Investigations Case Management User Guide

VERSION 6.1.2



Jade[™]

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Creatify Who Cote Natified about a Triagon	• • • • • • • • • • • • •
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Specify a User's Resource Information	
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Overview



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System Incident Reports Information R	eports <u>C</u> ases <u>T</u> asks <u>P</u> roperty S <u>e</u> arch <u>N</u> oticeboard <u>R</u> eporting A	udmin Help 🛦 TECH DOCUMENTATION
jade [®]		
Recent =		
Recent E	Tasks Net New In Progress Overdue Rejected Try 0 1 1 0 Gid For Review For Auth More Detail Ca 0 0 0 Gid Gid For Review For Auth More Detail Ca Task results Gid Gid Gid For Review No Review Accepted Rejected 0 1 0 0 For Review Rejected O O Search You have expired active search requests User	C = C = true Latest Post Noticeboard Details obal 24/08/2017 11:47 Global Noticeboard Cake in the kitchen downstairs ase 24/08/2017 11:42 [2] Homicide - John SMITH Case reviewed on ase 24/08/2017 11:43 [7] Arson Report at 15 Reberts Firebug found ase 15/07/2015 11:54 [2014-1] Operation Hagley Checking access from a case w ase 15/07/2015 11:54 [2014-1] Operation Hagley Checking access from a case w abad General Staff Notices Firebug found atam Investigation Team 3 Same Staff Notices
	Last logon: 08/08/2018 09:34 Last logon workstation: CNWSH8A Password last changed: 28/08/2017 No invalid logon attempts recently	

This help content explains how to use Investigations Case Management (ICM).

Overview

Download the Latest Help File

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

Once you've 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.
- 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	Demonst	Demonstration 🗌 Laptop system			
Environment	Demonst	ration			
Application name	ICM				
Language	English (1	New Zealand)	–	Change fonts	
Contact number format	Free Forn	nat	-		
Max image or document size	50	МВ			
Max email attachment size	4	МВ			
Media attachment directory	D:/jscCc	mis/server/c_	_misc/Medi	aAttachments	
Hide no access results on searches					
Allow source entities directly added to case	✓ (AI	low source er	ntities to be	e introduced directly into a case v	
Single source entity relationship	🗌 (Al	low only one	relationshi	p type to be configured between	
Include default source entity relationship	🗌 (In	clude the sys	tem defaul	lt relationship type 'references' <	
Enable Phase and Line of Enquiry feature	Pha	ase/LOE/Revi	ew/Disclos	ure collapsed by default	
View Word file as PDF	🗌 (Cl	icking view b	utton for a	document entity will display a PC	
Display Entity URN	✓ For	Contact Num	nber, Locati	ion	
Show user details on attributes with history					
Hide the 'Outlook' tab on all forms					
Allow case centric storage locations	V				
Help Options					
Help file base URI	https://w	ebt isodomis	CDW CO. D7	/ladeInvestigatorUserGuide/	
Help index page	default.ht	tm	.cnw.co.112	Default	

3

Getting Started

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

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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**.

INVESTI	GATIONS CA Version: 6.1.	ASE MANAGEMENT 0 (Build 01)
User ID	JIDOC	
Password	*****	
Logo	n E <u>x</u> it	jaue

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 be	elow
Current password	ale ale ale ale ale ale ale ale]
New password	****]
Confirm password	****]
	Save	Close
	Change Password Please enter your old and Current password New password Confirm password	Change Password Please enter your old and new password details be Current password New password Confirm password ***** Save

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 Help.

To change the password for another user:

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

Ú	Reset pass	word for anothe	r user			×
	U P.	sercode assword confirm password	JI0006		٩	
				Sav	e	Cancel
p Of (1 By 1 By	Search Migration, (BRIAN, Clar DOCUMENT, MASON, Ro MCDONALD THOMPSON USER, Dem	User m MIGRATE) rk (DEMO2) ATION, Tech (JIDO bert (DEMO1) o, Shirley (CNWSAS , Greg (DEMO3) o (JI0005)	C) 51)			

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.

Recent logon de	tails			>
Action	Date/Time	Workstation	Failed password	-
.ogon	05/07/2017 09:10	CNWSH8A		
.ogoff	04/07/2017 16:55	CNWSH8A		
ogon	04/07/2017 09:08	CNWSH8A		
.ogoff	03/07/2017 18:06	CNWSH8A		
ogon	03/07/2017 09:16	CNWSH8A		
.ogoff	30/06/2017 18:22	CNWSH8A		
.ogon	30/06/2017 09:43	CNWSH8A		
ogon Unsuccessful	30/06/2017 09:42	CNWSH8A		
.ogoff	29/06/2017 17:38	CNWSH8A		

Close ICM

Use any of these methods to close ICM:

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

Quick Start Basics

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

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

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Getting Started

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

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.



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Getting Started

Access Reminders from the Home Screen

Reminders are now available from the home screen.



Getting Started

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 Help 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 \equiv 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 i icons beside the **From** and **To** fields to specify a date range for the alerts (if required).
- 5. Select the Refresh C icon to display the list of alerts according to your selection criteria.

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

Getting Started

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 Man	agement [Demo	nstration] - [Vie	v Audit Entry]						□ ×
System Incident Reports	In <u>f</u> ormation Rep	orts <u>C</u> ases <u>T</u> a	sks <u>P</u> roperty S	S <u>e</u> arch <u>N</u> otic	e Board <u>R</u> epor	ting A <u>d</u> ministration	Help 🛔 TECH	DOCUMENTATION	
.ade [∎]	🛣 🔍 All C	Case Types Search	× 🔒 H	omicide - John	× SMITH	Data collection by	covert inter	Default Case Note	
Jaue									×
Alerts =									
^	🖌 View Au	ıdit Entry							
- Overt view/update [48] revolver	Audit entry de	tails							l
- 🖲 Search Results	Audited on	11/04/2016 10:13							İ
[48] revolver	Entity	User			THOMPSON, Greg	(DEMO3)			
	Action	Search		User	THOMPSON, Greg	(DEMO3)			i
i	Workstation	WYNSW1A							
	Business unit								
i	Business region								
1	Details	All Entities Search							
	Audit entry pr	operties							į
1	Property		Value before	2		Value afte	er		
	Criteria					[Authoris (Show de Search w (Fictitious	ed] eleted=false) ords=revolver [An s - Include)	y words=false, Use Keyv	vord]

Getting Started

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 **1** 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've 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 \equiv icon > Select **View matched object**.
- 3. To see how the trigger is set up, select **View trigger definition**.

Alerts =						
-	Watches: Overt View/Update	🗘 Trigger Alert				
-	 [48] revolver Watches: Search [48] revolver 	Matched trigger definition[ATION, Tech (JIDOC) Assigned as Case Officer	Notified at 14/03/2018 11:01			
-	 Active Searches Q Active Search Smith 	Notification title Assigned as Case Officer				
	Case File: [2] Homicide - John SMITH - Q Active Search Smith	Notification message				
	Case File: [6] Theft of Vehicle - Q Active Search Smith Case File: [6] Theft of Vehicle	Assigned as Case Officer				
-	Triggers Assigned as Case Officer: [1] Vehicle T					
		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've recently accessed.

Select the Show Favourites ^{II} icon at the bottom of the Navigator to display this section.

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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.

Re	ce	nt		≡				
+	Ô	Case File		Î				
+	Ô	Homicide File						
+	₽	Forensic Note		i				
-	₽	General Case Note						
		[51] Body f [1] Vehicle [17] Witnes [11] Arrest [34] Checki [2] Vehicle F	Edit Entity Edit Entity Remove <u>S</u> elected Remove <u>A</u> ll Add To <u>F</u> avourites Recovered - SM2332	RISON (; nents				

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 ^{II} 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**.

Favourites	≡
 [2014-1] Operation Hagley [6] Theft of Vehicle 	
[2] Homicide - John SMITH	E <u>d</u> it Entity
 [15] Reg cert [34] Checking validity of sus [7] Arson Report at 15 Rebet [2] Upload of PIN Register for 	Remove <u>Selected</u> Remove <u>All</u> rts cane, Adeianae or 4103492232

Access the Recent Section

The Recent section in the Navigator lists the entities you've recently updated or looked at.

These entities are grouped by type.

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



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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**.

Re	cent	=			
+	Case File	Tasking activity			
+	Homicide File	No new tasks current			
-	Forensic Note				
	[5] [Draft] Foren	sic			
	[4] Evidence	No tasks awaiting rev E <u>d</u> it Entity			
	[1] Forensic Exa				
	[6] Fingerprint R	Remove <u>S</u> elected			
	[8] Red hair folio	Remove <u>A</u> ll			
	[7] Paint analysi	Add To <u>F</u> avourites			

Getting Started

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**.



Getting Started

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**.

	🖬 🛱 Task	: List	× Q A	II Entities Search	×	P 2 Homicide -	John SMITH	×		
Jaue										×
Forms	Q All Entit	ies Search				Standard	Attributes	Advanced	Thesaurus	Scope
 All Entities Search [2] Homicide - John 	<u>C</u> lose form Close <u>a</u> ll forms	ria alert Use Keyword ▼	Any words	Show deleted					s	earch Clear
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Entity Trail Section

You can use the Entity Trail section to see the entities you've 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.

Entity Trail 🛛 🗧	Vehicle	2	123456,	Black car:	Toyota Camri,	AL, USA				
- 🛍 [2] Homicide - John SMITH	希 Vehi	de [URN:	2]					Details	Images Related t	text
[1] 4102346722 [1] Call to ABC Electropics by	Details									
- Branch	123456 Un Registratio	ited States Ala on #: 123456, A	bama Nabama	, United St	ates				Attributes Diagram	m
 [3] ABC Electronics Salisbury [2] 123456, Black car: Toyota 	Open relea	Jassification: Dpen release: No Limited release: No Fictitious: No							- Color	
	Limited r	elease Relati	onships	Relations	ship summary	History	Involvements	Phase & LOE	Black - Condition	
	Display of	duplicate relation	onships					≣ ◀	Good	
	Relationship	þ	То	URN	Entity		Sta	art	- Make	
	Garaged At	(Garage Locat	io 🚓	7	Smith's Groo	ers 123 H	ligh Street, B		Toyota	
	Sighted At ((Sighting For)	#	7	Smith's Groo	ers 123 H	ligh Street, B		- Model	
	Recovered	From (Recover	у 🏦	7	Smith's Groo	ers 123 H	ligh Street, B		Camry	

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.

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Getting Started

Float a Section

Use either of these methods:

- Select the Options \blacksquare 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 \blacksquare icon in the logo section > Select **Float All**.



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Getting Started

Dock a Section

Use either of these options to dock a floated section:

- Select the Options \equiv 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 \equiv icon in the logo section > Select **Dock All**.



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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.

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No	tes	
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!'	Redo	1
	Undo	
	Cut	
	Сору	
	Paste	
	Find	
	Replace	
	Font	
	Paragraph	
	Bullet Style 🕨	

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.



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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 are "greyed out" or aren't displayed at all.

🧵 Investigations Case Ma	nagement [Demonstration] - [\	Vehicle [URN: 2]]		
System Incident Reports	In <u>f</u> ormation Reports <u>C</u> ases	<u>T</u> asks <u>P</u> roperty S <u>e</u> arch <u>N</u> oticeboard	<u>Reporting</u> Administration <u>H</u> elp	A TECH DOCUMENTATION
ıade	ado Theft	Call to ABC Electronics by Fr	et X ABC Electronics Salisbury	× rep 2 123456 United Sta
,				

System Options

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

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

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Investigations Case	e Managemen	t [Demonstration]		
System Incident Rep	orts In <u>f</u> orma	tion Reports <u>C</u> ase		
<u>T</u> ools	<u>M</u> atch And	Merge (Manual)		
<u>A</u> lerts	<u>M</u> atch And	Merge (Auto)		
<u>W</u> atches	<u>I</u> mport Dat	a (XML)		
<u>R</u> eminders	<u>E</u> xport Data	a (XML)		
Active Searches	Import Case (from Laptop)			
Stored Searches		Aprz		
<u>G</u> eneric Diagram	SMITH	Police Inci		
<u>R</u> eview List	2	Details		
<u>F</u> ile Imports	Electronics by	Title		
File Definitions		nac		
Search Audits	onics Salisbury	Description		
Data Expunging	ack car: Toyota			
Log Off				
E <u>x</u> it				
		i		

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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 Help.

Investigations Case Management [Demonstration] - [Create incident re								
<u>S</u> ystem	Incident Reports	In <u>f</u> ormation Reports	<u>C</u> ases	<u>T</u> asks	<u>P</u> roperty			
	Create	•	<u>d</u> oc ur	iset incid	ent			
	S <u>e</u> arch	→ [<u>P</u> olice	Incident	Report			
	Create From Wo	rd/PDF Documents	<u>M</u> otor	Vehicle (Claim			

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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 Help.

Investigations Case Management [Demonstration] - [Create incident reports from Word									
System Incident Reports	Information Reports	<u>C</u> ases <u>T</u> asks	<u>P</u> roperty	S <u>e</u> arch <u>N</u> otice					
	<u>C</u> reate)	<u>I</u> nforn	nation Report					
ТМ	S <u>e</u> arch	•	<u>A</u> utop	sy Report					
lade	Create From Word/F	DF Documents							
			_						

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

agement [Demonstration] - [Resource Summary]								
In <u>f</u> ormation Reports	<u>Cases Ta</u>	asks <u>P</u> roperty	S <u>e</u> arch	<u>N</u> oticeboard	<u>R</u> eporting	A <u>d</u> mir		
	<u>C</u> reate		<u>C</u> ase F	ile	×	-		
🚽 🗖 🖡 Revie	S <u>e</u> arch	•	<u>c</u> ase te	est	~	QI		
	Case <u>S</u> u	ummary	Docum	entation 🕨	<u>H</u> omicide Fi	le]		
	<u>R</u> esourc	ce Summary						

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.

ition] - [Task List]				
<u>C</u> ases	<u>T</u> asks	<u>Propert</u>	y S <u>e</u> arch	
Desert	List			
Summary		nmary	incident rep	

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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.

[[Task List]								
5	<u>T</u> as	ks	<u>P</u> roperty	S <u>e</u> arc	ch	<u>N</u> oticeboard	<u>R</u> eporting	A <u>d</u> m	inistration
	x		Create	•		Drug Seizure Re	eport		
	~	V	S <u>e</u> arch	•		<u>F</u> raud Report			mary
		-	<u>A</u> ctivitie	s 🕨		Homicide Evider	nce Report		
			<u>R</u> eportir	ig 🕨		Drug Warrrant	Seizure Repo	ort	
					_			_	

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.

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S <u>e</u> arch	<u>N</u> oticeboard	<u>R</u> epo	rting	A <u>d</u> ministrat	tion	<u>H</u> elp	*	TECH DOCUM
URN	Search				_	x		
<u>A</u> ll e	Intities		esourc	e Summary		~	2	Task Summa
Cas	es	•	<u>A</u> l	l Case Types				
<u>C</u> as	e Notes	•	Ca	ase File				
<u>E</u> nti	ty	•	ca	se test				
Inci	dent Reports	•	Do	ocumentation		All I	Docu	imentation
<u>I</u> nfo	rmation Reports	•	_	Standard	A	Hor	nicid	la Fila
<u>T</u> as	ks	•					niciu	le Filej
<u>T</u> as	k Results	•						
<u>P</u> rop	perty Managemen	t 🕨	L					
<u>R</u> ela	ted Entities							
Enti	ty <u>R</u> elationship Pa	th		-	_	Additio	ادە	datail
						A11110		

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.

ĺ	Noticeboard	<u>R</u> ep	orting	A <u>d</u> min	istration	<u>H</u> elp	å 1	TECH D	OCUMENTA	TION
Ì	<u>M</u> anage		~		_					
ł	<u>V</u> iew	$\left \right\rangle$	[<u>T</u> ea	am ►)	Invest	igation T	eam	3	1	
i	My Postinas		Glo	bal 🕨						
Ľ	,		<u>, </u>		1					

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.

Reporting	A <u>d</u> minis	stration
<u>W</u> ord Re	ports	
		i

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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.

Administration Hel	p 🛦 1	TECH DOCUMENTATION
<u>System Config</u> urati	on 🕨	
Sec <u>u</u> rity	•	
Entity Definition		<u>T</u> ypes
<u>C</u> ode Tables	•	<u>C</u> ategories
<u>T</u> emplates	•	<u>A</u> ttributes
XML Schema	•	<u>R</u> elationships

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.

<u>H</u> elp	🛔 TECH DOCUMEN	TATION
Ind	lex	
<u>K</u> ey	/board Shortcuts	
<u>A</u> b	out	
	<u>H</u> elp Ind <u>K</u> ey <u>A</u> b	Help A TECH DOCUMEN Index Keyboard Shortcuts

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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.

Re	cent	=
+	🛱 Case File	📩 💼 Case File
+	Homicide File	E <u>d</u> it Entity
+	Forensic Note	Remove Selected
+	General Case N	Remove All
+	🖺 Research / Ana	
+	Surveillance Act	Add I o <u>F</u> avourites

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.

Details Contents	Entities	Access	Threads	Disclosure	Dissemination	>>	
Details Contents Attributes Diagra Selected - - Case Status (*) - Open (24/0) H Close H Open H Close H Activity	Entities am 4/2014) sed (24/04/ sed (25/07) ve (06/08)	Threads :34 - 24/0 :34 - 24/04, :35 - 10/0 18 - 25/09	S Disclosure Dissemination >> Outlook Search within History Watches Referenced Cases Case Administration Case Closure Reopen Case Disclosure Bulk Sign Off Storage Locations Images Diagram Google map				
 Case Priority (*) High Risk Assessmen) t (Commu	ct) (*)					
- Likelihood Possible - Consequenc Moderat - Activity Type (*)	;; ;e) (+)	<u>Extract Report (Word Template)</u> Run Entity-Based Word Report <u>E</u> xtract documents and images Export (for laptop)					
Homicide			<u>N</u> oticeboard				
- Case Assignmer - Team Assigr	nt Details ned (+)			Load from \ View Word	Nord Document Document		

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	You must enter information in these fields.
Fields	A red square at the upper left corner indicates that a field is mandatory.
Checkbox	When selected, this field displays a Check mark \checkmark 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 \checkmark 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	An option or radio button displays an option that can be switched on or off.
radio button	You can only select one of the options available.
Field	A field displays information from the database or information you've 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 fi icons to specify the required date.
	See Enter a Date.
Time field	These are indicated by a colon : character to divide the hours from the minutes, for example, 23:45.
	See Enter a Time.

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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 Help.

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.

Information	ation Repo	ort 8	
Details			
Title	Theft of V	/ehicle	
Description	Vehicle re Owner G	g FRD342 White Toyof Redo Undo Cut Copy Paste Find Replace Font Paragraph	ta Camry stolen from 23 Kings Street, ft by phone to Rangiora Police.
		Bullet Style	 None Dot Number Lowercase Letter Uppercase Letter Lowercase Roman Numeral Uppercase Roman Numeral

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Format Text

On some screens, you can format the way text displays once you've 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**.

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Case Fi	le [URN: 2]				
Details					
Case officer	DOCUMENTATION, Tech (JIDOC) –			ļ
Title	Homicide - John SMITH				
Description	Subject Details				
	Name: John SMITH DOB: 01/05/1970 Address: 27 Tonkins Stree Contact No: (H) unknown (C Location of Incident: Secrets	t Ocean City Maryland 218 Cell) unknown s Nightclub - 3222 Jamison	42 Street Ocean City Mai	ryland 21842	
	Details of Incident	Select font			×
	On the evening of 4 August 20 Maryland. John Smith was shot and paramedics arrived at the	Font: Verdana	Font style: Bold	Size:	ок
	A glock pistol and a number of as exhibits: Ref MA-Cen- 101. Other Relevant Information	Viner Hand ITC Opinali	Italic Bold	9 10 11 12	Cancel
	Witness Details: Jane Evans of Suspect Description (as provid	Webdings ✓	Bold Italic	14 16 ~	
		Effects Strikeout Underline	- Sample	:	
		Color:	Script:		
l l			Western	•	

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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.

💒 Aut	opsy Report AUT-2014-1	۲ ۱ ۱
Details		
Title	Autopsy Report on John Smith	
Descriptio	AUTOPSY REPORT 10-07645 I performed an autopsy on the body of Green, David at the O CORONER on January 27th . From the anatomic findings and pertinent history, I ascribe the EXTERNAL EXAMINATION: The body is that of a well nourished Caucasian male stated to pounds, measuring 72 inches from crown to sole. The hair on irides appear blue with the pupils fixed and dilated. The sclera with no evidence of petechial hemorrhages on either. Both up	FF e d th
	Find what sclerae Find Next	אל אח חל m
		he

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Replace a Word or Phrase in a Body of Text

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

This will return results for Adams but not Adamson, for example.

- 6. To specify the direction for the search relative to the position of your cursor, select the **Up** or **Down** radio button.
- 7. Select Find Next.

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

8. Select **Replace** to replace the selected text or **Replace All** to replace all instances of the text.

Details		 !
Title	Autopsy Report on John Smith	
Description	AUTOPSY REPORT 10-07645 I performed an autopsy on the body of Green, David at the OFFICE OF THE CHR CORONER on January 27th . From the anatomic findings and pertinent history, I ascribe the death to: MULTIF EXTERNAL EXAMINATION: The body is that of a well nourished Caucasian male stated to be 35 years old. I pounds, measuring 72 inches from crown to sole. The hair on the scalp is white irides appear blue with the pupils fixed and dilated. The sclerae and conjunctive with no the scale is the sclerae and conjunctive there are there are the sclerae and conjunctive of the scler	LISTCHU PLE STAR The body and stra are unr h are na
	Identific: Find what approximately Find Next	ification
	The head Replace with about Replace CLOTHIN Const.	The nec v injurie ence of
	The cloth wearing EVIDEN(DESCRII 1. Staby	ecedent
	The stab inches from the front of the body; it is vertically oriented and after approximatic measures 5/8 inch in length. Inferiorly there is a squared off or dull end approx length; superiorly the wound is tapered.	of the h on of the imately

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	These are represented by a single date or time.
times	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	The first and last value in a discontinuous range are separated by an approximation ~ symbol.
date or time	For example, 10/3/2004, 12/3/2004, 16/3/2004, 17/3/2004 is represented as 10/3/2004~17/3/2004.
ranges	The time range 06:00, 08:00, 10:00 is represented as 06:00~10:00.

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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 ii 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've 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.

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	Actioned ×								
	禺	Apri	I		▼ 2015 ▼			oid, a roat	
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Rig	
			1	2	3	4	5	huse hed s	
	6	7	8	9	10	11	12		
	13	14	15	16	17	18	19	hulti	
Draft	20	21	22	23	24	25	26		
Docu	27	28	29	30					
Class	Cl	ear				0	К		
When	Action	ned	09	/04/2	015			餔	

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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 bicon beside the time field.

The Time Scale screen displays a 24-hour period.

Each hour is divided into two half-hour slots.

Time displays from midnight b default.

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

- 2. Select the required time using either any of these methods:
 - Double-click a time slot on the time scale screen.
 - Select the required time slot on the screen.

Your selection is highlighted in yellow.

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

- 3. Drag the slider to specify a more accurate time (if required).
- 4. Select OK.



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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**.

C C	ase Fil	e [URN:	2]							Details	Contents
Conter	nts										
Log	Pinned	Threads	Tasks	Propert	y Repo	rts	Property Items	Phases	Line	s of Enqui	ry
URN		orted Date	⇒ Time	е Кеу	Туре	#	Title				
8	11/07/2	2017	15:40		ß	0	Red hair folicle	found			
2017/1	10/07/2	2017	11:25		A	0	Burglary				
38	05/09/2	2016	09:53		Ľ	0	Collect member	ship file fr	om Cl	FI (Not se	nt)
35	10/08/2	2015 🧊	Leger	nd			×	ames Kite			
24	02/04/2	2014	Introdu	uced sou	rce ent	itv		ub Owner	ship		
23	02/04/2	2014		d	tit.	, cy					
1	12/03/2	2014 📕	Delete	a source	entity			te			
5	12/03/2	2014 🔔	Originating incident or information report Rep					Report - 1	J Smit	h	
17	16/03/2	2010	11:11		Ľ	0	Interim: xcgbb				
2010/1	12/01/2	2010	13:15		۵	0	Will this be # 11	L?			

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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 \rightarrow or left \leftarrow 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+F6or Ctrl+Tab	Cycle through screens you have open.
Ctrl + N	Create something new.

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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 Favourites pane.
Ctrl + 3	Show the <i>Recent</i> pane.
Ctrl + 4	Show the Forms pane.
Ctrl + 5	Show the Entity Trail pane.
Ctrl + Shift + 1	Float or dock the Alerts pane.
Ctrl + Shift + 2	Float or dock the <i>Favourites</i> pane.
Ctrl + Shift + 3	Float or dock the <i>Recent</i> pane.
Ctrl + Shift + 4	Float or dock the Forms pane.

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Ctrl + Shift + 5	Float or dock the Entity Trail pane.	
Ctrl + 6	Swap to the next or previous tab in the current screen.	
Ctrl + Shift + 6		
Ctrl + PgDn		
Ctrl + PgUp		
Ctrl + 7	Open the Overflow >> tab.	
Ctrl + Tab or	Swap to the next or previous screen you have open.	
Ctrl + Shift + Tab		
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).	

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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.

Dereferences	

Save default window state	Peset window size and position to default
Save window size and position	
Save navigator section states	
Save navigator width	V
Save notes content on log off	V
Confirm on exit	
Number of recent entities to keep	10
Creator automatically added to new case	Y
Creator automatically added to new incident report	V
Creator automatically added to new information repor	t 🗹
Creator automatically added to new asset report	V
Creator automatically added to new equipment report	V
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 lis	t 🗌
Use Spellchecker	Spellchecker is not installed on this computer
Override language for initiating Excel	▼
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	
Font to use for node captions on diagram	0.00 ×
Font to use for relationship captions on diagram	0.00 ×
Task diversion (Recipient/Authoriser/Reviewer)	Task reminders
To user	First reminder days before completion date
Resume date _/_/ 🏛 Cle	Second reminder 1 days before completion date

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

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**.

