

INSPECTOR GENERAL

# AUTOMATED CASE TRACKING SYSTEM (ACTS) USER'S MANUAL

Version 5.6

**OPR: SAF/IGQ** 

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## **CHAPTER 1- INTRODUCTION**

#### Purpose

The Automated Case Tracking System (ACTS) is an Air Force Inspector General (IG) tool to capture all IG investigative and administrative activity Air Force-wide. ACTS is the primary data collection tool for IGs at all levels, and was designed to assist IGs in tracking, managing, and analyzing IG data in support of commanders at all levels. Case management and trend analysis are the primary objectives. ACTS became the primary collection tool in Jan 2004. Prior to that time, all case activity was tracked in ACTS II+.

The ACTS Users Manual implements AFI 90-301, *Inspector General Complaints Resolution*, and AFPD 90-3, *Inspector General--The Complaints Resolution Program*, only in relation to data entry in ACTS. It is an illustrated roadmap, organized into 11 chapters, to help you become familiar with ACTS features and common tasks. It provides specific instructions for the use of ACTS. The appendix contains a glossary of terms commonly used in ACTS. This manual is intended to supplement the online ACTS help menu.

#### **Summary of Revisions**

#### The Manual.

This manual replaces the SAF/IGQ ACTS User's Guide, 2 Sep 2009.

## ACTS.

ACTS stores all case data on a centralized database server. The server is accessible by authorized users, with a valid users account, through the Internet from any .mil domain. The key benefit to this approach is ease of maintenance and accessibility of stored data. Defects and problems are corrected centrally without requiring updates or checks of each client computer. The system may be unavailable during times of preventive maintenance or central server failures.

ACTS provides an intuitive, tab-oriented interface, coupled with efficient navigation. It allows IGs to proactively manage cases by "watching" for adverse conditions in the business process and "alerting" the action officer. These alerts allow AOs to focus on managing cases and urgent issues.

#### **Proposed Changes**

ACTS Application Administrators will consolidate, evaluate, and forward recommendations for changes to the ACTS application or this manual from lower level IGs to SAF/IGQ with the command unit (CU) endorsement. A standardized input form is attached to this manual. Chapter 3, Accessing ACTS, provides additional information about ACTS users and their roles.

## **Problem Resolution**

## Troubleshooting.

As with any information system, problems do occur. A **software** defect occurs when the software is functioning, but does not work as specified. For example, if the system should validate a date on or before today, but you enter today's date and it gives you an error. A **network** or server outage occurs when you cannot "get" to the application. For these types of problems, contact SAF/IGQ through your next level administrator. See Attachment 1 for helpful trouble shooting tips.

## Online Help.

ACTS offers online help which is organized by topic (figure 1-1). Generally, ACTS topics are selected on a page-by-page basis (e.g., a topic for Searching, a topic for the Home page, etc). If you browse from topic to topic, the "Back" button in the upper right-hand corner of the help page will return to the help topic previously viewed. If no other help topics have been viewed or you were viewing the first help topic for this session, this button will be disabled. Clicking the "Help" button in the upper right-hand corner of any page will open the ACTS online help to the topic associated with that page. The "Index" tab contains a listing of every help topic and the sections associated with each topic. Refer to Chapter 4, Opening Menu, for additional information about the Online Help feature.



Figure 1-1. Online Help Menu.

#### Users Manual.

The ACTS Users Manual provides detailed step-by-step instructions for most processes associated with ACTS. The Users Manual is accessed through a link to the document on the AF Portal. If you don't have access to the AF Portal, contact SAF/IGQ. A hyperlinked Table of Contents allows users to navigate through the manual electronically.

## **Conflicting Guidance.**

If information contained in this manual or the online help does not provide satisfactory reference, or a conflict exists with AFI 90-301 guidance, contact your next-higher level ACTS administrator.

## CHAPTER 2 – SETUP AND UTILITIES System Requirements

#### Hardware.

Minimum hardware requirements to operate ACTS are:

- Pentium processor
- 128 megabytes of RAM

VGA or higher resolution video adapter (SVGA 256 color recommended); 1024 by 768

- resolution
- Mouse or compatible pointing device

#### Software.

- Users must have a dot mil (.mil) address and log in from a dot mil site
- Secure Sockets Layer (SSL) with 128-bit encryption
- Microsoft (MS) Internet Explorer (IE) 5.5 or higher with 128-bit encryption cipher strength. JavaScript must be enabled.
- Microsoft (MS) Excel is required to view exported data files

To check your current version:

Step	Action	
Step 1	Open MS IE	
Step 2	Click on Help	
Step 3	Click on About Internet Explorer	
Step 4	• The information in the display will provide the version and the cipher strength	

## System Settings.

Some versions of MS IE are automatically set to open web sites in existing panes. In other words, if you have ACTS open (even minimized) and launch another web shortcut (i.e., your local web site), the second site would open in the existing (ACTS) window, closing the ACTS session, and causing you to lose any unsaved information. To preclude this, you may change one of the MS IE options, so that if you launch a second Internet web site, it will open separately, not in the existing window.

Step	Action	
Step 1	Open MS IE	
Step 2	Click on "Tools" in the menu bar	
Step 3	Select Internet Options	
Step 4	Select the Advanced tab	
Step 5	Under "Browsing" uncheck "Reuse windows for launching shortcuts"	
Step 6	Click on "Apply"	
Step 7	Click on "OK"	

## ACTS Setup

## Add to Favorites.

Step	Action
Step 1	Open your web browser
Step 2	• Enter the ACTS URL address (https://acts.hq.af.mil) in the web browser
Step 3	• When the page opens, ensure the your "Favorites" window is shown at the left of
	the screen (Clicking on the Favorites button in the toolbar menu toggles the view
	on and off)
Step 4	Click on Add
<u></u>	

Colorer provide Login to ACTS - Microsoft Internet Explorer provide	d by USAF		
CO V Atto://petdev.hq.af.mil/af/misc/afpca/ga,	/acts_demo/Presentation/Login/Login.cfm	🔽 🔒 🍫 🗙 Google	<b>₽</b> •
File Edit View Favorites Tools Help			
😪 🛠 🔡 🗸 🍋 Automated Case Tracking Sy 🧔	Login to ACTS	Å • R - A •	🎲 Page 🔹 🎯 Tools 🔹 🎽
		Hap	
🙀 Favorites 🔊 Feeds 🐵 History 🔹 💽 💽	5		-
Favorites			
🛅 U.S. Air Force Links			
V Air Force Portal			
G Uncle Sam Google	CTS		
🛅 Links			
🛅 Microsoft Websites			
🔁 FAM	CAC Login		
Com Models			
C Publications	Login with your CAC Card Login with CAC		
🛅 Radar	First time logging in with CAC?		
🛅 Satellite			
🛅 Surface			
Acronym and abbreviation dictionary Find ou	OR		
AF Services - Pentagon			
K AFMedicalService Knowledge Exchange			
SAFPC - Air Force Personnel Center	LOGIN		
AFPCA - Submit a Trouble Ticket	LOGIN		
W Air Force Link	Email:		
Current News Service E-bird			
B Defense Travel System - Welcome to DTS	Password:		
DoD Employee Interactive Data System (DEI			
🖉 DoD Shuttle Bus Schedules	Login Forgot Password		
EITDR Portal			
👩 eMTS 4.0 - Electronic Management Tracking			
GDS Query Screen SUPER GLOBAL	If you are experiencing difficulties logging in,		
HAF DASH 1 Your Ultimate Guide to Headqu	contact any ACTS administrator within your IG chain.		
Havcock Elementary School		SAF/IG Contact: Vincent DeBono	
		DSN: 425-1550	

Figure 2-1. Favorites.

Step	Action
Step 5	• Type in the "Name" under which you wish to recall ACTS
Step 6	• Select the "Folder" in which you wish to add the shortcut (if any)
Step 7	• DO NOT check the "Make available offline" box. ACTS is a real-time server
	application and will not be available offline
Step 8	Click "OK"



#### Create Desktop Shortcut Icon.

Step	Action
Step 1	• After you have added the ACTS URL to "Favorites", right-click with the mouse pointer on the ACTS "Favorite" you created in steps 1-8 above
Step 2	Click on "Copy"
Step 3	Minimize all open applications
Step 4	• Right-click with the mouse pointer on your desktop; then click on "Paste"
Step 5	Validate the shortcut by clicking on it to ensure it opens ACTS

#### Systematic Data Backup.

All application files and data will be backed up according to the HAF Service Level Agreement. The system may not be accessible during the backup. Should you notice that recent changes you made are missing, please advise your application administrator to determine if a problem exists.

## CHAPTER 3 – ACCESSING ACTS

#### Since ACTS is web-based, you may access the application as you would any other web site. Security

The ACTS application uses Secure Sockets Layer (SSL) to encrypt communications between the web browser and the server. SSL is recognized throughout the computer industry as one of the most secure transmission mechanisms available. When connecting to ACTS, ensure that the padlock icon (a) is displayed in the lower right-hand corner of the web browser. The presence of this icon indicates that ACTS has a secure connection. Additionally, each user has a distinct, password-protected user account in ACTS, and ACTS was designed with hierarchal process-based security. Users will be able to view/edit only records created at their user-level and below. ACTS is fully compliant with all Air Force security regulations; however, each user is responsible for safeguarding against unauthorized computer access IAW AFI 33-129, *Web Management and Internet Use*; AFM 33-223, *Identification and Authentication*; AFI 33-200, *Information Assurance (IA) Management*; CSC-STD-002-85, *DoD Password Management Guideline*; and FIPS 197, *Advanced Encryption Standard*. When data entries are completed, cases should be submitted and users should logoff.

#### Availability

Occasionally downtime for system maintenance will be necessary. Advisements of anticipated downtime will be posted to the "Daily Message" section in the body of the Home Page. If the frequency/duration of downtime or hours of availability impact your mission, please advise your SAF or Command Unit (CU) Administrator.

#### Who Can Access.

ACTS fully supports multiple user access and will be available via the Internet to all Air Force IG Complaints Resolution staff members and trained state National Guard Joint Force Headquarters IGs, subject to an application administrator enabling the account and successful password-protected login. Users must also access ACTS from a .mil domain.

#### **User Profiles and Responsibilities.**

ACTS users will be assigned responsibilities based on their role and level of assignment (i.e., CU, NAF, installation). CUs may assign application administrators at each NAF or installation level. It is up to each CU to decide how administrative privileges will be disseminated throughout their subordinate units.

User Level	Privileges and Responsibilities
SAF Inspector	Normal user of the ACTS system (Action Officers)
General	• Ensure compliance with password and AF security protocols
	Report problems/recommendations to SAF administrator
	• Create cases
	Edit/view all cases in ACTS
SAF Application	Point of contact for difficulties experienced by SAF level users
Administrator	• Manage SAF/IGQ (and below) user accounts
	• Manage system content (home page advisements)
	• Create cases
	• Edit all cases in <b>non-validation</b> mode
	Edit/view all cases in ACTS
	<ul> <li>Run the Record Retention Worksheet (purge cases)</li> </ul>
Command Unit	Normal user of the ACTS system (Action Officers)
Inspector General	• Ensure compliance with password and AF security protocols
inspector contract	<ul> <li>Report problems/recommendations to CU application administrator</li> </ul>
	Create cases
	<ul> <li>Edit/view all cases assigned to user's CU IG office</li> </ul>
Command Unit	<ul> <li>Point of contact for difficulties experienced by CU, NAF or installation level</li> </ul>
Application	users
Administrator	<ul> <li>Consolidate, evaluate, and report problems/recommendations to SAF</li> </ul>
Tummotutor	application administrator
	<ul> <li>Manage CU, NAF and installation user accounts</li> </ul>
	• Edit CU, NAF and installation case file data in <b>non-validation</b> mode
	Create cases
	• Edit/view all cases assigned to user's CU IG office and below
	• Run the Record Retention Worksheet (purge cases)
NAF Inspector	• Normal user of the ACTS system (Action Officers)
General	• Ensure compliance with password and AF security protocols
	Report problems/recommendations to NAF application administrator
	• Create cases
	• Edit/view all cases assigned to user's NAF IG office and below
NAF Application	• Point of contact for difficulties experienced by NAF or installation level
Administrator	users
	• Consolidate, evaluate, and report problems/recommendations to CU
	administrator
	Manage NAF and installation user accounts
	• Create cases
	• Edit/view all cases assigned to user's NAF IG office and below
	• Run the Record Retention Worksheet (purge cases)
Installation	Normal user of the ACTS system (Action Officers)
Inspector General	• Ensure compliance with password and AF security protocols
· ·	• Report problems/recommendations to installation application administrator
	Create cases
	• Edit/view all cases assigned to user's IG office

Installation Application Administrator	<ul> <li>Point of contact for difficulties experienced by installation level users</li> <li>Consolidate, evaluate, and report problems/recommendations to NAF or CU administrator</li> <li>Manage installation user accounts</li> </ul>
	<ul> <li>Manage instantion user accounts</li> <li>Create cases</li> <li>Edit/view all cases assigned to user's IG office</li> <li>Run the Record Retention Worksheet (purge cases)</li> </ul>

#### Login.

ACTS is a multi-user system that requires each user to login to the system using a Common Access Card (CAC) and a unique username and password. Upon opening ACTS, the Login Screen will appear (figure 3-1). All the ACTS screens display the standard Air Force security warning in the lower left-hand corner, and your application administrator contact information in the lower right-hand corner.

NOTE: Depending on web browser settings, when initially typing into the Email or Password input box, users may be prompted to indicate whether they would like the browser to activate "Auto Completion." Unless you are comfortable using this feature, select "No", in order to minimize confusion.

United States Air Force	Transfer of	Help
Login to ACTS		
	Login in with your CAC Card Login with CAC First time logging in with CAC?	
	OR	
Email Passv		
	If you are experiencing difficulties logging in, ontact any ACTS administrator within your IG chain.	
This site is intended for the use of the Air Force or reproduce or distribute the content of this site to audience without coordination with the informatio your unit public affairs office.	a wider	SAF/IG Contact: Matt Williams DSN: 425-1550 Comm: (703)588-1550 Email: <u>matthewr.williams@pentagon.af.mil</u>

Figure 3-1. Login Screen.

Field	Action
Email	Enter your full e-mail address in the Email block
Password	<ul> <li>First-time login: Enter the password assigned by your ACTS administrator (one-time-only use). As soon as you have successfully logged in, you will immediately be prompted to change your password. Refer to online help or Chapter 10, Admin, for additional information about changing your password. You will not be able to log in again, unless you successfully change your password</li> <li>Subsequent login: Enter the password you created IAW Chapter 10. You will be prompted to change your password every 90 days. Passwords must comply with AF password protocol. Refer to online help or Chapter 10, Admin, for additional information about changing your password protocol. Refer to online help or Chapter 10, Admin, for additional information about changing your password</li> </ul>
Login with CAC	• Click the "Login with CAC" icon to login directly with your CAC. If it is your first time, click "First time logging in with CAC?" That will take
Associate CAC	you to the "First time to ACTS?" screen. Follow the procedures below for a first-time login and click on "Associate CAC". From then on you can use CAC login with using your email and password.
Login	Click on "Login" to access the system

## Forgot Password.

If you have forgotten your password, click on the "Forgot Password" link.

Field	Action
Forgot Password	Click on "Forgot Password"
Email	• Enter your user ID (full e-mail address) in the Email block (figure 3-2)
Submit Cancel	<ul> <li>Click on the "Submit" button to allow the system to verify your User ID. A new Password will be e-mailed to you</li> <li>Or click on "Cancel" to return to the Login Screen without obtaining a new password</li> </ul>
	• Using the password provided to you by email, follow the instructions above for first-time login

United States		нер
	FORGOT PASSWORD Email: Submit Cancel * A new password will be emailed to you! If you are experiencing difficulties logging in, contact any ACTS administrator within your IG chain.	SAF/IG Contact: Matt Williams
This site is intended for the use of reproduce or distribute the content audience without coordination with your unit public affairs office.	of this site to a wider	SAF/IG Contact: Matt Williams DSN: 425-1550 Comm: (703)588-1550 Email: <u>matthewr.williams@pentagon.af.mil</u>

Figure 3-2. Forgot Password Screen.

#### Access denied.

As with standard AF login protocol, you may be unable to access ACTS after

- Three successive failed login attempts
- Failure to change your system-administrator-provided password after initial login
- Failure to change your password when prompted (every 90 days)
- Failure to access your user account in 90 consecutive calendar days
- SAF or CU administrator disables your account

If you are unable to resolve access issues using the ACTS on-screen prompts, contact your application administrator.

## Logoff.

Users must ensure they logoff the system rather than simply closing the browser at the end of each session. ACTS executes various clean-up activities when the user logs out of the system that keep the system running efficiently. Additionally, failing to log out of the system can create a security problem as your application session will remain open for up to 2 hours allowing any user to sit down at your computer and use ACTS, even if you close your browser.

To exit ACTS, click on the "Logoff" button in the heading of the Home Page (figure 3-3), or any ACTS screen. The Login Screen will appear (figure 3-1), and you may close your web browser using accepted web protocol. Logoff ACTS whenever you leave your workstation, to preclude compromise of protected or Privacy Act info or loss of data.



Figure 3-3. Logoff.

#### Timeout.

Your ACTS session will expire after 2 hours, unless there is communication with the ACTS server (i.e. apply, submit, etc.). Users will be notified their session has expired (figure 3-4) and prompted to Login again. Unsaved changes made prior to session expiration will be lost. Please Logoff ACTS as soon as possible to avoid losing unsaved changes.

Air Force	CODON!	
	ERROR! Your Session Has Expired - Please Login Aga	in
Login	to ACTS	
	CAC Login	
	Login with your CAC Card Login with CAC	
	First time logging in with CAC?	
	OR	
	LOGIN	
	Email:	
	Password:	
	Login Forgot Password	
	If you are experiencing difficulties logging in, contact any ACTS administrator within your IG chain.	
This site is intended for the u reproduce or distribute the co	use of the Air Force only. Do not ontent of this site to a wider	SAF/IG Contact: Matt Williams DSN: 425-1550
	n with the information owner and	Comm: (703)588-1550

Figure 3-4. Error—Session Expired Screen.

#### Concurrent access.

Because all Air Force IG (complaints) staff members will share ACTS, the potential for concurrent access to a single record exists. Built-in security measures provide notification that another user is editing the case. To avoid potential loss of information, submit any case changes and logoff whenever you leave your workstation or are temporarily interrupted. Refer to Chapter 6, Search, for additional information about edit sessions.

## CHAPTER 4 – Opening Menu (Home Page)

#### Introduction

The home page greets every user after they successfully login to the system. The Home Page serves as the "hub" of ACTS, providing a quick view of critical business conditions and communicating important IG community information. Each section of the page has a different function and each is described in more detail below.



Figure 4-1. Home Page.

#### Header.

Except for the Login page, the Header and Menu bars appear on each ACTS screen and are visible at all times during your ACTS session. The Header identifies ACTS ownership and version; and provides process navigation and action links. Following are the components of the Home Page Header.

Section	Description
SAF/IGQ Info	• Identifies SAF/IGQ as the owner of the application
ACTS Version	Identifies the current Generation and Version of ACTS

Logoff Logoff   Home   Help   User Manual	<ul> <li>In the upper right-hand corner of the header, click on the "Logoff" button to logoff ACTS when you wish to end your session or when you will not make entries for the next 2 hours (to avoid timeout and possible loss of unsaved data)</li> <li>Your session will end and the Login screen will appear when you click on this button</li> <li>In the upper right-hand corner of the header, click on the</li> </ul>
Logoff I Home I Help I User Manual	<ul> <li>"Home" button at any time during your session to access the Home Page</li> </ul>
Help Logoff   Home   Help   User Manual	<ul> <li>In the upper right-hand corner of the header, click on the "Help" button at any time during your active session to access the ACTS online help</li> <li>The online help opens as an overlay to ACTS</li> <li>The online help provides information about the active page at the time you click on the "Help" button. You may click on the "Index" tab of the Online help to search "by section" or "by topic", indexed alphabetically by subject</li> <li>To return to the previous Online help screen, click on one of the "Go Back" buttons at the top and bottom of each page of the Online help</li> <li>To exit the Online help, click on one of the "Close" buttons at the top and bottom of each page of the Online help</li> </ul>
Users Manual Logoff   Home   Help   User Manual	• In the upper right-hand corner of the header, click on "Users Manual" button at any time during your active session to access the ACTS Users Manual
Search Search: FRNO Global Search   Advanced Searches   Search Heip	<ul> <li>Provides access to frequently used searches.</li> <li><u>Quick Search</u> Perform quick searches by selecting a case field from the dropdown list and entering a string on which to find a match. Click "Go" to execute the search. The search will return results that find the matching string in the chosen case field. The value defaults to results <i>containing</i> the search string</li> <li><u>Search Results</u>. Provides access to <i>most recent</i> search result. Only visible when you have conducted a search during the current session</li> <li><u>Advanced Searches</u>. Provides access to advanced search features; opens the "Advanced Searches" screen. Refer to Chapter 6 or "Search Help" for assistance in executing advanced searches</li> <li><u>Search Help</u>. Online help for performing searches</li> <li>Refer to Chapter 6, Search, or "Search Help" for additional information about finding existing records</li> </ul>

Menu bars.

Each page on the ACTS system includes a menu bar in the header and a similar menu bar displayed in text format at the bottom of each screen (just above the footer). Scrolling over each menu item in the header will display a dropdown of options to select that provide access to all ACTS system functions. The "Actions" menu option is visible only when actively entering or editing case data. Menu bar options will be covered more thoroughly in the chapters indicated below.

Menu Bar Option	Description
Cases (Chapter 5)	<ul> <li>Provides access to basic case management functions to create and search for cases. Click on "Cases" to create a new or search for an existing case</li> <li>Refer to Chapter 5, Cases, or the Online help for additional information about creating and editing cases; or Chapter 6, Search, for information about locating existing case records</li> </ul>
Actions (Chapter 7) (Viewable only during edit Session)	<ul> <li>Viewable only when a case is being created or edited. Options vary depending on business processes</li> <li>Select this option to initiate an action concerning a case (investigate, refer, transfer, notify, dismiss, discard, assist, complete or close)</li> <li>Refer to Chapter 7, Actions, or the Online help for additional information about case Actions</li> </ul>
Reports (Chapter 8)	<ul> <li>Provides access to case reports.</li> <li>Click on "Suspense Reports" to display a list of suspenses by AO or office</li> <li>Click on "Open Edit Sessions Report" to get a report of users with open edit sessions</li> <li>Click on "Cases Not Purged Report" to get a report of cases which have exceeded their retention date but have not been purged</li> <li>Click on "Advanced Reports" to choose between 11 pre-formatted reports, displaying information for the time period and office as specified in the criteria fields</li> <li>Click on "Saved Custom Reports" to display a list of saved customized reports as well as Predefined Reports created by SAF/IGQ</li> <li>Click on "Custom Reports" to access the Custom Reports tool. See Chapter 8 for more details</li> <li>Click on "Record Retention Worksheet" to display a Record Retention Worksheet that contains a listing of the records eligible to be purged</li> <li>Click on "SOUIF Query" to submit a file list of names for a report to support the SOUIF process</li> <li>Refer to Chapter 8, Reports, or the Online help for additional information about Reports</li> </ul>

My Alerts &	Provides access to individual "My Alerts & Suspense" or the "Group
Suspenses (Chapter 9)	Inbox"
	• Displays a notice indicating a critical event has occurred in the lifecycle
	of a case. It also displays a notice indicating past due suspenses and upcoming suspenses. Click on "View My Alerts & Suspense" to view
	all alerts and suspenses
	• Refer to Chapter 9, Alerts, or the Online help for additional information
	about alerts
Admin (Chapter 10)	• Provides users and administrators access to administrative processes in
	support of ACTS, including changing or resetting user passwords; and
	adding, disabling, or modifying ACTS users accounts. Click on
	"Admin" to change your password (or to manage user accounts and
	content, if you are authorized to do so)
	• Refer to Chapter 10, Admin, or the Online help for additional information
	about administrative functions associated with ACTS

## Body.

The Home Page Body includes system notices and the top five alerts.

Daily Message	• The Daily Message box (located in the left-hand corner, just below the drop-down menu) annotates your last successful login to the system and contains messages from the system administrator with important information about the operation of ACTS or case management practices
Greeting	• Under the Daily Message box is a space for information about the current version of ACTS or other "static" information about the operation of the system
Priority Alerts & Suspenses	<ul> <li>The Priority Alerts &amp; Suspenses box (located in the right-hand corner, just below the drop-down menu) shows a list of the number of "My Alerts", "My Past Due Suspenses", "My Upcoming Suspenses", and "My Suspenses". An alert is an alarm indicating a critical event has occurred in the lifecycle of a case. For example, if a case has not been completed in 90 days, an alert will appear for that case</li> <li>Use the "View All My Alerts &amp; Suspenses" button or the</li> </ul>
View All My Alerts&Suspenses	<ul> <li>"More" link to see all of your alerts</li> <li>Refer to online help, or Chapter 9, Alerts &amp; Suspenses, for additional information about alerts</li> </ul>

## Footer.

Menu Bar	• The options available in the menu bar (above) are repeated in the
	footer of the home page

Advisories	• Security, Privacy Act, and Website compliance notices; consent to monitoring notice; and IG protected document statement
Application Administrator Contact Info	• Name, telephone, and email address for the next higher-level ACTS System Administrator (e.g., next level for CU would be SAF administrator). Click on the e-mail address to launch Outlook for immediate email connectivity to the administrator

## **CHAPTER 5 – CASE DATA**

#### Introduction

ACTS case data is organized into a set of six tabs: (a) Main, (b) Suspenses/Dates, (c) Complainant, (d) Subjects & Allegations, (e) Case Notes, and (f) Attachments. Each tab contains a logical group of case information. This chapter provides instructions for adding, and/or updating records in ACTS.

#### **General Information**

## File Reference Number (FRNO).

Each case entered into ACTS will bear a unique FRNO (figure 5-1) that will follow the case from cradle to grave. ACTS will automatically generate an FRNO for a new case.

FRNOs will be assigned in the following format:

Calendar Year	Dash	Sequence Number
2007	-	00040

```
Figure 5-1. File Reference Number (FRNO).
```

## Dropdown Menus.

Throughout the Case Data Forms, there are numerous dropdown menus/lists indicated by a downward pointing arrow to the right of a blank data field ( -- select -- ). For those dropdown menus with lengthy lists, scroll down using the sliding scroll bar or a wheel mouse to quickly move to that alphabetical or numerical section of the dropdown menu.

After clicking in the block with the dropdown menu, you may type the first letter of the first word of your selection and the list will automatically scroll to the first choice on that list which starts with that letter. For instance, under "Status" typing an "N" will automatically select "Navy (Active Duty)", the first selection beginning with an "N." Clicking on the selection with the mouse-pointer will populate the field, or you may scroll down to the next selection, "Navy (Reserve)", and select it.

## Check Boxes.

Check boxes are used throughout ACTS to select certain values. They are used on the "Main" tab for "Originating Source", "Functional Area" and "Special Interest Items." Some items in the "Special Interest Items" section are system selected, so you cannot change them. These boxes are checked when you make various other selection on other tabs, such as originating source, subject grade, or allegation. They are also used on the "Attachment" tab to select attachments to open or print.

## Text Boxes.

Text boxes are limited to a maximum of 4000 characters; however, it is not advisable to enter or paste large amounts of information (like the entire contents of complaints, letters or emails) into the text boxes. Rather it is more appropriate to summarize the content of the correspondence. For instance, rather than paste a complainant acknowledgement or update memo into the text box, an appropriate entry might be "Acknowledged complaint", or "Sent interim reply to complainant advising that the investigation was completed and undergoing higher level reviews." The author and date of the entry are automatically annotated if entered in "Case Notes."

Note: If you choose to cut-and-paste information into ACTS data fields, do so from a "Text Editor", i.e., NotePad, WordPad, HTML. DO NOT use the XML Control Characters ampersand ( & ) and less than ( < ) in any field. These characters entered in any field in the ACTS database may cause errors when submitting the case for validation. This often happens when cut-and-pasting, from MS Word, with text that includes quotation marks (" or ') or when entering the characters ampersand ( & ) or less than ( < ).

## Date Fields.

Date fields may be entered in any of the following formats: (D = Day, M = Month, and Y = Year)

- DD MMM YYYY (alpha and numeric) 25 Jun 2007
  DD MMM YY (alpha and numeric) 25 Jun 07
  MM-DD-YY (numeric) 06-25-07
- Or using the pop-up calendar provided adjacent to the field  $(\square^2)$

Regardless of how they are entered, date fields will be reflected in ACTS in the following format: DD MMM YYYY (alpha and numeric).

## Apply vs Submit.

ACTS allows users to save work as they create or modify a case. These changes are stored in a temporary location that is only visible to that user. ACTS saves data to its temporary location at the following times:

- Whenever a tab is changed (e.g., switching from the "Main" tab to the "Complainant" tab)
- Whenever the user clicks on the "Apply" button ( Apply)
- Whenever the user clicks on the "Save" button ( Save )
- Switching between "Subject" and "Allegation" sub-tabs (<u>Subject</u> <u>Allegation</u>), clicking on "Add New Subject" (<u>Add New Subject</u>), "Add New Allegation" (<u>Add An Allegation</u>), "Edit Subject" (<u>Edit Subject</u>), "Edit Allegation" (<u>Edit Allegation</u>), and "Return to Subject List" (<u>Return to Subjects List</u>).
- Whenever the "Remove" ( **Remove**) button is clicked on the "Case Notes" tab
- Whenever the "Back" ( << Back ) button is clicked on an attachment "Details" on the "Attachment" tab

This functionality allows users to resume case edit sessions and prevents data loss in the event of network or computer failure. For example, if your computer crashes, you will be able to resume your edit session with a minimal data loss. But until the user *submits* a case (or submits changes to a previously-submitted case), the data will not be reflected throughout the system, and will not be responsive to a search by any user, including the originator. Consequently, case data may be *submitted* numerous times throughout the life cycle of a case.

