LexisNexis® Risk Solutions

Customer Education

LexisNexis® Accurint® Case Connect Getting Started Guide

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Getting Started Guide

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Overview Accurint® Case Connect

LexisNexis® Accurint® Case Connect is an add-on tool that leverages innovative data technology that is fully integrated into the existing Accurint® solution that will enable Law Enforcement and Government agencies to easily manage, share and compare investigative case notes and information, both internally and with external agencies. There is no change in Investigators' or Officers' workflow and they do not have to log into a separate system to log searches, tactical events or case queries.

Overview of Accurint® Case Deconfliction

The primary tool in Accurint® Case Connect is Case Deconfliction, which is a new feature that will automatically generate alerts when two or more users have searched on the same record, either internal to My Account/Department (intra-agency) or internal to My Parent Company/Agency (inter-agency), as well as with other external Government and/or Law Enforcement users in Accurint® that are across agencies, jurisdictions or geographical locations based on the Company and User Level Permission that are assigned by the Account Administrator.

This is a particularly useful tool when two shifts, or two officers/agents or investigators are working on cases that lead them to the same suspect pool, but neither is aware of the other's inquiries. This tool may help to improve case investigations and case efficiencies by cross referencing two agents' or investigators' searches who both agree to opt-in and enroll their searches for Case Deconfliction Alert notifications so that they may decide (if they so choose) to share their contact information to the other party to connect and share case notes or collaborate on their investigations.

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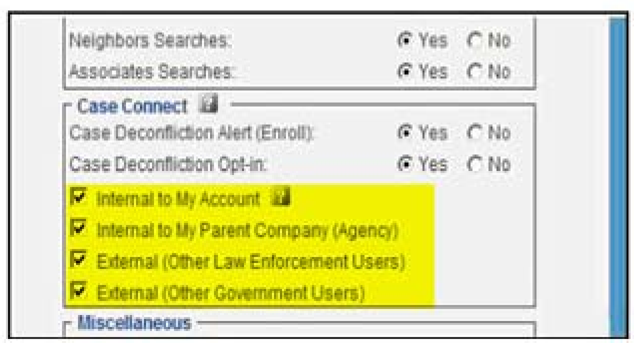
Set-up Case Deconfliction for Company and Users

In this section the Administrator learns to set up the Case Deconfliction feature, which is a tool found within Accurint® Case Connect for both the Company and the User.

Set up the Company for Case Deconfliction

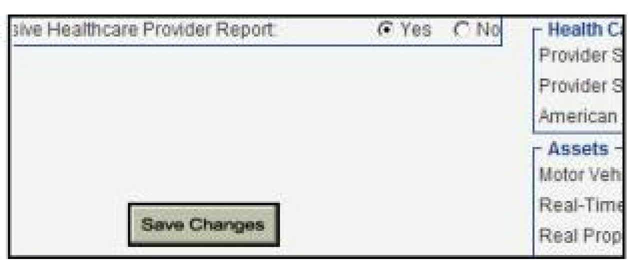
1) From the Administration menu, click the Manage Company link. My Account opens to the Manage Company Tab.
2) From the Manage Company Screen under Case Connect select the radio button next to:
   a) **Yes** for Case Deconfliction Enroll to turn ON feature for the Account.
   b) **Yes** for Case Deconfliction Opt-in to turn ON Opt-in feature for the Account.
3) Select the Permission Level (i.e. Internal to My Account, etc.) for Case Deconfliction matching for the Account.

Note: Options not selected for the Account will appear grayed out for Users.



4) Click the **Save Changes** button.

Note: A warning prompt appears, indicating changes made here will apply to the entire Account.



