

# PROCEDURE MANUAL



MICHIGAN STATE POLICE

## eAICS Administrative Handbook

**Purpose:** This manual provides guidance on the use of eAICS with an emphasis on administrative functions. eAICS will provide information to the Michigan Incident Crime Reporting Statistics (MICR), and ensure that all requirements are met by providing proper edits and requiring necessary information be input.

**Effective Date:** August 02, 2022

## Table of Contents

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### eAICS Administrative Handbook

1.1 Home	1
1.2 Case Management	2
1.3 Property Management Screen	3
1.4 Final Property Disposition Screen	4
1.5 Property Bin Management	5
1.6 Report Locks	6
1.7 Release Lock Button	8
1.8 Unlock Button	9
1.9 Incident Log	9
1.9 Reports and Analytics	10
1.10 System Notifications	10

## Definitions:

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**Ellipsis Button:** The button  used to open a screen to add or view additional information.

**Ellipsis Screen:** The screens are where additional information can be added to a field.

**Assigned ORI:** Users with access to multiple ORIs.

**Home Post (Agency ORI):** The user's primary work location.

**Tree Node:** The information found on the left side of the incident entry screen.

**Assist ORI:** The field used when assisting another agency in their investigation.

**Security Level:** Determines who can view an incident (Public—all eAICS users, Protected—only specific users assigned access).

**Drop Downs:** Fields that contain multiple options and can be selected by clicking the arrow on field or begin typing the information (except on the Home Screen).

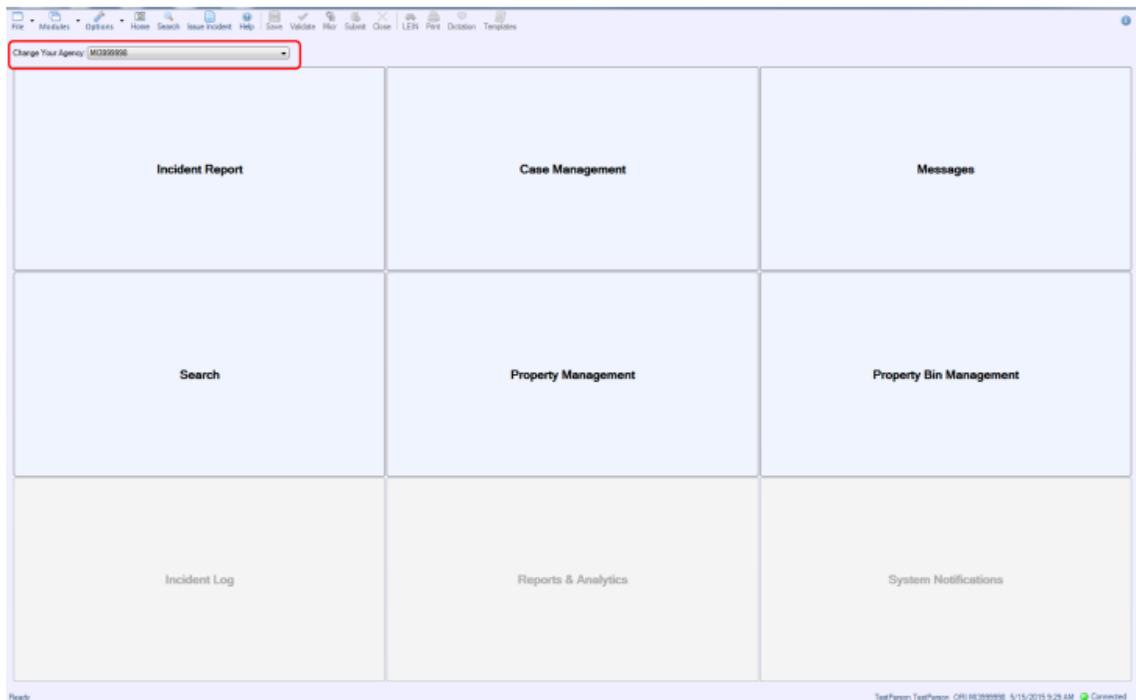
**Employee ID:** User's HRMN number minus the H and any leading zeros.

**Persona:** User's role.

**Claims:** The permissions that are given to a user

### 1.1 Home

The Home Screen is a central location which provides the ability to access different areas of eAICS. The home page view is dependent on the user's claims for the ORI selected. All troopers will have access to Incident Report, Case Management, Messages, Search, and Property Management. Some users will have access to multiple ORIs; this screen is where users will select the ORI they wish to work in.



