



# Investigations Case Management User Guide

VERSION 6.1

**jade**<sup>™</sup>

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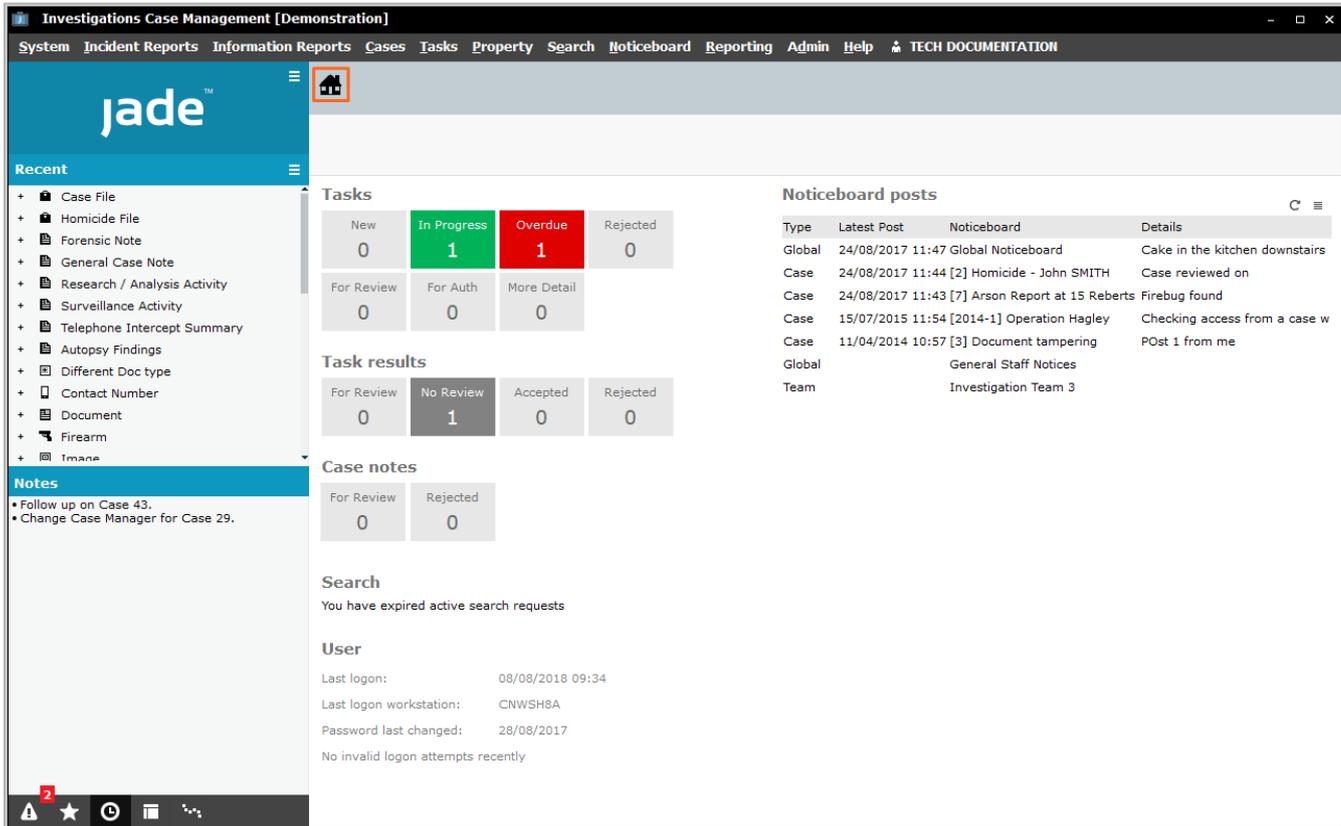
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# OVERVIEW

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.

### System Settings

Options Security Agency Backup & Housekeeping

**Options**

Database ID   Laptop system

Environment

Application name

Language

Contact number format

Max image or document size  MB

Max email attachment size  MB

Media attachment directory

Hide no access results on searches

Allow source entities directly added to case  (Allow source entities to be introduced directly into a case v

Single source entity relationship  (Allow only one relationship type to be configured between

Include default source entity relationship  (Include the system default relationship type 'references' <

Enable Phase and Line of Enquiry feature  Phase/LOE/Review/Disclosure collapsed by default

View Word file as PDF  (Clicking view button for a document entity will display a P

Display Entity URN  For Contact Number, Location

Show user details on attributes with history

Hide the 'Outlook' tab on all forms

Allow case centric storage locations

**Help Options**

Help file base URL

Help index page

## 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**.



**INVESTIGATIONS CASE MANAGEMENT**  
Version: 6.1.0 (Build 01)

User ID

Password

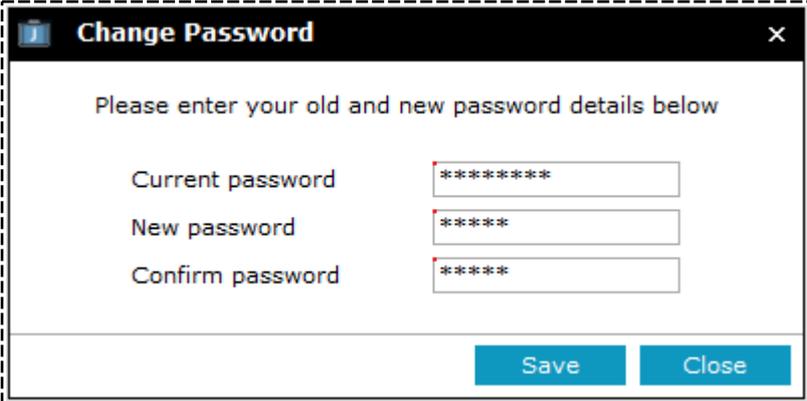
jade™

## 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 Password** ×

Please enter your old and new password details below

Current password	*****
New password	*****
Confirm password	*****

Save Close

## 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.

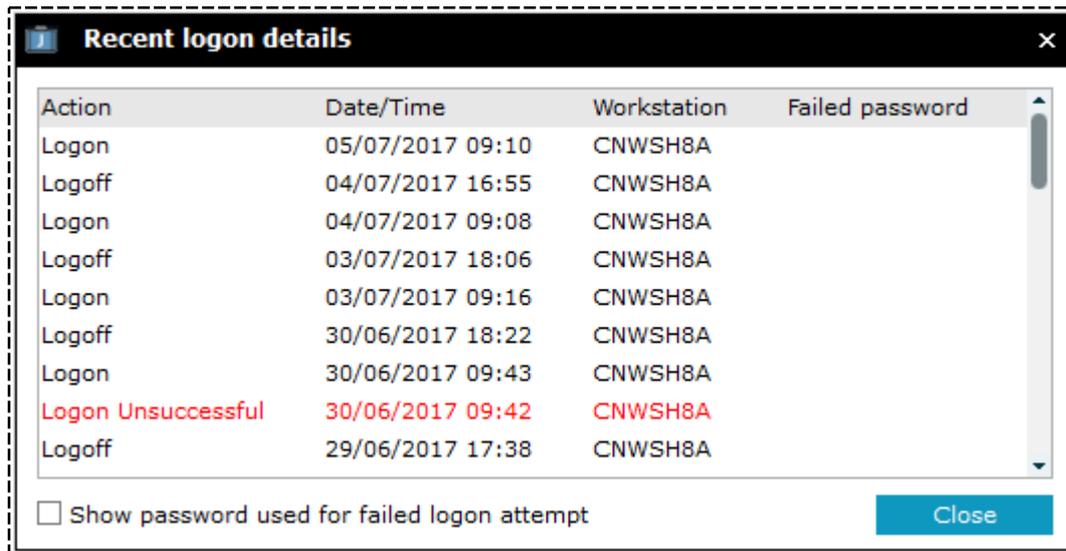
To change the password for another user:

1. Select **Admin > Security > Change Another User's Password**.
2. Enter your password in the field provided > Select **OK**.
3. Select the Search **Q** 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**.

The image shows two overlapping windows from a software application. The top window is titled "Reset password for another user" and contains three input fields: "Usercode" with the value "JI0006", "Password", and "Confirm password". A search icon (magnifying glass) is positioned to the right of the "Usercode" field. At the bottom right of this window are "Save" and "Cancel" buttons. The bottom window is titled "Select User" and features a search bar with the letter "m" entered. Below the search bar is a list of user entries: "Migration, (MIGRATE)", "BRIAN, Clark (DEMO2)", "DOCUMENTATION, Tech (JIDOC)", "MASON, Robert (DEMO1)", "MCDONALD, Shirley (CNWSAS1)", "THOMPSON, Greg (DEMO3)", and "USER, Demo (JI0005)".

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

Record images of entities	<p>Open an entity and upload an image to associate it with the entity.</p> <p>An image is saved as an image entity.</p> <p>One image can be related to several entities.</p>
Record information that relates to a different time zone	<p>Select the time zone icon beside the date or time control in which you want to record information from another time zone.</p> <p>See <a href="#">Time Zones</a>.</p>
Search for Information	<p>Search entity types, cases, case notes, information reports, and specific entity types for the information you need.</p> <p>See <a href="#">Searching</a>.</p>
Receive an alert when another user updates or looks at an entity	<p>Place a watch on any entity. When a user interacts with the entity in a particular way, you receive an alert.</p> <p>See <a href="#">Watches</a>.</p>
Combine information	<p>Use any of these methods to collate intelligence:</p> <ul style="list-style-type: none"><li>■ Search for entities that are directly or indirectly related. See <a href="#">Search for Related Entities</a>.</li><li>■ Use entity relationship diagrams to see graphical representations of related entities. See <a href="#">Diagramming</a>.</li><li>■ Use convergence searching to find common entities related to case notes, information reports, tasks, and task results. See <a href="#">Case Note Convergence</a>.</li></ul>

## 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:

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

## Home Screen

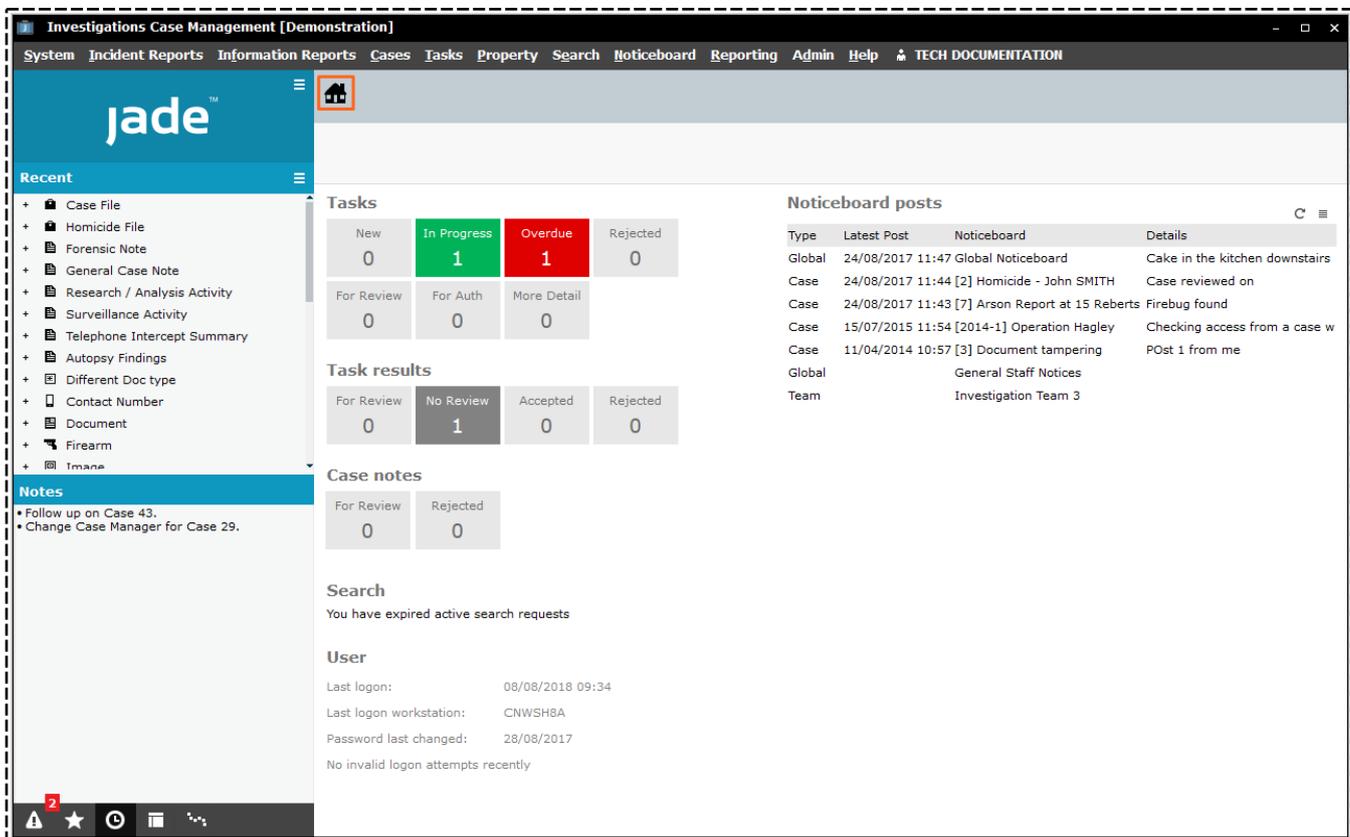
The screen that displays when you first log on to ICM shows information about:

- 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.



**Investigations Case Management [Demonstration]**

System Incident Reports Information Reports Cases Tasks Property Search Noticeboard Reporting Admin Help TECH DOCUMENTATION

**jade™**

**Recent**

- + Case File
- + Homicide File
- + Forensic Note
- + General Case Note
- + Research / Analysis Activity
- + Surveillance Activity
- + Telephone Intercept Summary
- + Autopsy Findings
- + Different Doc type
- + Contact Number
- + Document
- + Firearm
- + Image

**Notes**

- Follow up on Case 43.
- Change Case Manager for Case 29.

**Tasks**

New	In Progress	Overdue	Rejected
0	1	1	0
For Review	For Auth	More Detail	
0	0	0	

**Task results**

For Review	No Review	Accepted	Rejected
0	1	0	0

**Case notes**

For Review	Rejected
0	0

**Search**

You have expired active search requests

**User**

Last logon: 08/08/2018 09:34  
 Last logon workstation: CNWSH8A  
 Password last changed: 28/08/2017  
 No invalid logon attempts recently

**Noticeboard posts**

Type	Latest Post	Noticeboard	Details
Global	24/08/2017 11:47	Global Noticeboard	Cake in the kitchen downstairs
Case	24/08/2017 11:44 [2]	Homicide - John SMITH	Case reviewed on
Case	24/08/2017 11:43 [7]	Arson Report at 15 Reberts	Firebug found
Case	15/07/2015 11:54 [2014-1]	Operation Hagley	Checking access from a case w
Case	11/04/2014 10:57 [3]	Document tampering	POst 1 from me
Global		General Staff Notices	
Team		Investigation Team 3	

## Navigator

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

The logo section shows 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](#).

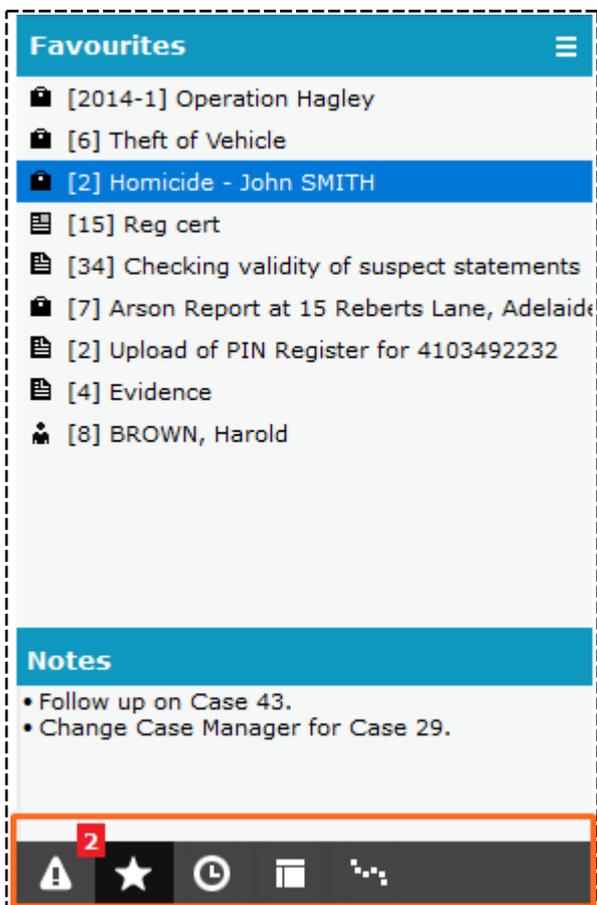
To change the pane displayed, select the appropriate icon at the bottom of the Navigator, or use the [keyboard shortcut](#).

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.



### Alerts

Category

Type

From  

To  



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**.

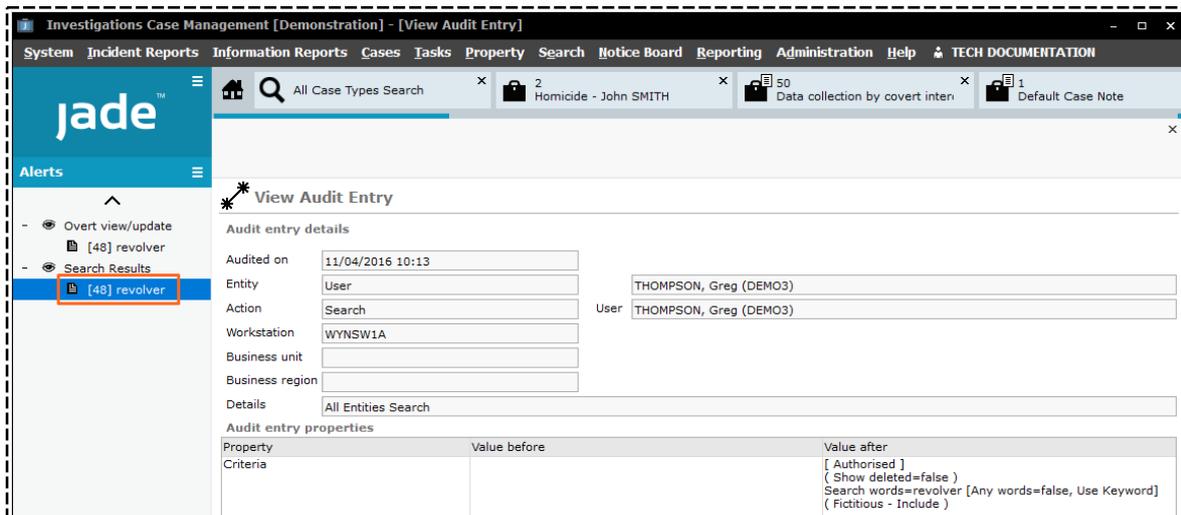
To see an alert in detail:

- 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](#).*

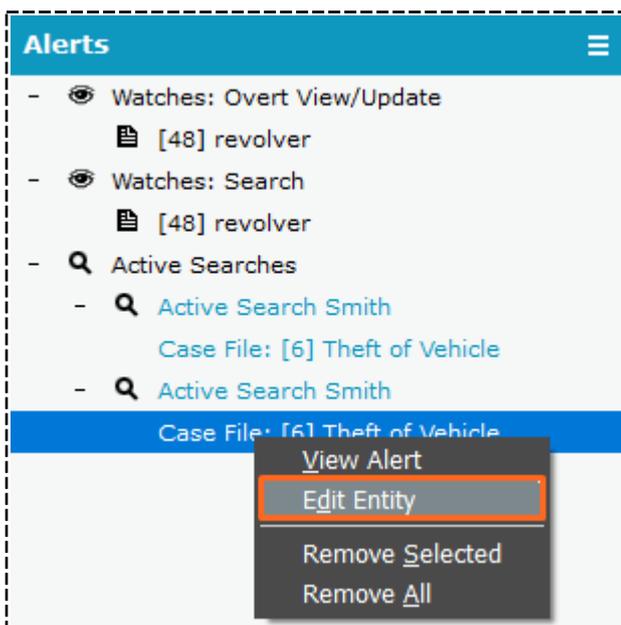
*Simply double-click to do this.*

- 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**.

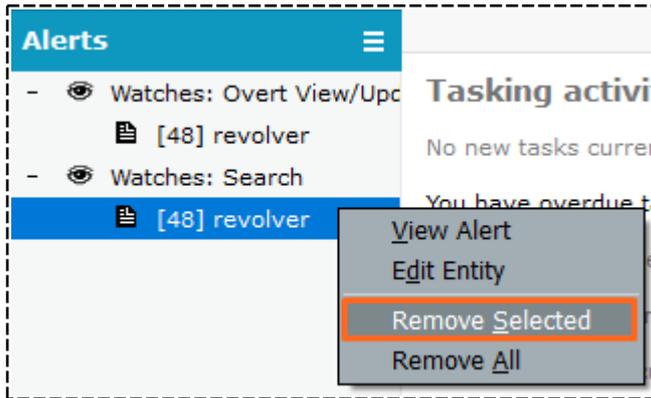


## Remove an Alert from the Navigator

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**.

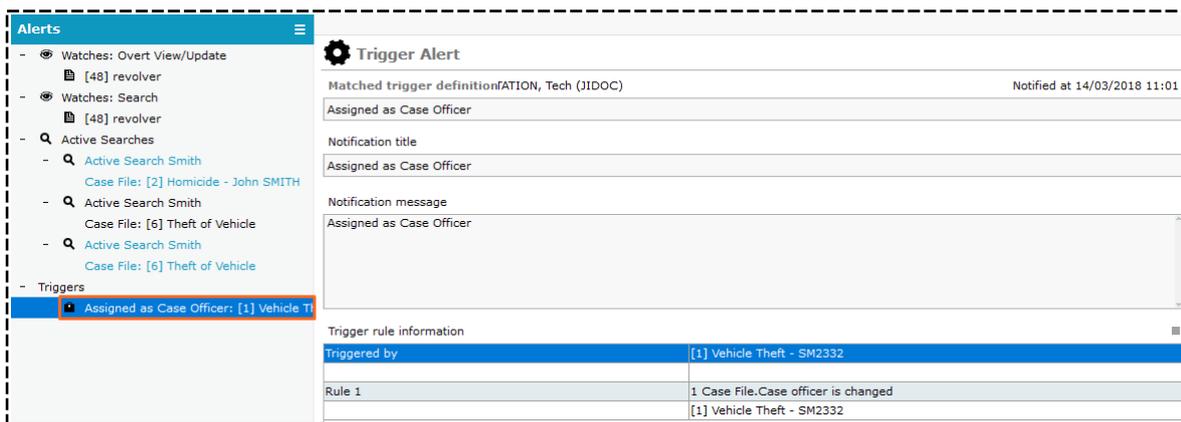
*You can also select **Remove All** to remove all alerts.*

*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**.



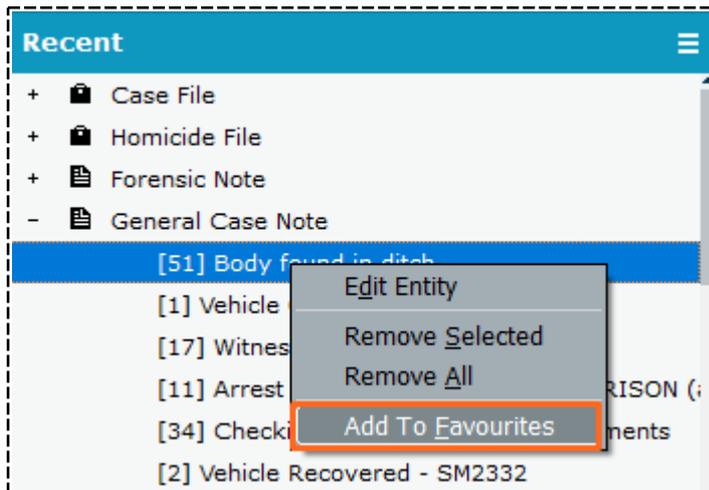
## Favourites Section

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:

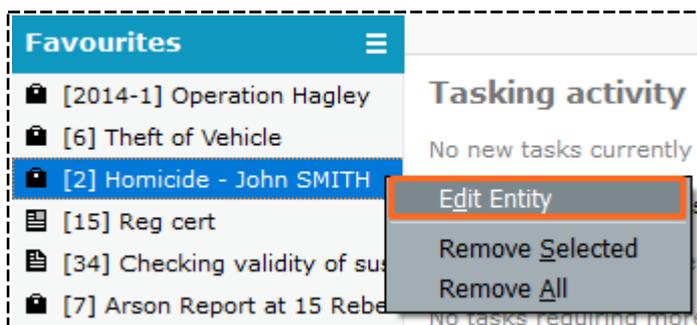
- Drag and drop an entity from a screen or your *Recent* section to the *Favourites* pane.
- Right-click an entity in the *Recent* section > Select **Add to Favourites**.



### *Open an Item from the Navigator*

Use either of these methods:

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

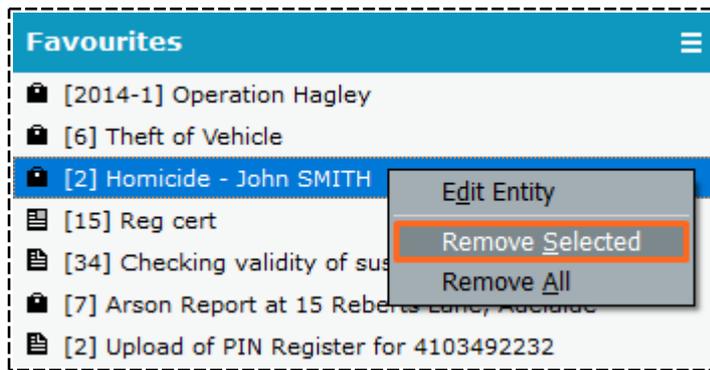


## Remove an Entity from the Favourites Section

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**.*

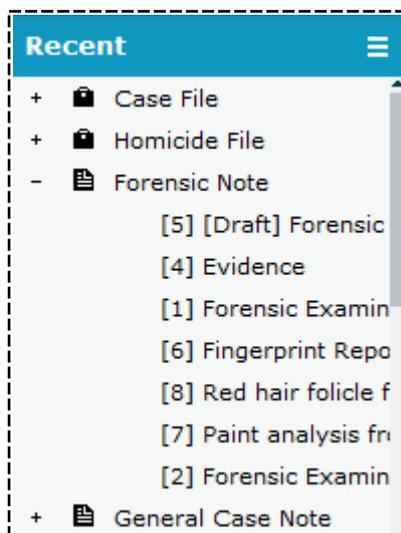


## Access the Recent Section

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

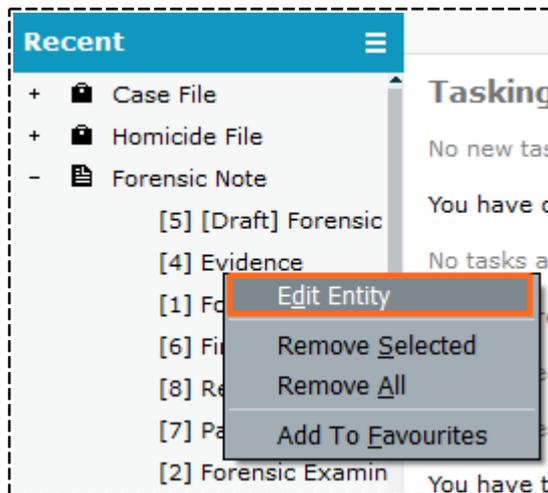
These entities are grouped by type.

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

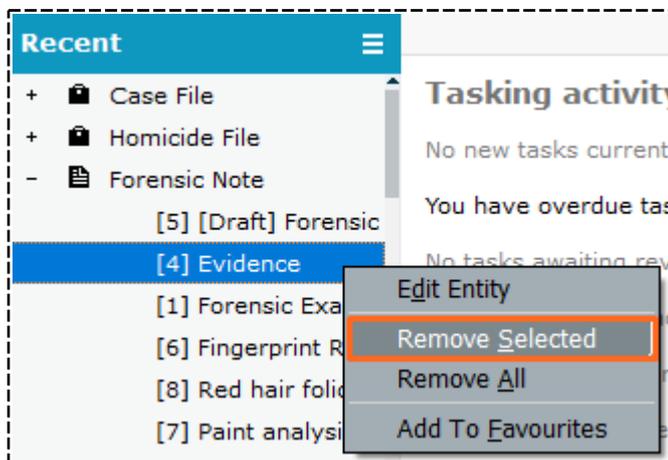
1. Select the Show Recent  icon in the bottom left corner or press **Ctrl+3**.
2. Use either of these methods to open the item:
  - Double-click the item you want to open.
  - Right-click the item > Select **Edit Entity**.



## Remove Items from the Recent Section

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

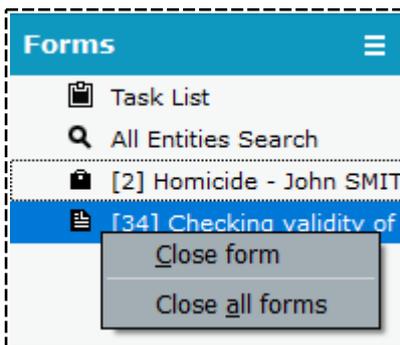
To remove all items from your recent list, right-click it in this area > Select **Remove All**.



## 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:

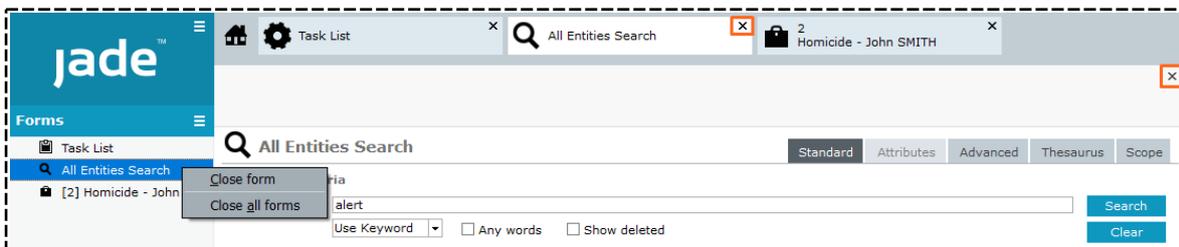
- Select the Close × icon on the tab.
- Right-click the tab > Select **Close screen**.
- Middle-click the tab.

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's 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**.



The screenshot shows the 'Entity Trail' section of the software. On the left, a tree view shows a hierarchy of entities, including 'Homicide - John SMITH' and a specific vehicle entry '123456, Black car: Toyota'. The main content area displays details for the selected vehicle, including its registration number (123456), state (Alabama), and classification. Below this, there is a table of relationships with columns for 'Relationship', 'To URN', 'Entity', and 'Start'.

Relationship	To URN	Entity	Start
Garaged At (Garage Locatio	7	Smith's Grocers 123 High Street, B	
Sighted At (Sighting For)	7	Smith's Grocers 123 High Street, B	
Recovered From (Recovery	7	Smith's Grocers 123 High Street, B	

## 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.

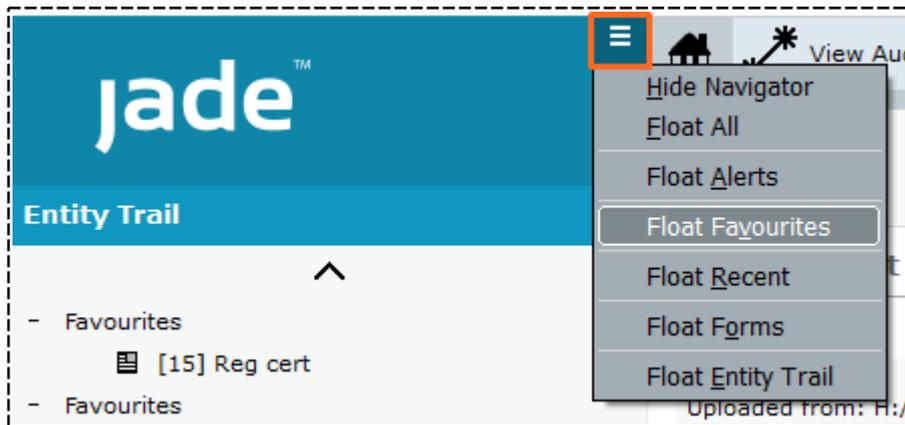
When you next log on, the sections will display the way you last arranged them – See [Preferences](#).

## 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**.

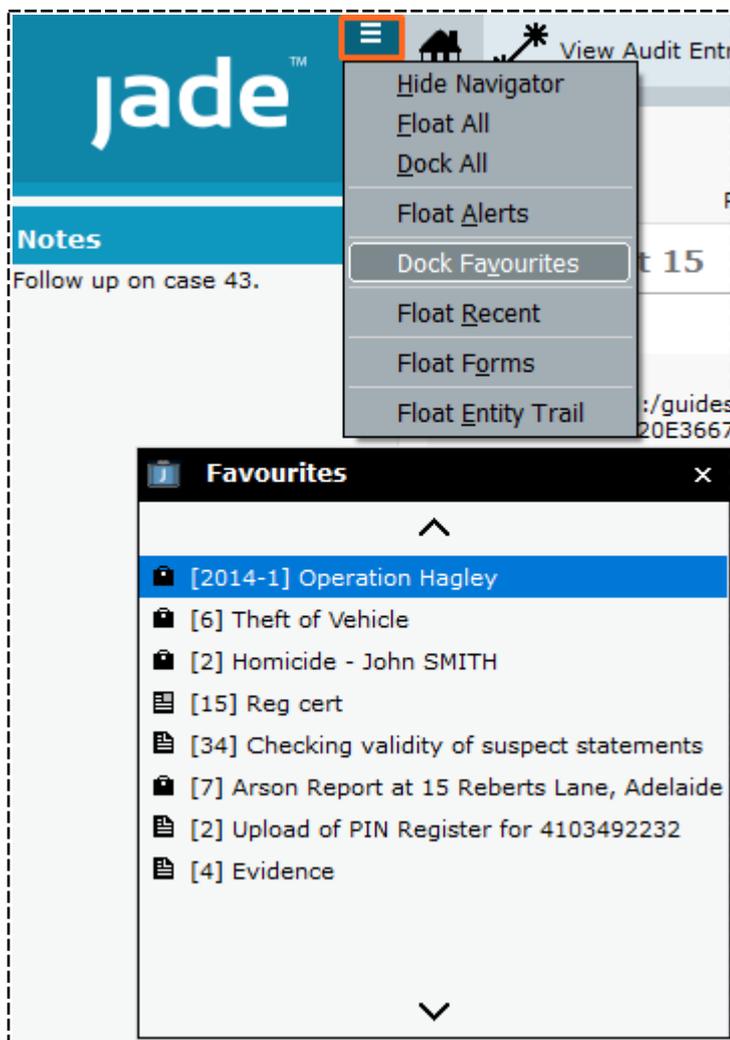


## Dock a Section

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.

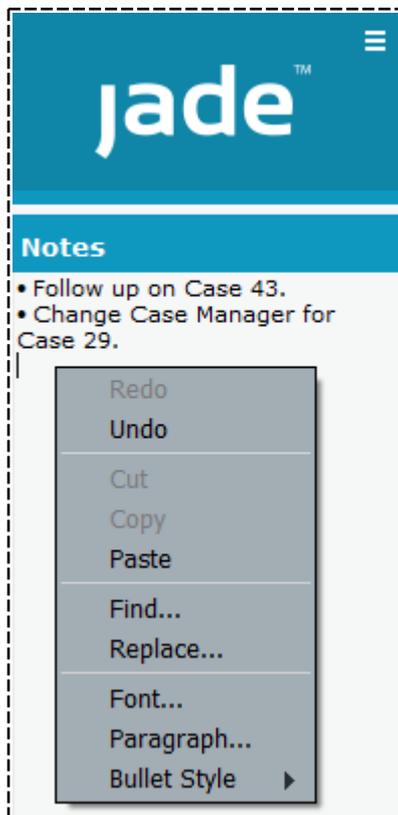
You might need this information if you need technical help.



## 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](#).

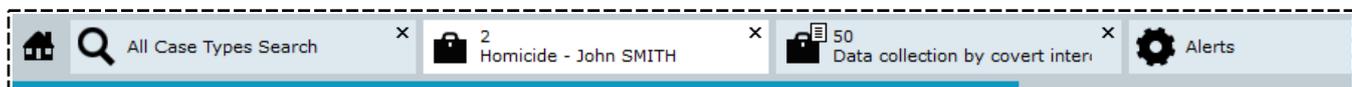


## Tab Strip

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.



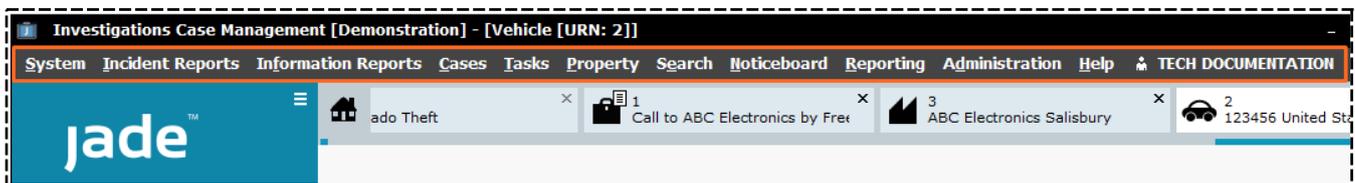
## Main Menu

The main menu has the following sections:

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

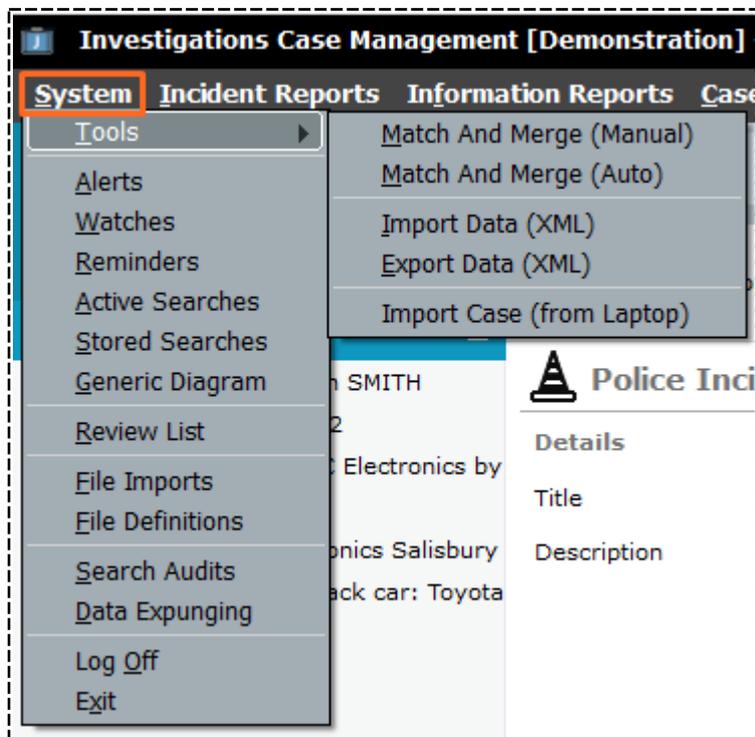
Menu options which are not available to you're either are "greyed out" or are not displayed at all.



## System Options

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

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



## Manage Incident Reports

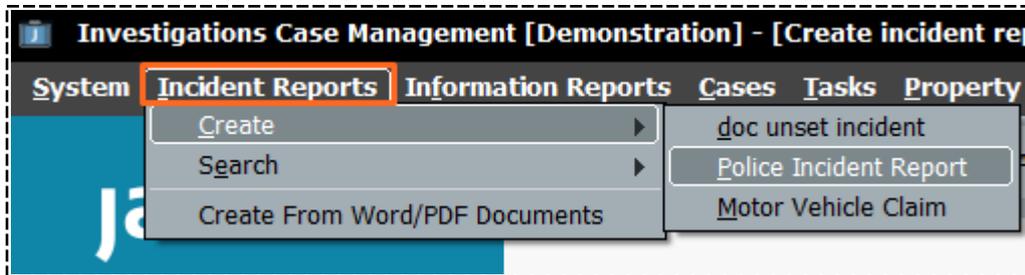
You can use the *Incident Reports* menu to find, create, and manage [incident reports](#).

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

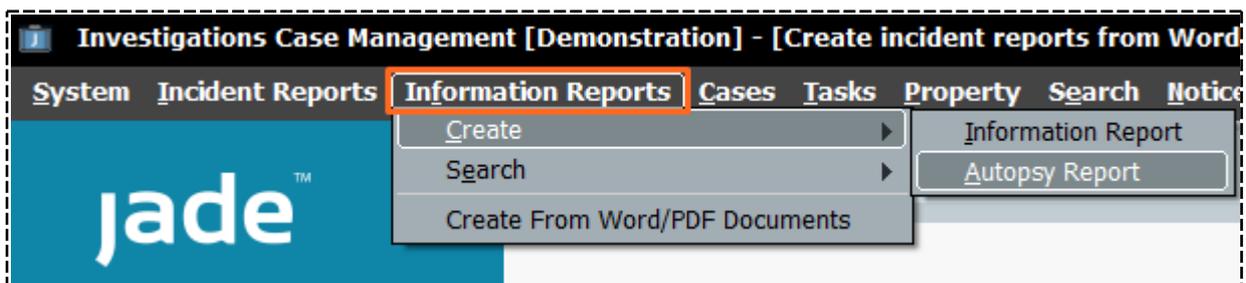
You can use the *Information Reports* menu to find, create, and manage [information reports](#).

The following menu options are available:

<b>Create</b>	Create an information report using the templates your administrator has set up
<b>Search</b>	Find an information report
<b>Create From Word/PDF Documents</b>	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.*

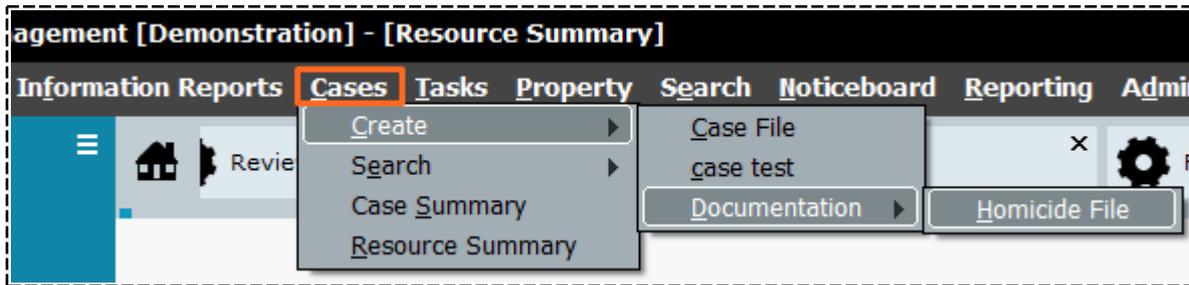
See **Managing Entity Types** in the Admin Guide.



## Manage Cases

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

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

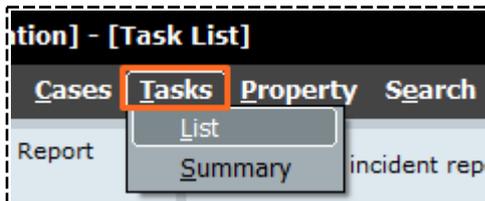


## Manage Tasks

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

The following menu options are available:

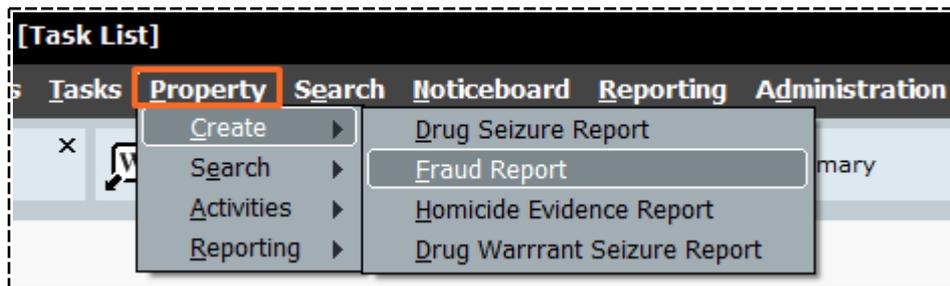
<b>List</b>	See tasks that have been sent to you, assigned to you, or created by you.
<b>Summary</b>	See a list of outstanding tasks. Filter the list by recipient, priority, and more.



## Manage Property Items

The *Property* menu provides these options:

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



## Access Search Options

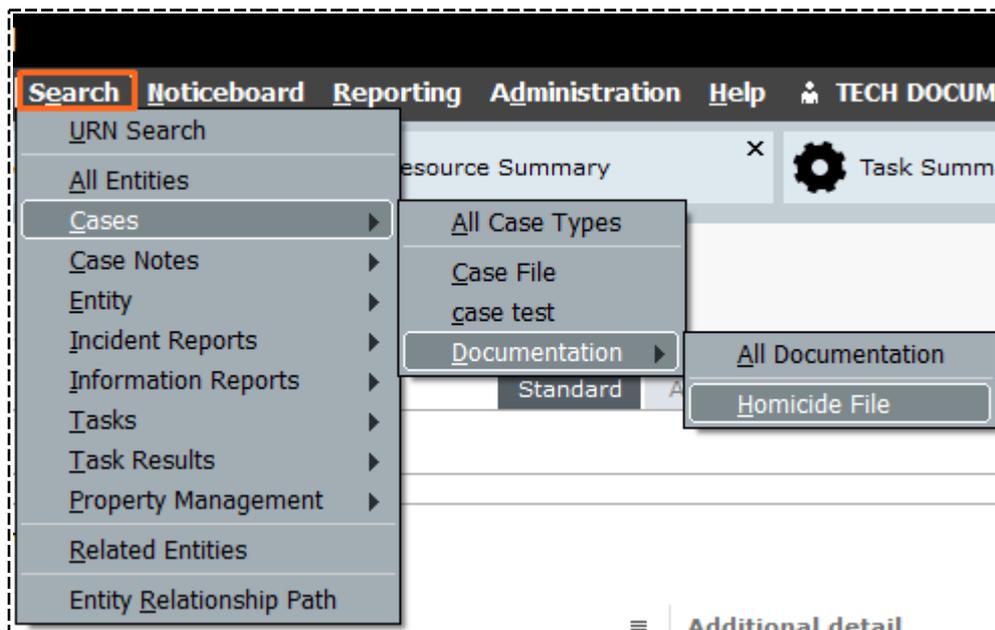
You can use the Search menu to find any type of entity.

The following types of search functions are available:

<b>URN Search</b>	Search for an entity using its Unique Reference Number (URN)
<b>All Entities</b>	Search all entities
<b>Cases</b>	Search all or specific types of cases
<b>Case notes</b>	Search all or specific types of case notes
<b>Entity</b>	Search all or specific types of entities
<b>Incident reports</b>	Search all or specific types of incident reports
<b>Information reports</b>	Search all or specific types of information reports
<b>Tasks</b>	Search all or specific types of tasks
<b>Task results</b>	Search all or specific types of task results
<b>Property Management</b>	Search all or specific types of entities
<b>Related Entities</b>	Search for entities that are related to each other
<b>Entity Relationship Path</b>	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.



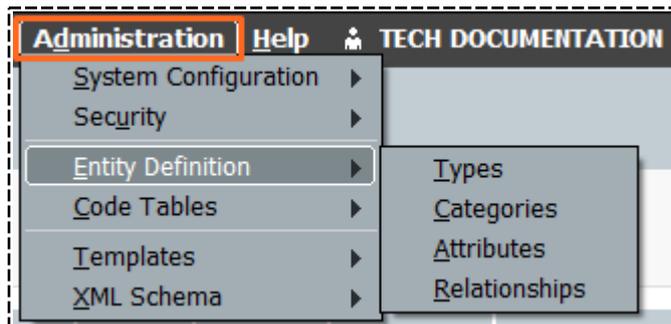
## Access Admin Options

The Admin menu is only available to administrators.

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

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

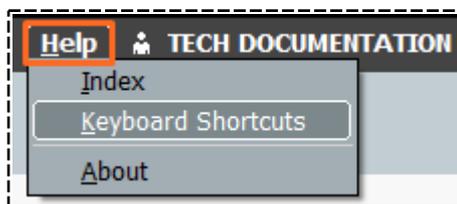
See the *Admin Guide*.



## Learn More about ICM

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

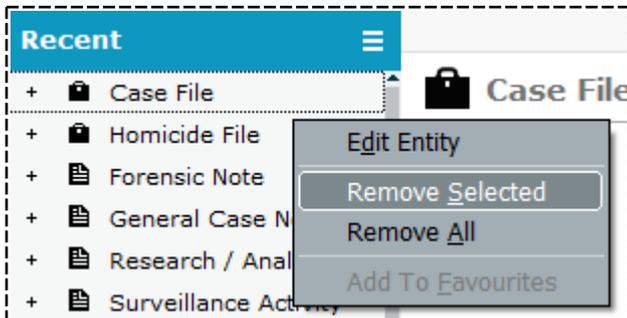
See [Download the Latest Help File](#).



## Right-click to Access Options Relevant to an Area

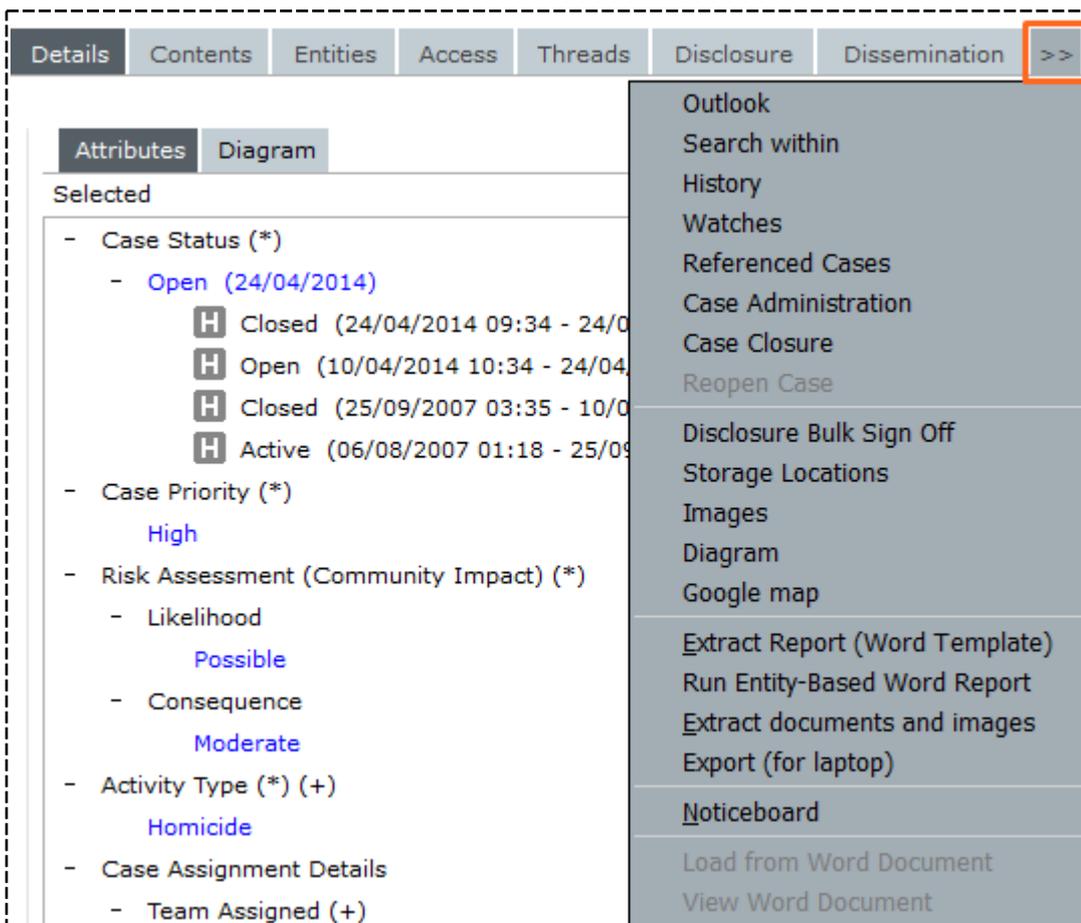
You can right-click several areas of ICM to access menus that apply to the area you're in.

