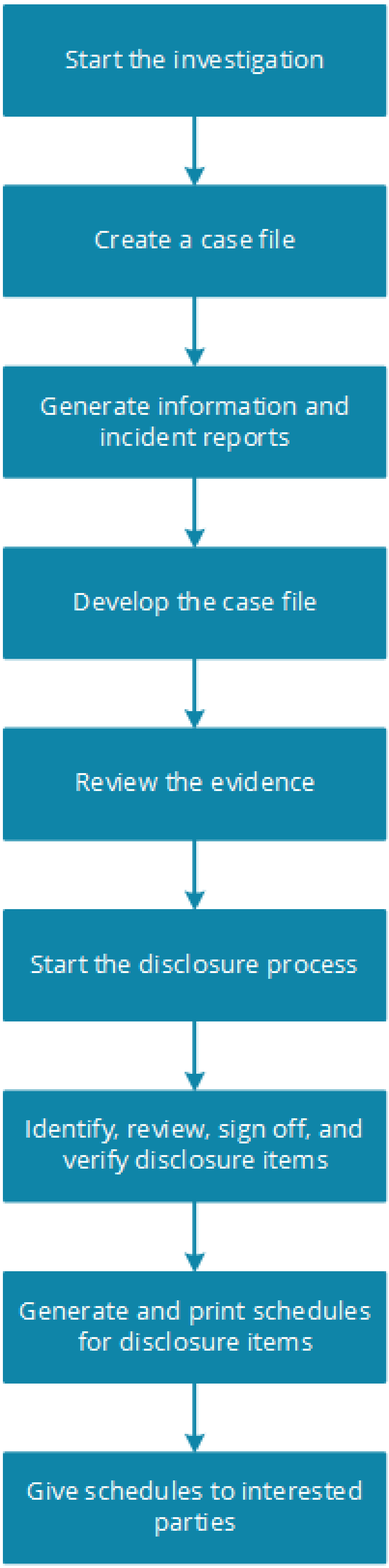
   When a schedule of documents is ready for release, you can print them or generate them as PDFs and deliver them to the defence party.

Stages of the Disclosure Process

Create disclosure indexes	Disclosure indexes are created for each defendant or interested party. Disclosure indexes can be added throughout the disclosure process.
Review the case and sign off disclosure items	The case is reviewed. Any items listed under the **Contents** tab for the case that are candidates for disclosure are marked as *Signed Off*.
Mark up and redact text	Candidates for disclosure are reviewed: ▪ Any items that can't be fully disclosed are exported to PDF. Copies are made for markup and redaction. ▪ Redaction software like Adobe Acrobat Pro is used to mark up and redact copies. ▪ Marked up and redacted PDF versions of disclosure items are imported back into ICM and stored internally. ▪ Marked up and redacted copies are reviewed. They can be re-exported for further markup and redaction if required. ▪ When the disclosure item is fully disclosable, it can be placed in a **Finalised** state.
Review and verify disclosure items	If business rules require disclosure items to be verified, they are reviewed and verified by an authorised user who did not create them. Disclosure items can be rejected and returned to the markup and redaction phases: ▪ A disclosure index is created for each defendant, if this has not already been done. ▪ When disclosure indexes and disclosure items are ready to be sent to the defence, all items are combined as PDFs. A schedule listing these files and the defendant's details is included.

Disclosure Process

The flowchart shows a simplified version of a disclosure process.



Mark a Source Entity as Signed off for Disclosure

You can label a source entity (and any related entities) as ready for disclosure.

When you mark a source entity as ready for disclosure, your name and the time you signed it off will be recorded.

To mark a source entity as signed off for disclosure:

1. Open the source entity you want to mark for disclosure.

   The **Details** tab is selected by default.

   You'll need to create the source entity if it doesn't already exist.

2. Select the **Disclosure** subtab.

3. Select the **Signed off for disclosure** checkbox to indicate the source entity can be disclosed.

   Anyone with permission to update the entity will be able to deselect this checkbox.

4. To add a comment about the disclosure:

   a. Select the **Comments** button to make or change a comment.

   b. Enter your comment.

   c. Select **OK**.

5. Select the **Save** button to save the source entity and create a PDF for the entity.

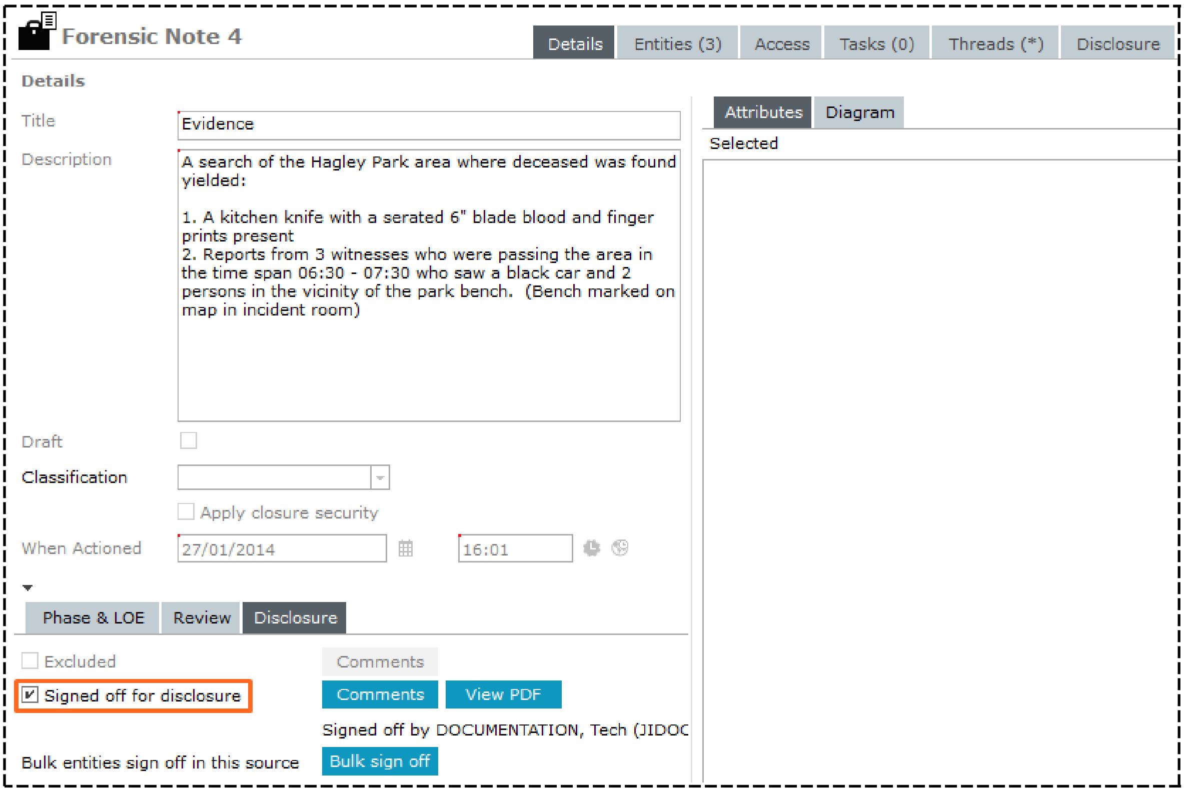
   *If the source entity can't be converted automatically, you can use the **Upload PDF** button to do this manually.*

6. Select the **View PDF** button to open the internal PDF version of the source entity.

   *Any documents or images that are attached as entities to this source entity will be shown under the **Entities** tab.*

   Any entities attached to the source entity are also candidates for disclosure.

   *The entity's **Disclosure** tab shows it is ready for markup, redaction, and review for the disclosure* *indexes it is a part of.*

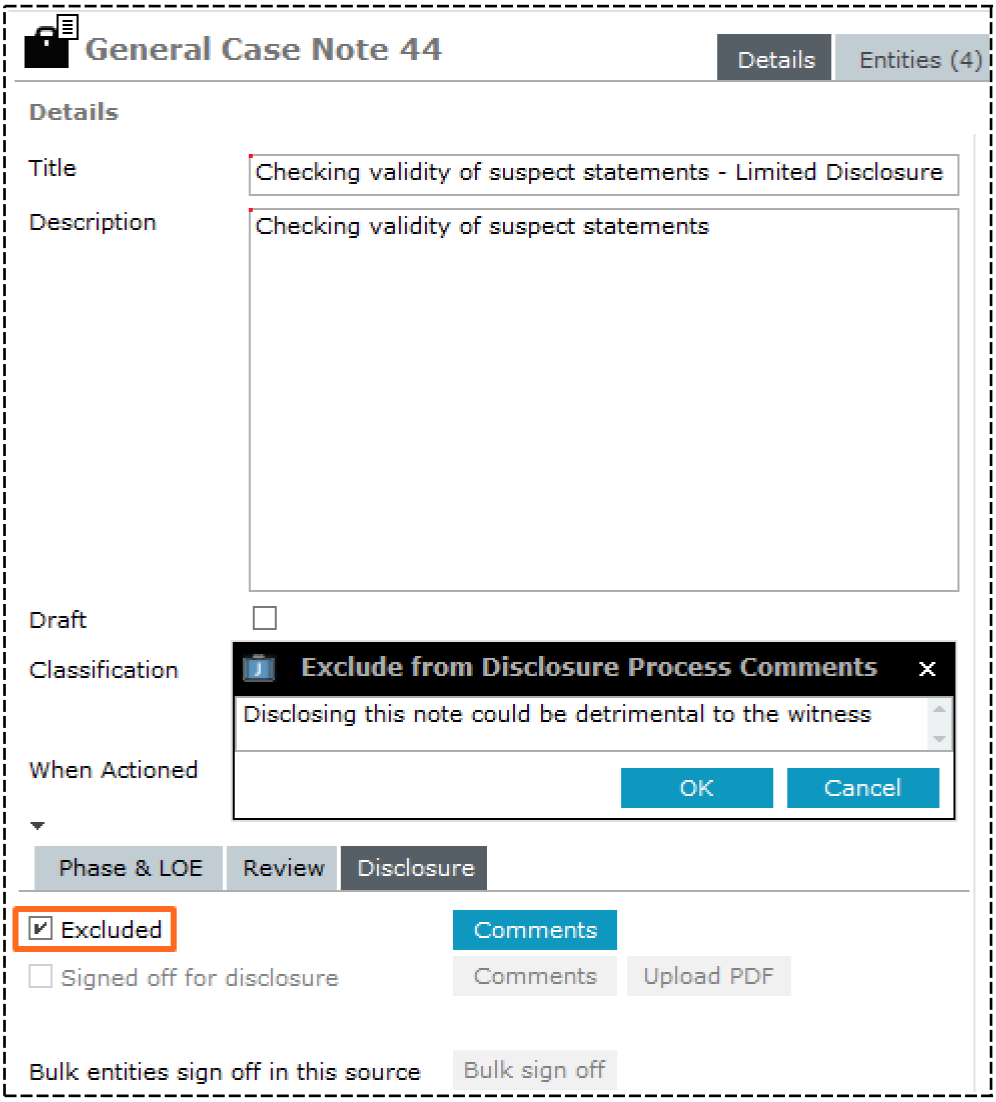


Prevent a Source Entity from Being Disclosed

1. Open the required source entity.

   You'll need to create the source entity if it doesn't exist yet.

2. Make sure the **Details tab** is selected.
3. Select the **Disclosure** subtab.
4. Select the **Excluded** checkbox.
5. Enter a comment about why you're excluding the entity from disclosure > Select **OK**.



Shared Entities

When an entity has been attached to more than one source entity, each entity will be listed twice and shown beneath each source entity.

For example, a statement document might have been attached to a case note and a task.

When the entity is processed for disclosure it will only be processed once. This means it will only be included on the disclosure schedule once.

Manage Relationships and Entities Attached to Signed-off Source Entities

When a source entity has been signed off for disclosure you can still:

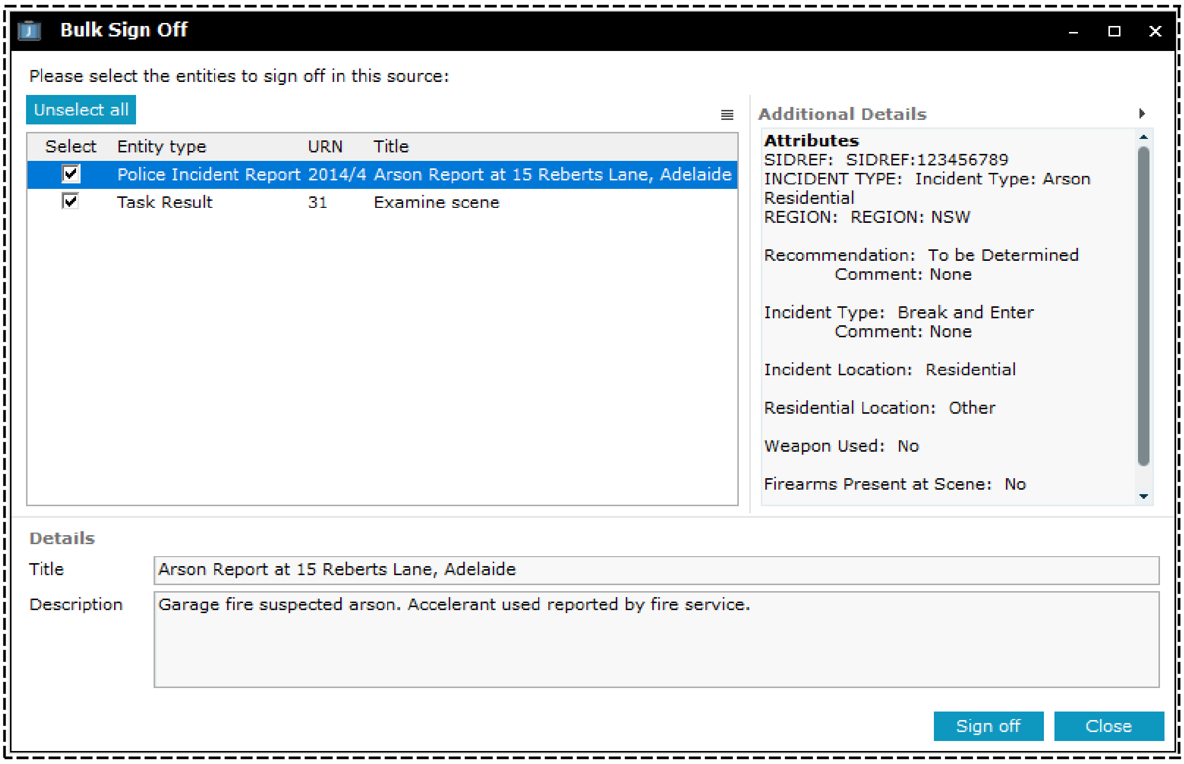
- Add tangible entities that have been signed off for disclosure to that source entity.
- Manage relationships between the source entity and its signed-off tangible entities.