- i. Incident Report: Creating, investigating, submitting, and tracking an incident within the ORI selected.
- ii. Case Management: Searching and managing the user's assigned incidents. This view will provide the user the ability to see their incidents that are Waiting (to be reviewed), In Progress, Rejected, Follow-up, Detective Review, and Inactive status.
- iii. Messages: All incident related messages that are created from the Incident Journal, Rejected (incidents).
- iv. Search: Utilizes specific data elements to find incidents. Contains search screens for person, property, and venue.
- v. Property Management t- (Group Property): Provides the ability to temporarily remove property items and check them into temp locker in bulk using the property journal screen for entry.
- vi. Change Your Agency: Users who have access to multiple ORIs can use this dropdown to switch between ORIs. This field should default to the users assigned ORI (the ORI used at log in).

## 1.2 Case Management

The Case Management Screen is where supervisors review, reject, and approve incidents. Supervisors can check the status of an incident created by any officer within the ORI selected. Double click on an incident from the results listed to open it and view it or click to highlight the incident and choose View Selected. Once the incident has been reviewed, supervisors can approve and reject by clicking one of the buttons at the bottom of the page. If the incident needs to be un-reviewed, supervisors can highlight the incident and click the un-Review button from the Reviewed Queue.

Case Management

ORI:  Date Range:   to

Sub Unit:

Officer:  File Class:  Incident Number:

Involved Person:

Vehicle:

Prefix:  Number:  Street:  Road Type:  Suffix:

Apt/Lot:  County:  City/Twp:  State:  Zip:

Search:    Page: 1 of 1 Page size: 100

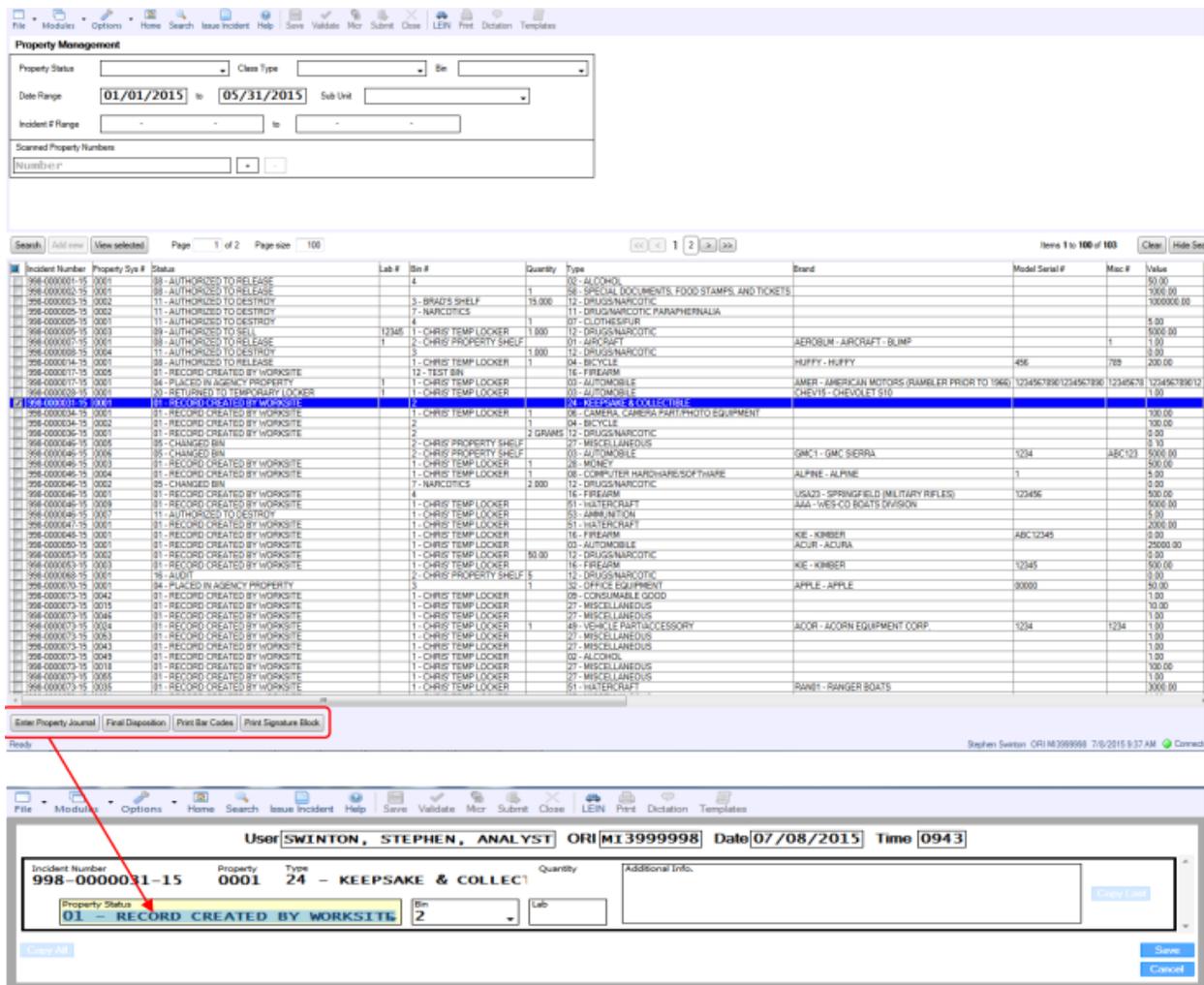
Incident Number	File Class	Nature Of Incident	Type	Supp #	Status	Report Date	Supp Date	Complainant First Name	Complainant Last Name	Investigated By	Rejection Reason	ORI
989-000117-16	2000	ARSEN	(ORIGINAL)	0	OPEN	05/06/15		(LAST NAME)	(LAST NAME)	SWINTON, STEPHEN		MI399998