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

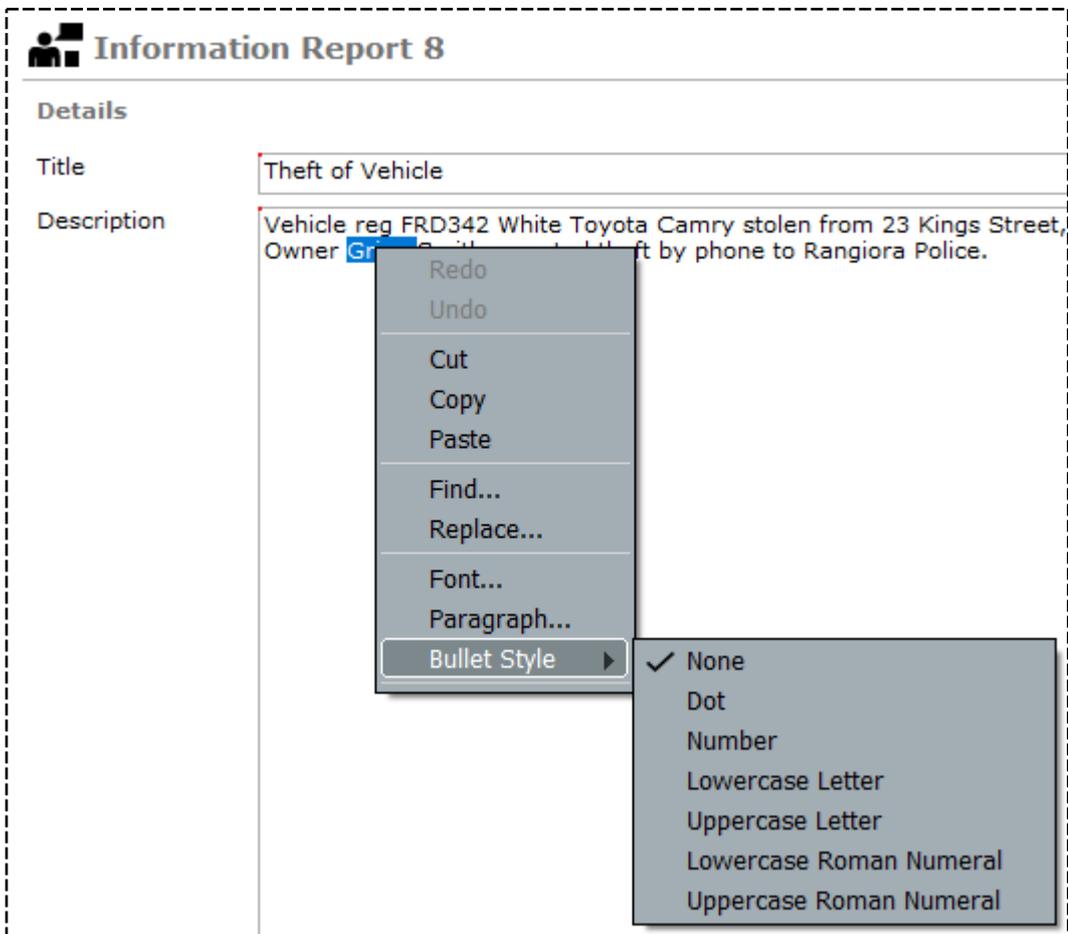
When you open an item, you can use the following controls to enter information about it:

<b>Display-only Fields</b>	Grey text indicates you can't change values in these fields.
<b>Mandatory Fields</b>	You must enter information in these fields. A red square at the upper left corner indicates that a field is mandatory.
<b>Checkbox</b>	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.
<b>Drop-downs</b>	A drop-down shows 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.
<b>List box</b>	A field with a list of items you can select.
<b>Option or radio button</b>	An option or radio button displays an option that can be switched on or off. You can only select one of the options available.
<b>Field</b>	A field displays information from the database or information you have entered.
<b>Date field</b>	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 <a href="#">Enter a Date</a> .
<b>Time field</b>	These are indicated by a colon : character to divide the hours from the minutes, for example, 23:45. See <a href="#">Enter a Time</a> .
<b>Icons</b>	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 <a href="#">icons</a> used. Your administrator can configure different icons under the <i>Icons</i> tab of the entity type. See <b><i>Defining an Icon for an Entity Type</i></b> in the <i>Admin Guide</i> .

## 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.



The screenshot displays the 'Information Report 8' interface. The 'Details' section is visible, with the 'Title' field containing 'Theft of Vehicle' and the 'Description' field containing 'Vehicle reg FRD342 White Toyota Camry stolen from 23 Kings Street, Owner Gr...'. A context menu is open over the text in the 'Description' field, listing options: Redo, Undo, Cut, Copy, Paste, Find..., Replace..., Font..., Paragraph..., and Bullet Style. The 'Bullet Style' option is expanded, showing a list of bullet styles: None (checked), Dot, Number, Lowercase Letter, Uppercase Letter, Lowercase Roman Numeral, and Uppercase Roman Numeral.

## 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**.

The screenshot shows a web application interface for a 'Case File [URN: 2]'. The main content area is titled 'Details' and contains several sections: 'Case officer' (DOCUMENTATION, Tech (JIDOC)), 'Title' (Homicide - John SMITH), and 'Description'. The 'Description' section is expanded to show 'Subject Details' for John SMITH, including his name, date of birth (01/05/1970), address (27 Tonkins Street Ocean City Maryland 21842), and contact information. Below this is the 'Location of Incident' (Secrets Nightclub - 3222 Jamison Street Ocean City Maryland 21842) and 'Details of Incident'. A portion of the incident details is highlighted in blue, and a 'Select font' dialog box is open over it. The dialog box allows selection of font (Verdana), font style (Bold), font size (8), and effects (Strikeout, Underline). The color is set to Black and the script is Western.

## Find Words on a Page

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

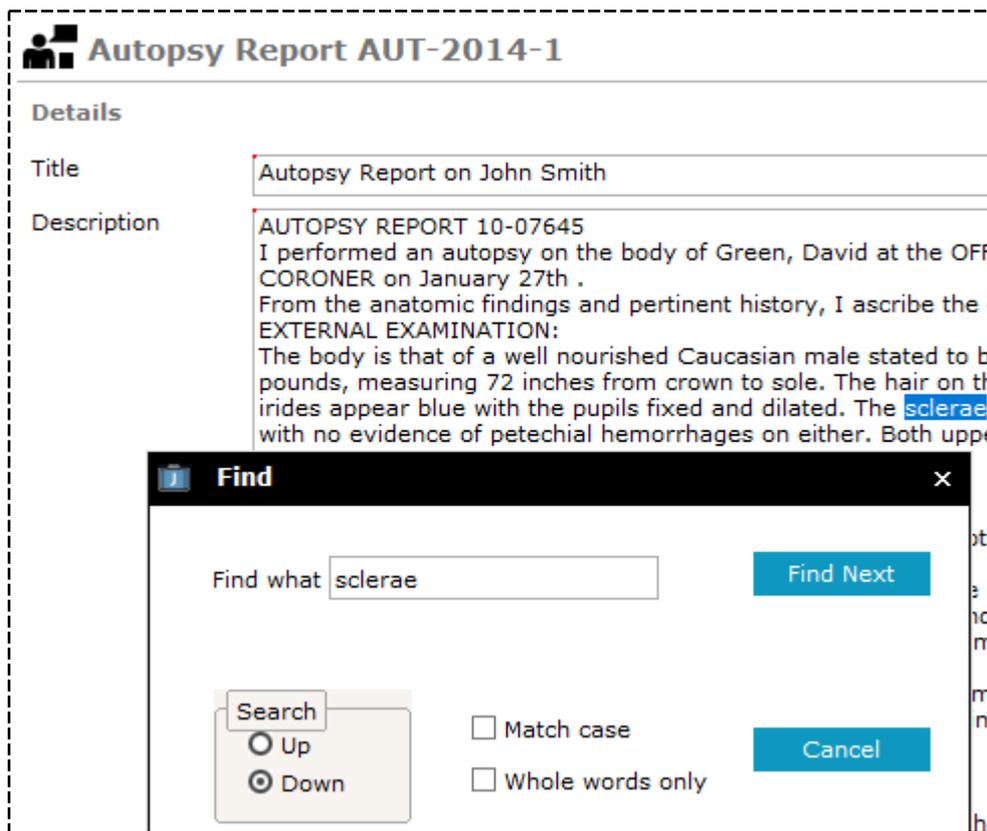
To find a word or phrase in a body of text:

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.

**Details**

Title: Autopsy Report on John Smith

Description: AUTOPSY REPORT 10-07645  
I performed an autopsy on the body of Green, David at the OFFICE OF THE CHRISTCHURCH CORONER on January 27th .  
From the anatomic findings and pertinent history, I ascribe the death to: MULTIPLE STAB WOUNDS.  
EXTERNAL EXAMINATION:  
The body is that of a well nourished Caucasian male stated to be 35 years old. The body weighs approximately 150 pounds, measuring 72 inches from crown to sole. The hair on the scalp is white and straight. The eyes are blue with the irises appear blue with the pupils fixed and dilated. The sclerae and conjunctivae are unremarkable. There are no tattoos or scars. There are no piercings. Rigor mortis is not evident. The head is well developed. The chest, arms, and hands are well developed. CLOTHING: The clothing is a white t-shirt and blue jeans. EVIDENCE: 1. Stab wound on the left side of the chest. The stab wound is approximately 1/2 inch in length; superiorly the wound is tapered. The stab wound is approximately 1/2 inch in length; inferiorly there is a squared off or dull end approximately 1/2 inch in length; superiorly the wound is tapered.

**Find and Replace**

Find what: approximately

Replace with: about

Search:  Up  Down

Match case  Whole words only

Buttons: Find Next, Replace, Replace All, Cancel

## 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:

<b>Unknown dates or times</b>	These are labelled <b>Unknown</b> in the appropriate control.
<b>Exact dates and times</b>	These are represented by a single date or time. For example, 17/3/2004 or 15:36.
<b>Continuous date or time ranges</b>	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.
<b>Discontinuous date or time ranges</b>	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.

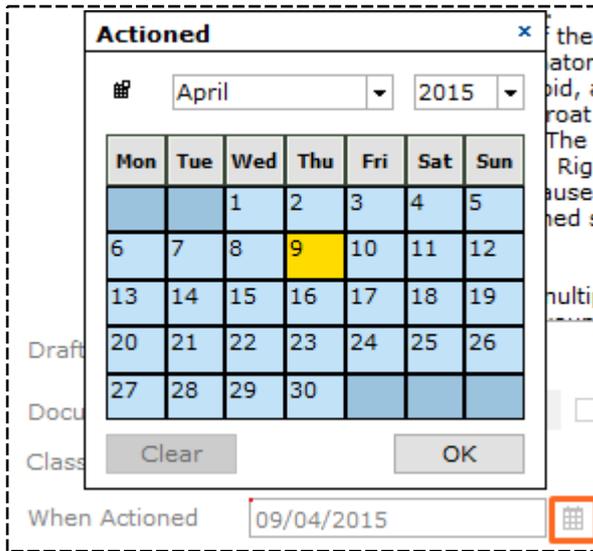
2. Select the required date using any of these methods:

- 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**.

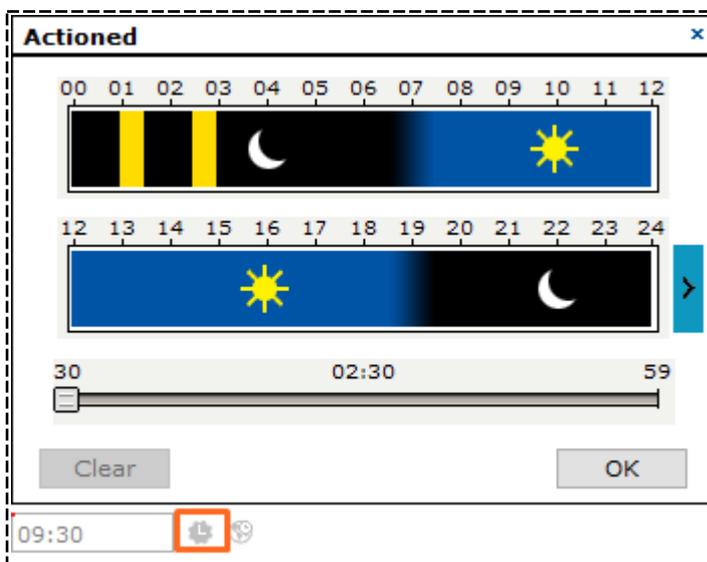
Some time fields only accept an exact time. Other time fields accept exact, unknown, continuous, and discontinuous time ranges.

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 by 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**.

Case File [URN: 2]
Details Contents

**Contents**

Log	Pinned	Threads	Tasks	Property Reports	Property Items	Phases	Lines of Enquiry
URN	Reported Date	Time	Key	Type	#	Title	
8	11/07/2017	15:40			0	Red hair follicle found	
2017/1	10/07/2017	11:25			0	Burglary	
38	05/09/2016	09:53			0	Collect membership file from CFI (Not sent)	
35	10/08/2015					James Kite	
24	02/04/2014					Sub Ownership	
23	02/04/2014					te	
1	12/03/2014					Report - J Smith	
5	12/03/2014						
17	16/03/2010	11:11			0	Interim: xcgbb	
2010/1	12/01/2010	13:15			0	Will this be # 11?	

**Legend** ×

- Introduced source entity
- Deleted source entity
- Originating incident or information report

## 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:

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

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

## ⚙ Preferences

Save default window state	<input type="checkbox"/>	
Save window size and position	<input type="checkbox"/>	Reset window size and position to default
Save navigator section states	<input type="checkbox"/>	
Save navigator width	<input checked="" type="checkbox"/>	
Save notes content on log off	<input checked="" type="checkbox"/>	
Confirm on exit	<input type="checkbox"/>	
Number of recent entities to keep	<input style="width: 30px;" type="text" value="10"/>	

---

Creator automatically added to new case	<input checked="" type="checkbox"/>	
Creator automatically added to new incident report	<input checked="" type="checkbox"/>	
Creator automatically added to new information report	<input checked="" type="checkbox"/>	
Creator automatically added to new asset report	<input checked="" type="checkbox"/>	
Creator automatically added to new equipment report	<input checked="" type="checkbox"/>	
Creator automatically added to new property report	<input checked="" type="checkbox"/>	
Case contents - most recent first	<input checked="" type="checkbox"/>	
Automatically refresh case contents	<input type="checkbox"/>	
Alert when assigned as case officer	<input type="checkbox"/>	

---

Hide source entity template prompt	<input type="checkbox"/>	
Confirm attribute deletion	<input checked="" type="checkbox"/>	
Show the attribute popup to the left of the attribute list	<input type="checkbox"/>	
Use Spellchecker	<input type="checkbox"/>	Spellchecker is not installed on this computer
Override language for initiating Excel		<input style="width: 100%;" type="text" value=""/>

---

### Diagram

Use identification images for entity nodes	<input type="checkbox"/>	
Use images for image nodes	<input type="checkbox"/>	
Use low resolution	<input type="checkbox"/>	
Colour to use for deleted elements on diagram	<input style="width: 20px; height: 15px; background-color: red;" type="color"/> ...	
Colour to use for relationship text on diagram	<input style="width: 20px; height: 15px; background-color: blue;" type="color"/> ...	
Colour to use for multiple relationships on diagram	<input style="width: 20px; height: 15px; background-color: magenta;" type="color"/> ...	
Font to use for node captions on diagram	<input style="width: 150px;" type="text" value=""/>	<input style="width: 40px;" type="text" value="0.00"/> ... ×
Font to use for relationship captions on diagram	<input style="width: 150px;" type="text" value=""/>	<input style="width: 40px;" type="text" value="0.00"/> ... ×

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<h4 style="margin: 0;">Task diversion (Recipient/Authoriser/Reviewer)</h4> <p>To user <input style="width: 100%;" type="text" value=""/></p> <p>Resume date <input style="width: 60px;" type="text" value=""/> <input type="calendar"/></p> <p style="text-align: right;"><input style="background-color: #0070c0; color: white; padding: 2px 10px;" type="button" value="Clear"/></p>	<h4 style="margin: 0;">Task reminders</h4> <p>First reminder <input style="width: 30px;" type="text" value="1"/> days before completion date</p> <p>Second reminder <input style="width: 30px;" type="text" value="1"/> days before completion date</p>
--	---

## 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**.



Setting	Value
Save default window state	<input type="checkbox"/>
Save window size and position	<input type="checkbox"/>
Save navigator section states	<input type="checkbox"/>
Save navigator width	<input checked="" type="checkbox"/>
Save notes content on log off	<input checked="" type="checkbox"/>
Confirm on exit	<input type="checkbox"/>
Number of recent entities to keep	10

## 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:

<b>Creator automatically added to new case</b>	The creator will be added to the security access list of each case you create.
<b>Creator automatically added to new incident report</b>	The creator will be added to the access list of each incident report you create.
<b>Creator automatically added to new information report</b>	The creator will be added to the access list of each information report you create.
<b>Creator automatically added to new asset report</b>	The creator will be added to the access list of each new asset report you create.
<b>Creator automatically added to new equipment report</b>	The creator will be added to the access list of each new equipment report you create.
<b>Creator automatically added to new property report</b>	The creator will be added to the access list of each new property report you create.
<b>Case contents - most recent first</b>	See the most recent contents in the case first.
<b>Automatically refresh case contents</b>	Have your case contents refresh automatically.
<b>Alert when assigned as case officer</b>	if you want to be notified when someone makes you the case officer of a case.

3. Select **Save**.

Creator automatically added to new case	<input checked="" type="checkbox"/>
Creator automatically added to new incident report	<input checked="" type="checkbox"/>
Creator automatically added to new information report	<input checked="" type="checkbox"/>
Creator automatically added to new asset report	<input checked="" type="checkbox"/>
Creator automatically added to new equipment report	<input checked="" type="checkbox"/>
Creator automatically added to new property report	<input checked="" type="checkbox"/>
Case contents - most recent first	<input checked="" type="checkbox"/>
Automatically refresh case contents	<input type="checkbox"/>
Alert when assigned as case officer	<input type="checkbox"/>

## 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**.

Hide source entity template prompt	<input type="checkbox"/>
Confirm attribute deletion	<input checked="" type="checkbox"/>
Use Spellchecker	<input type="checkbox"/> Spellchecker is not installed on this computer
Override language for initiating Excel	<input type="text"/>

## 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**.

The screenshot shows the 'Diagram' settings panel in the Jade software. The panel includes the following options:

- Use identification images for nodes
- Use images for image nodes
- Use low resolution
- Colour to use for deleted elements on diagram
- Colour to use for relationship text on diagram
- Colour to use for multiple relationships on diagram
- Font to use for node captions on diagram: Tahoma, 9.75
- Font to use for relationship captions on diagram: Tahoma, 9.75

A 'Color' dialog box is open, showing a color selection interface. The dialog includes a grid of basic colors, a color spectrum, and a 'Custom colors' section. The selected color is blue, with the following values:

- Hue: 160
- Sat: 240
- Lum: 120
- Red: 0
- Green: 0
- Blue: 255

The dialog also features 'OK', 'Cancel', and 'Add to Custom Colors' buttons.

## Access Task Options

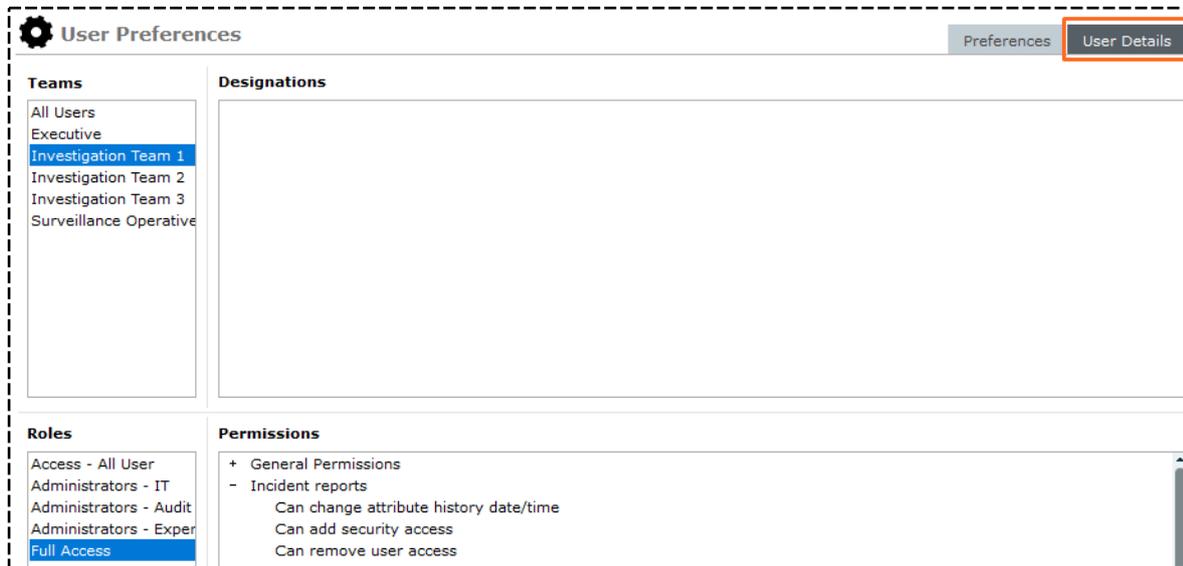
You can set up [reminders about tasks](#).

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

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## 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.

The screenshot shows a 'New message' form. At the top left, it says 'New message'. To its right is a checkbox labeled 'Urgent' which is checked. Below this is a text input area containing the text 'Suspect spotted in MacDonalds car park'. At the bottom right of the form is a blue 'Post' button.

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

The screenshot shows a notification window titled 'New urgent noticeboard post'. It features an information icon (i) on the left. The main text reads: 'An urgent noticeboard post has been created as follows: Noticeboard: General Staff Notices Details: Please ensure you fill in your time recording before leaving for the day.' At the bottom center is an 'OK' button.

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

Tasks				Unread noticeboard posts			
New	In Progress	Overdue	Rejected	Type	Date/Time	Noticeboard	Details
0	1	1	0	Global	19/11/2018 16:04	General Staff Notices	There will be a system outage
0	0	0		Global	19/11/2018 15:59	General Staff Notices	Please ensure you fill in your t
0	0	0		Global	19/11/2018 16:01	General Staff Notices	There will be a system outage

## 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**.

**My Postings**

**Notice board posts**

Date/Time	Type	Notice Board
15 July 2015, 11:54:21	Case	[2014-1] Operation Hagley
24 April 2014, 10:39:35	Case	[2014-1] Operation Hagley
11 April 2014, 10:39:42	Team	test to delete [deleted]
11 April 2014, 10:38:27	Team	test to delete [deleted]
11 April 2014, 10:00:34	Case	[2014-1] Operation Hagley
11 April 2014, 09:39:01	Global	Global Noticeboard
11 April 2014, 09:29:07	Global	Global Noticeboard
11 April 2014, 09:14:13	Global	Global Noticeboard
07 April 2014, 12:42:47	Case	[2014-1] Operation Hagley
07 April 2014, 12:42:09	Case	[2014-1] Operation Hagley
07 April 2014, 12:41:01	Case	[2014-1] Operation Hagley
04 April 2014, 14:07:41	Case	[2014-1] Operation Hagley
04 April 2014, 14:03:00	Team	Surveillance Operatives
04 April 2014, 13:59:44	Team	Surveillance Operatives
04 April 2014, 13:51:41	Case	[2] Homicide - John SMITH

**Message**

This case is due for review.

Delete

## See Unread Noticeboard Posts

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

**Tasks**

New	In Progress	Overdue	Rejected
0	1	1	0
For Review	For Auth	More Detail	
0	0	0	

**Task results**

For Review	No Review	Accepted	Rejected
0	1	0	0

Unread noticeboard posts

Type	Date/Time	Noticeboard	Details
Global	19/11/2018 16:04	General Staff Notices	There will be a system outage
Global	19/11/2018 15:59	General Staff Notices	Please ensure you fill in your t
Global	19/11/2018 16:01	General Staff Notices	There will be a system outage

Recent noticeboard posts C ☰

Type	Date/Time	Noticeboard	Details
Global	19/11/2018 16:01	General Staff Notices	There will be a system outage
Team	19/11/2018 16:00	Surveillance Operatives	Suspect spotted in red mazda

## 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.

**Global Noticeboard Search**

Enter criteria below

Search words   Any words **Search**  
Clear

Results (1)

DOCUMENTATION, Tech (JIDOC) 24 August 2017, 11:47:20 Cake in the kitchen downstairs	Additional detail DOCUMENTATION, Tech (JIDOC) 24 August 2017, 11:47:20 Cake in the kitchen downstairs
---	--

## See Historical Posts

Sometimes it's 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**.

**Global Noticeboard Noticeboard**

Number of messages: 4

**24 August 2017, 11:47:20 - DOCUMENTATION, Tech (JIDOC) :**  
Cake in the kitchen downstairs

**11 April 2014, 09:39:01 - DOCUMENTATION, Tech (JIDOC) :**  
Thanks for this - it looks quite comprehensive!

**Load Historical Posts**  
Search Within

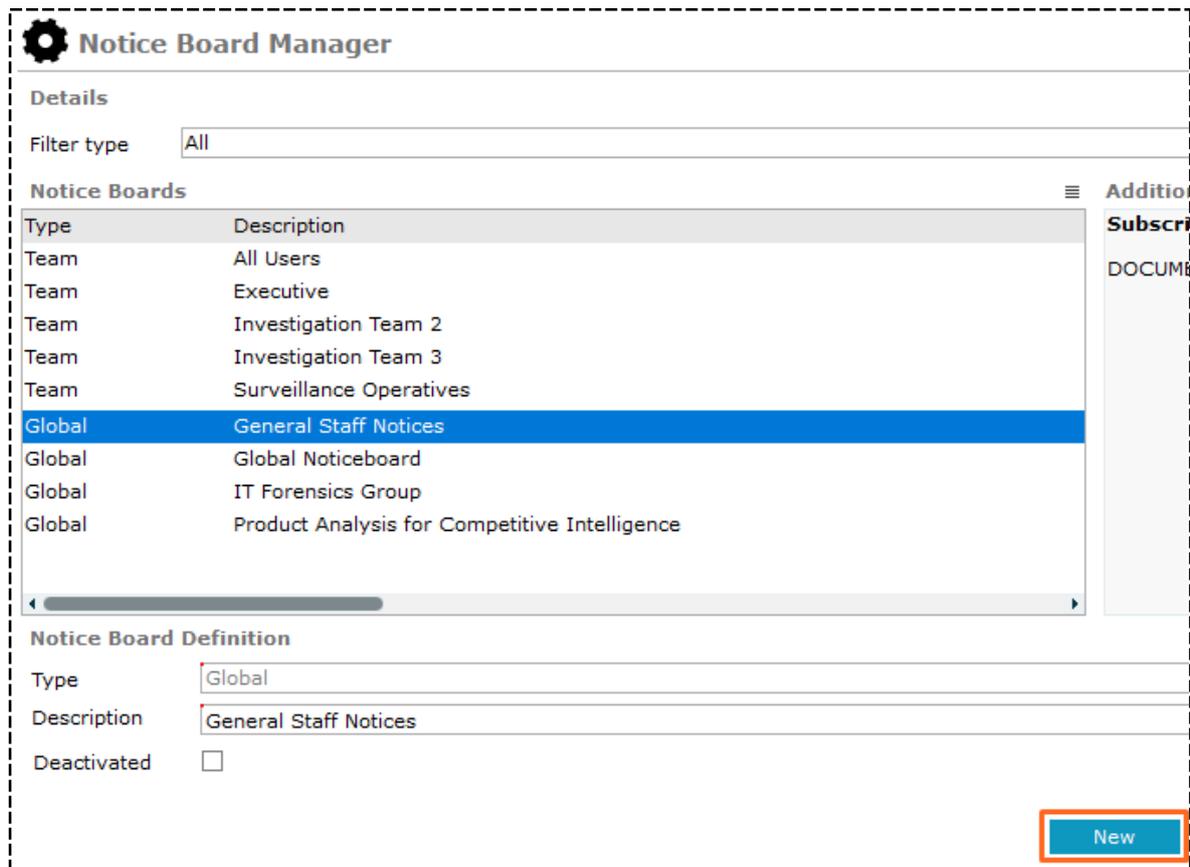
## Access to Noticeboards

### 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 **New**.
3. Enter a description for the noticeboard in the field provided.
4. Select **Save**.



The screenshot shows the 'Notice Board Manager' interface. It includes a 'Details' section with a 'Filter type' dropdown set to 'All'. Below this is a table of existing noticeboards. The 'General Staff Notices' row is highlighted in blue. To the right of the table is a sidebar with 'Additional' and 'Subscribe' options. At the bottom, there is a 'Notice Board Definition' section with fields for 'Type' (Global), 'Description' (General Staff Notices), and a 'Deactivated' checkbox. A 'New' button is highlighted with a red box in the bottom right corner.

Type	Description
Team	All Users
Team	Executive
Team	Investigation Team 2
Team	Investigation Team 3
Team	Surveillance Operatives
Global	General Staff Notices
Global	Global Noticeboard
Global	IT Forensics Group
Global	Product Analysis for Competitive Intelligence

**Notice Board Definition**

Type:

Description:

Deactivated:

[New](#)

## 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**.

### Notice Board Manager

---

#### Details

Filter type

#### Notice Boards

Type	Description
Team	All Users
Team	Executive
Team	Investigation Team 2
Team	Investigation Team 3
Team	Surveillance Operatives
Global	General Staff Notices
Global	Global Noticeboard
Global	IT Forensics Group
Global	Product Analysis for Competitive Intelligence

---

#### Notice Board Definition

Type

Description

Deactivated

## 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**.

### Notice Board Manager

**Details**

Filter type

**Notice Boards**

Type	Description
Team	All Users
Team	Executive
Team	Investigation Team 1 [deactivated]
Team	Investigation Team 2
Team	Investigation Team 3
Team	Surveillance Operatives
Team	test to delete [deleted] [deactivated]
Global	General Staff Notices
Global	Global Noticeboard
Global	IT Forensics Group
Global	Product Analysis for Competitive Intelligence

**Notice Board Definition**

Type

Description

**Deactivated**

## 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

The following icons are used to represent entities in ICM.

-  Case note
-  Incident Report
-  Information Report
-  Task
-  Task Result

## 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.

Case File 2

Details
Contents
Entities
Access
Threads
Disclosure
Dissemination

**Details**

Case officer: DOCUMENTATION, Tech (JIDOC)

Title: Homicide - John SMITH

Description: **Subject Details**

**Name:** John SMITH  
**DOB:** 01/05/1970  
**Address:** 27 Tonkins Street Ocean City Maryland 21842  
**Contact No:** (H) unknown (Cell) unknown

**Location of Incident:** Secrets Nightclub - 3222 Jamison Street Ocean City Maryland 21842

**Details of Incident**

On the evening of 4 August 2007 at approximately 11:00 pm witnesses heard a number of gunshots which appeared to be discharged from the back entrance of the Secrets Nightclub in Maryland. John Smith was shot on the premises where he was seen to be exiting towards the carpark area. John sustained a gunshot wound to the head and was deceased when police and paramedics arrived at the scene.

A Glock pistol and a number of empty bullet rounds were recovered within arms reach of the deceased. The serial number on the pistol was AD56789Z35A. These have been booked in as exhibits: Ref MA-Cen- 101.

**Other Relevant Information (Eg Witness Details etc)**

Witness Details: Jane Evans of 45 West Street Ocean City Maryland 21842  
 Suspect Description (as provided by the witness): White male wearing a balaclava / approx 5'11" / heavy build / Blue T-shirt, Black Leather Vest, Jeans

**Attributes** **Diagram**

**Selected**

- Case Status (\*)
  - Open (24/04/2014)
  - Closed (24/04/2014 09:34 - 24/04/2014 09:34)
  - Open (10/04/2014 10:34 - 24/04/2014 09:33)
  - Closed (25/09/2007 03:35 - 10/04/2014 10:33)
  - Active (06/08/2007 01:18 - 25/09/2007 03:34)
- Case Priority (\*)
  - High
- Risk Assessment (Community Impact) (\*)
  - Likelihood
    - Possible
  - Consequence
    - Moderate
- Activity Type (\*) (+)
  - Homicide
- Case Assignment Details
  - Team Assigned (+)
    - Investigation Team 1

## 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.

**Police Incident Report 2009/11**

Details
Entities (0)
Access
Comments (0)

**Details**

Title

Description

**Subject Details**

**Name:** John Smith  
**DOB:** 29/05/1979  
**Address:** Some address, somewhere  
**Contact No:** (H) 123456 (Cell) 98765432

**Location of Incident:** 123 Smith street

**Details of Incident**

Multiple items taken from address

**Other Relevant Inforamtion (for example, witness details)**

**Garden statues taken in particular**

**1.Alexis (Bronze, 160 cm's, value \$24,000)**  
**2.Jumo (Stainless steel, 200 cm's high, value \$15,000)**

Draft

Document 


 Allow edit

Classification

When Actioned

When happened

Attributes
Diagram

Selected

- Recommendation (\*)
  - To be Determined
- Incident Type (\*) (+)
  - Break and Enter
- Incident Location (\*)
  - Public
    - Public Location (+)
      - Other
- Weapon Used (\*)
  - No
- Firearms Present at Scene (\*)
  - No

## 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

### Information Report 8

Details   Entities (1)   Access   Comments (0)   Tasks (1)   Threads (\*)

**Details**

Title: Theft of Vehicle

Description: Vehicle reg FRD342 White Toyota Camry stolen from 23 Kings Street, Woodend between the hours of 11pm and 6:30am 22/2/2014. Owner Grian Smith reported theft by phone to Rangiora Police.

Draft:

Document: [Create](#) [Browse...](#)  Allow edit

Classification:

When Actioned: 03/03/2014 19:26

**Disclosure**

Excluded [Comments](#)

Signed off for disclosure [Comments](#) [Upload PDF](#)

Bulk entities sign off in this source [Bulk sign off](#)

**Attributes** **Diagram**

Selected

- IR Status (\*)
  - Validated
    - Validating Officer (+)
      - ADMINISTRATOR, Default Agency (DEFLTADMIN)
- IR Source (\*)
  - General Public
- Activity Type (\*) (+)
  - Vehicle Theft
- Admiralty Rating (\*)
  - Source Reliability
    - C - Fairly Reliable
  - Information Accuracy
    - 2 - Probably True

## 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](#).

**Forensic Note 5**

Details
Entities (0)
Access
Tasks (0)

---

**Details**

Title

Description

Draft  DRAFT

Classification

Apply closure security

When Actioned

Phase & LOE
Review
Disclosure

Attributes
Diagram

---

Phases
+ ☰

Lines of Enquiry
+ ☰

Undefined

Undefined

## 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.

The screenshot shows the 'General Task 5' details form. The form is titled 'General Task 5' and has three tabs: 'Details', 'Submission', and 'Entities (0)'. The 'Details' tab is active. The form contains the following fields:

- Status: Complete
- Creator: DOCUMENTATION, Tec
- Title: Check tipped off location
- Description: Check the location in the information report to verify whether Mark Harrison was there location
- Draft:
- Priority: Immediate
- Expected Completion Date: 30/04/2009
- Classification: [Empty dropdown]

On the right side of the form, there are two sub-tabs: 'Attributes' and 'Diagram'. Below these sub-tabs is a 'Selected' section, which is currently empty.

## Property Reports and Property Items

Property reports are usually associated with a case but can exist independently. They 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.

The screenshot shows a web interface for a 'Homicide Evidence Report 1-2014'. The main title is 'Homicide Evidence Report 1-2014' with a sub-tab 'Evidence'. Below the title is a navigation bar with tabs: 'Details', 'Entities (0)', 'Items (1)', 'Access', 'History', and 'Watches'. The 'Items (1)' tab is active, displaying a table with the following data:

URN	Unique ID	Title
HME-201	893798732	Knife at scene

To the right of the table is a details panel with tabs: 'Details', 'Continuities', and 'Actions'. The 'Details' tab is active, showing the following information:

**Current location:** Canterbury > Christchurch Central > Level 1 Exhibit Room > Compactus CEN-LVL1-001 > Shelf CEN-LVL1-001-02

**Can Contain Items:** No

## 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's 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

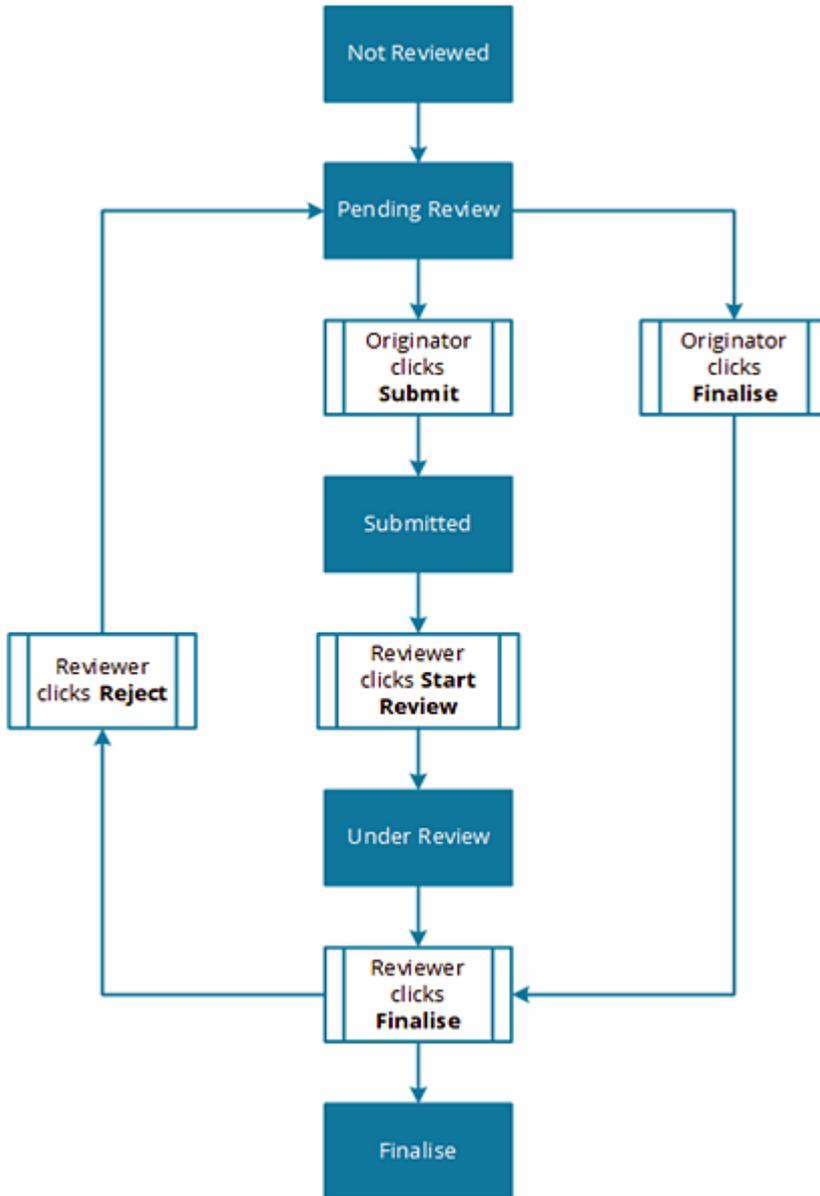
It's possible to make case notes, tasks, and task results subject to review before they are confirmed as valid components of a case. If this has been set up, the review always takes place before authorisation.

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.



## Access to Source Entities

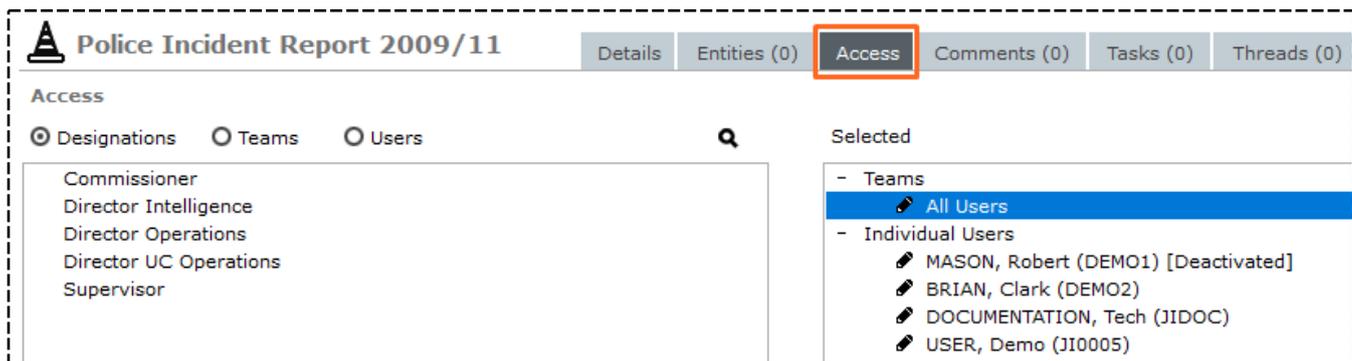
Security profiles control access to cases, incident reports, and information reports.

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](#).*



**Police Incident Report 2009/11** Details Entities (0) **Access** Comments (0) Tasks (0) Threads (0)

**Access**

Designations  Teams  Users 

- Commissioner
- Director Intelligence
- Director Operations
- Director UC Operations
- Supervisor

**Selected**

- Teams
  -  All Users
- Individual Users
  -  MASON, Robert (DEMO1) [Deactivated]
  -  BRIAN, Clark (DEMO2)
  -  DOCUMENTATION, Tech (JIDOC)
  -  USER, Demo (JI0005)

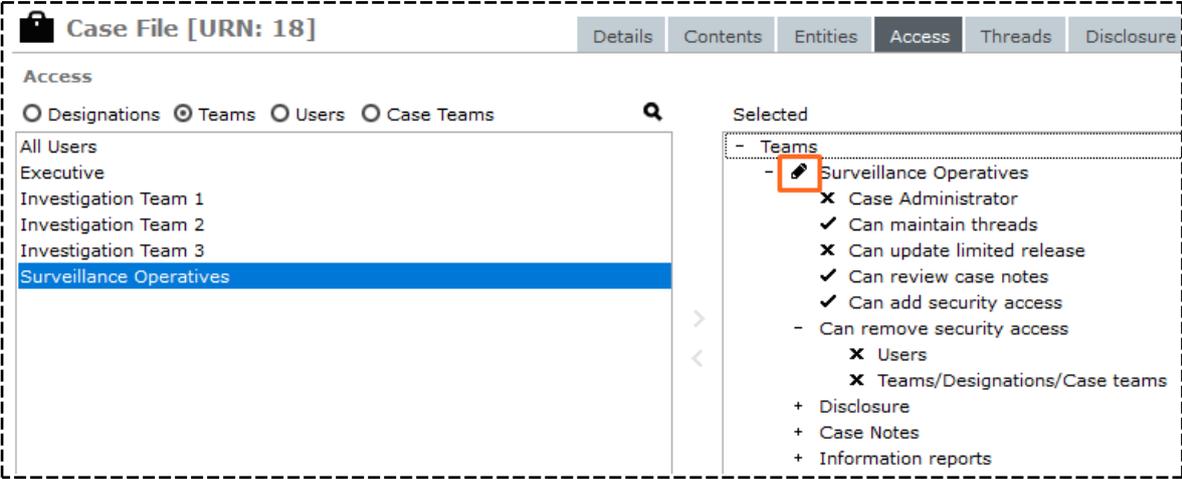
## Give Someone Access to a Source Entity

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](#).*



**Case File [URN: 18]** Details Contents Entities **Access** Threads Disclosure

**Access**

Designations  Teams  Users  Case Teams

All Users  
Executive  
Investigation Team 1  
Investigation Team 2  
Investigation Team 3  
Surveillance Operatives

**Selected**

- Teams
  -  Surveillance Operatives
    - ✗ Case Administrator
    - ✓ Can maintain threads
    - ✗ Can update limited release
    - ✓ Can review case notes
    - ✓ Can add security access
    - Can remove security access
      - ✗ Users
      - ✗ Teams/Designations/Case teams
    - + Disclosure
    - + Case Notes
    - + Information reports

## 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.

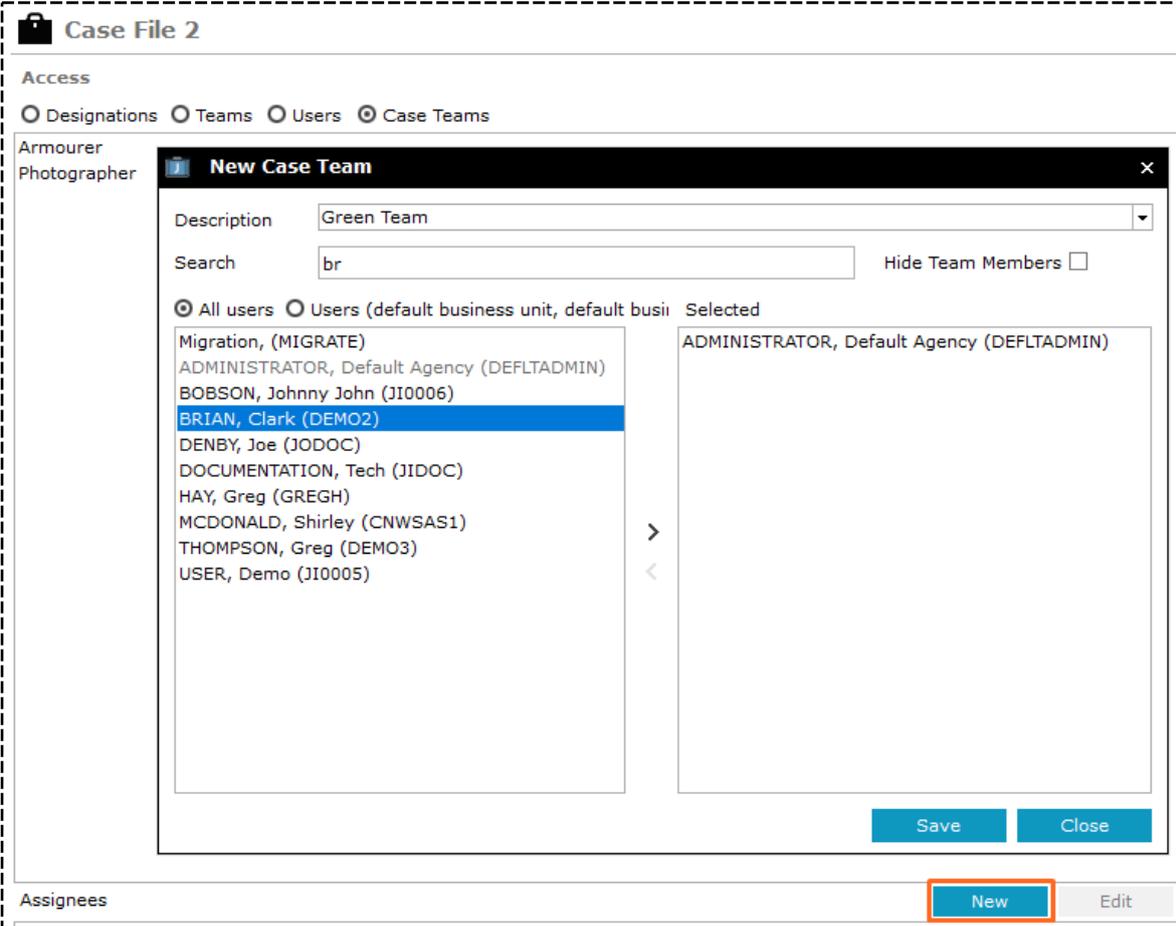
The case officer can create case-specific teams.

## 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.



**Case File 2**

**Access**

Designations  Teams  Users  Case Teams

Armourer  
Photographer

**New Case Team**

Description: Green Team

Search: br  Hide Team Members

All users  Users (default business unit, default busi) Selected

Migration, (MIGRATE)  
ADMINISTRATOR, Default Agency (DEFLTADMIN)  
BOBSON, Johnny John (JI0006)  
**BRIAN, Clark (DEMO2)**  
DENBY, Joe (JODOC)  
DOCUMENTATION, Tech (JIDOC)  
HAY, Greg (GREGH)  
MCDONALD, Shirley (CNWSAS1)  
THOMPSON, Greg (DEMO3)  
USER, Demo (JI0005)

ADMINISTRATOR, Default Agency (DEFLTADMIN)

Save Close

Assignees **New** Edit

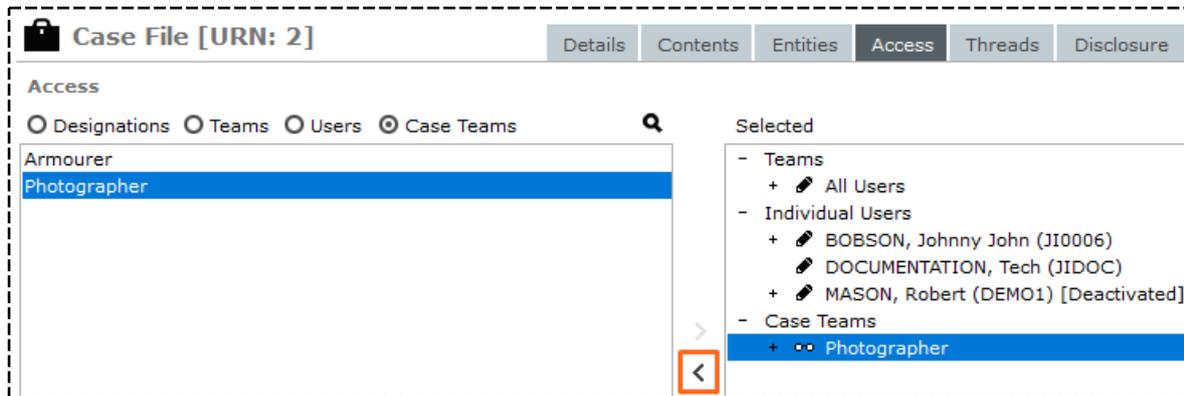
## Edit a Case Team

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**.

The screenshot shows the 'Access' section of the software interface. At the top, there are radio buttons for 'Designations', 'Teams', 'Users', and 'Case Teams', with 'Case Teams' selected. Below this, there are two tabs: 'Armourer' and 'Photographer', with 'Photographer' selected. The main area is titled 'Maintain Case Team' and contains a 'Description' field with 'Photographer' entered. Below the description is a search box and a 'Hide Team Members' checkbox. There are two radio buttons for user selection: 'All users' and 'Users (default business unit, default busi)', with the latter selected. A list of users is displayed on the left, with 'BRIAN, Clark (DEMO2)' highlighted. To the right of this list is a 'Selected' list containing 'BRIAN, Clark (DEMO2)'. At the bottom of the dialog are 'Save' and 'Close' buttons. Below the dialog, in the 'Assignees' section, there are 'New' and 'Edit' buttons, with the 'Edit' button highlighted by a red box.

## 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 **Browse** 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.

 **Create incident reports from Word/PDF documents**

**Selection details**

Source entity type:  Document direct

Document Type:

Relationship:

Security profile:

**Security access**

Designations  Teams  Users Q

All Users

Executive

Investigation Team 1

Users in Surveillance Operatives

BRIAN, Clark (DEMO2)

DOCUMENTATION, Tech (IIDOC)

Selected

- Teams
- Surveillance Operatives
- Individual Users
- DOCUMENTATION, Tech (IIDOC)

Directory:  Browse Clear

Include sub-directories

Unselect all				Document
Sel	File	Bytes	Date modified	
<input checked="" type="checkbox"/>	C:\Users\cnwsh8\Documents\My Profiles\Incident Report			<b>Incident Report – Import</b>
<input checked="" type="checkbox"/>	Incident Report.docx	11716	12/07/2017 15:43	Who dunnit?
				Mrs. Appleby in the living room with a rolling r

## Edit a Source Entity

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

**Information Report 8**

Details | Entities (1) | Access | Comments (0) | Tasks (1) | Threads (\*) | History >>

**Details**

Title: Theft of Vehicle

Description: Vehicle reg FRD342 White Toyota Camry stolen from 23 Kings Street, Woodend between the hours of 11 pm and 6:30 am 22/2/2014. Owner Grian Smith reported theft by phone to Rangiora Police.

