

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.

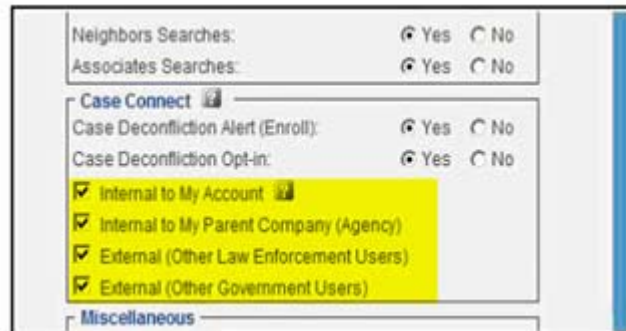
Set up the Company for Case Deconfliction

- 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.



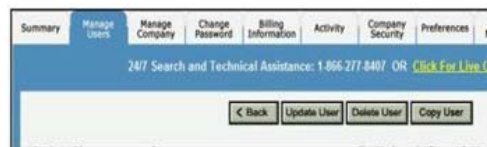
Set up Users for Case Deconfliction

- 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.

The screenshot shows the 'Advanced Person Search' form in the Accurint interface. The form includes fields for Last Name (MARSUPIAL), First Name (MARK), Middle Name, SSN (351-76-2213), and Link ID. There are also fields for Street Address (401 N LAZY LAKE RD), City (ANN ARBOR), State (MI), and Zip (48104). Below these are fields for Phone, DOB, and Age Range. An 'Additional Subject Information' section contains fields for Other Last Name, Other City, Other State, and Other Relative First Name. At the bottom, there is a 'Case Deconfliction Opt-In' section with radio buttons for 'Enable for this Search' (selected) and 'Disable for this Search', and checkboxes for 'Internal to my Account', 'Internal to my Parent Company', 'External (Other Law Enforcement)', and 'External (Other Government)'.

Select the result record

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

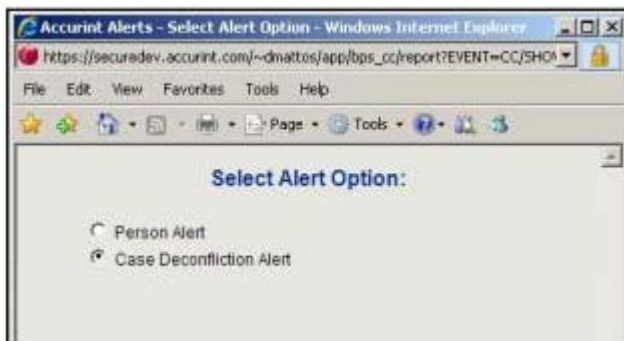
The screenshot shows the 'Advanced Person Search Results' page. The search terms used are Last Name: MARSUPIAL; First Name: MARK; SSN: 3517. The results are displayed in a table with columns for All, Full Name, SSN, and Address. The first result is for MARK MARSUPIAL, with DOB: 4/01/1975, Age: 35, and Address: 401 N LAZY LAKE RD, ANN ARBOR MI 48104. A 'Setup Alert' link is highlighted with a yellow circle under the result.

All	Full Name	SSN	Address
1.	MARK MARSUPIAL DOB: 4/01/1975 Age: 35 View Sources (-1)	351-76-xxxx Link ID: 999999001001	401 N LAZY LAKE RD ANN ARBOR MI 48104 Oct 99 - Jul 01

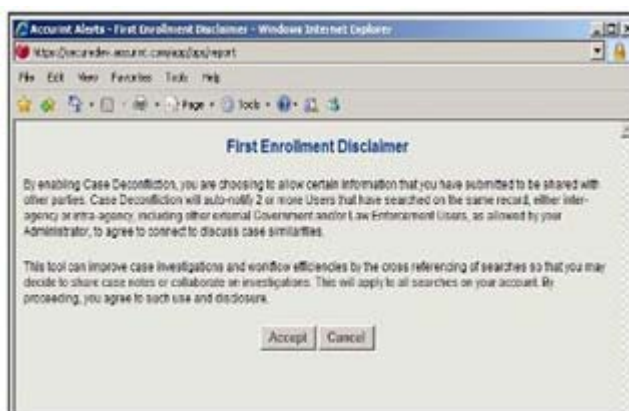
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Select the Alert type