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Acknowledge Disclaimer Message

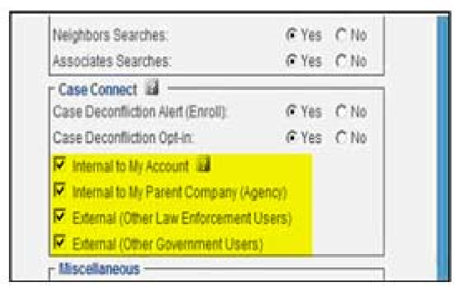
1) When enabling Case Deconfliction on the Account (either Enrollment or Opt-in feature), the Account Administrator must acknowledge the Legal Disclaimer Agreement.
2) Click the **Accept** button to proceed or click Cancel to cancel the operation.

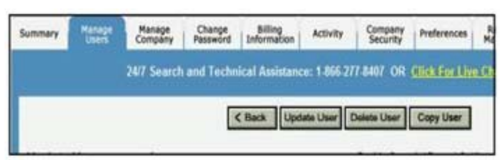
Set up Users for Case Deconfliction

1) From the Manage Users Tab in My Account Administration, select the User ID to enable Case Deconfliction Alert (enrolls and/or opt-in).
2) From the Manage Users Screen under Case Connect, select the radio button next to:
   a) **Yes** for Case Deconfliction Enroll to turn ON feature for the Account.
   b) **Yes** for Case Deconfliction Opt-in to turn ON Opt-in feature for the Account.
3) Select the Permission Level (i.e. Internal to My Account, etc) for Case Deconfliction matching for the User ID.

   Note: Options not selected for the User will appear grayed out in search opt-in and enrollment pages.

4) Click the **Update User** button to save your changes.
5) If setting up Case Deconfliction for more than one User, go back to the Manage User page (step 1) and repeat the steps by selecting another User ID to turn on Case Deconfliction.





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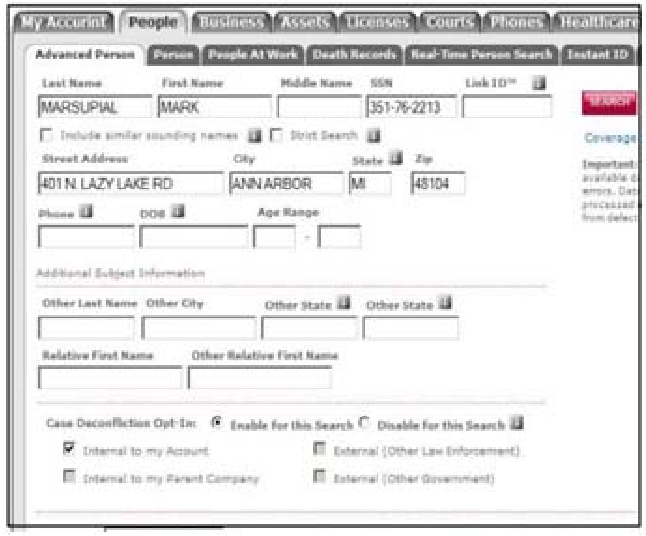
Enroll a Case Deconfliction Alert

In this section the User learns to enroll a search for Case Deconfliction Alert Notifications.

Run Search in the Accurint® service

Perform either Person Search or Advanced Person Search.

Note: If the feature is enabled for the User Case Deconfliction Opt-in is displayed on the search forms.

