

eCASE

Audit

Audit Training Manual

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eCASE Audit v5.19.0 Audit Training Manual

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1 eCASE Audit Training Overview

The eCASE Audit Training module allows customers to assign, track, and report employee trainings throughout the year. Training Managers and/or Coordinators can add courses to the Course Catalog and assign them to users. When a user completes a training, they submit to the Training Manager and/or Coordinator for approval.

The general workflow for eCASE Training is as follows:

1. Create a course.
2. Assign the course to a user.
3. The user completes the assigned course(s).
4. Authorized users review the user submitted training information, and approve or decline the course activity. If the course activity was declined, the user is prompted to complete the course again.

1.1 Training Interface

When you first open eCASE Audit Training, the module appears as shown below:

The screenshot displays the eCASE Training interface. On the left is a navigation menu (A) with options: Main Menu, Inbox, Contacts, Reports, Mass Mailing, Settings, TimeXpress, and Calendar. At the top right is a search bar (B) and a 'Contacts' dropdown. The main content area (C) is divided into three sections: 'My Pending Courses' with a table showing a course named 'Test' submitted on 10/06/2023 and completed on 10/06/2023 by manager 'Sburepalli Sburepalli'; 'Type 1 and Type 2 CPE Hours Completed Between 10/1/2021 and 09/30/2023' with a table showing 0.00 hours for the total; and 'Type 1 and Type 2 CPE Hours Completed in Current Fiscal Year' with a table showing 0.00 hours for the total.

Course Name	Course Submitted Log Date	Completed Date	Manager
Test	10/06/2023	10/06/2023	Sburepalli Sburepalli

Sub-Category	Hours
{Total}	0.00

Sub-Category	Hours
{Total}	0.00

There are a few key areas to note. The (A) **Launch Pad** with navigation options, the (B) **search bar**, and the (C) **dashboard** that displays relevant course status information.



2 Setting Up eCASE Audit Training

To get started with eCASE Audit Training, you'll need to:

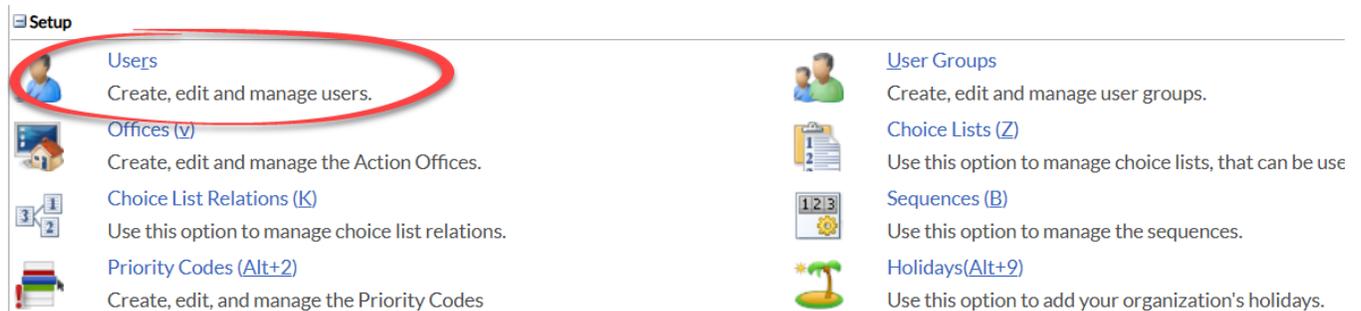
1. Add the Training module to each user profile
2. Set Training group permissions
3. Assign users to Training groups
4. Set up Training choice lists

Each of these steps is documented in the following subsections.

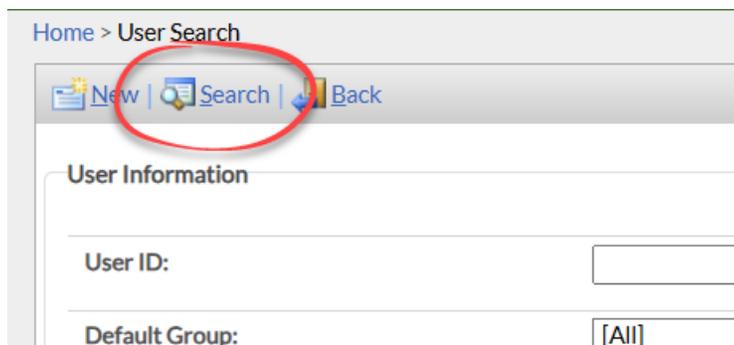
2.1 Add the Training Module to User Profiles

For users to see the Training module listed in their eCASE Applications, Administrators will need to add Training to each user profile.