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



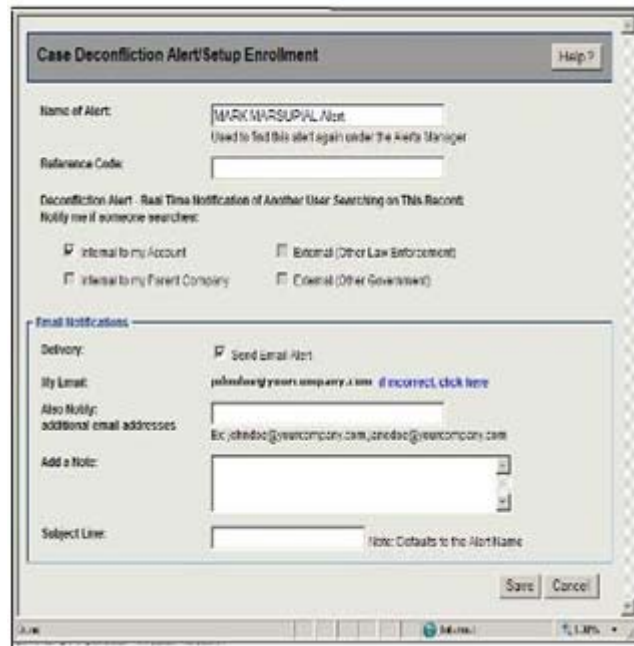
Note: If this is your first time performing the enrollment process, acknowledge the **First Enrollment Disclaimer** prompt in order to proceed.



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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.



The screenshot shows a web form titled "Case Deconfliction Alert/Setup Enrollment". The form includes the following fields and options:

- Name of Alert:** MARK MARSUPAL, Alert (with a note: "Used to find this alert again under the Alerts Manager")
- Reference Code:** (empty field)
- Deconfliction Alert - Real Time Notification of Another User Searching on This Record:** Notify me if someone searches:
 - Internal to my Account
 - External (Other Law Enforcement)
 - Internal to my Parent Company
 - External (Other Government)
- Email Notifications:**
 - Delivery:** Send Email Alert
 - My Email:** john@mycompany.com (with a note: "If incorrect, click here")
 - Also Notify additional email addresses:** john@mycompany.com, jane@mycompany.com
 - Add a Note:** (text area)
 - Subject Line:** (empty field) with a note: "Defaults to the Alert Name"

Buttons for "Save" and "Cancel" are at the bottom right.

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.



The screenshot shows the same form as above, but with a confirmation message: "Thank you for setting up a new Deconfliction Alert. You will be notified when any other Users with the same permissions Opt-in for the same search." Below the message, the form is populated with:

- Name of Alert:** MARK MARSUPAL, Alert
- Reference Code:** Case# 456
- Delivery:** Email To: john@mycompany.com

Buttons for "Set up Person Alert", "Close", and "Case Deconfliction Manager" are visible at the bottom.

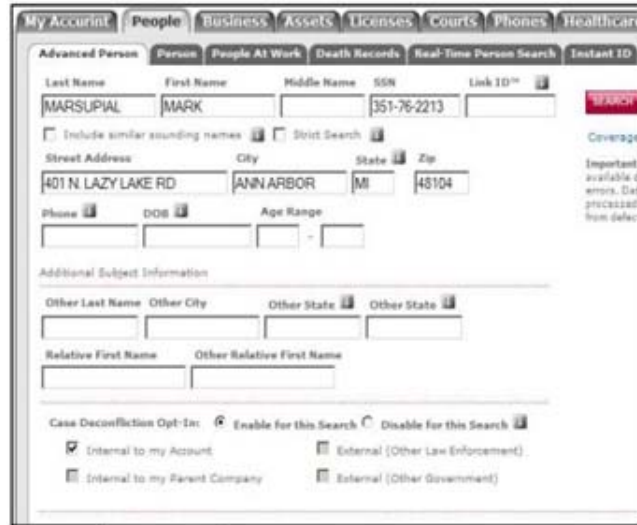
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Opt-in a Case Deconfliction Search