Swinton, Stephen: ORI MI399998 5/15/2015 8:11 AM Connected

- Waiting – Items in queue for review.
- In Progress – All incidents that have not been submitted for review.
- Rejected – All incidents that have been rejected from the waiting queue and are awaiting resolution and resubmission for review.
- Follow Up – All active incidents which have been reviewed.
- Reviewed – All incidents that are approved and closed. 2-Unfounded, 3-Exceptional Clearance, 5-Close, 7-Tot other police dept.
- Detective Review – All original incidents which have been reviewed and require Detective Review 01000-24003 excluding 23001-23007.
- Inactive Review – All supplemental reports that have the status of inactive selected.

### 1.3 Property Management Screen

The Property Management Screen is where authorized users can dispose of property and complete the Final Disposition information. Once property has been checked, the Final Disposition option becomes available.



- a. 04 – Placed in Agency Property – Used when property has been assigned to a non-temporary bin.
- b. 07 – Temporarily Removed from Agency Property – Used when property has moved to another location.
- c. 16 – Audit – Used when property is being audited.
- d. 18 – Long-Term Storage – Used when property has been placed in long-term storage.
- e. 20 – Returned to Temporary Locker – Used when property has been returned and needs to be placed back in Agency Property

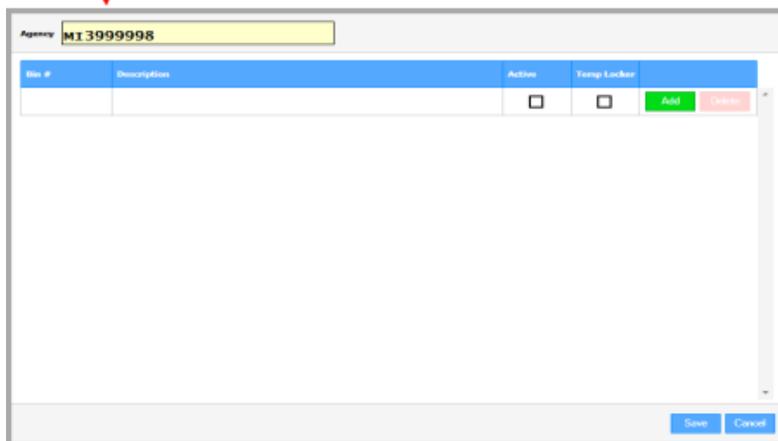
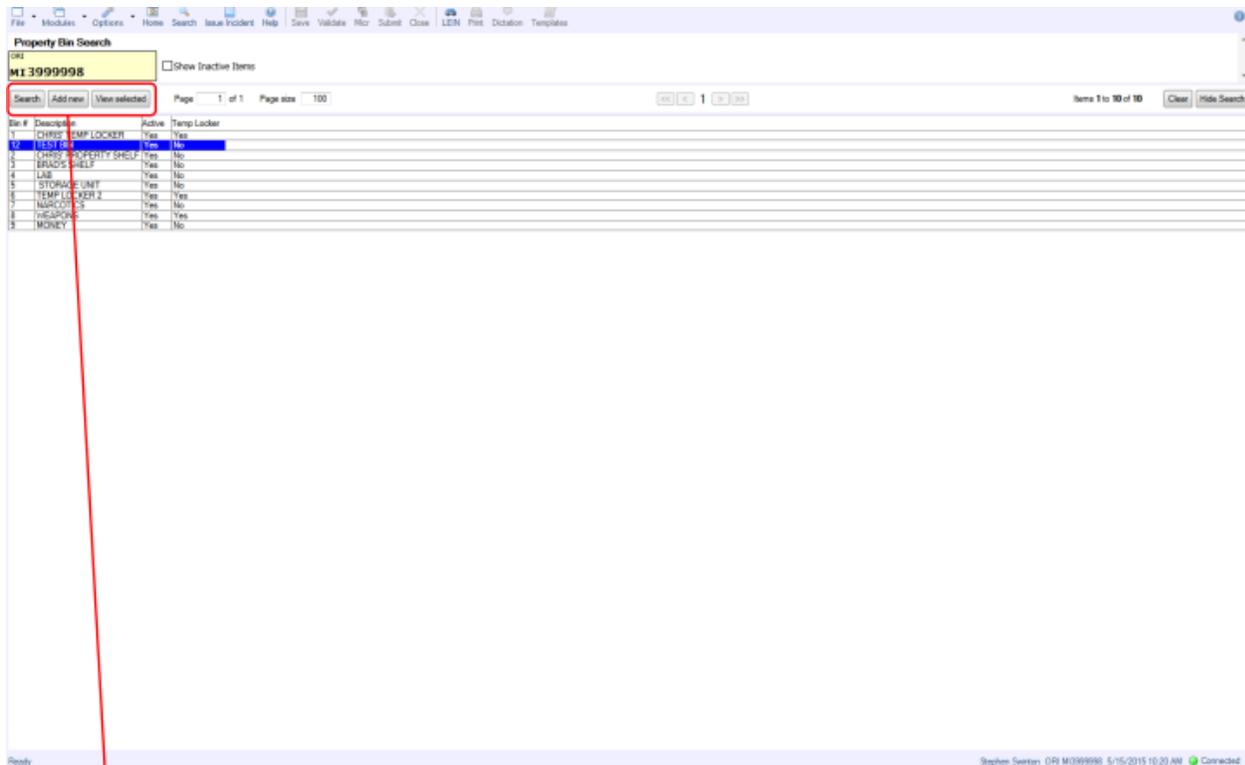
### 1.4 Final Property Disposition Screen

The Final Property Disposition Screen is where authorized users can authorize to release and dispose of property. Top fields prefill with information from the incident screen. Authorized users will select a Property Status, 08–Authorized To Release, 