## Mandatory Fields.

To ensure consistent and reliable data is entered into ACTS, some fields are mandatory. Case data fields that MUST be filled in are identified with red text and marked with an asterisk (\*).

## Error Fields.

When a case is *submitted*, ACTS validates the case entry process by applying business rules derived from AFI 90-301, allowing only consistent and correct data to be entered into the system. If the case fails one or more of these validation rules, then the system will display a message noting problems in the data entry and mark the errant field(s) with an exclamation point and a red/pink background (figure 5-3). In most cases a user can correct the error by entering or correcting the data as directed on the screen. For your convenience, error messages can be hidden or shown anytime using the collapsible error message box above the tabs.





Cases: Create | Search | Bulk Search --- My Alerts & Suspenses: <u>View</u> Reports: <u>SOUIF</u> | <u>Suspense Report</u> | <u>Reports</u> | <u>Record Retention Worksheet</u> | <u>ACTS User Directory</u> Admin: <u>Change Password</u> | <u>Add User</u> | <u>Disable User</u> | <u>Modify User</u> | <u>Reset Password</u> | <u>Manage Content</u>

Figure 5-2. Error Message and Fields.

Some error fields may not be immediately visible after an unsuccessful submit action, generally because they are on a different tab than the "Main" tab. In those instances, there is a link to the appropriate tab above the error message. Clicking the link will take you to the tab with the errors, which will be highlighted in red.. For instance, to add a Transfer Note, click on the Edit button in the Case Notify/Transfer History on the Main tab.

## **Case Edit Sessions.**

When a user is editing a case, the data is "locked" while it is being edited. Other users can view the case (if it was previously submitted), but will only see the data that existed prior to initiation of the edit session, and will be able to edit it only by overriding the current edit session. You may save an edit session and resume it at a later time, and ACTS will inform you about open edit sessions through My Alerts & Suspenses (on the Home Page and/or on the My Alerts and Suspenses page accessed through the dropdown menu). The record will remain locked until the edit session is completed and submitted. There is no time limit on the amount of time an edit session can remain open, however, it is highly recommended that you submit a case soon, if not immediately, after an edit has taken place.

ACTS will not allow two users to simultaneously edit the same case. If you attempt to edit a case that is being edited by another user, the system will display a notification (figure 6-4) asking what you would like to do. If you elect to view the case, you will see the most recently *submitted* version of the case. You will not see the user's edit until it has been "submitted." If you elect to override the edit session, you will take over their session and any changes the user made prior to your assuming the session will be carried over into your session. You will get the most recent version of the case with the in-progress edits of the session you overrode. If you attempt to edit a case that you already have open in an edit session, the system will prompt you to either continue with the previous edit session or begin a new edit session with the most recently submitted version of the case. Chapter 6, Search, contains additional information about cases currently being edited.

TIP: Do not "override" another user's session without coordinating with them. This option was designed for emergency use only (e.g., an AO unexpectedly out of the office for an extended period of time with an open edit session)

#### **Browser Buttons.**

As with any web-based action, using the "Stop" or "Back" button may cause screen display errors or access delays. If you encounter an error, close the error screen and return to the home page if possible. Closing the ACTS session may result in the loss of unsaved data.

#### Create a Case Record

IGs will immediately create an entry in ACTS for all contacts

Step	Action
Step 1	• Select the "Cases" tab in the Menu Bar, then click on "Create" in the dropdown list (figure 5-4)
	<ul> <li>Or, click on "Create" in the Menu Bar at the bottom of the Home Page</li> <li>The "Before Creating a Case" screen will open (figure 5-5)</li> </ul>



Cases: <u>Create</u> | <u>Search</u> | <u>Bulk Search</u> --- **My Alerts & Suspenses**: <u>View</u> **Reports:** <u>SOUIF</u> | <u>Suspense Report</u> | <u>Reports</u> | <u>Record Retention Worksheet</u> | <u>ACTS User Directory</u> **Admin:** <u>Change Password</u> | <u>Add User</u> | <u>Disable User</u> | <u>Modify User</u> | <u>Reset Password</u> | <u>Manage Content</u>

Figure 5-3. Create.

## Before Creating a Case.

ACTS allows users to search existing cases by complainant. Before entering a new case, IGs should determine whether the complainant has already filed the same case within the IG system. Following is an explanation of the screen options and procedures.

Cases	Reports	View	Admin	Reset to New
				Create a Case
				Does this case already exist in the ACTS System?
			Before yo	u create a Case, please search through the system to see if a Case already exists.
				Do you need assistance with your complaints? Click here for help: Help 🕢
		Q	Search	for Existing Case
		Nam	e:	(Last Name, First (e.g. Doe, John)
		Sour	ce Ref Num	- or Last Name only) :
				Compleinant C Subject C Requestor
				Search Clear Fields
				Create a New Case
				Complaint C FOIA/PA C OUR
				Create a Case

Figure 5-4. Before Creating a Case.

Field	Action
Enter	• If you don't know if the case already exists, you may enter the
Complainant	complainant's, subject's, or requestor's LAST name and/or FIRST name to
Name	"search" for a duplicate. You must enter at least one letter in at least one of
(textboxes)	the name fields to initiate a search. You may also search by SSN.
	• The search results will be displayed at the top of the screen
	- A text message indicating that no records were found matching the case
	(figure 5-6)
	– Or limited information about any matching records (figure 5-7). Contact
	the AO listed in the search results to determine if the case is a duplicate
Create New	• If the case does not already exist in ACTS, click on the "Create New Case"
Case	button
	• The case "Main Tab" screen opens (figure 5-8)
How To	• If you need assistance in answering the question, click on the "Help" button (
	Help 🕢
	The ACTS Online help opens

Cases Repo	orts View	Admin	Reset to New
			Create a Case
			Does this case already exist in the ACTS System?
		Before yo	u create a Case, please search through the system to see if a Case already exists.
			Do you need assistance with your complaints? Click here for help: Help 👔
	Q	Search f	or Existing Case
	Nam	e:	sdkfjao SSN:
			(Last Name, First (e.g. Doe, John) - or Last Name only)
	Sour	ce Ref Num	
			Complainant C Subject C Requestor
			Search Clear Fields
			No cases were found matching this name!
			No cases were round matching uns name:
			Create a New Case
			© Complaint C FOIA/PA C OUR
			Create a Case

Figure 5-5. Query For Duplicate—No Matching records.

Displaying reco <u>FRNO</u> 2004-00946	rds 1 - 1 <u>Complainant</u> MSgt/E-7. Drinker, Ima	Nature of Comp IG only drank half his b allowed the other half to THROWN AWAYBEER.	eer. He	Key Dates Open Date: 06-DEC-04 Closure Date:	Action Officer Mr. SuperUser Last, SuperUser First (SAF)	<u>Vie</u>
10 B 3		<u>Nature of Comp</u>	laint	<u>Key Dates</u>	Action Officer	Vie
Displaying reco	rds 1 - 1					
		• Complainant • Subject	→ Requesto	,		
	Source Ref Num:	Complainant C Subject	C second	Search		
		(Last Name, First (e.g. Doe, John) - or Last Name only)				
	Name:	drinker	s	SN:		
	Search for	Existing Case				
			p: 📕 👔			

Figure 5-6. Query For Duplicate—Matching record.

#### Main Tab.

The Main Tab (figure 5-8) is used to enter and/or view general information pertaining to an IG case. The screen collects and displays the following information pertaining to the case: General Info, Resolution Info (if closed), Worked the Case, Timelines, Case Categories, Special Interest Categories, Originating Source, The Case, and Add a Case Note, Record Disposition Information, in addition to auto-generated case identification information at the top and action buttons at the bottom of the form.

#### Entering Data in the Main Tab.

Field	Description
Heading	• Data is automatically generated and not editable (read only)
	• <u>FRNO</u> . File Reference Number is automatically generated and not editable.
	• <u>Number of Days Open</u> . Number of days between TODAY and the "Open Date"
	• <u>Complaint Status</u> . Automatically generated and not editable. Reflects the current status of the case. All cases in ACTS have a status that indicates their progress through the cases resolution process. Refer to Chapter 7, Actions, for more information on case transition states
	• <u>Complainant</u> . Rank/grade, last name, and first name of the complainant, or "Anonymous"
General Info	• <u>Complaint Status</u> . Described above. Field is automatically updated based on case actions assigned by the AO and is not editable
	• <u>Anonymous Complainant</u> (checkbox). Users may click on the checkbox to indicate the complainant is anonymous. The checkbox is also located on the Complainant tab
	• <u>Follow Up Indicator</u> (checkbox). Users may check and uncheck the follow-up box when a case has been completed or a case is closed.
	• <u>Non-IG Indicator</u> (checkbox). Users may check the Non-IG box when the record is associated with a non-IG Congressional or when recording non-IG Colonel, or equivalent, adverse information. This box will not be checked for cases received by the IG and referred to another grievance channel
	Overall Case Finding. Visible only in completed or closed investigations.     Options include NA, not substantiated investigation, and substantiated     investigation

Resolution       • Referral Oganization (diopdown meut): Selected from diopdown list. If the referral agency is not listed, enter "Other" as the referral agency, and annotate the appropriate agency in the text box provided         • Case Resolution is subtered for referral, dismiss, and assist Discarded. Select one of the following options	Resolution	<u>Referral Organization</u> (dropdown menu). Selected from dropdown list. If the
<ul> <li>the appropriate agency in the text box provided</li> <li>Case Resolution (dropdown menu). Visible only after case is closed, the resolution is automatically entered for referral, dismiss, and assist         <ul> <li>Discarded. Select one of the following options</li> <li>Duplicate</li> <li>Entered in error</li> <li>Closed Investigation. Select one of the following options</li> <li>Substantiated investigation</li> <li>Not substantiated investigation</li> <li>Not substantiated investigation</li> <li>Not substantiated investigation</li> <li>Not substantiated investigation</li> <li>Substantiated investigation</li> <li>Not substantiated investigation</li> <li>Nat Processon</li> <li>Command Unit IG. The MAJCOM, DRU, or FOA to which the complaint is assigned. A NAF should only be specified for MAJCOM Command Units. This field can be set manually, but will be restricted to NAFs that are within the current user's organizational hierarchy.</li> <li>Installation IG. The AO assigned to the resolution of the complaint. This field can be set manually, but will be restricted to AOs at Installation IGs that are within the current user's organizational hierarchy.</li> <li>SAF POC. SAF's Point of Contact</li> <li>Installation POC. Installation's Point</li></ul></li></ul>		
<ul> <li>Case Resolution (dropdown menu). Visible only after case is closed, the resolution is automatically entered for referral, dismiss, and assist <u>Discarded</u>. Select one of the following options         <ul> <li>Duplicate</li> <li>Entered in error</li> <li>Closed Investigation.</li> <li>Select one of the following options</li> <li>Substantiated investigation</li> <li>Not substantiated investigation</li> <li>Not substantiated investigation</li> <li>Originating IG Office. This field automatically populates based on the office that created the case</li> </ul> </li> <li>Command Unit IG. The MAJCOM, DRU, or FOA to which the complaint is assigned. This field can be set in NV Edit, but will be restricted to Command Units that are within the current user's organizational hierarchy</li> </ul> <li>NAF/State IG. The NAF to which the complaint is assigned. A NAF should only be specified for MAJCOM Command Units. This field can be set manually, but will be restricted to AOs at Installation IG. The AA Fo outstants</li> <li>Installation IG. The AA Fo outstants</li> <li>Installation IG. The AA sosigned to the resolution of the complaint. This field can be set manually, but will be restricted to AOs at Installation IGs that are within the current user's organizational hierarchy.</li> <li>SAF POC. SAF's Point of Contact</li> <li>Command Unit POC. Command Unit's Point of Contact</li> <li>NAF POC. NAF's Point of Contact</li> <li>NAF POC. NAF's Point of Contact</li> <li>Assigned AO. This field automatically populates based on AO entering the case</li> <li>Closing AO. The Action Officer closing the case. Automatically populated with the current user who is closing the case.</li> <li>Closing AO. The Action Officer closing the case. Automatically populated with the current user who is closing the case.</li> <li>Refer to Chapter 3, Accessing ACTS , or the</li>	IIIIO	
resolution is automatically entered for referral, dismiss, and assist Discarded. Select one of the following options - Duplicate - Entered in error Closed Investigation. Select one of the following options - Substantiated investigation - Not substantiated investigation - Not substantiated investigation Worked the Case • Command Unit IG. The MAJCOM, DRU, or FOA to which the complaint is assigned. This field can be set in NV Edit, but will be restricted to Command Units that are within the current user's organizational hierarchy • <u>NAF/State IG</u> . The NAF to which the complaint is assigned. A NAF should only be specified for MAJCOM Command Units. This field can be set manually, but will be restricted to NAFs that are within the current user's organizational hierarchy constraints • <u>Installation IG</u> . The AO assigned to the resolution of the complaint. This field can be set manually, but will be restricted to AOs at Installation IGs that are within the current user's organizational hierarchy. • <u>SAF POC</u> . SAF's Point of Contact • <u>Command Unit POC</u> , Command Unit's Point of Contact • <u>NAF POC</u> . NAF's Point of Contact • <u>ASsigned AO</u> . This field automatically populates based on AO entering the case • <u>Closing AO</u> . The Action Officer closing the case. Automatically populated with the current user who is closing the case. • <u>Refer to Chapter 3</u> , Accessing ACTS, or the on-line Help menu for additional information • •		
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<u>Special Interest Category.</u> Select one or more special interest category that best		

Originating	• <u>Originating Source</u> – Refers to the source of the case—the person or group
Source	informing the IG about the case
boulee	- There are no restrictions on the number of sources a case can have,
	or the number of times a particular type of case source can appear.
	For example, a complainant might request assistance from two
	congressmen and one senator, which would result in three
	congressional/LLI case sources
	<ul> <li>All case sources except Individual, Third Party, SOUIF, IG, and</li> </ul>
	Commander require a source reference number. A case source
	reference number is the identifier used by the source to track the
	case (e.g., SAF/LLI number, DoD Hotline ID, etc.).
	TIP: Case sources can be added to a case after it has been closed (to track
	submission of the same case to multiple organizations—i.e., "shot
	gunning"). They can be edited. Only three sources will be included in any
	export of the case data
	• <u>Source Reference Number</u> . The number assigned by the originating source, if applicable
	- Congress/LLI, CSAF, DoD Action/Info, OSI, EEO, MEO, Secretary
	of Defense, and White House require a tracking number
	– Enter one Source Reference Number (as required) per originating
	source
	– If a Source Reference Number is required and cannot be found on
	the source documents, enter "Unknown" and make a case note
	explaining the lack of a source reference number.
Functional	• <u>Select one or more organizational functional area that best approximates where</u>
Areas	each allegation occurred
Special	• <u>Select one or more special interest category that best addresses each allegation.</u>
Interest	The system may automatically select some special interest categories depending
Category	on other case information input (e.g. originating source, allegation, etc.)
The	• <u>Where did the case occur</u> (dropdown menu)
Complaint	- <u>Installation</u> (dropdown menu). Select the installation/location from the
	dropdown menu that shows where the event enumerated in the case
	occurred. Select "Other" if the allegation did not occur at a military
	installation/location listed in the dropdown menu
	Other (text box). If "Other" was selected for the "Installation" block this block is
	MANDATORYTIP: The data entered should reflect WHERE the allegation
	occurred, not where the case was filed or where the complainant/subject are
	assigned
	• <u>Nature of Case</u> (text box). Enter a narrative summary of the case allegations from the complement
	from the complainant TIP: Enter a sugginat description of the major allocations the IC will address
	TIP: Enter a succinct description of the major allegations the IG will address. Because this information is used in generating some reports, the amount of text
	Because this information is used in generating some reports, the amount of text is limited to approximately 400 characters. It is also recommended that
	is limited to approximately 400 characters. It is also recommended that redaction criteria are applied regarding names and identifiable information
	redaction criteria are applied regarding names and identifiable information
Add a Case	• Text box captures notes pertaining to case actions. ACTS automatically assigns
------------	--
Note	date, author, and originating office to each case note
	• When comments are entered, click on the Add button to save the case note.
	The case note will no longer appear on the main tab. The case note can be
	viewed by clicking the Case Notes tab
	TIP: Case notes should be sufficiently detailed to provide a chronology of
	administrative actions pertaining to the case, but should not include copies of
	memos. An appropriate case note might include dates sent to and returned from
	JA, summaries of conversations with the complainant about the status of the
	case, or with staff members concerning determination of appropriate case actions

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NAF/State IG Not Specified	Secretary of Defense			
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Command Unit POC Not Specified				
NAF POC Not Specified	* Functional Areas			
Installation POC Not Specified	📋 Civil Engineering		Maintenance	
	Civilian Personnel		Medical	
Assigned AO SuperUser_Last, SuperUser_First Mr	Communications	П	Operations	
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Figure 5-7. "Main" Tab—Create a Case.

### **Suspense/Dates Tab**

The Suspenses/Dates Tab (figure 5-9) is used to enter and/or view information pertaining to any dates or suspenses related to an IG case. ALL dates related to the case can be entered or found on this tab. This screen contains the following information pertaining to the complainant: Complainant, General Info, Work Contact Info, Home Contact Info, and Other Info, in addition to auto-generated case identification information at the top and action buttons at the bottom of the form.

#### Entering Data in the Suspense/Dates Tab.

Field	Description
Heading	• Data is automatically generated and not editable (read only)
	• <u>FRNO</u> . File Reference Number is automatically generated and not editable.
	<ul> <li><u>Number of Days Open</u>. Number of days between TODAY and the "Open Date"</li> </ul>
	• <u>Case Status</u> . Automatically generated and not editable. Reflects the current status of the case. All cases in ACTS have a status that indicates their progress through the cases resolution process. Refer to Chapter 7, Actions, for more information on case transition states
	• <u>Complainant</u> . Rank/grade, last name, and first name of the complainant, or "Anonymous"
AOs Tracking This Case	• <u>Name and rank of action officers tracking the suspenses of the case</u>
Timelines Suspenses	• <u>Open Date</u> . The date the case first entered Air Force IG channels. If the case was reported by a higher level authority (DoD Hotline, SAF/LLI, HAF, etc), record the date the case was submitted to that authority in the Case Notes for historical information. Date is not editable after submitted.
	• <u>Analysis Complete Date</u> . The date the case analysis was completed and/or approved
	• <u>Tasking Date</u> . The date an action was assigned (e.g., IO appointed). The field is not mandatory until the Investigate action is specified, and the date is not editable after submitted
	• <u>Pre-Fact Finding Complete Date</u> . The date the IO training, the investigation plan, the Judge Advocate (JA) coordination, etc., is complete
	• <u>Fact Finding Complete Date</u> . The date all testimony and evidence gathering is complete
	• <u>Report Writing Complete Date</u> . The date the case file is complete, in the proper format and the Investigating Officer signs the report of investigation. It is also the date the case file is given to the IG for initial review. If the IG determines that re-work is required, the report writing completion date is adjusted to reflect the date the re-work is approved by the IG
	• <u>IG Quality Review Complete Date</u> . The date the supporting IG/IGQ office reviews the report for completeness, compliance, and objectivity

	• <u>Technical Review Complete Date</u> . If required, the date the evidence, findings and conclusions have been reviewed by a technical expert, determined to be technically sufficient and returned to the Appointing Authority. This field is optional for all investigations
	• <u>Legal Review Complete Date</u> . The date the report of investigation (and supporting documentation) is determined to be legally sufficient by the SJA and returned to the Appointing Authority
	• <u>Completion Date</u> . The date an appointing authority approves an ROI and findings. The field, and all preceding fields (except Follow Up), are editable until after a Complete action is initiated, and is not editable after submitted
	• <u>NAF/State IG Review Completion Date</u> . Date that Numbered Air Force IG complied with 90-301, for investigations closed at their level, or those being forwarded to SAF/IGQ
	• <u>MAJCOM Review Complete Date</u> . Date that Major Command IGs complied with 90-301, for investigations closed at their level, or those being forwarded to SAF/IGQ
	• <u>SAF/IGQ Review Complete Date</u> . Date that SAF/IGQ completed actions IAW 90-301, for investigations closed at their level, being forwarded to IG, DoD, Colonel investigations, or other cases as required
	• <u>DoD Review Submission Date</u> . Field will only be visible and editable for cases that meet the criteria for being reviewed by the DoD
	• <u>DoD Review Response Date</u> . Field will only be visible and editable for cases that meet the criteria for being reviewed by the DoD
	• <u>Closure Date</u> . The date an IG received approval from the appointing authority, or IG, DoD (for Reprisal and Restriction), for an investigation and the complainant was notified of the final results. Follow-up actions may be incomplete (e.g., notification to the subject's commander, command action, etc.). The field is not editable until after Closure action is initiated, and the
	date is not editable after submitted
	TIP: Additional fields will be visible throughout the life cycle of the case,
	depending on the case status. Refer to Chapter 7, Actions, for additional
~	information about mandatory fields for actions
Source	• Suspense Date. The date the originating source requires a response. If there are
Suspense	multiple sources with multiple suspense dates, enter only the earliest suspense date.
Date	<ul> <li>Response Date. The date a response was sent to the complaint source</li> </ul>
	individual/organization
Follow-Up	<ul> <li>Follow-Up Suspense Date. Date supplied by the AO as a follow up reminder.</li> </ul>
Suspense	This is a date indicating whether or not a complaint requires further follow-up
Date	action. This date is intended as a "tickler" for the AO to remind him/her to
	verify that all necessary follow-up actions have been taken. NOTE: This date
	will continue to show in your suspenses after it has passed, even if the case is CLOSED. To remove it from your suspenses, simply DELETE the date.
Reporting	• <u>Acknowledgement Due Complaint Date</u> . The date complaint acknowledgement
Suspenses	of receipt of a case is due to the complainant. This must be done within 5 days of receipt of a complaint.

<u>rim Response Date</u> . The date an interim response is due the complainant. ese are due to the complainant 60 days from receipt of the complaint and ery 60 days until a final response is due.
gress Report Due to HHQ – Reports due to higher headquarters for cases not alized by their suspense date and on the first of every month thereafter until npletion.
onel Equivalent. Colonel equivalent notification due to SAF/IGQ.
risal/Restriction/Improper Mental Health - Notification of receipt of risal, restriction or IMHE complaint due to next higher level
<u>D IG Notification -</u> Notification of receipt of reprisal, restriction or IMHE nplaint due to DoD
nplaint Analysis Due. Notification of results of complaint analysis and ent to investigate or not due to next higher level.
risal/Restriction/Improper Mental Health Progress Report - Reprisal, triction or IMHE progress report due to next higher level.
<u>D Progress Report -</u> Reprisal, restriction or IMHE progress report due to D IG
line Progress Report - Hotline progress report due to next higher level
line Suspense Extension - Hotline suspense extension due to next higher el.
d Retention Date. Automatically generated; editable after closure. nputed as 31 Dec ten years from the year the case was "Closed." Record be included on the Record Retention Worksheet on or after the computed e, until the record is purged from the system (see Chapter 11, Managing <u>TS Data</u> ) manent (checkbox). Used to indicate that record should be held as manent IAW AFRIMS ratorium (checkbox). Used to indicate that record will be held in the system 1 date specified in Moratorium Disposition Date ratorium Disposition Date (required if Moratorium is check). Record will ncluded on the Record Retention Worksheet on or after the specified date nments. Mandatory if Permanent or Moratorium is checked. Use to culate reasons for a non-standard disposition schedule.
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Figure 5-8. "Suspenses/Dates" Tab.

## Complainant Tab.

The Complainant Tab (figure 5-9) is used to enter and/or view information pertaining to the complainant in an IG case. This screen contains the following information pertaining to the complainant: Complainant, General Info, Work Contact Info, Home Contact Info, and Other Info, in addition to auto-generated case identification information at the top and action buttons at the bottom of the form.

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durant Ant To Franchise The	information accessed through this sy	stem is FOR OFFICIAL USE ONLY and	ring notice. must be protected in accordance with the Privacy Act and A	FI 33-33

Figure 5-9. "Complainant" Tab.

#### **Entering Complainant Data.**

Field	Description
Complainant	• (Check Box). Click to indicate complainant is anonymous. No other entries required pertaining to complainant. However, if any information is known, you
	may enter it for the anonymous complainant

General Info	• <u>Rank/Grade</u> (dropdown menu). Select the complainant's rank/grade from the
General Into	• <u>Kank/Grade</u> (dropdown menu). Select the complainant's rank/grade from the dropdown menu
	TIP: Annotate any rank/grade not included in the list above in the "Address
	Comments" at the bottom of the screen.
	<u>First Name</u> . Complainant's first name
	•
	• <u>Last Name</u> –Enter the complainant's last name
	• <u>Suffix</u> . Enter the complainant's suffix, as applicable (e.g., Jr, Sr, etc.)
	• <u>SSN</u> . Enter the complainant's social security number, if known
	• <u>Status</u> (dropdown menu). Select the complainant's status
	TIP: Annotate any status not included in the list above in the "Address
	Comments" at the bottom of the screen
	<u>Organization</u> . Organization to which complainant is currently assigned
	• <u>Installation</u> (dropdown menu). From the dropdown menu, select the
	installation/location where the complainant is currently assigned for duty.
	Select "Other" if the complainant's installation/location is not listed in the
	dropdown menu
	• <u>Other</u> (text box). Enter the complainant's duty location if "Other" was selected for the "Installation" block
Work Contact	• <u>Address</u> . Complainant's business street address, City, State, Postal Code, and
Info	Country
	<u>Email Address</u> . Complainant's business email address
	Phone Number(s). Complainant's business phone numbers
Home Contact	Address. Complainant's home street address, City, State, Postal Code, and
Info	Country
	• Email Address. Complainant's home email address
	Phone Number(s). Complainant's contact phone numbers
Other Info	• Address Comments. Text box to capture notes pertaining to complainant's
	contact information. For instance, "call complainant's home phone after 6 p.m.,
	except on Sundays"; or "complainant relocating to AETC/IGQ, DSN 478-2217,
	effective 1 Aug 07"

#### Subjects & Allegations Tab.

The Subjects & Allegations tab (figure 5-11) is used to enter and/or view information pertaining to subjects and responsible management officials (RMOs) in an IG case. A subject is not required to create a valid case; however, if specified, enter the subject data in this tab. This screen contains two sub-tabs with fields for information pertaining to subjects. The Subject sub-tab contains Subject General Info, Work Contact Info, and Other Info, in addition to auto-generated case identification information at the top and action buttons at the bottom of the screen. Once subject data is entered and saved, data can be added to the allegations sub-tab (figure 5-11). The number of subjects and allegations assigned to a case is unlimited.

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Figure 5-10. "Subjects & Allegations" Tab.

# Entering Subjects Data.

Field	Description
	Subject Sub-tab
Subject	Duty Title. Subject's current duty title
General Info	
	• <u>Rank/Grade</u> (dropdown menu). Select the complainant's rank/grade from the
	dropdown menu, unless the complainant is anonymous
	TIP: Annotate any rank/grade not included in the list above in the "Address
	Comments" at the bottom of the screen
	<u>First Name</u> . Subject's first name
	<u>Middle Initial</u> . Subject's middle initial
	Last Name. Subject's last name
	• <u>Suffix</u> . Enter the subject's suffix, as applicable (e.g., Jr., Sr, III, etc.)
	• <u>SSN</u> . Enter the subject's social security number (MANDATORY for all officer
	subjects and civilians equivalent to a colonel or higher)
	• <u>Status</u> (dropdown menu). Select the subject's/RMO's status
	TIP: Annotate any Status not included in the list above in the "Address
	Comments" at the bottom of the screen
	• Organization. Organization to which subject is assigned
	<u>Installation</u> (dropdown menu). From the dropdown menu, select the
	installation/location where the subject is currently assigned for duty. Select
	"Other" if the subject's installation/location is not listed in the dropdown
	menu
	• Other (text box). Enter the subject's duty location if "Other" was selected for
	the "Installation" block
	• <u>Retirement Date</u> . Enter retirement date for all Colonel or equivalent subjects.
	This field remains editable after case closure. When a date is entered in this
	field, and the user submits the case after closure, the Record Disposition Date
	will be updated to reflect appropriate disposition date IAW AFRIMS
Work	• Address. Subject's business street address, City, State, Postal Code, and
Contact Info	Country
	Email Address. Subject's business email address
	• <u>Phone Number(s)</u> . Subject's business phone numbers
Other Info	Address Comments. Text box to capture notes pertaining to subject's contact
	information. For instance, call subject's home phone after 6 p.m., except on
	Sundays; or subject relocating to AETC/IGQ, DSN 478-2217, effective 1
	Aug 07
Command	<u>Command Action Taken. Identify any command action taken against the</u>
Action	subject as a result of any substantiated allegation/s (LOR, LOC, LOA, verbal
Taken.	counseling, etc)
Return to	Return to Subject. This button will take you back to the Subject List where
Subject List	you can add another subject. It will only appear after data has been entered
	in the subject field or allegations field and saved.
Return to Subjects List	

Add New	<u>Add New Subject – Clicking this button will open up the Subject and</u>
Subject	Allegation sub-tabs so another subjects information can be entered. ACTS
Add New Subject	supports an unlimited number of subjects per case.
Edit Subject	• Edit Subject – Clicking this button opens the subject sub-tab so the existing
Edit Subject	subject information can be Attachments Ided.