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 selection 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

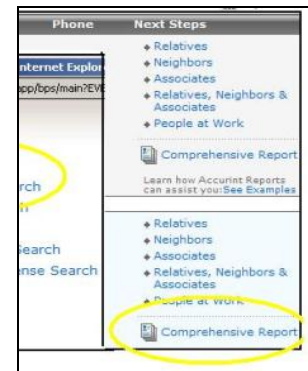
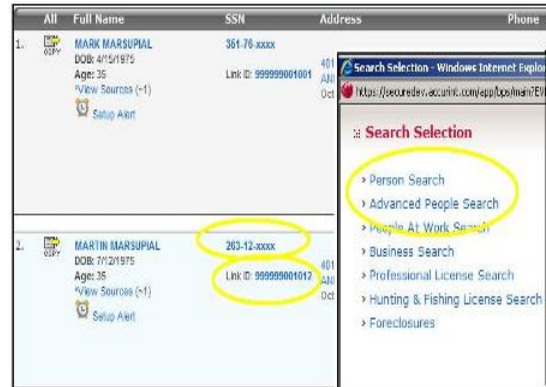
- 1) If this is the first ever search **Opt-in** acknowledge the **First Opt-in Disclaimer** prompt to proceed.
- 2) Search **opted in** for Case Deconfliction Alerts Notification against the enrolled alerts.



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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.



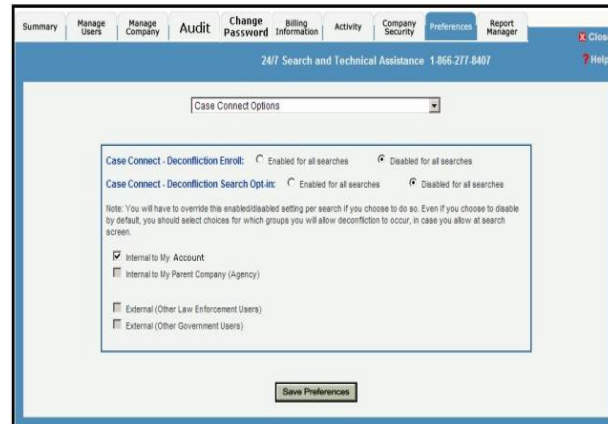
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Update Preferences for Case Deconfliction

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

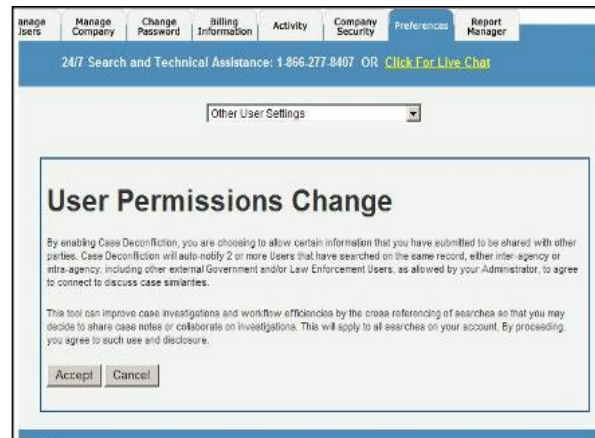
Set up Case Deconfliction User Preferences (by the User)

- 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."