Sign off Several Case Entities

When several case entities are ready for disclosure:

1. Open the required case.
2. Select the Overflow >> tab > Select **Disclosure Bulk Sign Off**.
3. Select the checkboxes of the entities you want to sign off or click **Select all**.

   Select or double-click an entity to access more information about it.
4. Select **Sign off**.



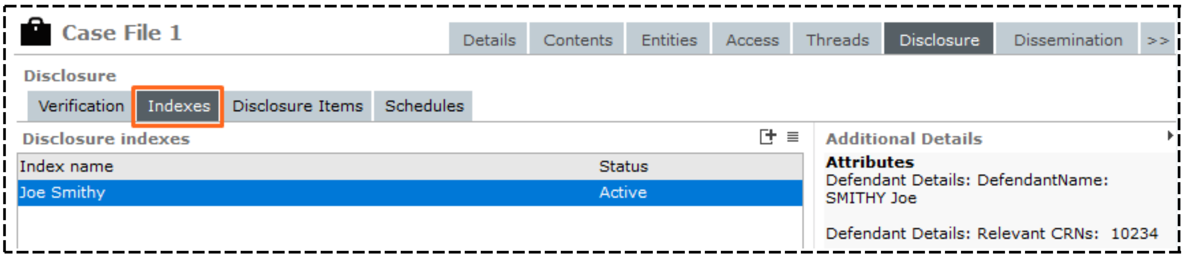
See the Disclosure Indexes Specified for a Case

You should create a disclosure index for each defendant in an investigation.

You can add disclosure indexes to a case throughout the course of an investigation.

To see the disclosure indexes specified for a case:

1. Open the required case.
2. Select the **Disclosure** tab.
3. Select the **Indexes** subtab.
4. Select a disclosure index to see more details about it in the adjacent panel.



Adding a Disclosure Index

You can create a disclosure index using either of these methods:

- Copy an existing index (with all its finalised disclosures) and change the details.
- Create a new empty index.

Create a New Disclosure Index

1. Open the required case.
2. Select the **Disclosure** tab.
3. Select the **Indexes** subtab.
4. Select the Create New Index icon.
5. Enter a name for the index in the field provided.

   The name should describe who or what the index is for.

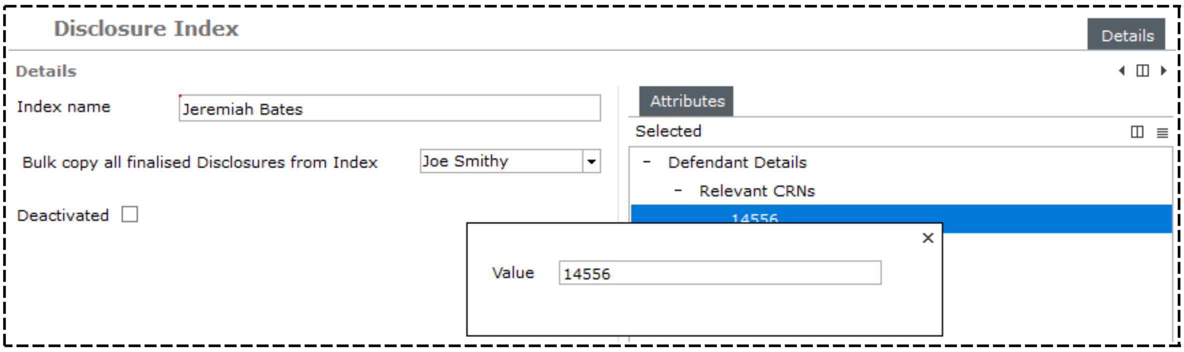
   For example, you could enter the name of the defendant or interested party.
6. If you already have other disclosure indexes for this case (for example, for other defendants), you can copy all finalised disclosures from one of these indexes.

   To do this, select the index you want to copy from the **Bulk copy all finalised Disclosures from Index** drop-down.
7. Set the values for the selected attributes (if you know these):

   a. Select the Options ≡ icon > Select **Show Available Attributes**.

   b. Use the to select or deselect attributes.

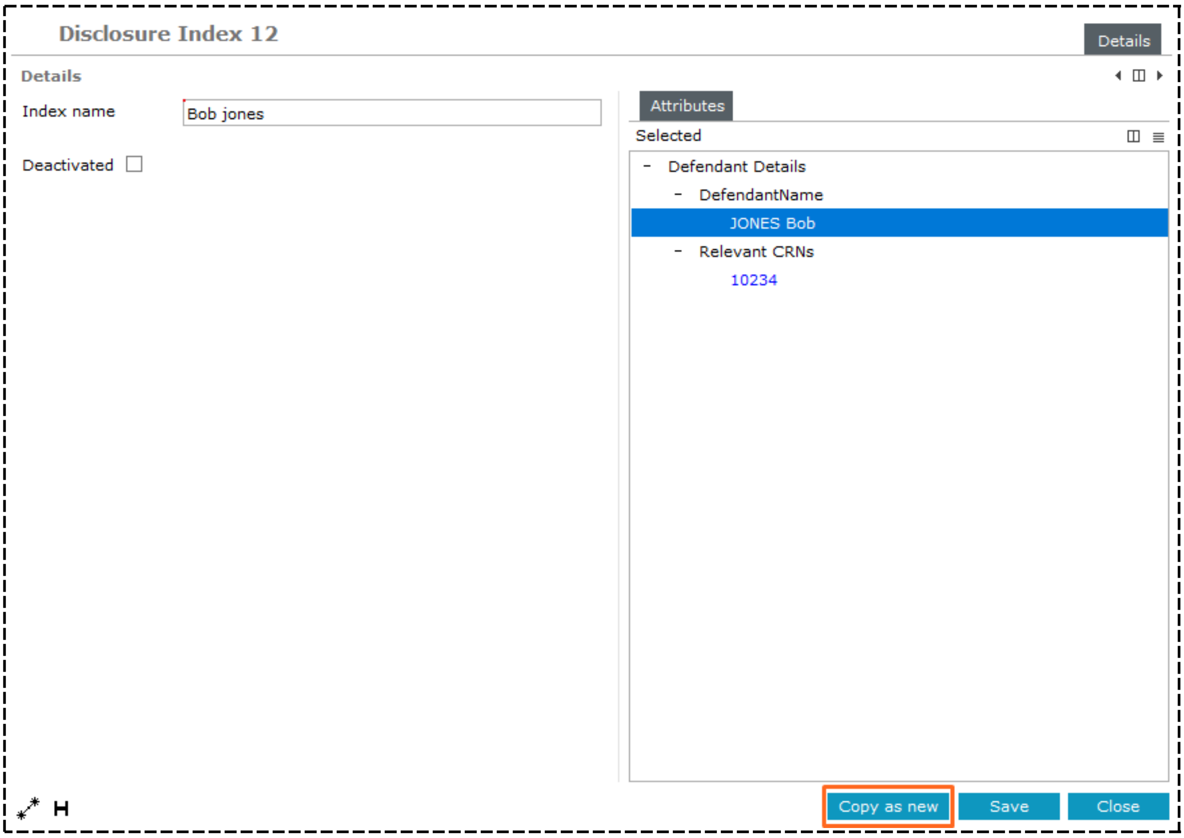
   c. Select a selected attribute to specify details about it.
8. Select **Save**.



Copy an Existing Index

1. Open the required case.
2. Select the **Disclosure** tab.
3. Select the **Indexes** subtab.
4. Double-click the index you want to copy.
5. Select the **Copy as new** button.
6. Select **Yes** to confirm you want to proceed.

   A copy of the disclosure index opens.
7. Make the required changes.
8. Select **Save**.



Reviewing and Verifying Disclosure

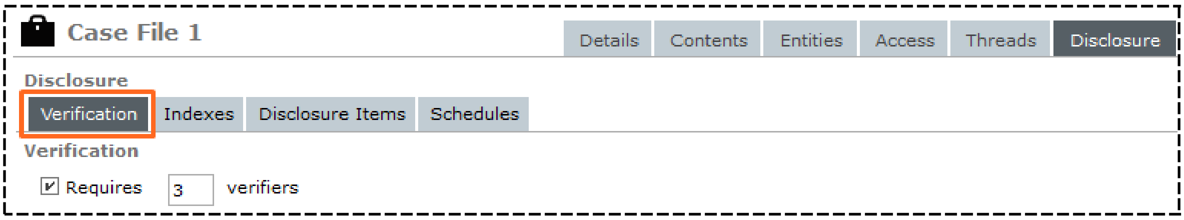
Change Verification Settings

All entities in a disclosure index must be verified by the number of verifiers specified for the case.

Verification is required by default, with the number of verifiers set to one.

To change the verification settings:

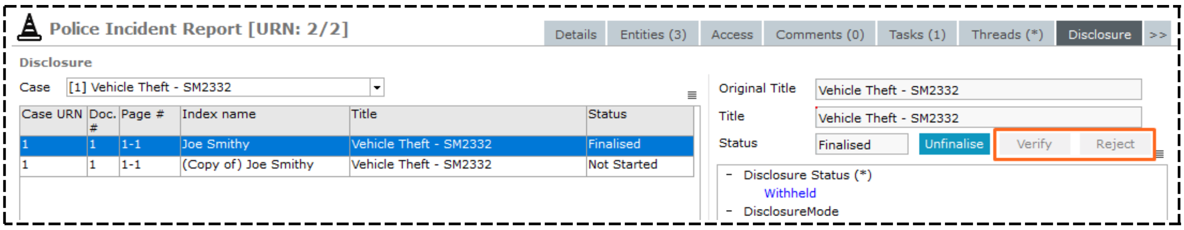
1. Open the required entity.
2. Select the **Disclosure** tab.
3. Select the **Verification** subtab.
4. To deactivate verification, deselect the **Requires** checkbox.
5. To change the number of verifiers, enter the required number in the field provided.
6. Select **Save**.



Verify Disclosure Items

Depending on your verification settings, you might need to verify individual, finalised disclosure items:

1. Open the case file containing the disclosure items you want to review.
2. Select the **Disclosure** tab.
3. Select the **Status** drop-down > Select **Finalised**.
4. Double-click a finalised disclosure item.
5. Review the disclosure status assigned and the marked up and redacted PDFs.
6. Select either of these options:
   - Select **Verify** to accept the item as ready for inclusion in any disclosure schedule generated from the index.
   - Select **Reject** to return the item's status to *Under Review* > Enter a comment about why you're not verifying the item.



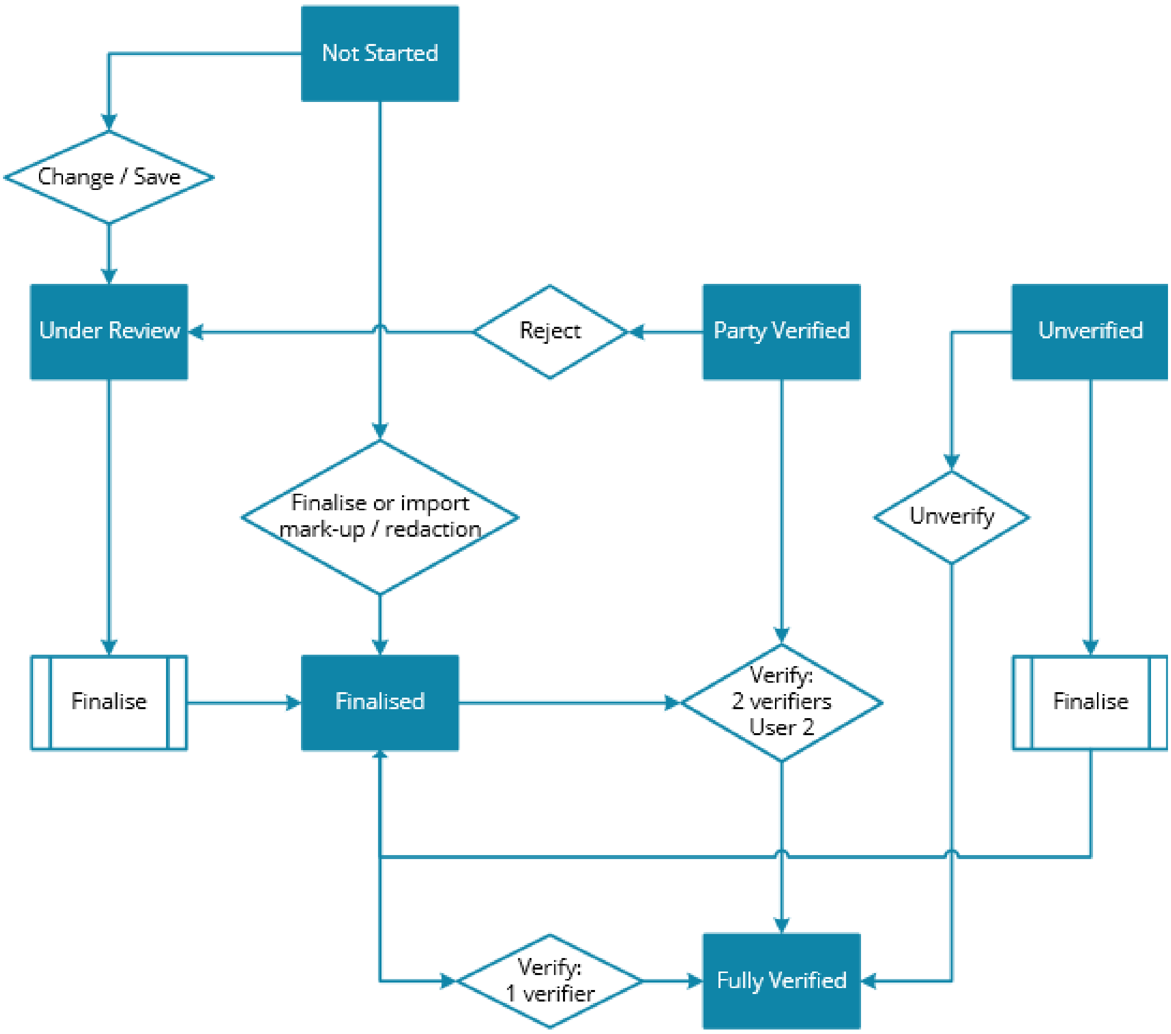
Disclosure States

The status of an entity for disclosure changes during an investigation:

1. An entity for disclosure starts with a *Not Started* status.
2. This changes to *Finalised* when the entity is ready for verification.
3. Once verified by one or two verifiers, the status changes to *Fully Verified*.