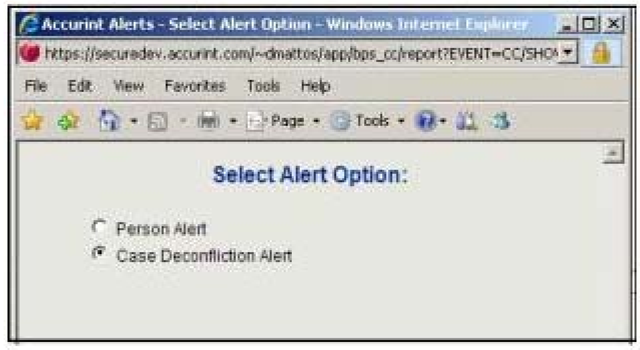


Select the result record

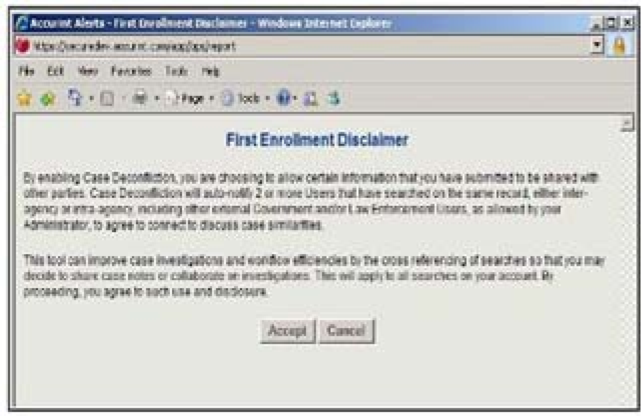
On the results list page, select the Setup Alert link under the desired Full Name.

Select the Alert type

Check the radio button next to **Case Deconfliction Alert**.



Note: If this is your first time performing the enrollment process, acknowledge the **First Enrollment Disclaimer** prompt in order to proceed.



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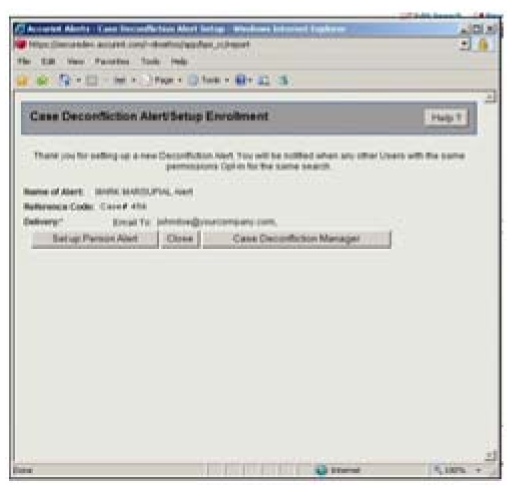
Complete the Case Deconfliction Alert/Set- up Enrollment

1) The **Name of Alert** field defaults to the subject's name. Change this field as needed to meet your needs.
2) Enter or update the **Reference Code** field, as needed.
3) Select **Permission Level** (options which appear grayed out are not allowed by your Account Administrator).
4) Select delivery notification **Send Email Alert**. If this option is not checked, you will only receive online notification.
5) Update **My Email** address if it is incorrect.
6) Add comments in the **Add a Note** field.
7) Subject Line defaults to **Name of Alert**. Change this field as needed to meet your needs.
8) Click **Save** to continue or click Cancel to cancel this operation.

Note: If you do not select a **Permission Level**, you will be prompted with the message, "You must make a selection under notify me if someone searches", to Save and continue.

Save Case Deconfliction Alert

1) Click **Set up Person Alert** to continue; click **Close** to leave the Alert set up screen; click **Case Deconfliction Manager** to view active Alerts.
2) If a **Case Deconfliction** already exists for this Subject (Link ID), the **Duplicate Enrollment** pop-up message displays.



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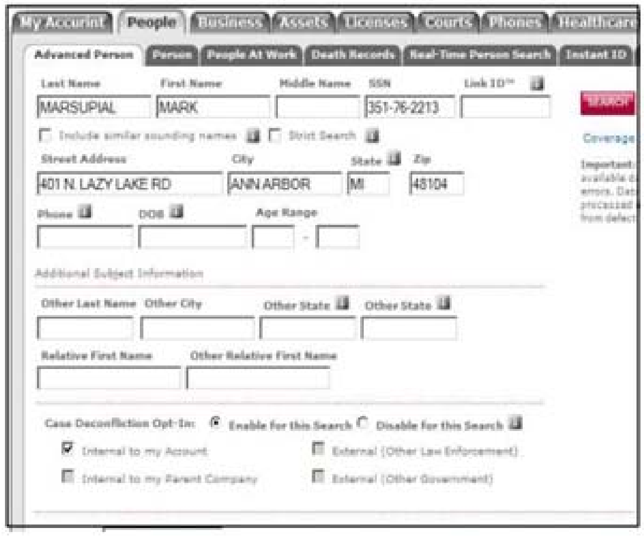
Opt-in a Case Deconfliction Search

In this section the User learns to opt-in a search for Case Deconfliction Alert Notifications.