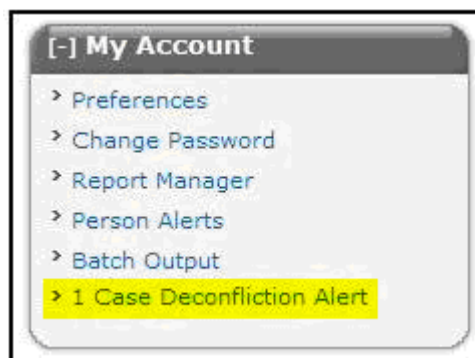
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Managing Case Deconfliction Alerts: View, Delete or Edit Alert Record

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**.



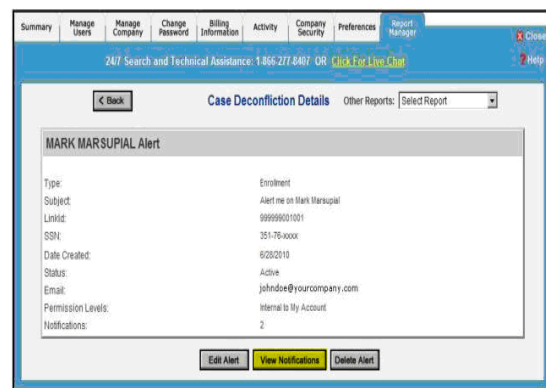
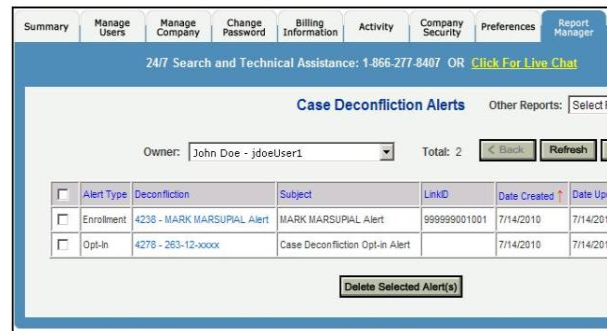
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View Case Deconfliction Alerts

- 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.

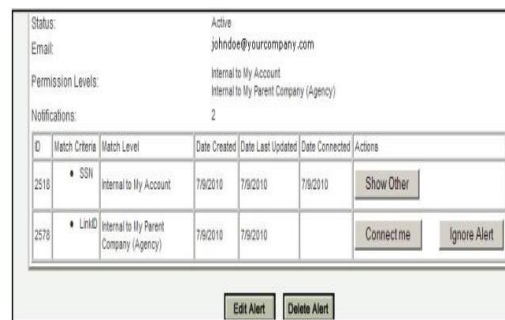
Note: You cannot edit the Alert Type of Opt-in from this screen.

- 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

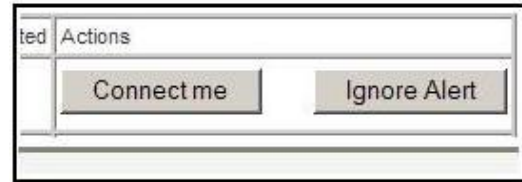
- 1) Once View Notifications is selected, **Case Deconfliction Details** reveals alert details including **Match Criteria** which can be by full **SSN**, **LexisNexis® Link ID™** or **Phone Number**. If more than one items match, all matched criteria will display in the column.
- 2) Company **Match Level**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



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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.

Date Last Updated	Date Connected	Actions
7/9/2010	7/9/2010	Show Other
7/9/2010		Connect me Ignore Alert

Clicking the Show Other button reveals Other Party Contact Information.



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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.



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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.

<input type="checkbox"/>	Alert Type	Deconfliction	Subject
<input type="checkbox"/>	Enrollment	4238 - MARK MARSUPIAL Alert	MARK M.
<input type="checkbox"/>	Opt-In	4278 - 263-12-xxxx	Case De

Edit Deconfliction Type - Enrollment

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

Internal to My Parent Company (Ag
External (Other Law Enforcement
External (Other Government Users
2

Edit Alert **View Notifications**

Once completed click the Save button.

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