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

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	
Confirm attribute deletion	V
Use Spellchecker	Spellchecker is not installed on this computer
Override language for initiating Excel	Image: Image

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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.
- 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.
- 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.
| Getting Started | | |
|---|-----------------|---------------|
| Diagram | | 1 |
| Use identification images for nodes | | |
| Use images for image nodes | | |
| Use low resolution | | |
| Colour to use for deleted elements on diagram | | |
| Colour to use for relationship text on diagram | | |
| Colour to use for multiple relationships on diagram | | |
| Font to use for node captions on diagram Tahoma | | 9.75 × |
| Font to use for relationship captions on diagram Tahoma | | 9.75 × |
| Color | × ask reminders | |
| | rst reminder | 1 days before |
| Basic colors: | econd reminder | 1 days before |
| Custom colors: | | |
| Hue: 160 Red: 0 | - | |
| Sat: 240 Green: 0 | | |
| Define Custom Colors >> Color/Solid Lum: 120 Blue: 2 | 55 | |
| OK Cancel Add to Custom Colors | | |
| | | |

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.

Getting Started

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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.

💭 User Preferen	ces	Preferences	User Details
Teams	Designations		
All Users Executive Investigation Team 1 Investigation Team 2 Investigation Team 3 Surveillance Operative			
Roles	Permissions		
Access - All User Administrators - IT Administrators - Audit Administrators - Exper Full Access	+ General Permissions - Incident reports Can change attribute history date/time Can add security access Can remove user access		ĺ

Getting Started

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

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've been subscribed to.
 You can't change a post you've 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.

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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.

The Notice B	Board Manager
W	
Details	
Filter type	All
Notice Boards	
Туре	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
Туре	Global
Description	Global Noticeboard
Deactivated	V

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	All
Notice Boar	ds
Туре	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
1	
Natica Raam	d Definition
Notice Doal	
Туре	Team
Description	test to delete [deleted] [deactivated]
Deactivated	

Noticeboards

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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.

Notice	Board Manager	
Details		
Filter type	All	
Notice Boards	5	Additio
Туре	Description	Subscri
Team	All Users	DOCUME
Team	Executive	ĺ
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	
Туре	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.



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

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

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Noticeboards

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Remove a Post

You can remove a post you've 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			Message
Date/Time	Туре	Notice Board	This case is due for review.
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	
•			•
			Delete

See Unread Noticeboard Posts

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

Tasks				Unread	noticeboard posts		
New O	In Progress 1	Overdue 1	Rejected O	Type Global Global	Date/Time 19/11/2018 16:04	Noticeboard General Staff Notices	Details There will be a system outage Please ensure you fill in your t
For Review	For Auth O	More Detail		Global	19/11/2018 15:59	General Staff Notices	There will be a system outage
Task results				Recent	noticeboard posts		C' ≡
For Review	No Review 1	Accepted 0	Rejected 0	Type Global Team	Date/Time 19/11/2018 16:01 19/11/2018 16:00	Noticeboard General Staff Notices Surveillance Operatives	Details There will be a system outage Suspect spotted in red mazda

```
Noticeboards
```

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 \equiv 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.

${f Q}$ Global Noticeboard Search		 	
Enter criteria below			
Search words cake			Search
Any words			Clear
Results (1)		Additional detail	
		DOCUMENTATION, Tech (JIDOC)	l
DOCUMENTATION, Tech (JIDOC) 24 August 201	7, 11:47:20 Cake in the kitchen downstairs	24 August 2017, 11:47:20	
L		Cake in the kitchen downstairs	i

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 \equiv 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	Load <u>H</u> istorical Posts
11 April 2014, 09:39:01 - DOCUMENTATION, Tech (JIDOC) : Thanks for this - it looks quite comprehensive!	<u>S</u> earch Within

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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've 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 Help.

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

Types of Source Entities

The following icons are used to represent entities in ICM.

Ē	Case note
A	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 Fi	le 2 De	etails	Contents	Entities	Access	Threads	Disclosure	Dissemination
Details								
Case officer	DOCUMENTATION, Tech (JIDOC)		Attributes	Diagram				
Title	Homicide - John SMITH		Selected					
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		 Case Statu Open Open Case Prior High Risk Asseet Likelih Po Conse Monic Case Assig Team In 	us (*) (24/04/201 Closed (; Open (10 Closed (; Active (0 ity (*) ssment (Cor ood ssible quence oderate pe (*) (+) ide gnment Det Assigned (+ vestigation	4) 24/04/201- 1/04/2014 25/09/2007 6/08/2007 mmunity I: ails -) Team 1	4 09:34 - 24 10:34 - 24/ 7 03:35 - 1(7 01:18 - 25 mpact) (*)	4/04/2014 09:3 04/2014 09:33 3/04/2014 10:3 /09/2007 03:3	14)) 13) 4)

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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.

A Police Ind	cident Report 2009/11 Details	Entities (0)	Access Comments (0)
Details			
Title	Burglary	Attributes	Diagram
Description	Subject Details	- Recomm	nendation (*)
	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	- Incident E - Incident - Pub	To be Determined t Type (*) (+) Break and Enter t Location (*) lic
- 	Multiple items taken from address	-	Public Location (+) Other
	Other Relevant Inforamtion (for example, witness details)	- Weapon	Used (*)
	1.Alexis (Bronze, 160 cm's, value \$24,000) 2.Jumo (Stainless steel, 200 cm's high, value \$15,000)	- Firearm No	s Present at Scene (*)
Draft			
Document Classification	Create Browse Allow edit		
When Actioned	31/12/2009 🗰 07:53 🗳 🚱		
When happened	31/12/2009 🗰 06:32 🏟 🚱		

Source Entities

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

Informat	ion Report 8				Details	Entities (1)	Access	Comments (0)	Tasks (1)	Threads (*)
Details										
Title	Theft of Vehicle				Attributes Diagram					
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 Griar Smith reported theft by phone to Rangiora Police.			s Street, . Owner Grian	 IR Status (*) Validated Validating Officer (+) ADMINISTRATOR, Default Agency (DEFL) IR Source (*) General Public Activity Type (*) (+) Vehicle Theft Admiralty Rating (*) 			FLTADMIN)		
Draft						- Sou	irce Reliabi	ility		
Document	Create B	rowse 🗌 A	llow edit			- Info	C - Fairly	Reliable ccuracy		
Classification		-					2 - Probab	bly True		
When Actioned	03/03/2014	曲	19:26	\$						
Disclosure										
Excluded		Comments								
Signed off for a	disclosure	Comments	Upload PDF							
Bulk entities sign	off in this source	Bulk sign off								

Source Entities

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				
Title	Forensic Report - J Smith	Attributes	Diagram	
Description	Fingerprint report showed prints on glasses matched those of Joseph Smith			
_				
Draft	✓ DRAFT			
Classification				
	Apply closure security			
When Actioned	12/03/2014 🏥 11:20 🏩 🚱			
+				
Phase & LOE	Review Disclosure			
Phases	[] ≡ Lines of Enquiry [] ≡			
Undefined	Undefined	<u> </u>		

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 File [URN: 1]	Details	Contents	Entities	Access	Threads	Disclosure	Outlook	>>
Access Security access Bulk access								
O Designations O Teams O Users O Case Teams	۹	Selected						=
Migration, (MIGRATE)		- Teams	All Linese					
BOBSON, Johnny John (JI0006)			X Case A	dministrato	r			
BRIAN, Clark (DEMO2)			🗸 Can ma	aintain thre	ads			
DENBY, Joe (JODOC)			🗸 Can up	date limite	d release			
DOCUMENTATION, Tech (JIDOC)			🗙 Can sul	bmit case r	note for revi	ew		
HAY, Greg (GREGH)			X Can rev	view case r	notes			

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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.



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	Creator	DOCUMENTATION, Tec	Attributes	Diagram
Title	Check tipped off location			Selected	
Description	Check the location in the informa Harrison was there location	ition report to verif	y whether Mark		
Draft					
Priority	Immediate - Evo	ected Completion	Date 20/04/2000 m		
Classification		ected Completion (30/04/2009 III		
Classification	▼				

Property Reports and Property Items

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

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

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

Homicide Evidence Report 1-2014 Evidence	×
Homicide Evidence Report 1-2014	Details Entities (0) Items (1) Access History Watches >>
Items [+	≣ ▶
URN Unique ID Title	Details Continuities Actions
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.

Source Entities

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 **X** 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.

A Police Incident Report 2009/11	Details	Entities (0)	Access	Comments (0)	Tasks (0)	Threads (0)
Access O Designations O Teams O Users		۹	Selected			
Commissioner Director Intelligence Director Operations Director UC Operations Supervisor			- Teams - Indivi - Indivi - Ø	s All Users dual Users MASON, Robert (BRIAN, Clark (DE DOCUMENTATION USER, Demo (JIO	DEMO1) [Dea EMO2) I, Tech (JIDO0 1005)	ctivated] C)

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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 \triangleright 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 *P* 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.



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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.
- 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 Help.

A Police Incident Report 2009/11	Details	Entities	(0)	Access	Comments (0)	Tasks (0)
Access						
O Designations O Teams O Users		۹		Selected		
All Users				- Team	s	
Executive				Ð	All Users	
Investigation Team 1				+ Indivi	dual Users	
Investigation Team 2						
Investigation Team 3						
Surveillance Operatives			>			
			<			

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.

Source Entities

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.
 - **u** 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 \triangleright 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.

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ccess						
) Designations	s O Teams O	Users 💿 Case Teams				
rmourer notographer	🔟 New Cas	se Team				×
	Description	Green Team				•
	Search	br			Hide Team Members	
	O All users (Users (default business unit, defau	ılt busiı	Selected		
	ADMINISTRA BOBSON, Joh BRIAN, Clark DENBY, Joe (1 DOCUMENTAT HAY, Greg (G MCDONALD, THOMPSON, O USER, Demo	TOR, Default Agency (DEFLTADMIN) nny John (JI0006) (DEMO2) NODOC) TION, Tech (JIDOC) REGH) Shirley (CNWSAS1) Greg (DEMO3) (JI0005)	> <			
					Save Cl	ose

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Source Entities

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 **> K** arrows to add or remove users.
- 6. Select **Save**.

tographer	💼 Maintain Ca	se Team			
	Description	Photographer			
	Search			Hide Team Members	
	O All users O Us	sers (default business unit, default	t busii	Selected	
	ADMINISTRATOR BOBSON, Johnny BRIAN, Clark (DE DENBY, Joe (JOD DOCUMENTATION HAY, Greg (GREG MCDONALD, Shir THOMPSON, Greg USER, Demo (JIC	t, Default Agency (DEFLTADMIN) y John (JI0006) EMO2) OC) N, Tech (JIDOC) SH) Hey (CNWSAS1) g (DEMO3) J005)	> <		
				Save C	llose

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 \triangleright icon.
- 4. Select **Save** > Select **Yes** to confirm you want to remove the case.

Case File [URN: 2]	Details	Conte	nts	Entities	Access	Threads	Disclosure
Access O Designations O Teams O Users O Case Teams		۹	S	elected			
Armourer Photographer		>	- -	Teams + I All Individua + BC BC + DC + MA Case Tea + Ph	Users I Users IBSON, Joh ICUMENTAT SON, Robe ms otographer	inny John (J. IION, Tech (ert (DEMO1)	10006) (JIDOC) [Deactivated]

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 Help.

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've created a source entity, you can edit, delete, or reinstate the entity.

You can also add tangible entities to the source entity.

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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 Help.

- 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**.
- 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.

Source Entities

W Create incident	reports from Word/PDF d	ocumer	nts							
Selection details										
Source entity type	• D	 Document direct 								
Document Type	Document					-				
Relationship	Referenced By					-				
Security profile	default security profile					-				
Security access										
O Designations O Team	ms OUsers	۹	S	elected						
All Users		i >	-	- Teams						
Executive Investigation Team 1		- Ū <		 Surveillance Oper Individual Users 	atives					
Users in Surveillance Oper	ratives				MENTATION, Tech (JIDOC)					
BRIAN, Clark (DEMO2) DOCUMENTATION. Tec	L (IIDOC)	\$ >								
Directory	C:\Users\cnwsh8\Documents\My Pro	ofiles\Incid	ent F	leport		Brow	wse	Clear		
	Include sub-directories									
Unselect all				≣	Document			•		
Sel File				Bytes Date modified	Incident Report	- Import				
C:\Users\cnw	sh8\Documents\My Profiles\Incident R	eport								
Incident Report.docx 11716 12/07/2017 15:43 Mrs. Apple							rs. Appleby in the living room with a rolling (

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Source Entities

Edit a Source Entity

- 1. Open the source entity you want to edit.
- 2. Made the required changes.

3. Select **Save**.

Informati	ion Report 8		Details	Entities (1)	Access	Comments (0)	Tasks (1)	Threads (*)	History >>					
Details									4 □ ►					
Title	Theft of Vehicle				Attributes	s Diagram								
Description	Vehicle reg FRD3	342 White Toyot	a Camry stolen fro	m 23	Selected II =									
	Kings Street, Wo	odend between	the hours of 11 pm	n and 6:30	- IR Stat	tus (*)								
I	Rangiora Police.			y phone to	- Validated									
1					- Validating Officer (+) ADMINISTRATOR, Default Agency (DEFLTADMIN) - IR Source (*)									
1					Ge	neral Public								
					- Activity	/ Type (*) (+)								
					Ve	hicle Theft								
					- Admira	alty Rating (*)								
1					- Source Reliability									
						C - Fairly Reliabl	e							
Draft					- Inf	ormation Accuracy	У							
Document	Create B	rowse 🗌 A	llow edit			2 - Probably True	e							
Classification		-												
When Actioned	03/03/2014	Ħ	19:26	• •										
+														
Disclosure														
Excluded		Comments												
Signed off for d	lisclosure	Comments	Upload PDF											
Bulk entities sign o	off in this source	Bulk sign off												
★ ∗* H ← H	•					Copy as ne	w 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.

Case Fi	le 16	Details	Contents	Entities	Access	Threads	Disclosure	Dissemi
Details								
Case officer	DOCUMENTATION, Tech (JIDOC)	-		Attributes	Diagram	n		
Title	Murder in the Library			Selected				
Description	20/07/2017			 Case St 	atus (*)			
				- Clos	sed (07/0	7/2017)		
Please enter	reason for deleting Murder in the Librar	У		×	H Suspe	nded (07/	07/2017 13:45	- 07/07/20
Created in erro	r			Pr	iority (*)			
				p)	۱			
				s	sessment ((Community	y Impact) (*)	
				(e	lihood			
		Car	ncel	ОК	Likely			
				- Cor	sequence			
					Major			

Reinstate a Deleted Source Entity

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

1. Open the source entity you want to reinstate.

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

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

•										
Case File [URN: 18]				Details	Contents	Entities	Access	Threads		
Details										
Case officer	DOCU	MENTATION,	Tech (JIDOC)	-				Attrib		
Title	Avoca	Avocado Theft								
Description	Invest	igation into s	upermarkets buying sto	olen avocado	s			- Cas		
		Reason Del	eted					×		
		Deletion of Ca Vrong locatio	ase File n							
		-								
		Deleted on Deleted by	08/09/2017 12:28 DOCUMENTATION, Te	ch (JIDOC)		Can	cel	ОК		

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.

	ion Donost 9
	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 ^
When Actioned	Secret III 19:26
•	Restricted
Disclosure	Unclassified

Source Entities

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.

ſ	A Police Incident Report 2009/11					Details	Entities (0)	Access	Comments (0)	Tasks (0)	Threads (0)	History
İ	History											
i.	Designation access	Team access	User access	Update history								
H	Date	т	ime		User							
i	30/04/2014	13:58:10		DOCUMENT	DOCUMENTATION, Tech (JIDOC)							
!	16/04/2014	15:11:18 DOCUMEN			OCUMENTATION, Tech (JIDOC)							
Ľ	16/04/2014	1	5:09:49		DOCUMENT	ATION, Teo	h (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 inquiry 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.

Forens	sic Note [URN: 4]	Details	Entities (3)	Access	Tasks (0)	Threads (*)
Threads	~ 3	Details	entities (5)	Access	103K3 (0)	micaus (*)
Threads - ■ [4] Evia ■ [6] - ■ [9] = [9] + ■ [9] + ■ [29] ■ [21] ■ [36]	dence Fingerprint Report Sighting of Black Toyota [27] (Copy of) Sighting of Black Toyota [4] Surveilance on Garage at 12 High Street [Draft] Scene Image List of items found at Accused residence Jethro Addendum to Forensic Report	Smaller				
Titla	Sighting of Black Toyota					
Description	Black Toyota seen at suspects address					
Source Entities

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 Help.*

Source Entities

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've 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.

Source Entities



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Source Entities

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.



Source Entities

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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.

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

Cases

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 **D** icon to specify security access to the case records for:
 - Designations
 - Teams
 - Users
 - Case Teams Select New to create roles and assign users to these
 Your administrator can set up system-wide case teams that can be used in all cases.
- 7. Select the **Attributes** tab > Select the required attributes for the type of case you're creating.
- 8. Select an attribute > Specify its value using drop-down provided.

Attributes marked with an asterisk are mandatory.

See Maintaining Entity Attributes.

9. Select Save.

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

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



Create a Case from a Task

1. Open the required task:

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

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

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

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

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Cases

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

Homicide	e File [URN:]	Details	Contents	Entities	Access	Threads	Disclosure	Dissemination	>>
Details									• • •
Case officer	DOCUMENTATION, Tech (JIDOC)	-				Attrib	utes Diagran	n	
Title	Check local garages for cars mate	ching description				Selecte	d		□ ≡
Description	29/03/2014					- Sta	tus (*)		
	sw						Open	×	
			Valu						
			Van	open					
Classification									į
Security access	5								
O Designations	O Teams ⊙ Users O Case Team	Selected			≡				
Migration, (MIGRA	ATE)	- Teams							
ADMINISTRATOR, BOBSON, Johnny	, Detault Agency (DEFLTADMII John (JI0006)	+ •• All Use + •• Invest	ers igation Team	1					<u> </u>

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.

Threads	Disclosure	Brief of Evidence	>>
Diagram] Highlight in pen	Search History com <u>W</u> atch Refere Case A <u>C</u> lose	h within / es enced Cases Admin Case p. Case	
	Go to Sidda Storag	originating source ent Sard Bulk Sign Off Je Locations	ity

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.

Ê	Case	File 2					Details	Contents	Entities	Access	Threads	Disclosure	Dissemination	>>
Con	tents								-					
Lo	g View	Static View	Thread View	Task \	/iew	Property Repo	rts Prop	erty Items	Phases	Lines of En	quiry		C	[+ ≡
URN	-	Reported Date	▼ Time K	еу Тур	be #	t Title						Crea	tor	î
38	05,	/09/2016	09:53	Ľ	0	Collect memb	ership fil	e from CFI (Not Sent)			Tech	DOCUMENTATION	N (JIC
35	10,	/08/2015	11:35		0	Interview wit	h James k	(ite				Tech	DOCUMENTATION	V (JIC
24	02,	/04/2014	13:22	Ð	0	Secrets Night	Club Ow	nership				Tech	DOCUMENTATION	V (JIC
23	02,	/04/2014	11:46	Ð	0	Roland Read						Tech	DOCUMENTATION	JIC) V
1	12,	/03/2014	11:36	Ð	2	Default Case	Note					Tech	DOCUMENTATION	V (JIC
5	12,	/03/2014	11:20	Ð	0	[Draft] Foren	sic Repor	t - J Smith				Tech	DOCUMENTATION	JIC) V
17	16,	/03/2010	11:11	Ø	0	Interim: xcgb	b					Clark	BRIAN (DEMO2)	
2010	/1 12	/01/2010	13:15	A	0	Will this be #	11?					Tech	DOCUMENTATION	JIC) V
2	03,	/06/2009	13:55		0	snooping (de	leted)					Tech	DOCUMENTATION	N (JIC
12	25,	/09/2007	02:34	Ð	0	Case Closed						Robe	rt MASON (DEMO	1)
11	21,	09/2007	08:45	Ð	6	Arrest and In	terview o	f Mark HARR	ISON (ak	a FREEMAN)		Greg	THOMPSON (DEM	103)
10	21,	09/2007	05:00	Ð	0	Arrangement	to Arrest	Freeman Im	nmediatel	y		Robe	rt MASON (DEMO	1)
2	21,	09/2007	04:45	Ð	2	Call to ABC E	lectronics	by Freemar	n 12:45 20) Sept 2007		Robe	rt MASON (DEMO	1)
3	14	09/2007	09:44	Ð	0	Analysis of C	alls Made	From 41034	92232			Robe	rt MASON (DEMO	1) 🗸
•														•
Deta	nils										Additional	Details		×
Title														
Des	ription													

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 \equiv 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.

Cases

	Case Fi	le [URN	: 1]							Detai	ls Content	s Entities	Access	Threads	Disclo
Conte	ents														
Log	Pinned	Threads	Tasks	Prope	rty Rej	ports	Property Items	Phases	Lines o	of Enq	uiry				
URN	Reported	Date	Time	Кеу	Туре	#	▲ Title					C	reator		
44	19/09/20	017	11:13		Ē.	0	(Copy of) Get GPS	coordina	tes for b	, <u> </u>			1.000	CUTITION (
4	10/08/20	07	03:00			0	[Draft] Vehicle Ow	ner Conta	cted Reg	<u>ل</u> 2	lin				
51	11/09/20)17	15:52		Ð	1	Body found in ditcl	n		1	lew				
1	14/08/20	007	02:51		e	0	Case Closed			E	E <u>d</u> it				
1	10/08/20	07	01:00		Ð	4	Forensic Examinat	ion Result	- SM233	3 9	S <u>e</u> arch to add	ł			
43	19/09/20)17	11:06		Ľ	0	Get GPS coordinat	es for bod	dy locatio	o (Count Summa	ary			
31	01/05/20)14	13:35		Ð	17	Images of Vehicle			<u>(</u>	Quick filter				
9	14/05/20	009	12:05		₿.	0	Interim: Telecomm	nunication	s carrier		Show All				
7	14/05/20	009	12:05		Ľ	0	Obtain PIN Registe	r for 4103	3494567						
7	15/05/20)14	11:55		₽ 1	0	Paint analysis from	n stolen ve	ehicle	2	Show Case N	otes			
25	03/04/20)14	10:50		₽	4	Reg Details			5	Show Tasks				•
8/8					A	22	Shop window sma	shed		5	Show Inciden	t Reports			
13	03/06/20	009	14:16		B	0	shop window smas	hed (dele	ted)	9	Show Inform	ation Reports			
3	03/06/20	009	14:35		B	0	test title (deleted)			5	Show If Acce	ss Updated			
5	11/08/20	007	03:00		Ð	0	Vehicle Collected E	By Owner		5	Show If Acce	ss Locked			
1	05/08/20	007	06:00		Ð	1	Vehicle Owner Cor	ntacted		5	Show Only In	troduced to T	This Case		
3	07/08/20	007	06:00		Ð	0	Vehicle Owner Cor	tacted		5	Show Only In	troduced to C	Other Cases	5	
2	07/08/20	107	02.15		P	18	Vehicle Recovered	- SM2332	>	5	Show Only De	eleted			
Detai	Is									5	Show for Cre	ator			
Title		Vehicle Ow	ner Conta	icted R	egardir	ng Fo	und Claim Check			5	Show Case N	otes Submitt	ed for Revi	ew	
Descr	iption	John Suthe belonged t	erland con o Mr Suth	tacted erland.	by Det John ir	Sgt E ndica	Brian Clark to asce ted that the claim o	rtain whet heck did r	her the onot belor	o n 9	Show Case N Show Case N	otes with Rev otes with Rev	view Pendir view Reject	ng ted	
		The check	has been	booked	l in as	an ex	chibit item: Ref MA	Cen-098.		9	5now Case N Show Case N	otes with Rev otes Under R	view Finālis .eview	sea	
		Mr Sutherl Yard.	and was a	lso not	fied th	at he	could arrange for	the tow pi	ckup of t	t s	Show Case N	otes that do	not apply c	losure secur	ity

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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 Fil	e [U	RN:	2]				Details	Con	tents
	Conte	ents									
	Log	Pinned	Thre	ads	Tasks	Prope	rty F	Reports	Property It	tems	Phas
ļ	URN	Reported	Date	Time	Key	Туре	#	Title			
	8	11/07/201	17	15:4	0	Ð	0	Red ha	ir folicle fou	nd	
ł	2	07/08/200	07	L	nnin		2	Final -	Resolved: S	ecrets	Night
Ĺ	<u> </u>		I	0	ipini	<u> </u>					

Investigations Case Management

Cases

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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 Pinne	ed Threads	Tasks	Property	Reports	Property Items	Phases	Lines	of Enquiry			
Existing threa	ad relationship	s					=	Selected	thread tree		
 □ [1] Vehicle □ [2] Vehicle □ [3] Vehicle □ [1] Forens □ [4] [Draft] □ [5] Vehicle □ [1] Case 0 □ [1] Case 0 □ [1] Case 0 □ [1] Shop □ [3] test tit □ [3] Imag □ [7] Paint a □ [51] Body 	e Owner Conta e Recovered - e Owner Conta sic Examination] Vehicle Owner e Collected By Closed window smasl le (deleted) les of Vehicle analysis from s found in ditch	acted SM2332 acted n Result cr Contac Owner ned (dela	- SM2332 cted Regar eted) hicle	Sho Sho Sho	w All Threads w Primary Thread w Parent Threads w Legend	5		- 🖺 [+ [2] Vehicle Re [3] Vehicle [51] Body	covered - 5 Owner Co found in dit	SM2332 ntacted tch
Details											Add
Title	Vehicle Reco	overed -	SM2332								Attr
Description	At 10:15 am parking lot o	on 6 Au	igust 2007 antis Hotel	a silver (, 2897 G	Chrysler 300m wit eorge Street Ocea	h registra n City Ma	tion SM2 ryland 2	2332 was l 21842.	ocated on lev	el 1 in the	

Cases

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.