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Subject	Allegation/Issue		60N: 4					
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Figure 5-11. Allegation/Issue List.

# **Entering Allegations/Issues.**

Clicking on the Allegations sub-tab brings up the Allegation List data entry screen. (figure 5-11). From this screen, users can add allegation information for each subject and add additional allegations.

Field	Description
	Allegation Sub-tab
Add New	• Opens the Allegations List data entry screen (figure 5-12), allowing
Allegation/Issue	users to enter additional subjects. Enter each subject only once, even
🛃 Add An Allegation/Issue	if there are multiple allegations against him/her
	•
Remove	• Deletes the corresponding allegation from case entry (NOTE: The
	user is not asked to confirm deletion, and there is no un-do)
Allegation/Issue Sub	• Opens the allegation/issue sub-tab (figure 5-11). Multiple allegations
-tab	can be assigned to each subject.

r	
	<ul> <li><u>Allegation/Issue number – The number of the allegation</u> corresponding to the allegation number in the ROI.</li> </ul>
	<ul> <li><u>Allegation/Issue</u> (dropdown menu). MANDATORY if a subject is entered. Select the appropriate allegation from the dropdown menu.</li> <li>Enter as many allegations as appropriate for each subject. For example, if a subject allegedly reprised and abused his authority, and a second subject allegedly reprised, abused authority and improperly referred for mental health evaluation, you should show two allegations for subject one and three allegations for subject two</li> </ul>
	• <u>Investigation Finding</u> . (dropdown menu) Not editable until an investigation is completed. Options include "N/A", "Substantiated", or "Not substantiated"
	• <u>Final Finding</u> (dropdown menu). Records investigation findings after all reviews are completed at higher levels, to document any overturned findings. Field is not editable until investigation is completed and case is closed
	Allegation Details. <u>Provide allegation details (i.e. framed allegation)</u> . <u>Allegation details field is required if an allegation of "Other" is</u> <u>selected.</u>
<u>Return to Subject</u> <u>List</u> <u>Retum to Subjects List</u>	• <u>Return to Subject. This button will take you back to the Subject List</u> where you can add another subject. It will only appear after data has been entered in the subject field or allegations field and saved.

### Case Notes Tab.

The Case Notes tab (figure 5-12) is used to enter and/or view IG notes pertaining to IG cases. This screen contains a text box for entering and viewing a log of case notes, sorted in reverse chronological order. Case Notes track the history of a case including Transfer/Notify history.

Secretary of the Air Forc	e			🔵 Logoff i Horne i Help i User N
Inspector General Automated Case Trackin	g System		Quick Search: FRNO	2006-03797 90
Build: 5.3.2.0	T-A Present		Search Results   Global Se	earch   Advanced Searches   Search Help
ases Reports Actions	View Admin Reset	to New		
	Apply	Submit Complaint	Undo All Changes	
Main V Suspenses/Dates	Complainant S	ubjects & Allegations	Case Notes V • Attac	hments
Fields are mandatory	N	lumber of Days Open:	D	Complaint Status: New
	F	RNO: 2009-06321		Complainant: Not Specified
Expand All Case Notes	Display Case Notes	Display Notifies	Display Transfers	0 of 0 Case Notes
Case Note History	Sort List By Au	thor/Sender	📉 🛛 🗠 Sort List By D	ate Created/Sent
		This case has no cas	e notes	
		***		
		Add New Case N	ote	
	Apply	Submit Complaint	Undo All Changes	
	Cases: <u>Create</u>   <u>S</u>	earch   Bulk Search M	y Alerts & Suspenses: View	
	Reports: SOUIF   Suspense Re	port   <u>Reports</u>   <u>Record</u> Re	y Alerts & Suspenses: <u>View</u> tention Worksheet   ACTS User Dire y User   Reset Password   Manage (	ectory Content

Figure 5-12. "Case Notes" Tab.

# Entering Case Notes.

Button	Action
Case Notes	• Text box to capture notes pertaining to case actions. ACTS automatically treaks the author areation/modification data and originating office of asso
	tracks the author, creation/modification date, and originating office of case notes. Only the author of the note can edit a case note
Add New	• Add New Case Note – Click this button to add a new case note. A text box
Case Note	will open to add a case note. See figure 5-13
Add New Case Note	
	• Case notes may be added to a case after the case is closed but existing notes
	are locked (read only) when a case is closed and cannot be edited
	• Case notes may be added to cases in "view only" mode. However, once a
	case note is added in "view only" mode, it cannot be edited or deleted.
	• Case notes may be removed before the case is submitted. Once submitted a
	case note cannot be removed. To delete the information in a case note,
	remove the text and enter "Case note deleted"
	• Case notes may be sorted by selecting the "Case Note History." Default
	setting is with the newest case note displayed toward the top of the page.
	• The case note tab also displays all notifications and case transfers. See
	Chapter 7 for details on how to transfer or notify a case.
Expand All	• Expand All Case Notes – All case notes will be "collapsed" initially and only
case notes	show the first 85 characters. Clicking the "expand all case notes" button
Expand All Case Notes	will expand the text boxes so the entire case note can be viewed.

Filter Buttons I Display Case Notes Display Notifies Display Transfers	• The filter buttons allow users to filter the information displayed on the case notes tab. Clicking the check box will display either the case note, notifies or transfers.
Sort List	<ul> <li>The list of case notes/notifies/transfers can be sorted by author/sender,</li> <li>Sort List By Author/Sender, or by date created/sent,</li> <li>Sort List By Date Created/Sent</li> </ul>
	• TIP: Case notes should be sufficiently detailed to provide a chronology of actions pertaining to the case. Examples of significant events to record include phone calls, status updates from the field, and issues that arise in the resolution of a case.



Figure 5-13 Case note entry screen

Automated Case T Build: 5.3.2.0 s Reports Vie			Quick Search: FRNO Search Results   Global Search	O3600
	Modif	y Print Case File Worksheet	Cancel	
ain 🚺 Suspenses	/Dates Complainant	Subjects & Allegations	ase Notes 🚺 • Attachme	ents
elds are mandatory		Number of Days Open: <b>128</b> FRNO: <b>2008-03600</b>	Complain	Complaint Status: Close ant: Maj/O-4. Taylor, Melan
Expand All Case Notes	Display Case Note	s 🔽 Display Notifies 🔽 Dis	splay Transfers	11 of 11 Case Notes
Case Note Histor	ry <u>Sort List B</u>	Author/Sender	A Sort List By Date	
Author: Mr. Williams	, Matt (SAF)	~ Created: 11-Jun-2008 Last Modified: 11-Jun-20		
Case Note:	Forwarded RCA to DoD with co	ncurrence to recommend dismiss	al. mrw	
Author: Mr. Williams	s, Matt (SAF)	∾ Created: 02-Jun-2008 Last Modified: 02-Jun-20		
Case Note:	RCA review complete. Forward mrw	to SAF/IGQ Legal advisor for rev	iew.	
Sender: LtCol. Cran Receiver: Mr. Willian	nage, Robert (AFOTEC) ns, Matt (SAF)	~ Sent: 14-May-2008 132 Received: 15-May-2008 (		
Case Note:	RCA complete and ready for ne	ext level review.		
Sender: Mr. William:	annage, Robert (AFOTEC)	~ Sent: 13-May-2008 100 Received: 14-May-2008 :	9 ET 1319 ET	
Case Note:	Notify 🖀 Go ahead and send it via ACTS mrw	•		
Sender: LtCol. Cran Receiver: Mr. Willia	nage, Robert (AFOTEC) ms, Matt (SAF) Notify 🕿	~ Sent: 08-May-2008 172 Received: 13-May-2008 (		F Expand Case Note
Case Note:		complete. Ready for SAF/IGQ re	view. Do you want the ca	
Author: LtCol. Cran	nage, Robert (AFOTEC)	∾ Created: 07-May-2008 Last Modified: 07-May-2		
Case Note:		or legal sufficiency review on 1 M		
Sender: LtCol. Cran Receiver: Mr. Willia	nage, Robert (AFOTEC)	~ Sent: 30-Apr-2008 121 Received: 30-Apr-2008 1	) ET	
Case Note:	Notify 🖀 Matt.			Expand Case Note
		you take a quick look and let me	know if	
Sender: LtCol. Cran Receiver: Mr. Willia	nage, Robert (AFOTEC) ms, Matt (SAF) Notify 🖀	~ Sent: 09-Apr-2008 113 Received: 09-Apr-2008 1		Expand Case Note
Case Note:		complainant's memorandum to I		
Author: LtCol. Cran	nage, Robert (AFOTEC)	~ Created: 31-Mar-2008 Last Modified: 31-Mar-20		Expand Case Note
Case Note:	Lt Col Crannage returned Majo	r (ret) Taylor's telephone call. Sh	e reiterated her <mark>s</mark> a	
Sender: LtCol. Cran Receiver: Mr. Willia	mage, Robert (AFOTEC) ms, Matt (SAF) Notify 🕿	~ Sent: 31-Mar-2008 152 Received: 01-Apr-2008 1		
Case Note:		tion of Receipt of Reprisal Compl	aint.	
Author: LtCol. Cran	nage, Robert (AFOTEC)	~ Created: 31-Mar-2008 Last Modified: 31-Mar-2		🗭 Expand Case Note
Case Note:	Major (ret) Taylor faxed inform	ation to the KAFB IG office on 18	Mar 08. The covers	
	Modify in Modify in M		Cancel t Complaint to New	
	Cases: Create	:   <u>Search</u>   <u>Bulk Search</u> <b>My Alerts</b> Report   Reports   Record Retention	& Suspenses: <u>View</u>	

Figure 5-14. Case Notes History.

#### Attachments Tab.

The Attachments tab (figure 5-15) is used to enter, view, or modify attachments pertaining to IG cases. Users can attach any type of file into one of nine folders or their subfolders. Attached files will reside on the ACTS server and will remain on the server until the case file is purged. It can be downloaded for viewing (opened).

Fields are mandatory	Number of Days Open: <b>128</b> FRNO: <b>2008-03600</b> Add Attachments)	Complaint Status: Closed Complainant: Maj/O-4. Taylor, Melanie ents
Expand All Categories	Total Number of Attachments: 31	
<del>I</del> - <mark></mark> Complaint - <u>4 Attachments</u>		
⊕– <mark>``</mark> Complaint Analysis - <u>18 Attachmen</u>	2	
🚞 Administrative Documents		
Disposition/Resolution Documents -	2 Attachments	
<b>⊞-<mark>(``</mark>)</b> CDI's		
æ- <mark>⊡</mark> meo		
æ- <mark>⊡</mark> EEO		
🗄 🛅 Congressional Inquires		
⊞- <mark>◯</mark> Investigation - <u>7 Attachments</u>		
	Add Attachments) 🕒 Print / Open Attachm	ents
	U	
	Apply Submit Complaint Undo All Chang	ges

#### **Attaching Files**

There are nine available folders for classification of attached files. See Figure 5-17. The person that attached a file is the **only** one who can delete the file. Up to five attachments can be added at one time. File size is limited to 64 MB.

Folder	Explanation
Complaint	• The complaint (form 102) and any complainant provided attachments
	for an Assist, Referral, or a Transfer will be placed in this folder.
Complaint Analysis	• The complaint analysis for an Assist, Referral, or a Transfer will be
	placed in this folder.
Administrative	• Any administrative document (progress reports, interim responses, etc)
Documents	will be placed in this folder

Disposition/Resolution Documents	• Documents relating to what was done to resolve the issue the complainant had (i.e. email from finance saying the pay problem hac been fixed) will be placed in this folder.
CDI's,	• All files and documents relating to CDIs, will be placed in this subfolder
MEO	• All files and documents relating to MEO complaints will be placed in this subfolder
EEO	• All files and documents relating to CDIs, MEO, or EEO complaints will be placed in the applicable subfolder
Congressional Inquiries	• All files and documents relating to Congressional Inquiries will be placed in this subfolder
Investigation	• All files and documents relating to an IG Investigation will be placed in the applicable subfolder. This file format matches the case file format found in AFI 90-301. Only place information from an IG investigation in this folder

#### Attaching and viewing Files for Individual Case Files.

Field/ Button	Action
Step 1	• Select "Add New Attachment" the "Add Attachment " button at the top of the
	Attachment tab. Add Attachments " (figure 5-15).
Step 2	<ul> <li>The user will load the following information (figure 5-18):         <ul> <li>Category Select one of the nine main folders or sub folders</li> <li>Title This is the title of the attachment that will be displayed in the case file. This title does not have to be the same as the files saved name.</li> <li>Description A description of the data that is included in the file.</li> <li>Complainant Provided Select this block if the file was provided by the complainant</li> <li>Document Visible only to SAF/IGQ Select this block if the document being loaded is sensitive. With this block checked only personnel assigned</li> </ul> </li> </ul>
	<ul> <li>to SAF/IGQ will be able to see that there is a file loaded and be able to open it for viewing.</li> <li>Browse Selecting browse will open the user's computer file directory.</li> </ul>
Step 3	From your computer file directory, select the file you wish to upload to the case file, and then click open. The selected file storage location will now be displayed in the "Attachment" window.
Step 4	• Click on the "Apply" or "Submit Complaint" button to complete the upload process.



Figure 5-16. Attachments Tab File Uploading Screen.



Figure 5-17. Attachments Tab Categories drop down menu.



Figure 5-18. Attachments Tab after File is Uploaded.

Field/ Button	Action
Open	• To view an attachment, click the "Open" button.
Details	• To view details of an attachment, or to replace it with a new file, click the "Details" button. This will take you back to the File Uploading Screen (Figure 5-17) while in "edit" mode. You can rename the file or move it between categories from this screen. It will display the file information in "view" mode.
Delete	• To delete an attachment, click on the "Delete" button. You cannot delete files you did not upload.
A Move Up V Move Down	• To reorder the attachments, click the "move up" or "move down" buttons.
A Move Up Move Down	
Print / Open Attachments)	• To print or open attachments, click the "Print/Open Attachments" button

#### **Printing Attached Files**

ACTS allows users to print/open up to five attachments at once. You must open the attachments in the appropriate program before you can print them.

Field/ Button	Action
Print / Open Attachments	• To print or open attachments, click the "Print/Open Attachments" button
	• Click on the "Select" check box to print a file. Click on the "Select All" link to select all files to print. See Figure 5-19.

Fields are mandatory		Number of Days Open: 143		Complaint Status: Closed
		FRNO: 2008-05769	Complaina	ant: Maj/O-4.
			9 327 B	
		You can Print / View Attachments by selecting checkbox / Print / Open Attachments	button or icon	
		Print / Open Attachments		
		Select All		
	Con	plaint		
	Select	Title	Date Last Uploaded	Print / Open
		E-mail to CSAF	10-Jun-2008	<b>B</b>
	Con	nplaint Analysis		
	Select	Title	Date Last Uploaded	Print / Open
		Physical Evaluation Board (PEB) Results	10-Jun-2008	8
	CDI			
	C	Disposition/Resolution Documents		
	Select	Title	Date Last Uploaded	Print / Open
		Assault ROI	10-Jun-2008	8

Figure 5-19. Attachments Tab after File is Uploaded and Ready for Printing.

# Exiting the Case Tabs

Button	Action
Apply	<ul> <li>The "Apply" button allows users to save data and return to the session at a later time with additional or corrected information. Changes are saved to a temporary location visible only to the originator until submitted. Data is not searchable or validated until submitted</li> <li>An alert will be generated for the case indicating Edit Session in Progress until the case is submitted</li> <li><i>TIP: Changing from one tab to another applies changes.</i></li> </ul>
Submit Case	<ul> <li>Records changes, validates data, and submits data to the ACTS system. Once submitted some fields will be locked (read only) to enforce data integrity and standardize the complaints resolution process.</li> <li>The user is notified that the validation is successful (figure 5-20) or unsuccessful (figure 5-21) <ul> <li>If <u>successful</u>, the user may return to the home page by clicking on "Done", "Return to Case", or "Print Case File Worksheet." Refer to Chapter 8, Reports, or the on-line help menu for additional information.</li> <li>If <u>unsuccessful</u>, correct the errors and resubmit. The system will generate an alert indicating Edit Session in Progress until the case is successfully submitted</li> </ul> </li> </ul>
Undo All Changes	<ul> <li>The system will remove all changes made since last submitted and releases your lock on the case. Removes all data from the screen and removes the data from the system.</li> <li><i>TIP: For a new case, applied but not previously submitted, clicking on "Undo All Changes" will remove all case data—there will be no record of it. This is a good way to delete a case entered in error, if it has not been submitted</i></li> </ul>



Figure 5-20. Validation Status—Successful.

Secretary of the A	ir Force		Logoff   Home   Help   User
Inspector Genera Automated Case T	n racking System	Quic	ch: FRNO
Build: 5.3.2.1			n Results I Global Search I Advanced Searches I Search Help
ases Reports Act	ions View Admin Reset to Ne	ew.	
A Case	Errors		
an Case			
	There are the following errors on this ca	ise:	Links to Tabs with
	Main Tab • A nature of complaint must be specifi	ed	Errors
	<ul> <li>An installation must be specified.</li> <li>At least one originating source must be</li> </ul>		
	<ul> <li>At least one functional area must be a</li> </ul>	specified.	
	At least one special interest category	must be specified.	
	<ul> <li>Suspenses/Dates Tab</li> <li>An open date must be specified.</li> </ul>		Complaint Error
	Complainant Tab		-
	<ul> <li>A last name must be specified for a n</li> <li>A grade must be specified for a name</li> </ul>		Description
	• A status must be specified for a name		
	You may update or correct the data and		
	If you do not successfully submit this ca other ACTS user.	ise, it is not visible to any	
	Apply Subr	nit Complaint   Undo All Chang	085
General Info Complaint Status FRNO	New 2009-06478	A * Originatin ORIGINATING SO Commander	VURCE SOURCE REFERENCE #
Anonymous Complainant Non-IG (Congressional/C	Colonel	Congress/L	
Equivalent)	Error Field	DoD Actio	
Addendum Accomplished	(рык backgroun		
	and exclamation		
Worked The Case Originating IG Office	mark [!])	HAF (SECAF	(CSAF)
Originating IS Office	SAF	IG IG	
Command Unit IG	Not Specified MAJCOM/DRU/FOA	Individual	
NAF/State IG	Not Specified		
Installation IG	Not Specified		( Defense
		Secretary o	
SAF POC	Williams, Matt Mr	Sr. Officer N	
Command Unit POC	Not Specified	Third Party	
NAF POC Installation POC	Not Specified Not Specified	White House	e
	not specified	*	
Assigned AO	Williams, Matt Mr	A * Functiona	and the second
			Maintenance
The Complaint		Acquisition	🗖 Medical
Where did the complaint	occur?	Chapel	Coperations
! * Installation	Select	Civil Enginee	The second se
Or, if <i>Other</i> was selected	d	Civilian Perso	Contraction of the Annual Contraction
		🔽 Communicati	ions 🔽 Public Affairs

Figure 5-21. Validation Status—Unsuccessful.

### **CHAPTER 6 – SEARCH**

#### Introduction

ACTS provides various methods for locating existing records. Organizational hierarchy allows users to view or edit only records owned by their IG office or the offices that report to them, or records transferred to them for action.

## Search for Existing Case

This section provides step-by-step instructions to assist you in finding records to download, print, view, or modify.

Step	Action
Step 1	• Select the "Cases" tab in the Navigation Bar; then select "Search" from the
	dropdown menu (figure 6-1)
	• or click on "Search" in the Footer of the Home Page (figure 6-1)
	• or click on "Advanced Searches" in the header (figure 6-1)
	NOTE: The "Search" dropdown menu in the header of each ACTS screen is
	discussed under Predefined Searches later in this chapter; and accessing cases via
	alerts is addressed in Chapter 9 or the on-line help menu
Step 2	• The "Advanced Searches" screen opens (figure 6-2)
	TIP: If the user has submitted a search during the current ACTS session, click on
	"Search Results" in the header (figure 6-1) to view the most recent search results
	screen (figure 6-3)



Figure 6-1. Search.

#### **Advanced Searches**

Using the Advanced Searches screen, a user may select from saved searches, predefined searches or build a customized search. A record that has not been submitted will not be found using this method of search and will be visible only by viewing the originating AO's alerts. Refer to Chapter 9 or the on-line help menu for additional information about alerts.

Secretary of the					Logoff I Home	e I Help I User Manual
Inspector Gen Automated Cas	eral e Tracking System		Quick Search: FF	RNO		90
Build: 5.3.2 Cases Reports	.1 View Admin Reset to New			Global Search I A	Advanced Searches I	Search Help
		Advanced Searches				
queries in the both	edefined search from the list in the top bo tom box. For customized search, you may riteria given or those that meet ANY of the	x, or construct a "customized s v also choose an "AND" or "OR" a criteria given.	' search type	e. This controls w		
Saved	Go to: <u>Saved Searc</u> Search Back to Top	hes I Predefined Search I (	Lustomized	Search	Saved	Search
	im the saved searches below				Bureu	Scuren
						-
		MY SAVED SEARCHES			ubmit Saved	
	Search Name	Date	Modify	Delete	Search	
_		OR			Predefine	d Search
	ined Search Back to Top				Submit Search	
Select of t	he pre-defined searches below				Subinit Search	
- Sel	ect One -	V			- Customiz	zed Search
		OR				
Select sev	nized Search Back to Top reral options below and click submit button Case Field	<=>	Search	Clear Fields	Submit Search	
	- Select One -		•			
AND V						
AND -			<b>_</b>			
AND 💌						
AND 💌						
AND 💌	· · · · · · · · · · · · · · · · · · ·		•			
AND -			•			
AND -			•			
		rch   Bulk Search My Alerts & S				
	Reports: <u>SOUIF</u>   <u>Suspense Repo</u> Admin: <u>Change Password</u>   <u>Add Use</u>	rt   <u>Reports</u>   <u>Record Retention Wor</u> r   <u>Disable User</u>   <u>Modify User</u>   <u>Re</u>	ksheet   ACT	S User Directory		
This site is intended for the us the content of this site to a win owner and your unit public affa	se of the Air Force only. Do not reproduce or dis der audience without coordination with the inforr irs office.	tribute nation		E		ntact: Matt Williams DSN: 425-1550 Im: (703)588-1550 ms@pentagon.af.mil
Privacy Act Information	The information accessed through this system i	his warning and consent to monitorii s FOR OFFICIAL USE ONLY and m on 508 of the Rehabilitation Act of 1	ust be protect	ted in accordance v		

Figure 6-2. Advanced Searches Screen.

# **Predefined Searches**

ACTS provides predefined searches as a shortcut to commonly used searches. They appear in a dropdown menu in the middle of the Advanced Searches screen (figure 6-2).



ACTS also provides a means to initiate simple matching searches from any system screen



# **Customized Searches**

From the Search screen, users may create advanced matching searches by combining fields, operators, and text search strings.

Button	Action
Step 1	• Select the desired "Case Field" from the dropdown menu in the body of the "Other
	Searches" screen.
Step 2	<ul> <li>Select the desired "Operator" from the dropdown menu in the body of the "Other Searches" screen. Options include</li> </ul>
	• > The query results will be <i>greater than</i> the value specified
	<ul> <li></li> <li>The query results will be <i>less than</i> the value specified (only used for date fields)</li> </ul>
	<ul> <li>= The query results will <i>exactly match</i> the value specified</li> </ul>
	• <b>not equal</b> The query results <i>do not match</i> the value exactly
	• contains The query results contain the value specified <i>in whole or in part</i>
	• is empty The field is <i>blank</i>
Step 3	• Under "Search For" enter a search string that satisfies the search result you seek
_	• Refine the search by adding up to seven additional criteria. Select "And" or "Or"
	from the dropdown menu on subsequent lines of the advanced search menu; then
	add a field, operator and search string to compose a search to meet your needs.
	Some criteria, e.g. "complaint source type" have a separate drop down menu, since
	there are specific types for that criterion. See figure 6.3
	TIP: You can use a case field multiple times to compose a search query. For
	instance you may have advanced customized search for cases where the open date
	is greater than 1 Jun 07 and where the open date is less than 1 Jul 07. Users
	с
	cannot mix "And" and "Or" connectors in the same search
Step 4	• Click on the "Submit Search" button or on the "Clear Fields" button to clear the
	Customized Search options previously entered
	• The "Search Results" screen opens (figure 6-4)
	<ul> <li>Click on "Modify Search" to change the criteria in step four above to submit a new search.</li> </ul>
	• To exit the "Other Searches" screen and return to the home page, click on "Home" in
	the upper right-hand corner of the screen.

elect sev	eral options below and click subm	it butto	n		Clear Fields	Submit Search
	Case Field		<=>		Search For	
	Resolution Type	•	equals	-	Dismissed	-
	Case Status			100		
AND -	Case Type	_		-		
	Closure Date Command Action Taken				16	
AND 💌	Command Action Taken	_		-		
	Command Unit POC			_		
AND 🛨	Complainant Grade		I	-		
AND -	Complainant Name Complainant SSN			-	<u>г</u>	
	Complaint Source Type		1		1	
	Completion Date			-		
	Days Open Follow-up Indicated					1
AND -	FRNO			-		
	Functional Area					
AND 💌	Installation Installation IG			•		
	Installation POC			0.4 - 573	272	
	Keyword					
	NAF IG NAF POC					
	Non-IG Indicator		arch   Bulk Search My Alerts			
	Open Date		ort   <u>Reports</u>   <u>Record Retention W</u> ser   Disable User   Modify User			
	Resolution Type SAE POC		er   Disable Oser   Modify Oser	Keset	Password   Manage Content	
	SAF POC Source Ref Number					Local Contac
	Special Interest Category					Email: vincent.
	Subject Grade					
	Subject Name					

Figure 6-3. Customized Searches Screen.

#### **Saved Searches**

ACTS can save a customized search for frequently used search parameters (figure 6-2).

Button	Action
Step 1	• Follow steps one through four of "Customized Searches".
Step 2	<ul> <li>Click on "Save this Search" to save the search for reuse.</li> <li>Put a title in the "Search Results Name" text box</li> <li>Click on "Save"</li> <li>Click on the "Submit Saved Search" button by your saved search on the "Advanced Searches" page</li> </ul>
	• Click the "Modify" button <i>left</i> to edit your saved search.

### **Search Results**

The "Search Results" screen layout (figure 6-4) is the same whether a user's search was initiated using predefined or advanced search features. If the search does not find the record(s) that meets the search criteria, the search results screen will display a message, "\*No matching cases found." Alternate gray and white bands on the Search Results screen separate the cases. This is merely a tool to assist in reading the search results.

Click U	Rderfined View	Admin Reset t							
lick again rt. Next	o sort A-Z. n to reverse sort defaults Alpha order	Export C	Search I The following 4 cases r (SAF POG Last Name (SAF POG Last Name	natched your search:	_	Click re	to v cord		
FRNO	<u>Complainant/</u> <u>Requestor</u>	Status	Key Dates	Nature of Complaint	Assigned AO	Edit	NV Edit	View	Pri
2009-00682	Anonymous	Completed	Open: 17-Aug-2009 Completed: 17-Aug-2009	Test	Mr. Williams, Matt (SAF)	0	M	۲	E
2009-00683	Smith, Snuffy AB/E-1.	Closed / Assisted	Open: 17-Aug-2009 Closed: 17-Aug-2009	Needs TRICARE Contact information	Mr. Williams, Matt (SAF)	Ø	NW	1	E
2009-00684	Anonymous	New	Open: 17-Aug-2009	Giant Robots! From Space!	Mr. Williams, Matt (SAF)	1	M	۲	E
2009-00685	Anonymous	Closed / Referral	Open: 18-Aug-2009 Closed: 18-Aug-2009	Homicide	Mr. Williams, Matt (SAF)	0	N	۲	E
		Export C	ases Modify Search	Save This Search Return Ho	me)				

Figure 6-4. Search Results Screen.

Information and access may be limited if the case is no longer assigned to you or your office. The following explains the fields and buttons visible in the search results screen (figure 6-4).

Field	Explanation
FRNO	Case file reference number automatically assigned by ACTS
Complainant/	• Complainant's or Requestor's grade/rank, last name and first initial
Requestor	
Subject (if searched	• Subject's grade/rank, last name and first name(s) if Subject Name was
on)	searched on using a Global or Advanced Search
Key Dates	Open date and closed date
Nature of Complaint	• The first three lines of text entered into the nature of case block
	summarizing the case
	TIP: Hold the mouse pointer over the nature of case text to
	temporarily show the entire summary
Assigned AO	<ul> <li>Action officer currently assigned to the case</li> </ul>
	TIP: Click on the AO's name to open an email to the AO. Hold the
	mouse pointer over the AO's name to temporarily show the AO's duty
	phone, if that information was entered in the AO's user profile
<b>Ø</b>	• To edit the data in the selected record
NV/2	Available only to SAF and CU administrators to edit/modify case data
	without applying validation rules. A red warning notice appears at the
	top of each data entry screen, advising the user that they are in non-

<b>@</b>	<ul> <li>validation mode. Use this feature cautiously, as it may result in invalid data entry</li> <li>To view (read-only) the case data tabs for the selected record</li> </ul>
<b>B</b>	• To print a Case File Worksheet for the selected record
Export Above Complaints	• To download all the data for the cases identified in the search results, click on the "Export Above Cases" button at the bottom of the Search Results screen. Refer to chapter 11 for additional information on working with Exported data to create customized reports and statistical analysis
(Modify Search)	• To modify the search results (return to the "Other Searches" screen), click on the "Modify Search" button at the bottom of the Search Results screen
Save This Search	• To save the search criteria and return to the "Advanced Search" page, click on the "Save This Search" button
Return Home	• To exit the search results and return to the Home Page, click on the "Return Home" button at the bottom of the Search Results screen

TIP: To return to the last search result screen accessed during the current ACTS session, click on "Search Results" in the header of any ACTS screen.