   If no verifiers are required, the final state of the entity for disclosure is *Finalised*.

   An entity can't be updated once it has been *Finalised* or *Fully Verified*.



Review Case Disclosure Entities

Before you review case disclosure entities, you must go through all items under the *Log* subtab of the case.

You'll also need to mark entries as signed off or excluded from disclosure.

To review case disclosure entities:

1. Open the case containing the disclosure items you want to see.
2. Select the **Disclosure** tab.
3. Select the **Disclosure Items** subtab.

   Source entities are listed in blue.

   Their images and documents are listed below them with a white background.
4. Use the **Disclosure Index**, **Status**, and **Entity type** drop-downs to filter the disclosure items displayed.
5. Double-click each disclosable item to open it and see whether it is fully disclosable or needs redaction:
   - To see the PDF, click **View original**.
   - Check the content of the PDF to see whether it is fully disclosable.

     It might require redaction if it contains sensitive information about the defendant's disclosure index.

     A disclosure item might need to be treated differently depending on the disclosure index it is associated with.
6. Select the value for the disclosure status attribute to the required value:
   - **Disclosed with redactions**

     The item is shown on the disclosure index.

     The marked up and redacted documents will be provided in the disclosure package.
   - **Existence withheld**

     This status can only be assigned to the item if no page numbers have been assigned to it.

     Setting this status will have these effects:
     - If the entity disclosure document has one fully verified disclosure item with this status, the disclosure status of the other items will be set to this status on all existing and subsequent indexes that contain this item.
     - Markup or redacted PDFs don't need to be provided (but they can be).
     - No page numbers will be assigned for the item.
     - Once an item with this status has been finalised, it can't be changed to another status.
   - **Fully disclosed**

     The item is shown on the disclosure index.

     The original document will be included in the disclosure package.

     No marked up or redacted documents will be provided.
   - **Withheld**

     Choosing this status will have these effects:

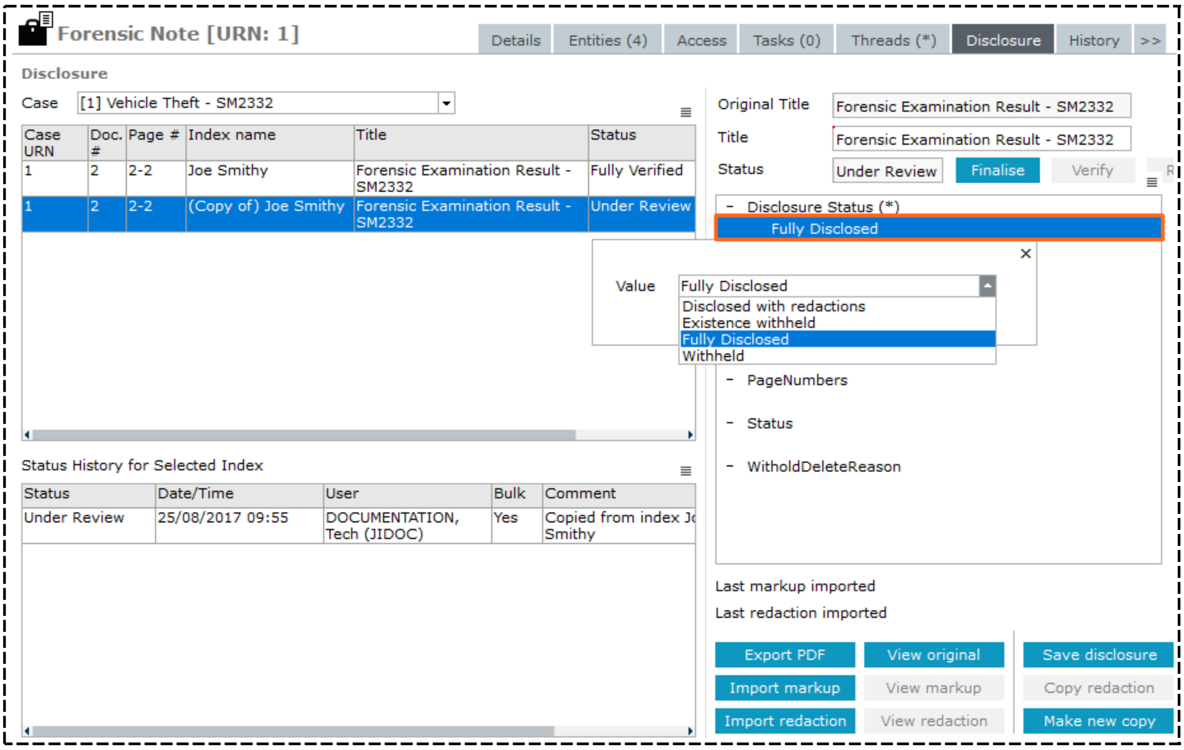
- – You are not required to produce markup or redacted PDFs (but can do so).
- – The original document will be used as a markup PDF file.
- – A page number range will be assigned for the document.
- – The disclosed item will display in the disclosure index.

  There will be a hyperlink to the markup (original) document but no hyperlink to any redacted document.
- – No PDFs will be produced in the redacted folder for the item.

7. Enter the values of any soft attributes associated with this disclosure item.
8. If you have marked an item as fully disclosable, you can finalise it by selecting **Finalise**.

   See Markup and Redaction for information on how to handle items that contain sensitive information.
9. Select **Save Disclosure**

   The status for the item changes to *Under Review*.
10. Process all entries that require updating.

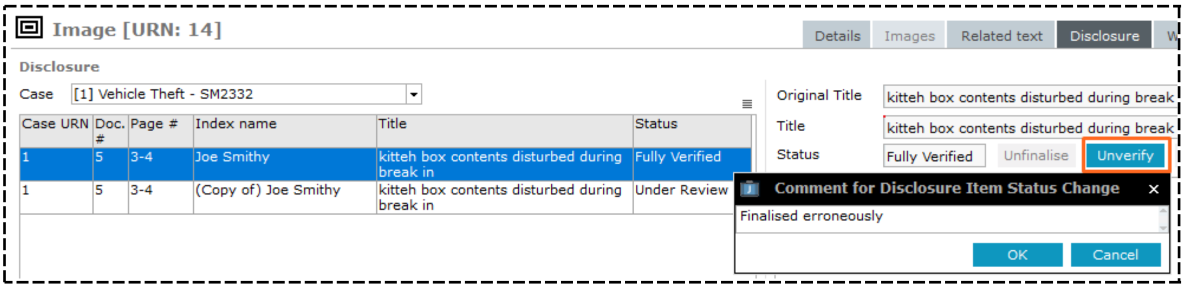


Unverify a Disclosure Item

If you need to add a new marked up or redacted PDF file to a fully verified disclosure item, you'll need to change its state from *Fully Verified* to *Unverified* and then finalise it again.

To unverify a disclosure item:

1. Open the required case.
2. Select the **Disclosure** tab.
3. Select the **Disclosure Items** subtab.
4. Select the **Status** drop-down > Select **Fully Verified**.
5. Open the required disclosure index.
6. Select **Unverify** > Select **OK**.
7. Enter a comment to explain why you're unverifying the item > Select **OK**.
8. Import the new marked up or redacted PDFs.
9. Select **Finalise**.

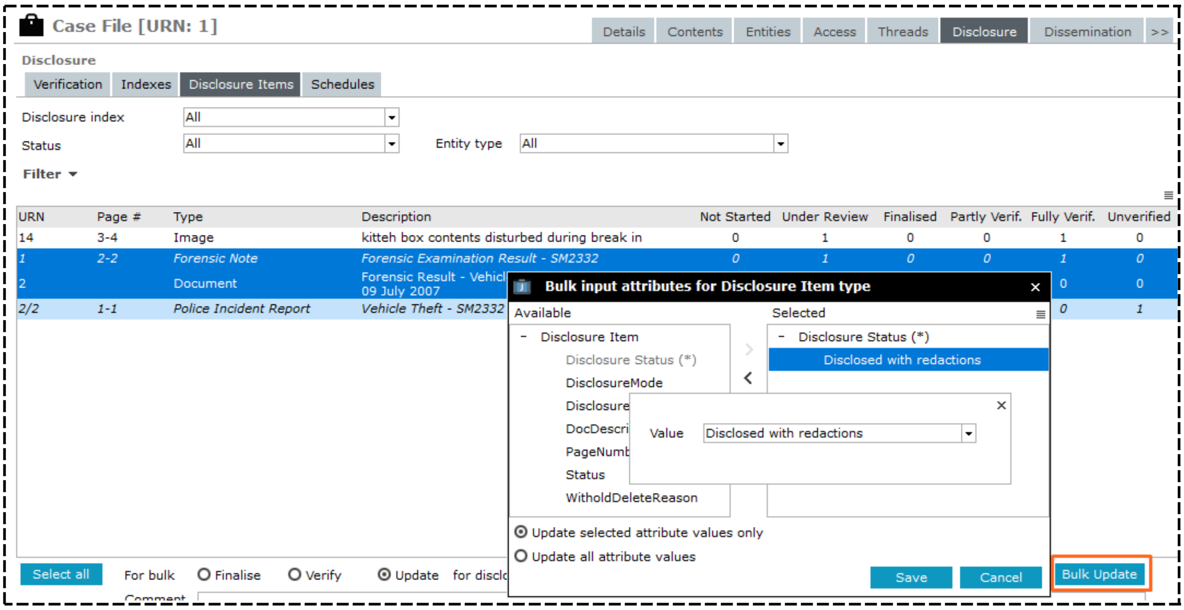


Update Several Disclosure Items

If a case has lots of disclosable items, you can update, finalise, and verify them in bulk:

1. Open the required case.
2. Select the **Disclosure** tab.
3. Select the **Disclosure Items** subtab.
4. Update items in bulk:
    a. Select items with a **Not Started** or **Under Review** status.
    b. Select the disclosure items you want to update.
    c. Select the **Update** radio button.
    d. Select **Bulk Update**.
    e. Use the Select icon to apply attributes to these disclosure items.
    f. Specify values for the attributes you have selected.
    g. Select either of these options:
        – **Update selected attribute values only**
          Only set the attributes you select.
        – **Update all attribute values**
          Set all attributes you select and set attributes you haven't selected to blank if you want to overwrite any values they had before.
    h. Select **Save**.
5. Finalise items that don't need to be updated further:
    a. Select items with a **Not Started** or **Under Review** status.
    b. Select the **Finalise** radio button option.
    c. Enter a comment about why you're finalising the items in the field provided (optional).
    d. Select **Bulk Finalise** > Select **OK**.
6. Get another user that has access to the case to verify the finalised items.
   You can't verify items you have finalised.
   This user will need to:
    a. Select the **Verify** radio button.
    b. Enter an optional comment
    c. Select **Bulk Verify**.

Double-click a disclosure item to access more details about it.