	Case Fil	e [URN	: 2]			D	etails	Con	tents	Enti	ties	Access
Conte	ents											
Log	Pinned	Threads	Tasks	Prop	erty Reports	Prop	perty I	tems	Phase	s L	ines o	of Enquiry
Tasks	;											C+
URN	Title								Expe Com	cted pletio	n Da	te
38	Collect m	embership	file from	CFI (I	Not sent)							
4	Obtain PI	N Register	for 41034	492232	2				11/0	9/200)7	
3	Conduct F	Research o	n Existing) Data	Holdings				13/0	8/200)7	
2	Conduct a	an Imn 🗊	Filter (Optio	ns							×
1	Contact t	he Nex										
		Tit	le									
		Ту	pe	[General Task					•		
		Cr	eator	[DOCUMENTAT	ION,	Tech (JIDOC	:)	•		
		Cr	eation Da	ate	05/10/2017	餔	to		[⊞		

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Cases

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.

I	C	ase Fil	e [URN	: 1]					D	etails	Contents
	Conte	nts									
	Log	Pinned	Threads	Tasks	Property Reports	Prope	erty Items	Phases	Lines o	f Enquiry	/
	URN	Cre	ated	٦	Гуре	Items	Title				
	DWS-2	017/124/	10/2017 17	7:57 [Drug Warrrant Seizu	0	(Conv.of	Copy of	f) Searc	<mark>h of 245</mark> 3	32 Verne St
	DWS-2	2017/:24/	10/2017 17	7:55 [Drug Warrrant Seizu	0	New			of) Sea	rch of 2453
	2014/7	05/	05/2014 1:	1:44 [Drug Seizure Report	0	E <u>d</u> it			er Driv	e, Greatore
	DWS-2	2017/030/	08/2017 1:	1:01 [Drug Warrrant Seizu	0	S <u>e</u> arch	n to add		of 2453	32 Verne Si
	5-2017	30/	08/2017 10	D:47 H	Homicide Evidence R	0	Show /	All			
	DWS-2	2017/:30/	08/2017 10	D:32 [Drug Warrrant Seizu	0	Show	– Outstandir	na	/erne S	treet Oceai
	DWS-2	2015/+19/	11/2015 19	5:15 [Drug Warrrant Seizu	1	Additio	— mal filters	J		
	3-2015	5 17/	11/2015 1:	1:37 H	Homicide Evidence R	1	-	·····		e of Cri	me at 4657
	DWS-2	2015/:11/	11/2015 1:	1:31 [Drug Warrrant Seizu	0	Show	Legend		berland	l Drive, Oa
	DWS-2	2015/:10/	11/2015 12	2:01 [Drug Warrrant Seizu	15	E <u>x</u> port	Table to I	Excel	et Ocea	n City Mary

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Cases

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.

C C	ase Fi	ile [URN:	1]					Deta	ils Cont	ents	Entities	Access	Threads
Conte	nts						_						
Log	Pinned	Threads	Tasks	Property Repo	orts Prop	erty Items	Phases	Lines	of Enquiry	,			
URN	Cr	eated		Туре	Ref #		Title					Curre	ent Location,
2015/7	10	/11/2015 12	2:12	Drug Item	2015.	11.04.001	Gloc	k 9mm	semi-auto	pistol		Cante Weap	erbury > Ch ons Locker
2015/8	10	/11/2015 12	2:15	Drug Item	2015.	11.04.002	Box	of 9mm	ı ammuniti	on		Cante Exhib	erbury > Ch it Room > C
2015/9	10	/11/2015 12	2:17	Drug Item	2015.	11.04.003	Base	ball bat	t with expo	osed n	ails	Cante Exhib	erbury > Ch it Room > C
2015/1	0 10	/11/2015 12	2:18	Drug Item	2015.	11.04.004	Black	k lock b	ox			Cante Exhib	erbury > Ch it Room > C
2015/1	1 10	/11/2015 12	2:22	<u>F</u> ilters	0015	11.04.005	bag	of meth	amphetam	nine		Cante Exhib Black	erbury > Ch it Room > C : lock box (2
2015/1	2 10	/11/2015 12	2:22	Show Legend		11.04.006	bag (of meth	amphetam	nine		Cante Exhib Black	erbury > Ch it Room > C lock box (2
2015/1	3 10	/11/2015 12	2:22	Export Table to Drug Item	2015.] 11.04.007	bag (of meth	amphetam	nine		Cante Exhib Black	it Room > C lock box (2
2015/1	4 10	/11/2015 12	2:23	Drug Item	2015.	11.04.008	bag (of meth	amphetam	nine		Cante Exhib Black	erbury > Ch it Room > C lock box (2
 Detail 	5												
Title	-	bag of meth	amphe	tamine					Action	s (0)	Attributes	Continu	iities (1)
Descrip	otion	bag of meth	amphe	tamine					10/11/ Movement Type: Direction From:	2015 nt: 1:	12:22 Person t Acquisiti In DENBY,	o storage on Joe (JODC	location DC)

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Cases

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.

P (ase Fil	e [URN:	: 1]			Details	Contents	Entities	Access	Threads	Disclosure	Brief
Conte	nts							_				
Log	Pinned	Threads	Tasks	Property	Reports	Property It	ems Phases	Lines of	Enquiry			
Phases	5			≡	Entity (уре			Forensic	Note		
Undefir	ned				- Ca	ise Note			[7] Pain	it analysis f	rom stolen veh	nicle
Eviden	ce Managem	ement	 Phase Entity 1 Export 	-> Entity Т Гуре -> Рł	Type nase	Forensic Note General Case sk General Task	e Note					
Detail	s									Addi	tional Details	5
Title	F	Paint analys	sis from s	stolen veh	icle					Attr	ibutes	05/2014
Descri	ption a i r	Paint analys address gar and corresp vehicle with may link ve	sis from s rage. Doo oonds wit garage hicle with	stolen veh or shows s h witness door the fi h accused.	icle - pai igns of s statemer irst time	nt from stolen cuff marks co It from lodger witness saw a	vehicle potent nsistency with alleging that a ccused with ve	tailly found paint colou iccused "n thicle. Paint	at accuse ir of vehicl udged" t analsys	d e		

Cases

See the Lines of Enquiry for a Case

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

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

See the Lines of inquiry section.

	`ase Fi	le [IIRN:	11								
	Juse II		- 1			Details	Contents	Entities	Access	Threads	Disclosure
Conte	ents										
Log	Pinned	Threads	Tasks	Property	Reports	Property Item	s Phases	Lines of	Enquiry		
Lines o	of Enquiry	Y		≡	Entity ty	rpe			General	Case Note	
Undefir	ned				- Cas	e Note			[4] [Dra	ft] Vehicle (Owner Contact
Immed	diate fam	ily members	s			General Case N	ote				
Other s	similar ao	ctivity in are	a								
Detail	ls									Addit	ional Details
Title	[Vehicle Owr	ner Conta	acted Rega	arding Fou	nd Claim Check	c			Attri	outes
Descri	ption	John Suther found in the belong to hi	land con vehicle m.	tacted by belonged	Det Sgt B to Mr Suth	rian Clark to as erland. John ind	certain whe dicated that	ther the cla the claim o	aim check check did r	ot	

See How Many Items There Are in a Case

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

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

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

	ase Fil	е Гоки:	2]					Details	Contents	Entities	Access	Threads	Disclosure	Brief of Evidence	e
Conte	nts														
Log	Pinned	Threads	Tasks	Propert	y Repor	ts	Prope	erty Items	Phases	Lines of E	nquiry				C
JRN	🔻 Repo	orted Date	👻 Time	е Кеу	Туре	#	Title						Creator		
2	13/03/2	2018	17:39		Đ	0	Chec	k associa	tes				Tech DOC	UMENTATION (JID	0
5	25/01/2018 10:10 🗳 0			Check sheds in lyttelton (Not sent)						Tech DOCUMENTATION (JIDOC					
	Count	Summarv	,											×	0
017/1	Туре					C	escrip	tion				Co	ount		00
8	Case N	lote				6	Genera	Case No	te			11			00
5	Case N	lote				B	esear	h / Analy	sis Activity			3			00
1	Case N	lote				F	orensi	Note	,			3			00
5	Case N	lote				5	urveill	ance Activ	vitv			- 1			
	Case N	lote				т	elenho	ne Intero	ent Summa	rv		2			00
7	Case N	lote					Default Case Note					1	1		
010/1	Incider	t Report				P	olice I	ncident Re	- enort			- 4			00
	Task	it noport					Genera	Task	-port			. 6			
2	Task R	esult				Т	ask Re	sult				8			
L	TOSK IC	ooun				1	don no	June				20			

Case Notes

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

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

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

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

Access Case Notes

Once you've 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 Help.

Г	<u> </u>															7
İ.		ase File	E LOKN	:1]				Details	C	ontents	Entities	Access	Threads	Disclosure	Brief of Evidence	e >>
i	Conte	ents														į
İ.	Log	Pinned	Threads	Tasks	Prope	erty Re	ports	Property It	ems	Phases	Lines of	Enquiry			(C ⊡ ≡
ļ	URN		d Date	Time	Кеу	Туре	#	Title						Creator		្
ł	44	19/09/2017	7	11:13		Ľ	0	(Copy of) Ge	t GPS	6 coordina	tes for boo	dy locatio	on (Not sent)	Tech DO	CUMENTATION (JID	DC) 1
ł	43	19/09/2017	7	11:06		Ľ	0	Get GPS cool	dinat	es for boo	dy location	(Cancell	ed)	Tech DO	CUMENTATION (JID	oc) 🤇
ł	51	11/09/2017	7	15:52			1	Body found in	n ditcl	h				Tech DO	CUMENTATION (JID	DC) F
i I	7	15/05/2014	4	11:55		ß	0	Paint analysis	from	n stolen v	ehicle			Joe DENE	BY (JODOC)	F

ade

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* \square 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.

•	Case Fil	e [URN	: 11				Detaile	Contanta	Entition	Access.	Throada	Disclosure	Priof of Evidence	~~
_		- L	1				Details	Contents	Enuties	Access	Inreads	Disclosure	brief of Evidence	11
Cont	ents													
Log	Pinned	Threads	Tasks	Prop	erty Rep	ports	Property Iter	ms Phases	Lines of	Enquiry			C	[+] =
URN	➡ Reporte	ed Date	▼ Time	Кеу	Туре	#	Title					Creator		ş
44	19/09/201	.7	11:13		Ľ	0	(Copy of) Get	GPS coordin	ates for bo	dy locatio	n (Not sent)	Tech DO	CUMENTATION (JIDO	C) 1
43	19/09/201	.7	11:06		Ľ	0	Get GPS coord	inates for bo	dy loc Sele	ect Type				×
51	11/09/201	17	15:52			1	Body found in	ditch	- (Case Note				P
7	15/05/201	4	11:55		Ð	0	Paint analysis f	from stolen v	/ehicle	Forensi	c Note			F
31	01/05/201	4	13:35		Ð	17	Images of Vehi	icle		Genera	l Case Note			P
25	03/04/201	14	10:50		₽	4	Reg Details			Manage	ment / Critic	al Decision		F

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**.
- 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.
- 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 I	mport From File	
Attributes		
Entity	Inspection Note	-
Entity Attribute	 Inspection Note Date of Inspection Industry Inspection Method Make Mobile Phone Number Model Officer/s Attending Teams Attending 	er
Selected Attri	outes	
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.

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

т	U	V	w	х	
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 Users			
User View	Role View		
JOHNSTONE, B JOHANNES, Sta JOHNSTONE, B JONES, Ian JONES, Mike	eeJay anley rian		
Title First name Gender Contact Numb	er	✓	Rank Middle name D.O.B. Email

Select Case Note Settings

You can add the following details to a case note:

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

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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 \equiv icon > Select **Set Phases**.
 - b. Double-click or use the Select $\mathbf{\Sigma}$ icon to select the required phases.
 - c. Select **Apply**.
- 2. Specify a line of inquiry:
 - a. Right-click in the *Line of Enquiry* area or use the Options \equiv icon > Select **Set Lines of Enquiry**.
 - b. Double-click or use the Select \triangleright icon to select the required lines of inquiry.
 - c. Select Apply.

General	Case Note	[URN: 25]			Details	Entities (3)	Access
Details							
Title	Reg Details	D Phases					
Description	Reg details	Available			Selected		
		Evidence Management			Evidence Manag	ement	
		Information Gathering					
		Scene Management					
		Witness Management					
		Witness Protection		>			
				<			
Draft							
Classification							
	Apply clos						
When Actioned	03/04/2014					Apply (Cancel
•							
Phase & LOE	Review Disc	closure					
Phases		E 📃	Lines of Enq	uiry			Et i
Evidence Manage	ment		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**.

Details Title Reg Details	
Title Reg Details	
Description Reg details	
Draft Classification Apply closure security	
When Actioned 03/04/2014 III 10:50 IIII IIIIIIIIIIIIIIIIIIIIIIIIIIIIII	
☑ No review required JIDOC 30/03/2016 14:15	
Status Review not required Finalised by	
Comments	omit
Start	iect
Fina	alise

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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	\rightarrow	+ Brief of Evidence Element of Proof
+ Entity	1	+ 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						
\Box Hide no access results on searches \Box Exclude from du	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 G	Case Note [URN: 25] Details Entities (3)
Details	
Title	Reg Details
Description	Reg details
Draft	Disclosure Sign Off Comments x
Classification	Fine to disclose
	Apply closure security
When Actioned	03/04/2014
-	OK Cancel
Phase & LOE	Review Disclosure
Excluded	Comments
✓ Signed off for	disclosure Comments Upload PDF

Cases

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

Case File [URN: 2]	Details	Contents	Entities	Access	Threads	Disclosure			
Disclosure									
Options Indexes Disclosure Items Schedules									
Verification									
Requires 0 verifiers									
Comments									
earrow Show Comments box when Finalising a Disclosure Index									
$\overleftarrow{\boldsymbol{\nu}}$ Show Comments box when Unfinalising a Disclosure Index									
\swarrow Show Comments box when Verifying a Disclosure Index	🕑 Show Comments box when Verifying a Disclosure Index								
$\overrightarrow{\boldsymbol{ u}}$ Show Comments box when Unverifying a Disclosure Index									
✓ 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

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Disclosure

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

Case Note [URN	: 25]	Details	Entities (4)	Access	Tasks
Reg Details					
Reg details					
	-				
Apply closure secu	urity				
03/04/2014	⊞	10:50	\$ ®		
Review Disclosure					
	[+ ≡	Lines of Enquiry			[+ ≡
nent		Undefined			
	Reg Details Reg details Reg details Image: Second state of the second sta	Reg Details Reg details Image: Constraint of the second	Reg Details Reg details Reg details	Case Note [URN: 25] Details Reg Details Reg details Image: Control of the second seco	Reg Details Reg details Reg details Image: Control of the second s

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Cases

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 Stat	es	▼	Allow multiple time zones					
Database ID	Demonstra	tion		Laptop system					
Environment	Demonstra	tion							
Application name	ICM								
Language	English (Ne	w Zealand)	~	Change fonts					
Contact number format	Free Forma	t	-						
Max image or document size	50 M	B							
Max email attachment size	4 M	в							
Media attachment directory	C:\JadeSys	tems\Client	System7\c	c_misc\MediaAttachments\					
Hide no access results on searches							1		
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 li								
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 \equiv 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	Attrib	butes Diagra	im			
Description	Interview with James Kite who was seen near the dumpster at 1:23 am where a hody of Poland Viles was found on the morning of 5th October 2014	- Tit	Selected				
	body of Roland fikes was found on the morning of 5th October 2014.		Mr				
1							
Draft							
Classification	Confidential 👻						
1	☑ Apply closure security						
When Actioned	10/08/2015						
-							
Phase & LOE	Review Disclosure						
Undefined		=					

Editing a Case – Update Lock

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

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

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

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

It can then be acquired by any user.

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

Your agency can 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**.

Phase & L	OE Review Disclosure					
	No review required					
Status	Finalised	Finalised by	STOKES, Paul (DEMO2) 312345			
Comments	01/02/2017 09:47 by STOKES, Paul (DEMO2) 312345 Accepted : aaa					
01/02/2017 09:32 Submitted by ANDERSON, Steve (SJA) Submitted to STOKES, Paul (DEMO2) 312345 No comment provided						

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.

Phase & LC	E Review Disclosure	
	No review required	
Status	Rejected by reviewer Rejected By STOKES, Paul (DEMO2) 312345]
Comments	13/06/2018 09:33 Rejected by STOKES, Paul (DEMO2) 312345	Submit
	testing	Start Rev.
	01/02/2017 09:47 by STOKES, Paul (DEMO2) 312345	Reject
		Finalise

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 $\mathbf{\Sigma}$ \mathbf{K} 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**.

General (Case Note	35		Details	Entities ((0)	Access	Tasks (0)	Threads (0)	History
Access				Dotans	Entities (Access	10383 (0)	finicada (0)	matory
O Designations	⊙ Teams	O Users	O Case	Teams	۹		Selected	ł		
All Users Executive Investigation Investigation Surveillance C	Team 1 Team 2 Team 3 Operatives					> < =	- Tean o - Indiv o o	ns • Investigatid vidual Users • DOCUMENT • BOBSON, J	on Team 1 IATION, Tech (Ji Iohnny John (JIC	IDOC) 1006)
USER, Demo (ION, Tech (JII (JI0005))OC)								

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Cases

Add a Task to a Case

- 1. Open the required case.
- 2. Select the **Contents** tab.
- 3. Use any of these methods to create a task:
 - □ Select the New ^{[+} icon.
 - □ Select the Options \equiv 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.

f	Ì	ase Fil	e [URN	l: 6]					Details	C	ontents	FI	ntities	Access
- C	onte	nts							Dotano	_	onconco	-		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
	Log	Pinned	Threads	Tasks	Prop	erty Rep	oorts	Pro	operty Iter	ns	Phases	Li	ines of I	Enquiry
U	RN	- Reporte	ed Date	▼ Time	Кеу	Туре	#	Title						
30	D	23/04/201	.4	12:07		Ľ	0	Cheo	k result a	gain	st Lab res	sult	1 (Pen	ding Autho
24	4	03/04/201	4 Sel	ect Type								х	ot sent)	
25	5	03/04/201		Case Note										
10	D	03/04/201	14	Forens	ic Note	e								
4		03/04/201	.4	Genera	al Case	e Note							in Are	а
6		20/03/201	.4	Manag	ement	/ Critic	al De	ecision	n					
8		03/03/201	14	Resea	rch / A	nalysis	Activ	/ity						
7		27/01/201	14	Survei	llance	Activity	_							
				Teleph	one In	tercept	Sum	imary						
			-	lask Apothe	ve took									
				Another task General Task										
				Gener	ar rask								<u> </u>	

Import Entities and Case Notes into a Case

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

🖹 Entit	y Import From File	Details Layout Entities Co
Details		
Format	Comma separated (CSV) 💌	✓ File contains a header row
File name		
Remove a Source Entity's Connection to a Case

External source entities are shaded yellow under the Log subtab.

You can remove their association from a case. You might want to do this if you've 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.

	Case Fil	e [U	RN	: 6]					Details	С	ontents	Entities
Conte	ents											
Log	Pinned	Thre	ads	Tasks	Prope	erty Rej	ports	Pro	operty Iter	ms	Phases	Lines of I
URN		ed Dat	te	→ Time	Key	Туре	#	Title				
30	23/04/201	14		12:07		Ľ	0	Chec	k result a	gain	st Lab res	sult 1 (Pend
24	03/04/201	14		11:04		Ľ	0	Revie	ew and pre	eser	nt findings	(Not sent)
25	03/04/201	14	F	Pin								
10	03/04/201	14		low								
4	03/04/201	L4	<u>1</u>	<u>v</u> ew								ents in Are
6	20/03/201	14	t	<u>=d</u> it								
8	03/03/201	.4	5	S <u>e</u> arch to	add							
7	27/01/201	14	0	Count Su	mmary							
			9	Quick filte	r							
			F	<u>R</u> emove F	Relatio	nship						

Cases

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**.

Re	ece	nt \Xi									
+		Image		C <mark>ase Fi</mark> l	e [UR	N: 6]				Details	Contents
+	4	Location Organisation	Conto Log	ents Pinned	Thread	is Tasks	Prop	erty Re	ports	Property Items	Phases
+ +	Å	Person Person type	URN		ed Date	Time 12:07	Кеу	Туре	#	Title	
+ -	⊛ ≜	Vehicle Police Incident Report	30 24	03/04/20	14	Confire	n		0	Review and prese	nst Lab re nt finding
		[2017/1] Burglary [2/2] Vehicle Theft -	10	03/04/20	14	Burglary will	be			Registration Detail	ls of Car
		[7/7] Incident Repoi	4 6	20/03/20	14	added to cas	e Theft	t of Vehi	cle	Fingerprint Report	nilar Incic
		[3/3] Homicide - Joh	8	27/01/20	14 14	Please confir	m			Autopsy Report D	ave Gree
		[2015/1] Hit and Ru [2009/11] Burglary				Yes		<u>N</u> o			

Cases

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 inquiry** subtab to see the entities for the case and the lines of inquiry they're associated with.

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

Case File 2			Details	Contents	Entities	Access	Threads	Disclosure	Dissemination	>>
Entities			_							
Entities Involvements Phases	Lines o	f Enquiry					Detail	s		
Entity type	C' ≡	Docum	ent			C	= =	Click to view		
- Entity Contact Number Document - Weapon Firearm Image Location Organisation Person Vehicle		[1] AB [4] For [2] For [11] In [7] PIN [6] PIN [8] Sta [5] TI [3] Wit [12] do	C Electror ensic Res formation I Register I Register tement - Warrant N ness Stat	nics Salisbur ult - 38 Revu ult - Vehicle Report - SI - 41034922 Request For Mark HARRI o: 1234A ement - Jan	y - Claim Cl olver AD112 SM2332 09 4ITH 3201 July 20 rm - 410349 SON20 Sept e EVANS05 /	neck No 56 35256A July 2007 2007 to 11 S 2232 cember 200 August 200	75 Source [1] Fo [1] Fo Foren: 09 Jul Uploa: 07 (cnws Classi I7 Locke enable Open	ce entities rensic Examina putes sic Result - Vel y 2007 ded from: C:\[m7\Desktop\Fe fication: d: No ed: Yes release: No	ation Result - SM2: nicle SM2332 Documents and Se orensic Report.doc Versioning Limited releas	332 ttings :

Cases

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 \equiv 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 inquiry:
 - Show All See entities assigned to any line of inquiry.
 - Show Selected Select one or more lines of inquiry 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.

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Entities Involvements Phases Lines of Enquiry Entity type C' ≡ Document C' ≡ - Entity Contact Number C' ≡ Document C' ≡ Document C' ≡ Document C' ≡ - Weapon Firearm Firearm C' ≡ Document C' ≡ - Weapon Firearm - Show All C' ≡ C' ≡ C' ≡ - Organisation Person Vehicle - Show Not Signed Off Show Excluded from Disclosure C' ≡	Case File 2	(Details Contents Entities A	ccess
Entity type C' ≡ Document C(I) - Entity Contact Number [1] ABC Electronics Salisbury - Claim Check No Contact Number [2] For [3] ABC Electronics Salisbury - Claim Check No - Weapon [4] Forensic Result - 38 Revolver AD11235256A - Weapon [1] I - Weapon [1] I - Weapon [1] I - Image [6] PI Location [6] PI Organisation [7] Phases Person [1] W Vehicle [12] d	Entities Involvements Phases	nes of Enquiry		
Contact Number [4] Forensic Result - 38 Revolver AD11235Z56A Document [2] Forestic Result - 38 Revolver AD11235Z56A - Weapon [11] I Firearm [11] I Image [6] PI Location [8] St Organisation [5] TI Person [3] W Vehicle [12] d	Entity type - Entity	C ≡ Documer	nt C Electronics Salisbury - Claim Che	C ck No
/ Cort by Title	Contact Number Document - Weapon Firearm Image Location Organisation Person Vehicle	[4] Fore [2] Fore [11] I [7] PI [6] PI [8] St [5] TI [3] Wi [12] d	 Show All Show Signed Off Show Not Signed Off Show Excluded from Disclosure Phases Lines of Enquiry Sort by Title 	2256A

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've given, right-click the referenced case > Select **Edit Reason**.

e c	ase File 2				D-1-1-			E-Miles		The second se	Diselson	Discontinution	
_					Details	Cont	tents	Entities	Access	Threads	Disclosure	Dissemination	>>
Refere	enced Cases												
													[+ ≡
URN	Title	Status	s Case off	ficer			Reaso	on				Created B	y
1	Vehicle Theft - SM2332	Open	DOCUME	ENTATION	, Tech (J	IDOC)	Vehic	le used to l	be owned b	by deceased	l	DOCUMEN	ITATIO
2014-1	Operation Hagley	Open	DOCUME	ENTATION	, Tech (J	IDOC)	Simila	ar modus o	perandii (p	oublic place,	runner, knife a	attack) DOCUMEN	ITATIO
6	Theft of Vehicle	Open	DOCUM	ENTATION	, Tech (J	IDOC)	simila	ar weapon i	used			DOCUMEN	ITATIO
				Search	to add								ĺ
				Caller									į
				<u>G</u> o to (Lase								ł
				Edit Re	ason								
				<u>R</u> emov	e Relatio	onship							į
				<u>R</u> einst)						
				<u>S</u> how	Legend								ł
6	Theft of Vehicle	Open		Search <u>G</u> o to (Edit Re <u>R</u> emov <u>R</u> einst <u>S</u> how	, Tech () n to add Case eason re Relatio ate Relati Legend	IDOC) onship	simila	ar weapon i	used				DOCUMEN

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've entered, right-click the referenced case > Select **Edit Reason**.

0	Case File 2			De	tails	Con	tents	Entities	Access
Refer	enced Cases								
URN	Title	Status	Case officer				Reason	ı	
1	Vehicle Theft - SM2332	Open	DOCUMENTATIO	N, Te	ch ((JIDOC)	Vehicle	used to	be owned I
2014-1	Operation Hagley	Open	DOCUMENTATIO	N, Te	ch ((JIDOC)	Similar	modus o	operandii (p
6	Theft of Vehicle	Open	DOCUMENTATIC	N, Te	ch ((JIDOC)	similar	weapon	used
_									
Ple	ease enter reason for	remo	ving relations	nip					×
cas	e linked in error								
							Cancel		ОК

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**.