Run Search in the Accurint® service

1) Perform either a **Person Search** or **Advanced Person Search**.
2) Set the check box next to **Case Deconfliction Opt-in** to either **enabled** or **disabled** for this search.
3) Select the **Permission Level**. Options that appear to be grayed out are not allowed by your Account Administrator.
4) If you do not select a **Permission Level** when you opt-in a search, you are prompted with the message, **"You must make a selection under Case Deconfliction Opt-in if enabled"**. You must make a selction in order to proceed with the search.



Note: Search Input must contain **Full SSN**, **LexisNexis® Link ID™** or **Phone Number** to generate an Alert against an Alert against an Enrollment.

Acknowledge Opt-in Disclaimer

1) If this is the first ever search **Opt-in** acknowledge the **First Opt-in Disclaimer** prompt to proceed.
2) Search **opted in** for Case Deconfliction Alerts Notification against the enrolled alerts.

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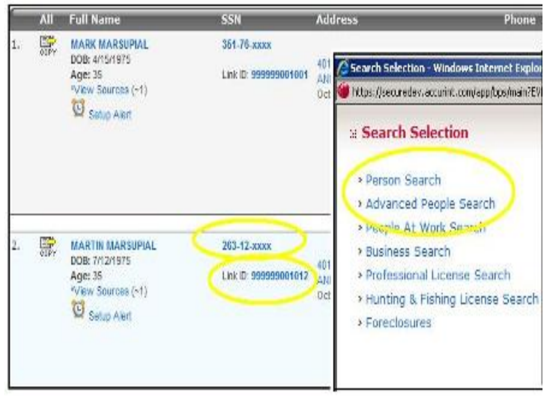
Secondary Search

1) Select **SSN**, **LexisNexis® Link ID™** or **Phone Number** from the results page or order a **Comprehensive Report** (derived LexisNexis® Link ID™ match).
2) Select **Person Search** or **Advanced Person Search** from the **Search Selection** pop-up window to run a secondary search on this subject.
3) **Secondary Search** or **Comprehensive Report** is opted-in for Case Deconfliction Alert Notification against active enrollments.



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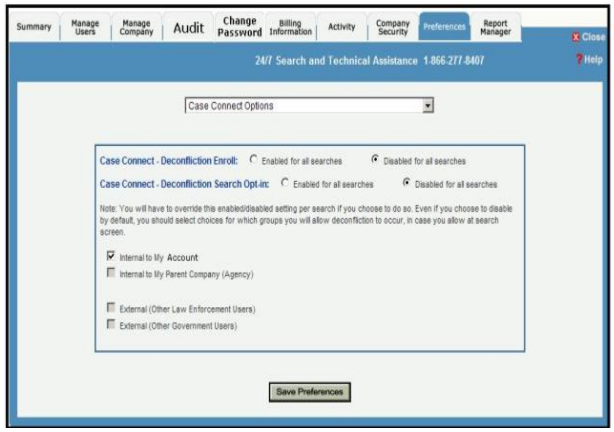
Update Preferences for Case Deconfliction

In this section the User learns to customize the Case Deconfliction Alert feature.

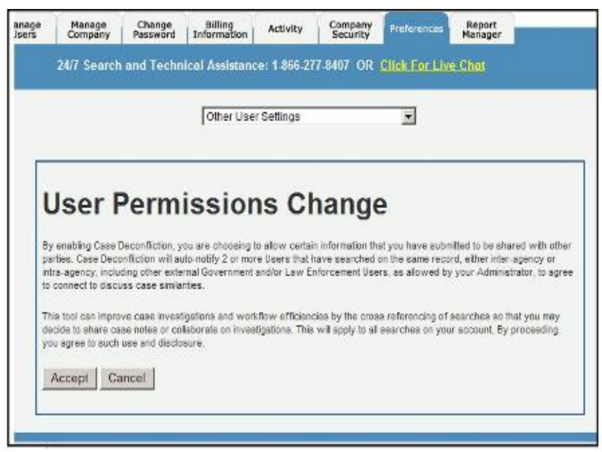
Set up Case Deconfliction User Preferences (by the User)