09–Authorized To Sale, 10–Authorized To Retain, or 11–Authorized To Destroy, then click Save or Save & Print Receipt. Once a property item has been authorized, users with the ability to dispose of property will go to this screen and select Property Status: 12–Released, 13–Sold, 14–Retained, or 15–Destroyed then click Save or Save & Print Receipt. Witness field will be complete when property disposition requires a witness.

### 1.5 Property Bin Management

The Property Bin Management Screen is where authorized users who are authorized to create and maintain Property Bins will be able to Search, Add New, and Edit current Bins.

Click the Search button after opening the Property Management screen. All the current active Bins should appear. To see Inactive Bins, users should check Show Inactive Items. Once a Property Bin has been selected, the View Selected button allows users to edit that Property Bin. Make any changes and click the Save button. Clicking the Add New button will allow users to create a new Bin and select the Bin’s status (Active and Temp Locker). Click Save.



## 1.6 Report Locks

When a user gets an incident number or accesses a report it will lock other users from editing that report. This lock is similar to the narrative lock.

- f. Report—Is the report within the incident (i.e. Original, Supplement 0001, Supplement 0002, etc.)
- g. Each report within the incident is locked separately. This allows more than one user to work on the Incident at a time.
- h. When a report is locked other users will be able to access and view the report in read only. They will be able to type within the narrative when it is locked, however those changes will NOT be saved.
- i. Users will be able to add Supplements while the Original or other Supplements on the report are locked.