Draft:

Document:    Allow edit

Classification:

When Actioned: 03/03/2014 19:26

**Disclosure**

Excluded

Signed off for disclosure

Bulk entities sign off in this source

**Attributes** | **Diagram**

Selected

- IR Status (\*)
  - Validated
    - Validating Officer (+)
      - ADMINISTRATOR, Default Agency (DEFLTADMIN)
- IR Source (\*)
  - General Public
- Activity Type (\*) (+)
  - Vehicle Theft
- Admiralty Rating (\*)
  - Source Reliability
    - C - Fairly Reliable
  - Information Accuracy
    - 2 - Probably True

## 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](#).

**Case File 16**

Details | Contents | Entities | Access | Threads | Disclosure | Dissemination

**Details**

Case officer: DOCUMENTATION, Tech (JIDOC)

Title: Murder in the Library

Description: 20/07/2017

**Please enter reason for deleting Murder in the Library**

Created in error

**Attributes** | **Diagram**

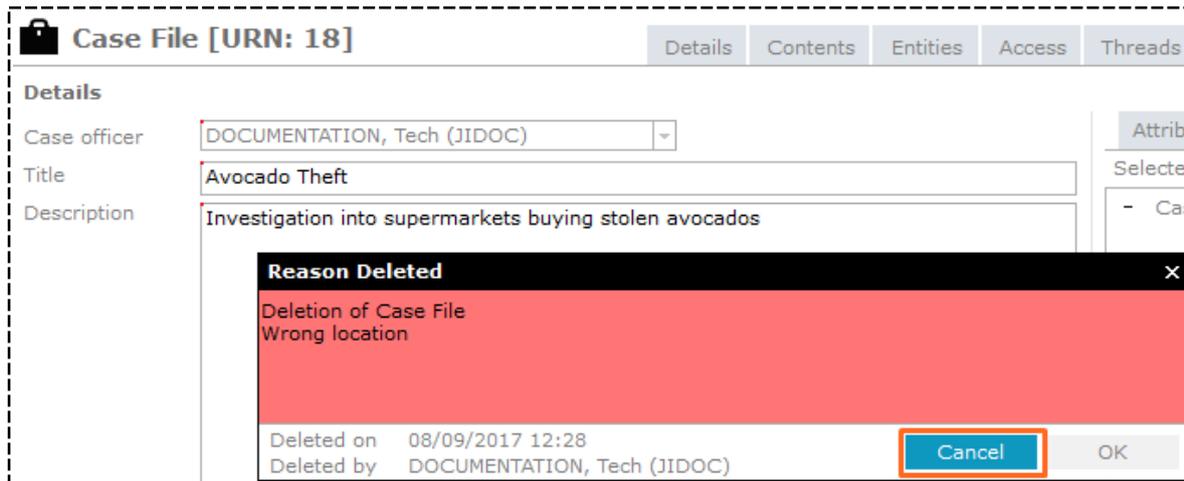
Selected

- Case Status (\*)
  - Closed (07/07/2017)
  - Suspended (07/07/2017 13:45 - 07/07/2017)
- Priority (\*)
- Assessment (Community Impact) (\*)
- Likelihood
- Consequence
- Major

## 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.

**Information Report 8** Details Entities (1)

**Details**

Title: Theft of Vehicle

Description: Vehicle reg FRD342 White Toyota Camry stolen from 23 Kings Street, Woodend between the hours of 11 pm and 6:30 am 22/2/2014. Owner Grian Smith reported theft by phone to Rangiora Police.

Draft:

Document: Create Browse...  Allow edit

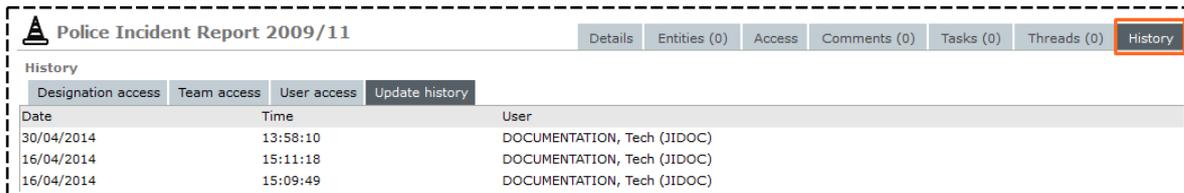
Classification: Restricted (highlighted)

When Actioned: 19:26

Disclosure: [button]

## 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.



Police Incident Report 2009/11		
History		
Designation access	Team access	User access
Date	Time	User
30/04/2014	13:58:10	DOCUMENTATION, Tech (JIDOC)
16/04/2014	15:11:18	DOCUMENTATION, Tech (JIDOC)
16/04/2014	15:09:49	DOCUMENTATION, Tech (JIDOC)

## 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.

The screenshot shows a web interface for a 'Forensic Note [URN: 4]'. At the top, there are tabs for 'Details', 'Entities (3)', 'Access', 'Tasks (0)', and 'Threads (\*)'. The 'Threads (\*)' tab is selected and highlighted with a red box. Below the tabs, the 'Threads' section displays a list of related entities. The first thread is '[4] Evidence', which is expanded to show sub-threads: '[6] Fingerprint Report', '[19] Sighting of Black Toyota' (which is selected and highlighted in blue), '[27] (Copy of) Sighting of Black Toyota', '[4] Surveillance on Garage at 12 High Street', '[29] [Draft] Scene Image', '[21] List of items found at Accused residence Jethro Smaller', and '[36] Addendum to Forensic Report'. Below the list, there are two input fields: 'Title' with the value 'Sighting of Black Toyota' and 'Description' with the value 'Black Toyota seen at suspects address'.

## 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, select **Create**.
6. To find and select a document to add to the report, select **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 shows 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](#).

A **Police Incident Report 2014/1**
Details
Entities (0)
Access
Comments (1)
Tasks (1)

**Details**

Title: SLT Report from John Smith 256, Stoneflat Road, Gribbage,

Description: **Subject Details**  
**Name:** John Smith  
**DOB:** 02/04/1961  
**Address:** 256, Stoneflat Road, Gribbage, Fernside  
**Contact No: (H)** 033125435 **(Cell)** 0217876543  
**Location of Incident:** 256, Stoneflat Road, Gribbage, Fernside

**Details of Incident**  
A car was heard to be revving on berm outside property. Subject went to investigate and saw a dark colour 4 door saloon driving along the berm outside subjects property exhibiting a sustained loss of traction. A signpost 50 metres away was lying across Stoneflat Road. Deep ruts had been made in berm. The vehicle had mud covering its tyres and the occupants were trying to lever the car off a boulder which had become wedged under the vehicle. Another road sign post was being utilised by the occupants as a lever. A black 4 wheel drive vehicle arrived shortly after and towed the saloon vehicle off the boulder. The plate number of the vlack 4 wheel drive vehicle was MUD MAC.

Draft:  **DRAFT**

Document: View Edit Download  Allow edit

Replacement: Create Browse...

Classification: Unclassified

When Actioned: 14/04/2014 📅 14:13 🕒

When happened: 12/04/2014 📅 20:30 🕒

**Attributes** Diagram

Selected

- Recommendation (\*)
  - 📄 To be Determined
- Incident Type (\*) (+)
  - 📄 Vehicle Theft
- Incident Location (\*)
  - Residential
    - Residential Location (+)
      - 📄 Property / Grounds
- Weapon Used (\*)
  - No
- Firearms Present at Scene (\*)
  - No

## 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](#).*

Police Incident Report 2017/3

Details
Entities (0)
Access
Comments (0)
Ta

**Details**

Title: (Copy of) SLT Report from John Smith 256, Stoneflat Road, Gribbage,

Description: **Subject Details**  
**Name:** John Smith  
**DOB:** 02/04/1961  
**Address:** 256, Stoneflat Road, Gribbage, Fernside  
**Contact No:** (H) 033125435 (Cell) 0217876543  
  
**Location of Incident:** 256, Stoneflat Road, Gribbage, Fernside  
  
**Details of Incident**  
 A car was heard to be revving on berm outside property. Subject went to investigate and saw a dark colour 4 door saloon driving along the berm outside subjects property exhibiting a sustained loss of traction. A signpost 50 metres away was lying across Stoneflat Road. Deep ruts had been made in berm. The vehicle had mud covering its tyres and the occupants were trying to lever the car off a boulder which had become wedged under the vehicle. Another road sign post was being utilised by the occupants as a lever.  
 A black 4 wheel drive vehicle arrived shortly after and towed the saloon vehicle off the boulder. The plate number of the black 4 wheel drive vehicle was MUD MAC.  
  
**Other Relevant Information (for example, witness details)**

Draft:  **DRAFT**

Document: View Edit Download  Allow edit

Replacement: Create Browse...

Classification: Unclassified

When Actioned: 13/07/2017 15:19

When happened: 12/04/2014 20:30

**Attributes** **Diagram**

Selected

- Recommendation (\*)
  - No Further Action
  - Recommending Officer (+)
    - ADMINISTRATOR, Defau
- Incident Type (\*) (+)
  - Kidnapping
- Incident Location (\*)
  - Public
    - Public Location (+)
      - Park
- Weapon Used (\*)
  - No
- Firearms Present at Scene (\*)
  - No

Copy as new

## 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**.



The screenshot shows a web interface for a 'Police Incident Report 2014/1'. At the top, there is a navigation bar with tabs: 'Details', 'Entities (0)', 'Access', and 'Comments (1)'. The 'Comments (1)' tab is highlighted with an orange border. Below the tabs, the 'Comments' section is displayed. It contains a single comment with the following text: '14/04/2014 14:29 DOCUMENTATION, Tech (JIDOC) Witnesses required to confirm reporters statement.' Below the comment, there is a section for 'Add new comment' with a text input field containing the text 'Witness located at ...'.

## 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](#).*

**Case File**

Details

Case officer: DOCUMENTATION, Tech (JIDOC)

Title: Boat River thefts

Description: Seven kayaks reported missing over the last two weeks.

Classification: Restricted

Security access

Designations Teams Users Case Teams

Armourer Photographer

Assignees: New Edit Delete

Selected

- Individual Users
  - DOCUMENTATION, Tech (JIDOC)
- Case Teams
  - + ∞ Armourer
  - + ∞ Photographer
- Activity Type (\*) (+)
  - Property Theft

Attributes Diagram

Selected

- Case Status (\*)
  - Under Review
- Case Priority (\*)
  - Routine
- Risk Assessment (Community Impact) (\*)
  - Likelihood
    - Possible
  - Consequence
    - Minor
- Activity Type (\*) (+)
  - Property Theft

Value: Property Theft

- Assault
- Break and Enter
- Corruption
- Drug Importation
- Drug Supply
- Fraud
- Homicide
- Kidnapping
- Money Laundering
- People Smuggling
- Property Theft
- Terrorist Activities
- Vehicle Theft

## 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**.*

**Homicide File [URN: ...]**

Details Contents Entities Access Threads Disclosure Dissemination >>

Details

Case officer: DOCUMENTATION, Tech (JIDOC)

Title: Check local garages for cars matching description

Description: 29/03/2014  
S W

Classification: [Dropdown]

Security access: Designations Teams Users Case Team Selected

Migration, (MIGRATE)  
ADMINISTRATOR, Default Agency (DEFLTADMI)  
BOBSON, Johnny John (JI0006)

Attributes Diagram

Selected

- Status (\*)

Open

Value: Open

## 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.

**Case File 2**

Details Contents Entities Access Threads Disclosure Dissemination >>

Contents

Log View Static View Thread View Task View Property Reports Property Items Phases Lines of Enquiry

URN	Reported Date	Time	Key	Type	#	Title	Creator
38	05/09/2016	09:53			0	Collect membership file from CFI (Not Sent)	Tech DOCUMENTATION (JIC)
35	10/08/2015	11:35			0	Interview with James Kite	Tech DOCUMENTATION (JIC)
24	02/04/2014	13:22			0	Secrets Night Club Ownership	Tech DOCUMENTATION (JIC)
23	02/04/2014	11:46			0	Roland Read	Tech DOCUMENTATION (JIC)
1	12/03/2014	11:36			2	Default Case Note	Tech DOCUMENTATION (JIC)
5	12/03/2014	11:20			0	[Draft] Forensic Report - J Smith	Tech DOCUMENTATION (JIC)
17	16/03/2010	11:11			0	Interim: xcgbb	Clark BRIAN (DEMO2)
2010/1	12/01/2010	13:15			0	Will this be # 11?	Tech DOCUMENTATION (JIC)
2	03/06/2009	13:55			0	snooping (deleted)	Tech DOCUMENTATION (JIC)
12	25/09/2007	02:34			0	Case Closed	Robert MASON (DEMO1)
11	21/09/2007	08:45			6	Arrest and Interview of Mark HARRISON (aka FREEMAN)	Greg THOMPSON (DEMO3)
10	21/09/2007	05:00			0	Arrangement to Arrest Freeman Immediately	Robert MASON (DEMO1)
2	21/09/2007	04:45			2	Call to ABC Electronics by Freeman 12:45 20 Sept 2007	Robert MASON (DEMO1)
3	14/09/2007	09:44			0	Analysis of Calls Made From 4103492232	Robert MASON (DEMO1)

Details

Title: [Text Box]

Description: [Text Box]

Additional Details

## 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.

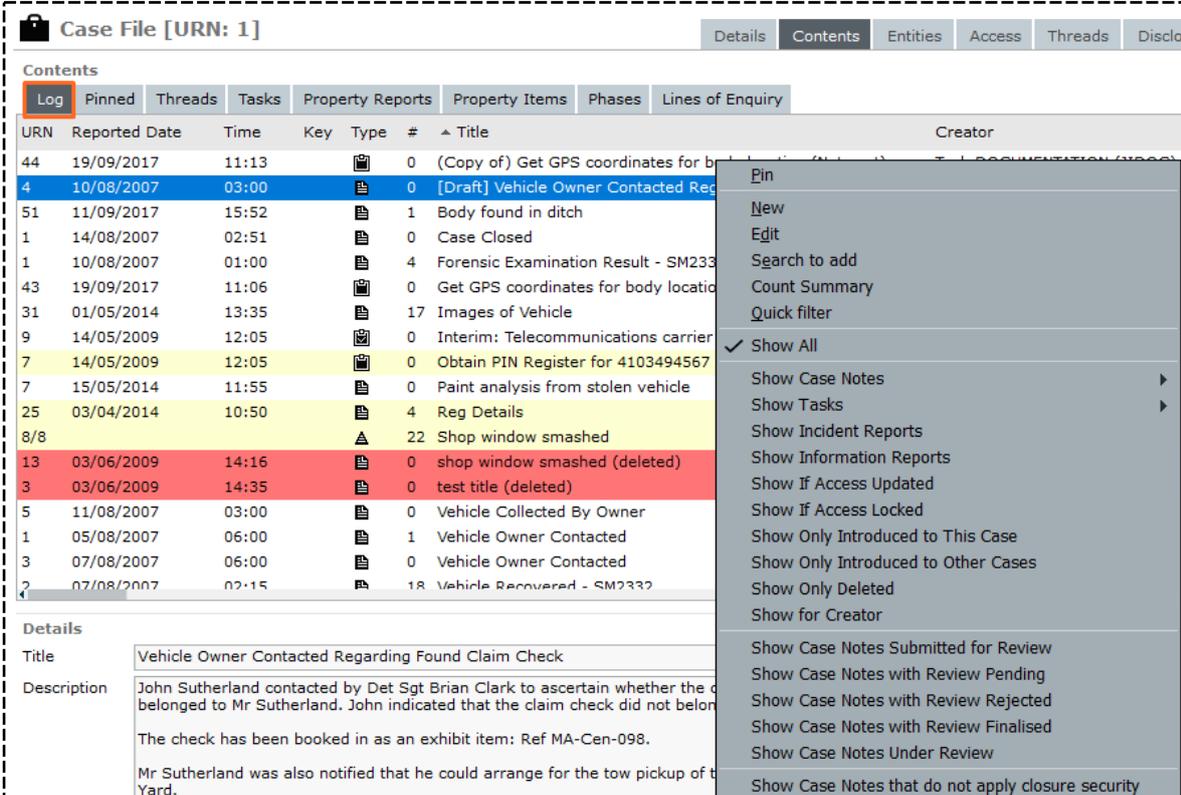
Case log listings are shaded in the following colours under the **Log** subtab:

- **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.*



**Case File [URN: 1]**

Details Contents Entities Access Threads Disclo

Contents

Log Pinned Threads Tasks Property Reports Property Items Phases Lines of Enquiry

URN	Reported Date	Time	Key	Type	#	Title	Creator
44	19/09/2017	11:13		0	0	(Copy of) Get GPS coordinates for b...	
4	10/08/2007	03:00		0	0	[Draft] Vehicle Owner Contacted Reg...	
51	11/09/2017	15:52		1	1	Body found in ditch	
1	14/08/2007	02:51		0	0	Case Closed	
1	10/08/2007	01:00		4	4	Forensic Examination Result - SM233	
43	19/09/2017	11:06		0	0	Get GPS coordinates for body locati...	
31	01/05/2014	13:35		17	17	Images of Vehicle	
9	14/05/2009	12:05		0	0	Interim: Telecommunications carrier...	
7	14/05/2009	12:05		0	0	Obtain PIN Register for 4103494567	
7	15/05/2014	11:55		0	0	Paint analysis from stolen vehicle	
25	03/04/2014	10:50		4	4	Reg Details	
8/8				22	22	Shop window smashed	
13	03/06/2009	14:16		0	0	shop window smashed (deleted)	
3	03/06/2009	14:35		0	0	test title (deleted)	
5	11/08/2007	03:00		0	0	Vehicle Collected By Owner	
1	05/08/2007	06:00		1	1	Vehicle Owner Contacted	
3	07/08/2007	06:00		0	0	Vehicle Owner Contacted	
2	07/08/2007	02:15		18	18	Vehicle Recovered - SM2332	

Details

Title: Vehicle Owner Contacted Regarding Found Claim Check

Description: John Sutherland contacted by Det Sgt Brian Clark to ascertain whether the c... belonged to Mr Sutherland. John indicated that the claim check did not belong...  
The check has been booked in as an exhibit item: Ref MA-Cen-098.  
Mr Sutherland was also notified that he could arrange for the tow pickup of t... Yard.

Context Menu:

- Pin
- New
- Edit
- Search to add
- Count Summary
- Quick filter
- Show All
- Show Case Notes
- Show Tasks
- Show Incident Reports
- Show Information Reports
- Show If Access Updated
- Show If Access Locked
- Show Only Introduced to This Case
- Show Only Introduced to Other Cases
- Show Only Deleted
- Show for Creator
- Show Case Notes Submitted for Review
- Show Case Notes with Review Pending
- Show Case Notes with Review Rejected
- Show Case Notes with Review Finalised
- Show Case Notes Under Review
- Show Case Notes that do not apply closure security

## Pin a Case Log Entry

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

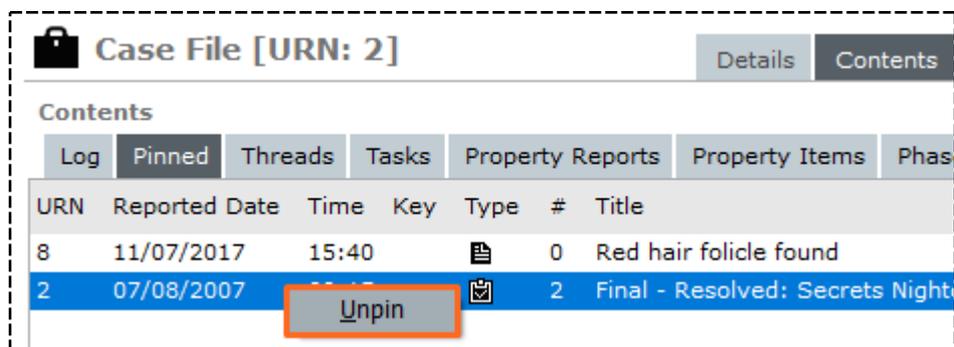
This makes it easier to access important entries:

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**.



The screenshot shows the 'Case File [URN: 2]' interface. The 'Contents' tab is active, and the 'Pinned' subtab is selected. A table of log entries is displayed, with the entry for URN 2 highlighted in blue. An 'Unpin' button is visible over the highlighted entry.

URN	Reported Date	Time	Key	Type	#	Title
8	11/07/2017	15:40			0	Red hair follicle found
2	07/08/2007				2	Final - Resolved: Secrets Night

## 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.

The screenshot displays the 'Case File [URN: 1]' interface. The 'Contents' tab is active, and the 'Threads' subtab is selected. The 'Existing thread relationships' list shows several entries, with '[2] Vehicle Recovered - SM2332' highlighted. A context menu is open over this entry, offering options: 'Show All Threads', 'Show Primary Threads', 'Show Parent Threads', and 'Show Legend'. The 'Selected thread tree' on the right shows a hierarchy starting with '[2] Vehicle Recovered - SM2332', which includes '[3] Vehicle Owner Contacted' and '[51] Body found in ditch'. The 'Details' section at the bottom shows the title 'Vehicle Recovered - SM2332' and a description: 'At 10:15 am on 6 August 2007 a silver Chrysler 300m with registration SM2332 was located on level 1 in the parking lot of the Atlantis Hotel, 2897 George Street Ocean City Maryland 21842.'

## 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.

The screenshot shows the 'Case File [URN: 2]' interface. The 'Contents' tab is selected, and the 'Tasks' subtab is highlighted. A table of tasks is visible, and a 'Filter Options' dialog box is open over it.

URN	Title	Expected Completion Date
38	Collect membership file from CFI (Not sent)	
4	Obtain PIN Register for 4103492232	11/09/2007
3	Conduct Research on Existing Data Holdings	13/08/2007
2	Conduct an Imm	
1	Contact the Nex	

**Filter Options**

Title:

Type:

Creator:

Creation Date:  to

## 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](#).

 Case File [URN: 1]

Details
Contents

**Contents**

Log
Pinned
Threads
Tasks
Property Reports
Property Items
Phases
Lines of Enquiry

URN	Created	Type	Items	Title
DWS-2017/124/10/2017 17:57		Drug Warrant Seizu	0	(Copy of) (Copy of) Search of 24532 Verne St
DWS-2017/124/10/2017 17:55		Drug Warrant Seizu	0	(Copy of) Search of 2453
2014/7 05/05/2014 11:44		Drug Seizure Report	0	er Drive, Greater
DWS-2017/130/08/2017 11:01		Drug Warrant Seizu	0	of 24532 Verne St
5-2017 30/08/2017 10:47		Homicide Evidence R	0	
DWS-2017/130/08/2017 10:32		Drug Warrant Seizu	0	Verne Street Ocea
DWS-2015/19/11/2015 15:15		Drug Warrant Seizu	1	
3-2015 17/11/2015 11:37		Homicide Evidence R	1	e of Crime at 4657
DWS-2015/11/11/2015 11:31		Drug Warrant Seizu	0	berland Drive, Oa
DWS-2015/10/11/2015 12:01		Drug Warrant Seizu	15	et Ocean City Mary

- [New](#)
- [Edit](#)
- [Search to add](#)
- [Show All](#)
- [Show Outstanding](#)
- [Additional filters](#)
- [Show Legend](#)
- [Export Table to Excel](#)

## 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.

Case File [URN: 1]

Details
Contents
Entities
Access
Threads

**Contents**

Log	Pinned	Threads	Tasks	Property Reports	Property Items	Phases	Lines of Enquiry
URN	Created		Type	Ref #	Title	Current Location	
2015/7	10/11/2015 12:12		Drug Item	2015.11.04.001	Glock 9mm semi-auto pistol	Canterbury > CH Weapons Locker	
2015/8	10/11/2015 12:15		Drug Item	2015.11.04.002	Box of 9mm ammunition	Canterbury > CH Exhibit Room > 0	
2015/9	10/11/2015 12:17		Drug Item	2015.11.04.003	Baseball bat with exposed nails	Canterbury > CH Exhibit Room > 0	
2015/10	10/11/2015 12:18		Drug Item	2015.11.04.004	Black lock box	Canterbury > CH Exhibit Room > 0	
2015/11	10/11/2015 12:22		Drug Item	2015.11.04.005	bag of methamphetamine	Canterbury > CH Exhibit Room > 0	
2015/12	10/11/2015 12:22		Drug Item	2015.11.04.006	bag of methamphetamine	Canterbury > CH Exhibit Room > 0	
2015/13	10/11/2015 12:22		Drug Item	2015.11.04.007	bag of methamphetamine	Canterbury > CH Exhibit Room > 0	
2015/14	10/11/2015 12:23		Drug Item	2015.11.04.008	bag of methamphetamine	Canterbury > CH Exhibit Room > 0	

Filters  
Show Legend  
Export Table to Excel

**Details**

Title	bag of methamphetamine
Description	bag of methamphetamine

Actions (0)	Attributes	Continuities (1)
<b>10/11/2015 12:22</b> Movement: <i>Person to storage location</i> Type: <i>Acquisition</i> Direction: <i>In</i> From: <i>DENBY, Joe (JODOC)</i>		



## 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.

Case File [URN: 1]
Details
Contents
Entities
Access
Threads
Disclosure

Contents
Log
Pinned
Threads
Tasks
Property Reports
Property Items
Phases
Lines of Enquiry

**Lines of Enquiry**

- Undefined
- Immediate family members
- Other similar activity in area

**Entity type**

- Case Note
- General Case Note

**General Case Note**

[4] [Draft] Vehicle Owner Contacte

**Details**

Title Vehicle Owner Contacted Regarding Found Claim Check

Description John Sutherland contacted by Det Sgt Brian Clark to ascertain whether the claim check found in the vehicle belonged to Mr Sutherland. John indicated that the claim check did not belong to him.

**Additional Details**

**Attributes**

## 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.*

The screenshot shows the 'Case File [URN: 2]' interface with the 'Contents' tab selected. A 'Count Summary' popup window is displayed over the main table. The main table lists items with columns: URN, Reported Date, Time, Key, Type, #, Title, and Creator. The 'Count Summary' window has columns: Type, Description, and Count.

Type	Description	Count
Case Note	General Case Note	11
Case Note	Research / Analysis Activity	3
Case Note	Forensic Note	3
Case Note	Surveillance Activity	1
Case Note	Telephone Intercept Summary	2
Case Note	Default Case Note	1
Incident Report	Police Incident Report	4
Task	General Task	6
Task Result	Task Result	8
<b>Total</b>		<b>39</b>

## 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.*

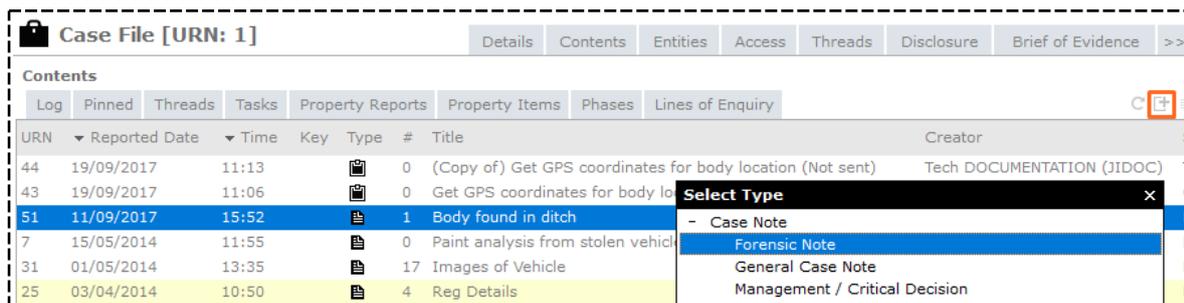
*See **Specifying Miscellaneous Options** in the Admin Guide.*

The screenshot shows the 'Case File [URN: 1]' interface with the 'Contents' tab selected. The 'Log' subtab is active. The main table lists items with columns: URN, Reported Date, Time, Key, Type, #, Title, and Creator. The item with URN 51 is highlighted in blue.

URN	Reported Date	Time	Key	Type	#	Title	Creator
44	19/09/2017	11:13		0		(Copy of) Get GPS coordinates for body location (Not sent)	Tech DOCUMENTATION (JIDOC)
43	19/09/2017	11:06		0		Get GPS coordinates for body location (Cancelled)	Tech DOCUMENTATION (JIDOC)
51	11/09/2017	15:52		1		Body found in ditch	Tech DOCUMENTATION (JIDOC)
7	15/05/2014	11:55		0		Paint analysis from stolen vehicle	Joe DENBY (JODOC)

## 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 select 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**.



The screenshot shows the 'Case File [URN: 1]' interface with the 'Contents' tab selected. A 'Select Type' dialog box is open, allowing the user to choose the type of case note to create. The dialog box lists the following options:

- Case Note
- Forensic Note
- General Case Note
- Management / Critical Decision

The 'Contents' tab displays a table of case notes with the following columns: URN, Reported Date, Time, Key, Type, #, Title, and Creator. The table contains the following data:

URN	Reported Date	Time	Key	Type	#	Title	Creator
44	19/09/2017	11:13		0		(Copy of) Get GPS coordinates for body location (Not sent)	Tech DOCUMENTATION (IDOC)
43	19/09/2017	11:06		0		Get GPS coordinates for body location	
51	11/09/2017	15:52		1		Body found in ditch	
7	15/05/2014	11:55		0		Paint analysis from stolen vehicle	
31	01/05/2014	13:35		17		Images of Vehicle	
25	03/04/2014	10:50		4		Reg Details	

## 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 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.*

### Entity Import From File

**Attributes**

Entity:

Entity Attribute: 

- Inspection Note
  - Date of Inspection
  - Industry
  - Inspection Method
  - Make
  - Mobile Phone Number
  - Model
  - Officer/s Attending
  - Teams Attending

**Selected Attributes**

Entity	Attribute	Column
Inspection Note 1	Date of Inspection	Date of Inspection (*)
Inspection Note 1	Industry	Industry (*) (+)
Inspection Note 1	Inspection Method	Inspection Method (*)
Inspection Note 1	Model	Model (+)
Inspection Note 1	Practice 2	Practice 2
Inspection Note 1	Officer/s Attending	Officer/s Attending (+)
Inspection Note 1	Teams Attending	Teams Attending

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.

## Users

User View

Role View

Name

JOHNSTONE, BeeJay  
 JOHANNES, Stanley  
 JOHNSTONE, Brian  
 JONES, Ian  
 JONES, Mike

Title

First name

Gender

Contact Number

Rank

Middle name

D.O.B.

Email

## 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**.

The screenshot displays the 'General Case Note [URN: 25]' interface. The 'Details' tab is active, showing fields for Title, Description, Draft, Classification, and When Actioned. A 'Phases' dialog box is open, allowing selection of phases. The 'Available' list includes Evidence Management, Information Gathering, Scene Management, Witness Management, and Witness Protection. 'Evidence Management' is selected in the 'Selected' list. The 'Apply' button is highlighted. Below the dialog, the 'Phase & LOE' subtab is active, showing 'Evidence Management' in the 'Phases' column and 'Undefined' in the 'Lines of Enquiry' column.

## 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, select **Submit**.
5. To start the review process, select **Start Rev** (available if you're a reviewer).
6. To reject the case note, select **Reject** (available if you're a reviewer).
7. To finalise the case note for review, select **Finalise**.

**General Case Note [URN: 25]** Details Entities (3) Access Ta

**Details**

Title: Reg Details

Description: Reg details

Draft:

Classification:

Apply closure security

When Actioned: 03/04/2014 10:50

Phase & LOE: **Review** Disclosure

No review required JIDOC 30/03/2016 14:15

Status: Review not required Finalised by:

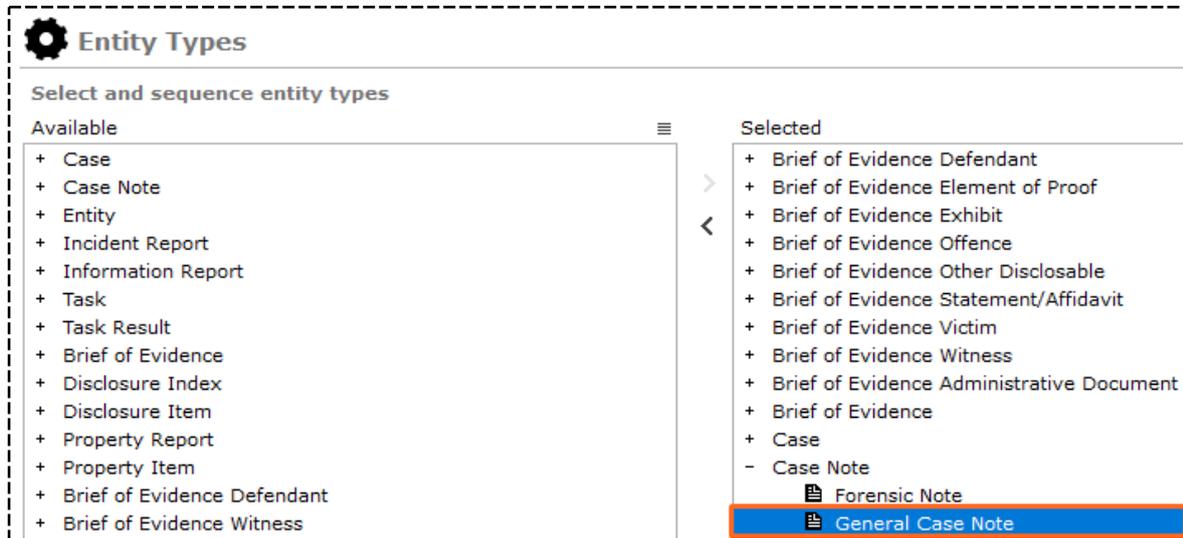
Comments:

Submit  
Start Rev.  
Reject  
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.

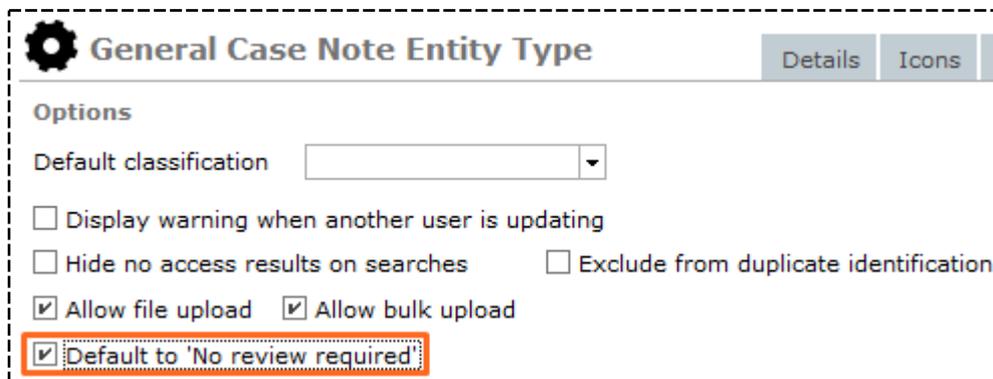


**Entity Types**

Select and sequence entity types

Available	Selected
+ Case	+ Brief of Evidence Defendant
+ Case Note	+ Brief of Evidence Element of Proof
+ Entity	+ Brief of Evidence Exhibit
+ Incident Report	+ Brief of Evidence Offence
+ Information Report	+ Brief of Evidence Other Disclosable
+ Task	+ Brief of Evidence Statement/Affidavit
+ Task Result	+ Brief of Evidence Victim
+ Brief of Evidence	+ Brief of Evidence Witness
+ Disclosure Index	+ Brief of Evidence Administrative Document
+ Disclosure Item	+ Brief of Evidence
+ Property Report	+ Case
+ Property Item	- Case Note
+ Brief of Evidence Defendant	+ Forensic Note
+ Brief of Evidence Witness	+ General Case Note

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



**General Case Note Entity Type** Details Icons

**Options**

Default classification

Display warning when another user is updating

Hide no access results on searches  Exclude from duplicate identification

Allow file upload  Allow bulk upload

Default to 'No review required'

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.

The screenshot displays the 'General Case Note [URN: 25]' interface. The 'Details' subtab is active, showing fields for Title ('Reg Details') and Description ('Reg details'). Below these are fields for Draft (unchecked), Classification (empty dropdown), Apply closure security (unchecked), and When Actioned (03/04/2014). The 'Disclosure' subtab is selected, and the 'Signed off for disclosure' checkbox is checked. A 'Comments' button is highlighted with a red box. A 'Disclosure Sign Off Comments' dialog box is open, showing the text 'Fine to disclose' and 'OK' and 'Cancel' buttons.

## 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.

General Case Note [URN: 25]

Details
Entities (4)
Access
Tasks

**Details**

Title

Description

Draft

Classification  ▼

Apply closure security

When Actioned  📅  🕒 ⚙️

Phase & LOE
Review
Disclosure

Phases ⊕ ☰

Evidence Management

Lines of Enquiry ⊕ ☰

Undefined

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.

The screenshot shows the 'System Settings' interface with the 'Options' tab selected. The settings are as follows:

Setting	Value	Checkbox	Description
Country	United States	<input checked="" type="checkbox"/>	Allow multiple time zones
Database ID	Demonstration	<input type="checkbox"/>	Laptop system
Environment	Demonstration		
Application name	ICM		
Language	English (New Zealand)	<input type="checkbox"/>	Change fonts
Contact number format	Free Format		
Max image or document size	50 MB		
Max email attachment size	4 MB		
Media attachment directory	C:\JadeSystems\ClientSystem7\c_misc\MediaAttachments\		
Hide no access results on searches		<input type="checkbox"/>	
Allow source entities directly added to case		<input checked="" type="checkbox"/>	(Allow source entities to be introduced directly into a case without a proxy case note)
Single source entity relationship		<input type="checkbox"/>	(Allow only one relationship type to be configured between a source entity and any entity)
Include default source entity relationship		<input type="checkbox"/>	(Include the system default relationship type 'references' <-> 'is referenced in' in the dropdown list)
Enable Phase and Line of Enquiry feature		<input checked="" type="checkbox"/>	Phase/LOE/Review/Disclosure collapsed by default

## 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.*

**General Case Note 35**

Details
Entities (0)
Access

---

**Details**

Title

Description

Draft

Classification

Apply closure security

When Actioned

Attributes Diagram

Selected

- Title
- Mr

Phase & LOE
Review
Disclosure

Phases
☰

Lines of Enquiry
☰

Undefined

Undefined

## 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:

- Open the case note you want to edit.
- Select the **Review** tab.
- Select **Unfinalise**.

The screenshot shows the 'Review' tab selected. The status is 'Finalised' and 'Finalised by STOKES, Paul (DEMO2) 312345'. The comments section contains two entries: '01/02/2017 09:47 by STOKES, Paul (DEMO2) 312345 Accepted : aaa' and '01/02/2017 09:32 Submitted by ANDERSON, Steve (SJA) Submitted to STOKES, Paul (DEMO2) 312345 No comment provided'. On the right side, there are buttons for 'Submit', 'Start Rev.', 'Reject', and 'Unfinalise'. The 'Unfinalise' button is highlighted with a red box.

- Confirm the status change and enter some comments about your changes.  
The review status of the case note is now *Rejected by reviewer*.
- Edit the case note and finalise it again.

The screenshot shows the 'Review' tab selected. The status is 'Rejected by reviewer' and 'Rejected By STOKES, Paul (DEMO2) 312345'. The comments section contains two entries: '13/06/2018 09:33 Rejected by STOKES, Paul (DEMO2) 312345 testing' and '01/02/2017 09:47 by STOKES, Paul (DEMO2) 312345 Accepted : aaa'. On the right side, there are buttons for 'Submit', 'Start Rev.', 'Reject', and 'Finalise'. The 'Finalise' button is highlighted with a red box.

## 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**.

The screenshot displays the 'General Case Note 35' interface. The 'Access' tab is selected and highlighted with a red box. Below the tab, there are several sub-tabs: 'Designations', 'Teams', 'Users', and 'Case Teams'. The 'Teams' sub-tab is selected. The main content area is divided into two columns. The left column lists user categories: 'All Users', 'Executive', 'Investigation Team 1', 'Investigation Team 2', 'Investigation Team 3' (highlighted in blue), and 'Surveillance Operatives'. The right column, titled 'Selected', shows a tree view of selected users: 'Teams' (Investigation Team 1) and 'Individual Users' (DOCUMENTATION, Tech (JIDOC) and BOBSON, Johnny John (JI0006)). A search icon is located between the two columns. Below the main content area, there is a section titled 'Users in Investigation Team 3' which lists 'DOCUMENTATION, Tech (JIDOC)' and 'USER, Demo (JI0005)'. A lock icon is visible at the bottom right of the main content area.

## 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 **All Cases** 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.

**General Case Note [URN: 34]** Details Entities (24) Access Tasks (0) Threads (0) History **Convergence** >>

**Convergence (24 Entities)**

Matches Related text

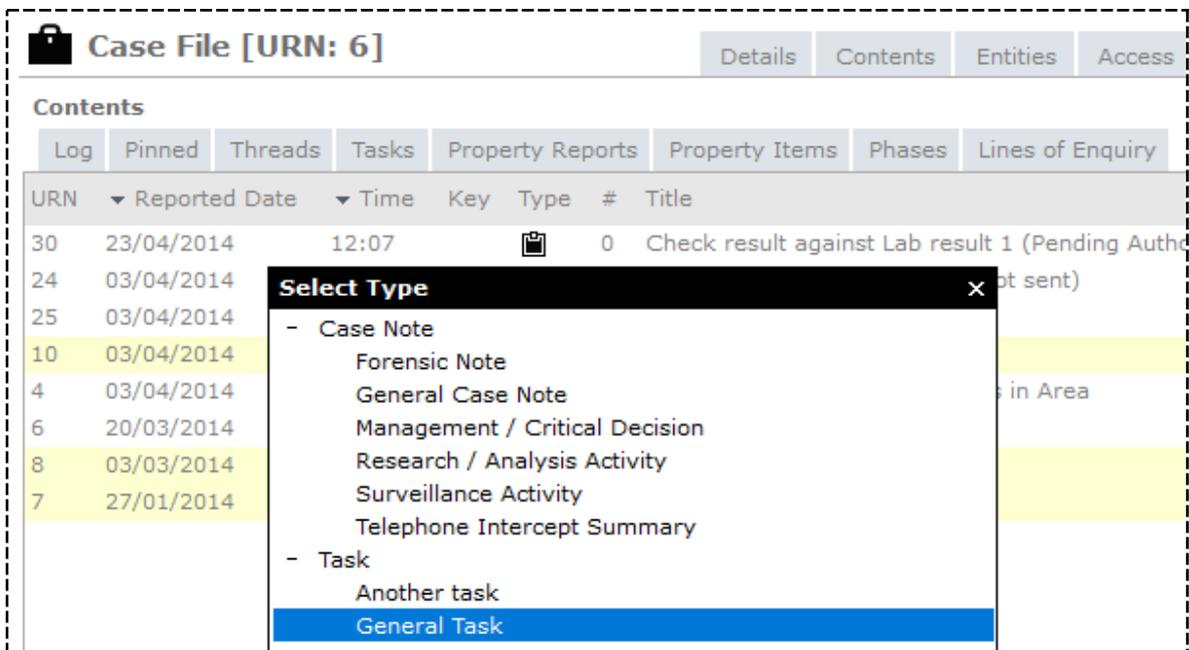
- 42% Convergence
  - Matches (1 Cases, 1 Case Notes)
    - Entities
      - [2] Forensic Result - Vehicle SM2332 09 July 2007
      - [4] Forensic Result - 38 Revolver AD11235Z56A
      - [7] PIN Register - 410349223201 July 2007 to 11 September 2007
      - [11] 15 Harms Way, Darrington, Greenville, Arizona, United States 8928797
      - [18] JONES, Frederika
      - [27] JONES, Sarah**
      - [36] JONES, Graham
      - [37] JONES, Martha
      - [38] JONES, Joe
      - [39] JONES, Jane
    - + Cases
  - + 17% Convergence
  - + 13% Convergence
  - + 8% Convergence

Show matches  This case  All cases Refresh

Copy as new Save Delete Close

## 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**.



The screenshot shows the 'Case File [URN: 6]' interface with the 'Contents' tab selected. A 'Select Type' dialog box is open, listing various task types. The 'General Task' option is highlighted in blue.

URN	Reported Date	Time	Key	Type	#	Title
30	23/04/2014	12:07			0	Check result against Lab result 1 (Pending Auth...
24	03/04/2014					...ot sent)
25	03/04/2014					
10	03/04/2014					
4	03/04/2014					...in Area
6	20/03/2014					
8	03/03/2014					
7	27/01/2014					

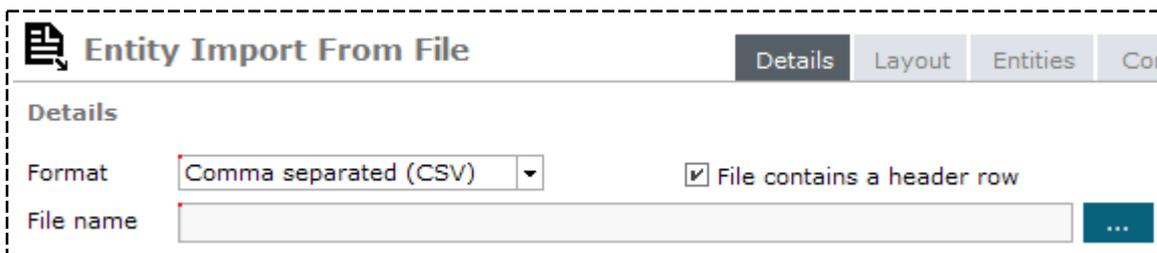
**Select Type**

- Case Note
  - Forensic Note
  - General Case Note
  - Management / Critical Decision
  - Research / Analysis Activity
  - Surveillance Activity
  - Telephone Intercept Summary
- Task
  - Another task
  - General Task**

## 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**.



The screenshot shows the 'Entity Import From File' dialog box. The 'Format' is set to 'Comma separated (CSV)' and the checkbox 'File contains a header row' is checked. The 'File name' field is empty.

**Entity Import From File**

Format:   File contains a header row

File name:

## Remove a Source Entity's Connection to a Case

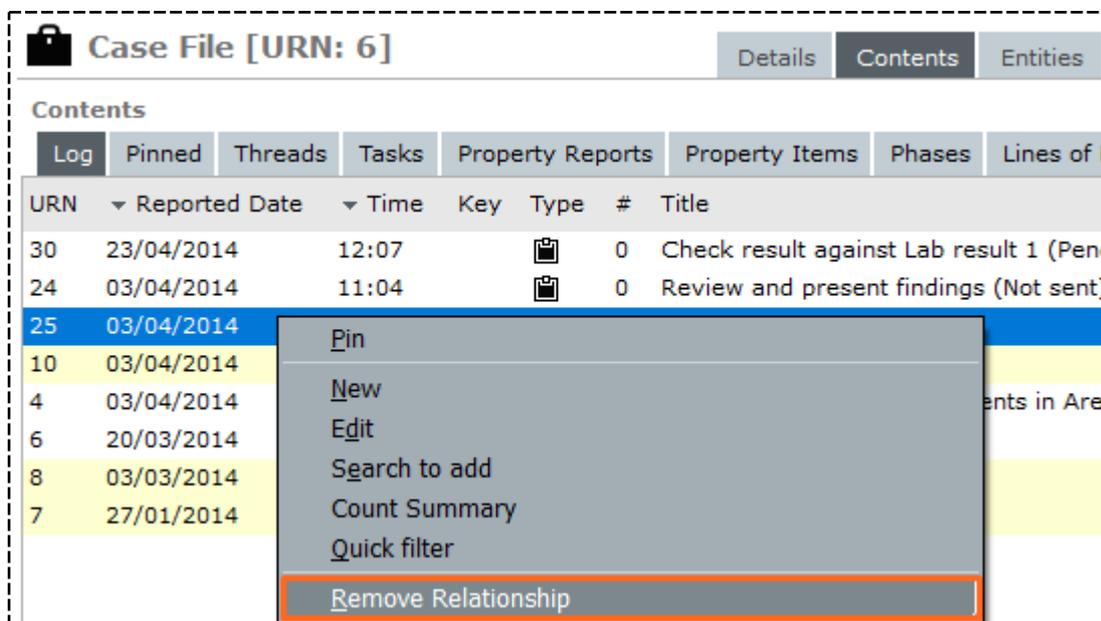
External source entities are shaded yellow under the *Log* subtab.

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's 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**.



The screenshot shows the 'Case File [URN: 6]' interface with the 'Contents' tab selected. The 'Contents' subtab is active, displaying a table of entities. The table has columns for URN, Reported Date, Time, Key, Type, #, and Title. The row with URN 25 is highlighted in blue, and a context menu is open over it, showing options like Pin, New, Edit, Search to add, Count Summary, Quick filter, and Remove Relationship. The 'Remove Relationship' option is highlighted with an orange border.

URN	Reported Date	Time	Key	Type	#	Title
30	23/04/2014	12:07			0	Check result against Lab result 1 (Pen)
24	03/04/2014	11:04			0	Review and present findings (Not sent)
25	03/04/2014					
10	03/04/2014					
4	03/04/2014					
6	20/03/2014					
8	03/03/2014					
7	27/01/2014					

## 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**.*

The screenshot shows the Jade Investigations Case Management interface. On the left is a 'Recent' sidebar with a list of entities: Image, Location, Organisation, Person, Person type, Vehicle, and Police Incident Report. The '[2017/1] Burglary' entry is highlighted with a red box. The main view is titled 'Case File [URN: 6]' and has tabs for 'Details' and 'Contents'. The 'Contents' tab is active, showing a table with columns: URN, Reported Date, Time, Key, Type, #, and Title. The table contains several rows of data. A 'Confirm' dialog box is overlaid on the table, with the text: 'Burglary will be added to case Theft of Vehicle. Please confirm.' The dialog has 'Yes' and 'No' buttons.

URN	Reported Date	Time	Key	Type	#	Title
30	23/04/2014	12:07			0	Check result against Lab re
24	03/04/2014					Review and present finding
25	03/04/2014					Reg Details
10	03/04/2014					Registration Details of Car
4	03/04/2014					Profile Against Similar Inci
6	20/03/2014					Fingerprint Report
8	03/03/2014					Theft of Vehicle
7	27/01/2014					Autopsy Report Dave Gree

## 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.*

The screenshot shows the 'Case File 2' interface with the 'Entities' tab selected. The 'Entities' subtab is active, showing a list of entity types on the left and a list of documents in the middle. The 'Details' pane on the right shows information for the selected document.

Entity type	Document	Details
- Entity	[1] ABC Electronics Salisbury - Claim Check No 5678	Click to view
Contact Number	[4] Forensic Result - 38 Revolver AD11235Z56A	<b>Source entities</b>
Document	[2] Forensic Result - Vehicle SM2332 09 July 2007	[1] Forensic Examination Result - SM2332
- Weapon	[11] Information Report - SMITH	<b>Attributes</b>
Firearm	[7] PIN Register - 410349223201 July 2007 to 11 Sep 2007	Forensic Result - Vehicle SM2332
Image	[6] PIN Register Request Form - 4103492232	09 July 2007
Location	[8] Statement - Mark HARRISON20 September 2007	Uploaded from: C:\Documents and Settings
Organisation	[5] TI Warrant No: 1234A	\cnwsm7\Desktop\Forensic Report.doc
Person	[3] Witness Statement - Jane EVANS05 August 2007	Classification:
Vehicle	[12] document	Locked: No                      Versioning
		enabled: Yes
		Open release: No              Limited release:
		No

## 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.

The screenshot displays the 'Case File 2' interface with the 'Entities' tab selected. The 'Entity type' list on the left includes 'Entity', 'Contact Number', 'Document', 'Weapon', 'Firearm', 'Image', 'Location', 'Organisation', 'Person', and 'Vehicle'. The 'Document' entity type is highlighted. The 'Document' list on the right shows several entries, including '[1] ABC Electronics Salisbury - Claim Check No 567', '[4] Forensic Result - 38 Revolver AD11235Z56A', and '[2] Forensic Result - 38 Revolver AD11235Z56A'. A context menu is open over the document list, showing options like 'Show All', 'Show Signed Off', 'Show Not Signed Off', 'Show Excluded from Disclosure', 'Phases', 'Lines of Enquiry', 'Sort by Title', 'Sort by Creation Date', 'Extract', and 'Show Legend'.

