



Investigations Case Management User Guide

VERSION 6.1.1

jade[™]

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OVERVIEW

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

The screenshot displays the Investigations Case Management (ICM) application interface. The top navigation bar includes links for System, Incident Reports, Information Reports, Cases, Tasks, Property, Search, Noticeboard, Reporting, Admin, Help, and TECH DOCUMENTATION. The left sidebar features the 'jade' logo, a 'Recent' section with a list of document types (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), and a 'Notes' section with two entries: 'Follow up on Case 43.' and 'Change Case Manager for Case 29.'

The main content area is divided into several sections:

- Tasks:** A grid showing task counts for New (0), In Progress (1), Overdue (1), and Rejected (0). Below this, a row shows counts for For Review (0), For Auth (0), and More Detail (0).
- Task results:** A grid showing counts for For Review (0), No Review (1), Accepted (0), and Rejected (0).
- Case notes:** A grid showing counts for For Review (0) and Rejected (0).
- Search:** A message stating 'You have expired active search requests'.
- User:** A section displaying user information: Last logon: 08/08/2018 09:34, Last logon workstation: CNWSH8A, Password last changed: 28/08/2017, and No invalid logon attempts recently.
- Noticeboard posts:** A table listing posts with columns for Type, Latest Post, Noticeboard, and Details.


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	

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
Demonstration
Environment
Demonstration
Application name
ICM
Language
English (New Zealand)
Contact number format
Free Format
Max image or document size
50 MB
Max email attachment size
4 MB
Media attachment directory
D:/jscCcmis/server/c_misc/MediaAttachments

☐ Laptop system

☐ Hide no access results on searches
☒ Allow source entities directly added to case
☐ Single source entity relationship
☐ Include default source entity relationship
☒ Enable Phase and Line of Enquiry feature
☐ View Word file as PDF
☒ Display Entity URN
☐ Show user details on attributes with history
☐ Hide the 'Outlook' tab on all forms
☒ Allow case centric storage locations

☐ (Allow source entities to be introduced directly into a case v
☐ (Allow only one relationship type to be configured between
☐ (Include the system default relationship type 'references' <
☐ Phase/LOE/Review/Disclosure collapsed by default
☐ (Clicking view button for a document entity will display a PD

☒ For Contact Number, Location

Help Options
Help file base URL
https://web1.jscdcmis.cnw.co.nz/JadeInvestigatorUserGuide/
Help index page
default.htm

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

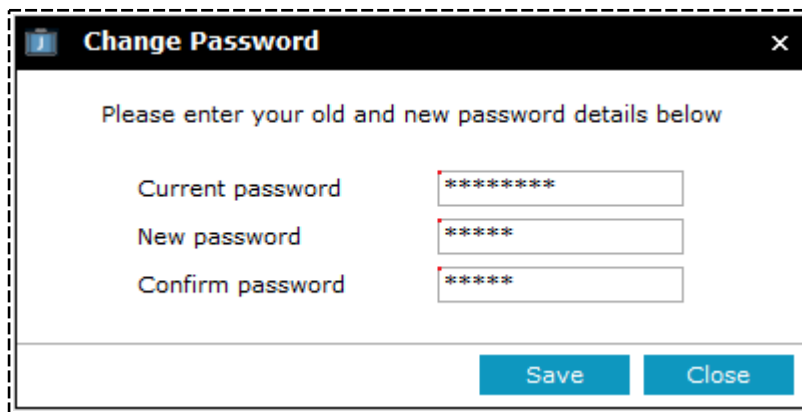
jade™

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

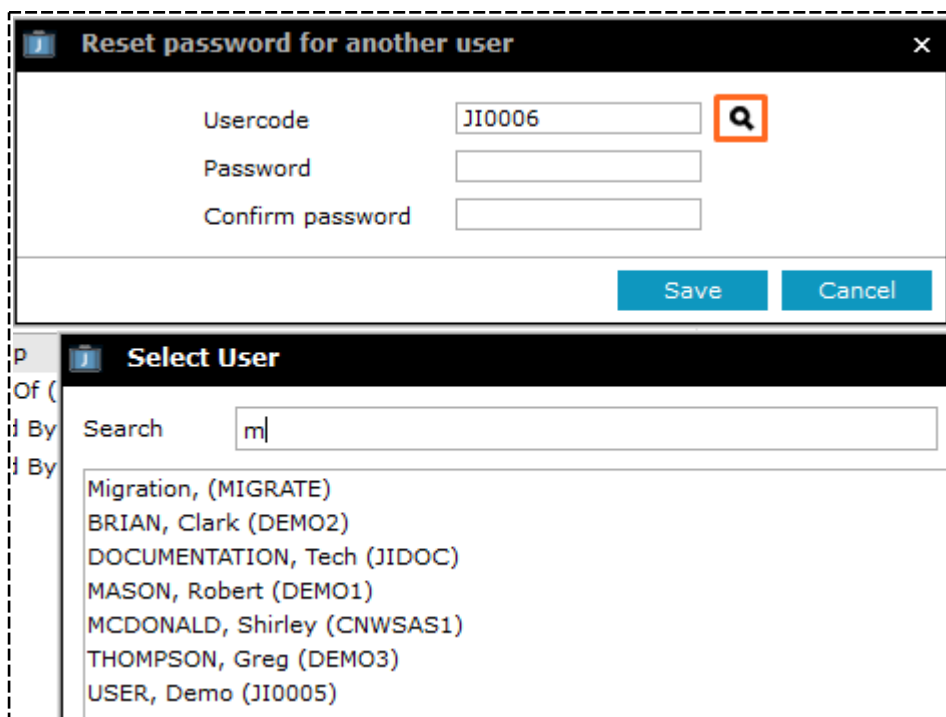
Change Another User's Password

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  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 dialog boxes from the Jade software interface. The top dialog, titled "Reset password for another user", contains three input fields: "Usercode" with the value "JI0006", "Password", and "Confirm password". A magnifying glass icon is positioned to the right of the "Usercode" field. At the bottom right of this dialog are "Save" and "Cancel" buttons. The bottom dialog, titled "Select User", features a "Search" input field containing the letter "m". Below the search field is a list of users: "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

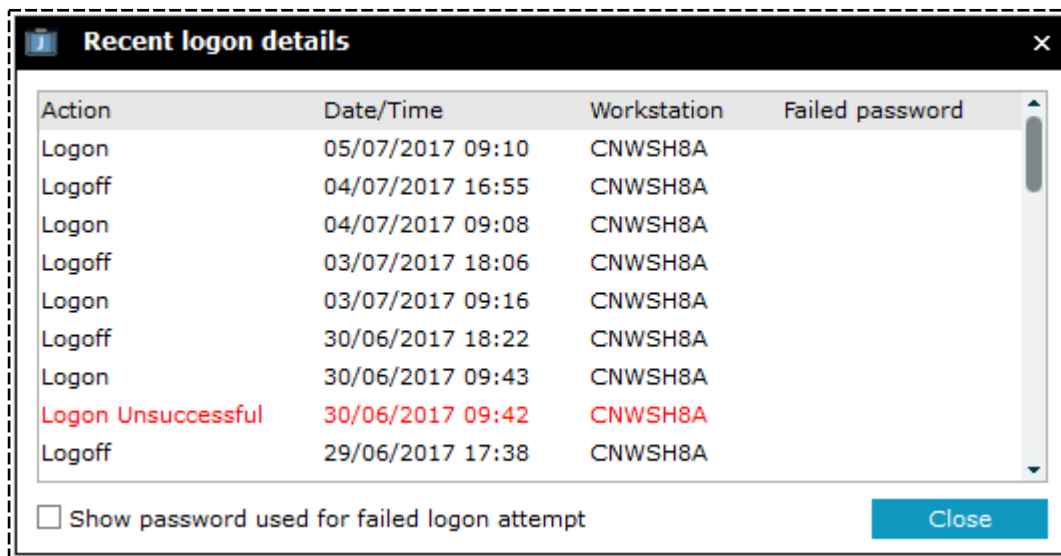
1. Select your username > Select **Recent Logon History**.

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 Creating cases or Create an Information or Incident Report.</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 Add a case note.</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 Creating a Task.</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 Adding Entities to Source Entities.</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 <i>Entity to Entity Relationships</i>.</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 <i>Time Zones</i>.</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 <i>Searching</i>.</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 <i>Watches</i>.</p>
Combine information	<p>Use any of these methods to collate intelligence:</p> <ul style="list-style-type: none">■ Search for entities that are directly or indirectly related. See <i>Search for Related Entities</i>.■ Use entity relationship diagrams to see graphical representations of related entities. See <i>Diagramming</i>.■ Use convergence searching to find common entities related to case notes, information reports, tasks, and task results. See <i>Case Note Convergence</i>.

Home Screen

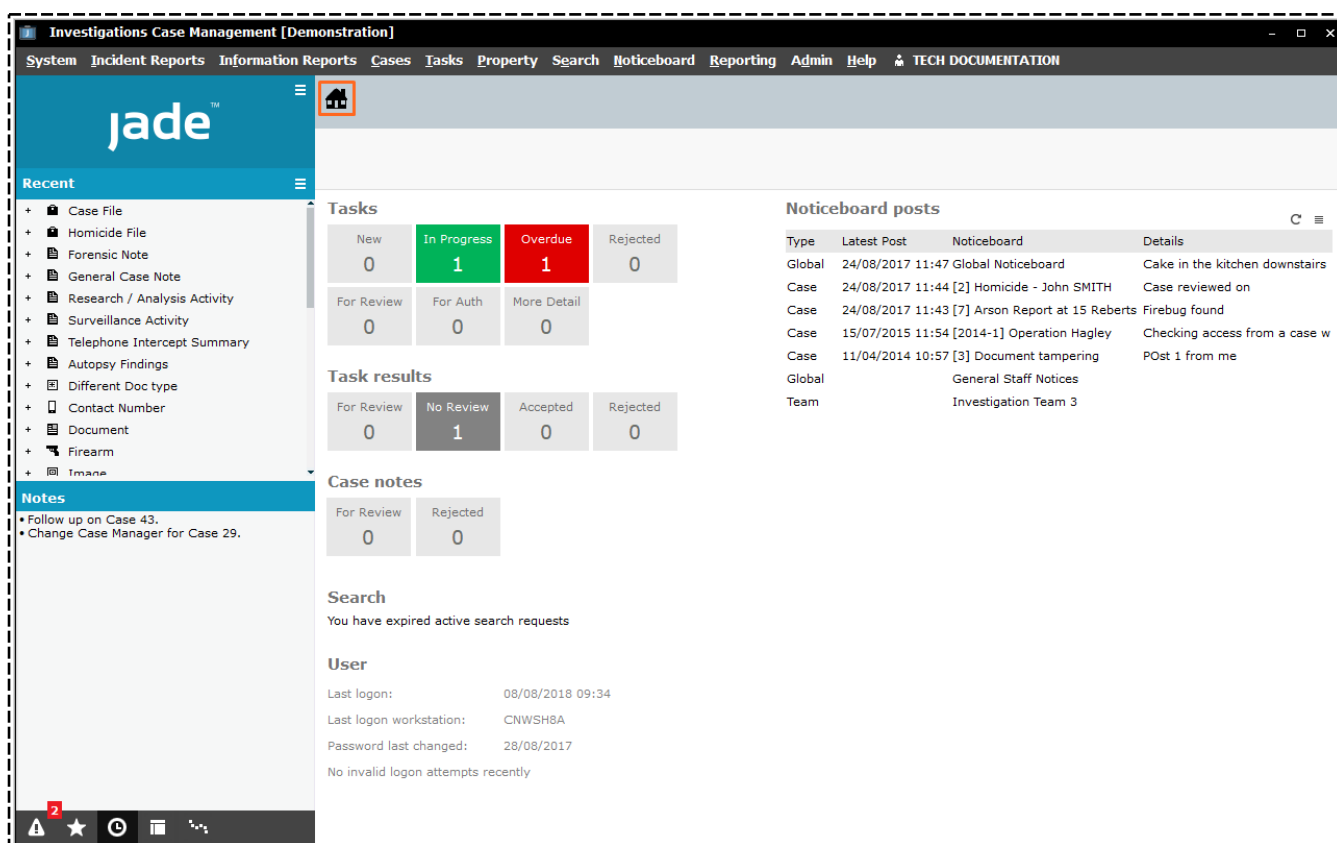
The screen that displays when you first log on to ICM shows information about:

- 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.

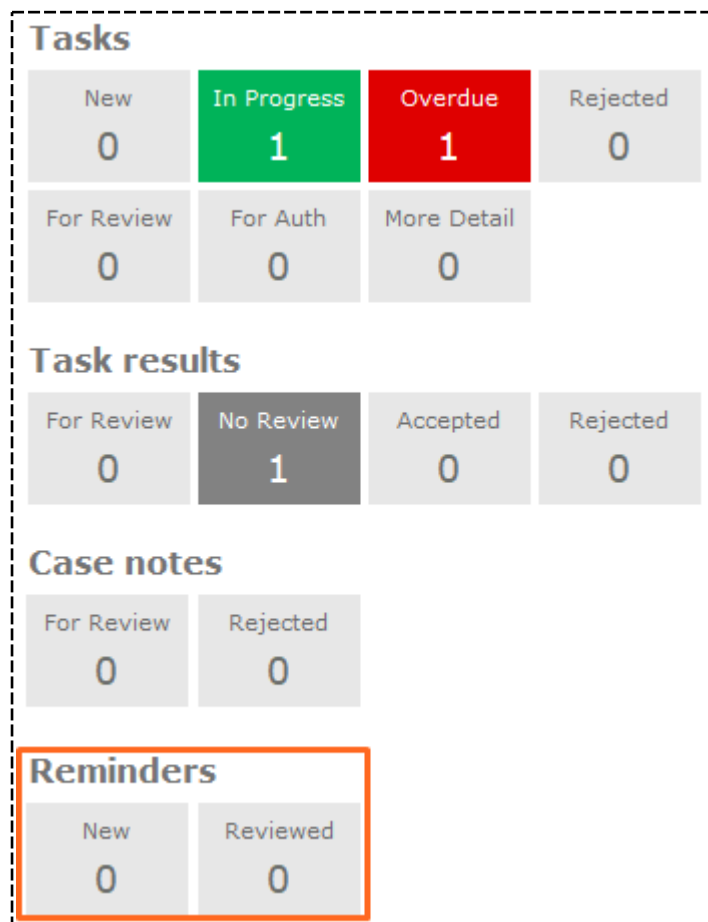


The screenshot displays the Jade Investigations Case Management (ICM) Home Screen. The interface includes a top navigation bar with tabs for System, Incident Reports, Information Reports, Cases, Tasks, Property, Search, Noticeboard, Reporting, Admin, Help, and TECH DOCUMENTATION. A sidebar on the left contains the Jade logo, a Home icon, and a list of recent items under 'Recent' and 'Notes' sections. The main content area features several tiles: 'Tasks' (New: 0, In Progress: 1, Overdue: 1, Rejected: 0), 'Task results' (For Review: 0, No Review: 1, Accepted: 0, Rejected: 0), 'Case notes' (For Review: 0, Rejected: 0), and 'Noticeboard posts' (a table of posts). A 'Search' section indicates expired active search requests, and a 'User' section shows logon details.

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	

Access Reminders from the Home Screen

Reminders are now available from the home screen.



Navigator

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

The logo section shows the default ICM logo or the logo that has been set up 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](#).

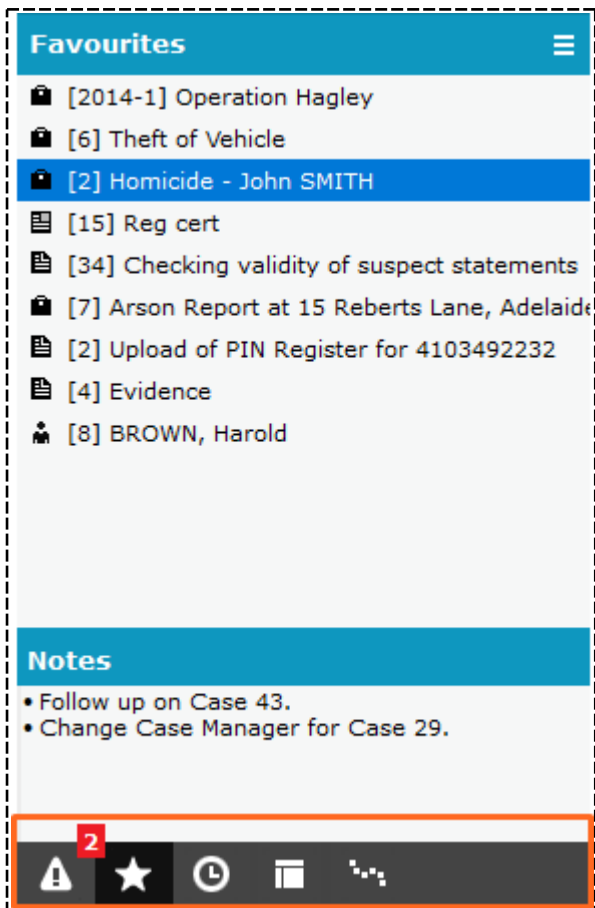
To change the pane displayed, select the appropriate icon at the bottom of the Navigator, or use the [keyboard shortcut](#).

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

An alert is a notification that shows in the Navigator.

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	Miscellaneous	From	10/06/2011 
Type	All Types	To	29/06/2017  
Category	Type	Entity	Date/Time
Miscellaneous	Active search	name search joe bloggs	02/02/2016 09:25
Miscellaneous	Active search	Person JONES	07/08/2015 09:10
Miscellaneous	Trigger Alert	Denby Forensic Monitoring	22/05/2014 00:03
Miscellaneous	Active search	Person JONES	16/05/2014 10:57
Miscellaneous	Active search	Person JONES	16/05/2014 10:49
Miscellaneous	Active search	An alert for Person called Frik	13/05/2014 12:23
Miscellaneous	Active search	An alert for Person called Frik	13/05/2014 11:47
Miscellaneous	Trigger Alert	User deactivated	12/05/2014 13:37
Miscellaneous	Task Result	[23] Interim: Collation completed	23/04/2014 10:42
Miscellaneous	Task Result	[25] Final - Resolved: Collation completed	23/04/2014 10:42
Miscellaneous		[12] Address check	22/04/2014 14:36
Miscellaneous		[9] Finger print mail found at suspect's home	22/04/2014 14:34
Miscellaneous		[19] Obtain PIN Register for 4103494567	22/04/2014 14:33
Miscellaneous	Task Result	[21] Final - Resolved: Completed search and interviews	27/01/2014 16:00
Miscellaneous	Task Result	[19] Final - Resolved: Reg details attached	27/01/2014 14:57
Miscellaneous		[10] Search house for missing mail	20/01/2014 09:45
Miscellaneous		[15] Fingerprint cookie jar	20/01/2014 09:45

Open an Alert

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

To see an alert in detail:

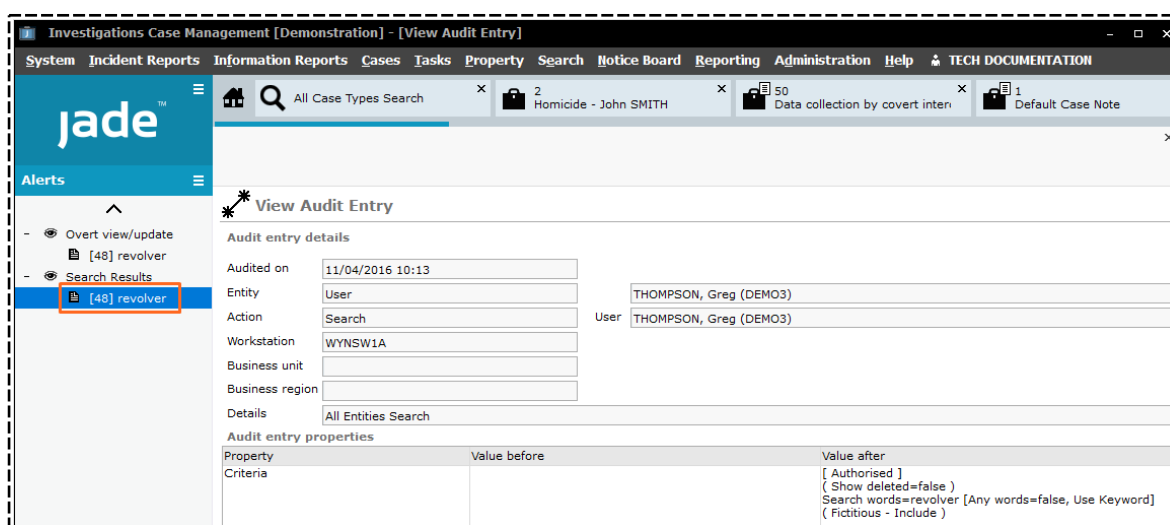
1. Use either of these methods to display an alert in ICM:

- Select the Show Alerts  icon.
- Press **Ctrl+1**.

You can also open an alert from the [list of alerts](#).

Simply double-click to do this.

2. Double-click an alert in the Navigator to see details about it.



Investigations Case Management [Demonstration] - [View Audit Entry]

System Incident Reports Information Reports Cases Tasks Property Search Notice Board Reporting Administration Help TECH DOCUMENTATION

All Case Types Search x 2 Homicide - John SMITH x 50 Data collection by covert inter x 1 Default Case Note x

jade

Alerts

- Overt view/update
- [48] revolver
- Search Results
- [48] revolver

* View Audit Entry

Audit entry details

Audited on 11/04/2016 10:13

Entity User THOMPSON, Greg (DEMO3)

Action Search User THOMPSON, Greg (DEMO3)

Workstation WYNSW1A

Business unit

Business region

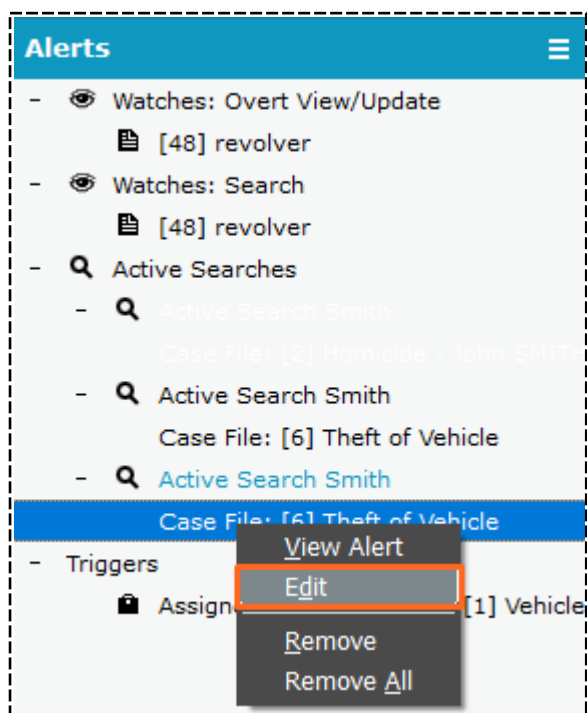
Details All Entities Search

Audit entry properties


Property	Value before	Value after
Criteria		[Authorised] (Show deleted=false) Search words=revolver [Any words=false, Use Keyword] (Fictitious - Include)

Edit Entity

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

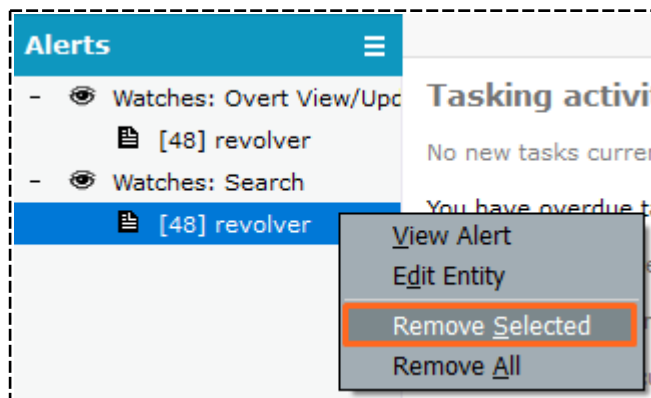


Remove an Alert from the Navigator



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**.

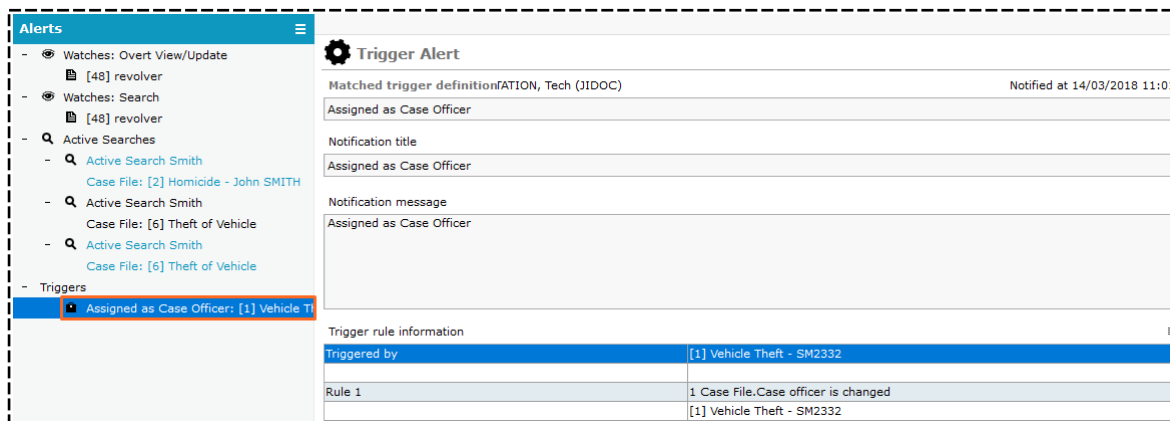
*You can also select **Remove All** to remove all alerts.*

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**.



Trigger rule information	
Triggered by	[1] Vehicle Theft - SM2332
Rule 1	1 Case File.Case officer is changed
	[1] Vehicle Theft - SM2332

Favourites Section

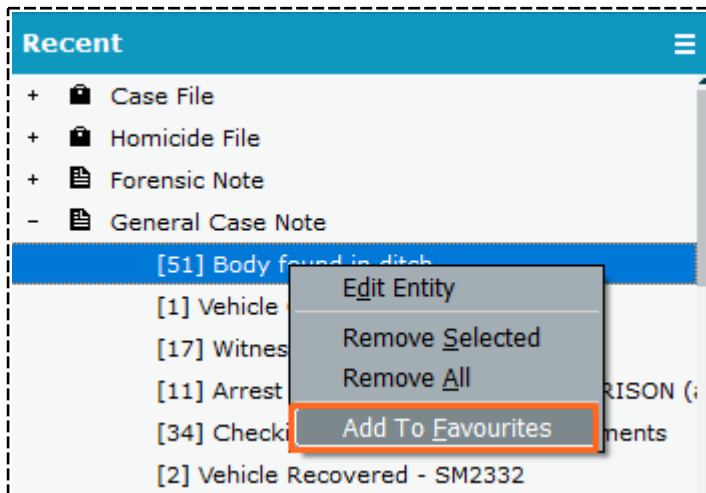
The *Favourites* section in the Navigator stores bookmarks for entities you have recently accessed.

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:

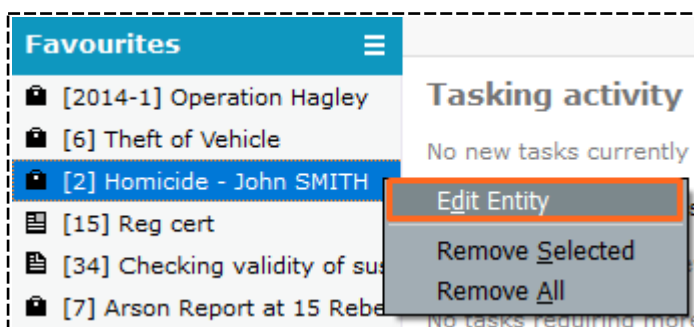
- Drag and drop an entity from a screen or your *Recent* section to the *Favourites* pane.
- Right-click an entity in the *Recent* section > Select **Add to Favourites**.



Open an Item from the Navigator


Use either of these methods:

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

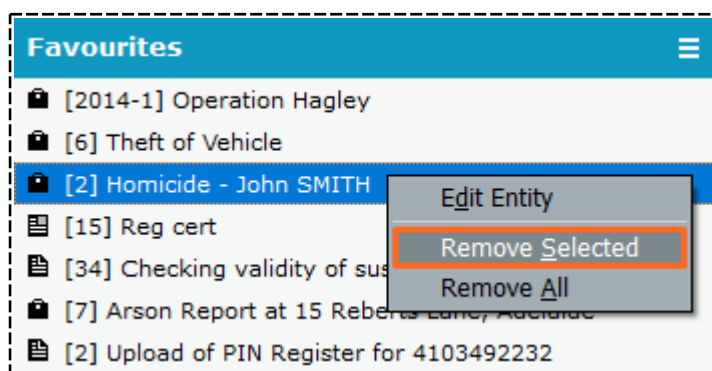


Remove an Entity from the Favourites Section

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**.*

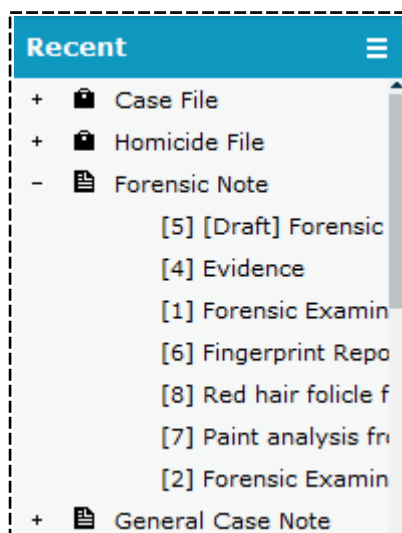


Access the Recent Section


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

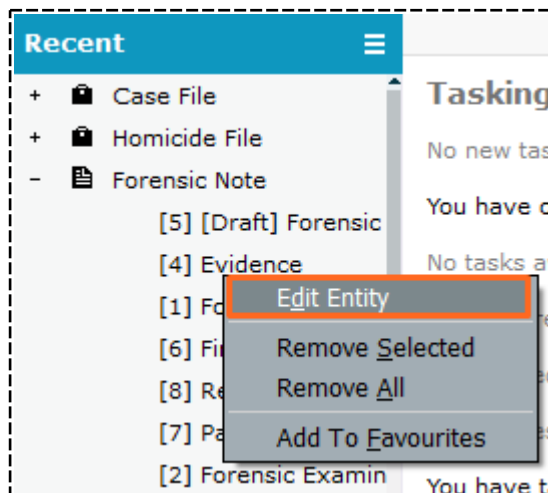
These entities are grouped by type.

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

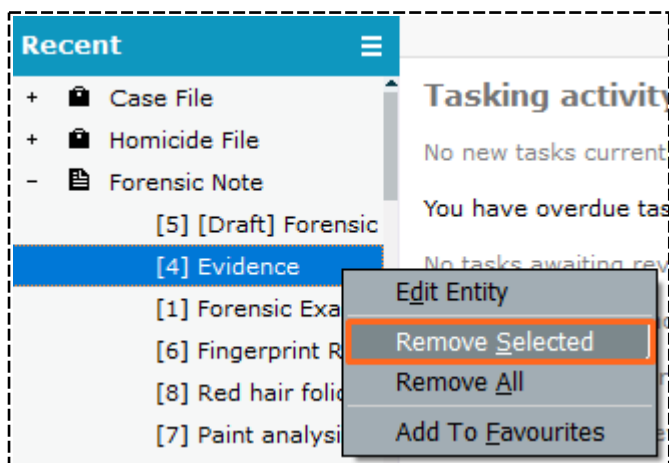
1. Select the Show Recent  icon in the bottom left corner or press **Ctrl+3**.
2. Use either of these methods to open the item:
 - Double-click the item you want to open.
 - Right-click the item > Select **Edit Entity**.



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**.



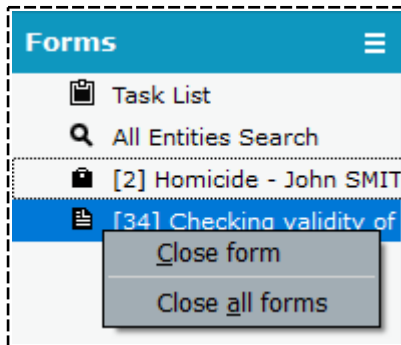
Forms Section

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:

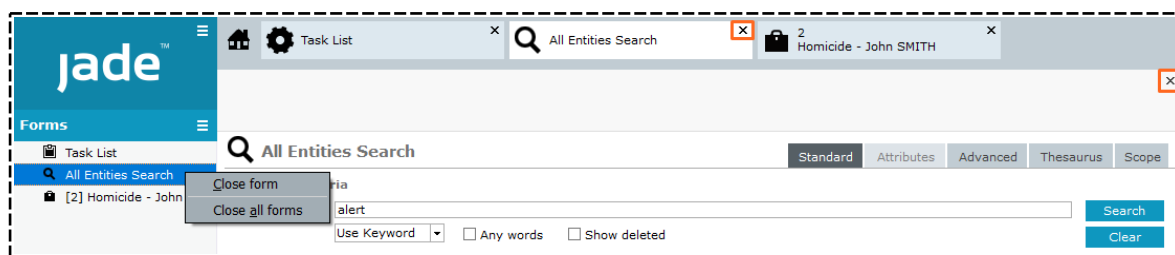
- Select the Close × icon on the tab.
- Right-click the tab > Select **Close screen**.
- Middle-click the tab.

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**.




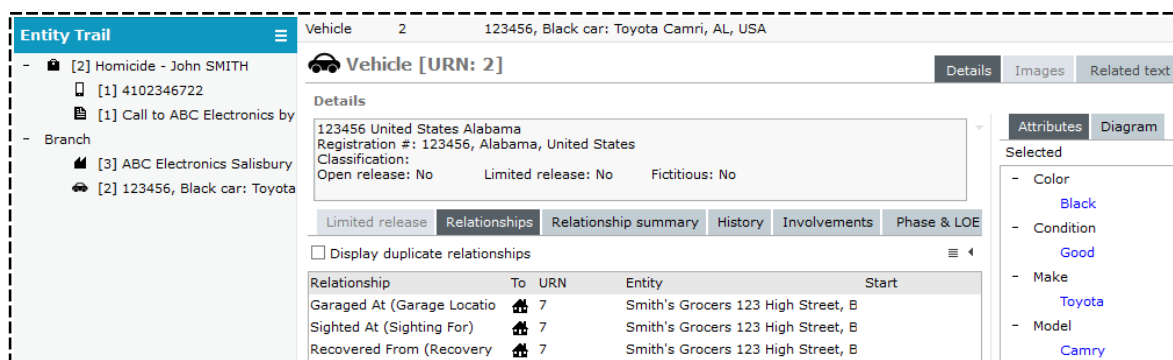
Entity Trail Section

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**.



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. This is useful if you're comparing information on different screens.

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

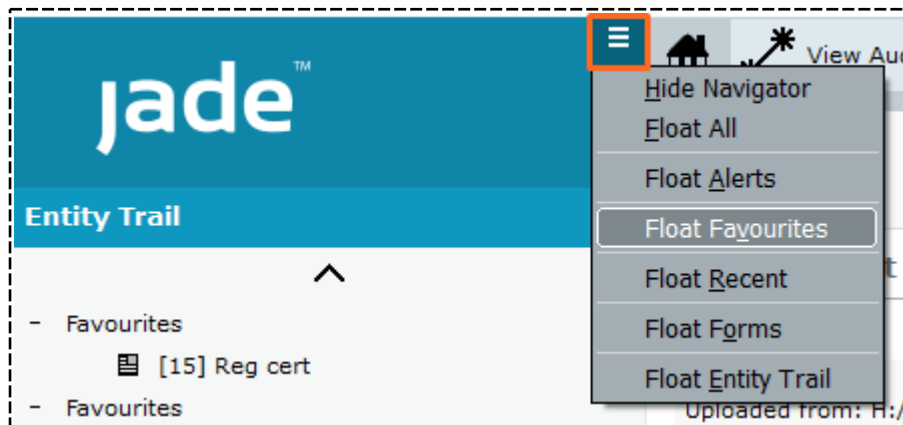
When you next log on, the sections will display the way you last arranged them – See [Preferences](#).

Float a Section

Use either of these methods:



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

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

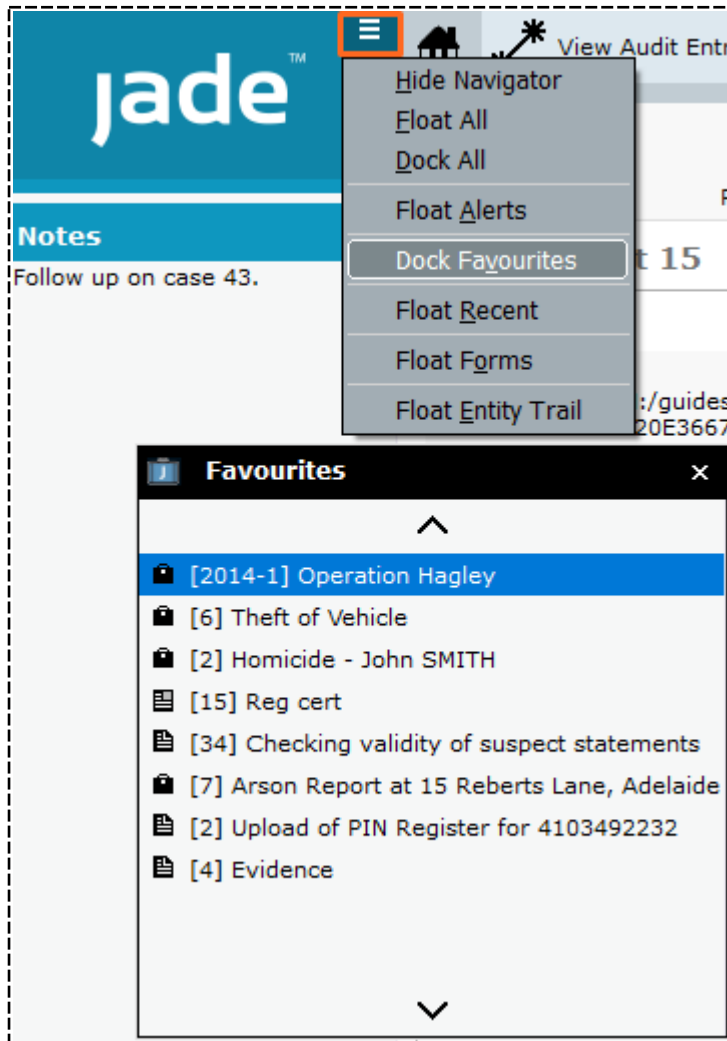


Dock a Section

Use either of these options to dock a floated section:

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

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



Check Your Version of ICM

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

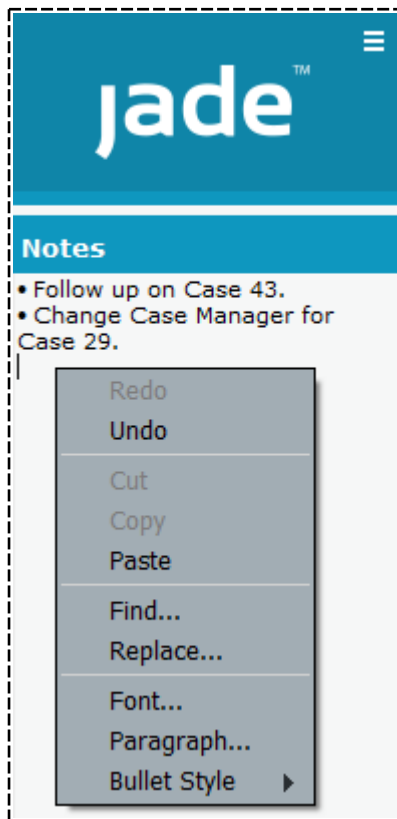
You might need this information if you need technical help.



Write Yourself Notes

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

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

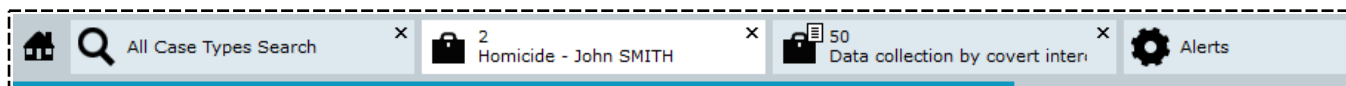


Tab Strip

The area below the menu displays open screens as tabs.

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

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



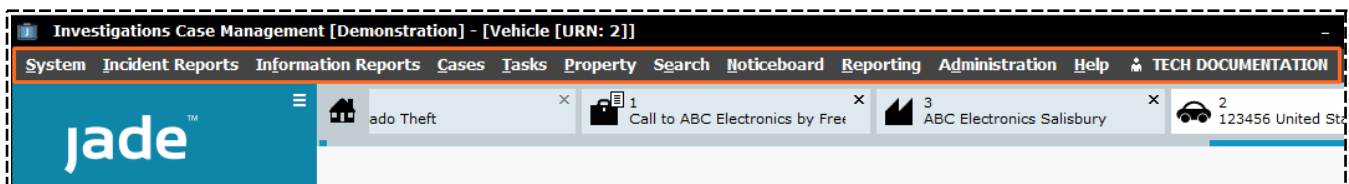
Main Menu

The main menu has the following sections:

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

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

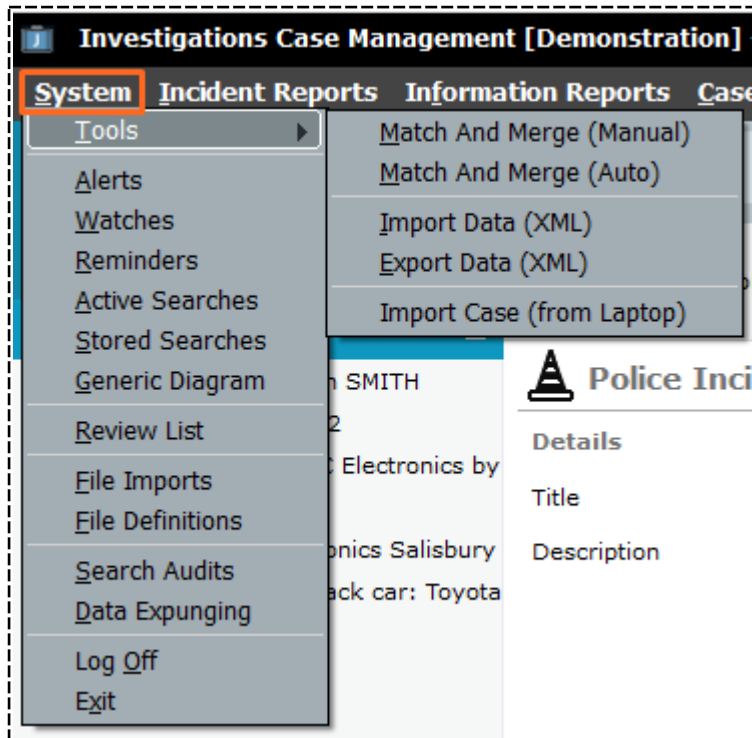
Menu options which aren't available to you are either "greyed out" or aren't displayed at all.



System Options

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

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



Manage Incident Reports

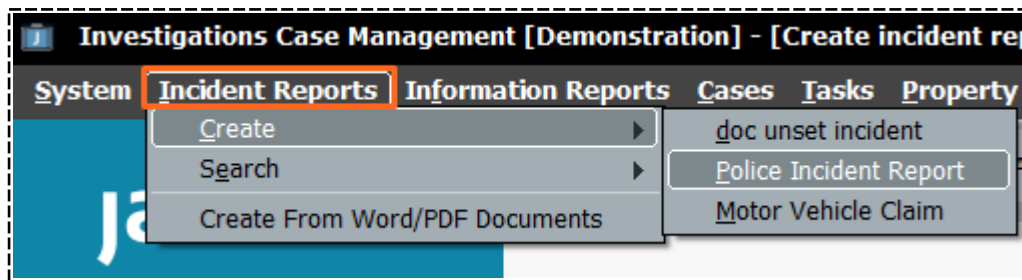
You can use the *Incident Reports* menu to find, create, and manage [incident reports](#).

The following menu options are available:

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

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

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



Information Report Options

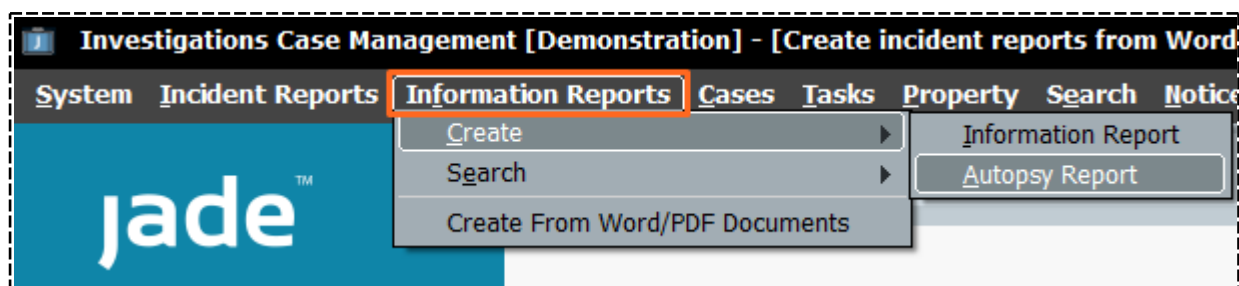
You can use the *Information Reports* menu to find, create, and manage [information reports](#).

The following menu options are available:

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

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

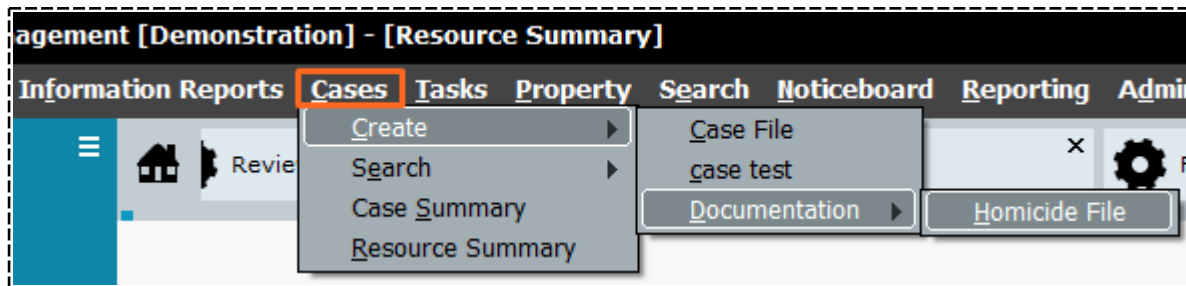
See **Managing Entity Types** in the Admin Guide.



Manage Cases

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

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

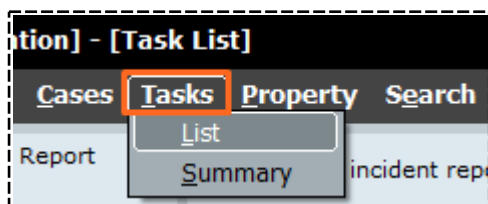


Manage Tasks

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

The following menu options are available:

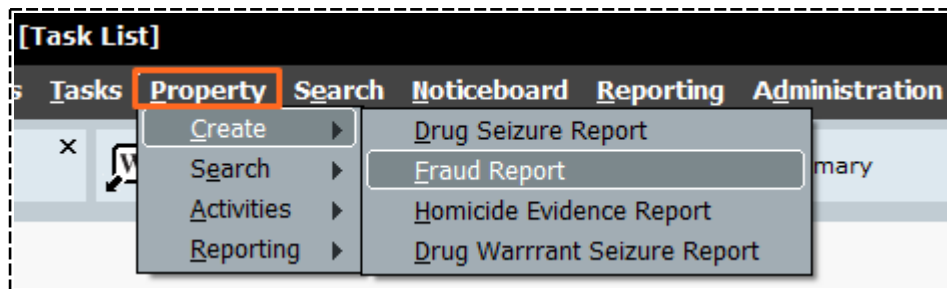
List	See tasks that have been sent to you, assigned to you, or created by you.
Summary	See a list of outstanding tasks. Filter the list by recipient, priority, and more.



Manage Property Items

The *Property* menu provides these options:

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



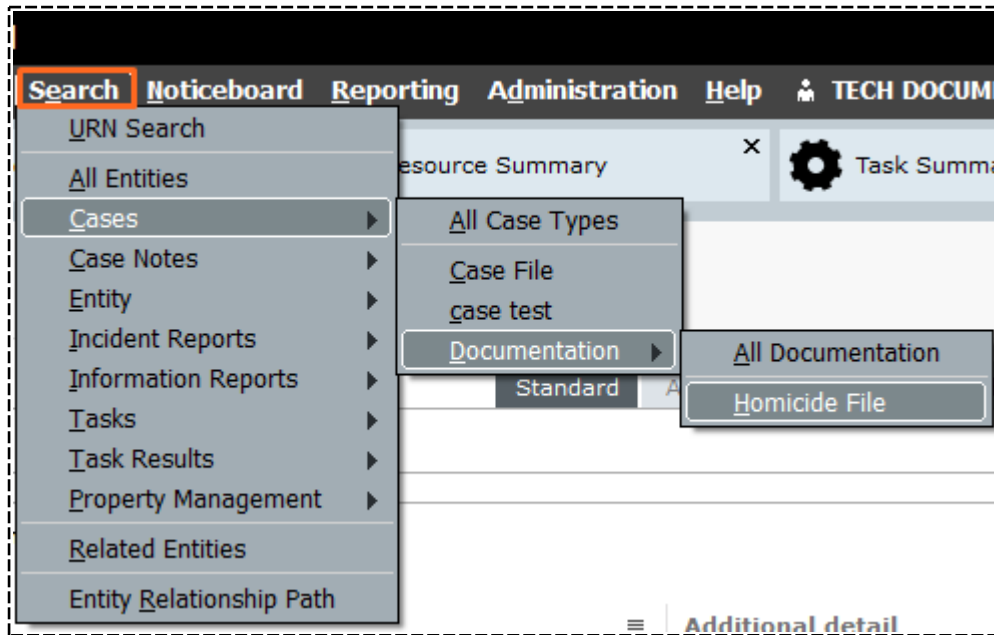
Access Search Options

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

The following types of search functions are available:

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

You can combine most of these search options with an [Advanced](#), [Thesaurus](#), or [Scope search](#).



Noticeboard

The Noticeboard menu provides an online dashboard for your organisation. It's like a bulletin board. You can use it to communicate general updates, news about an operation, and more.

See the [Noticeboard](#) section.

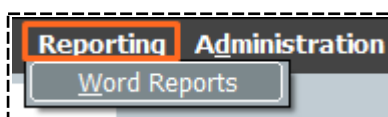


Reporting Options

You can use the *Reporting* menu to:

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

For more details, see the [Reports](#) section.

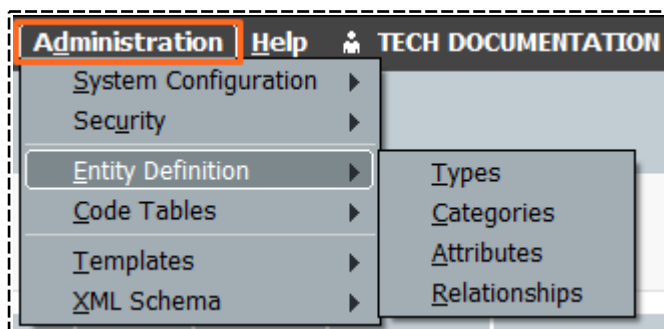


Access Admin Options

The Admin menu is only available to administrators.