### Exiting the Case from Edit/NV Edit/View/Print Mode.

When opened from "View", options at the top and bottom of the page include "Modify", "Print Case File Worksheet", and "Cancel." If the user has NV Edit capabilities the "Modify in Non-Validation Mode" option will appear at the bottom of the page. If opened from "Edit" or "NV Edit", the options are "Apply", "Submit Complaint", and "Undo All Changes." The options are described below.

TIP: Once an edit session is opened ("Edit", "Modify", or "NV Edit"), an Alert will remind the AO that an edit session is in progress. To save and close the current edit session, select "Submit Complaint." To cancel the current edit session without saving, select "Undo All Changes". (This action will undo any changes made since the last "Submit Complaint" action.)

Button	Action
Modify	• To exit the read-only "View" mode and open the current case for
	edit
	TIP: Two users cannot modify a case simultaneously. Refer to
	figure 6-5 and information in "Case Currently Being Edited"
	paragraph following
Print Case File	• Click on the "Print Case File Worksheet" button to open and print
Worksheet	the worksheet. Once the Case File Worksheet is opened, you may
	return to the previous screen by clicking on the "Close Window"
Canaal	button
Cancel	• To exit the View mode and return to the Home Page, click on the "Cancel" button at the bottom of the page
Modify in Non	
Modify in Non- Validation Mode	• Available only to SAF and CU administrators to edit/modify case data without applying the typical validation rules. A red warning
v andation would	notice appears at the top of each data entry screen, advising that
	the user is in non-validation mode. Use this feature cautiously, as
	it may result in invalid data entry
	TIP: Two users cannot modify a case simultaneously. Refer to
	figure 6-5 and information in "Case Currently Being Edited"
	paragraph following
Apply	• The "Apply" button allows users to save data and return to the
	session at a later time with additional or corrected information
	• Changes are saved to a temporary location visible only to the
	originating AO until submitted
	• Data is not validated until submitted
	• An alert will be generated for the case indicating Edit Session in
	Progress until the case is submitted
Submit Complaint	TIP: Changing from one screen to another applies changes.
Submit Complaint	• Records changes, validates data, and submits data to the ACTS system.
	<ul> <li>The user is notified that the validation is successful (figure 5-14) or</li> </ul>
	unsuccessful (figure 5-15)
	<ul> <li>If <u>successful</u>, the user may return to the home page by</li> </ul>
	clicking on "Done", "Edit Case", or "Print Case File
	Worksheet." Refer to Chapter 8, Reports, or the on-line help
	menu for additional information.
	- If <u>unsuccessful</u> , correct the errors and resubmit. The system
	will generate an alert indicating Edit Session in Progress
	until the case is successfully submitted

Undo All Changes	• The system will remove all changes made since last submitted and
	release your lock on the case. Removes all data from the screen
	and removes the un-submitted changes from the system

#### Case Currently Being Edited.

Two users cannot modify a case simultaneously. If you select a case to modify that is currently being edited by you, you may resume the existing edit session, cancel the existing edit session, or go back to the previous screen (figure 6-5).



Figure 6-5. Case Currently Being Edited Screen.

Button	Action
Resume previous	• Reopens the previous edit session. The edit session remains open until
edit	the case data is submitted
Cancel previous	• Removes all changes that were made after the case was opened for edit
edit	and before it was submitted
Go back	Returns the user to the previous menu

TIP: If you open a case being edited by another user, depending on your hierarchical status you may assume the edit session, including any changes made by the other user, and remove

the edit session from the other user. Do not resume or cancel another user's edit session without contacting them first.

# CHAPTER 7 – ACTIONS Introduction

Actions refer to the processes and resolutions that AOs use in the cases resolution process (i.e., Investigate, Refer, Assist, Dismiss, Transfer, Notify, and Discard). Actions ensure that business rules are properly enforced when a change is made to the status of a case. This behavior ensures that all cases move through the cases resolution process in a consistent and predictable manner, allowing stakeholders of the complaint resolution to rely on the status information provided by ACTS. The system will not allow users to move cases through the complaints resolution process improperly. Actions are visible only when a case is being created or edited (not in the view [read-only] mode); and must be submitted before they are recognized in the ACTS system. When an action is selected, the system will redisplay the case, enabling certain fields, marking others mandatory, locking some fields, and in some cases reassigning the case to another AO or organization. The system will also display instructions about completing the action.

#### **Case Transition States**

All cases in ACTS are automatically assigned a status relative to the cases resolution process. The diagram in figure 7-1 depicts the statuses and valid transitions between them. Following is a brief overview of the automated statuses and actions associated with each.

#### New.

The case has been created and is awaiting resolution. Allowable actions include:

- Discard. Moves case to Discarded state
- Assist. Moves case to Completed state
- Assist/Close. Moves case to Closed state
- Dismiss. Moves case to Completed state
- Dismiss/Close. Moves case to Closed State
- Refer. Moves case to Completed state
- Transfer. Does not change state; moves ownership to receiving AO
- Investigate. Moves case to Under Investigation state
- Notify. Does not change state and does not change ownership

#### Under Investigation.

Select "Investigate" on the "Actions" tab of the Menu bar when an AO has analyzed the case and determined an IG investigation is appropriate. Once a complaint is under investigation, allowable actions include:

- Complete. Moves case to Completed state
- Transfer. Does not change state, but moves ownership to receiving AO
- Notify. Does not change state and does not change ownership

Completed.

All resolution actions will pass through the **Completed** state (figure 7-1). If investigated, select "Complete" from the "Actions" tab on the Menu bar when investigative actions have been completed IAW AFI 90-301. If "Dismiss" or "Refer" were selected as the resolution action, the case will enter the **completed** state when the record is submitted for validation. Other allowable actions include:

- Close. Moves case to Closed state
- Transfer. Does not change state; moves ownership to receiving AO
- Notify. Does not change state and does not change ownership

#### Closed.

Select "Close" from the "Actions" tab on the Menu bar when the resolution action is completed IAW AFI 90-301, typically when the complainant has been notified of final response. The Closed state is final. However, certain information may be entered after the case is closed, i.e., case notes.

#### Discarded.

The AO determined that the case was a duplicate or entry error. The system records the case, but marks it such that it is ignored—it still responds to search if the AO searches for "all discarded cases." The **Discarded** state is final; there are no allowable actions. However, a discarded case can be recovered using NVedit.



### **Transition States**

Figure 7-1. Transition States.
#### Investigate

Select "Investigate" when the complaint analysis of the allegations indicates an investigation is warranted. When the Investigate action is submitted, ACTS will automatically reassign the status from New to Under Investigation, and will generate alerts to assist the AO in tracking the case until closure. Refer to Chapter 9, Alerts & Suspenses, or the online help menu for additional information about alerts.

Step	Action
Step 1	Open case in edit mode
Step 2	Select "Investigate" from the "Actions" menu
Step 3	• The case opens with a Case Action Notice at the top of the screen (figure 7-2), identifying the mandatory information
Step 4	<ul> <li>Click on the "Submit Complaint" button         <ul> <li><u>Successful</u> submission results in a successful validation screen opening (Figure 5-20) and case status changes to Under Investigation</li> <li><u>Unsuccessful</u> submission will identify any errors that must be corrected (Figure 5-21)</li> <li>Refer to the online help menu or Chapter 5 for additional information about successful and unsuccessful validations</li> </ul> </li> </ul>

Cases	utomated C Build: 5.3 Reports		Admin	Reset to New	Search: [FRNU ] Global Search   Advanced Search:
	complaint	Action N	otice		
rou n	ave enuseril	o mvesu	iyate this c	complaint. Please ensure the following held	(s) are populated: <i>Tasking Date, Analysis Complete Da</i>
roun	ave chosen (	o mvest	igate this c		s) are populateu: rasking bate, Analysis complete b
		U IIIVESU		(Cancel)	s) are populateu: rasking Date, Analysis Complete D
			igate this c		Undo All Changes

Figure 7-2. Case Action Notice for Investigate.

Once a record has been successfully submitted, and is Under Investigation, additional date fields will open on the Suspenses/Dates tab to document the 14-Step Process (AFI 90-301) (figure 7-3). As the investigation progresses, additional date fields will become available.

Suspenses that are over the Due Date A Suspenses that are due within 7 days

Timeline Suspenses		Back to Top
Suspense Event	Suspense Date	Actual Date
Open Date		20-Aug-2009
* Analysis Complete Date	16-Sep-2009	
* Tasking Date	23-Sep-2009	
Pre-Fact Finding Complete	30-Sep-2009	
Fact Finding Complete	14-0ct-2009	
Report Writing Complete	08-Nov-2009	
IG Quality Review Complete	15-Nov-2009	
Technical Review Complete		
Legal Review Complete	29-Nov-2009	
Completion Date	13-Dec-2009	
NAF/State IG Review Complete		
MAJCOM Review Complete		
SAF/IGQ Review Complete		
DoD Review Submission		
DoD Review Response		
Closure Date	13-Dec-2009	

Figure 7-3. Additional Date Fields Available for Under Investigation.

## Complete

Completed marks the next step in the ACTS complaints resolution process.

Step	Action
Step 1	Open case in edit mode
Step 2	• Select "Complete" from the Actions tab on the Menu bar when the
	investigation has been approved by the Appointing Authority and forwarded
	to higher level (as appropriate) for review and follow-up
Step 3	• When "Complete" is selected for an investigation, the case opens with a Case
	Action Notice on top of the screen (figure 7-4)
	TIP: Investigations require entering at least one subject and allegation
Step 4	Submitting the Case
	- <u>Successful</u> submission results in a successful validation screen opening
	(figure 5-21) and case status changes to Completed
	- <u>Unsuccessful</u> submission will identify any errors that must be corrected
	(figure 5-22)
	• Refer to online help or Chapter 5 for additional information about successful
	and unsuccessful validations. Reminder: changes are not visible up or
	down the chain until successfully submitted

12 2	Secretary of the Inspector Gener Automated Case Build: 5.3.2.1		and the second second	Quick Search: FRNO Global	Logoff I Home I Help I Use Search I Advanced Searches I Search Help
Cases	Reports Ac	Complete Transfer Notify	Admin Reset to New		
Main	Suspenses	s/Dates 💽 Co	nplainant Subjects & Allegations		achments
* Field	s are mandator	y	Number of Days Open: 2 FRNO: 2009-00693	Co	mplaint Status: Under Investigat Complainant: Anonym

Figure 7-4. Selecting Complete From Menu Bar.

Automated Case Tracking S	System	Quick Search: FRNO	
Build: 5.3.2.1		Glo	bal Search I A
ses Reports View Ad	Imin Reset to New		
Complaint Action Notic You have chosen to Complete th		owing field(s) are populated: All required	fields, indica
		Cancel	
Main Suspenses/Dates		Allegations Case Notes f Days Open: 1 09-00682	
Fields are mandatory	Number o	f Days Open: 1 09-00682	
	Number o	f Days Open: 1	Complaint S
Fields are mandatory General Info	Number o FRNO: 20	f Days Open: 1 09-00682 * Originating Sources	Attachments Complaint S SOUR
Fields are mandatory General Info Complaint Status	Number o FRNO: 20 Under Investigation	f Days Open: 1 09-00682 * Originating Sources ORIGINATING SOURCE	Complaint S
Fields are mandatory General Info Complaint Status FRNO	Number o FRNO: 20 Under Investigation 2009-00682	f Days Open: 1 09-00682 * Originating Sources ORIGINATING SOURCE Commander	Complaint S
Fields are mandatory General Info Complaint Status FRNO Anonymous Complainant Non-IG (Congressional/Colonel	Number o FRNO: 20 Under Investigation 2009-00682	f Days Open: 1 09-00682 * Originating Sources ORIGINATING SOURCE Commander Congress/LLI	Complaint S

Figure 7-5. Case Action Notice for Complete Investigation.

## Close

"Closed" marks the final step in the complaints resolution process.

Step	Action
Step 1	Open case in edit mode
Step 2	Select "Close" from the Actions tab on the Menu bar
Step 3	• The case opens with a Case Action Notice at the top of the screen (figure 7-6)
Step 4	<ul> <li>Click on the "Submit Complaint" button</li> <li><u>Successful</u> submission results in a successful validation screen opening (figure 7-7). Case status changes to Closed.</li> </ul>
	<ul> <li>A successful submission on a closed case will establish a record disposition date based on the closure date. This date will be displayed on the validation screen (figure 7-7), and the bottom of the Suspenses/Dates tab of the case (figure 7-9). <u>Unsuccessful</u> submission will identify any errors that must be corrected (figure 5-22)</li> </ul>
	• Refer to the online help menu or Chapter 5 for additional information about successful and unsuccessful validations
Step 5	Print Case File Worksheet (if needed)

	Itomated Case Build: 5.3.2	e Tracking Sys	tem		Search: Search Re		✓ 0693     rch I Advanced Searches I Se	go earch Help
ises		View Admi	n Reset to New					
A c	omplaint Ac	tion Notice						
You ha	ive chosen to (	Close this com	plaint. Please ensu	re the following field(s) are pop	ulated: All requ	ired fields, india	ated by an asterisk '*'	
1				Company of the second sec				
				Cancel				
				Cancel				
			ê pa		ndo áll Changes			
			Арр		ndo All Changes	0		
	<u></u>			ly Submit Complaint U				
Main	Suspens	ses/Dates	App Complainant		ndo All Changes		ments	
	Suspens	N		ly Submit Complaint U			ments Complaint Status: Co	ompleted

Figure 7-6. Complaint Action Notice for Close Investigation.



Figure 7-7. Closed Case: Validation Status - Successful.

Record Retention Info		Back to Top
Field Retention Date	31-Dec-2011	
SAF Retention Date	31-Dec-2011	
	OR	
Permanent		
	OR	
Moratorium		
**Retention Date	E C	
***Comments		
	*	
**Required if Moratorium is selecter *** Required if Permanent or Morat	d torium is selected.	

Figure 7-8. Record Disposition Information for Closed Case.

## Transfer

Transfer actions do not change case status. When submitted, ACTS will automatically generate alerts to track the transfer action. Refer to Chapter 9, Alerts, or the online help menu for additional information about alerts.

Step	Action
Step 1	Open case in edit mode
Step 2	• Select "Transfer" from the Actions tab on the Menu bar
Step 3	<ul> <li>The Transfer Information screen opens (figure 7-9), to initiate the transfer. Mandatory information is designated by an asterisk (*)         <ul> <li><u>Receiving Office Type</u>. Dropdown list varies with sending office type selected. Transfers are restricted to one level up or down the IG chain. CUs can transfer to other CUs</li> <li><u>Receiving Office</u>. Dropdown list varies with receiving office type selected. Transfers are restricted to one level up or down the IG chain. CUs can transfer to other CUs</li> <li><u>Receiving Office</u>. Dropdown list varies with receiving office type selected. Transfers are restricted to one level up or down the IG chain. CUs can transfer to other CUs</li> <li><u>Receiving Action Officer</u>. Dropdown list varies with receiving office selected</li> </ul> </li> </ul>
Step 4	<ul> <li><u>Transfer Note</u>. Explains the reason for transferring the case</li> <li>Click on the "Submit Complaint" button</li> <li><u>Successful</u> submission results in a successful validation screen opening (figure 5-21). Case status does not change; however, ACTS will generate an alert to indicate case sent, until the receiving AO accepts the transfer by opening the case in edit mode and submitting it</li> <li><u>Unsuccessful</u> submission will identify any errors that must be corrected (figure 5-22)</li> <li>Refer to the online help menu or Chapter 5 for additional information about successful and unsuccessful validations <i>TIP: If an unsuccessful validation advises a user they neglected to add a transfer Note, the user can select the "Case Notes" tab to enter the transfer Note ; then resubmit the case</i></li> </ul>
Cancel	• If a transfer action is begun prematurely, a user may exit the transfer
Transfer	information screen by clicking on the "Back to Main Tab" button on the
Action	left-hand side of the screen. To remove the transfer action, click on the " <i>Remove</i> " button in the transfer history (Main Tab) or "Case Notes" tab

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Figure 7-9. Transfer Information Screen.

## **Receiving Transferred Cases.**

A "case sent" alert is automatically generated for the sending AO; and a "case received" alert is generated for the receiving AO, whenever a case is successfully transferred. The alerts remain visible to the respective AOs until the case is accepted by the receiving AO. The receiving AO will receive all future alerts.

Step	Action
Step 1	• The receiving AO must open the transferred case in edit mode
	• A Case Transfer Notice (figure 7-11) opens and displays instructions for accepting
	the case, and the transfer note from the AO transferring it
Step 2	Click on the "Proceed" button to open the case tabs
Step 3	Click on the "Submit Complaint" button. The case sent/received alerts will be
	removed
	• View the transfer Note in the Case Notify/Transfer History and Case Notes



Figure 7-10. Case Notify/Transfer Notice Screen.

## Notify

Select the "Notify" action when providing notifications up or down the IG chain. Unlike most other ACTS Actions, Notify is not a resolution. Notify actions do not change the status or ownership of the case. The sending AO retains ownership and will continue to receive alerts. When a Notify action is submitted, ACTS will generate alerts to track the action. Refer to Chapter 9, Alerts, or the online help menu for additional information about alerts.

# TIP: Use "Notify" as a way of tracking and recording communication among IGs, rather than sending email.

Step	Action
Step 1	Open case in edit mode
Step 2	• Select "Notify" from the "Actions" tab on the Menu bar
Step 3	<ul> <li>The Notify Information screen opens (figure 7-11), to initiate the notification. Mandatory information is designated by an asterisk (*)         <ul> <li><u>Receiving Office Type</u>. Dropdown list varies with sending office type selected. Notifies are restricted to one level up or down the IG chain. CUs can notify other CUs</li> <li><u>Receiving Office</u>. Dropdown list varies with receiving office type selected. Notifies are restricted to one level up or down the IG chain. CUs can notify other CUs</li> <li><u>Receiving Office</u>. Dropdown list varies with receiving office type selected. Notifies are restricted to one level up or down the IG chain. CUs can notify other CUs</li> <li><u>Receiving Action Officer</u>. Dropdown list varies with receiving office selected</li> <li><u>Natify Nate</u>. Evaluing the reason for natification.</li> </ul> </li> </ul>
Step 4	<ul> <li><u>Notify Note</u>. Explains the reason for notification</li> <li>Submit Complaint</li> <li><u>Successful</u> submission results in a successful validation screen (figure 5-21). Case status does not change; however, ACTS will generate an alert to indicate case sent, until the receiving AO accepts the case by opening the case in edit mode and submitting the case</li> <li><u>Unsuccessful</u> submission will identify any errors that must be corrected (figure 5-22)</li> <li>Refer to the online help menu or chapter 5 for additional information about successful and unsuccessful validations</li> <li><i>TIP: If an unsuccessful validation advises a user they neglected to add a</i> <i>Notify note, the user must select "Edit" in the Case Notify/Transfer History</i> (<i>Main Tab</i>), add comments to the Notify Note block; then submit the case</li> </ul>

Fields are mandatory		Number of Days Open: <b>8</b> FRNO: <b>2009-00682</b>	Complaint Status: Completed Complainant: Anonymous
Notify Information			
Type:	Notify	Notify 🖀	
Date Sent:	24-Aug-2009 1257 ET	Date Received:	To be specified by Receiver
Gender Office Type:	SAF/IGQ	* Receiving Office Type:	Select
Sender Office:	SAF	* Receiving Office:	Select 💌
Gending Action Officer:	The Notify action d	* Receiving Action Officer: ceiving Action Officer is an Administr oes not reassign the case to the Rec tomatically be populated when the re	eiving Action Officer
* Note:	^ Denotes the Re The <i>Notify</i> action d	ceiving Action Officer is an Administr oes not reassign the case to the Rec	ator for their office eiving Action Officer

Figure 7-11. Case Notify Information Screen.

## **Receiving Notifications.**

When an AO sends a notification, ACTS will generate an alert notifying the receiving AO that "case received." Ownership of the case will not be transferred.

Step	Action
Step 1	• The receiving AO must open the case in edit mode
	A Case Notification Notice (figure 7-12) opens and displays instructions for
	receiving the notification, and the sending AO's note
Step 2	Click on the "Proceed" button to open the case
Step 3	Click on the "Submit Complaint" button. Case sent/received alerts will be removed
	• View the notification Note in the Case Notify/Transfer History and Case
	Notes



Figure 7-12. Case Notification Notice.

## Dismiss

This action results in case being Completed. Only cases with a New status can be dismissed.

Step	Action
Step 1	New case in edit mode
Step 2	• Select "Dismiss" from the "Actions" tab on the Menu bar
Step 3	• The case opens with a Case Action Notice at the top of the screen (figure 7-13) identifying the mandatory information
Step 4	<ul> <li>Click on the "Submit Complaint" button</li> <li><u>Successful</u> submission results in a successful validation screen opening (figure 5-21). Case status changes to Completed. The follow-up suspense may be added on the Suspenses/Dates tab <u>Unsuccessful</u> submission will identify any errors that must be corrected (figure 5-22)</li> <li>Refer to the online help menu or Chapter 5 for additional information about successful and unsuccessful validations</li> </ul>

Inspector General Automated Case Tracking System			instr 99
Build: 5.3.2.1		sults I Global Search I Advi	anced Searches   Search Help
ses Reports View Admin	Reset to New		
A Complaint Action Notice			
You have chosen to Dismiss this compla	int. Please ensure the following field(s) are populated: Anal	vsis Complete Date, Con	npletion Date
	Cancel		
	Cancel		
	Cancel		
	Cancel Apply Submit Complaint Undo All Changes		
		0	
	Apply Submit Complaint Undo All Changes		
Main Suspenses/Dates Co			
Main Suspenses/Dates Con	Apply Submit Complaint Undo All Changes		Complaint Status: <b>New</b>

Figure 7-13. Complaint Action Notice for Dismiss.

## Dismiss/Close

This action results in case being Closed. Only cases with a New status can be dismissed.

Step	Action
Step 1	• New case in edit mode
Step 2	• Select "Dismiss/Close" from the "Actions" tab on the Menu bar
Step 3	• The case opens with a Case Action Notice at the top of the screen (figure 7-14) identifying the mandatory information

	-
Step 4	Click on the "Submit Complaint" button
	• <u>Successful</u> submission results in a successful validation screen opening
	(figure 5-21). Case status changes to Closed. The follow-up suspense may
	be added on the Suspenses/Dates tab.
	• <u>Unsuccessful</u> submission will identify any errors that must be corrected
	(figure 5-22)
	• Refer to the online help menu or Chapter 5 for additional information about
	successful and unsuccessful validations

A Complaint Action Notice					
Very have absent to Dispute (Class this same					
You have chosen to Dismiss/ close this com	laint. Please ensure the following field	I(s) are populated: .	All required fields,	indicated by an aste	erisk '*'
	Cancel				
	Apply Submit Complaint	Undo All Changes			

Figure 7-14. Complaint Action Notice for Dismiss/Close.

## Assist

This action moves the case status from New to Completed.

Step	Action
Step 1	Open case in edit mode
Step 2	• Select "Assist" from the "Actions" tab on the Menu bar
Step 3	• The case opens with a Case Action Notice at the top of the screen (figure 7-15) identifying the mandatory information
Step 4	<ul> <li>Click on the "Submit Complaint" button</li> <li><u>Successful</u> submission results in a successful validation screen opening (figure 5-21). Case status changes to Completed. The follow-up suspense may be added on the Suspenses/Dates tab.         <ul> <li><u>Unsuccessful</u> submission will identify any errors that must be corrected (figure 5-22)</li> </ul> </li> <li>Refer to the online help menu or Chapter 5 for additional information about successful and unsuccessful validations</li> </ul>

ses	Build: 5.3.: Reports	2,1 View	Admin	Reset to New			<u>Global S</u>	earch I <u>Advanc</u>	ed Searches I	Search Help
	mplaint A	1000000	otice							
You hav	e chosen to	Assist t	his compla	nt. Please ensu	re the following field(s) are	populated: Analys	sis Complete L	ate, Complet	tion Date	
					Cancel					
					Lancer					
1										
				Appl		Undo All Changes	5			
					y Submit Complaint					
Main	Suspen	ises/Dat∈	es C C	(Appl omplainant		Undo All Changes		hments		
	Suspen		es C		y Submit Complaint	Case Notes		hments	Complaint :	Status: New

Figure 7-15. Complaint Action Notice for Assist.

## Assist/Close

This action moves the case status from New to Closed.

Step	Action
Step 1	• Open case in edit mode
Step 2	• Select "Assist/Close" from the "Actions" tab on the Menu bar
Step 3	• The case opens with a Case Action Notice at the top of the screen (figure 7-16) identifying the mandatory information
Step 4	<ul> <li>Click on the "Submit Complaint" button</li> <li><u>Successful</u> submission results in a successful validation screen opening (figure 5-21). Case status changes to Closed. The follow-up suspense may be added on the Suspenses/Dates tab.         <ul> <li><u>Unsuccessful</u> submission will identify any errors that must be corrected (figure 5-22)</li> </ul> </li> <li>Refer to the online help menu or Chapter 5 for additional information about successful and unsuccessful validations</li> </ul>



Figure 7-16. Case Action Notice for Assist/Close.

## Refer

This action moves the case status from New to Completed.

Step	Action
Step 1	Open case in edit mode
Step 2	• Select "Refer" from the "Actions" tab on the Menu bar
Step 3	• The case opens with a Case Action Notice at the top of the screen (figure 7-17) identifying the mandatory information
Step 4	<ul> <li>Click on the "Submit Complaint" button</li> <li><u>Successful</u> submission results in a successful validation screen opening (figure 5-21). Case status changes to Completed. The follow-up suspense may be added on the Suspenses/Dates tab.</li> <li><u>Unsuccessful</u> submission will identify any errors that must be corrected (figure 5-22)</li> <li>Refer to the online help menu or Chapter 5 for additional information about successful and unsuccessful validations</li> </ul>

Build: 5.3.2.1 ses Reports View	Admin Reset to New		Search Kesuits I Git	Mar Search 1 Adv	<u>anced Searches</u> I <u>Se</u>	arcinneip
A Complaint Action						
Completion Date						
		Cancel				
-		cancer				
8		tanter				
5	Appl		All Changes			5
		y Submit Complaint Undo				
Main Ve Suspenses/D		y Submit Complaint Undo		Attachments		
Main Suspenses/D		y Submit Complaint Undo		Attachments	Complaint Sta	itus: New

Figure 7-17. Case Action Notice for Refer.

## Discard

Discard a case if it was entered in error or if it was a duplicate entry. Only cases with a status of "New" can be discarded. Discard action closes a case but does not remove it from ACTS for 90 days. Discarded cases are still searchable until they are purged using the advanced search feature "All Discarded Cases."

Step	Action
Step 1	Open case in edit mode
Step 2	• Select "Discard" from the "Actions" tab on the Menu bar
Step 3	• The case opens with a Case Action Notice at the top of the screen (figure 7-18), identifying the mandatory information
Step 4	<ul> <li>Submit Complaint         <ul> <li><u>Successful</u> submission results in a successful validation screen opening (figure 5-21) and case status change to Discarded</li> <li><u>Unsuccessful</u> submission will identify any errors that must be corrected (figure 5-22)</li> </ul> </li> <li>Refer to the online help menu or Chapter 5 for additional information about successful and unsuccessful validations</li> </ul>

S S	ecretary of t		rce													Log	off I Horn	e I He	p IUser M
	Inspector Ge Automated Ca		ina Svs	iem.							Quick Search:	. 🔽	ssigned	AO			• instr	_	go
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Cases	Reports	View	Admi		Reset to	New													
Δ	Complaint A	ction N	otice																1
You h	nave chosen to	Discare	this co	mplai	nt. Plea	se ensu	ire the foll	lowing field(	(s) are p	opulate	d: Reso	oluti	on Type	and Co	ompleti	ion Da	ate		
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<u>.</u>								Cance	el										
						Annha	Cukar			- 1- 51	ch	- )							
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						Apply	) (Subm			ndo All	Changes	5)							
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	Susper						Subjects	it Complaint	t Ur	• Cas	-	_	At	tachme	ents	Ca	emplaint :	Statu	: New

Figure 7-18. Case Action Notice for Discard Action.

## **CHAPTER 8 - REPORTS**

#### Introduction

A report is a written record or summary of specified data. It is an efficient way to present data in a printed format.

## Standardized Reports.

Standardized reports are available under the "Reports" tab on the "Management" menu bar (figure 8-1). Not all reports are available at all levels. Reports that are available at all levels include the "Suspense Report", "Advanced Reports", "Record Retention Worksheet" and the "ACTS User Directory". The "Case File Worksheet" is a summary report of each case and is described in the next section.



Figure 8-1. Reports.

## Case File Worksheet (CFW)

The CFW is a printer friendly version of key case file information. The CFW serves as a cover page for the paper case file, if necessary, and includes General Info; Complainant Information (except address); Resolution (if closed); Milestone Dates (timeline); Originating Source(s); Special Interest Categories; Allegation Summary; Subject General Info; Subject Allegations; and Case Notes.