1) Go to **Preferences** under **My Account**.
2) Use the drop down menu arrow to select **Other User Settings** and select **Case Deconfliction Options**.
3) Select the check box next to Enabled for Searches for both **Case Deconfliction Alert** (Enrollment) and **Case Deconfliction Opt-in** to turn ON the feature or select the check box next to Disabled for Searches to turn OFF the feature.
4) Check OFF or ON the **Permission Levels**. Options that appear to be grayed out are not allowed by your Account Administrator.



Save Preferences

1) Click the **Save Preferences** button. The User Permissions Change prompt displays.
2) Click **Accept**, A confirmation message will appear letting you know, "Your Preferences Have Been Saved."



Managing Case Deconfliction Alerts: View, Delete or Edit Alert Record

In this section the User learns to view the alert, connect with the other party and edit or delete an alert, if necessary.

Access Case Deconfliction Alerts

1) Upon receiving case deconfliction email notification, log into the Accurint® service and click the **Case Deconfliction Alert** link in the **My Account** category to go directly to the Case Deconfliction Alerts Report Manager.

2) You may also navigate to the Case Deconfliction Alerts Report Manager by clicking the Report Manager link in the My Account category. Then, select **Case Deconfliction Alerts** from the drop down menu in **Online Reports**.

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View Case Deconfliction Alerts

1) Select the latest **Alert Notifications** by the **Date Last Updated** field. Click a column heading to sort the list of alerts.

2) The **Case Deconfliction Alerts Report Manager** page includes both **Enrollments & Opt-in Alerts.**

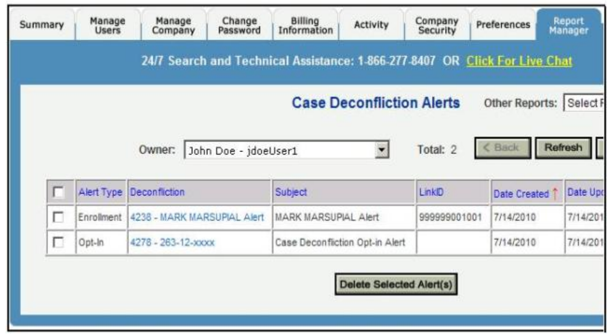
3) Click a hyperlink in the **Deconfliction** column to view the details of that Alert.

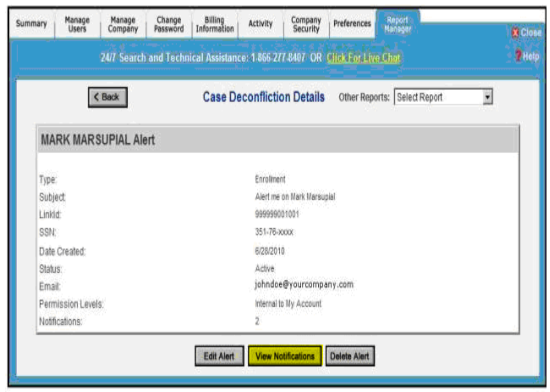
4) To view details of a **Case Deconfliction Alert**, click the **View Notifications** button.

5) Click **Edit Alerts** to modify an active Enrollment.

Note: You cannot edit the Alert Type of Opt-in from this screen.

6) Click **Delete Alert** to delete an active Alert and remove it from the **Case Deconfliction Alert Report Manager Page**.





View Case Deconfliction Alert Notifications

1) Once View Notifications is selected, **Case Deconfliction Details** reveals alert details including **Match Criteria** which can be by full **SSN**, **LexisNexis® Link ID™** or **Phone Number**. If more than one items match, all matched criteria will display in the column.