## 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**.*

The screenshot shows the 'Case File 2' interface with a navigation bar containing tabs: Details, Contents, Entities, Access, Threads, Disclosure, Dissemination, and an overflow menu (>>). Below the navigation bar is the 'Referenced Cases' section, which contains a table with the following data:

URN	Title	Status	Case officer	Reason	Created By
1	Vehicle Theft - SM2332	Open	DOCUMENTATION, Tech (JIDOC)	Vehicle used to be owned by deceased	DOCUMENTATIO
2014-1	Operation Hagley	Open	DOCUMENTATION, Tech (JIDOC)	Similar modus operandii (public place, runner, knife attack)	DOCUMENTATIO
6	Theft of Vehicle	Open	DOCUMENTATION, Tech (JIDOC)	similar weapon used	DOCUMENTATIO

A context menu is open over the third row of the table, listing the following options: Search to add, Go to Case, Edit Reason, Remove Relationship, Reinstate Relationship, and Show Legend.

## 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**.*

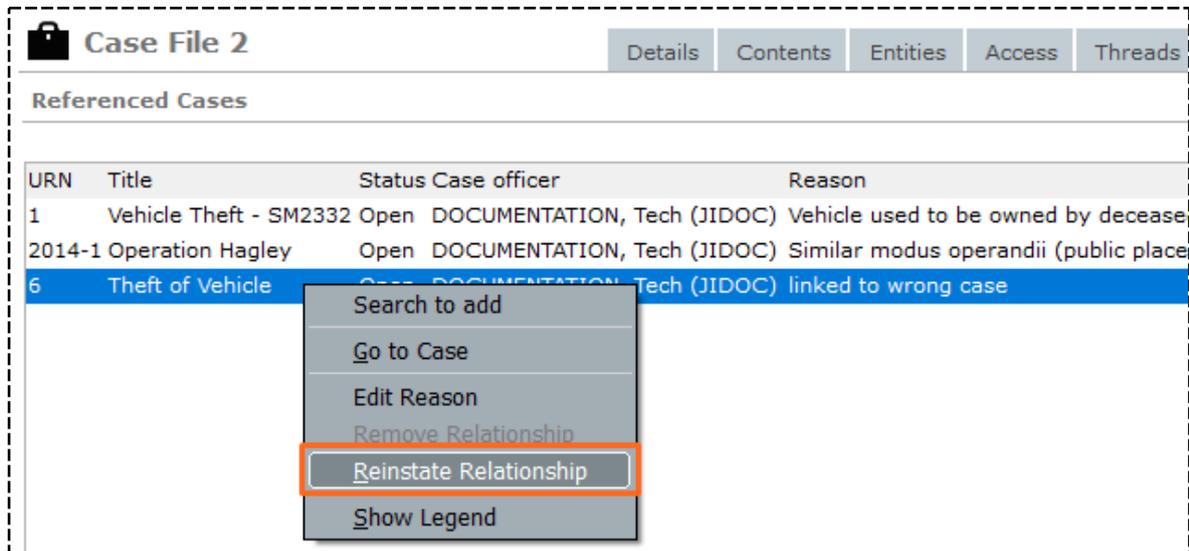
The screenshot shows the 'Case File 2' interface with tabs for 'Details', 'Contents', 'Entities', and 'Access'. The 'Referenced Cases' section contains a table with the following data:

URN	Title	Status	Case officer	Reason
1	Vehicle Theft - SM2332	Open	DOCUMENTATION, Tech (JIDOC)	Vehicle used to be owned by
2014-1	Operation Hagley	Open	DOCUMENTATION, Tech (JIDOC)	Similar modus operandii (p
6	Theft of Vehicle	Open	DOCUMENTATION, Tech (JIDOC)	similar weapon used

A dialog box titled 'Please enter reason for removing relationship' is overlaid on the table. The text 'case linked in error' is entered in the text area. The dialog box has 'Cancel' and 'OK' buttons at the bottom right.

## 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**.



The screenshot shows the 'Case File 2' interface with tabs for 'Details', 'Contents', 'Entities', 'Access', and 'Threads'. The 'Referenced Cases' section contains a table with the following data:

URN	Title	Status	Case officer	Reason
1	Vehicle Theft - SM2332	Open	DOCUMENTATION, Tech (JIDOC)	Vehicle used to be owned by decease
2014-1	Operation Hagley	Open	DOCUMENTATION, Tech (JIDOC)	Similar modus operandii (public place
6	Theft of Vehicle	Open	DOCUMENTATION, Tech (JIDOC)	linked to wrong case

The row for 'Theft of Vehicle' (URN 6) is selected, and a context menu is open over it. The menu items are: 'Search to add', 'Go to Case', 'Edit Reason', 'Remove Relationship', 'Reinstate Relationship' (highlighted with an orange border), and 'Show Legend'.

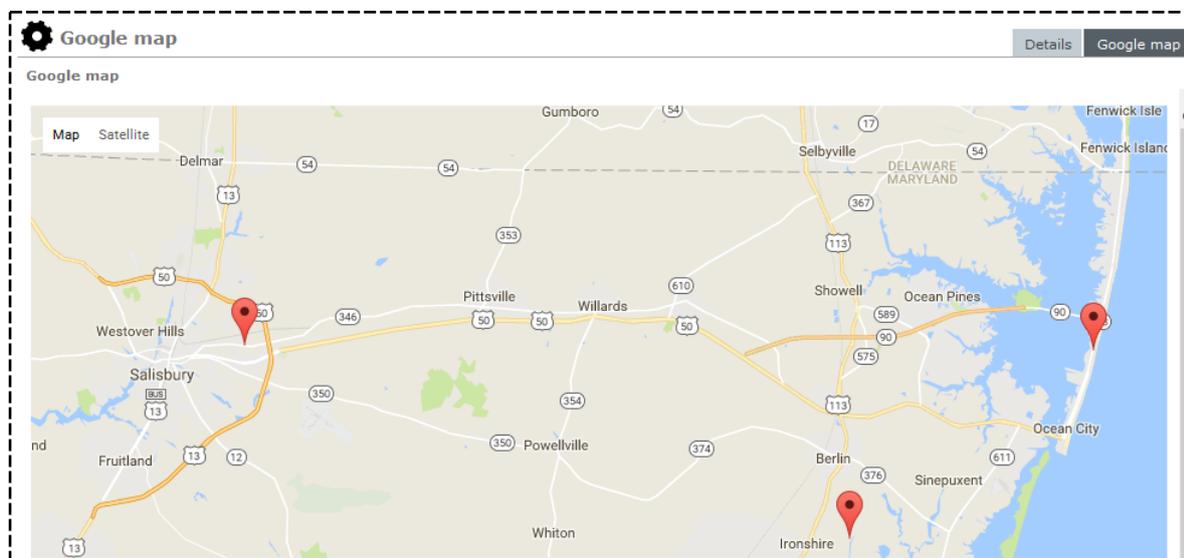
## Look at a Case Location on Google Maps

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.

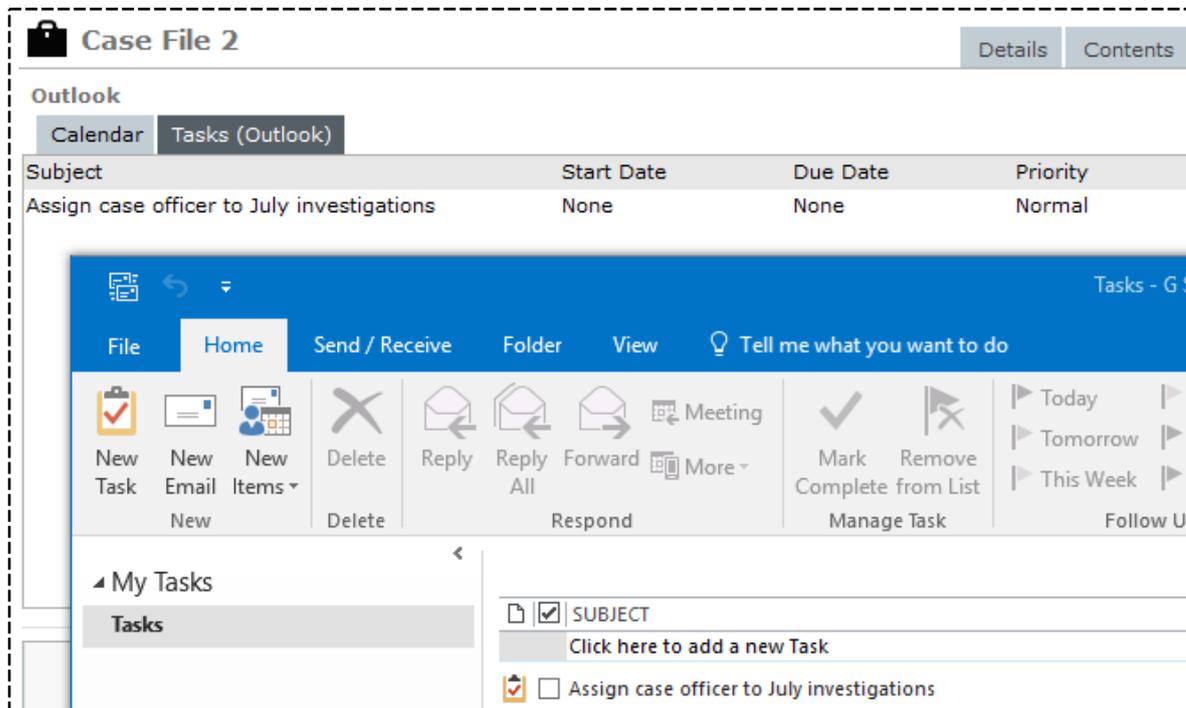
To schedule and manage meetings and tasks for a case using Outlook:

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.

The screenshot shows the Outlook interface within a 'Case File 1' window. The 'Calendar' tab is selected and highlighted with a red box. Below the tab, a meeting is listed with the following details:

Subject	Start Time	End Time
Meet with team working on John Smith Homicide	21/07/2017 11:00	21/07/2017 11:29

The Outlook ribbon is visible, showing the 'Home' tab with various calendar-related options. The 'Month' view is selected, and the calendar for July 2017 is displayed. The date 21st of July is highlighted in blue, indicating the meeting's date.

## 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.

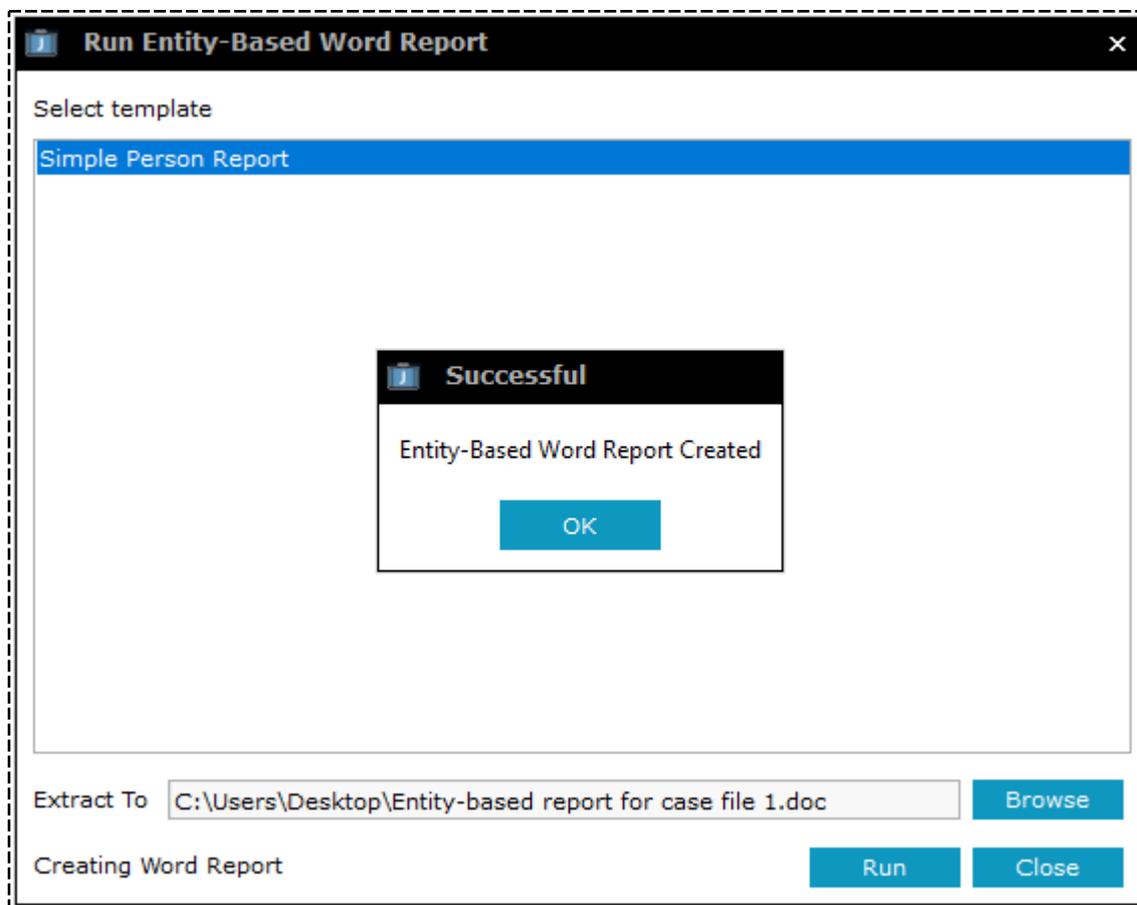
The screenshot displays the Outlook interface for 'Case File 2'. The 'Outlook' section is active, and the 'Tasks (Outlook)' tab is selected. A table shows the task details:

Subject	Start Date	Due Date	Priority
Assign case officer to July investigations	None	None	Normal

Below the table, the Outlook ribbon is visible, showing the 'Home' tab. The 'My Tasks' list on the left contains the task 'Assign case officer to July investigations'. The task details pane on the right shows the task name and a link to 'Click here to add a new Task'.

## 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.

### Case Summary

**Filters**

Case Type	Case File	Business unit	--- All ---
Case officer	--- All ---	Business region	--- All ---
Case Status	Open	Designation	--- All ---
Creation Date	<input type="text"/> to <input type="text"/>	Team	--- All ---
		User	--- All ---

Include cases where user has access via Team/Designation

**Duration** ▲

Attribute: Case Status (\*)

From:

To:

Duration (days):  to

Results					Additional Details
Case URN	Case Title	Case officer	Case Type	Case Sta	
1	Vehicle Theft - SM2332	DOCUMENTATION, Tech (JIDOC)	Case File	Open	Risk Assessment (Community Impact): Consequence = Minor
2	Homicide - John SMITH	DOCUMENTATION, Tech (JIDOC)	Case File	Open	Activity Type = Vehicle Theft
6	Theft of Vehicle	DOCUMENTATION, Tech (JIDOC)	Case File	Open	Case Assignment Details: Officers Assigned = THOMPSON, Greg (DEMO3)
8	case file 2	BRIAN, Clark (DEMO2)	Case File	Open	Case Assignment Details: Officers Assigned = BRIAN, Clark (DEMO2)
10	Homicide Case for BofE	DOCUMENTATION, Tech (JIDOC)	Case File	Open	Case Assignment Details: Officers Assigned = USER, Demo (JI0005)
12	New Investigation at Hagley	DOCUMENTATION, Tech (JIDOC)	Case File	Open	Case Assignment Details: Officers Assigned = DENBY, Joe (JODOC)
13	Fraud Investigation at Horton-M	DOCUMENTATION, Tech (JIDOC)	Case File	Open	
14	Fraud in XYZ Co. Ltd	DOCUMENTATION, Tech (JIDOC)	Case File	Open	
18	Avocado Theft	DOCUMENTATION, Tech (JIDOC)	Case File	Open	Review Date = 30/03/2014

**Created**  
03 March 2014

## 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.

The screenshot shows the 'Case File 1' interface with the 'Threads' tab selected. The 'Existing thread relationships' pane on the left lists various threads, with '[13] shop window smashed (deleted)' highlighted in red. The 'Selected thread tree' pane on the right shows a hierarchy starting with '[2] Vehicle Recovered - SM2332' and '[3] Vehicle Owner Contacted'. The 'Source entities with no parent thread' pane at the bottom right lists entities, with '[13] shop window smashed (deleted)' also highlighted in red.

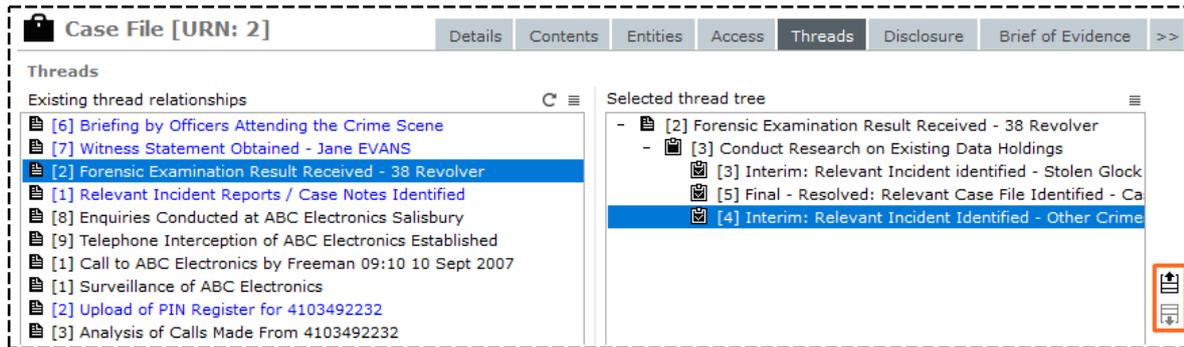
## Filter Thread Relationships

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.

The screenshot shows the 'Case File [URN: 1]' interface with the 'Threads' tab selected. The 'Existing thread relationships' pane on the left lists various threads, with '[3] Vehicle Owner Contacted' highlighted in blue. A context menu is open over this entry, showing options: 'Show All Threads', 'Show Primary Threads', 'Show Parent Threads', and 'Show Legend'. The 'Selected thread tree' pane on the right shows a hierarchy starting with '[3] Vehicle Owner Contacted'.

## Reorder a List of Threads

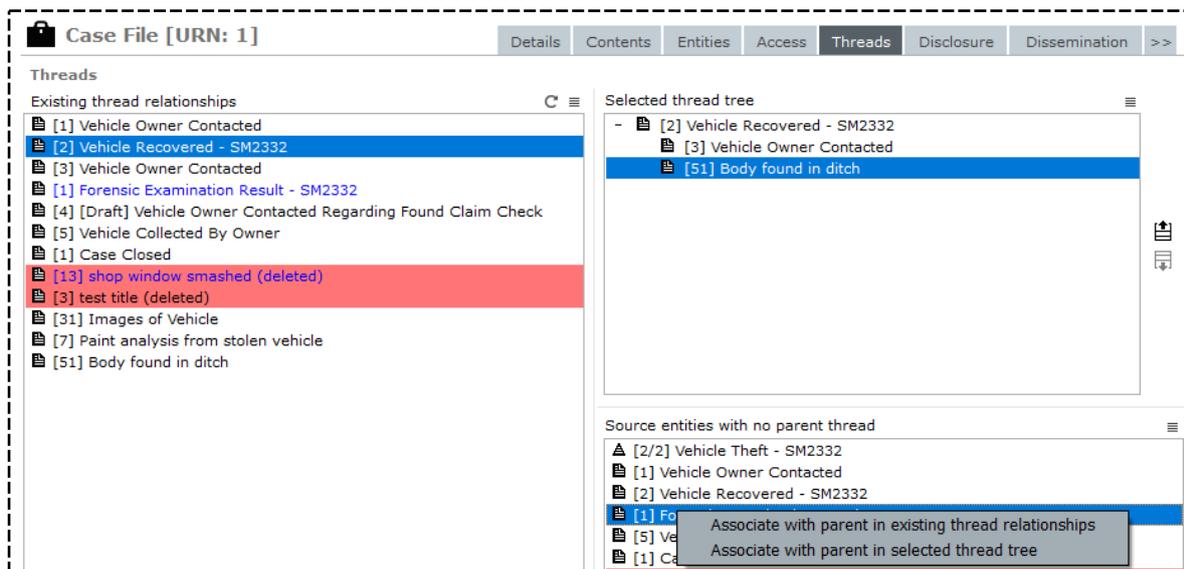
1. Open the required case.
2. Select the **Threads** tab.
3. Select a thread relationship in the *Existing thread relationships* area.
4. Select the thread you want to move in the *Selected thread tree* area.
5. Use the Up  or Down  icon to move the thread up or down.



## Thread a Source Entity Manually

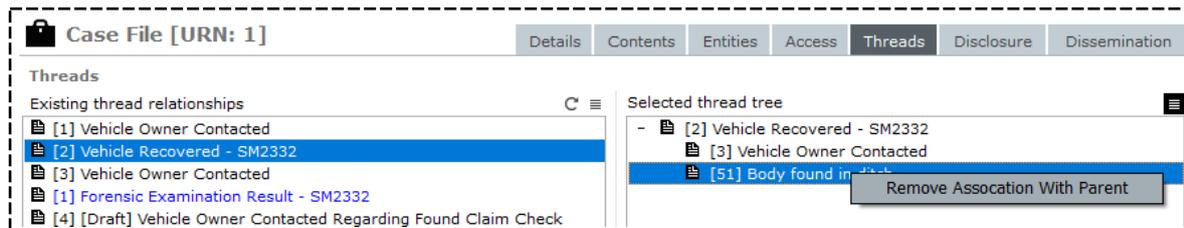
If you create a task without a context like a case, you can thread a case note or task manually to correct this:

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:

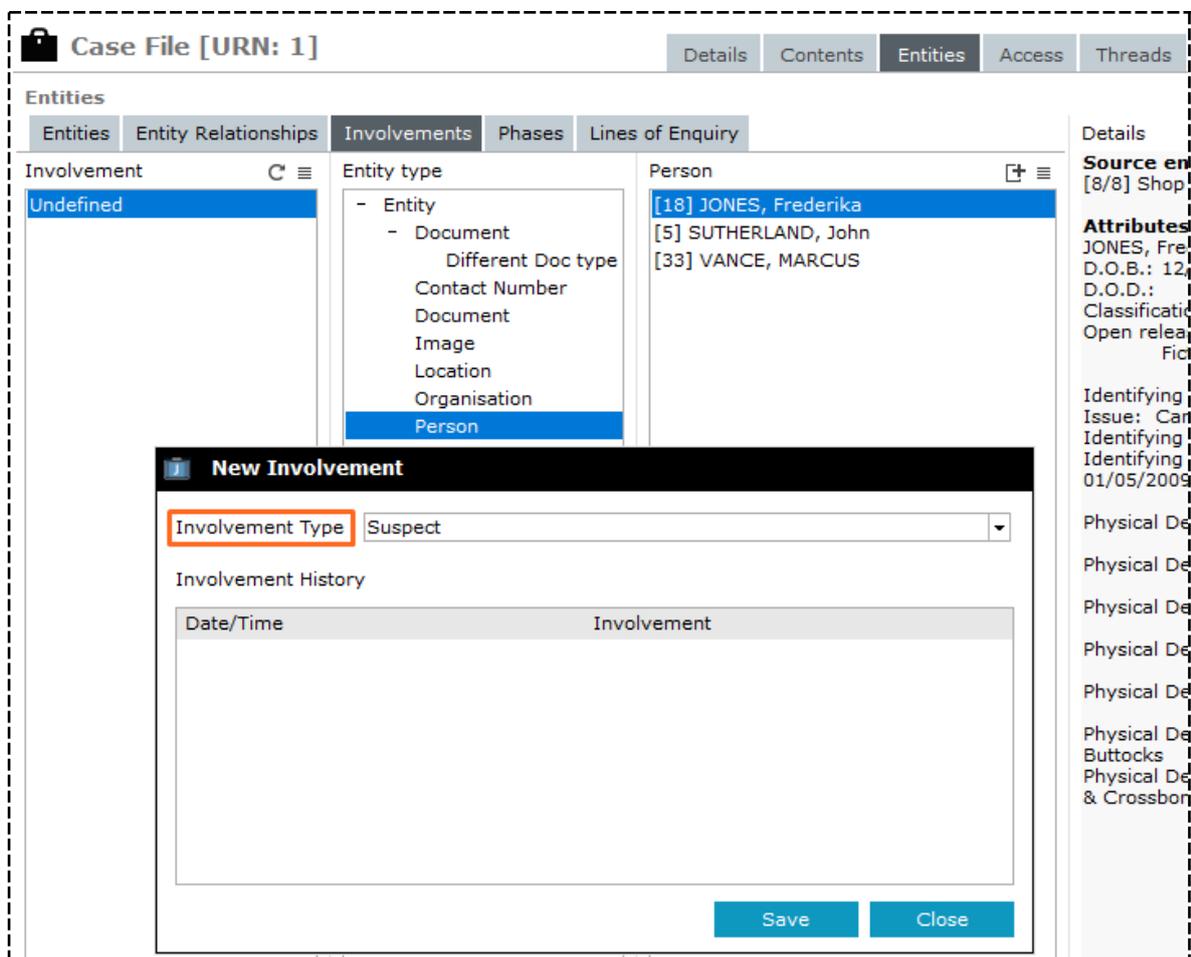
- Set up a list of involvement values in a system code table for each tangible entity you want to use involvements with.
- Define the subset of values that will be associated with each tangible entity.  
*See the Admin Guide.*

## 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](#).



**Case File [URN: 1]** Details Contents **Entities** Access Threads

**Entities** Entities Entity Relationships **Involvements** Phases Lines of Enquiry

Involvement C ≡ Entity type Person [+ ≡

Undefined

- Entity
  - Document
    - Different Doc type
  - Contact Number
  - Document
  - Image
  - Location
  - Organisation
  - Person**

[18] JONES, Frederika  
[5] SUTHERLAND, John  
[33] VANCE, MARCUS

**New Involvement**

Involvement Type Suspect

Involvement History

Date/Time	Involvement
-----------	-------------

Save Close

Details

**Source en**  
[8/8] Shop

**Attributes**  
JONES, Fre  
D.O.B.: 12,  
D.O.D.:  
Classificati  
Open relea  
Fid

Identifying  
Issue: Car  
Identifying  
Identifying  
01/05/2009

Physical De  
Buttocks  
Physical De  
& Crossbor

## 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.

**Person 10** Details

**Details**

HARRISON, Mark Mr (Male)  
D.O.B.: 05/08/1958  
D.O.D.:  
Classification:  
Open release: No      Limited release: No      Fictitious: No

Limited release   Relationships   Relationship summary   History   **Involvements**

**Current Involvements**

Case URN	Involvement
2	Suspect

**Involvement History**

Date/Time	Involvement
02/04/2014 13:13	Suspect

**Attributes** **Diagram**

Selected

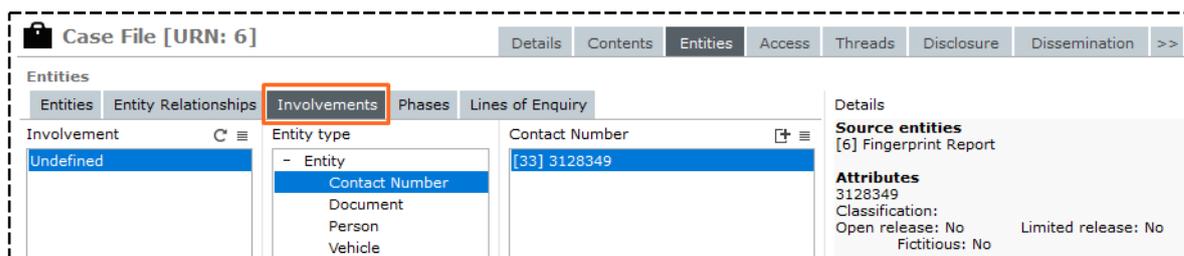
- Apprehension Warning (+)  
Armed and Dangerous
- Marital Status  
Divorced
- Citizenship Details  
United States
- Country of Birth  
United States
- Physical Description
  - Ethnicity  
Caucasian
  - Build  
Heavy
  - Complexion  
Fair
  - Eye Color  
Blue

## 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**.

The screenshot displays the 'Case File 1' interface. At the top, there are tabs for 'Details', 'Contents', 'Entities', and 'Access'. Below this, the 'Case Officer admin' section has sub-tabs for 'Alerts', 'Phases', and 'Lines of Enquiry'. The 'Phases' sub-tab is active, showing a list of existing phases: Evidence Management, Information Gathering, Pretrial, Scene Management, and Witness Management. To the right, a 'Selected' list shows 'Evidence Management', 'Scene Management', 'Witness Management', and 'Witness Protection'. A 'New Phase' dialog box is open in the foreground, with a 'Description' field containing the text 'Collecting Evidence'. The dialog box has 'Save' and 'Close' buttons at the bottom.

## 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**.

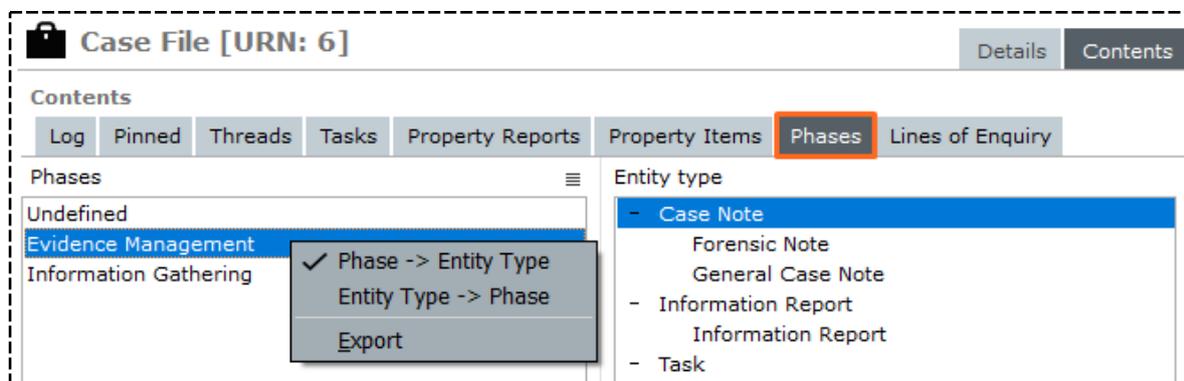
The screenshot shows the 'General Case Note 2' interface. The 'Details' tab is selected, and the 'Phases' subtab is active. The 'Available' list contains 'Evidence Management', 'Scene Management', 'Witness Management', and 'Witness Protection'. 'Scene Management' is selected. The 'Selected' list contains 'Evidence Management'. The 'Apply' button is highlighted. The 'When Actioned' field shows '07/08/2007' and '02:15'. The 'Phase & LOE' subtab is selected, and the 'Lines of Enquiry' list contains 'Evidence Management' and 'Undefined'.

## 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**.

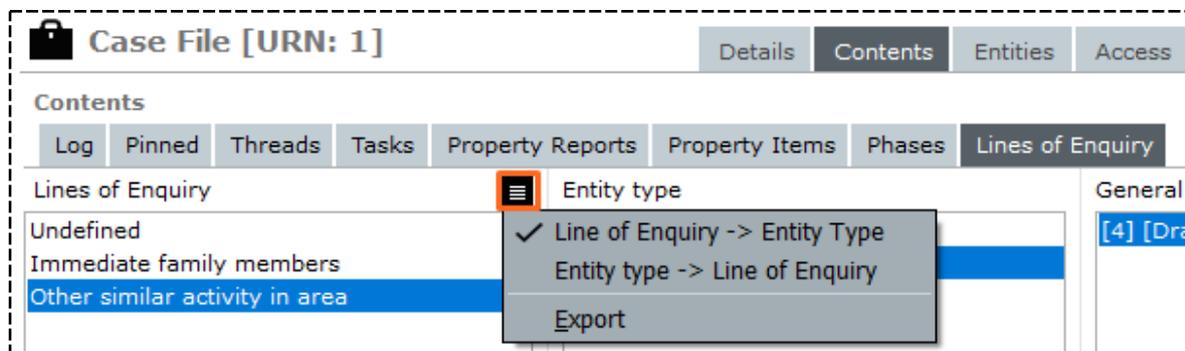
*To add a line of enquiry to a case you must be the case officer for the case or have access to update the case.*

The screenshot displays the 'Case File 2' interface. At the top, there are tabs for 'Details', 'Contents', and 'Entities'. Below this, the 'Case Officer admin' section has sub-tabs for 'Alerts', 'Phases', and 'Lines of Enquiry', with 'Lines of Enquiry' highlighted by an orange box. The main area shows a list of 'Lines of Enquiry' with a 'Selected' column. A 'New Line of Enquiry' dialog box is open, featuring a 'Description' field containing the text 'Determine whether attackers are targeting moped riders' and two buttons: 'Save' and 'Close'.

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

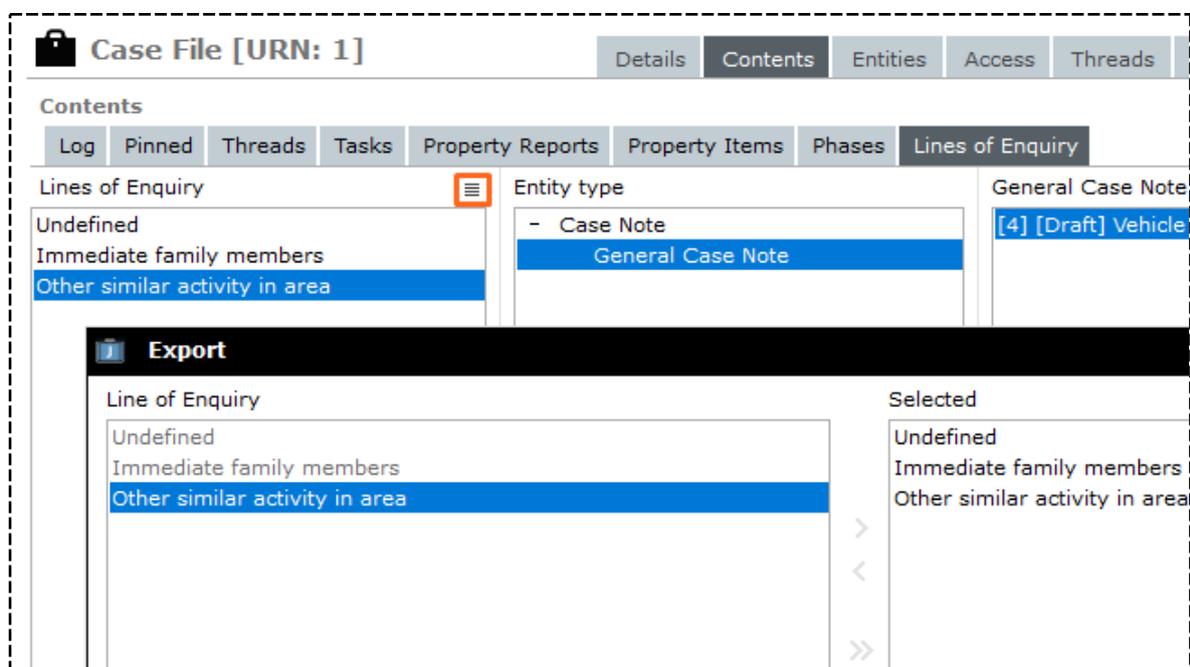
1. Open the required case.
2. Select the **Contents** tab.
3. Select the **Lines of Enquiry** subtab.
4. To toggle the order of display for lines of enquiry and entity types, right-click or select the Options ≡ icon > Select either of these options:
  - **Line of Enquiry-> Entity Type**
  - **Entity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

<b>DB ID</b>	<b>URN</b>	<b>EntityType</b>	<b>Description</b>	<b>Attribute Name</b>	<b>Text</b>	<b>Date</b>	<b>#</b>
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_I5	Location	2568 Ocean Road	Suburb	Parnassus		
CIU	Location_I5	Location	2568 Ocean Road	Latitude	-	173.45637	
CIU	Location_I5	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:

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

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.

**Case File Report**

[2] Homicide - John SMITH

Case Options | Source entity Options | Entity Options

Available entity types

- Contact Number
- Document
- Firearm
- Image
- Location
- Organisation
- Person
- Vehicle**

Selected entity types

- Person
- Vehicle

Available entity additional details

- Attributes**
- Document Metadata
- Image Display
- Image Metadata
- Media Metadata
- Output Documents
- Output Images
- Output Media

Selected entity additional details

- Attributes
- Image Display
- Output Documents
- Output Images

Date range

All Dates

Date range

Date From: 06/09/2017 📅

Date To: 06/10/2017 📅

Output format

Export Report

C:\Users\cnwsh8\Desktop **Browse...**

Print Report

cnwchcq121

**Run** **Close**

## 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 **Unselect all** 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.

**Entities and Relationships Extract for Person [8]**
Extract

**Extract Options**

Include  Prefix URN columns with Entity Type  Show full attribute name

File directory  Browse...

Base file name

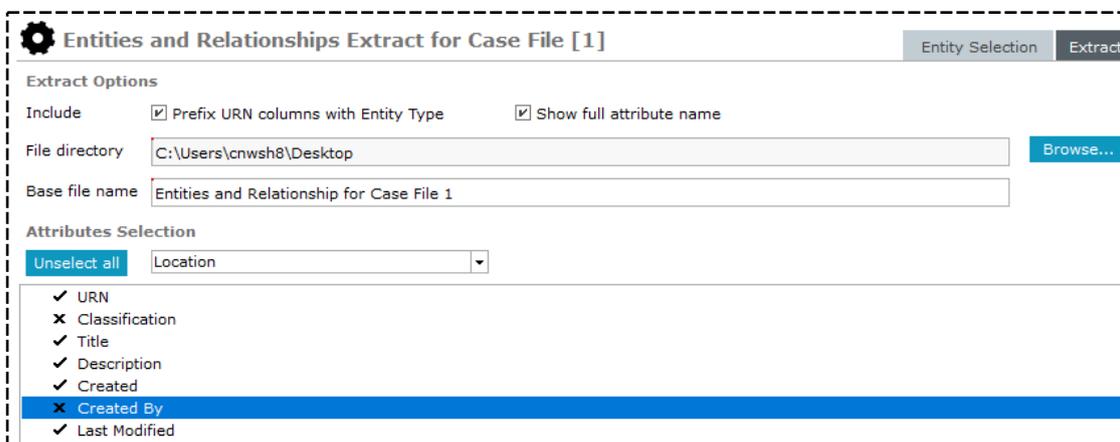
**Attributes Selection**

Unselect all Person

- ✓ Gender
- ✓ Date of birth
- ✓ Date of death
- ✓ Person
  - ✓ Apprehension Warning (+)
  - ✓ Country of Residence
  - ✗ National Insurance Number
  - ✗ Social Security Number
  - ✓ Marital Status

## 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 **Unselect all** 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.



**Entities and Relationships Extract for Case File [1]** Entity Selection Extract

**Extract Options**

Include  Prefix URN columns with Entity Type  Show full attribute name

File directory C:\Users\cnwsh8\Desktop Browse...

Base file name Entities and Relationship for Case File 1

**Attributes Selection**

Unselect all Location

- URN
- Classification
- Title
- Description
- Created
- Created By
- Last Modified

## 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.

**Q All Case Types Search**

---

**Standard criteria**

Search words

Any words
  Show deleted
  Show closed

**Additional criteria** ▾

Results (3)      No Access Results (0)

▲ URN	Title	Status	Contents	Created	Case officer
2	Homicide - John SMITH	Open	36	06/08/2007	DOCUMENTATION, Tech
6	Theft of Vehicle	Open	8	03/03/2014	DOCUMENTATION, Tech
2015-2	Hit and Run Ferry Road	Open	3	11/09/2015	DOCUMENTATION, Tech

## See Whether Access Rights Have Been Updated for a Case

A case has two security profiles, one for when it's open and one for when it's 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**.

The screenshot shows the 'Case File [URN: 1]' window with the 'Contents' tab selected. The 'Log' subtab is active, displaying a table of case entries. A context menu is open over the table, and the 'Show if Access Updated' option is highlighted. The 'Access Updated' column in the table shows checkmarks for some entries.

URN	Reported Date	Time	Key	Type	#	Title	Creator	Status	Disclosure Excluded	Disclosure Signed Off	Access Updated
44	19/09/2017	11:13			0	(Copy of) Get GPS Tech DOCUMENT#		Task created			
43	19/09/2017							Cancelled			
51	11/09/2017							Pending Review			
7	15/05/2014							Y (JODC Review not required			✓
31	01/05/2014							DOCUMENT# Review not required			✓
25	03/04/2014							DOCUMENT# Review not required			
3	03/06/2009							DOCUMENT# Review not required			
13	03/06/2009							DOCUMENT# Review not required			
7	14/05/2009							Cancelled			
9	14/05/2009							DOCUMENT# Review not required			
1	14/08/2007							AN (DEI Review not required			
5	11/08/2007							AN (DEI Review not required			
4	10/08/2007							AN (DEI Review not required			
1	10/08/2007							AN (DEI Review not required			

## 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's 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:

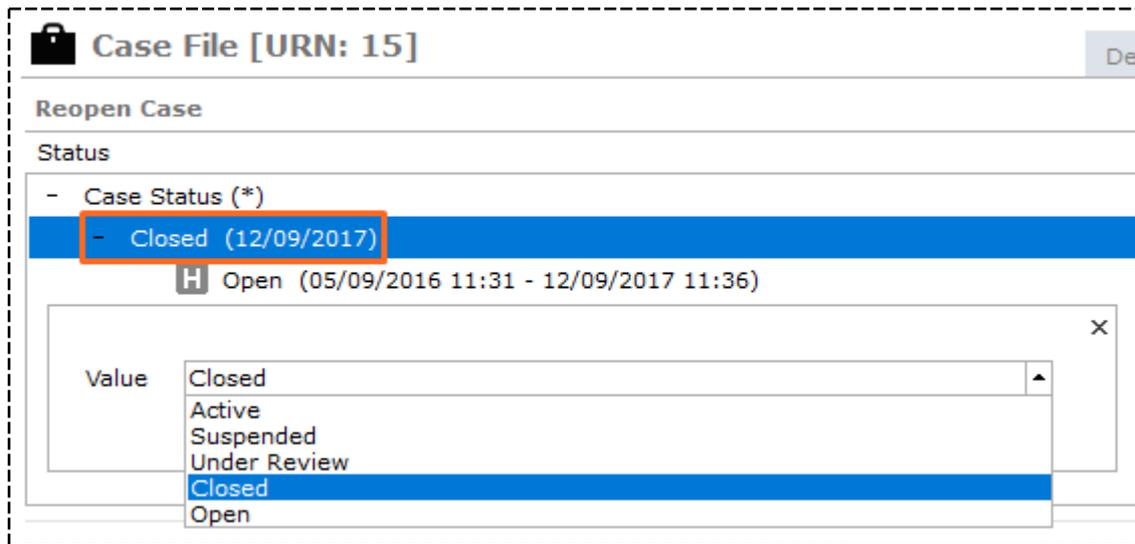
1. Open the case you want to close.
2. Select the Overflow **>>** tab > Select **Case Closure**.
3. In the *Status* area, select the case status > Change the value to **Closed**.
4. In the *Case closure checklist* area:
  - Select the **Are all tasks completed** checkbox.
  - Select the **Are all Property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

The screenshot shows the 'Case File 16' interface. At the top, there are tabs for 'Details', 'Contents', 'Entities', 'Access', 'Threads', 'Disclosure', and 'Dissemination'. The 'Case closure' section is highlighted with an orange border. It contains a 'Status' field with a dropdown menu open, showing 'Closed', 'Suspended', and 'Closed'. Below this is the 'Security access' section, which includes a search bar and a list of roles: Commissioner, Director Intelligence, Director Operations, Director UC Operations, and Supervisor. A 'Selected' list shows 'Individual Users' with 'DOCUMENTATION, Tech (IDOC)' and 'HAY, Greg (GREGH)'. At the bottom, the 'Case closure checklist' has two checked items: 'Are all tasks completed?' and 'Are all Property Items disposed or destroyed?'. There are 'Close Case' and 'Cancel' buttons at the bottom right.

## 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.



**Case File [URN: 15]** De

**Reopen Case**

Status

- Case Status (\*)

- Closed (12/09/2017)

H Open (05/09/2016 11:31 - 12/09/2017 11:36)

Value

Closed
Active
Suspended
Under Review
Closed
Open

## ENTITIES

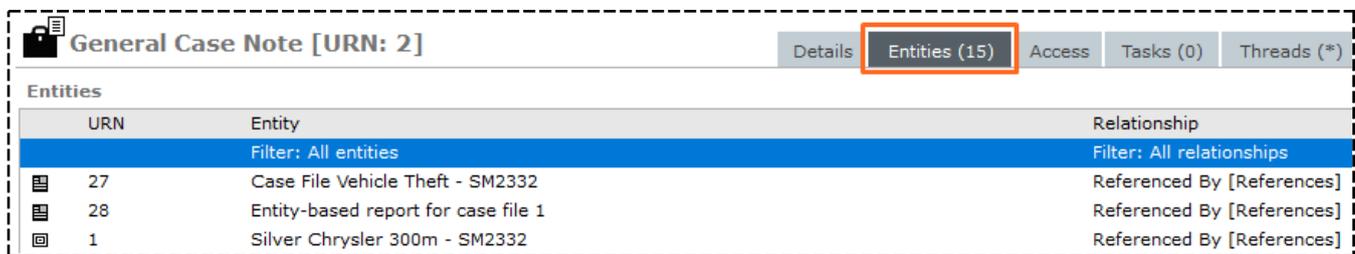
This section explains how to manage entities and their attributes.

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.



General Case Note [URN: 2]						
		Details	Entities (15)	Access	Tasks (0)	Threads (*)
Entities						
URN	Entity	Relationship				
Filter: All entities				Filter: All relationships		
27	Case File Vehicle Theft - SM2332	Referenced By [References]				
28	Entity-based report for case file 1	Referenced By [References]				
1	Silver Chrysler 300m - SM2332	Referenced By [References]				

## Types of Entities

The following icons are used to represent entities in ICM.

	Case
	Contact Number
	Document
	Event
	Image
	Location
	Media
	Miscellaneous
	Offence
	Organisation
	Person
	Property Item
	Property Report
	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.

URN	Entity	Relationship
	Filter: All entities	Filter: All relationships
27	Filter: All entities	Referenced By [References]
28	Filter: Document	Referenced By [References]
1	Filter: Image	Referenced By [References]
40	Filter: Location	Referenced By [References]
41	Filter: Organisation	Referenced By [References]
42	Filter: Vehicle	Referenced By [References]

## 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.

URN	Entity	Relationship
27	Case File Vehicle Theft	Referenced By [References]
28	Entity-based report for	Referenced By [References]
1	Silver Chrysler 300m -	Referenced By [References]
40	1010	Referenced By [References]

## 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** or select **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.

### Add Existing Case Entities

**Details**

Entity type  Filter

**Available entities for Homicide - John SMITH**

 [3] Witness Statement - Jane EVANS 05 August 2007
--

**Selected**

Entity	Relationship
 [1] ABC Electronics Salisbury - Claim Check No 5678 13 July 2007	Referenced By
 [22] Tom Jeckels details	

## 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:

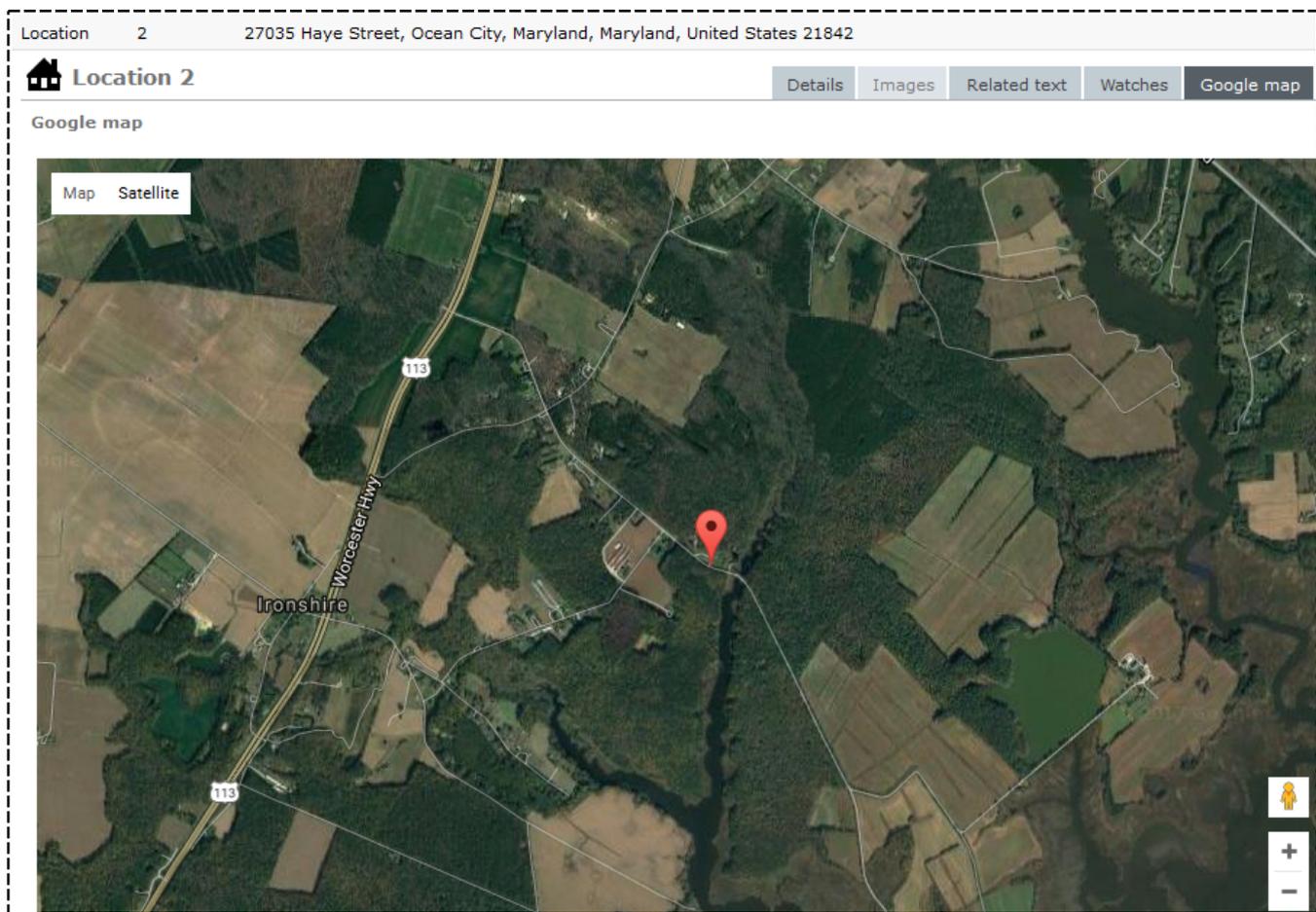
- Degrees, minutes, and seconds
- Decimal degrees

*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's 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.

**Create Entities from Files**

Details
Doc Attributes
Image Attributes

---

**Selection details**

**Document Values**

File Type  \*.doc(x)  \*.xls(x)  \*.msg  \*.txt  \*.pdf  \*.htm  \*.xml  \*.csv  \*.xps  \*.mht  \*.anb

Document Type

Relationship

---

**Image Values**

File Type  \*.jpg;\*.jpeg  \*.png  \*.gif  \*.bmp  \*.tif  \*.wmf

Safeguarded

Entity type

Relationship

---

Directory  Browse Clear

Include sub-directories

Unselect all

Sel	Entity	File	Bytes	Date modified
<input checked="" type="checkbox"/>		C:\Users\cnwsh8\Documents\ICM\Crime Scene Photos		
<input checked="" type="checkbox"/>	Image	gun location.jpg	9908	13/09/2017 12:1
<input checked="" type="checkbox"/>	Image	outline.jpg	12353	13/09/2017 12:1

Image/Document



## 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. <i>Once you have entered a comment, the icon shows lines inside the speech bubble .</i>
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.

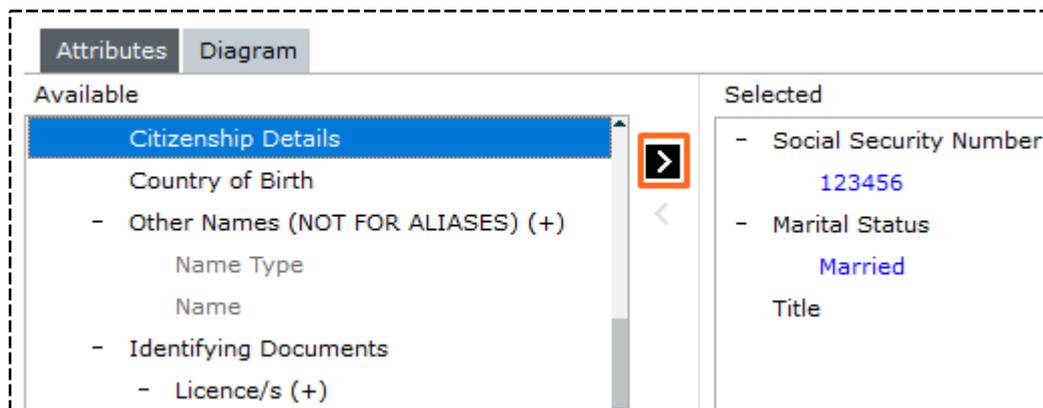
You might want to do this if you receive new information about a suspect's citizenship details, for example.