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

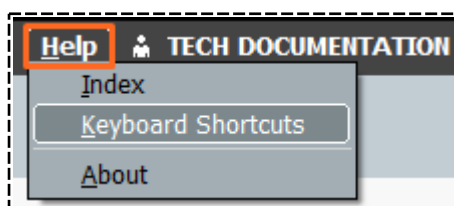
System	Set up system parameters, background apps, Lucene search, time zones, licence key, thesaurus, translatable strings, and words to be excluded from searches.
Security	Specify data and functional access for all roles, designations, teams, and users. Specify security levels for business units and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



Learn More about ICM

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

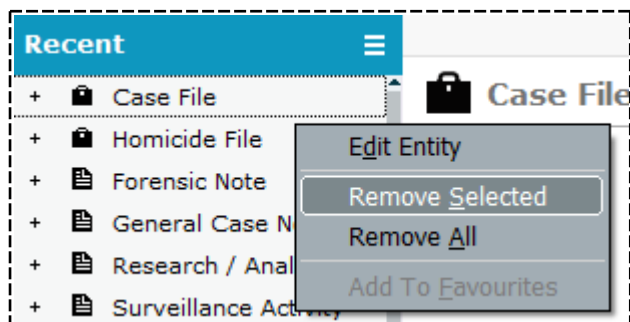
See [Download the Latest Help File](#).



Right-click to Access Options Relevant to an Area

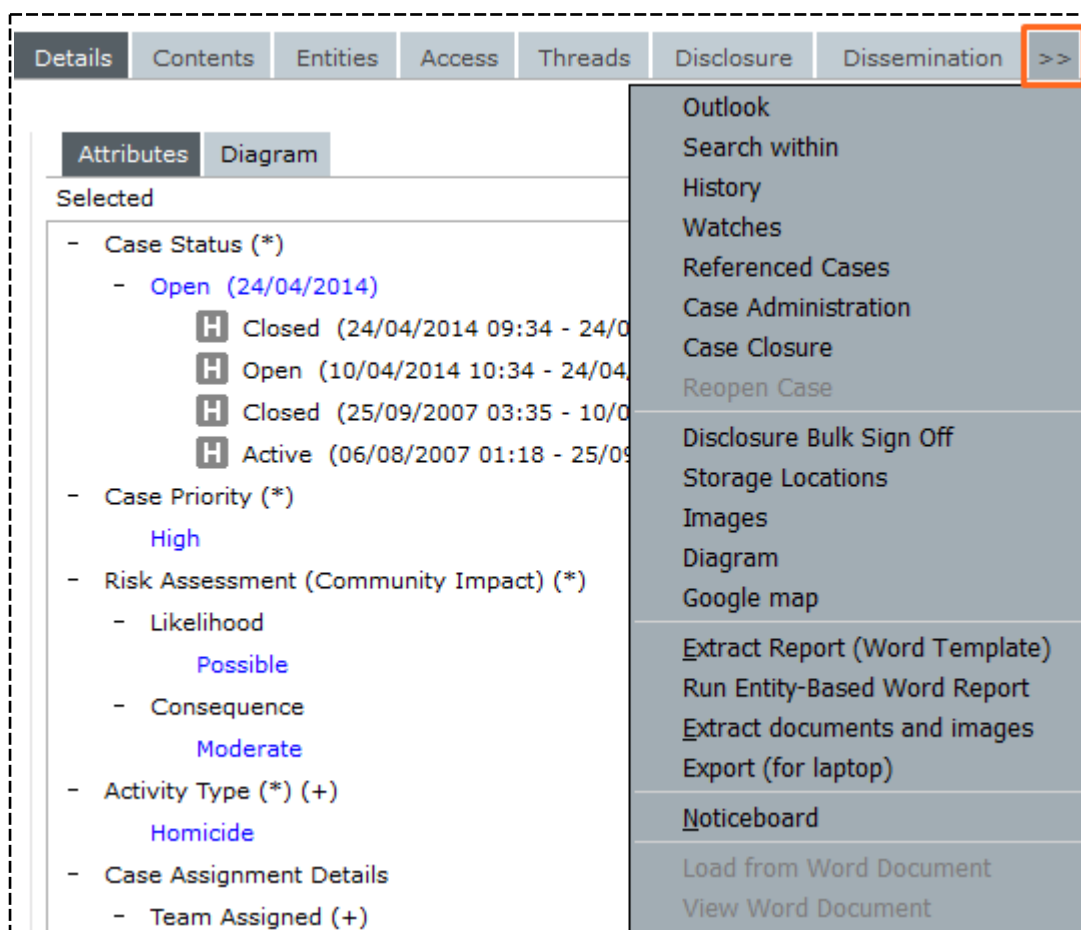
You can right-click several areas of ICM to access menus that apply to the area you're in.

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



Access More Options from the Overflow Tab

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



Common Controls for Editing Items

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

Display-only Fields	Grey text indicates you can't change values in these fields.
Mandatory Fields	You must enter information in these fields. A red square at the upper left corner indicates that a field is mandatory.
Checkbox	When selected, this field displays a Check mark ✓ icon. Checkboxes are often displayed in groups, providing you with multiple choices from which you can select one or more options.
Drop-downs	A drop-down 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.
List box	A field with a list of items you can select.
Option or radio button	An option or radio button displays an option that can be switched on or off. You can only select one of the options available.
Field	A field displays information from the database or information you have entered.
Date field	These are indicated by forward slash characters that separate the day, month, and year (dd/mm/yyyy). You can enter text directly into these fields or select their Calendar 📅 icons to specify the required date. <i>See Enter a Date.</i>
Time field	These are indicated by a colon : character to divide the hours from the minutes, for example, 23:45. <i>See Enter a Time.</i>

Icons

These are used to represent entities on screens.

The way an icon looks can change, depending on the context in which you see it.

If the icon is for an entity you can move to another location, it displays a plus + symbol at the upper right when you drag the entity to its new location.

See a table outlining the [icons](#) used.

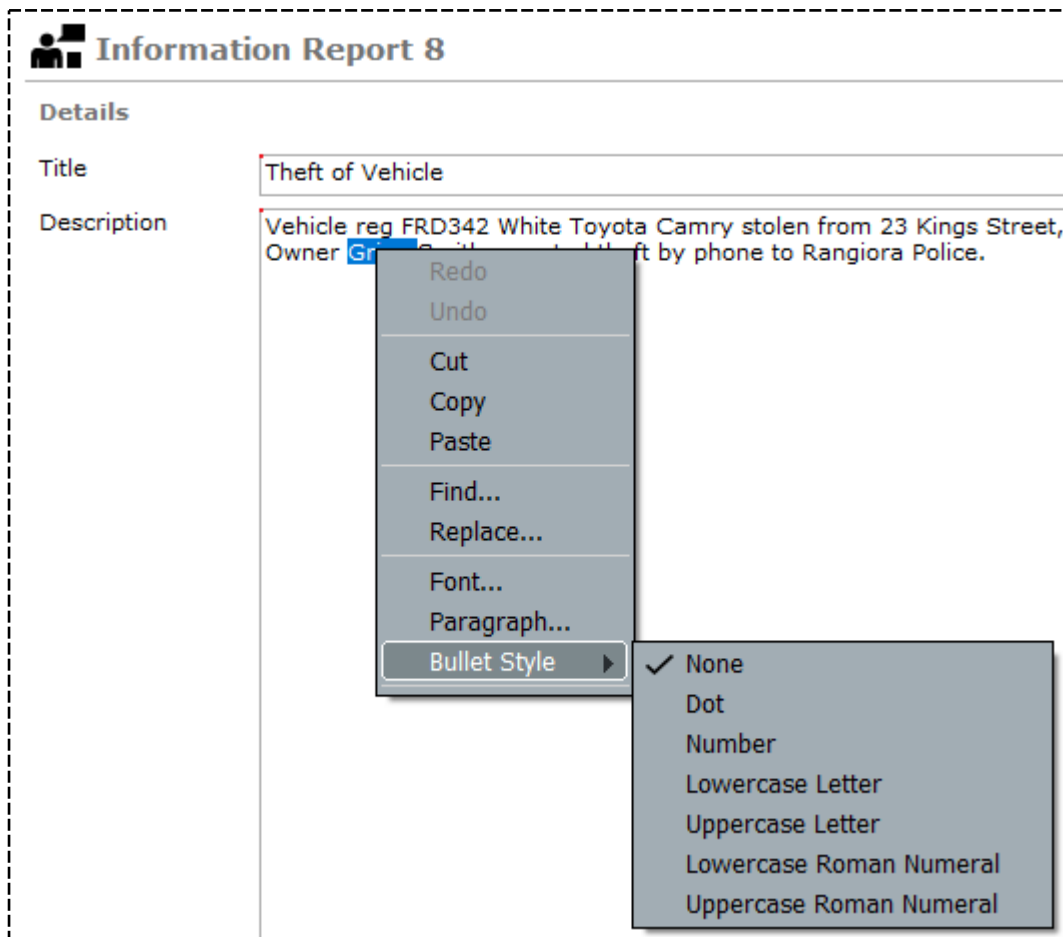
Your administrator can set up different icons under the *Icons* tab of the entity type.

See **Defining an Icon for an Entity Type** in the *Admin Guide*.

Edit Text

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

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




Format Text

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

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

To access these options:

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

 **Case File [URN: 2]**

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 2015, John Smith was shot and paramedics arrived at the scene. A Glock pistol and a number of other items were found as exhibits: Ref MA-Cen- 101.
Other Relevant Information
Witness Details: Jane Evans of
Suspect Description (as provided)

Select font

Font:
Verdana

Font style:
Bold

Size:
8

OK

Cancel

Font:
Verdana
Viner Hand ITC
Oswald
Vladimir Script
Webdings

Font style:
Regular
Italic
Bold
Bold Italic

Size:
8
9
10
11
12
14
16

Effects
☐ Strikeout
☐ Underline
Color:
Black

Sample
AaBbYyZz

Script:
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.

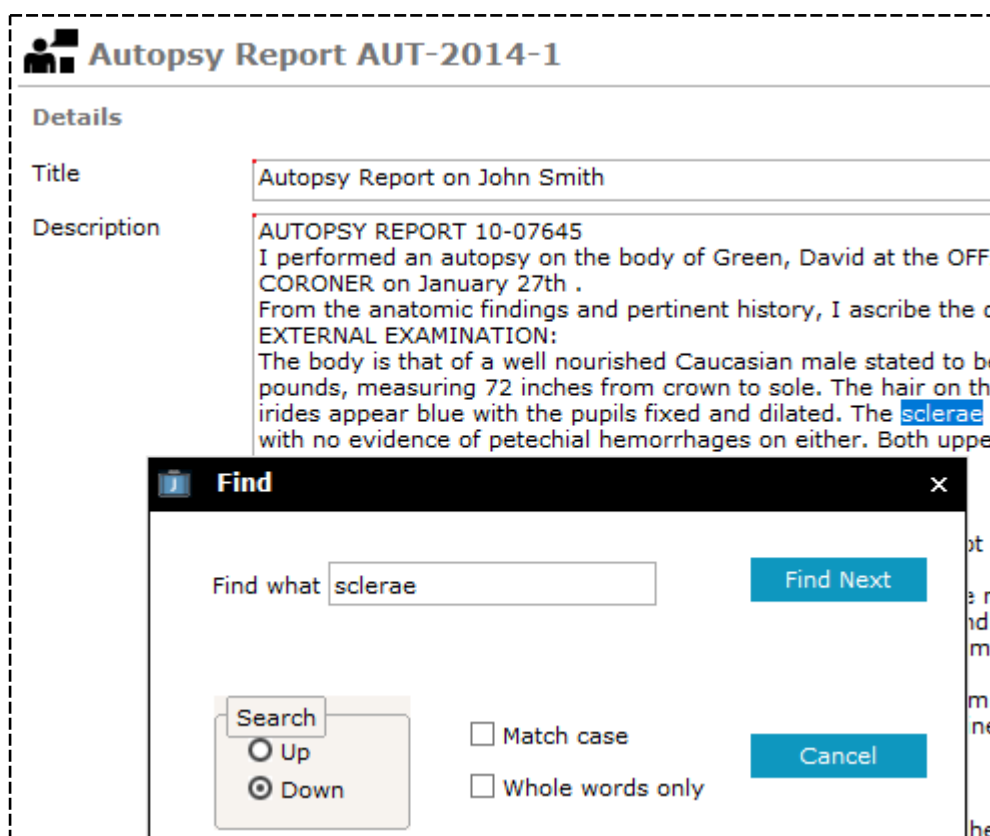
To find a word or phrase in a body of text:

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 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.

The screenshot shows a 'Details' panel on the left with 'Title' and 'Description' fields. The 'Description' field contains an autopsy report text. Overlaid on this text is a 'Find and Replace' dialog box. The dialog box has a title bar with a magnifying glass icon and a close button. It contains the following elements:

- 'Find what' text box: contains the word 'approximately'.
- 'Replace with' text box: contains the word 'about'.
- 'Find Next' button: a blue button.
- 'Replace' button: a blue button.
- 'Replace All' button: a blue button.
- 'Cancel' button: a blue button.
- 'Search' button: a button with a magnifying glass icon.
- 'Match case' checkbox: an unchecked checkbox.
- 'Whole words only' checkbox: an unchecked checkbox.
- Directional radio buttons: 'Up' (unselected) and 'Down' (selected).

The background text in the 'Description' field is an autopsy report. The word 'approximately' in the report is highlighted in blue, indicating it is the current search result.

Entering Dates and Times

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

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

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

Enter a Date

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

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

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

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

To enter a date using the calendar tool:

1. Select the Calendar  icon beside the date field.

Days are colour-coded:

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

Dates are unavailable for selection when:

- They don't exist
- Are in the future
- They aren't 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**.

Actioned ×

 April 2015

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			

Clear OK

When Actioned 09/04/2015 

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.

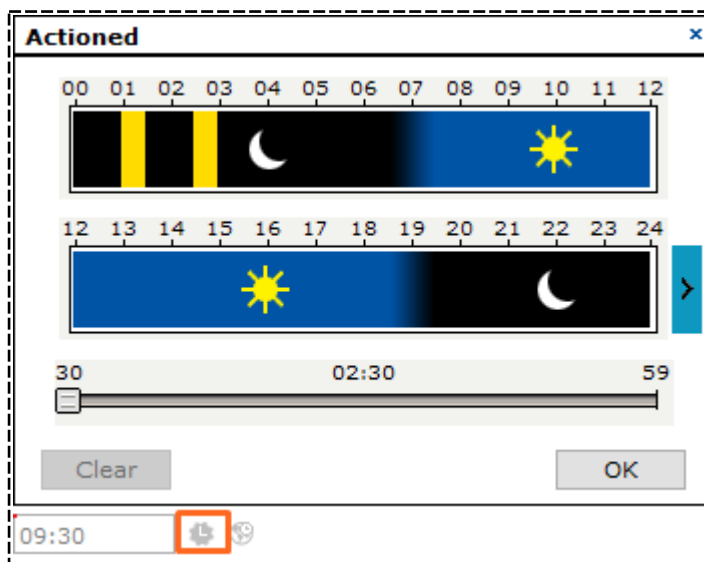
2. Select the required time using either any of these methods:

- 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					Club 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: xogbb
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 do most things in ICM.

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

The following keyboard shortcuts are available:

Alt + letter	Display the menu item with the underscored letter. For example, Alt+S shows the <i>System</i> menu.
Alt+E	Display the <i>Search</i> menu.
Alt+A	Display the <i>Admin</i> menu.
Alt+R	Display the <i>Reporting</i> menu.
Alt+F4	Close ICM.
Alt + Shift + right → or left ← arrow	Open or close vertical panes, like additional details.
Alt + Shift + up ↑ or down ↓ arrow	Open or close horizontal panes, like additional criteria in search screens.
Alt + right → or left ← arrow	Add a current entry from an available list or remove an entry from the selected list.
Alt + up ↑ or down ↓ arrow	Move the selected entry up or down in lists that support reordering.
Ctrl+C	Copy the selected text to the clipboard.
Ctrl + F	Find something in a case.
Ctrl+F6 or Ctrl+Tab	Cycle through screens you have open.
Ctrl + N	Create something new.


Ctrl+S	Save an entity you have open (if the <i>Save</i> button is enabled).
Ctrl + T	Enter date or time in a field.
Ctrl + U	Enter Unknown in a date or time field.
Ctrl+V	Copy clipboard text to the cursor position or selected text.
Ctrl+X	Cut the selected text and place it on the clipboard.
Ctrl+Y	Redo your last action.
Ctrl+Z	Undo your last action.
Ctrl + 0	Hide or show the Navigator.
Ctrl + 1	Show the <i>Alerts</i> pane.
Ctrl + 2	Show the <i>Favourites</i> pane.
Ctrl + 3	Show the <i>Recent</i> pane.
Ctrl + 4	Show the <i>Forms</i> pane.
Ctrl + 5	Show the <i>Entity Trail</i> pane.
Ctrl + Shift + 1	Float or dock the <i>Alerts</i> pane.
Ctrl + Shift + 2	Float or dock the <i>Favourites</i> pane.
Ctrl + Shift + 3	Float or dock the <i>Recent</i> pane.
Ctrl + Shift + 4	Float or dock the <i>Forms</i> pane.

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

Tab	Move between controls on a screen.
Up ↑ arrow	Move the cursor up the selected screen.
Down ↓ arrow	Move the cursor down the selected screen or pane.
Left ← arrow	Move the cursor left of the selected screen.
Right → arrow	Move the cursor right of the selected screen.

Preferences

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


Preferences

☐ Save default window state
 ☐ Save window size and position
 ☐ Save navigator section states
 ☒ Save navigator width
 ☒ Save notes content on log off
 ☐ Confirm on exit
 Number of recent entities to keep

☒ Creator automatically added to new case
 ☒ Creator automatically added to new incident report
 ☒ Creator automatically added to new information report
 ☒ Creator automatically added to new asset report
 ☒ Creator automatically added to new equipment report
 ☒ Creator automatically added to new property report
 ☒ Case contents - most recent first
 ☐ Automatically refresh case contents
 ☐ Alert when assigned as case officer

☐ Hide source entity template prompt
 ☒ Confirm attribute deletion
 ☐ Show the attribute popup to the left of the attribute list
 ☐ Use Spellchecker
 ☐ Spellchecker is not installed on this computer

Diagram
☐ Use identification images for entity 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
 0.00 ... ×
 0.00 ... ×

Task diversion (Recipient/Authoriser/Reviewer)

Task reminders
 First reminder days before completion date
 Second reminder days before completion date

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) kept 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**.



Preferences	
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	<input type="text" value="10"/>

Reset window size and position to default

Have the Creator Automatically Added to a New Case or Report

1. Select your User ID on the main menu.
2. Select the required options:

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

3. Select **Save**.

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

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.

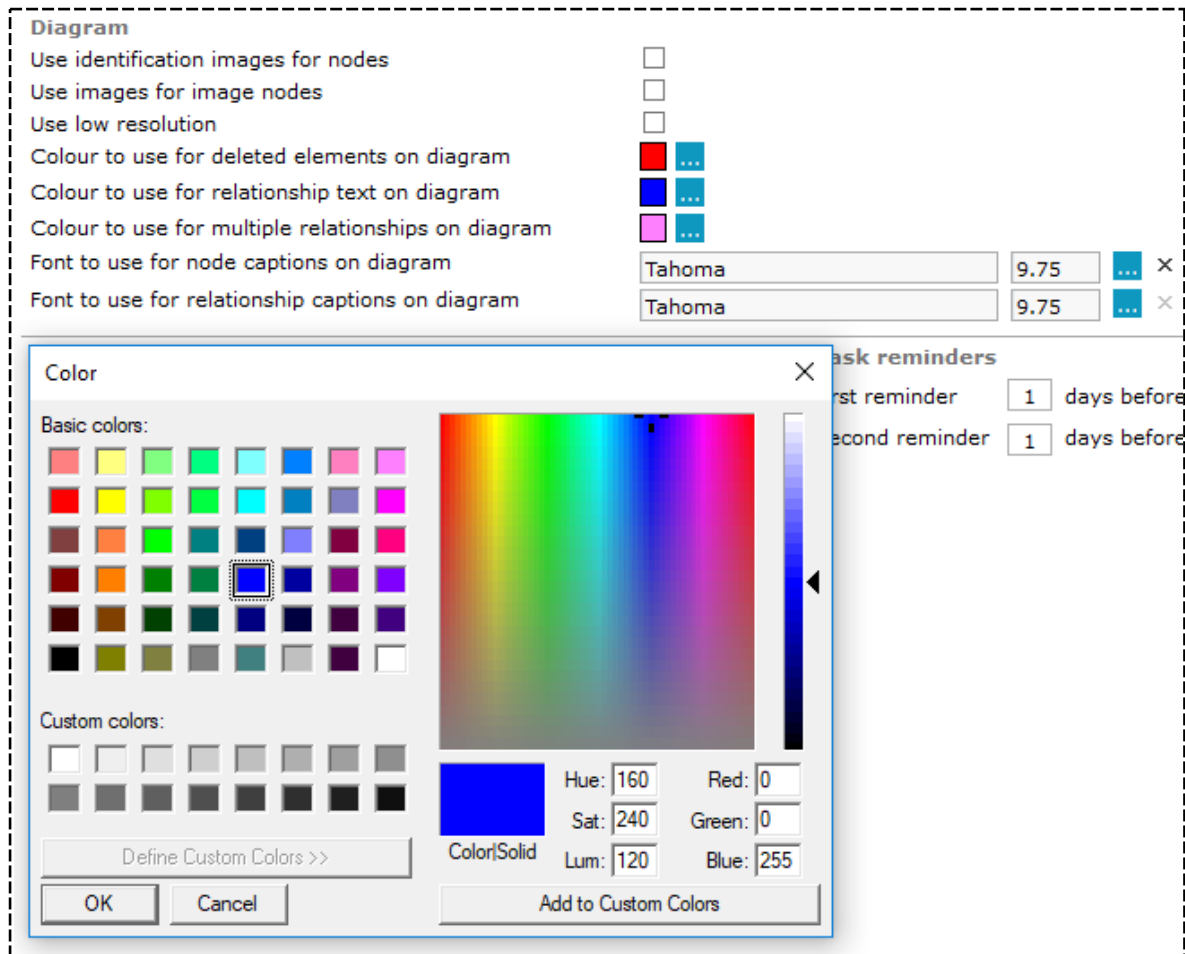
The language you choose must be recognized by your installation of Excel.

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**.



Access Task Options

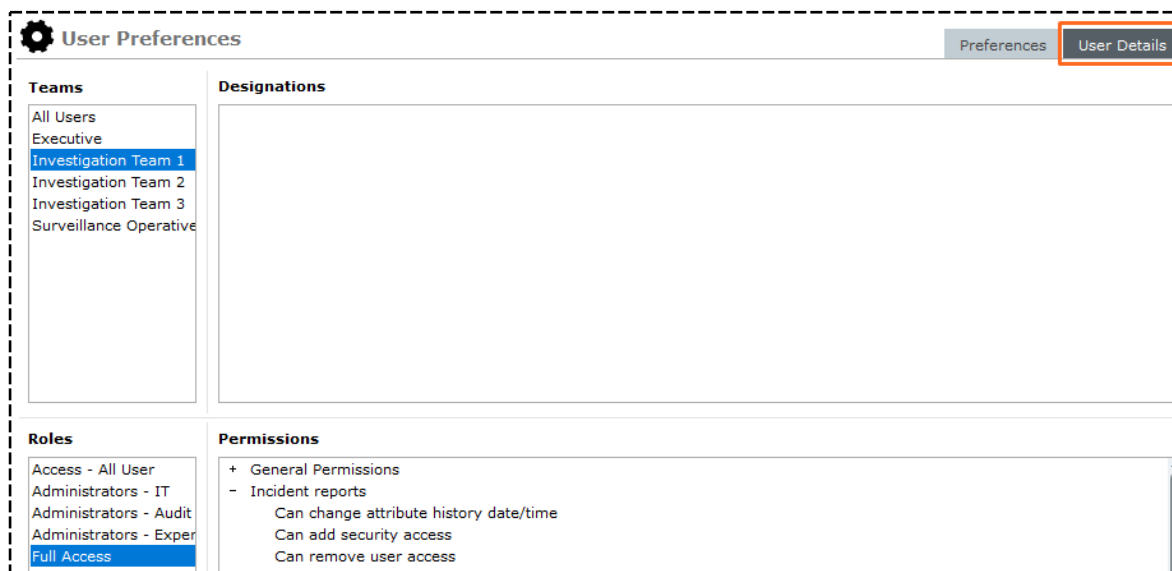
You can set up [reminders about tasks](#).

If you go on holiday you can [divert your tasks](#) to someone else while you're away.

See What You Have Permission to Access

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

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



Add Information in ICM – Example Workflow

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

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

1. [Create a case](#) – This is usually the first step in an investigation.

A case is an investigation file.

2. Convert to case – If you don't create a case directly you can convert a source entity (like a task, information report, or incident report) to a case.
3. Create a source entity – This is how you record all information that relates to an investigation.
You can create a source entity manually or by importing a Word document.
4. Add an entity – Add information about an entity (like an image, person, or address) to a source entity.
5. Create and record a task for an investigation.
6. Create and record a task result for an investigation.
7. Gather information – Use the [search](#) and [diagram](#) tools to analyse information that relates to the investigation.
8. [Close a case](#) – This happens when you're finished with an investigation.

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

NOTICEBOARDS

About Noticeboards

You can run online noticeboards for your organisation.

The noticeboard is like a bulletin board.

You can use it for:

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

You can:

- Post messages to boards you have been subscribed to.
You can't change a post you have made but you can delete it.
- Load historical posts into a board.
- Search within a board.

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


- They can restrict subscription to a noticeboard.
This means only an administrator can add and remove users from the subscription list.
Users can't subscribe or unsubscribe to noticeboards themselves.
- Users in a team, or users with access to a case, are automatically subscribed to Team and Case noticeboards.
If a user is removed from a case or team, and they have posts in that case or team noticeboard that haven't been reviewed, those posts will be marked as reviewed when the user is removed from the case or team.

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

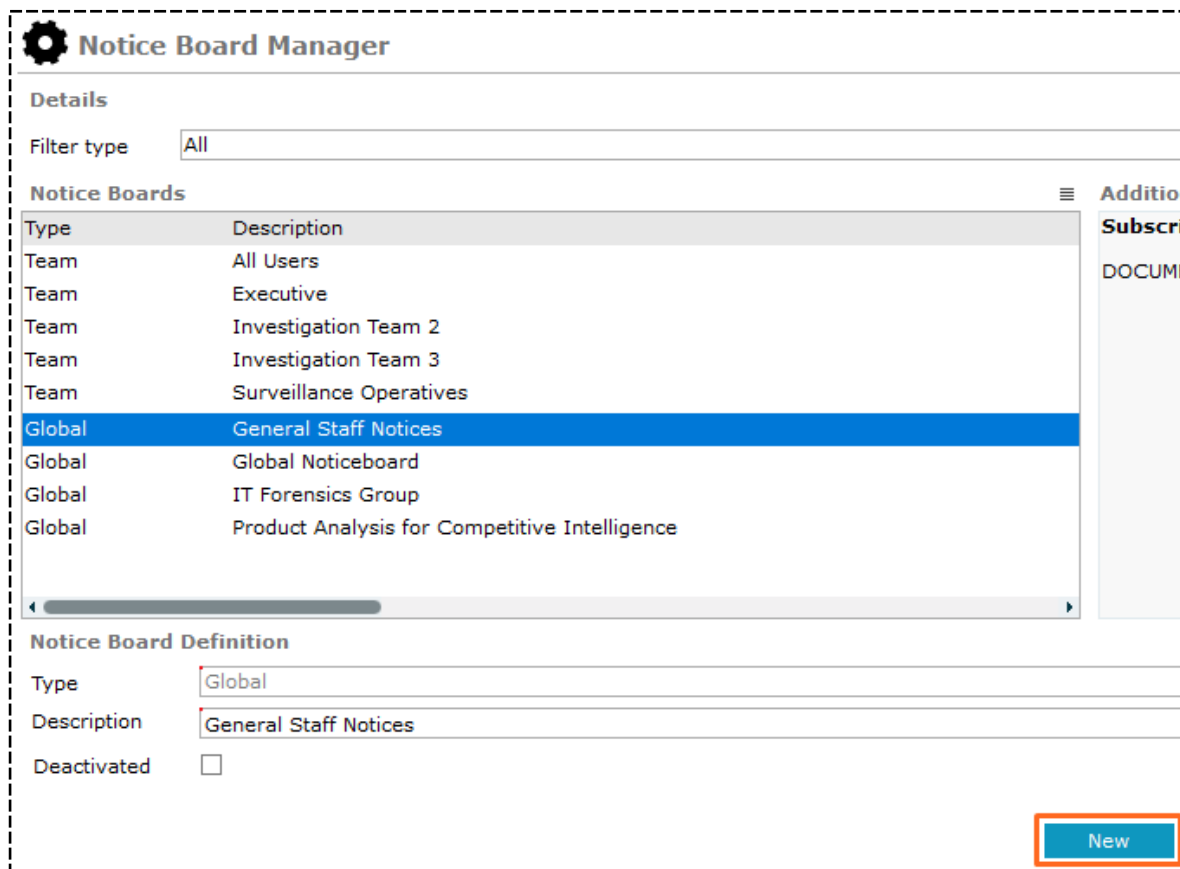
Deactivated ☐

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 displays the 'Notice Board Manager' interface. At the top, there is a gear icon and the title 'Notice Board Manager'. Below this is a 'Details' section with a 'Filter type' dropdown set to 'All'. The main section is titled 'Notice Boards' and contains a table with two columns: 'Type' and 'Description'. The table lists several noticeboards, with 'General Staff Notices' highlighted in blue. To the right of the table is a sidebar with a 'New' button highlighted in orange. Below the table is a 'Notice Board Definition' section with fields for 'Type' (set to 'Global'), 'Description' (set to 'General Staff Notices'), and a 'Deactivated' checkbox.

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: Global

Description: General Staff Notices

Deactivated: ☐

New

NoticeBoard Posts

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.

New message

☒ Urgent

Suspect spotted in MacDonalds car park

Post

5. Select **Post**.

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

New urgent noticeboard post

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.

OK

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

Task results

For Review 0	No Review 1	Accepted 0	Rejected 0
-----------------	----------------	---------------	---------------

Recent noticeboard posts

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 Search Clear

☐ Any words

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

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

DetailsContentsEntitiesAccessThreadsDisclosureDissemination

Details

Case officerDOCUMENTATION, Tech (JIDOC)

TitleHomicide - 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

AttributesDiagram

Selected

- Case Status (*)

- Open (24/04/2014)

H Closed (24/04/2014 09:34 - 24/04/2014 09:34)

H Open (10/04/2014 10:34 - 24/04/2014 09:33)

H Closed (25/09/2007 03:35 - 10/04/2014 10:33)

H 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

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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**

DetailsEntities (0)AccessComments (0)

Details

TitleBurglary

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

CreateBrowse...☐ Allow edit

Classification

When Actioned

31/12/200907:53

When happened

31/12/200906:32

AttributesDiagram

Selected

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


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Information Reports

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

- Not be directly related to an investigation
- Still happen
- Have happened
- 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

Attributes

Diagram

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

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.

Forensic Note 5

Details
Entities (0)
Access
Tasks (0)

Details

TitleForensic Report - J Smith

DescriptionFingerprint report showed prints on glasses matched those of Joseph Smith

Draft☒

Classification

When Actioned12/03/201411:20

Phase & LOEReviewDisclosure

PhasesLines of Enquiry

More Users Can Submit Case Notes for Review

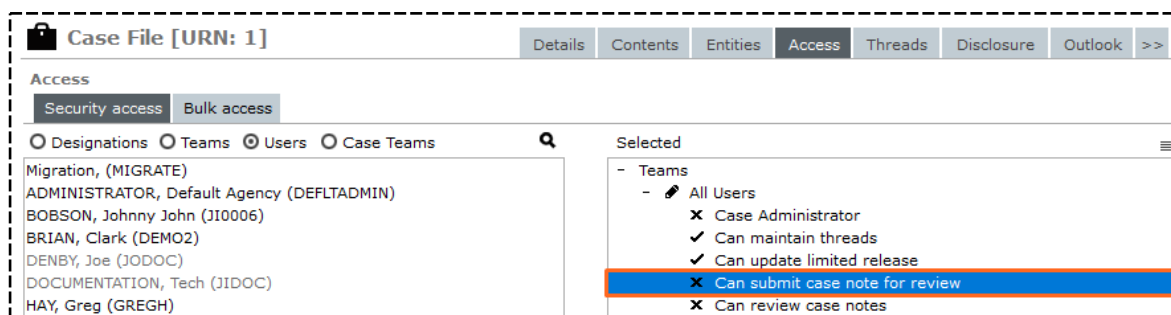
Previously, only the person who created a case note could submit it for review and select someone to review it.

Now other people assigned to the case can submit a case note for review.

To do this, they need the new **Can submit case note for review** permission.

To access this permission:

1. Open a case.
2. Select the **Access** tab.
3. Select a team, designation, or individual user.
4. Toggle the icon beside the **Can submit case note for review** permission to give the permission to a person or team.



Case Note Review Setting

When you create a case note, you no longer have to manually select the **No review required** checkbox. By default, case notes don't have to be reviewed.

You change this by editing the type of case note:

1. Select **Admin > Entity Definition > Types**.
2. Expand the type of case note.
3. Select **Edit**.
4. Select the **Options** tab.
5. Select the **Default to 'No review required'** checkbox.

The screenshot shows the 'General Case Note Entity Type' configuration page with the 'Options' tab selected. The 'Default to 'No review required'' checkbox is highlighted with a red box.

General Case Note Entity Type [Details] [Icons] [Entity types] [Relationships] [Security] [Usages] [Options] >>

Options

Default classification: [dropdown]

☐ Display warning when another user is updating

☐ Hide no access results on searches ☐ Exclude from duplicate identification ☐ Can only be created from a Case Note ☐ Check access at run time

☒ Allow file upload ☒ Allow bulk upload

☐ Default to 'No review required'

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.

 **General Task 5**

Details

Submission

Entities (0)

Details

Status

Complete

Title

Check tipped off location

Description

Check the location in the information report to verify whether Mark Harrison was there location

Draft☐

Priority

Immediate

Classification

Creator

DOCUMENTATION, Tec

Expected Completion Date

30/04/2009

Attributes

Diagram

Selected

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 application interface for 'Homicide Evidence Report 1-2014'. The interface includes a breadcrumb trail 'Homicide Evidence Report 1-2014 > Evidence'. Below this is a header bar with tabs: 'Details', 'Entities (0)', 'Items (1)', 'Access', 'History', 'Watches', and '>>'. The 'Items (1)' tab is selected. Below the header is a table with columns 'URN', 'Unique ID', and 'Title'. The table contains one row: 'HME-201', '893798732', and 'Knife at scene'. To the right of the table is a details panel with tabs 'Details', 'Continuities', and 'Actions'. The 'Details' tab is selected, showing 'Current location: Canterbury > Christchurch Central > Level 1 Exhibit Room > Compactus CEN-LVL1-001 > Shelf CEN-LVL1-001-02' and 'Can Contain Items: No'.

URN	Unique ID	Title
HME-201	893798732	Knife at scene

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

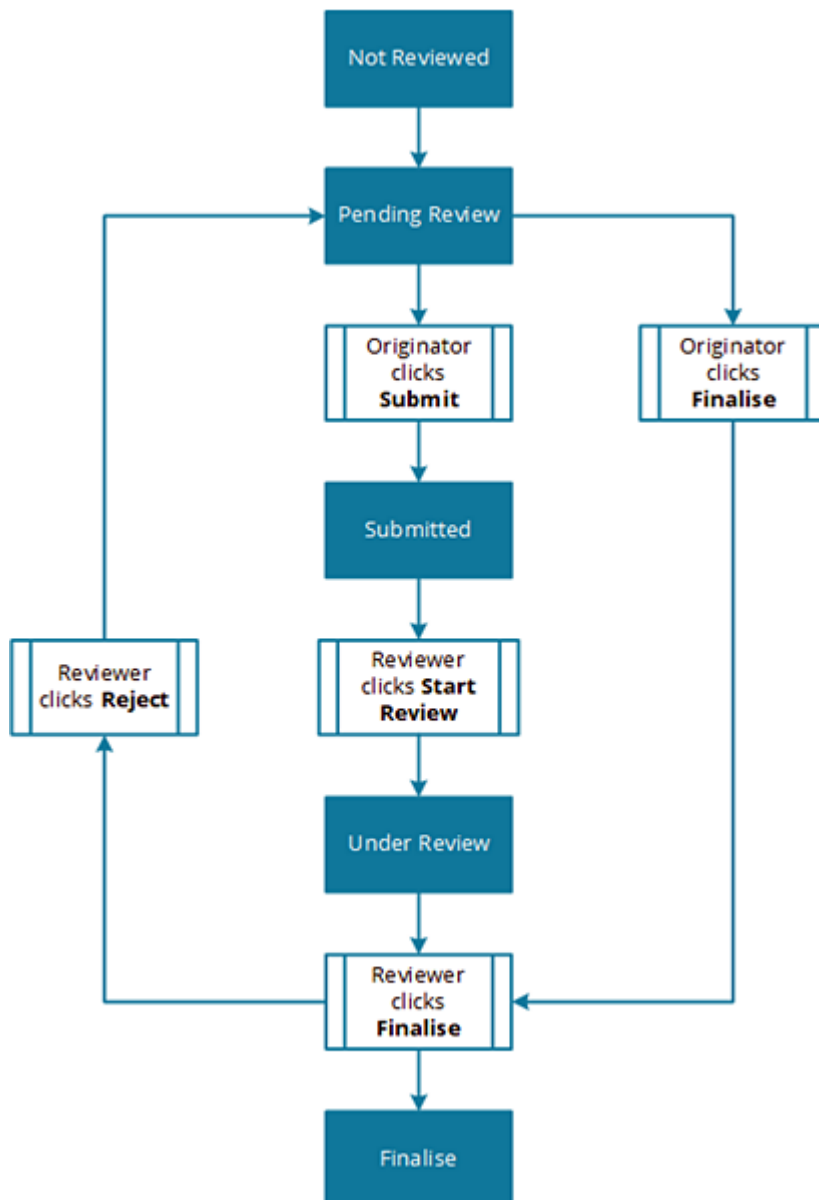
It's possible to make case notes, tasks, and task results subject to review before they're confirmed as valid components of a case. If this has been set up, the review always takes place before authorisation.

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

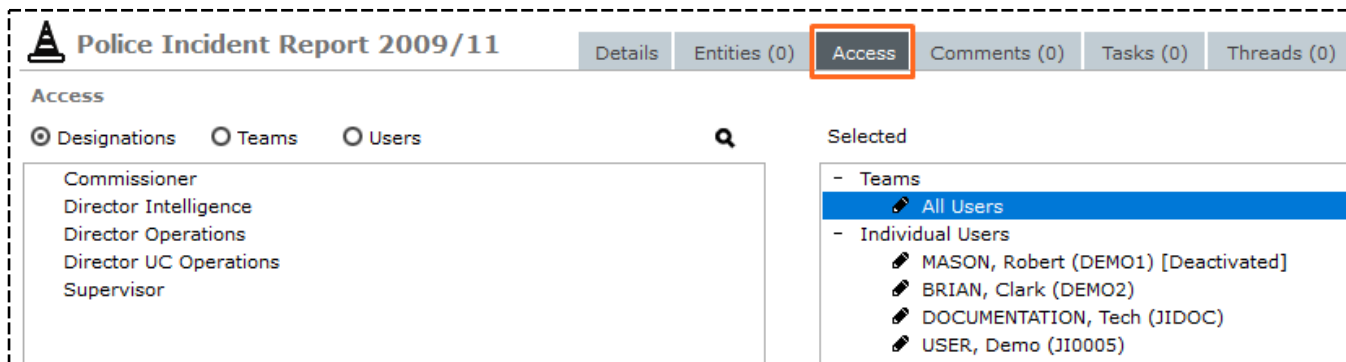
Security profiles control access to cases, incident reports, and information reports.

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.

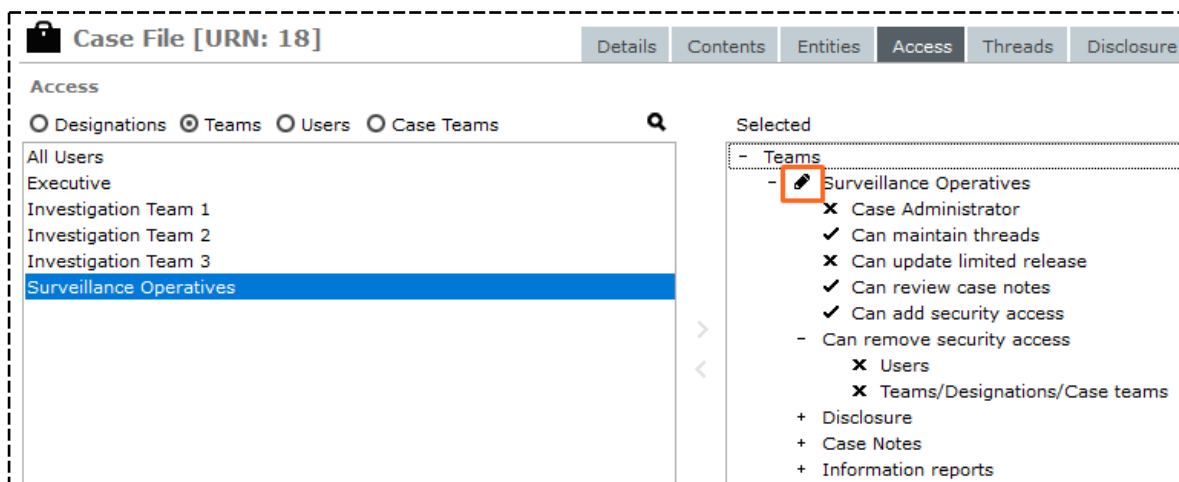
This is indicated by the View  icon.

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](#).




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 with 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

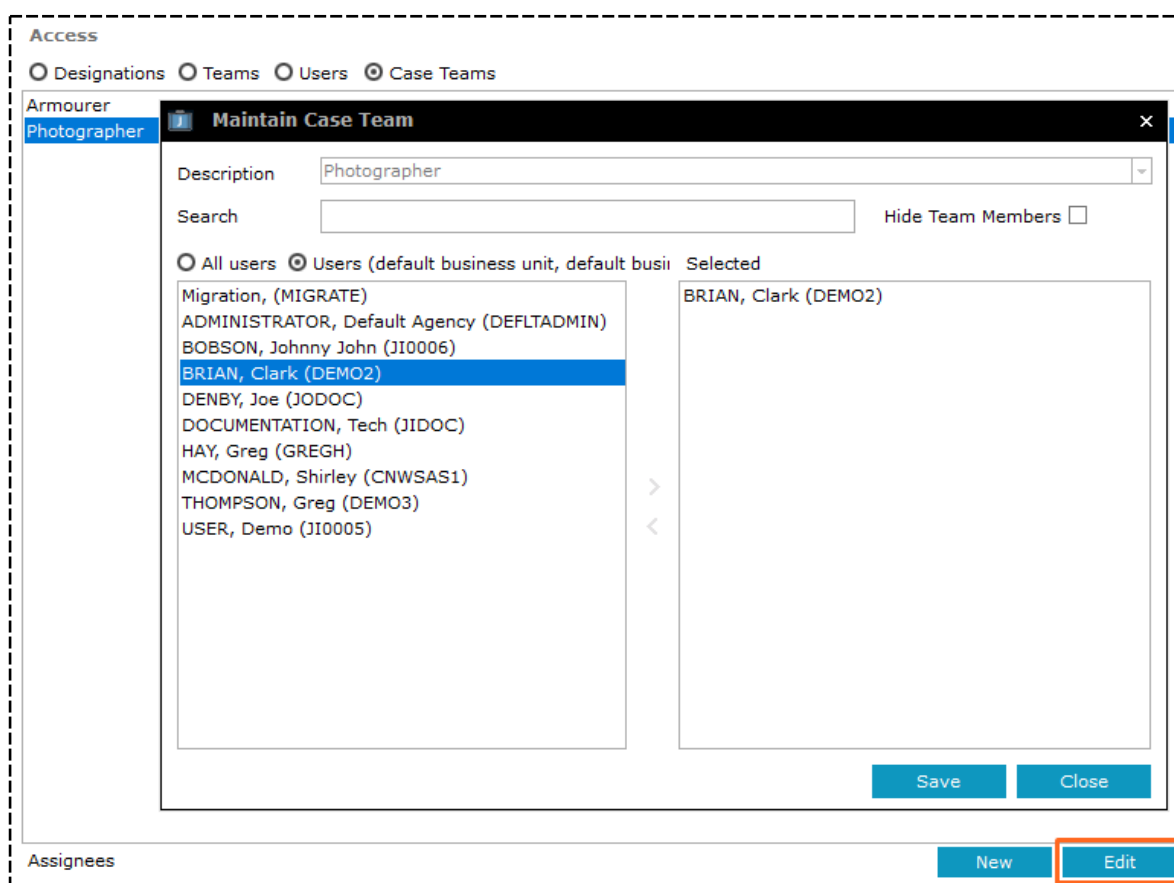
Edit

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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**.



Access

☐ Designations ☐ Teams ☐ Users ☒ Case Teams

Armourer
Photographer

Maintain Case Team [X]

Description: Photographer

Search: [] 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)


BRIAN, Clark (DEMO2)

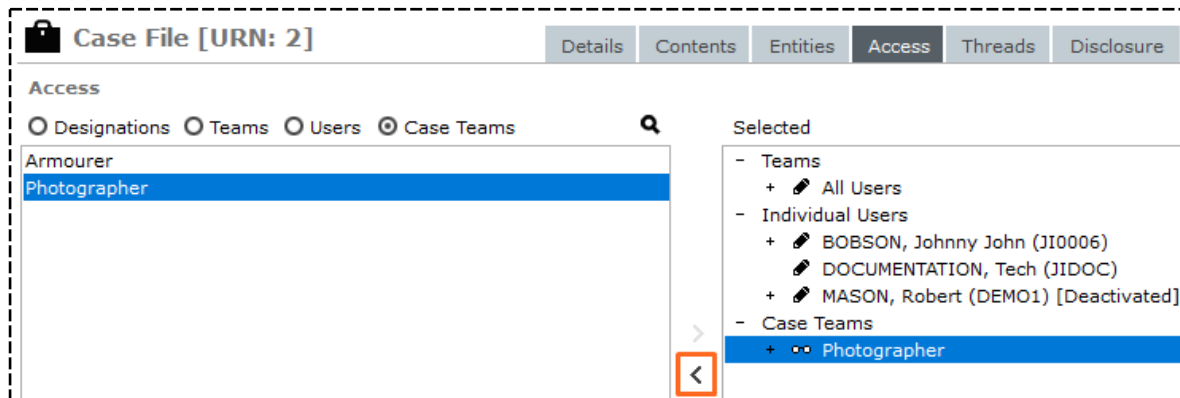
[>] [<]

Save Close

Assignees [New] **Edit**

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

Police Incident Report

Document Type

Document

Relationship

Referenced By

Security profile

default security profile

Document direct

☐

Security access

☒ Designations ☒ Teams ☐ Users

All Users

Executive

Investigation Team 1


Users in Surveillance Operatives

BRIAN, Clark (DEMO2)


DOCUMENTATION, Tech (JIDOC)

Selected

- Teams

 Surveillance Operatives

- Individual Users

 DOCUMENTATION, Tech (JIDOC)

Directory

C:\Users\cnwsh8\Documents\My Profiles\Incident Report

Browse

Clear

☐ Include sub-directories

Unselect all

Sel	File	Bytes	Date modified
<input checked="" type="checkbox"/>	C:\Users\cnwsh8\Documents\My Profiles\Incident Report		
<input checked="" type="checkbox"/>	Incident Report.docx	11716	12/07/2017 15:43

Document

Incident Report – Import

Who dunnit?

Mrs. Appleby in the living room with a rolling

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: [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

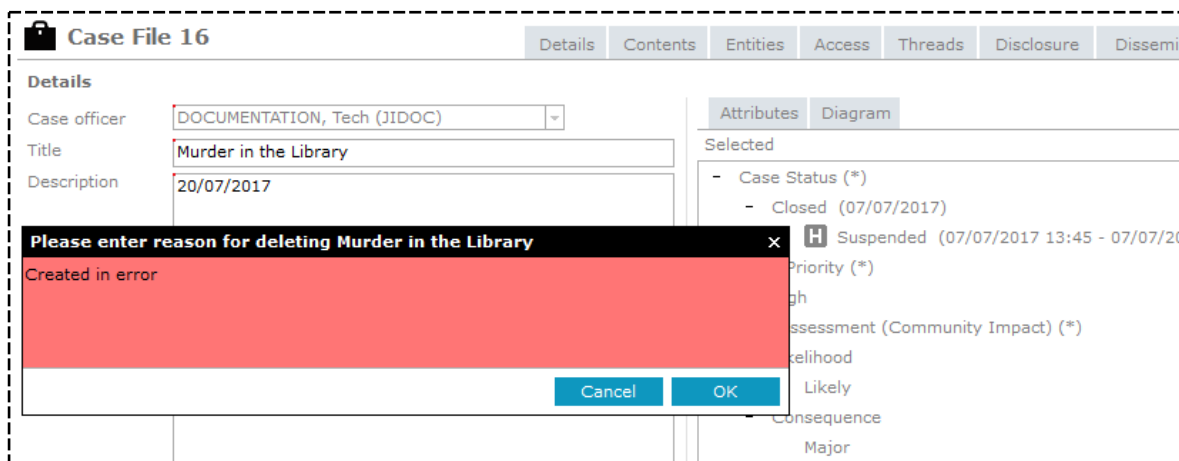
- IR Status (*)
 - Validated
 - Validating Officer (+)
ADMINISTRATOR, Default Agency (DEFLTADMIN)
- IR Source (*)
General Public
- Activity Type (*) (+)
Vehicle Theft
- Admiralty Rating (*)
 - Source Reliability
C - Fairly Reliable
 - Information Accuracy
2 - Probably True

[Copy as new](#) [Save](#) [Delete](#) [Close](#)

Delete a Source Entity

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

To see a deleted source entity, do an audit or [reinstate the entity](#).



Reinstate a Deleted Source Entity

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

1. Open the source entity you want to reinstate.
It might be available in the Recent section of the Navigator.
2. Select **Cancel** to acknowledge and close the *Reason Deleted* window.
3. Select **Undelete**.
4. Select **Yes** to confirm you do want to reinstate the entity.



Change an Entity's Classification

Your agency might have a data access restriction policy.

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

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

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

To change an entity's classification:

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

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

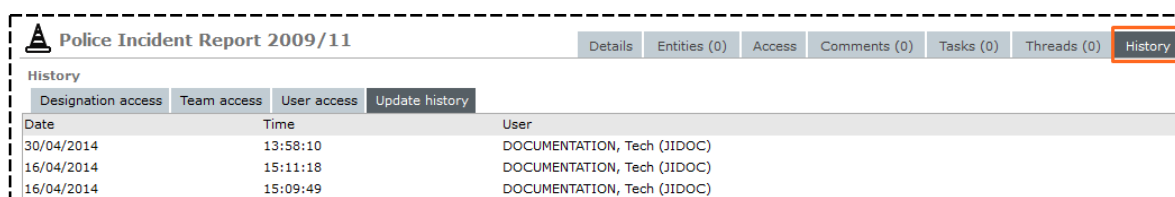
Classification: **Restricted** (selected)
Top Secret
Secret
Confidential
Restricted
Unclassified

When Actioned: 19:26

Disclosure

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.



The screenshot shows a web interface for a case titled "Police Incident Report 2009/11". At the top, there are tabs for "Details", "Entities (0)", "Access", "Comments (0)", "Tasks (0)", "Threads (0)", and "History". The "History" tab is selected and highlighted with a red box. Below the tabs, there is a sub-tab bar with "Designation access", "Team access", "User access", and "Update history". The "Update history" subtab is selected. The main content area displays a table with three columns: "Date", "Time", and "User".