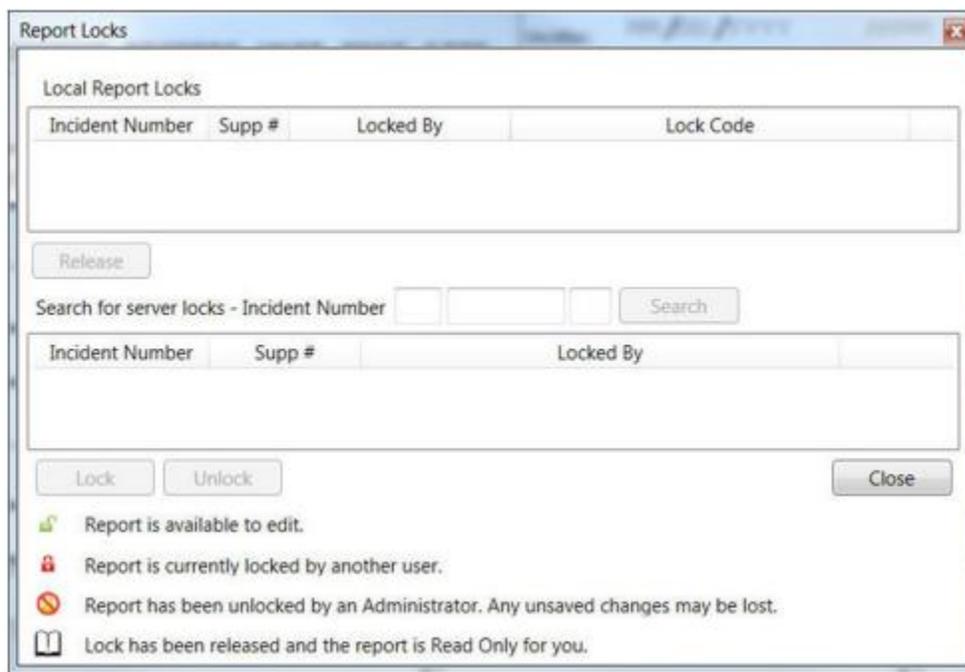
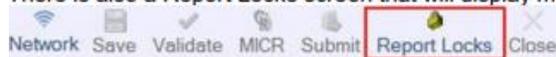
- j. User will be able to access any report within the incident that is not locked and will be able to work on that report.
- k. When the user exits the entire incident the lock will automatically release allowing other users to access the report to make any necessary changes.
- l. All reports will be read only once they have been reviewed.

IMPORTANT - When approving an incident or using Property Management to add a property journal and/or complete final disposition while the report is locked the user will receive the notification "The report is locked by another user" and they will not be able to complete their transaction until the incident is closed or the lock is released by the user that holds the lock.

New icons on the Tree Node will provide a quick visual indicator to show which reports are locked. These icons will update in real-time, so as users get in and out of reports within an incident other users working on other reports within the incident will be able to see that a report has been locked or unlocked.

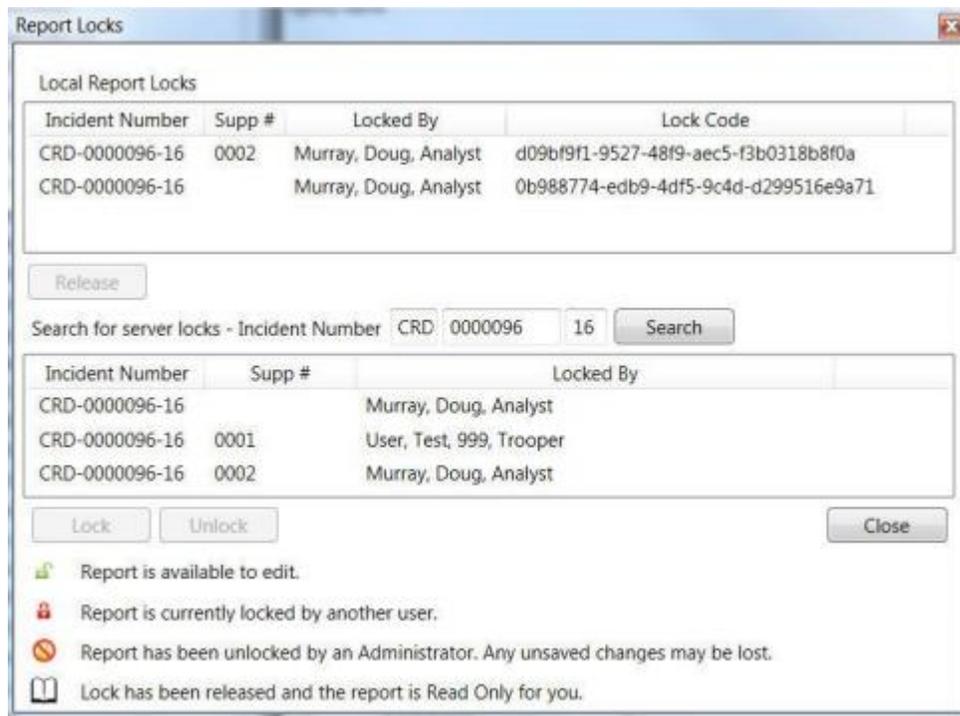
-  Report is available to edit.
  -  Report is currently locked by another user.
  -  Report has been unlocked by an Administrator. Any unsaved changes may be lost.
  -  Lock has been released and the report is Read Only for you.
- When there is no icon shown next to the report that means that you own the lock.