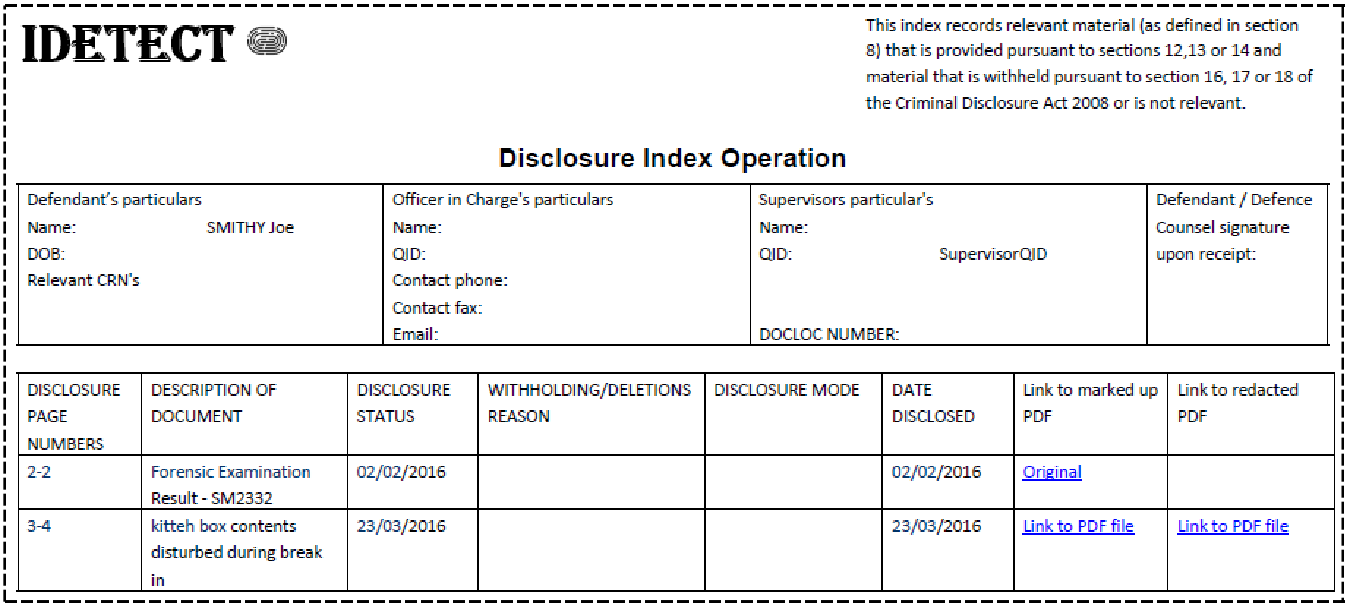
Disclosure Schedule

A disclosure schedule is a collection of PDFs, with a cover tab that contains links to these documents.

Disclosure schedules are created on a per index basis so they relate to an individual defendant.

You can create disclosure schedules at any time during the disclosure process.

Here is an example of a cover tab:



IDETECT

This index records relevant material (as defined in section 8) that is provided pursuant to sections 12,13 or 14 and material that is withheld pursuant to section 16, 17 or 18 of the Criminal Disclosure Act 2008 or is not relevant.

Disclosure Index Operation

Defendant's particulars	Officer in Charge's particulars	Supervisors particular's	Defendant / Defence Counsel signature upon receipt:
Name: SMITHY Joe DOB: Relevant CRN's	Name: QID: Contact phone: Contact fax: Email:	Name: QID: SupervisorQID DOCLOC NUMBER:	

DISCLOSURE PAGE NUMBERS	DESCRIPTION OF DOCUMENT	DISCLOSURE STATUS	WITHHOLDING/DELETIONS REASON	DISCLOSURE MODE	DATE DISCLOSED	Link to marked up PDF	Link to redacted PDF
2-2	Forensic Examination Result - SM2332	02/02/2016			02/02/2016	Original	
3-4	kitteh box contents disturbed during break in	23/03/2016			23/03/2016	Link to PDF file	Link to PDF file

Disclosure Templates

A disclosure template is used to map field attributes in the disclosure index to appropriate positions in a Microsoft Word document. This template is used to create a cover page for a disclosure schedule.

The disclosure template uses a Word template with a merge field for each attribute that has been specified in a disclosure index.

Create a Disclosure Schedule

Creating a new schedule involves capturing all the current disclosable items in a disclosure index.

Disclosure items need to be fully verified before you can create a schedule.

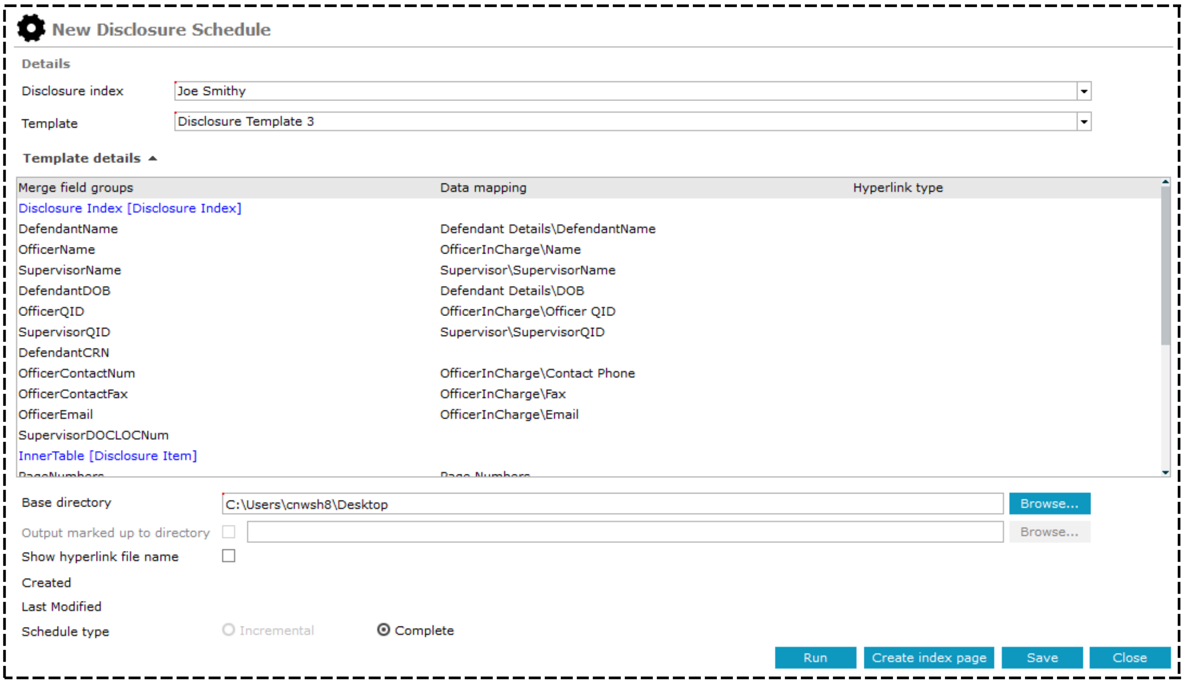
To create a disclosure schedule:

1. Open the required case.
2. Select the **Disclosure** tab.
3. Select the **Schedules** subtab.
4. Select the *Create new schedule* icon.
5. Select a defendant from the **Disclosure index** drop-down.
6. Select the Word template you want to use from the **Template** drop-down.
7. Select the *Template details* ▲ icon to see more details about the template selected.

   Your administrator sets up these templates.
8. Select **Browse** to specify where you want to save the markup and redacted files and the cover tab.
9. Select the **Show hyperlink file name** checkbox (if required).
10. Select **Save** to save this schedule definition.
11. Select **Run** to create the schedule files and their cover tab.
12. Use Windows Explorer to navigate to the file location you specified.

    You'll see the cover tab and the folders containing any marked up, redacted, or media files.

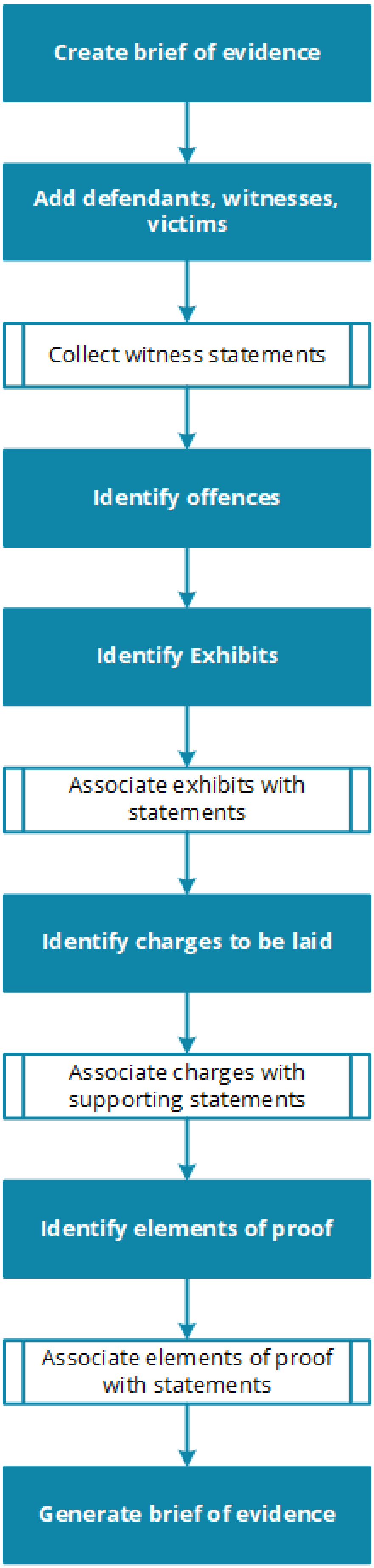
    If you're using a MAC computer, use Acrobat to open the links in the cover tab.



Brief of Evidence

You can only start building a brief of evidence once your investigation team has decided that the case will be taken to court.

The flowchart shows the process for building a brief of evidence.


Create brief of evidence
Add defendants, witnesses, victims
Collect witness statements
Identify offences
Identify Exhibits
Associate exhibits with statements
Identify charges to be laid
Associate charges with supporting statements
Identify elements of proof
Associate elements of proof with statements
Generate brief of evidence

Create a Brief of Evidence

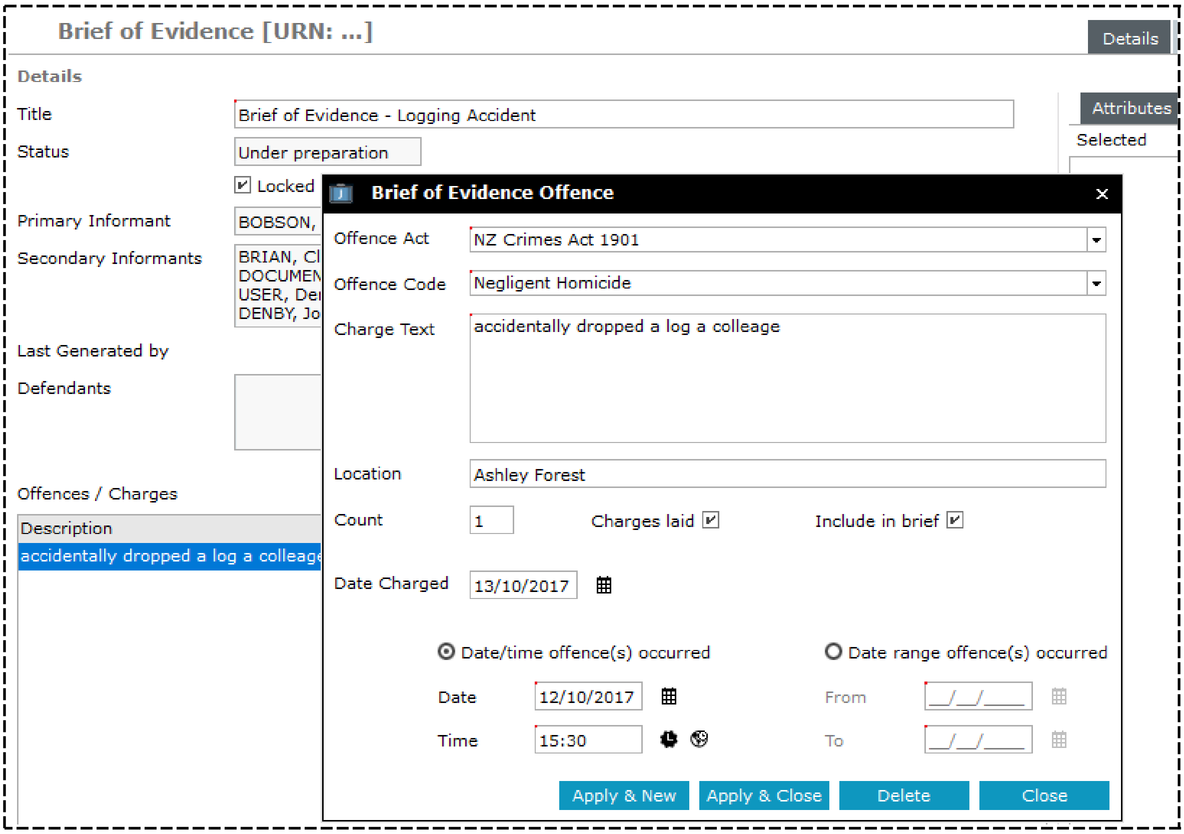
1. Open the case you want to create a brief of evidence (BOE) for.
2. Select the **Brief of Evidence** tab.
3. Use either of these methods to create a new brief of evidence:
   - Select the *Create new brief of evidence* icon.
   - Right-click in the *Brief of Evidence* area > Select **New**.
4. Enter a title for the brief in the field provided.
5. Select the **Locked** checkbox to prevent another user updating the brief while you're creating it.
6. Select the Search icon beside the **Primary Informant** > Select a user with an ICM logon.
7. Select the Search icon beside the **Secondary Informant** > Select one or more users.

   *The **Defendants** field is populated with data from the Parties tab.*
8. Use either of these methods to add a new offence or charge to the brief:
   - Select the *Add new offence / charge* icon.
   - Right-click in the *Offences / Charges* area > Select **New**.
9. Select the **Offence Act** in the drop-down provided.
10. Select the **Offence Code** in the drop-down provided.
11. Enter a description about the offence in the **Charge Text** field > Outline the circumstances of the offence and the charges being laid.
12. Enter where the offence occurred in the **Location** field.
13. Enter the number of times the defendant is charged with this offence in the **Count** field.
14. Select the **Charges laid** if charges have been laid.

    When you initially prepare a brief, charges may not have been made yet.
15. Select the **Include in brief** checkbox if you want to include the charge in the brief.

    You might want to deselect this checkbox if there isn't enough compelling evidence for an offence.
16. If the defendant has been charged, specify this date in the **Date Charged** field.
17. Select either of these options to specify when the offence occurred:
    - Date/time offences occurred > Specify the date and time in the fields provided.
    - Date range offences occurred > Specify the date range in the fields provided.
18. Select either of these options depending on whether you're going to enter more offences:
    - **Apply & New** to close this offence and add another one.