1. Navigate to **Settings > Users**.



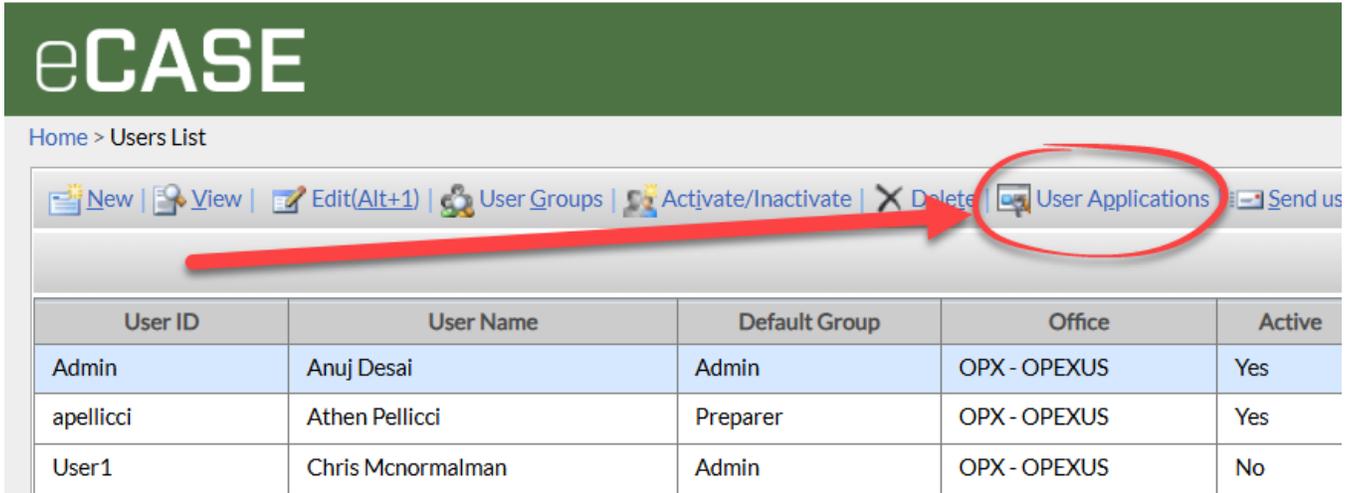
2. Click **Search** to pull up the full user list.



3. Select a user, then click **User Applications**.



Setting Up Audit Training

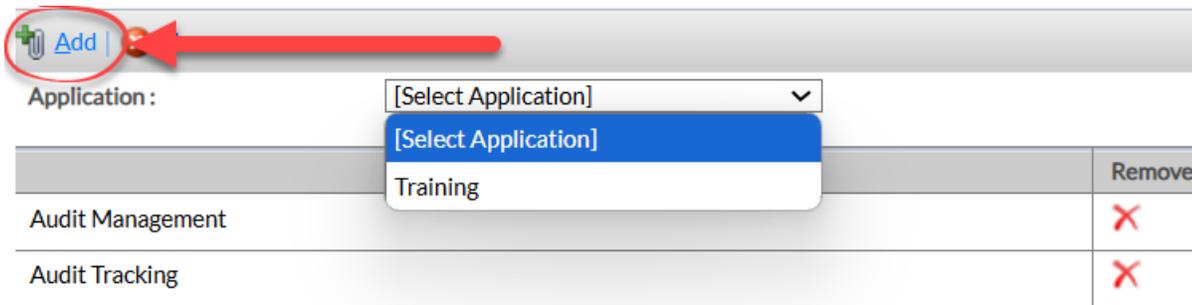


Home > Users List

New | View | Edit(Alt+1) | User Groups | Activate/Inactivate | Delete | **User Applications** | Send us

User ID	User Name	Default Group	Office	Active
Admin	Anuj Desai	Admin	OPX - OPEXUS	Yes
apellicci	Athen Pellicci	Preparer	OPX - OPEXUS	Yes
User1	Chris Mcnormalman	Admin	OPX - OPEXUS	No

4. Click **Select Application**, choose Training from the drop-down menu, then click **Add**.



Add

Application: [Select Application] v

[Select Application]	Remove
Audit Management	X
Audit Tracking	X

5. Repeat for each user you'd like to include in the Training module.

2.2 Set Training Group Permissions

Once the Training module has been added to a user's profile, the next step is to configure their group permissions.