There is also a Report Locks screen that will display more detailed information. This can be accessed from the top toolbar.

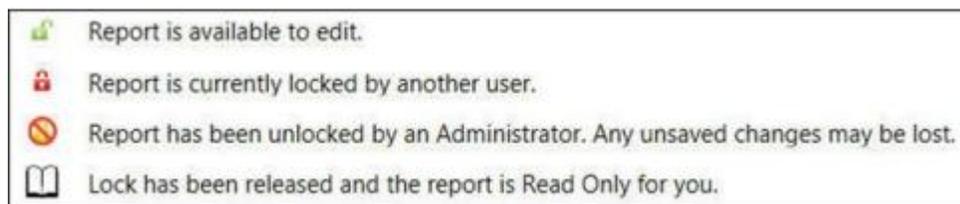


The top part of the screen will display the Local Report Locks. When a user gets a lock on a report, it stores a lock code on the computer that the incident was opened on. This is the Local Lock.

The middle portion of the screen shows the Server Locks. When a user receives a lock code this is also stored on the server. For a user to edit a locked report the lock code on their computer must match the one stored on the server. If not, the user will be locked from editing the report. For example, if a user begins working on a report in their car, then goes into the post to continue working on it without closing the incident or releasing the lock in the car, they will not be able to work on it because the lock code for that incident is still stored on the in-car computer.



On the bottom of the Report Locks screen there is also a legend which identifies the new icons that will be displayed on the Tree Node to quickly let the user know which reports are locked or not locked.



### 1.7 Release Lock Button

A user manually releases a report lock through the Release Lock button located on the reports lock screen, or on the incident form itself. The Release Lock button would be used under the following conditions, and should be used only after the user is sure that all their information is saved to the server and not just saved locally.

- User would select Release Lock button on the incident screen to allow another user to access the report that they currently have the lock on.
- User would select the Release Lock button on the Report Locks screen when they have previous saved and closed out of the report but still are holding the local lock.

- c. When the Release Lock button is used from within the incident the user must close out of the incident completely and access the incident report again to regain the lock that was just released.

The screenshot displays the AICS Form interface for incident CRD-0000691-16. The interface includes a navigation pane on the left with a tree view showing categories like Person, Property, and Business. The main form area contains the following data:

Report Date/Time	06/06/2016 1700	Incident Number	CRD-0000691-16
Incident Occurred Date/Time	06/06/2016 1400	File Class	09004 - JUSTIFIABLE HOMICIDE
On/Offbar:	MM/DD/YYYY HHMM	County	
And Before:	ORIGINAL		
City	LANSING	State	MI
Zip	48901		
Name	JENNISON		

At the bottom of the form, the 'Release Lock' button is highlighted with a red box. Other buttons include 'Code Lookup F6', 'Reviewed Status', 'Security Level' (set to Public), and 'Full Text Search'. The status bar at the bottom indicates 'PHYLENA KLINE ORI M3300287 8/30/2016 3:30 PM Connected'.