•	Case File 2			Dotaila	Contonto	Entition	Access:	Throada
				Details	Contents	Entities	Access	Inreads
Refe	renced Cases							I
URN	Title	Status	Case officer		Reas	on		
1	Vehicle Theft - SM	2332 Open	DOCUMENTATIO	N, Tech (JI	DOC) Vehic	le used to b	be owned b	y decease
2014-	1 Operation Hagley	Open	DOCUMENTATIO	N, Tech (JI	(DOC) Simila	ar modus o	perandii (p	ublic place
6	Theft of Vehicle	Soarch	to add	" Tech (JI	(DOC) linked	d to wrong (case	
		Searci						
		<u>G</u> o to (Case					
		Edit Re	ason					
		Remov	e Relationship					
		<u>R</u> einsta	ate Relationship					
		<u>S</u> how I	Legend					
<u> </u>								

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**.
- 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.

Case	File 2								Details	Conte	nts
Outlook Calendar	Tasks (Out	look)									
Subject				St	art Date		Due Date		Prior	ity	
Assign case	officer to July	/ investigati	ons	No	one		None		Norn	nal	
	5 .									Tasks	- G S
File	Home	Send / Re	eceive	Folder	View	Q Tell	me what yo	ou want to	o do		
	-	\mathbf{X}			, .	Meeting	\checkmark	\mathbf{k}	► To	day	
New Task	New New Email Items	Delete	Reply	Reply Fo All	rward 📴	More -	Mark Complete	Remove from Lis	t ► тн	is Week	►
	New	Delete		Res	pond		Manag	ge Task		Follo	ow U
⊿ My	Tasks		<								
Task	'S			C S	UBJECT lick here to	add a new	/ Task				
				之 🗆 A:	ssign case	officer to Ju	uly investiga	ations			

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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.

•	Ca	ise	Fil	e 1														Details	;	Contents
01	<mark>itlool</mark> Calen	k dar	Та	sks	(Out	tlool	<)													
Su	bject												Sta	rt Time			En	d Time		
Ме	et wit	h tea	ım v	vork	ing (on J	ohn	Smi	h Hon	nicide			21/	07/2017	11:00		21	/07/20	17 1	1:29
	F	5																	Ca	lendar - G
	Fil	e	ŀ	lom	2	Se	nd /	Rece	ive	Fold	der	١	View	♀ Tell	me wha	at you w	ant to d	ło		
	Ē				2				e			2								
	l Appo	New	nent	Ne Mee	ew ting	N I Iter	ew ns ≖	N	ew Sky Meetin	/pe	Toda	ay	Next 7 Days	Day	Work Week	Week	Mont	h Scheo Vie	lule w	Open Calendar
			1	New	_			Sky	pe Me	eting	G	o To	о́Б			Arrange			G.	Manage
		∢ SU	мо	Jul TU	y 20 WE	17 тн	FR	► SA	<	4	Þ		July 2	2017						Was
		25	26	27	28	29	30	1		SU	JNDA	Y			MC	NDAY				TUESDA
		2	3	4	5	6	7	8		25	5 Jun				26					27

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.

Case File 2				Details Contents
Outlook Calendar Tasks (Outlook	<)			
Subject		Start Date	Due Date	Priority
Assign case officer to July in	vestigations	None	None	Normal
F S F				Tasks - G
File Home	Send / Receive	Folder View 🛛 Tell	me what you want to	o do
New New New Task Email Items •	Delete Reply	Reply Forward More -	Mark Remove Complete from Lis	Image: Today Image: Tomorrow t Image: This Week
Mew ▲ My Tasks Tasks	Delete <	Respond Image: Contract of the second of	Manage Task	Follow U
		호 🗌 Assign case officer to J	uly investigations	

Cases

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.

🔟 Run Entity-Based Word Report	×
Select template	
Simple Person Report Successful Entity-Based Word Report Created OK	
Extract To C:\Users\Desktop\Entity-based report for case file 1.doc	Browse
Creating Word Report Run	Close

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 \boxplus 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 sicon beside **Duration**.
 - b. Use the filters to narrow the results shown:
 - Attribute
 - From
 - То
 - 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.

Ö Case	Summary				
Filters					
Case Type	Case File	•	Business unit	All	
Case officer	All	•	Business region	All	▼
Case Status	Open	•	Designation	All	· · · · · · · · · · · · · · · · · · ·
Creation Dat	:e _/_/ 🗰 to	» _/_/ 🗰	Team	All	
			User	All	
Duration 🔺				Include cas	es where user has access via Team/Designation
Attribute	Case Status (*)	-]		
From		•			i
То		-			
Duration (da	ys) 🗸		и 		
Results				=	Additional Details
Case URN	Case Title	Case officer	Case Type		Risk Assessment (Community Impact): Consequence = Minor
1	Vehicle Theft - SM2332	DOCUMENTATION, Tech (JID	OC) Case File	Open	Activity Type = Vehicle Theft
2	Homicide - John SMITH	DOCUMENTATION, Tech (JID	OC) Case File	Open	Case Assignment Details: Officers Assigned = THOMPSON,
6	Thert of Venicle	DOCUMENTATION, Tech (JIL	Case File	Open	Greg (DEMO3)
10	Lase file 2	DOCUMENTATION Tech (11D	Case File	Open	Case Assignment Details: Officers Assigned = BRIAN, Clark
12	New Investigation at Hagley	DOCUMENTATION, Tech (JID	OC) Case File	Open	(DEMO2)
13	Fraud Investigation at Horton-M	DOCUMENTATION, Tech (11D	OC) Case File	Open	Case Assignment Details: Officers Assigned = USER, Demo
14	Fraud in XYZ Co. Ltd	DOCUMENTATION, Tech (JID	OC) Case File	Open	(JI0005)
18	Avocado Theft	DOCUMENTATION, Tech (JID	OC) Case File	Open	Case Assignment Details: Officers Assigned = DENBY, Joe
					Review Date = 30/03/2014
					Created 03 March 2014

Cases

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 \equiv 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 \equiv 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 \equiv 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 C'≣ Selected thread tree [1] Vehicle Owner Contacted [2] Vehicle Recovered - SM2332 [2] Vehicle Recovered - SM23 [3] Vehicle Owner Contacted [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 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)

Expand All Threads

When you're looking at threads, you can expand all collapsed threads in one go using either of these methods:

- Select the Options ≡ icon > Select **Expand all**.
- Right-click in the Selected thread tree pane > Select Expand all.



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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	Conte	ents	Entities	Access	Threads
Threads Existing thread relationships	C ≡	Se	lected	d thread tre	e	
 ■ [1] Vehicle Owner Contacted ■ [2] Vehicle Recovered - SM2332 ■ [3] Vehicle Owner Contacted 			ß	[3] Vehicle	Owner Co	ntacted
 [5] Vehicle Owner Contacted [1] Forensic Examination Result - SM2332 [4] [Draft] Vehicle Owner Contacted Regardin [5] Vehicle Collected By Owner 	Show All Threads Show Primary Thread Show Parent Threads	ls				
 [1] Case Closed [13] shop window smashed (deleted) 	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 \triangleq or Down \blacksquare icon to move the thread up or down.

Case File [URN: 2]	Contents	s Entities	Access	Threads	Disclosure	Brief of Evidence	>>	
Threads Existing thread relationships	e ified oury ablished Sept 2007	C ≡	Selected th	read tree Forensic E [3] Conduc [3] Inte 월 [3] Inte 월 [4] Inte	xamination I ct Research rrim: Releva I - Resolvec rim: Releva	Result Receive on Existing Da nt Incident ide I: Relevant Ca nt Incident Ide	d - 38 Revolver ta Holdings ntified - Stolen Glock se File Identified - Ca entified - Other Crime	

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 \equiv 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**.

ົດ					
Surveillance Activity [URN: 1]	Details	Entities (0)	Access	Tasks (0)	Threads (*)
Threads					
- 🖺 [1] Relevant Incident Reports / Case Notes Identified					
▲ [0001/1] Property Theft - Firearm AD56789Z35A					
▲ [0002/2] Vehicle Theft - SM2332					
[1] Forensic Examination Result - SM2332					
- 🖺 [8] Enquiries Conducted at ABC Electronics Salisbury					
- 🖺 [9] Telephone Interception of ABC Electronics Establish	ed				
- 🖺 [1] Call to ABC Electronics by Freeman 09:10 10 Se	pt 2007				
+ 📋 [4] Obtain PIN Register for 4103492232					
 					
+ 🖺 [53] Case note <u>N</u> ew					
+ 🖺 [2] Call to ABC Electronics by Freeman Edit					
Chow L	agond				
	egenu				

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.

Case File [URN: 1]	Details	Co	ontents	Entities	Access	Threads	Disclosure	Dissemination	>>
Case The [OKN: 1] 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 [5] Vehicle Collected By Owner [1] Case Closed [1] Case Closed [1] Images of Vehicle [3] Images of Vehicle [7] Paint analysis from stolen vehicle	C =		Selected	Entities thread tre 2] Vehicle [3] Vehi [51] Boo	Access Recovered cle Owner dy found in	Threads I - SM2332 Contacted o ditch	Disclosure		>>
			Source e A [2/2] B [1] V B [2] V B [1] F B [5] V B [1] C	entities with Vehicle T Vehicle Own Vehicle Rec Order Asso	n no paren heft - SM2: her Contac overed - S iciate with iciate with	t thread 332 ted M2332 parent in ex parent in se	isting thread r	elationships tree	

See Case Notes for Threaded Relationships in a Case

1. Open a case.

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- 2. Select the **Contents** tab > Select the **Threads** subtab.
- 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.
- 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 \equiv icon > Select **Remove Association With Parent**.
- 5. Select **Yes** to confirm you want to remove the selected source entity from the thread.

	Case File [URN: 1]	Details	C	Contents	Entities	Access	Threads	Disclosure	Dissemination
1	hreads								
E	existing thread relationships	C	≡	Selected	d thread tre	e			≡
i	[1] Vehicle Owner Contacted			- 🗎	[2] Vehicle	Recovered	- SM2332		
	[2] Vehicle Recovered - SM2332				🖺 [3] Vehi	cle Owner	Contacted		
i I	[3] Vehicle Owner Contacted				🗎 [51] Boo	dy found in	JALL.		
! !	[1] Forensic Examination Result - SM2332						Remov	e Assocation v	vith Parent
<u> </u>	[4] [Draft] Vehicle Owner Contacted Regarding Found Claim	Check							

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Cases

Export a Thread Hierarchy to a Text File

You might want to use this feature to if you want a printed version of the content in a situation where you don't have access to ICM.

For example, you could show why you interviewed someone if you're asked about this in court. You could then use the printed version of the exported text file to show the thread of case notes, tasks, and task results which led you to interview the person.

To export a thread hierarchy to a text file:

- 1. Open a case.
- 2. Select the **Contents** tab.
- 3. Select the Threads subtab.
- 4. Right-click in the **Selected thread tree** pane > Select **Export**.
- 5. Specify where you want to save the file > Select **Save**.

Case File [URN: 1]	Details	Contents	Entities	Access	Threads	Disclosure	Brief of Evidence	. >>
Contents								
Log Pinned Threads Tasks Property Reports Property Items	s Phases	Lines of E	nquiry				C	3 ⊡ =
Existing thread relationships	=	Selected thread tree						
[1] Vehicle Owner Contacted		- 🖺 [2] Vehicle Recovered - SM2332						
[2] Vehicle Recovered - SM2332		[3] Vehicle Owner Contacted						
[3] Vehicle Owner Contacted		- 🗈	[51] Body	found in d	itch			
[1] Forensic Examination Result - SM2332			📋 [43] G	et GPS coo	ordinates for	body location	(Cancelled)	
🖺 [4] [Draft] Vehicle Owner Contacted Regarding Found Claim Check		[44] (Copy of) Get GPS coording Expand all in the sent)						
E [5] Vehicle Collected By Owner						Export		

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'll 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.

Cases

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* \Box icon or select the Options \equiv 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.

<u> </u>									
Cas	e File [URN: 1]				Details	Contents	Entities	Access	Threads
Entities									
Entities	Entity Relationships	Involvements	Phases	Lines o	of Enquiry				Details
Involveme	ent C'≣	Entity type			Person			[+ ≡	Source en
Undefined		- Entity			[18] JONES	, Frederika			[o/o] Shop
	New Involvement Type Involvement His	- Docume Diffe Contact Docume Image Location Organis Person vement	ent erent Doc t Number ent n sation	type	[5] SUTHER [33] VANCE	LAND, John , MARCUS		•	Attributes JONES, Fre D.O.B.: 12, D.O.D.: Classificatio Open relea Fict Identifying Issue: Can Identifying Identifying 01/05/2009 Physical De
	Date/Time			Involv	ement				Physical De
									Physical De
									Physical De
									Physical De Buttocks Physical De & Crossbor
						Save	Close		

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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
Details				
HARRISON, Mark Mr (Male) D.O.B.: 05/08/1958 D.O.D.: Classification: Open release: No Limited 1	release: No Fictitious	:: No	Se	Attributes Diagram elected Apprehension Warning (+) Armed and Dangerous
Limited release Relationships	Relationship summary	History Involvements	s –	Marital Status
Current Involvements			-	Divorced Citizenship Details
Case URN	Involvement			United States
2	Suspect		-	Country of Birth
				United States
			-	Physical Description
				- Ethnicity
				Caucasian
				- Build
				Heavy
				- Complexion
Involvement History				Fair
Date/Time	Involvement			- Eye Color
02/04/2014 13:13	Suspect			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.

Case File [URN: 6]		Det	ails Contents	Entities	Access	Threads	Disclosure	Dissemination	>>
Entities Entities Entity Relationships	Involvements Phases	Lines of E	inquiry			Details			
Involvement C ≡ Undefined	Entity type - Entity Contact Number Document Person Vehicle	Con [33	tact Number] 3128349		[+ ≡	Source e [6] Finger Attribute 3128349 Classifical Open rele Fi	ntities print Report s tion: ase: No ictitious: No	Limited release:	No

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.

Case File	1		Details	Contents	Entities	Access
Case Officer adm Alerts Phases	nin Lines of Enquiry					
Phases				Selected	ł	
Evidence Managen Information Gathe Pretrial Scene Managemer Witness Managemer	nent ring nt			Scene N Witness	e Managem Ianagemen Manageme Protection	ient t :nt
💼 New Phase	2					
Description	Collecting Evidence					
		Save	Close			
<u> </u>						

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Cases

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 \equiv icon for the *Phases* area > Select **Set Phases**.
- 5. Use the Select \triangleright icon to select the required phase > Select **Apply**.
- 6. Select Save.

Genera	al Case Note 2 Detai	ls Entities
Details	🗊 Phases	
Title	Available Selected	
Description	Evidence Management Evidence Management	
	Scene Management	
	Witness Management	
	Witness Protection	
Draft		
Classification		
	Apply	Cancel
When Actioned	d 07/08/2007 🗰 02:15 🏟 🚱	
•		
Phase & LO	E Review Disclosure	
Phases	[] Eines of Enquiry []	
Evidence Mana	agement Undefined	

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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 \equiv 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.

Case File [URN	l: 6]				Details	Contents
Contents Log Pinned Threads	Tasks Property Repo	orts	Property Items	Phases	Lines of Enquiry	
Phases Undefined		≡	Entity type - Case Note			
Evidence Management Information Gathering	 Phase -> Entity Type Entity Type -> Phase Export 		Forensia Genera - Information Informa - Task	: Note Case Note Report ition Repor	e t	

Lines of Enquiry

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

It could be a:

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

A line of inquiry is specific to a case. There are no system-defined lines of inquiry. You can link source entities to a line of inquiry.

Cases

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 inquiry.
- 5. Select **Save**.

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

Case File 2			Details	Contents	Entities
Case Officer admin Alerts Phases Lin	es of Enquiry				
Lines of Enquiry				Selected	ł
Identify associates of d	eceased			> Identify	associates /
Description	Determine whether attac	kers are targetin Save	g moped i Clos	riders e	

Cases

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 inquiry and entity types, right-click or select the Options \equiv 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 inquiry indicates entity types still need to be selected.

Case File [URN: 1] Contents Log Pinned Threads Tasks Property Reports F							Details	Contents	Entities	Access	
	Contents										
	Log	Pinned	Threads	Tasks	Prop	erty Reports	Pro	operty Item	s Phases	Lines of I	Enquiry
	Lines of Enquiry				Entity ty	/pe			General		
I	Undefin	Log Pinned Threads Tasks Property Reports Property Items Phases Lines of Enquiry ines of Enquiry Image: Comparison of Enquiry Imag							[4] [Dra		
	Immediate family members				Entity typ	be ->					
	Other similar activity in area				Export						

Cases

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 \equiv icon > Select **Export**.
- 5. Use the Selection $\mathbf{\Sigma}$ **\mathbf{K}** 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.

Case File [URN: 1]	Details	Contents	Entit	ties	Access	Threads		
Contents								
Log Pinned Threads Tasks	Property	/ Reports	Propert	y Items	Phases	Line	s of Enqu	iry
Lines of Enquiry		Entity typ	pe				Gener	al Case Note
Undefined		- Cas	e Note				[4] [0	Draft] Vehicle
Immediate family members		0	General Ca	ase Note				
Other similar activity in area								
Export								
Line of Enquiry						Selecte	ed	
Undefined	Undefined					Undefi	ined	
Immediate family members	Immediate family members					Imme	diate fam	ily members
Other similar activity in area				Other	similar ad	ctivity in area		
					5			

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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

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Types of Entity Data You Can Export

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

DB ID	Database Identifier in ICM
URN	 Unique Reference Number. The format will be either of these options: <entity urn=""></entity> <entitytype> <entity urn=""> if you select the Prefix URN option</entity></entitytype>
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

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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.

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道 Case File	Report			- • ×
[2] Homici	de - John SMIT	Н		
Case Options	Source entity Optio	ns Entity Options		
Available entity	types			Selected entity types
Contact Num Document Firearm Image Location Organisation Person Vehicle	ber		> < «	Person Vehicle
Available entity	additional details			Selected entity additional details
Document Me	etadata		>	Image Display
Image Displa	ay lata		<	Output Documents
Media Metada	ata		>>	Output Images
Output Docur	ments		"	
Output Imag	es			
Output Media	1			
Date range	O All Dates		1	
	O Date range	Date From 06	/09/2017	Date To 06/10/2017
Output format	O Export Report	C:\Users\cnwsh8\	Desktop	Browse
	O Print Report	cnwchcq121		v
				Run Close

Export Data from a Tangible Entity

- 1. Open the entity.
- 2. Right-click in the *Details* area or select the Options \equiv 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.

- 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've 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.

•	and reactions becaute [0]	Extract
Extract Optior	15	
Include	Prefix URN columns with Entity Type	
File directory	C:\Users\cnwsh8\Desktop	Browse
Base file name	Entities and Relationships - Harold Brown]
Attributes Sel	ection	
Unselect all	Person 👻	
 Gender 		
 Date of b 	Jirth	
 Date of d 	leath	
- 🗸 Person		
 Appre 	chension Warning (+)	
- 🗸 Count	try of Residence	
× Na	itional Insurance Number	
× Socia	I Security Number	
 Marita 	al 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 \equiv 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 \triangleright 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.

- 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've 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.

Include Prefix URN columns with Entity Type Show full attribute name ile directory C:\Users\cnwsh8\Desktop Base file name Entities and Relationship for Case File 1 Attributes Selection Unselect all Location V URN Classification Title Description Constrait									
Include Prefix URN columns with Entity Type Show full attribute name C:\Users\cnwsh8\Desktop Base file name Entities and Relationship for Case File 1 Attributes Selection Unselect all Location VIRN Classification Title Description Constraint									
File directory C:\Users\cnwsh8\Desktop Base file name Entities and Relationship for Case File 1 Attributes Selection Unselect all Location VIRN Classification Title Description Case File Case Fil	Type 🕑 Show full attribute name								
Base file name Entities and Relationship for Case File 1 Attributes Selection Unselect all Location VURN Classification Title Description Constraint		Browse							
Attributes Selection Unselect all Location URN Classification Title Description Constant	File 1								
Unselect all Location VIRN Classification Title Description Constant									
 URN Classification Title Description Created 	-								
 Classification Title Description Created 									
Intel Description									
× Created By									

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	O Tab separated (TSV) O Comm	na separated (CSV) O Excel (xlsx)
Attributes Sel	ection	
Unselect all	☐ Include history	□ Include Comments □ Show full ✓ Include Entity ID
 Fictitious Related 0 Related 0 	Cases Source Docs	
✓ Lines of E✓ Phases	Enquiry	
 ✓ Sumame ✓ Given na 	me 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 \blacktriangleright \checkmark arrows to select the information you want to export.
- 4. Select **Export**.

	AutoSave 💽 Off	⊟ • •	- @ - =				CaseA	ccessSummary.csv	- Excel		111		
	File Home	Insert	Page Layout Formulas	Data	Review Vie	w Help	Acrobat	Q Tell me what y	ou want to c	lo			
	Cut	Calil	bri • 11 • A	≡ ≡	= %-	ab Wrap Text		General	-				
1 12	🗸 🔸 🔨 Format Pai	inter B	I U • H • 🔿 • 🗛	. = =		🖽 Merge &	Center 🔻	\$ * % *	→.00 Conc	atting * Table *	s Cell Styles ∗	insert *	v v
	Clipboard	Fail I	Font	Est.	Aligr	ment	Far	Number	Gi l	Styles			Cells
A	1 * :	×	✓ <i>f</i> _* Case Type										
	A	В	С		[)	E	F		G			н
1	Case Type	URN	Title		Users		Teams	Case Teams	Design	ations	All use	ers	
2	Homicide File	2014-1	Operation Hagley		BRIAN, Clark			Records Manage	er Directo	r Intelligence	BRIAN	I, Clark	(User)
3	Homicide File	2015-2	Hit and Run Ferry Road		DOCUMENTA	TION, Tech					DOCU	MENTA	TION, Tech
4	Homicide File	2014-1	Operation Hagley		BRIAN, Clark			Records Manage	er Directo	r Intelligence	BRIAN	I, 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.

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Cases

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.

Q All	Q All Case Types Search								
Standar	Standard criteria								
Search w	vords smith								
	Use Keyword 💌 🗌 Any words 🗌 Show deleted 🕑 Show								
Addition	nal criteria 🔻								
Results	(3) No Access R	esults	(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 \equiv icon > Select **Show if Access Updated**.

<u> </u>	Lase File [URN	:1]					De	tails	Co	ntents	Entities	Access	Threads	Disclosure	Br	ief of Evid
Conte	ents																
Log	Pinned Th	nreads	Tasks	Prope	erty Rep	ports	Property	Items	Phas	ses	Lines of	Enquiry					
URN		Date		Key	Туре	#	Title		Crea	tor		Status		Disclosure Excluded	 Disclosure Signed Off 		Access Updated
44	19/09/2017		11:13		Ľ	0	(Copy of)	Get GPS	Tech	DOC	CUMENTA	Task crea	ated		-		
43	19/09/2017		<u>P</u> in								CUMENT/	Cancelle	ł				
51	11/09/2017		New								CUMENTA	Pending I	Review				
7	15/05/2014		Edit								y (Jodc	Review n	ot required				~
31	01/05/2014		Search t	bbs o							CUMENT/	Review n	ot required				~
25	03/04/2014		Count Si	umman	,						CUMENT/	Review n	ot required				
3	03/06/2009		Ouick filt	or	/						CUMENT/	Review n	ot required				
13	03/06/2009		Quick Int	er							CUMENT/	Review n	ot required				
7	14/05/2009	\checkmark	Show Al								CUMENT/	Cancelle	ł				
9	14/05/2009		Show Ca	ise Not	es					•	CUMENT/	Review n	ot required				
1	14/08/2007		Show Ta	isks						•	IAN (DEI	Review n	ot required				
5	11/08/2007		Show In	cident f	Reports					·	IAN (DEI	Review n	ot required				
4	10/08/2007		Show In	formati	on Ren	orts					IAN (DEI	Review n	ot required				
1	10/08/2007		Chan 16	oiuu	on rep					-		Review n	ot 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	s Contents	Entities	Access	Threads	Disclosure	Dissemination	>>
Case closure									
Status									=
- Case Status (*)									
Closed								<u></u>	
								×	
	Value Clo	sed					-		
	Su	spended							
Security access								•	
O Designations O Teams O Users O Case Team:	Q	. s	elected						=
Commissioner		-	Individual Us	sers					
Director Intelligence			•• DOCU	MENTATION	I, Tech (JII	DOC)			
Director Operations			+ / HAY, G	sreg (GREG	H)				
Supervisor									
		>							
		<							
Case closure checklist									
Are all tasks completed?									
Are all Property Items disposed or destroyed?									
1							CI	ose Case Ca	incel

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	e File [URN: 15]	De				
Reopen Ca	ise					
Status						
- Case S	tatus (*)					
- Clo	used (12/09/2017)					
	H Open (05/09/2016 11:31 - 12/09/2017 11:36)					
		×				
Value	Closed					
	Active					
	Under Review					
	Closed					

Entities

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.

	Entiti	General Case	Note [URN: 2]	Details	Entities (15)	Access	Tasks (0)	Threads (*)		
!I		URN	Entity	Relationship						
			Filter: All entities			F	ilter: All relat	ionships		
łſ		27	Case File Vehicle Theft - SM2332			R	leferenced By	[References]		
H		28	Entity-based report for case file 1			R	leferenced By	[References]		
Ĺ	D	1	Silver Chrysler 300m - SM2332			R	eferenced By	[References]		

Entities

Types of Entities

The following icons are used to represent entities in ICM.

Ŷ	Case
	Contact Number
	Document
G	Event
	Image
	Location
	Media
	Miscellaneous
	Offence
4	Organisation
.	Person
	Property Item
∎.	Property Report
⇔	Transaction
क	Vehicle

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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.

Í	Ge	eneral Case	Note [URN: 2]	Details	Entities (15)	Access	Tasks (0)	Threads (*)		
E	Entities									
	U	F	telationship							
i 📃			Filter: All entities	- F	 Filter: All relationships 					
¦ [2	27	Filter: All entities			F	leferenced By	[References]		
i I	2	28	E Filter: Document	F	leferenced By	[References]				
0	0 1	L	Filter: Image	F	leferenced By	[References]				
i 🛛	o 4	10	Filter: Location			F	leferenced By	[References]		
10	o 4	11				F	leferenced By	[References]		
Ľ	0 4	12	1212			F	leferenced 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 **Q** 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 Help for information on setting up source entities.