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.*

The screenshot shows the 'Case File [URN: 10]' interface. The 'Attributes' pane is open, displaying a 'Selected' list with two items: 'Case Status (\*)' with the value 'Open', and 'Case Priority (\*)' with the value 'Routine'. A dropdown menu for 'Value' is open, showing options: 'Routine', 'High', 'Routine', and 'Low'. The 'Routine' option is highlighted in blue. The 'Details' pane on the left shows case information: Case officer: DOCUMENTATION, Tech (JIDOC); Title: Homicide Case for BofE; Description: 31/10/2015.

## 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.*

The screenshot shows the 'Person [URN: 33]' interface. The 'Attributes' pane is open, displaying an 'Available' list with 'Tattoos (+)' selected. The 'Selected' list shows three items: 'Citizenship Details' with the value 'Australia', 'Physical Description' with the value 'Eye Color' and 'Blue', and 'Tattoos (+)' with the value 'Body Location' and 'Face'. A dropdown menu for 'Value' is open, showing options: 'Face', 'Head', 'Face', and 'Neck'. The 'Face' option is highlighted in blue. The 'Details' pane on the left shows relationship information: Relationship: is a witness in [has a witness] (Person); VANCE, MARCUS Dr (Male); D.O.B.: Unknown; D.O.D.:; Classification: Restricted; Open release: No; Limited release: No; Fictitious: No.

## Restrict Who Can See an Attribute

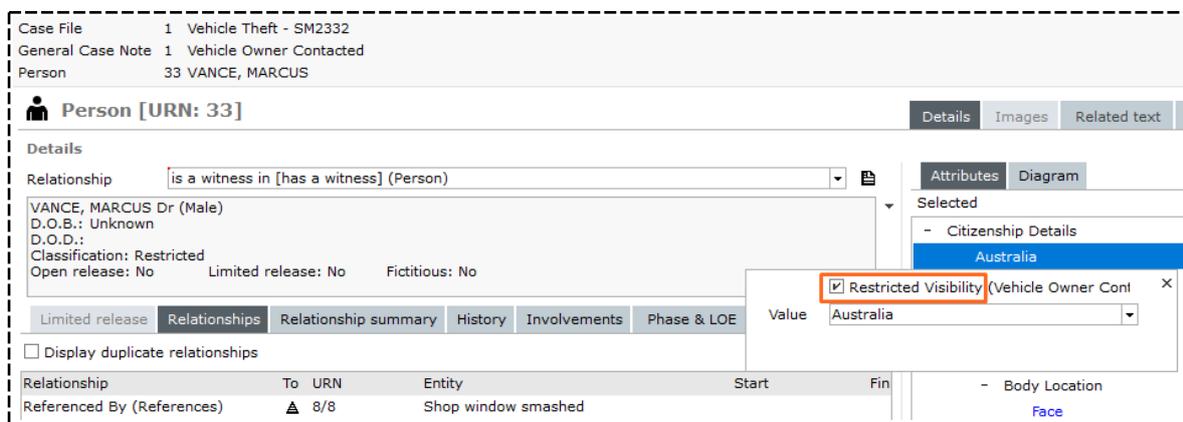
You can restrict visibility to an attribute.

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**.



The screenshot displays the 'Person [URN: 33]' entity details in the Jade software. The 'Attributes' tab is selected, showing a list of attributes. The 'Australia' attribute is highlighted, and a context menu is open over it. The 'Restricted Visibility' checkbox is checked, and the attribute value is 'Australia'. The interface also shows a 'Relationship' dropdown set to 'is a witness in [has a witness] (Person)' and a 'Person' entity with details like 'VANCE, MARCUS Dr (Male)', 'D.O.B.: Unknown', and 'Classification: Restricted'. A table at the bottom shows 'Referenced By (References)' with 8/8 entries, including 'Shop window smashed' and 'Face'.

## 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.

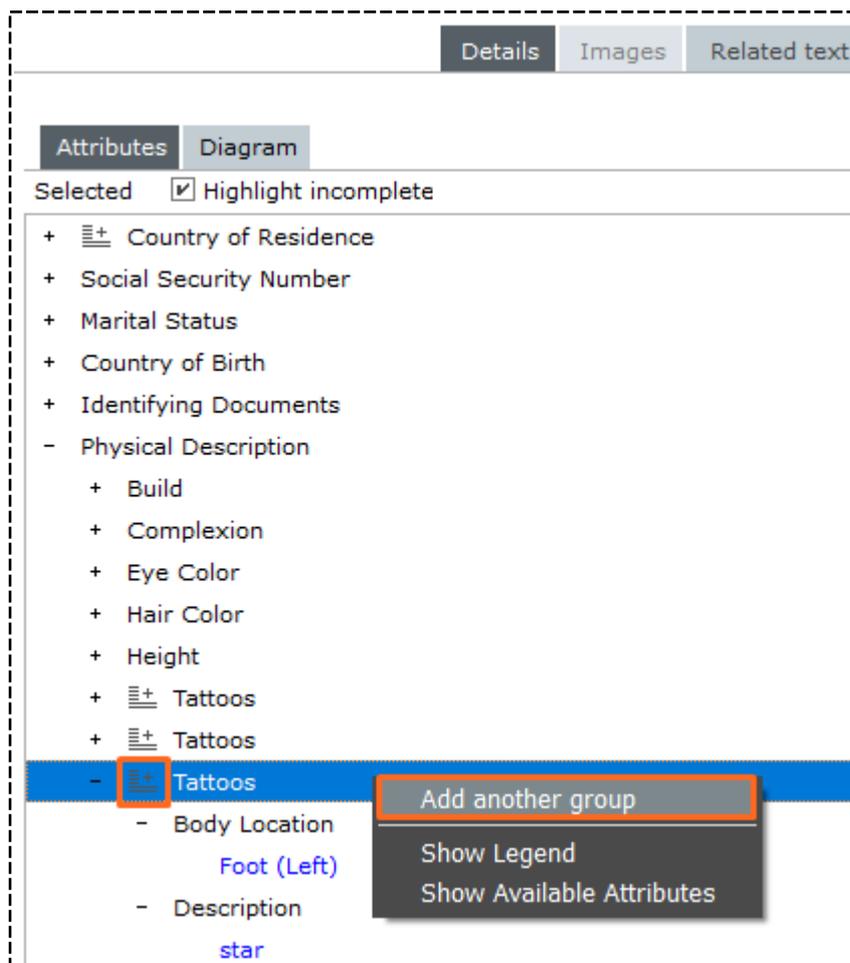
For example, you might want to record more than one tattoo for a person.

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's related to.

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

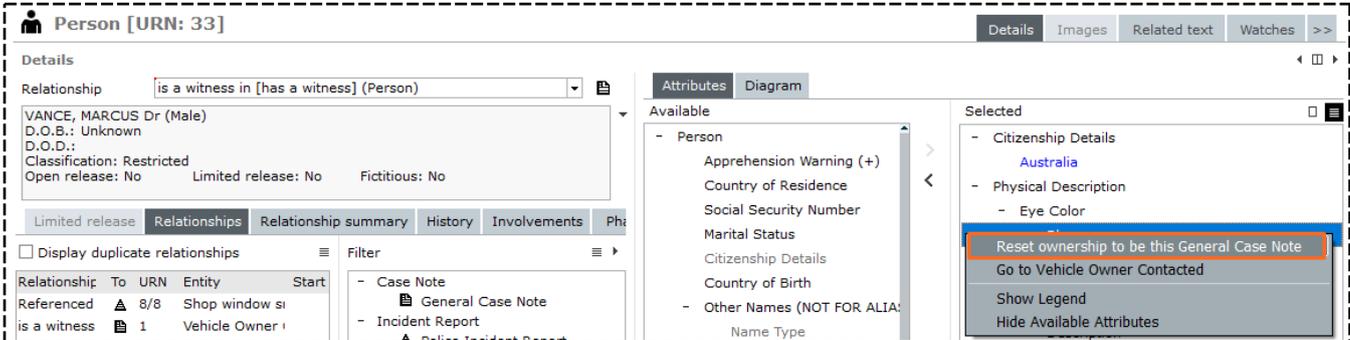
You'll see the name of the source entity the entity is associated with.

## 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 ...**

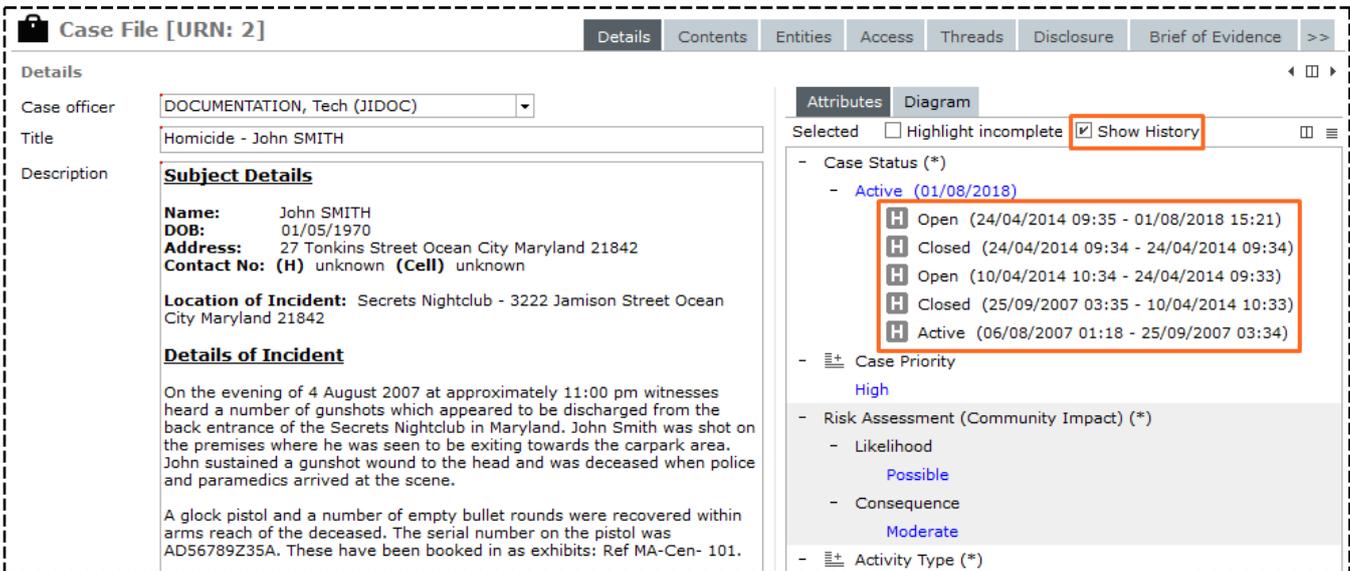
This will reset the ownership of the entity to the source entity from which you accessed the entity.



## 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.

 **Create incident reports from Word/PDF documents**

**Selection details**

Source entity type:  Document direct

Document Type:

Relationship:

Security profile:

**Security access**

Designations  Teams  Users

Investigation Team 1  
Investigation Team 2  
Investigation Team 3

Users in Investigation Team 1  
BOBSON, Johnny John (JI0006)  
BRIAN, Clark (JEM03)

Selected

- Teams
  - Investigation Team 1
- Individual Users
  - DOCUMENTATION, Tech (JIDOC)

Directory:

Include sub-directories

Sel	File	Bytes	Date modified
<input checked="" type="checkbox"/>	C:\Users\cnwsh8\Documents\ICM\Docs		
<input checked="" type="checkbox"/>	Entity-based report for case file 1.doc	24064	21/07/2017 14:06

**Document**

**Person Report**

Surname: VANCE

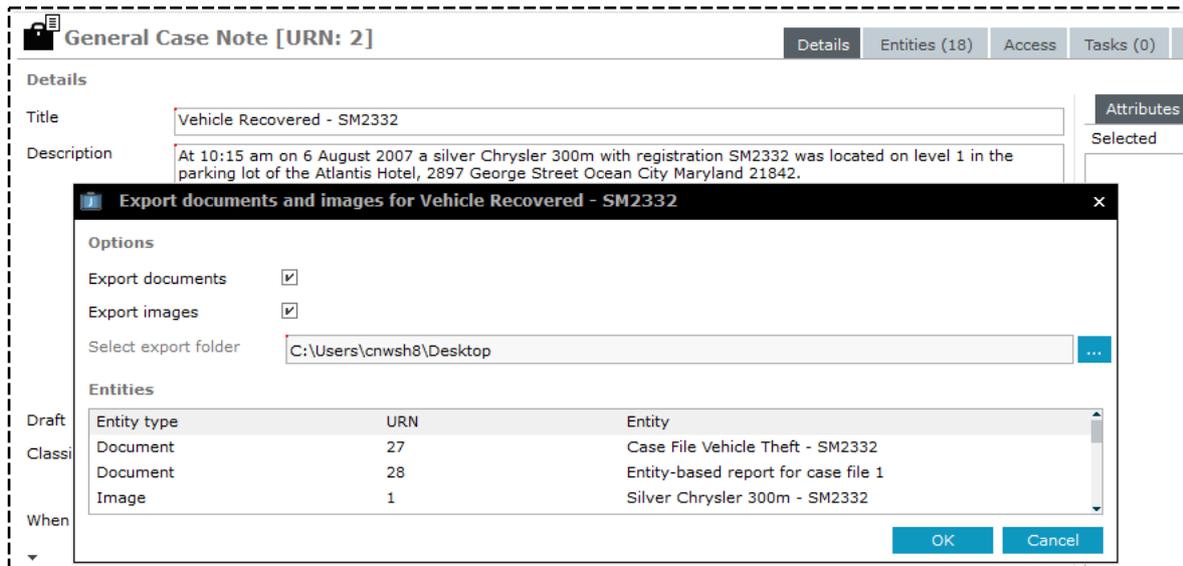
Given Name 1: MARCUS

Given Name 2:

Given Name 3:

## 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**.

### Export Relationships for 28

**Relationship Options**

Include  Source entity to entity relationships  Entity to entity relationships Entity Type prefix (for i2 export)

**Export file**

File name  ...

Format  Comma separated (CSV)  Excel (xlsx)

**Attributes Selection**

Include Multiples  Show full column headings

- URN
- Classification
- Title
- Description
- Created

## 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.

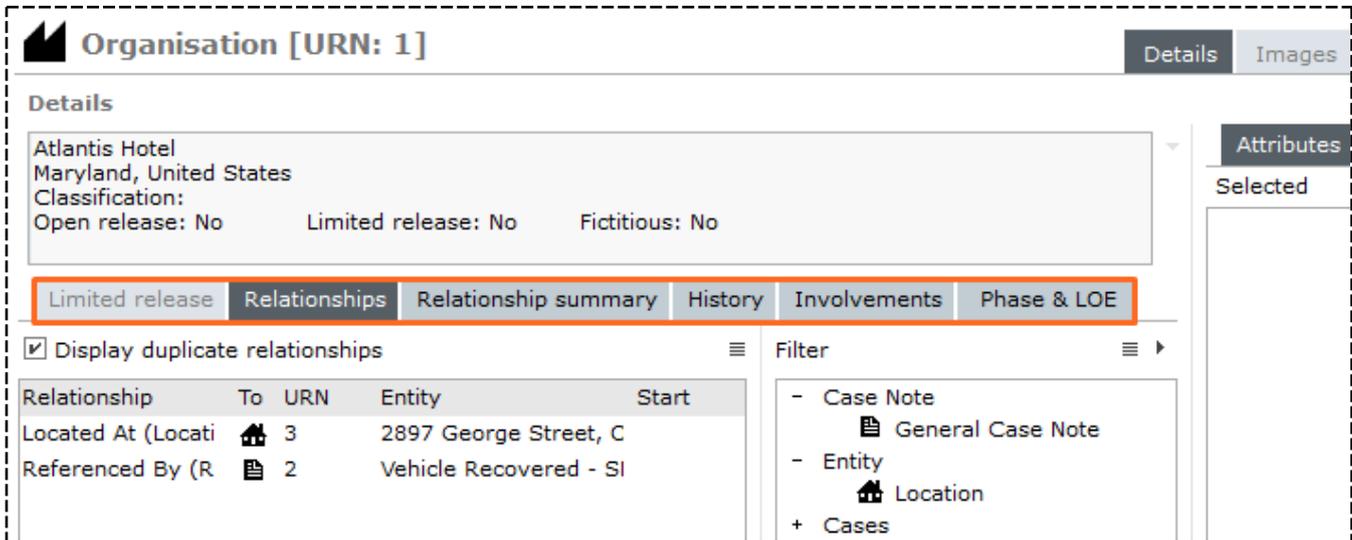
*Your permission settings determine whether you can create and manage Word import templates.*

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.

**Limited Release**

When an entity is marked as *Limited Release* it will show in the search results for all users. But you can only see the hard attribute details and the information shown on the *Limited Release* tab.

This includes the case number (URN) and the case officer.

To set an entity that could be sensitive to a case as limited release, select its **Limited Release** checkbox.

If you only have access to the Limited Release tab, you won't see the standard tabs (Relationships, Relationships Summary, History, etc.).

Conversely, if you have View or Update access to the entity you'll see the standard tabs, but not the Limited Release tab.

**Relationships**

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.

<b>Relationship Summary</b>	<p>See a summary of how this entity is related to other entities. This can be organised by entity type or relationship type.</p> <p>You can also display duplicate relationships:</p> <ul style="list-style-type: none"><li>■ Select <b>Entity</b> to see the entities that are related to this entity.</li><li>■ Select the Relationship Type option to show source entities and other entities that are related to this entity.</li><li>■ Select the Expand + icon beside an entity type to see the relationships of the entity with that entity type.</li><li>■ Double-click a relationship to see the source entity involved in the relationship.</li></ul>
<b>History</b>	See a log of who has updated the entity and when.
<b>Involvements</b>	See the type of involvements the entity has in all cases.
<b>Phase &amp; LOE</b>	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.

**Person [URN: 18]** Details Images **Related text** Watches >>

**Related text**

Include  Case Notes  Information reports  Incident reports  
 Tasks  Task Results

Sequence  Ascending in time  Descending in time  Group by case [Refresh](#)

(Copy of) Checking validity of suspect statements statements - Limited Disclosure	24/03/2016 11:54	(Copy of) Checking validity of suspect statements
Checking validity of suspect statements		
Checking validity of suspect statements	03/07/2015 09:56	Checking validity of suspect statements
Checking validity of suspect statements		
another case note	22/01/2010 09:56	another case note
another case note		
Fingerprint cookie jar	07/01/2010 09:56	print cookie jar
Fingerprint cookie jar		
case note test	10/06/2009 12:57	case note test
testing for IF		
Document tampering	08/06/2009 09:53	Document tampering
Mail from the post box on Wilson Street appears to have been tampering with. Several envelopes were found to have been opened and some of all of the contents removed.		

## 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**.

The screenshot displays the 'Organisation [URN: 1]' entity page. The 'Details' section shows the entity name 'Atlantis Hotel' and its location 'Maryland, United States'. Below this, there are classification options: 'Open release: No', 'Limited release: No', and 'Fictitious: No'. The 'Relationships' tab is active, and the 'Limited release' sub-tab is highlighted. A table lists relationships with columns for 'Relationship', 'To', 'URN', 'Entity', and 'Start'. The 'Filter' dropdown is open, showing a list of relationship types: 'Case Note', 'Entity', 'Location', and 'Cases'.

Relationship	To	URN	Entity	Start
Located At (Locati	🏠	3	2897 George Street, C	
Referenced By (R	📄	2	Vehicle Recovered - SI	

## Documents

### Link to a Document

Instead of storing a document in ICM, you can link to one stored in your external document management system:

1. Open a document entity.
2. Select the Expand section ▲ icon in the **Details** section.
3. Enter the link to your document in the **Description** field.

Document 22 Tom Jeckels details

**Document [URN: 22]** Details Images Related text

**Details**

Title Tom Jeckels details Edit

Description Tom Jeckel [www.tomieckelDoc22](http://www.tomieckelDoc22) Browse Template

Hash Value 29748B364A53908FAD46D1E9375AC18E3432BFF2

Classification

Open release  Limited release  Locked  Versioning enabled

**Disclosure** ▼

Relationships Relationship summary History Involvements Phase & LOE Versions

**Versions**

Version#	Date/Time	Title	Replaced	File Path
0000004	30/03/2016 11:09	Person JECKEL Tom (Profile).doc		C:/temp/
0000003	30/03/2016 10:54	Person JECKEL Tom (Profile).doc		C:/temp/

## 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:

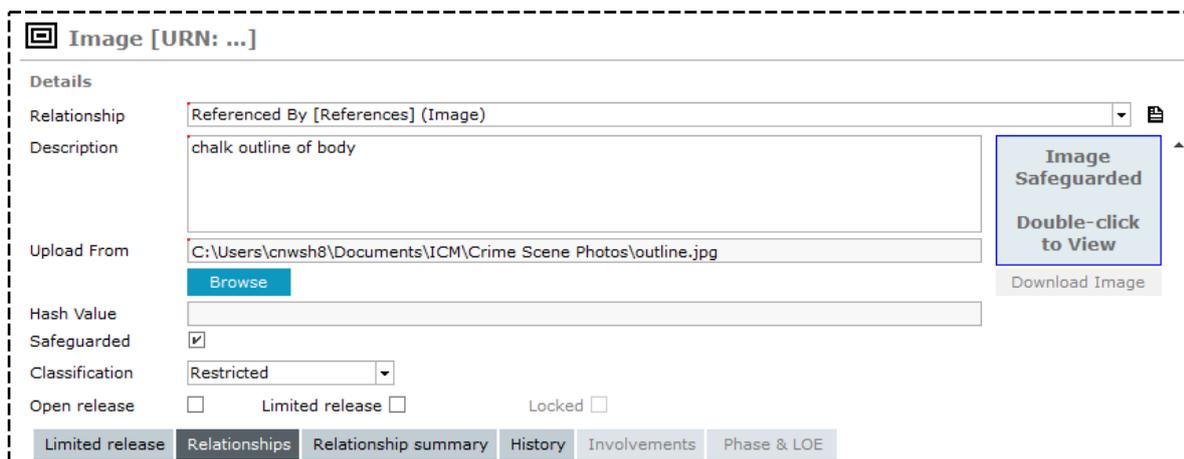
- See the image at different magnifications.
- Identify and add comments to areas of interest (hotspots) on the image.
- Link images that relate to the same investigation.

*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 find 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.



**Image [URN: ...]**

**Details**

Relationship: Referenced By [References] (Image)

Description: chalk outline of body

Upload From: C:\Users\cnwsh8\Documents\ICM\Crime Scene Photos\outline.jpg  
Browse

Hash Value: [Empty field]

Safeguarded:

Classification: Restricted

Open release:  Limited release  Locked

Image Safeguarded  
Double-click to View  
Download Image

Limited release Relationships Relationship summary History Involvements Phase & LOE

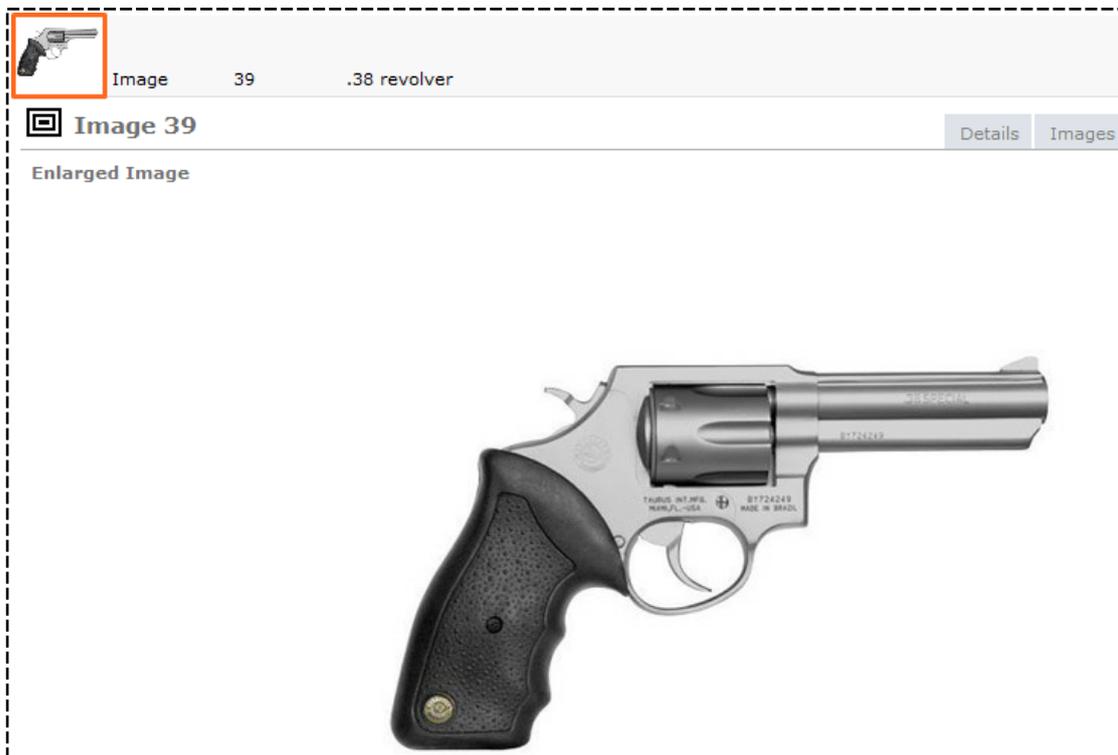
## Edit an Image

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.

### Image [URN: 52]

#### Enlarged Image

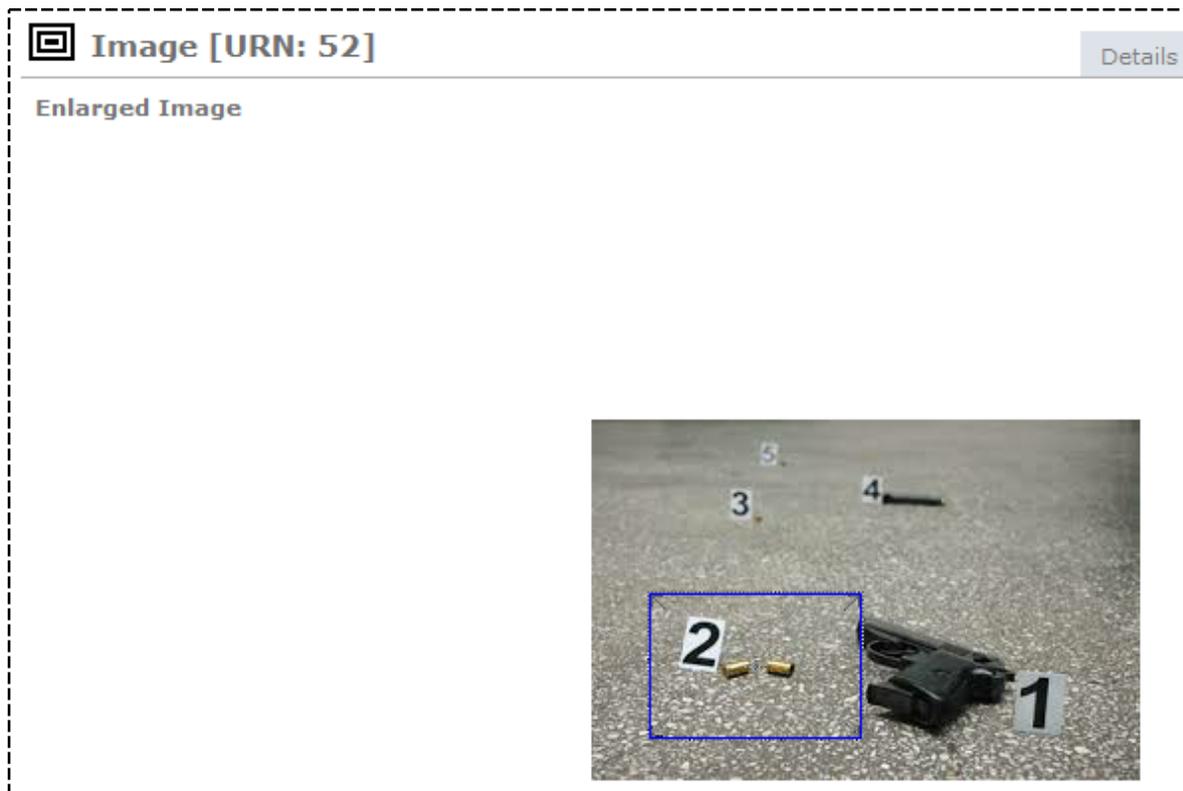


#### Hotspot Annotation

bullets found beside gun

### 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**.

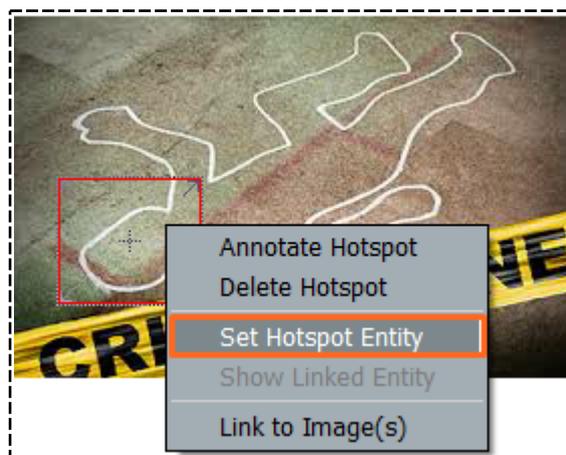


### Link a Hotspot to a Related Entity

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.*

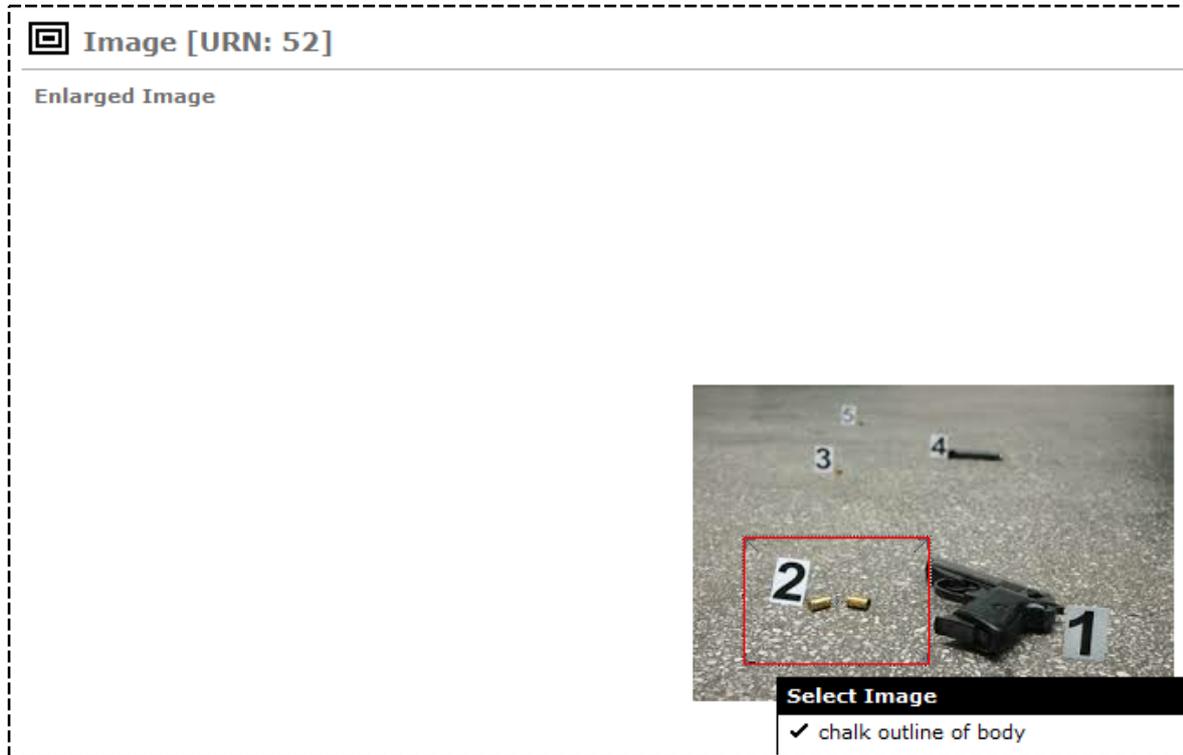
*To see the entity that's linked to a hotspot, right-click the hotspot > Select **Show Linked Entity**.*



### 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.

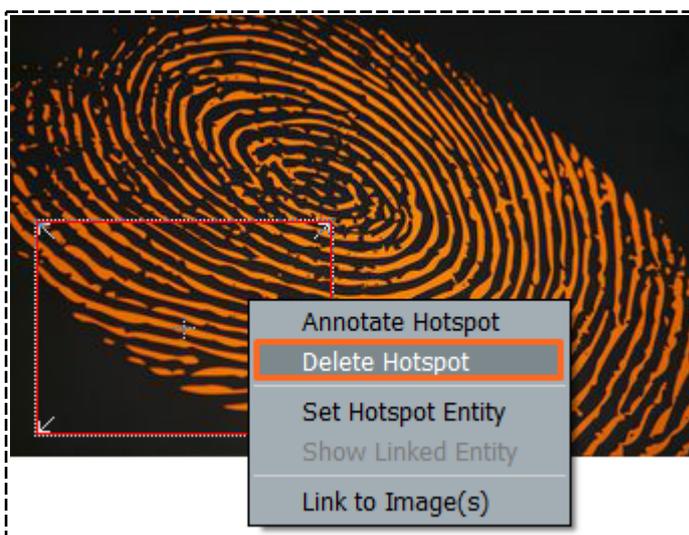
They will change to Check mark ✓ icons.



### 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

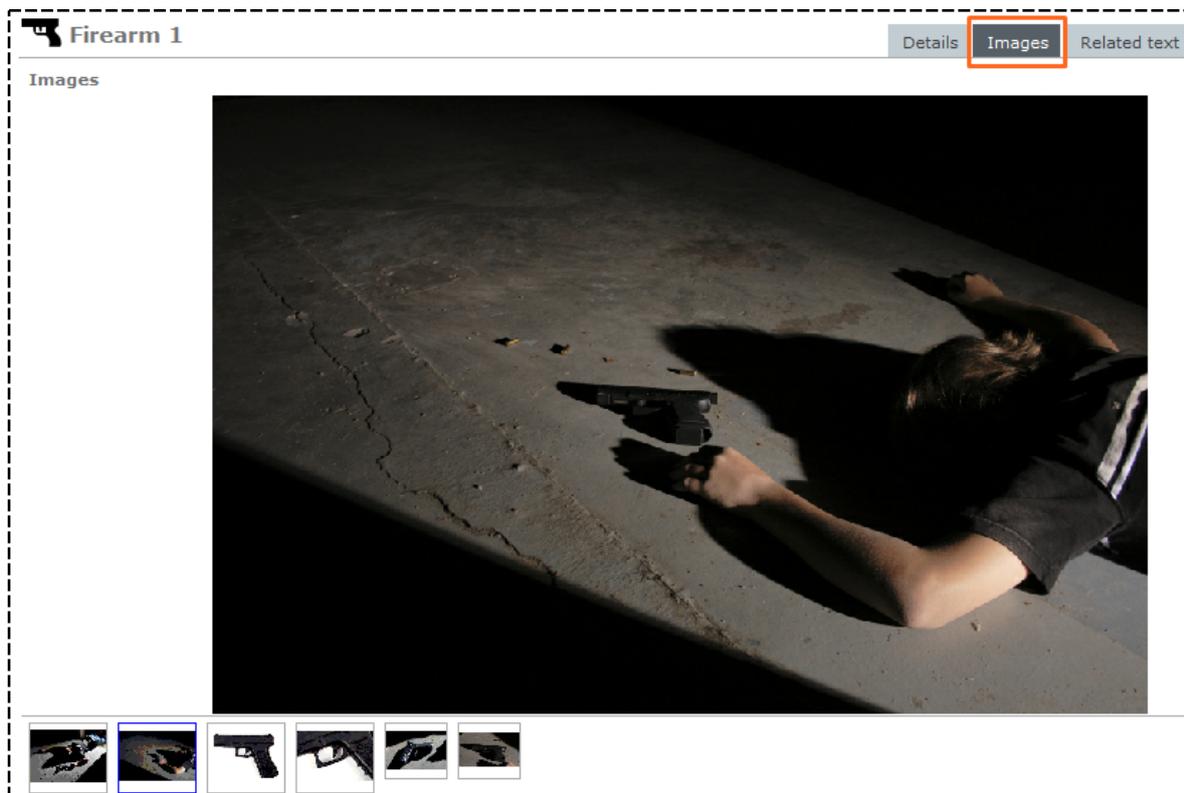
1. Open the image you want to print.
2. Select the Overflow **>>** tab > Select **Print Image**.
3. Select the printer you want to print to in the *Local Printer* drop-down > Click **Select**.

The screenshot displays the 'Image [URN: 51]' entity page in the Jade software. The page is divided into several sections:

- Details:** Contains metadata for the image 'outline.jpg', including the upload path, hash value, classification, and release status.
- Disclosure:** Includes a 'Relationships' tab and a 'Relationship' table. The table shows 'Referenced By (References)' with a count of 51.
- Select Printer Dialog:** A modal dialog box is open, showing a dropdown menu for 'Local Printer' with 'cnwchcq121' selected. The 'Select' button is highlighted.

## 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:

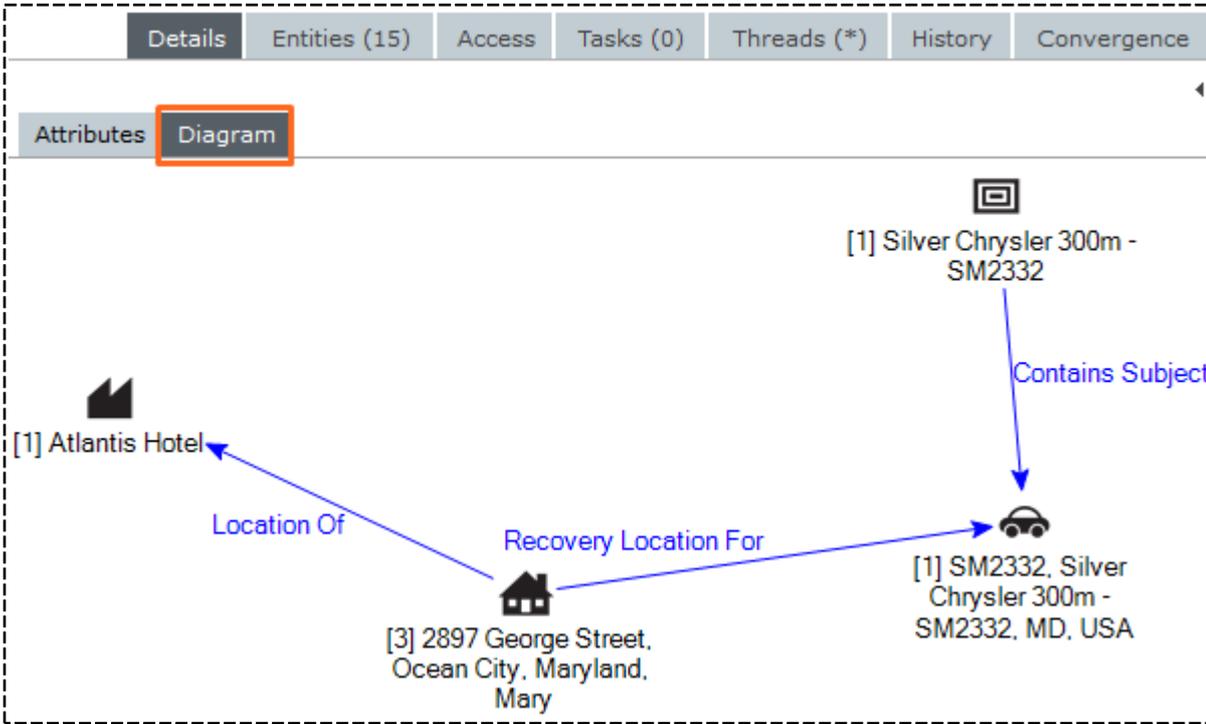
1. Open the required image.
2. Double-click the thumbnail to expand it.
3. Select **Show Zoom Controls**.
4. Select the zoom in  icon to increase the magnification.
5. Select the zoom out  icon to decrease the magnification.
6. Use the arrows to move the image up, down, left, or right.
7. To centre the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

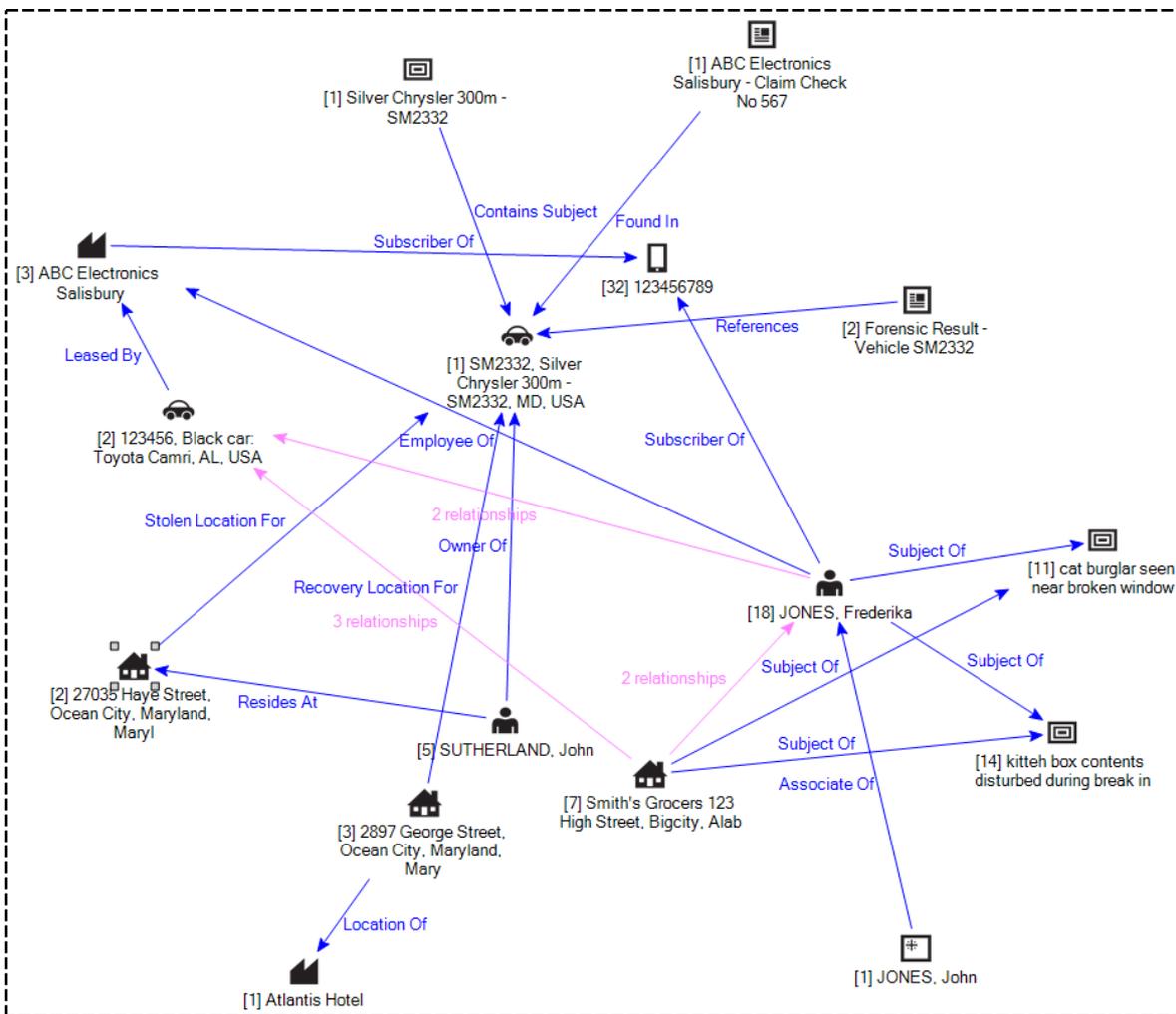
The head of the arrow shows the direction of the relationship.

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

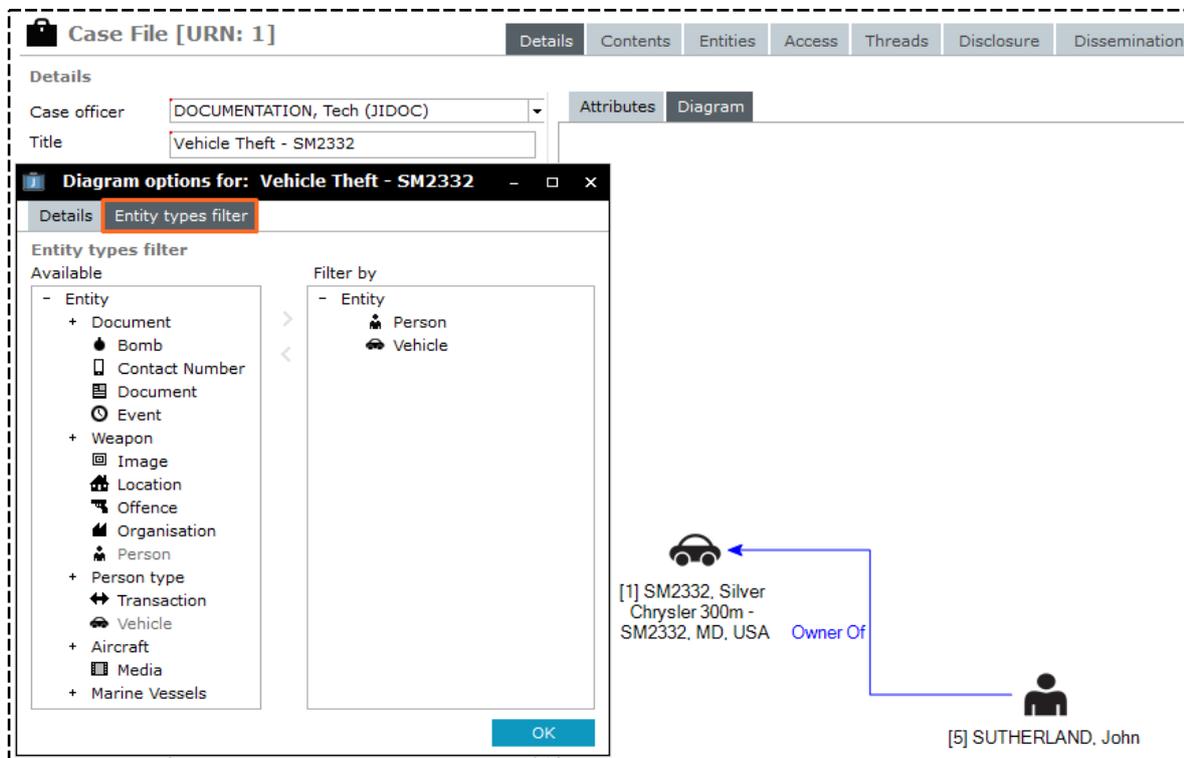
You can choose which entities show in a diagram.

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.*



The screenshot displays the 'Case File [URN: 1]' interface with tabs for Details, Contents, Entities, Access, Threads, Disclosure, and Dissemination. The 'Details' section shows 'Case officer: DOCUMENTATION, Tech (JIDOC)' and 'Title: Vehicle Theft - SM2332'. A 'Diagram options for: Vehicle Theft - SM2332' dialog box is open, with the 'Entity types filter' tab selected. The dialog has two panes: 'Available' and 'Filter by'. The 'Available' pane lists various entity types under 'Entity', including Document, Bomb, Contact Number, Event, Weapon, Image, Location, Offence, Organisation, Person, Person type, Transaction, Vehicle, Aircraft, Media, and Marine Vessels. The 'Filter by' pane shows 'Person' and 'Vehicle' selected. An 'OK' button is at the bottom of the dialog. In the background, a diagram shows a car icon labeled '[1] SM2332, Silver Chrysler 300m - SM2332, MD, USA' and a person icon labeled '[5] SUTHERLAND, John' connected by a blue line labeled 'Owner Of'.

## Float a Diagram

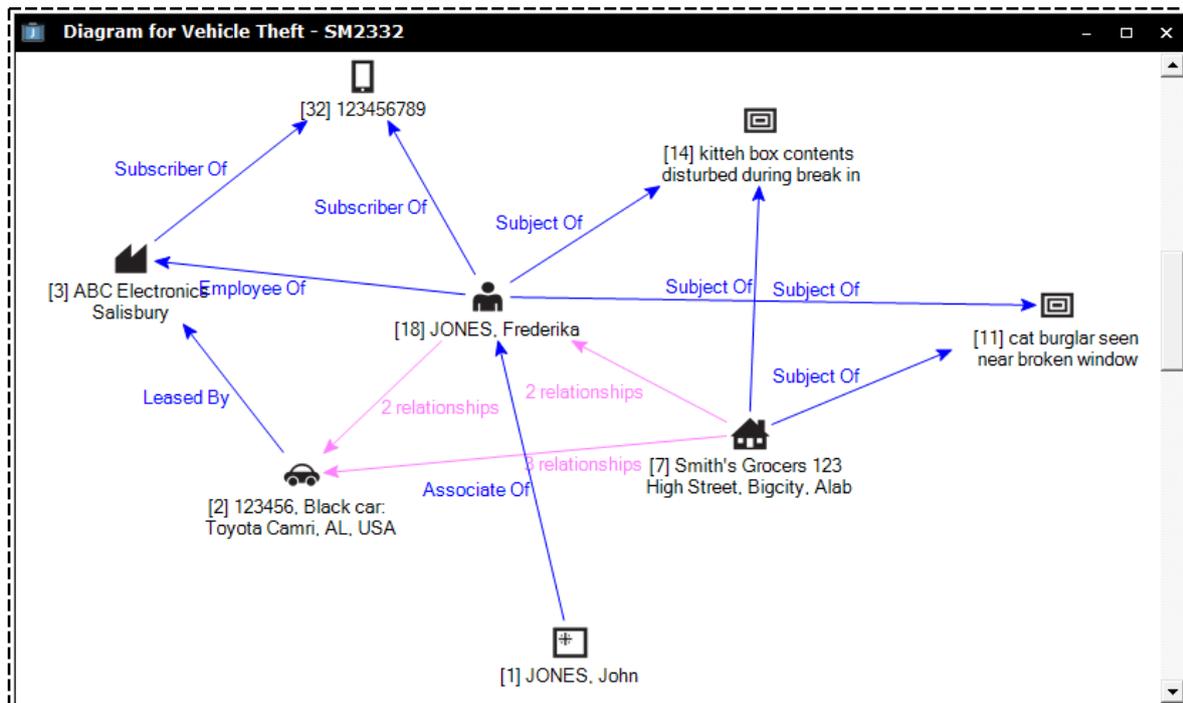
You can display a diagram in a floating window to make it easier to see:

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.