- **Apply & Close** to close this offence.



Adding People to a Brief of Evidence

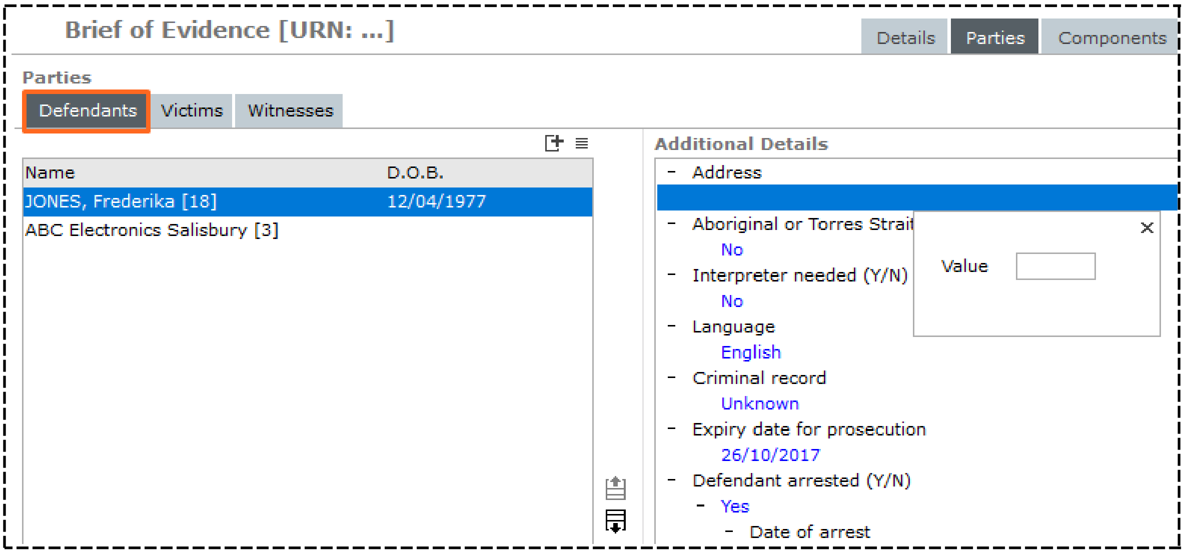
You can add defendants, victims, and witnesses to a brief of evidence.

Add a Defendant to a Brief of Evidence

A defendant can be a person or an organisation.

To add either of these types of entities to a brief of evidence:

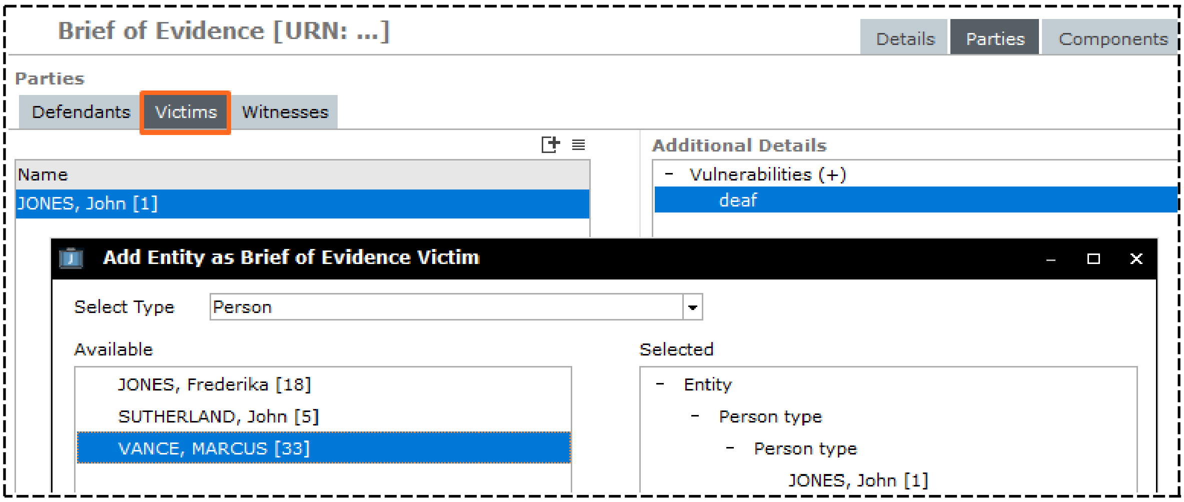
1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Parties** tab.
4. Make sure the **Defendants** tab is selected.
5. Select the *Add New Defendant* icon or right-click in the *Parties* area > Select **New**.
6. Use the **Select Type** drop-down to filter the types of entities displayed.
7. Use the Select icon to specify one or more defendants for the brief > Select **Apply**.
8. Enter the required values in the *Additional Details* area.
9. Select **Save**.
10. To remove a defendant from the brief, right-click it > Select **Remove**.
11. To see a defendant entity, right-click it > Select **View Entity**.
12. Use the Up or Down icons to change the order of the defendants listed.



Add a Victim to a Brief of Evidence

1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Parties** tab.
4. Select the **Victims** tab.
5. Select the Add New Victim icon or right-click in the *Parties* area > Select **New**.
6. Use the **Select Type** drop-down to filter the types of entities displayed.
7. Use the Select icon to specify one or more victims for the brief > Select **Apply**.

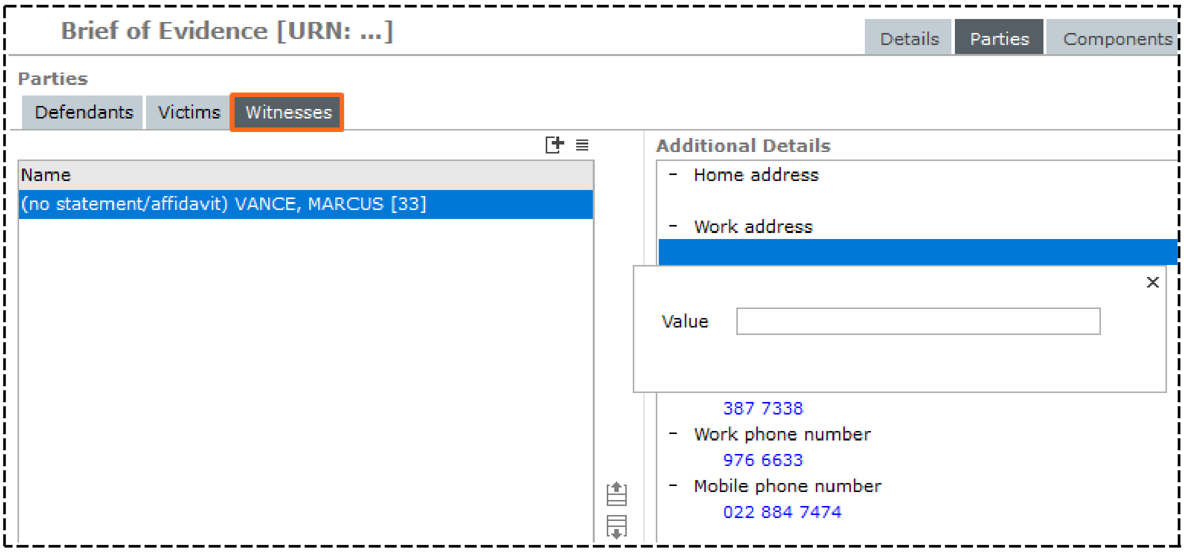
   A victim can be a person or an organisation in the case.
8. Enter the required values in the *Additional Details* area.
9. Select **Save**.



Add a Witness to a Brief of Evidence

1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Parties** tab.
4. Select the **Witnesses** tab.
5. Select the *Add New Witness* icon or right-click in the *Parties* area > Select **New**.
6. Use the **Select Type** drop-down to filter the types of entities displayed.

   A witness can be any person associated with a case or any user who has access to the case.
7. Use the Select icon to specify one or more witnesses for the brief > Select **Apply**.
8. Enter the required values in the *Additional Details* area.
9. Select **Save**.



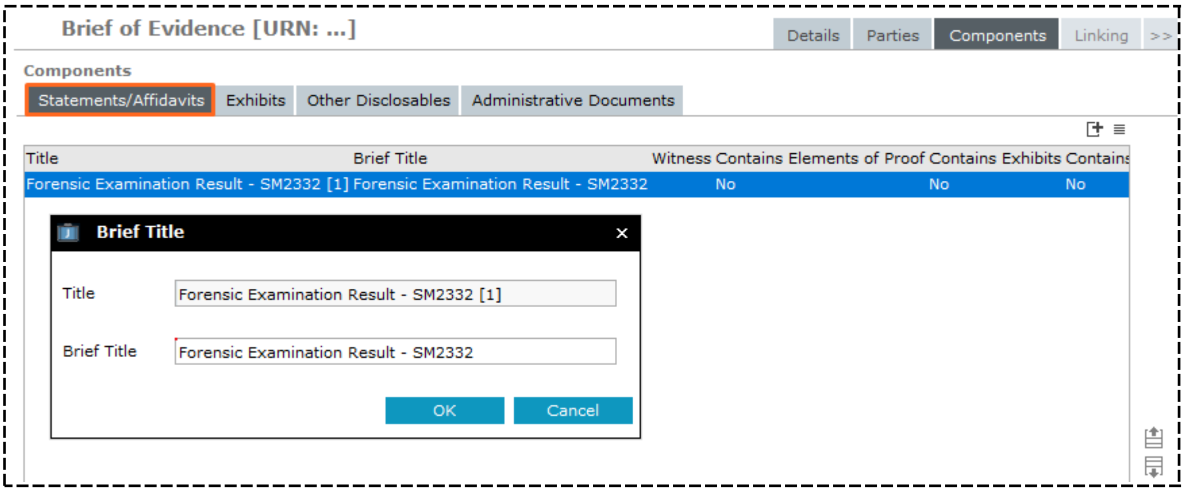
Components

A brief of evidence contains the following components:

- Statements / Affidavits
- Exhibits
- Other Disclosables
- Administrative Documents

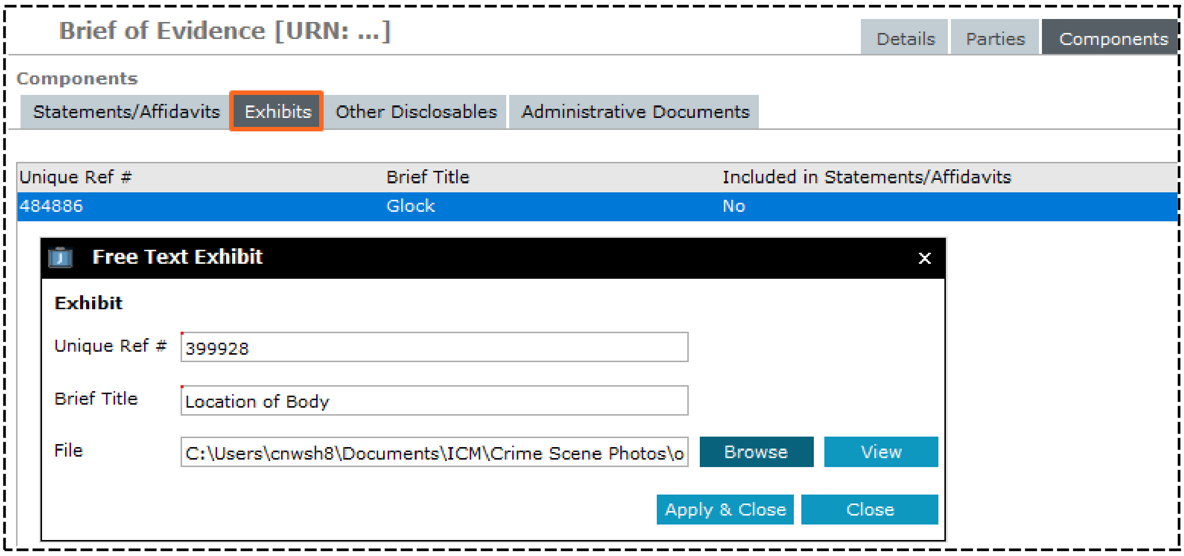
Add a Statement or Affidavit to a Brief of Evidence

1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Components** tab.
4. Make sure the **Statements/Affidavits** subtab is selected.
5. Select the Add new statement / affidavit icon or right-click in the *Components* area > Select **New**.
6. Select the required entity in the **Select Type** drop-down.
7. Use the Select icon to choose the required statements or affidavits > Select **Apply**.
8. To enter a title for the brief:
    a. Right-click a statement in the *Components* area > Select **Brief Title**.
    b. Update the titles as required.
    c. Select **OK**.
9. To access a statement, right-click it > Select **View Entity**.
10. To remove a statement, right-click it > Select **Remove**.
11. Use the Up or Down icons to sort the list of statements or affidavits.



Add an Exhibit to a Brief of Evidence

1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Components** tab.
4. Select the **Exhibits** subtab.
5. Select the Add new exhibit icon or right-click in the *Components* area > Select **New**.
6. Enter the unique reference number from the exhibit tag.
7. To enter a title for the brief in the field provided.
8. Select **Browse** to upload a file like a photo to the exhibit.
9. Select **Apply & Close**.
10. To open an exhibit, right-click it > Select **View Exhibit**.
11. To remove an exhibit, right-click it > Select **Remove**.
12. To edit an exhibit, right-click it > Select **Edit**.