#### How to Access a Case File Worksheet.

Options	Action

1	Click on "Submit Complaint"
	Select "Print Case File Worksheet"
2	• From all search results with the exception of "Global Search"
	Select the print icon
3	• With a complaint open in view mode
	Select "Print Case File Worksheet"

1	omated Case Tracl Build: 5.3.2.1	and parasiti			arch: JSAF POC Global S	earch I Advanced Sear	ches I S	earch	Help	
Cases	Reports View	Admin Reset t	o New							
			Search	Results						
			The following 4 cases ( (SAF POC Last Name							
		Export Ca	ases Modify Search	Save This Search	Return Home					
FRNO	<u>Complainant/</u> <u>Requestor</u>	<u>Status</u>	Key Dates	Nature of	Complaint	Assigned AO	Edit	NV Edit	View	Prir
2009-00682	Anonymous	Completed	Open: 17-Aug-2009 Completed: 17-Aug-2009	Test		<u>Mr. Williams, Matt</u> (SAF)	0	M	۲	₽
2009-00683	Smith, Snuffy AB/E-1.	Closed / Assisted	Open: 17-Aug-2009 Closed: 17-Aug-2009	Needs TRICARE Configuration	ontact	<u>Mr. Williams, Matt</u> (SAF)	0	M	1	<b>e</b>
2009-00684	Anonymous	New	Open: 17-Aug-2009	Giant Robots! Fron	n Space!	Mr. Williams, Matt (SAF)	0	M	۲	₽
2009-00685	Anonymous	Closed / Referral	Open: 18-Aug-2009 Closed: 18-Aug-2009	Homicide		<u>Mr. Williams, Matt</u> (SAF)	0	N	۲	₽
	÷	Export Ca	ases Modify Search	Save This Search	Return Home	-				
			VV 574- 525 465 VV			~				
			es: <u>Create</u>   <u>Search</u>   <u>Bulk Searc</u> <u>Suspense Report   Reports</u>   <u>Re</u>			rectory				

Figure 8-2. Search Results Screen.

#### Case File Worksheet 2007-00494 (Generated on 25-Aug-2009 1037 ET)

General Info				
FRNO	2007-00494	Assigned AO	Maj. 19	Instr, iigtc - SAF
Complaint Status	Closed	DSN	425-154	47
		POCs	Not Spe	cified
Field Retention Date SAF Retention Date				
SAF Retention Date	31-Dec-2010			
Complainant I	nfo			
Complainant: Anoi				
Work Contact	Info	Home	Contact	Info
Address	Not Specified	Address		Not Specified
City	Not Specified	City		Not Specified
State	Not Specified	State		Not Specified
Postal Code	Not Specified	Postal Co	de	Not Specified
Country	Not Specified	Country		Not Specified
Email Address	Not Specified	Email Add		Not Specified
Phone Number(s)	None Specified	Phone Nu	mber(s)	None Specified
Resolution				
1		and the second s		
esolution Type		Dismissed		
		Dismissed		
Timeline Suspe	nses			
Fimeline Susper uspense Event	nses	Dismissed	51	Actual:
Timeline Susper uspense Event pen Date			2:	18-Jun-2007
Fimeline Susper uspense Event pen Date nalysis Complete E				18-Jun-2007 18-Jun-2007
Fimeline Susper uspense Event pen Date nalysis Complete D asking Date	Pate			18-Jun-2007
Fimeline Susper uspense Event pen Date nalysis Complete E	nplete		82	18-Jun-2007 18-Jun-2007
Fimeline Suspen uspense Event pen Date nalysis Complete E asking Date re-Fact Finding Cor	nplete te		22	18-Jun-2007 18-Jun-2007
Fimeline Suspen uspense Event pen Date nalysis Complete D asking Date re-Fact Finding Cor act Finding Comple	nplete te elete		82	18-Jun-2007 18-Jun-2007
Fimeline Suspen uspense Event pen Date nalysis Complete D asking Date re-Fact Finding Cor act Finding Comple eport Writing Comp	nplete te plete omplete		22	18-Jun-2007 18-Jun-2007
Fimeline Suspen uspense Event pen Date nalysis Complete E asking Date re-Fact Finding Comple eport Writing Comple eport Writing Comple S Quality Review C	nplete te Solete omplete mplete		82	18-Jun-2007 18-Jun-2007
Fimeline Suspen uspense Event pen Date nalysis Complete E asking Date re-Fact Finding Corp act Finding Comple eport Writing Comple source with the subscript S Quality Review Co	nplete te Solete omplete mplete		82	18-Jun-2007 18-Jun-2007
Fimeline Suspen uspense Event pen Date nalysis Complete E asking Date re-Fact Finding Comple eport Writing Comple eport Writing Comple s Quality Review C echnical Review Compl agal Review Comple	nplete te omplete omplete implete ete		22	18-Jun-2007 18-Jun-2007 Not Specified
Fimeline Suspen uspense Event pen Date nalysis Complete D asking Date re-Fact Finding Comple eport Writing Comple eport Writing Completion Date	nplete te omplete omplete ete ete		22	18-Jun-2007 18-Jun-2007 Not Specified 18-Jun-2007
Fimeline Suspen uspense Event pen Date nalysis Complete E asking Date re-Fact Finding Comple eport Writing Comple eport Writing Completion Completion act Finding Review C echnical Review Compl completion Date AF/State IG Review	nplete te omplete omplete ete ete v Complete mplete		52	18-Jun-2007 18-Jun-2007 Not Specified 18-Jun-2007 20-Mar-2008
Timeline Suspen uspense Event pen Date nalysis Complete E asking Date re-Fact Finding Comple eport Writing Comple sout Surding Review Co echnical Review Completion Date AF/State IG Review AJCOM Review Com	nplete te omplete omplete ete v Complete mplete mplete		52	18-Jun-2007 18-Jun-2007 Not Specified 18-Jun-2007 20-Mar-2008 20-Mar-2008
Timeline Suspen uspense Event pen Date asking Date re-Fact Finding Complete act Finding Comple oport Writing Complet completion Date AF/State IG Review AJCOM Review Completion AF/IGQ Review Completion	plete nplete te olete omplete ete v Complete mplete mplete sion		52	18-Jun-2007 18-Jun-2007 Not Specified 18-Jun-2007 20-Mar-2008 20-Mar-2008 20-Mar-2008

Source Suspense Date		
Suspense Event	Suspense:	Response:
Source Suspense Date	Not Specified	Not Specified

Reference Number Not Speci

OCOntracting
Nature of Complaint
Installation Ali AB Iraq
STRPIOUYTDSGDFHGJHCX



Figure 8-3. Typical Case File Worksheet Screen, View Mode.

## **Suspense Report**

The Suspense Report is a report of upcoming suspenses. Depending on the level of the user, you can access suspense for a specified period of time, a specified office as well as selecting a specific AO.

#### How to Access the Suspense Report.

Options	Action
1	• Select "Reports" from the "Menu" bas
	• Select "Suspense Reports" from the dropdown menu, this opens the
	"Suspenses" page, figure 8.4
2	• Select a case status, start and stop date, office, AO, and exclusion filter.
3	• Select "Generate Report" to see the report results, figure 8.5
	Select "Reset to Defaults" to start over

Secretary of the Air Force	Logoff I Home I Help I User Manual
Inspector General Automated Case Tracking System	Quick Search: FRNO
Build: 5.3.2.1 Cases Reports View Admin Reset to New	Global Search I Advanced Searches I Search Help
Cases Reports view Aumin Reset to new	
	Suspenses
Please comple	ete fields below to Generate a Report
* Open Date	
* Start Date	1 Aug 09
Start Date	
* End Date	30 Aug 09
Office	
Office Filter	SAF/IGQ •
* Office List	SAF
🗖 Include	e all offices under selected office
AO	
	Wilkinson, Scott Capt
Assigned AO	Williams, Matt Mr Willis, Robert MSgt
	Wilson, Patricia Ms
]	
Exclusion Filter	
	Exclude IG
	Exclude 13
	Exclude Non-IG
	Exclude Non-IG Congressional
	Exclude Non-IG Colonel
Generate	a Report Reset to Defaults
Cases: Create   Search	h   <u>Bulk Search</u> My Alerts & Suspenses: <u>View</u>
Reports: <u>SOUIF   Suspense Report</u>   Admin: <u>Change Password   Add User</u>	<u>Reports   Record Retention Worksheet   ACTS User Directory Disable User   Modify User   Reset Password   Manage Content</u>
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the content of this site to a wider audience without coordination with the informati owner and your unit public affairs office.	tion DSN: 425-1550 Comm: (703)588-1550 Email: matthewr.williams@pentagon.af.mil
Please read this Privacy Act InformationThe information accessed through this evenamic Fr	warning and consent to monitoring notice. OR OFFICIAL USE ONLY and must be protected in accordance with the Privacy Act and AFI 33-332.
	508 of the Rehabilitation Act of 1998 as of 31 July 2009.

Figure 8-4. Suspense Report Input Screen

Inspector General	rce			Logoff I Hon	ne I Help I Use
Automated Case Tracki	ing System		Quick Search: FRNO		go
Build: 5.3.2.1	and a factories		GI	obal Search I <u>Advanced Searches</u>	I Search Help
es Reports View	Admin Reset to New				
					<
		SUSPENSES			
	Report Created: 1-Sep-2	000 at 0051 ET			
		vr.williams@pentagon.af.m	il.		
	by. matthey	n.willians@pentagon.al.n			
0	pen Date Start Date: 01-Aug-	2009 <b>Op</b>	en Date End Date: 0	1-Sep-2009	
	Office List: SAF				
	Assigned AO: Hukka,	Randall Mr			
	Exclude IG: No		Exclude Non-IG: N	lo	
Exclude No	on-IG Congressional: No	Exclud	e Non-IG Colonel: N	10	
-	at are over the Due Date $\Lambda$ :	Suspenses	thin 7 days		_
Example of the second se					
SAF					_
SAF Assigned AO: Mr	Contraction and Alexandra a		-		
SAF Assigned AO: Mr FRNO	Complainant Name	Subject Name	Suspense Date	Suspense Event	
SAF Assigned AO: Mr	Complainant Name	Subject Name	01-Sep-2009	Analysis Complete Date	
SAF Assigned AO: Mr FRNO	Complainant Name	Subject Name			
SAF Assigned AO: Mr FRNO 2009-06322 This is a j dissemina	Complainant Name	e released (in whole or in	<ul> <li>01-Sep-2009</li> <li>08-Sep-2009</li> <li>part), reproduced, or</li> </ul>	Analysis Complete Date Tasking Date given additional	

Figure 8-5. Suspense Report Output Screen

## **Open Edit Sessions Report**

The Open Edit Sessions Report is a report of open edit sessions by users at a selected office level. Not all users have access to the report.

## How to Access the Open Edit Sessions Report.

Options	Action
1	Select "Reports" from the "Menu" bas
	• Select "Open Edit Sessions Report" from the dropdown menu, this opens
	the "Open Edit Sessions" page, figure 8.6
2	• Select an office filter.
3	• Select "Generate Report" to see the report results, figure 8.7
	• Select "Reset to Defaults" to start over

Secretary of the Air Force	Logoff I Home I Help I User Man
Inspector General Automated Case Tracking System	Quick Search: FRNO
Build: 5.3.2.1	Global Search   Advanced Searches   Search Help
Cases Reports View Admin Reset to New	
Open Edit Sess	ions
Please complete fields below to G	Generate a Report
Office	
Office Filter Select	
* Office List Select	
☐ Include all offices under s	selected office
Generate Report Reset	t to Defaults
Cases: <u>Create</u>   <u>Search</u> My Reports: <u>SOUIF</u>   <u>Suspense Report</u>   <u>Reports</u>   <u>Record Ret</u> Admin: <u>Change Password</u>   <u>Add User</u>   <u>Disable User</u>   <u>Modify</u>	tention Worksheet   ACTS User Directory
This site is intended for the use of the Air Force only. Do not reproduce or distribute the content of this site to a wider audience without coordination with the information	SAF/IG Contact: Matt William DSN: 425-155
owner and your unit public affairs office.	Comm: (703)588-155 Email: <u>matthewr.williams@pentagon.af.</u> m
Please read this warning and consent t Privacy Act InformationThe information accessed through this system is FOR OFFICIAL USE O	to monitoring notice.
This site complies with Section 508 of the Rehabilitati	
<u>B</u>	

Figure 8-6. Open Edit Sessions Report Input Screen

	pector General mated Case Trac	king System		Quick Search: FRNO	-	
	Build: 5.3.2.1	and strain			al Search I Advanced Sea	ches I Search H
s R	eports View	Admin Re	set to New			
			OPEN EDIT SES	SIONS		
			2 CONTRACTOR (1997)			
		Report C	reated: 1-Sep-2009 at 0942 ET By: matthewr.williams@pentago			
			by: matthewr.williams@pentago	n.dmi		
		0#	ice List: SAF			
		Off	ICE LIST: SAF			
			LIST OF OPEN EDIT	E SESSIONS		
	FRNO	Case Status	AO Editing	Edit Started	Last Modification	View
	2004-00754	Closed	Mr Sandoval, Jose (SAF)		31-Aug-2009 1048 ET	<b>1</b>
					and the second	~
	2009-02219	Closed	LtCol Ingegneri, Robert (SAF)	21-Aug-2009 1046 ET	28-Aug-2009 0635 ET	<b>©</b>
	2009-03256	Completed	Mr Hukka, Randall (SAF)	28-Aug-2009 1342 ET	31-Aug-2009 1020 ET	8
	2009-04255	New	Capt Randolph, Todd (SAF)	31-Aug-2009 1422 ET	31-Aug-2009 1451 ET	6
	2009-05289	New	LtCol Ingegneri, Robert (SAF)	21-Aug-2009 1035 ET	21-Aug-2009 1035 ET	8
	2009-05302	Completed	LtCol James, Woodrow (SAF)	21 Aug 2000 0022 ET	31-Aug-2009 1015 ET	-
				-	and the second se	<b>@</b>
	2009-05717	New	LtCol Ingegneri, Robert (SAF)	21-Aug-2009 1034 ET	21-Aug-2009 1034 ET	<b>@</b>
	2009-06046	Closed	Ms Wilson, Patricia (SAF)	10-Aug-2009 1429 ET	10-Aug-2009 1431 ET	8
	2009-06339	New	LtCol Ingegneri, Robert (SAF)	21-Aug-2009 1034 ET	21-Aug-2009 1034 ET	<b>6</b>
	2009-06567	New (Not Submitted)	Mr Williams, Matt (SAF)	12-Aug-2009 1608 ET	12-Aug-2009 1616 ET	<u>@</u>

Figure 8-7. Open Edit Sessions Report Output Screen

## **Cases Not Purged Report**

The Cases Not Purged Report is a report of all cases that have a record retention date that has past, but the cases have not been purged. Not all users have access to the report.

#### How to Access the Cases Not Purged Report.

Options	Action
1	• Select "Reports" from the "Menu" bas
	• Select "Cases Not Purged Report" from the dropdown menu, this opens the
	"Cases Not Purged" page, figure 8.8
2	• Select an office filter.
3	• Select "Generate Report" to see the report results, figure 8.9
	• Select "Reset to Defaults" to start over

Inspector General Automated Case Tracking System Build: 5.3.2.1       Quick Search: FRNO Colorado Colorado Case Tracking System Build: 5.3.2.1         Cases Reports View Admin Reset to New         Cases Not Purged         Please complete fields below to Generate a Report         Office         Office       Office Filter       Select         * Office List       Select       Image: Colorado Case Case Case Case Case Case Case Case
Cases     Reports     View     Admin     Reset to New       Cases Not Purged       Please complete fields below to Generate a Report       Office       Office Filter Select *       * Office List Select *
Cases Not Purged  Please complete fields below to Generate a Report  Office  Office Filter Select  * Office List Select  *
Please complete fields below to Generate a Report Office Office Filter Select  * Office List Select  *
Please complete fields below to Generate a Report Office Office Filter Select  * Office List Select  *
Office Office Filter Select • * Office List Select •
Office Filter Select  * Office List Select
* Office List Select
Include all offices under selected office.
Generate Report Reset to Defaults
Cases: <u>Create   Search   Bulk Search My Alerts &amp; Suspenses: View</u> Reports: <u>SOUIF   Suspense Report   Reports   Record Retention Worksheet   ACTS User Directory</u> Admin: <u>Change Password   Add User   Disable User   Modify User   Reset Password   Manage Content</u>
This site is intended for the use of the Air Force only. Do not reproduce or distribute SAF/IG Contact: Matt the content of this site to a wider audience without coordination with the information DSN: 42
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Figure 8-8. Cases Not Purged Report Input Screen

Build: 5.3.2.1 ports View			Quick Search: FRN0	D Blobal Search I Advanced Se	
	Admin Reset t	o New	2	Stopar Search 1 Advanced Se	arches r <u>Bearch rielp</u>
					< <b< th=""></b<>
		CA	SES NOT PURGED		
	Report Crea	ted: 1-Sep-2009 at	1003 FT		
			ims@pentagon.af.mil		
	Office	List: SAF			
📕 – Complai	nts that contain a Fol	low-up Suspense			
- Complai		The second s	f Cases Not Purged		
FRNO	SAF Record Retention Date	Field Record Retention Date	Assigned AO	Office not Purged	Print
2004-00254	31-Dec-2006	31-Dec-2006	MSgt Good, Thomas (48 FW)	SAF	<b>B</b>
2004-00754	31-Dec-2007	18-Feb-2006	MSgt Holland, Edwin (374 AW)	SAF	-
2004-04743	31-Dec-2006	31-Dec-2006	Mr Hukka, Randall (SAF)	SAF	-
2005-03508	31-Dec-2008	31-Dec-2008	TSgt Arbona, Rebecca (USAFE)	SAF	<b>B</b>
2005-08701	31-Dec-2008	31-Dec-2008	Mr King, William(72 ABW)	SAF	8
2006-00585	31-Dec-2008	31-Dec-2008	LtCol Drewry, Steven (PACAF)	SAF	<b>B</b>
2006-01844	31-Dec-2008	31-Dec-2008	MAJ Meyle, Kristina (SAF)	SAF	8
2006-02002	31-Dec-2008	31-Dec-2008	LtCol Winner, Scott (AFRC)	SAF	<b>B</b>
2006-05090	31-Dec-2008	31-Dec-2008	TSgt Arbona, Rebecca (USAFE)	SAF	8
2006-05132	31-Dec-2008	31-Dec-2008	Capt Lee, Kimberly (SAF)	SAF	<b>B</b>
2006-05272	31-Dec-2008	31-Dec-2008	TSgt Arbona, Rebecca (USAFE)	SAF	8
2006-05731	31-Dec-2008	31-Dec-2008	LtCol Bennett, Vernon (VA NG)	SAF	<b>₽</b>
2006-08167	31-Dec-2008	31-Dec-2008	GROUP BOX, 86 AW (86 AW)	SAF	<b>B</b>
2006-09587	31-Dec-2008	31-Dec-2008	Capt Hatch, Ben (SAF)	SAF	<b>B</b>
2007-11992	27-Aug-2009	27-Aug-2009	Ms Wilson, Patricia (SAF)	SAF	<b>B</b>

Figure 8-9. Cases Not Purged Report Output Screen

## **ACTS Advanced Reports**

ACTS provides 16 pre-formatted statistical and informational reports, displaying information based on filters input by the user. Reports may be tabular  $\square$ , or graphical  $\square \odot$   $\square$ . The user will typically select a date range for the data to be reported, the offices to be included and other filters depending on the report. The user will have the option to download the data used to create the report for use in other applications. With Version 5.6, a Custom Report feature (see Appendix B) was added. With this addition, ten of the pre-formatted reports will redirect to a predefined Custom Report. The remaining Advanced Reports are: Contacts; Case Summary Report; Time to Complete/Close Investigations; Single Case Resolution Process Timelines ; Complaints Against Colonels.

Step	Action
Step 1	<ul> <li>Click on Reports in the Menu bar, or Click on "Reports" in the Footer of the Home Page</li> <li>Select "Advanced Reports" from the dropdown menu.</li> </ul>
Step 2	<ul> <li>The "ACTS Report Options" screen opens (figure 8-10)</li> <li>Fifteen pre-formatted reports are available Note: See figure 8-10 for descriptions of the reports</li> <li>Select the desired report option.</li> </ul>
Step 3	<ul> <li>The appropriate input screen appears allowing you to filter your displayed data (figure 8-11)</li> <li>Fill in the information requested on the input screen</li> <li>Click on the "Generate Report" button Generate Report to view the selected report (figures 8-12, 8-13, 8-14, and 8-15)</li> </ul>
Step 4	• Copy/Save the graphic. Right click on the graphic image to " <i>Copy</i> " or " <i>Save target as</i> " if you desire to paste the image to another application or save the graphic image for later use. You will not be able to manipulate the image in any way other than re-sizing it
Step 5	<ul> <li>Export the data. Click on the "Export Report" button Export Report to export the data used to generate the report, in MS Excel workbook format, to your local machine or network.</li> <li>Click on the <u>Complaint Export: Microsoft Excel File</u> hyperlink (figure 8-16),</li> <li>"Open" the file</li> <li>"Save As" Excel format (file name.xls)</li> </ul>

Insp	ector G	the Air Force eneral ase Tracking	e g Syster	n		Quick Search: FRN	0	•	Home   Help
	Build: 5.3 ports	3.2.1	Admin	Reset to New			<u>Global Search</u> I <u>Adv</u>	anced Searc	hes I <u>Search He</u>
					ACTS Report Options	(e)			
					Report Types				
		Contacts			Number of contacts during	a date range.			
					-				
		Case Sum	mary R	eport	Summary of all cases assig	gned during spec	cified dates to a s	elected offi	ce.
	Ш	<u>Complete</u> Process G		laint Resolution	Time to resolve completed	cases compared	d to AFI 90-301 g	uidelines.	
		<u>Closed Co</u> <u>Goals</u>	mplaint	Resolution Proces	Time to resolve closed cas		AFI 90-301 guide		
	<u>I</u>	<u>Case Sum</u> Interest	mary R	eport by Special	Summary of special intere selected office.				to a
		Originatin	g Sourc	e Report	Summary of originating so to a selected office.		assigned during s		es
		Complain State	ts Sorte	d by Resolution	Percentage of complaints i				
		Resolutio	n State	<u>by Office</u>	Number of cases in each n				
		FOIA/OU	R <mark>Status</mark>		Lists FOIA/OUR/Discovery				
		Complain Interest I		ed by Special	Number of complaints duri	ng a date range,	sorted by specia	al interest ite	em.
		Complain Area	ts Sorte	d by Functional	Number of complaints duri				
	M	<u>Time to C</u> Investiga		e/Close	Lists and compares average up to three date ranges.	ge number of day	ys to complete/cl	ose cases u	sing
		<u>Complain</u> Area	ts Rank	ed by Functional	Sorts allegations by office,	date range and	functional area.		
		Single Ca Timeline	se Reso	lution Process	Number of calendar days a	a case spent in e	ach of the 14 res	olution step	s.
		<u>Multiple C</u> <u>Timeline</u>	ase Res	solution Process	Average number of days on steps.				
		<u>Complain</u>	ts Agaiı	nst Colonels	Lists and compares numbe year period.		blaints against Co		5
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Figure 8-10. ACTS Report Options Screen.

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Co	ontacts
Please complete fields	below to Generate a Report
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* Start Date	
* End Date	
Status	
(FOIA includes FOIA, OUR and PA)	
* Status List	
Unde	pleted
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* Office List Se	elect
☐ Include all offic	ces under selected office
Exclusion Filter	
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Exclud	de Non-IG
Exclud	de Non-IG Congressional
Exclud	de Non-IG Colonel
Exclud	de FOIA
Exclud	de OUR
Generate Report	Reset to Defaults
	iearch My Alerts & Suspenses: View _ Record Retention Worksheet   ACTS   Jear Directory
Admin: <u>Change Password</u>   <u>Add User</u>   <u>Disable L</u>	Record Retention Worksheat   ACTS User Directory User   Modify User   Reset Password   Manage Content
his site is intended for the use of the Air Force only. Do not reproduce or distribute ie content of this site to a wider audience without coordination with the information	SAF/IG Contact: Matt William DSN: 425-155
wner and your unit public affairs office.	Comm: (703)588-155 Email: <u>matthewr.williams@pentagon.af.m</u>
Privacy Act InformationThe information accessed through this system is FOR OFFIC	ind consent to monitoring notice. CIAL USE ONLY and must be protected in accordance with the Privacy Act and AFI 33-332. ehabilitation Act of 1998 as of 31 July 2009.
This size complex war becault 500 of the	

Figure 8-11. ACTS Report Input Screen (Contacts .....).



Figure 8-12. ACTS Report Output Screen (Contacts .....).



Figure 8-13. ACTS Export Results Screen.



Figure 8-14. ACTS Report Output Screen (Time to Complete/Close Investigations M).

Secreta	rry of the Air Fe ctor General	orce						Logoff I Hor	ne i Help i User Ma
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	uild: 5.3.2.1						Global Search I Adv	anced Searches	Search Help
Cases Rep	orts View	Admin	Reset to New						
									< <b< td=""></b<>
			CA	SE SUMMAR	Y REPORT				
		7.25							
		Rep	ort Created: 31-Aug-2009		c 1				
			By: matthewr.wi	liams@penta	gon.af.mil				
	C	losed Date	Start Date: 01-Jan-2009 Status List: All		Closed Date	End Date	e: 30-Aug-2009		
			unction List: All						
		5	Office: SAF (include	all offices up	der selected offic	-1			
			Exclude IG: No	an onices un		e Non-I(	E. No		
	Exclude N	Ion-IG Co	ngressional: No		Exclude Non-I	2000			
	Enclose I						1979 A. 4		
			Status			Count			
			Closed			231			
			Completed			1			
			Total			232			
			Resolution Type	5	- b.	Count			
			Assisted			134			
			Dismissed			28			
			Not Substantiat	ed		14			
			Referral Substantiated			18 38			
			Total			232			
Record Count:	232			Assigned	AO/POC Indicato	r: 🗛Assi	igned AO SAF 🕅	Majcom NA	AF UInstallation
Opened Date:	01-Jan-09		Closed Date:	01-Jan-09	Completio	Date: 0	1-Jan-09	MAJCOM: SA	NF
FRNO	Assigned AO/	POC	Days Open	Status	Complaina	nt	Resolution Type	Installation	
2009-00770	▲13, iigtc		2	Closed	Broke		Assisted	Bolling AFB	
IG / Non-IG	Originating So	urces	Subjects		Functional	Areas		Special Inte	rests
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Nature of Con	iplaint: contact	IOF DEAS							
	dissemi	nation (in v	document. It will not be re vhole or in part) outside of (SAF/IG) or designee.	Export Re eased (in wh	ole or in part), rep	produced, hout prio	, or given additiona r approval of The	1	
		Report Admin: (	Cases: <u>Create</u>   <u>Search</u> s: <u>SOUIF</u>   <u>Suspense Report</u>   Change Password   <u>Add User</u>   ]	Reports   Record	rd Retention Worksh	eet   ACTS	5 User Directory		
								Email: <u>vinc</u>	ontact: Vinny DeB ent.debono@us.af
Privacy Act Inf	ormationThe info	rmation acc	<u>Please read this v</u> essed through this system is FC his site complies with Section 5	varning and con DR OFFICIAL L 08 of the Rehal	isent to monitoring r JSE ONLY and must bilitation Act of 199	<u>otice.</u> be protect 8 as of 31	ed in accordance with July 2009.	the Privacy Act	and AFI 33-332.

Figure 8-15. ACTS Report Output Screen (Case Summary Report .....).

## **Record Retention Worksheet**

The Record Retention Worksheet is used to display cases that are eligible to be purged because their record retention date has passed. The user will be given the option to delete all IG, non-IG and Colonel cases that are eligible to be purged. The user will also be given a list of discarded cases and permanent cases that will not be deleted. Only records that your office has Created, Transferred/Received, or Notified/Received will be displayed on your Record Retention Worksheet. More details can be found in Chapter 11.