There are three training-related user groups: *Training Coordinator*, *Training Managers*, and *Training Users*. You can set specific permissions for each group.

To set training group permissions:

1. Navigate to **Settings > Applications**.



Setting Up Audit Training

Application Management



Applications(Q)

Create, Edit and Manage the applications on the eCase platform.



Case Type Pe

Configure us



Contact Type Permissions (P)

Configure user permissions at the contact type level.



Contact Cust

Create and e



Email Templates

Configure automated email messages that eCase can send when actions are taken.



Letter Templ

Upload letter

2. Select **Training**, then open the **Actions** drop-down menu and select **Permissions**.

Home > Applications

Actions ▾ | New | Import/Update | App Designer | Hotfixes | Back

- Delete
- Users
- Export Application ▶
- Permissions**

Application	Descripti
Training	

3. Click **Grant Permissions**.

Home > Applications > Application Permissions

Grant Permissions | Edit Permissions | Revoke Permissions | Back

Application: Training

<input checked="" type="checkbox"/>	Name	Group
<input checked="" type="checkbox"/>	Admin	Group

4. The *Application Permissions* window opens. Click the Address Book icon .
5. Select the **(A)** checkbox next to the group(s) you'd like to add, then click **(B) Select**.



Setting Up Audit Training

1 of 3 items selected.

	Name	Type
<input checked="" type="checkbox"/>	Training Coordinator	Group
<input type="checkbox"/>	Training Managers	Group
<input type="checkbox"/>	Training User	Group

6. The selected group name(s) will appear in the **(A)** *User/Group* field. Select the **(B)** checkboxes for each permission you'd like (or click **(C)** Select All at the top). When you're finished, click **(D)** **Apply Permissions**.

Select User/Group

Use the "Address Book" icon to search users or email addresses or enter the user name and click the "Verify User" button.

Select All

User Permissions

Run Reports

Manage Query Reports

Manage Folder Reports

Manage Processing Time Reports

Manage Task Reports

Manage Volume Reports

Admin Permissions

Manage Application Users

Manage Cost Type Permissions

Manage Contract Type Permissions

2.3 Assign Users to Training Groups

The next step is to assign each user to one of the groups you set in the previous section.

1. Navigate to **Settings > User Groups**.



Setting Up Audit Training

Setup

- Users**
Create, edit and manage users.
- Offices (v)**
Create, edit and manage the Action Offices.
- Choice List Relations (K)**
Use this option to manage choice list relations.
- Priority Codes (Alt+2)**
Create, edit, and manage the Priority Codes
- User Groups**
Create, edit and manage user groups
- Choice Lists (Z)**
Use this option to manage choice lists, that can be used
- Sequences (B)**
Use this option to manage the sequences.
- Holidays (Alt+9)**
Use this option to add your organization's holidays.

2. Select a group from the list, then click **Users**.

Home > Groups

New | View | Edit | **Users** | back

Group Name: [dropdown] [input] Y

Group Name	Group Code	Description	Active
Admin	ADMN	Administrator	Yes
Preparer	PR	1234	Yes
Training Coordinator	TC	Training Coordinator	Yes
Training Managers	TM	Training Managers	Yes
Training User	TU	Training User	Yes