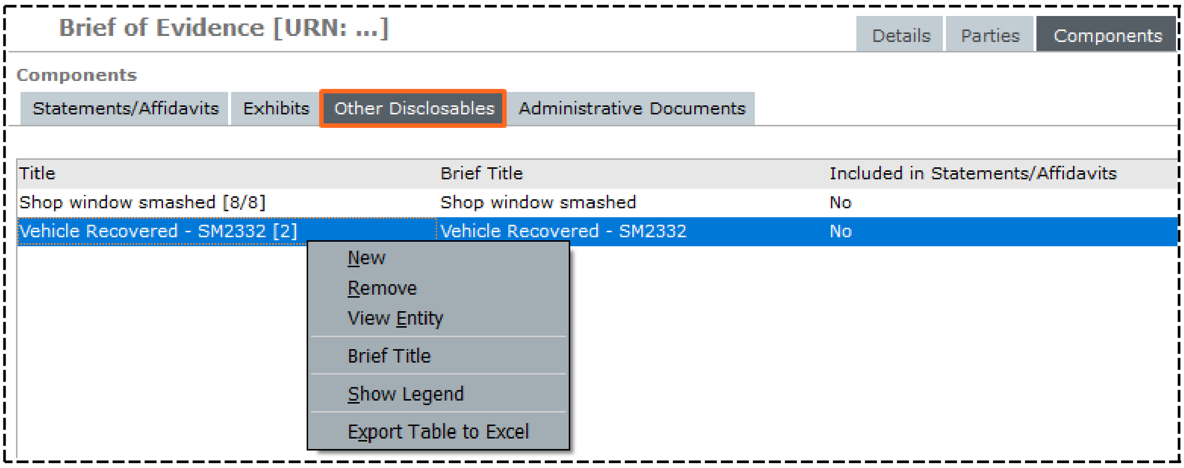


Add Other Disclosables to a Brief of Evidence

Other disclosables include additional electronic documents that can be disclosed to the defence.

To add other disclosables to a brief of evidence:

1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Components** tab.
4. Select the **Other Disclosables** subtab.
5. Select the ***Add new other disclosable*** icon or right-click in the *Components* area > Select **New**.
6. Select the required entity in the **Select Type** drop-down.
7. Use the Select icon to choose the required statements > Select **Apply**.
8. To enter a title for the brief:
    a. Right-click an entity in the *Components* area > Select **Brief Title**.
    b. Update the titles as required.
    c. Select **OK**.



Manage Admin Documents in a Brief of Evidence

Admin documents are created when you generate a brief of evidence.

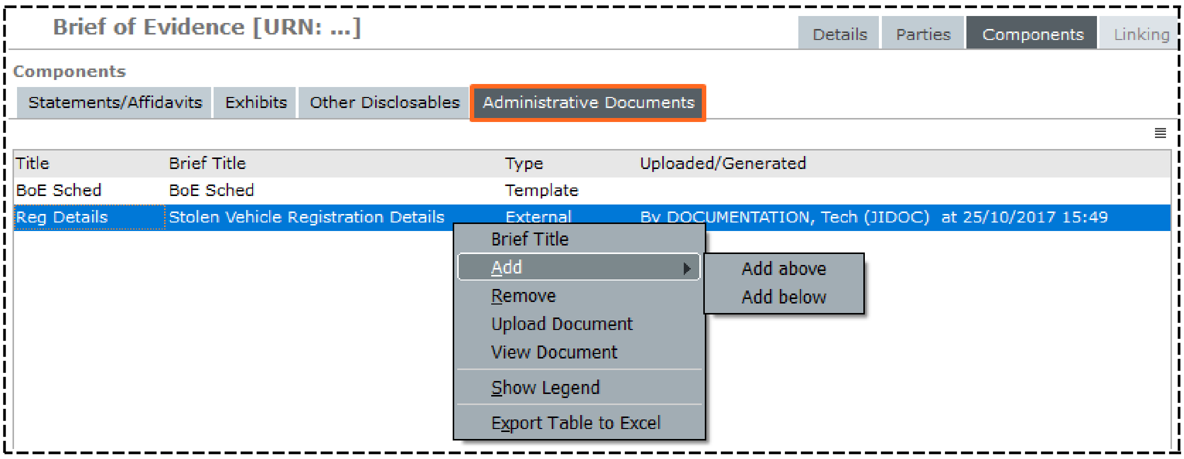
They are external documents based on templates created by your administrator.

You can change the title of an admin document while the brief of evidence is unlocked.

An external document without an attached document is listed in blue font.

To manage admin documents in a brief of evidence:

1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Components** tab.
4. Select the **Administrative Documents** subtab.
5. To upload a new external document:
    a. Right-click in the *Components* area > Select **Add** > Select **Add above** or **Add below** depending on the order you need for the documents.
    b. Enter titles in the fields provided.
    c. Select **Browse** to locate and select the required document.
    d. Select **Apply & Close**.
6. To replace an existing external document:
    a. Select the uploaded document you want to replace in the *Components* area.
    b. Select **Upload Document**.
    c. Select **Browse** to locate and select the replacement document.
    d. Select **Apply & Close**.
7. To remove an uploaded document, right-click it in the *Components* area > Select **Remove**.



Linking Components

Linking is based on statements.

Each statement must:

- Support the prosecution case
- Be linked to a witness
- Be linked to a disclosable document like an element of proof or exhibit

Link a Statement to a Witness

1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Linking** tab.
4. Select a witness.
5. Select **Save**.

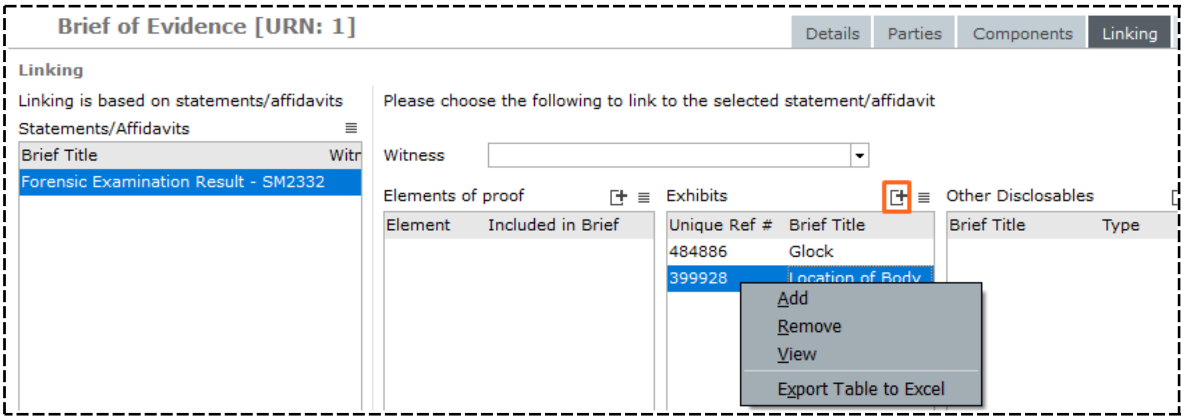
Link a Statement to an Element of Proof

1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Linking** tab.
4. Select a statement.
5. Select the Link element of proof icon or right-click in the *Elements of proof* area > Select **Add**.

   You'll only see elements of proof that are associated with offence codes that are part of offences that are included the in brief.
6. Use the Select icon to select the required element of proof > Select **Apply**.
7. Select **Save**.

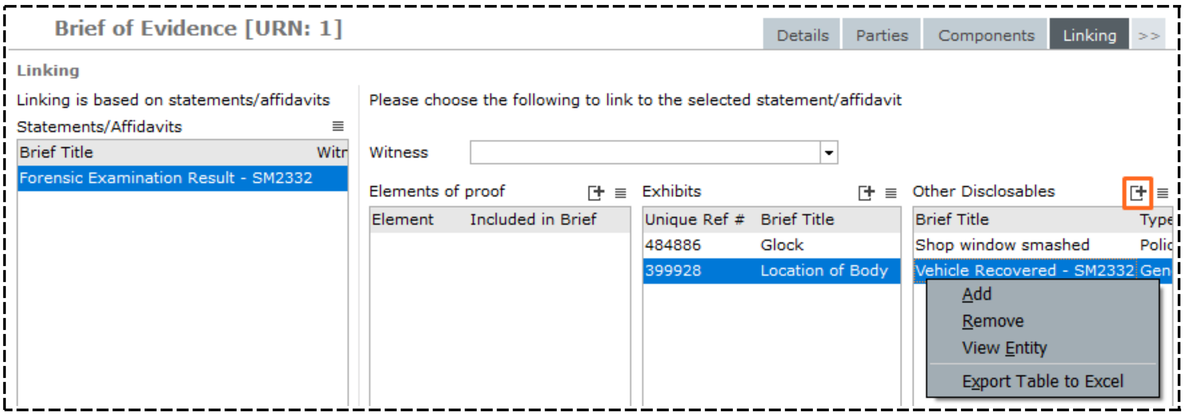
Link a Statement to an Exhibit

1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Linking** tab.
4. Select a statement.
5. Select the Link exhibit icon or right-click in the *Exhibits* area > Select **Add**.
6. Use the Select icon to select the required exhibit > Select **Apply**.
7. Select **Save**.



Link a Statement to an Other Disclosable

1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Linking** tab.
4. Select a statement.
5. Select the Link Other Disclosable icon or right-click in the *Other Disclosables* area > Select **Add**.
6. Use the Select icon to select the required other disclosable > Select **Apply**.
7. Select **Save**.



Completing a Brief of Evidence

A brief of evidence normally contains a disclosure certificate. This is an external document which you can upload under **Components** > **Administrative Documents**.

You can generate a brief while it is still being developed. This enables you to review it more easily as a generated set of PDF documents.

When all data has been collected and entered into the brief, it can be set as **Completed**. The brief can then be generated.

Make sure a brief is correct before you generate it.

Check that the:

- Defendants have been selected.
- Defendants have address and contact details.
- Witnesses have been selected.
- Witnesses have address and contact details.
- Any victims selected have address and contact details.
- Offences and charges have been included.
- All witnesses are associated with at least one statement.
- All exhibits are associated with at least one statement.
- All additional documents (other disclosables) are associated with at least one statement.
- All elements of proof are associated with at least one statement.
- All statements are associated with a witness and an element of proof.

  Items in lists that have links to other items are displayed in green.

  This makes it easier to see any items that need more work.

Generate a Brief of Evidence

Generating a brief of evidence creates a set of PDF documents in a folder you specify.

This folder will contain:

- A set of admin documents based on the administrative document templates your administrator has set up.
- All statements and other documents you have included and linked.

To generate a brief of evidence:

1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Components** tab.
4. Select **Save**.
5. Select **Complete** > Select **Yes** to confirm.
6. Select **Generate**.
7. Select **Browse** to specify where you want to generate the brief.
8. Select **Generate** > Wait until the progress bar reaches 100% > Select **OK.**
9. Navigate to the folder you specified to see the brief of evidence schedule and associated documents.

   *To resume work on the brief, select **Reopen**.*

REPORTS

This section explains how to generate reports using the data stored in ICM.

Export Data as a Word Report

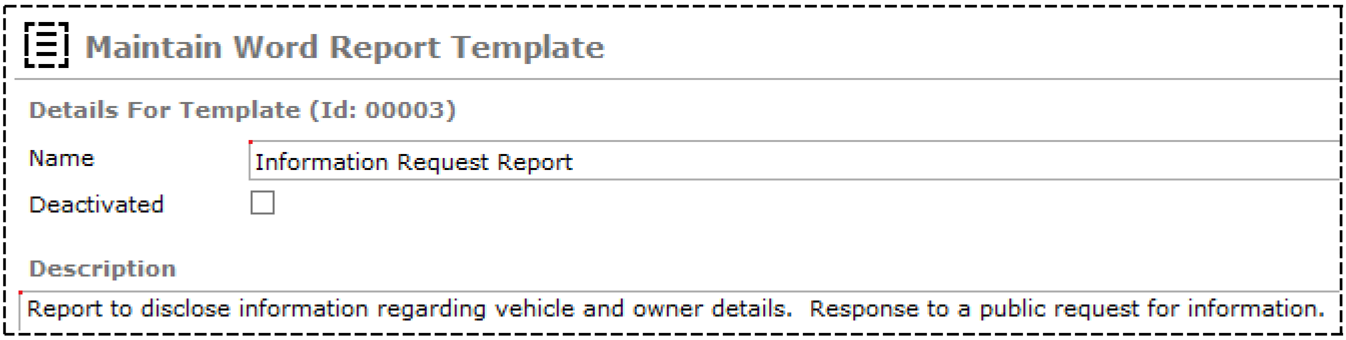
You can export information about entities in ICM as a Microsoft Word report.

Each report is defined by your agency. It's based on a template containing user-defined bookmarks.

When you generate a report, these bookmarks are replaced with information about entities contained in the database.

If you have the required permission, you can create and manage Word templates.

This setting is under **Admin** > **Templates** > **Bookmarked Word Reports**.

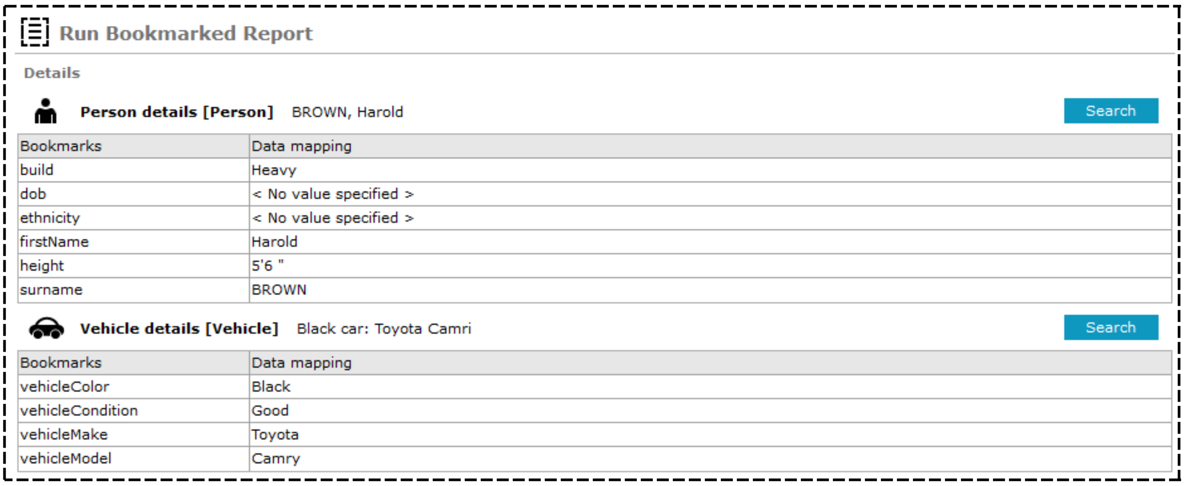


Send Data in ICM to a Word Report

1. Select **Reporting** > **Word Reports**.
2. Enter search words in the field provided.
3. Select **Search**.
4. Double-click a report to open it.

