eCASE ER/LR

ER/LR

Release Notes

v3.1.0

October 2023

eCASE ERLR 3.1.0 Release Notes

Notice of Rights

Notice of Liability

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Contents

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.**

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

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**.

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.

| 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) | |

act in violation of the Constitution or laws of the United States of 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.

Header 1	Enable	● Yes ○ No	
	Text	United States Postal Service	
	Font	Arial	⌄
	Size	xx-large	⌄
	Color	#171cba	🎨

Header 2	Enable	○ Yes ● 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.

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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			
Incidents	Incidents			
Background Information	Background Information			

Case Type Fields				

Label	Display Name	Show/Hide	Required	Required at Close
Question 1	1. WHEN WERE YOU MADE AWARE OF THE PROE	☑	☐	

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.