Total No. of Groups: 5

3. Click **Add User**.

View Users List - Google Chrome

auditsx.opexustech.com/eCaseAdmin/Config/ViewUsersList.aspx?ID=77

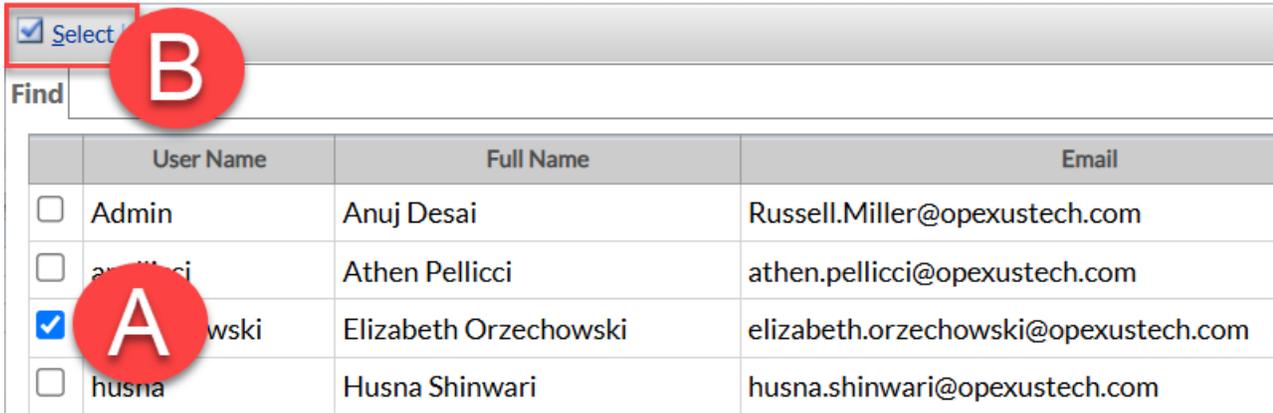
Add User | Remove User | Close

User	User ID	Active
Anuj Desai	Admin	Yes
Lizzie Becker	lbecker	Yes
Sburepalli Sburepalli	sburepalli	Yes
Will Fitzgerald	wfitz	Yes

4. Click the Address Book icon . Select the **(A)** checkbox next to the group(s) you'd like to add, then click **(B) Select**.

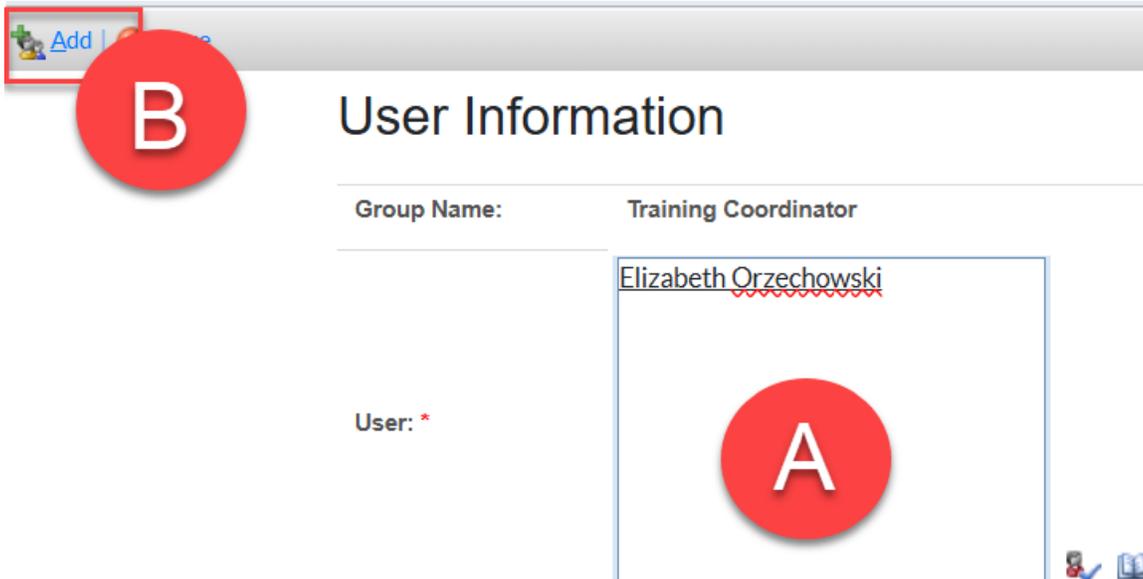


Setting Up Audit Training



	User Name	Full Name	Email
<input type="checkbox"/>	Admin	Anuj Desai	Russell.Miller@opexustech.com
<input type="checkbox"/>	ar...cci	Athen Pellicci	athen.pellicci@opexustech.com
<input checked="" type="checkbox"/>	...wski	Elizabeth Orzechowski	elizabeth.orzechowski@opexustech.com
<input type="checkbox"/>	husna	Husna Shinwari	husna.shinwari@opexustech.com

5. Confirm that the user has been added in the **(A)** User field and click **(B)** Add.



Add

User Information

Group Name: Training Coordinator

User: * Elizabeth Orzechowski

6. Repeat for each Training group.

2.4 Set Up Training Choice Lists

There are several customizable choice lists within the Training Module related to course creation, assignment, and submission. Determine how you would like to categorize your Training courses, then update choice lists via **Settings > Choice Lists**.