   Each table heading corresponds to an entity you can include in the exported report.

   The entity data generated is determined by the template associated with the selected Word report.
5. Drag an entity you want included in the report from the *Recent* or *Favourites* section of the Navigator to the applicable data mapping column.
6. Select **Search**.
7. Enter your search words in the field provided.
8. Select **Search**.
9. Select the entity > Click **Select**.
10. The selected entity and mapped data displays in the table under the bookmark heading.
11. Once you have mapped all the required entities to bookmarks, click **Run**.
12. Specify where you want to save the report > Select **OK**.
13. Edit the report as required.



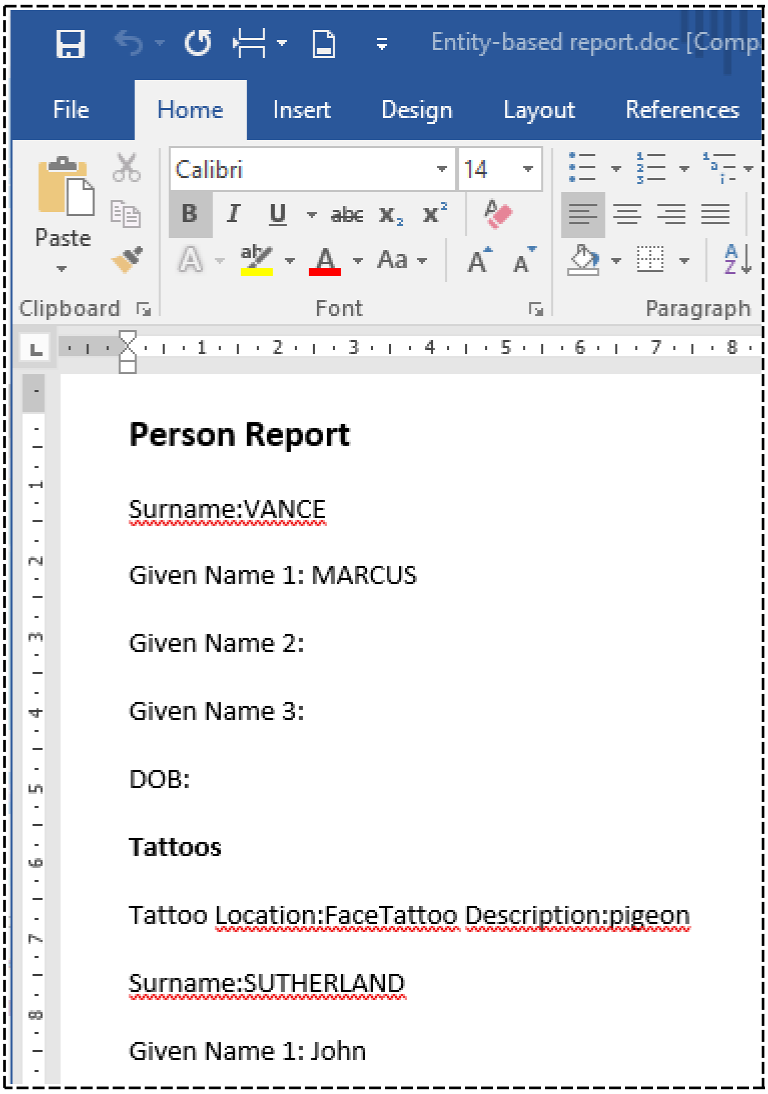
Generate an Entity-based Report

You can use an entity-based report to see entities that are associated with a case.

To run an entity-based report your administrator must have set up a Word template with bookmarks. The entity data will be mapped to these bookmarks.

To generate an entity-based report:

1. Open the required case.
2. Select the Overflow >> tab > Select **Run Entity-Based Word Report**.
3. Select the required template.
4. Select **Browse** to locate and select the location for the report > Enter a name for the remove in the field provided > Select **Save**.
5. Select **Run**.



SETTINGS

This section explains how to use system and admin features like time zones and reminders.

The Admin Guide provides more detail on using advanced features of ICM.

Time Zones

Time zones affect how dates and times are stored.

When you enter a date or time, the default time zone specified for your workstation is used. This displays on the System menu.

If you enter information that relates to a different time zone, you can specify a different time zone for that data only. Doing this doesn't change the time zone on your workstation.

Change the Default Time Zone

Having the correct time zone makes sure the times you enter correspond to the times stored in the database.

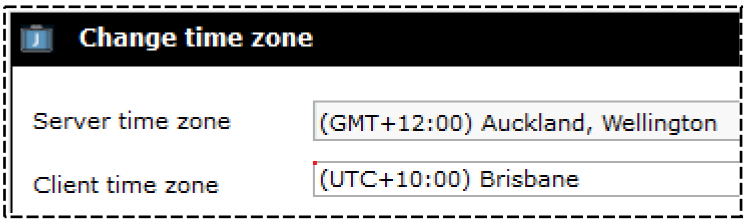
You should not have to change your default time zone often.

But if you do need to change it and your system is configured to allow multiple time zones:

1. Close any items you have open.
2. Select your time zone in the **Client time zone** drop-down > Select your time zone.

   It should match the time zone of your workstation.

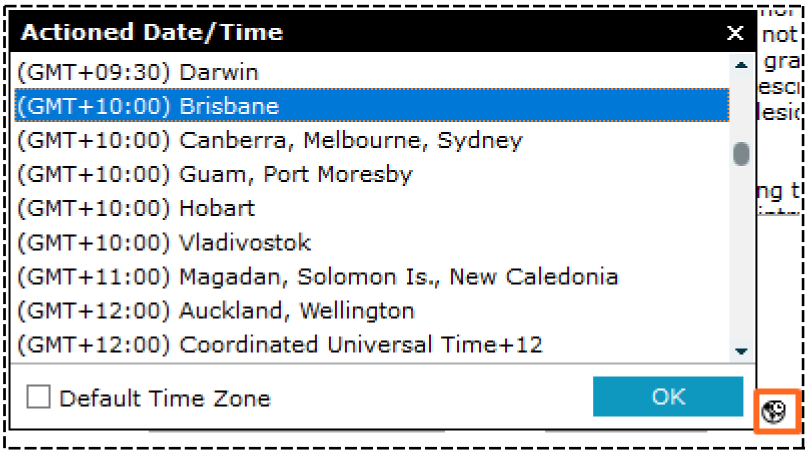
   But it can be different from the server's time zone.
3. Select **OK**.



Change the Time Zone for a Data Entry

1. Select the Time zone icon beside the date or time field.
2. Select the time zone that applies to the information you're entering.

   *Select the **Default Time Zone** checkbox to return to your default time zone.*
3. Select **OK** to save your new time zone.



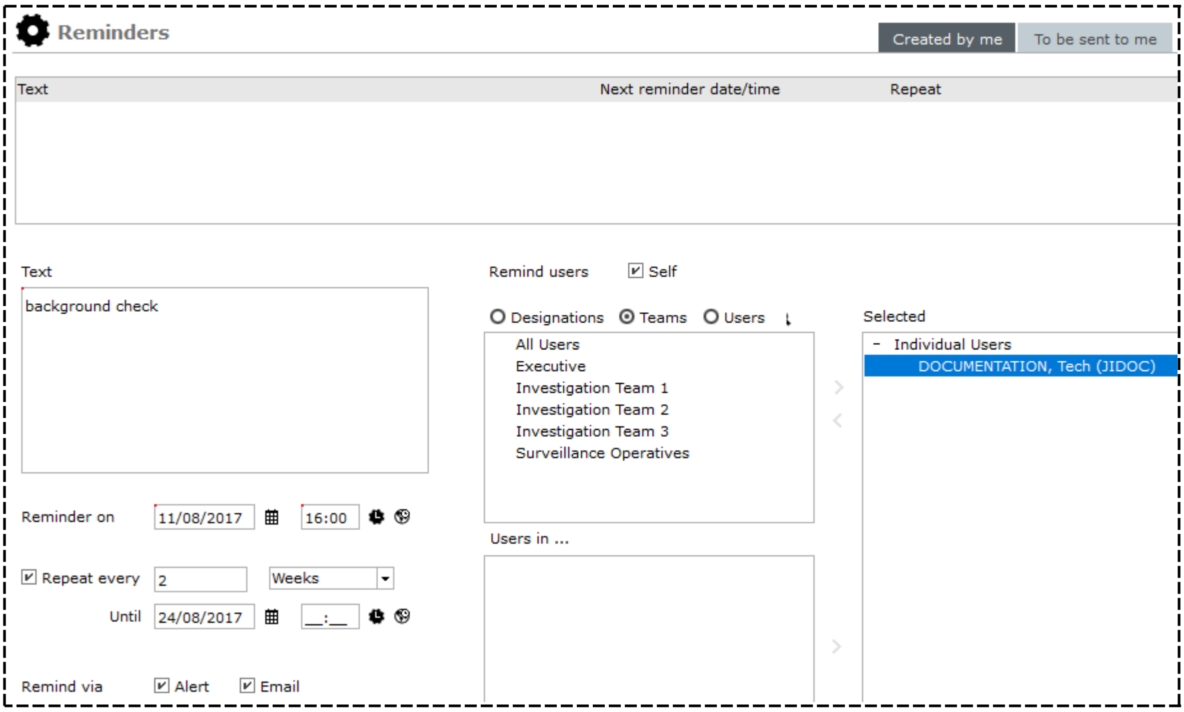
Reminders

You can schedule one-off or recurring reminders. You can do this for yourself or other members of your agency.

Set or Remove a Reminder

1. Select **System** > **Reminders**.
2. Select the **New** button.
3. Enter the reminder you want to display in the **Text** field.
4. Set a date and time for the reminder in the fields provided.
5. Set the reminder to repeat:
   - Select the **Repeat every** checkbox.
   - Use the fields provided to specify how often you want the reminder to repeat.
   - Use the fields provided specify when the reminder should stop repeating.

     Leave these fields blank if you want the reminder to continue indefinitely.
6. Select the **Alert** or **Email** checkbox to specify the format for the reminders.
7. Specify who the reminder should be sent to:
   - Select the **Self** checkbox if you want the reminder sent to yourself.
   - Select designations, teams, and users you want to send the reminder to.
8. Select **Save**.



Triggers

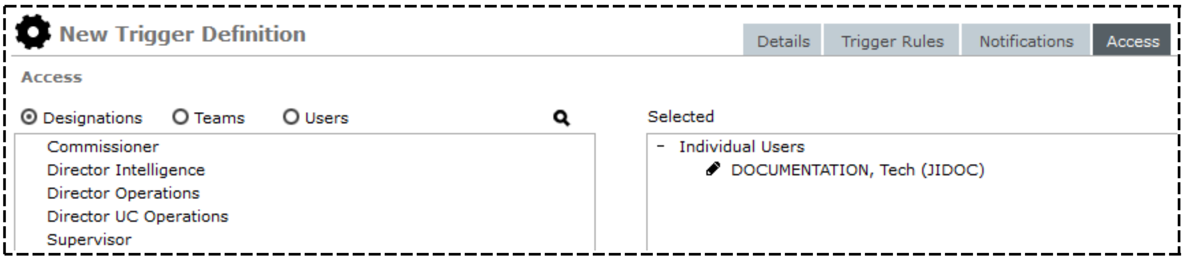
You can use triggers to receive notifications when specific changes are made in ICM.

For example, someone in your organisation want to receive an email when a case is created.

Set up a Trigger

1. Select **System** > **Triggers**.
2. Select the **New** button.
3. Enter a meaningful title for the trigger.
4. Enter a description about what the trigger does.
5. Use either of these methods to specify when a trigger should expire:
   - Enter a date in the field provided.
   - Select the Calendar icon > Select a date > Select **OK**.

   *If you don't want the trigger to expire, select the **Never expires** checkbox.*
6. To deactivate the trigger, select the **Deactivated** checkbox.
7. Save your changes.



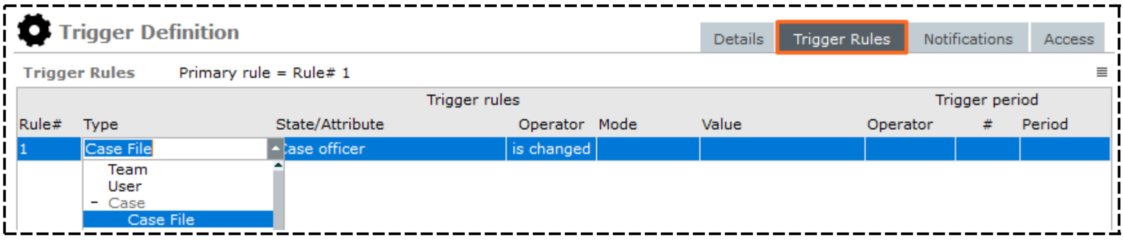
Set up a Trigger Rule

A trigger needs one or more rules. These control what you'll be notified about.