G	General	Case Note [URN: 2]	De	tails	Entities (18)	Access	Tasks (0)	Threads (*)	History	Convergence	>>
Ent	ities URN	Entity	Select	Туре				× ionship	-L:		Ð,
	27 28 1	Case File Vehicle Theft - Entity-based report for a Silver Chrysler 300m - 1	- Entit	y y ocume	ent			renced By [R renced By [R	eferences] eferences] eferences]		
	40	1010	E	⊞ Doci	Different Doc typ ument	e		enced By [R	eferences]		

Entities

Add a Case Entity to a Source Entity

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

- 1. Find and open a source entity that's attached to a case.
- 2. Select the **Entities** tab.
- 3. Right-click in the *Entities* area or select the Options \equiv icon > Select **Add Existing Case Entities**.
- Select the type of entity you want to add in the Entity type drop-down.
 Select the Expand + icon to see more options.
- 5. Enter text in the **Filter** field to further narrow the results.
- 6. Press **Enter** of 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've 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	Document	-	Filter	gu				
Available entiti	ies for Homicide - John SMITH							
[3] Witness St 05 August 200	atement - Jane EVANS 7							
L								
Selected								
Entity				Relationship				
■ [1] ABC Electr 13 July 2007	onics Salisbury - Claim Check No 5678	3		Referenced By				
E [22] Tom Jeck	els details							

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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.



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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've 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.

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Selection details Document Values File Type I'mage Values Relationship Referenced By Image Values File Type I'pig;*,jpeg *,png *,gif *,bmp *,tif *,wmf Safeguarded Entity type Image C:\Users\cnwsh8\Documents\ICM\Crime Scene Photos Voselect all Select al	Selection details Document Values File Type *.doc(x) *.xls(x) *.msg *.bxt *.pdf *.htm *.xml *.csv *.ps *.mht *.anb Document Type Document Document Type Document Relationship Referenced By Image Values File Type ***********************************	
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	2	

Entities

Entity Attributes

You can use attributes to describe an entity.

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

- Eye colour
- Height
- Marital status

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

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

Comments Mandatory 🛄 icon	You'll need to enter a comment when you specify a value for this attribute.
Comments Optional 🗔 icon	You can enter comments about an attribute value if you want to. Once you've entered a comment, the icon shows lines inside the speech bubble .
Historical Values 田 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 Help.

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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 \equiv icon > Select **Show Available Attributes**.
- 5. Use the Select \triangleright icon or double-click the attribute you want to add in the *Available* area.
- 6. Select the attribute you've 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 Sec	urity Number
Country of Birth	123456	5
- Other Names (NOT FOR ALIASES) (+)	 Marital Sta 	tus
Name Type	Marrie	đ
Name	Title	
- 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've set up ICM.

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

Case Fi		Details	Contents	Entities	Access	Threads	Disclosure	Brief of Evidence	>>
Details									• □ •
Case officer	DOCUMENTATION, Tech (JIDOC)		-				Attributes Di	agram	
Title	Homicide Case for BofE					5	Selected 🗌 Hi	ghlight incomplete	□ ≡
Description	31/10/2015						 Case Status 	(*)	
							Open		
1							 Case Priority 	/ (*)	
							Routine		
								× munity Im	npact) (
					Va	lue Rou	tine	A	
						Hig	ı		
						Low	tine		
L	'								

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 \equiv icon > Select **Show Available Attributes**.
- 5. Use the Select **D** 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've 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.



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 General Case Note Person	1 Vehicle Thef 1 Vehicle Own 33 VANCE, MAR	ft - SM2332 Ier Contacte RCUS	d							
h Person [U	JRN: 33]									Details Images Related text
Details Relationship	is a witness in	[has a witn	ess] (Person)					• 🗈		Attributes Diagram
VANCE, MARCUS D.O.B.: Unknown D.O.D.: Classification: Res	Dr (Male)		-						•	- Citizenship Details Australia
Limited release	Relationships	elease: No Relationsh	Fictitious:	History	Involvements	Phase & LOE	Value	✓ Rest Austral	ricte lia	Visibility (Vehicle Owner Cont ×
Display duplicate	e relationships									
Relationship Referenced By (Re	ferences)	To URN A 8/8	Enti Sho	ty p window	/ smashed	S	Start	Fi	in	- 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 \Box 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 \equiv icon > Select **Show Available Attributes**.
- 5. Use either of these methods to duplicate the group:
 - Select the Add another group Lie 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 Help.

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Entities	

	Details	Images	Related text			
Attributes Diagram						
Selected 🕑 Highlight incom	plete					
+ 🗄 Country of Residence						
+ Social Security Number						
+ Marital Status			1			
+ Country of Birth						
+ Identifying Documents			1			
 Physical Description 			I			
+ Build						
+ Complexion						
+ Eye Color						
+ Hair Color						
+ Height						
+ 📑 Tattoos			İ			
+ 📑 Tattoos						
– 🔛 Tattoos	Add another	aroup				
- Body Location						
Foot (Left)	Show Legend					
- Description	Show Availa	die Attribut	es			
star						

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Entities

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 \equiv icon > Select **Show Available Attributes**.
- 5. Select the attribute value you want to remove in the *Selected* area > Select the Deselect \mathbf{K} 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.

Attributes Diagram				
Available		Selected		
- Person		- Apprehension Warning (+)		
Apprehension Warning (+)	<u> </u>			
Country of Residence	<u> </u>	- Other Names (NOT FOR ALIASES) (+)		
Social Security Number		- Name Type		
Marital Status				
Citizenship De 🔟 Confirm Delete				
Country of Bir				
+ Other Names Removing this Group will als	o remo	e all children and any values they may contain.		
+ Identifying Do				
+ Physical Descr	Yes	No		
Title				
 Recorded Criminal Activity (+) 				
+ Offence (+)		- Identifying Documents		
+ Possible Offences (+)		- Licence/s (+)		
		+ Type		

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.

A Person [URN: 33]		Details Images Related text Watches >>
Details Relationship is a witness in [has a witness] (Person) 🔹 🖺	Attributes Diagram	< □ >
VANCE, MARCUS Dr (Male) D.O.B.: Unknown D.O.D.: Classification: Restricted Open release: No Limited release: No Fictitious: No	Available - Person Apprehension Warning (+) Country of Residence	Selected Citizenship Details Australia Physical Description
Limited release Relationships Relationship summary History Involvements Pha □ Display duplicate relationships ■ Filter ■ > Relationship To Case Note >	Social Security Number Marital Status Citizenship Details Country of Bith	- Eye Color Rine Reset ownership to be this General Case Note Go to Vehicle Owner Contacted
Referenced ▲ 8/8 Shop window si is a witness ■ 1 is referenced ■ 34 Checking validi ▲ Police Incident Report + Cases	Other Names (NOT FOR ALIA: Name Type Name	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 Images Related text Watches >>
Details Relationship is a witness in [has a witness] (Person) - E Attributes Diagram	∢ Ⅲ ▶
VANCE, MARCUS Dr (Male) D.O.B.: Unknown D.O.D.: Classification: Restricted Open release: No Limited release: No Fictitious: No Country of Residence	Selected Citizenship Details Australia Physical Description
Limited release Relationships Relationship summary History Involvements Pha Social Security Number Display duplicate relationships Filter Citizenship Details Cose Note Country of Birth Country of Birth Country of Birth Country of Birth Country of Birth Country of Birth Country of Birth Country of Birth Country of Birth Country of Birth Country of Birth Country of Birth Country of Birth Country of Birth Country of Birth Country of Birth Country of Birth 	Eye Color Reset ownership to be this General Case Note Go to Vehicle Owner Contacted Show Legend
Referenced $▲ 8/8$ Shop window si \blacksquare General Case Note – Other Names (NOT FOR ALIA: is a witness \blacksquare 1 Vehicle Owner – Incident Report Name Type	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.



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.

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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.

🔎 Create E	Entities from Files		Details
Selection deta	ails		
Document Valu	lues		
File Type	" #.doc(x) □ *.xls(x) □ *.msg □ *.txt □ *.pdf □ *.htm □ *.xml □ *.csv □ *.xps □ *.m	iht 🗌 *.	.anb
Document Type	Document		
Relationship			
Image Values	5		
File Type	□ *.jpg;*.jpeg □ *.png □ *.gif □ *.bmp □ *.tif □ *.wmf		
Safeguarded			
Entity type	Image		
Relationship			
Directory			
	Include sub-directories	_	I
Select all	Include sub-directories	≣	Image/Docum

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.
- 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.

Entities

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've specified.
- 4. Select the type of document you want to associate with the report in the **Document Type** dropdown.
- 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 \triangleright 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.

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W Create incident	reports from Word/PD	F documen	its		۲ ا
Selection details					
Source entity type	Police Incident Report			▼ Document direct	r
Document Type				v	ĺ
Relationship				~	ļ
Security profile	default security profile				ļ
Security access					ļ
O Designations O Tear	ns OUsers	Q	Selected		į
Investigation Team 1 Investigation Team 2 Investigation Team 3 Users in Investigation Team	n 1	• > • <	 Teams Investigation Team Individual Users DOCUMENTATION 	n 1 , Tech (JIDOC)	
BOBSON, Johnny John	(JI0006)				İ
Directory	C:\Users\cnwsh8\Documents\IC	CM\Docs		Browse Clea	r
Unselect all			≣	Document	i
Sel File	h8\Documents\ICM\Docs		Bytes Date modified	Person Report	- Li
Entity-based r	report for case file 1.doc		24064 21/07/2017 14:06	Surname :VANCE	l
				Given Name 1: MARCUS	
				Given Name 2:	ļ
				Given Name 3:	↓
1			,	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**.

ils						_	
Vehicle Recovered - SM2332						Attr	
escription At 10:15 am on 6 August 2007 a silver Chrys parking lot of the Atlantis Hotel, 2897 George			sler 300m with registration SM2332 was located on level 1 in the e Street Ocean City Maryland 21842.				
🗊 Exp	ort documen	ts and images for Vehicle Recove	ered - SM2332			×	
Options	5						
Export documents 🗾							
Export in	mages	V					
Select e	xport folder	C:\Users\cnwsh8\Desktop					
Entities							
Entity t	уре	URN	Entity			1	
i Docum	ent	27	Case File Vehicle Theft -	SM2332		11.	
Docum	ent	28	Entity-based report for c	ase file 1			
		1	Silver Chrysler 300m - 5	SM2332			

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Entities

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 \equiv 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 \times icon to choose the attributes you want to export.
- 6. Select **Export**.

kelationship	Options				
Include	$\fbox{\sc P}$ Source entity to entity relationships	🗵 Entity	y 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	O Comma separated (CSV) O Excel (xlsx)				
Attributes Se	election				
Select all	General Case Note	-	Include Multiples	Show full column headings	
× URN					
 Classifi 	cation				
 Classifi Title 	cation				
× Descrip	otion				
 Classifi Title Descrip Created 	cation tion d				

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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 Help.

Entities

Managing Entities

Editing an Entity

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

U rganisat	tion [URN	l: 1]					Deta	ils Images
Details Atlantis Hotel Maryland, United Classification: Open release: No	States Limite	ed release: No	Fictitious	s: No			Ţ	Attributes Selected
Limited release	Relationshi e relationshi	ps Relations	hip summary	History =	Involvements Filter	Phase & LOE		
Relationship Located At (Locati Referenced By (R	To URN ♣ 3 ₽ 2	Entity 2897 George Vehicle Reco	Sta Street, C vered - SI	art	- Case Note B Gene - Entity Locat + Cases	eral Case Note		

The table outlines what you can use these for.

Limited Release	When an entity is marked as <i>Limited Release</i> 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 <i>Limited Release</i> 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 <i>Option</i> menu to see the meanings of highlighted entries.
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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 inquiry for the entity.

Investigations Case Management

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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.

A Perso	on [URN:	18]				Details	Images	Related text	Watches	>>
Related tex	t									
Include	✓ Case N ✓ Tasks	otes	 ✓ Information re ✓ Task Results 	eports	✓ Incident reports					
Sequence	O Ascend	ing in time by case	O Descending in					Refre	sh	
(Copy of) Char statements Checking vali Checking vali Checking vali	ecking validi - Limited I idity of susp idity of susp idity of susp	ty of suspect state Disclosure ect statements ect statements ect statements	03/07/2015 Copy	24/03/2	2016 11:54 Checking vali	(Copy of) Checking) validity of su	spect	
another case another case	note note	22/01/2	Find Page Setup	another	case note					
Fingerprint co Fingerprint co	ookie jar ookie jar	07/01/2010 09	Print	rprint coo	kie jar					
case note tes testing for IF	t	10/06/2009 12:	57 case	note test						
Document tar Mail from the the contents	post box or removed.	08/06/20 Wilson Street app	009 09:53 lears to have been t	Docume ampering wit	nt tampering h. Several envelopes	were found	to have be	en opened and s	ome of all o	of

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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.

Organisa	auor	LOKN	i: 1]							Deta	ils Images
Details											
Atlantis Hotel Maryland, United States Classification:											Attributes Selected
Open release: N	0	Limite	d release: No	Fictitious	s: No						
Limited release	e Re	lationshi	os Relations	nip summary	History	Involv	ements	Phase & L	.OE		
✓ Display duplic	ate re	lationship)S		≡	Filter			=	•	
Relationship	То	URN	Entity	Sta	art	- Cas	e Note				
Located At (Locat	i 🚓	3	2897 George	Street, C			Gener Gener	ral Case Not	e		
Referenced By (F		2	Vehicle Recov	vered - SI		- Entit	ty Locati	on			

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Entities

Hide Deleted Entities

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

You can hide these:

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

Freicicus		
Save default window state		Reset window size and position to default
Save window size and position		
Save navigator section states		
Save navigator width	\mathbf{V}	
Save notes content on log off	$\mathbf{P}_{\mathbf{r}}$	
Confirm on exit		
Number of recent entities to keep	10	
Creator automatically added to new case	V	
Creator automatically added to new incident report	V	
Creator automatically added to new information report	$\boldsymbol{\nu}'$	
Creator automatically added to new asset report	V	
Creator automatically added to new equipment report	V	
Creator automatically added to new property report	V	
Case contents - most recent first	V	
Automatically refresh case contents		
Alert when assigned as case officer		
Hide source entity template prompt		
Confirm attribute deletion	V	
Show the attribute popup to the left of the attribute list		
Use Spellchecker		Spellchecker is not installed on this computer
Hide deleted records	Ľ	
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 **A** icon in the **Details** section.
- 3. Enter the link to your document in the **Description** field.

Document 22	Tom Jeckels det	ails						
Documer	nt [URN: 22]					Details	Images	Related text
Details								
Title	Tom Jeckels details				Edit	▲ A	ttributes	Diagram
Description	Tom Jeckel - <u>www.to</u>	mjeckelDo	pc22		Browse	Titl	e	
					Template	Des	scription	
Hash Value	29748B364A53908FA	D46D1E93	375AC18E3432B	FF2				
Classification		-						
Open release	Limited rele	ase	Lock	ed 🗌	Versioning er	na		
Disclosure 🔻								
Relationships	Relationship summary	History	Involvements	Phase & LC	DE Versions			
Versions					=			
Version# Date/T	ime Title			Repl	laced File Path	۱		
0000004 30/03/3	2016 11:09 Person JEC	KEL Tom (Profile).doc		C:/temp	p/		
0000003 30/03/2	2016 10:54 Person JEC	KEL Tom (Profile).doc		C:/temp	o/		

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.

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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 \equiv 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 [U	RN:]	
Details		
Relationship	Referenced By [References] (Image)	- ₿
Description	chalk outline of body	Image Safeguarded Double-click
Upload From	C:\Users\cnwsh8\Documents\ICM\Crime Scene Photos\outline.jpg	to View
	Browse	Download Image
Hash Value		
Safeguarded	V	
Classification	Restricted 🔹	
Open release	Limited release Locked	
Limited release	Relationships Relationship summary History Involvements Phase & LOE	

Edit an Image

Once you've 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:
 - \square Select the thumbnail of the image below the Home \clubsuit 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 \times icon.
 - Select Close Enlarged Image.

J. Ima	age	39	.38 revolver		
💷 Imag	e 39			Details	Images
Enlarged Ir	nage			041	

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 Help.

Image [URN: 52]

Enlarged Image



Add a Hotspot to an Image

- 1. Open the image you want to add the hotspot to.
- 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**.

Image [URN: 52]	
Enlarged Image	
	3 4
	2
1 1 1	
	bullets found beside gun

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 $\scriptstyle \times$ icon beside the required images.

They will change to Check mark \checkmark icons.



Delete a Hotspot

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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**.

Image [URN: 51]			Details	Images	Related text	Watches >>
Details						∢ □
outline.jpg	CM\Crime Scene Photos\outline ing	- 10 S.IS	- At	ttributes	Diagram	
Hash Value: 2A59A21509BD2287714F97F51136	0D71B2999EC3	SSI	Sele	ected		1
Classification: Locked: No Open release: No Limited release: No Disclosure -	Select Printer	Download Image		Meta-	Data	
Limited release Relationships Relationship						
Display duplicate relationships	Local Printer cnwchcq121			-		İ
Relationship To URN		Select	Close			
Referenced By (References) 🖺 51						

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Entities

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**.



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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 \blacksquare 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 \Box icon in the middle of the arrows.
- 8. To return to the original magnification, select the square \blacksquare icon between the zoom icons.



Diagrams

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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.

Details	Entities (15)	Access	Tasks (0)	Threads (*)	History	Convergence
Details	Linues (15)	Access	Tasks (0)	meaus ()	mistory	Convergence
	_					4
Attributes Diagra	im					
					ē	1
				[1] (Silver Chrv	elor 300m -
				101	SM23	32
					1	
44						Contains Subject
[1] Atlantis Hotel						
[1]					,	↓
Loc	ation Of				-	
200		Rec	overy Locatio	n For	[1] SM23	32 Silver
					Chrysle	er 300m -
	[3] 2	897 Georg	e Street,		SM2332	, MD, USA
	Öce	ean City, Ñ	laryland,			İ
i L		Mary	·			

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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.



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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	e [URN: 1]			Details	Contents	Entities	Access	Threads	Disclosure	Dissemination
Details				Detailo	Contento	Entrado	100000	meado	Discionare	Dissermitation
Case officer	DOCUMENTATI	ON, Tech (JI	DOC)	- A	Attributes [Diagram				
Title	Vehicle Theft -	SM2332								
🧵 Diagram o	ptions for: Vel	icle Theft	- SM2332	- 🗆	×					
Details Entity	types filter									
Entity types fil Available	ter	Filter by								
- Entity + Documer Bomb Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta Conta	nt o act Number ment : e ion ce nisation m ype action le eessels	- Entity	Person Vehicle		[1] SM2 Chrysl SM2332	332, Silver er 300m - 2, MD, USA	Owner	Df		
				ОК					[5] SUTHERL	AND, 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.



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Entities

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**.
- 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.

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Entities





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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.
- 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've 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've 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.

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Entities



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**.



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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.

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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:

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

	Details	Contents	Entities	Access	Threads	Disclosure	Outlook	>>
Attributes	Diagram						۰ ۳) [+ ≡
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					S F	Show print lines Print diagram Refresh	5	

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

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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've changed in this version.
- 7. Select Save.

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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 \equiv icon.
- 2. Select the version you want to see > Select **OK**.

🔒 Homi	ide File [URN: 2	014-1]	D	etails	Contents	Entities	Access	Threads	Disclosure	Outlook	>>
Details												(□)
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	Description											
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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**.



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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

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Link Tangible Entities

Once you've 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.
- 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've 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've 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.

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• 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 Relatio	nship							- 🗆 X
From Entity						To entity		
Filter				Refres	h	Filter		Refresh
🛔 [30] READ, Rola	and					🛔 [30] READ, Roland		
💾 [11] Informatio	n Report - SMITH					[11] Information R	eport - SMITH	
Relationship	Written By [Author Of]				-	Source Agency	FBI	-
Start Date		曲		4	9	Source Grade	C - Fairly Reliable	•
Finish date		曲		4	9	Info Grade	2 - Probably True	•
Discovered Date	15/09/2017	Ħ	10:49	\$	9	Relationship Status	Suspected	-
Created By							Save & New Save & Close	Close
Last Modified By								

Investigations Case Management

Entities

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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.

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		Filter: All ent	ities				
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					Ex	tract Table to Ex	cel

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Entities

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 \equiv icon > Select **Remove** or **Remove Relationship**.
 - □ Select the Options \equiv icon > Select **Remove** or **Remove Relationship**.
- 5. Enter the reason you're removing the relationship > Select **OK**.

	Fore	ISIC NOTE D	Details	Entities (
inti	ties			
	URN	Entity		
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	33	3128349		
	17	SMITH, Fred Joe		
•	27	Please enter reason for removing relationship		×
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		Cons	al	OK
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Reinstate a Relationship You've Removed

If you've 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 \equiv 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.

G∎	Foren	Details E	ntities (5)
Enti	ties		
	URN	Entity	
		Filter: All entities	
	33	3128349	
ŵ	17	SMITH, Fred Joe	
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.	28		
•	4	Reinstate Relationship between Fingerprint Report (References) and 3128349	
		Yes <u>N</u> o Cancel	

Entities

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 \equiv 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:
 - De 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.

Options				
$\fbox{\ensuremath{\mathnormal{\nu}}}$ Source entity to entity relationships	Entity	Type prefix (for i2 export)	j	
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)ptions Image: Source entity to entity relationships Image: C:\Users\cnwsh8\Documents\ICM\Doc O Comma separated (CSV) Image: Source entity relation General Case Note Image: Source entity relation	pitions Entity ☑ Source entity to entity relationships Entity ☑:\Users\cnwsh8\Documents\ICM\Docs\CaseNo O Comma separated (CSV) Image: Excent of the second of	Image: Source entity to entity relationships Entity Type prefix (for i2 export) Image: Source entity to entity relationships Entity Type prefix (for i2 export) Image: Source entity to entity relationships Image: Source entity Type prefix (for i2 export) Image: Source entity to entity relationships Image: Source entity Type prefix (for i2 export) Image: Source entity to entity relationships Image: Source entity Type prefix (for i2 export) Image: Source entity to entity relationships Image: Source entity to entity relationships Image: Source entity to entity relationships Image: Source entity to entity relationships Image: Source entity to entity relationships Image: Source entity relationships Image: Source entity to entity relationships Image: Source entity relationships Image: Source entity to entity relationships Image: Source entity relationships Image: Source entity to entity relationships Image: Source entity relationships Image: Source entity to entity relationships Image: Source entity relationships Image: Source entity to entity relationships Image: Source entity relationships Image: Source entity relationships Image: Source entity relationships Image: Source entity relationships Image: Source entity relationships Image: Source entity relationships <td>pitions ✓ Source entity to entity relationships ✓ C:\Users\cnwsh8\Documents\ICM\Docs\CaseNoteRelationships.xlsx O Comma separated (CSV) Ø Excel (xlsx) ection General Case Note ▼ ∎ Include Multiples show full column headings</td>	pitions ✓ Source entity to entity relationships ✓ C:\Users\cnwsh8\Documents\ICM\Docs\CaseNoteRelationships.xlsx O Comma separated (CSV) Ø Excel (xlsx) ection General Case Note ▼ ∎ Include Multiples show full column headings

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.

Document 15	Reg cert						
Document 15	;		Deta	ils Images	Related text	Disclosure	Watche
Watches							
	Normal	Extended					
Overt view							
Overt Update	v						
Covert view							
Covert Update							
Search	V	Γ					

Remove a Watch You've Placed on an Entity

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

Case File 2	
Watches	
	Normal
Overt view	
Overt Update	
Covert view	
Covert Update	
Search	

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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										
Overt Covert S									Sea	arch
ntity	View	(Ext)	Update	e (Ext)	View	(Ext)	Update	e (Ext)	Search	h (Ext)
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[16] CARMANGLE, Fred					V	V	~		V	
[10] HARRISON, Mark	~	~	~							•
[37] Examine statement made by Joe Denby (Not Sent)							~			
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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.

Tasks

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 ii icon > Select a date.
- 10. To classify the task, select the required option in the **Classification** dropdown.
- 11. Select Save.

Tasks

General	Task 40			Details	Submission	Entitie
Details						
Status	Task created			Creator	DOCUMENTA	TION, T
Title	Run background	check on Jo S	mith			
Description	Jo Smith was the	e last to see th	e deceased			
Draft						
Draft Priority	Routine	E	xpected Cor	npletion	Date 11/08/2	017
Draft Priority Classification	Routine Restricted	E	xpected Cor	npletion	Date 11/08/2	017
Draft Priority Classification	Routine Restricted	▼ E	xpected Cor	npletion	Date 11/08/2	017
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Tasks

Add Details to a Task

You can add the following details to a task:

- Phase of the investigation
- Line of inquiry
- 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 \equiv icon > Select **Set Phases**.
 - b. Double-click or use the Select \blacktriangleright icon to select the required phases.
 - c. Select **Apply**.
- 4. To specify a line of inquiry for the task:
 - a. Right-click in the *Phases* area or use the Options \equiv icon > Select **Set Lines of Enquiry**.
 - b. Double-click or use the Select \triangleright icon to select the required lines of inquiry.
 - 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**.

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Tasks

General 1	ask [IIRN: 3	31			
General		2]		Details	Submission
Details					
Status	Part complete		Creator	DOCUMENTATION, Tech	(JIDOC)
Title	Examine scene				
Description	12/06/2015 034535241 JIDOC				
Draft					
Priority	Routine	▼ Ex	pected Completion	Date// 🛗	1
Classification	Restricted	-			
Phase & LOE Excluded Signed off for o	Disclosure	Comments 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	United States 💌
Database ID	Demonstration
Environment	Demonstration
Application name	Investigator
Language	English (New Zealand) 🔍
Contact number format	Free Format 👻
Max image or document size	999999 KB
Max email attachment size	4000 КВ

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've 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.



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 \equiv icon > Select **Filter** > Select the required option.