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.

Forensic Note [URN: 4] Details Entities (3) Access Tasks (0) **Threads (*)**

Threads

- [4] Evidence
 - [6] Fingerprint Report
- [19] Sighting of Black Toyota
 - [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
 - [36] Addendum to Forensic Report

Title	Sighting of Black Toyota
Description	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 set up the reports. If you don't set up 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](#).

 **Police Incident Report 2014/1**

Details

Entities (0)

Access

Comments (1)

Tasks (1)

Details

Attributes

Diagram

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

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) | T

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, Default
- 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**.



 **Police Incident Report 2014/1**

Details Entities (0) Access **Comments (1)**

Comments

14/04/2014 14:29 DOCUMENTATION, Tech (JIDOC)
Witnesses required to confirm reporters statement.

Add new comment

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 set up 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

Attributes

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

Case officer: DOCUMENTATION, Tech (JIDOC)

Title: Check local garages for cars matching description

Description: 29/03/2014

S W

Classification:

Security access

Designations Teams Users Case Team Selected

Migration, (MIGRATE)

ADMINISTRATOR, Default Agency (DEFLTADMI)

BOBSON, Johnny John (J10006)

Selected

- Teams
 - + ∞ All Users
 - + ∞ Investigation Team 1

Attributes

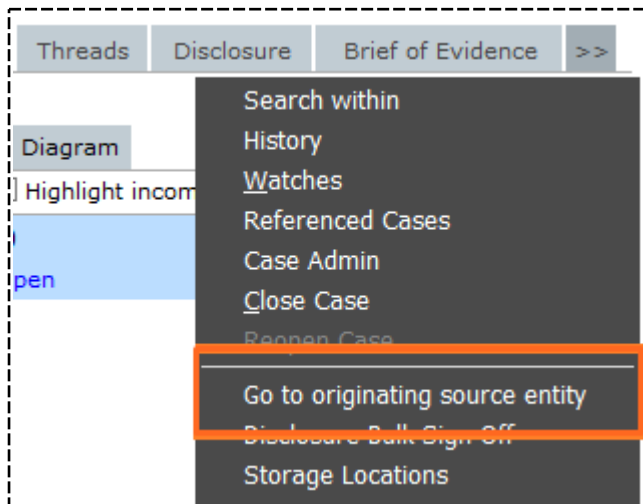
Selected

- Status (*)
 - Open

Value: Open

Open the Originating Source Entity for a Case

If you created a case from a source entity—like an incident report, for example—you can open the originating source entity from that case from the Overflow **>>** tab. You don't have to go to the **Contents** tab.



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.

A screenshot of the 'Case File 2' interface. The 'Contents' tab is selected and highlighted with an orange box. Below the tabs, there are sub-tabs: 'Log View', 'Static View', 'Thread View', 'Task View', 'Property Reports', 'Property Items', 'Phases', and 'Lines of Enquiry'. The 'Log View' sub-tab is active. It displays a table of case activities. The table has columns: 'URN', 'Reported Date', 'Time', 'Key', 'Type', '#', 'Title', and 'Creator'. The table contains 15 rows of data. The row with URN '2' is highlighted in red. Below the table, there are 'Details' and 'Additional Details' sections. The 'Details' section has fields for 'Title' and 'Description'. The 'Additional Details' section is empty.

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: xogbb	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)

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]

DetailsContentsEntitiesAccessThreadsDisclo

Contents

LogPinnedThreadsTasksProperty ReportsProperty ItemsPhasesLines of Enquiry

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

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.

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.

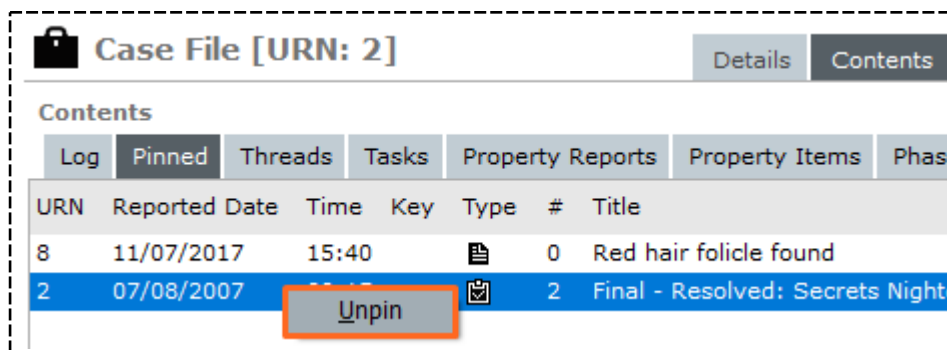
This makes it easier to access important entries:

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**.



Case File [URN: 2] Details Contents

Contents

Log	Pinned	Threads	Tasks	Property Reports	Property Items	Phas
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

Unpin

See the Threads Between Source Entities in a Case

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

Case File [URN: 1]

Details Contents Entities Access

Contents

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

Existing thread relationships

- [1] Vehicle Owner Contacted
- [2] Vehicle Recovered - SM2332
- [3] Vehicle Owner Contacted
- [1] Forensic Examination Result - SM2332
- [4] [Draft] Vehicle Owner Contacted Regar
- [5] Vehicle Collected By Owner
- [1] Case Closed
- [13] shop window smashed (deleted)
- [3] test title (deleted)
- [31] Images of Vehicle
- [7] Paint analysis from stolen vehicle
- [51] Body found in ditch

Selected thread tree

- [2] Vehicle Recovered - SM2332
 - [3] Vehicle Owner Contacted
 - + [51] Body found in ditch

Details

Title Vehicle Recovered - SM2332

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.

Addi
Attri

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 displays the 'Case File [URN: 2]' interface. The 'Contents' tab is selected, and the 'Tasks' subtab is highlighted with an orange border. Below the subtabs, a table lists tasks with columns for URN, Title, and Expected Completion Date. A 'Filter Options' dialog is open over the table, allowing users to filter tasks by Title, Type, Creator, and Creation Date.

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/	24/10/2017 17:57	Drug Warrant Seizu	0	(Copy of) (Copy of) Search of 24532 Verne St			
DWS-2017/	24/10/2017 17:55	Drug Warrant Seizu	0	(Copy of) Search of 2453			
2014/7	05/05/2014 11:44	Drug Seizure Report	0	er Drive, Greator			
DWS-2017/	30/08/2017 11:01	Drug Warrant Seizu	0	of 24532 Verne St			
5-2017	30/08/2017 10:47	Homicide Evidence R	0				
DWS-2017/	30/08/2017 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 > Q
2015/9	10/11/2015 12:17	Drug Item	2015.11.04.003	Baseball bat with exposed nails	Canterbury > CH Exhibit Room > Q
2015/10	10/11/2015 12:18	Drug Item	2015.11.04.004	Black lock box	Canterbury > CH Exhibit Room > Q
2015/11	10/11/2015 12:22	Drug Item	2015.11.04.005	bag of methamphetamine	Canterbury > CH Exhibit Room > Q
2015/12	10/11/2015 12:22	Drug Item	2015.11.04.006	bag of methamphetamine	Canterbury > CH Exhibit Room > Q
2015/13	10/11/2015 12:22	Drug Item	2015.11.04.007	bag of methamphetamine	Canterbury > CH Exhibit Room > Q
2015/14	10/11/2015 12:23	Drug Item	2015.11.04.008	bag of methamphetamine	Canterbury > CH Exhibit Room > Q

Filters
Show Legend
Export Table to Excel

Details

Title
bag of methamphetamine
Description
bag of methamphetamine

Actions (0)
Attributes
Continuities (1)

10/11/2015 12:22
Movement: Person to storage location
Type: Acquisition
Direction: In
From: DENBY, Joe (JODOC)

See Phases of Investigation for a Case

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

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

See [Phases in an Investigation](#).

Case File [URN: 1]

Details Contents Entities Access Threads Disclosure Brief

Contents

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

Phases

- Undefined
- Evidence Management
- Scene Management

Entity type

- Case Note
- Forensic Note
- General Case Note
- Task
- General Task

Forensic Note

[7] Paint analysis from stolen vehicle

Details

Title Paint analysis from stolen vehicle

Description Paint analysis from stolen vehicle - paint from stolen vehicle potentially found at accused address garage. Door shows signs of scuff marks consistency with paint colour of vehicle and corresponds with witness statement from lodger alleging that accused "nugged" vehicle with garage door the first time witness saw accused with vehicle. Paint analysis may link vehicle with accused.

Additional Details

Attributes

Request Date: 30/05/2014

See the Lines of Enquiry for a Case

To see the source entities for a case and the lines of enquiry they're 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.

The screenshot displays the 'Case File [URN: 1]' interface. The top navigation bar includes tabs for Details, Contents, Entities, Access, Threads, and Disclosure. The 'Contents' tab is active, and within it, the 'Lines of Enquiry' subtab is selected and highlighted with a red border. The main content area is divided into three panels: 'Lines of Enquiry' on the left, 'Entity type' in the center, and 'General Case Note' on the right. The 'Lines of Enquiry' panel lists 'Undefined', 'Immediate family members', and 'Other similar activity in area', with the last one selected. The 'Entity type' panel shows a hierarchy with 'Case Note' and 'General Case Note'. The 'General Case Note' panel displays a note titled '[4] [Draft] Vehicle Owner Contacted'. Below the main content area, the 'Details' section shows the 'Title' as 'Vehicle Owner Contacted Regarding Found Claim Check' and a 'Description' of the contact. To the right of the details is an 'Additional Details' section with an 'Attributes' subheader.

Case File [URN: 1]	
Contents	
Log Pinned Threads Tasks Property Reports Property Items Phases Lines of Enquiry	
Lines of Enquiry	Entity type
Undefined	- Case Note
Immediate family members	General Case Note
Other similar activity in area	
General Case Note	
[4] [Draft] Vehicle Owner Contacted	
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	

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.

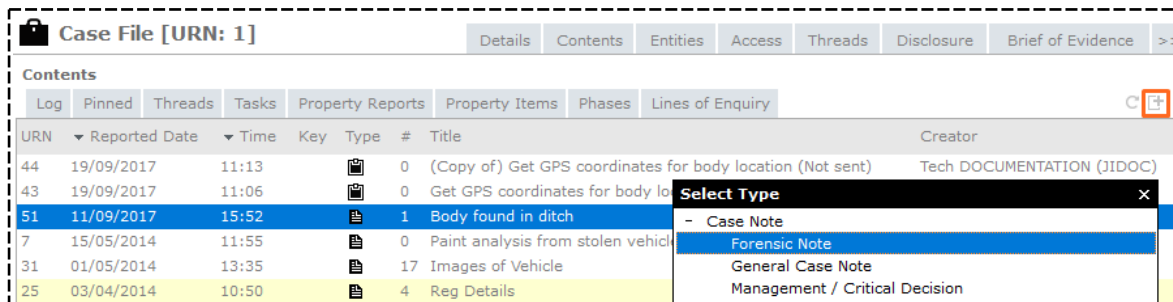
Your administrator can enable this feature by selecting the **Allow source docs directly introduced to case** checkbox on the **Options** tab of the **System Settings** screen.

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

Case File [URN: 1]									
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	(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. The 'Contents' tab is selected, displaying a table of case items. A right-click context menu is open over the item with URN 51, showing the 'Select Type' option. The table has columns for URN, Reported Date, Time, Key, Type, #, Title, and Creator. The 'Select Type' menu lists options: Case Note, Forensic Note, General Case Note, and Management / Critical Decision.


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	
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	

Select Type

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

Import Case Notes from a CSV File

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

 **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

Rank

First name

Middle name

Gender

D.O.B.

Contact Number

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, showing a list of available phases: Evidence Management, Information Gathering, Scene Management, Witness Management, and Witness Protection. The 'Evidence Management' phase is selected and moved to the 'Selected' list. The 'Apply' button is visible at the bottom of the dialog. Below the dialog, the 'Phase & LOE' subtab is selected, showing a table with two columns: 'Phases' and 'Lines of Enquiry'. The 'Evidence Management' phase is listed under 'Phases', and the corresponding 'Lines of Enquiry' is 'Undefined'. The 'Options' icon (≡) is highlighted with a red box.

Available	Selected
Evidence Management	Evidence Management
Information Gathering	
Scene Management	
Witness Management	
Witness Protection	

Phases	Lines of Enquiry
Evidence Management	Undefined

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.

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

Details

Title: Reg Details

Description: Reg details

Draft: ☐

Classification:

☐ Apply closure security

When Actioned: 03/04/2014

Phase & LOE Review **Disclosure**

☐ Excluded

☒ Signed off for disclosure

Comments

Comments

Upload PDF

Disclosure Sign Off Comments

Fine to disclose

OK Cancel

Specify When People Need to Enter Comments for a Disclosure

For managing a disclosure, a case officer can specify when people in your organisation need to enter comments:


1. Open a case.
2. Select the **Disclosure** tab.
3. Select the **Options** subtab.
4. Select the checkboxes when you want people to enter comments:
 - Finalising a Disclosure Index
 - Unfinalising a Disclosure Index
 - Verifying a Disclosure Index
 - Unverifying a Disclosure Index
 - Rejecting a Disclosure Index


The screenshot shows the 'Case File [URN: 2]' interface. At the top, there are tabs for 'Details', 'Contents', 'Entities', 'Access', 'Threads', and 'Disclosure'. The 'Disclosure' tab is selected. Below it, there are subtabs for 'Options', 'Indexes', 'Disclosure Items', and 'Schedules'. The 'Options' subtab is selected and highlighted with a red box. Under the 'Options' subtab, there are two sections: 'Verification' and 'Comments'. The 'Verification' section has a checkbox labeled 'Requires' followed by a text input field containing '0' and the word 'verifiers'. The 'Comments' section has five checkboxes, all of which are checked: 'Show Comments box when Finalising a Disclosure Index', 'Show Comments box when Unfinalising a Disclosure Index', 'Show Comments box when Verifying a Disclosure Index', 'Show Comments box when Unverifying a Disclosure Index', and 'Show Comments box when Rejecting a Disclosure Index'.

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]**

DetailsEntities (4)AccessTasks

Details

Title

Reg Details

Description

Reg details

Draft

☐

Classification

☐ Apply closure security

When Actioned

03/04/2014

10:50

Phase & LOEReviewDisclosure

Phases

Lines of Enquiry

Evidence Management

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.

System Settings

Options | Security | Agency | Backup & Housekeeping | Maps | Disclosure | Case Closure

Options

Country: United States ☒ Allow multiple time zones

Database ID: Demonstration ☐ Laptop system

Environment: Demonstration

Application name: ICM

Language: English (New Zealand) [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 ☐

Allow source entities directly added to case ☒ (Allow source entities to be introduced directly into a case without a proxy case note)

Single source entity relationship ☐ (Allow only one relationship type to be configured between a source entity and any entity)

Include default source entity relationship ☐ (Include the system default relationship type 'references' <-> 'is referenced in' in the dropdown list)

Enable Phase and Line of Enquiry feature ☒ **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 Interview with James Kite

Description Interview with James Kite who was seen near the dumpster at 1:23 am where a body of Roland Yikes was found on the morning of 5th October 2014 .

Draft ☐

Classification Confidential

☒ Apply closure security

When Actioned 10/08/2015 11:35

Phase & LOE Review Disclosure

Phases Lines of Enquiry

Undefined Undefined

Attributes Diagram

Selected

- Title

Mr

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 set up these business rules to apply to specific entity types (information report, incident report, person, vehicle, etc).

Unfinalise a Case Note

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

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

The screenshot shows the 'Review' tab of a case note. The 'Status' is 'Finalised' and 'Finalised by' is '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.

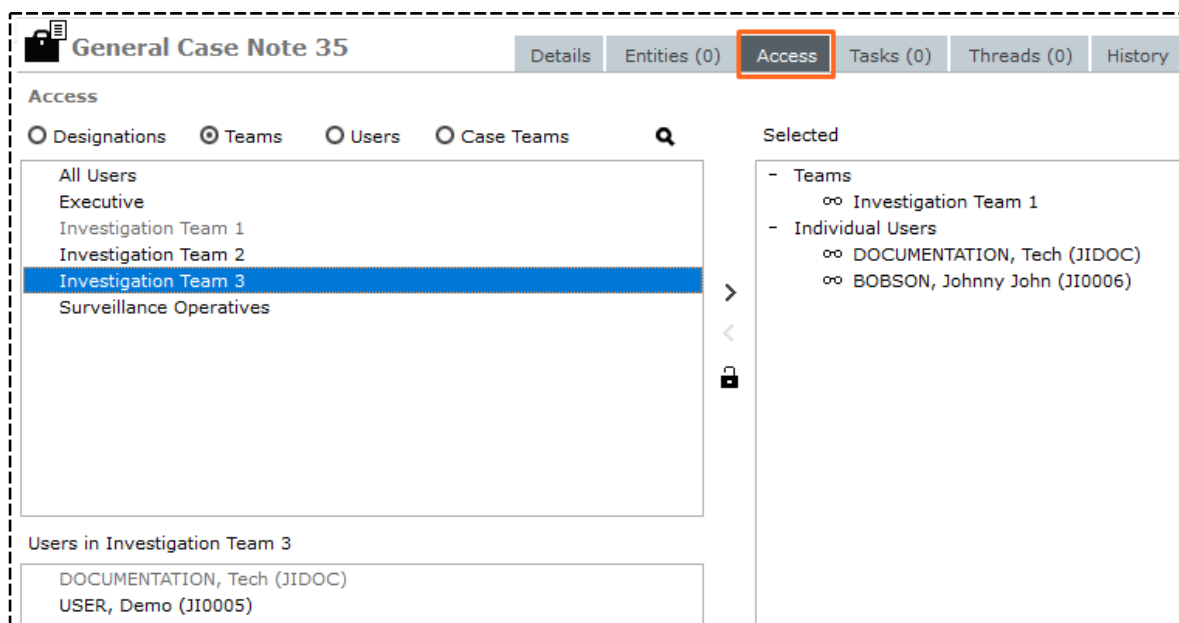
4. Confirm the status change and enter some comments about your changes.
The review status of the case note is now *Rejected by reviewer*.
5. Edit the case note and finalise it again.

The screenshot shows the 'Review' tab of a case note. The 'Status' is 'Rejected by reviewer' and 'Rejected By' is '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**.



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're 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]**

DetailsEntities (24)AccessTasks (0)Threads (0)HistoryConvergence >>

Convergence (24 Entities)




MatchesRelated 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

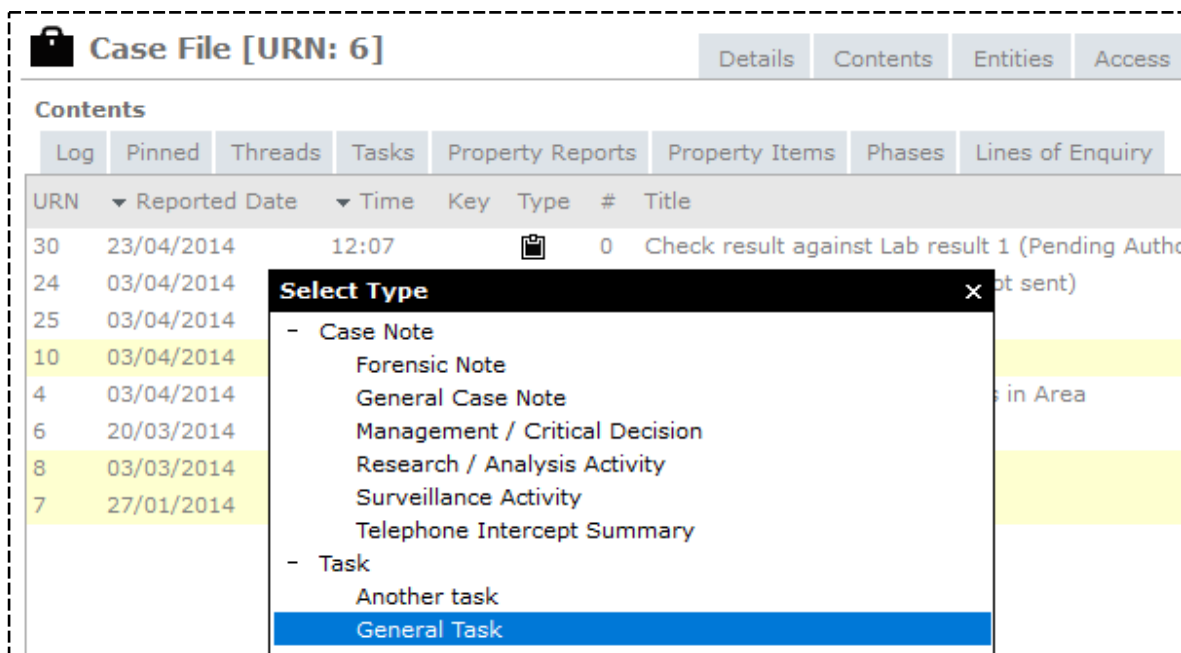
Refresh

   H

Copy as newSaveDeleteClose

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. The 'Contents' tab is active, displaying a table with columns: URN, Reported Date, Time, Key, Type, #, and Title. A 'Select Type' dialog box is open, showing a list of task types under two categories: 'Case Note' and 'Task'. 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 Autho
24	03/04/2014					ot sent)
25	03/04/2014					
10	03/04/2014					
4	03/04/2014					s 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 Entities and Case Notes into a Case

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



The image shows a screenshot of the 'Entity Import From File' dialog box. The dialog has a title bar with a document icon and the text 'Entity Import From File'. Below the title bar are four tabs: 'Details', 'Layout', 'Entities', and 'Configuration'. The 'Details' tab is selected. Inside the 'Details' tab, there are two sections. The first section is labeled 'Format' and contains a dropdown menu set to 'Comma separated (CSV)' and a checkbox labeled 'File contains a header row' which is checked. The second section is labeled 'File name' and contains a text input field and a blue button with three dots '...'.

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. The 'Contents' tab is selected, displaying a table with columns: URN, Reported Date, Time, Key, Type, #, and Title. The table contains several rows, with the row having URN 25 highlighted in blue. A context menu is open over this row, showing options: Pin, New, Edit, Search to add, Count Summary, Quick filter, and Remove Relationship. The 'Remove Relationship' option is highlighted with an orange border. The table also shows rows with yellow shading, indicating external source entities.

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 'Police Incident Report' category is expanded, showing a list of incidents. The incident '[2017/1] Burglary' is highlighted with a red box. The main panel displays the 'Case File [URN: 6]' with tabs for 'Details' and 'Contents'. The 'Contents' tab is active, showing a table of case contents. A 'Confirm' dialog box is overlaid on the table, asking for confirmation to link the selected incident to the case.

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

Confirm

Burglary will be added to case Theft of Vehicle

Please confirm

Yes **No**

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're associated with.
7. Select the **Lines of enquiry** subtab to see the entities for the case and the [lines of enquiry](#) they're associated with.

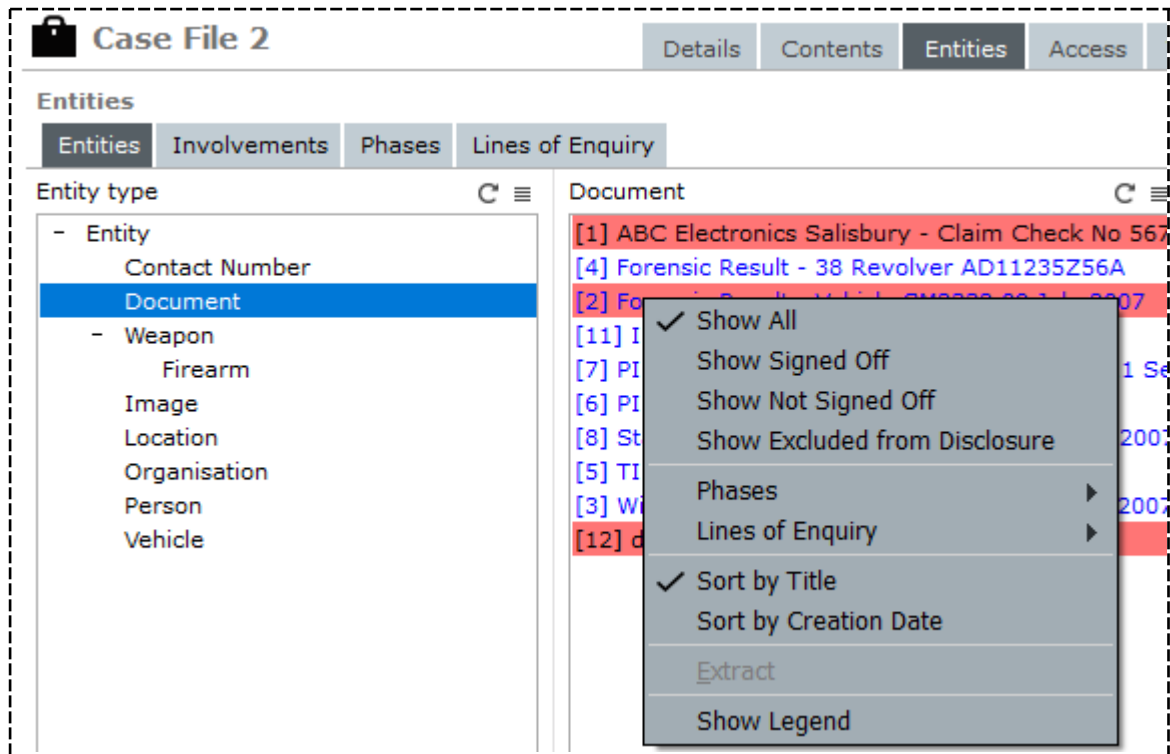
Phases and line of enquiry only display if your administrator has set up these features.

The screenshot displays the 'Case File 2' interface with the 'Entities' tab selected. The 'Entities' subtab is also active, showing a list of entity types on the left and a list of documents in the center. 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	Source entities [1] Forensic Examination Result - SM2332 Attributes Forensic Result - Vehicle SM2332 09 July 2007 Uploaded from: C:\Documents and Settings\cnwsm7\Desktop\Forensic Report.doc Classification: Locked: No Versioning enabled: Yes Open release: No Limited release: No
Contact Number	[4] Forensic Result - 38 Revolver AD11235Z56A	
Document	[2] Forensic Result - Vehicle SM2332 09 July 2007	
- Weapon	[11] Information Report - SMITH	
Firearm	[7] PIN Register - 410349223201 July 2007 to 11 Sep	
Image	[6] PIN Register Request Form - 4103492232	
Location	[8] Statement - Mark HARRISON20 September 2007	
Organisation	[5] TI Warrant No: 1234A	
Person	[3] Witness Statement - Jane EVANS05 August 2007	
Vehicle	[12] document	

Filter and Sort Entities Linked to a Case

1. Open the required case.
2. Select the **Entities** tab.
3. Select an entity type to display a list of the entities associated with the case in the middle pane.
4. Select the Options ≡ icon for the middle pane or right-click in the middle pane to display the filter and sort options:
 - **Show All** – See all entities.
 - **Show Signed Off** – See the entities that have been signed off for disclosure.
This only applies to entities that have been subjected to the disclosure process.
 - **Show Not Signed Off** – See the entities that haven't been signed off for disclosure.
This only applies to entities that have been subjected to the disclosure process.
 - **Show Excluded from Disclosure** – See the entities that have been excluded from disclosure.
This only applies to entities that have been subjected to the disclosure process.
 - **Phases:**
 - **Show All** – See entities assigned to any phase.
 - **Show Selected** – Select one or more phases that entities must belong to in order to be displayed.
 - **Line of enquiry:**
 - **Show All** – See entities assigned to any line of enquiry.
 - **Show Selected** – Select one or more lines of enquiry entities must belong to in order to be displayed.
 - **Sort by Title** – Sort the list of entries by title.
 - **Sort by Creation Date** – Sort the list of entries according to when they were created.
 - **Export** – Export the entity to a spreadsheet.
You can include entity relationships and specify the attributes you want exported.
 - **Show Legend** – See what the colours used for shading entity listings indicate.




Linking Cases

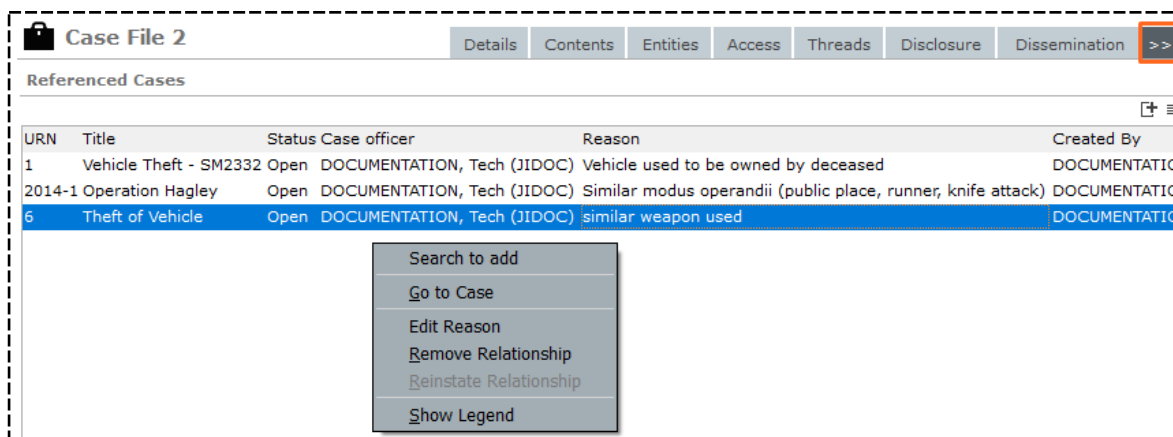
Cases can be related to each other in several ways. For example, they might be related through:

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

Link Two Cases

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

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




The screenshot shows the 'Case File 2' interface. At the top, there are tabs: Details, Contents, Entities, Access, Threads, Disclosure, and Dissemination. The 'Dissemination' tab is active, and a red box highlights the '>>' button next to it. Below the tabs is the 'Referenced Cases' section, which contains a table with the following columns: URN, Title, Status, Case officer, Reason, and Created By. The table has three rows of data. The third row is highlighted in blue. A right-click context menu is open over the table, showing options: Search to add, Go to Case, Edit Reason, Remove Relationship, Reinstate Relationship, and Show Legend.

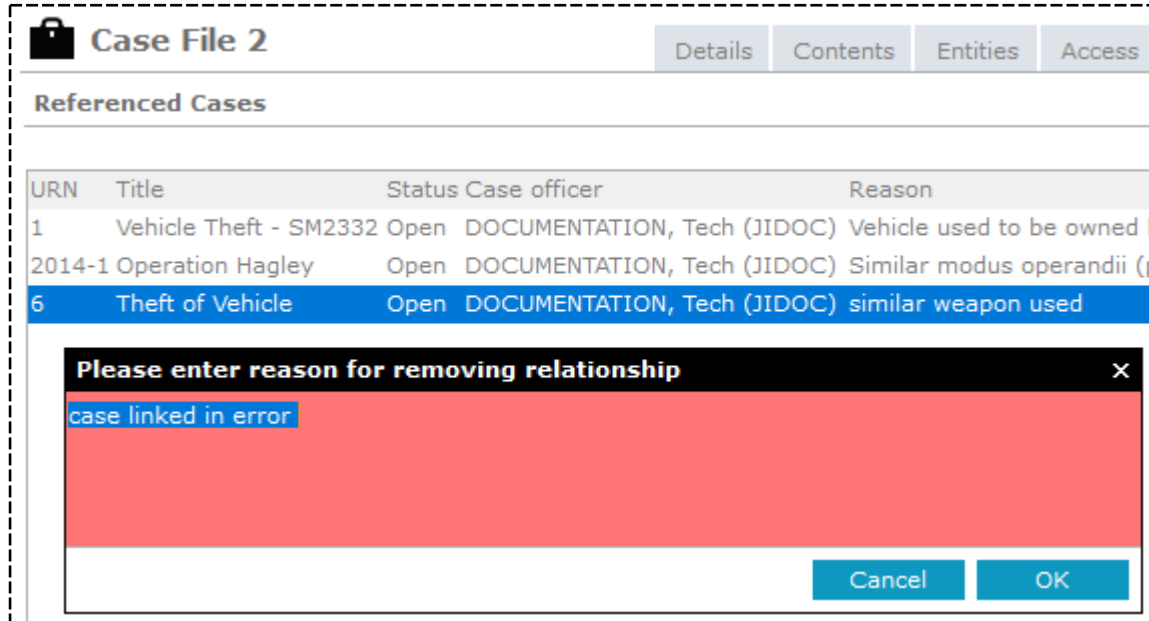
URN	Title	Status	Case officer	Reason	Created By
1	Vehicle Theft - SM2332	Open	DOCUMENTATION, Tech (JIDOC)	Vehicle used to be owned by deceased	DOCUMENTATIO
2014-1	Operation Hagley	Open	DOCUMENTATION, Tech (JIDOC)	Similar modus operandii (public place, runner, knife attack)	DOCUMENTATIO
6	Theft of Vehicle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

- Search to add
- Go to Case
- Edit Reason
- Remove Relationship
- Reinstate Relationship
- 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 displays 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 modal dialog titled 'Please enter reason for removing relationship' is open, showing the text 'case linked in error' in a red box. The dialog 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 deceased
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

A context menu is open over the row with URN 6. The menu options 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

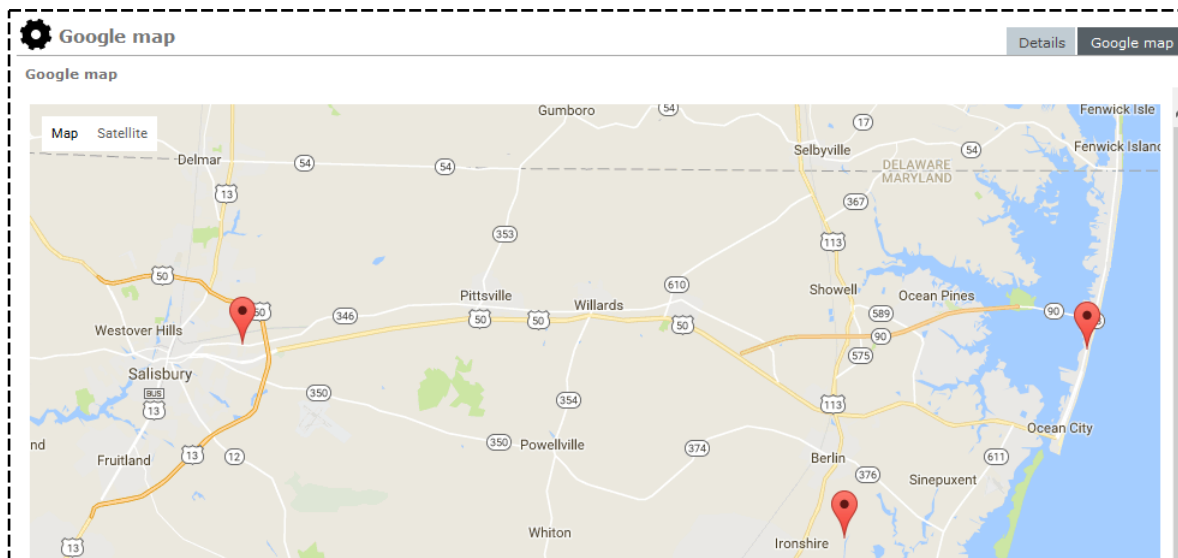
If a location has been specified for a source entity in a case, you can look at it in Google Maps:

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.

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

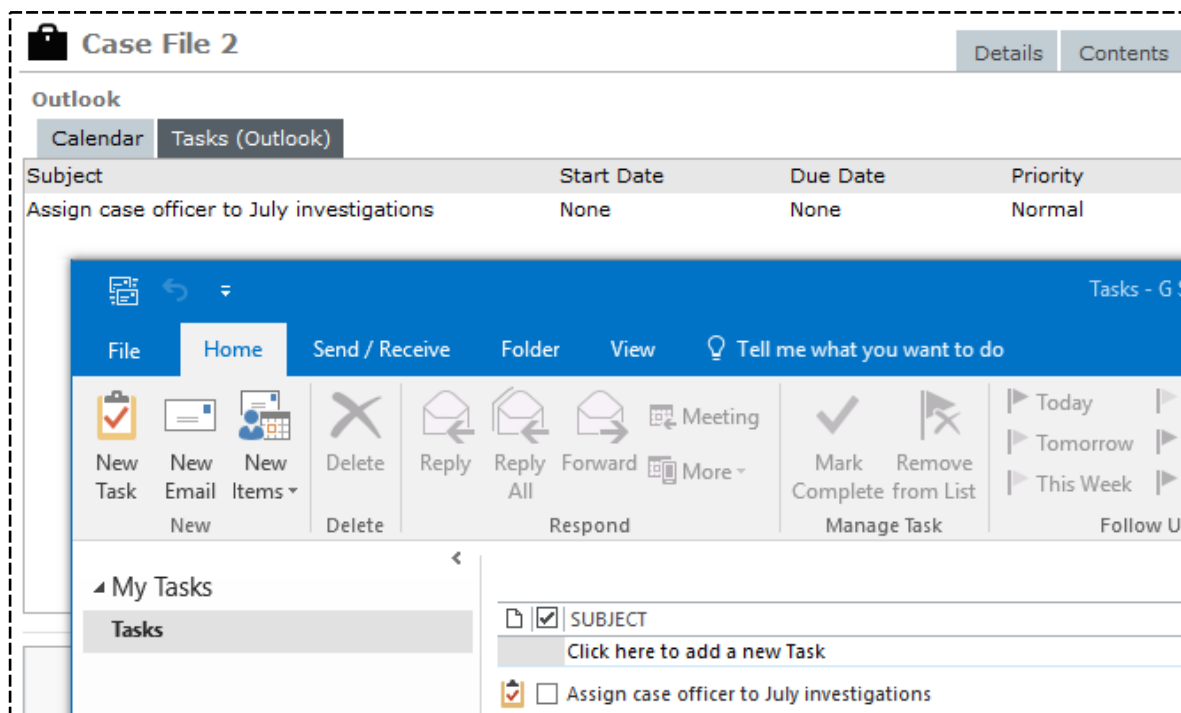
1. Open the required case.
2. Select the Overflow  tab > Select the **Outlook** tab.

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

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


3. Select the **Tasks (Outlook)** tab.

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



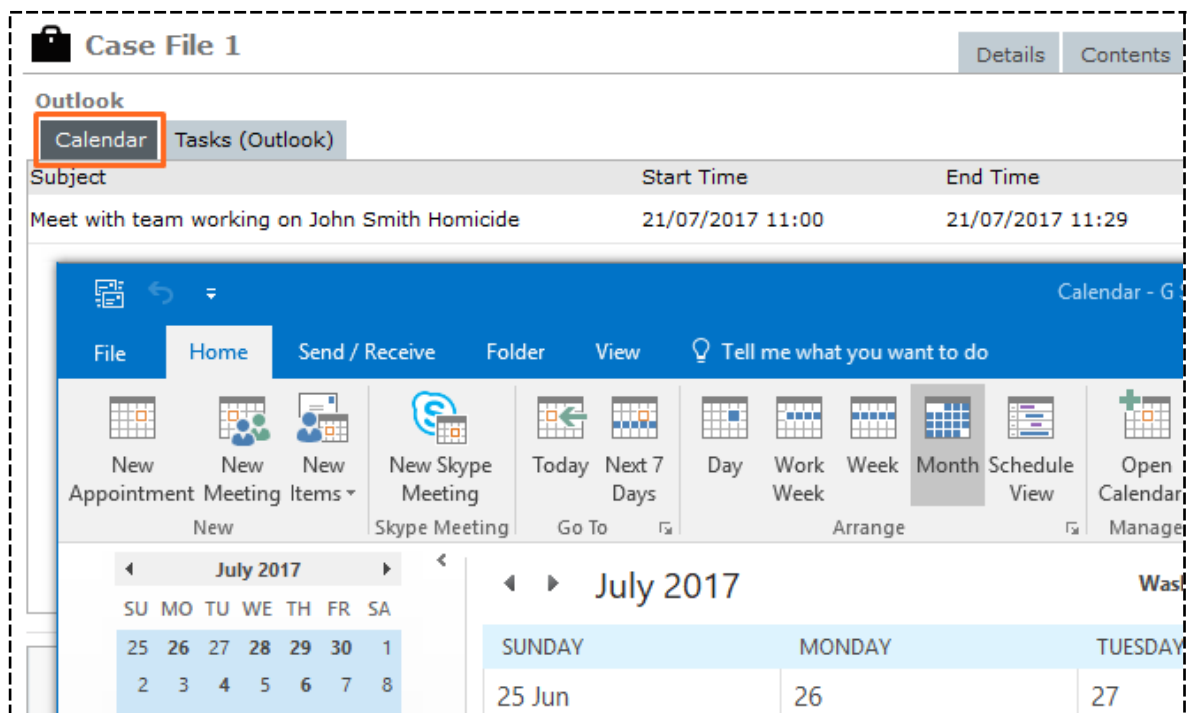
Add or Edit a Meeting in Outlook

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

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


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

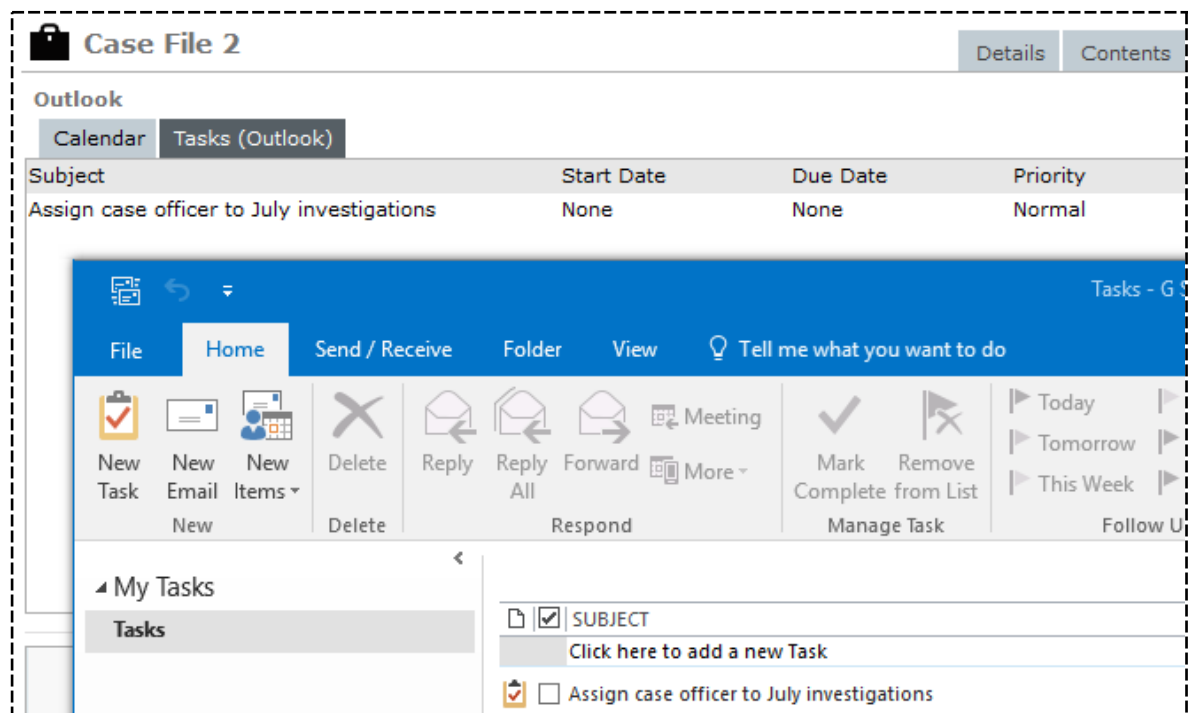
- Select a meeting to display more details about it.
- Right-click a meeting > Select **Edit** to change the appointment in Outlook.




Add or Edit a Task in Outlook

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

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

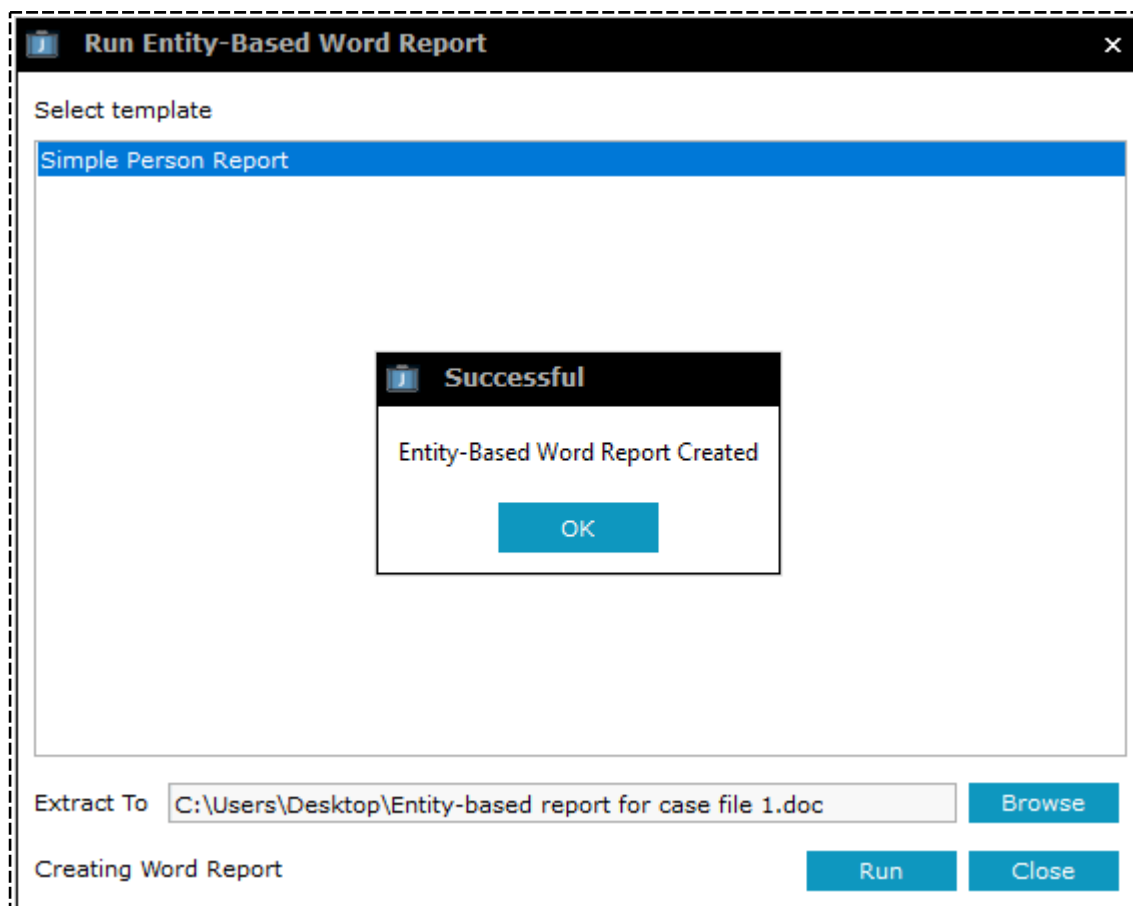


Use an Entity-based Report to See the Entities Associated with a Case

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

This will be available if your administrator has set up a Word template containing bookmarks for the entity data.

3. Select the required template.
4. Select **Browse** to specify where you want to save the report.
5. Enter a title for the report in the **File name** field.
6. Select **Save**.
7. Select **Run** to generate the report.



Filter the Cases in ICM

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

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

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

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

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

Case Summary

Filters

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

☐ Include cases where user has access via Team/Designation

Duration ▲

Attribute

From

To

Duration (days) to

Results

Case URN	Case Title	Case officer	Case Type	Case Sta
1	Vehicle Theft - SM2332	DOCUMENTATION, Tech (JIDOC)	Case File	Open
2	Homicide - John SMITH	DOCUMENTATION, Tech (JIDOC)	Case File	Open
6	Theft of Vehicle	DOCUMENTATION, Tech (JIDOC)	Case File	Open
8	case file 2	BRIAN, Clark (DEMO2)	Case File	Open
10	Homicide Case for BofE	DOCUMENTATION, Tech (JIDOC)	Case File	Open
12	New Investigation at Hagley	DOCUMENTATION, Tech (JIDOC)	Case File	Open
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

Additional Details

Risk Assessment (Community Impact): Consequence = Minor

Activity Type = Vehicle Theft

Case Assignment Details: Officers Assigned = THOMPSON, Greg (DEMO3)

Case Assignment Details: Officers Assigned = BRIAN, Clark (DEMO2)

Case Assignment Details: Officers Assigned = USER, Demo (J10005)

Case Assignment Details: Officers Assigned = DENBY, Joe (JODOC)

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're 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 aren't 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.

Case File 1

Details Contents Entities Access **Threads**

Threads

Existing thread relationships

- [1] Vehicle Owner Contacted
- [2] Vehicle Recovered - SM2332**
- [3] Vehicle Owner Contacted
- [1] Forensic Examination Result - SM2332
- [4] [Draft] Vehicle Owner Contacted Regarding Found Claim Check
- [5] Vehicle Collected By Owner
- [1] Case Closed
- [13] shop window smashed (deleted)
- [3] test title (deleted)
- [31] Images of Vehicle
- [7] Paint analysis from stolen vehicle

Selected thread tree

- [2] Vehicle Recovered - SM2332
 - [3] Vehicle Owner Contacted

Source entities with no parent thread

- [2/2] Vehicle Theft - SM2332
- [1] Vehicle Owner Contacted
- [2] Vehicle Recovered - SM2332
- [1] Forensic Examination Result - SM2332
- [5] Vehicle Collected By Owner
- [1] Case Closed
- [13] shop window smashed (deleted)

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.