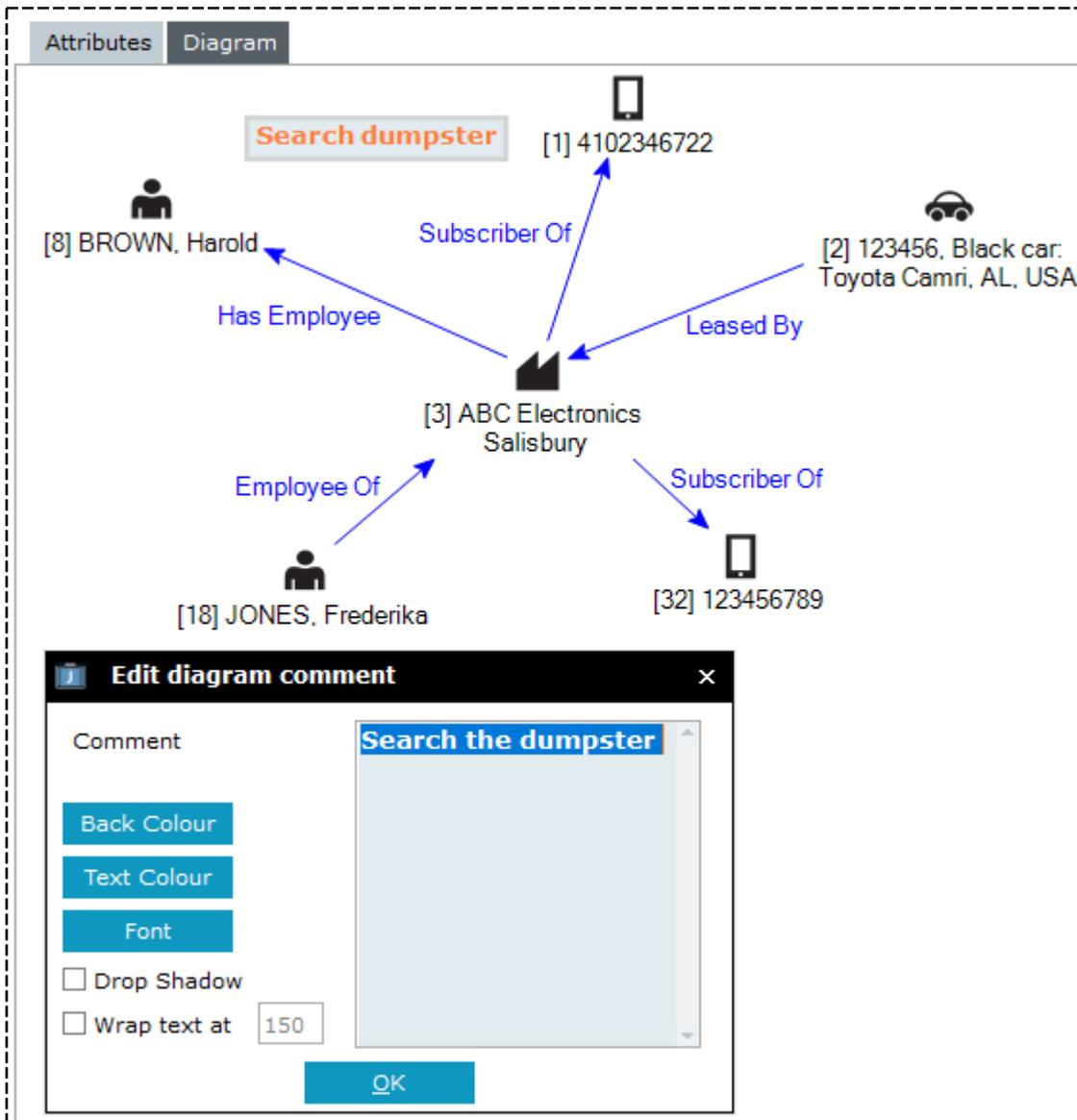
*You can't save changes to a diagram in a floating window unless you save it as a PNG.*



## 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

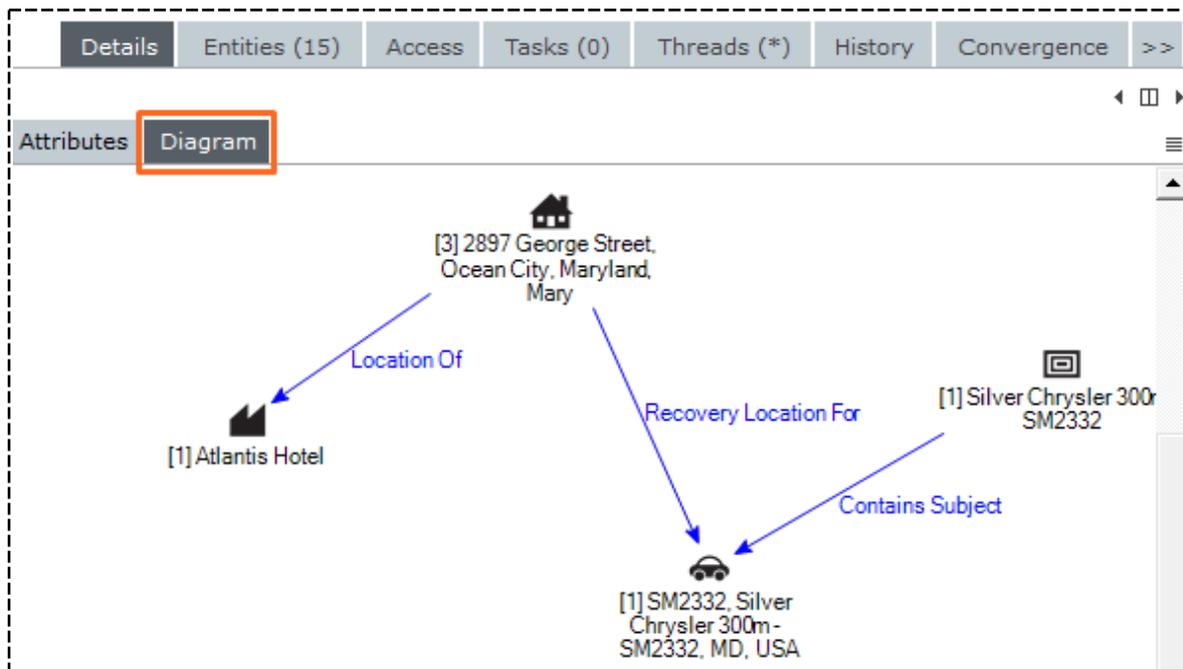
A source entity diagram can show entities that have no relationships. This happens where entities have been identified as relevant to the investigation but no relationships have been identified yet.

*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**.

The screenshot shows the 'Case File [URN: 1]' window with the 'Details' tab selected. The 'Case officer' is 'DOCUMENTATION, Tech (JIDOC)' and the 'Title' is 'Vehicle Theft - SM2332'. A 'Diagram options for: Vehicle Theft - SM23...' dialog box is open, showing 'Image options' (Use identification images for entity nodes: unchecked, Use images for image nodes: checked, Use low resolution: checked) and 'Link options' (Combine all links: selected, Combine links for duplicate relationship types: unselected, Don't combine any links: unselected, Use curved links (recommended when not using right angle links): unchecked, Use right angle links: checked). An 'OK' button is visible. In the background, a diagram pane shows a house icon labeled '[7] Smith's Grocers High Street, Bigcity' and a car icon. A blue line labeled 'Leased By' connects the house to the car. A pink line labeled '3 relationships' connects the car to the house, and another pink line labeled '2 relationships' connects the car to the house.

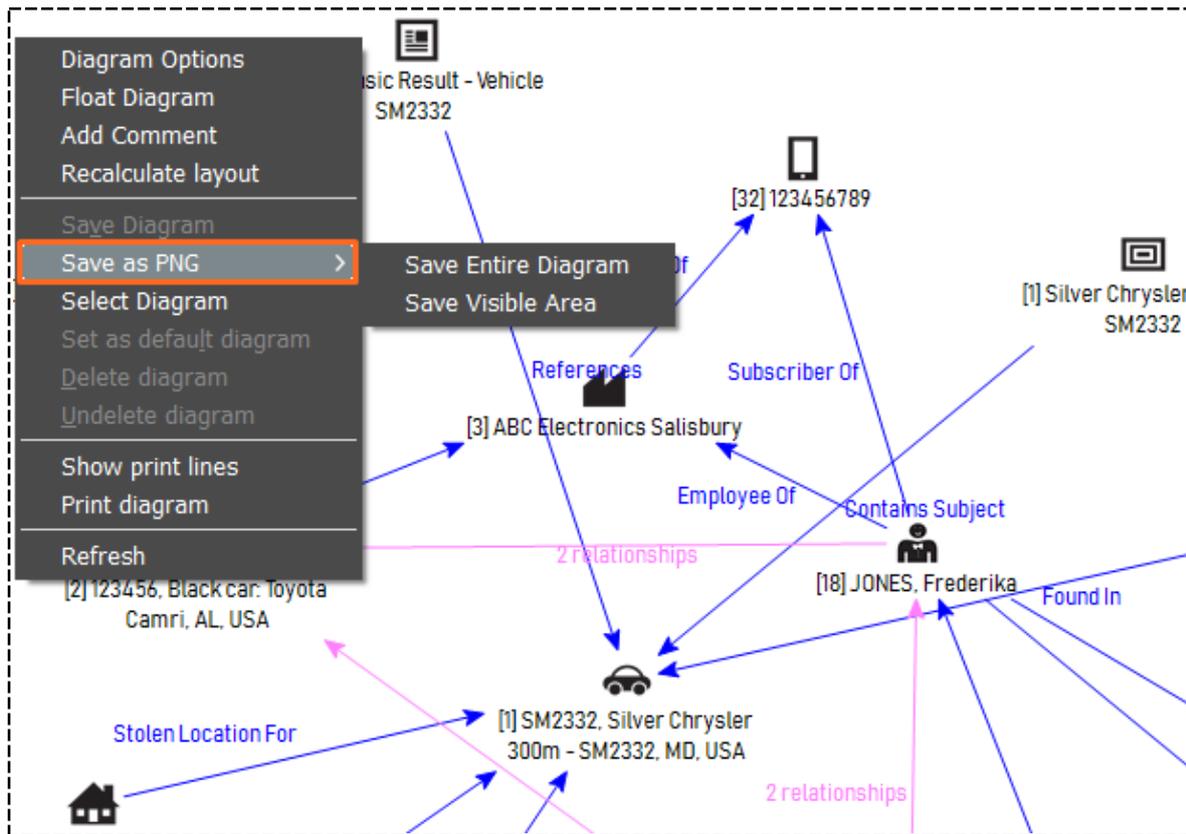
## Options for Saving a Diagram

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

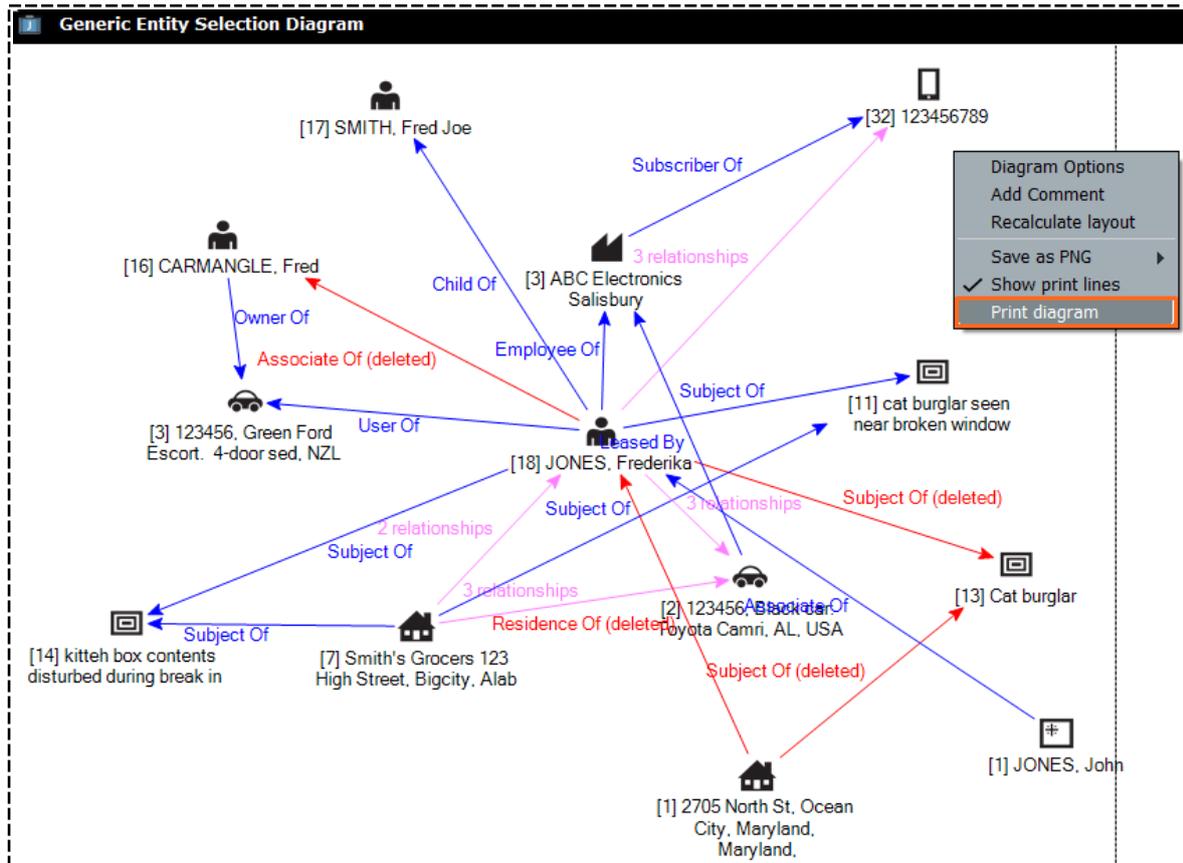
The first diagram created for an entity will be the default diagram for that entity.

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](#).



## 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:

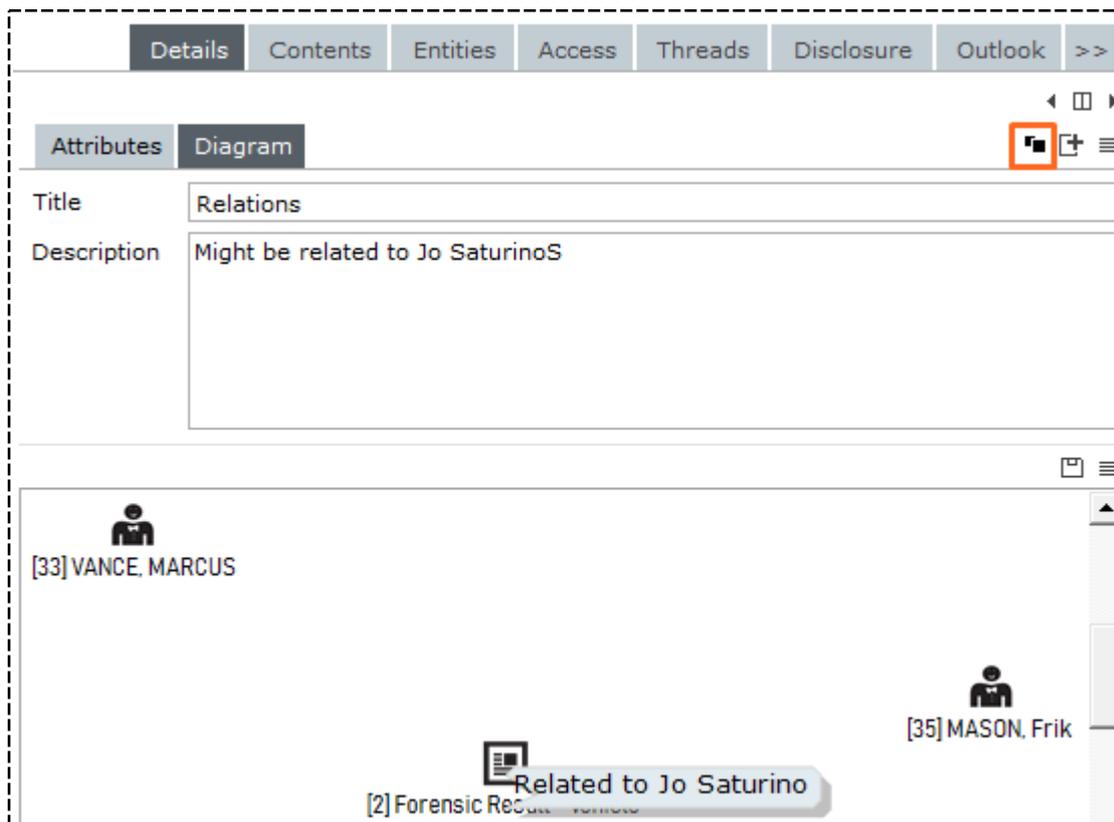
- Create a new version of this diagram.
- Copy an existing version of the diagram.
- Select which version of a diagram you want to see.

The screenshot displays the Jade software interface. At the top, there is a navigation bar with tabs: Details, Contents, Entities, Access, Threads, Disclosure, Outlook, and >>. Below this, there are two sub-tabs: Attributes and Diagram. The Diagram tab is active, and a small icon set (a square, a plus sign, and a list icon) is highlighted with a red box. The main area shows a diagram with two entities: [1] ABC Electronics Salisbury - Claim Check No 567 and [4] Forensic Result - 38 Revolver AD11235Z56A. Two blue arrows labeled 'References' point from the first entity to the second. A context menu is open over the second entity, listing options: Diagram Options, Float Diagram, Add Comment, Recalculate layout, Save Diagram, Save as PNG, Select Diagram, Set as default diagram (highlighted), Delete diagram, Undelete diagram, Show print lines, Print diagram, and Refresh.

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**.

The screenshot shows the 'Select diagram to show' dialog box. The dialog has a title bar with 'Select diagram to show' and a close button. Below the title bar is a table with the following data:

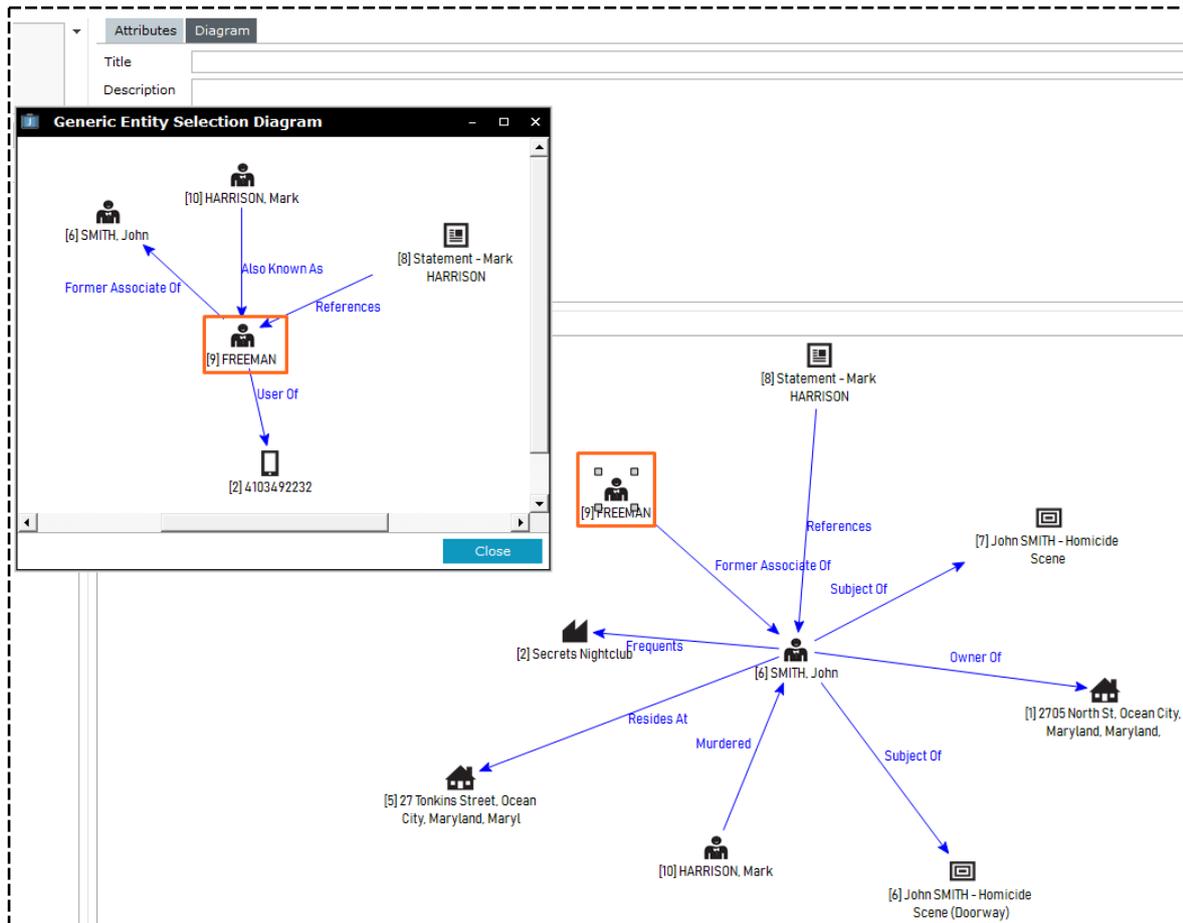
Title	Default	Last Modified By	Last Modified Date
References	Yes	DOCUMENTATION, Tech (JIDOC)	27/01/2014 15:27
<Title>		DOCUMENTATION, Tech (JIDOC)	02/08/2018 15:36
<Title>		DOCUMENTATION, Tech (JIDOC)	02/08/2018 16:10
<Title>		DOCUMENTATION, Tech (JIDOC)	02/08/2018 16:10
<Title>		DOCUMENTATION, Tech (JIDOC)	02/08/2018 16:10
Relations		DOCUMENTATION, Tech (JIDOC)	02/08/2018 16:10

Below the table is a 'Description' field with a large text area. At the bottom right of the dialog is an 'OK' button.

## Start a New Diagram

You can create a new diagram using an entity in an existing diagram as the focus for the new diagram. This entity you select will become the focus in the new diagram.

1. Open a diagram.
2. Right-click the entity in the existing diagram you want at the centre of the new diagram > Select **Diagram This Entity**.
3. Select the required options > 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, select **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, select **Save & Close**.

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

**Edit Relationship**
- □ ×

**From Entity**

Filter  Refresh

- [30] READ, Roland
- [11] Information Report - SMITH

**To entity**

Filter  Refresh

- [30] READ, Roland
- [11] Information Report - SMITH

Relationship	<input type="text" value="Written By [Author Of]"/>	Source Agency	<input type="text" value="FBI"/>
Start Date	<input type="text"/> <input type="text"/>	Source Grade	<input type="text" value="C - Fairly Reliable"/>
Finish date	<input type="text"/> <input type="text"/>	Info Grade	<input type="text" value="2 - Probably True"/>
Discovered Date	<input type="text" value="15/09/2017"/> <input type="text" value="10:49"/>	Relationship Status	<input type="text" value="Suspected"/>

Created By
Save & New
Save & Close
Close

## 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**.

The screenshot displays the 'Default Case Note [URN: 1]' interface. The 'Entities' tab is active, showing a table of entities. The 'Entity Relationships' section below it shows a relationship between entity '30 READ, Roland' and entity 'SMITH' (partially visible) with the relationship type 'Author Of [Written By]'. A context menu is open over this relationship, with the 'Update' option highlighted.

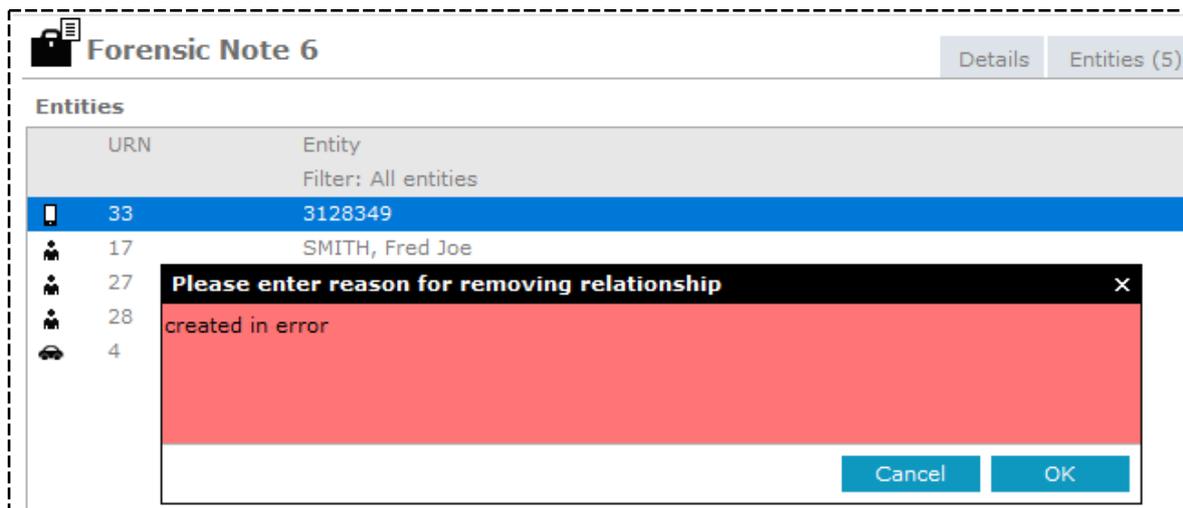
URN	Entity
11	Information Report - SMITH
30	READ, Roland

Type	URN	Entity	Relationship To	Type	URN	Entity
Person	30	READ, Roland	Author Of [Written By]	Document	SMITH	Information Report - SMITH

## 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.*

The screenshot shows the 'Forensic Note 6' interface with the 'Entities' tab selected. The 'Entities' table lists several entities, with the one having URN 33 and Entity ID 3128349 highlighted in blue. A 'Confirm' dialog box is overlaid on the table, asking to 'Reinstate Relationship between Fingerprint Report (References) and 3128349'. The dialog has three buttons: 'Yes', 'No', and 'Cancel'.

URN	Entity
33	3128349
17	SMITH, Fred Joe
27	
28	
4	

**Confirm**

Reinstate Relationship between Fingerprint Report (References) and 3128349

Yes No Cancel

## 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.

 **Export Relationships for 1**

**Relationship Options**

Include  Source entity to entity relationships    Entity Type prefix (for i2 export)

**Export file**

File name  Browse...

Format  Comma separated (CSV)     Excel (xlsx)

**Attributes Selection**

Select all   Include Multiples     Show full column headings

- URN
- Classification
- Title

## 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.

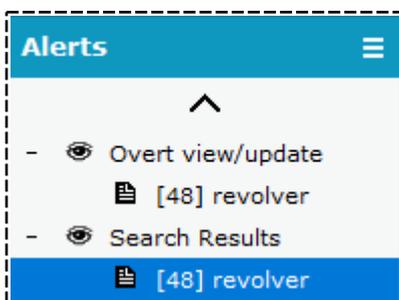
A watch you place on changing or looking at an entity can be overt or covert. A watch placed on a search is always covert.

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.*



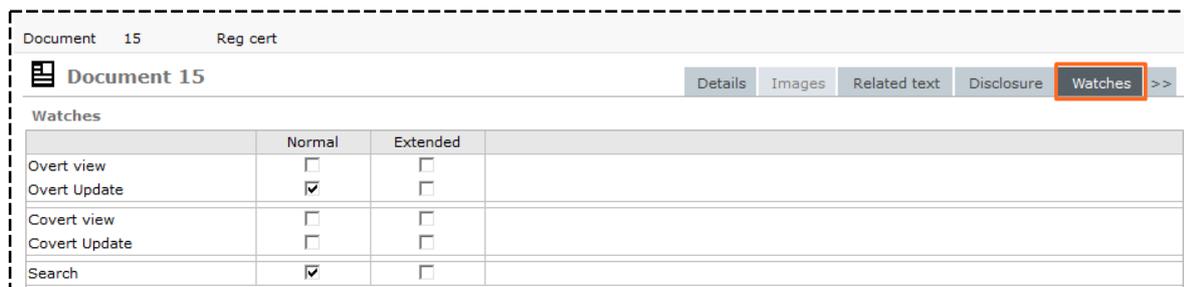
## Place a Watch on an Entity

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**.

Case File 2	
Watches	
	Normal
Overt view	<input type="checkbox"/>
Overt Update	<input type="checkbox"/>
Covert view	<input checked="" type="checkbox"/>
Covert Update	<input type="checkbox"/>
Search	<input checked="" type="checkbox"/>

## 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](#).

Entity	Overt		Covert		Search
	View (Ext)	Update (Ext)	View (Ext)	Update (Ext)	Search (Ext)
[48] revolver	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
[2] Location of Mark Harrison	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
[16] CARMANGLE, Fred	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
[10] HARRISON, Mark	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
[37] Examine statement made by Joe Denby (Not Sent)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## TASKS

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### 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**.

### General Task 40

Details Submission Entities

**Details**

Status  Creator

Title

Description

Draft

Priority  Expected Completion Date  

Classification

Phase & LOE Disclosure

Excluded  Signed off for disclosure

Bulk entities sign off in this source

## 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**.

**General Task [URN: 33]**

Details
Submission

---

**Details**

<b>Status</b>	<input type="text" value="Part complete"/>	<b>Creator</b>	<input type="text" value="DOCUMENTATION, Tech (JIDOC)"/>
<b>Title</b>	<input type="text" value="Examine scene"/>		
<b>Description</b>	12/06/2015 034535241 JIDOC		

**Draft**

**Priority**  **Expected Completion Date**

**Classification**

Phase & LOE
Disclosure

Excluded Comments

Signed off for disclosure Comments Upload PDF

Bulk entities sign off in this source Bulk sign off

## Email External Task Recipients

If you send a task to someone outside your organisation, it's 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**.

 **System Parameters**

---

**Options**

Country	<input type="text" value="United States"/>
Database ID	<input type="text" value="Demonstration"/>
Environment	<input type="text" value="Demonstration"/>
Application name	<input type="text" value="Investigator"/>
Language	<input type="text" value="English (New Zealand)"/>
Contact number format	<input type="text" value="Free Format"/>
Max image or document size	<input type="text" value="999999"/> KB
Max email attachment size	<input type="text" value="4000"/> KB

## 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:

<b>Assigned to me</b>	Tasks that have been sent or assigned to you by yourself or others.
<b>Authorisations/Reviews</b>	Tasks you need to review or <a href="#">authorise</a> .
<b>Results for review</b>	Tasks you need to review.
<b>Created by me</b>	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.*

### Sort Tasks by Column Contents

1. Select **Tasks > List**.
2. To sort by multiple columns, press **Ctrl** + click on each column header.

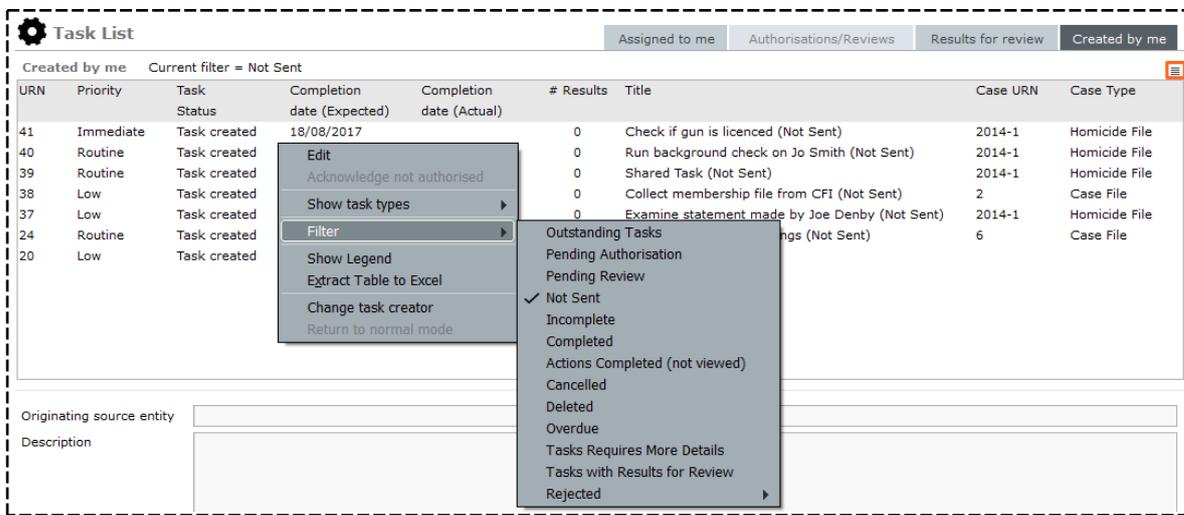
 **Task List**

Created by me    Current filter = Outstanding Tasks

URN	▲ Priority	▼ Task status	▲
44	Low	Task created	
47	Low	Task created	
45	Immediate	Task created	
38	Low	Task created	
46	Immediate	Task created	
20	Low	Task created	
35	Immediate	Pending accept by recipient(s)	
30	Low	Pending accept by authoriser	
31	Immediate	Pending accept by authoriser	

### Filter a List of Tasks

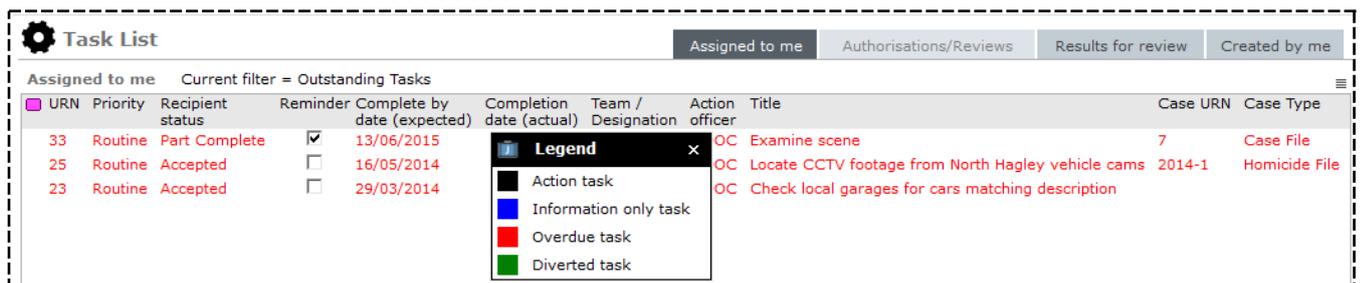
1. Select **Tasks > List**.
2. Select the required tab:
  - **Assigned to me**
  - **Authorisations/Reviews**
  - **Results for review**
  - **Created by me**
3. Use either of these methods to access the filter options:
  - Right-click in the task list area > Select **Filter** > Select the required filter.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



### Check the Status of a Task

Tasks are colour-coded according to their status:

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



## 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**.

### General Task [URN: 16]

Details Submission Entities (2) Results (0) Access

**Details**

Status  Creator

Title

Description

Draft

Priority  Expected Completion Date

Classification

**Disclosure**

Excluded

Signed off for disclosure

Bulk entities sign off in this source

## 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.*

The screenshot displays the 'General Task 23' interface. The task details are as follows:

- Status: Part Complete
- Creator: DO
- Title: Check local garages for cars matching description
- Description: 29/03/2014  
S W
- Priority: Routine
- Classification: (empty dropdown)

A modal dialog box is open with the title 'Please enter reason for rejecting task'. The text inside the dialog reads: 'no need, we found the car today'. The dialog has 'Cancel' and 'OK' buttons.

At the bottom right of the task interface, the 'Reject' button is highlighted with a red border, indicating the action being performed.

## 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.

Information Report	8	Theft of Vehicle
General Task	23	Check local garages for cars matching description

 **General Task [URN: 23]** Details Submission Entities (0) Results (0)

**Forward to**

Designations  Teams  Users

- Director Intelligence
- Director Operations

**Recipient details**

Can reject  
 Can forward

**Task Options**

Alert for Results

**Forwarding Comments**

Could you please have a look at this one and advise the investigations team on how to proceed?



## 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**.

**General Task 25** Details Submission Entities (0) Results (0) Access Threads (0)

**Details**

Status: Part Complete

Title: Locate CCTV foot

Description: 16/05/2014  
033454544  
TBAL  
Request downloa  
hours before inci

Draft:

Priority: Routine

Classification: Restricted

Phase & LOE Disclosure

Phases: Undefined

**Select assignee**

Designations Teams Users Case Team:

Director Intelligence  
Director Operations

Comment for assignee  
Please have a look at this next week

OK Cancel

Accept Reject Forward **Assign**

## 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**.

**General Task [URN: 45]** Details Submission

**Submission**

Alert for  
Review  
Authorisation  
Result template

**Recipients**

Date/Time

**Recipients**

Designations  Teams  Users  Case Teams

Commissioner  
Director Intelligence  
Director Operations

Selected

- Designations  
Director Int

Users in Director Intelligence

MCDONALD, Shirley (CNWSAS1)

Comment for recipients

25/01/2018 10:10

**Recipient details for Director Intelligence**

Type  Information only  Action

## 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.

The screenshot displays the 'Submission' tab for a task. The 'Recipients' table shows one entry: '03/06/2015 14:40 Tech DOCUMENTATION (JIDOC) Part complete Tech DOCUMENTATION (JIDOC)'. The 'Additional Details' section on the right shows 'Sent By DOCUMENTATION, Tech (JIDOC)'.

Date/Time	Name	Status	Action Officer
03/06/2015 14:40	Tech DOCUMENTATION (JIDOC)	Part complete	Tech DOCUMENTATION (JIDOC)

**Additional Details**  
Sent By  
DOCUMENTATION, Tech (JIDOC)

## Cancel or Delete a Task You've Created

You can now delete a cancelled task if you created it or if you're the case officer:

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**.

The screenshot displays the 'General Task 40' interface. The task details are as follows:

- Status: Task created
- Creator: DOCl
- Title: Run background check on Jo Smith
- Description: Jo Smith was the last to see the deceased
- Priority: Routine
- Classification: Restricted
- Expected Completion Date: 1

A confirmation dialog box is overlaid on the task details, with the following text:

**Please enter reason for deleting Run background check on Jo Smith (Not Sent) ×**  
Background check has already been run

The dialog box has 'Cancel' and 'OK' buttons. The 'Delete' button in the bottom right corner of the task interface is highlighted with a red box.

## 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**.

The screenshot displays the 'General Task 40' submission interface. The 'Submission' section includes fields for 'Alert for' (Results, Forwarded, Rejected), 'Review' (Not required, Required), 'Authorisation' (Not required, Required, Self authorise), and 'Result template'. The 'Recipients' table shows one entry: 'Tech DOCUMENTATION (JIDOC)' with a status of 'Not sent yet'. A dropdown menu is open, showing options for 'Designations', 'Teams', 'Users', and 'Case Team'. The 'Selected' list includes 'Individual Users' and 'DOCUMENTATION, Tech (JIDOC)'. The 'Additional Details' section shows 'Sent By' as 'DOCUMENTATION, Tech (JIDOC)' and a 'Comments' field.

Date/Time	Name	Status	Action Officer
07/08/2017 14:30	Tech DOCUMENTATION (JIDOC)	Not sent yet	

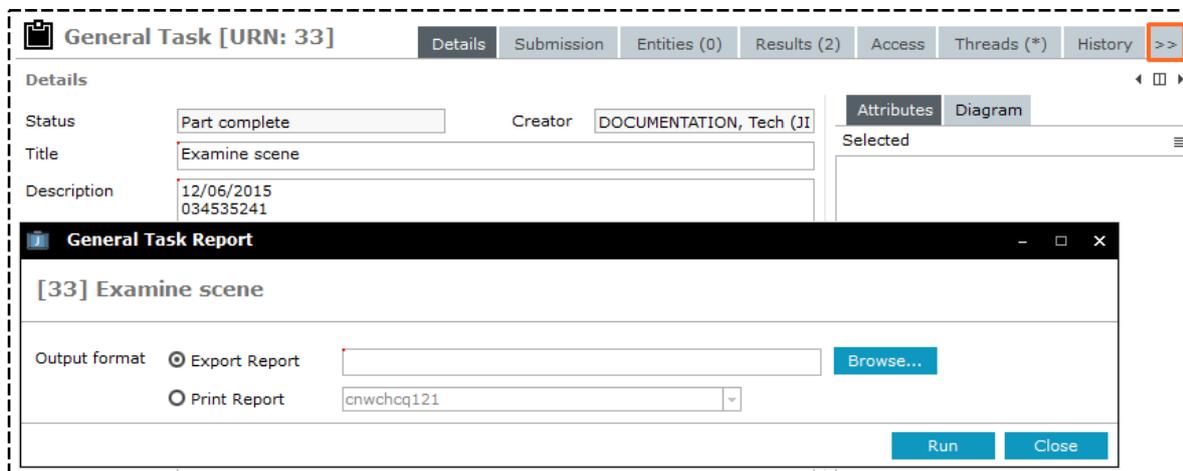
## Print or Export a Task to Word

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**.

**Task diversion** (Recipient/Authoriser/Reviewer)

To user:

Resume date:

**Expiry date** x

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

## 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**.

**Task reminders**

First reminder:  days before completion date

Second reminder:  days before completion date

## Highlight a Task

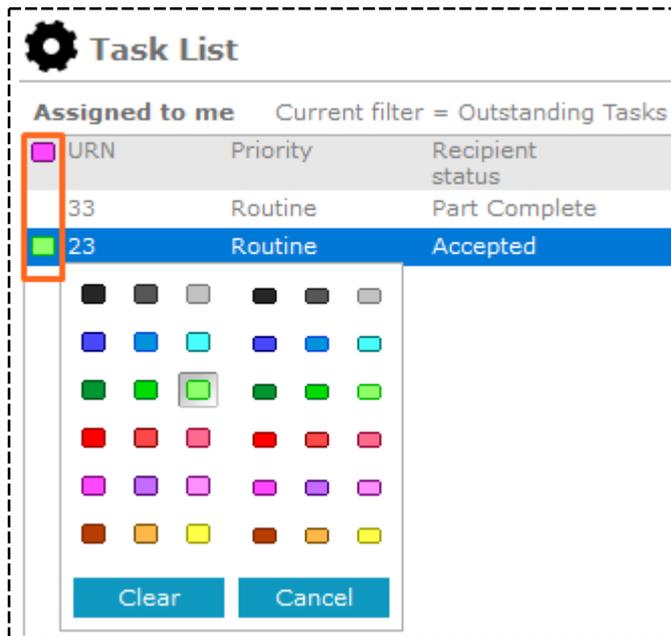
You can use coloured icons to highlight your tasks. This can help you prioritise your tasks.

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.*

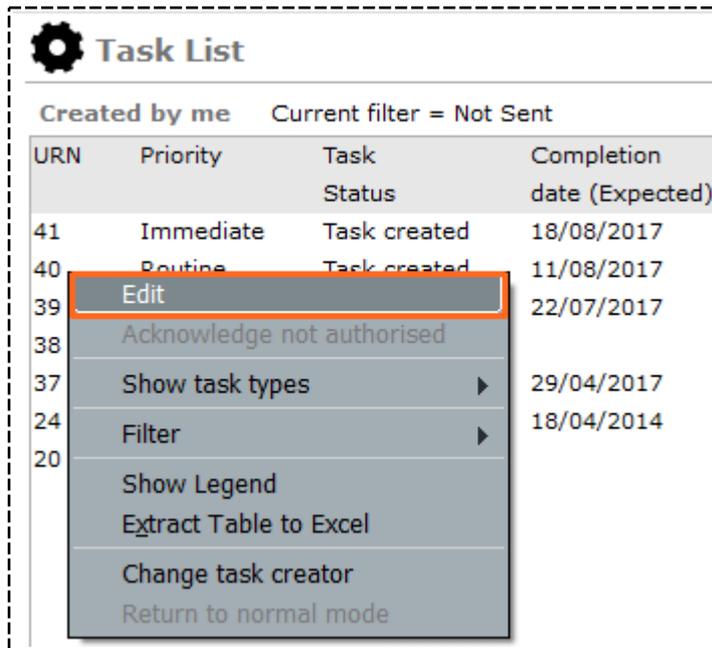
To highlight a task:

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.



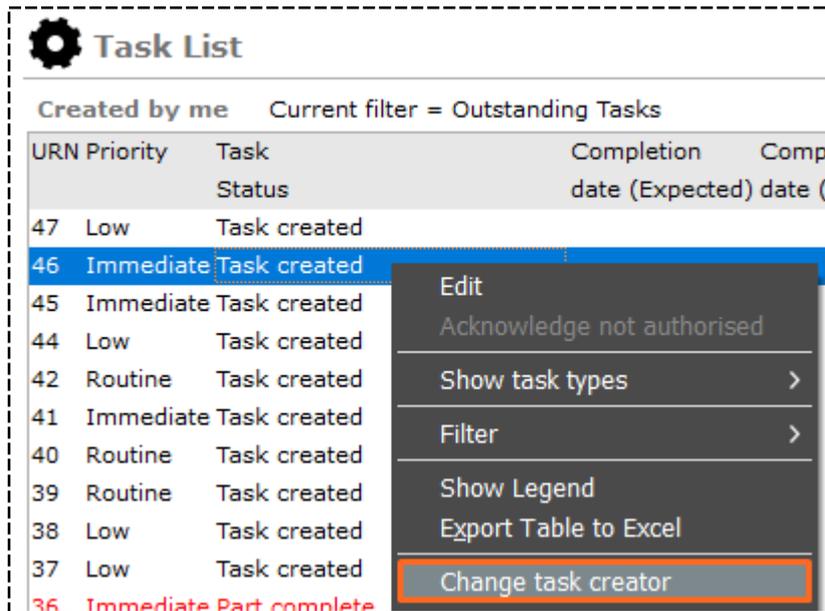
The screenshot shows a 'Task List' window with a gear icon and the title 'Task List'. Below the title, it says 'Created by me' and 'Current filter = Not Sent'. The table has four columns: URN, Priority, Task Status, and Completion date (Expected). A context menu is open over the task with URN 39, Priority Routine, and Task Status 'Task created'. The 'Edit' option is highlighted with a red box. Other options in the menu include 'Acknowledge not authorised', 'Show task types', 'Filter', 'Show Legend', 'Extract Table to Excel', 'Change task creator', and 'Return to normal mode'.

URN	Priority	Task Status	Completion date (Expected)
41	Immediate	Task created	18/08/2017
40	Routine	Task created	11/08/2017
39	Routine	Task created	22/07/2017
38			
37			29/04/2017
24			18/04/2014
20			

## 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**.



The screenshot shows the 'Task List' interface. At the top, there is a gear icon and the text 'Task List'. Below this, it says 'Created by me' and 'Current filter = Outstanding Tasks'. The main part of the interface is a table with the following columns: URN, Priority, Task Status, Completion date (Expected), and Completion date. The table contains several rows of tasks. The row with URN 46 is highlighted in blue. A context menu is open over this row, listing several actions: Edit, Acknowledge not authorised, Show task types, Filter, Show Legend, Export Table to Excel, and Change task creator. The 'Change task creator' option is highlighted with an orange border.

URN	Priority	Task Status	Completion date (Expected)	Completion date
47	Low	Task created		
46	Immediate	Task created		
45	Immediate	Task created		
44	Low	Task created		
42	Routine	Task created		
41	Immediate	Task created		
40	Routine	Task created		
39	Routine	Task created		
38	Low	Task created		
37	Low	Task created		
36	Immediate	Part complete		

## 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.

### Export Search Results For Task Result

---

**Details**

**Export file**

File name

Format  Tab separated (TSV)  Comma separated (CSV)  Excel (xlsx)

**Attributes Selection**

Include history  Partial  Full  Include Multiples  Include Comments

- URN
- Classification
- Title
- Description
- Created
- Created By
- Last Modified
- Last Modified By
- Deactivated
- Date/Time Deleted
- Reason Deleted
- Source Document Id
- Originating Case
- Originating Task
- Task Result Number
- When Actioned
- Type
- Status
- Task Result

### 5. Select **Export**.

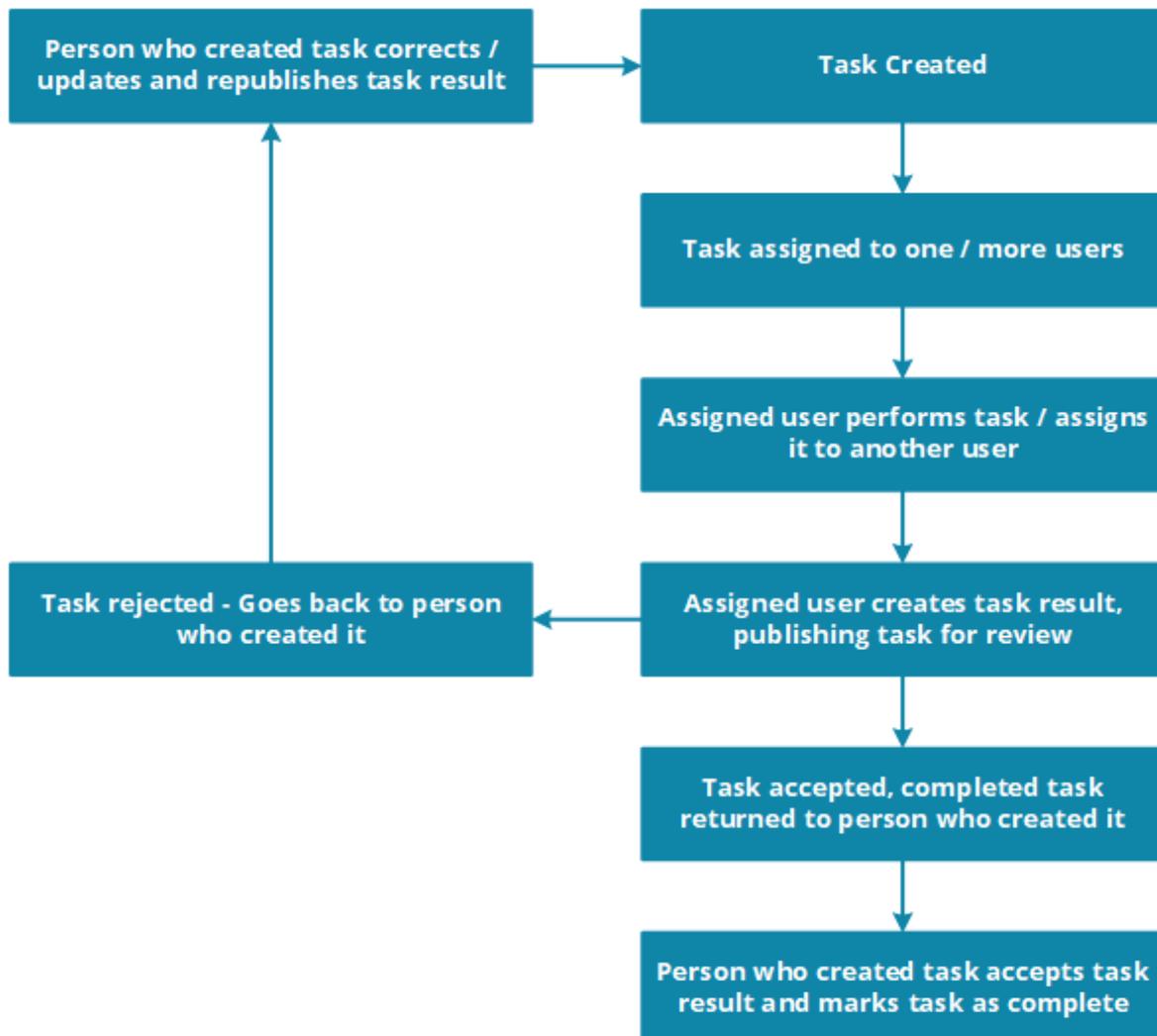
URN	Title	Originating Case	Originating Task
1	Next Of Kin Contacted - Detail Obtained	[2] Homicide - John SMITH	[1] Contact the Next of Kin and Obtain Further Detail
3	Relevant Incident Identified - Other Crimes Stolen Vehicle SM2332	[2] Homicide - John SMITH	[3] Conduct Research on Existing Data Holdings

## 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's 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

The screenshot shows a form titled "Task Result [URN: 28]" with a "Details" button in the top right corner. The form is divided into sections. The "Details" section contains the following fields:

Task Title	Examine scene
Task Description	12/06/2015 034535241 JIDOC

Below the details section, there are three fields: "Type", "Recipient", and "Title". The "Type" field is highlighted with an orange box and has a dropdown menu open. The dropdown menu lists the following options:

- Interim
- Final - Resolved
- Final - Unresolved
- Interim (highlighted in blue)
- Completed collection of data

The "Status" field is set to "Created".