Ø1	Fask List					Assigned to me	Authorisations/Reviews	Resu	ults for review	Created by me
Creat	ed by me C	urrent filter = Not	Sent							
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41 40 39 38 37 24 20	Immediate Routine Low Low Routine Low	Task created Task created Task created Task created Task created Task created Task created	18/08/2017 Edit Acknowledge no Show task types Filter Show Legend Egtract Table to Change task cree Return to normal	st authorised	0 0 0 Outstandi Pending A Pending F Vot Sent Incomplete Actions C	Check if gun is Run backgrounc Shared Task (Ni Collect member <u>Examine statem</u> ng Tasks uthorisation teview	licenced (Not Sent) d check on Jo Smith (Not Se ot Sent) ship file from CFI (Not Sent hgs (Not Sent) hgs (Not Sent)	nt)) bt Sent)	2014-1 2014-1 2014-1 2 2014-1 6	Homicide File Homicide File Case File Homicide File Case File Case File
Origin Descri	ating source ent	ity			Deleted Overdue Tasks Re Tasks wit Rejected	quires More Details h Results for Revie	: W			

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. Use the Options \equiv icon or right-click to display the legend that identifies these colours.

Ø	Та	sk List	:					Assign	ed to me	Authorisations/Reviews	Results for re	eview C	reated by me
Ass	signe	ed to me	Current filter	r = Outstar	nding Tasks								≡
	JRN	Priority	Recipient status	Reminder	Complete by date (expected)	Completion date (actual	Team /) Designation	Action officer	Title			Case URN	Case Type
1	33	Routine	Part Complete	v	13/06/2015	iii Leae	nd	× oc	Examine s	cene		7	Case File
1	25	Routine	Accepted		16/05/2014	Loge		oc	Locate CC	TV footage from North Hagle	y vehicle cams	2014-1	Homicide File
:	23	Routine	Accepted		29/03/2014	Action	n task	oc	Check loca	al garages for cars matching	description		
						Inforr	nation only tas	k					
						Over	lue task						
						Diver	ted 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.

		c]					
General Ta	ask [URN: 10	b]	Details	Submission	Entities (2)	Results (0) Access
Details							
Status	Cancelled		Cr	eator DOC	CUMENTATION, Te	ch (JIDC	Attributes
Title	Fingerprint mail f	ound at suspect'	's home				Selected
Description	Fingerprint mail f	ound at suspect	's home				
D							
Dran	Boutino	- Eve	acted Come	lation Data	a. (22 (22 a)		
Classification	Koutine		ected Comp	netion Date	01/02/2010		
classification							
Disclosure							
Disclosure							
		Comments					
Signed off for diagonal	sciosure	Comments	Upload PDI				
Bulk entities sign of	ff in this source	Bulk sign off					
Salk and to algh 0							
★ _* * H					Accept	Reject	Forward

Reject a Task

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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.

💾 General	Task 23	Details	Submission	Entities (0)	Results (0)
Details					
Status	Part Complete		Creator DO(Attributes	Diagram
Title	Check local garages for cars ma	atching des	cription	Selected	
Description	29/03/2014				
	SW				
Please enter	reason for rejecting task				×
no need, we fou	und the car today				
			Cancel	<u>о</u> к	
Draft					
Priority	Routine - Exp	pected Co	mpletion Date [
Classification	×				
★ ₊* н				Accept	Reject

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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 garag	es for cars	s matching desc	ription	
-7-						
General T	ask [URI	N: 23]	Details	Submission	Entities (0)	Results (0)
Forward to						
 Designations 	O Teams	O Users				
Director Intellig	jence					
Director Operat	tions					
Recipient details						
Can reject						
Can forward						
Carriorward						
Task Options						
Alert for Result	ults					
Forwarding Com	ments					
Contraining Com	inclus	1.11. ¹		11 - 11 1		10
Could you please h	nave a look a	it this one and advi	se the inve	stigations team	on how to pro	ceed?
L						

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 H	oc Entity Type	Details	Icons	Entity types	Relationships	Usages	Options	Retention cr	iteria >>
Options									
Default classification									
Display warning w	hen another user is undating	-							
Hide po access res	ults on searches	y volude from	duplicat	te identification	Requires /	uthorisati	an 🖌 Check	access at rur	time
Default 'Can forwa	rd' to true when adding reci	pient 🗌	Default	'Can reiect' to	true when adding	recipient			
Keview derault	,, ,								
O No review required	O Review required								
Task - Ad Hoc [URN: Task 1883]						(0)	71 (0)	
				Details Sub	mission Entities (2	.) Results	(0) Access	Threads (0)	History >>
Alert for		instad							
Review O Not r	Recipients	<u> </u>							
Authorisation 💿 Not i	O Designations O Teams O U	sers O Case	Teams	Q Select	ed				
Result template	KLAZINGA, Josh (JOSH)				Bay of Plenty District	Supervisor			
Recipients	KOKKONIS, Manny (MK)			- Ind	ividual Users BREMMERS, Pieter (P	IFTER)			- F
Date/Time Name	LAU, Chuck (CHUCK)								Î
07/03/2019 13:46 Pieter	LEE, Jason (JASON) LIU, Bo (DEMO8)			<					
	LIU, Bo (BO) 6409888868								
	LOGIN, SC Test (CNWSC2) LOGIN2, SC Test (CNWSC3)								
	MASON, Robert (DEMO1) 1								
	ME, LOCK (LOCKME) Comment for recipients			•					
								*	-
History									
Date/Time 08/05/2017 11:29	Recipient details for BREMME	RS, Pieter (P	PIETER)						
	Type O Information o	only 🔘 Actio	n						
	Complete by _/_/ #	1	Status	Not sent	Cancel				
	Can reject	Actio	on Officer						
	Can forward	Forward	ed details				_		
						ок	Cancel		
★ ∦ ⊔					Cance	Sen	d Save	Delete	Close
π ¥ ⊓								001010	0.030

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**.

Details		Select assigned	0					~
Status	Part Complete		0	0.0	0.000			^
Titlo	Leasta CCTV fac	Designations	U leams	O Users	O Case Team:	 	 	
nue	Locate CCTV 100	Director Inte	arations					
Description	16/05/2014 033454544 TBAL Request downloa hours before inci							
Draft Priority	Routine							
Classification	Restricted	Comment for as	signee					
v		Please have a lo	ook at this ne	ext week				
Phase & LOE	Disclosure							
hases								
Jndefined							 OK	- Control

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Mark a Task as Read-only or Needing Action

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

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

General	Task [URN: 45]	Details	Submission
Submission	Recipients		
Alert for	O Designations O Teams O Users O Case Teams	Q 5	Selected
Review	Commissioner	-	- Designations
Authorisation	Director Intelligence		Director In
Result template	Director Operations		
Perinients		<	
Date/Time			
	Lines in Director Intelligence		
	MCDONALD, Shirley (CNWSAS1)		
History	Comment for recipients		
Date/Time			
25/01/2018 10:10			
	Recipient details for Director Intelligence		
	Type O Information only O Action		

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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 1	Task [IIRN: 3	3]					1. (=)		
General		5]	Details	Submission	Entities (0)	Res	ults (2)	Access	Threads (*)
Submission									
Alert for	🖉 Results	✓ Forwarded	🗵 Rejected						
Review	Not required	O Required		<no review<="" th=""><th>er selected></th><th></th><th>1</th><th></th><th></th></no>	er selected>		1		
Authorisation	O Not required	O Required	 Self authoris 	DOCUMENT	ATION, Tech (JI	DC	1		
Result template				Clear					
Recipients					C	+ ≡	Additio	nal Detai	s
Date/Time	Name		Status	Action Officer			Sent B	V	T
03/06/2015 14:40	Tech DOCUMEN	TATION (JIDOC)	Part complete	Tech DOCUMEN	TATION (JIDOC	:)	DOCUM	ENTATION	, rech (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**.

General 1	Fask 40	Details	Submission	Entities (0)	Results (0)	Access	Threads (*)
Details							
Status	Task created	Cre	ator DOCI	Attributes	Diagram		
Title	Run background check on Jo Smith	ו		Selected			
Description	Jo Smith was the last to see the de	eceased					
	Please enter reason fo Background check has alre	eady been	j Run backgro run	ound check or	n Jo Smith (Ne	ot Sent) X	
					Cancel	ок	
Draft							
Priority	Routine - Expe	cted Comp	letion Date 1				
Classification	Restricted						
~							
Phase & LOE	Disclosure						
Phases	🕒 📄 Lines of Enquir	У	Et =				
Information Gathe	ering Undefined						
★ "* н			Copy as new	/ Cancel	Send	Save	Delete

Task Administrators Can Delete Tasks

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

This applies if you:

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

Manage Task Recipients

If you've 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 \equiv icon > Select **Edit**.
 - Right-click in the *Recipients* area > Select Edit.
- 5. Make the required changes > Select **OK**.

💾 General 1	ask 40						
Submission							
Alert for	✓ Results	✓ Forwarded	✓ Rejected				
Review	O Not required	O Required		<no reviewe<="" td=""><td>r selected></td><td></td><td></td></no>	r selected>		
Authorisation	O Not required	Required	O Self authorise	Director Intel	lligence 📑		
Result template				Clear			
Recipients						Additional Deta	ils
Date/Time	Name		Sta	itus	Action Officer	Sent By	Tech (IIDOC)
07/08/2017 14:30	Tech DO	CUMENTATION (JI	DOC) Noi	t sent yet		DOCOMENTATION	, real (siboe)
						Comments	
Recipients							
 Designation 	ons O Teams O	Users O Case T	eam: Q	Selected			etion Date
Commiss	sioner			- Individual Us	sers		
Director	Intelligence			DOCUME	NTATION, Tech (JIDOC)		
Director	Operations			<u> </u>			

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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**.



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.

General	Task [URN: 33]	Details	Submission	Entities (0)	Results (2) Access	Threads (*)	History
Details	-	-	Jecuns	Submission	Endices (0)	1000100 (2) Access	micuus ()	matory
Status	Part complete			Creator D	OCUMENTATION	l, Tech (JI	Attributes Selected	Diagram	
itle	Examine scene								
Description	12/06/2015 034535241								
🧵 General T	ask Report							- 0	×
[33] Exan	nine scene								
Output format	• Export Report						Browse		
Output format	 Export Report Print Report 	cnwchcq12:	L				Browse		

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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.



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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	3	days before completion date
Second reminder	1	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.



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Tasks

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.

					rarariooa			
Standard	criteri	a						
Search wor	rds							Search
	l	Use Keyword 👻 🗌 Any words						Clear
Entity URN	-	Task						
Additional	l criter	ria 🔺						
Designation	n	▼						
Team	Γ							
User	Γ							
Status	(Complete	ch if task previously	had this state	us			
Priority	Г							
Priority Results (2	284)	V			=	Additional	detail	
Priority Results (2 • URN	284) Title	·	Case			Additional	detail	
Priority Results (2 A URN Task 2	284) Title Reques	• tor Subscriber Details	Case [CASE/2009-1] Op	eration Zetla	nd	Additional	detail	
Priority Results (2 URN Task 2 Task 3	284) Title Reques Reques	et for Subscriber Details	Case [CASE/2009-1] Op [CASE/2009-1] Op	eration Zetla	nd nd	Additional	detail	
Priority Results (2 URN Task 2 Task 3 Task 4	284) Title Reques Reques Intervie	▼ It for Subscriber Details It for Call Charge Records we Witness - Tom Jeckel	Case [CASE/2009-1] Op [CASE/2009-1] Op [CASE/2009-2] Ho	eration Zetla eration Zetla micide - Pete	nd nd rr Hawkin	Additional	detail	
Priority Results (: A URN Task 2 Task 3 Task 4 Task 5	284) Title Reques Reques Intervie Conduc	▼ t for Subscriber Details it for Call Charge Records ew Witness - Tom Jeckel t Immediate Search of Secrets Nightclub Dumpster	Case [CASE/2009-1] Op [CASE/2009-1] Op [CASE/2009-2] Ho [CASE/2009-2] Ho	eration Zetla eration Zetla micide - Pete micide - Pete	nd nd rr Hawkin rr Hawkin	Additional	detail	
Priority Results (: A URN Task 2 I Task 3 I Task 4 I Task 5 I Task 6 I	284) Title Reques Intervie Conduc Resear	t for Subscriber Details t for Call Charge Records ew Witness - Tom Jeckel t Immediate Search of Secrets Nightclub Dumpster ch Existing Incidents and Information Reports	Case [CASE/2009-1] Op [CASE/2009-1] Op [CASE/2009-2] Ho [CASE/2009-2] Ho [CASE/2009-2] Ho	eration Zetla eration Zetla micide - Pete micide - Pete micide - Pete	nd nd rr Hawkin rr Hawkin rr Hawkin	Additional	detail	
Priority Results (; URN Task 2 Task 3 Task 4 Task 5 Task 6 Task 7	284) Title Reques Intervie Conduc Resear Reques	t for Subscriber Details t for Call Charge Records aw Witness - Tom Jeckel t Immediate Search of Secrets Nightclub Dumpster ch Existing Incidents and Information Reports t Call Charge Records and Subscriber details - 024864355	Case [CASE/2009-1] Op [CASE/2009-2] Ho [CASE/2009-2] Ho [CASE/2009-2] Ho [CASE/2009-2] Ho	eration Zetla eration Zetla micide - Pete micide - Pete micide - Pete micide - Pete	≡ nd nd r Hawkin r Hawkin r Hawkin r Hawkin	Additional	detail	

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Tasks

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 \equiv icon > Select **Edit**.
- 3. Make the required changes.



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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 \mathbf{Q} icon to find the required user > Select **OK**.
- 5. Select Change task creator.

🏟 Task List									
Cre	Created by me Current filter = Outstanding Tasks								
URN	N Priority	Task	Completion Comp						
		Status	date (Expected) date (
47	Low	Task created							
46	Immediat	e Task created	Edit						
45	Immediat	e Task created							
44	Low	Task created	Acknowledge not authorised						
42	Routine	Task created	Show task types >						
41	Immediat	e Task created							
40	Routine	Task created							
39	Routine	Task created	Show Legend						
38	Low	Task created	Export Table to Excel						
37	Low	Task created	Change task creator						
36	6 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	O Tab separated (TSV)	O Comma separated (CSV)	• Excel (xlsx)						
Attributes Se	lection								
Select all	□ Include history ③ Partial	O Full 🕑 Include Multiple	es 🗌 Include Comments						
 URN Classific Title Descripti Created Created Last Mod Last Mod Deactiva Date/Tin Reason I Source I Originati Originati Task Res When Ac Type Status Task Res 	ation By By dified dified By ated ne Deleted Deleted Document Id ng Case ng Task sult Number ctioned								

5. Select Export.

[8	5·∂·∓	Task Results.xlsx - Excel						
	ile	Home Insert Page Layout Formulas Data Review	View ACROBAT Q Tell me what you want to do						
D;	te ($\begin{array}{c c} & & \\ & & \\ & & \\ \hline \\ & \\ \hline \\ & \\ \hline \\ & \\ \hline \\ & \\ \hline \\ & \\ \\ & \\ \hline \\ & \\ \\ \\ & \\ \\ \\ & \\ \\ \\ & \\$	ab Wrap Text Text ▼ Image: the set of the						
	- -	$\checkmark \text{Format Painter} \begin{vmatrix} B & I & \underline{U} & \underline{V} \end{vmatrix} \mapsto \begin{vmatrix} \Theta & \mathbf{v} & \underline{A} & \underline{v} \end{vmatrix} = = = \begin{vmatrix} \mathbf{e} \\ \mathbf{e} \\ \mathbf{e} \end{vmatrix} \stackrel{\bullet}{=} \stackrel{\bullet}{=} \begin{vmatrix} \mathbf{e} \\ \mathbf{e} \\ \mathbf{e} \\ \mathbf{e} \end{vmatrix}$	Harge & Center ▼ \$ ▼ % * ⁶ % →						
i –	C	Clipboard 🖬 Font 🖼 Align	ment 🗔 Number 🗔 Styles						
С	$c_7 \bullet : \times \checkmark f_{s'}$								
	A B		C D						
1	UR	N 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.

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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

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

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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 \equiv 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 inquiry.
- 12. Select Save.

You can use the Expand section ricon to show more or less detail about a task result.
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Tasks

I ask Res	ult	Details	Entities (0)	Tasks (0)	Threads (0)
Details					
Task Title	Examine scene			Attribu	tes Diagram
Task Description	12/06/2015 034535241 JIDOC			Selected	
Draft					
Туре	Final - Resolved 👻	Status		•	
Recipient	DOCUMENTATION, Tech (JIDO				
Title	Examine scene				
Description	Examine scene			1	
Attach Template					
Classification	Confidential 👻				
When Actioned	08/08/2017	16:17 🏶 🕲			
-					
Phase & LOE					
Phases	[+ ≣ Lin	es of Enquiry	[+ ≡		
Undefined	Ur	defined			

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**.

Tasks

General Task 7	Obtain PIN	Register for 4	10349456	7 (Cancelled)			
Task Result 9	Interim: Te	elecommunicati	ions carrie	er contacted (Cance	lled)		
Task Res	ult [URN: 9]			Details	Entities (0)	Tasks (0)	Thread
Details					_		
Task Title	Obtain PIN Regist	er for 4103494	567				Attri
Task Description	Prepare and subr PIN Register for c	nit documentati contact number	ion to rele 4103494	evant telecommunica 1567 for the period 1	ations carrier red L July 2007 to da	questing a ite	
Туре	Interim	v	Status	Complete			
Recipient	DOCUMENTATION	, Tech (JIDO					
Title	Telecommunicatio	ons carrier cont	acted				
Description	Telecommunication reply will be rece	ons carrier cont ived by tomorn	acted. Wa	aiting for a reply. Ti	hey have indicat	ed that a	
Draft							
Classification		-					
When Actioned	14/05/2009	İ	12:05	4 (S			
Disclosure							
Excluded		Comments					
Signed off for d	lisclosure	Comments	Upload	PDF			
Bulk entities sign (off in this source	Bulk sign off					
★ _* * н						P	ublish

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.

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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 i 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've 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.

Tasks

Filters									
Recipient	DOCUMENTATI	ON, Tech	(JIDOC) -	Business unit	All		-	Apply Filt	ter
Recipient status	All Outstand	ding	-	Business region	All		-	Reset A	AIL
Priority	Routine		•						
Task type	All		-						
Completion date	_/_/	⊞	to _/_/ #	Unspecified dates	Include	-			
Sort by									
O Recipient	O Completion	date (desc	:)						
Results					C ≡	Additional Details			
Recipient		Task URN	Task		Case URN Pr	General Task Descr	iption		
DOCUMENTATION	, Tech (JIDOC)		Examine scene		7 R.	034535241			
DOCUMENTATION,	Tech (JIDOC)	23	Check local garages for cars	matching description	n Ro	JIDOC			
DOCUMENTATION,	Tech (JIDOC)	14	Collect broken glass		Ro	Case File [7] Arson Report at 15	Rebert	ts Lane, Ad	delaide

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 Help for more details.

- Task Type Select the type of task you want to see.
- Completion date Use the Calendar i 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.

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Tasks

Filters								
Case Type	All		•	Business unit	All		•	Apply Filter
Task status	Part Comple	ete	•	Business region	All		-	Reset All
Priority	Immediate		-					
Task type	All		•					
Completion date	_/_/		to _/_/ 🗰	Unspecified dates	Include	-		
Sort by								
O Case	O Completio	on date (de	esc)					
Results					C ≡	Additional Details		
Case		Task UP	RN Task		Priority			
[2014-1] Operatio	on Hagley	22	Search For Murder Weapon		Immediate			
[2014-1] Operatio	on Hagley	27	Collate details of associates of	deceased	Immediate			
[2014-1] Operatio	on Hagley	29	COllate associates of deceased	d in the New Plymo	Immediate			
[2014-1] Operatio	on Hagley	36	Shared Task		Immediate			

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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.

<u>Cases</u> <u>T</u> asks <u>P</u> roperty	S <u>e</u> arch	<u>N</u> oticeboard	<u>R</u> epo	rting
X	<u>U</u> RN S	Search		x
T	<u>A</u> ll En		n	
	<u>C</u> ases	;	•	
	<u>C</u> ase	Notes	•	
	<u>E</u> ntity		•	
	Incide	ent Reports	•	
Tasking activity	Inform	nation Reports	•	
No new tasks currently	<u>T</u> asks		•	
	<u>T</u> ask	Results	•	
You have overdue tasks	<u>P</u> rope	rty Managemen	t 🕨	
No tasks awaiting review curre	<u>R</u> elate	ed Entities		
No tasks requiring more details	Entity	<u>R</u> elationship Pa	th	

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 Help.

Q All Entities Search						
Standard crite	Standard criteria					
Search words smith						
	Us	e Keyword 👻 🗌 Any words 🗌 Show deleted				
Additional crit	Additional criteria 💌					
Results (38)		No Access Results (0)				
▲ URN Ty	ре	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).

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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 Help.

Soundex

A Soundex search retrieves words that sound like the search words as well as exact matches of the search word.

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Background Services

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

See **Configuring Background Processes** in the Admin Help.

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 all entities:
Search	 Standard tab – Find entities based on a standard set of criteria.
	 Attributes tab – Find entities based on their attributes.
	 Advanced tab – Find entities according to their relationships and when they were created or updated.
	 Thesaurus tab – Search for synonyms or related terms in entities.
	For example, you might want to find an entity containing the words gun , weapon , pistol , and glock .
	You can also enter a broader search term to find a more specific term.
	For example, you could enter firearm to find pistol .
	Your administrator manages the thesaurus.
	<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.

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Searching

Search <u>N</u> oticeboard C <u>h</u> oose type <u>U</u> RN Search	<u>R</u> eporting Shift+Ctrl+F	A <u>d</u> ı	nin	
All Entities				
<u>C</u> ases		>		
<u>C</u> ase Notes		>		
Entity >				
Incident Reports >				
Information Reports	Information Reports >			
<u>P</u> roperty Management	Property Management >			
Tasks >				
<u>T</u> ask Results		>		
<u>R</u> elated Entities				
Entity <u>R</u> elationship Path	ı		lei	

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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 Help for details.*

- 6. Select the Expand section sicon beside Additional Criteria to access more search options:
- 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 **X** arrows.
- 9. Select Search.
- 10. To see more details about a search result, select or double-click it in the *Results* area.

Searching

	lies Search		Standard	Attributes	Advanced	Thesaurus	Scop
Standard crite	eria						
Search words	body					S	earch
	Use Keyword 💌 🗌 Any words 🗌 Show deleted						Clear
Additional crit	teria 🔺						
Fictitious	Include 👻						
Entity types	Available		Selected				
	+ Case + Case Note + Entity + Incident Report + Information Report + Task + Task Result + Property Report + Property Item	> < >> «	+ Incident Rep + Information	ort Report			
Results (2)	No Access Results (0)		=	Additiona	l detail		
▲ URN T				Attribute	5		
7	Autopsy Report Dave Green			IR Status	= Validated		
4UT-2014-1	Autopsy Report on John Smith			Validating (JIDOC) IR Source Ag Source Ag Source Re Activity Ty Admiralty Completel Admiralty	Officer = DOG = External Ag ency = FBI ference = 675 pe = Assault Rating: Sourc y Reliable Rating: Inforr	CUMENTATION gency 584 :e Reliability = nation Accura	A -

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.

Q General Case Note Search
Standard criteria
Search words
Entity URN GCN/
Additional criteria 🔺
Review status All -
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.
- 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.

	l Search
Enter crit	teria below
Enter crit Select	 Search Search Search Case Case File case test Documentation Homicide File Case Note Forensic Note General Case Note Management / Critical Decision Research / Analysis Activity Surveillance Activity Surveillance Activity Telephone Intercept Summary Autopsy Findings Entity Document Different Doc type Bomb Contact Number Document Event Weapon
	- weapon Firearm Mife
	 Mail gun Inuclear Spade Inuclear
	 Image Image
URN	21

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Search for Entities in a Case

- 1. Open the case you want to search in.
- 2. Select the Overflow >> tab > Select **Search within**.
- 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 inquiry, or involvement.

An Undefined option is available for entities with no involvement.

Q Docun	ent Search [Homicide - John SMITH]	Standard	Attributes	Adv	anced	Phase & LOE	Thesaurus	Scope
Standard cr	teria							
Search words	smith						s	earch
Entity URN	Use Keyword 🔻 🗌 Any words	Show deleted						Clear
Additional c	iteria 🔻							
Results (1)	No Access Results (0)			=	Additio	nal detail		1
🔺 URN 🛛 Title	Under version control							
11 Info	rmation Report - SMITH 🗸							

Search All Entities

You can use the **All Entities** search option to find specific information across all types of entities.

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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.

Standar	d crite	ria				
Search v	vords	smith				
Entity UF	RN .	Use Keyword 👻 🗌 Any word	ls 🗌 Show deleted			
Results	(6)	No Access Results (0)			≡	Additional detail
🔺 URN	Title		Case	Actioned Date	Actioned	Attributes
6	Briefin	g by Officers Attending the Crime Scene	[2] Homicide - John SMITH	06/08/2007	01:19	
7	Witnes	s Statement Obtained - Jane EVANS	[2] Homicide - John SMITH	06/08/2007	02:30	
8	Enquir	es 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	Secret	s 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	
	_				•	

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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.

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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.
- 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 Help 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 \triangleright 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.

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Searching

You'll be notified if your search returns results.

Selection Filter		
vailable	Selected (None se	lected = All
+ Document • Bomb Contact Number	Contact Numbe	r
 Document Event Weapon Image Location Offence Organisation 		
 ♣ Person + Person type ♦ Transaction 		

Investigations Case Management

Searching

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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 \equiv icon > Select **Edit Request**.
 - Right-click > Select Edit Request.

Ē	Entity Relationship Path S	Search								Criteria Requests
į.	Requests Results									
Ł	Description	Status	Priority	Paths	Paths scanned	From Entities	To Entities	Queued	Started	Completed
i.	Potential associates	Completed	Immediate	1	9	1	1		30/04/2009 11:07:14	30/04/2009 11:07:14
I.	address used by	Completed	Immediate	0	2	1	1		30/04/2009 11:10:31	30/04/2009 11:10:31
Ł	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 Help for details.

Q All Entit	ies Search Sta	ndard									
Standard crite	ria										
Search words	smith										
	Use Keyword 👻 🗌 Any words 🗌 Show deleted										
Additional crite	Additional criteria 👻										
Results (38)	No Access Results (0)										
▲ URN T ₁	ype 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 show under the **Standard** tab.