Case File [URN: 1]

Details Contents Entities Access **Threads**

Threads

Existing thread relationships

- [1] Vehicle Owner Contacted
- [2] Vehicle Recovered - SM2332
- [3] Vehicle Owner Contacted**
- [1] Forensic Examination Result - SM2332
- [4] [Draft] Vehicle Owner Contacted Regarding
- [5] Vehicle Collected By Owner
- [1] Case Closed
- [13] shop window smashed (deleted)



Selected thread tree

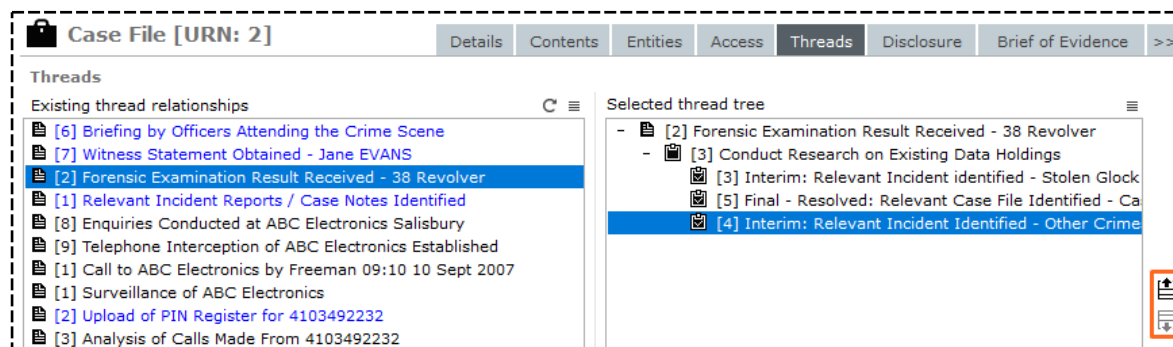
- [3] Vehicle Owner Contacted

Context Menu:

- Show All Threads
- Show Primary Threads
- Show Parent Threads
- Show Legend

Reorder a List of Threads

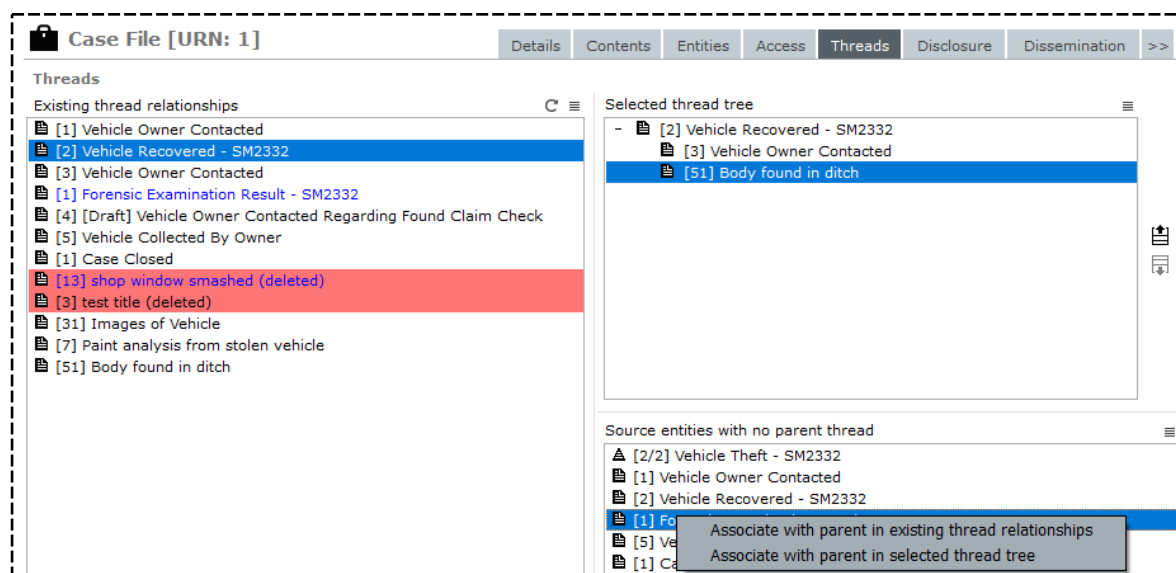
1. Open the required case.
2. Select the **Threads** tab.
3. Select a thread relationship in the *Existing thread relationships* area.
4. Select the thread you want to move in the *Selected thread tree* area.
5. Use the Up  or Down  icon to move the thread up or down.



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.



Thread a Case Note to a Selected Source Entity

You can thread a new case note to a selected source entity. This makes sure the case note goes exactly where you want it to in the hierarchy.

*Previously the new case note would be threaded to the open case note – Surveillance Activity [URN:1] in this example. It will now be threaded to **Surveillance of ABC Electronics**.*

The screenshot shows the 'Surveillance Activity [URN: 1]' interface. The 'Threads' tab is active, displaying a list of threads. The thread '[1] Surveillance of ABC Electronics' is selected, and a context menu is open with options: New, Edit, and Show Legend.

Use Drag and Drop to Manage Threads

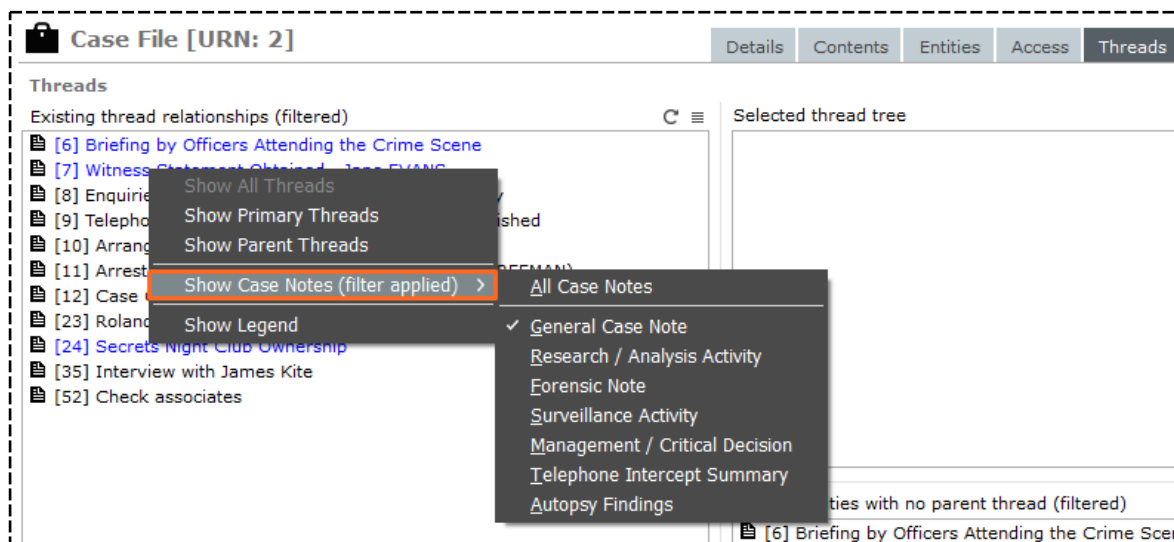
When you're threading source entities, you can use drag and drop as an alternative to right-clicking.

Simply drag and drop an item in the **Source entities with no parent thread** panel onto the **Existing thread relationships** panel.

The screenshot shows the 'Case File [URN: 1]' interface. The 'Threads' tab is active, displaying a list of threads. The 'Existing thread relationships' panel on the left lists various threads. The 'Selected thread tree' panel on the right shows a hierarchy of threads. The 'Source entities with no parent thread' panel at the bottom lists entities that can be dragged into the existing thread relationships.

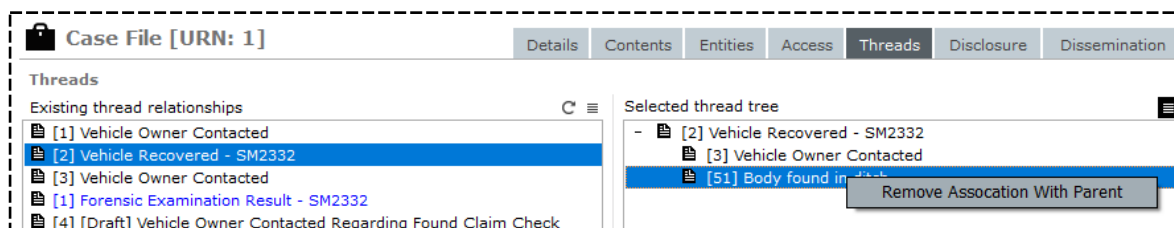
See Case Notes for Threaded Relationships in a Case

1. Open a case.
2. Select the **Contents** tab > Select the **Threads** subtab.
3. Right-click a thread relationship > Select **Show Case Notes** > Select the type of case note you want to see.



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 happened.
- 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:

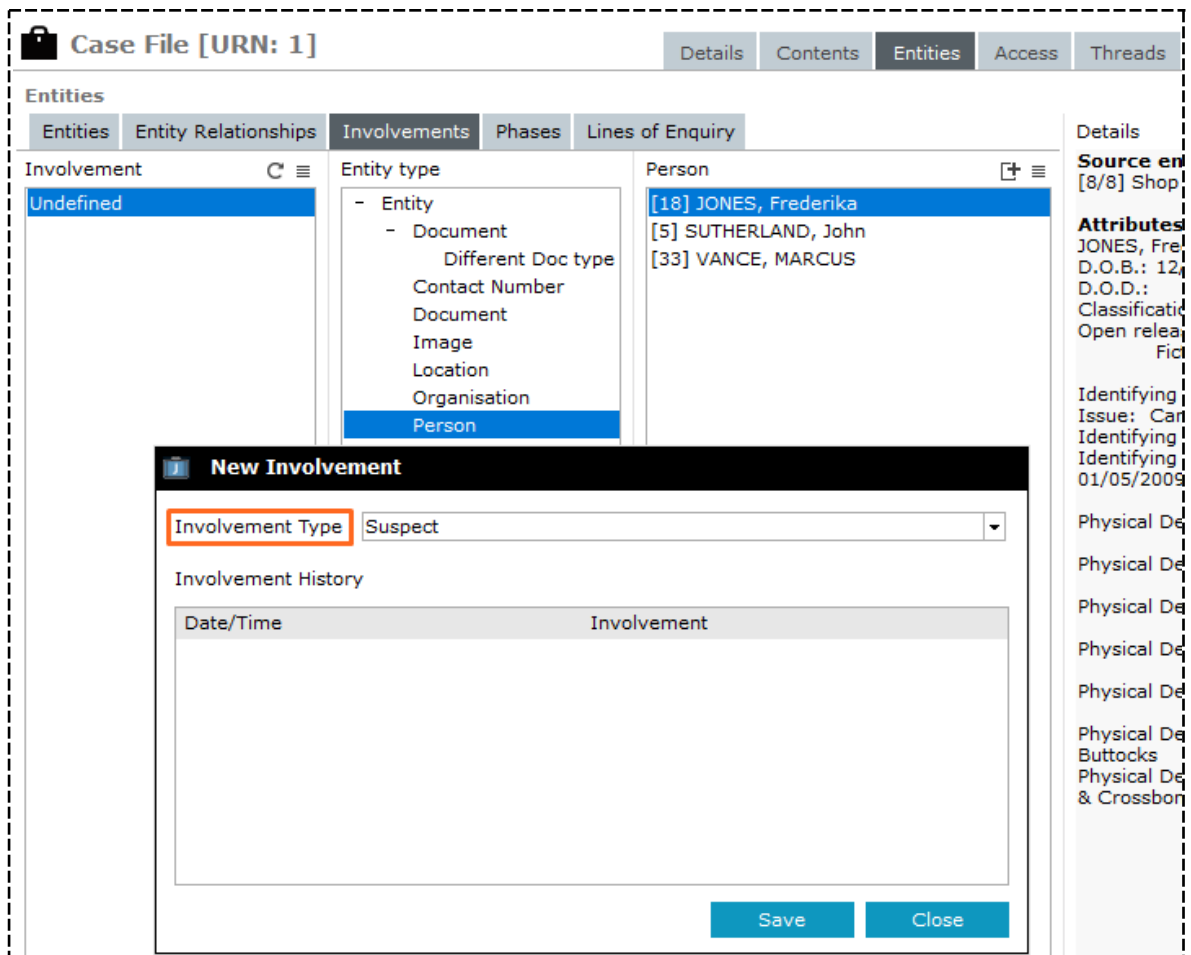
- Set up a list of involvement values in a system code table for each tangible entity you want to use involvements with.
- Define the subset of values that will be associated with each tangible entity.

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](#).





The screenshot displays the 'Case File [URN: 1]' interface with the 'Entities' tab selected. The 'Involvements' subtab is active, showing a list of entities. The 'Person' entity type is selected, and a list of persons is displayed: [18] JONES, Frederika, [5] SUTHERLAND, John, and [33] VANCE, MARCUS. The 'New Involvement' dialog box is open, showing the 'Involvement Type' dropdown set to 'Suspect'. The 'Involvement History' table is empty. The 'Save' and 'Close' buttons are visible at the bottom of the dialog.

Case File [URN: 1]

Details Contents **Entities** Access Threads

Entities

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

Involvement  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: Can

Identifying

Identifying

01/05/2009

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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

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

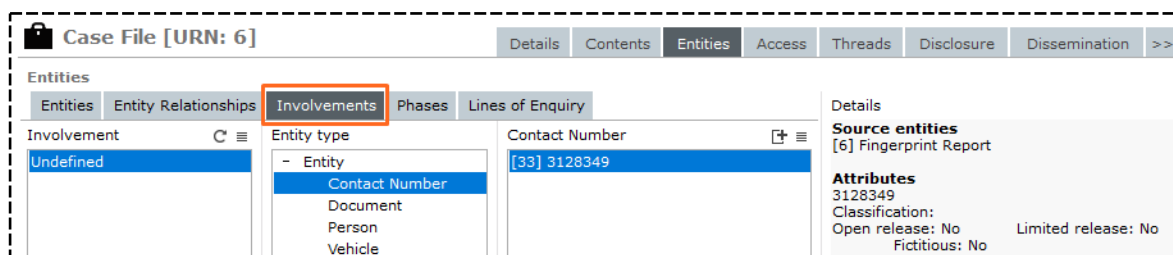
1. Open the required case.
2. Select the **Entities** tab.
3. Select the **Involvements** subtab.

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 shows the 'Case File 1' interface. At the top, there are tabs for 'Details', 'Contents', 'Entities', and 'Access'. Below these, the 'Case Officer admin' section has subtabs for 'Alerts', 'Phases' (which is highlighted with a red box), and 'Lines of Enquiry'. The 'Phases' subtab displays a list of existing phases: 'Evidence Management', 'Information Gathering', 'Pretrial', 'Scene Management', and 'Witness Management'. To the right of this list is a 'Selected' column containing the same five phases. A 'New Phase' dialog box is open in the foreground, featuring a 'Description' field with the text 'Collecting Evidence' and two buttons at the bottom: 'Save' and 'Close'.

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**.

General Case Note 2 [Details] [Entities]

Details

Title

Description

Draft

Classification

Phases

Available

- Evidence Management
- Scene Management**
- Witness Management
- Witness Protection

Selected

- Evidence Management

[Apply] [Cancel]

When Actioned 07/08/2007 02:15

Phase & LOE Review Disclosure

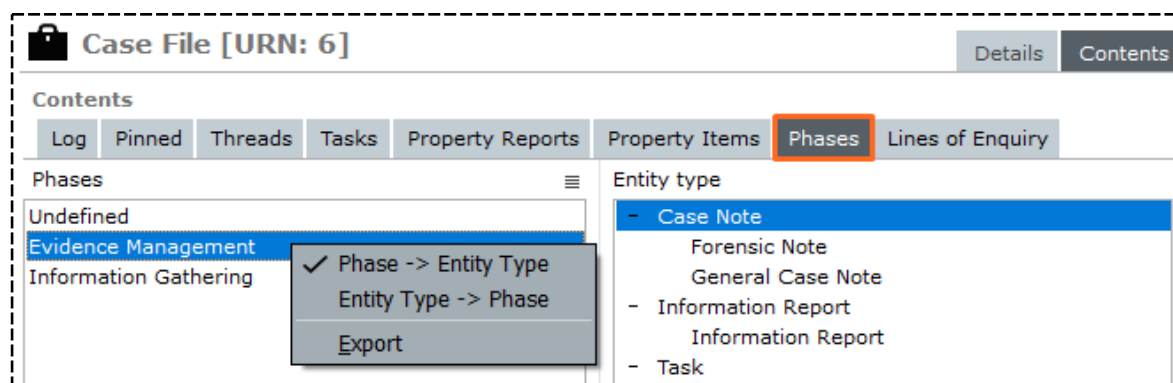
Phases [≡] Lines of Enquiry [≡]

- Evidence Management
- Undefined

See Phases 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**.

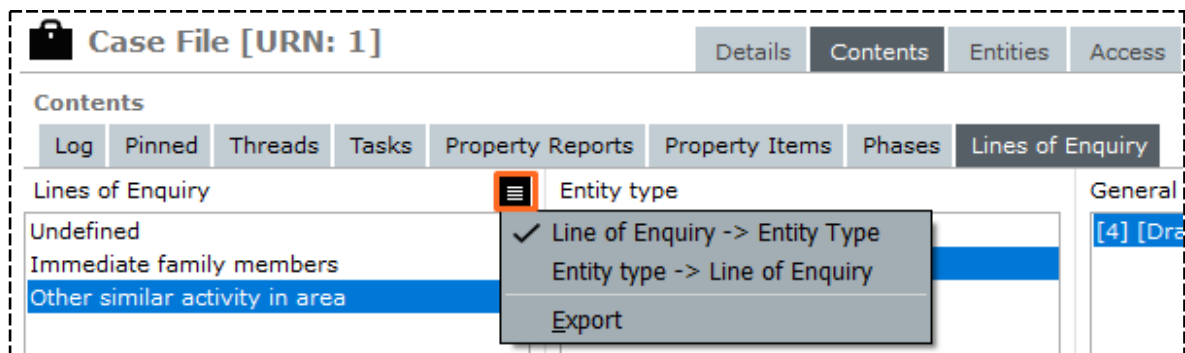
To add a line of enquiry to a case you must be the case officer for the case or have access to update the case.

The screenshot shows the 'Case File 2' interface. At the top, there are tabs for 'Details', 'Contents', and 'Entities'. Below these, the 'Case Officer admin' section has subtabs for 'Alerts', 'Phases', and 'Lines of Enquiry', with 'Lines of Enquiry' highlighted by an orange box. The 'Lines of Enquiry' section displays a list with the entry 'Identify associates of deceased' under the 'Selected' column. A modal window titled 'New Line of Enquiry' is open, showing a 'Description' field with 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

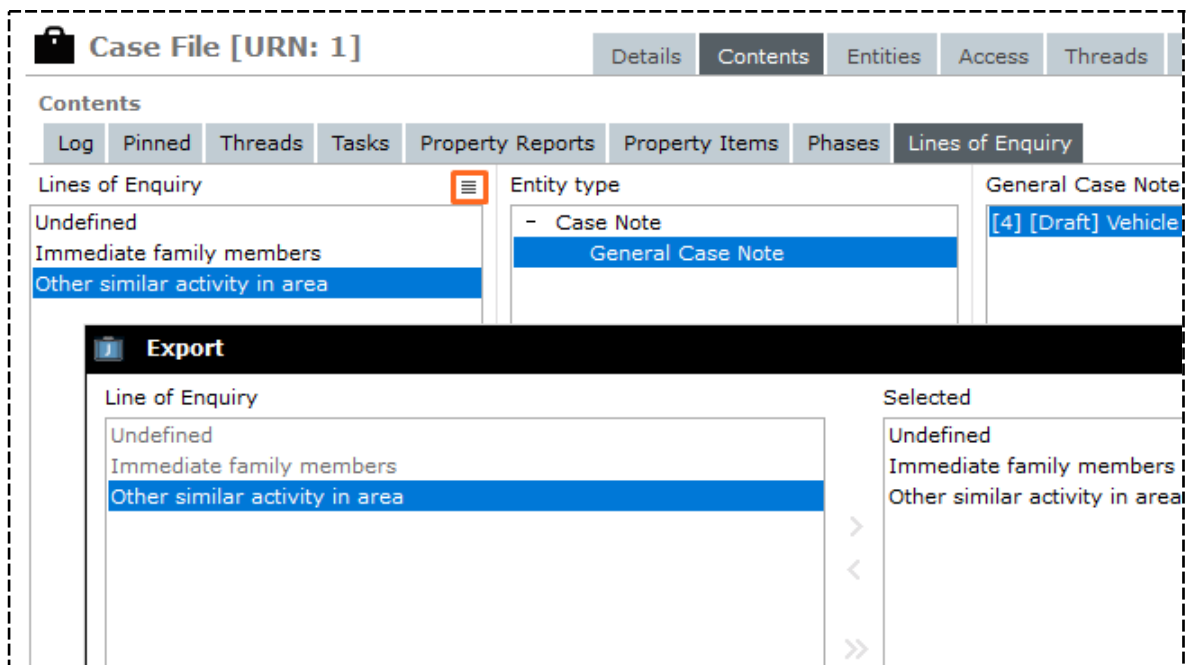
1. Open the required case.
2. Select the **Contents** tab.
3. Select the **Lines of Enquiry** subtab.
4. To toggle the order of display for lines of enquiry and entity types, right-click or select the Options ≡ icon > Select either of these options:
 - **Line of Enquiry-> Entity Type**
 - **Entity Type -> 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: <ul style="list-style-type: none">▪ <Entity URN>▪ <EntityType> <Entity URN> if you select the Prefix URN option
Entity Type	Type of entity
Description	Description of entity
Attribute Name	Name of entity's attribute
Text	Entity's attribute value if the data is NOT time, date, or number
Date	Entity's attribute value if the data type is time or date
# Number	Entity's attribute value for number data

The table provides an example of exported data.

DB ID	URN	EntityType	Description	Attribute Name	Text	Date	#
CIU	Person_p1	Person	John Doe	Eye Colour	Blue		
CIU	Person_p1	Person	John Doe	DOB		01/02/1964 00:00:00	
CIU	Person_p1	Person	John Doe	Height			183
CIU	Location_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:

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



Exporting Data

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

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

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

Export Data from a Case File to a Report

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 OptionsSource entity OptionsEntity 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 From06/09/2017

Date To06/10/2017

Output format

☒ Export Report

C:\Users\cnwsh8\Desktop

Browse...

☐ Print Report

cnwchcq121

RunClose

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.

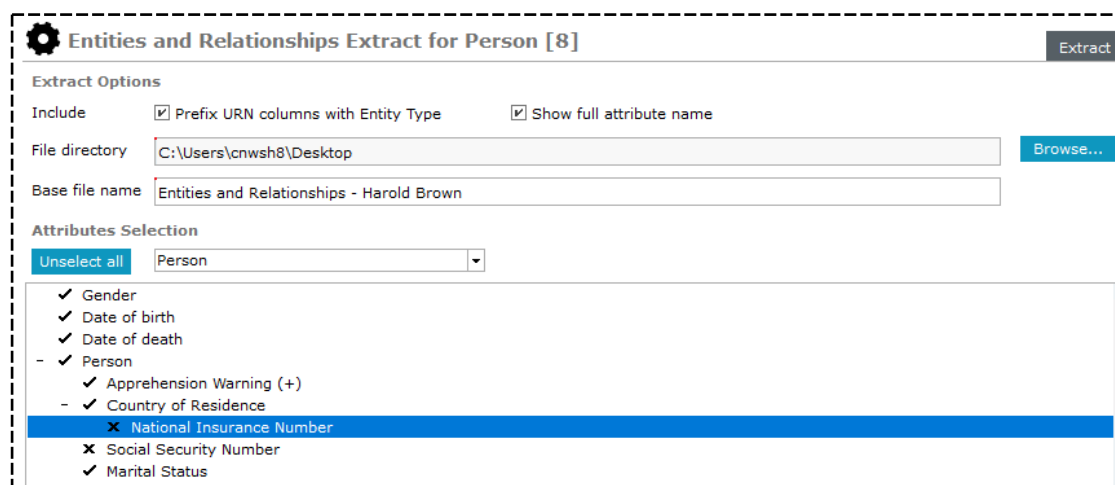
The list contains the types of entities you selected under the **Entity Selection** tab.

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 [Browse...](#)

Base file name


Attributes Selection

[Unselect all](#)

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

Export Case Phase or LOE from a Case

If you search within a case and want to export the results, you can include Phase and Lines of Enquiry (LOE) data in the export.

 **Export Search Results For Person**

Details

Export file

File name

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

Attributes Selection

[Unselect all](#) ☐ Include history ☒ Partial ☐ Full ☐ Include Comments ☐ Show full

☒ Include Multiples ☒ Include Entity ID

- ☒ Fictitious
- ☒ Related Cases
- ☒ Related Source Docs
- ☒ Lines of Enquiry
- ☒ Phases
- ☒ Surname
- ☒ Given name 1

See Which Users Have Access to Cases

To audit the security configuration in ICM, auditors need a report that shows who has access to a case and in what capacity – As an individual user, or as a member of a team or designation.

The Case Access Summary report shows who can access an investigation. This includes the name of the user, team, designation, and their role in the case.

To access this report:

1. Select **Cases** > **Case Access Summary**.
2. Select **Browse** to specify where you want to save the file > Select **Save**.
3. Use the Selection **>** **<** arrows to select the information you want to export.
4. Select **Export**.

	A	B	C	D	E	F	G	H
1	Case Type	URN	Title	Users	Teams	Case Teams	Designations	All users
2	Homicide File	2014-1	Operation Hagley	BRIAN, Clark		Records Manager	Director Intelligence	BRIAN, Clark (User)
3	Homicide File	2015-2	Hit and Run Ferry Road	DOCUMENTATION, Tech				DOCUMENTATION, Tech
4	Homicide File	2014-1	Operation Hagley	BRIAN, Clark		Records Manager	Director Intelligence	BRIAN, Clark (User)

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.

Find a Case That's 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.

 **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**.

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							Review not required			✓
31	01/05/2014							Review not required			✓
25	03/04/2014							Review not required			
3	03/06/2009							Review not required			
13	03/06/2009							Review not required			
7	14/05/2009							Cancelled			
9	14/05/2009							Review not required			
1	14/08/2007							Review not required			
5	11/08/2007							Review not required			
4	10/08/2007							Review not required			
1	10/08/2007							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.

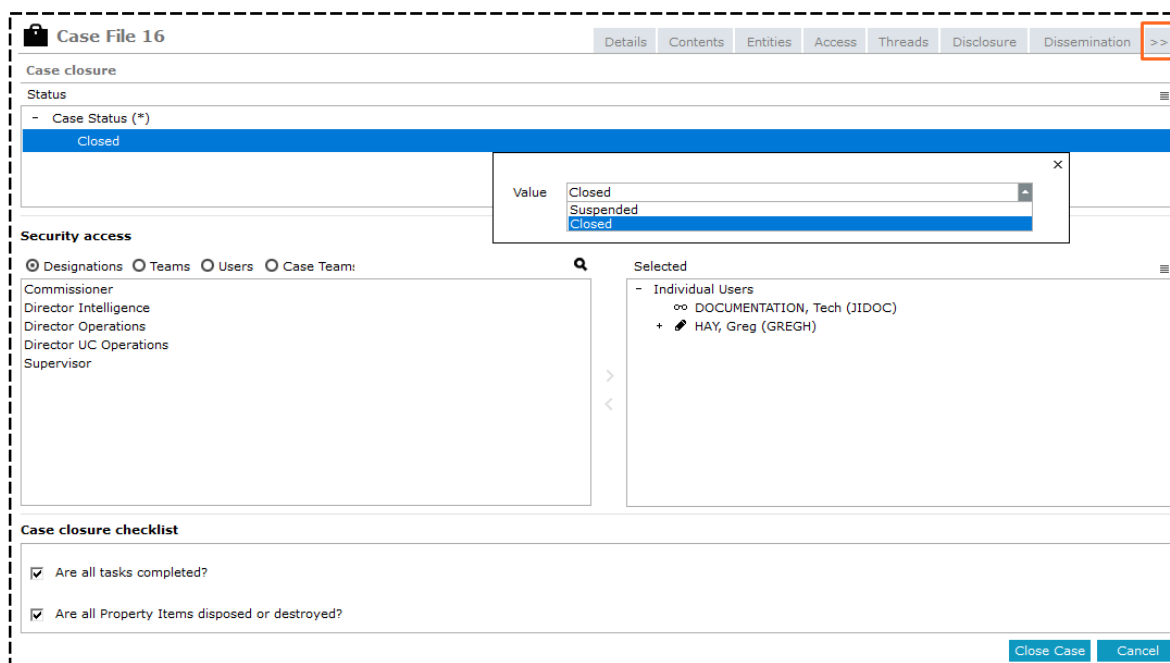
A new security profile is applied to a case when it's closed. This profile is inherited in case notes that aren't locked.

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.



Case File 16

Details Contents Entities Access Threads Disclosure Dissemination 

Case closure

Status

- Case Status (*)

Closed

Value: Closed, Suspended, Closed

Security access

Designations Teams Users Case Team:

Commissioner
Director Intelligence
Director Operations
Director UC Operations
Supervisor

Selected

- Individual Users
DOCUMENTATION, Tech (IDOC)
HAY, Greg (GREGH)


Case closure checklist

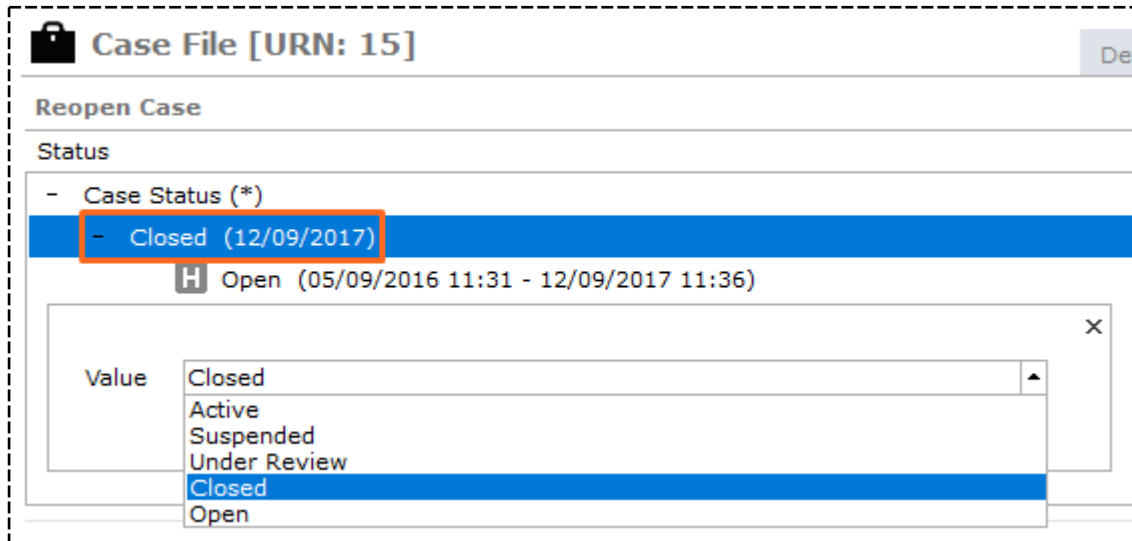
☒ Are all tasks completed?

☒ Are all Property Items disposed or destroyed?

Close Case Cancel

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
27	Filter: All entities	Filter: All relationships
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
<div> [1] ABC Electronics Salisbury - Claim Check No 5678 13 July 2007</div>	Referenced By
<div> [22] Tom Jeckels details</div>	

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:

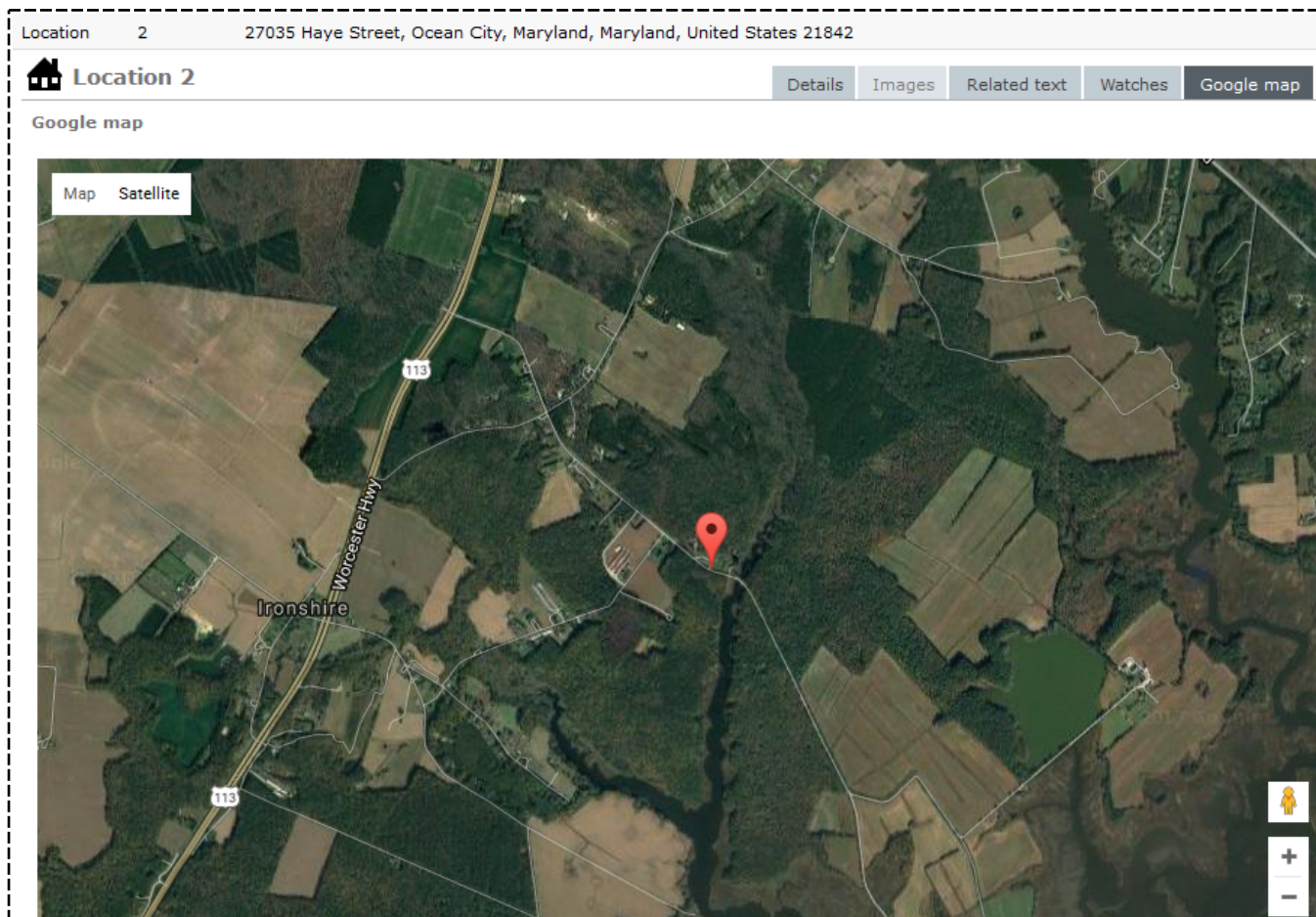
- Degrees, minutes, and seconds
- Decimal degrees

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

DetailsDoc AttributesImage Attributes

Selection details

Document Values

File Type

☒ *.doc(x) ☐ *.xls(x) ☐ *.msg ☐ *.txt ☒ *.pdf ☐ *.htm ☐ *.xml ☐ *.csv ☐ *.xps ☐ *.mht ☐ *.anb

Document Type

Document

Relationship

Referenced By

Image Values

File Type

☒ *.jpg;*.jpeg ☐ *.png ☐ *.gif ☐ *.bmp ☐ *.tif ☐ *.wmf

Safeguarded

☒

Entity type

Image

Relationship

Directory

C:\Users\cnwsh8\Documents\ICM\Crime Scene Photos


BrowseClear

☒ 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.

Attributes	Diagram
Available	Selected
Citizenship Details	- Social Security Number 123456
Country of Birth	- Marital Status Married
- Other Names (NOT FOR ALIASES) (+)	Title
Name Type	
Name	
- Identifying Documents	
Licence/s (+)	

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 displays the 'Case File [URN: 10]' interface. The top navigation bar includes tabs for Details, Contents, Entities, Access, Threads, Disclosure, and Brief of Evidence. The 'Details' tab is active, showing fields for Case officer (DOCUMENTATION, Tech (JIDOC)), Title (Homicide Case for BofE), and Description (31/10/2015). On the right, the 'Attributes' pane is open, showing a list of attributes: Case Status (*), Case Priority (*), and Case Severity (*). The 'Case Priority (*)' attribute is selected, and its value 'Routine' is highlighted in blue. A dropdown menu is open for the 'Case Priority (*)' attribute, showing the following options: Routine, High, Routine, and Low. The 'Routine' option is selected in the dropdown.

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.
7. Select the **Highlight Incomplete** checkbox to see which attributes you need to add values for.
8. Press **Tab** to go to the next attribute value you need to fill out.

Person [URN: 33]

Details | Images | Related text | Watches | >>

Details

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

Limited release | Relationships | Relationship summary | History | Involvements | Phas

☐ Display duplicate relationships

Relationship	To	URN	Entity
Referenced By (Referenc	8/8		Shop window smashed
is a witness in (has a witn	1		Vehicle Owner Contacted
is referenced in (referenc	34		Checking validity of suspect sta

Attributes | Diagram

Available

- Complexion
- Eye Color
- Hair Color
- Height
- Tattoos (+)

Selected

- Citizenship Details
 - Australia
- Physical Description
 - Eye Color
 - Blue
 - Tattoos (+)
 - Body Location
 - Face
 - Description

Value

- Face
- Head
- Face
- Neck

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**.

Case File 1 Vehicle Theft - SM2332
General Case Note 1 Vehicle Owner Contacted
Person 33 VANCE, MARCUS

Person [URN: 33] Details Images Related text

Details

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

Attributes Diagram

Selected

- Citizenship Details

Australia

☒ Restricted Visibility (Vehicle Owner Cont

Value Australia

Limited release Relationships Relationship summary History Involvements Phase & LOE

☐ Display duplicate relationships


Relationship	To	URN	Entity	Start	Fin
Referenced By (References)		8/8	Shop window smashed		

- Body Location

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.

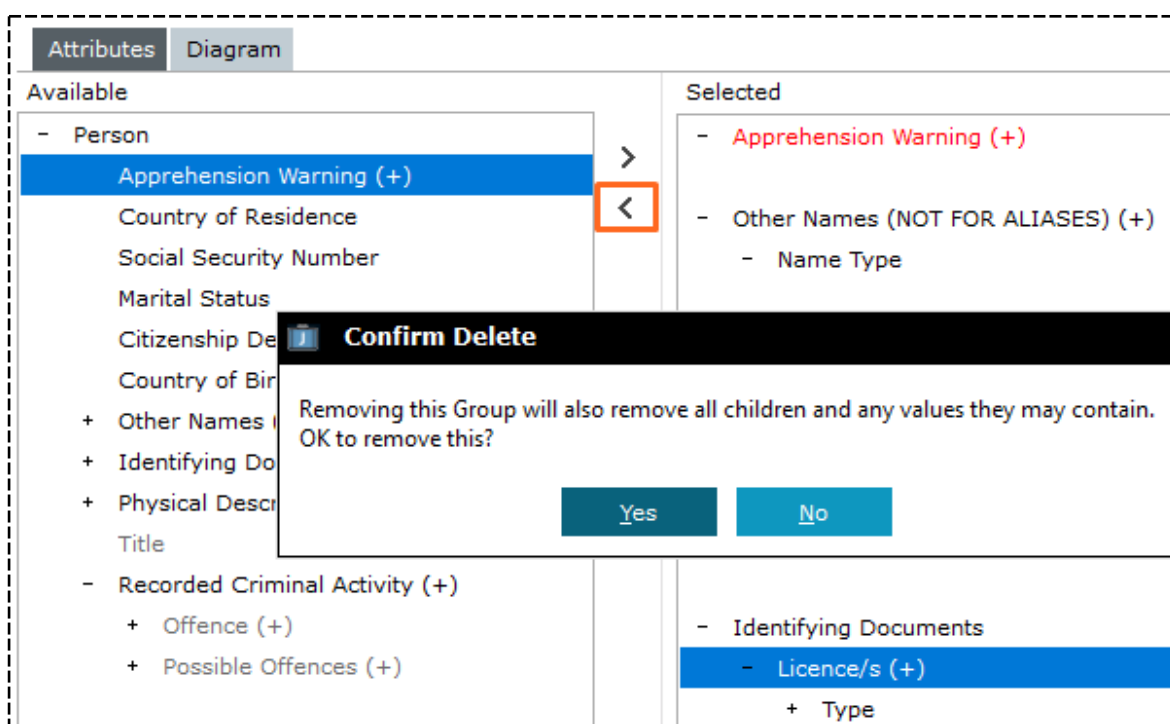
See **Managing Attributes of Entities** in the Admin Guide.

The screenshot displays the 'Attributes' tab of the Jade software interface. At the top, there are three tabs: 'Details', 'Images', and 'Related text'. Below these, the 'Attributes' tab is active, and a 'Diagram' tab is also visible. A 'Selected' checkbox is checked, and a 'Highlight incomplete' checkbox is also checked. The main list of attributes includes: '+ Country of Residence', '+ Social Security Number', '+ Marital Status', '+ Country of Birth', '+ Identifying Documents', '- Physical Description' (expanded), '+ Build', '+ Complexion', '+ Eye Color', '+ Hair Color', '+ Height', '+ Tattoos', and another '+ Tattoos' entry. The second '+ Tattoos' entry is selected, and a context menu is open with the following options: 'Add another group', 'Show Legend', and 'Show Available Attributes'. The 'Add another group' option is highlighted. Below the selected 'Tattoos' entry, there are sub-attributes: '- Body Location' (with 'Foot (Left)' and 'star' as sub-items) and '- Description'.

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.

Person [URN: 33]

Details

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

Limited release Relationships Relationship summary History Involvements Ph

Display duplicate relationships Filter

Relationship To URN Entity Start

Referenced ▲ 8/8 Shop window s

is a witness 1 Vehicle Owner

is reference 34 Checking valid

Case Note
General Case Note
Incident Report
Police Incident Report
Cases

Attributes Diagram

Available

- Person
 - Apprehension Warning (+)
 - Country of Residence
 - Social Security Number
 - Marital Status
 - Citizenship Details
 - Country of Birth
 - Other Names (NOT FOR ALIA)
 - Name Type
 - Name

Selected

- Citizenship Details
 - Australia
- Physical Description
 - Eye Color

Reset ownership to be this General Case Note
Go to Vehicle Owner Contacted
Show Legend
Hide Available Attributes

pigeon

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.

Person [URN: 33]

Details

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

Limited release Relationships Relationship summary History Involvements Ph

Display duplicate relationships Filter

Relationship To URN Entity Start

Referenced ▲ 8/8 Shop window s

is a witness 1 Vehicle Owner

is reference 34 Checking valid

Case Note
General Case Note
Incident Report
Police Incident Report
Cases

Attributes Diagram

Available

- Person
 - Apprehension Warning (+)
 - Country of Residence
 - Social Security Number
 - Marital Status
 - Citizenship Details
 - Country of Birth
 - Other Names (NOT FOR ALIA)
 - Name Type
 - Name

Selected

- Citizenship Details
 - Australia
- Physical Description
 - Eye Color

Reset ownership to be this General Case Note
Go to Vehicle Owner Contacted
Show Legend
Hide Available Attributes

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.

The screenshot shows the 'Case File [URN: 2]' interface. The 'Details' tab is active, displaying case information such as 'Case officer: DOCUMENTATION, Tech (JIDOC)', 'Title: Homicide - John SMITH', and 'Description: Subject Details'. The 'Attributes' tab is also visible, showing a list of attributes. The 'Show History' checkbox is checked, and the 'Case Status (*)' attribute is expanded, showing a history of status changes. The history is as follows:

Status	Start Date/Time	End Date/Time
Open	24/04/2014 09:35	01/08/2018 15:21
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


Exporting Entities

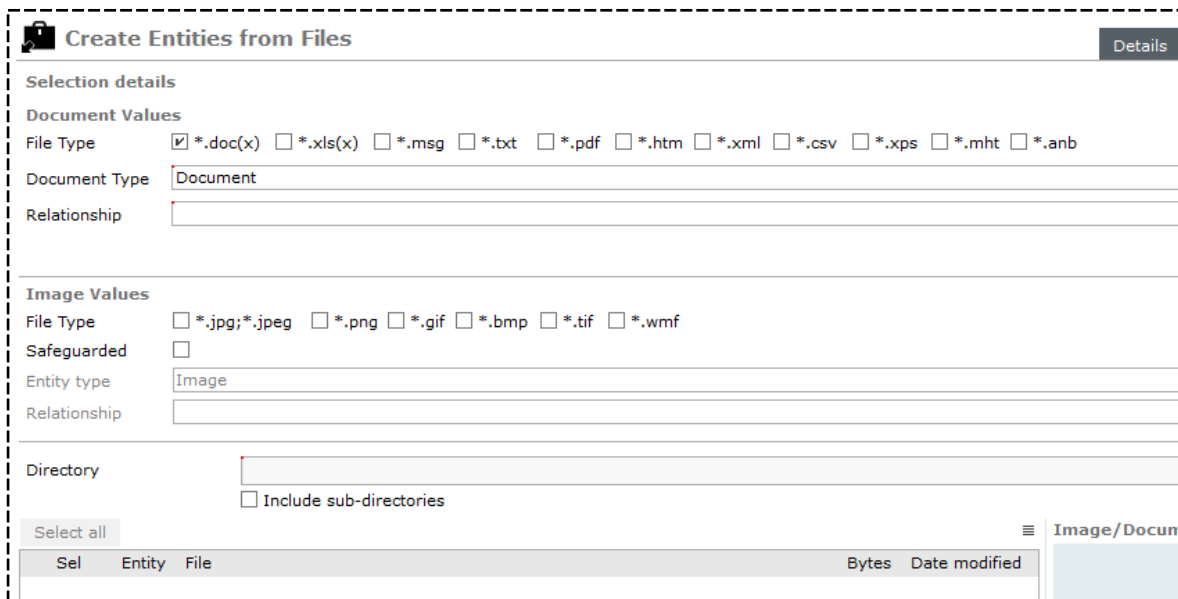
It can take a long time to manually identify important entities (like people, weapons, and locations) that should be recorded as entities.

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

Police Incident Report

Document Type

Relationship

Security profile

default security profile

Document direct

☒

Security access

☐ Designations

☒ Teams

☐ Users

Investigation Team 1

Investigation Team 2

Investigation Team 3

Users in Investigation Team 1

BOBSON, Johnny John (JI0006)

BOBSON, John (JIM003)

Selected

Teams

Investigation Team 1

Individual Users

DOCUMENTATION, Tech (JIDOC)

Directory

C:\Users\cnwsh8\Documents\ICM\Docs

Browse

Clear

☒ Include sub-directories

Unselect all

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:

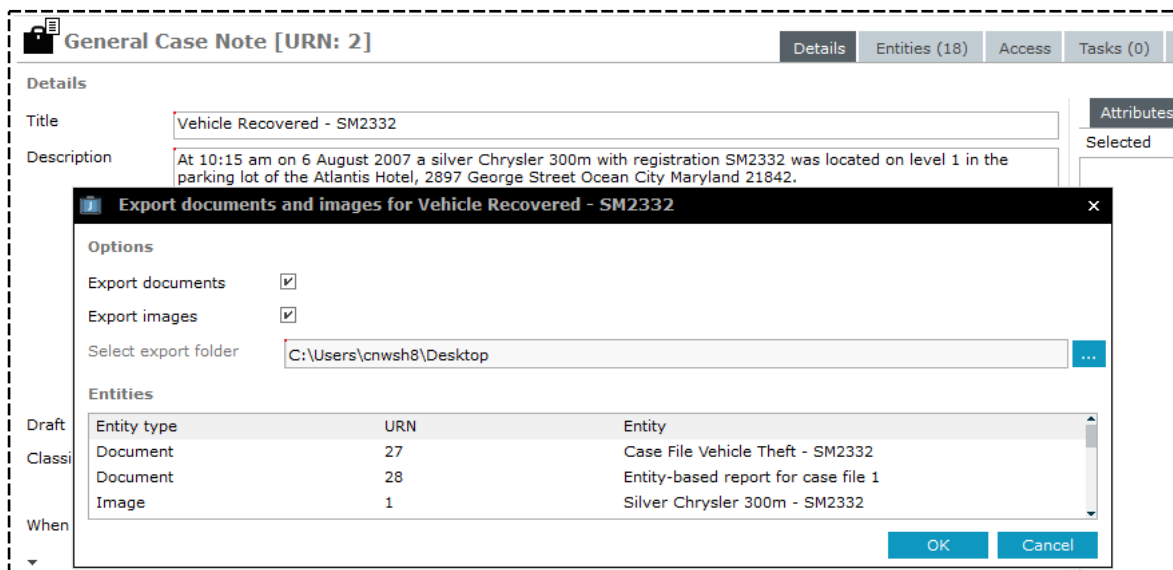
Given Name 3:

Create

Close

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**.




The screenshot shows the 'General Case Note [URN: 2]' interface. The 'Details' tab is active, displaying 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.' A dialog box titled 'Export documents and images for Vehicle Recovered - SM2332' is open, showing options to export documents and images, both of which are checked. The 'Select export folder' field is set to 'C:\Users\cnwsh8\Desktop'. Below the options, a table lists the entities to be exported:

Entity type	URN	Entity
Document	27	Case File Vehicle Theft - SM2332
Document	28	Entity-based report for case file 1
Image	1	Silver Chrysler 300m - SM2332

The dialog box also includes 'OK' and 'Cancel' buttons at the bottom right.

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)

j

Export file

File name

C:\Users\cnwsh8\Documents\ICM\Exported Docs\Exported Case File Entities.xlsx

...

Format

☐ Comma separated (CSV)

☒ Excel (xlsx)

Attributes Selection

Select all

General Case Note

▼

☐ 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:

Organisation [URN: 1] Details Images

Details

Atlantis Hotel
Maryland, United States
Classification:
Open release: No Limited release: No Fictitious: No

Limited release Relationships Relationship summary History Involvements Phase & LOE

☒ Display duplicate relationships

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

Filter

- Case Note
 - 📄 General Case Note
- Entity
 - 🏠 Location
- + Cases

Attributes
Selected

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.

Relationship Summary

See a summary of how this entity is related to other entities. This can be organised by entity type or relationship type.

You can also display duplicate relationships:

- Select **Entity** to see the entities that are related to this entity.
- Select the Relationship Type option to show source entities and other entities that are related to this entity.
- Select the Expand + icon beside an entity type to see the relationships of the entity with that entity type.
- Double-click a relationship to see the source entity involved in the relationship.

History

See a log of who has updated the entity and when.

Involvements

See the type of involvements the entity has in all cases.

Phase & LOE

See the phases and lines of enquiry for the entity.

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

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

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

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](#)

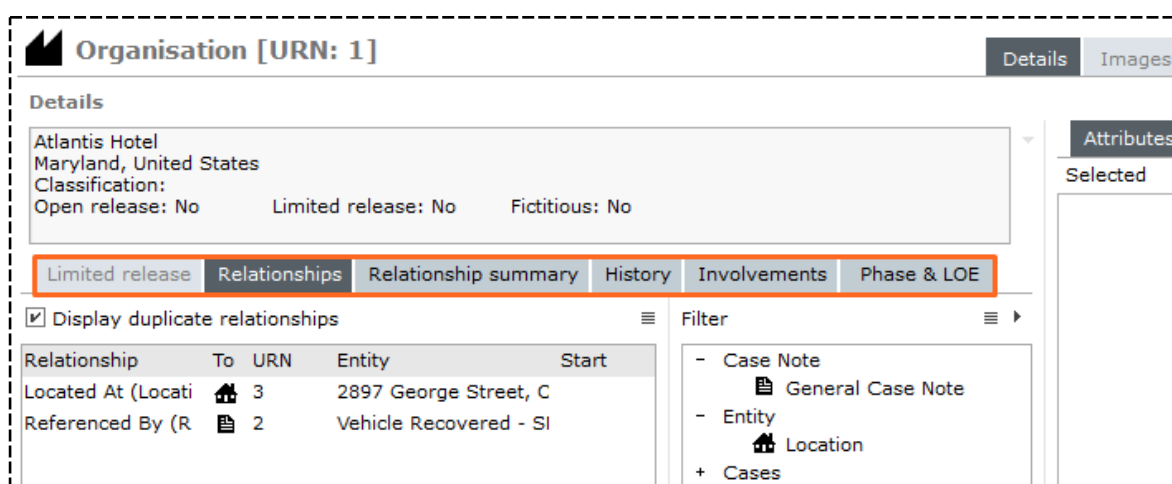
(Copy of) Checking validity of suspect statements statements - Limited Disclosure Checking validity of suspect statements	24/03/2016 11:54	(Copy of) Checking validity of suspect
Checking validity of suspect statements	03/07/2015 09:56	Checking validity of suspect statements
another case note another case note	22/01/2015 10:56	another case note
Fingerprint cookie jar Fingerprint cookie jar	07/01/2010 09:56	print cookie jar
case note test testing for IF	10/06/2009 12:57	case note test
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.	08/06/2009 09:53	Document tampering

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**.



Organisation [URN: 1] Details Images



Details

Atlantis Hotel
Maryland, United States
Classification:
Open release: No Limited release: No Fictitious: No



Attributes
Selected

Relationships

☒ Display duplicate relationships

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

Filter

- Case Note
 -  General Case Note
- Entity
 -  Location
- + Cases

Hide Deleted Entities

If you have the **Can view deleted records** permission, deleted entities are always visible.