## 1.8 Unlock Button

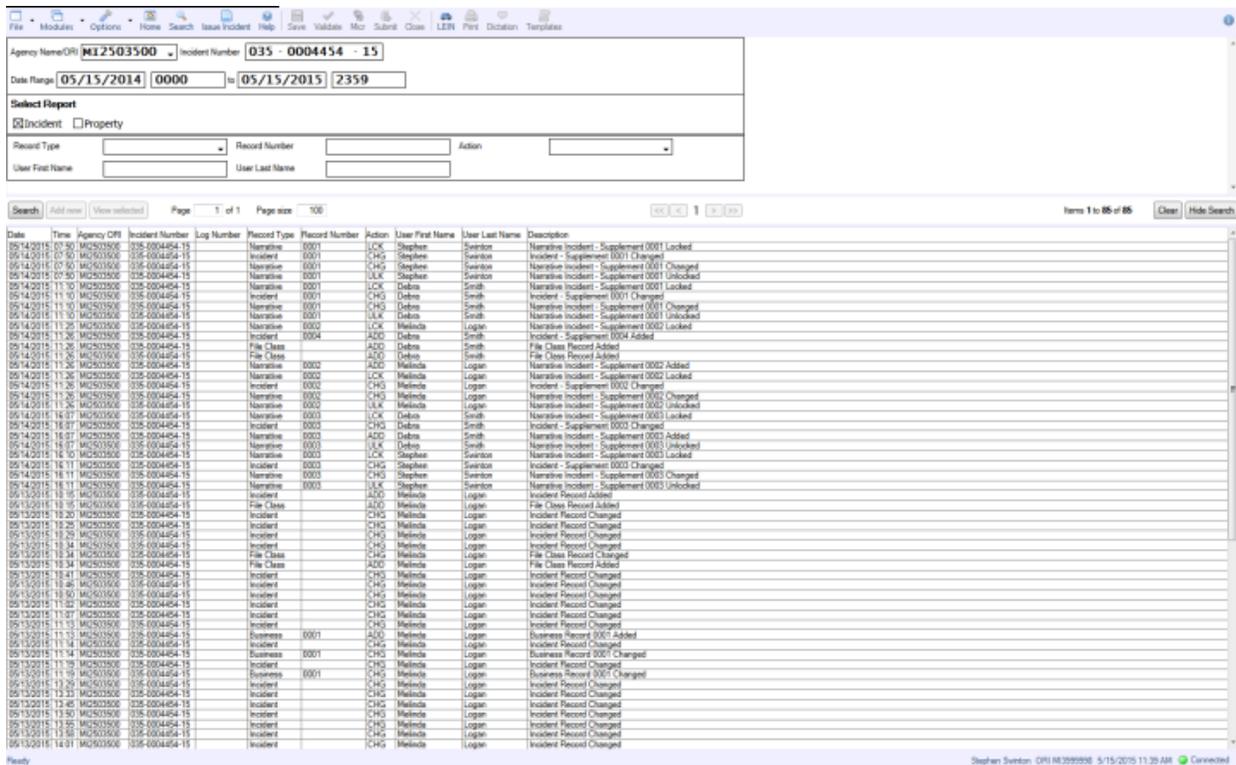
Unlock is only provided to specific users through securities. Most supervisors will have the ability to unlock a report. Unlocking a report may only be completed through the Report Locks screen, but NOT while the user is on the Incident screen. It is imperative that all supervisors know that using this feature will cause the loss of any data that is not saved to the server. This means if the user that owns the lock has any information saved to their computer locally that information or any information they are currently working on it will not be recoverable.

Exercise caution when using this feature.

## 1.9 Incident Log

The Incident Log Screen allows users who have authorization to this screen to see who did what actions within an incident.

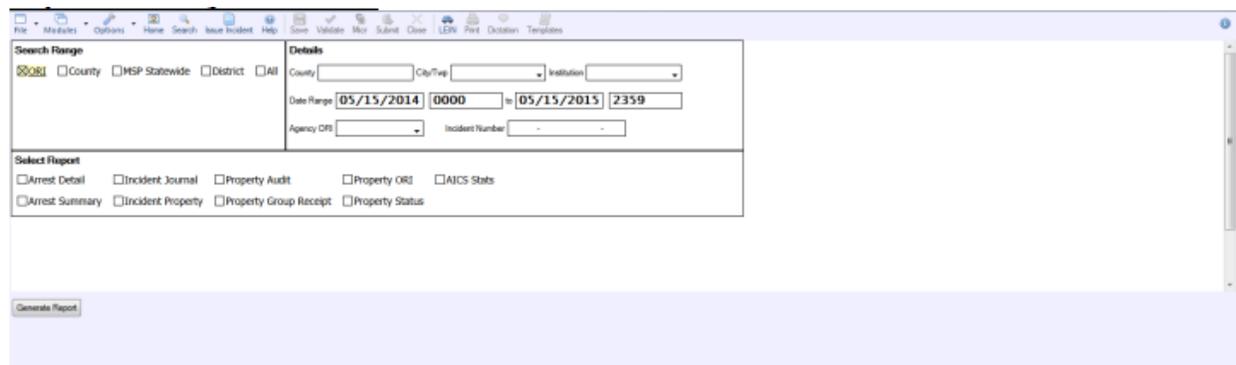
Users must select an Agency Name/ORI from the dropdown, input the incident number, and then select Incident or Property from the Select Report section. Other options to narrow the search results become available based on which report is selected. Click the Search button.