## 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.

☑ **Task Result**

Details
Entities (0)
Tasks (0)
Threads (0)

**Details**

Task Title	Examine scene		Task	12/06/2015		Description	034535241 JIDOC										
Draft		<input type="checkbox"/>															
Type	Final - Resolved ▼	Status															
Recipient	DOCUMENTATION, Tech (JIDO)																
Title	Examine scene																
Description	Examine scene																
<span style="background-color: #0070c0; color: white; padding: 2px 5px; border: 1px solid #0070c0;">Attach Template</span>																	
Classification	Confidential ▼																
When Actioned	08/08/2017	<input type="checkbox"/>	16:17	<input type="checkbox"/>	<input type="checkbox"/>												
<span style="background-color: #0070c0; color: white; padding: 2px 5px; border: 1px solid #0070c0;">Phase &amp; LOE</span>																	
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; border-bottom: 1px solid #ccc;">Phases</td> <td style="width: 10%; text-align: center;">+ ≡</td> <td style="width: 50%; border-bottom: 1px solid #ccc;">Lines of Enquiry</td> <td style="width: 10%; text-align: right;">+ ≡</td> </tr> <tr> <td style="background-color: #0070c0; color: white; padding: 2px;">Undefined</td> <td></td> <td style="background-color: #0070c0; color: white; padding: 2px;">Undefined</td> <td></td> </tr> </table>										Phases	+ ≡	Lines of Enquiry	+ ≡	Undefined		Undefined	
Phases	+ ≡	Lines of Enquiry	+ ≡														
Undefined		Undefined															

Attributes
Diagram

Selected

## 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.**

General Task	7	Obtain PIN Register for 4103494567 (Cancelled)
Task Result	9	Interim: Telecommunications carrier contacted (Cancelled)

 **Task Result [URN: 9]**

Details

Entities (0)

Tasks (0)

Thread

---

**Details**

Task Title: Obtain PIN Register for 4103494567

Task Description: Prepare and submit documentation to relevant telecommunications carrier requesting a PIN Register for contact number 4103494567 for the period 1 July 2007 to date

Type: Interim

Status: Complete

Recipient: DOCUMENTATION, Tech (JIDO)

Title: Telecommunications carrier contacted

Description: Telecommunications carrier contacted. Waiting for a reply. They have indicated that a reply will be received by tomorrow

Draft:

Classification:  

When Actioned: 14/05/2009 12:05

---

**Disclosure**

Excluded Comments

Signed off for disclosure Comments Upload PDF

Bulk entities sign off in this source Bulk sign off





Publish

## 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**.

Task Summary (Recipients)
Recipients Cases

**Filters**

Recipient: DOCUMENTATION, Tech (JIDOC)	Business unit: --- All ---	Apply Filter
Recipient status: --- All Outstanding ---	Business region: --- All ---	Reset All
Priority: Routine		
Task type: --- All ---		
Completion date: <input type="text"/> to <input type="text"/>	Unspecified dates: Include	

**Sort by**

Recipient     Completion date (desc)

**Results**

Recipient	Task URN	Task	Case URN	Pr
DOCUMENTATION, Tech (JIDOC)	33	Examine scene	7	Rc
DOCUMENTATION, Tech (JIDOC)	23	Check local garages for cars matching description		Rc
DOCUMENTATION, Tech (JIDOC)	14	Collect broken glass		Rc

**Additional Details**

**General Task Description**  
 12/06/2015  
 034535241  
 JIDOC

**Case File**  
 [7] Arson Report at 15 Reberts Lane, Adelaide

## 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**.

Task Summary (Cases)
Recipients **Cases**

**Filters**

Case Type:

Task status:

Priority:

Task type:

Completion date: / to /

Business unit:

Business region:

Unspecified dates:

**Sort by**

Case  Completion date (desc)

**Results**

Case	Task URN	Task	Priority
[2014-1] Operation Hagley	22	Search For Murder Weapon	Immediate
[2014-1] Operation Hagley	27	Collate details of associates of deceased	Immediate
[2014-1] Operation Hagley	29	Collate associates of deceased in the New Plymo	Immediate
[2014-1] Operation Hagley	36	Shared Task	Immediate

**Additional Details**

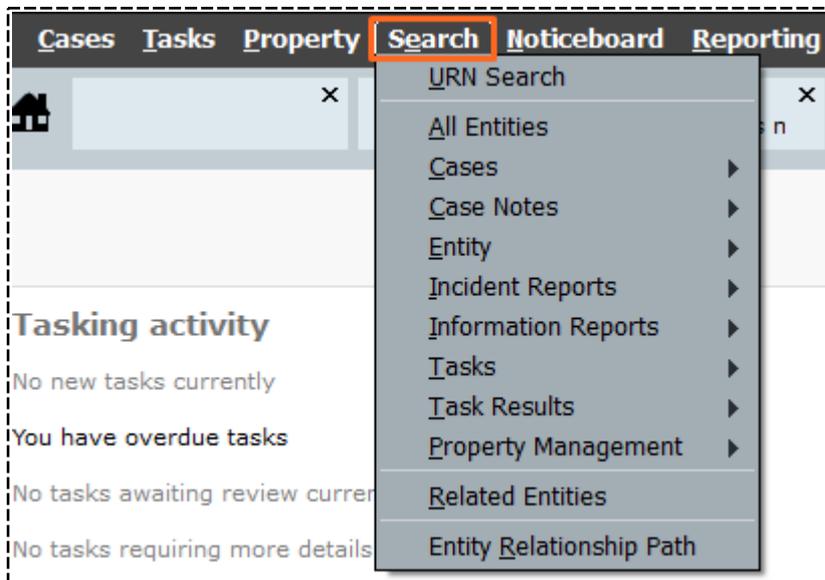
## SEARCHING

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.*

**Q All Entities Search**

---

**Standard criteria**

Search words

Use Keyword   Any words  Show deleted

**Additional criteria**

Results (38) **No Access Results (0)**

▲ URN	Type	Title
1		Contact the Next of Kin and Obtain Further Detail
1		Final - Resolved: Next Of Kin Contacted - Detail Obtained
2		Homicide - John SMITH

## 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

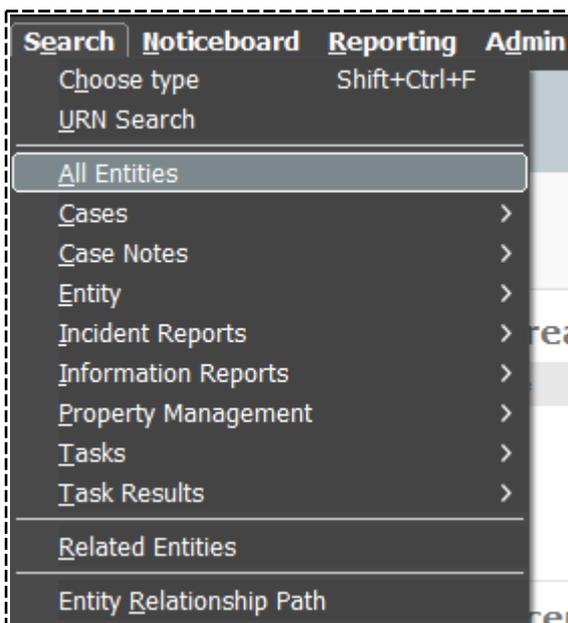
Searching might not work correctly if the required background apps are not running.

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**.

Searching

- To see more details about a search result, select or double-click it in the *Results* area.

## 🔍 All Entities Search

Standard | Attributes | Advanced | Thesaurus | Scope

---

**Standard criteria**

Search words:  Search Clear

Use Keyword   Any words  Show deleted

**Additional criteria** ▲

Fictitious:

Entity types

Available		Selected
+ Case		+ Incident Report
+ Case Note		+ Information Report
+ Entity	>	
+ Incident Report	<	
+ Information Report	>>	
+ Task	<<	
+ Task Result		
+ Property Report		
+ Property Item		

Results (2)

URN	Type	Title
7	👤	Autopsy Report Dave Green
AUT-2014-1	👤	Autopsy Report on John Smith

No Access Results (0)

**Additional detail**

**Attributes**

IR Status = Validated

Validating Officer = DOCUMENTATION, Tech (JIDOC)

IR Source = External Agency

Source Agency = FBI

Source Reference = 67584

Activity Type = Assault

Admiralty Rating: Source Reliability = A - Completely Reliable

Admiralty Rating: Information Accuracy = 1 - Confirmed

## Search for Case Notes by Review Status

- Select **Search** > **Case Notes** > Select the type of case note you want to search.
- Expand the **Additional Criteria** section.
- Select the review status in the drop-down provided.

## 🔍 General Case Note Search

---

**Standard criteria**

Search words:

Entity URN:

**Additional criteria** ▲

Review status:  ▼

**Results**

URN	Title	Case	Actioned Date	Actioned Time	Access Updated
-----	-------	------	---------------	---------------	----------------

## 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.

**URN Search**

Enter criteria below

Select

- Case
  - Case File
  - case test
- Documentation
  - Homicide File
- Case Note
  - Forensic Note
  - General Case Note
  - Management / Critical Decision
  - Research / Analysis Activity
  - Surveillance Activity
  - Telephone Intercept Summary
  - Autopsy Findings
- Entity
  - Document
    - Different Doc type
  - Bomb
  - Contact Number
  - Document
  - Event
- Weapon
  - Firearm
  - Knife
  - Nail gun
  - Nuclear
  - Spade
  - Rifle - SG 550
  - Image

URN 21

## 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.

The screenshot shows a search interface titled "Document Search [Homicide - John SMITH]". It features several tabs: "Standard" (selected), "Attributes", "Advanced", "Phase & LOE", "Thesaurus", and "Scope". Under "Standard criteria", there is a "Search words" field containing "smith", an "Entity URN" field, a "Use Keyword" dropdown, and checkboxes for "Any words" and "Show deleted". A "Search" button is highlighted with a red box, and a "Clear" button is below it. Under "Additional criteria", there are sections for "Results (1)" and "No Access Results (0)". The results table has columns for "URN" and "Title". One result is shown: URN "11" and Title "Information Report - SMITH" with a checkmark. An "Additional detail" section is also visible.

## 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**.

### General Case Note Search

Standard Attributes

---

**Standard criteria**

Search words

Entity URN  Use Keyword  Any words  Show deleted

Results (6) No Access Results (0)

URN	Title	Case	Actioned Date	Actioned	Additional detail
6	Briefing by Officers Attending the Crime Scene	[2] Homicide - John SMITH	06/08/2007	01:19	<b>Attributes</b>
7	Witness Statement Obtained - Jane EVANS	[2] Homicide - John SMITH	06/08/2007	02:30	
8	Enquiries Conducted at ABC Electronics Salisbury	[2] Homicide - John SMITH	18/08/2007	01:00	
11	Arrest and Interview of Mark HARRISON (aka FREEMAN)	[2] Homicide - John SMITH	21/09/2007	08:45	
24	Secrets Night Club Ownership	[2] Homicide - John SMITH	02/04/2014	13:22	
32	[Draft] Witness Statement Joe Smith	[2014-1] Operation Hagley	07/05/2014	12:58	

Show all matches  Words before and after

[...] to the homicide of John **smith**. It was recovered at [...]

## 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, select **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**.

Entity Relationship Path Search										
Requests									Criteria	Requests
Description	Status	Priority	Paths	Paths scanned	From Entities	To Entities	Queued	Started	Completed	
Potential associates	Completed	Immediate	1	9	1	1		30/04/2009 11:07:14	30/04/2009 11:07:14	
address used by	Completed	Immediate	0	2	1	1		30/04/2009 11:10:31	30/04/2009 11:10:31	
Frequented by Harrison	Completed	Medium	0	5	1	1	30/04/2009 11:12:16	30/04/2009 11:14:51	30/04/2009 11:14:51	

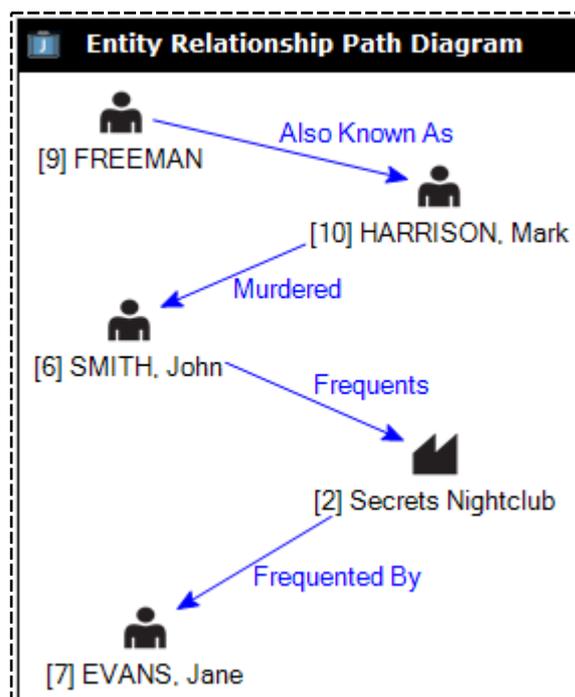
## See the Results of an ERP Search

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.*

### Q All Entities Search Standard

**Standard criteria**

Search words

Any words  Show deleted

**Additional criteria** ▾

**Results (38)**    **No Access Results (0)**

▲ URN	Type	Title
1		Contact the Next of Kin and Obtain Further Detail
1		Final - Resolved: Next Of Kin Contacted - Detail Obtained
2		Homicide - John SMITH
3		Analysis of Calls Made From 4103492232

## 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.

**All Entities Search** [Standard] [Attributes] [Advanced] **[Thesaurus]** [Scope]

**Thesaurus**

Search words:

Use Keyword  Any words  Show deleted

Use thesaurus?  Broader terms?  Related terms?  All related terms?  
 Narrower terms?  Synonyms?  All synonyms?

Search group:

vehicle (Drugs or Cocaine or "Non Prescription" or Coke or Codeine or Prescription or Heroin or Cannabis or Morphine or Speed or P ) and (Diesel or Bomb ) and (Automobile or Car )

## 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.

The screenshot shows the 'Person Search' interface with the 'Scope' tab selected. The 'Scope' section is active, showing a table of 'Scoped searches at this level' with one entry: 'Homicide File'. A 'Search' button is visible to the right of the table. Below the table, there is a section for 'Only include entities with a relationship to at least one of the following entities' with a table showing 'Homicide File' and its description '[2015-2] Hit and Run Ferry Road'.

Type	Description
Homicide File	[2015-2] Hit and Run Ferry Road

## 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)**.



Case File Search

Standard
Attributes
Advanced
Thesaurus
Scope
Active search
Stored Search

Active search
Details
Visibility
Alerts

Active requests

Title	# Alerts	Description	Expiry date
Active Search Smith	0	associates with white subarus	10/01/2018

Load
Delete

Title   
 Description   
 Expiry date   Never expires

Alert recipients

Designations
  Teams
  Users

Q

Commissioner

Director Intelligence

Director Operations

Director UC Operations

Supervisor

Users in Director Operations

HAY, Greg (GREGH)

>

- Individual Users

DOCUMENTATION, Tech (IIDOC)

HAY, Greg (GREGH)

<

Save (active search)
Export
Select
Close

## 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)**.

The screenshot shows the 'Case File Search' interface. At the top, there are tabs for 'Standard', 'Attributes', 'Advanced', 'Thesaurus', 'Scope', 'Active search', and 'Stored Search'. Below the tabs, there is a 'Stored Search' section with a table of 'Stored requests'. The table has columns for 'Created', 'Creator', 'Title', 'Description', and 'Visibility'. A single row is visible with the following data: '20/11/2017', 'JIDOC', 'Jo Smith', 'Exisiting cases for this suspect', and 'Investigation Team 2'. To the right of the table are 'Load' and 'Delete' buttons. Below the table is a section for 'Currently active stored search' with input fields for 'Title' (Jo Smith) and 'Description' (Exisiting cases for this suspect). Under 'Visibility', there are radio buttons for 'User JIDOC', 'Team', 'Designation', and 'Global'. The 'Team' radio button is selected, and a dropdown menu shows 'Investigation Team 2'. At the bottom, there are buttons for 'Copy as new', 'Save (stored search)', 'Export', 'Select', and 'Close'. The 'Save (stored search)' button is highlighted with a red border.

Created	Creator	Title	Description	Visibility
20/11/2017	JIDOC	Jo Smith	Exisiting cases for this suspect	Investigation Team 2

Currently active stored search

Title: Jo Smith

Description: Exisiting cases for this suspect

Visibility:

- User JIDOC
- Team: Investigation Team 2
- Designation
- Global

Buttons: Copy as new, Save (stored search), Export, Select, Close

## 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.

 **Stored Searches**
C ☰

Entity type	Created	Creator	Title	Description	Visibility
Person	15/12/2009	JIDOC	Search for Smith	Search for Smith as at 18/12/2009	JIDOC
Vehicle	15/12/2009	J10006	Blue vehicles	Search for blue vehicles	Global
Vehicle	15/12/2009	JIDOC	Red vehicles	Red vehicles sighted around Smith Street or Global	Global
Vehicle	15/12/2009	JIDOC	Green vehicles	Green vehicle sighted near the bank on the	Global

Title

Description

**Criteria**

( Show Deleted=false )  
 Search words=blue [Any  
 Use Soundex=false]  
 ( Fictitious - Include )

Delete
Select

## 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**.

The screenshot shows the 'Location Search' interface. At the top, there are tabs for 'Standard', 'Attributes', 'Advanced', 'Thesaurus', 'Scope', 'Active Search', and 'Stored Search'. Below these, there are input fields for 'Search words' and 'Entity URN', along with checkboxes for 'Use Keyword', 'Any words', and 'Show deleted'. A 'Search' button is visible. The main area displays a table of search results with columns for URN, Building name, Unit, Number, and Street. The 'Google Maps' button at the bottom is highlighted with a red box.

URN	Building name	Unit	Number	Street
11	JadeWorld		5	Sir Gil Simpson Drive
13	AXA Tower		10	Main Road
14	jade world		5	sir gil simpson drive
15	PWC Tower	5	20	St James Drive
16	ABC Towers		50	CD-ROM Drive
19	XYZ High School		10	Colombo St
20	ABC Complex		100	Colombo St
21	ABC high school		100	Colombo St
23	Burnside Park			Memorial Avenue
24	Hospital			
26	New Brighton Pier		195	Marine Parade
29	Hagley Park			AMI
30	wynyard group		3	lorne street
96	wynyard AKL			3 LORNE
98	Streets shop	5	5	Sherwood Street

6. Drag the location you want to view to the **Selected** area.

The screenshot shows the 'Google map' interface. At the top, there are tabs for 'Details' and 'Google map'. Below these, there is a 'Filter' input field and an 'Apply Filter' button. A 'Select all' button and a 'Remove all' button are also visible. The main area displays a list of 'Available' locations. One location, '03 Queen street, CBD, United States', is highlighted with a red box and has been moved to the 'Selected' area at the bottom.

Available
2705 North St, Ocean City, Maryland, Maryland, United States 21842
27035 Haye Street, Ocean City, Maryland, Maryland, United States 21842
2897 George Street, Ocean City, Maryland, Maryland, United States 21842
3222 Jamison Street, Ocean City, Maryland, Maryland, United States 21842
27 Tonkins Street, Ocean City, Maryland, Maryland, United States 21842
45 West Street, Ocean City, Maryland, Maryland, United States 21842
Smiths Grocers 123 High Street, Bigcity, Alabama, United States
location in report United States

Selected
03 Queen street, CBD, United States

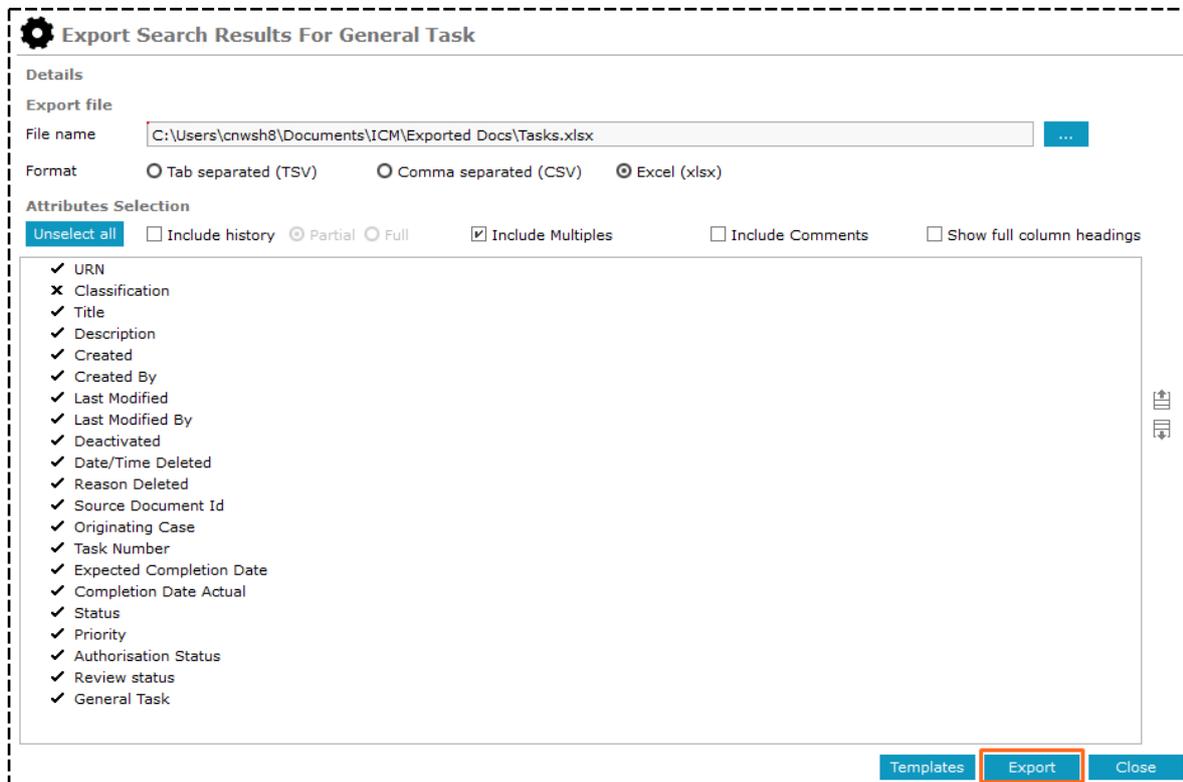
7. Select the **Google map** tab.

## 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**.



**Export Search Results For General Task**

**Details**

Export file

File name  

Format  Tab separated (TSV)  Comma separated (CSV)  Excel (xlsx)

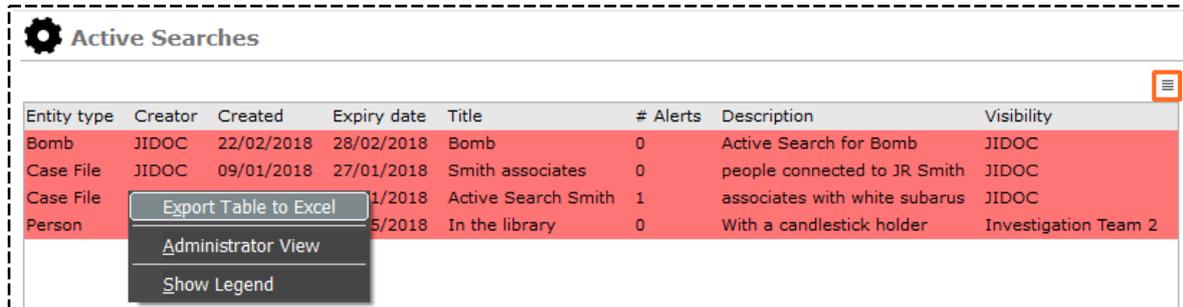
**Attributes Selection**

Include history  Partial  Full  Include Multiples  Include Comments  Show full column headings

- URN
- Classification
- Title
- Description
- Created
- Created By
- Last Modified
- Last Modified By
- Deactivated
- Date/Time Deleted
- Reason Deleted
- Source Document Id
- Originating Case
- Task Number
- Expected Completion Date
- Completion Date Actual
- Status
- Priority
- Authorisation Status
- Review status
- General Task

## Export a List of Active Searches

1. Select **System > Active Searches**.
2. Right click the list or select the Options ≡ icon > Select **Export Table to Excel**.
3. Save the spreadsheet to your preferred location > Select **OK**.



**Active Searches**

Entity type	Creator	Created	Expiry date	Title	# Alerts	Description	Visibility
Bomb	JIDOC	22/02/2018	28/02/2018	Bomb	0	Active Search for Bomb	JIDOC
Case File	JIDOC	09/01/2018	27/01/2018	Smith associates	0	people connected to JR Smith	JIDOC
Case File			1/2018	Active Search Smith	1	associates with white subarus	JIDOC
Person			5/2018	In the library	0	With a candlestick holder	Investigation Team 2

Export Table to Excel  
Administrator View  
Show Legend

## PROPERTY

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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's 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:

<b>Action types</b>	<p>Actions that can be applied to property items. Your administrator can create action types for your agency.</p> <p>They will need to specify at least one type of action. Here are some examples of action types: Audit Destruction Return to owner</p>
<b>Final actions</b>	<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> <li>■ Change the details of the property item.</li> <li>■ Add entities to the item.</li> <li>■ Add or update any continuities or actions for the item.</li> <li>■ Store any items in the property item if it could previously act as a container.</li> </ul>
<b>Movement types</b>	<p>How property items can be moved. Your administrator can create types of movement to suit your agency.</p> <p>They will need to specify at least one type of movement.</p> <p>Examples of movement types include:</p> <ul style="list-style-type: none"> <li>■ Acquisition</li> <li>■ Transfer</li> </ul>
<b>Movement directions</b>	<p>Your administrator can create movement directions for your agency.</p> <p>They will need to specify at least one movement direction.</p> <p>Here are some examples of movement directions:</p> <ul style="list-style-type: none"> <li>■ In</li> <li>■ Out</li> <li>■ Internal</li> </ul>
<b>Jurisdictions and storage locations</b>	<p>These:</p> <ul style="list-style-type: none"> <li>■ Represent real world locations where property items, assets, and equipment are stored.</li> <li>■ Belong to a jurisdiction.</li> <li>■ Can be organised in a hierarchical structure (for example, <i>Location &gt; Building &gt; Room &gt; Shelf</i>).</li> <li>■ Can be associated exclusively with a case (for example, a temporary secure storage unit at the scene of an investigation).</li> </ul> <p>These are called case-based storage locations.</p>

## 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.

**Case File [URN: 1]** Details Contents

**Contents**

Log Pinned Threads Tasks **Property Reports** Property Items Phases Lines of Enquiry

URN	Created	Type	Items	Title
DWS-2017/124/10/2017 17:57		Drug Warrant Seizu	0	(Copy of) (Copy of) Search of 24532 Verne St
DWS-2017/124/10/2017 17:55		Drug Warrant Seizu	0	(Copy of) Search of 24532 Verne St
2014/7 05/05/2014 11:44		Drug Seizure Report	0	er Drive, Greater
DWS-2017/130/08/2017 11:01		Drug Warrant Seizu	0	of 24532 Verne St
5-2017 30/08/2017 10:47		Homicide Evidence R	0	
DWS-2017/130/08/2017 10:32		Drug Warrant Seizu	0	Verne Street Ocean
DWS-2015/119/11/2015 15:15		Drug Warrant Seizu	1	
3-2015 17/11/2015 11:37		Homicide Evidence R	1	e of Crime at 4657
DWS-2015/111/11/2015 11:31		Drug Warrant Seizu	0	berland Drive, Oa
DWS-2015/110/11/2015 12:01		Drug Warrant Seizu	15	et Ocean City Mary

Context Menu:

- New
- Edit
- Search to add
- ✓ Show All
- Show Outstanding
- Additional filters
- Show Legend
- Export Table to Excel

## 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**.

The screenshot shows the 'Homicide Evidence Report [URN: ...]' form. The 'Details' tab is active, showing a 'Title' field with the text 'Items recovered from scene' and a 'Description' field with the text '- long blond hairs' and '- red hankerchief'. The 'Attributes' sub-tab is also active, showing an 'Available' list with 'Homicide Evidence Report' and 'Homicide', and a 'Selected' list with 'Homicide'. A 'Value' input field is visible in the foreground.

## 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**.

**Drug Warrant Seizure Report [URN: DWS-2015/1]** Details Entities (1) Items (1)

**Details**

Title Search of 24532 Verne Street Ocean City Maryland 21552

Description Search warrant issued by Judge Chambers Tuesday 3rd November 2015 for 24532 Verne Street Ocean City Maryland 21552

Items seized include:

- 9mm Glock pistol
- 2 boxes 9mm ammunition
- one baseball bat with exposed nails
- One lockbox containing
- 5 bags of methamphetamine (1.5kgs total)
- \$14,995 in cash notes
- 2015 Chrysler 300C SRTB Reg DRG000
- 2015 Mercedes AMG C63 Reg XXX000

Classification

Copy as new

## 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.

**Q Drug Seizure Report Search [Vehicle Theft - SM2332]** Standard Attributes Advanced Thesauru

Standard criteria

Search words

Entity URN  /  Use Keyword   Any words

Results (4) No Access Results (0)

URN	Title	Seized
2014/4	Drug seizure from Car Reg SM1225	10/04/2014 14:29
2014/7	Drug Seizure at 77 Montpellier Drive, Greatorex, Chicago	05/05/2014 11:44
2016/10	Search warrant and seizure at 115 Dolmar Road, Downside, Jasonville	25/02/2016 17:14
2016/11	Drugs hidden in linings of freezer unit	07/03/2016 14:12

Additional detail

Attributes

Show all matches  Words before and after

[BOT] drug Seizure at 77 Montpellier Drive, [...]

Extract Select

## Creating a Standalone Property Report

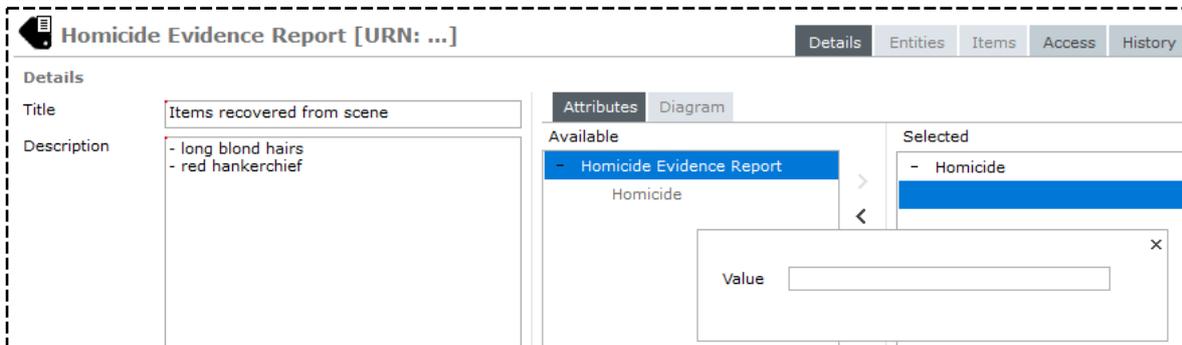
A standalone property report isn't part of a case when property items are received. But you can [add it to a case](#) at any time.

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**.



The screenshot shows the 'Homicide Evidence Report [URN: ...]' interface. The 'Details' tab is active, and the 'Attributes' sub-tab is selected. The 'Title' field contains 'Items recovered from scene'. The 'Description' field contains '- long blond hairs' and '- red hankerchief'. The 'Attributes' section shows a list of available attributes, with 'Homicide Evidence Report' selected. A 'Selected' list shows 'Homicide' is selected. A 'Value' input field is visible, with a close button (X) next to it.

## 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**.

### Storage Location (Case Based)

**Details**

Jurisdiction

44 Eames Road Secure Store

Parent

Description

Can be used for  Property  Asset  Equipment  
 Deactivated  
 Restrict access  
 Disallow movement to a storage location in a different hierarchy

**Access**

Designations  Teams  Users

Commissioner  
Director Intelligence  
Director Operations  
Director UC Operations  
Supervisor

Users in Director UC Operations  
THOMPSON, Greg (DEMO3)

Selected

- Designations
  - Director UC Operations
- Teams
  - Investigation Team 1

## 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.

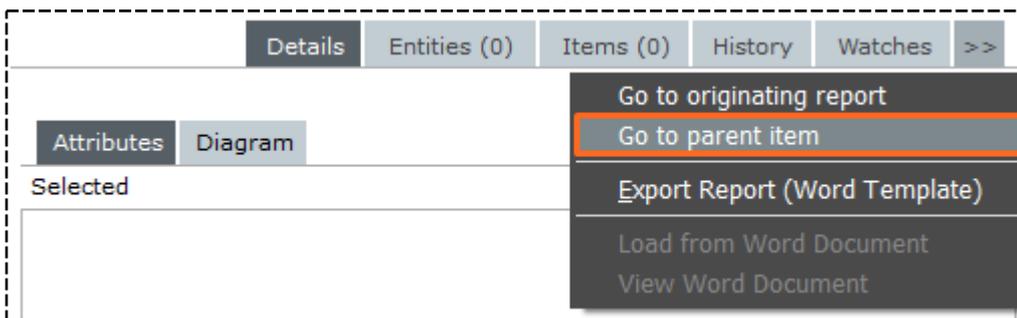
## Access Property Items

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.

### 🔍 All Property Item Types Search

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**Standard criteria**

Search words

▼  Any words  Show deleted

**Additional criteria ▲**

Filter by  Location  Person  External Custodian

Location  ▼  Include sub

**Results (2)**      **No Access Results (0)**

▲ URN	Unique ID	Title	Seized
2015/7	2015.11.04.001	Glock 9mm semi-auto pistol	10/11/2015 12:12
2017/45	2015.11.04.001	Glock 9mm semi-auto pistol	30/08/2017 14:41

## 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 **Copy as new** > Select **Yes** to confirm you want to proceed > Select **OK**.
3. Edit the copy as required.
4. Select **Save**.

🔍 **Drug Item [URN: 2015/7]**
Details
Entities (0)

**Details**

Unique ID

Title

Description

Can Contain Items

Classification

Attributes

Selected

Continuities
Actions
Continuities and Actions
⊕ ☰

Moved Date	Moved Time	Movement	From
10/11/2015	15:26	Person to storage location	DENBY, Joe (JODOC)
10/11/2015	15:25	Storage location to person	Canterbury > Christchurch Central > Level 1 Exhibit Room
10/11/2015	14:21	Storage location to storage location	Canterbury > Christchurch Central > Level 2 Exhibit Room
10/11/2015	14:14	Storage location to storage location	Canterbury > Christchurch Central > Level 1 Exhibit Room
10/11/2015	14:04	External custodian to storage location	Jane Doe (ESR Ballistics Lab)
10/11/2015	13:28	Storage location to external custodian	Canterbury > Christchurch Central > Level 1 Exhibit Room

★ \* H ← →
Copy as new

## 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.

 **Reporting on Property Items**

**Details**

Storage Location

Date From   > Date To    Now

Case

Report

**Results (0)**

URN	Ref #	Title	Type	Description	Current Location/Custodian	Chain of Custody Date and Time	Chain of Custody Person or Place	Created	Creator	Created
-----	-------	-------	------	-------------	----------------------------	-----------------------------------	-------------------------------------	---------	---------	---------

## 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's 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.

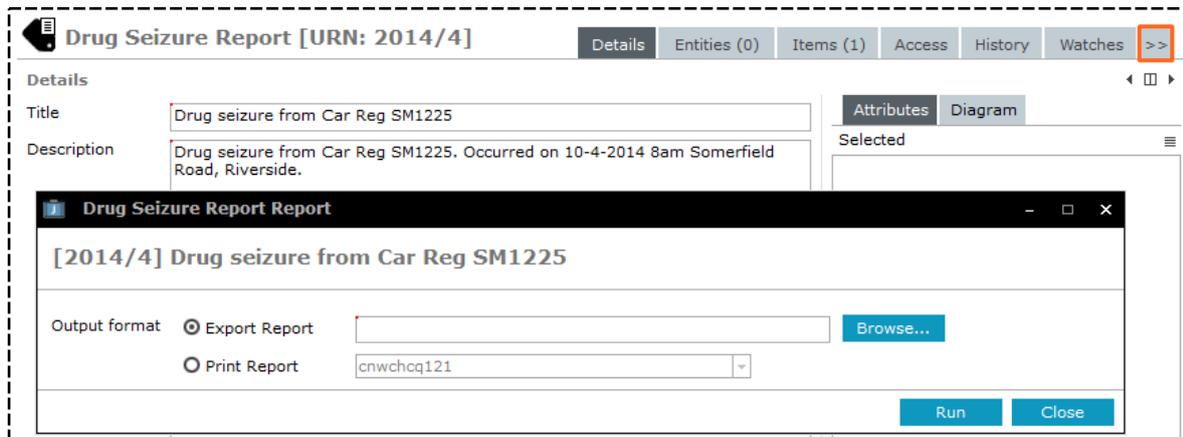
Case File [URN: 1]							Details	Contents	Entities
Contents									
Log	Pinned	Threads	Tasks	Property Reports	Property Items	Phases	Lines of Enquiry		
URN	Created		Type		Items	Title			
DWS-2017/8	24/10/2017	17:57	Drug Warrant Seizure Report		0	(Copy of) (Copy of) Search			
DWS-2017/7	24/10/2017	17:55	Drug Warrant Seizure Report		0	(Copy of) (Copy of) (Cop			
2014/7	05/05/2014	11:44	Drug Seizure Report		0	Drug Seizure at 77 Montp			

### 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.

 **Record a Continuity for Property - Finalise (3/3)**

Movement	<input type="text" value="Storage location to storage location"/>
Movement Type	<input type="text" value="Transfer"/>
Movement Direction	<input type="text" value="Internal"/>
Witness	<input type="text"/>
Moved By	<input type="text" value="DOCUMENTATION, Tech (JIDOC)"/>
Moved Date/Time	<input type="text" value="01/09/2017 15:09"/>

Items

URN	Unique ID	Title	From	To
2014/2	980239873	Plastic Bin Container for glassware	Canterbury > Christchurch Central > Level 1 Exhibit Room > Compactus CEN-LVL1-001 > Shelf CEN-LVL1-001-01	Canterbury > Christchurch Central

## 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**.

🔍 **Drug Item [URN: 2015/7]** Details

**Details**

Unique ID

Title

Description

🔧 **Maintain Action** - □ ×

**Details**

Action

Actioned By

Actioned Date/Time

**Comments**

OK

Continuities
Actions
Continuities and Actions


Actioned Date	Actioned Time	Action	Actioned By	Comments	Created Date	Created Time
19/11/2015	15:59	Testing	DOCUMENTATION, Tech (JIDOC)		19/11/2015	15:59

## 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 **Next** 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.

 **Record an Action for Property - Enter Details (2/3)**

Action	<input type="text" value="Destruction"/>
Actioned By	<input type="text" value="DOCUMENTATION, Tech (JIDOC)"/>
Actioned Date/Time	<input type="text" value="04/09/2017"/>  <input type="text" value="10:40"/>  
<b>Comments</b>	<input type="text" value="Destroyed as per instructions from headquarters"/>

## 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**.

**Drug Item [URN: 2015/7]** Details

**Maintain Continuity**

**Details**

Movement: Storage location to person

Movement Type: Transfer

Movement Direction: Internal

From: Canterbury > Christchurch Central > Level 1 Exhibit

To: DENBY, Joe (JODOC)

Witness:  Internal  External

Moved By: DOCUMENTATION, Tech (JIDOC)

Moved Date/Time: 10/11/2015 15:25

OK

Moved Date	Moved Time	Movement	From
10/11/2015	15:26	Person to storage location	DENBY, Joe (JODOC)
10/11/2015	15:25	Storage location to person	Canterbury > Christchurch Central > Level 1 Exhibit Room
10/11/2015	14:21	Storage location to storage location	Canterbury > Christchurch Central > Level 2 Exhibit Room
10/11/2015	14:14	Storage location to storage location	Canterbury > Christchurch Central > Level 1 Exhibit Room
10/11/2015	14:04	External custodian to storage location	Jane Doe (ESR Ballistics Lab)

## See Where a Property Item is Now

You can see the current location of a property item when you open it.

**Drug Item [URN: 2016/37]**

Details
Entities

---

**Details**

Ref #	<input type="text" value="20160304-001"/>
Title	<input type="text" value="50 x 200 gms plastic bags containing white powder hidden in lining of freezer"/>
Description	<input type="text" value="50 x 200 gms plastic bags containing white powder hidden in lining of freezer"/>

Can Contain Items

Classification

**Current Location/Custodian**

Canterbury > Onsite container at Farm at Upper Necker > Blue plastic carton 250mm x 150mm x

## 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**.


**Drug Item [URN: 2015/7]**

Details

---

**Details**

Unique ID	2015.11.04.001
Title	Glock 9mm semi-auto pistol
Description	Glock 9mm semi-auto pistol

Can Contain Items

Classification

Continuities

**Actions**

Continuities and Actions




Actioned Date	Actioned Time	Action	Actioned By	Comments	Created Date	Created Time
19/11/2015	15:59	Testing	DOCUMENTATION, Tech (JIDOC)		19/11/2015	15:59
10/11/2015	14:00	Testing	DOCUMENTATION, Tech (JIDOC)		10/11/2015	14:00

**New action**

Actioned Date	Actioned Time	Action	Actioned By	Comments
04/09/2017	11:06	Final Action: Return to owner	USER, Demo (JI0005)	Pistol returned to owner after ch

## 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**.

The screenshot shows the 'Drug Item [URN: 2015/7]' interface. The 'Details' tab is active, showing the Unique ID '2015.11.04.001'. A 'Maintain Continuity' dialog box is open, displaying the following details:

- Movement:** Storage location to person
- Movement Type:** Transfer
- Movement Direction:** Internal
- From:** Canterbury > Christchurch Central > Level 1 Exhibit Room > Compactus CEN-LVL1-004
- To:** DENBY, Joe (JODOC)
- Witness:** Internal (selected), External
- Moved By:** BRIAN, Clark (DEMO2)
- Moved Date/Time:** 10/11/2015 15:25

Below the dialog box, the 'Continuities and Actions' subtab is selected, showing a table of actions:

By	Witness	Comments	Created Date	Created Time
DOCUMENTATION, Tech (JIDOC)			19/11/2015	15:59
DOCUMENTATION, Tech (JIDOC)	DENBY, Joe (JODOC)		10/11/2015	15:26
DOCUMENTATION, Tech (JIDOC)	BRIAN, Clark (DEMO2)		10/11/2015	15:25
DOCUMENTATION, Tech (JIDOC)	BRIAN, Clark (DEMO2)		10/11/2015	14:21
DOCUMENTATION, Tech (JIDOC)	BRIAN, Clark (DEMO2)		10/11/2015	14:14
DOCUMENTATION, Tech (JIDOC)	BRIAN, Clark (DEMO2)		10/11/2015	14:04

## Business Rules for Storage Locations

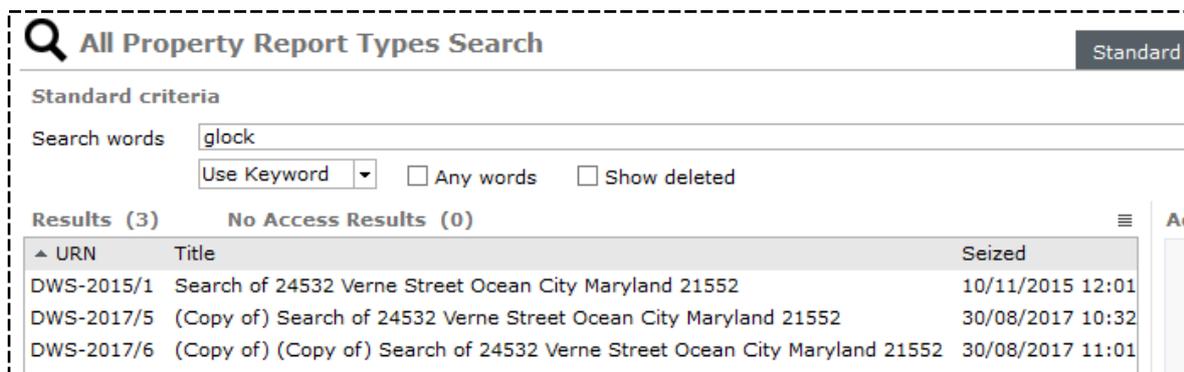
When you restrict access to a child location, the settings and options available depend on the item's parent.

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.



**All Property Report Types Search** Standard

**Standard criteria**

Search words:

Any words  Show deleted

**Results (3)** **No Access Results (0)**

URN	Title	Seized
DWS-2015/1	Search of 24532 Verne Street Ocean City Maryland 21552	10/11/2015 12:01
DWS-2017/5	(Copy of) Search of 24532 Verne Street Ocean City Maryland 21552	30/08/2017 10:32
DWS-2017/6	(Copy of) (Copy of) Search of 24532 Verne Street Ocean City Maryland 21552	30/08/2017 11:01

## DISCLOSURE

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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

<b>Relevant Material</b>	Material gathered during an investigation that supports, rebuts, or has a material bearing on the case against the defendant.
<b>Used Material</b>	Material generated during an investigation that's used as evidence.
<b>Unused Material</b>	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.
<b>Source Documents</b>	These can include information reports, incident reports, tasks, task results, and case notes.
<b>Disclosure</b>	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.
<b>Redaction</b>	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: <ul style="list-style-type: none"> <li>■ Prejudicing special methods used to detect or investigate offences.</li> <li>■ Revealing the identity of undercover police or people in witness protection schemes.</li> <li>■ Creating risk or danger to other people.</li> <li>■ Endangering national security.</li> </ul>
<b>Disclosure Index</b>	A container for disclosed documents. There's one disclosure index for each defendant.
<b>Disclosure Schedule</b>	This includes a: <ul style="list-style-type: none"> <li>■ Cover tab listing details of the defendant with a list of disclosed documents for the defendant.</li> <li>■ Package of disclosed documents (PDFs), some of which might be redacted. Media files can also be included in the package.</li> </ul>

## Disclosure Business Process

Dealing with disclosure varies depending on your agency's business process.

Here's 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.

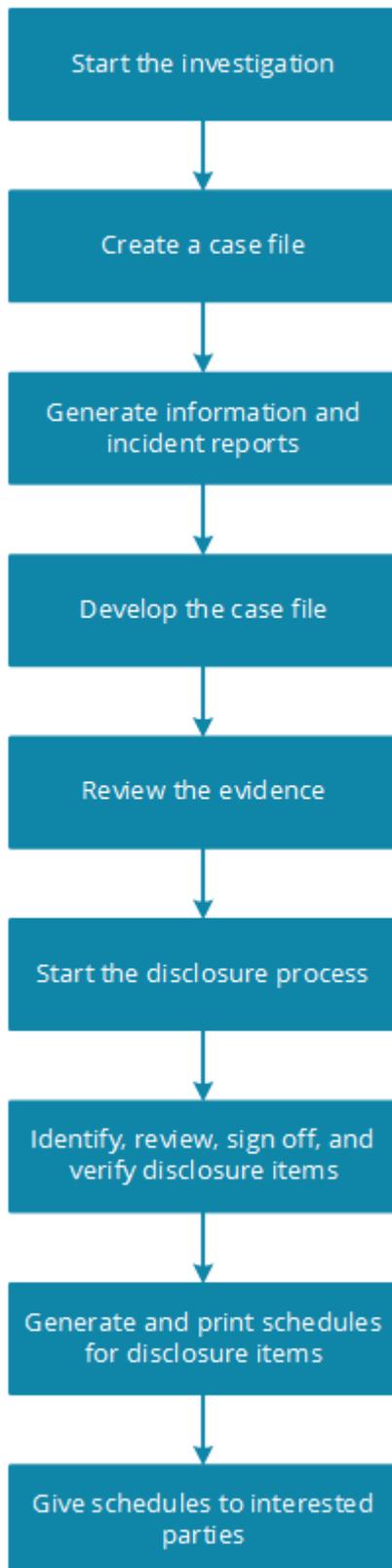
When a schedule of documents is ready for release, you can print them or generate them as PDFs and deliver them to the defence party.

## Stages of the Disclosure Process

<p><b>Create disclosure indexes</b></p>	<p>Disclosure indexes are created for each defendant or interested party. Disclosure indexes can be added throughout the disclosure process.</p>
<p><b>Review the case and sign off disclosure items</b></p>	<p>The case is reviewed. Any items listed under the <b>Contents</b> tab for the case that are candidates for disclosure are marked as <i>Signed Off</i>.</p>
<p><b>Mark up and redact text</b></p>	<p>Candidates for disclosure are reviewed:</p> <ul style="list-style-type: none"> <li>■ Any items that can't be fully disclosed are exported to PDF. Copies are made for markup and redaction.</li> <li>■ Redaction software like Adobe Acrobat Pro is used to mark up and redact copies.</li> <li>■ Marked up and redacted PDF versions of disclosure items are imported back into ICM and stored internally.</li> <li>■ Marked up and redacted copies are reviewed. They can be re-exported for further markup and redaction if required.</li> <li>■ When the disclosure item is fully disclosable, it can be placed in a <b>Finalised</b> state.</li> </ul>
<p><b>Review and verify disclosure items</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>■ A disclosure index is created for each defendant, if this has not already been done.</li> <li>■ 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.</li> </ul>

## 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. To make or change a comment, select **Comments**.
  - b. Enter your comment.
  - c. Select **OK**.
5. Select **Save** 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 **View PDF** 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's ready for markup, redaction, and review for the disclosure*

*indexes it's a part of.*

Forensic Note 4

[Details](#)
[Entities \(3\)](#)
[Access](#)
[Tasks \(0\)](#)
[Threads \(\\*\)](#)
[Disclosure](#)

**Details**

Title

Description 

A search of the Hagley Park area where deceased was found yielded:  
 1. A kitchen knife with a serated 6" blade blood and finger prints present  
 2. Reports from 3 witnesses who were passing the area in the time span 06:30 - 07:30 who saw a black car and 2 persons in the vicinity of the park bench. (Bench marked on map in incident room)

Draft

Classification  ▼

Apply closure security

When Actioned  📅  🕒

Phase & LOE
Review
Disclosure

Excluded
 [Comments](#)

Signed off for disclosure
 [Comments](#)
[View PDF](#)

Signed off by DOCUMENTATION, Tech (JIDOC)

Bulk entities sign off in this source [Bulk sign off](#)

Attributes
Diagram

Selected

## 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**.

The screenshot shows the 'General Case Note 44' interface. The 'Details' tab is selected, and the 'Disclosure' subtab is active. The 'Title' field contains 'Checking validity of suspect statements - Limited Disclosure' and the 'Description' field contains 'Checking validity of suspect statements'. The 'Draft' checkbox is unchecked. The 'Classification' dropdown is open, showing the selected option 'Exclude from Disclosure Process Comments' with a comment 'Disclosing this note could be detrimental to the witness'. The 'When Actioned' field is empty. The 'Phase & LOE' dropdown is set to 'Disclosure'. The 'Excluded' checkbox is checked and highlighted with a red box. The 'Signed off for disclosure' checkbox is unchecked. The 'Bulk entities sign off in this source' and 'Bulk sign off' buttons are visible at the bottom.

## 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**.

**Bulk Sign Off**

Please select the entities to sign off in this source:

[Unselect all](#)

Select	Entity type	URN	Title
<input checked="" type="checkbox"/>	Police Incident Report	2014/4	Arson Report at 15 Reberbs Lane, Adelaide
<input checked="" type="checkbox"/>	Task Result	31	Examine scene

**Additional Details**

**Attributes**

SIDREF: SIDREF:123456789  
INCIDENT TYPE: Incident Type: Arson Residential  
REGION: REGION: NSW

Recommendation: To be Determined  
Comment: None

Incident Type: Break and Enter  
Comment: None

Incident Location: Residential

Residential Location: Other

Weapon Used: No

Firearms Present at Scene: No

**Details**

Title: Arson Report at 15 Reberbs Lane, Adelaide

Description: Garage fire suspected arson. Accelerant used reported by fire service.

[Sign off](#) [Close](#)

## 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.

The screenshot shows the 'Case File 1' interface. The 'Disclosure' tab is selected, and the 'Indexes' subtab is highlighted with a red box. Below the subtabs, there is a table of 'Disclosure indexes' with one entry: 'Joe Smithy' with a status of 'Active'. To the right of the table is an 'Additional Details' panel showing 'Attributes' for 'DefendantName: SMITHY Joe' and 'Relevant CRNs: 10234'.

