

eCASE

ER/LR



Release Notes

v3.1.0

October 2023



eCASE ERLR 3.1.0 Release Notes

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1 Product Enhancements

1.1 Anonymous Portal Submissions

ID# 28682, 28629, 33307

In this update, we've added the option for Portal users to submit an Investigation inquiry directly, without logging in or registering for an account. After completing a CAPTCHA on the landing page, users can select between two submission options: **Login/Register** or **Submit Case Anonymously**.

Submission Options

[Login/Register](#)

[Submit Case Anonymously](#)

Users who opt to remain anonymous are brought to a new Anonymous Submission form to submit their inquiry.

Required fields are indicated with asterisk (*) and red outline.

Investigation Inquiry

Alleged Harassers

Add Alleged Harrasser

Incidents

Date of Incidents

Incident Information

Add Incident

Background Information

1. WHEN WERE YOU MADE AWARE OF THE PROBLEM?

2. WHERE DID THE INCIDENT TAKE PLACE?

3. BRIEFLY SUMMARIZE WHAT HAPPENED?

Number of characters entered: 0
(Note: Text cannot exceed 8,000 characters. Please attach additional text as an attachment.)

4. WERE THERE ANY WITNESSES OR OTHER PARTIES INVOLVED? LIST INVOLVED PARTIES, IF DESIRED

Attachments:

Add/View Attachments (0)

Submit

4

1.2 Updated Inquiry Intake Form

ID# 28630, 28632, 38637

The release also includes changes to the *Inquiry Intake* form. Full name is now only a required field if the user has opted to log in and it will be auto populated from the Portal side. The field is not marked as required for anonymous inquiries.

We've also added the **(A) Should an Inquiry be launched?** radio button. If "Yes" is selected, the user can select the **(B) Type of Investigation**.

The screenshot shows the 'Inquiry Intake' form within a navigation bar containing 'Inquiry Intake', 'Attachments', 'Assignments', 'Case Notes', 'Portal Messages', and 'Portal Forms'. A yellow banner at the top states: 'Required fields are indicated with asterisk (*) and red outline.' The form fields include:

- Folder ID: 2022-II-134
- Received Date *: 10/27/2023
- Closed Date: mm/dd/yyyy
- Full Name: Sampath Shetty
- Initial Contact Originated: Portal Submission
- Description of Complaint: BRIEFLY SUMMARIZE WHAT HAPPENED? tsasad
- Allegations: [Empty field]
- Alleged Harasser(s): [Empty field]

At the bottom, a red box highlights two new features:

- (A) Should an Inquiry be launched?**: A radio button group with 'Yes' selected and 'No' unselected.
- (B) Type of Investigation**: A dropdown menu with the following options:
 - 4711
 - Administrative Investigation
 - Administrative Investigation (AHP)
 - Anti-Harassment Investigation
 - Management Inquiry
 - Management Inquiry - AHP
 - Other

1.3 New Configuration Options

ID# 34489

This release also includes updates to the *Configuration* page. We've added a new *Portal Configuration* tab which allows you to customize the appearance of the Portal including the disclaimer and form headers.



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Corrective Action Terminology	DAB Appeal Terminology	Formal Agency Grievance Terminology	Informal Agency Grievance Terminology	LMR Tracker Terminology
Investigation Inquiry Terminology	Tracker Terminology	Portal Configuration	Inquiry Intake Terminology (Portal Form)	

Section Header of the Configuration of Labels of the United States or any state.

 If system monitoring reveals information indicating possible criminal activity, such evidence may be provided to law enforcement personnel.

Form Headers

Note: Form header configurations are applicable in the case of anonymous submission.

	Enable	<input checked="" type="radio"/> Yes <input type="radio"/> No
	Text	<input type="text" value="United States Postal Service"/>
Header 1	Font	<input type="text" value="Arial"/>
	Size	<input type="text" value="xx-large"/>
	Color	<input type="text" value="#171cba"/>
Header 2	Enable	<input type="radio"/> Yes <input checked="" type="radio"/> No

On the new *Inquiry Intake Terminology (Portal Form)* tab, you can configure field display names, show/hide fields, mark fields as required, and mark fields as required at close.

Corrective Action Terminology	DAB Appeal Terminology	Formal Agency Grievance Terminology	Informal Agency Grievance Terminology	LMR Tracker Terminology
Investigation Inquiry Terminology	Tracker Terminology	Portal Configuration	Inquiry Intake Terminology (Portal Form)	

Inquiry Intake(Portal) Label Configuration

Note: Checkbox checked in Show/Hide column displays field. Un-check checkbox will hide field in display.

Headers				
Label	Display Name	Show/Hide	Required	Required at Close
Investigation Inquiry	Investigation Inquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incidents	Incidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Background Information	Background Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Case Type Fields

Label	Display Name	Show/Hide	Required	Required at Close
Question 1	1. WHEN WERE YOU MADE AWARE OF THE PROE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



2 Bug Fixes

We've also addressed a bug in this release, as outlined in the table below:

ID	Description
36041	Parameter added to allow Investigation Inquiries without a complainant to be tracked correctly in the Investigation Inquiry Report.