Setting Up Audit Training

Field Name	Choice List	Location(s)	Purpose
Category	Training Category	Course Catalog; Course Assignment; Submit Course	First level course categorization
Sub Category	Training SubCategory	Course Catalog; Course Assignment; Submit Course	Second level course categorization
Provider	Training Provider	Course Catalog; Submit Course	Specify training provider (e.g., Internal, Vendor, etc.)
Year	Master Training Year	Course Catalog; Submit Course	Specify training year
Division (optional)	User Training Division	Course Assignment; Submit Course	First level employee categorization
Audit Groups (optional)	Audit Groups	Course Assignment; Submit Course	Second level employee categorization

Once you set up users, permissions, and choice lists, visit the following tabs via **Main Menu > View** to take various actions:

1. **Course Catalog:** View and manage current courses and add new courses. When you assign a course to a user, you'll choose from your Course Catalog.
2. **Course Assignment:** Assign a from your Course Catalog to one or more users at a time.
3. **Course Approval:** Approve or decline users' completed courses.
4. **My Training List:** View your own assigned and completed trainings.
5. **Bulk Operation:** Approve users' completed courses in bulk.



Setting Up Audit Training

6. **Submit Course:** Submit an already completed course for an individual user.



3 Using eCASE Audit Training

This section covers the lifecycle of a course, from creation through user completion and approval.

3.1 Create a Course

Users with the appropriate permission can add a new course to the Course Catalog. To create a Course:

1. From the Launch Pad, navigate to **Main Menu > View > Course Catalog**.
2. The *Course Catalog* screen appears. Click **Add Training Course**.

The screenshot shows the 'Course Catalog List' interface. At the top, there are navigation tabs for 'Course Catalog' and 'Attachments'. Below the tabs, the 'Initiating Office' is 'OPX - OPEXUS' and the 'Folder Owner' is 'System Account'. The main area is a table with columns: Category, Sub Category, Provider, Course, Period (Months), Catalog Score, Comments, Active, Attachments, and actions (Delete, Save). A red circle highlights the 'Add Training Course' button in the top right corner of the table, with a red arrow pointing to it from the text below.

Category	Sub Category	Provider	Course	Period (Months)	Catalog Score	Comments	Active	Attachments	Actions
Audit	Type 1	Federal FLETC	Test	12			<input checked="" type="checkbox"/>	Attachments [0]	Delete Save
Audit	Type 2	Federal FLETC	From Course Catalog	0		Test	<input checked="" type="checkbox"/>	Attachments [0]	Delete Save
Audit	Type 1	Vendor	Bias Explained	0			<input checked="" type="checkbox"/>	Attachments [0]	Delete Save

3. The *Add Training Course* screen appears. Complete all required fields and ensure that the **Active** checkbox is checked. Then, click **Add**.



Using eCASE Audit Training

Course Catalog Attachments

Initiating Office: OPX - OPEXUS Folder Owner: System Account

Add Training Course

Fields marked with an asterick (*) are required.

Category	Audit	Sub Category	
Provider		Course	
Name (If Other)		Year	
Period (Months)	0	Active	<input type="checkbox"/>
Grace Period	<input type="checkbox"/>		
Comments			

Fields marked with an asterick (*) are required.

Add Cancel

Note: The *Period (Months)* is the timeframe after which the course must be retaken by the user. Enter zero in this field if the course is only required to be taken once.

The course is now added to the Course Catalog and can be assigned to users.

3.1.1 Request to Add a Training Course

Not all users can submit a course directly to the catalog. Instead, they can submit a request to add a course to the catalog. To submit a request to create a Training Course:

1. From the Launch Pad, navigate to **Main Menu > View > Course Catalog**.
2. The *Course Catalog* screen appears. Click **Request to Add Training Course**.