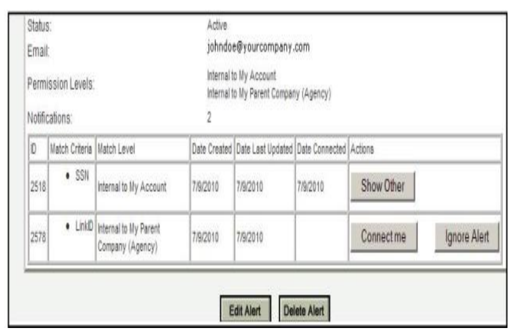
2) Company **Match Level** also displayed if Alerts match on:

    a) Internal to My Account

    b) Internal to My Parent Company (Agency)

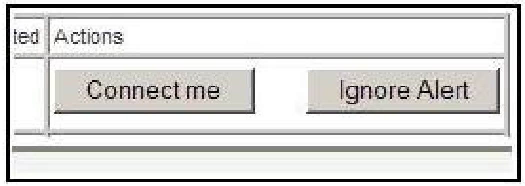
    c) External (Other Government)

    d) External (Other Law Enforcement)



Agree to Connect

After reviewing the details, in order to share your contact information with the other party, click the **'Connect me'** button.



Agree to 'Connect Me' Legal Disclaimer

After clicking 'Connect me', the Legal Disclaimer for Case Deconfliction prompt appears.

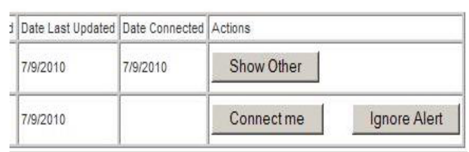
1) Click **Accept**. You will return to the first Case Deconfliction Details screen.

Wait for other Party agree to the request to 'Connect Me'

1) From the **Case Deconfliction Details** screen, click the **View Notifications** button to view Alert details.
2) The Alert now displays the message, "You have requested to connect with this User. Please wait for the other party to agree to the connection."

Show Other Party Contact Information

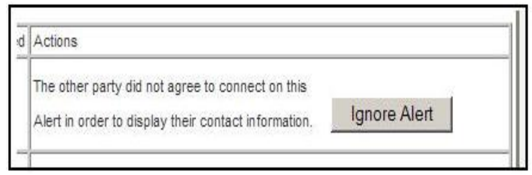
Once both Users agree to the **'Connect me'** Legal Disclaimer prompt, the **Case Deconfliction Details** screen displays the **Show Other** button on the far right and the **Date Connected** field is populated.



Clicking the Show Other button reveals Other Party Contact Information.

Ignore Alert

Click **Ignore Alert** if you do not want to connect with this User. The other User will see the following message, "The other party did not agree to connect on the Alert in order to display their contact information".



Note: If you agreed to **Connect me** but the Other Party selected **Ignore Alert**, the above message will also display.

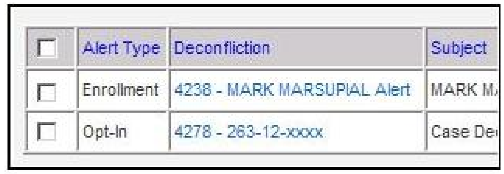
Delete Case Deconfliction Alerts

From Case Deconfliction Alert Report Manager, check the desired alert record and click the Delete Selected Alert(s) button. The record disappears from the Case Deconfliction Alerts screen

From Case Deconfliction Alert Detail Screen, Click the Delete Alert button to delete active Alert to remove from Case Deconfliction Alert Detail and Report Manager Pages.

Edit Case Deconfliction Alerts

Select Enrollment Alert Type in Deconfliction column in Report Manager.



From Case Deconfliction Alert Detail Screen, Click the Edit Alert button to edit the active alert.

Edit Deconfliction Type - Enrollment

a) Name of Alert
b) Reference Code
c) Permission Levels, if grayed out option not allowed by your Administrator
d) Email Delivery indicator
e) My Email or update Also Notify to add other Email Addresses.
f) Add a Note:
g) Update Subject Line.

Once completed click the Save button.