## How to Access the Record Retention Worksheet.

Options	Action
1	Select "Reports" from the "Menu" bas
	• Select "Record Retention Worksheet" from the dropdown menu, this opens
	the "Record Retention Worksheet" page, figure 8.17
2	• Select cases to be purged or check "select all".
3	Click on "Print Purged Cases" before deleting the cases
	Click on "Continue With Purge" to delete marked cases.

orts	5.3.2.1	king System Admin Res	et to Nev		-				Sear	ch: FRN	Global Se	arch I Advanced Sea	
				Rec	ord Ret	tentio	n Wo	rksh	neet				
Sele	ct All								- 640	alaista ti		ain a Follow-up Su	
				CA	SES ELIC	SIBLE 1	O BE P			iplaints ti	nat cont	ain a rollow-up Su	spense
	FRNO A	Complainant/ Requestor	Subje	ct Name	Open D	ate 1	Closure	Date	Ret	ention		Special Interest Category	
Π.	2005-0110	Name 5 sersdfg	1		21-Mar-2	005 2	1-Mar-2	005		n-2006			
								-					
				NON-I	G CASES	ELIGIB	LE TO E	BE PU	= Com JRGED	plaints th	at conta	ain a Follow-up Sus	spense
	FRNO A	Complaina	nt/	Subjec	t Name	Open	Date	Closu	ure Dat	e Rete	cord ention	Special Intere	est
Г	2005-0149	Requestor N 5 Anonymous		Bob		27-Jun-			ov-2006	D	ate c-2008	Category DOD Action	
1	2006-0310	-		Brown		01-Nov	Second <sup>1</sup>		ov-2006	and the second	c-2008	Hurricane Katrina	a
-	2006-0313					15-Nov	2006	15-No	ov-2006	5 31-De	c-2008	GS-15/Pay Band	3
			10	COLONY	L CASES	FLICT	I F TO	PE P	= Com	plaints th	at conta	ain a Follow-up Sus	spense
		-		COLONE	L CASES	1		1			Record Intention	Special Inter	
- 10		Complaina	nt/	1000									rest
		Complaina Requestor M	lame		ect Name		n Date		osure D		Date	curryory	rest /
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	2004-0017	Landau DISCARDE Complainan Requestor N	D CASES	Jalopy 5 WITH		02-Ma	oy-2004	25-1	May-20	04 31-C	Date Dec-2000 nat conta URE DA	8 Reprisal	spense
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EF	2004-0017 3NO A 9-00630 V	Requestor N 2 Landau DISCARDE Complainan Requestor N rilliams nonymous	D CASES	Jalopy 5 WITH	IN 90 DA'	YS OF (	22-Ju 14-Au	25-1 P ETION en Da il-200 ug-20 P RDS	= Com N DATE te 09 14 = Com	04 31-0 plaints th / CLOS Completic Date / losure Dr i-Aug-20	Date Dec-2000 at contr URE DA on te Nor 09 Nor	Special Interest Category TE Special Interest Category	spens t
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Figure 8-17. ACTS Record Retention Worksheet

## **ACTS User Directory**

A listing of current ACTS users is available for download in MS Excel format.

<ul> <li>Suspense Report</li> <li>Open Edit Sessions Report</li> <li>Open Edit Sessions Report</li> <li>Open Edit Sessions Report</li> <li>Open Edit Sessions Report</li> <li>Cases Not Purged Reports</li> <li>9 1341 ET</li> <li>Lat</li> <li>Record Retention Worksheet</li> <li>T-Jul-2009</li> <li>SOUIF Query</li> <li>ACT</li> <li>ACT SUser Directory</li> <li>TIP: To clear cases in "Follow Up" status from your alerts, simply remove the follow up date.</li> <li>Welcome to ACTS</li> <li>My Cleare tas of 27 Aug 09</li> <li>If you have any problems that cannot be solved by working with your MAJCOM, please contact Matt Williams at DSN 425-1550, matthewr.williams@pentagon.af.mil or MSgt Rob Willis at DSN 425-1546, robert.willis@pentagon.af.mil.</li> <li>ACT Supervised and the solved of the tracked Suspenses</li> <li>Action Received</li> <li>Comparison Comparison Received</li> <li>Comparison Received</li> </ul>	ses Reports View Admin Reset to New	
Welc       • Cases Not Purged Report         • Lat       • Record Retention Worksheet         • Lat       • Record Retention Worksheet         • SOUIF Query       7-Jul-2009         ACT       • ACTS User Directory         TIP: To clear cases in "Follow Up" status from your alerts, simply remove the follow up date.       My Alerts         Welcome to ACTS       My Alerts & Suspenses         Information current as of 27 Aug 09       If you have any problems that cannot be solved by working with your MAJCOM, please contact Matt Williams at DSN 425-1550, matthewr.williams@pentagon.af.mil.       Other Tracked Past Due Suspenses         View All Other Tracked Suspenses       View All Other Tracked Suspenses         SAF GROUP BOX ALERTS       Notifications Received		Priority Alerts & Suspenses
Welcome to ACTS         Information current as of 27 Aug 09         If you have any problems that cannot be solved by working with your MAJCOM, please contact Matt Williams at DSN 425-1550, matthewr.williams@pentagon.af.mil.         View All My Alerts&Suspenses         Other Tracked Past Due Suspenses         Other Tracked Suspenses         Other Tracked Suspenses         View All Other Tracked Suspenses         SAF GROUP BOX ALERTS         Notifications Received	Cases Not Purged Report         Velic       • Advanced Reports         - Lat       • Record Retention Worksheet         • SOUIF Query         ACT       • ACTS User Directory         TIP: To clear cases in "Follow Up" status from your alerts,	MY ALERTS & SUSPENSES My Alerts My Past Due Suspenses My Upcoming Suspenses
Information current as of 27 Aug 09       OTHER TRACKED SUSPENSES         If you have any problems that cannot be solved by working with your MAJCOM, please contact Matt Williams at DSN 425-1550, matthewr.williams@pentagon.af.mil or MSgt Rob Willis at DSN 425-1546, robert.willis@pentagon.af.mil.       Other Tracked Suspenses         View All Other Tracked Suspenses       Other Tracked Suspenses         SAF GROUP BOX ALERTS         Notifications Received	simply remove the follow up date.	
Information current as of 27 Aug 09 If you have any problems that cannot be solved by working with your MAJCOM, please contact Matt Williams at DSN 425- 1550, matthewr.williams@pentagon.af.mil. or MSgt Rob Willis at DSN 425-1546, robert.willis@pentagon.af.mil. Other Tracked Suspenses View All Other Tracked Suspenses SAF GROUP BOX ALERTS Notifications Received	Welcome to ACTS	OTHER TRACKED SUSPENSES
SAF GROUP BOX ALERTS Notifications Received	If you have any problems that cannot be solved by working with your MAJCOM, please contact Matt Williams at DSN 425- 1550, matthewr.williams@pentagon.af.mil or MSgt Rob Willis at	A Other Tracked Upcoming Suspenses Other Tracked Suspenses
View Group Box Alerts		Transfers Received

Figure 8-18. ACTS User Directory Menu Selection.

	INFOCON	: <u>3</u>						UNCLAS	SIFIED					E	CON: Bravo
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1 2	acts_users. A GRADE CW3	xis B IRST_NAN Sherlyn	C 1DLE_INI3 E /	D T_NA E Abour lynr	E MAIL n.aboun odore.a	FICE_SYME)U NV NG SAF Cł	TY_TITLI nief, MAJ	OMM_PHONM 775-884-845	30-84:2460 1500	Fairy Drive Cars	nv 8 va 2	TAL_COE 9701	COUNTRY	No POC	

Figure 8-19. ACTS User Directory Export – MS Excel Workbook.

## CHAPTER 9 ALERTS & SUSPENSES

#### Introduction

The Priority Alerts & Suspenses box on the Home Page displays notifications about complaints being managed by an AO. Each alert is generated by the system and is intended as a reminder that a critical event has occurred in the complaint resolution process. The suspenses are derived
from the various suspenses found in AFI 90-301, such as in Table 3.1, The Complaint Resolution Process.

ACTS may generate multiple alerts for a single complaint, and each will be shown separately. Only five alerts are shown in the Priority Alerts box. Click on the "View All Alerts" button or "More…" in the Priority Alerts box; use the Alerts drop-down menu on the menu bar; or click on "View" in the footer of the home page to see all of your alerts.



Figure 9-1. My Alerts & Suspenses

## Automatic Alerts.

Following are some examples of alert messages, and actions that might clear the alert:

- "New complaint must be tasked." ACTS will generate an alert for all complaints with a status of "New" if the complaint has not been assigned within 15 calendar days of its open date. To clear, assign the case (assist, dismiss, refer, investigate, or discard)
- "<u>Response to <complaint source name> due</u>." The system will create an alert of this type for **each** complaint source on a complaint where today's date is within four days of or beyond the Expected Response Date (entered by the AO) and no Actual Response Date has been specified. To clear the suspense, enter the Actual Response Date or edit the suspense date

- "<u>Check AFI 90-301 for Closure Requirements</u>." ACTS generates alerts for cases that were investigated, when the investigation has been completed for more than 16 days and is not closed. To clear the suspense, close the complaint
- "<u>Edit Session in Progress</u>." This alert is generated when a complaint is opened in Edit or NV Edit and is not removed until the user successfully "Submits" the complaint, or clicks on "Undo All Changes."
- "<u>Complaint Sent</u>." An AO transferring or sending a notification will receive an alert advising that the complaint was sent. As soon as the receiving AO opens the complaint in edit mode and submits it, the complaint sent alert will automatically be removed
- "<u>Complaint Received</u>." An AO receiving a transfer or notification will receive an alert advising that a complaint was received. As soon as the receiving AO opens the complaint in edit mode and submits it, the complaint received alert will automatically be removed

#### Suspenses.

Suspenses are automatically generated by the system. Suspenses can be removed from "My Alerts and Suspenses" by filling in the date the action was completed. If you have a series of similar suspenses, such as progress reports, filling in the date of the most recent action will remove all similar suspenses from your alerts. For cases that have a follow-up suspense, it can be removed be deleting the follow-up date, rather than filling in the date the case was reviewed. Below are examples of some suspenses that will be generated by the system. The suspense dates will be based on the case "open" date plus the maximum timeline calendar days.

Α	B	С	D
PHASE	STEP	PROCESS NAME	PROCESSING TIMELINE (calendar days)
Phase 1: Complaint Analysis	1	Contact	$\leq$ 7 Days
	2	Conducting a Complaint Analysis	$\leq$ 20 Days
	3	Tasking	$\leq$ 7 Days
Phase 2: Investigation	4	Pre-Fact Finding	$\leq$ 7 Days
	5	Fact Finding	$\leq$ 14 Days
	6	Report Writing	$\leq$ 25 Days
Phase 3: Quality Review	7	IG Quality Review	$\leq$ 7 Days
	8	Technical Review	$\leq$ 7 Days
	9	Legal Review	$\leq$ 7 Days
	10	Rework	$\leq$ 7 Days
	11	Closing the Case	$\leq$ 7 Days

	12	Command Action	N/A
	13	Higher Headquarters Review	<u>&lt;</u> 10 Days
	14	SAF/IGQ Review	$\leq$ 10 Days
<b>Total Processing Time</b>			<u>≤</u> 135 Days

# How to View Alerts and Suspenses

Method	Action
Method 1	• Click on the "View All My Alerts & Suspenses" button in the Priority Alerts &
	Suspenses box of the "Home Page" to see all the alerts and suspenses.
	• The "My Alerts & Suspenses" screen opens (figure 9-2)
Method 3	• Click on or put your mouse pointer over "View" in the Navigation Bar
	• Select "My Alerts and Suspense" from the dropdown menu
	• The "My Alerts & Suspenses" screen opens (figure 9-2)
Method 4	Click on "View" in the Footer of the Home Page
	• The "My Alerts & Suspenses" screen opens (figure 9-2)

ase	5	Report	s View	Admin	Reset to New		_		_			- 40
	1120.11			1				& Suspenses				
			have been auto e can be viewe			e cases re	equire atte	ntion to ensure the	y are coi	npleted in a t	imely manner. By clickir	ng on an icon ne
Suer	encec	that a	re over the Due	Date	A Suspenses	that are	due withir	7 days				
Just	inaca	chac a		Dute	- A ouspenses	that are	Statement of the local division of the local	ALERTS				
ew	Edit	NV Edit	<u>FRNO</u>		<u>Case Status</u>	<u>Alert I</u>	Date 🔺	Aler	t Messaq	<u>e</u>	<u>From/To</u>	
•	0	NV2	2009-0068	4	New	17-Au	g-2009	Case Sent			SAF Maj iigto 19Instr	Remove
	1	NV2	2007-0024	3	Closed	25-Aug-2009		Edit Session i	Edit Session in Progress			
	1	NV	2009-0002	1	New	25-Aug-2009		🚺 Edit Session i	ession in Progress			
•	1	NV2	2009-0071	9	New	26-Aug-2009		Notify Receiv	ed		56 FW LtCol iigtc 3	
6	1	NV2	2009-0083	8	Completed	26-AL	g-2009	Notify Receiv	ed		56 FW LtCol iigto 3	
•	0	NV	2009-0084	8	Completed	26-Au	ig-2009	Notify Receiv	ed		ACC Maj iigto 16	
							MV G	JSPENSES				
ew	Edit	NV	FRNO		Assigned AO			mplainant Name/ Suspense		Suspense Event		
3	1	Edit	2009-00682	Mr Willi	1000-000-000-000-0000		Anonymo	Subject Name	(	Date 1-Oct-2009	Progress Report Due to HHO	
	e	-					CMSgt/E	-9 Mama, Joe	- 1	0-Dec-2009		
							Ret	um Home				

Figure 9-2. My Alerts and Suspenses Screen.

A description of the buttons and fields shown on the My Alerts screen follows.

	Button/Field	Action	
--	--------------	--------	--

کا ک	<ul> <li>Click on the appropriate button to View, Edit, or NV Edit</li> <li>Edit will be the only option, if an edit session is already in progress</li> <li>The NV Edit mode is when data must be entered without validation. Only SAF and CU administrators are authorized this option</li> </ul>
Remove Remove	<ul> <li>Clicking on the "Remove" button permanently removes the alert from the system. The user is not asked to verify the removal, and there is no 'Undo"</li> <li>"Remove" is not an option to clear an open edit session or an error</li> <li>You may also remove an alert by correcting the situation that caused the alert</li> </ul>
FRNO	The unique file reference number for the complaint
Case Status	• The system-generated transition state of the complaint, relative to the Complaints Resolution Process. Refer to the Online Help menu, or Chapter 7, Actions, for information about the transition states
Alert Date	Date the alert was generated
Alert Message	System-generated notification detailing why an alert was generated
From/To	• "From" shows the AO officer who sent a case (transfer) or a notification. "To" shows the AO a transfer or notification was sent to.

A description of the buttons and fields shown on the My Suspense screen follows.

<b>Button/Field</b>	Action
ک 🖉 🖄	<ul> <li>Click on the appropriate button to View, Edit, or NV Edit</li> <li>Edit will be the only option, if an edit session is already in progress</li> <li>The NV Edit mode is when data must be entered without validation. Only SAF and CU administrators are authorized this option</li> </ul>
Assigned AO	The Action Officer currently assigned to the case
Complainant Name/Subject Name	• The name of the complainant and subject in the case.
Suspense Date	Date the suspense event is required to be completed
Suspense Event	• The action/event that must be completed by the suspense date

#### **CHAPTER 10 - ADMIN**

#### Introduction

The "Admin" tab on the Home Page Menu Bar provides users and administrators access to administrative processes in support of ACTS. For administrators, actions include changing or resetting user passwords; and adding, disabling, or modifying ACTS user accounts. Only the Change Password function is available to normal users. ACTS administrators will be able to access other features described in this chapter.

#### Password

Every user has a distinct, password-protected user account in ACTS. Passwords are initially provided by an ACTS administrator (for one login only); then passwords must be changed to a user-defined login password that adheres to standard Air Force password conventions. Users may change their password at any time, but will be required to change it at least every 90 days. ACTS will prompt users to change their passwords prior to the 90-day expiration.

# Forgot Password.

Users who have forgotten their password may obtain a new temporary password by clicking on "Forgot Password" on the Login Screen. ACTS will automatically generate a new password and email it to the user. Step-by-step instructions are provided in Chapter 3, Accessing ACTS.

# **Expired Password.**

Passwords expire every 90 days and cannot be reused within 6 months. When your password expires, the system will allow you to login one time with the expired password, and immediately prompt you to change it. Additionally, a User's password will expire after one login, if the password was provided by the ACTS Administrator. The user will be prompted to change the password immediately after logging in.

## **Disabled Password.**

A User's password will be automatically disabled if the user

- has three successive unsuccessful login attempts
- does not access the ACTS system for 90 consecutive calendar days

A User's password may be manually disabled or enabled by an ACTS Administrator, at their discretion.

If your account becomes locked, contact your installation, NAF, CU or SAF administrator to have it unlocked.



Figure 10-1. Admin – ACTS Administrator.

ANAGE	MENT:	Build: 5.0.1. Complaints	Reports	View	Admin					
	Daily	/ Message	3			e Password		Δ		
		me MSat. 4			Print 0	ffice Hierarchy	nt Sent	<u> </u>		
			ogin on <b>25-Oc</b> t	t-2006 13	3:14	2004-00720 - New complaint must be tasked				
	- Last :	successful p	assword chang	ge on <b>02</b> -2	Jul-2007	2004-00817 - Complaint Sent				
						2004-00837 - Complaint Sent				
Welcome to the ACTS 5.0 BETA Test site. Please 2004-0						2004-00848 - Complair	nt Sent			
use the site to create and modify all different types of case files. Provide feedback to SAF/IGQ through your respective MAJCOM.							Mana			
							nore			
	56 FW Group InBox									
	No 56 FW Group Box setup yet. To setup a group box: • Create a new user • Assign a descriptive name. For Example: Group Box									
Select a Group Box role										
Save the new user										
Users can now notify or transfer cases to the										
'Group Box' and they will be displayed here on the										
	home page.									
	Create separate ACTS case files for complaints that have multiple allegations where different resultion paths are required. Reference each case to the other at the beginning of the Nature of Complaints. Please report any defects or recommended enhancements to Mr Vincent DeBono and Cc'd to Joan Joo, joan.joo@pentagon.af.mil, (703) 588-0250.									
	Your password will expire in 90 days. You may <u>change your password</u> at any time.									

Figure 10-2. Admin – Typical User.

# How to Change a Password.

Step	Action
Step 1	• Select the "Admin" tab in the Navigation Bar, then select "Change
	Password" from the dropdown menu
	• or Click on "Change Password" in the Footer of the Home Page
	• The "Change Password" screen opens (figure 10-2)
Step 2	• Enter Old Password (Use Administrator-assigned password for initial login)
Step 3	Enter New Password (User-defined IAW AF password protocol)
_	• 9 characters with a mix of; 2 upper case letters, 2 lower case letters, 2
	numbers, and 2 special characters
Step 4	Enter New Password again to Confirm Password
Step 5	• To SAVE the password, click on the "Save" button at the bottom of the
-	"Change Password" screen. Password will be changed to the user-defined
	password (New Password)
Step 6	• To exit and return to the Home Page, click on the Cancel button at the
	bottom of the Change Password screen. Password will not be changed

Inspecto	of the Air Force r General d Case Tracking System 5.0.1.3
	Change Password
	Error(s):
	Your password has expired, please change it
	Your password must contain at least two of each of the following items:
	<ul> <li>upper case letter</li> <li>lower case letter</li> <li>number</li> <li>symbol</li> </ul>
	Your password must be at least 9 characters long.
	* Old Password
	* New Password
	* Confirm Password
	Save
	SAF/IG Contact: Vincent DeBono DSN: 425-1550 Comm: (703)588-1550
	Email: <u>vincent.debono@pentagon.af.mil</u> <u>Please read this warning and consent to monitoring notice.</u> rivacy Act protected information. Information may only be disclosed as authorized by the Privacy Act. This website is compliant with 508 Rehabilitation Act as of 24 May 2004

Figure 10-3. Change Password Screen.

# **User Management (Administrator Function)**

## Add User.

The "Add User" function allows ACTS Administrators to add users to the ACTS pool of users within their hierarchy.

Step	Action							
Step 1	• Select the "Admin" tab in the Navigation Bar, then select "Add User" from the							
	dropdown menu							
	• or Click on "Add User" in the Footer of the Home Page							
	The Add a User screen opens (figure 10-3) identifying mandatory information							
	NOTE: The most recently selected "Admin POC" in an office will show up							
	at the bottom of each page as the Local Contact for administrative assistance.							
	TIP: Include AO's commercial and DSN phone numbers to enable other							
	AOs' to contact an AO							
Step 2	• To SAVE the new user, click on the "Save" button at the bottom of the "Add a							
	User" screen							
	• <u>Successful</u> save action results in the Add a User Confirmation Success screen							
	opening (figure 10-6). The screen assigns a temporary password to the added							
	user, which the administrator must provide to the added user							
	• <u>Unsuccessful</u> save action identifies the errors that must be corrected prior to							
	completing the action (figure 10-7)							
Step 3	• To exit and return to the Home Page, click on the Cancel button at the bottom							
	of the Add a User screen. The new user will not be added							

Secreta	iry of the Air Forc	e			Logoff I Home	e I Help I User Manual
	ctor General ated Case Trackin	a System		Search:	FRNO	90
В	uild: 5.0.1.3	g of president			Global Search I Other S	earches   Search Help
MANAGEMENT: Co	mplaints Repo	rts View	Admin			
	Add a User					
	* Username					
		* Please enter	email address for use	rname		
	* Role	Select			•	
	* Grade	Select	•			
	* First Name					
	Middle Initial					
	* Last Name					
	* IG Office	Select		•		
	Duty Title					
	Comm Phone					
	DSN Phone					
	Comm Fax					
	DSN Fax					
	Address			<b>A</b>		
				~		
	City					
	State/Region		_			
	Postal Code					
	Country					
	Admin POC					
			Save Cancel			
		Complaints: <u>Cr</u>	eate   Search   Bulk Sear	ch Alerts: <u>Vie</u>	<u>ew</u>	
	Reports Admin: Change Pas	ssword   <u>Add Use</u>	<u>s   Record Retention Work</u> r   <u>Disable User</u>   <u>Modify U</u>	<u>(sheet   ACTS Us</u> <u>Jser</u>   <u>Reset Pass</u>	<u>ser Directory</u> sword   <u>Manage Content</u>	
					SAE/IC Com	act: Vincent DeBono
						DSN: 425-1550
					Email: vincent.deb	nm: (703)588-1550 ono@pentaqon.af.mil
	Privacy Act protect	<u>Please read th</u> ted information. Ir	is warning and consent to formation may only be dis	monitoring notice	a. ized by the Privacy Act.	
	This	website is compl	iant with 508 Rehabilitatio	on Act as of 24 M	ay 2004	
			<u>6.</u>			

Figure 10-4. Add a User.



Figure 10-5. Roles.



Figure 10-6. Add a User—Confirmation Success.

Secretary of the Air For Inspector General Automated Case Trackin Build: 5.0.1.3	ce ng System			Search:	FRNO	ne i Help i User Manual go Searches i Search Help
MANAGEMENT: Complaints Rep	orts View	Admin				
Add a User						
	me is not the ne.lastname@p •		elect a role t - it must be only .mil ac lect a grade r a first nam r a last nam	an email Idresses ar Ie	address, e.g.,	
* Username	smith					
User lane		er email addres	ss for usernar	ne		
* Role	Select		a for userfidi		•	
* Grade	Select				_	
* First Name						
Middle Initial						
* Last Name						
* IG Office	Select			•		
Duty Title						
Comm Phone						
DSN Phone						
Comm Fax						
DSN Fax						
Address			-			
City						
State/Region						
Postal Code						
Country						
Admin POC						
		Save	Cancel			
Report Admin: <u>Change P</u>	s: SOUIF   Repor	<u>Create</u>   <u>Search</u>   ts   <u>Record Rete</u> er   <u>Disable Use</u> r	ntion Workshee	t ACTS Use		
Privacy Act prote Th	<u>Please read t</u> cted information. 1 s website is comp	his warning and on Information may Iliant with 508 R	only be disclos ehabilitation Ac	ed as authoriz	Co Email: <u>vincent.del</u> ed by the Privacy Act.	tact: Vincent DeBono DSN: 425-1550 mm: (703)588-1550 bono@pentagon.af.mil

Figure 10-7. Add a User—Unsuccessful.

# Disable (or Enable) User.

The "Disable User" function allows ACTS Administrators to disable users or enable users who have been locked out of their user accounts. A user's account will be automatically disabled if the user has three successive unsuccessful login attempts or does not access the ACTS system for 90 consecutive calendar days. An ACTS Administrator can also manually disable an ACTS user's account. Only administrators can enable a locked user account. Administrators are indicated by a checkmark ( $\checkmark$ ) on the User Management screen.

Step	Action
Step 1	• Select the "Admin" tab in the Navigation Bar, then select "Manage
	Users" from the dropdown menu.
	• or Click on "Disable User" in the Footer of the page.
	• The User Management screen opens (figure 10-8) providing access to
	all user accounts to which the administrator has access
Step 2	• Locate the user you wish to disable or enable
	<ul> <li>An enabled account displays a closed lock ( <sup>(</sup></li></ul>
	<ul> <li>A disabled account displays an open lock ( <sup>(a)</sup>)</li> </ul>
	• Click on the Disable button (padlock) to enable or disable the account
	• Click on user's e-mail address to open Outlook; notify the user that
	his/her account has been enabled/disabled
	• To exit and return to the Home Page, click on the Return Home
	button at the bottom of the User Management screen



Figure 10-8. User Management.

# Modify User.

The "Modify User" function allows ACTS Administrators to edit ACTS user information.

Step	Action
Step 1	<ul> <li>Select the "Admin" tab in the Navigation Bar, then select "Manage Users" from the dropdown menu.</li> <li>or Click on "Modify User" in the Footer of the page</li> </ul>
Step 2	<ul> <li>The User Management screen opens (figure 10-8) providing access to all user accounts to which the administrator has access</li> </ul>
Step 3	<ul> <li>In the Modify User column, click on the Edit button ( ) corresponding to the user you want to modify. The Modify a User screen opens displaying all the information in the Add a User screen (figure 10-3)</li> <li>Modify the information as required</li> </ul>
Step 4	<ul> <li>To SAVE the modified user information, click on the "Save" button at the bottom of the "Modify a User" screen</li> <li><u>Successful</u> save action results in the Modify a User Confirmation Success screen opening (similar to figure 10-6)</li> <li><u>Unsuccessful</u> save action identifies errors that must be corrected prior to completing the action (figure 10-7)</li> </ul>
G. 5	• To exit and return to the Home Page, click on the Return Home button at the bottom
Step 5	of the User Management screen

## **Reset Password**

The "Reset Password" function allows ACTS Administrators to manually reset a user's password. This differs from the Change Password function, which permits users to change their own passwords.

	Action
Step 1	<ul> <li>Select the "Admin" tab in the Navigation Bar, then select "Manage Users" from the dropdown menu.</li> <li>or Click on "Reset Password" in the Footer of the page</li> </ul>
	• The User Management screen (figure 10-8) opens and shows all users assigned to the administrator opening the screen
Step 2	<ul> <li>Click on the Reset Password button () corresponding to the user for whom you want to reset a password. The reset password confirmation screen opens (figure 10-8) assigning a new temporary password, which the administrator must provide to the user for one-time login</li> <li>TIP: Copy the text for the temporary password so it can easily be pasted into an email to the user</li> </ul>
Step 3	• Click on user's e-mail address on the User Management screen to open Outlook and notify the user of the new, one-time-login password
	There is no cancel action for the Reset Password function



Figure 10-9. Reset Password—Confirmation.

## **Delete Account.**

An administrator will delete a user account when the user no longer needs access to ACTS. The administrator must reassign open cases to another AO.

Step	Action
Step 1	• Select the "Admin" tab in the Navigation Bar, then select "Manage Users" from the dropdown menu
	<ul> <li>or click on "Disable User", "Modify User", or "Reset Password" in the Footer of the page</li> </ul>
	• The User Management screen opens (figure 10-7) providing access to all user accounts to which the administrator has access
Step 2	Locate the user you wish to delete
	• Click on the Delete button ( 🔟 ) to permanently delete the account and remove the user
	• If ACTS has open cases assigned to the user that is being deleted, the system will force the administrator deleting the account to reassign open cases and cases in follow-up status to another AO (figure 10-10)
	• If there are no open cases assigned to the user, there will not be any confirmation that the user has been deleted
Step 3	• To reassign the cases, select the new AO
Step 4	Select "Delete." The cases will be reassigned to the new user
Step 5	• To exit and return to the Home Page, click on the Return Home button at the bottom of the User Management screen

es Reports Vie							
🛕 Del	ete a User Acc	count					
		Ya	ou are about to Dele	te the accou	nt for:		
		1stLt	. Bean, Lilly (lilly.be	ean@pentago	n.af.mil)		
	D	eassign the response	itibilities to a new	Action Officer	, then select Delete (	lcor	
				inclion officer			
		Reassig	n to: Select		~		
			Delete User	Cancel			
-	Upon Dele	ete, the Following I	Responsibilities w	ill be Reassi	gned to the New Ac	tion Officer:	_
FRNO	Status	In Follow-up	Assigned AO	POC	- Notify / Transfer Sender	Notify / Transfer Receiver	Case Suspenses Tracked
2004-00652	New		<				
2004-00838	New					<	
2005-01050	Closed					<	
2007-00438	New		<	<		4	
2008-00525	New		<	<		<	
2010-00072	Closed	Yes				<	
2010-00081	Closed					<	
2010-00228	New					<	
2010-00464	New					<	
2010-00902	New					<	
2010-01010	New					4	
2011-00056	New					<	
2012-00493	New					<	
2013-00337	New					4	
2015-01015	New					4	
2016-00060	Completed					≪	
Reass		cking <mark>BY</mark> the User ew Action Officer:	will be	Upon De	lete, Suspense Trad	cking <mark>OF</mark> the Use	r will be Remov
lser Name	ere are no chan	non of this type		User Name		changes of this ty	/De

Figure 10-10. Deleted User Has Assigned Complaints.

# CHAPTER 11 – MANAGING ACTS DATA FOIA, PA, Discovery, and OUR Requirements

ACTS records are subject to Freedom of Information Act (FOIA), Privacy Act (PA), Discovery, and Official Use Requests (OUR) guidelines for collecting information and releasing Inspector General documents. If ACTS data is determined to be responsive to a FOIA, Privacy Act, or OUR request, print the Case File Worksheet and redact IAW DoD 5400.7/Air Force Supplement, *DoD Freedom of Information Act Program*; AFI 33-332, *AF Privacy Act Program*; and/or AFI 90-301, *Inspector General Complaints* (for Discovery and OUR).

# **Exporting Data**

The Export feature allows users to save a snapshot of the selected case file data for customized reports and statistical analysis.