Category	Sub Category	Provider	Course	Period (Months)	Catalog Score	Comments	Active	Attachments	
Audit	Type 1	Federal ED	Test	12			<input checked="" type="checkbox"/>	Attachments [0]	Delete Save
Audit	Type 2	Federal FLETC	From Course Catalog	0		Test	<input checked="" type="checkbox"/>	Attachments [0]	Delete Save
Audit	Type 1	Vendor	Bias Explained	0			<input checked="" type="checkbox"/>	Attachments [0]	Delete Save

3. The *Request to Add Training Course* screen appears. Complete all required fields, then click **Send Email**. The request is sent to an authorized user, who reviews the content and creates the course, if acceptable.



Using eCASE Audit Training

Course Catalog Attachments

Initiating Office: OPX - OPEXUS Folder Owner: System Account

Request to Add Training Course

Fields marked with an asterisk (*) are required.

Category	<input type="text"/>	Sub Category	<input type="text"/>
Provider	<input type="text"/>	Course	<input type="text"/>
Comments	<input type="text"/>		

Fields marked with an asterisk (*) are required.

[Send Email](#) [Cancel](#)

3.2 Assign a Course

After a course has been created, it can be assigned to the user(s) who require it. To assign a course to a user:

1. From the Launch Pad, navigate to **Main Menu > View > Course Assignment**.
2. The *Course Assignments* screen appears. Click **Add New Course Assignment**.

Course Assignments

Initiating Office: OPX - OPEXUS Folder Owner: Sburepalli Sburepalli

Course Assignments

Category	Sub Category	Course	Completed Date	Planned Hours	Agent/Employee	Comments		
Audit	Type 1, Type 2	Test (12 - Months),From Course Catalog (0 - Months),Bias Explained (0 - Months),ODCA Auditing Overview (0 - Months)		8.00	Stephanie Muxfeld		Attachment(s)	Edit Delete Assign
Audit	Type 1, Type 2	Test (12 - Months)		3.00	Stephanie Muxfeld		Attachment(s)	Edit Delete Assign
Audit	Type 1, Type 2	ODCA Demo (12 - Months)		3.00	John Gatewood, Shannon Murphy, Stephanie Muxfeld		Attachment(s)	Edit Delete Assign

[Add New Course Assignment](#)

3. The *Add/Edit Course Assignment* page displays. Complete all required & relevant fields, then click **Save Course Assignment**.



Using eCASE Audit Training

Initiating Office : OPX - OPEXUS Folder Owner : Sburepalli Sburepalli

Add/Edit Course Assignment

Fields marked with an asterisk (*) are required.

Category*	<input type="text"/>	Sub Category*	<input type="text"/>
Course*	<input type="button" value="Populate Course(s)"/>		
Completed	<input type="checkbox"/>		
Completed Date	<input type="text" value="mm/dd/yyyy"/>	Comments <input style="width: 100%; height: 40px;" type="text"/>	
Planned Date*	<input type="text" value="mm/dd/yyyy"/>		
Planned Hours*	<input type="text"/>		
Division	<input type="text"/>		
Audit Groups	<input type="text"/>		
Agents/Employees*	<input type="button" value="+"/> AINS		

Fields marked with an asterisk (*) are required.

The screen refreshes and displays the updated course assignments list. The assigned user receives an email indicating that a course has been assigned to them.

3.3 Course Completion

Once you've completed a course assigned to you, complete the course by following these steps:

- From the Launch Pad, navigate to **Main Menu > View > My Training List**. The *Folders List* screen appears.

Home / My Training List: My Training List - Folders Search Result

Group By: [None]

None

Office	Agent	Most Recent Completion Date	Current Expiration Date	Provider	Previous Next Due Date	Category	Sub Category	Status	Course
OPX - OPEXUS	Will Fitzgerald	11/12/2021;11/12/2021;11/18/2021;08/21/2023;08/24/2023	11/12/2021, 11/12/2021, 09/18/2022, 10/31/2023, 08/21/2023, 08/24/2023...	Federal ED, Federal FLETC, Federal FLETC, Federal ED, Federal ED, Fede...	-	Audit, Audit, Audit, Audit, Audit, Audit, ...	Type 1, Type 2, Type 1, Type 1, Type 1, Type 1, Type 1, Type 1...	Completed, Completed, Cancelled, Completed, Cancelled, Pending Approva...	From Submit Course, From Course Catalog, Course cancellation testing, ...

Show:

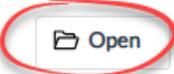
Total number of Folders: 1

- Select the course from the list of assignments, then click **Open**.