Q All Entit	ies Search			Standard	Attributes	Advanced	Thesaurus	Scope	
Thesaurus									
Search words	vehicle							S	earch
	Use Keyword 💌 🗌 Ar	iy words 🗌 Show	deleted					(Clear
	un? If Broader terms?	V Related terms?	M All re	lated terms	.7				
Dise triesaurt	Narrower terms?	Svnonvms?	M All sv	/nonvms?					
Search group	Drugs smuggled in diesel	fuel tanks of vehicles							
				vehicle (D Prescriptic (Diesel or	rugs or Coco on or Heroin Bomb) and	aine or "Non F or Cannabis ((Automobile	Prescription" o or Morphine o or Car)	or Coke or Cod r Speed or P)	eine or and

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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've 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 \equiv icon > Select **New**.
 - Right-click in the Scoped searches at this level area > Select New.
- 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.

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.

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Q Person Search	Standard	Attributes	Advanced	Thesaurus	Scope	Active search	Sto	ored Search
Scope					<u> </u>			
Scoped searches at this level							≡	
Туре								
Homicide File								
								Search
		6 M - 1 - 10						
Only include entities with a relationship to at leas	st one of the	following entit	ties					
Туре		Descriptio	n					
Homicide File		[2015-2]	Hit and Run Fe	erry 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 Help.

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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)**.

~									
Q Case File	e Search		Standard	Attributes	Advanced	Thesaurus	Scope	Active search	Stored Search
Active search									
Details Visibi	lity Alerts								
Active requests									
Title		# Aler	ts Description			Ex	piry date		
Active Search Sm	iith	0	associates wi	th white suba	rus	10,	/01/2018		Load
									Delete
1									
i									
Title	Active Searc	n Smith							
Description	associates wi	th white subarus							
	dissociates m								
Expiry date	10/01/2018	🗰 🗌 Never ex	pires						
Alert recipients	5								
O Designations	O Teams	O Users	٩	. Se	lected				
Commissioner				-	Individual Us	ers			
Director Intelliger	nce			>	DOCUMEN	ITATION, Tech	(JIDOC)		
Director Operatio	ns ations			_ < _	HAY, Greg	(GREGH)			
Supervisor									
Users in Director	Operations								
HAY, Greg (GREG	Н)								
ज्ञै					Save	active searc	h) E	xport Sele	ct 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.

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Searching

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).

Q Case	File Search		Standard	Attributes	Advanced	Thesaurus	Scope	Active search	Stored Search
Stored Sea	irch								
Stored requ	ests								
Created	Creator	Title	Description	n		Visibili	ity		
20/11/2017	JIDOC	Jo Smith	Exisitng ca	ases for this s	uspect	Invest	igation Te	am 2	Load
									Delete
Currently a	active stored search								
Title	Jo Smith								
Description	Exisitng cases for	this suspect							
5 A. 11 A.	0								
VISIDIIITY	O User JIDOC								
	© Team	Investigation Team	2		-				
	O Designation				T				
	U Global								
क्र				Copy as	new Sav	e (stored search	n) Ex	kport Sele	ect Close

Manage Stored Searches

You can manage searches you've 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've 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.

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Searching

					C	Criteria
Entity type	Created	Creator	Title	Description	Visibility	(Show Deleted=fals
Person	15/12/2009	JIDOC	Search for Smith	Search for Smith as at 18/12/2009	JIDOC	Use Soundex=false]
Vehicle	15/12/2009	JI0006	Blue vehicles	Search for blue vehicles	Global	(Fictitious - Include
Vehicle Vehicle	15/12/2009 15/12/2009	JIDOC JIDOC	Red vehicles Green vehicles	Red vehicles sighted around Smith Street or Green vehicle sighted near the bank on the	Global Global	
Title Description	Blue vehic Search for	les · blue vehic	les			

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Searching 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.

Standa	rd criteria						
Search	words *						Search
Entity U	RN Use Keyw	ord 👻 🗌 Any word	ls 🗌 S	show deleted			Clear
Additio	nal criteria 🔻						
Results	(203)				=	Additional detail	
▲ URN	Building name	Unit	Number	Street	-	Additional actum	
11	ladeWorld		5	Sir Gil Simpson Drive			
13	AXA Tower		10	Main Road			
14	jade world		5	sir ail 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 3			

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		1
£ 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		
a 03 Queen street, CBD, United States		

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

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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 file File name C Format C Attributes Selec Unselect all C	C:\Users\cnwsh8\Documents) Tab separated (TSV) tion] Include history © Partial	Comma separated (CSV)	O Excel (xlsx)	
File name C Format C Attributes Select Unselect all	C:\Users\cnwsh8\Documents) Tab separated (TSV) ttion] Include history © Partial	Comma separated (CSV)	O Excel (xlsx)	
Format C Attributes Select Unselect all) Tab separated (TSV) tion] Include history ③ Partial	O Comma separated (CSV)	O Excel (xlsx)	
Attributes Selec	tion			
Unselect all	Include history 💿 Partial			
	Include history 🕓 Partial			
URN		O Full Include Multipl	es 🗌 Include Comments	Show full column headings
 Classificatio Title Description Created Created By Last Modifie Last Modifie Deactivated Date/Time I Reason Dele Source Doce Originating Task Numbe Expected Ci Completion Status Priority Authorisatio Review stat General Tase 	on ed by d Deleted eted case er completion Date Date Actual on Status cus sk			t ∎ ↓

Export a List of Active Searches

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

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	Expor	t Table to Exc	e 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

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	Actions that can be applied to property items. Your administrator can create action types for your agency.				
	They will need to specify at least one type of action. Here are some examples of action types:				
	 Audit 				
	 Destruction 				
	 Return to owner 				
Final actions	Action types can be specified with an attribute of a final action. This means there can be no further actions or continuities for the item this action is applied to.				
	For example, no further actions are possible for items that are returned to the owner or destroyed. Once a property item has had a final action applied to it and saved, it isn't possible to:				
	 Change the details of the property item. 				
	 Add entities to the item. 				
	 Add or update any continuities or actions for the item. 				
	 Store any items in the property item if it could previously act as a container. 				
Movement types	How property items can be moved. Your administrator can create types of movement to suit your agency.				
	They will need to specify at least one type of movement.				
	Examples of movement types include:				
	 Acquisition 				
	 Transfer 				
Movement	Your administrator can create movement directions for your agency.				
directions	They will need to specify at least one movement direction.				
	Here are some examples of movement directions:				
	■ In				
	 Out 				
	 Internal 				
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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 Fil	e [URN	: 1]					De	etails	Contents
Conte	ents									
Log	Pinned	Threads	Tasks	Property Reports	Prope	erty Items	Phases	Lines of	f Enquir	У
URN	Cre	ated	-	Туре	Items	Title				
DWS-	2017/:24/	10/2017 17	7:57	Drug Warrrant Seizu	0	(Copy of	Copy of) Search	of 245	32 Verne St
DWS-	2017/:24/	10/2017 17	7:55	Drug Warrrant Seizu	0	<u>N</u> ew			of) Sea	rch of 2453
2014/	7 05/	05/2014 11	1:44	Drug Seizure Report	0	E <u>d</u> it			er Driv	e, Greatore
DWS-	2017/030/	08/2017 11	1:01	Drug Warrrant Seizu	0	S <u>e</u> arch	n to add		of 245	32 Verne St
5-201	7 30/	08/2017 10	0:47	Homicide Evidence R	0	✓ Show	All			
DWS-	2017/!30/	08/2017 10	0:32	Drug Warrrant Seizu	0	Show	 Outstandir	ng	/erne S	treet Ocea
DWS-	2015/+19/	11/2015 15	5:15	Drug Warrrant Seizu	1	Additio	– nal filters			
3-201	5 17/	11/2015 11	1:37	Homicide Evidence R	1	Channel	-		e of Cri	me at 4657
DWS-	2015/:11/	11/2015 11	1:31	Drug Warrrant Seizu	0	<u>S</u> now	Legend		berlan	d Drive, Oa
DWS-	2015/:10/	11/2015 12	2:01	Drug Warrrant Seizu	15	E <u>x</u> port	Table to E	Excel	et Ocea	in City Mary

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.
- 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.

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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 \equiv 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 \ge 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.

Homici	de Evidence Report [URN:]				Details	Entities	Items	Access	History
Details									
Title	Items recovered from scene		Attributes Diagra	m					
Description	- long blond bairs		Available			Selecte	ed		
	- red hankerchief		- Homicide Evidend	e Report		- Ho	micide		
			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 Wa	rrrant Seizure Report [URN: DWS-2015/1] Details Entitie	s (1) Ite	ems (1
Details			
Title	Search of 24532 Verne Street Ocean City Maryland 21552		Att
Description	Search varrant issued by Judge Chambers Tuesday 3rd November 2015 for 24 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	1532	Sele
Classification			
★ ∗* H		Copy as	new

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Property

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 \equiv icon > Select **Search to add**.
- 5. Select the type of property report you want to find > Select **OK**.
- 6. Enter your search words in the field provided > Select **Search**.
- 7. Select the required report from the search results > Click **Select**.
- 8. Select **Yes** to confirm you want to add this report to the case.

Q Drug Seizure Report Search [Vehicle Theft - SM2332]	Stand	dard Attributes Advance	d Thesauru
Standard criteria			
Search words drug			
Entity URN / Use Keyword 💌 🗌 Any words			
Results (4) No Access Results (0)	=	Additional detail	
▲ URN Title	Seized	Attributes	
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		
Show all matches 5 Words before and after			
[BOT] drug Seizure at 77 Montpellier Drive, []			
*		Extract	Select

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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 \triangleright 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.

Homicie	de Evidence Report [URN:]	 			Details	Entities	Items	Access	History
Details									
Title	Items recovered from scene	A	Attributes Diag	ram					
Description	- long blond bairs	 Av	ailable			Selecte	d		
	- red hankerchief	-	Homicide Evide	nce Report		- Ho	micide		
			Homicide						
					<				
									×
				Value					
		 <u></u>							

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.
- 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 L	ocation (Case B	lased)				
Details Jurisdiction	Canterbury			•		
44 Eames Road	I Secure Store					
Parent Description Can be used for	Canterbury 44 Eames Road Ser 4 Property Deactivated Restrict access Disallow movement	cure Store Asset ent to a storage	✓ Equipment location in a different	t hierarch	hy	
Access O Designations	O Teams O User	s		۹		Selected
Commissioner Director Intelligenc Director Operations Director UC Operat	e s tions				> <	 Designations Director UC Operations Teams Investigation Team 1
Supervisor Users in Director U THOMPSON, Greg (IC Operations 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 \gg tab > **Go to parent item**.

Details	Entities (0)	Items (0)	History	Watches	>>
Attributes Diagram		Go to Go to	originating parent item	report 1	
Selected		<u>E</u> xport	t Report (W	/ord Templa	ite)
		Load f View	from Word Word Docui	Document ment	

Search for Property Items in All Cases

- 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.

	erty Ite	m Types Search		
Standard crite	ria			
Search words	glock			
	Use Keyw	vord 👻 🗌 Any words	Show deleted	
Additional crit	eria 🔺			
Filter by	O Loca	ation O Person O External	Custodian	
Location	Canter	rbury		▼ Include sub
Results (2)	No Ac	cess Results (0)		
🔺 URN Unique	e 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.

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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

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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 [l	URN: 2015/7]	Details	Entities (0)
Details			
Unique ID 2	015.11.04.001		Attributes
Title	Slock 9mm semi-auto pistol		Selected
Description	Slock 9mm semi-auto pistol		
 			i
Can Contain Items]		
Classification	•		
Continuities Actions	s Continuities and Actions	[• ≡	
Moved Date Moved Tin	ne 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 12:20	Channel la settine de andresse l'assettadios	Contraction of Chainteen Contraction Contraction Contraction	
★ _* * н ← →		[Copy as new

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Reports on Property Items

You can generate reports about assets, equipment, and other property items.

Bulk Add Property Items to a Property Report

- 1. Open a property item.
- 2. Select the **Items** tab.
- 3. Right-click in the **Items** pane > Select **Bulk Add**.
- 4. Select the details for the continuity > Select **OK**.

ems							
٤N	Ref #	Title	Items	Details	Continuities	Actions	
14/3	89072987	Condensing Tube					
D M	laintain Conti	inuity	- 0	×			
Deta	ils						
Move	ment	Person to storage location	•				
Move	ment Type	Acquisition	-				
Move	ment Direction	In	•				
From		HAY, Greg (GREGH)		-			
То		Plastic Bin COntainer for glassware (Property Item	[2014/2])	-			
Witne	SS	Internal O External					
		DOCUMENTATION, Tech (JIDOC)		-			
Move	d By	DOCUMENTATION, Tech (JIDOC)		-			
Move	d Date/Time	09/04/2014 🗰 09:46 🗳 🕲					

- 5. Select the Options \equiv icon > Click **Select existing continuity**.
- 6. Select the continuity you want to add > Select **OK**.



Run a Report on Property Items

- 1. Select **Property** > **Reporting** > Select the type of item for the report:
 - Asset Items

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- 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.

Property

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Details	on Proper	ty items		
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 Descri	ption Current Location/Custodian Chain of Custody Chain of Custody Created C Date and Time Person or Place Created C	Creator	Created

Run an Audit Report for Property Items

The report includes:

- URN
- Reference number
- Movement type
- Movement direction
- Created Date or time
- Moved By
- Any attribute that's common to the listed property types

To generate this report:

- 1. Select **Property > Reporting > Property Items Audit**.
- 2. Select the parameters for the report.
- 3. Select Refresh.
- 4. To save the report as an Excel spreadsheet > Select **Export to File**.

🖨 Audit R	eport on Prop	perty Items				
Report Param	eters					
Storage Locatio	n 👻	Canterbury		•		
		Date From/ #	_: 4 > Date To	_/_/ # #	✓ Now	
	-					
Refresh	Results (43)					
URN	Ref #	Movement Type	Movement Direction	Created	Moved By	
2014/1	7823798732	Acquisition Transfer Transfer Transfer Transfer	In Internal Internal Out Internal	10/04/2014 13:52	DOCUMENTATION, Tech DOCUMENTATION, Tech DOCUMENTATION, Tech DOCUMENTATION, Tech DOCUMENTATION, Tech	(JIDOC) (JIDOC) (JIDOC) (JIDOC) (JIDOC)
		Transfer	Internal		DOCUMENTATION, Tech	(JIDOC)
2014/2	890172987	Acquisition	In	10/04/2014 14:31	DOCUMENTATION, Tech	(JIDOC)
2014/2	980239873	Acquisition	In	09/04/2014 09:46	DOCUMENTATION, Tech	(JIDOC)
2014/3	89072987	Acquisition Transfer	In Internal	10/04/2014 09:42	DOCUMENTATION, Tech DOCUMENTATION, Tech	(JIDOC) (JIDOC)

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]					Deta	ails Co	ontents	Entities	
	Conte	nts								
	Log	Pinned	l Threads	Tasks	Property Reports	Property It	tems	Phases	Lines o	f Enquiry
	URN		Created		Туре		Items	Title		
	DWS-2	017/8	24/10/2017	17:57	Drug Warrrant Sei	zure Report	0	(Copy	of) (Cop	y of) Sear
	DWS-2	017/7	24/10/2017	17:55	Drug Warrrant Sei	zure Report	0	(Copy	of) (Cop	y of) (Cop
	2014/7		05/05/2014	11:44	Drug Seizure Repo	ort	0	Drug S	Geizure at	t 77 Montpe

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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.

etails								
tle	Drug seizure from Ca	ar Reg SM1225			Att	ributes D	iagram	
escription	Drug seizure from Ca Road, Riverside.	ar Reg SM1225. Occurr	ed on 10-4-2014 8	am Somerfield	Selec	cted		
道 Drug Seiz	ure Report Report						_	□ ×
Drug Seiz	ure Report Report Drug seizure fro	om Car Reg SM	1225				_	
Drug Seiz [2014/4] Output format	ure Report Report Drug seizure fro O Export Report	om Car Reg SM	1225		Br	owse	_	

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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.

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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 **D** icon.
- 8. Select the **Next** button when you've finished selecting items.
- 9. Select the applicable option in the following drop-downs:
 - Movement
 - Movement Type

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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've finished recording the movement.
- 17. Select **Finish** if the details are correct.

Select **Back** to return to a previous screen and make changes.

🛱 Rec	cord a Cor	tinuity for Proper	ty - Finalise (3/3)	
- Rec		initially for Fropen		
Movemen	nt	Storage location to stora	ge location	
Movemen	Movement Type Transfer			
Movemen	t Direction	Internal		
Witness				
Moved By	/	DOCUMENTATION, Tech ((JIDOC)	
Moved Da	ate/Time	01/09/2017 15:09		
Items				
URN	Unique ID	Title	From	То
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.

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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 It icon.
- 5. Select the action taken in the drop-down provided.
- 6. Specify who took the action in the **Actioned By** drop-down.
- 7. Use the date and time fields to specify when the action was taken.
- 8. Enter any comments about the action taken in the field provided.
- 9. Select OK.
- 10. Select Save.

You can also specify an action for a property item from a case.

To do this, open the required case > Select the **Contents** tab > Select the **Property Items** subtab > Right-click and select **Filters**.

🔶 Drug Iten	n [URN: 2015/7]				Details
Details					
Unique ID	2015.11.04.001				
Title	Glock 9mm semi-auto p	Glock 9mm semi-auto pistol			
Description	Glock 9mm semi-auto p	istol			
	Maintain Action				
	Details				
	Action	Return to owner		-	
	Actioned By	USER, Demo (JI0005)		•	
	Actioned Date/Time	04/09/2017 🗰 11:06 🕊	9		
	Comments				
	Pistol returned to owner	after checks done			
Can Contain Items					
Classification		ок			
Continuition	tions Continuition and As	tions			F 2 –
Actioned Date A	tioned Time Action A	ctioned By	Comments	Created Date	Created Time
19/11/2015 19	5:59 Testing D	OCUMENTATION, Tech (JIDOC)	connents	19/11/2015	15:59

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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've 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 \triangleright icon.
- 8. Select **Next** when you've 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've finished recording the movement.
- 14. Select **Finish** if the details are correct.

Select **Back** to return to a previous screen and make changes.

Pro	pertv	
	percy	

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ction for Property - Enter Details (2	2/3)
Destruction	-
DOCUMENTATION, Tech (JIDOC)	-
04/09/2017 🇰 10:40 🄹 🚱	
	Destruction DOCUMENTATION, Tech (JIDOC) 04/09/2017 10:40

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	🔟 Maintain Continu	ity	- 🗆 X		
Unique ID	Details				
Title	Movement	Storage location	to person 👻		
Description	Movement Type	Transfer			
	Movement Direction	Internal			
	From	Canterbury > C	hristchurch Central > Level 1 Exhibit		
	То	DENBY, Joe (JOE	00C)		
	Witness	Internal	O External		
		BRIAN, Clark (I	DEMO2)		
	Moved By	DOCUMENTATIO	N, Tech (JIDOC) -		
	Moved Date/Time	10/11/2015	15:25 4 😳		
Can Contain Items		014			
Classification		UK .			
Continuities Act	ions Continuities and Ad	tions		[+ ≡	
Moved Date Moved	Time Movement		From		
10/11/2015 15:26	Person to storage	location	DENBY, Joe (JODOC)	Level 1 Exhibit Deser	
10/11/2015 15:25	Storage location to Storage location to	storage location	Canterbury > Christchurch Central >	Level 2 Exhibit Room	
10/11/2015 14:21	Storage location to	storage location	Canterbury > Christchurch Central >	Level 1 Exhibit Room	
10/11/2015 14:04	10/11/2015 14:14 Storage location to storage location Centerbury Constitution Center 10/11/2015 14:04 External custodian to storage location Jane Doe (ESR Ballistics Lab)				

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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 Itarra		Current Location/Custodian		
Classification		Canterbury > Onsite containe Necker > Blue plastic carton 2	er at Farm a 250mm x 1	t Upper 50mm 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 Iten	n [URN:	2015/	7]				Deta	ails
Details								
Unique ID	2015.11	.04.001						
Title	Glock 9n	nm semi-	auto pistol					
Description	Glock 9n	nm semi-	auto pistol					
Can Contain Items	s 🗌							
Classification			-					
Continuities A	ctions Cor	ntinuities a	and Actions					[+ ≡
Actioned Date Act	tioned Time	Action	Actioned By		Comments	Created Date	Created	d Time
19/11/2015 15	:59	Testing	DOCUMENTATIO	DN, Tech (JIDOC)		19/11/2015	15:59	
10/11/2015 14	:00	Testing	DOCUMENTATIO	DN, Tech (JIDOC)		10/11/2015	14:00	
New action								
Actioned Date Act	ioned Time	Action		Actioned By	Co	omments		
04/09/2017 11:	06	Final Act	ion: Return to ov	vner USER, Demo	(JI0005) Pis	stol returned to	owner a	fter ch

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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: 201	.5/7]			Details Entities (0)
Details					
Unique ID	2015.11.04.00)1			Attribut
Title	Maintain Conti	nuity			Selected
Description	Deteile	indity			
	Details				
	Movement	Storage location to	o person	Ψ.	
	Movement Type	Transfer		*	
	Movement Direction	Internal		*	
	From	Canterbury > Chr	istchurch Central > Leve	el 1 Exhibit Room >	Compactus CEN-LVL1-004
	То	DENBY, Joe (JODO	C)		
	Witness	⊙ Internal C) External		
		BRIAN, Clark (DE	MO2)		
	Moved By	DOCUMENTATION,	Tech (JIDOC)		*
	Moved Date/Time	10/11/2015	15:25 😩 🛞		
Can Contain					
Classificatior			OK		
Continuitie	s Actions Continuit	ies and Actions			[+ ≡
Ву		Vitness	Comments Created Da	te Created Time	
DOCUMENTA	TION, Tech (JIDOC)		19/11/2015	15:59	
DOCUMENTA	TION, Tech (JIDOC)	DENBY, Joe (JODOC)	10/11/2015	15:26	
DOCUMENTA	TION, Tech (JIDOC)	BRIAN, Clark (DEMO2)	10/11/2015	15:25	
DOCUMENTA	TION, Tech (JIDOC)	BRIAN, Clark (DEMO2)	10/11/2015	14:21	
DOCUMENTA	TION, Tech (JIDOC)	BRIAN, Clark (DEMO2)	10/11/2015	14:14	
DOCUMENTA	TION, 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.

	Q All Property Report Types Search Stand							
ļ	Standard crit	eria						
ł	Search words	glock						
ļ		Use Keyword 👻 🗌 Any words 🗌 Show deleted						
 	Results (3)	No Access Results (0)		≡	Ac			
ł	A URN	Title	Seized					
ł	DWS-2015/1 9	Search of 24532 Verne Street Ocean City Maryland 21552	10/11/2015	12:01				
ł	DWS-2017/5 (Copy of) Search of 24532 Verne Street Ocean City Maryland 21552 30/08/2017 10:32							
 	DWS-2017/6 ((Copy of) (Copy of) Search of 24532 Verne Street Ocean City Maryland 21552	30/08/2017 :	11:01				

Disclosure

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DISCLOSURE

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

Disclosure Terms

Relevant Material	Material gathered during an investigation that supports, rebuts, or has a material bearing on the case against the defendant.						
Used Material	Material generated during an investigation that's used as evidence.						
Unused Material	Material generated during an investigation that isn't used as evidence. This material is relevant to the investigation but doesn't screen part of the case for prosecution against the accused.						
	The disclosure regime applies to this material.						
Source Documents	These can include information reports, incident reports, tasks, task results, and case notes.						
Disclosure	Providing the defence with copies of, or access to, any material that might reasonably be considered capable of undermining the case for the prosecution against the accused, or of assisting the case for the accused.						
Redaction	Process of removing sensitive content from documents before they'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:						
	 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	This includes a:						
	 Cover tab listing details of the defendant with a list of disclosed documents for the defendant. 						
	 Package of disclosed documents (PDFs), some of which might be redacted. Media files can also be included in the package. 						

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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.
- 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.

Disclosure

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	Candidates for disclosure are reviewed:						
redact text	 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	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:						
items	 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

Disclosure Process

The flowchart shows a simplified version of a disclosure process.



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Disclosure

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.

Disclosure

Forensic	Note 4 Details Entiti	es (3) A	ccess	Tasks (0)	Threads (*)	Disclosure
Details						
Title	Evidence	Attributes Diagram				
Description	A search of the Hagley Park area where deceased was found yielded:	Selecte	:0			
	 A kitchen knife with a serated 6" blade blood and finger prints present 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 If:01 🕸 🕅					
Phase & LOE	Review Disclosure	_				
Excluded	Comments					
✓ Signed off for	disclosure Comments View PDF					
	Signed off by DOCUMENTATION, Tech (JIDC	c				
Bulk entities sign	off in this source Bulk sign off					

Investigations Case Management User Guide

Disclosure

Prevent a Source Entity from Being Disclosed

- 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 G	Case Note 44		Det	tails Entities (4)
Details				
Title	Checking validity	y of suspect stat	ements - Lim	ited Disclosure
Description	Checking validity	y of suspect stat	ements	
Draft				
Classification	Exclude fro	om Disclosure	Process Co	mments v
Classification	Disclosing this no	te could be detri	imental to the	e witness
When Actioned				*
_			ОК	Cancel
Phase & LOE	Review Disclose	ure		
K Evoluded		Commente		
	disclosure	Comments	Upload PDF	
	and and a failed for			
Bulk entities sign	off in this source	Bulk sign off		

Disclosure

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 Sigr	n Off			- □ ×
Please select t	the entities to sign	off in th	nis source:	
Unselect all			=	Additional Details
Select Enti	ity type ice Incident Report ik Result	URN 2014/4 31	Title Arson Report at 15 Reberts Lane, Adelaide Examine scene	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 Rebe	rts Lane, Adelaide	
Description	Garage fire susp	ected a	son. Accelerant used reported by fire service	
				Sign off Close

Disclosure

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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.

Case File 1	Details	Contents	Entities	Access	Threads	Disclosure	Dissemination	>>
Disclosure Verification Indexes Disclosure Items Schedul	es							
Disclosure indexes				[+ ≡	Additio	onal Details		Þ
Index name		Sta	tus		Attribu	ites	fanda attiana a	
Joe Smithy		Act	ive		SMITHY	Joe	rendantivame:	
					Defend	ant Details: Re	levant CRNs: 102	234

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.