🔪 🥖 Ins	etary of the Air pector General mated Case Tra Build: 5.0.1.3		n	s	earch: FRNO Global Search	off   Ho I <u>Other</u>	J			90		
MANAGEMENT:		Reports V		dmin								
			5	Search Results								
(Status is '		nts matched ye	our search	:								
Start of Rec	ords	Pa	ge: 1 - <u>2</u> -	<u>3 - 4 - 5 - 6 - 7 - 8 - More</u> <u>All 1184 Records</u>		xt 100	Reco	rds <sup>©</sup>				
FRNO 🔺	Complainant Requestor		<u>Key</u> Dates	Nature of Complaint	Assigned AO	Edit	NV Edit	View	Print			
04 TNG 01	Capt/O-3. Shelterhalf, Frank	Closed	Open: 01-Sep- 2004 Closed: 11-Sep- 2004	Improper business relationship	<u>MSqt. Kauffman,</u> <u>David</u> (PA NG)	2	N2	۲	4			
12345	Anonymous	Closed / Dismissed	<b>Open:</b> 30-Jun- 2004 <b>Closed:</b> 20-Jul- 2005	gdfgd	Amn. Install Admin, Install Admin (AFPC)	Ø	N	1	8			
2003-01655	Anonymous	Closed	<b>Open:</b> 15-Nov- 2003 <b>Closed:</b> 23-Apr- 2004	Fraud - member did not report previous criminal conviction	<u>Mr.</u> <u>SuperUser Last,</u> <u>SuperUser First</u> (SAF)	Ø	<b>1</b>	۲	8			Export individual
2004-00012	Anonymous	Closed	<b>Open:</b> 23-Apr- 2004 <b>Closed:</b> 23-Apr- 2004	cx	<u>Mr.</u> SuperUser Last, SuperUser Firs <del>t</del> (SAF)	ł	1	1	6		1	case file data
L		Export Abov	ve Complai	nts Modify Search	Return Home					-		
	F Admin: <u>Char</u>	leports: SOUIF	Reports   F	a   <u>Search</u>   <u>Bulk Search</u> <b>A</b> Record Retention Worksheet   isable User   <u>Modify User</u>   <u>R</u>	ACTS User Directory	Content				_		
	Privacy Act	protected inform	ation. Inform	aming and consent to monitor nation may only be disclosed with 508 Rehabilitation Act a	Email: <u>vir</u> ring notice. as authorized by the Priva	icent.de	omm: bono(	DSN: 4 (703)5	425-15 588-15	50 550		

Figure 11-1. Search Results Screen.

# **Creating the Export Records.**

Clicking on the "Export Above Complaints" button on the Search Results screen (figure 11-1) initiates the process of creating a Microsoft Excel "Workbook" consisting of five "Worksheets", named *Complaints, Sources, Subjects, Allegations,* and *Case Notes,* containing all the data in the "search results" records. Creating the file may take several minutes. The user will be notified that session time out may occur before the file is available for download and that an email will be sent to the user with a link to the export file (figure 11-4). ACTS will provide a notice when the file is available for download (figure 11-3). Clicking on the hyperlink in the ACTS notice screen (figure 11-3) or the email (figure 11-5) will open the file within MS Excel (figure 11-6). Click on the workbook tabs individually to view them. Save the temporary MS Excel file to the hard drive, or network drive, before manipulating the data.

Step	Action				
Step 1	• Initiate a search for the cases to be downloaded. The search results will be displayed				
	in the Search Results screen (figure 11-1)				
Step 2	Click on the "Export Above Complaints" button (figure 11-1)				
Step 3	• The Bulk Export Notice screen appears (figure 11-2).				
	• Click on "Proceed" to acknowledge the warning that a session time out may occur				
Step 4	• When the Export Results screen appears (figure 11-3), click on the "Complaint Export:				
	Microsoft Excel File" to open an MS Excel workbook containing the search results				



Figure 11-2. Bulk Export Notice Screen.



Figure 11-3. ACTS Exported Search Results Screen.

Outlook Shortcuts       Inbox .         Image: Control of Control		Favorites	<u>T</u> ools <u>A</u> ctions <u>H</u> elp		
Image: Second	🔁 New 🔹 🎒	$\mathbb{B} \times$	🕵 Reply 🤹 Reply to All 📢 Forward	d 📑 Send/Receive 🐉 Find 🎇 Organize 🔢	- 🛛 👯
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Calendar     Escobedo, David     RE: ACTS III Training     Wed 7/7/2004       Wed 7/7/2004     Howerton, John W. (LTC)     RE: Administrative Questions     Tue 7/6/2004       Mattingly, M. Chris COL     RE: Administrative Questions     Tue 7/6/2004       Ø Kinley Kell 1stt: SAF/IG     Lt Col Adelsen's Farewell Luncheon     Tue 7/6/2004       My Shortcuts     Silveria, Ellen, Ms.     R0/JMOP5 - Changes to the CES #4111F - pls note     Tue 7/6/2004	1		Wasiak, Joseph E.	RE: Administrative Questions	Wed 7/7/2004
Web 2000       David       RE: ACIS III Training       Web 2017/2004         Howerton, John W. (LTC)       RE: Administrative Questions       Tue 7/6/2004         Mattingly, M. Chris COL       RE: Administrative Questions       Tue 7/6/2004         My Shortcuts       Ø Kinley Kelli 1stLt SAF/IG       Lt Col Adelsen's Farewell Luncheon       Tue 7/6/2004         Silveria, Ellen, Ms.       R0/JMOPS - Changes to the CES #4111F - pls note       Tue 7/6/2004       Tue 7/6/2004			Donoho, John R	RE: Resume of Roy Rathbun - Lee Bauer Referral	Wed 7/7/2004
Mattingly, M. Chris COL     RE: Administrative Questions     Tue 7/6/2004       Image: Shortcuts     Image: Shortcuts     Image: Shortcuts     Tue 7/6/2004       Image: Shortcuts     Silveria, Ellen, Ms.     R0/JMOP5 - Changes to the CES #4111F - pls note     Tue 7/6/2004	Calendar		Escobedo, David	RE: ACTS III Training	Wed 7/7/2004
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Deble Under 1 Care 151 ADUUTC DE ACTE UN Tradicion	<u> </u>		Ø Kinley Kelli 1stLt SAF/IG	Lt Col Adelsen's Farewell Luncheon	Tue 7/6/2004
Share Sharke ka 🙀 Robles Linda J Capt 151ARW/IG RE: ACTS III Training Tue 7/6/2004	My Shortcuts		Silveria, Ellen, Ms.	RO/JMOPS - Changes to the CES #4111F - pls note	Tue 7/6/2004
	Other Shortcuts	<b>A</b>	Robles Linda J Capt 151ARW/IG	RE: ACTS III Training	Tue 7/6/2004

Figure 11-4. Bulk Export Complete—Email Notification



Figure 11-5. ACTS Export Complete—Email Message With Link to File.

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	A1 💌 =	FRNO			1.2		
	A	В	С	D	E	F	
	FRNO	Status	Non-IG Indicator	Resolution Type	<b>Resolution Date</b>	Follow Up Needed	Orig
2	12345	New	No			No	SAF
3	2004-00010	Completed	Yes			No	SAF
4	2004-00013	New	No			No	SAF
	2004-00014	Completed	No		05-MAY-04	Yes	SAF
6 2	2004-00015	Completed	Yes	Assisted		No	SAF
7 1	2004-00019	Under Investigation	No			No	AFF
3	2004-00024	Completed	Yes	Dismissed	26-APR-04	No	NC
	2004-00025		No			No	NC
-	2004-00028	New	No			No	AFF
1 1	2004-00031	Completed	No	Referral		No	Defe
2	2004-00032	Completed	No	Dismissed	26-APR-04	No	Defe
3 1	2004-00033	Completed	No			Yes	Defe
4	2004-00035	Completed	No	Referral		No	AFF
5 2	2004-00040	New	Yes			No	NC
-	2004-00041	Completed	Yes	Referral		No	NC
7 1	2004-00042	Completed	Yes	Assisted		No	NC
-	2004-00043	Completed	No	Dismissed	28-APR-04	No	NC
_	2004-00044		No			No	NC
-	2004-00045	Completed	No			Yes	NC
	2004-00047	Completed	No	Dismissed	28-APR-04	No	AFF
	2004-00048	Under Investigation				No	AFF
3	2004-00054	Under Investigation	No			No	NC

Figure 11-6. ACTS Export--MS Excel Workbook.

## **Purging Data**

Upon closing a complaint record in ACTS, the system will calculate a record Disposition Date (figure 11-7) based on the Closure Date, entered by the user. The disposition date will remain editable after case closure. The user may update the disposition date after closure by entering a revised date in the field or modifying the retirement date of any colonel, or equivalent, subject

(figure 11-8). The record will appear on the Record Retention Worksheet (figure 11-9) as eligible for purge on or after the disposition date in the system. Records that have been marked as permanent or moratorium will be listed at the bottom of the sheet with appropriate disposition dates (none for permanent) (figure 11-9). Only records that your office has Created, Transferred/Received, or Notified/Received will be displayed on your Record Retention Worksheet.

# **Purge Data**

Step	Action
Step 1	• Click on "Record Retention Worksheet" in the Reports menu option on the Menu bar
	or the footer menu bar (figure 8-1)
Step 2	• The Record Retention Worksheet notice screen appears (figure 11-9).
Step 3	• Print the Record Retention Worksheet by clicking the "Print Purged Complaints"
	button and close the screen
Step 4	• Compare the Record Retention Worksheet with the case files stored in your office.
	Annotate on the Record Retention Worksheet, using the check boxes for the records
	that will be purged
	• Open the Record Retention Worksheet in the system again and check the boxes in
	the system to match the printed, verified Record Retention Worksheet
	Click on "Continue With Purge" (figure 11-9)
Step 5	• The Confirm Purged Complaints notice screen appears (figure 11-10)
	Click on "Continue With Purge"
Step 6	• An Internet Explorer dialog box will appear, requesting confirmation (figure 11-11)
_	• Clicking on "OK" will purge the records from the system and open the Purged
	Complaints Notice Screen (figure 11-12)
Step 7	• Click on "Print Purged Complaints" to launch a new browser window with a printer
	friendly version of the dated Destroyed Complaints record. A printer selection
	dialog box will appear (figure 11-13)
	• Click the "Print" button to print the Destroyed Complaints Record (figure 11-14)
Step 8	Click on "Close Window" to return to the Purged Complaints Notice screen

Record Reter	Record Retention Info				
*Record Retentio Date	<sup>n</sup> 31-Dec-2008				
	OR				
Permanent					
	OR				
Moratorium	**Record Retention Not Date Specified				
***Comments Not Specified					
**Required if Moratorium is selected *** Required if Permanent or Moratorium is selected.					

Figure 11-7. Record Disposition Information Box (Suspenses/Dates Tab).

FRNO	Complainan					-						
	Complainan		C	ASES ELIGI	BLE TO BE I			that contain	n a Follow-up Suspense			
□ <sup>2005-01</sup>	Requestor		ject Name	e Open Da	te <u>Closure</u>	Date	Record Retention	5	ipecial Interest Category			
	L05 sersdfg			21-Mar-20	05 21-Mar-	2005	Date 21-Mar-2006					
								- · · · · · · · · · · · · · · · · · · ·				
							- Complaints	that contain	a Follow-up Suspense			
			NON-I	G CASES E	LIGIBLE TO		IRGED		a rollow-up Suspense			
FRNO	Complain Requestor	ant/ Name	Subjec		Open Date		1	tecord tention Date	Special Interest Category			
□ 2005-01	and the second second		Bob	190		28210228	C 0.000000 0000000		OD Action			
☐ 2006-03			Brown	24			201.00000000000000000000000000000000000		Iurricane Katrina			
2006-03	32 Goode			1	5-1400-2006	10-140	JV-2006 31-D	ec-2008  C	SS-15/Pay Band 3			
			COLONI	EL CASES E	LIGIBLE TO	BE PL	<ul> <li>Complaints t</li> <li>URGED</li> </ul>	that contain	a Follow-up Suspense		Г	Permanen
	Complain	nant/		ect Name	Open Date			Record Retention	Special Interest			
FRNO									Category			Ioratoriu
ERNO	Complaina Requestor	ED CAS	Jalopy SES WITH		02-May-2004 5 OF COMPL ne <u>Op</u>	ETION	te Closure Date	that contain SURE DAT tion / Date	Reprisal a Follow-up Suspense E Special Interest Category	/		Records
2004-00	79 Landau DISCARD	ED CAS	Jalopy SES WITH	IIN 90 DAY	02-May-2004 5 OF COMPL ne 02 22-J	ETION	= Complaints   N DATE / CLO Complet Date , Closure E	that contain SURE DAT	a Follow-up Suspense E Special Interest			
ERNO A 2009-00630	72 Landau DISCARD Complaine Requestor Williams	ED CAS	Jalopy SES WITH	IIN 90 DAY Subject Nar	02-May-2004 5 OF COMPL ne 02 22-J	ETION ten Dat ul-200 kug-201	= Complaints NDATE / CLO te Complet 9 9 9 9 14-Aug-21	that contain SURE DAT	a Follow-up Suspense E Special Interest		, 1	
ERNO A 2009-00630	Requestor 72 Landau DISCARD Complains Requestor Williams Anonymous	ED CAS	Jalopy SES WITH	IIN 90 DAY: Subject Nar	02-May-2004 5 OF COMPL ne 02 22-J 14-A	ETION een Dat ul-200 kug-200 kug-200	= Complaints   NDATE / CLO te Complet Closure E 9 14-Aug-21 = Complaints special Interest	Dec-2008 that contain SURE DAT tion Date None None that contain	a Follow-up Suspense E Special Interest Category		, N	
ERNO A 2009-00530 2009-00581 ERNO 2009-00581	Requestor Requestor 29 Landau DISCARD Complaina Requestor Williams Anonymous Complainant/ Requestor fam Anonymous	ED CAS ant/ Name Subje	Jalopy EES WITH	IIN 90 DAY: Subject Nar PERMANEN Open Date 04-May-200	02-May-2004 5 OF COMPL 122-3 14-A TT CASE RECO Closure D 4 05-May-21	ETION ten Dat ul-200 kug-201 page S ate S 004	= Complaints   NDATE / CLO te Complet Date , Closure E 9 14-Aug-21 = Complaints	that contain SURE DAT	a Follow-up Suspense E Special Interest Category a a Follow-up Suspense stention Comments one forever!			
ERNO A 2009-00630 2009-00631	Requestor           Z3         Landau           DISCARD         Onestan           Requestor         Williams           Anonymous         Anonymous	ED CAS ant/ Name Subje	SES WITH	PERMANEN Open Date 04-May-200 06-May-200	02-May-2004	ETION ten Dat tul-200 tul-2	= Complaints I NDATE / CLO Date Closure E 9 109 14-Aug-21 = Complaints Complaints	Dec-2008 that contain SURE DAT Date 009 None that contain	a Follow-up Suspense E Special Interest Category a a Follow-up Suspense stention Comments one forever!			
ERNO A 2004-00 2009-00630 2009-00630 2009-00631 2004-00079 2004-00079 2004-00079 2004-00161 2004-00161	Complains Requestor	ED CAS ant/ Name Felix Lumb	SES WITH	IIN 90 DAY: Subject Nar PERHANEN Open Date 04-May-200 06-May-200 20-May-200 06-Jul-2004	02-May-2004	ETION een Daf uul-2000 uul-200 uul-2000 u	= Complaints I NDATE / CLO Date Closure E 9 109 14-Aug-21 = Complaints Complaints	that contain SURE DAT tion yate None 009 None that contain t Record Re keep this 25-May-2 tjklhkjl who care	a Follow-up Suspense E Special Interest Category a Follow-up Suspense stention Comments one forever! 004		, 1	
ERNO 2004-00 ERNO 2009-00630 2009-00681 2004-00079 2004-00079 2004-00029 2004-00329 2004-00329	Requestor 73 Landau DISCARD Complaina Requestor Nam Anonymous Anonymous Been	ED CAS ant/ Name Felix Lumb	SES WITH	IIN 90 DAY: Subject Nar Deen Date 04-May-200 06-May-200 08-Jul-2004 08-Jul-2004	02-May-2004	ETION een Daf uul-2000 uul-200 uul-2000 u	= Complaints I NDATE / CLO Date Closure E 9 109 14-Aug-21 = Complaints Complaints	that contain SURE DAT Date 009 None that contain that contain t Record Re keep this 25-May-2 tjklihlkjl	a Follow-up Suspense E Special Interest Category a Follow-up Suspense stention Comments one forever! 004		, 1	
ERNO A 2004-00 2009-00630 2009-00630 2009-00631 2004-00079 2004-00079 2004-00079 2004-00161 2004-00161	Complainant/ Requestor Villiams Anonymous Complainant/ Requestor Anonymous Bean Anonymous Bean Anonymous	ED CAS ant/ Name Felix Lumb	ies with ect Name erton ier	IIN 90 DAY: Subject Nar Den Date 04-May-200 06-May-200 08-Jul-2004 30-Nov-200 30-Nov-200	02-May-2004 S OF COMPL TCASE RECO COMPL TCASE RECO CONTRACT CONTRA	ETION ETION Late S 004 004 004 004 004 004	= Complaints I NDATE / CLO Date Closure E 9 109 14-Aug-21 = Complaints Complaints	that contain SURE DAT SURE DAT SURE DAT SURE DAT The summer of the	a Follow-up Suspense E Special Interest Category a Follow-up Suspense stention Comments one forever! 004		, N	

Figure 11-8. Record Retention Worksheet.

Secr	etary of the Air Force		-				Logoff I	Home I Help I User N
Auto	pector General mated Case Tracking	System				FRNO		2004-00259
<b>%</b>	Build: 5.0.1.3			Sea	rch Resu	<u>ilts i Global S</u>	iearch I <u>Ot</u>	<u>her Searches</u> I <mark>Sear</mark> d
NAGEMENT:	Complaints Repor	ts View Ad	lmin					
		Confir	m Purged (	Complaint	s			
		F	PURGED COMPI	AINTS				
		COMPLAIN	TS ELIGIBLE	TO BE PUR	GFD:			
						Recon	ł	
FRNO	Complainant/ Requestor Name	Subject Name	e Open Da	te Closur	e Date	Retenti	on	Special Interest Category
2004-00190	Anonymous	Korn	26-May-20	004 26-May	-2004	26-May-20		
2004-00191	Anonymous	Sumac	26-May-20	004 28-May	-2004	28-May-20	006	
		NON-IG COMPL	AINTS ELIGI	BLE TO BE I	PURGE			
FRNO	Complainant/ Requestor Name	Subject Name	e Open Da	te Closur	e Date	Recon Retenti		Special Interest Category
2004 00199		Boruff	26 Mars 20	04 28 Mau	2004	Date 28-May-20		Category
	Anonymous Anonymous	Walters	26-May-20 08-Jun-20			08-Jun-20		
2001 00200	/	Traitero	00 541 20		2001	00 50.720		
		CO	LONEL COMF	LAINTS:				
	Complainant/					Record		ecial Interest
FRNO	Requestor Name	Subject Name	Open Date	Closure Dat	te F	letention Date	эр	Category
2004-00777	Jones	Smith	14-Sep-2004	06-Dec-200	4 06-	Dec-2006	Colonel	(and Selects)
2004-00843	Anonymous	Boss	18-Oct-2004	26-Oct-2004	26-	Oct-2006		
		DISC	CARDED COM					
		DISC		FLAINT 5.		Recor		
FRNO	Complainant/ Requestor Name	Subject Name	e Open Da	te Closur	e Date	Retenti	on	Special Interest Category
2004-00279	Anonymous	Jerk	30-Jun-20	04 30-Jun-	2004	Date 28-Sep-20		
	Anonymous	Serie	09-Jul-200			01-Mar-20		
		You are about	to purge the	above Con	plaint	s.		
		0	ontinue with					
				_				
		Go Ba	ck Continue	With Purge	J			
	Repor	Complaints: Creat ts: SOUIF   Reports	e   <u>Search</u>   <u>Bull</u> Record Retention	<u>Search</u> Al	erts: <u>Vie</u> ACTS U	ew Ser Directory		
	Admin: Change Pa	assword   Add User   [	Disable User   M	odify User   Re	set Pas	sword   Mana	ge Conten	t
							SAF/IG	Contact: Vincent De
								DSN: 425-: Comm: (703)588-:
		-					ail: <u>vincent</u>	.debono@pentagon.
		Please read this w	varning and cons	ent to monitori	ng notic	<u>e.</u>		
	Privacy Act prote	cted information. Inform	mation may only	be disclosed a	s author	ized by the P	rivacy Act	
	Privacy Act prote Th	cted information. Information in the second se	mation may only	be disclosed a ilitation Act as	s author of 24 M	ized by the P lay 2004	rivacy Act	

Figure 11-9. Confirm Purged Complaints Notice Screen.



Figure 11-10. IE Dialog Box—Reaffirmation of Purge.

Secretary of the Air Force	Logoff I Home I Help I User Manual
Inspector General Automated Case Tracking System	Search: FRNO 👤 2004-00259 90
Build: 5.0.1.3	Search Results   Global Search   Other Searches   Search Help
MANAGEMENT: Complaints Reports View Admin	
Purged Complaints (	Complete
PURGED COMPLAIN	NTS
Your Complaints have been suc	cessfully purged!
Print Purged Comple	aints
Complaints: <u>Create</u>   <u>Search   Bulk Se</u> Reports: <u>SOUIF</u>   <u>Reports</u>   <u>Record Retention Wo</u> Admin: <u>Change Password   Add User   Disable User</u>   <u>Modify</u>	rksheet   ACTS User Directory
	SAF/IG Contact: Vincent DeBono DSN: 425-1550
	Comm: (703)588-1550 Email: <u>vincent.debono@pentagon.af.mil</u>
<u>Please read this warning and consent t</u> Privacy Act protected information. Information may only be d This website is compliant with 508 Rehabilitat	disclosed as authorized by the Privacy Act.

Figure 11-11 Purged Complaints Complete Notice Screen.

Select Printer	
Add Printer	ROS110 HP4650.PCL on hafp
1Ros014_4250.PCL on hafps000	Microsoft Office Document Imag
•	Þ
Status: Ready	Print to file Preferences
Location: 1Ros014	
Comment: HP LaserJet 4250 PS <134.205	.50.223> Find Printer
Page Range	
All	Number of copies: 1
C Selection C Current Page	
O Pages: 1	
Enter either a single page number or a single page range. For example, 5-12	

Figure 11-12. Printer Selection and Print Dialog Box.

ress 🙆 https	s://netdev.hq.af.mil/af/mis	c/afpca/ga/acts/Prese	ntation/Report/P	rintPur	geCompleteS	umma	ry.cfm		🔻 🔁 Go 🛛 F	ave
										_
	T	ne following C	omplaints	have	been d	estr	oyed:			
		COMPLAI	NTS ELIGIBLI	Е ТО	BE PURGE	D:				
FRNO	Complainant/ Requestor Name	Subject Nam	e Open D	ate	Closure D	ate	Record Retenti Date		Special Interest Category	
2004-00190	Anonymous	Korn	26-May-2	2004	26-May-20	004	26-May-20	006		
2004-00191	Anonymous	Sumac	26-May-2	2004	28-May-20	004	28-May-20	006		
FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Clo	sure Date	R	etention Date		Special Interest Category	
			DLONEL COM	Erti			Record			
	Requestor Name	-					Date	<b>C</b> -1-	Category	
2004-00777	Anonymous	Smith Boss	14-Sep-2004 18-Oct-2004		Dec-2004 Oct-2004		Dec-2006 Dct-2006	Color	el (and Selects)	
		DIS	CARDED COI	MPLA	INTS:					
FRNO	Complainant/ Requestor Name	Subject Nam	e Open D	ate	Resoluti Date		Record Retentio Date	-	Special Interest Category	
2004-00279	Anonymous	Jerk	30-Jun-2	004	30-Jun-20	04	28-Sep-20	04		
2004-00332	Anonymous		09-Jul-20	004	01-Dec-20	005	01-Mar-20	06		
2004-00279	Requestor Name Anonymous	Subject Nam	e Open D 30-Jun-2	004 004	Resoluti Date 30-Jun-20	04	Retention Date 28-Sep-20	on 104		st

Figure 11-13. Destroyed Complaints Notice Window (printer friendly).

## **Reset to New**

On occasion, it may be necessary to "restart" an IG case. The reasons for this vary. However, when it is necessary, this feature will allow certain users to take a case that is in "completed" or even "closed" status and reset it to "new", This action will delete the current values in certain fields and replace them with new values.

#### **Reset to New**

Step	Action
Step 1	• Click on "Reset to New" on the Menu bar.

Step 2	• The "Reset Complaint to New: Enter FRNO" screen appears, figure 11-14.
Step 3	• Enter the FRNO of the case you want to reset.
Step 4	• The "Reset Complaint to New: Summary of Changes" screen appears, figure 11-15
	• Ensure you understand the changes that will occur, the click "print casefile worksheet" to preserve a record of the information that will be changed.
Step 5	• Click "Reset to New" to initiate the changes listed in figure 11-15
Step 6	• A successful validation screen will appear, figure 11-16.

Secretary of the Air F	orce		Logoff I Home I Help I User Manu
Inspector General Automated Case Trac	king System	Quick Search: Assigned AO	instr 😡
Build: 5.3.2.1 Cases Reports View	Admin Reset to New	Search Results   Global Search   A	dvanced Searches I <mark>Search Help</mark>
Cases Reports view	Reset Complaint to New	: Enter ERNO	
	Reset complaint to New	. Linter FIXINO	
	Select a Complaint		
	Which Complaint would you like	e to reset to New?	
	FRNO: 2004-00159		
		ancel	
	(Jearch)	anter	
	Cases: <u>Create</u>   <u>Search</u>   <u>Bulk Search</u> M Reports: <u>SOUIF</u>   <u>Suspense Report</u>   <u>Reports</u>   <u>Record R</u> Admin: Change Password   Add User   Disable User   Modi	tention Worksheet   ACTS User Directory	
	Admin: Change Password   Add Oser   Disable Oser   Middl	N Oser   Keset Password   Manage Content	
			Local Contact: Vinny DeBo Email: <u>vincent.debono@us.af.</u> r
Privacy Act InformationThe info	Please read this warning and consent rmation accessed through this system is FOR OFFICIAL USE This site complies with Section 508 of the Rehabilite	ONLY and must be protected in accordance w	th the Privacy Act and AFI 33-332.
	6		

Figure 11-14. Reset complaint to new: Enter FRNO.

i	of the Air Force r General d Case Tracking System	All reaches in the local division of the loc	Quick Assigned AO Gearch: Assigned AO	instr
1	- 3.3.2.1 s Actions View Admin Reset to I			wanted beattenna
	Reset Compla	int to New: Summary o	of Changes	
1	Reset to New Confirmation			
	U You are about	t to Reset Complaint 2004-00	159 to New.	
		system will reset all of the		
	You will not be able to re	trieve this data after it has	been Reset to New.	
	I see a second	following fields will be reset:		
	Main Tab: General Info Field:	Old Value:	New Value:	
	Complaint Status	Closed	New	
	Complaint Type	Complaint	Complaint	
	Overall Finding	Not Substantiated	Not Specified	
	Main Tab: Resolution Info Field:	Old Value:	New Value:	
	Resolution Type	Not Substantiated	Not Specified	
	Referral Organization	Not Specified	Not Specified	
	Referral Organization Other	Not Specified	Not Specified	
	Main Tab: Worked the Case			
	Field:	Old Value:	New Value:	
	Closing AO	Maj. 19Instr, iigtc	Not Specified	
	Suspenses/Dates Tab: Timeline Su	spenses		
	Field:	Old Value:	New Value:	
	Analysis Complete Date	19-May-2004	Not Specified	
	Tasking Date Pre-Fact Finding Complete	19-May-2004 20-Mar-2008	Not Specified Not Specified	
	Fact Finding Complete	20-Mar-2008	Not Specified	
	Report Writing Complete	20-Mar-2008	Not Specified	
	IG Quality Review Complete	20-Mar-2008	Not Specified	
	Technical Review Complete	Not Specified	Not Specified	
	Legal Review Complete Completion Date	20-Mar-2008	Not Specified	
	NAF/State IG Review Complete	Not Specified	Not Specified	
	MAJCOM Review Complete	Not Specified	Not Specified	
	SAF/IGQ Review Complete	Not Specified	Not Specified	
	DoD Review Submission DoD Review Response	Not Specified Not Specified	Not Specified Not Specified	
	Closure Date	20-Mar-2008	Not Specified	
			100 C	
	Suspenses/Dates Tab: Follow-Up S	uspenses		
	Field:	Old Value:	New Value:	
	Follow-up Suspense Date	Not Specified	Not Specified	
	Suspenses (Dates Tab. Benesting S	roonror		
	Suspenses/Dates Tab: Reporting Se Field:	Old Value:	New Value:	
	Acknowledgement Due to Complainant	Not Specified	Not Specified	
	Interim Response Due to Complainant	Not Specified	Not Specified	
	Progress Report Due to HHQ	Not Specified	Not Specified	
	Col. Equiv. Notification Due to SAF R/R/I Notification Due to HHQ	Not Specified Not Specified	Not Specified Not Specified	
	SAF Notification Due to DoD	Not Specified	Not Specified	
	Complaint Analysis Due to HHQ	Not Specified	Not Specified	
	HHQ R/R/I Progress Report Due to SAF	Not Specified	Not Specified	
	SAF Progress Report Due to DoD DoD Hotline Progress Report Due	Not Specified	Not Specified	
	DoD Hotime Progress Report Due	Not Specified	Not Specified	
	Suspenses/Dates Tab: Record Rete	Old Value:	New Value:	
	Field Retention Date	31-Dec-2010	Not Specified	
	SAF Retention Date	31-Dec-2018	Not Specified	
	Permanent Indicator	No	No	
	Moratorium Indicator	No	No	
	Moratorium Retention Date	Not Specified	Not Specified	
	Record Retention Comments	Not Specified	Not Specified	
	Reset to New	Cancel Print Case File W	orksheet	
	Cases: Creata   Sear	ch   Bulk Search My Alerts & Se	uspenses: View	
	Casesi <u>Creats</u>   <u>Eaon</u> Reports: <u>SOUIF</u>   <u>Sutanna Rapor</u> Admin: <u>Changa Passwort</u>   <u>Add Usar</u>	Disable User   Modify User   Res	et Password   Manade Content	Local (
				Email: xin

Figure 11-15. Reset complaint to new.