If required, you can hide these:

1. Select your username > **Preferences**.
2. Select the **Hide deleted records** checkbox.

The screenshot shows the 'Preferences' window in Jade TM. The window has a title bar with a gear icon and the text 'Preferences'. It contains several sections of settings. The first section includes options for saving window state, size, position, and navigator states, as well as a 'Reset window size and position to default' button. The second section includes options for automatically adding the creator to various reports and case contents. The third section includes options for hiding source entity template prompts, confirming attribute deletion, and showing attribute popups. The 'Hide deleted records' checkbox is highlighted with an orange rectangle. The 'Override language for initiating Excel' option is at the bottom with a dropdown menu.

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
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
Hide deleted records	<input checked="" type="checkbox"/>
Override language for initiating Excel	

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.tomjeckelDoc22 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.

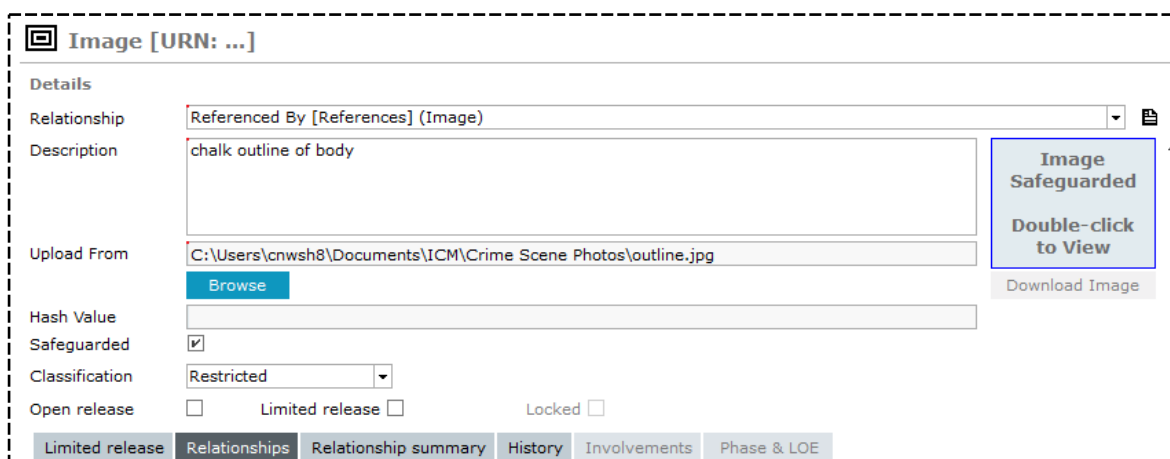


Image [URN: ...]

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:

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

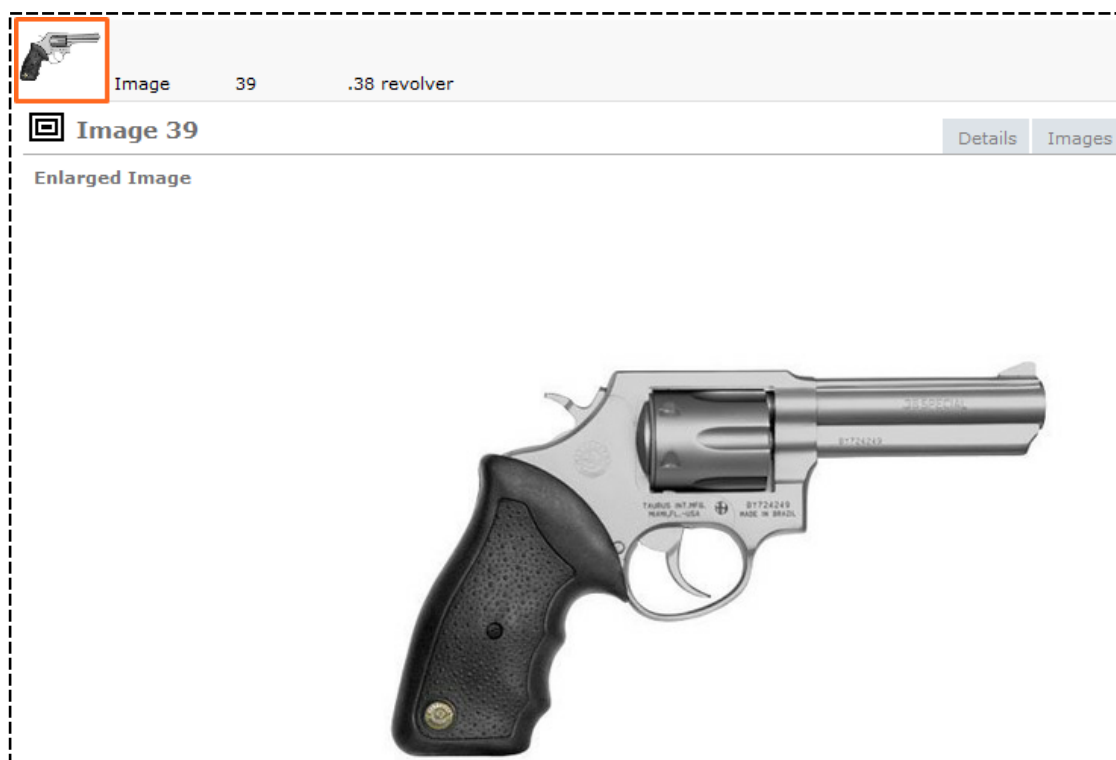
Edit an Image

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

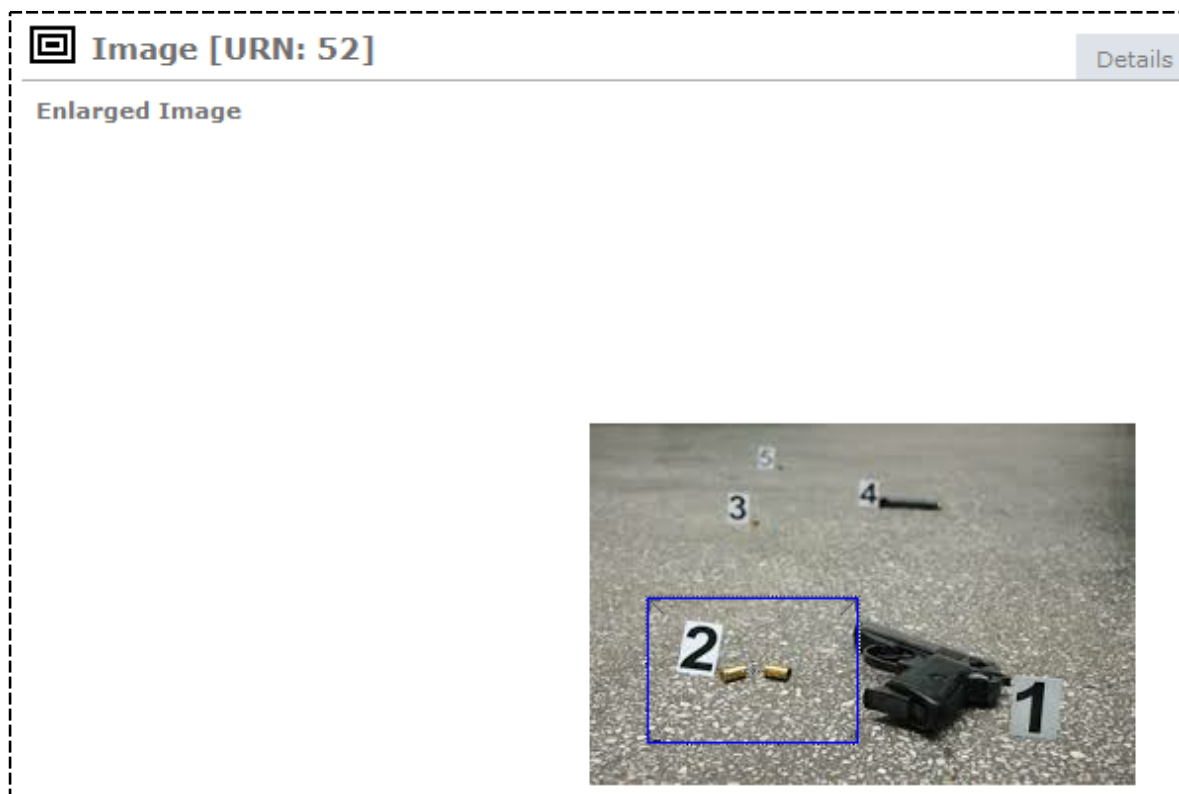


Hotspot Annotation

bullets found beside gun

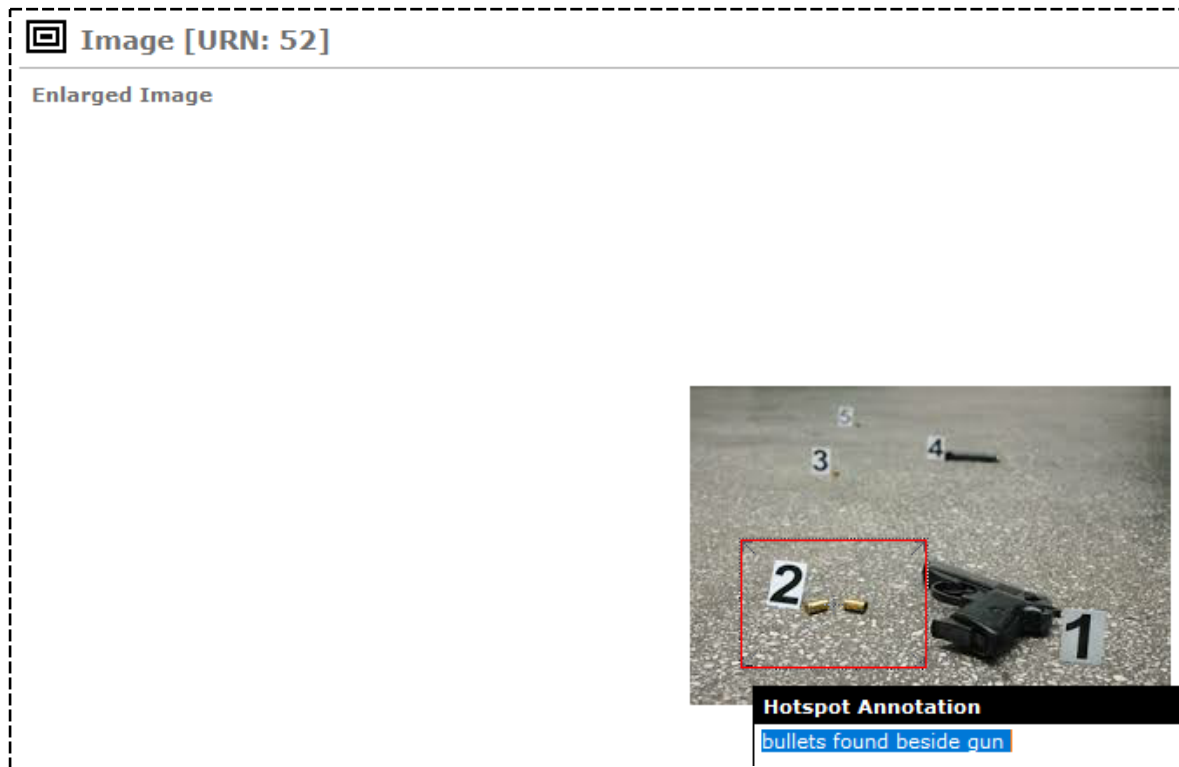
Add a Hotspot to an Image

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**.

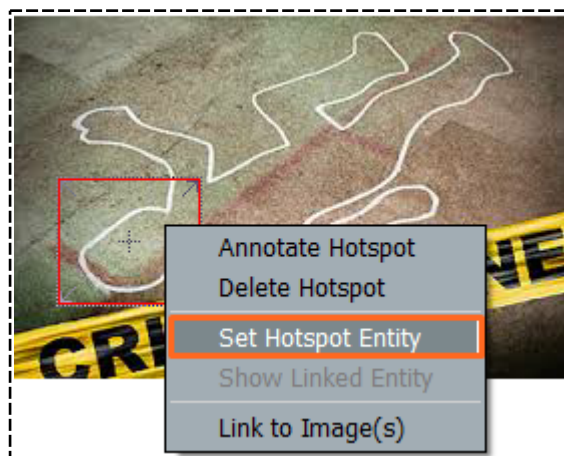


Link a Hotspot to a Related Entity

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.

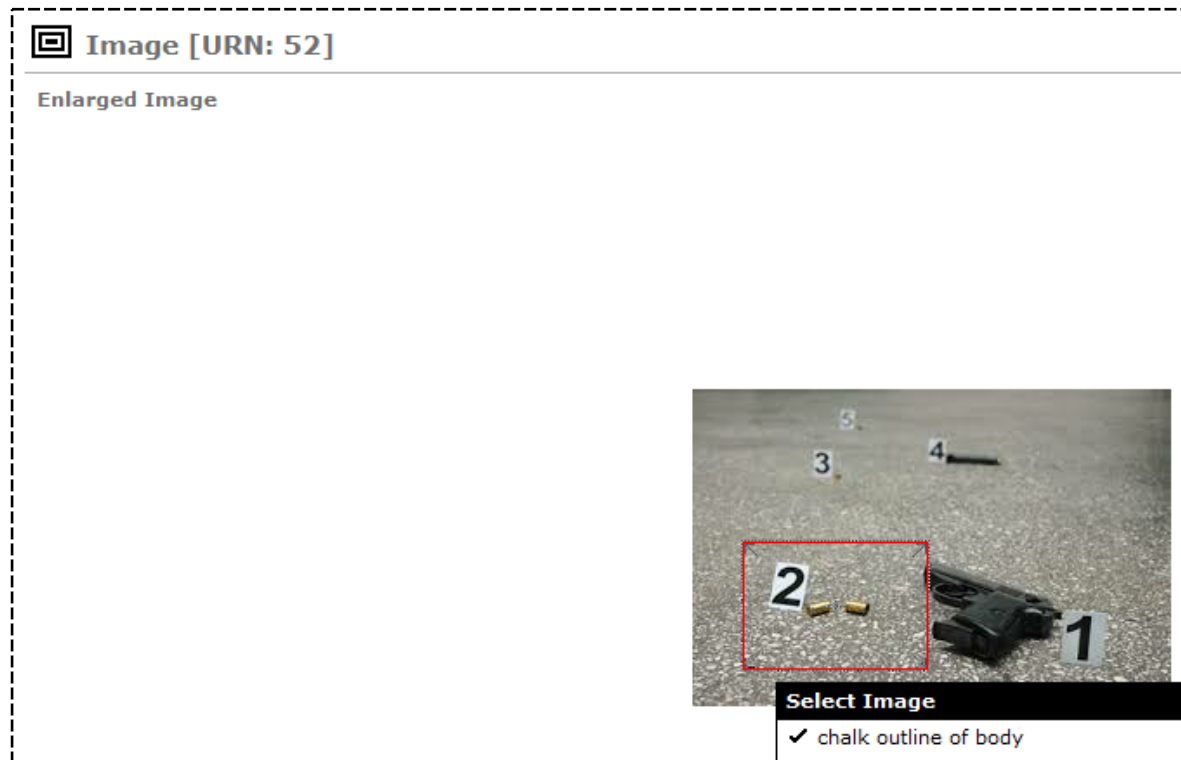
*To see the entity that's linked to a hotspot, right-click the hotspot > Select **Show Linked Entity**.*



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.

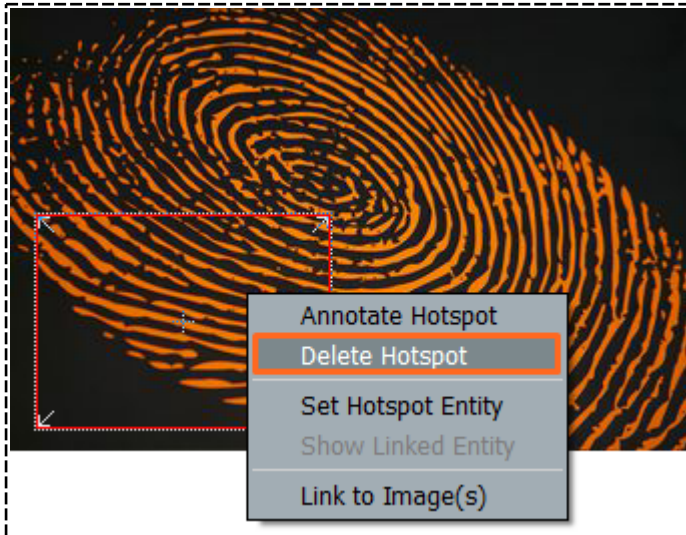
They will change to Check mark ✓ icons.



Delete a Hotspot

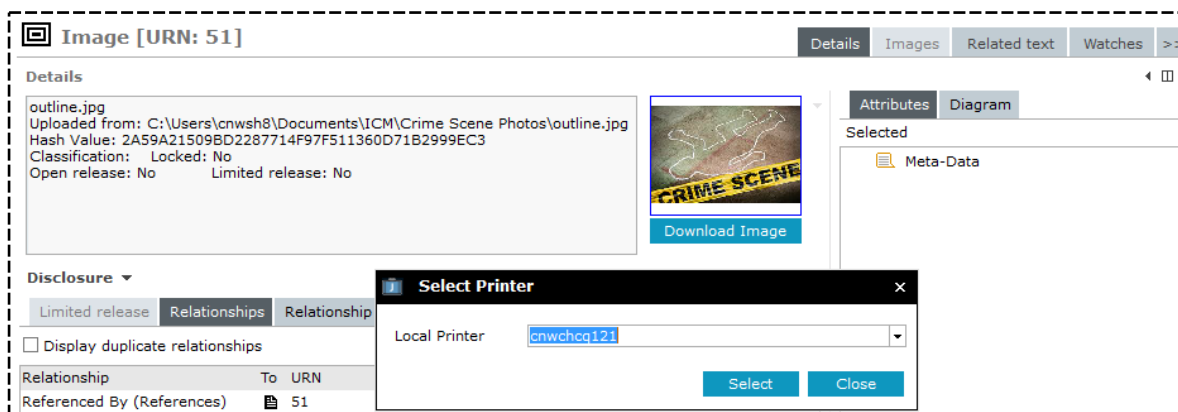
Use either of these methods to delete a hotspot and any comments it contains:

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



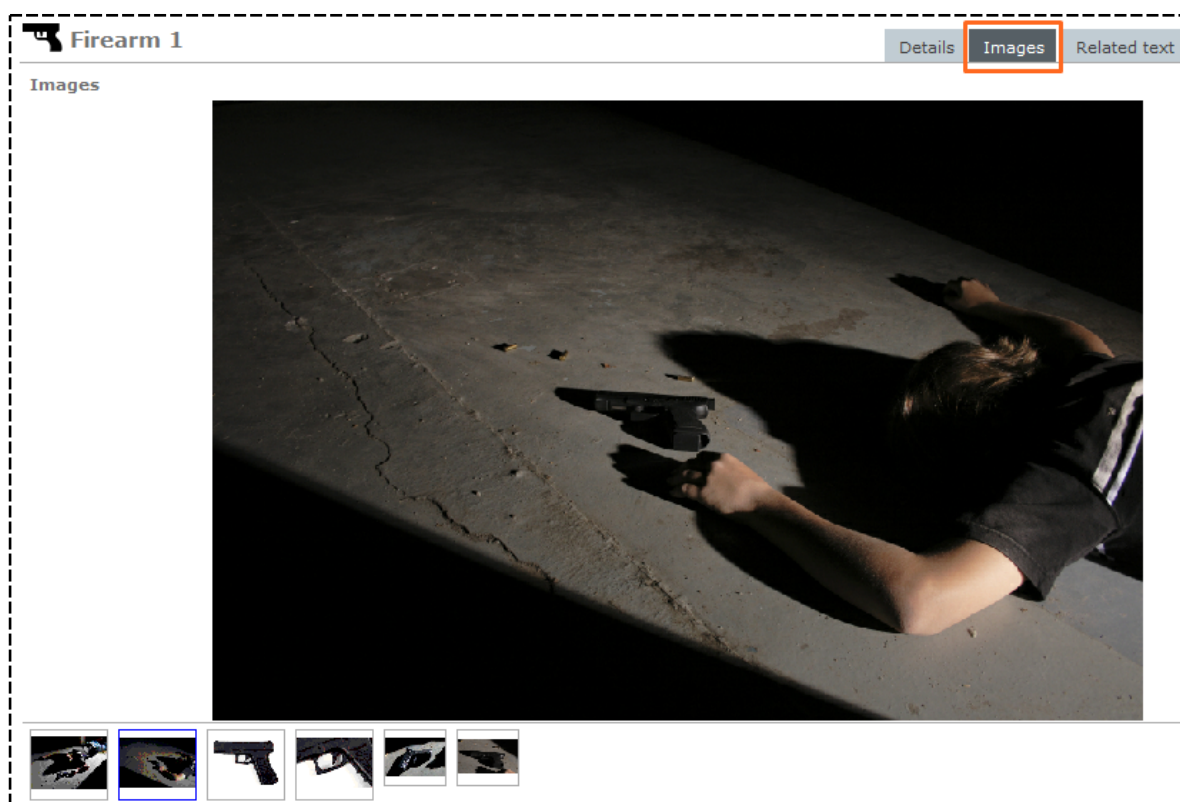
Print an Image

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**.



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:

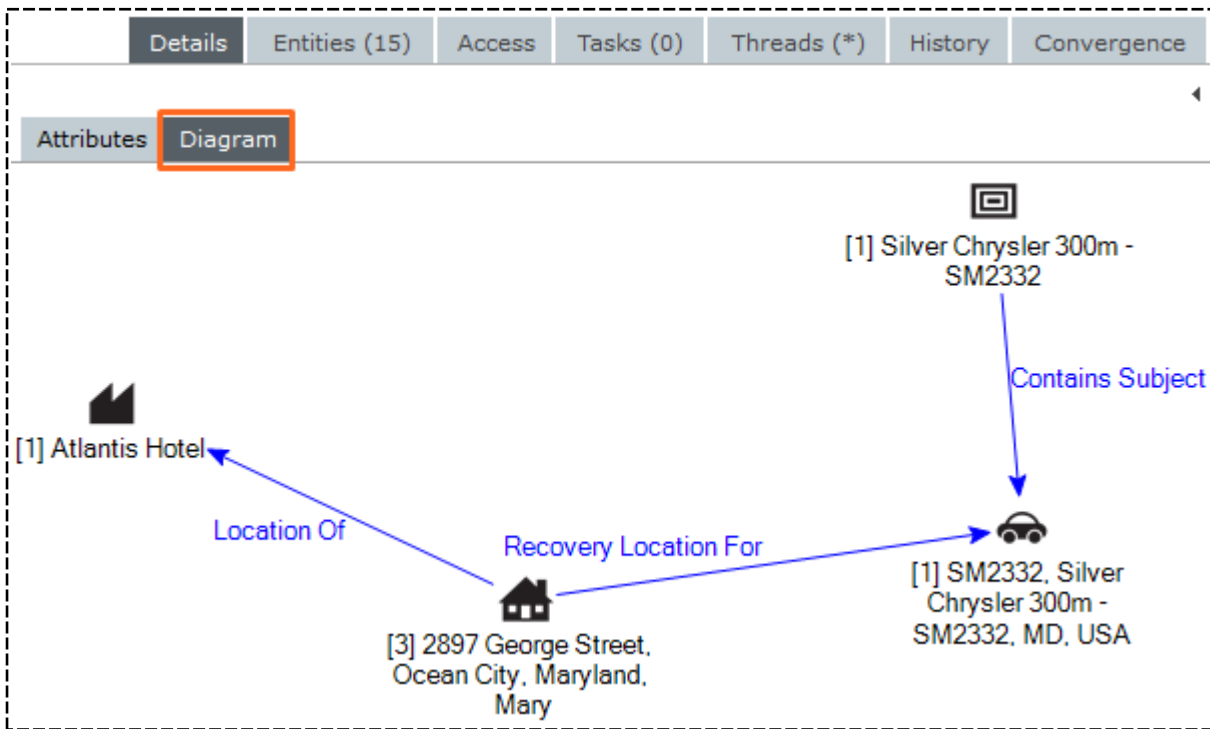
1. Open the required image.
2. Double-click the thumbnail to expand it.
3. Select **Show Zoom Controls**.
4. Select the zoom in  icon to increase the magnification.
5. Select the zoom out  icon to decrease the magnification.
6. Use the arrows to move the image up, down, left, or right.
7. To centre the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

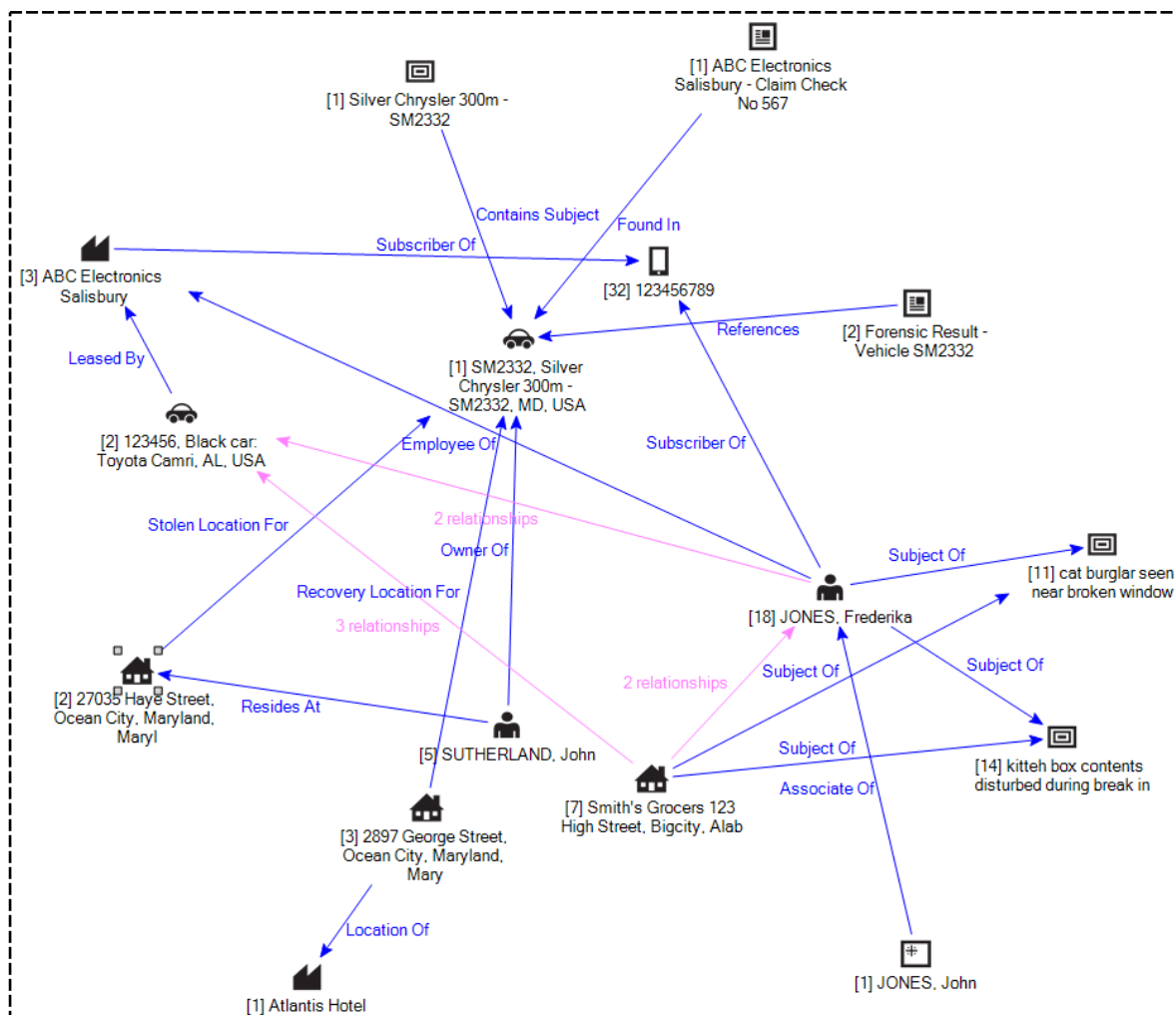
The head of the arrow shows the direction of the relationship.

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

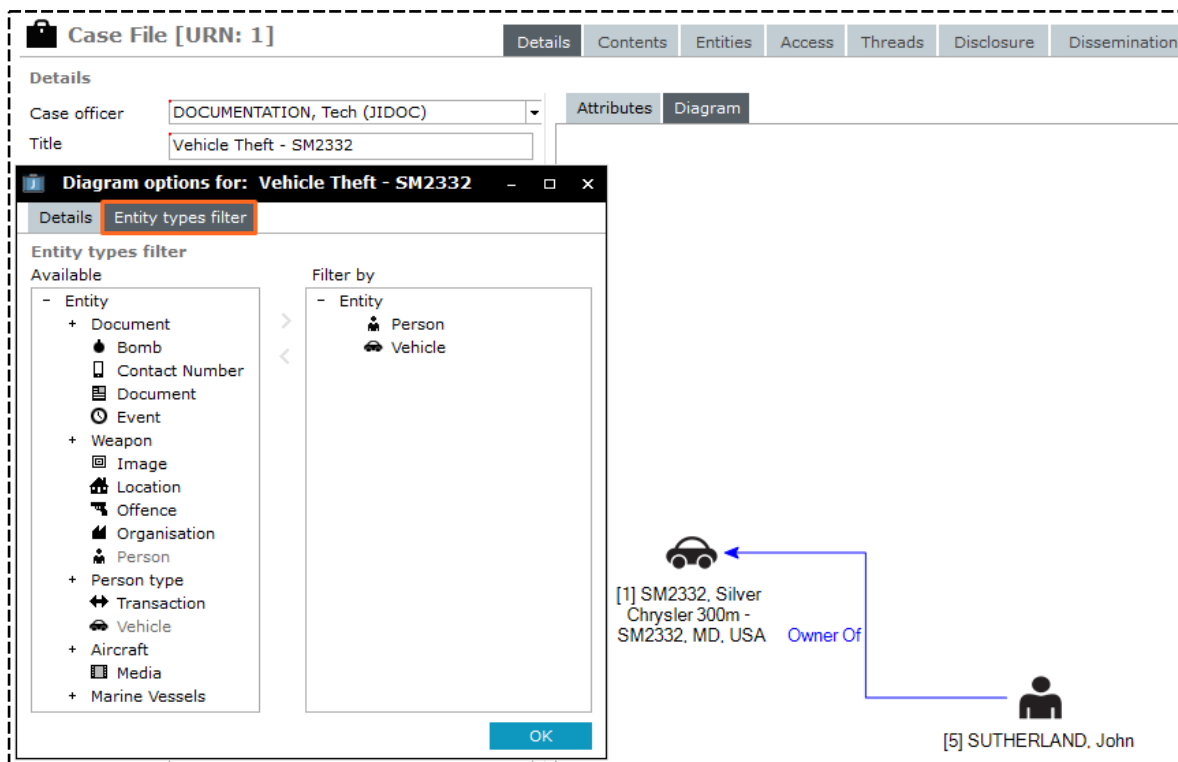
You can choose which entities show in a diagram.

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.



Case File [URN: 1]

Details Contents Entities Access Threads Disclosure Dissemination

Details

Case officer: DOCUMENTATION, Tech (JIDOC)

Title: Vehicle Theft - SM2332

Attributes Diagram

Diagram options for: Vehicle Theft - SM2332

Details Entity types filter

Entity types filter

Available

- Entity
 - + Document
 - + Bomb
 - + Contact Number
 - + Document
 - + Event
 - + Weapon
 - + Image
 - + Location
 - + Offence
 - + Organisation
 - + Person
 - + Person type
 - + Transaction
 - + Vehicle
 - + Aircraft
 - + Media
 - + Marine Vessels

Filter by

- Entity
 - + Person
 - + Vehicle

OK

[1] SM2332, Silver Chrysler 300m - SM2332, MD, USA

Owner Of

[5] SUTHERLAND, John

Float a Diagram

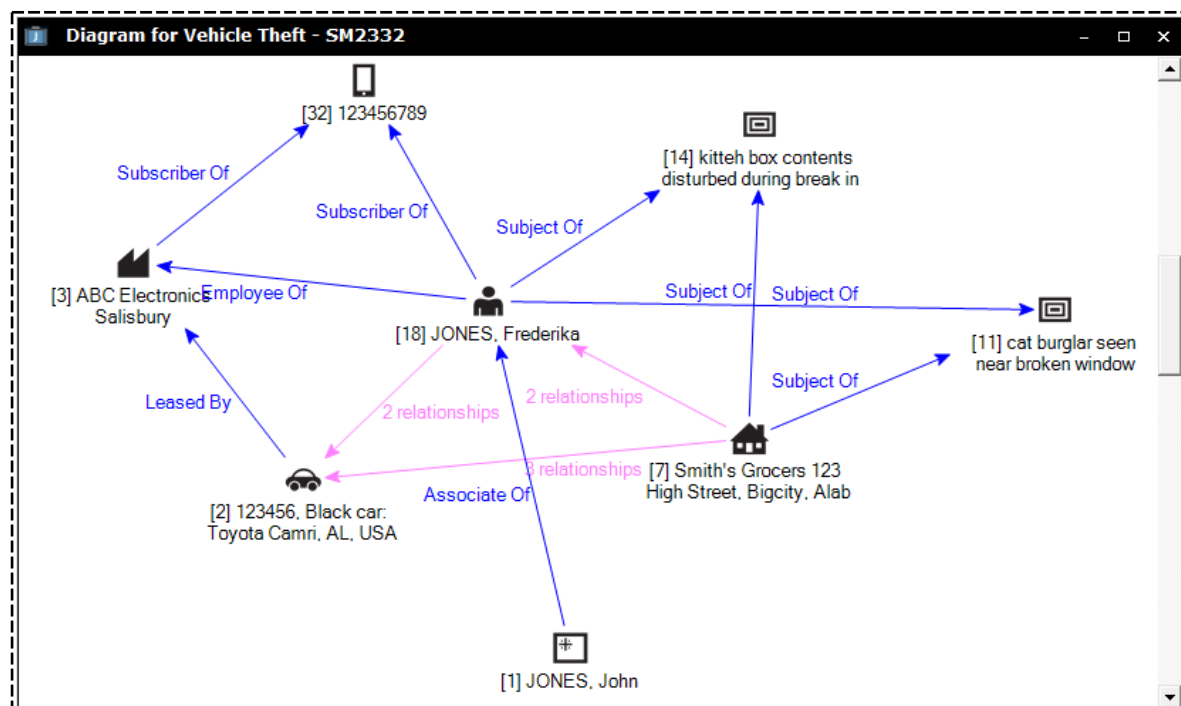
You can display a diagram in a floating window to make it easier to see:

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.

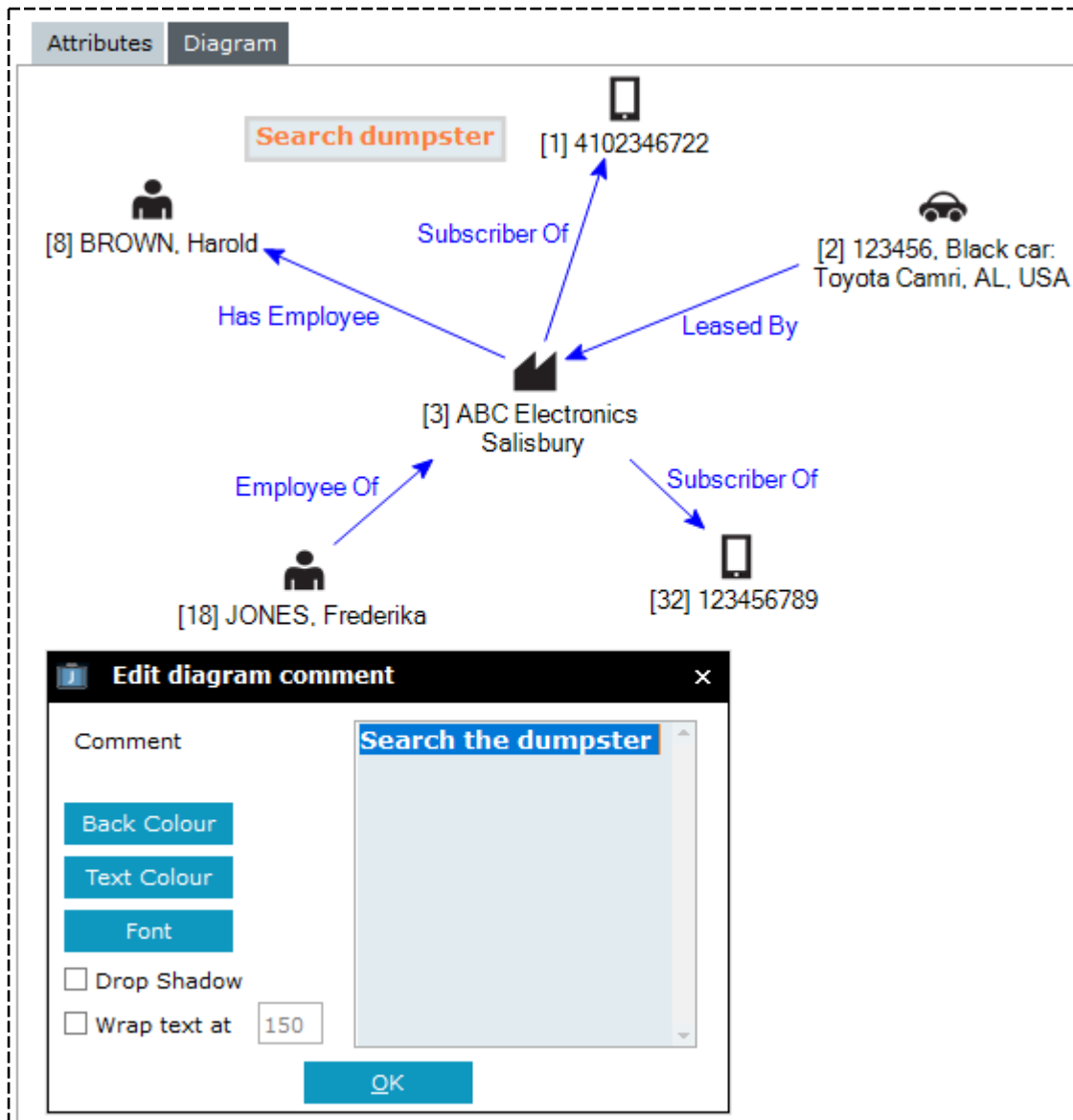
4. Move the diagram to the preferred position on your monitor.

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](#).

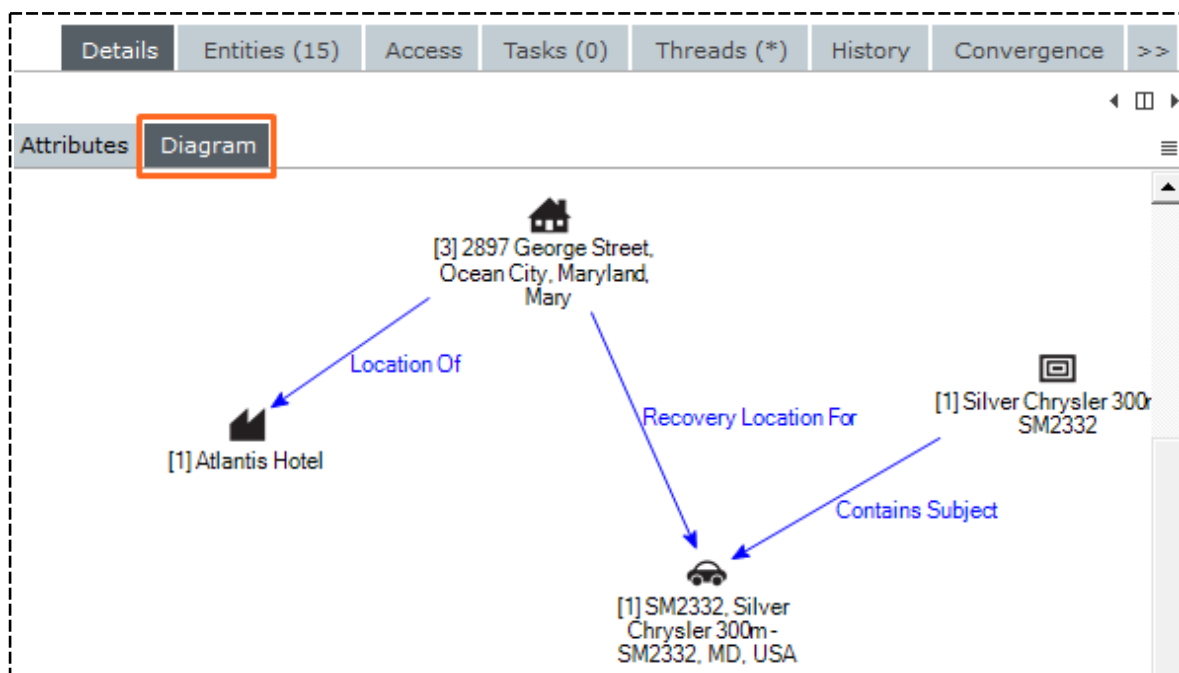
Several options are available when you look at a diagram. To access these:

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.

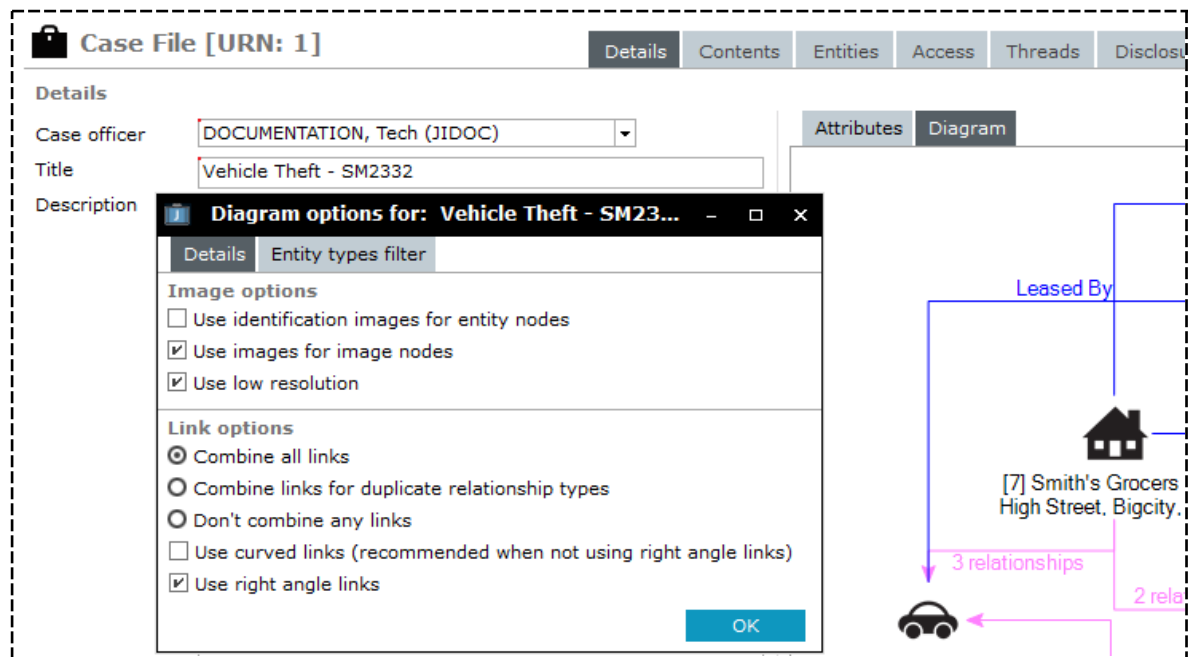
6. To remove an entity from a diagram, select it and press **Delete**.

Any associated relationships will be removed from the diagram.



Choose How You Want Data Displayed on a Diagram

1. Open the entity or source entity.
2. Select the **Details** tab.
3. Select the **Diagram** tab to display the diagram.
4. Right-click in the diagram area > Select **Diagram Options**.
5. Select one of these image options for the diagram:
 - To use identifying images that have been specified for entities (instead of icons), select the **Use identification images for nodes** checkbox.
You can't deselect this checkbox once you have saved the diagram.
 - To use images instead of icons for images, select the **Use images for image nodes** checkbox.
You can't deselect this checkbox once you have saved the diagram.
 - To use any available low-resolution images in the diagram, select the **Use low resolution** checkbox.
The diagram will load faster.
6. Select one of these options depending on whether you want to combine links:
 - **Combine all links**
Selecting this option simplifies the diagram and makes it easier to read.
But it could hide important links between entities.
 - **Combine links for duplicate relationships**
When two or more entities have several relationships between them it can be clearer to show this as one relationship.
This is especially true if the relationship is the same but with different timestamps.
Duplicate relationships are shown as one link, with the number of links shown in parentheses after the relationship description.
 - **Don't combine any links**
All relationship links are shown on the diagram.
The diagram will be cluttered if there are several relationships between entities.
7. Select either of these options to specify the shape of the links:
 - **Use curved links**
Connect entities with curved lines (not the default straight lines).
 - **Use right angle links**
Connect entities with horizontal and vertical straight lines.
 - Select **OK**.



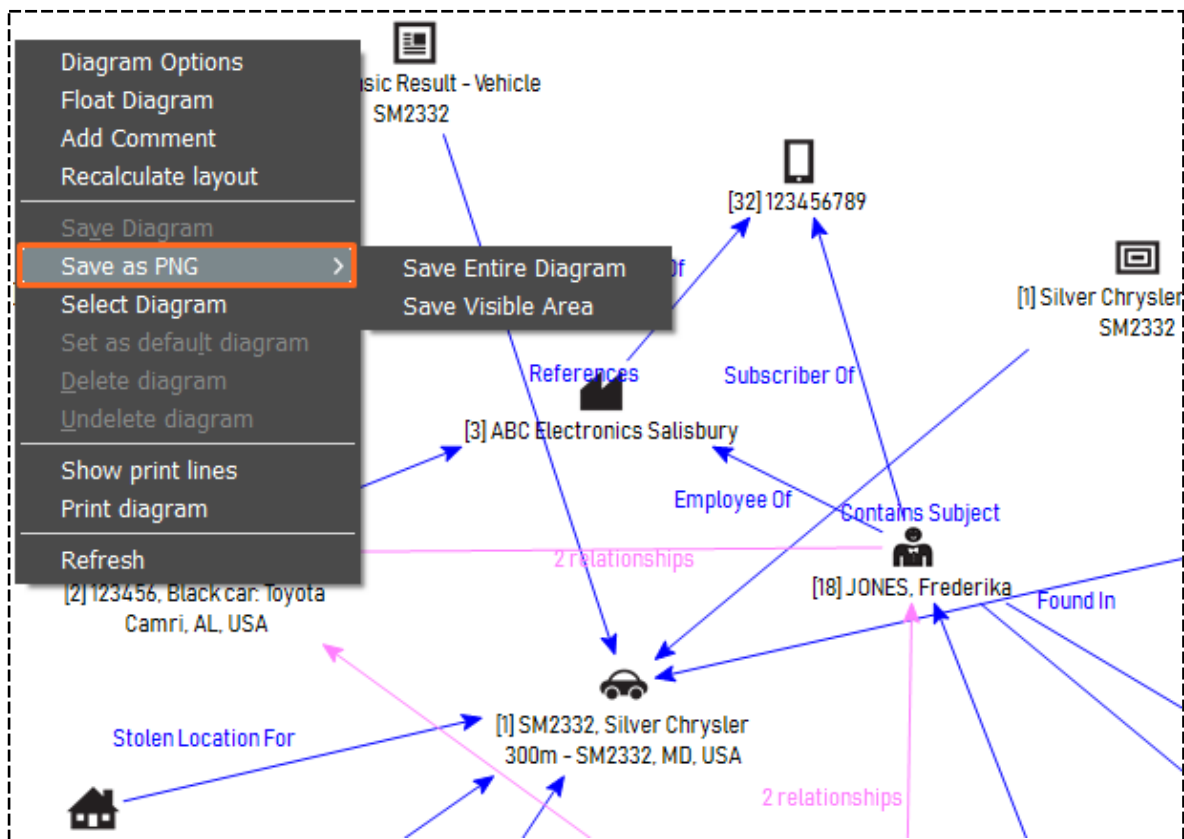
Options for Saving a Diagram

You can:

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

Save a Diagram as a PNG

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



Save a Different Version of a Diagram

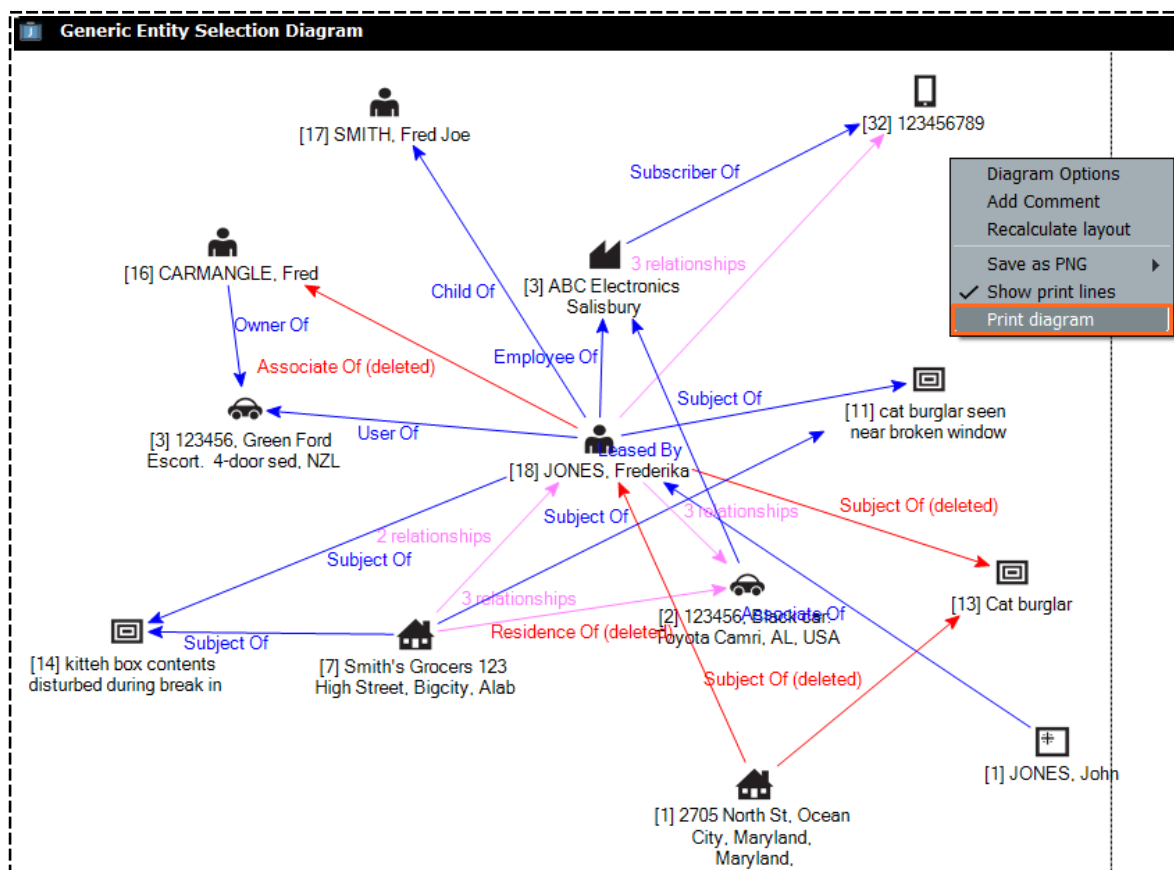
The first diagram created for an entity will be the default diagram for that entity.