Using eCASE Audit Training

Home / My Training List: My Training List - Folders Search Result

 Open  Actions  Edit Criteria  Logs  Back Group By: [None]

Office	Agent	Most Recent Completion Date	Current Expiration Date	Prov
OPX - OPEXUS	Will Fitzgerald	11/12/2021;11/12/2021;11/18/2021;08/21/2023;08/24/2023	11/12/2021, 11/12/2021, 09/18/2022, 10/31/2023, 08/21/2023, 08/24/2023...	Fede

3. Locate the appropriate course entry within the list. Click the **Complete** button within the line item.

Agent Training Attachments

Initiating Office: OPX - OPEXUS Folder Owner: System Account

Agent/Employee: Anuj Desai  View All Course List  View Action List

Category	Sub Category	Provider	Course	Most Recent Completion Date	Current Expiration Date	Next Due Date	Hours	Comments	Compliant	Email Not Applicable	Score	
<input type="checkbox"/>	Audit	Type 1	Federal FLETC	Course cancellation testing		11/18/2021			No	<input type="checkbox"/>		 Delete  Waive  Complete  Email Notification  View Logs  Update

4. The *Add Completed Course* screen displays. Fill out the required and relevant fields, then click **Complete**.



Using eCASE Audit Training

Add Completed Course					
<small>Fields marked with an asterisk (*) are required.</small>					
Category	Audit	Sub Category	Type 1		
Provider	Federal FLETC	Course	Test	Name (If Other)	
Manager*	<input type="text"/>				
Year			Grace Period	<input type="checkbox"/>	
Enter Planned Hours	<input type="text"/>	Attachment(s)	Attachments[0]	<small>Note: If there are any attachments to be associated to this then first add the attachments, after that enter the rest of the information and complete it.</small>	
Completed Date*	<input type="text" value="mm/dd/yyyy"/>	Comments	<input type="text"/>		
Division	<input type="text"/>				
Audit Groups	<input type="text"/>				
<small>Fields marked with an asterisk (*) are required.</small>					
					<input type="button" value="Complete"/> <input type="button" value="Cancel"/>

The course completion is now submitted for approval.

3.4 Course Approval

After a course has been completed, it must be reviewed by an authorized user. To approve/decline a completed course:

1. From the Launch Pad, navigate to **Main Menu > View > Course Approval**. The *Approve* window displays a list of courses ready for approval.

Approve																	
Select Course(s):		<input type="text"/>										<input type="button" value="Search"/>	<input type="button" value="Reset"/>	<input type="button" value="Delete"/> <input type="button" value="Approve"/> <input type="button" value="Decline"/>			
Reason for Declining:		<input type="text"/>															
<input type="checkbox"/>	Agent	Office	Category	Sub Category	Provider	Course	Planned Hours	Completed Date	Course Submitted Date for Approval	Current Expiration Date	Next Due Date	Comments	Status	Manager:	Score	Attachment(s)	Log
<input type="checkbox"/>	Will Fitzgerald	AINS - AINS	Audit	Type 1	Federal FLETC	Test	23.00	02/13/2022	02/13/2022			completed the course on 2/13/2022	Pending Approval	Anuj Desai		Attachments [0]	<input type="button" value="View Logs"/>
													<input type="button" value="Delete"/>	<input type="button" value="Approve"/>	<input type="button" value="Decline"/>		

Note: You can click **View Logs** to see metadata regarding the course completion.

2. Select the **(A)** checkbox next to the course you'd like to review. Then, click the appropriate button to **(B)** delete the course assignment, **approve**, or **decline** the course completion.



Using eCASE Audit Training

Approve

Select Course(s): [Search](#) [Reset](#) [Delete](#) [Approve](#) [Decline](#)

Reason for Declining:

<input type="checkbox"/>	Agent	Office	Category	Sub Category	Provider	Course	Planned Hours	Completed Date	Course Submitted Date for Approval	Current Expiration Date	Next Due Date	Comments	Status	Manager:	Score	Attachment(s)	Log
<input type="checkbox"/>	A	INS INS	Audit	Type 1	Federal FLETC	Test	23.00	02/13/2022	02/13/2022			completed the course	Pending Approval	Anuj Desai		Attachments [0]	View Logs
													Delete	Approve	Decline		