Figure 11-16. Reset complaint to new: Confirmation.

# **APPENDIX A – GLOSSARY OF TERMS**

<u>Term</u>	Explanation
Anonymous	Refers to anonymous complainants
Closed	Resolution actions are " <i>Closed</i> " when all actions IAW 90-301, are complete and the complainant has been notified of the results. The Closed state is final;
	there are no allowable actions on a closed complaint; however, you may
	document the date all Follow Up actions were completed, change the
	disposition date, update the retirement date of Colonel or equivalent subjects
	and enter case notes
Command Action	Command/corrective action taken because of a substantiated allegation
Command Unit	Major Commands, Forward Operating Agencies, and Direct Reporting Units
(CU)	
Complaint Status	The system generated status of the complaint, based on the actions selected by the user (i.e., new, under investigation, completed, closed, discarded)
Completed	All resolution actions will pass through the "Completed" state. "Complete" the
	action, i.e., Dismiss, Investigate, Refer, Assist, when all requirements IAW 90-
Connectors	301 are complete. And / Or
Criteria	The combination of a complaint field, operators, and search string
Discarded	The IG determined that the complaint lield, operators, and search string The IG determined that the complaint is a duplicate or entry error. The system
Distancea	records the complaint, but marks it such that it is ignored
Error Field	Following unsuccessful submission, ACTS will notify the user why the
	submission was unsuccessful. The fields that caused the submission to be
	unsuccessful are referred to as error fields (identified with an exclamation mark
	[!] and highlighted in pink/red)
File Reference	A unique numeric identifier assigned to each case file by ACTS when the ACTS
Number (or FRNO)	file is created.
Notify	An action which creates an alerts for both the sender and receiver when a case
ittotily	requires attention at another level without moving the ownership of the
	complaint (e.g., a Colonel notification; or an investigation which requires
	higher level quality review, but final action rests with the installation IG)
Home Page	The opening menu following successful login to ACTS
IG Action	Any duty related activity performed by the IG
NAF	Numbered Air Force
New	The complaint has been recorded and is awaiting assignment to an IG for
Open Date	resolution The date the complaint entered the Air Force IG system. Record the date the
Open Date	first contact with any Air Force IG occurred regarding the complaint; may be
	earlier than the date of initial ACTS entry.
Operators	Components of an advanced search, used to identify the records sought (e.g.,
-	plus [+], greater than [>], less than [<], etc, where search might be: open date >
	1 Jan 03, to retrieve all cases opened after 1 Jan 03)
Report	A report is a method for presenting retrieved, sorted data in a specific format

	-
Resolution Type	Type of action that resolved the complaint
	- <u>Substantiated investigation</u>
	- Not substantiated investigation
	- <u>Dismissed</u> – automatically generated
	- <u>Referral</u> – automatically generated
	- <u>Assist</u> – automatically generated
	- Discarded—Entry Error
	- <u>Discarded—Duplicate</u>
Source	Where the complaint originated
Transfer	An action that transfers ownership of the ACTS complaint record to an Action
	Officer specified by the sender and creates alerts for both the sender and
	receiver. Action is complete when receiver opens complaint record for edit and
	subsequently submits the complaint for validation
	subsequences and completion for fundation

# **ATCH 1 – TROUBLESHOOTING TIPS**

#### Can you access the application?

What do you see on the screen when you access the correct URL? Do you see a white screen with an error message? Do you see the appropriate Login page? If you see an error message, copy it into an email message or dictate it over the phone to the person helping you.

If you cannot access the application at all, try to access the following URL:

https://netdev.hq.af.mil/whoami.asp
What do you see?
Do you see your Host Name and IP (Internet Protocol Address)?
Copy what you see into an email message or dictate it over the phone to the person helping you.

#### Can you login to the application?

If you see the appropriate Login page, try to login. What happens? Are you allowed into the system? Are you allowed into the system, but see some kind of error message? Are you denied access? If so, what is the system telling you? Is your username/password combination incorrect? Is your account disabled or locked out for some reason? Are you positive you are attempting to login into the system you think you are? Double-check your URL!

If you see an error message, copy it into an email message or dictate it over the phone to the person helping you.

#### Are you getting an error once you are in the application?

If you are able to login to the application, what is happening?

Do you see the appropriate Home Page?

Is there an error message on the Home Page?

If you are able to proceed with normal activities, like searching and opening a complaint, what is happening?

Is the application responding appropriately? Are you seeing an error message? Is it specific?

If you see an error message, copy it into an email message or dictate it over the phone to the person helping you.

## **Defect Report**

DEFECT REPORT/QUESTION ACTS Release 5.60							
Number:	Submitting Organization:	Date Submitted:					
Build:	Submitter: Name/Phone	Date Received:					

Headline Summary:			
Type:     Problem / Enhancement     Impact (Critical, High, Med, or Low):       Screenshot available:     Yes / No			
Problem Description (include screenshot, if available):			

# Appendix B CUSTOM REPORTS

# Secretary of the Air Force Inspector General (SAF/IG) ACTS Custom Reports Help Manual

**13 December 2013** 

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# 1. Filter Fields

#### 1.1 Overview

Tab 1 – Choose Filters:

	CUSTON	1 REPORT FILTERS 🧿	
Enter a Repo	rt Title:		
Any filter left bla	nk or with "All" selected will not nari	row the report by that filter	(all records returned regardless of that filter)
	Select the Filte	er Criteria for your Repor	t <sup>®</sup>
* Date Type: 2	* Run Dates As: Dates Selected		🗳 🕐 * End: 🔤 🔮
Office Filter: 😨	SAF/IGO COMMANDUNIT NAF INSTALLATION	Office List	SAF
			nclude all offices under selected office(s)
Case Type: 🛿	All Complaint FOIA/PA OUR	Case Status: 🥝	Appealed E Closed Completed T
Originating Source: 😨	Commander E Congress/LLI DoD Action	Functional Area: 📀	Civil EngineeringSDC
Special Interest Category: 🕜	Colonel (and Selects)	Allegation Type: 📀	Abuse Abuse of authority Fraud
Final Finding: 🛛	All Not Applicable Not Substantiated Substantiated	Overall Finding: 😵	All Not Applicable Not Substantiated Substantiated
IG or Not: 2	IG Non-IG	Resolution Type: 📀	Investigation Assisted Dismissed
FOIA Exemptions: 🛛	All ▲ b7c ⊟ b5 b6 ▼		

Field Name	Description	Notes
Enter a Report Title	This is the title that will be displayed at	Report Title defaults to blank, but
	the top of your generated report.	you can type in whatever you want (EXAMPLE: "Cases within Goal by
		Year"). If you are going to save the
		report, you will get another chance to
		enter a title upon save. The title should
		be descriptive and contain fields used
		if possible, as the title is the only
		means of communicating what the
		results of the report should be

		(EXAMPLE: "Substantiated Fraud
		(EXAMPLE: "Substantiated Fraud Cases By Command Unit").
Filter Criteria	Whatever you select in the Filters tab will narrow the result set of your generated report	bases by command one j.
Date Type	Report will generate only cases with the selected Date type Options: • Open • Completed • Closed The date range (Begin-End) is based upon this date field. Report will generate only cases with the selected Date type Options.	You can only select one at a time. <b>Defaults to "Open". This field is</b> <b>required.</b> (EXAMPLE: If you want to pull Cases that were Opened between 01-JAN-2012 and 01-JAN-2013, inclusive, you would specify "Open" for the Date Type, 01-Jan-2012 for "Begin:" and "01-Jan-2013" for "End:".)
Run Dates As	<ul> <li>Options:</li> <li>Dates Selected: Allows manual entry Begin/End Dates</li> <li>YTD (Year To Date): Displays 01- Jan through Current Day</li> <li>Quarter-to-Date: Sets the begin/end dates of the current quarter (Jan- Mar, Apr-Jun, Jul-Sep, Oct-Dec). The end date is set to the current date.</li> <li>Month-to-Date: Sets the first day of the month as the begin date and the current date as the end date.</li> <li>Ending 180 Days Ago: Sets an end date of 181 days before the date the report is generated. Uses the begin date of 3 years before the date the report is being run. Displays: 3 yrs. ago to 181 days ago.</li> </ul>	All Dates can be modified. This field is required. Defaults to "Dates Selected"
Begin	Select the beginning of the date range for which you want to filter.	Modifiable only when using Dates Selected. You can either select the date by clicking the calendar icon or by typing in a date. Any recognizable date format should convert to the standard "DD-Mon-YYYY" format. <b>Defaults to a</b> <b>Blank Field. This field is required.</b>
End	Select the end date of the date range for which you want to filter.	Modifiable only when using Dates Selected. You can either select the date by clicking the calendar icon or by typing in a date. Any recognizable date format should convert to the standard "DD-Mon-YYYY" format. <b>Defaults to a</b> <b>Blank Field. This field is required.</b>
Office Filter	You can select one from: • SAF/IGQ • COMMANDUNIT • NAF • INSTALLATION	You may only select one option. Whatever you select will determine what is displayed in the Office List. It should default to the highest office to which you have access.

Office List	Select one or more offices and the system will filter the result set by the offices selected.	Defaults to "All." For assistance with the select lists, click Here. "Include all offices under selected office(s)" defaults to selected. If you want to exclude all offices under the selected offices, uncheck the check-box.
Case Type	Select one or more Types and the system will filter the result set by records that are that Case Type. Options:	<b>Defaults to Complaint.</b> For assistance with the select lists, click Here.
Case Status	Select one or more Case Statuses and the system will filter the result set by Cases that are currently in that status. Options:	Defaults to "All." For assistance with the select lists, click Here.
Originating Source	Select one or more sources and the system will filter the result set by cases that were originated by the sources selected. Options: All Commander Congress/LLI DoD – Action DoD – Action DoD – Info EEO HAF (SECAF/CSAF) IG Individual MEO OSI Secretary of Defense Sr. Officer Matter Third Party White House	Defaults to "All". For assistance with the select lists, click Here.
Functional Area	Select one or more Functional Areas and the system will filter the result set by cases that meet the areas selected. This List may change at any time by	<b>Defaults to All.</b> For assistance with the select lists, click Here.
	SAF/IGQ staff, but could contain	
------------------------------	---	---
	options such as: All, Civil Engineering, Civilian Personnel, Communications, etc.	
Special Interest Category	Select one or more Categories and the system will filter the result set by cases that contain the categories selected. This List may change at any time by SAF/IGQ staff, but could contain options such as: All, Colonel (and Selects), Congressional, DoD Action, etc.	<b>Defaults to All.</b> For assistance with the select lists, click Here.
Allegation Type	Select one or more Allegation Types and the system will filter the result set by cases having Subjects with the Allegation Type(s) selected. This List may change at any time by SAF/IGQ staff, but could contain options such as: All, Abuse, Abuse of Authority, Fraud, etc.	<b>Defaults to All.</b> For assistance with the select lists, click Here.
Final Finding	Select one or more Final Finding Options and the system will filter the result set by Cases having Allegation(s) with Final Finding(s) that meet the Types selected.	<b>Defaults to All.</b> For assistance with the select lists, click Here.
	Options: All, Not Applicable Not Substantiated Substantiated	
Overall Finding	Select one or more Overall Finding Options and the system will filter the result set by Cases that meet the Types selected. Options:	<b>Defaults to All.</b> For assistance with the select lists, click Here.
IG or Not	• Substantiated Select either All, IG or Non-IG and the system will filter the result set by cases that meet the option selected.	<b>Defaults to All.</b> For assistance with the select lists, click Here.
	Options: • All • IG • Non-IG	
Resolution Type	Select one or more Resolution Types and the system will filter the result set by cases that meet the Types selected.	<b>Defaults to All.</b> For assistance with the select lists, click Here.
	Options:	

	<ul> <li>All</li> <li>Investigation</li> <li>Assisted</li> <li>Dismissed</li> <li>Referral</li> </ul>	
FOIA Exemptions	Select one or more FOIA Exemption Types and the system will filter the result set by cases that meet the Types selected. Examples: b7c b5 b6 k2 b1 b2 b3 b4 b8 b9 j2	Defaults to All. For assistance with the select lists, click Here.

#### Tab 2 – Choose Columns & Subtotals to Display:

		Dete Cel	Display 8	Subtotal Ontions	
	Data Field 🤨	Data Column Display This Field?	Column Order*	Sort Subtotal By This Field (First-Leve	
	No Date/No Subtotal	0		0	
	Date By Year	۲	1	0	0
	Date By Quarter	·		0	0
	Date By Month	Ô		O	0
	Office: Command Un	it 🔲		0	0
	Office: NAF			0	0
	Office: Installation			0	0
	Case Type			0	Ő
	Case Status			0	0
	Originating Source			Ő	0
	Functional Area			0	0
	Special Interest Category			0	0
	Allegation Type			0	0
	Final Finding			0	•
	Overall Finding			Ô	0
	IG or Not			0	•
	Resolution Type			0	0
	FOIA Exemptions			•	•
		Summa	ry Columns	eport returns only Completed a to Display ②	
🔽 Numb	er of Cases 😧	Percent of Total Case C	Count 😧	Number of Allegations 🥝	Percent of Allegations
	mber of Investigations antiated 🥝	Percent of Investigat Substantiated	tions	Goal for Resolution Type	Goal for Resolution Typ
		C OAve	rage Nbr of [	Days To Closure 😨	
		🔲 In	clude a Gran	d Total Line 🥝	
			OR		
		Proc	ess Timelir	ne Steps 💿	
Analysis		Tasking	[	Pre-Fact Finding	Fact Finding
Report V	/riting	IG Quality Review	[	Technical Review	Legal Review
Case Co	mpletion	NAF/State IG Review	[	MAJCOM Review	SAF/IGQ Review
DoD Rev	view Submission	DoD Review Completi	on		
	Complete 📀	🔲 Open to Close 🥝			Check/Un-check

Field Name	Description	Notes
Data Column	This section will determine what	
Display and	columns and subtotals are displayed on	
Subtotal Options	your generated report. Cases with	
Section	Office = Null will be displayed as "Not	
	Specified".	

Column Sort Order	Enter a number indicating the horizontal order of columns on the Generated Report. This indicates the order, left to right, in which displayed columns will appear on the report. This field is enabled when you select the "Display This Field" radio button or checkbox. The lower the number (1), the furthest left the column will display in the generated report. The system will assign the column sort order in the order the field was clicked, but it can be changed. Decimals can be used to add a sort between two consecutive whole numbers.	
Data Field	These are the options that can be displayed, subtotaled first or second level and Sorted. Lists Display and Subtotal fields for generated report. Options: • No Date/Subtotal • Date By Year • Date By Quarter • Date By Month • Office: Command Unit • Office: NAF • Office: Installation • Case Type • Case Status • Originating Source • Functional Area • Special Interest Category • Allegation Type • Final Finding • Overall Finding • IG or Not • Resolution Type • FOIA Exemptions	When the checkbox or radio button is selected for a field, the system will enable the Column Sort Order, Subtotal by the field and will add a number to the column sort order. Cases with Office = Null will be displayed as "Not Specified" on the report.
Display This Field	If selected, the system will display the Data Field on the generated report in the sort order selected.	
Subtotal by this field (First-Level)	Any enabled Data Field can be subtotaled. Up to 2 subtotals are allowed. If a Data Field is not selected for display, it will not be allowed to be selected for subtotaling.	If you are subtotaling, you should select the first column that you want to subtotal as your first column sort order and the second-level subtotal (if you want one) as your second column sort order. If your subtotals do not go in the same order as your columns sort order, you may get a report that looks like it has too

Subtotal by Field (Second-Level)	Any enabled Data Field can be subtotaled. Up to 2 subtotals are allowed. If a Data Field is not selected for display, it will not be allowed to be selected for subtotaling.	many subtotal lines, and any percentages subtotaled may not make sense to you. That is because the subtotal figures may be based on detail figures that are sprinkled throughout the report rather than being grouped together. This option is only available if the 1 <sup>st</sup> level subtotal is selected first If you are subtotaling, you should select the first column that you want to subtotal as your first column sort order and the second-level subtotal (if you want one) as your second column sort order. If your subtotals do not go in the same order as your columns sort order, you may get a report that looks like it has too many subtotal lines, and any percentages subtotaled may not make sense to you. That is because the subtotal figures may be based on detail figures that are sprinkled throughout the report rather than being
Summary Columns to Display Section	This section will determine what Summary Columns will display on your generated report.	grouped together.
Number of Cases	This displays the Number of Cases meeting filter criteria. At least one summary column must be selected for a report. View more details works the same way as the Global search function. Click on the underlined case count number to view more details. Does not display detail data for purged cases but indicated it was purged.	This option is selected by Default. Number of Cases is auto selected - one summary column must be selected for a report.
Percent of Total Case Count	When the subtotal for this is selected, percentages are based on the subtotal and not the total for all included cases. For example, if a time period data column is selected (Date Year, Date Quarter, or Date Month) then the percent of total cases will be calculated for that time designation only. If no subtotal is selected then calculate the percent over all cases selected. This applies to Percentage of Allegations, Percent of Cases Substantiated, and	Round to the nearest whole number unless the percent is less than 1 percent, in which case next round up to 1 percent. (applies to % investigations, % allegations, and % completed within Goal, summary columns listed below)

	Number of Coope Completed Within	
	Number of Cases Completed Within Goal.)	
Number of Allegations	Displays the Number of Allegations returned for specified report criteria. A case can have 0 or more allegations. If specific Allegations are chosen as filters (not "ALL"), only Allegations of the type(s) selected are counted.	
Percent of Allegations	Percent of Allegations returned for specified report criteria. Number of Allegations DIVIDED BY Total Number Allegations times 100 (to get a percentage you must multiply the fraction by 100).	
Number of Investigations Substantiated	Displays a Column for the Number of Investigations Substantiated. Number calculated using Overall Finding = Substantiated. Report returns only Closed Cases	Report returns only Closed Cases.
Percent of Investigations Substantiated	Percent of Investigations Substantiated. Displays the Number of investigations where Overall Finding = Substantiated DIVIDED BY Total Number of Investigations times 100 (to get a percentage you must multiply the fraction by 100).	Report returns only Closed Cases.
Number of Cases within Goal for Resolution Type	Percent of Cases Completed Within Goal for Resolution Type, Percent of Cases within the Goal for Resolution Type. The System displays the Number of Cases Completed Within Goal DIVIDED BY Total nbr of Cases) Other Resolution Types including NONE will be excluded from this calculation	Report returns only Completed and Closed Cases.
Percent of Cases within Goal for Resolution Type	Percent of Cases Completed Within Goal for Resolution Type, Percent of Cases within the Goal for Resolution Type. The System displays the Number of Cases Completed Within Goal DIVIDED BY Total nbr of Cases) Other Resolution Types including NONE will be excluded from this calculation. Report returns only Completed and Closed Cases.	Report returns only Completed and Closed Cases.
Average Nbr of Days to Closure	Average Number of Days it took for a Case to go from Open Status to a Closed Status. Report returns only completed and Closed Cases. Also displays a column showing the number of cases NOT within the 180-day goal for closure.	Report returns only Closed Cases.
Include a Grand Total Line	This will display a Grand total on your generated Report. All count fields are summed in the grand total line, ignoring the subtotals. All percent fields will be	

blank. Average number of days for	
Grand total will have an overall average for all cases (Total number of Days /	
Total Number of cases times 100 (to	
get a percentage you must multiply the	
fraction by 100).).	

Field Name	Description Notes	
Field Name Process Timeline Steps	DescriptionNotesThis section allows for reporting on step durations for selected Timeline steps. For each selected step, the report will show:1) Step NameSteps:• Analysis• Tasking• Pre-Fact Finding• Fact Finding• Report Writing• IG Quality Review• Technical Review• Legal Review• Case Completion• NAF/State IG Review• SAF/IGQ Review• DoD Review Submission• DoD Review Completion	
	<ul> <li>DoD Review Completion</li> <li>2) Average number of days spent in step: (Selected step End Date minus Previous Step End Date). Calculates the average #</li> </ul>	
	<ul><li>days for each selected step by subtracting the previous step end date from the end date of the step being calculated.</li><li>3) Goal</li></ul>	
	<ul> <li>4) Percentage of cases within step goal</li> <li>- calculate percent of cases that meet</li> <li>the goal for the step. Pertains to the 14</li> <li>steps, i.e. when this option is selected it</li> <li>will pertain to any of selected 14 steps</li> </ul>	

	5) Number of Cases that completed this step	
	6) Number of Cases within goal that completed this step <u>Includes the following additional</u> <u>rows:</u>	
	A) DOD Review Submission (goal 5 days), use SAF/IGQ Review date to calculate	
	B) DOD Review Complete (goal 44 days), use DOD Review Submission Review date to calculate	
	Note: If any of the timeline steps including the additional rows are selected, all other report columns (display and summary) will not be able to be selected. DOD review goals are not official.	
Open to Complete	Displays result set averages for the time it took for a case to go from Status of Open to Complete.	
Open to Close	Displays result set averages for the time it took for a case to go from Status of Open to Closed.	
Check/Un-check ALL Steps	If selected, Selects or deselects all of the checkboxes in the Process Timeline Steps Section.	

Tab 3 – Generate Report

	Filters (	Tab 1) 😨	
<b>Date Type:</b> Open	Begin Date: 01-Jan-2009	End Date: 01-Jan-2013	Run Date As: Dates Selected
Offices: SAF (Include all offices under selected office(s))	Case Type: Complaint	Case Status: All	Originating Source: All
Function: All	Special Interest Items: All	Allegation Types:	Overall Finding: All
Final Finding: - All	IG or Not:	Resolution Type:	FOIA Exemptions:
"Number of Case	s" does not mean unique cases— ions, Functions, Originating Source Case Count" may not add up to	es or Special Interest Cate 100% because of rounding	gories and cases that occur in
has multiple Allegat "Percent of Total	pries (such as cases with multiple ).		
has multiple Allegat "Percent of Total multiple data catego Interest Categories	ories (such as cases with multiple ). Total Distin	oct Cases: 188	
has multiple Allegat "Percent of Total multiple data catego Interest Categories Report Cree	rries (such as cases with multiple <b>Total Distin</b> ated: 22-Nov-2013 at 1219 ET	<b>ict Cases: 188</b> <b>By:</b> liz.car	roll@pentagon.af.mil
has multiple Allegat "Percent of Total multiple data catego Interest Categories Report Crea	ries (such as cases with multiple Total Distin ated: 22-Nov-2013 at 1219 ET Number of Cases	<b>ict Cases: 188</b> <b>By:</b> liz.car	roll@pentagon.af.mil
has multiple Allegat "Percent of Total multiple data catego Interest Categories Report Cree	ories (such as cases with multiple Total Distin ated: 22-Nov-2013 at 1219 ET Number of Cases 9	<b>ict Cases: 188</b> <b>By:</b> liz.car	roll@pentagon.af.mil
has multiple Allegat "Percent of Total multiple data catego Interest Categories Report Crea 200	ories (such as cases with multiple Total Distin ated: 22-Nov-2013 at 1219 ET Number of Cases 9 0	<b>ict Cases: 188</b> <b>By:</b> liz.car	roll@pentagon.af.mil
has multiple Allegat "Percent of Total multiple data categy Interest Categories Report Crea 200 201	ories (such as cases with multiple Total Distin ated: 22-Nov-2013 at 1219 ET Number of Cases 9 0 1	<b>ict Cases: 188</b> <b>By:</b> liz.car	roll@pentagon.af.mil <u>9</u> <u>42</u>

Field Name	Description	Notes
Filters (Tab 1)	This section displays all of the fields you entered / selected to display your generated report	
Display Options (Tab 2) Section	This section displays the options selected for your report.	
Export	Depending on the filters and display options you select, you can export your report as: <ul> <li>Line Chart</li> <li>Bar Chart</li> <li>Pie Chart</li> <li>Export Excel Case Details</li> <li>Export Excel Case Summary</li> </ul>	When you have selected more than one data column to display (on Tab 2), the charting options are not available. (Because multiple data columns cannot be represented on the 2- dimensional charts used). Along with Exporting options, you can also print and Save your report from the icons as well

# 2. Navigation

### 2.1.1 Navigation

There are 2 ways that you can navigate through the steps to generate a report:

**1) Tabs:** Click the Tabs, Complete the Fields, Then Select Tab 3 to generate the report. You will obtain the best results if you do the tabs in order.

0 Choose Filters	Ochoose Columns & Subt	totals to Display	Generate Your Report	
2.1.2 Buttons: Click th	e Buttons to Proceed to	the next Step		
Choose Columns	>> Reset to Defa	aults		
Generate Your F	inished Report >	Reset to Defaults		

## 2.1.3 Select Lists: Click the Buttons to Proceed to the next Step

#### There are two ways that you can select items in the select lists:

1) Hold the Shift Key / Click to select a group of items – This allows you to select groups of items, but you must select everything in the group

 All	
Commander	(E)
Congress/LLI	
 DoD Action	Ŧ

2) Hold the Ctrl Key / Click which items you wish to select - This allows you to jump over items in the list



# 3. Icons

The ACTS system has icons to help users with certain report functions. Some of the icons are displayed below. Needs a note stating that will not display charts with more than one item checked to display.

<b>•</b>	Select a Calendar Date	$\wedge \!$	Export a Line Chart Report
	Export a Bar Chart Report		Export a Pie Chart Report
	Export Report as an Excel Spreadsheet		Print the Report
	Save the Report	0	Help Content for Fields
0	Report Returns Only Closed Cases	0	Report Returns Only Completed and Closed Cases

# 4. Saved Reports

There may be reports that you are required to generate monthly, quarterly or yearly to the IG. The "Saved Custom Reports" section will contain report templates that you create, as well as templates created by SAF/IG that you may use.

The title is the only indicator as to what the purpose of the report is. Titles should be descriptive.

You have the ability to modify a saved report. Once you run the saved report, you have the ability to modify the filters to generate a new report. You can then save and overwrite the existing report (If it was generated by you or if you are a SAF/IGQ user) or save it as a new report.

The "Run Dates As" filter will help you create reports that can be saved once and used in the future without the need to change the begin/end dates. The system will automatically change the begin and end dates to be relative to the date the user is running the report. For example, in 2013, you can save a report titled "Yearly Report", with the Run Dates As/ Year-To-Date option. When you run it anytime within 2013, it will return cases from January 1, 2013 to the current date in 2013. If you run the report in 2014, the begin and end dates will automatically change to be 2014 dates.

Similarly, the Run Dates As/Ending 180 Days Ago option changes the begin/end dates so that you can always see cases that are over 180 days old (which should help in finding older cases that need to be closed.). However, if you use "Dates Selected" for "Run Dates As", the system will use the specified begin and end dates for the date range and the date range used will not be affected by when the report is run.

Field Name	Description	Notes
Report Template Name	This is the title that describes what the report generates	If you are creating your own report, the title should be brief but descriptive
Date	This is the date that the Report Template was Saved	
Rename	This icon allows you to change the title of the report	Can only be done with templates you created or if you are an IG Admin

Delete	This icon allows you to delete a report template	Can only be done with templates you created or if you are an IG Admin
Run/Edit Saved Report	This icon allows you to generate the report template	Filter fields can be modified after you select this icon
Create a New Custom Report Template	This link takes you to the Custom Reports Tab 1	

## 1. Saved Custom Reports Page

Custom Report Templates

Below are your saved Custom Reports:

Custom Reports Help

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CUSTON DEPORT TEN	DIATEC		
CUSTOM REPORT TEM	PLATES		Run/Edit Saved
Date	Rename	Delete	
Date			Report
	CUSTOM REPORT TEM	CUSTOM REPORT TEMPLATES	CUSTOM REPORT TEMPLATES

edefined Reports				
lect of the pre-defined report below				
PREDEF	INED REPORT TEMPLA	TES		
Report Template Name	Date	Rename	Delete	Run/Edit Saved Report
180 Days Open Report	09-Oct-2013	Ø	1	1
All AF Current Year, by CU,NAF	09-Oct-2013	Ø	1	۵
Current Month	09-Oct-2013	Ø	1	•
SAF/IG 2009 Allegation Report	09-Oct-2013	Ø	1	٠
NAF 2009 Quarterly Complaint Report	26-Sep-2013	0	Ô	<b>*</b>

OR		
Create a New Custom Report Template		

## 2. Save the Report Screen

### Save AdHoc Report

Enter a name for your report results and select "Save".

Save AdHoc Report				
			* Fields	are Mandatory
* Report Name:	SAF/IG	2009 - 2013 Allegations Report		]
* Set As Predefined Report:	🔘 Yes	No		

Save