You can:

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

Print a Diagram

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



Build Your Own Diagram

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

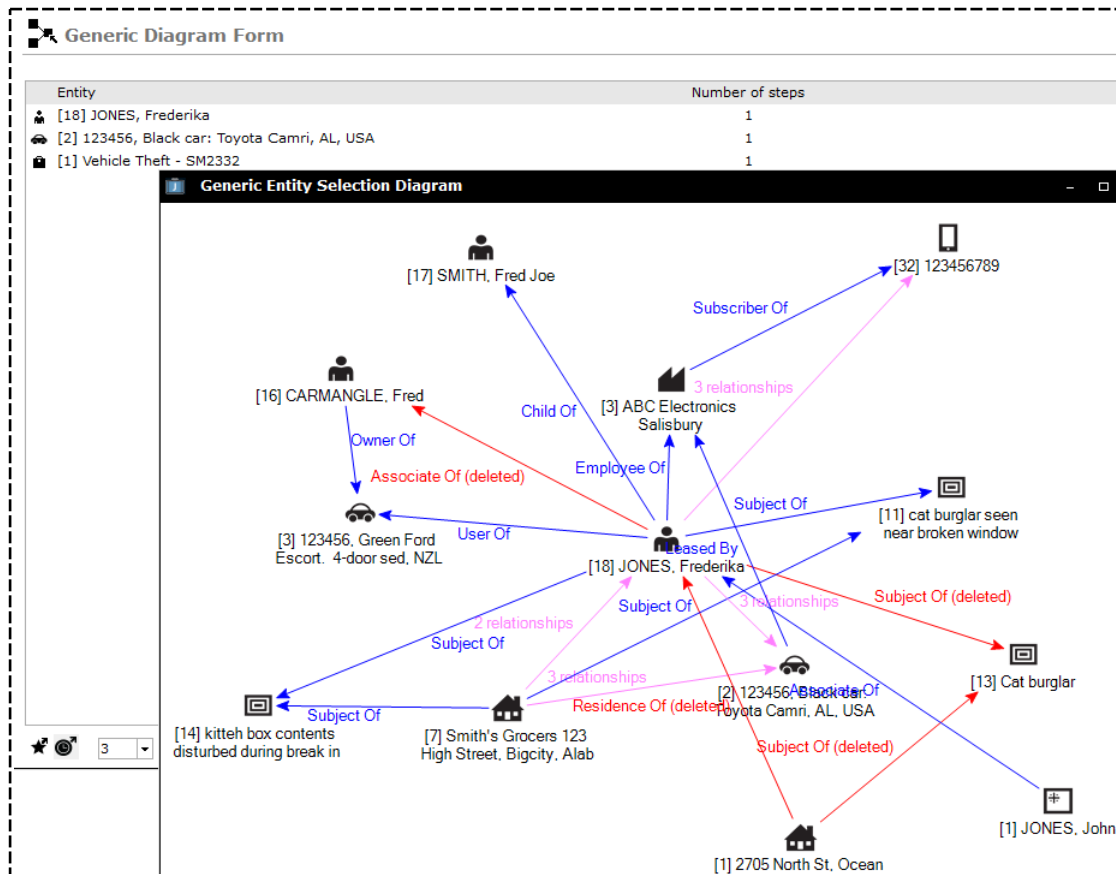
1. Select **System** > **Generic Entity**.
2. Drag and drop the required entities from your *Recent* or *Favourites* section to the generic diagram.
3. Select the number of relationship steps you want included from the **Default number of steps** drop-down.

This value determines the maximum degree of separation between entities.

4. Select **Diagram** to generate the diagram.
5. Select the required [diagram options](#) > Select **OK**.

The diagram displays in a floating window.

6. To remove entities from the diagram generated:
 - Select the entity you want to remove on the generic diagram > Select **Remove Selected Entity**.
 - To remove all entities from the diagram, right-click in the generic diagram > Select **Remove all entities**.
7. Select **Diagram** to regenerate the diagram.
8. Right-click the generated diagram to access additional display and output options:
 - [Add a comment](#) to the diagram.
 - Recalculate the layout.
Automatically reposition everything on the diagram.
 - [Save the image as a PNG](#).
 - See where the print lines are before you [print the diagram](#) so you can adjust it beforehand.



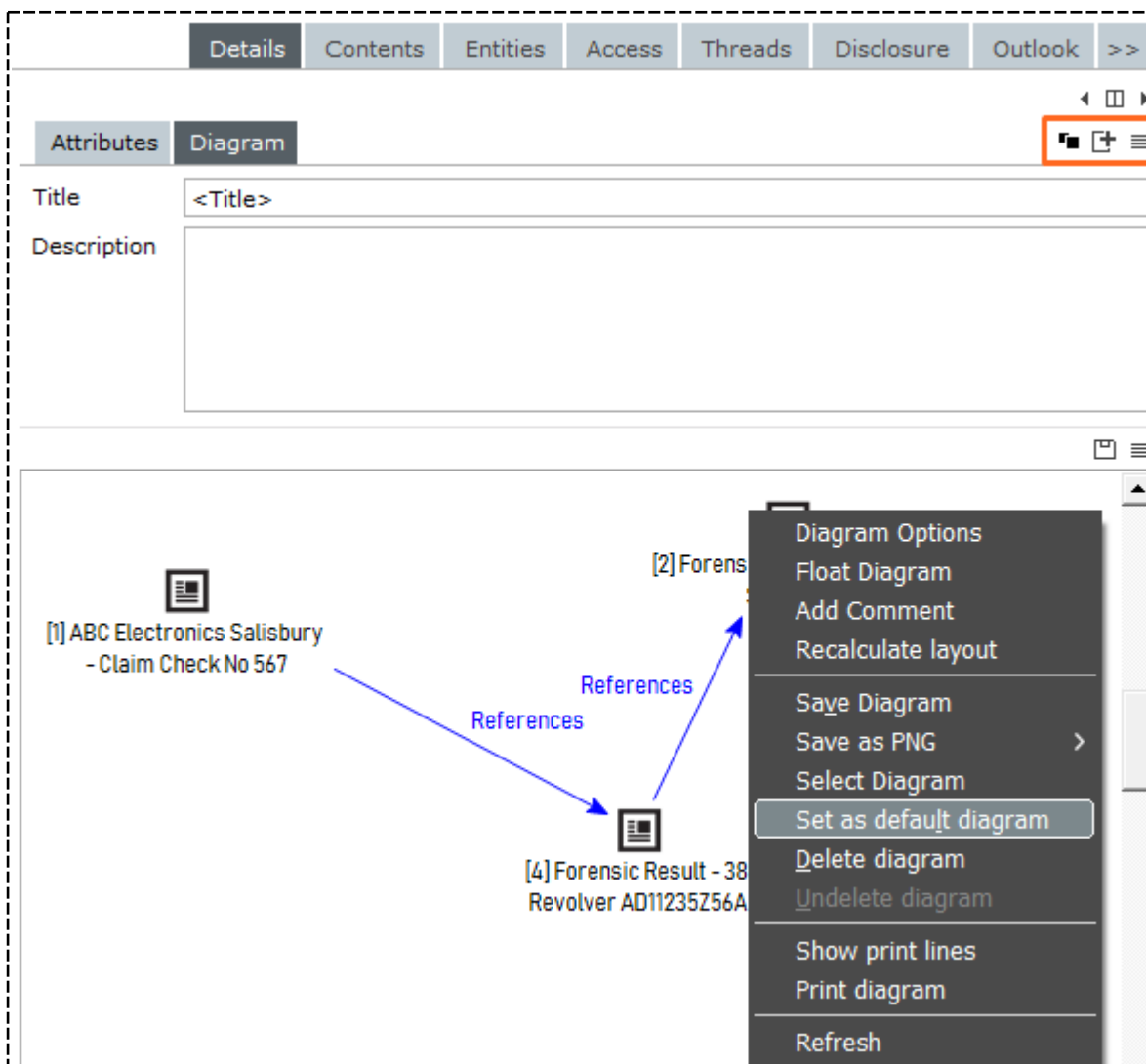
Save Different Versions of a Diagram

You can create and save several versions.

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

You can:

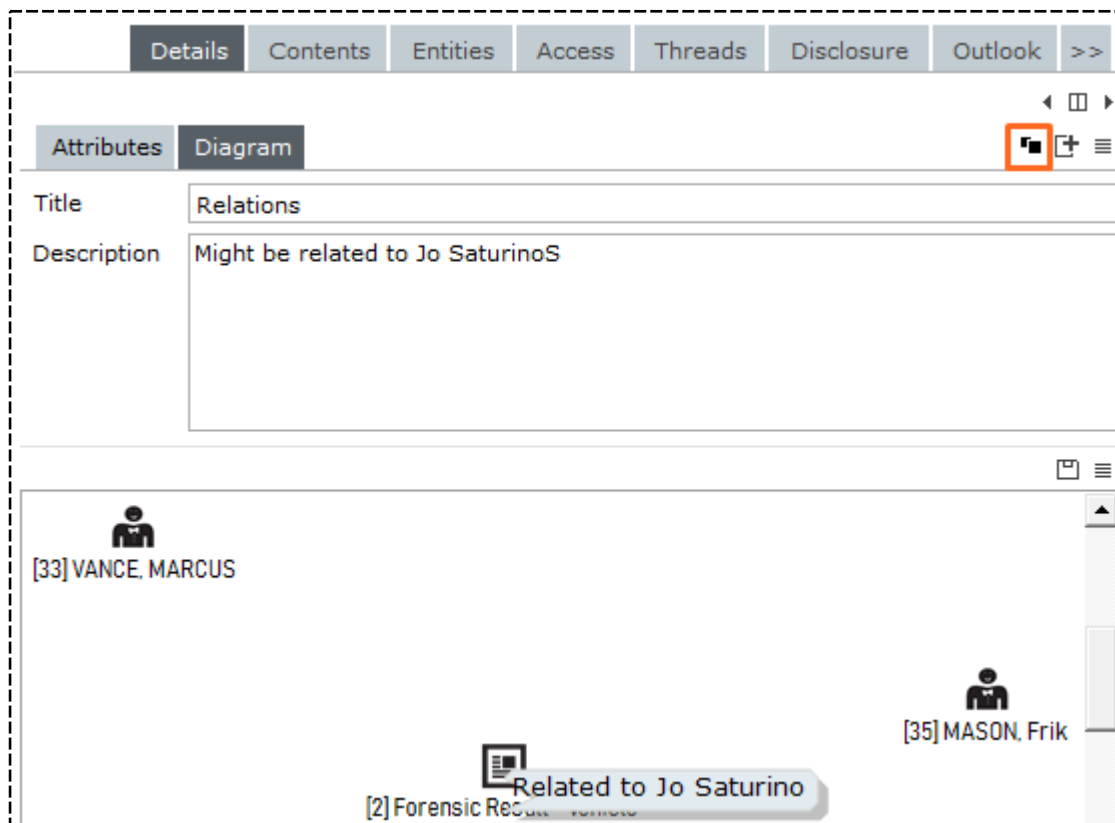
- Create a new version of this diagram.
- Copy an existing version of the diagram.
- Select which version of a diagram you want to see.



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

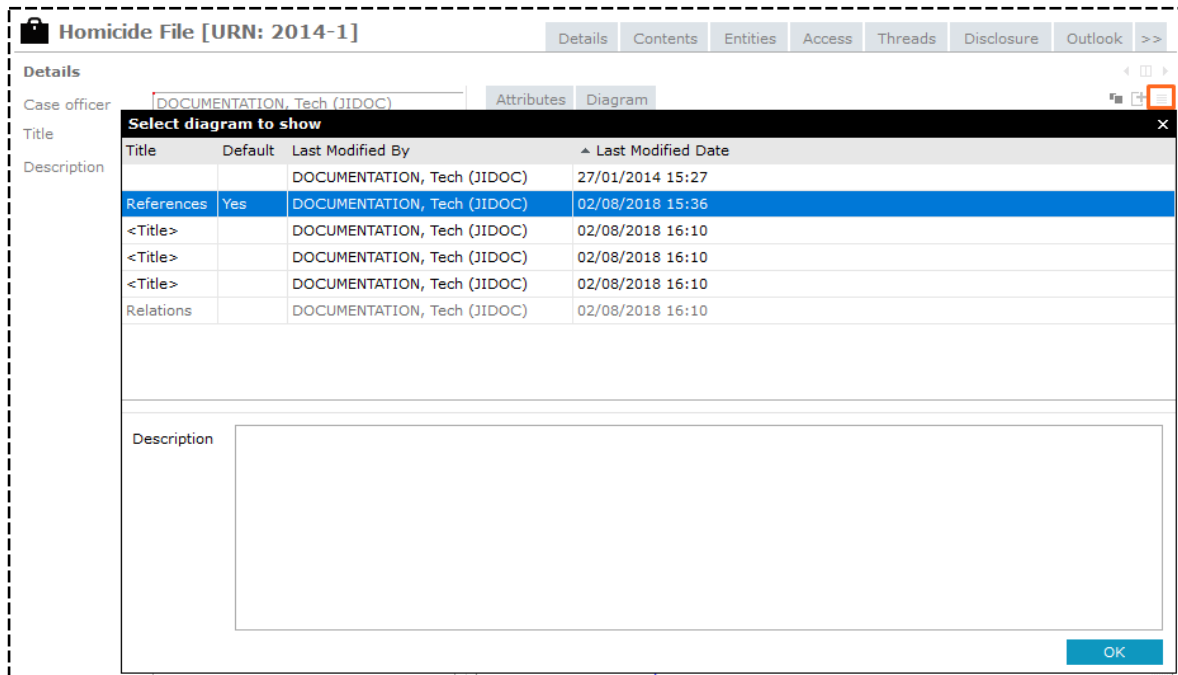
Create a Different Version of a Diagram

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



Select a Version of a Diagram

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

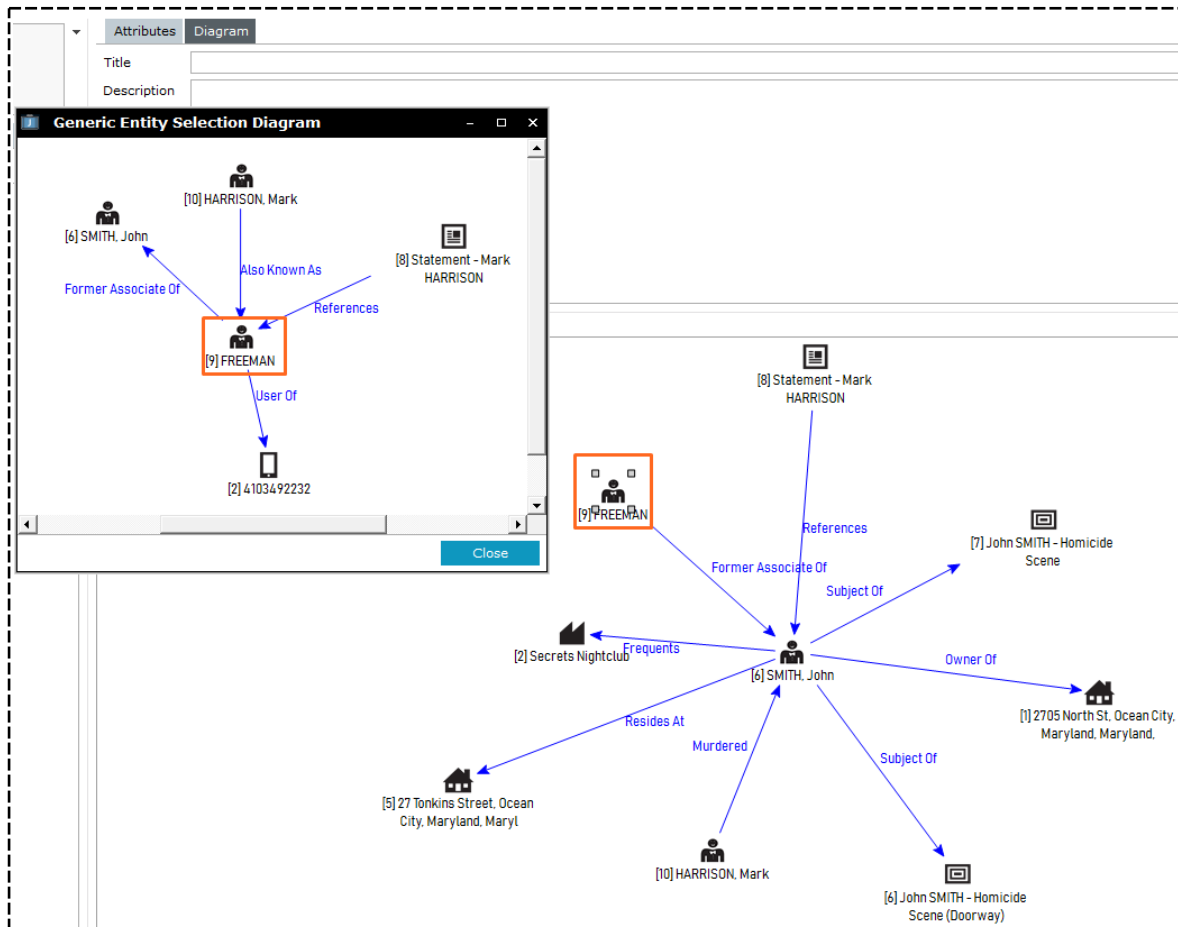


Start a New Diagram

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

Start Date

Finish date

Discovered Date

Source Agency

Source Grade

Info Grade

Relationship Status

Created By

Last Modified 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**.

Default Case Note [URN: 1] Details Entities (2) Access

Entities

URN	Entity
11	Information Report - SMITH
30	READ, Roland

Entity Relationships

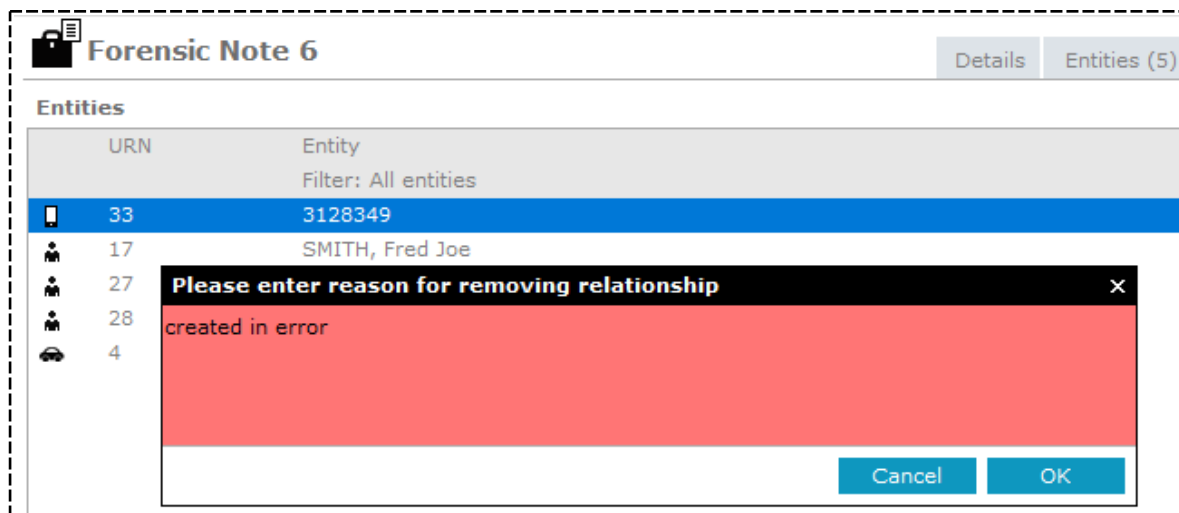
Filter entity: --- All --- Filter relationship: --- All ---

Type	URN	Entity	Relationship To	Type	URN	Entity
Person	30	READ, Roland	Author Of [Written By]	Document	11	Information Report - SMITH

Context menu options: Add, Update, Remove, Show Legend, Extract Table to Excel

Remove a Relationship Between an Entity and a Source Entity

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

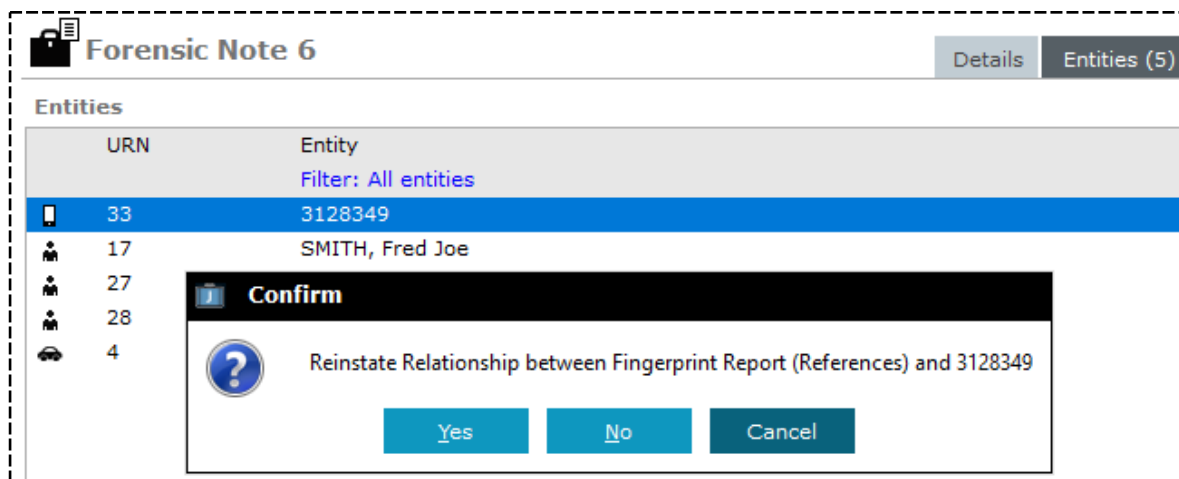


Reinstate a Relationship You've Removed

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

1. Open the source entity.
2. Select the **Entities** tab.
3. Select the relationship you want to reinstate in the *Entities* area.
Relationships you can reinstate are shaded red.
4. Right-click the relationship or select the Options ≡ icon > Select **Reinstate Relationship**.
5. Select **Yes** to confirm you want to reinstate the relationship.

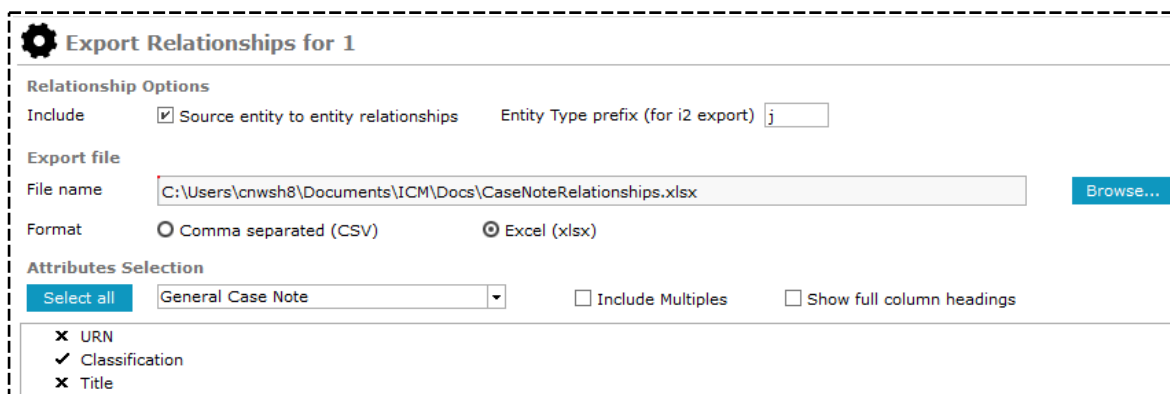
*You can also reinstate a relationship from an entity's **Relationships** tab.*



Export Relationships Between Entities 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.

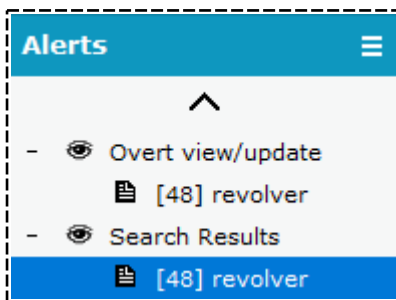
A watch you place on changing or looking at an entity can be overt or covert. A watch placed on a search is always covert.

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.



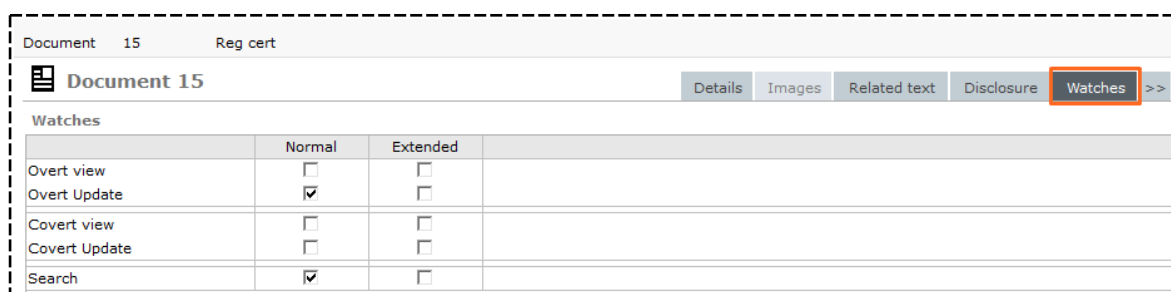
Place a Watch on an Entity

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.

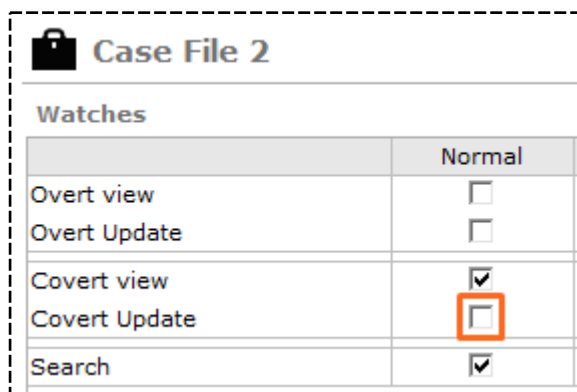
4. Select **Save**.



	Normal	Extended
Overt view	<input type="checkbox"/>	<input type="checkbox"/>
Overt Update	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Covert view	<input type="checkbox"/>	<input type="checkbox"/>
Covert Update	<input type="checkbox"/>	<input type="checkbox"/>
Search	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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**.









	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](#).

 Watches									
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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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

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**

DetailsSubmissionEntities

Details

StatusTask created

CreatorDOCUMENTATION, Tec

TitleRun background check on Jo Smith

DescriptionJo Smith was the last to see the deceased

Draft☐

PriorityRoutine

Expected Completion Date11/08/2017

ClassificationRestricted

Phase & LOEDisclosure

☒ Excluded

Comments

☐ Signed off for disclosure

Comments

Upload PDF

Bulk entities sign off in this source

Bulk sign off


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

Status

Part complete

Creator

DOCUMENTATION, Tech (JIDOC)

Title

Examine scene

Description

12/06/2015
034535241
JIDOC

Draft

☐

Priority

Routine

Expected Completion Date

Classification

Restricted

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:

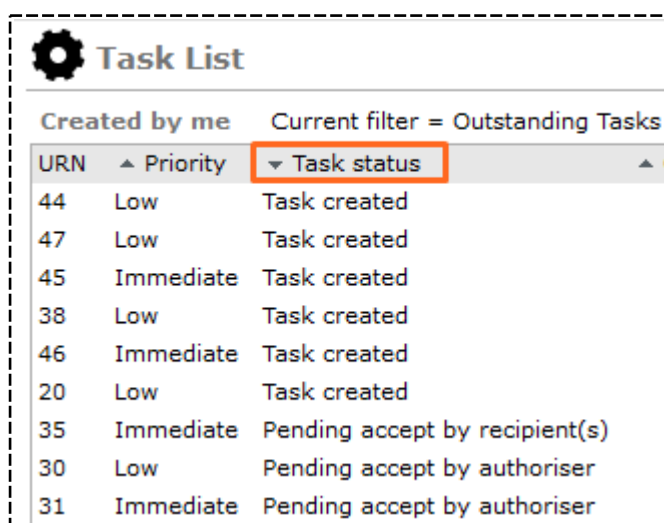
Assigned to me	Tasks that have been sent or assigned to you by yourself or others.
Authorisations/Reviews	Tasks you need to review or authorise .
Results for review	Tasks you need to review.
Created by me	Tasks you have created for yourself and others.

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

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

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.

The screenshot displays the 'Task List' interface. At the top, there are tabs: 'Assigned to me', 'Authorisations/Reviews', 'Results for review', and 'Created by me'. Below the tabs, a table lists tasks with columns: URN, Priority, Task Status, Completion date (Expected), Completion date (Actual), # Results, Title, Case URN, and Case Type. A right-click context menu is open over the table, showing options like 'Edit', 'Acknowledge not authorised', 'Show task types', 'Filter', 'Show Legend', 'Extract Table to Excel', 'Change task creator', and 'Return to normal mode'. The 'Filter' option is highlighted, and a sub-menu is visible with various filter categories: Outstanding Tasks, Pending Authorisation, Pending Review, Not Sent (checked), Incomplete, Completed, Actions Completed (not viewed), Cancelled, Deleted, Overdue, Tasks Requires More Details, Tasks with Results for Review, and Rejected.

URN	Priority	Task Status	Completion date (Expected)	Completion date (Actual)	# Results	Title	Case URN	Case Type
41	Immediate	Task created	18/08/2017		0	Check if gun is licenced (Not Sent)	2014-1	Homicide File
40	Routine	Task created			0	Run background check on Jo Smith (Not Sent)	2014-1	Homicide File
39	Routine	Task created			0	Shared Task (Not Sent)	2014-1	Homicide File
38	Low	Task created			0	Collect membership file from CFI (Not Sent)	2	Case File
37	Low	Task created			0	Examine statement made by Joe Denby (Not Sent)	2014-1	Homicide File
24	Routine	Task created						
20	Low	Task created						

Check the Status of a Task

Tasks are colour-coded according to their status:

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

Task List

Assigned to me Authorisations/Reviews Results for review Created by me

Assigned to me Current filter = Outstanding Tasks

URN	Priority	Recipient status	Reminder	Complete by date (expected)	Completion date (actual)	Team / Designation	Action officer	Title	Case URN	Case Type
33	Routine	Part Complete	<input checked="" type="checkbox"/>	13/06/2015				OC Examine scene	7	Case File
25	Routine	Accepted	<input type="checkbox"/>	16/05/2014				OC Locate CCTV footage from North Hagley vehicle cams	2014-1	Homicide File
23	Routine	Accepted	<input type="checkbox"/>	29/03/2014				OC Check local garages for cars matching description		

Legend

- Action task
- Information only task
- Overdue task
- Diverted task


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

Cancelled

Title

Fingerprint mail found at suspect's home

Description

Fingerprint mail found at suspect's home

Creator

DOCUMENTATION, Tech (JIDC)

Draft☐

Priority

Routine

Expected Completion Date

01/02/2010

Classification

Disclosure

☐ Excluded

Comments




☐ Signed off for disclosure

Comments

Upload PDF

Bulk entities sign off in this source

Bulk sign off

Accept

Reject

Forward

Attributes

Selected

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. At the top, there are tabs for 'Details', 'Submission', 'Entities (0)', and 'Results (0)'. The 'Details' tab is active, showing fields for Status (Part Complete), Title (Check local garages for cars matching description), Description (29/03/2014, S W), and Creator (DO). A modal dialog box titled 'Please enter reason for rejecting task' is open, with a red background and a text input field containing 'no need, we found the car today'. The dialog has 'Cancel' and 'OK' buttons. At the bottom right of the task interface, there are 'Accept' and 'Reject' buttons, with the 'Reject' button highlighted by a red rectangle. The 'Draft' checkbox is unchecked, and the 'Priority' is set to 'Routine'.

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?

Set the Default Value for Can Reject or Forward

Your ICM administrator can make the default value **selected** or **deselected** for these recipient checkboxes:

- Can Reject
- Can Forward

This setting is available for each type of task.

Task - Ad Hoc Entity Type Details Icons Entity types Relationships Usages **Options** Retention criteria >>

Options

Default classification

☐ Display warning when another user is updating

☒ Hide no access results on searches ☐ Exclude from duplicate identification ☐ Requires Authorisation ☒ Check access at run time

☐ Default 'Can forward' to true when adding recipient ☐ Default 'Can reject' to true when adding recipient

Review default

☒ No review required ☐ Review required

Task - Ad Hoc [URN: Task 1883] Details Submission Entities (2) Results (0) Access Threads (0) History >>

Submission

Alert for ☒ Results ☐ Forwarded ☐ Rejected

Review ☒ Not

Authorisation ☒ Not

Result template

Recipients

Date/Time	Name
07/03/2019 13:46	Bay of Plenty District Supervisor
07/03/2019 13:46	Pieter

Recipients

☒ Designations ☐ Teams ☒ Users ☐ Case Teams

Selected

- Designations
 - Bay of Plenty District Supervisor
- Individual Users
 - BREMERS, Pieter (PIETER)**

Comment for recipients

Recipient details for BREMERS, Pieter (PIETER)

Type ☐ Information only ☒ Action

Complete by Status Cancel

☐ Can reject ☐ Can forward

Action Officer

Forwarded details

OK Cancel

Cancel Send Save Delete Close

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**.

The screenshot shows the 'General Task 25' interface. The 'Details' tab is active, showing fields for Status (Part Complete), Title (Locate CCTV foot), Description (16/05/2014 033454544 TBAL Request download hours before inci), Draft (unchecked), Priority (Routine), Classification (Restricted), and Phases (Undefined). A 'Select assignee' dialog box is open, showing a list of designations: 'Director Intelligence' and 'Director Operations'. The 'Comment for assignee' field contains the text 'Please have a look at this next week'. The 'Assign' button is highlighted in the bottom right corner of the task interface.

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**.

The screenshot shows the 'General Task [URN: 45]' interface. The 'Submission' tab is selected. The 'Recipients' section is active, showing a list of recipients: Commissioner, Director Intelligence (selected), and Director Operations. Below this, a section titled 'Users in Director Intelligence' lists 'MCDONALD, Shirley (CNWSAS1)'. At the bottom, the 'Recipient details for Director Intelligence' are shown, with the 'Type' set to 'Information only' (highlighted by a red box) and 'Action' as an alternative option. The left sidebar contains links for 'Submission', 'Alert for', 'Review', 'Authorisation', 'Result template', 'Recipients', 'Date/Time', and 'History'.

General Task [URN: 45]	
Submission	Details Submission
Alert for	
Review	
Authorisation	
Result template	
Recipients	
Date/Time	
History	
Date/Time	
25/01/2018 10:10	

Recipients

☒ Designations ☐ Teams ☐ Users ☐ Case Teams

Commissioner
Director Intelligence
Director Operations

Users in Director Intelligence

MCDONALD, Shirley (CNWSAS1)

Comment for recipients


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.

 **General Task [URN: 33]**

Details

Submission

Entities (0)

Results (2)

Access

Threads (*)

Submission

Alert for

☒ Results

☒ Forwarded

☒ Rejected

Review

☒ Not required

☐ Required

<No reviewer selected>

Authorisation

☐ Not required

☐ Required

☒ Self authorise

DOCUMENTATION, Tech (JIDOC)

Result template

Clear

Recipients

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 'Details' tab is active, showing fields for Status (Task created), Title (Run background check on Jo Smith), and Description (Jo Smith was the last to see the deceased). A modal dialog box is overlaid on the screen, titled 'Please enter reason for deleting Run background check on Jo Smith (Not Sent) x'. The dialog contains a text input field with the text 'Background check has already been run' and two buttons: 'Cancel' and 'OK'. At the bottom of the task interface, there are buttons for 'Copy as new', 'Cancel', 'Send', 'Save', and 'Delete'. The 'Cancel' and 'Delete' buttons are highlighted with orange borders.

Task Administrators Can Delete Tasks

You can delete a task before it's sent, or if it has been cancelled.

This applies if you:

- Created the task
- Are the originating case officer
- Have the **Task Administrator** permission

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' interface. The 'Submission' tab is active, showing options for Alert for (Results, Forwarded, Rejected), Review (Not required, Required), Authorisation (Not required, Required, Self authorise), and Result template. The 'Recipients' tab is also visible, showing a table with columns: Date/Time, Name, Status, Action Officer. The table contains one entry: 07/08/2017 14:30, Tech DOCUMENTATION (JIDOC), Not sent yet. To the right of the table is the 'Additional Details' section, which includes 'Sent By' (DOCUMENTATION, Tech (JIDOC)) and 'Comments'. Below the table, there is a 'Recipients' section with tabs for Designations, Teams, Users, and Case Team. The 'Users' tab is selected, showing a list of users: Commissioner, Director Intelligence, and Director Operations. A 'Selected' dropdown menu is open, showing '- Individual Users' and 'DOCUMENTATION, Tech (JIDOC)'.

Make the Task Recipient Information Only by Default

If you have lots of tasks that are for information purposes only, you can set tasks to have this status by default:

1. Select **Admin > Entity Definition > Types**.
2. Open the type of task you want to edit in the **Selected** area.
3. Select the **Options** tab.
4. Under *Recipient type default*, select **Information only**.

General Task Entity Type [Details] [Icons] [Entity types] [Relationships] [Usages] [Options] [Retention criteria] >>

Options

Default classification: Restricted

☐ Display warning when another user is updating

☐ Hide no access results on searches ☐ Exclude from duplicate identification ☒ Requires Authorisation ☐ Check access at run time

☐ Default 'Can forward' to true when adding recipient ☐ Default 'Can reject' to true when adding recipient

Review default

☒ No review required ☐ Review required

Recipient type default


☒ Information only ☐ Action

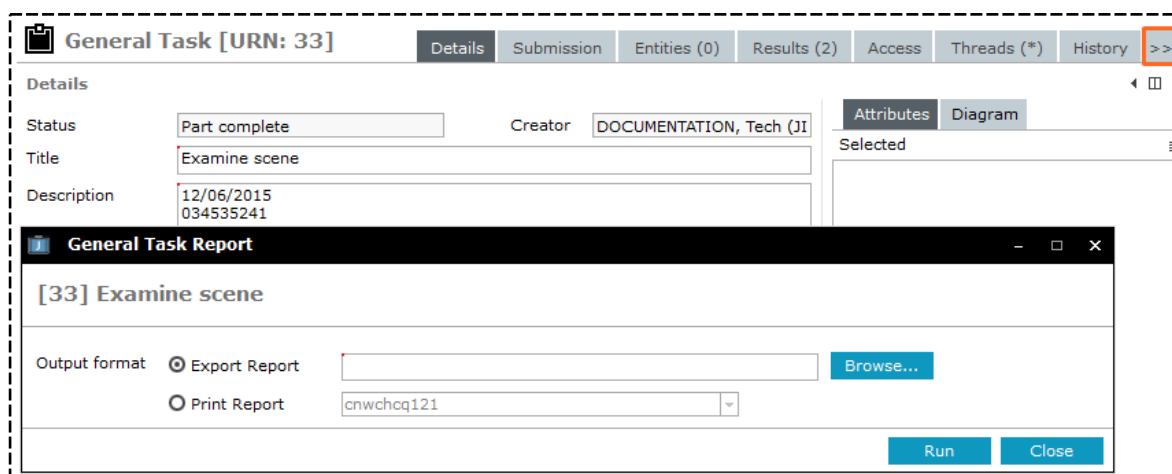
Print or Export a Task to Word

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.



The screenshot displays the 'General Task [URN: 33]' interface. The top navigation bar includes tabs for Details, Submission, Entities (0), Results (2), Access, Threads (*), and History. The 'Details' tab is active, showing fields for Status (Part complete), Title (Examine scene), and Description (12/06/2015 034535241). The 'Overflow' icon (three dots) is highlighted in the top right corner. Below the task details, the 'General Task Report' dialog is open. It shows the task title '[33] Examine scene' and two output format options: 'Export Report' (selected) and 'Print Report'. The 'Export Report' option has a 'Browse...' button next to it. The 'Print Report' option has a dropdown menu showing 'cnwchcq121'. At the bottom of the dialog are 'Run' and 'Close' buttons.

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**.

The screenshot shows the 'Task diversion' form with the following fields:

- Task diversion** (Recipient/Authoriser/Reviewer)
- To user**: USER, Demo (JI0005)
- Resume date**: 18/09/2017
- Clear** button

The **Expiry date** calendar is open, showing the month of September 2017. The date 18 is highlighted in yellow.

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	

Buttons: **Clear**, **OK**

Set up 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

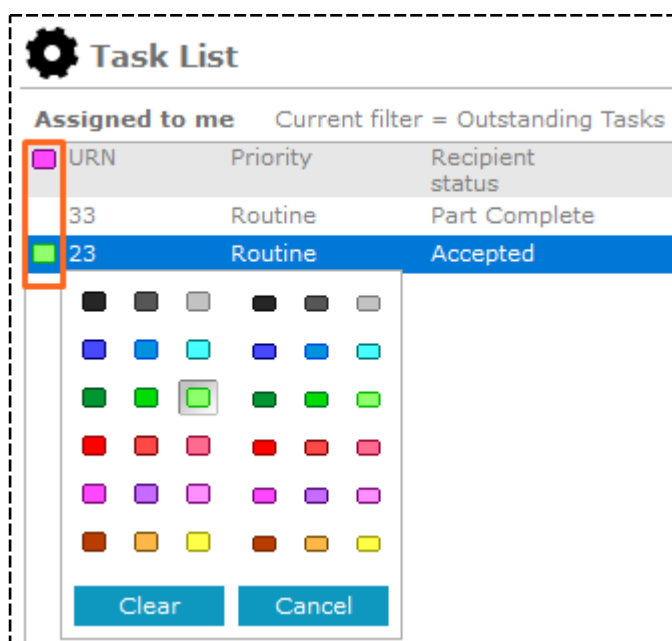
You can use coloured icons to highlight your tasks. This can help you prioritise your tasks.

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.



Search for a Task by Its Historical Status

1. Select **Search** > Select **Tasks** or **Task Results** > Select the type of task or task result you want to search for.
2. Expand the **Additional criteria** area.
3. Select the status in the **Status** or **Result Status** drop-down.
4. Select the **Match if task** checkbox if the task previously had this status.

Q Task - Ad Hoc Search Standard Attributes Advanced Thesaurus Scope Active Search Stored Search

Standard criteria

Search words Search Clear

☐ Any words

Entity URN

Additional criteria ▲

Designation

Team

User

Status ☒ Match if task previously had this status

Priority

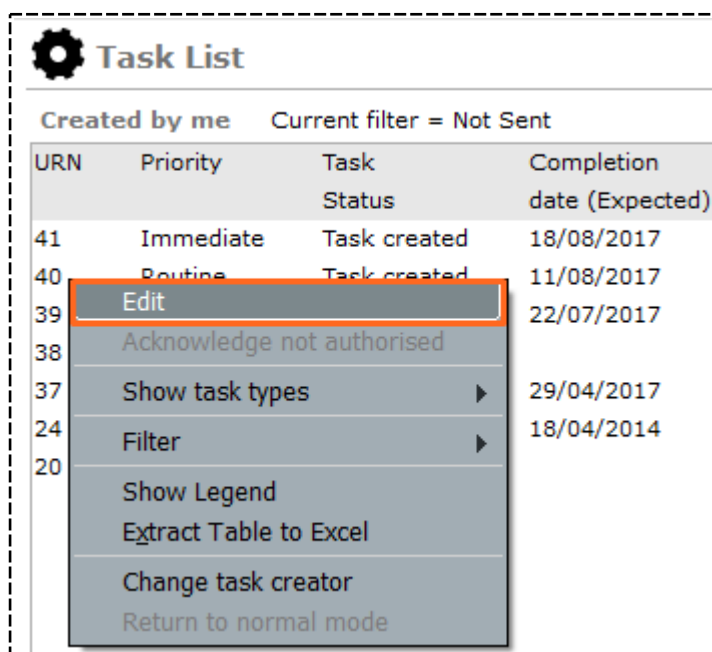
Results (284)

URN	Title	Case
Task 2	Request for Subscriber Details	[CASE/2009-1] Operation Zetland
Task 3	Request for Call Charge Records	[CASE/2009-1] Operation Zetland
Task 4	Interview Witness - Tom Jeckel	[CASE/2009-2] Homicide - Peter Hawkin
Task 5	Conduct Immediate Search of Secrets Nightclub Dumpster	[CASE/2009-2] Homicide - Peter Hawkin
Task 6	Research Existing Incidents and Information Reports	[CASE/2009-2] Homicide - Peter Hawkin
Task 7	Request Call Charge Records and Subscriber details - 024864355	[CASE/2009-2] Homicide - Peter Hawkin
Task 8	Update Disclosure Details	[CASE/2009-2] Homicide - Peter Hawkin

Additional detail

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.




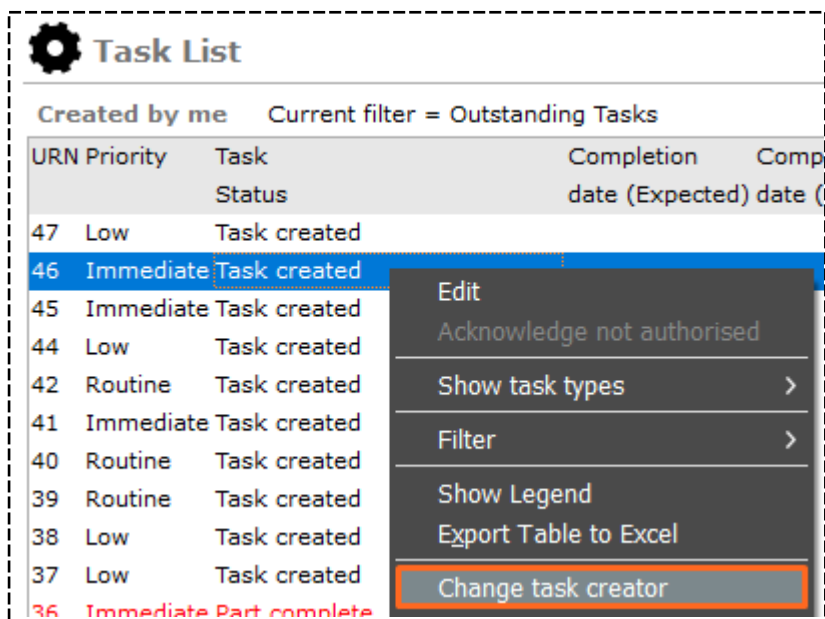
The screenshot shows the 'Task List' interface. At the top, there is a gear icon and the text 'Task List'. Below this, it says 'Created by me' and 'Current filter = Not Sent'. The main part of the interface is a table with four columns: URN, Priority, Task Status, and Completion date (Expected). The table contains several rows of tasks. A right-click context menu is open over the task with URN 40. The menu items are: Edit (highlighted with an orange border), Acknowledge not authorised, Show task types (with a right arrow), Filter (with a right arrow), 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			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.
4. Select the Search  icon to find the required user > Select **OK**.
5. Select **Change task creator**.



The screenshot shows the 'Task List' interface. At the top, there is a gear icon and the title 'Task List'. Below the title, there are two tabs: 'Created by me' (selected) and 'Current filter = Outstanding Tasks'. The main area contains a table with the following columns: URN, Priority, Task, Completion, and Completion date (Expected). The table lists several tasks, with the row for URN 46 highlighted in blue. A context menu is open over the highlighted row, showing options: Edit, Acknowledge not authorised, Show task types, Filter, Show Legend, Export Table to Excel, and Change task creator (highlighted with an orange border).

URN	Priority	Task	Completion	Completion date (Expected)
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**.

1	URN	Title	Originating Case	Originating Task
2	1	Next Of Kin Contacted - Detail Obtained	[2] Homicide - John SMITH	[1] Contact the Next of Kin and Obtain Further Detail
3	4	Relevant Incident Identified - Other Crimes Stolen Vehicle SM2332	[2] Homicide - John SMITH	[3] Conduct Research on Existing Data Holdings

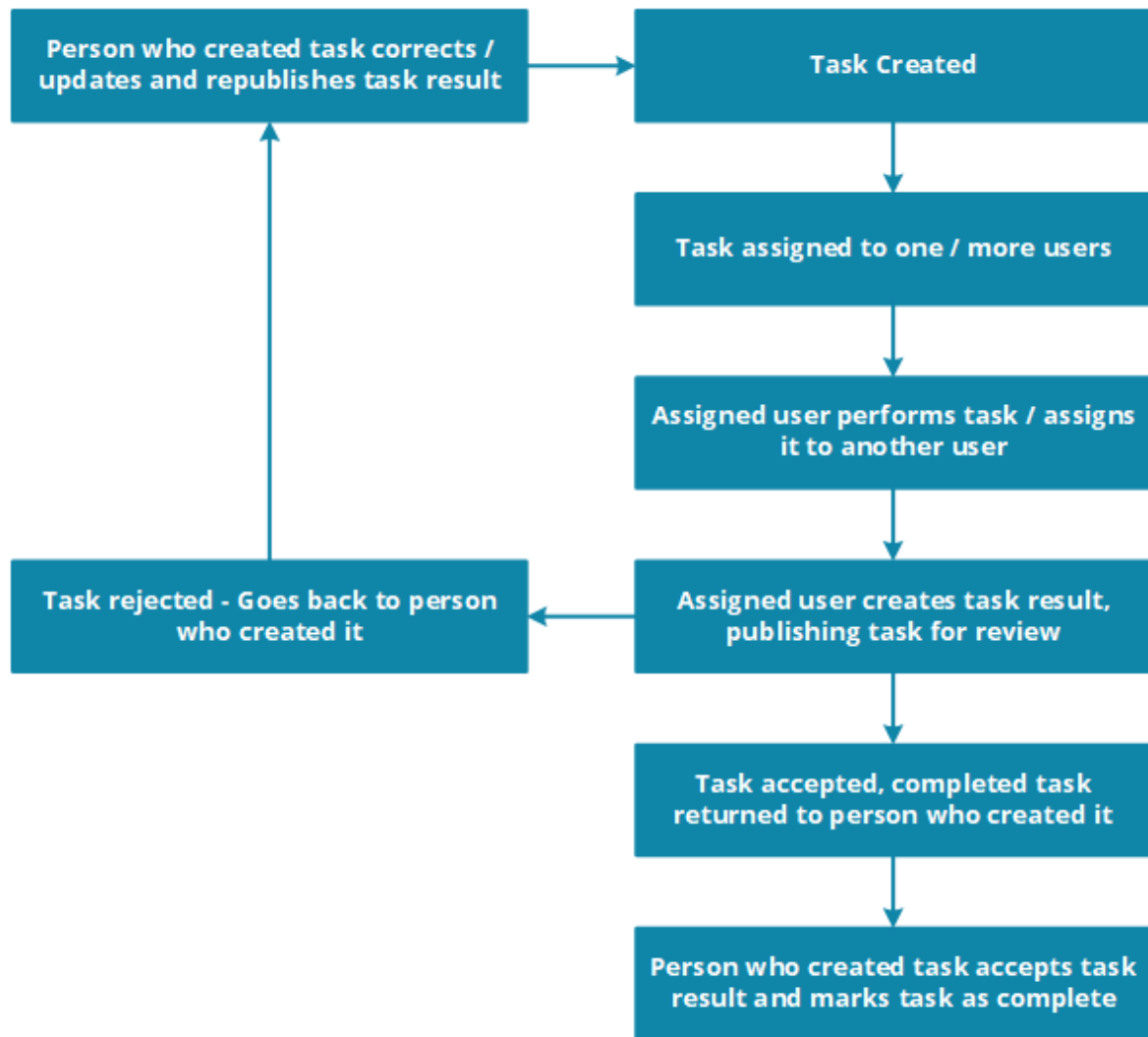
Progress a Task

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.

Tasks



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 web form titled "Task Result [URN: 28]" with a "Details" button. The form is divided into sections. The "Details" section contains fields for "Task Title" (Examine scene), "Task Description" (12/06/2015, 034535241, JIDOC), "Type" (Interim), "Recipient", and "Title" (Completed collection of data). The "Status" field is set to "Created". A red box highlights the "Type" dropdown menu, which is open, showing the options: "Interim", "Final - Resolved", "Final - Unresolved", and "Interim".