### 1.9 Reports and Analytics

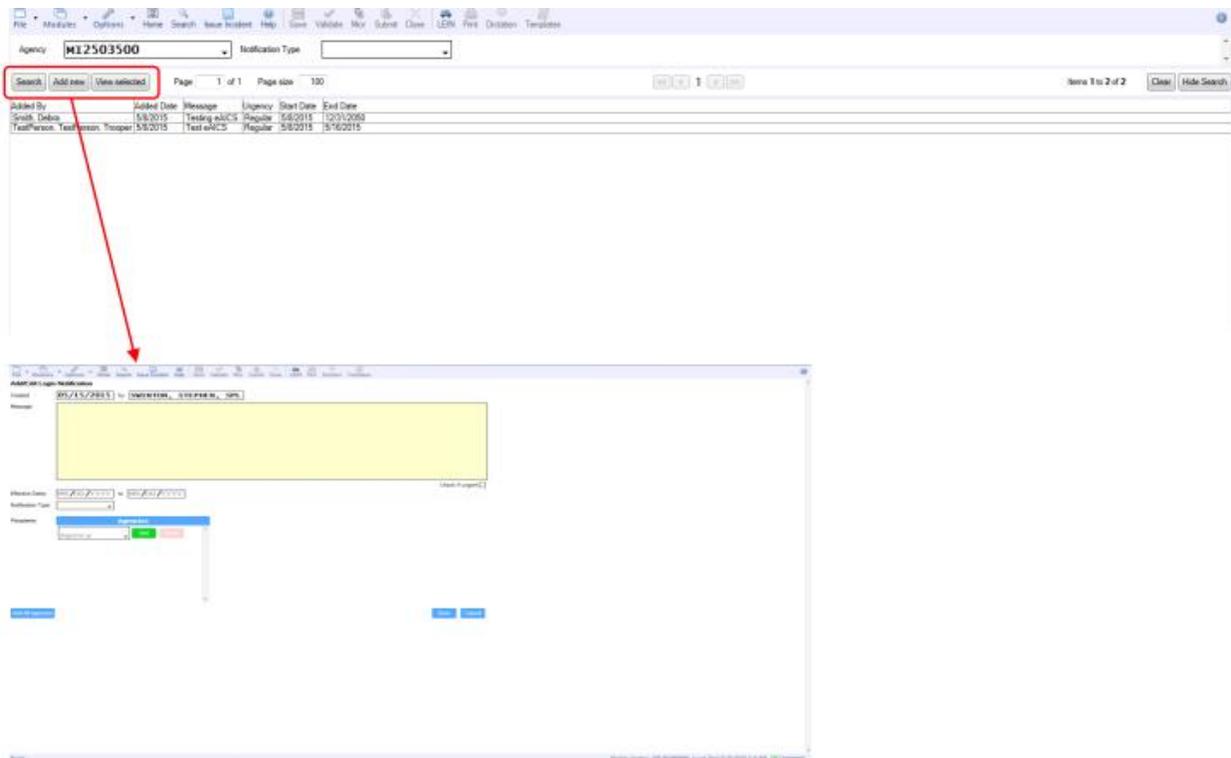
The Reports & Analytics screen allows users with access to this screen to run reports from the eAICS database. Based on which report is selected, additional search criteria is available.

Select a Search Range and any Details you would like. User must also select an option from the Select Report section. Based on which report is selected, additional search options become available.



### 1.10 System Notifications

The System Notifications screen allows users with access to this screen to post messages on the Notification Screen. These messages will be seen by any user with access to the same ORI. Users creating messages from this screen can add other agencies as Recipients of the message, thereby posting it to the Notification screen for users in that ORI.



Select the Agency from the dropdown that the message is coming from and select Agency from the Notification Type dropdown. The Search button should bring up all messages that have been sent from the ORI selected. If a message is highlighted and the View Selected button is clicked, the message can be edited. Once editing is complete, click the Save button. To create a message, click the Add New button and type the Message in the Message Box. Input the Effective Dates (when you want the message to start and end). Next, select Agency from the Notification Type dropdown. If users want to have other ORIs to have the same notification, select the ORI from the Recipients Agency dropdown. If users want multiple ORIs notified, click the Add button and select an additional ORI (continue these steps until all the ORIs have been added). Click the Save button.

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**Review Responsibility:** CJIC; Incident Section, e-Applications Unit

**Accreditation Standards:** CALEA