Index name	Status
Joe Smithy	Active

**Additional Details**  
**Attributes**  
Defendant Details: DefendantName: SMITHY Joe  
Defendant Details: Relevant CRNs: 10234

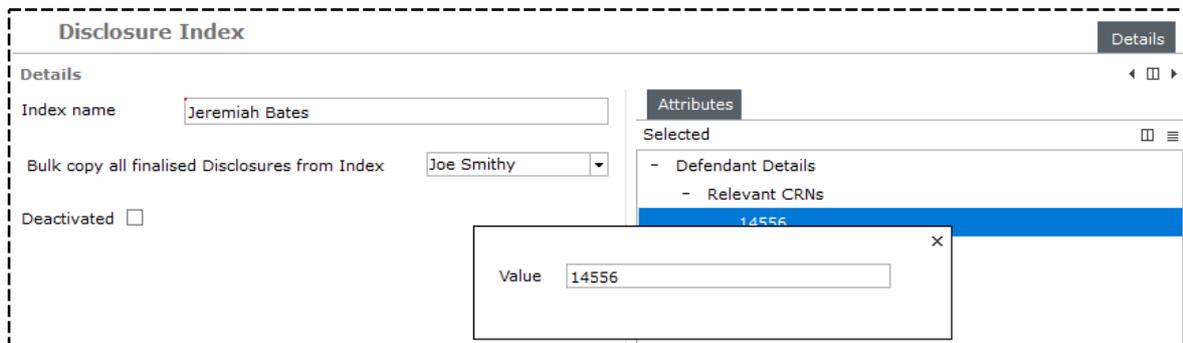
## Adding a Disclosure Index

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**.



The screenshot shows the 'Disclosure Index' form. The 'Index name' field contains 'Jeremiah Bates'. The 'Bulk copy all finalised Disclosures from Index' dropdown is set to 'Joe Smithy'. The 'Deactivated' checkbox is unchecked. The 'Attributes' section is expanded, showing a list of attributes: 'Defendant Details' and 'Relevant CRNs'. The 'Relevant CRNs' attribute is selected, and a modal dialog is open with the value '14556' entered in the 'Value' field.

## 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 **Copy as new**.
6. Select **Yes** to confirm you want to proceed.  
A copy of the disclosure index opens.
7. Make the required changes.
8. Select **Save**.

The screenshot shows a web application window titled "Disclosure Index 12". The window is divided into two main sections: "Details" on the left and "Attributes" on the right. In the "Details" section, there is a text input field for "Index name" containing "Bob jones" and a "Deactivated" checkbox which is unchecked. In the "Attributes" section, there is a "Selected" list with two items: "DefendantName" with the value "JONES Bob" (highlighted in blue) and "Relevant CRNs" with the value "10234". At the bottom of the window, there are three buttons: "Copy as new" (highlighted with a red box), "Save", and "Close". A small "H" icon is visible in the bottom left corner of the window.

# 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**.

The screenshot shows the 'Case File 1' interface with the 'Disclosure' tab selected. Under the 'Disclosure' tab, the 'Verification' subtab is active. The 'Requires' checkbox is checked, and the number of verifiers is set to 3.

## 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.

The screenshot shows the 'Police Incident Report [URN: 2/2]' interface. A table of disclosure items is displayed, with the 'Verify' button highlighted in orange.

Case URN	Doc. #	Page #	Index name	Title	Status
1	1	1-1	Joe Smithy	Vehicle Theft - SM2332	Finalised
1	1	1-1	(Copy of) Joe Smithy	Vehicle Theft - SM2332	Not Started

Original Title: Vehicle Theft - SM2332  
Title: Vehicle Theft - SM2332  
Status: Finalised [Unfinalise] [Verify] [Reject]

- Disclosure Status (\*)  
Withheld  
- DisclosureMode

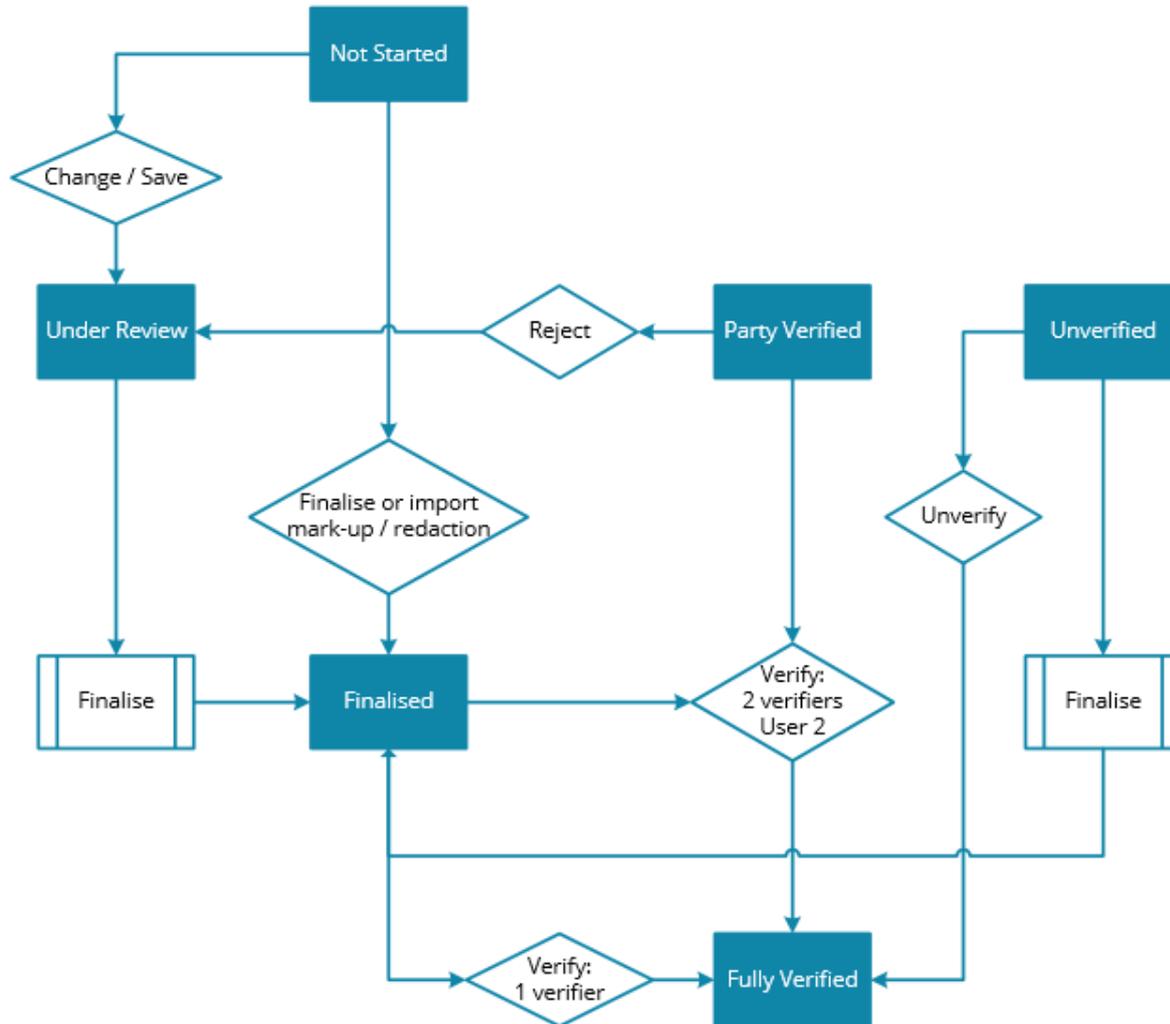
## Disclosure States

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's fully disclosable or needs redaction:
  - To see the PDF, select **View original**.
  - Check the content of the PDF to see whether it's 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's 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:

Disclosure

- 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.

**Forensic Note [URN: 1]**

Case: [1] Vehicle Theft - SM2332

Case URN	Doc. #	Page #	Index name	Title	Status
1	2	2-2	Joe Smithy	Forensic Examination Result - SM2332	Fully Verified
1	2	2-2	(Copy of) Joe Smithy	Forensic Examination Result - SM2332	Under Review

Original Title: Forensic Examination Result - SM2332  
Title: Forensic Examination Result - SM2332  
Status: Under Review [Finalise] [Verify]

Disclosure Status (\*)  
Fully Disclosed

Value: Fully Disclosed, Disclosed with redactions, Existence withheld, Fully Disclosed, Withheld

Status History for Selected Index

Status	Date/Time	User	Bulk	Comment
Under Review	25/08/2017 09:55	DOCUMENTATION, Tech (JIDOC)	Yes	Copied from index J Smithy

Last markup imported  
Last redaction imported

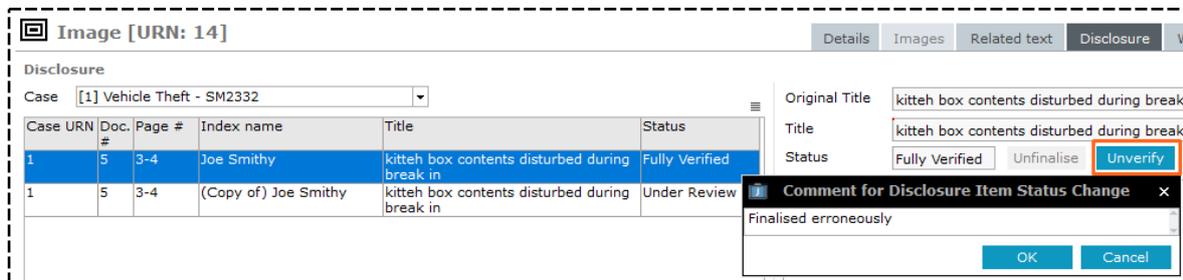
Export PDF | View original | Save disclosure  
Import markup | View markup | Copy redaction  
Import redaction | View redaction | Make new copy

## 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**.



The screenshot shows the 'Image [URN: 14]' interface with the 'Disclosure' tab selected. The 'Case' dropdown is set to '[1] Vehicle Theft - SM2332'. A table lists disclosure items with columns for Case URN, Doc. #, Page #, Index name, Title, and Status. The first item is 'Fully Verified' and the second is 'Under Review'. The 'Status' dropdown is open, showing 'Fully Verified', 'Unfinalise', and 'Unverify' (highlighted). A dialog box titled 'Comment for Disclosure Item Status Change' is open, containing the text 'Finalised erroneously' and 'OK' and 'Cancel' buttons.

Case URN	Doc. #	Page #	Index name	Title	Status
1	5	3-4	Joe Smithy	kitteh box contents disturbed during break in	Fully Verified
1	5	3-4	(Copy of) Joe Smithy	kitteh box contents disturbed during break in	Under Review

## 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 **Update**.
  - 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 **Finalise**.
  - 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 **Verify**.
  - b. Enter an optional comment
  - c. Select **Bulk Verify**.

Double-click a disclosure item to access more details about it.

The screenshot shows the 'Case File [URN: 1]' interface with a 'Disclosure' tab selected. Below the navigation tabs, there are filters for 'Disclosure index' (set to 'All'), 'Status' (set to 'All'), and 'Entity type' (set to 'All'). A table lists disclosure items with columns for URN, Page #, Type, Description, and various status counts (Not Started, Under Review, Finalised, Partly Verif., Fully Verif., Unverified). A dialog box titled 'Bulk input attributes for Disclosure Item type' is open, showing 'Available' and 'Selected' attribute lists. The 'Selected' list includes 'Disclosure Status (\*)' with the value 'Disclosed with redactions'. At the bottom of the dialog, there are radio buttons for 'Update selected attribute values only' (selected) and 'Update all attribute values', along with 'Save', 'Cancel', and 'Bulk Update' buttons.

## 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's an example of a cover tab:

The screenshot shows a cover page for an IDETECT Disclosure Index Operation. It includes the IDETECT logo and a text box explaining that the index records relevant material 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. Below this is a 'Disclosure Index Operation' section with a table for defendant and officer details, and a table for the disclosure index items.

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	<a href="#">Original</a>	
3-4	kitteh box contents disturbed during break in	23/03/2016			23/03/2016	<a href="#">Link to PDF file</a>	<a href="#">Link to PDF file</a>

## 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.*

 **New Disclosure Schedule**

**Details**

Disclosure index:

Template:

**Template details** ▲

Merge field groups	Data mapping	Hyperlink type
<a href="#">Disclosure Index [Disclosure Index]</a>		
DefendantName	Defendant Details\DefendantName	
OfficerName	OfficerInCharge\Name	
SupervisorName	Supervisor\SupervisorName	
DefendantDOB	Defendant Details\DOB	
OfficerQID	OfficerInCharge\Officer QID	
SupervisorQID	Supervisor\SupervisorQID	
DefendantCRN		
OfficerContactNum	OfficerInCharge>Contact Phone	
OfficerContactFax	OfficerInCharge\Fax	
OfficerEmail	OfficerInCharge\Email	
SupervisorDOCLOCNum		
<a href="#">InnerTable [Disclosure Item]</a>		
BaseNumbers	BaseNumbers	

Base directory:

Output marked up to directory:

Show hyperlink file name:

Created: \_\_\_\_\_

Last Modified: \_\_\_\_\_

Schedule type:  Incremental  Complete

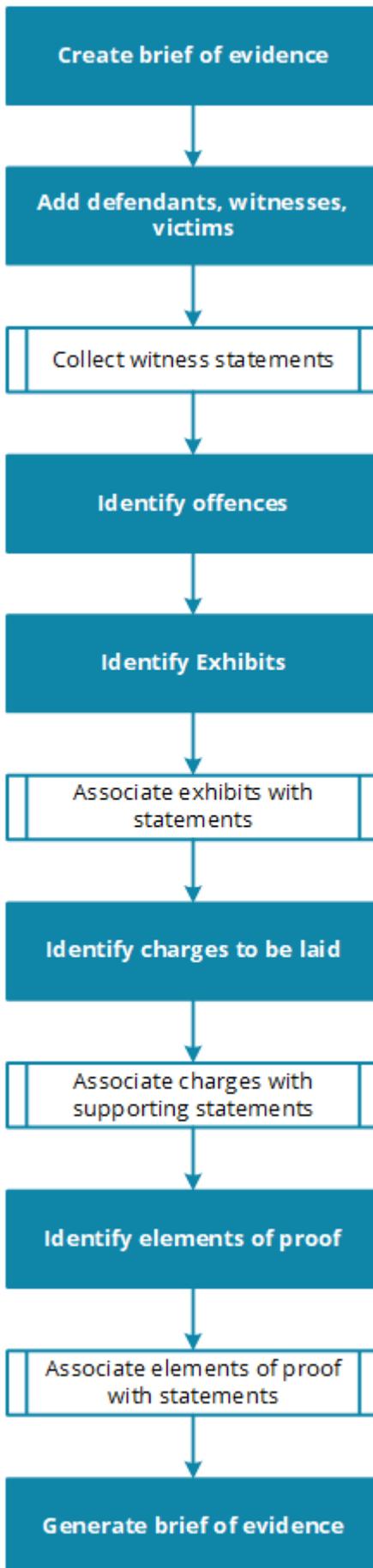
## BRIEF OF EVIDENCE

---

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.

## 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.

Brief of Evidence [URN: ...]
Details

**Details**

Title: Brief of Evidence - Logging Accident

Status: Under preparation

Locked

Primary Informant: BOBSON, ...

Secondary Informants: BRIAN, CI DOCUMENT USER, DENBY, Jo

Last Generated by:

Defendants:

Offences / Charges

Description
accidentally dropped a log a colleag

Brief of Evidence Offence
✕

Offence Act: NZ Crimes Act 1901

Offence Code: Negligent Homicide

Charge Text: accidentally dropped a log a colleage

Location: Ashley Forest

Count: 1    Charges laid     Include in brief

Date Charged: 13/10/2017

Date/time offence(s) occurred   
  Date range offence(s) occurred

Date: 12/10/2017    Time: 15:30

From:    To:

Apply & New
Apply & Close
Delete
Close

## Adding People to a Brief of Evidence

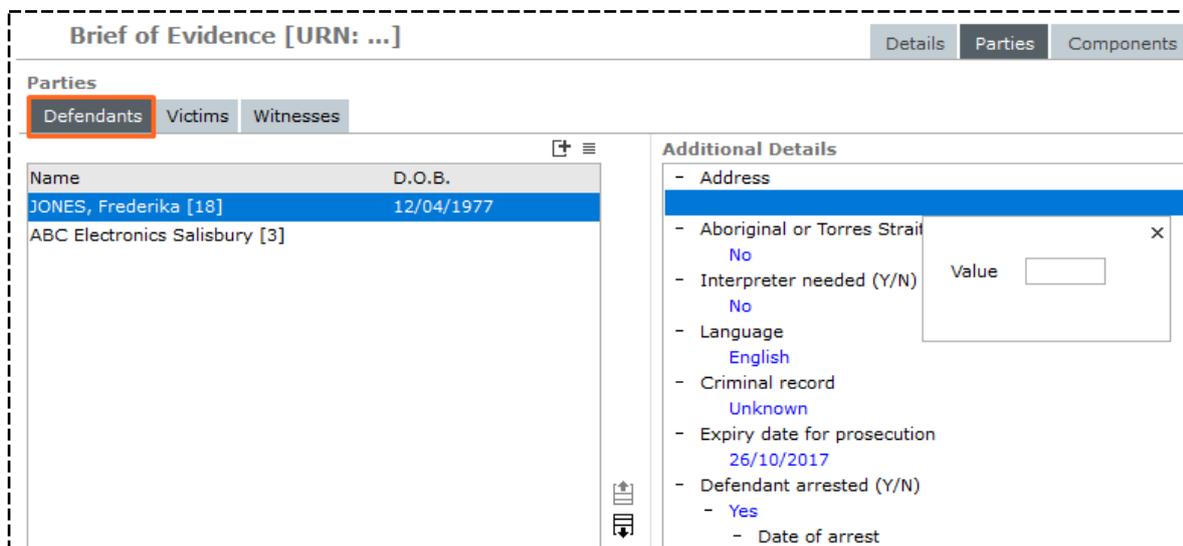
You can add [defendants](#), [victims](#), and [witnesses](#) to a brief of evidence.

### 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.



**Brief of Evidence [URN: ...]** Details Parties Components

**Parties**

Defendants Victims Witnesses

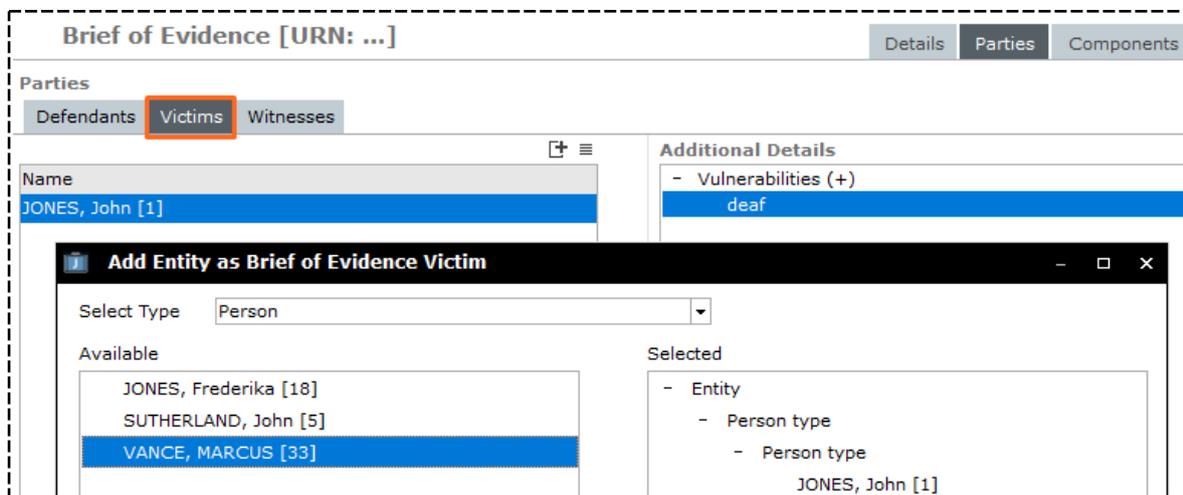
Name	D.O.B.
JONES, Frederika [18]	12/04/1977
ABC Electronics Salisbury [3]	

**Additional Details**

- Address
- Aboriginal or Torres Strait  No
- Interpreter needed (Y/N) Value
- Language  English
- Criminal record  Unknown
- Expiry date for prosecution  26/10/2017
- Defendant arrested (Y/N)  Yes
- Date of arrest

## Add a Victim to a Brief of Evidence

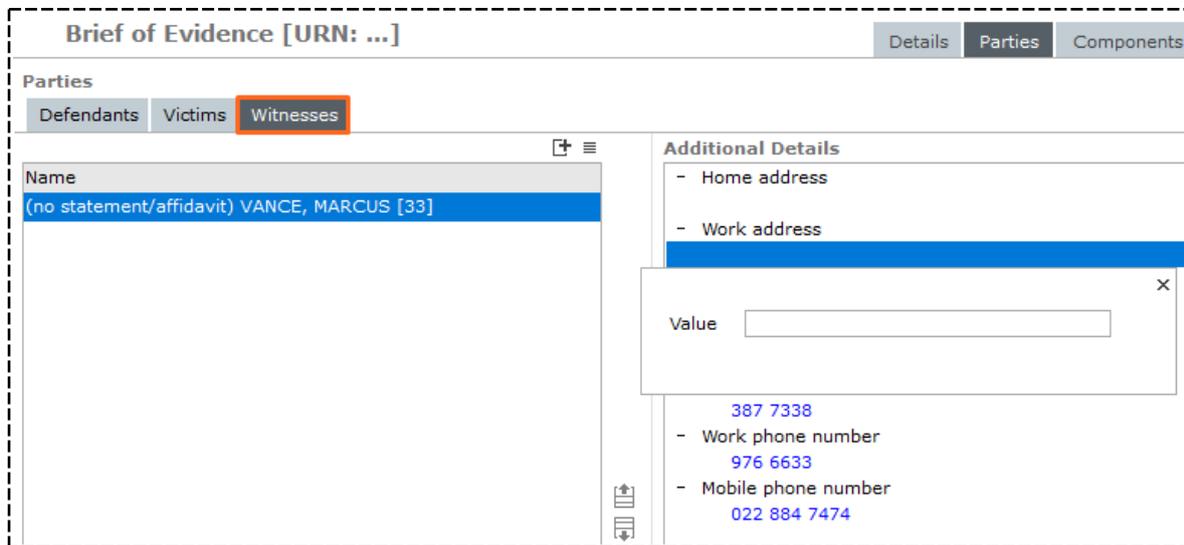
1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Parties** tab.
4. Select the **Victims** tab.
5. Select the Add New Victim  icon or right-click in the *Parties* area > Select **New**.
6. Use the **Select Type** drop-down to filter the types of entities displayed.
7. 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**.



The screenshot displays the 'Brief of Evidence [URN: ...]' interface. The 'Parties' tab is active, and the 'Victims' sub-tab is selected. The 'Name' field contains 'JONES, John [1]'. The 'Additional Details' section shows 'Vulnerabilities (+)' with the value 'deaf'. An 'Add Entity as Brief of Evidence Victim' dialog box is open, showing a 'Select Type' dropdown set to 'Person'. The 'Available' list includes 'JONES, Frederika [18]', 'SUTHERLAND, John [5]', and 'VANCE, MARCUS [33]'. The 'Selected' list shows 'Entity' with 'Person type' and 'Person type' (JONES, John [1]).

## 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**.



**Brief of Evidence [URN: ...]** Details Parties Components

**Parties**

Defendants Victims **Witnesses**

Name
(no statement/affidavit) VANCE, MARCUS [33]

**Additional Details**

- Home address
- Work address
- Value
- 387 7338
- Work phone number
- 976 6633
- Mobile phone number
- 022 884 7474

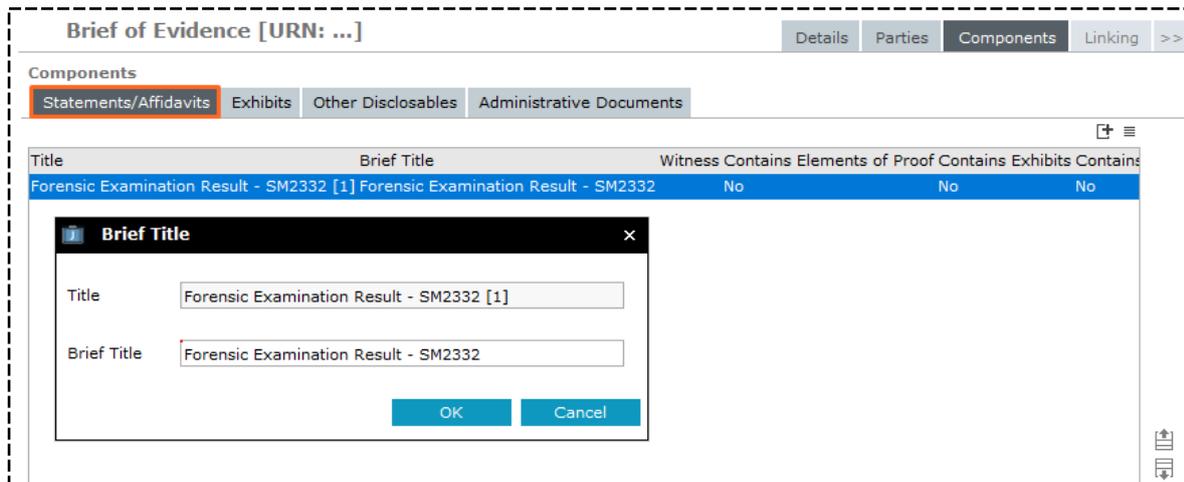
## Components

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.



The screenshot shows the 'Brief of Evidence [URN: ...]' window with the 'Components' tab selected. The 'Statements/Affidavits' subtab is active. A table lists a statement with the title 'Forensic Examination Result - SM2332 [1]'. A 'Brief Title' dialog box is open, showing the current title and a field to enter a new 'Brief Title'.

Title	Brief Title	Witness Contains Elements of Proof	Contains Exhibits	Contains
Forensic Examination Result - SM2332 [1]	Forensic Examination Result - SM2332	No	No	No

**Brief Title** dialog box:

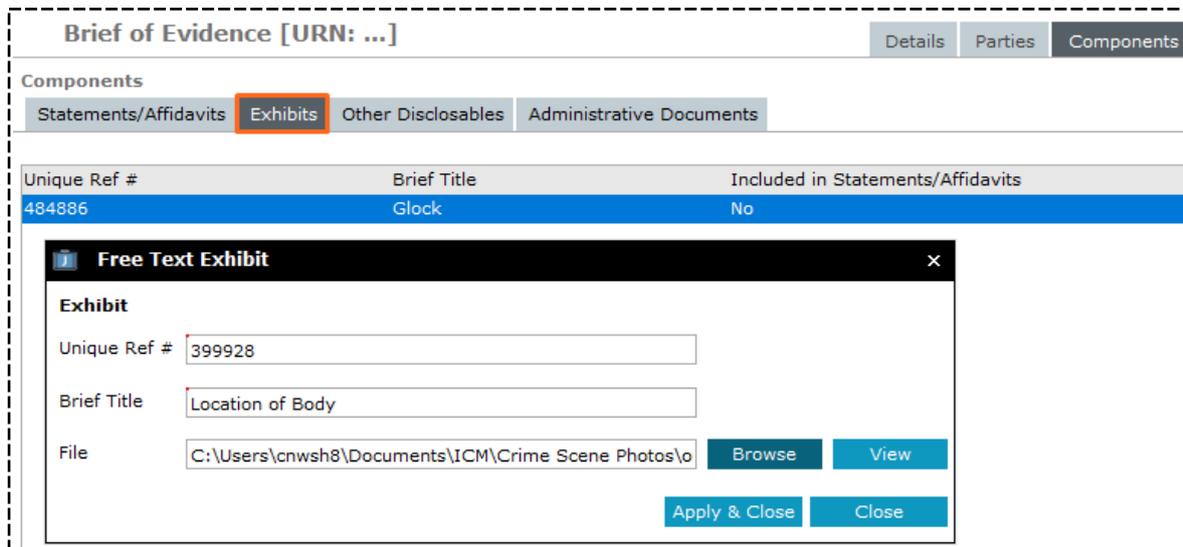
Title: Forensic Examination Result - SM2332 [1]

Brief Title: Forensic Examination Result - SM2332

Buttons: OK, Cancel

## 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**.



**Brief of Evidence [URN: ...]** Details Parties Components

Components

Statements/Affidavits **Exhibits** Other Disclosables Administrative Documents

Unique Ref #	Brief Title	Included in Statements/Affidavits
484886	Glock	No

**Free Text Exhibit** [X]

**Exhibit**

Unique Ref #

Brief Title

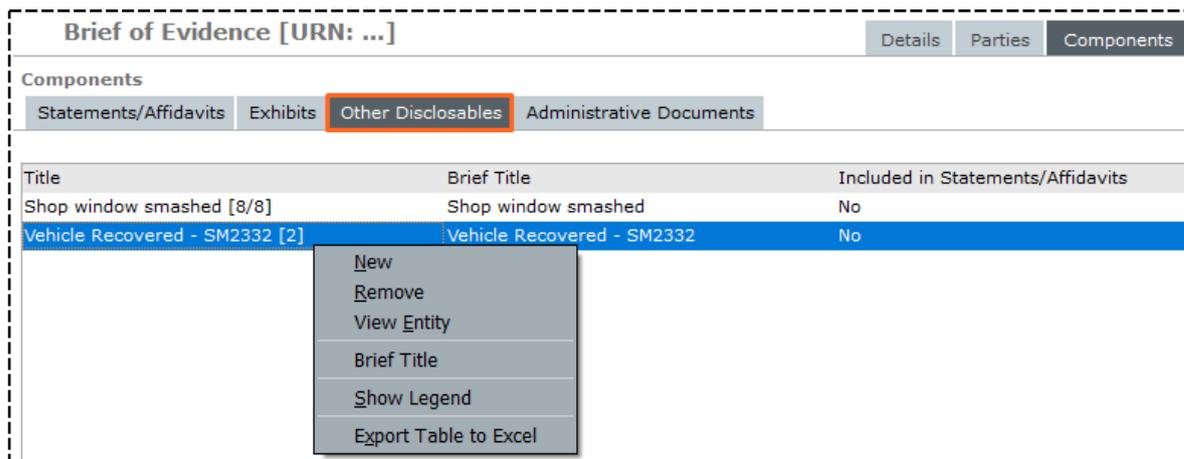
File

## 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**.



The screenshot shows the 'Brief of Evidence [URN: ...]' interface. The 'Components' tab is active, and the 'Other Disclosables' subtab is selected. A table displays the following data:

Title	Brief Title	Included in Statements/Affidavits
Shop window smashed [8/8]	Shop window smashed	No
Vehicle Recovered - SM2332 [2]	Vehicle Recovered - SM2332	No

A context menu is open over the 'Vehicle Recovered - SM2332 [2]' row, showing the following options:

- New
- Remove
- View Entity
- Brief Title
- Show Legend
- Export Table to Excel

## 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 find 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 find and select the replacement document.
  - d. Select **Apply & Close**.
7. To remove an uploaded document, right-click it in the *Components* area > Select **Remove**.

The screenshot shows the 'Brief of Evidence [URN: ...]' interface. The 'Components' tab is active, and the 'Administrative Documents' subtab is selected. A table with the following columns is visible: Title, Brief Title, Type, and Uploaded/Generated. The table contains two rows: 'BoE Sched' (Template) and 'Reg Details' (External). The 'Reg Details' row is highlighted in blue. A context menu is open over the 'Reg Details' row, showing options: 'Brief Title', 'Add', 'Remove', 'Upload Document', 'View Document', 'Show Legend', and 'Export Table to Excel'. The 'Add' option is selected, and a sub-menu is open showing 'Add above' and 'Add below' options.

Title	Brief Title	Type	Uploaded/Generated
BoE Sched	BoE Sched	Template	
Reg Details	Stolen Vehicle Registration Details	External	Bv DOCUMENTATION, Tech (JIDOC) at 25/10/2017 15:49

## 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

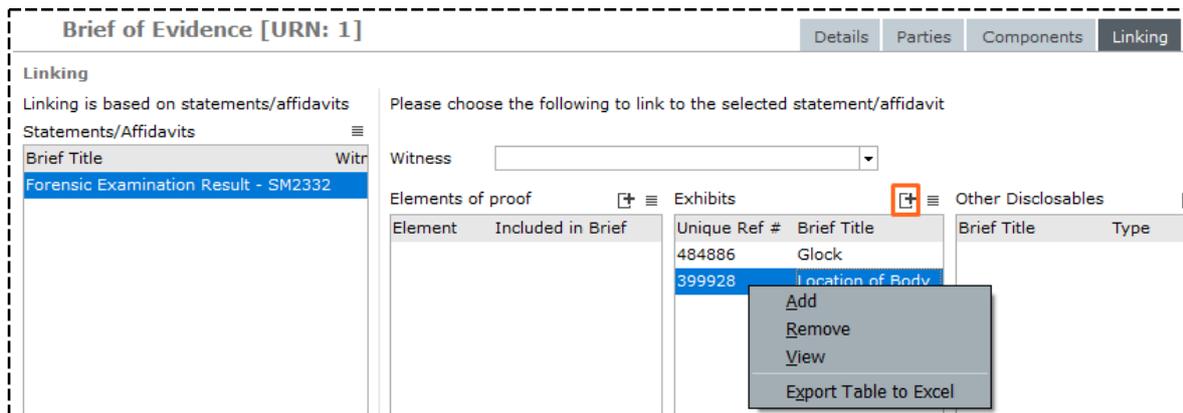
1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Linking** tab.
4. Select a witness.
5. Select **Save**.

## 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**.



**Brief of Evidence [URN: 1]** Details Parties Components **Linking**

**Linking**  
Linking is based on statements/affidavits

Statements/Affidavits

Brief Title	Witness
Forensic Examination Result - SM2332	

Please choose the following to link to the selected statement/affidavit

Witness

Elements of proof  

Element	Included in Brief

Exhibits  

Unique Ref #	Brief Title
484886	Glock
399928	Location of Body

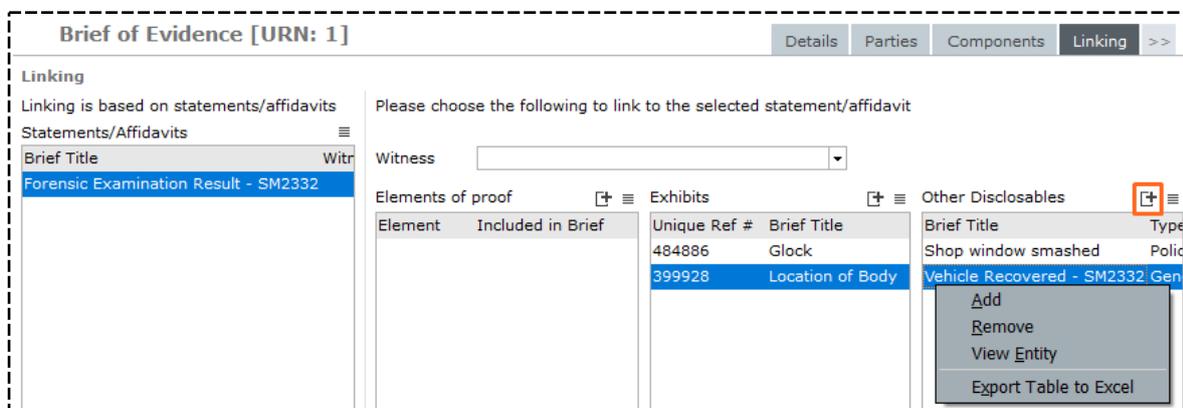
Other Discosables  

Brief Title	Type

Context menu options: Add, Remove, View, Export Table to Excel

## Link a Statement to an Other Discosable

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 Discosable  icon or right-click in the *Other Discosables* area > Select **Add**.
6. Use the Select  icon to select the required other discosable > Select **Apply**.
7. Select **Save**.



**Brief of Evidence [URN: 1]** Details Parties Components **Linking** >>

**Linking**  
Linking is based on statements/affidavits

Statements/Affidavits

Brief Title	Witness
Forensic Examination Result - SM2332	

Please choose the following to link to the selected statement/affidavit

Witness

Elements of proof  

Element	Included in Brief

Exhibits  

Unique Ref #	Brief Title
484886	Glock
399928	Location of Body

Other Discosables  

Brief Title	Type
Shop window smashed	Police
Vehicle Recovered - SM2332 Gen	

Context menu options: Add, Remove, View Entity, Export Table to Excel

## 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's 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**.

#### Maintain Word Report Template

---

**Details For Template (Id: 00003)**

Name	<input type="text" value="Information Request Report"/>
Deactivated	<input type="checkbox"/>

**Description**

## 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, select **Run**.
12. Specify where you want to save the report > Select **OK**.
13. Edit the report as required.

☰ **Run Bookmarked Report**

**Details**

**Person details [Person]** BROWN, Harold Search

Bookmarks	Data mapping
build	Heavy
dob	< No value specified >
ethnicity	< No value specified >
firstName	Harold
height	5'6 "
surname	BROWN

**Vehicle details [Vehicle]** Black car: Toyota Camri Search

Bookmarks	Data mapping
vehicleColor	Black
vehicleCondition	Good
vehicleMake	Toyota
vehicleModel	Camry

## Generate an Entity-based Report

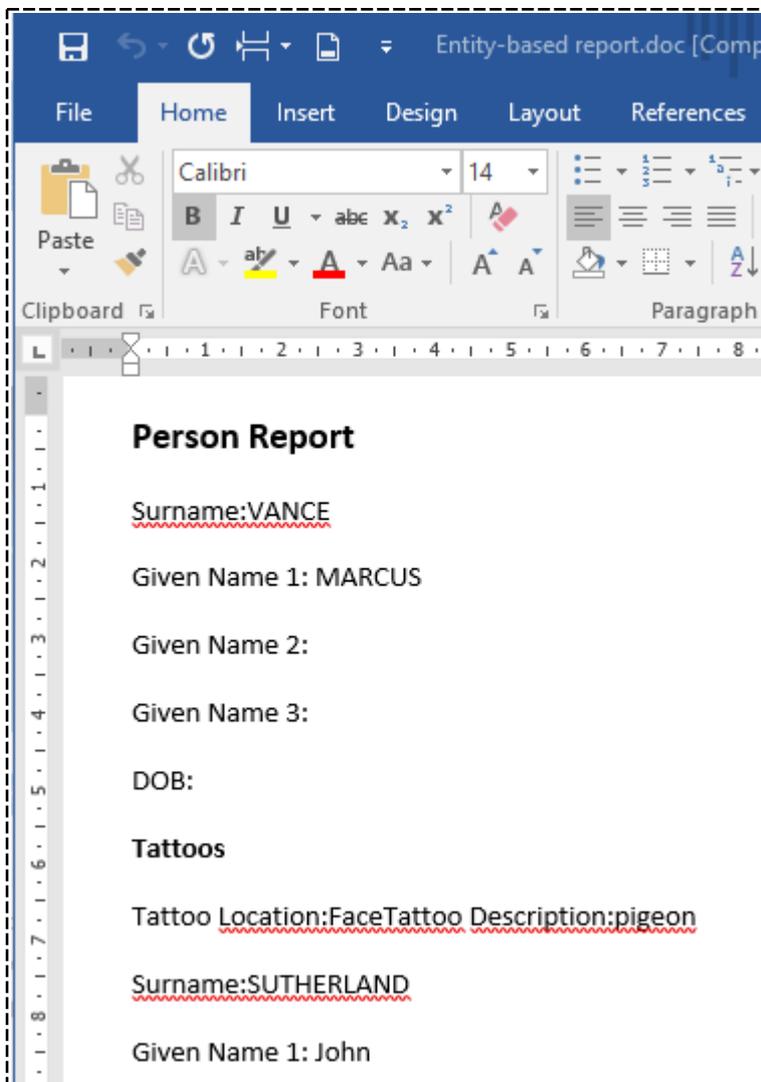
You can use an entity-based report to see entities that are associated with a case.

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 find and select the location for the report > Enter a name for the remove in the field provided > Select **Save**.
5. Select **Run**.



## Map Attribute Comments for Bookmarked and Entity-based Word Reports

When you select an attribute that allows comments you can choose from these options:

- **None** – Attribute comments won't be mapped.  
Only the attribute value will appear in the report, not the attribute comments.
- **Append** – Attribute comments will appear in the report attached to the attribute value.  
They'll be on a new line with the prefix **Comments**.
- **Comment Only** – Only the attribute comment will show in the report, not the attribute value.

**Data mapping**

Group: Person

Entity type: Person

Bookmark: MandatoryComment

Entity fields: Surname, Given name 1, Given name 2, Given name 3, Title, Gender, Date Of Birth

Report fields:

Attributes:

- Fingerprints on file
- Fred
- Hair styles
- Inactive Status
- Legal Ownership
- Mandatory Comment - More Information.**
- Master PRN
- Modification GP
  - Is it modified?
  - Professionally modified?

Delimiter for multi values:  Group definition  Vertical bar  New line  Other

Attribute Comment Mapping:  None  Append  Comment Only

OK Cancel

## 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.

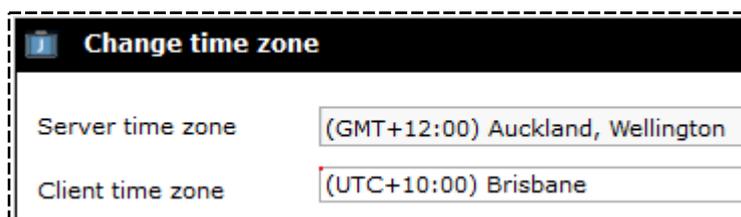
But if you do need to change it and your system is configured to allow multiple time zones:

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.

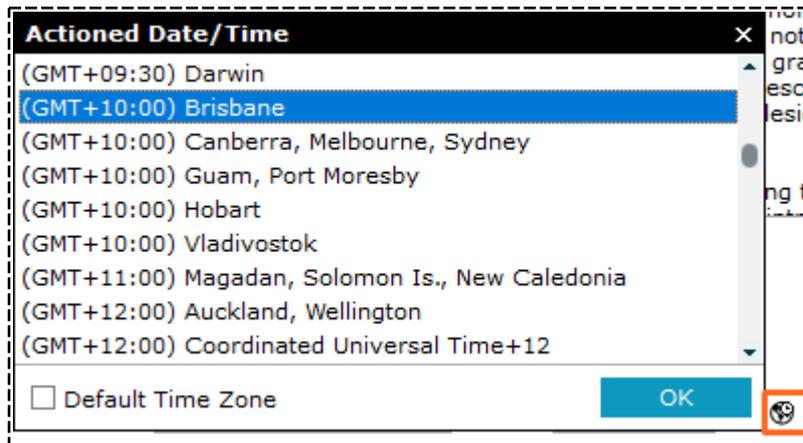
3. Select **OK**.



Change time zone	
Server time zone	(GMT+12:00) Auckland, Wellington
Client time zone	(UTC+10:00) Brisbane

## 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**.

 Reminders

Created by me

To be sent to me

Text	Next reminder date/time	Repeat

Text

background check

Remind users  Self

Designations  Teams  Users

All Users  
 Executive  
 Investigation Team 1  
 Investigation Team 2  
 Investigation Team 3  
 Surveillance Operatives

Selected

Individual Users  
 DOCUMENTATION, Tech (JIDOC)

Reminder on

Repeat every

Until

Remind via  Alert  Email

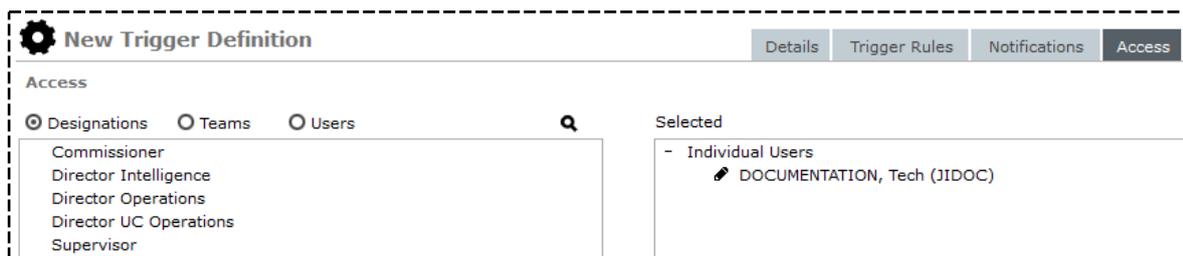
## Triggers

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.



The screenshot shows the 'New Trigger Definition' dialog box with the 'Access' tab selected. The dialog has a title bar with a gear icon and the text 'New Trigger Definition'. Below the title bar are four tabs: 'Details', 'Trigger Rules', 'Notifications', and 'Access'. The 'Access' tab is active. Under the 'Access' tab, there are three radio buttons: 'Designations' (selected), 'Teams', and 'Users'. To the right of these radio buttons is a search icon. Below the radio buttons is a list of designations: 'Commissioner', 'Director Intelligence', 'Director Operations', 'Director UC Operations', and 'Supervisor'. To the right of this list is a 'Selected' section containing a minus sign, the text 'Individual Users', and a plus sign followed by 'DOCUMENTATION, Tech (JIDOC)'.

## Set up a Trigger Rule

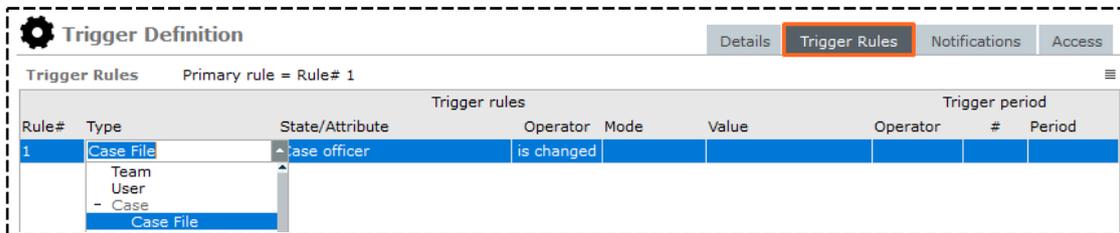
A trigger needs one or more rules. These control what you'll be notified about.

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.

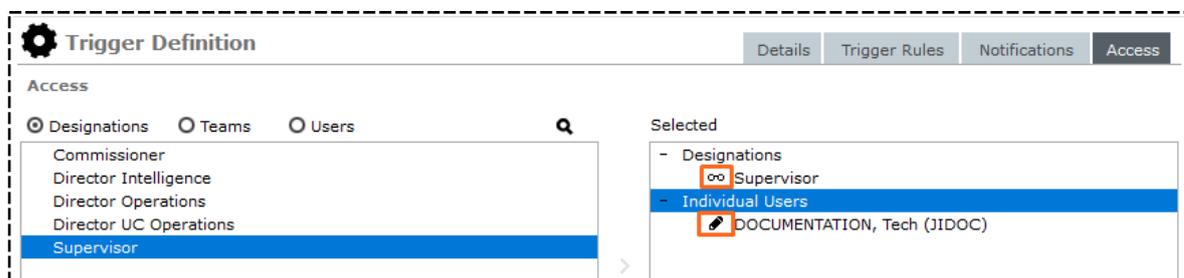


The screenshot shows the 'Trigger Definition' window with the 'Trigger Rules' tab selected. The window title is 'Trigger Definition' and it has tabs for 'Details', 'Trigger Rules', 'Notifications', and 'Access'. Below the tabs, it says 'Trigger Rules Primary rule = Rule# 1'. A table titled 'Trigger rules' is displayed with the following columns: Rule#, Type, State/Attribute, Operator, Mode, Value, Operator, #, and Period. The table contains one rule (Rule# 1) with the following values: Type is 'Case File', State/Attribute is 'Case officer', Operator is 'is changed', and the other fields are empty. A dropdown menu is open under the 'Type' column, showing options: Team, User, Case, and Case File.

Rule#	Type	State/Attribute	Operator	Mode	Value	Operator	#	Period
1	Case File	Case officer	is changed					

## 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.

The screenshot shows the 'Trigger Definition' interface with the 'Notifications' tab selected. The interface is divided into two main sections: 'Designations' and 'Selected recipients'.

**Designations:** A list of roles is shown, including '<Current case officer>', 'Armourer', 'Case Auditor', 'Crime Scene Analyst', and 'Photographer'. The 'Photographer' role is currently selected and highlighted in blue.

**Selected recipients:** A list of roles is shown, including 'Designations', 'Supervisor', and 'Case Team', 'Photographer'. The 'Designations' and 'Case Team' roles are currently selected and highlighted in grey.

**Notification settings:**

- Notify via:** Two checkboxes are present: 'Alert' (checked) and 'Email' (checked).
- Notification title:** A text input field containing 'Assigned as Case Officer'.
- Notification message:** A text input field containing 'Assigned as Case Officer'.

## 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**.

 **Users**
Roles Users

User View
Role View

Name	User Id
ADMINISTRATOR, Default Agency	DEFLTADMIN
BOBSON, Johnny John	J10006
BRIAN, Clark	DEMO2
DENBY, Joe	JODOC
DOCUMENTATION, Tech	JIDOC

Title  Rank

First name  Middle name  Surname

Gender  D.O.B.  

Contact Number  Email

Logon details Options Security access Business Units Business Regions Permissions Case officer **Resource**

Line Manager   Clear

Cost Scale

Skill Sets Available

207  
210  
213  
**400**  
410

Selected

207

## Access the Resource Summary

1. Select **Cases > Resource Summary**.
2. Select any other filters you want to apply.
3. Select **Save**.

### Resource Summary

---

**Filters**

Case Type:

Case Business Unit:

Case Business Region:

User Rank:

User Gender:

User Line Manager:  🔍

User Skill Sets

207
210
213
400
410

---

**Results**

User	Case URN	Case Type	Case Title	Rank	Gender	Co
DOCUMENTATION, Tech (JIDOC)	2014-1	Homicide File	Operation Hagley		Male	
DOCUMENTATION, Tech (JIDOC)	2015-2	Homicide File	Hit and Run Ferry Road		Male	
HAY, Greg (GREGH)	2014-1	Homicide File	Operation Hagley		Male	

**User Details**

DOCUMENTATION, Tech

**Skill Sets**

**Training**

**Business Units**

Christchurch Crime Unit  
default business unit

**Business Regions**

Canterbury

## 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.

JadeInvestigator\_EntityCount\_20 February 2018.txt - Notepad

File Edit Format View Help

```

3 instances of Brief of Evidence Administrative Document (CMIBoEAdminDocumentEntityType)
0 instances of Brief of Evidence Element of Proof (CMIBoEElementOfProofEntityType)
2 instances of Brief of Evidence Exhibit (CMIBoEExhibitEntityType)

```

## GLOSSARY

<b>Active Search</b>	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.
<b>Attribute</b>	<p>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.</p> <p>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.</p>
<b>BOE</b>	Brief of Evidence.
<b>Case Note</b>	A description of one investigative activity in a case and its result.
<b>Content Source Document (CSD)</b>	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.
<b>Cover tab</b>	First page of disclosure schedule that links to the PDFs within it.
<b>Designation</b>	A group of users specified by your organisation.
<b>ERP</b>	Entity Relationship Path.
<b>External source entity</b>	Source entity not linked to a case.
<b>Fictitious Entity</b>	<p>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.</p> <p>You can record the address as fictitious.</p>
<b>Form</b>	An item you open in ICM.
<b>Hotspot</b>	A selectable area of an image.
<b>Identifying image</b>	Image used to identify an entity under its Images tab.
<b>Involvements</b>	A tangible entity's involvement in a case.
<b>Jurisdiction</b>	The territory covered by a legal authority.

<b>Keyword Delimiters</b>	Characters that show the start or end of a keyword.
<b>LDAP</b>	Lightweight Directory Access Protocol
<b>LOE</b>	Line of Enquiry.
<b>Markup</b>	Adding content to a document.
<b>Media Entity</b>	A tangible entity. Examples include video and audio files.
<b>Navigator</b>	Panel on left of ICM that provides quick access to frequently used areas of the software such alerts, favourites, and recent item.
<b>NEE</b>	Named Entity Extraction
<b>Redact</b>	Hide sensitive content on a document.
<b>Relationships</b>	Relationships are named connections between entities. They can contain date and time information.
<b>Soundex</b>	A type of search that retrieves words that sound like your search words (as well as exact matches of the search word).
<b>Source Entity</b>	A source entity contains abstract information. Examples of source entities in Investigator include cases, case notes, tasks, task results, information reports, and incident reports.
<b>Stored Search</b>	Some types of searches allow you to store your results in ICM so you can refer to these later.
<b>System Entity</b>	A type of source entity or a tangible entity provided in ICM. You can use these entities to create your own types of entities.
<b>Tangible entity</b>	<p>A tangible entity is attached to a source entity. It contains information about things that relate to an investigation.</p> <p>Examples include people, agencies, vehicles, locations, contact numbers, transactions, events, weapons, documents, images, videos.</p>
<b>URN</b>	Unique Reference Number.
<b>Waypoint</b>	Fixed location managed by a global positioning system (GPS). A waypoint has a specified longitude and latitude.
<b>Wild card</b>	A character that will match any character or sequence of characters in a search.

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