Task Result [URN: 28]		Details
Details		
Task Title	Examine scene	
Task Description	12/06/2015 034535241 JIDOC	
Type	Interim	Status: Created
Recipient		
Title	Completed collection of data	

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)

Task Title

Examine scene

Task Description

12/06/2015
034535241
JIDOC

Draft

☐

Type

Final - Resolved

Status

Recipient

DOCUMENTATION, Tech (JIDO

Title

Examine scene

Description

Examine scene

Attach Template

Classification

Confidential

When Actioned

08/08/2017

16:17

Phase & LOE

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

Publish Results for Tasks You Created

If you created a task, you can publish its results, regardless of who received the task.

This is handy if a task can't be progressed because a result hasn't been published.

It's also useful if someone assigned to a task isn't available for a long time, or has left your agency. It means the person who created the task can publish the task result so the task can be completed.

The **Publish** button is now enabled for Task Results that belong to any task you've created.


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 hasn't 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

__/__/__

to

__/__/__

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)

RecipientsCases

Filters

Case Type

--- All ---

Task status

Part Complete

Priority

Immediate

Task type

--- All ---

Business unit

--- All ---

Business region

--- All ---

Completion date

__/__/__

to

__/__/__

Unspecified dates

Include

Apply Filter

Reset All

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

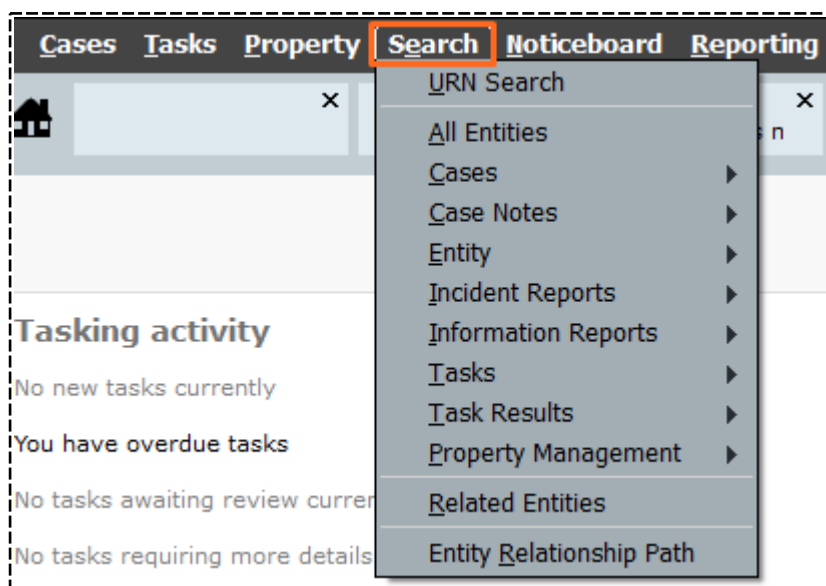
SEARCHING

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

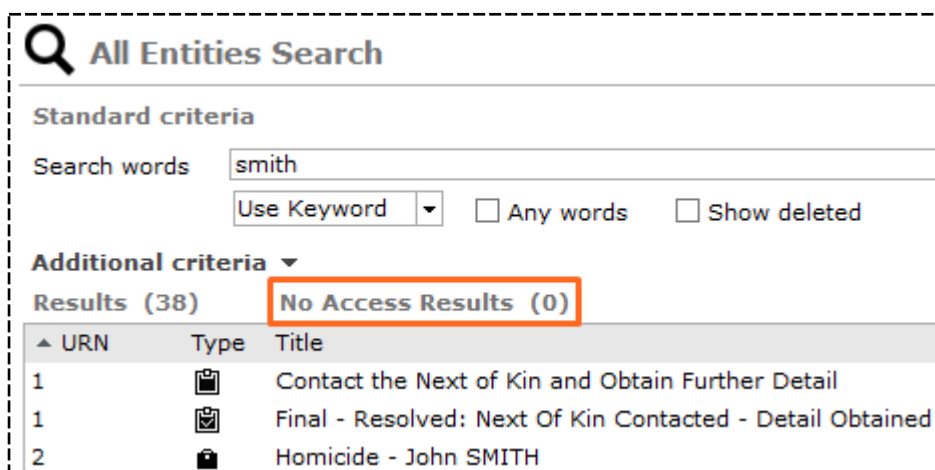
When you conduct a search, the results are based on your search criteria and the information you have permission to view.

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.*



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 happen 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

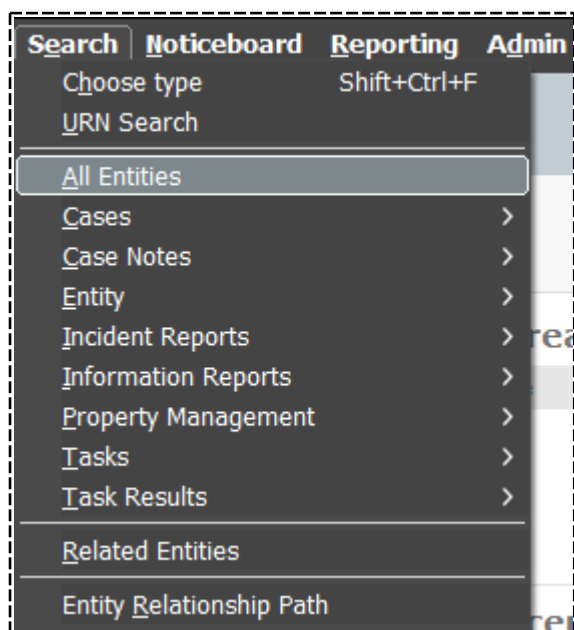
Searching might not work correctly if the required background apps aren't running.

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	<p>Search all entities:</p> <ul style="list-style-type: none">■ 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. <i>Your administrator manages the thesaurus.</i> <i>This involves defining synonyms and related terms in a hierarchical structure.</i>■ Scope tab – Returns entities that are related to one or more other types of entities which satisfy certain criteria. An example would be a search for a person entity with the name "Smith" related to case notes that contain the word "drugs" and incidents that contain the word "fraud".
Related Entities	Find entities related to a particular entity.
Entity Relationship Path	A powerful search that finds all the direct and indirect connections between entities.
Search in case	Search in entities that are directly related to a case.



Do a Standard Search

1. Select **Search > All Entities**.
2. Enter your search words in the field provided.
3. Select one of these options in the drop-down:
 - **Use Keyword** to only return entities that match your search word or phrase exactly.
 - **Use Soundex** to return exact matches and words that sound like your search words.
For example, if you enter **Herison**, your results could include **Harrison**, **Harrisan**, and **Harrisen**.
 - **Use Stemming** to return exact matches and words with the same root as the specified search word.
For example, if you enter the word **hotel**, the words **hotels** and **hotelier** could be returned.
4. To return entities that include any of your search words in their description, select the **Any words** checkbox.
5. To see deleted entities in your search results, select the **Show deleted** checkbox.
*This checkbox is available if you have the **Can see deleted records** permission.*
See the Admin Guide for details.
6. Select the Expand section ▼ icon beside **Additional Criteria** to access more search options:
7. To specify how to deal with fictitious entities, expand the **Fictitious** dropdown > Select one of these options:
 - **Include** to return real and fictitious entities.
 - **Exclude** to exclude fictitious entities from the search result.
 - **Show ONLY** to only return fictitious entities.
A fictitious entity seems to exist in the real world but it doesn't really.
For example, a person might give an address that doesn't exist.
You can record that address as fictitious.
8. To select the types of entities you want to find, double-click or use the Selection ► ◀ arrows.
9. Select **Search**.
10. To see more details about a search result, select or double-click it in the *Results* area.

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) **No Access Results (0)**

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

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

1. Select **Search** > **Case Notes** > Select the type of case note you want to search.
2. Expand the **Additional Criteria** section.
3. 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
- Location

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**.

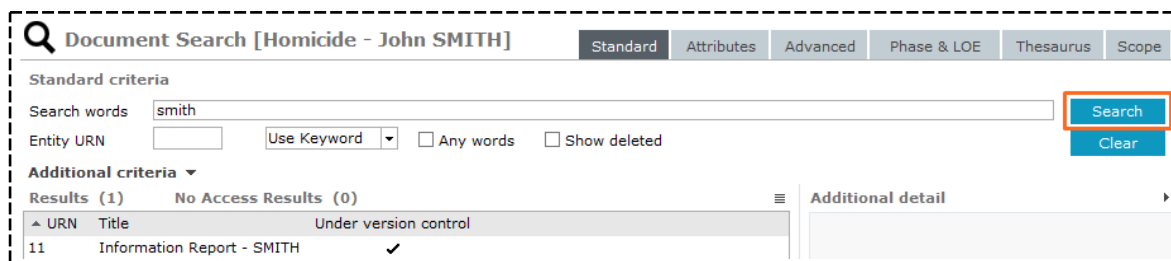
Entities that meet your criteria and you have permission to see are displayed in the *Results* area.

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.



Document Search [Homicide - John SMITH]

Standard Attributes Advanced Phase & LOE Thesaurus Scope

Standard criteria

Search words

Entity URN Use Keyword ☐ Any words ☐ Show deleted

Additional criteria

Results (1) No Access Results (0)

URN	Title	Under version control
11	Information Report - SMITH	<input checked="" type="checkbox"/>

Additional detail

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	Attributes
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.

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.

 **Entity Relationship Path Search**

Selection

Filter

Available

+ Document

- Bomb
- Contact Number**
- Document
- Event

+ Weapon

- Image
- Location
- Offence
- Organisation
- Person

+ Person type

- Transaction

Selected (None selected = All)

Contact Number

Include Entities

[13] Fraud Investigation at Horton-Masters Finance

Exclude Entities

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 hasn't 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										Criteria	Requests
Requests		Results									
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		

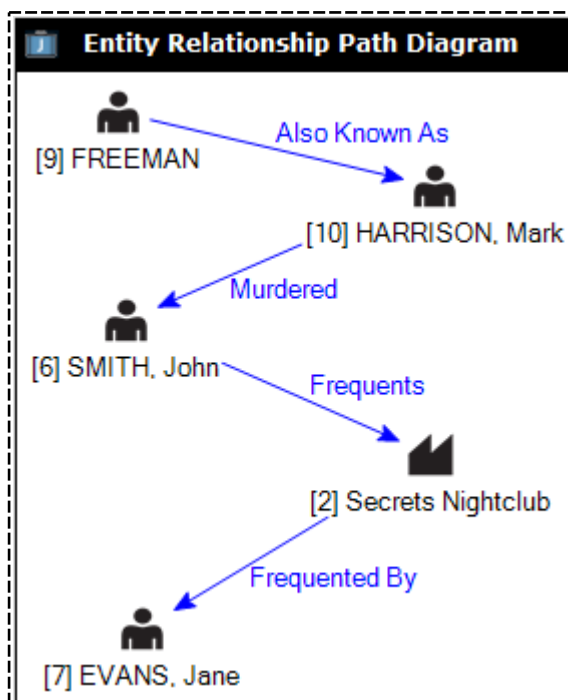
See the Results of an ERP Search

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 set up.

See the Admin Guide for details.

 **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**.

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: [Search] [Clear]

☒ 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. At the top, there are tabs for 'Standard', 'Attributes', 'Advanced', 'Thesaurus', 'Scope' (which is highlighted with a red box), 'Active search', and 'Stored Search'. Below the tabs, the 'Scope' section is active. It includes a 'Scope' header, a sub-header 'Scoped searches at this level', and a table with the following content:

Type
Homicide File

To the right of the table is a 'Search' button. Below the table, there is a text input field. At the bottom of the 'Scope' section, there is a filter option: 'Only include entities with a relationship to at least one of the following entities'. Below this, there is another table:

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

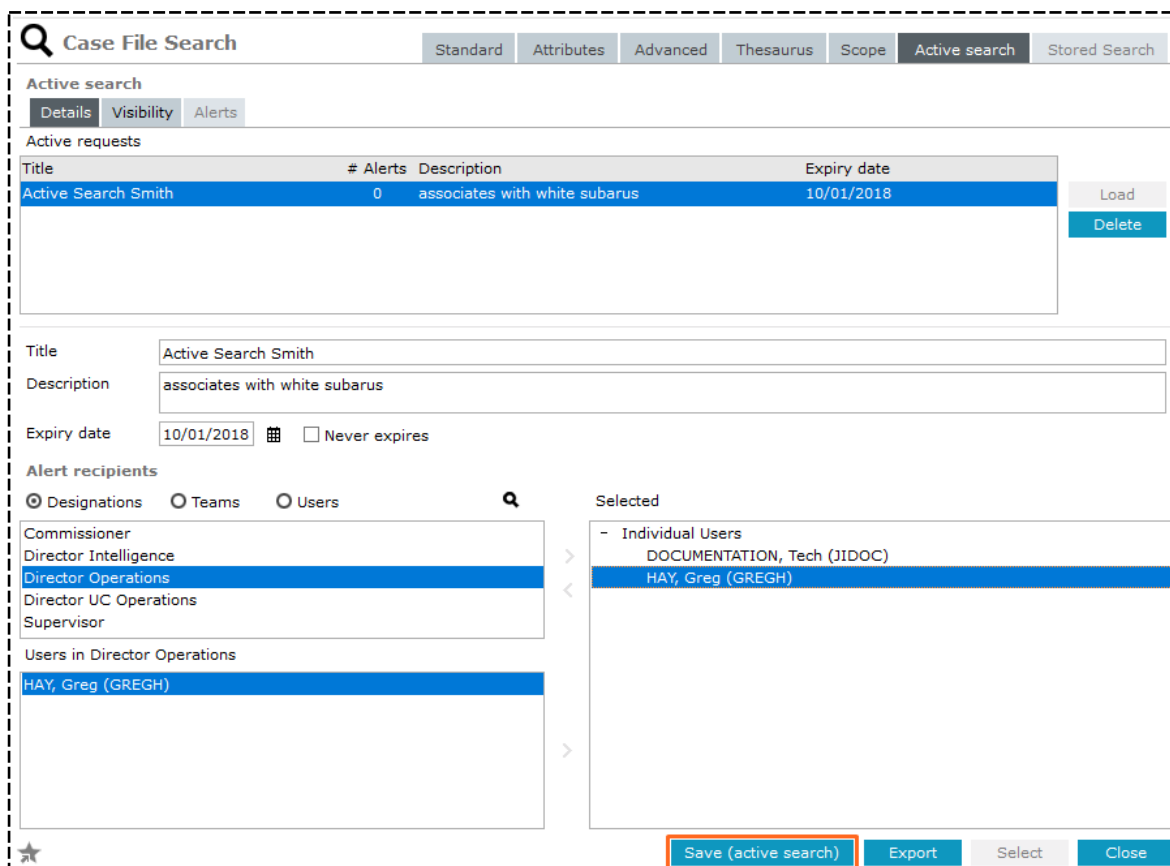
To use active search, the active search background app must be running.

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: Active Search Smith
Description: associates with white subarus
Expiry date: 10/01/2018 ☐ Never expires

Alert recipients
☒ Designations ☐ Teams ☐ Users

Commissioner
Director Intelligence
Director Operations
Director UC Operations
Supervisor

Users in Director Operations
HAY, Greg (GREGH)

Selected
- Individual Users
DOCUMENTATION, Tech (JIDOC)
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)**.

Case File Search | Standard | Attributes | Advanced | Thesaurus | Scope | Active search | **Stored Search**

Stored Search

Stored requests

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

Load
Delete

Currently active stored search

Title: Jo Smith

Description: Exisiting cases for this suspect

Visibility:

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

Copy as new | **Save (stored search)** | Export | Select | Close

Manage Stored Searches

You can manage searches you have saved, and 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**

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	JIDOC	Blue vehicles	Search for blue vehicles	Global
Vehicle	15/12/2009	JIDOC	Red vehicles	Red vehicles sighted around Smith Street or Global	
Vehicle	15/12/2009	JIDOC	Green vehicles	Green vehicle sighted near the bank on the	Global

Title

Blue vehicles

Description

Search for blue vehicles

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**.

Location Search [Standard] [Attributes] [Advanced] [Thesaurus] [Scope] [Active Search] [Stored Search]

Standard criteria

Search words: *

Entity URN: [] Use Keyword [v] [] Any words [] Show deleted

Additional criteria [v]

Results (203)

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

Additional detail []

[Diagram] **Google Maps** [Save (active search)] [Save (stored search)] [Export] [Select] [Close]

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

Google map [Details] [Google map]

Details

Filter: [] [Apply Filter] [Select all] [Remove all]

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

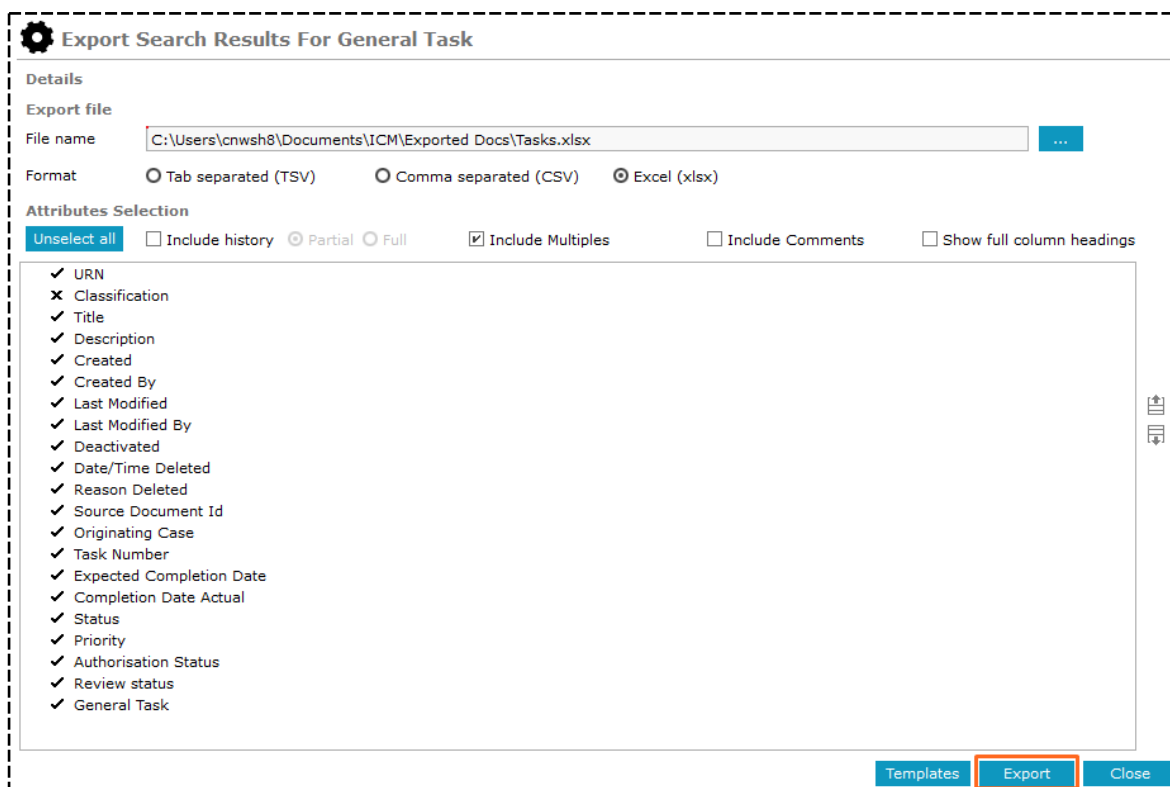
7. Select the **Google map** tab.

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)

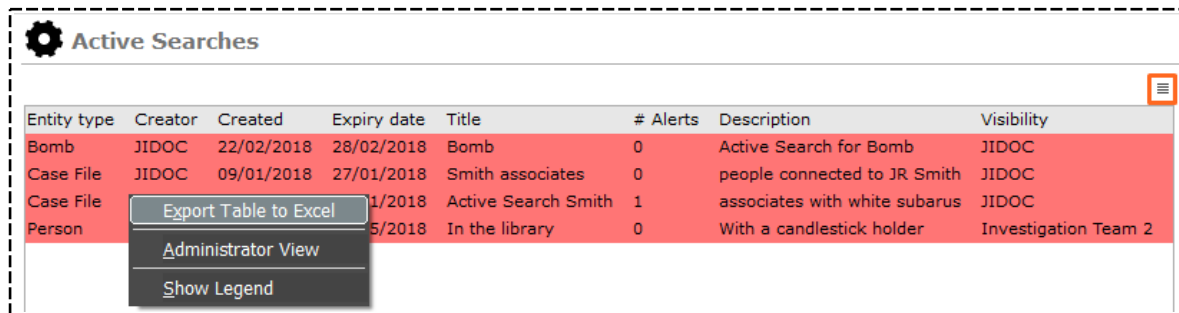
Attributes Selection

☐ 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**.



The screenshot shows the 'Active Searches' window with a table of search results. A context menu is open over the table, showing options: 'Export Table to Excel', 'Administrator View', and 'Show Legend'. The table has the following data:

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

PROPERTY

Managing property in ICM includes:

- Property items like exhibits in prosecutions.
- Assets like seized assets under criminal proceeds recovery legislation.
- Equipment used by an investigations agency.

When managing property in ICM, it's important to note that:

- One or more jurisdictions specify operational areas of the organisation. These might be geographically based.
- Each jurisdiction has one or more storage locations. These can be used to store property, assets, and equipment.
- Storage locations are specified in a hierarchy like *Location > Room > Filing Cabinet > Shelf*.
- You can specify and store action types, movement types, and the direction of movement for items.
- There's an audit trail for actions and movements of items while they're in storage.

This section explains how to:

- Manage property items
- Generate and use property reports

Actions and Movements

These definitions control actions and movements of property items between storage locations:

Action types	<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:</p> <ul style="list-style-type: none">■ Audit■ Destruction■ Return to owner
Final actions	<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">■ Change the details of the property item.■ Add entities to the item.■ Add or update any continuities or actions for the item.■ Store any items in the property item if it could previously act as a container.
Movement types	<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">■ Acquisition■ Transfer
Movement directions	<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">■ In■ Out■ Internal

**Jurisdictions
and storage
locations**

These:

- Represent real world locations where property items, assets, and equipment are stored.
- Belong to a jurisdiction.
- Can be organised in a hierarchical structure (for example, *Location > Building > Room > Shelf*).
- Can be associated exclusively with a case (for example, a temporary secure storage unit at the scene of an investigation).

These are called case-based storage locations.

Access a Property Report for a Case

Property reports are usually associated with a case. But they can exist without one.

For example, lost property could be recorded in a lost property report. In this case, the property items recorded in the report aren't 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-2017/1	24/10/2017 17:57	Drug Warrant Seizu	0	(Copy of) (Copy of) Search of 24532 Verne St
DWS-2017/1	24/10/2017 17:55	Drug Warrant Seizu	0	(Copy of) Search of 2453
2014/7	05/05/2014 11:44	Drug Seizure Report	0	er Drive, Greator
DWS-2017/1	30/08/2017 11:01	Drug Warrant Seizu	0	of 24532 Verne St
5-2017	30/08/2017 10:47	Homicide Evidence R	0	
DWS-2017/1	30/08/2017 10:32	Drug Warrant Seizu	0	Verne Street Ocea
DWS-2015/1	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-2015/1	11/11/2015 11:31	Drug Warrant Seizu	0	berland Drive, Oa
DWS-2015/1	10/11/2015 12:01	Drug Warrant Seizu	15	et Ocean City Mary

Context Menu Options:

- 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**.

Homicide Evidence Report [URN: ...]

Details Entities Items Access History

Details

Title: Items recovered from scene

Description: - long blond hairs
- red handkerchief

Attributes Diagram

Available: - Homicide Evidence Report
Homicide

Selected: - Homicide

Value:

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.

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.

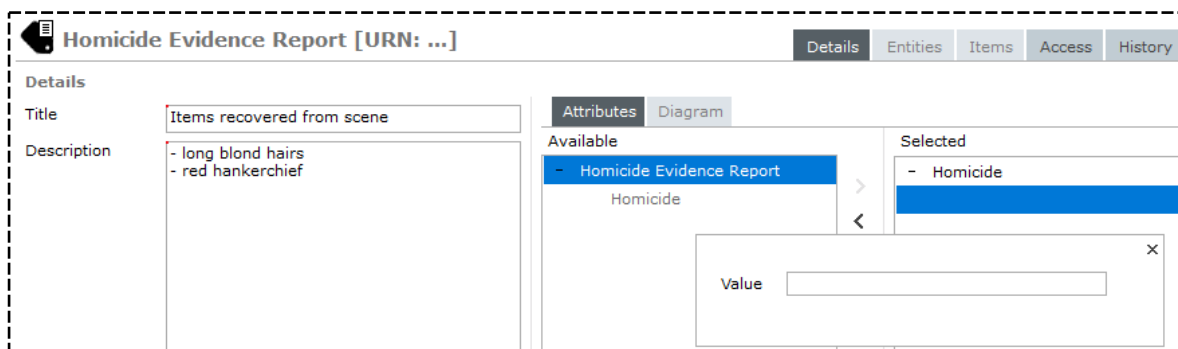
5. Setting the access rights.

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: ...]' form. The 'Details' tab is active, showing a 'Title' field with the value 'Items recovered from scene' and a 'Description' field with the text '- long blond hairs' and '- red hankerchief'. The 'Attributes' tab is also visible, showing a list of available attributes. A dialog box is open over the 'Attributes' tab, displaying a 'Value' input field. The 'Available' list contains 'Homicide Evidence Report' and 'Homicide'. The 'Selected' list contains 'Homicide'.


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 Canterbury


44 Eames Road Secure Store

Parent Canterbury

Description 44 Eames Road Secure Store

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

Selected
- Designations
 Director UC Operations
- Teams
 Investigation Team 1

Users in Director UC Operations
THOMPSON, Greg (DEMO3)

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.

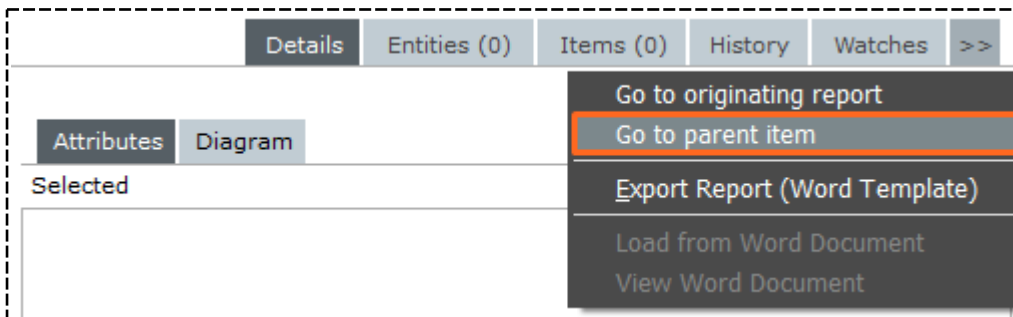
Access Property Items

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**

Standard criteria

Search words

Use Keyword ▼ ☐ 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 aren't 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

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

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	13:38	Storage location to external custodian	Canterbury > Christchurch Central > Level 1 Exhibit Room

Attributes

Selected


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 ▾

Canterbury ▾

Date From 01/10/2016  00:00  > Date To 01/10/2017  23:59  ☐ Now

Case ▾

[6] Theft of Vehicle ▾

Report ▾

[2016/10] Search warrant and seizure at 115 Dolmar Road, Downside, Jasonville ▾

Refresh

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) (Copy of)

2014/7

05/05/2014 11:44

Drug Seizure Report


0

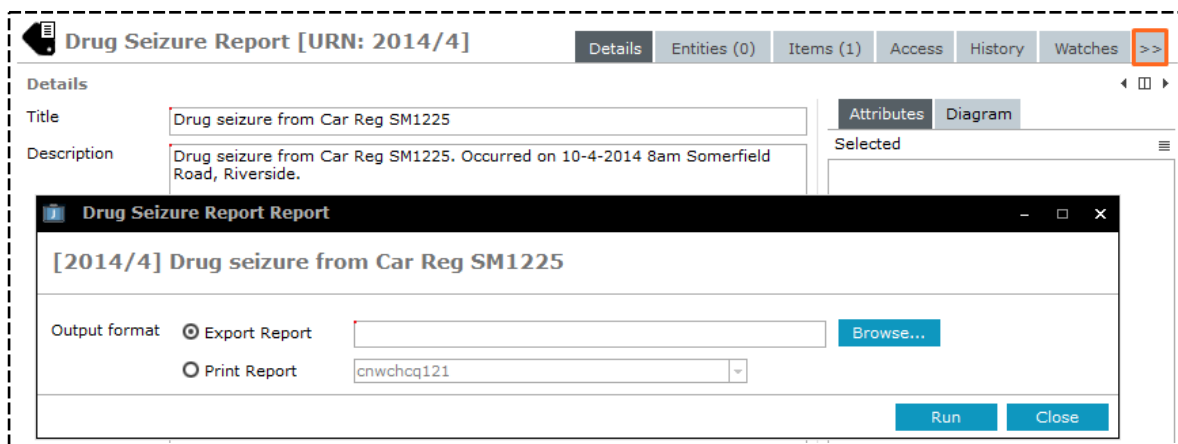
Drug Seizure at 77 Montpe

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**.



The screenshot shows the 'Drug Seizure Report [URN: 2014/4]' interface. The 'Details' tab is active, displaying the title 'Drug seizure from Car Reg SM1225' and the description 'Drug seizure from Car Reg SM1225. Occurred on 10-4-2014 8am Somerfield Road, Riverside.' The 'Attributes' and 'Diagram' tabs are also visible. The 'Selected' section is empty. A modal dialog box titled 'Drug Seizure Report Report' is open, showing the title '[2014/4] Drug seizure from Car Reg SM1225'. The 'Output format' section has two radio buttons: 'Export Report' (selected) and 'Print Report'. The 'Export Report' option has a 'Browse...' button next to it. The 'Print Report' option has a dropdown menu showing 'cnwchcq121'. At the bottom of the dialog are 'Run' and 'Close' buttons.

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 aren't 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	Storage location to storage location
Movement Type	Transfer
Movement Direction	Internal
Witness	
Moved By	DOCUMENTATION, Tech (JIDOC)
Moved Date/Time	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.

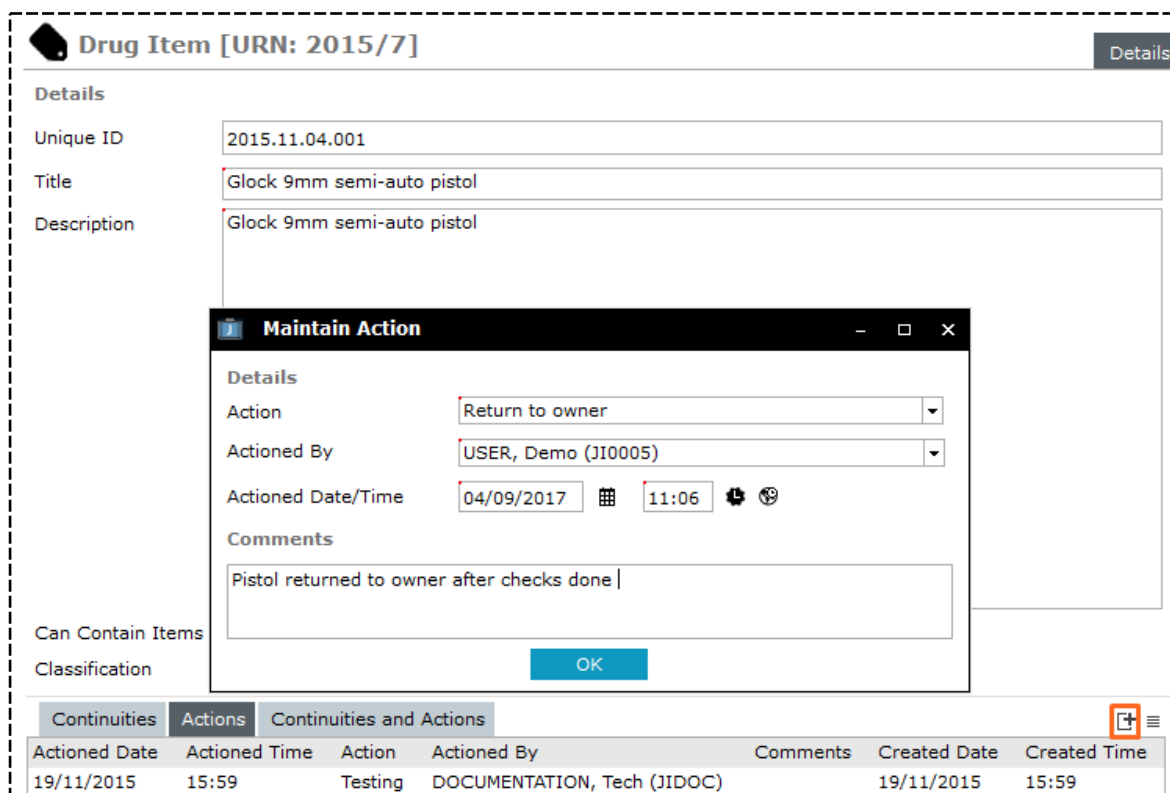
Use either of these options to specify the action taken:

- 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**.*



The screenshot shows the 'Drug Item [URN: 2015/7]' details page. The 'Details' tab is active, showing fields for Unique ID (2015.11.04.001), Title (Glock 9mm semi-auto pistol), and Description (Glock 9mm semi-auto pistol). A 'Maintain Action' dialog box is open in the foreground, allowing the user to specify an action. The dialog box has a 'Details' section with the following fields:


- Action:** Return to owner (dropdown menu)
- Actioned By:** USER, Demo (JI0005) (dropdown menu)
- Actioned Date/Time:** 04/09/2017 11:06 (calendar and time picker)
- Comments:** Pistol returned to owner after checks done | (text area)

At the bottom of the dialog box is an 'OK' button. Below the dialog box, the 'Actions' subtab is selected in the main interface. The 'Actions' subtab shows a table with the following data:

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 aren't 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"/>  	
Comments	<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

Details

Unique ID
Title
Description
Can Contain Items
Classification

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
BRIAN, Clark (DEMO2)
Moved By: DOCUMENTATION, Tech (JIDOC)
Moved Date/Time: 10/11/2015 15:25

OK

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)

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 #

20160304-001

Title

50 x 200 gms plastic bags containing white powder hidden in lining of freezer

Description

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**.

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

Details

Unique ID: 2015.11.04.001

Title: **Maintain Continuity**

Description:

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 ☐ External

BRIAN, Clark (DEMO2)

Moved By: DOCUMENTATION, Tech (JIDOC)

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

Can Contain:

Classification:

OK

Continuities Actions **Continuities and 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

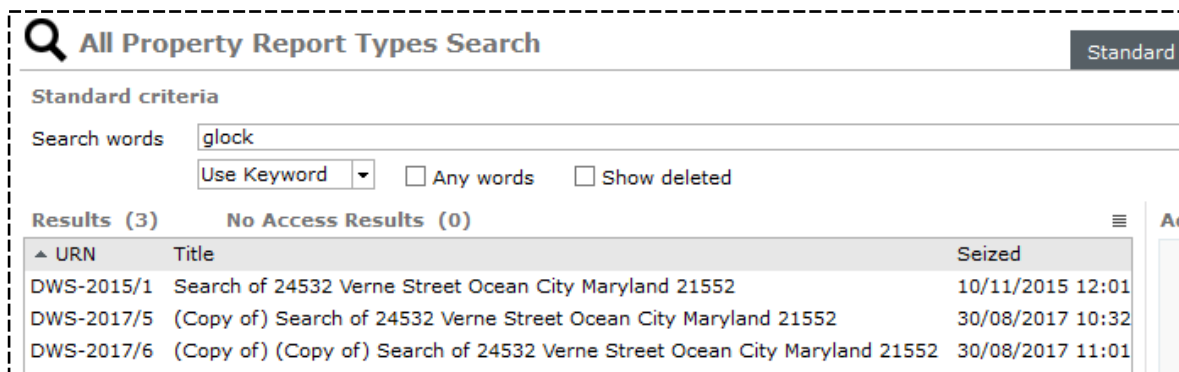
When you restrict access to a child location, the settings and options available depend on the item's parent.

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:

☒ Use Keyword ☐ 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

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 keep 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 hasn't happened 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 aren't wrongfully convicted.

This section explains how to:

- Manage disclosure indexes
- Review and verify disclosure
- Use disclosure templates and schedules

Disclosure Terms

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

Disclosure Business Process

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

Here'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.

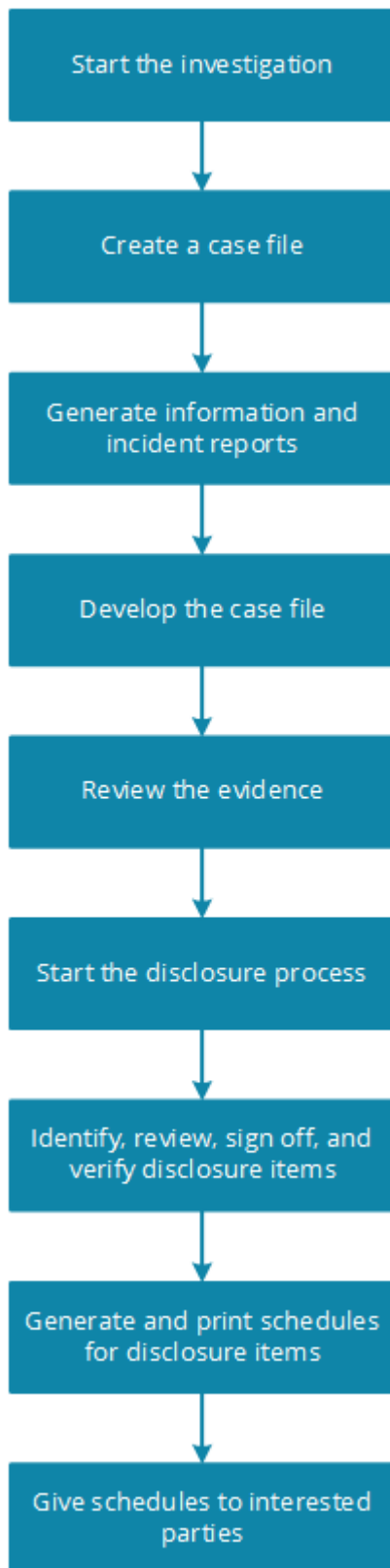
When a schedule of documents is ready for release, you can print them or generate them as PDFs and deliver them to the defence party.

Stages of the Disclosure Process

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

Disclosure Process

The flowchart shows a simplified version of a disclosure process.




Mark a Source Entity as Signed off for Disclosure

You can label a source entity (and any related entities) as ready for disclosure.

When you mark a source entity as ready for disclosure, your name and the time you signed it off will be recorded.

To mark a source entity as signed off for disclosure:

1. Open the source entity you want to mark for disclosure.
The **Details** tab is selected by default.
You'll need to create the source entity if it doesn't already exist.
2. Select the **Disclosure** subtab.
3. Select the **Signed off for disclosure** checkbox to indicate the source entity can be disclosed.
Anyone with permission to update the entity will be able to deselect this checkbox.
4. To add a comment about the disclosure:
 - a. 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

Attributes

Diagram

Title

Evidence

Description

A search of the Hagley Park area where deceased was found yielded:

1. A kitchen knife with a serrated 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

27/01/2014

16:01

Phase & LOE

Review

Disclosure

☐ Excluded

☒ Signed off for disclosure

Comments

Comments

View PDF

Signed off by DOCUMENTATION, Tech (JIDOC)

Bulk sign off

Bulk entities sign off in this source

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**.

General Case Note 44 Details Entities (4)

Details

Title: Checking validity of suspect statements - Limited Disclosure

Description: Checking validity of suspect statements

Draft: ☐

Classification: **Exclude from Disclosure Process Comments** ×

When Actioned: Disclosing this note could be detrimental to the witness

OK Cancel

Phase & LOE Review Disclosure

☒ **Excluded** Comments

☐ Signed off for disclosure Comments Upload PDF

Bulk entities sign off in this source Bulk sign off

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

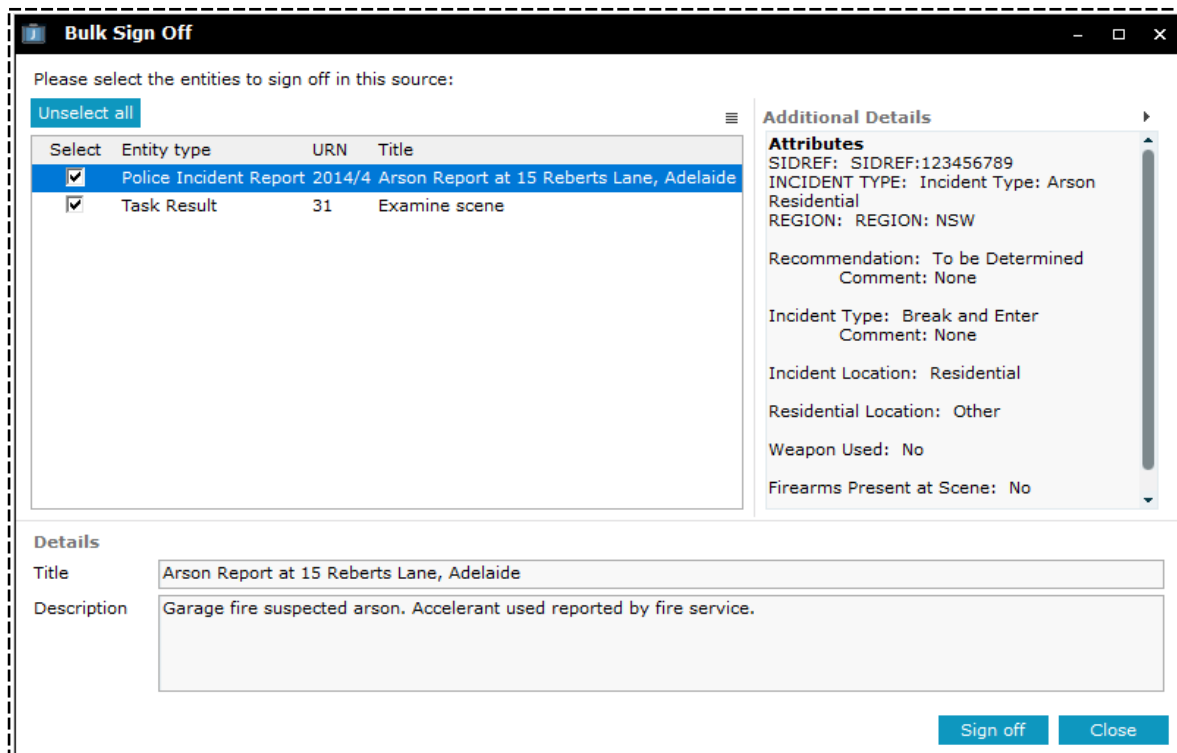
When a source entity has been signed off for disclosure you can still:

- 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 Reberts 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 Reberts Lane, Adelaide

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

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

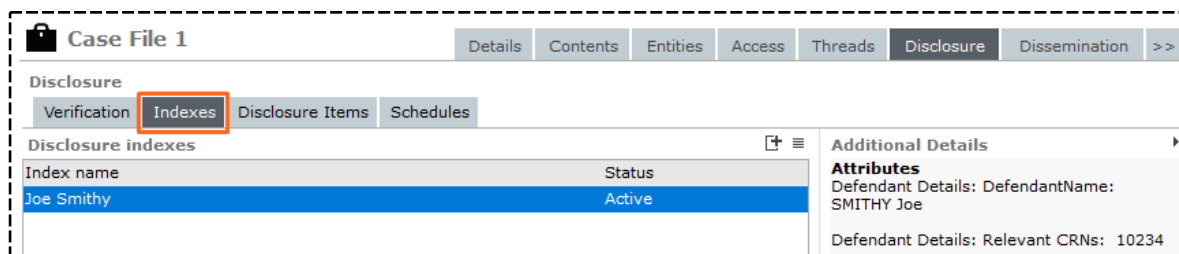
See the Disclosure Indexes Specified for a Case

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.




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.

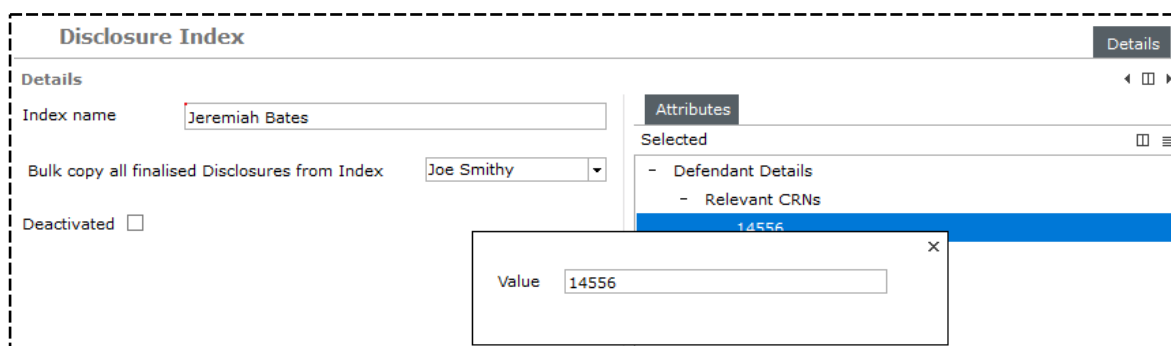
The name should describe who or what the index is for.

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**.



Disclosure Index Details

Details

Index name

Bulk copy all finalised Disclosures from Index

Deactivated ☐

Attributes

Selected

- Defendant Details
 - Relevant CRNs

14556

Value

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**.

Disclosure Index 12 Details

Details

Index name

Deactivated ☐

Attributes

Selected

- Defendant Details
 - DefendantName
 - JONES Bob
- Relevant CRNs
 - 10234

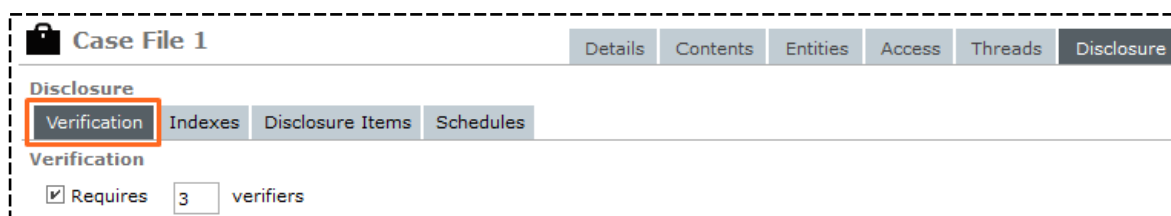
Reviewing and Verifying Disclosure

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. At the top, there are tabs for 'Details', 'Contents', 'Entities', 'Access', 'Threads', and 'Disclosure'. The 'Disclosure' tab is selected. Below it, there are subtabs for 'Verification', 'Indexes', 'Disclosure Items', and 'Schedules'. The 'Verification' subtab is selected and highlighted with a red box. Under the 'Verification' subtab, there is a checkbox labeled 'Requires' which is checked, and a text input field containing the number '3' followed by the word 'verifiers'.

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.

Police Incident Report [URN: 2/2]

Details Entities (3) Access Comments (0) Tasks (1) Threads (*) **Disclosure** >>

Disclosure

Case [1] Vehicle Theft - SM2332

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

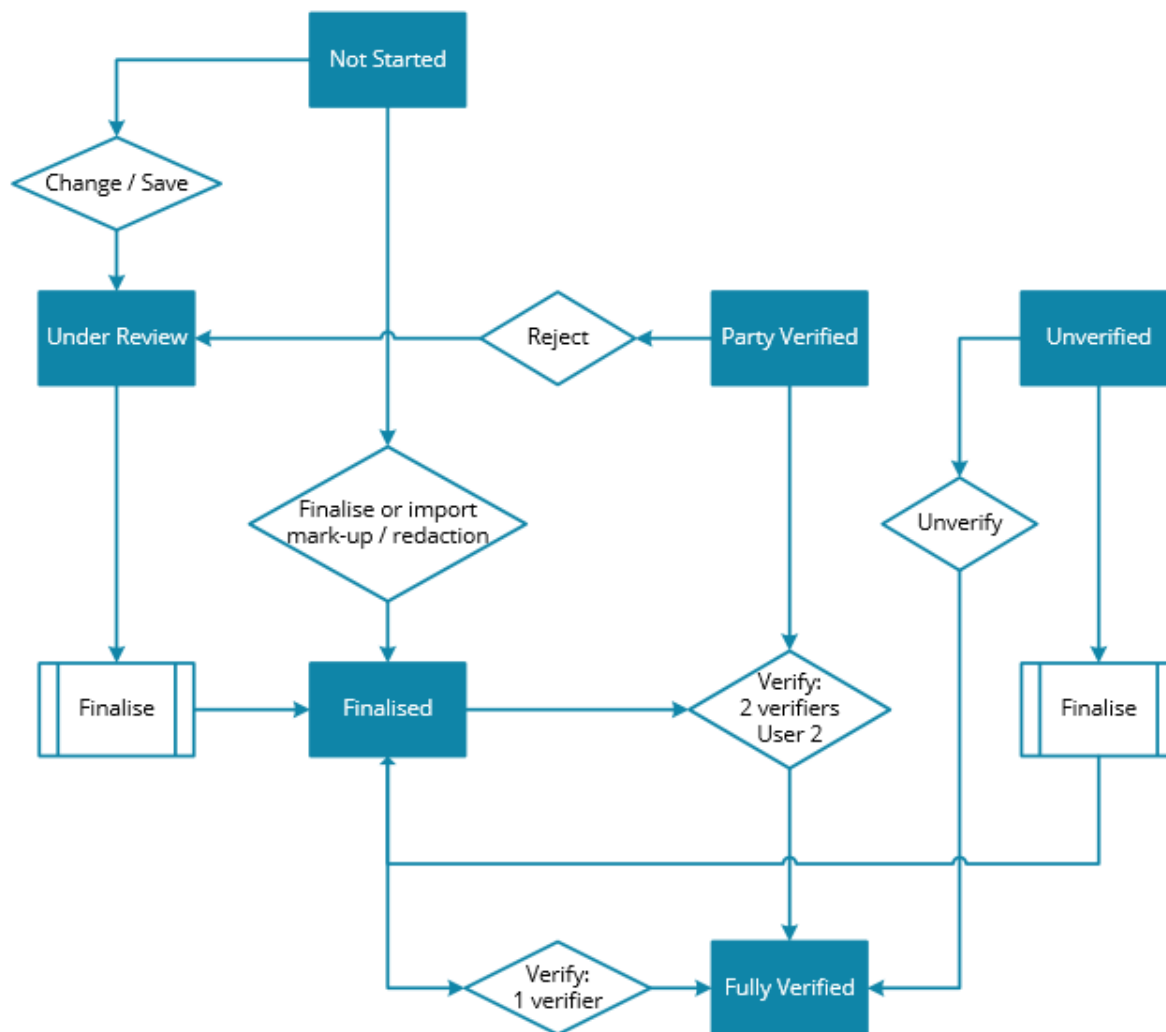
Disclosure States

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:

- You aren't 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]

Details Entities (4) Access Tasks (0) Threads (*) **Disclosure** History >>

Disclosure

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

- PageNumbers

- Status

- WithholdDeleteReason

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 Joe 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 'Disclosure' tab for 'Image [URN: 14]'. The 'Case' is '[1] Vehicle Theft - SM2332'. The 'Status' dropdown is set to 'Fully Verified'. A table lists two disclosure items. The first item, 'kitteh box contents disturbed during break in', is highlighted. A modal titled 'Comment for Disclosure Item Status Change' is open, showing the comment 'Finalised erroneously' and buttons for 'OK' and 'Cancel'.