For example, you might want someone in your organisation to be notified if a user changes the case officer for a case.

1. Select **System** > **Triggers**.
2. Select the trigger you want to edit.
3. Select **Edit**.
4. Select the **Trigger Rules** tab.
5. Use either of these methods to create a rule:
6. Right-click in the *Trigger Rules* area or select the Options ≡ icon > Select any of these options:
   - **Add Rule**
   - **Insert Rule Above**
   - **Insert Rule Below**
7. Select the drop-down in the **Type** field > Select the type of thing you want triggered.
8. Double-click the **State/Attribute** field > Select the state or attribute for the thing you want triggered.
9. Select the drop-down in the **Operator** field > Select the required option.

   To specify how long the trigger should remain in use, select either of these options:
   - **Continuous** to keep the trigger active (until it expires).
   - **One-shot** to deactivate the trigger after it has sent one notification.



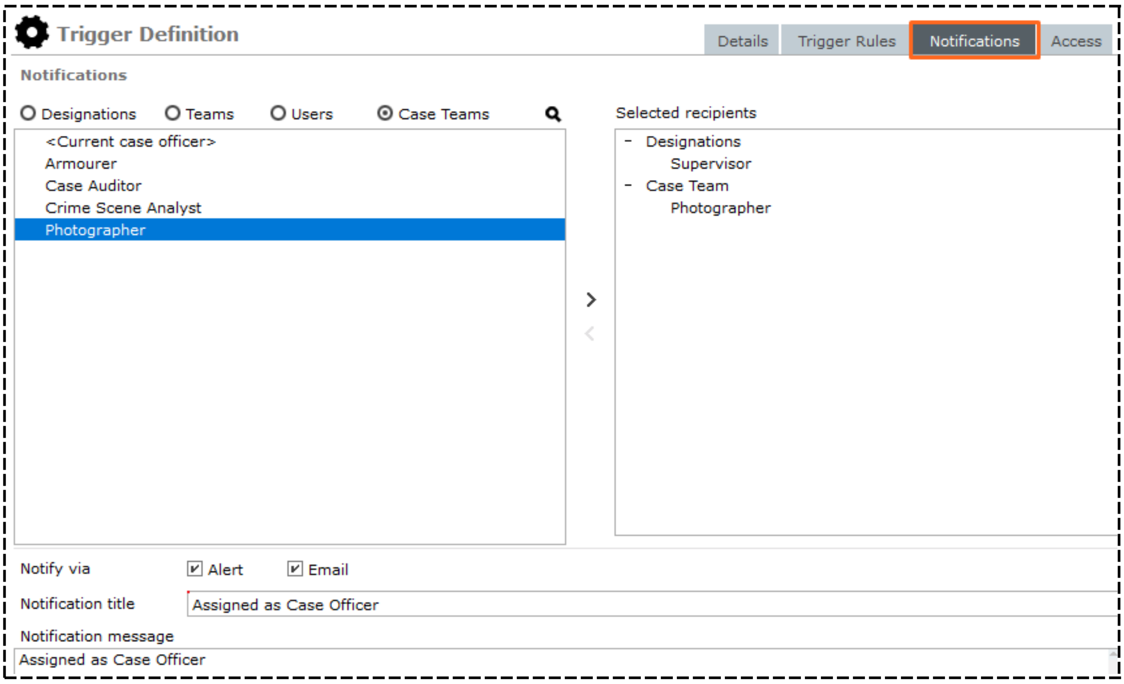
Specify Who Can See or Edit a Trigger

1. Select **System** > **Triggers**.
2. Select the trigger you want to edit.
3. Select **Edit**.
4. Select the **Access** tab.
5. Use the Selection arrows to change who can access this trigger.
6. Toggle either of these icons beside a selected user to specify whether they can view or edit the trigger:
   - View icon
   - Edit icon

Specify Who Gets Notified about a Trigger

1. Select **System** > **Triggers**.
2. Select the trigger you want to edit.
3. Select **Edit**.
4. Select the **Notifications** tab.
5. Select one or both of these checkboxes to specify how the selected recipients will be notified about a trigger:
   - **Alert** – They will see an alert in the Navigator.
   - **Email** – They will get an email.

3. Enter a title for the notification in the field provided.
4. Enter a message about the notification in the field provided.



Specify a User's Resource Information

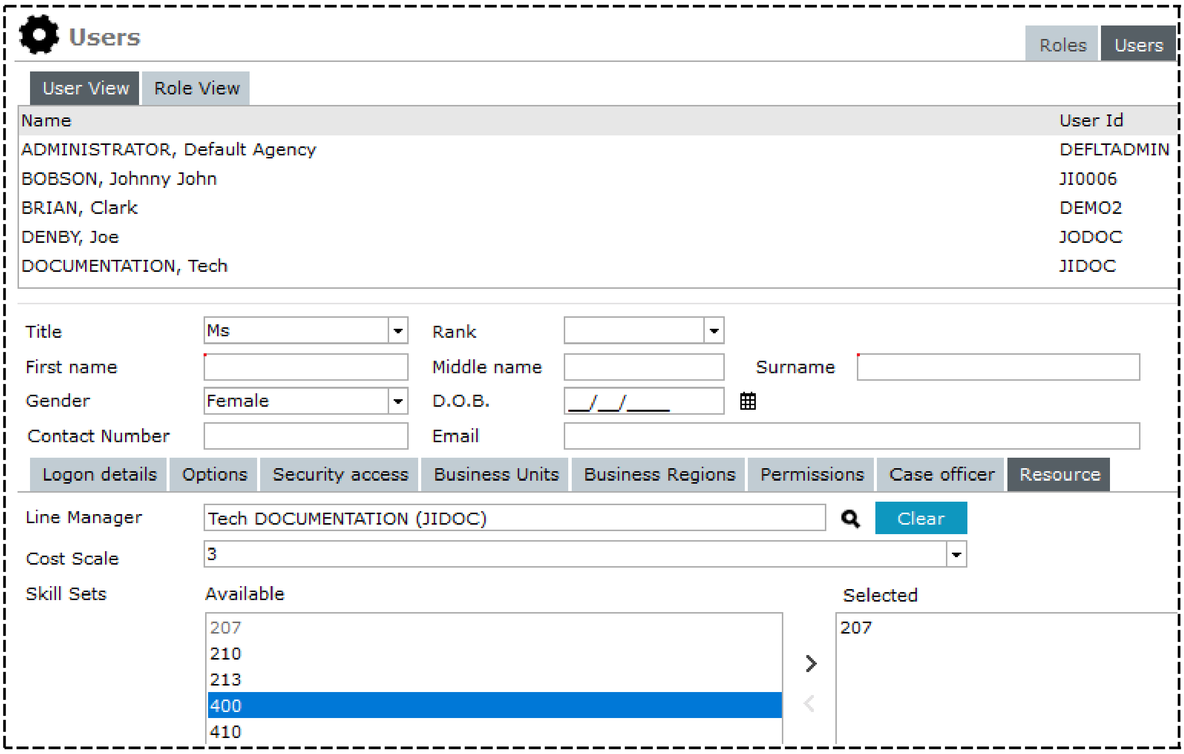
You can use the resource management feature to record each user’s set of skill sets, rank, and cost scale.

You can see this information as a resource summary for cases.

Managers can use this information to assess whether adequate resources are available for an investigation.

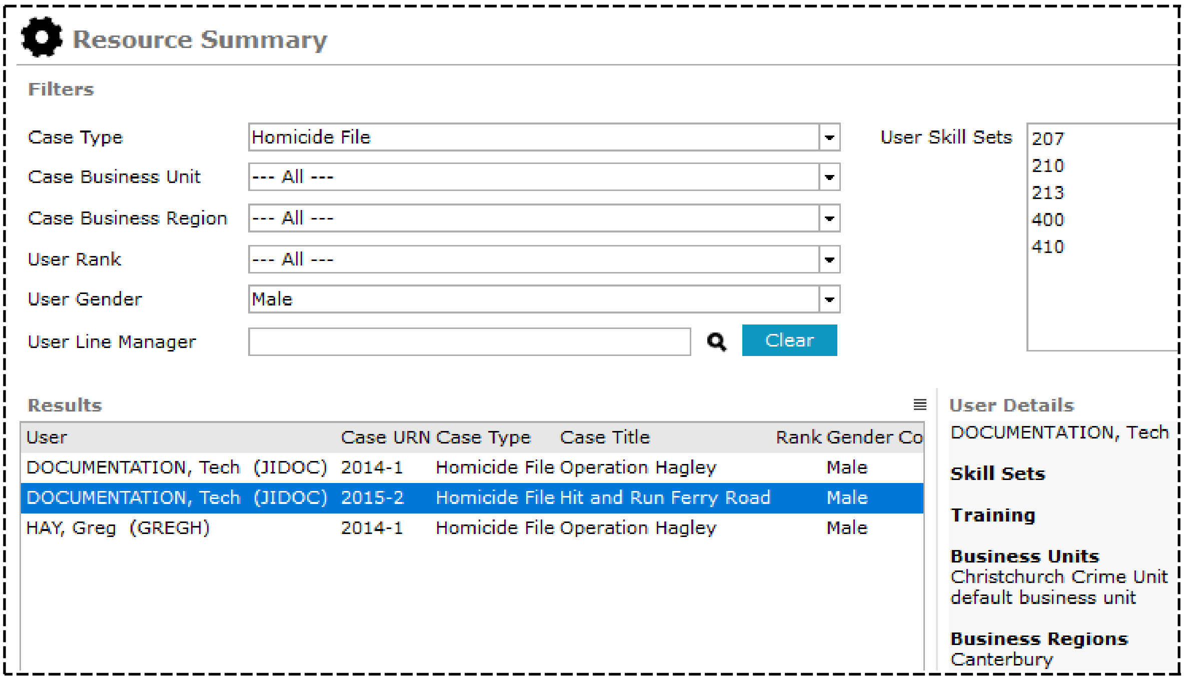
To set a user's resource information:

1. Select **Admin** > **Security** > **Users**.
2. Select the user you want to enter resource data for.
3. Select the appropriate rank from the drop-down provided.
4. Select the **Resource** tab.
5. Specify a line manager:
   - Select the Search icon beside the **Line Manager** field.
   - Find and select the line manager.
   - Select **OK**.



Access the Resource Summary

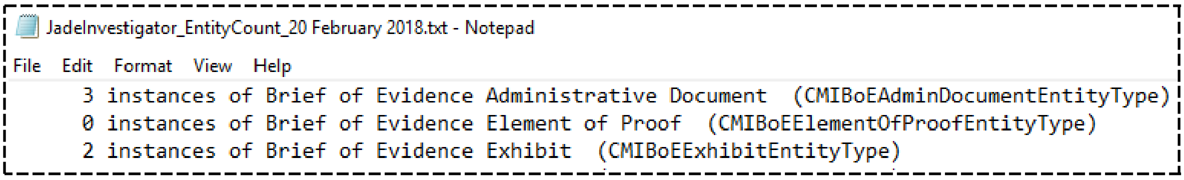
1. Select **Cases** > **Resource Summary**.
2. Select any other filters you want to apply.
3. Select **Save**.



Count the Entities in ICM

To see how many entities you have in ICM:

1. Select **Admin** > **System** > **Entity Count**.
2. Save the text file to your computer or a network location.
3. Open the text file to see details about the entities you have in ICM.



Glossary

Active Search	An active search is a search you set up for a type of entity. It runs automatically whenever the type of entity you specified is created or changed.
Attribute	An attribute describes the characteristics of a source entity or tangible entity. For example, a person's attributes could be hair colour, eye colour, and height. Fixed or hard attributes are always associated with an entity. You can't remove them. Other, soft attributes can may be removed if they are no longer required.
BOE	Brief of Evidence.
Case Note	A description of one investigative activity in a case and its result.
Content Source Document (CSD)	Collective term for case notes, information reports, incident reports, tasks, and task results.
Continuity	Direction of travel for property item, for example a gun might be moved from one location to another. This movement is referred to as continuity.
Cover tab	First page of disclosure schedule that links to the PDFs within it.
Designation	A group of users specified by your organisation.
ERP	Entity Relationship Path.
External source entity	Source entity not linked to a case.
Fictitious Entity	This is an entity that seems to exist in the real world but it doesn't really. For example, a person might give you an address that doesn't exist. You can record the address as fictitious.
Form	An item you open in ICM.
Hotspot	A clickable area of an image.
Identifying image	Image used to identify an entity under its Images tab.
Involvements	A tangible entity's involvement in a case.
Jurisdiction	The territory covered by a legal authority.
Keyword Delimiters	Characters that show the start or end of a keyword.
LDAP	Lightweight Directory Access Protocol

LOE	Line of Enquiry.
Markup	Adding content to a document.
Media Entity	A tangible entity. Examples include video and audio files.
Navigator	Panel on left of ICM that provides quick access to frequently used areas of the software such alerts, favourites, and recent item.
NEE	Named Entity Extraction
Redact	Hide sensitive content on a document.
Relationships	Relationships are named connections between entities. They can contain date and time information.
Soundex	A type of search that retrieves words that sound like your search words (as well as exact matches of the search word).
Source Entity	A source entity contains abstract information. Examples of source entities in Investigator include cases, case notes, tasks, task results, information reports, and incident reports.
Stored Search	Some types of searches allow you to store your results in ICM so you can refer to these later.
System Entity	A type of source entity or a tangible entity provided in ICM. You can use these entities to create your own types of entities.
Tangible entity	A tangible entity is attached to a source entity. It contains information about things that relate to an investigation. Examples include people, agencies, vehicles, locations, contact numbers, transactions, events, weapons, documents, images, videos.
URN	Unique Reference Number.
Waypoint	Fixed location managed by a global positioning system (GPS). A waypoint has a specified longitude and latitude.
Wild card	A character that will match any character or sequence of characters in a search.