Disclosure

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 \equiv 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.

Disclosur	re Index				Details
Details					4 II +
Index name	Jeremiah Bates		Attributes		
			Selected		□ ≡
Bulk copy all fina	alised Disclosures from Index	Joe Smithy 👻	- Defendant Details		
			- Relevant CRNs		
Deactivated 🗌			14556		
				×	
		Value 14556	i		

Disclosure

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.



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.

Case File 1	Details	Contents	Entities	Access	Threads	Disclosure	
Disclosure Verification Indexes Disclosure Items	Schedules						
Verification Requires 3 verifiers							
i							

Disclosure

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.

A	Police Incident Report [URN: 2/2]				Details	Entities (3)	Access	Comm	nents (0)	Tasks (1)	Threads (*)	Disclosure	>>
Discle Case	isclosure :ase [1] Vehicle Theft - SM2332 -					=	Origina	al Title	Vehicle Tl	neft - SM2332			1
Case	URN D	oc. Page #	Index name	Title	Sta	atus	Title		Vehicle T	neft - SM2332			L
1	1	1-1	Joe Smithy	Vehicle Theft - SM2332	Fin	nalised	Status		Finalised	Unfina	alise Verify	Reject	
1	1	1-1	(Copy of) Joe Smithy	Vehicle Theft - SM2332	No	t Started	- Dis	sclosure : Withheld sclosureM	Status (*) d 1ode				

Disclosure

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.
- 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*.



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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

Disclosure

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've 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.

₽ ∎ _F	orens	ic Not	e [URN: 1]		Details	s En	ntities (4)	Acce	ess Tasks (0)	Threads (*)	Disclosure	History	>>
Disclo	sure	hicle The	+ft - SM2332						Original Title			CMODOO	
0030	[1] VC		STC - SH2552					=	Original fille	Forensic Exami	nation Result -	SM2332	
Case URN	Doc. #	Page #	Index name	Title			Status		Title	Forensic Exami	nation Result -	SM2332	
1	2	2-2	Joe Smithy	Forensic Examina SM2332	tion Re	sult -	Fully Verif	ied	Status	Under Review	Finalise	Verify	- F
1	2	2-2	(Copy of) Joe Smithy	Forensic Examina SM2332	ition Res	sult -	Under Rev	view	- Disclosure	Status (*)			
Status	History	for Sele	cted Index			_	Value	Full Dis Exis Wit	y Disclosed closed with reda stence withheld hheld - PageNumb - Status - WitholdDel	ers	X		
Status		Dat	e/Time Us	er	Bulk	Comr	ment						
Under	Review	25/0	08/2017 09:55 DC Teo	CUMENTATION, th (JIDOC)	Yes	Copie Smith	ed from inde	ex Jo					
									Last markup im	ported			
									Last redaction i	mported	1		
									Export PDF	View ori	ginal S	ave disclos	sure
									Import mark	View ma	irkup C	Copy redac	tion
4								•	Import redact	ion View red	action M	lake new c	ору

Disclosure

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.

	mag	e [URN:	14]				Details	Images	Related text	Disclosure
Disclo	sure										
Case	[1]	/ehio	le Theft	- SM2332	-		≡	Original Title	kitteh bo:	x contents distu	rbed during bre
Case I		oc.	Page #	Index name	Title	Status		Title	kitteh bo:	x contents distu	rbed during bre
1	5		3-4	Joe Smithy	kitteh box contents disturbed during break in	Fully Verified		Status	Fully Veri	ified Unfinali	se Unverify
1	5		3-4	(Copy of) Joe Smithy	kitteh box contents disturbed during break in	Under Review	Ū	Comment for	Disclosu	re Item Status	Change >
				1			Fina	lised erroneous	У		
										ОК	Cancel

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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 \blacktriangleright icon to apply attributes to these disclosure items.
 - f. Specify values for the attributes you've 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.

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	[0	3			Details	Contents	Endte	es Access	meaus	Disclosure	Dissemin	auon >>
Disclos	ure											
verific	ation Index	es Disclosure Items Sched	ules									
Disclosu	re index	All	-									
Status		All	 Entity type 	All				•				
Filter •	,											
		_							-			
JRN 14	Page #	Type	Lescription	urbed during b	ank in	Not :	Started	Under Review	Finalised	Partly Verif.	Fully Verif.	Unverifier
14	2-2	Forensic Note	Forensic Examination R	esult - SM2332	eak in		0	1	0	0	1	0
		Document	Forensic Result - Vehicl	Bulk inn	ut attrib	utes for I	Disclosu	re Item type			× 0	
2/2	1-1	Police Incident Report	Vehicle Theft - SM2332	Available			S	elected			= 0	1
				- Disclosure	e Item		1.Г	- Disclosure	Status (*)			
				Disclo	sure Stat	us (*)		Disclos	ed with reda	actions		
				Disclo	sureMode	•	<					
				Disclo	sure					×		
				DocD	escri Va	alue Dise	closed w	ith redactions		-		
				PageN	lumt							
				Witho	s IdDeleteR	eason						
				-								
				O Update sele	ected attri	bute value	s only					
Select	all For b	ulk O Finalise O Verify	O Lindate for disclo	O Update all a	attribute v	values			C	Canaal	Bulk I	Indate
Condict	101 Di	and Ormanac Overny	S opdate for discit	1					Save	Cancel	Bank C	التنتقعة

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.

IDET	ECT @		Disclosure Inde		Ti 8 m tł	his index records r) that is provided p naterial that is with ne Criminal Disclos	elevant material (a oursuant to section wheld pursuant to s oure Act 2008 or is	as defined in section is 12,13 or 14 and section 16, 17 or 18 of not relevant.
Defendant's pa	rticulars	Officer in (Charge's particulars	x of	Supervisors part	ticular's		Defendant / Defence
DOB: Relevant CRN's	owner soc	QID: Contact ph	one:		QID:	Superviso	rQID	upon receipt:
		Contact fa: Email:	K:		DOCLOC NUMB	ER:		
DISCLOSURE PAGE NUMBERS	DESCRIPTION OF DOCUMENT	DISCLOSURE STATUS	WITHHOLDING/DELETIONS REASON	DISC	LOSURE MODE	DATE DISCLOSED	Link to marked u PDF	p Link to redacted PDF
2-2	Forensic Examination Result - SM2332	02/02/2016				02/02/2016	<u>Original</u>	
3-4	kitteh box contents disturbed during break in	23/03/2016				23/03/2016	Link to PDF file	Link to PDF file

Disclosure

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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.
- 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.

Disclosure

Wew Disclosu	re Schedule					
Details						
Disclosure index	Joe Smithy				-]
Template	Disclosure Template 3				•]
Template details 🔺						
Merge field groups		Data mapping	H	lyperlink type		^
Disclosure Index [Disclo	osure 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	1					
InnerTable [Disclosure]	item]					
DagoNumberg		Dage Numbers				•
Base directory	C:\Users\cnwsh8\E	Pesktop			Browse	
Output marked up to di	rectory				Browse	
Show hyperlink file nan	ne 🗌					
Created						
Last Modified						
Schedule type	O Incremental	O Complete				
			Run	Create index page	Save	Close

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Brief of Evidence

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BRIEF OF EVIDENCE

You can only start building a brief of evidence once your investigation team has decided that the case will be taken to court.

The flowchart shows the process for building a brief of evidence.

Brief of Evidence



Brief of Evidence

Create a Brief of Evidence

- 1. Open the case you want to create a brief of evidence 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 **Q** icon beside the **Primary Informant** > Select a user with an ICM logon.
- Select the Search Q 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 It 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.

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Brief of Evidence

Brief of Eviden	ce [URN	:]		Details
Details				
Title	Brief of Ev	idence - Logging	Accident	Attributes
Status	Under prep	paration		Selected
	Locked	Brief of Ev	vidence Offence	×
Primary Informant	BOBSON,	Offence Act	NZ Crimes Act 1901	-
Secondary Informants	BRIAN, CI DOCUMEN USER, Dei	Offence Code	Negligent Homicide	~
Last Generated by	DENBT, JU	Charge Text	accidentally dropped a log a colleage	
Defendants				
		Location	Ashley Forest	
Offences / Charges Description	n a colleage	Count	1 Charges laid 🗹 Include in brief 🗹	
	ig a concage	Date Charged	13/10/2017	
		0	Date/time offence(s) occurred O Date range offence(s) occu	urred
		Dat	e 12/10/2017 # From _/_/ #	
		Tim	e 15:30 🗳 🧐 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* It 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 \triangleright 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 \triangleq or Down \equiv icons to change the order of the defendants listed.

Brief of Evidence	JRN:]		 Details Parties Components
Parties Defendants Victims Witne	sses		
		[+ ≡	Additional Details
Name	D.O.B.		- Address
JONES, Frederika [18]	12/04/1977		
ABC Electronics Salisbury [3]			 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) Yalue Yalue Yalue Yalue

Brief of Evidence

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.

Brief of Evi	dence [URN:]			Details	Parties	Components
Parties						
Defendants Victi	ims Witnesses					
		[+ ≡	Additional Details			
Name			- Vulnerabilities (+)			
JONES, John [1]			deaf			
🔟 Add Entit	ty as Brief of Evidence V	ictim				- D X
Call Select Type	ty as Brief of Evidence V Person	ictim	v			- D X
Select Type Available	ty as Brief of Evidence V Person	ictim	Selected			- D X
Select Type Available JONES, 1	Person Frederika [18]	ictim	Selected			- - X
Add Entit Select Type Available JONES, SUTHER	Person Frederika [18] LAND, John [5]	ictim	Selected - Entity - Person type			- C X
Add Entit Select Type Available JONES, I SUTHER VANCE,	Person Frederika [18] LAND, John [5] MARCUS [33]	ictim	Selected - Entity - Person type - Person type			- D X

Brief of Evidence

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 \triangleright 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	
[† ≡	Additional Details
Name	- Home address
(no statement/affidavit) VANCE, MARCUS [33]	- Work address
	Value
	387 7338 - Work phone number 976 6633 - Mobile phone number 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	Please choose the following to link to the selected	statement/affidavit	
Statements/Affidavits ≡			
Brief Title	Witness BARR, Robert James	New Witness	
Arrest and Interview of Mark HARRISON (aka F	Elements of proof	Evhibita	
GCN/203 Documentation Case Note XXX			
Enquiries Conducted at ABC Electronics Welling	Element	Unique Ref # Brief	litle
Interview script	Act occurred within a year and a day of victims de	5	
Interview scripts from Waitangi Day	Act was intentional		
	Act was unlawful		

Components

A brief of evidence contains the following components:

Statements / Affidavits Exhibits

Other Disclosables

Administrative Documents

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Brief of Evidence

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.
- Select the Add new statement / affidavit I 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 \triangleright 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 \triangleq or Down \blacksquare icons to sort the list of statements or affidavits.

Brief of E	vidence [UR	N:]			Details	Parties	Components	Linking	>>
Components									
Statements/Affi	davits Exhibits	Other Disclosables	Administrative Documents	s					
								[+ ≡	
Title		Brief Title	Wi	tness Contain	s Element	s of Proof (Contains Exhibits	Contains	
Forensic Examina	tion Result - SM2	332 [1] Forensic Exan	nination Result - SM2332	No		I	No	No	
Title Brief Title	Forensic Exam	ination Result - SM23; ination Result - SM23; OK	32 [1] 32 Cancel						

Brief of Evidence

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.

DITEL OF EV	vidence [UR	N:]		Details	Parties	Component
mponents						
statements/Affid	lavits Exhibits	Other Disclosables	Administrative Documents			
ique Ref #		Brief Title	Include	ed in Statements/A	ffidavits	
4886		Glock	No			
Evhibit					1	
Unique Ref #	399928					
Unique Ref # Brief Title	399928 Location of Body	ý				
Unique Ref # Brief Title File	399928 Location of Body C:\Users\cnwsh	y 8\Documents\ICM\Cr	ime Scene Photos\o Brows	e View		

Brief of Evidence

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.
- Select the *Add new other disclosable* It 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 \triangleright 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 Eviden	ice [UR	N:]			Details	Parties	Components
Components							
Statements/Affidavits	Exhibits	Other Disclosables	Administrative Documents				
Title		Brief Tit	le	Inc	luded in S	tatements/	Affidavits
Shop window smashed [8	B/8]	Shop wi	ndow smashed	No			
Vehicle Recovered - SM2	332 [2]	Vehicle	Recovered - SM2332	No			
		<u>N</u> ew					
		<u>R</u> emove					
		View <u>E</u> ntity					
		Brief Title					
		<u>S</u> how Legend					
		E <u>x</u> port Table to Ex	cel				

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**.

Components	
	-
Statements/Affidavits Exhibits Other Disclosables Administrative Documents	
	≣
Title Brief Title Type Uploaded/Generated	
BoE Sched BoE Sched Template	į
Reg Details Stolen Vehicle Registration Details <u>External Bv DOC</u> UMENTATION, Tech (JIDOC) at 25/10/2017 15:	49
Brief Title	
Add Add above	
Remove Add below	i
Upload Document	
View Document	
Show Legend	
Export Table to Excel	İ

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 \triangleright 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 \triangleright 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	Please choo	ose the following	to link	to the sele	ected s	tatement/a	affidavit		
Statements/Affidavits ≡									
Brief Title Witr	Witness					-			
Forensic Examination Result - SM2332	Elements of	f proof	[+ ≡	Exhibits			[] ≡	Other Disclosable	s [
	Element	Included in Bri	ef	Unique Re	ef# B	Brief Title		Brief Title	Туре
				484886	(Glock			
				399928		ocation of	Body		
1 1					<u>A</u> (dd			
1					<u>R</u> e	emove			
					⊻i	ew			
					E	ort Table	to Excel		
L			·'	^	_				

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Brief of Evidence

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 \triangleright 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	Please choo	se the following to link	to the selected	statement/a	affidavit			
Statements/Affidavits ≡								
Brief Title Witr	Witness			-				
Forensic Examination Result - SM2332	Elements of	proof [+ ≣	Exhibits		[+ ≡	Other Disclosables	E	! ≡
	Element	Included in Brief	Unique Ref #	Brief Title		Brief Title		Туре
			484886	Glock		Shop window sma	shed F	Polic
			399928	Location of	Body	Vehicle Recovered Add <u>R</u> emove View <u>E</u> ntity E <u>x</u> port Table	- SM2332 (to Excel	Gen —

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.

Brief of Evidence

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.

				_
itle	Brief of Evidence	Validation		
tatus	The following validation o	conditions were not satisfied	Component Type Filter	v His
	Component Type		Condition	
rimary Informant	Defendant	HARRISON Mark Gregory	Has no Address	
indry mornian	Defendant	BROWN Harold 123	Has no Address	
econdary Inform	Witness	ANDREWS Sarah Ellen	Is not associated with any Statements/Affidavits	н.,
	Witness	BLANCO, Benny	Has no Home Phone	н.,
	Witness	BLANCO, Benny	Is not associated with any Statements/Affidavits	
st Generated by	Witness	BROWN Harold 123	Has no Home Phone	
for a data da	Witness	BROWN, Harold 123	Is not associated with any Statements/Affidavite	
erendants	Witness	DOE Phys	Has no Home Phone	
	Witness	DOE, Rhys	Is not accepted with any Statements Affidavite	
	Witness	HARRISON Crapt	Has no Home Phone	
fences / Charge	Witness	HARRISON, Grant	To not accorded with any Statements Affidavite	
rences / charge	Witness	LEE Dag	Is not associated with any Statements/Amuavits	
escription	Witness	LEE, Dan	Has no Home Address	
micide - Peter I	Witness	LEE, Dan	Has no Home Phone	
anslaughter - Pe	Witness	LEE, Dan	is not associated with any Statements/Amdavits	
egligent Homicid	witness	MASON, Robert	Has no Home Address	
BC	witness	MASON, Robert	Has no Home Phone	
	witness	MASON, ROBERT	is not associated with any Statements/Amdavits	
	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	н.
	Witness	TRAVERS, Jack	Is not associated with any Statements/Affidavits	
	Witness	GARDINER, Hamish	Has no Home Phone	
	Witness	ANDERSON, Steve	Has no Home Phone	н.
	Witness	ZHANG, Carol	Has no Home Phone	н.
	Element of Proof	The body was Human	Is not associated with any Statements/Affidavits	
			Is not passociated with any Statements/Affidavite	

Reports

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 Ter	mplate (Id: 00003)
Name	Information Request Report
Deactivated	
Description	
Report to disclos	e 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.

Details					
Export file					
File name	C:\Users\cnwsh8\Documer	nts\Jade ICM\Exp	orted Docs\steve2.xlsx		
Format	O Tab separated (TSV)	O Comma se	eparated (CSV) 💿 Ex	(cel (xlsx)	
Encoding	⊙ Unicode O UTF-8	(UTF-8 works b	etter when file is opened	I with Excel directly from Windows F	ile Explorer)
Line Format	⊙ Multi line (old) O Sing	gle line			
Attributes Se	election				
Select all	Include history	al O Full	Include Comments	Show full column headings	Include Header/Group column

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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've 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.

Details		
Person deta	ils [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 deta	ils [Vehicle] Black car: Toyota Camri	Search
Bookmarks	Data mapping	
vehicleColor	Black	
vehicleCondition	Good	
vehicleMake	Toyota	
vehicleModel	Camry	

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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.


Reports

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 mapp	ping	
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		
Fingerpri	ints on file	
Fred		
Hair style	es	
Inactive	Status	
Legal Ow	vnership	
Mandato	ry Comment - More Information.	
Master P	RN	
 Modificat 	tion GP	
Isitr	nodified?	
Prote	ssionally modified?	
Delimiter for mu	Iti values ③ Group definition 〇 Vertical bar 〇 New line 〇 Other	
Attribute Comm	ent Mapping 💿 None 🛛 Append 🔍 Comment Only	
		OK Cano

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

Reports

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.

Information Report [URN: 8]			Details	Entities (1)	Access	Comments (1)	Tasks (1)	Threads (*)	History
Referenced IRs									
			-				10.1		E
entity type	URN	litle	Cre	ated By		Creat	ed Date	Action O	fficer
Information Report	10	Registration Details of Car	Search	n to add		DC) 09/07	/2019 13:42		
			<u>G</u> o to 1	IR					
			Edit Re	eason					
			<u>R</u> emov	e Relationship					
			<u>R</u> einst	ate Relationship)				
			Show	Leaend					

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	cation 🗌 Check access at run time
🗹 Allow file upload 🕑 Allow bulk upload 🕑 Allow direct document	
✓ Has Action Officer	

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

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3	8	4
-	U	

Roles Perr	nissions	
Description		
Elastic Search	Indexer	
Exclude Record	d Wizard	
Full Access		
Full Search		
Functional Tear	n Role	
Description	Director's Role	
Deactivated		
Super Role		
Desertionis	Designations Transmillarus	
Permissions	Designations reams Osers	
Available		1
+ General Pe	rmissions	
+ Incident re	ports	
- Information	n reports	
Can cha	ange attribute history date/time	
Can add		
Can rer		
Can rer Can cha	nove ream access	
Create	information report from Word/PDE 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		· · · · · · · · · · · · · · · · · · ·
Can	replace or remove document	

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**.

informat	ion Report [URN:]	Entities
Details		
Action Officer		
Title		
Description		

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Reports

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**.

Detaile		A	C
Details	Entities (1)	Access	Comments (1)
			×
his report w	as commission	ed in error	
Save	Delete	Close	
	Details This report w	Details Entities (1) This report was commission	Details Entities (1) Access This report was commissioned in error Save Delete Close

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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.

r					
Draft					_
Document	View	Edit	Download	Remove	Allow edit
Replacement	Create	Browse			
Classification		-			
When Actioned	24/08/2009		10:36	\$ \$	

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

Dole Maintenance				
Roles Permissions				
Description				
Elastic Search Indexer				
Exclude Record Wizard				
Full Access				
Full Search				
Functional Team Role				
Description Director's Pole				
Super Role				
Permissions Designations Teams Lisers				
Available	1	Selecter		
+ General Permissions				
+ Incident reports				
- Information reports				
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/PDE 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				

SETTINGS

This section explains how to use system and admin features like time zones and reminders.

The Admin Help 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	2
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 ${\mathfrak W}$ 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.

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Set or Remove a Reminder

- 1. Select **System** > **Reminders**.
- 2. Select the **New** button.
- 3. Enter the reminder you want to display in the **Text** field.
- 4. Set a date and time for the reminder in the fields provided.
- 5. Set the reminder to repeat:
 - Select the **Repeat every** checkbox.
 - Use the fields provided to specify how often you want the reminder to repeat.
 - Use the fields provided specify when the reminder should stop repeating.
 Leave these fields blank if you want the reminder to continue indefinitely.
- 6. Select the **Alert** or **Email** checkbox to specify the format for the reminders.
- 7. Specify who the reminder should be sent to:
 - Select the **Self** checkbox if you want the reminder sent to yourself.
 - Select designations, teams, and users you want to send the reminder to.
- 8. Select Save.

Reminders		Created by me To be sent to me
Text	Next reminder date/time	Repeat
Text background check	Remind users V Self O Designations O Teams O Users All Users Executive Investigation Team 1 Investigation Team 2 Investigation Team 3	Selected - Individual Users DOCUMENTATION, Tech (JIDOC)
Reminder on 11/08/2017	Users in	>

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Triggers

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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 \boxplus 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						
O Designations O Teams O Users	۹	Selected				
Commissioner Director Intelligence	– Individi 🖋 [ual Users DOCUMENT	ATION, Tech (JID(DC)		
Director Operations						
Director UC Operations						
Supervisor						

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 \equiv 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.

*	
-	
irigger per	riod
r #	Period
r	#

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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 **X** 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 e icon

Trigger Definition			Details	Trigger Rules	Notifications	Access
Access						
O Designations O Teams O Users	۹	Selected				
Commissioner		- Desi	gnations			
Director Intelligence			Supervisor			
Director Operations		– Indiv	idual Users			
Director UC Operations			DOCUMENT	ATION, Tech (JID	OC)	
Supervisor			_			

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Settings

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.

Thigger De	annuon						Details	Trigger Rules	Notifications	Access
Notifications										
O Designations	O Teams	O Users	O Case Teams	۹		Selected red	cipients			
<current case="" of<br="">Armourer</current>	officer>					- Designa Supe	tions ervisor			
Case Auditor						- Case Te	am			
Photographer	alyst					Phot	ographer			
					2					
Notify via	🖌 Alert	🕑 Email								
Notification title	Assigne	d as Case Offi	cer							
Notification messag	e									
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 Q icon beside the Line Manager field.
 - Find and select the line manager.
 - Select OK.

🛱 Users					Roles	Users
User View Role View						
Name					User I	d
ADMINISTRATOR, Default Agency					DEFLTA	ADMIN
BOBSON, Johnny John					JI0006	i
BRIAN, Clark					DEMO	2
DENBY, Joe					JODOC	2
DOCUMENTATION, Tech					JIDOC	
Title Ms First name Gender Female Contact Number Logon details Options Security acc	 Rank Middle name D.O.B. Email Ess Business Units 	_// f	Surname Permiss	a Case officer	Resource	
Line Manager Tech DOCUMENTAT		2		O Clear		
Cost Scale 3				•		
Skill Sets Available				Selected		
207				207		
210			>			
400			<			
410						

Access the Resource Summary

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

Resource Sur	nmary	
Filters		
Case Type	Homicide File 👻 User	Skill Sets 207
Case Business Unit	All 🗸	210
Case Business Pegion	411	213
Case Dusiness Region	All	400
User Rank	All	410
User Gender	Male 👻	
User Line Manager	Q Clear	
Results	=	User Details
User	Case URN Case Type Case Title Rank Gender Co	DOCUMENTATION, Tech
DOCUMENTATION, Tech	(JIDOC) 2014-1 Homicide File Operation Hagley Male	Skill Sets
DOCUMENTATION, Tech	(JIDOC) 2015-2 Homicide File Hit and Run Ferry Road Male	Training
HAY, Greg (GREGH)	2014-1 Homicide File Operation Hagley Male	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.

<u> </u>	adelm	vestigator_	Entity	Count_20	ebrua	ry 2018.txt - N	otepad				1
File	Edit	Format	View	Help							i
	3	instand	ces (of Brie	f of	Evidence	Administ	trative Do	cument	(CMIBoEAdminDocumentEntityT	ype)
	0	instand	ces (of Brie	f of	Evidence	Element	of Proof	(CMIBo	EElementOfProofEntityType)	
	2	instand	ces (of Brie	f of	Evidence	Exhibit	(CMIBoEE	xhibitE	ntityType)	

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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	An attribute describes the characteristics of a source entity or tangible entity. For example, a person's attributes could be hair colour, eye colour, and height.
	Fixed or hard attributes are always associated with an entity.
	You can't remove them. Other, soft attributes can may be removed if they're no longer required.
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.

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Glossary

External source entity	Source entity not linked to a case.
Fictitious Entity	This is an entity that seems to exist in the real world but it doesn't really. For example, a person might give you an address that doesn't exist. You can record the address as fictitious.
Form	An item you open in ICM.
Hotspot	A 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 alerts, favourites, and recent item.
NEE	Named Entity Extraction
Redact	Hide sensitive content on a document.

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Relationships	Relationships are named connections between entities. They can contain date and time information.
Soundex	A type of search that retrieves words that sound like your search words (as well as exact matches of the search word).
Source Entity	A source entity contains abstract information. Examples of source entities in Investigator include cases, case notes, tasks, task results, information reports, and incident reports.
Stored Search	Some types of searches allow you to store your results in ICM so you can refer to these later.
System Entity	A type of source entity or a tangible entity provided in ICM. You can use these entities to create your own types of entities.
Tangible entity	A tangible entity is attached to a source entity. It contains information about things that relate to an investigation. Examples include people, agencies, vehicles, locations, contact numbers, transactions, events, weapons, documents, images, videos.
URN	Unique Reference Number.
Waypoint	Fixed location managed by a global positioning system (GPS). A waypoint has a specified longitude and latitude.
Wild card	A character that will match any character or sequence of characters in a search.

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