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

Original Title: kitteh box contents disturbed during break
 Title: kitteh box contents disturbed during break
 Status: Fully Verified Unfinalise **Unverify**

Comment for Disclosure Item Status Change
 Finalised erroneously
 OK Cancel

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.

Case File [URN: 1]

Details Contents Entities Access Threads Disclosure Dissemination >>

Disclosure

Verification Indexes Disclosure Items Schedules

Disclosure index: All

Status: All Entity type: All

Filter ▾

URN	Page #	Type	Description	Not Started	Under Review	Finalised	Partly Verif.	Fully Verif.	Unverified
14	3-4	Image	kitteh box contents disturbed during break in	0	1	0	0	1	0
1	2-2	Forensic Note	Forensic Examination Result - SM2332	0	1	0	0	1	0
2		Document	Forensic Result - Vehicle 09 July 2007					0	0
2/2	1-1	Police Incident Report	Vehicle Theft - SM2332					0	1

Bulk input attributes for Disclosure Item type

Available: Disclosure Item, Disclosure Status (*), DisclosureMode, Disclosure, DocDescr, PageNum, Status, WithholdDeleteReason

Selected: Disclosure Status (*)

Value: Disclosed with redactions

☒ Update selected attribute values only
☐ Update all attribute values

Select all For bulk Finalise Verify Update for disc

Save Cancel **Bulk Update**

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.

IDETECT

This index records relevant material (as defined in section 8) that is provided pursuant to sections 12,13 or 14 and material that is withheld pursuant to section 16, 17 or 18 of the Criminal Disclosure Act 2008 or is not relevant.

Disclosure Index Operation

Defendant's particulars Name: SMITHY Joe DOB: Relevant CRN's	Officer in Charge's particulars Name: QID: Contact phone: Contact fax: Email:	Supervisors particular's Name: QID: SupervisorQID DOCLOC NUMBER:	Defendant / Defence Counsel signature upon receipt:
--	---	--	---

DISCLOSURE PAGE NUMBERS	DESCRIPTION OF DOCUMENT	DISCLOSURE STATUS	WITHHOLDING/DELETIONS REASON	DISCLOSURE MODE	DATE DISCLOSED	Link to marked up PDF	Link to redacted PDF
2-2	Forensic Examination Result - SM2332	02/02/2016			02/02/2016	Original	
3-4	kitteh box contents disturbed during break in	23/03/2016			23/03/2016	Link to PDF file	Link to PDF file

Disclosure Templates

A disclosure template is used to map field attributes in the disclosure index to appropriate positions in a Microsoft Word document. This template is used to create a cover page for a disclosure schedule.



The disclosure template uses a Word template with a merge field for each attribute that has been specified in a disclosure index.

Create a Disclosure Schedule

Creating a new schedule involves capturing all the current disclosable items in a disclosure index.


Disclosure items need to be [fully verified](#) before you can create a schedule.

To create a disclosure schedule:

1. Open the required case.
2. Select the **Disclosure** tab.
3. Select the **Schedules** subtab.
4. Select the *Create new schedule*  icon.
5. Select a defendant from the **Disclosure index** drop-down.
6. Select the Word template you want to use from the **Template** drop-down.
7. Select the *Template details*  icon to see more details about the template selected.
Your administrator sets up these templates.
8. Select **Browse** to specify where you want to save the markup and redacted files and the cover tab.
9. Select the **Show hyperlink file name** checkbox (if required).
10. Select **Save** to save this schedule definition.
11. Select **Run** to create the schedule files and their cover tab.
12. Use Windows Explorer to navigate to the file location you specified.

You'll see the cover tab and the folders containing any marked up, redacted, or media files.

If you're using a MAC computer, use Acrobat to open the links in the cover tab.

 **New Disclosure Schedule**

Details

Disclosure index

Template

Template details ▲

Merge field groups	Data mapping	Hyperlink type
Disclosure Index [Disclosure Index]		
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		
InnerTable [Disclosure Item]		
BaseNumbers	Base Numbers	

Base directory

Output marked up to directory ☐

Show hyperlink file name ☐

Created

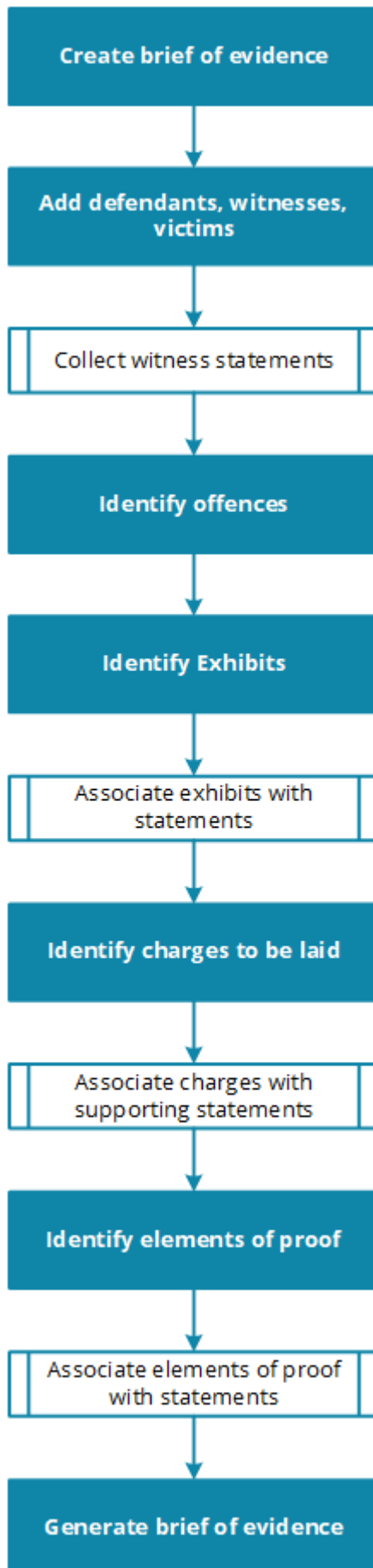
Last Modified

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.



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 happened 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 happened:
 - Date/time offences happened > Specify the date and time in the fields provided.
 - Date range offences happened > 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

Attributes

Selected

Details

Title

Brief of Evidence - Logging Accident

Status

Under preparation

☒ Locked

Primary Informant

BOBSON, [REDACTED]

Secondary Informants

BRIAN, CI
DOCUMENT
USER, De
DENBY, Jo

Last Generated by

Defendants

Offences / Charges

Description

accidentally dropped a log a colleague

Brief of Evidence Offence

Offence Act

NZ Crimes Act 1901

Offence Code

Negligent Homicide

Charge Text

accidentally dropped a log a colleague

Location

Ashley Forest

Count

1

Charges laid

☒

Include in brief

☒

Date Charged

13/10/2017

☒ Date/time offence(s) occurred

Date

12/10/2017

Time

15:30

☐ Date range offence(s) occurred

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: ...]

DetailsPartiesComponents



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)

No

- Language

English

- Criminal record

Unknown

- Expiry date for prosecution

26/10/2017

- Defendant arrested (Y/N)



Yes

- Date of arrest

Value

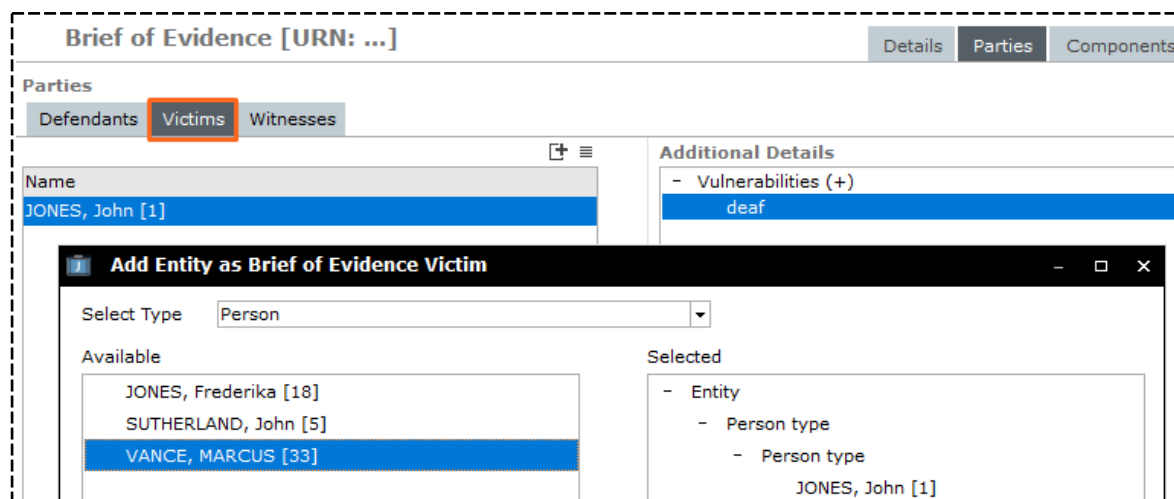
X

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**.




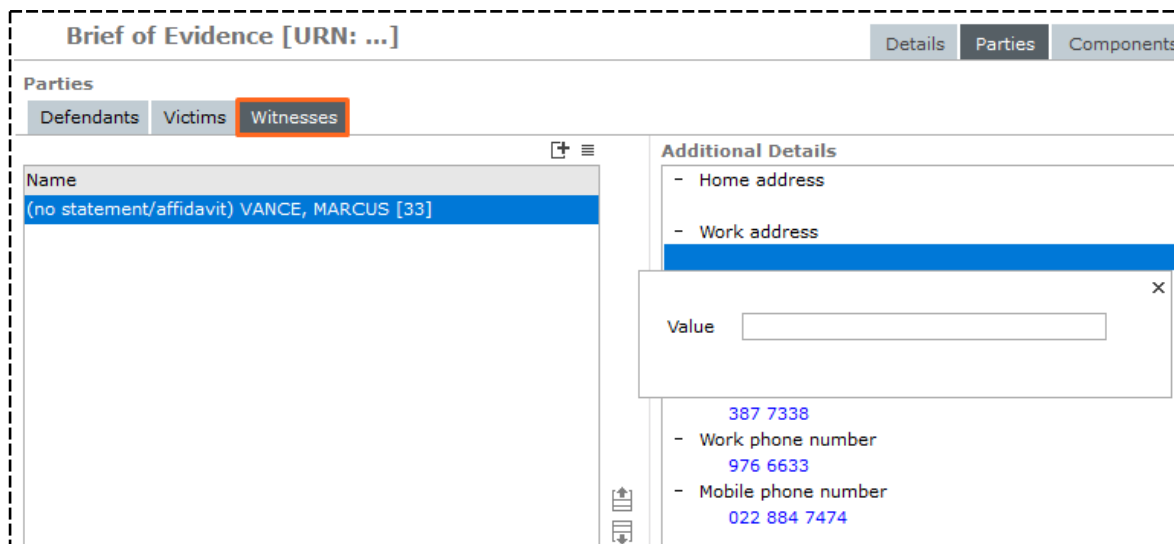
The screenshot displays the 'Brief of Evidence [URN: ...]' interface. The 'Parties' tab is active, and the 'Victims' sub-tab is selected. The 'Name' field contains 'JONES, John [1]'. The 'Additional Details' section shows 'Vulnerabilities (+)' with the value 'deaf'. A modal window titled 'Add Entity as Brief of Evidence Victim' 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' with '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
- Work phone number: 387 7338
- Mobile phone number: 976 6633, 022 884 7474

Easily Link a Witness to a Statement in a Brief of Evidence

You can nominate a witness when you link them to the appropriate statement on the **Linking** tab and then have that witness auto-populate into the list on the **Witness** tab.

This means if you forget to add a witness and you try to link them to a statement, you don't have to stop what you're doing and go to the **Witness** tab to add them.

Prosecution [URN: 1]

Linking
Linking is based on statements/affidavits

Statements/Affidavits
Brief Title
Arrest and Interview of Mark HARRISON (aka F
GCN/203 Documentation Case Note XXX
Enquiries Conducted at ABC Electronics Welling
Interview script
Interview scripts from Waitangi Day

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

Witness
BARR, Robert James
New Witness

Elements of proof
Element
Act occurred within a year and a day of victims de
Act was intentional
Act was unlawful





Exhibits
Unique Ref #
Brief Title

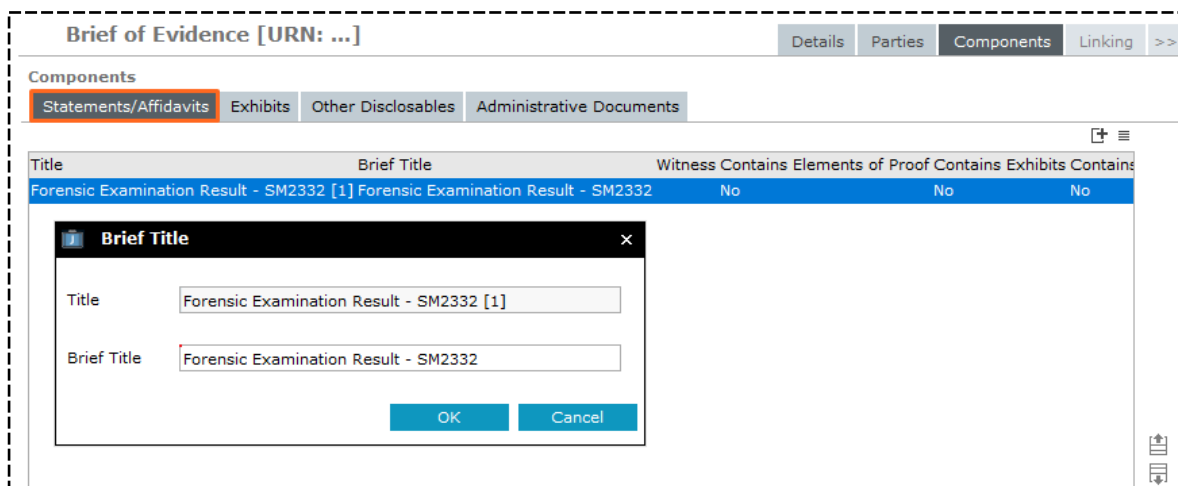
Components

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.



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

Components

Statements/Affidavits Exhibits Other Disclosables Administrative Documents

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 [X]

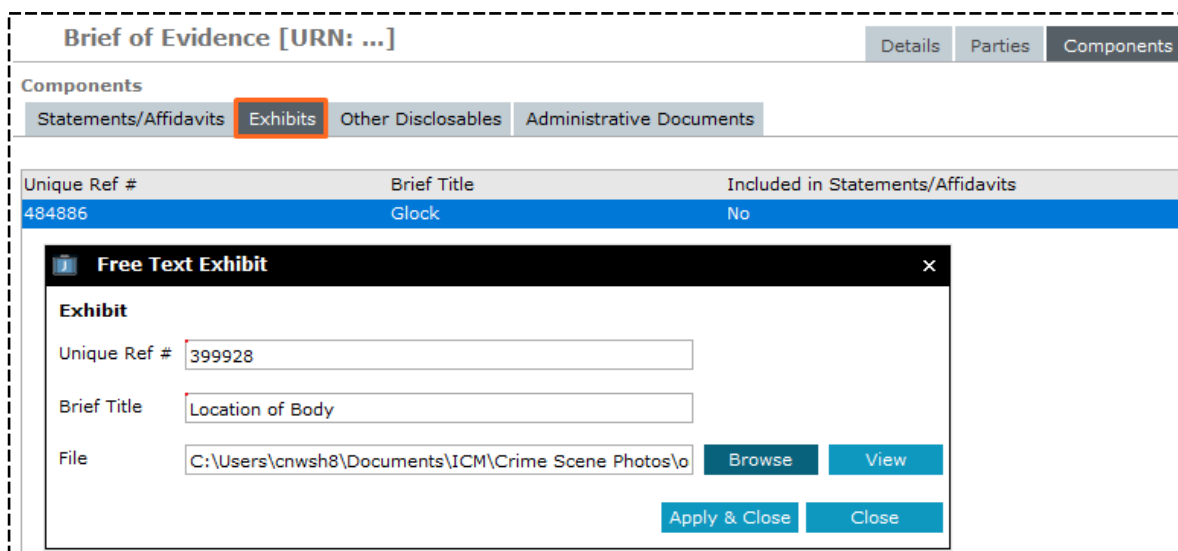
Title: Forensic Examination Result - SM2332 [1]

Brief Title: Forensic Examination Result - SM2332

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**.



The screenshot displays the 'Brief of Evidence [URN: ...]' interface. The 'Components' tab is active, and the 'Exhibits' subtab is selected. A table lists existing exhibits with columns for 'Unique Ref #', 'Brief Title', and 'Included in Statements/Affidavits'. A 'Free Text Exhibit' dialog box is open, allowing the user to add a new exhibit. The dialog includes fields for 'Unique Ref #', 'Brief Title', and 'File', along with 'Browse', 'View', 'Apply & Close', and 'Close' buttons.

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

Free Text Exhibit

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**.

Brief of Evidence [URN: ...]

DetailsPartiesComponents

Components

Statements/AffidavitsExhibitsOther DisclosablesAdministrative Documents

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

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.

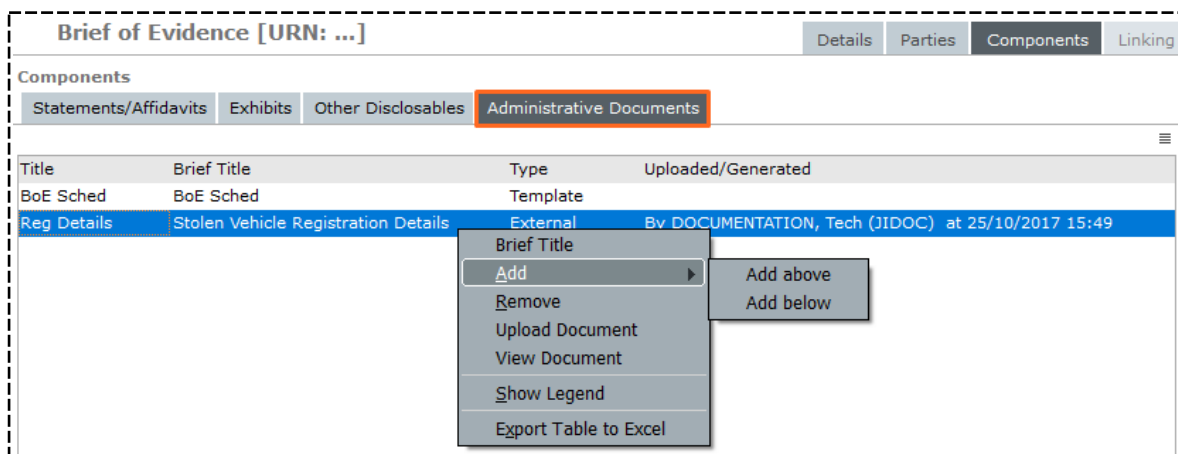
They are external documents based on templates created by your administrator.

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**.



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

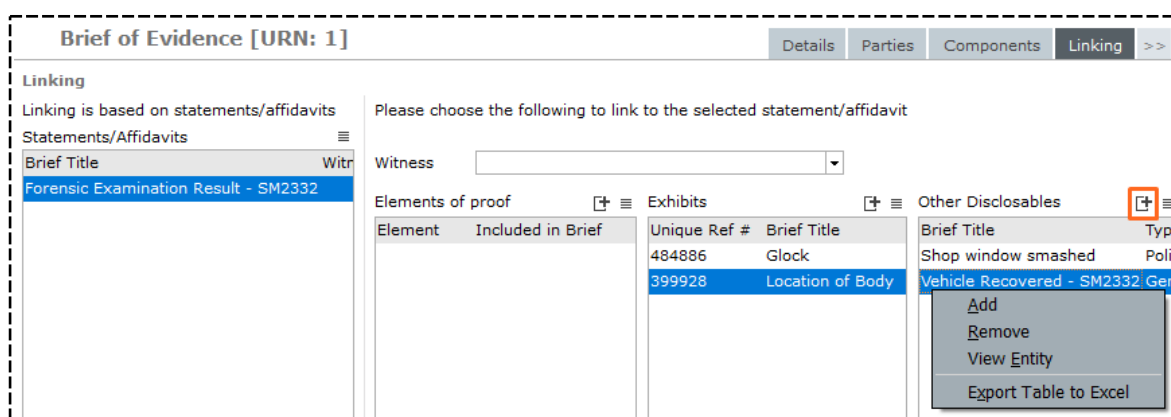
Elements of proof  Exhibits  Other Disclosables 

Element	Included in Brief	Unique Ref #	Brief Title	Brief Title	Type
		484886	Glock		
		399928	Location of Body		

Add
Remove
View
Export Table to Excel

Link a Statement to an Other Disclosable

1. Open the required case.
2. Select the **Brief of Evidence** tab.
3. Select the **Linking** tab.
4. Select a statement.
5. Select the Link Other Disclosable  icon or right-click in the *Other Disclosables* area > Select **Add**.
6. Use the Select  icon to select the required other disclosable > Select **Apply**.
7. Select **Save**.



Brief of Evidence [URN: 1]

Details Parties Components **Linking** >>

Linking

Linking is based on statements/affidavits

Statements/Affidavits

Brief Title Witn

Forensic Examination Result - SM2332

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

Witness

Elements of proof

Element	Included in Brief
484886	Glock
399928	Location of Body

Exhibits

Unique Ref #	Brief Title
484886	Glock
399928	Location of Body

Other Disclosables

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

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 a Brief of Evidence Is Correct

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**.*

Validate a Brief of Evidence You Created

If you created a Brief of Evidence, you can validate that it's complete and that all the required components and associations are in place.

Prosecution [URN: 1]

Details Parties Components

Details

Title

Status

Primary Informant

Secondary Informant

Last Generated by

Defendants

Offences / Charge

Description

Homicide - Peter H

Manslaughter - Pe

Negligent Homicid

ABC

Brief of Evidence Validation

The following validation conditions were not satisfied

Component Type Filter: --- All ---

Component Type	Component	Condition
Defendant	HARRISON, Mark Gregory	Has no Address
Defendant	BROWN, Harold 123	Has no Address
Witness	ANDREWS, Sarah Ellen	Is not associated with any Statements/Affidavits
Witness	BLANCO, Benny	Has no Home Phone
Witness	BLANCO, Benny	Is not associated with any Statements/Affidavits
Witness	BROWN, Harold 123	Has no Home Phone
Witness	BROWN, Harold 123	Is not associated with any Statements/Affidavits
Witness	DOE, Rhys	Has no Home Phone
Witness	DOE, Rhys	Is not associated with any Statements/Affidavits
Witness	HARRISON, Grant	Has no Home Phone
Witness	HARRISON, Grant	Is not associated with any Statements/Affidavits
Witness	LEE, Dan	Has no Home Address
Witness	LEE, Dan	Has no Home Phone
Witness	LEE, Dan	Is not associated with any Statements/Affidavits
Witness	MASON, Robert	Has no Home Address
Witness	MASON, Robert	Has no Home Phone
Witness	MASON, Robert	Is not associated with any Statements/Affidavits
Witness	SUTHERLAND, John	Has no Home Address
Witness	SUTHERLAND, John	Has no Home Phone
Witness	SUTHERLAND, John	Is not associated with any Statements/Affidavits
Witness	TRAVERS, Jack	Has no Home Address
Witness	TRAVERS, Jack	Has no Home Phone
Witness	TRAVERS, Jack	Is not associated with any Statements/Affidavits
Witness	GARDINER, Hamish	Has no Home Phone
Witness	ANDERSON, Steve	Has no Home Phone
Witness	ZHANG, Carol	Has no Home Phone
Element of Proof	The body was Human	Is not associated with any Statements/Affidavits
Element of Proof	Defendant aware of unjustifiable risk which led to death	Is not associated with any Statements/Affidavits

Close

Validate Complete Generate Save Delete

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.

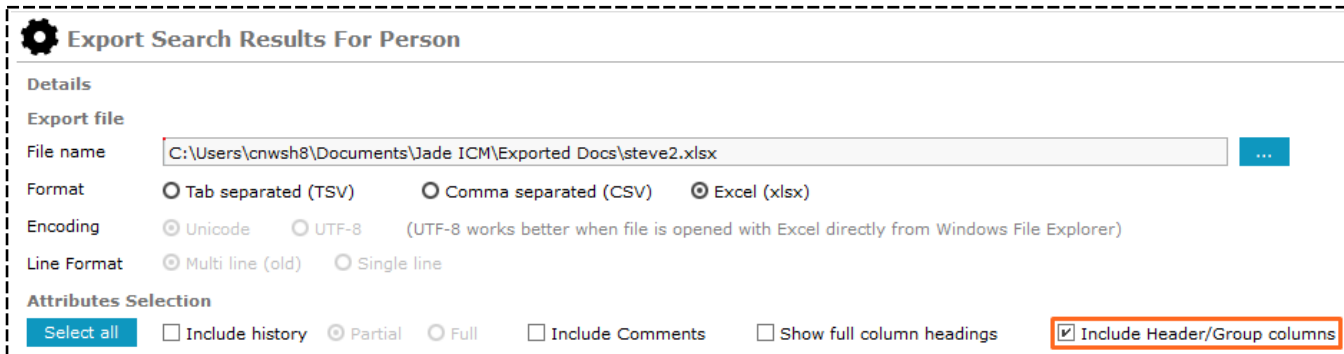
This setting is under **Admin > Templates > Bookmarked Word Reports**.

	Maintain Word Report Template
Details For Template (Id: 00003)	
Name	Information Request Report
Deactivated	<input type="checkbox"/>
Description	
Report to disclose information regarding vehicle and owner details. Response to a public request for information.	

Header and Group Attributes Aren't Included When You Export Data for an Entity

Depending on how you've set up your entity attributes, you might want to include headers in data you export. This is useful if you need context for subsequent attribute columns.

To apply this setting, select the **Include Header/Group columns** checkbox.



Export Search Results For Person

Details

Export file

File name: C:\Users\cnwsh8\Documents\Jade ICM\Exported Docs\steve2.xlsx

Format: ☐ Tab separated (TSV) ☐ Comma separated (CSV) ☒ Excel (xlsx)

Encoding: ☒ Unicode ☐ UTF-8 (UTF-8 works better when file is opened with Excel directly from Windows File Explorer)

Line Format: ☒ Multi line (old) ☐ Single line

Attributes Selection

☐ Include history ☒ Partial ☐ Full ☐ Include Comments ☐ Show full column headings ☒ Include Header/Group columns


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

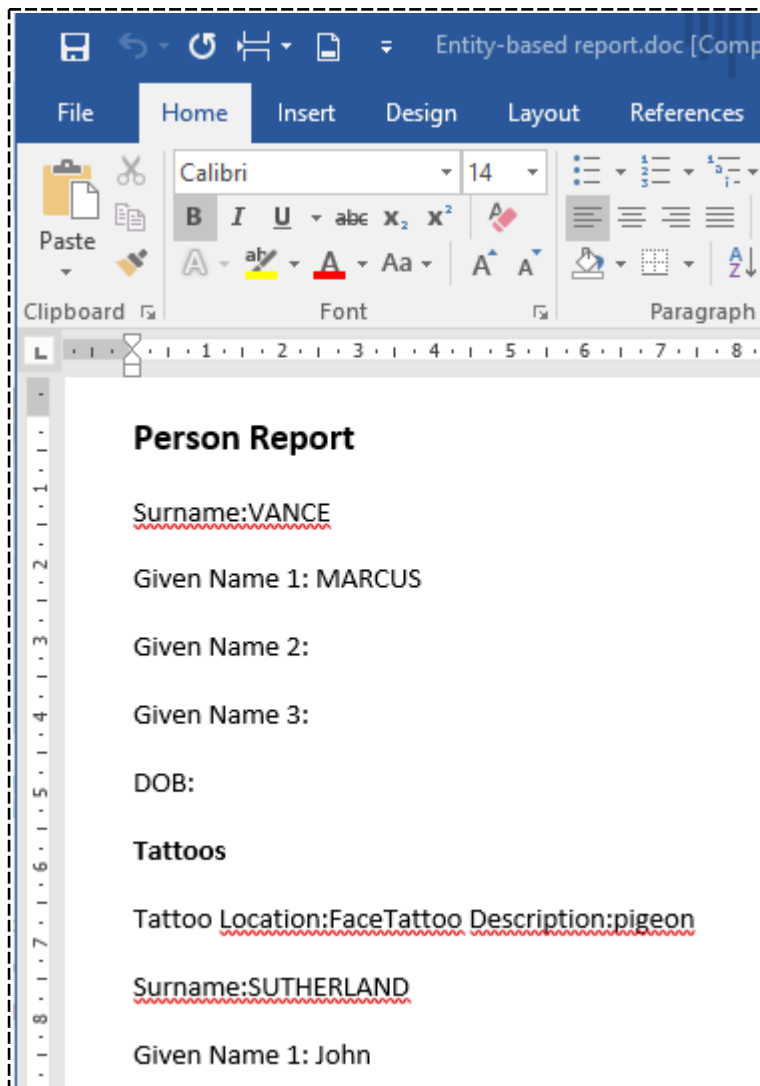
You can use an entity-based report to see entities that are associated with a case.

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 | Report fields

Surname
Given name 1
Given name 2
Given name 3
Title
Gender
Date Of Birth

Attributes

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

Delimter for multi values: ☒ Group definition ☐ Vertical bar ☐ New line ☐ Other

Attribute Comment Mapping: ☒ None ☐ Append ☐ Comment Only

OK Cancel

Use Rich Text When Adding a Comment

When you add a comment to an information or incident report, you can format it with rich text.

Add new comment


The comments field for Information and Incident Reports now allows **rich text formatting**

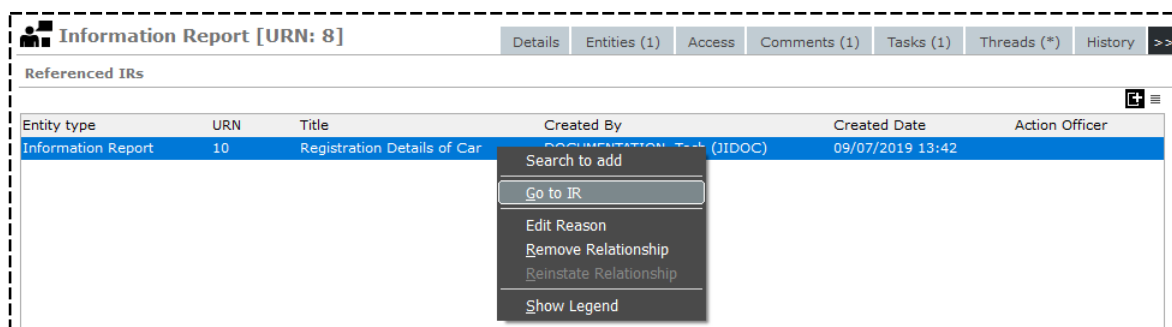
Manage Information and Incident Reports

Link Incident and Information Reports

Your organisation might have information coming in from different sources.


A way to connect related information and incident reports is to link them:

1. Open an information or incident report.
2. Select the Overflow  tab > Select **Referenced IRs**.
3. Drag a report from your favourites in the Navigator > Drop it in the **Referenced IRs** area.



See an Action Officer on an Information or Incident Report

When you set up your information and incident reports, you can choose to show an Action Officer above the title for the report, and specify whether this field is required.


Information Report Entity Type

Options

Default classification

☐ Display warning when another user is updating

☒ Hide no access results on searches
 ☐ Exclude from duplicate identification
 ☐ Check access at run time

☒ Allow file upload
 ☒ Allow bulk upload
 ☒ Allow direct document

☒ Has Action Officer
 ☐ Action Officer is mandatory

To be an Action Officer, you need the new **Can be action officer** permission for each type of Information or Incident report.

Role Maintenance

Roles

Permissions

Description

Elastic Search Indexer

Exclude Record Wizard

Full Access

Full Search

Functional Team Role

Description

Director's Role

Deactivated

☐

Super Role

Permissions

Designations

Teams

Users

Available

+

General Permissions

+

Incident reports

-

Information reports

Can change attribute history date/time

Can add security access

Can remove user access

Can remove team access

Can change user preference (when agency enabled): Creator automatically added to new inform

Create information report from Word/PDF documents

-

General IR

Can create

Can change

Can delete

Can search

Can change source entity to entity relationship

Can change entity to entity relationship

Can create source entity to entity relationship

Can create case

Can create entity to entity relationship

Can create task

Can replace or remove document

Can be action officer

+

CISO Report

+

Hamish's Info Report Type

Selected

You can add this permission to a role that's assigned to the user, or a team they're in. This is under **Admin > Security > Roles**.

Information Report [URN: ...]

Details

Entities

Details

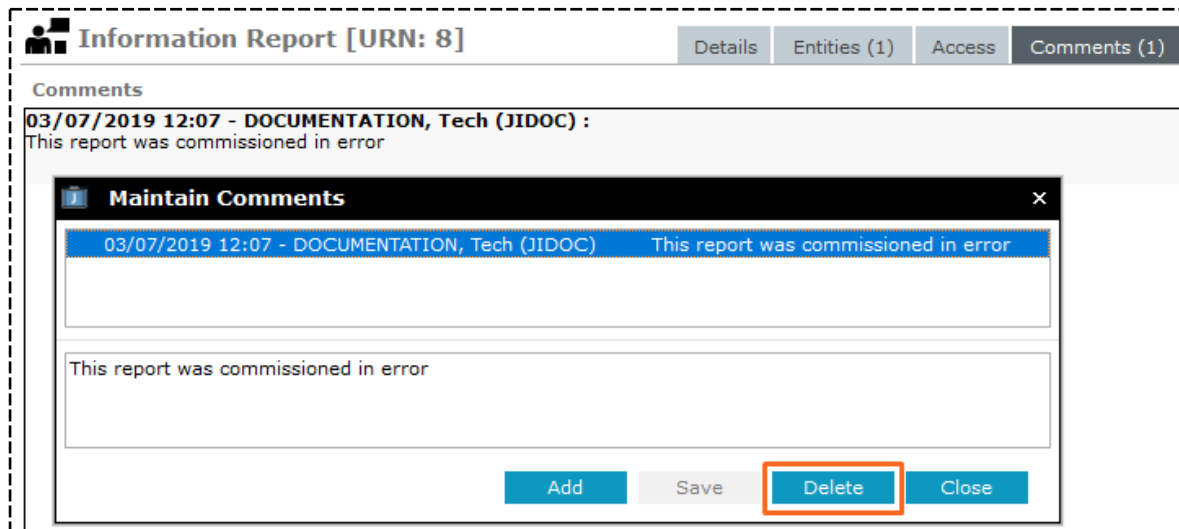
Action Officer

Title

Description

Remove a Comment from an Information or Incident Report

1. Open the report.
2. Select **Maintain**.
3. Select the comment you want to delete.
4. Select **Delete**.



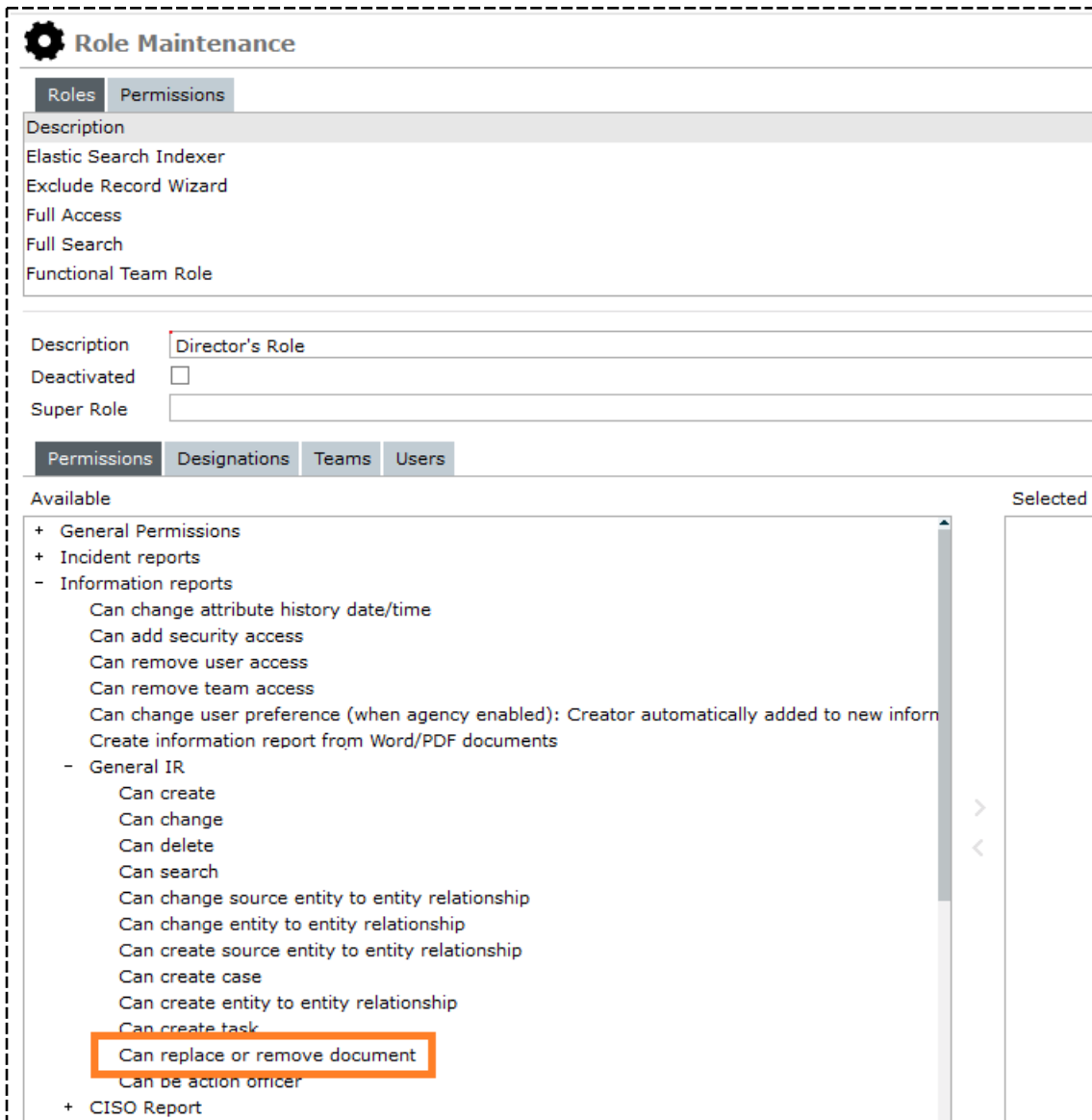
Remove a Document from an Information or Incident Report

If you accidentally load a document into an information or incident report, you can remove it.



The screenshot shows a document management interface. At the top, there is a 'Draft' checkbox. Below it, the 'Document' section contains buttons for 'View', 'Edit', 'Download', and 'Remove'. The 'Remove' button is highlighted with an orange box. To the right of the 'Remove' button is an 'Allow edit' checkbox. Below the 'Document' section, there is a 'Replacement' section with 'Create' and 'Browse' buttons. The 'Classification' section has a dropdown menu. The 'When Actioned' section has a date field set to '24/08/2009' and a time field set to '10:36'.

You need the **Can replace or remove document** permission to access this feature.



The screenshot shows the 'Role Maintenance' interface. At the top, there is a gear icon and the title 'Role Maintenance'. Below it, there are tabs for 'Roles' and 'Permissions'. The 'Roles' tab is selected. The 'Description' section lists several roles: 'Elastic Search Indexer', 'Exclude Record Wizard', 'Full Access', 'Full Search', and 'Functional Team Role'. Below this, there is a form for 'Director's Role' with fields for 'Description', 'Deactivated', and 'Super Role'. Below the form, there are tabs for 'Permissions', 'Designations', 'Teams', and 'Users'. The 'Permissions' tab is selected. The 'Available' section lists several permissions, including 'Can replace or remove document', which is highlighted with an orange box. The 'Selected' section is empty.

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.

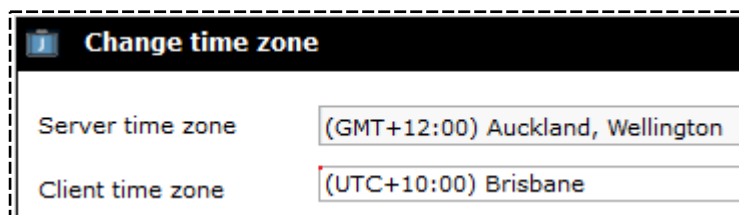
But if you do need to change it and your system is set up to allow multiple time zones:

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.

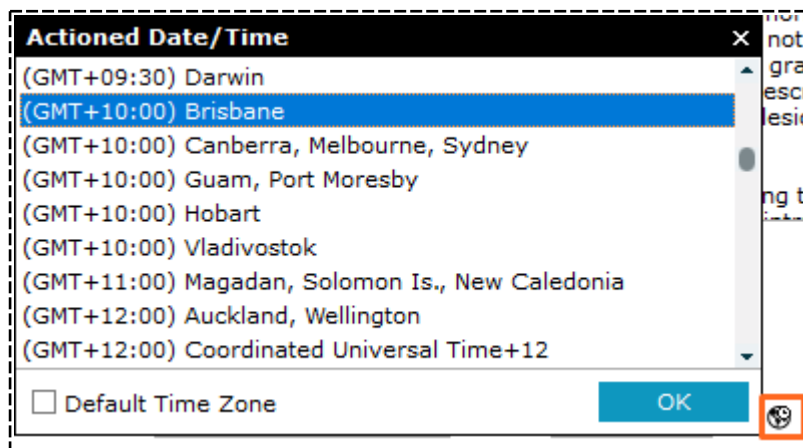
3. Select **OK**.



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
<div> <div>Text</div> <div>background check</div> </div> <div> <div>Reminder on</div> <div>11/08/2017</div> <div>16:00</div> </div> <div> <div><input checked="" type="checkbox"/> Repeat every</div> <div>2</div> <div>Weeks</div> </div> <div> <div>Until</div> <div>24/08/2017</div> </div> <div> <div>Remind via</div> <div><input checked="" type="checkbox"/> Alert</div> <div><input checked="" type="checkbox"/> Email</div> </div>		

Remind users ☒ Self

Designations Teams Users

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

Users in ...

Selected


Individual Users
 DOCUMENTATION, Tech (JIDOC)

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.



New Trigger Definition [Details] [Trigger Rules] [Notifications] [Access]

Access

☒ Designations ☐ Teams ☐ Users 

Commissioner
Director Intelligence
Director Operations
Director UC Operations
Supervisor

Selected

- Individual Users
✎ 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.

To set up a trigger rule:



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.

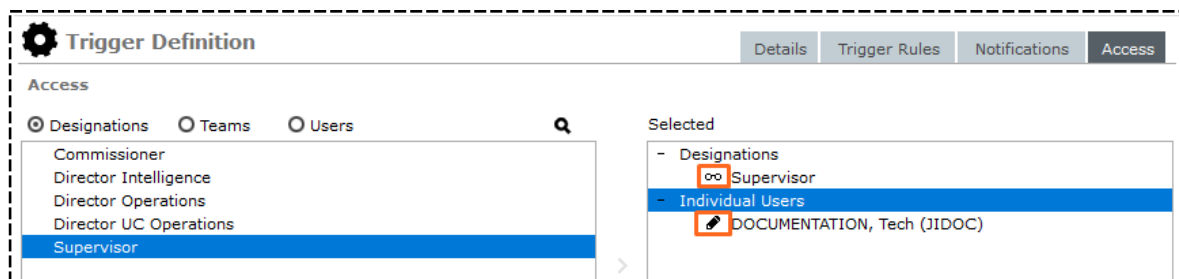
To specify how long the trigger should remain in use, select either of these options:

- **Continuous** to keep the trigger active (until it expires).
- **One-shot** to deactivate the trigger after it has sent one notification.

Trigger Definition								
Trigger Rules								
Primary rule = Rule# 1								
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'. The 'Designations' section on the left has a search bar and a list of roles: '<Current case officer>', 'Armourer', 'Case Auditor', 'Crime Scene Analyst', and 'Photographer'. The 'Photographer' role is currently selected and highlighted in blue. The 'Selected recipients' section on the right shows a list of roles that have been added to the notification list: 'Designations' (with sub-item 'Supervisor') and 'Case Team' (with sub-item 'Photographer'). Below these sections, there are fields for 'Notify via' (with checkboxes for 'Alert' and 'Email', both of which are checked), 'Notification title' (with the text 'Assigned as Case Officer'), and 'Notification message' (with the text 'Assigned as Case Officer').

Trigger Definition [Details] [Trigger Rules] [Notifications] [Access]

Notifications

☐ Designations ☐ Teams ☐ Users ☒ Case Teams

<Current case officer>
Armourer
Case Auditor
Crime Scene Analyst
Photographer

Selected recipients

- Designations
 - Supervisor
- Case Team
 - Photographer

Notify via ☒ Alert ☒ Email

Notification title Assigned as Case Officer

Notification message Assigned as Case Officer


Specify a User's Resource Information

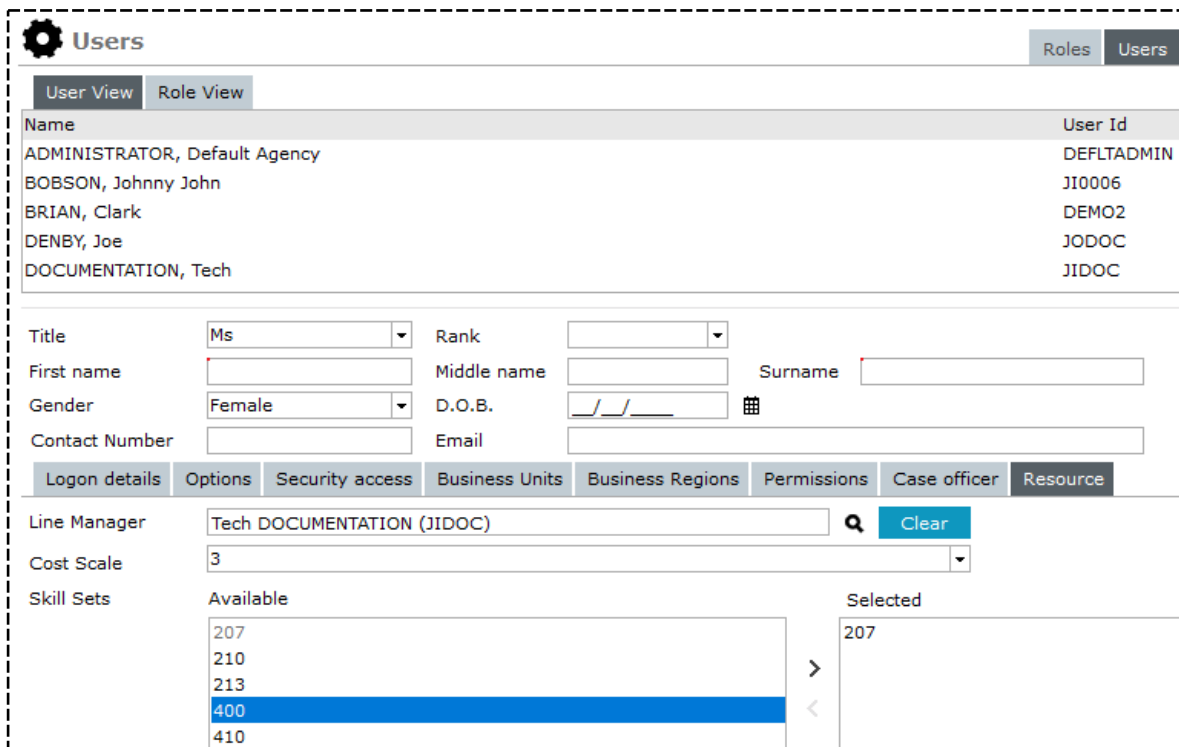
You can use the resource management feature to record each user's set of skill sets, rank, and cost scale.

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**.



The screenshot shows the 'Users' management interface. At the top, there's a 'Users' header with a gear icon and tabs for 'Roles' and 'Users'. Below this, there's a 'User View' tab and a 'Role View' tab. A table lists users with columns 'Name' and 'User Id'. The users listed are: ADMINISTRATOR, Default Agency (DEFLTADMIN), BOBSON, Johnny John (J10006), BRIAN, Clark (DEMO2), DENBY, Joe (JODOC), and DOCUMENTATION, Tech (JIDOC). Below the table, there's a form for editing user details. The 'Title' is set to 'Ms', 'Rank' is empty, 'First name' is empty, 'Middle name' is empty, 'Surname' is empty, 'Gender' is set to 'Female', 'D.O.B.' is empty, 'Contact Number' is empty, and 'Email' is empty. Below the form, there's a 'Logon details' tab and several other tabs: 'Options', 'Security access', 'Business Units', 'Business Regions', 'Permissions', 'Case officer', and 'Resource'. The 'Resource' tab is selected. Under the 'Resource' tab, there's a 'Line Manager' field with a search icon and a 'Clear' button. The 'Line Manager' is set to 'Tech DOCUMENTATION (JIDOC)'. Below this, there's a 'Cost Scale' field set to '3'. At the bottom, there's a 'Skill Sets' section with two columns: 'Available' and 'Selected'. The 'Available' column lists skill sets 207, 210, 213, 400, and 410. The 'Selected' column lists skill set 207. A blue bar highlights skill set 400 in the 'Available' column.

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

Title: Ms Rank: First name: Middle name: Surname: Gender: Female D.O.B.: Contact Number: Email:

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

Line Manager: Tech DOCUMENTATION (JIDOC) Search Clear

Cost Scale: 3

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

Homicide File

Case Business Unit

--- All ---

Case Business Region

--- All ---

User Rank

--- All ---

User Gender

Male

User Line Manager

Clear

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

Active Search	An active search is a search you set up for a type of entity. It runs automatically whenever the type of entity you specified is created or changed.
Alert	An alert is a notification that shows in the Navigator.
Attribute	<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.</p> <p>You can't remove them. Other, soft attributes can may be removed if they're no longer required.</p>
BOE	Brief of Evidence.
Case Note	A description of one investigative activity in a case and its result.
Content Source Document (CSD)	Collective term for case notes, information reports, incident reports, tasks, and task results.
Continuity	Direction of travel for property item, for example a gun might be moved from one location to another. This movement is referred to as continuity.
Cover tab	First page of disclosure schedule that links to the PDFs within it.
Designation	A group of users specified by your organisation.
Entity	An entity is something you add to an investigation from a source entity. See types of entities .

ERP	Entity Relationship Path.
External source entity	Source entity not linked to a case.
Fictitious Entity	<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>
Form	An item you open in ICM.
Hotspot	A selectable area of an image.
Identifying image	Image used to identify an entity under its Images tab.
Involvements	A tangible entity's involvement in a case.
Jurisdiction	The territory covered by a legal authority.
Keyword Delimiters	Characters that show the start or end of a keyword.
LDAP	Lightweight Directory Access Protocol
LOE	Line of Enquiry.
Markup	Adding content to a document.
Media Entity	A tangible entity. Examples include video and audio files.
Navigator	Panel on left of ICM that provides quick access to frequently used areas of the software such as alerts, favourites, and recent item.
NEE	Named Entity Extraction

Redact	Hide sensitive content on a document.
Relationships	Relationships are named connections between entities. They can contain date and time information.
Soundex	A type of search that retrieves words that sound like your search words (as well as exact matches of the search word).
Source Entity	A source entity contains abstract information. Examples of source entities in Investigator include cases, case notes, tasks, task results, information reports, and incident reports.
Stored Search	Some types of searches allow you to store your results in ICM so you can refer to these later.
System Entity	A type of source entity or a tangible entity provided in ICM. You can use these entities to create your own types of entities.
Tangible entity	<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>
URN	Unique Reference Number.
Waypoint	Fixed location managed by a global positioning system (GPS). A waypoint has a specified longitude and latitude.
Wild card	A character that will match any character or sequence of characters in a search.

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